

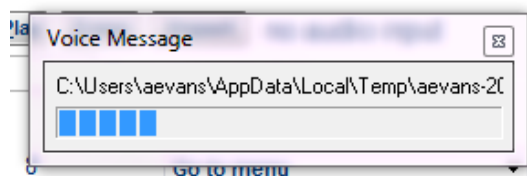
How to Export a Wave File from the ShoreTel Auto Attendant Menu

| Step 1

Go into your ShoreWare Director and click on **Auto-Attendant Menus**, then click on an **Auto Attendant**. Make sure you install the voice control.

| Step 2

Click the **Play button** under the Prompt Text. You'll get something like this:



| Step 3

You'll notice it has a path above the progress bar. This is on your local machine. It downloads the wave file to a temporary location. This is the folder you are looking for: "C:\Users\yourusername\AppData\Local\Temp". In the picture above the "aeavans-20" is the first part of the file name you want. Please note that if you have a long username portions of the path in the box will not be visible.

| Step 4

You'll see a bunch of .WAV files starting with either your username or the username of whoever originally recorded the file in this folder. It may or may not be the Windows username, it could be the ShoreTel username. The file names are in this format in case other applications have dumped their sound files there: username-#####-#####.wav. The one you want will be the one with the date modified stamp of when you listened to it. Please also note that just going to an auto attendant menu page in the director will download the wav file to your PC, so you may have to listen to a few to figure out which one you need.

| Step 5

Copy the file somewhere else and now you have a backup or a wav file in the correct format in case you need to edit it. Also remember to name this something useful.

Need Help?

Contact our expert support team by calling **855.9.INFLOW** today!