

# Recode Sound Files For Music On Hold using Audacity

## Three Parts

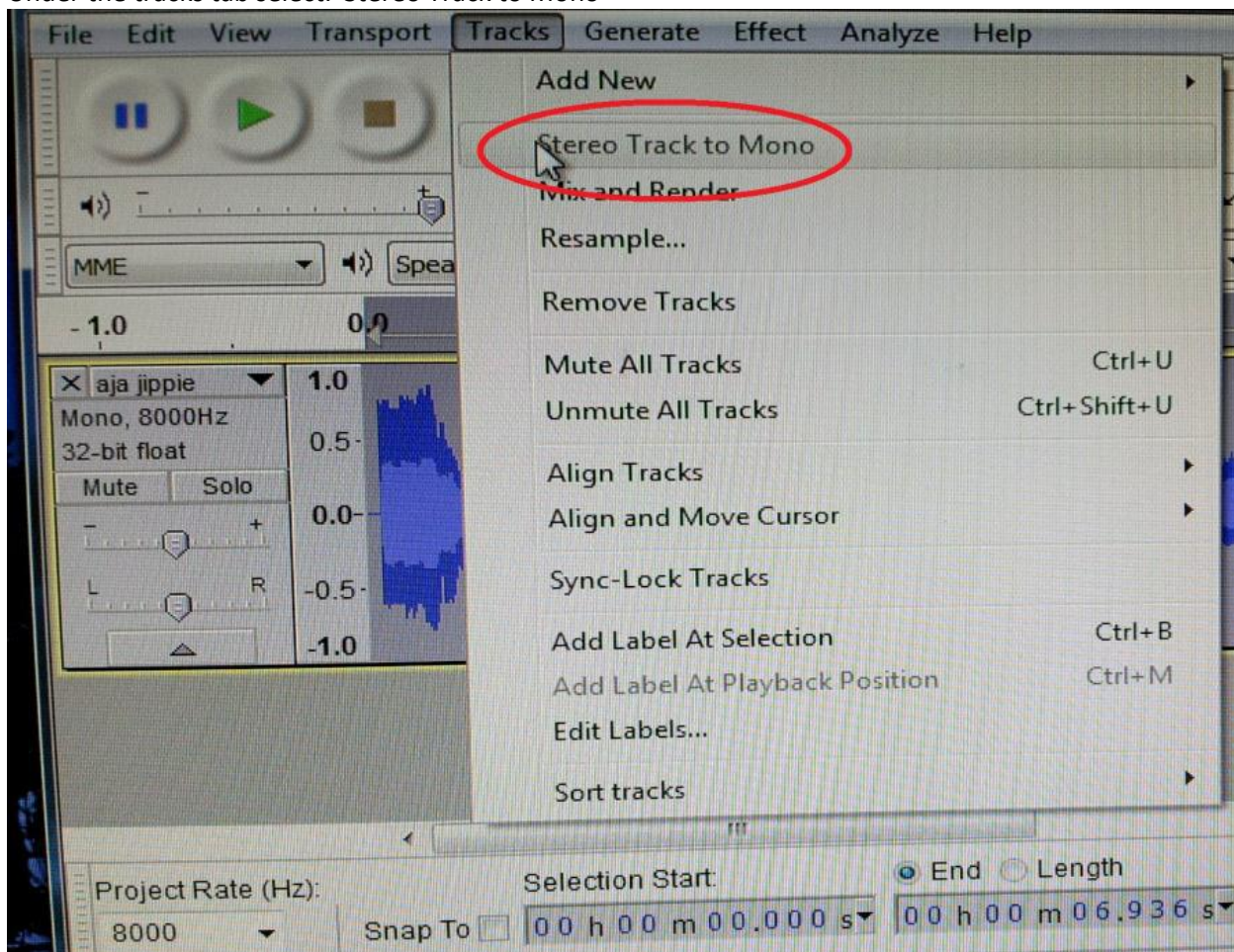
### (Part 1)

#### 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 convert the audio track to 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”

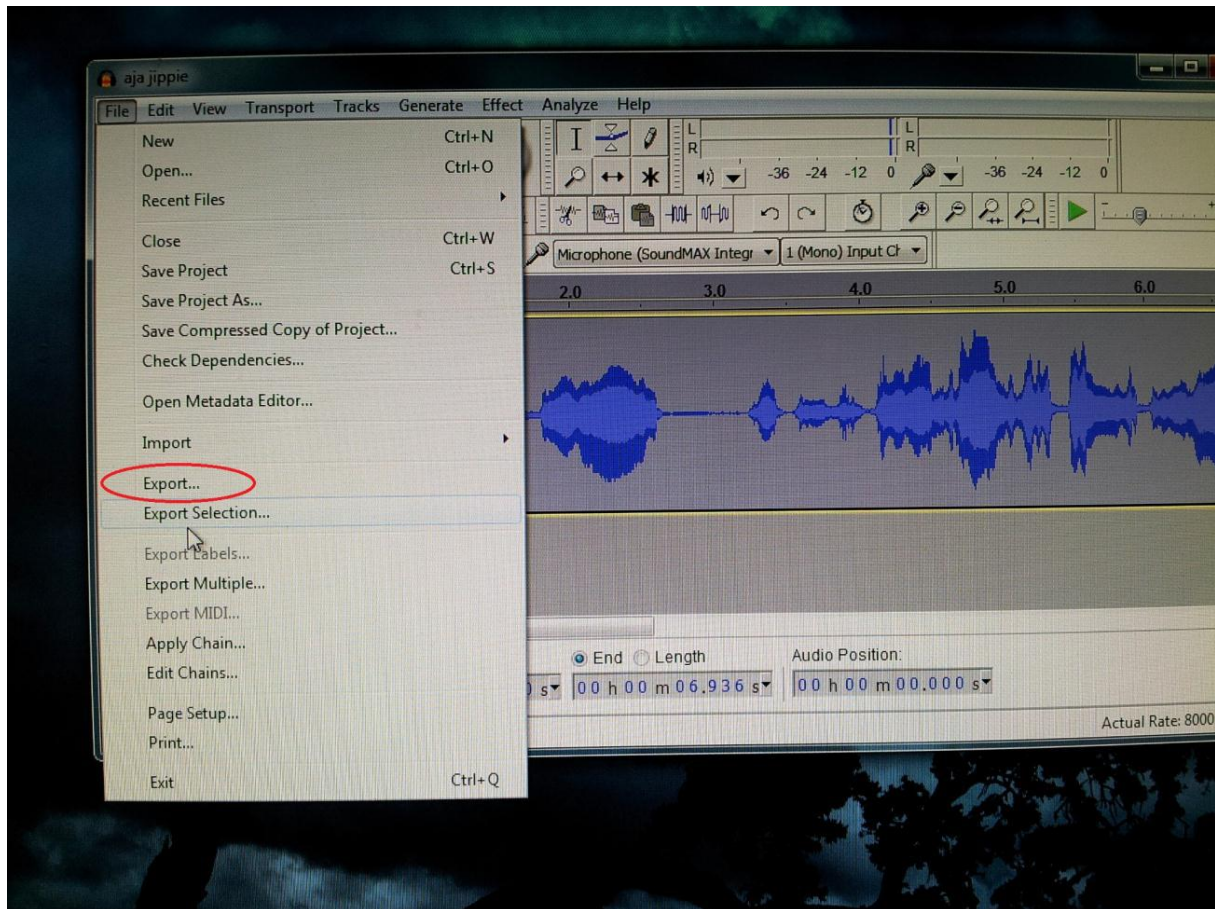
Under the tracks tab select: “Stereo Track to Mono”



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

First Navigate to File>Export

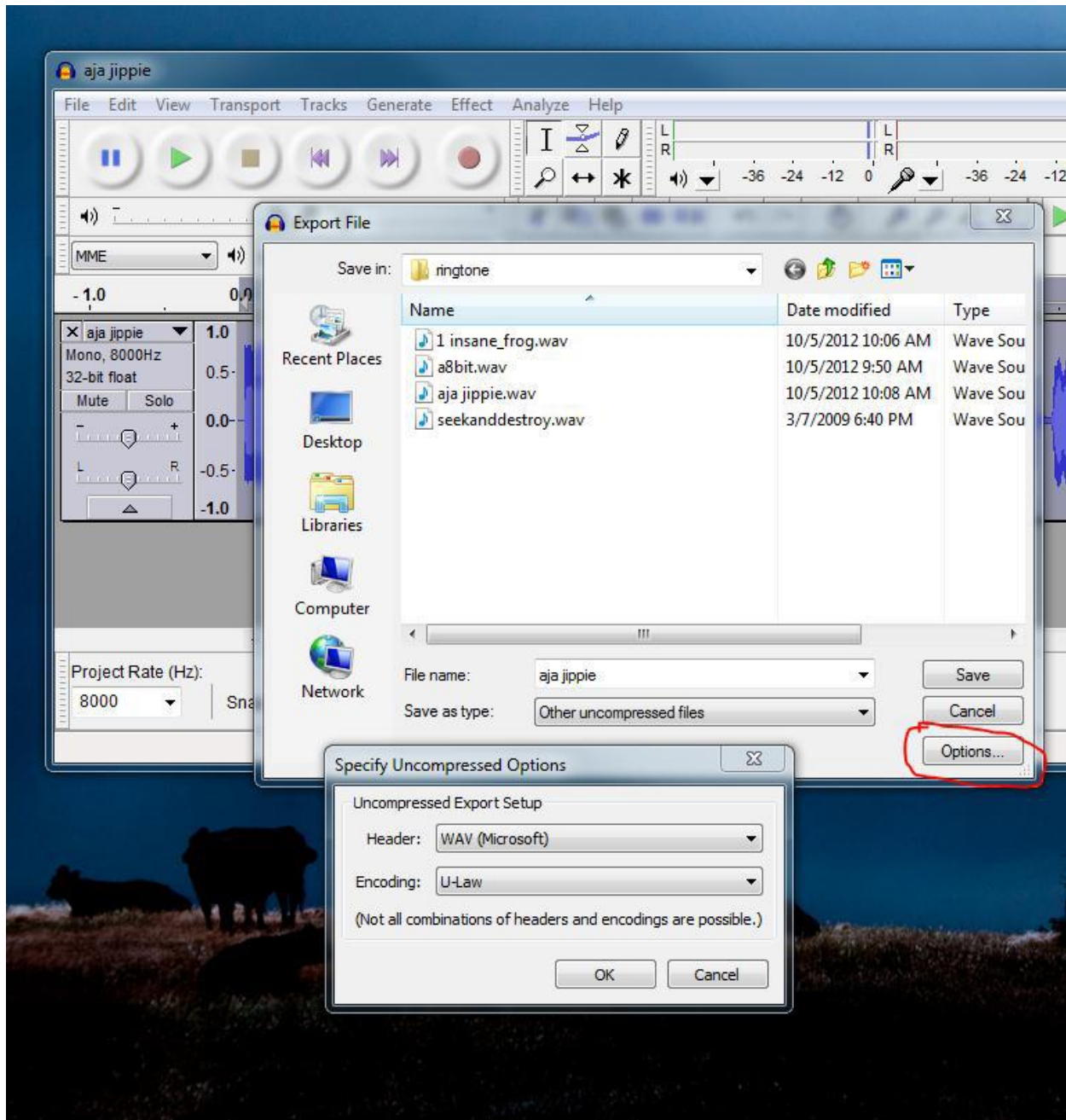
Once the export option appears select " Other uncompressed files"



Now Under Other Compressed Options Select the following:

Header: WAV (Microsoft)

Encoding: U-Law

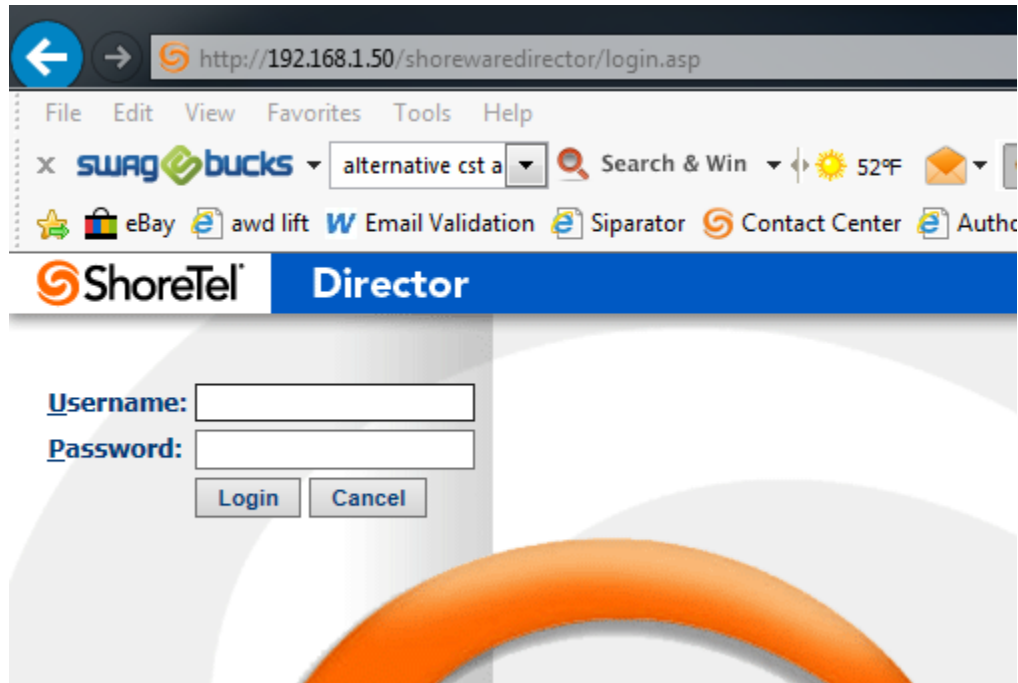




Now we can click ok and save the exported file to a folder. Be careful upon exiting Audacity do not accidentally save over your file

## (Part 2) Loading the Audio Files For ShoreTel MOH Use

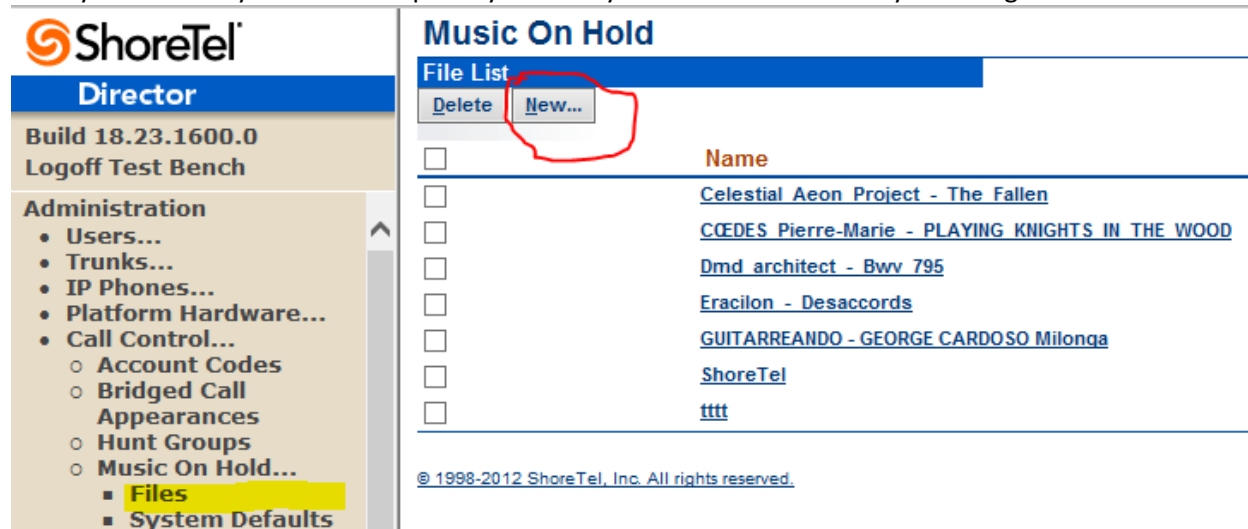
In order to use your custom made audio files you need to upload them into the shoretel using “Director Management Screen”



Once you are logged navigate to “Music On Hold: Files”

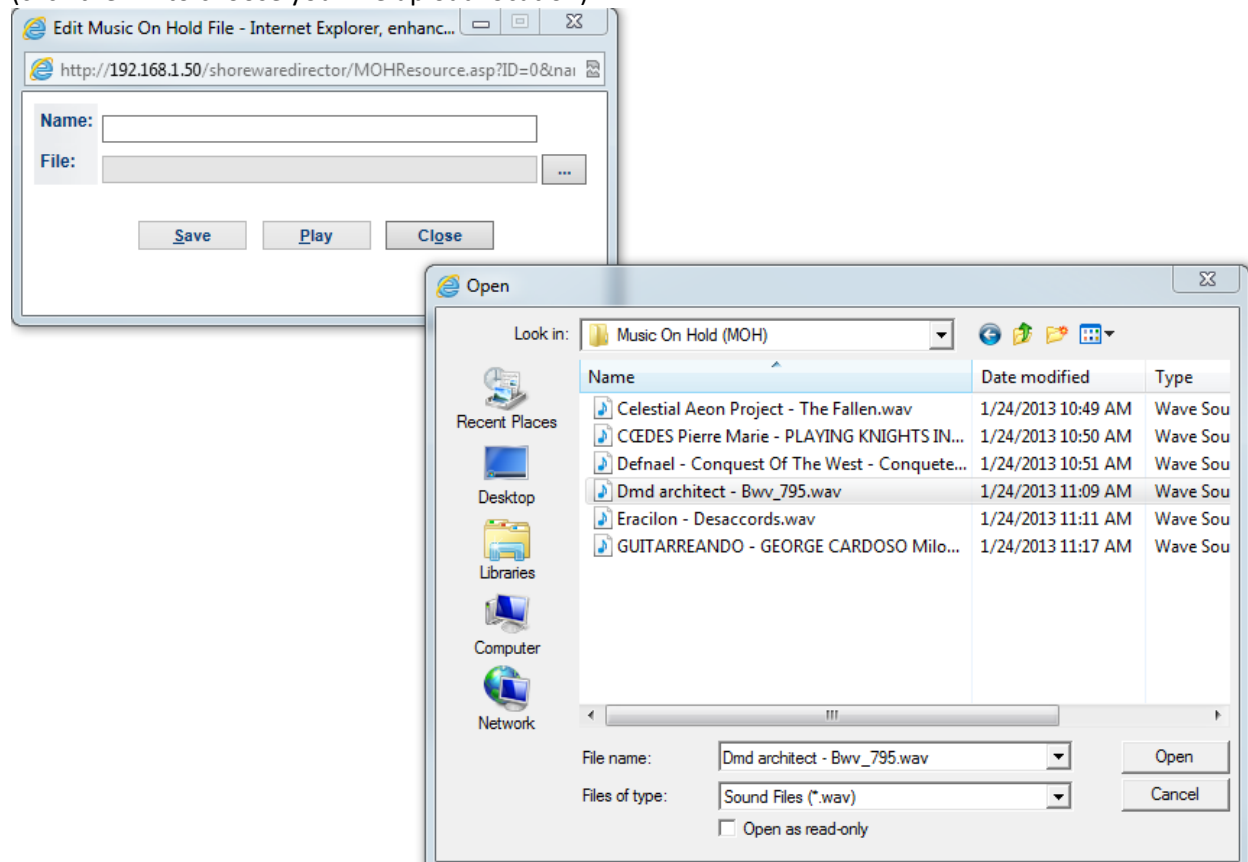
This is located at: Administration> Call Control: Music On Hold> Then Select “Files”

After you are here you can then upload your newly formatted sound file by choosing the “New” Tab

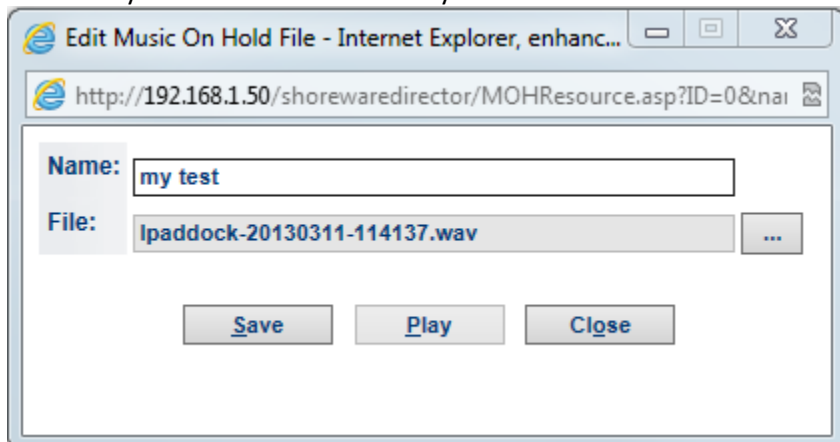


After you select “New” a pop up window will open and you will then have to name and select you moh file

(click the ..... to choose your file upload location)



Now that you have named and load you file to be hit save



### (Part 3) Applying the MOH file for ShoreTel use

Now navigate to>Administration>Call Control> Music on hold: System Defaults.

Then Select: "File Based System Default: In the drop down menu you can select you newly named file and be sure to hit save

