Release Notes:
Honeywell Voice Maintenance &
Inspection Solution 1.3

5/3/2017

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.

Features in this Release

Prompt Templates

VoiceCheck now offers Prompt Templates. Prompts are defined for each step in an inspection assignment based on the nature of the expected response from the technician. Prompt templates allow you to save these steps and import or export them with VoiceForms to be used in other systems.

Template Management

VoiceCheck and Android users now have the ability to manage operator templates. A different set of templates can be stored based on the locale of the TTS being run. This allows an operator to have multiple sets of templates for each locale they may run.

Reporting and Printing for Assignments

You can now send assignments to a printer and create reports for assignments.

Cloud Support

The VoiceCheck server can now be deployed to a cloud environment using the Honeywell CT-50 or Honeywell Dolphin 75e device running Honeywell M & I for Android.

Android App Management

You can now download and install the VoiceCheck application for your supported Android devices from within VoiceCheck.

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 (en_US), German (de_DE), Latin American Spanish (ex_MX)

Android

Operating System	Android 6.0.1
Language	U.S. English (en_US), German (de_DE), Latin American Spanish (ex_MX)

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

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	VoiceConsole 5.0.7 is available in the following languages:

VoiceConsole 5.0.7 is available in the following languages:

- da_DK (Danish)
- de_DE (German)
- en_US (US English)
- es_ES (Spanish)
- es_MX (Latin American Spanish)
- fi_FI (Finnish)
- fr_CA (Canadian French)
- fr_FR (French)
- it_IT (Italian)
- ja_JP (Japanese)

- ko_KR (Korean)
- nl_NL (Dutch)
- no_NO (Norwegian)
- pl_PL (Polish)
- pt_BR (Brazilian Portuguese)
- pt_PT (Iberian Portuguese)
- ru_RU (Russian)
- se_SE (Swedish)
- zh_CN (Chinese [PRC])
- zh_TW (Chinese [Taiwan])

VoiceConsole's Online Help is available in English and Japanese.

Web Service Changes

There were no changes in this release.

Fixes and Enhancements

The following issues were fixed and included in this release.

Fixed Issues

Host provided translations in exported Voice Plan: Previously, host provided translations for plan section descriptions or plan IDs were not included with a voice plan export and would have to be re-entered.	**VVINSP-1310, VVINSP-1303**
Photos URL:The installer does not ask for a host name during installation, so the name "localhost" is used for the hostname. If the URL used	**VVINSP-715**

to connect to VoiceCheck is http://localhost:9070/VoiceCheck/ the exported URL for photos uses localhost rather than the server name or server IP address.

Workaround: Open the server.properties file located at `C:\Program Files\Vocollect\VoiceCheck\tomcat\webapps\VoiceCheck\WEB-INF\classes\server.properties`, which is the default installation location. The file should look like this:
```
server.port=80
server.name=localhost
server.scheme=http
server.contextRoot=VoiceCheck
server.https.port=443
server.https.enabled=true
```

Change server.name=localhost to `server.name=<your IP address or DNS host name>`.

This fix has also been included in the *VoiceCheck Implementation Guide*.

General Considerations and Limitations

Issues Reported with This Release

Application stops responding on Invalid Access Code page: After an invalid access code is entered, the application occasionally stops responding and may crash.

VVINSP-1581

Workaround: Restart the application.

Special characters in speaker independent vocabulary do not function as expected: 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.

VVINSP-667

Workaround: Add special characters to the voice application vocabulary. This will force the characters to be trained, which will prevent the issue from occurring.

Additional Display Message and Display ID do not work for Photo prompts: 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.

VVINSP-950

Workaround: Do not include values for "Display ID" or "Additional Display Message" in the Photos prompt.

No Backward Compatibility: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.

VVINSP-968

Workaround: Do not import voice plans that were exported from a newer version of VoiceCheck.

Previously Reported Issues

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

Long List Item Error: Attempting to train a template for a word longer than 40 characters may cause the Talkman to crash. This tends to happen while retraining a word within an assignment.

VVINSP-946

Workaround: Reboot the Talkman.

Lost User Data: Data can be lost when taking a break and various other commands. For example, taking a break after taking a photo may cause the photo to be lost after additional photos are taken post-break.

VVINSP-952

Workaround: There is no known workaround. Review the assignment in VoiceCheck after completion to ensure that data has not been lost.

Special Characters: Using special characters such a dash (-) and colon (:) in VoiceForm value entries can cause the Talkman to crash when these characters have not been trained as prompt values.

VVINSP-755

Workaround: Train special characters.

Incorrect Transcription Server: If the transcription server URL is changed from the System Configuration page, VoiceCheck still uses the previously configured URL.

VVINSP-1160

Workaround: Update the transcription server URL and wait 15 minutes for it to update, or do a manual reboot.

Large Photos Can Generate Error: If technicians experience problems uploading large images (5 MB or larger) at a photo prompt,

VVINSP-672

the system may generate errors. The GUI displays a generic error message, but the server log reports a Java heap space/OutOfMemory error.

Workaround: 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.

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. **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.	**VVINSP-504**
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. **Workaround**: Navigate manually to favorite GUI pages.	**NMARK-190**
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. **Workaround**: Navigate to another GUI page then return to the original page, and the Add/Remove link works again.	**NMARK-27**
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	**N/A**

templates. This automatic load is not supported when using an HTTPS-secured connection to *VoiceConsole*.

Workaround: Technicians can use the Operator menu on the Talkman device to manually load the Voice Inspection application 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. 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
Honeywell Vocollect Voice Maintenance & Inspection Solution Version 1.3	SW-BDL-MI-1.3-DVD	• VoiceCheck application and installer* • VoiceConsole application and installer* • Vocollect Documentation 　○ Voice Inspection Solution 1.3 Release Notes 　○ Voice Inspection Solution 1.3 Overview 　○ Voice Inspection Solution 1.3 Implementation Guide 　○ VoiceCheck 1.3 Online Help 　○ VoiceConsole 5.0.7 Release Notes 　○ VoiceConsole 5.0.7 Implementation Guide 　○ VoiceConsole 5.0.7 Online Help 　○ VoiceConsole 5.0.7 User's Guide 　○ VoiceCatalyst MI 2.3 Release Notes 　○ Voice Software User's Guide 　○ Voice Inspection Solution Security Manual
Honeywell Vocollect Voice	SW-	• Development tools

DVD Label	Item Code	Contents
Maintenance & Inspection Solution Developer Toolkit Version 1.3	DEV-MI-1.3-DVD	- 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)

* 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.

- ***VoiceCheck 1.3 Online Help***: Guidance on the maintenance and administration of a VoiceCheck implementation.

- ***VoiceCheck for Talkman***: A quick reference 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.

- ***VoiceCheck for Android***: A quick reference 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 a supported Android device and the SRX-SL 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.

Honeywell Vocollect Technical Support

Submit incidents or questions to http://vocollect.custhelp.com/ or contact Honeywell Vocollect Technical Support:

United States:
E-mail: vocollectsupport@honeywell.com
Phone: 866 862 7877

Europe, Middle East, and Africa:
E-mail: vocollectEMEA@honeywell.com
Phone: +44 (0) 1628 55 2902

Americas (outside U.S.), Australia, New Zealand:
E-mail: vocollectsupport@honeywell.com
Phone: 412 829 8145, Option 3, Option 1

Japan and Korea:
E-mail: vocollectJapan@honeywell.com
Phone: +813 3769 5601

Honeywell Vocollect Customer Service

Contact Honeywell Vocollect Customer Service for order placement, order status, returns, Return Material Authorization (RMA) status, or other customer service issues:

United States:
E-mail: vocollectRequests@honeywell.com
Phone: 866 862 6553, Option 3, Option 2

Europe, Middle East, and Africa:
E-mail: vocollectCSEMEA@honeywell.com
Phone: +44 (0) 1628 55 2903

Americas (outside U.S.), Australia, New Zealand:
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.
Email: vocollectRMA@honeywell.com

Sales and General Inquiries

For sales or any other inquiry, please contact Honeywell Vocollect at vocollectinfo@honeywell.com or 412 829 8145.

Honeywell Vocollect Solutions
703 Rodi Road
Pittsburgh, PA 15235 US
Phone: +1 412 829 8145
Fax: +1 412 829 0972
Web: http://vocollectvoice.com

Honeywell Vocollect Solutions Japan
New Pier Takeshiba South Tower 20F
1-16-1 Kaigan, Minato-ku,
Tokyo 105-0022 Japan
Phone: +813 6730 7234
vocollectJapan@honeywell.com

Honeywell Vocollect Solutions Europe

Honeywell House

Skimped Hill Lane

Bracknell, Berkshire

RG12 1EB UK

Phone: +44 (0) 1628 55 2900

vocollectEMEA@honeywell.com

Honeywell Vocollect Solutions Asia-Pacific

21/F Honeywell Tower

Olympia Plaza

255 King's Road

North Point, Hong Kong

Phone (Hong Kong): +852 2331 9133

Phone (China): +86 186 1698 7028

Phone (Australia): +61 409 527 201

vocollectAsiaPacific@honeywell.com

Honeywell Vocollect Solutions Singapore

151 Lorong Chuan

#05-02A/03 New Tech Park, Lobby C

Singapore 556741

Phone: +65 6248 4928

vocollectSingapore@honeywell.com

Honeywell Vocollect Solutions Latin America

Phone (North): +52 55 5241 4800 ext. 4915

Phone (South): +1 412 349 2477

vocollectLatin_America@honeywell.com

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Published by

Vocollect by Honeywell

703 Rodi Road

Pittsburgh, PA 15235

(412) 829-8145

fax (412) 829-0972

http://www.vocollectvoice.com

Honeywell

Release Notes:
Honeywell Voice Maintenance &
Inspection Solution Version 1.2

14 November 2016

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.

Features in this Release

User Translations of VoiceForms

VoiceCheck now offers the ability to define VoiceForms in multiple languages. Supported languages include English, Latin American Spanish, and German.

Assignment Auto-submission

This release of VoiceCheck enables auto-submission of assignments. Once an operator reaches the end of an assignment, completed steps will be automatically submitted. If any steps have been skipped, submitting will only transmit the completed steps and leave the assignment in progress.

Convenience Functions

Add list items and conditions inline: The VoiceForm Editor in VoiceCheck version 1.2 enables users to create a condition inline while creating or editing a step so that the condition can be added to the step without having to cancel or save and exit the step creation. Users can also create a new list item while creating or editing a step.

Copy steps: Users can now copy one step at a time from the VoiceForm Step actions section.

Copy or import a VoiceForm: A VoiceForm can now be duplicated either by copying an existing VoiceForm or importing a duplicate VoiceForm using the existing Import VoiceForm functionality.

Break Types

VoiceCheck version 1.2 includes the ability to create break types for operators to use. The operator speaks "take a break" to halt the system workflow. The operator says "ready" to resume work.

Increased Security

VoiceCheck version 1.2 introduces increased security measures including password length and character requirements, password lock after failed attempts, and mandatory password changes on initial logins for default accounts.

Operational Acuity for Voice Picking

VoiceCheck version 1.2 includes new performance reports as part of Operational Acuity for Voice Picking. The five basic reports include:

Vocabulary Count: Shows the words recognized and totals for each operator.

Prompt Length: Shows the average time spent listening to prompts.

Prompt Rate: Shows the frequency of interaction with the device. Generally, a higher prompt rate means a higher pick rate.

Task Reload: Shows the number of task loads performed for a given operator.

Battery Usage: Shows the duration the devices spent in various battery states.

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 (en_US), German (de_DE), Latin American Spanish (ex_MX)

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
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	VoiceConsole 5.0.2 is available in the following languages:

- da_DK (Danish)
- de_DE (German)
- en_US (US English)
- es_ES (Spanish)
- es_MX (Latin American Spanish)
- fi_FI (Finnish)
- fr_CA (Canadian French)
- fr_FR (French)
- it_IT (Italian)
- ja_JP (Japanese)

- ko_KR (Korean)
- nl_NL (Dutch)
- no_NO (Norwegian)
- pl_PL (Polish)
- pt_BR (Brazilian Portuguese)
- pt_PT (Iberian Portuguese)
- ru_RU (Russian)
- se_SE (Swedish)
- zh_CN (Chinese [PRC])
- zh_TW (Chinese [Taiwan])

VoiceConsole's Online Help is available in English and Japanese.

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 Implementation Guide*.

Inbound Web Service Changes

Assignment Export
There are now three REST web services available to PULL data from assignment exports.

- Get Available Exports
- Get An Export
- Mark Export as Received

See the *Voice Inspection Implementation Guide* for more information on these web services.

Fixes and Enhancements

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

Fixed Issues

Assignment Sorting: Previously, sorting the Assignments table by VoiceForm caused a "No records to be displayed" error. This has been fixed.	**ECRT-3655, VVINSP-753**
VoiceFormEditor: Fixed errors on the VoiceForm editor pages that were causing errors. The VoiceFormEditor breadcrumb and the "Add Value" links now function properly for all user accounts.	**VVINSP-903, ECRT-3656**

General Considerations and Limitations

Issues Reported with This Release

Incorrect Transcription Server: If the transcription server URL is changed from the System Configuration page, VoiceCheck still uses the previously configured URL. **Workaround**: Update the transcription server URL and wait 15 minutes for it to update, or do a manual reboot.	**VVINSP-1160**
Lost User Data: Data can be lost when taking a break and various other commands. For example, taking a break after taking a photo may cause	**VVINSP-952**

the photo to be lost after additional photos are taken post-break.

Workaround: There is no known workaround. Review the assignment in VoiceCheck after completion to ensure that data has not been lost.

Long List Item Error: Attempting to train a template for a word longer than 40 characters may cause the Talkman to crash. This tends to happen while retraining a word within an assignment.

VVINSP-946

Workaround: Reboot the Talkman.

Special Characters: Using special characters such a dash (-) and colon (:) in VoiceForm value entries can cause the Talkman to crash when these characters have not been trained as prompt values.

VVINSP-755

Workaround: Train special characters.

Photos URL:The installer does not ask for a host name during install-ation, so the name "localhost" is used for the hostname. If the URL used to connect to VoiceCheck is http://localhost:9070/VoiceCheck/ the expor-ted URL for photos uses localhost rather than the server name or server IP address.

Workaround: Open the server.properties file located at `C:\Program Files\Vocollect\VoiceCheck\tomcat\webapps\VoiceCheck\WEB-INF\classes\server.properties`, which is the default installation loc-ation. The file should look like this:

```
server.port=80
server.name=localhost
server.scheme=http
server.contextRoot=VoiceCheck
server.https.port=443
server.https.enabled=true
```

VVINSP-715

Change server.name=localhost to `server.name=<your IP address or DNS host name>`.

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

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   **VVINSP-672**

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message, but the server log reports a Java heap space/OutOfMemory error.

Workaround: 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.

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. **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.	**VVINSP-504**
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. **Workaround**: Navigate manually to favorite GUI pages.	**NMARK-190**
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. **Workaround**: Navigate to another GUI page then return to the original page, and the Add/Remove link works again.	**NMARK-27**
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	**N/A**

HTTPS-secured connection to *VoiceConsole*.

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

Release Notes:
Honeywell Vocollect
Voice Maintenance & Inspection Solution 1.1

20 November 2015

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.

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 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 *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
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

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	**VVINSPAPP-1, NMARK-304**

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.

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.

VVINSP-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.

VVINSP-672

Workaround: 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.

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. **Workaround**: Navigate to another GUI page then return to the original page, and the Add/Remove link works again.	**NMARK-27**
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*. **Workaround**: Technicians can use the Operator menu on the Talkman device to manually load the Voice Inspection application and begin template training.	**N/A**
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. **Workaround**: Use Supervisor Audio mode "2" to hear only the device output.	**NMARK-66**

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 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 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 con-

figuration, 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

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

Fixed Issues

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.	**NMARK-220**
Error Code Classes Allow for Customization: A pilot version of *VoiceCheck* prevented customizers from adding error messages to the CoreErrorCode, VoiceAppErrorCode, and WebServiceErrorCode classes. This issue has been resolved; error classes can be extended as intended.	**NMARK-158**
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	**NMARK-156**

prompt. Technicians can now issue the "say again" command to hear the main prompt after listening to the help message.

"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.	NMARK-155
Roles in Users Table Can Be Filtered: The roles column in the table on the **Administration > U sers** page of the user interface could not be filtered. This filter query has been corrected.	NMARK-153
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 *<part number>* are complete."	NMARK-122
"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 complete is not available, part has unfinished mandatory steps."	NMARK-104
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 **Netw ork Configuration** tab and find the **Device to Console Com-munications** drop-down menu.	NMARK-5

General Considerations and Limitations

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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.

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