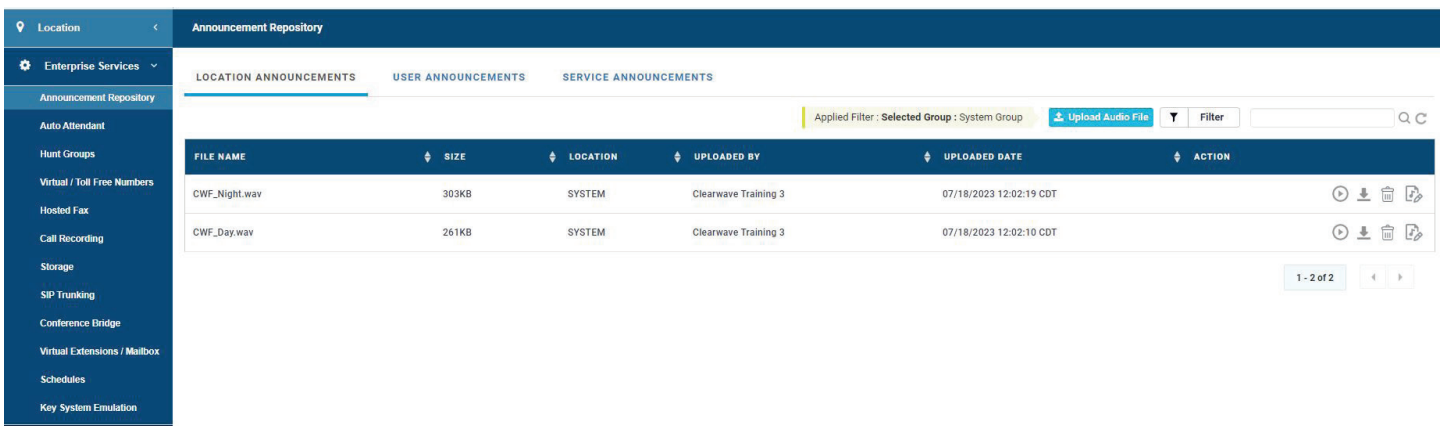


How to manage and use the announcement repository in the Customer Admin Portal

Announcement Repository

The announcement repository is a global location to place audio files that are used in various services, such as music on hold, call center greetings, or auto attendant announcements. You can find **Audio File Specifications** here.



FILE NAME	SIZE	LOCATION	UPLOADED BY	UPLOADED DATE	ACTION
CWF_Night.wav	303KB	SYSTEM	Clearwave Training 3	07/18/2023 12:02:19 CDT	[Play] [Download] [Delete] [Refresh]
CWF_Day.wav	261KB	SYSTEM	Clearwave Training 3	07/18/2023 12:02:10 CDT	[Play] [Download] [Delete] [Refresh]

Filter Notification: The filters that have been applied to the data set below are listed in yellow on the ribbon.

Upload Audio File Button: Use this button to upload an appropriate audio file with the correct specifications.


Filter, Search, Refresh Buttons: These standard buttons will let you input a field to search the data in the widget, refine filter parameters, or refresh the data.

Location Announcements Tab

This tab contains the announcements that are tied to specific locations. One location is SYSTEM, which is the global location, usable by all others.

From here select to upload a file.

FILE UPLOAD ✕



Drag your media file here to upload,
or click Upload File to select a local file

UPLOAD FILE

SELECT A GROUP TO UPLOAD

System Group ▾

FILE NAME

▶ 0:00 / 0:00 🔊 ⋮

UPLOAD

CLOSE

WAV Audio Guide

Audio Specifications

The information below will guide you through the process of recording or converting WAV files of the following format for upload to the Customer **Administration Portal**:

- WAV extension
- 8000khz sample rate
- U-Law encoding
- 5000kb file size

Record a voice greeting using an Android Phone

1. Download **Broadsoft Recorder** from the [Google Play Store](#).
2. Open the **Broadsoft Recorder** app.
3. Tap the **Plus** icon at the top right corner of the screen
4. Tap the **Record** button at the bottom of the screen to begin recording.
5. Tap the **Stop** button to pause or complete recording.

the letter "l" needs to be bolded

6. Tap the **Checkmark** button at the top right-hand corner of the screen to confirm completion of the recording.
7. Name the recording.
8. The new recording will be saved to the phone.
9. You can preview the recording by tapping the **Play** button to the left of the recording entry.
10. Send the WAV file to an email address by tapping the **Envelope** icon to the right of the recording entry. The file will be sent as an attachment for download.
11. You should now have a WAV file that you can upload to the **Customer Administration Portal**.

Record a voice greeting using an iPhone, iPod Touch or iPad

1. Download **Broadsoft Recorder** from the [iTunes Store](#).
2. Open the **Broadsoft Recorder** app.
3. Tap the **Plus** icon at the top right corner of the screen.
4. Tap the **Record** button at the bottom of the screen to begin recording.
5. Tap the **Stop** button to complete the recording.
6. Tap the **Checkmark** button at the top right-hand corner of the screen to confirm completion of the recording.
7. Name the recording
8. The new recording will be saved to the phone.
9. You can preview the recording by tapping the **Play** button to the left of the recording entry.
10. Send the WAV file to an email address by tapping the **Envelope** icon to the right of the recording entry. The file will be sent as an attachment for download.
11. You should now have a WAV file that you can upload to the **Customer Administration Portal**.

Convert an existing audio file using a Mac or PC (with Audacity)

1. [Download and Install Audacity](#) for your operating system
2. Open **Audacity** and click **OK** when asked.

Converting An Existing File

1. Go to **File > Open** and open the audio file to be converted.
2. Set the **Project Rate (Hz)** to 8000.
3. Go to **File > Export** to save out the file.

Recording A New File

1. Select the audio input you will be recording from.
2. Set the **Project Rate (Hz)** to 8000.
3. Press the **Record** button to begin recording.
4. When finished, press the **Stop** button.
5. If you are satisfied with your recording, go to **File > Export** to save out the file.

Saving out the file

1. In the **Format** dropdown menu, select **Other uncompressed files** and then click **Options**.
2. Under the **Header** dropdown menu, select **WAV (Microsoft)**. Under the **Encoding** dropdown menu, select **U-Law**.
3. Select an output location and Click **Save**.
4. You now have a WAV file ready for upload to the **Customer Administration Portal**.

Convert an existing audio file online

1. Go to G711.org.
2. Browse to your source file.
3. Select the radio button for BroadWorks Classic (8Khz, Mono, u-law).
4. Submit.

Royalty-free audio files

As an alternative to the default system defined music on hold (MOH) for your Hosted PBX service, you can load one of the pre-formatted Voyant provided MOH files.

[A Little Night Music](#)

[Carnival](#)

[Escape](#)

[In Mood](#)

[Marsh Mello](#)

[Pop](#)

[Slang](#)

[Space](#)

[Up Lift](#)

[Wedding March](#)

[Piano Music](#)