Setting Your Ring Central Greetings

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The new RingCentral phone system includes several different kinds of outgoing messages. These can be confusing, especially the first time you go to manage your own recordings.

We urge you to actually take a moment to log into your phone's settings online, as they are less confusing when you see them on the screen in front of you. Be sure to use this link:

http://bit.ly/mspca-rc

Once logged in, click on "Greeting and Call Screening." In this section, you can enable or disable and record:

1. User Greeting - "Turn on this option when you want the system to answer the call with a recorded welcome message so callers know they've reached the right person. This is not a personal voicemail announcement. "
2. Connecting Message - "Set the recorded message you want callers to hear to let them know the call will now be transferred to your line."
3. Hold Music - "Turn on this option when you want callers to hear music whenever you put a call on hold."
4. Call Screening - "Turn on this option when you want callers to announce their name before continuing to connect the call. This option lets you identify the caller so you can pick up the call immediately."
5. Audio While Connecting - "Incoming callers will hear the music selection that is configured with this setting."

Cool! Exciting! And NONE OF THESE ARE YOUR VOICEMAIL GREETING!
(This is made even more confusing if you call into your voicemail instead of logging in, as you will see in a moment.)

At the bottom of the page, there is a "Messages" section. (Or just click Voicemail when you first log in.) Click on that, and you will find the "Voicemail Greeting." Here, you can:

1. Set it to the Default robot voice and walk away. Or,
2. Set it to Custom, and record your own.
   a. Phone: Have it call you at any phone number and record the Voicemail Greeting over the phone
   b. Computer Microphone: Use your computer audio to make a recording
   c. Importing: For you super-fancy types, upload an audio file you already made somewhere else.

You can even get SO hi tech as to set it to do different things based on a schedule you determine. But I digress...

Too long? Didn't read? Log in. Click on "Voicemail." Set your Voicemail Greeting. Go get coffee.

Now, if you prefer to call into your voicemail (*86, by the way) and manage things that way, you can. The language and order can fake you out:
Call *86, enter your PIN.
Press 2 for Account Administration.
Press 2 to Manage your greetings
Then the choices are "To record your introductory greeting" press 1. To record your voicemail greeting, press 2." You'll want to press 2 for your voicemail greeting.

One final thing we encourage folks to do - record your name. Under the "User Details" section online, you'll see "Record User Name." You can play the robot voice right there, but likely you'll want to personalize it. Choose edit and follow the directions to record it yourself. This way the system operator can pronounce your name correctly when transferring you a call.

There are great how-to articles online as well. This may help:

https://support.ringcentral.com/s/article/How-to-record-custom-Voicemail-greeting-RingCentral?language=en_US

I hope this helps clarify some of the new fancy things you can do with your phone, and lets you get back to work. Thanks for reading!

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