


VOICEMAIL GREETINGS

🔑 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"> 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:

- 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**

