



# Release Notes

## Guided Work Solutions

### Scraping Plug-In 1.4

May 11 2026

These release notes cover the 1.4 release of the Guided Work Solutions (GWS) Scraping Plug-In.

## New Features in this Release

This release is a maintenance release to be compatible with latest changes in the GWS SDK and provide support for newest versions of GWS Service and GWS App.

## Breaking Changes

### Additional Vocabulary

In this release, the voice command definitions within the resource files have been updated. Each voice command now includes its associated key.

If you are upgrading previous versions, remember to update your resource files by replacing the *GWExternalResources.resx* files or adapting your existing ones to include the added keys. Failing to do this results in a 'Missing resources' error during plug-in execution.

If you are upgrading your customization project to target this version of GWS App, ensure that you're adapting your resource files as well (for any added or modified command).

### Embedded Mode

Using the embedded mode now requires a minimum GWS App 4.3 version.

## Issues Fixed in this Release

Fixes are included for the following issues:

Issue Description	Issue ID
<p><b>Resx Files Mistranslates alpha-a Key</b></p> <p>Many non-English languages had the wrong entry for alpha-a. Instead of the capital letter A (the first letter of the Latin alphabet) they use the word A (the indefinite article such as "I saw a dog").</p>	<p><b>VGWSC-9690</b> <b>VGWSC-6034</b></p>

## Components in this Release

### GWS Scraping Plug-In 1.4

The Guided Work Solution (GWS) Scraping Plug-In contains a Voice Workflow developed for running on top of GWS alongside with GWS Scraping Context implementation.

## Supported Environments

Environment	Description
GWS Service	2.3 and later
GWS App	4.3 and later
Execution models	<ul style="list-style-type: none"> <li>• Embedded</li> <li>• Service</li> </ul>
Devices and Voice Software	<p>All devices supported by Honeywell DevKit 2.5:</p> <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
Licensing	<ul style="list-style-type: none"> <li>• A GWS license is required</li> <li>• VoiceConsole 6.3 or greater is required to manage licenses when using OCR</li> <li>• A separate license add-on is required to support OCR input</li> </ul>
Languages	<ul style="list-style-type: none"> <li>• English (U.S.)</li> <li>• German</li> <li>• French</li> <li>• French (Canada)</li> <li>• Spanish</li> <li>• Spanish (Mexico)</li> <li>• Portuguese</li> <li>• Portuguese (Brazil)</li> <li>• Dutch</li> <li>• Japanese</li> </ul>

## Deliverable Contents

This version includes the following contents:

### Documentation

- **Guided Work Solutions Scraping Plug-In Product Description:** This document describes the basic functions of the Scraping Plug-In.
- **Guided Work Solutions Scraping Plug-In Developer Guide:** This document covers developing projects using the Scraping Complex template

### Components

The software distribution contains the following:

- **GWS Connector Scraping Plug-In** - The Guided Work Solution (GWS) Scraping Plug-In contains a Voice Workflow developed for running on top of GWS alongside with GWS Scraping Context implementation.
- **Honeywell GWS Connector Scraping Context Project Template** - The Honeywell GWS Scraping Context Template provides a code project with convenient file structure ready to start developing a new GWS Scraping Context to be used with Honeywell GWS Scraping Plug-In.

- **GWS Scraping Sample** - The GWS Scraping Sample contains a sample project to ease the understanding of GWS Scraping Context Project and serve as an example case of use. Additionally, a Mock Server implementation is included for testing the Sample context against it.

# 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**  
Email: [VoiceRMA@Honeywell.com](mailto: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](https://sps-support.honeywell.com/s/pss/pss-rma)

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For patent information refer to [hsmpats.com](http://hsmpats.com)