



Release Notes

Guided Work Solutions Connector

VoiceDirect ERP Plug-In 3.2 for use with SAP®

May 10 2024

These release notes cover the 3.2 release of the Guided Work Solutions (GWS) Connector VoiceDirect ERP Plug-In for use with SAP.

New Features in this Release

This release provided upgrades for compatibility with GWS Connector SDK 2.2 and GWS Connector App 3.4. As part of this upgrade, the following changes affect this plug-in:

- BarCode commands now allows the point character to be spoken. Previously only numbers and letters were allowed.

Issues Fixed in this Release

- Cookies are now correctly restarted upon reconnection. This issue was noticed while changing the user on a device, but having the old user still being reported to SAP.

Components in this Release

GWS Connector VoiceDirect ERP Plug-In 3.2

The Guided Work Solution (GWS) VoiceDirect ERP Plug-In for use with SAP contains the features to connect to an SAP ITS Server and generate voice dialogs using existing attribute files from VoiceDirect ERP. The plug-in can be deployed in the GWS Connector Service in a separate host.

NOTE

SAP transports from VoiceDirect ERP for use with SAP 2.3.1 must be installed and configured in the SAP landscape.

Supported Environments

Environment	Description
GWS Connector Service	2.2 and later
GWS App	3.4 and later
Execution models	<ul style="list-style-type: none">• Embedded• Service
Devices and Voice Software	All devices supported by Honeywell DevKit
Languages	<ul style="list-style-type: none">• English (U.S.)• German• French• French (Canada)• Spanish• Spanish (Mexico)• Portuguese• Portuguese (Brazil)• Dutch

SAP Environment	Description
SAP Systems	<ul style="list-style-type: none"> • SAP S/4HANA • SAP SCM EWM 5.0 and newer • SAP ECC 6.0 and newer • SAP ECC 5.0 and newer • SAP R/3 4.7 • SAP R/3 4.6c <div> NOTE Honeywell Voice manages earlier versions of SAP through custom configurations. Contact your Honeywell sales representative. </div>
Operating Systems	All operating systems that are available for the supported versions of SAP GWS Connector Service requires Microsoft Windows Server 2016 or above
Languages	<ul style="list-style-type: none"> • English (United States): en_US • German: de • French (France): fr • French (Canada): fr_CA • Spanish (Spain): es_ES • Spanish (Mexico): es_MX • Portuguese (Portugal): pt_PT • Portuguese (Brazil): pt_BR • Dutch: nl • Japanese <div> NOTE SAP language packs must be installed for localized languages. </div>

Deliverable Contents

This release includes the following:

Documentation

- **Guided Work Solutions Connector VoiceDirect ERP Plug-In Product Description:** This document contains information on the GWS Connector 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.

Components

- GWS Connector VoiceDirect ERP for use with SAP Plug-In: The software distribution contains the VoiceDirect ERP Plug-In files and the required resource files.

General Considerations and Limitations

Limitations

- Only the SAP EWM Reference design is tested.
- Operator password can be:
 - Numeric spoken by user
 - Scanned with device using enabled scanner.
 - Alphanumeric entry on device screen.
- The Kiosk feature is not supported.
- **ConfirmSpokenValuePrePrompt** field in VoiceAttribute files specification is not supported.
- **ConfirmSpokenValuePostPrompt** field in VoiceAttribute files specification is not supported on Button commands.
- Speech Attribute (enabled = 3) is not supported.

Migration Considerations

- In VoiceAttribute files, only one screen definition is supported per file. If a VoiceAttribute file contains more than one screen it is necessary to split the file into separate VoiceAttribute files, each one having only one screen definition.
- 'Description' functionality behavior is changed. When using this functionality, use:
 - 'Yes ' to choose the current option spoken.
 - 'No' to move to the next option.
 - The code is allowed to be spoken to choose an option directly based on its number.
 - When using Pick Up & Go speaking the description is also allowed.

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 www.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 www.honeywell.custhelp.com or contact Honeywell Voice Technical Support Center:

- **Americas**
Email: VoiceTechnicalSupport@Honeywell.com
Phone: +1(866) 862-7877
- **AMEA**
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 www.honeywell.com/PSstechnicalsupport.

Honeywell Voice Customer Service

For order placement or customer service inquiries:

- **Americas**
Email: VoiceCustomerServiceAmericas@Honeywell.com
Phone: +1(866)862-6553
- **EMEA & APACE**
Email: VocollectCSEMEA@Honeywell.com
Phone: +44 (0) 1698-915777

Honeywell Voice Hardware Repair

For returns or to check the status of an RMA for Voice hardware products:

- **Americas**
Email: VoiceRMA@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 [SPS RMA](#).

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