



Release Notes

Guided Work Solutions

Checklist Plug-In 2.1.1

August 4 2026

These release notes cover the 2.1.1 release of the Guided Work Solutions (GWS) Checklist Plug-In.

Limitations and Behavior Changes

While this VoiceCheck Plug-In implementation was designed with the goal of achieving parity with the current DevKit M&I App, there are some limitations and behavior changes as noted below.

Select Site

The 'change site' command is not available. To change site, use the related plug-in setting.

As a workaround, the 'VoiceCheck:SiteName' (or Site) setting has been added to the plug-in Settings for the VoiceCheck integration to allow to configure the site used by the device. Users are able to switch the site as follows:

- For Android devices: from GWS App Settings Screen.
- For A700x: by loading a Task Package with different configuration.

Working in Server Mode Connectivity Requirement

When the plug-in is running in Server Mode via the GWS Service, a connection between the device and the GWS service is required. If the device is going to be in an isolated environment during the assignments, use Embedded Mode instead of Server Mode.

Single Sign On

Single Sign On is not available for the GWS App.

Customizing Resources

Plug-in resources are part of the plug-in and can only be changed through customization.

Resources Acquisition

VoiceCheck examines the list of resources needed after the retrieval of the list of assignments. In GWS App the resources are automatically retrieved (and cached) based on the *InstructionSet* that is going to be executed. This means that every time a new list of steps is submitted to the device, GWS App performs this task in the background. A new list of steps is generated every time a section or iteration is performed.

Conditions Using 'Token' Operand Type are not Supported

This feature relies on additional metadata incorporated into the JSON returned by VoiceCheck and cannot be filled in the VoiceCheck web application. This feature is not supported currently.

Resuming from Break does not Trigger Noise Sample Process

In the current M&I application, after resuming from a break, the user must speak their password and then perform a Noise Sample process. This is not performed in the plug-in. The Noise Sample procedure can always be triggered by the user on demand.

Prompts for Repeating Loop Sections Asked at the End of Every Iteration

In the current M&I application, loop sections start by asking the user if they want to do an iteration. This may seem confusing for users and difficult to explain and understand. The plug-in switches to asking this prompt at the end of the current execution. If the user wants to skip the first iteration, the user can use the 'skip section' command.

Undo Checklist Steps in Loop Sections at New Iteration

When the user confirms performing a new iteration after completing the previous one, if the user later triggers multiple Undo commands until reaching the previous iteration and responds to it again, currently the user is asked again whether to start a new iteration. This can lead to data inconsistency between VoiceCheck and the plug-in in some cases (i.e., the user already answered or marked as not applicable a step in the new iteration). To avoid that, the plug-in follows the same logic as when retrieving partially completed assignments from VoiceCheck. The user is asked to proceed with the next iteration automatically. If the user wants to skip the iteration, the user can use the 'skip section' command.

Retrieving Resources Requires Access to VoiceCheck Server

While devices running in Server Mode only require access to GWS Service, downloading resources for checks still requires access to the VoiceCheck Server instance. This requirement does not apply when

running in Embedded Mode, mainly because accessing VoiceCheck Server is mandatory in this scenario.

Notes and Memos Recorded from Different Devices can't be Retrieved

When reviewing VoiceNotes or Memos, those which were recorded on a different device than the one performing the review are not available.

Review Notes and Memos Are Missing Header Descriptions

When reviewing VoiceNotes or Memos, the header text that can follow a note is not displayed.

Execution is not Resumed when GWS App is Unexpectedly Closed

The current M&I application resumes the current work when the application is closed unexpectedly. The Checklist plug-in does not resume the work and requires the user to select it again.

ODR Pending Requests Are not Going to be Sent When GWS App is Unexpectedly Closed

Pending ODR requests are not sent again when the GWS App is restarted. This means that, during connectivity issues, information may be lost if the GWS App is closed. However, if the GWS App remains active, these requests are trying to send continuously.

API Always Available (REST)

In **REST** integration, although there are retry policies for transient errors, the plug-in requires the API to always be available. If it cannot be guaranteed that the devices can reach the API at all times, Service Mode should be used to ensure proper operation.

Retrieve Transcriptions (REST)

REST integration does not provide a request in its API to obtain transcriptions for Memos or VoiceNotes

Sign-off Automatically (VoiceCheck)

VoiceCheck integration does not include an automated sign-off, unlike in M&I, where the app signs off the user automatically after 10 minutes of inactivity.

Issues Fixed in This Release

Fixes are included for the following issues:

Issue Description	Issue ID
Insights: Answer is Missing Answer value was not included in the related insight event.	GWSCP-906 GWSCP-969
Insights: Select Work does not Close When Using NoMore Command When it comes to making use of the 'No More' command in the Assignment Selection screen, it is not properly reflected on the insights span. That's why 'Select Work' remains opened while the assignment is already in progress.	GWSCP-940
Insights: Stopped Assignment is not Getting Reported Properly When it comes to making use of the Stop Assignment command in an ongoing assignment, the insight traces return the command status as completed instead of not completed.	GWSCP-941
VoiceCheck: Question Start Values are Being Incorrectly Reported VoiceCheck plug-in provides wrong values for the StartTime property for every question that is answered.	GWSCP-1253
App Crashes After Restoring Network Connectivity When there is any kind of connectivity problem, the plug-in gets stuck trying to send data for a few seconds until a message is shown. Then, when the connectivity is restored and user press ready the app crashes and closes suddenly.	GWSCP-1256

Components in this Release

GWS Checklist Plug-In 2.1.1

The Guided Work Solutions (GWS) Checklist Plug-In contains a customizable checklist workflow developed for running on top of GWS. It also allows integration with different Host systems using different integrations. Additional functionality, as described above, has been added for this release.

Supported Environments

Environment	Description
GWS Service	2.3.0 and later
GWS App	5.0 and later
Execution models	• Embedded • Service
Devices and Voice Software	All devices supported by Honeywell DevKit 3.0: • Android devices with these operating systems: ◦ Android 14 ◦ Android 13 ◦ Android 12 ◦ Android 11 • A700x with these VoiceCatalyst versions: ◦ VoiceCatalyst 4.7.1 ECS012 ◦ VoiceCatalyst 4.8 ECS002 or later
Licensing	• A GWS license is required for VoiceCheck integration • VoiceConsole 6.3 or greater is required to manage licenses when using OCR • A separate license add-on is required to support OCR input • If used, a license must be provided for VoiceCheck

Environment	Description
Languages	• English (U.S.) • German • French • French (Canada) • Spanish • Spanish (Mexico) • Portuguese • Portuguese (Brazil) • Dutch • Japanese • Thai • Chinese (Simplified) • Chinese (Traditional)

Deliverable Contents

This version includes the following contents:

Documentation

- **Guided Work Solutions Quick Start Guide:** This document contains information about the including GWS App and GWS Service. It covers the supported architecture, installation, and configuration.
- **Guided Work Solutions Checklist Plug-In Product Description:** This document contains the information related to this specific plug-in included in this release. The Checklist Plug-In can be used to integrate Honeywell Voice with several Host Systems.
- **Guided Work Solutions Checklist Plug-In Integration Guide:** This document contains the installation and configuration information and integration specifications for the Checklist Plug-In.
- **Guided Work Solutions Checklist Plug-In Customization Guide:** This document contains information on procedures to extend the Checklist Plug-In by adding new types of questions or modifying the built-in questions.

Components

GWS Checklist Plug-In: The software distribution contains the Checklist Plug-In files and the required resource files.

Please refer to the documentation for installation and configuration.

General Considerations and Limitations

Getting Help

Additional Documentation

Additional documentation may be found in your product package and on online partner portals.

Find most Honeywell Voice technical documentation at help.honeywellaidc.com.

Honeywell Voice Reseller Services

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

Honeywell Voice Technical Support

Submit incidents or questions to honeywell.custhelp.com or contact Honeywell Technical Support Center:

- **Americas**
Email: VoiceTechnicalSupport@Honeywell.com
Phone: +1(866) 862-7877
- **Europe, Middle East, Africa**
Email: VoiceTechnicalSupport@Honeywell.com
Phone: +44 (0) 1344-65-6123
- **Rest of World**
Email: VoiceTechnicalSupport@Honeywell.com
Phone: +1 (412) 376-9384

To report support incidents or ask technical questions for other Honeywell devices, visit honeywell.com/PSStechnicalsupport.

Honeywell Voice Customer Service

For order placement or customer service inquiries:

- **North America, Latin America**
Email: VoiceCustomerServiceAmericas@Honeywell.com
Phone: +1(866)862-6553
- **Europe, Middle East, Africa, Turkey**
Email: voicecustomerserviceEMEA@honeywell.com
Phone: +44 (0) 1698-915777
- **Japan**
Email: csjapan.pss@honeywell.com

Phone: +81-3-6730-7344

- **Brazil**

Email: ACSHSMCentraldepedidos@honeywell.com

Phone: +55 (31) 2391-5600

- **Asia Pacific**

Email: VoiceCustomerServiceAPAC@honeywell.com

Phone: +44 16989 15777

Honeywell Voice Hardware Repair

For returns or to check the status of a Return Material Authorization (RMA) for Voice hardware products:

- **Americas**

Email: VoiceRMA@Honeywell.com

Phone: +1 (866) 417-6988

- **Europe, Middle East, Africa**

Email: VoiceEMEARMA@honeywell.com

Phone: +1 (866) 417-6988

- **Rest of World**

Email: VoiceRMA@Honeywell.com

For returns or to check the status of an RMA for other Honeywell hardware products, visit the SPS RMA portal: sps-support.honeywell.com/s/pss/pss-rma

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Patents

For patent information refer to hsmpats.com