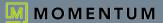
# VOICEMAIL GREETINGS



### **S** 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

#### App Store Coogle 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  $\checkmark$  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	• 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 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

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