

Release Notes:

Honeywell Vocollect

Voice Maintenance & Inspection Solution 1.1

30 November 2015

The following release notes describe the new features and existing limitations in this release of the Honeywell Vocollect 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.

Features in this Release

Support for Batch Assignments

This release of *VoiceCheck* provides a method for technicians to work on multiple assignments at a time and store all information on their Talkman devices to transmit later. As a result, technicians can now perform these inspections out of WiFi range, switching among a selected group of assignments as needed. When a technician completes the work and returns within WiFi range, the device transmits all step results for all completed assignments to *VoiceCheck*.

Photo Capture in Inspection Assignments

VoiceCheck now offers a feature for including photos of inspection assets in assignments. A new photo prompt signals technicians to activate photo capture on the display device or PC browser and then take one or more photos. Technicians can take photos with a smart device—iPhone, Android, or Windows Handheld—or with a digital camera that can connect to a PC. The device or PC browser must support HTML5 and must be on the Talkman device network, and voice application screen support must be enabled for this feature.

Photos associated with assignment steps can be viewed by selecting a photo step on the Voice Plan page in the GUI. The images display in the results table at the bottom of the page.

VoiceForm Redesign for Step Conditions

The VoiceForm Editor in *VoiceCheck* version 1.0 enabled users to define conditions within a step so that the VoiceApplication could determine whether or not to prompt technicians to perform that step. In practice, users of the solution were defining the same condition for multiple steps. To facilitate the reuse of a single condition, the VoiceForm Editor was changed in this release. It now allows users to define conditions outside of step creation and then reference those conditions in one or many steps.

VoiceForms from *VoiceCheck* versions 1.0 and earlier can be imported into *VoiceCheck* 1.1. The import process looks for duplicate conditions among the steps and creates a single condition definition with references in each of the original steps.

Inspection Plans without the Host System

A typical Vocollect Voice Maintenance & Inspection Solution communicates with an existing host system to import assignments and export results. For implementations that do not have host systems, the VoiceForm Editor now offers the ability to define inspection plans and use them to create assignments. Plans are defined in the GUI, and an assignment that includes a specific plan can be created in the GUI, via import, or by voice.

Easier Deployment to Multiple Sites

For customers who deploy to a large number of sites, the *VoiceConsole* version in this release of the *Vocollect Voice Maintenance & Inspection Solution* introduces a method to create the same device profile in multiple sites with just one setup. Similarly, users can create the same task package in multiple sites. Now users can select one or multiple sites as part of the **Create Device Profile** and the **Create Task Package** wizards to prevent the manual configuration in each site.

The *VoiceConsole* user interface also allows users to see all device profiles and all task packages deployed in all sites within single table views. Similarly, users can see all devices in all sites at once. See *Vocollect VoiceConsole Online Help* for more information.

New Command for Technicians Working in Multiple Sites

The Voice Inspection Voice Application in this release includes the command "Change Site" which the technician can speak at the welcome or password prompts. This command, along with the simple task package deployment feature, reduces the amount of configuration required to support technicians moving among sites. It also enables technicians to work in different inspection sites without changing devices or loading new task packages.

Data Available for Reporting

For solution implementations without a host system or reporting capabilities, *VoiceCheck* version 1.1 can make a flattened data structure available for reporting purposes. The feature can be enabled to export information from multiple database tables to a set of interface tables. Then, users can write standard queries to extract the data and format reports.

Supported Environments

VoiceCheck	
Operating System	Windows Server [®] 2012, 64-bit (x86)
	Windows Server 2008 R2, 64-bit (x86)
Database	Microsoft SQL Server [®] 2012
	Microsoft SQL Server 2008
	Oracle [®] 11g
Web Browser	Google Chrome [®] v.31.x and newer
	Mozilla Firefox [®] v.20.0 and newer
Language	U.S. English (ENUS)
VoiceConsole	
Server Operating System	Windows Server 2012, 64-bit (x86)
	Windows Server 2008, 32-bit (x86) and 64-bit (x86)
	Red Hat [®] Enterprise Linux [®] 6.x, 32-bit and 64-bit
	Red Hat Enterprise Linux 5.x, 32-bit
	CentOS Linux 6.x
	SUSE SLES11, 64-bit
Database	Oracle 11g
	Oracle 10g
	Microsoft SQL Server 2012
	Microsoft SQL Server 2008

	Microsoft Windows 7
	Microsoft Windows Vista
Client Operating System	Microsoft Windows XP with Service Pack 3
	Red Hat Linux Workstation ES for Intel processors
	Microsoft Internet Explorer [®] v.8.x and 9.x
Web Browser	Mozilla Firefox [®] v.4.0 and newer
Language	U.S. English (ENUS)

Web Service Changes

This version introduces modifications to existing web services for inbound data from the host system to *VoiceCheck*. A summary of these changes follows. For more detail about the web service elements, refer to the *Vocollect Voice Inspection Solution Administrator's Guide*.

Inbound Web Service Changes

Create Assignment Service

- Changed **partNumber** element in Section: Data type changed from string to comma-separated list (no spaces) to allow for multiple known part numbers for the same part. Note that if the inspection material is expected to contain more than one of the **same** part, you must create two **identical** part sections (with the same partNumber entry) in the assignment.

Fixes and Enhancements

ECSs Included in This Release

The following issues were fixed in Emergency Customer Shipments (ECSs) and included in this release.

VoiceCheck Install Succeeds with

NT Authentication: The *VoiceCheck* version 1.0 installation using NT Authentication for a SQL Server database connection does not complete and generates an access error when installed on a 64-bit platform. This issue has been resolved in this release by bundling a 64-bit library file with the installer to prevent compatibility issues.

NMARK-323

ECRT-3644

Fixed Issues

Submit Access Added to Voice Plan Page: Technicians often view their inspection step results on the **Assignment > Voice Plan** page of the GUI before submitting the completed steps. Technicians can now navigate directly from the Voice Plan page to review and submit their VoiceNotes and completed steps using a new action link.

VVCK-20, NMARK-138

Skip Section Command Added to Parts: If a technician began parts processing then wanted to work on something else, the voice application did not provide an easy method to exit that parts section. The technician had to try to "undo last entry" or "skip steps" multiple times. Technicians can now speak the "skip section" command to end parts entry and return to the enter parts prompt where they can begin a new part, speak "no more" to leave parts, or issue other standard commands.

VVINSAPP-1, NMARK-304

General Considerations and Limitations

Issues Reported with This Release

Update Task Feature Unavailable: 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.

VVINSPP-504

Workaround: 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.

Large Photos Can Generate Error: 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.

VVINSPP-672

Workaround: Use a photo capture device or settings that pro-

duce 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.

Uninstalling VoiceCheck Removes Vocollect Start

Menu Folder: All additional Vocollect applications will remain unchanged.

VVINSP-516

Workaround: Access Vocollect applications via their install directories or through Windows Services.

Condition Configuration Section Disappears: On the Create Condition page, the Condition Configuration section disappears when trying to save without entering any values.

VVINSP-722

Workaround: Select a different VoiceForm value from the drop down to bring back the Condition Configuration section.

Device Speaks the Welcome Prompt Instead of the Change Site Confirmation Message: At the Change Site confirmation prompt, the accepted responses are "yes" and "no;" however, if the device is put to sleep and awakened, the Welcome prompt is spoken which suggests a "ready" response is required. "Ready" is not recognized as a valid response.

VVINSP-745

Workaround: Speak "yes" or "no" to confirm or negate the site change.

Step Images Added to VoiceCheck Do Not Appear in Active Assignments: Images that are added to the VoiceCheck server will not appear in Assignment step pages served from the device until the task is reloaded.

VVINSP-746

Workaround: Reload the task after adding images to VoiceCheck.

VoiceForm Import Only Supports UTF-8 Encoding: The VoiceForm entry page allows characters outside of the UTF-8 character set. If a character is entered into a VoiceForm that is not UTF-8, that VoiceForm can be exported, but cannot be imported.

VVINSP-748

Workaround: Restrict VoiceForm field entry to UTF-8 characters.

Special Characters in Value and Long Value Entry

VVINSP-755

Fields Are Not Supported By Default: The VoiceForm entry page allows characters that the TTS in VoiceCatalyst does not support by default. These characters such as certain punctuation marks will cause the VoiceApp to fail.

Workaround: Add the desired unsupported characters as pre-trained vocabulary in the Voice Inspection App.

Previously Reported Issues

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

No GUI Page Bookmarking with Chrome and

Firefox: 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.

NMARK-190

Workaround: Navigate manually to favorite GUI pages.

Chrome and Firefox Do Not Support Copy

Selection: 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.

NMARK-189

Add/Remove Columns Link Becomes

Unavailable: From some *VoiceCheck* UI pages, the **Add or Remove Columns** link is disabled when a user clicks the **Restore columns to default** function but does not complete the action by clicking yes or no to the warning message.

NMARK-27

Workaround: Navigate to another GUI page then return to the original page, and the Add/Remove link works again.

RapidStart Does Not Load Application with HTTPS:

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*.

N/A

Workaround: Technicians can use the Operator menu on the Talkman device to manually load the Voice Inspection applic-

ation and begin template training.

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. **NMARK-66**
This adjustment to supported modes is in response to a condition where recorded VoiceNotes play back at a very low volume.

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

Voice Inspection Solution Product DVD Contents

DVD Label	Item Code	Contents
Honeywell Vocollect Voice Maintenance & Inspection Solution Version 1.1	SW-BDL-MI-1.1-DVD	<ul style="list-style-type: none"> • VoiceCheck application and installer* • VoiceConsole application and installer* • Vocollect Documentation <ul style="list-style-type: none"> ◦ Voice Inspection Solution 1.1 Release Notes ◦ Voice Inspection Solution 1.1 Overview ◦ Voice Inspection Solution 1.1 Implementation Guide ◦ Voice Inspection Solution 1.1 Administrator's Guide ◦ VoiceCheck 1.1 Online Help ◦ VoiceConsole 5.0.4 Release Notes ◦ VoiceConsole 5.0.4 Implementation Guide ◦ VoiceConsole 5.0.4 Online Help ◦ VoiceConsole 5.0.4 User's Guide ◦ VoiceCatalyst MI 2.1 Release Notes ◦ Voice Software User's Guide ◦ Voice Inspection Solution Security Manual
Honeywell Vocollect Voice Maintenance & Inspection	SW-BDL-	<ul style="list-style-type: none"> • Development tools

DVD Label	Item Code	Contents
Solution Developer Toolkit Version 1.1	MI-D1.1-DVD	<ul style="list-style-type: none"> • VoiceCheck application source code (build environment) • VoiceCheck Voice Application source code based on VoiceArtisan technology • Web service sample files • VoiceCheck documentation set (Customization Guide, Implementation Guides, Solution Overview, Release Notes, VoiceConsole and VoiceCatalyst documentation, Security Implementation Guide) • Online Help source files

* Distributable application only. Source code is not included.

Getting Help

Additional Documentation

- ***Vocollect Voice Inspection Solution Overview***: Details on how voice supports inspection workflows and a summary of the inspection process with VoiceApplication dialog and the commands and responses available to technicians using the product.
- ***Vocollect Voice Inspection Solution Implementation Guide***: Instructions for planning, installing, configuring, and maintaining solution components.
- ***Vocollect Voice Inspection Solution Administrator's Guide***: Guidance on the maintenance and administration of a VoiceCheck implementation.
- ***Vocollect VoiceCheck User's Quick Reference Guide***: A pocket guide for technicians that walks through the steps of an assignment and includes a list of commands, help with typical user problems, and summary instruction on using the Talkman A730 and SRX2 Headset.

Contact Information

Documentation Feedback

Your feedback is vital to our documentation efforts. If you have difficulty with any of the procedures described in this document, contact your Vocollect support representative.

Find most Vocollect technical documentation on VoiceWorld, <https://www.voiceworld.com>.

Honeywell Vocollect Reseller Services

If you purchased equipment or services through a Vocollect reseller, please contact your reseller first for support or to purchase a support plan.

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Phone: +44 (0) 1628 55 2903

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E-mail: vocollectRequests@honeywell.com

Phone: 412 829 8145, Option 3, Option 2

Japan and Korea:

Email: vocollectJapan@honeywell.com

Phone: +813 3769 5601

Honeywell Vocollect RMA

To return equipment for repair contact Honeywell Vocollect RMA to request an RMA number.

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Release Notes:

Vocollect Voice Inspection 1.0

30 March 2015

The following release notes describe the new features and existing limitations in this release of the *Vocollect Voice Inspection Solution* and *Vocollect VoiceCheck*. Issue numbers listed in these notes are part of the Vocollect internal software tracking system and may be helpful when contacting customer service.

Product Introduction

This release introduces the Vocollect Voice Maintenance & Inspection Solution as a new addition to the Vocollect Solutions product line of devices and software built to improve worker productivity and accuracy. The solution replaces paper forms and manual data entry by creating a two-way voice dialog between the system and technicians performing a variety of maintenance and inspection checks.

Solution components include:

- Vocollect VoiceConsole device management application
- Vocollect VoiceCheck inspection management application
- Vocollect Talkman A730 rugged, mobile devices
- Vocollect VoiceCatalyst MI voice software running on Talkman devices
- Vocollect Adaptive Speech Recognition engine
- Vocollect SRX2 Wireless Headsets
- Vocollect Inspection Voice Application voice process software that executes inspection assignment steps

The *VoiceCheck* application is the central component of the solution. It retrieves inspection plans from a host system, translates these plans into voice instructions for Talkman devices to prompt inspection technicians, records technician responses as inspection data, and transmits the results back to the host system.

Features in this Release

For *VoiceConsole* version 5.0.3 features, see the *Vocollect VoiceConsole Release Notes*.

VoiceCheck Installer

VoiceCheck version 1.0 includes an installation wizard that automates many of the steps to install and configure a *VoiceCheck* server.

New version of VoiceCatalyst MI

The Vocollect Voice software that runs on a Talkman A700 series device with a Voice Inspection implementation has been updated with this release.

- **SRX2 Headset Audio Gain Fix:** An issue where the input audio on an SRX2 headset could reach the maximum level (gain) and remain stuck at that level has been resolved with this version. With improperly balanced input audio, this scenario may have caused poor speech recognition. The gain now decreases when necessary. [NMARK-220]
- **Speech Recognizer Setting for Sensitivity by Word:** You now have the ability to adjust the sensitivity of specific vocabulary words by setting a parameter in the task package. This enhancement is recommended to reduce insertions when technicians speak infrequently used words, and it may also be used to increase the likelihood of acceptance for some words.

You can set this parameter to achieve the appropriate balance in recognizer sensitivity for specific words based on your application workflow:

```
BlueStreak_Decode_Sensitivity_<word>=<threshold>
```

The default sensitivity threshold is 0. Increasing the sensitivity reduces insertions, making the recognizer more likely to accept the correct word and ignore an incorrect word. Decreasing the sensitivity reduces the need for technicians to repeat responses by enabling the recognizer to accept a word with less confidence.

Light-Weight Transcription Engine

VoiceCheck installs with an integrated transcription engine for transcribing VoiceNotes. This engine supports only a basic, generic English vocabulary. Vocollect recommends customizations to the transcription service for inspections that employ industry-specific vocabulary. Any implementation of other supported transcription engines requires address entries in the *VoiceCheck System Configuration* page.

GUI-Based VoiceForm Editor

Pilot versions of Vocollect Voice Maintenance & Inspection Solution included a VoiceForm Editor built into a proprietary development environment. This release uses standard *VoiceCheck* graphical user interface (GUI) screens to integrate the editor in the application for simplified setup and administration.

Additionally by residing on the *VoiceCheck* server, VoiceForm data can be backed up and secured more easily.

VoiceForm Export Function

An export feature has been added to the VoiceForm Editor, allowing users to export a VoiceForm to copy it to another *VoiceCheck* system. The list items that are referenced by a VoiceForm are also included in its export.

Combined Operator and User Management

This release links a *VoiceCheck* operator record and *VoiceCheck* user account so they can be created at the same time.

- Operators are the technicians using Talkman devices to enter inspection results by speaking responses to voice prompts.
- Users are the technicians and administrators who log into the *VoiceCheck* GUI via a PC browser.

These two accounts are linked because the technicians who perform voice-directed inspection assignments must also be able to logon to the VoiceCheck application to review and submit completed steps.

Operator Notification of Sign Off

In the solution pilot version operators signed off via the GUI while performing an inspection were not notified until they completed the inspection assignment. As a result, inspection data could be lost. In this release, operators are notified via an audio message that they have been signed off the voice application.

Parts Entry Redesign

The device now verifies the part name after the initial, partial part number entry by the technician. After the part name is confirmed, the device may confirm one or more part numbers associated with that part name. This change allows for inspections involving one part with many potential part numbers to collect responses once rather than cycling through several inapplicable part numbers. It also allows technicians to enter new part numbers. The assignment import data type changed to accommodate multiple part numbers in a single record. See "Inbound Web Service Changes" below.

VoiceCheck Online Help

The *VoiceCheck* graphical user interface now has online help content. There are two links in the upper right corner of the GUI for accessing help topics.

- **Help For This Page** — opens a help topic related to the active *VoiceCheck* page.

- **Browse Help** — opens the entire help application. Users can browse the Contents tab, click through Index terms, or enter Search keywords to find the information they need.

Implementation Guide

For solution implementers, a *Voice Inspection Solution Implementation Guide* accompanies this release. This guide provides specifications and considerations for planning an implementation, basic instructions on VoiceConsole and device setup, detailed steps for *VoiceCheck* installation and configuration, data formats for web service transmissions, and recommendations for system maintenance.

Supported Environments

VoiceCheck	
Operating System	Windows Server [®] 2012, 64-bit (x86)
	Windows Server 2008 R2, 64-bit (x86)
Database	Microsoft SQL Server [®] 2012
	Microsoft SQL Server 2008
	Oracle [®] 11g
Web Browser	Google Chrome [®] v.31.x and newer
	Mozilla Firefox [®] v.4.0 and newer
Language	U.S. English (ENUS)
VoiceConsole	
Server Operating System	Windows Server 2012, 64-bit (x86)
	Windows Server 2008 and 2008 R2, 32-bit (x86) and 64-bit (x86)
	Red Hat [®] Enterprise Linux [®] 6.x, 32-bit and 64-bit
	Red Hat Enterprise Linux 5.x, 32-bit

	CentOS Linux 6.x
	SUSE SLES11, 64-bit
Database	VoiceConsole Embedded Database
	Oracle 11g
	Oracle 10g
	Microsoft SQL Server 2012
	Microsoft SQL Server 2008
Client Operating System	Microsoft Windows 7
	Microsoft Windows Vista
	Microsoft Windows XP with Service Pack 3
	Red Hat Linux Workstation ES for Intel processors
Web Browser	Microsoft Internet Explorer [®] v.8.x and 9.x
	Mozilla Firefox [®] v.4.0 and newer
Language	U.S. English (ENUS)

Web Service Changes

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Inbound Web Service Changes

Create Assignment Service

- Changed **partNumber** element in Section: Data type changed from string to comma-separated list (no spaces) to allow for multiple known part numbers for the same part. Note that if the inspection material is expected to contain more than one of the **same** part, you must create two **identical** part sections (with the same partNumber entry) in the assignment.

Fixes and Enhancements

Fixed Issues

<p>Gain Level Issue Resolved in SRX2 Headset: Under certain conditions, the SRX2 headset audio input level would stay at the maximum, potentially causing poor recognition due to improperly balanced input audio. This issue has been resolved; the gain will now appropriately decrease when necessary.</p>	<p>NMARK-220</p>
<p>Error Code Classes Allow for Customization: A pilot version of <i>VoiceCheck</i> prevented customizers from adding error messages to the <i>CoreErrorCode</i>, <i>VoiceAppErrorCode</i>, and <i>WebServiceErrorCode</i> classes. This issue has been resolved; error classes can be extended as intended.</p>	<p>NMARK-158</p>
<p>Main Prompt Is Accessible After "Details": After a technician used the "details" command to hear the help message for a prompt, he or she was unable to instruct the device to repeat the original prompt. Technicians can now issue the "say again" command to hear the main prompt after listening to the help message.</p>	<p>NMARK-156</p>
<p>"Undo Last Entry" Skips Prompt-Only Prompts: If a technician responded to one or more prompts, then heard a prompt-only prompt, the technician was unable to use the "undo last entry" command to go back in the dialog prior to the prompt-only prompt. This issue has been resolved; the "undo last entry" command now skips over prompt-only prompts when erasing previous responses.</p>	<p>NMARK-155</p>
<p>Roles in Users Table Can Be Filtered: The roles column in the table on the Administration > Users page of the user interface could not be filtered. This filter query has been corrected.</p>	<p>NMARK-153</p>
<p>Part Not Found Message Identifies Completed Parts: When a single part number was missing from the parts list or was already completed, the voice application delivered a "part not found" message. This design could confuse a user if he or she did not know that a part had been previously inducted. The voice application now delivers a separate message for completed parts: "All parts matching <i><part number></i> are complete."</p>	<p>NMARK-122</p>
<p>"Part Complete" Command Honors Mandatory Steps: When a technician issued the "part complete" command, the system marked all remaining parts steps—including any mandatory steps—as "does not apply." The system now checks for mandatory steps upon receiving the command. If mandatory steps exist for the part, the system does not execute the command and responds with the message, "part</p>	<p>NMARK-104</p>

complete is not available, part has unfinished mandatory steps."

Work ID Can End with Alphas: The voice application was not allowing technicians to select work IDs that ended with alpha characters except by scanning. This issue resulted in conflicts because alphanumeric IDs could be imported into *VoiceCheck*. This issue has been resolved; technicians can now enter any alphanumeric work ID by speaking two or more of the last digits of the ID, skipping any alpha characters or dashes. For example, a technician could speak "459" to select work ID 12345-9A.

NMARK-51

SSL Parameter Added to VoiceConsole: In pilot versions of the *Vocollect Voice Inspection Solution*, implementers had to manually modify the URL used by VoiceConsole to contact Talkman devices with an HTTPS path. This issue has been resolved with a new field in Device Profiles that allows the user to select secured (HTTPS) or non-secured (HTTP) data communications. In VoiceConsole, click the **Create Device Profile** action link to start the device profile wizard. On the **Configure Profile** page of the wizard, open the **Network Configuration** tab and find the **Device to Console Communications** drop-down menu.

NMARK-5

General Considerations and Limitations

Issues Reported with This Release

No GUI Page Bookmarking with Chrome and Firefox: 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.

NMARK-190

Workaround: Navigate manually to favorite GUI pages.

Chrome and Firefox Do Not Support Copy Selection: 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.

NMARK-189

Add/Remove Columns Link becomes Unavailable: From some *VoiceCheck* UI pages, the **Add or**

NMARK-27

Remove Columns link is disabled when a user clicks the **Restore columns to default** function but does not complete the action by clicking yes or no to the warning message.

Workaround: Navigate to another GUI page then return to the original page, and the Add/Remove link works again.

RapidStart Does Not Load Application with HTTPS:

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*.

N/A

Workaround: Technicians can use the Operator menu on the Talkman device to manually load the Voice Inspection application and begin template training.

Previously Reported Issues

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

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

DVD Label	Item Code	Contents
Vocollect Voice Inspection Solution Version 1.0	SW-BDL-MI-1.0-DVD	<ul style="list-style-type: none"> VoiceCheck application and

DVD Label	Item Code	Contents
		installer* <ul style="list-style-type: none"> • VoiceConsole application and installer* • Vocollect Documentation <ul style="list-style-type: none"> ◦ Voice Inspection Solution 1.0 Release Notes ◦ Voice Inspection Solution Overview ◦ Voice Inspection Solution 1.0 Implementation Guide ◦ Voice Inspection Solution 1.0 Administrator's Guide ◦ VoiceCheck 1.0 Online Help ◦ VoiceConsole 5.0.3 Release Notes ◦ VoiceConsole 5.0.3 Implementation Guide ◦ VoiceConsole 5.0.3 Online Help ◦ VoiceConsole 5.0.3 User's Guide ◦ VoiceCatalyst MI 2.1 Release Notes ◦ Voice Software User's Guide ◦ Voice Inspection Solution Security Manual

* Distributable application only. Source code is not included.

