



Honeywell Versatilis Configurator
Release 220.3

User Manual

34-ST-25-70
October 2023

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ABOUT THIS GUIDE

This guide provides information about the Honeywell Versatilis Configurator: Installation, configuration, managing the packages and troubleshooting scenarios.

Revision history

Revision	Date	Description
A	August 2022	The initial release of the document for R210.
B	December 2022	R220: <ul style="list-style-type: none"> • Honeywell Versatilis Configurator app supports Modbus devices Online and Offline configuration. • Register devices and secure access using Honeywell Versatilis Lifecycle application information added.
C	October 2023	R220.3: <ul style="list-style-type: none"> • Updated the latest DD catalog package. • Honeywell Versatilis Configurator app user interface enhancements, performance improvements and bug fixes.

Intended audience

Users who plan, install, operate, or maintain the Honeywell Versatilis Configurator app and Honeywell Versatilis Advanced Communication Interface to configure the field devices.

Related documents

The following list identifies documents that can contain information relevant to the information in this document:

- *Honeywell Versatilis Quick Start Guide 34-ST-25-69.*
- *Honeywell Versatilis Product Specification 34-ST-03-151.*

- *Honeywell Versatilis Software Change Notice 50182166-001.*
- *Honeywell Versatilis Instrument Lifecycle Solution User Guide 34-ST-25-72.*

INTRODUCTION

Overview

The Honeywell Versatilis Configurator is a next-generation universal handheld solution for both Honeywell and third-party devices for configuring, calibrating, monitoring and diagnosing field devices.

The solution consists of an intuitive smart app supported on the Android and Microsoft Windows mobility platforms that provide flexible and reliable communications to Universal HART, Modbus, and Honeywell DE devices through Bluetooth®.

CAUTION: Handle the Honeywell Versatilis Advanced Communication Interface with care and follow antistatic handling precautions.

Honeywell Versatilis Advanced Communication Interface

The Honeywell Versatilis Advanced Communication Interface /Modem is a next generation communication device. It converts conventional field devices to smart field devices and helps field devices communicate with the Honeywell Versatilis Configurator app through Bluetooth.

The modem has a simple toggle button to switch between protocols with an LED indicator.

Users can select the protocol depending on the connected field device model.

The modem allows users to:

- Configure HART, DE and Modbus devices.
- Securely communicates with the field devices from a distance.

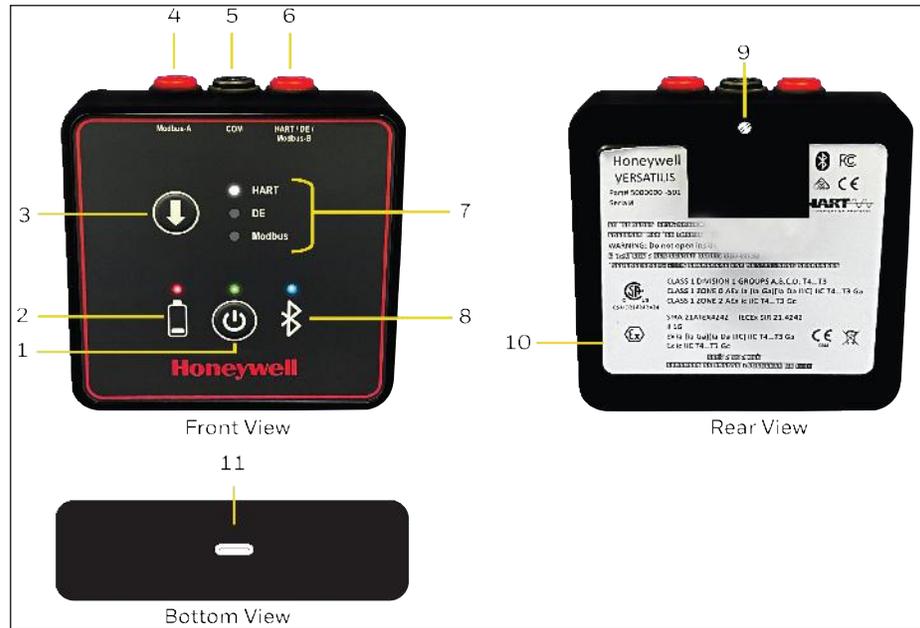


Figure 2-1: Modem overview

Table 2-1: Modem overview

Items	Description						
1	<p>Power button.</p> <p>Press the power button to turn ON the device.</p> <p>The modem power button LED status:</p> <table border="1"> <thead> <tr> <th>Status</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td>Blinking Green</td> <td>The modem is powering ON or waking up.</td> </tr> <tr> <td>Solid Green</td> <td>The modem is ON.</td> </tr> </tbody> </table> <p>The modem Sleep Mode:</p> <ul style="list-style-type: none"> • Press & hold for at least 2 seconds to put the communication interface in sleep mode. • Press once to wake up the Communication Interface from sleep mode. 	Status	Description	Blinking Green	The modem is powering ON or waking up.	Solid Green	The modem is ON.
Status	Description						
Blinking Green	The modem is powering ON or waking up.						
Solid Green	The modem is ON.						
2	Battery Level Indicator						

Items	Description						
	<p>The battery level indicator turns ON only when the batteries level is low.</p> <p>The battery level indicator LED status:</p> <table border="1" data-bbox="358 453 1398 688"> <thead> <tr> <th data-bbox="358 453 732 527">Status</th> <th data-bbox="732 453 1398 527">Description</th> </tr> </thead> <tbody> <tr> <td data-bbox="358 527 732 625">Blinking Red</td> <td data-bbox="732 527 1398 625">The battery level is low, and it is recommended to replace the batteries.</td> </tr> <tr> <td data-bbox="358 625 732 688">NO LED/OFF</td> <td data-bbox="732 625 1398 688">Fully charged battery or the USB operation.</td> </tr> </tbody> </table> <p>When the battery level indicator LED is ON, the Honeywell Versatilis Configurator app notifies the user on the modem device screen.</p> <div data-bbox="358 804 1373 953" style="border: 1px solid blue; padding: 5px;"> <p>NOTE: By default, the battery level status in the Honeywell Versatilis Configurator app is OFF, and it turns ON when a low battery is detected.</p> </div>	Status	Description	Blinking Red	The battery level is low, and it is recommended to replace the batteries.	NO LED/OFF	Fully charged battery or the USB operation.
Status	Description						
Blinking Red	The battery level is low, and it is recommended to replace the batteries.						
NO LED/OFF	Fully charged battery or the USB operation.						
3	<p>Mode Selection Button</p> <p>Press the Mode Selection Button to select the protocol mode. (HART, DE, and Modbus).</p> <p>The mode selection button LED status:</p> <table border="1" data-bbox="358 1199 1398 1434"> <thead> <tr> <th data-bbox="358 1199 829 1272">Status</th> <th data-bbox="829 1199 1398 1272">Description</th> </tr> </thead> <tbody> <tr> <td data-bbox="358 1272 829 1371">Blinking White</td> <td data-bbox="829 1272 1398 1371">Indicates a firmware update is being applied. Wait until completion.</td> </tr> <tr> <td data-bbox="358 1371 829 1434">Solid White</td> <td data-bbox="829 1371 1398 1434">Indicates the protocol is selected.</td> </tr> </tbody> </table>	Status	Description	Blinking White	Indicates a firmware update is being applied. Wait until completion.	Solid White	Indicates the protocol is selected.
Status	Description						
Blinking White	Indicates a firmware update is being applied. Wait until completion.						
Solid White	Indicates the protocol is selected.						
4	Modbus-A Terminal						
5	Communication Terminal						
6	HART/DE/Modbus-B Terminal						
7	Supported Protocols (HART, DE and Modbus)						
8	<p>Bluetooth Communication Indicator</p> <p>The Bluetooth communication indicator LED status:</p>						

Items	Description								
	<table border="1"> <thead> <tr> <th data-bbox="345 294 544 380">Status</th> <th data-bbox="544 294 1406 380">Description</th> </tr> </thead> <tbody> <tr> <td data-bbox="345 380 544 478">Blinking Blue</td> <td data-bbox="544 380 1406 478">Device is in Bluetooth pairing mode.</td> </tr> <tr> <td data-bbox="345 478 544 543">Solid Blue</td> <td data-bbox="544 478 1406 543">Device connected to the configurator app over Bluetooth.</td> </tr> <tr> <td data-bbox="345 543 544 611">OFF</td> <td data-bbox="544 543 1406 611">Device is connected over USB.</td> </tr> </tbody> </table>	Status	Description	Blinking Blue	Device is in Bluetooth pairing mode.	Solid Blue	Device connected to the configurator app over Bluetooth.	OFF	Device is connected over USB.
Status	Description								
Blinking Blue	Device is in Bluetooth pairing mode.								
Solid Blue	Device connected to the configurator app over Bluetooth.								
OFF	Device is connected over USB.								
9	Battery Cover Screw								
10	Rear Panel (battery compartment)								
11	<p>USB (Type-C port)</p> <p>It is located at the bottom of the communication interface.</p> <div style="border: 1px solid blue; padding: 5px; margin-top: 10px;"> <p>NOTE: Use in non-hazardous locations only.</p> </div>								

Spare parts and Accessories

See the *Honeywell Versatilis Configurator Product specification document (34-ST-03-151)*.

Honeywell Versatilis Configurator App

The Honeywell Versatilis Configurator app is used for configuring and maintaining the field devices based on HART, Digitally Enhanced (DE) and Modbus protocol. It simplifies the maintenance tasks, saves time, provides the flexibility and scalability to perform complete device configuration and management tasks in the platform environment through smart plant instrumentation.

The Honeywell Versatilis Configurator app supports online & offline configuration, diagnostics, simulation and management or Device description files and even FDI device packages.

The Honeywell Versatilis Configurator app communicates to the modem through Bluetooth or USB.

Bluetooth communication to the tablet



Figure 2-2: Bluetooth communication to the tablet

NOTE: The Honeywell Versatilis Communication Interface models configured for Canada support:

- DE and Modbus field devices over Bluetooth.
- HART field devices require USB communication to the tablet.

NOTE: All other Honeywell Versatilis Advanced Communication Interface models support HART, DE and Modbus over Bluetooth.

USB communication to the tablet



Figure 2-3: USB communication to the tablet

The Honeywell Versatilis Configurator app supports the Android and Windows platforms, and the Honeywell Versatilis Configurator app is available in both Microsoft Store and Google Play Store.

Honeywell also provides a tablet with pre-installed Honeywell Versatilis Configurator app for both Windows and Android.

NOTE: The Windows app can be installed on Windows 10 or higher operating systems. The Android app can be installed on Android 8 or higher versions.

For more information, see the *Honeywell Versatilis Configurator Product specification document (34-ST-03-151)*.

User interface and mobility devices

For more information, see the *Honeywell Versatilis Configurator Product specification document (34-ST-03-151)*.

Hazardous locations

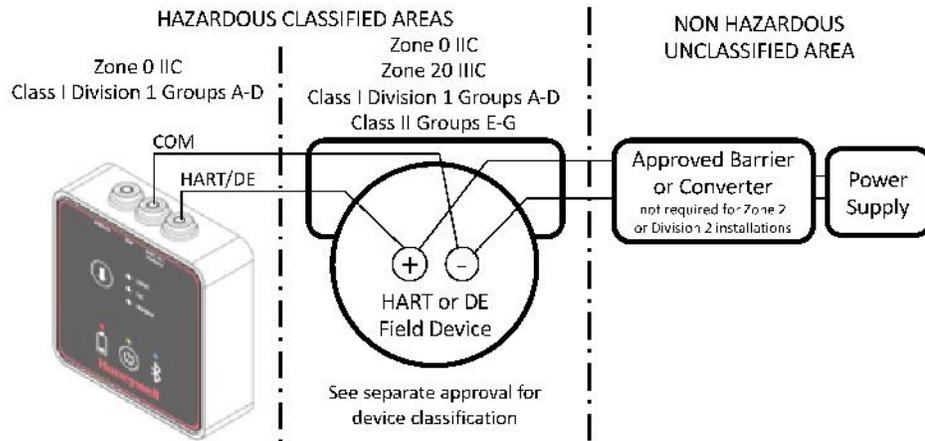
Honeywell Versatilis Configuration Interface is available with CSA approval for Canada and USA, and IECEx, ATEX, UKCA. For other regions, see model selection guide in Honeywell Versatilis Product Specification document 34-ST-03-151.

For the applicable safety certificates, see *Honeywell Versatilis Quick Start Guide 34-ST-25-69*.

	ISS	REVISION & DATE	APPD																	
	B	13 July 2022	MJW																	
HONEYWELL VERSATILIS CONFIGURATOR CONTROL DRAWING																				
<ol style="list-style-type: none"> 1. Intrinsically safe installation shall be in accordance with <ol style="list-style-type: none"> a. CSA (USA): ANSI/NFPA 70, NEC Articles 504 and 505. b. CSA (Canada): Canadian Electrical Code (CEC) CSA C22.1 section 18, or EN/IEC 60079-14. c. ATEX & UKCA: Requirements of EN 60079-14, 12.3 (See also 5.2.4). d. IECEx: Requirements of IEC 60079-14, 12.3 (See also 5.2.4). 2. ENTITY approved equipment shall be installed in accordance with the manufacturer's Intrinsic Safety Control Drawing. 3. The Intrinsic Safety ENTITY concept allows the interconnection of ENTITY Approved Intrinsically safe devices with ENTITY parameters not specifically examined in combination as a system when: <p style="margin-left: 40px;">$U_o, V_o, \text{ or } V_t < U_i \text{ or } V_{max}; I_o, I_{sc}, \text{ or } I_t < I_i \text{ or } I_{max}; C_a \text{ or } C_o \geq C_i + C_{cable}, I_a \text{ or } I_o \geq I_i + I_{cable}, P_o < P_i.$</p> 4. When the electrical parameters of the cable are unknown, the following values may be used: <p style="margin-left: 40px;">Capacitance: 19 pF/m (60 pF/ft) Inductance: 0.66 μH/m (0.020 μH/ft).</p> 5. Control equipment that is connected to Associated Equipment must not use or generate more than 250V. 6. Associated equipment must be approved according to the location. Associated equipment may be installed in a Class I, Division 2 or Zone 2 Hazardous (Classified) location if so approved. 7. Intrinsically Safe DIVISION 1/ Zone 0 WARNING: SUBSTITUTION OF COMPONENTS MAY IMPAIR SUITABILITY FOR USE IN HAZARDOUS LOCATIONS. 8. Division 2/ Zone 2: WARNING: DO NOT OPEN WHEN AN EXPLOSIVE GAS ATMOSPHERE IS PRESENT. 9. NO REVISION OF THIS CONTROL DRAWING IS PERMITTED WITHOUT AUTHORIZATION FROM THE AGENCIES listed. 10. For release see SAP DIR APPV-50164364 																				
Honeywell																				
<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="text-align: center; font-size: small;"> CERTIFICATION DOCUMENT ENGINEERING CHANGES MUST BE AUTHORIZED BY APPROVAL ENGINEER & AGENCIES </td> </tr> <tr> <td style="font-size: x-small;"> ALL RIGHTS IN THIS DRAWING ARE THE PROPERTY OF HONEYWELL. THIS DRAWING IS SUPPLIED IN CONFIDENCE AND MUST NOT BE USED FOR ANY PURPOSE OTHER THAN THAT FOR WHICH IT IS SUPPLIED. </td> </tr> </table>	CERTIFICATION DOCUMENT ENGINEERING CHANGES MUST BE AUTHORIZED BY APPROVAL ENGINEER & AGENCIES	ALL RIGHTS IN THIS DRAWING ARE THE PROPERTY OF HONEYWELL. THIS DRAWING IS SUPPLIED IN CONFIDENCE AND MUST NOT BE USED FOR ANY PURPOSE OTHER THAN THAT FOR WHICH IT IS SUPPLIED.	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td colspan="3" style="text-align: center;">CONTROL DRAWING</td> </tr> <tr> <td colspan="3" style="text-align: center;">VERSATILIS CONFIGURATOR</td> </tr> <tr> <td colspan="3" style="text-align: center;">VCON1 & VCON 2</td> </tr> <tr> <td colspan="3" style="text-align: center; font-size: large;">50164364</td> </tr> <tr> <td style="width: 30%; font-size: x-small;">SCALE: None</td> <td style="width: 30%; font-size: x-small;">USED ON</td> <td style="width: 40%; font-size: x-small;">SH. 1 OF 4</td> </tr> </table>			CONTROL DRAWING			VERSATILIS CONFIGURATOR			VCON1 & VCON 2			50164364			SCALE: None	USED ON	SH. 1 OF 4
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VCON1 & VCON 2																				
50164364																				
SCALE: None	USED ON	SH. 1 OF 4																		

**VCON1 With HART or DE Connection
DIVISION 1 OR ZONE 0 INSTALLATION**

ENTITY PARAMETERS for VCON1	
INPUT PARAMETERS	OUTPUT PARAMETERS
U_i or $V_{max} < 30$ V	$U_o = 5.88$ V
I_i or $I_{max} \leq 300$ mA	$I_o = 5.47$ mA
P_i or $P_{max} = 1.0$ W	$P_o = 8.04$ mW
$C_i = 0$	
$L_i = 0$	



The modem may be connected directly to the field device, or anywhere on the bus (including junction boxes), or across a load resistor

Honeywell

50164364

SCALE: None

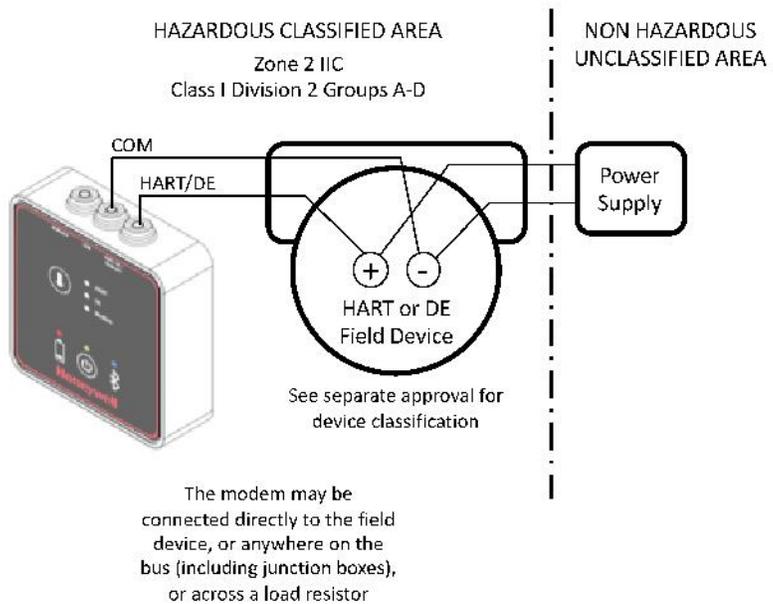
REV B

DATE 13 July 2022

SH. 2 of 4

**VCON1 OR VCON2 With HART or DE Connection
DIVISION 2 OR ZONE 2 INSTALLATION**

ENTITY/NON-INCENDIVE PARAMETERS for VCON2	
INPUT PARAMETERS	OUTPUT PARAMETERS
U_i or $V_{max} \leq 30$ V	$U_o = 5.88$ V
I_i or $I_{max} \leq 300$ mA	$I_o = 5.47$ mA
P_i or $P_{max} = 1.0$ W	$P_o = 8.04$ mW
$C_i = 0$	
$L_i = 0$	



Honeywell

50164364

SCALE: None

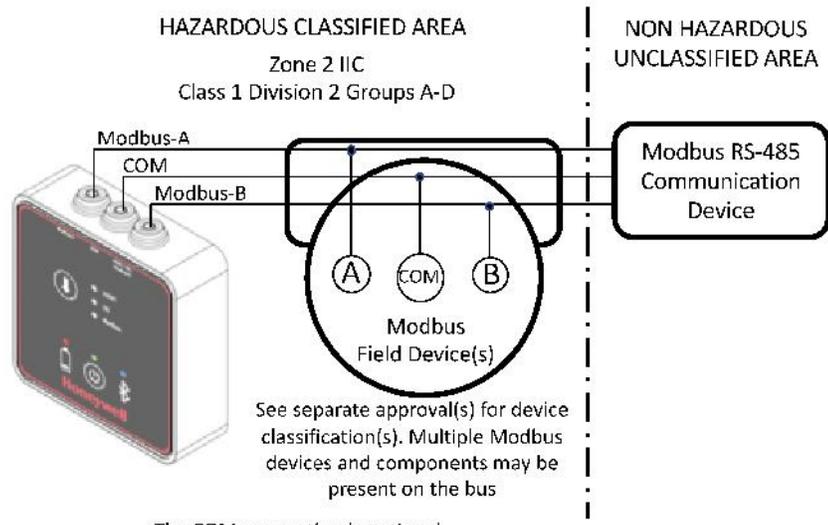
REV B

DATE 13 July 2022

SH. 3 of 4

VCON2 With MODBUS Connection DIVISION 2 OR ZONE 2 INSTALLATION

ENTITY/NON-INCENDIVE PARAMETERS for VCON2	
INPUT PARAMETERS	OUTPUT PARAMETERS
U _i or V _{max} ≤ 30 V	U _o = 5.88 V
I _i or I _{max} ≤ 300 mA	I _o = 5.47 mA
P _i or P _{max} = 1.0 W	P _o = 8.04 mW
C _i = 0	
L _i = 0	



The COM connection is optional.
The modem may be connected
directly to the field device,
or anywhere on the bus
(including junction boxes)

Honeywell	50164364		
	SCALE: None	REV B	DATE 13 July 2022
			SH. 4 of 4

Security considerations

Security and limitations

Honeywell Versatilis, like all handheld configurators, is intended to be used as an occasional offline service and diagnostic tool for field devices. It is not intended to be used as a component of a process infrastructure for the purpose of continuous monitoring and control.

The Honeywell Versatilis Configurator is a pass-through device that does not support user authentication or authorization and only supports a limited audit trail. It is the responsibility of the end-user to establish measures that are designed to deny unauthorized access and ensure the physical security of the Honeywell Versatilis and relevant field devices.

Users must assess security considerations for the use of a mobility device within a process area and provide necessary restrictions on the use of the mobility device with other applications and network connections.

Application logs are restricted to read-only, and access to log files is defined as per OS folder/file access permissions. Ensure that only Admin user has full access to log files.

Bluetooth connection security

The Honeywell Versatilis Configurator app and mobility device are paired to the Honeywell Versatilis Communication Interface using Secured Simple Pairing to establish a key for data encryption. The Bluetooth Serial Port Profile is then used as a standard interface to the Honeywell Versatilis applications with data passed between the tablet and the communication interface using the encryption key generated during the pairing process.

Pairing to the communication interface requires physical access as the pairing mode is only enabled for a short time after powering the communication interface. To minimize opportunities for the pairing of the communication interface to unauthorized host devices, the user should turn off the communication interface and disconnect it from any transmitter when not in use.

For security assessment, the wired connection of the communication interface to a transmitter as well as powering on the communication interface are regarded as physical interactions by a local user to authorize access.

Setup the Honeywell Versatilis Advanced Communication Interface

General precautions and battery safety

General precautions

The equipment security may be compromised if not installed according to Honeywell specifications.

It is the system assembler's responsibility to ensure the safety of any system incorporating the equipment.

Use only with a soft and damp cloth to clean.

General battery safety

Only use the approved batteries listed. Carefully follow all instructions and warnings on the battery label and package. Using other batteries may void the hazardous location certification of the device.

Replace all the communication interface batteries at the same time. The replacement of a partial set or mixing of batteries from the different chemical systems exposes the device to the possibility of electrolyte leakage and damage through over-discharge of the lower capacity batteries.

Only recharge NiMH batteries that are designed specifically to be recharged. Do not recharge Alkaline batteries. It can cause leakage or rupture in rare cases.

Do not heat or open batteries. It may cause a risk of chemical burns or battery ruptures in rare cases.

Replace the batteries as soon as their performance becomes unsatisfactory.

General battery safety

Before installing fresh batteries, ensure that the contact surfaces in the communication interface battery compartment are visually clean and bright.

The batteries should be removed from the communication interface if they are not used for an extended period of time. The communication interface consumes a small amount of power while the batteries are installed, and the communication interface is in sleep mode.

Consider recycling the product and packaging materials. If possible, remove batteries from the product first and recycle/dispose them separately, in accordance with the battery manufacturer recommendations. The product should be disposed in accordance with local and national regulations.

Install batteries in the modem

The modem ships with two sets of rechargeable batteries and a charger.

The approved batteries for modem are:

Approved batteries

Energizer NH15-2300 (HR6) NiMH AA 2300mAh rechargeable.

Duracell DX1500 (HR6) NiMH AA 2500mAh rechargeable.

Energizer E91 (LR6) Alkaline AA.

Duracell MN1500 (LR6) Alkaline AA.

Follow the below procedure to install batteries:

1. Locate the screw on the rear side of the communication interface.
2. Loosen and remove the screw using a Phillips screwdriver (#0 or #1).
3. Remove the rear panel.
4. Insert the three AA batteries in the slots with the positive and negative poles in the correct direction.
5. Position the rear panel and insert the screw.
6. Tighten the screw with the Phillips screwdriver.

NOTE: The modem is set to sleep mode after 20 minutes of inactivity, which can be configurable through the Honeywell Versatilis Configurator app.

NOTE: In the HART mode, the battery life is up to 40 hours.

NOTE: In the DE and Modbus mode, the battery life is up to 30 hours.

Connect the modem to the USB power source

The modem can use power directly instead of batteries through USB Type-C port.

To connect the USB Type-C to power source:

1. Connect the USB adapter to the plug.
2. Connect USB Type-C to the modem and supply the power.

NOTE: The USB connection must not be used in hazardous locations.

Precautions

User must remember the following safety measures before operating the modem:

- All screws have been firmly secured.
- Batteries must be removed, recharged, and replaced only in non-hazardous areas.
- Opening the USB connector cover in hazardous areas is not permitted.
- If batteries are found to have leaked within the battery enclosure, the unit must be removed from service.

Connect the modem to the field device

Connect to the HART/DE field devices

Connect the supplied black and red cables as shown below:

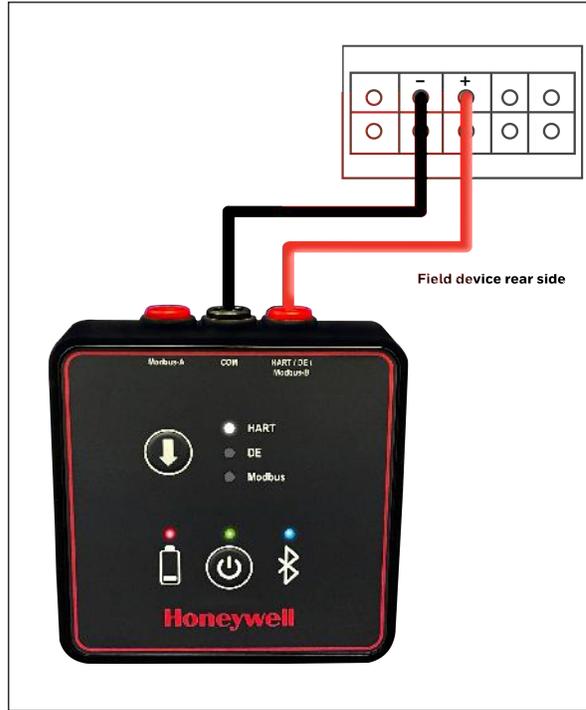


Figure 3-1: Connect to the HART/DE field devices

Connect to the Modbus field devices

Connect the supplied black and red cables as shown below:



Figure 3-2: Connect to the Modbus field devices

Install the Honeywell Versatilis Configurator app

To download the Honeywell Versatilis Configurator app, follow the steps described below for respective platforms:

NOTE: Make sure the device is connected to a strong internet connection while downloading the Honeywell Versatilis Configurator app.

Table 3-1: Download and installation procedure

For Windows Platform	For Android Platform
<ol style="list-style-type: none"> 1. Open the Microsoft Store app and search for Honeywell Versatilis Configurator. 2. Tap Get to install. 3. Tap Open. 	<ol style="list-style-type: none"> 1. Open the Google Play Store app and search for Honeywell Versatilis Configurator. 2. Tap Install. 3. Tap Open. In the permissions dialog, tap Allow.
<p>When the user launches the Honeywell Versatilis Configurator app first time, the app gives a tour of its overall features.</p> <ol style="list-style-type: none"> 4. Tap the right and left arrows to move the screens to understand the Honeywell Versatilis Configurator app features or tap >> end the tour. 5. The Honeywell Versatilis Configurator app opens with dashboard screen. 	

The Honeywell Versatilis Configurator app can also be downloaded from the [Honeywell Versatilis Configurator](#) product page, through the following steps:

1. Tap the above link.
2. On the Honeywell Versatilis Configurator product page, tap the Resources tab.
3. Tap the Honeywell Versatilis Configurator Software Download Datasheet; the file is opened in the web browser.

Follow the installation instructions provided in the document to download and install the Honeywell Versatilis Configurator app for the respective platform.

Before you start the Honeywell Versatilis Configurator app, turn on the Bluetooth in the tablet.

Turn on the Bluetooth

Table 3-2: Turn on the Bluetooth

Windows	Android
<p>In the Windows tablet:</p> <ol style="list-style-type: none"> 1. Tap the Start button, then select Settings > Devices > Bluetooth & other devices. 2. Select the Bluetooth toggle to turn it ON. 	<p>In the Android tablet:</p> <ol style="list-style-type: none"> 1. From the Home screen, tap Menu > Settings > Bluetooth. 2. Tap the Bluetooth to turn on. 3. Tap the check box to make it visible to other Bluetooth devices. 4. A list of available devices are displayed.

Before you start the Honeywell Versatilis Configurator app:

- Make sure the modem terminals are connected to the field devices as per the field device communication protocol.
- Make sure the field device protocol matches the modem protocol.
- Make sure the tablet has the Bluetooth turned ON.
- Make sure the modem Bluetooth is indicating the pairing mode.
- The Honeywell Versatilis modem must be updated to the latest firmware to use the latest Honeywell Versatilis Configurator app. See "Firmware upgrade" on page 62.

Secure operations

Introduction

The Honeywell Versatilis Lifecycle application (LCA) allows you to provide real-time updates and capture logs of your instrumentation assets while working in the field.

Register the device (Tablet) in the Honeywell Versatilis Lifecycle application

Prerequisites:

- Install both the Honeywell Versatilis Configurator app and Honeywell Versatilis Lifecycle application in the same device.
- Administrators must register with Honeywell Versatilis Lifecycle application. For more information, see *Sign in* section in *Honeywell Versatilis Lifecycle solution User's guide*.

NOTE: Contact your Honeywell Versatilis Administrator to assign permissions to access the Honeywell Versatilis Lifecycle application for the respective sites.

To add a device in the Honeywell Versatilis Lifecycle application:

1. Open the Honeywell Versatilis Lifecycle application.
2. Tap **Login** and enter Honeywell approved credentials.

NOTE: Honeywell Versatilis Administrators can login to the secure authentication server using their existing Honeywell Versatilis username and password.

3. Tap **Menu > Settings > Device Management**. The device management screen appears.
 - a. If a device is already registered, the registered device is shown with **This Device** icon.
 - b. If the device is not listed, tap  on the bottom right hand of the screen. Enter the name for the device, and tap **Generate Client ID**.
4. Copy the **Security Key** and tap **Go to the Configurator**. The Honeywell Versatilis Configurator app open request pop-up appears, tap **Open**.

NOTE: Copying or entering an invalid security key leads to authentication failure.

5. In the Honeywell Versatilis Configurator app, paste the security key and tap **Connect**.
6. On the **Device Registration** success dialog, tap **OK**.



The device is now authenticated, return to the Honeywell Versatilis Lifecycle application.

Secure configuration of the Instrument

Prerequisites:

- The device must be added and authenticated in the Honeywell Versatilis Lifecycle application.
- The Honeywell Versatilis Configurator app must be connected to the instrument. See [Connect the Honeywell Versatilis Configurator app to the modem](#).

To configure the instrument:

1. Open the Honeywell Versatilis Lifecycle application.
2. Tap **Login** and enter Honeywell approved credentials.

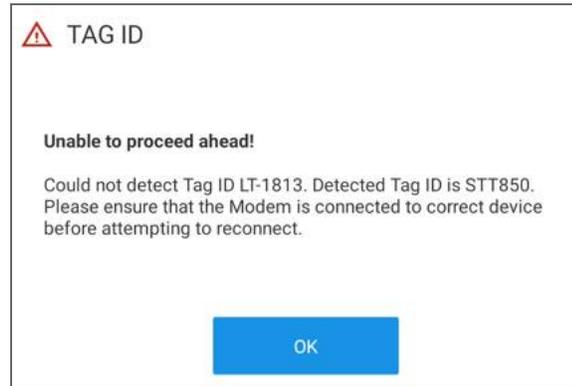
NOTE: Honeywell Versatilis Administrators can login to the secure authentication server using their existing Honeywell Versatilis username and password.

3. Tap **Menu > Site Instruments**. The site instrument screen appears.
4. Use search option to filter the instruments by Serial #/ Model #/Tag:

- If the instrument is available, it is shown in the search results.
- If the instrument is not available,
 - a. Tap . Add the instrument screen appears.
 - b. Enter all mandatory fields, and tap **Save**.

The instrument is added and is shown in the Instruments tab in Honeywell Versatilis Lifecycle application.

NOTE: If the user tries to access tag name of the device that is not connected, an error message is shown stating **Unable to proceed ahead.**



5. The **Instrument details** screen appears. Tap **Configure Instrument**. The Honeywell Versatilis Configurator app opens with pop-up, tap **Open**.
The Honeywell Versatilis Configurator app opens with secure session. See [Dashboard screen](#).
6. Configure the instrument. For more information see [Online Configuration](#) .

Logbook:

To see the list of exported logs in the Honeywell Versatilis Lifecycle solution, tap **Menu > Site Instruments > Instrument Details > Logbook**.

To export instrument logs from Honeywell Versatilis Configurator app, see [export configuration history to LCA](#).

HONEYWELL VERSATILIS CONFIGURATOR APP

Open the **Honeywell Versatilis Configurator** app. The following dashboard screen appears:

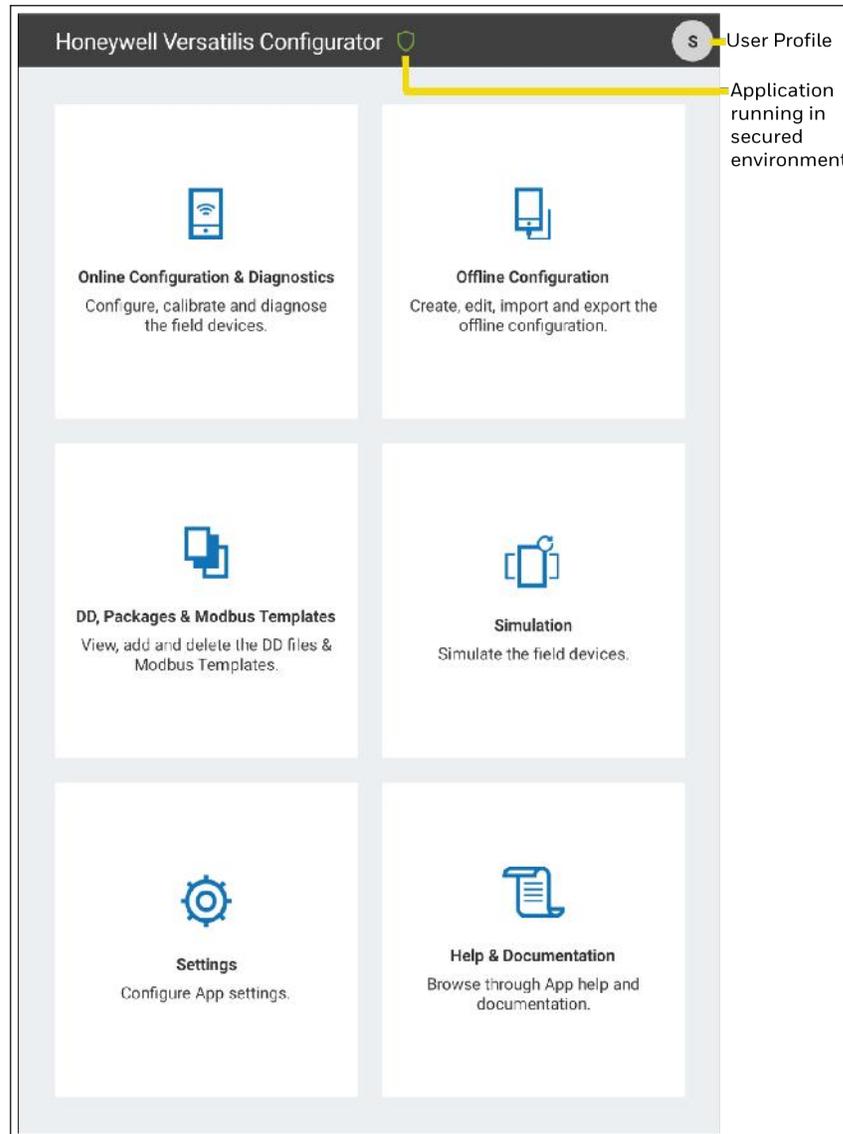


Figure 4-1: Dashboard screen

Online Configuration and Diagnostics

The Online Configuration lets users upload a device configuration and modify the parameters and send it to the device in real-time.

Connect the Honeywell Versatilis Configurator app to the modem

1. Open the Honeywell Versatilis Configurator app.
2. Tap **Online Configuration & Diagnostics**. The **Modem Selection** screen appears:

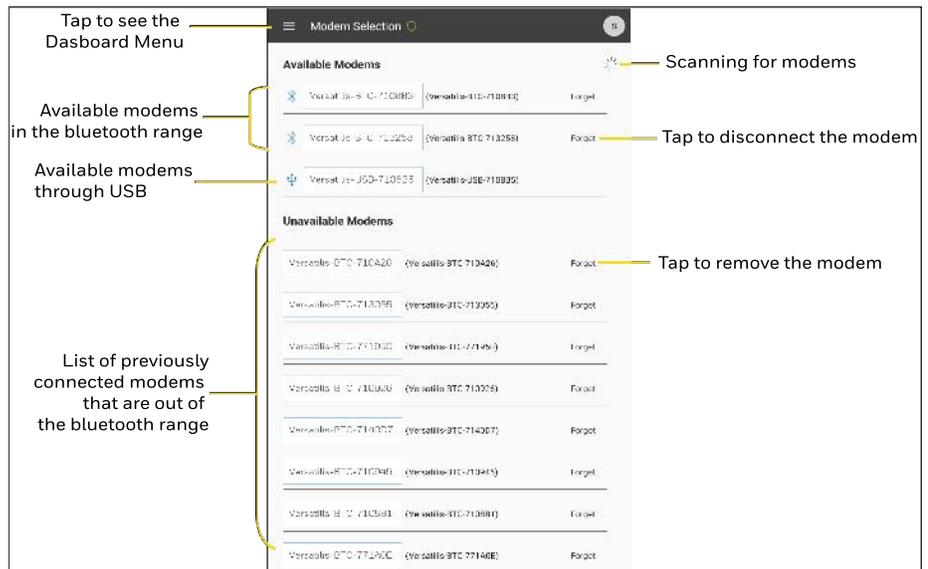


Figure 4-2: Modem selection screen

3. Tap the modem which needs to connect. Post connection, the modem screen appears.

Connect the Honeywell Versatilis Configurator app to the field device

Prerequisite: [Connect the Honeywell Versatilis Configurator app to the modem.](#)

To connect DE/HART field devices

1. Once the modem is connected to the Honeywell Versatilis Configurator app, the **Modem information** screen appears:

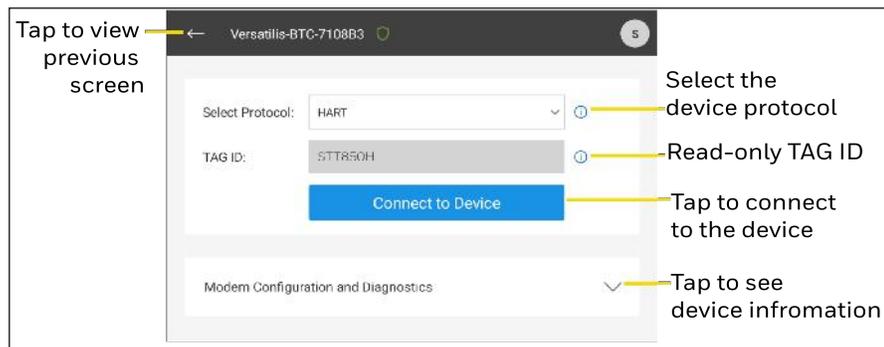


Figure 4-3: DE/HART selection screen

2. Select the **DE** or **HART Protocol**.
3. The device **TAG ID** is carried over from the Honeywell Versatilis Lifecycle application. If not, enter the **TAG ID** (optional).
4. Tap **Connect to Device**.
5. Based on the selected field device protocol, the following scenarios occur:
 - If you have selected the **DE** protocol. Then, the device is connected automatically.
 - If you have selected the **HART** protocol, with poll address '0'. Then, the device is connected automatically.
 - If you have selected the **HART** protocol, with poll address not '0'. A pop-up to select device poll address appears. See the

below figure and table for more details.

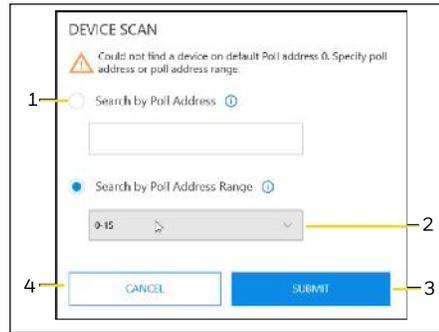


Figure 4-4: Poll Address Pop-up

Fields	Description
1	To search by poll address, select the radio button to enter the poll address manually.
2	To search by poll address range. Tap to select the poll address range from the dropdown list. <ul style="list-style-type: none"> • 0-15 • 0-31 • 0-63
3	Tap SUBMIT to start the device scan. The Device Identification search begins from the least poll address (i.e., 0) until the connected field device address is detected as shown below. <div data-bbox="727 1360 1372 1570" style="border: 1px solid black; padding: 5px; margin: 10px 0;"> <p>Device Identification</p> <hr/> <p>Reading device identification at polling address 0</p> <div style="text-align: center; margin-top: 10px;"> CANCEL </div> </div>
4	Tap CANCEL to abort the scan.

Post connection, the **Quick Configuration** screen appears.

To connect Modbus field devices

1. Once the modem is connected to the Honeywell Versatilis Configurator app, on the **Modem information** screen, select the **Modbus** protocol. The following screen appears:

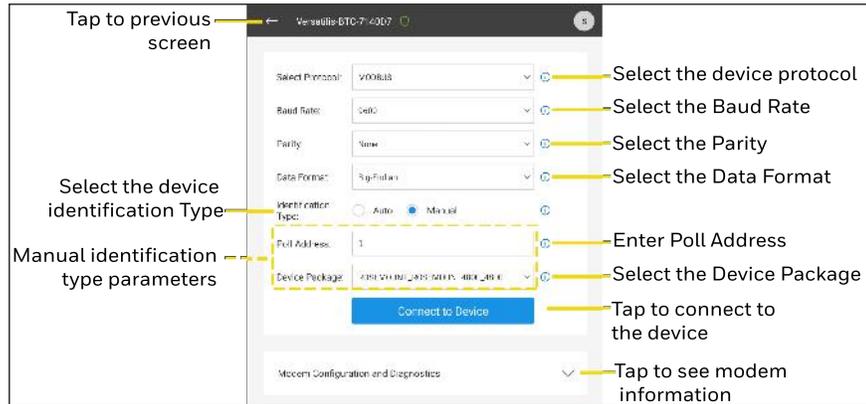


Figure 4-5: Modbus selection screen

2. Identification type- based on the requirement, select Auto or Manual.
 - Manual - The user must provide the **Poll Address** and **Device Package** details as required.
 - Auto - If the device supports function code 43, App automatically detects the device. See the following function codes.

Function Code	Description
01	Read Coil Status
02	Read Input Status
03	Read Holding Registers
04	Read Input Registers
05	Write Single Coil
06	Write Single Register
15	Write Multiple Coils

Function Code	Description
16	Write Multiple Registers
43	Device Identification

NOTE: For Poll Address, refer the respective Modbus device's user manual.

3. To read more about the modem, tap **Modem Configuration and Diagnostics**.
 - a. If the modem is using batteries:

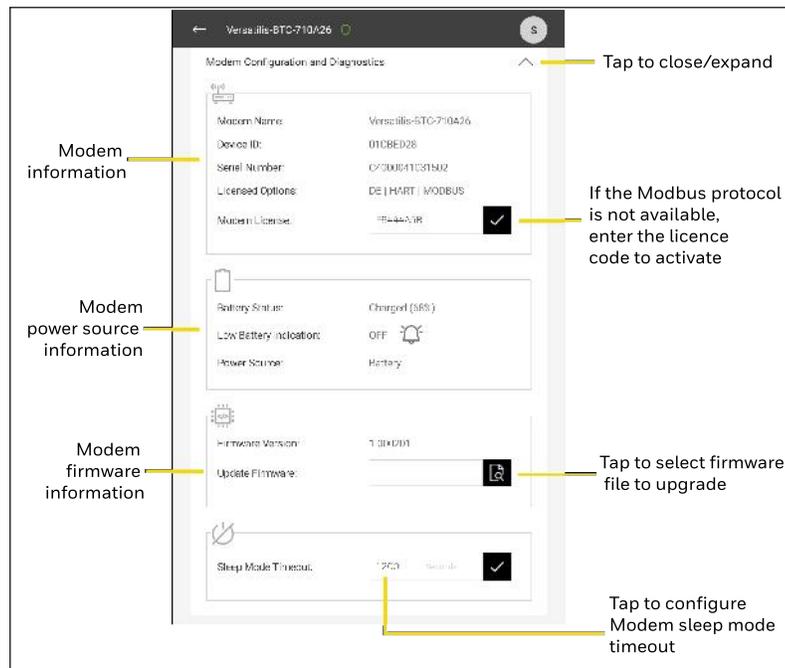


Figure 4-6: Modem using batteries

b. If the modem is using USB power:

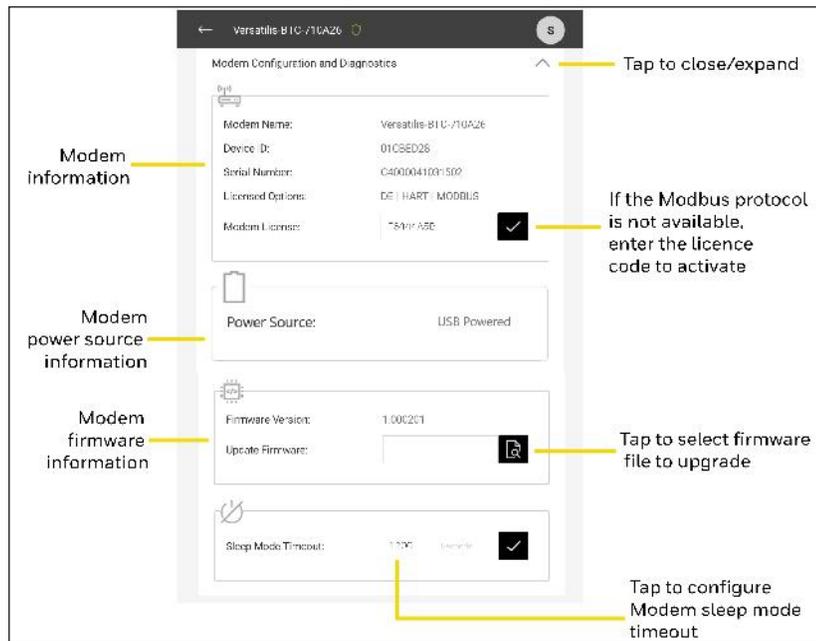


Figure 4-7: Modem using USB power

NOTE: If the Honeywell Versatilis Modem is not supporting Modbus, enter the license code to activate the protocol. See [Installing protocol license](#).

4. Tap **Connect to Device**. Post connection, the **Quick Configuration** screen appears.

Configure the Basic Parameters (Quick Configuration)

The Quick Configuration lets the user to configure field device basic parameters quickly.

To configure the basic parameters:

1. Connect to the modem. See [Connect the Honeywell Versatilis Configurator app to the modem](#).
2. Connect to the field device. See [Connect the Honeywell Versatilis Configurator app to the field device](#).
3. Once the field device is connected, the **Quick Configuration** screen appears:

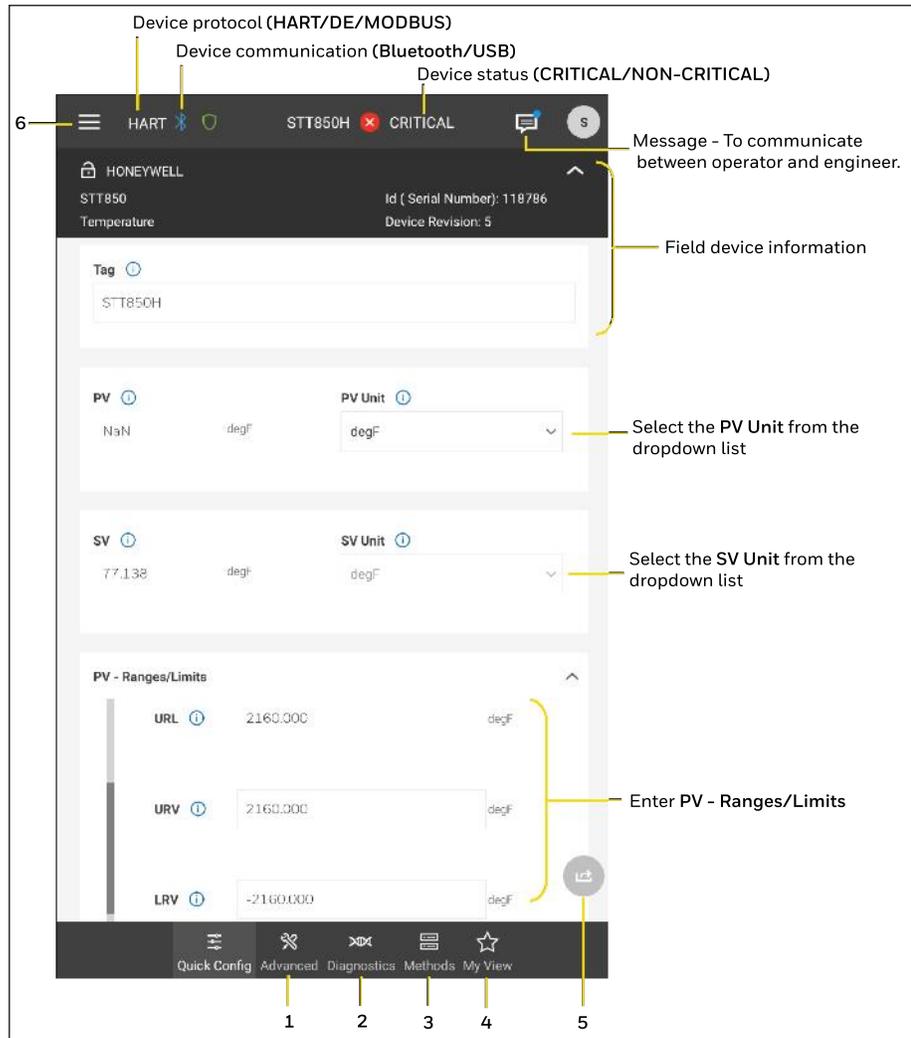


Figure 4-8: Quick Configuration screen

Table 4-1: Quick Configuration screen callout description

Items	Description
1	Advanced Configuration. See Configure Advanced Configuration .
2	Diagnostics. See Viewing Diagnostics .
3	Methods. See Execute Methods .
4	My View. See Configure My View .
5	Send to Transmitter enables if any values are modified. Tap Send to

Items	Description
	<p>Transmitter icon:</p> <ul style="list-style-type: none"> • Review and Send - to send updated values to the field devices. • Discard all changes - to discard.
6	Tap to see the dashboard menu.

Configure the Advanced Parameters (Advanced Configuration)

The Advanced Configuration lets users configure the device using the DD/FDI packages.

To configure the advanced parameters:

1. Tap . The **Advanced Configuration** screen appears:

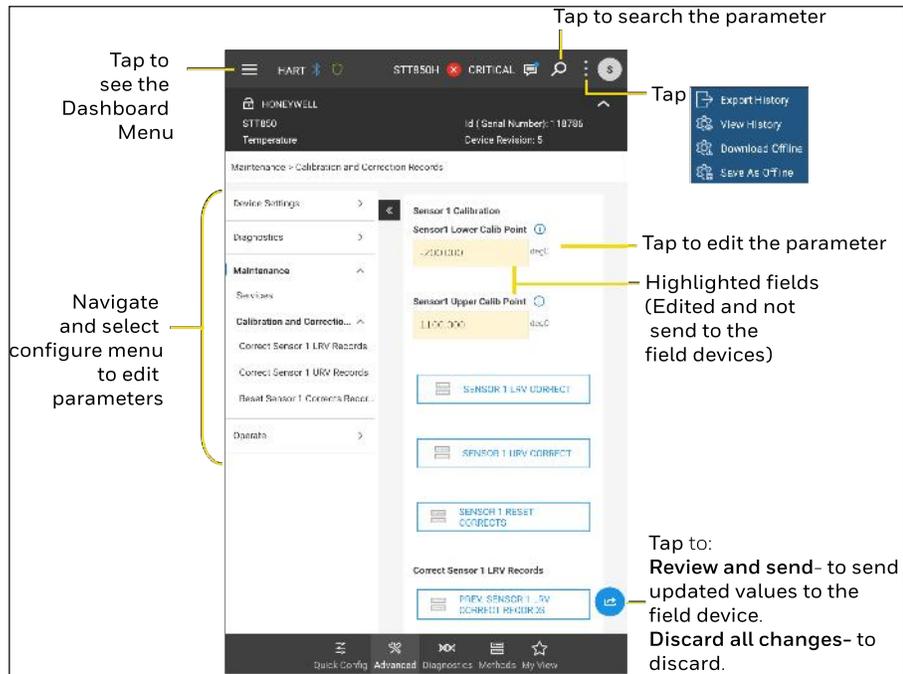


Figure 4-9: Advanced configuration screen

2. Once the parameters are edited, tap  > **Review and send**. The **Change summary** dialog appears:

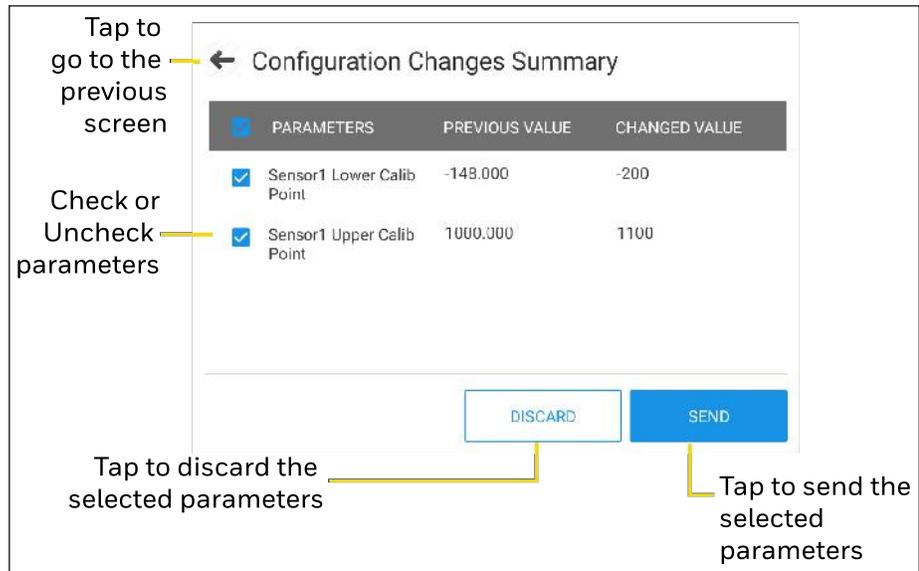


Figure 4-10: Configuration changes summary

NOTE: The Honeywell Versatilis Configurator app sends parameter to the device if the edited parameters are within the range. Otherwise, the Honeywell Versatilis Configurator app reverts the changes.

To export the configuration history

1. Tap  >  **Export History**.
2. In the **Export History** dialog :
 - a. Enter the file name
 - b. Select File Format (PDF or FDM)
 - c. Select local storage, and then tap **Export**.

NOTE: Use **CANCEL** on the **Export History** dialog to stop exporting history to the local storage.

NOTE: Exporting configuration history takes approximately 5 to 6 minutes, do not close the Honeywell Versatilis Configurator app.

The configuration history is exported to the tablet local storage.

To export the configuration history to LCA

NOTE: This feature is available only when the device and instruments are added & authenticated in the Honeywell Versatilis Lifecycle application. See [Register your device in the Honeywell Versatilis Lifecycle application.](#)

1. Tap  > .
2. In the **Export History** dialog, select **Honeywell Versatilis Lifecycle**, and then tap **Export**.

NOTE: Only PDF file format is supported for all protocols, while exporting configuration history to **Honeywell Versatilis Lifecycle**.

The configuration history is exported to the Honeywell Versatilis Lifecycle application.

To view the configuration history

1. Tap  > .
2. In the file explorer, choose the save configuration history and then tap **Open**.
3. Configuration history opens in PDF file format. Check the modified parameters.
4. Tap , in the **Alert** dialog, tap **YES** to go back to Advanced configuration.

To download the offline configuration

1. Tap  > .
2. In the **Download** dialog, navigate to the folder & select the offline configuration, and then tap **Download**.
3. Offline configuration downloads and opens in the Honeywell Versatilis Configurator app.

NOTE: Download offline configuration takes 5 to 6 minutes, do not close the Honeywell Versatilis Configurator app or switch the tabs.

4. Review the parameter values and modify them if required.
5. To send parameters to the field device:
 - Tap  > **Review and send** to send the values to the field devices. (or)
 - Tap  > **Discard all changes** to undo the changes.

To save the online configuration as an offline configuration

If the user wants to save the online configuration as an offline configuration, and import the same configuration to other devices, use **Save as** option.

Once all parameters are modified in the online configuration:

1. Tap  > .
2. In the **Save as** dialog, enter the file name and then tap **Save**.

Trend Charts

The trend charts lets user to view the trends over time for Modbus and HART field devices.

To view trend charts:

1. Tap . The **Advanced Configuration** screen appears.
2. Tap **Device Monitoring** > **Process/ Other Variables** > **Trend Charts**, the following screen appears.

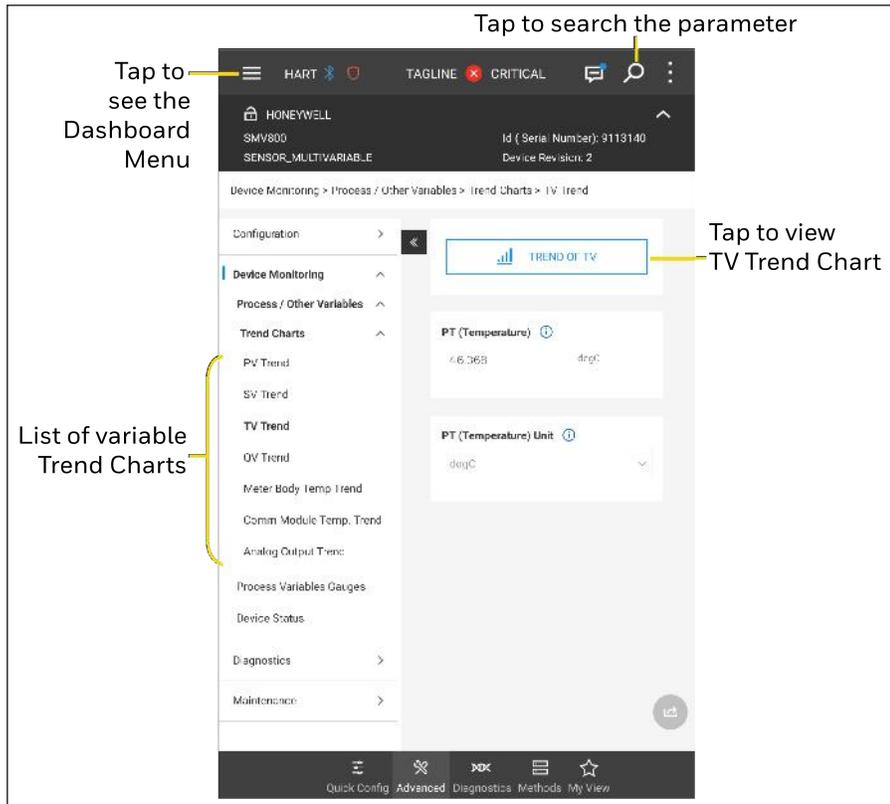


Figure 4-11: List of Trend Charts

3. Select the required variable trend to view and export individual data. The following figure shows the TV Trend:

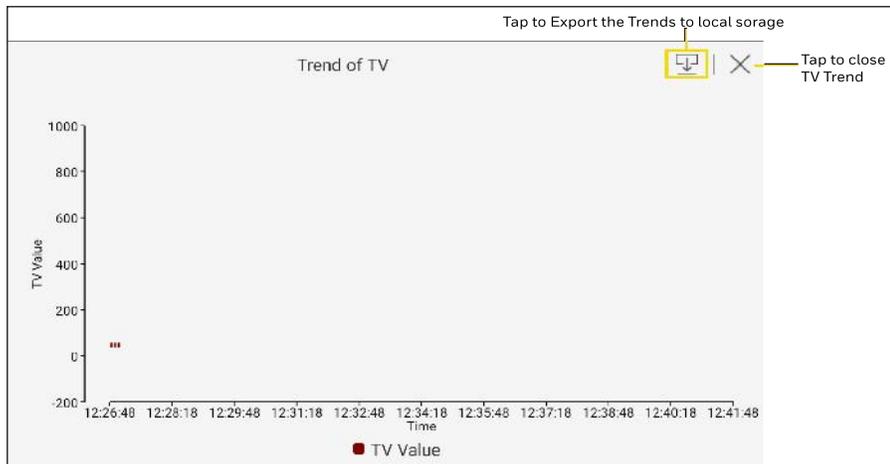


Figure 4-12: Trend of TV variable

To export the Trends:

1. Tap .
2. In the file explorer, choose the destination and specify the file name, then tap **SAVE**.
3. A **Export Trend** dialog appears, tap **OK**.

The trend data is exported to the local storage in .csv format.

Viewing Diagnostics

The Diagnostics screen shows the details of field device diagnostics status with cause and resolution.

To view the field device diagnostics status:

1. Tap . The **Diagnostics** screen appears:

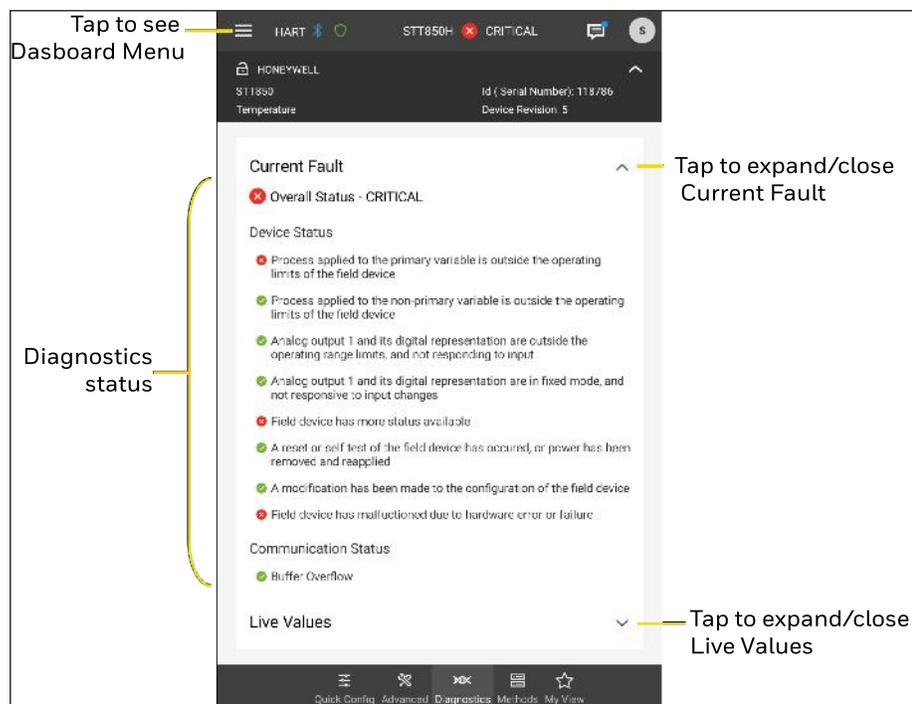


Figure 4-13: Diagnostics screen

See the **Current Fault** diagnostics status to understand the faults. Perform the required changes to resolve the faults.

Execute Methods

Methods are preconfigured settings to perform specific tasks.

To use the Methods:

1. Tap . The **Methods** screen appears.

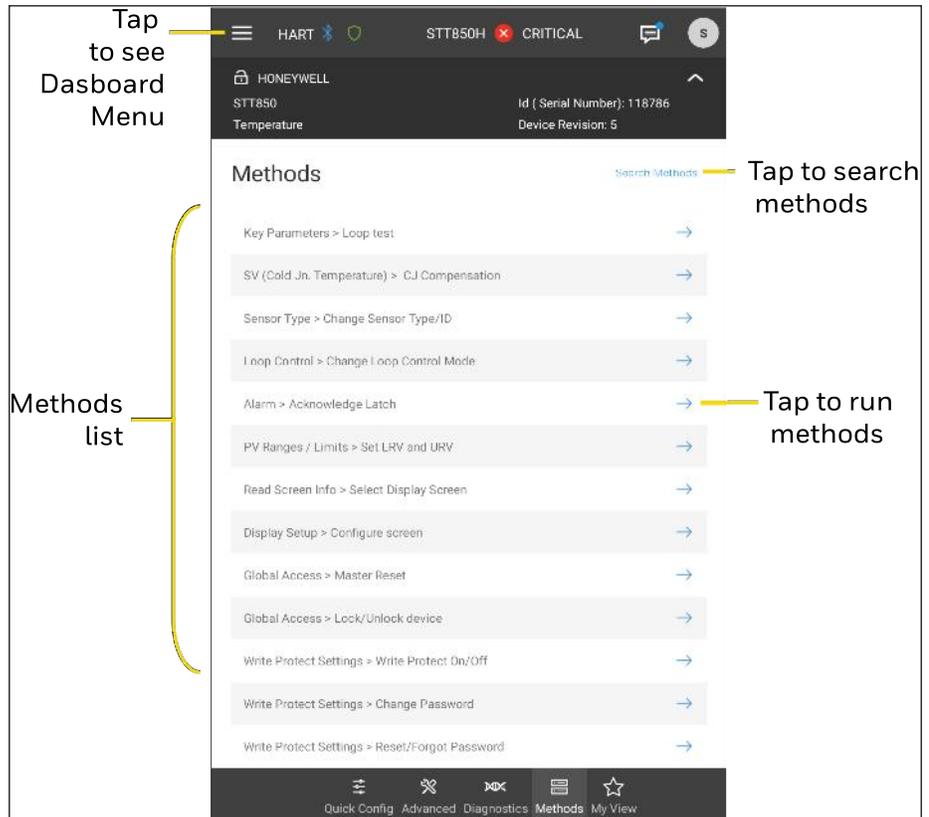


Figure 4-14: Methods screen

2. Scroll down the Methods screen and choose the required method, and then tap .
3. In the **Methods** dialog, follow on-screen instructions to complete the task.

NOTE: Tap **Abort** to cancel the task.

4. Once all the changes are done in the method, it shows only the abort option. Tap **Abort**.

Configure My View

The My View is a personalized view, it can be created by the user to check frequent or more often used parameters.

To configure My View:

1. Tap . The My View screen appears.

NOTE: If the My View is not configured, it shows "No parameters are added to My View."

2. Tap ADD. The Edit/Add items to My View screen appears:

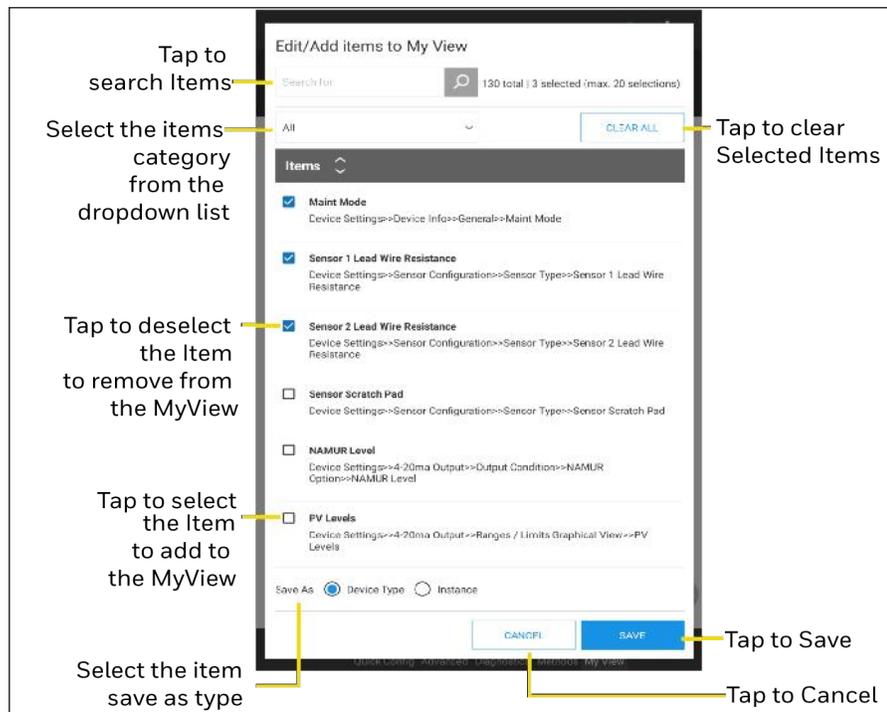


Figure 4-15: Edit/Add items to My View screen

NOTE: The My View allows users to add maximum 20 parameters.

NOTE: If the user selects **Device type** format to save, the My View configuration **can** be exported and reused for other devices with the same device type.

NOTE: If the user selects **Instance** format to save, the My View configuration **cannot** be reused for other devices with same device type.

- Once all the required items are selected, tap **Save**. Selected items are added to the My View.

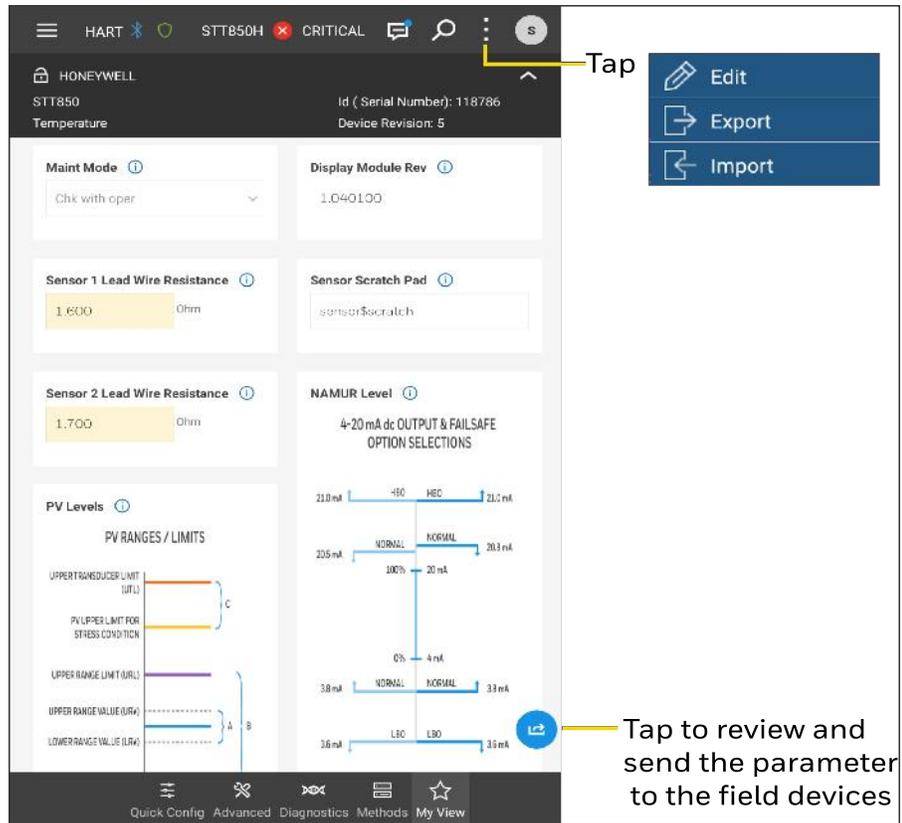


Figure 4-16: My View screen summary

The My View screen is updated.

NOTE: On the My View screen, user can modify and send the parameters to field devices.

Add or remove items from My View

1. Tap  > .
2. In the **Edit/Add items to My View** dialog:
 - Select the item to add to My View list.
 - Unselect the select item to remove from the My View list.
3. Tap **Save**.

Export My View

1. Tap  > .
2. In the **Export** dialog, enter the file name and then tap **Export**.

Import My View

1. Tap  > .
2. In the **Import** dialog, select the file and then tap **Import**.

Modbus devices configuration

The Honeywell Versatilis Configurator app includes only a few Modbus templates, if users want to configure a Modbus device not included in the Honeywell Versatilis Configurator app, they must create a new Modbus template. See [Creating Modbus Template](#).

After creating Modbus template,

- Users need to select **Poll Address**.
 - Select the created template at the **Device Package** field while connecting to the Modbus device. See [Connect Modbus device](#).
1. Once device is connected to the Honeywell Versatilis Configurator app, tap **Online Configuration**. The following screen appears:

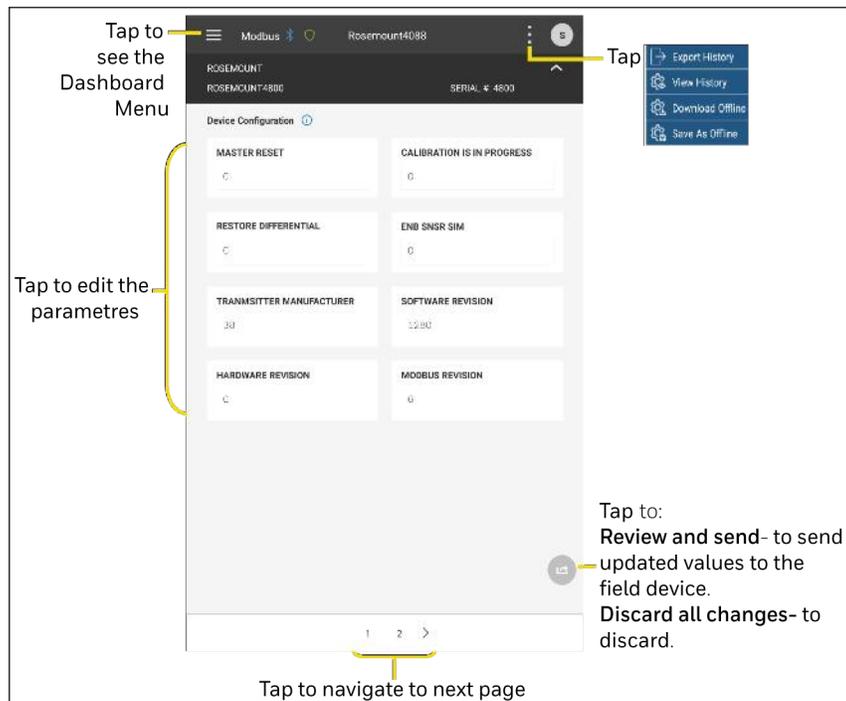


Figure 4-17: Online configuration for Custom Modbus devices

2. Configure the required parameters by navigating to all the pages. **Send to Transmitter** enables if any parameters are modified.
3. Tap **Send to Transmitter** icon:
 - **Review and Send** - to send updated values to the field devices.
 - **Discard all changes** - to discard.

To export the configuration history

1. Tap  > .
2. In the **Export** dialog, enter the file name, and then tap **Export**.

NOTE: Exporting configuration history takes approximately 5 to 6 minutes, do not close the Honeywell Versatilis Configurator app.

The configuration history is exported to the tablet storage.

To view the configuration history

1. Tap  > .
2. In the file explorer, choose the save configuration history and then tap **Open**.
3. Configuration history opens in PDF file format. Check the modified parameters.
4. Tap , in the **Alert** dialog, tap **YES** to go back to Advanced configuration.

To download the offline configuration

1. Tap  > .
2. In the **Download** dialog, navigate to the folder & select the offline configuration, and then tap **Download**.
3. Offline configuration downloads and opens in the Honeywell Versatilis Configurator app.

NOTE: Download offline configuration takes 5 to 6 minutes, do not close the Honeywell Versatilis Configurator app or switch the tabs.

4. Review the parameter values and modify them if required.
5. To send parameters to the field device:
 - Tap  > **Review and send** to send the values to the field

devices. (or)

- Tap  > **Discard all changes** to undo the changes.

To save the online configuration as an offline configuration

If the user wants to save the online configuration as an offline configuration, and import the same configuration to other devices, use **Save as** option.

Once all parameters are modified in the online configuration:

1. Tap  > .
2. In the **Save as** dialog, enter the file name and then tap **Save**.

Offline configuration

The Offline Configuration lets users edit and save the device configuration file, which can be downloaded later to the device. This operation is mostly used for initial configuration, where the configuration from one device is copied, duplicated, or modified and then downloaded to other devices.

To configure the field device offline:

1. Open the **Honeywell Versatilis Configurator** app.
2. Tap **Offline Configuration**. The **Offline Configuration** screen appears:

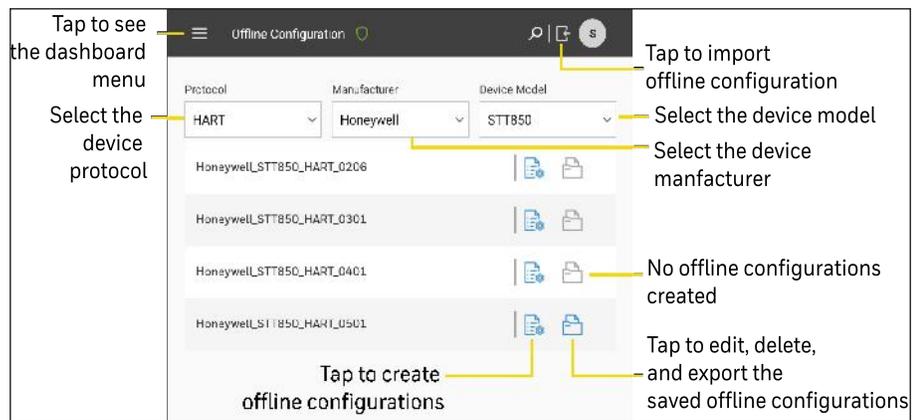


Figure 4-18: Offline configuration

Create an offline configuration

To create an offline configuration:

1. Tap . The **Create Offline Configuration** screen appears.
2. Select the required configure menu and modify the parameter values.

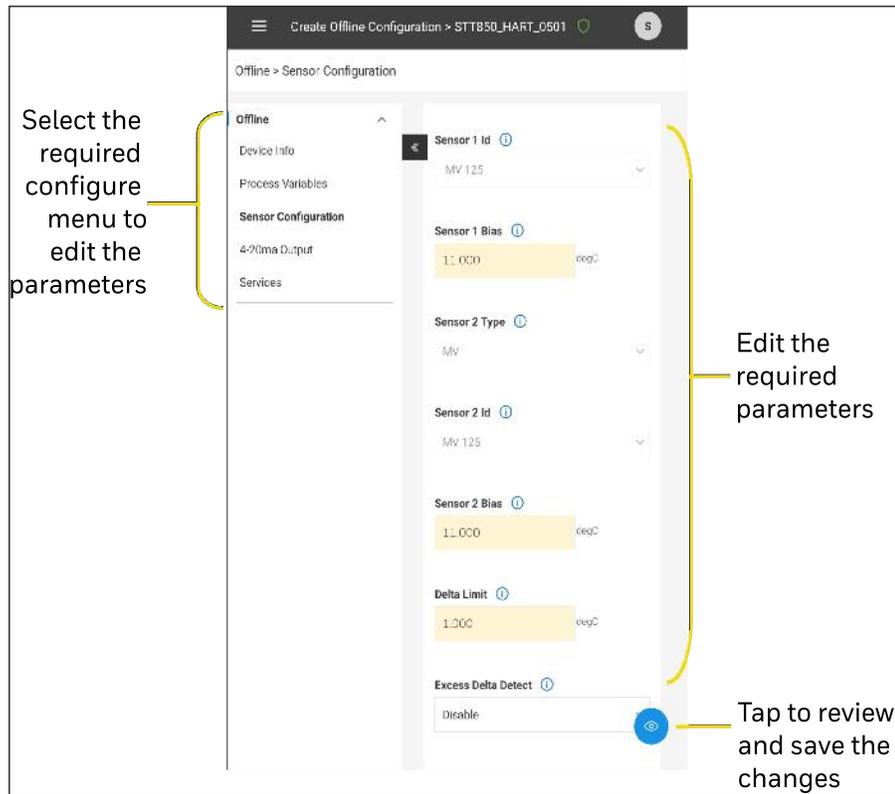


Figure 4-19: Create offline configuration

NOTE: The parameter field highlights when the value is modified and not saved.

3. Tap .
4. In the **Configuration changes summary** dialog, enter the file name and then tap .
5. In the confirmation dialog, tap **OK**.

Tap  to move to Offline Configuration.

In the Alert dialog, tap **YES**.

Edit, delete, and export offline configuration

Tap . The **View Offline Configuration** screen appears:

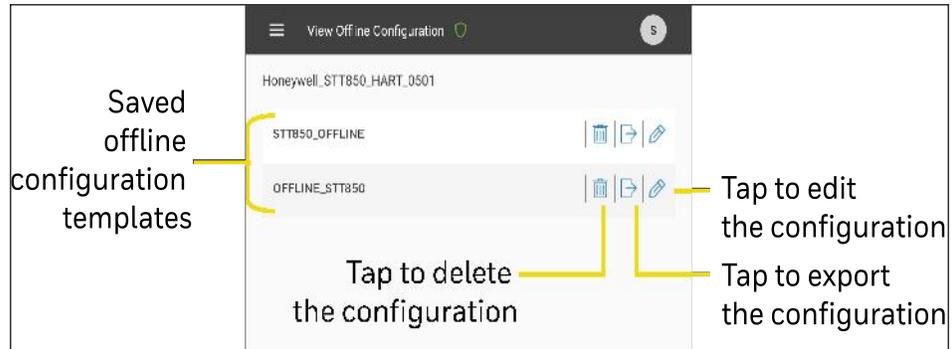


Figure 4-20: View offline configuration

Edit the offline configuration

Choose the saved offline configuration file:

1. Tap .
2. In the **Configuration** dialog, edit the required parameters and then tap **Save**.

Delete the offline configuration

Choose the saved offline configuration file:

1. Tap .
2. In the confirmation dialog, tap **Yes**.

Export the offline configuration

Choose the saved offline configuration file:

1. Tap .
2. In the **save as** dialog, choose the destination path and then tap **Save**.
3. In the confirmation dialog, tap **OK**.

Tap  to go back to the offline configuration main screen.

Import the offline configuration

To import the offline configuration template:

1. Tap .
2. In the app storage dialog, select the required file, and then tap **Open**.
3. In the **Template Import Summary** dialog, tap **OK**.

NOTE: Only new offline configurations can be imported.

DD, Packages & Modbus templates

The Honeywell Versatilis Configurator app contains all the device DD, Packages and Modbus templates. The DD, Packages and Modbus templates hold the device parameter information, and users can quickly import and configure the devices.

In the DD, Packages and Modbus templates section, users can view, add, and delete the DD, Packages and Modbus templates files.

To manage DD/Packages

1. Open the **Honeywell Versatilis Configurator** app.
2. Tap **Manage DD/Packages**. The **DD/Package** screen appears:

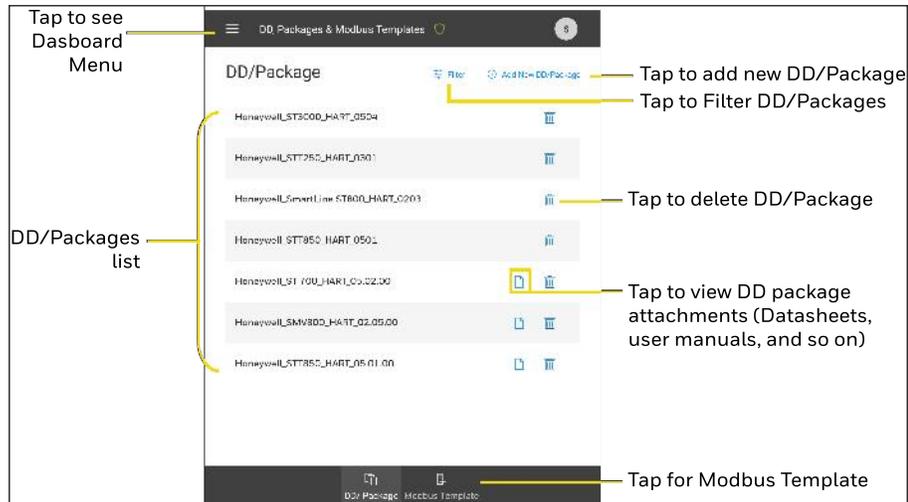


Figure 4-21: Manage DD/Packages

Apply Filters to find DD/Package

The Honeywell Versatilis Configurator app shows all the available DD/Package lists. To find the specific device DD file, apply filters.

1. Tap  Filter . The FILTER options appear:

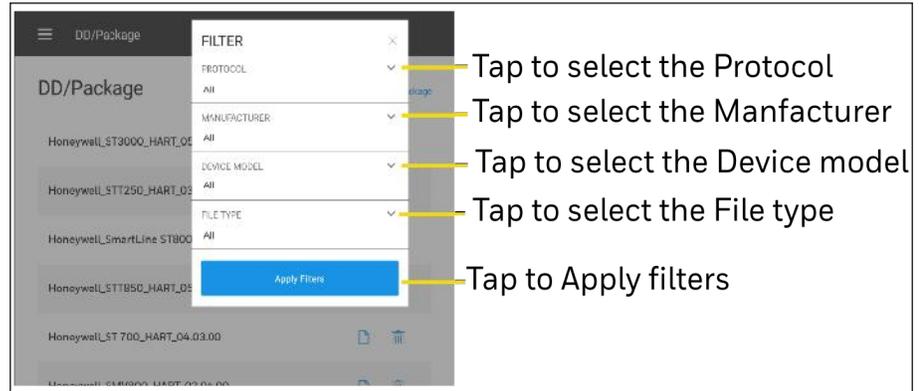


Figure 4-22: DD/Package filter

2. Filter results appear, select the required DD / Package.

NOTE: Tap  to remove the DD/Package.

Add a New DD/Package

In the Honeywell Versatilis Configurator app DD/Package library, if any device DD/Package is not available, use the **Add New DD/Package** option to add it to the library.

1. Tap **Add New DD/Package**. The **ADD DD/Package FILE** screen appears:

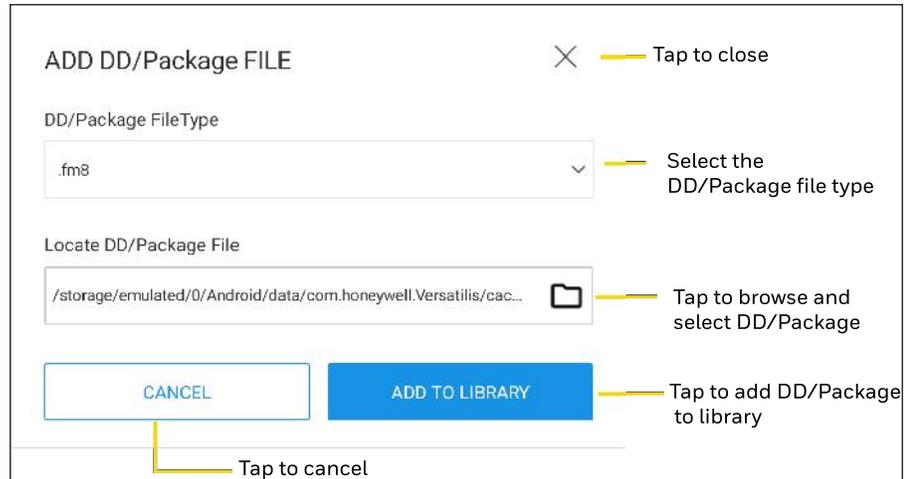


Figure 4-23: Add new DD/Package

2. Select the DD file and then tap **ADD TO LIBRARY**.

NOTE: User can select DD/FDI package file type from the dropdown list.

3. In the confirmation dialog, tap **OK**.

NOTE: Ensure to select both *.fm8/*.fm6 & *.Sym files together to add new DD/Package.

Tap ← to go back to the main screen.

Create a Modbus template

To create a Modbus template:

1. Tap **DD, Packages and Modbus templates**, on the **DD, Packages and Modbus templates** screen, tap **Modbus template**.

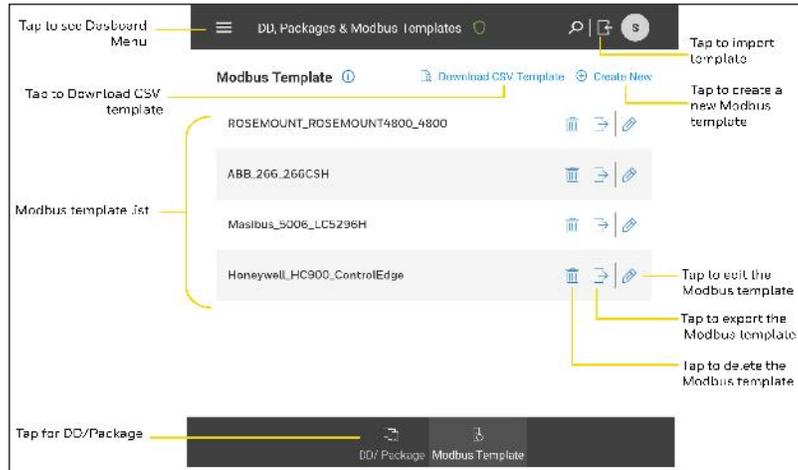


Figure 4-24: Modbus template screen

2. Tap **Create New**. The following screen appears:

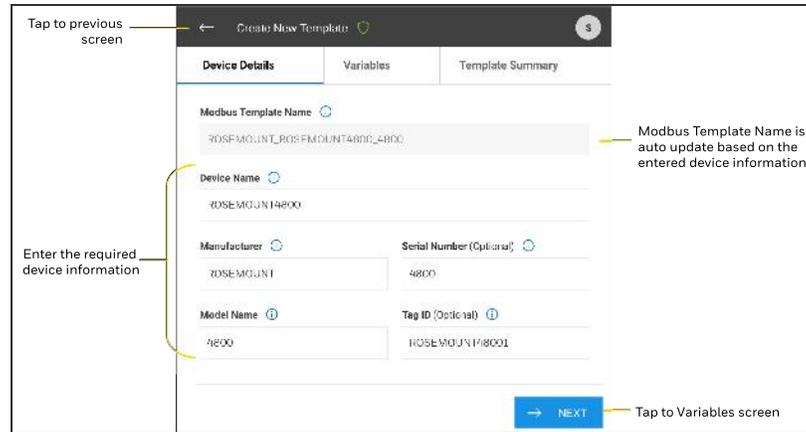


Figure 4-25: Create new Modbus template

3. Tap **Next**. The variable screen appears:

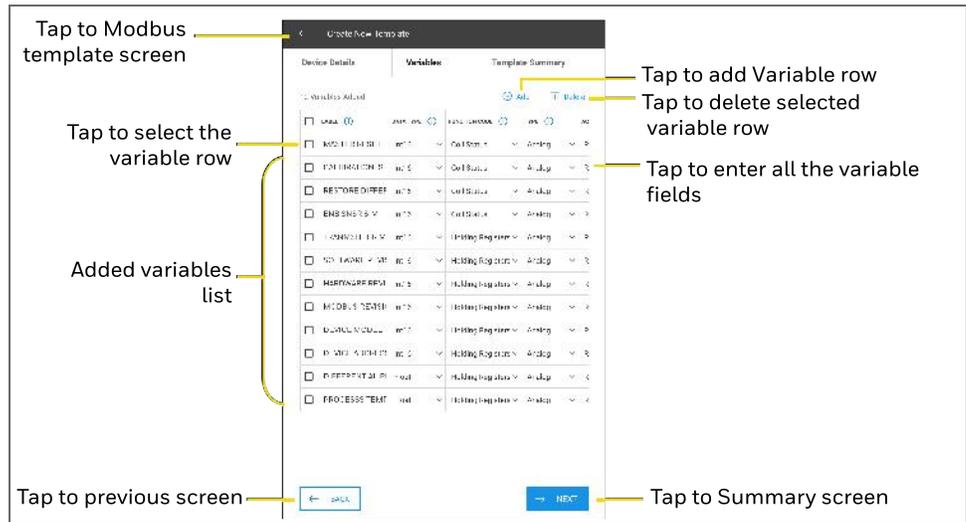


Figure 4-26: Add/ delete variables screen

NOTE: Once a new variable row is added, users must fill all the parameters before adding another variable row.

NOTE: To delete variable row, select the required variable row and tap .

- Once all variables are added, tap **Next**. The following template screen appears:

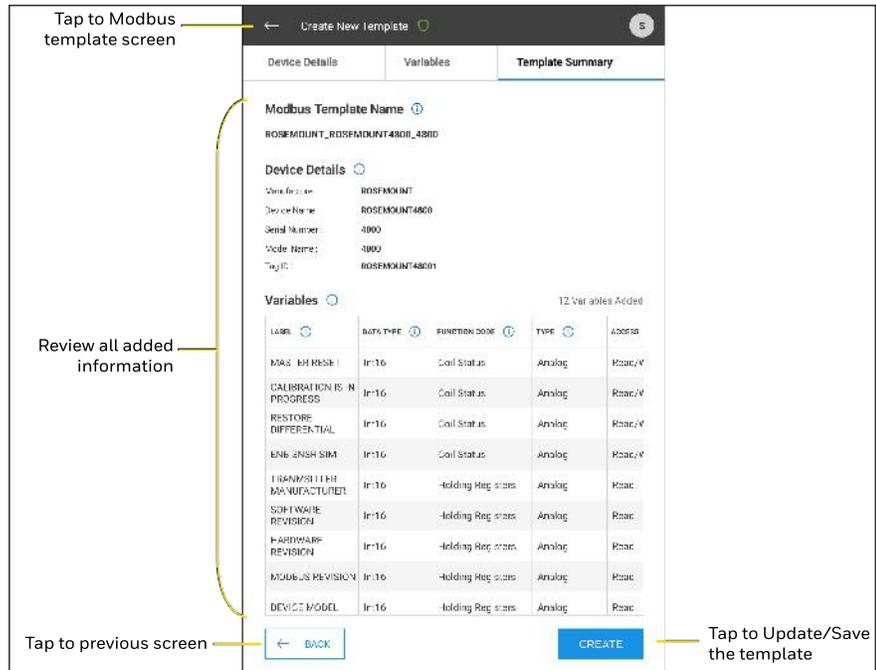


Figure 4-27: Variable summary screen

5. Review all added variables:

- If any variable needs to be modified, tap **Back** to go to the variable screen to edit.
- If there are no changes, tap **Create**. Modbus template is created successfully.

Create Modbus template using .csv Template:

Users can also create Modbus template by importing .csv template. This feature helps users to add all variables in an instance.

For this, users need to download custom configuration .csv template to the local storage.

To download custom configuration .csv Template:

1. On the dashboard screen, tap **DD, Packages and Modbus templates** and then tap **Modbus template**.
2. Tap **Download CSV Template**, select the location and tap **SAVE**.
3. Template saved successfully, tap **OK**.
4. Open the custom configuration .csv template.

Device Name	Manufacturer	Model Name	Serial Number	Tag ID					
Label	Data Type	Function Code	Type	Access	Address	Unit	Scale	Number Of Registers	

Figure 4-28: Custom configuration .csv template

5. Enter all required parameters in respective cells and save the file.

To import custom configuration template:

1. On the Modbus template screen (see [Modbus template screen](#)) tap . The import dialog appears.
2. Select the file from the local storage and tap **Open**.
3. Template is imported successfully, tap **OK**.

Simulation

The simulation helps the user to imitate the real Honeywell Versatilis Configurator app operations. It helps users practice creating, editing, deleting, and exporting configurations and understand Honeywell Versatilis Configurator app functionality.

Simulate configurations

1. Open the **Honeywell Versatilis Configurator** app.
2. Tap **Simulation**. The **Simulation** screen appears:

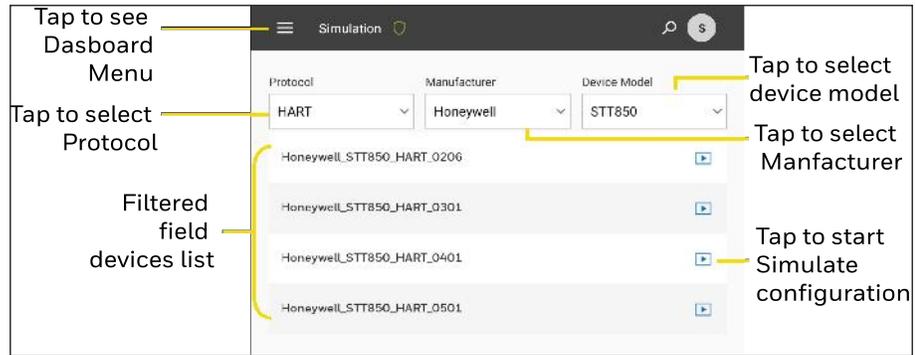


Figure 4-29: Simulation

3. Select the required device details and tap . The **Device simulation** screen appears:

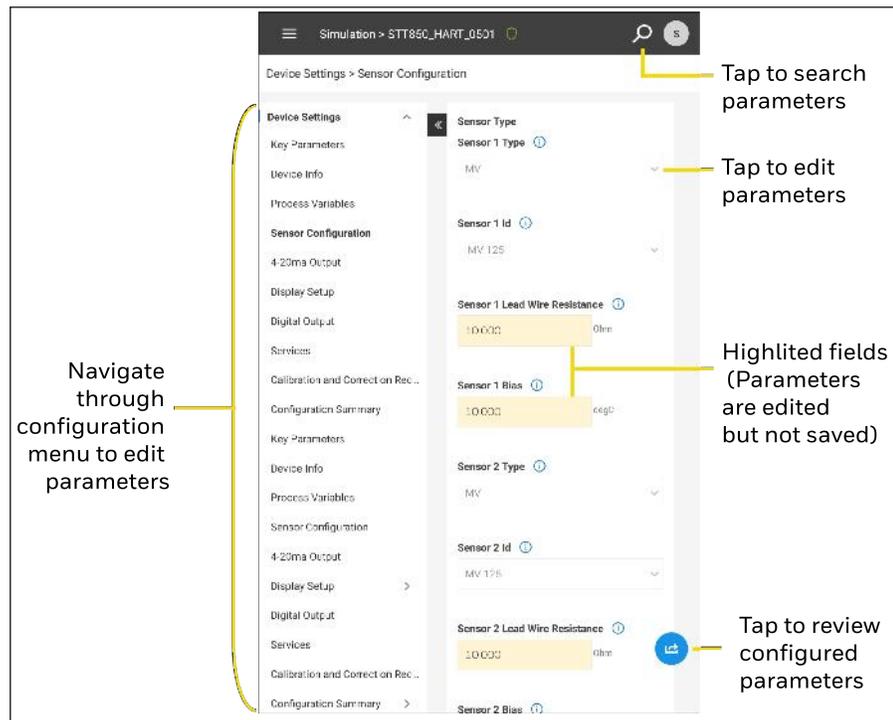


Figure 4-30: Device simulation

4. Edit the required parameters, and then tap . The **Changes Summary** dialog appears:

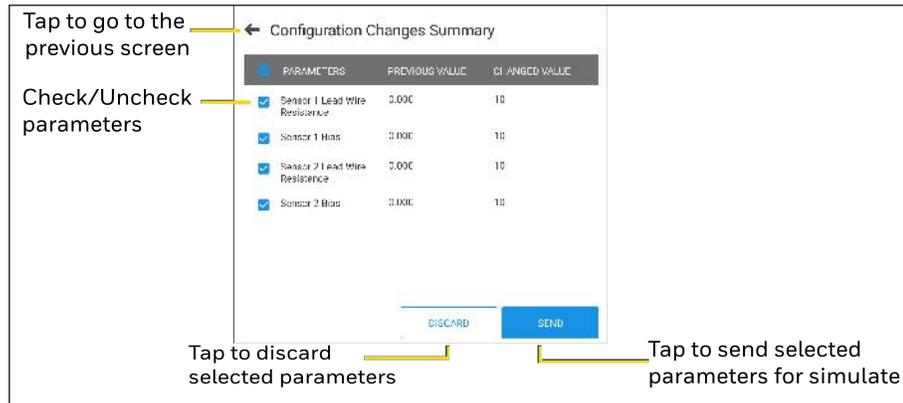


Figure 4-31: Configuration changes summary

5. Tap **SEND**. In the confirmation dialog, tap **OK**.

Tap **←** in the Alert dialog, and tap **YES** to go back simulation.

Again tap **←** to go Honeywell Versatilis Configurator app dashboard screen.

Honeywell Versatilis Configurator app settings

Change the Honeywell Versatilis Configurator app log level

1. Open the **Honeywell Versatilis Configurator** app.
2. Tap **Settings**. The **Settings** screen appears:

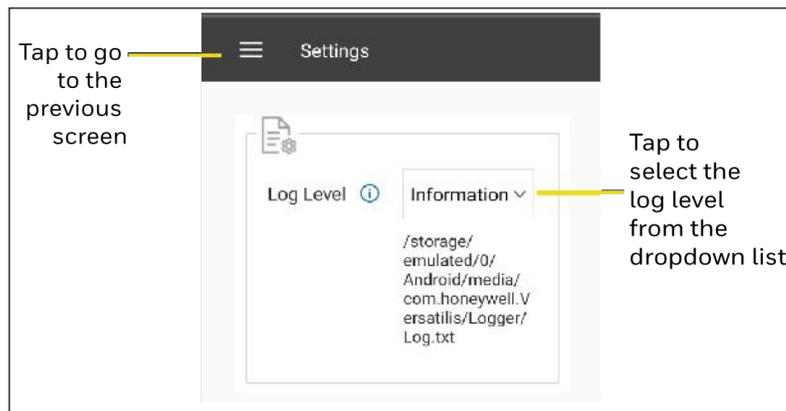


Figure 4-32: Settings

NOTE: By default, the Information log level is selected.

3. Select the Log Level from the dropdown list. The log levels are:
 - a. **Information:** Captures some important information about application flow.
 - b. **Debug:** Captures detailed information about the field device communication. When connection or communication issues are encountered, select the **Debug** option and launch the Honeywell Versatilis Configurator app.
 - c. **Error:** Captures the failed instances of exceptions and errors.
 - d. **Warning:** Captures warnings from other modules.
After selecting the required log level, the confirmation screen appears, tap **CONTINUE**.
4. In the **Success** dialog, tap **OK**.

Once the log level is modified to reflect the changes, restart the Honeywell Versatilis Configurator app.

Tap ← to move to Honeywell Versatilis Configurator app dashboard.

Help & Documentation

The help and documentation provide proactive assistance to the user to prevent issues or solve an encountered problem.

1. Open the **Honeywell Versatilis Configurator** app.
2. Tap **Help & Documentation**. The **Help & Documentation** screen appears:

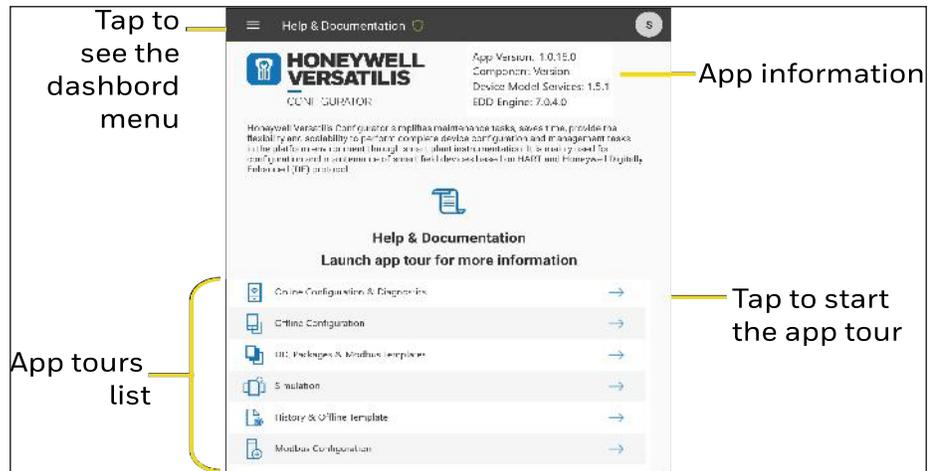


Figure 4-33: Help & documentation

Firmware upgrade

To download the latest firmware:

1. Tap [Honeywell-Versatilis-Configurator](#) to open the product page.
2. Tap the **Resource** tab.
3. Tap the **Versatilis Modem Firmware** file.
4. The **Download** dialog appears, check **Accept**, and then tap **Download**.
5. Honeywell Versatilis modem firmware software download data sheet opens, tap **Software Download Link** to download the latest firmware zip file.
6. Extract the firmware file.

To install the latest firmware:

1. Connect to the modem. See [Connect the Honeywell Versatilis Configurator app to the modem](#).
2. Once the modem is connected to the Honeywell Versatilis Configurator app, the **Modem information** screen appears.
3. Tap **Modem Configuration and Diagnostics**. The modem information screen appears.
4. In the firmware section, tap .
5. In the file explorer dialog, navigate and select the firmware file. In the **Update firmware** dialog, tap **CONTINUE**.
6. The firmware file starts to download. The Honeywell Versatilis Configurator app displays the firmware download progress.

NOTE: The firmware file download takes significant time. Do not close or switch the Honeywell Versatilis Configurator app.

Once download is completed, the Honeywell Versatilis Configurator app starts upgrading the modem firmware.

NOTE: Do not close the Honeywell Versatilis Configurator app when a firmware update is in progress.

NOTE: During firmware update keep tablet and modem in the Bluetooth range.

7. Once the firmware update is completed, the **Success** dialog appears.
8. Tap **OK**.
The Honeywell Versatilis Configurator app shows the updated modem firmware version in the firmware section.

Installing protocol license

The Honeywell Versatilis Modem, by default, supports the Honeywell DE and HART protocols. If the user wants to use Modbus protocol, they must install the Modbus protocol license if they did not purchase Modbus when they bought the modem or if they are using a modem that does not have Modbus protocol enabled.

To get the protocol license code:

1. Contact the Honeywell sales representative and provide the device ID to order a license.
2. Once the license order is successful, the sales representative provides the protocol license code and saves it securely.

To install protocol license:

1. Connect to the modem. See [Connect the Honeywell Versatilis Configurator app to the modem](#).
2. Once the modem is connected to the Honeywell Versatilis Configurator app, the **Modem information** screen appears.
3. Tap **Modem Configuration and Diagnostics**. The modem information screen appears.
4. In the **Modem License** field, enter the protocol license code and then tap .
5. Once the license is accepted, the new protocol is enabled and displayed in the **Licensed Options** field.
6. Check the new licensed feature functionality.

TROUBLESHOOTING

This chapter explains how to troubleshoot issues that user might encounter while using the Honeywell Versatilis Configurator app.

Problem	Troubleshooting
The modem does not power ON .	Using a multimeter, check the battery is installed correctly and the battery has at least a 2.9 volts of charge.
The protocol (HART/DE/Modbus) mode LED does not turn ON .	<ul style="list-style-type: none"> a. Ensure the battery has at least 2.9 volts charge. b. Ensure correct protocol is selected. c. If the problem still persists, contact the Honeywell TAC team.
The modem is not showing in the available modem list in the Honeywell Versatilis Configurator app.	<ul style="list-style-type: none"> a. Ensure the Bluetooth is enabled and paired to Windows or Android tablets. b. Re-launch the Honeywell Versatilis Configurator app.
The Honeywell Versatilis Configurator app is successfully connected to the modem, but fails to detect the field device.	Check the communication cables and power connections to the field device are proper.
If the device Quick Configuration page is loaded and communication is lost.	<ul style="list-style-type: none"> a. Ensure the field device is powered ON. b. The cables are connected properly. c. Re-launch the Honeywell Versatilis Configurator app.
The field device gets loaded with generic HART DD.	Ensure the field device-specific DD file is imported into the Honeywell Versatilis Configurator app.
Add DD/Package fails on the Windows or Android platform.	Ensure both the *.fm6/.fm8 & *.Sym files are selected together while importing the DD/Package.
The Modbus .csv template import	The .csv template is corrupted. Check the .csv

Problem	Troubleshooting
failed	template and correct it or create a new .csv template and upload again.
The Honeywell Versatilis Configurator app shows an error on the Quick Configuration or Advanced Configuration screen.	See the specific error mentioned in the field device guidelines.

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You can find the most up-to-date documents on the Honeywell Process Solutions Support website at:

<https://process.honeywell.com/us/en/support/productdocuments-downloads>.

If you have comments about Honeywell Process Solutions documentation, send your feedback to: hpsdocs@honeywell.com

Use this email address to provide feedback, or to report errors and omissions in the documentation. For immediate help with a technical problem, contact HPS Technical Support through your local Customer Contact Center, or by raising a support request on the Honeywell Process Solutions Support website.

How to report a security vulnerability

For the purpose of submission, a security vulnerability is defined as a software defect or weakness that can be exploited to reduce the operational or security capabilities of the software.

Honeywell investigates all reports of security vulnerabilities affecting Honeywell products and services.

To report a potential security vulnerability against any Honeywell product, please follow the instructions at:

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Honeywell holds technical training classes that are taught by process control systems experts. For more information about these classes, contact your Honeywell representative, or see <http://www.automationcollege.com>.

Sales and services

For application assistance, current specifications, ordering, pricing, and name of the nearest authorized distributor, contact one of the offices below.

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