

Vocollect VoiceClient™ 1.3 for Motorola® MC9090 and WT4000 Series Devices

[Release Highlights](#)

[General Considerations and System Limitations](#)

[Installation and Initial Configuration](#)

[Template Conversion Tool](#)

[Third Party Software](#)

[Getting Help](#)

Release Highlights

Version numbers associated with this release:

- SYM310_v1.3

Note: An updated version of Vocollect Hardware Help is included on this CD. To install this version of hardware help, follow the instructions for hardware help installation included with the *Vocollect VoiceConsole® 2.2 and 2.3 CD*.

- This release supports the use of *VoiceClient* on Motorola MC9090 handheld devices running Windows® Mobile 5.0.
Note: MC9090 devices have been tested by Vocollect on Windows Mobile 5.0 English, OEM Version: 01.33.0000 (Rev F), and OS Version: 05.01.0476.
- This release supports the use of *VoiceClient* on Motorola WT4000 series handheld devices running Windows CE 5.0.
Note: WT4000 series devices have been tested by Vocollect on Windows CE 5.0 English, OEM Version: 03.17.0001 (Rev C), and OS Version: 05.00.1400
- This release supports much of the same functionality as the previous release of *VoiceClient* 1.2 for Motorola MC-9060. See *VoiceClient* 1.2 for Motorola MC-9060 release notes for more information.
Note: Any use of Bluetooth® is not supported on this release of *VoiceClient* 1.3.
- This release supports *VoiceConsole* 2.2 and 2.3.
- For MC9090 devices, this release supports the use of *SR-25 Vocollect Headsets* through the use of a Vocollect headset adapter.
- For WT4000 series devices, this release supports *SR-26 Vocollect Headsets* through the use of a standard audio jack connection.
- Templates trained on *Talkman® T Series* devices and MC-9060 devices can be used with this version of *VoiceClient* on MC9090 and WT4000 series devices. The template conversion utility must be run in order to do this. See [Template Conversion Tool](#) for details.

- Backlight on devices now remain on throughout the entire training session.
- The following configurable parameter has been added for Motorola devices:

symbolTNT1OutputOffset

This parameter is the recommended way to set the maximum volume level for a Motorola device. The lower the value of this parameter, the softer the volume will be on the device.

Note: This parameter must be placed under the [HKEY_LOCAL_MACHINE\Software\Vocollect\Vocollect Voice Client\DeviceSpecific] registry location.

Minimum value: -4, the softest Vocollect Voice can operate effectively on a Motorola device
Maximum value: 8, the loudest Vocollect Voice can operate effectively on a Motorola device
Default: 0

- VoiceClient Logging Enhancement

A logging enhancement has been implemented in this release to improve performance by disabling logging after a task load operation has successfully completed.

The default behavior is for logging to be enabled when the *Vocollect Voice* application is started on a Motorola device until a task is successfully loaded. Once the task is loaded, logging will be disabled. Logging will be re-enabled if a task load is initiated or if logging is enabled via the *VoiceConsole* device properties page.

Logging can be enabled permanently by setting the configuration parameter **EnableSerialDebug** to 1.

Note: If using this parameter in the task .vcf file, logging will become disabled upon successfully loading a new task. When logging becomes enabled, the message "Logging Enabled" will be sent to the output log (if available) and *VoiceConsole* log (if enabled). When logging is disabled, the message "Logging Disabled" will be sent to the output log.

- *Vocollect Voice* launch via the Motorola Touchless Application Launcher

This feature enables support for the 4000 series TAL (Touchless Application Launcher), which is a Motorola utility application that provides easy access to the most commonly used programs and utilities on the device.

With this release, the *Vocollect Voice* installation now takes advantage of the TAL application by installing information to make the *Vocollect Voice* application available via the TAL application.

To access *Vocollect Voice* in the TAL, perform the following steps:

1. After installation, select **WT40x0 Startup** icon.
2. Press **Enter** on the device.
Vocollect Voice appears as one of the options in the **Application Launcher** list.
Note: You can also perform a warm boot instead of steps 1 and 2.
3. Highlight the *Vocollect Voice* option in the **Application Launcher** list to launch *Vocollect Voice*

4. Press Enter on the device.

Uninstalling *Vocollect Voice* via ActiveSync or Remove Programs in the Control Panel will, upon the next running of the Application Launcher, cause *Vocollect Voice* to no longer be listed as one of the options in the TAL.

Note: *Vocollect Voice* will still be available in the TAL after performing a cold boot, but will not be able to be uninstalled via ActiveSync or the Remove Programs in the Control Panel if a cold boot has been done since installation.

If a cold boot has been performed since installation, either remove the application manually or reinstall the application over the existing install to then be able to remove it via ActiveSync or the Remove Programs in the Control Panel.

Language support

This version of *VoiceClient* supports 16 languages.

Note: You must have a license for each language in use at your site.

VoiceClient - TTS Languages Available by Device Type

Language	Format/Language Indicator	TTS Voice Options
Danish	da_DK	Female
Dutch, Belgian	nl_BE	Female
Dutch, Netherlands	nl_NL	Female
English, UK	en_GB	Female
English, US	en_US	Female, Male
Finnish	fi_FI	Female, Male
French	fr_FR	Female
French, Canadian	fr_CA	Male, Female
German	de_DE	Female
Italian	it_IT	Female, Male
Norwegian	no_NO	Female
Portuguese	pt_PT	Female
Portuguese, Brazilian	pt_BR	Female, Male
Spanish	es_ES	Female
Spanish, Latin American	es_MX	Female, Male
Swedish	sv_SE	Female

[back to top](#)

General Considerations and System Limitations

Please be aware of the following considerations when using *VoiceClient* 1.3 for MC9090 and WT4000 series devices.

- DST and time zone information must be updated on the Motorola device prior to running the voice application. *Vocollect Voice* will not work properly if this information isn't properly set through the Control Panel on the device.
- Microsoft® ActiveSync® must not be active when using the *Vocollect Voice*® application. Failure to do so may result in failed wireless network connectivity and interrupted communications with *VoiceConsole*.
- ActiveSync versions 4.1 or 4.5 must be used with MC9090 and WT4000 series devices.
- Vocollect recommends uninstalling all *Vocollect Voice* applications before installing this version of *VoiceClient*.
- The number of vocabulary words supported by the device code varies based on language. This version of *VoiceClient* will run tasks up to 400 words when using any supported TTS engine.
- For MC9090 devices, the SR-25 headset is the only headset that has been tested for use with *VoiceClient* 1.3. The SR-25 headset must be used with the *Vocollect headset adapter* , which allows the connector on the headset to connect to the Motorola device.
Note: The SR-25 headset is designed to operate only with Motorola 9000 series handheld devices. The headset will not attach properly to *Talkman T Series* devices.

Warning: Do not attempt to attach an SR-25 headset to anything other than a Motorola 9000 series device. Doing so may result in permanent damage to the operator's ears, the headset, and the device, and will invalidate the headset and device's warranties.

For WT4000 series devices, the SR-26 headset is the only headset that has been tested for use with *VoiceClient* 1.3.

The speech recognition and audio performance of the product will be affected by the use of any other headset. Vocollect will not provide support for any other headset used with this product. Vocollect will not be responsible for any issues or problems encountered when any other headset is used.

- *VoiceClient* 1.3 only runs on MC9090 and WT4000 series devices. It will not run properly on the MC-9060 devices. *VoiceClient* versions 1.1 and 1.2 must be used for MC-9060 devices, and cannot be used on MC9090 or WT4000 series devices.
- When uninstalling the voice application using ActiveSync, a message stating some components have not been deleted may display. This is standard and will not affect system operation.

- The TTS may stutter while starting a task after an operator or task has been loaded. (SYM-52)
- The keypad and display screen backlights may flash on and off briefly during enrollment training. (SYM-364)
- The device screen may turn off and then back on after 10 minutes of inactivity. (SYM-189)
- An MC9090 may not respond to the voice command "Talkman, wakeup" immediately after removing the device from a charger. (SYM-206)
Workaround: Press the **Play/Pause** button on the device and repeat the command.
- If an MC9090 or WT4000 series device is placed in the cradle too closely after you exit the voice application, ActiveSync may not sync or may display an error. (SYM-209)
Workaround: Remove the device from the cradle for a few seconds and then replace the device in the cradle. This should result in a proper synchronization.
- If a portable printer is attached to a Motorola device, the printer may print a few lines of undecipherable characters when the device boots up for the first time. (SYM-437)
Workaround: Do not power on the printer until after the device is fully powered on.
- During enrollment training or while executing a task or operator load on a WT4000 series device, shut down may take longer than usual. (SYM-685, SYM-690)
Workaround: Wait for the completion of the training, task, or operator load before shutting down.
- Upon first startup, after initial installation, of the voice application, the LED indicator status on a device's main window may appear frozen. This does not affect software operation.
Workaround: The next user action that causes a LED state change will properly set the LED state. Operate the device as normal.
- Pressing **P1** on a WT4000 series device keypad does not close the menu like it does on a MC9090. (SYM-835)
Workaround: Use the Esc key to close the menu.
- Uninstalling *Vocollect Voice* from a WT4000 series device using ActiveSync Add/Remove programs causes an error stating certain files could not be removed because they are in use or read-only. However, the files are actually removed. (SYM-840)
Workaround: Press escape on the device to close the error window. The application is fully uninstalled.
- When an MC9090 or WT4000 series device connects to *VoiceConsole* for the first time, the device automatically goes to an unassigned site in *VoiceConsole*. (SYM-842)

Workaround: Move the device profile manually, using *VoiceConsole*, from the unassigned site to a specific site. See *VoiceConsole* Online Help for details.

- On WT4000 series devices, *Vocollect Voice* does not start when the device's radio is disabled. (SYM-862) **Workaround:** Ensure the device is properly connected to a wireless network prior to opening *Vocollect Voice*.
- Whenever a Motorola device is removed from maintenance mode or the charger in the middle of the task load, the LED light blinks green with no beep sound until the task is fully loaded to the device misleading an operator to believe the task has been loaded at that point. (SYM-863)
Workaround: Wait until you hear the "Task load complete" message, the status light goes red and the device beeps. If already loaded, the operator is then loaded. The operator will not load if it has not already been loaded to the device.
- The voice application may not fully start or the audio output may not be heard out of your headset. (SYM-884)
Workaround: It may be necessary to warm boot your device and restart the voice application.
- ODRs sent via a Continuous Socket connection while an operator is out of radio range may be permanently lost. (SYM-886)
- If the ODR confirmation byte is set in the task package of *VoiceConsole* and you are using a task that has Continuous Socket ODRs, the device sends the ODR data and considers the transaction successful whether or not the confirmation byte is received. (SYM-887)
- Transient socket ODRs may be lost while using transient socket connection. (SYM-894)
Workaround: Enable the confirmation byte to ensure that data is not lost when using transient sockets.

The following are known limitations for *VoiceClient* 1.3 for MC9090 and WT4000 series devices:

- **SYM-205:** On MC9090 devices, node transitions and any words spoken by the device are accompanied by a background static noise as well as a slight click prior to and following speech output.
- **SYM-648:** While installing *Vocollect Voice* on an MC9090 device, selecting anything other than `\Application` as the directory to install *Vocollect Voice* will cause the application to fail.
Workaround: You must select `\Application` when you're installing on an MC9090. See [Installation and Initial Configuration](#) for more information.
- **SYM-666:** The voice application may take longer than usual to load during the first use of the application.

- **SYM-838:** The device may take about 10 seconds to come out of the maintenance mode after being removed from the cradle.

[back to top](#)

Installation and Initial Configuration

IMPORTANT: *VoiceClient 1.3 for Motorola MC9090 and WT4000 series is supported in VoiceConsole 2.2 or newer. Some steps below require prior installation of VoiceConsole.*

Vocollect recommends uninstalling all *Vocollect Voice* applications before installing this version of *VoiceClient*. Any *.cab* files residing on a target device should be removed before installing this version of *VoiceClient*.

When you use the install program to install *VoiceConsole*, all files on the distribution media are archived, and the install program will extract them for you and place them into subdirectories.

Installation of the full *VoiceClient* product requires approximately 75 Mb of available disk space. The actual disk space occupied by this product and the amount of temporary workspace required will vary slightly depending on your disk's cluster size.

All references to directory paths assume that you have used the install default directory structure.

Before you begin: If you are not using a serial cable connection to install this application, make sure your handheld synchronization software, such as Microsoft ActiveSync, is installed.

Note: Microsoft ActiveSync versions 4.1 or 4.5 must be used with MC9090 and WT4000 series devices.

However, you can establish a serial cable connection between your synchronization tool and a handheld device in order to install Vocollect software. Vocollect recommends you connect the cradle for a handheld device to the computer you are using to install these applications with a USB connector and then cradle the device. Vocollect recommends the use of a USB cable for speed and simplicity.

To install *VoiceClient 1.3* for MC9090 and WT4000 series devices using Microsoft ActiveSync, perform the following steps:

Note: The following steps require you to have *VoiceConsole 2.2* or newer installed.

1. Create a folder in a location that is easy to access (for example, the desktop or a folder you have created) and name the folder appropriately. You will copy files from the *Vocollect Voice* for Handheld Devices CD-ROM to this folder.
2. Place the *Vocollect Voice* for Handheld Devices CD-ROM into the appropriate CD-ROM drive.
3. Open the CD.
A list of *.cab* files and executables displays.
4. Select all files (executables, *.cab*, *.ddf*, and *.vrg*), and copy them to the folder you created in step 1.
Note: If you are using an MC9090 device, select the files with 9090 in the file name. If you are using a WT4000 series device, select the files with 40X0 in the file name.
5. Close the CD-ROM.

Note: Steps 6 through 15 are for installations using Microsoft ActiveSync. ActiveSync must be installed, a device must be placed into a charger/cradle, and must display a status of “connected” in ActiveSync prior to running through the following steps. If you are using a different synchronization tool, see [Other Synchronization Tools](#).

6. Determine which languages are to be installed at your site, and find the .cab file for that language. See the chart in Available Languages for supported languages and their extensions.
7. Drag the .cab file (for example, XXXXXXX_VVoiceCabInstall_en_US.CAB) onto the executable **VocollectVoice Installer.exe**. The Application Manager **Add/Remove Programs** window and **Installing Applications** dialog box appears.
8. On the MC9090 device, select **\Application** to install *Vocollect Voice* in that directory.

On the WT4000 series device, click **Yes** in the **Installing Applications** dialog box.

9. On the MC9090 device, click **Install** in the lower left corner of the device's screen. Installation begins, and a status bar tracks progress. When installation is finished, the **Application Downloading Completed** dialog box appears, and a progress indicator displays on the device screen.

Note: This step is not applicable for WT4000 series devices.

10. Click **OK** in the **Application Downloading Completed** dialog box.
Note: If installation fails, check the amount of memory available in the handheld device flash memory. Voice installation requires a minimum of 15 Mb flash and 20 Mb RAM memory.
11. In *VoiceConsole*, create a configuration only device profile with the *VoiceConsole* URL.
12. Export the profile from *VoiceConsole* to the folder you created in step 1. See *VoiceConsole* online help for details.
13. Open the folder you created in step 1. Find the device profile (.vrg) you created in step 12, and drag it into **SymConfigFileInstaller.exe**.
The **Installing Applications** dialog box appears.
Note: The following files need to be in the directory where your config.vrg file is located in order to complete this step successfully: cabwiz.ddf, Cabwiz.exe, config.vrg (the config file you've configured in order to connect to your *VoiceConsole* server), makecab.exe, and **SymConfigFileInstaller.exe**.
14. Click **Yes**. The executable will load the device profile onto the handheld device.
The **Application Downloading Complete** dialog box displays.
15. Click **OK** in the **Application Downloading Complete** dialog box.

To install *VoiceClient* 1.3 on a second device using Microsoft ActiveSync, perform the following steps:

1. Remove the first device from the cradle and cradle the second device.
2. Open Microsoft ActiveSync.
3. Select **Tools | Add/Remove Programs** and open the **CE Application Manager** window.
4. Activate both the **Vocollect config.vrg** and **Vocollect Voice** check boxes. Be sure the **Install program into default installation folder** check box is activated.
5. Click **OK**.
The voice application and device profile install.
Note: To uninstall these files, follow steps 2 and 3. Deactivate the **Vocollect config.vrg** and **Vocollect Voice** check boxes. Click **OK**. A message stating some components have not been deleted may display. This is standard and will not affect system operation.
6. Follow steps 1 through 4 to load the application and device profile to additional devices.
Note: This process is required only for initial configuration. Modifications to the device profile can be downloaded using *VoiceConsole* when a device is connected to the *VoiceConsole* application.

Other Synchronization Tools

1. Follow steps 1 through 4 in the installation section.
2. Open the folder that contains the **.cab** files and executables that you created, and find the **.cab** file for your site (for example, xxxxxxxx_VVoiceCabInstall_en_US.CAB).
3. Use the synchronization tool to place the **.cab** file onto the handheld device in the **\Application** directory and to extract the **.cab** file.
4. In *VoiceConsole*, create a device profile with the *VoiceConsole* URL.
5. Export the profile from *VoiceConsole* to the folder you created in step 1. *VoiceConsole* automatically assigns a **.vrg** extension to the exported device profile. See *VoiceConsole* online help for details about creating and exporting a device profile.
6. Browse to the location to which you exported the device profile.
7. Rename the file **config.vrg**.
Note: The device profile you created in *VoiceConsole* will be retained in *VoiceConsole* with its original name.
8. Use the synchronization tool to place the **config.vrg** file into the **\Application\VocollectVoice** directory on the device.
Note: You must restart the voice application for the new device profile to be detected and used.
9. Repeat steps 2 through 6 for each additional handheld device you wish to configure.
Note: Modifications to the device profile can be downloaded using *VoiceConsole* when a device is connected to the *VoiceConsole* application. This process is required only for initial configuration.

See Vocollect Hardware Help and *VoiceConsole* Online Help for details about updating device profiles on handheld devices.

[back to top](#)

Template Conversion Tool

This is a tool for converting templates created for use on Vocollect hardware (*T Series* devices) into templates for use on a Motorola MC9090 or WT4000 series handheld device.

To convert templates, you must edit specific variables in the batch file, and then run the batch file to perform the conversion, by performing the following steps:

1. Locate and open the **ConvertTxTemplates** folder on your *Vocollect Voice* CD.
Note: You must have this folder and its files in the same directory or path of Java 1.5.
To download Java 1.5, click on the following link and follow the directions:
<https://sdld3d.sun.com/ECom/EComActionServlet;jsessionid=8E245EFAA64E25ADC38AB11E45D6880A#>
2. Right-click on the file **_ConvertTxTemplates.bat** in the folder, and select to open the file in a text editor.
3. Enter details specific to your instance of *VoiceConsole* in the fields mentioned below.
Note: Specify these details in the first instance of these fields in the batch file, which is directly below the comment "Specify the host name (or IP address) of the *VoiceConsole* installation and the port through which it can be accessed."
 - **set VC_HOST_NAME_OR_IP:** Specifies the host computer on which *VoiceConsole* is running. Default value is localhost.
The *VoiceConsole* host computer name appears in the *VoiceConsole* address bar at the beginning of the URL. Example:
`http://EXAMPLE_HOST_NAME:9080/VoiceConsole/ViewTerminals.do`
 - **set VC_PORTNUM:** Port on which *VoiceConsole* is listening. Default value is 9080.

- **set VC_USERNAME:** Username required to log into *VoiceConsole*. Default value is generally admin, but your site may be different.
 - **set VC_PASSWORD:** Password required to log into *VoiceConsole*. Default value is generally password, but your site may be different.
4. Specify the range of operator primary keys (PK) that should be imported to convert. To find the PK for an operator, go to the Operator View in *VoiceConsole*, and click on the operator. The PK appears in the address bar at the end of the URL. Example:
<http://10.0.14.183:9080/VoiceConsole/ModifyOperatorPropertiesStart.do?pk=769>
Note: If you are working with multiple sites, operators must be in an unassigned site in *VoiceConsole* before you can convert their templates.

Enter details in the following fields:

- **set MIN_OPER_PK:** Identifies the minimum operator PK to be converted.
 - **set MAX_OPER_PK:** Identifies the maximum operator PK to be converted.
Note: If only converting one operator, you must specify the same value for minimum and maximum.
5. Save your work.
6. Close the text editor.
7. Run the file **_ConvertTxTemplates.bat**.
Your templates convert and are ready for use.

To confirm templates have been converted, click on the name of the operator in *VoiceConsole* on the Operator View page, and click the manage templates link. If the conversion was successful, there will be two sets of templates, each with a different version, for the operator's template you converted.

[back to top](#)

Third Party Software

The following information applies to software packages that are included in *VoiceClient* 1.3 for MC9090 and WT4000 series devices.

Expat XML Parsing Library

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Log4CPlus logging engine

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[back to top](#)

Getting Help

Vocollect has provided complete product reference information in the online help provided with *VoiceConsole*. To view the online help, select the **Help | Contents and Overview** option on the application's navigation bar.

Note: If you purchased Vocollect equipment from a Vocollect reseller, please contact the reseller.

To contact Vocollect Americas:

Customer Service Email: voccustsupp@vocollect.com

Customer Service Phone (US): 1.866.862.6553

Customer Service Phone (Outside the US): 412.829.8145

For technical questions related to Vocollect products, system support incidents, and related technical issues, contact the Technical Support Center at

Technical Support Email: support@vocollect.com

Technical Support Phone (US): 1.866.862.7877

Technical Support Phone (Outside the US): 412.829.8145

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[back to top](#)

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