

KB LEVEL: TELCO	KB ARTICLE	KB NUMBER: KB-NOC-2019-02-25
	<i>How to Record and Import a voice prompt in Ring Central</i>	

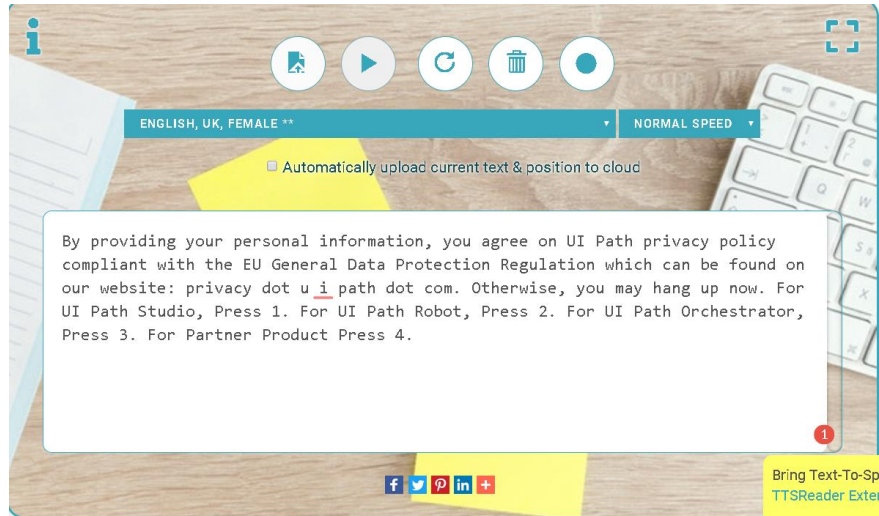
KB Category:	Request / Network / Telecommunication / Ring Central / Voice Prompts		
Author:	Cyrus JM M. Gallano	Date:	02/25/2019

Problem Description:	To record and import voice prompt to Ring Central Sound bank
Symptoms and Cause of the issue:	N/A

Procedures:

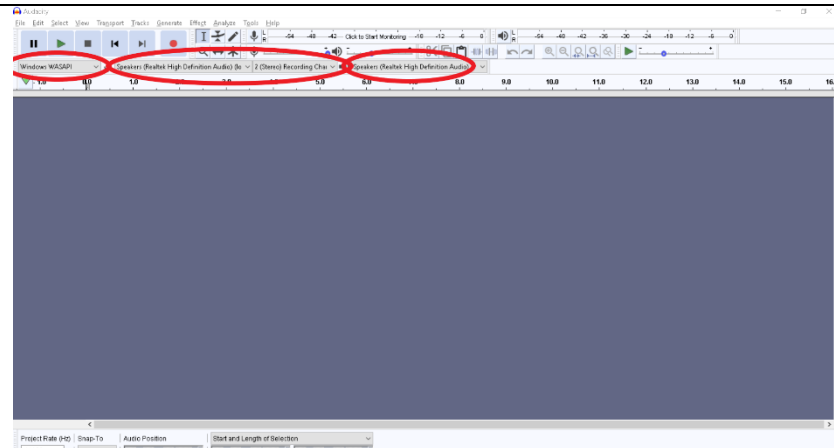
Recording:

Steps 1: Access this site "<https://ttsreader.com/>" and input the text.



Step 2: Open Audacity and Configure settings into "Windows WASAPI", "Speakers (Realtek High Definition Audio) (Loopback)", "2(Stereo)Recording Channel" and "Speakers (Realtek High Definition Audio)".

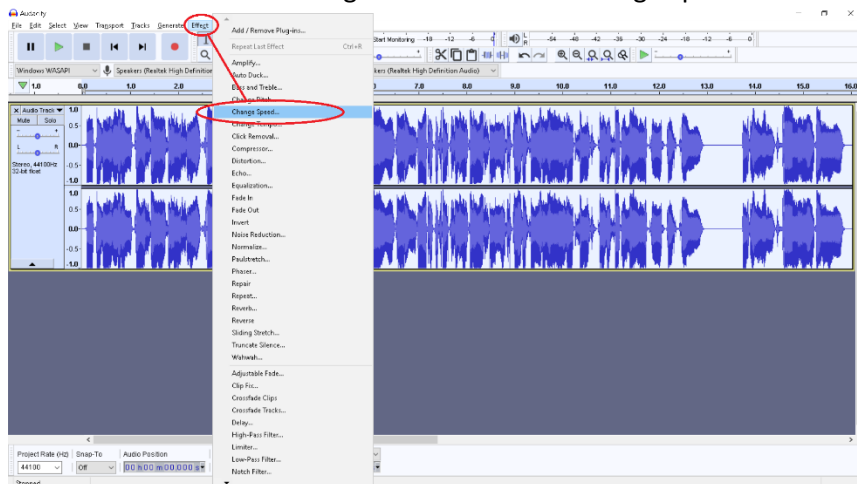
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Step 3: When recording make sure to click “Record” in Audacity before playing the voice engine in “TTsreader”.

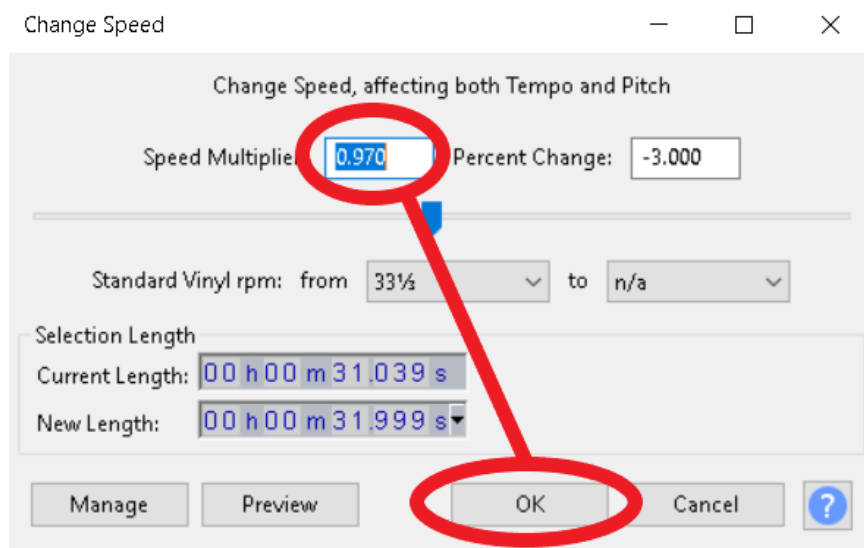


Step 4: Select all the “Audio Track” and go to “Effect” and “Change Speed”.

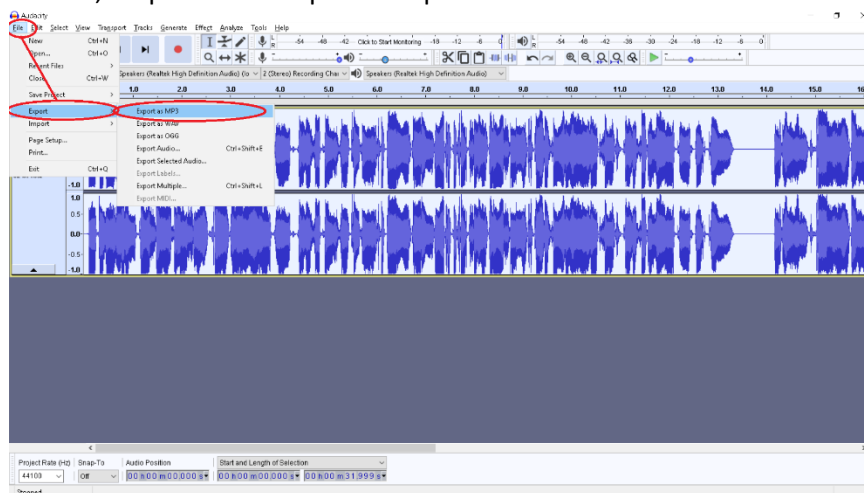


Step 5: Change “Speed Multiplied” “1.000 to 0.970” and Click “Okay”.

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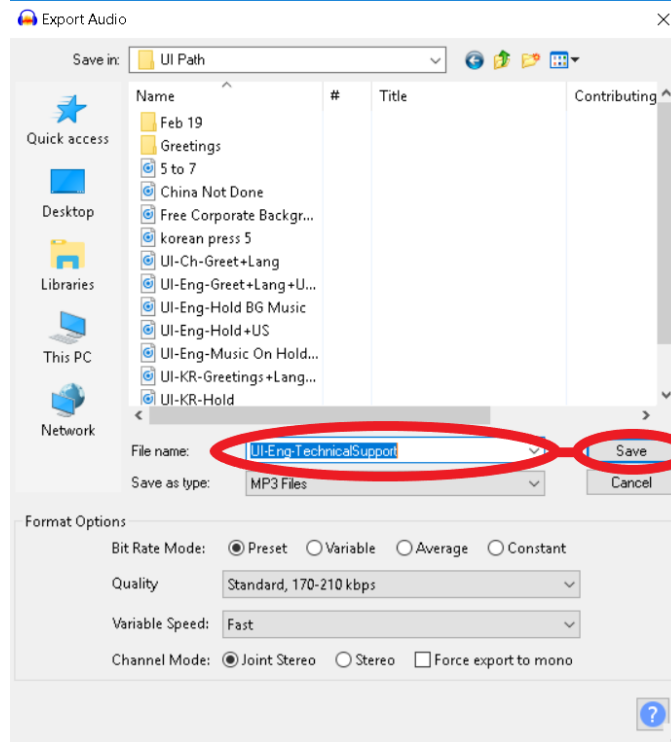


Step 6: Click “File”, “Export” and “Export to Mp3”.

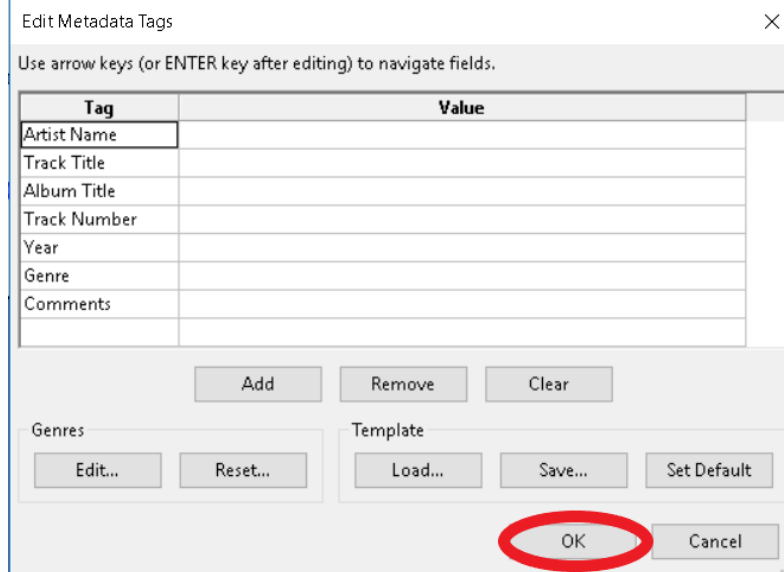


7. Save the imported mp3 file with the naming convention(First two letter of the campaign name, Language and the tittle of Prompt) and click “Save”.


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8. Click "Okay".



Uploading:

	Proprietary and Confidential	Effectivity:	Page 4 of 7
			Template Version : 01

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Step 1: Go this site to upload Prompt

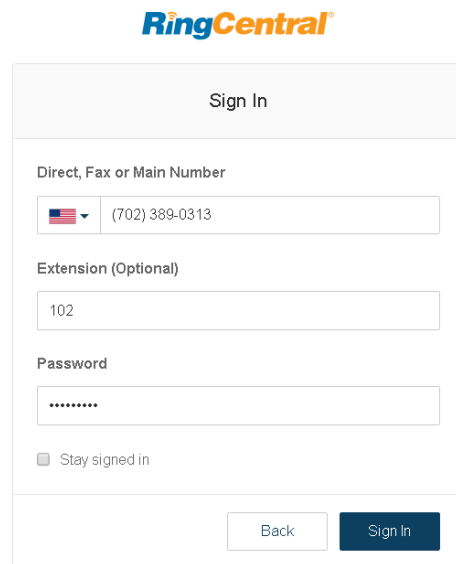
“<https://service.ringcentral.com/?rdr=/company/index.html#/enterCredential>” and click “Sign In”.

Login Account

Main Number : “United State” “(702) 389-0313”

Extension Number : “102”

Password : “!D3I3****”

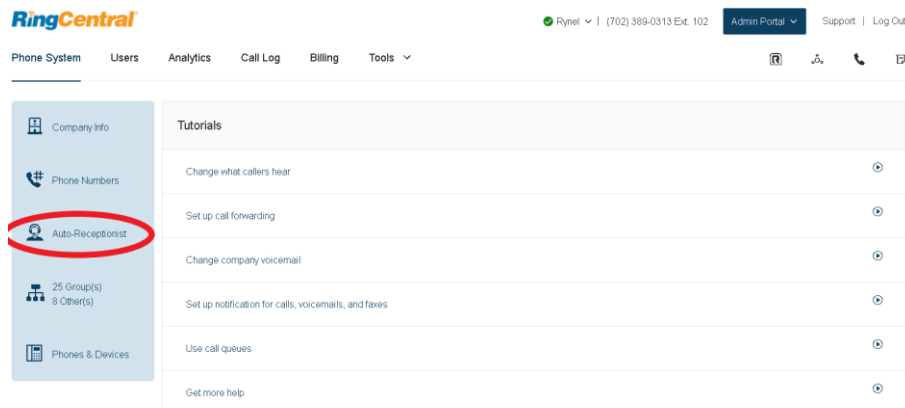


The image shows the RingCentral Sign In page. At the top is the RingCentral logo. Below it is a 'Sign In' header. The form contains three main sections: 'Direct, Fax or Main Number' with a dropdown menu set to the US flag and a text box containing '(702) 389-0313'; 'Extension (Optional)' with a text box containing '102'; and 'Password' with a text box containing eight dots. Below the password field is a checkbox labeled 'Stay signed in'. At the bottom of the form are two buttons: 'Back' and 'Sign In'.

[Forgot Password?](#)

New to RingCentral? [Sign up here](#)

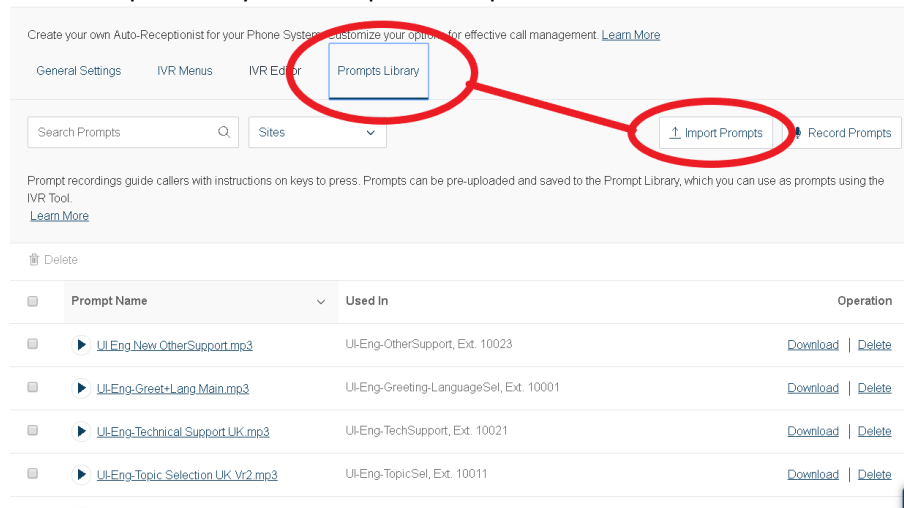
Step 2: Click “Auto-Receptionist”.



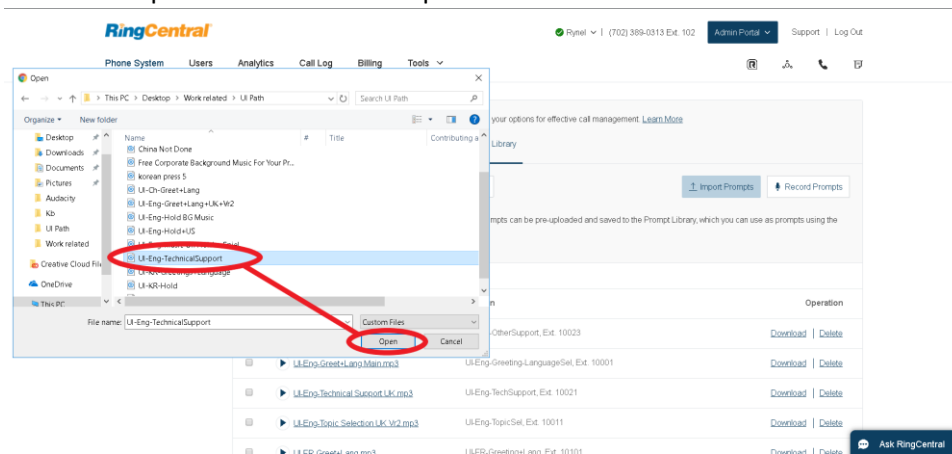
The image is a screenshot of the RingCentral Admin Portal. At the top, there's a header with the RingCentral logo, a user profile icon, and the text 'Rynell | (702) 389-0313 Ext. 102'. To the right of the header are links for 'Admin Portal', 'Support', and 'Log Out'. Below the header is a navigation bar with tabs: 'Phone System', 'Users', 'Analytics', 'Call Log', 'Billing', and 'Tools'. The 'Phone System' tab is selected. On the left side of the main content area is a sidebar with a list of options: 'Company Info', 'Phone Numbers', 'Auto-Receptionist' (which is circled in red), '25 Group(s) 8 Other(s)', and 'Phones & Devices'. The main content area is titled 'Tutorials' and contains a list of six items, each with a right-pointing arrow: 'Change what callers hear', 'Set up call forwarding', 'Change company voicemail', 'Set up notification for calls, voicemails, and faxes', 'Use call queues', and 'Get more help'.

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Step 3: Click “Prompts Library” and “Import Prompts”.



Step 4: Click the Imported file and click “Open”.



Step 5: Click “Okay”.

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Importing Prompts

×

Upload complete, with no errors.

Status	Prompt
✓	UI-Eng-TechnicalSupport.mp3

Cancel

OK

Verification:

After uploading the prompt, it can now be seen in the Ring Central sound bank.

	 UI-Eng-TechnicalSupport.mp3	Not used	Download Delete
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