

# Custom Ringback Group

293 Darren M Mon, Feb 15, 2021 [Site / Company Features](#) 986

## 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.

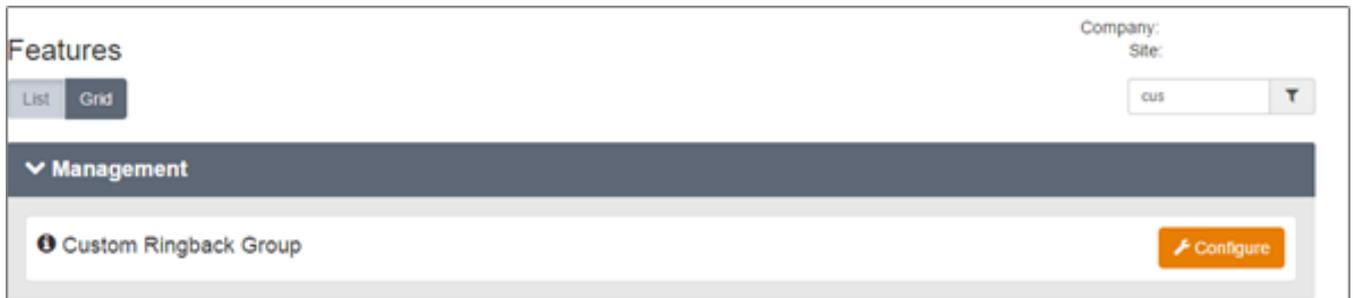
### Function

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.

Features > Custom Ringback Group Company: BTW Product Line  
Site:

Site Feature Settings / Custom Ringback Group

Custom Ringback Group ? Assistance

Turn On Custom Ringback For This Site

Audio Source  Default

URL

File  No file chosen

File type is CCITT u-Law WAV with 8kHz, 8Bit, Mono attributes.

- 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

Online URL: <https://kb2.ic.uk/article.php?id=293>