

# **TP-OPADP1**

## **OEP/IKB Device Adapters Installation Instructions**

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**Rev D**

**12/2007**

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## About This Document

This document provides information for installing the adapters listed in Table 1-3. It does not, however, contain any information on system planning or any platform specific details. Refer to your specific console and platform documents for more information on these subjects.

## Revision Notes

The following list provides notes concerning all revisions of this document.

Document Number	Revision	Revision Date	Revision Notes
51195195-347	C	04/26/2007	ECO P260212
51195195-347	D	12/17/2007	ECO P270150 ECO P270198



## References



The following list identifies all documents that may be sources of reference for material discussed in this document.

Document Title	Doc ID
<i>Honeywell Icon Series Console Planning, Installation, and Service</i>	HC05
<i>Additional hardware documents associated with your computer.</i>	

## Symbol Definitions

The following table lists those symbols used in this document to denote certain conditions.

Symbol	Definition
	<b>ATTENTION:</b> Identifies information that requires special consideration.
	<b>TIP:</b> Identifies advice or hints for the user, often in terms of performing a task.

Symbol	Definition
	<p><b>CAUTION:</b> Indicates a potentially hazardous situation, which, if not avoided, may result in minor or moderate injury. It may also be used to alert against unsafe practices.</p> <p><b>CAUTION:</b> Indicates a situation which, if not avoided, may result in equipment or work (data) on the system being damaged or lost, or may result in the inability to properly operate the process.</p> <p><b>CAUTION</b> symbol on the equipment refers the user to the product manual for additional information. The symbol appears next to required information in the manual.</p>
	<p><b>WARNING:</b> Indicates a potentially hazardous situation, which, if not avoided, could result in serious injury or death.</p> <p><b>WARNING</b> symbol on the equipment refers the user to the product manual for additional information. The symbol appears next to required information in the manual.</p>

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# 1. Introduction

## 1.1 About this Document

### Scope

This document provides information for installing the adapters listed in Table 1-3. It does not, however, contain any information on system planning or any platform specific details. Refer to your specific console and platform documents for more information on these subjects.

### How this document is organized

**Table 1-1 Document Organization**

Section	Description
Section 1 Introduction	Provides part numbers for the specifications and overview diagrams of adapter installation.
Section 2 OEP/IKB Adapter	Describes the OEP/IKB Adapter Kit and provides installation instructions.

## 1.2 Getting Started with Honeywell Peripheral Adapters

### Purpose

Honeywell currently has available several peripheral devices that connect to the IKBI2 or HBC cards that mount in an ISA slot. As the ISA slot becomes obsolete on newer computers, it is necessary to provide an alternative method for connecting these peripheral devices to the computer. Honeywell provides adapters that allow you to connect these devices to a serial port.

### Serial port availability

The following table lists the serial ports that may be used with the adapters to connect an OEP or an IKB.

**Table 1-2 Adapter Connections**

Device	COM Port	Serial Port Location	Available on . . .
OEP, or IKB	COM3	Dual Serial PCI Card	WKS2/SVR2 Platforms
OEP, or IKB	COM1 (configured as COM3)	Standard serial port	Most computers

## 1. Introduction

### 1.2. Getting Started with Honeywell Peripheral Adapters

#### Honeywell adapter options

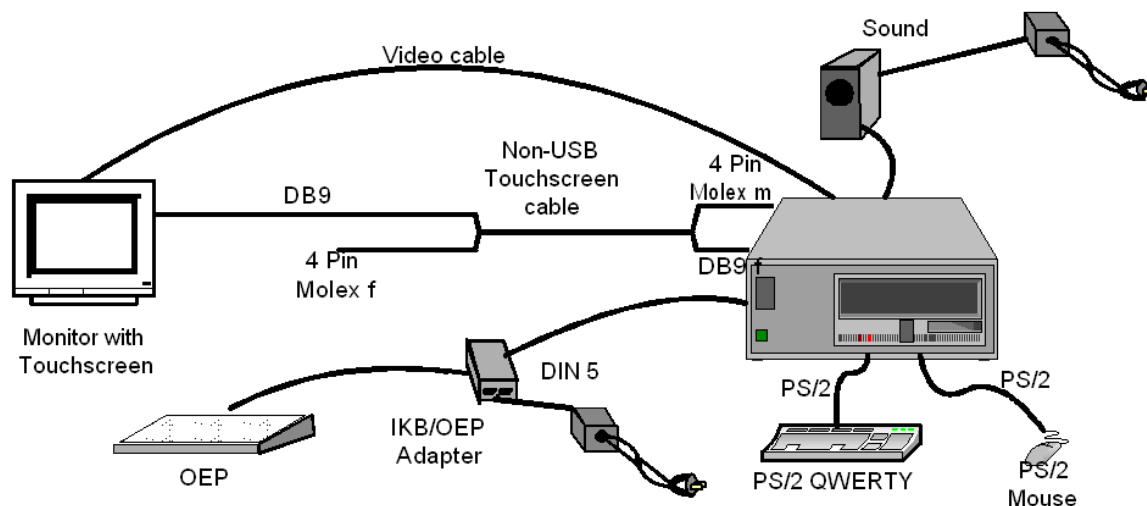
These adapters are designed to be used with specific devices on a number of computer platforms. Adapters may be used in both a local or remote computer system. Table 1-3 lists the model numbers for Honeywell's peripheral adapters and describes the devices and system types each adapter can be used with.

**Table 1-3 OEP/IKB and Touchscreen Adapters**

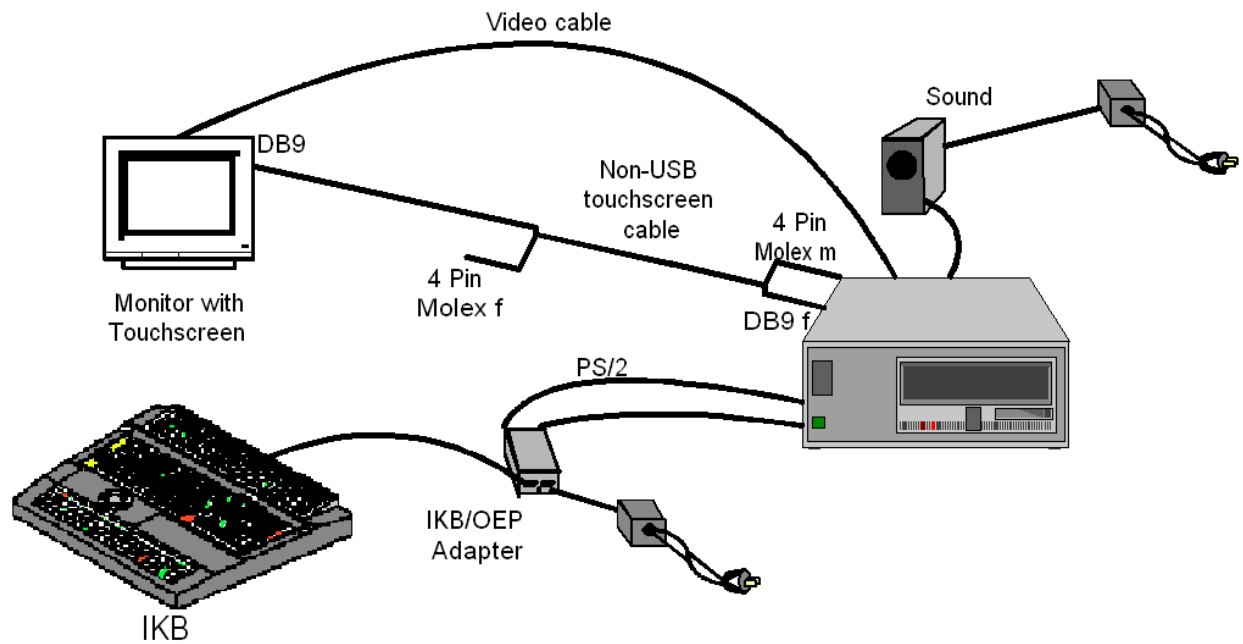
Description	Use with these devices	Computer Platforms
Adapter kit for newer style OEP or an IKB keyboard	HD-9, 12 volt OEP HD-16 Icon OEP HD-15 IKB	Remote or local systems that do not have the IKB12 board.

#### Adapter configurations for a local computer

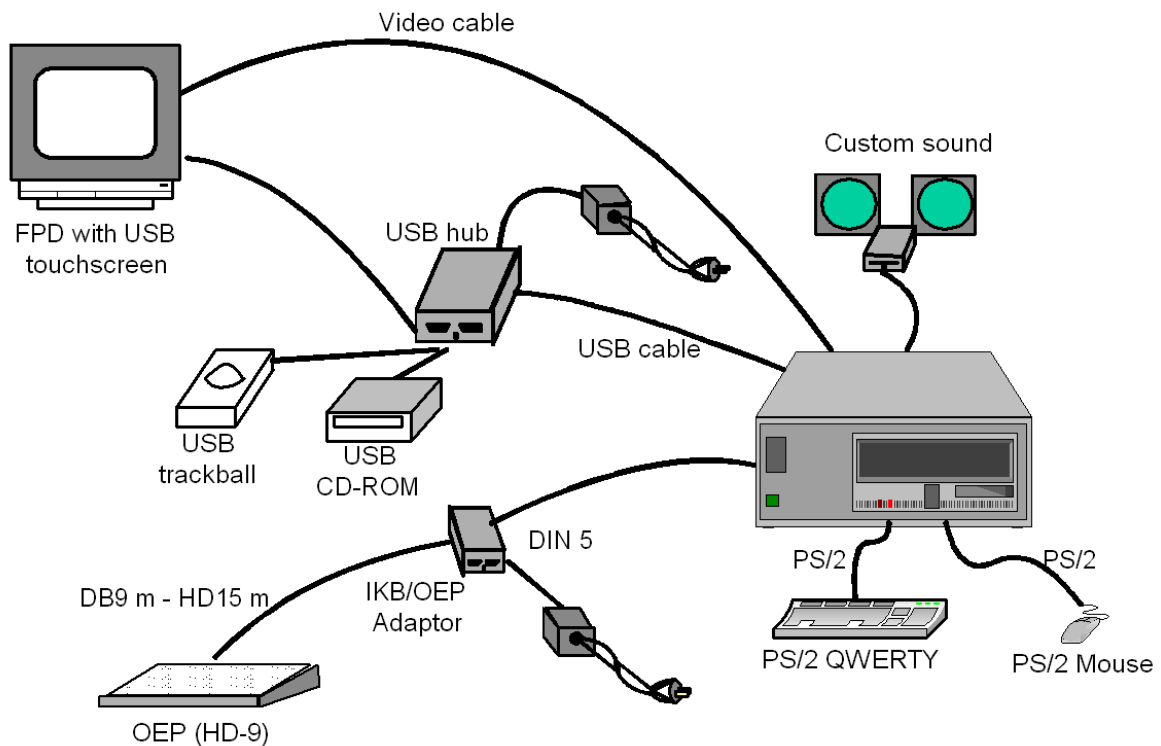
The following diagrams illustrate the basic connections for Honeywell's peripheral adapters used on a local computer.



**Figure 1-1 OEP and Touchscreen on Local System**



**Figure 1-2 IKB and Touchscreen on Local System**



**Figure 1-3 Icon OEP and USB FPD Touchscreen on Local System**

## 1. Introduction

### 1.2. Getting Started with Honeywell Peripheral Adapters

#### Adapter configurations for a remote computer

The following diagrams illustrate the basic connections for Honeywell's peripheral adapters used with the short-haul remote electronics system.

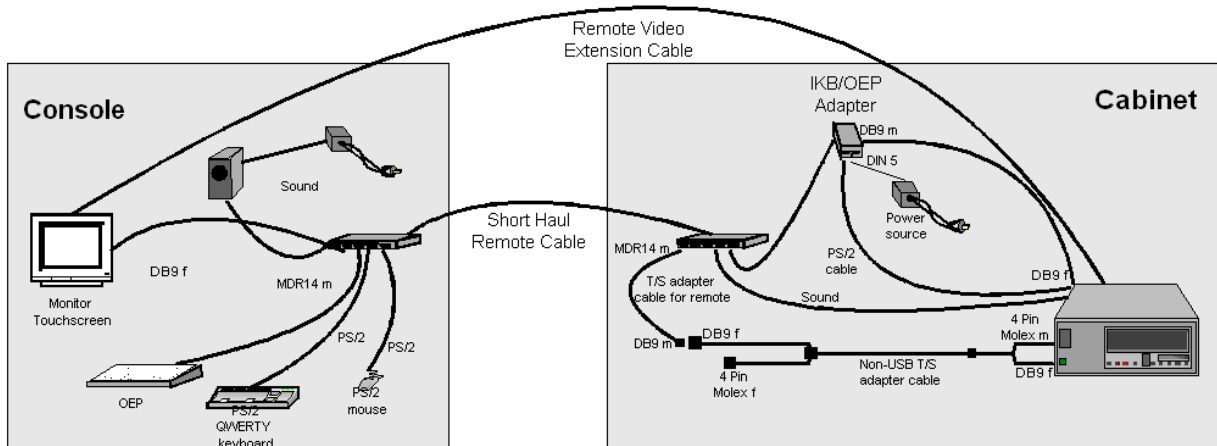


Figure 1-4 OEP and Touchscreen on Remote System

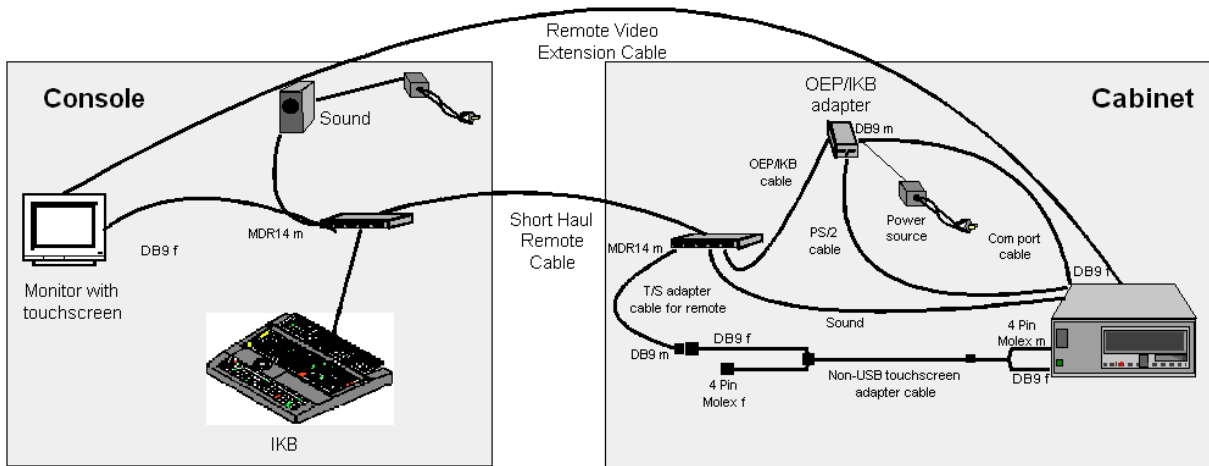
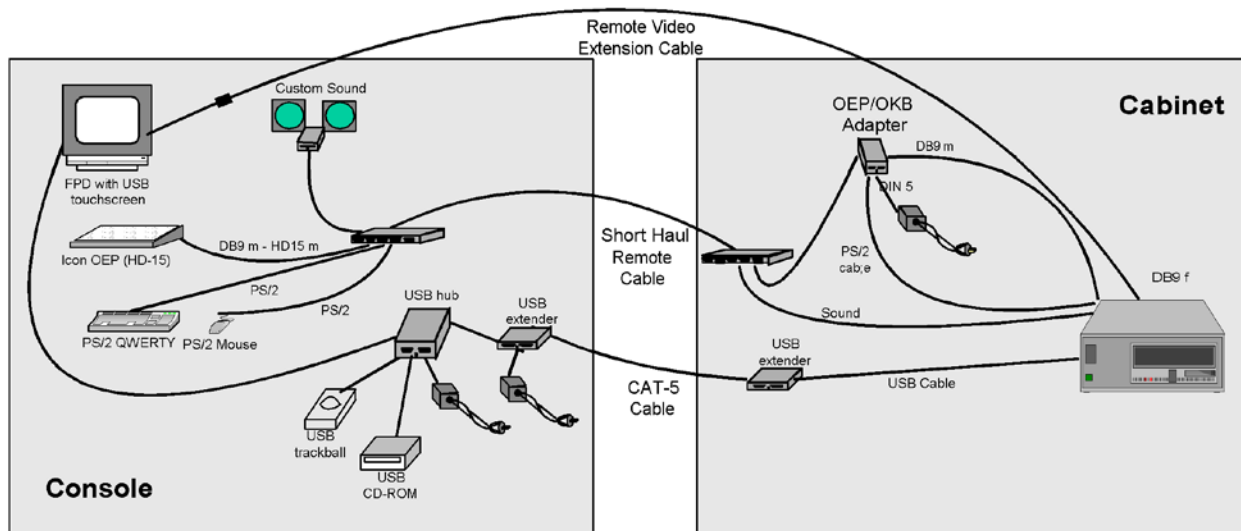


Figure 1-5 IKB and Touchscreen on Remote System



**Figure 1-6 Icon OEP and USB FPD Touchscreen on Remote System**

### DC Power requirements

Table 1-4 lists the DC power requirements for each one of the peripheral adapter kits. Table 1-5 lists the power requirements for the various devices that use the adapter kits.

**Table 1-4 Adapter Kit Power Requirements**

Kit Description	Power requirements
IKB	350 mA at 12 V
Newer style OEP	1 A at 12 V

**Table 1-5 Peripheral Power Requirements**

Device	Power requirements
IKB	350 mA at 12 V
Newer style OEP	1 A at 12 V

## **1. Introduction**

### **1.2. Getting Started with Honeywell Peripheral Adapters**

---

## 2. OEP/IKB Adapter

### 2.1 Introduction

#### Description

Operator Entry Panels (OEP) and Integrated Keyboards (IKB) traditionally connect to the computing platform through the ISA slot to an IKBI2 and/or an HBC card. As the ISA slot becomes obsolete on newer computers, it is necessary to provide an alternative method of connecting these peripheral devices to the station platform. The Honeywell OEP/IKB Adapter allows you to connect an OEP or IKB to an available serial port as provided by the dual serial PCI card.

#### Upon arrival at the system site:

- Check the packing or parts lists to verify you received all adapter kit components.
- Notify your Honeywell sales representative if you have any questions.

#### OEP/IKB Adapter Parts

The following figure shows the OEP/IKB adapter components.



Figure 2-1 Honeywell OEP/IKB Adapter Kit Components

## 2. OEP/IKB Adapter

### 2.1. Introduction

#### Parts list for Honeywell OEP/IKB adapter TP-OPADP1

The following table lists the parts and part numbers for this adapter kit.

No.	Part Description	Part Number	Qty.
1	OEP/IKB Module Assembly	51305776-100	1
2	DB9 M/F Comm Port Cable (8 feet)	51196990-500	1
3	AC Power Cord	51305567-100 (120 V) 51305450-600 (120/240 V) 51305489-600 51305557-100 (220 V)	1
4	AC Power Source	51197184-100	1
5	IKBI2 PS/2 Cable (8 feet) Note: This cable is only used if you are connecting an IKB	51305381-500	1
6	Honeywell Device Adapters (OEP/IKB & Carroll Touchscreen) Installation Instructions (this document)	TP-OPADP1 51195195-347	1
7	Velcro Fastener	51199478-100	1
<b>Other items not included with this OEP/IKB adapter kit</b>			
Common Components CD (use to install IKB Services and appropriate drivers)			1

#### OEP/IKB adapter hardware compatibility

The OEP/IKB Adapter kit is compatible with OEPs being used on GUS, PlantScape or Experion PKS systems. The following table lists the specific parts that are compatible with this kit. These parts should already be available at your site.

Part Description	Part Number
Enhanced Operator Keyboard	51402497-200
OEP Keyboard Cable	51305418-100
Integrated Keyboard	51196694
IKB Cable	51308124
Annunciator Relay Y Cable	51305388

#### OEP/IKB adapter software release compatibility

The Honeywell OEP/IKB Adapter is to be used on systems with the following software releases:

- PlantScape R500
- Experion PKS R100 or later



## 2.2 Mounting OEP/IKB Adapters and AC Power Adapters

### Purpose

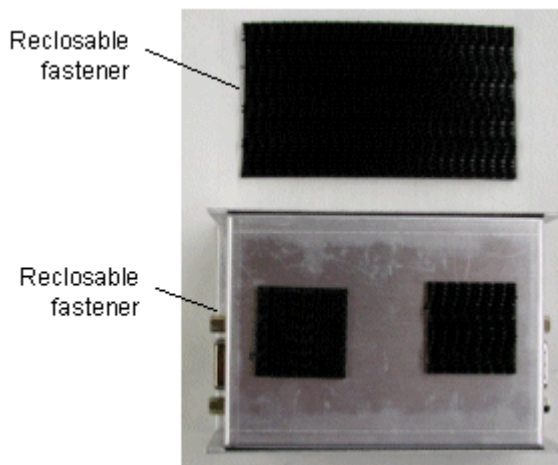
Exact mounting locations for Honeywell adapters and AC power adapters are not provided because of the wide range of equipment configurations that exist at different sites. Use the supplied re-closable fasteners to mount the USB extender box to the computer chassis, cabinet, or another appropriate location, making sure you follow the mounting requirements listed in this section.

### Using the re-closable fasteners

The following figures show the OEP/IKB and AC power adapters with the re-closable fasteners. Use the re-closable fasteners to mount the components in a location that meets the requirements listed in this section.



**Figure 2-2 AC Power Adapter**



**Figure 2-3 OEP/IKB Module Assembly**

## 2. OEP/IKB Adapter

### 2.2. Mounting OEP/IKB Adapters and AC Power Adapters

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#### Mounting requirements for USB extender boxes and AC adapter

Mount the OEP/IKB and AC power adapters in a location that:

- Allows proper airflow by not blocking any ventilation holes.
- Is not subject to heat.
- Permits access for connecting the cables
- Allows the cables to be connected without pinching them.
- Allows for proper strain relief of all cables.
- Permits you to secure the extender box to the mounting platform using the re-closable fasteners.

#### Mounting location examples for AC adapter

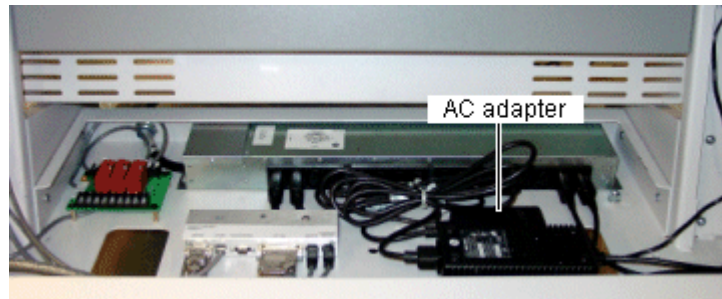
The following figures show examples of locations in which to mount the AC power adapter. These are examples only. You may mount the AC power adapter in any convenient and appropriate location as long as you fulfill the requirements listed in this section.

Description	Picture
<b>Classic Console</b>	
Mount the AC adapter along the wall or on the floor of the inside of the Classic console base.	 A photograph showing a black AC power adapter mounted vertically inside a console base. A white cable is plugged into the bottom of the adapter. A white line points from the text 'AC adapter' to the device.
<b>Z Console</b>	
Mount the AC adapter on the inside of the console's peripheral power supply chamber using the re-closable fasteners.	 A photograph showing a black AC power adapter mounted inside a console's peripheral power supply chamber. Several black cables are visible in the background. A white line points from the text 'AC adapter' to the device.

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**Icon Console**

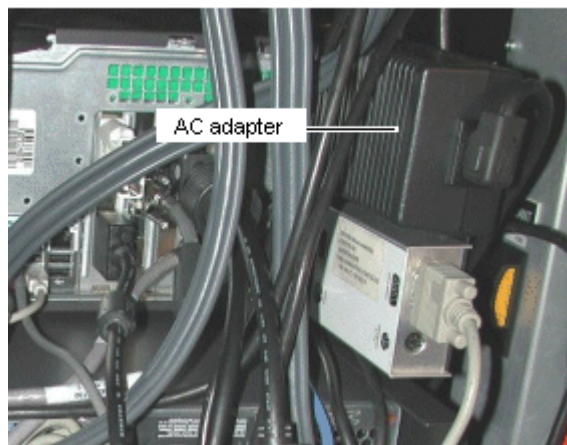
Mount the AC adapter in the Icon Console base using the re-closable fasteners.



---

**Cabinet**

Mount the AC adapter to the right component mounting bracket (as seen from the rear of the cabinet) using the re-closable fasteners.



## 2.3 Before you Begin

Connecting the OEP/IKB adapter kit to an OEP

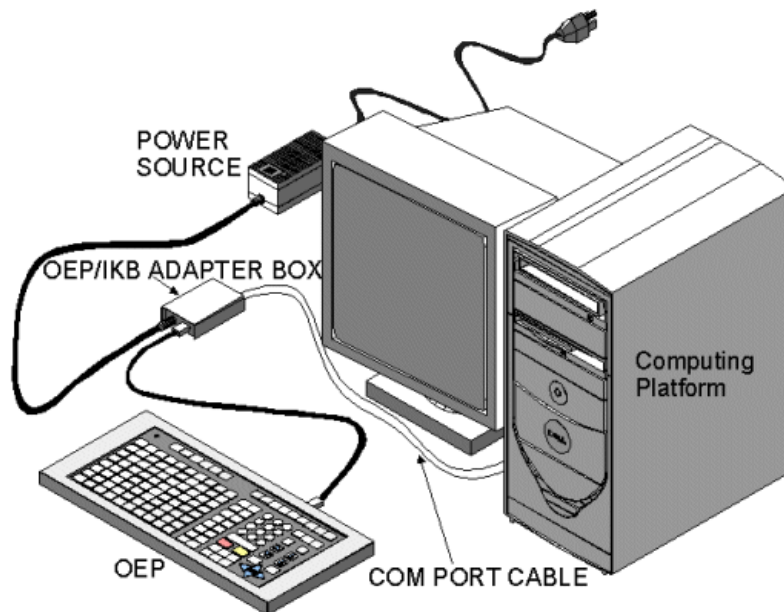


Figure 2-4 Connected OEP

Connecting the OEP/IKB adapter kit to an IKB

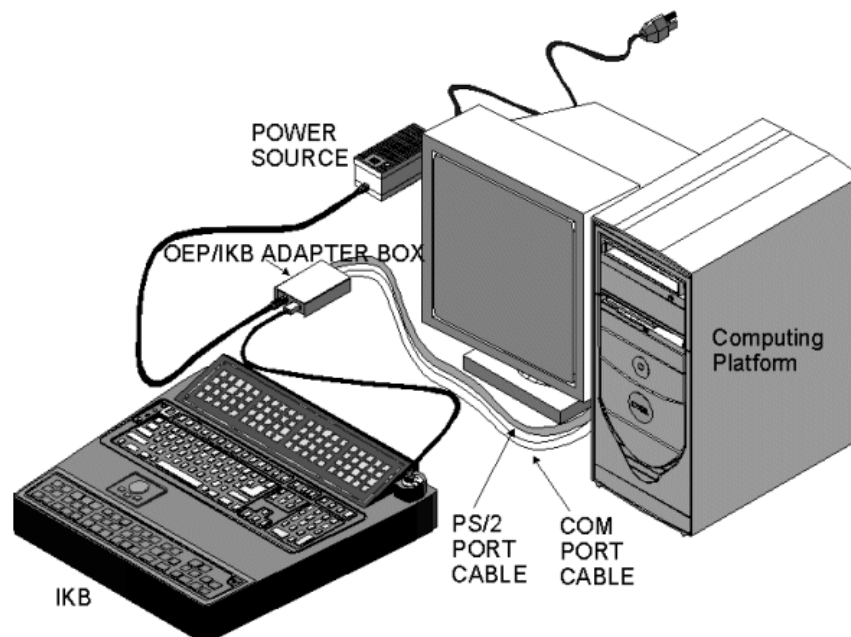


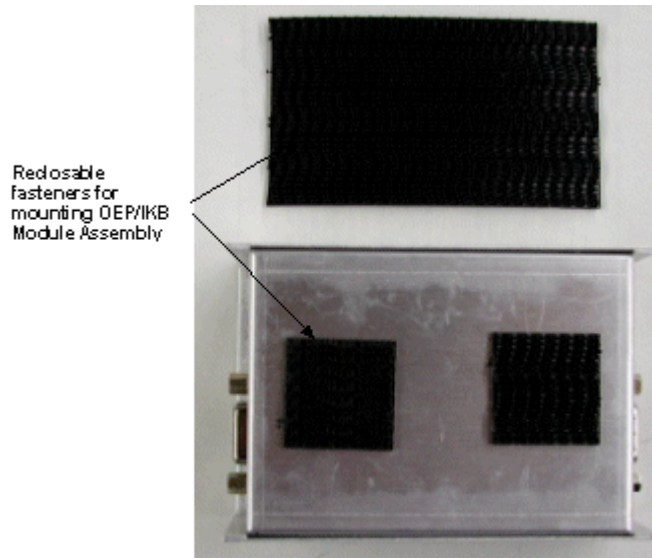
Figure 2-5 Connected IKB

### OEP/IKB Module Assembly

Figure 2-6 is the top view of the module assembly, which identifies the four cable connections. Figure 2-7 is the bottom view of the module assembly, which shows the re-closable fastener. Use the re-closable fastener to mount the module assembly in a convenient location.



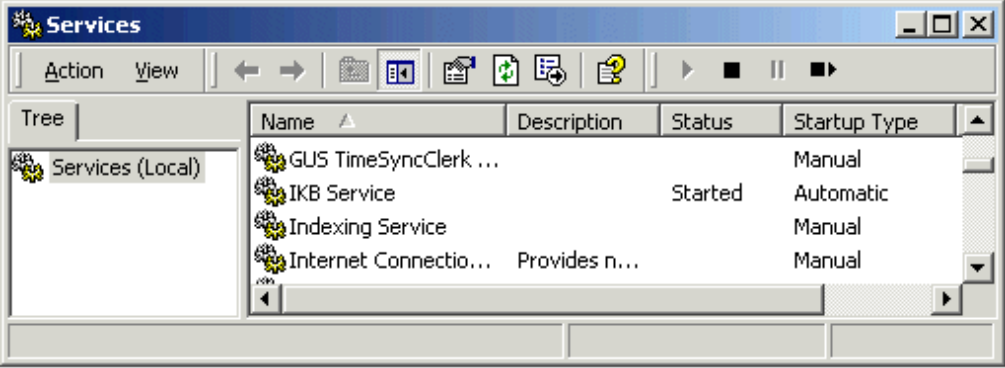
**Figure 2-6 OEP/IKB Module Assembly (51305776-100) Top View**



**Figure 2-7 OEP/IKB Module Assembly (51305776-100) Bottom View**

### Verify IKB Services is installed

Use this procedure to verify your computer has the correct IKB Services software installed.

Step	Action
1	Click <b>Start</b> , point to <b>Settings</b> , and then click <b>Control Panel</b> .
2	Double-click <b>Administrative Tools</b> , and then double-click <b>Component Services</b>
3	In the console Tree, select <b>Services</b> .
4	Click the <b>Name</b> column to sort the services.
5	Locate the IKB Service under the <b>Name</b> column. 
6	If IKB Service does not appear in the list of Services, install it using the following "Install the IKB Services Software"

## Install the IKB Services Software

Use the following procedure to install the IKB Services. If you select the complete installation of the IKB services, USB drivers will also be installed. You may want to note the location of these drivers for later use.

Step	Action
1	Insert the Common Component disk in the CD device.
<b>To perform a complete installation:</b>	
2	Select <b>PlantScape IKB/OEP Keyboard Drivers</b> from the <b>Common Component CD</b> installation screen.
3	Follow the screen prompts to install the IKB/OEP drivers.
<b>To install only the IKB Service:</b>	
4	Close the installation wizard.
5	Open the <code>ikb_service</code> folder under the <code>Packages</code> folder.
6	Double-click the <b>Honeywell_ikb_service</b> to launch the installation wizard.
7	Click <b>Next</b> from the <b>Welcome</b> screen.
8	Enter <b>Customer Information</b> and click <b>Next</b> .
9	Select <b>Custom</b> from the Setup Type screen and click <b>Next</b> .
10	Expand Program Files to view the options.
11	Select <b>IKB_Server</b> and click <b>Next</b> .
12	Click <b>Install</b> to begin the installation.
13	Click <b>Finish</b> when complete.

## 2. OEP/IKB Adapter

### 2.4. Installing the OEP/IKB Adapter Kit on a Local Computer

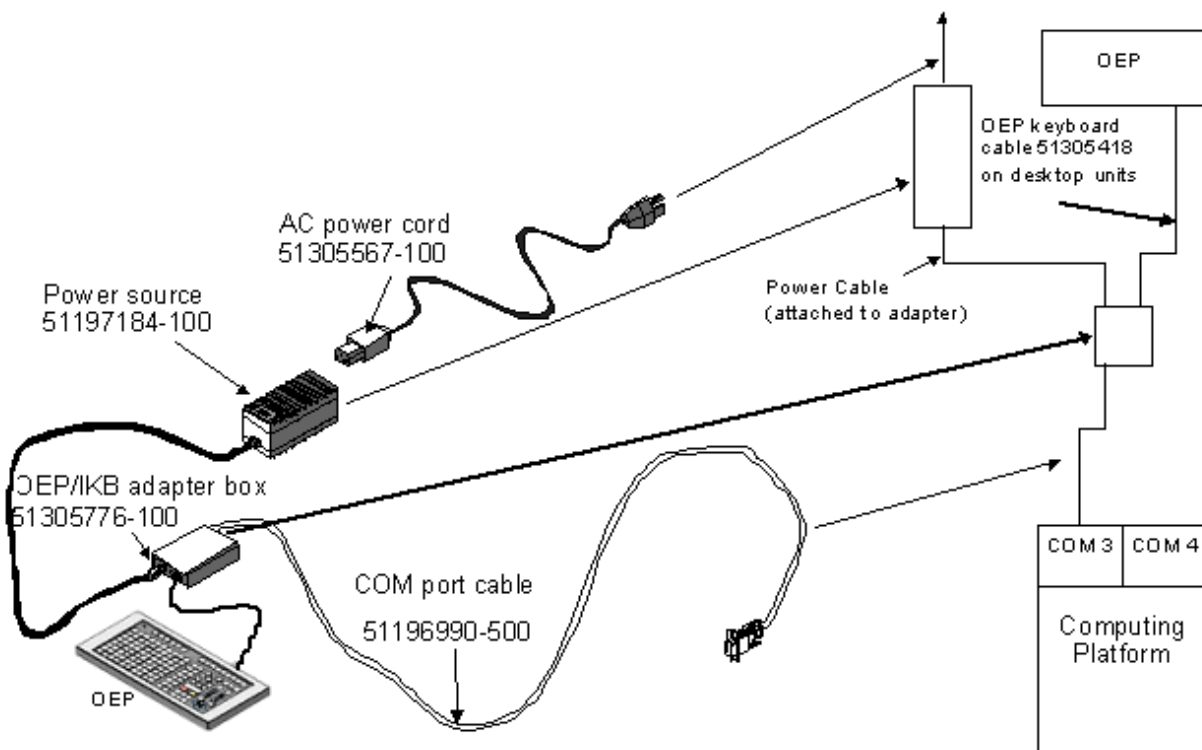
## 2.4 Installing the OEP/IKB Adapter Kit on a Local Computer

### Installation tasks

The following table lists the installation tasks for the OEP/IKB adapter kit. The specific tasks you need to perform will vary depending upon your available serial ports.

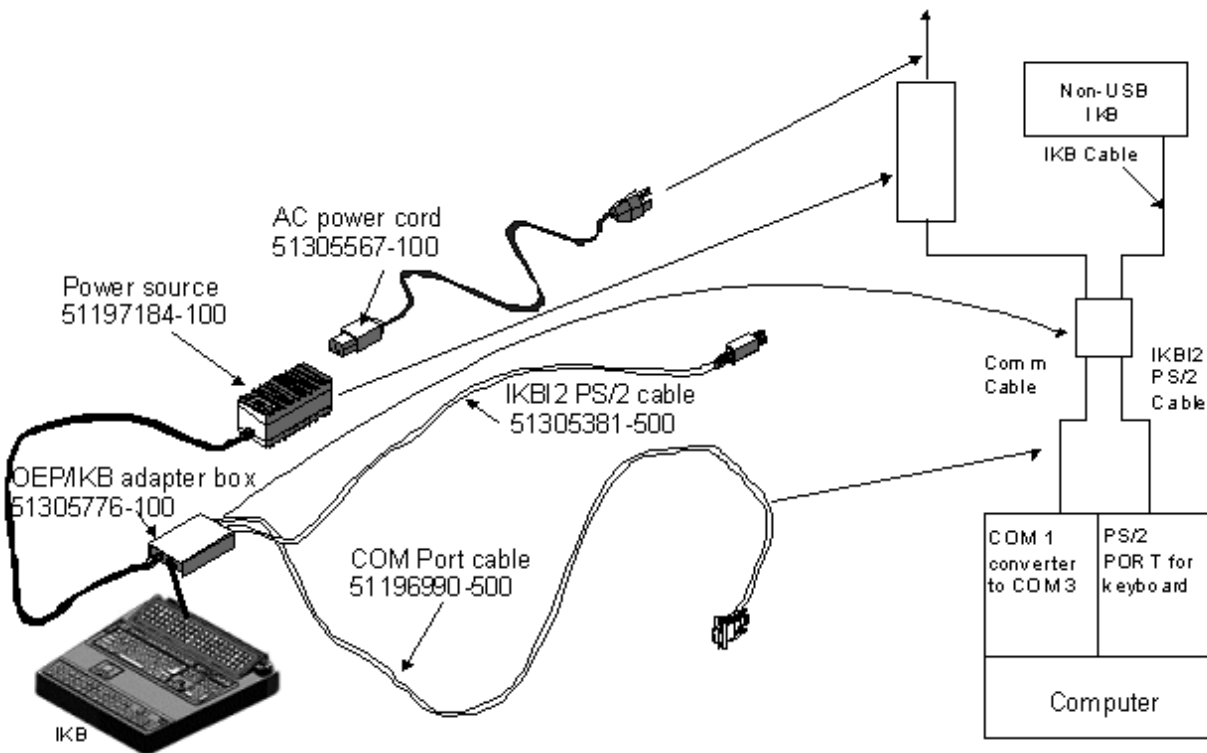
<input checked="" type="checkbox"/>	Task
	Install the IKB Services Software See Section 2.3, "Before you Begin"
	Connect the OEP/IKB adapter to the keyboard
	Connect the OEP/IKB adapter module to the computer
	Configure the COM1 Port as COM3, if necessary

### Installation diagrams

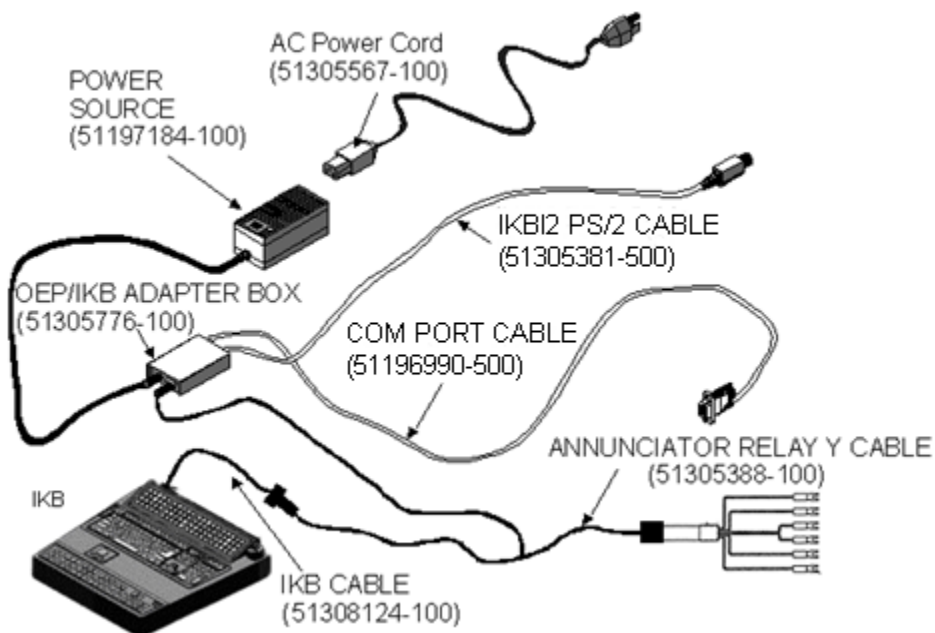


**Figure 2-8 OEP/IKB Adapter Connected to OEP**





**Figure 2-9 OEP/IKB Adapter Connected to IKB**



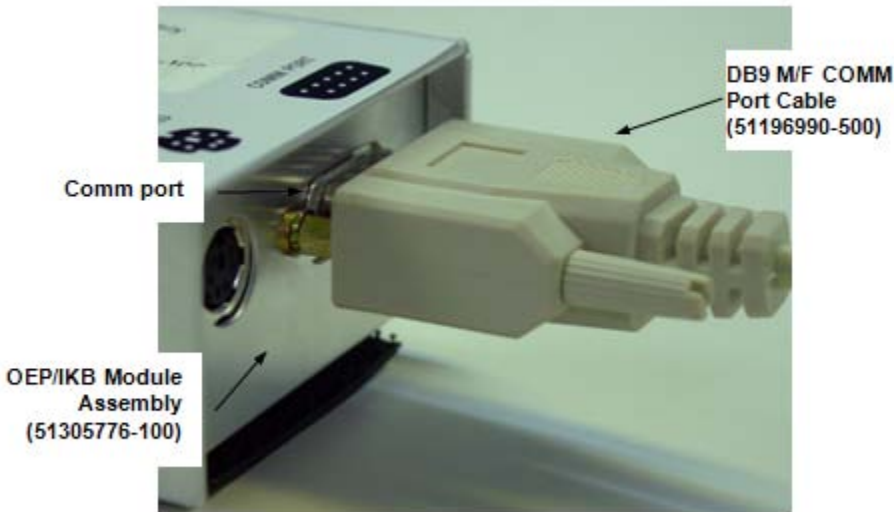

**Figure 2-10 OEP/IKB Adapter Connected to IKB and Annunciator**

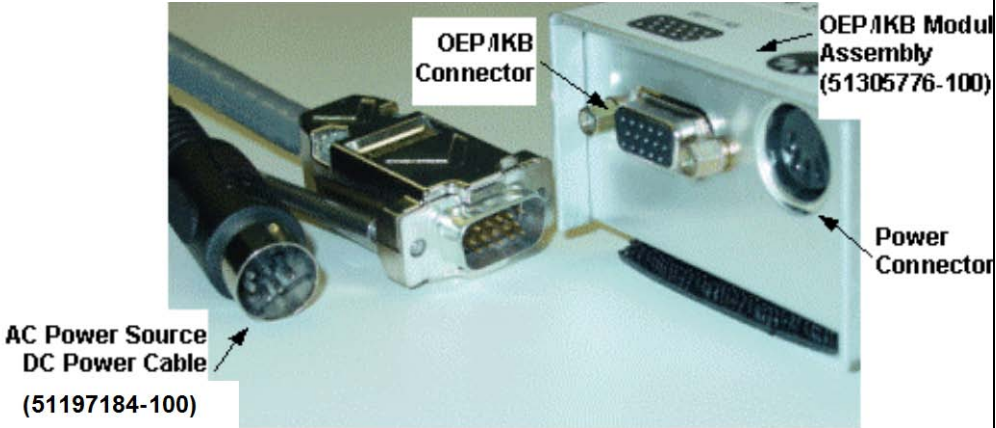
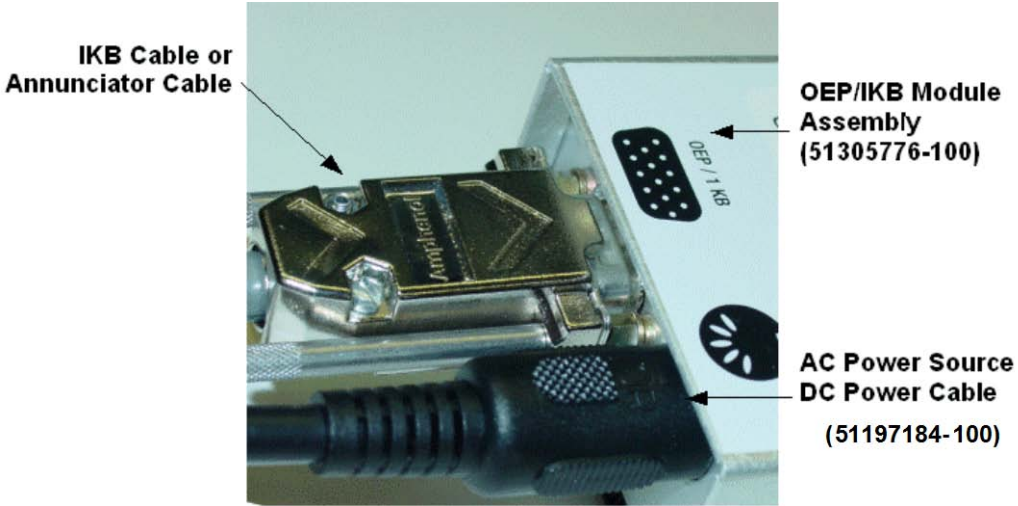
## 2. OEP/IKB Adapter

### 2.4. Installing the OEP/IKB Adapter Kit on a Local Computer

#### Connect the OEP/IKB adapter module to the keyboard

Use the following procedure to connect an OEP or IKB to the OEP/IKB adapter. Refer to Figure 2-8, Figure 2-9, and Figure 2-10.

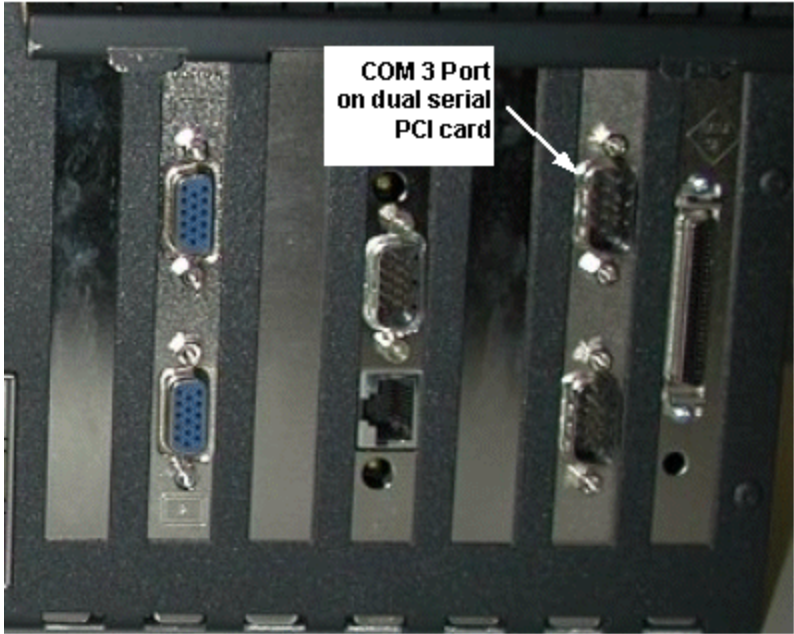

Step	Action
1	<p>Power down the computer and other peripheral devices and disconnect the power cable from the PC.</p> <p><b>DO NOT</b> connect power to the OEP/IKB Module Assembly until told to do so.</p>
2	<p>Connect the male end of the DB9 M/F Comm Port cable (51196990-500) to the COMM PORT on the OEP/IKB Module Assembly (51305776-100) and tighten the thumbscrews.</p> 
3	<p>If you are connecting an IKB, insert the round DIN plug of the IKB12 PS/2 cable (51305381-500) into the PS/2 Connector on the OEP/IKB Module Assembly (51305776-100).</p> 

Step	Action
4	<p>Insert the round DIN plug from the AC Power Source DC Power cable (51187184) into the Power Connector on the OEP/IKB Module Assembly (51305776-100).</p>  <p>The image shows a close-up of the OEP/IKB Module Assembly. A round DIN plug from the AC Power Source DC Power Cable is being inserted into the Power Connector. The OEP/IKB Connector is also visible.</p>
5	<p>If you have an annunciator, connect the cable from the OEP/IKB Keyboard to the annunciator Y cable,</p>
6	<p>Connect OEP/IKB keyboard cable or the annunciator Y cable to the connector on the OEP/IKB Module Assembly (51305776-100) and tighten the thumbscrews to secure the cable to the module assembly.</p>  <p>The image shows the OEP/IKB Module Assembly with the IKB Cable or Annunciator Cable connected to the connector. The AC Power Source DC Power Cable is also shown. The OEP/IKB Module Assembly is labeled with 'OEP / 1 KB'.</p>

## 2. OEP/IKB Adapter

### 2.4. Installing the OEP/IKB Adapter Kit on a Local Computer

#### Connect the OEP/IKB adapter module to the computer

Step	Action
1	<p>Connect and secure the female end of the DB9 Comm Port cable to one of the following serial ports.</p> <ul style="list-style-type: none"><li>• COM1 if you do not have the dual serial PCI card</li><li>• COM3 on the dual serial PCI card</li></ul> 
	<p><b>ATTENTION</b></p> <p>If you are using the dual serial PCI card, the OEP/IKB adapter <b>MUST</b> be plugged into the COM 3 Port on the dual serial PCI card as shown in the previous picture.</p>
2	<p>If you are connecting an IKB, connect the other end of the IKB12 PS/2 cable (51305381-500) to the Keyboard PS/2 Port on the computer.</p>
3	<p>Connect the AC power cord (51305567) to the AC power source (51197184-100).</p>
4	<p>Plug the AC power cord in.</p>
5	<p>Connect the PC power cord in and power up the system.</p>
6	<p>Perform the following “Configure the COM1 Port as COM3” procedure if:</p> <ul style="list-style-type: none"><li>• Your computer does not have a dual serial PCI card, or</li><li>• You upgraded the computer with the dual serial PCI card</li></ul>

**Configure the COM1 Port as COM3**

Use this procedure to configure COM1 as COM3. This procedure is necessary if your computer does not have a dual serial PCI card, or you do not have the IKB Services Software installed. See Section 2.3, “Before you Begin”.


Step	Action
1	Click <b>Start</b> , point to <b>Settings</b> , and then click <b>Control Panel</b> .
2	Double-click <b>System</b> to display the <b>System Properties</b> dialog box.
3	Select the <b>Hardware</b> tab.
4	Click <b>Device Manager</b> to display the <b>Device Manager</b> console.
5	Expand <b>Ports (COM &amp; LPT)</b> .
6	Right-click <b>Communications Port (COM1)</b> and select <b>Properties</b> to display the <b>Communications Port (COM1) Properties</b> dialog box.
7	Select the <b>Port Settings</b> tab and click <b>Advanced</b> to display the <b>Advanced Settings for COM1</b> dialog box.
8	Select <b>COM3</b> from the <b>COM Port Number</b> drop-down list and click <b>OK</b> .
9	Click <b>OK</b> to close the <b>Communications Port</b> dialog box.





**Connect the OEP or IKB to the remote electronics box**

Use this procedure to connect the cables from the console devices to the remote box.


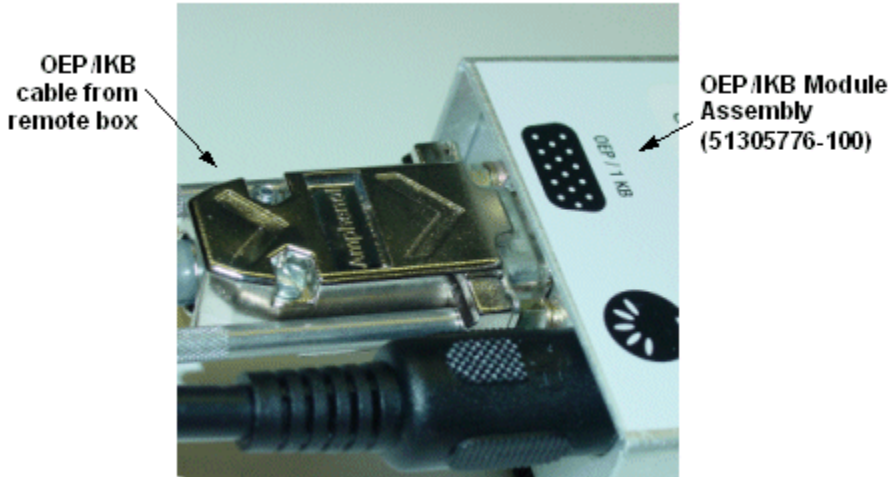
Step	Action
1	For complete remote box installation instructions see RE01-100, <i>Remote Peripheral Systems: Installation and Upgrade</i>
2	Power down the computer and other peripheral devices, and disconnect the power cable from the PC. <b>DO NOT</b> connect power to the OEP/IKB Module Assembly until told to do so.
3	Plug the IKB or OEP cable into <b>IKB/OEP</b> connector on the remote box closest to the OEP or IKB and secure it using the two jackscrews. 
4	If you are connecting an IKB, plug the PS/2 cable from the IKB into the QWERTY connector on the remote box.
5	Connect the rest of the remoting system according to the instructions in RE01-100, <i>Remote Peripheral Systems: Installation and Upgrade</i> .

## 2. OEP/IKB Adapter

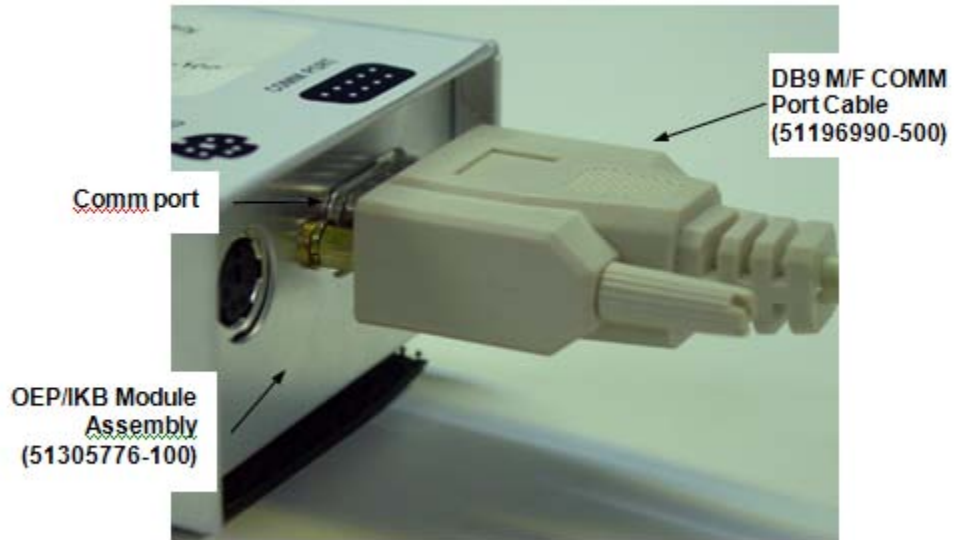
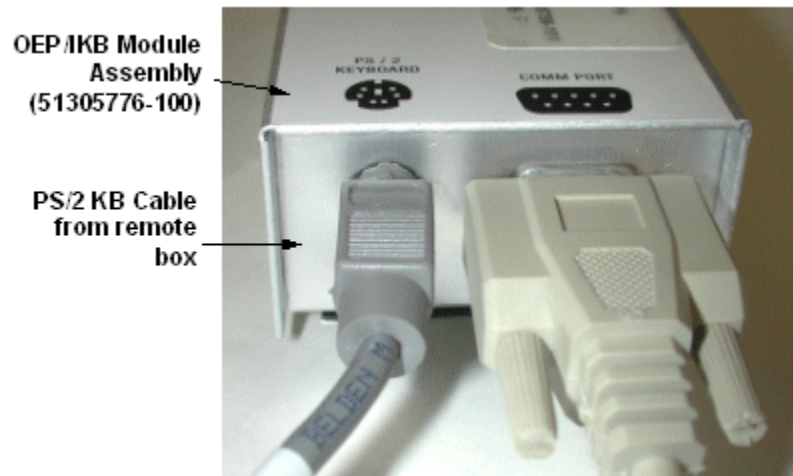
### 2.5. Installing the OEP/IKB Adapter Kit on a Remote Computer

#### Connect the OEP/IKB module assembly to the computer

Use the following procedure to connect the

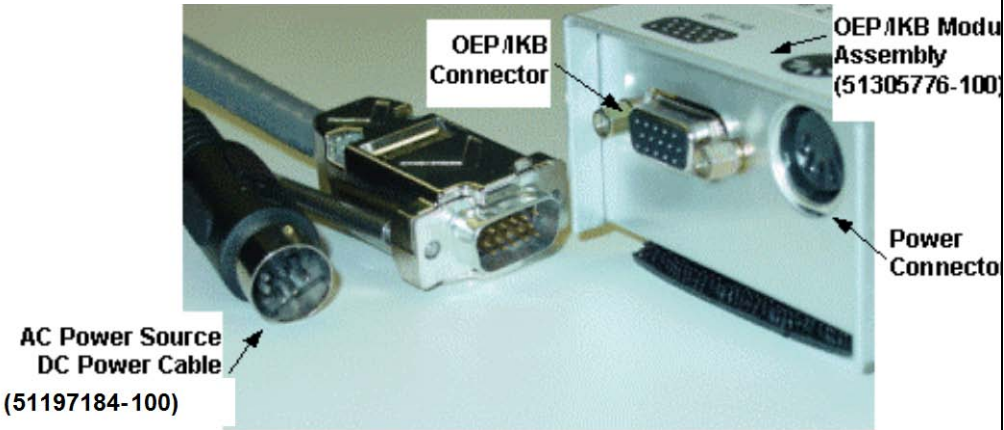
Step	Action
1	<p>Plug the IKB or OEP cable into <b>IKB/OEP</b> connector on the remote box closest to the computer and secure it using the two jackscrews.</p> 
2	<p>If you are connecting an IKB, plug the PS/2 cable into the QWERTY connector on the remote box.</p>
3	<p>Connect the OEP/IKB cable from the remote box to the OEP/IKB Connector on the OEP/IKB Module Assembly (51305776-100) and tighten the thumbscrews on the OEP/IKB cable to secure it to the module assembly.</p> 



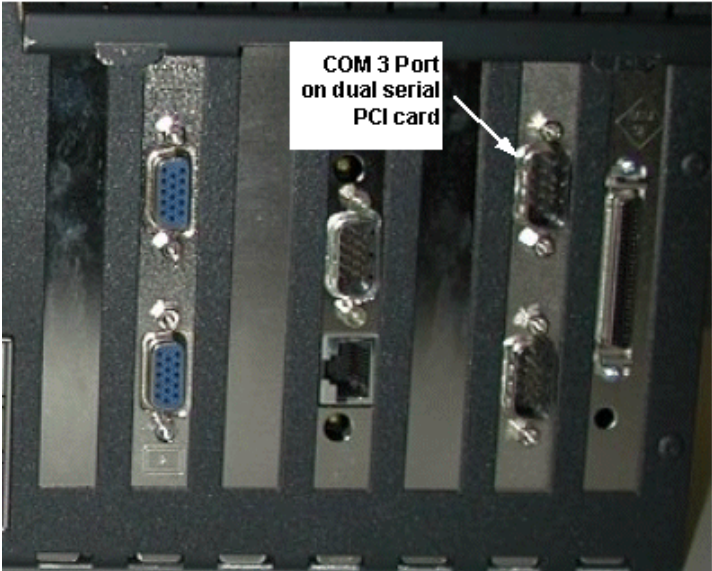

Step	Action
4	<p>Connect the male end of the DB9 M/F Comm Port cable (51196990-500) to the COMM PORT on the OEP/IKB Module Assembly (51305776-100) and tighten the thumbscrews.</p>  <p>The image shows a close-up of the OEP/IKB Module Assembly (51305776-100) with a DB9 M/F Comm Port Cable (51196990-500) connected to the COMM PORT. The cable is a white plastic connector with a DB9 pin header. The module assembly is a white plastic housing with a black keyboard connector and a DB9 port. Labels with arrows point to the 'Comm port' on the module and the 'DB9 M/F COMM Port Cable (51196990-500)'.</p>
5	<p>If you are connecting an IKB, insert the round DIN plug of the PS/2 cable from the remote box into the PS/2 Connector on the OEP/IKB Module Assembly (51305776-100).</p>  <p>The image shows the OEP/IKB Module Assembly (51305776-100) with a PS/2 KB Cable from a remote box connected to the PS/2 Connector. The cable is a grey plastic connector with a round DIN plug. The module assembly is a white plastic housing with a black keyboard connector and a DB9 port. Labels with arrows point to the 'OEP/IKB Module Assembly (51305776-100)' and the 'PS/2 KB Cable from remote box'.</p>

## 2. OEP/IKB Adapter

### 2.5. Installing the OEP/IKB Adapter Kit on a Remote Computer

Step	Action
6	<p>Insert the round DIN plug from the AC Power Source DC Power cable (5119184) into the Power Connector on the OEP/IKB Module Assembly (51305776-100).</p> 

#### Connect the OEP/IKB adapter module to the computer

Step	Action
1	<p>Connect and secure the female end of the DB9 Comm Port cable to one of the following serial ports.</p> <ul style="list-style-type: none"><li>• COM1 if you do not have the dual serial PCI card</li><li>• COM3 on the dual serial PCI card</li></ul> 
	<p><b>ATTENTION</b></p> <p>If you are using the dual serial PCI card, the OEP/IKB adapter <b>MUST</b> be plugged into the COM 3 Port on the dual serial PCI card as shown in the previous picture.</p>

Step	Action
2	If you are connecting an IKB, connect the other end of the PS/2 cable to the Keyboard PS/2 Port on the computer.
3	Connect the AC power cord (51305567) to the AC power source (51197184-100).
4	Plug the AC power cord in.
5	Connect the PC power cord and power up the system.
6	Perform the following “Configure the COM1 Port as COM3” procedure if: <ul style="list-style-type: none"> <li>Your computer does not have a dual serial PCI card, or</li> <li>You upgraded the computer with the dual serial PCI card</li> </ul>

### Configure the COM1 Port as COM3

Use this procedure to configure COM1 as COM3. This procedure is necessary if your computer does not have a dual serial PCI card, or you do not have the IKB Services Software installed. See Section 2.3, “Before you Begin”.

Step	Action
1	Click <b>Start</b> , point to <b>Settings</b> , and then click <b>Control Panel</b> .
2	Double-click <b>System</b> to display the <b>System Properties</b> dialog box.
3	Select the <b>Hardware</b> tab.
4	Click <b>Device Manager</b> to display the <b>Device Manager</b> console.
5	Expand <b>Ports (COM &amp; LPT)</b> .
6	Right-click <b>Communications Port (COM1)</b> and select <b>Properties</b> to display the <b>Communications Port (COM1) Properties</b> dialog box.
7	Select the <b>Port Settings</b> tab and click <b>Advanced</b> to display the <b>Advanced Settings for COM1</b> dialog box.
8	Select <b>COM3</b> from the <b>COM Port Number</b> drop-down list and click <b>OK</b> .
9	Click <b>OK</b> to close the <b>Communications Port</b> dialog box.

## **2. OEP/IKB Adapter**

### **2.5. Installing the OEP/IKB Adapter Kit on a Remote Computer**

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## 3. Notices

### Trademarks

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## 3.1 Documentation feedback

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

<http://www.honeywellprocess.com/support>

If you have comments about Honeywell Process Solutions documentation, send your feedback to:

[hpsdocs@honeywell.com](mailto: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 your local Honeywell Process Solutions Customer Contact Center (CCC) or Honeywell Technical Assistance Center (TAC) listed in the “Support and other contacts” section of this document.

## 3.2 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:

<https://honeywell.com/pages/vulnerabilityreporting.aspx>

### 3. Notices

#### 3.3. Support and other contacts

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

- Send an email to [security@honeywell.com](mailto:security@honeywell.com).

or

- Contact your local Honeywell Process Solutions Customer Contact Center (CCC) or Honeywell Technical Assistance Center (TAC) listed in the “Support and other contacts” section of this document.

### 3.3 Support and other contacts

For support, contact your local Honeywell Process Solutions Customer Contact Center (CCC).

#### North America

Country	Phone	Facsimile	Email
Canada and United States	800-822-7673	973-455-5000	<a href="mailto:askssc@honeywell.com">askssc@honeywell.com</a>

#### Northern Europe

Country	Local Time Business Hours	Phone	Facsimile	Email
Denmark	07:00 – 18:00	80-252165	+45 6980 2349	<a href="mailto:hpscusersupport@honeywell.com">hpscusersupport@honeywell.com</a>
Finland	08:00 – 19:00	0800-9-15938	+358 (0)9 2319 4396	<a href="mailto:hpscusersupport@honeywell.com">hpscusersupport@honeywell.com</a>
Ireland	06:00 – 17:00	1800939488	+353 (0)1 686 4905	<a href="mailto:hpscusersupport@honeywell.com">hpscusersupport@honeywell.com</a>
Netherlands	07:00 – 18:00	0800 020 3498	+31 (0)20 524 1609	<a href="mailto:hpscusersupport@honeywell.com">hpscusersupport@honeywell.com</a>
Norway	07:00 – 18:00	800-11478	47-852-287-16	<a href="mailto:hpscusersupport@honeywell.com">hpscusersupport@honeywell.com</a>
Sweden	07:00 – 18:00	0200883167	+46 (0)8 509 097 84	<a href="mailto:hpscusersupport@honeywell.com">hpscusersupport@honeywell.com</a>
United Kingdom	06:00 – 17:00	0800279722 6	+44 (0)20 3031 1064	<a href="mailto:hpscusersupport@honeywell.com">hpscusersupport@honeywell.com</a>

#### Southern Europe

Country	Local Time Business Hours	Phone	Facsimile	Email
Belgium	07:00 – 18:00	080048580	+32 (0)2 791 96 02	<a href="mailto:hpscusersupport@honeywell.com">hpscusersupport@honeywell.com</a>
France	07:00 – 18:00	0805100041	+33 (0)1 72 74 33 44	<a href="mailto:hpscusersupport@honeywell.com">hpscusersupport@honeywell.com</a>
Luxembourg	07:00 – 18:00	8002–8524	+352 24611292	<a href="mailto:hpscusersupport@honeywell.com">hpscusersupport@honeywell.com</a>
Spain	07:00 – 18:00	800099804	+34 91 791 56 25	<a href="mailto:hpscusersupport@honeywell.com">hpscusersupport@honeywell.com</a>
Portugal	06:00 – 17:00	800–8–55994	+34 91 791 56 25	<a href="mailto:hpscusersupport@honeywell.com">hpscusersupport@honeywell.com</a>

#### Eastern Europe

Country	Local Time Business Hours	Phone	Facsimile	Email
Bulgaria	08:00 – 19:00	700 20771	+359 (0)2 489 7384	<a href="mailto:hpscusersupport@honeywell.com">hpscusersupport@honeywell.com</a>
Croatia	07:00 – 18:00	0800 80 6392	+420 227 204 957	<a href="mailto:hpscusersupport@honeywell.com">hpscusersupport@honeywell.com</a>
Czech Republic	07:00 – 18:00	800 142 784	+420 227 204 957	<a href="mailto:hpscusersupport@honeywell.com">hpscusersupport@honeywell.com</a>
Hungary	07:00 – 18:00	06 800 20 699	+36 (06) 1 577 7371	<a href="mailto:hpscusersupport@honeywell.com">hpscusersupport@honeywell.com</a>
Poland	07:00 – 18:00	00 800 121 50 46	+48 22 485 35 10	<a href="mailto:hpscusersupport@honeywell.com">hpscusersupport@honeywell.com</a>
Romania	08:00 – 19:00	0 800 800 178	+40 (0)31 710 7590	<a href="mailto:hpscusersupport@honeywell.com">hpscusersupport@honeywell.com</a>
Russia Federation	09:00 – 20:00	8.10.80 02-412 50 11	+7 495 796 98 94	<a href="mailto:hpscusersupport@honeywell.com">hpscusersupport@honeywell.com</a>
Slovakia	07:00 – 18:00	0800 002 340	+421 (0)2 3301 0376	<a href="mailto:hpscusersupport@honeywell.com">hpscusersupport@honeywell.com</a>

#### Central Europe

### 3. Notices

#### 3.3. Support and other contacts

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Country	Local Time Business Hours	Phone	Facsimile	Email
Austria	07:00 – 18:00	0800 006438	+43 (0)1 253 6722 4904	<a href="mailto:hpscusersupport@honeywell.com">hpscusersupport@honeywell.com</a>
Germany	07:00 – 18:00	0800 7239098	+49 (0)30 6908 8463	<a href="mailto:hpscusersupport@honeywell.com">hpscusersupport@honeywell.com</a>
Greece	08:00 – 19:00	00800 12 9493	+30 21 1 268 6973	<a href="mailto:hpscusersupport@honeywell.com">hpscusersupport@honeywell.com</a>
Israel	08:00 – 19:00	1 809 407 309	+972 (0)2 591 6148	<a href="mailto:hpscusersupport@honeywell.com">hpscusersupport@honeywell.com</a>
Italy	07:00 – 18:00	8000 35205	+39 06 96681356	<a href="mailto:hpscusersupport@honeywell.com">hpscusersupport@honeywell.com</a>
Switzerland	07:00 – 18:00	00 080 035	+41 (0)31 560 41 60	<a href="mailto:hpscusersupport@honeywell.com">hpscusersupport@honeywell.com</a>

#### Middle East and South Africa

Country	Local Time Business Hours	Phone	Email
Bahrain	08:00 – 19:00	8008 1343	<a href="mailto:hpscusersupport@honeywell.com">hpscusersupport@honeywell.com</a>
Oman	08:00 – 19:00	8007 7595	<a href="mailto:hpscusersupport@honeywell.com">hpscusersupport@honeywell.com</a>
Qatar	08:00 – 19:00	800 5460	<a href="mailto:hpscusersupport@honeywell.com">hpscusersupport@honeywell.com</a>
Saudi Arabia	08:00 – 19:00	800 844 5309	<a href="mailto:hpscusersupport@honeywell.com">hpscusersupport@honeywell.com</a>
South Africa	07:00 – 18:00	0800 983 634	<a href="mailto:hpscusersupport@honeywell.com">hpscusersupport@honeywell.com</a>
Turkey	08:00 – 19:00	00800 448823587	<a href="mailto:hpscusersupport@honeywell.com">hpscusersupport@honeywell.com</a>
United Arab Emirates	09:00 – 20:00	8000 444 0300	<a href="mailto:hpscusersupport@honeywell.com">hpscusersupport@honeywell.com</a>

#### Other regions

Region	Phone	Facsimile	Email
Pacific	1300-364-822 (toll)	+61-8-9362-9564	<a href="mailto:GTAC@honeywell.com">GTAC@honeywell.com</a>



	free within Australia)  +61-8-9362-9559 (outside Australia)		
India	+91-20-6603- 2718 / 19  1800-233-5051	+91-20-6603- 9800	<a href="mailto:Global-TAC-India@honeywell.com">Global-TAC- India@honeywell.com</a>
Korea	+82-80-782-2255 (toll free within Korea)	+82-2-792-9015	<a href="mailto:Global-TAC-Korea@honeywell.com">Global-TAC- Korea@honeywell.com</a>
People's Republic of China	+86-21-2219- 6888  800-820-0237  400-820-0386		<a href="mailto:Global-TAC-China@honeywell.com">Global-TAC- China@honeywell.com</a>
Singapore	+65-6823-2215	+65-6445-3033	<a href="mailto:GTAC-SEA@honeywell.com">GTAC-SEA@honeywell.com</a>
Japan		+81-3-6730-7228	<a href="mailto:Global-TACJapanJA25@honeywell.com">Global- TACJapanJA25@honeywell.co m</a>

#### World Wide Web

Honeywell Process Solutions support website:

<http://www.honeywellprocess.com/support>

#### Elsewhere

Contact your nearest Honeywell office.

### 3.4 Training classes

Honeywell holds technical training classes on Experion PKS. These classes are taught by experts in the field of process control systems. For more information about these classes, contact your Honeywell representative, or see <http://www.automationcollege.com>.

**Honeywell**

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