Honeywell

Release Notes
Honeywell Voice Maintenance & Inspection Solution 1.8 Rev B

1/11/2021

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. Additional documentation is available at https://help.honeywellaidc.com.

What's in this Release?

Supported Devices

Support has been added for the following devices:

- Honeywell SRX3 Wireless Headset
- Honeywell A700x series devices
- Honeywell ScanPal EDA51 Handheld Computer
- Honeywell ScanPal EDA71 Enterprise Tablet

Support for the Honeywell Dolphin 75e has ended in VoiceCheck as the 75e is obsolete.

Features and Improvements in this Release

Refer to the VoiceCheck online help for more information on these features.

Honeywell Guided Work

The release utilizes the Honeywell Guided Work foundation to support Android and Talkman devices.

An updated DVD is required to support the A700/A700x devices with this release. See Voice Inspection Solution Product DVD Contents for details.

Mark an Assignment Complete

In previous versions, an assignment was only marked as complete once the assignment was closed out. In addition to setting an assignment status as Complete this version adds support for new interim statuses: Pending Review, Export Pending.

Mass Import and Export of Operators

Mass import and export of operators/users is supported within the GUI editor and via web services.

Mass Import and Export of Steps

Mass import and export of steps is supported within the GUI editor and via web services.

Spell Tags

Spell tags allow parts of a prompt to be spoken phonetically.

Zoom Images

Full screen view of images is supported. Zoom in and zoom out are supported.

Fixes and Enhancements in this Release

Issue Description	Issue ID
Image uploads At a photo prompt, a Talkman device can't upload photos using a web browser or a Dolphin CT50 display.	VVINSP-3026
Recognition of Float values Only 3 digits were recognized before the decimal for float values. It has been changed to recognize 5 values before the decimal.	VVINSP-3111
Conditions on VoiceCheck Server The first condition created in a newly installed VoiceCheck server could not be used in any steps in a Voice Form or a Voice Plan. This has been fixed.	VVINSP-2924
Export Status on VoiceCheck Server Data is now populated on the Export status filter on View Voice Plan for Selected Assignment page.	VVINSP-2953
Import Plan Added a validation that a Plan cannot be imported without a Plan ID in the json file.	VVINSP-2881
Inspection Android Application Signing The Inspection Application was previously digitally signed with weak hashing algorithm MD5. The application is now signed using SHA256withRSA signing algorithm.	VINSPSEC-115

Issue Description	Issue ID
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.	**VVINSP-1822**
App crash from Carousel screen **Next** button has been removed from the new application..	**VVINSP-2693**

Language Support

Android Language Support

> **IMPORTANT**
> Close the Maintenance and Inspection application when changing the Android operating system language.

Additional language support is added for the Maintenance and Inspection application. Available languages are shown below.

Language	Feature		
	Trained Vocab	Spoken Long List	VoiceNotes/Memos
English	✔	✔	✔
Latin American Spanish	✔	✔	✔
Spanish (European)	✔	✔	✔
German	✔	✔	✔
French Canadian	✔	✔	✔
French (France)	✔	✔	✔
Japanese	✔		
Dutch (Netherlands)	✔	✔	✔

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

Honeywell Voice Device Language Support

The following languages are supported in the voice application (vad) file:

- English
- Latin American Spanish
- German
- French Canadian
- French (France)
- Japanese
- Dutch (Netherlands)

The following languages are supported on the device:

	Feature					
	Trained Vocab		Spoken Long List		VoiceNotes/Memos	
Language	A700	A700x	A700	A700x	A700	A700x
English	✔	✔	✔	✔	✔	✔
Latin American Spanish	✔	✔	✔	✔	✔	✔
Spanish (European)	✔		✔		✔	
German	✔	✔	✔	✔	✔	✔
French Canadian	✔	✔	✔	✔	✔	✔
French (France)						
Japanese						
Dutch (Netherlands)						

Supported Environments

This version of VoiceCheck includes support for:

Component	Specification
VoiceCheck Server Operating System	- Microsoft Windows Server® 2016, 64-bit - Microsoft Windows Server 2012, 64-bit - Microsoft Windows Server 2008 R2, 64-bit (x86)
VoiceCheck Server Database	- Microsoft SQL Server® 2016 - Microsoft SQL Server 2012 - Microsoft SQL Server 2008 - Oracle® 12c R2 - Oracle 11g - Oracle 10g
VoiceCheck Application Server	Apache Tomcat™ version 8.5.24
VoiceCheck Web Browser	- Google Chrome® 31.x and newer - Mozilla Firefox® v. 20.0 and newer
VoiceCheck Languages	- English (United States) [en_US] - German (Germany)[de_DE] - Spanish (Latin America) [es_MX] - Japanese (Japan) [ja_JP] – Android devices only - French (Canadian) [fr_CA] - French (France) [fr_FR] – Android devices only - Dutch (Netherlands) [nl_NL] – Android devices only

Voice Device Requirements

- Honeywell A700 device requires VoiceCatalyst 2.5 or greater. VoiceCatalyst 2.5 is included on the DVD.
- Honeywell A700x requires VoiceCatalyst 4.3 or greater. Contact your Honeywell representative if this software is needed

Headset Requirements

Honeywell headsets use the Honeywell Accessory Update Utility to update firmware.

- Honeywell SRX3 headsets require firmware 6.07 or greater.
- Honeywell SRX2 headsets require firmware 3.12 for use with A700/A700x
- Honeywell SRX2 headsets require firmware 4.07 for use with Android devices.

General Considerations and Limitations

Issues Reported with This Release

Issue Description	Issue ID
Incorrect Work ID accepted If an incorrect Work ID is entered at the Work ID to Review prompt and the user says no when asked to confirm, the Work ID is accepted rather than asking for a new ID.	**VVINSP-3250**
SRX3 stuck in loop If a device is connected to an SRX3 headset and the device's battery is pulled, the device may fail to reconnect to the SRX3 headset. The device LED is rotating orange. **Workaround**: Place the device in a charger or remove and reinsert the SRX3 battery	**VVINSP-3248**
Device crash at date prompt Speaking "Sign Off" while speaking the date of service causes the device to reboot.	**VVINSP-3247**
Application functionality Honeywell Voice Maintenance & Inspection Solution 1.8 includes some changes in functionality. Some features that were included in Honeywell Voice Maintenance & Inspection Solution 1.7 are not available in 1.8. These features are planned for inclusion in a future release. Refer to the VoiceCheck online help for more information.	
Application unresponsive when left idle If the user launches the Android Application after it has been left idle for some time, the application could become unresponsive. **Workaround:** Relaunch the application.	
Clear Assignment Data option is not available The Settings screen is not implemented in this release. Therefore the Clear Assignment Data option is not available. **Workaround:** Uninstall and install the application.	

Previously Reported Issues

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

Issue Description	Issue ID
Mongoose server does not support looping assignments Mongoose server can be used for non-looping assignments. **Workaround**: This feature will be added in a future version of VoiceCheck.	VVINSP-3007
Submit time is longer for looping assignment on Talkman When an assignment is completed and submitted on a Talkman device, the submit time can take a couple of minutes. This is longer than the submit time on an Android device. **Workaround**: This delay will be addressed in a future version of VoiceCheck.	VVINSP-3027
Unable to upload photos from Talkman Using a device such as a CT50 to capture a photo for a Talkman device running VoiceCheck results in an "Error uploading image" message. **Workaround**: This feature will be added in a future version of VoiceCheck.	VVINSP-3026
Operator is locked if signed off out of range If an operator signs off while their device is out of network range, the operator may be locked with an "Operator is currently signed off. Please sign in." message. **Workaround**: Reload task or clear ODRs from device.	VVINSP-3024
Assignment resumed from different step If multiple assignments with looping sections are allowed and the operator switches assignments, it is possible the assignment can start from the wrong iteration. **Workaround**: Say no to loop until it reaches the correct iteration.	VVINSP-3017
Unable to initiate parts assignment The Assignment is created with loopingPrompt value as null, which causes an issue when retrieving the Assignment. **Workaround**: Add a default value for loopingPrompt in json and xml. Contact customer support for assistance modifying these files.	VVINSP-3015

Issue Description	Issue ID
"Error getting data" message downloading assignments Assignments created with a plan having more than 5000 steps may get stuck on "Error getting data" message while the assignment is being downloaded. **Workaround**: Use plans with less than 5000 steps. **Workaround**: Increase timeout for downloading assignments.	VVINSP-3031
Excessive upload time for completed assignments Creating VoiceCheck VoicePlans and/or assignments in the range of, or exceeding, 3000-5000 steps has been known to cause performance issues. **Workaround**: Ensure assignments do not contain more than 5000 steps.	VVINSP-2930
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
Accepting Pass & Fail both for one step If a user taps on Pass and then quickly taps Fail for the same step result, both responses may be captured for a single step result. **Workaround**: Clear the step results for the step from the VoiceCheck server.	VVINSP-2665
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.	VVINSP-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.	VVINSP-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. **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.	VVINSP-2726

Issue Description	Issue ID
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. **Workaround**: Reboot the application with the connected headset.	VVINSP-2656
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.	VVINSP-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. **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.	VVINSP-2359
Deleting a site You cannot delete a site in VoiceCheck while it is assigned to an operator. **Workaround**: Operators must choose a different site to unassign themselves from the site you wish to delete.	VVINSP-2342
Deleting an operator Operators cannot be deleted if they are associated to anything (for example, an assignment, step, or notification) in a system. **Workaround**: Disable the operator.	VVINSP-2305
Size filter not functional in logs The size filter is not functional on VoiceCheck server logs. **Workaround**: Use the search function to find a log based on its size.	VVINSP-2217
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. **Workaround**: Add special characters to the voice application vocabulary. This will force the characters to be trained, which will prevent the issue from occurring.	VVINSP-667

Issue Description	Issue ID

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.

Issue Description	Issue ID
No GUI Page Bookmarking with Chrome and Firefox Google Chrome and Mozilla Firefox 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.	NMARK-190
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. **Workaround**: Navigate to another GUI page then return to the original page, and the Add/Remove link works again.	NMARK-27
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. **Workaround**: Technicians can use the Operator menu on the Talkman device to manually load the Voice Inspection application and begin template training.	N/A
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. **Workaround**: Use Supervisor Audio mode "2" to hear only the device output.	NMARK-66

Voice Inspection Solution Product DVD Contents

> **NOTE**
> Product documentation is available at https://help.honeywellaidc.com.

DVD Label	Contents
Honeywell Vocollect Voice Maintenance & Inspection Solution Version 1.8	- VoiceCheck application and installer* - vad (Voice Application) file for A700/A700x devices** - A700 VoiceCatalyst 2.5 MI files - Honeywell Voice Documentation - Voice Inspection Solution 1.8 Release Notes - Voice Inspection Solution Security Manual
Honeywell Vocollect Voice Maintenance & Inspection Solution Developer Toolkit Version 1.8	- Development tools - Web service sample files - VoiceCheck documentation set (Customization Guide, Release Notes, Security Guide)
Voice Software, Inspection, Maintenance & Inspection, Android, Version 1.8, Site DVD	Android mobile app APK

* Distributable application only. Source code is not included.

** If this file is not present on your DVD, contact your Honeywell representative.