

## Administrator/Supervisor Quick Reference Guide

### Preparing a new operator

Assign the new operator a new headset/headband.

A headset/headband can be cleaned and reused. Ensure a new ear pad and windscreen/microphone cap are applied and the headband is cleaned appropriately.

---

Locate and prepare enrollment training equipment. See the *Vocollect End-User Training: Operator Training Guide*.

---

To create a new operator

1. Click the **Operator Management** tab.
2. Under **Navigation**, click **Operators**.
3. Under **Operator Actions**, select **Create new operator**.
4. Enter the **Operator Name**.
5. Enter the **Operator ID**.
6. Enter the **Spoken Name**.
7. Enter the **Operator Number** (optional).
8. Select **Associated Task Package**.
9. Select **Operator Teams** for this operator
10. Click on **Create Operator** button.

If teams are being used, you may want to associate the operator to a team. The list of team names displays at the bottom of the page when you add an operator. If you want to add the operator to a team team, follow the directions below.

To add operators to an operator team

1. Click the **Operator Management** tab.
2. Under **Navigation**, click **Operator Teams**.
3. In the **View Operator Teams** list, select the row for the operator team to which you want to add operators.
4. Under **Operator Team Actions**, select **Manage Operator Teams | Edit selected operator team**.
5. Select the operators you want to assign to the operator team.
6. Click **Save Changes**.

Once the operator is set up within VoiceConsole, equipment is assigned, and enrollment training equipment is gathered, follow the steps for enrollment training in the *Vocollect End-User Training: Operator Training Guide*.

### Support

**Know your service contract**– There are several types of service contracts, and each offers different approaches to equipment and software support.

**Follow guidelines from your technical support team**– Your technical support provider has procedures for returning equipment for repair and for resolving software issues.

**Have information ready**– You can save a VoiceConsole log as a zip file so that you can email it to a technical support representative.

For more information see the *Vocollect End-User Training: Administrator/Supervisor*

Front of quick  
reference guide

# Honeywell

# Administrator/Supervisor Quick Reference Guide

## Troubleshooting

An operator reports:	Then:
<p>Device does not recognize operator's words correctly</p> <p>OR</p> <p>The device is having difficulty hearing the operator</p>	<ul style="list-style-type: none"> <li>• Ensure operator has the correct headset</li> <li>• Ensure the correct operator is selected</li> <li>• Position the microphone at the corner of the operator's mouth, with the symbol on the boom facing the operator's mouth, one to two fingers away from the operator's mouth</li> <li>• Make sure the microphone is covered by a clean windscreen or microphone cap</li> <li>• Make sure the headset and a charged battery are properly connected to the device</li> <li>• Take a noise sample</li> </ul>
<p>The device is having difficulty understanding a word</p> <p>Example: Operator says 92 for a check digit. The device says 94. The device is not understanding the number two and four</p>	<ul style="list-style-type: none"> <li>• Position the microphone as close to your mouth as possible, but outside of your breath stream. It should be facing your upper lip, and not touching anything (for example, clothing, skin, or facial hair).</li> <li>• Take a noise sample</li> <li>• Retrain a word</li> </ul>
<p>The device is giving a 'low battery' message</p>	<ul style="list-style-type: none"> <li>• Remember: do not pop battery out until Talkman device is completely shut down</li> <li>• Change the battery</li> <li>• Make sure depleted battery is properly placed in charger</li> </ul>
<p>Can't hear the device</p>	<ul style="list-style-type: none"> <li>• Ensure the headset is connected properly</li> <li>• Ensure the headset is in the proper position</li> <li>• Adjust the volume, press the + or – buttons</li> </ul>
<p>No sound through the headset</p>	<p><b>For wired headsets:</b></p> <ul style="list-style-type: none"> <li>• Check battery to make sure it is fully charged</li> <li>• Check connector to make sure headset is properly connected to the device</li> <li>• Check device, cord, and headset connectors for damage</li> <li>• Test headset by switching it to a device that is known to be working, and test the device by attaching a headset that is known to be working</li> <li>• Turn the device off then back on</li> </ul> <p><b>For wireless headsets:</b></p> <ul style="list-style-type: none"> <li>• Check the headset and device battery to make sure it is fully charged</li> <li>• Check headset pairing to make sure headset is properly paired to the device</li> <li>• Test headset by pairing it to a device that is known to be working, and test the device by pair a headset that is known to be working</li> <li>• Turn the device off then back on</li> </ul>
<p>Trouble signing on</p>	<ul style="list-style-type: none"> <li>• Ensure the correct operator is selected</li> <li>• Make sure correct headset is in use/connected</li> <li>• Possible host, WLAN, or network issues have management check</li> </ul>
<p>Trouble getting an assignment</p>	<ul style="list-style-type: none"> <li>• Go to the host system, Vocollect VoiceLink® or Vocollect VoiceDirect® and ensure the assignment is available for picking or another operator is assigned to it.</li> <li>• Go to the host administrator to check on the problem</li> </ul>
<p>Trouble installing or removing a battery</p>	<ul style="list-style-type: none"> <li>• Make sure the operator is inserting and removing the battery correctly</li> <li>• Check battery compartment for damage</li> </ul>
<p>Operator wants the device to speak: faster or slower (speed) OR higher or lower voice (pitch)</p>	<ul style="list-style-type: none"> <li>• Access the device menu to change speed or pitch</li> <li>• Press the Operator button to access the menu</li> <li>• Then press the + or – buttons until the operator hears desired menu selection</li> <li>• Press the Operator button to select the menu item</li> <li>• Use the + or – buttons to adjust the speed or pitch</li> <li>• Press the Operator button to select the desired speed or pitch</li> </ul>

Back of quick  
reference guide