

May 2020 | PUN 20.8 | Use of Masks with Honeywell Voice Mobile Devices and Headsets

Honeywell Voice has been used in diverse work environments for decades. For many years, mobile workers across the globe have worn face masks while using a Honeywell Voice mobile device and Honeywell headset – including wearing a face covering in freezer environments. In these instances, the Honeywell Voice devices and headsets have performed without degradation to the workers’ speech or system speech recognition.

Honeywell recommends the following tips to maximize speech recognition performance while wearing a mask:

1. Mobile workers with a trained template may need to re-train their templates while wearing the face mask.
2. For mobile workers that are utilizing Pick Up & Go speaker independent recognition there is no need to train a template unless speech recognition issues occur.
3. Noise samples should be taken periodically when changing work environments with varied noise levels.

Honeywell’s recommended device cleaning procedures outline the use of isopropyl alcohol in a 70% solution only. These procedures are posted online on the Honeywell AIDC Help website >> [Cleaning Procedures](#). The help website also offers another article that outlines procedures for cleaning and disinfecting headsets and microphones >> [Care and use of Headsets and Microphones](#).

REGIONS AFFECTED

- Asia Pacific (APAC)
- Europe
- Middle East, Turkey, Africa (META)
- Latin America (LATAM)
- North America and Canada (NA)

TIMELINE OF EVENTS

ACTIVITY	DATE
First Order Date	Immediately
First Ship Date	Immediately
Standard Lead Time	Consult your Honeywell Representative

FOR MORE INFORMATION

Complete Voice Product Documentation as well as this product’s information are available at: <https://help.honeywellaidc.com/Software/VoiceSoftware/Content/VoiceCatalystClientHome.html>

Support help desk – self-help answers: <https://honeywell.custhelp.com/app/answers/list>

Honeywell Voice technical support - call or email:

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