



Release Notes

Guided Work Solutions App 4.1

July 14 2025

These release notes cover the 4.1 release of the Guided Work Solutions (GWS) App.

New Features in this Release

Device Support

- This release supports Android operating systems from Android 11 through Android 14.
- There is no change to A700x support.

Product Naming

The term "Connector" has been removed from the product.

- Changed Connector references to the correct product component. This applies for all references the final user can see. For example, *GWS Connector Service* is now *GWS Service*.

OCR Support

SwiftOCR is added using Honeywell SwiftDecoder. OCR input can be enabled for *GetValue*, *GetLongValue*, and *GetFloat* intents. The app must have a valid Entitlement ID entered and the new parameter *ocrEnabled* must be set to true. Additional details can be found in the DevKit 3.2 Release Notes.

GWS Insights

- Service name changed to "GWS App".
- When processing HOST commands, the *trackEvent* instruction can be used.
- Tracking Workflow Events is now enabled by default.
- Orphan spans are removed instead of finishing them as an end time cannot be established.
- Improved log messages.
- Added newer instructions to instruction pattern extraction.

PasswordInAdvance

Added support to validate signOn password in server side. *PasswordInAdvance* is the parameter that enables and disables the feature and it comes from *ConfigMsg* communication.

VoiceNotes

- Added immediate recording when the application runs a *GetVoiceNote* instruction. This allow the application to start recording notes without asking user's confirmation. This can be enabled with *ImmediateRecording* parameter.
- Supports the recording of a single note in *GetVoiceNote* instruction through *allowedMultipleNotes* parameter.
- Added *ReviewVoiceNotes* instruction. This instruction allows to users to listen to recorded VoiceNotes and edit transcriptions

Miscellaneous

- Added support for case-insensitive string comparisons in Dolf instruction through *STR-CI* CompareType. All string operations supports STR-CI.
- Added support for *setSendHostFlags* instruction to enable or disable multiple variables at once.
- Changed *concat* instruction so it concatenates multiple expressions at once.

Honeywell DevKit

This release is based on DevKit 2.3. This includes:

- minSDK version changed from 26 to 30 (android 11)
- MauiVersion changed from 8.0.40 to 8.0.83

Issues Fixed in This Release

Fixes are included for the following issues:

Issue Description	Issue ID
Prompt Messaging Not In Correct Order When <i>immediateRecording</i> is set to false, the app did not display the correct prompts when the user tried to use multiple VoiceNotes.	VGWSC-5028

Issue Description	Issue ID
<p>Incorrect Telemetry Data Sent</p> <p>If MethodCallsEnabled is set to true the open telemetry information sent is wrong with missing spans and nested sessions. The fix includes:</p> <ul style="list-style-type: none"> • If the event is a Session, a root span is started. • The span stack is cleared on Session start. • A session event is allowed to close inner spans along with it. • Fixed a time wait issue when enabling reporting and stored events are sent to endpoints. 	VGWSC-4944
<p>GWS App Not Sending Logout State to VoiceConsole</p> <p>After launching the GWS App, logging out via the Sign Off or Back button sends the user to the Login screen but does not send the Logout event to VoiceConsole. This means VoiceConsole can still send a message to the operator because it is not aware of the logoff.</p>	VGWSC-4922
<p>GWS App Throws Error Running Legacy VIO Instruction</p> <p>When the instruction set is not in order an error maybe thrown. A new parameter, Set instruction set integrity is added. When set to true, the application takes all instructions, even if not in order, and continues the workflow.</p>	VGWSC-4612
<p>Dash Before Negative Number Not Spoken</p> <p>When a user says 'dash' before a number to enter the input, the application confirms the input by speaking the number but does not include the dash before the number. Example the application confirms the input as "5" instead of "dash 5".</p> <p>This occurs with GetLongDigit and GetLongFloat with AllowNegative.</p>	VGWSC-4335
<p>Point is Displayed as a String</p> <p>When GetLongFloat is used the application displays point instead of dot. For example, if the user input is 12.5, the screen displays '12point5' rather than '12.5'.</p>	VGWSC-4334

Components in this Release

GWS App 4.1

The Guided Work Solution (GWS) App is the universal app for all supported devices. This app is built on Honeywell DevKit, using the features and functions of that platform. This app can be used across different workflows, host systems, and customers.

This app can embed a Plug-In or connect to the GWS Service to execute workflows dynamically.

Supported Environments

Environment	Description
Devices and Voice Software	<p>All devices supported by Honeywell DevKit 2.3:</p> <ul style="list-style-type: none">• Android devices with these operating systems:<ul style="list-style-type: none">◦ Android 14◦ Android 13◦ Android 12◦ Android 11• A700x with VoiceCatalyst 4.6 ECS001 minimum, VoiceCatalyst 4.7.1 ECS005 or later is recommended.
Supported Plug-Ins	This release only supports a custom plug-in from Honeywell Professional Services

Upgrading Plug-Ins for GWS SDK 2.4

Plug-Ins developed with GWS SDK 2.3 or earlier for GWS App 3.5 or earlier must be upgraded to GWS SDK 2.4 to be used with GWS App 4.1. If the plug-ins were using GWS Insights 1.2 or earlier they must be upgraded to GWS Insights 1.3.

Refer to the *Guided Work Solutions Developer Guide* for detailed information about upgrading existing plug-ins.

Deliverable Contents

This release includes the following:

Documentation

- **Guided Work Solutions Online Help:** Unzip the GWSCollectorOnlineHelp.zip file to view this help system. This help system details important considerations when implementing the GWS App. It details differences when configuring the app for Android and Talkman devices.
- **Guided Work Solutions Picking Workflow Plug-In Product Description:** This document describes the basic functions of the Picking Workflow Plug-In.
- **Guided Work Solutions Checklist Workflow 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 VoiceDirect ERP Plug-In Product Description:** This document contains information on the VoiceDirect ERP Plug-In included in this release. The plug-in can be used to integrate Honeywell Voice with SAP EWM/WM modules via webpages served by the ITS server.
- **Guided Work Solutions VoiceLink Plug-In Product Description:** This document describes the basic functions of the VoiceLink Plug-In.
- **Guided Work Solutions Generic Integration Accelerator Product Description:** This document contains information about the Generic Integration Accelerator (GIA), which can be used with any kind of voice workflow and is integrated using the available transports without any coding needed.
- **Guided Work Solutions Generic Integration Accelerator Developer Guide:** This document provides guidelines for developing new plug-ins using the Generic Integration Accelerator.
- **Guided Work Solutions Developer Guide:** This document contains detailed information about GWS concepts and development including using the Plug-In Project Template.
- **Guided Work Solutions VoiceKit Developer Guide:** This document contains information on VoiceKit for GWS App. This mode allows GWS App to accept requests from another application running on the same device.

GWS App

The GWS App folder contains:

- The Android application bundle (APK)
- The VAD file for installation on Talkman devices
- Required resource files for further customization.

Please refer to the online help for installation and configuration details.

General Considerations and Limitations

Issues Reported in Earlier Releases

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

Issue Description	Issue ID
<p>GWS App Takes Two Feature Counts</p> <p>The GWS App is taking two feature counts when it should only require one. This is observed when using the Honeywell Software Portal based licensing and viewing the feature counts within VoiceConsole.</p> <p>Workaround: This is expected to be fixed with the release of VoiceConsole 6.3</p>	VGWSC-4716
<p>GetFloat Displays Wrong Value on Screen</p> <p>When maxDecimalPlaces is set to 10 and using GetFloat instruction, when 10 digits are entered after the decimal point only seven digits are displayed on the Android device screen.</p>	VGWSC-4694
<p>Noise Sample Triggered</p> <p>When a loadAnchorWords request provides a different response than the previous request, the Noise Sample procedure is triggered even if it is not required.</p>	VGWSC-4416
<p>Anchor Words Not Sent with Talkman Help</p> <p>If the user speaks 'Talkman help' at an instruction that contains anchor words, those anchor words are not sent to the operator.</p>	VGWSC-4311
<p>More Than One Minus Symbol</p> <p>GetLongDigit, GetLongFloat, and GetLongString instructions allow the user to speak more than one minus symbol when AllowNegative is set to true.</p>	VGWSC-4307
<p>Beep Not Audible</p> <p>When Beep Warning, Beep Error, or Beep Information instructions are supposed to play Beep audio the user does not hear this audio.</p>	VGWSC-4306
<p>Inconsistent Behavior Using 'No More'</p> <p>When the No More button is pressed, the application sends a prompt to the user, but when 'No More' is spoken the message is sent via audio without a prompt.</p>	VGWSC-4184
<p>GetFloat Displays Alphanumeric Keypad</p> <p>When the GetFloat instruction has both min and max range parameters set to zero, the alphanumeric keypad is displayed instead of the numeric keypad when clicking to enter input.</p>	VGWSC-4142

Issue Description	Issue ID
No More Button Not Responding The No More button may not respond to a single click. It may take multiple clicks to respond.	VGWSC-4036
Settings Menu Large Size When clicking on the hamburger menu (settings menu) the option screen may display as a larger size than necessary.	VGWSC-4024
Menu Option Names Not Displayed in Selection Order When multiple menu items are selected in a non-sequential order, the items are displayed in the prompt in sequential order on an Android device.	VGWSC-3493
GetLongFloat Allows Multiple Points When using GetLongFloat the application allows more than one decimal point when adding the value.	VGWSC-2931
GetLongFloat Displays Alphanumeric Keypad When using the GetLongFloat instruction the alphanumeric keypad is displayed instead of the numeric keypad when clicking to enter input.	VGWSC-2929
Scanner Not Working After Reconnect When the GWS App is running in the background and the scanner disconnects and reconnects, such as after the scanner is turned off or goes out of range, the user is not able to scan. Workaround: Move the GWS App to the foreground then back to the background and scanner functions properly.	VGWSC-2503
Hints Cannot Contain Both Digits and Letters The system does not allow hints that contain both digits and letters, such as '1ready'.	VGWSC-4840
Empty String If a VIO variable is set with an empty string during custom plug-in development an error is returned when trying to read the length. Workaround: Set the VIO variable with a space.	VGWSC-4671

Issue Description	Issue ID
<p>Difference in Variables</p> <p>There is a difference in accessing variables keys between Embedded and Service modes for custom plug-in development..</p> <p>For embedded mode, the name of the parameter is the name of the variable.</p> <p>For service mode, the name of the parameter is the name of the variable key.</p>	VGWSC-4670
<p>Scanner Crashes App</p> <p>When using the plug-in in embedded mode in a custom plug-in to scan a barcode, two situations may send the app into an error loop:</p> <ul style="list-style-type: none"> • Reading a barcode that includes a CR LF the app can crash or return the results including quotes. • Reading a barcode that includes a comma or quotes can crash the app. 	VGWSC-4669
<p>Some Vocabulary Not Translated</p> <p>After adding localization, the GWS App may continue to prompt users with the English words rather than the localized equivalents on the A700x.</p>	VGWSC-4610
<p>Operator Not Reloaded When vad is Reloaded</p> <p>When the vad is reloaded on the A700x, the operator is not reloaded. This behavior differs from TaskBuilder and VoiceArtisan.</p> <p>Workaround: Reload the operator from the menu.</p>	VGWSC-4608
<p>Cannot Retrain Anchor Word</p> <p>The anchor word is trained only during initial training. It cannot be retrained. When voice training is performed manually the anchor word is not trained.</p>	VGWSC-4604
<p>Anchor Word Training Requests Not Localized</p> <p>When training anchor words, training requests are in English rather than the localized language.</p>	VGWSC-4603
<p>Maximum Length of Digits Input</p> <p>When using a digit input, the maximum character size is 20 digits even if the max length parameter is set to more than 20 digits.</p>	VGWSC-4597

Issue Description	Issue ID
<p>Scanner Not Working with Screen Off</p> <p>On an android device with an external scanner, if the screen is off and the external scanner scans a barcode, the input is not processed.</p> <p>Workaround: Wake the device before scanning.</p>	VGWSC-4596
<p>Dash Vocab Command Not Working with GetFloat</p> <ul style="list-style-type: none"> Android: When the user speaks the dash command, it is interpreted as a zero value instead of the - symbol. If the user speaks the negative vocab command, it is correctly interpreted and the - symbol. A700x: When the user speaks the negative vocab command to input the - symbol it is displayed as a negative string message prompt. <p>The application allows the workflow to continue running.</p>	VGWSC-4590
<p>VCOMMANDS Added Manually Not Recognized</p> <p>VCOMMANDS added manually within VoiceConsole are not recognized by the A700x.</p> <p>Workaround: Add the commands to the resx resource files and use ToolVad to add the resx files. The commands now appear on the Phonetic Substitution screen and work properly.</p>	VGWSC-4528
<p>Extraneous Errors in Device Log</p> <p>The A700x device log may show the error below, but this message is not related to any actual issue:</p> <p>Receiving socket error: ConnectionRefusedError(111, 'Connection refused').</p>	VGWSC-4008
<p>PromptOnly Intent with Null Value Crashes</p> <p>If a PromptOnly intent has a null value in a message parameter the application crashes instead of moving to the next state.</p> <p>Workaround: Enter invisible Unicode characters in the prompt message. The TTS pauses but does not reproduce a sound. The more characters entered, the longer the pause before moving to the next state.</p>	VGWSC-2900
<p>Padding Not Working for Negative Value</p> <p>When right shift argument is used with a negative value in the padding method and the method is called via setDisplay with the getDigit instruction the value is not shifted to the right.</p>	VGWSC-2629

Issue Description	Issue ID
<p>Bold Feature Not Working with Banner UI Element</p> <p>When the bold method is invoked with the Add Banner UI element the label information does not display in bold.</p>	<p>VGWSC-2562</p>

UI Issues

The following UI issues are reported:

- LabelInfo: When creating a new UI element containing LabelInfo from a GWS plug-in, the LabelInfoURL parameter is not displayed when LabelInfoForVertical = true.
- Text Color; Text color is not working with the value method.

```
x.AddDetail().WithValue("Value -UBC0897").WithTextColor
(Color.Red);
```

- WithValue: Value is not displaying in the correct position when using next to WithValueLineWithLabel method.

```
x.AddBanner().WithLabel("value with in line - part01 ").
WithValueInlineWithLabel();
x.AddDetail().WithValue("Value -UBC0897").WithTextColor
(Color.Red);
```

VGWSC-2561

- Padding: Padding is not working with negative or positive value for the right shift argument.

```
x.AddDetail().WithLabel("rightPadding4").WithPadding
((0, 0, 30, 0));
x.AddDetail().WithLabel("rightPadding42N").WithPadding
((0, 0, -30, 0));
```

- WithLabel: URL is not working when levelinfo argument is passed as empty.

```
x.AddDetail().WithLabel("Label 6 without level info").
WithLabelInfo("", url:
"https://translate.google.com.mx/?hl=es")
```

Duplicate GetMenu Instructions

It is possible to add two different items with the same MenuCode.

VGWSC-2560

Issue Description	Issue ID
GetMenu Conversion When using GetMenu with GWS App the message 'The conversion cannot be performed' may be displayed.	VGWSC-2545
Scanning Not Working When GWS App in Background When the GWS App is in the background on an Android device, scanning is not working. Workaround: Bring the app to the foreground before scanning.	VGWSC-2503
Multiple Decimal Points When a float instruction is used with any parameters containing decimal places, if the user speaks more than one decimal point the prompt incorrectly accepts the multiple decimal points.	VGWSC-2394
Min Length Not Validated If a GetDigit instruction has minimum length specified if the user speaks less than the minimum length, the value is accepted instead of giving the expected message that the value is less than the minimum number of digits.	VGWSC-2386
External Resources Overwrites Dome Translations When an external resources file is uploaded this process may overwrite some vocab that is already translated on the device. The user may hear these words in English rather than the translated language.	VGWSC-2374
Blank VCOMMANDS When an external resources file has a VCOMMAND without a value, the VCOMMAND shows a blank in the Substitution and Display columns within VoiceConsole, the user trains is asked to train these blank items.	VGWSC-2299
Application Stuck if Noise Sample Interrupted If a noise sample is interrupted the operator may not be able to select an operator at the prompt.	VGWSC-2275
Only Point Appears in GetFloat Keyboard When a language is selected for the device that uses comma instead of point as a separator, when a GetFloat instruction is executed the operator should be able to select comma instead of point in the keyboard.	VGWSC-2262

Issue Description	Issue ID
<p>Wrong Instruction Stops Workflow</p> <p>If a plug-in has an instruction with incorrect values the application sends the error message 'An error occurred while generating instruction set' and does not start the workflow instead of starting the workflow and only sending the error when that instruction is requested.</p>	VGWSC-2249
<p>External Resources File incorrect.</p> <p>In the external resources file, the following are listed: 'Display_option' and 'Phonetic_Option' rather than 'Display_options' and 'Phonetic_Options'. These items plus 'VocabWord-Option' are missing from some translated resources.</p>	VGWSC-2248
<p>Plug-In Not Recognized</p> <p>When the application is first installed it may not recognize plug-ins that were installed. The plug-in may not be shown when accessing the GWS Connector Settings.</p> <p>Workaround: Close the app and reopen and the plug-in list is updated.</p>	VGWSC-2233
<p>Sign Off Loop</p> <p>After the sign off confirmation the app loops and signs back in again.</p>	VGWSC-1852
<p>VCOMMAND Translations Incorrect</p> <p>When retraining VCOMMANDs may appear as VCOMMAND01, VCOMMAND02, etc. instead of the vocab. Also VSIGNOFF appears instead of the vocab.</p>	VGWSC-1816
<p>Anchor Words Present When Backward Compatibility is Off</p> <p>Anchor words appear in the application when Backwards Compatibility is set to off.</p>	VGWSC-1802
<p>GetFloat Can Be Ended with Decimal Separator</p> <p>A value ending with a decimal separator (such as 55.) is considered valid input. Speaking a digit after the separator should be mandatory.</p>	VGWSC-1537
<p>'O' May Be Replaced with 'Oscar'</p> <p>In some translated help messages, 'O' May Be Replaced with 'Oscar'.</p>	VGWSC-1337

Issue Description	Issue ID
<p>Translating VCOMMANDs for A700x</p> <p>Translations for VCOMMANDs set in the external regex file are not recognized when the regex file is pushed into the vad using ToolVad.</p> <p>Workaround: Configure the Task Package in VoiceConsole before sending the task to the A700x. Use the Phonetic Substitutions tab to set the translated values.</p>	VGWSC-1315
<p>Prompt Not Translated</p> <p>The Operator Teams prompt may not be translated and show as English.</p>	VGWSC-1310
<p>No Connect if Platform Information Enabled</p> <p>If a task package is created for the A700x with Platform Information enabled, the vad goes into a loop trying to retrieve the configuration information and does not connect.</p>	VGWSC-1216
<p>IAudio Error</p> <p>A plug-in with a beep instruction may show this error: 'Unable to resolve type: GuidedWorkRunner.IAudio'.</p>	VGWSC-1183
<p>Application Loops</p> <p>When the application is licensed on an Android device via VoiceConsole and VoiceConsole does not have any operators created, the application loops rather than sending the error message 'Unable to retrieve operator files' as would happen on A700x.</p>	VGWSC-1091
<p>Cannot Change Anchor Word Via Scan</p> <p>When Anchor Words are enabled the operator cannot change the value of the anchor word via scanning.</p> <p>Workaround: Use voice to change anchor word.</p>	VGWSC-802
<p>Barcode Subject to Rules</p> <p>When barcode is enabled and the user scans the application applies Min/Max Length, Min/Max Range, and Must Equal rules instead of ignoring them.</p>	VGWSC-801

Issue Description	Issue ID
GetDigits Accepts String If anchor words are active at a prompt and GetDigits is the selected instruction, the application accepts the user scanning a string and continues the workflow. No error message is sent.	VGWSC-800
GetMenu Key has No Value On an Android device if the GetMenu key has no value an 'Error in Voice Dialog' message is sent. The A700x does not send the error message but has a '?'. A MenuKey with no value should not display in the Options.	VGWSC-799
Untranslated Items For non-English, the words 'Cancel' and 'Choose Plug-In' are not translated.	VGWSC-788
VCONFIRM Not Available VCONFIRM is not available in phonetic substitution in the Task Package. Therefore the app does not translate it and it is spelled as part of a message.	VGWSC-785
Input Less Than Min Length When the input is less than the Min Length and Delay Mode is 0, at a GetDigits prompt ignores the number and erases it rather than taking the input and sending an error message.	VGWSC-778
Wrong Prompt with Natural N umber When an operator enters a natural number at a GetDigits prompt and it is incorrect, the error message speaks the digits rather than the natural number, such as 'one zero zero' instead of 'one hundred'.	VGWSC-777
No Wrong Prompt Message When an operator scans an incorrect password and the wrong message is empty no message is sent. If an operator enters an incorrect password on screen the Wrong prompt is correctly sent.	VGWSC-776
Scan Accepted when Barcode Not Enabled Application is enabling scan input when barcode is not enabled. If the data is not correct, the application sends the wrong message rather than barcode not allowed.	VGWSC-770

Issue Description	Issue ID
Blank Screen on Welcome Message When an operator selects Update Train on the Welcome message screen, the application screen remains blank.	VGWSC-769
Incorrect Password Scanned When an incorrect password is scanned, the application plays the error message but does not display the error prompt.	VGWSC-768
Standby Prompt on Microphone Raise When the operator is on the User screen and raises the microphone, the standby prompt is incorrectly displayed.	VGWSC-767
Welcome Screen Noise Sample The operator can speak or press noise sample to initiate the noise sample process while on the Welcome screen. This should not be allowed.	VGWSC-766
App Crash on Update Train at Welcome Screen When an operator logs on and completes the noise sample and presses the back button before the noise sample completes then returns to the welcome message entering a user and then selecting 'Update Train' can crash the app.	VGWSC-765
Missing Translation Some words such as "battery status" and "description" are always displayed and asked in English when using the A700x. Workaround: Even though the English word is displayed, the user can train the word (using BlueStreak or PnG training) in their native language. This way the word is recognized when they speak it in their language.	VGWSC-477

Issue Description	Issue ID
<p>Say Instruction Empty Prompt</p> <p>If a say instruction is created with an empty prompt, there may be unexpected behaviors.</p> <ul style="list-style-type: none"> • If requireReady it enabled, a white screen is shown with the ready button and nothing is spoken. <ul style="list-style-type: none"> ◦ If using voice the user can speak ready to continue. ◦ If using screen the user can press the ready button. • If requireReady is disabled, a white screen is shown and nothing is spoken. <ul style="list-style-type: none"> ◦ If using voice the workflow is stopped and user cannot continue. ◦ If using screen there is no button and workflow cannot continue. 	VGWSC-464
<p>GetMenu Confirmation</p> <p>When a menu key has no value, it is not skipped, Instead it creates an error on an Android device and speaks a question mark on A700x.</p>	VGWSC-440
<p>GetString Lower Case</p> <p>If the GetString instruction is used in a plug-in, typing entries from the virtual keyboard are only accepted if they use only capital letters.</p>	VGWSC-439
<p>Extraneous configMsg</p> <p>The device log is recording both a configMsg and signOn request after a failed signOn rather than just a new signOn request.</p>	VGWSC-256
<p>Excess Training</p> <p>Undefined VCOMMANDs and alphas are being trained.</p> <p>Workaround: Manually add these items in Advanced Settings to avoid training these items:</p> <div> DisableAllAlphas=1 DisableVocabWord_command_1=1 ... DiabaleVocabWord_command_99=1 </div>	VGWSC-254

Issue Description	Issue ID
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Error Changing Resource

Defining resource words in translations may be capitalization sensitive. 'Repite' may not be recognized while 'ripite' is. This prevents some items in the overflow menu from starting with a capital letter.

VGWSC-48

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

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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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