Honeywell

Release Notes
Honeywell Development Kit 2.4

October 15 2025

Verifying Download Files

The release files for Honeywell Development Kit (DevKit) 2.4 are zip files signed with a certificate. This allows a user to verify the files they download have not been modified. After downloading the files, use the process below to verify authenticity before unzipping the files.

1. Java JDK (version 1.8 or newer) must be installed.
2. Execute the jarsigner executable against the file to verify. Example:
   jarsigner –verify Honeywell-DevKit-2.4-signed.zip

Code Changes

Changes to code, including breaking API changes, can be found in the CHANGELOG.md file in the devkit directory, included in the DevKit zip file. Some of these changes are also included later in this document.

New Features in Honeywell DevKit

Operator Privacy Consent

> IMPORTANT
> Operator Privacy Consent is required for VoiceConsole SaaS deployments beginning with VoiceConsole 6.4. Operator Privacy Consent is optional for VoiceConsole On Prem deployments.

> NOTE
> Refer to the VoiceConsole 6.4 Release Notes and online help (when available) for more information.

When Operator Privacy Consent is required within VoiceConsole, the Android or iOS device checks the consent status for the current operator within VoiceConsole:

- If consent has previously been provided by the operator, the workflow starts.
- If consent has not been provided, consent has been declined or withdrawn, or consent has expired the operator is shown the Voice Privacy Consent screen. The process is detailed below.

  1. If the device is connected to a network that allows navigation to outside addresses, the screen displays the Honeywell Voice Automated Solutions Privacy Notice (help.honeywellaidc.com/privacy/Content/Privacy.htm).
  2. If not connected to a network or connected to a network that prevents navigating to outside addresses, the screen displays a basic Privacy Notice acknowledgment.
  3. The operator must check the checkboxes to acknowledge and consent to the privacy notice and sharing of data with Honeywell, then click **Continue** to Accept and start the workflow. The operator's consent status within VoiceConsole is updated to **Accepted**.
  4. If the operator does not consent to the privacy notice or sharing of data with Honeywell, the operator can click the **back** button to Decline and is returned to the home screen. The operator's consent status within VoiceConsole is updated to **Declined**.
  5. To withdraw consent, operators must talk to their supervisor who can manually withdraw consent for that operator from within VoiceConsole. The operator's consent status within VoiceConsole is updated to **Withdrawn** after the supervisor completes the request.
  6. Supervisors can view consent status from within VoiceConsole. Refer to VoiceConsole online help for more details.

> **NOTE**
> Privacy consent for A700x devices requires a VoiceCatalyst upgrade. This is planned for a future VoiceCatalyst release.

New RESX key-value Pairs

The following RESX key-value pairs are added to support this feature and must be added to any existing DevKitResources.resx file for the application and any translations files:

Key Name	Value
PrivacyConsentRequiredWorkflowActivity_ButtonText	Continue
PrivacyConsentRequiredWorkflowActivity_InitialPrompt	Operator consent required for {0} to continue. In order for the solution to function, it may collect your voice recordings of certain words and phrases. Provide your acknowledgement and consent on your handheld device.

Key Name	Value
PrivacyConsentRequiredWorkflowActivity_Header	Privacy Consent Required
PrivacyConsentCustomerAcknowledgementText	I consent to the collection, use and processing of my personal data, which may include biometrics, and its sharing with Honeywell for the purpose of enabling the product to function in line with my employer's privacy statement. For any questions or to withdraw consent, I will contact my Supervisor.
PrivacyConsentHoneywellAcknowledgementText	I consent to the collection, use and processing of my personal data, which may include biometrics, for data analytics and improvement of Honeywell's products and services, as detailed in Honeywell's Voice Automated Solutions – Operator Privacy Notice, available online. I acknowledge that I have read and understood that notice, including my right to withdraw consent and to have my personal data deleted.
PrivacyConsentQuestionAboutConsentText	If you have any questions about providing consent, please contact your supervisor.
PrivacyConsentOperatorLabelText	Operator Id:
PrivacyConsentAlternateText	Operator consent required. In order for the solution to function, it may collect your voice recordings of certain words and phrases. **NOTE** This RESX key is a HTML type label. Please leave the **<** and **>** operators when translating for proper formatting.

Smart Talk Integration

DevKit applications on Android devices can now integrate with Honeywell Smart Talk, a secure enterprise-grade application that provides Push-To-Talk (PTT), voice calls, text and media messaging, and video calls.

For more information on Smart Talk including user documentation see automation.honeywell.com/us/en/software/productivity-solutions/smart-talk

In this initial implementation, this feature includes:

Automatic Pause of Workflow During Smart Talk calls

- Call state management automatically pauses workflows during Smart Talk calls.
- A standby screen is displayed when a user is in an active call.
- Audio routing switches between HFP and SRCOMM based on call status, if necessary.

For this release Smart Talk only sends pause/resume notifications to these DevKit PackageNames:

- com.honeywell.GuidedWorkDemo
- com.Honeywell.WarehouseDemo

Contact Honeywell Customer Support if it is necessary for DevKit to use Audio Sharing with a different PackageName.

Make Call Overflow Menu Option

A new **make call** overflow menu item is added. When audio sharing is enabled, selecting this option launches Smart Talk allowing users to initiate a call. The **make call** option is near the bottom of the overflow menu.

> NOTE
> There is no voice command to make a call. The overflow menu **make call** option must be used.

New Repository in OneTimeStartupSettings.config

The following parameters are available in the repository to configure audio sharing and Smart Talk integration:

- **AudioSharingEnabled** (default: false): Enables or disables the Audio Integration feature. Set to true to allow DevKit apps to integrate audio with Smart Talk; set to false to disable this feature.
- **CallApplicationIdentifier** (default: com.honeywell.smart_talk): Specifies the identifier of the Smart Talk application to launch. On Android, this is the app's packageName.
- **CallNotificationIdentifier** (default: com.honeywell.smart_talk.intent.action.VOIP_CALL_STATE_CHANGE): Defines the notification identifier used for communication between the DevKit app and Smart Talk. On Android, this is the BroadcastReceiver IntentFilter string.

New RESX key-value Pairs

The following RESX key-value pairs are added to support this feature and must be added to any existing DevKitResources.resx file for the application and any translations files:

Key Name	Value
OverflowMenuItem_MakeCall	make call
Reminder_SmartTalk_Title	Reminder
Reminder_Login_SmartTalk	Reminder to login to the Smart Talk App.
Reminder_Logout_SmartTalk	Reminder to logout of the Smart Talk App.
Reminder_SmartTalk_Continue	Continue
CallWaitWorkflowActivity_NextButtonText	Continue Workflow
CallWaitWorkflowActivity_Header	In a Call
CallWaitWorkflowActivity_SubHeader	Microphone is muted
CallWaitWorkflowActivity_Content	Microphone is currently muted due to an incoming call
CallWaitWorkflowActivity_InitialPrompt	Standing by.
Warning_SmartTalkNotInstalled	Smart Talk is not installed, please see your supervisor
Warning_CallInProgress	A call may still be in progress. Continuing could affect audio input. Would you like to proceed?
MakeCallConfirmationWorkflowActivity_Header	Go to SmartTalk. Correct?
MakeCallConfirmationWorkflowActivity_InitialPrompt	Go to SmartTalk. Correct?
Warning_Title	Warning

Loudness Setting

A new loudness setting is added to the Voice and Audio Settings screen for Android devices. This allows the operator to increase the effective volume of the TTS output. This does not affect recorded audio playback such as playing back tones, voice notes, or memos. This option is only available when using the Bluetooth HFP mode of operation ("PreferSRCOMM" set to false). The loudness setting is disabled by default.

- Enable loudness setting at compile time by uncommenting the line below in the XplatDependencyOverrides.cs file:

```
VoiceAndAudioConfigRepository.EnableLoudness()
```

- Change the default loudness value by uncommenting the line and setting the desired value. 2.1 dB is the default value. A smaller value will result in a smaller loudness increase, while a larger value will result in a larger loudness increase. The valid range is 0 to 5. You may hear distortion at higher values.

> **WARNING**
> Do not change this value unless you carefully test it with the headset at maximum volume.

```
VoiceAndAudioConfigRepository.AdjustLoudnessDefaults(defaultLoudness_dB: 2.1);
```

- When Loudness is active, a new **speech settings** overflow menu item is added allowing the operator to change TTS settings for the device while working an assignment. The **speech settings** option is near the bottom of the overflow menu. From there the operator can change TTS speed and loudness using the same user interface as the Audio Settings screen.
- Changes to an operator's loudness setting are saved to the operator's profile and persist across application restarts. The *androidloudnessshift* setting is saved to the operator's profile with the value of the loudness setting.

New and Updated RESX key-value Pairs

The following RESX key-value pairs are added to support this feature and must be added to any existing DevKitResources.resx file for the application and any translations files:

Key Name	Value
OverflowMenuItem_SpeechSettings	speech settings
VoiceAndAudioSettingsWorkflowActivity_ResetTtsDefaults	Reset
VoiceAndAudioSettingsWorkflowActivity_TTSLoudnessSetting	Loudness Shift

The following RESX key-value pairs are updated to support this feature and must be updated in any existing DevKitResources.resx file for the application and any translations files:

Key Name	Old Value	New Value
VoiceAndAudioSettingsWorkflowActivity_TTSSpeedSetting	Text To Speech Speed Setting:	Speed:

Delay Comma (Delay,)

The Delay Comma feature that was added on DevKit 2.1 to print the speech-to-speech delay in log files has been adjusted to improve the accuracy of the estimate when PreferSRCOMM=true.

Format:

```
Delay,<speech to speech time>, <input speech node>, <prompt node>, <last recognized word>, {<resulting prompt>}
```

Example output in log file:

```
Delay,900,Digits,PromptHere,3,{Put Two Packs, rear}
```

Interpreting log message:

Item	Example	Description
<speech to speech time>	900	Approximate time in milliseconds from the end of the operator speaking the last word until the beginning of the resulting prompt output from the device
<input speech node>	Digits	Noe name of the first word of the input speech utterance
<prompt node>	PromptHere	Node name of the resulting prompt
<last recognized word>	3	Last recognized word of the input speech utterance
<resulting prompt>	Put Two Packs, rear	Prompt text spoken to the operator presumably in response to their last spoken input

SRCOMM Playback

SRCOMM audio playback is improved when close to the edge of Bluetooth range.

Recognizer Improvements

Improvements were made to reduce latency and adaptation frequency.

Log File Location

Added an option to write log files in shared storage on Android devices. To enable this feature uncomment the line in XplatDependencyOverides.cs:

```
Honeywell.Firebird.WorkflowEngine.SharedLogFileEnabled.Enable(container);
```

With this change,, log files are written to the directory below on the device;

/sdcard/Documents/<*your app package name*>/Log

Zebra DataWedge Custom Name

Added ability to provide a custom profile name in Zebra DataWedge along with the ability to apply settings across all available scanners. To enable this feature uncomment the line in GWS.Android\Platforms\Android\MainApplication.cs:

```
ZebraAndroidBroadcastReceiver.SetProfileAndConfigureAllScanners("CustomProfile",
true);
```

Developing with DevKit 2.4

The class access modifiers for *Honeywell.DialogueRunner.Android.AndroidTextToSpeechService* and *GuidedWork.Devices.Droid.AndroidVolumeControl* changed from "public" to "internal".

For A700x applications, DevKitNetCoreResources.resx must now be localized for applications to work properly in all required languages. Previously, this resource file was not being loaded during A700x resource resolution, which meant that phonetic translations and other key resources were unavailable during VAD generation.

> IMPORTANT
> The change below is a breaking change.

With the introduction of the new Privacy Consent feature, custom state machines based on the `CoreAppStateMachine` and not on the simplified pattern need to implement the following catch block where their state machine calls upon the Operator Update Service method *UpdateCurrentOperatorAsync()*:

```
catch (PrivacyConsentException)
{
    NextTrigger = CoreAppTriggers.WaitForUserInput;
    return;
}
```

IMPORTANT
The catch-block must have the *return;* statement.

The following using statement may need to be added to the file:

```
using Honeywell.Firebird;
```

The following is an example of the catch block being implemented:

```
try
{
    await _OperatorUpdateService.UpdateCurrentOperatorAsync(new GuidedWork.Operator
(Model.CurrentOperator.OperatorIdentifier, Model.LastVoiceCon-
soleOperConfig?.ConfigParams.OperatorPK));
}
catch (PrivacyConsentException pce)
{
    _Log.Error(Privacy consent was rejected or aborted during operator login.", pce);
    NextTrigger = CoreAppTriggers.WaitForUserInput;
    return;
}
catch (Exception e)
{
    _Log.Error("Error setting operator for automatic operator settings.", e);
}
```

The following steps can be used to test the implementation of the catch block:

1. Sign in with an operator that has not accepted the privacy notice. Their status can be **Not Accepted**, **Rejected**, or **Withdrawn**. If in doubt, the operator's consent status can be viewed from the Operators table in VoiceConsole 6.4 or later.
2. When the privacy notice screen is shown, disconnect the device from the network before providing consent.
3. Hit the **back** button to reject the notice and return to the home screen.
4. Once on the home screen, hit **Ready**.
5. Allow the app to move through background activities, including screens such as `Retrieving Initial Data`, `Verifying Input Audio`, etc.
6. When the application shows a gray spinner with the words "Signing On", reconnect the device to the network.
7. Look for one of the following:

- If the catch block is not implemented or is implemented incorrectly: Application closes.
- If the catch block is implemented correctly: Application returns to the sign in screen with no issues.

It is also important to check the sequence of VoiceConsole calls in your sign in logic to make sure the operator consent status is being updated after the operator configuration has been saved. This avoids the calls for privacy acceptance/rejection becoming out of sync. This could occur if using customized logic, and is unlikely to occur if using an example DevKit application. If these calls become out of sync, the privacy decision may not be properly saved and those operators who have provided consent may encounter the privacy notice again on their next login. Below are examples of the VoiceConsole call sequence:

Proper Sequence

```
var configResponse = await _VoiceConsoleCommServiceProvider.GetOperatorConfigAsync
(Model.AvailableOperators[Model.OperatorService.Current.OperatorIdentifier], can-
cellationToken: new TimeoutHandler().GetTimeoutToken());
_VoiceConsoleConfigRepo.SaveConfig(new Config("OperatorPK", con-
figResponse.ConfigParam.OperatorPK.ToString()));
await _VoiceConsoleCommServiceProvider.SendTerminalMessageAsync(Ter-
minalMessage.LoadingOperator);
await _VoiceConsoleCommServiceProvider.SendTerminalPropertiesSubsetAsync(con-
figResponse.ConfigParams.OperatorSpokenName, configResponse.ConfigParams.OperatorId,
configResponse.ConfigParams.OperatorPK);
await _OperatorUpdateService.UpdateCurrentOperatorAsync(new GuidedWork.Operator(con-
figResponse.ConfigParams.OperatorId, configResponse.ConfigParams.OperatorPK));
```

Improper Sequence

```
var configResponse = await _VoiceConsoleCommServiceProvider.GetOperatorConfigAsync
(Model.AvailableOperators[Model.OperatorService.Current.OperatorIdentifier], can-
cellationToken: new TimeoutHandler().GetTimeoutToken());
await _OperatorUpdateService.UpdateCurrentOperatorAsync(new GuidedWork.Operator(con-
figResponse.ConfigParams.OperatorId, configResponse.ConfigParams.OperatorPK));
_VoiceConsoleConfigRepo.SaveConfig(new Config("OperatorPK", con-
figResponse.ConfigParam.OperatorPK.ToString()));
await _VoiceConsoleCommServiceProvider.SendTerminalMessageAsync(Ter-
minalMessage.LoadingOperator);
await _VoiceConsoleCommServiceProvider.SendTerminalPropertiesSubsetAsync(con-
figResponse.ConfigParams.OperatorSpokenName, configResponse.ConfigParams.OperatorId,
configResponse.ConfigParams.OperatorPK);
```

The class access modifiers for *Honeywell.DialogueRunner.Android.AndroidTextToSpeechService* and *GuidedWork.Devices.Droid.AndroidVolumeControl* changed from "public" to "internal".

IMPORTANT
DevKit 2.4 introduces a breaking change as detailed below.

Issues Fixed in this Release

> **NOTE**
> Resolved issues are included in the CHANGELOG.md file in the devkit directory, included in the DevKit zip file.

Issue Description	Issue ID
Four Digit Menu Items Not Recognized MenuItemIntent on A700x recognizes indices up to 4 digits log. Previously it was limited to 3 digits.	VOSMB-13757
Scanner Focus On some Android 14 devices it was necessary to first tap the text box for focus before it would accept scanner input.	VOSMB-13727
Headset Connects to Previous Device When a headset is connected to an Android device using SRComm and the operator has logged out of workflow and powered off the headset but left the application active on the device, if any operator turns the headset on and attempts to pair the headset with a different device the headset reconnects to the original device.	VOSMB-13565
DevKit App not Licensed When the app was run for the first time after installation it failed to get a license from voiceConsole.	VOSMB-13500
Application Freeze / White Screen When no other modules are referenced except BasePicking, the application can freeze at workflow start, recording a TinyIoC.TinyIoCResolutionException.	VOSMB-13087
Pick Up & Go (PnG) Cannot be Activated Enabling PnG for languages other than US English may result in a message that Pick Up & Go is not available and will be disabled.	VOSMB-13008
DevKit Translations Translations could not be modified or added to DevKitNetCoreResources as they did not get used. DevKitNetCoreResources are now registered for Artisan applications.	VOSMB-11612

Issue Description	Issue ID
BooleanIntent in Spanish If the affirmativeWord and negativeWord were not properly configured the prompt failed to recognize Yes (si) and No (no) responses in Spanish.	VOSMB-11600
Locale Transmitted as Blank String When a device profile was loaded to an A700x with any language other than US English and then a VoiceLink task package was loaded	VOSMB-11599
Ready Command in Boolean Intent The "Ready" command was accepted as valid input at a BooleanIntent. Instead of prompting for a valid response ("Yes" or "No") the "Ready" response was accepted and treated as a "No" response.	VOSMB-11390
Prompt Handling Android Embedded TTS prompt was not allowing non-priority prompts to be interrupted by speaking over the prompt.	VOSMB-11137

System Requirements

The following devices and software were tested for this release of DevKit.

Minimum Android Device Specifications

- **Processor**: Qualcomm Snapdragon 410 MSM8916 1.2 GHz quad-core
- **Memory**: 2GB RAM
- **Storage**: 8GB/16GB Flash
- **WLAN**: EEE 802.11 a/b/g/n radio
- **Bluetooth**: Bluetooth Class 4.0, Bluetooth HFP (Hands-Free Profile) version 1.6
- **Operating System**: Android 11

The list above is the minimum recommended specifications. If the device does not meet or exceed these specifications, the following symptoms may occur:

- Poor audio quality
- Slow application screen responsiveness
- Delayed input entry

Hardware

The following devices were tested for this release.

Honeywell Devices

- Honeywell CK65
- HoneywellCK67 (Model CK67X1N)
- Honeywell CN80
- Honeywell CN80G
- Honeywell CT30 XP
- Honeywell CT37
- Honeywell CT40
- Honeywell CT40 XP
- Honeywell CT45
- Honeywell CT45 XP
- Honeywell CT47
- Honeywell CT60
- Honeywell CT60 XP
- Honeywell CW45
- Honeywell ScanPal EDA57
- Honeywell A700x

Third-Party Devices

- Zebra WT6000
- Zebra TC5x
- Zebra TC7x

Headsets

- Honeywell SRX-SL Light Industrial Use Headset
- Honeywell SRX2 Wireless Headset (with Hands-Free Profile support)
- Honeywell SRX3 Wireless Headset

Scanners

- On-board scanners for Honeywell Android devices listed above
- Honeywell A730x
- Honeywell 8670 Ring Scanner

Printers

- Honeywell RP2d
- Honeywell RP4d
- Intermec PB22
- Intermec PB50
- Zebra QL320 Plus
- Zebra QL420 Plus

Android Device Operating System Support

Although all these combinations may not have been tested in this release, they are expected to work

- Android 11
  - Honeywell CK65
  - Honeywell CT30 XP
  - Honeywell CT40
  - Honeywell CT40 XP
  - Honeywell CT45
  - Honeywell CT60
  - Honeywell CT60 XP
- Android 12
  - Honeywell CT40 XP
  - Honeywell CT45
  - Honeywell CT47
  - Honeywell CW45
  - Honeywell ScanPal EDA57
- Android 13
    - Honeywell CT40
    - Honeywell CT45
    - Honeywell CT45 XP
    - Honeywell CT60
    - Honeywell CT60 XP
- Android 14

- Honeywell CK67
- Honeywell CT37

Honeywell A700x Software Support

The required version of VoiceCatalyst is determined by which version of .NET is used for development.

- For vads developed with .NET 6.0: . VoiceCatalyst 4.6 ECS001 or later is required, however VoiceCatalyst 4.7.1 ECS005 or later is recommended.
- For vads developed with .NET 8.0: VoiceCatalyst 4.7.1 ECS012 is required.

> **NOTE**
> Honeywell A700 series and A500 devices are not supported.

Management Server Support

- VoiceConsole 5.6.3. or later for A700x
- VoiceConsole 6.2.1 or later for Android device support

Issues Reported in this Release

Issue Description	Issue ID
Vocab Duplicated Error Message When selecting an Operator Team from the Android device, selecting one with a single letter spoken name can result in the following message: "Error in voice dialogue, please report problem. Use screen to complete current task and continue" **Workaround**: Do not use single letters (A-Z) as operator Team Spoken Name.	VOSMB-13671
Application Not Switching Language When changing the application from one language to another, the TTS continued to speak the original language on an iOS device. **Workaround**: Navigate to the iOS language settings and switch the device to the new language	VOSMB-13173

Issue Description	Issue ID
Site ID Change Once an Android devices has connected to VoiceConsole the device cannot be moved to a different site by downloading a new config file with a different Site ID. **Workaround**: Move the device manually or delete the device from the old site.	VOSMB-11691

Previously Reported Issues

Issue Description	Issue ID
SRCOMM: Headset Reconnect Log Entries Reconnecting the headset from the Headset Not Connected screen creates extraneous entries in the log file.	VOSMB-12844
SRCOMM: Switching to PnG may Fail If a user has a headset connected using SRCOMM in their workflow, turns the headset off, then exits the workflow and tries to enable Pick Up & Go (PnG), the result is a headset not connected message. When the headset is turned on, it connects using SRCOMM rather than HFP. **Workaround**: Toggle PnG while the headset is connected. Navigate to the home screen and select Ready.	VOSMB-12840
Not All Words Shown During Training The display dialog screen may not show all words during training and the training bar may jump to 100%	VOSMB-12801
SRCOMM: Not Available for Prompts Outside Workflow SRCOMM is not available for speaking TTS prompts outside the workflow, such as the prompts from the Voice & Audio Settings screen. A2DP is used instead.	VOSMB-12793

Issue Description	Issue ID
SRCOMM: ValueIntent Vocab Lost When using SRCOMM and GetValue intent without anchor words the GuidedWorkViewModel response property updates the Spoken Value and the most recent recognized vocab is lost. **Workaround**: Speak the utterance again.	VOSMB-12735
Select Operator Team Select Operator Team only appears the first time the app is used. **Workaround**: Users can access this option by pressing the Back button on the login screen.	VOSMB-12723
Progress Bar not Visible Navigating away from a screen that shows a progress bar (such as Update Train that has started, Noise Sample or Voice Training) to another screen such as Report Problem or Device Info does not show the progress bar when returning to that screen.	VOSMB-12707
Application Styling The Guided Work application may not have the expected styling.	VOSMB-12573
SRCOMM: Headset not Functioning During an extended period of non-use a headset connected via SRCOMM the headset may remain connected (flashing blue) but not functioning. **Workaround**:	VOSMB-12479
REST Error When Switching Licensing If switching licensing from VoiceConsole to Microservices, the following REST error may be displayed in the logs: Requests cannot be sent while RESTService is disabled. **Workaround**: None needed. The application works as expected despite the error logged.	VOSMB-12356
Vocab Training in Wrong Language If training is started and interrupted, and a different operator signs onto the device with a different language, the new operator may be asked to train words in the original language.	VOSMB-12318

Issue Description	Issue ID
SSL Connection Errors .NET 6 and later do not support weaker ciphers that were supported in .NET Core 3.1. This is an item that was omitted from the breaking changes list in DevKit 2.0.	VOSMB-12144
iOS App not Supported in Background DevKit 2.0 does not support running the application on iOS in the background or while the screen is off. When the app is in the background, prompts and commands are not processed. NOTE This defect was first found in an earlier version of DevKit. Honeywell has confirmed the issue exists at least as far back as DevKit 1.9.1. **Workaround**: Running the app in the foreground is the only supported mode for iOS.	VOSMB-11147
Sign Off not in Overflow Menu When Sign Off is disabled as a Vocab Word it is also removed from the overflow menu.	VOSMB-10898
Voice Input Disabled When a vocab word is disabled by pushing an ApllicationSettings.config file voice input is disabled in all workflows.	VOSMB-10897
Hints Hints/response instructions are expected to work reliably for digits and alphabetic characters on Android and iOS. Other vocabulary words are not expected to work as part of hints.	VOSMB-8168
Scanning Data Can Override Priority Prompts Priority prompts can be overridden by scanning data at a screen where scanning is a valid input.	VOSMB-1415
Voice Dialogue Continues to Run During Background Activity When waiting for background spinner activity to complete, speech recognition may allow the operator to use some menu items through voice, e.g., Say Again and Help.	VOSMB-1406

Issue Description	Issue ID
Do Not Press + and - Buttons on SRX3 Headset to Unpair When unpairing your SRX3 headset from an Android device, do not press the + and - buttons simultaneously. This procedure causes known issues with TTS and speech recognition. **Proper Procedure**: To unpair your SRX3 headset from an Android device, go to your device Bluetooth settings, display the Paired devices screen, select the headset, and tap FORGET to unpair the headset and the Android device.	VOSMB-1448
Pressing Power Button on SRX-SL or SRX2 Headset Causes Unpairing If you press the Power button on your SRX-SL or SRX2 headset, the headset unpairs from the device. **Workaround**: Power off the headset and re-pair your device and headset.	VOSMB-1252
"GatewayTimeout" error message from Microservices If the mobile application has trouble reaching the Microservices host ("GatewayTimeout") while attempting to retrieve templates it may force the user to retrain all words for that workflow. **Workaround**: If you experience this behavior close and restart the app and log in again	VOSMB-971
State Machine Recommendation Do not create a state machine where the first state goes directly into a secondary state machine and sets the next trigger for return. The app becomes unresponsive when returning from the secondary state machine and the second state never runs.	VOSMB-465

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: VoiceEMEARMA@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