

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 Copeland 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 your mobile device in monitoring stores or regions. The following topics are included in this user guide:

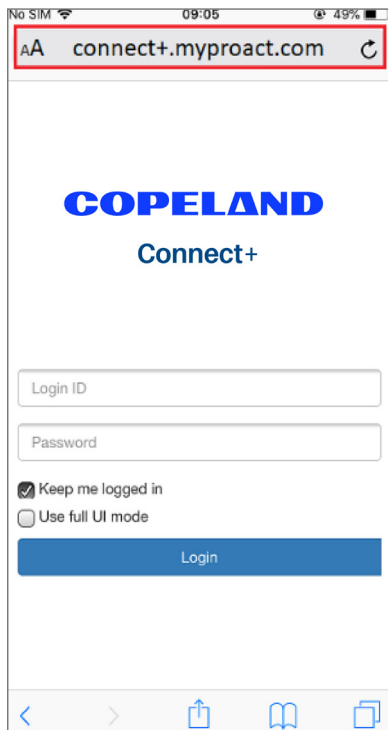
- How to use an Advisory Map to locate your problematic sites.
- How to locate sites that are not sending alarms.
- How to diagnose advisories.

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™.

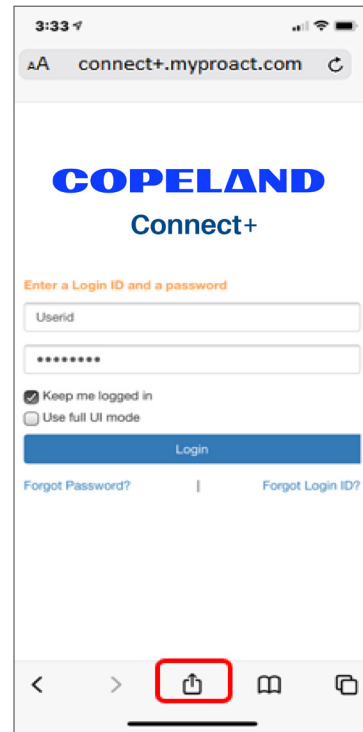
1.1 Adding Connect+ to your Home Screen

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

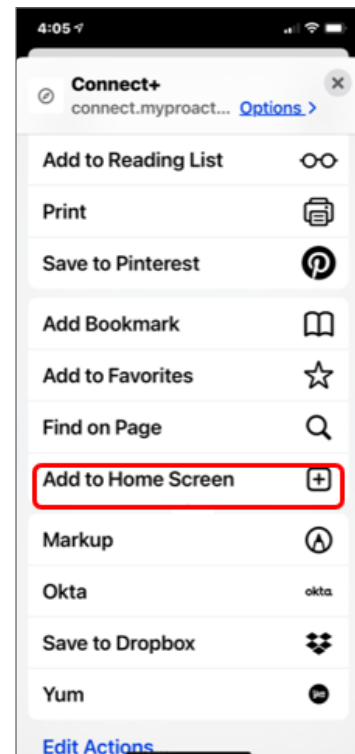
1. Open the browser app (for example, Safari and Chrome) on your mobile device and enter the URL address of your Connect+ instance. The Connect+ Login Screen will appear in this view.



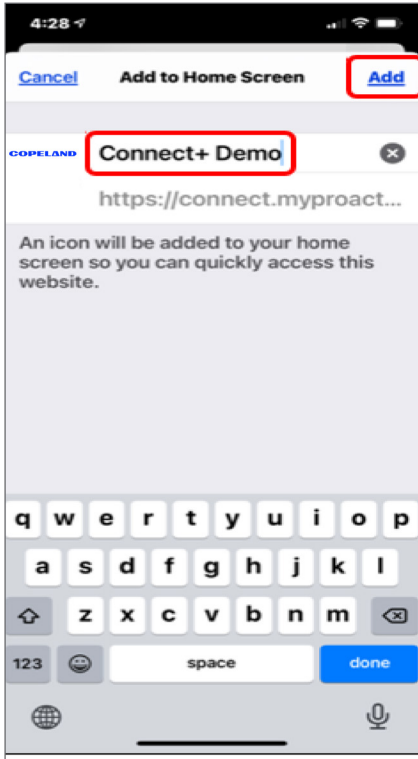
2. Select the **Share** icon at the bottom of your phone screen.



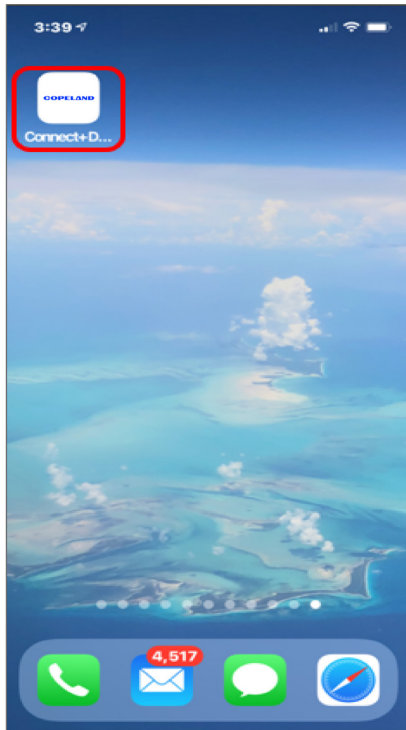
3. Scroll down until you see **Add to Home Screen** and then select.



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

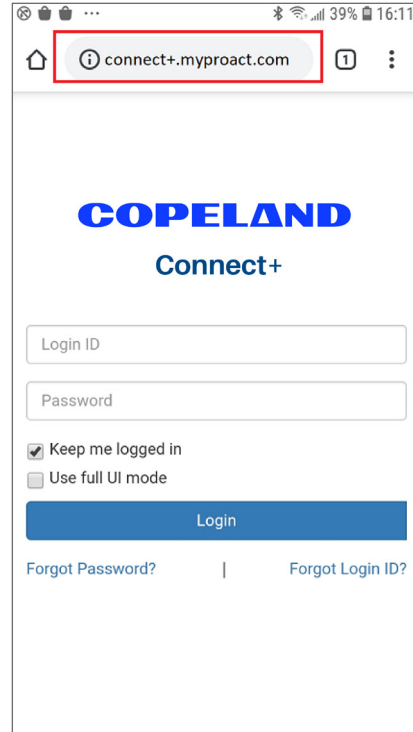


5. The Connect+ App icon will be created on the last App screen. When this icon is selected, it will launch Connect+ in the browser.

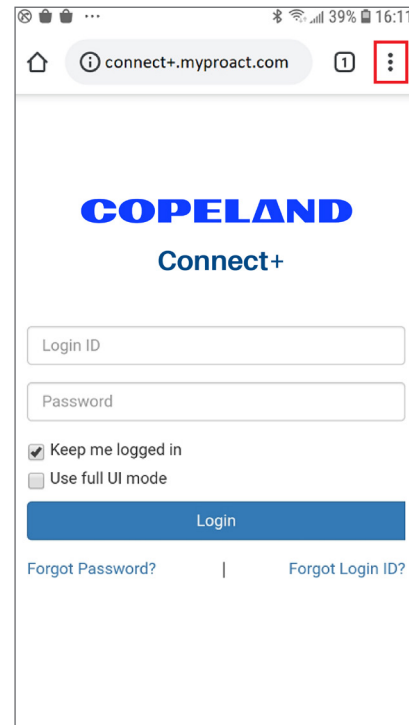


For Android devices, you can add Connect+ to your home screen by following the steps below:

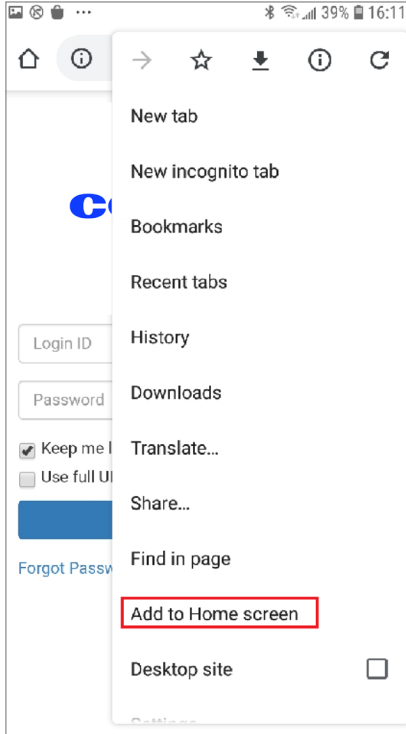
1. Open the browser app (for example, Chrome) on your mobile device and enter the URL address of your Connect+ instance. The Connect+ Login Screen will appear in this view.



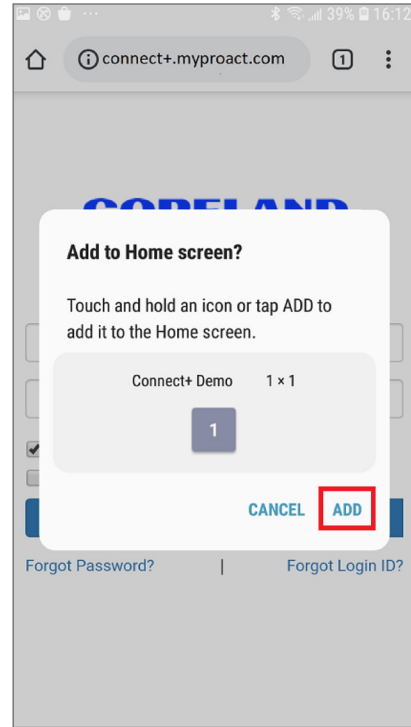
2. Select the **Option** icon from the upper right corner of your phone screen.



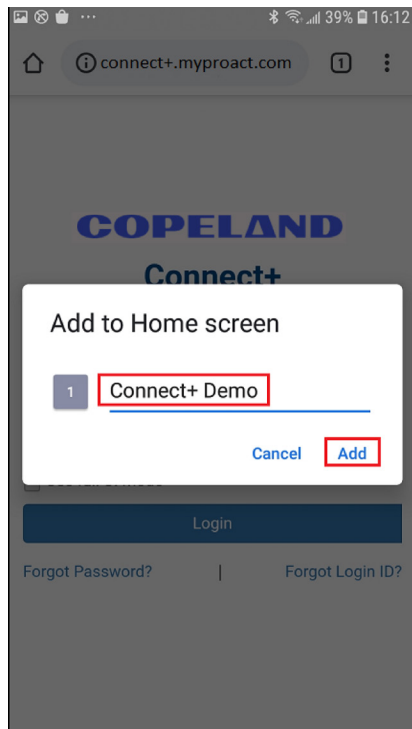
3. Scroll down until you see **Add to Home Screen** and then select it.



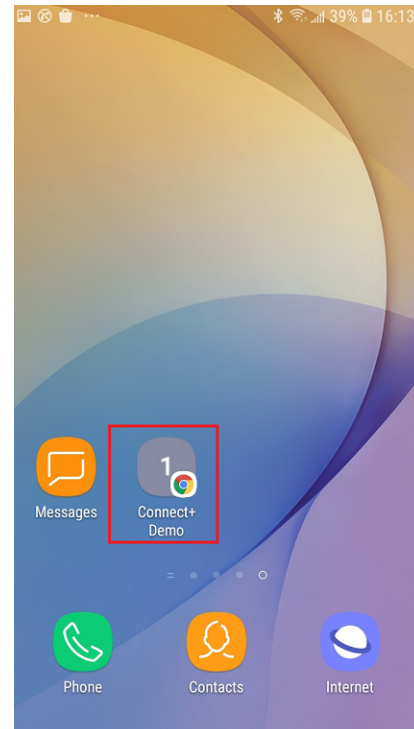
5. Select **Add** to confirm the home screen adding.



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

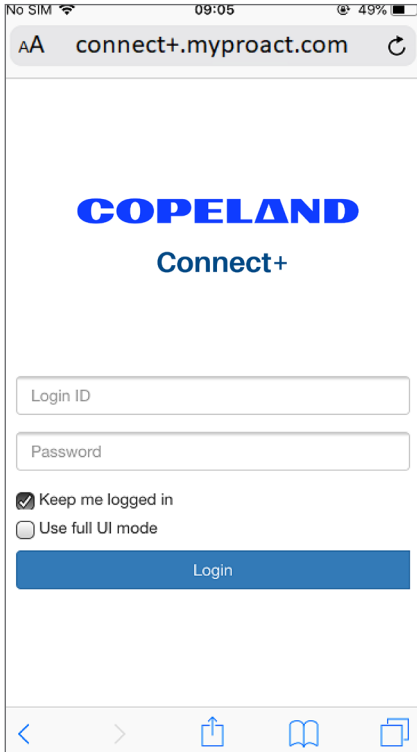


6. The Connect+ App icon will be created on the last App screen. When this icon is selected, it will launch Connect+ in the browser.



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**.



Mobile Mode Login Screen

Keep me logged in: This is checked by default. It will keep you logged into 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:

- Click **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+.

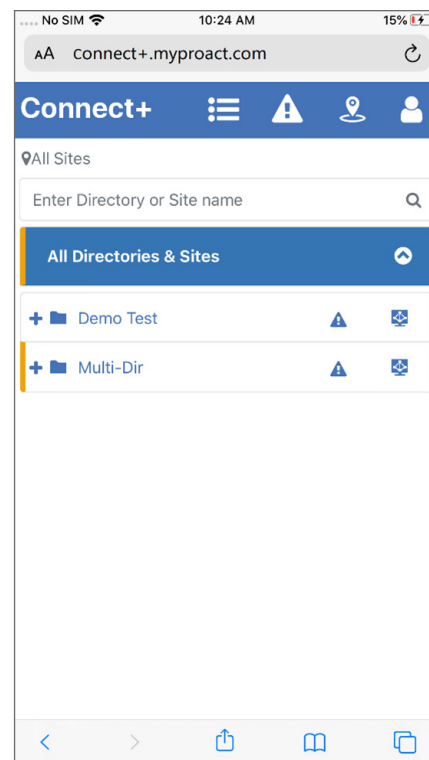
Use full UI mode: When this checkbox is checked, you will see the full UI, which is the same as computer browser view.




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, the Site View List will be displayed.




Connect+ UI

Site View List Icon  : User will be directed to the site hierarchy summary list page.

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

Advisory Map Icon  : Users will be directed to the **Advisory Map** page.


You can logout the Connect+ from the user menu by selecting the  icon, and select **Logout**.



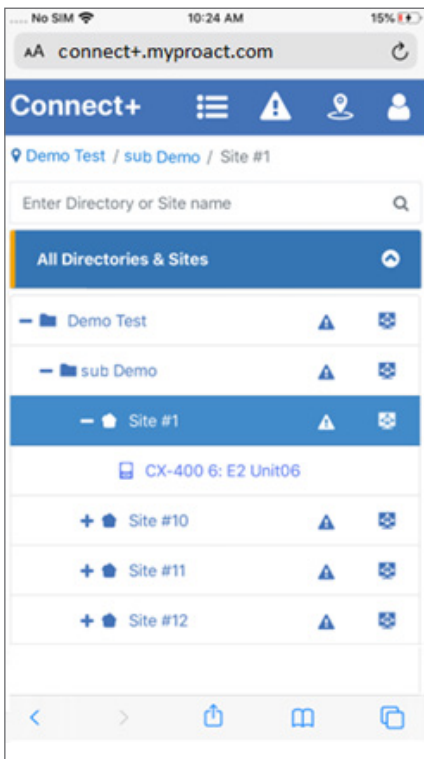
Logout

1.4 Site View List

When you login to Connect+ on mobile, you will see the site view list page by default if no system screen is configured.

You can also go to this page by selecting the  icon from the top.

Site View List page lists all the sites and their connected controllers. All the directories are listed by default, you can expand the node from the directory to the controller level by selecting the node name.



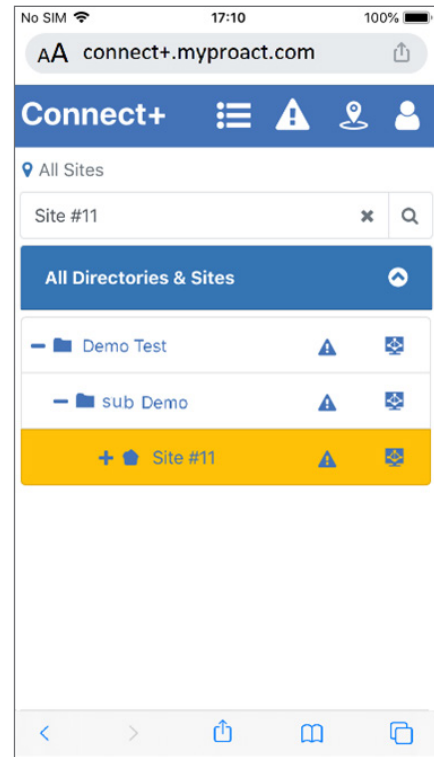
Site View List

You can collapse the nodes by clicking the arrow icon.



There are color bars displayed in front of the directories or sites if there are alarms in the last 24 hours. The alarm bar shows the highest urgency level alarm color (refer to table "Advisory Priority for E2 and Dixell" and "Advisory Priority for Site Supervisor").

To easily find the directory or site you want, you can search the directory or site from the top of the list. The searched directory or site will be highlighted after searching.



Search Site

Remove the search text to go back to show all the sites.

Once you find the directory or site, you can easily view the advisory and Graphical screen for a specific directory or site from this page.

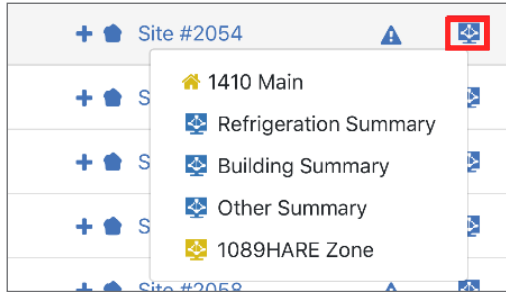
Select the alarm icon for the directory or site, and it will jump to the **Advisory View** page with the recent 24 hours alarm of the directory or site.



Advisory View Icon

If jumping to the **Advisory View** page from the directory, it allows you to search the sites in the advisory page. But if jumping to the **Advisory View** page from the site level, no search box is displayed.

The GS Screen icon can allow you to select your desired GS screen. When you click the **GS Screen** icon, a pop-up window will list all the GS screens of the selected directory or site. Choose one, and a new tab will show the GS Screen page.



GS Screen Icon

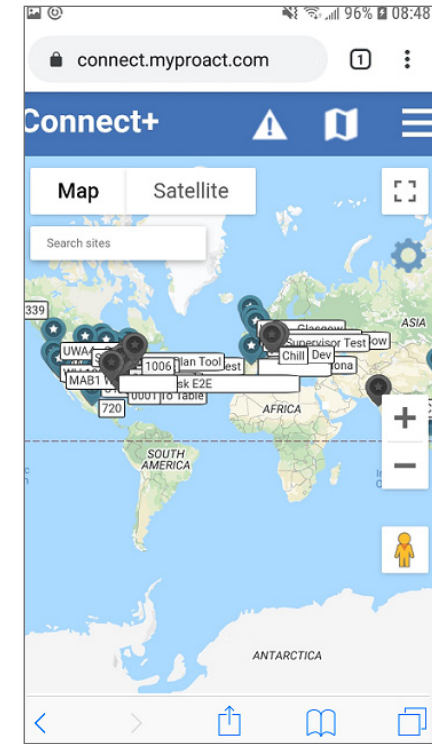
- 🏠 indicates the site home screen.
- 🟩 indicates the system graphical screen
- 🟨 indicates the customized graphical screen

On the unit level, you can click the **unit name** to go to the Terminal Mode page for the specific protocol devices. (E2, Site Supervisor, E3, and Xweb).

1.5 Advisory Map

1.5.1 Access Problematic Stores via Advisory Map

If your organization enabled the Advisory Map, when you click the 📍 icon, you will see the Advisory Map with Advisory Urgency legends as shown in the *Advisory Map* graphic. If you set Advisory Map as your Homepage, you will see this page once logged into Connect+.



Advisory Map

The Sites in the Advisory Map are indicated with Alarm Urgency Level within the past 24 hours. You can select any problematic Sites to further investigate based on the below legend. This legend is hidden 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 do not have active Alarms.
- **Gray 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.



Advisory Map

154 Atlanta - 154

Advisories		
Active	Return	Total
0	4	4

Advisory View
 Controller View (RX-400 2: RAK LT/TC)
 Controller View (BX-400 1: HVAC/LTS)
 Controller View (RX-400 3: PROTO A/B)
 Controller View (RX-300 4: E2 Unit04)

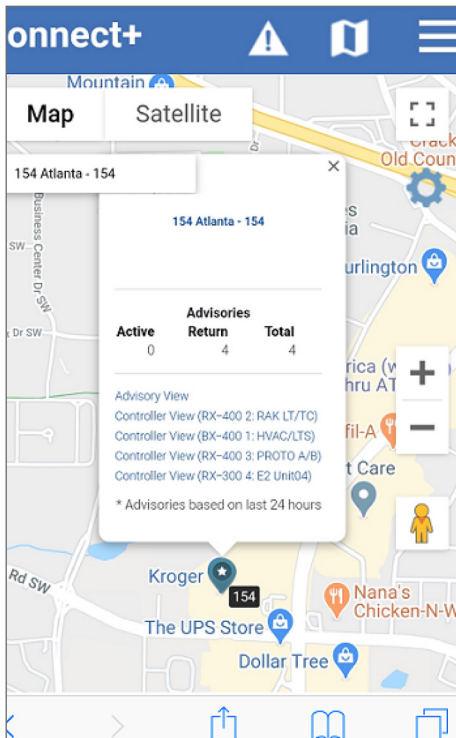
* Advisories based on last 24 hours

- 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.

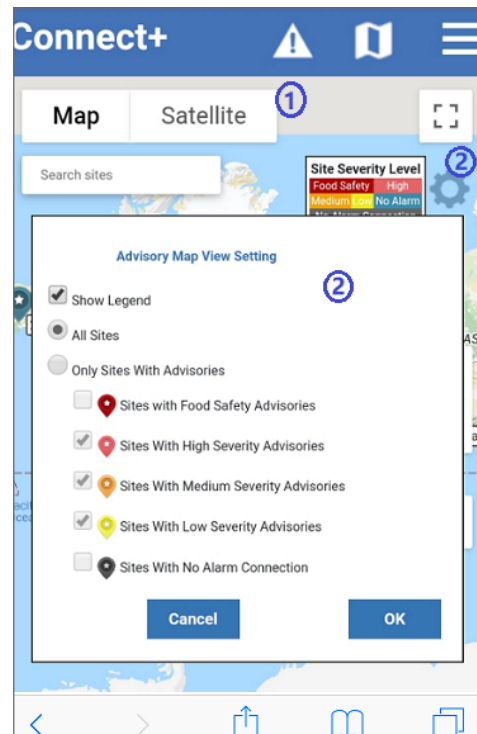
Advisory Map View allows you to review your stores and locate problem site as quickly as possible. The quick links for each site provide access to locate the advisory information and take further actions. From the Advisory View, you can review Alarm Details with the Log Graph and from the Controller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

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

1.5.2 Advisory Map Setting

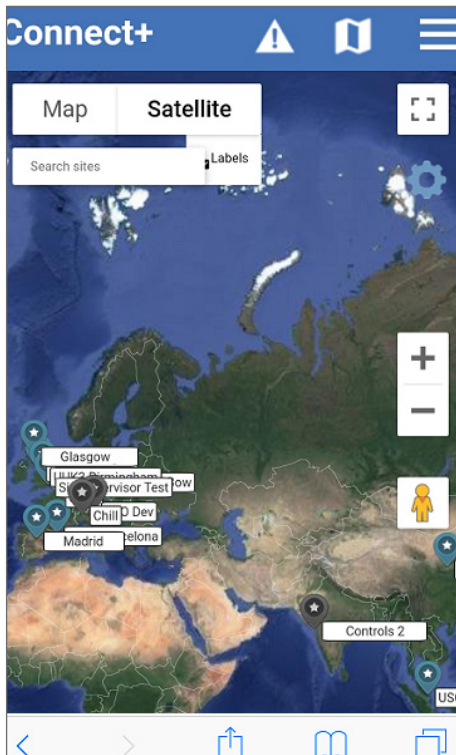


Map Snapshot



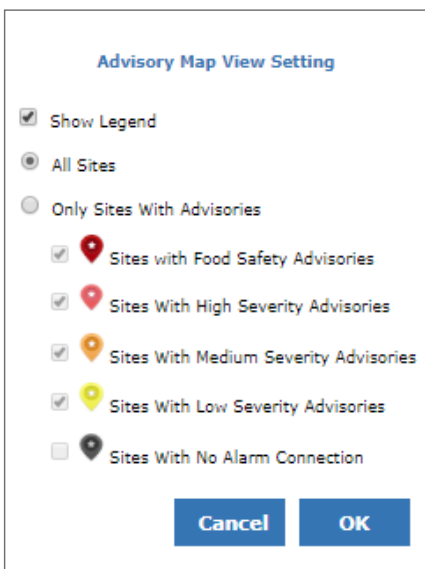
Advisory Map View Settings

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 Rooftop Units.



Satellite View

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



View Settings

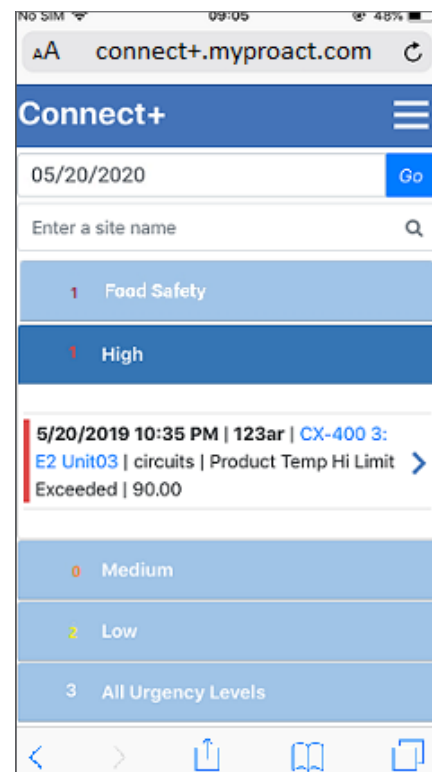
Show Legend: It is checked by default. It will show the legend of urgency level. Unchecked to hide the legend.



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

1.6 Advisory View

Select the alarm icon from the top or from the Site View list page to go to the **Advisory View** page.



Advisory View

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

Advisory Priority for E2 and Dixell			
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	

Advisory Priority for E2 and Dixell

Advisory Priority for Site Supervisor			
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	

Advisory Priority for Site Supervisor

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

Advisory format in mobile mode is displayed as:

The diagram shows an advisory message box with the following text: **6/27/2023 3:45 PM**, E2 139 | RX-400 3: THIS.02.1 | CIRC002, Case Temp Hi Limit Exceeded, Limit: 25.00, Value: 30.00. Callouts on the right point to: Occurrence Date and Time, Site | Unit | Application Instance, Advisory Message, and Point Value Limit: Value:.

Advisory Message Explanation

You can click the arrow on the right side of the advisory to view the detailed advisory information. Click  to close the detail page.

The advisory message box is shown with a red box around the right-pointing arrow, indicating it is clickable to view details.



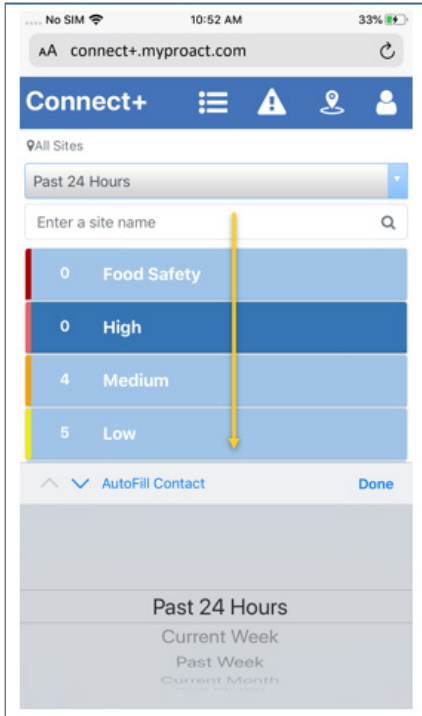
The detail view shows the following information: Occurrence Date: 6/27/2023 3:45 PM; Occurrence Age: 2 d; Site: E2 139; State: Active; Priority: 20; Advisory Message: Case Temp Hi Limit Exceeded; Source Type: Device; Received Date: 6/29/2023 4:20 PM (9); Advisory Limit: 25.00; Property Value: 30.00; RTN Date; and Comments.

Advisory Detail

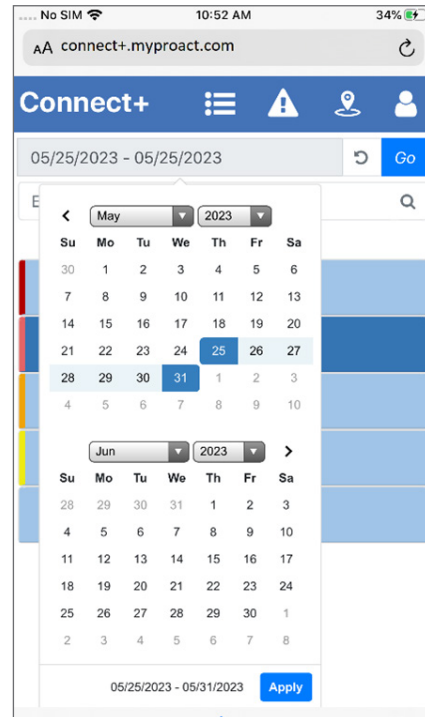
If you want to view a specified date duration or site data, you can filter the date and the site in the field above the advisory.

Date Field: The default date is **Past 24 hours**. You can change the date range from the drop-down list and the following advisories will be filtered by the selection.

If you select the custom range from the list option, a calendar will be displayed for you to choose your desired date range. You can click the same day twice for the single date selection. After the date range is selected, click the **Apply** button of the calendar, then click the **Go** button to filter the relative advisories.

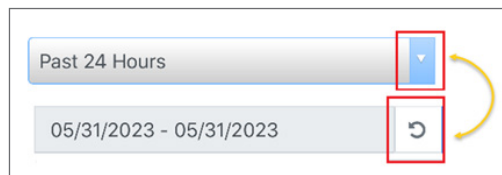


Advisory Date Selection



Customized Date Selection

Once you have selected the custom range, the arrow icon for the list selection will change to the return style and clicking on it will change it back to the drop-down list selection.

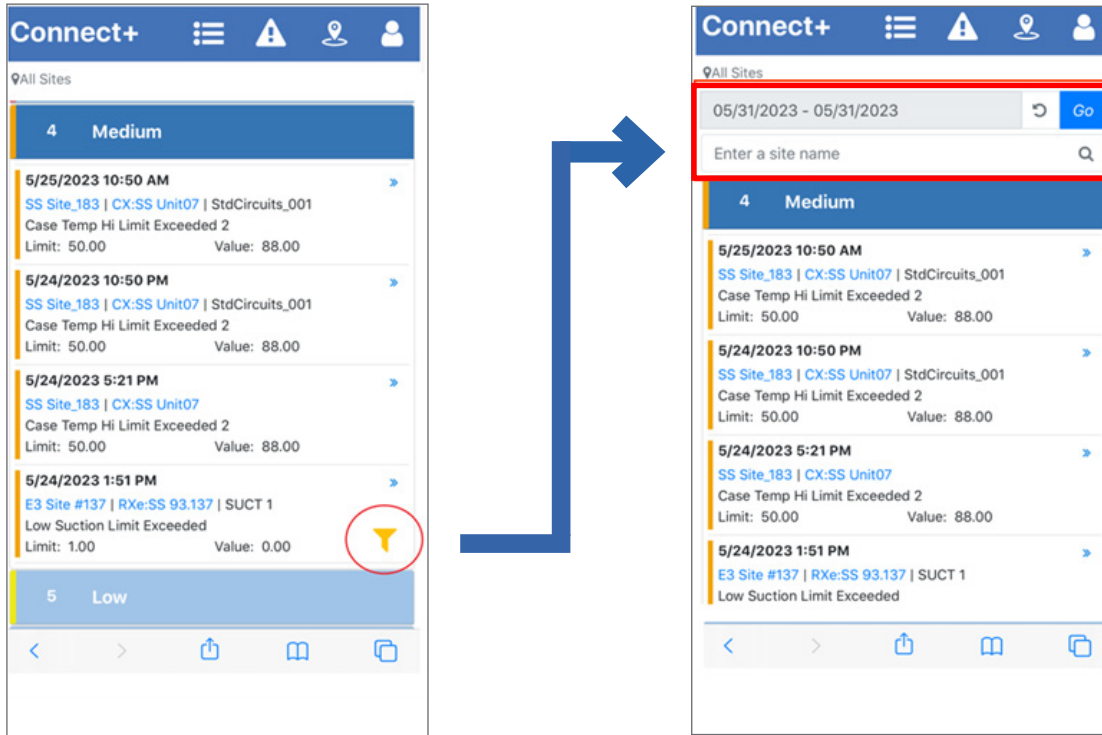



Data Selection Icon Change

Site Search Field: If you go to this page from the top icon or specific directory of the site view list page, you can search the site name in this field, and the site name will be autocompleted for the drop-down list to speed up the site selection.

Click the  button after your search. The following advisories will be filtered by the site.

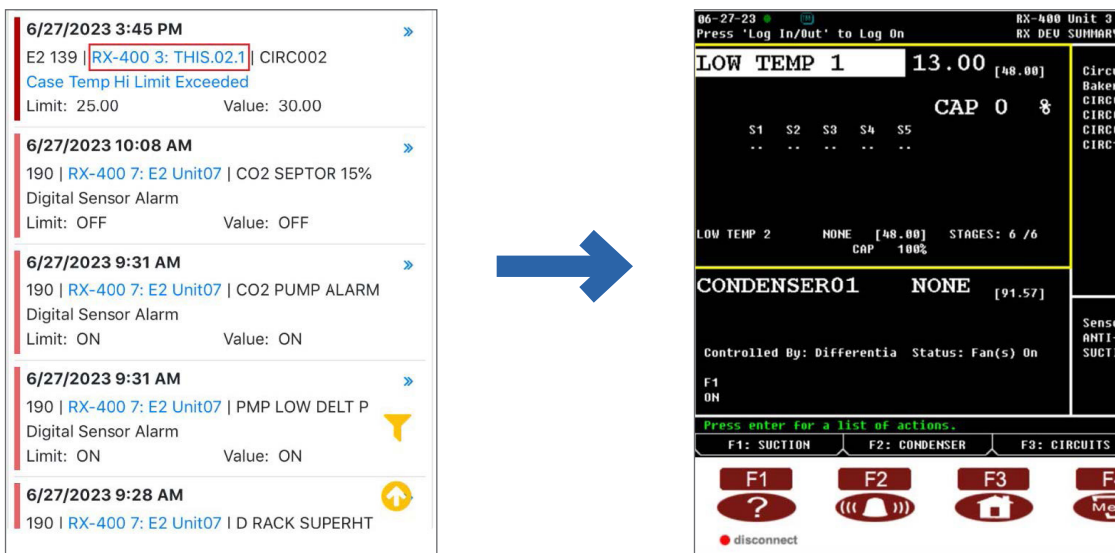
In order to show more advisories on one page, the searched field will be hidden after you scroll down the page. Click the filter icon from the right bottom of the page to show the search field again.



If you have scroll down for several pages and want to go back to the top, click the back icon from the lower right .

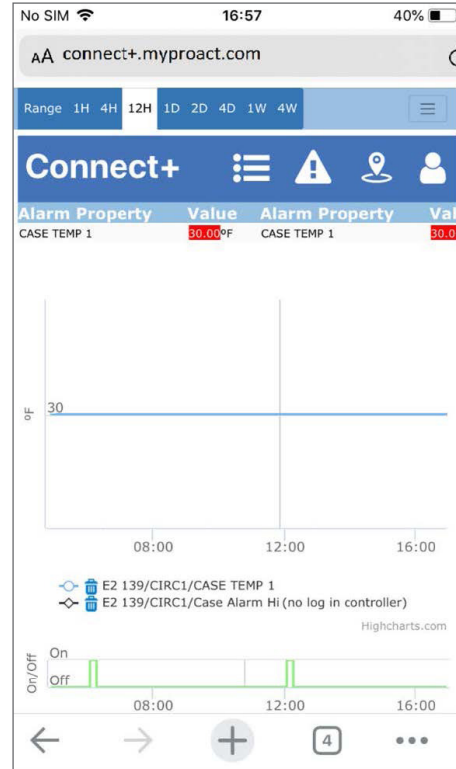
You can also go to the controller view by clicking the advisory link for the unit or the advisory message.

- You will be directed to the Terminal Mode by clicking the unit link. Terminal mode will be displayed as a new tab.



- You will be directed to the **Log Graph** page by clicking the Advisory Message link. The log Graph page will be displayed as a new tab.

6/27/2023 3:45 PM	E2 139 RX-400 3: THIS.02.1 CIRC002	Case Temp Hi Limit Exceeded
	Limit: 25.00	Value: 30.00
6/27/2023 10:08 AM	190 RX-400 7: E2 Unit07 CO2 SEPTOR 15%	Digital Sensor Alarm
	Limit: OFF	Value: OFF
6/27/2023 9:31 AM	190 RX-400 7: E2 Unit07 CO2 PUMP ALARM	Digital Sensor Alarm
	Limit: ON	Value: ON
6/27/2023 9:31 AM	190 RX-400 7: E2 Unit07 PMP LOW DELT P	Digital Sensor Alarm
	Limit: ON	Value: ON
6/27/2023 9:28 AM	190 RX-400 7: E2 Unit07 D RACK SUPERHT	



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For Technical Support call 833-409-7505 or email ColdChain.TechnicalServices@Copeland.com

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