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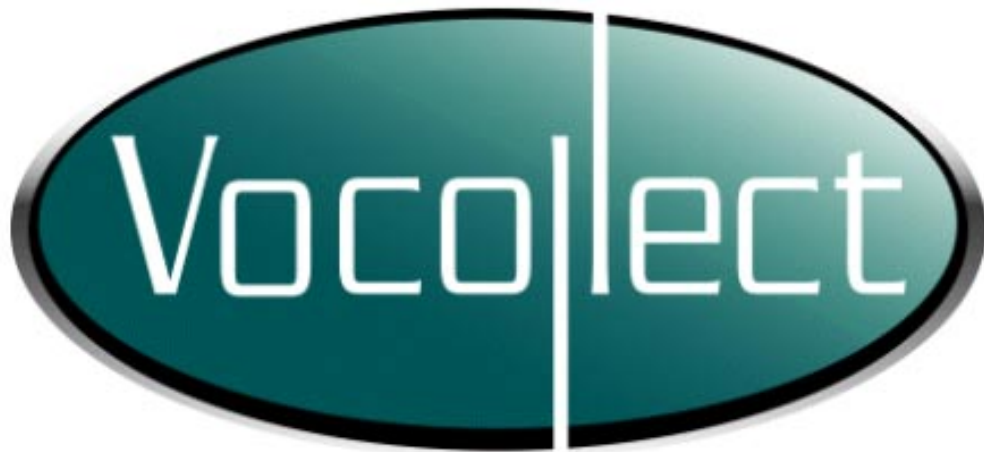
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# Contact Information



## Contact Information

For returns, technical support, or other customer service issues, contact Customer Service at [support@vocollect.com](mailto:support@vocollect.com), 412.829.8145, or toll free at 866.VOCOLLECT.

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Frequently Asked Questions World Wide Web page:  
[http://www.vocollect.com/sitehtml/voice\\_at\\_work/faq.php](http://www.vocollect.com/sitehtml/voice_at_work/faq.php)

**Note: None of the e-mail links on this page will work unless this computer is connected to the Internet AND configured to launch e-mail when you click mailto links. If you have questions, please contact your system administrator.**

## Talkman® T2 System Version and Compliance Information



Note: The information in this topic applies specifically to the Talkman® T2 system. To view this information for the Talkman® OPEN system, click on the image of the terminal.

- Version
- Regulatory Policy Compliance
  - Talkman® T2 Federal Communications Commission Compliance
  - CE Marking & European Compliance

## Version

For version information, please consult the **Help | About** menu option of any Vocollect application or check the release notes that accompanied the Talkman Management Software.

<b>Software</b>	<b>Release Version</b>
Talkman® T2 Terminal Software	Consult the release notes included with your Talkman Management Software
Terminal Manager	Consult the <b>Help   About</b> menu option.
Operator Manager	Consult the <b>Help   About</b> menu option.

## Regulatory Policy Compliance

- Talkman T2 Federal Communications Commission Compliance
- CE Marking & European Compliance

### Talkman T2 Federal Communications Commission Compliance

Changes or modifications not expressly approved by Vocollect, Inc. could void the user's authority to operate the equipment.

This device complies with Part 15 (b) of the Federal Communications Commission (FCC) Rules.



This product has been tested to the following standards:

	<b>Standard</b>
European Union/ Manufacturers declaration of Conformity. EMC Directive 89/336/EEC and amendment 92/31/EEC	<b>Emissions -EN 55022: 1998: Class B:</b> Limits & Methods of Measurement of Radio Disturbance Characteristics of Information Technology Equipment <b>Immunity -EN 55024:1998:</b>

<p>United States/Federal Communications Commission</p> <p>Canada/Industry Canada</p>	<p>Electromagnetic Compatibility-Immunity of Information Technology Equipment (ITE), which consists of:  EN61000-4-2; ESD  EN61000-4-3; Radiated Immunity  EN61000-4-6; Conducted Immunity  EN61000-4-11; Voltage Interruptions  <b>FCC Part 15, Class B:</b>  Code of Federal Regulations, Title 47 Telecommunication Part 15-Radio Frequency Devices  <b>ICES-003:</b>  Industry Canada Interference-Causing Equipment</p>
--	--

This product may contain one of these radio devices. See device label.

Card Manufacturer and P/N	Vocollect Talkman FCC ID #
Symbol-LA-3021- 101-US 2Mbps 100mW H9PLA3021-100	MQOTT600-22300
Symbol-LA-4121- 1020-US H9PLA4121	MQOTT600-35300
Lucent-PC24E-H-FC WorldCard	MQOTT500-33300
CISCO- AIR-PCM350 LDK102040	MQOTT600-40300
Proxim 7400 IMK-ILC1PC	

The Talkman product is separately approved for:

1. FCC Part 15 Subpart C
2. Industry Canada RSS211 and RSS139
3. ETSI 300-328, ETSI 300-826, EN 60950

The Talkman T2 is nominally a Class B digital device, pursuant to Part 15 of the FCC Rules.

Caution: Exposure to Radio Frequency Radiation.

The Talkman T2 terminal contains an internal low-power radio. The radiated output power of the radio is far below the FCC radio frequency exposure limits. Nevertheless, the Talkman T2 terminal shall be used in such a manner that the potential for human contact with the radio antenna during normal operation is minimized. The terminal should not be used if the case is open or if the internal antenna is exposed. When not in use, the Talkman T2 terminal should be powered off. In addition, the terminal should be worn in accordance with the instructions for this device.

Vocollect terminals are designed to be compliant with the rules and regulations in the locations into which they are sold and are labeled as required. Vocollect terminals are type approved and do not require the user to obtain license or authorization before using them. Any changes to Vocollect equipment not expressly approved by Vocollect could void the user's authority to operate the equipment.

This Class B digital apparatus complies with Canadian ICES-003.  
Cet appareil numérique de la classes B est conforme à la norme NMB-003 du Canada.



**Warning: The Talkman T2 terminal is a class B product. In a domestic environment, this product may cause radio interference in which case the user may be required to take adequate measures.**

### **Part 15 (b) of the Federal Communications Commission (FCC) Rules**

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.

### **CE Marking & European Compliance**

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

#### **Applicable Directives**

- Electromagnetic Compatibility Directive 89/336/EEC
- EN 55022: 1998 Class B
- EN 55025: 1998

# Using the Online Help System

The Vocollect online help system is your key to finding answers to questions that you have about the Talkman® system. This topic contains a brief description of the help system, including basic instructions for navigating through the help topics and finding the information you need.

- Overview
- Using the Help System
- Contents Tab
- Index Tab
- Search Tab
- Favorites Tab
- Glossary Words within Topics

## Overview

Vocollect designed the online help system as a reference, training, and troubleshooting resource for the Talkman system. The help system provides information for all Talkman system components, including hardware, software, networking, procedures, and operations.

## Using the Help System




The online help system provides you with a number of different ways to find the information you need. To access different topics, use any of the tabs in the upper left-hand corner of the screen. The tabs are as follows:



- **Contents:** This tab contains a table of contents that provides a complete list of all of the topics available in the online help system.
- **Index:** This tab contains a complete index of all of the information that can be found in the system.
- **Search:** This tab provides you with the ability to search for information via user-defined words or phrases.
- **Favorites:** This tab enables you to keep a convenient list of the topics that you access most often.

## Contents Tab

The **C**ontents tab provides you with a complete table of contents that lists all of the topics available in the online help system. This tab is particularly useful if you know the name of the topic for which you are looking, or if you would simply like to get an idea of what information can be found in the help system.

Viewing information via the **C**ontents tab is as simple as clicking directly on the topic you wish to view. When you click on a topic, the information associated with it appears in the **w**indow to the right of the topic list.

The  and  icons denote that a topic heading has subtopics beneath it. To view the list of subtopics, double-click on the main topic heading or click the  icon.

The  and  icons denote that a particular branch of the tree has been expanded and that you are viewing all of the topics under a particular heading.

## Index Tab

The **Index** tab contains a complete index of all of the information that can be found in the online help system. This tab is useful if you would like to search for a topic using keywords that describe the topic.

To use this tab, follow these steps:

1. Click on the **Index** tab.
2. Click in the keyword box at the top of the tab and begin typing a word or phrase that describes the information you are trying to find.  
The topic that is the closest match to what you are typing will automatically be highlighted in the index list.
3. To view the information associated with the highlighted topic, click the **Display** button at the bottom of the tab.

## Search Tab

The **Search** tab provides you with the ability to search the entire online help system using user-defined words or phrases. This tab is useful if you would like to generate a list of all of the topics that contain the specific keyword or phrase that you defined.

The **Search** tab provides you with a number of different options that enable you to narrow your search so that it is more efficient and effective at returning the information you need.

The first of these options is **wildcard expressions**. These expressions allow you to search for one or more characters using a question mark or an asterisk. The last row in the following table describes the results you can expect to see when using wildcard expressions. The other rows in the table explain how to search for single words, phrases, and multiple words.

To search for:	Example of what you could type into the keyword box:	Results
A single word	train	Topics that contain the word "train" as well as topics that contain grammatical variations of the word, such as "trainer" or "training".
A phrase	"enrollment training" It is important to note that you must put the phrase in quotation marks.	Topics that contain the literal phrase "enrollment training".
Multiple words	enrollment training	Without quotation marks, the phrase is interpreted as enrollment AND training, which will return topics that contain both of the individual words instead of the phrase.
Wildcard expressions	config* or 123?5	Topics that contain the terms "config," "configure," "configuration," and so on. Topics that contain the terms "12315," "12325," "12335," and so on.

Another option that is available to help narrow a search is **boolean operators**. These operators, accessed via the black, right-facing arrow beside the keyword box, enable you to precisely define your search criteria. The operators you can select from include **AND**, **OR**, **NOT**, or **NEAR**.



**Note: AND is the default operator. Therefore, if multiple words (without quotation marks) are typed into the keyword box and no operator is specified, the words are treated as if you had selected AND.**

The following table describes the uses of the different operators.

To search for:	Example of what you could type into the keyword box and which operator you would select:	Results
Both words in the same topic	operator AND training	Topics containing both the words "operator" and "training."
Either word in a topic	operator OR user	Topics containing either the word "operator" or "user" or both words.
The first word without the second word	configuration NOT block	Topics containing the word "configuration," but not the word "block."
Both words, close together, in the same topic	warehouse NEAR out	Topics containing the word "warehouse" within eight words of the word "out."

The last group of options you can use to narrow a search are the check boxes found at the bottom of the Search tab. The following table explains when to use each check box.

To:	Use this check box:
Make a search faster by searching only the topic titles and not the content of the topics	Search titles only
Find words similar to those you typed into the keyword box	Match similar words
Narrow a completed search down even farther by searching only the list of topics returned by the original search	Search previous results

To conduct a search, follow these steps:

1. Click on the Search tab.
2. Click in the keyword box at the top of the tab and type in the keyword or phrase for which you would like to search. When typing in the keyword or phrase, use the black, right-facing arrow beside the keyword box to select one (or more) of the **AND**, **OR**, **NOT**, or **NEAR** options in order to narrow your search.
3. To further define your search, use the check boxes at the bottom of the tab.
4. Click the **List Topics** button.  
A list of topics that meet the criteria you specified is generated.
5. Highlight a topic in the list by clicking directly on it.
6. Click the **Display** button at the top of the tab.  
The topic is displayed and the words you specified as the search criteria are highlighted throughout the topic.

**Note: To turn off the feature that highlights the words for which you searched, click the Options button on the toolbar and select the Search Highlight Off option.**

## Favorites Tab

The **Favorites** tab enables you to create a list of the topics that you access most often. This tab is very useful for customizing your help system so that you can access specific information

quickly and efficiently.

To add a topic to this tab, follow these steps:

1. Use one of the other tabs (**C**ontents, **I**ndex, or **S**earch) to access the topic that you wish to add to the **Favorites** tab.
2. With the particular topic open in the right pane of the help system, click on the **Favorites** tab.  
The name of the topic that you opened appears in the **Current topic** box at the bottom of the tab.
3. Click the **Add** button at the bottom of the **Favorites** tab.  
The topic is added to the topics list displayed on this tab.

To display a topic using this tab, follow these steps:

1. Click on the **Favorites** tab.
2. In the topics list on this tab, highlight the topic that you wish to view by clicking directly on it.  
The topic name is highlighted in blue.
3. Click the **Display** button at the bottom of the tab.  
The topic is displayed in the right pane of the help system.

To remove a topic from this tab, follow these steps:

1. Click on the **Favorites** tab.
2. In the topics list on this tab, highlight the topic that you wish to remove by clicking directly on it.  
The topic name is highlighted in blue.
3. Click the **Remove** button at the bottom of the tab.  
The topic is removed from the topics list.

## Glossary Words within Topics

As you view different topics in the online help system, you will notice that some words appear in the color maroon. These words are underlined just like normal hyperlinks (which appear in blue) that are used to jump to other topics. However, the maroon color denotes that the word is a glossary word and that you can see the definition of the word by clicking directly on it. When you click on a glossary word, the definition of the word appears on the screen in a small window. To close the window with the definition, simply click the left mouse button anywhere on the screen.

(For an example, click the following word: **operator**)

# | a | b | c | d | e | f | g | h | i | j | k | l | m |  
n | o | p | q | r | s | t | u | v | w | x | y | z

## #

**10Base-2:** An Ethernet local area network capable of transferring 10 Mb of data per second via thin coaxial cables that can be up to 185 meters long.

## a

**administrator:** A broad term that encompasses anyone managing any aspect of a Talkman® T2 system. Shift supervisors, warehouse supervisors, system administrators, systems analysts, and even information systems personnel may all serve as administrators in some fashion.

**alias:** An alphanumeric name used with DNS to refer to an IP address; a secondary or symbolic name for a file, a collection of data, a computer user, or a computer device.

**assignment:** A collection or group of picks that can be assigned to an operator in Pick Manager; also referred to as trips.

**audio cable:** The red cable (i.e. the cable with the red bend relief) that includes only an audio jack. This cable is used to connect the terminal to an audio device, such as a wired portable speaker.

## b

**background noise sampling:** A Talkman® terminal must be able to distinguish an operator's voice from any other noise that is going on around the operator. In order to differentiate between the operator's voice and any background noise (i.e. all other sounds going on around an operator when he or she is speaking to a terminal), the terminal takes a sampling of the background noise as well as the operator's voice. This sample enables the terminal to tell the difference between the operator's voice and other sounds that may be going on around the operator.

**baud rate:** The maximum number of changes that can occur per second in the electrical state of a communications circuit.

**bend relief:** The flexible plastic material (colored red, yellow, or blue) near the connector end of the cable on peripheral products such as headsets and bar code wands. Match the bend relief color to the red, yellow, or blue port on the Talkman terminal when connecting peripherals.

**BIOS:** Basic input-output system. A set of programs encoded in read-only memory (ROM) in IBM compatible computers. These programs handle startup operations such as the power-on self-test (POST) and low-level control for hardware, such as disk drives, keyboards and monitors.

**boot block:** The block of flash memory in a terminal that contains the code for the terminal to boot and to run diagnostics.

**BSD:** Berkeley Software Distribution. A version of the Unix operating system.

**buffer:** A unit of memory that holds information temporarily.

**burn:** To load software code onto a terminal.

## C

**chase assignment:** An assignment that consists of reported shorts. When a reported short is replenished, administrators can include it in a chase assignment in order to fulfill the pick associated with the reported short. Chase assignments are also referred to as shorts assignments and scratch assignments.

**check digit:** The number printed on a label at a pick location. Operators say these digits to the Talkman® terminal to verify that they are picking from the correct location. The operator must speak the check digits that correspond to the pick location before proceeding with the pick. At some sites, check alphas (letters) are used rather than check digits.

**COM port:** The serial port on the host computer to which a Talkman® terminal can be connected via a maintenance cable.

**command prompt:** In the Pick Manager application, a command prompt is used to execute a Microsoft NT command file to import or export data.

**configuration block:** The block of flash memory in a terminal that contains the parameters used to configure a terminal, such as radio parameters and Terminal Manager's IP address.

**crash:** The abnormal termination of the execution of a computer program. In most cases, you must reboot the computer to recover from a crash.

## d

**default:** A setting that is automatically configured or set up with a certain predefined value or option, usually because such a setting is likely to be preferred by most users or is required by the particular system or application.

**desktop:** A term that is usually used to refer to the background of a computer screen. On the Microsoft Windows desktop, you see icons representing deleted files (Recycle Bin), access to your files (My Computer), and other programs and features.

**DHCP:** Dynamic host configuration protocol. Used to assign IP addresses to devices on a network. Devices may have different IP addresses every time they connect to the network. The device's IP address can even change while it is still connected. This makes managing the network easier, because the software keeps track of IP addresses rather than requiring an administrator to do so. An administrator can add a new terminal to a network without manually assigning it a unique IP address.

**DIN connector:** DIN stands for Deutsches Institut für Normung, a German standards-setting organization. DIN connectors are connectors that conform to a DIN standard. The six-pin connector on the Maxon remote listening system is one such connector.

**direct sequence:** The radio signal in a direct sequence (DS) system is encoded in such a way

that it is possible to distinguish the desired DS signal from background radio frequency (RF) noise and it can withstand some interference. DS systems typically use only one of the available channels and do not change channels in the course of normal operation. If there is interference on one of the channels, the system is configured to use a different channel. There are three non-overlapping channels for DS systems governed by the FCC.

**DNS:** Domain name system. A static, hierarchical name service for TCP/IP hosts. The network administrator configures the DNS with a list of host names and IP addresses, allowing users of workstations configured to query the DNS to specify remote systems by host names rather than IP addresses.

## e

**embedded digit strings:** Strings of digits (usually three digits in length) that contain a particular digit that is being trained; embedded digit strings are used during enrollment and update training to train digits that are used in a particular task; for example, for the digit 2, the embedded digit strings might be 020, 212, and 222; so, to fully train the digit 2, the operator will not only have to say the digit four times by itself, but he or she will also have to repeat all of the embedded digit strings that contain the digit 2. Also, if the task that is being run contains decimal points (i.e. the word "point"), the embedded digit strings will contain strings with the word "point" in them (e.g. 2 point 2).

**enrollment training:** The process of having a new operator train all of the vocabulary words that are used in a particular task at a specific site.

**Ethernet:** A type of local area network that can link up to 1,024 nodes in a bus network and can transfer data at a rate of 10 Mb per second. Ethernet uses carrier sense multiple access with collision detection (CSMA/CD) to maintain network stability in the event that two devices attempt to access the network at the same time.

**exception:** Occurs when there are not enough product units at a pick location for an operator to fulfill a pick. This does not necessarily mean that the units are not in the warehouse, just that they are not at the pick location. Exceptions are also referred to as scratches, reported shorts, cuts, markouts, or redlines.

## f

**firmware:** The system software stored in a computer's read-only memory (ROM) or elsewhere in the computer's circuitry, such as the BIOS chips in IBM compatible computers.

**flash files:** Located in a terminal's flash memory, these files contain the terminal's operating system files and the Vocollect Talkman software.

**flash memory:** A special type of read-only memory (ROM) that enables users to upgrade the information contained in the memory chips; also referred to as flash BIOS and flash EPROM. In a Talkman® terminal, the flash memory is a memory chip that retains its content without power.

**frequency hopping:** In a spread spectrum frequency hopping radio system, the radio signal "hops" from frequency to frequency with a specific band. Both the transmitter and the receiver must know the hopping pattern, called the channel.

**FTP:** File transfer protocol. A way for a server that is storing files to send those files to another computer (such as a Talkman terminal). FTP also allows the other computer to send files to the server.

## g

## h

**high noise:** A working environment with noise exposure at or above 85 decibels (dB) averaged over 8 working hours, or an eight-hour time-weighted average (TWA). The Occupational Safety & Health Administration (OSHA) explains this designation more fully at <http://www.osha-slc.gov/Publications/osha3074.html>.

**host:** Generally, in networks and telecommunications, a server that performs centralized functions such as making program or data files available to other computers. In the Talkman® system, the Talkman Management Software is installed on the host computer.

**host computer:** The computer on which the Vocollect software is loaded. This computer communicates with the Talkman® terminals via the radio network.

## i

**ICMP:** Internet control message protocol. An extension to the original internet protocol that provides error and congestion control. Using ICMP, for example, a router could tell another router that a particular branch of a network is congested or not responding.

**image:** The binary code that is burned into the flash files of the Talkman® terminal.

**instance:** A single occurrence of an application running on a computer. Multiple instances of one application can be running at the same time. This is not the same as having multiple windows open at the same time within a single instance. You will see a button on your taskbar for each instance of an application that is running.

**IP address:** A 32-bit binary number that uniquely identifies a computer on a network. Each number consists of four parts, separated by decimal points, each representing eight bits of the address. An example of an IP address is 176.200.32.8.

## j

## k

## l

**LAN:** Local area network. A LAN consists of computers in a physically limited location, linked for information exchange and sharing.

**Lemo® connector:** The input/output (I/O) ports on the Talkman OPEN terminal are Lemo connectors (except for the speaker connector). Peripheral products (such as headsets and bar code readers) and serial cables provided by Vocollect, are modified with Lemo connectors that attach to the I/O ports on the Talkman terminals.

**Lernout & Hauspie™:** Currently, Talkman terminals use the L&H text to speech (TTS) synthesizer. Lernout & Hauspie (L&H™) is a registered trademark of Lernout & Hauspie.

## m

**MAC address:** MAC stands for media access control. In a network, MAC controls when a computer can access physical media to originate a message to another computer. A protocol regulates this access in order to prevent data from colliding on the network when two computers try to send a message at the same time. The hardware address that the protocol uses is unique to each computer on the network.

**maintenance cable:** The red cable (i.e. the cable with the red bend relief) that includes both a serial connector and an audio jack. This cable is used to connect the terminal directly to a host computer and/or to an audio device, such as a wired portable speaker.

**memory effect:** The decrease in life span of a rechargeable battery. A user may notice that, over time, a rechargeable battery that has been fully charged will not last as long as it did when the battery was new. This condition, known as memory effect, occurs when a rechargeable battery is continuously recharged without allowing the battery to first reach a fully discharged state. A battery conditioner can be used to fix this problem.

**Microsoft Windows:** Name for a family of Microsoft systems, including Microsoft Windows CE and Microsoft Windows NT.

**middleware:** Software that operates as an intermediary between clients and servers, particularly when the clients and servers operate on different platforms.

**MS-DOS:** Microsoft disk operating system. A command-line operating system that requires you to enter commands, arguments, and syntax.

## n

**name resolution:** Defines a correlation between host names and IP addresses, and between service names and port numbers. Terminals can use this information to look up IP addresses and port numbers when host names and service names have been used to define a host connection.

**noise sample:** A Talkman® terminal must be able to distinguish an operator's voice from any other noise (background noise) that is going on around the operator. In order to differentiate between the operator's voice and any background noise, the terminal takes a sampling of the background noise as well as the operator's voice. This sample enables the terminal to tell the difference between the operator's voice and other sounds that may be going on around the operator.

## O

**ODBC:** Object database connectivity. A standard that enables applications (including web browsers) to communicate with a variety of database applications by means of a standardized set of SQL queries.

**offline:** Not connected to another computer. For example, a Talkman® terminal is considered to be offline by a software application such as Terminal Manager when it is not communicating with that application.

**online:** Connected to another computer. For example, a Talkman® terminal is considered to be online by a software application such as Terminal Manager when it is communicating with that application.

**operator:** The user of a Talkman® terminal. This person may be a warehouse picker, an order filler or assembler, or any other individual receiving instructions from or giving feedback to a computer or network.

**output data records (ODRs):** Output data record. The data format and mechanism by which a task transfers data from Talkman terminals to the host computer.

## P

**parse:** To break down into components. Spreadsheet programs, for example, often have parsing features that will break ASCII data into parts that will fit into cells.

**pick:** The retrieval of a product unit or units by an operator.

**PING:** Packet Internet groper. Determines whether a particular machine can access a specific IP address by sending a packet to it and waiting for a reply.

**port number:** Identifies the location of a particular application (such as Terminal Manager) on a computer that is connected to a computer network. Port numbers tell a computer's receiving software where to deliver incoming data.

**profile:** Defines the characteristics, such as file name, service name, or port number, for a



single instance of an application.

## q

**QTERM-J10™:** A device used to visually display information (such as vocabulary words during enrollment training); a trademark of the QSI Corporation.

## r

**radio files:** The firmware that is loaded onto a Talkman® terminal's radio card.

**radio range:** The area in which a Talkman® terminal stays in contact with an access point as determined by a site survey. Talkman terminals have built-in radios through which information is exchanged via an access point to and from the host computer.

**RCM file:** Recognizer script file. This type of file is created when a task is saved.

**reported short:** Occurs when there are not enough product units at a pick location for an operator to fulfill a pick. This does not necessarily mean that the units are not in the warehouse, just that they are not at the pick location. Reported shorts are also referred to as scratches, exceptions, cuts, markouts, or redlines.

**RF:** Radio frequency.

**ROM:** Read-only memory.

**RS-232C:** A standard recommended by the Electronics Industries Association (EIA) concerning the transmission of data between computers using serial ports. Most personal computers are equipped with an RS-232-compatible serial port, to which external modems, printers, scanners, and other peripheral devices can connect.

## S

**scratch:** Occurs when there are not enough product units at a pick location for an operator to fulfill a pick. This does not necessarily mean that the units are not in the warehouse, just that they are not at the pick location. Scratches are also referred to as reported shorts, exceptions, cuts, markouts, or redlines.

**serial cable:** A cable used to transmit serial data between two computers (or a computer and a device such as a modem). Vocollect modifies serial cables so that one end has a standard serial port connection to be connected to the COM port on the host computer and the other end has a connection that connects to a Talkman® terminal.

**serial port:** A port that synchronizes and manages asynchronous communication between a computer and devices such as serial printers, modems, and other computers.

**short:** Occurs when there are not enough product units at a pick location for an operator to

fulfill a pick. This does not necessarily mean that the units are not in the warehouse, just that they are not at the pick location. Shorts are also referred to as scratches, exceptions, cuts, markouts, or redlines.

**shorts assignment:** An assignment that consists of reported shorts. When a reported short is replenished, administrators can include it in a shorts assignment in order to fulfill the pick associated with the reported short. Shorts assignments are also referred to as chase assignments and scratch assignments.

**site survey:** A survey of a warehouse floor to determine the coverage area of a radio frequency network that is provided via a series of access points. It is through this network that Talkman® terminals communicate to the host computer and the wired network.

**SLIP:** Serial line internet protocol. One of two Internet standards that specify the method by which a workstation or personal computer can use a dial-up connection to link to the Internet. This standard enables computers that are not connected to a local area network to connect to the Internet.

**sniffer:** Software or hardware that monitors network traffic.

**socket:** A virtual port that enables the Talkman® terminal to connect to an application (such as VSocketODR) on the host computer. To achieve a connection, specify both the IP address and the port number in the profile of the server application.

**SQL:** Structured query language. In database management systems, an IBM-developed query language that has become the de facto standard for querying databases in a client/server network.

**Startup group:** This group contains instructions that specify the applications which should run automatically when a computer is powered on.

**stream:** A continuous flow of data, as opposed to data delivered in packets.

**subnet mask:** A transformation performed on an organization's IP address that enables the network administrators to create subnets, which are virtual subunits of the organization's physical network.

## t

**Talkman Management Software:** The CD-ROM given to Vocollect customers that contains Terminal Manager, Operator Manager, and the rest of the software required to run a Talkman® system.

**\Talkman Software\apps:** The path into which the Vocollect software applications are stored on the host computer.

**task:** A file that represents and facilitates the dialog between a Talkman® terminal and an operator. See also task dialog.

**taskbar:** A bar at the bottom of the Windows screen that includes the Start button, commonly used commands in the form of icons, and the task buttons for any open applications.

**Task Builder:** A software application developed by Vocollect that is used to create and modify task files.

**task dialog:** The actual voice dialog (derived from a task file) that occurs between a Talkman® terminal and an operator. The terminal asks a question or gives a prompt based upon a response or a request from the operator. Each site has a specific task dialog, customized

according to the site's operations.

**TCP/IP:** Transmission control protocol/internet protocol. TCP allows two computers to connect to one another for the primary purpose of transferring data. The sending computer continues to send until the receiving computer confirms that it has successfully received the data. IP determines how the sending computer packets and addresses the data.

**template:** The information that is necessary for a terminal to recognize a single word spoken by a specific operator. Once a template has been trained for an operator, that template can be used in any task.

**thermistor:** A resistor whose resistance decreases with increases in temperature.

**trainer:** Anyone who trains new administrators or operators on the Talkman® system. While some companies have separate training departments, or at least one person whose job is solely training, this term applies equally to administrators who train new operators, or experienced administrators who train new administrators.

**training cable:** The red cable (i.e. the cable with the red bend relief) that includes both a training device connector and an audio jack. This cable is used to connect the terminal to a training device, such as a QTERM, and/or to an audio device, such as a wired portable speaker.

**tree structure:** A way of organizing information into a hierarchical structure with one root and several branches, much like a family tree or genealogy chart.

**trip:** A collection of picks that can be assigned to an operator in Pick Manager; also referred to as assignments.

## U

**unit:** A product unit. A unit is also referred to as an item.

## V

**vocabulary word:** A valid response from an operator to a terminal prompt during a task dialog.

## W

**warehouse out:** Insufficient product units in the warehouse to fulfill a pick. Occurs when a reported short cannot be replenished. A reported short is changed to a warehouse out when an administrator determines that the reported short cannot be fulfilled.

**web browser:** A program that runs on an Internet-connected computer and provides access to the World Wide Web (WWW). The two most popular web browsers are Microsoft Internet Explorer and Netscape Navigator.

**window:** A rectangular, on-screen frame that acts as a viewing area for programs. Most

windows can be moved and sized. In a Windows environment, more than one window can be open at a time.

windscreen: The soft foam covering over a headset's microphone. The windscreen protects the microphone from dirt, moisture, and other environmental factors that can decrease the Talkman® terminal's ability to understand an operator. This screen also increases recognition significantly by reducing the likelihood that the terminal will think it heard an unnaturally loud noise because of air flow (or rushes of air) around the microphone.

**WinZip™:** A compression/decompression program for Microsoft Windows. WinZip is a registered trademark of WinZip Computing, Inc.

**WMS:** Warehouse management system. A system that controls and monitors all product flow within a warehouse.

**x**

**y**

**z**

# Hardware

## Access Points

- Overview
- Specifications

### Overview

An access point is a hardware device that is connected to the wired network and receives information from and sends information to Talkman® terminals via radio communication. A terminal must be in **radio range** (as determined by a **site survey**) of an access point for information exchange between the Talkman terminal and any computer connected to the network.

The radio signal from an access point works in either a **direct sequence** system or a **frequency hopping** system.

**Note: Vocollect does not manufacture access points. Please consult the manufacturer's documentation for details and notes about your access points.**

### Specifications

Vocollect supports a number of access points, manufactured by various vendors. Consult the manufacturer's documentation for further information.

- Supported Access Points for Talkman T2
- Supported Access Points for Talkman OPEN

#### Supported Access Points for Talkman T2

Manufacturer/ Product	Protocol	Frequency	Wireless Medium	Max Bit Rate (in Megabits per second - Mbps)	Web Site Link
Cisco Aironet 350	802.11b	2.4 GHz	Direct Sequence	11 Mbps	<a href="http://www.cisco.com">www.cisco.com</a>
Lucent Orinoco	802.11b	2.4GHz	Direct Sequence	11 Mbps	<a href="http://www.lucent.com">www.lucent.com</a>
Symbol LM4111	802.11b	2.4 GHz	Direct Sequence	11 Mbps	<a href="http://www.symbol.com">www.symbol.com</a>
Symbol Spectrum24	802.11b	2.4 GHz	Frequency Hopping	2 Mbps	<a href="http://www.symbol.com">www.symbol.com</a>

#### Supported Access Points for Talkman OPEN

Manufacturer/ Product	Protocol	Frequency	Wireless Medium	Max Bit Rate (in Megabits per second - Mbps)	Web Site Link
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Aironet 3500	802.11	2.4 GHz	Frequency Hopping	2 Mbps	<a href="http://www.aironet.com">www.aironet.com</a>
Aironet 4500	802.11	2.4 GHz	Direct Sequence	2 Mbps	<a href="http://www.aironet.com">www.aironet.com</a>
Aironet 4800	802.11	2.4 GHz	Direct Sequence	11 Mbps	<a href="http://www.aironet.com">www.aironet.com</a>
Cisco Aironet 350	802.11b	2.4 GHz	Direct Sequence	11 Mbps	<a href="http://www.cisco.com">www.cisco.com</a>
Lucent Orinoco	802.11b	2.4 GHz	Direct Sequence	11 Mbps	<a href="http://www.lucent.com">www.lucent.com</a>
Lucent WaveLAN	802.11	2.4 GHz	Frequency Hopping	2 Mbps	<a href="http://www.wavelan.com">www.wavelan.com</a>
Lucent WaveLAN	802.11	2.4 GHz	Frequency Hopping	11 Mbps	<a href="http://www.wavelan.com">www.wavelan.com</a>
Proxim	802.11	2.4 GHz	Direct Sequence	11 Mbps	<a href="http://www.proxim.com">www.proxim.com</a>
Symbol LM4111	802.11b	2.4 GHz	Direct Sequence	11 Mbps	<a href="http://www.symbol.com">www.symbol.com</a>
Symbol Spectrum24	802.11	2.4 GHz	Frequency Hopping	2 Mbps	<a href="http://www.symbol.com">www.symbol.com</a>

## Bar Code Readers

- Overview
- Procedures
- Specifications

### Overview

The Talkman® system supports the use of bar code readers, including both wand and gun styles. Bar code readers have a connector with a blue **bend relief**. The connector end of the bar code reader is attached to the blue port on the Talkman terminal.

A holster is provided with the bar code wand. The holster clips on to the **operator's** clothing or belt. Place the bar code wand into its holster when not in use.

The Talkman terminal only supports decoded bar code readers. A decoded bar code reader translates a digital bar code pattern and sends this information to the Talkman terminal through an RS-232 **serial port** (i.e. the blue port on the Talkman terminal).

### Procedures

- Connecting & Disconnecting Peripherals
- Using Bar Code Readers

### Specifications

Note: Visit the web site of the specific bar code reader manufacturer (listed below) to see detailed information about a particular device, or consult the documentation provided with the bar code reader.

#### Bar Code Guns

The following bar code gun is available for sale with the Talkman system:

- Symbol Technologies LS4004 Bar Code Gun (for Talkman T2 and Talkman OPEN)
- Symbol Technologies LS3603 Bar Code Gun (for Talkman OPEN only)

#### Bar Code Wands

The following bar code wand is available for sale with the Talkman system:

- Welch Allyn 6180 bar code wand (for Talkman T2 and Talkman OPEN)

### Talkman® T2 Batteries



Note: The information in this topic applies specifically to the Talkman® T2 system. To view this information for the Talkman® OPEN system, click on the image of the terminal.

- Overview
- Procedures
- Specifications

## Overview

The Talkman® T2 terminal is powered by a battery that was designed by and specially made for Vocollect. The battery is available in two models: standard and high capacity. The primary difference between the two models is the length of time that the batteries will power a terminal before they need to be recharged. The standard battery does not provide the extended runtime that is achieved by using the high capacity battery. However, the standard battery is more compact in size and sits flush with the top of the terminal when it is placed into the terminal's battery compartment. The high capacity battery, while offering the greater runtime, is larger than the standard battery and does not sit flush with the top of the terminal when it is placed into the battery compartment.

Over time, the life cycle of a normal rechargeable battery decreases, or suffers **memory effect**. However, this is not the case with either of the Talkman terminal's batteries. Due to the lithium ion battery technology that has been incorporated into their design, the Talkman batteries do not suffer memory effect. This means that it is not necessary to fully deplete the battery's current charge before recharging the battery. Also, battery reconditioning should not be necessary.

The length of time that it takes to completely charge a fully depleted battery is approximately 3 hours for the standard battery and 5 hours and 30 minutes for the high capacity battery. This does not include any time that may be necessary to bring a battery that is too cold, too warm, or completely dead into a charging state (a battery that is too cold, too warm, or completely dead needs to warm up, cool down, or partially charge before it actually enters a fast charging state).

## Procedures

- Changing a Battery
- Charging a Battery in a Battery Charger

## Specifications

- Standard Battery Specifications
- High Capacity Battery Specifications
- Cleaning Battery Contacts

### Standard Battery Specifications

The following information details the specifications for the two-cell custom battery pack designed specifically for the Talkman terminal.

#### Electrical Specifications

- Cells: The standard battery pack uses two lithium ion cells.
  - Nominal voltage = 7.2V
  - Capacity = 1500mAh or greater
- 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.
- **Thermistor**: The battery pack contains a negative temperature coefficient thermistor. The charger uses the voltage drop across the thermistor to determine that the battery pack is within the proper charging temperature limits.
- Battery Charging: It is very important to note that the battery pack should only be charged in a Vocollect designated charger.

#### Mechanical and Environmental Specifications

- Drop test specifications
  - The standard battery meets the MIL STD 810F specification for shock and transient drop criteria.



- Note: The drop test failure criteria consists of the following:
  1. A split or separation of the ultrasonic weld joint greater than one linear inch.
  2. Inability to meet open circuit voltage, serial number input, thermistor output, and charge tests.

Minor cosmetic damage to the battery, such as scratches and dents, is acceptable.

- 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: -4°F to 122°F  
 Humidity: 95% non-condensing  
 Rain/dust: IP67

- The pin out from left to right (when looking at the contacts with the battery's label facing down) is as follows:

Battery +  
 Thermistor  
 ID Data  
 Battery -

## High Capacity Battery Specifications

### Electrical Specifications

- Cells: The high capacity battery pack uses four lithium ion cells.
  - Nominal voltage = 7.2V
  - Capacity = 3000mAh or greater
- 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.
- Thermistor: The battery pack contains a negative temperature coefficient thermistor. The charger uses the voltage drop across the thermistor to determine that the battery pack is within the proper charging temperature limits.
- Battery ID: The battery pack contains a Dallas Semiconductor DS2401 serial ID chip. In future enhancements to both the terminal and the terminal software, this chip will be used to provide data about features such as battery life, capacity monitoring, and asset tracking.
- Battery Charging: It is very important to note that the battery pack should only be charged 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.
  - Note: The drop test failure criteria consists of the following:
    1. A split or separation of the ultrasonic weld joint greater than one linear inch.
    2. Inability to meet open circuit voltage, serial number input, thermistor output, and charge tests.

Minor cosmetic damage to the battery, such as scratches and dents, is acceptable.
- 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: -4°F to 122°F

Humidity: 95% non-condensing

Rain/dust: IP67

- The pin out from left to right (when looking at the contacts with the battery's label facing down) is as follows:

Battery +  
Thermistor  
ID Data  
Battery -

## Cleaning Battery Contacts

It is recommended that a brush similar to the one found at the following link be used to clean the contacts on the battery. Gently brush the contacts to clean away dirt and other obstructions that might prohibit them from making a solid connection.

<http://web-tronics/852.html>

The brush found at this link is a small, inexpensive, three-row toothbrush style, general cleaning brush. It is made of natural, stiff hog hair bristles and has a 7 3/4" plywood handle. This brush is excellent for general circuit board cleanup.

## Talkman® T2 Battery Chargers



Note: The information in this topic applies specifically to the Talkman® T2 system. To view this information for the Talkman® OPEN system, click on the image of the terminal.

- Overview
- Procedures
- Specifications

### Overview

Talkman® T2 terminal batteries can be charged in the terminal charger, however, a separate battery charger is also available. The battery charger is only available in one model that includes five battery slots. The charger can be used to store and charge up to and including five batteries at a time.

The battery charger comes with either a desk mount or a wall mount. The desk mount is used to set the charger upright on a desk or table and the wall mount is used to mount the entire unit to a wall.

### Procedures

- Changing a Battery
- Charging a Battery in a Battery Charger

### Specifications

Length	Approximately 24" (61 cm)
Length (with desk	Approximately 24" (61

mount feet)	cm)
<b>Width</b>	Approximately 2.5" (6.5 cm)
<b>Width</b> (with desk mount feet)	Approximately 5" (12.7 cm)
<b>Height</b>	Approximately 5.25" (13.3 cm)
<b>Height</b> (with desk mount feet)	Approximately 5.375" (13.65 cm)
<b>Power</b>	90-264 Vac 50/60 Hz 72 W Uses standard IEC 630 cord
<b>Operating Temperature</b>	50° to 113° F (10° to 45° C)
<b>Storage Temperature</b>	-22° to 158° F (-30° to 70° C)
<b>Humidity</b>	Functional to 90% non-condensing

Note: It is recommended that a brush similar to the one found at the following link be used to clean the contacts on the battery charger. Gently brush the contacts to clean away dirt and other obstructions that might prohibit them from making a solid connection.

<http://web-tronics/852.html>

The brush found at this link is a small, inexpensive, three-row toothbrush style, general cleaning brush. It is made of natural, stiff hog hair bristles and has a 7 3/4" plywood handle. This brush is excellent for general circuit board cleanup.

## Talkman® T2 Belts & Belt Clips



Note: The information in this topic applies specifically to the Talkman® T2 system. To view this information for the Talkman® OPEN system, click on the image of the terminal.

- Overview
- Procedures
- Specifications

### Overview

**Operators** wear Talkman® T2 terminals on their waist by connecting the terminal, via a specially designed clip, to a customized belt that is purchased from Vocollect.

The main concept for operators to keep in mind with regard to the belt clip and the terminal is that they are two separate entities. The clip should be attached to the Vocollect belt at the beginning of a shift. Then, the operator can attach the terminal to and remove the terminal from the clip as often as necessary throughout the shift. Once the shift is over, the operator can then remove the clip from the belt.

Vocollect sells two types of mounting clips:

1. Slim Belt Clip  
This clip is used to connect a terminal to the customized Talkman T2 belt.
2. Heavy Duty Belt Clip  
This clip is used to connect a terminal to the customized Talkman OPEN belt (i.e. the belt that is sold with Vocollect's previous Talkman terminal).

## Procedures

- Wearing a Talkman Terminal
- Removing a Talkman Terminal from a Belt

## Specifications

### Belt Sizes

Belt number	Belt size
620024	XS 18" - 26"
620025	S 24" - 32"
620026	M 28" - 36"
620027	L 34" - 42"
620028	XL 40" - 48"
620029	XXL 46" - 54"
620030	XXXL 52" - 60"

### Belt Specifications

<b>Belt material</b>	Nylon
<b>Velcro®</b>	YKK Hook and Loop
<b>Belt fastener</b>	ITW Nexus 127-3200

## Talkman® T2 Headsets, Microphones, Windscreens, & Earpieces



Note: The information in this topic applies specifically to the Talkman® T2 system. To view this information for the Talkman® OPEN system, click on the image of the terminal.

- Overview
- Procedures
- Specifications

## Overview

An **operator** interacts with a Talkman® T2 terminal using a headset with an attached microphone. The operator hears instructions through the earpiece of the headset and then communicates information back to the terminal (and then to the **host computer**) by speaking into the microphone.

Vocollect offers two different headset models: lightweight and freezer. The primary difference between the two models is the earpiece through which the operator hears instructions. The earpiece on the lightweight headset covers, but does not cup, the operator's ear. This headset works well in normal warehouse environments. The freezer headset's earpiece is larger and actually cups the operator's entire ear. This headset has

been designed for use in a freezer or dairy environment.

Another difference between the two headsets is the temperature range in which they will operate. For more information about the temperature ranges, see the Specifications section below.

Each headset and microphone unit comes with a **windscreen**. Windscreens reduce breathing and other background noises that can make it hard for the terminal to understand what an operator is saying. For more information about windscreen care and maintenance, see the Procedures section below.

Note: Vocollect strongly recommends that operators do not share headsets. Assigning one headset to each operator reduces the likelihood that germs will pass between operators.

## Procedures

- Caring for Headsets & Microphones
- Connecting & Disconnecting Peripherals
- Wearing a Talkman Terminal
- Wearing & Removing Headsets

## Specifications

Vocollect sells two different headset models:

- VXI lightweight headset
- VXI cupped headset (for freezer use)

### Temperature Range Specifications

VXI lightweight headset	32°F to 120°F
VXI cupped headset (for freezer use)	-20°F to 120°F

### Microphone Information

Both of the headsets that Vocollect sells contain a noise canceling electret microphone element (model 3217-1).

#### Element Features

- Noise canceling electret microphone element with integral FET
- Rising frequency response across speech band
- Low distortion
- EMI and RFI protected
- Weatherproof, shock and vibration resistant

#### Element Specifications

Frequency response	50 Hz to 10KHz
Size	.312" (7.9 mm) dia x .15" (3.8 mm)
Environmental	Tested per MIL Std 810 E
Temperature	-40°F to 158°F operating and storage
Humidity	0% - 100% relative humidity (non-condensing)
Immersion	2 feet

# Portable Printers

- Overview
- Procedures
- Specifications

## Overview

The Talkman® terminal supports the use of portable printers. The end of the portable printer cable is connected to the red port on the Talkman terminal. The terminal's configurable parameters must be configured to match the **default** settings of the printer in use, including the baud rate , parity, stopbits, and word length. Refer to the Configurable Parameters Table and your portable printer's manual for more information.

## Procedures

The procedure for using a portable printer will vary depending on how your **task** is written. You will have to directly connect the portable printer to your terminal with a **serial cable** to transfer information. See Connecting and Disconnecting Peripherals.

## Specifications

Vocollect does not provide portable printers. Please refer to your portable printer's manuals for more information.

# Remote Listening Systems

- Overview
- Procedures
- Specifications

## Overview

The remote listening system (consisting of two Maxon® 49-HX Communicators) allows trainers, administrators, or other operators to listen in on the conversation between an **operator** and the Talkman® terminal that he/she is currently using.

Two Maxon 49-HX Communicators create a wireless speaker system. One of the communicators is modified so that it acts as a dedicated transmitter that plugs into a Talkman terminal through the speaker outlet. This modified communicator transmits all communication between an operator and the Talkman system over a particular channel or frequency. The person who is listening to the operator carries the other communicator that serves as a dedicated receiver when tuned to the same channel or frequency as the communicator being monitored.

Trainers can use this system to monitor several operators by setting each transmitting communicator to a different channel, and then changing the channel on the receiving communicator. For more information about training with the remote listening system, see Training Setup. For information about configuring the Communicators for use, see Configuring Remote Listening Systems.

## Procedures

- Configuring Remote Listening Systems
- Training Setup (found in the Talkman Management Software online documentation)

## Specifications

For detailed specifications for the Maxon 49-HX Hands-Free Communicator, visit the Maxon America, Inc. web site.

### Talkman® T2 Terminals



Note: The information in this topic applies specifically to the Talkman® T2 system. To view this information for the Talkman® OPEN system, click on the image of the terminal.

- Overview
- Procedures
- Specifications

## Overview

The Talkman® T2 terminal, the latest product in the Talkman® series, is a portable, belt-mounted data collection device that allows operators to use simple voice commands to gather data or receive instructions to perform tasks such as warehouse order picking, factory floor inspection, and mobile data collection.

Operators wear Talkman terminals on their waist by connecting the terminal, via a specially designed clip, to a customized belt that is purchased from Vocollect. A headset with an attached microphone allows the **operator** to hear the Talkman terminal's instructions or questions. The microphone lets the operator talk to the Talkman terminal to request information or enter data. The Talkman terminal may ask a question that the operator can then answer, or it may give instructions to the operator.

Since operators wear the Talkman terminal on the waist, they are free to use their hands to inspect items, pick product, or repair defects.

The Talkman terminal offers real-time, two-way communications with a **host computer** across a network.

## Procedures

- Connecting & Disconnecting Peripherals
- Placing a Talkman Terminal into a Terminal Charger
- Turning off a Talkman Terminal
- Turning on a Talkman Terminal
- Voice & Button Controls
- Wearing a Talkman Terminal

## Specifications

<b>Weight</b>	15.9 ounces (with standard battery)
<b>Length</b>	6.5" (16.5 cm)
<b>Width</b>	3.38" (8.5 cm)
<b>Depth</b>	1.5" (4 cm)
<b>I/O Ports</b>	<ul style="list-style-type: none"><li>• Headset port (yellow)</li><li>• Maintenance port with audio out and RS-232 serial support (red)</li><li>• Bar code port with RS-232 decoded bar code support (blue)</li></ul>

**Note: The red maintenance port supports all of the following cables:**

- Maintenance cable
- Training cable
- Audio cable

<b>Operating Temperature</b>	-29° to 50° C (-20° to 122° F)
<b>Storage Temperature</b>	-34° to 60° C (-30° to 140° F)
<b>Drop Tested</b>	The Talkman terminal



meets the MIL STD - 810F specification for shock and vibration.

In addition, the terminal has been tested to the following specifications:

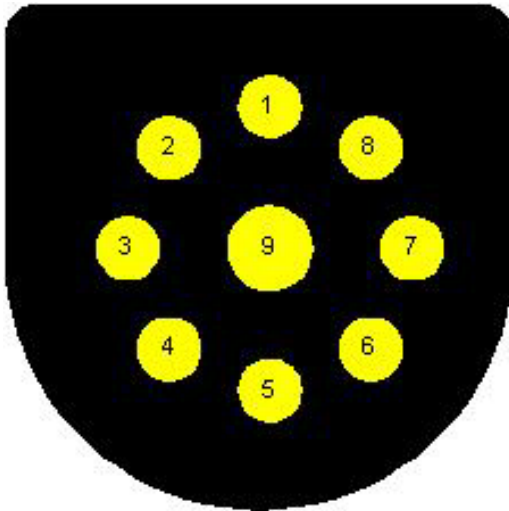
- 25 drops from 5 feet and 10 additional drops 6 feet onto polished concrete
- 10 drops from 5 feet at -20° F onto polished concrete

**Humidity**

Functional from 5% to 95% non-condensing

## Connection Port Pin Assignments

Each connection port on the terminal has nine pins:



The pins serve the following functions:

### Headset Port

Pin	Function
1	Headset ID In
2	Speaker +
3	Speaker -
4	Secondary Microphone

5	Analog Ground
6	Primary Microphone
7	Boom Switch
8	Digital Ground
9	Battery +

### Maintenance Port

Pin	Function
1	Digital Ground
2	+5 Volt Output
3	Audio Line Out
4	Analog Ground
5	RXD (receives data into the terminal)
6	TXD (transmits data from the terminal)
7	Battery Temperature
8	Digital Ground
9	+12 Volt Input

### Bar Code Port

Pin	Function
1	Scanner ID Input
2	+5 Volt Output
3	Not Used
4	Not Used
5	RXD (receives data into the terminal)
6	TXD (transmits data from the terminal)
7	Not Used
8	Digital Ground
9	Ground

**Note:** It is recommended that a brush similar to the one found at the following link be used

to clean the contacts on the terminal (i.e. the terminal's battery contacts as well as the contacts on the terminal's peripheral connector plate). Gently brush the contacts to clean away dirt and other obstructions that might prohibit them from making a solid connection.

<http://web-tronics/852.html>

The brush found at this link is a small, inexpensive, three-row toothbrush style, general cleaning brush. It is made of natural, stiff hog hair bristles and has a 7 3/4" plywood handle. This brush is excellent for general circuit board cleanup.

## Talkman® T2 Terminal Chargers



Note: The information in this topic applies specifically to the Talkman® T2 system. To view this information for the Talkman® OPEN system, click on the image of the terminal.

- Overview
- Procedures
- Specifications

### Overview

Terminal chargers store Talkman® T2 terminals as well as recharge their batteries. A terminal should not be placed into a terminal charger without the battery attached.

The terminal charger is available in one model that includes five terminal slots. The charger can be used to store up to and including five terminals at a time.

The terminal charger comes with either a desk mount or a wall mount. The desk mount is used to set the charger upright on a desk or table and the wall mount is used to mount the entire unit to a wall.

Note: If a terminal that has been in use for more than 8 straight hours is placed into a terminal charger without first being powered off, the terminal will automatically power off and then back on after it has been in the charger for 5 minutes. Also, if a terminal has been sitting in a charger for more than 8 straight hours, the terminal will automatically power off and then back on.

### Procedures

- Changing a Battery
- Charging a Battery in a Battery Charger
- Placing a Talkman Terminal into a Terminal Charger

### Specifications

<b>Length</b>	Approximately 24" (61 cm)
<b>Width</b>	Approximately 4" (10 cm)
<b>Height</b>	Approximately 5.25" (13.3 cm)
<b>Power</b>	90-264 Vac 50/60 Hz

	72 W
	Uses standard IEC 630 cord
<b>Operating Temperature</b>	50° to 113° F (10° to 45° C)
<b>Storage Temperature</b>	-22° to 158° F (-30° to 70° C)
<b>Humidity</b>	Functional to 90% non-condensing

Note: It is recommended that a brush similar to the one found at the following link be used to clean the contacts on the terminal charger. Gently brush the contacts to clean away dirt and other obstructions that might prohibit them from making a solid connection.

<http://web-tronics/852.html>

The brush found at this link is a small, inexpensive, three-row toothbrush style, general cleaning brush. It is made of natural, stiff hog hair bristles and has a 7 3/4" plywood handle. This brush is excellent for general circuit board cleanup.

### Talkman® T2 Terminal Covers



Note: The information in this topic applies specifically to the Talkman® T2 system. To view this information for the Talkman® OPEN system, click on the image of the terminal.

- Overview
- Procedures
- Specifications

#### Overview

Vocollect offers an optional protective cover for the Talkman® T2 terminal. This durable cover is used to protect the terminal from the normal wear and tear associated with everyday operation. Although the use of a terminal cover is not required, Vocollect highly recommends that Talkman terminals be used in conjunction with this cover. Using the cover will help to preserve the appearance and prolong the life of the terminals.

#### Procedures

- Using a Terminal Cover

#### Specifications

<b>Fabrics</b>	Ballistic nylon, 1050-denier black Nylon taffeta, 80-denier black
<b>Foam</b>	1/8" thick high-density closed-cell foam
<b>Clear Vinyl Sleeve</b>	Double polished 0.06

**Thread**  
**Cordura 1000**

T-70 nylon, size 69  
Used for edge binding  
bias tape

**Velcro®**

Used to hold the cover  
flap down

## Visual Training Devices

- Overview
- Procedures
- Specifications

### Overview

Visual training devices enable operators to read the words they need to say during the **enrollment training** process. Vocollect recommends the **QTERM-J10**.

A QTERM-J10 device has an liquid-crystal display 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 Talkman® terminal say the words during training. Vocollect provides a cable with a connector so that the QTERM-J10 can be attached to the red port on the Talkman terminal.

Note: If you cannot see the words displayed on the QTERM screen, there may be a problem with the contrast on the QTERM. Please refer to the Troubleshooting section of Configuring Visual Training Devices.

### Procedures

- Configuring Visual Training Devices
- Creating Operator Voice Templates (enrollment training)

### Specifications

For detailed specifications for the QTERM-J10 , refer to the user manual that accompanied the QTERM-J10 or visit the QSI Corporation web site.

# Wired Portable Speakers

- Overview
- Procedures
- Specifications

## Overview

The portable speaker (Radio Shack® Mini Amplifier Speaker), which is directly wired to the Talkman® terminal, allows trainers to listen in on the conversation between an **operator** and the Talkman terminal that he or she is currently using.

For information about physically connecting the wired portable speaker to a Talkman terminal, see Connecting & Disconnecting Peripherals.

## Procedures

- Connecting & Disconnecting Peripherals
- Training Setup (found in the Talkman Management Software online documentation)

## Specifications

For more information about the Radio Shack Mini Amplifier Speaker, consult the user manual provided with this device or visit the Radio Shack web site.

# Learning Zone

## LED Indicators

The following information lists the majority of the possible states of the LED indicator on the Talkman® terminal. Click the link that best describes the state (blinking one color, flashing between two colors, off, or solidly one color) and color (red, green, orange) of the indicator. Try the steps in sequence, one at a time, until the problem is resolved. Do not skip one step in favor of a later step. Do not continue with other steps once the problem is fixed. If the steps listed do not solve the problem, contact Vocollect for technical support.

- Blinking green
- Blinking red
- Flashing green and orange
- Flashing red and green
- Flashing red and orange
- Off
- Solid green
- Solid orange
- Solid red

### Blinking green

There are two ways that the terminal blinks green:

- Once a second: The terminal blinks green once a second when it is in sleep mode and not in a terminal charger.
- Four times a second: The terminal blinks green four times a second when it has been properly placed into a terminal charger.

The terminal can be removed from its charger when the LED indicator starts blinking green. The LED indicator should blink green when the terminal sleeps (see Putting a Terminal to Sleep). It should also blink green when a **task** is being selected (see Loading a Task onto a Terminal). The terminal will also blink green during some parts of the firmware loading process.

**Warning: Do not remove the battery when the terminal is sleeping, or you may lose all of the data that has been collected.**

### What to do if the terminal isn't blinking green while in a terminal charger or when selecting a task

1. The terminal may be busy. Wait a minute to see if it starts blinking green.
2. Make sure the terminal has been properly placed into the terminal charger. See Placing a Talkman Terminal into a Terminal Charger.
3. Clean the battery connector pins with a cleaning brush, then put the terminal back into the terminal charger.
4. Reboot the terminal. See Rebooting a Terminal.

### Blinking red

The indicator blinks red when changing operators using the operator button (see Loading an Operator Template onto a Talkman Terminal). It also blinks red during a task load, or while the



terminal is busy performing some internal action, such as changing the task (see Loading a Task onto a Terminal). It will also blink red while in a terminal charger until it is ready to use, and then it will blink green. The terminal will also blink red during some parts of the firmware loading process.

**Warning: Do not remove the battery or power when the LED indicator is blinking red. If the terminal is in a terminal charger, do not remove it from the charger when the LED is blinking red.**

## Flashing green and orange

If the LED indicator flashes green and orange, you have entered the boot menu mode. Because you cannot see the boot menu, this can be dangerous.

1. Push the yellow play/pause button to continue.
2. Reboot the terminal (see Rebooting a Terminal).

## Flashing red and green

An LED indicator flashing red and green means that the terminal is trying to get an IP address from the server. If this continues, the terminal will eventually turn itself off.

1. Try turning the terminal on again (see Turning On a Talkman Terminal).
2. Make sure that you have a fully charged battery on the terminal.
3. Make sure that the terminal is within range of an access point.
4. Verify that the **DHCP** server is running, if your site uses DHCP to assign IP addresses.
5. View the terminal's properties in Terminal Manager. For details about Terminal Manager, refer to the **Terminal Manager** topic in the Talkman Management System online documentation.
6. Make sure that the terminal's **IP address** is set to 0 (if appropriate) using zeroes, not the letter O.
7. Make sure that the Terminal Manager **host** IP address is correct.
8. Make sure that the IP address is unique. It cannot duplicate any other IP address on the network. For details about duplicate IP addresses, refer to the **Checking for Duplicate IP Addresses** topic found in the Talkman Management Software online documentation.
9. Make sure the **FTP** server is running.
10. Check that the host application receiving the records is still running.
11. Put the terminal into debug mode. For details about debug mode, refer to the **Logging Debug Information for a Terminal** topic found in the Talkman Management Software online documentation.
  1. Look for the message, "Attempted to reach host 15 times. No response from host ."  
If you see this message more than five times in a row, remove the terminal from the charger and then place it back into the charger (see Placing a Talkman Terminal into a Terminal Charger). Then edit the task and change the output data records to point to the right machine. For details about editing a task, refer to the Task Builder online documentation.
  2. Look for the message, "Invalid host name." If you see this message, add the host name to your DNS server, and make sure the DNS server is running.

## Flashing red and orange

The LED indicator should flash red and orange when the terminal is receiving a firmware download.

## Off

The LED indicator turns off completely when a terminal is powered off (see Turning Off a

Talkman Terminal).

**Note:** When a terminal is powered off, the indicator will turn red first and then turn off.

## When the indicator is off and it should not be

1. Make sure the battery is properly installed (see Changing a Battery).
2. Turn the terminal on (see Turning On a Talkman Terminal).
3. Make sure the terminal is properly placed into a terminal charger (see Placing a Talkman Terminal into a Terminal Charger).

## Solid green

The LED indicator should be solid green when the terminal is on (see Turning On a Talkman Terminal). It may also turn solid green during parts of the firmware loading process.

The indicator must also be solid green when:

- adjusting volume using the Talkman louder or Talkman softer voice controls, or the +/- button
- getting help using the Talkman help or Talkman repeat voice controls
- sampling background noise (see Sampling Noise).
- retraining a word (see Retraining a Word).
- resuming regular operation after using a voice control using the Talkman continue voice control
- erasing data using the Talkman back up or Talkman erase voice controls
- changing the active operator (see Loading an Operator Template onto a Talkman Terminal).

## When the indicator is solid green but the terminal does not respond to voice or button controls

1. Put the terminal to sleep and then turn it back on (see Putting a Terminal to Sleep and Turning On a Talkman Terminal).
2. Turn the terminal off then back on (see Turning Off a Talkman Terminal and Turning On a Talkman Terminal).
3. Reboot the terminal (see Rebooting a Talkman Terminal).
4. Give the operator a new terminal and load the operator's **template** onto it (see Loading an Operator Template onto a Terminal).

## Solid orange

You should not see this indicator.

1. Reboot the terminal (see Rebooting a Talkman Terminal).

## Solid red

The LED indicator should turn red, then turn off when an operator turns the terminal off (see Turning Off a Talkman Terminal). It should also turn red when the terminal first comes on, then flash red and green, then turn solid green (see Turning On a Talkman Terminal). If the terminal continuously displays a solid red light, contact your system **administrator**.

## When the LED is solid red and the terminal has not just been turned off or on

1. Turn the terminal off then back on (see Turning Off a Talkman Terminal and Turning On a Talkman Terminal).
2. Reboot the terminal (see Rebooting a Talkman Terminal).



# Operator Overview

- The Talkman® system
- Talkman® terminals and accessories
- Using the Talkman® terminal

## The Talkman® System

The Talkman® system is a verbal computing system that can be used for a variety of labor-intensive tasks including warehouse order picking, factory floor inspection, and mobile data collection.

The Talkman system consists of Talkman terminals and a **host computer**, both running Talkman software. The host computer and terminals communicate using radio transmit-and-receive devices called access points.

- Talkman terminals are small, portable computers that operators use to communicate with the computer system that monitors and controls information at your site, such as inventory and distribution. Operators wear Talkman terminals on their waists (connected to a specially designed Talkman belt) and hear terminal voice prompts through a headset. Operators speak to terminals using a microphone attached to the headset.
- The host computer is the computer on which the Talkman Management Software is installed. Usually, the **host** application software is also installed on the host computer. The host application is the software that manages information at your site, such as tracking inventory or managing picking assignments. Talkman terminals communicate with the host computer using a radio network.
- Access points are connected via a wired network to the host computer, and they receive information from and send information to Talkman terminals via a radio network. A terminal must be within **radio range** of an access point in order for it to exchange information with the host computer .

The Talkman system receives information from your site's host application and directs operators on what actions to take with spoken prompts (rather than with lists and labels). Operators speak their responses to the system, and the information contained in the responses is sent to the host application.

## An Example of How the The System Works

Using warehouse order picking as an example, this is basically how the Talkman system works:

1. The host application sends picking **assignment** data from the host computer to the radio network. *In this example, the host application is warehouse management system (WMS) software.*
2. The access points on the radio network transmit the data to the intended Talkman terminal.
3. When the terminal receives the data, it translates the data into normal speech instructions and speaks the instructions to the **operator** wearing the terminal. *In this example, the terminal instructs the operator to go to a particular product location in the warehouse.*
4. The operator responds to the terminal. *In this example, when the operator reaches the location, he reads check digits to the terminal to verify that he is at the correct product location.*
5. The terminal then translates the operator's speech into digital data and transmits the data to the access points on the radio network.

6. The access points transmit the data to the host computer .
7. The host computer then processes this data using the host application and sends the next instruction for the operator back across the radio network. *In this example, the next instruction is how many product items the operator should pick at the location.*

## Talkman Terminals and Accessories

- Terminals
- Headsets
- Batteries and Chargers
- Other Accessories and Peripherals

### Terminals

Operators use Talkman terminals to gather data or perform warehouse operations, such as order picking. Operators wear terminals on their waists, mounted onto a specially designed Talkman belt. Since they communicate with the terminals using speech, operators' hands and eyes are free to do their work. However, there are buttons on the terminal that operators use to perform certain functions, such as turning the terminal on or retraining a word.

### Headsets

An operator wears a headset (with an attached microphone) that is connected to the Talkman terminal. The headset allows each operator to hear the terminal's instructions or questions, and the microphone enables the operator talk to the terminal.

### Batteries and Chargers

Talkman terminals are powered by rechargeable batteries. A fully charged battery may or may not last for an entire shift (depending upon the length of the shift). If the battery charge does become low, the terminal will tell the operator to change the battery. Batteries are recharged in battery chargers.

When a terminal is not actively being used, it should be put into a terminal charger.

**Note: A terminal should always have a battery attached to it when it is placed into a terminal charger.**

Terminal chargers are used to store terminals. While a terminal is in a charger, it can send and receive certain administrative information to and from the host computer that cannot be sent or received when the terminal is being used.

**Note: Terminal chargers are also used to charge the battery that is currently attached to the terminal.**

### Other Accessories and Peripherals

Sometimes other equipment is used with a terminal. Some sites use bar code readers connected directly to terminals. Other peripherals include printers, visual training devices, or remote listening systems. If you have questions about adding features or equipment to your Talkman system, contact Vocollect.

## Using the Talkman Terminal

- Overview
- Sampling noise with the terminal
- Training the Talkman terminal to recognize an operator's voice

- Task dialog

## Overview

Since the Talkman terminal is worn on the waist, operators are free to use their hands to inspect items, pick products, or repair defects. Operators do not have to use hands or eyes to read from labels, lists, or an electronic display. There are a few button controls on the Talkman terminal, but almost all interaction with the terminal is done with the operator's voice.

Voice prompts from a terminal, heard through the headset, direct operators on what actions to take. Operators respond to the terminal through the microphone attached to the headset. A response can answer a question that the terminal has asked, verify information, request help from the terminal, or ask the terminal to perform a certain action.

If an operator needs help or makes a mistake while using a Talkman terminal, he or she can pause the terminal, ask the terminal to repeat the last prompt or ask for help, or erase responses, all by speaking to the terminal.

Talkman terminals can be used in a variety of environments: hot, cold, noisy, humid, and so on. The Talkman terminal has buttons and an LED indicator light, but not a display screen (which are often temperature sensitive). As a result, terminals continue to work well on a noisy loading dock or in a freezer.

## Sampling Noise with the Terminal

A Talkman terminal must be able to distinguish an operator's voice from any other noise that is going on around the operator. In order to differentiate between the operator's voice and background noise (i.e. all other sounds going on around an operator when he or she is speaking to a terminal), the terminal takes a sampling of the background noise as well as the operator's voice. This sample enables the terminal to tell the difference between the operator's voice and other sounds that may be going on around the operator.

Each time a terminal is turned on, the terminal takes a noise sample. During use, the terminal also takes noise samples occasionally throughout the day. This helps the terminal to better understand what an operator is saying, especially in an environment where the noise level changes frequently.

## Training the Talkman Terminal to Recognize an Operator's Voice

The first time an operator uses a terminal in the Talkman system at your site, the operator must train the system to understand his or her speech by speaking the vocabulary words used at the particular site.

Sometimes an operator's terminal might have a hard time understanding a word that the operator is saying. When this situation occurs, the operator may need to retrain the word. The operator may have pronounced the word differently during **enrollment training** from how he or she pronounces it during everyday speech, and the terminal may have a difficult time recognizing the word.

## Task Dialog

When an operator uses a Talkman terminal, what words the terminal speaks and what words the operator can say to respond to the terminal depend on something called the **task dialog**. The task dialog is the spoken output of a **task**. In the Talkman system, the task contains terminal prompts with acceptable operator responses for each prompt. The terminal uses the task dialog to determine whether or not an operator's response is allowable and what to do with any given response.

When the Talkman system is installed at your site, the task dialog is customized by Vocollect according to your site's operations. Some sites have more than one task dialog due to the complex nature of their operations.

## Phonetic Alphabet

Use the words below to say letters to a Talkman® terminal. Digit strings (i.e. a few numbers in a row) should be spoken naturally with no pause between the digits. For instance, if the **check digit** is CT-120, say, "charlie tango one two zero."

Alpha	November
Bravo	Oscar
Charlie	Papa
Delta	Quebec
Echo	Romeo
Foxtrot	Sierra
Golf	Tango
Hotel	Uniform
India	Victor
Juliet	Whiskey
Kilo	X-ray
Lima	Yankee
Mike	Zulu



# Solution Zone

## Other Issues

Sometimes you will not see an LED indicator change or hear an error message, but will see some other sign of trouble. Click 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, and so on. 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 (see Repair or Contact Information).

- Equipment Problems
- Other Problems

### Equipment Problems

- My bar code reader won't scan.
- My battery keeps falling off.
- My belt doesn't fit.
- My equipment is broken.
- My headset won't stay on.
- I can't get my battery on.
- I can't get my battery off.
- I can't hear anything through the headset.
- I can't unplug my headset.
- The Talkman terminal beeps every few seconds.
- The Talkman terminal does not appear in Terminal Manager.
- The Talkman terminal does not recognize a word.
- The Talkman terminal does not hear anything I say.
- The Talkman terminal does not respond to any button presses.
- The Talkman terminal heard something I did not say.
- The Talkman terminal is telling me there are errors.
- The Talkman terminal keeps shutting off.
- The Talkman terminal makes clicking noises.
- The Talkman terminal makes static noises.
- The Talkman terminal will not load a task.
- The Talkman terminal will not load an operator template.
- The Talkman terminal will not turn on.

### Other Problems

- I can't get an assignment.
- I can't log on.
- I don't know what to say next.

### I can't get an assignment.

1. If this site uses Pick Manager, make sure you are in the user table of Pick Manager. For details about Pick Manager, refer to the **Pick Manager** topic found in the QuickPick online documentation. If you are not in the user table, create a new operator in Pick Manager. For details about creating a new operator, refer to the **Creating a New**

- Operator in Pick Manager** topic found in the QuickPick online documentation.
2. Verify that the Pick Manager system is up and running.
  3. Make sure you are in **radio range** of an access point.
  4. Verify that VSocketODBC is running. For details about VSocketODBC, refer to the VSocketODBC online documentation.
  5. Reboot the terminal.

## I can't get my battery on.

1. Make sure you are placing the battery on correctly. See Inserting a Battery.
2. Check the battery compartment on the terminal to make sure it is not damaged. If it is damaged, send the terminal back to Vocollect for repair. See Sending Equipment Back for Repairs.

## I can't get my battery off.

1. Make sure you are following the proper procedure for removing a battery. See Removing a Battery.

## I can't hear anything through the headset.

1. Make sure the terminal has a fully charged battery. See Changing a Battery.
2. Try the headset on a terminal that is not having problems.
3. Try a different headset on the terminal with the problem. See Wearing a Talkman Terminal and Connecting & Disconnecting Peripherals.
4. Turn the terminal off and then back on again. See Turning Off a Talkman Terminal and Turning On a Talkman Terminal.
5. Reboot the terminal.
6. If the headset is broken, send it back to Vocollect for repair. See Sending Equipment Back for Repairs.

## I can't log on.

1. If this site uses Pick Manager, make sure you are in the user table of Pick Manager. For details about Pick Manager, refer to the **Pick Manager** topic found in the QuickPick online documentation. If you are not in the user table, create a new operator in Pick Manager. For details about creating a new operator, refer to the **Creating a New Operator in Pick Manager** topic found in the QuickPick online documentation.
2. Make sure you are in radio range of an access point.
3. Verify that VSocketODBC is running. For details about VSocketODBC, refer to the VSocketODBC online documentation.

## I can't unplug my headset.

1. Make sure you are following the proper procedure. See Connecting & Disconnecting Headsets.
2. If the terminal connector is damaged, send the terminal back to Vocollect for repair. See Sending Equipment Back for Repairs.
3. If the headset connector is damaged, send the headset back to Vocollect for repair. See Sending Equipment Back for Repairs.

## I don't know what to say next.

1. Say, "Talkman help." You will hear all your available vocabulary responses.
2. If you don't hear a list of available responses, ask your **administrator** because a **task** change might be necessary.

## **My bar code reader won't scan.**

1. Make sure the bar code scanner is plugged into the terminal properly. See [Connecting and Disconnecting Bar Code Readers](#).
2. Try a different bar code scanner.
3. Try connecting the bar code scanner to a different terminal. If the bar code scanner is damaged, send it back to Vocollect for repair. See [Sending Equipment Back for Repairs](#).
4. Verify that the **(task).vcf** contains the correct bar code configurations. See [Changing Configurable Parameters](#).

## **My battery keeps falling off.**

1. Make sure you are putting it on right. See [Inserting a Battery](#).
2. Check the battery compartment on the terminal to make sure it is not damaged. If it is damaged, send the terminal back to Vocollect for repair. See [Sending Equipment Back for Repairs](#).

## **My belt doesn't fit.**

1. Adjust the belt. See [Putting a Terminal on a Belt](#).
2. Get a different size belt from your supplies.

## **My equipment is broken.**

1. Send the terminal back to Vocollect for repair. See [Sending Equipment Back for Repairs](#).

## **My headset won't stay on.**

1. Make sure the headset wire is clipped properly to your clothing and you are following the proper procedure for wearing a headset. See [Wearing a Headset](#).

## **The Talkman terminal beeps every few seconds.**

1. Wait for a few minutes. The terminal may just be communicating with the **host**.
2. If the beeping continues beyond a few minutes, see the administrator.

## **The Talkman terminal does not appear in Terminal Manager.**

1. Turn the terminal off then back on again. See [Turning Off a Talkman Terminal and Turning On a Talkman Terminal](#).
2. Make sure that the terminal is properly configured. See [Configuring a Terminal Manually](#).
3. Make sure the terminal is within range of an access point.
4. Make sure the access point is connected to the network.
5. Make sure the network is up.
6. Make sure the terminal's **IP address** does not duplicate another. For details about duplicate IP addresses, refer to the [Checking for Duplicate IP Addresses](#) topic found in the Talkman Management Software online documentation.
7. Send the terminal back to Vocollect for repair. See [Sending Equipment Back for Repairs](#).

## **The Talkman terminal does not recognize a word.**

1. Make sure you have positioned the microphone properly. See [Wearing a Talkman](#)

- Terminal.
2. Ensure that the headset is properly connected to the terminal. See [Connecting & Disconnecting Peripherals](#).
  3. Take a [background noise sample](#). See [Sampling Noise](#).
  4. Ensure that you are using your own [template](#). Press the gray operator button and listen to the operator name. If the name is not yours, load your template . See [Loading an Operator Template onto a Terminal](#).
  5. Retrain the word. See [Retraining a Word](#).
  6. Make sure you are using valid words in response to the prompt.

## The Talkman terminal does not hear anything I say.

1. Make sure the microphone is positioned properly. See [Wearing a Talkman Terminal](#).
2. Try saying words you know are valid, such as **Talkman**, which is valid any time.
3. Make sure the terminal is properly connected to a charged battery. See [Charging a Battery in a Battery Charger and Changing a Battery](#).
4. Turn the terminal off and back on again. See [Turning Off a Talkman Terminal and Turning On a Talkman Terminal](#).
5. Try using a different headset. See [Wearing a Talkman Terminal and Connecting & Disconnecting Peripherals](#).
6. Reboot the Terminal.

## The Talkman terminal does not respond to button presses.

1. Make sure the terminal is properly connected to a charged battery. See [Charging a Battery in a Battery Charger and Changing a Battery](#).
2. Take the battery off and then on again. See [Changing a Battery](#).
3. Reboot the Terminal.
4. Send the terminal back to Vocollect for repair. See [Sending Equipment Back for Repairs](#).

## The Talkman terminal heard something I did not say.

1. Make sure the microphone is positioned properly. See [Wearing a Talkman Terminal](#).
2. Take a noise sample. See [Sampling Noise](#).
3. If the terminal is interpreting background noise as one particular word, retrain that word. See [Retraining a Word](#).

## The Talkman terminal is telling me there are errors.

1. Verify that VSocketODBC is running. For details about VSocketODBC, refer to the [VSocketODBC online documentation](#).
2. Make sure you are in radio range of an access point.
3. Find out the specific error in Terminal Manager and then view the error messages table to determine the nature of the error. The error messages table can be found in the [Talkman Management Software online documentation](#).
4. If this site uses Pick Manager, make sure you are in the user table of Pick Manager. For details about Pick Manager, refer to the [Pick Manager](#) topic found in the [QuickPick online documentation](#). If you are not in the user table, create a new operator in Pick Manager. For details about creating a new operator, refer to the [Creating a New](#)

Operator in Pick Manager topic found in the QuickPick online documentation.

## The Talkman terminal keeps shutting off.

1. Change the Battery.
2. Make sure you are placing the battery on correctly. See Inserting a Battery.
3. Check the battery compartment on the terminal to make sure it is not damaged. If it is damaged, send the terminal back to Vocollect for repair. See Sending Equipment Back for Repairs.
4. Check the **host computer** for **crash** dump files with this terminal's specific serial number. For details about crash dump files, refer to the **Sending Crash Dumps & Snapshot Dumps to Vocollect** topic found in the Talkman Management Software online documentation.

## The Talkman terminal makes clicking noises.

1. If the noise is more closely described as static, follow the directions for the Talkman terminal makes static noises.
2. Reboot the Terminal.
3. Reload the code onto the Terminal. See Configuring a Terminal.

## The Talkman terminal makes static noises.

1. If the noise is more closely described as clicking, follow the directions for the Talkman terminal makes clicking noises.
2. Verify that the headset is connected properly. See Connecting & Disconnecting Headsets.
3. Try the headset on a terminal that is not having problems.
4. Try a different headset on the terminal with the problem. See Wearing a Talkman Terminal and Connecting & Disconnecting Peripherals.
5. Send the terminal back to Vocollect for repair. See Sending Equipment Back for Repairs.

## The Talkman terminal will not load a task.

1. Try loading the task again. For details about loading the task, refer to the **Assigning a Task to a Terminal Group** topic found in the Talkman Management Software online documentation.
2. Make sure the terminal is properly placed in a terminal charger. See Placing a Talkman Terminal into a Terminal Charger.
3. Check for error messages in Terminal Manager. For details, refer to the error messages section of the Talkman Management Software online documentation.
4. Put the terminal in debug mode to look for a clue to the problem. For details about debug mode, refer to the **Logging Debug Information from a Terminal** topic found in the Talkman Management Software online documentation.
5. Check to be sure the green status light beside the terminal icon in the Terminal Manager window is blinking green.
6. Make sure you are in radio range of an access point.
7. Make sure the terminal's ChangeTaskEnabled parameter is set to 1. See Configuring a Terminal.
8. Make sure that **tasklist.vtl** exists on the **FTP** server and contains the name of the task you are trying to load. Refer to the **Importing Files to the FTP Server** topic found in the Talkman Management Software online documentation.
9. Make sure the task has been imported to the FTP server. For details about importing files, refer to the **Importing Files to the FTP Server** topic found in the Talkman Management Software online documentation.
10. Reboot the terminal. See Rebooting a Talkman Terminal.

## **The Talkman terminal will not load an operator template.**

1. Make sure you are loading the operator properly. See Loading an Operator Template onto a Terminal.
2. Make sure the operator has created a voice template . See Creating Operator Voice Templates.
3. Make sure the operator's team is selected. See Loading an Operator Template onto a Terminal.
4. Make sure the operator's template has been imported to the FTP server. For details about importing files, refer to the **Importing Files to the FTP Server** topic found in the Talkman Management Software online documentation.
5. Make sure you are radio range .
6. Reboot the terminal. See Rebooting a Talkman Terminal.

## **The Talkman Terminal will not turn on.**

1. Make sure the battery is properly seated on the terminal. See Changing a Battery.
2. Make sure you have a fully charged battery in place. See Charging a Battery in a Battery Charger and Changing a Battery.
3. Reboot the Talkman terminal. See Rebooting a Terminal.
4. Send the terminal back to Vocollect for repair. See Sending Equipment Back for Repairs.

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

- General Information
- Procedure
- Packaging

### General Information

**Warning:** If you are sending a terminal back for repair, you must delete the terminal from Terminal Manager. For details about Terminal Manager, refer to the Terminal Manager topic found in the Talkman Management Software online documentation. Failure to remove the terminal from Terminal Manager will cause problems with your system. When the terminal is returned to you, follow the directions for adding a terminal to the network.

Vocollect 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 for returning products that are in need of repair. However, Vocollect may issue RMAs for other reasons, such as the following:

- The product belongs to Vocollect. Vocollect may have lent the product to a customer, or the product could be a sample.
- Vocollect requested that the customer return the item, perhaps for testing.
- A Vocollect employee at the customer site has determined that the product should go back to Vocollect for some other reason.

Some Vocollect customers have service contracts with repair depots to perform repairs on Vocollect products. Customers with these service contracts should contact their repair depot to return equipment that is in need of repair. *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 Vocollect Customer Service (see contact information).

### Procedure

To return equipment for repair, follow these steps. If you have any questions, please contact Vocollect Customer Service.

1. Contact Customer Service to request an RMA number.
2. Provide Customer Service with the following information:
  - Name of customer contact person
  - Company name
  - Company address
  - Phone number
  - Fax number
- Provide Customer Service with the following information about the items being returned.
  - Quantity
  - Description of product
  - Serial number
  - Description of problem or reason for return

- Whether a loaner is required or requested
- Whether the product is covered by warranty or extended service plan (ESP)
- Write down the RMA number that Customer Service gives to you. Customer Service will also fax or e-mail the RMA form to Canadian and European customers. Those customers should be sure to include a copy of the form with the shipment.
- Include the RMA number on the shipping label, if shipping items to Vocollect.
- Package the equipment according to the packaging instructions.
- Address the shipping label to:  
 Vocollect, Inc.  
 701 Rodi Road, Suite 200  
 Attn: Service Department  
 Pittsburgh, PA 15235

## **Packaging**

Vocollect may charge a handling fee of \$65.00 for each RMA that does not comply with these requirements. To avoid this handling fee, return items in their original packaging.

1. Pack that items so that no items can come into direct contact with one another *or* with the sides, bottom, or top of the shipping container. Line the shipping container with at least one layer of padding, preferably anti-static bubble pack.
2. 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.

Vocollect will ensure that packing materials are returned for re-use in order to minimize the cost for customers. Vocollect appreciates customer assistance and adherence to these requirements. Properly packaged RMA items facilitate faster repair and return of Vocollect products.



# Training Zone

## Operator Training

When training a new **operator**, be sure to cover all of the following topics. For more information on training new operators, including how to print training packets from this page, refer to the **Training Setup** topic found in the Talkman Management Software online documentation.

- Orientation
- Hardware Care & Maintenance
- Getting Started
- Daily Tasks
- Troubleshooting

### Orientation

This section introduces operators to the Talkman® system (what it does and how it works) and to the Talkman terminal itself. When they complete this section, the operators should understand the purpose of the Talkman terminal.

- Overview
- What is a Talkman terminal?

### Hardware Care & Maintenance

This section describes to operators the full set of equipment they will use on a daily basis. It introduces each item and explains the proper way to connect and disconnect them to the terminal. When they finish this section, operators should know how to take a Talkman terminal out of its charger, connect a charged battery, connect the terminal to a belt, connect any peripherals used at your installation, disconnect those peripherals, charge a battery, and properly store a terminal.

- Remove a terminal from a terminal charger
- Change the battery
- Mount the Talkman terminal onto a belt
- Connect and disconnect peripherals
- Put on and remove a headset
- Care for headsets and microphones
- Charge a battery
- Placing a Talkman terminal into a terminal charger

### Getting Started

This section teaches operators the basic controls for the Talkman terminal. The section then covers the **enrollment training** process. When they finish this section, operators should know each of the button and voice controls and the uses for them, what each change in the LED indicator means and what to do when they see one, and how to say the phonetic alphabet, if necessary. They should also have created their voice templates.

- Voice & Button Controls
- LED Indicators
- Phonetic Alphabet

- Creating an Operator Voice Template (enrollment training)

## Daily Tasks

During this section, operators learn how to actually use the terminal to complete an **assignment**. They begin by starting the terminal and preparing it for use. They then learn to use the voice and button controls discussed in the previous section. They learn how to retrain words, control the terminal during an assignment, and shut it down properly at the end of their day.

- Turn on a terminal
- Load an operator onto a terminal
- Load a task onto a terminal
- Delete the last response
- Put the terminal to sleep
- Adjust terminal volume using your voice or using the terminal buttons
- Adjust the speed of the terminal's voice
- Adjust the pitch of the terminal's voice
- Choose a different terminal voice
- Sample (measure) background noise
- Retrain a word (update train)
- Use a bar code reader (if applicable)
- Turn off the Talkman terminal

## Troubleshooting

Operators need to know some basic troubleshooting information, like how to deal with the most common problems. Introducing them to the kinds of error messages they may hear will take some of the anxiety out of this process for some operators. Teaching them how to deal with common difficulties, like the terminal not understanding or hearing them, will improve productivity. When they finish this section, operators should feel comfortable with how you want them to handle various types of problems that they may encounter during their day.

- Error messages (found in the Talkman Management Software online documentation)
- LED Indicators
- Other Problems

# Working Zone

## Adding a Terminal to the Network

- Purpose
- Before You Begin
- Procedure

### Purpose

This document contains instructions for adding a new or repaired Talkman® terminal to the network.

**Note:** Before adding a repaired terminal to Terminal Manager, verify that the terminal was previously deleted from Terminal Manager.

### Before You Begin

Before a terminal can be recognized in Terminal Manager and before it can be added to your site's network, the terminal must first be properly configured. (For details about Terminal Manager, refer to the Talkman Management System online documentation.) When the Talkman system is first installed at your site, a Vocollect System Engineer configures the Talkman terminals.

If the terminal has not been properly configured to communicate with Terminal Manager, it cannot be added to your site's network. Loaded onto each terminal is a **ROM** configurable parameters file containing the information needed for the terminal to communicate with Terminal Manager. There may already be a configurable parameters file for your site that can be manually loaded onto the terminal. If you need to create a configurable parameters file, see [Configuring a Terminal](#).

Once a terminal is on the network, you can make changes to its configurable parameters by loading firmware onto the terminal online.

### Procedure

To add a terminal to the network, perform the following steps:

1. Place the terminal in a powered charger within **radio range** of the network. Terminal Manager automatically recognizes a new terminal if the terminal has been properly configured. The terminal is then added to Terminal Manager. By default, Terminal Manager assigns all new terminals to the Root group.

2. Select the Root group in the left pane of the Terminal Manager **window**.

**Note:** If the terminal is within radio range of an access point, but does not appear in the Root group, you must configure the terminal. See [Configuring a Terminal](#).

3. Select the new terminal in the right pane of the Terminal Manager window.

**Note:** Terminal Manager names a new terminal with its serial number.

4. Look in the **Cur. Software** column in the right pane of the Terminal Manager window for the software (i.e. firmware) version of the terminal. If the firmware version is not

the same as the one used at your site, you must change the firmware by loading the flash **image** file (.ffi) and bootblock file (.bbi) with the correct firmware version onto the terminal.

**Note:** You may need to scroll to the right until you can see the **Cur. Software** field.

5. Rename the terminal. For details about renaming a terminal, refer to the **Renaming a Terminal** topic found in the Talkman Management Software online documentation.  
If you are using **operator** list files with terminal assignments or if you are maintaining terminal names for some other reason, you may want to change the name of the terminal. If the new terminal is replacing one that will no longer be used at your site, you may want to delete the old terminal from Terminal Manager. For details about deleting the old terminal, refer to the **Deleting a Terminal** topic found in the Talkman Management Software online documentation.
6. If your site uses terminal groups, assign the terminal to a terminal group. For details about assigning a terminal to a terminal group, refer to the **Assigning a Terminal to a Terminal Group** topic found in the Talkman Management Software online documentation.  
Since the terminal is in a terminal charger, if the group has a default **task**, the task will automatically load.

**Note:** You must wait until it the task has completed loading before you can remove the terminal from the terminal charger.

7. If the group does not have a default task, load a task using the terminal.

## Adjusting Pitch for Talkman® T2



Note: The information in this topic applies specifically to the Talkman® T2 system. To view this information for the Talkman® OPEN system, click on the image of the terminal.

- Purpose
- Procedure

### Purpose

This document explains how to adjust the pitch of the voice that the Talkman® T2 terminal uses to issue prompts to operators.

### Procedure

To adjust the pitch, perform the following steps:

1. Make sure the terminal is on or sleeping.  
The LED indicator should be either solid green or blinking green.
2. Press the operator button.  
The terminal says, "Current operator is (operator name). Select menu item."
3. Press the **+** or **-** button until the terminal says, "Change pitch." Then, press the operator button.

Note: Change Pitch is the fifth menu item in the list, assuming that the **+** button is used to scroll through the options.

4. Press the **+** button to make the voice higher and the **-** button to make the voice lower. The terminal 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, the terminal will say, "This is highest." If the pitch of the voice is at the lowest possible setting, the terminal will say, "This is lowest."

Note: You can exit from this menu without changing the pitch level by pressing the yellow 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 Speed for Talkman® T2



Note: The information in this topic applies specifically to the Talkman® T2 system. To view this information for the Talkman® OPEN system, click on the image of the terminal.

- Purpose
- Procedure

### Purpose

This document explains how to adjust the speed of the voice that the Talkman® T2 terminal uses to issue prompts to operators.

### Procedure

To adjust the speed, perform the following steps:

1. Make sure the terminal is on or sleeping.  
The LED indicator should be either solid green or blinking green.
2. Press the operator button.  
The terminal says, "Current operator is (operator name). Select menu item."
3. Press the +/- buttons until the terminal says, "Change speed." Then, press the operator button.

Note: Change Speed is the fourth menu item in the list, assuming that the + button is used to scroll through the options.

4. Press the + button to make the voice faster and the - button to make the voice slower. The terminal 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 terminal will say, "This is fastest." If the speed of the voice is at the slowest possible setting, the terminal will say, "This is slowest."

Note: You can exit from this menu without changing the voice speed by pressing the yellow 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.

## Adjusting Volume for Talkman® T2



Note: The information in this topic applies specifically to the Talkman® T2 system. To view this information for the Talkman® OPEN system, click on the image of the terminal.

- Purpose
- Procedures

## **Purpose**

This document explains how to adjust the volume of the voice that the Talkman® T2 terminal uses to issue prompts to operators.

## **Procedures**

Operators may adjust the volume using either:

- Button Controls
- Voice Controls

### **Button Controls**

To adjust the volume using buttons, perform the following steps:

1. Make sure that the terminal is either on or sleeping.  
The LED indicator should be either solid green or blinking green.
2. Press the + button to make the voice louder, or the button to make the voice quieter.  
The terminal 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, the terminal will say, "This is loudest." If the volume of the voice is at the softest possible setting, the terminal will say, "This is softest."

### **Voice Controls**

To adjust the volume using voice controls, perform the following steps:

1. Make sure the terminal is on.  
The LED indicator should be green.
2. Say, "Talkman volume."
3. Say "louder" to make the voice louder, or "softer" to make it softer.  
If the terminal says, "This is softest" or "This is loudest", you cannot make the volume any louder or softer.
4. When the voice is as loud or as soft as you want it, say, "Talkman continue" to return to your **task**.

# Assembling a Talkman® OPEN Battery Housing

- Purpose
- Before You Begin
- Procedure

## Purpose

This document contains instructions for assembling a battery housing for batteries used with the Talkman® OPEN terminal. This procedure applies only to sites that use battery housings.

## Before You Begin

Vocollect recommends using battery housings to protect batteries. For more information on the batteries used with Talkman OPEN terminals, see Talkman® OPEN Batteries. Each battery housing assembly kit comes complete with:

- Battery section (battery housing top): This larger section is where the battery fits. The Vocollect logo is on the outside of this section.
- Contact section (battery housing bottom): This smaller section holds the battery contacts.
- 5 pronged battery contacts
- 4 Torx screws
- A Torx #8 screwdriver

## Procedure

To assemble a battery housing, perform the following steps:

1. Remove the rubber band securing the battery section to the contact section.  
**Note: The 5 pronged battery contacts and the Torx screws are sealed in plastic and are enclosed by the battery contact sections.**
2. Position the battery section so that the three contacts on the label inside the battery section are to the right and the side with the cut-out feature is closest to you.
3. Position the battery so that the contacts are face up and the side with the three contacts in a row is to the right (see Image 1).

**Image 1: Battery Section with Battery**



4. Place the battery into the battery section.

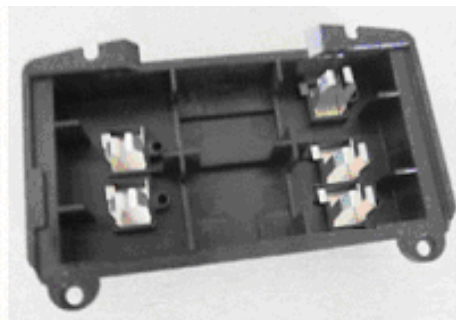
**Note:** Line up the three contacts on the battery with the three contacts on the label inside the battery section. Make sure that the contact side of the battery is up (see Image 2).

**Image 2: Battery in Battery Section**



5. Position the contact section so that the three square holes are to the right and the two complete rounded holes are at the front.
6. Remove the five pronged battery contacts from the plastic bag.
7. Place the five pronged battery contacts into the five square holes (one contact per hole) in the contact section so that the tab at the base of each prong settles into the notch in each square hole (see Image 3).

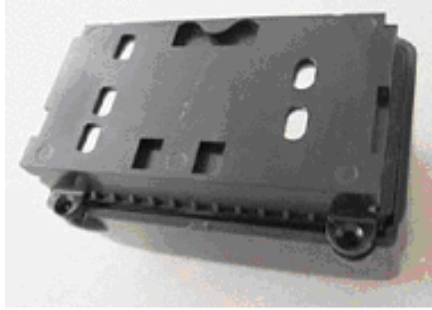
**Image 3: Contact Section Prongs in Place**





8. Make sure the prongs are separated and completely seated in the square holes.
9. Place the battery section on top of the contact section so that the cut-out feature of the battery section is away from you. The two complete holes on the battery section and the two complete holes on the contact section should be lined up.
10. Firmly hold the two sections together and flip the housing over so that it is laying on the battery side (see Image 4).

**Image 4: Battery Housing Assembly Ready for Screws**



11. Remove the four Torx screws from the plastic bag.
12. Insert the screws into the four holes and tighten them to secure the sections together.

**Warning: Do not tighten the screws too much, or you may crack the plastic or strip the screws.**

## Caring for Headsets & Microphones

- Purpose
- Routine Maintenance

### Purpose

This document describes the proper methods of caring for headsets, microphones, windscreens, and earpieces on a routine basis. For more information on headsets and microphones, refer to Headsets, Microphones, Windscreens & Earpieces.

### Routine Maintenance

The headsets and microphones used with the Talkman® system are delicate pieces of electronic equipment. Proper care will ensure that they work well for a long time. Care for **high noise** and regular headsets in the same manner. For more information, refer to Headsets, Microphones, Windscreens & Earpieces.

- Vocollect highly recommends that operators do not share headsets. The primary reason for this recommendation is sanitary in nature (i.e. the microphone is close to the mouth and can trap germs and moisture). Also, operators tend to take better care of a headset that has been assigned specifically to them. Set up a system for storing the headsets so that operators can easily locate their own headset every time they report to work.
- Change windscreens every 90 days. Over time, the **windscreen** accumulates dirt and moisture, making it more difficult for the Talkman terminal to understand the **operator**. These conditions are even worse in a freezer, where condensation can build up and freeze on the windscreen.
- If the windscreen becomes dirty or wet, slip it off of the microphone, then clean it. Clean the windscreen by running it under warm water and rubbing it gently with soapy hands. Rinse it and let it dry thoroughly before putting it back onto the microphone.

### Changing a Talkman® T2 Battery



Note: The information in this topic applies specifically to the Talkman® T2 system. To view this information for the Talkman® OPEN system, click on the image of the terminal.

- Purpose
- Procedures

## Purpose

This document contains instructions for changing a battery.

## Procedures

- Removing a Battery
- Inserting a Battery

### Removing a Battery

To remove a battery from a Talkman® T2 terminal, perform the following steps:

1. If the terminal is not off, press and hold the yellow play/pause button until the LED indicator turns solid red.

After the LED indicator turns red, the terminal says, "Powering off" and the LED indicator eventually turns off.

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

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

**Note: The battery release button is located just above the battery compartment.**

**Warning: Do not turn the terminal upside down (i.e. with the battery compartment facing the floor) when you are pressing the battery release button. Doing so will cause the battery to fall out of the terminal and could result in damage to the battery.**

4. Lift the battery out of the compartment.

## Inserting a Battery

To insert a battery into a Talkman terminal, perform the following steps:

1. Make sure that the battery has been charged before inserting it into the Talkman terminal.
2. Hold the terminal in one hand with the battery compartment facing toward you.
3. Place the end of the battery with the battery contacts into the compartment first. Place this end of the battery into the compartment so that the contacts on the battery line up with the contacts in the compartment.
4. Press down on the battery until it snaps into place.

**Warning: Do not force the battery into the compartment. Doing so may result in damage to the battery or the terminal. If the battery does not snap easily into place, reposition the battery in the compartment and try again.**

5. Make sure the battery is firmly in place and cannot be removed without pressing the battery release button.

# Changing Configurable Parameters

- Purpose
- Before You Begin
- Procedures

## Purpose

This document contains instructions for changing the configurable parameters of a Talkman® terminal. Several general parameters, as well as those associated with the **operator** and the **task**, can be reconfigured to optimize the Talkman system. The Talkman terminal has **default** settings for all parameters. If your site uses the default setup, you usually do not need to make changes to the configurable parameters.

**Warning: Consult a Vocollect representative before attempting to change any parameters. See Contact Information.**

## Before You Begin

There are many parameters that Vocollect has created to allow the user to customize the behavior of the Talkman. For a list of these parameters, please refer to the Configurable Parameters Table.

There are three types of configurable parameters:

- parameters that apply to a task
- parameters that apply to an operator
- parameters that apply to a terminal

Parameters are set in different types of files. Operator and task parameters are usually set in operator and task files (.vcf), and terminal parameters are usually set in a terminal's configuration block (.cci) file.

**Note: All of the parameters can be set in any of these three types of files. Where to put a given parameter setting depends on what makes the most sense in the situation. In instances when parameters are configured in more than one place, certain settings have precedence over others. See Precedence Order of Parameter Settings for more details.**

### Parameters that Apply to a Task

Some parameters should be set for any time a particular task runs. For example, the `MaxSpeakAsNumber` configurable parameter is best associated with a given task. Setting this parameter ensures that during the running of that task, a number will be spoken out fully (e.g., `22="twenty two"`) below the `MaxSpeakAsNumber` setting, and as individual digits (e.g., `222="two two two"`) above the setting.

The terminal looks in the `\Talkman\Task` directory on the **FTP** server for this file. The file is transferred to the terminal when loading a task and takes effect after the task load is complete. If the terminal currently has a task, the current task and associated task (.vcf) files are cleared, and the new task and associated task files are loaded.

**Note: If a parameter was set only in the (task).vcf file, and that parameter is removed from the .vcf file, the task must be reloaded for that parameter to revert back to its default value.**

To change this type of parameter, see Changing Task and Operator Parameters.

## Parameters that Apply to an Operator

Some parameters apply to a particular operator, regardless of the task, but not to all operators. These parameters should be set in the operator file. For instance, let's assume an operator would like a terminal to stay on for a longer period of time before automatically turning off when he or she is not speaking. By increasing the **SpeechWaitSecs** parameter value in the operator's specific file, the **administrator** can change the parameter without effecting other operators, terminals, or tasks.

The terminal looks in the **\Talkman\Oper** directory on the FTP server for this file. The file is transferred to the terminal when loading an operator and takes effect after the operator load is complete.

**Note: If a parameter was set only in the (operator).vcf file, and then is removed, the operator must be reloaded for that parameter to revert back to its default value.**

To change this type of parameter, see Changing Task and Operator Parameters.

## Parameters that Apply to a Terminal

Some parameters apply to terminal hardware, including such information as radio settings. When a terminal is turned on, this type of parameter takes effect immediately.

To change these parameters, see Changing Configuration Block Parameters.

### Terminal Communication Parameters

Some terminal parameters are set to establish communications between a terminal and the Talkman network. It is very important that these parameters are set correctly or the terminal will not be able to communicate with the Talkman system.

### Network and Radio Parameters

The terminal automatically detects the type of radio being used. Some radio protocols have a network ID, a domain, or other security or roaming parameters. The terminal uses the radio defaults for these parameters unless an alternative is specified in the terminal's **configuration block** (.cci) file.

The Talkman terminal must be given an IP address. A terminal normally obtains this **IP address** from a **DHCP** server. If your site does not use a DHCP server, assign a static IP address and **subnet mask** to each terminal in the terminal's configuration block.

**Note: The above parameters are not listed in the Configurable Parameters Table, but are found in the configuration block (.cci) file. If you have any questions about the parameters in the configuration block, contact a Vocollect representative.**

### Terminal Manager Connection Parameters

The Talkman terminal requires a **socket** connection to the **host computer** running Terminal Manager. For details about Terminal Manager, refer to the **Terminal Manager** topic found in the Talkman Management System online documentation. The terminal normally establishes this connection by looking for a host computer called **vocmng** on the network, and opening a socket on port 15001 to that computer. If DNS is not being used, or if the host computer running the Terminal Manager application has a different name than **vocmng**, specify the Terminal Manager IP address or host name in the terminal's configuration block (.cci) file.

Similarly, if Terminal Manager is set up to use a port other than 15001, the new Terminal Manager **port number** must be specified in each terminal's configuration block.

## Precedence Order of Parameter Settings

Any task, operator, or terminal hardware parameters can be set in the (task).vcf file, the (operator).vcf file, or the configuration block (.cci) file. They can even be set in all three places at the same time. Obviously, this can mean that a parameter could potentially have two different settings in two different files.

If this occurs, the setting in the configuration block overrides anything in the task or operator files. Similarly, the settings in the operator file override those in the task file.

**Note:** If parameters are changed in the configuration block, the new configuration file that is created from this procedure will need to be loaded onto every terminal for the parameter to take effect. If parameters are changed in the (task).vcf, the new parameters will take effect when the task is loaded onto a terminal. If an (operator).vcf is added to an operator's files, the new parameters will take effect when the operator's files are loaded onto a terminal.

## Procedures

- Changing Configuration Block Parameters
- Changing Task and Operator Parameters

### Changing Configuration Block Parameters

**Warning:** Consult a Vocollect representative before attempting to change any parameters. See Contact Information.

The terminal has a configuration block in its **flash memory** that contains configuration parameters for radio and network communications, the Terminal Manager connection, and the terminal itself. For a list of parameters, refer to the Configurable Parameters Table.

To change or set configuration block parameters, perform the following steps:

1. Click **Start | Programs | Accessories | Notepad**.  
A blank Notepad file opens.
2. In Notepad, click **File | Open**.
3. Navigate to **\program files\Vocollect\Talkman Software\firmware\config.vrg**.
4. Click **Open**.
5. Edit the file.

**Note:** For questions about editing this file, contact a Vocollect representative.

**Warning:** Do not edit the config.cci file directly.

6. Click **File | Exit**.
7. Click **Yes** to save the changes to the config.vrg file.
8. Click **Start | Programs | Windows Explorer**.
9. Navigate to the **\program files\Vocollect\Talkman Software\firmware** directory.
10. Double-click **config.bat**.  
A new configuration file (config.cci) is automatically created and placed in the folder.
11. Load this new configuration file onto the terminal.

### Changing Task and Operator Parameters

**Warning:** Consult a Vocollect representative before attempting to change any parameters. See Contact Information.

For a list of parameters, refer to the Configurable Parameters Table.

To set or change task or operator parameters, perform the following steps:

1. Click **Start | Programs | Accessories | Notepad**.

This will open a blank Notepad file.

2. Navigate to and open either the existing **task.vcf** in **\program files\Vocollect\Talkman Software\Task** or the existing **operator.vcf** file in **\program files\Vocollect\Talkman Software\Task**.

**Note:** If a **(task).vcf** or **(operator).vcf** file has already been created for this task or operator, open that file, located in the **\Talkman\Task** or **\Talkman\Oper** directories, respectively, on the FTP server.

3. Type in the parameter(s) to set.

**Note:** The following rules apply:

- White space(s) before and after the = are permissible and ignored.
- The file treats each new line as a separate value.
- Blank lines are permissible and ignored.
- Comments must be on a separate line. Blank lines and lines that start with a semi-colon or a space are ignored. In the following example, the only line that the system reads is **SpeechWaitSecs = 7**. The first and third lines are ignored because they begin with a space and a semi-colon, respectively. The blank lines are also ignored.

The following parameter is a frequently used timeout parameter.

**SpeechWaitSecs = 7**

**;Changed from 10 by MRL on 2/21/01**

- String parameters can include any printable character, as in the following example:  
**SomeStringParam = this string.**
- Floating-point numbers have a decimal point, such as **SomeFloatParam = 7.2**.
- Integers do not have decimal points. Some integer values require hexadecimal representation, which includes the characters a, b, c, d, e, f, and x, such as **SomeIntegerHexParam = 0x0d0a**.
- Parameter names are NOT case-sensitive.
- Each parameter definition begins with the parameter name, followed by an =. The parameter type is determined by the format of the remainder of the line. See the third column in the Configurable Parameters Table for permissible parameter settings.

**Warning:** Files require an extra carriage return at the end. The last parameter value must have a line-feed/carriage-return after it.

4. Click **F**ile | **S**ave **A**s.  
Save task parameter files as **(task).vcf** to the **\ftphome\Talkman\Task** directory on the FTP server.  
Save operator parameter files as **(operator).vcf** to the **\ftphome\Talkman\Oper** directory on the FTP server.
5. Click **F**ile | **E**xit.

## Charging a Talkman® T2 Battery in a Battery Charger



Note: The information in this topic applies specifically to the Talkman® T2 system. To view this information for the Talkman® OPEN system, click on the image of the terminal.

- Purpose
- Before You Begin

- Procedure

## Purpose

This document contains instructions for charging a battery. Talkman® T2 terminal batteries can be charged in one of two ways:

- Leave the battery connected to a terminal and place the terminal into a terminal charger. For more information, see Placing a Talkman Terminal into a Terminal Charger.
- Remove the battery from the terminal and place the battery into a battery charger.

## Before You Begin

All battery chargers come equipped with two LED indicators below each battery slot on the charger. The following table details the different colors of the indicators when a battery is being charged:

Left Indicator Color	Right Indicator Color	If no battery is in the charger...	If a battery is being charged...
Off	Off	Normal state; no action is necessary.	Abnormal condition; check the battery contacts and the charger contacts for dirt or other obstructions that would keep the contacts from making a solid connection; clean the contacts if necessary; if both LED indicators remain off, return the charger for service.
Solid Amber	Off	Charger module is malfunctioning; return for service.	<p>Normal state; the battery is not ready to be charged; a battery is not ready to be charged if it is too cold, too hot, or if it is completely dead. The charger waits for the battery to warm up, cool off, or partially charge before it begins fast charging (at which point the left LED indicator turns solid red).</p> <p>The following information details the length of time that it will take for a cold battery to warm up enough to begin fast charging:</p> <ul style="list-style-type: none"> <li>• If the battery was being used at -4°C (24.8°F), it will take approximately 6 minutes for the battery to warm up.</li> <li>• If the battery was being used at -10°C (14.0°F), it will take approximately 10 minutes for the battery to warm up.</li> <li>• If the battery was being used at -20°C (-4.0°F), it will take approximately 22 minutes for the battery to warm up.</li> </ul> <p>If the battery was being used at -30°C (-22.0°F), it will take approximately 30 minutes for the battery to warm up.</p>
Off	Solid Green	Charger module is	Normal state; the battery is charged and ready to



		malfunctioning; return for service.	be used.
Solid Red	Off	Charger module is malfunctioning; return for service.	Normal state; the battery is being charged.
Blinking Red	Off	Charger module is malfunctioning; return for service.	Abnormal condition; the battery may be defective; remove the battery from the charger and check for moisture on the battery contacts; if moisture exists, wipe off the contacts and place the battery back into the charger; if the LED indicator continues to blink red, the battery is defective; remove the battery from the charger and give it to your system administrator.
Blinking Red, then Off	Blinking Green, then Off	Charger module is malfunctioning; return for service.	Error condition; the battery is defective; remove the battery from the charger and give it to your system administrator.
Blinking Orange	Off	Charger module is malfunctioning; return for service.	Abnormal condition; check the battery contacts and the charger contacts for dirt or other obstructions that would keep the contacts from making a solid connection; clean the contacts if necessary; if the LED indicator continues to blink orange, try various combinations of batteries and chargers to determine if the problem follows the battery or the charger module; return the faulty equipment for service.
Solid Orange	Solid Green	Charger module is malfunctioning; return for service.	Normal state; this state <b>only occurs for about a second when a battery is removed from the charger</b> ; if this state occurs for an extended period of time, it is an abnormal condition and should be treated the same as the abnormal conditions listed above.

The length of time that it takes to completely charge a fully depleted battery is approximately 3 hours for the standard battery and 5 hours and 30 minutes for the high capacity battery. This does not include any time that may be necessary to bring a battery that is too cold, too warm, or completely dead into a charging state (a battery that is too cold, too warm, or completely dead needs to warm up, cool down, or partially charge before it actually enters a fast charging state).

Note: It is recommended that a brush similar to the one found at the following link be used to clean the contacts on the terminal, battery, and charger. Gently brush the contacts to clean away dirt and other obstructions that might prohibit them from making a solid connection.

<http://web-tronics/852.html>

The brush found at this link is a small, inexpensive, three-row toothbrush style, general

cleaning brush. It is made of natural, stiff hog hair bristles and has a 7 3/4" plywood handle. This brush is excellent for general circuit board cleanup.

## Procedure

To charge a battery, perform the following steps:

1. Make sure the battery charger module(s) is powered. The orange power light (i.e. LED indicator) on the left end of the battery charger should be lit.
2. Remove the battery from the Talkman terminal. See Changing a Battery for detailed instructions.
3. Hold the battery with the battery contacts to the bottom and the battery label facing away from you.
4. Place the battery into one of the open slots on the battery charger.
5. Push on the battery until it snaps into place.
6. When the battery is placed into the charger properly, the left LED indicator for the slot into which the battery was placed should turn red, indicating that the battery is being charged.

To remove a battery from a charger, perform the following steps:

1. Only remove and use batteries that are fully charged (i.e. the right LED indicator is solid green).
2. Press the battery release button on the charger and remove the battery.

## Choosing a Different Speaker for Talkman® T2



Note: The information in this topic applies specifically to the Talkman® T2 system. To view this information for the Talkman® OPEN system, click on the image of the terminal.

- Purpose
- Procedure

## Purpose

This document explains how to choose a different speaker for terminal prompts (i.e. how to change the gender of the terminal's voice).

Note: Male and female speakers are available for English only. All other languages only have one voice option at this time.

## Procedure

To choose a different speaker, follow these steps:

1. Make sure the terminal is either on or sleeping.  
The LED indicator will be either solid green or blinking green.
2. Press the operator button.  
The terminal says, "Current operator is (operator name). Select menu item."
3. Press the +/- buttons until the terminal says, "Change speaker." Then, press the operator button.

Note: Change Speaker is the sixth menu item in the list, assuming that the + button is used to scroll through the options.

4. Press the +/- button to hear the next speaker.  
The terminal says, "This is female" when it toggles to the female voice, or "This is male" to indicate the male voice.

Note: You can exit from this menu without changing the speaker by pressing the

yellow play/pause button at this point.

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

# Conditioning a Talkman® OPEN Battery

- Purpose
- Before You Begin
- Procedures

## Purpose

This document contains information about conditioning a Talkman® OPEN battery.

**Note:** If you have a cradle labeled CR-002-x, you do not have to carry out any of the following procedures to condition your batteries. The new cradles contain the Pulse Power™ charger which charges batteries in such a way that they will not suffer memory effect.

## Before You Begin

If you have a cradle labeled CR-001-x, Vocollect recommends using a battery conditioner. The following are two examples of battery conditioners.

- JBRO® TP3501Q; Telepower Conditioner/Analyzer from JBRO Batteries, Inc.
- Pulse Power™ Charger SE9PAN; Pulse Power, Inc.

The JBRO conditioners discharge and recharge batteries.

The Pulse Power conditioner does not discharge batteries, but uses a proprietary technology to charge and condition batteries.

Voccollect recommends running a reconditioning cycle for every 30 shallow charges. A shallow charge is defined as one where the battery has not been drained past the Talkman's first battery warning. If using the battery in a freezer environment, you should condition the battery every 20 charges.

## Procedures

To condition a battery, perform the following steps:

1. When using a JBRO conditioner, discharge and charge the battery for three to five cycles according to the manufacturer's directions.  
When using a SAGE pulse charger, follow the manufacturer's instructions to charge the battery on the SAGE unit and use it three to five times on the terminal.
2. Charge the battery in a Talkman battery charger.

# Configurable Parameters

The name, description, and legal values of most of the common parameters appear in the following tables.

**Warning: Changing configurable parameters could affect the Talkman® system's performance. Please contact Vocollect before you make any changes to these parameters.**

**Note: These tables include only parameters that customers may edit. Default values are highlighted in yellow. Where no value is highlighted, there is no default value. All parameters set defaults for your whole site, unless otherwise noted. If you are curious about a parameter that does not appear in the following tables, do not edit it. Contact Vocollect with any questions.**

- System Parameters
- Speech Recognition Parameters

## System Parameters

Parameter Name	Description	Applicable Values and Default Value
BarcodeBaud	Defines the <b>baud rate</b> for the bar code port as required by the bar code reader.	50, 75, 100, 150, 300, 600, 1200, 1800, 2000, 2400, 3600, 4800, 7200, <b>9600</b> , 19200, 31250, 38400
BarcodeFlowControl	Controls whether hardware flow control is enabled or disabled on the bar code device port.	<b>0 = disable</b> 1 = enable
BarcodeParity	Defines the parity on the bar code port as required by the bar code reader.	<b>1 = no parity</b> 2 = odd parity 3 = even parity 4 = mark parity 5 = space parity
BarcodePort	Defines the port to which the bar code reader is connected.	Blue or Green (not case-sensitive)
BarcodeStopBits	Defines the number of stop bits for the bar code reader port as required by the bar code reader.	<b>1 = one stop bit</b> 2 = two stop bits
BarcodeTermChar1	Defines the first character that terminates a string of characters generated during a bar code read as required by the bar code reader.	Any integer, entered as a hexadecimal number <b>0x0d</b>
BarcodeTermChar2	Defines the second character that terminates a string of characters generated during a bar code read as required by the bar code reader.	Any integer, entered as a hexadecimal number <b>0x0a</b>
BarcodeWordLen	Defines the number of bits per	5, 6, 7, <b>8</b>

	character on the bar code port as required by the bar code reader.	
ChangeTaskEnabled	When enabled, allows the user to change the task from the terminal.	0 = cannot change the task from the terminal 1 = can change the task from the terminal
Event_Cradled_Timeout	Using in conjunction with the Event_Term_Powered_On_Timeout parameter; when a terminal has been powered on for the amount of time (in minutes) as defined by the Event_Term_Powered_On_Timeout parameter, the terminal will automatically power off and then back on after it has been in the charger for the number of minutes as defined by this parameter. For example, assume that the Event_Term_Powered_On_Timeout parameter is set to 480 and that this parameters it set to 5. Now assume that a terminal has been in use for the last 8 hours (which is 480 minutes). If the terminal is placed into a charger without first being powered off, it will automatically power off and then back on after it has been in the charger for 5 minutes.	<b>5</b> Recommended minimum value = 5 Recommended maximum value = 30 Although it is possible for the user to input a value for this parameter that is outside of the minimum and maximum values defined above, it is highly recommended that the value be set between 5 and 30.
Event_Poweroff_Timeout	Controls the length of time spent sleeping, without any activity, before a terminal will automatically turn itself off.	Any number of minutes <b>10</b>
Event_Term_Powered_On_Timeout	If a terminal has been in a charger for the amount of time (in minutes) as defined by this parameter, the terminal will automatically power off and then back on. Also, if a terminal has been in use for the amount of time (in minutes) as defined by this parameter and then the terminal is placed into a charger, the terminal will automatically power off and then back on after the number of minutes as defined by the Event_Cradled_Timeout	<b>480</b> Recommended minimum value = 240 Recommended maximum value = 720 Although it is possible for the user to input a value for this parameter that is outside of the minimum and maximum values defined above, it is highly recommended that the value be set between 240 and 720.

	parameter.	
FlashODR	Selects between storing ODRs to flash prior to sending or sending them directly from RAM.	0 = off 1 = on
LowFlashThreshold	Sets the amount of flash memory that is allocated for storage of OFF files. The OFF files are created when the terminal is powered off. This parameter insures that there is always enough memory available to properly power off the terminal.	<b>262144 (256 Kilobytes)</b> Minimum value = 65536 (64 Kilobytes) Maximum value = 1048576 (1024 Kilobytes) Values should be entered as bytes from 65536 to 1048576. It is recommended that this parameter not be set below 262144. If it is set lower, the terminal may not be able to properly power off.
LowFlashWarningThreshold	Sets the threshold for when flash warning messages are spoken to the <b>operator</b> because the terminal is running low on available flash memory. In most cases, this lets the operator know that he or she needs to upload his or her ODRs. A warning message is spoken once a minute when the amount of flash is less than the LowFlashWarning Threshold + LowFlashThreshold. So, for example, if the LowFlash Threshold = 262144 and LowFlash WarningThreshold is set to 131072, then the warning messages will start when available flash memory drops below 393216 bytes.	<b>131072 (128 Kilobytes)</b> Minimum value = 32768 (32 Kilobytes) Maximum value = 524288 (512 Kilobytes) Values should be entered as bytes from 32768 to 524288.
MaxSpeakAsNumber	Identifies the maximum number that is spoken as a natural number (e.g. twenty-three) as opposed to a string of digits (e.g. two, three).	1 - 1000000 <b>99</b>
NoSpeechHeardRetryCount	The number of times that the terminal will prompt for a given word without hearing anything before giving up and going to sleep.	<b>4</b> Minimum value = 0 Maximum value = 2,147,483,647
NoTalkOverPriorityPrompt	Determines whether or not operators have to wait until the end of priority prompts before a terminal will accept	0 = allows talk over priority prompts 1 = <b>does not allow talk over priority prompts</b>

	speech input. If set to 1, SpeechOutSpeechIn Delay determines how much of the priority prompt can be talked over.	
ODRConfirmationByte	<p>It is possible to guarantee that an output data record (ODR) was acted upon by the host application by forcing the terminal to wait for the host application to confirm the receipt of the ODR. This parameter is used to enable the receipt confirmation. Setting this parameter to any value of between 0x00 to 0xFF forces the terminal to wait for the host application to respond with the appropriate confirmation byte (i.e. the value of the parameter) when an ODR is sent from the terminal.</p> <p>For example, if this parameter is set to 0x50, then the terminal software does not consider the transmission of an ODR to be a success until the host application sends the byte 0x50 back to the terminal. If any other character is sent to the terminal (or no character is sent), the transmission of the ODR is considered to have failed.</p>	<p>Minimum value = 0x00 Maximum value = 0xFF</p> <p>This value can be input in the format 0x00 or as a single alphanumeric character (such as A-Z, a-z, or 1-9).</p> <p>The value 0x100 is also valid for this parameter. When the parameter is set to this value, the terminal will wait for a confirmation byte from the host application. However, the byte will not be compared to any expected value (i.e. any byte sent back to the terminal will be accepted as confirmation that the ODR was received by the host application).</p>
OutputVolume	Determines the initial setting of the terminal speech output volume	1 - 10 <b>6</b>
PrinterBaud	Sets the baud rate for the printer port.	50, 75, 100, 150, 300, 600, 1200, 1800, 2000, 2400, 3600, 4800, 7200, <b>9600</b> , 19200, 31250, 38400
PrinterFlowControl	Controls whether hardware flow control is enabled or disabled on the printer port.	<b>0 = disable</b> 1 = enable
PrinterParity	Parity for the printer port.	<b>1 = no parity</b> 2 = odd parity 3 = even parity 4 = mark parity 5 = space parity
PrinterPort	The port on the terminal where the printer message is sent.	<b>Red or Blue</b>
PrintStopBits	The number of stop bits for the	<b>1</b>



	printer port.	2
PrinterTermChar1	Defines the first character that terminates a string of characters generated during a printer read as required by the printer.	Any integer, entered as a hexadecimal number <b>0x0d</b>
PrinterTermChar2	Defines the second character that terminates a string of characters generated during a printer read as required by the printer.	Any integer, entered as a hexadecimal number <b>0x0a</b>
PrinterWordLen	The number of bits per character on the printer port.	5, 6, 7, 8
RadFtpHost	Identifies the host <b>IP address</b> or computer name where the <b>FTP</b> server is running.	Any alphanumeric string that names a valid <b>TCP\IP</b> address
RadFtpPswd	Identifies the password associated with the user account specified by the RadFtpUser parameter.	Any valid password on the <b>host computer</b>
RadFtpUser	Identifies the user account to use when performing file transfers via FTP when using the radio network.	Any valid account name on the host computer
RestartTask	Determines if the task is forced to the start node after the terminal is put into a terminal charger. Setting this parameter to 0 (default value) causes the task to maintain history when placed into a charger; therefore, when a terminal goes back on air, it starts in the task at the exact point where it left off. If the parameter is set to 1, the task begins at the start node after being placed into a charger.	<b>0 = does not restart at start node</b> 1 = restarts at start node
SpeechWaitSecs	Defines the number of seconds before the terminal sleeps if the operator does not speak at all.	5 - 600 <b>240</b>
SpeechWakeupEnable	Enables and disables the "Talkman, wake up" feature. This feature allows an operator to get a terminal that is sleeping back to an on-air state by saying "Talkman, wake up" rather than pressing the yellow play/pause button.	0 = disabled (i.e. the operator must press the yellow play/pause button to return a sleeping terminal to an on-air state) <b>1 = enabled</b>
SupportedRate	Gives the user the ability to set the maximum bit rate for a terminal's radio card. This rate is the rate at which the card	2 = 1 megabit per second 4 = 2 megabits per second 11 = 5.5 megabits per second

	attempts to transfer data over the radio frequency network. By default, a terminal's radio card will always try to run at the maximum rate for that card. This parameter is used to set that maximum rate to a lower rate.	22 = 11 megabits per second <b>As stated in the description to the left, a terminal's radio card will always attempt to transfer data at the maximum rate for that card unless the user sets this parameter to one of the above values.</b>
System_Say_Again_Enable	Enables the "Say again" control phrase; when this phrase is enabled, operators can get a terminal to repeat the last thing it said by simply saying, "Say again".	0 = disabled <b>1 = enabled</b>
TmgrService	Defines the destination <b>socket</b> address or port value for Terminal Manager for radio communications.	1 - 65535, recommended > 15000 <b>15001</b>
TrainDeviceBaud	Defines the baud rate for the training device port as required by the training device.	50, 75, 100, 150, 300, 600, 1200, 1800, 2000, 2400, 3600, 4800, 7200, <b>9600</b> , 19200, 31250, 38400
TrainDeviceFlowControl	Controls whether hardware flow control is enabled or disabled on the training device port.	<b>0 = disable</b> 1 = enable
TrainDeviceParity	Defines the parity on the training device port as required by the training device.	<b>1 = no parity</b> 2 = odd parity 3 = even parity 4 = mark parity 5 = space parity
TrainDevicePort	Defines the port to which the training device is connected.	Red (not case sensitive) <b>None</b>
TrainDeviceStopBits	Defines the number of stop bits for the training device port.	<b>1 = one stop bit</b> 2 = two stop bits
TrainDeviceWordLen	Defines the number of bits per character on the training device port as required by the training device.	5, 6, 7, <b>8</b>
TrainDeviceTermChar1	Defines the first character that terminates a string of characters generated during a training device read as required by the training device.	Any integer, entered as a hexadecimal number <b>0x0d</b>
TrainDeviceTermChar2	Defines the second character that terminates a string of characters generated during a training device read as required by the training device.	Any integer, entered as a hexadecimal number <b>0x0a</b>
TTSPitch	Controls the pitch (higher or lower) of the terminal's voice.	1 - 9 <b>5</b>

TTSSpeechRate	Controls the speech rate (faster or slower) of the terminal's voice.	1 - 9 <b>6</b>
TTSSpeechRateMax	Sets the maximum speech rate of the terminal's voice.	2 - 9 <b>9</b> (must be greater than TTSSpeechRateMin)
TTSSpeechRateMin	Sets the minimum speech rate of the terminal's voice.	1 - 8 <b>1</b> (must be less than TTSSpeechRateMax)
TTSVoice	Controls the gender (male or female) of the terminal's voice.	<b>female</b> male
TTSVolume	Controls the volume (louder or softer) of the terminal's voice.	1 - 9 <b>9</b>
VT_Emulation_Task	Determines whether a task uses VT220 terminal emulation or not.	<b>0 = off</b> 1 = on

## Speech Recognition Parameters

Parameter Name	Description	Applicable Values and Default Value
BlueStreak_Agc_DialogEnable	Determines whether or not Automatic Gain Control is enabled during decoding.	0 = disabled <b>1 = enabled</b>
BlueStreak_Decompile_RejectLengthEmbeddedLowerTol	The lower length tolerance, in seconds, for words that were trained in an embedded (i.e. phrase) context. If using a custom training prompt file (.emb file), this value may need to be increased to prevent good recognitions from being rejected.	Minimum value = 0 Maximum value = 4 <b>0.250</b>
BlueStreak_Decompile_RejectLengthMinimumLength	The minimum allowable length, in seconds, of a word. Words that are shorter than this value are rejected.	Minimum value = 0 Maximum value = 4 <b>0.130</b>
BlueStreak_Decompile_Sensitivity	This parameter defines BlueStreak's word rejection threshold.  BlueStreak's sensitivity is tuned for warehouse case picking applications. However, this tuning may not be optimal for all applications. Increasing the value of this parameter will make it more difficult for words to be accepted; decreasing this value will allow	Minimum value = -5 Maximum value = 5 <b>0</b>

	<p>more words to be accepted. For example, in applications where the operator is constantly talking, changing this parameter to a negative number (-0.5 is a good number to start with) may result in better overall system recognition performance. The tradeoff is that out of vocabulary words and extraneous noises are more likely to be erroneously recognized as words.</p>	
BlueStreak_Frontend_PrintBackgroundInterval	How often, in seconds, the background energy is printed out in debug.	10
BlueStreak_Train_EmbeddedMiddleWord	When doing catchweights (or some other rapid-digit task) and there is a word that is often mixed in with the digits (such as point or decimal), then that word should be specified in this parameter. The word will then be trained in an embedded context with the digits, improving recognition performance on catchweights. To use no embedded word, set this parameter to NONE.	. (i.e. the default is "point")
BlueStreak_Train_MaximumUttSeconds	<p>The maximum length, in seconds, of a training utterance. Utterances longer than this value will be discarded.</p> <p>The value for this parameter must be increased when extremely long vocabulary words are used in a task. This value can also be decreased to help ensure proper training data when only shorter words are used.</p>	<p>Minimum value = 1</p> <p>Maximum value = 10</p> <p>7</p>
BlueStreak_Train_RandomizeEnable	Gives the system administrator the ability to randomize training the same way or differently every time an operator goes through the enrollment training process.	<p>0 = randomize training the same way every time</p> <p><b>1 = randomize training differently every time</b></p>

# Configuring a Terminal

- Purpose
- Before You Begin
- Procedure

## Purpose

This document contains instructions for configuring a Talkman® terminal by loading a configurable parameters (.cci) file onto a terminal.

If you want to change the configurable parameters found in a terminal's **task** or **operator** files, see Changing Task and Operator Parameters in the Changing Configurable Parameters topic.

## Before You Begin

Before you configure a terminal, you must determine if you can use an existing configurable parameters file or if you need to create a new file specific to your terminal. For example, if you are adding a new or repaired terminal to the network, and your site uses static IP addresses (rather than **DHCP** ), you would need to assign the **IP address** for the terminal in the configurable parameters file specific to that terminal before loading the file onto the terminal.

For more information on configurable parameters, see Changing Configurable Parameters.

## Procedure

To configure a Talkman terminal, perform the following steps:

1. Make any needed changes to the configurable parameters file. See Changing Configurable Parameters.
2. If the terminal is already on the network, load the configurable parameters file online. If the terminal is not already on the network, load the configurable parameters file offline.

**Note:** If you are configuring a new or repaired terminal that has not been able to connect to the network, you must load the configurable parameters file offline.

# Configuring Remote Listening Systems

- Purpose
- Before You Begin
- Procedure

## Purpose

This procedure explains how to set up Vocollect's recommended model of remote listening system, the Maxon 49-HX Communicator, in order to train a new **operator**.

## Before You Begin

You will need the following items:

- Two Maxon 49-HX Communicator kits (one to transmit and one to receive). Each communicator kit contains the following items:
  - Maxon Hands-Free Communicator--Model 49-HX
  - Headset
  - 14" cable with a 6-pin DIN connector on one end and a 1/8" plug on the other
  - 1/8" shorting plug
  - Six AA batteries
  - Holster
- The operator's Talkman® terminal with a headset and belt.

## Procedure

To configure a remote listening system for training, you must set up two different types of communicators:

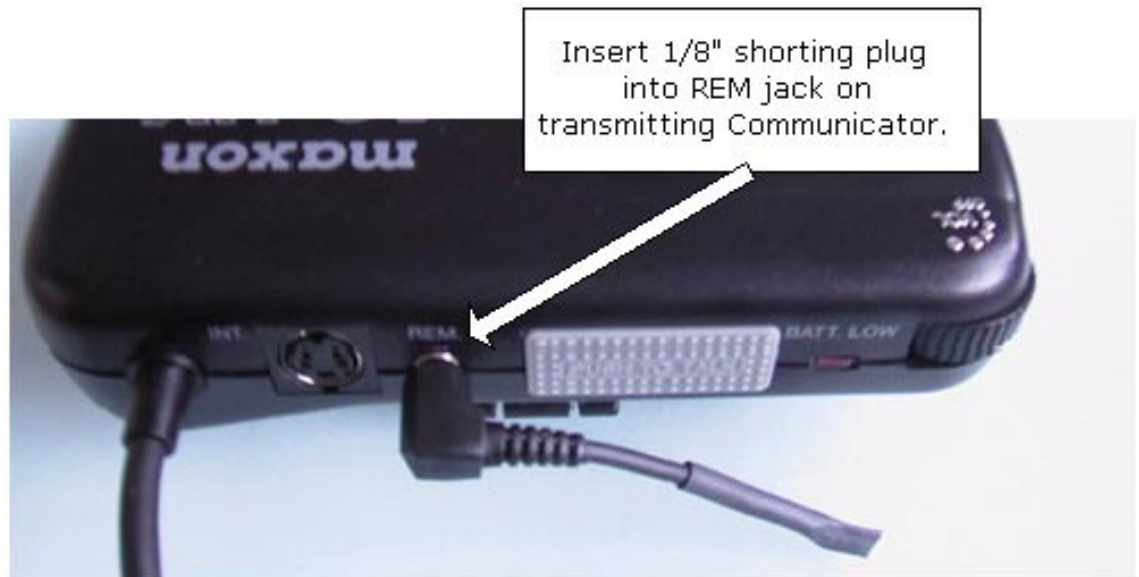
- Setting up the transmitting communicator
- Setting up the receiving communicator

### Setting Up the Transmitting Communicator

The transmitting communicator is set up as a dedicated transmitter and it is connected to the operator's terminal. To set up this communicator, perform the following steps:

1. Put three AA batteries into transmitting communicator.
2. Remove the communicator's headset. It is not used.
3. Set the Intercom/Transmit (marked **INT/TX**) switch to **TX**.
4. Turn **VOX** off on the communicator. Do this by holding the communicator so that the label reading **Maxon 49-HX Communicator** is facing you and the **VOX** dial is on the left, then rolling the dial toward **PTT** (Push to Talk) until it clicks.
5. Set the channel using the channel selector (marked **CH**) on the transmitting communicator.
6. Set the transmitting communicator's volume to its lowest setting, using the volume dial (marked **VOL**).
7. Insert the separate 1/8" plug into the remote jack (marked **REM**) on the transmitting communicator. This serves the same function as holding down the **PUSH TO TALK** button continuously, so that the operator does not have to do this manually (see image 1).

Image 1: Inserting 1/8" Plug into Remote Jack.



8. Slide the holster onto the operator's belt.
9. Place the transmitting communicator into the holster on the operator's belt (see image 2).
10. Plug the 6-pin **DIN connector** on the 14" cable into the 6-pin DIN connector on the transmitting communicator.
11. Obtain a Talkman terminal audio cable. This cable is the one that has a red bend relief above its connector and an audio jack on the other end.
12. Locate the red connection port on the Talkman terminal. This port is the one with the red arrow above it on the terminal.
13. Hold the audio cable's connector so that its release lever is on the bottom.
14. Tilt the connector and insert the top of it into the top slot of the terminal's red connection port.
15. With the top slot in place, tilt the connector down onto the terminal until the release lever snaps into place on the connection port.
16. Insert the 1/8" plug on the other end of the communicator's 14" cable into the audio jack on the other end of the terminal's audio cable.

## Setting Up the Receiving Communicator

The receiving communicator is set up as a dedicated receiver for use by a **trainer**. To set up this communicator, perform the following steps:

1. Put three AA batteries into the receiving communicator.
2. Set the receiving communicator's gray Intercom/Transmit (marked **INT/TX**) switch to **TX**.
3. Turn **VOX** off on the receiving communicator. Do this by holding the communicator so that the label reading **Maxon 49-HX Communicator** is facing you and the **VOX** dial is on the left, then rolling the dial toward **PTT** (Push to Talk) until it clicks.
4. Set the channel to the same channel as the transmitting communicator (see "Setting Up the Transmitting Communicator," step 5).
5. Adjust the receiving communicator's volume to a comfortable, audible level.
6. Slide the holster onto the trainer's belt.
7. Put the communicator into the holster (see image 2).

Image 2: Inserting Communicator into Holster



8. Connect the communicator's headset.

**Note:** If you are monitoring more than one operator, make sure each operator's transmitting communicator is set to a different channel. One receiving communicator can listen to up to five transmitting communicators.

### **Connecting & Disconnecting Talkman® T2 Peripherals**



**Note:** The information in this topic applies specifically to the Talkman® T2 system. To view this information for the Talkman® OPEN system, click on the image of the terminal.

- Purpose
- Before You Begin
- Procedures

## **Purpose**

This document contains instructions for connecting and disconnecting peripheral devices that are used with the Talkman® T2 terminal. Peripheral devices include:

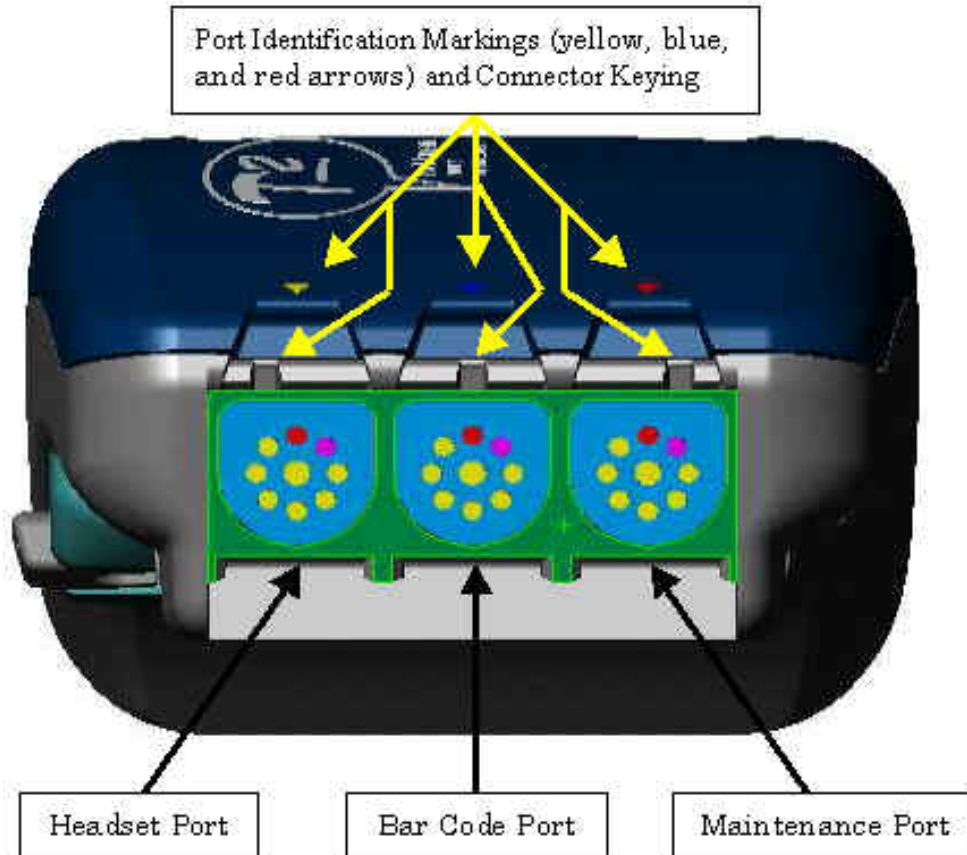
- bar code readers (and other RS-232 devices)
- headsets
- portable printers
- remote listening devices
- visual training devices
- wired portable speakers

## **Before You Begin**

Peripherals are connected to a Talkman terminal via the connector plate on the end of the terminal. The connector plate has three ports. Peripherals are attached to the ports with connectors. The connectors secure the peripherals to the terminal by snapping directly onto the terminal's ports.



The terminal's connection ports are color-coded (with red, yellow, and blue arrows) to match the color on the bend relief of the peripheral device's connector cable. The connectors are keyed so that there is only one way to attach a peripheral's connector cable to the Talkman terminal. If you attempt to attach a peripheral incorrectly, you may damage both the terminal and the peripheral's connector.



**Warning:** A peripheral device should only be removed from a terminal by grasping the connector and pressing its release lever. You should never pull directly on the peripheral device's connector cable, as this could result in damage to the peripheral device and the terminal.

**Note:** Some peripherals must be configured before they will work with the Talkman system. You do not need to configure headsets and wired portable speakers. For information on configuring other peripherals see *Configuring Remote Listening Systems*, *Configuring Visual Training Devices*, or the manufacturer's documentation for configuring bar code readers.

## Procedures

- Connecting and disconnecting headsets
- Connecting and disconnecting bar code readers (and other RS-232 devices)
- Connecting and disconnecting wired portable speakers
- Connecting and disconnecting remote listening devices
- Connecting and disconnecting visual training devices
- Connecting and disconnecting a portable printer

### Connecting and Disconnecting Headsets

To connect a headset to a terminal, perform the following steps:

1. Locate the yellow connection port on the terminal. This port is the one with the yellow arrow above it on the terminal.
2. Hold the headset's connector so that its release lever is on the bottom.
3. Tilt the connector and insert the top of it into the top slot of the terminal's yellow connection port.
4. With the top slot in place, tilt the connector down onto the terminal until the release lever snaps into place on the connection port.

To disconnect a headset from a terminal, perform the following steps:

1. Grasp the headset's connector.

**Warning: Do not pull on the headset's cable.**

2. Press the connector's release lever.
3. Tilt the bottom of the connector off the terminal.
4. Lift the connector up and off the terminal.

## Connecting and Disconnecting Bar Code Readers

To connect a bar code reader to a terminal, perform the following steps:

1. Locate the blue connection port on the terminal. This port is the one with the blue arrow above it on the terminal.
2. Hold the bar code reader's connector so that its release lever is on the bottom.
3. Tilt the connector and insert the top of it into the top slot of the terminal's blue connection port.
4. With the top slot in place, tilt the connector down onto the terminal until the release lever snaps into place on the connection port.

To disconnect a bar code reader from a terminal, perform the following steps:

1. Grasp the bar code reader's connector.

**Warning: Do not pull on the bar code reader's cable.**

2. Press the connector's release lever.
3. Tilt the bottom of the connector off the terminal.
4. Lift the connector up and off the terminal.

## Connecting and Disconnecting Wired Portable Speakers

To connect a wired portable speaker to a terminal, perform the following steps:

1. Obtain a Talkman terminal audio cable. This cable is the one that has a red bend relief above its connector and an audio jack on the other end.

**Note: A wired portable speaker can also be connected to the terminal using either a maintenance cable or a training cable.**

2. Locate the red connection port on the terminal. This port is the one with the red arrow above it on the terminal.
3. Hold the audio cable's connector so that its release lever is on the bottom.
4. Tilt the connector and insert the top of it into the top slot of the terminal's red connection port.
5. With the top slot in place, tilt the connector down onto the terminal until the release lever snaps into place on the connection port.
6. Plug the connector at the end of the wired portable speaker's audio cable into the audio jack at the end of the cable.

To disconnect a wired portable speaker from a terminal, perform the following steps:

1. Grasp the connector at the end of the speaker's audio cable in one hand and grasp the audio cable's audio jack in the other.
2. Pull the speaker's connector out of the audio cable's audio jack.
3. Grasp the audio cable's connector.

**Warning: Do not pull on the audio cable itself.**

4. Press the connector's release lever.
5. Tilt the bottom of the connector off the terminal.
6. Lift the connector up and off the terminal.

## Connecting and Disconnecting Remote Listening Devices

To connect a remote listening device to a terminal, perform the following steps:

1. Obtain a Talkman terminal audio cable. This cable is the one that has a red bend relief above its connector and an audio jack on the other end.

**Note: A remote listening device can also be connected to the terminal using either a maintenance cable or a training cable.**

2. Locate the red connection port on the terminal. This port is the one with the red arrow above it on the terminal.
3. Hold the audio cable's connector so that its release lever is on the bottom.
4. Tilt the connector and insert the top of it into the top slot of the terminal's red connection port.
5. With the top slot in place, tilt the connector down onto the terminal until the release lever snaps into place on the connection port.
6. Plug the connector at the end of the remote listening device's cable into the audio jack at the end of the cable.

To disconnect a remote listening device from a terminal, perform the following steps:

1. Grasp the connector at the end of the device's cable in one hand and grasp the audio cable's audio jack in the other.
2. Pull the device's connector out of the audio cable's audio jack.
3. Grasp the audio cable's connector.

**Warning: Do not pull on the audio cable itself.**

4. Press the connector's release lever.
5. Tilt the bottom of the connector off the terminal.
6. Lift the connector up and off the terminal.

## Connecting and Disconnecting Visual Training Devices

To connect a visual training device to a terminal, perform the following steps:

1. Obtain a Talkman terminal training cable. This cable is the one that has a red bend relief above its connector and both a training jack and an audio jack on the other end.
2. Locate the red connection port on the terminal. This port is the one with the red arrow above it on the terminal.
3. Hold the training cable's connector so that its release lever is on the bottom.
4. Tilt the connector and insert the top of it into the top slot of the terminal's red connection port.
5. With the top slot in place, tilt the connector down onto the terminal until the release lever snaps into place on the connection port.
6. Plug the connector at the end of the training cable into the visual training device.

To disconnect a visual training device from a terminal, perform the following steps:

1. Grasp the connector at the end of the training cable in one hand and grasp the visual training device in the other.
2. Remove the cable's connector from the visual training device.
3. Grasp the training cable's connector.

**Warning: Do not pull on the training cable itself.**

4. Press the connector's release lever.
5. Tilt the bottom of the connector off the terminal.
6. Lift the connector up and off the terminal.

## Connecting and Disconnecting a Portable Printer

To connect a portable printer to a terminal, perform the following steps:

1. Obtain a Talkman terminal maintenance cable. This cable is the one that has a red bend relief above its connector and both a serial connector and an audio jack on the other end.
2. Locate the red connection port on the terminal. This port is the one with the red arrow above it on the terminal.
3. Hold the maintenance cable's connector so that its release lever is on the bottom.
4. Tilt the connector and insert the top of it into the top slot of the terminal's red connection port.
5. With the top slot in place, tilt the connector down onto the terminal until the release lever snaps into place on the connection port.
6. Plug the serial connector at the end of the maintenance cable into the portable printer.

To disconnect a portable printer from a terminal, perform the following steps:

1. Grasp the serial connector at the end of the maintenance cable in one hand and grasp the portable printer in the other.
2. Remove the cable's serial connector from the portable printer.
3. Grasp the maintenance cable's connector.

**Warning: Do not pull on the maintenance cable itself.**

4. Press the connector's release lever.
5. Tilt the bottom of the connector off the terminal.
6. Lift the connector up and off the terminal.

## Configuring Visual Training Devices

- Purpose
- Procedure
- Troubleshooting

### Purpose

This document explains how to configure the visual training device that Vocollect recommends (the **QTERM-J10** hand-held terminal) for use in enrollment training with the Talkman® T2 terminal.

### Procedure

To configure a visual training device for use with the Talkman system, perform these steps:

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 Talkman terminal using the cable provided. See *Connecting & Disconnecting Peripherals*.
3. In the **< task name>.vcf** file, set the configurable parameter **TrainDevicePort = Red** to turn on the training device port. See *Changing Configurable Parameters*.
4. Reload the task onto the terminal. See *Loading a Task onto a Terminal*.

### Troubleshooting

#### QTERM Contrast Correction Procedure

If you cannot read the visual training device screen, you may need to increase the contrast. To do so, perform these steps:

1. Verify that the task is loaded onto the Talkman terminal. See *Loading a Task onto a Terminal*.
2. Verify that the terminal is sleeping. See *Putting a Terminal to Sleep*.
3. Verify that the training device is connected to the Talkman terminal. See *Connecting & Disconnecting Peripherals*.
4. On the training device, press and hold the 1 key.
5. Still holding the 1 key, press the Talkman terminal's yellow play/pause button.  
Contrast appears on the training device screen.
6. On the training device, press 1 to increase the contrast.  
Baud Rate appears on the training device screen.
7. On the training device, press 3 to accept 19200 as the baud rate.  
Bits appears on the training screen.
8. On the training device, press 3 to accept 8 as the bits setting.  
Parity appears on the training device screen.
9. On the training device, press 3 to accept n (i.e. None) as the parity setting.  
Stop Bits appears on the training device screen.
10. On the training device, press 3 to accept 1 as the stop bits setting.
11. On the Talkman terminal, press the yellow play/pause button to turn the terminal on.

The terminal will take a **background noise sample** and begin training. The terminal will say, "Now please say the following words as they appear on the screen." The words that are being trained then appear, one at a time, on the training device screen.

# Creating Operator Voice Templates (enrollment training)

- Purpose
- Before You Begin
- Procedures

## Purpose

In order for the Talkman® terminal to understand what an **operator** says, the operator must create a voice **template** through a process called **enrollment training**.

## Before You Begin

During enrollment training, the Talkman terminal gives the operator words to say, and the operator says the words to the Talkman terminal. The terminal prompts the operator for each word in the **task** at least four times. The software then stores one version of each word in template files for that operator.

**Note:** When an operator is training a digit, the operator will not only have to say the digit four times, but he or she will also have to say all of the **embedded digit strings** that contain the particular digit. Embedded digit strings are strings of numbers that contain the digit that is being trained. For example, for the digit "2", the embedded strings might be 020, 212, and 222. When training the embedded digit strings, the digits should be spoken without pauses between them. The operator should speak the digits as naturally as he or she would when telling someone a phone number.

Also, if the task that is being run contains decimal points (i.e. the word "point"), the embedded digit strings will contain strings with the word "point" in them (2 point 2).

An operator can either hear or read the words to say during enrollment training. In order to hear them, operators simply listen to the words through their headsets. To train by reading the words, operators use either a visual training device or a computer running Display Manager. For details about Display Manager, refer to the **Display Manager** topic found in the Talkman Management Software online documentation. Vocollect recommends training operators using the visual training device, as operators are more likely to speak in their natural voices when they read the words than when they hear them. Operators should try to speak as naturally as possible while creating their templates.

Allow adequate time for operators to complete this process. The amount of time required will depend upon the length of your task; allow about 40 minutes for every 100 words in the task. Once you have trained a few operators, you will have a good idea of the amount of time to allow for future enrollment training sessions. It is best to create the voice templates all at once; if an operator stops training, the Talkman terminal will time out and turn off (just as it does during regular use). If this happens, pressing the yellow play/pause button will restart the terminal.

For best recognition results, the vocabulary words should be trained in the same noise environment in which the terminal is going to be used. However, this rule only holds true if the environment does not have a lot of loud non-stationary sounds (i.e. pallet drops, horn beeps, PA system, etc). If the environment in which the terminal is going to be used does have a lot of these types of noises, then better results will be achieved by training the unit in an environment where these noises are not quite as prevalent.

Prepare the terminal before the operator begins. Load the task (see Loading a Task Onto a

Terminal) onto the terminal, and be sure the correct operator is active on the terminal (see Loading an Operator Template onto a Terminal).

## Procedures

There are three methods used for creating operator voice templates:

- Using Visual Training Devices
- Using Headsets
- Using Display Manager (For details about using Display Manager, refer to the **Display Manager** topic found in the Talkman Management Software online documentation.)

Each method of creating voice templates is explained below. For all three methods, perform these steps first:

1. Be sure the operator who will be training has been created in Operator Manager. For details about creating a new operator, refer to the **Creating a New Operator in Operator Manager** topic found in the Talkman Management Software online documentation.
2. Load the task onto the Talkman terminal. (See Loading an Operator Template onto a Terminal.)
3. Load the operator onto the terminal. (See Loading an Operator onto a Terminal.)
4. Make sure a fully charged battery is attached to the Talkman terminal. (See Changing a Battery)
5. Attach a headset with microphone to the Talkman terminal. (See Connecting & Disconnecting Peripherals)

**Note: It is very important to make sure that the headset's microphone has a windscreen on it at all times (during training as well as normal, everyday use).**

6. Put the headset on and, if desired, the Talkman terminal and belt. (See Wearing a Talkman Terminal.)

### Using Visual Training Devices

To create a voice template using a visual training device, perform the following steps:

1. Be sure the training device is configured. (See Configuring Visual Training Devices)
2. Connect the device to the Talkman terminal. (See Connecting & Disconnecting Peripherals)
3. Turn the terminal on by pressing the yellow play/pause button.  
The LED indicator turns red for a few moments, then turns green. (If it does not, see LED Indicators.)  
The Talkman terminal says and the device displays, "Please keep quiet for a few seconds."

**Note: If the Talkman terminal does not say this, press the operator button to manually perform a background noise sample.**

**The terminal says and the device displays, "Please say zero."**

4. Say "Zero."  
The terminal says and the device displays, "One."

**Note: Always speak in your normal tone of voice. You are training the Talkman terminal to recognize words you say in your normal voice, so that you can speak naturally while you work.**

5. Say "One."  
The terminal says and the device displays, "Two."
6. Say "Two."  
The terminal says and the device displays, "Three."
7. Say "Three."  
The terminal says and the device displays, "Four."

- Say "Four."  
The terminal says, "Please say the following words as they appear on the screen."

**Note: If you cannot see the words displayed on the training device screen, there may be a problem with the contrast on the device. Please refer to the manufacturer's documentation.**

- As each word appears on the device display, say it to the Talkman terminal. The terminal 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 exaggerated pauses between the words.  
When the Talkman terminal has asked for all words in the task the necessary number of times, the terminal will say, "Creating voice templates. Please wait." It will then beep periodically until all of the remaining voice templates have been created.

**Note: The majority of the voice templates are actually created at the same time that the operator is speaking the vocabulary words.**

During the beeping, the terminal will periodically speak the aforementioned phrase to alert the user that it is still busy. When the remaining voice templates have been created, the terminal will say, "Finished creating voice templates." The terminal will then go to sleep. The operator can begin the task by pressing the yellow play/pause button.

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

- Disconnect the training device. (See Connecting & Disconnecting Peripherals.)

## Using Headsets

To create a voice template using a headset alone, with no additional training devices, perform the following steps:

- Turn the terminal on by pressing the yellow play/pause button.  
The LED indicator turns red for a few moments, then turns green. (If it does not, see LED Indicators.)  
The Talkman terminal says, "Please keep quiet for a few seconds."  
After a pause, the terminal says, "Please say zero."
- Say "Zero."  
The terminal says, "One."

**Note: Always speak in your normal tone of voice. You are training the Talkman terminal to recognize words you say in your normal voice, so that you can speak naturally while you work.**

- Say "One."  
The terminal says, "Two."
- Say "Two."  
The terminal says, "Three."
- Say "Three."  
The terminal says, "Four."
- Say "Four."  
The terminal says, "Please say the following words..."
- As the terminal says each word, say it back to the Talkman terminal. The terminal 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 exaggerated pauses between the words.  
When the Talkman terminal has asked for all words in the task the necessary number of times, the terminal will say, "Creating voice templates. Please wait." It will



then beep periodically until all of the remaining voice templates have been created.

**Note: The majority of the voice templates are actually created at the same time that the operator is speaking the vocabulary words.**

During the beeping, the terminal will periodically speak the aforementioned phrase to alert the user that it is still busy. When the remaining voice templates have been created, the terminal will say, "Finished creating voice templates." The terminal will then go to sleep. The operator can begin the task by pressing the yellow play/pause button.

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

# Erasing Spoken Responses

- Purpose
- Procedures

## Purpose

This document explains how to use voice controls to erase information that an **operator** has given to the Talkman® terminal.

## Procedures

Operators can erase the last words they have said to the Talkman terminal one word at a time, or they can erase the entire response they have just given to the current prompt.

**Note: Either command will work to erase a one-word response. The difference between these two commands is only relevant if the response consisted of multiple words.**

- Erasing One Word
- Erasing the Entire Response

### Erasing One Word

1. Say, "Talkman erase."  
The terminal beeps.
2. Repeat to erase more words as desired.  
For example, if you just said, "Two seven," but the check digits were 2 and 9, you would say, "Talkman erase." The terminal would beep, and you would say, "Nine."  
If you just said, "Two seven," but the check digits were 1 and 7, you could say, "Talkman erase." The terminal would beep, erasing the seven. You could then say, "Talkman erase" again, and the terminal would beep again, erasing the two. You would then say, "One seven."

**Note: The Talkman terminal can only erase information it has not yet uploaded to the host computer.**

### Erasing the Entire Response

1. Say, "Talkman back up" or say, "Say again."  
The terminal erases your entire last response and repeats the current prompt.  
For example, if you just said, "Charlie bravo two seven," but the check digits were C, F, 1, and 7, you could say, "Talkman back up" or "Say again." The terminal would erase your entire response and then repeat the current prompt. You would then say, "Charlie foxtrot one seven."

**Note: The difference between saying "Talkman back up" and "Say again" is only apparent if each phrase is said more than once. If an operator says "Talkman back up" more than once, the terminal will continue to back up to previous prompts until it reaches a point where it cannot back up anymore (such as a point where data has already been transmitted to the host computer). If an operator says "Say again" more than once, the terminal will continue to repeat the last thing it said (i.e. the current prompt) again and again. It will not back up any further than the previous prompt.**

## Loading a Task onto a Talkman® T2 Terminal



Note: The information in this topic applies specifically to the Talkman® T2 system. To view this information for the Talkman® OPEN system, click on the image of the terminal.

- Purpose
- Before You Begin
- Procedure
- Troubleshooting

## Purpose

This document contains instructions for assigning a **task** to a Talkman® T2 terminal using the terminal itself. You can also assign a task to a terminal group using Terminal Manager. For details about Terminal Manager, refer to the **Terminal Manager** topic found in the Talkman Management Software online documentation.

## Before You Begin

If your site is set up with more than one task, assigning a task can only be done when the Talkman terminal is in **radio range**. If you have trouble assigning a task, move to a spot that is within radio range.

## Procedure

To assign a task to a Talkman terminal, perform the following steps:

1. Make sure the terminal is either on or sleeping.  
The LED indicator should be either solid green or blinking green.
2. Press the operator button.  
The terminal says, "Current operator is (operator name). Select menu item."
3. Press the + or button until the terminal says, "Change task." Then, press the operator button.

**Note: Change Task is the seventh menu item in the list, assuming that the + button is used to scroll through the options.**

4. The terminal says, "Please wait. Loading task list." It may take a few moments for the terminal to retrieve a list of the available tasks.

**Note: While the terminal is retrieving the task list, the LED indicator blinks red. If a transaction during the assign task procedure takes more than six seconds, the terminal will begin to beep, letting the operator know the Talkman system is busy attempting an operation.**

If the task list is not in the `FTPHome\talkman\task` directory, the terminal says, "Function not available."

If a task list is found, the terminal then says, "Current task is (task name). Select task."

5. Press the +/- buttons until the terminal says the name of the task that you want to use.

**Note: You can exit from the menu without loading the new task by pressing the yellow play/pause button before you press the operator button to begin loading the selected task.**

6. Press the operator button to select the particular task.  
When the terminal is preparing to load the task, the terminal says, "Preparing for task load."

When the task is loading, the terminal says, "Loading task."  
When the task is done loading, the terminal says, "Task load complete."

## Troubleshooting

Refer to the **Error Messages** topic found in the Talkman Management Software online documentation if you receive any error messages from the terminal during the task loading process.

### Loading an Operator's Templates onto a Talkman® T2 Terminal



Note: The information in this topic applies specifically to the Talkman® T2 system. To view this information for the Talkman® OPEN system, click on the image of the terminal.

- Purpose
- Before You Begin
- Procedure

## Purpose

This document explains how to load the **operator** templates onto a terminal for the operator who is about to use the particular terminal.

## Before You Begin

You should have a Talkman® T2 terminal with a charged battery, headset, and any other equipment (belt, bar code reader) you are going to use. You must be within **radio range** and the terminal must be on with a flashing or solid green LED. (See Turning on a Talkman Terminal for more information about this.)

## Procedure

To load an operator onto a terminal, perform the following steps:

1. Make sure the terminal is on or sleeping.  
The LED indicator should be either solid green or blinking green.
2. Press the operator button.  
The terminal says, "Current operator is (operator name). Select menu item."
3. Press the + or button until the terminal says, "Change operator." Then, press the operator button.

**Note: Change Operator is the third menu item in the list, assuming that the + button is used to scroll through the options.**

4. The terminal says, "Please wait." At this point, the terminal retrieves a list of operators and teams. This process may take a few moments.
5. Wait for the terminal to say, "Change team" or "Current operator is (operator name). Change operator."
6. If the terminal says, ". . . Change operator," skip to step 9.
7. Press the + or button to scroll through the list of operator teams until you hear the name of a team to which you belong.

**Note: Every operator in the system belongs to the "All Operators" team.**

8. Press the operator button.

The terminal says, "Please wait." At this point, the terminal retrieves a list of all operators who belong to the team that was selected. This process may take a few moments.

The terminal then says, "Current operator is (operator name). Select new operator."

9. Press the + or button to scroll through the list of available operator names until you hear your name.

**Note: 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 7, choose the "All Operators" team. Consult with your supervisor if you are not listed in the "All Operators" team.**

10. Press the operator button.

The terminal says, "Loading operator." At this point, the terminal loads your templates.

Once it has loaded your templates, the terminal says, "Current operator is (your operator name). Good night." The terminal then goes to sleep.

The next time you turn the terminal on, it will be ready to use. See Turning on a Talkman Terminal for more information.

**Note: You can press the yellow play/pause button to get out of the menu as long as you have not started loading a new operator.**

### Putting a Talkman® T2 Terminal on a Belt



Note: The information in this topic applies specifically to the Talkman® T2 system. To view this information for the Talkman® OPEN system, click on the image of the terminal.

- Purpose
- Before You Begin
- Procedure

## Purpose

This document contains instructions for putting a Talkman® T2 terminal onto the specially designed Talkman T2 belt.

## Before You Begin

The main concept for operators to keep in mind with regard to the belt clip (which is used to mount the terminal onto the belt) and the terminal is that they are two separate entities. The clip should be attached to the belt at the beginning of a shift. Then, the **operator** can attach the terminal to and remove the terminal from the clip as often as necessary throughout the shift. Once the shift is over, the operator can then remove the clip from the belt.

**Note: Vocollect highly recommends that the Talkman terminal be worn on the right side of the body with the terminal's buttons on the top and its connectors toward your back.**

## Procedure

To put a Talkman terminal onto the specially designed Talkman T2 belt, an operator must have a slim belt clip (provided with the belt). With this clip in hand, perform the following procedures:

1. If the belt is buckled, open the belt's buckle by lifting up on its faceplate. (If the belt is

- not buckled, proceed to step 4.)
2. Pull up on the end of the belt (the end without the buckle) to separate its Velcro® tab from the belt's Velcro® strip.
  3. Slide the end of the belt with the Velcro® tab all the way back through the buckle.
  4. Slide the slim belt clip onto the end of the belt with the Velcro® tab.
  5. Put the belt around your waist.
  6. Slide the end of the belt with the Velcro® tab back through the belt's buckle. Pull the belt through the buckle until it fits comfortably around your waist.
  7. Push down on the end of the belt with the Velcro® tab to fasten it to the belt's Velcro® strip.
  8. Close the belt's buckle by pushing down on its face plate.
  9. Connect the Talkman terminal to the belt clip by sliding the terminal onto the clip until it snaps into place.

**Note:** The terminal should not be able to be removed from the clip without pressing the terminal's clip release button.

### Placing a Talkman® T2 Terminal into a Terminal Charger



Note: The information in this topic applies specifically to the Talkman® T2 system. To view this information for the Talkman® OPEN system, click on the image of the terminal.

- Purpose
- Before You Begin
- Procedure

## Purpose

This document contains instructions for placing a Talkman® T2 terminal into a terminal charger. The terminal should be placed into a terminal charger when it is not being used to collect data. The terminal charger serves as a link to the **host computer** so that new tasks can be downloaded, terminal settings can be reconfigured, and terminal software can be updated. The terminal charger also serves as a battery charger by charging the battery that is currently connected to the terminal.

**Warning:** A terminal should not be placed into a terminal charger without a battery attached to it. Do not remove the battery from the terminal when placing the terminal into a charger.

**Note:** A terminal will always be on when it is in a terminal charger. Therefore, when a terminal that is powered off is placed into a terminal charger, it will automatically turn on and the terminal's LED indicator will eventually begin to blink green.

## Before You Begin

As was stated above, terminal chargers also serve as battery chargers by charging the battery that is currently connected to the terminal. To support this feature, all terminal chargers come equipped with two LED indicators below each terminal slot on the charger. These indicators are used to determine the battery's charging status.

**Note:** These indicators do not have anything to do with the status of the terminal; they apply only to the battery.

The following table details the different colors of the indicators:

<b>Left Indicator Color</b>	<b>Right Indicator Color</b>	<b>If no terminal is in the charger...</b>	<b>If a terminal without a battery is in the charger...</b>	<b>If a terminal with a battery is in the charger...</b>
Off	Off	Normal state; no action is necessary.	Normal state; place a battery into the terminal without removing the terminal from the charger.	Abnormal condition; check the terminal connector pins and the charger pogo pins for dirt or other obstructions and clean if necessary; also, check the terminal battery contacts and the contacts on the battery for dirt or other obstructions that would keep the contacts from making a solid connection; clean the contacts if necessary; if both LED indicators remain off, return the charger for service.
Solid Amber	Off	Charger module is malfunctioning; return for service.	Charger module is malfunctioning; return for service.	<p>Normal state; the battery is not ready to be charged; a battery is not ready to be charged if it is too cold, too hot, or if it is completely dead. The charger waits for the battery to warm up, cool off, or partially charge before it begins fast charging (at which point the left LED indicator turns solid red).</p> <p>The following information details the length of time that it will take for a cold battery to warm up enough to begin charging:</p> <ul style="list-style-type: none"> <li>• If the battery was being used at -4°C (24.8°F), it will take approximately 6 minutes for the battery to warm up.</li> <li>• If the battery was being used at -10°C (14.0°F), it will take approximately 10 minutes for the battery to warm up.</li> <li>• If the battery was being used at -20°C (-4.0°F), it will take approximately 22 minutes for the battery to warm up.</li> </ul> <p>If the battery was being used at -30°C (-22.0°F), it will take</p>

Off	Solid Green	Charger module is malfunctioning; return for service.	Charger module is malfunctioning; return for service.	approximately 30 minutes for the battery to warm up. Normal state; the battery is charged and ready to be used.
Solid Red	Off	Charger module is malfunctioning; return for service.	Charger module is malfunctioning; return for service.	Normal state; the battery is being charged.
Blinking Red	Off	Charger module is malfunctioning; return for service.	Charger module is malfunctioning; return for service.	Abnormal condition; the battery may be defective; remove the terminal from the charger and then place it back into the charger; if the LED indicator continues to blink red, remove the battery from the terminal and check for moisture on the battery contacts; if moisture exists, wipe off the contacts and place the battery back into the terminal; if the LED indicator continues to blink red, the battery is defective; remove the battery from the terminal and give it to your system administrator.
Blinking Red, then Off	Blinking Green, then Off	Charger module is malfunctioning, return for service.	Charger module is malfunctioning, return for service.	Error condition; the battery is defective; remove the battery from the terminal and give it to your system administrator.
Off, but the terminal's LED indicator is on	Off, but the terminal's LED indicator is on	Normal state; no action is necessary.	Normal state; place a battery into the terminal without removing the terminal from the charger.	Error condition; the fuse in the terminal is malfunctioning; return the terminal for service.
Blinking Orange	Off	Charger module is malfunctioning; return for service.	Charger module is malfunctioning; return for service.	Abnormal condition; check the terminal connector pins and the charger pogo pins for dirt or other obstructions and clean if necessary; also, check the terminal battery contacts and the contacts on the battery for dirt or other obstructions that would keep the contacts from making a solid connection; clean the contacts if necessary; if the LED indicator continues to blink orange, try various combinations of terminal units, batteries, and chargers to determine if the problem



Solid Orange	Solid Green	Charger module is malfunctioning; return for service.	Charger module is malfunctioning; return for service.	follows the terminal, the battery, or the charger module; return the faulty equipment for service. Normal state; this state <b>only occurs for about a second when a terminal is removed from the charger</b> ; if this state occurs for an extended period of time, it is an abnormal condition and should be treated the same as the abnormal conditions listed above.
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The length of time that it takes to completely charge a fully depleted battery is approximately 3 hours for the standard battery and 5 hours and 30 minutes for the high capacity battery. This does not include any time that may be necessary to bring a battery that is too cold, too warm, or completely dead into a charging state (a battery that is too cold, too warm, or completely dead needs to warm up, cool down, or partially charge before it actually enters a fast charging state).

**Note:** It is recommended that a brush similar to the one found at the following link be used to clean the contacts on the terminal, battery, and charger. Gently brush the contacts to clean away dirt and other obstructions that might prohibit them from making a solid connection.

<http://web-tronics/852.html>

The brush found at this link is a small, inexpensive, three-row toothbrush style, general cleaning brush. It is made of natural, stiff hog hair bristles and has a 7 3/4" plywood handle. This brush is excellent for general circuit board cleanup.

## Procedure

To place a Talkman terminal into a terminal charger, perform the following steps:

1. Make sure the charger is powered. The charger's orange power light (i.e. LED indicator) is lit when the charger is powered.
2. If you sign on and sign off terminals at your site, sign off the terminal.
3. Press and hold the yellow play/pause button until the LED indicator turns solid red and then turns off. If you have any question about properly turning off a terminal, see Turning Off a Talkman Terminal.

**Note:** It is not absolutely necessary to turn the terminal off before placing it into the charger.

4. Remove the Talkman terminal from the belt clip.
5. Disconnect the headset.
6. Disconnect any other peripherals that are connected to the terminal.
7. If you are using a terminal cover with the terminal, remove the cover from the terminal. See Using a Terminal Cover.
8. Insert the Talkman terminal into one of the terminal charger slots with the button controls of the terminal to the top and facing toward the left.

**Warning:** Do not attempt to place the Talkman terminal into a terminal charger unless you have first disconnected the headset and any other peripheral devices. Also, do not remove the battery from the terminal when placing a terminal into a charger.

9. After the terminal has been placed into the charger, make sure that the LED indicator on the terminal turns on and that it eventually begins to blink green. When the

terminal is properly placed into the charger, the LED on the terminal will blink green four times a second (a terminal that is in sleep mode and not in a charger blinks once a second). (See Turning On a Talkman Terminal for more information on the status of the LED indicator when turning on a terminal.) If the LED does not turn on after 30 seconds, remove the terminal from the charger slot and then place it into the slot again. If the LED indicator still does not turn on, try another terminal charger slot.

**Note: A terminal is ready to use and can be removed from a terminal charger when the LED indicator on the terminal is blinking green. If the LED indicator on a terminal is blinking red, do not remove the terminal from the terminal charger.**

# Putting a Terminal to Sleep

- Purpose
- Procedures
- Troubleshooting

## Purpose

The Talkman® terminal tries to interpret everything it hears as a command. When an **operator** does not want a terminal to interpret what is being said (for example, when an operator is speaking to a co-worker), the operator should put the Talkman terminal to sleep. This document details the procedures for putting a terminal to sleep.

**Note:** Once a terminal has been put to sleep, the operator must wake it up before he or she can begin using it again. Please see [Waking a Terminal Up](#).

## Procedures

Operators can put Talkman terminals to sleep using either a voice command or the buttons on the terminal.

- Voice Method
- Button Method

### Voice Method

1. Say, "Talkman, sleep."  
The terminal goes into an off-air state and stops trying to interpret an operator's words as voice commands. Also, the terminal's LED indicator blinks green once per second when a terminal is sleeping.

### Button Method

1. Press the yellow play/pause button.  
The terminal goes into an off-air state and stops trying to interpret an operator's words as voice commands. Also, the LED indicator blinks green once per second when a terminal is sleeping.

## Troubleshooting

If the terminal's LED indicator does not blink green once per second when a terminal is sleeping, see [LED Indicators](#).

### Rebooting a Talkman® T2 Terminal



Note: The information in this topic applies specifically to the Talkman® T2 system. To view this information for the Talkman® OPEN system, click on the image of the terminal.

- Purpose
- Procedure

## Purpose

The purpose of this document is to explain how to reboot (i.e. reset) a Talkman® T2 terminal.

## Procedure

Operators can use either of the following two reset methods to force a Talkman terminal to reboot and enter a state that is specific to the type of reset that has been invoked.

- Powering Off
- Forced Reset

### Powering Off

This type of reset is the most commonly used reset and is invoked by pressing and holding the yellow play/pause button for several seconds until the terminal has safely stored the data to **flash memory** and has powered off.

- Powering Off by Using the Yellow Play/Pause Button
- Powering Off Due to Inactivity
- Powering Off Due to Low Battery Levels
- The Off State
- Booting a Terminal after Powering Off

#### Powering Off by Using the Yellow Play/Pause Button

To force a Talkman terminal into an off state, an **operator** can press and hold the yellow play/pause button for several seconds. When this button is pressed and held, the terminal's LED indicator turns red and the terminal stores any data that has not been transmitted into its flash memory. When this process is complete, the terminal will say, "Powering off" and the LED indicator will turn off. The terminal is now off.

#### Powering Off Due to Inactivity

If the Talkman terminal's software detects no terminal activity for a specified length of time, the terminal will power off automatically. When a terminal powers off due to inactivity, it behaves in the same manner as if the operator had powered it off by pressing and holding the yellow play/pause button.

#### Powering Off Due to Low Battery Levels

If the Talkman terminal's software detects that the current battery level is critically low, the terminal will power off automatically. However, this situation will only occur after the operator has been warned more than once by the terminal that battery power has dropped below a safe level and that the battery should be replaced. When a terminal powers off due to low battery levels, it behaves in the same manner as if the operator had powered it off by pressing and holding the yellow play/pause button.

#### The Off State

Once a terminal is off (identified by a solid off LED indicator), the operator can remove the terminal's battery without the risk of losing any data. The terminal and its collected data will remain safe indefinitely without a battery if the terminal was properly turned off before the battery was removed. This is true because all dynamic collected data is written to the terminal's **flash files** as part of the powering off process. The following dynamic data is stored to the flash files when a terminal is powered off:

- History data
- Lookup Table data
- Dynamic process history data
- Configuration parameter data
- Hosts data
- Services data

- List of operator templates to be sent to **host computer**
- **Task** and operator name information
- Field debug message information

Task files and operator templates are stored to flash files as part of the task load and operator load operations. Therefore, these files and templates do not need to be saved to flash as part of the powering off process.

#### **Booting a Terminal after Powering Off**

If a terminal was properly placed into an off state, the terminal will perform the following operations after a battery is placed onto the terminal (if the battery was removed) and the yellow play/pause button is pressed:

- Perform a **background noise sample**.
- Continue operation at the place in the task where the operator left off.
- Transfer any templates to the **host** (once network communication is established) that had not been sent prior to turning off.
- Transfer any output data records to the host (once network communication is established) that had not been sent prior to going into the off state.
- Transfer any look up tables (once network communication is established) to the terminal that had not been received from the host prior turning off.

#### **Forced Reset**

This type of reset is invoked by removing the battery from the back of the Talkman terminal without properly powering the terminal off first.

**Warning: If an operator reboots a terminal in this manner, the contents of the terminal's memory, including any information gathered during data collection, will be lost. An operator should perform a forced reset only as a last resort.**

When the battery is replaced and the terminal is turned back on (by pressing the yellow play/pause button), the terminal will boot and attempt to load the current task and operator. Once the task and operator have been successfully loaded, the terminal behaves identically to a terminal that has just had new task or operator loaded. The terminal performs some initialization, verifies that all operator templates (vocabulary words and phrases) have been trained, checks the task for validity, and starts the operator over at the beginning of the task.

**Warning: When a forced reset is performed, the terminal will not return to the place in the task where the operator left off. The operator will start over at the beginning of the task.**

**Note: If a forced reset is performed when an operator is in the process of retraining a vocabulary word (during the update training process), it should be noted that the terminal will send all of the operator 's vocabulary word templates back to the host computer once the terminal is turned back on. This occurs because the terminal does not know exactly which word was being retrained at the time that the forced reset was performed. The operator should be aware that the terminal is resending the templates at that time and he or she should not attempt to perform certain actions, such as loading a new operator or task, until after the templates have been resent (which could be anywhere from several to twenty or thirty minutes).**

# Removing a Talkman® T2 Terminal from a Belt

- Purpose
- Before You Begin
- Procedure

## Purpose

This document contains instructions for removing a Talkman® T2 terminal from the specially designed Talkman T2 belt clip.

## Before You Begin

The main concept for operators to keep in mind with regard to the belt clip (which is used to mount the terminal onto the belt) and the terminal is that they are two separate entities. The clip should be attached to the belt at the beginning of a shift. Then, the **operator** can attach the terminal to and remove the terminal from the clip as often as necessary throughout the shift. Once the shift is over, the operator can then remove the clip from the belt.

**Note:** Vocollect highly recommends that the Talkman terminal be worn on the right side of the body with the terminal's buttons on the top and its connectors toward your back.

## Procedure

To remove a Talkman terminal from the specially designed Talkman T2 belt clip, perform the following procedures:

1. Grasp the terminal firmly.
2. Press the terminal's clip release button. This button is located to the right of the terminal's keypad.
3. Lift the terminal up and off the belt clip.

### Removing a Talkman® T2 Terminal from a Terminal Charger



Note: The information in this topic applies specifically to the Talkman® T2 system. To view this information for the Talkman® OPEN system, click on the image of the terminal.

- Purpose
- Procedure

## Purpose

This document contains instructions for removing a Talkman® T2 terminal from a terminal charger.

Note: For information about the different states of the LED indicators that are found on a terminal charger, see Placing a Talkman Terminal into a Terminal Charger.

## Procedure

To remove a Talkman terminal from a terminal charger, perform the following steps:

1. Make sure that the terminal is ready to use.

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

**Warning:** If a terminal continuously displays a solid red light, contact your system administrator.

2. Pull up on the terminal to remove it from the terminal charger.

# Repeating Prompts

- Purpose
- Procedures

## Purpose

This document explains the various ways that an **operator** can get the Talkman® terminal to repeat prompts.

## Procedures

Operators can get the Talkman terminal to repeat a prompt in three ways:

- Repeat the current prompt
- Repeat the previous prompt, the operator's last response, and the current prompt
- Erase the operator's entire current response and repeat the current prompt

### Repeat the current prompt

To hear the current prompt again, follow these steps:

1. Say, "Talkman continue."  
The Talkman terminal repeats the current prompt.

### Repeat the previous prompt, the operator's last response, and the current prompt

To hear the previous prompt, what you answered to that prompt, and the current prompt, follow these steps:

1. Say, "Talkman repeat."  
The terminal will repeat the previous prompt, repeat back to you what you said in response to that prompt, and then repeat the current prompt. You need only respond to the current prompt.

### Erase the operator's entire current response and repeat the current prompt

To hear the current prompt again while erasing any response you have already given at that prompt, follow these steps:

1. Say, "Talkman backup" or say, "Say again."  
The terminal will erase any response given to the current prompt and then repeat the prompt again.

**Note:** The difference between saying "Talkman back up" and "Say again" is only apparent if each phrase is said more than once. If an operator says "Talkman back up" more than once, the terminal will continue to back up to previous prompts until it reaches a point where it cannot back up anymore (such as a point where data has already been transmitted to the host computer). If an operator says "Say again" more than once, the terminal will continue to repeat the last thing it said (i.e. the current prompt) again and again. It will not back up any further than the previous prompt.

Retraining a Word with Talkman® T2





Note: The information in this topic applies specifically to the Talkman® T2 system. To view this information for the Talkman® OPEN system, click on the image of the terminal.

- Purpose
- Before You Begin
- Procedure

## Purpose

This document contains instructions for retraining a word while using a Talkman® T2 terminal. This procedure is performed if a terminal is having trouble understanding a word that an **operator** is saying.

## Before You Begin

To retrain a word, you must be at a prompt where that word is one of the valid vocabulary words that you can say to answer the prompt. For example, to retrain the word "two," you must be at a prompt where the word "two" is a valid response. You can retrain the main voice control word (i.e. Talkman) at any time. To retrain all other voice control words (i.e. louder, softer, sleep, etc.), you must be at a point where you can say the exact control word that you wish to train. For example, to retrain the word "louder", you must say "Talkman volume" first so that you are at a point where "louder" is a valid word to speak next.

Note: You can press the yellow play/pause button to cancel the retraining of a word at any time during the procedure.

## Procedure

To retrain a word while using a Talkman terminal, perform the following steps:

1. Make sure the terminal is on or sleeping.  
The LED indicator should be either solid green or blinking green.
2. Press the operator button.  
The terminal says, "Current operator is (operator name). Select menu item."
3. Press the +/- buttons until the terminal says, "Retrain word." Then, press the operator button.  
Note: Retrain Word is the second menu item in the list, assuming that the + button is used to scroll through the options.
4. If the terminal requires a **noise sample** first, it will say, "Please keep quiet for a few seconds." The terminal will then complete a background noise sample via the process described in the Sampling Noise topic.
5. The terminal says, "Current operator is (operator name). Use the plus and minus buttons to scroll through the words to train. Press the operator button to select."
6. Use the +/- buttons to scroll through the list of words. When you hear the word that you wish to retrain, press the operator button.
7. Once you have chosen the word to retrain, the terminal says, "Please say the following words: <Word that is being retrained>." You are then prompted to repeat the selected word ten times.

Note: You can press the yellow play/pause button to cancel the retraining of a word at any time during the procedure.

8. After the terminal has created a new **template** for the word that is being retrained,

the terminal then proceeds with the **task** from the point at which you left off.

Note: The length of time that it takes for the terminal to compute the model for the word or digit that has been retrained is approximately five seconds for a word and twenty seconds for a digit.

Note: When an operator is retraining a digit, the operator will not only be prompted to repeat the digit four times (as opposed to ten times for regular words), but he/she will also be prompted to say some of the embedded digit strings that contain the particular digit. Embedded digit strings are strings of numbers that contain the digit that is being trained. For example, for the digit "2", the embedded strings might be 020, 212, and 222. When training the embedded digit strings, the digits should be spoken without pauses between them. The operator should speak the digits as naturally as he/she would when telling someone a phone number.

Also, if the task that is being run contains decimal points (i.e. the word "point") and the operator chooses to retrain a digit, the embedded digit strings will contain a string with the word "point" in it (i.e. 2 point 2).

### **Sampling Noise with Talkman® T2**



Note: The information in this topic applies specifically to the Talkman® T2 system. To view this information for the Talkman® OPEN system, click on the image of the terminal.

- Purpose
- Procedure

## **Purpose**

This document contains instructions for taking a **noise sample** for a Talkman® T2 terminal. You may need to take a noise sample if the terminal is having trouble hearing you because of changes in the noise level in your working environment.

If the terminal is having trouble with only a word or two and taking a background noise sample does not improve the terminal's recognition, you may need to retrain the word or words that the terminal is having trouble recognizing.

### **Notes:**

- A noise sample is taken by having the operator repeat the digits '0' through '4'. If the terminal does not hear the operator say one of the digits, it will say, "I didn't hear you, please speak up a bit." The terminal will then have the operator repeat the digit that it couldn't hear before continuing with the rest of the noise sample .
- If the terminal completes the noise sample and determines that the input volume is unacceptable, it may ask the operator to move the microphone away from his or her mouth by saying, "Please move microphone farther away from your mouth."
- During a noise sample, if the terminal detects a sound that is loud enough to be considered speech and that lasts longer than two seconds, the terminal says, "Ignoring last phrase. Too long." When the terminal can no longer detect the sound, it will ask the operator to repeat the digit that just failed. This feature has been designed to handle scenarios that could adversely affect a noise sample, such as having the PA system go off while performing a noise sample. However, since the terminal must wait until the sound has ended before continuing the noise sample

process, there are some situations that may require operator intervention. If the sound is caused by the start of a constant background noise that is part of the operator 's normal working environment, such as the start of a freezer fan, the operator should restart the noise sample . If the sound is fairly constant but is not part of the normal working environment, such as coworkers talking, the operator should move away from the source of the sound and continue the noise sample as normal.

- You must successfully complete a noise sample once the process has been initiated. If you abort the noise sample, fail the noise sample, or the noise sample times out, you will not be able to continue with your task until the sample has been completed successfully.

## Procedure

To take a noise sample for a Talkman terminal, perform the following steps:

1. Make sure the terminal is on or sleeping.  
The LED indicator should be either solid green or blinking green.
2. Press the operator button.  
The terminal says, "Current operator is (operator name). Select menu item."
3. Press the +/- buttons until the terminal says, "Noise sample ." Then, press the operator button.

**Note: Noise Sample is the first menu item in the list, assuming that the + button is used to scroll through the options.**

4. The terminal then says, "Please keep quiet for a few seconds." Wait silently for the next prompt.
5. The terminal says, "Say zero." Respond by saying "zero."
6. The terminal then prompts the operator to say the digits one, two, three, and four. The operator should repeat these digits when prompted.
7. After the operator has completed the noise sample, the terminal adjusts the settings for background noise and then returns the operator to the place in the **task** where he or she left off.

# Talkman® Terminals & Terminal Chargers

- Placing a Talkman Terminal into a Terminal Charger
- Removing a Terminal from a Terminal Charger

# Turning Off a Talkman® Terminal

- Purpose
- Procedure
- Troubleshooting

## Purpose

This document contains instructions for turning off a Talkman® terminal.

## Procedure

To turn off a Talkman terminal, perform the following steps:

1. Press and hold the yellow play/pause button on the Talkman terminal until the LED indicator turns red.  
After a few seconds, the terminal says, "Powering off." At this point, the terminal turns off and the LED indicator light goes out.

**Warning: You must turn off a terminal before you change the battery (if necessary) or you will lose the data that you have collected. Do not remove the battery until the LED indicator is off.**

**Note: You should not turn off the terminal if the LED indicator is blinking red, unless it has been blinking red for several minutes. If a terminal is turned off when the LED indicator is blinking red, the terminal may not be ready to use when it is turned back on.**

## Troubleshooting

If the LED indicator does not turn red after holding the yellow play/pause button for more than 5 seconds, stop pressing the button and then try again. If the LED indicator still does not turn red, there may be a problem with the keypad. Notify your system [administrator](#).

If the LED indicator turns red, but the terminal does not turn off after 2 minutes, remove the battery.

# Turning On a Talkman® Terminal

- Purpose
- Before You Begin
- Procedure

## Purpose

This document contains instructions for turning on a Talkman® terminal.

## Before You Begin

Before you turn on a Talkman terminal, you should make sure that there is a charged battery properly connected to the terminal and that you have put on a properly connected headset.

## Procedure

To turn on a Talkman terminal, perform the following steps:

1. Press the yellow play/pause button on the Talkman terminal.

**Note:** You will see the LED indicator go through the following sequence:

- The LED indicator first turns solid red while the processor reboots. When turning on a terminal for the first time after a **boot block** file (.bbi), a **configuration block** file (.cci), or a flash file (.ffi) has been loaded and burned into the terminal, the LED indicator will blink red for several minutes before flashing red and green.
- It then flashes red and green as it tries to obtain its **IP address**.
- The LED indicator turns solid red as the Talkman application begins.
- It then blinks red as the terminal automatically loads the **task** and **operator** files.
- Finally, the LED indicator turns solid green after the terminal resumes the operator's place in the task .

**Note:** When you turn on a Talkman terminal, the terminal automatically begins a new data collection session by taking a **background noise sample**.

2. The terminal says, "Current operator is (operator name). Please keep quiet for a few seconds." After a pause, the terminal says, "Please say zero."  
Say "zero".
3. The terminal then says, "one."  
Say "one."
4. The terminal then says, "two."  
Say "two."
5. The terminal then says, "three."  
Say "three."
6. The terminal then says, "four."  
Say "four."

After a brief pause, the terminal says, "Please wait."  
After another pause, the terminal begins asking questions or providing instructions according to your site's installation.

# Using a Talkman® Terminal

- Adjusting Pitch
- Adjusting Speed
- Adjusting Volume
- Changing a Battery
- Choosing a Different Speaker
- Erasing Spoken Responses
- Loading a Task onto a Terminal
- Loading an Operator onto a Terminal
- Placing a Talkman® Terminal into a Terminal Charger
- Putting a Terminal to Sleep
- Rebooting a Talkman® Terminal
- Removing a Terminal from a Terminal Charger
- Repeating Prompts
- Retraining a Word
- Sampling Noise
- Turning off a Talkman® Terminal
- Turning on a Talkman® Terminal
- Using a Terminal During Each Shift
- Voice & Button Controls
- Wearing a Talkman® Terminal

## Using a Talkman® T2 Terminal Cover



Note: The information in this topic applies specifically to the Talkman® T2 system. To view this information for the Talkman® OPEN system, click on the image of the terminal.

- Purpose
- Procedures

## Purpose

This document contains instructions for placing a terminal cover onto, as well as removing it from, a Talkman® T2 terminal.

**Warning: You must remove the terminal cover from a terminal before placing the terminal into a terminal charger. Failure to do so could result in damage to both the terminal and the charger.**

## Procedures

- Placing a Terminal Cover onto a Terminal
- Removing a Terminal Cover from a Terminal

### Placing a Terminal Cover onto a Terminal

To place a terminal cover onto a terminal, perform the following steps:

1. If the terminal 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, such as a headset or bar code reader, that are connected to the terminal.
3. Hold the terminal with the battery compartment facing up and the terminal's buttons facing toward you. Hold the terminal cover so that the Velcro® flap is on top and the circular opening through which you will be able to access the terminal's buttons is facing toward you.
4. Open the Velcro® flap on the top of the terminal cover.
5. Place the end of the terminal with the peripheral connector plate down through the opening in the top of the cover.
6. Slide the terminal down into the cover until the connector plate rests firmly in the plastic sleeve at the bottom of the cover.
7. Slide the top of the cover up over the top corners of the terminal.
8. Close the flap on top of the terminal cover.
9. Attach the peripherals that you will be using.

## **Removing a Terminal Cover from a Terminal**

To remove a terminal cover from a terminal, perform the following steps:

1. If the terminal 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, such as a headset or bar code reader, that are attached to the terminal.
3. Open the flap on top of the terminal cover.
4. Slide the top of the cover down off the top of the terminal.
5. Pull the terminal up through the opening in the top of the cover.

# Using a Terminal During Each Shift

- Purpose
- Procedures
- Troubleshooting

## Purpose

This document contains information about using a Talkman® terminal during each shift.

## Procedures

- At the beginning of the shift
- During the shift
- At the end of the shift

### At the Beginning of the Shift

Below is a list of procedures performed at the beginning of a shift. Some procedures may not be required at your site.

- Remove the terminal from the terminal charger
- Insert a charged battery into the terminal
- Mount the terminal onto a belt and belt clip
- Put on and connect the headset
- Connect the peripherals (if applicable)
- Turn on the terminal
- Load your operator voice template (if it is not already loaded)
- Load a task onto the terminal (if it is not already loaded)

### During the Shift

While you are using the terminal, there are several different procedures you may perform, many of which depend on what is happening in your environment.

**Note:** If you have any questions about using the voice or button controls on the terminal, see [Voice & Button Controls](#).

The following are procedures that may be performed during a shift, along with the reason(s) you may perform them:

Action	If...
Sample noise	the terminal is having difficulty hearing you
Retrain a word	the terminal is having difficulty understanding a word you are saying
Put the terminal to sleep	you need to pause in the middle of collecting data or picking
Place the terminal into a terminal charger	you are not actively collecting data or picking
Change the battery	the terminal gives you a low-battery warning
Charge the battery	you change the battery
Adjust the volume	you are having difficulty hearing the terminal
Adjust the speed	you would like the terminal to speak faster or slower

Adjust the pitch	you would like the terminal to speak in a higher or lower voice
Erase a response	you wish to change your last response
Ask the terminal to repeat a prompt	you wish to hear the terminal's last prompt
Change the task	your site uses more than one task, you may use more than one task during a shift
Use a bar code reader	your site uses bar code readers
Reboot the terminal	only if directed in the procedures for error messages (found in the Talkman Management Software online documentation) or Other Issues

## At the End of the Shift

Below is a list of actions performed at the end of a shift. Some actions may not be required at your site.

- Turn off the terminal
- Remove the headset
- Remove the peripherals
- Remove the battery
- Charge the battery
- Place the terminal into a terminal charger

## Troubleshooting

If you encounter problems while using the Talkman terminal, refer to the following:

- Error messages (found in the Talkman Management Software online documentation)
- Other issues
- LED indicators

# Using Bar Code Readers

- Purpose
- Before You Begin
- Procedures

## Purpose

This document contains instructions for scanning bar codes with bar code readers. There are two types of bar code readers:

- bar code wands
- bar code guns

## Before You Begin

Terminals must be configured to work with bar code readers. If a terminal has not been configured, you must set the necessary parameters in the Talkman® T2 terminal's `<task>.vcf` before using a bar code reader with the terminal. See Changing Task and Operator Parameters in the Changing Configurable Parameters document.

Connect the bar code reader to the Talkman terminal before scanning a bar code. See Connecting a Bar Code Reader.

## Procedures

- Using Bar Code Wands
- Using Bar Code Guns

### Using Bar Code Wands

When prompted by the task to scan a label using bar code wand, follow these steps:

1. Remove the bar code wand from its holster.
2. Place the tip of the bar code wand to the left of all the black lines of the bar code label.
3. Slide the bar code wand, from left to right, over the entire bar code label (see Image 1).

The terminal continues on to the next part of the task. In some instances, you hear a beep before the task continues. If no new prompt is given, scan the bar code label again.

**Image 1: Scanning Bar Code with a Wand**



4. Place the bar code wand back in its holster when your are finished (see Image 2).

**Image 2: Placing the Bar Code Wand into Its Holster**

Always hold wand by metal body when placing it into or removing it from the holster.



## Using Bar Code Guns

When prompted by the task to scan a label using bar code gun, follow these steps:

1. Remove the bar code gun from its holster.
2. Hold the bar code gun a few inches above the label.
3. Squeeze and hold the trigger on the bar code gun.  
A red horizontal line appears (see Image 3).

**Image 3: Scanning with a Bar Code Gun**



4. Tilt and adjust the line until the terminal continues on to the next part of the task. In some instances, you hear a beep before the task continues. If no new prompt is given, scan the bar code label again.
5. Place the bar code gun into its holster when you are finished.

**Image 4: Placing the Bar Code Gun into Its Holster**



### **Talkman® T2 Voice & Button Controls**



Note: The information in this topic applies specifically to the Talkman® T2 system. To view this information for the Talkman® OPEN system, click on the image of the terminal.

Operators can control the Talkman® T2 terminal using voice commands as well as buttons on the terminal itself.

- Changing the voice the Talkman terminal uses
- Repeating prompts & erasing answers
- Starting & finishing a shift

Changing the voice the Talkman terminal uses

To	Button	Voice	Related Procedures
<b>Adjust pitch</b>	Operator button and +/- buttons		Adjusting Pitch
<b>Adjust speed</b>	Operator button and +/- buttons		Adjusting Speed
<b>Adjust volume</b>	+/- buttons	Talkman volume	Adjusting Volume
<b>Choose a different speaker</b>	Operator button and +/- buttons		Choosing a Different Speaker

Repeating prompts & erasing answers

To	Button	Voice	Related Procedures
<b>Erase the last word spoken by the operator</b>		Talkman erase	Erasing Spoken Responses
<b>Repeat the current prompt</b>		Talkman continue	Repeating Prompts
<b>Repeat the previous prompt, the operator's last response, and the current prompt</b>		Talkman repeat	Repeating Prompts
<b>Erase the operator's entire current response and repeat the current prompt</b>		Talkman back up <b>Note:</b> If an operator says "Talkman back up" more than once, the terminal will continue to back up to previous prompts until it reaches a point where it cannot back up anymore (such as a point where data has already been	Erasing Spoken Responses & Repeating Prompts

**Erase the operator's entire current response and repeat the current prompt**

transmitted to the host computer).  
 Say again  
**Note:** If an operator says "Say again" more than once, the terminal will continue to repeat the last thing it said again and again. It will not back up any further than the previous prompt.

Erasing Spoken Responses & Repeating Prompts

Starting & finishing a shift  
**To**

**Button**

**Voice**

**Related Procedures**

**Turn the terminal off**

Yellow play/pause button

Turning off a Talkman Terminal

**Turn the terminal on**

Yellow play/pause button

Turning on a Talkman Terminal

**Load an operator**

Operator button

Loading an Operator Template onto a Terminal

**Choose a task**

Operator button and +/- buttons

Loading a Task onto a Terminal

**Put the terminal to sleep**

Yellow play/pause button

Talkman sleep

Putting a Terminal to Sleep

**Wake the terminal up**

Yellow play/pause button

Talkman wake up

Waking a Terminal Up

**Retrain words**

Operator button

Retraining a Word

**Sample noise**

Operator button

Sampling Noise



# Waking a Terminal Up

- Purpose
- Procedures

## Purpose

The Talkman® terminal tries to interpret everything it hears as a command. When an **operator** does not want a terminal to interpret what is being said (for example, when an operator is speaking to a co-worker), the operator should put the Talkman terminal to sleep (see Putting a Terminal to Sleep). Once a terminal has been put to sleep, the operator must return it to an on state in order to begin using it again. This document details the procedures for waking a terminal up.

## Procedures

An operator can wake a Talkman terminal up using either a voice command or the buttons on the terminal.

- Voice Method
- Button Method

### Voice Method

**Note:** The terminal will only respond to the voice method when 1) the terminal is in the sleep state, 2) a task and fully trained operator are loaded onto the terminal, and 3) at least one successful noise sample has been completed.

1. Say, "Talkman wake up."  
The terminal returns to an on state and continues executing the task.

### Button Method

1. Press the yellow play/pause button.  
The terminal returns to an on state and continues executing the task.

## Wearing a Talkman® T2 Terminal



**Note:** The information in this topic applies specifically to the Talkman® T2 system. To view this information for the Talkman® OPEN system, click on the image of the terminal.

Before using a Talkman® T2 terminal, you should first remove it from its charger and insert a charged battery. To wear a Talkman terminal, perform these steps:

1. Mount the terminal on a belt.
2. Put on and connect a headset.
3. Connect any other peripherals (if applicable).

## Wearing and Removing Talkman® T2 Headsets



Note: The information in this topic applies specifically to the Talkman® T2 system. To view this information for the Talkman® OPEN system, click on the image of the terminal.

- Purpose
- Procedures

## Purpose

This document describes the proper methods of putting on and removing headsets, as well routine maintenance for the care of headsets and microphones. For more information on headsets and microphones, refer to Headsets, Microphones, Windscreens, & Earpieces and Caring for Headsets & Microphones.

## Procedures

- Wearing the headset
- Removing the headset

### Wearing the Headset

To wear a headset, perform the following steps:

1. Put the headset on and adjust the ear pad(s) to a comfortable position.
2. Place the microphone at the corner of your mouth, about 1/4" away from the face, out of the direct flow of your breath.

Note: Make sure that there is a windscreen on the microphone. Not using a **windscreen** reduces the performance of the Talkman® T2 system.

Note: There is a dot on the microphone. This dot should be positioned so that it faces your mouth.

3. Clip the headset wire to your collar, below and behind the ear piece connected to the wire.
4. Let the wire fall down your back, and clip it to the belt near the terminal.
5. Locate the yellow connection port on the terminal. This port is the one with the yellow arrow above it on the terminal.
6. Hold the headset's connector so that its release lever is on the bottom.
7. Tilt the connector and insert the top of it into the top slot of the terminal's yellow connection port.
8. With the top slot in place, tilt the connector down onto the terminal until the release lever snaps into place on the connection port.

### Removing the Headset

To remove a headset, perform the following steps:

1. Grasp the headset's connector.

**Warning: Do not pull on the headset's cable.**

2. Press the connector's release lever.
3. Tilt the bottom of the connector off of the terminal.
4. Lift the connector up and off the terminal.
5. Unclip the headset wire from your collar and belt.
6. Being careful with microphone boom, remove the headset from your head.

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