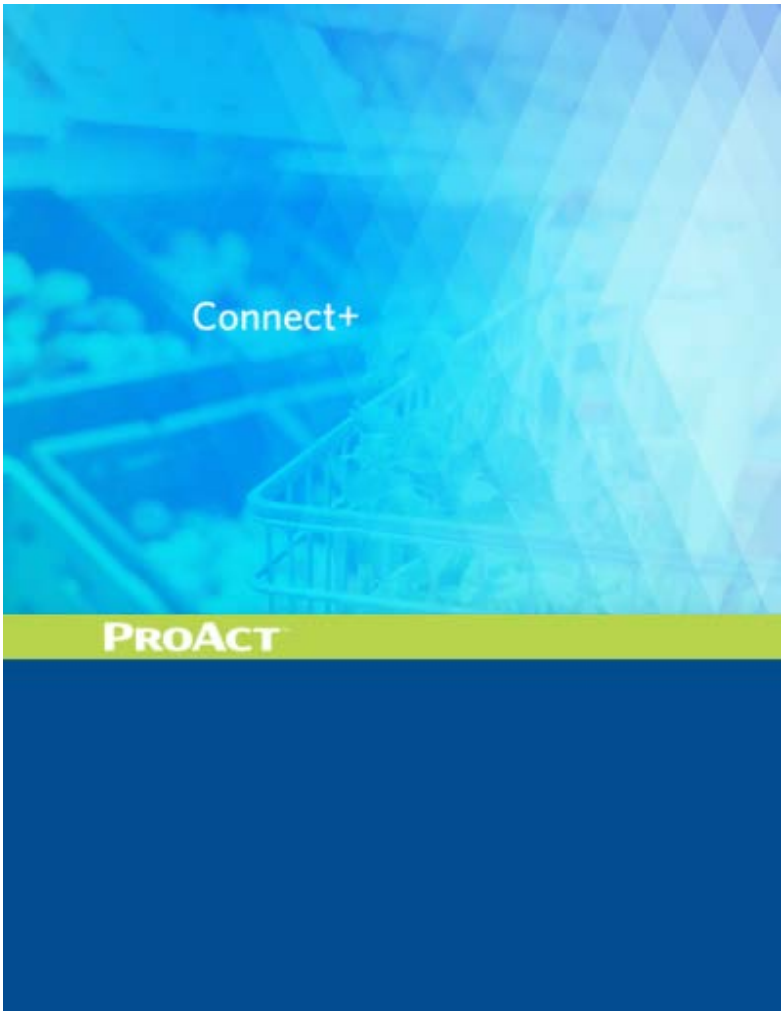
Connect+ Mobile User Guide



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1 What is Connect+

Connect+ is an Enterprise Management Software designed to monitor the store's or region's performance in real-time. Currently, Connect+ supports the following Emerson Controllers: E2, Site Supervisor, E3, and XWEB.

This guide provides **a step-by-step guide for Store Managers or Mobile Users** on how to use Connect+ via mobile in monitoring stores or regions. The following topics are included in this user guide:

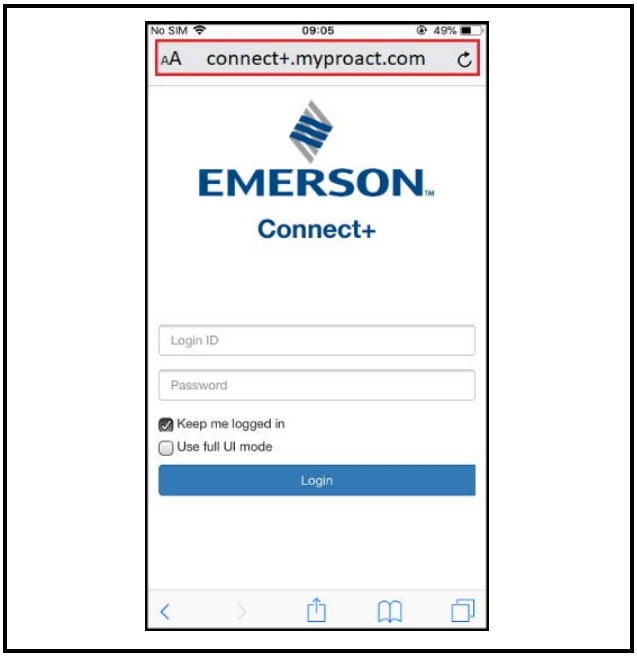
- How to use an Advisory Map to locate your problematic sites
- How to locate sites that are not sending alarms
- How to diagnose advisories

The Connect+ application can be accessed on your mobile device via your browser in Full UI Mode or Mobile Mode, and it can support IOS and Android iPhone.

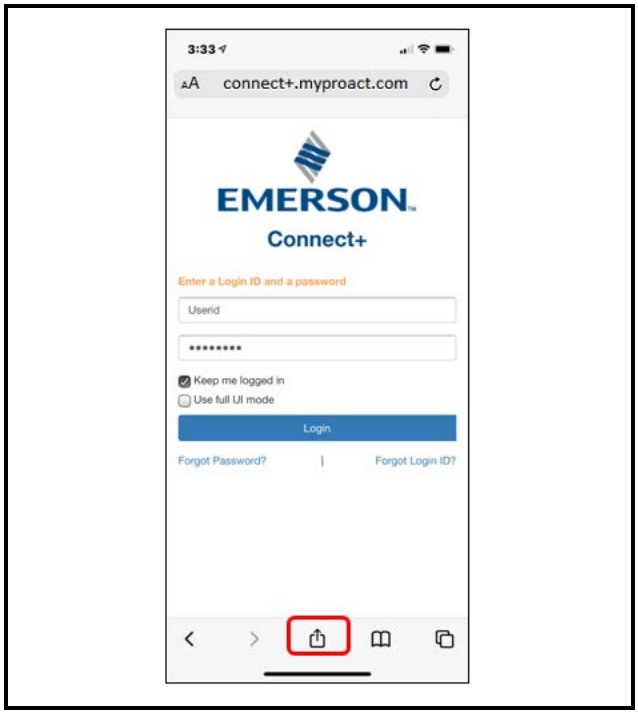
1.1 Adding Connect+ to Your Home Screen

You can add the Connect+ to your home screen on IOS by following the steps below:

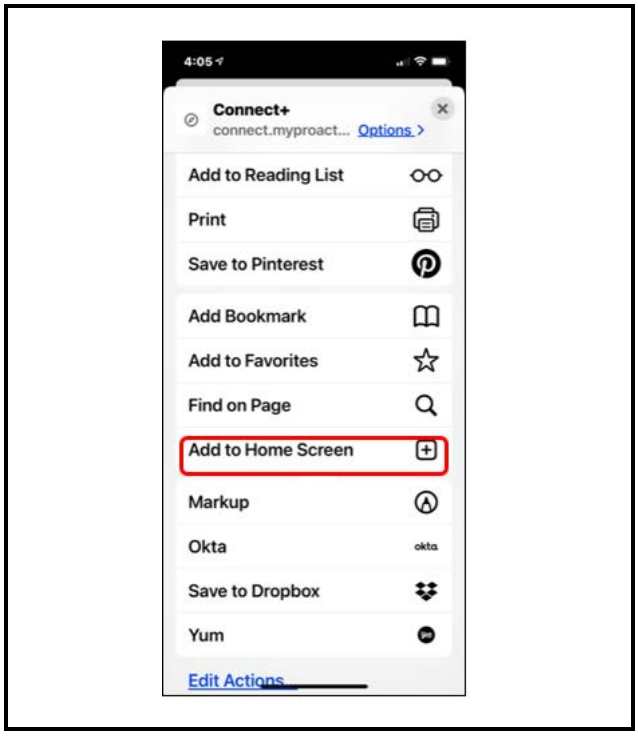
1. Open the browser app (for example. Safari, Chrome) on your mobile device and enter the URL address of your Connect+ instance. The Connect+ Login Screen will appear in this view.



2. Select the "Share" icon at the bottom of your phone screen.

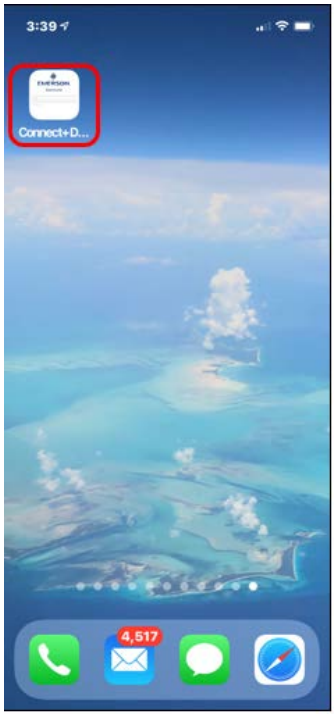


3. Scroll down a bit until you see "Add to Home Screen" and then select it.



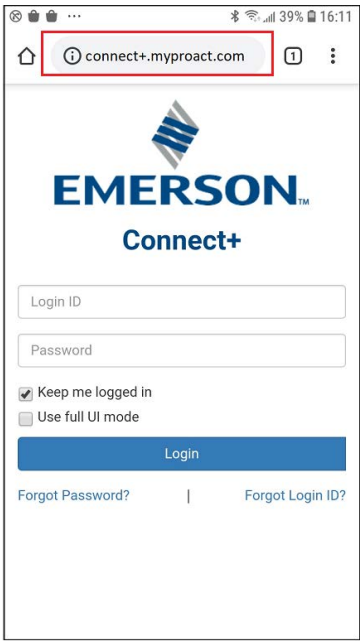
4. Enter your Connect+ Name. The default is “Connect+” and select “Add” to add Connect+ to your home screen.

5. The Connect+ App icon will be created on the last App screen. When this icon is selected, it will launch the Connect+ in the browser.

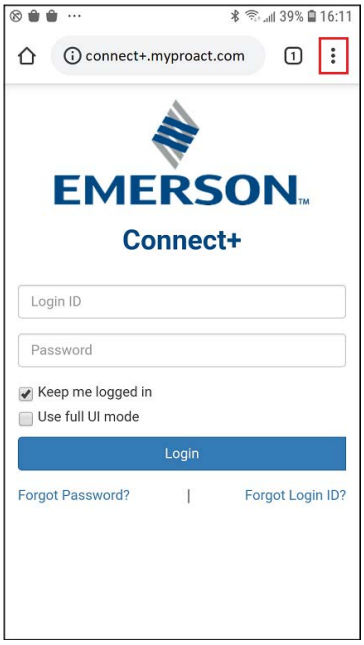


For Android devices, you can add Connect+ to your home screen by following the steps below:

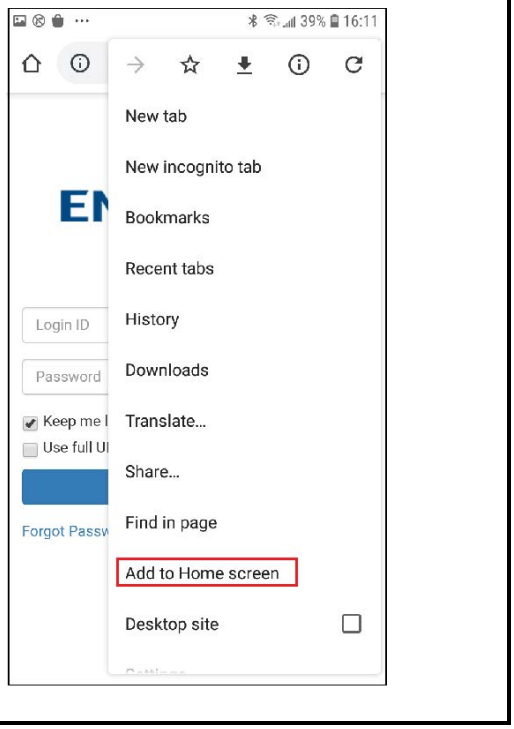
1. Open the browser app (for example, Chrome) on your mobile device and enter the URL address of your Connect+ instance. The Connect+ Login Screen will appear in this view.



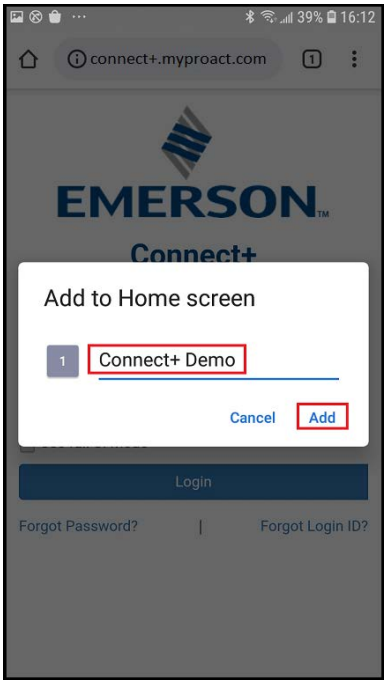
2. Select the “Option” icon from the upper right corner of your phone screen.



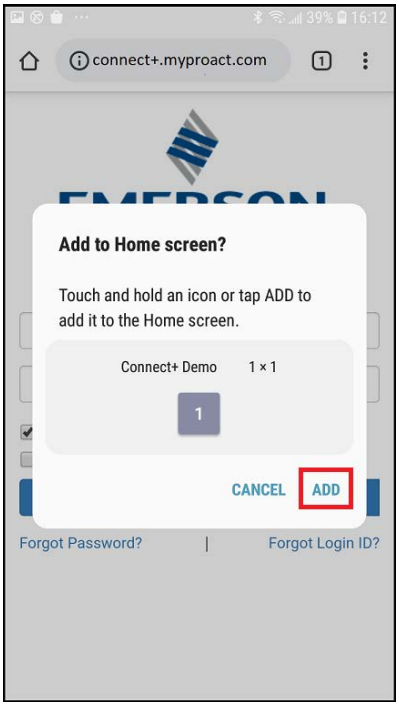
3. Scroll down a bit until you see “Add to Home Screen” and then select it.



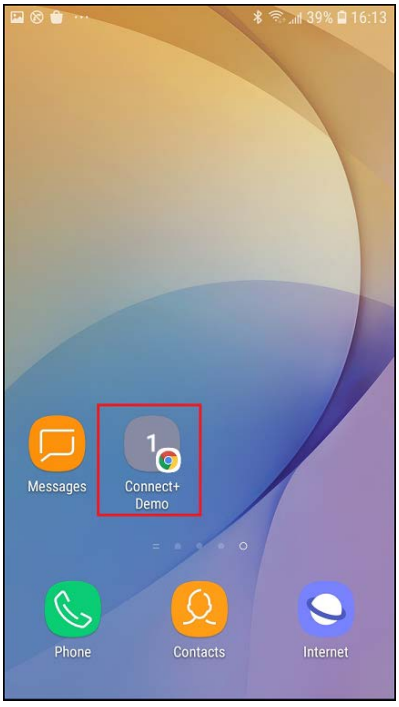
4. Enter your Connect+ Name. The default is “Connect+” and select “Add” to add Connect+ to your home screen.



5. Select “Add” to confirm the home screen adding.



6. The Connect+ App icon will be created on the last App screen. When this icon is selected, it will launch the Connect+ in the browser.



1.2 Login

When you launch Connect+ on your mobile, you will see the login page with two checkboxes. Select **Keep me logged in** (for mobile mode) or **Use full UI mode**.

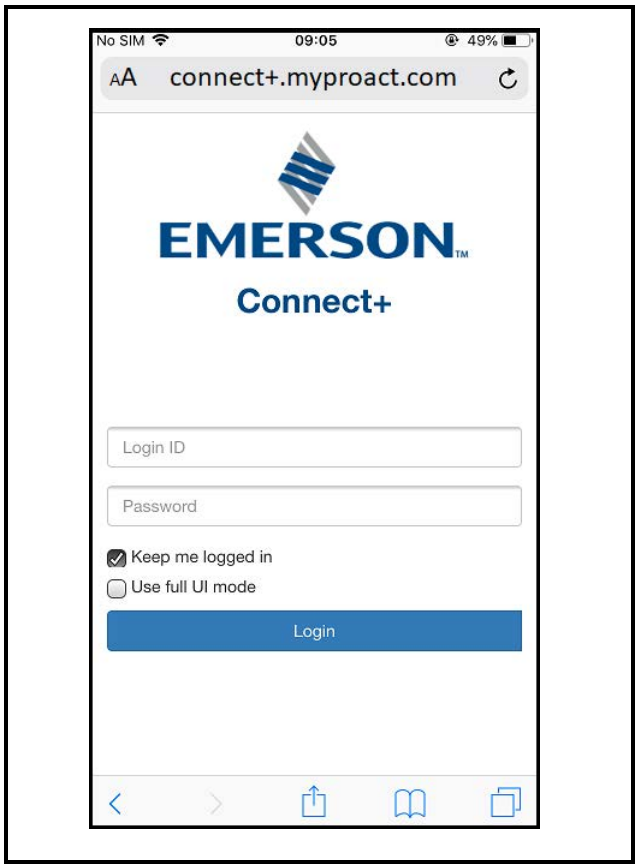


Figure 1-1 *- Mobile Mode Login Screen*

Keep me logged in: This is checked by default. It will keep you logged into the Connect+ for 7 days and there is no need to log in with your ID and password for the same browser. You need to re-login to the system with the below conditions:

- Clicked Logout to exit Connect+
- Password is expiring in 7 days. Connect+ will force you to reset your password.
- Your password has been changed.
- User expired.
- You use another browser or mobile to login to Connect+.

Use full UI mode: When this checkbox is checked, you will see the full UI which is the same as computer browser view.

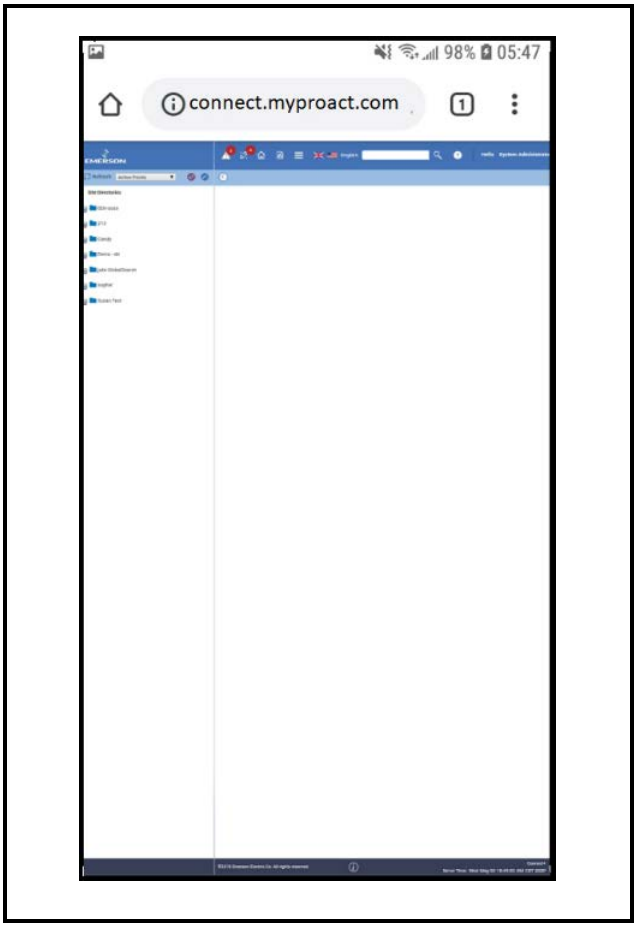


Figure 1-2 *- Full UI Mode Login Screen*

1.3 Navigate Mobile Connect+

Upon login, you will see the Connect+ user interface. By default, if the home screen has not been customized, Connect+ will display the list of alarms by category below.

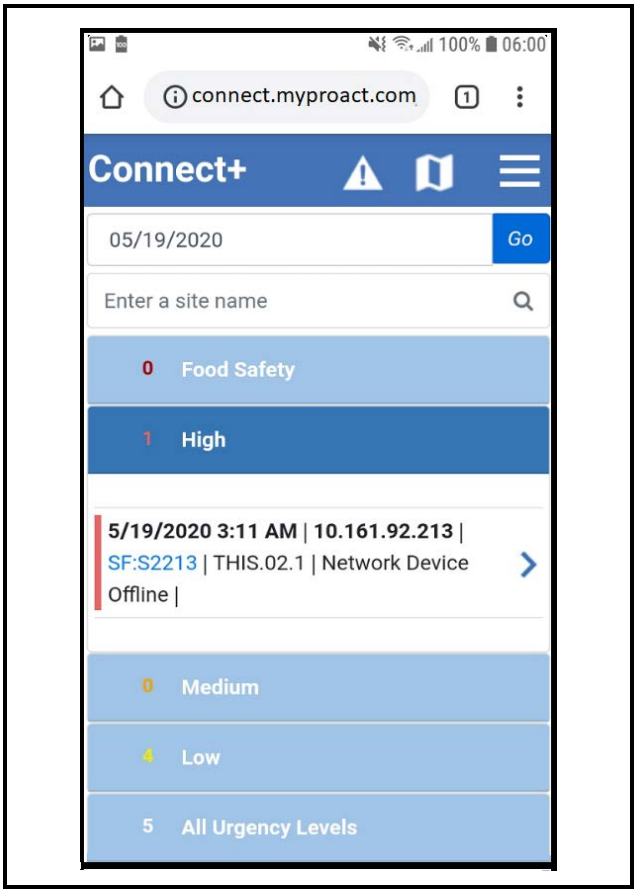


Figure 1-3 *- Connect+ UI*

Alarm Icon : Users will be directed to Advisory View page upon click.

Advisory Map Icon : Users will be directed to advisory map page upon click.

You can also access the Advisory View and the Advisory Map page from the Header Menu.

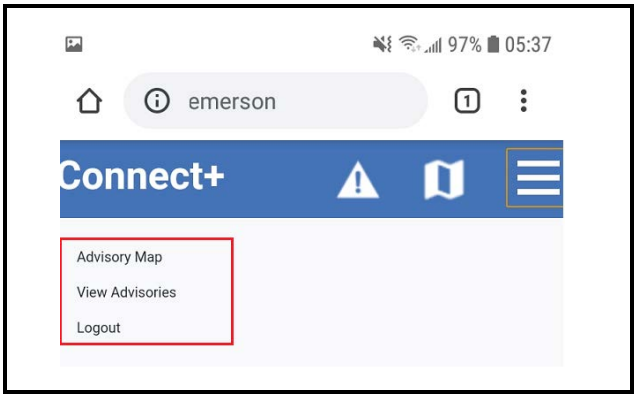


Figure 1-4 *- Advisory Map Page*

1.4 Advisory Map

1.4.1 Access problematic stores via Advisory Map

If your organization enabled the Advisory Map, when you click the icon or select the **Header Menu -> Advisory Map,** you will see the Advisory Map with Advisory Urgency legends as shown below. If you set Advisory Map as your Homepage, you will see this page once logged into the Connect+

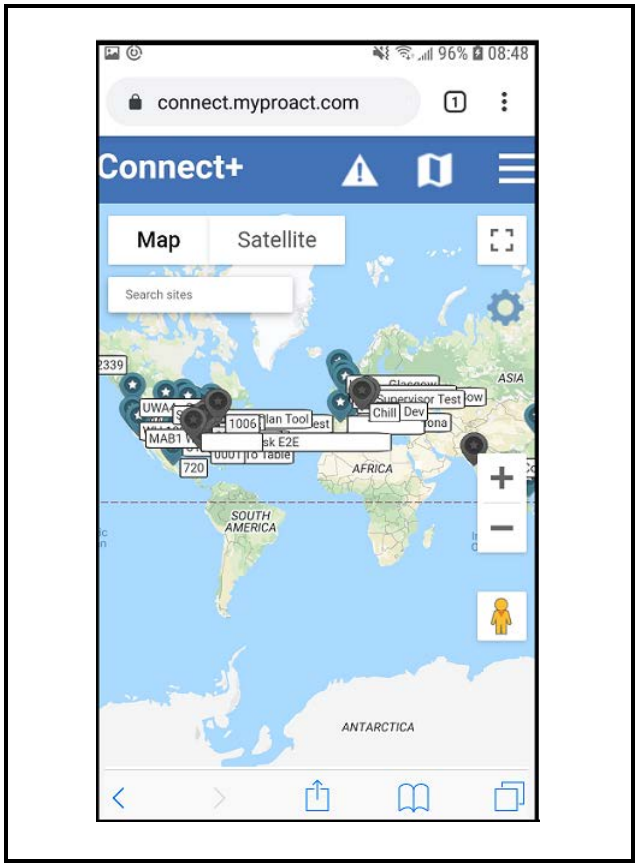


Figure 1-5 *- Advisory Map*

The Site in the Advisory Map are indicated with Alarm Urgency Level within the past 24 hours. You can click on any problematic Sites to further interrogate based on below legends. This legend is hide by default.

- Deep red indicates Sites with Food Safety Alarms.
- Red indicates Sites with High Urgency Alarms.
- Orange indicates Sites with Medium Urgency Alarms.
- Yellow Indicates Sites with Low Urgency Alarms.
- Blue indicates Sites that does not have active Alarms.
- Grey and Flashing indicates Sites without Alarm Connection.

If you know your Site Name, you can also type in the site name in the search box and the search result will flash for 5 seconds on the Advisory Map for you to check further details.

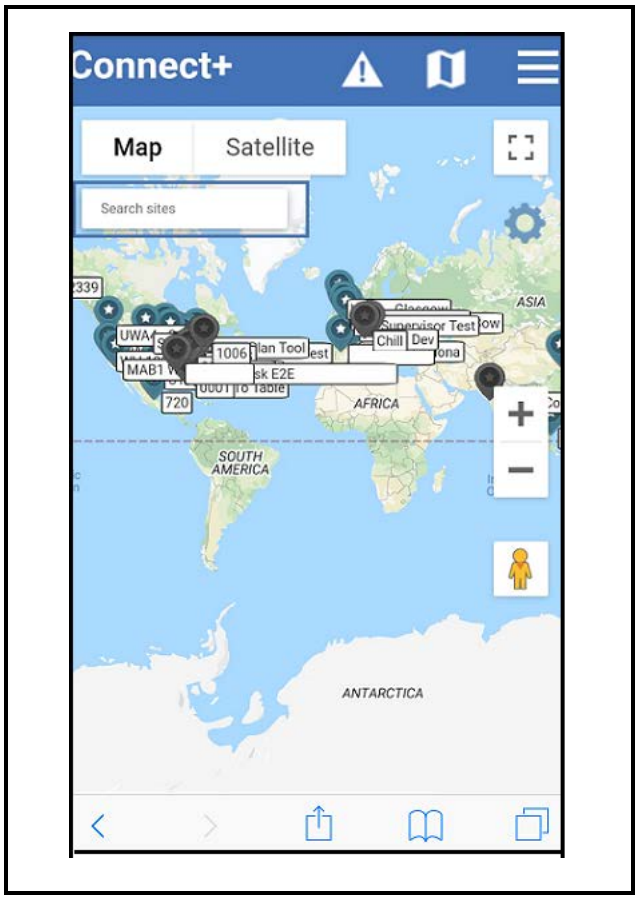


Figure 1-6 *- Advisory Map*

Click on the Site to see a snapshot of the Site Name, Site Address, and several quick links.

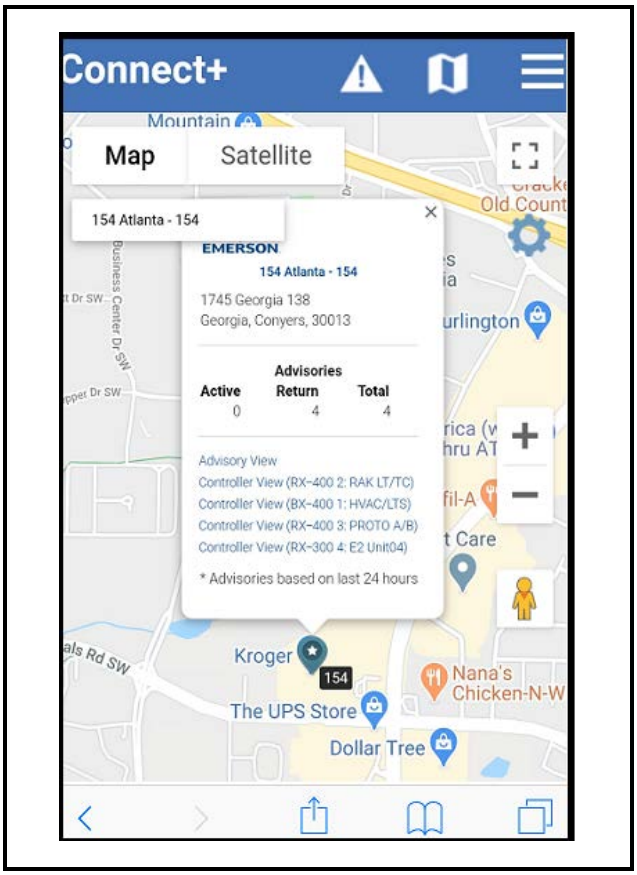


Figure 1-7 *- Map Snapshot*

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- Click the Site Name to be directed on your Site Home Screen if set.
- Click the Advisory View to be directed to View Advisories.
- Click the Controller View to log into the Controller Terminal Mode.

Advisory Map View allows you to review your stores and locate problem site as quickly as possible. The quick links for each site provides access to locate the advisory information and take further actions. From the Advisory View, you can review Alarm Details with the Log Graph and from the Controller View, you can access the Terminal Mode if you need to change the settings to clear the alarm.

1.4.2 Advisory Map Setting:

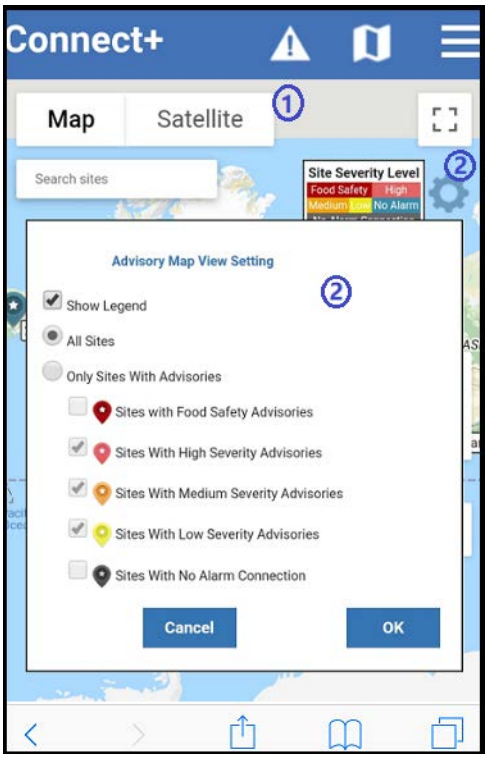

Figure 1-8 *- Advisory Map View Settings*

1. **Map or Satellite View**: Allows you to switch between Google Map view or Satellite view. The Satellite view can review real picture of your stores and can even see your Roof Top Units.

Figure 1-9 *- Satellite View*

2. **Setting:** If you have a large number of stores, your Advisory Map might be very crowed. You can filter your stores in Advisory Map to have focused views.

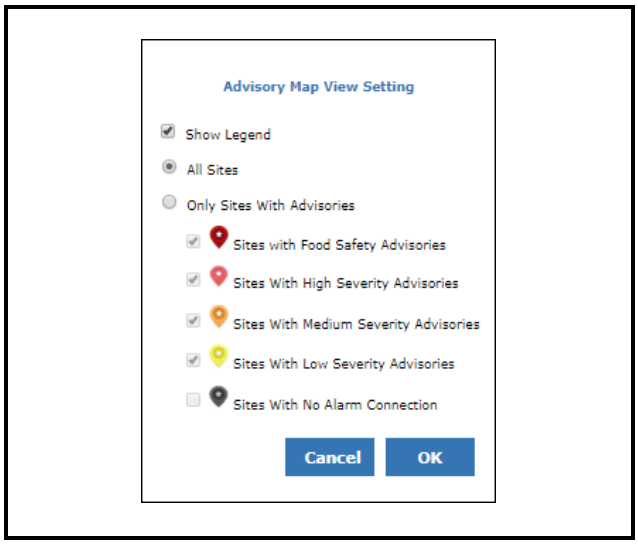

Figure 1-10 *- View Settings*

Show Legend: It is checked by default. It will show the legend of urgency level. Unchecked to hide the legend.

Once you click OK, your Advisory Map Preference will be saved. When you view Directory Advisory Map again, it will only show the sites with your preference.

1.5 Advisory View

By default, users will be directed to Advisory View page after login by default. You can see the advisories categorized into 4 urgency levels.

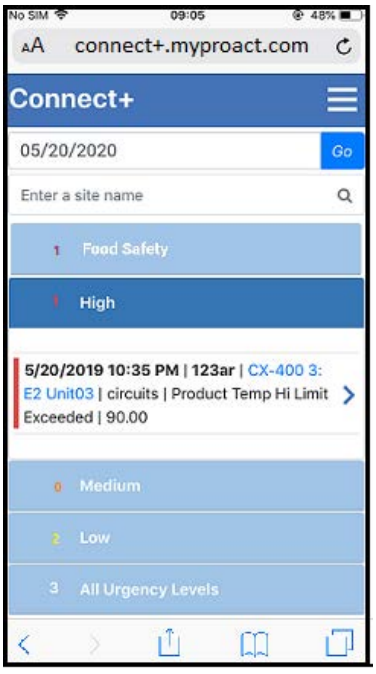

Figure 1-11 *- Advisory View*

Currently, the Urgency level definition is default in Connect+:

Urgency	Priority	State	Example Alarm type
High	1 to 20	Active	Room Temp Alarm
Food Safety			Case Temp and Prod Temp
Medium	21 to 50		Heat Pump Status Block Alarm
Low	51 to 99		HRC Alarm from Heat Pump
Low	1 to 99	RTN	

Table 1-1 *- Advisory Priority for E2 and Dixell*

Urgency	Priority	State	Example Alarm type
High	Critical	Active	Room Temp Alarm
Food Safety			Case Temp and Prod Temp
Medium	Non-Critical		Heat Pump Status Block Alarm
Low	Notice		
Low	Any	RTN	

Table 1-2 *- Advisory Priority for Site Supervisor*

High urgency advisories will be expanded by default. You can choose other urgency level by clicking the tabs. All the advisories are listed under **All Urgency Levels** tab.

Advisory format in mobile mode is shown as **Date and Time | Site | Unit | Application Instance | Advisory Message | Point Value.**

If you want to view a specified data or site data, you can filter the date and the site in the field above the advisory.

Date field: The default date is today's date. You can view one day's alarm on this page. Click the date field to select another date and click Go. The following advisories will be filtered by the date.

Site search field: You can search the site name in this field and click the button. The following advisories will be filtered by the site.

You can go to the controller view by clicking the advisory link on unit or the advisory message.

- You will be directed to the Terminal Mode by clicking the unit link.

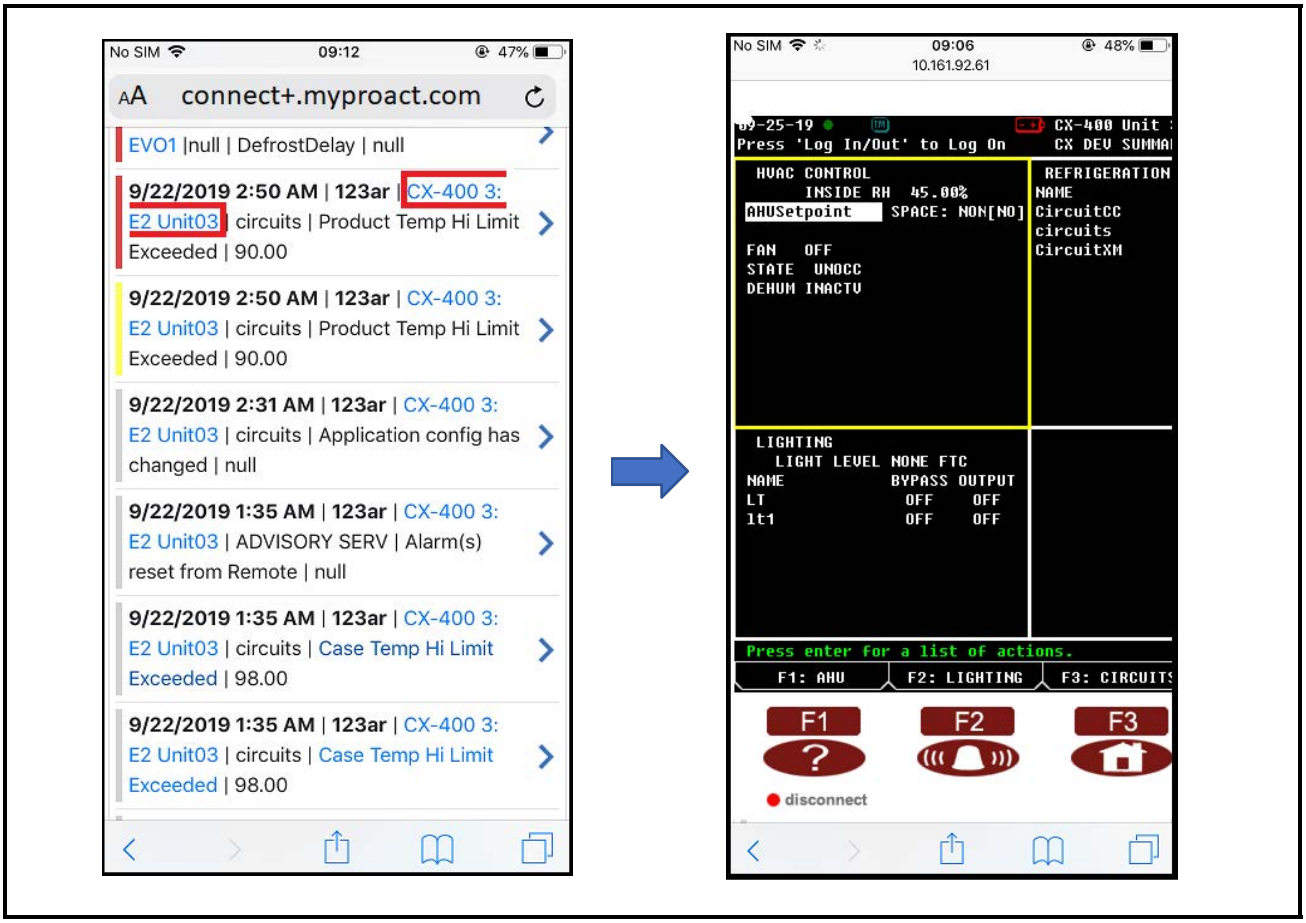

Figure 1-12 *- Terminal Mode*

- You will be directed to the Log Graph page by clicking the Advisory Message link.

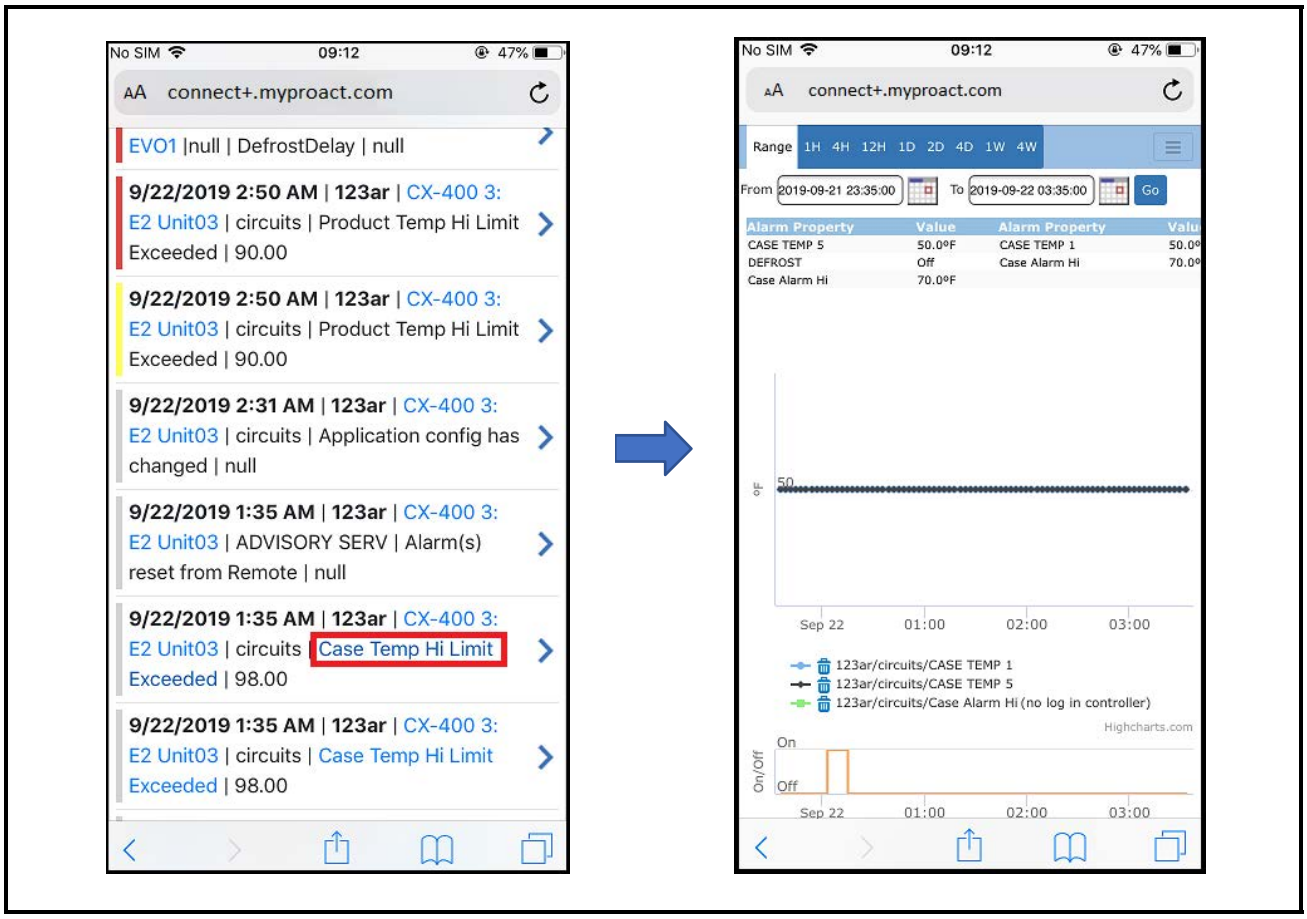

Figure 1-13 *- Log Graph*

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