

Troubleshooting and FAQs for creating iCAM series Other-voice sound files

Recording your own sound files:

- Record your own sound files by using Windows Sound Recorder (Included with Microsoft Windows)
 - In Windows
Click Start -> Accessories -> Sound Recorder

***Note:** If you are experiencing issues with the recording process, or cannot find the Sound Recorder program within Windows, check to make sure that a working sound card with mic input is available and enabled in Windows. If issues persist, contact your computer manufacturer, microphone device manufacturer, or Microsoft for assistance.

Common suggestions:

- Make sure that you have saved and properly named the sound files you have recorded.
- Make sure to perform format conversion through File -> Properties so that "All Formats" is selected.
- Make sure that PCM format is being used with the following attributes: 16 kHz, 16 bit, Stereo
- If the volume is too low, you may need a better quality microphone (this was a problem we had experienced), you may also increase the volume of the capture sound in Sound Recorder.

Creating .tar files from .wav file format

Common suggestions:

- Verify that all 13 files are included in the .tar file. They should all contain the similar names (case-sensitive), no spaces or extra characters. The format of the sound files and translation are listed below:
 - 1) 16k_beepbeep.wav - (beeping sound)
 - 2) 16k_Capture.wav - (camera shutter sound)
 - 3) 16k_EnrollmentCommencement_B.wav - "Please present your card to the card reader."
 - 4) 16k_IDMessages_A.wav - "Thank You! You have been identified."
 - 5) 16k_IDMessages_C.wav - "Sorry. We cannot confirm your identity."
 - 6) 16k_ImageAquisitionMessages_A.wav - "Please come a little closer to the camera."
 - 7) 16k_ImageAquisitionMessages_B.wav - "Please move back a little from the camera."
 - 8) 16k_ImageAquisitionMessages_G.wav - "Please center you eyes in the mirror."
 - 9) 16k_OpenEyes.wav - "Please open your eyes wide"
 - 10) 16k_Post_ImageAcquisitionMessagesA.wav - "We finish taking pictures of your eyes."
 - 11) 16k_smartcard.wav - (SmartCard accepted sound)
 - 12) 16k_TryAgain.wav - "Please try again."
 - 13) 16k_VerificationResultMessages_A.wav - "Thank You! Your identity has been verified."

- WinRAR or Winzip compresses each of the .wav files during the .tar file creation. Since it is in a compressed form, the uploading of the voice files in the iCAM will not load successfully.
 - The utility we have used to successfully create the .tar file is called 7-zip. To download this utility, please click on <http://www.7-zip.org/> and install it to the machine where you wish to create the .tar file from.

***Note:** We are not affiliated with this application nor do we provide support for it.

- When creating the .tar file, please make sure the path creates an Other-voice folder within the Other-voice.tar file. Please check that after unzipping the file the directory structure should be [\\Other-voice\Other-voice*.wav](#)

During uploading:

Common suggestions:

- Make sure to disable any firewall (temporarily if experiencing issues during uploading).
- Make sure TFTP is enabled in Windows.
 - To verify, go to Control Panel -> Programs and Features -> Turn Windows Features on and off.

***Note:** This example is based on Windows Vista OS. Locations may differ depending on what version of Windows Operating System you have running.)

Technical Support

Additional Information and Technical assistance is available on the IRIS ID Systems, Inc. support web site at www.irisid.com, click on Support & Service then Technical Support.