


VOICEMAIL GREETINGS

🔑 TO RECORD GREETINGS:

Use the BroadSoft Recorder application to create compliant .wav files

1. Download the Broadsoft Recorder App and install on your mobile device

2. Open the app and click the + symbol at the top right to create a new recording
3. Press the **Record** button and begin speaking your announcement
4. Press the **Stop** button to stop recording when done
5. Press the **Play** button to review the recorded announcement before saving
NOTE: if you're not pleased with your recording, go back to step 3 and retry
6. Tap the ✓ Save button, enter a name for your recording, and tap **OK**
7. Tap the **Email** button next to your recording and enter your preferred email address to receive your recording file as an attachment
8. Upon receipt, save the attached file to a location that will be easy to access during setup

📁 FILE FORMAT REQUIREMENTS:

You may use recording tools that create .wav or .wma files that comply with following file requirements:

File Format	File Requirements
.wav	<ul style="list-style-type: none"> • Linear PC • 16.000 kHz • 16 bit mono
.wma	<ul style="list-style-type: none"> • Linear PCM • 16.000 kHz • 16 bit mono

Audio Length Requirements

- The maximum audio length is 2 minutes for a Voice Messaging Greeting and Custom Ringback User/Group.
- The maximum audio length is 10 seconds for a Voice Portal Personalized Name.

⚙️ TO SETUP PERSONAL VOICEMAIL GREETINGS:

1. Login at mydigitalservices.com to access your account management tools
2. Click **Settings**
3. Click the ► icon next to **Voicemail** in the *Messaging* section
4. Click on the **Voicemail Greetings** link
5. Select the **Personal Greeting** option for *Busy*, *No Answer* or *Alternate*, as desired
6. Click on the adjacent **Choose File** button to select and upload the greeting file
7. Select the number of ring times before the greeting plays
8. Click **Save**

