



Vocollect Talkman A500 Product Guide

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Notice

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Chapter 1

Introduction

The Vocollect Hardware Documentation and Product Guides contain comprehensive information about hardware products and peripherals.

This document includes the following information:

- Safety information
- Hardware specifications
- Installation procedures, and basic operating instructions for Vocollect hardware and/or third party devices that are compatible with Vocollect software
- Part numbers
- Regulatory and compliance statements
- Troubleshooting guidance

Audience

This document is intended to be used as a reference resource by authorized resellers, sales representatives, customers, and users of the hardware.

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.

Talkman A700 Product Family, A500, T5-series, and T2-series devices

These device models are rugged terminals 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 VMT (Vehicle Mounted Talkman) and T5 VMT are A500 and T5 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.

Talkman T1

The Talkman T1 has been specifically designed for light-duty, light-industrial environments. Talkman T1 device is a lighter, lower-cost alternative to the T2-series, T5-series, A500, and A700-series devices. It is intended for work in areas where you don't require an extremely rugged device. Talkman T1 devices fit into a customized holster with belt clip.

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 over time and in different environments in order to improve voice recognition and system performance.

Product Use and Care

- Talkman devices are assembled under strict Vocollect 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 (T5-series, T2-series, A500, A700-series) or facing front (T1) and its connectors toward the operator's back (A500, T5-series, T2-series, A700-series) or pointed up (T1).
- The Talkman T1 must be holstered with the holster opening facing up. Holstering with the opening facing down or to the side places the unit at risk for dropping.
- Always use pads and windscreens with Vocollect 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.

Warning:

- 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.

Caution:

- 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.

Contact Information

Documentation Feedback

Your feedback is vital to our documentation efforts. If you have difficulty with any of the procedures described in this document, contact Honeywell Vocollect Technical Support.

Find most technical documentation on VoiceWorld, <https://www.voiceworld.com>.

Honeywell Vocollect Reseller Services

If you purchased equipment or services through a Vocollect reseller, please contact that reseller first for support or purchase questions.

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Patents and Intellectual Property

For patent information, see <http://www.hsmpats.com>.

Chapter 2

Using the Talkman A500



Figure 1: Getting to Know the Vocollect Talkman® A500

- | | | |
|----------------------------|-----------------------|----------------------|
| 1 - Battery | 4 - Headset port | 7 - Minus (—) button |
| 2 - Battery release button | 5 - Play/Pause button | 8 - Operator button |
| 3 - Maintenance port | 6 - Plus (+) button | 9 - Belt clip |

The Talkman® A500 couples a rugged design to function in harsh warehouse environments with wireless capabilities. The device supports Bluetooth technology to connect to display devices as well as other peripherals and headsets.

In the Vocollect Talkman product line, the Talkman A500 offers expanded operations with a more powerful processor, more available memory, and a more robust radio.

The A500 uses the same batteries, chargers, and headsets as the T5-Series devices. Both models use the Vocollect VoiceClient voice software, but the A500 is designed to take advantage of Vocollect VoiceCatalyst® functionality for best performance and enhanced features.

Charging an A500 or T5 Device



Figure 2: Talkman A500/T5 High-Performance Battery

The A500/T5 battery is a high-performance model. Unlike the T2 series batteries, which have contact points that are flush with the case, the A500/T5 battery features a pin-out design.

Caution: A500/T5 series batteries and other Vocollect batteries are not interchangeable. If you try to insert the wrong battery into a device, you may damage the device and the battery.

The A500 and T5 devices use a Vocollect Combination Charger that charges the high-performance battery while still seated in a device or when removed from the device.

Charging an A500 or T5 Battery in a Device

1. Remove the device from the belt clip.
2. Disconnect any other peripherals.
3. Insert the device into an open slot on the charger, pressing down and then back until the device clicks into place.
4. After the device has been placed into the charger, make sure that the LED indicator on the device turns on and begins to blink green.
 - a) If the LED does not turn on after 30 seconds, remove the device from the charger slot and then place it into the slot again.
 - b) If the LED indicator still does not turn on, try another charger slot.

Caution: Do not attempt to place the device into the charger unless you have first disconnected the headset and any other peripheral devices. Do not remove the battery from the device when placing a device into a charger.

Charging an A500 or T5-Series Battery

1. Remove the battery from the Talkman device.
2. Hold the battery with its contacts to the bottom and the Vocollect label facing you.



Figure 3: Inserting a Battery Into the Charger

3. Place the battery into an open battery slot on the top level of the charger. When the battery is placed into the charger properly, the left LED indicator for the slot into which the battery was placed turns red.

 **Note:** The upper set of LED indicators apply to the charger's battery slots and the lower indicators apply to the devices' slots.

Removing an A500, T2-Series or T5-Series Device From a Charger

The device is ready to use when the LED indicator on the device is blinking green. If the LED is blinking red, the device is not ready to be used.

 **Important:** If a device continuously displays a solid red light, contact your system administrator.

1. Make sure that the device is ready to use.
2. Pull up on the device to remove it from the device charger.



Figure 4: Removing a Device from a Charger

Inserting a Battery into a Talkman A500, T5-Series or T2-Series Device

Make sure the battery to be inserted is fully charged.

1. Hold the Talkman so that the red and yellow ports are facing away from you.
2. Hold the battery with the pins facing away from you and so that the Vocollect logo is on top.
3. Place the battery in at an angle, pins end first.

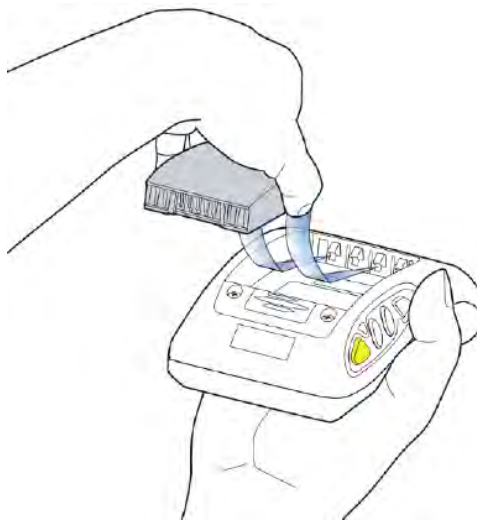


Figure 5: Properly Inserting a Battery

4. Push the back of the battery into place.
You will hear a click when the battery is in place.

Caution: Do not force the battery into the compartment. You may damage the battery or the device. If the battery does not snap easily into place, reposition the battery in the compartment and try again.

Make sure the battery is firmly in place and can't be removed without pressing the battery release button.

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 a Talkman A500, T5-Series or T2-Series Device

Make sure the Talkman device is off.

Caution: Do not remove the battery until the LED indicator is off. If you remove the battery when the device is on or sleeping, any data collected could be lost.

1. Hold the device in one hand with the battery compartment facing toward you.
2. Press the battery release button all the way down until the top of the battery pops up from the battery compartment.



Figure 6: Removing the Battery From a Device

3. Lift the battery out of the compartment.

Battery Warm-Up Time

If a battery has been used in a cold environment, it will not begin charging until it warms up sufficiently.

Temperature of battery use	Approximate warm-up time
-4°C (24.8°F)	6 minutes
-10°C (14.0°F)	10 minutes
-20°C (-4°F)	22 minutes
-30°C (-22°F)	30 minutes

Easy Configuration

Easy Configuration uses the serial connection between bays in the T5/A500 Combination Charger to distribute configuration files from one device to all devices in the charger. This feature allows new installations to quickly complete initial device configuration and simplifies adding new devices or returning repaired devices to service.

Any of the supported device models - T5, T5m, and A500 - may be configured using this feature. Multiple models may be configured in the charger at the same time. Please note, however, that some configurable parameters are specific to a device's radio card. Therefore, some parameters loaded from the master device to devices with different radios will not be effective, and devices that receive the distribution may not receive all of the desirable parameters for their specific radios.

 **Note:** Easy configuration should be used only with a DHCP server.

Easy Configuration: Initial Setup

The following instructions are for initially setting up the site. That is, no devices are currently connected to VoiceConsole.

1. Create a device profile in VoiceConsole.

You can set the device profile as a "default profile," which automatically loads to any bare-platform devices. The devices must be in standby mode and connected to VoiceConsole.

 **Note:** The Talkman A500 model TT-802 ships as a bare-platform device. It does not have Vocollect voice software—VoiceCatalyst or VoiceClient—preloaded.

2. In the **Advanced Device Settings** text box, type this parameter: "distributable"="1"

The value of "1" marks the device profile as one that can be shared with other devices using the serial connection between bays in the T5/A500 charger. If this parameter is not placed in the device profile or if its value is set to zero, the device profile will not be shared.

3. Follow the instructions in the VoiceConsole online help for completing the device profile.
4. Use a serial cable to load this profile to a single device.

 **Note:** If the device profile you are loading is configured for use with static IP addresses, all the devices will have the same IP address.

Easy Configuration: Bringing Additional T5, T5m, and A500 Devices Online

A single device has been configured using the Easy Configuration Initial Setup instructions and VoiceConsole Online Help. The following instructions are for configuring additional devices.

1. Place a properly configured T5, T5m, or A500 device in the transmit bay in the charger. When facing the charger bay, the transmit bay is the first bay on the right. It is identified with an off-white latch. The other bays have dark gray latches.
2. Place the new or repaired T5, T5m, or A500 devices in the remaining charger bays.
 - The LED indicators on the unconfigured devices flash green until the devices determine that they cannot reach VoiceConsole.
 - The LED indicators flash orange as the devices attempt to connect to the network to listen for a file broadcast.
 - The LED indicators flash green briefly as the devices receive profiles from the configured device and verify the configuration.
 - The LED indicators change to solid red as the devices reboot.
 - When the devices have applied the configuration file and successfully contacted VoiceConsole, the LED indicators change to blinking green. The devices are then ready to use or can be used in another charger to bring additional devices online.

 **Note:** The AC power indicator at the bottom right of the charger displays alternating green and yellow lights when Easy Configuration operations are occurring. Devices should not be removed until the individual indicator on the device blinks green or the charger's power indicator glows solid green.

Turning a Talkman Device On

Before you turn on a device, make sure a headset and charged battery are properly connected to it.

1. Press the Play/Pause button on the device.
The LED indicator differs depending on the device being used.

Device Type	Indicator
A700 series	The ring is yellow and rotates, then the ring segment turns solid green.
T2 series, T5 series and A500	First turns solid red while the processor reboots. It then flashes red and green, turns solid, blinks red, then turns solid green.
T1	Turns solid green

2. The device says, "Current operator is *operator name*. Please keep quiet for a few seconds." The device then starts a noise sample.
3. After a brief pause, it says, "Please wait." After another pause, the device begins asking questions or providing instructions.

Turning a Talkman Device Off

Use a button control to properly power off the Talkman device. In some cases, the device turns off automatically. In rare cases, a forced reset may be necessary. After the device is fully turned off, you can reboot it.

Powering Off by Using the Play/Pause Button

Press and hold the **Play/Pause** button until the LED indicator turns red. The device will store any data that has not been transmitted. After a few seconds, the device says, "Powering off." The device turns off, and the LED indicator light goes out.

Caution:

- Do not remove the battery until the LED indicator is off. If you remove the battery when the device is on or sleeping, any data collected could be lost.
- You should not turn off the device if the LED indicator is blinking red (A500, T5-series and T2-series) or has a rotating red ring (A700), unless it has been blinking red or rotating red for several minutes. If a device is turned off in this state, it may not be ready to use when it is turned back on.

Powering Off Due to Inactivity

If the device's software detects no device activity for a specified length of time, it powers off automatically.

Powering Off Due to Low Battery Levels

If the device's software detects that the current battery level is critically low, it powers off automatically.

Booting a Device After Powering Off

If a device was properly powered off, it does the following operations after a battery is placed into the device and the Play/Pause button is pressed:

- Performs a background noise sample
- Continues operation at the place in the task where you left off
- Transfers any templates to the host that had not been sent prior to powering off
- Transfers any output data records to the host that had not been sent prior to powering off
- Transfers any lookup tables to the device that had not been received from the host prior to powering off

Forced Reset

This type of reset is invoked by removing the battery from the device without properly powering it off first.

Caution: Perform a forced reset only as a last resort. If you reboot a device in this manner:

- the contents of its memory, including any data collected, will be lost
- the device starts over at the beginning of the task
- if you are in the process of retraining vocabulary, the device will send all vocabulary word templates to the host computer when the device is turned back on. Do not do anything until the templates have been sent to the host.

When the battery is replaced and the device is turned back on, it boots and attempts to load the current task and operator. Once the task and operator have successfully loaded, the device behaves identically to a one that has just had a new task or operator loaded.

About LED Indicators

Vocollect Talkman devices, SRX and SRX2 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](#).

A500 Device LED Indicators

LED	Status	Dispositivo A500
Green	On	Device is on
	Fast Blink	The device is in a charger
	Slow Blink	One of the following: - the device is in sleep mode and not in a charger - the voice application selection menu is in use - certain portions of software are loading
Red	On Briefly	Device is turning on Device is turning off
	On Continuously	Error, contact system administrator
	Blinking	One of the following: - retrieving and loading an operator from VoiceConsole - retrieving, reading and loading a voice application from VoiceConsole - certain portions of software are loading
Amber/Yellow	Off	Wi-Fi off
	Fast Blink	Wi-Fi on but not connected
	Slow Blink	Wi-Fi is on and connecting to a wireless network
Blue (Bluetooth indicator)	Off	Bluetooth off
	On	Discovering
	Fast Blink	Paging
	Slow Blink	Connected
	Series of Blinks	Device is discoverable

Loading an Operator's Templates

You need a device with a charged battery, headset, and any other equipment (belt, bar code reader) you are going to use. You must be within radio range. Make sure the device is on or sleeping. The LED indicator should be either solid green or blinking green (A500, T5-series and T2-series), solid green (T1), or have a solid green ring segment or a rotating green ring (A700).

1. Press the Operator button.
The device says "Current operator is *operator name*. Select menu item."
2. Press the + button or — button until the device says, "Change operator."
3. Press the Operator button.
4. The device says, "Please wait" and retrieves a list of operators and teams. Wait for the device to say, "Select team".
 - If the device says "Current operator is (operator name). Change operator", skip to step 8.
5. Press the + button or — button to scroll through the list of operator teams until you hear the name of a team to which you belong.
6. Press the operator button.
The device says, "Please wait" and retrieves a list of all operators who belong to the team that was selected. The device then says, "Current operator is (operator name). Select new operator."
7. Press the + button or — button to scroll through the list of available operator names until you hear your name.
 - If you do not hear your name, press the yellow play/pause button to cancel this operation and start over from step 2.
 - When selecting a team in step 5, choose the "All Operators" team.
 - Consult with your supervisor if you are not listed in the "All Operators" team.
8. Press the operator button.
The device says, "Loading operator" and loads your templates. Once it has loaded your templates, the device says, "Current operator is (your operator name). Good night." The device then goes to sleep. The next time you turn the device on, it will be ready to use.

Adjusting the Voice

Each Vocollect Talkman device uses Vocollect Voice software to provide instructions to the operator and prompt him or her for responses.

The actual voice that speaks to the operator can be adjusted in several ways so that the operator can hear and understand the information clearly.

- 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

Before making any changes to the voice:

Make sure the device is on or sleeping. The LED indicator should be either solid green or blinking green (A500, T5-series and T2-series), solid green (T1), or have a solid green ring segment or a rotating green ring (A700).

Adjusting the Pitch

Make sure the device is on or sleeping. The LED indicator should be either solid green or blinking green (A500, T5-series and T2-series), solid green (T1), or have a solid green ring segment or a rotating green ring (A700).

 **Note:** You can only adjust the pitch for certain languages and certain Voices.

1. Press the Operator button.
The device says "Current operator is *operator name*. Select menu item."
2. Press the + or — button until the device says "Change pitch."
3. Press the Operator button.
If you use the + button to scroll through the options, Change Pitch is the fifth menu item in the list.
4. Press the + button to make the voice higher or the — button to make the voice lower.
The device says "higher" each time you press the + button and "lower" each time you press the — button. If the pitch of the voice is at the highest possible setting, it says "This is highest." If the pitch of the voice is at the lowest possible setting, it says "This is lowest."

 **Note:** You can exit this menu without changing the settings by pressing the Play/Pause button before you press the Operator button.

5. When the pitch reaches the level you want, press the Operator button to save the new pitch setting.

Adjusting the Volume Using Voice

Make sure the device is on or sleeping. The LED indicator should be either solid green or blinking green (A500, T5-series and T2-series), solid green (T1), or have a solid green ring segment or a rotating green ring (A700).

1. Say "Talkman, louder" to increase the volume or "Talkman, softer" to decrease the volume.
If the device says "This is softest" or "This is loudest", you cannot make the volume any louder or softer.
2. When the voice is as loud or as soft as you want it, say "Talkman continue" to return to work.

Adjusting the Volume Using Device Buttons

Make sure the device is on or sleeping. The LED indicator should be either solid green or blinking green (A500, T5-series and T2-series), solid green (T1), or have a solid green ring segment or a rotating green ring (A700).

Press the + button to make the voice louder or the — button to make the voice softer.

The device says "louder" when the + button is pressed and "softer" when the — button is pressed. If the volume of the voice is at the loudest possible setting, it says, "This is loudest." If the volume of the voice is at the softest possible setting, it says, "This is softest."

Adjusting the Speed

Make sure the device is on or sleeping. The LED indicator should be either solid green or blinking green (A500, T5-series and T2-series), solid green (T1), or have a solid green ring segment or a rotating green ring (A700).

1. Press the Operator button.
The device says "Current operator is *operator name*. Select menu item."
2. Press the + or — button until the device says "Change speed."

3. Press the Operator button.

If you use the + button to scroll through the options, Change Speed is the fourth menu item in the list.

4. Press the + button to make the voice faster or the — button to make the voice slower.

The device says "faster" each time you press the + button and "slower" each time you press the — button. If the speed of the voice is at the fastest possible setting, the device says "This is fastest." If the speed of the voice is at the slowest possible setting, it says "This is slowest."

 **Note:** You can exit this menu without changing the settings by pressing the Play/Pause button before you press the Operator button.

5. When the voice is speaking as quickly or as slowly as you want, press the Operator button to save the new speed setting.

Changing the Speaker's Gender

Make sure the device is on or sleeping. The LED indicator should be either solid green or blinking green (A500, T5-series and T2-series), solid green (T1), or have a solid green ring segment or a rotating green ring (A700).

1. Press the Operator button.

The device says "Current operator is *operator name*. Select menu item."

2. Press the + or — button until it says, "Change speaker."

3. Press the Operator button.

If you use the + button to scroll through the options, Change Speaker is the sixth menu item in the list.

4. Press the + or — button to hear the next speaker.

The device says, "This is female" when it toggles to the female voice, or "This is male" to indicate the male voice.

 **Note:** You can exit this menu without changing the settings by pressing the Play/Pause button before you press the Operator button.

5. When you hear the speaker you want to use, press the Operator button to select that speaker.

Understanding Talkman Commands

The Talkman device prompts the operator for responses that are specific to the voice-directed work he or she is performing. Several basic Talkman commands, however, can be spoken by the operator at almost any time while using the device.

You want to...	Spoken Command
hear the current prompt again	"Say again"
put the device in sleep mode	"Talkman sleep"
wake up the device	"Talkman wake up"
erase the previous response so you can respond to the same prompt again (VoiceClient only)	"Talkman backup"
check the remaining charge on a Talkman A700 battery (VoiceCatalyst 2.0 and newer only)	"Talkman battery status"
hear instructions for your response to the current prompt	"Talkman help"

You want to...	Spoken Command
hear a list of vocabulary words that you can say at the current prompt	"Talkman help"
indicate a problem and send a snapshot of the log file to VoiceConsole (VoiceCatalyst 1.2 and newer only)	"Talkman report problem"

Options for Hearing Impaired Users

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

Vocollect 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, Vocollect 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, Vocollect 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 Vocollect 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. Vocollect 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. Vocollect 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 hearing damage.

Vocollect 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.

The Vocollect publication, *Evaluating Audio Safety in Your Distribution Center*, explains the importance of maintaining audio safety in the work environment. This publication is available to Vocollect partners on <https://www.voiceworld.com>.

Cleaning Procedures for Honeywell Equipment

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

Chapter 3

Talkman A500 VMT

A Talkman A500 VMT is an A500 device with a battery adapter mounted to a vehicle, such as a forklift or motorized pallet jack. After the device is mounted, the battery adapter is placed in the battery area of the A500 device and connected to the vehicle's power source.

Talkman devices in this configuration may use any wired or wireless equipment (headsets, scanners, etc.). Vocollect sells the complete solution including mounting kits and power systems to enable any Talkman A500 devices to be used in an A500 VMT configuration.

⚠ Caution: PLEASE DO NOT LOOK AT DEVICE/UNIT WHILE OPERATING MACHINERY SO AS TO AVOID CREATION OF A DISTRACTION THAT COULD RESULT IN AN ACCIDENT AND BODILY INJURY TO OPERATOR AND THIRD PERSONS.

Follow the instructions below to properly install the device in a forklift.

- Determine the best location for mounting the device, taking into consideration the driver's field of view.
- Install the appropriate mounting hardware.
- Connect the device to the vehicle's wiring system.

Mounts for Talkman A500/T5 VMT

The Screw On Mount is a mounting option that is bolted to a stationary surface on a vehicle.

The Clamp Mount is a mounting option that is clamped to a stationary surface on a vehicle. This can also be bolted to a stationary surface, if desired.

The Claw Mount is also clamped to a stationary surface, but can be clamped to oddly-shaped or horizontal or vertical surfaces.



Figure 7: Screw On Mount



Figure 8: Clamp Mount



Figure 9: Claw Mount

Talkman A500/T5 VMT Accessories

The Talkman A500/T5 VMT is designed to be installed using RAM® Mounting Systems hardware. Vocollect supplies a mounting bracket for the A500/T5 and mounting hardware from RAM Mounting Systems. Additional hardware mounting bracket options can be purchased directly from RAM Mounting Systems (www.ram-mount.com) to customize the installation.

The A500/T5 VMT must be mounted to a sturdy surface.



Figure 10: Screw On Mounting Parts



Figure 11: Screw On Mounting



Figure 12: Clamp Mounting Parts



Figure 13: Clamp Mounting



Figure 14: Battery Adapter



Figure 15: Power Supply

 **Note:** You may provide your own power supply, but it must supply 12-15V at 1 Amp and must be limited to less than 250VA (Watts). If you chose to provide your own, you are still required to purchase the battery adapter cable and battery adapter for final connection to the A500 or T5-Series device.

 **Note:** This configuration does not require you to connect the A500 or T5-Series device to the vehicle's power source. If desired, for operational reasons, A500 or T5-Series devices may be used in VMT configuration using a Vocollect battery.

Positioning the Talkman A500/T5 VMT

- Determine the best position for the device and all the associated components. If a similar device was previously installed, check to see if the position it used is suitable for the device.
- Test the installation for at least 30 minutes before installing on another vehicle. Record all details:
 - Check that the position of the device does not obstruct vehicle controls.
 - Check that the device does not obstruct the driver's view.
 - Check the position of the device for user comfort over long periods.

Installing the Mounting Brackets for a Talkman A500/T5 VMT

The following parts are supplied by Vocollect for attaching the screw on mount:

Item #	Quantity	Description
1	2	Vehicle Mount, Holder/Base Screw On Attachment
2	1	Vehicle Mount, Arm
3	1	Vehicle Mount, Holder

The following parts are supplied by Vocollect for attaching the clamp on mount:

Item #	Quantity	Description
1	1	Vehicle Mount, Clamp
2	1	Vehicle Mount, Arm
3	1	Vehicle Mount, Holder
4	1	Vehicle Mount, Holder/Base Screw On Attachment

1. Drill the holes required to secure the base to the vehicle. If using the clamp mount, skip this step.
2. Screw or clamp a base to the location.

 **Note:** Apply some lubricant (for example, light oil or anti-sieze) to the threads of the clamp mount screws.

3. Attach the other base to the other end of the arm and tighten once in the desired location by turning the locking lever clockwise.
4. Screw the device holder to the base.
5. Insert a device into the holder, and insert the battery adapter into the device.

6. Attach the cable from the power supply to the battery adapter.

To prevent vibration, the arm of the mounting bracket should not touch the stem of the ball of the base. In other words, the arm should not be tilted so far as to have these pieces touching.



Connecting Cables to the Power Supply and Attaching the Power Supply to a Vehicle

The following parts are supplied by Vocollect for attaching the 12 or 24 volt vehicle's power supply to a device:

Item #	Quantity	Description
1	1	Power Supply, 9-36 VDC Input
2	1	Cable from power supply to battery adapter

The following parts are supplied by Vocollect for attaching the 36 or 48 volt vehicle's power supply to a device:

Item #	Quantity	Description
1	1	Power Supply, 18-60 VDC Input
2	1	Cable from power supply to battery adapter

You will need the following equipment:

- One Cable from the power supply to vehicle's power source. Vocollect recommends an industrial rated cable with the following specifications: Number of conductors = 3, Gauge of wire = 16, Temperature = -40C to 90C
- Cable ties

Caution: General Guidelines for Routing Electrical Cables

- The vehicle must be off and the vehicle's battery must be disconnected.
- Cables should be kept clear of surfaces that may become hot.
- Cables should not be run such that they can get caught on moving parts.
- Cables should not be run on the outside of a vehicle.
- Cables should not have 90 degree turns, the minimum bend radius should not be less than one inch
- To remove slack on a cable it should be coiled up and secured inside the vehicle with a cable tie.
- For maximum safety fuses should be located as close as possible to the power source.
- To protect the A500/T5 VMT from power surges and to perform voltage conversion a converter module is fitted between the A500/T5 VMT and the forklift battery.

1. Disconnect the vehicle battery.
2. Remove the four screws from the top of the power supply to expose the screw terminals.

3. On the cable from power supply to the vehicle's power source, strip the three cables to expose approximately 5mm of copper. Ensure the cable is long enough to reach from the power supply to the vehicle's power source.
4. On the yellow cable from the battery adapter to the power supply, strip the black and brown cable to expose approximately 5mm of copper. The Blue cable is not required; it can be trimmed where it exits the yellow cable. Ensure the cable is long enough to reach from the power supply to the vehicle's power source.
5. Connect the cables from the battery adapter to the power supply by performing the steps below.

- Loosen the screws to where the connection will be made on the power supply.
- Match the cables to the correct locations as indicated in the chart below:

Cable	Output Connector
Brown – Battery Adapter Positive	+
Black – Battery Adapter Negative	-
No connection needed	GND
Blue (cut back)	Not applicable

- Tighten the screws.
- Ensure the cables are secure

6. Connect the cables from the vehicle's power source to the power supply by performing the steps below:

- Loosen the screws to where the connection will be made on the power supply.
- Match the cables to the correct locations as indicated in the chart below:

Cable	Input Connector
White (may differ depending on the cable) – Vehicle Positive	+
Black (may differ depending on the cable) – Vehicle Negative	-
Green - Vehicle Ground: Follow equipment manufacturer's recommendations for connecting the case ground terminal of the power supply.	GND

- Tighten the screws.
- Ensure the cables are secure

7. Once all of the cables have been successfully installed, attach cable ties to secure the cables.



Figure 16: Cables Attached to the Power Supply

8. Place the power supply in a place out of the way, such as under the dashboard of a fork lift, and attach it to a secure surface with cable ties. Alternatively the power supply could be secured by bolting it using the mounting slots.



Figure 17: Power Supply Attached to a Secure Surface on the Vehicle

9. Run the cable that connects the battery adapter to the power supply from the power supply to the location where the A500/T5 VMT will be mounted
10. Connect the yellow wire to the battery adapter by attaching the connector and tightening the nut.

Connecting the A500/T5 VMT Device to a Vehicle's Power Source

You will need the following equipment:

- Two fuse holders from Cooper Bussman. Vocollect recommends using a Cooper Bussmann HFA series in line waterproof fuse.
- Two fuses. Vocollect recommends a 2A 250V SLO BLO fuse.
- Three spade connectors
- Four small cable ties
- Fasteners

Vocollect recommends choosing unswitched power as the source for the power supply. This will allow Talkman devices to be powered for software updates as well as prevent Talkman devices from accidentally being unpowered if the vehicle is quickly switched off unintentionally.

1. Remove all power sources from the vehicle.
2. Remove any excess length from the cable from the input cable from the power supply.
3. Connect the fuses to the cable near to the battery end of the cable. Remove approximately 4 inches of the outer insulation from the cable.
4. Expose approximately 10mm of copper on the positive and negative wires.
5. Insert the exposed copper into the fuseholders and crimp into the positive and negative wires using an approved tool.
6. Connect the green wire to the vehicle's ground.
7. Connect the fused white wire to the vehicle's positive power source using an appropriate connector. This may need to be crimped onto the wire.
8. Connect the fused black wire to the vehicle's negative power source using an appropriate connector. This may need to be crimped onto the wire.
9. Attach the power supply as shown in the following diagram.

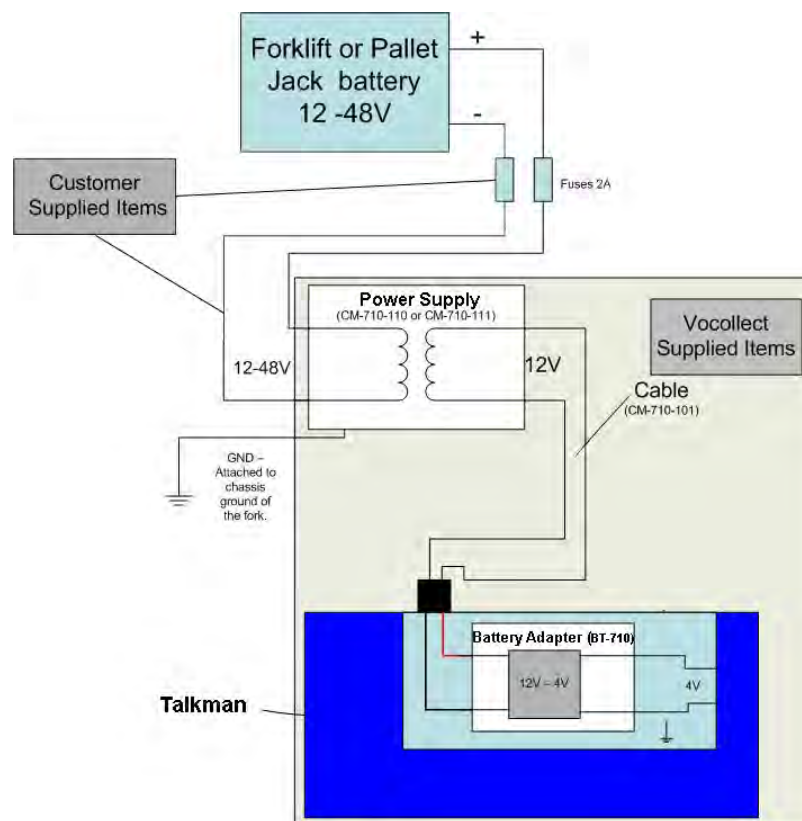


Figure 18: Attach the Power Supply

10. Secure the wires with cable ties.

Removal of an A500/T5 VMT Device from Vehicle

Talkman A500/T5 VMT components are designed for easy removal for occasional vehicle service, maintenance or flexible operational needs.

Caution: Vocollect does not recommend removing the cables (CM-710-101, CM-710-102) from the battery adapter except when required for occasional service (i.e. once per month at maximum). Excessive removal of these cables may damage the adapter and cable. This type of use is not covered under warranty or service plans as it is unintended product use that is specifically not recommended.

1. Release the battery adapter from the device.
2. Dock the battery adapter in the side of the VMT holder.

This leaves the device free to be removed and the battery adapter and cable docked and protected.

Caution: The battery adapter should remain cabled and docked when not in use to prevent cable damage or accidental contact of the adapter contacts with metal surfaces.

VMT Installation Best Practices

Talkman devices and accessories are designed to provide reliable service *when used as recommended*. The thousands of Talkman VMT equipment users around the world who have followed the best practices outlined here are enjoying increased productivity with Talkman devices integrated on their vehicles.

- **Do not remove Talkman devices from VMT configurations**

Talkman VMT devices were designed and intended for easy installation. They were not designed for frequent removal.

Vocollect recommends that Talkman devices, cables, and VMT battery adapters be left in place after they are installed in vehicles. While these components may be removed for maintenance or temporary use in other areas, they should not be removed as a part of regular operation.

If a Talkman device must be removed, the battery adapter remains in the battery adapter dock.



Figure 19: Battery adapter docked in VMT configuration

 **Caution:** Frequent removal of the Talkman, battery adapter and/or cable will likely cause a premature mechanical failure to the cable and/or battery adapter. This damage is not covered by normal product warranty.

- **Protect Talkman devices from damage**

A Talkman device should be mounted on a vehicle in a location where operators can easily access Talkman controls and where the device is well protected from bumps or damage when the vehicle is in use. While recessed mounting offers good protection, the installer must ensure that this mounting does not interfere with Wi-Fi or Bluetooth™ connectivity of the Talkman device.

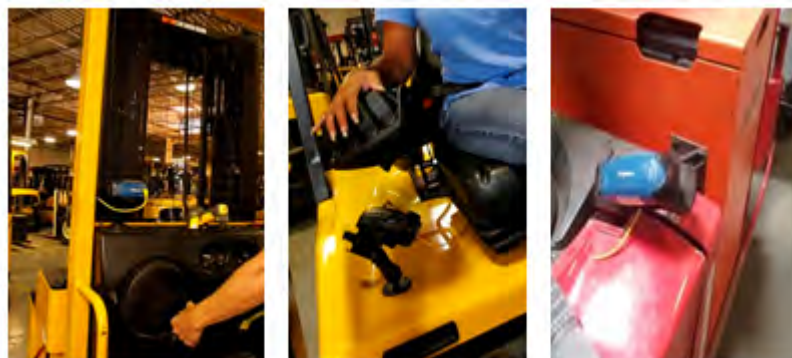


Figure 20: Mount locations protected by vehicles but open for good wireless reception

- **Consider additional options from RAM® Mounts**

The Vocollect parts provided for mounting Talkman devices represent a small set of the mounting options available from RAM Mounts (www.rammount.com). Vocollect only requires that customers purchase the BL-710-1, vehicle mount holder for Talkman. When used with the screw-on base attachment (BL-710-102) or other parts that use a 1" ball mounting, the VMT configuration may require additional parts that can be purchased from RAM Mounts for an optimal installation.



Figure 21: Screw on mounting using BL-710-1 vehicle mount holder

In particular, the following standard RAM Mounts parts provide additional mounting flexibility.

Part Description	Part Number	Usage	Image
Double 1" ball adapter	RAM-B-230U	The adapter offers more articulation to maneuver and position the Talkman device in a protected area of the vehicle.	
Double socket arm B Ball A length	RAM-B-201U-A	This arm and other arm lengths offer options for the best vehicle fit.	

- **Lock parts into place if they might be moved during normal operations**

The parts used for mounting the Talkman were designed for a fixed position with easy adjustment. While unlikely, these parts may loosen over time with inadvertent impacts of daily use—especially if the mountings have not been firmly secured or if workers attempt to adjust the mounting manually.

To prevent this issue, remove the user-adjustable handle on the arm and install a 1/4" #20 nylon lock nut provided with the Vocollect VMT kit. The lock nut cannot be loosened by hand and resists most vibrations.

- **Secure VMT cabling**

The cables and wiring that connect the Talkman VMT must be well secured to the vehicle so that they do not get caught on anything. Snagged cables could result in an accident and damage to the VMT or vehicle.

The cable pictured here will not fall out of alignment and possibly snag anything while the vehicle is in motion. Note that there is enough slack in the cable to its right so that the battery adapter can be removed or installed in the Talkman device.



Figure 22: Cables secured on a vehicle

The cable end that connects to the battery adapter should have enough length to permit easy disconnection and docking of the battery adapter but not so much length that it could become snagged on something.

The cable may be secured to the bottom of the adapter using the two holes on the bottom of the docking area of the adapter. If the cable is secured in this manner, use spiral cable wrap, supplied with the VMT Talkman adapter, to provide additional protection.



Figure 23: Cables secured on a vehicle

To accomplish this mounting:

- Place approximately 2.50 inches of spiral wrap (0.25-inch outer diameter) on the yellow cable with its midpoint at 9 or 10 inches from the cable end connector.
- Using a cable tie (maximum 0.1 inch wide), attach the wrapped section of the cable to the RAM cradle using the holes on the bottom of the adapter docking area as shown.

Cabling inside of the vehicle to the battery adapter should also be secured and maintained neatly to prevent cable travel and accidental damage or shorting. Cables should be kept clear of any articulating members. The full range of articulation should be exercised to ensure that any vehicular operation will not physically compromise the cables.

Chapter 4

Chargers

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

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



Note:

- Do not place a device into a charger without a battery attached to it.
- A device is always on when it is in a charger. When a device that is powered off is placed into a charger, it automatically turns on.
- The A700 series, A500/T5, and T1 chargers can charge batteries both inserted in and separate from devices.
- Vocollect recommends that a protective device, such as an uninterruptible power supply with surge protection and lightning arrestor capability, be used with battery chargers.

T5/A500 Combination Charger



Figure 24: T5/A500 10-Bay Combination Charger

- The T5/A500 10-Bay Combination Charger can store five devices at a time and any combination of T5, T5m and A500 device models.
- The charger can store and charge ten batteries - five batteries in the upper battery slots and five batteries connected to devices in the lower device slots.
- The charger can also share one device's configuration with other devices being charged at the same time.

- The T5/A500 charger may be fixed to a wall using the available wall mount kit.

 **Note:** Do not place a device into a charger without a battery attached to it.

If a device that has been on and in use for more than eight hours will automatically power off and then back on after it has been in the charger for five minutes. Also, a device that has been in a charger for more than eight hours will automatically power off and then back on.

T5/A500 Single-Bay Combination Charger

- A T5/A500 Single-Bay Combination Charger is also available. It includes one battery slot and one device slot. The charger can store one device at a time and store and charge up to two batteries at a time - one battery in the upper slot and one battery in the device in the lower slot.

Connecting the Power Supply to the T5/A500 Combination Charger

1. Connect the AC cord to the left end of the power supply that is mounted inside the charger.
2. Route the cable through the plastic clips as shown.



Figure 25: Cable Routed Through Plastic Clips

3. Push the clips to lock the cord in place.

T5/A500 Combination Charger Wall Mount

This unit provides a convenient surface for mounting the T5/A500 10-Bay Combination Charger and its power supply on a wall.

- Customer assembly required.
- Be aware of potential hazards (electrical wires, waterlines, etc.) when drilling the pilot holes.
- Customer assumes all responsibility for the installation of these units.
- A device charger cannot have another charger placed directly above it. A section of dry-erase board (included) must be placed above each device charger.
- If you drill into a wall stud when drilling a pilot hole for one of the anchors, do not use an anchor with that hole.
- The lowest anchor for each extrusion must be a minimum of 12 inches from the floor.
- Avoid blocking power outlets and other wall receptacles when installing the extrusions and charger unit.

Installing the T5/A500 Charger Wall Mount

Parts	You will need
• 1 mounting bracket • 4 self-drilling screw anchors #10 • 4 washers, #10 flat, type B regular • 4 screws, #10 Phillips pan head	• Drill with 1/8" bit • Screw driver, #2 Phillips • Drilling template sheet (included)

1. Using the drilling template, mark four holes for the anchors. Note that there are two sets of pilot markers; one set for wall studs with 12 inch centers and one set for wall studs with 16 inch centers.
The bottom anchor holes must be at least 12 inches from the floor.
2. Drill the pilot holes for the anchors, and screw the anchors into the holes.
3. Position the mounting bracket so that its flat side is against the wall, aligned with the anchors, and the mounting pins are away from the wall.
4. Insert a screw through a washer and a hole in the bracket, then into the anchor. Tighten screw. Repeat for remaining screws.
5. Tilt the charger back and slide it onto the wall by lining up the tabs on the top of the bracket with the notches in the back of the charger.
6. Level the charger so the supports on the bottom of the bracket are underneath the charger.

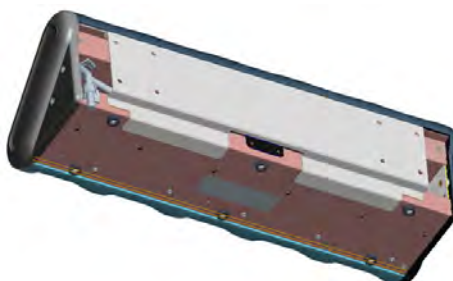


Figure 26: Supports Underneath Charger

About LED Indicators

Vocollect Talkman devices, SRX and SRX2 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](#).

A500/T5-Series Charger LED Indicators

The upper pair of indicators applies to the charger's battery slots. The lower pair applies to the device slots. The LED conditions described here apply to the lower pair.

 **Note:** If there is no device in the charger or if the device in the charger does not have a battery and one of these conditions occurs, disconnect the charger from its power source for about five seconds, then reconnect the charger. If the condition persists, return the charger for service.

Left Indicator Color	Right Indicator Color	If a device with a battery is the charger...
Off	Off	Troubleshoot the problem
Green	Green	The battery is charged and ready to use.
Red	Off	The battery is being charged.
Blinking Red	Off	The battery may not be inserted into the charger correctly. If the LED continues to blink red after inserting the battery into the charger correctly, troubleshoot the charger.
Off	Yellow	The battery may not be inserted into the charger correctly. The battery may be too hot or too cold. Wait for the battery's temperature to normalize.

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 describes 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 Vocollect 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 SRX or SRX2 headset, make sure your headset is paired with your device.
8. If the headset is broken, send it back to Vocollect for repair.

The Scanner will not Scan

These steps apply to bar code scanners external to the Talkman device and not the integrated scanner in the Talkman A730.

1. Make sure the scanner is on, plugged into the Talkman device properly, and that the battery is charged.
2. Make sure the Talkman device is on, the battery is charged, and that it is running voice process software (task or voice application) that is set up for scanning.
3. Using VoiceConsole, verify that the task is set up to use the port "BT_SCAN" for its scanning connection in the advanced settings of the task package.
4. Check the Talkman device in VoiceConsole. If the "Peripherals Paired With" status indicates "searching," verify that the correct Bluetooth address was entered. Correct the entry if necessary by following the initial procedure to set up the connection.
5. If the scanner beeps several times after a scan, it is not connected. Verify the connection with the Talkman.
6. If the scanner appears to scan and beeps once (indicating successful scan) but Talkman does not appear to accept input, assure that the task termination characters are the default (CR/LF). If not, the scanner or task may need to be reprogrammed to match.
7. If a scan was attempted while the Talkman was asleep, the Talkman may ignore all subsequent scans. Toggling the Talkman on/off will typically correct this condition.
8. Try connecting the scanner to a different device.
9. If the scanner is damaged, send it back to Honeywell for repair.

The Device Beeps Every Few Seconds

1. Wait for a few minutes. The voice engine may just be communicating with the host.
2. If the beeping continues beyond a few minutes, see the administrator.
3. The administrator can check device logs in VoiceConsole to attempt to diagnose the problem.

The Device Will Not Load a Voice Application

1. Try loading the voice application again. See the VoiceConsole online help for instructions.
2. Make sure the device is properly placed in a charger.
3. Check for error messages in VoiceConsole.
4. Make sure you are in radio range of an access point.
5. Make sure the device's ChangeTaskEnabled parameter is set to 1.
6. Reboot the device.
7. Put the device in debug mode to look for a clue to the problem.

The Device Will Not Load an Operator Template

1. Make sure you are loading the operator properly.
2. Make sure the operator has created a voice template.
3. Make sure you are in radio range.
4. Reboot the device.

The Device Does Not Respond to Button Presses

1. Make sure the device has a fully charged battery.
2. Reboot the device.
3. Send the device back to Vocollect for repair.

The Device Will Not Turn On

1. Make sure the battery is properly seated on the device.
2. Make sure the device has a fully charged battery.
3. Send the device back to Vocollect for repair.

The Device Keeps Shutting Off

1. Change the battery.
2. Make sure you are placing the battery on correctly.
3. Check the battery compartment on the device to make sure it is not damaged. If it is damaged, send the device back to Vocollect for repair.
4. Check VoiceConsole for crash dump files with this device's specific serial number.

Troubleshooting Guide for the Talkman A500/T5 Battery Charger

This topic describes some of the issues that can arise with the Talkman A500/T5 Battery Charger, their causes and how you can verify the cause.

If this occurs...	Try these steps...	If the steps don't work...
A device without a battery will not power up when placed in a particular charger slot, but will power up in other slots in either this charger or another charger.	Check to see if the contacts on the device and charger are clean. If not, follow cleaning procedures and retry.	Have the charger replaced or repaired. This is not able to be corrected by a customer.
	Examine the charger slot to determine whether there is a mechanical alignment issue. There should be little or no space between the front two plastic pegs and the edge of the pocket. If an item like a credit-card will fit in this space, there may be an alignment issue.	Have the charger replaced or repaired. This is not able to be corrected by a customer.
	Verify that the device is properly seated in the problem charger slot. Verify that the device will charge in another slot in the charger.	Have the charger replaced or repaired. This is not able to be corrected by a customer.
The LEDs on the front of the charger do not indicate that a charge is in progress when a battery is placed in a battery pocket.	Verify that the charger AC power cable is securely connected at both ends.	Have the charger replaced or repaired. This is not able to be corrected by a customer.
	Verify that the AC wall receptacle is receiving power.	Have the charger replaced or repaired. This is not able to be corrected by a customer.
	Verify that the DC power line from the charger power brick is also securely connected.	Have the charger replaced or repaired. This is not able to be corrected by a customer.
The LEDs on the front of the charger do not indicate that a charge is in progress when a battery is placed in a battery pocket. A device without a battery	Have the charger replaced or repaired. This is not able to be corrected by a customer.	Have the charger replaced or repaired. This is not able to be corrected by a customer.

If this occurs...	Try these steps...	If the steps don't work...
is placed in a slot and powers on. This occurs in all slots.		
The battery charger slot's LEDs blink red immediately after a battery or device with a battery is placed into a battery or device slot.	Examine the charger slot to determine whether there is a mechanical alignment issue. There should be little or no space between the front two plastic pegs and the edge of the pocket. If an item like a credit-card will fit in this space, there may be an alignment issue.	Have the charger replaced or repaired. This is not able to be corrected by a customer.
	Determine if this issue only occurs with one particular battery which is not excessively old and other batteries of approximately the same age do not display this symptom.	Send the battery to a Vocollect Authorized Repair Center for evaluation.
	Check to see if the contacts on the device and charger are clean. If not, follow cleaning procedures and retry.	Have the charger replaced or repaired. This is not able to be corrected by a customer.
	Determine if this issue only occurs with one particular battery that is very old.	Dispose of the battery.
The battery charger slot's LEDs blink red 1.5 to 3 seconds after a battery or device is placed into a slot.	Check to see if the contacts on the device and charger are clean. If not, follow cleaning procedures and retry.	Have the charger replaced or repaired. This is not able to be corrected by a customer.
	If battery is under warranty send back for replacement.	
	Determine if this issue only occurs with one particular battery that is very old.	Dispose of the battery.
The battery charger slot's LEDs blink red more than 3 seconds after a battery or device is placed into a slot.	If battery is under warranty send back for replacement.	
	Determine if this issue only occurs with one particular battery that is very old.	Dispose of the battery.
All of the red LEDs for the battery charger's slots are flashing and will only stop if the charger's power is cycled.	Check to see if the contacts on the device and charger are clean. If not, follow cleaning procedures and retry.	Have the charger replaced or repaired. This is not able to be corrected by a customer.
	Replace all devices in the charger with a different set of devices, power cycle the charger and verify if condition continues.	If the device is the problem, send it back for repairs. If the problem is a battery under warranty, have it replaced.

If this occurs...	Try these steps...	If the steps don't work...
	Successively remove one device from the charger and retest until the charger no longer exhibits the problem. The last device removed will likely be the problem device. Re-verify this by putting all devices back in the charger except this last device.	If the problem is an older battery, dispose of it.
All of the battery charger's amber LEDs are flashing in a circular pattern	Have the charger replaced or repaired. This is not able to be corrected by a customer.	Have the charger replaced or repaired. This is not able to be corrected by a customer.
A battery charger slot's LEDs blink red when a battery is placed into a slot, but this does not occur in other battery slots.	Look at the battery charger contacts and ensure that they appear the same as the contacts in a working slot. The battery should fit snugly into the slot.	Have the charger replaced or repaired. This is not able to be corrected by a customer.
	Check to see if the contacts on the device and charger are clean. If not, follow cleaning procedures and retry.	Have the charger replaced or repaired. This is not able to be corrected by a customer.
The power LED on a 5-bay charger is not always green but flashes amber.	This is normal operation and indicates that the "DISTRIBUTABLE" parameter has been set to "1" for the device in the master (gray color tab) slot. There is data communication on the serial port of the device in the master slot. This propagates the device configuration to others in the slot so that a new device can be easily accessed through VoiceConsole without serial configuration.	

 **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](#)

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.
 - a) Use an isopropyl alcohol (isopropanol) swab or soft cloth dampened with isopropyl alcohol to clean metal connection points.
 - b) 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.
 - c) 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.

About Error Messages

Error messages may be of one of two types:

Numbered Messages display in VoiceConsole as the numeric value of the error, followed by the text message that displays in Debug. If you have seen a numbered error message in VoiceConsole, see the Numbered Error Messages topic.

Spoken Messages are heard through a headset. If you have heard an error message through a headset, see the Spoken Error Messages topic.

 **Note:** Not all numbered error messages displayed in VoiceConsole have a corresponding spoken message.

Numbered Error Messages

Number	Text	Solution
0x020a	Event detect initialization failed.	1. Turn the device off and then turn it back on again. 2. Reboot the device. 3. Reload VoiceClient.
0x0203	Event control failed to create shared data module.	
0x0206	Battery is getting low.	Change the battery.
0x0207	Battery is getting low. Change battery now.	
0x0208	Battery is very low. Powering off. Must replace battery after power off complete.	
0x0602	Noise sampling procedure failed.	—
0x0603	Noise sampling procedure timed out.	—
0x0605	Invalid operator file name.	—
0x060c	Train returned bad status to UpdTrain.	1. Turn the device off and then turn it back on again.

Number	Text	Solution
		2. Reboot the device. 3. Reload VoiceClient.
0x060e	Unable to train words. Not enough free flash memory.	—
0x0802	Speak failed to initialize properly.	1. Check the crashdump file. For more information, see the VoiceConsole online help. 2. Turn the device off and then turn it back on again. 3. Reboot the device. 4. Reload VoiceClient.
0x0804	Speech-out failed. Audio system failure.	
0x1201	Dialog power-off failed.	
0x1202	Task not loaded. No task name available.	—
0x1203	OperLoad failed -- TmplSend busy.	—
0x1204	Operator load failed.	—
0x1205	Corrupted operator data.	—
0x1206	Noise sample failed.	—
0x1207	There are no operators in this team.	—
0x1208	Unable to retrieve operator files.	—
0x1209	Internal error loading operator.	—
0x120a	Task load failed.	—
0x120b	Self test mode set, but no script file found.	—
0x120c	No task list file found. Task unchanged.	—
0x120d	Software error while changing task. Task unchanged.	—
0x120e	Failed to load look up table. Task load failed.	—
0x1210	Failed to load terminal emulation configuration file. Task load failed.	—
0x1211	Corrupt terminal emulation configuration file. Task load failed.	—
0x1212	Corrupt task file. Task load failed.	—
0x1213	Failed to load task Vocollect configuration file. Task load failed.	—
0x1214	Failed to write the output data record network transport information registration file. Task load failed.	—

Number	Text	Solution
0x1215	Failed to write dialog terminal-off files in the terminal charger after task or operator load.	1. Reload the operator. 2. Reload the task. 3. Reload VoiceClient.
0x1216	Retraining word failed. Please try again.	—
0x1217	Initializing operator failed. Please reload operator.	—
0x1218	Failed to load task phonetic file. Task load failed.	—
0x1219	Failed to load task audio file. Task load failed.	—
0x1402	Communications error: Process message service receive error.	1. Turn the device off and then turn it back on again. 2. Reboot the device. 3. Reload VoiceClient.
0x1403	Communications error: Process message service send error.	
0x1406	Communications error: Process message service GetIdFromName error.	
0x140a	Communications error: Unable to close Vocollect configuration file.	
0x140f	Communications error: Unable to delete Vocollect configuration file.	
0x1410	Communications error: Vocollect network transport information registration failed.	
0x1411	Communications error: Unrecognized process message service message.	
0x1414	Communications error: Unable to spawn bar code process.	
0x1415	Communications error: Unable to spawn serial process.	
0x1417	Communications error: Bad FTP command.	
0x141b	Communications error: Bad socket command.	
0x1420	Error: Unable to initialize bar code port.	
0x1421	Display Mode host name or IP address bad.	
0x1422	Display Mode service name or port bad.	

Number	Text	Solution
0x1423	Error: Unable to initialize Debug/training COM port.	
0x1425	Socket host name or IP address bad.	1. Turn the device off and then turn it back on again. 2. Reboot the device. 3. Reload VoiceClient. 4. Reload the task. 5. Verify the task's output data records (ODRs) and lookup tables (LUTs) have correct and valid socket host and service information. If you need assistance, contact Vocollect.
0x1426	Socket service name or port bad.	
0x1427	Unable to send file via socket. Unable to open.	1. Turn the device off and then turn it back on again. 2. Reboot the device. 3. Reload VoiceClient.
0x142a	Invalid Terminal Manager service name or port.	—
0x142c	Telnet session manager failed to start.	—
0x142d	Telnet client process failed to start.	—
0x142e	Telnet VT220 emulation process failed to start.	—
0x142f	Unable to open send data file, for telnet send.	1. Turn the device off and then turn it back on again. 2. Reboot the device. 3. Reload VoiceClient.
0x1430	Error, Unable to Initialize Printer Port.	
0x1431	Unable to print label, unable to open file.	
0x1432	Printer Error, Process Message Service Send Error.	
0x1433	Comm Error, Unable to spawn printer process.	
0x1600	File Manager initialization failed.	
0x1601	File Manager process message service receive failed.	
0x1602	Warning, low flash memory.	—
0x1603	Warning, low flash memory. You must upload your collected data now.	—
0x1a01	Process history data initialization failed.	1. Turn the device off and then turn it back on again. 2. Reboot the device. 3. Reload VoiceClient.
0x1a02	Process history data process message service receive failed.	

Number	Text	Solution
0x1a03	Process history data process message service retry failed.	
0x1a04	Process history data file descriptor structure error.	1. Turn the device off and then turn it back on again. 2. Reload the task. 3. Reboot the device. 4. Reload VoiceClient.
0x1a05	Process history data lookup table structure error.	
0x1a06	Process history data bins to records write error.	1. Turn the device off and then turn it back on again. 2. Reboot the device. 3. Reload VoiceClient.
0x1a09	Process history data power-off error.	
0x1a0b	Process history data process message service initialization data file descriptor failed.	
0x1e01	Video terminal emulation initialization failed.	
0x1e02	Video terminal emulation process message service receive failed.	
0x2100	Flash failed to virtual allocate the flash device.	—
0x2101	Flash failed to initialize the device for the file system.	—
0x2102	Flash failed to virtual copy the flash device.	—
0x2104	Flash failed because of erase block argument was invalid.	—
0x2105	Flash library failed during erase.	—
0x2106	Flash failed because of invalid flash write pointer argument.	—
0x2107	Flash library failed during write.	—
0x2108	Flash failed because of invalid flash read pointer argument.	—
0x2109	Flash library failed during read.	—
0x210a	Flash library failed while deleting a file.	—
0x210b	Flash library failed while finding a file.	—
0x210c	Flash failed to open the specified file in RAM.	—
0x210d	Flash failed to read the specified file from RAM.	—
0x210e	Flash failed to write the specified file to RAM.	—

Number	Text	Solution
0x210f	Flash library failed while opening a file.	—
0x2110	Flash library failed while closing a file.	—
0x2111	Flash had invalid flash file image generator linked list.	—
0x2112	Flash is full. Please wait while Talkman turns off.	—
0x2115	Flash library failed. Out of space.	—
0x2116	Flash library failed during reclaim.	—

Spoken Error Messages

Error Message	Solution
"Battery is very low. Powering off. Must replace battery after power off complete."	Change the battery.
"Battery is getting low."	Change the battery.
"Battery is getting low. Change battery now."	Change the battery.
"Cannot load operator while sending templates."	Wait until all templates are loaded, then load the operator.
"Cannot load task. Processing data."	1. Turn the device off and then turn it back on again. 2. Reload the task. 3. Reboot the device. 4. Reload VoiceClient.
"Corrupt task file. Task load failed."	1. Turn the device off and then turn it back on again. 2. Reload the task. 3. Reboot the device. 4. Reload VoiceClient.
"Corrupt device emulation config file. Task load failed."	
"Corrupted operator data."	Reload the operator.
"Failed to load lookup table. Task load failed."	1. Go to an area of known good coverage. 2. Turn the device off and then turn it back on again. 3. Reload the task. 4. Reboot the device. 5. Reload VoiceClient.
"Failed to load task audio file. Task load failed."	1. Go to an area of known good coverage.

Error Message	Solution
	2. Turn the device off and then turn it back on again. 3. Reload the task. 4. Reboot the device. 5. Reload VoiceClient.
"Failed to load task phonetic file. Task load failed."	1. Go to an area of known good coverage. 2. Turn the device off and then turn it back on again. 3. Reload the task. 4. Reboot the device. 5. Reload VoiceClient.
"Failed to load task VCF file. Task load failed."	1. Go to an area of known good coverage. 2. Turn the device off and then turn it back on again. 3. Reload the task. 4. Reboot the device. 5. Reload VoiceClient.
"Failed to load device emulation config file. Task load failed."	1. Go to an area of known good coverage. 2. Turn the device off and then turn it back on again. 3. Reload the task. 4. Reboot the device. 5. Reload VoiceClient.
"Failed to write the ODR NTI registration file. Task load failed."	1. Reload the task. 2. Turn the device off and then turn it back on again. 3. Reboot the device. 4. Reload VoiceClient.
"Firmware error while changing task. Task not changed."	1. Reload the task. 2. Turn the device off and then turn it back on again. 3. Reboot the device. 4. Reload VoiceClient.
"Flash error."	1. Turn the device off and then turn it back on again. 2. Reboot the device. 3. Reload VoiceClient.
"Flash is full. Please wait while Talkman turns off."	1. Go to an area of known good coverage. 2. Turn the device off and then turn it back on again. 3. Reboot the device. 4. Reload VoiceClient.
"Headset battery is getting low."	Change the battery.
"Headset battery is getting low. Change headset battery now."	Change the battery.

Error Message	Solution
"Initializing operator failed. Please reload operator."	1. Reload the operator. 2. Turn the device off and then turn it back on again. 3. Reboot the device. 4. Reload VoiceClient.
"Internal error loading operator."	1. Turn the device off and then turn it back on again. 2. Reboot the device. 3. Reload VoiceClient.
"Invalid operator file name."	Select the operator again or load a different operator.
"Invalid device Manager Host name or address."	
"Invalid device Manager Service name or port."	
"No task list file found. Task unchanged."	1. Reload the task. 2. Turn the device off and then turn it back on again. 3. Reboot the device. 4. Reload VoiceClient.
"Noise sampling procedure failed."	1. Sample noise again. 2. Go to a quieter location and perform another noise sample. 3. Try using another headset and perform the noise sample. Note: If this solves the problem, the first headset might be damaged.
"Noise sampling procedure timed out."	1. Sample noise again. 2. Reboot the device.
"Operator load failed."	1. Go to an area of known good coverage. 2. Turn the device off and then turn it back on again. 3. Reboot the device. 4. Reload VoiceClient.
"Power-off error."	1. Power on the device. 2. Reboot the device.
"Self test mode set, but no script file found."	Edit the task configuration file, taskname.vcf, and change the line selftest=1 to selftest=0.
"Software error while changing task. Task unchanged."	1. Go to an area of known good coverage. 2. Turn the device off and then turn it back on again. 3. Reload the task. 4. Reboot the device. 5. Reload VoiceClient.

Error Message	Solution
"Task load failed."	1. Go to an area of known good coverage. 2. Turn the device off and then turn it back on again. 3. Reload the task. 4. Reboot the device. 5. Reload VoiceClient.
"Task not loaded. No task name available."	1. Reload the task. 2. Turn the device off and then turn it back on again. 3. Reboot the device. 4. Reload VoiceClient.
"Telnet client process failed to start."	1. Turn the device off and then turn it back on again. 2. Reboot the device. 3. Reload VoiceClient.
"Telnet session manager failed to start."	1. Turn the device off and then turn it back on again. 2. Reboot the device. 3. Reload VoiceClient.
"Telnet VT220 emulation process failed to start."	1. Turn the device off and then turn it back on again. 2. Reboot the device. 3. Reload VoiceClient.
"Unable to receive input data."	1. Turn the device off and then turn it back on again. 2. Reboot the device. 3. Reload VoiceClient.
"Unable to retrieve operator files."	1. Turn the device off and then turn it back on again. 2. Reboot the device. 3. Reload VoiceClient.
"Unable to send output data."	1. Turn the device off and then turn it back on again. 2. Reboot the device. 3. Reload VoiceClient.
"Unable to train words. Not enough free flash memory."	1. Wait for the device to go to sleep. 2. Turn the device off and then turn it back on again. 3. Reboot the device. 4. Reload VoiceClient.
"Warning, low flash memory!"	1. Go to an area of known good coverage. 2. Turn the device off and then turn it back on again. 3. Reboot the device. 4. Reload VoiceClient.

Error Message	Solution
	5. Place the device in a charger as soon as possible.
"Warning, low flash memory! You must upload your collected data now!"	1. Go to an area of known good coverage. 2. Turn the device off and then turn it back on again. 3. Reboot the device. 4. Reload VoiceClient. 5. Place the device in a charger as soon as possible.

Contacting Technical Support

This section describes what you will need before contacting technical support with an issue and how to gather the needed files.

General Information Needed for Most Support Requests

Devices Types	Vocollect Talkman model
	Non-Talkman device manufacturer/model
	Vocollect headset model
	Other headset
	Bar code reader type
Vocollect Voice Software	VoiceClient version displayed in VoiceConsole
	VoiceCatalyst version displayed in VoiceConsole
Vocollect VoiceConsole	VoiceConsole version
Device Logs	Have you begun to capture device logs?
	Be prepared to submit these files to your technical support center.

Common Questions to Answer when Contacting Support

- Was a previous service request for the same problem / question closed as unresolved?
- How many users are affected?
- How often does the issue happen?
- What is the current workaround?
- When did the issue first occur?
- How is this impacting the business?
- Has anything about the environment changed?

Enabling Device Logging in VoiceConsole

1. Select **VoiceConsole > Device Management > Devices**.
2. Click the name of the device for which you want to enable logging.
The properties window for that device will appear.

3. Enable logging for the device. Depending on the version of VoiceConsole you are running:

VoiceConsole 2.x	Activate the Enable check box in the Logging section.
VoiceConsole 3.x and newer	Click the Edit selected device link. In the logging section of the Edit Device page, select Enabled from the Logging Enabled drop-down list.

4. After the issue has been captured in the log file, export the log file through the Device Properties window.
5. Save the file and send it to Technical Support, along with any other relevant information.

About Sending Equipment Back for Repairs

Important:

- Only equipment purchased directly from Honeywell can be returned to Honeywell for repairs.
- If you purchased Honeywell equipment — for example, a headset in the SR-Series — from a Honeywell reseller, contact the reseller.
- If you are using Vocollect VoiceClient on a handheld device, contact the reseller or device manufacturer if you have questions or issues concerning the device.

 **Attention:** Remove ear pads, mounting discs, cables, and cord clips before shipping. These consumable items slow down the repair process, and units will be shipped back without these consumables installed.

Honeywell issues RMAs for all returns regardless of the reason for the return. This guarantees proper tracking of equipment, ensures proper handling, and facilitates a fast return.

The Customer Service department generally issues RMAs to customers who are returning products for repair. However, Honeywell may issue RMAs for other reasons, such as the following:

- The product belongs to Honeywell. Honeywell may have loaned the product to a customer or provided it as a sample.
- Honeywell requested that the customer return the item, perhaps for testing.
- A Honeywell employee at the customer site has determined that the product should go back to Honeywell for some other reason.
- Exchange — for example, an incorrect item was shipped or the wrong size of belt was ordered.

Some Honeywell customers have service contracts with repair depots to perform repairs on Honeywell products. Customers with these service contracts should contact their repair depot to return equipment. Follow the RMA issuance procedures to eliminate unnecessary repair costs and to ensure timely product receipt. If you have a question about the RMA process, please contact Customer Service.

Packaging Items for Return to Honeywell

 **Note:** Properly packaged RMA items facilitate faster repair and return of Honeywell products. Honeywell appreciates your assistance and adherence to these policies.

1. Pack items so that no items can come into direct contact with one another or with the sides, bottom, or top of the shipping container.
2. Line the shipping container with at least one layer of padding, preferably anti-static bubble pack.
3. Pack each item individually in a bag or wrapping, preferably anti-static bubble bags or wrapping.

- If individual wrapping is not possible, place some packing material (such as anti-static bubble pack) on the bottom of the shipping container, then pack items between layers of the material.
- Avoid using foam peanuts as the only packing material because they do not prevent items from coming into contact with each other or the walls of the shipping container. Peanuts can, however, fill empty space in the shipping container and on top of items that have been individually packed in anti-static bubble bags.

Sending Equipment Back for Repairs: Return Material Authorization (RMA) Procedures

1. Send an email to ACSHSMVocollectRMA@honeywell.com with the following information:
 - Name of customer contact person
 - Company name
 - Company address
 - Phone number
 - Fax number
2. Also provide the following information about the items being returned:
 - Quantity
 - Description of product
 - Serial number
 - The version number of the software currently installed at your site
 - Description of problem or reason for return
 - Whether the product is covered by warranty, Extended Service Plan (ESP), or Depot Express
 - A purchase order number if items are not covered by ESP or Depot Express
3. Include the RMA number on the shipping label, if shipping items to Honeywell.
4. Package the equipment according to the packaging instructions.
5. Address the shipping label to: Honeywell, 4250 Old William Penn Highway Monroeville, PA 15146-1622
RMA

Troubleshooting VMT Configurations

The following procedures are for fault determination with Vehicle Mount Talkman (VMT) when powered by the vehicle power system. These procedures can be done with minimal Vocollect technical support to determine the specific malfunction of a non-working VMT:

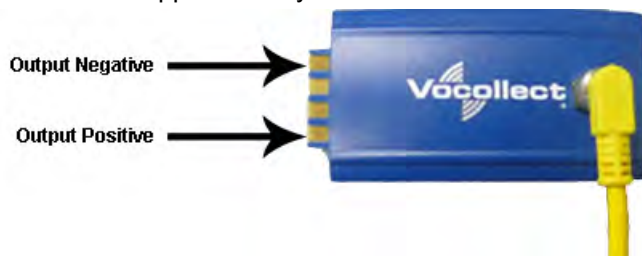
- Be sure the vehicle battery is charged and working, turn-on the vehicle and assure it starts. If the vehicle does not start then the vehicle should be serviced by qualified personnel.
- If VMT was installed after the vehicle key switch, ensure it powers on when the vehicle is turned on. Vocollect recommends the VMT be installed before the vehicle key switch to ensure it is always getting power when the vehicle has a battery.
- If another Talkman device is available, substitute it for the non-working Talkman. If this substitute Talkman also does not work, it is likely the problem is with the VMT power system. However, if the substitute works, then it is likely that the original device is in need of service.
- Exchange the VMT Battery Adapter from the non-working VMT with a known working Battery Adapter. If the VMT works with the new Battery Adapter, then the original Battery Adapter is likely in need of replacement.

The following steps will need qualified Vocollect technical support to determine the specific malfunction of a non-working VMT:

Gain access to the power supply used by the VMT (this is likely mounted inside the vehicle). Remove the four (4) screws that attach the lid of the power supply to expose the input and output wiring as illustrated in the diagram below.



- Test the input terminals to determine if voltage is being supplied and matches that of the vehicle power system.
 - If the voltage supplied does not match that of the vehicle power system, professional attention is needed to determine why the vehicle power system is not providing the correct voltage.
 - If no voltage is being supplied, check the fuses on the input cable, replace if they are blown. If the fuses immediately blow after replacement, determine if the input cable to the VMT power supply has a short circuit. If there is no short then it is likely there is a problem with the VMT power supply.
 - If no voltage is being supplied and the fuses are not blown, check the integrity of the input cable for a break. If there is a break, replace the cable. If not, there is likely a problem with the vehicle power system that needs professional attention.
- If input voltage is being supplied to the power supply, check the output voltage.
 - If there is input voltage but no output voltage or the output voltage does not match 13.2V DC then the power supply is likely in need of replacement.
 - If there is output voltage in the 13.2V DC range then the problem is likely in the cable to the Battery Adapter or the Battery Adapter itself. Try a known, working Battery Adapter. If that does not work then it is likely that the cable between the power supply and Battery Adapter is in need of replacement.
- A Battery Adapter may be tested by checking the output of the adapter. Note that to rule out problems with the power supply or cable to the Battery Adapter, a known, working Battery Adapter should be tested first before testing a suspect Battery Adapter. The two outermost points of a working Battery Adapter should read approximately 3.9-4.2V DC as illustrated in the figure below.



Appendix A

Specifications

A500 Specifications

Weight	6.31 ounces (178.89 g) With standard battery: 11.01 ounces (312.13 g)
Length	5.5" (13.97 cm)
Width	2.63" (6.68 cm)
Depth	1.7" (4.3 cm)
I/O Ports	• Headset port (yellow) • Maintenance port with audio out and RS-232 serial support
Operating Temperature	-22° to 122° F (-30° to 50° C)
Storage Temperature	-30° to 140° F (-34° to 60° C)
Drop Tested	Meets the MIL STD -810F specification for shock and vibration. In addition, the device has been tested to the following specifications: • 25 drops from 5 feet, 10 additional drops from 6 feet onto polished concrete • 10 drops at varying angles from 5 feet at -20° F (-29° C) onto polished concrete
Humidity	100% condensing
Enclosure Rating	IP67

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

A500/T5 High-Performance Batteries Specifications

The A500 and T5-Series devices use a standard battery.

Standard Battery Weight	4.7 ounces (133.24g)
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Electrical Specifications

- Cells: The high capacity battery pack uses two lithium ion cells.

- Voltage = 3.7V
- Watt Hours = 19WHr
- Protection circuit characteristics: The pack contains a protection circuit that prevents over and under voltage conditions on the cells 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 Vocollect designated charger.

Mechanical and Environmental Specifications

- Drop-test specifications: The high capacity battery meets the MIL STD 810F specification for shock and transient drop criteria.
- Environmental specifications: The battery pack halves are sonically welded together to protect the internals from water and dust. The battery functions properly in the following conditions:

Temperature: -40°C to 55°C (-40°F to 131°F)

Humidity: 95% non-condensing

Rain/dust: IP67

Battery Notifications

Battery warnings for a Talkman battery occur at the following levels:

- First warning = 3,45 mV
- Critical warning = 3,350 mV

T5/A500 10-Bay Combination Charger Specifications

Length	21.21" (53.9 cm)
Depth	6.64" (16.9 cm)
Depth with Wall Bracket	6.89" (17.5 cm)
Height	6.12" (15.5 cm)
Power	Input Voltage: 100-250 Vac Input Current: 2.4 A maximum Line Frequency: 50-60 Hz
Cord	Uses standard IEC 60320 plug
Operating Temperature	50° to 140° F (10° to 40° C)
Storage Temperature	-22° to 158° F (-30° to 70° C)
Humidity	Functional to 90% non-condensing

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

T5/A500 Combination Charger Power Supply Specifications

10-Bay Combination Charger Power Supply	
Input:	Input Voltage: 100-250 Vac Input Current: 2.4 A maximum Line Frequency: 50-60 Hz
Output:	Output: 97.5 W (15 V x 6.5 A)
Cord (U.S., Mexico, Canada):	UL listed and CSA certified 3 conductor 18 AWG Terminated with a molded-on plug cap rated at 125V 15A Six feet minimum length
Cord (other countries):	Internationally harmonized and marked <HAR> 3 conductor 0.75mm minimum wire Rated at 300V with PVC insulated jacket Molded-on plug cap rated 250V 10A Six feet minimum length

Single-Bay Combination Charger Power Supply	
Input:	Input Voltage: 100-240 Vac Input Current: 0.6 A maximum Line Frequency: 50-60 Hz

Appendix B

Accessories

Vocollect offers a variety of accessories for wearing, protecting, and facilitating the operations of Talkman and other devices.

Handheld and other devices may require specific cables in order to use Vocollect accessories, such as headsets. See the release notes for the Vocollect Voice software for your device for more information.

Pidion BM-170 Display

The Pidion BM-170 is a display device that can be used along with a Talkman A500 or Talkman A700 device (VoiceCatalyst only) to run applications where it is more appropriate that voice be supplemented with a display. It has a touchscreen and various buttons and switches:

Control	Location	Action
Rocker switch	Left side	Increases and decreases volume
Large button	Right side	Powers on and off
Small button	Right side	Back
Options menu	Upper left of front	Displays options available
Joypad	Center front	Navigates around screen and lets you select items



Figure 27: Pidion Display Device

Connecting the Pidion BM-170 Display to a Talkman A500/A700

1. Turn on the Talkman A500 or A700 device.
2. Turn on the display.
The display will initialize.

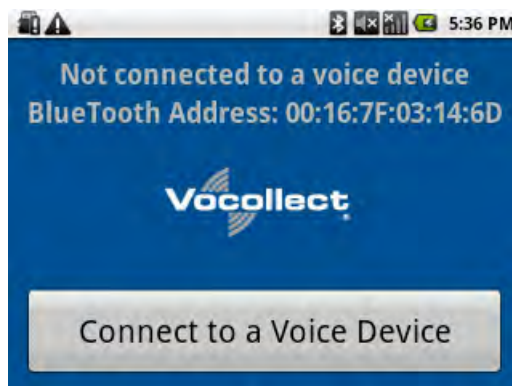


Figure 28: The Initial Screen

3. Press the **Connect to a Voice Device** button to begin connecting the display to your Talkman. A list of nearby devices' serial numbers that can accept a connection are displayed.

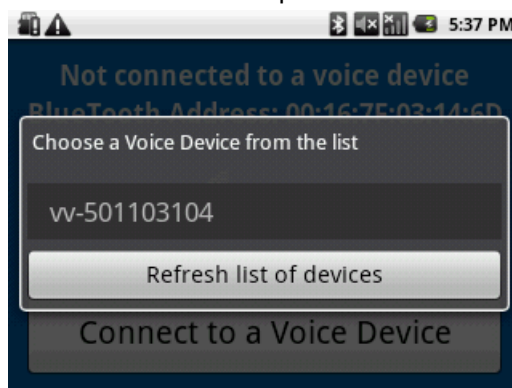


Figure 29: List of Devices

4. Select the serial number of the Talkman to which you want to connect and confirm your selection.

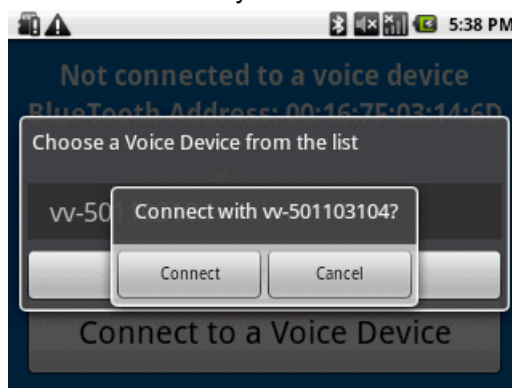


Figure 30: Confirming the Connection

You will be taken back to the main screen, and the display will be connected to the Talkman.

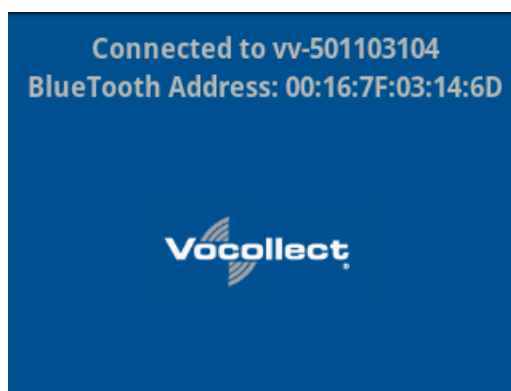


Figure 31: Connected to a Voice Device

Screens relevant to the application loaded onto the voice device will appear once the voice application is running.

T5/A500 Adjustable Shoulder Harness

To comply with government safety standards, the device must be used with either a Vocollect customized belt and clip, a Vocollect customized shoulder harness, or a Vocollect belt holder.

T5/A500 Adjustable Shoulder Harness Specifications

Shoulder Strap	2" (5 cm) Wide Adjustable Nylon
Chest Straps (Regular)	Two Adjustable Elastic Nylon, 32"-48"(81 cm - 122 cm)
Chest Straps (Large)	Two Adjustable Elastic Nylon, 41"-66" (104 cm - 167 cm)

Putting a Device on a T5/A500 Shoulder Harness

To wear a device using the shoulder harness option, attach the device to an adjustable Vocollect harness with a specially designed mounting clip (provided with the belt or harness).

Attach the clip to the harness at the beginning of a shift. You can attach the device to and remove the device from the clip as often as necessary throughout the shift.



Figure 32: T5/A500 Shoulder Harness Properly Worn - Front and Back Views

1. Open the flap on the front of the shoulder harness by unsnapping the two buttons.
2. Slide the flap through the slots on the mounting clip then snap the buttons together.
3. Unbuckle the large loop.

4. Put your left hand through the small loop and slide the harness over your left shoulder.
5. Clip the large loop in front of your chest.
6. Adjust the straps.
7. Connect the device to the shoulder harness clip by sliding the device onto the clip until it snaps into place. The device is properly clipped in place if you cannot remove it from the clip without pressing the device's clip release button.

Belts and Belt Clips

To comply with government safety standards, the device must be used with a Vocollect customized belt and clip, a Vocollect customized shoulder harness, or a Vocollect belt holder.



Figure 33: Belt with Clip

Using the A500/T-Series Belts and Clips

To wear a device using the belt and clip option, attach the device to a Vocollect belt with a specially designed mounting clip (provided with the belt or harness):

- T5/A500 Black Belt Clip connects a T5 or A500 device to the belt.
- Attach the clip to the Vocollect belt at the beginning of a shift. You can attach the device to and remove the device from the clip as often as necessary throughout the shift.

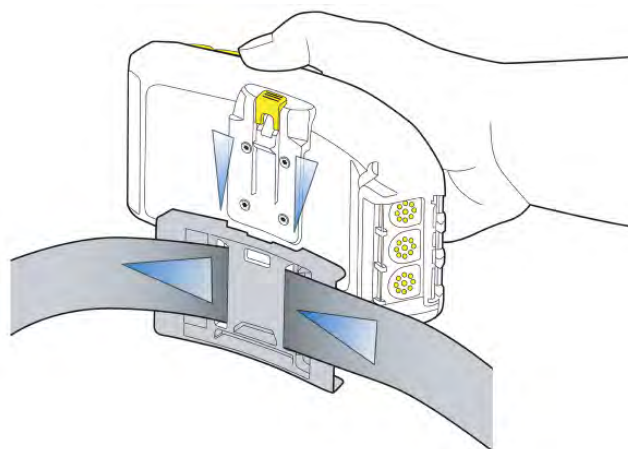


Figure 34: Attaching the Device to a Belt Clip

- Vocollect strongly recommends that the device be worn on the right side of your body with the device's buttons on the top and its connectors toward your back.
- A500 and T5-series devices can also be worn on a shoulder harness.

T-Series Belt Specifications

Belt Size	Dimensions
XS	18" - 26" (46cm-66cm)
S	24" - 32" (61cm-81cm)
M	28" - 36" (71cm-91cm)
L	34" - 42" (86cm-107cm)
XL	40" - 48" (102cm-122cm)
XXL	46" - 54" (117cm-137cm)
XXXL	52" - 60" (132cm-152cm)

Belt Part	Specification
Belt material	Nylon
Velcro®	YKK Hook and Loop
Belt fastener	ITW Nexus 127-3200

Device Covers

Vocollect offers optional protective covers for its devices.

- The use of a device cover is not required; however, Vocollect strongly recommends using the cover to help preserve the appearance and prolong the life of the devices.
- Using the protective cover in a freezer environment prolongs battery life.



Figure 35: A500/T5 Elastomer-SKIN Cover

- The device cover does not have to be removed before placing the device into a device charger.
- The EXO Skeleton Cover provides additional drop protection for the device, is easy to remove, and permits full access to all device features and functions.

T5/A500 Elastomer-SKIN Cover Specifications

Fabric	ThermoPlastic Elastomer (Dynaflex G2755)
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Putting a Cover on an A500 or T5-Series Device

- 1. If the device is not already off, press and hold the yellow play/pause button until the LED indicator turns solid red and then off.
- 2. Disconnect any peripherals.
- 3. Hold the device with the battery compartment facing up and the device's buttons facing toward you.
- 4. Slide the open end of the cover over the connection port end of the device. Pull gently on the cover to make sure it slides behind the tab, located on the bottom of the device, that holds the cover securely in place.



Figure 36: Putting a Cover on a Talkman T5-Series Device

- 5. Stretch the rounded end of the cover over the rounded end of the device.
- 6. Attach the peripherals that you will be using.

Talkman A500/T5 VMT Accessory Specifications

Operating Temperature	-30° to 50° C (-22° to 122° F)
Storage Temperature	-40° to 70° C (-40° to 158° F)

Appendix C

Part Numbers

Part Numbers: Vocollect Talkman Devices

Device	Vocollect Part Number
Talkman A500 (a/b/g)	TT-800
Talkman A500 (b/g)	TT-801
Talkman A500 (a/b/g/n)	TT-802

Part Numbers: Talkman Accessories

Accessory	Vocollect Part Number
T5/A500 Cover	EO-700-1
T5/A500 Shoulder Harness	HI-700-1
T5/A500 Belt with Clip	BL-700-1 - BL-700-7
T5/A500 Clip	BL-700-101B (For use with BL-700-1 - BL-700-7 and HL-700-1)
RS-900-1	
A500/T5 High-Performance Battery	BT-700-2
A500/T5 High-Performance Battery, Box of 50	BT-700-2-101B
Vehicle Mount, Holder, Talkman A500/T5 Series	BL-710-1
Vehicle Mount, Holder/Base Screw On Attachment, Talkman A700 and A500/T5 Series	BL-710-101
Vehicle Mount, Arm, Talkman A700 and A500/T5 Series	BL-710-102
Vehicle Mount, Clamp, Talkman A700 and A500/T5 Series	BL-710-103
Vehicle Mount, Clamp, RAM Tough-Claw, Talkman A700 and A500/T5 Series	BL-710-104
Battery Adapter, DC-DC, Talkman A500/T5 Series	BT-710
Cable, Battery Adapter, Push On, Talkman A500/T5 Series	CM-710-102

Accessory	Vocollect Part Number
Power Supply, 9-36 VDC Input	CM-710-110
Power Supply, 18-60 VDC Input	CM-710-111

Part Numbers: Chargers

Charger - Device	Vocollect Part Number
T5/A500 10-Bay Combination Charger	CM-700-1
T5/A500 Single-Bay Combination Charger	CM-700-2
A500/T5 Charger, Power Supply	(For use with CM-700-1)
A500/T5 10-Bay Combination Charger Mounting Bracket	CM-701-1 (For use with CM-700-1)

Appendix D

Template Training Options

All new operators must train their voice templates (all the words that he or she will use in the voice-directed workflow) in order to perform a task with the Vocollect Voice system. Supervisors have options for operators to train templates when using a device.



Note: Always speak in your normal tone of voice when training templates.

Training with the Talkman Device Only

Your supervisor must set up the system to use the voice-only option for creating templates with a handheld device.

1. Turn your device on by pressing the Play/Pause button.
The LED indicator turns red for a few moments then turns green. The device says, "Please keep quiet for a few seconds." After a pause, the device says, "Please say zero."
2. Say "Zero."
The device says "One."
3. Say "One."
The device says, "Two."
4. Say "Two."
The device says, "Please say the following words..."
5. As the device says each word, say it back to the device. The device will prompt you with the same word at least four times; repeat the word each time it asks. If it prompts you for phrases, say the phrase naturally, without pauses between the words.

When the device has asked for all words in the task the necessary number of times, the device will say, "Creating voice templates. Please wait." It will then beep periodically until all of the remaining voice templates have been created. When the remaining voice templates have been created, the device says, "Finished creating voice templates." The device then goes to sleep. You can begin the task by pressing the Play/Pause button.

This process can be improved when used in conjunction with the section "Training Using a Printed List of Words" as found below.

Visual Training Devices



Figure 37: Pidion BM-170 and QTERM-G55

- Visual training devices enable operators to read the words that they need to say during the enrollment training process.
- Vocollect recommends using a browser-based mobile display with Talkman A500 or A700 devices, and the QTERM-G55 with Talkman T5 or T2x devices.
- These devices have a liquid-crystal screen that displays words that an operator needs to train. Operators are more likely to speak in their normal conversational tone when reading the words than when hearing the device say the words during training.
- Vocollect provides a cable with a connector so that the QTERM device can be attached to the red port on the device.
- Supporting documentation and software for the QTERM visual training device is available for free download on the manufacturer's website. Please refer to this site for all supplemental product information such as the user manual, specifications, data sheet, tutorials, and accompanying software.

 **Note:** In order to use QTERM devices with a Thai TTS, you must use a QTERM-G55 running device software version 3.1 or newer. After connecting the QTERM, verify you have the correct software by checking debug logs for the message "TRAIN DEVICE: Device query detected training device G55 using v3.1." If you do not see this message, you do not have the correct software, and you must obtain it to use the device with a Thai TTS.

Setting Up the QTERM Visual Training Device

1. Verify that the training device is set up properly. Refer to the instructions that QSI or your reseller provided with the training device for more information.
2. Connect the training device to the device using the cable provided.
3. In the *task name.vcf* file, set the configurable parameter `TrainDevicePort = Red` to turn on the training device port.
4. Reload the task onto the device.
If the training device does not work after a task load, power the Talkman device off, then power it on again.

Configuring the QTERM Visual Training Device

 **Note:** You cannot change the default baud rate for the QTERM training device setting of 9600 for versions of VoiceClient 1.x or 3.x.

1. Verify that the task is loaded onto the device.
2. Verify that the device is sleeping.
3. Verify that the training device is connected to the device.

4. On the training device, press and hold the 1 key.
5. Still holding the 1 key, press the device's yellow play/pause button.
6. Contrast appears on the training device screen.
7. On the training device, press:
 - 1 to increase the contrast
 - 2 to decrease the contrast
 - 3 to accept the current setting

After you press 3, Baud Rate appears on the training device screen.
8. On the training device, press 1 until a baud rate of 9600 appears on the screen.
9. Press 3 to accept the baud rate setting.
Bits appears on the training screen.
10. On the training device, press 3 to accept 8 as the bits setting.
Parity appears on the training screen.
11. On the training device, press 3 to accept "n" (None) as the parity setting.
Stop Bits appears on the training device screen.
12. On the training device, press 3 to accept 1 as the stop bits setting.
13. On the Talkman device, press the yellow play/pause button to turn the device on.
The device will take a background noise sample and begin training.

Training Using a Visual Training Device

Vocollect recommends using a browser-based mobile display with Talkman A500 or A700 devices, and the QTERM-G55 with Talkman T5 or T2x devices.

 **Note:** In order to use QTERM devices with a Thai TTS, you must use a QTERM-G55 running device software version 3.1 or newer. After connecting the QTERM, verify you have the correct software by checking debug logs for the message "TRAIN DEVICE: Device query detected training device G55 using v3.1." If you do not see this message, you do not have the correct software, and you must obtain it to use the device with a Thai TTS.

1. Be sure the training device is configured.
2. Connect the training device to your Talkman device.
3. Turn your Talkman device on by pressing the Play/Pause button.

The LED indicator turns red for a few moments then turns green. The training device displays, "Please keep quiet for a few seconds."

 **Note:**

- If your device does not say this, press the Operator button to manually perform a background noise sample.
- If you cannot see words displayed on the training device screen, there may be a problem with the contrast on the device. Refer to the manufacturer's documentation.

The Talkman device says and the training device displays, "Please say zero."

4. Say "Zero."
The Talkman device says and the training device displays, "One."
5. Say "One."
The Talkman device says and the training device displays, "Two."
6. Say "Two."
The Talkman device says, "Please say the following words as they appear on the screen."

The Talkman device stops speaking and words to train are only displayed on the screen. Speak the words as they appear on the device display. Words appear in random order and are repeated at least four times to get an accurate recording of how you speak the words. If it prompts you for phrases, say the phrase naturally, without exaggerated pauses between the words.

When the device has asked for all words in the task the necessary number of times, the device will say, "Creating voice templates. Please wait." It will then beep periodically until all of the remaining voice templates have been created.

During the beeping, the device periodically repeats the "... Please wait" phrase to alert the user that it is still busy. When the remaining voice templates have been created, the device says, "Finished creating voice templates." The device then goes to sleep. You can begin the task by pressing the Play/Pause button.

You can expect the device to beep for approximately two minutes after all of the vocabulary words have been spoken. If the operator presses any of the device's buttons during this time period, the device says, "Creating voice templates. Please wait."

Disconnect the training device and begin your task by pressing the Play/Pause button.

Training through VoiceConsole's Display

 **Note:** Supported when using VoiceConsole 3.0 or newer with VoiceClient 3.5 and newer and VoiceCatalyst MP 1.0 and newer.

You can view the words the device asks you to train on a computer screen, through the user interface, or pocket PC device screen as you go through the training process. See Viewing Dialog Between a Device and an Operator in the VoiceConsole online help for more information.

Training Using a Printed List of Words

If you suspect operators may have a difficult time recognizing the words the device is speaking during training, you can create a print out of the words used in the task that the device will ask the operators to train.

 **Note:** This method is supported when using VoiceConsole 3.1 or newer.

1. If a current operator has previously performed the task the new operator is going to use, go to VoiceConsole and perform the steps for viewing an operator's voice templates using the current operator. See Managing Operator Numbers in the VoiceConsole online help for more information.
2. On the Manage Operator Templates:<operator name> page in VoiceConsole, print the list of trained words. See Viewing Printable Versions of List Data in the VoiceConsole online help.
3. If necessary, on the printed list, circle commonly misheard or confusing words.

Vocabulary Word	Size (Bytes)	Version	Last Trained
all	2053	T-Series v.2	4/9/10 3:14:43 PM EDT
backup	2203	T-Series v.1	6/18/10 11:26:51 AM EDT
black	1818	T-Series v.1	6/18/10 11:26:43 AM EDT
cancel	2124	T-Series v.2	4/9/10 3:14:42 PM EDT
continue	2205	T-Series v.1	6/18/10 11:26:31 AM EDT
current	2261	T-Series v.2	4/9/10 3:14:42 PM EDT
description	2809	T-Series v.2	4/9/10 3:14:42 PM EDT
down	1817	T-Series v.1	6/18/10 11:26:49 AM EDT
down	2122	T-Series v.2	6/17/10 3:15:37 PM EDT
erase	2074	T-Series v.1	6/18/10 11:26:55 AM EDT
exit	2190	T-Series v.2	6/7/10 9:25:48 AM EDT
help	1881	T-Series v.1	6/18/10 11:26:48 AM EDT
item	2054	T-Series v.2	4/9/10 3:14:42 PM EDT
license	2397	T-Series v.2	4/9/10 3:14:42 PM EDT
none	1817	T-Series v.1	6/18/10 11:26:50 AM EDT
partial	2057	T-Series v.2	4/9/10 3:14:43 PM EDT
repeat	2042	T-Series v.2	6/18/10 10:18:34 AM EDT
sleep	2123	T-Series v.2	4/9/10 3:14:42 PM EDT
yes	2257	T-Series v.2	4/9/10 3:14:43 PM EDT

Figure 38: Printed List with Commonly Misheard or Confusing Words Circled

4. Vocollect recommends the new operator review the list prior to training so he or she is familiar with the words that will be used

If templates have not been trained for the task the new operator is going to use, have the supervisor or current operator train templates for that task and perform the steps above. To proceed with the actual training, follow the detailed list of instructions in the “Training with the Talkman Only” section above.

Appendix E

Compliance

This appendix contains the regulatory compliance information for Vocollect products.

Vocollect™ Regulatory Compliance

Statement of Agency Compliance

Vocollect 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. Vocollect 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 Vocollect, Inc. could void the user's authority to operate the equipment.

Federal Communications Commission Compliance

FCC Class B Compliance Statement

Part 15 of the Federal Communications Commission (FCC) Rules

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

 **Note:** This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

RF Exposure Statement

Warning: Vocollect Wireless products comply with International Commission on Non-Ionizing Radiation Protection (ICNIRP), IEEE C95.1, Federal Communications Commission Office of Engineering and Technology (OET) Bulletin 65, Canada RSS-102, and European Committee for Electrotechnical Standardization (CENELEC) limits for exposure to radio frequency (RF) radiation.

 **Caution:** Exposure to Radio Frequency Radiation.

- The following devices each contain an internal low-power radio: Talkman™ devices and SRX/SRX2 Wireless Headset.
- The radiated output power of Vocollect™ devices and headsets is far below the FCC/IC/EU radio frequency exposure limits.
- Nevertheless, Vocollect devices shall be used in such a manner that the potential for human contact with the radio antenna during normal operation is minimized. The device should not be used if the

case is open or if the internal antenna is exposed. When not in use, the Vocollect devices should be powered off. In addition, the device should be worn in accordance with the instructions for this device.

- Operation of this device in the band 5150–5250 MHz is only for indoor use to reduce the potential for harmful interference to co-channel mobile satellite systems.
- Users should also be advised that high-power radars are allocated as primary users (i.e. priority users) of the bands 5250-5350 MHz and 5650-5850 MHz and that these radars could cause interference and/or damage to LE-LAN devices.



Avertissement:

Exposition aux radiations de fréquences radio.

- Les appareils suivants contiennent chacun une radio de faible puissance interne: Talkman dispositifs et casque sans fil SRX/SRX2.
- La puissance de rayonnement des appareils de Vocollect et casques est bien inférieure aux limites d'exposition aux fréquences radio de la FCC/IC/EU.
- Néanmoins, les dispositifs Vocollect doivent être utilisés de telle sorte que le potentiel pour le contact humain avec l'antenne de la radio pendant le fonctionnement normal est réduit au minimum. L'appareil ne doit pas être utilisé si le boîtier est ouvert ou si l'antenne interne est exposée. Lorsqu'il n'est pas utilisé, les dispositifs de Vocollect doivent être éteints. En outre, l'appareil doit être porté en conformité avec les instructions pour cet appareil.
- Le fonctionnement de cet appareil dans la bande 5150-5250 MHz est réservé à une utilisation en intérieur afin de réduire les risques d'interférences nuisibles aux systèmes par satellite mobiles dans le même canal.
- Les utilisateurs doivent également être informés que les radars à haute puissance sont désignés comme utilisateurs principaux (c.-à-d. utilisateurs prioritaires) des bandes 5250-5350 MHz et 5650-5850 MHz et que ces radars pourraient provoquer des interférences et/ou endommager les appareils LAN exempts de licence.

Vocollect products contain one of the following radio devices. See device label.

Vocollect Device	Card Manufacturer and P/N	FCC ID#	Canadian ID #	Maximum SAR Value	
Appareil de Vocollect	Fabricant de la carte et P/N			La valeur maximale	
				1 gm avg.	10 gm avg.
A500 Model: TT-800-1-1	USI WM-BA-MR-01 CSR BlueCore6	MQO-TT-800-1-1	2570A-TT80011	0.148 W/Kg	0.062 W/Kg
A500 Model: TAP801-01	Lesswire WiBear-SF CSR BlueCore6	MQO-TAP801-01	2570A-TAP80101	0.027 W/Kg	0.016 W/Kg
A500 Model: TAP802-01	LSR TiWi5 CSR BlueCore6	MQO-TAP802-01	2570A-TAP80201	0.14 W/Kg	0.22 W/Kg

Canadian Compliance

This device complies with Industry Canada license-exempt RSS standard(s). Operation is subject to the following two conditions: (1) this device may not cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device.

Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes : (1) l'appareil ne doit pas produire de

brouillage, et (2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

Cumplimiento de normas mexicana

La operación de este equipo está sujeta a las siguientes dos condiciones: (1) es posible que este equipo o dispositivo no cause interferencia perjudicial y (2) este equipo o dispositivo debe aceptar cualquier interferencia, incluyendo la que pueda causar su operación no deseada.

الإمارا العربية المتحدة الامتثال

(Compliance with United Arab Emirates)

SRX2 القطعة (Part): HD-1000-101 موديل (Model): HBT1000-1	A710 القطعة (Part): TT-910 موديل (Model): TAP910-01	A720 القطعة (Part): TT-920 موديل (Model): TAP920-01	A730 القطعة (Part): TT-930 موديل (Model): TAP930-01
هيئة تنظيم الاتصالات تسجيل رقم: (TRA REGISTERED NO.) ER0130663/14 موزع رقم: (DEALER NO.) DA013420/14	هيئة تنظيم الاتصالات تسجيل رقم: (TRA REGISTERED NO.) ER0132548/14 موزع رقم: (DEALER NO.) DA0127420/14	هيئة تنظيم الاتصالات تسجيل رقم: (TRA REGISTERED NO.) ER0132554/14 موزع رقم: (DEALER NO.) DA0127420/14	هيئة تنظيم الاتصالات تسجيل رقم: (TRA REGISTERED NO.) ER0132542/14 موزع رقم: (DEALER NO.) DA0127420/14

Маркировка ЕАС и соблюдение Российские нормативов (Russian Compliance)

Предназначенная для продажи в России, Казахстана и Беларуси продукция маркирована специальным образом (знак ЕАС), что указывает на соответствие Таможенный союза требованиям и нормам. Поправки и дополнения к этим требованиям и нормам также учтены.

(Products intended for sale in Russia, Kazakhstan, and Belarus are labeled with the EAC mark, which indicates compliance with the Customs Union requirements and standards. Amendments to these requirements and standards are included.)

Модель (Model)	Инвентарного номера (Part Number)	Номер модели (Model Number)
Комбинированное зарядное устройство на 10 ячеек T5/A500 (T5/A500 Combination Charger)	CM-700-1	CM-700-1-1
	Made in USA, страна производства США Ratings (voltage), Напряжение: 220V-50Hz	
Соответствие агента: Л.Н. Голубова , генеральный директор, ООО "Дофин" , 140573, РФ, Московская обл., Озерский район, с. Бояркино, Compliance agent: L.N. Golubova, CEO, Dofin, Ltd., Boiarkino, Ozersky area, Moscow region, 140573 Russia		

CE Marking & European Compliance

Products intended for sale within the European Union are marked with the CE Mark, which indicates compliance to applicable Directives and European Normes (EN) as follows. Amendments to these Directives or ENs are included.

Model Name	Part Number	Model Number
A500	TT-800	TT-800-1-1
A500	TT-802	TAP802-01
	Important Notice: This device is a wireless terminal that operates in the 2.4GHz and 5GHz ISM frequency bands and is intended for light industrial use in all EU and EFTA member states. See restrictions below.	
Italy Restrictions: If used outside of own premises, general authorization is required.		
France Restrictions: Outdoor use is limited to 10mW e.i.r.p. within the band 2454-2483.5		
This device must be used with Access Points that have employed and activated a radar detection feature required for European Community operation in the 5 GHz bands. This device will operate under the control of the Access Point in order to avoid operating on a channel occupied by any radar system in the area. The presence of nearby radar operation may result in temporary interruption in communications of this device. The Access Point's radar detection feature will automatically restart operation on a channel free of radar. You may consult with the local technical support staff responsible for the wireless network to ensure the Access Point device(s) are properly configured for European Community operation.		
In order to ensure compliance with the latest European standards, VoiceCatalyst 2.1.1 or newer or VoiceClient 3.9.1 or newer voice software must be loaded on A500 devices.		

Model Name	Part Number	Model Number
A500	TT-801	TT-800-1-1 TAP801-01
In order to ensure compliance with the latest European standards, VoiceCatalyst 2.1.1 or newer or VoiceClient 3.9.1 or newer voice software must be loaded on A500 devices.		
	This device is a 2.4 GHz wireless device intended for light industrial use in all EU and EFTA member states.	

Regulatory Approvals for Bluetooth® Radio Devices

Vocollect devices that contain an integrated Bluetooth™ module are designed to comply with the most current applicable standards on safe levels of RF energy, developed by the Institute of Electrical and Electronics Engineers (IEEE) and the American National Standards Institute Communications Commission (FCC).

The Bluetooth word mark and logos are owned by the Bluetooth SIG, Inc. and any use of such marks by Vocollect is under license. Other trademarks and trade names are those of their respective owners.



Made in the U.S.A.

Vocollect
Pittsburgh, PA



Declaration of Conformity: RoHS**Directive 2011/65/EU of the European Parliament and Council of 8 June 2011****Restriction of Hazardous Substances (RoHS)**

Products Manufactured by Vocollect™

All Vocollect manufactured products shipped by Vocollect as of 1 January 2012 to destinations where the DIRECTIVE 2011/65/EC OF THE EUROPEAN PARLIAMENT AND OF THE COUNCIL of 8 June 2011 (RoHS 2) applies are compliant with this directive on the restriction of the use of certain hazardous substances in electrical and electronic equipment.

The parts do not exceed the maximum concentrations by weight in homogenous materials for:

- 0.1% lead (Pb)
- 0.1% Hexavalent chromium (Cr6+)
- 0.1% polybrominated biphenyl (PBB)
- 0.1% polybrominated diphenyl ether (PBDE)
- 0.01% cadmium (Cd)

or qualify for an exemption to the above limits as defined in the Annex of the RoHS Directive.

Third Party products sold by Vocollect

Vocollect has obtained verification from all suppliers of all third party products that versions of those products shipped by Vocollect as of 1 January 2012 to destinations where the DIRECTIVE 2011/65/EC OF THE EUROPEAN PARLIAMENT AND OF THE COUNCIL of 8 June 2011 (RoHS 2) applies are compliant with this directive on the restriction of the use of certain hazardous substances in electrical and electronic equipment.

The parts do not exceed the maximum concentrations by weight in homogenous materials for:

- 0.1% lead (Pb)
- 0.1% Hexavalent chromium (Cr6+)
- 0.1% polybrominated biphenyl (PBB)
- 0.1% polybrominated diphenyl ether (PBDE)
- 0.01% cadmium (Cd)

or qualify for an exemption to the above limits as defined in the Annex of the RoHS Directive.

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