

#### Feature Description

**Custom Ringback** allows a selected and / or uploaded ringback to play to callers based on a phone number list or a specific time during the day or week. Custom Ringback is available as an a la carte feature with any VoiceManager package or IP Centrex service.

#### Solution

Deliver optimal customer service by providing a customized message or ring tone to specific customers.

#### Setup

#### Group and Personal Ringback Rules

**Call Settings**  
**Custom Ringback** **ON**

Custom Ringback allows you to play audio files for a group or specific phone numbers.

**Group Ringback**

Choose whether or not to play a group ringback in the "Action" field. If you choose to play a ringback, select whether to use the group default or upload a custom audio file.

Action:  Play Ringback  Do Not Play Ringback

**Personal Ringback Rules**

To turn on a rule, select the "On" checkbox beside the Custom Ringback Rule. Any change made here will override the group ringback.

Listing 1 Custom Ringback rules

On	Description	Calls From	Action	Manage
<input checked="" type="checkbox"/>	TEST	Any Phone Number	Do Not Play Ringback	Edit Delete

[Add Custom Ringback Rule](#)

1. Log in to **VoiceManager MyAccount**.
2. Click the **VoiceManager Tools** menu in the left navigation bar.
3. Click the **Call Settings** tab.
4. Under the **Call Receiving** section, click the **Custom Ringback** link.

#### Group Ringback:

5. Click one of the **Action** radio buttons to select whether or not to play a Group Ringback.
6. If you choose **Play Ringback**, click **Select Audio** to upload a custom audio file.
7. Click **Browse** to find the file.
8. Click your file name to select it.
9. Click the checkbox to accept the disclaimer.
10. Click the **Continue** button.

#### Personal Ringback:

11. To engage an existing rule, click the **On** checkbox next to the Ringback Rule.
12. Click **Save**.
13. To create a new ringback selection, click the **Add Custom**

**Select Audio**

Browse for the audio you want to use for Music On Hold. The file must meet certain [size and format standards](#) and will be uploaded when you save your Music On Hold Rule.

\* = Required

**Disclaimer**  
Because you'll be using Cox's VoiceManager custom media service to upload your own content, we wanted to remind you of your responsibility set forth in the Terms of Service (available at <http://ww2.cox.com/aboutus/policies/business->

I have read and understand the disclaimer.

\* = Required

#### Custom Ringback Rule

\* Description:

When Receiving Calls From:

Action:  Play Ringback  Do Not Play Ringback ?

During Regular Schedule:  [Add a Regular Schedule](#)

During Holiday Schedule:  [Add a Holiday Schedule](#)

#### Add Schedule/Event

To add an event, select or create a schedule. If appropriate, indicate if the event recurs.

\* = Required

\* Schedule Name:

\* Type:

Access:  Group  Personal

\* Event Name:

\* Start Time:   at    All Day

\* End Time:   at

Recurs:

#### Ringback Rule link.

14. Enter a name for this group in the **Description** field.
15. Click the **When Receiving Calls From** drop-down menu to select the phone numbers covered by this rule.
16. Click the **Play Ringback** or **Do Not Play Ringback**, depending upon preference.
17. Click the drop-down menu for **During Regular Schedule** or **During Holiday Schedule** to select when the rule applies.
18. Click **Add a Regular Schedule** or **Add a Holiday Schedule** to create a time detailed schedule and event.

*Create separate Custom Ringback Rules if both a Regular and Holiday Schedule are desired.*

19. Enter a name for the new regular or holiday schedule in the **Schedule Name** space.
20. Click the radio button for **Group** or **Personal** to indicate who will have access to this rule.
21. In the **Event Name** space, type what this rule will be called.
22. Enter the **Start Time** by clicking the calendar link and the start date.
23. Enter the start time in the four digit format, **hh:mm**, in the space.
24. Click the drop-down menu; select **AM** or **PM**.

25. If the rule applies more than specified hours, click the **All Day** checkbox.
26. For the **End Time**, repeat steps #18-20.
27. Click the **Recurs** drop-down menu and select how often the rule applies.
28. Click the **Save** button.
29. To change an existing rule, click the **Edit** link next to the rule.
30. Make all necessary changes and click the **Save** button.