



# Release Notes

## Guided Work Solutions

### VoiceDirect ERP Plug-In 3.5 for use with SAP®

May 11 2026

These release notes cover the 3.5 release of the Guided Work Solutions (GWS) VoiceDirect ERP Plug-In for use with SAP.

## New Features in this Release

### Command key added in resource files

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).

## Issues Fixed in this Release

Fixes are included for the following issues:

Issue Description	Issue ID
<b>Resx Files Mistranslates alpha-a Key</b> 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").	<b>VGWSC-9690</b> <b>VGWSC-6034</b>
<b>GetBarcode maxLength not Working as Expected</b> When an operator needed to enter a long ID by voice if the user paused the recognizer took the partial input and moved on to the next prompt.	<b>VGWSC-6911</b>

Issue Description	Issue ID
<p><b>Data from Previous Screens Used</b></p> <p>When the same screen is fed consecutively to the Plug-In the values from the first screen could show in the subsequent instance of that screen.</p>	<p><b>VGWSC-5484</b></p>

## Components in this Release

### VoiceDirect ERP Plug-In 3.5

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 Service in a separate host.

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

## Supported Environments

Environment	Description
GWS Service	2.3 and later
GWS App	4.3.1 and later
Execution models	<ul style="list-style-type: none"> <li>• Embedded</li> <li>• Service</li> </ul>

Environment	Description
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 these VoiceCatalyst versions: <ul style="list-style-type: none"> <li>◦ VoiceCatalyst 4.7.1 ECS012</li> <li>◦ VoiceCatalyst 4.8 ECS002 or later</li> </ul> </li> </ul>
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>

SAP Environment	Description
SAP Systems	<ul style="list-style-type: none"> <li>• SAP S/4HANA</li> <li>• SAP SCM EWM 5.0 and newer</li> <li>• SAP ECC 6.0 and newer</li> <li>• SAP ECC 5.0 and newer</li> <li>• SAP R/3 4.7</li> <li>• SAP R/3 4.6c</li> </ul> <div style="border: 1px solid blue; padding: 5px; margin-top: 10px;"> <p><b>NOTE</b> Honeywell Voice manages earlier versions of SAP through custom configurations. Contact your Honeywell sales representative.</p> </div>
Operating Systems	<p>All operating systems that are available for the supported versions of SAP GWS Service requires Microsoft Windows Server 2016 or above</p>
Languages	<ul style="list-style-type: none"> <li>• English (United States): en_US</li> <li>• German: de</li> <li>• French (France): fr</li> <li>• French (Canada): fr_CA</li> <li>• Spanish (Spain): es_ES</li> <li>• Spanish (Mexico): es_MX</li> <li>• Portuguese (Portugal): pt_PT</li> <li>• Portuguese (Brazil): pt_BR</li> <li>• Dutch: nl</li> <li>• Japanese: ja</li> </ul> <div style="border: 1px solid blue; padding: 5px; margin-top: 10px;"> <p><b>NOTE</b> SAP language packs must be installed for localized languages.</p> </div>

## Deliverable Contents

This release includes the following:

## Documentation

- **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.

## Components

- GWS 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.
- PassThrough command 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 [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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Web Address: [automation.honeywell.com](http://automation.honeywell.com)

## Patents

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