



Guided Work Solutions

VoiceLink Plug-In 1.0

Product Description

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Patents

For patent information refer to hsmpats.com

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ABOUT VOICELINK PLUG-IN

Description

Assignments for selection, put away, replenishment, loading, put to store, or other warehouse processes are generated by a host system, such as a WMS or enterprise resource planning (ERP) system. This data is imported into VoiceLink, which offers real-time management and tracking capabilities. The Assignments are then transmitted through a wireless radio frequency (RF) network to devices running Vocollect Voice, like the Talkman devices or a handheld device. Vocollect Voice translates assignments into speech commands that direct an operator to an aisle/section and slot location. Operators confirm locations by speaking a numeric identifier (called a check digit) into their Vocollect speech-recognition headsets. For additional accuracy, operators may be requested to speak a product verification code or an item's weight. Operators may also be directed to load picked items onto a pallet so they can then be loaded onto a truck. VoiceLink records operators' response data and exports it back to the WMS, while also tracking labor statistics to inform management of warehouse processes. The speech commands that guide operators through completing assignments are software components called voice applications. Honeywell's voice applications can be integrated with any commercially available WMS as well as with any proprietary or home-grown WMS.

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 35 36299000

- **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: VoiceEMEARM@honeywell.com

Phone: +1 (866) 417-6988

- **Rest of World**

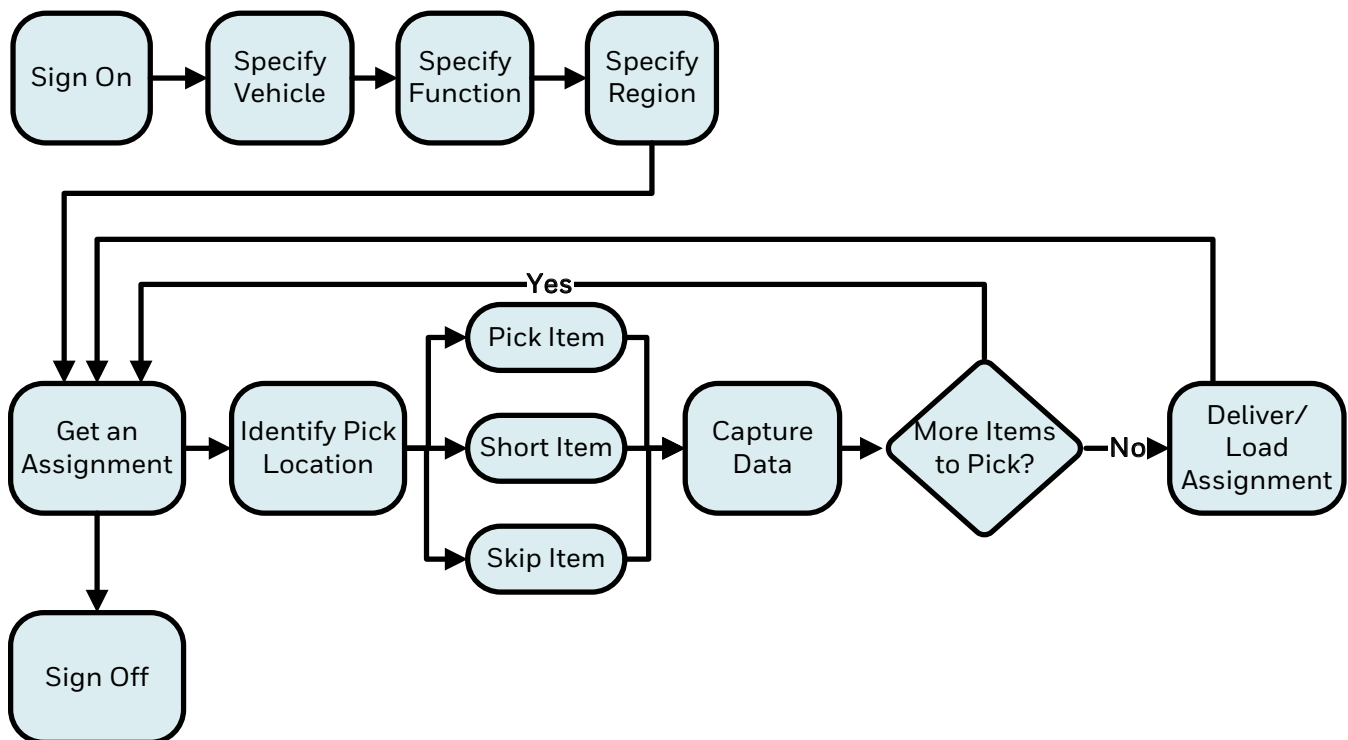
Email: VoiceRMA@Honeywell.com

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

THE SELECTION PROCESS

Selection is the process of picking products from one or more warehouse locations. The product is compiled into an order that is usually shipped out of a warehouse. The Selection voice application can be configured to support several different types of picking, such as base picking, picking to containers, and piece picking. The Selection voice application facilitates communication between devices and the host system, regardless of whether that host system is VoiceLink, a commercially available WMS, an ERP system, or a homegrown WMS. Therefore, in the following subsections, the term "host system" is used to represent the system with which the Vocollect voice applications communicate.

The typical process flow for the selection process is shown below.



Sign On: The operator is prompted to sign on at the beginning of the process. Each operator is assigned an operator ID before he or she can use the system. When the operator signs on, the system verifies the password spoken by the operator to ensure that it matches the password that corresponds to that operator's ID.

Specify Vehicle: The system can be configured to capture vehicle information so that an operator can perform safety checks. The voice application prompts the operator for a vehicle type and a

vehicle ID, then it directs the operator through user-defined checks. This feature can provide valuable data to track and audit vehicle usage and condition.

Specify Function: The voice application prompts the operator to specify which function the operator is performing. Examples of functions that can be specified when running the Selection voice application include normal picking, chase picking, or performing passed work assignments.

Specify Region: After the operator specifies which function he or she is performing, the operator is prompted to specify a region. Regions define how work is performed in one or more areas of the distribution center. A region can either correspond to an area of the warehouse—for example, frozen goods or dry storage—or to different ways to perform a warehouse function.

Get an Assignment: Depending on how the region is configured, the operator may be able to request an assignment, or the system may automatically assign one or more assignments to an operator. Once the operator has an assignment, the voice application begins processing each pick in the assignment's pick list.

Identify Pick Location: This is the first step to process a pick. The voice application directs the operator to a pick location using a series of directions, such as zone 3, aisle 22, slot 33. The operator must provide either location check digits or a product verification code to ensure that he or she is picking the correct product at the correct location.

Pick/Short/Skip: The operator can pick the entire quantity specified, pick part of the quantity specified (shorting), or skip picking the item. The system assumes the skipped item will be picked before the assignment is completed.

Capture Data: A host system can flag individual pick items and require that the operator capture specific data about the flagged items. Operators may be requested to capture a lot number, serial number, or each item's weight.

More Items to Pick: The voice application then checks if there is another item in the pick list. Pick items may be organized so that the operator makes more than one pass through the pick list. For example, an operator may be directed to pick all base items before going to the beginning of the pick list to pick the remaining items. In this step, the voice application determines if all picks in the assignment have been either picked or shorted, taking the picking passes into consideration.

Deliver Assignment: Once the operator either picks or shorts each item in the pick list, the operator is directed to deliver the assignment to a particular location. The operator can then specify to perform another assignment.

Sign Off: When the operator is finished working for the day, the operator signs off from the device. This step is shown as an option during the get a picking assignment step; however, the operator is allowed to sign off practically any time during the selection process.

Please refer to the *Guided Work Solutions VoiceLink Plug-In Product Description* for details of the process flow.

DIFFERENCES AND GAPS

This chapter collects the main gaps and differences between VoiceLink Selection App 5.1 and VoiceLink Selection GWS Plug-in.

Sign On: Welcome message no longer requires confirmation.

Take A Break: Break type selection prompt is modified to be Menu Options selection. At 'Type?' prompt user can speak Break Type's numeric identifier or description to select a break type (p.e for '1 – Injury' users can say '1' or 'Injury'). To list available break types, instead of asking for 'Description', users now must ask for 'Options'. Options will be available on screen for Android devices. To select provided option, user now must speak "Yes" instead of "Stop" or select from the screen on Android devices. Users can ask for the next region description bay saying 'No' or 'Ready'.

Specify Region: Region selection prompt is modified to be Menu Options selection. At 'Region?' prompt user can speak region's numeric identifier or description to select a region (p.e for '3107 – Containers 107' user can say '3 1 0 7' or 'Containers 1 0 7'). To list available Regions, instead of asking for 'Description', users now must ask for 'Options'. Options will be available on screen for Android devices. To select the provided option, user now must speak 'Yes' instead of 'Stop' or select from the screen on Android devices. Users can ask for the next region description by saying 'No' or 'Ready'.

Select Work ID: Work ID selection prompt, when provided spoken digits match multiple work IDs, is modified to be Menu Options selection. User will hear new 'Select work ID' prompt, where user can ask for 'Options' to list available work IDs. Options will be available on screen for Android devices. To select the provided option, users must speak 'Yes' or select from the screen on Android devices. Users can ask for the next work ID by saying 'No' or 'Ready'.

Location Validation: Users can say 'Ready' only if location verification is disabled. Otherwise, users must provide location check digits or product validation.

Capture Lot Number: Lot number selection prompt, when provided number has multiple matches, is modified to be Menu Options selection. To list available Lot numbers user must speak 'Options'. Options will be available on screen for Android devices. To select one option, the user can speak the full Lot number or go through the 'Options' and confirm one by saying 'Yes' or select from the screen on Android devices. If none of retrieved Lot numbers are valid, user can speak, or select from screen on Android devices, the 'Not found' option.

Partial Lot Capture: After the user provides lot number for partial quantity, user is redirected to provide next lot number instead of pick prompt. The user can trigger 'Quantity' command to find out the remaining quantity.

Skip Slot, Repick Skips and Pass Assignment: Users no longer can trigger these commands after confirming picked quantity. These commands are not allowed after picking any quantity (partial or complete). User must trigger these commands at single pick prompt before confirming location or at multiple pick prompt – quantity prompt – before confirming any quantity.

Reprint Labels: Printer selection is asked after selecting the container for which the label will be printed.

CUSTOMIZATION AND DEVELOPMENT

GWS VoiceLink Plug-In offers some advantages over previous implementations:

- High level workflow coding using VoiceSteps framework, a high-level framework that allows developers to become more expressive when defining their workflow.
- Code quality improvement through code optimization guidelines and testing mechanisms.
- Designed to ease creation of new VoiceLink Modules by provided templates and ease the customization of existing VoiceLink modules through overriding mechanisms.

Requirements

Developing GWS VoiceLink Plug-In requires the following:

- An IDE capable .NET Framework / .NET Standard libraries.

Ideally, Microsoft Visual Studio 2022 should be used to be able to start with the offered project templates. Other IDEs may be used but we do not guarantee compatibility with some of .

Development Skills

To be able to develop GWS VoiceLink-Plug-In developers should be familiar with:

- C# and .NET library development.
- GWS Plug-In development: base Plug-In components and Plug-In deployment.
- VoiceLink Server: VoiceLink Server modules, communications and request methods and responses.
- For this Plug-In VIO API knowledge is not required as Voice Workflow will be generated through VoiceSteps framework. But it would be recommended to ease workflow troubleshooting as these instructions will be registered in file.

Please refer to the *Guided Work Solutions VoiceLink Plug-In Developer Guide* for detailed instructions.

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