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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 (<u>http://audacity.sourceforge.net/</u>)
- 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"

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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"

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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 accidently 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"

Shore Tel [®]	Quick Look	ast updated: 10/5/2012 12:42:53 PM (GMT -07:00 .ocal time: 10/5/2012 12:43:21 PM (GMT -07:00) <u>Refresh</u>)
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Maintenance	Temporarily Disable	-IP Phone Fallover Across Sites	
Connectivity	© 1998-2012 ShoreTel, Inc. Al	I rights reserved.	Are you sure you want to publish files?
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Audio / Web Conferencing			OK Cancel
 IM Event Filters 			
HQ Event Log			

- 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

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



5) Then Select "change ring"

Program Buttons	Skull 🕑
Change Ring	Baby 🕑
Auto Off-Hook	Speaker 🕑
User Options	Standard 🕥
BTX	Fri, Oct 5 2012 1:46p

6) Then select the ring group name you created

