## RINGCENTRAL APP: UPDATING YOUR VOICEMAIL GREETING

The voicemail greeting is what callers hear when they reach your voicemail box. Follow the steps below to personalize your voicemail greeting:

- 1. In the RingCentral app, go to **Settings**.
- 2. Select Phone.
- Under Incoming calls, look for Voicemail and click
   Edit. A popup window appears.



- 4. By default, your voicemail greeting applies 24/7. You can configure your account to play two distinct greetings for your work and after hours to let callers know when you are available and can return calls. To set your work hours, click **Edit schedule**.
- 5. Select **Specific work schedule** and update the time to reflect your working hours.
- 6. Click Save.

	Work hours	After hours	
Schedule: Callers sen during after hours, se Voicemail greeting	t to voicemail will hear this greeting 2 t a custom schedule. Edit schedule	7 days a week. To play a different greeting	
•		00:00 / 00:00 ◄))	•
Record			
Voicemail PIN 🛈			
Change PIN			
		Cancel Sav	e

voicemail, but you ca	n forward them to an exte	mainumbe	er or an	other extension.		
Always available	nours:					
<ul> <li>Specific work sc</li> </ul>	hedule 5					
What is your schedul	le?					
Sunday	Closed	*				
Monday	9:00 AM	*	То	6:00 PM	*	Apply to
Tuesday	9:00 AM	Ŧ	То	6:00 PM	Ŧ	Apply to
Wednesday	9:00 AM	*	То	6:00 PM	*	Apply to
Thursday	9:00 AM	*	То	6:00 PM	*	Apply to
Friday	9:00 AM	*	То	6:00 PM	*	Apply to
Saturday	Closed	Ŧ				
Time zone						
(GMT-07:00) Moun	tain Time (US & Canada)-I	Deprecated		*		

- 7. Once your works hours are set, you can proceed with configuring your voicemail greeting. The same steps apply to both Work hours and After hours. Start by clicking **Record**.
- 8. Here, you can playback the system-generated greeting or click the **Record** button to create a new one.

Voicemail				Voicem	ail		
	Work hours	After hours		1.00	Work hours	After hours	
Schedule: Callers se Voicemail greeting	ent to voicemail will hear this greetin; (work hours) ①	g during <u>work hours</u> . <mark>Edit schedule</mark>		Schedule Voicema	Record custom greeting Press () to listen and () to re-record your custo	m greeting.	
Record	7	00:00 / 00:00 🗹	)) ——•	Reco	•	00:00 / 00:00 (1)	⊻
Voicemail PIN ③ Change PIN				Voicema	PIN	Cancel Done	
		Cancel	Save			Cancel	Sa

- 9. Select from the following options to customize your greeting:
  - a. **Microphone** Record your voicemail greeting using your computer microphone.
    - i. Click on the **Record** button. Start recording your greeting.
    - ii. When finished, hit the **Stop** button.
    - iii. To listen to your recording, click Play.
    - iv. If you need to record again, use the **Record** button.
    - v. Use the **Upload** button once you are set with your recording.
    - vi. Click Done.

R a stom greeting		Record custom greeting	
Microphone Phone Importing		Microphone Phone Importing	
Microphone Test and Record		Recording	
Please speak into the microphone and adjust the	he slider until the volume meter turns green.	Recording in progress.	
<ul> <li>IIIIIIIIII (1)</li> </ul>		(i) (i) (ii) (ii) (ii) (ii) (ii) (ii) (	
	Cancel Done		Cancel Done
	Record custom greeting		
	Record custom greeting Microphone Phone Importing		
	Record custom greeting Microphone Phone Importing Recording		
	Record custom greeting         Microphone       Phone       Importing         Recording       Recording completed. You can click () to represent the second seco	ecord again or click $\hat{T}$ to upload.	
	Record custom greeting Microphone Phone Importing Recording Recording completed. You can click (•) to r (•)	ecord again or click ↑ to upload.	

- b. **Phone** RingCentral calls you at your specified phone number to record your custom greeting.
  - i. Enter the phone number you want the system to call. Note that RingCentral can only call you at a domestic (local or toll-free) number or an international number listed in your RingCentral account's call handling settings.
  - ii. Click **Call now**. Follow the prompt on how to record your new greeting on your phone.
  - iii. Once finished, click **Done**.

Record cust b ting	Record custom greeting
Microphone Phone Importing	Press (b) to listen and (a) to re-record your custom greeting.
RingCentral will call you to record your custom greeting over the phone.	▶ ● 00:00 / 00:00 ◀)) ●
Call me at	
Enter a new number	Your custom greeting was recorded and successfully activated.
Call now	
Cancel Done	Cancel Done

- c. **Importing** Upload a WAV or an MP3 file to play as your voicemail greeting. The following formats are recommended:
  - CCITT u-Law (G711a), 8kHz, 8 bit, mono
  - PCM, 8kHz, 16 bit, mono
  - i. Click **Browse** and open the file from your computer.
  - ii. Once selected, the uploaded file automatically applies. Click **Done** to proceed.

Record custom greetin C Microphone Phone Importing		Record custom greeting         Press (a) to listen and (a) to re-record your custom greeting.         (b)       0000/0000
Upload .WAV or .MP3 file ①		Your custom greeting was uploaded and successfully activated.
	<b>Cancel</b> Done	Cancel Done ii

- 10. If needed, you can switch back to the system-generated greeting at any time by clicking **Reset** to default.
- 11. Click Save.

	Work hours	After hours	
chedule: Callers sen	t to voicemail will hear this greeting	during work hours. Edit schedule	
oicemail greeting (v	vork hours) 🕕		
•     •     •		00:00 / 00:02	∢»●
Modify Reset	to default		
oicemail PIN 🛈			
Change PIN			