

**Honeywell**

# Operational Intelligence

Honeywell Voice Onboarding

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**User Guide**

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# Customer Support

## Technical Assistance

To search our knowledge base for a solution or to log in to the Technical Support portal and report a problem, go to [www.sps.honeywell.com](http://www.sps.honeywell.com), and then select **Support > Productivity > Technical Support** to find a host of options to help you quickly find the support you need and/or who to contact.



## Introduction

This document describes how to onboard a Honeywell Voice device into Operational Intelligence. To onboard a Voice device into Op Intel, you will create the onboarding file in the Op Intel console then use VoiceConsole to push the file to your Voice devices.

Operational Intelligence is a cloud-based software solution that communicates with Honeywell mobile computers, scanners and printers to gather metric and telemetry data. Operational Intelligence tracks device usage and identifies current issues and pending maintenance needs as well as monitoring consumable replacements such as batteries, labels, print heads and more.

For more information about Honeywell Operational Intelligence, refer to the user guide available at [automation.honeywell.com](http://automation.honeywell.com).

## Prerequisites

The following prerequisites must be met to onboard a device to Op Intel.

## Device Model

The following devices from the Honeywell Voice A700x Series can be onboarded to Op Intel:

- A710x
- A720x
- A730x

## Software and Firmware

The A700x must have VoiceCatalyst 4.8 or greater.

The VoiceConsole version must be 6.1 or higher.

## Whitelist URLs

The following URLs should be whitelisted in VoiceConsole to allow proper communication for Honeywell Voice and Operational Intelligence.

- <https://sentt02dprodv2.azure-devices.net>
- <https://caidc.api.honeywell.com>
- <https://operationalintelligence.honeywell.com>
- <https://honeywell.com>
- <https://sps.api.honeywell.com/>

# ONBOARDING INSTRUCTIONS

Follow these steps to onboard a Voice device to Op Intel:

1. [Create the Op Intel Onboarding File](#)
2. [Use VoiceConsole to Load the Onboarding File](#)
3. [View Device In Op Intel](#)

## Create the Op Intel Onboarding File

Log into the Op Intel console then create an xml file that can be used to onboard new devices. When you create an xml file, it can be used for six months. There is no limit to the number of devices that can be added using the code.

1. Log into Operational Intelligence.
2. Click  to expand the Assets menu then select **All** or **Mobile Computers**.
3. Click  **Add Assets**.
4. Select the **Connected** tab.
5. Select a site from the drop-down list.
6. Accept the terms and conditions by clicking the check box.
7. Click **NEW QR CODE**.
8. Click  to download the onboarding information as an .xml file.

The name of the downloaded file is DeviceOnboarding.xml. Do not change the file name.

# Use VoiceConsole to Load the Onboarding File

This section describes how to use VoiceConsole to load the DeviceOnboarding.xml file to your Voice devices and onboard them to Operational Intelligence.

**Note:** *These steps specifically apply to devices being onboarded to Op Intel. For additional information about VoiceConsole, refer to VoiceConsole Online Help available from within VoiceConsole or at [www.help.honeywellaidc.com](http://www.help.honeywellaidc.com).*

1. Log into the VoiceConsole.
2. Select the VoiceConsole tab.
3. Select the Device Management tab.
4. Upload the DeviceOnboarding.xml file.
  - a. From the Navigation menu, select **Device Profiles**.
  - b. Under Device Profile Actions, select **Upload Operational Intelligence file**.
  - c. Click the **Choose file** button and navigate to the DeviceOnboarding.xml file downloaded from Op Intel.
  - d. Click the **Upload** button.
5. Add the onboarding file to a device profile:
  - a. Under Device Profile Actions, select **Create new device profile**.
  - b. Enter the **Profile Name**.
  - c. Select the **VoiceClient**. The VoiceClient version must be 4.8 or higher.
  - d. Select the value for **Voices**.
  - e. Click **Next**.
  - f. Select **Create a new configuration, Import from file, or Copy from existing profile**. If you selected Import from file, choose the file to use. If you selected Copy from existing profile, select the profile name from the drop-down list.
  - g. Click **Next**.
  - h. Select the **Site** to create the profile in.
  - i. Click **Next**.
  - j. On the Configure Profile screen, enter any required values on the Network Configuration tab.
  - k. Select the Advanced Settings tab and check the box for **Operational Intelligence Data Analytics**.

**Note:** *If the Operational Intelligence Data Analytics setting is not selected, the xml file will not be pushed to the device.*

- l. Click **Finish** to create the profile.
6. After you create the profile, you can load it onto one or more devices. For information on the available methods for loading a profile onto a device, refer to the *Honeywell Voice User Guide*.

After the devices have successfully been loaded, they appear in the Devices list. From the Navigation menu, select **Devices** and verify that the device is listed.

# View Device In Op Intel

After the profile is created in VoiceConsole with the Op Intel DeviceOnboarding.xml file, the device can be viewed in the Operational Intelligence console.

**Note:** *Not all Op Intel features are supported for Voice devices in the current release. Additional features will be supported with future releases of VoiceCatalyst and Operational Intelligence software.*

## View Details for a Voice Device

Use the device Details page to view information about a selected unit.

1. Log into Operational Intelligence.
2. Click  to expand the Assets menu then select All or Mobile Computers. All lists every device onboarded to Op Intel for your site. The Mobile Computer category filters the list to only mobile computers and Voice devices.
3. You can search for your device by typing the Alias or Serial Number in the filter field. The list of devices is automatically updated as you type. You can also sort the device table.
4. To view details about the device, click it in the list.

For a Voice device, the Details information displays:

- Device info - Serial number and model of the device.
- Connectivity - Current connectivity status for the device and IP address.
- Battery info - Battery health, Serial number, and Charge level
- Properties - Displays additional information on the device and the battery that is currently installed in it.

**Note:** *For features that are not supported for Voice devices, the tab will be blank.*

## View Op Intel Dashboard

The Dashboard is comprised of a series of tiles for the site selected at the top of the page. Each tile provides data related to system and asset usage. If the dashboard tile includes a **Details** link, you can click it to view additional information, such as a list of devices.

Navigate to this page by selecting  **Dashboards** on the navigation bar on the left side of the Op Intel portal.

The following tiles display data collected from Voice devices:

- **Device usage and connectivity**

- Onboarded devices  
The total number of devices that have been onboarded and have initiated communication with Operational Intelligence.
- Onboarded batteries  
The total number of batteries that have been onboarded for the site. Click Details to view a list of onboarded batteries, including the last device they were associated with.  
To remove a battery, for example if it is being reported as not reporting for 30+ days, select it in the list then click Delete.
- Devices by type/site/model  
Graphs showing the number of each type of device (mobile computer, voice, printer, etc.).
- Offline devices by type/site/model  
The number of onboarded devices that are offline.
- **Battery health**
  - Batteries with low health  
Number of batteries with health below a defined charge percentage. The default is 75%.
  - Batteries to replace soon  
Indicates the number of batteries that need to be replaced soon based on Health data from the device.
  - Batteries to replace now  
Indicates the number of batteries that need to be replaced now based on Health data from the device.
  - New batteries in the current month  
The number of new batteries that were added in the last 30 days.
  - Batteries not reporting 30+ days  
The number of batteries that have not sent data to Operational Intelligence in the last 30 days. Click Details to view a list of the batteries that have not reported.
  - Deleted batteries still reporting  
Batteries that were deleted but are still reporting.
- **Mobile Computers**
  - Mobile OS Version  
Displays a chart with all operating system versions installed on devices.



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