sound file basics

The Teleforms PC uses wave (.wav) sound files to specify the parts of a message. When Teleforms contacts each individual patron, the software will take each separate audio file and string them together based on the nature of the call (overdue or hold) and a date (for holds only). Below is an example of how a customized holds message (with both SAYDATE and REPEATMSG set to True) can be put together using the sound files your library records.

Hello this is the [Your Library's Name]. According to our records, someone at this phone number has an item on hold that is ready to be picked up. Please pick up this item from the library before Monday May, 18. If you would like this message to repeat, please stay on the line... Hello this is the [Your Library's Name] library...

HoldSeg1.wav
MON.wav
MAY.wav
18.wav
HoldSeg2.wav

Teleforms will arrive from Innovative Interfaces with sound files for two generic messages: one for holds and one for overdue notices. These messages can be used right out of the box, however your library should strongly consider recording a customized message for holds and overdues for its patrons. If the library would like more than the two messages, contact Innovative.

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