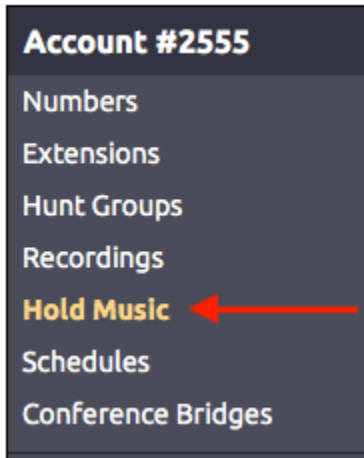


Hold Music - Custom Ring Audio for Hunt Groups

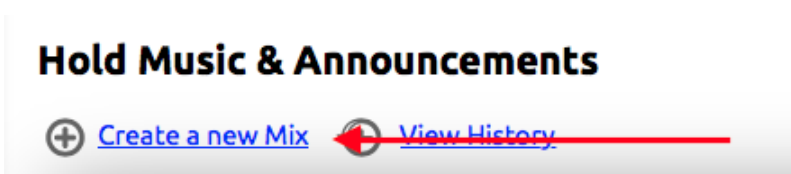
Tools in the Hold Music area can be used to create custom audio tracks that can be played back instead of a standard ring tone during the "Ring a Hunt Group" action on an extension inbound behavior. Follow the guides below to create and use a Customer Ring Audio.

Creating a Mix:

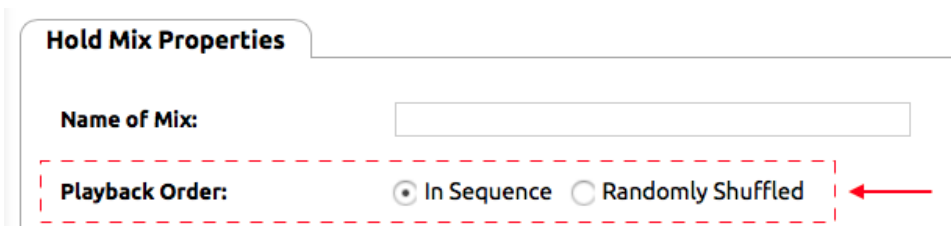
1. Log in to the NocTel Control Panel
2. Click on "**Hold Music**" in the left-hand menu.



3. Click "**Create a new Mix**".



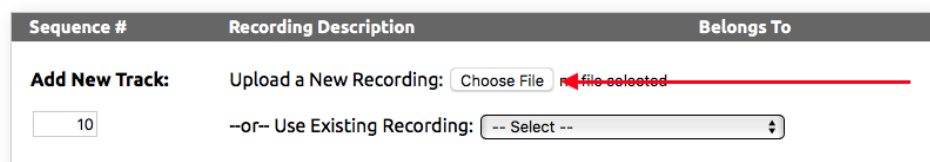
4. Name the mix.
5. Click the radio button to select between "**In Sequence**" and "**Randomly Shuffled**".



- a. **In Sequence**: plays the audio in the sequence in which they are listed
- b. **Randomly Shuffled**: will shuffle between the tracks add in the mix.

6. Next, add tracks to the mix using one of the following methods:

- a. **Uploading a New Recording**:
 - i. Click the **Choose File** button in the Add New Track area.



- ii. Navigate your file system and select the audio for upload.

- iii. Click in the text box under the **Sequence #** header and give the track a distinct track number. Press **enter** or **return** on your keyboard to add the track.

Sequence #	Recording Description	Belongs To
Add New Track:	Upload a New Recording: Choose File no file selected	
10	--or-- Use Existing Recording: -- Select --	

b. **Use Existing Recording:**

- i. Use the drop-down list to select a recording that has already been added to the account.

Sequence #	Recording Description	Belongs To
Add New Track:	Upload a New Recording: Choose File no file selected	
10	--or-- Use Existing Recording: -- Select --	

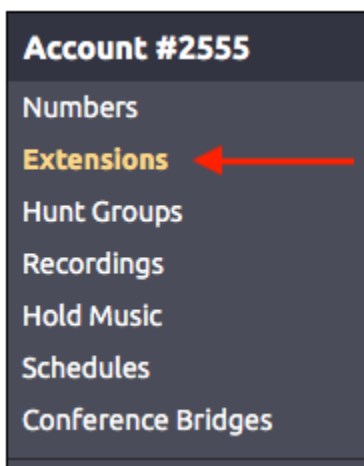
- ii. Click in the text box under the **Sequence #** header and give the track a distinct track number. Press **enter** or **return** on your keyboard to add the track.
- iii. Repeat step 6 do add more tracks to the mix when all desired tracks are adding click **Submit** it to save the new mix.

Sequence #	Recording Description	Belongs To
Add New Track:	Upload a New Recording: Choose File no file selected	
10	--or-- Use Existing Recording: -- Select --	

Using a Mix with a Hunt Group action:

Now that a Mix has been created, it can be used in the inbound behavior function "ring a hunt group":

1. Log into your NocTel Control Panel.
2. Click on **Extensions** in the left-hand menu.



3. Select an extension that uses a hunt group in its inbound behavior.
4. Locate the step in the inbound actions that is set to **"Ring a Hunt Group"**.

Step #1 Ring a Hunt Group

5. Click on the drop-down list under the heading “**While ringing, the caller should hear:**” Select the mix that was created for the custom ring audio for the hunt group.

Step #1 Ring a Hunt Group

Which hunt group? In-Hours Inbound Hunt Group

Ring for 30 seconds. (4sec/ring)

While ringing, the caller should hear:

• Custom Ring Audio for Hunt Group

Note: Hunt groups only ring the devices or phones.
Actions assigned to extensions in the hunt group will not be performed.

☐ Skip to next step immediately if all hunt group members are unavailable.

☒ Force all members to ring regardless of availability.

6. Click **Submit** at the bottom of the Inbound Behavior page to save the changes.

Now when the hunt group is used in the extension's inbound behavior the call will hear the audio mix instead of the classic ring.

Related articles

- [Ring Tones for Poly Desk Phones](#)
- [Billing Tag](#)
- [Hold Music - Custom Ring Audio for Hunt Groups](#)
- [Panasonic Handset Registration](#)
- [Algo Paging - Additional Audio Files](#)