



Honeywell Productivity Solutions and Services is now part of Brady Corporation

Release Notes

Honeywell VoiceConsole 6.6

October 9 2026

Help documentation is available to customers online at www.help.honeywellaidc.com.

What's in This Release

Honeywell VoiceConsole 6.6 is a controlled general availability release of VoiceConsole for SaaS, On Prem, and Hybrid deployments.

New Features in VoiceConsole 6.6

Enhanced Import and Export

With this release, we have made significant enhancements to the import and export features to improve performance, consistency, and reliability.

The import and export features now consist of a series of pages, giving you more control over how the import or export is handled. Key features include:

- Ability to select multiple sites to target a specific region
- Ability to view the count of each data type within a site
- Operator data includes privacy acceptance date and time
- Operator data includes voices, templates, and profiles
- Operator data includes relationship to operator teams
- Ability to create sites in the importing instance of VoiceConsole if they do not exist
- Ability to merge sites being imported to existing sites
- Ability to merge operator teams
- Ability to assign operator to a different operator team

Due to privacy concerns, the following information is *not* included in the export file:

- TEMP_JWT_CLIENT_ID: Temporary application identifier
- JWT_CLIENT_ID: Application identifier for JWT authentication
- TEMP_JWT_CLIENT_SECRET: Temporary secret for authentication
- JWT_CLIENT_SECRET: Secret used for JWT authentication
- AUTH_API_KEY: Key used to authenticate API requests
- opIntelApiCredentials: Credentials used to access OpIntel
- DIRSERV_Search_Password: Password used to access the directory service
- SMTP_Password: Password used to connect to the email server
- Salted_PSK: Protected pre-shared security key
- Salt_Value: Value used to protect or derive a security key
- LICENSING_CUSTOMER: Customer information used for licensing
- LICENSING_CHANNEL_PARTNER: Channel partner information used for licensing
- ACTIVE_CLOUD_SERVER_ID: Identifier of the active cloud licensing server

For more information, and the full list of excluded data, see Import Data and Export Data in the VoiceConsole online help.

API Endpoint for Version Number

An API endpoint for obtaining the VoiceConsole version number was added.

```
GET {{VoiceConsole_URL}}/services/version
```

The response is the version and build number.

```
HTTP 200
Content-Type: application/json
Body:
{
  "version": "6.6",
  "build": 202607201627
}
```

These endpoints will allow devices and third-party applications to determine the version of VoiceConsole with which they are interacting, and know what features are available.

Issues Resolved In This Release

The following issues were resolved in this release.

Issue Description	Issue ID
Exporting Operator Teams Included Other Related Data When you exported only operator teams from a site, files related to operator teams were also generated. These files contained minimal information, but now those files will not be generated.	VCNG-10751
Error When Importing Plug-In into New Site If you imported a plug-in into a site, then tried to import that plug-in into a different site, you would receive a unique key constraint error. This has been fixed.	VCNG-11609
Spoken Name is a Required Field Appears upon Opening Page When creating a task package, after you selected a task and clicked Next , the error "Spoken Name is a required field" would appear immediately upon opening the page. Now the error will only appear if you failed to enter a spoken name and click Next .	VCNG-9787
Unnecessary Errors Removed from Log File Log file generation has been improved to no longer include unnecessary errors, improving the ability to troubleshoot using the log files.	VCNG-9287
Could Not Delete Users with Language Set to German If you set your browser's language to German and attempted to delete users, that option would be dimmed and unavailable. This has been fixed.	VCNG-10786
Privacy Notice Not Displayed If a Guided Work application was installed on an Android device, and the operator had not yet accepted the privacy consent, when beginning the workflow, the device's screen would not show the Privacy Notice. This has been fixed.	VCNG-11131
Duplicate this Operator Causes Error from View Operator Page If you clicked on an operator's name to view the details, then selected Duplicate this Operator , once you filled in the details and clicked Create Operator , an error would appear. This has been fixed.	VCNG-11129

Issue Description	Issue ID
Page Refreshes More Frequently Previously, when devices reported a change in state, or auto-created an operator, the page took time to refresh that made it appear that it wasn't functioning properly. Now it refreshes more quickly so you can see the change more quickly.	VCNG-11204
Embedding Plug-In Failed to Work with Folder When selecting a task and embedding a plug-in, if the .zip file to be imported contained a folder under the root folder, the contents of the resources folder could not be read. Now, .zip files containing multiple folders will be recognized and imported.	VCNG-11133
Identity Provider Login Results in Unexpected Error When you went through the authorization in the identity provider, and were redirected to VoiceConsole, an exception error would appear. Now, the message states "Code request successful, you can close this window."	VCNG-6714
Operational Intelligence Columns Not Displayed After Upgrade If you uploaded an Operational Intelligence configuration file in VoiceConsole version 6.4, then upgraded to 6.5, and again uploaded the OplIntel configuration file, the Has OplIntel Config and OplIntel Config Expiration Date columns would not appear in the Sites list. This has been fixed.	VCNG-10456

Supported Environments

VoiceConsole Licensing

VoiceConsole supports multiple licensing options. Refer to the items below for details and updates.

Cloud Licensing

- There are no changes to Cloud Licensing in this release.
- Cloud Licensing is automatically selected in a VoiceConsole SaaS deployment.
- A single Cloud ID is associated with the entitlement and entered by Honeywell Customer Service.
- The user cannot change the licensing type. The user cannot add additional Cloud IDs or change the Cloud ID.

- The user can purchase additional license quantities under the active Cloud ID (entitlement).
- Contact Honeywell Customer Support for license issues.
- Cloud Licensing is DevKit based licensing and handled through the Honeywell Software Licensing Portal.

Local Licensing

There are no changes to Local Licensing in this release.

Local Licensing is used in a VoiceConsole On Prem deployment. Local Licensing is DevKit based licensing and handled through the Honeywell Software Licensing Portal.

The Local License process continues to use the Honeywell Software Licensing Portal for license activation.

The user can purchase additional license quantities under entitlement.

Contact Honeywell Customer Support for license issues.

Local Licensing is DevKit based licensing and handled through the Honeywell Software Licensing Portal.

Legacy Licensing

- There are no changes to Legacy Licensing in this release.
- Legacy Licensing is importing a license file provided by Honeywell into VoiceConsole. It is only supported in a VoiceConsole On Prem deployment.
- Legacy Licensing licenses the device type and features. When using Legacy Licensing, VoiceConsole operates in Direct Work mode and some features are not available, including:
 - Android devices are not supported.
 - Operational Intelligence integration is not available.
 - Plug-Ins are not supported.
- A new license is required to add additional devices or to support additional device types or features

Device Support

VoiceConsole supports the following devices:

- Android devices (not available with Legacy Licensing)
- A700XP
- A700x
- A700 (On Prem deployments only)
- A500 (On Prem deployments only)

- ToolVad can embed a Plug-In into a task. This feature is available in VoiceConsole.
- ToolVad can embed a Plug-In and related resource files into a task. This feature is available in VoiceConsole.
- ToolVad can embed resources into a task that already contains a Plug-In. This feature is not available in VoiceConsole. A new task must be created to embed the Plug-In and resources at the same time if using VoiceConsole.
- When embedding, VoiceConsole expects separate zip files, one containing the Plug-In and the other containing the resource files. ToolVad embeds these items from folders rather than zip files.

For more information on ToolVad, see the [Guided Work Solutions ToolVad User Guide](#).

Application Support

- DevKit based applications are built from DevKit and may be referred to as Guided Work Solutions or third-party solutions such as a WMS. These applications run on multiple device types, including A700x, A700XP, and Android devices.
 - Applications must be built from DevKit 1.15 or later. DevKit 2.1 or later is recommended.
- Directed Work applications are built from TaskBuilder and VoiceArtisan. These applications run on A500, A700, A700x, and A700XP.
- Cloud Licensing and Local Licensing support both DevKit based and Directed Work applications.
- Legacy Licensing supports both DevKit based and Directed Work applications. DevKit based application support is limited.

VoiceConsole SaaS Deployment Availability

Data Centers (Hosting)

Data centers are currently located in the European Union (EU) and the United States (US). Based on country laws we are storing your data in either US or EU region and some countries are blocked or restricted because of legality. The following restrictions apply:

- By default data is hosted in the EU unless the order is from the US or Canada.
- US and Canada customers must notify Honeywell when enrolling for a VoiceConsole SaaS deployment if they have sites or plan to have sites outside of the US and Canada. If this is the case, a separate instance must be created for those sites.
- Data cannot be transferred from the EU data center to the US data center.

Data Center Locations

- **East US:** Richmond, Virginia (Primary US location)
- **West US:** San Francisco, California
- **West EU:** Amsterdam, Netherlands (Primary EU location)
- **North EU:** Dublin, Ireland

Available Countries

VoiceConsole SaaS deployment is available in the following countries.

- United States - Not approved for use or access by Illinois users.
- All European Union Countries
- Argentina
- Australia
- Brazil
- Canada
- Chile
- Colombia
- Costa Rica
- Egypt
- Hong Kong
- India
- Indonesia
- Israel
- Japan
- Kuwait
- Malaysia
- Mexico
- New Zealand
- Nigeria
- Norway
- Peru
- Oman
- Pakistan

- Philippines
- Qatar
- Singapore
- South Africa
- South Korea
- Switzerland
- Taiwan
- Thailand
- Trinidad & Tobago
- Turkey
- United Arab Emirates
- United Kingdom
- Uruguay
- Vietnam

For countries not included in the approved list, please engage your Honeywell representative to begin the process of adding the country.

General Considerations and Limitations

This section describes known issues and limitations in VoiceConsole 6.6.

Issues Reported with This Release

The following issues were observed in this release.

Issue Description	Issue ID
Login Issue after Migrating from SaaS to On Prem Deployment If you migrate from an SaaS deployment of VoiceConsole to an On Prem deployment, users will be unable to log in with their email addresses. Workaround: Instead, they should log in using their username and the temporary password "Vocollect1!" Upon first login, the users will be prompted to change the password.	VCNG-11692

Issue Description	Issue ID
Actions Not Working from View Device Page If you select a device from the Devices list, the device actions are not functional. Workaround: Go back to the Devices list, and perform the action from there.	VCNG-11553

Previously Reported Issues

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

Issue Description	Issue ID
Feature Leases May Be Stuck After Cloud Server ID Change In a VoiceConsoleSaaS deployment, changing the Cloud Server ID while devices still hold unreleased feature leases can cause those devices to remain locked to the previous license tier. For example, when a customer upgrades from a GWS Core to a GWS Pro license, devices that held a GWS Core lease at the time of the change may fail to acquire a GWS Pro license. Workaround: Contact Honeywell Technical Support for assistance.	VCNG-7862
Partner not Shown in License Info The Channel Partner name is not displayed in the licensing information shown in the upper right corner of the screen and on the Configure License screens. Workaround: This is a cosmetic issue and does not affect licensing.	VCNG-7894
Duplicate Operator Messages If a message is sent to an operator but the operator logs out before the message is played when the operator logs back in the message may be queued twice but with different statuses.	VCNG-4335
No Licenses Activated In a VoiceConsole On Prem deployment, if an invalid license request is sent to the Honeywell Software Licensing Portal (i.e., invalid Activation ID, more copies requested than available) and the warning is ignored in the portal, the response file contains an error but VoiceConsole displays a "successfully activated license file" message but no license copies are activated. Workaround: Repeat the activation process correcting any errors in the first request.	VCNG-3802

Issue Description

Issue ID

Local License Server Limitations

- The **Test Connection To Licensing Server** button on the Configure License screen does not test the connection until a license has been activated.
- Only one Cloud Server ID can be issued per deployment. Hardware may be shipped to multiple locations but the Cloud Server ID only reflects a single location.
- License deactivation (full or partial) requires an extra request file to be generated.
- Failover is not directly supported. A second temporary license must be requested from customer service for the failover instance.
- Customers with a clustered environment must contact customer support for licensing assistance.
- The License detail screen in a VoiceConsole SaaS deployment does not show a license that:
 - has all features currently consumed by devices
 - starts at a future date
 - has expired
- The Honeywell Software Licensing Portal interface only supports English.

VCNG-3302

DevKit Based Applications Not Identified Properly

DevKit based applications are identified as a VoiceArtisan application when viewing tasks within VoiceConsole.

VCNG-168

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

Honeywell International, Inc. (“HII”) reserves the right to make changes in specifications and other information contained in this document without prior notice, and the reader should in all cases consult HII to determine whether any such changes have been made. HII makes no representation or warranties regarding the information provided in this publication.

CAUTION

HII shall not be liable for technical or editorial errors or omissions contained herein; nor for incidental or consequential damages resulting from the furnishing, performance, or use of this material.

This document contains proprietary information that is protected by copyright. All rights are reserved. No part of this document may be photocopied, reproduced, or translated into another language without the prior written consent of HII.

©2026 Honeywell International, Inc. All rights reserved.

Google, Android, Chrome, and other marks are trademarks of Google LLC.

Microsoft, Microsoft Edge, Windows, and the Windows logo are registered trademarks or trademarks of Microsoft Corporation in the United States and/or other countries.

The Bluetooth word mark and logos are owned by the Bluetooth SIG, Inc.

Apple, iPad, and iPhone are trademarks of Apple Inc., registered in the U.S. and other countries and regions. IOS is a trademark or registered trademark of Cisco in the U.S. and other countries and is used under license.

Other product names or marks mentioned in this document may be trademarks or registered trademarks of other companies and are the property of their respective owners.

Web Address: automation.honeywell.com

Third Party Software

The information for software packages included in this version of VoiceConsole can be viewed in the user interface by selecting **Administration > About > License Text File**.