

# STCM Replace Announcements

## Feature and Process

There is a feature on STCM that allows you to replace any announcements or recordings you may have loaded into call plan/s, without the need to edit or change the call plan. It works by simply replacing a current file wherever it occurs on the account, whether that be in a in a single plan or multiple call plans.

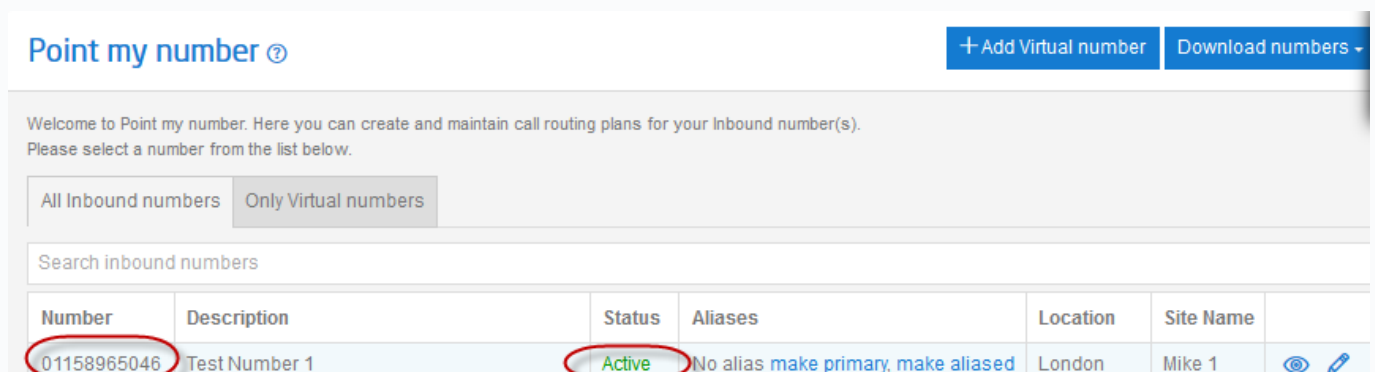
It can be used to replace IVR Menus, Call Queue messages on hold, Announcements, Music on Hold, or Voicemail Greetings, on the fly, i.e. without impacting any routing elements, dropping any callers or needing to edit any call plans.

The feature can be found under the Announcements tab, on the portal.



## How to Replace an Announcement

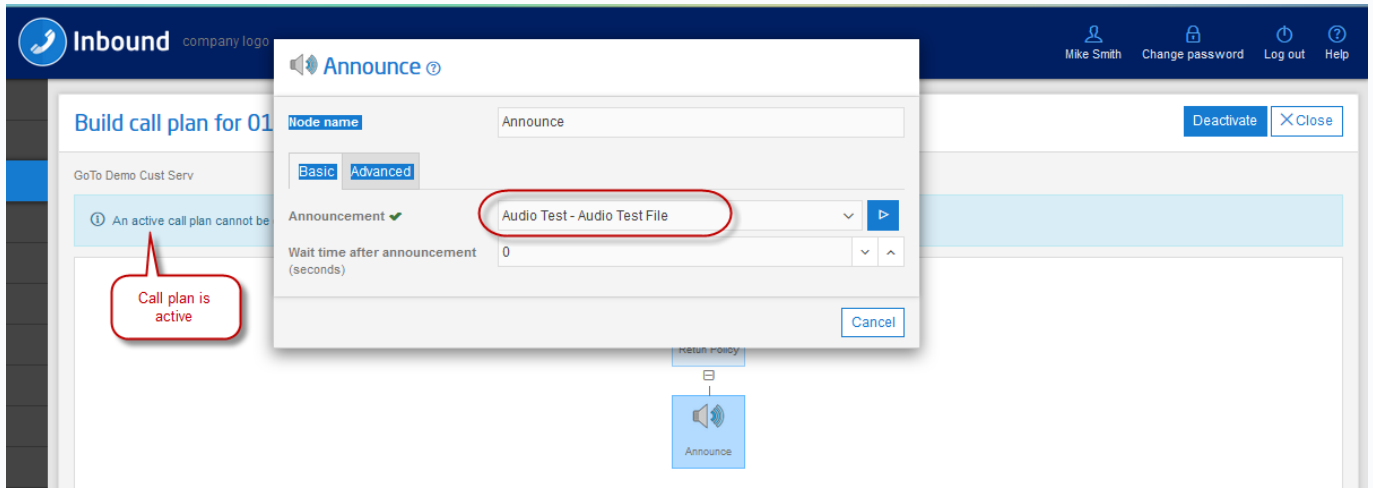
### Check your files

If not already known, you may wish to check and confirm where, the file/s you wish to replace, are loaded in your call plan/s, as the 'Replacement' feature will replace every instance of the file, wherever it is loaded, whether in a single or multiple call plans.



The screenshot shows the 'Point my number' portal. At the top right, there are two buttons: '+ Add Virtual number' and 'Download numbers -'. Below the header, there is a welcome message: 'Welcome to Point my number. Here you can create and maintain call routing plans for your Inbound number(s). Please select a number from the list below.' There are two tabs: 'All Inbound numbers' (selected) and 'Only Virtual numbers'. A search bar labeled 'Search inbound numbers' is present. Below the search bar is a table with the following data:

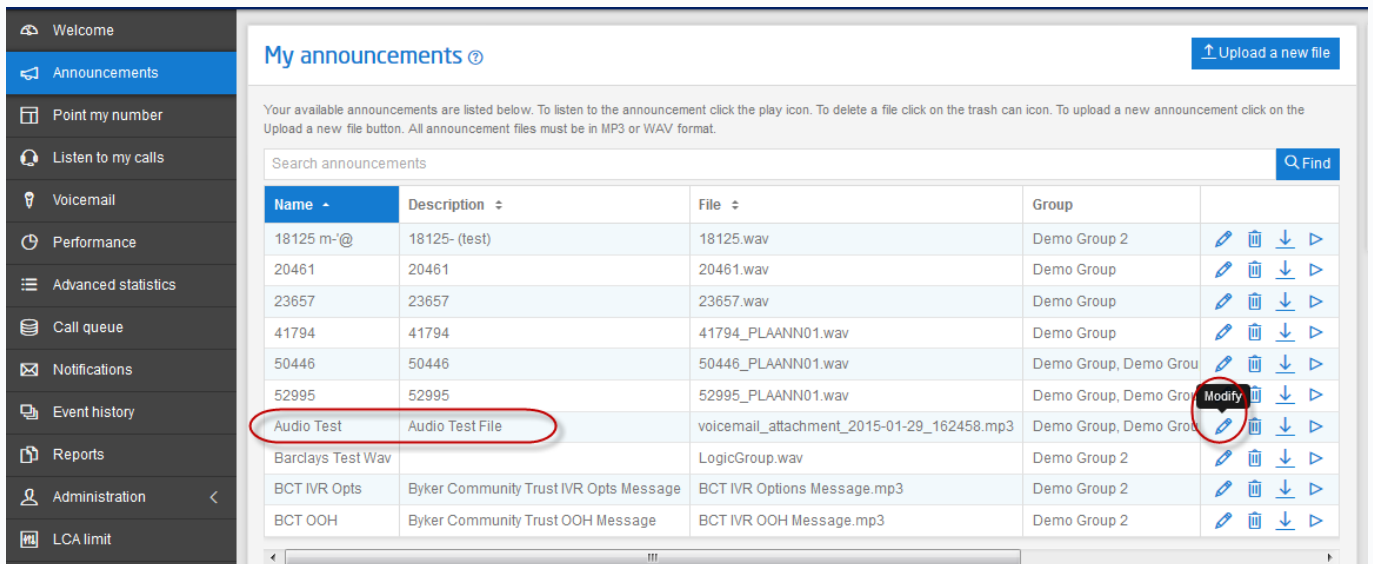
Number	Description	Status	Aliases	Location	Site Name	
01158965046	Test Number 1	Active	No alias <a href="#">make primary</a> , <a href="#">make aliased</a>	London	Mike 1	 



## Replace a File

Locate the announcement to be changed

Go to the Announcements tab and locate the file and click on the Modify option:



## Select the new file

You will be presented with a dialogue box where you can browse for the file to be replaced. Please note, the replacement file cannot be one which is already uploaded to the account (if so, you will need to rename the file, wherever it's saved on your computer, before using the replace feature).

## Modify announcement

### ⚠ IMPORTANT NOTE

It is the user's responsibility to ensure that all necessary licenses and consents have been obtained, and that, in all respects, it is in full compliance with all applicable laws and regulations, including copyright laws, when uploading copyright material. Please be aware that failure to do so may expose the user to legal claims for damages, injunctive relief, and also criminal prosecution.

Name ✓

Audio Test

Description

Audio Test File

Current file

voicemail\_attachment\_2015-01-29\_162458.mp3

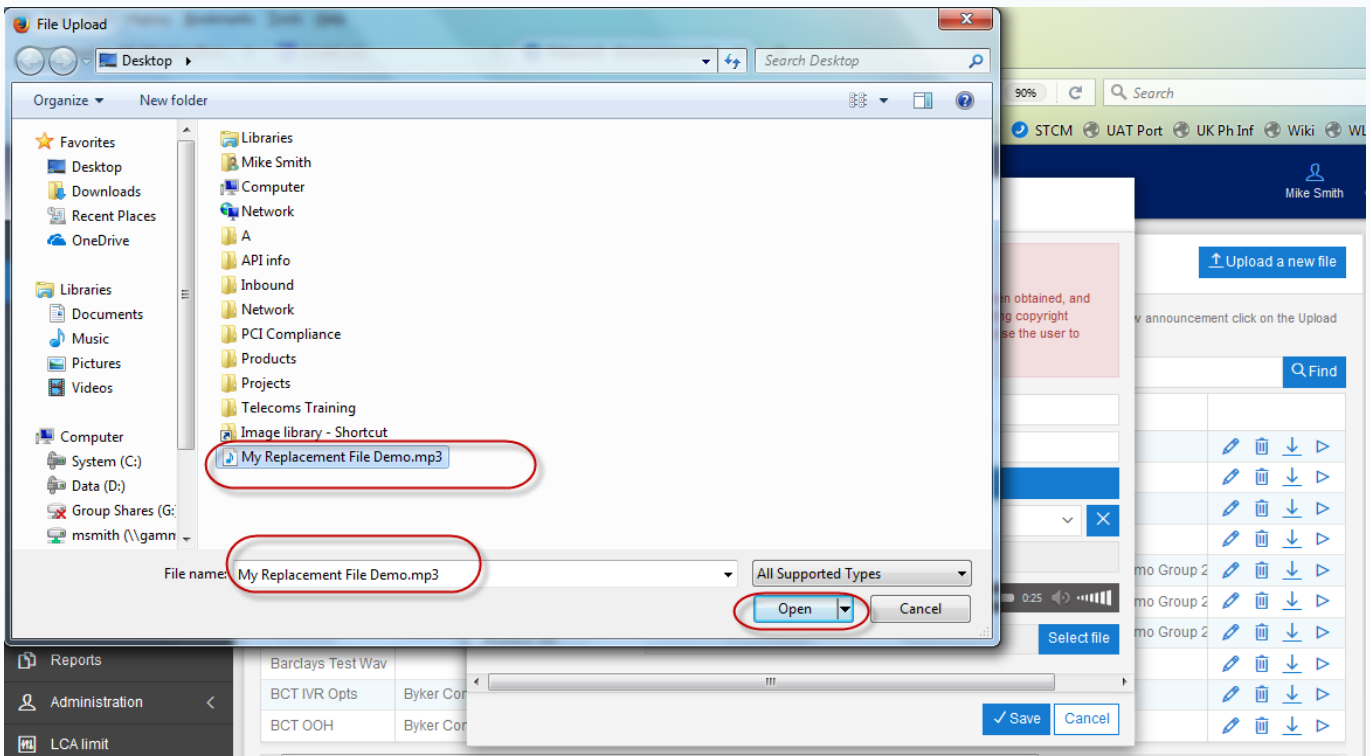


Replace file

Select file

✓ Save

Cancel



## Name the new file

Name the file appropriately and click Save:

**Modify announcement**

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Name ✓ Replacement File Message

Description New Returns Policy

Group Multiple group selection

Multiple group selected

Current file voicemail\_attachment\_2015-01-29\_162458.mp3

0:00 0:25

Replace file My Replacement File Demo.mp3.wav [Select file](#)

[✓ Save](#) [Cancel](#)

Replacement is uploaded

The file will be saved and any previous version will be replaced wherever it was used within a call plan.

