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This guide is written for Polaris 4.0 or later. Polaris Telephony Voice Recorder is compatible with Polaris 3.5 or later.

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Polaris Telephony Voice Recorder



You can choose to use human-voice .wav files for Polaris outbound and inbound telephony messages, or computer-generated SAPI (Speech Application Programming Interface) voice .wav files that derive their message text directly from the Polaris database. You may prefer human-voice messages for their sound quality and regional speech patterns. The Polaris Telephony Voice Recorder application provides a convenient way to record, play back, and manage your own human-voice .wav files. The Voice Recorder is available from Polaris Library Systems at no charge.

Requirements

- **Operating system** - The Polaris Telephony Voice Recorder works on Windows XP, Windows Vista, and Windows 7 workstations.; .NET 4.0 is required.
- **.Wav file specifications** - Telephony .wav files must be recorded at 11025 samples per second, 8BitsPerSample, mono. Windows XP records at these specifications. On Windows Vista and Windows 7 workstations, the Voice Recorder application automatically and quickly re-samples your recorded messages to the correct specifications.
- **Telephony server software** - Polaris telephony server software must be installed on the telephony server, and the server must be registered and set up correctly in Polaris Administration. For more information, see the *Polaris Administration Guide*.
- **Web server software** - The voice recorder application accesses the Polaris database through the Web service PAWS, which is automatically installed when you install Polaris Web server software. You specify the Web server when you set up the Voice Recorder (see [“Specify file location, product, and language”](#) on page 3).
- **Equipment** - Your local workstation must be equipped with a sound card and a microphone, which determine recording sound quality. Microphones with a frequency response of 100-10,000 Hz, such as that included in the Logitech® Premium Notebook Headset, typically work well. Polaris Library Systems does not diagnose problems that may arise from specific equipment. We do suggest that you use updated drivers.

- **Network rights** - With Polaris Telephony Voice Recorder, you record the .wav files on your local workstation, then publish them to the telephony server. Therefore, you need administrative rights on the network, or you must map a share to the server folder containing the .wav files so that you can read and write to that folder. The default server location is `C:\ProgramData\Polaris\[version]\[datalink]\WaveFiles\`

Note:

You can record the files remotely (without network access to the telephony server), but you cannot publish them or restore older versions remotely.


Recording and Publishing WAV Files

Contact your Polaris Site Manager to obtain and install the Polaris Voice Recorder software. Then follow the procedures in this section to set up, record, publish, and restore Polaris telephony .wav files.

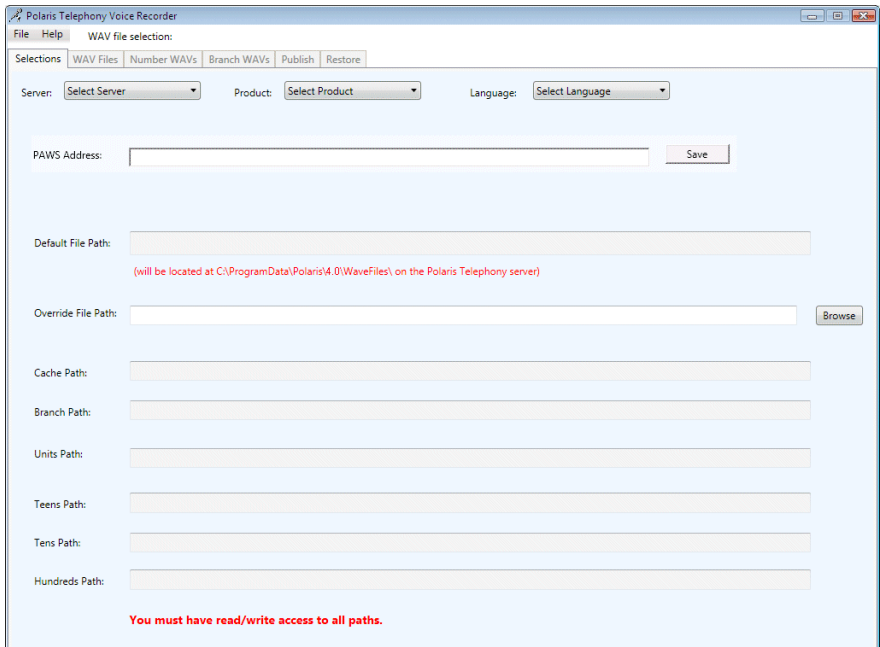
1-2-3

Specify file location, product, and language

Follow these steps to open Polaris Telephony Voice Recorder and prepare to record your .wav files.

1. Select **Start, Programs, Polaris, Polaris Telephony Voice Recorder**, or click the desktop shortcut icon .

The Polaris Telephony Voice Recorder opens to the **Selections** tabbed page.



2. Select the telephony server in the **Server** box.
3. Select **Inbound Telephony** (Polaris Phone Attendant) or **Outbound Telephony** (telephone notification) in the **Product** box.

4. In the **Language** box, select the language in which you want to record.

Note:

You must have the appropriate licenses for French and Spanish.

5. In the PAWS address box, type the path to the PAWS Web service on your Web server in the format shown:

http://[YourWebServer]/paws/ancillary.svc

The **Default File Path** is filled in automatically, and shows the actual network location. If your network share is other than the default path, you type the path in the **Override File Path** box or click **Browse** to browse for and select the share.

The remaining fields are also filled in automatically. They represent subfolders in the **WaveFiles** folder, and depend on the product and language you selected.

After you complete the settings on the Selections tabbed page, the other tabs become available for use.

Note:

If you are working remotely (without network access to the telephony server), the **Publish** and **Restore** tabs are unavailable for use.

1-2-3

Record messages

A telephony message is composed of the main message, plus numbers and branch names that are inserted when needed. You record these components separately. Follow these steps to record the main messages.

Note:

Although you can use human voice recordings for the static portions of your messages, dynamic information from the database, such as specific title information, is generated with text-to-speech technology.

1. Click the **WAV Files** tab.

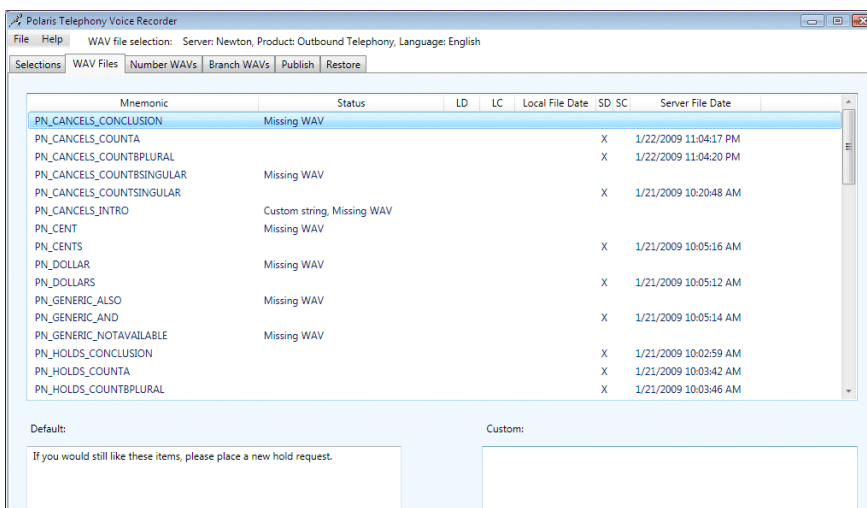
The WAV Files tabbed page is organized in the following columns:

- **Mnemonic** - These names identify the message strings in the Polaris database.
- **Status - Missing WAV** indicates that no .wav file exists on the server for that message string. This is a normal situation. If a .wav file does not exist for a message string, the telephony service creates the file the first time the string is used; if no messages have used the string since the service was started, and you have not recorded a .wav file and published it to the telephony server, the string is likely marked **Missing**. If the message text string has been customized, this column also indicates **Custom string**.

Note:

For information about customizing message text, see the *Patron Services Administration Guide*, staff client online Help, or Polaris Language Editor online help.

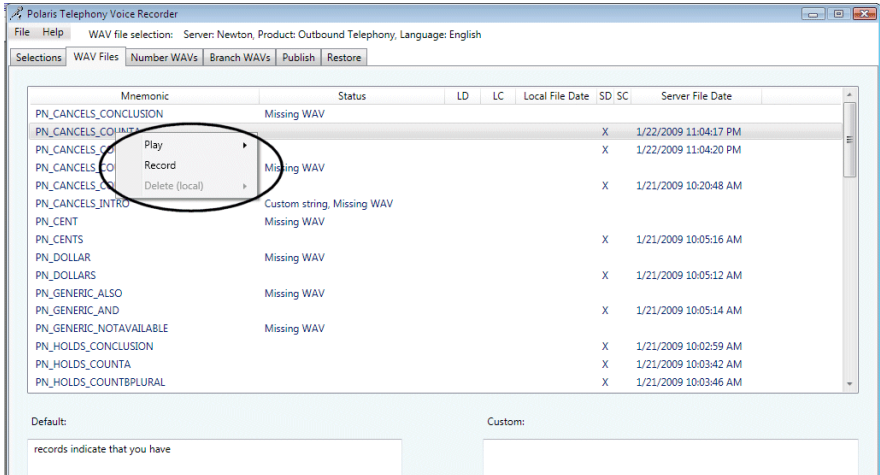
- **LD** - Local Default. If you have already recorded a default message string on the local workstation, it is marked with an X in this column.
- **LC** - Local Custom. If you have already recorded a custom message string on the local workstation, it is marked with an X in this column.
- **Local File Date** - If the .wav file exists on the local workstation, this column notes the file date and time.
- **SD** - Server Default. If a .wav file exists for a default message string on the telephony server, it is marked with an X in this column.
- **SC** - Server Custom. If a .wav file exists for a custom message string on the telephony server, it is marked with an X in this column.
- **Server File Date** - If the .wav file exists on the telephony server, this column notes the file date and time.



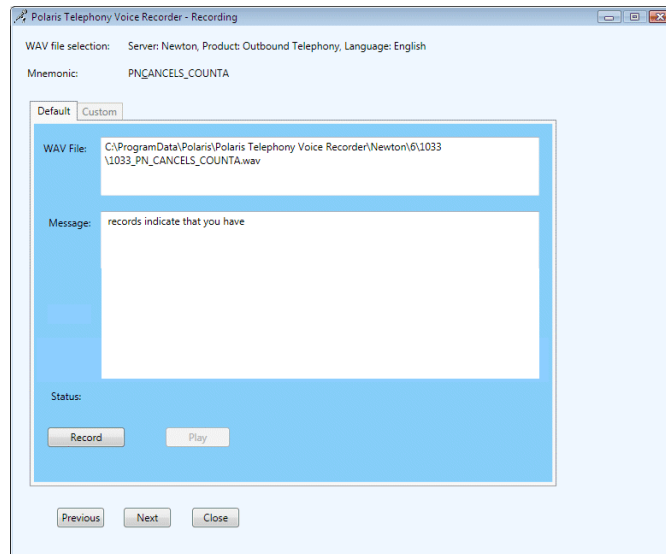
2. Select the message string you want to record.

Default message text is displayed in the **Default** box on the left. If the message text has been customized, the custom text is displayed in the **Custom** box.

3. Right-click the message and select **Record** from the context menu.



The Recording dialog box opens.



4. Be sure the microphone is on and ready to record.
5. Click **Record** and read the message into the microphone. To keep the recorded message synchronized with the Polaris database, do not record different text.

The Record button changes to **Stop**.

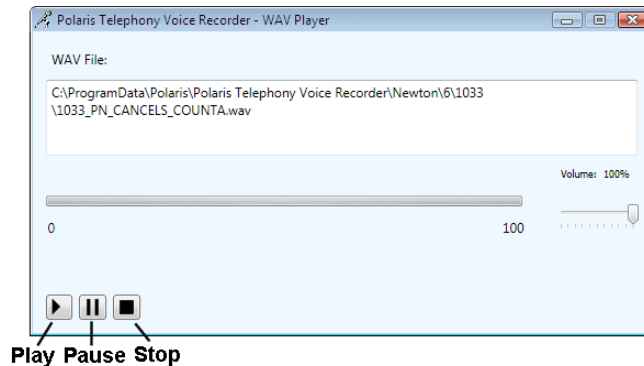
6. Click **Stop** when you have finished recording the message.

Note:

On Windows Vista and Windows 7 workstations, the **Stop** button changes to **Stopping** very briefly as the Voice Recorder application automatically re-samples your recorded message to the correct specifications. See ["Requirements"](#) on page 1.

- You can click **Play** to hear the new recording.

The WAV Player dialog box opens, providing standard play-back controls. When you have finished listening to the message, click **X** to close the dialog box. If you are not satisfied with the recording, click **Record** and read the message again.

**Note:**

You can also play messages from the WAV Files tabbed page. Right-click the message you want to hear and select **Play** from the context menu. On a submenu, you can select **Local (Default or Custom)** or **Server**, as appropriate.

- Click **Previous** or **Next** to navigate to other messages without closing the Recording dialog box.
- Click **Close** to return to the list of .wav files.

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Record numbers

You record numbers as separate .wav files. After they are published to the server, they are automatically inserted in the main messages as appropriate. Follow these steps to record numbers.

1. Click the **Number WAVs** tab.

The Number WAVs tabbed page is organized in the following columns:

- **Mnemonic** - These names identify the message strings in the Polaris database. The first part of the mnemonic identifies the language, and reflects the language you chose on the Selections tabbed page:

English - 1033

Spanish - 3082

French - 3084

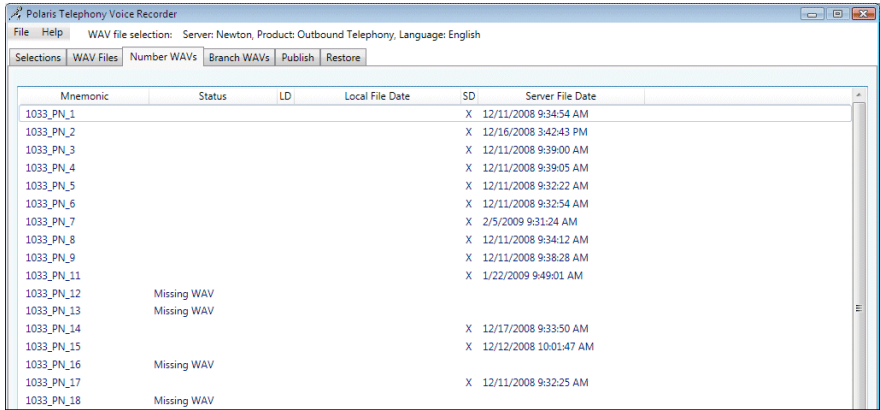
The last part of the mnemonic is the number you will record.

Example:

1033_PN_12

1033 indicates English. **12** is the number to record.

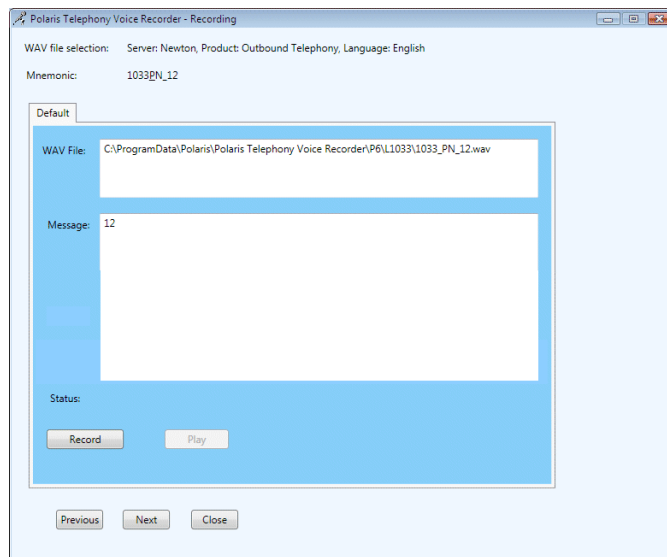
- **Status - Missing WAV** indicates that no .wav file exists on the server for that message string. This is a normal situation. If a .wav file does not exist for a message string, the telephony service creates the file the first time the string is used; if no messages have used the string since the service was started, and you have not recorded a .wav file and published it to the telephony server, the string is likely marked **Missing**.
- **LD** - Local Default. If you have already recorded the number on the local workstation, it is marked with an **X** in this column.
- **Local File Date** - If the .wav file exists on the local workstation, this column notes the file date and time.
- **SD** - Server Default. If a .wav file exists for a number message string on the telephony server, it is marked with an **X** in this column.
- **Server File Date** - If the .wav file exists on the telephony server, this column notes the file date and time.



The screenshot shows the 'Polaris Telephony Voice Recorder' application window. It has a menu bar with 'File' and 'Help'. Below the menu bar is a status bar indicating 'WAV file selection: Server: Newton, Product: Outbound Telephony, Language: English'. There are five tabs: 'Selections', 'WAV Files', 'Number WAVs', 'Branch WAVs', and 'Publish'. The 'WAV Files' tab is active, displaying a table of recordings.

Mnemonic	Status	LD	Local File Date	SD	Server File Date
1033_PN_1				X	12/11/2008 9:34:54 AM
1033_PN_2				X	12/16/2008 3:42:43 PM
1033_PN_3				X	12/11/2008 9:39:00 AM
1033_PN_4				X	12/11/2008 9:39:05 AM
1033_PN_5				X	12/11/2008 9:32:22 AM
1033_PN_6				X	12/11/2008 9:32:54 AM
1033_PN_7				X	2/5/2009 9:31:24 AM
1033_PN_8				X	12/11/2008 9:34:12 AM
1033_PN_9				X	12/11/2008 9:38:28 AM
1033_PN_11				X	1/22/2009 9:49:01 AM
1033_PN_12	Missing WAV				
1033_PN_13	Missing WAV				
1033_PN_14				X	12/17/2008 9:33:50 AM
1033_PN_15				X	12/12/2008 10:01:47 AM
1033_PN_16	Missing WAV				
1033_PN_17				X	12/11/2008 9:32:25 AM
1033_PN_18	Missing WAV				

2. Select the number you want to record.
3. Right-click the number and select **Record** from the context menu.
The Recording dialog box opens.



The screenshot shows the 'Polaris Telephony Voice Recorder - Recording' dialog box. It has a title bar and a status bar. The 'WAV file selection:' field shows 'Server: Newton, Product: Outbound Telephony, Language: English'. The 'Mnemonic:' field shows '1033PN_12'. There are three tabs: 'Default', 'WAV File', and 'Message'. The 'Default' tab is active, showing a 'WAV File:' field with the path 'C:\ProgramData\Polaris\Polaris Telephony Voice Recorder\PN\1033\1033_PN_12.wav'. Below this is a 'Message:' field with the value '12'. At the bottom, there are 'Record' and 'Play' buttons. Below the dialog box, there are 'Previous', 'Next', and 'Close' buttons.

4. Click **Record** and read the number into the microphone.
The Record button changes to **Stop**.
5. Click **Stop** when you have finished recording the number.
 - Click **Previous** or **Next** to navigate to other messages without closing the Recording dialog box.
 - Click **Close** to return to the list of .wav files.

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Record branch names

Like numbers, you record branch names as separate .wav files. After they are published to the server, they are automatically inserted in the main messages as appropriate. Follow these steps to record branch names.

1. Click the **Branch WAVs** tab.

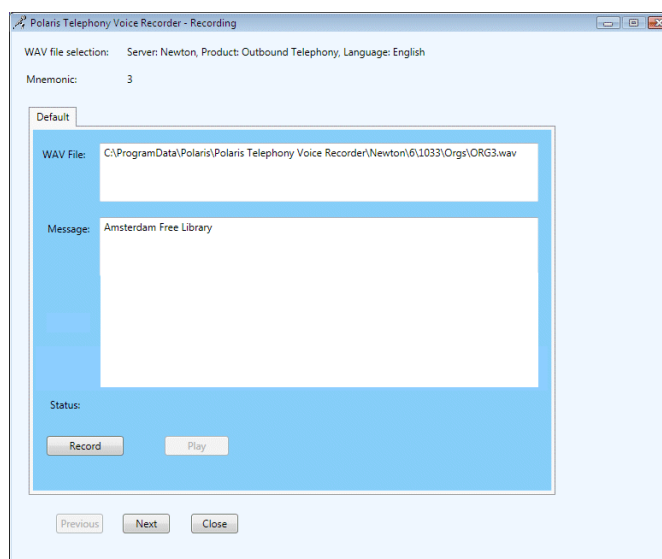
The Branch WAVs tabbed page is organized in the following columns:

- **Mnemonic** - This is the Polaris branch record control number.
- **Status** - Lists the branch name to record and the file status. **Missing WAV** indicates that no .wav file exists on the server for that branch name. This is a normal situation. If a .wav file does not exist for a branch name, the telephony service creates the file the first time the string is used; if no messages have used the string since the service was started, and you have not recorded a .wav file and published it to the telephony server, the string is likely marked **Missing**.
- **LD** - Local Default. If you have already recorded the branch name on the local workstation, it is marked with an X in this column.
- **Local File Date** - If the .wav file exists on the local workstation, this column notes the file date and time.
- **SD** - Server Default. If a .wav file exists for a branch name string on the telephony server, it is marked with an X in this column.
- **Server File Date** - If the .wav file exists on the telephony server, this column notes the file date and time.

Mnemonic	Status	LD	Local File Date	SD	Server File Date
3	Amsterdam Free Library, Missing WAV				
5	Argyle Free Library, Missing WAV				
7	Ballston Spa Public Library, Missing WAV				
9	Bancroft Public Library (Salem), Missing WAV				
11	Bolton Free Library, Missing WAV				
13	Burnt Hills - Town of Ballston Community Library, Missing WAV				
15	ZZZ-Caldwell-Lake George Library, Missing WAV				
17	Cambridge Public Library, Missing WAV				
19	Canajoharie Library, Missing WAV				
21	Chester Public Library, Town of, Missing WAV				
23	Clifton Park-Halfmoon Public Library, Missing WAV				
25	Community Library (Cobleskill), Missing WAV				
27	Corinth Free Library, Missing WAV				
29	Crandall Public Library (Glens Falls), Missing WAV				

2. Select the branch name you want to record.

3. Right-click the branch name and select **Record** from the context menu. The Recording dialog box opens.



4. Click **Record** and read the branch name into the microphone. The Record button changes to **Stop**.
5. Click **Stop** when you have finished recording the branch name.

- You can click **Play** to hear the new recording.

The WAV Player dialog box opens, providing standard sound play-back controls. When you have finished listening to the message, click **X** to close the dialog box. If you are not satisfied with the recording, click **Record** and read the branch name again.

Note:

You can also play messages from the Branch WAVs tabbed page. Right-click the branch name you want to hear and select **Play** from the context menu. On a submenu, you can select **Local** or **Server**, as appropriate.

- Click **Previous** or **Next** to navigate to other branch names without closing the Recording dialog box.
- Click **Close** to return to the list of .wav files.

1-2-3

Publish local .wav files to the server

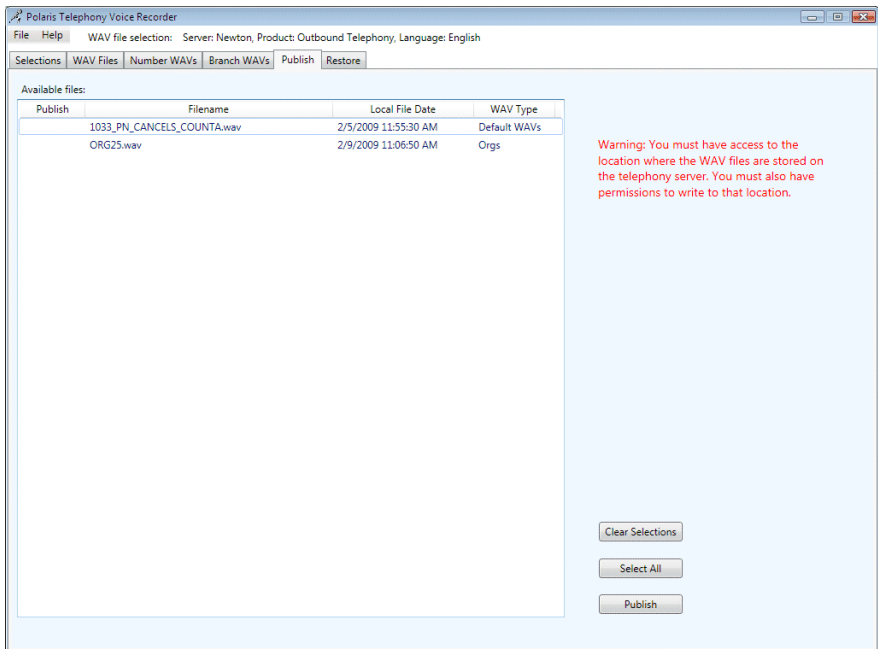
After you have recorded .wav files, you can publish them to the server for use. Follow these steps to publish your recorded files.

Note:

If you are working remotely (without network access to the telephony server), the **Publish** and **Restore** tabs are unavailable for use.

1. Click the **Publish** tab.

The Publish tabbed page lists the files you have recorded on the local workstation.

**2.** Select the individual files you want to publish, or click **Select All**.**3.** Click **Publish**.

The selected files are copied to the server and the **Publish** column is marked to indicate they have been published.

If files with the same names already existed on the server, they are archived, not overwritten. You can restore archived files. See [“Restore archived .wav files”](#) on page 13.

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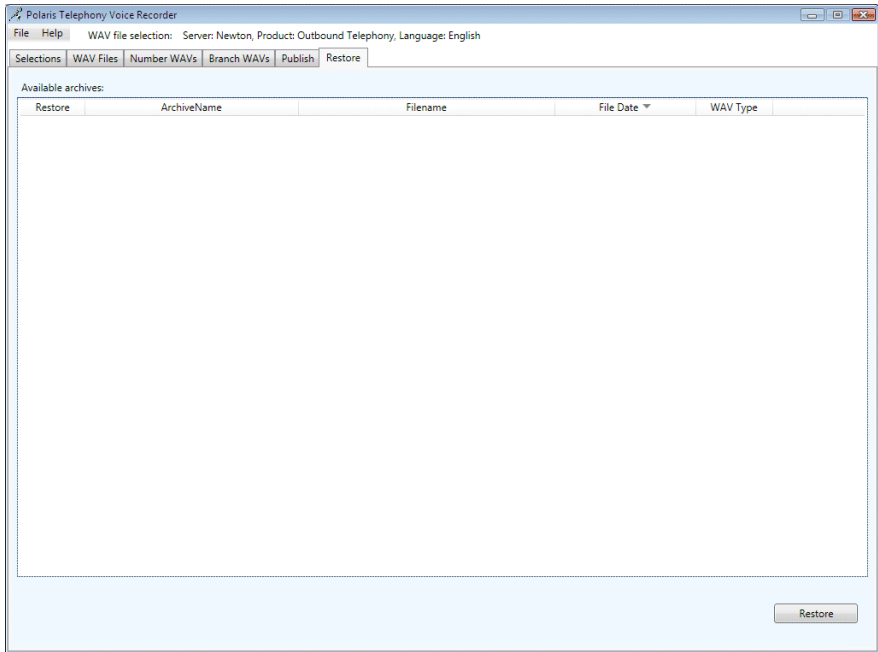
Restore archived .wav files

You can restore older archived .wav files to the server, in effect reverting to an older version of a message. Follow these steps to restore an archived .wav file.

Note:

If you are working remotely (without network access to the telephony server), the **Publish** and **Restore** tabs are unavailable for use.

1. Click the **Restore** tab.



2. Select the file or files you want to restore for use.
3. Click **Restore**.

The selected files are restored to the server and the **Restore** column is marked to indicate that they were restored.

The file versions replaced by the restored files are archived.

Related Resources

- **Telephone Notification (outbound telephony)** - *Polaris Telephony Administration Guide* or staff client online Help
- **Polaris Phone Attendant (inbound telephony)** - *Polaris Telephony Administration Guide* or staff client online Help
- **Setting up servers in Polaris Administration** - *Polaris Administration Guide* or staff client online Help
- **Installing and updating Polaris servers** - *Polaris Installation Guide*
Contains information about installing and updating Polaris servers, staff client software, and public access software.
- **Polaris user and support information** - Go to www.polarislibrary.com and select **Customer Tools**, **Customer Extranet**. You can also contact your Polaris Site Manager at:
1-877-857-1978.

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