

ST-0216

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Pocket PC / Windows Mobile 5.0 / Palm OS Player

As mobile PDA phones start to become more and more common, playing the ShoreTel voice mail using the PDA is becoming a necessity. This application note explains an application that is installed on the PDA to enable audio playback of the ShoreTel WAV file codec.

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Overview

Today ShoreTel uses a Telco based WAV codec for recording voice mail, and this codec is not supported on most PDA's. When the voice mail "Notification" is enabled in the ShoreTel system, it includes a copy of the voice mail as an attached WAV file. This document will show how to install a 3rd party voice mail player from CoreCodec that can play ShoreTel voice mail WAV codec.

Note: Refer to the ShoreTel documentation on configuring "Notification" to include a copy of the voice mail.

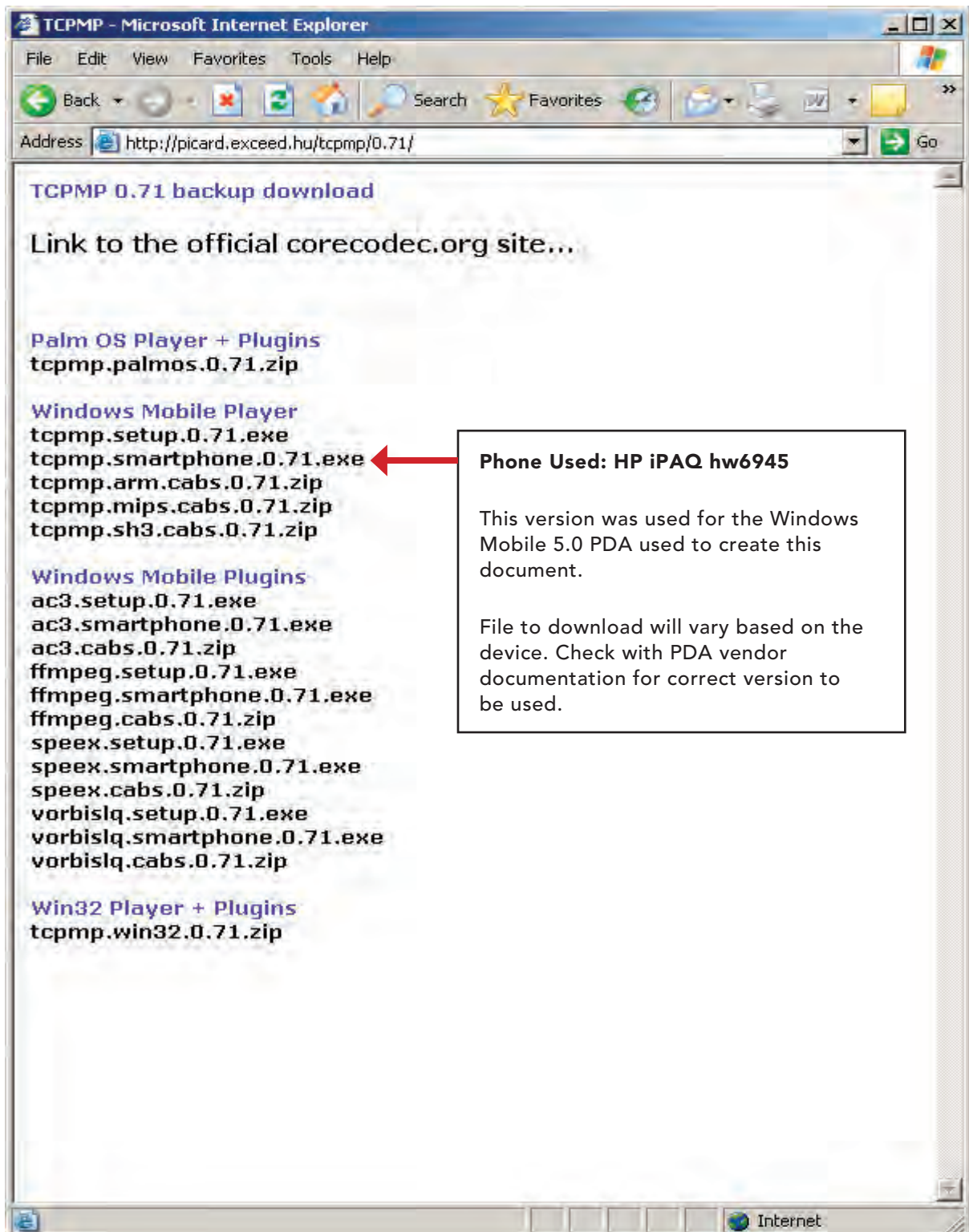
Download CoreCodec product - TCPMP

The 3rd party software belongs to CoreCodec <http://www.CoreCodec.org>. The software is freeware and one must agree to their terms prior to using the software.

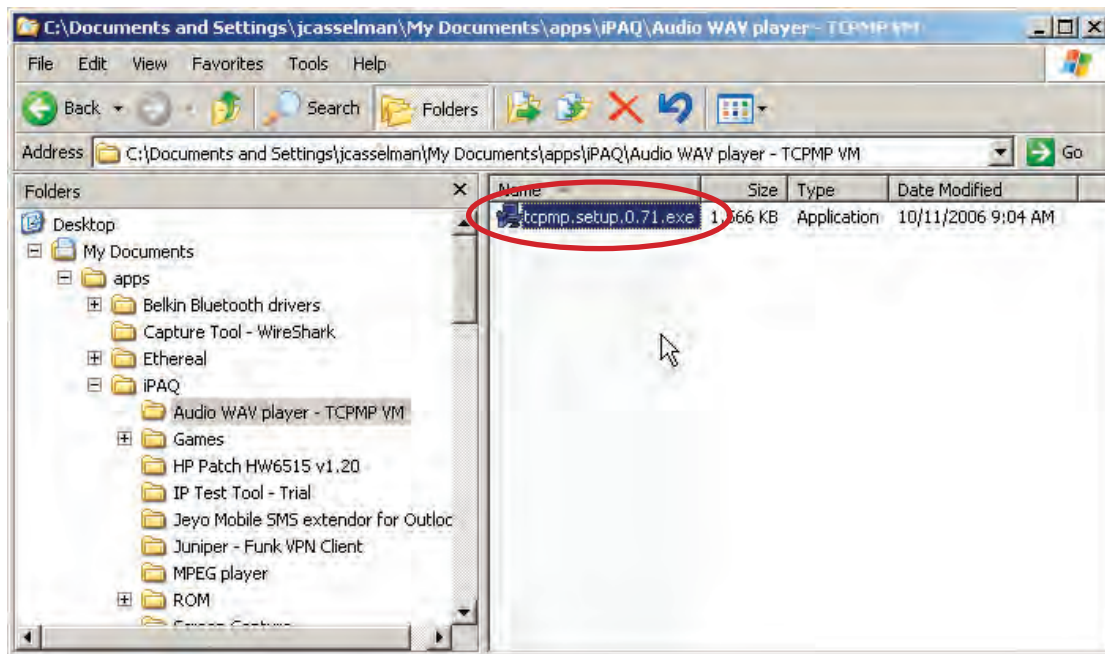
CoreCodec product information: <http://Tcphp.corecodec.org> or <http://www.corecodec.org>

CoreCodec software: <http://picard.exceed.hu/tcpmp/0.71/> (mirror site)

Go to the download area for TCPMP and select the version of software that is compatible with the PDA or SmartPhone being used. In creating this document, the file "tcpmp.setup.0.71.exe" was used on a Windows Mobile PDA from HP and the model was iPAQ hw6945 (see image on next page).



Once the software is downloaded to the PC, with the PDA sync software, go to the location of the download (location will vary) and double click on the file "tcpmp.setup.0.71.exe".



This launches the installation application process. Complete installation of the software by following the instructions provided.

The player will launch and needs to be configured to play the WAV files. From the bottom of the application click on "Options | Settings" as shown in the image below.

Configuring TCPMP

Launch the application from the PDA by going to "Programs" and find the application called "TCPMP" as shown in the image below.

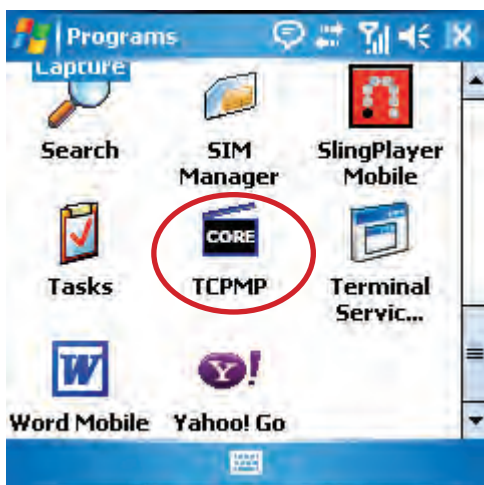


Image 1: Launch TCPMP

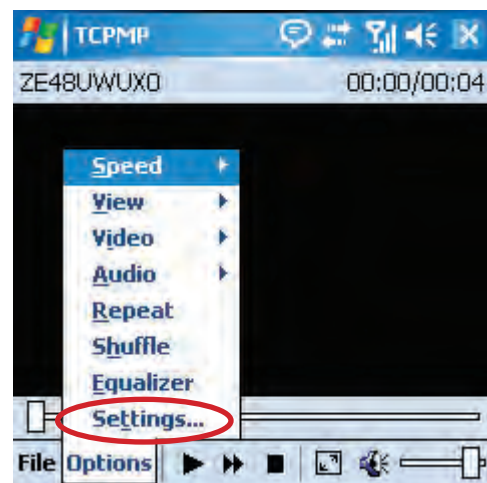


Image 2: Configuring application for "WAV" files

Once the "Settings" page is opened click the link on the bottom right called "Select Page | File Associations".

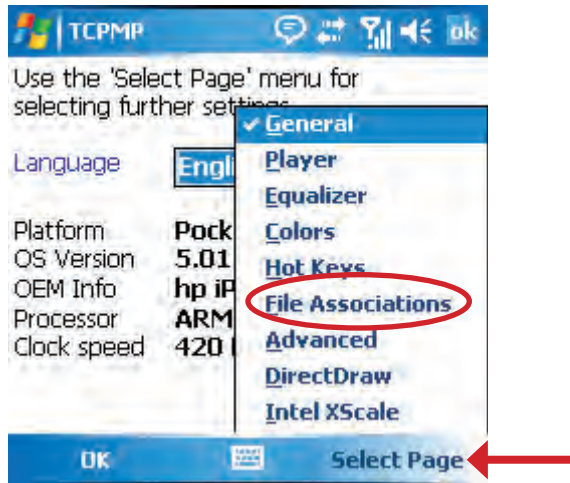


Image 3: Setting File Associations

A list of audio file types will be listed. To enable playback of ShoreTel voice mail, scroll towards the bottom of the list and check the box for "Windows waveform (WAV,RMP)". Click "OK" and close out of the application.

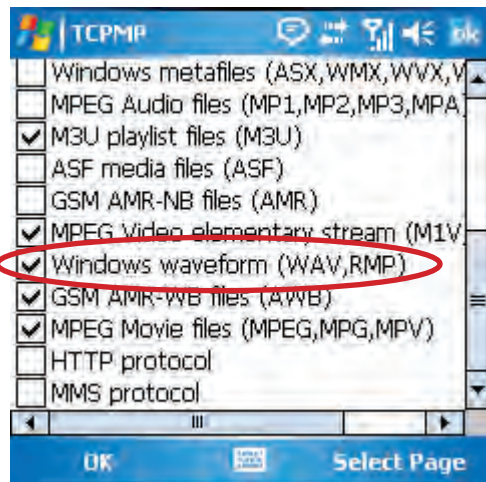


Image 4: Check the box for "Windows Waveform" codec

Testing audio playback

Enable "Notification" with copy of voice mail and then place a call to the extension of the user. Leave a message and then sync the PDA to get the new mail notification. Depending on the size of the file it may be necessary to check the voice mail attachment to "Mark for download" as PDA's typically have file download size limits. After the audio file is downloaded click on the attachment (see image below).

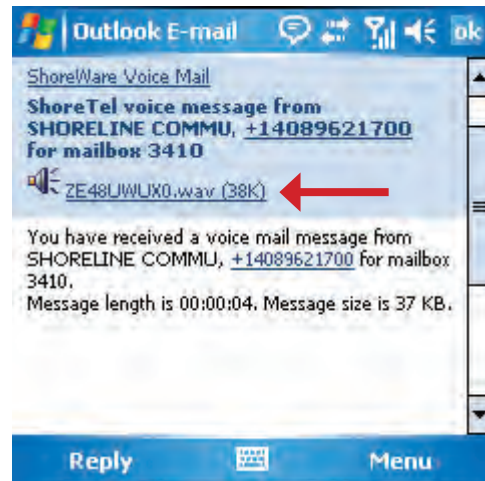
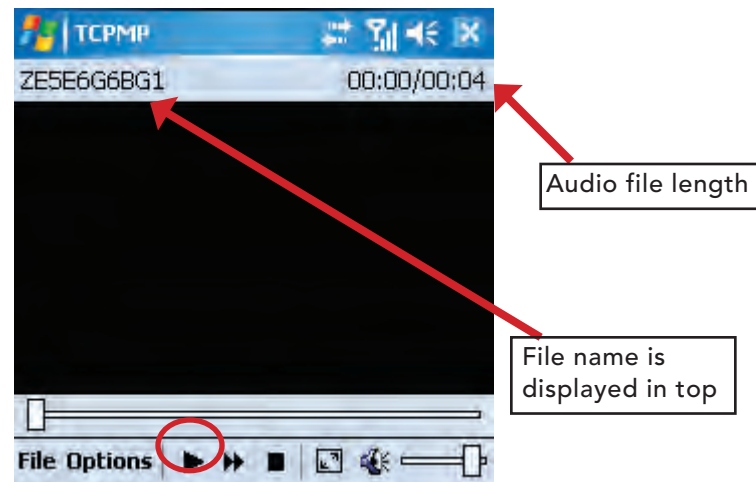


Image 5: ShoreTel voicemail with WAV attachment

After the audio file attachment is clicked, TCPMP will open and play the audio file. If it does not auto play, click the "play" icon.



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