PCS
PALITTO CONSULTING SERVICES

Bell Tone Dismissal Guide

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Content

Learn more about maximizing your ShoreTel phone system →

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About PCS

Business technology is our passion! Since 1996 Palitto Consulting Services (PCS) has been providing expert LAN/WAN, integration and custom software development services to the small and mid-sized business community. Our focus is integrating business systems to enable efficient business processes! Our team of experts is able to assist clients when determining which technology to purchase, how to use it, and how to optimize the technology for their unique business needs.

At PCS we do not have a "one size fits all" approach; we strive to provide customers with a custom solution tailored to best fit their unique business needs.

- PCS began working with the ShoreTel platform in 2002; we have over 50,000 hours of development time
- PCS team is ShoreTel Certified in both Installation and Support of Cloud, Onsite, Contact Center and Mobility Practices
- All of our team members reside in Ohio
- Our project history ranges from one location sites to large deployments with sites that span several states or countries

PCS Strives to be a World Class ShoreTel Partner!

Introduction

The Bell Tone Dismissal application allows ShoreTel phones to play an audible tone on scheduled days and times. The application includes a web interface for configuring the scheduled bells, sites and user accounts.
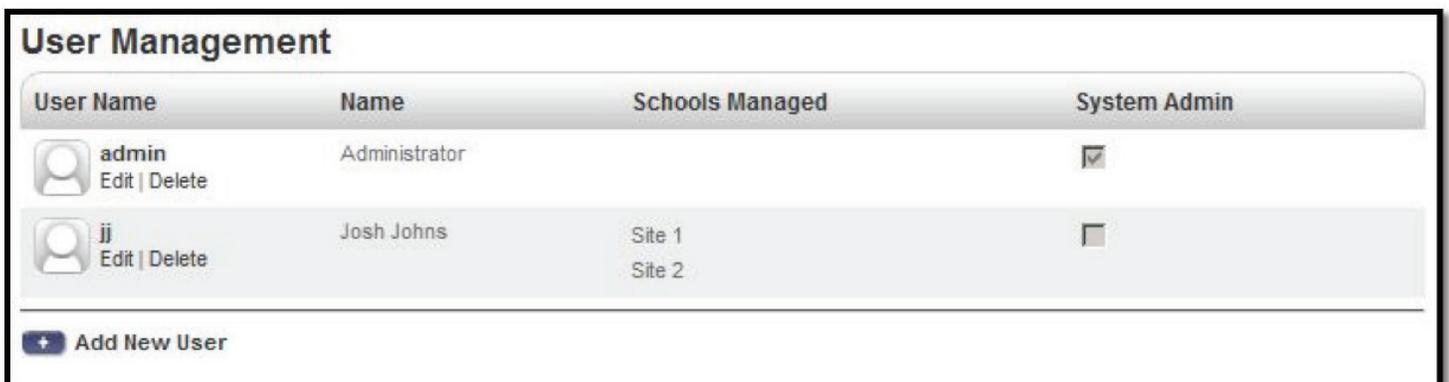
To log in, users will be prompted to enter necessary credentials to gain access to configuration interfaces. Users are classified as either a "system administrator" or a "site manager." System administrators possess permissions to alter bells for all sites, while site managers may be limited in the sites that they are able to manage.

Upon logging in, configuration interfaces are available by links located in a sidebar on the left. This sidebar includes links for User Management and School Management. Listed below are available sites which have been configured.

The Bell Tone Dismissal configuration interface can be found at the address of the ShoreTel server, http://shoretel/bells.

User Management

The User Management link allows users to be added, modified, or deleted. Below is an example of the interface.

In the screen shot above, two users have been added. The interface lists the user's name, sites they have permission to manage, and system administrator status. Below each user name are links for editing and deleting. New users can be added by clicking on the "Add New User" link at the bottom of the screen.

When you click the link for "Add New User" or "Edit", a dialogue box opens with configuration options. As you can see in the screen shot below, this is where you set the user's username, password, and system administration rights.

School Management

The School Management Link allows administrators to add and modify sites based on the ShoreTel extension assigned to the site. The School Management interface lists all available sites and associated phone extensions. Each site may be modified or edited by clicking on the links under the site name. To add a new site, simply click on "Add New School" at the bottom of the screen. See the screen shot below for the placement of each option.

Selecting "View Bells" will open the Bell Management dialogue box. This is covered in the next section.

By selecting "Add New School" or "Edit" under a site name, you will open a dialogue box to enter the site's name and select the phone extensions that are associated with the site. See the screen shot below.

Bell Management

By choosing a site under "Available Schools" in the side bar or by choosing "View Bells" in the School Management window, you will be directed to the "Bell Management" dialogue box. In this dialogue box, users can name the scheduled bell tone, enable or disable it, and chose the time and which tone is to be played.

The Bell Management window lists all scheduled bell tones for the selected site. It also includes the time and day(s) the tone should be played. Under each bell tone there are links which allow users to edit and delete a tone. It also displays a checkmark if the tone is enabled. To enable or disable a scheduled tone, clicking the "Edit" link is required. See the "Edit" dialogue box screen shot below.

Tone to Play

Tones to be played are selected when adding or modifying a scheduled bell. The files must be placed on the ShoreTel server at the following location: C:/Program Files/Palitto Consulting Services/Bell Tone Scheduler/Wave Files.

Files must be in the standard ShoreTel format, which is defined in the ShoreTel documentation. The necessary format is: CCITT μ -law, 8KHz, 8 bit, mono. The simplest way to get a file in this format is to record a voice-mail and export it.

Supports Zoned Paging System

The PCS Bell Tone Dismissal system now support multi zoned paging systems. This gives you the ability to play pages out to small sections of a paging systems distribution network instead of across the entire PA system.

Notes

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