

How do I apply customized ringtones and what is the required format

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Introduction:

The possibility to change your Ringtone **depends on the PBX - Phone system** you are using. And that is the same with a custom ringtone. Please be aware, that the ringtone have to be in a special lowband format and have to saved on a Webserver, because of Snom Phones just use a Link to custom Ringtone. Please see Details below.

Configuration

To set the ringtone for a specific identity, change the following settings on the phone's web interface:



If you don't know how to get into your Snom Phone Web User Interface, please have look here: [Entering Snom Web Interface - WUI](#)

General for all calls to identity

- **Identity Login:** [Ringtone](#): choose **Custom Melody**
- **Identity Login:** [Custom Melody URL](#) HTTP URL pointing to an appropriate wav file, i.e. "<http://downloads.snom.com/documentation/melody1.wav>"

The screenshot shows the 'Login Information' section of the Snom phone web interface. The 'Ringtone' dropdown is highlighted in yellow and set to 'Custom Melody'. The 'Custom Melody URL' is also highlighted in yellow and set to 'http://downloads.snom.com/d...'. Other fields include 'Identity active' (radio buttons for 'on' and 'off'), 'Displayname', 'Account', 'Password', 'Registrar', 'Outbound Proxy', 'Failover Identity' (set to 'None'), 'Authentication Username', 'Mailbox' (set to '*99'), and 'Conference Server'.



Note: If your custom melody is not played as expected, it might mean that your provider is sending another melody URL in the Alert-Info header of the SIP INVITE message. See section [45633970](#) below.

For specific contacts configured in the phone directory (address book)

The contacts in the address book can be set with a special group, for example you can have contact *Mom* in category **Family**:

Add or Edit Entry

Number: 3401

Number Type: sip

Contact Type: None

Outgoing Identity: Active

Group: Family

Title:

Organization:

Email:

Note:

Photo: Browse... No file selected.

Action-Url:

Nickname:

First Name: Mom

Family Name:

Favorite:

Then you can configure the custom melody for all contacts of type **Family** under Preferences Audio Directory Ringtones:

Directory Ringtones

Friends: Ringer 1 ?

Family: Custom Melody ?

Colleagues: Ringer 1 ?

Work: Ringer 1 ?

VIP: Ringer 1 ?

Custom Melody URL: <http://downloads.snom.com/docum> ?

Note: If your custom melody is not played as expected, it might mean that your provider is sending another melody URL in the Alert-Info header of the SIP INVITE message. See section [45633970](#) below.

For calls with specific header

The PBX can send the SIP Alert-Info header inside the SIP INVITE method sent to phones in order to choose a certain ringtone reachable to the phone over http (custom melodies). Here is an example of the SIP alert-info header in a call that would ring using custom melody <http://downloads.snom.com/documentation/melody2.wav> :

```
Alert-Info: <http://downloads.snom.com/documentation/melody2.wav>
```

Which melody has priority

If the user has set a melody and the server is sending the Alert-Info header as well, the Alert-Info header has higher priority. This can be changed by setting the following setting to 'off': Advanced -> Audio -> [Alert Info playback](#)

Requirements

The wav file should comply to the following requirements:

- Encoder: **PCM, 8 KHz, 16bit mono**.
- The time for loading the file should not be longer then **3 seconds**.
- **Size < 250 KByte** depending on the available free memory of the phone. On **snom 3xx** device might be **< 150 KByte**.

Ringtone Generator

- The online Ringtone Generator tool can be used to convert existing audio files into snom-compatible ringtones:
 - <http://snom.provoip.co.uk/ringtone/generator/>

- Alternatively on Linux/Unix you can use the tool **ffmpeg** to convert a sound file

```
ffmpeg -i <infile.(wav/mp3)> -acodec pcm_alaw -ac 1 -ar 8000 <outfile>.alaw.wav
```

- Note: if the resulting melody sounds weird you can try without the extra encoding by removing parameter "-acodec pcm_alaw":

```
ffmpeg -i <infile.(wav/mp3)> -ac 1 -ar 8000 <outfile>.alaw.wav
```



Further Information

- [VoIP Essentials](#)
- [Visit the Snom Forum](#)
- [Open a support ticket](#)
- [Find a local partner](#)

Related articles

- [Multicast Audio](#)
- [How to create custom XML menus on colour screen phones - Firmware version 10.x](#)
- [How can I enable media encryption on my snom phone](#)
- [MOS - Mean Opinion Score](#)
- [How to prepare images for the D717 display](#)
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- [Can I manually adjust the microphone volume](#)
- [Do snom phones support packet loss concealment](#)
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