



# Adding a Custom Ringback- Executive Seat



Log into the Individual CommPortal, or access the individual settings of the of the seat via the Admin portal.

Home Messages and Calls Contacts Start Carolyn Evans

### Phone Status

Summary Rules Weekly Schedule Special Days Apply Cancel

When I receive a call Additional options

Ring my phone

Forward to

Send to voicemail

Use my [TEST-4.5] rules (or set up new rules)

Handle depending on the time or day

These options apply in all cases where you've chosen to have your phone ring

If I don't answer:

Forward to

Send to voicemail

Reject the call

If I'm in a call:

Forward to

Send to voicemail

Reject the call

What audio should callers hear before their call is answered?

Use default ringback

Use custom ringback [edit](#) / [listen](#)

Your Services

Call Settings Message Settings Notifications

Personal Details Carolyn Evans TEST Admin Devices Allocated Licenses

Security [Change Password](#) [Change Call Services PIN](#) [Change Voicemail PIN](#)

Support [Help](#) [Downloads](#) [Send Feedback](#)

Under the **“What should callers hear before their call is answered?”** field, you will select **“Use custom ringback”**

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# Adding a Custom Ringback- Executive Seat

Click “**edit/ listen**”, if you have never uploaded or added a recording for the number before, this field will say “**record**”.

What audio should callers hear before their call is answered? ?

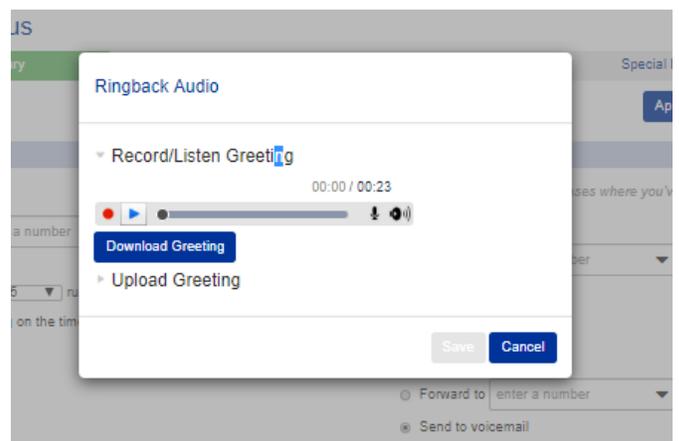
- Use default ringback
- Use custom ringback **edit / listen**

What audio should callers hear before their call is answered? ?

- Use default ringback
- Use custom ringback **record**

If you have an existing recording you can listen to it through here, or you can press the record button to re-record right through your computer.

To upload a file, click “**Upload Greeting**”





# Adding a Custom Ringback- Executive Seat

Click **“Choose File”** to browse your desk top for audio files, select the file and click **“Upload”**.

Ringback Audio

▸ Record/Listen Greeting

▼ Upload Greeting

You are responsible for ensuring that you have all necessary rights to the files that you upload.

New file:  No file chosen ⓘ

Current file: No file currently uploaded

Valid formats:

- G711 WAV (8-bit ulaw/ alaw, mono 8 kHz)
- 16-bit PCM WAV (16-bit, PCM, mono 16 kHz)

Greeting must be less than 180 seconds long

Click **“Save”**.

Now callers will hear your custom ringback tone when they call into the associated number instead of the standard ringing!

Ringback Audio

▸ Record/Listen Greeting

▼ Upload Greeting

You are responsible for ensuring that you have all necessary rights to the files that you upload.

New file:  Main Menu - BSPT.wav ⓘ

Current file: Main Menu - BSPT.wav (18 seconds)