

## Release Notes: Honeywell Voice Maintenance & Inspection Solution 1.7

The following release notes describe the new features and existing limitations in this release of the Honeywell Voice Maintenance & Inspection Solution and Vocollect VoiceCheck. Issue numbers listed in these notes are part of the Honeywell internal software tracking system and may be helpful when contacting customer service.

### Features and Improvements in this Release

Refer to the [VoiceCheck online help](#) for more information on these features.

#### VoiceForm Versioning

VoiceCheck version 1.7 and above includes VoiceForm versioning capability. New versions of existing VoiceForms can be created, imported, and exported using this feature. The VoiceForm versions are immutable, which means that any changes made to the default VoiceForm will not be applied to other versions of the same form. This includes changes to any referenced steps, plans, or conditions related to an assignment.

#### Section Looping

During Plan creation, steps required for inspecting items are added to a section. This section can be flagged as a looping section to enable repeating of the steps as an iteration of the section. New looping iterations are created when an operator selects "Yes" on the looping prompt. On each iteration of the section, all the included steps will be executed. The looping prompt ends when the operator selects "No" at the looping prompt.

#### **CAUTION**

Talkman devices can not execute Assignments that contain looping sections. This feature is only available when using the Android application and VoiceCheck 1.7 or above.

#### Image Management

This release adds image upload functionality to the VoiceForm Editor.

## Memos Changes

User recorded memos are now sent to the server and associated with the assignment they pertain to. Previously, memos recorded using the application were not sent from the user's device.

## User Guide

The User Guide was updated to explain the major differences between Talkman and Android.

## Support for SQL Server

Support for Database SQL server 2016 was added in this release.

## Fixes and Enhancements

The following issues were fixed and included in this release.

### SRX-2 and Android Device Pairing

Added the ability to touch pair the SRX-2 headset with Android devices that support the ISO 15693 tag type

### Prevent Operator Lockout

Operators can be logged out if they are working offline for a longer duration and the server session expires. Now, offline completed work is pushed to the VoiceCheck server when the device gets come back online so that any completed steps are not lost.

VVINSP-2607

### Security Issue: Cross-Site Request Forgery

If a user is running the application in more than one browser tab, that user could be deleted upon submitting a request . This was fixed by adding Unique CSRF token for each session.

VVINSP-2588

### Security Issue: Account lockout not implemented in InspectionApp

After a successful brute force attack, a malicious user could have access to critical application functionality and information. Without a strong lockout mechanism, the application may be susceptible to such attacks. This was fixed by adding a lockout mechanism in the application.

VVINSP-2721

## Supported Environments

This version of VoiceCheck includes support for:

## Supported Environments

VoiceConsole Operating System*	<ul style="list-style-type: none"><li>• Microsoft Windows Server® 2012, 64-bit</li><li>• Microsoft Windows Server 2008, 32-bit and 64-bit</li><li>• Red Hat® Linux® 6.x, 32-bit and 64-bit</li><li>• Red Hat Linux 5.x, 32-bit</li><li>• CentOS Linux 6.x</li><li>• SUSE SLES11, 64-bit</li></ul>
VoiceConsole Database*	<ul style="list-style-type: none"><li>• Oracle® 11g</li><li>• Oracle 10g</li><li>• Microsoft SQL Server 2012</li><li>• Microsoft SQL Server 2008</li><li>• VoiceConsole Embedded Database</li></ul>
VoiceConsole Application Server	<ul style="list-style-type: none"><li>• Apache Tomcat™ version 8.5.24</li></ul>
VoiceConsole Client	<ul style="list-style-type: none"><li>• Microsoft Windows 7</li><li>• Microsoft Windows Vista</li><li>• Microsoft Windows XP with Service Pack 3</li><li>• Red Hat Linux Workstation ES for Intel processors</li></ul>
VoiceConsole Web Browser	<ul style="list-style-type: none"><li>• Microsoft Internet Explorer® v. 9.x</li><li>• Mozilla Firefox® v. 4.x and newer</li></ul>
VoiceCheck Server Operating System	<ul style="list-style-type: none"><li>• Microsoft Windows Server® 2012, 64-bit</li><li>• Microsoft Windows Server 2008 R2, 64-bit (x86)</li></ul>
VoiceCheck Server Database	<ul style="list-style-type: none"><li>• Microsoft SQL Server® 2016</li><li>• Microsoft SQL Server® 2012</li><li>• Microsoft SQL Server 2008</li><li>• Oracle 11g</li></ul>
VoiceCheck Application Server	<ul style="list-style-type: none"><li>• Apache Tomcat™ version 8.5.24</li></ul>
VoiceCheck Web Browser	<ul style="list-style-type: none"><li>• Google Chrome® 31.x and newer</li><li>• Mozilla Firefox® v. 20.0 and newer</li></ul>
VoiceCheck Languages	<ul style="list-style-type: none"><li>• U.S. English (en_US)</li><li>• German (de_DE)</li><li>• Latin American Spanish (es_MX)</li><li>• Japanese (jpn_JPN)</li><li>• French Canadian (fr_CA)</li></ul>

\* Vocollect VoiceConsole supports these operating systems and databases in any combination. See the VoiceConsole Implementation Guide for detailed requirements.

## Android Supported Environments

### Android

#### Operating System

Android 6.0.1 or later

#### Languages

U.S. English (en\_US), German (de\_DE), Latin American Spanish (es\_MX), Japanese (jpn\_JPN), French Canadian (fr\_CA)

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

#### Devices

The Honeywell Dolphin CT60, CT50, and CT50 non-Intrinsic versions, Honeywell Dolphin 75e, Honeywell ScanPal EDA50, and ScanPal EDA70 devices have been tested and are supported. Refer to the table below for the Android OS versions and Honeywell build versions supported on these devices.

#### Headsets

Honeywell SRX-SL, Honeywell SRX-2

Device Name	Android OS Version	Honeywell Build Version
CT60	7.0	84.00.15-(0125)
CT50	6.0	M-71.01.19-(0310)
CT50LFN	6.0	M-71.01.19-(0310)
CT50-NI	6.0	M-71.01.19-(0310)
D75E	6.0	D75E-M-69.01.19-(0310)
EDA50	7.1	eda50-ota-207.01.00.0018
EDA70	7.1	eda70-ota-209.01.00.0015

## Supported Features

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

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

**NOTE**

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

### Talkman Supported Environments

Voice Maintenance & Inspection Solution Version 1.7 supports Talkman with some limited functionality. Refer to the [VoiceCheck online help](#) for more information on these features.

### Supported Environments

VoiceCheck	
<b>Operating System</b>	Windows Server® 2012, 64-bit (x86)
	Windows Server 2008 R2, 64-bit (x86)
<b>Database</b>	Microsoft SQL Server® 2016
	Microsoft SQL Server® 2012
	Microsoft SQL Server 2008
	Oracle® 10g, 11g
<b>Web Browser</b>	Google Chrome® v.31.x and newer
	Mozilla Firefox® v.20.0 and newer
<b>Language</b>	U.S. English (en_US), German (de_DE), Latin American Spanish (es_MX), Japanese (jpn_JPN), French Canadian (fr_CA)

## Supported Features

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

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

## Web Service Changes

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

## General Considerations and Limitations

### Issues Reported with This Release

#### Unable to proceed to next step after selecting pass or fail

This problem was observed while using Talkman version 1.5 with VoiceCheck 1.6 or 1.7. When an assignment step has conditions like pass or fail and the operator selects any of these, the assignment does not progress to next step or screen.

VVINSP-2708

**Workaround:** Speak "No More" to move to the next step after selecting the option.

#### Looping prompts are not displayed in Assignment Review mode

A dependent step does not display if the referencing condition was met in Assignment Review Mode.

VVINSP-2644

#### App crash from Carousel screen

If a user rapidly taps the Next buttons on the carousel screen, the application could crash.

VVINSP-2693

**Workaround:** Wait a moment before tapping Next.

### Accepting Pass & Fail both for one step

If a user taps on Pass and then quickly taps Fail for the same step result from the, both responses may be captured for a single step result. **VVINS-2665**

**Workaround:** Clear the step results for the step from the VoiceCheck server.

### Incomplete assignment is not displayed under Available category

If an assignment with a looping section has been started but not completed, the assignment will no longer appear under Available. **VVINS-2629**

### Changes in VoiceForm conditions are not getting reflected in the Assignment

If conditions are changed after they have been included in an assignment, these changes may not be reflected in the assignment. However, the changes will appear in a newly created assignment. **VVINS-2600**

### Device not recognizing "Available," "Create," or "Cancel"

A problem was observed when the device will recognize "Available" or "Create" the first time after starting the application but does not recognize the words after signing out and logging back in. **VVINS-2726**

**Workaround:** Tap the chosen option on screen rather than speaking it. Or, speak "No" to move to the next option screen and speak "Yes" to select your option of choice.

### Application gets stuck when connecting SRX2

If a user logs in to the application without first connecting their headset, the noise sample will fail. After this, the application may get stuck on the noise sample screen even though the headset has connected. **VVINS-2656**

**Workaround:** Reboot the application with the connected headset.

## Previously Reported Issues

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

### Retraining templates after pausing

Templates may appear to be training again if training is paused before completing and then resumed. **VVINS-2402**

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

**VoiceNotes won't generate when boom is turned upward** **VVINS-2399**

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

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

### **Training carousel does not appear after application is muted**

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

**VVINS-2398**

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

### **Parts sections appear out of order in PDF report**

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

**VVINS-2377**

### **Plans become invalid after editing a step**

Plans may become invalid if you edit a step in the plan. However, there is no error indicating that this is why the plan became invalid.

**VVINS-2359**

**Workaround:** If you need to change a step and you know that step is in a plan, you can edit the plan, make a small change (i.e. to the description) and save it. If the step change caused an error, saving the plan here will indicate that error.

### **Deleting a site**

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

**VVINS-2342**

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

### **Deleting an operator**

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

**VVINS-2305**

**Workaround:** Disable the operator.

### **Size filter not functional in logs**

The size filter is not functional on VoiceCheck server logs.

**VVINS-2217**

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

### **CT-50 device headset connection and performance issues**

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

**Workaround:** To eliminate this problem from happening in the future, users should carry both the CT-50 and



the SRX-SL on their person and should not carry the CT-50 in close proximity to a Wi-Fi enabled device such as a cell phone.

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

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

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

#### **EDA50 device scanner not working as expected**

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

VVINS-1915

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

#### **Large images causing application to crash**

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

VVINS-1750

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

#### **Error adding a condition to a step**

An error indicating that a step was modified by another process occurs when attempting to add a condition to a step that was created using a prompt template and also has a dependent step.

VVINS-1822

#### **Workaround:**

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

**Brackets do not display in table view:** If an assignment result contains a bracket, the bracket will not display in the table. For example, "[ ]abc" would appear as "abc" in the table.

VVINS-1617

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

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

VVINS-1581

**Workaround:** Restart the application.

**Special characters in speaker independent vocabulary do not function as expected:** If special characters such as - or + are added to a link but not included in the task vocabulary, the operator is forced to train them after they put the device to sleep and then wake it back up.

VVINSP-667

**Workaround:** Add special characters to the voice application vocabulary. This will force the characters to be trained, which will prevent the issue from occurring.

**Additional Display Message and Display ID do not work for Photo prompts:** If "Display ID" or "Additional Display Message" values are inputted for a Photos prompt, the values are not displayed since these values are not valid.

VVINSP-950

**Workaround:** Do not include values for "Display ID" or "Additional Display Message" in the Photos prompt.

**No Backward Compatibility:** If a Voice Plan is exported from a VoiceCheck 1.2 server and imported into a VoiceCheck 1.1 server, the plan will not display the sections and steps in the plan. The plan can be used to create assignments, but the sections and steps will not display in the editor.

VVINSP-968

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

**Incorrect Transcription Server:** If the transcription server URL is changed from the System Configuration page, VoiceCheck still uses the previously configured URL.

VVINSP-1160

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

**Large Photos Can Generate Error:** If technicians experience problems uploading large images (5 MB or larger) at a photo prompt, the system may generate errors. The GUI displays a generic error message, but the server log reports a Java heap space/OutOfMemory error.

VVINSP-672

**Workaround:** Use a photo capture device or settings that produce smaller photo files, or increase the server's Java memory settings. See the Voice Inspection Implementation Guide for instructions on changing Java virtual machine settings.

**Update Task Feature Unavailable:** With the added capability for creating task packages in multiple sites, the Update Task feature presents a risk of decreased performance when attempting to update and delete tasks and task packages from a large number of sites. This feature has been disabled for this release, and a resolution has been planned for a future release of VoiceConsole MI.

VVINSP-504

**Workaround:** Create a new task and deploy a new task package to multiple sites. Perform a bulk delete of the original task package if appropriate. The original tasks can be deleted site by site but should not present any disk space or performance problems if they remain in the system.

**No GUI Page Bookmarking with Chrome and Firefox:** Google Chrome and Mozilla Fire-

NMARK-190

fox browsers do not support the bookmarking functionality. Chrome users will receive a warning message when they attempt to bookmark a filtered table.

**Workaround:** Navigate manually to favorite GUI pages.

**Chrome and Firefox Do Not Support Copy Selection:** Google Chrome and Mozilla Firefox browsers do not support the copy selection functionality that allows users to select and copy one or more rows from data tables in the VoiceCheck user interface.

NMARK-189

**Add/Remove Columns Link becomes Unavailable:** From some VoiceCheck UI pages, the Add or Remove Columns link is disabled when a user clicks the Restore columns to default function but does not complete the action by clicking yes or no to the warning message.

NMARK-27

**Workaround:** Navigate to another GUI page then return to the original page, and the Add/Remove link works again.

**RapidStart Does Not Load Application with HTTPS:** At the end of Vocollect RapidStart training, the application typically loads the voice application so that technicians can begin training their voice templates. This automatic load is not supported when using an HTTPS-secured connection to VoiceConsole.

N/A

**Workaround:** Technicians can use the Operator menu on the Talkman device to manually load the Voice Inspection application and begin template training.

**Supervisor Audio Mode 1 Not Supported:** The Vocollect Voice Inspection Solution does not support Supervisor Audio in mode "1" which allows the user to listen to both device and operator dialog. The audio stream for VoiceNotes must be transmitted from the SRX2 Headset at a higher quality than the smaller bandwidth audio stream that is sent for Supervisor Audio; so using Supervisor Audio to listen to operator responses can result in audio conflict and failed functionality. This adjustment to supported modes is in response to a condition where recorded VoiceNotes play back at a very low volume.

NMARK-66

**Workaround:** Use Supervisor Audio mode "2" to hear only the device output.

## Voice Inspection Solution Product DVD Contents

DVD Label	Item Code	Contents
Honeywell Vocollect Voice Maintenance & Inspection Solution Version 1.7	SW-BDL-MI-1.7-DVD	<ul style="list-style-type: none"> <li>• VoiceCheck application and installer*</li> <li>• VoiceConsole application and installer*</li> <li>• Vocollect Documentation               <ul style="list-style-type: none"> <li>◦ Voice Inspection Solution 1.7 Release Notes</li> <li>◦ Voice Inspection Solution 1.7 Overview</li> <li>◦ Voice Inspection Solution 1.7 Implementation Guide</li> <li>◦ VoiceCheck 1.7 Online Help</li> </ul> </li> </ul>

DVD Label	Item Code	Contents
		<ul style="list-style-type: none"> <li>○ VoiceConsole 5.0.7 Release Notes</li> <li>○ VoiceConsole 5.0.7 Implementation Guide</li> <li>○ VoiceConsole 5.0.7 Online Help</li> <li>○ VoiceConsole 5.0.7 User's Guide</li> <li>○ VoiceCatalyst MI 2.3 Release Notes</li> <li>○ Voice Software User's Guide</li> <li>○ Voice Inspection Solution Security Manual</li> </ul>
Honeywell Vocollect Voice Maintenance & Inspection Solution Developer Toolkit Version 1.7	SW-DEV-MI-1.7-DVD	<ul style="list-style-type: none"> <li>• Development tools</li> <li>• VoiceCheck application source code (build environment)</li> <li>• VoiceCheck Voice Application source code based on VoiceArtisan technology</li> <li>• Web service sample files</li> <li>• VoiceCheck documentation set (Customization Guide, Implementation Guides, Solution Overview, Release Notes, VoiceConsole and VoiceCatalyst documentation, Security Implementation Guide)</li> </ul>

\* Distributable application only. Source code is not included.

## Getting Help

### Additional Documentation

- **VoiceCheck 1.7 Online Help:** Guidance on the maintenance and administration of a VoiceCheck implementation, including information that was previously published separately in an Implementation Guide.
- *Vocollect Voice Inspection Solution 1.7 Implementation Guide:* Instructions for planning, installing, configuring, and maintaining solution components.

Find most Honeywell Voice Solutions technical documentation at <https://help.honeywellaidc.com>.

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