

**Honeywell**

# **Guided Work Solutions**

VoiceLink Plug-In 1.2

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## **Product Description**

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# TABLE OF CONTENTS

<b>Chapter 1 - About VoiceLink Plug-In</b> .....	<b>1</b>
Description .....	1
Getting Help .....	2
Additional Documentation .....	2
Honeywell Voice Reseller Services .....	2
Honeywell Voice Technical Support .....	2
Honeywell Voice Customer Service .....	2
Honeywell Voice Hardware Repair .....	3
<b>Chapter 2 - The Selection Process</b> .....	<b>5</b>
<b>Chapter 3 - The Put Away Process</b> .....	<b>7</b>
<b>Chapter 4 - The Replenishment Process</b> .....	<b>9</b>
<b>Chapter 5 - The Put To Store Process</b> .....	<b>11</b>
<b>Chapter 6 - The Cycle Counting Process</b> .....	<b>13</b>
<b>Chapter 7 - Differences and Gaps</b> .....	<b>15</b>
Core Modules .....	15
Selection .....	15
Fork Apps: Put Away / Replenishment .....	16
Put To Store .....	16
<b>Chapter 8 - Customization and Development</b> .....	<b>17</b>
Requirements .....	17
Development Skills .....	17



# 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 GWS App, like the Talkman devices or a handheld device. GWS App 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 GWS 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](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)

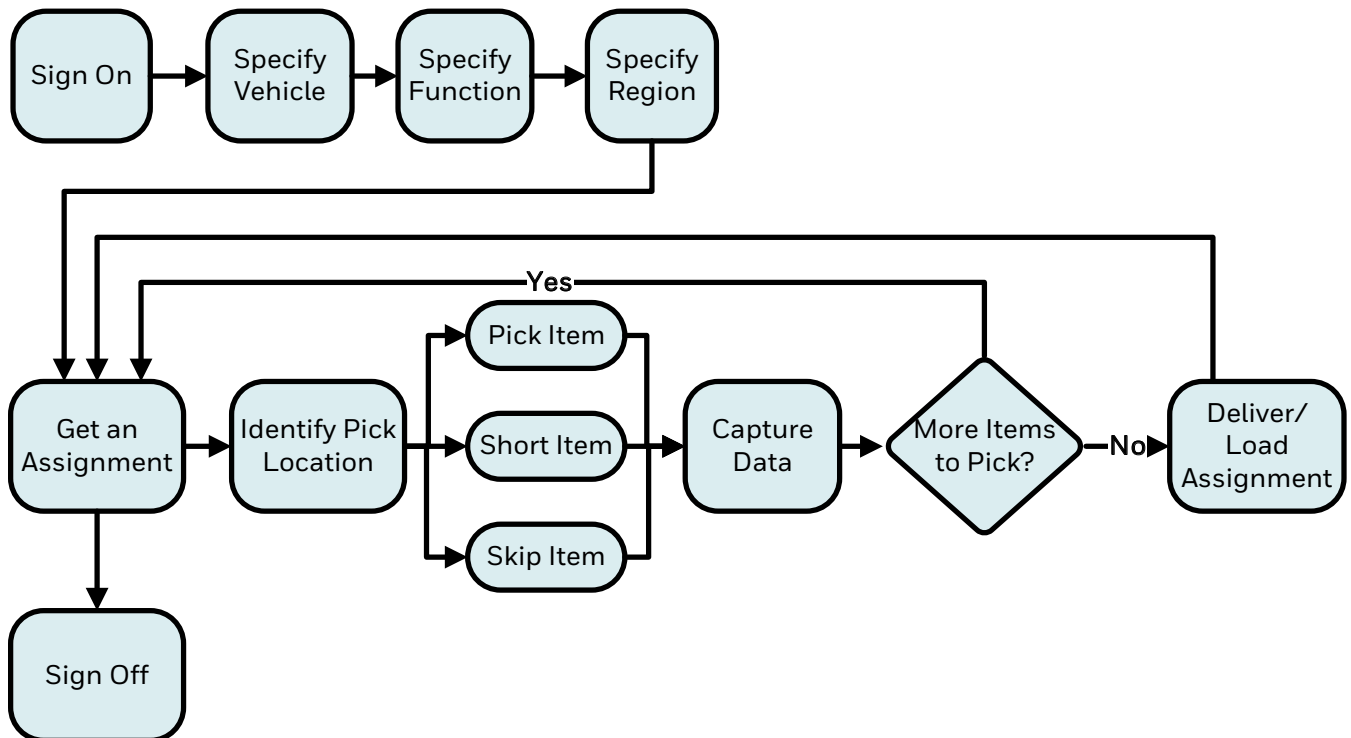
For returns or to check the status of an RMA for other Honeywell hardware products, visit the SPS RMA portal: [sps-support.honeywell.com/s/pss/pss-rma](https://sps-support.honeywell.com/s/pss/pss-rma)



## 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 is 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.

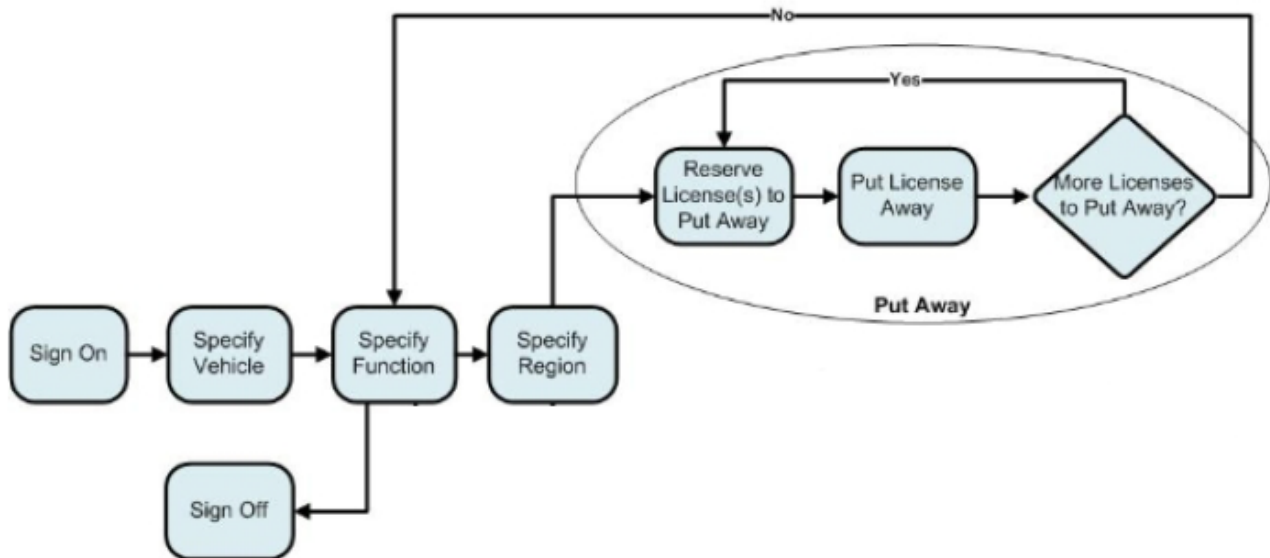
Please refer to the *Guided Work Solutions VoiceLink Plug-In Product Description* for details of the process flow.

# THE PUT AWAY PROCESS

Put Away is the process of putting products away that has recently arrived in a warehouse to one or more specific locations.

Product is received into a warehouse on a pallet or other receptacle. Each pallet has a license, which uniquely identifies that pallet, the product on that pallet, and the quantity of product. Typically, only one product is tracked by a license. The Put Away voice application can be configured to support putting away single or multiple licenses and putting each license in its appropriate location within a warehouse.

The typical process flow for the Put Away 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. Put Away function must be specified when running the Put Away voice application.

**Specify Regions:** After the operator specifies which function he or she is performing, the operator is prompted to specify one or more regions. 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 different ways to perform a warehouse function.

**Reserve License(s):** The operator may speak or scan a license ID to reserve that license. Depending on selected region configuration, the operator may reserve multiple licenses to put away.

**Put License Away:** The operator is directed to put the license away. Depending on host system configuration, the user may be directed to a specific put away location or the user may be required to specify the put away location. Depending on region configuration, the user may also be required to confirm the put away quantity.

**More Licenses to Put Away:** The voice application then checks if there is another license to put away.

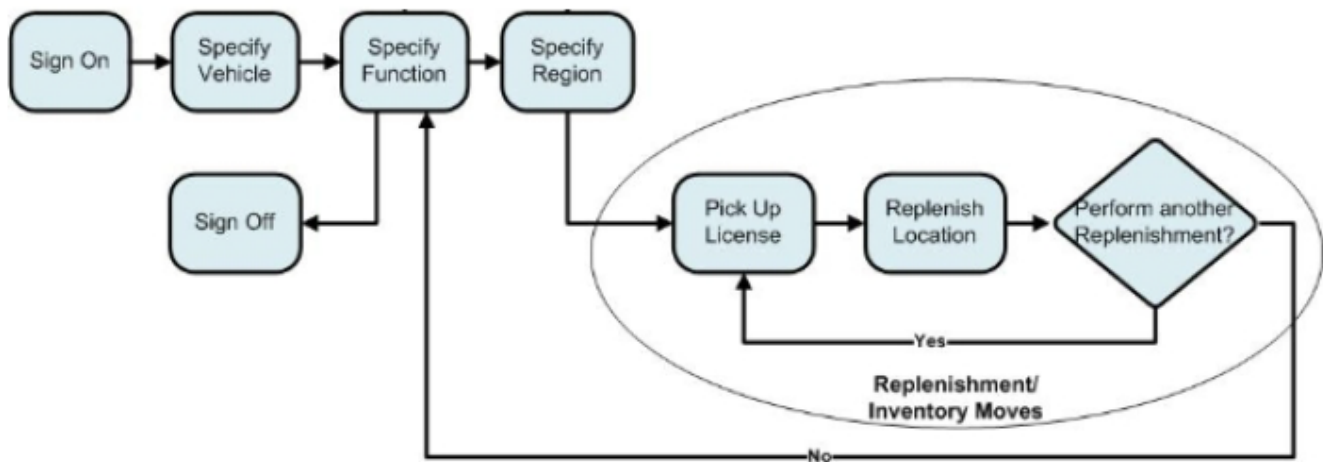
**Sign Off:** When the operator is finished working for the day, the operator signs off from the device. This step is shown as an option during the get a picking assignment step; however, the operator is allowed to sign off at any time before Reserve License(s) process is finished.

# THE REPLENISHMENT PROCESS

Replenishment is the process of replenishing one location with product from another location.

The most common scenario for this process is to replenish a pick slot that has been reported empty by an operator performing selection. This function directs an operator through the process of picking up products at one location, called the reserve location, and moving that product to the location that must be replenished. Product being moved is typically tracked by license, as in the put away process.

The typical process flow for the Replenishment 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. Replenishment function must be specified when running the Replenishment voice application.

**Specify Regions:** After the operator specifies which function he or she is performing, the operator is prompted to specify one or more regions. 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 different ways to perform a warehouse function.

**Pick Up License:** The operator is directed to pick up product that is stored at a reserve location. The product is typically on a pallet or in a receptacle that is identified by a license, which uniquely identifies that receptacle, the product that is in that receptacle, and the quantity of product. The host system always directs an operator to the reserve location. Depending on region configuration, the user may also be required to confirm the picked-up quantity.

**Replenish Location:** The operator is directed to replenish the location. Depending on host system configuration, the user may be directed to a specific location, or the user may be required to specify the replenish location. Depending on region configuration, the user may also be required to confirm the replenished quantity.

**Perform Another Replenishment:** The operator specifies whether he or she wants to perform another replenishment. The voice application then checks if there is another location to replenish.

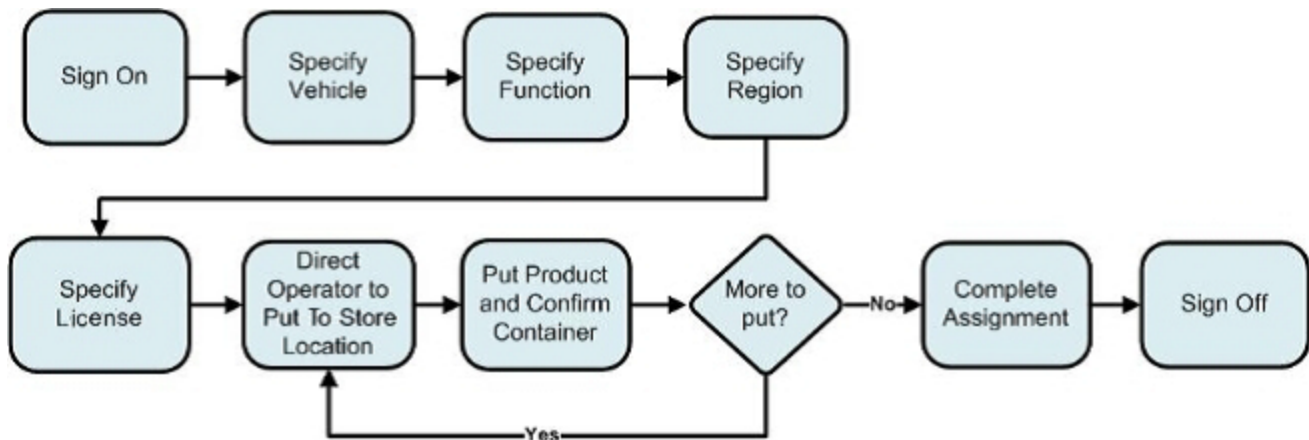
**Sign Off:** When the operator is finished working for the day, the operator signs off from the device. This step is shown as an option during the get a picking assignment step; however, the operator is allowed to sign off at any time before Reserve License(s) process is finished.

## THE PUT TO STORE PROCESS

Put to Store is the process of picking up one or more license plate numbers and putting products from the licenses to one or more locations. This process is most used to support crossdocking. In a cross-docking system, pallets of material are received on one dock, broken down into customer-specified loads while still on the dock and transferred to outbound trucks. Items are not placed in warehouse locations for storage.

The Put To Store voice application facilitates communication between devices and a host system, whether that host system is Vocollect VoiceLink, a commercially available WMS, an ERP system, or a homegrown WMS. 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 Put To Store 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. Replenishment function must be specified when running the Replenishment voice application.

**Specify Regions:** After the operator specifies which function he or she is performing, the operator is prompted to specify one or more regions. 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 different ways to perform a warehouse function.

**Specify License:** The operator is prompted to specify a license plate number. After the operator specifies a license plate number, the voice application gets all the information necessary to guide the operator through putting the product from the license to one or more put to store locations.

**Direct Operator to Put To Store Location:** The operator is directed to each put to store location and told the amount of each product that should be put at that location.

**Put Product and Confirm Container:** The operator puts product at the location and confirms which container the product is put into at that location.

**Determine if There is More to Put:** Once the operator is finished putting an item at a location, the voice application determines if there are more items to put at this location. If not, the voice application then determines if there are more items to put at other locations for this assignment.

**Complete Assignment:** If any put to store locations are skipped during an assignment, the operator is directed back to those locations before the assignment can be completed. The operator must also handle any residual product. After these steps, the assignment is complete.

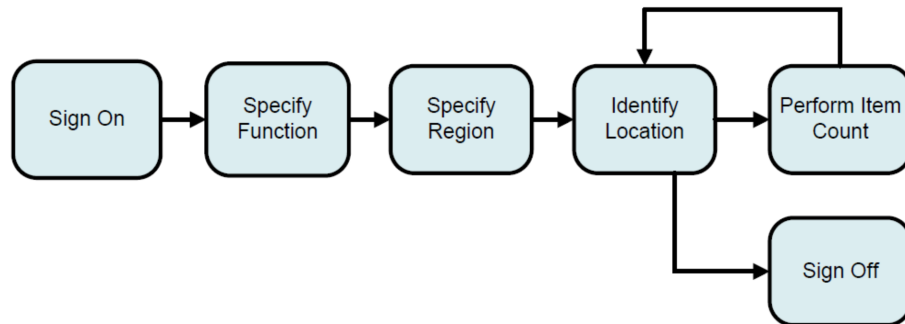
**Sign Off:** When the operator is finished working for the day, the operator signs off from the device. This step is shown as an option during the get a picking assignment step; however, the operator is allowed to sign off at any time before Reserve License(s) process is finished.

# THE CYCLE COUNTING PROCESS

Cycle counting is the process of counting inventory at a particular warehouse location.

The Cycle Counting voice application enables operators to perform counting as a stand-alone activity. The Cycle Counting voice application facilitates communication between devices and a host system, whether that host system is VoiceLink, a commercially available WMS, an ERP system or a homegrown WMS.

The typical process flow for the Cycle Counting process is shown below



Overview of Cycle Counting Process

**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 given by the operator to ensure that it matches the password that corresponds to that operator's ID.

**Specify Function:** The voice application prompts the operator to specify which function the operator is performing. Cycle counting is the only function supported by the Cycle Counting voice application.

**Specify Region:** The operator is then prompted to specify the regions where the operator is going to perform cycle counting. The operator must specify at least one valid region before he or she can continue.

**Identify Location:** The voice application either directs the operator to a location or prompts the operator to specify a location. A valid location must be identified before the operator is directed to count the location.

**Perform Item Count:** The operator is directed to speak quantity of a specific unit of measure of the product at the location. Depending on the type of count (blind or known), the operator may or may not be told the expected quantity.

**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 identify location step; however, the operator is allowed to sign off at other parts 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.

## Core Modules

**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 are 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'.

## Selection

**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 are 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 hears new 'Select work ID' prompt, where user can ask for 'Options' to list available work IDs. Options are 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 are 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.

**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 (without quantity verification) 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 is printed.

## Fork Apps: Put Away / Replenishment

**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 '1 – Fork apps 1' user can say '1' or 'Fork apps 1'). To list available Regions, instead of asking for 'Description', users now must ask for 'Options'. Options are 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'.

**Specify Cancel Reason:** Cancel reason selection prompt is modified to be Menu Options selection. At 'Reason?' prompt user can speak reason's numeric identifier or description to select a region (p.e for '1 - No Stock' user can say '1' or 'No Stock'). To list available Reasons, instead of asking for 'Description', users now must ask for 'Options'. Options are 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 reason description by saying 'No' or 'Ready'.

## Put To Store

**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 '1 – Put to store 1' user can say '1' or 'Put to store 1'). To list available Regions, instead of asking for 'Description', users now must ask for 'Options'. Options are 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 License:** License selection prompt, when provided spoken digits match multiple licenses, is modified to be Menu Options selection. User hears new 'Select license' prompt, where user can ask for 'Options' to list available licenses. Options are 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 license by saying 'No' or 'Ready'.

**Performance:** The performance information prompt no longer requires confirmation.

# 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 is generated through *VoiceSteps* framework. But it would be recommended to ease workflow troubleshooting as these instructions are registered in file.

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

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