

Memo

Date:	February 18, 2019
То:	Parish, Chancery and Catholic Charities Atlanta Staff
From:	Tom Hardy, Director, Office of Information Technology
Re:	ShoreTel Voicemail Instructions

The Office of Information Technology has received questions about sending voicemails via email to office staff in ShoreTel.

Please see the attached instructions.

If you have any questions, please email <u>thardy@archatl.com</u> or contact the Help Desk by submitting a ticket to <u>https://support.archatl.com/</u>.

Thank you.

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Direct any comments to:	https://support.archatl.com/	404.920.7450	

ShoreTel Communicator: Converting System Voice Mails to .WAV Format

1. Purpose

The purpose of this document is to step through the procedures of converting a ShoreTel-based voice mail to .WAV audio file using the ShoreTel Communicator application.

2. Scope

Currently, these procedures pertain to all users at the Chancery along with those CCA users on ShoreTel phone equipment.

3. Prerequisites

None.

4. Responsibilities

It will be the responsibility of AoA's Department of Information Technology to keep these directions updated. Should these procedures require an update, a modification, a correction, etc. – the IT department should be notified by way of the helpdesk ticketing system found at: <u>https://support.archatl.com/</u>

5. Procedure

5.1: Open the ShoreTel Communicator program if not already running



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5.2: Click on the **Voice Mail** tab in the lower left corner of the application window

🖃 Saved
Contacts Voice Mail Call Details Directory History

5.3: Next, find the particular voicemail that you'd like to convert to an audio .wav file from the list and *right click* on it to display the action pop-up menu

Voice Mail		
🎦 New Message 🛛 🗠 R	eply 🤹 Forward 🧣 Contact Sender	🗙 Delete 🔛 Save 🛛 🖽 Lists 🛛 📰
Find voice mail message		
የ 🖉 From		То
o · · · · · · · · · · · · · · · · · · ·	,	
Saved		
<u>بر </u> ٤	· · · · · · · · · · · · · · · · · · ·	
	mo (E61) 200 2862	
	Memory for Memo: (561) 200-2862	rom noreyy - te f
🖃 Deleted 🛛 🗛	Forward	
	Move to Inbox folder	
I Helpdesk - WG - Inbox	Move to Deleted folder	
	Mark as Unheard	
 Saved 	Export to .wav File	
Deleted	Edit Subject	
8- D D B	Distribution Lists	
Contacts Voice Mail	More Info	
	Choose Columns	
	Fit Columns to Text); (1, 0, 0, 1, 2, 10)

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5.4: Choose the Export to .wav File option ...



5.5: The *Save As* window will popup requesting you to choose where you want the converted file to be saved. Simply click on the **Save** button once you've chosen the location. <u>Note</u>: The default file name will be "Voice Message" which you may want to change to something more meaningful before saving.

Save As					\times
\leftarrow \rightarrow \checkmark \bigstar \blacksquare \Rightarrow This	PC > Documents >		✓ Ö Search Do	ocuments	Q
Organize 🔻 New folder					?
This PC	Name	Date modified	Туре	Size	
3D Objects	Custom Office Templates	7/13/2018 2:01 PM	File folder		
Desktop	🔊 My Music	11/15/2018 5:45 PM	File folder		
	📻 My Pictures	11/15/2018 5:45 PM	File folder		
Downloads	🛗 My Shapes	12/11/2018 4:07 PM	File folder		
Downloads	开 My Videos	11/15/2018 5:45 PM	File folder		
J Music					
Pictures					
Videos					
🏪 Windows (C:)					
🛖 Departments (M					
Applications (P:)					
🛖 Common (S:)					
		_			
File <u>n</u> ame: Voice N	Message.wav Rename (Optiona	al)			~
Save as type: Wav Fil	es (*.wav)				~
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∧ Hide Folders			<u>S</u> av	e Cance	

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5.6: A verification pop-up (similar to the one shown below) after your voicemail has been correctly converted to a .wav file



5.7: Lastly, you should find the newly created file in the folder you saved it to and at any time, can double-click on it to play it back



6. References

A library of procedures such as this may be found at AOA IT Dept.'s Knowledgebase page at: <u>https://support.archatl.com/index.php?/Knowledgebase/List</u>

7. Definitions

<u>.WAV</u> - a file extension for an audio file format created by Microsoft. The WAV file has become a standard PC audio file format for everything from system and game sounds to CD-quality audio.

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ShoreTel Communicator: Configuring an Email Notification of a New Voicemail

1. Purpose

The purpose of this document is to step through the procedures of how to configure your ShoreTel Communicator application to automatically send you an e-mail notification when a voicemail is left on your ShoreTel phone line.

2. Scope

Currently, these procedures pertain to all users at the Chancery along with those CCA users on ShoreTel phone equipment.

3. Prerequisites

None.

4. Responsibilities

It will be the responsibility of AoA's Department of Information Technology to keep these directions updated. Should these procedures require an update, a modification, a correction, etc. – the IT department should be notified by way of the helpdesk ticketing system found at: <u>https://support.archatl.com/</u>

5. Procedure

5.1: Open the ShoreTel Communicator program if not already running



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5.2: From Communicator's the main menu, click on **Tools / Options**

ଭ		7454 - ShoreTel Communicator
<u>Windows Dial Call Workgroup</u>	<u>Tools</u> <u>V</u> iew <u>H</u> elp	
🕵 Primary Phone 🕶 🔘 Standard 🕶 🥚 Onli	<mark>─} Options Ctrl+O</mark> ws -	

5.3: From the *Options and Preferences* window, click on **Voice Mail** to display the Voice Mail options

P Options and Preferences X
My Phones Incoming Call Routing Call Handling Mode Standard Standard Record messages using PC speakers In a Meeting Record messages using PC microphone Out of Office Play envelope information when listening to messages Extended Absence Change Password Custom Record Name Voice Mail Disabled Escalation Mark delivered voice mail as Heard (escalation does not occur if selected) Deliver to email address: Privacy Privacy Sounds Language Customization
OK Cancel Apply

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5.4: From the Notification delivery options: drop down menu, choose Email Wave file ...

Options and Preferences	;	×
My Phones Incoming Call Routing Call Handling Mode Standard In a Meeting Out of Office Extended Absence Custom Personalized Call Handling Voice Mail Escalation Outlook Workgroups Telephony Instant Messaging Presence Privacy Sounds Language Customization	Voice Mail Play messages using PC speakers Record messages using PC microphone Play envelope information when listening to messages Change Password Record Name Notification delivery options: Disabled Email Wave file Email notification Deliver to email address:	
	OK Cancel <u>Apply</u>	

<u>Note</u>: Choosing the other option (Email notification) will simply send you only a notification that a voicemail was left on your system without the attached .WAV file.

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5.5: This will open up the <u>D</u>eliver to e-mail address: dialog box. (1) Check to be sure the address showing is your correct e-mail address – if not populate the field with the address you'd like the notification to be sent to. (2 - Optional) Check the box next to the Mark delivered voice mail setting. (3) Click the Apply button to save your changes. (4) Click **OK** to close out the Options and Preferences window



6. References

A library of procedures such as this may be found at AOA IT Dept.'s Knowledgebase page at: <u>https://support.archatl.com/index.php?/Knowledgebase/List</u>

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