The Mountain Leverage Voice Support Process

Gail Hovanec - 2025-06-12 - FAQ - Support, RMA & Ordering

Mountain Leverage Support Offering

The Mountain leverage Support Offering provides an overview of the support provided for your Mountain Leverage solution during your contracted support term period. The following sections provide information on:

- **Support plan services for your Mountain Leverage supported solution**
- **Details of supported solution and how to contact support for your support needs**

Support Plan Services

Mountain Leverage has available support personnel and services for customer support requests. Mountain Leverage uses a ticketing system to track customer support requests. The Support Team is available 24/7 for 365 days of the year. The following severity definitions are listed below and have a corresponding response target for each of these severities.

Severity Level	Response Target
Urgent A problem that adversely affects the ability of all or a majority of the users to use the system. The situation halts your business operations. ***Use the Support phone number and indicate the situation is Urgent.***	Within one hour
High A problem where the system is functioning but your use in a production environment is severely reduced. The situation is causing a high impact to portions of your business operations.	Within four hours
Medium A problem that involves partial, non-critical loss of use of the system in a production environment. There is a medium-to-low impact on your business operations but the system continues to function which may involve using a work-around to continue using the system.	1 business day
Low A problem that is an inconvenience but your business continues to function. This is considered a minor severity and can be items such as a how-to question or a product feature request.	2 business days

Issue Management

The issue management process will immediately start in situations where there is any disruption to the solution documented in the Mountain Leverage Supported Solution section. The primary objective of this process is to restore normal service as quickly and possible and minimize any negative impact on business operations.

Mountain Leverage will communicate with the customer by email or phone as appropriate that the issue is being investigated within the appropriate response time. Mountain Leverage takes every issue seriously and will be responsive to all customer communication.

Services Included in the Support Plan

The following services are included in the support plan.

- Remote and online support related to issues, questions and service requests.
- Access to the online support resources available via the Mountain Leverage Support Portal (https://support.mountainleverage.com/) including:
    - Tickets for reporting and tracking support inquiries
    - Knowledgebase for common and known support and troubleshooting guidance
    - Recorded training videos
- Resolving and troubleshooting issues related to any supported software documented in the Mountain Leverage Supported Solution section.

- Assistance with all aspects of maintaining and troubleshooting any supported hardware products documented in the Mountain Leverage Supported Solution section.

- Access to all general release updates of applicable software products and related orientation materials.

- Other requests examples for service that are deemed to be within the scope of the support plan such as:

    - Information requests for current functionality of supported software or hardware

    - Creating device profiles and task packages in VoiceConsole

    - Configuring and troubleshooting new hardware purchased from Mountain Leverage

    - Troubleshooting integration Issues between Mountain Leverage Software and customer systems

    - Troubleshooting network issues affecting Mountain Leverage provided hardware

Customer Responsibilities

To provide the most timely and beneficial support services, Mountain Leverage requests that the customer is responsible for the following:

- Designating key personnel who will act as the main point of contact during a support instance to expedite communication and resolution.

- Provide the Mountain Leverage Support Team remote access to servers and corresponding solutions for diagnosing system operations, collecting log files and guiding the customer where needed.

- Customer provides key information such as appropriate event data to enable Mountain Leverage to diagnose and resolve reported issues. This includes date/time of event, operator, device ID, log files, and detailed description of the problem encountered.

- Customer applies resolution recommendations from the Mountain Leverage Support Team.

Exclusions

The following are excluded from the support plan:

- Products which have an announced end of life date are not eligible for new or

renewed coverage under this support plan after the end-of-life date has been announced. Such products may be covered if a transition program is in place for the end-of-life product. Terms of the transition program supersede support terms for end of life products.

- When the Mountain Leverage solution is negatively impacted by a customer's IT infrastructure modification.
- An error or issue that is caused by a third-party such as a hosting provider.
- Modifications to the database structure and/or direct activities within the database.
- Maintenance or development of custom database queries and triggers.
- Hardware fault or operating system malfunction.
- Go-live support. Contact your TAM for more details.

Mountain Leverage Supported Solutions



Voice Software Support

Software covered by the Mountain Leverage support plan:

- VoiceConsole
- Device Management Software
- VoiceLink (device and server)
- VoiceCheck (device and server)
- Device Voice and Screen-Based Applications
    - Guided Work Application
    - VoiceArtisan Voice Applications
    - TaskBuilder Tasks
- VoiceClient/VoiceCatalyst
- TekSpeech
- MIS

- Mountain Leverage Middleware and Data Gateway Applications
    - ML Ascend
    - ML PickMaster
    - ML Orator
    - ML Opsware

Software Support - Contacting Mountain Leverage Support

1. Contact Mountain Leverage Support via email or phone
2. Have the following information ready:
    1. Company Name and Location
    2. Your name and contact number
    3. Device Type
    4. Description of problem (time of issue, screenshots, logs, etc.)
    5. Urgency of problem
3. A case will be generated to track the issue after the initial incident report
4. Mountain Leverage will contact you if more information is needed and when the issue is resolved.

Voice Software Support - Pay Per Hour

Contact your Territory Account Manager (TAM) for details to request support services to be billed at a per-hour rate

Hardware Support

Note: There are three levels of hardware support: Express, Standard and Pay Per incident. Kindly refer to your companies Mountain Leverage Support Quick Reference Guide for your specific level of support.

Bluetooth Scanner 8670, CT-40, 8675i and all other Supported Scanners and Honeywell non-Talkman devices



For service requests for Supported Scanners and Honeywell non-Talkman devices only, please visit:

https://sps-support.honeywell.com/s/

Note: Full details about creating an RMA are included on these websites, you will need to create a log on account if you do not already have one.

Instructions for Registering an RMA:

Log in/Register:

Navigate to the top-right corner of the page and either log in to your account or register for a new one.

Access Productivity Products:

Once logged in, click on Productivity Products in the menu.

Select RMA:

From the Productivity Products section, click on RMA and then select Register RMA.

Register RMA:

Select "RMA not present, Register to RMA Portal" blue bar

To request a Service Repair you will need the following details:

- Product Part Number (generally located in battery well or on the underside of the unit)
- Serial Number
- Fault Description
- Return to Address
- Contact Name
- Telephone number

Service Level Agreement/Objective

- Freight: Ground Freight - Honeywell Account

- Coverage: Comprehensive - no rebuild/replace
- Repair TAT: 5 Day

Voice Hardware Support (Express)

Note: It is important to not "pool" or hold on to damaged or broken equipment. As hardware fails please submit new tickets.

1. Download and complete the latest RMA form
2. Send completed form one of two ways:
    1. Via email to support@mountainleverage.com noting RMA in the subject or
    2. Via Mountain Leverage Support Site "Submit a ticket" selecting the "Sales and RMA" department
3. An RMA number will be generated soon after contacting support if Mountain Leverage is unable to troubleshoot and fix the problem
4. Once RMA is generated, a replacement unit will be shipped to the DC via Next Day Air. RMA requests received by NOON EST will receive replacement equipment the next business day.
5. The faulty device shall be packaged in the same box which the replacement unit arrived in.
    1. There will be a shipping label included in the packaging.
    2. Ship to Vocollect within 15 days of receipt of the spare unit.
6. The repaired device will become part of the Vocollect maintained spare pool and you will not receive the device back.

Voice Hardware Support (Standard)

Note: It is important to not "pool" or hold on to damaged or broken equipment. As hardware fails please submit new tickets.

1. Download and complete the latest RMA form
2. Send completed form one of two ways:
    1. Via email to support@mountainleverage.com noting RMA in the subject or

    2. Via Mountain Leverage Support Site “Submit a ticket” selecting the “Sales and RMA" department

3. An RMA number will be generated soon after contacting support if Mountain Leverage is unable to troubleshoot and fix the problem

4. Once RMA is generated, the faulty device shall be packaged and mailed to Honeywell with the RMA on the outside of the box as well as inside the box.

5. The repaired device will be returned once the repairs are complete.

Hardware not covered by support contract:

Voice Device Batteries	USB and Serial Cables	Any other consumables
Wireless Headset Batteries	Printers (Portable or Stationary)	Bluetooth scanners
Belts/Clips/Talkman Covers	Pidion Bluetooth Display	Non-Vocollect hardware
Training Devices (tablets)		

Voice Hardware Pay Per Incident Support

1. Download and complete the latest RMA form

2. Send completed form one of two ways:

    1. Via email to noting RMA in the subject or

    2. Via Mountain Leverage Support Site “Submit a ticket” selecting the “Sales and RMA" department

3. A quote for the repair will be created and sent to you for approval.

4. Upon your approval of the quote for repair, an RMA number will be generated and sent to you.

5. Once RMA is generated, the faulty device should be packaged and mailed to Honeywell with the RMA on the outside of the box as well as inside the box to the address provided at that time.

6. The repaired device will be returned once the repairs are complete.

7. An invoice for the repairs will be generated and submitted to you.

Devices Covered Under Voice Support

Disclaimer: Any listed hardware could be marked as EOL and Unsupported by Honeywell at anytime.

Mountain Leverage will work to ensure that this list is kept updated, but it is not intended to be a legally binding list of supported hardware.

Kindly refer to your companies Mountain Leverage Support Quick Reference Guide for your specific supported devices.

Talkman® A730 (TT-930)



Talkman® A730x (TT-1030)



Talkman® A720 (TT-920)



Talkman® A720x (TT-1020)



Talkman® A710 (TT-910)



Talkman® A710x (TT-1010)



Talkman® A500 (TT-800)



A700 Device Charger (CM-901)



**Note: batteries not under support*

Headset SRX2 Electronics Module (HD-1000-101)



SRX2 Battery Charger - 20 bay (CM-1000-20)



A700 Battery Charger (CM-902)



Headset SRX3 Electronics Module (HD-1500-101)



T5/A500 5-Bay Charger (CM-700-1)



Headset SR-30 (HD-702-1)



Headset SR-20 Coiled Cord (HD-700-2)



Headset SR-20 Straight Cord (HD-700-1)



SRX Single-Bay Battery Charger (CM-800-1)



SRX 5-Bay Battery Charger (CM-801-1)



Returning Vocollect Hardware Items for Repair

Honeywell's industrial quality products are built to withstand the rigors of day-to-day operations when used with reasonable care following Honeywell's recommended practices. Reasonable care includes cleaning equipment, connecting and disconnecting cables, and using headsets properly.

In the event that your Vocollect product fails to perform during normal operation, it may be returned for repair. Vocollect offers a variety of service contracts as well as time and material repairs.

Should you need to return your Vocollect product for repair, please note that product which has been subject to abuse (damage incurred outside a product's intended use) may not be eligible for repair under a service contract or warranty and will be returned. Abuse criteria include, but are not limited to, the following:

- Any hardware that has been subjected to power in excess of its published power rating.
- Any product that has been damaged as a result of repairs, alterations or modifications not authorized by Honeywell. This specifically includes bent battery contacts due to misuse or modification.
- Any product that has been damaged as a result of an accident; misuse; abuse; improper maintenance; lightning or power surges; leaking, damaged or inoperative batteries; or the use of batteries that have not been recommended by Vocollect.
- Any product on which the serial number has been purposely altered, defaced, or removed.
- Any damages relating to the use of parts or labor that has not been authorized by Vocollect.

To Return a Vocollect Product for Repair:

1. Obtain a Return Material Authorization (RMA) number by contacting your Authorized Vocollect Reseller Customer Services representative. Reference your RMA number on the shipping container.
    1. Instructions for submitting an RMA to Mountain Leverage for processing.
2. Package items individually. Each item must be placed in a bag, or individually wrapped secure with rubber bands. Items should be packed so that no items come into direct contact with any other items or with the sides, bottom, or top of the shipping container.
3. Remove excess stickers. Please remove excess stickers or labeling which would interfere with repair such as those covering access screws or otherwise limiting repair access.

4. Line shipping box with at least one layer of padding, preferably bubble wrap. Use static shielded packaging for circuit boards. Do not use tape. Product should be free of adhesive residue prior to returning for repair. Items should not be packaged using foam "peanuts."

5. REMOVE BATTERIES, EAR PADS, MOUNTING DISCS, AND CORD CLIPS prior to shipment. These consumable items slow down the repair process, and units will be shipped back without these consumables installed.

6. Loosely wrap headset cords and secure them with a rubber band. Cords should not be wrapped around the equipment or left unsecured.

7. Ship package to:

Honeywell-McAllen

HSM-McAllen TX

5201 George McVay Drive, Suite G.

McAllen, TX 78503

United States

Honeywell appreciates customer adherence to these requirements. Properly packaged RMA items help expedite repair and return. A handling fee of $65.00 may be charged for each shipment that does not comply with these return guidelines. *Honeywell reserves the right to return items in packaging different than that in which it was originally received.*

Additional Support Materials

Using the Talkman Startup Tool