

# Release Notes:

## Vocollect VoiceLink® 4.3

---

30 October 2014

The following release notes describe the new features and existing limitations in this release of *VoiceLink*. Issue numbers listed in these notes are part of the Vocollect internal software tracking system and may be helpful when contacting technical support.

## Features in this Release

### Dashboards

*VoiceLink* version 4.3 introduces dashboards that users can customize to display charts and graphs for a quick view of warehouse operations, workforce performance, and route status.

The new **Dashboards and Alerts** tab in the user interface defaults to the **My Dashboard** view, which users can setup with their frequently used data. Additionally, a set of pre-built dashboards and charts are included in this release to assist warehouse managers with workforce and operations monitoring. The charted data provides analysis and projections on operator performance, work rates, and route departure schedules and includes redesigns of legacy charts that originally showed the status of Selection operations.

---

**Note:** the default alerts and charts included in *VoiceLink* 4.3 use data only from the Selection *VoiceApplication*, except in the case of operator data which extends to all *VoiceApplications*.

---

### Charts

This release expands the existing Selection Charts feature to allow for the creation of charts showing data from various data sources beyond the *VoiceLink* database, such as a WMS or labor management system. The new charts can be added to dashboards for a comprehensive analysis of routes and operators at a glance.

The new charts functions are available in the Dashboards and Alerts tab of the user interface.

### Alerts

The new *VoiceLink* Alerts feature notifies users when specific warehouse operations are not running efficiently or when system performance is compromised. And, by linking alerts to relevant dashboards, managers who receive alert notification emails can directly access detailed data on their mobile devices and take action in the *VoiceLink* interface from anywhere in the warehouse. Find this feature in the Dashboards and Alerts tab.

A set of default alerts can be enabled to track when a route will miss its departure time, if work in a region is running behind schedule, when operators are inactive for a period of time, if the proxy server is unresponsive, and various other conditions. Alert notifications are displayed on the **Notifications** page in the user interface and can be emailed to a list of addresses. The default alerts are disabled on install—find instructions on enabling alerts in the *VoiceLink Implementation Guide* and *VoiceLink Online Help*.

The default system alerts function only with implementations that use a local proxy server, where the proxy server and *VoiceLink* server reside on the same physical machine.

Users can create new alerts based on existing data sets by selecting data categories and setting criteria and thresholds for the Alert Evaluator to measure. Additionally, developers can create custom data sets for a broader set of alerts by building new Data Aggregators. See the *Guide to Configuring Alerts* and the *VoiceLink Customization Guide* for more details.

## Departure Date/Time

Some of the default alert and chart data supplied with this release are the results of comparisons made among routes. To accomplish these comparisons, the system now uniquely identifies routes by route name and departure date by using the repurposed "Loading Departure Time" field.

Routes that miss their departure times no longer appear in the pre-built charts, so it may be necessary to update the time that was originally imported.

Users can modify imported departure dates/times with the **Change route departure time** action link on the **Selection > Assignments & Picks** page. The change affects an entire route and all assignments in that route.

## VoiceLink on Mobile Devices

The *VoiceLink* dashboards feature supports iPads using Safari browsers and Android devices using Chrome browsers. Supervisors can receive alerts, access *VoiceLink*, and view dashboards using their mobile devices on the warehouse floor rather than having to return to a workstation to get an update on current operations.

Mobile devices running Windows operating systems are not supported.

## Acknowledging Notifications Faster

The user interface now allows authorized users to select ***and acknowledge*** multiple notifications on the **Administration > Notifications** page. Previously, users could acknowledge only one notification at a time. [VLINK-2164]

## Support for the Talkman® A700 Solution

Vocollect's newest generation of mobile devices, the Talkman® A700 series, offers a model for Bluetooth® connections, a model for wired connections, and a model with an integrated scanner. The Talkman A730 is purpose-built for short-range, occasional scanning as part of a voice driven workflow.

This release of *VoiceLink* offers two voice application options and both provide support for querying the amount of runtime left on a battery charge of any A700 solution device, and for scanning with the Talkman A730 triggered by a voice command.

### Talkman A700 Battery Life Command

A new voice command, "Talkman battery status," enables the operator to determine if there is sufficient charge on the Talkman A700 battery to complete his or her shift. When the operator speaks the command right after going on air, the device responds with the percentage of charge remaining on the battery. If the operator speaks the command after

working for a few minutes, the device gives the amount of runtime remaining in hours and minutes. This feature can be disabled using an advanced task package setting in *VoiceConsole*®: "disableControlFunction\_BATTERY\_STATUS=1."

### Talkman A730 Voice Scanning

The new vocabulary word "scan" has been added to the *VoiceLink* voice application (VoiceArtisan-based voice process software). Operators using A730 devices can speak this command to scan location check digits, product IDs, carton IDs, and other barcode identifiers. This feature can be disabled by clearing the **UseTriggerScanVocab** check box when creating a task package.

The vocabulary for the command can be replaced with a custom word or phrase by changing the Substitution and Display values of VLINK\_SCAN\_VOCAB in the Phonetic Substitution tab of the task package. See the *VoiceLink Customization Guide* for information on vocabulary and localization.

## Integration of Personal Voices

The **ArtisanVoiceLinkPersonalVoices\_4.3.vad** available in this release includes the Personal Voices feature.

Implementers and operators can now demo or use the *VoiceLink* Selection VoiceApplication with a device that speaks with a human-sounding voice rather than a text-to-speech (TTS) engine. The Personal Voices feature allows you to use your own pre-recorded audio files for the prompts that operators hear. Note that when using this feature, operators cannot change the speed or pitch of the recorded voice prompts.

See *Vocollect VoiceArtisan® Help* for details on Record and Playback, including instructions on identifying messages to record, creating audio files from raw recorded data, and including audio files in your voice application. Find the Jukebox recording tool on *VoiceWorld.com*.

## Changes to Supported Environments

**New environments:** As noted in the following section, *VoiceLink* now supports Microsoft Windows Server® 2012, VMware® ESX version 5.1, Microsoft Internet Explorer version 10 and version 11, Mobile Chrome®, and Mobile Safari® on Apple® iPad®; and *VoiceLink* now installs Apache Tomcat™ version 7.0.14.

**Environments out of support:** This release drops support for Windows Server 2003, VMware ESX version 4 and Internet Explorer versions 7, 8, and 9.

## Supported Environments

This version of *VoiceLink* no longer supports Windows Server 2003, VMware ESX v. 4.0, and client browsers Internet Explorer v. 7, v. 8, and v. 9.

---

<b>Operating System</b>	Windows Server® 2012, 64-bit (x86) Windows Server 2008, 64-bit (x86) and 2008 R2, 64-bit (x86) Windows Server 2008, 32-bit (x86) Red Hat® Enterprise Linux® v. 5 VMware® ESX v.5.1 running a supported operating system
-------------------------	---

---

<b>Database</b>	Microsoft SQL Server® 2012 Microsoft SQL Server 2008 and 2008 R2 Oracle® Database 11g and 11g R2	
<b>Web Server</b>	Apache Tomcat™ version 7.0.14 and Java Development Kit version 6.0 (installed by <i>VoiceLink</i> installation)	
<b>Devices and Vocollect Voice Software</b>	For wearable device and Vocollect Voice Software compatibility with your version of <i>VoiceLink</i> , refer to <i>Vocollect Product Ordering Guidelines</i> on the Partner Portal.	
<b>Client Browser</b>	Microsoft Internet Explorer® v. 10, v. 11 Mozilla Firefox® v. 20.x and newer * Google Chrome® v. 25.x and newer for PC*	
<b>Mobile Dashboards</b>	Mobile Safari® v. 7 and newer for Apple® iPad® running iOS v. 7.1.1 (mobile alerts and dashboard viewing only) Mobile Chrome v. 35.0 and newer for tablet devices running Android v. 4.2.2 (mobile alerts and dashboard viewing only)	
	<p><b>Note:</b> <i>VoiceLink</i> dashboards and alerts have been tested on Apple iPad 4 running iOS 7.1 and using a Mobile Safari 7 browser and tested on a Samsung T3110 tablet running Android 4.2.2 and using a Google Mobile Chrome 35.0 browser, although they can be run on other tablet environments with <i>VoiceLink</i>-supported browsers. The customer may experience less than optimal performance with variations of tablet devices, operating systems, or browsers.</p>	
<b>Supported Languages**</b>	da_DK = Danish nl_NL = Dutch en_AU = English, Australian en_GB = English, United Kingdom en_US = English, United States fi_FI = Finnish	fr_FR = French ja_JA = Japanese ko_KR = Korean es_MX = Latin American Spanish pt_BR = Portuguese, Brazilian zh_CN = Simplified Chinese sv_SE = Swedish

\* *VoiceLink* performance has been tested with Firefox version 31.0 and Chrome 37.0. Performance with newer browser versions should be acceptable but cannot be guaranteed.  
\*\* The features introduced with the *VoiceLink* 4.2 and 4.3 releases are available only in English at this time.

## Import and Export File Changes

This version introduces minor modifications to existing import files. A summary of these changes follows. For more detail about the field sizes and file formats, refer to the *VoiceLink Implementation Guide*.

### Import File Changes

#### Selection Assignments Import File

- Revised **LoadingDepartureDateTime** field name to **DepartureDateTime**. Only the field name and validation changed; there are no changes to field length or format. The field validations were changed to remove the requirements related to Selection-

Loading interoperability. Values in this field are now used to calculate route statistics in delivery management dashboards. The **LoadingRegion** field remains as a requirement for the integration of the Selection and Loading workflows.

## Export File Changes

There were no export file changes in this release.

## Data Message Changes

This section contains changes to data messages from version 4.2 to 4.3. For details, see the *VoiceDirect Implementation Guide*.

### Changes to Data Messages

Message	Changes
prTaskLUTCORESendVehicleIDs	<p>Added an error code and an error message to the respective fields in the host response as part of the fix that prevents the workflow from continuing to the next function prompt in the event of an invalid vehicle ID entry. The data message returns the following error until the operator provides a valid ID. [VLINK-4821]</p> <p>Error Code = 1065</p> <p>Error Message = Vehicle {Vehicle ID} not found.</p>

## Fixes and Enhancements

### ECSs Included in This Release

Each of the following issues were fixed in an Emergency Customer Shipment (ECS) and included in this release.

<p><b>Scanning Delay Resolved:</b> Users experienced a delay when scanning at priority prompts with the Talkman A730 because the voice application waited to turn on the scanner until the entire prompt was spoken. This issue has been fixed and integrated in this release. The scanner now turns on before the device speaks a priority prompt so that the operator can scan during the prompt.</p>	<p><b>VLINK-5079</b>  <b>VL_4.0.1_012-</b>  <b>ECS</b>  <b>VL_4.2_006-</b>  <b>ECS</b></p>
<p><b>Multiple Hints Allowed for Item Verification:</b> If Product Verification IDs (PVIDs) were employed to verify products in the Selection VoiceApplication (VoiceArtisan-based voice application implementations only), the voice application was not using the PVIDs for response expressions (hints). As a result, users experienced speech recognition problems. This issue has been resolved in the VoiceArtisan Core Library version 1.3.0 and integrated in this release. The voice application now allows multiple hints and recognizes both check digit and PVID hints for an item.</p>	<p><b>VLINK-5033</b>  <b>VL_4.0.1_012-</b>  <b>ECS</b>  <b>VL_4.2_006-</b>  <b>ECS</b></p>

<b>Operator Labor Report Date Error Fixed:</b> Certain reports were generating "unparseable date" errors when launched. The time span selected during the launch of a report was processed in a format specific to the server locale, rather than the format expected by the system. The system now converts the dates correctly and still displays localized dates within the generated reports.	VLINK-5216 VLINK-5058 VSCECS-58
<b>Alphas Allowed for Replenishment Reserve Location:</b> The operator was not allowed to speak alpha characters to validate the reserve location in the Replenishment workflow. This issue has been resolved in this release; the system allows any combination of alpha and numeric characters at this prompt.	VLINK-4989 VSCECS-30
<b>Report Execution Time Stabilized:</b> The launch time for a daily report was based on the last run time. As a result the report job was delayed each day by five minutes—the default length of the job scheduler interval. This issue has been resolved in this release; the scheduler uses the report time set by the user.	VLINK-4967 VSCECS-28
<b>Pickup Location Validated in Replenishment:</b> The location for a pickup was not being validated in the Replenishment VoiceApplication, even when check digits were defined for that location. This issue has been resolved in this release; the system performs the validation as expected.	VLINK-4702 VSCECS-30
<b>"Item" Vocab Updated to "Item Number":</b> The standard vocabulary word in VoiceApplications is "item number," but this word was implemented as "item" in ForkApps and Cycle Counting. The inconsistency resulted in additional voice template training and operator confusion. The vocabulary has now been updated across all VoiceApplications to be "item number."	VLINK-4406 VSCECS-13
<b>Hints Added to Quantity Entries:</b> Because response expressions for quantities were not included in the voice application (VoiceArtisan-based voice process software), users experienced less than optimal recognition and had to repeat responses when speaking large quantities. This issue has been fixed in this release; the voice application now includes hints for expected quantities when the values are greater than one digit.	VLINK-3802 VL_4.0.1_012- ECS VL_4.2_006- ECS
<b>Duplicate Operator ID Caused Error at Startup:</b> When the same operator ID existed in different sites, the first operator to sign in received an "unknown task version" error. The proxy log recorded a "non-unique result." This issue has been resolved in this release; site context filtering is now performed when the system processes the first command.	VLINK-3790 VSCECS-40
<b>Replenishment Allows Scanned Validation:</b> The original implementation of the Replenishment VoiceApplication only included the ability for an operator to speak a value to validate the reserve location. The application now allows the option to scan the value if available.	VLINK-2867 VSCECS-30

## Fixed Issues

<b>Guide Updated for Oracle Import Field:</b> The <i>VoiceLink Implementation Guide</i> section on table-based imports has been updated to state that the deliveryLocation field in a Selection Assignments import can be an empty string for MS SQL Server but must contain a numeric delivery location for Oracle, even if delivery is not part of the workflow for the region.	VLINK-5178
---	------------

<p><b>Replenishment Location Validation Includes Alphas:</b> When picking up a pallet at a reserve location, operators were only able to speak numeric license plate identifiers. This issue occurred in voice application (VoiceArtisan-based) implementations only. The issue has been resolved in this release; operators can now speak or scan numeric and alpha characters to validate the pallet.</p>	VLINK-5159
<p><b>Rescan Allowed after Scanning Error:</b> If an operator scanned an incorrect bar code at any scannable identifier prompt, the voice application prompted the operator to try again but the scanner would not power up to perform a rescan. This issue has been resolved in this release.</p>	VLINK-5156
<p><b>Vocabulary, DynamicVocabulary Classes Use class_factory, obj_factory:</b> Several instances of the Vocabulary and DynamicVocabulary classes did not use the Python class_factory pattern and the Vocabulary and DynamicVocabulary objects did not use the obj_factory. This condition prevented developers from extending those classes and instantiating those objects when customizing an implementation. This issue has been resolved in this release; the classes have been updated to use class_factory.</p>	VLINK-5072
<p><b>GetAssignment Classes Now Use class_factory:</b> The implementation of Python classes GetAssignmentManual and GetAssignmentAuto did not use class_factory when defining their parent class, GetAssignmentBase. This condition prevented developers from being able to add to the common functionality of the GetAssignmentBase class and extend other custom child classes. This issue has been resolved in this release; the classes have been updated to use class_factory.</p>	VLINK-5037
<p><b>SQL Server Schema Name Required:</b> In previous releases, users were allowed to choose the SQL Server database schema during a <i>VoiceLink</i> installation. This flexibility, however, created a problem for the upgrade installer which only recognizes the default "dbo" schema. Users are now required to install to the dbo schema.</p>	VLINK-4913
<p><b>External Job Scheduler Error Message Updated:</b> When the external job scheduler could not find or access the batch file to run the job, the log entry reported "the directory name is invalid." The error message has been revised to report the problem accurately.</p>	VLINK-4864
<p><b>Vehicle Identification Requires Valid ID:</b> If a user provided an invalid vehicle ID, the dialog continued to the next function prompt in the workflow rather than re-prompting for a vehicle ID. As a result, users were unable to perform vehicle safety checks after speaking an incorrect ID and could continue on in the workflow. This issue has been resolved; the dialog does not progress out of the vehicle identification workflow until a valid ID has been entered.</p>	VLINK-4821
<p><b>Extra Words Suppressed in Location Direction:</b> In the Selection voice application (<i>VoiceArtisan</i>-based process software), the device was speaking extra words in response to an operator's informational commands, "location" or "repeat last pick." The location direction included "aisle" when no aisle information existed or "comma." This issue has been resolved in this release; the extra words are now suppressed.</p>	VLINK-4303
<p><b>Printing Error after 1000 Rows:</b> The printable version feature for tables in the <i>VoiceLink</i> user interface was limited to 1000 data records at one time. This issue has been resolved; the Printable Version generates without error when more than 1000 rows are selected.</p>	VLINK-4120

# General Considerations and Limitations

## Differences in Voice Process Software

Application Workflows and Features	Voice Process Software Technologies	
	Task-based (TaskBuilder) Voice Process Software	Voice Application-based (VoiceArtisan) Voice Process Software
<b>Cycle Counting</b> Workflow: assignment	Inventory Control features are not available. Additional fields for display data are ignored by the task; no support for display devices.	Implemented as the <i>Inventory Control VoiceApplication</i> to support display devices. Assignment data includes Tie, High, and Image fields. (Feature not available in VoiceLink.)  Tie = Number of items per level on the pallet High = Number of item levels on the pallet Image = Filename and path for the item image
<b>Cycle Counting</b> Workflow: reserve chain	No support for reserve chain; no support for display devices.	If an item count does not equal the expected count, display data is sent showing the reserve chain (for display devices only; feature not available in VoiceLink).
<b>Loading</b> Workflow: specify route	Following the Route prompt, the user must speak, "<route number>, Ready."	Following the Route prompt, the user must speak only the route number. "Ready" is not needed.
<b>Receiving</b>	N/A	Available in VoiceDirect only.
<b>Selection</b> Workflow: partial pick	If two containers are open when doing a partial pick, the slot is re-prompted after the container is verified for the first put.	The operator is prompted to pick the remaining quantity without re-verifying the slot. The location is not re-prompted unless a container is delivered, a label is printed, or the location changes.
<b>Selection</b> Workflow: deliver	For the direct load option, the task sends the Request Container message to the host system to get the partial container number previously spoken by the operator. The task then continues with the direct load workflow.	For the direct load option, the voice application does not send the Request Container message but continues with the direct load workflow.
<b>Vehicle Safety Checks</b>	Feature available in <i>VoiceDirect</i> ; not available in <i>VoiceLink</i> .  Custom development of a vehicle safety check feature in the task requires changing the value stored in the params.txt task file from 0 to 1.	Feature available in <i>VoiceDirect</i> and <i>VoiceLink</i> .  Feature requires custom configuration to enable for the Cycle Counting and Line Loading VoiceApplications.
Vehicle type/function error responses	If a user speaks an invalid vehicle type or function, the task says "Not authorized for {Spoken Value}." After saying "ready," the operator is returned to the original prompt.	The error message is "Not authorized for {Spoken Value}. Try again." The operator is automatically prompted again for the input and does not need to say "ready."

Application Workflows and Features	Voice Process Software Technologies	
	Task-based (TaskBuilder) Voice Process Software	Voice Application-based (VoiceArtisan) Voice Process Software
Vehicle type input length	The user can only enter a maximum of two digits at the "Vehicle type" prompt.	The maximum digits allowed value is based on the maximum number in the Vehicle Type field in the host response to the prTaskLUTCoreValidVehicleTypes LUT.
Allowed responses at various prompts: <ul style="list-style-type: none"> <li>• &lt;Description&gt;, correct?</li> <li>• &lt;Spoken ID&gt;, correct?</li> <li>• &lt;Safety check&gt;</li> <li>• &lt;Safety check&gt; failed, correct?</li> </ul>	The allowed operator responses are "yes" or "no."	The allowed operator responses are "yes," "no," "take a break," or "sign off."  Allowed responses to <safety check> also include a numeric response.
Safety check failure responses	If a vehicle fails a safety check, the voice application says "Your vehicle has failed. Say quick repair or new vehicle". The operator must either say "quick repair" or "new vehicle".	The prompt is "Your vehicle has failed. Can you do a quick repair?" The operator can respond "yes" or "no."  If the operator says "yes," he or she can proceed with the quick repair. If the operator says "no," he or she is returned to the Vehicle Type prompt. This change eliminates the need to train "quick repair" and "new vehicle."

## Issues Reported with This Release

**Chrome Crashes after Hours of Dashboard Display:** When using a Google Chrome browser for continuous display of a dashboard over several days, users may see an error and experience browser failure due to the way Chrome allocates memory. **VLINK-5308**

**Workaround:** Close and re-launch the browser tab to free up memory for dashboard activity.

**Charts Flicker on Move in IE:** Charts flicker when they are moved within a dashboard beyond the default viewing area of an Internet Explorer browser. This issue is caused by a limitation in the jQuery UI Library, a collection of user interface widgets in the jQuery JavaScript library used in the charts framework, and augmented by the IE browser. **VLINK-5285**

**Drill-Down Chart Elements Hidden When No Data:** If there is no data in the system for a drill-down chart to plot, that chart will only display the "breadcrumb" information at the top of the box. The user cannot see the chart name, description, or chart structure. This is a limitation of FusionCharts®, the software that powers *VoiceLink* charts. **VLINK-5276**

<p><b>Pie Charts Do Not Display with Zero Values:</b> If the value of any segment to be plotted in a pie chart is equal to zero at the time a user views the chart, the pie chart will not display in chart preview or in a dashboard.</p>	<b>VLINK-5138</b>
<p><b>Workaround:</b> For data that may contain zero values with some frequency, consider selecting a column chart type.</p>	
<p><b>Chart Drops Available Assignments:</b> The projections in the Estimated Hours Remaining chart in the Remaining Work dashboard excludes data from assignments where picking is completed but the operators have not given the “ready” response to accept the next assignment. A limitation in the chart calculation prevents the data from including assignments that are in Available status at this step in the task flow. Chart data plots correctly once operators have given the “ready” response and started the next assignment.</p>	<b>VLINK-5132</b>
<p><b>Charts Exclude Assignments with Multiple Routes:</b> Charts that plot assignment data by route do not include data for assignments that are associated with multiple routes.</p>	<b>VLINK-5044</b>
<p><b>Workaround:</b> To capture data for assignments with multiple routes, consider charting assignment status by region instead.</p>	

## Previously Reported Issues

The following issues were reported in previous releases of *VoiceLink* and may still occur in this release.

<p><b>JVM Settings Recommendation:</b> For <i>VoiceLink</i> implementations, Vocollect recommends the following Java Virtual Machine settings.</p>	<b>N/A</b>
<ul style="list-style-type: none"> <li>• Windows Tomcat service settings           <ul style="list-style-type: none"> <li>Java Options: -XX:MaxPermSize=256m and -XX:PermSize=256m</li> <li>Initial memory pool: 256 MB</li> <li>Maximum memory pool: 1024 MB</li> <li>Thread stack size: 1024 KB</li> </ul> </li> <li>• Linux catalina.sh startup script parameters: “-Xmx 1024m” “-Xms 256m” “-Xss 1m” “-XX:MaxPermSize 512m” “-XX:PermSize 256m”</li> </ul>	
<p><b>VoiceLink Demo System:</b> If you create data in SQL Server, save it with the Demo System, then load it in an Oracle database via the Demo System, the data load will complete successfully but will finish with a "SQL script not found" error. After loading this data to Oracle, you cannot perform a file import to add data. If you attempt a file import of new data to the Oracle database in this scenario, the import will fail, as it will not be able to create new data objects.</p>	<b>N/A</b>
<p><b>Workaround:</b> Ignore the SQL script error. The load of SQL Server data to Oracle works correctly despite the error message.</p>	
<p>If you need to import any additional data, it will have to be imported into SQL Server prior to the transfer to Oracle.</p>	

---

**Delivery Mappings Do Not Display:** If delivery mapping data does not display in the user interface following an upgrade of *VoiceLink*, check the delivery mapping field settings to ensure that they are correct for each site. The default setting changed from Customer Number to Route in *VoiceLink* version 4.1, so your mappings to customer numbers will not appear until the mapping field has been edited. **VLINK-4679**

**Workaround:** Go to **Selection > Delivery Mappings** and click the **Change Mapping Field** action link. Select "Customer Number" from the drop-down menu and click the **Change Mapping Field** button to save your change.

---

**Linux Installs Error on Existing Accounts:** Upon completing a *VoiceLink* installation on a Linux platform using existing accounts for the Tomcat Service and/or the Device Proxy Service, the installer may display an error: "The installation of Vocollect Enterprise Products is finished, but some errors occurred during the install." **VLINK-4653**

**Workaround:** In most cases, this error can be ignored. Review the following files to ensure that no exceptions were written to the logs during the installation process.

In the *VoiceLink* installation folder (/opt/Vocollect/*VoiceLink*):

- Vocollect\_Enterprise\_Products\_DBInterfaceLog.log
- Vocollect\_Enterprise\_Products\_InstallLog.log
- *VoiceLink*\_InstallLog.log

In the Logs folder (<InstallDirectory>/Logs):

- stderr\_\*.log
- stdout\_\*.log

---

**Loading Route Status Cannot Change:** In the Loading *VoiceApplication* interface, users cannot change the status of a route. **VLINK-4538**

---

**Cycle Counting PVID Can Produce Error:** In the Cycle Counting *VoiceApplication* when an operator is prompted for a check digit, the operator can speak either a check digit or a product verification identifier (PVID). Responding with a PVID in system-directed Cycle Counting works as expected, but in an *operator-directed* workflow it results in an "invalid location" message. **VLINK-4478**

**Workaround:** Use only check digits in the operator-directed workflow.

---

**Printer Name Error in Linux Environment :** In the Loading workflow in a *VoiceLink* Linux environment, the operator receives a general task failure when he or she specifies a printer name in response to the "Printer?" prompt. This error occurs because the *VoiceLink* Proxy service is not started with sufficient permissions on the Linux server during the initial installation and cannot complete the print command. **VLINK-4438**

User interface notification:

unexpected exception occurred. See log for details.

Error appearing in the *VoiceLink* logs:

```
java.lang.InternalError: Can't connect to X11 window
server using ':0.0' as the value of the DISPLAY
variable
```

---

**Workaround:** After the initial *VoiceLink* installation on Linux, stop and manually restart the **vlproxyserver** service using a user that has root access. See post-installation instructions in the *VoiceLink Implementation Guide* for details. This action will give the proxy user the appropriate level of permissions. The restart should only need to be performed once after installation.

---

**JavaScript Updates May Get Ignored:** For Vocollect Partners only: **VLINK-4362**  
 During the *VoiceLink* build process in the development environment, the file **head.ftl** controls the loading of concatenated JavaScript source code. The JavaScript file reference in **head.ftl** is set as a static filename rather than a variable, so any updates to the JavaScript source will not be included in the build.

**Workaround:** If you make any changes to .css or .js files (in /web/css and /web/scripts, respectively), run the Ant target **deploy-direct** to generate the flattened version of these files. Copy the new .css and .js files from /build/VoiceLink/css and /build/VoiceLink/scripts to /web/css and /web/scripts. Then rename the files to match what is set in the **head.ftl** file (in /web/decorators).

---

**Pre-Selected Data Cannot Be Filtered:** If a user selects records in a data table in the user interface and then applies a filter that reduces the number of records from the original selection, the printable view continues to display the original, unfiltered dataset. **VLINK-4322**

**Workaround:** Select records in the data table with the filter already applied, then click "Printable View."

---

**Calendar Problems for Thai:** When the *VoiceLink* server is set to the Thailand locale, scheduled jobs and license validation may fail because a third-party library does not recognize the time/date schema of the Buddhist calendar. **VLINK-4305**

**Workaround:** Configure the *VoiceLink* server with a replacement locale that uses the Gregorian Calendar.

---

**Operators Cannot Skip a Skip in Cycle Counting:** When there are no more available cycle counting assignments, an operator will be prompted to count any skipped assignments. The operator is unable to skip a previously skipped assignment (by saying "skip slot"); instead, the system prompts for the same assignment. **VLINK-4167**

**Workaround:** Set the assignment as unavailable in the user interface, or the operator can specify a new location to count.

---

**Special Characters in UI:** If a user enters text that includes the exact, two-character combination <? in any text field of the user interface and then saves the entry, the resulting table display will not align properly. The open angle bracket and question mark, entered in that order with no space, is the only character combination that causes this issue. **VLINK-4118**

---

**Proxy Account Lost in Upgrade:** During an upgrade of a *VoiceLink* implementation (Windows operating system environment) that uses an existing domain level account for the proxy service, the installer does not retain the account and password settings. The proxy does not start after the upgrade is completed. **VLINK-4096**

**Workaround:** Manually reset the account information in the proxy service then restart the service.

---

---

**Sequential Imports for Same Assignment May Fail:** Multiple import files for Selection Assignments and Picks that contain data for the same assignment and that are run sequentially in the same import job may cause errors and generate non-specific error messages in the VoiceLink logs. If the last line of the first file and the first line of the second file both contain data for the same assignment number, the import of the second file will fail. The import failure applies to *all* data contained in the second file, so data for other assignments could be lost. **VLINK-4092**

The error message that is likely to appear in the logs is "No public method by name 'com.vocollect.voicelink.selection.model.Pick.getPicks()'."

**Prevention:** Review your import files to ensure that data for a single assignment does not carry over into multiple files.

**Workaround:** Determine where the failure occurred, and re-import the failed import file(s). Because this issue is caused by import triggers that do not reset between files within an import job, running a new import job for the affected files is a viable solution.

---

**Cluster Manager Fails Upgrade:** An upgrade in a clustered environment will fail because the Cluster Manager prevents the upgrade installer from stopping and deleting the existing VocollectWebApplicationsVL service. **VLINK-4088**

**Workaround:** Delete the Cluster Resource associated with the VocollectWebApplicationsVL service prior to initiating the upgrade. After the upgrade is complete on all nodes, add the Cluster Resource again.

---

**Operator is not Notified when Going Back for Skips:** When an operator working a Selection assignment issues the "pass assignment" command or completes the final pick in the assignment, the voice process software prompts the operator to pick a skipped location in that assignment without indicating that it is going back for skips. **VLINK-4049**

---

**Chrome Limitations:** Google Chrome™ browsers do not support the bookmarking functionality in the *VoiceLink* interface. Chrome users will receive a warning message when they attempt to bookmark a filtered table. **VLINK-4018**

**Workaround:** Navigate manually to favorite user interface pages.

---

**Region Number 0 Creates Errors:** If VoiceLink is implemented with a region numbered zero (0), the system will generate errors. Region numbers must be whole numbers greater than 0. **VLINK-3890**

---

**Imports Fail with Big Numbers:** Table-based and file-based import processes can fail if a numeric import field contains a value greater than the maximum that can be stored in the system. A numeric overflow error is generated and logged. **VLINK-3849**

---

**Imports Allow Duplicate Verification Values:** The validations on file imports do not prevent duplicate values in spoken verification, scanned verification, and check digits fields. For example, the locations file import may create duplicate values in the Spoken Location and Check Digits fields. When an operator encounters a location with these duplicate values, he or she hears "No error message available. To continue say ready." A similar scenario occurs with the Speakable Lot field in the lot file import. **VLINK-3812**

**Workaround:** Manually edit the values while the operator is signed off.

1. Operator must sign off from the device.
-

- 
2. A user modifies the values of the affected fields via the user interface to make them unique.
  3. The operator signs on to the device and can continue working.
- 

**RTF Reports Inconsistent in Reading Layout:** Reports that are generated in RTF format do not display properly in the Microsoft Word® Reading Layout view because text in tables is not resized for display in this view. Users may experience this issue when opening emailed reports received in Microsoft Outlook® because Word automatically opens the reading layout view for emailed documents.

VLINK-3756

**Workaround:** Close the reading layout view to return to print layout or normal view. To permanently disable reading layout, open Word and go to **Tools > Options > General tab** and clear the **Allow starting in Reading Layout** checkbox.

---

**Asian Languages Require Language Pack for IE:** In some versions of Microsoft Internet Explorer® East Asian languages such as Korean, Japanese, or Chinese characters are not readable.

VLINK-3690

**Workaround:** Install the East Asian language on the client machine on which the browser is installed. For example:

1. On Win XP machines browse to **Start menu > Control Panel > Regional and Language Options > Languages tab**.
  2. Select **Install files for East Asian Languages**.
  3. Click OK.
- 

**Time Zone Mismatch Causes Error:** If an operator works in sites that are configured for different time zones, or if the time zone setting for a site in *VoiceConsole* does not match the time zone for the same site in *VoiceLink*, the operator will receive a "Duplicate command detected" error message.

VLINK-3528

**Workaround:** Perform the following steps:

1. In the user interface, sign off all operator(s). If prompted for a time to use in the sign off process, select "earliest available."
  2. Ensure that the time zone settings match in *VoiceConsole* and in *VoiceLink* for the site.
  3. Restart the VoiceLink Proxy Service (VLProxyServer). If the proxy is installed in distributed mode (separate from the *VoiceLink* server), you must restart the VoiceLink service (VocollectWebApplicationsVL) instead.
- 

**Reports Do Not Show Items Remaining:** Reports that include picks, such as reports based on the Selection Assignment report type, use data on items picked only. They do not calculate and display data on picks remaining.

VLINK-3456

**Printed HTML Reports Lose Data:** Reports generated in HTML format do not print properly from a browser. The generated HTML report is accurate, but some information may be lost when printed.

VLINK-3450

**Workaround:** To obtain printed reports, select the existing report, click **Edit selected report**, and choose an alternate option from the Format drop-down menu—PDF, RTF, or XLS.

---

---

**Service Paths Must Be Updated after Cluster Install:** For implementations in a Windows cluster environment, the start parameter paths for the VocollectWebApplicationVL and VoiceLink Device Proxy services have to be modified after the installation is completed. Enter the following values. **VLINK-3424**

VocollectWebApplicationsVL service: C:\Program Files\Vocollect\VoiceLink\apache-tomcat-6.0\bin\tomcat6.exe //RS//VocollectWebApplicationsVL

VoiceLink Device Proxy service: C:\Program Files\Vocollect\VoiceLink\DeviceProxy\bin\startwatchdog.bat

---

**Cluster Logs Directory Can Change to Default Path:** When installing in a Windows cluster environment, a specific series of actions will cause the value for the logs directory location to default to the path for a normal (non-cluster) installation. **VLINK-3419**

- On the Application Cluster screen, leave the default value "No" selected and click Next.
- On the Log Files Directory screen, click Previous.
- Back on the Application Cluster screen, select "Yes" and click Next.
- Specify a shared folder or accept the default folder on the Shared Cluster Folder screen and click Next. Then provide a cluster hostname if prompted.
- The Log Files Directory screen now displays an incorrect default path (C:\Program Files\Vocollect\Logs) for a cluster installation.

**Workaround:** Manually change the path to the shared directory location previously specified on the Shared Cluster Folder screen.

---

**Role Name Change Prevents Access:** If the name of a role to which a user is assigned is modified while that user is logged in to the VoiceLink interface, the system generates an error message when that user attempts to access the Administration tab: "You are not authorized to access the requested application resource." Despite the error, the changes to the role name are saved. **VLINK-3134**

**Workaround:** the affected user should logout and login again to access the Administration tab.

---

**Spaces in Import Values Must Be Replaced:** In some custom implementations of *VoiceLink* where additional fields have been added to the Assignment and Picks import records, white spaces are being removed from import values. If the character at position 40111 in the import file is a white space, then all subsequent white spaces between 40111 and the next non-white-space character are removed. This scenario can result in additional labels being printed. **VLINK-2971**

**Workaround:** Replace the white space characters at this position in the import file with periods.

**Developer fix:**

1. Replace xercesImpl.jar with sax.jar from <http://www.saxproject.org>
2. Configure the castor jar using a castor.properties file with the

---

following properties

```
# Defines the XML parser to be used by Castor.
# The parser must implement org.xml.sax.Parser.
org.exolab.castor.parser=org.xml.sax.helpers.XMLReaderA
dapter

# Defines the (default) XML serializer factory to use
by Castor, which must
# implement org.exolab.castor.xml.SerializerFactory;
default is
# org.exolab.castor.xml.XercesXMLSerializerFactory
org.exolab.castor.xml.serializer.factory=
org.exolab.castor.xml.XercesJDK5XMLSerializerFactory
```

---

**Line Loading Reports are not Available:** Pallet manifest reports are not available from the Line Loading VoiceApplication. **VLINK-2934**

---

**Duplicate Records Exported for Chase Picks:** In Selection, after a pick from a chase assignment is picked, two records for that pick are exported in the Picks export file (or table-to-table export). **VLINK-2762**

- The first record is expected, and is mapped to the original assignment number.
- The second record is extraneous, and is identical to the first record except that contains the chase assignment number and a sequence number of 0. This second record is not understood by the WMS after export, and cannot be processed properly.

---

**Container Numbers Can Be Duplicated Across Regions:** A new container created in a warehouse with one region allowing system-generated container numbers and another region allowing operator-generated container numbers, may be assigned a container number that already exists in the system. **VLINK-2560**

**Workaround:** Ensure that the container numbers used by operators in regions that allow operator-generated container numbers are well outside of the range of the numbers used for system-generated container numbers. Keep in mind that system-generated container numbers increment by one. This situation only exists if you have both types of regions mentioned.

---

**Browser New Tab Does Not Work for VoiceLink Actions:** Using the "Open link in new window/tab" option from the web browser's right-click menu option is not supported in the *VoiceLink* application, and does not work with several VoiceLink action links. **VLINK-2073**

---

**Data Volume Degrades Performance:** Transaction times for some Selection commands significantly increase the longer the application runs. This is due in part to an increase in the amount of transaction data in the database. **VLINK-2054**

To increase performance for longer runs, schedule a SQL transaction log backup to run every 30 minutes.

In Microsoft SQL Server do the following:

1. In *Microsoft SQL Server Management Studio*, select **Management**.
  2. Right click on **Maintenance Plans** and select **Maintenance Plan**
-

**Wizard.**

3. Specify a name for the plan.
4. Click the **Change** button next to the scheduling field and specify a daily frequency of 30 minutes with a starting and ending time range that matches the time period of normal operations.
5. Click **OK**.
6. Click **Next**.
7. Select **Back Up Database (Transaction Log)** from the list of maintenance tasks.
8. Click **Next** on the current screen and the next screen.
9. Select the *Vocollect VoiceLink* database from the list.
10. Click **Next** on the current screen and the next screen.
11. Click **Finish**.

---

**Duplicate Database Interrupts Install Flow:** If during the installation, the database name you entered in the **Database Settings** screen already exists, you will receive a message to that effect. If after you dismiss the message you click the **Previous** button, you will be taken to the **Choose Install Folder** screen rather than the **Database Settings** screen. You must exit the installer and restart it to enter the proper database settings. **VLINK-2035**

---

**Users Must Wait for Resequencing Success:** Resequencing a large number of assignments can take up to a minute to fully process. Although you are not informed of the processing status in the user interface, do not attempt to perform other actions in the application until you receive an *Assignments were resequenced* success message. **VLINK-2031**

---

**Adding UI Column Requires Painter Function:** In "Add Field to Import", adding a Boolean field is not handled properly. In the GUI, adding a Boolean field requires the use of a painter function. A section has been added to the *VoiceLink Customization Guide* called "Modifying Column Values using a Painter Function." See this section for more information. **CSCPLG-12**

---

**Site Name Cannot Contain Encodings:** Do not include UTF-8 encoded characters in a site's name. Windows is unable to create a directory with such a site name, and scheduler export jobs will fail. **EPP-730**

---

## VoiceLink Product DVD Contents

DVD Label	Item Code	Contents
Vocollect VoiceLink® V4.3 Server Application Site DVD	SW-VLINK-SERV-4.3-SITE-DVD	<ul style="list-style-type: none"> <li>• VoiceLink application and installer*</li> <li>• VoiceLink Demo System</li> <li>• VoiceLink database schema</li> <li>• VoiceLink Release Notes</li> <li>• VoiceLink Implementation Guide</li> <li>• Import/Export example files</li> </ul>

DVD Label	Item Code	Contents
VocollectVoiceLink® V4.3 Voice Application Site DVD	SW-VLINK-VAPP-4.3-SITE-DVD	<ul style="list-style-type: none"> <li>Voice process software for VoiceLink VoiceApplications (Cycle Counting, ForkApps, Line Loading, Loading, Put To Store, Selection) based on VoiceArtisan® technology*</li> <li>VoiceLink Product Descriptions</li> </ul>
VocollectVoiceLink® V4.3 Task Site DVD	SW-VLINK-TASK-4.3-SITE-DVD	<ul style="list-style-type: none"> <li>Voice process software for VoiceLink VoiceApplications (Cycle Counting, ForkApps, Line Loading, Loading, Put To Store, Selection) based on TaskBuilder technology*</li> <li>VoiceLink Product Descriptions</li> </ul>
Vocollect VoiceLink® Developer Toolkit V4.3	SW-VLINK-DEV-4.3-SITE-DVD	<ul style="list-style-type: none"> <li>Development tools</li> <li>VoiceLink application source code (build environment)</li> <li>VoiceLink/VoiceDirect Voice Application source code based on VoiceArtisan technology</li> <li>VoiceLink/VoiceDirect Task source code based on TaskBuilder technology</li> <li>VoiceLink Demo System</li> <li>VoiceLink/VoiceDirect documentation set (Customization Guide, Implementation Guides, Product Descriptions, Release Notes, Guide to Configuring Alerts &amp; Charts in VoiceLink, Reporting Best Practices Guide, Demo System Guide, Using ETL with VoiceLink, Web Services Guide)</li> <li>VoiceApplication dialog flows</li> <li>Import/Export example files</li> <li>Online Help source files</li> </ul>

\* Distributable application only. Source code is not included.

## Getting Help

### Additional Documentation

Resource	Description	FIND IT HERE					
		VoiceLink User Interface	VoiceLink Server Application DVD	VoiceLink Voice Application / Task DVD	VoiceLink Dev. Toolkit (Partner) DVD	VoiceLink partner forum	Vocollect internal Collaboration Center
<b>Product Descriptions</b>	Details on how voice supports warehouse work flows for Selection, Put Away and Replenishment (ForkApps), Line Loading, Put To Store, Loading, and Cycle Counting			✓	✓	✓	✓

Resource	Description	FIND IT HERE					
		<i>VoiceLink</i> User Interface	<i>VoiceLink</i> Server Application DVD	<i>VoiceLink</i> Voice Application / Task DVD	<i>VoiceLink</i> Dev. Toolkit (Partner) DVD	<i>VoiceLink</i> partner forum	Vocollect internal Collaboration Center
<b>Implementation Guide</b>	Guidance on planning, deploying, and configuring your <i>VoiceLink</i> solution		✓		✓	✓	✓
<b>Online Help</b>	Screen-by-screen instructions on how to use the <i>VoiceLink</i> interface, available integrated in the UI or as a download from Vocollect portals. Source files are provided on the Developer Toolkit DVD.	✓			✓	✓	✓
<b>Customization Guide</b>	Technical reference on <i>VoiceLink</i> system architecture, setting up a developer environment, customizing application components, and testing and deploying custom systems				✓	✓	✓
<b>Web Services Guide</b>	Instructions for using programmatic interfaces to perform operations on a <i>VoiceLink</i> system, particularly bulk changes, rather than making manual changes through the user interface.				✓	✓	✓
<b>Reporting Best Practices Guide</b>	Recommendations for writing reports against a <i>VoiceLink</i> database and creating custom reports				✓	✓	✓
<b>Guide to Configuring Alerts &amp; Charts</b>	Instruction on and best practices for using the alerts and charts features with details about the data behind them				✓	✓	✓
<b>Using ETL with <i>VoiceLink</i></b>	Guidance on an ETL solution for <i>VoiceLink</i> data imports and exports				✓	✓	✓
<b>Security Implementation Guide</b>	A security hardening document for the implementation and maintenance of Vocollect <i>VoiceLink</i> and <i>VoiceDirect</i> solutions		✓	✓	✓	✓	✓
<b>Demo System Guide</b>	Information for authorized users on using the <i>VoiceLink</i> Demo Tool				✓	✓	✓

# Contact Information

## Documentation Feedback

Your feedback is vital to our documentation efforts. If you have difficulty with any of the procedures described in this document, contact your Vocollect support representative.

Find most Vocollect technical documentation on VoiceWorld, <https://www.voiceworld.com>.

## Vocollect Reseller Services

If you purchased equipment or services through a Vocollect reseller, please contact your reseller first for support or to purchase a support plan.

## Vocollect Technical Support

Contact Technical Support for system support incidents and related technical issues:

United States:

E-mail: [vocollectsupport@honeywell.com](mailto:vocollectsupport@honeywell.com)

Phone: 866 862 7877

Americas (outside U.S.), Australia, New Zealand:

E-mail: [vocollectsupport@honeywell.com](mailto:vocollectsupport@honeywell.com)

Phone: 412 829 8145, Option 3, Option 1

Europe, Middle East, and Africa:

E-mail: [emeasupport@vocollect.com](mailto:emeasupport@vocollect.com)

Phone: +44 (0) 1628 55 2902

Japan and Korea:

E-mail: [ACSHSMVocollectJapanSupport@honeywell.com](mailto:ACSHSMVocollectJapanSupport@honeywell.com)

Phone: +813 6730 7234

## Vocollect Customer Service

Contact Vocollect Customer Service for order placement, order status, returns, Return Material Authorization (RMA) status, or other customer service issues:

United States:

E-mail: [ACSHSMVocollectRequests@honeywell.com](mailto:ACSHSMVocollectRequests@honeywell.com)

Phone: 866 862 6553, Option 3, Option 2

Americas (outside U.S.), Australia, New Zealand:

E-mail: [ACSHSMVocollectRequests@honeywell.com](mailto:ACSHSMVocollectRequests@honeywell.com)

Phone: 412 829 8145, Option 3, Option 2

Europe, Middle East, and Africa:

E-mail: [ACSHSMVocollectCustomerServicesEMEA@honeywell.com](mailto:ACSHSMVocollectCustomerServicesEMEA@honeywell.com)

Phone: +44 (0) 1628 55 2903

Japan and Korea:  
Email: [vocollect.japan@honeywell.com](mailto:vocollect.japan@honeywell.com)  
Phone: +813 6730 7234

## Vocollect RMA

To return equipment for repair contact Vocollect RMA to request an RMA number:  
Email: [ACSHSMVocollectRMA@honeywell.com](mailto:ACSHSMVocollectRMA@honeywell.com)

## Sales and General Inquiries

For sales or any other inquiry, email [ACSHSMVocollectInfo@honeywell.com](mailto:ACSHSMVocollectInfo@honeywell.com) or call 412 829 8145.

### Vocollect Corporate Headquarters

703 Rodi Road  
Pittsburgh, PA 15235 US  
Phone: +1 412 829 8145  
Fax: +1 412 829 0972  
Web: <http://vocollectvoice.com>

### Vocollect Japan

New Pier Takeshiba South Tower 20F  
1-16-1 Kaigan, Minato-ku,  
Tokyo 105-0022 Japan  
Phone: +813 6730 7234  
[vocollect.japan@honeywell.com](mailto:vocollect.japan@honeywell.com)

### Vocollect EMEA

Gemini House  
Mercury Park  
Wycombe Lane, Wooburn Green  
Buckinghamshire, HP10 0HH UK  
Phone: +44 (0) 1628 55 2900  
[ACSHSMVocollectEMEA@honeywell.com](mailto:ACSHSMVocollectEMEA@honeywell.com)

### Vocollect Asia Pacific

21/F Honeywell Tower  
Olympia Plaza  
255 King's Road  
North Point, Hong Kong  
Phone (Hong Kong): +852 2331 9133  
Phone (China): +86 186 1698 7028  
Phone (Australia): +61 409 527 201  
[ACSHSMVocollectAsiaPacific@honeywell.com](mailto:ACSHSMVocollectAsiaPacific@honeywell.com)

### Vocollect Singapore

151 Lorong Chuan  
#05-02A/03 (Lobby C)  
New Tech Park  
Singapore 556741  
Phone (Singapore): +65 6248 4928  
[ACSHSMVocollectsingapore@honeywell.com](mailto:ACSHSMVocollectsingapore@honeywell.com)

### Vocollect Latin America

Phone (North): +52 55 5241 4800 ext. 4915  
Phone (South): +1 412 349 2477  
[ACSHSMVocollectLatin America@honeywell.com](mailto:ACSHSMVocollectLatinAmerica@honeywell.com)

# Copyright

Copyright © 2014 Vocollect, Inc., a subsidiary of Honeywell International Inc. All rights reserved.

## Trademark

Vocollect®, Talkman®, Vocollect VoiceLink®, Vocollect VoiceDirect®, VoiceClient®, VoiceCatalyst®, VoiceConsole®, VoiceArtisan®, TaskBuilder™, and the Vocollect logo are registered trademarks of Vocollect.

All other product names mentioned herein are trademarks or registered trademarks of their respective owners, who may or may not be affiliated with, connected to, or sponsored by Vocollect. Reference to any product, process, publication, service, or offering of any third party by trade name, trademark, manufacturer or otherwise does not necessarily constitute or imply the endorsement or recommendation of such by Vocollect.

## Published By

Vocollect by Honeywell  
703 Rodi Road  
Pittsburgh, PA 15235  
(412) 829-8145  
fax (412) 829-0972  
<http://www.vocollectvoice.com>

## Confidentiality

For use by employees, partners, and customers of Vocollect only—this documentation provides information for Vocollect customers who are using Vocollect products.

## Warning and Disclaimer

Honeywell International Inc. (“HII”) reserves the right to make changes in specifications and other information contained in this document without prior notice, and the reader should in all cases consult HII to determine whether any such changes have been made.

The information in this publication does not represent a commitment on the part of HII. HII shall not be liable for technical or editorial errors or omissions contained herein; nor for incidental or consequential damages resulting from the furnishing, performance, or use of this material.

This document contains proprietary information that is protected by copyright. All rights are reserved.

No part of this document may be photocopied, reproduced, or translated into another language without the prior written consent of HII.