

THE ROMAN CATHOLIC
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Memo

Date: February 18, 2019
To: 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 thardy@archatl.com or contact the Help Desk by submitting a ticket to <https://support.archatl.com/>.

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

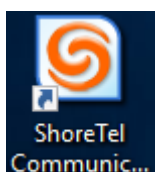
None.

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: <https://support.archatl.com/>

5. Procedure

5.1: Open the ShoreTel Communicator program if not already running

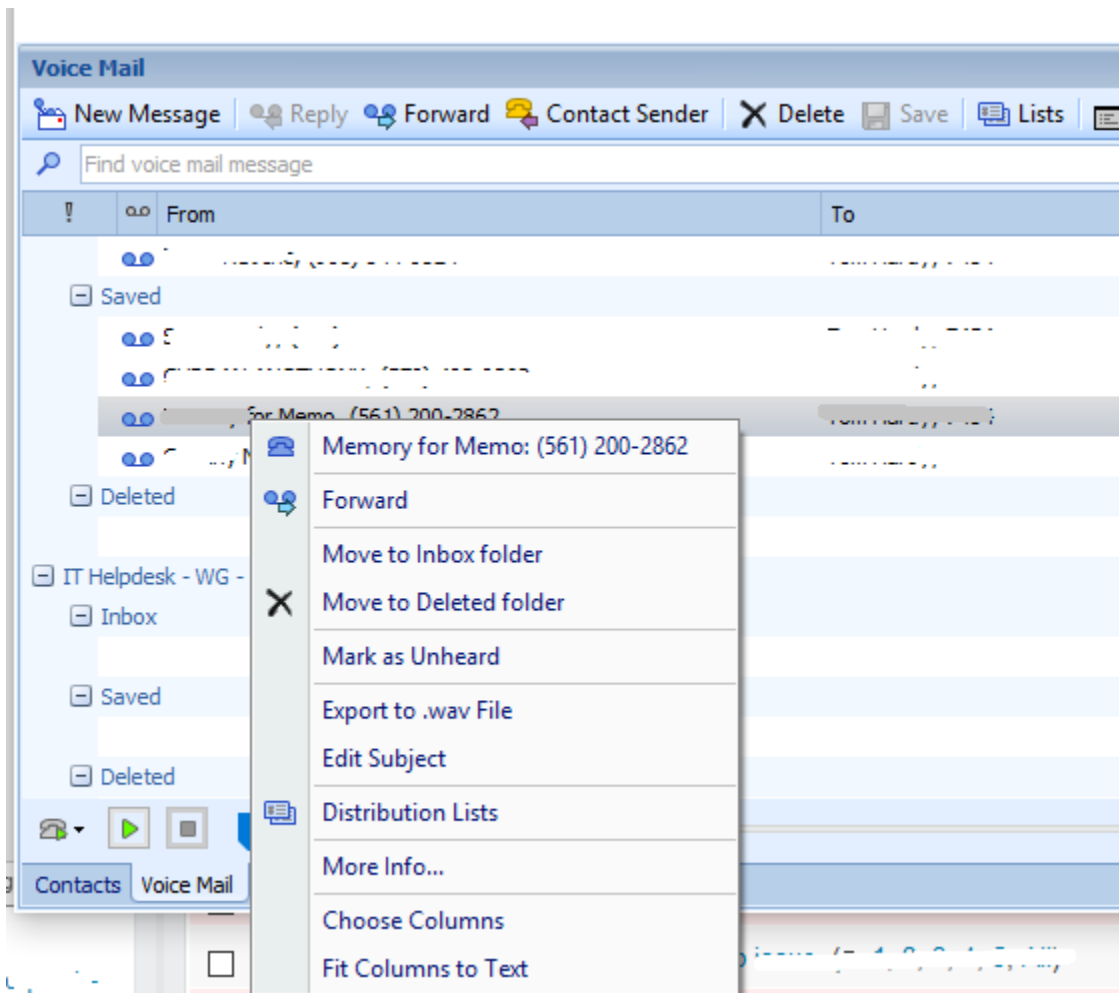


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5.2: Click on the **Voice Mail** tab in the lower left corner of the application window

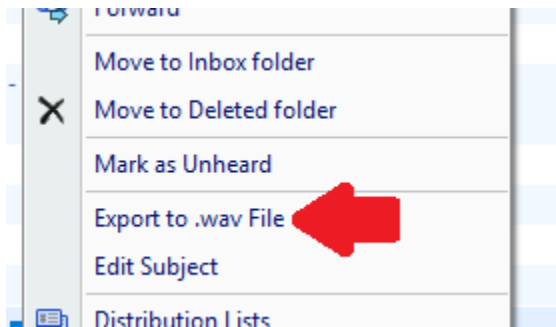


5.3: Next, find the particular voicemail that you'd like to convert to an audio .wav file from the list and *right click* on it to display the action pop-up menu

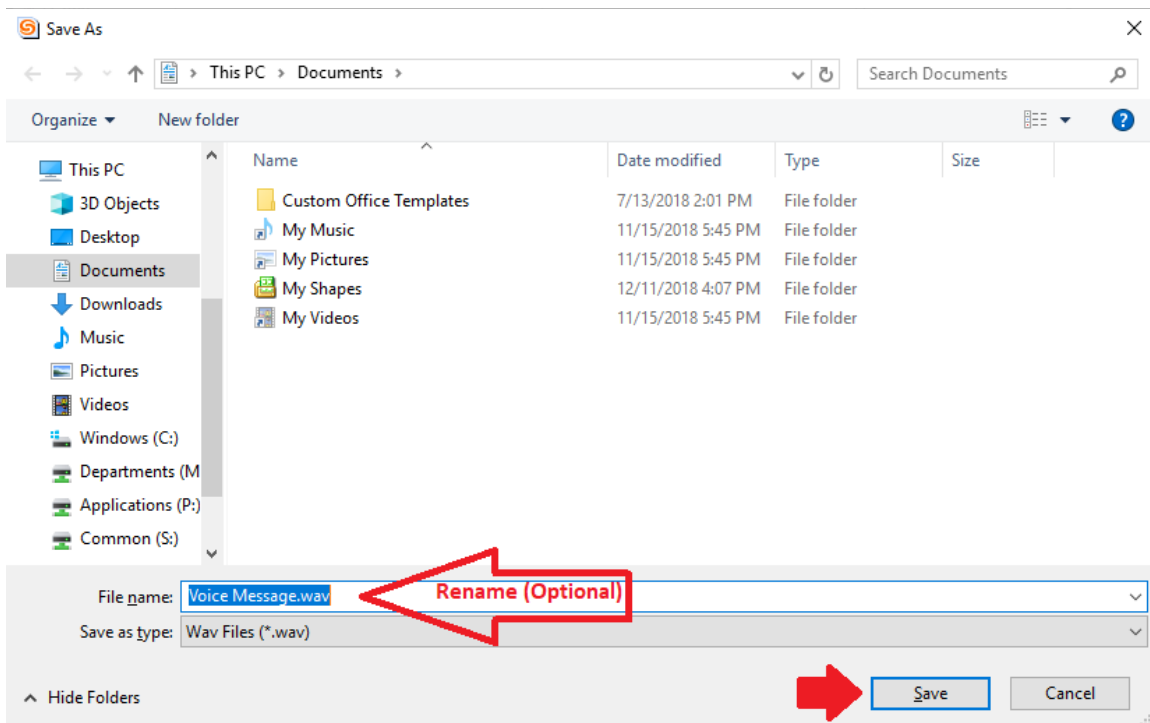


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5.4: Choose the **Export to .wav File** option ...

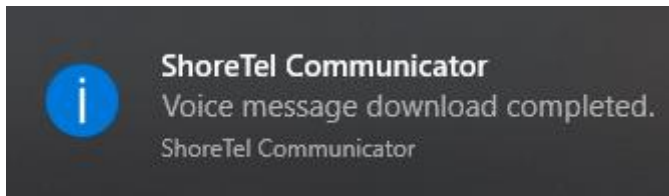


5.5: The **Save As** window will popup requesting you to choose where you want the converted file to be saved. Simply click on the **Save** button once you've chosen the location. **Note:** The default file name will be "Voice Message" which you may want to change to something more meaningful before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

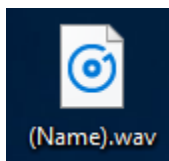


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5.6: A verification pop-up (similar to the one shown below) after your voicemail has been correctly converted to a .wav file



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: <https://support.archatl.com/index.php?/Knowledgebase/List>

7. Definitions

.WAV - 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

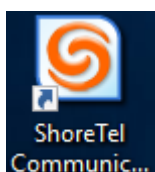
None.

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: <https://support.archatl.com/>

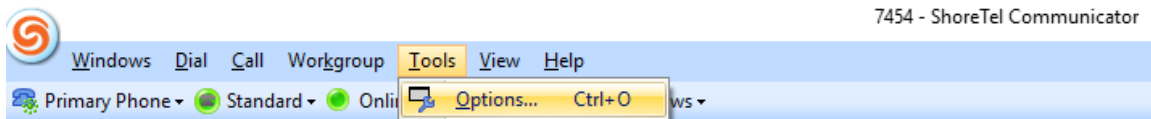
5. Procedure

5.1: Open the ShoreTel Communicator program if not already running

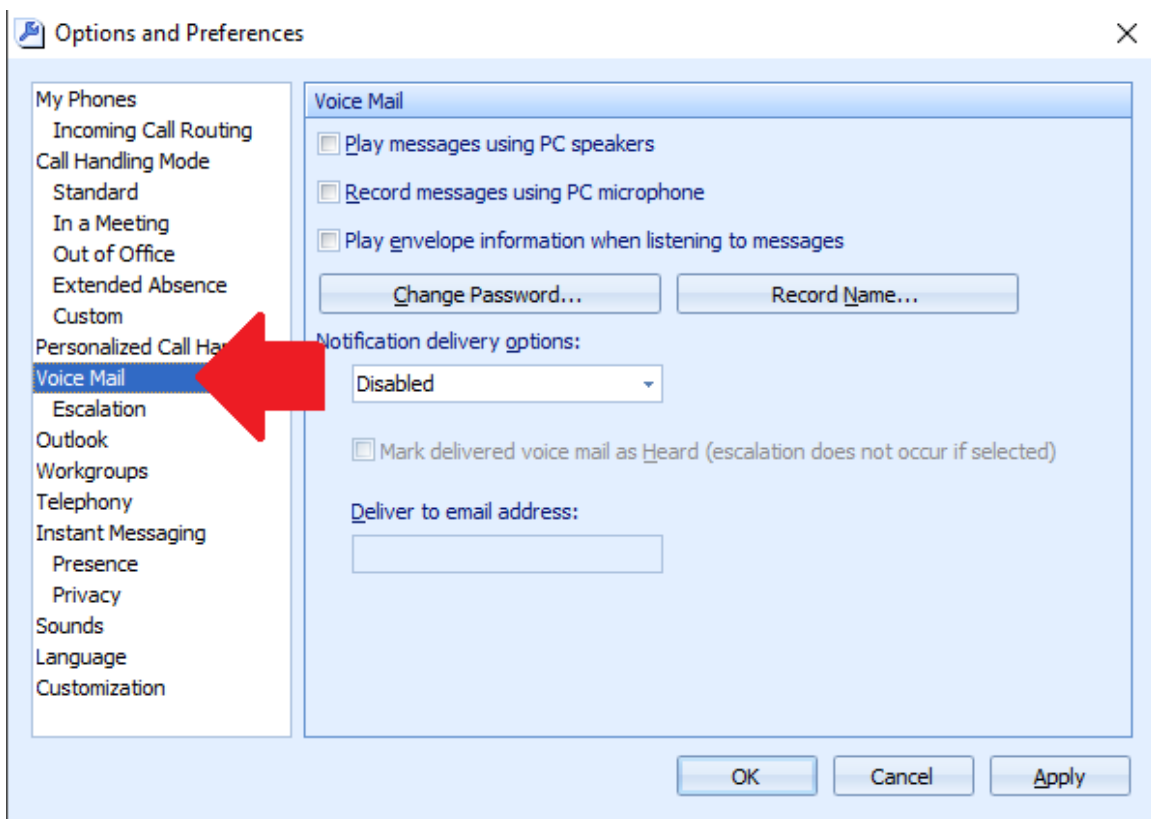


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5.2: From Communicator's the main menu, click on **T**ools / **O**ptions

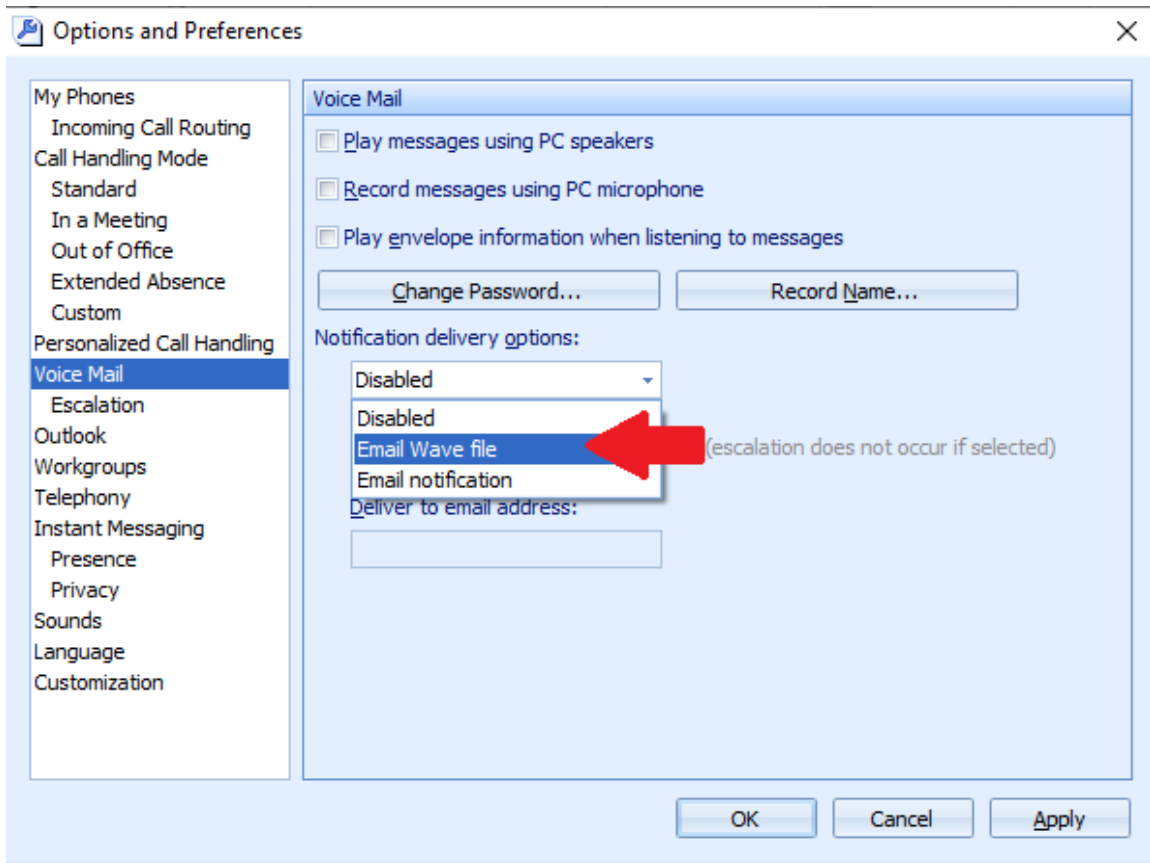


5.3: From the *Options and Preferences* window, click on **Voice Mail** to display the Voice Mail options



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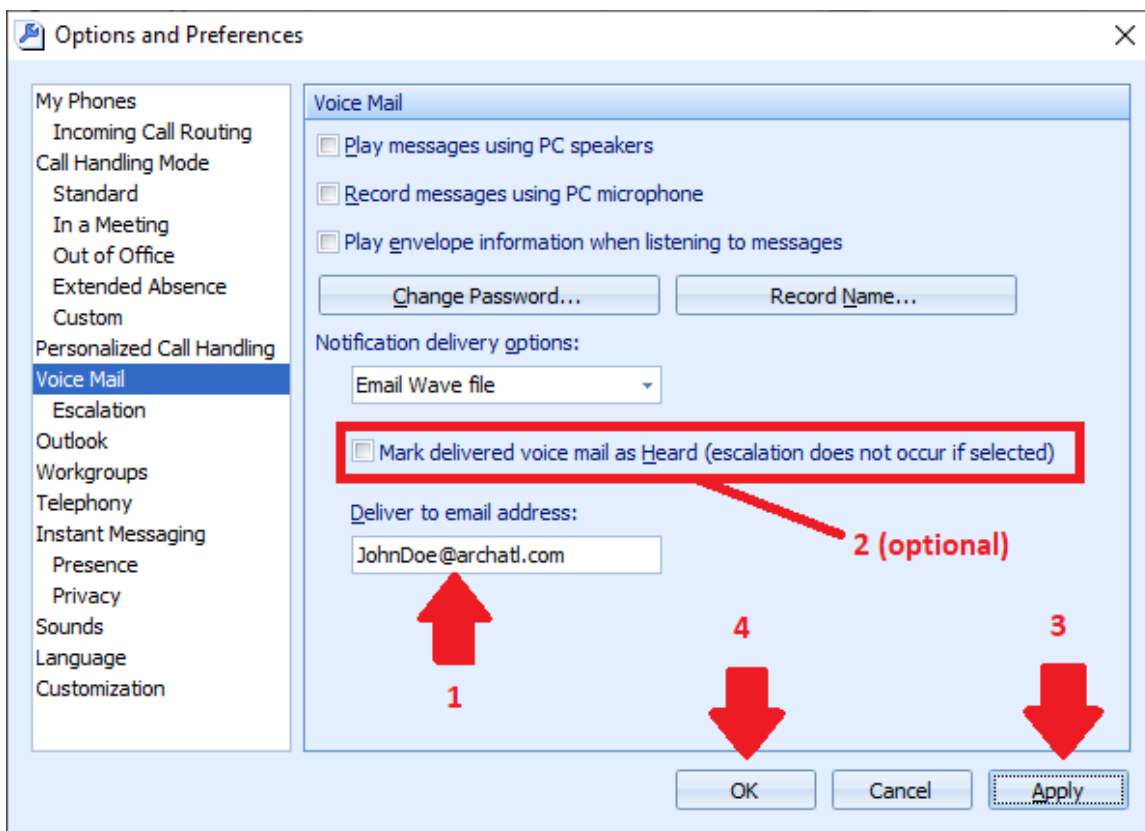
5.4: From the *Notification delivery options*: drop down menu, choose **Email Wave file ...**



Note: 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 Deliver 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: <https://support.archatl.com/index.php?/Knowledgebase/List>

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.WAV - a file extension for an audio file format created by Microsoft.