



Release Notes

Honeywell VoiceCatalyst 5.0

April 2 2026

What's in this Release

This release of Honeywell VoiceCatalyst runs on A700x and A700XP series devices, including A710x, A720x, A730x, A710XP, A720XP, and A730XP. It addresses issues found in previous versions, introduces additional functionality for A700x, and adds full support for the A700XP series.

Help documentation is available to customers online at <https://help.honeywellaidc.com>.

IMPORTANT

Honeywell recommends that *all* customers have a support plan in place to take advantage of performance improvements and the most up-to-date product security. If there is a technical or security concern regarding a particular product, Honeywell recommends immediately contacting Technical Support.

Customers may also need to update older software to the most recent release to resolve their issue. The most comprehensive resolution to product issues are available in the most recent release of software or recommended software from Technical Support. *Most recent release* refers to the latest generally available release for sale via Honeywell's normal product release process. Contact [Honeywell Technical Support](#) for more information.

IMPORTANT

For A700x customers in Brazil, the VOS file contains parameters and settings that function specially for Brazil only. **This is the only VOS file that may be used in Brazil.** It is required to set the parameters for radio operation that conform to country-specific regulations. No other VOS files may be used in Brazil.

TIP

UTF-8 encoding must be used for all non-ASCII characters (for example, accented characters or other diacritics). Any data sent to A700x and A700XP devices, such as from a WMS, must also be UTF-8 encoded. WMSCharset CP932 is enabled for Japanese. Contact Honeywell Technical Support if you need additional encoding guidance.

NOTE

WMSCharset CP932 is enabled for Japanese.

Features and Improvements in this Release

New Features

Compatibility with A700XP Series Devices

VoiceCatalyst 5.0 adds support for A700XP series devices. A700XP devices can now be deployed, configured, and managed using this version of VoiceCatalyst.

To manage A700XP devices, the following minimum VoiceConsole versions are required:

- VoiceConsole 5.6.3 ECS008 or later
- VoiceConsole 5.6.5 ECS001 or later
- VoiceConsole 6.3.2 and 6.4 or later

NOTE

VoiceConsole versions not mentioned above do not support the A700XP devices.

ECSs Included in This Release

The following issues were fixed with an ECS and are included in this release.

ECS Description	Issue ID
4.8 ECS001 This ECS provides resolution to the following issues: <ul style="list-style-type: none">• Introduced Power Save mode for CEC (California Energy Certification) compliance.	VOCECRT-5595
4.8 ECS002 This ECS provides resolution to the following issues: <ul style="list-style-type: none">• Fixed intermittent GWS App licensing errors affecting VoiceConsole 6.2 and later.	NGVPL-23533 NGVPL-23456

Issues Resolved in This Release

The following issues were resolved in this release.

Issue Description	Issue ID
Device IP Address Changes To 127.0.0.6 In VoiceConsole 6.2.1 When using VoiceConsole 6.2.1, the device IP address could unexpectedly change to 127.0.0.6, causing connectivity and management issues.	NGVPL-22082
Talkman Devices Not Responding Correctly To Operator Commands The Talkman device did not consistently respond when operators asked to repeat a message or resume a task, interrupting workflow progression.	NGVPL-19723
Talkman Devices Not Sending Heartbeat Data To Operational Intelligence Cloud Talkman devices were not sending Operational Intelligence cloud, affecting monitoring and health reporting.	NGVPL-19722
Voice Switch Changes Male Speaker To Female Switching voice types (such as from a voice type 17 to 12) could cause a configured male speaker voice to change unexpectedly to a female voice, resulting in inconsistent voice behavior.	NGVPL-17327
Compatibility Version for HLP 78.1 Not Displayed Correctly The compatibility version for HLP 78.1 did not appear correctly in the user interface, causing confusion about the actual supported HLP level.	NGVPL-16908
Pick Up & Go With Italian TTS Consuming All Flash Memory On Pick Up & Go devices using Italian Text-to-Speech, the TTS content consumed all available flash memory, reducing available storage for normal operation.	NGVPL-13257
Reloading Task After Template Deletion Does Not Request Retraining After deleting templates in VoiceConsole, reloading the task or profile did not prompt the Talkman device to request retraining of the removed vocabulary, leaving template updates incomplete.	NGVPL-12887

NOTE

For information on issues fixed in prior releases, refer to the Release Notes for those versions available at help.honeywellaidc.com.

Issues Reported with This Release

The following issues were observed in this release.

Issue Description	Issue ID
<p>A700XP Becomes Unresponsive After Pick Up & Go License Failure With VoiceConsole 6.4</p> <p>When a non-English Pick Up & Go language is loaded to A700XP devices from VoiceConsole 6.4 Software as a Service and feature license validation fails for any reason, the device prompts user for feature not licensed and may become unresponsive. A700XP stops responding to button presses and voice commands until it is rebooted.</p> <p>Workaround: Reboot the device to recover normal operation</p>	NGVPL-23757
<p>A700XP May Not Shut Down Properly If There Are Pending Output Data Records On The Device In Client Mode</p> <p>When using WPA3 on 5 GHz networks, the device can stay powered on longer than expected and not turn off cleanly if ODRs are still waiting to be sent to the host.</p> <p>Workaround: Extensible Authentication Protocol does not work with WPA3. Customers should change to WPA2 security with Extensible Authentication Protocol.</p>	NGVPL-23735
<p>A700XP WLAN May Get Disabled After Multiple Failed Authentication Attempts</p> <p>This feature helps prevent the network from mistakenly identifying an attack. It usually occurs in areas with poor WLAN coverage or when Bluetooth on the device is constantly searching for a headset or peripheral. To restore WLAN, power down and reboot the device.</p> <p>Workaround: If WLAN is disabled, power down and reboot the device.</p>	NGVPL-23730
<p>GWS App – Login – Application Sends Error Code 1104 After Reloading Task Package Twice</p> <p>On A700XP, with GWS App, reloading the same task package twice in succession can cause device to prompt fail with error code 1104.</p> <p>Workaround: Restart the task again, by pressing play/pause. This allows you to proceed with the workflow.</p>	NGVPL-23696

Issue Description	Issue ID
<p>A700XP TTS Output Is Muffled/Includes Noise</p> <p>On A700XP devices, switching an SRX3 headset from firmware 6.09 to 6.13 may result in muffled TTS audio or background noise artifacts. Speech clarity is reduced and can affect comprehension.</p> <p>Workaround: Power-cycle both the device and headset after upgrading headset firmware.</p>	<p>NGVPL-23695</p>
<p>EnableEapBatchMode Is Not Currently Supported On A700XP Devices</p> <p>When enabling EnableEapBatchMode parameter on A700XP devices, operator is unable to run the task out of Wi-Fi range.</p>	<p>NGVPL-23690</p>
<p>A700XP Device With WPA3-Enterprise On 6 GHz Not Working</p> <p>A700XP devices configured for WPA3-Enterprise on 6 GHz networks may be unable to connect or remain associated. Operators cannot log in, and profile loads over the air may fail.</p> <p>Workaround: Temporarily configure the WLAN and device to use WPA2-Enterprise. After connectivity is re-established, perform required operations before attempting any 6 GHz WPA3 deployment again.</p>	<p>NGVPL-23689</p>
<p>A700XP EAP Does Not Reconnect After Bad Credentials</p> <p>When using EAP-TTLS Site Based OPEN configuration, if device received bad credentials it lost all communication with VoiceConsole.</p> <p>Workaround: Reload full device profile.</p>	<p>NGVPL-23680</p>
<p>A700x and A700XP Device-Based EAP Configured Devices Do Not Attempt to Connect</p> <p>Devices using device-based EAP never start a network connection attempt.</p> <p>Workaround: Switch to Site-based EAP configuration.</p>	<p>NGVPL-23676</p>
<p>Device With WPA3 And 6GHz Unresponsive After Cradled</p> <p>When operating in Client mode, loading a device profile over-the-air (OTA) in a charger on WPA3 6 GHz can sometimes fail.</p> <p>Workaround: Remove the device from the charger, reboot it, place it back in the charger, and then restart the profile load process.</p>	<p>NGVPL-23673</p>

Issue Description	Issue ID
<p>On Rare Occasions, Peripherals Stay Connected When A700XP Is Placed In Charger</p> <p>When A700XP devices are placed in the charger while using WPA3 and 6 GHz, peripherals like headsets, scanners, or printers may stay connected.</p> <p>Workaround: Pull out and reinsert device back into charger.</p>	<p>NGVPL-23672</p>
<p>A700XP Logs Might Show An Incorrect MediaConnectStatus</p> <p>Sometimes, the logs indicate MediaConnectStatus as “Connected” even when the device is out of range. This does not affect the device’s operation.</p> <p>Workaround: To fix the logging issue, users may need to restart the device so MediaConnectStatus is recorded correctly.</p>	<p>NGVPL-23671</p>
<p>Intermittent Issues With The A700XP Display Dialog During Enrollment Training WPA3 And 6 GHz</p> <p>While performing enrollment training on A700XP devices connected to VoiceConsole 6.4 using WPA3 and 6 GHz, intermittently Display Dialog may stay in “connecting” or “connected” status without displaying the words being trained. Prompts still play through the headset. In these instances, the device does not fully connect to Display Dialog. This is observed in a VoiceConsole SaaS deployment only.</p> <p>Workaround: Power cycle the A700XP and restart the enrollment training.</p>	<p>NGVPL-23665</p>
<p>A700XP Embedded Control Words Not Trained Correctly in Catalyst Mode</p> <p>Certain embedded control words may not get prompted, as expected, during training.</p> <p>Workaround: Power cycle the device and restart the enrollment training process.</p>	<p>NGVPL-23663</p>
<p>A700XP Low-Battery Warnings Occur Above 5% Charge</p> <p>On the A700XP, users may receive low-battery notifications when the battery level is around 7 to 8%, rather than at 5%.</p> <p>Workaround: To prevent low battery warnings, replace the battery with a fully charged one.</p>	<p>NGVPL-23661</p>

Issue Description	Issue ID
<p>TouchConfig from A700XP (WPA3 & 6 GHz) To A700x Fails</p> <p>TouchConfig initiated from an A700XP configured with WPA3 and 6 GHz to an A700x device can fail because the A700x has no fallback implementation for the WPA3 6 GHz configuration. The A700x does not receive a usable configuration.</p> <p>Workaround: You can use another A700x to apply the correct configuration profile. Alternatively, you can manually create a profile with the appropriate Wi-Fi settings for A700x devices and load the device profile using serial cable to an A700x.</p>	<p>NGVPL-23660</p>
<p>Volume Level Difference Between A720x and A720XP When Using SR20 Headset</p> <p>There is a noticeable volume discrepancy between the A720x and A720XP devices when both are set to the same operator volume level. When using the SR20 wired headset, the A720XP plays audio at a lower perceived volume compared to the A720x under identical settings.</p> <p>Workaround:</p> <ul style="list-style-type: none"> • Increase the operator volume on A720XP by one or two levels. • If available, apply a device-specific volume offset or set a higher default volume profile for A720XP devices to maintain consistent audio levels across devices. 	<p>NGVPL-23659</p>
<p>A700XP EAP TLS Restricted Network With Different SSIDs Fail To Connect</p> <p>Site based EAP-TLS using multiple SSIDs is currently not supported on A700XP devices.</p>	<p>NGVPL-23658</p>
<p>Occasionally, A700XP May Generate Snapshot Files.</p> <p>While using A700XP devices, you may notice unexpected snapshots appearing in VoiceConsole, even if they haven't manually reported a problem.</p> <p>Workaround: Clear any old snapshots from VoiceConsole. If unexpected snapshots continue to appear, reach out to Honeywell Tech support.</p>	<p>NGVPL-23656</p>
<p>A700XP, WPA3 & 6 GHz WPA3 OWE Profile Cannot Load</p> <p>WPA3 OWE profiles fail to load.</p> <p>Workaround: Use WPA2 security as a temporary alternative until WPA3 OWE is supported reliably.</p>	<p>NGVPL-23630</p>

Issue Description	Issue ID
<p>On Rare Occasions, Loading The A700XP Profile Over WPA3 / 6 GHz May Not Complete Successfully</p> <p>When using WPA3 and 6 GHz (or mixed 2.4/5/6 GHz) settings to wirelessly load a device profile from the charger, the A700XP's LEDs show a successful profile load, but the device disconnects from VoiceConsole and stays in Standby. The device is connected to the Wi-Fi network. VoiceConsole does not update the device state.</p> <p>Workaround: Reboot the device so that VoiceConsole refreshes the device state and profile.</p>	<p>NGVPL-23614</p>
<p>Zebra Printers ZQ630, ZQ620 Frequently Disconnect And Reconnect With The A700XP Device</p> <p>When using a Zebra (ZQ630/ZQ620) Bluetooth printer with the A700XP, users may notice periodic disconnect and reconnect cycles.</p> <p>Workaround: These interruptions do not affect printer functionality but may cause latency in operations. Consider using other supported Bluetooth printers.</p>	<p>NGVPL-23606</p>
<p>Latency Observed On Scan Nodes With A730XP Devices</p> <p>Users may experience higher latency on nodes processing scanner input when utilizing A730XP devices, due to extended initialization times for the A730XP scanner.</p>	<p>NGVPL-23604</p>
<p>Occasional Force Full Profile Failure With A700XP</p> <p>On rare occasions, a Force Full Profile Load may fail on the A700XP device when using VoiceConsole 6.4 deployment with the Talkman Startup Tool.</p> <p>Workaround: Disconnect the device from the Talkman Startup Tool connection, power cycle the device, remove it from VoiceConsole, and then initiate the Force Full Profile Load again using the Talkman Startup Tool.</p>	<p>NGVPL-23546</p>
<p>Connectivity Issue Between VoiceConsole And The A700XP Device</p> <p>If you reboot the A700XP while it is out of network and then bring it back into network range, the device may have trouble connecting to VoiceConsole.</p> <p>Workaround: Please reboot the device while it is within network range.</p>	<p>NGVPL-23545</p>

Issue Description	Issue ID
<p>Occasional Reconnection Problems With VoiceConsole And A700XP On WPA3 / 6 GHz Networks</p> <p>Sometimes, A700XP devices set up for WPA3 on 6 GHz wireless networks may disconnect from VoiceConsole after a normal power cycle. When the device restarts, it reconnects to the network, but its status in VoiceConsole doesn't update and operator/task lists are missing on the device.</p> <p>Workaround: Power cycle the A700XP again. Once the device restarts, its status in VoiceConsole updates properly and operator/task lists appear.</p>	<p>NGVPL-23541</p>
<p>A700XP May Reboot When User Is Switching From Wired And SRX3 Headsets Or Vice Versa</p> <p>When switching between wireless and wired headsets on the A700XP device may cause it to reboot and generate a snapshot.</p> <p>Workaround: If you need to change headsets, put the device to sleep first to avoid this issue.</p>	<p>NGVPL-23540</p>
<p>A700XP Long Graceful Shutdown Times</p> <p>A700XP devices can take about 2 minutes or longer to shut down gracefully via a long press of the Play/Pause button, which is significantly slower than A700x devices. This behavior is observed in both Catalyst and Client modes and affects operator turnaround when powering down devices.</p> <p>Workaround: None available. Allow additional time for the graceful shutdown to complete before attempting to power the device back on.</p>	<p>NGVPL-23487</p>
<p>Aimer Flashing Setting Not Applied On A730x/A730XP Devices</p> <p>On A730x and A730XP devices, the AimerFlashing configuration option appears as a selectable setting in the VoiceCatalyst device profile (e.g., Continuously On, Decode Optimized, Aimer Off). However, in VoiceCatalyst 5.0, this setting is not applied by the underlying device platform scanner stack. As a result, any changes made to the AimerFlashing does not affect the actual aimer behavior on these devices.</p> <p>Workaround</p> <p>Avoid relying on the AimerFlashing setting on A730x/A730XP devices, as it has no effect in this release. Use the default aimer behavior instead.</p>	<p>NGVPL-23478</p>

Issue Description	Issue ID
<p>Sometimes, WakeOnHeadsetReconnect May Not Function Properly On A700XP Devices</p> <p>When WakeOnHeadsetReconnect is enabled, the A700XP might enter sleep mode instead of waking up after the headset is reconnected.</p> <p>Workaround: Manually wake the device by pressing play/pause on the A700XP.</p>	<p>NGVPL-23461</p>
<p>A700x and A700XP Devices Are Unable To Retrieve Headset Association Information From VoiceConsole</p> <p>When users switch headsets, A700x and A700XP devices do not receive headset association details from VoiceConsole 6.x On Prem Deployment. The user hears the message “Please wait, unable to retrieve headset association. Move into radio range or see your supervisor“.</p> <p>Workaround:Use the device menu to load the required operator.</p>	<p>NGVPL-23405</p>
<p>A700XP Unexpected LED Pattern During Profile Load</p> <p>Incorrect LED behavior when loading a full force profile using cable.</p>	<p>NGVPL-23346</p>
<p>A730x Device Stutters When Badge Scan Is Canceled</p> <p>Device stutters when canceling a badge scan.</p> <p>Workaround: Use an external scanner to load operators by scanning the badge instead of canceling an in-progress badge scan on the device.</p>	<p>NGVPL-23285</p>
<p>A700x Ticking Noise when Adjusting SR-20 Volume</p> <p>A ticking sound is heard on the SR-20 headset when adjusting volume on the device.</p> <p>Workaround: Adjust the volume gradually (one step at a time) and avoid rapid volume changes to minimize the ticking sound.</p>	<p>NGVPL-23221</p>
<p>A700x Noise Sample Completes Without Speech</p> <p>Noise sample stage finishes even without user speech.</p> <p>Workaround: Restart the noise sample step and ensure the operator speaks clearly during the sampling period.</p>	<p>NGVPL-23220</p>

Issue Description	Issue ID
<p>Copying WPA3 Profile Adds Uninitialized Radio Parameters on Non-WPA3 Builds</p> <p>Copying a device profile from WPA3 support copying a WPA3 profile to a device that does not support WPA3 may add uninitialized radio parameters in Advanced Settings. These extra parameters (for example, channelliste and heenable) can cause unexpected network configuration behavior.</p> <p>Workaround: Manually remove the added uninitialized radio parameters from the Advanced Settings section of the copied profile before deploying it.</p>	<p>NGVPL-23105</p>

Limitations

Issue Description	Issue ID
<p>A700XP Mixed-Language Voice Output After Switching Voices</p> <p>On A700XP devices, some custom tasks may not fully update to the new language after a voice change. In these cases, prompts can be spoken in more than one language within the same task, which may confuse operators.</p> <p>Workaround: If mixed-language prompts occur, reload the task before continuing work. If the issue persists, contact your Honeywell representative to review the task implementation.</p>	<p>NGVPL-23396</p>
<p>A700x And A700XP WPA3 6 GHz Profile Copy Leaves Network Fields Unset</p> <p>When creating an A700x device profile by copying an A700XP profile configured with WPA3 and 6 GHz, VoiceConsole does not automatically apply a supported fallback configuration for A700x. After the copy, the Network Security and RF Modulation fields in the A700X profile may be left blank.</p> <p>Workaround: After copying the profile, manually set a supported Network Security option (for example, WPA/WPA2) and a valid RF Modulation mode for the A700x profile before saving or deploying it.</p>	<p>NGVPL-23355</p>

Previously Reported Issues

Issue Description	Issue ID
<p>Japanese Parameter Change Requires Reboot</p> <p>When Japanese TTS is loaded on A700x devices and the JapaneseTTS_SilenceAfterPromptsDuration parameter value is changed, users must reboot the A700x for changes to take effect.</p> <p>Workaround: Reboot device after parameter value is changed.</p>	NGVPL-22184
<p>A700x “Loading Operator” Prompt Spoken with Slow, Low-Pitch Voice With Supervisor Audio Enabled</p> <p>On A700x devices configured with <code>srxsupervisoraudioenable=1</code>, the “Loading Operator” prompt is played at an abnormally slow speed and low pitch when loading an operator. This affects prompt clarity for the operator.</p> <p>Workaround: Disable Supervisor Audio before loading the operator, then re-enable Supervisor Audio after the operator load completes.</p>	NGVPL-21757
<p>Spanish Female TTS Pronunciation</p> <p>The female speaker for Spanish TTS (<code>es_ES</code>) does not pronounce the letter "n" in the number 5, "cinco". Audio says "cico" instead.</p> <p>Workaround: Use the male speaker for Spanish TTS.</p>	NGVPL-21464
<p>Voice Device Sends Incomplete ID Information</p> <p>The voice device intermittently fails to send IP address, Wi-Fi MAC address, and SSID information to the Operational Intelligence platform when attempting to reconnect the network.</p> <p>Workaround: Bring the device back within network range and then reboot device if necessary.</p>	NGVPL-21363
<p>Japanese TTS Skips Characters</p> <p>Speech is not generated for lowercase Roman numerals when using Japanese TTS.</p> <p>Workaround: Avoid using lowercase Roman numerals in prompts, or represent numerals using standard Arabic digits instead.</p>	NGVPL-20273

Issue Description	Issue ID
<p>Noise Heard When Aborting TTS</p> <p>A brief noise is heard when aborting Japanese TTS prompts.</p> <p>Workaround: Allow prompts to complete where possible; if noise is disruptive, lower the volume before aborting TTS and restore it afterward.</p>	<p>NGVPL-17572</p>
<p>8680i Scanner Is Not Removed From The Peripherals List</p> <p>When the BtScanClearPairingInCharger parameter is set to 1, the 8680i scanner is not removed from the peripherals list in VoiceCatalyst when the pairing has been cleared from the device's memory, and the status remains Disconnected.</p> <p>Workaround: Clear the pairing from VoiceCatalyst to remove the 8680i from the Peripherals list.</p>	<p>NGVPL-17558</p>
<p>Operator Association To Headset Does Not Update When Switching Operators Running Different Modes</p> <p>When switching between operators that run in different modes (for example, Catalyst vs. Client), the headset association may not update correctly. The new operator may inherit the previous operator's headset association, causing confusion or connection issues.</p> <p>Workaround: After switching operators, manually re-associate the correct headset from the device menu or VoiceConsole before starting tasks.</p>	<p>NGVPL-17331</p>
<p>Bluetooth Scanner Disconnection</p> <p>A Bluetooth scanner disconnects from the A700x device when in range with other devices connected with their own scanners and headsets. This occurs when the PrinterPort parameter is set to bt_print but no printer is connected.</p> <p>Workaround: Let the scanner reconnect by itself or scan the device's Bluetooth MAC address again.</p>	<p>NGVPL-17111</p>
<p>Invalid Connection Status During Pairing</p> <p>During attempts to renew pairing between an A700x device and a Honeywell 8680i Wearable Scanner through VoiceCatalyst, the connection status on VoiceCatalyst changes to "Pending," but the scanner is connected. This only occurs when using the Connection Mode setting "Device listens for peripheral connection".</p> <p>Workaround: Reboot the device so the scanner disconnects and reconnects automatically. The connection status changes from "Pending" to "Connected".</p>	<p>NGVPL-16991</p>

Issue Description	Issue ID
<p>Bluetooth Icon Blink Failure</p> <p>The A700x Bluetooth icon has a discoverable blink pattern. After a headset disconnection, that pattern flashes twice instead of once.</p>	<p>NGVPL-16958</p>
<p>Utterance Verification Issues</p> <p>A speech recognition training utterance with a duration of ten seconds or less is accepted.</p> <p>Workaround: Use shorter training utterances (ten seconds or less) to ensure they are accepted, or break longer phrases into multiple shorter training items.</p>	<p>NGVPL-16564</p>
<p>Trainability Issues For Pick Up & Go Headsets</p> <p>When using Pick Up & Go headsets, some operators may experience difficulty training templates or achieving reliable recognition. Multiple retries may be required to complete training.</p> <p>Workaround: Perform training in a quiet environment, ensure the headset is correctly positioned, and have the operator speak clearly and consistently. If issues persist, consider re-training with a wired headset and then switching back to Pick Up & Go for normal operation.</p>	<p>NGVPL-16439</p>
<p>Failure to Reconnect Scanner</p> <p>When the ProGlove Bluetooth Low Energy scanner disconnects from the A700x device, sometimes it is not possible to reconnect by scanning the QR code. Pairing it again from VoiceCatalyst is necessary.</p> <p>Workaround: Log on to VoiceCatalyst, clear the pairing, and pair the scanner again.</p>	<p>NGVPL-16229</p>
<p>Incorrect Phrase</p> <p>On an A700x device, following the start task and noise sample, the user hears "There is one more message". When the user says "continue." the same phrase is repeated rather than the expected phrase, "There are no more messages".</p>	<p>NGVPL-15496</p>
<p>Operator Asked To Retrain</p> <p>After walking out of the wireless network range, shutting down the device, and then returning to network range, a non-English Pick Up & Go operator hears a prompt to train templates.</p> <p>Workaround: Reload the operator.</p>	<p>NGVPL-15430</p>

Issue Description	Issue ID
<p>Task Loading Issue</p> <p>If the Supervisor Audio parameter is enabled, the A700x device may fail the task loading when switching from VoiceCatalyst to VoiceClient.</p> <p>Workaround: Remove the battery to restart the device and complete the loading.</p>	<p>NGVPL-14260</p>
<p>TTS Voices Error</p> <p>If the user is using a Client task with a Pick Up & Go operator while es_MX is the active voice—and the user switches to the en_US voice using VoiceCatalyst—the A700x reboots while switching the voice. When the device recovers, it speaks in the English voice, and VoiceCatalyst displays the default voice as en_US, but there is no Active Voice or Resident Voice. If the user loads a new VoiceClient task—or reloads the operator—the A700x tries to reload the voice module. It’s displayed in the Last message section in VoiceCatalyst.</p> <p>Workaround: Reboot the terminal to restore a consistent active and resident voice state. After reboot, reload the desired voice and task, and avoid switching voices while a Pick Up & Go operator is active.</p>	<p>NGVPL-13467</p>
<p>Users Experience Delay</p> <p>When a Pick Up & Go (non-US English) voice is active and the user runs a Client task on an A700x, the device response is delayed in the initial nodes. This latency can be as long as 90 seconds. After these first nodes, the delay is no longer noticeable and the task runs smoothly. However, if the user restarts the device or switches to another task and then returns to the Client task, the latency in the first two nodes reoccurs.</p> <p>Workaround: There is a delay of 30 seconds which is expected. Please wait and check back.</p>	<p>NGVPL-13308</p>
<p>Noise Following Each Sentence</p> <p>When the A700x has an active voice that is (India) 12 (mr_IN), a “clicking” sound is heard after each sentence spoken.</p> <p>Workaround: Use an alternative Marathi voice if available, or switch to a different TTS language where feasible when the clicking sound is disruptive.</p>	<p>NGVPL-13237</p>

Issue Description	Issue ID
<p>Spanish and English Running a Task</p> <p>The A700x stops responding to commands spoken in Spanish – which is the active voice in the A700x – when the device restarts while the active task is the Client task. Once the device recovers from the restart, the user needs to speak the commands in English to be recognized – the active voice in the device is still Spanish.</p> <p>Workaround: Reload the task or operator.</p>	<p>NGVPL-13163</p>
<p>Duplicate VoiceCatalyst Messages</p> <p>Messages get duplicated in VoiceCatalyst when profile switching is done.</p> <p>Workaround: After changing the EAP type, reboot the device and verify network credentials. If connectivity is not restored, revert to the previous EAP configuration.</p>	<p>NGVPL-13029</p>
<p>EAP Switching Issue</p> <p>Switching EAP type places the A700x device in no network state.</p> <p>Workaround: After changing the EAP type, reboot the device and verify network credentials. If connectivity is not restored, revert to the previous EAP configuration.</p>	<p>NGVPL-13009</p>
<p>Action Items Missing</p> <p>EAP – VoiceCatalyst - “Change Credentials” action items never appear after a A700x and A700XP device is removed and reconnected from the View Device Page.</p> <p>Workaround: Manually update the credentials by editing the device profile and reloading it to the device.</p>	<p>NGVPL-13006</p>
<p>Automatic Change Credential</p> <p>EAP Change Credential Action Item does not process automatically. You need to press a button or remove it from the charger.</p> <p>Workaround: After triggering the Change Credentials action, manually press a device key or remove and reinsert the device in the charger to complete the process.</p>	<p>NGVPL-12960</p>

Issue Description	Issue ID
<p>Invalid “Retrain Word” Option</p> <p>“Retrain Word” option is available when no template is trained in Client Mode.</p> <p>Workaround: Ignore the “Retrain Word” option until an initial template has been trained, or perform initial training before using retrain functions.</p>	<p>NGVPL-12953</p>
<p>Prefixing Bar Code with Symbology ID Not Supported</p> <p>The A730x currently does not support prefixing the bar code data with a symbology ID.</p> <p>Workaround: If a symbology ID is required, implement prefixing in the host application instead of relying on the A730x device to prepend the symbology ID.</p>	<p>NGVPL-3428</p>
<p>ODR Data Not Cleared</p> <p>When using the Force Full Profile option, the Startup Tool shows “Profile Not Changed, Versions Match” if the same profile is already on the device, and unlike the A700, the A700x no longer clears ODR data during this process, so ODRs must be cleared directly in VoiceConsole instead.</p> <p>Workaround: Clear the ODRs from flash since forcing the full profile load won’t clear them.</p>	<p>NGVPL-3091</p>
<p>Recognizer Switch Crash On A700x Devices</p> <p>Repeated switches between the BlueStreak and Pick Up & Go recognizers may result in low available memory which may crash the device.</p> <p>Workaround: Minimize frequent switching between BlueStreak and Pick Up & Go recognizers within the same session. If the device shows signs of low memory or instability, reboot before changing recognizers again.</p>	<p>NGVPL-3076</p>

Issue Description	Issue ID
<p>Presentation of Training Words Varies</p> <p>The webserver may not behave as expected when training words. The device speaks “please say the following words as they appear on the screen”. At some point during the training, the device may speak “please say the following words” and training words are spoken rather than appearing on screen. The device then speaks “please say the following words as they appear on the screen” and training words are again displayed on screen. This can happen multiple times during the training session.</p> <p>Workaround: Continue the training session even if training words alternate between being shown on screen and spoken. The behavior does not prevent completion of training.</p>	<p>NGVPL-1098</p>

Headset Message in a Freezer Environment

The SRX2/SRX3 headset sometimes displays "Headset Maintenance is Needed" when used in a freezer environment. Contact your support representative for more information. Only return the headset to Honeywell at the direction of Customer Support.

Workaround: When this message appears in a freezer or very cold environment, move the SRX2/SRX3 headset to a warmer area and allow any ice or condensation on the secondary microphone to melt completely. After the headset has warmed and dried, power-cycle the headset and verify normal operation. If the message continues to appear under normal (non-freezer) conditions, contact your support representative before returning the headset to Honeywell.

YETI-3

Out of the Box

The VoiceCatalyst 5.0 electronic software distribution contains the following:

- A700x and A700XP firmware VOS files
- Talkman device Startup Tool 1.0.7
- A700x USB driver
- Vocollect RapidStart Training Application
- VoiceConsole 5.6.3 and 5.6.5 patches

NOTE

Product documentation is hosted online at <https://help.honeywellaidc.com>. It is not included in the electronic software distribution.

A700XP Requirements

VoiceCatalyst 5.0 or later is required to support the A700XP. Refer to the Version Information section for details on the patches needed to enable A700XP licensing and support for multiple default profiles (one per device type, such as separate defaults for A700x and A700XP).

- The VoiceCatalyst 5.0 electronic software distribution includes the required patches for supported VoiceConsole 5.x versions:
 - VoiceConsole 5.6.3 ECS008 or later
 - VoiceConsole 5.6.5 ECS001 or later
- Each patch includes a text file with installation instructions.

Customer Service provides the updated file when A700XP devices are ordered; Customer Support can assist if the file is not available.

NOTE

A license file that supports A700XP is required. Licensing varies by VoiceConsole version. Refer to [VoiceConsole online help](#) or [customer support](#).

Serial Loading Configuration to A700XP Series

1. Create an A700XP device profile in VoiceConsole with the necessary network settings and VOS file.
2. Insert a charged battery into the A700XP. Powering on the device is not required at this stage.
3. Use the [Talkman Startup Tool 1.0.7](#) to configure the new A700XP. Details on using the tool are included later in this document.
4. A Standard USB-C 2.0 compatible cable is required to connect the A700XP to a computer.

A700XP USB Driver

- If the A700x USB driver is already installed, it can be used with the A700XP.
- If no driver is currently installed, and the PC is configured to search for drivers online, the driver automatically installs, and the A700x and A700XP is ready to use.

Customer Experience

IMPORTANT

For A700x details, refer to *VoiceCatalyst 4.8 Release Notes*.

Unsupported Features - A700XP Series

The following features are no longer supported in this version for the A700XP series, and are not planned for future support:

- WEP security
- LEAP with Dynamic WEP
- Operator-Based EAP
- FTP
- Telnet
- Pidion (display) - Honeywell recommends using a standard browser in a tablet such as an iPad®
- VoiceArtisan's VoiceCatalyst on device
- Windows Code Pages - UTF-8 encoding must be used for non-ASCII characters (such as characters with accents or other diacritics).
- Wireless network printing.
- Supervisor Audio

Features Currently Not Available - A700XP - Series

The following features are currently not supported on A700XP series:

- WPA3 with EAP (all types)
- Device-Based EAP

NOTE

For limitations or unavailable features, refer to the **Issues Reported with This Release** section in this document.

Unsupported Features - A700x Series

The following feature is no longer supported on A700x series:

- WEP security

Profile Loading

- Use the [Talkman Startup Tool](#) to load profiles onto A700x and A700XP devices.
- Talkman Startup Tool is integrated and launches when **Load selected profile with cable** is selected.

TouchConfig

- Customers can use the same [device configuration files](#) on both A700x and A700XP series devices.

- Config file transfers between A700x and A700XP is supported. Refer to limitation section for known limitations with config transfer.

Wireless Configuration Notes

- The SSID must be broadcast if using Dynamic Frequency Selection (DFS) channels in the 5 GHz radio frequency (RF) band.
- Honeywell recommends creating a channel list when setting up the profile in VoiceConsole.
 - Without a channel list, the radio scans all channels.
 - With a channel list, the radio only scans the listed channels which improves performance, reduces interference, and reduces latency.
 - This is applicable to all Honeywell Voice devices (A700XP and A700x).

Profile Load Recovery

- If the LED turns solid red during a profile load, remove and reinstall the battery, and place the A700XP back in the charger. This should allow the profile load to recover.

Application Compatibility

- The A700XP series devices run with a [newer version of Python](#) – which, in some cases, will require VAD updates.
 - Honeywell recommends that customers verify the functionality of their VADs on A700XP series devices prior to putting the devices into production.
- TaskBuilder tasks that use FTP require updates because the A700XP does not support FTP.

Encoding Requirements

- UTF-8 encoding is mandatory for all non-ASCII characters (accents, diacritics, etc.).
- CP932 is supported for Japanese TTS.
- No other WMSCharset or DWTCharset values are supported.

Printing Support

Wireless network printing is not supported on the A700XP Series.

Supported Environments A700XP Series

Component	Minimum / Required Version
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Platform	HCP-15.0
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Component	Minimum / Required Version
Platform SDK	HCP-15.0
VoiceConsole	<p>This release requires one of the following VoiceConsole versions, depending on your deployment model:</p> <ul style="list-style-type: none"> • On Prem deployment: 5.6.3 ECS008, 5.6.5 ECS001, 6.3.2, 6.4 • SaaS or Hybrid deployment: 6.3.2, 6.4 <p>Refer to VoiceConsole help for licensing details.</p>
GWS App	4.3 or later
DevKit	2.5 or later
Operational Intelligence	<ul style="list-style-type: none"> • VoiceConsole 6.4 or later is required to support Operational Intelligence in an On Prem or Hybrid deployment. • VoiceConsole 6.4 or later is required to support Operational Intelligence in a SaaS deployment.
TaskBuilder Tasks	All versions supported
VoiceArtisan Voice Applications	<ul style="list-style-type: none"> • Some tasks on A700x and A700XP may require updates due to Python upgrade. • If your VoiceArtisan application depends on the usage of the Simple Mail Transfer Protocol (SMTP) Vocollect module with Secure Sockets Layer (SSL), it may require an upgrade to use SSL communications properly. If your workflow relies on this module, please contact Honeywell Technical Support to determine the appropriate upgrade path.
VoiceArtisan / VCE	All Versions / 1.1 or later - see VoiceArtisan Voice Applications for possible modifications to current tasks.
Python Version	3.12.6
VoiceCheck	1.11 or later
VoiceLink	5.2 or later

Component	Minimum / Required Version
Honeywell Voice for Manhattan Active	5.5 and 6.0 or later
SRX3 Wireless Headset Firmware	Firmware Version 6.09 and 6.13
Talkman Startup Tool	1.0.7
Peripherals Supported	Visit help.honeywellaidc.com/peripherals.html for a complete list of peripherals tested with the A700XP and instructions for using peripherals.

Supported Environments A700x Series

Component	Minimum / Required Version
Platform	HLP-94.0 or later
Brazil Only Platform	HLP-94.1 or later
Platform SDK	HLP-94.0 or later
VoiceConsole	On Prem deployment: 5.6.3 or later SaaS or hybrid deployment: 6.2.1 or later Refer to VoiceConsole help for licensing details.
GWS App	4.3 or later
DevKit	2.5 or later
Operational Intelligence	<ul style="list-style-type: none">• VoiceConsole 6.4 or later is required to support Operational Intelligence in an On Prem or Hybrid deployment.• VoiceConsole 6.4 or later is required to support Operational Intelligence in a SaaS deployment.
TaskBuilder Tasks	All versions are supported
VoiceArtisan Voice Applications	Some tasks on A700x or A700XP may require modification due to changes in Python
VoiceArtisan / VCE	All Versions / 1.1 or later - see VoiceArtisan Voice Applications for possible modifications to current tasks.
Python Version	Python upgraded from 3.7.13 to 3.7.17
VoiceCheck	1.11 or later
VoiceLink	5.2 or later
Honeywell Voice for Manhattan Active	5.5 and 6.0 or later

Component	Minimum / Required Version
SRX3 Wireless Headset Firmware	Firmware Version 6.09 and 6.13
Talkman Startup Tool	1.0.7
Peripherals Supported	Visit help.honeywellaidc.com/peripherals.html for a complete list of peripherals tested with the A700x and instructions for using peripherals.

Talkman Startup Tool

TIP

In VoiceConsole the user can access the Talkman Startup Tool by selecting **Load selected profile with cable**.

Use the Talkman Startup Tool to load profiles to new devices.

Steps outlined in this section assume that the user has applied the specified patches to VoiceConsole and created an appropriate profile for the A700x and A700XP in VoiceConsole.

1. Copy the Talkman Startup Tool folder from the electronic software distribution to your computer.
2. Click on the exe file to launch the Talkman Startup Tool.
3. Enter the server address of the VoiceConsole server.
4. Enter the username and password for VoiceConsole. The Talkman Startup Tool reads the sites and profiles from VoiceConsole, but does not store the VoiceConsole password.
5. Ensure the correct site is selected from the list in the upper left of the screen.
6. Press and hold the Operator button on the device.
7. Press and release the Play/Pause button.
8. When the device LED turns solid green, release the Operator button. While the device is in Tilly mode, perform the following actions:
 - **A700x** - Connect the device to the computer using a standard Micro-USB cable.
 - **A700XP** - Connect the device to the computer using a standard USB C 2.0 cable.
9. The USB cable connects to the A700 and A700XP maintenance port. This port is located under the flap on the side of the A700x and A700XP next to the Play/Pause button.
10. When the device is recognized, the device serial number and device image are displayed.

11. Open the **Settings** menu and select the profile load type. The VoiceConsole Settings will be populated with what was entered when opening the utility.
12. Select the profile to load. Information about the selected profile is displayed.
13. Click **Begin Profile Load**.
If the device type does not match the profile, an error message is displayed and the **Begin Profile Load** button is not active.
14. The number of voice components to load appears.
15. Click **Start**.
The progress of the component loading is displayed.
16. When complete, the device reboots. The user should follow the instructions and place the device in the charger to complete the profile load.

Operating System

The A700x and A700XP features a Linux operating system.

When viewing the device config file, the parameters are formatted like the following example.

```
[HKEY_CURRENT_USER\Comm\WZCTOOL]
"SSID"="network123"
"key"="Abcdef1234567890aBcdeF"
"encryption"=dword:4
"authentication"=dword:4
```

The config file format is unchanged from the A700x devices. While the entry appears in the same format as a Windows registry entry, the config file is parsed to apply the parameters to the Linux-based A700x.

VoiceArtisan Voice Applications

The A700x and A700XP can run task packages created with any version of Voice Catalyst Emulator (VCE) and VoiceArtisan version 1.1 and above.

Python

Since Honeywell has upgraded the Python version used on the A700XP to 3.12.6, it is possible that a VAD may have been created using Python constructs that are not compatible with A700XP and therefore require rework. A700XP devices run Python 3.12.6, while A700x devices run Python 3.7.17.

The following are some examples that may require rework before a VAD can be run on an A700XP device.

NOTE

When making changes, it is best to make the changes so that the VAD would be compatible with both the A700x and A700XP devices for mixed site deployments.

- Honeywell recommends implementing VoiceArtisan tasks so they are compatible with both Python 3.12.6 (A700XP) and Python 3.7.17 (A700x) to support mixed-device deployments.
- Use of Windows-specific constructs, such as file system path separators (using “\” instead of join) when specifying system paths. The change required for this is to rework the task so that instead of using a hard-coded path separator (“\”) use the Python join API. This issue exists in previously released versions of the Honeywell VoiceLink application and can be resolved by updating VoiceLink. Contact [customer support](#) for update information.
- Python 3.7.17 creates an error if a task defines the same LUT more than one time; whereas with Python 3.1, this was not enforced. The resolution for this is to remove the duplicate LUT from the task. This issue exists in previously released versions of the Honeywell VoiceLink application and can be resolved by updating it. Contact [customer support](#) for update information.

IMPORTANT

Duplicate LUTs must be removed for VoiceCatalyst 4.0.3 and later. Earlier versions of VoiceCatalyst 4.x may not have caused an error for these duplicates.

- *ElementTree.Element.getiterator*: (in `_elementtree._element_iterator` as `_elementtree.pyd`) - deprecated, `iter` no longer supports `len`.
 1. Not proper usage in Python 3.1.2 either - can use `list(response.iter("record"))` or `list(response.getiterator("record"))`
 2. Used in `LUT/ODR MockServer.load_server_response`. Not used in LUT/ODR unit tests, but included in the `VoiceLink test.py`
- *urllib.request*: previously supported bytes and string, only bytes (or file-like objects, or iterables), but 3.2+ `urllib.request` supports HTTPS, so `pycurl`-only SSL is not necessary but have both `urllib.request` and `pycurl` anyway
- *zipfile.ZipFile.open*: removed support of `mode='U'` (used in `mock_catalyst._open_vad_file` (from `load_task_configuration_from_vad`))
- *configparser.ConfigParser.readfp*: Deprecated since Python 3.2 and removed in Python 3.12. Use `read_file()` instead of `readfp()`.
- *str.format positional behaviour*: Since Python 3.7, some functions and methods can define positional-only parameters. Review uses of `str.format` and function signatures to ensure arguments are passed positionally where required.
- *Invalid escape sequences*: A backslash-character pair that is not a valid escape sequence now generates a `SyntaxWarning`. Avoid these patterns and prefer raw strings (for example `r"..."`) when embedding backslashes.
- For more details about Python 3.12 changes, see <https://docs.python.org/dev/whatsnew/3.12.html>.
- For background on Python 3.7 behaviour, see <https://docs.python.org/dev/whatsnew/3.7.html>.
- For VoiceCatalyst 5.0 deployments, ensure all VoiceArtisan tasks are validated against both Python 3.7 (A700x) and Python 3.12 (A700XP) to avoid runtime incompatibilities.
- Refer to the Python 3.7 and 3.12 change summaries above for additional language-level behaviours that can affect existing tasks.

Forward Moving Considerations

- *ssl.wrap_socket*: Removed in Python 3.12 and no longer supported. Use `SSLContext.wrap_socket` instead.
- *Optionally parenthetically reference*: (See <https://docs.python.org/3.12/whatsnew/3.12.html#ssl>)
- *time.clock()*: Deprecated since 3.3, and removed in Python 3.8.
- *array.array*: the typecode "u" for Unicode strings is deprecated (since Python 3.2) and scheduled for removal in Python 3.16 (see the note in <https://docs.python.org/3/library/array.html>).
 - `tostring` / `fromstring` are deprecated with no announced removal

- `__pycache__` directory with interpreter name vs. littering current directory with `.pyc` files (source control, not functional)

NOTE

Project Context Menu > Pydev > Remove `*.pyc`, `*.pyo` and `*$py.class` files do not remove `__pycache__` directory (but does remove the contents).

Voice Application Compatibility Tool (VACT)

This tool is available to check VADs for Python constructs that may need rework for the A700x. This tool works by examining the voice application based on a list of rules, many of which are based on the preceding items. Contact [customer support](#) for tool availability.

Language Support

Pitch is adjustable for all languages.

Language	TTS (Speech out)		Pick Up & Go Recognizer (Speech in)	
	Voice Name	Gender	Supported	languageTag
American English	English (United States) 12	Male/Female	Yes	en_US
Arabic	Arabic (WW) 12	Male/Female	Yes	ar_ww
Arabic	Arabic (United Arab Emirates) 12	Female	Yes	ar_AE
Australian English	English (Australia) 12	Male/Female	Yes	en_AU
Bangla	Bangla (India) 12	Female	No	
Belgian Dutch	Dutch (Belgium) 12	Female	Yes	n_BE
Brazilian Portuguese	Portuguese (Brazil) 12	Male/Female	Yes	pt_BR

Language	TTS (Speech out)		Pick Up & Go Recognizer (Speech in)	
	Voice Name	Gender	Supported	languageTag
British English	English (United Kingdom) 12	Male/Female	Yes	en_GB
Bulgarian	Bulgarian (Bulgaria) 12	Female	Yes	bg_BG
Canadian French	French (Canada) 12	Male/Female	Yes	fr_CA
Chinese-Cantonese (Hong Kong)	Chinese (Hong Kong) 12	Female	Yes	zh_HK
Chinese-Mandarin (China)	Chinese (China) 12	Male/Female	Yes	zh_CN
Chinese-Mandarin (Taiwan)	Chinese (Taiwan) 12	Female	Yes	zh_TW
Chinese-Sichuanese (China)	Chinese Sichuanese (China) 12	Female	Yes	sz_CN
Croatian *	Croatian (Croatia) 17	Male	No	
Czech	Czech (Czechia) 12	Female	Yes	cs_CZ
Danish	Danish (Denmark) 12	Male/Female	Yes	da_DK
Finnish	Finnish (Finland) 12	Male/Female	Yes	fi_FI

Language	TTS (Speech out)		Pick Up & Go Recognizer (Speech in)	
	Voice Name	Gender	Supported	languageTag
French	French (France) 12	Male/Female	Yes	fr_FR
German	German (Germany) 12	Male/Female	Yes	de_DE
Greek	Greek (Greece) 12	Male/Female	Yes	eLGR
Hebrew	Hebrew (Israel) 12	Female	Yes	he_IL
Hindi	Hindi (India) 12	Male/Female	No	
Hungarian	Hungarian (Hungary) 12	Female	Yes	hu_HU
Indian English	English (India) 12	Male/Female	Yes	en_IN
Indonesian	Indonesian (Indonesia) 12	Female	Yes	id_ID
Italian	Italian (Italy) 12	Male/Female	Yes	it_IT
Japanese	Japanese (Japan) 19	Male/Female	Yes	ja_JP
Kannada	Kannada (India) 12	Female	No	
Korean	Korean (South Korean) 12	Male/Female	Yes	ko_KR
Latin American Spanish	Spanish (Mexico) 12	Male/Female	Yes	es_MX
Malay	Malay (Malaysia) 12	Female	Yes	ms_MY

Language	TTS (Speech out)		Pick Up & Go Recognizer (Speech in)	
	Voice Name	Gender	Supported	languageTag
Marathi	Marathi (India) 12	Female	No	
Netherlands Dutch	Dutch (Netherlands) 12	Male/Female	Yes	nL_NL
Norwegian	Norwegian (Norway) 12	Male/Female	Yes	no_NO
Persian	Persian (Iran) 12	Male	Yes	fa_IR
Polish	Polish (Poland) 12	Male/Female	Yes	pL_PL
Portuguese	Portuguese (Portugal) 12	Male/Female	Yes	pt_PT
Romanian	Romanian (Romania) 12	Female	No	
Russian	Russian (Russia) 12	Male/Female	Yes	ru_RU
Serbian *	Serbian (Serbia) 17	Male	No	
Slovak	Slovak (Slovakia) 12	Female	Yes	sk_SK
Slovenian *	Slovenian (Slovenia) 16 Slovenian (Slovenia) 18	Male Male	No	
Spanish	Spanish (Spain) 12	Male/Female	Yes	es_ES

Language	TTS (Speech out)		Pick Up & Go Recognizer (Speech in)	
	Voice Name	Gender	Supported	languageTag
Swedish	Swedish (Sweden) 12	Male/Female	Yes	sv_SE
Tamil	Tamil (India) 12	Female	No	
Telugu	Telugu (India) 12	Female	No	
Thai	Thai (Thailand) 12	Female	Yes	th_TH
Turkish	Turkish (Turkey) 12	Male/Female	Yes	tr_TR
Ukrainian	Ukrainian (Ukraine) 12	Female	No	
Vietnamese	Vietnamese (Vietnam) 12	Female	No	

* You must contact [Honeywell Customer Support](#) to obtain these TTSs.

Getting Help

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

Technical Support Email: voicetechnicalsupport@honeywell.com

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

Technical Support Phone (Rest of the World): +1 412 376 9384

Technical Support Phone (EMEA): +44 (0) 1344 65 6123

For assistance with all other matters, contact your Honeywell Licensed Reseller or Honeywell directly at automation.honeywell.com.

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Web Address: automation.honeywell.com

Patents

For patent information, please refer to www.hsmpats.com.

Third Party Software

The information for software packages included in this version of VoiceCatalyst is located at <https://help.honeywellaidc.com/Content/ThirdPartyLicenseAgreements.htm>.