

Release Notes for Vocollect VoiceConsole 5.1

Installation

Refer to the *Vocollect VoiceConsole 5.1 Implementation Guide* provided on the software DVD for installation instructions for VoiceConsole 5.1.

Features in this Release

For more information on specific features, see the VoiceConsole online help.

Upgrading from the User Interface

With this release, you are notified, through standard notifications, if there is an update to VoiceConsole. If there is, you can download and install it from within the application. When in the **Administration** tab, you can also select **Software Updates** in the Navigation Bar to see if there are any updates available.

Note: This feature is only available if you have a valid support contract in place.

Note: Vocollect recommends you install updates during off-hours to avoid degrading performance.

Importing and Exporting Site Information

Beginning with this release, you can export certain data, such as operators and devices, from one instance of VoiceConsole and import it into another instance of VoiceConsole. This lets you easily upgrade from one version to another version. You can only import to or export from one site at a time. The following data is exported/imported:

- accessories
- users
- roles
- devices
- device profiles*
- tasks
- task packages
- device groups
- VoiceClient files
- voices
- operators
- operator teams

* Device profiles with EAP configuration are not supported. See *"General Considerations/Limitations"* on page 4 for information on setting up sites before importing data.

Log Files Include Installation Information

The log files now include information on installations and upgrades. This can help with troubleshooting if there is an issue with an installation or upgrade.

Upgraded System Components

The following system components installed with VoiceConsole were upgraded with this release:

- Apache Tomcat 7.0.42
- HSQLDB 2.2.8

System Environments

VoiceConsole 5.1 supports the following environments. You can find detailed system requirements in the *Vocollect VoiceConsole 5.1 Implementation Guide*.

Operating System	Microsoft® Windows® 2012 (64-bit version) Microsoft Windows 2008 (64-bit version) Microsoft Windows 2008 (32-bit version) Red Hat® Enterprise Linux® version 6.x (64-bit version) Red Hat Enterprise Linux version 6.x (32-bit version) Red Hat Enterprise Linux version 5.x (64-bit version) Red Hat Enterprise Linux version 5.x (32-bit version) IBM AIX 7.1 IBM AIX 6.1 CentOS Linux version 6.x SUSE SLES11 (64-bit version) VMWare® ESX 4.x running a supported operating system and VoiceConsole Embedded Database. (x86)
Database	Microsoft SQL Server® 2014 Microsoft SQL Server 2012 Microsoft SQL Server 2008 Oracle® Database 12c Oracle Database 11g Oracle Database 10g VoiceConsole Embedded Database (integrated)
Web Server	Apache Tomcat™ version 7.0
Clients	Microsoft Windows 10 Microsoft Windows 8 Microsoft Windows 7
Browsers	Microsoft Internet Explorer® 11.x and newer Mozilla® Firefox® 4.x or newer All browsers require that Java™ JRE™ 1.8 be installed and configured.

Installation

Refer to the *Vocollect VoiceConsole 5.1 Implementation Guide* provided on the software DVD for installation instructions for VoiceConsole 5.1.

Upgrading

Note: You are still able to upgrade from a 2.x version of VoiceConsole, but the process involves upgrading to a previous 4.x version (earlier than 4.2) before upgrading to VoiceConsole 5.1. See the Vocollect VoiceConsole 5.1 Implementation Guide for details.

This version supports installations on certain operating system/database combinations for new installations only. Refer to the *Vocollect VoiceConsole 5.1 Implementation Guide* on the software DVD.

Upgrading from an Installation with an Embedded Database

If you are upgrading from an installation with an embedded database, you must first shutdown the embedded database by issuing the shutdown command in the Embedded Database Utility and then upgrade to VoiceConsole 5.1. See the *Vocollect VoiceConsole 5.1 Implementation Guide* for instructions on upgrading in this scenario.

Issues Fixed in This Release

The following issues were fixed in Emergency Customer Shipments (ECS) and included in this release:

Device Display Dialog No Longer Becomes Unresponsive

The Device Display dialog could become unresponsive when an operator was training templates. This was fixed in VoiceConsole5.0_001ECS and is included in this release.

VoiceConsole No Longer Becomes Unresponsive

VVC-4557

VoiceConsole could become unresponsive. This was fixed in VoiceConsole5.0_002ECS and is included in this release.

VoiceConsole Can Now Retrieve Operators When Loading By Number

VVC-4686

You previously were unable to load an operator by operator number to an A700 device if you were using VoiceCatalyst 2.1. This was fixed in VoiceConsole5.0_007ECS and is included in this release.

Fixes and Enhancements

View Device Page Has Link to Display Dialog

VVC-4479

If you open the View Device page for a particular device, the serial number of the device is a link that, if you click on it, opens the Display Dialog page for that device.

Install Scripts Now Functional

VVC-4623

One of the scripts used to install VoiceConsole was incorrectly running a script that no longer exists. This has been fixed.

Log Messages Turned Off When Not Expected

VVC-4556

Previously, a device could continue to send log messages to VoiceConsole after logging had been disabled within VoiceConsole. This has been fixed; if an unexpected message is received, VoiceConsole will instruct the device to stop sending messages.

WEP and WPA Keys Masked

VVC-4641

WEP and WPA keys in the Device Profile page are now masked with asterisks.

Thai Characters Now Accepted

VVC-4564

In previous versions, if you entered Thai characters for a spoken name, you would receive a message that there were invalid characters in the entry. This has been fixed.

Phrases Previously in English Now Spoken in Current Voice

VVC-825, VVC-3510,
VVC-4509

Previously, if you were working with a language other than English, some phrases could still be spoken in English. This has been fixed; these phrases will now be spoken in the language of the currently selected Voice, or if that is not available, the default language.

Longer VoiceConsole URL Allowed

VVC-4568

With this release, you can now enter a value of up to 255 characters for the **VoiceConsoleUrl** parameter.

Headset Firmware Version in Accessories Page

VVC-4446

The Accessories page in VoiceConsole will now display the firmware version of the SRX2 headsets. Note that this is only visible when using VoiceCatalyst 2.1 or newer.

View Device Profiles and View VoiceClients Pages Display Correct Compatibility VVC-4604

If you imported a VoiceClient that supported both VoiceArtisan- and TaskBuilder-created tasks, the View Device Profiles and View VoiceClients page would display only **VoiceArtisan** in the **Task Compatibility** column. With this release, the **Task Compatibility** column will display **Taskbuilder, VoiceArtisan**.

View Device Page Displays Correct Device Type

VVC-4613

If you selected an A700 device profile in the View Device Profiles page and selected **Load this profile to devices**, the Load Profile: Select Devices page would show the eligible devices as A700, not their corresponding types of A710, A720, or A730. This is now fixed and the correct device type will be displayed.

General Considerations/Limitations

Issues Reported with This Release

If you have update 51 or later of Java 7 installed and attempt to load a device profile by selecting **Load selected profile with cable**, you will receive a Java security exception error. VVCON-95

Workaround: Manage the Exception Site list:

1. Open the Java Control Panel.
2. Select the **Security** tab.
3. Click **Edit Site List**.
4. Click **Add**.
5. Enter the entire VoiceConsole URL. For example:
https://10.78.124.10:9090/VoiceConsole/
6. Click **OK** to save the site exception.
7. Click **Continue** on the **Security Warning** dialog box.

Because the importing and exporting feature works only on data within sites, not on the sites themselves, when importing previously exported data, you must create the sites manually, including their configurations, before importing data.

Previously Reported Issues

The following issues occurred in previous releases and may still occur in this release:

Bluetooth and Pairing

When double-byte characters are used in a Bluetooth pairing name for a device, the device's properties are not updated. VC-1297

Workaround: Use single-byte characters in pairing names.

If Bluetooth is enabled for a device in VoiceConsole while the device is powered off, the setting may reset to disabled when the device is turned on. VVC-3496

Workaround: Create a new device profile, load the profile to that device, and restart it.

If you attempt to pair a device that was previously paired with a Bluetooth device to a different Bluetooth device, the pairing is not successful. VVC-2410

Workaround: Clear the existing pairing before attempting to pair a device to a different Bluetooth device.

If you activate the **Discoverable** and **Enable manual pairings** of headsets check boxes in the **Bluetooth** section on the **Device Properties** page and create a pairing with any device, these check boxes do not remain active (checked) when you return to the **Device Properties** page. VVC-1525

Workaround: Re-activate (check) these check boxes and click **Apply** on the **Device Properties** page.

Browser

When using Internet Explorer 8 or 9, the navigation, action, and help links may be mis-aligned after upgrading from VoiceConsole 4.2. VVC-4335

Workaround: In Internet Explorer, delete cookies and temporary internet files. Refresh the browser.

When using Firefox 15 and newer or Internet Explorer 11 or newer, you cannot use the Copy Selection functionality to copy rows within VoiceConsole. VVC-4281, VVC-4160

Workaround: Use an earlier supported version of Firefox, Internet Explorer or another supported browser.

Database

You cannot configure SSL for an embedded database with AIX due to a limitation of HSQLDB. VVC-4529

When non-VoiceConsole tables exist in the same schema, upgrading from VoiceConsole 2.3 and earlier with SQL Server results in a database permission error. VVC-3229, VVC-277

Workaround: Ensure only VoiceConsole tables exist in the VoiceConsole database. Also, system tables should not be present in the database in which VoiceConsole is installed.

When a database username for SQL Server contains a space, the installation continues even if an error is received. Additionally, only the text before the space is sent to the server. VVC-3158

Workaround: Do not use a space for the database username.

If the SQL Server database collation is not set to be case-insensitive, VoiceConsole may not work properly. When creating a new SQL Server database, ensure you choose the proper collation for the language the system is in with `_CI` included in the collation name. VVC-2212, VVC-826

You cannot use the database schema created for VoiceConsole for another application.

Devices

When assigning devices to operators, the **Save Changes** button is disabled on the **Assign Devices** page. VVC-2456

Workaround: Change one of the device-to-operator assignments, and then change it back to the original (correct) assignment.

When loading a newly created or edited operator to a device from **View Device** page, VVC-2104 the operator may not immediately appear in the list of operators or the updated operator information may not be displayed immediately in the drop-down list in the **Load Operator** dialog box.

Workaround: Select the operator in the **View Operators** list. Select **Common Operator Actions | Assign devices to selected operator** and click the **change** link on the **Assign Devices** page to select a device.

If a USB hub is being used to serial load multiple devices, intermittent lockups may occur. VVC-1899, VVC-956

Workaround: Close and reopen the browser to reinitialize the serial port.

When loading device profiles serially to multiple devices at once, you may receive an error stating the COM port you are loading through is in use. Vocollect has seen this occur when loading to 15 or more devices.

Workaround: Ensure that you have set up the serial load correctly in VoiceConsole and that the port is not in use. If this issue still occurs, close and reopen all browser windows to reinitialize the serial port.

Device Profiles

If only a configuration file (.cci) is loaded onto a device through TouchConfig or serial loading, the device profile displayed in VoiceConsole is not updated. The displayed information is only updated if a full device profile is loaded. VVC-4471

Workaround: Load a full device profile onto the device.

Dialog Display

Display Dialog functionality is not available in VoiceConsole using WebLogic. VVC-2576

When viewing dialog between a device and an operator while the operator is template training, the progress bar may display the training time incorrectly. The progress bar may indicate the training has not started, when it has, or indicate training is complete, when it has not completed. This does not affect training. The device will alert the operator when training is complete. VVC-1824

EAP

When setting up EAP, the searchable attribute and password attribute are only validated if a user is specified. val-VVC-2720

In an operator-based site, regardless of the EAP type used, the operator cannot change his/her credentials the first time on the **Change Network Credentials** page, even though the page prompts the user to change his/her credentials. VVC-2513

Workaround: The operator must enter the initial set of credentials given to him/her as they exist on the LDAP server. This is because the credentials for that operator must be entered into VoiceConsole before they can be changed. So, after the initial set of credentials is entered into VoiceConsole the first time, the operator can re-enter the **Change Network Credentials** page via the operator login screen and change his/her credentials.

Installing and Upgrading

While installing VoiceConsole in a Linux, non-English environment, you may not be able to enter data into certain fields in the installer interface. The cause of this issue is a known issue within JAVA [reported by Oracle](#). VVC-4134

Workaround: Select a different field or click a different tab, return to the field, and try to the enter data again.

During a silent install of VoiceConsole in a Linux/Unix environment, the TOMCAT_USER is set to null rather than the default VoiceConsole user account. If a silent upgrade is then performed on this installation, the directory security is set for the root user rather than for the expected VoiceConsole user account. The upgraded VoiceConsole will not start properly. VVC-3845

Workaround: Reset the directory permissions after the upgrade is complete. See the Implementation Guide section on silent installation for more assistance.

When upgrading, if the IP address of the machine running VoiceConsole has changed, the previous IP address may still be used during installation regardless of the IP address you enter during installation. Installation appears to be successful, but an error displays when you open VoiceConsole. VVC-3231

Workaround: Stop and restart Apache Tomcat before upgrading to this version of VoiceConsole.

You cannot import a VoiceConsole 3.0 or 3.0.1 license into a newer VoiceConsole system. However, if you have previously installed VoiceConsole 3.0 or 3.0.1 and upgrade VoiceConsole, a previously imported 3.0 or 3.0.1 license will work in your upgraded system. VVC-2653

Reinstalling VoiceConsole on AIX with Oracle after you have uninstalled it may corrupt the database. VVC-2648

Workaround: Before reinstalling VoiceConsole, delete the database user associated with the previous VoiceConsole install, and create a new user for the reinstalled system.

You cannot upgrade from VoiceConsole versions 2.2 - 2.4 to a newer version of VoiceConsole on a different machine if you used localhost or 127.0.0.1 as the database server name for your previous installation. Errors occur and you are unable to log into VoiceConsole. VVC-2622

Workaround: If you used localhost or 127.0.0.1 as the database server name for your previous installation, modify the **installvariables.properties** file and **jdbc** file before running the upgrade to indicate a different database server name.

When installing or upgrading, a database login error occurs if VoiceConsole's database username and password is set to blank or contains the symbol \$. VVC-2056, VVC-2071

Workaround:

1. Set the VoiceConsole database username and password to a non-blank value that does not contain the symbol \$.
 2. If you are upgrading, update the jdbc.properties file in the system you are upgrading from and restart that system.
If you are installing, skip this step.
 3. Install VoiceConsole.
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When upgrading from a previous version of VoiceConsole when VoiceLink 3.0 or newer is installed on the same computer using the default log directory causes the default logging directories for each application to merge. Therefore, VoiceConsole and VoiceLink logs are visible in each application.	VVC-2000
Workaround: Choose a location other than the default for the log file directory when upgrading VoiceConsole.	
When upgrading from VoiceConsole2.4 to this version of VoiceConsole, Vocollect strongly recommends you backup the database you are using for VoiceConsole2.4 before upgrading to this version of VoiceConsole in the event you may need to go back to version 2.4.	
Licensing	
VoiceConsole will only accept a license for the same major and minor release. Newer licenses will not work with earlier versions of the product.	VVC-3790
Logging	
If device logging is disabled and you delete a previously captured device log before the logging action item is canceled, a NullPointerException occurs when the device communicates with VoiceConsole.	VVC-2808
Workaround: After logging is disabled the first time, remove the device from view.	
When viewing a printable version of the View Device Logs page for one site, the device logs in other sites in the system are also viewable.	VVC-2615
Operators and Operator Teams	
When importing large operator lists, you may receive an error.	VVC-4550
Workaround: Split the large operator list into smaller lists of fewer than 100 operators and import each one separately.	
While importing operator lists with 246 or more operators, you cannot manually add operators to the list via the Add operators to this list link.	VVC-3237
If an operator message is sent to an operator before he/she had turned on his/her device or the device reboots before the operator hears the message, the operator will hear the message more than once.	VVC-2700
If an operator team from one site is added to another site and an operator on the operator team in both sites is deleted from the second site, that operator is removed from the operator team in the original site. The operator is not deleted from the original site, though, just removed from the team. For example, Operator Team 1 with Operator Bob is in Site A and Operator Team 2 with Operator Mike is in Site B. Operator Team 1 is added to Site B so now Operator Bob is in both sites. Then, Operator Bob is deleted from Site B. Because of this issue, Operator Bob is removed from Operator Team 1 in Site A, but is not deleted from Site A.	VVC-2685
Workaround: Add the operator back onto the operator team in the original site.	
When an operator is loaded onto a device with an associated task package and the device is moved to a different site and the operator is added, the task package remains associated to the device in the new site even though the task package does not exist in that site. Also, the task package is still associated to the device in the first site when the device does not exist in that site.	VVC-2593

When comparing several operators or devices, the **Compare Operators** or **Compare Devices** pages display Loading indefinitely. VVC-1370

Workaround: When comparing operators or devices, you can only compare up to six operators or devices at a time.

Task Packages

When using Internet Explorer 8 and creating a task package using a Vocollect VoiceArtisan task, filtering on **All locales** on the **Phonetic Sub** tab and then selecting only one locale from the filter drop-down list may cause the browser to unexpectedly close. VVC-4396

Workaround: Do not filter on **All locales**. If the browser closes, open VoiceConsole again.

Task package information for VoiceClient-based tasks may not update if a task package is modified in VoiceConsole. VVC-2245

Workaround: Create a new task package with the correct information and delete the incorrect task package.

Uninstalling

After uninstalling this version of VoiceConsole and choosing the option to keep data, device logs are not created when VoiceConsole 3.0 or newer is installed again on the same machine. VVC-1984

Workaround: Create a new folder called **DeviceLogs** in the VoiceConsole folder located, by default, at <InstallDirectory>VoiceConsole, in Windows, and <InstallDirectory>/VoiceConsole, in Linux.

Voices

You cannot use the voice management features of this version of VoiceConsole with VoiceConsole 2.4-compatible VoiceClient 3.5 or newer firmware. You must use the VoiceConsole 3.0 or newer-compatible version of VoiceClient 3.5 or newer.

VoiceClient

After importing a VoiceClient 3.5 or newer file and selecting to import all voices in one site, the voices may appear in another site after you import another VoiceClient file. The voices cannot be used in the second site if the VoiceClient you imported in that site is earlier than version 3.5. VVC-2523

Only one version of VoiceClient 3.5 can exist in the system. If the VoiceConsole 2.4-compatible version is present, you must remove it and import the VoiceConsole 3.0 or newer-compatible version.

VoiceConsole Differences

In VoiceConsole 2.4 and earlier, an idle session would timeout after 30 minutes. This timeout has been changed to four hours in VoiceConsole 3.0 and newer.

Web Browsers

When accessing certain VoiceConsole pages, such as **Create Device Profile**, **Edit Device Profile** and **Edit Hostname**, using HTTPS and Internet Explorer, a warning may display indicating a certificate error. VVC-4011

Workaround: Continue to the page. This error is not relevant and does not affect VoiceConsole.

When using Firefox, opening multiple languages of the Vocollect Hardware Documentation file within VoiceConsole results in an error. VVC-3335

Workaround: If you must view the Hardware Documentation in multiple languages, increase Firefox's offline storage to 60MB.

In Internet Explorer, you can only apply up to six filters on one list at a time. In Firefox, you can only apply up to 30 filters on one list at a time.

You should not use the back button on the navigation bar of the web browser when using VoiceConsole.

Web Services

When using web services to delete an operator, the service fails if the operator exists in multiple sites. The Delete Operator service works as expected when the operator only exists in a single site. VVC-3847

Workaround: If an operator exists in multiple sites, delete the operator using the user interface rather than web services.

In a VoiceConsole implementation with a single site, a REST request for a list of sites will return just the properties of that site rather than a list. When multiple sites are present, REST returns the list as expected. VVC-3767

Workaround: Developers must account for this difference when using REST services to avoid getting an error.

When Using Both VoiceConsole and VoiceLink 3.0 or newer

When upgrading from VoiceConsole 3.0, and VoiceConsole and VoiceLink3.0 or newer are installed on the same machine, running the Vocollect Enterprise Products uninstaller only uninstalls VoiceLink. VoiceConsole remains installed. VVC-1922

Workaround: To uninstall VoiceConsole, in Windows, run the uninstall application at <InstallDirectory>\VoiceConsole\Uninstall_Vocollect Enterprise Products. In Linux, run the uninstall application at <InstallDirectory>/VoiceConsole/Uninstall_Vocollect Enterprise Products.

When upgrading from VoiceConsole 3.0, and VoiceConsole and VoiceLink3.0 or newer are installed on the same machine, only the first application installed can be uninstalled by Windows Add or Remove Programs utility. VVC-1921

Workaround: To uninstall VoiceConsole, in Windows, run the uninstall application at <InstallDirectory>\VoiceConsole\Uninstall_Vocollect Enterprise Products. In Linux, run the uninstall application at <InstallDirectory>/VoiceConsole/Uninstall_Vocollect Enterprise Products.

When upgrading this version of VoiceConsole along with VoiceLink 3.0 or newer, use a different database for VoiceConsole than that you are using for VoiceLink.

If you are installing this version of VoiceConsole after VoiceLink 3.0 or newer has been installed, log files for VoiceConsole are stored in <InstallDirectory>\Vocollect\Logs in Windows and <InstallDirectory>/Vocollect/Logs in Linux by default.

Third Party Licenses

The information for software packages included in this version of VoiceConsole is located at www.vocollect.com/sla.

Notes to the System Administrator

This section of the release notes contains information your System Administrator needs for this release.

Notes on Extensible Authentication Protocol (EAP)

VoiceConsole will be distributing credentials to devices in the device profile. Once these credentials are on the devices, the devices will use them to connect to the wireless network. Credentials only need to be entered once per site, operator or device until the credentials need to be changed. When necessary, VoiceConsole will manage the distribution of the new credentials.

Restricted User

The restricted user credentials loaded onto the device allow the device to connect to the network with a restricted set of credentials, identifying itself as a Vocollect device able to connect to VoiceConsole. The restricted user can obtain the actual credentials for the device, therefore eliminating the need for serial loading each time credentials change.

The restricted user also has the following roles:

- When the device is in the charger, the restricted user is used to log onto the network.
- Credentials are distributed through the restricted user through the Talkman® T5 Combination Charger or over the network.
- A device authenticated on the network with restricted user credentials can load tasks and operators.

Lightweight Directory Access Protocol (LDAP)

You can configure VoiceConsole to use LDAP to verify and change user credentials. That is, credentials entered in VoiceConsole will be sent to and stored on the Directory Server.

Network Administrators will still be responsible for creating network users. If an Administrator changes a network user's credentials outside of VoiceConsole, the changed credentials must be manually entered into VoiceConsole. These settings are required for the operator based configuration because each operator enters and changes his or her password and/or PIN in VoiceConsole. VoiceConsole must be able to communicate with and provide this information to the network.

Important: What You Need

If you are configuring VoiceConsole for EAP, you will need the following:

Field	Description
EAP Type	Which type of EAP is used
Association	Which of the three options (site-based, device-based or operator-based) are to be used
Type	Which type of credentials the client wants the device to use to authenticate to the network
Use PINs?	Whether the user will need to enter a PIN to get onto the network
Device Behavior	Whether the device will log off when it goes into the charger
Restricted User	The username and password or certificate of the restricted user that the device will use when it is in the charger in order to communicate to VoiceConsole
Site-wide PIN	The PIN that the user must enter to log onto the network

LDAP settings are optional for site- and device-based association types. They are required for the operator-based association type. If you choose to use LDAP, you will also need the following:

Field	Description
LDAP Host	The hostname of the machine on which the LDAP server is running
LDAP Port	The port on which the LDAP server is listening
LDAP Search User Username	The username that VoiceConsole will use when attempting to find the distinguished name of an operator in the Directory Service
LDAP Search User Password	The password that VoiceConsole will use when attempting to find the distinguished name of an operator in the Directory Service
LDAP Search Base	The search base that VoiceConsole will use when trying to find a particular user in the Directory Service
LDAP Searchable Attribute	The attribute that VoiceConsole will search on when trying to find a particular user in the Directory Service
LDAP Password Attribute	The attribute that VoiceConsole will modify when changing the password of a user in the Directory Service

Getting Help

Vocollect has provided complete product reference information in the online help provided with VoiceConsole.

For versions of *VoiceConsole* newer than 3.0, there are two links on every page of the application, except the **Home** page, to access Online Help content:

- **Help for this page:** Opens a Help topic specific to the page you are viewing. For example, if you are viewing operators and you click this link, the application displays the help topic defining the **View Operators** page and actions available on that page.
- **Application Help:** Opens the entire Help contents for the system. You can browse the table of contents to find a specific topic. You can also enter keywords and search the Help for topics containing the keywords.

For older versions of *VoiceConsole*, view the online help by selecting the **Help > Contents and Overview** option on the application's navigation bar.

Contact Information

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

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

Customer Service Email: acshsmvocollectrequests@honeywell.com
 Customer Service Phone (US): +1-866-862-6553
 Customer Service Phone (Outside the US): +1 412-829-8145

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

Email (US): acshsmvocollectrma@honeywell.com

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

Technical Support Email: workflowsolutionsupport@honeywell.com
 Technical Support Phone (US): +1 866-862-7877
 Technical Support Phone (Outside the US): +1 412-829-8145

To contact Vocollect Europe, Middle East, and Africa:

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