Important User Note: The Broadsoft Voice Portal settings accessible from your Desk or Soft phone offer quick and easy access to record and manage voicemail greetings without the need to perform the tasks shown below.

✎ TO RECORD SPECIAL CUSTOM GREETINGS:

Use the BroadSoft Recorder application to create compliant .wav files

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

   [Download on the App Store] [GET IT ON Google play]

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 on your PC 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	• Linear PC • 16.000 kHz • 16 bit mono
.wma	• Linear PCM • 16.000 kHz • 16 bit mono

Audio Length Requirements

➢ The maximum audio length is **2 minutes** for a custom Voice Messaging Greeting and Custom Ringback User/Group recording.

➢ The maximum audio length is **10 seconds** for a custom Voice Portal Personalized Name recording.

⚙ TO SETUP CUSTOM PERSONAL VOICEMAIL GREETINGS:

1. Log into the Cloud Services Portal to access your account management tools
2. Locate and click on the View All Features link in the Basic Features card
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**