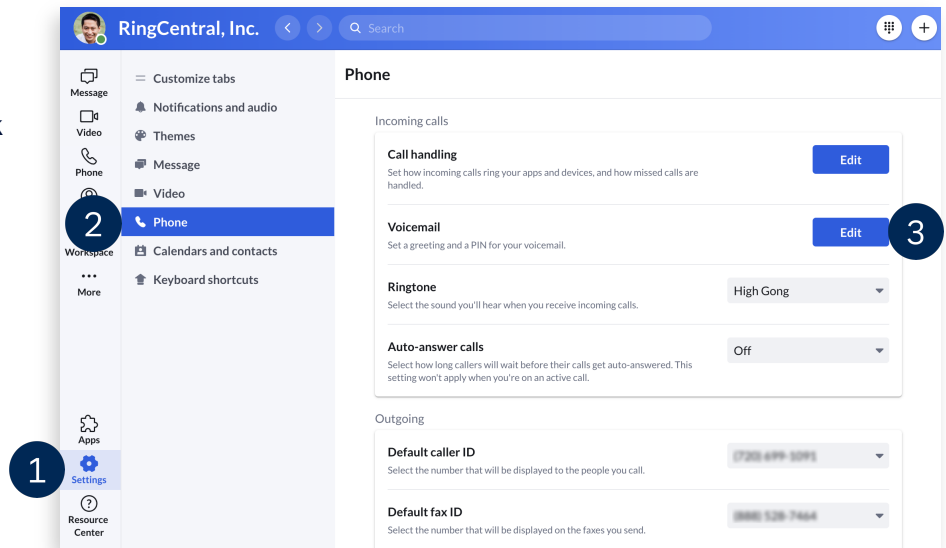


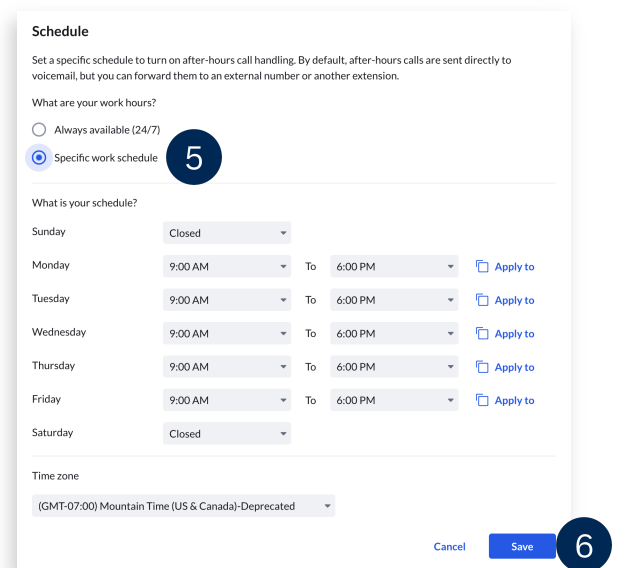
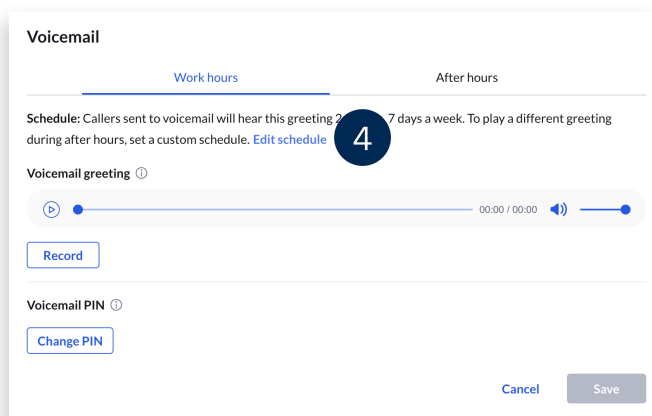
# RINGCENTRAL APP: UPDATING YOUR VOICEMAIL GREETING

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

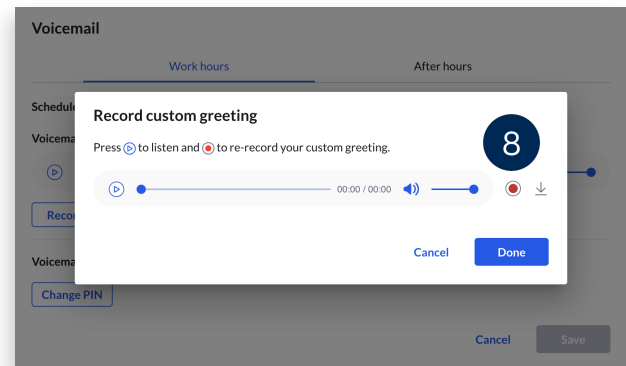
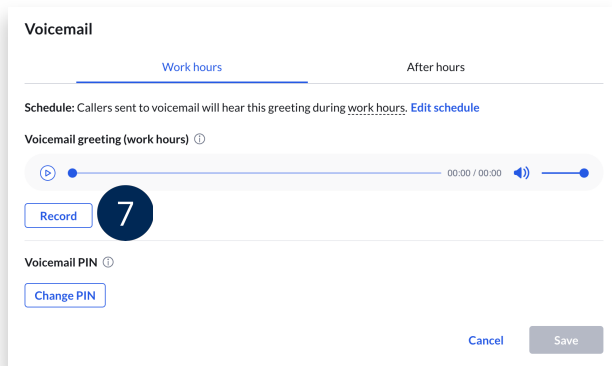
1. In the RingCentral app, go to **Settings**.
2. Select **Phone**.
3. Under Incoming calls, look for Voicemail and click **Edit**. A popup window appears.



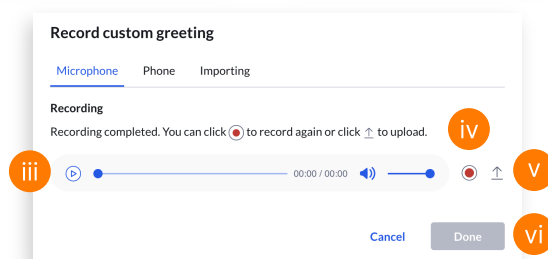
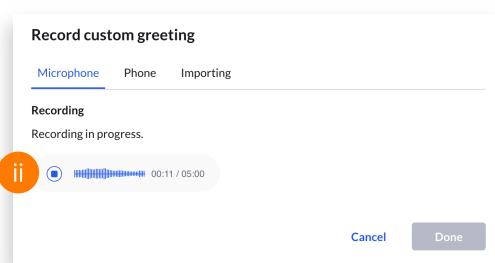
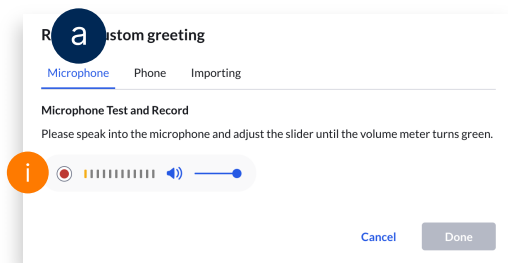
4. By default, your voicemail greeting applies 24/7. You can configure your account to play two distinct greetings for your work and after hours to let callers know when you are available and can return calls. To set your work hours, click **Edit schedule**.
5. Select **Specific work schedule** and update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



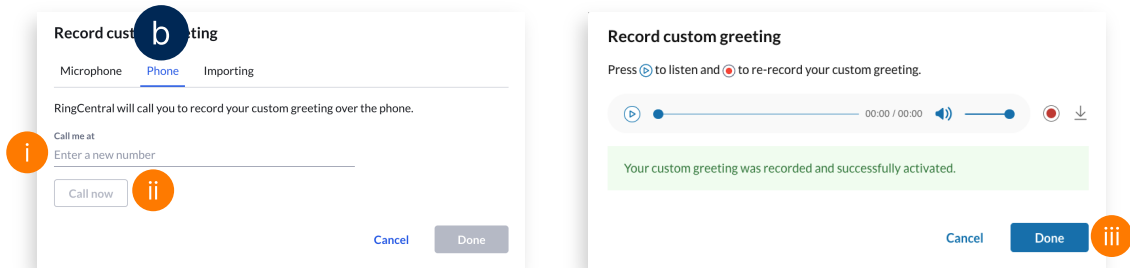
7. Once your work hours are set, you can proceed with configuring your voicemail greeting. The same steps apply to both Work hours and After hours. Start by clicking **Record**.
8. Here, you can playback the system-generated greeting or click the **Record** button to create a new one.



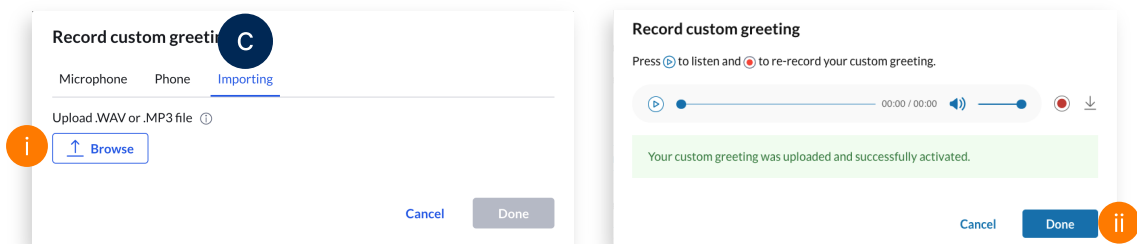
9. Select from the following options to customize your greeting:
  - a. **Microphone** – Record your voicemail greeting using your computer microphone.
    - i. Click on the **Record** button. Start recording your greeting.
    - ii. When finished, hit the **Stop** button.
    - iii. To listen to your 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**.



- 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**.



- 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.



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

