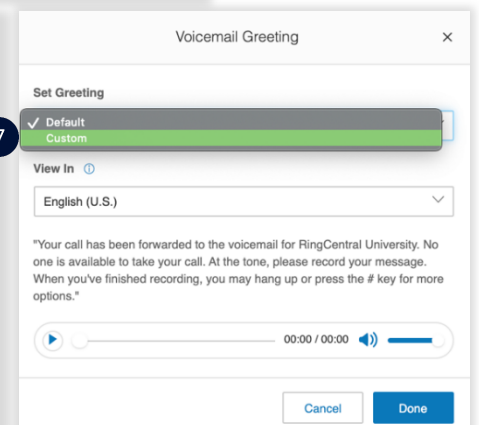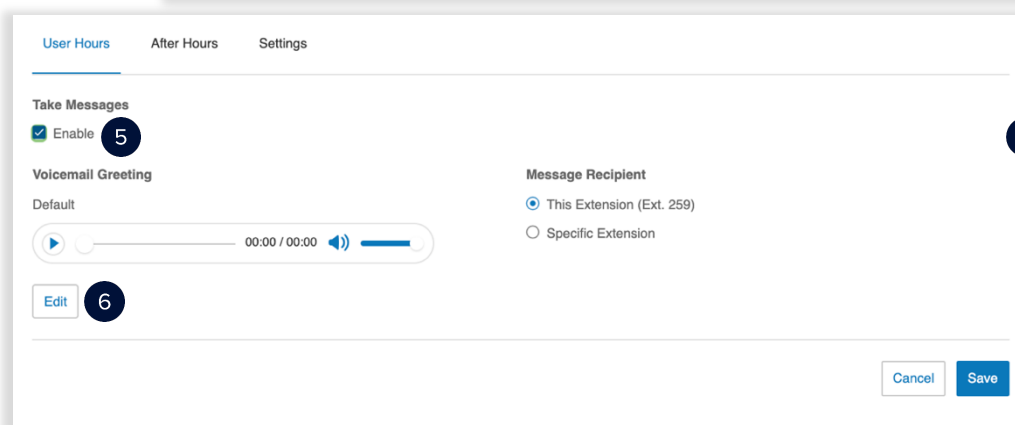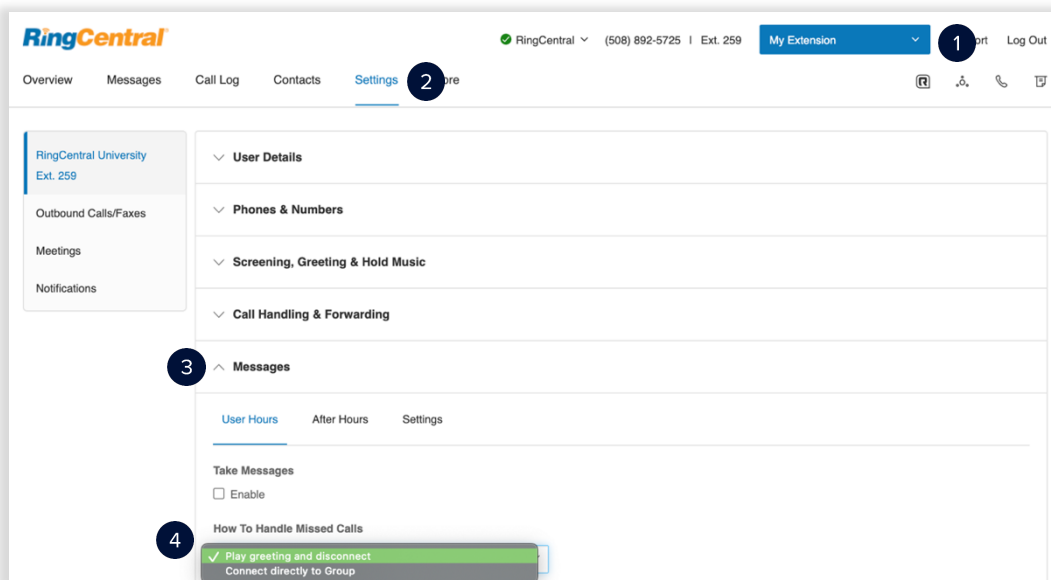# RINGCENTRAL ONLINE ACCOUNT: UPDATING YOUR VOICEMAIL GREETING

The voicemail greeting is what callers hear when they reach your voicemail box. This is different from your extension's user greeting, which plays when a caller reaches your extension initially.
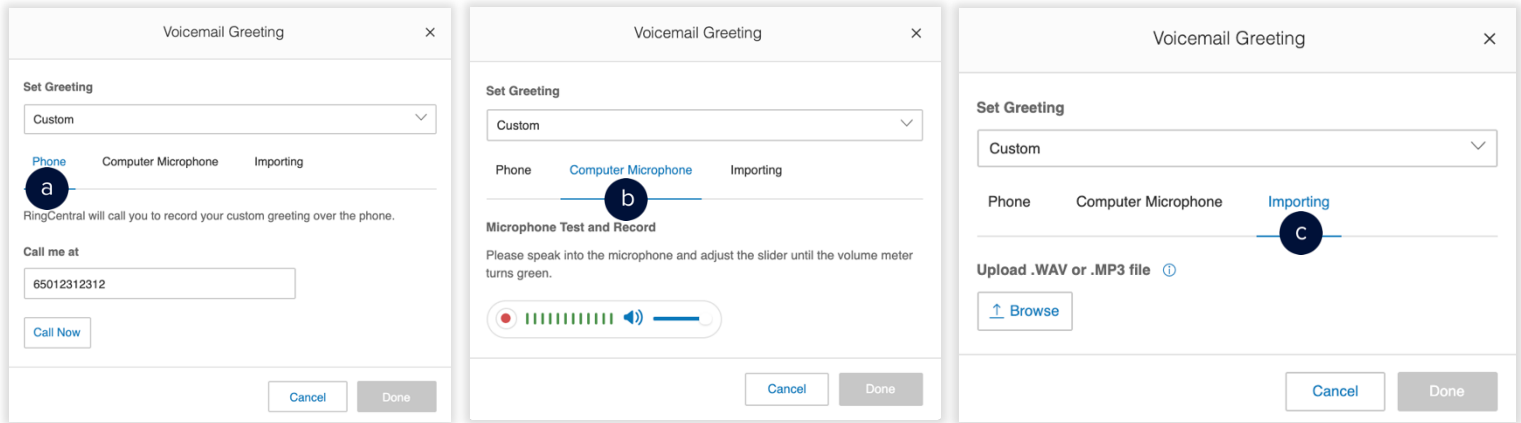
Follow the steps below to personalize your voicemail greeting:

1. Log in to your RingCentral online account. Verify that your extension details display.
2. Click **Settings**.
3. Expand **Messages**. Customize your User Hours and After Hours voicemail greetings here.
4. Select how you want to handle missed calls. In this example, we select the **Play Greeting and Disconnect** option.
5. Make sure that the **Take Message** option is enabled.
6. Click **Edit** to personalize your voicemail greeting.
7. Click the **Set Greeting** drop-down arrow and select **Custom**. You have multiple ways of customizing your greeting.

    a. **Phone** – RingCentral calls you at your specified phone number to record your custom greeting, follow the voice prompts to complete this process.

    b. **Computer Microphone** – Record your voicemail greeting using your computer microphone.

    c. **Importing** – Upload a .WAV or an MP3 file to play as your voicemail greeting. We recommend the following formats:
        i. CCITT u-Law (G711a), 8kHz, 8 bit, mono
        ii. PCM, 8kHz, 16 bit, mono

8. In this example, we selected **Computer Microphone.**
9. Click the **record** button. Click the record button again to stop recording.
10. Review your recording by clicking the **Play** button. Otherwise, click the **Upload** button to proceed.
11. Click **Done**.
12. Click **Save**.

Note: User Hours and After Hours use the same process to personalize voicemail greetings.