



## **Guide to Tourbuilder**

### What is Tourbuilder?

Tourbuilder is an application located on your web portal that provides you with complete control over your tour starting with initial tour creation and encompassing additions/changes/deletions of stops, audio content, and prompt content.

Tourbuilder comes with a set of online tutorials. This Guide presents a quick overview of the steps for implementing 8 common activities performed using Tourbuilder.

### How to Access Tourbuilder

- A) Log onto the customer web portal using the username and password previously provided by a member of Spatial Adventures sales team.
- B) The first time you log in you are sent to the web page titled, “Getting Started with the Tour Builder”. After you have started creating your tour, the Tourbuilder page becomes your default login page.

Note: A default tour site reflecting your initial feature requirements such as a capability to receive, store, and retrieve visitor comments or to play audio advertisements has been created prior to your first login. You can use Tourbuilder to change your default tour settings at any time.

## **8 Common Tourbuilder Activities**

### 1. Add a New Stop

- A) On the left-hand side of the page click on the box “>> >> Default Stops” (under the heading “Basic Setup”)

Note: If you do not see the box “>> >> Default Stops” then you are not on either of the “Getting Started” page or the “Tourbuilder” page; please click on the box labeled “Tourbuilder” on the menu bar located near the top of the page and then click on the box “>> >> Default Stops” (under the heading “Basic Setup”).

- B) Click on “New Stop”
- C) Enter a name for the stop
- D) The box next to the word ‘Number’ indicates the number the visitor will enter to listen to the audio content at this stop. By default, Tourbuilder assigns ‘1’ to the first stop you create but if you would like the visitor to press a different number, for example 101, in order to hear the audio at this stop then delete ‘1’ and enter 101
- E) A symbol or number can be used by the visitor to advance from one stop to the next. The default symbol is ‘\*’ but you can change the symbol or choose to forego this feature altogether. Once you have created at least two stops you can select a Stop from the dropdown menu (located next to “Previous Stop”) to be the stop that precedes the current stop.



Example: Let's say your tour has 3 stops and when the visitor is at stop 1 you would like the visitor to be able to press the '\*' key to advance to stop 2 and when the visitor is at stop 2 you would like the visitor to be able to press the '\*' key to advance to stop 3. When you create stop 2 simply select stop 1 from the dropdown menu and when you create stop 3 select stop 2 from the dropdown menu. Now when a visitor taking the tour listens to stop 1 the visitor can press '\*' to go to stop 2. When the visitor listens to stop 2 the visitor can press '\*' to go to stop 3.

F) Click the 'Save' button and you have now created a stop on your tour.

Note: You will see a table with the name of the stop, the tone code (which is the number the visitor presses to listen to this stop), the name of the previous stop (for stop 1 this is '<None>'), whether Advertisements have been enabled for this site, and an "Edit" box and a "Delete" box that enable you to edit the stop or delete the stop, respectively.

## 2. Upload an Audio File to a Stop

The audio file for a cell phone tour MUST be an 8,000 Hz, 16-bit, mono wav file.

The filename must not have any spaces in it.

For example: TheRedWagon.wav ← OK

The Red Wagon.wav ← Not OK

Note: Commonly used audio recording software can be used to create or convert audio files to 8,000 Hz, 16-bit, mono (e.g. Audacity, NCH Wavepad, Sony Acid Music Studio – to name a few)

- A) Click on the box ">>> Default Stops" (under the heading "Basic Setup")
- B) Find the stop to which you wish to add the audio file and click on "Edit"
- C) Click on the green box labeled "Audio Clips"
- D) Click on the box with the word "<none>" which is next to the word 'English' and browse your computer and select the 8,000 Hz, 16-bit, mono audio file you wish to upload to the stop. The word 'uploading' will appear in the box and when uploading completes then the filename will appear. At this point go to step E to save the new file to the stop.
- E) Click the box labeled 'Save' and you have completed uploading the audio file to the stop.

## 3. Record an Audio File over the Tourbuilder Voice Portal

- A) On the left-hand side of the page click on the box labeled ">> Site" (under the heading "Basic Setup")
- B) The Portal Key displayed in the upper left rectangle is a 6-digit number unique to your portal which you will enter whenever you dial into the Tourbuilder voice portal to record audio files
- C) To record audio over the phone dial the Tourbuilder voice portal phone number: (978) 848-4031 from a wireline phone (for best results do not call from a cordless phone or from a cell phone)
- D) The voice portal prompts you for your 6-digit Portal Key and then prompts you to make a recording. After you have completed the recording press the '#' key. You will be prompted to either (1) Hear the recording, (2) Save the recording, or (3)



Discard the recording. When you press (2) to save the recording you are prompted to enter a 1 to 3-digit number that will be used to identify this particular recording. You may make multiple recordings on the voice portal and then disconnect when you are finished

Note: The maximum length for audio files recorded using the Tourbuilder voice portal is 5 minutes.

Note: The Tourbuilder voice portal has a 5-second inactivity timer. If a caller goes silent for approximately 5 seconds then the voice portal prompts the caller to either (1) Hear the recording, (2) Save the recording, or (3) Discard the recording.

- E) On the web portal, click the box “>> >> Default Stops” (under the heading “Basic Setup”)
- F) Find the stop to which you wish to add the audio file and click on “Edit”
- G) Click on the green box labeled “Audio Clips”
- H) Click on the dropdown menu where you see the phrase, “Use Recording Made at”, select the recording you wish to assign to this stop and click the ‘Save’ button. The system will assign a new unique number to the audio file

**RECOMMENDATION:** After saving a voice portal recording to a stop, save a copy of the recording to your computer as described below in 'Step 5: Download an Audio File to your Computer'.

#### [4. Replace the Audio File at an Existing Stop](#)

[If you want to replace the current audio file with a different audio file located on your computer:](#)

- A) Click the box “>> >> Default Stops” (under the heading “Basic Setup”)
- B) Find the stop whose audio file you wish to replace and click “Edit”
- C) Click on the green box labeled “Audio Clips”
- D) Click on the box to the right of the word ‘English’ that has the filename of the current wav file assigned to the stop, browse your computer, and select a replacement audio file. Once the new file has finished uploading click the “Save” button

[If you want to replace the current audio file with a new phone recording:](#)

- A) Record the audio file over the Tourbuilder voice portal
- B) Click the box “>> >> Default Stops” (under the heading “Basic Setup”)
- C) Find the stop whose audio file you wish to replace and click “Edit”
- D) Click on the green box labeled “Audio Clips”
- E) Click on the dropdown menu where you see the phrase, “Use Recording Made at”, select the new recording from the dropdown menu and click the ‘Save’ button.

#### [5. Download an Audio File to your Computer](#)

- A) Click the box “>> >> Default Stops” (under the heading “Basic Setup”)
- B) Find the stop whose audio file you wish to update and click “Edit”
- C) Click on the green box labeled “Audio Clips”



D) Click “Download” and save the file on your computer

### 6. Delete an Audio File from a Stop

- A) Click the box “>> >> Default Stops” (under the heading “Basic Setup”)
- B) Find the stop whose audio file you wish to update and click “Edit”
- C) Click on the green box labeled “Audio Clips”
- D) Click the word “Deleted” located to the right of the word “Download”

**WARNING:** When you delete an audio file from a Stop the audio file is permanently deleted from the web portal server. You may want to download a copy of the audio file to your computer before deleting the audio file.

### 7. Delete a Stop

- A) Click the box “>> >> Default Stops” (under the heading “Basic Setup”)
- B) Click on the word ‘Delete’ for the stop you wish to permanently remove; a pop-up box appears and click ‘OK’

**WARNING:** When you delete a Stop then the audio file assigned to that Stop is permanently deleted from the web portal server. You may want to download a copy of the audio file assigned to the Stop to your computer before deleting the Stop.

### 8. Replace the Audio File of an Existing Tour Prompt

The audio clip for the prompt **MUST** be an 8,000 Hz, 16-bit, mono wav file.  
The filename must not have any spaces in it.

Note: At minimum, you will want to create an audio file for the ‘Welcome’ prompt and you may want to create an audio file for the ‘Instructions’ prompt and/or ‘Introduction1’ prompt.

[If you want to replace the current audio file of a tour prompt with a different audio file located on your computer:](#)

- A) Click the box “>> Prompts” (under the heading “Advanced Topics”)
- B) Find the prompt whose audio file you wish to update and click “Edit”
- C) Click the box to the right of the word ‘English’ that has the filename of the current .wav file assigned to the prompt, browse your computer, and select a replacement audio file. Once the new file has finished uploading click the “Save” button

[If you want to replace the current audio file of a tour prompt with a new phone recording:](#)

- A) Record the audio file over the Tourbuilder voice portal
- B) Click the box “>> Prompts” (under the heading “Advanced Topics”)
- C) Find the prompt whose audio file you wish to update and click “Edit”
- D) Click on the dropdown menu where you see the phrase, “Use Recording Made at”, select the new recording from the dropdown menu and click the ‘Save’ button.



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## Audio Editing Tool

### [Repurpose an Audio File using Tourbuilder Tools](#)

Tourbuilder provides you the capability of performing basic audio editing functions on files that you have either directly uploaded to a stop or recorded over the Tourbuilder voice portal and assigned to a stop.

Please see the online tutorial:

Click on the box “>>Getting Started” (under the heading “Help”) then go to the 3<sup>rd</sup> bullet and press the word ‘**here**’