Honeywell

Wireless headsets

Product Guide

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Patents

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

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CUSTOMER SUPPORT

Technical Assistance

If you need assistance installing or troubleshooting your device, please contact us by using one of the methods below:

Find most Vocollect technical documentation at https://www.help.honeywellaidc.com.

Honeywell - Vocollect Reseller Services

If you purchased equipment or services through a Vocollect reseller, please contact your reseller first for support or to purchase a support plan.

Honeywell - Vocollect Technical Support

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

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

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

Europe, Middle East, and Africa:
E-mail: workflowsolutionsupport@honeywell.com
Phone: +44 (0) 1344 65 6123

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

Honeywell - Vocollect Customer Service

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

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

Americas (outside U.S.), Australia, New Zealand:
E-mail: vocollectRequests@honeywell.com
Phone: 412 829 8145, Option 3, Option 2

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E-mail: vocollectCSEMEA@honeywell.com
Phone: +44 (0) 1344 65 6123

Japan and Korea:
Email: vocollectJapan@honeywell.com
Phone: +813 6730 7234

Honeywell - Vocollect RMA

To return equipment for repair contact Honeywell - Vocollect RMA to request an RMA number.
Email: ACSHSMVocollectRMA@honeywell.com

Sales and General Inquiries

For sales or any other inquiry, email vocollectinfo@honeywell.com or call 412 829 8145.

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Knowledge Base: www.hsmknowledgebase.com

Our Knowledge Base provides thousands of immediate solutions. If the Knowledge Base cannot help, our Technical Support Portal (see below) provides an easy way to report your problem or ask your question.

Technical Support Portal: www.hsmsupportportal.com

The Technical Support Portal not only allows you to report your problem, but it also provides immediate solutions to your technical issues by searching our Knowledge Base. With the Portal, you can submit and track your questions online and send and receive attachments.

Web form: www.hsmcontactsupport.com

You can contact our technical support team directly by filling out our online support form. Enter your contact details and the description of the question/problem.

Telephone: www.honeywellaidc.com/locations

For our latest contact information, please check our website at the link above.

Product Service and Repair

Honeywell International Inc. provides service for all of its products through service centers throughout the world. To obtain warranty or non-warranty service, please visit www.honeywellaidc.com and select **>Support > Contact Service and Repair** to see your region's instructions on how to obtain a Return Material Authorization number (RMA #). You should do this prior to returning the product.

Limited Warranty

Refer to www.honeywellaidc.com/warranty_information for your product's warranty information.

Send Feedback

Your feedback is crucial to the continual improvement of our documentation. To provide feedback about this manual, contact the Honeywell Technical Communications department at ACSHSMTechnicalCommunications@honeywell.com.

CHAPTER

2 INTRODUCTION

Talkman Devices and Headsets

Vocollect Talkman™ devices are wearable terminals used with Vocollect headsets to enable voice-directed work. Operators listen to instructions from these devices to perform tasks such as warehouse order picking and factory floor inspection, and then speak simple phrases to enter data.

All Talkman devices leave the operator's hands free to inspect items, pick products, drive vehicles, or repair defects.

A700x, A700, and A500 Series Devices

Vocollect Talkman™ devices are wearable appliances used with Vocollect headsets to enable voice-directed work. Operators listen to instructions from these devices to perform tasks such as warehouse order picking and factory floor inspection, and then speak simple phrases to enter data. All Talkman devices leave the operator's hands free to inspect items, pick products, drive vehicles, or repair defects.

Device Features

A700/A700x and A500 series devices are rugged appliances designed for industrial use. These devices attach to a customized belt or shoulder harness, depending on device type, equipped with a specially designed clip.

The Talkman A500 Vehicle Mounted Terminal (VMT) and A700 VMT are A500 and A700 series devices with battery adapters mounted to a warehouse vehicle, such as a forklift. After the device is mounted, the battery adapter is placed in the battery area of the device and connected to the vehicle's power source.

Speech Recognition Headsets

A Vocollect speech recognition headset with an attached microphone allows the operator to hear the device's instructions or questions. The operator talks to the device to request information and enters data by responding to the device's prompts.

Using Vocollect Adaptive Speech Recognition™, the headsets account for changes in speaking patterns overtime and in different environments in order to improve voice recognition and system performance.

Product Use and Care

- Talkman devices are assembled under strict Honeywell manufacturing guidelines. Tampering with a device in any manner will void published operating specifications and may void the product warranty.
- When the Talkman is not in use, it should be placed properly into a charger.
- Never remove the battery from a Talkman device unless it has been properly powered off.
- Talkman devices are designed to be worn on the right side of the body with the device's buttons on the top and its connectors toward the operator's back.
- Always use pads and windscreens with Honeywell headsets to protect the equipment and ensure optimum speech recognition performance.
- Honeywell recommends changing headset windscreens every 90 days to ensure the best performance.

> CAUTION
> Use **only** a solution of 70% isopropyl alcohol and 30% water to clean the hard plastics on equipment. Other products have not been tested and may degrade the equipment.

General Safety Guidelines

Follow these guidelines when working with Honeywell electrical equipment:

- Grounded equipment must be plugged into an outlet, properly installed, and grounded in accordance with all codes and ordinances.
- Never remove the grounding prong or modify the plug in any way.
- Do not use plug adapters.
- Check with an approved tester or qualified electrician if you believe an outlet may not be properly grounded.
- Keep all electrical connections dry and off the ground.
- Do not expose electrical equipment to rain or wet conditions.
- Do not touch plugs or tools with wet hands.
- Do not abuse the cords; do not carry equipment by its cord and never pull a cord to remove its plug from an outlet. Keep the cord away from heat, oil, sharp edges, or moving parts. Replace damaged cords immediately.
- Use only approved extension cords.

When using a scanning device or imager, do not look directly into the beam.

Statement of Agency Compliance

Honeywell Vocollect Solutions devices and wireless headsets are designed to be compliant with the rules and regulations in the locations into which they are sold and are labeled as required. Honeywell devices are type approved and do not require the user to obtain license or authorization before using them. Changes or modifications not expressly approved by Honeywell could void the user's authority to operate the equipment.

Honeywell Battery Safety

Improper use of the battery may cause heat, fire, explosion, damage, or reduced battery capacity. Read and follow the handling instructions for the battery before and during use.

The following are general cautions and guidelines only, and as such may not include every possible usage scenario. The manufacturer will not be liable for actions taken or accidents caused by any use not documented below.

Important Precautions

- Do not disassemble, open, drop (mechanical abuse), crush, bend, deform, puncture, or shred a battery.
- Do not modify or remanufacture, attempt to insert foreign objects into a battery, immerse or expose to water or other liquids, or expose to fire, excessive heat including soldering irons, or put in a microwave oven.
- Only use a battery in the device for which it is specified.
- Improper battery use may result in a fire, explosion or other hazard.
- Do not short-circuit the battery or allow metallic or conduction objects to touch any of the battery contacts simultaneously.
- Replace a battery only with another battery that has been authorized by Honeywell for the product you are using. Use of an unqualified battery may present a risk of fire, explosion, leakage, or other hazard.
- Always replace a battery in a clean, dry environment.
- Unit should be turned off when replacing its battery.
- In the event of a battery leak, do not allow the liquid to come in contact with skin or eyes. If contact is made, flush the affected area with large amounts of water and seek immediate emergency medical advice and care.
- Seek medical advice immediately if a battery is swallowed.
- If at any time you witness a battery starting to distend or swell, smoke, or become hot to the touch, discontinue the charging process immediately and disconnect the battery and charger. Observe it from a safe place, preferably outside of any building or vehicle for approximately 15 minutes.
- Dispose used batteries promptly according to the local, state and/or federal regulations. Requirements and options vary greatly in different countries and in different parts of the United States. Many locations have facilities or companies set up for receipt of old batteries.
- Honeywell batteries should not be used by children.

- Honeywell shall not be held responsible for any damages caused by equipment malfunction when used with non-Honeywell batteries.
- Honeywell shall not be held responsible for any damages caused by equipment malfunction when using a non-Honeywell charger.

Powering Off

- When a battery is expected not to be used for a long period of time, take it out the equipment or device and store at room temperature with normal humidity.
- Do not leave a battery connected to the charger for long periods of time. It may cause degradation of battery performance, such as a shortening of battery life. It should be removed from the charger and stored as recommended above.
- Power off your equipment when not in use.

Handling Used Batteries

- When shipping batteries, place tape or insulating material securely over the battery contacts to avoid accidental contact in transit. Honeywell batteries can be shipped under Special Provision 188 of 49 CFR 172.102 or IATA exception A45.
- Never disassemble a battery.
- Do not leave a battery under strong sunshine, or expose a battery to rain or water.
- Store batteries in a rugged receptacle and cover with a lid.

CHAPTER

3

WIRELESS HEADSETS

An operator uses a headset with a microphone to interact with a device by hearing and responding to instructions. Based on the operator's responses, the device transmits data messages back to the host computer.

Choosing the Right Headset

In deciding which headset to purchase, it may be beneficial for workers to try several different models to find the best fit for their jobs and environments.

Usage	SRX3 SRX2	SRX3 SRX2 Hard Hat	SRX3 SRX2 High Noise	SRX-SL
General use headset	X			
Light industrial / customer facing				X
Freezer use	X	X	X	
High noise areas		X	X	
Use with hard hat		X		
Wireless	X	X	X	X
Extreme (large/small) head size	X			
Extreme (large/small) ear size	X	X	X	

Vocollect Wireless Headset Features

- Bidirectional noise canceling microphones for optimal noise cancellation.
- Windscreen to reduce breathing and other background noises that can make it hard for the device to understand what an operator is saying.

- Sealed components to prevent corrosion.
- Padded, lightweight headbands for increased comfort and personalized fit.
- Single ear cups that pivot vertically and horizontally and can be worn on either ear.
- Foam ear pads for quick and easy replacement.
- A rotating lever on the outside of the earpiece for moving the microphone up and down without causing stress on the microphone boom.
- Repeatable microphone position; a groove catches the boom, placing it in the proper position when the boom is swiveled down for operation.

Care and Use

The headsets and microphones used with the Honeywell Voice system are delicate pieces of electronic equipment. Proper care will ensure that they work well for a long time. See Care and Use of Headsets and Microphones for more information.

SRX2 and SRX3 Industrial Use Headsets

The SRX2 and SRX3 share a similar design. The main differences are:

- eModule color: The SX2 eModule is blue and black. The SRX3 eModule is black.
- Headband color: The SRX2 headband is black. The SRX3 headband is black with a red accent on the outside of the ear cup.
- Voice software: The SRX2 and SRX3 may require different minimum voice software versions. Refer to the *Voice Software User Guide* for details.

The SRX2 and SRX3 share most accessories.

- The SRX2 and the SRX3 headsets use the same battery.

  NOTE
  Older batteries may have a Vocollect logo while newer batteries have a Honeywell logo. The batteries are interchangeable.

- The SRX battery charger charges both SRX2 and SRX3 batteries.

Honeywell SRX2 Headset

Honeywell SRX3 Headset

SRX2/SRX3 Modular Design

The SRX3 and SRX2 Wireless Headsets feature a modular design. The potential for shared use of electronics modules across multiple shifts can lower the cost per user.

To avoid passing germs between operators when sharing headsets, Honeywell recommends sharing only the electronics module. Assign each operator his or her own headband, ear pad, and microphone cap.

Sharing the SRX3 Headset

By separating the parts of the modular SRX3headset, operators can share electronics modules in a multi-shift operation.

- The electronics module detaches easily from the headband .
- The microphone cap detaches from the electronics module and docks in the mic cap pocket on the headband.
- The electronics module can be disinfected with an alcohol wipe.

Operator Profiles and Shared Headsets

Vocollect Voice Software (VoiceClient and VoiceCatalyst), along with VoiceConsole provide a feature called Automatic Operator Load. This feature enables a Honeywell device to recognize and load the profile of the operator who last used the headset, based on the unique ID of the electronics module.

With automatic operator loading, operators who always use the same headset can start their shifts faster. When multiple operators share an electronics module, however, automatic operator loading may not be effective.

Disabling automatic operator loading in the voice software task package settings:

1. Using VoiceConsole, edit the task package that is being used.
2. Set the parameter AutoOperatorLoadEnable to zero (0).
3. Save your changes and load the modified task package onto the devices. See VoiceConsole Help for detailed steps.
4. Operators must use the Plus (+) or Minus (—) buttons to scroll through the list of operators to load their voice profiles.

Attaching the SRX2/SRX3 Electronics Module to a Headband

1. Position the SRX2 electronics module with the button controls facing away from the headband.
2. Insert the speaker on the back of the electronics module into the pocket on the earpiece hub by aligning the notches on the speaker and hub pocket.

3. Push the electronics module into the hub pocket until it is firmly seated.

Removing the Electronics Module from a Headband

> **IMPORTANT**
> Do not squeeze the battery latches on the sides of the electronics module while removing it from the headband. The battery may be inadvertently released from the electronics module.
>
> Do not remove the electronics module by pulling on the microphone boom as this may cause damage.

1. Grasp the electronics module with one hand, pressing your thumb and fingertips into the gap between the electronics module and earpiece hub.
2. With the other hand, hold the headband by the earpiece hub.
3. Pull the electronics module away from the earpiece hub.

SRX2/SRX3 Headset Compatibility

SRX3

Honeywell has tested the SRX3 Wireless Headset with the following devices and Vocollect Voice Software versions. Support and compatibility of the SRX3 headset is not limited to these products, but the customer assumes risks related to untested configurations.

Device	Vocollect Voice Software
Vocollect Talkman A700x	VoiceCatalyst 4.0 and newer
Vocollect Talkman A700	VoiceCatalyst 2.4 and newer
Vocollect Talkman A500	VoiceCatalyst 2.4 and newer

The SRX3 Headset requires Honeywell Accessory Update utility v3.0 or greater.

SRX2

Honeywell has tested the SRX2 Wireless Headset with the following devices and Vocollect Voice Software versions. Support and compatibility of the SRX2 headset is not limited to these products, but the customer assumes risks related to untested configurations.

Device	Vocollect Voice Software
Vocollect Talkman A700x	VoiceCatalyst 4.0 and newer
Vocollect Talkman A700	VoiceClient 3.9 and newer VoiceCatalyst 2.0 and newer
Vocollect Talkman A500	VoiceClient 3.8 and newer VoiceCatalyst 1.1 and newer
Windows XP PC and other supported display terminals	VoiceCatalyst MP for Windows XP 1.0 and newer
Intermec CK3	VoiceClient MP 2.0 and newer
Intermec CK3X	VoiceClient MP 2.1 and newer
Intermec CV41	VoiceCatalyst MP 1.0 and newer
Psion WORKABOUT Pro G2 Psion WORKABOUT Pro (WAP3) Psion NEO	VoiceClient MP 2.0 and newer
Psion Omnii XT15	VoiceClient MP 2.1 and newer
Motorola® MC9500, MC9190	VoiceClient MP 2.0 and newer VoiceCatalyst MP 1.0 and newer
Zebra® MC32N0	VoiceCatalyst MP 2.2 and newer

SRX2 Headset Battery

> **NOTE**
> The SRX3 and SRX2 headsets use the same battery.

The headset is powered by a rechargeable lithium ion battery pack.

A fully depleted headset battery will be fully recharged in less than 6 hours. The headset user will hear the following warnings when the battery charge is low.

Battery Condition	Audio Warning
When battery voltage is low	"Headset battery is getting low."
When battery voltage is critically low and about to turn off	“Headset battery is getting low. Change headset battery now.”

Charging SRX2/SRX3 Wireless Headset Batteries

NOTE
The SRX3 and SRX2 headsets use the same battery.

WARNING
Once an SRX3 or SRX2 battery is placed on a port in the charger, it must remain in the charger for a minimum of five seconds. This allows the charger sufficient time to analyze the state of the battery. Removing the battery during this five second interval may cause the LED indicator on the charger to display an incorrect battery status.

TIP

- A battery is fully charged and can be removed from the charger when the ring LED indicator light for that port on the charger is green.
- If you insert a fully charged battery into a charger, the charger will analyze the battery's status and then "top off" the battery's charge. The ring LED indicator light for that port will be yellow during this process. When complete, the ring LED indicator will turn green.

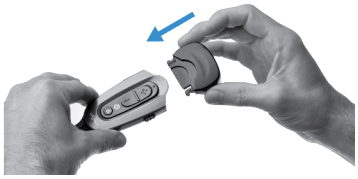
1. Make sure the battery charger is powered. To power on the charger, connect the power supply to the charger and a power source. The LED indicator light at the bottom right of the charger face panel should be solid green.
2. Power off the headset by pressing and holding the Power button on the electronics module for approximately one second.
3. Remove the battery from the headset electronics module.
4. Hold the battery with the Vocollect logo facing toward you, and push it onto an empty port on the battery charger until it snaps into place.
5. Make sure that the battery is properly mounted on the charger port. The ring LED indicator light will turn yellow or green when the battery contacts connect to the charger port contacts. If the ring LED blinks red, the battery is not seated properly. Remove the battery, and mount it on the port again.

   NOTE
   See the chart on SRX2/SRX3 battery charger LED Indicators for more information on LED patterns .

6. When the ring LED indicator turns a solid green, the battery is fully charged. Pull the battery off the charger port to insert it into a headset electronics module.

Inserting a Battery into the SRX2 Wireless Headset

1. Make sure the battery is charged. A battery is fully charged and can be removed from the charger when the LED ring indicator on the charger port for that battery is green.
2. Position the headset electronics module with the buttons facing toward you.
3. Hold the battery with the label side down and contacts facing the open end of the electronics module opposite the mic boom.
4. Push the battery onto the electronics module until it clicks in place.



5. Make sure the battery is firmly in place and cannot be removed without pressing the battery release latches.

WARNING
Replace a battery only with another battery that has been authorized by Honeywell for the product you are using. Use of an unqualified battery may present a risk of fire, explosion, leakage, or other hazard. See also Honeywell Battery Safety

Removing a Battery from an SRX2/SRX3 Wireless Headset

IMPORTANT
Do not remove the battery from the *SRX3* or SRX2 headset until the LED indicator on the headset is off.

1. Power off the headset by pressing and holding the Power button on the electronics module for one second.
2. Grasp the headset by the sides of the electronics module with your thumb and fingers on the black battery latches.

3. With your other hand, hold the battery at the end of the electronics module opposite the mic boom.
4. Press and hold both battery latches at the same time, squeezing them into the sides of the electronics module until the battery releases from the electronics module.

SRX2/SRX3 Battery Warm-Up Time

If a battery has been used in an extreme hot or extreme cold environment, charging will not start immediately.

When the battery is placed in the charger, the battery port LED indicator will turn yellow. Charging will only begin after the battery reaches the proper temperature range - 32 °F (0 °C) to 104 °F (40 °C). It may take up to 30 minutes for the battery to reach a safe temperature.

If battery temperature does not come into range in about one hour, the red LED will blink indicating that there is a charger fault.

Wearing an SRX2/SRX3 Wireless Headset

1. Put the headset on and adjust the ear pad to fit snugly over your ear.

2. Position the t-bar directly above, and as closely as possible to, your other ear.
3. If installed, adjust the stability strap so it fits securely across the back of your head.
4. Rotate the electronics module up or down to position the microphone near your mouth.

5. Make final adjustments with the flexible boom so that the microphone is positioned correctly. Position the microphone as close to your mouth as possible, but outside of your breath stream. It should be facing your upper lip, and not touching anything (for example, clothing, skin, or facial hair).

Installing the Stability Strap on the SRX2/SRX3 Wireless Headset

1. Hold the headset so that the earpad faces you and the electronics module faces away.
2. Locate the knob on the inside of the headband near the earpad.
3. Hold the strap so that the end with the hole fits over the knob on the headband, and press down firmly so the knob comes all the way up through

the hole.

4. Turn the headset so that the t-bar pad faces you.
5. Locate the slot on the end of the headband near the t-bar.
6. Align the knob at the free end of the strap with the slot on the headband.

7. Slide the knob into the slot until it snaps into place.

8. Position the strap to go around the back of your head. The strap swivels freely on the two knobs so that it can be positioned at the back of the head for either right-ear or left-ear wearing of the headset.

Replacing an Earpad on the SRX2/SRX3 Headset

1. Hold the headset so that the earpad faces you and the electronics module faces away.
2. Grasp the earpad and earpad plate assembly and rotate them to the left to unlock the plate from the headband.
3. Lift the pad and plate assembly off of the headband.
4. Install the replacement pad.
    1. Remove the ear pad by pulling it away from the ear pad plate.
    2. Slide one side of the new pad over the edge of the ear pad plate and gently stretch the pad until it covers the plate.
    3. Ensure that the lip of the new pad completely covers the ear pad plate all the way around.

5. Place the new earpad and earpad plate assembly onto the headset earpiece.
6. Rotate the assembly to the right pressing gently into the earpiece until the assembly locks into place.

›Headset Functions and LED Patterns for SRX2/SRX3

Headset Function

Power on

User Action

Press Power button for half a second

Headset Mode

Headset powers up in low power pairing mode

LED Pattern

Solid green

Tone

High pitch double beep

Power off

User Action

Hold Power button for one second

Headset Mode

Headset powers off

LED Pattern

Solid green, then off

> IMPORTANT
> Do not remove the battery until the LED is off.

Tone

Low pitch double beep

Increase volume

User Action

Press the Plus (+) button

Headset Mode

N/A

LED Pattern

N/A

Tone

Two tone ascending sequence. If connected, device says, "louder."

> **TIP**
> When using the headset with Guide Work, only the tones are played.

Decrease volume

User Action

Press the Minus (-) button

Headset Mode

N/A

LED Pattern

N/A

Tone

Two tone descending sequence. If connected, device says, "softer."

> **TIP**
> When using the headset with Guide Work, only the tones are played.

Mute

> **NOTE**
> This applies to the SRX3 Headset only. This feature is not available on the SRX2 Headset.

User Action

Flip microphone boom up 90 degrees (vertical)

Headset Mode

N/A

LED Pattern

N/A

Tone

N/A

Unmute

> **NOTE**
> This applies to the SRX3 Headset only. This feature is not available on the SRX2 Headset.

User Action

Flip microphone down to mouth level.

Headset Mode

N/A

LED Pattern

N/A

Tone

N/A

Force disconnect for manual pairing in low power mode

User Action

With headset connected, press the Plus (+) and Minus (-) buttons

Headset Mode

Headset disconnects current pairing and enters low power pairing mode

LED Pattern

Solid green

Tone

No tone when entering mode. Three ascending tones upon pairing with a device

Switch to high power pairing when pairing in low power mode has failed

User Action

With headset in pairing mode, press the Plus (+) and Minus (-) buttons

Headset Mode

Headset enters high power pairing mode

> **NOTE**
> This mode is recommended only if low power pairing fails.

> **IMPORTANT**
> Honeywell does not recommend this pairing mode for Talkman devices. This mode greatly increases the likelihood that your headset will pair with the wrong device.

LED Pattern

Rapid flash, then solid green

Tone

No tone when entering mode. Three ascending tones upon pairing with a device

Normal operation, paired and connected

User Action

N/A

Headset Mode

Headset connected as a slave device

LED Pattern

Slow flashing blue (on 25%, off 75%)

Tone

Three ascending tones upon connecting to master device

Paired but connection dropped, possibly out of range

User Action

N/A

Headset Mode

Headset connectable but not discoverable.
Any Bluetooth device can connect if it knows the headset's address.

LED Pattern

Slow flashing green (on 25%, off 75%)

Tone

Three descending tones when the connection to the master device is dropped

Update headset software

User Action

Connect headset to computer running Honeywell Accessory Update Utility (HAUU)

> NOTE
> HAUU V3.0 or greater is required for the SRX3 Headset and recommenced for all accessory updates.

Headset Mode

Device update

LED Pattern

Solid blue when plugged in, off during update, returns to solid blue when update complete

Tone

N/A

SRX3 Flip To Mute Feature

The SRX3 Headset has a flip to mute feature.

When the microphone boom is down (i.e.: at mouth level), the microphone is active.

When the microphone boom is swiveled up 90 degrees (i.e.: vertical) he microphone is muted.

SRX2/SRX3 Hard-Hat Headset

In environments where operators must wear hard hats, the standard over-the-head headset is not a viable option. The SRX2/SRX3 Hard-Hat headset has a built-in clip that attaches the headset earpiece, electronics module, and microphone to most industrial hard hats. The Hard-Hat headset supports most hard-hat models commonly used in the United States, Europe, and Japan.

When using the TouchConnect™ feature to pair the SRX2/SRX3 Hard Hat Headset with a Talkman A700/A700x Series device, you can obtain the operator ID by touching the device to the symbol located on the outside of the headset earcup.

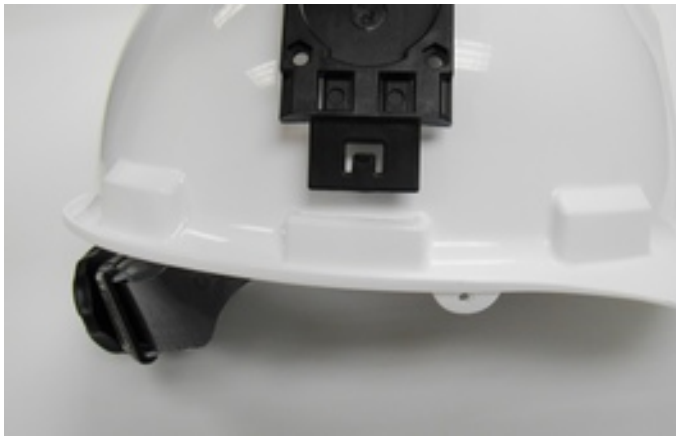
Installing the SRX2/SRX3 Hard-Hat Clip

The SRX2/SRX3 Hard-Hat headset attaches to the side of a hard hat using a clip that must be mounted on the hard hat. Honeywell offers two clip styles, one designed to insert in a hard-hat slot and one that mounts over the side brim of a non-slotted hard hat. Other hard-hat clips may be purchased and used provided that they fit the hard hat and attach correctly to the SRX2/SRX3 earcup. Vendors such as Howard Leight™ offer these products.

> **NOTE**
> The hard-hat clips are not designed for frequent removal. It may be necessary to order extra clips if users intend to alternate wearing the headset earcup on the left and right sides.

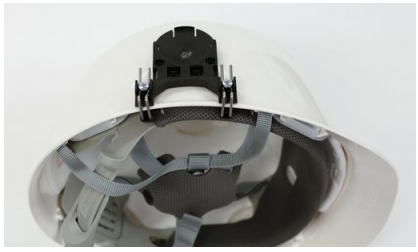
- **Inserting a slotted-mount clip in a hard hat**
  - Position the clip with the tab pointing into the slot on the side of the hard hat.

- The angle of the clip should follow the contour of the hard hat with the rubber stops on the back side of the clip facing the hard hat.
- Align the tab of the clip to fit into the slot.



- Slide the clip into the slot until the tab clicks in place and it is firmly seated.

- **Mounting a brim-mount clip on a hard hat**
  - Loosen the screws that secure the two clip brackets to the clip.
    For large brim hats, it may be necessary to remove the brackets completely in order to fit them over the brim without the clip in place.
  - From the under side of the hat, slide the brackets over the brim. If the brackets were removed, slide the bracket ends back under the screws in the clip.
  - Position the clip on the outside of the hard hat, centered on the side of the hat.



  - Tighten the screws to secure the bracket and clip to the hard hat.
- **Removing a clip from a hard hat**
  - For a slotted-mount clip, push the end of the spring arms from under the brim in until they fit back through the slot. It may be necessary to use a tool to pry the arms from their installed position.
  - For a brim-mount clip, loosen the bracket screws and slide the brackets and clip off the hard hat.

Attaching the SRX2/SRX3 to a Hard Hat

With an SRX2/SRX3 Hard-Hat Headset clip mounted on the side of a hard hat, the headset's fork and disk assembly snaps securely onto the hat.

1. Insert the disk into the hard-hat clip from the top.
2. Slide the disk into the clip until it snaps into place.

To remove the headset, apply pressure to the tab at the top of the hard-hat clip to release the disk from the clip. Then slide the disk up and out of the clip. It may be necessary to use a tool, such as a flat-head screwdriver, to press the tab.

Wearing the SRX2/SRX3 Hard-Hat Headset

The SRX2/SRX3 Hard-Hat Headset fork and disk assembly has two lock positions that allow for easy wearing, removing and storing the hard hat with the headset attached. The inner position keeps the earcup snug to the ear; the outer position enables the headset to be swiveled in the clip without causing wear to headset parts or to the hard hat.

1. Hold the hard hat firmly.
2. Push the headset earcup in toward the head area of the hat until it snaps into its inner position.

3. Slide the hard hat onto your head, pulling the earcup out as needed, then position the hat so the earpad is snug against your ear.
4. If the earpad sits too low or high on your ear, take off the hard hat and adjust the earcup by pulling or pushing the arms of the fork out of or into the fork sleeves.

5. Insert the SRX2/SRX3 electronics module into the pocket on the earcup by aligning the notches on the speaker and earcup pocket.
6. Push the electronics module into the earcup pocket until it is firmly seated.

Storing the SRX2/SRX3 Hard-Hat Headset

Honeywell recommends storing the hard hat with the headset earcup moved up on the side of the hat (see figure below) to reduce the risk of damage.

1. Remove the electronics module from the headset. The electronics module can be used by another worker or stored separately.
2. Detach the microphone cap from the electronics module, and dock it in the mic cap pocket located above the headset earcup.

3. Pull the earcup and fork assembly out away from the hard hat until the fork snaps into the outer lock position.
4. Rotate the headset n the hard-hat clip until the earcup rests against the side of the hat.

Replacing an Earpad on the SRX2/SRX3 Hard-Hat or High-Noise Headset

1. Remove the electronics module from the earcup.
2. Pry the earcup apart by grasping the inside and outside sections of the earcup and pulling the two sections apart.

3. Remove the worn foam earpad from the inside plate.

4. Gently pull a new foam earpad around the plate.

5. Align the inside posts of the two sections of the earcup.
6. Push sections together until they click into place.

SRX2/SRX3 High-Noise Headset

The SRX2/SRX3 High-Noise headset is a headset with a single ear cup that fits entirely over the operator's ear to allow him or her to hear voice instructions clearly in areas of high environmental noise. Combined with the optimal speech recognition of the headset using SoundSense, this model offers an effective wireless solution for an industrial environment.

The single cup design gives operators the option of wearing the headset speaker on either ear for their long-term comfort. It also provides protection in very cold environments, such as a warehouse freezer.

NOTE
The high-noise headset has microphone cap storage located on the headband and above the headset earcup.

A stability strap is available for this model.

Replacing an Earpad on the SRX2/SRX3 Hard-Hat or High-Noise Headset

1. Remove the electronics module from the earcup.
2. Pry the earcup apart by grasping the inside and outside sections of the earcup and pulling the two sections apart.

3. Remove the worn foam earpad from the inside plate.
4. Gently pull a new foam earpad around the plate.

5. Align the inside posts of the two sections of the earcup.
6. Push sections together until they click into place.

Options for Hearing Impaired Users

Honeywell products are designed for persons with average levels of hearing. Operators who use assistive hearing devices may need to consider some adjustments when using Honeywell headsets in a production warehouse environment.

Honeywell recommends experimenting with combinations of several basic changes to Talkman device operation to improve audibility:

- Change language voices using VoiceConsole (see *VoiceConsole Online Help*)
- Adjust the pitch of the voice lower or higher
- Adjust the volume of the voice louder or softer
- Adjust the speed of the voice slower or faster
- Change the gender of the voice to male or female

Users may find that their assistive devices are passing through additional background noise that makes it difficult to hear the Talkman device prompts. In this case, Honeywell recommends using a cupped headset to help eliminate distracting input from the assistive devices.

If a user continues to have problems hearing the Talkman device after trying these options, Honeywell strongly recommends consulting a medical professional. Hearing loss is a medical condition that requires the attention of a qualified audiologist. The audiologist should be made aware of the options that Honeywell products offer with pitch, volume, and sidetone so that he or she can make appropriate recommendations that may benefit the user without possible side effects. Honeywell Technical Support can talk with the user's audiologist to explain these options and make changes in the Talkman device configuration based on the specific recommendations of the audiologist.

> **CAUTION**
> There are a variety of parameters that can further increase output levels of the Talkman device. Honeywell does not recommend changing any of these settings in a way that increases sound output levels without consulting a qualified audiologist. Changing these settings without qualified medical supervision could result in additional hearding damage.

Honeywell products, and their default options, have been measured and qualified to ensure audio safety for common work flows and for the general population. The default audio parameters should not be changed without explicit direction from a qualified audio professional.

About Pairing Wireless Headsets

Pairing is the process in which two devices enabled with Bluetooth wireless technology create a secure link in order to share information. The pairing process begins when the master device initiates an inquiry to search for discoverable Bluetooth addresses.

Vocollect wireless headset pairings with Talkman or other devices are initiated by the device and remain paired until broken by user action. Note that the pairing exists between the headset and device hardware. If the operator moves to a different device, the original headset/device pairing will ***not*** follow that operator.

> **NOTE**
> The automatic operator load feature is an exception to the hardware-only pairing. On supported platforms, when an operator connects to a Vocollect wireless headset, that connection and operator information are registered in VoiceConsole. The next time the operator connects to that headset, his or her information will be loaded automatically. See the automatic operator load documentation for your Vocollect Voice Software release.

Pairing versus Connecting

Pairing is not the same as connecting. Two Bluetooth devices, once paired, can connect and disconnect many times. With a pairing in memory, the two devices can reconnect easily and will make repeated attempts to establish a connection. In this way, a headset and device pairing allows for increased user mobility.

For example, if the user takes the headset out of range of the paired device or powers it off, the device will notice the connection loss and try to reconnect. The two remain paired throughout this process.

Pairing-related Configuration Parameters

PersistSrxPairingAcrossPowerCycle

Set to 0 for the device to delete the pairing when it is powered off.

When the device is powered on again, it will not reestablish this connection with the associated headset.

This parameter defaults to 1, which causes pairings to be persisted and re-established when the device is powered on.

When SrxAutoPairEnable is enabled (set to 1), PersistSrxPairingAcrossPowerCycle defaults to 0.

SrxClearPairingInCharger

Set to 1 to clear the pairing when the device is placed into a charger.

This parameter defaults to 0, or maintaining the pairing.

When SrxAutoPairEnable is enabled (set to 1), SrxClearPairingInCharger defaults to 1.

SrxAutoPairEnable

Set to 1 to turn on automatic pairing.

Cross Pairing

Cross pairing is the result of a master device pairing with a headset or other device that is not the intended slave. If a user cannot isolate his or her device and headset from others and a cross pairing occurs, the user should break the existing pairing and retry the intended pairing.

> **TIP**
> Prevent unwanted cross pairing by isolating the device and headset from all other Bluetooth devices any time that the device is performing an inquiry scan to find the headset or pair manually. Cross pairing is extremely unlikely when a user uses touch pairing.

SRX2/SRX3 Headset Pairing Methods

After an SRX3 headset enters low or high power pairing mode, it is available to accept a pairing initiated by a Talkman 700s-series, A700-series, Talkman A500, or other Bluetooth-enabled device. These pairings can be accomplished using a variety of methods.

> NOTE
> The SRX2 headset must be in high power pairing mode to pair with a handheld device. To place the SRX2 headset in high power pairing mode, momentarily press the Plus (+) and Minus (-).
> For pairing with third-party devices: By setting the SrxHighPowerPairingDelaySeconds configuration parameter, you can configure how long an operator must hold the Plus and Minus buttons before entering high-power pairing mode or set the parameter to have the headset go directly into high-power pairing mode. After an SRX3 headset enters high power pairing mode, it is available to accept a pairing initiated by a Bluetooth-enabled handheld device.

Pairing Methods

TouchConnect

An SRX3 headset and an A700/A700x device can be paired by turning on the device and headset and touching them together. No button presses are required.

> NOTE
> See See "Pairing an SRX2/SRX3 Headset with an A700/A700x Device Using TouchConnect™" on page 39 for more information. for a full list of preconditions for using this method.

Recommended for:

VoiceCatalyst users on A700/A700x devices and SRX2/SRX3 headsets

Why?

This method insures that the SRX2/SRX3 headset is only paired with the device it is touching. There are no additional buttons to press.

Auto pairing

On startup or on removal from a charger, the device immediately searches for wireless headsets and initiates a pairing. It eliminates the need to clear pairings

manually as it will, by default, clear a pairing when powered off or when placed into the charger.

> **NOTE**
> The SRX2 and SRX3 headset always powers up in pairing mode.

Recommended for:

- VoiceClient users sharing headsets
- Anyone using SRX2/SRX2 headsets

Why?

When sharing headsets, autopairing makes it easy to locate any device and headset, power the two on in close proximity to one another (less than 3 feet), and have the two pair automatically. It eliminates the need to clear pairings manually or through VoiceConsole as it will clear a pairing when powered off or when placed into the charger by default. When you start up the device, it will be unpaired and will begin searching for a headset. .

Manual pairing

The user determines when to pair a device and headset by pressing buttons on the device.

> **NOTE**
> The SRX2 or SRX3 headset can perform either manual or auto pairing for its first pairing.

Recommended for:

- VoiceCatalyst users on A500 devices
- VoiceClient users not sharing headsets
- Anyone using SRX3 headsets

Why?

VoiceClient users that are not sharing their headsets with other users are encouraged to use manual pairing. Manual pairing is the safest way to avoid cross pairing, as the user is performing the pairing procedure away from other users. Also, once a manual pairing is made (assuming no other configuration parameters have been changed), the pairing will persist and that device and headset will stay paired until the pairing is explicitly cleared.

VoiceConsole pairing

The user pairs a specific device to a headset via the VoiceConsole interface.

Screen-Based pairing

See Screen-Based Pairing information in this chapter for details on pairing handheld devices to a headset.

Pairing an SRX2/SRX3 Headset

The SRX2 and SRX3 headsets make pairing and connecting even easier:

- The headsets automatically enter low power pairing mode when it is turned on.
- The headsets can break and re-enter pairing modes from a powered-on state.
- No headset reboot is necessary.
- The headsets accept connections from any device that was previously paired to it.

Pairing an SRX2/SRX3 Headset with an A700/A700x Device Using TouchConnect™

The A700/A700x device can use TouchConnect to connect to an SRX2/SRX3 Wireless Headset when:

- the A700/A700x device is running VoiceCatalyst
- Bluetooth is enabled
- the device is sleeping (not running a task)
- a wired headset is not attached or a wireless headset is not actively connected to the device
- the parameter **SRXHeadsetEnable** is set to 1 (Enabled), the default
- the parameter **SrxAutoPairEnable** is set to 0 (Disabled), the default

For best performance when using an SRX2 or SRX3 headset with a Talkman A700 or A700x device, use the latest headset software version. Obtain the latest headset software from your Honeywell portal or reseller and use the Honeywell Accessory Update Utility to upgrade your headset.

> **NOTE**
> Data sent through near field communication (NFC) is not encrypted nor does it follow any specific safety protocol. This is because the transfer occurs over such a short range that it is extremely unlikely that the data could be intercepted.

1. Turn on the headset.
2. If the headset's LED is blinking blue, it is currently paired to a device. Clear the pairing by pressing the + and - buttons simultaneously on the headset.

If you are sharing	You must first obtain the operator ID by reading the headband: 1. Touch area of the headset t-bar

(headband) with the  symbol to center of the raised oval on the side of the device with the  symbol, until the device state (ring) indicator blinks green. This associates the operator's headband to the device enabling VoiceConsole to recognize the operator.

headsets at your site:

2. Touch the side of the A700/A700x device that has the  symbol and the oval area of the headset's keypad section together, aligning the ovals on each and holding them together steadily, until the device state (ring) indicator blinks green. Note that there is a 30-second timeout after a headband is recognized in step one. You must pair the electronics module within 30 seconds from associating the headband for full functionality.

> **NOTE**
> If the device state indicator blinks red, the NFC read was not successful, and you should attempt to perform the read again .

If you are not sharing headsets at your site:

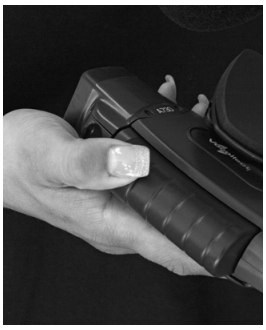
You only need to pair the device to the headset electronics module:

1. Touch the side of the A700/A700x device that has the  symbol and the oval area of the headset's keypad section together, aligning the ovals on each and holding them together steadily, until the device state (ring) indicator blinks green.

> **NOTE**
> If the device state indicator blinks red, the NFC read was not successful, and you should attempt to perform the read again.

Using TouchConnect to Obtain Operator Information from the Headband

Using TouchConnect to Pair an SRX2 or SRX3 with an A700 or A700x Device



When the device starts the task, VoiceConsole recognizes the pairing.

Auto Pairing an SRX2/SRX3 Headset with an A500, A700, or A700x Talkman Device

Prerequisites:

- The headset is powered off.
- There is no wired headset connected to the Talkman device.
- The Talkman device is Bluetooth ready with Bluetooth connection features enabled.

> **IMPORTANT**
> An unpaired device will constantly search for wireless headsets while in auto pairing mode. Do not leave an auto pair-enabled device unpaired and powered on because the search will drain the battery.

1. Reboot the Talkman device or remove it from a charger to initiate a scan for headsets.
2. Turn on the headset.

   The headset will remain in pairing mode for ten minutes. If not paired within ten minutes, it powers off.
3. Hold the headset and Talkman device so they are within six inches of each other but not touching.

   The blue LED indicator on the Talkman device turns on, may flash a few times, and then remains lit. After 20 to 30 seconds, the headset beeps three ascending tones and its LED indicator flashes blue. These indicators confirm that a pairing has completed.
4. Put on the headset. You will hear the headset repeat the serial number of the Talkman device to which it is paired.
5. Verify that the number matches the serial number on the Talkman device.

   If you need to attempt the pairing again, re-enter pairing mode by pressing and releasing the Plus (+) and Minus (-) buttons on the headset control panel.

6. Press the Play/Pause button on the Talkman device to confirm the number.
7. Press the Play/Pause button again to begin working.

Manually Pairing an SRX2/SRX3 Headset with an A500, A700, or A700x Talkman Device

Prerequisites:

- The headset is powered off.
- The Talkman device is not in a charger, and there is no wired headset connected to it.
- The Talkman device is in sleep mode — not in use running a task or voice application. Its green LED indicator is flashing. If the LED is solid green, press the Play/Pause button.
- The Talkman device is Bluetooth ready with Bluetooth connection features enabled.

1. Turn on the headset.

   The LED indicator is solid green. The headset remains in pairing mode for ten minutes then powers off.
2. Press and hold the Plus (+) and Minus (-) buttons on the Talkman device for two seconds to manually initiate a search for wireless headsets.
3. Immediately hold the headset and device so they are within six inches of each other but not touching.

   The blue LED indicator on the Talkman device turns on, may flash a few times, and then remains lit. After 20 to 30 seconds, the headset beeps three ascending tones and its LED indicator flashes blue. These indicators confirm that a pairing has completed.
4. Put on the headset. You will hear the headset repeat the serial number of the Talkman device to which it is paired.
5. Verify that the number matches the serial number on the Talkman device.

   If you need to attempt the pairing again, re-enter pairing mode by press the Plus (+) and Minus (-) buttons on the Talkman device again.
6. Press the Play/Pause button on the Talkman device to confirm the number.
7. Press the Play/Pause button again to begin working.

Screen-Based Pairing with a Handheld Device

Screen-based pairing is the preferred method for pairing a headset with a handheld wireless device or PC. This method allows the user to pick a specific headset from a list of available headset Bluetooth addresses displayed on a screen, and eliminates the problem of unwanted cross pairing. Auto and manual pairing processes are not available in screen-based pairing.

Prerequisites:

- The headset is powered off.
- The handheld device is not in a charger, and there is no wired headset connected to it.
- The device is in sleep mode — not in use running an application.
- The device is Bluetooth ready with Bluetooth connection features enabled.

1. Turn on the headset. The headset starts up in low power pairing mode.

   > **NOTE**
   > Some handheld devices may require the headset to be in high power pairing mode in order to be discovered in the device's pairing inquiry. To change to high power pairing mode, press and release the Plus (+) and Minus (-) buttons on the headset while it is in low power pairing mode.

2. Initiate the pairing inquiry from the master device by pressing or clicking the appropriate button on the screen or device.
3. Hold the headset and wireless device so they are within six inches of each other but not touching.
4. Select the ID number of the headset you want to use from the list on the screen.
5. Tap, click, or press the appropriate button on the screen or device to create the pairing.

   The device briefly displays that the device attempts to connect to the headset . Once the headset connects, three tones play in the headset, the SRX Headset Status displays as Connected. The pairing confirmation step is skipped because the pairing was specified by the user.
6. Press the Play/Pause button to begin working.

Handheld Device Pairing Status Icons

When using the *Vocollect Voice* or *Voice MP* application on a handheld wireless device, an icon in the upper right hand corner of the screen indicates the pairing status. Vocollect Voice on a PC displays similar browser-based notifications, but the icons are different.

Icon	Status
	A wireless headset is not paired to the device
	The device is searching for a headset

Icon	Status
	The device is paired with a headset but not yet connected
	The device is connected to the headset

Pairing a Headset by VoiceConsole Pairing

The *VoiceConsole* pairing method should only be used if the device/headset pairing will be performed once and never changed. While manual pairing can also result in this permanent pairing, *VoiceConsole* eliminates the device inquiry step and begins paging immediately for the Bluetooth address.

Prerequisites:

- The headset is powered off.
- The device is not in a charger, and there is no wired headset connected to it.
- The device is in sleep mode — not in use running an application.
- The device is Bluetooth ready with Bluetooth connection features enabled.

1. In *VoiceConsole*, click **Devices** and select the device for the pairing.
2. In **Device Actions**, select the actions for pairing to a peripheral, and complete the pairing. See *VoiceConsole* help for detailed instructions.

   > **TIP**
   > The pairing can be performed with the device powered off or while the device is running an application. When the device powers up or goes into sleep mode, the paging process begins.

3. Place the headset in pairing mode. The SRX2 and SRX3 headsets are automatically in pairing mode after being powered on.
4. When the two connect, the headset will play ascending connect tones. The pairing confirmation step is skipped because the pairing was specified by the user.
5. Press the Play/Pause button to begin working.

More about SRX2/SRX3 Pairing Modes

When a headset is in pairing mode it is ready to respond to any inquiries about its Bluetooth services. The inquiring device uses this response to determine if it wants to pair with the headset. Because the device is the initiator and the headset is the acceptor, a user facilitates the pairing process by putting the headset into pairing mode before initiating the connection from the device.

SRX2 and SRX3 headsets support three pairing modes.

- **Low Power Pairing Mode**
  Low power pairing mode is the default pairing mode for SRX2/SRX3 headsets. In this mode, a headset will answer a Bluetooth device inquiry with a very low power response that transmits within a small area (a few feet or so, depending on the receiving capabilities of the inquiring device). Limiting the wireless transmission helps to avoid an unwanted cross pairing (a pairing with a Bluetooth address other than the target) by forcing the headset to be in close proximity to the device.
- **High Power Pairing Mode**
  High power pairing mode allows the headset and device to be separated by more distance because the headset's response to inquiries is a wider transmission.
  Honeywell recommends using high power pairing only if low power pairing fails. Use this mode with care: While high power pairing mode makes it more likely that the connection will succeed, it also increases the likelihood of cross pairing.
  If the configuration parameter **SrxAutoPairEnable** is enabled and the configuration parameter **SrxHighPowerPairingDelaySeconds** is set to 0, headsets will skip lower power pairing mode and enter high power mode.
- **TouchConnect**
  You can pair an A700 or A700x device and an SRX2 or SRX3 headset by touching them. This method essentially eliminates the chance of cross pairing and it is quicker and easier than the other methods.

Placing Headsets in Pairing Modes

Initial Headset State	SRX2/SRX3 Controls	Pairing Mode Result
Off	Press and release Power button	Low power pairing mode
On and paired	Press and release Plus (+) and Minus (-) buttons	Current pairing broken and headset enters low power pairing mode
On in low power pairing mode	Press and release Plus (+) and Minus (-) buttons	High power pairing mode

Breaking a Pairing

There are several methods to break a pairing between a Vocollect wireless headset and a Bluetooth device.

From the Device:	A device can break a pairing with a wireless headset by initiating a new search for headsets. The user can initiate the device query by

	holding down the Plus (+) and Minus (-) buttons on the device. This method is useful if the user's device completes a cross pairing with the wrong headset; the user can initiate another manual pairing. Manual pairing must be enabled on the device for this procedure to work.
From VoiceConsole:	VoiceConsole displays all Bluetooth pairings including the headsets, Talkman devices, scanners, and printers. From the **Edit Device** page, you can clear a pairing. You can do this with headsets as well.
From an SRX2 or SRX3 Headset:	The headset user can break any pairing by pressing the Plus (+) and Minus (-) buttons. This is the preferred method for breaking a pairing. The headset signals the device that the pairing is being broken (see SRX2 note below). **NOTE** For SRX2 users: If the paired device is running a version of Vocollect VoiceCatalyst prior to 1.2, the pairing breaks only after it times out.

Headset Pairing FAQ

Q: My device accidentally paired with a different headset. What can I do?

A: If you are using an SRX2 or SRX3 headset, press the + and - buttons simultaneously to clear the pairing.

Q: The users at my site do not have assigned headsets and devices, so they could get a different headset at every shift. Which pairing process would you recommend?

A: With an A700 or A700x device (VoiceCatalyst only) and an SRX2 or SRX3 headset, you can use TouchConnect to pair the device and headset.

With earlier devices, auto pairing would probably be the easiest, as it will quickly establish connections and by default does not maintain those pairings.

Q: The users at my site are assigned their own headsets, so I want to maintain pairings and avoid pairing headsets at the start of every shift. What pairing process would you recommend?

A: You could use manual pairing or auto pairing with the configuration parameter **SrxPersistAutomaticPairing** or, in VoiceClient 3.9 and later and VoiceCatalyst 2.0 and later, **PersistSrxPairingAcrossPowerCycle** set to 1 and

SrxClearPairingInCharger set to 0 in order to maintain pairings through device reboots and recharging.

Q: Our users are spending a lot of time pairing. What methods would you recommend to reduce the time it takes to pair headsets?

A: There are a number of solutions:

- Use a pairing mode that is not as susceptible to cross pairing - avoid using auto pairing.
- Ensure that users are isolated by some distance when the devices perform inquiry searches.
- Use manual pairing, rather than auto pairing, so that the searches are done only at the user's request.
- Use low power pairing.
- If your users do not share headsets and devices, use manual pairing so that the device and headset remain paired.
- If your users share headsets and devices, use auto pairing so that pairing hardware at each shift will complete faster.

Supervisor Audio with SRX2/SRX3 Headsets

Supervisor Audio is a feature that will allow a second party to listen to the conversation between a Bluetooth-enabled device and a user with an SRX2/SRX3 headset.

A supervisor wears a wired headset connected to the operator's device, then walks behind the operator who is wearing a wireless headset paired with the same device. The supervisor must keep the operator's device within range of the operator's wireless headset.

> **NOTE**
> This feature is designed to work with Vocollect Talkman devices. It may function properly with other devices depending on the available processing power. See the release notes for Vocollect Voice software and your device.

Supervisor Audio offers two listening modes.

- Combined audio - the user's microphone audio and the text-to-speech (TTS) audio are combined and streamed out of the wired audio port
- Device audio only - the TTS audio only is streamed to the second party

Enabling Supervisor Audio

To enable this feature, set the **SrxSupervisorAudioEnable** configuration parameter to the desired mode.

- This feature should ONLY be used for debugging and when a user requires training or assistance. This parameter should be turned off for optimal performance.
- Under normal operations, you cannot have a wired headset attached to the device when using an SRX2 or SRX3 headset. This parameter overrides this requirement when enabled.
- To avoid disconnecting the wireless headset, pair and connect the device to the headset first, then connect a wired headset.

Headset Parameters

These parameters control various settings related to using headsets.

- Bluetooth_IsEnabled
- HeadsetBt_Address
- HeadsetBt_AuthenticationEnable
- HeadsetBt_DeviceName
- HeadsetBt_IsInitiator
- SrxHeadsetEnable
- SrxAutoPairEnable
- SrxClearPairingInCharger
- SRX_OUTPUT_AUDIO_DB_SHIFT
- SrxHighPowerPairingDelaySeconds
- SrxSupervisorAudioEnable

Cleaning Procedures for Honeywell Equipment

Honeywell Solutions products have a long service life if they are maintained properly. Follow recommended cleaning practices.

While Honeywell equipment is manufactured and tested to be resistant to normal dirt and deposits from the workplace environment, the build-up of residue can damage the equipment and degrade performance over time.

- Dirt or corrosion can prevent the proper seating of terminals in chargers and may cause intermittent charging.
- Talkman® Connector (TCO) contacts that build up dirt, chemicals, and corrosion may cause intermittent contact, static, and recognition problems.
- Excessive dirt on a keypad membrane can cause the membrane to weaken and tear.

> CAUTION
> Use **only** a solution of 70% isopropyl alcohol and water to clean equipment. Other products have not been tested and may degrade the equipment.

Cleaning Plastics

Cleaning Hard Plastics

Clean the hard plastics on headsets, devices, chargers, and batteries with a soft cloth that is wet with a solution of 70% isopropyl alcohol and 30% water.

Use a soft brush to keep the pocket areas of chargers free of dust and debris that may interfere with the seating of equipment or electrical contact.

Cleaning Foam and Pliable Plastics

Clean headset foam parts (ear pads and headband pads) as well as flexible bands and non-foam padding with a mild soap and water. Wash pads carefully so as not to tear or detach them.

Air dry the parts. Use of a concentrated heat source such as a hairdryer or clothes dryer is not recommended.

Replace pads that are excessively dirty, such as headset windscreens.

Cleaning Contacts

Clean flat contacts on the device, such as the Talkman Connector (TCO), or flat contacts on the battery and charger with a 70% isopropyl alcohol solution.

Use a soft, lint-free cloth or premoistened alcohol wipe. Avoid using a cloth with long or thick fibers as the fibers can attach to the connectors and cause intermittent contact.

Remove corrosion with a soft eraser (for example, a pencil eraser). The eraser must be in good condition (soft, pliable, and not worn down to the mounting). A good test is to rub the eraser against your skin. If it feels abrasive, do not use it, because it will damage the surface of the connectors.

You can also use a three-row cleaning brush with natural hog hair bristles to gently brush away dirt on the contacts. A final alcohol wipe after this should ensure a clean contact.

Never bend or manipulate battery contacts.

Contact an authorized Honeywell Service Center to repair or replace contacts that are extremely corroded, bent, or missing.

Care and Use of Headsets and Microphones

The headsets and microphones used with the *Voice* system are delicate pieces of electronic equipment. Proper care and use of these products will ensure that

they work well for a long time.

> **IMPORTANT**
> For maximum hygiene, Honeywell discourages sharing headsets among operators.

The design of the SRX2, SRX3, and SRX-SL headsets features an electronics module that can be removed from the headband and windscreen. The electronics module can be shared among operators over multiple shifts, providing some level of hygiene while potentially reducing costs.

Product Use and Care

- Talkman devices are assembled under strict Honeywell manufacturing guidelines. Tampering with a device in any manner will void published operating specifications and may void the product warranty.
- When the Talkman is not in use, it should be placed properly into a charger.
- Never remove the battery from a Talkman device unless it has been properly powered off.
- Talkman devices are designed to be worn on the right side of the body with the device's buttons on the top and its connectors toward the operator's back.
- Always use pads and windscreens with Honeywell headsets to protect the equipment and ensure optimum speech recognition performance.
- Honeywell recommends changing headset windscreens every 90 days to ensure the best performance.

> **CAUTION**
> Use **only** a solution of 70% isopropyl alcohol and 30% water to clean the hard plastics on equipment. Other products have not been tested and may degrade the equipment.

Using Headsets in Freezer Environments

Honeywell recommends the following best practices for optimal speech recognition performance when using headsets in freezer environments.

- Train your voice templates in the freezer environment. If operators train templates in a quiet area, the noise of a freezer could disrupt recognition.
- Position the microphone as close to your mouth as possible, but outside of your breath stream. It should be facing your upper lip, and not touching anything (for example, clothing, skin, or facial hair).
- Keep windscreens dry. Water will not damage the equipment; however a windscreen can create a water barrier that degrades speech recognition.
- Do not attempt to break ice from a windscreen. The pressure can grind ice into the foam and cause a water barrier as it melts. Ice build-up generally

does not degrade performance because Vocollect's Adaptive Speech Recognition compensates for gradual changes in the environment.
- Replace a windscreen if liquid or ice on the foam is accompanied by significant problems with recognition.

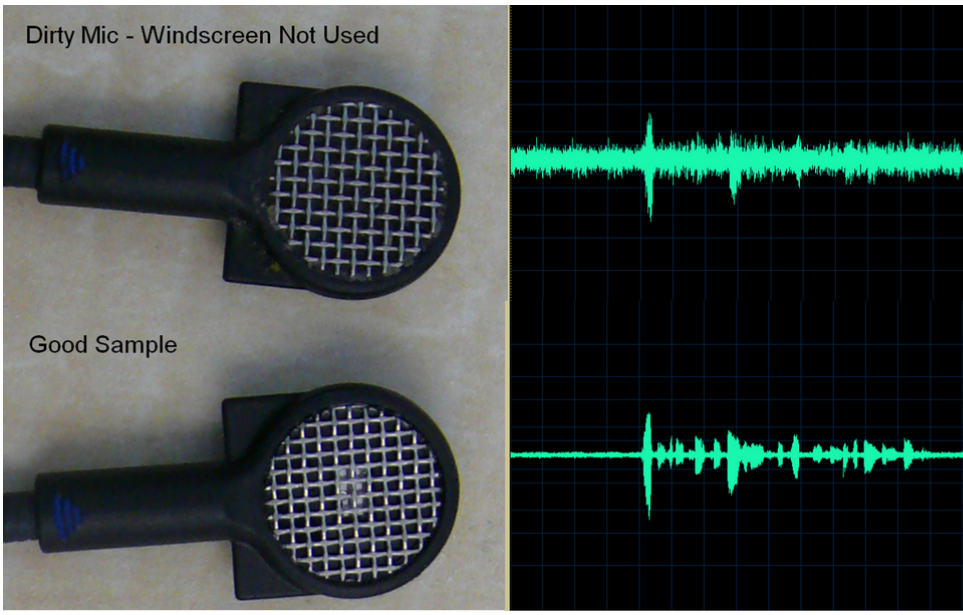
If the headset plays a "headset maintenance is needed message" when used in the freezer environment, contact your support representative for information. Do not return the headset to Honeywell unless directed to do so by your representative.

Cleaning Windscreens

Honeywell recommends that you change windscreens every 90 days for optimum speech recognition performance. By protecting headset microphones, windscreens prevent the accumulation of dirt which can reduce the clarity of operator responses.

> **IMPORTANT**
> Soap, cleaning solutions, and vigorous washing will remove the protective coating on the windscreen and decrease its effectiveness.

1. Remove the windscreen from the microphone.
2. Rinse the windscreen under warm water.
3. Squeeze out the excess water and let it air dry thoroughly.



The comparison shows how an unprotected microphone cannot make clear distinctions between speech and silence, while a clean microphone can.

Cleaning Headsets

The foam pads used with Vocollect headsets were designed for both comfort and hygiene. The materials naturally inhibit the growth of bacteria and can be cleaned by rinsing with water and drying.

> **NOTE**
> Commercial cleaning solvents are not recommended.

- Clean the plastic parts of the headsets with a soft cloth dampened with water. To clean and disinfect the headset plastic, use a pre-moistened alcohol wipe.
- If the Talkman Connectors or plugs become contaminated, use a pre-moistened alcohol wipe to remove dirt or residue.
- If the metal connection points on the Talkman's Connectors become discolored, use a soft pencil eraser to clean them.
- Do not use unapproved liquids to clean the yellow, blue, and red Talkman Connectors (TCOs) and any associated headset, scanner, or device plugs.
- Hand or machine wash dual-cupped headset earpad covers in cold or warm water, then air dry the covers. The covers are made of 100% cotton flannel and may shrink if dried in a clothes dryer.

Cleaning the Headband Pad

> **NOTE**
> Honeywell strongly recommends that you leave the headband pad in place when cleaning it. If you must remove the entire pad to clean it, use care to line up the headband pad with the topmost part of the headband when you place it back on the headband.

- Leave the headband in place and simply wipe the headband with a soft cloth. If necessary, use a pre-moistened alcohol wipe to clean and disinfect the unit.

CHAPTER

4

CHARGERS

Honeywell offers charger units that can charge one or more batteries individually or while inserted in Talkman devices.

> **WARNING**
> Only Honeywell-approved batteries should be placed in the battery charger. Do not attempt to charge any other type of battery in the charger.

Talkman devices should be placed into a charger when not in use. The charger charges the device's battery while linking to the host computer to download new voice applications, reconfigure device settings, and update device software.

> **CAUTION**
> Keep water and moisture away from the charger at all times. If a battery has any condensation from use in a cold environment such as a freezer, dry the battery before placing it into the charger.

Tips for Use

- Honeywell recommends that a protective device, such as an uninterruptible power supply with surge protection and lightning arrestor capability, be used with battery chargers.

SRX2/SRX3 Headset Battery Charger

The SRX2/SRX3 20-bay or 6- bay battery charger can be used with SRX2 or SRX3 batteries.

- The SRX2/SRX3 battery charger has two models, a 20-Bay charger to charge up to 20 batteries at one time, and a 6-Bay charger to charge up to 6 batteries at one time.
- The LED indicator light on the charger front panel indicates if the charger is powered on or not.
- Each battery port has LED lights that indicate battery charge status and battery health.
- SRX2 headset battery chargers are designed to be placed on a desktop or mounted on a wall using a DIN rail. Customer with multiple chargers must

allow the required space between wall mounted units and must avoid stacking desktop units on top of each other.

Headset Battery Charger Wall Mount

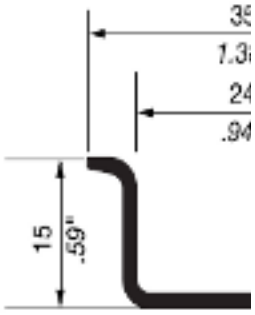
This unit provides a convenient surface for mounting the headset battery charger and its associated power supply on a wall.

- Customer assembly required.
- Customer assumes all responsibility for the installation of these units.
- Avoid potential hazards (electrical wires, waterlines, and similar building components) when drilling into the wall.
- Avoid blocking power outlets and other wall receptacles when installing the charger.
- Anchoring a wall mount to a wall stud generally results in a more stable installation. If you drill into a wall stud, do not use a screw anchor in that hole.
- Anchors must be at least 12 in. (30.48 cm.) from the floor to allow for proper attachment, seating, and removal of the charger unit.

Mounting the SRX2/SRX3 battery chargers

You will need:

- DIN rail, slotted steel 35 mm X 15 mm, Honeywell Part #CM-1000-20-101 or customer-supplied DIN rail meeting the following specifications

Number of chargers on rail	Minimum cut lengths for rail	DIN rail specs	Standard DIN rail
1	550 mm	Single unit length 550 mm; weight 331.5 g (11.6933 oz)	
2	1101 mm		
3	1652 mm		

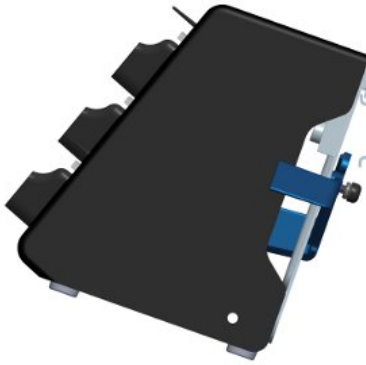
- Drill
- Fasteners

- Screw driver

1. Install the DIN rail on the wall in the desired location. Ensure that the secure installation, supporting surface, and mounting hardware will safely support the weight of a fully loaded charger, at 25 lbs. per linear foot (37.2 kg/m) of DIN rail. Ensure that the anchor holes are at least 12 inches (30.5 cm.) from the floor. Verify that the installation meets all local building codes.

> **IMPORTANT**
> The power supply for the charger should already be zip-tied in the back of the charger chassis. If it is not, plug the power supply into the charger and secure it. Do not plug it into a power source until after mounting is complete.

2. Before attaching the charger to the rail, open the locking arms on the back of the unit by rotating the two levers out on each side of the charger. The arms are parallel to the floor in the unlocked position.
3. Attach the charger to the DIN rail by hanging the two hooks on the back of the unit on the top lip of the rail.



4. Slide the charger horizontally to the desired position on the rail, and rotate the locking arms into the locked position - flush with both sides of the unit.
5. If the charger does not feel secure on the rail, adjust the rubber stops on the back of the unit by screwing them out toward the wall.
6. Plug the power supply into a power source and check the LED indicator at the bottom right of the charger face. If the indicator light is a solid green, the charger is powered on.

About LED Indicators

Vocollect Talkman devices, wirelesss headsets, and their chargers have LEDs that indicate the state of the equipment. These LEDs may be on, off or blink. In some cases an LED will blink, alternating between two colors.

If the LEDs indicate that there is a problem, refer to information on troubleshooting to solve the problem. See also Troubleshooting Problems Indicated by LED.

SRX2/SRX3 and A700/A700x Battery Charger LED Indicators

The SRX2/SRX3 battery chargers and the A700/A700x battery chargers have an LED indicator light, located at the bottom right of the charger face, that signals the status of the charger.

- Solid green LED: Charger power is on
- No light: Charger power is off
- Solid red LED: Charger is experiencing a power fault (SRX2 only)

> **NOTE**
> If the charger LED indicator is red, unplug the charger power supply from the power source, and remove all batteries. Plug the power supply into the power source again. If the LED remains red, the charger may require repair or replacement.

Charger Port Indicators

Additionally, each battery port has two LED indicator lights that apply to the status of the resident battery.

- The ring LED is a circular light that indicates the battery's charge status.
- The alert LED, in the shape of an exclamation point (!), indicates that there is a battery condition requiring attention. When this indicator is on, the battery on that charger port may not last a full shift. Check VoiceConsole for a specific alert message.

Battery Port Indicators

The following chart describes the patterns for the battery port LED indicator lights.

Ring LED (Charge Status)	Alert LED (Battery Health)	Battery Status
Solid Green	Off	Battery is fully charged
Solid Yellow	Off	Battery is charging
Blinking Red	Off	Charging fault detected
Solid Green	Solid Red	Battery alert condition; fully charged
Solid Yellow	Solid Red	Battery alert condition; charging
Blinking Red	Solid Red	Battery alert condition; fault detected

CHAPTER

5 TROUBLESHOOTING EQUIPMENT PROBLEMS

Sometimes you will not see an LED indicator change or hear an error message, but will see some other sign of trouble. Find the description below that most accurately describe what you see. Follow the steps in sequence until the issue is resolved; start with the first option and see if that solves your problem before moving on to the second. If none of the listed steps resolve the problem, contact Honeywell to send the equipment back for repair or to speak with a support representative.

I Can't Hear Anything Through the Headset

1. Make sure the device has a fully charged battery.
2. Make sure the headset is properly connected to the device.
3. Try the headset on a device that is not having problems.
4. Try a different headset on the device with the problem.
5. Turn the device off and then back on again.
6. Reboot the device.
7. If you are using an SRX2 or SRX3 headset, make sure your headset is paired with your device.
8. If the headset is broken, send it back to Honeywell for repair.

My Headset Won't Stay On

1. Make sure the headset wire is clipped properly to your clothing.
2. Make sure that you are following the proper procedure for wearing a headset.

Troubleshooting Problems Indicated by LED

Vocollect Talkman devices, chargers and the SRX headset and its charger have LEDs that indicate the state of the equipment. These LEDs may be on, off or blink. In some cases an LED will blink, alternating between two colors.

If the LEDs indicate that there is a problem, follow the troubleshooting steps to solve the problem.

1. Check the battery contacts and the charger contacts for dirt or other obstructions that might prevent the contacts from connecting properly.

2. Clean the contacts, if necessary.
    - Use an isopropyl alcohol (isopropanol) swab or soft cloth dampened with isopropyl alcohol to clean metal connection points.
    - If dirt or residue cannot be removed with the alcohol swab or cloth, use a soft, non-abrasive rubber eraser to clean metal connection points. You can also use a three-row toothbrush style, general cleaning brush with natural hog hair bristles to gently brush away dirt on the contacts.
    - Wipe again with isopropyl alcohol.
3. Try various combinations of batteries and chargers to determine if the condition is specific to the battery or to the charger.
    - If the condition is specific to the battery, give the battery to your system administrator.
    - If the condition is specific to the charger, disconnect the charger from its power source for about five seconds, then reconnect it. Test the charger with a battery. If the same condition occurs, return the charger for service.

APPENDIX

A

SPECIFICATIONS

SRX3 Wireless Headset Specifications

Specification	Detail
Weight	1.95 oz (55.4 g) Emodule only 3.00 oz (85.0 g) Emodule and battery 3.89 oz (110.4 g) Standard headband only
Operating temperature	-22 °F to 122 °F (-30 °C to 50 °C)
Storage temperature	-40 °F to 158 °F (-40 °C to 70 °C)
Drop Tested	• 24 drops from 6 feet (1.8 m) at minimum and maximum operating temperatures • 12 drops from 7 feet (2.1 m) at minimum and maximum operating temperatures
Enclosure rating	Meets IP54 with battery inserted
Humidity	5-95% condensing
Noise Reduction Rating	Not applicable

> **NOTE**
> Packaging varies for product shipments. Generally, packing materials are about 15% of the total shipment weight.

SRX3 High Noise Headset Specifications

Specification	Details
Weight	5.08 oz (144 g) High noise headband only
Operating temperature	-22 °F to 122 °F (-30 °C to 50 °C)
Storage temperature	-40 °F to 158 °F (-40 °C to 70 °C)
Drop Tested	• 12 drops from 7 feet (2.1 m) at minimum and maximum operating temperatures • 24 drops from 6 feet (1.8 m) at varying angles and at minimum and maximum operating temperatures
Enclosure rating	Meets IP54
Humidity	5-95% condensing
Noise Reduction Rating	≥ 10.5 dB

> **NOTE**
> Packaging varies for product shipments. Generally, packing materials are about 15% of the total shipment weight.

SRX3 Hard-Hat Headset Specifications

Specification	Detail
Weight	2.94 oz (70 g) Hardhat headband only 0.37 oz (10.6 g) Slotted hardhat mount clip 1.01 oz (28.5 g) Non-slotted hardhat mount clip
Operating temperature	-22 °F to 122 °F (-30 °C to 50 °C)
Storage temperature	-40 °F to 158 °F (-40 °C to 70 °C)
Drop Tested	Excludes clips and attachment • 12 drops from 7 feet (2.1 m) at minimum and maximum operating temperatures • 24 drops from 6 feet (1.8 m) at minimum and

Specification	Detail
	maximum operating temperatures
Enclosure rating	Meets IP54
Humidity	5-95% condensing
Noise Reduction Rating	≥10.5 dB

> **NOTE**
> Packaging varies for product shipments. Generally, packing materials are about 15% of the total shipment weight.

SRX2 Wireless Headset Specifications

Specification	Details
Weight	6.84 oz (194 g) with stability strap 6.46 0z (183 g) without strap
Operating temperature	-22 °F to 122 °F (-30 °C to 50 °C)
Storage temperature	-40 °F to 158 °F (-40 °C to 70 °C)

Specification	Details
Drop Tested	• 24 drops from 6 feet (1.83 m) at minimum and maximum operating temperatures • 12 drops from 7 feet (2.13 m) at minimum and maximum operating temperatures
Enclosure rating	Meets IP54 with battery inserted
Humidity	5-95% condensing
Noise Reduction Rating	Not applicable

NOTE
Packaging varies for product shipments. Generally, packing materials are about 15% of the total shipment weight.

SRX2 High Noise Headset Specifications

Specification	Details
Weight	3.74 oz (106 g)
Operating temperature	-22 °F to 122 °F (-30 °C to 50 °C)
Storage temperature	-40 °F to 158 °F (-40 °C to 70 °C)
Drop Tested	• 12 drops from 7 feet (2.1 m) at minimum and maximum operating temperatures • 24 drops from 6 feet (1.8 m) at varying angles and at minimum and maximum operating temperatures

Specification	Details
Enclosure rating	Meets IP54
Humidity	5-95% condensing
Noise Reduction Rating	≥ 10.5 dB

> **NOTE**
> Packaging varies for product shipments. Generally, packing materials are about 15% of the total shipment weight.

SRX2 Hard-Hat Headset Specifications

Specification	Details
Weight	2.47 oz (70 g)
Operating temperature	-22 °F to 122 °F (-30 °C to 50 °C)

Specification	Details
Storage temperature	-40 °F to 158 °F (-40 °C to 70 °C)
Drop Tested	Excludes clips and attachment • 12 drops from 7 feet (2.1 m) at minimum and maximum operating temperatures • 24 drops from 6 feet (1.8 m) at varying angles and at minimum and maximum operating temperatures
Enclosure rating	Meets IP54
Humidity	5-95% condensing
Noise Reduction Rating	≥10.5 dB

NOTE
Packaging varies for product shipments. Generally, packing materials are about 15% of the total shipment weight.

SRX2/SRX3 Battery Specifications

NOTE
The SRX3 and SRX2 headsets use the same battery.

Electrical Specifications

- Cells: The battery pack uses a single lithium ion cell.
  - Nominal voltage = 3.6V
  - Watt hours = 2.7 WHr
- Protection circuit characteristics: The pack contains a protection circuit that prevents over and under voltage conditions on the cell and protects the pack from damage as a result of a short circuit between the positive and negative terminals of the battery.
- The battery pack contains custom electronics that provide performance, temperature, and pack identification to the device. This information is made available to voice management software.
- Battery Charging: The battery pack must be charged only in a Honeywell designated charger.

Mechanical and Environmental Specifications

- Drop-test specifications: The battery meets the transient drop criteria.
  - 24 drops at 6 feet (182.88 cm)
  - 12 drops at 7 feet (213.36 cm)
- Environmental specifications: The battery functions properly in the following conditions:
  - Temperature: -22 °F to 122 °F (-30 °C to 50 °C)
  - Humidity: 95% non-condensing
  - Rain/dust: IP54

Battery Notifications

The battery triggers two warnings based on remaining runtime:

Battery Condition	Audio Warning
When battery voltage is low	"Headset battery is getting low."
When battery voltage is critically low and about to turn off	“Headset battery is getting low. Change headset battery now.”

SRX2/SRX3 Headset Battery Charger Specifications

12-Bay

6-Bay

	20-Bay Charger	6-Bay Charger
Weight	8 lbs (3.63 kg) with 20 batteries 6.38 lbs. (2.89 kg.) without batteries	2.5 lbs. (1.14 kg) with 6 batteries 2.1 lbs. (0.96 kg.) without batteries
Width	Approximately 55 cm (21.65 in.)	Approximately 26.67 cm (10.5 in.)
Depth	Approximately 15.8 cm (6.22 in.)	Approximately 11.43 cm (4.5 in.)
Height	Approximately 15.7 cm (6.18 in.)	Approximately 12.06 cm (4.75 in.)
Input	Power supply input voltage: 90VAC to 264VAC, 50/60Hz Power supply input current: 2A max	Power supply input voltage: 100VAC to 240VAC, 50/60Hz Power supply input current: 2A max
Output	Power supply output voltage: 12V	Power supply output voltage: 5V

	20-Bay Charger	6-Bay Charger
	Power supply output power: 80W max Less than 40W required to charge 20 batteries from fully depleted to fully charged.	Power supply output power: 20W max Less than 10W required to charge 6 batteries from fully depleted to fully charged.
Cord	Uses standard IEC 60320 plug	Uses wall adapter with switchable plugs provided in kit
Operating Temperature	32 °F to 104 °F (0 °C to 40 °C)	32 °F to 104 °F (0 °C to 40 °C)
Storage Temperature	-40 °F to 158 °F (-40 °C to 70 °C)	-40 °F to 158 °F (-40 °C to 70 °C)
Humidity	5% - 95% relative humidity, non-condensing	5% - 95% relative humidity, non-condensing

NOTE
Packaging varies for product shipments. Generally, packing materials are about 15% of the total shipment weight.

CAUTION
The 5V power supply for the 6-bay unit is a small wall-mounted supply at the end of the cord. The Plug Socket of the power supply is considered the Disconnect Device to the A.C. Mains. The socket-outlet shall be installed near the equipment and shall be easily accessible.

APPENDIX

B REGULATORY COMPLIANCE

This section contains the regulatory compliance information for Honeywell products.

Statement of Agency Compliance

Honeywell devices and wireless headsets are designed to be compliant with the rules and regulations in the locations into which they are sold and are labeled as required. Honeywell devices are type approved and do not require the user to obtain license or authorization before using them. Changes or modifications not expressly approved by Honeywell, Inc. could void the user's authority to operate the equipment.