

**SUPPORT PORTAL
USER GUIDE**

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Overview

The Support Portal allows registered customers the ability to resolve many simple topics without creating a support ticket. Customers can use keywords to search the vast knowledgebase for articles relating to the topic they are experiencing. For the topics that cannot be resolved using an article search and require a support ticket, a case can be created from this site as well.

The Support Portal provides our customers the capability to:

- Research Topics
- Ask Questions
- Open Cases
- Get Answers
- Provide Feedback

This document will provide instructions that will guide you through the registration process, site layout, Article research and case processing. Please feel free to use the embedded links to jump to relevant topics throughout this document.

[[Home](#)]

Registration

Navigate to: www.hsmsupportportal.com (Fig 1)

Honeywell | Sensing and Productivity Solutions

Welcome to the Honeywell Sensing and Productivity Solutions Technical Support portal

Enter your **email address** and **password** if you have already registered for the site

For immediate support, please contact [Honeywell Support](#).

Login

Username (Email)

Password

[Login](#) [Forgot Password?](#)

If you are a new user, please [register](#).

(Fig 1)

For new registrations, fill in all of the information requested and click Submit. Your email address will be your Username. (Fig 2)

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New User Registration

First Name*

Last Name*

Company Name*

Country*

Street Address 1*

Street Address 2

Street Address 3

City*

Region / State

Postal Code

Email address*

Phone*

Partner* ☐ Yes ☐ No

*Indicates required field.


[Register](#)

(Fig 2)

- You will receive an email with their temporary login information
- Once logged in you will be prompted to change the password.

If you have forgotten your password, click on “Forgot Password” link (Fig 3).

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Welcome to the Honeywell Sensing and Productivity Solutions Technical Support portal

Here you can request technical assistance by opening a case, or search the knowledge base for information about your particular issues.

For immediate support, please contact [Honeywell Support](#).

**** Your email address is your Username**

Username (Email)

Password

[Login](#) [Forgot Password?](#) ←

If you are a new user, please [register](#).

(Fig 3)

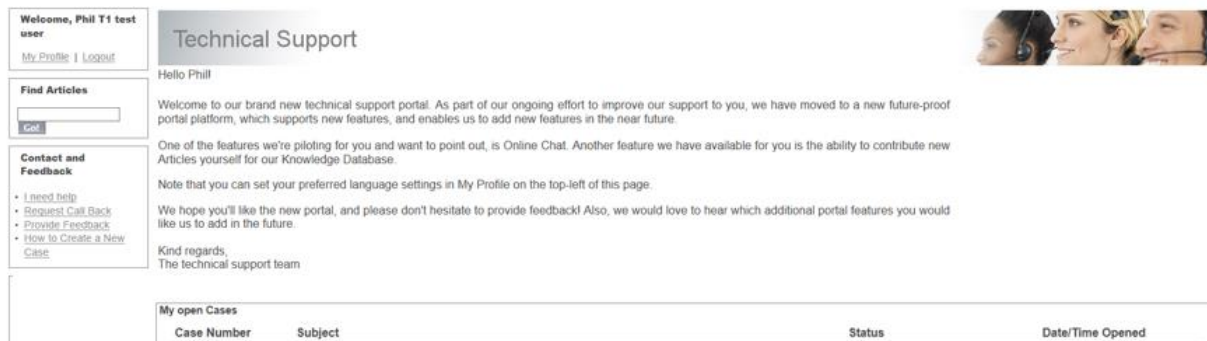
Enter your email address, and click Submit. You will receive an email with a password reset link.

Once logged in you will be prompted to change the password.

[\[Home\]](#)

Site Layout

This is the home screen (Fig 4). From here you can see your manage your profile, search articles, request a callback, provide feedback and open cases.



(Fig 4)

- If you have any current open cases they will be listed in the body of the page in the section **“My Open Cases”**.
- They **“My Profile”** section will allow you to see your information as well as allow you to change your password.
- **“Find Articles”** Allows you to search for articles using your keywords.
- **“I need help”** Allows you to create a case. The sections with a red bar are required to submit a case.
- **“Request Call Back”** Allows you to leave a message for a call back from Technical Support. The fields with a red bar are required to submit the request.
- **“Provide Feedback”** Allows you to give your feedback regarding the site.

The tabs across the top allows direct access to the information shown on each tab.

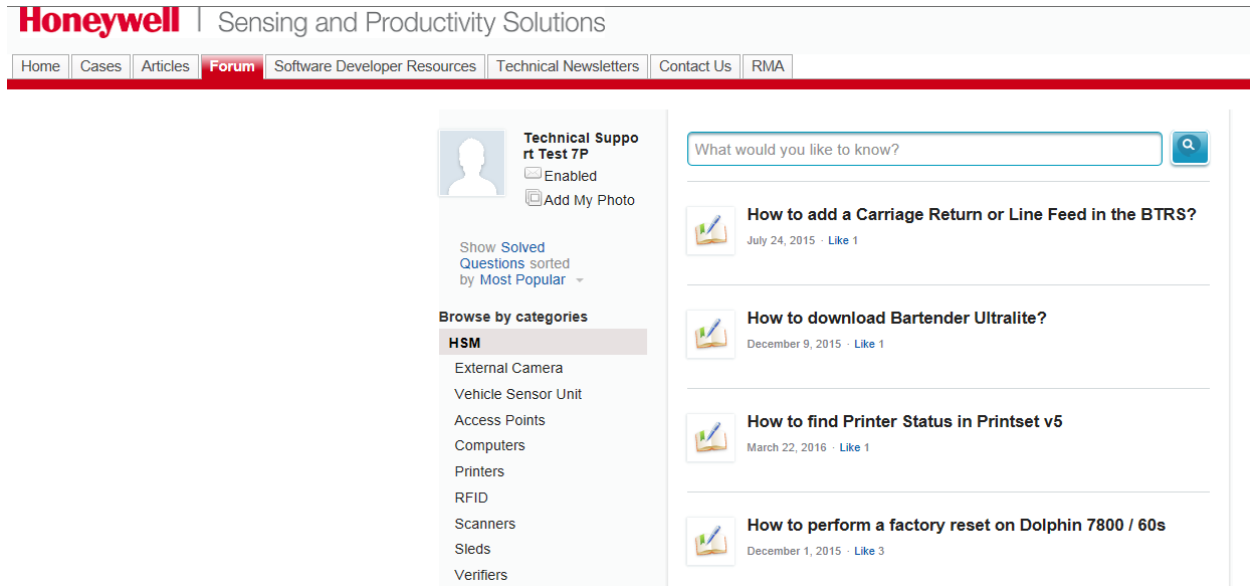
1. The Cases tab (fig 5) allows the creation of new cases, review of currently open cases and review of closed cases.

(fig 5)

2. The Articles tab allows articles to be searched (fig 6).

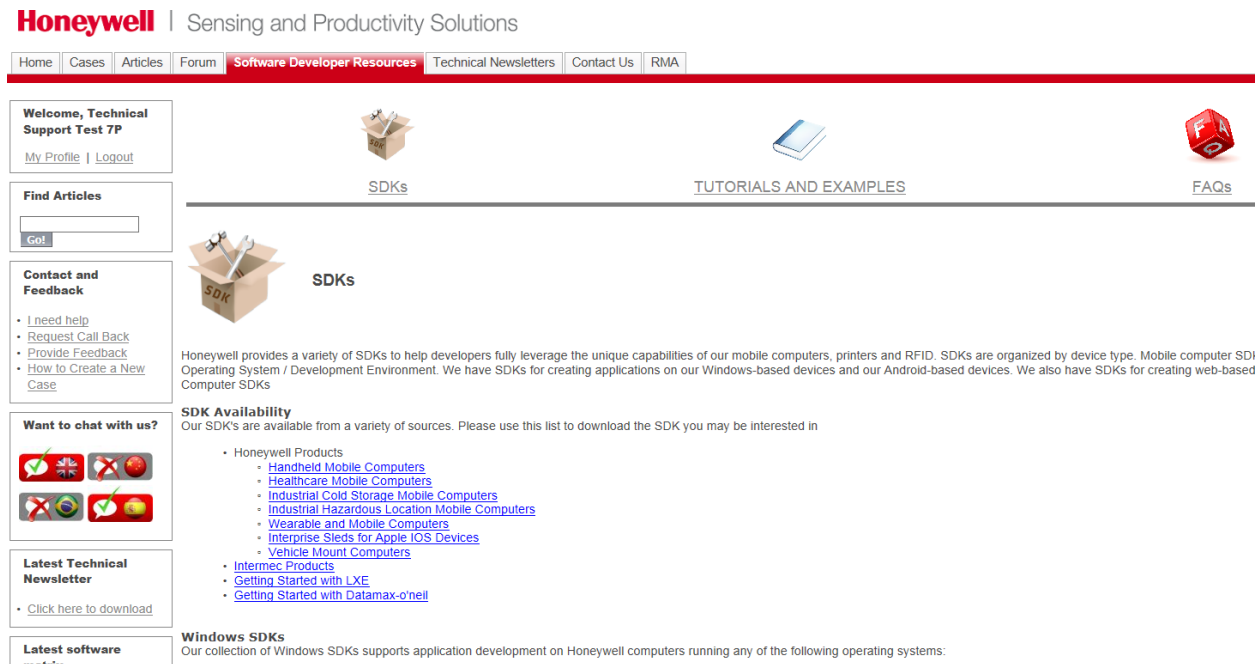
(fig 6)

- The Forum tab (fig 7) provides an area that users can share knowledge on, or about the use of, their Honeywell products.



(fig 7)

- The Software Developer Resources tab (fig 8) contains tool kits and other resources for users that are developing their own applications to use on our products.



(fig 8)

Our Newsletters are located in the Technical Newsletters (fig 9) tab.

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Home | Cases | Articles | Forum | Software Developer Resources | **Technical Newsletters** | Contact Us | RMA

Welcome, Technical Support Test 7P

[My Profile](#) | [Logout](#)

Find Articles

Go!

Contact and Feedback

- [I need help](#)

Technical Newsletters

Release ^	Download
Technical Support Newsletter 2015 December	Click here to download
Technical Support Newsletter 2015 October	Click here to download
Technical Support Newsletter 2016 March	Click here to download

(fig 9)

- The Contact Us tab (fig 8) provides contact information (in various languages) for regions around the globe.

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Home | Cases | Articles | Contributions | **Contact Us**

Welcome, HVCP Partner

[My Profile](#) | [Logout](#)

Find Articles

Go!

Contact and Feedback

- [Request Call Back](#)
- [Ask a Question](#)
- [Provide Feedback](#)

Contact Us

Latin America

English
Spanish
Portuguese

EMEIA

English
French
German
Italian
Russian
Arabic

North America

English

Asia Pacific

English
Chinese
Japanese

(fig 8)

[[Home](#)]

Working with Cases

The Cases section (fig 10) allows for the creation of new cases, the review of currently open cases and the review of closed cases.

(fig 10)

- You can review current open and closed cases and review the latest updates.
- You can add additional information regarding the case.
- You can search for articles regarding this case question using your keywords.

To create a case click on the [Create a New Case] link. When the new case window opens (fig 11) be sure to complete all of the required fields (Identified with a red bar).

(fig 11)

As you create a new case be sure to the following fields; Product Category, Hardware, Subject, and Description of the topic. In the description section be list all of the relevant product settings. Describe what is happening and what you expect to happen. Below is a list of helpful information that can be used to help your technical support representative find a solution faster.

WHAT is the problem?

- Which product(s) is/are having the problem?
- What error messages (if any) are returned?
- What troubleshooting steps have already been performed prior to opening the case?

WHERE does the problem occur?

- What is the production environment or test environment?
- On which sites, servers does the problem occur?
- Where does the problem not occur?

WHEN does the problem occur?

- When did the problem first occur?
- Were changes made prior to the problem occurring? If so, what (e.g. installation of custom applications, firmware updates, network changes, etc.)?
- How frequent is the problem (constant, hourly, daily, and weekly, etc.)?

WHAT is the extent of the problem?

- Is a workaround available?
- What is the business impact of the problem?

To review a current case click on the case number located under the [My Open Cases] section. The case opens and you can review all of the details of the case and even add additional information.

If you have any resolved cases they are available for you to review in the event of a similar topic. Simply click on a case number listed in the [My Closed Cases] section.

[[Home](#)]

Accessing Knowledge Articles

The Articles section allows articles to be searched (fig 12). *Notice that the last 30 articles to be modified are showing.

- There is a search function that allows searching based on your key words.
- Filters allow for narrowing down the initial search based off Software, Topic, and Hardware categories.

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Home Cases **Articles** Forum Software Developer Resources Technical Newsletters Contact Us RMA

Search

Search

Search Only Article Types

☒ HSM Article

Go Clear Search

Filter Your Results

Topic: --No Filter--

Software: --No Filter--

Hardware: --No Filter--

Clear Filters

Articles New Articles

Only articles modified within the last 30 days are displayed. To view older articles, specify a search term or filter.

New	Article Title
<input checked="" type="checkbox"/>	Post-printer install fine-tuning for printers using latest Honeywell InterDriver
<input checked="" type="checkbox"/>	How to turn on Printer Command Logging in Windows driver for Honeywell printers
<input checked="" type="checkbox"/>	How to install a networked printer using the Honeywell Driver Wizard
<input checked="" type="checkbox"/>	How to install a local (USB) printer using the Honeywell Driver Wizard
<input checked="" type="checkbox"/>	How to install a local (non-USB) printer using the Honeywell Driver Wizard
<input checked="" type="checkbox"/>	What is the part number for the security torx screw on Thor VM2?
<input checked="" type="checkbox"/>	Can the PowerSupply Connector from the VX9 be used on the CV61?
<input checked="" type="checkbox"/>	Can the laser beam of the Orbit 7120 be switched to single-line?
<input checked="" type="checkbox"/>	How to pair Voyager 1202q to a computer via Bluetooth?
<input checked="" type="checkbox"/>	Advanced functions of the 'Driver Wizard' for Honeywell printers

(Fig 12)

There are multiple search tips and tricks for increasing the chances of finding the information and or Topic researched.

It is recommended to begin searching with just one, or only a few keywords to avoid excluding relevant articles from the search results.

To help narrow down the number of Articles found it is recommended to use the filters and select the applicable category.

Here are some tips for getting the best search results.

- It is strongly recommended to use double quotes for keywords, especially when searching for (product) numbers or for a combination of words, e.g. "7600", "remote Mastermind". As using double quotes will around a keyword or phrase snippet will be treated as exact-match.

- Use conditional words like AND, OR, AND NOT to refine your search. These can be used in lower-case as well.
- Use wildcards such as '?' and '*' in your search. Wildcards are strongly recommended when verbs or other words can be spelled in different ways or when a search word may be part of another term. **Note!** Only 1 wildcard option can be used in succession of a search-word.
 - '*': Asterisks match one or more characters at the middle or end (not the beginning) of your search term. For example, a search for data* finds items that start with variations on the term data, such as, data-match or datasheet. A search for d* format finds items with data format or display format.
 - '?': Question marks match only one character in the middle or end (not the beginning) of your search term. For example, a search for f?x finds items with the term fix or fax but not flux.
- The Keyword search is not case sensitive.
- The Keyword search will also return articles based on a synonyms list. For example, if one does a search using "Metroset" and "9540", the system will return also articles that have inside the title "Metroset2", "MetroSet2" and even "MetroSet 2".
- Avoid using non-descriptive filler keywords like "how", "the", "what", etc.

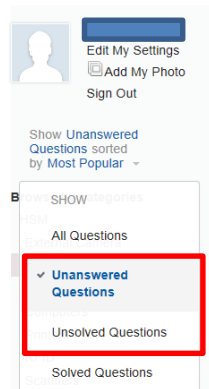
Forum

The Forum is a great place to collaborate with other users with similar experiences. Users can share ideas and tricks to resolve a situation that is being experienced.

- Click on the "What would you like to know" section and enter a question.
- Click on the search icon and review the suggested articles.
- If the articles do not answer your question, there will be an opportunity to "Post Your Question".
- A window will open and allow you to post detailed information regarding your question.
- Pick a topic from the drop down list.
- And Click on "Post to Community".

Interested users can look through "Unanswered Questions" and answer a question if they see a question they know the answer to.

- Click on “Solves Questions” and select “Unanswered Questions” or “Unsolved Questions” to browse for a topic you are familiar with.



- Click on the question to review the details.

Will the Arm Mounted Sled and ring scanner that is available for the 70e work with the 75e

Will the Arm Mounted Sled and ring scanner that is available for the 70e work with the 75e

- Click on “Answer” to enter a possible solution.

[Answer](#) - [Like 1](#) - [Follow 1](#)

- Click on “Answer” to post your comment.

A screenshot of a form to post an answer. It features a rich text editor with buttons for bold (B), italic (I), underline (U), strikethrough (ABC), link (chain), unlink, and code (<>). There are also buttons for bulleted list, numbered list, and indent. Below the editor is a large text area and an 'Answer' button at the bottom right.

- Click on “Like” to like an entry.

[Answer](#) - [Like 1](#) - [Follow 1](#)

- If you want to follow a subject then click on the “Follow” link.

Once your question is posted you will begin to receive emails when answers are submitted.

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Software Developer Resources

Software Developers can review the information for tools and examples for programs that are being developed to work with Honeywell products.

[Forum](#) [Software Developer Resources](#) [Technical Newsletters](#) [Contact Us](#) [RMA](#)



[SDKs](#)



[TUTORIALS AND EXAMPLES](#)



[FAQs](#)

Technical Newsletters

The Current and past Technical Newsletters can be downloaded and reviewed in this section. Simply click on the Newsletter title you would like to review.

[Forum](#) [Software Developer Resources](#) [Technical Newsletters](#) [Contact Us](#) [RMA](#)

Technical Newsletters



Release ^

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[Technical Support Newsletter 2015 December](#)

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[Technical Support Newsletter 2015 October](#)

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[Technical Support Newsletter 2016 March](#)

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Providing Feedback

To leave us a message regard this site simply click on the [Provide Feedback] link and the feedback page (Fig 14) opens.

The screenshot shows a web interface for providing feedback. On the left is a sidebar with links: 'My Profile | Logout', 'Find Articles' with a search box and 'Go!' button, 'Contact and Feedback' with links 'I need help', 'Request Call Back', 'Provide Feedback', and 'How to Create a New Case', and 'Recent Item' showing 'No records to display'. The main area is titled 'Case Edit' and contains a form with the following fields: 'Feedback Category' (a dropdown menu currently showing 'Technical Support'), 'Subject' (a text input field), 'Description' (a large text area), 'Reference Number' (a text input field), 'Requested Call Back Phone' (a text input field), 'Respond To Email' (a text input field), and 'Preferred method of contact' (a dropdown menu currently showing '--None--'). At the top right of the form are buttons 'Submit', 'Submit & Add Attachment', and 'Cancel'. At the bottom right are the same three buttons. A 'Status' indicator shows 'New'.

(Fig 14)

Click on the feedback category dropdown menu and choose from: Service and Repair RMA, Product improvement Suggestions, Technical Support, Billing, Sales, Order and Delivery or Website.

Fill in the Subject Field, Description Phone number or Email and then choose the Method of Contact. Click on Submit and your comments will be delivered to the proper team.

[[Home](#)]

Contact Us

The Contact Us tab provides contact information (Fig 15) page (in various languages) for regions around the globe.

You can select the region that you want to contact us from and you will be shown a listing of the various phone numbers for that region.

Honeywell

Inbound hotline numbers and languages supported by Technical Support

EMEA regional call center opening hours 08:30am - 06:00pm CET			APAC regional call center opening hours 08:00am - 05:30pm CST			NORTH AMERICA regional call center opening hours 08:00am - 08:00pm EST		
Country	Country Code	Number	Country	Country Code	Number	Country	Country Code	Number
France	33	0170762073	China	86	108001521962	USA	1	800-782-4263
Germany	49	06922223378	China	86	512 8225 6818	USA	1	800-755-5505
Italy	39	0236003203	Japan	81	0367439810	USA	2	800-816-9649
Netherlands	31	0407110450	Korea	82	0234834879	USA	3	407-523-5540
Spain	34	911146586	Hong Kong	852	30713253	LATAM regional call center opening hours Brazil 08:30am - 05:30pm BRT/BRST Mexico 09:00am - 06:00pm CST/CDT		
UK	44	02075732371	Taiwan	886	0226507450			
Poland	48	0223060755	Thailand	66	0018004413842			
Finland	358	0972519976	Singapore	65	68185378			
Norway	47	023024882	India	91	0008004402247			
Russia	7	04999511298	Australia	61	0282781255	Mexico	52	55 47380360
S. Africa	27	0214276498	Malaysia	60	0377240147	Mexico	52	0155 47380360
Sweden	46	0859366586	Indonesia	62	001803442285	Brazil	55	(11)47002155
Turkey	90	Coming soon...	New Zealand	64	099690758	Argentina	55	Coming soon...
			Philippines	63	Coming soon...			
SUPPORTED LANGUAGES BELOW - ENGLISH LANGUAGE IS SUPPORTED 24 HOURS A DAY / MON-FRI								
English	Spanish	Russian	English	Japanese	Hindi	English	Spanish	Portuguese
German	Italian	Turkish	Chinese	Thai	Malay	English telephone support is available 24 hours a day, Monday through Friday, other languages are supported within regional business hours as indicated.		
French	Dutch	Polish	Cantonese	Korean				
Arabic*	Romanian (not in call flow)							



(Fig 15)

[[Home](#)]

FAQs

1. What capabilities are available for registered customers on the Support Portal?

[Answer](#)

2. How do I register on the Support Portal?

[Answer](#)

3. How do I open a case and review my cases on the Support Portal?

[Answer](#)

4. How do I search for Articles in the Support Portal?

[Answer](#)

5. Where can I find contact information for my region?

[Answer](#)

6. How can I submit a new contribution?

[Answer](#)

7. How can I submit feedback?

[Answer](#)

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