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“Using Audacity to Convert Audio Files for use as ShoreTel Ringtones” (Applies To Shoretel 12.3 with an IP655)

This has been compiled For Informational purposes only

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Three Parts

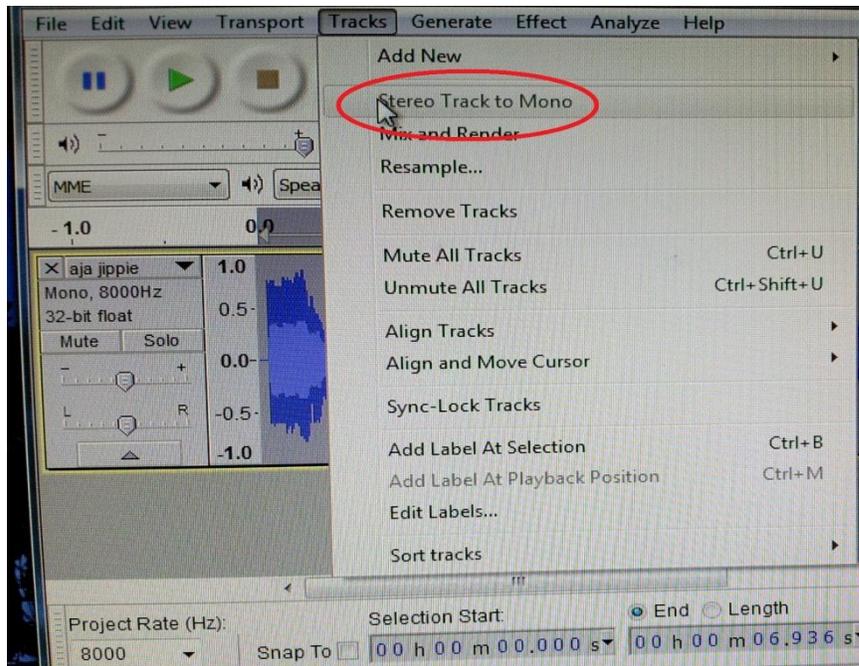
(Part 1) Making the Audio File

“Using Audacity to edit files for ShoreTel Ringtones”

- 1) find the audio file you want to use and import the file into audacity (<http://audacity.sourceforge.net/>)
- 2) Now we have to make the audio track 7 secs long or shorter & it has to be 8000Hz 8bit mono u-LAW encoded
- 3) Here is how you make the following changes after the import to audacity:

Change the project rate to 8000 Hz..... see below to reflect this setting

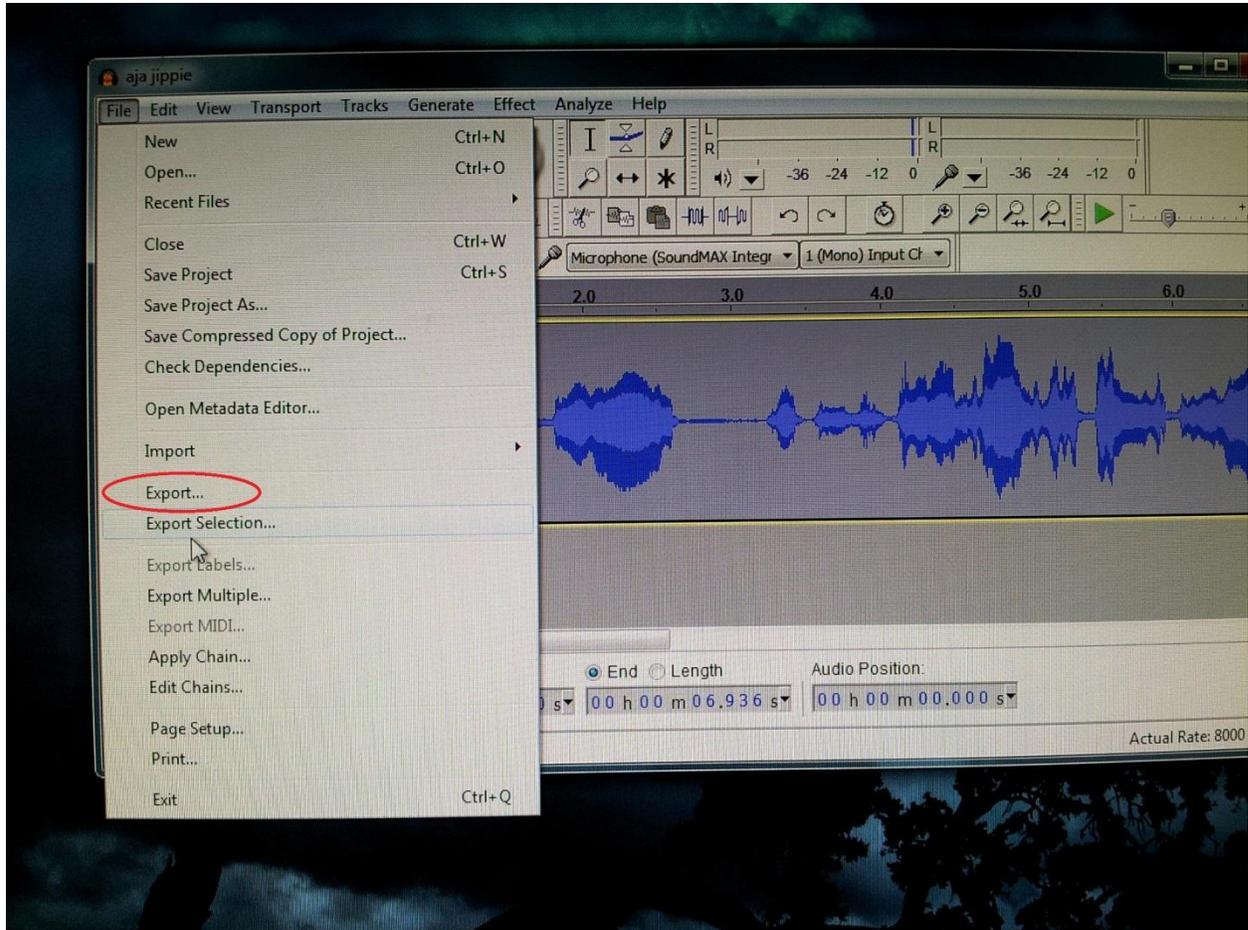
Under the tracks tab select :“Stereo Track to Mono”



Now let's export the file to a wav file that is the appropriate type for ShoreTel

First Navigate to File>Export

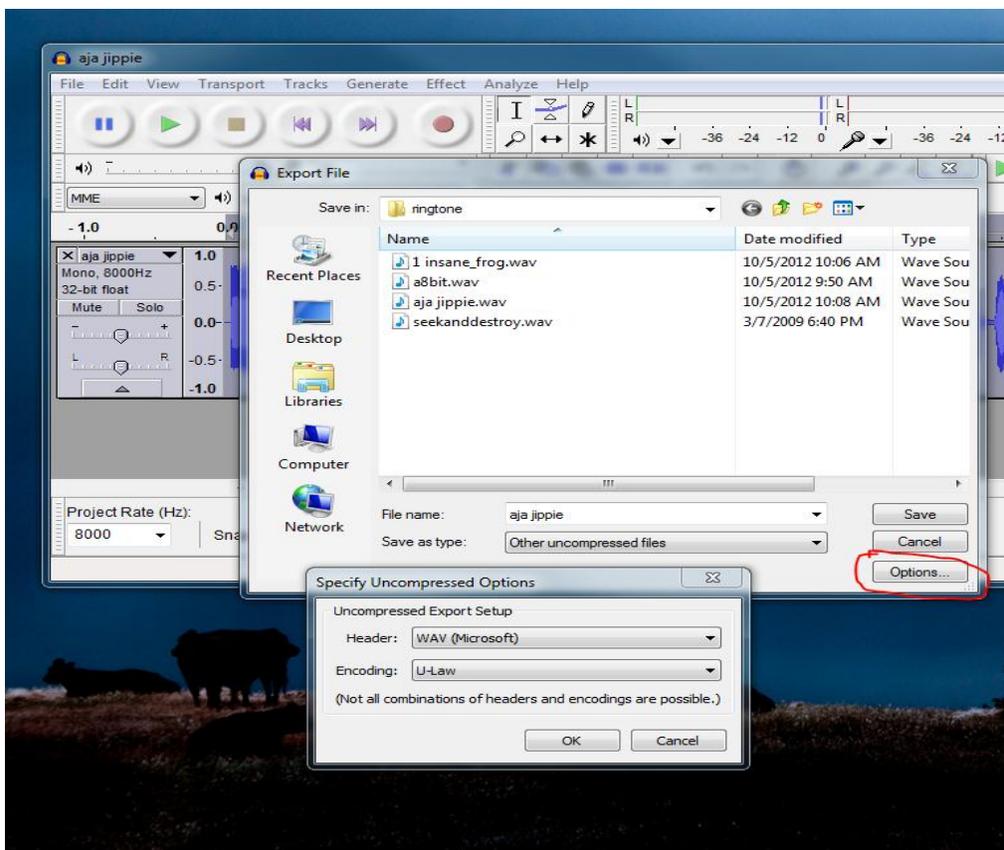
Once the export option appears select " Other uncompressed files"



Now Under Other Compressed Options Select the following:

Header: WAV (Microsoft)

Encoding: U-Law



Now we can click ok and save the exported file to a folder. Be careful upon exiting Audacity do not accidentally save over your file

(Part 2) Placing the Audio Files for the ShoreTel to Use

“The ShoreTel ftproot folder is home for ringtones”

In order to use your custom made audio files you need to place them in the appropriate directory that is located locally on your ShoreTel. This directory is in your ftproot folder:

Example locally C:\inetpub\ftproot\wav\ringtone

Example if networked: \\<your-shoretel-ip-or-name-here>inetpub\ftproot\wav\ringtone

(Part 3) Enabling the Audio Files

“Assigning ringtones & publishing them to user groups”

In order to set ringtones for your users you must publish them and assign them to their user groups.

In my example I am going give my newly made rings to the My “Executive” user group.

- 1) Open Director and click on the “Quick Look” link. This is under Maintenance.

Once the “Quick Look” screen appears click Apply this Command to All Servers” and then chose “Publish ringtones”

Administration

- Users...
- Trunks...
- IP Phones...
- Platform Hardware...
- Call Control...
- Voice Mail...
- Auto-Attendant Menus
- Workgroups
- Schedules
- Communicator...
- System Directory
- Application Servers...
- SIP Servers...
- Sites
- System Parameters...
- Preferences

Maintenance

- Quick Look
- Connectivity
- Voice Mail Servers
- Make Me Conferencing
- Audio / Web Conferencing
- IM
- Event Filters
- HQ Event Log...

Switches

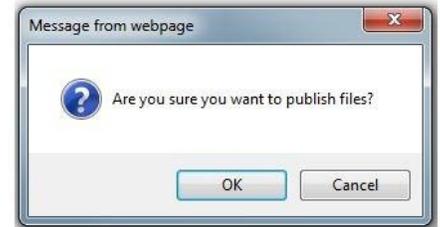
Site	TMS Comm	Usage
◆ BTX HQ	5/5	Idle

Conferencing

Total Conference Ports	In-Use
Audio	0
Web	0

Apply This Command to All Switches and Appliances: Apply This Command to All Servers: Temporarily Disable IP Phone Failover Across Sites

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- 2) Now shut your web browser to give the ShoreTel time to publish your rings.
- 3) With a fresh uncached browser re open director and choose the link labeled "user"

Under the user link select "User Groups" and select the user group you decide to assign rings to. My example once again is going to be the "Executives" group. After you have chosen your user group Scroll down the page to the section named **Ringtone**. Here you will have to name the ring pair and chose your internal and external rings. Once you have done this save and exit director

ShoreTel
ShoreWare Director
 Build 17.61.4706.0
 Logout as admin

Administration

- Users...
 - Individual Users
 - User Groups
 - Class of Service
 - Anonymous Telephones
 - Extension Lists
 - Batch Update Utility
 - Call Handling Mode Defaults...
- Trunks...
- IP Phones...
- Platform Hardware...
- Call Control...
- Voice Mail...
- Auto-Attendant Menus
- Workgroups
- Schedules
- Communicator...
- System Directory
- Application Servers...
- SIP Servers...
- Sites
- System Parameters...
- Preferences

Maintenance

- Quick Look
- Connectivity
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- Make Me Conferencing
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- IM
- Event Filters
- HQ Event Log...
- HQ Services

Reporting

- Reports...
- Options

Applications

- Enhanced Reports
- Licenses

Documentation

- Administration Guide
- Planning and Installation Guide
- SA-100 Guide

Account Code Collection: Disabled

Show ShoreTel Communicator users a list of account codes when dialing.

Outgoing Trunk Groups (Access Code):

- Analog Loop Start (9)
- BTX (9)
- Digital Loop Start (9)
- Digital Wink Start (9)
- SMR (9)

Voice Mail Interface Mode: None

User Profile:

Toolbar 1: User toolbar [Go to this Toolbar](#)

Toolbar 2: <None> [Go to this Toolbar](#)

Toolbar 3: <None> [Go to this Toolbar](#)

Phone Application:

On Idle: <None>

Available Applications:

<None>	<None>

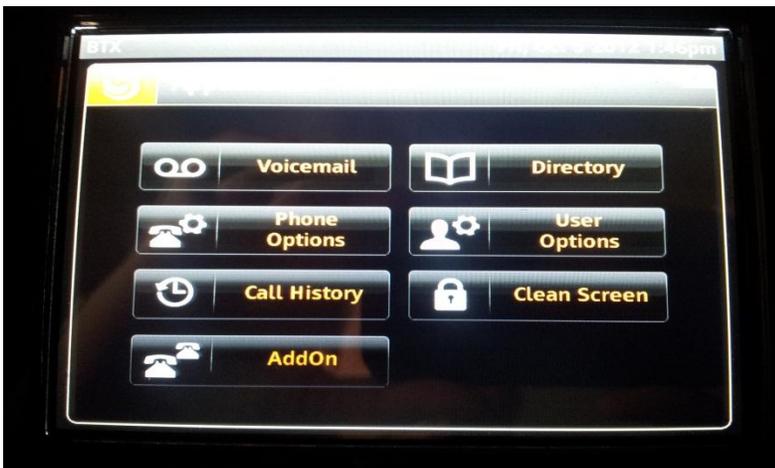
Ringtone:

	Name	Internal	External
Ring Pair 5:	Metal	seekanddestroy.wav	seekanddestroy.wav
Ring Pair 6:	answer	a8bit.wav	aja jippie.wav
Ring Pair 7:	insane	1 insane_frog.wav	1 insane_frog.wav
Ring Pair 8:		<None>	<None>

Wallpaper:

	Name	Image
Wallpaper 2:	Btx	btxset.png

4) After you exit director go to the users telephone and touch the Shoretel Logo for options (IP655 example) Choose "User Options" and put in your password



5) Then Select "change ring"



6) Then select the ring group name you created

