



# Release Notes

## Honeywell Voice Maintenance & Inspection Solution 1.7.1 Rev. B

Pub: 2020-02-05

The following release notes describe the new features and existing limitations in this release of the Honeywell Voice Maintenance & Inspection Solution and Vocollect VoiceCheck. Issue numbers listed in these notes are part of the Honeywell internal software tracking system and may be helpful when contacting customer service. Additional documentation is available at <https://help.honeywellaidc.com>.

### What's in this Release?

This release is primarily an update to the vad (Voice Application) for VoiceCheck 1.7 when running on Talkman. The functionality of the VoiceCheck server and the Android application are unchanged in this release. For additional information not covered in these Release Notes, please refer to the Online Help available at <https://help.honeywellaidc.com>.

This release includes VoiceConsole 5.0.8 and VoiceCatalyst MI 2.3.2.

#### NOTE

Honeywell recommends all users install the ECSs listed below on the VoiceCheck 1.7 server:

- VoiceCheck\_1.7\_ECS\_009
- VoiceCheck\_1.7\_ECS\_005

#### NOTE

To support expected looping behavior on either a Talkman or Android device, the ECSs listed below must be installed on the VoiceCheck 1.7 server:

- VoiceCheck\_1.7\_ECS\_011
- VoiceCheck\_1.7\_ECS\_008
- VoiceCheck\_1.7\_ECS\_002

### Features and Improvements in this Release

Refer to the [VoiceCheck online help](#) for more information on these features.

## Section Looping

Section Looping for Talkman devices has been implemented in VoiceCheck 1.7.1. Section looping for Android devices was implemented in VoiceCheck 1.7.

During Plan creation, steps required for inspecting items are added to a section. This section can be flagged as a looping section to enable repeating of the steps as an iteration of the section. New looping iterations are created when an operator selects "Yes" on the looping prompt. On each iteration of the section, all the included steps will be executed. The looping prompt ends when the operator selects "No" at the looping prompt.

## VoiceConsole Supported Environment

Support for Microsoft Windows Server® 2016, 64-bit and Microsoft SQL Server 2016.

## French (France) Support

VoiceCheck 1.7 added French (France) support for Android devices only. This feature was not detailed in the VoiceCheck 1.7 Release Notes. The updated VoiceCheck Android language support matrix is shown below.

Language	Feature		
	Trained Vocab	Spoken Long List	VoiceNotes/Memos
English	✓	✓	✓
Latin American Spanish	✓	✓	✓
German	✓	✓	✓
French Canadian	✓	✓	✓
French France	✓	✓	✓
Japanese	✓		

### NOTE

The Voice Inspection Android application does not currently support fractions or supervisor audio.

## Supported Environments

This version of VoiceCheck includes support for:

Component	Specification
VoiceConsole Operating System*	<ul style="list-style-type: none"> <li>• Microsoft Windows Server® 2016, 64-bit</li> <li>• Microsoft Windows Server® 2012, 64-bit</li> <li>• Microsoft Windows Server 2008, 32-bit and 64-bit</li> <li>• Red Hat® Linux® 6.x, 32-bit and 64-bit</li> <li>• Red Hat Linux 5.x, 32-bit</li> <li>• CentOS Linux 6.x</li> <li>• SUSE SLES11, 64-bit</li> </ul>
VoiceConsole Database*	<ul style="list-style-type: none"> <li>• Oracle® 11g</li> <li>• Oracle 10g</li> <li>• Microsoft SQL Server 2016</li> <li>• Microsoft SQL Server 2012</li> <li>• Microsoft SQL Server 2008</li> <li>• VoiceConsole Embedded Database</li> </ul>
VoiceConsole Application Server	<ul style="list-style-type: none"> <li>• Apache Tomcat™ version 8.5.24</li> </ul>
VoiceConsole Client	<ul style="list-style-type: none"> <li>• Microsoft Windows 7</li> <li>• Microsoft Windows Vista</li> <li>• Microsoft Windows XP with Service Pack 3</li> <li>• Red Hat Linux Workstation ES for Intel processors</li> </ul>
VoiceConsole Web Browser	<ul style="list-style-type: none"> <li>• Microsoft Internet Explorer® v. 9.x</li> <li>• Mozilla Firefox® v. 4.x and newer</li> </ul>
VoiceCheck Server Operating System	<ul style="list-style-type: none"> <li>• Microsoft Windows Server® 2012, 64-bit</li> <li>• Microsoft Windows Server 2008 R2, 64-bit (x86)</li> </ul>
VoiceCheck Server Database	<ul style="list-style-type: none"> <li>• Microsoft SQL Server® 2016</li> <li>• Microsoft SQL Server® 2012</li> <li>• Microsoft SQL Server 2008</li> <li>• Oracle 11g</li> </ul>
VoiceCheck Application Server	<ul style="list-style-type: none"> <li>• Apache Tomcat™ version 8.5.24</li> </ul>
VoiceCheck Web Browser	<ul style="list-style-type: none"> <li>• Google Chrome® 31.x and newer</li> <li>• Mozilla Firefox® v. 20.0 and newer</li> </ul>

Component	Specification
VoiceCheck Languages	<ul style="list-style-type: none"> <li>• English (United States) [en_US]</li> <li>• German (Germany)[de_DE]</li> <li>• Spanish (Latin America) [es_MX]</li> <li>• Japanese (Japan) [ja_JP] - Android devices only</li> <li>• French (Canadian) [fr_CA]</li> <li>• French (France) [fr_FR] - Android devices only</li> </ul>
<p>* Vocollect VoiceConsole supports these operating systems and databases in any combination. See the VoiceConsole Implementation Guide for detailed requirements.</p>	

## Talkman Supported Environments

Honeywell Voice Maintenance & Inspection Solution Version 1.7.1 supports Talkman with some limited functionality. Refer to the [VoiceCheck online help](#) for more information on these features.

## General Considerations and Limitations

### Issues Reported with This Release

Issue Description	Issue ID
<p><b>Mongoose server does not support looping assignments</b></p> <p>Mongoose server can be used for non-looping assignments.</p> <p><b>Workaround:</b> This feature will be added in a future version of VoiceCheck.</p>	VVINS-3007
<p><b>Submit time is longer for looping assignment on Talkman</b></p> <p>When an assignment is completed and submitted on a Talkman device, the submit time can take a couple of minutes. This is longer than the submit time on an Android device.</p> <p><b>Workaround:</b> This delay will be addressed in a future version of VoiceCheck.</p>	VVINS-3027
<p><b>Unable to upload photos from Talkman</b></p> <p>Using a device such as a CT50 to capture a photo for a Talkman device running VoiceCheck results in an "Error uploading image" message.</p> <p><b>Workaround:</b> This feature will be added in a future version of VoiceCheck.</p>	VVINS-3026

Issue Description	Issue ID
<p><b>Operator is locked if signed off out of range</b></p> <p>If an operator signs off while their device is out of network range, the operator may be locked with an "Operator is currently signed off. Please sign in." message.</p> <p><b>Workaround:</b> Reload task or clear ODRs from device.</p>	VVINSP-3024
<p><b>Assignment resumed from different step</b></p> <p>If multiple assignments with looping sections are allowed and the operator switches assignments, it is possible the assignment can start from the wrong iteration.</p> <p><b>Workaround:</b> Say no to loop until it reaches the correct iteration.</p>	VVINSP-3017
<p><b>Unable to initiate parts assignment</b></p> <p>The Assignment is created with loopingPrompt value as null, which causes an issue when retrieving the Assignment.</p> <p><b>Workaround:</b> Add a default value for loopingPrompt in json and xml. Contact customer support for assistance modifying these files.</p>	VVINSP-3015
<p><b>"Error getting data" message downloading assignments</b></p> <p>Assignments created with a plan having more than 5000 steps may get stuck on "Error getting data" message while the assignment is being downloaded.</p> <p><b>Workaround:</b> Use plans with less than 5000 steps.</p> <p><b>Workaround:</b> Increase timeout for downloading assignments.</p>	VVINSP-3031
<p><b>Excessive upload time for completed assignments</b></p> <p>Creating VoiceCheck VoicePlans and/or assignments in the range of, or exceeding, 3000-5000 steps has been known to cause performance issues.</p> <p><b>Workaround:</b> Ensure assignments do not contain more than 5000 steps.</p>	VVINSP-2930

## Previously Reported Issues

The following issues were reported in previous releases of VoiceCheck and may still occur in this release.

Issue Description	Issue ID
<p><b>Looping prompts are not displayed in Assignment Review mode</b></p> <p>A dependent step does not display if the referencing condition was met in Assignment Review Mode.</p>	VVINSP-2644

Issue Description	Issue ID
<p><b>App crash from Carousel screen</b></p> <p>If a user rapidly taps the Next buttons on the carousel screen, the application could crash.</p> <p><b>Workaround:</b> Wait a moment before tapping Next.</p>	VVINSP-2693
<p><b>Accepting Pass &amp; Fail both for one step</b></p> <p>If a user taps on Pass and then quickly taps Fail for the same step result, both responses may be captured for a single step result.</p> <p><b>Workaround:</b> Clear the step results for the step from the VoiceCheck server.</p>	VVINSP-2665
<p><b>Incomplete assignment is not displayed under Available category</b></p> <p>If an assignment with a looping section has been started but not completed, the assignment will no longer appear under Available.</p>	VVINSP-2629
<p><b>Changes in VoiceForm conditions are not getting reflected in the Assignment</b></p> <p>If conditions are changed after they have been included in an assignment, these changes may not be reflected in the assignment. However, the changes will appear in a newly created assignment.</p>	VVINSP-2600
<p><b>Device not recognizing "Available," "Create," or "Cancel"</b></p> <p>A problem was observed when the device will recognize "Available" or "Create" the first time after starting the application but does not recognize the words after signing out and logging back in.</p> <p><b>Workaround:</b> Tap the chosen option on screen rather than speaking it. Or, speak "No" to move to the next option screen and speak "Yes" to select your option of choice.</p>	VVINSP-2726
<p><b>Application gets stuck when connecting SRX2</b></p> <p>If a user logs in to the application without first connecting their headset, the noise sample will fail. After this, the application may get stuck on the noise sample screen even though the headset has connected.</p> <p><b>Workaround:</b> Reboot the application with the connected headset.</p>	VVINSP-2656
<p><b>Parts sections appear out of order in PDF report</b></p> <p>Parts sections may seem out of order in a PDF report if their order is changed after creating a plan.</p>	VVINSP-2377

Issue Description	Issue ID
<p><b>Plans become invalid after editing a step</b></p> <p>Plans may become invalid if you edit a step in the plan. However, there is no error indicating that this is why the plan became invalid.</p> <p><b>Workaround:</b> If you need to change a step and you know that step is in a plan, you can edit the plan, make a small change (i.e. to the description) and save it. If the step change caused an error, saving the plan here will indicate that error.</p>	VVINSP-2359
<p><b>Deleting a site</b></p> <p>You cannot delete a site in VoiceCheck while it is assigned to an operator.</p> <p><b>Workaround:</b> Operators must choose a different site to unassign themselves from the site you wish to delete.</p>	VVINSP-2342
<p><b>Deleting an operator</b></p> <p>Operators cannot be deleted if they are associated to anything (for example, an assignment, step, or notification) in a system.</p> <p><b>Workaround:</b> Disable the operator.</p>	VVINSP-2305
<p><b>Size filter not functional in logs</b></p> <p>The size filter is not functional on VoiceCheck server logs.</p> <p><b>Workaround:</b> Use the search function to find a log based on its size.</p>	VVINSP-2217
<p><b>Error adding a condition to a step</b></p> <p>An error indicating that a step was modified by another process occurs when attempting to add a condition to a step that was created using a prompt template and also has a dependent step.</p> <p><b>Workaround:</b></p> <ol style="list-style-type: none"> <li>1. Edit the step to remove the condition and save the step.</li> <li>2. Edit the step to add the 'Continue' condition and save the step.</li> <li>3. Edit the step to add another condition and save the step.</li> </ol>	VVINSP-1822
<p><b>Brackets do not display in table view</b></p> <p>If an assignment result contains a bracket, the bracket will not display in the table. For example, "[abc]" would appear as "abc" in the table.</p> <p><b>Workaround:</b> Click on the result. The <b>Results</b> shown at the bottom of the screen show the entire string.</p>	VVINSP-1617

Issue Description	Issue ID
<p><b>Special characters in speaker independent vocabulary do not function as expected</b></p> <p>If special characters such as - or + are added to a link but not included in the task vocabulary, the operator is forced to train them after they put the device to sleep and then wake it back up.</p> <p><b>Workaround:</b> Add special characters to the voice application vocabulary. This will force the characters to be trained, which will prevent the issue from occurring.</p>	<p>VVINS-667</p>
<p><b>Additional Display Message and Display ID do not work for Photo prompts</b></p> <p>If "Display ID" or "Additional Display Message" values are inputted for a Photos prompt, the values are not displayed since these values are not valid.</p> <p><b>Workaround:</b> Do not include values for "Display ID" or "Additional Display Message" in the Photos prompt.</p>	<p>VVINS-950</p>
<p><b>No Backward Compatibility</b></p> <p>If a Voice Plan is exported from a VoiceCheck 1.2 server and imported into a VoiceCheck 1.1 server, the plan will not display the sections and steps in the plan. The plan can be used to create assignments, but the sections and steps will not display in the editor.</p> <p><b>Workaround:</b> Do not import voice plans that were exported from a newer version of VoiceCheck.</p>	<p>VVINS-968</p>
<p><b>Incorrect Transcription Server</b></p> <p>If the transcription server URL is changed from the System Configuration page, VoiceCheck still uses the previously configured URL.</p> <p><b>Workaround:</b> Update the transcription server URL and wait 15 minutes for it to update, or do a manual reboot.</p>	<p>VVINS-1160</p>
<p><b>Large Photos Can Generate Error</b></p> <p>If technicians experience problems uploading large images (5 MB or larger) at a photo prompt, the system may generate errors. The GUI displays a generic error message, but the server log reports a Java heap space/OutOfMemory error.</p> <p><b>Workaround:</b> Use a photo capture device or settings that produce smaller photo files, or increase the server's Java memory settings. See the Voice Inspection Implementation Guide for instructions on changing Java virtual machine settings.</p>	<p>VVINS-672</p>

Issue Description	Issue ID
<p><b>Update Task Feature Unavailable</b></p> <p>With the added capability for creating task packages in multiple sites, the Update Task feature presents a risk of decreased performance when attempting to update and delete tasks and task packages from a large number of sites. This feature has been disabled for this release, and a resolution has been planned for a future release of VoiceConsole MI.</p> <p><b>Workaround:</b> Create a new task and deploy a new task package to multiple sites. Perform a bulk delete of the original task package if appropriate. The original tasks can be deleted site by site but should not present any disk space or performance problems if they remain in the system.</p>	VVINSP-504
<p><b>No GUI Page Bookmarking with Chrome and Firefox</b></p> <p>Google Chrome and Mozilla Firefox browsers do not support the bookmarking functionality. Chrome users will receive a warning message when they attempt to bookmark a filtered table.</p> <p><b>Workaround:</b> Navigate manually to favorite GUI pages.</p>	NMARK-190
<p><b>Chrome and Firefox Do Not Support Copy Selection</b></p> <p>Google Chrome and Mozilla Firefox browsers do not support the copy selection functionality that allows users to select and copy one or more rows from data tables in the VoiceCheck user interface.</p>	NMARK-189
<p><b>Add/Remove Columns Link becomes Unavailable</b></p> <p>From some VoiceCheck UI pages, the <b>Add or Remove Columns</b> link is disabled when a user clicks the <b>Restore columns to default</b> function but does not complete the action by clicking yes or no to the warning message.</p> <p><b>Workaround:</b> Navigate to another GUI page then return to the original page, and the Add/Remove link works again.</p>	NMARK-27
<p><b>RapidStart Does Not Load Application with HTTPS</b></p> <p>At the end of Vocollect RapidStart training, the application typically loads the voice application so that technicians can begin training their voice templates. This automatic load is not supported when using an HTTPS-secured connection to VoiceConsole.</p> <p><b>Workaround:</b> Technicians can use the Operator menu on the Talkman device to manually load the Voice Inspection application and begin template training.</p>	N/A

## Issue Description

## Issue ID

### Supervisor Audio Mode 1 Not Supported

The Vocollect Voice Inspection Solution does not support Supervisor Audio in mode "1" which allows the user to listen to both device and operator dialog. The audio stream for VoiceNotes must be transmitted from the SRX2 Headset at a higher quality than the smaller bandwidth audio stream that is sent for Supervisor Audio; so using Supervisor Audio to listen to operator responses can result in audio conflict and failed functionality. This adjustment to supported modes is in response to a condition where recorded VoiceNotes play back at a very low volume.

**NMARK-66**

**Workaround:** Use Supervisor Audio mode "2" to hear only the device output.

## Voice Inspection Solution Product DVD Contents

### NOTE

Product documentation is available at <https://help.honeywellaidc.com>.

### DVD Label

### Contents

Honeywell Vocollect Voice Maintenance & Inspection Solution Version 1.7.1

- VoiceCheck application and installer\*
- VoiceConsole application and installer\*
- Honeywell Voice Documentation
  - Voice Inspection Solution 1.7.1 Release Notes
  - VoiceConsole 5.0.8 Release Notes
  - VoiceCatalyst MI 2.3.2 Release Notes
  - Voice Inspection Solution Security Manual

Honeywell Vocollect Voice Maintenance & Inspection Solution Developer Toolkit Version 1.7.1

- Development tools
- VoiceCheck Voice Application source code based on VoiceArtisan technology
- VoiceCheck Application source code (build environment)
- Web service sample files
- VoiceCheck documentation set (Customization Guide, Release Notes, Security Guide)

\* Distributable application only. Source code is not included.

# Getting Help

Product documentation is available at <https://help.honeywellaidc.com>.

## NOTE

If you purchased Vocollect equipment from a reseller, please contact the reseller.

**For order placement or customer service inquiries, contact Honeywell – Vocollect Customer Service at:**

Customer Service Email: [acshsmvocollectrequests@vocollect.com](mailto:acshsmvocollectrequests@vocollect.com)

Customer Service Phone (US): +1-866-862-6553

Customer Service Phone (Outside the US): +1 412-829-8145

**For returns or to check the status of an RMA, contact Honeywell – Vocollect Customer Service at:**

Email (US): [acshsmvocollectrma@honeywell.com](mailto:acshsmvocollectrma@honeywell.com)

**To report Vocollect system support incidents or related technical issues, contact the Honeywell – Technical Support Center at:**

Technical Support Email: [workflowsolutionsupport@honeywell.com](mailto:workflowsolutionsupport@honeywell.com)

Technical Support Phone (US): +1 866-862-7877

Technical Support Phone (Outside the US): +1 412-829-8145

**To contact Vocollect Europe, Middle East, and Africa:**

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Technical Support Email: [workflowsolutionsupport@honeywell.com](mailto:workflowsolutionsupport@honeywell.com)

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**For sales or any other inquiry, please contact Vocollect at [ACSHSMVocollectInfo@honeywell.com](mailto:ACSHSMVocollectInfo@honeywell.com) or 412.829.8145.**

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