

## Custom Ringback Group

### Description

This feature allows a Site to play alternative audio to all calls made to the Sites Users and Hunt Groups. This replaces the traditional ringing audio that the user would hear.

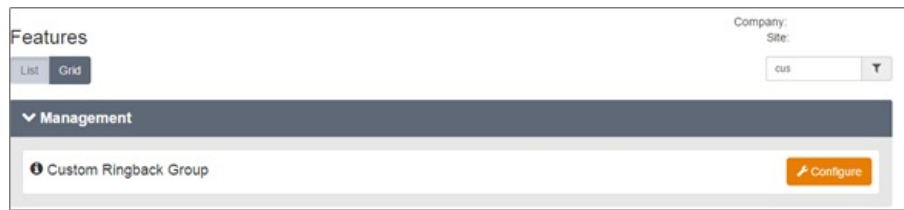
### Function

This feature is useful when a Site administrator wants to play alternative media to their callers, so perhaps play an announcement, advertising, or music.

### Configuration

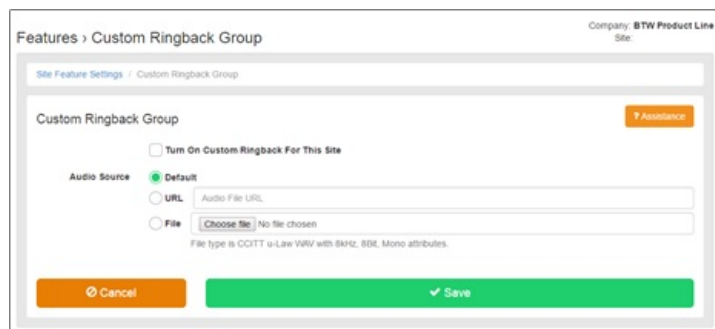
This feature is available to configure in the Business Portal by navigating to:

- Sites > Features > Management > Custom Ringback Group



To configure Custom Ringback Group, follow these steps:

- Select the Configure
- Tick the Turn on Custom Ringback for the Site button.



- Upload a pre-recorded File, up to a maximum file size of 5Mb but please ensure the length of the message is no longer than 60 seconds. If the message is longer then calls may be cut-off before they are answered.
- Once finished, select the Save
- Please note if Custom Ringback on Hunt Group Plus is assigned that will take precedence

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