

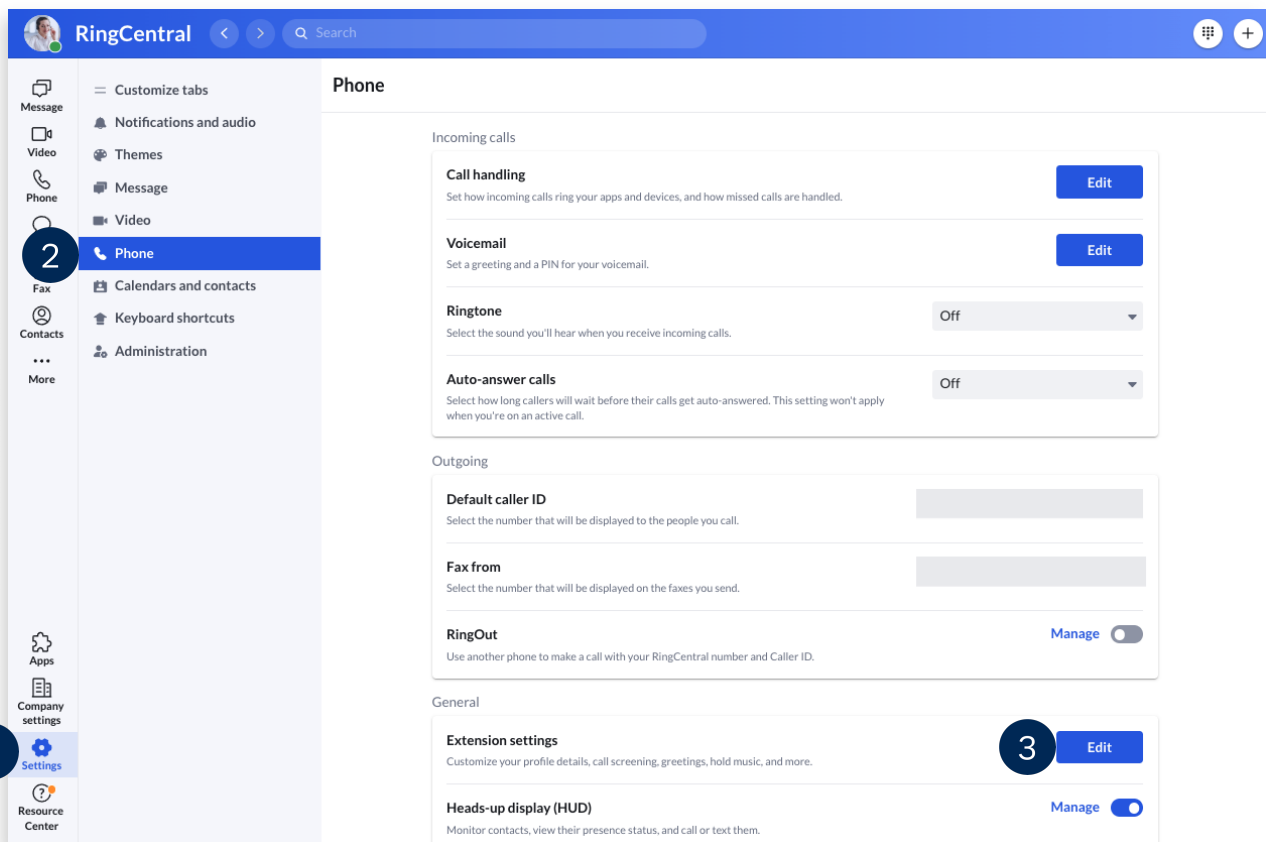
# RINGCENTRAL APP: SETTING UP CUSTOM ANSWERING RULES FOR YOUR EXTENSION

Custom Answering Rules allow you to set specific call handling actions based on your defined conditions. This saves you time and effort in reconfiguring the standard call handling settings to meet specific conditions.

Example: Forward your incoming calls directly to your voicemail during lunch breaks or holidays.

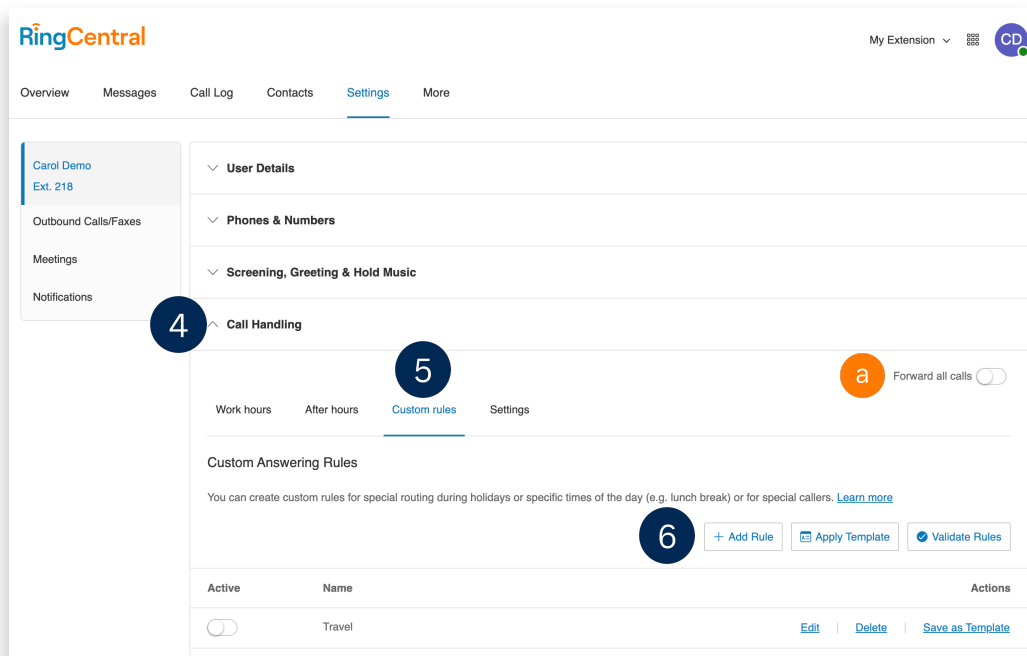
**Note:** You may need additional permissions from your account's administrator to configure your Custom Answering Rules. Custom Answering Rules are applied before your standard Work Hours and After Hours call handling rules.

1. In the RingCentral app, click **Settings**.
2. Select **Phone**.
3. Under General, click **Edit** beside Extension settings. A browser window opens to access your settings.

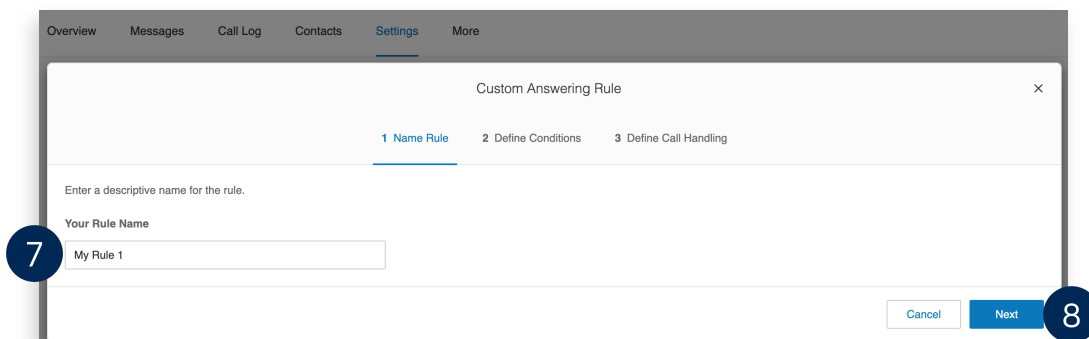


## RingCentral App | Setting Up Custom Answering Rules for Your Extension

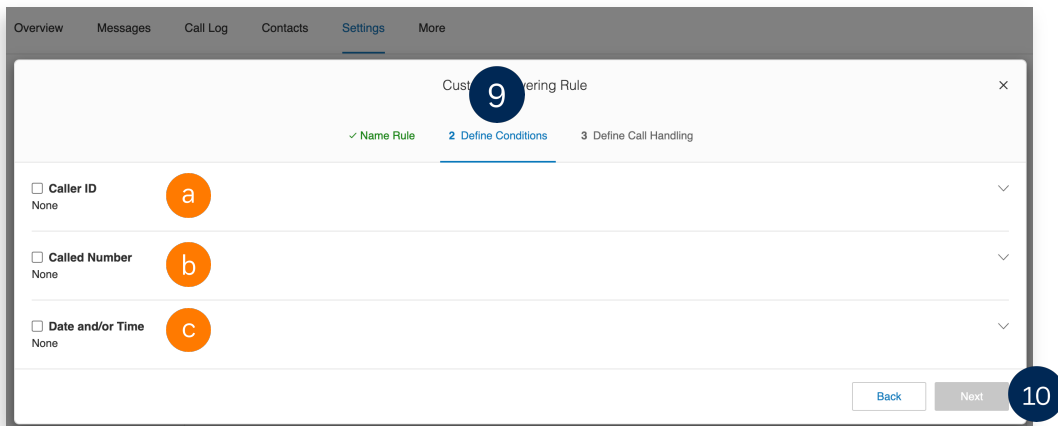
4. Click **Call Handling**.
5. Select **Custom rules**.
  - a. Note that if enabled, **Forward all calls** overrides all Call Handling rules, including custom answering rules. To ensure that your set rules are applied, turn this option off.
6. Click **Add rule**.



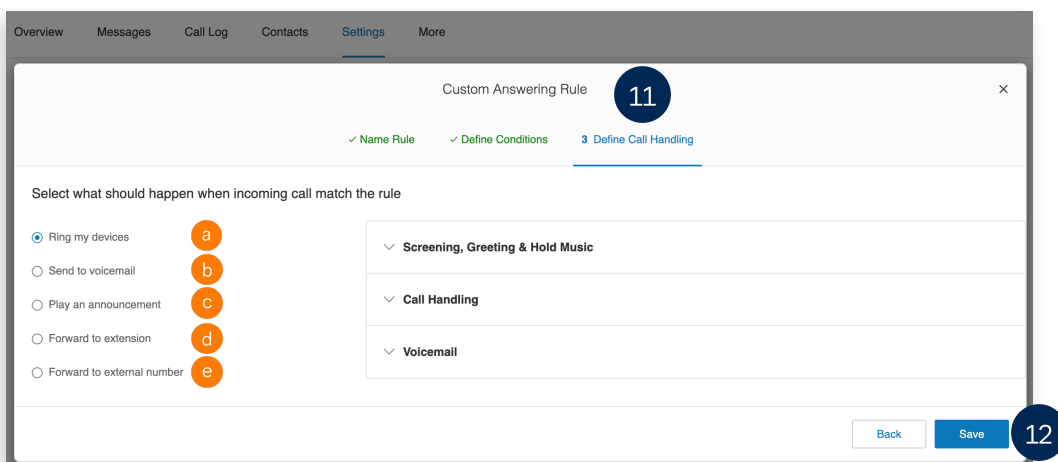
7. In the popup window, configure your Custom Answering Rule details, starting with the rule name.
8. Click **Next**.



9. Select your preferred condition/s for your Custom Answering Rule. You can select multiple conditions simultaneously.
  - a. **Caller ID** – Configures call handling behavior based on the incoming caller ID. You can specify complete or partial numbers, such as country codes or area codes.
  - b. **Called Number** – Configures call handling behavior based on the phone number that the caller dialed.
  - c. **Date and/or Time** – Configures call handling behavior based on date or time ranges.
10. Click **Next**.



11. Select the action that should apply when an incoming call matches the conditions you selected.
  - a. **Ring my devices** – Rings the numbers and devices associated with your RingCentral account.
  - b. **Send to voicemail** – Send callers directly to voicemail. Choose between the voicemail of the current extension or a different extension.
  - c. **Play an announcement** – Choose to play the default unavailable greeting or record a custom greeting. The call disconnects after the announcement.
  - d. **Forward to extension** – Forwards the call to the selected extension.
  - e. **Forward to external number** – Forwards the call to the specified phone number.
12. Click **Save**.



After completing this process, your Custom Answering Rule displays in the **Custom rules** tab. You may edit, delete, or save the rule as a template.

**Quick Tip:** Click **Validate Rules** to check if your Custom Answering Rules overlap or conflict with another rule. For Custom Rules with conflicts, you may edit, delete, or temporarily disable any conflicting rules.

^ Call Handling

Forward all calls

Work hours After hours **Custom rules** Settings

Custom Answering Rules

You can create custom rules for special routing during holidays or specific times of the day (e.g. lunch break) or for special callers. [Learn more](#)

+ Add Rule **Validate Rules**

Active	Name	Actions
<input checked="" type="checkbox"/>	My Rule 1	<a href="#">Edit</a>   <a href="#">Delete</a>
<input type="checkbox"/>	PTO	<a href="#">Edit</a>   <a href="#">Delete</a>