


# 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"> <li>• Linear PC</li> <li>• 16.000 kHz</li> <li>• 16 bit mono</li> </ul>
.wma	<ul style="list-style-type: none"> <li>• Linear PCM</li> <li>• 16.000 kHz</li> <li>• 16 bit mono</li> </ul>

### 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. Log into the Voice Services Portal to access your account settings
2. Click the **View All Features** link in the **Basic Features** dashboard card.
3. Click the arrow ► 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**

