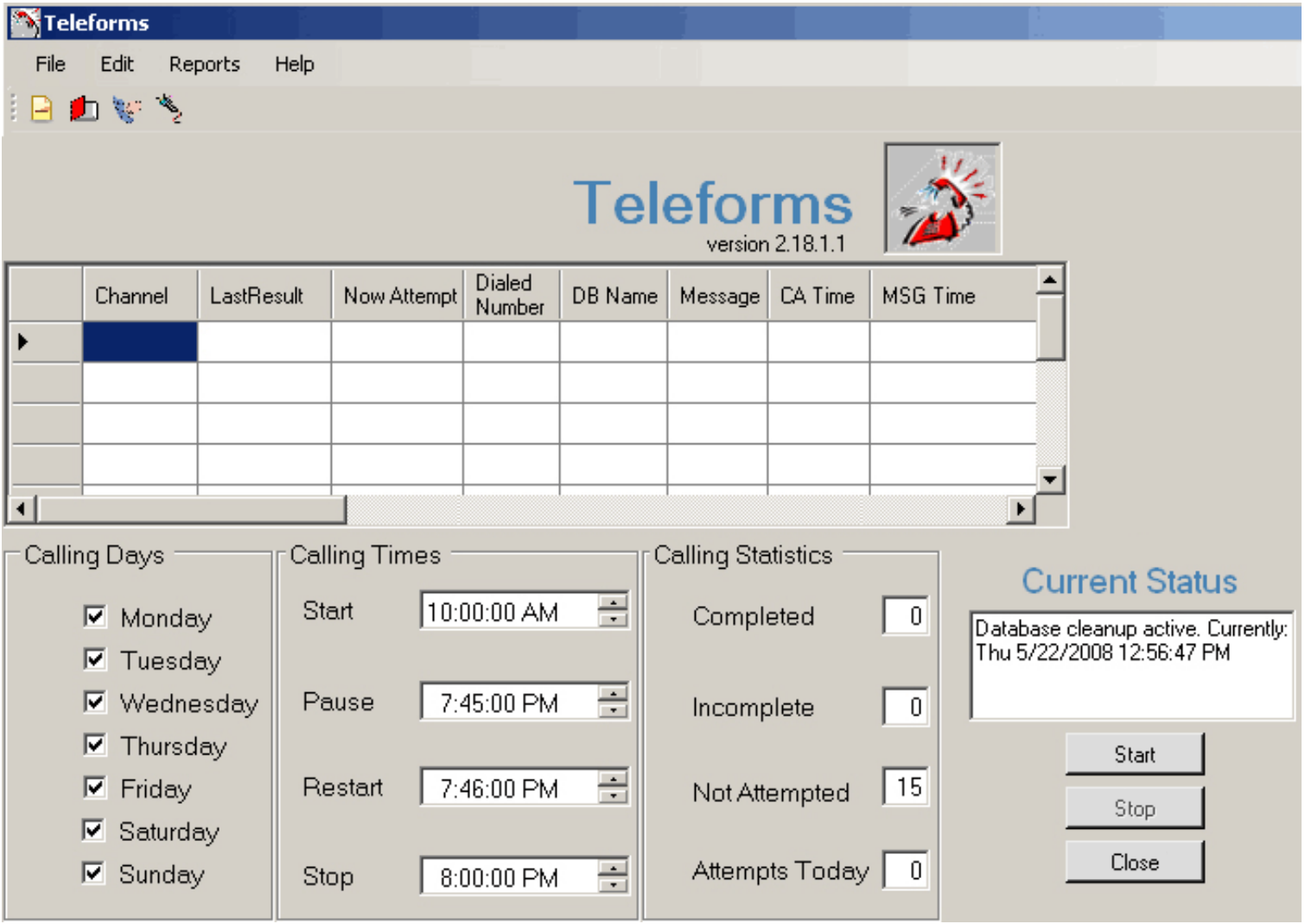
recording messages

If your library decides to record customized holds or overdue messages, follow the steps outlined below. Unless your library purchased multiple messages, you will only be able to customize one hold and/or one overdue message. If your library would like to purchase more messages to specify different hold locations, contact Innovative Interfaces.

The software used to record your messages is called Prompt Recorder. You can access Prompt Recorder from the Teleforms Edit pull-down menu



The program records via the telephone. There is no microphone for recording the message into the system. You will have to use a phone to record messages. The system will be used to make a call out to the person recording the messages. To do this, your Teleforms machine must be connected to a working phone line. The messages must be recorded and saved in wave (.wav) format.

1. From the main window, choose Edit | Prompt Recorder.
2. Choose a "Number to dial" and then click "connect"
3. Call the number and say hello or some sort of voice interaction.
4. Click on "file" and choose the voice file you want to change (.wav format)
5. Click on "record" and speak the phrase. When done click "stop"
6. When you click "stop" it saves the file.
7. You can then Play the file back to verify accuracy.
8. To add additional recordings stay on the line and repeat from step 5. Or, if done, simply click the close button and it will hangup.

HOT TIP - Try to keep your messages as short as possible.

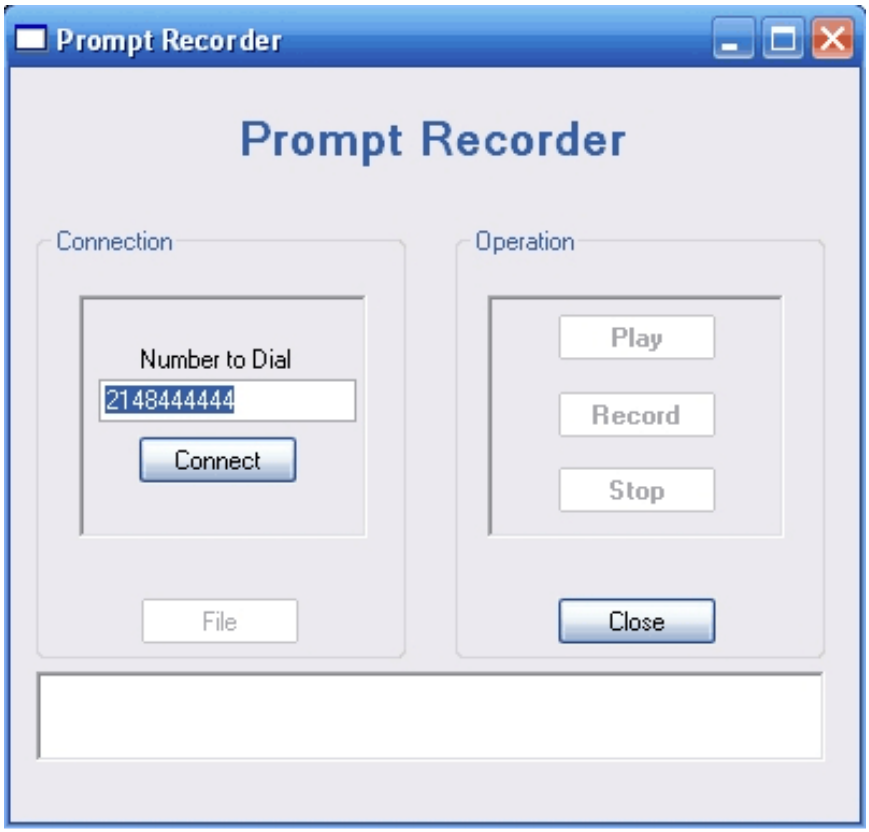
Ideas for Sample Messages:

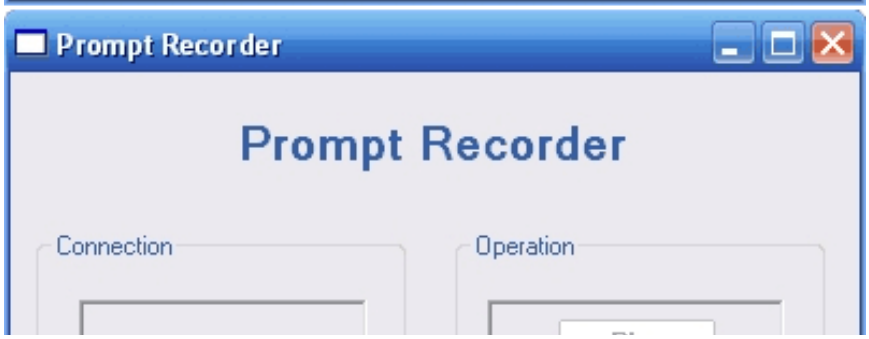
Overdue: Hello. This is the _____ Library. According to our records, someone at this number has an item overdue. Please return the item. Thank you. [Teleforms does not use a date for overdues]

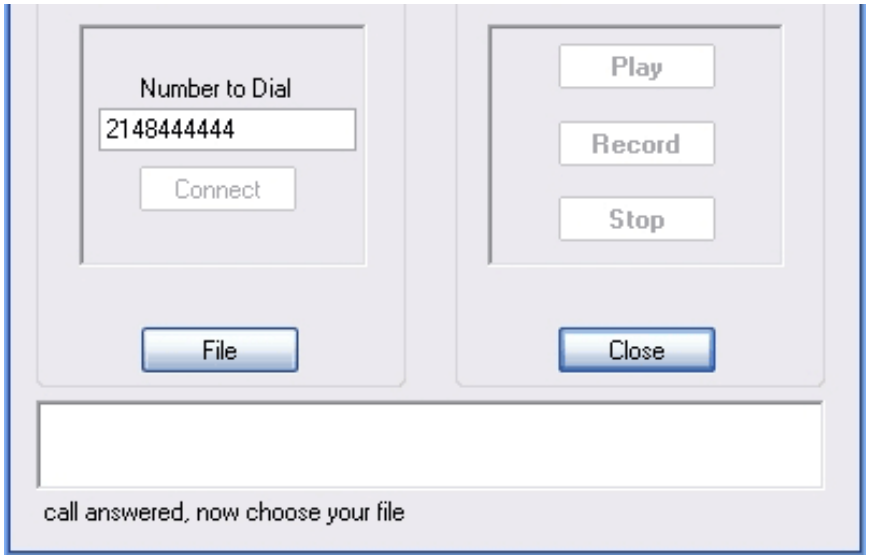
Simple Holds: Hello. This is the _____ Library. According to our records, someone at this number has an item that is ready to be picked up. Please come to the library to pick up the item. Thank you. [Holds messages can be created without dates]

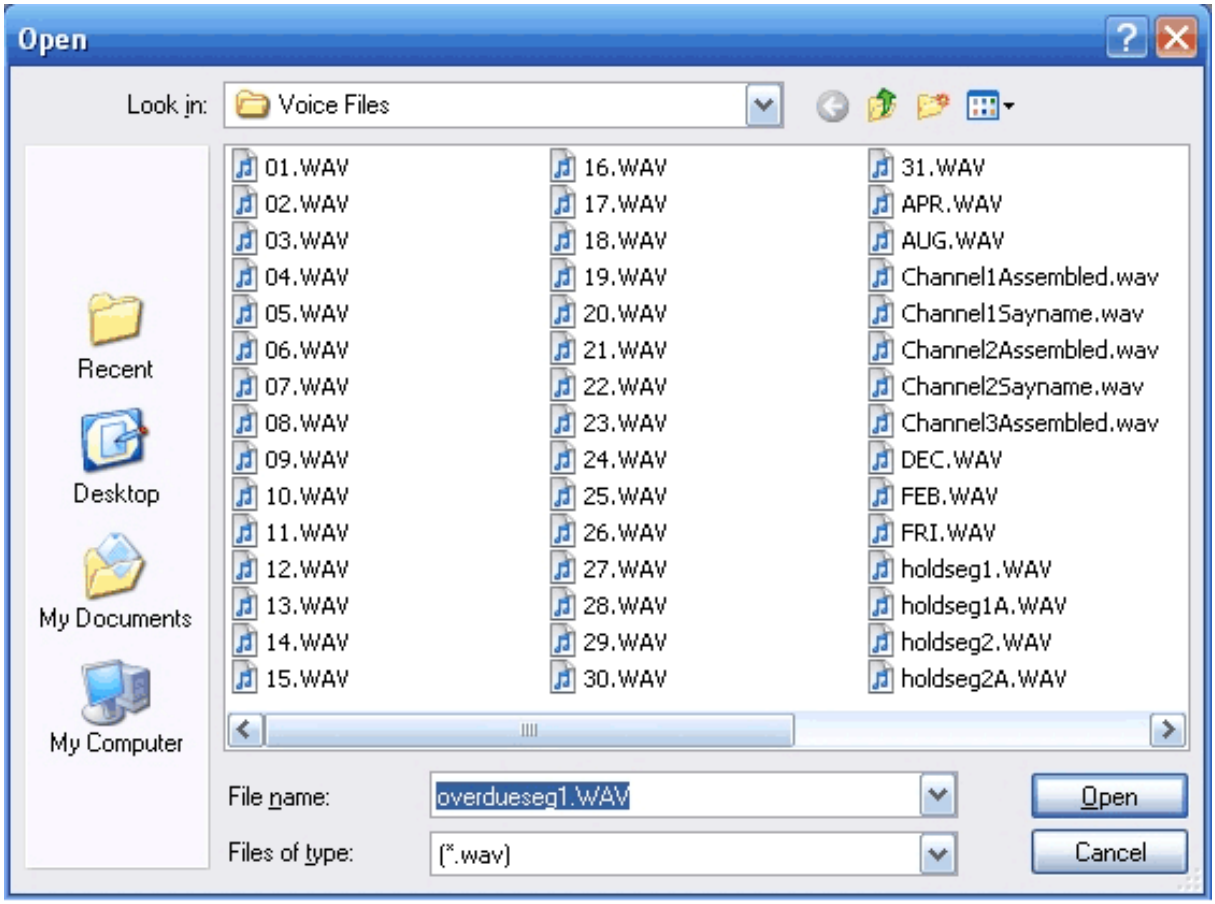
Longer Holds: Hello. This is the _____ Library. According to our records, someone at this number has an item that is ready to picked up by. [Teleforms can fill in the date if you choose]

Examples of messages.
HoldSeg1.wav = Hello
HoldSeg2.wav = This is the _____ Library. According to our records, someone at this number has an item that is ready to be picked up. Please come to the library to pick up the item.
HoldSeg3.wav = Thank you. Goodbye. (or some version thereof)
OverdueSeg1.wav = Hello. This is the _____ Library. According to our records, someone at this number has an item overdue. Please return the item. Thank you.






Number to Dial
2148444444
Connect
Play
Record
Stop
File
Close
call answered, now choose your file


Open
Look in:
Voice Files
01.WAV
02.WAV
03.WAV
04.WAV
05.WAV
06.WAV
07.WAV
08.WAV
09.WAV
10.WAV
11.WAV
12.WAV
13.WAV
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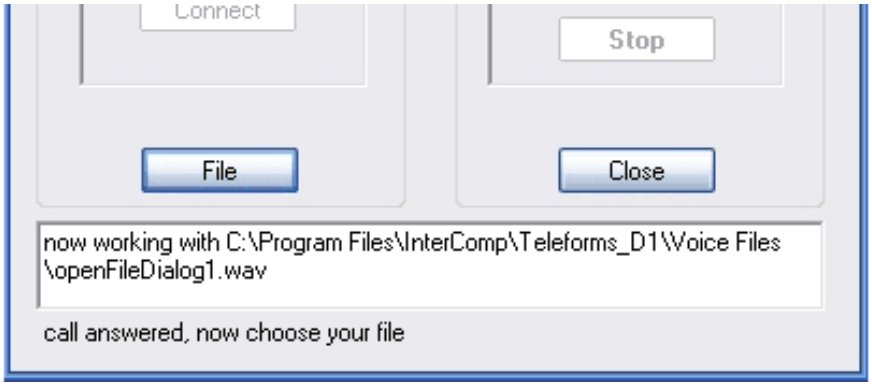
21.WAV
22.WAV
23.WAV
24.WAV
25.WAV
26.WAV
27.WAV
28.WAV
29.WAV
30.WAV
31.WAV
APR.WAV
AUG.WAV
Channel1Assembled.wav
Channel1Sayname.wav
Channel2Assembled.wav
Channel2Sayname.wav
Channel3Assembled.wav
DEC.WAV
FEB.WAV
FRI.WAV
holdseg1.WAV
holdseg1A.WAV
holdseg2.WAV
holdseg2A.WAV
Recent
Desktop
My Documents
My Computer
File name:
overdueseg1.WAV
Files of type:
(*.wav)
Open
Cancel

Prompt Recorder
Prompt Recorder
Connection
Operation
Number to Dial
2148444444
Connect
Play
Record
Stop



If you are satisfied with the recording, save your holds message as HoldSeg2.wav and your overdue message as OverdueSeg1.wav. If you are not satisfied with it, discard the message and start again.

HOT TIP - Your messages MUST be saved in the folder Voice Files. You can access this folder by clicking on File » Open » Voice Files. If your sound files are not saved in this folder, Teleforms will not be able find your messages to play.

For HoldSeg3.wav, follow the steps outlined above to record a wide variety of messages such as: "Thank you. Good-bye" or "If you picked up in the middle of this message please stay on the line and it will repeat." Please keep in mind that HoldSeg3.wav is an optional message, so if your library feels that the HoldSeg2.wav message is complete (ie the short holds message sample above), you do not need to record a HoldSeg3.wav message.

HOT TIP - You can also use the HoldSeg3.wav message to repeat the HoldSeg2.wav message in another language. Simply record a translation of the HoldSeg2.wav message and name it HoldSeg3.wav . However, you can only do this with one other language. Teleforms does not translate messages automatically, nor does it recognize a message's language.

If your library chooses to have Teleforms say the date that an item hold should be picked up by, you should also record months (January through December), days of the weeks (Monday through Sunday, excluding your library's days closed), and date numbers (one through thirty-one).

Format	Description	Example
Months	Combine the first three letters of the month's name (in uppercase) with the **.wav** extension.	DEC.wav
Days of the Month	Combine the number of the day with the **.wav** extension. Note that these numbers must be represented by two digits (e.g., use 03.wav not 3.wav).	14.wav 03.wav 28.wav
Days of the week	Combine the first three letters of the weekday's name (in uppercase) with the .wav extension.	TUE.wav

If your library has purchased additional messages for more than one pick-up location, your library should also record a holds message for each pick up location. This audio file should be named based on its TNS Location Map code. Teleforms selects the message to play based on this code. See Multiple Messages for more information. After all your additional messages have been recorded, refer to the Message Profile page to construct the string of audio files to be played for this location served.

close window