

# **New release: LYDIA Voice understands and speaks multiple languages at the same time**

Users of LYDIA Voice, the leading pick-by-voice technology solution from EPG (Ehrhardt Partner Group), are now able to benefit from multi-language audio output in addition to multi-language voice recognition. Previously, users had only been able to select one output language. The language can be easily changed via voice command. The new feature significantly reduces time spent on training non-native speakers, increases usability and provides a big boost to employee recruitment and retention. You can also log in via NFC tag, and a LYDIA co-pilot can be connected via Bluetooth to help with the onboarding of new colleagues.

Since the release of LYDIA Voice 9, the pick-by-voice solution now features multi-language recognition as standard. This means that the system is capable of recognising several languages in parallel. This is a crucial advantage when it comes to collaboration in multi-national, seasonally fluctuating teams, as employees are simply able to respond in their own language. LYDIA Voice currently features over 50 languages. With the release of LYDIA Voice 9.1, the company has now taken things one step further. Users can now be allocated multiple voice output languages instead of just one. The advantage of this is that new employees, particularly non-native speakers, can be brought up to speed much faster and deployed more flexibly for different voice-assisted processes.

## **Log in easily via NFC**

LYDIA Voice 9.1 now enables login via NFC tag. This might be the employee's ID card, for instance. Identification is also possible via Bluetooth headset or LYDIA VoiceWear Air. The audio device is simply linked to the user ID in the LYDIA User&Devices Manager to ensure clear user allocation. It is also still possible to log in via voice command.

## **Connect to a LYDIA Voice co-pilot via Bluetooth**

The LYDIA Voice co-pilot has been a standard feature for many years now. The key user tool allows for an easy set-up and helps in training and supporting users during the onboarding process. With the aid of the co-pilot, key users or shift leads can connect with the relevant voice client to support employees in their work processes. Moreover, the co-pilot can be used to visually display and analyse the quality of voice recognition. LYDIA Voice 9.1 now allows the co-pilot to connect to the voice hardware via Bluetooth. Previously, this was only possible via Wi-Fi. However, many companies prevent mobile devices from communicating with each other for security reasons, and do so via the Wi-Fi settings. The Wi-Fi settings therefore always had to be adjusted in order to use the co-pilot. This is now no longer necessary thanks to the possibility of connecting devices via Bluetooth.

With the release of LYDIA Voice 9.1, the voice experts are once again underlining their leading technology status. All hardware and software components are developed with a view to achieving optimum usability. This leads to a much higher level of acceptance and user friendliness.

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**Length of text:** 2.985 characters including spaces  
**Photos:** With the release of LYDIA Voice 9.1, users can now be allocated multiple voice input and output languages.

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## **EPG – Smarter Connected Logistics**

EPG is a leading international provider for a comprehensive Supply Chain Execution Suite (EPG ONE™) and employs 1,000 people at 23 locations around the world. The company group provides its more than 1,600 customers with WMS, WCS, WFM, TMS and voice solutions to optimize logistics processes – from manual to fully automated logistics environments. EPG solutions cover the entire supply chain: From warehouse and road to ground and cargo handling solutions at airports. Logistics consulting, cloud services, managed services and logistics training courses at the company's own academy round out the comprehensive list of solutions from EPG.

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