



# Release Notes

## Guided Work Solutions App 4.3.1

May 11 2026

These release notes cover the 4.3.1 release of the Guided Work Solutions (GWS) App.

## New Features in this Release

### DevKit

DevKit is updated to 2.5 from 2.1. This update added features discussed below.

### Device Support

#### A700x

With the change to DevKit 2.5, support for .NET 6 has ended. Therefore all A700x devices must use the following VoiceCatalyst versions to support .NET 8.

- VoiceCatalyst 4.7.1 ECS012
- VoiceCatalyst 4.8 ECS002 or later

#### Android Devices

- Android device support includes only ARM 64-bit devices.
- Support is added for Android 13 and 14 devices.
- Support has ended for Android 8, 9, and 10 devices.

### SRCOMM

Honeywell's SRCOMM protocol with SoundSense technology can be used for communications between the Android device and the headset. SRCOMM is used in place of Hands-Free Profile (HFP) or Advanced Audio Distribution Profile (A2DP) to connect the headset. SRCOMM can provide improved speech recognition. SRCOMM had previously been available only for Talkman devices.

A new parameter, PreferSRCOMM is added to enable SRCOMM support for Android devices. SRCOMM is disabled by default.

## Hardware Requirements

An SRX3 headset with firmware version 6.09 or later is required to support SRCOMM. 6.13 or later is required to support Pick Up & Go with SRCOMM.

## Limitations

The following limitations are present when using SRCOMM with this release:

- BlueStreak speech recognition is supported. Pick Up & Go (PnG) speech recognition is not supported with this release. If PnG is enabled the PreferSRCOMM parameter is ignored.
- When the Ready button is pressed and an SRX3 headset connected via HFP or A2DP, the headset disconnects and reconnects via SRCOMM. The headset plays disconnect and reconnect tones during the process. The process may take some seconds to complete and audio may play through the device while the headset is disconnected.
- The volume of the headset can only be adjusted by the plus and minus buttons on the headset.
- Playback of tones such as beeps is not supported.
- VoiceNotes and Memos are not supported.

## Smart Talk

Android devices using GWS App can now integrate with Honeywell Smart Talk, a secure enterprise-grade application that provides Push-To-Talk (PTT), voice calls, text and media messaging, and video calls. Smart talk 2.3 is required. See [automation.honeywell.com/us/en/software/productivity-solutions/smart-talk](https://automation.honeywell.com/us/en/software/productivity-solutions/smart-talk)

### Automatic Pause of Workflow During Smart Talk calls

- Call state management automatically pauses workflows during Smart Talk calls.
- A standby screen is displayed when a user is in an active call.
- Audio routing switches between HFP and SRCOMM based on call status, if necessary.

For this release Smart Talk only sends pause/resume notifications to these DevKit PackageNames:

- com.honeywell.GuidedWorkDemo
- com.Honeywell.WarehouseDemo

### Make Call Overflow Menu Option

A new make call overflow menu item is added. When audio sharing is enabled, selecting this option launches Smart Talk allowing users to initiate a call. The make call option is near the bottom of the overflow menu.

## NOTE

There is no voice command to make a call. The overflow menu make call option must be used.

## Enable Smart Talk

Smart Talk is enabled as follows:

```
{
  "Repositories": {
    "SmartTalkIntegrationConfig": {
      "AudioSharingEnabled": "com.hon.smarttalk",
      "CallNotificationIdentifier": "com.hon.smarttalk.intent.action.VOIP_CALL_STATE_
CHANGE"
    }
  }
}
```

## OCR

SwiftOCR is added using Honeywell SwiftDecoder. OCR input can be used when the plug-in supports it.

A license is required to use SwiftOCR as a part of SwiftDecoder and is available to users with either GWS Professional or GWS Enterprise licenses. Refer to GWS App help for details or contact Voice Customer Service.

```
{
  "Repositories": {
    "OCRConfig": {
      "EntitlementId": "example-id-123456789",
      "OCRCameraViewEnabled": "true",
      "OCRROIHeight": "0.5",
      "OCRROIWidth": "0.8",
      "ServerURL": "https://www.testserverurl.com",
      "ServerPort": "443"
    }
  }
}
```

## Device Serial Number

The accurate serial number of Honeywell and Zebra devices are now available in place of the previously used secure unique identifier string.

### NOTE

- If the device identification method going to be switched, before switching remove that device from the VoiceConsole device listing to avoid duplicates. If this is not done the device is listed with both the generated identifier string and the accurate serial number.
- When changing the identifier method between identifier string and accurate serial number by pushing the OnetimeStartupSettings.config file, if the app is already running VoiceConsole does not create a new entry for the device until the app is closed and reopened. The device cannot get operator messages until the device is properly reflected in VoiceConsole although the device displays the serial number on the device info tab.

Use the OnetimeStartupSettings.config file to enable as follows:

```
{
  "Repositories": {
    "SerialNumberConfig": {
      "AccurateSerialNumberEnabled": "true"
    }
  }
}
```

## Scanner Configuration

Support is added for Bluetooth scanner configuration by updating the scanner services to handle and apply configuration changes. Two new repositories are added:

- ScannerConfig: used to configure the internal scanner
- BTScannerConfig: used to configure a Bluetooth external scanner

The example below enables the UPC-A check digit for the internal scanner and the EAN-13 check digit for the Bluetooth scanner. Additional options can be found in GWS App documentation.

```
{
  "Repositories": {
    "ScannerConfig": {
      "SymbologyProp_DEC_UPCA_CHECK_DIGIT_TRANSMIT": "true"
    },
  }
}
```

```
"BTScannerConfig": {  
  "SymbologyProp_DEC_EAN13_CHECK_DIGIT_TRANSMIT": "true"  
}  
}  
}
```

## Operator Privacy Consent

### IMPORTANT

Operator Privacy Consent is required for VoiceConsole SaaS deployments beginning with VoiceConsole 6.4. Operator Privacy Consent is optional for VoiceConsole On Prem deployments.

### NOTE

Refer to the VoiceConsole 6.4 Release Notes and online help for more information.

When Operator Privacy Consent is required within VoiceConsole, the Android device checks the consent status for the current operator within VoiceConsole:

- If consent has previously been provided by the operator, the workflow starts.
- If consent has not been provided, consent has been declined or withdrawn, or consent has expired the operator is shown the Voice Privacy Consent screen. The process is detailed below.
  1. If the device is connected to a network that allows navigation to outside addresses, the screen displays the Honeywell Voice Automated Solutions Privacy Notice ([help.honeywellaidc.com/privacy/Content/Privacy.htm](http://help.honeywellaidc.com/privacy/Content/Privacy.htm)).
  2. If not connected to a network or connected to a network that prevents navigating to outside addresses, the screen displays a basic Privacy Notice acknowledgment.
  3. The operator must check the checkboxes to acknowledge and consent to the privacy notice and sharing of data with Honeywell, then click Continue to Accept and start the workflow. The operator's consent status within VoiceConsole is updated to Accepted.
  4. If the operator does not consent to the privacy notice or sharing of data with Honeywell, the operator can click the back button to Decline and is returned to the home screen. The operator's consent status within VoiceConsole is updated to Declined.
  5. To withdraw consent, operators must talk to their supervisor who can manually withdraw consent for that operator from within VoiceConsole. The operator's consent status within VoiceConsole is updated to Withdrawn after the supervisor completes the request.
  6. Supervisors can view consent status from within VoiceConsole. Refer to VoiceConsole online help for more details.

## NOTE

Privacy consent for Talkman devices requires a VoiceCatalyst upgrade. This is planned for a future VoiceCatalyst release.

## VoiceConsole Compatibility

- Log Files - Log files are transmitted in a single zip file attachment containing log file name, build info, device info, scanner configuration, and server info. VoiceConsole 6.4 or later is recommended as it contains enhancements for displaying these logs.
- Operator Message - Support is added for operator messages on Android devices which matches Talkman behavior. This feature must be enabled in the config file.

```
{
  "Repositories": {
    "VoiceConsoleConfig": {
      "DeviceMessagingEnable": "true"
    }
  }
}
```

- Site Support - Site ID support is added for VoiceConsole SaaS deployments. VoiceConsole 6.3.1 or later is required for this feature. The Site ID is set in the config file.

```
{
  "Repositories": {
    "VoiceConsoleCloudConfig": {
      "SiteId": "1"
    }
  }
}
```

## Bluetooth Printing

New "print" instruction is added in GWS App for Android and Talkman devices.

## Headset Change

If the headset is changed during workflow, the user may need to go to the home screen due to the headset template type change. A Headset Changed screen is displayed and the user is prompted to press OK to go to the home screen. The following scenarios trigger the message:

- Hands-Free Profile (HFP) headset change: From an SRX headset (SRX2 or SRX3 for example) to a non-SRX headset or vice versa.
- SRCOMM headset change: If Pick Up & Go is enabled and one of the headsets has a firmware version of 6.13 or later and the other headset has a version earlier than 6.13

## VoiceKit Behavior

When VoiceKit is initialized without a headset attached, there are behavior changes. Other than this interaction, the user experience is unchanged.

- GWS App displays a message to the user that no headset is attached. In the past an error was returned to the parent application.
- This message persists until the user connects a headset. After the headset is connected, VoiceKit initialization continues.

## GetFloat

The GetFloat instruction supports `MinDecimalPlaces = 0`. When this is set, the validation that requires at least one decimal place in the response is skipped.

## Voice Command Improvements

Updates were made to VCOMMAND to make them cross-platform.

- The VCOMMANDXX and VCOMMANDXX\_Spoken value keys must be lower case and cannot include numbers.
- VCOMMANDXX, VCOMMAND\_Spoken, and VCOMMAND\_Display keys are required for English. Only VCOMMAND\_Spoken and VCOMMAND\_Display are required for other languages. The GWS App displays an error if any required key is empty/no value.

Refer to the documentation delivered with the plug-in and the *Guided Work Solutions Developer Guide* for additional information on this new behavior.

## Licensing

GWS App licensing process improved to only check for appropriate licenses.

## Language Support

- Embedded TTS support is added for these languages:
  - Chinese (Hong Kong) zh-HK
  - Simplified Chinese (China) zh-CN
- Localization is provided for newly introduced features in DevKit 2.5.
- Localization is added for Thai (th-TH).
- GWS App supports Pick Up & Go (PnG) for all languages supported by DevKit. All these languages support trainability.

Language	Locale ID
Arabic, Gulf	ar-AE
Arabic, Saudi Arabia	ar-SA
Bulgarian, Bulgaria	bg-BG
Czech, Czech Republic	cs-CZ
Danish, Denmark	da-DK
German, Germany	de-DE
Greek, Greece	el-GR
English, Australia	en-AU
English, United Kingdom	en-GB
English, India	en-IN
English, United States	en-US
Spanish, Spain	es-ES
Spanish, Mexico	es-MX
Farsi, Iran	fa-IR

Language	Locale ID
Finnish, Finland	fi-FI
French, Canada	fr-CA
French, Switzerland	fr-FR
Hebrew, Israel	he-IL
Hungarian, Hungary	hu-HU
Indonesian, Indonesia	id-ID
Italian, Italy	it-IT
Japanese, Japan	ja-JP
Korean, Korea	ko-KR
Malay, Malaysia	ms-MY
Dutch, Belgium	nl-BE
Dutch, Netherlands	nl-NL
Norwegian (Nynorsk), Norway	nn-NO
Polish, Poland	pl-PL
Portuguese, Brazil	pt-BR
Portuguese, Portugal	pt-PT
Russian, Russia	ru-RU
Slovak, Slovakia	sk-SK
Swedish, Sweden	sv-SE
Thai, Thailand	th-TH
Turkish, Turkey	tr-TR

Language	Locale ID
Chinese, Simplified	zh-CN
Chinese, Hong Kong	zh-HK
Chinese, Taiwan (Mandarin)	zh-TW

## Issues Fixed in This Release

Fixes are included for the following issues:

Issue Description	Issue ID
<p><b>Say Again Vocab not Available</b></p> <p>Fixed an issue where 'Say again' and other GWS base vocabs were not available in Android devices.</p>	<b>VGWSC-10942</b>
<p><b>Commands not Available in Other Languages</b></p> <p>Fixed an issue where ready vocab was not working on Talkman devices for languages other than US English.</p>	<b>VGWSC-10926</b>
<p><b>Task Setting Screen</b></p> <p>The plug-in settings displayed on the Task Settings screen are updated for proper capitalization.</p>	<b>VGWSC-9615</b>
<p><b>Landscape Mode not Working</b></p> <p>Fixed an issue where certain devices that use landscape mode like the VM1A would get a whitescreen when starting the app</p>	<b>VGWSC-9503</b>
<p><b>External Scanner</b></p> <p>Fixed an issue where the app would crash on Zebra ET40 when plugging or unplugging external scanner.</p>	<b>VGWSC-7356</b>
<p><b>VoiceKit Permission Loops</b></p> <p>Changed startup behavior to provide feedback to the user, fixing issue when permissions are not granted.</p>	<b>VGWSC-7319</b>

Issue Description	Issue ID
<p><b>VoiceKit Stops Working</b></p> <p>Sending Multiple requests may cause beeping and GWS App stops working.</p>	<p><b>VGWSC-7295</b></p>
<p><b>GetFloat Required Decimal Place</b></p> <p>GetFloat Instruction now skips validation that enforces at least one decimal place to be present in the response, and bypasses the check for decimal digits whenever <code>MinDecimalPlaces = 0</code></p>	<p><b>VGWSC-7264</b></p>
<p><b>VoiceKit not Starting after Shutdown</b></p> <p>Fixed BroadcastReceiver registration management so VoiceKit mode can Start after a Shutdown from the third-party app.</p>	<p><b>VGWSC-6849</b></p>
<p><b>VoiceKit Waits on User Confirmation</b></p> <p>Return errors in request execution to third-part app without waiting on user confirmation.</p>	<p><b>VGWSC-6848</b></p>
<p><b>User not Found Behavior</b></p> <p>Changed errors that are spoken to not require 'ready' when recognizer is not yet available.</p>	<p><b>VGWSC-6846</b></p>
<p><b>VoiceKit Beeping Mode</b></p> <p>The following changes are made in VoiceKit:</p> <ul style="list-style-type: none"> <li>• Remove static registration for broadcast receiver.</li> <li>• Automatically reject requests received while parsing previous requests.</li> </ul>	<p><b>VGWSC-6292</b></p>
<p><b>No Error Message for minDecimalPlaces</b></p> <p>Added <code>MinLengthValidationMessageEnabled</code> to <code>GetFloat</code> instruction to show error message when user speaks fewer than configured <code>minDecimalPlaces</code> parameter.</p>	<p><b>VGWSC-5310</b></p>
<p><b>ToolVad Issues</b></p> <p>When using ToolVad 2.0 or later:</p> <ul style="list-style-type: none"> <li>• VCommands are now working on Talkman devices when using BlueStreak</li> <li>• Users can now provide full language translation support for any DevKit supported language</li> </ul>	<p><b>VGWSC-5271</b> <b>VGWSC-4610</b></p>

Issue Description	Issue ID
<p><b>VoiceKit Noise Sample</b></p> <p>Prevent triggering Noise Sample using VoiceKit when a request is interrupted.</p>	<p><b>VGWSC-5260</b></p>
<p><b>Session not Closed on Talkman Devices</b></p> <p>Fixed error where Session ending Insights events could be wrongly discarded.</p>	<p><b>VGWSC-5215</b></p>
<p><b>License Lease Release</b></p> <p>Modified the sign-off transition on Android, so the application transitions to home screen instead of select-operator screen when operators sign off which releases the license lease.</p>	<p><b>VGWSC-5126</b></p>
<p><b>VWORDS Added in RESX Files</b></p> <p>Modified the Vocab key to enable VWORDS to work as expected, replacing phonetic and display values tied to that specific Keys.</p>	<p><b>VGWSC-5086</b></p>
<p><b>OnetimeStartupSettings not Applied</b></p> <p>Fixed the issue when application is first installed, Plug-In Settings fields (Server, Log) are not populated and value for server field is empty even though OnetimeStartupSettings.config file contains those fields.</p>	<p><b>VGWSC-5082</b></p>
<p><b>GetFloat Displayed Wrong Value</b></p> <p>Fixed the issue where GetFloat displayed the wrong value on the screen when the user set maxDecimalPlaces to 10 digits after the decimal point. The changes were made inside the GuidedWorkController.cs where parsing is performed using the float. TryParse() method, now it has changed to double.TryParse() method.</p>	<p><b>VGWSC-4694</b></p>
<p><b>GWS App Shows Variable Name</b></p> <p>Fixed an issue where the application only showed the variable names instead of configuration keys in plug-in configuration screen.</p>	<p><b>VGWSC-4670</b></p>
<p><b>Increased MaxLength limit</b></p> <p>Fixed an issue where GetDigits only supported MaxLength up to 20 characters. Increased GetDigits MaxLength's limit from 20 to 28.</p>	<p><b>VGWSC-4597</b></p>

Issue Description	Issue ID
<p><b>Some Prompts Remain in English</b></p> <p>Fixed the issue for vocab word Ready that are not translated correctly in GWS App for Japanese language on Talkman device.</p>	VGWSC-4595
<p><b>Beeps not Heard</b></p> <p>Fixed an issue where the GWS App did not play the beep audios, when the app ran an <i>BeepError</i>, <i>BeepInformation</i>, or <i>BeepWarning</i> instruction.</p>	VGWSC-4306
<p><b>Numeric Keyboard</b></p> <p>Fixed an issue where alphanumeric keyboard was showing instead of numeric keyboard for <i>GetLongValue</i> intents.</p>	VGWSC-2929
<p><b>Duplicate MenuCode</b></p> <p>Added validation to prevent duplicate menu options in menuKey for Menu Instructions. GWSApp raises <i>VIOExceptionCodes.Error_Code_231</i> if any duplicates are found.</p>	VGWSC-2560
<p><b>Missing Message when Less Than MinLength</b></p> <p>Populating <i>MinLengthValidationMessageEnabled</i> property to prompt error message when value is less than the min length.</p>	VGWSC-2386
<p><b>Plug-In not Recognized After Installation</b></p> <p>Fixed the issue where GWSApp Plug-Ins are not recognized the first time the application is installed even though the plug-in already exist in the directory.</p>	VGWSC-2233
<p><b>Operator Teams Prompt</b></p> <p>The Operator Teams prompt was always in English.</p>	VGWSC-1310
<p><b>Russian Localization Missing</b></p> <p>Added Russian localization files: <i>VIOArtisanResources.ru.resx</i> and <i>VIOResources.ru.resx</i>.</p>	VGWSC-788
<p><b>Incorrect Scanned Password</b></p> <p>Fixed an issue where an empty <i>WrongPrompt</i> would not display an error message, if the user entered the wrong password by scanning a barcode from an Android or Talkman device.</p>	VGWSC-776

Issue Description	Issue ID
<b>GetMenu Confirmation not Showing</b> Added a validation to remove <i>MenuKey</i> if <i>MenuDescription</i> is empty.	<b>VGWSC-440</b>

## Components in this Release

### GWS App 4.3.1

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	All devices supported by Honeywell DevKit 2.5: <ul style="list-style-type: none"> <li>• Android devices with these operating systems:               <ul style="list-style-type: none"> <li>◦ Android 14</li> <li>◦ Android 13</li> <li>◦ Android 12</li> <li>◦ Android 11</li> </ul> </li> <li>• A700x with:               <ul style="list-style-type: none"> <li>◦ VoiceCatalyst 4.7.1 ECS012</li> <li>◦ VoiceCatalyst 4.8 ECS002 or later</li> </ul> </li> </ul>

Environment	Description
Supported Plug-Ins	<p>Any Plug-In of the following version or later is supported.</p> <ul style="list-style-type: none"> <li>• GWS Distribution Plug-In 2.0</li> <li>• GWS Checklist Plug-In 2.1</li> <li>• GWS VoiceDirect ERP Plug-In 3.5</li> <li>• GWS Scraping Plug-In 1.4</li> <li>• GWS VoiceLink Plug-In 1.2</li> <li>• Custom Plug-Ins developed with the Project Template or the Generic Plug-In Template (compatible using GWS SDK 2.6 in embedded mode)</li> </ul>

## 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 4.3.1. 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 Distribution Plug-In Product Description:** This document describes the basic functions of the Distribution Plug-In.
- **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 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 required to create new plug-ins or customizations.
- **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 with this Release

Issue Description	Issue ID
<p><b>VoiceConsole On Prem Licensing</b></p> <p>GWS App may fail to license in a VoiceConsole On Prem deployment.</p> <p><b>Workaround:</b> VoiceConsoleConfig may be set to false. Ensure it is set to true in the OnetimeStartupSettings.config file as shown below.</p> <pre>"VoiceConsoleConfig": {   "Enabled": "true",   "SecureConnections": "true",   "Host": "&lt;VoiceConsole URL&gt;",   "Port": "443",   "SiteId": "2" }</pre>	<p><b>VGWSC-12224</b></p>

## 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><b>Inconsistent Behavior Using 'No More'</b></p> <p>When the <b>No More</b> 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>	<p><b>VGWSC-4184</b></p>
<p><b>Menu Option Names Not Displayed in Selection Order</b></p> <p>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.</p>	<p><b>VGWSC-3493</b></p>

Issue Description	Issue ID
<p><b>GetLongFloat Allows Multiple Points</b></p> <p>When using GetLongFloat the application allows more than one decimal point when adding the value.</p>	<p><b>VGWSC-2931</b></p>
<p><b>Scanner Not Working with Screen Off</b></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><b>Workaround:</b> Wake the device before scanning.</p>	<p><b>VGWSC-4596</b></p>
<p><b>Application Loops</b></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>	<p><b>VGWSC-1091</b></p>
<p><b>Cannot Change Anchor Word Via Scan</b></p> <p>When Anchor Words are enabled the operator cannot change the value of the anchor word via scanning.</p> <p><b>Workaround:</b> Use voice to change anchor word.</p>	<p><b>VGWSC-802</b></p>
<p><b>Barcode Subject to Rules</b></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>	<p><b>VGWSC-801</b></p>
<p><b>Welcome Screen Noise Sample</b></p> <p>The operator can speak or press noise sample to initiate the noise sample process while on the Welcome screen. This should not be allowed.</p>	<p><b>VGWSC-766</b></p>

# 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](http://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](http://honeywell.custhelp.com) or contact Honeywell Technical Support Center:

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

To report support incidents or ask technical questions for other Honeywell devices, visit [honeywell.com/PSStechnicalsupport](http://honeywell.com/PSStechnicalsupport).

## Honeywell Voice Customer Service

For order placement or customer service inquiries:

- **North America, Latin America**  
Email: [VoiceCustomerServiceAmericas@Honeywell.com](mailto:VoiceCustomerServiceAmericas@Honeywell.com)  
Phone: +1(866)862-6553
- **Europe, Middle East, Africa, Turkey**  
Email: [voicecustomerserviceEMEA@honeywell.com](mailto:voicecustomerserviceEMEA@honeywell.com)  
Phone: +44 (0) 1698-915777
- **Japan**  
Email: [csjapan.pss@honeywell.com](mailto:csjapan.pss@honeywell.com)  
Phone: +81-3-6730-7344

- **Brazil**  
Email: [ACSHSMCentraldepedidos@honeywell.com](mailto:ACSHSMCentraldepedidos@honeywell.com)  
Phone: +55 (31) 2391-5600
- **Asia Pacific**  
Email: [VoiceCustomerServiceAPAC@honeywell.com](mailto: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](mailto:VoiceRMA@Honeywell.com)  
Phone: +1 (866) 417-6988
- **Europe, Middle East, Africa**  
Email: [VoiceEMEARMA@honeywell.com](mailto:VoiceEMEARMA@honeywell.com)  
Phone: +1 (866) 417-6988
- **Rest of World**  
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