Honeywell

# Honeywell Forge® Performance+ for Utilities

AMI Field Care User Manual
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**Patent Information**
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# Getting started

The Honeywell Forge Performance+ for Utilities | AMI Field Care app is used to install communication modules in the field and activate them so the modules can communicate with Honeywell Forge for Utilities | AMI Operations Hub.

The AMI Field Care app supports communication modules for the following assets:

- Merlin water meters
- Q600 water meters
- V200H water meters
- LoRa V200H

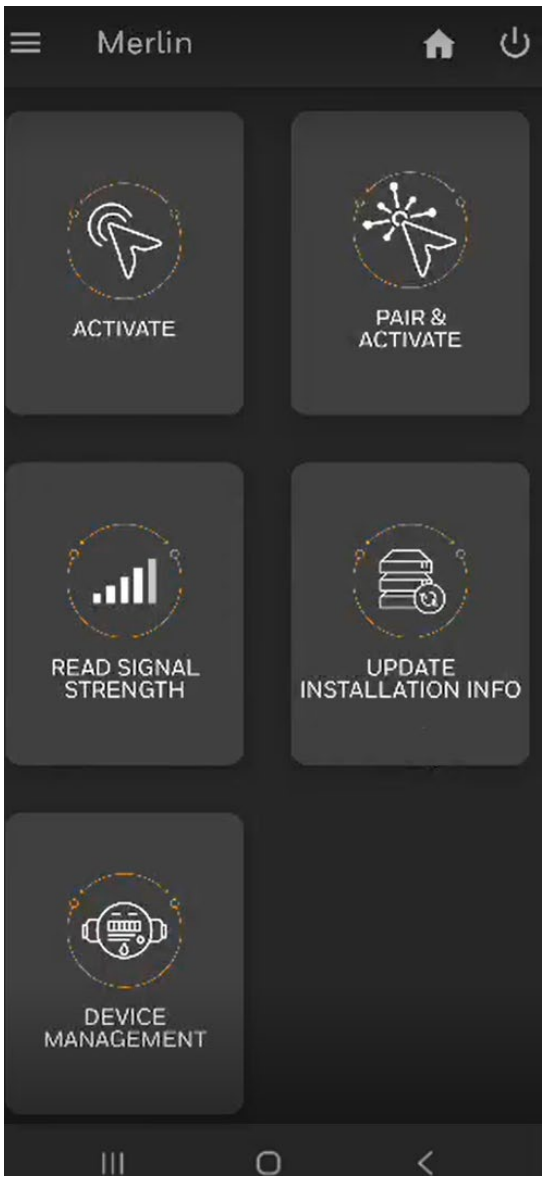
## Logging into AMI Field Care app

You use your Honeywell Forge for Utilities credentials to log into the AMI Field Care app. If you experience issues with logging in, contact your Honeywell Forge for Utilities administrator.

After logging in, you will first be prompted to select a device from the initial screen.



Once a device is selected, you will be directed to the application dashboard. The dashboard contains an action bar and icons representing the various functions that can be executed on meters in the field. The following is a sample view of the dashboard. Please note that the available functions may vary depending on the application version and supported features.



## Using the AMI Field Care app

The action bar can contain the following items:




The following table lists the buttons that can be displayed on the action bar. Not all buttons will displayed at all times.

| Item | Description |
|---|---|
| | Allows you to return to the previous screen. |
| | Logs you out of the application. |
| | Returns you to the main dashboard screen. |
| | Allows you to access additional commands not shown in the action bar via the overflow menu. |

You should also enable the device lock feature on your handheld device to prevent unauthorized access to AMI Field Care in the event your device is stolen or lost.

# Functions

## About functions

The Honeywell Forge Performance+ for Utilities | AMI Field Care is an app that is used in the field to install meters at a site & activate the communications module so it can communicate with Honeywell Forge for Utilities | AMI Operations Hub. You can also check the radio communications quality, modify the communications configuration, and upgrade its firmware.

## Executing functions

To execute a function:

1. Select the device type you will be executing on by tapping on its icon.
2. AMI Field Care will display the functions that are supported for the meter type. Tap on the function you want to execute. Some functions can be selected from its icon; others are selected from the action overflow menu.

Executing functions can use the handheld device's camera, location information, and NFC capability.

- You can use the camera to scan an asset's serial number. You may be prompted to allow access to the device's camera. If you choose not to enable camera rights or if the serial number doesn't scan, you can type the serial number manually. You can also turn on the flash or torch better illuminate the serial number.
- You can also use the camera to take a picture of the meter or module. You can also upload the pictures from your handheld's photo library. The picture will be synced with AMI Operations Hub, providing documentation of how the meter/module looked before and after the installation.
- Scanning or entering the serial number will obtain the module's NFC keys from the AMI Operations Hub. The NFC keys will enable communication between the handheld and the communications module.
- A function may require location information. When you tap the location detection, you may be prompted to allow the location access. Select to capture the precise location. The information is intended to capture the module's location. AMI Field Care does not track your location.
- To execute a function, you may be required to first gently tap or place the handheld on the module to activate the near-field communication. You must keep the handheld device on the module until the function is completed. AMI Field Care will prompt you when it is okay to remove the handheld from the module.

- When the function is complete, you may see a summary screen, letting you know whether the function was successful & provide additional information.

Specific instructions and other information are described in the function's topic.

## Available functions and options

The following functions can be executed by tapping on its icon.

| Function |
| --- |
| Activate |
| Pair & activate |
| Read signal strength |
| Update installation info |
| Device management |

The following options can be executed on all meters by selecting it from the action overflow menu.

| Item |
| --- |
| Debug modem |
| Syn index |
| De-Commission |
| Clock sync<br>***Note: Only available for Merlin.*** |
| Upload logs |
| Change language |
| Download NFC keys |
| Syng with HES |
| Offline settings |

# Function descriptions

This section provides an overview of the application's available functions and features. Each function is described in detail to help you understand its purpose, usage, and expected behavior when performing operations in the field.



## Activate

**Function description**: The **Activate** feature is used to prepare and set up a device for operation in the field. It guides you through the key steps required to bring a device from an unconfigured state into a fully installed and ready-to-use condition.

The Commission feature ensures that devices are:

- Properly activated
- Verified for connectivity
- Fully documented with installation data

The following tables shows the Commission features.

| Feature | Description |
|---|---|
| Full commission | Completes activation, connectivity verification, and installation updates in one step. |
| Activate device | Registers the device on the network and sets its status to *Installed*. |
| Read signal strength | Checks and validates device signal quality and connectivity. |
| Update installation info | Updates and synchronizes installation details after activation. |

The following section outlines the three-step process for commissioning the device. This separation allows you to complete each step independently, instead of requiring a single continuous workflow.

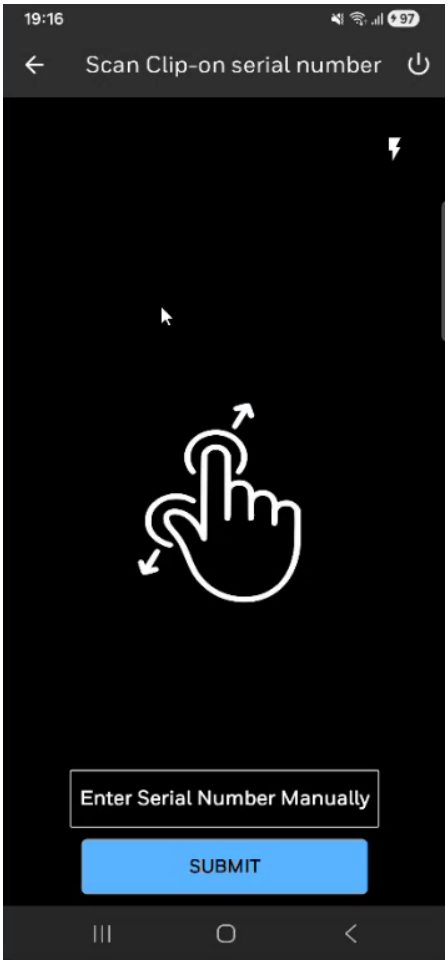
## Activate device

The **Activation** feature within the Commission process is used to initialize a device and make it ready for operation. It is the step where the device is registered, configured with essential information, and prepared to communicate with the system.

Activation has been designed to provide flexibility by offering two different execution options. This allows you to either perform a complete activation workflow or carry out only the three-step process:

1. Activate Device
2. Read Signal Strength
3. Update Installation Information

When you execute the function, the app will prompt you to scan the serial number using the camera. If you are unable to scan, you can tap to enter the serial number manually.



### Full Commission

The Activate and Test option performs a complete activation workflow in a single flow.

- Activates the device
- Reads signal strength as part of the same process
- Allows capturing installation-related information during the flow

After selecting **Full Commission**, you will be required to complete the following information and setup steps. Items marked with an asterisk * are required.

| Item | Description |
|---|---|
| Serial number* | If you have not already scanned the serial number, you can type the serial number in the text box. You can also tap the **Scan** icon to scan the serial number at this time.<br><br>When the serial number is entered, the app will retrieve the module's NFC key. |
| Location | Tap  to capture the module's location. Be sure to use a precise location.<br>***Note: Fetching location may get delayed up to 1 to 2 minutes in CT60 mobile.*** |
| Operator country | Select your country from the dropdown menu to configure region-specific settings required for proper device operation. |
| Operator ID | Select the operator's ID to identify the specific operator or utility associated with the device. |
| External antenna fitted | This toggle option should be selected by the user to indicate whether an external antenna is attached. |

| Item | Description |
|---|---|
| Box lid material | Select the box lid material from the dropdown menu to indicate the type of material covering the installation. This information is used to consider potential signal attenuation and optimize device performance based on installation conditions. |
| Meter Depth to Ground Level | Select the meter top-to-box lid distance from the dropdown menu to indicate the vertical spacing between the meter and the box lid. |
| Attach photo before installation | The screen will display the before photo, or you can tap **+** to take or upload the before photo. Tap the **Pencil** icon to take or select a new photo. |
| Installation remarks | Allows you to capture additional details, observations, or special conditions relevant to the device setup. |

Once you complete the setup, click ACTIVATE to finish the process.

### Activate device

The Activate option performs only the device activation step.

- Activates the device and changes its state.
- Does not perform signal strength testing.
- Does not include additional verification steps within the flow.

After selecting **Activate device**, you will be required to complete the following information and setup steps. Items marked with an asterisk * are required.

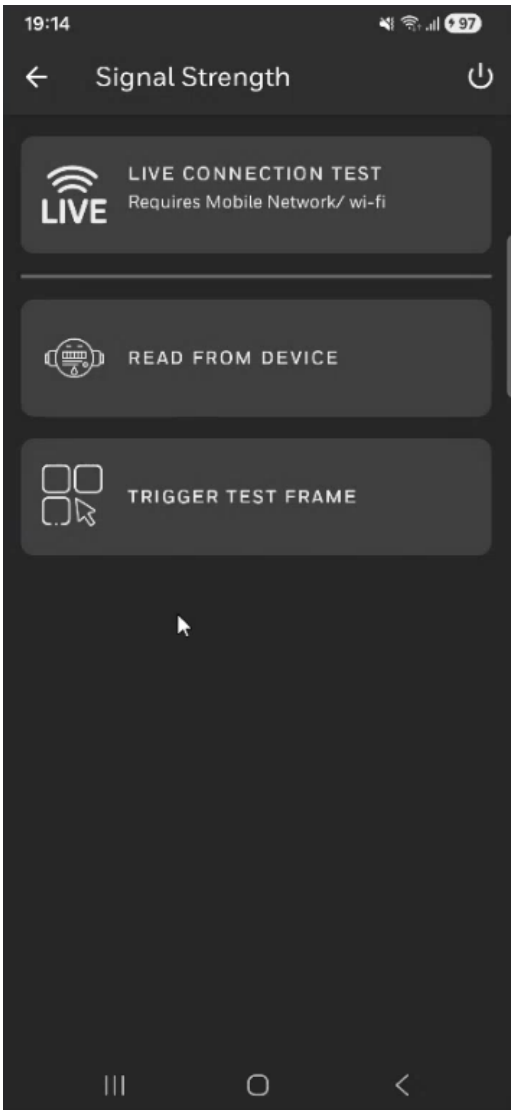
| Item | Description |
|---|---|
| Serial number* | If you have not already scanned the serial number, you can type the serial number in the text box. You can also tap the **Scan** icon to scan the serial number at this time.<br><br>When the serial number is entered, the app will retrieve the module's NFC key. |
| Location | Tap  to capture the module's location. Be sure to use a precise location.<br>***Note: Fetching location may get delayed up to 1 to 2 minutes in CT60 mobile.*** |
| Operator country | Select your country from the dropdown menu to configure region-specific settings required for proper device operation. |
| Operator ID | Select the operator's ID to identify the specific operator or utility associated with the device. |

Once you complete the setup, click Activate to finish the process.

## Read signal strength

The **Read Signal Strength** feature allows you to verify the communication performance of a device by measuring signal conditions. This step helps ensure that the device can reliably communicate with the system once it is installed.

After making this selection, the application will display the following options:



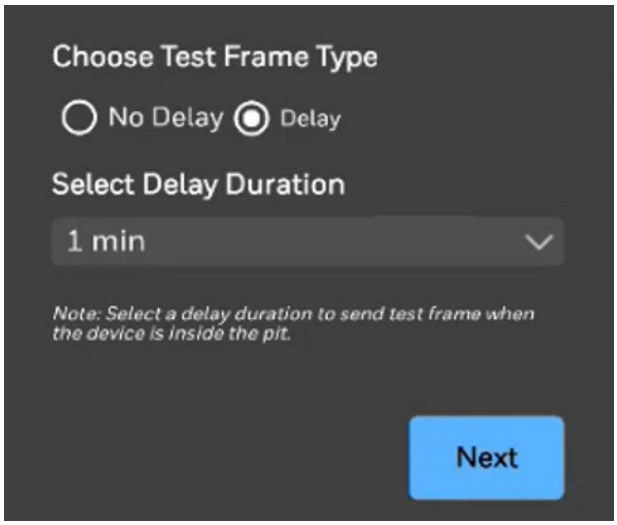

When you execute these functions, the app will prompt you to scan the serial number using the camera. If you are unable to scan, you can tap to enter the serial number manually.

### Live connection test

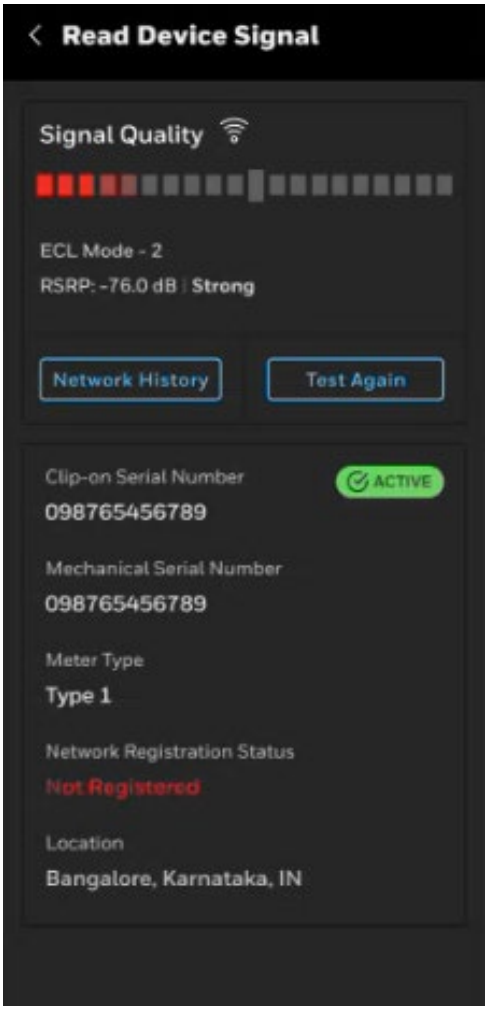
The **Live Connection Test** is used to verify that the device can successfully establish communication with the system (AOH).

- Sends a test frame from the device
- Waits for an acknowledgment from the system
- Confirms that end-to-end connectivity is working

After clicking Live Connection Test, you can select No Delay or Delay options and the delay duration.



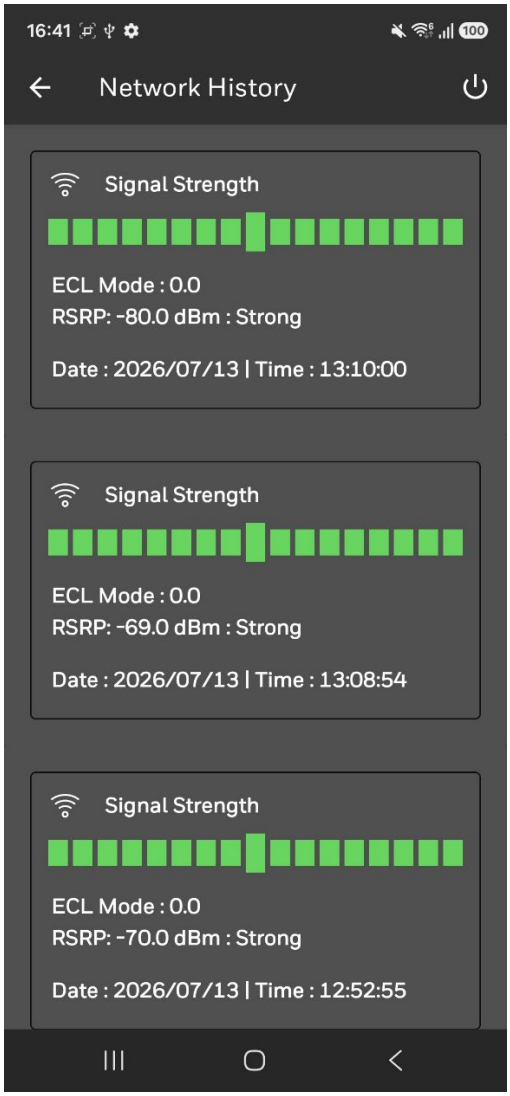
After clicking Next, the application will ask you to place the device on water meter to read signal strength. The following screen will be displayed.

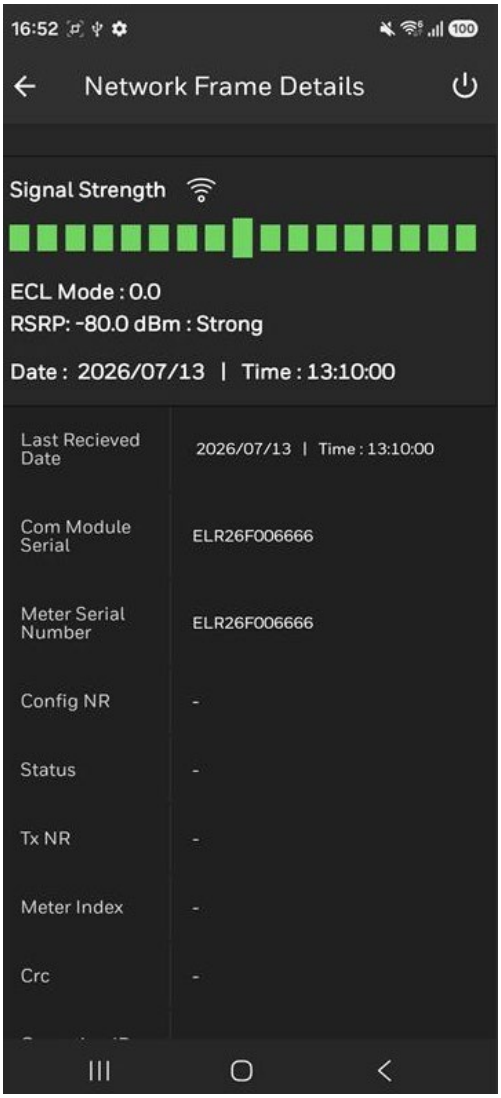



Click on Test Again to repeat the process.

Click on Network History to view the most recent test frame records.

See also Network History.




**Use case:**

This option is typically used when a field engineer wants to confirm that the device is properly connected and can communicate with the backend system after installation.

### Read from device

The **Read from Device** option is used to directly measure the **signal strength values from the device itself**.

- Sends a command to the device to capture signal strength
- Retrieves signal metrics (such as RSRP and ECL values)
- Does not rely on system acknowledgment

After clicking on Read from Device, the application will ask you to place the device on water meter to read signal strength. The following screen will be displayed.




Click on Test Again to repeat the process.

**Use case:**
This is useful when evaluating signal conditions in different scenarios, such as:

- Before installation (e.g., testing signal at ground level)
- Comparing signal strength at different locations

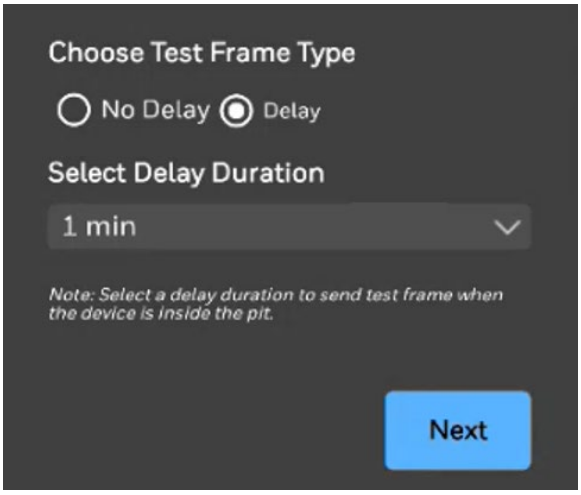
It helps users decide whether the installation location provides sufficient signal quality.

### Trigger test frame

The **Trigger Test Frame** option is used to send a test frame **without waiting for any response**.

- Sends a test signal (with optional delay)
- Does not wait for acknowledgment from the system or device
- Delay option allows testing after installation conditions change (e.g., with lid closed)

After clicking Trigger Test Frame, you can select No Delay or Delay options and the delay duration.




**Use case:**
This option is helpful when users need to:

- Trigger a test after placing the device in its final position
- Perform tests under specific conditions (such as underground or enclosed installations)
- Allow time to reposition or close the installation before the test executes

## Update installation information

The **Update Installation Information** feature allows you to capture and manage all relevant installation details of a device, even after the activation process is completed.

This feature is designed to ensure that all **installation-related information** is properly documented and stored, supporting better traceability and accuracy of field operations.

You can return to a device at any time to:

- Add missing details
- Update existing information
- Complete documentation after installation

When you execute these functions, the app will prompt you to scan the Clip-on serial number using the camera. If you are unable to scan it, you can tap to enter the Clip-on serial number manually.

***Note: This applies to only Merlin devices.***

You will be required to complete the following information and setup steps. Items marked with an asterisk * are required.

| Item | Description |
|---|---|
| Mechanical serial number* | If you have not already scanned the mechanical serial number, you can type the serial number in the text box. You can also tap the **Scan** icon to scan the serial number at this time.<br><br>When the mechanical serial number is entered, the app will retrieve the module's NFC key. |
| Clip-on serial number* | For Merlin devices, the **Clip-on Serial Number** is used as the primary identifier when updating asset information.<br>The application displays and captures the **Clip-on Serial Number** instead of the **Mechanical Serial Number**. |

| Item | Description |
|---|---|
| Location | Tap  to capture the module's location. Be sure to use a precise location.<br>***Note: Fetching location may get delayed up to 1 to 2 minutes in CT60 mobile.*** |
| External antenna fitted | This option adjusts signal transmission and reception parameters accordingly. |
| Box lid material | Select the box lid material from the dropdown menu to indicate the type of material covering the installation. This information is used to consider potential signal attenuation and optimize device performance based on installation conditions. |
| Meter Depth to Ground Level | Select the meter top-to-box lid distance from the dropdown menu to indicate the vertical spacing between the meter and the box lid. |
| Attach photo before installation | You can attach photos before and after installation.<br>***Note: Multiple photos can be attached.*** |
| Installation remarks | Allows you to capture additional details, observations, or special conditions relevant to the device setup. |

Once you complete the setup, click  to finish the process.

## Pair & activate

**Function description**: Associates a communications clip-on module to a meter, configures the module for the mechanical meter, and then activates the pair.

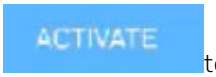
When you execute the function, you will be prompted to scan the module's serial number. If you are unable to scan, you can tap to enter the serial number manually. Then, follow the instructions on the screen to complete the activation. Items marked with an asterisk * are required.

You must capture the consumption information on the meter before installing the module. You will record the consumption value as part of executing the function. You can take photos before and after as documentation of your work. You can take the photos using your handheld camera & then select the photos from the library, or you can take the photos in the app as part of the activation process.

| Item | Description |
|---|---|
| Pair & activate screen | |
| Clip-on serial number* | If you have not already scanned the module's serial number, you can type the serial number in the text box. You can also tap the **Scan** icon to scan the serial number at this time.<br><br>When the serial number is entered, the app will retrieve the module's NFC key. |
| Mechanical serial number* | You can type the mechanical meter's serial number in the text box. You can also tap the **Scan** icon to scan the serial number.<br> |
| Meter diameter* | Select the meter's diameter from the drop menu. |
| Meter index* | Type the consumption value on the meter index. |
| Select the used config file | The configuration file programs the module for the specific meter type & operation as well as the communications with the head-end (IP addresses, port numbers, etc.)<br>You can select the configuration file from the drop menu or tap **Download config file** to select the config file from the head-end. |
| Location | Tap **Locate** to capture the module's location. Be sure to use precise location. |
| Attach photo before installation | Tap **+** to either take a single picture or upload a single photo from your library or gallery. |

| Item | Description |
|---|---|
| Activate | Place your handheld on the module & tap **Activate**.<br>If you tap **Activate** first, you will be prompted to place your handheld on the meter. The prompt will clear automatically once NFC is detected.<br>Keep your handheld on the meter throughout the process. You will need to keep the handheld on the meter to read the signal strength on the next screen. |
| Summary screen | |
| Signal strength | After the activation is complete, the app will automatically attempt to read the communication module's signal strength. The signal strength information will be displayed, indicating whether the signal is good or bad. Tap **Try again** if you need to repeat the signal strength test.<br>After the signal strength test is complete, you can remove the handheld from the meter. |
| Serial number | The app will display the serial number & meter type for the module & the module's state (for example, it is active). |
| Meter type | |
| Location | If you capture the location, the location will be displayed.<br>***Note: Fetching location may get delayed up to 1 to 2 minutes in CT60 mobile.*** |
| Attach photo before installation | The screen will display the before photo, or you can tap **+** to take or upload the before photo. Tap the **Pencil** icon to take or select a new photo. |
| Attach photo after installation | Tap **+** to take or upload the after photo. Tap the **Pencil** icon to take or select a new photo. |

| Item | Description |
|---|---|
| Installation remarks | Allows you to enter free-text notes during the parent activation process to document installation site conditions. These remarks are useful for future diagnostics, troubleshooting, and maintenance planning.<br><br>To add the installation remarks, follow these steps:<br><br>1. During the Pair & activate process, locate the installation remarks field on the screen.<br><br>2. Enter any relevant installation details or observations as free text (e.g., site conditions, depth, lid type, antenna usage).<br><br>3. Ensure the information is clear and concise to help with future diagnostics.<br><br>4. Complete the activation process. The remarks will be saved with the installation record. |

Once you complete the setup, click 

to finish the process.

## Read signal strength

**Supported devices:** Merlin, Q600, V200H

**Function description**: Checks the clip-on module's communication quality for analysis or verification purposes

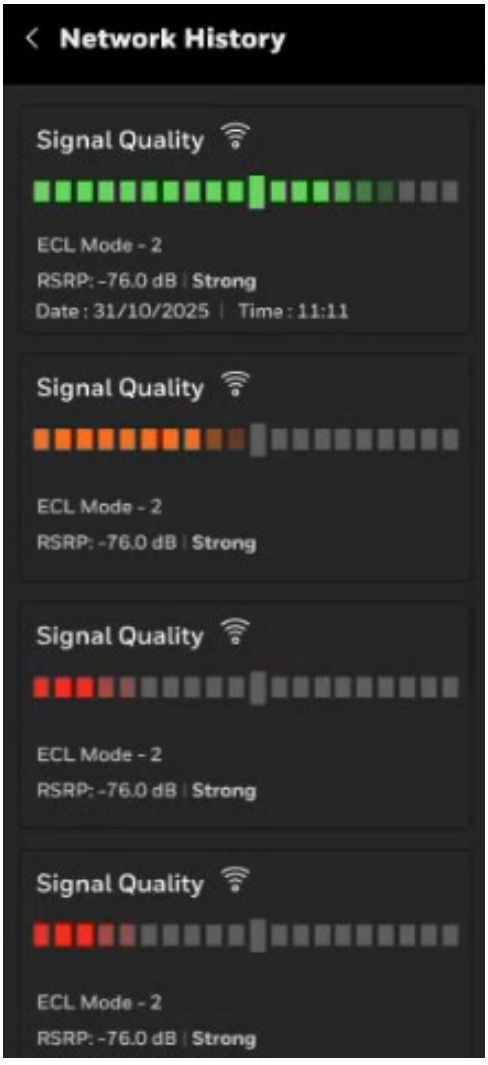
When you execute the function, you will be prompted to scan the module's serial number. If you are unable to scan, you can enter the serial number manually. Click on Submit to fetch the NFC key.

| Item | Description |
|---|---|
| Signal strength | After the activation is complete, the app will automatically attempt to read the communication module's signal strength. The signal strength information will be displayed, indicating whether the signal is good or bad. Tap **Try again** if you need to repeat the signal strength test.<br>After the signal strength test is complete, you can remove the handheld from the meter. |

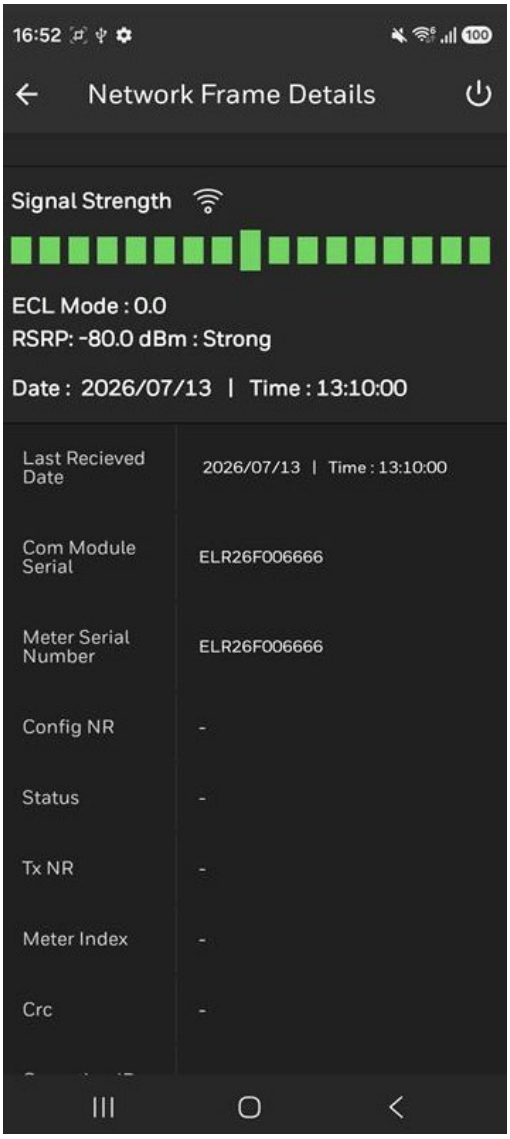
## Network history

The **Network History** feature allows you to review the most recent signal strength test results for a device. After performing a signal strength test, the application stores the **last five test frame records**, which can be accessed from the **Network History** section.

The Network History view provides a quick overview of recent test results, helping you evaluate device connectivity and signal performance over time. You can select any of the available records to view additional details associated with that specific test frame, such as the captured network information and test results.

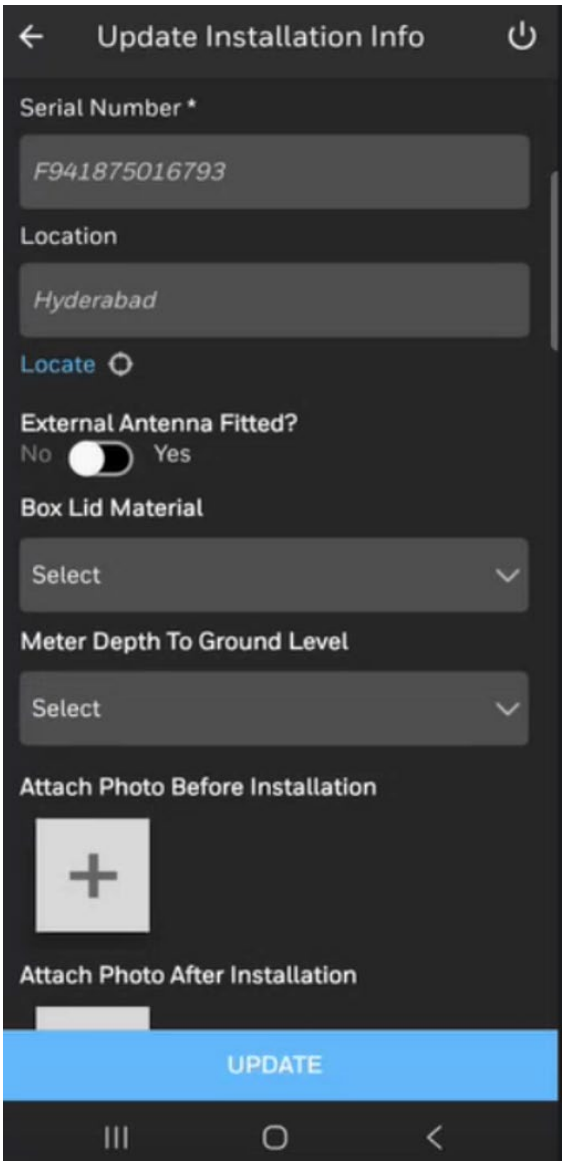


You can select an individual record to view more detailed information about that test frame.



## Update installation information

**Function description:** Updates the device with the latest installation details and configuration data. Use this option to ensure all installation information is current and accurately reflected in the system.



## Device Management

**Function description:** The **Device Management** function provides you with a centralized space to perform advanced operations and configurations on devices after they have been commissioned. It is designed to support **post-commissioning activities**, enabling users to configure, maintain, and optimize device behavior throughout its lifecycle.

After selecting **Device Management** on the home screen, you will be directed to the following screen.




The following section outlines the options available.

## Modify configuration

**Function description**: Changes the configuration of a clip-on module that has already been paired & activated

When you execute the function, you will be prompted to scan the module's serial number. If you are unable to scan, you can tap to enter the serial number manually. Then, follow the instructions on the screen to complete the activation. Items marked with an asterisk * are required.

You must capture the consumption information on the meter before changing its configuration. You will record the consumption value as part of executing the function. You can take before and after photos as documentation of your work. You can take the photos using your handheld camera & then select the photos from the library, or you can take the photos in the app as part of the activation process.

| Item | Description |
|---|---|
| **Modify configuration screen** | |
| Clip-on serial number* | If you have not already scanned the module's serial number, you can type the serial number in the text box. You can also tap the **Scan** icon to scan the serial number at this time.<br><br>When the serial number is entered, the app will retrieve the module's NFC key. |
| Mechanical serial number*<br><br>Supported only for **Merlin** devices | You can type the mechanical meter's serial number in the text box. You can also tap the **Scan** icon to scan the serial number.<br> |
| Meter diameter* | Select the meter's diameter from the drop menu. |
| Meter index*<br>Supported only for **Merlin** devices | Type the consumption value on the meter index. |

| Item | Description |
|---|---|
| Select the used config file | The configuration file programs the module for the specific meter type & operation and the communications with the head-end (IP addresses, port numbers, etc.)<br>You can select the configuration file from the drop menu or tap **Download config file** to select the config file from the head-end. |
| Location<br>Supported only for **Merlin** devices | Tap **Locate** to capture the module's location. Be sure to use precise location.<br>***Note: Fetching location may get delayed up to 1 to 2 minutes in CT60 mobile.*** |
| Attach photo before installation<br>Supported only for **Merlin** devices | Tap **+** to take a single picture or upload a single photo from your library or gallery. |
| Activate | Place your handheld on the module & tap **Modify configuration**.<br>If you tap **Modify configuration** first, you will be prompted to place your handheld on the meter. The prompt will clear automatically once NFC is detected.<br>Keep your handheld on the meter throughout the process. You will need to keep the handheld on the meter to read the signal strength on the next screen. |
| **Summary screen** | |
| Signal strength | After the modification is complete, the app will automatically attempt to read the communication module's signal strength. The signal strength information will be displayed, indicating whether the signal is good or bad. Tap **Try again** if you need to repeat the signal strength test.<br>After the signal strength test is complete, you can remove the handheld from the meter. |
| Serial number | |

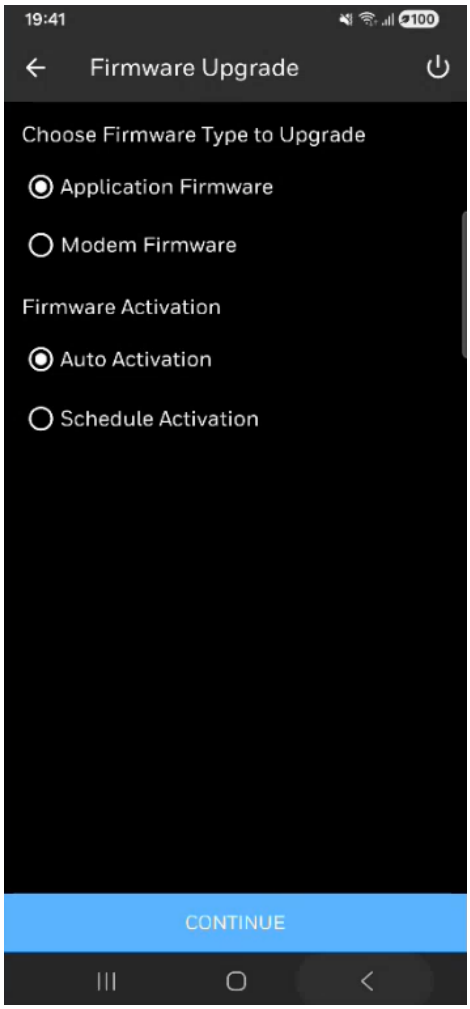
| Item | Description |
|---|---|
| Meter type | The app will display the serial number & meter type for the module & the module's state (for example, it is active). |
| Location | If you capture the location, the location will be displayed. |
| Attach photo before installation | The screen will display the before photo, or you can tap **+** to take or upload the before photo. Tap the **Pencil** icon to take or select a new photo. |
| Attach photo after installation | Tap **+** to take or upload the after photo. Tap the **Pencil** icon to take or select a new photo. |
| Finish | Tapping **Finish** will close the screen and return you to the dashboard. |

## Update firmware

**Function description**: The **Update Firmware** feature allows you to upgrade the software running on a device to a newer version. It allows you to:

- See **multiple available firmware versions** compatible with their current device version.
- See a list of upgrade options based on the device's existing firmware.
- Choose the specific version you want to upgrade to.

After clicking on Update Firmware, the following screen will be displayed.



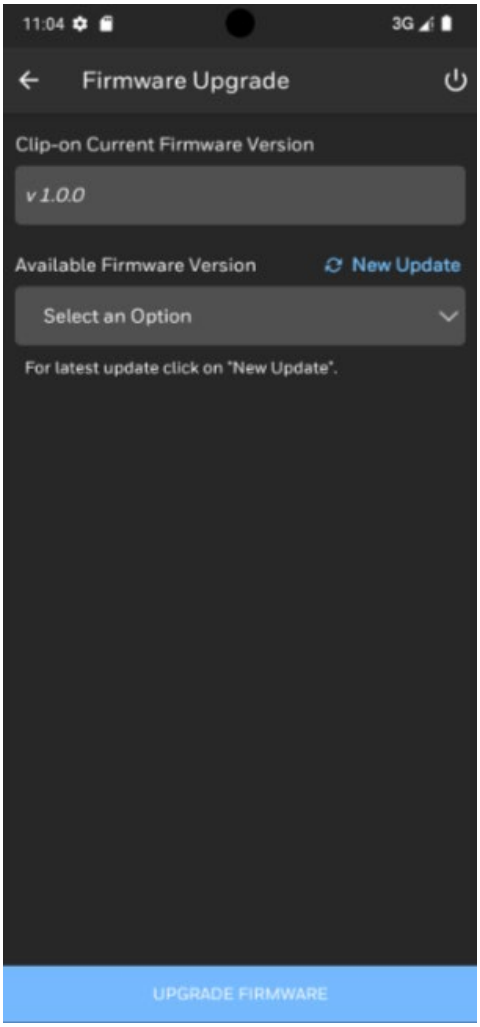

Then, you will be prompted to select the component you are going to upgrade.

- Application firmware: updates the clip-on module's application firmware
- Modem firmware: updates the clip-on module's radio communication firmware

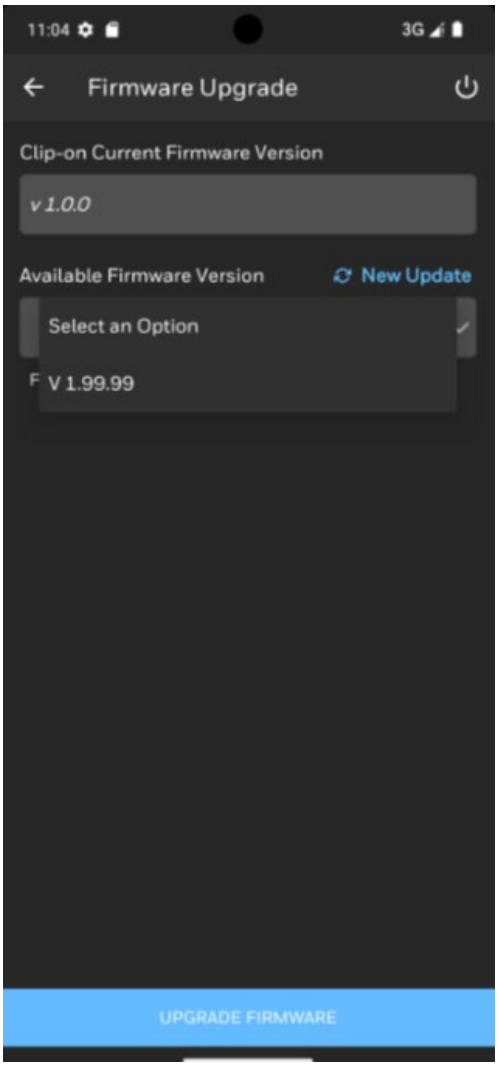
You can then choose how to activate the firmware once it has been updated.

- Auto activation: the firmware will activate itself without any additional user intervention
- Schedule activation: the firmware will activate based on the selected date and time without any additional user intervention. This functionality is only available for Q600 and V200H devices.

The following screen will display the current firmware version and the available firmware version.



Select a firmware version.



When you are ready to upgrade the firmware, tap Continue and place your handheld device on the meter. Leave the handheld on the device until the function is complete.

When the module's NFC is detected, the handheld will then read the module's information & display the following:

| Item | Description |
|---|---|
| Current version | Indicates the firmware that is presently in use in the module. |
| Check for the latest update | Compares the firmware version in use in the module with the latest version that is available in the head-end. |
| Firmware version | Indicates the latest firmware version available in the head-end. |
| Upgrade firmware | When tapped, begin the process of upgrading the firmware in the module. When the upgrade process is complete, you can remove the handheld from the meter. |

## Read meter configuration

**Function description:** Allows you to retrieve all water meter configurations and live parameters directly from the device. It is primarily used for diagnostics and troubleshooting in the field.

When initiated, the application sends individual requests to the device to read a total of 29 values, which include both static configurations and dynamic live parameters (e.g., current water consumption). These values help assess the device’s operational status and communication readiness.

To retrieve and review water meter configurations and live parameters from the device, follow these steps:

1. After selecting **Read Meter Configuration** and initiating the read process. The app will begin fetching each configuration and live parameter.
2. Monitor the progress indicator (e.g., "7 out of 29 configurations read"). This process may take some minutes.




3. If the process stops or not all values are read, tap the refresh button to retry.
4. Review the displayed values for diagnostics or further action.

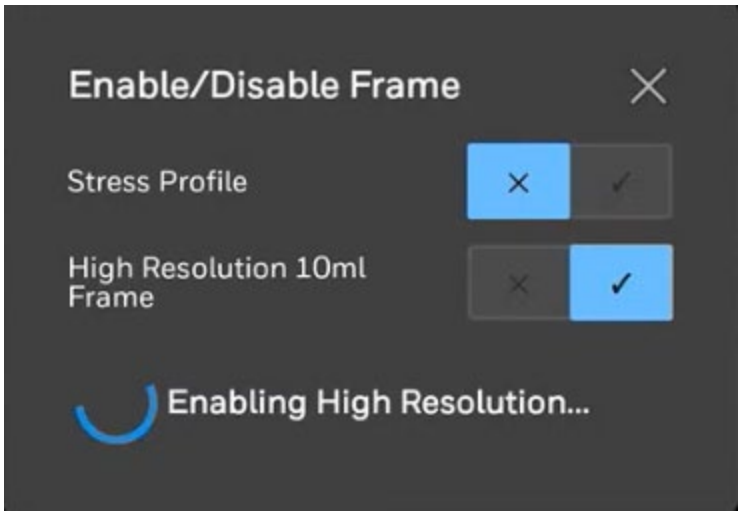
***Note: This feature is especially useful for identifying configuration issues that may prevent successful communication with the head-end system.***

## Frame control

**Function description:** The **Frame Control** feature enables you to manage specific advanced device behaviors.

- Allows enabling or disabling stress profile
- Allows enabling or disabling high resolution (precision levels)

After clicking on Frame Control, you will be given the options to enable or disable Stress profile and high resolution.



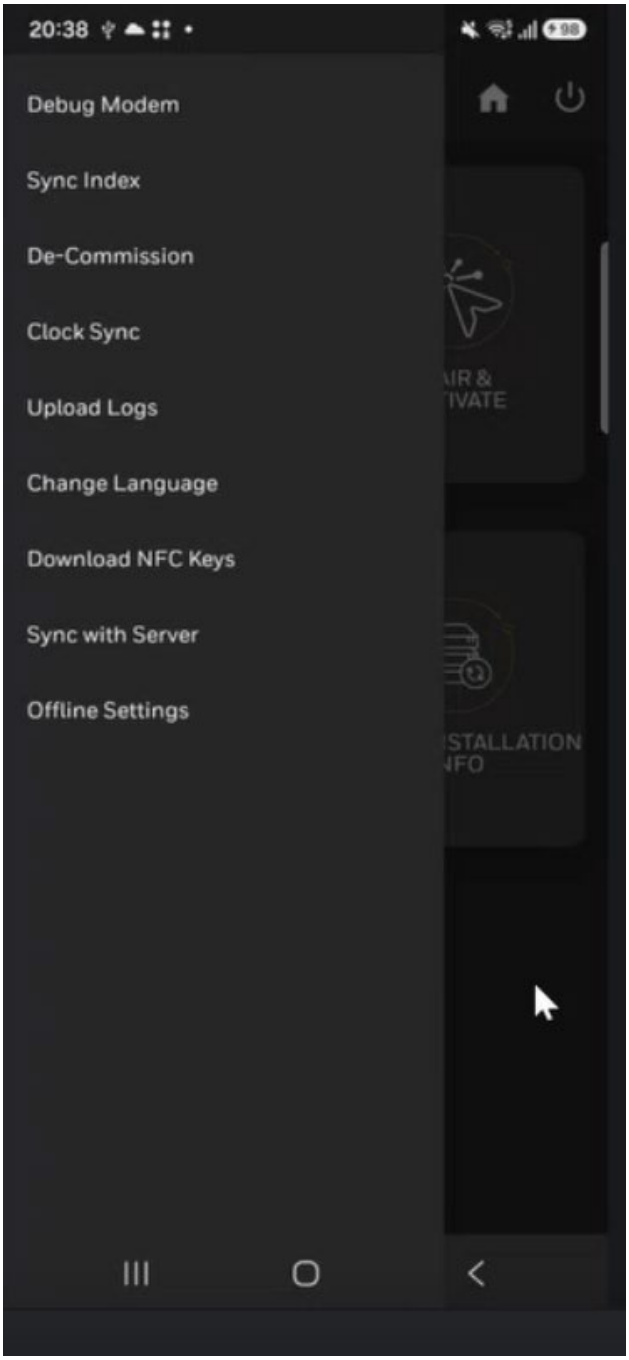

| Item | Description |
|---|---|
| Stress profile | The **Stress Profile** is an advanced configuration option available within the **Frame Control** feature of Device Management. It is primarily used to support **testing and validation scenarios**, especially during customer evaluation or sample testing phases.<br><br>When enabled, the stress profile allows the device to **capture and transmit data at a higher frequency or under specific testing conditions**, based on predefined configurations.<br><br>It allows you to:<br>• Validate that the device is correctly measuring consumption<br>• Confirm that data sent to the system matches the values displayed on the device<br>• Perform detailed testing before approving devices for deployment |

| Item | Description |
| --- | --- |
| High resolution | The **High Resolution** option is an advanced feature within **Frame Control** that allows users to increase the **precision of consumption data** recorded by the device.<br><br>By enabling this option, the device shifts from standard measurement granularity to a finer level of detail, providing more accurate and detailed consumption readings.<br><br>It allows you to:<br>• Capture smaller variations in consumption<br>• Improve data accuracy<br>• Meet customer requirements for detailed measurement |

# More options

The More options menu provides access to additional features.

These options appear when you click first on the desired device and then on the overflow button  at the upper left allowing you to perform extra actions related to the current item or page.



## Debug modem

**Function description:** Sends modem commands or AT commands directly to the modem for troubleshooting in the field

When you execute the function, the Debug Modem screen is displayed with the following items:

| Item | Description |
|---|---|
| Enter command | Type the raw command to send to the modem. |
| AT command | Check the box to send an AT command to the modem. |
| Submit | When you tap **Submit**, you will be prompted to place the handheld on the meter to run the command that was entered. |

When the module's NFC is detected, the handheld will then send the command to the module's modem. The response will be displayed on the screen.

## Sync index

**Function description:** Allows you to capture and synchronize the current meter reading (index value) displayed on the device with the backend system (AOH).

This ensures that the consumption value shown on the physical meter is accurately reflected in the system records.

The main purpose of Sync Index is to **align the device's displayed consumption value with the system**.

It enables you to:

- Retrieve the current cumulative consumption value from the meter.
- Upload that value to the system.
- Ensure consistency between device data and system records.

## De-commission

**Function description:** Returns the device to its original shipping state by removing its current configuration and settings. Use this option when the device needs to be reset before being reassigned, redeployed, or removed from service.

## Clock sync

**Function description:** Allows you to synchronize the internal clock of a supported device with the current system time. Maintaining accurate device time helps ensure that device operations and recorded information use the correct timestamp.

***Note: This is only available for Merlin devices.***

## Upload logs

**Function description:** Uploads system log files to a server for analysis and troubleshooting. These logs capture device activity, events, and errors, helping support teams identify and resolve issues more efficiently.

## Change language

**Function description:** Allows you to select your preferred language for the interface. This updates menus, labels, and system text to display in the chosen language, helping you use the device more comfortably based on your preference.

## Download NFC keys

**Function description**: Enhances efficiency during activation processes by storing the last 10 serial numbers and their associated NFC keys used in the application.

When a serial number is scanned or entered, it is saved in the app's memory and displayed in a dropdown list for quick access in future operations. The list shows up to 10 of the most recently used serial numbers, with the most recent appearing at the top.

To quickly reuse recently entered serial numbers and their associated NFC keys during activation or similar operations, follow these steps:

1. Scan or enter a device's serial number during an operation (e.g., activation). The serial number and its NFC key will automatically be saved in the app's memory.

2. For future operations, place the cursor in the serial number field to view a dropdown list of the last 10 used serial numbers.
3. Select the desired serial number from the dropdown to reuse it without rescanning or re-entering. The list will be ordered with the most recent serial numbers at the top, making it easy to find the latest entries.




## Sync with HES

**Function description**: Synchronizes the device with the HES system to ensure data, settings, and status are up to date. Use this option to align the device with the latest information and configurations from HES.

## Offline settings

**Function description**: Enables you to perform key device operations such as activation, pairing, and photo capture without requiring network connectivity. It is designed to support work in remote or low-signal environments by allowing you to pre-download necessary data before going into the field.

To use offline mode, follow these steps:

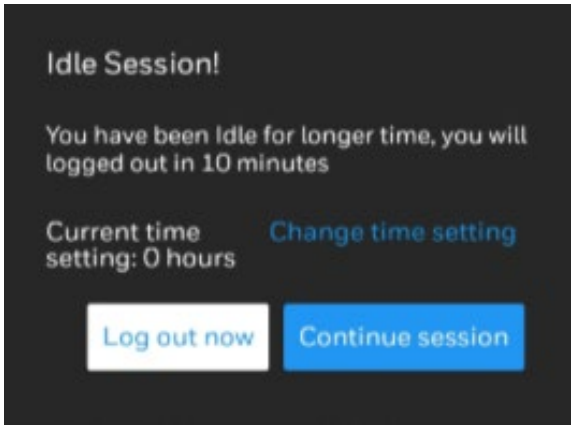
1. Before going to the field, download NFC keys for all devices you plan to work on. You can do this by scanning each serial number or downloading keys for an entire asset group (groups must be set up in the AOH platform by a supervisor). Be aware that downloaded NFC keys are valid for 48 hours. After this period, keys will expire and must be re-downloaded if needed.
2. Enable app lock (PIN, fingerprint, or biometric authentication) in the application settings to protect downloaded data. This must be done before using offline features.
3. When working without network connectivity in the field, use the pre-downloaded NFC keys to perform device operations such as activation, pairing, and capturing installation photos. All offline activities are stored locally and can be synced with the AOH system once you regain network access.

## Idle session timeout

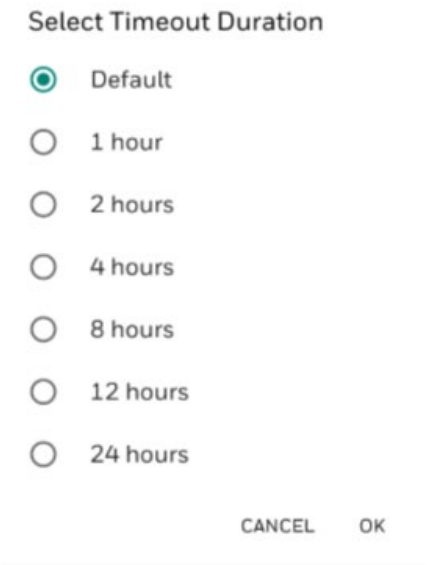
Function description:  Allows you to adjust the session timeout duration when the timeout prompt appears.

To set up the idle session timeout, follow these steps:

1. When the Session Timeout prompt appears, click Change Time Settings.



2. Select the desired timeout duration.




3. Click OK to apply the new setting or CANCEL.

***Note: This option is only available when the session timeout prompt is displayed.***

# XML Configuration

This section outlines the purpose of XML file in device configuration and provides guidelines and rules for adding tags and values.

## General guidelines

| Item | Description |
|---|---|
| XML structure | Maintain the overall structure of XML as provided. |
| Tag naming conventions | Use the exact tag names as specified. |
| Value types | Ensure values are of the correct type (e.g., strings, integers, booleans) |

## Parameter details for Q600_V200h

For each parameter, follow the detailed instructions below:

| Parameter | Description | Tags |
|---|---|---|
| RF Configuration | RF profile configuration information | • <rfFrame>: Defines the structure and purpose of RF frames.<br>• <frameID>: Acceptable values are integers.<br>• <repetitions>: Specify the number of repetitions.<br>• <startTime> and <StopTime>: Use the format HH:MM.<br>• <ACKEnabled>: Boolean values (true or false).<br>• <values>: Specify the usage for each day of the week (true or false). |
| Meter DST | Meter day light savings | • <DayLightSavings>: Boolean values (true or false).<br>• <StartMonth>, <StartWeek>, <EndMonth>, <EndWeek>, <StartHour>, <EndHour>: Provide acceptable values and examples.<br><br>***Note: Include these tags only if <day light savings> is enabled.*** |

| Parameter | Description | Tags |
|---|---|---|
| APN Configuration | Access point name of the service provider | • <APN>: Specify the APN value |
| Band | Band information | • <band>: Supported bands are 3, 8, 13, 20. |
| MDC Server IP Configuration | Meter will push the data to the Server IP address | • <IPAddress>: Provide the IP address in the correct format. |
| MDC Server port Configuration | Meter will push the data to the mentioned port of the Server | • <Port>: Specify the port number. |
| Metrology Configuration | Meter consumption index storage schedule/ interval time | • <Interval>: Interval time (60min, 15min, 30min). |

<table>
<tr><th>Parameter</th><th>Description</th><th>Tags</th></tr>
<tr><td>Q600<br>NRT Alarm and Configuration</td><td>Monitor key parameters and send alerts when limits are exceeded.</td><td>
<ul><li><Description>Enabling Device alarms</Description><br><command>3A</command><br><No_Flow_Alarm duration="22" enabled="true" period="20" threshold="25"/><br><Leak_Alarm duration="24" enabled="true" period="219" threshold="65"/><br><Overload_Alarm enabled="true"/><!--></Overload_Alarm>--><br><Backflow_Alarm enabled="true" threshold="2"/><br><Burst_Alarm duration="254" enabled="true" period="254" threshold="65534"/><br><Ambient_Temperature_Alarm enabled="true" maxTemp="-30" minTemp="-30"/><br><Air_Event_Alarm enabled="true"/> <!--(Q600 specific). Default Zero for V200H--><br><Water_Temperature_Alarm enabled="true" maxTemp="-30" minTemp="-30" samples="500"/> <!--(Q600 specific). Default Zero for V200H--><br><Low_Battery_NRT>enable</Low_Battery_NRT><br><No_Flow_NRT>enable</No_Flow_NRT><br><Leak_NRT>enable</Leak_NRT><br><Backflow_NRT>enable</Backflow_NRT><br><Burst_NRT>enable</Burst_NRT><br><Ambient_Temperature_NRT>enable</Ambient_Temperature_NRT><br><Water_Temperature_NRT>enable</Water_Temperature_NRT><!-- – Q600 Specific Alarm--><br><Air_Event_NRT>enable</Air_Event_NRT> <!--– Q600 Specific Alarm--><br><Overload_NRT>enable</Overload_NRT><br><HW_Error_NRT>enable</HW_Error_NRT><br><LR_Checksum_error_NRT>enable</LR_Checksum_error_NRT><br><Security_threat_NRT>enable</Security_threat_NRT><br><HourLogger>1:00</HourLogger><br><NightLineLogger>15:00</NightLineLogger><br></parameter></li></ul>
Valid input range for alarms:
<table>
<tr><th>Alarm</th><th>Input range</th></tr>
<tr><td>No_Flow_Alarm</td><td>Threshold - range: 1 - 255 ,Duration (Days) - range: 1-255, Period (Hours) - range: 1-255</td></tr>
<tr><td>Leak_Alarm</td><td>Threshold - range: 65535 , No of Samples - range: 1 - 255, Period - range: 1 - 255</td></tr>
<tr><td>Burst_Alarm</td><td>Threshold - range: 1 - 65535 ,Duration (Days) - range: 1-255, Period (Hours) - range: 1-255</td></tr>
<tr><td>Ambient_Temperature_Alarm</td><td>Max Temperature - Min value -30, Max value 75, Min Temperature – Min value -30, Max value 75</td></tr>
<tr><td>Water_Temperature_Alarm</td><td>Max water Temperature - Min value -30, Max value 75, Min water Temperature – Min value -30, Max value 75, No. of water Samples - Range : 1 - 65535</td></tr>
</table>
</td></tr>
</table>

<table>
<tr><th>Parameter</th><th>Description</th><th>Tags</th></tr>
<tr><td>V200H<br>NRT Alarm and Configuration</td><td>Monitor key parameters and send alerts when limits are exceeded.</td><td>
<ul>
<li><Description>Enabling Device alarms</Description><br><command>3A</command><br><No_Flow_Alarm duration="1" enabled="true" period="255" threshold="255"/><br><Leak_Alarm duration="255" enabled="false" period="255" threshold="255"/><br><Overload_Alarm enabled="true"/><!--></Overload_Alarm>--><br><Backflow_Alarm enabled="true" threshold="2"/><br><Burst_Alarm duration="25" enabled="true" period="257" threshold="255"/><br><Ambient_Temperature_Alarm enabled="true" maxTemp="-40" minTemp="-35"/><br><Low_Battery_NRT>enable</Low_Battery_NRT><br><No_Flow_NRT>enable</No_Flow_NRT><br><Leak_NRT>enable</Leak_NRT><br><Backflow_NRT>enable</Backflow_NRT><br><Burst_NRT>enable</Burst_NRT><br><Ambient_Temperature_NRT>enable</Ambient_Temperature_NRT><br><Overload_NRT>enable</Overload_NRT><br><HW_Error_NRT>enable</HW_Error_NRT><br><LR_Checksum_error_NRT>enable</LR_Checksum_error_NRT><br><Security_threat_NRT>enable</Security_threat_NRT><br><HourLogger>4:00</HourLogger><br><NightLineLogger>11:00</NightLineLogger><br></parameter></li>
</ul>
Valid input range for alarms:
<table>
<tr><th>Alarm</th><th>Input range</th></tr>
<tr><td>No_Flow_Alarm</td><td>Threshold - range: 1 - 255 ,Duration (Days) - range: 1-255, Period (Hours) - range: 1-255</td></tr>
<tr><td>Leak_Alarm</td><td>Threshold - range: 65535 , No of Samples - range: 1 - 255, Period - range: 1 - 255</td></tr>
<tr><td>Burst_Alarm</td><td>Threshold - range: 1 - 65535 ,Duration (Days) - range: 1-255, Period (Hours) - range: 1-255</td></tr>
<tr><td>Ambient_Temperature_Alarm</td><td>Max Temperature - Min value -30, Max value 75, Min Temperature – Min value -30, Max value 75</td></tr>
<tr><td>Water_Temperature_Alarm</td><td>Max water Temperature - Min value -30, Max value 75, Min water Temperature – Min value -30, Max value 75, No. of water Samples - Range : 1 - 65535</td></tr>
</table>
</td></tr>
</table>

## Parameter details for Merlin

For each parameter, follow the detailed instructions below:

| Parameter | Description | Tags |
|---|---|---|
| RF Configuration | RF profile configuration information | • <rfFrame name="Frame Name"><br>• <frameID>: Unique identifier for the frame.<br>• <repetitions>: Number of repetitions.<br>• <startTime>: Start time in HH:MM format.<br>• <StopTime>: Stop time in HH:MM format.<br>• <ACKEnabled>: Boolean value (true or false).<br>• <values>: Days of the week with boolean values (true or false).<br>• <Due_date_for_DDv>0C1F</Due_date_for_DDv> <!--default - jan 1st, date-01,month-01-->, Set the date and month in hex format.<br>***e.g., December 31st = 0C1F (December = 0C, 31st = 1F in hex)***<br>• <ARP_Start_day>161E0B</ARP_Start_day> <!-- starthour(0 to 23), startday(1 to 31),startmonth(1 to 12)--> Set start hour (0-23), start day (1-31), and start month (1-12) in hex.<br>***e.g., 22:00 on 30th November = 161E0B (22 = 16, 30 = 1E, 11 = 0B in hex)***<br>• <Leakage_start_day_time>163B</Leakage_start_day_time><!--starthour(0 to 23), startminute(0 to 60)--> Set start hour (0-23) and start minute (0-59) in hex.<br>***e.g., 22:59 = 163B (22 = 16, 59 = 3B in hex)*** |
| Meter DST | Meter day light savings | • <DayLightSavings>: Boolean value (true or false). |
| Meter timezone | Meter timezone information | • <timezone>: Timezone in UTC±X format. |
| APN Configuration | Access point name of service provider | • <APN>: Name of the APN. |
| Band | Band information | • <band>: Supported bands (3, 8, 13, 20). |

| Parameter | Description | Tags |
|---|---|---|
| MDC Server IP Configuration | Meter will push data to the Server IP address | • <IPAddress>: IP address of the server. |
| MDC Server Port Configuration | Meter will push the data to the mentioned port of server | • <Port>: Port number. |
| LWM2M | Light way management protocol communication enabled or not with MDC server | • <LWM2MEnabled>: Boolean value (true or false). |
| Power Savings | Meter power savings information | • <PeriodTAU>: Period TAU value.<br>• <ActiveTAU>: Active TAU value.<br>• <PowerSavingsEnabled>: Boolean value (true or false). |
| NTP Server IP Configuration | NTP server IP configuration | • <ServerURL/>: URL of the server (if applicable).<br>• <Port>: Port number.<br>• <IPAddress>: IP address of the server. |
| NTP Server Port Configuration | NTP server port configuration | • <Port>: Port number. |

| | | |
|---|---|---|
| Metrology Configuration | Meter consumption index storage schedule/ interval time | • <Description>Meter Consumption Index storage schedule/interval time</Description><br><command>D9</command><br><Pulse_value_multiplier>256</Pulse_value_multiplier> <!--1 to 255--><br><Pulse_value_divisor>256</Pulse_value_divisor><!--1 to 255--><br><Counter_Format>100000001</Counter_Format><!--1 to 100000000 volume--><br><MRI_Unit>17</MRI_Unit><!--0,13,14,15,16(in hex) 13 - 1ltr , 14-10ltr, 15-100ltrs, 16- mtrcube --><br><HS_clock_calibration_interval>97</HS_clock_calibration_interval><!--1,8,96(in hex)--><br><Due_date_for_DDv>1313</Due_date_for_DDv><!--default - jan 1st, date-01,month-01--><br><DL1_Hour>24</DL1_Hour> <!--0 to 23--><br><DL1_Day>32</DL1_Day> <!--1 to 31--><br><DL1_Month>13</DL1_Month> <!--1 to 12--><br><DL1_Interval>6</DL1_Interval><!--DAILY= 0,WEEKLY= 1,BIWEEKLy= 2,MONTHLY= 3,HALFYEAR= 4,YEAR = 5--><br><DL2_Hour>24</DL2_Hour> <!--0 to 23--><br><DL2_Day>32</DL2_Day><!--1 to 31--><br><DL2_Day_of_the_month>13</DL2_Day_of_the_month><!--1 to 12--><br><DL2_Interval>31</DL2_Interval><!--1HOUR = 1,2HOURS = 2,3HOURS = 3,6HOURS = 4,12HOURS = 5,DAILY= 6,WEEKLY = 7,BiWeekly = 8,TWICEAMONTH = 9,MONTHLY= 10,15MINS = 15,30MINS=30mins--><br><DL3_Interval>7</DL3_Interval><!--5MN = 0, 10MN = 1, 15MN = 2, 20MN = 3, 30MN = 4, HOURLY = 5, DAILY = 6,--><br><!--<br><ARP_Reset_enable>0</ARP_Reset_enable> <!–only FF value (non editable)–><br>--><br><Automatic_Reset_Period>7</Automatic_Reset_Period><!--(OFF = 0, DAILY = 1, WEEKLY = 2, MONTHLY = 3, HALFYEAR = 4, YEARLY = 5, 13MONTHS = 6)--><br><ARP_Start_day>010101</ARP_Start_day> <!-- starthour(0 to 23), startday(1 to 31),startmonth(1 to 12)--><br><!-- <ARP_Config_2>0</ARP_Config_2> only FF value (non editable)--><br><Leak_Detection_threshold>65536</Leak_Detection_threshold> <!--1 to 65535 (ltrs)--><br><Leakage_start_day_time>1313</Leakage_start_day_time><!--starthour(0 to 23), startminute(0 to 60)--><br><Leak_detection_interval>60</Leak_detection_interval><!--61 to 65535(minutes)--><br><Leak_detection_period>256</Leak_detection_period><!--1 to 255 (in hours)--><br><No_consumption_period>256</No_consumption_period><!--1 to 255 (in hours)--><br><Underflow_threshold>65536</Underflow_threshold><!--0 to 65535(ltrs)--><br><Burst_detection_threshold>65536</Burst_detection_threshold> <!--0 to 65535(ltrs)--> |

| | | |
|---|---|---|
| | | <Burst_detection_period>65536</Burst_detection_period><!--0 to 65535(in minutes)--><br><Pulse_measurement_interval>256</Pulse_measurement_interval><!--1 to 255(in minutes)--><br><!-- <RF_power_for_LoRa>14</RF_power_for_LoRa> <!–(non editable)–><br><RF_power_for_SigFox>14</RF_power_for_SigFox><!–(non editable)–><br><RF_power_for_wmBus>14</RF_power_for_wmBus><!–(non editable)–><br><RF_antenna_selection>14</RF_antenna_selection>(non editable)<br><br><Magnetic_tamper_configuration_time>60</Magnetic_tamper_configuration_time> Reserved -(non editable)--><br><Magnetic_field_present_time>256</Magnetic_field_present_time> <!--1 to 255 (in seconds)--><br><Magnetic_field_tamper_raise_time>256</Magnetic_field_tamper_raise_time> <!--1 to 255 (in seconds)--><br><!--<Frost_alarm_set_time>02</Frost_alarm_set_time> <!–1 to 255 (in hours)–><!–(non editable)–><br><Frost_alarm_reset_time>02</Frost_alarm_reset_time> <!–1 to 255 (in hours)–><!–(non editable)–><br><br><Frost_alarm_temperature_threshold>02</Frost_alarm_temperature_threshold>(non editable)--><br><Over_temperature_alarm_set_time>256</Over_temperature_alarm_set_time><!--1 to 255 (in hours)--><br><Over_temperature_alarm_threshold>129</Over_temperature_alarm_threshold><!--127 to 128 (in degress celsius)--><br><br><Over_temperature_alarm_reset_time>256</Over_temperature_alarm_reset_time><!--1 to 255 (in hours)--><br><Timeout_config>49</Timeout_config><!-- 1 to 48 days--><br><Timeout_with_flow>256</Timeout_with_flow><!--1 to 255 (volume in litres)--><br></parameter><br><parameter name="NRT Alarm and Configuration"><br><Description>Enabling Device alarms</Description><br><command>DA</command><br><BURST_ALARM>enable</BURST_ALARM><br><LEAKAGE_ALARM>enable</LEAKAGE_ALARM><br><ACTUAL_Backflow_ALARM>enable</ACTUAL_Backflow_ALARM><br><ALISA_SENSOR_FAILURE>enable</ALISA_SENSOR_FAILURE><br><OVER_TEMPERATURE_ALARM>enable</OVER_TEMPERATURE_ALARM><br><REVERSE_METER_ALARM>enable</REVERSE_METER_ALARM><br><MAGNETIC_TAMPER_ALARM>enable</MAGNETIC_TAMPER_ALARM><br><METER_REMOVAL_ALARM>enable</METER_REMOVAL_ALARM> |

| Parameter | Description | Tags |
|---|---|---|
| | | <FROSTRISK_ALARM>enable</FROSTRISK_ALARM><br><OVERSIZED_ALARM>enable</OVERSIZED_ALARM><br><METER_PROFILE_ALARM>enable</METER_PROFILE_ALARM><br><ALISA_WATCHDOG_ALARM>enable</ALISA_WATCHDOG_ALARM><br><ALISA_OUT_OF_RANGE_ALARM>enable</ALISA_OUT_OF_RANGE_ALARM><br><WATCHDOGRESET_ALARM>enable</WATCHDOGRESET_ALARM><br><HourLogger>5:00</HourLogger><br><NightLineLogger>8:00</NightLineLogger><br></parameter> |

***Note: To successfully connect to the server, you must provide either the IP address or the server URL along with the port number.***

- ***IP Address: The unique address assigned to the server.***
- ***Server URL: The URL of the server (if applicable).***
- ***Port Number: The specific port number used for the connection.***

**Note: To successfully connect to the server, you must provide either the IP address or the server URL along with the port *number.***

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- ***Port Number: The specific port number used for the connection.***

## Parameter details for V200H LoRa

For each parameter, follow the detailed instructions below:

| Parameter | Description | Tags |
|---|---|---|
| Lora Identifiers | LoRaWAN DevEUI and JoinEUI | • DevEUI = F1A1B1C1D1123663; JoinEUI = 00250CFE0000001D |
| Set RF Profile | Set RF Profile Type | • ProfileType = HYBRID (Options: LORA, MBUS, FALLBACK, HYBRID) |
| Lora Scheduler – FrameSlice 1 | Diagnostic frame, confirmed, retries enabled | • StartHour: 0; Window: 24; Indexes: 10; Interval: 60; Randomization: 5 |
| Lora Scheduler – FrameSlice 2 | Metrology frame, unconfirmed | • StartHour: 6; Window: 24; Indexes: 5; Interval: 30; Randomization: 3 |
| Lora Scheduler – FrameSlice 3 | Diagnostic frame, unconfirmed | • StartHour: 12; Window: 24; Indexes: 3; Interval: 45; Randomization: 2 |
| Lora Scheduler – FrameSlice 4 | Status frame, confirmed, high retry | • StartHour: 18; Window: 24; Indexes: 8; Interval: 90; Randomization: 4 |
| Lora Scheduler – FrameSlice 5 | Diagnostic frame, no retries | • StartHour: 22; Window: 24; Indexes: 2; Interval: 120; Randomization: 1 |
| Mbus Scheduler – FrameSlice 1 | OMS frame scheduled early hours | • Start: 0–6; Frequency: 12; Days: Mon, Tue, Sat, Sun |

| Parameter | Description | Tags |
|---|---|---|
| Mbus Scheduler – FrameSlice 2 | OE frame selective days | • Start: 7–12; Frequency: 24; Days: Tue, Sun |
| Mbus Scheduler – FrameSlice 3 | OD frame mid-day schedule | • Start: 13–18; Frequency: 18; Days: Tue, Wed |
| Mbus Scheduler – FrameSlice 4 | OMS frame evening schedule | • Start: 19–23; Frequency: 30; Days: Thu, Fri |
| Mbus Scheduler – FrameSlice 5 | OE frame early morning selective | • Start: 0–5; Frequency: 6; Days: Tue, Sun |
| Set Ack Failure Threshold | Defines maximum allowed acknowledgment failures | • Value: 10 (range: 3–255) |

## Configuration signing process

To execute the application, use the JAR file and the digital certificate included at this link:

Configuration Signing - Honeywell Forge Performance+ for Utilities - Confluence

1. First, extract the contents of the ZIP file to a local directory on your machine.
2. Open a command prompt or terminal window and navigate to the folder where the files were extracted.
3. Execute the  command to run the application:

# FAQs

## Live Connection Test & Test Frame

### Q1. Why is the Test Frame not sent to the server during a Live Connection Test?

**Answer:**

For Merlin devices running firmware version **0.1.53**, a network registration limitation of **1 minute** exists. If network registration takes longer than one minute, the Test Frame will not be sent to the server.

For devices running firmware version **0.1.54**, the registration timeout has been increased to **5 minutes**. In some situations, the Live Connection Test may take up to five minutes to complete.

### Q2. Why does AFC display "Unable to fetch frame acknowledgement from Server"?

**Answer:**

This message is displayed when the test frame is not successfully received or acknowledged by the Asset Management and Intelligence (AMI) Operation Hub (AOH) server during a Live Connection Test.

## NFC Key Download

### Q3. Why do I receive an "Asset Not Found" error during NFC key download?

**Answer:**

The error may occur for either of the following reasons:

1. An incorrect serial number was scanned.
2. The asset has not been onboarded to the AMI Operation Hub (AOH) server.

   When downloading multiple NFC keys, AFC processes them one at a time. If one or more assets are invalid or unavailable, multiple "Asset Not Found" messages may appear.

### Q4. Why is an NFC Key shown as empty after downloading keys?

**Answer:**

In some cases, a key may not be successfully exported from AOH to AFC. When this occurs, the NFC Key field appears empty in the downloaded asset list.

To ensure proper device access, the affected key must be downloaded again.

### Q5. Why can downloaded NFC keys be seen across different device types?

**Answer:**

NFC keys downloaded individually are visible across all supported device types. The associated serial number may also appear in search results regardless of the currently selected device type.

## Signal Strength Read Issues

### Q6. Why does reading signal strength from a modem or device fail?

**Answer:**

Signal strength read failures may occur due to one of the following reasons:

1. The modem reset process fails because of known hardware limitations observed on some legacy Merlin devices, Common Merlin devices, Q600 units, and V200H devices.

NFC communication failure occurs between the Android device and the modem/device during the signal strength read operation.

In these scenarios, AFC may display messages such as **"Tag not in field"** and the operation may result in **"No data found."**

### Q7. Why do I see "Tag not in field" even though the NFC tag was detected moments earlier?

**Answer:**

Certain Android devices may experience intermittent NFC communication issues. Although the tag may have been successfully detected during a previous operation, the NFC connection can still fail unexpectedly, resulting in a "Tag not in field" message and a "No data found" result.

## Configuration Read

### Q8. Why is configuration information only partially displayed after reading configuration?

**Answer:**

Partial configuration reads can occur due to response delays from the device. Response times may vary by device model.

If this occurs, retry the **Read Configuration** operation.

### Q9. Why does the firmware version not immediately update after a firmware upgrade?

**Answer:**

After a successful firmware upgrade, allow up to **15 minutes** before performing a Read Configuration operation to verify the updated firmware version.

## Firmware Management

### Q10. What firmware version naming format should be used in AOH?

**Answer:**

Firmware versions must follow one of the supported naming formats:

For old Merlin:

x.x.x

For common Merlin / Merlin R120 and other device types:

x.x.x

xx.xx.xx

xxx.xxx.xxx

***Note:***

***Use clip-on serial number for Merlin.***

***Use Meter serial number for other device types.***

### Q11. Why doesn't the firmware upgrade screen appear properly?

**Answer:**

The current firmware upgrade screen and some error message user interface elements have known usability limitations and may require future UI enhancements.

## Installation Information

### Q12. Why are additional installation details or serial numbers missing from the Update Installation Info screen?

**Answer:**

The current version of the Update Installation Info screen does not display all installation details and serial number information.

### Q13. When is the installation date updated?

**Answer:**

The installation date is updated only during:

Initial activation, or Initial water flow detection.

Unlike previous behavior, the installation date is no longer updated each time the AFC activation process is performed.

## Asset Group Downloads

### Q14. Why does the downloaded asset count differ from the total assets configured in AOH groups?

**Answer:**

If multiple groups contain the same assets, AFC consolidates duplicate assets and displays only unique assets in the downloaded count.

**Example:**

Group A = 10 assets

Group B = 15 assets

5 assets exist in both groups

AFC will display **20 unique assets**, not 25.

Additionally, if all assets in a newly downloaded group already exist from a previous group download, the new group may not appear separately in the downloaded list, although the assets remain available for use.

## Session and Login Issues

### Q15. Why am I seeing an Idle Session prompt while actively using the application?

**Answer:**

A known issue may cause the Idle Session prompt to appear even when the application is actively in use.

Select **Continue Session** to proceed with normal application usage.

### Q16. Why does my session expire even when the session timeout is configured for 24 hours?

**Answer:**

The current session timeout setting may not behave as configured. Users may still encounter session expiration screens despite longer timeout values being specified.

## Mobile Device Recommendations

### Q17. How can I reduce NFC disconnection issues during AFC operations?

**Answer:**

It is recommended to increase the mobile device screen lock timeout. Keeping the device unlocked during AFC operations helps minimize NFC communication interruptions and improves reliability during device interactions.

# Security Vulnerability and Incident Reporting

## Report security vulnerability

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. For details on Honeywell's security policy, visit https://www.honeywell.com/en-us/product-security.

To report a potential security vulnerability against any Honeywell product, please follow the instructions at: https://www.honeywell.com/en-us/product-security under the Vulnerability Reporting section.

To view information on current malware threats impacting the Industrial Control Industry please visit https://www.honeywell.com/en-us/product-security or contact the manufacturer.

## How to report a security vulnerability

For 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: https://www.honeywell.com/en-us/product-security

Submit the requested information to Honeywell using one of the following methods:

- Send an email to security@honeywell.com
- Contact your local Honeywell Process Solutions Customer Contact Center (CCC) or Honeywell Technical Assistance Center (TAC)

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