

### 🔍 TO RECORD GREETINGS:

Use the BroadSoft Recorder application to create compliant .wav files

- Download the Broadsoft Recorder App and install on your mobile device
- Open the app and click the **+** symbol at the top right to create a new recording
- Press the **Record** button and begin speaking your announcement
- Press the **Stop** button to stop recording when done
- 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*
- Tap the **✓ Save** button, enter a name for your recording, and tap OK
- Tap the **Email** button next to your recording and enter your preferred email address to receive your recording file as an attachment
- 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 PCM</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:

- Log into the Voice Services Portal to access your account settings
- Click the View All Features link in the Basic Features dashboard card.
- Click the arrow **▶** icon next to Voicemail in the *Messaging* section
- Click on the Voicemail Greetings link
- Select the Personal Greeting option for *Busy*, *No Answer* or *Alternate*, as desired
- Click on the adjacent Choose File button to select and upload the greeting file
- Select the number of ring times before the greeting plays
- Click Save

