

Release Notes: Honeywell Voice Maintenance & Inspection Solution 1.6

18 May 2018

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 and Improvements in this Release

Refer to the VoiceCheck online help for more information on these features.

Android Application Enhancements

The Android application has been redesigned with a new look and feel that includes a slide-out menu and help prompts on every page to assist with ease of navigation through the application. A new triple bar menu contains user profile information, settings, and help options. Users can switch locales from within the settings screen. A "Select Work" screen now appears after logging in, so users can immediately select assigned or available assignments and create a new assignments with ease. Learn more about these features from the Android Getting Started page.

Android Help and Problem Reporting

Users can now report a problem from within the Android application. The Android application has a new help menu that is available from any point in the application.

Say "**I need help**" or tap **Help** from the hamburger menu to access the help menu. The help menu includes the following options:

1. **Current View Details** - displays more information about the screen from which the user requested help.
2. **Additional Commands** - displays a list of additional commands that can be selected from the current screen.
3. **Trouble Speaking** - prompts the user to take a noise sample, asks if a particular word is an issue, and shows how to adjust the headset and microphone.
4. **Trouble Hearing** - instructs the user what to say when they don't hear a prompt, gives information on adjusting volume, and allows the user to adjust TTS speed.
5. **Report a Problem** - sends logs from the device to the server using the report problem functionality. Read more about the Report Problem feature from User Options and Commands.

Learn more about these features from the Android Getting Started page.

Enhanced Voice Template Training for Android

The Android application has an enhanced voice template training experience that explains the purpose of template training, shows how long it will take, and walks users through the training process step-by-step. Users can also add speaker independent words to the mandatory training list using the new Vocabulary feature in VoiceCheck. Threshold settings for these words can also be adjusted using this feature.

Support for Parts Functionality in Android

The Android application now supports parts functionality. The parts section of the application begin when all steps in a section have been completed or skipped. A part is similar to a section and is a set of steps that are grouped together. You can use the same commands, including "Skip Step", "Skip Section", "Undo Last Entry", and "Does Not Apply," just like when working in a normal section.

MDM Support for Android

The Voice Inspection Android application now supports Mobile Device Management. Using an in-house mobile device management (MDM) system, administrators can upload a JSON configuration file to devices used by end users of the mobile application. This way users do not need to configure a URL. Learn how to use this feature from the Mobile Apps page.

VoiceCheck Application Improvements

In VoiceCheck, a field showing time spent has been added to Assignment and Voice Plan steps. This shows how much time was actually spent working on a step. This feature tracks accumulated time spent on a step in situations such as skipping a step or undoing the last entry, or visiting a step multiple times. Changes have also been made to conditions, which are now available on sections and steps in sections from the [plan editor](#).

Operational Acuity Support

This release can support the Honeywell Operational Acuity analytics solution. Raw data from actions in the Android application is sent to the Operational Acuity data agent and stored. For more information, see [Operational Acuity](#) or contact your Honeywell representative.

Fixes and Enhancements

The following issues were fixed and included in this release.

Fixed Issues

Speaker independent case-sensitivity

Fixed an issue where speaker independent words typed with different cases, for example "yes" and "Yes", were not recognized as being the same word.

VVINSP-2326

Images accessible without logging into VoiceCheck

Fixed an issue where images taken during an inspection were accessible

VVINSP-2324

without logging into VoiceCheck. A user must now log in to access the photo URL.

Android application crashing during login

Fixed an issue that caused the Android application to crash during login. This was due to certain files that were causing errors. Now if errors occur, the problem files will be deleted.

VVINSP-2303

Android application crashing when a device is docked or undocked

Fixed an issue that caused the Android application to crash whenever the device was docked or undocked.

VVINSP-1646

Supported Environments

This version of VoiceCheck includes support for:

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® 10g
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 (es_MX), Japanese (jpn_JPN), French Canadian (fr_CA)

Android Supported Environments

Android

Operating System

Android 6.0.1 or later

Android

Languages U.S. English (en_US), German (de_DE), Latin American Spanish (es_MX), Japanese (jpn_JPN), French Canadian (fr_CA)

The application will run on devices using Android 6.0.1 or later.

Devices The Honeywell Dolphin CT-60, CT-50 and CT-50 Anti-Incendiary versions, Honeywell Dolphin 75e, Honeywell EDA50 and EDA70, and Sonim XP7 Intrinsically Safe (IS) devices have been tested and are supported. Refer to the *Release Notes* for more information about these devices.

Headsets Honeywell SRX-SL, Honeywell SRX-2

Supported Features

The following languages and features are currently supported in the Voice Inspection Android application.

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

NOTE

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

Supported Features for Talkman

Voice Maintenance & Inspection Solution Version 1.6 is not supported on Talkman. Refer to previous release notes for more information about supported features in Talkman in prior releases.

Web Service Changes

This release includes a change to photo URLs that requires users to log in to VoiceCheck to view them. Additional web service endpoints using REST have been exposed for VoiceForm CRUD, VoicePlan CRUD and Assignment Read and Delete.

General Considerations and Limitations

Issues Reported with This Release

Retraining templates after pausing

Templates may appear to be training again if training is paused before completing and then resumed.

VVINSP-2402

Workaround: This is an issue with the utterance counter and can be ignored.

VoiceNotes won't generate when boom is turned upward

VoiceNotes may not generate when the microphone boom is flipped to the "up" position. This issue was observed with the SRX-SL headset, which is designed to mute when the boom is flipped upward. It could also be an issue with the SRX2 headset.

VVINSP-2399

Workaround: Record voice notes with the headset boom in the proper position.

Training carousel does not appear after application is muted

If the Android application is muted during the last use of the application, the training carousel may not appear after mute is turned off and the user is prompted to train.

VVINSP-2398

Workaround: Proceed through training without the carousel. It is still working as expected.

Parts sections appear out of order in PDF report

Parts sections may seem out of order in a PDF report if their order is changed after creating a plan.

VVINSP-2377

Plans become invalid after editing a step

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.

VVINSP-2359

Workaround: 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.

Deleting a site

You can not delete a site in VoiceCheck while it is assigned to an operator.

VVINSP-2342

Workaround: Operators must choose a different site to unassign themselves from the site you wish to delete.

Deleting an operator

Operators can not be deleted if they are associated to anything (for example, an assignment, step, or notification) in a system.

VVINSP-2305

Workaround: Disable the operator.

Size filter not functional in logs

The size filter is not functional on VoiceCheck server logs.

VVINSP-2217

Workaround: Use the search function to find a log based on its size.

Previously Reported Issues

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

CT-50 device headset connection and performance issues

When using the Dolphin CT-50 device and SRX-SL headset, disconnection and other problems may be observed due to Bluetooth connection degradation and WiFi interference.

Workaround: To eliminate this problem from happening in the future, users should carry both the CT-50 and the SRX-SL on their person and should not carry the CT-50 in close proximity to a Wi-Fi enabled device such as a cell phone.

If the headset is having trouble connecting to the device or the headset microphone stops working, do the following steps:

1. Ensure the device is in proper range of the headset.
2. Power off and power on the headset.
3. Reconnect the headset to the device.

Refer to the *SRX-SL Headset User's Guide* for more information on how to pair and use the SRX-SL device.

EDA50 device scanner not working as expected

When using the mobile application on an EDA50 device, the device scanner is not supported for input fields like "Work ID".

VVINSP-1915

Workaround: Select the field. Once a cursor appears in the field, the scanner will work. You must also manually tap Ready on the screen to continue after

scanning.

Large images causing application to crash

An issue was observed with Sonim devices where the mobile application slows down or stops after taking a photo.

VVINS-1750

Workaround: Reduce the size of the photos being taken from the camera application settings.

Error adding a condition to a step

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.

VVINS-1822

Workaround:

1. Edit the step to remove the condition and save the step.
2. Edit the step to add the 'Continue' condition and save the step.
3. Edit the step to add another condition and save the step.

Brackets do not display in table view: 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.

VVINS-1617

Workaround: Click on the result. The **Results** shown at the bottom of the screen show the entire string.

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

VVINS-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.

VVINS-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.

VVINS-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.

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, 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.

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.

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 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	Contents
	VoiceCheck application and installer*
	VoiceConsole application and installer*
	Vocollect Documentation
Honeywell Vocollect Voice Maintenance & Inspection Solution Version 1.6	<ul style="list-style-type: none"> • Voice Inspection Solution 1.6 Release Notes • Voice Inspection Solution 1.6 Overview • Voice Inspection Solution 1.6 Implementation Guide • VoiceCheck 1.6 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 2.3.1 Release Notes • Voice Software User's Guide • Voice Inspection Solution Security Manual
Item Code: SIW-BDL-M-1.6-DVD	

DVD Label	Contents
Honeywell Vocollect Voice Maintenance & Inspection Solution Developer Toolkit Version 1.6 Item Code: SW-DEV-MI-1.6-DVD	<ul style="list-style-type: none"> Development tools VoiceCheck application source code (build environment) VoiceCheck Voice Application source code based on VoiceAr-tisan technology Web service sample files VoiceCheck documentation set (Customization Guide, 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.
- **VoiceCheck 1.6 Online Help:** Guidance on the maintenance and administration of a VoiceCheck implementation, including information that was previously published separately in an Implementation Guide.
- **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

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Phone: 866 862 7877

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Phone: 866 862 6553, Option 3, Option 2

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E-mail: vocollectRequests@honeywell.com

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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

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Previous Release Notes

Release Notes for previous versions of VoiceCheck.

See "Release Notes: Honeywell Voice Maintenance & Inspection Solution 1.5" on page 15 for more information.

See "Release Notes: Honeywell Voice Maintenance & Inspection Solution 1.4" on page 22 for more information.

See "Release Notes: Honeywell Voice Maintenance & Inspection Solution 1.3" on page 25 for more information.

See "Release Notes: Honeywell Voice Maintenance & Inspection Solution Version 1.2" on page 30 for more information.

See "Release Notes: Vocollect Voice Inspection 1.0" on page 41 for more information.

Release Notes:

Honeywell Voice Maintenance & Inspection Solution 1.5

10 November 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

Voiceless M&I

The Voice Inspection Android application now supports touch response throughout the entire workflow, which is useful in situations when touching the screen is the preferred input method.

French Canadian Support

This release of VoiceCheck adds French Canadian support.

Fixes and Enhancements

Android Application Improvements

- Some Android application settings have been moved to the System Configuration page.
- The application login screen was improved for better performance.
- You can now adjust the TTS speed and listen to the sample rate in the application.

Spoken Long List Support

Spoken long list support was added for Android in German, Latin American Spanish, and French Canadian languages and for Talkman in French Canadian.

Force-Change Password

Administrators can now force users to change their password upon logging in. To do so, check the **Force Change Password** box from the **Create Operator/User** or Edit Operator/User screen.

Online Help Additions and Improvements

The 1.5 release of the VoiceCheck online help includes both an implementation guide and user guide for the Android application.

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), Japanese (jpn_JPN), French Canadian (fr_CA)

Supported Features

The following features are supported by the following languages for the Talkman A700.

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

Android	
Operating System	Android 6.0.1
Languages	U.S. English (en_US), German (de_DE), Latin American Spanish (ex_MX), Japanese (jpn_JPN), French Canadian (fr_CA)
	The application will run on devices using Android 6.0.1 or later.
Devices	The Honeywell Dolphin CT50 and CT-50 Anti-Incendiary version, Honeywell Dolphin 75e, Honeywell EDA50, and Sonim XP7 Intrinsically Safe (IS) devices

Android

have been tested and are supported. Refer to the *Release Notes* for more information about these devices.

Headsets Honeywell SRX-SL

Supported Features

The following languages and features are currently supported in the Voice Inspection Android application.

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

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:

- 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.

General Considerations and Limitations

Issues Reported with This Release

CT-50 device headset connection and performance issues

When using the Dolphin CT-50 device and SRX-SL headset, disconnection and other problems may be observed due to Bluetooth connection degradation and WiFi interference.

Workaround: To eliminate this problem from happening in the future, users should carry both the CT-50 and the SRX-SL on their person and should not carry the CT-50 in close proximity to a Wi-Fi enabled device such as a cell phone.

If the headset is having trouble connecting to the device or the headset microphone stops working, do the following steps:

1. Ensure the device is in proper range of the headset.
2. Power off and power on the headset.
3. Reconnect the headset to the device.

Refer to the *SRX-SL Headset User's Guide* for more information on how to pair and use the SRX-

SL device.

EDA50 device scanner not working as expected

When using the mobile application on an EDA50 device, the device scanner is not supported for input fields like "Work ID".

VVINS-1915

Workaround: Select the field. Once a cursor appears in the field, the scanner will work. You must also manually tap Ready on the screen to continue after scanning.

Large images causing application to crash

An issue was observed with Sonim devices where the mobile application slows down or stops after taking a photo.

VVINS-1750

Workaround: Reduce the size of the photos being taken from the camera application settings.

Error adding a condition to a step

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.

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Workaround:

1. Edit the step to remove the condition and save the step.
2. Edit the step to add the 'Continue' condition and save the step.
3. Edit the step to add another condition and save the step.

Previously Reported Issues

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

Brackets do not display in table view: 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.

VVINS-1617

Workaround: Click on the result. The **Results** shown at the bottom of the screen show the entire string.

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

VVINS-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

VVINS-667

put the device to sleep and then wake it back up.

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

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

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, 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.

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.

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 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 Voice Maintenance & Inspection Solution 1.4

21 June 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

Long List Support for Android

In this release, long list support was added for English in the Android application.

Japanese Language Support

Support for Japanese was added in this release.

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), Japanese (jpn_JPN)
Android	
Operating System	Android 6.0.1

Language U.S. English (en_US), German (de_DE), Latin American Spanish (ex_MX), Japanese (jpn_JPN)

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:

- 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

Several important updates were applied to core libraries to enhance security and performance. The English online help was updated to improve search, usability, and design.

General Considerations and Limitations

Issues Reported with This Release

Brackets do not display in table view: 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.

VVINSP-1617

Workaround: Click on the result. The **Results** shown at the bottom of the screen show the entire string.

Voice Inspection Solution Product DVD Contents

DVD Label	Item Code	Contents
Honeywell Vocollect Voice Maintenance & Inspection Solution Version 1.4	SW-BDL-MI-1.4-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 1.4 Release Notes◦ Voice Inspection Solution 1.4 Overview◦ Voice Inspection Solution 1.4 Implementation Guide◦ VoiceCheck 1.4 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 Maintenance & Inspection Solution Developer Toolkit Version 1.4	SW-DEV-MI-1.4-DVD	<ul style="list-style-type: none">• Development tools• VoiceCheck application source code (build environment)• VoiceCheck Voice Application source code based on VoiceArtisan technology• Web service sample files• VoiceCheck documentation set (Customization Guide,

DVD Label	Item Code	Contents
		Implementation Guides, Solution Overview, Release Notes, VoiceConsole and VoiceCatalyst documentation, Security Implementation Guide)

Release Notes: Honeywell Voice Maintenance & Inspection Solution 1.3

3 May 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	Microsoft Windows 7

System 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

VoiceConsole 5.0.7 is available in the following languages:

- Language**
- 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 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.

VVINSP-715

Workaround: Open the `server.properties` file located at `C:\Program Files\VoiceCollect\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, 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.

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 ori-

ginal tasks can be deleted site by site but should not present any disk space or performance problems if they remain in the system.

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 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 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 (es_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, VVINS-753

VoiceFormEditor: Fixed errors on the VoiceForm editor pages that were caused by

VVINS-903, ECRT-

ing errors. The VoiceFormEditor breadcrumb and the "Add Value" links now function properly for all user accounts.

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.

VVINSP-1160

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

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.

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 installation, so the name "localhost" is used for the hostname. If the URL used 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\VoiceCollect\VoiceCheck\tomcat\webapps\VoiceCheck\WEB-INF\classes\server.properties, which is the default installation location. The file should look like this:

VVINSP-715

```
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>`.

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 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.

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.

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 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 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) Microsoft SQL Server® 2012
Database	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 Oracle 11g
Database	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
	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.

WVCK-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

WVINSAPP-1, NMARK-304

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.

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.

WINSP-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.

WINSP-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.

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 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: 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 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) Microsoft SQL Server® 2012
Database	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 VoiceConsole Embedded Database
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
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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 prompt. Technicians can now issue the "say again" command to hear the main prompt after listening to the help message. **NMARK-156**

- "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 > Users 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 Network Configuration tab and find the Device to Console Communications drop-down menu. **NMARK-5**

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