

# 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:

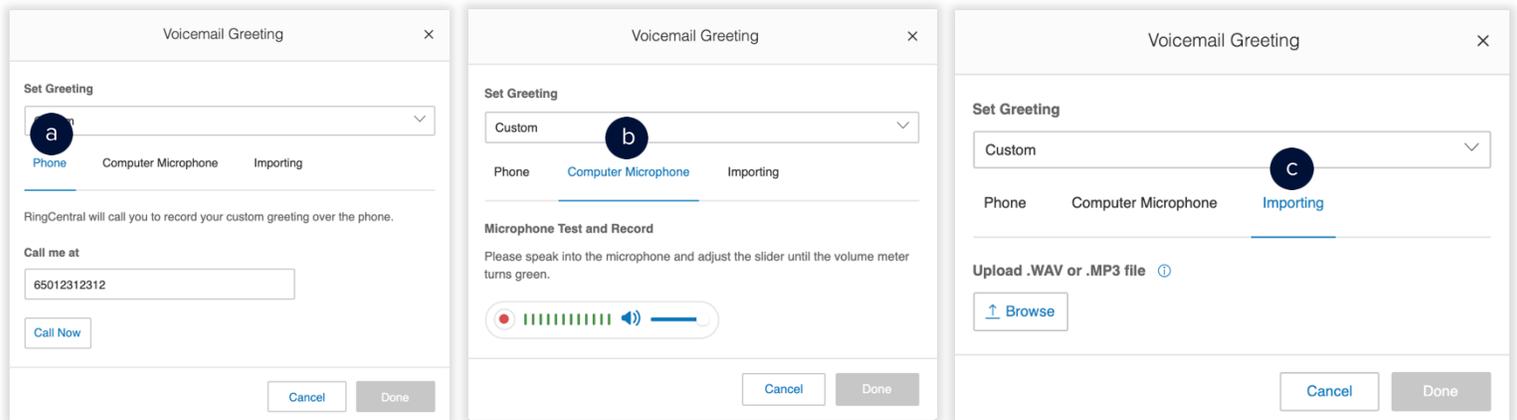
1. Log in to your RingCentral online account. Verify that your extension details display.
2. Click **Settings**.
3. Expand **Messages**. Customize your User Hours and After Hours voicemail greetings here.
4. Select how you want to handle missed calls. In this example, we select the
5. **Play Greeting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

The image shows a sequence of screenshots from the RingCentral online account settings interface, illustrating the steps to update a voicemail greeting. The interface is for a user named 'RingCentral University' with extension 'Ext. 259'. The steps are numbered 1 through 7:

1. The user is logged in to the RingCentral online account. The extension details 'My Extension' are displayed in the top right corner.
2. The user clicks on the 'Settings' tab in the top navigation bar.
3. The user expands the 'Messages' section in the left-hand navigation menu.
4. The user selects the 'Play greeting and disconnect' option under 'How To Handle Missed Calls'.
5. The user ensures the 'Take Messages' option is enabled (checked).
6. The user clicks the 'Edit' button next to the 'Voicemail Greeting' section.
7. The user clicks the 'Set Greeting' drop-down arrow and selects 'Custom'.

The final screenshot shows the 'Voicemail Greeting' dialog box with the 'Set Greeting' dropdown menu open, showing 'Default' and 'Custom' options. The 'Custom' option is selected. The dialog also shows the 'Message Recipient' options, the 'View In' dropdown (set to 'English (U.S)'), and a preview of the voicemail greeting text: "Your call has been forwarded to the voicemail for RingCentral University. No one is available to take your call. At the tone, please record your message. When you've finished recording, you may hang up or press the # key for more options."

- 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



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

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

