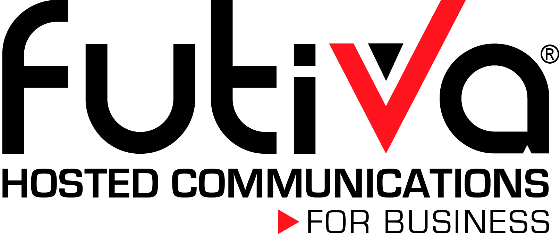
****

**WAV Audio Guide**

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

**WAV extension  
8000khz sample rate  
U-Law encoding**

[**Record a voice greeting using an Android phone**](https://www.anpi.com/support/wav-instructions/#android)

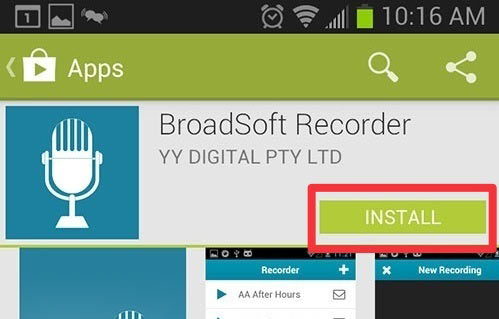
[**Record a voice greeting using an iPhone, iPod Touch or iPad**](https://www.anpi.com/support/wav-instructions/#ios)

[**Record a voice greeting using a Mac or PC**](https://www.anpi.com/support/wav-instructions/#audacity)

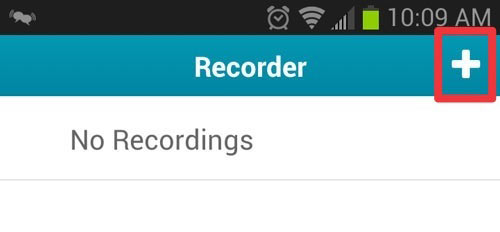
[**Convert an existing audio file using a Mac or PC**](https://www.anpi.com/support/wav-instructions/#audacity)

**Record a voice greeting using an Android Phone**

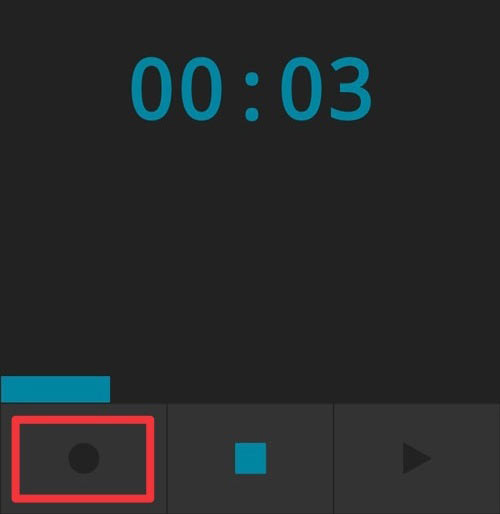
* **Download Broadsoft Recorder from the** [**Google Play Store**](https://play.google.com/store/apps/details?id=com.yydigital.broadsoft.recorder&hl=en)**.**

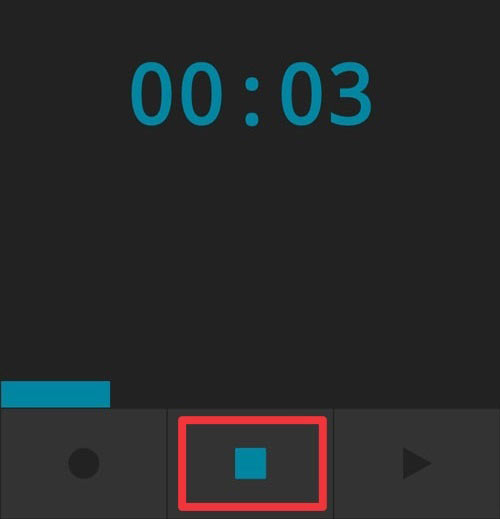
[](https://www.anpi.com/wp-content/uploads/resources/wav-instructions/android-001-play-store.jpg)

* **Open the Broadsoft Recorder app.**
* **Tap the “plus” icon at the top right corner of the screen.**

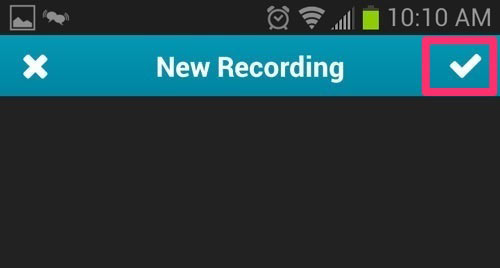
[](https://www.anpi.com/wp-content/uploads/resources/wav-instructions/android-002-no-recordings.jpg)

* **Tap the “record” button at the bottom of the screen to begin recording.**

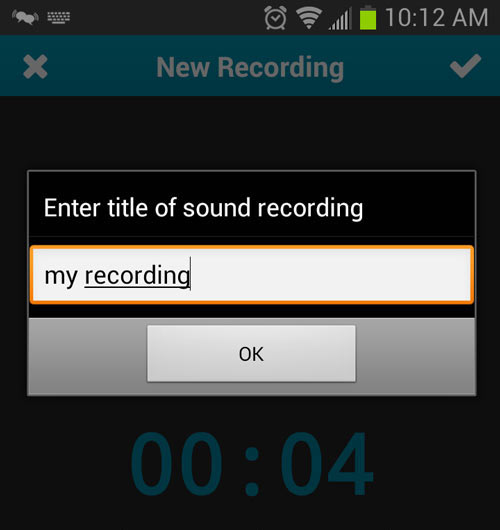
[](https://www.anpi.com/wp-content/uploads/resources/wav-instructions/android-003-recording.jpg)

* **Tap the “stop” button to pause or complete recording.** [](https://www.anpi.com/wp-content/uploads/resources/wav-instructions/android-004-stop.jpg)

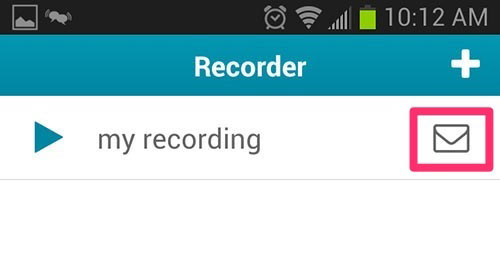
* **Tap the “checkmark” button at the top right hand corner of the screen to confirm completion of the recording.**

[](https://www.anpi.com/wp-content/uploads/resources/wav-instructions/android-005-confirm.jpg)

* **Name the recording.**

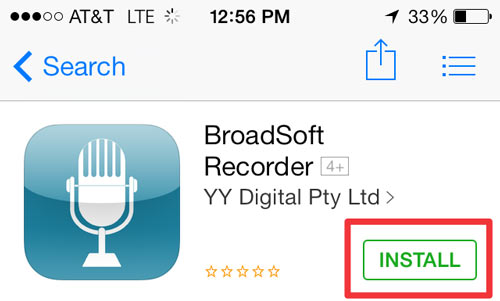
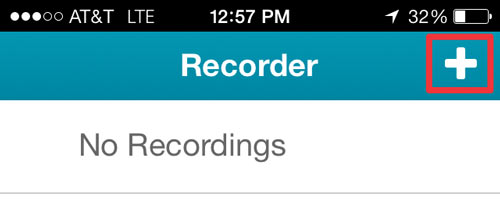
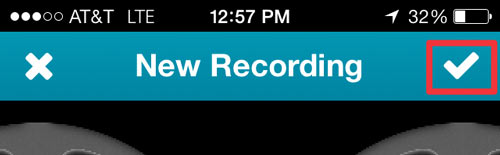
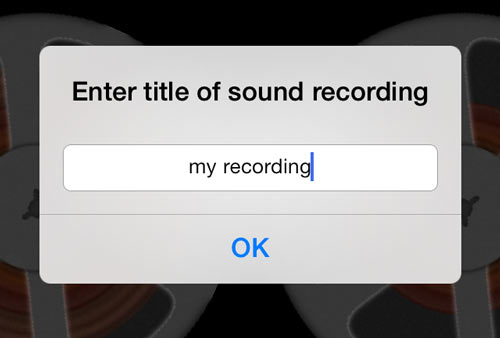
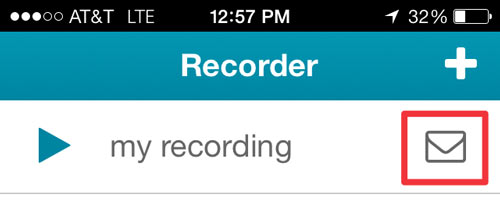
[](https://www.anpi.com/wp-content/uploads/resources/wav-instructions/android-006-name.jpg)

* **The new recording will be saved to the phone.**
* **You can preview the recording by tapping the “play” button to the left of the recording entry.**
* **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.**

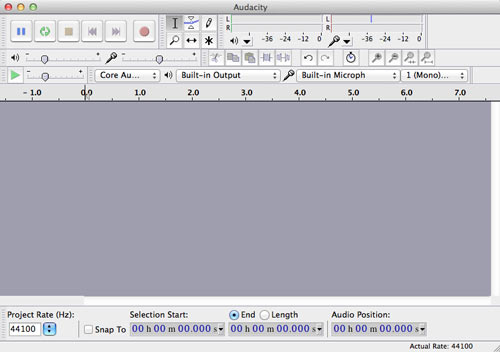
[](https://www.anpi.com/wp-content/uploads/resources/wav-instructions/android-007-saved.jpg)

* You should now have a WAV file that you can upload to the Futiva Customer Administration Portal.

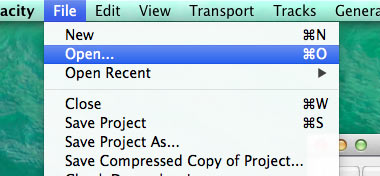
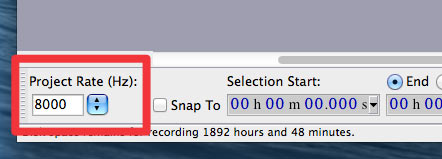
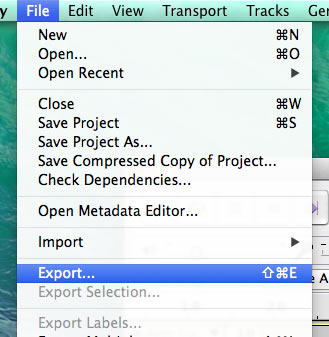
**Record a voice greeting using an iPhone, iPod Touch or iPad**

* Download Broadsoft Recorder from the [iTunes Store](https://itunes.apple.com/us/app/broadsoft-recorder/id635802005?mt=8).  
  [](https://www.anpi.com/wp-content/uploads/resources/wav-instructions/ios-001-app-store-2.jpg)
* Open the Broadsoft Recorder app.
* Tap the “plus” icon at the top right corner of the screen.  
  [](https://www.anpi.com/wp-content/uploads/resources/wav-instructions/ios-002-no-recordings-2.jpg)
* Tap the “record” button at the bottom of the screen to begin recording.  
  [](https://www.anpi.com/wp-content/uploads/resources/wav-instructions/ios-004-press-record-3.jpg)
* Tap the “stop” button to complete the recording.  
  [](https://www.anpi.com/wp-content/uploads/resources/wav-instructions/ios-005-press-stop-confirm-3.jpg)
* Tap the “checkmark” button at the top right hand corner of the screen to confirm completion of the recording.  
  [](https://www.anpi.com/wp-content/uploads/resources/wav-instructions/ios-005a-confirm.jpg)
* Name the recording.  
  [](https://www.anpi.com/wp-content/uploads/resources/wav-instructions/ios-006-name-2.jpg)
* The new recording will be saved to the phone.
* You can preview the recording by tapping the “play” button to the left of the recording entry.
* 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.  
  [](https://www.anpi.com/wp-content/uploads/resources/wav-instructions/ios-007-email-3.jpg)
* You should now have a WAV file that you can upload to the Futiva Customer Administration Portal.

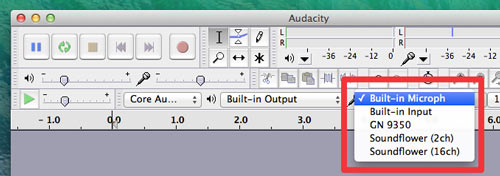
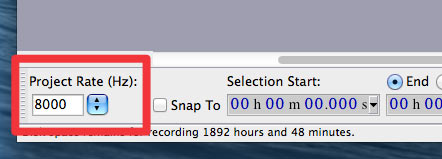
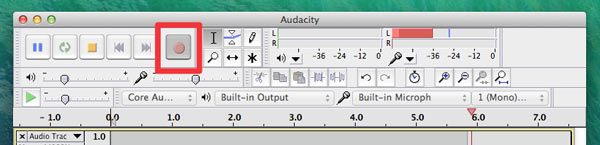
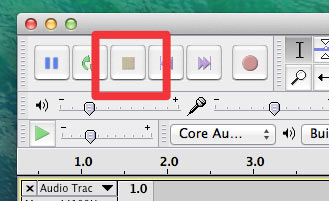
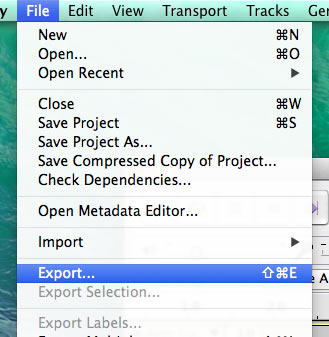
**Convert an existing audio file using a Mac or PC**

* [Download and Install](http://audacity.sourceforge.net/download/windows) Audacity for your operating system
* Open Audacity and click “OK” when asked.   
  [](https://www.anpi.com/wp-content/uploads/resources/wav-instructions/audacity-001-first-open.jpg)

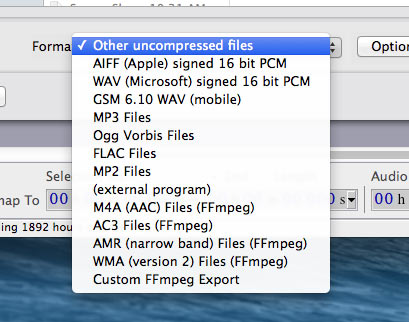
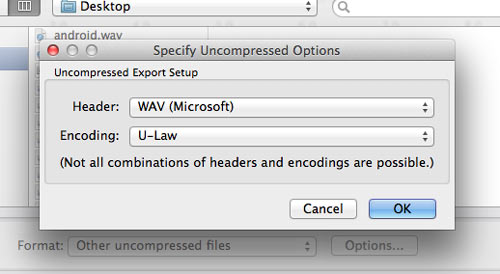
**Converting an Existing File**

* Go to File > Open and open the audio file to be converted.  
  [](https://www.anpi.com/wp-content/uploads/resources/wav-instructions/audacity-002a-open.jpg%22)
* Set the “Project Rate (Hz)” to 8000.  
  [](https://www.anpi.com/wp-content/uploads/resources/wav-instructions/audacity-003-select-8000-3.jpg)
* Go to File > Export to save out the file.  
  [](https://www.anpi.com/wp-content/uploads/resources/wav-instructions/audacity-006-export.jpg)

**Recording a New File**

* Select the audio input you will be recording from.  
  [](https://www.anpi.com/wp-content/uploads/resources/wav-instructions/audacity-002-select-input-3.jpg)
* Set the “Project Rate (Hz)” to 8000.  
  [](https://www.anpi.com/wp-content/uploads/resources/wav-instructions/audacity-003-select-8000-3.jpg)
* Press the “record” button to begin recording.  
  [](https://www.anpi.com/wp-content/uploads/resources/wav-instructions/audacity-004-press-record-4.jpg)
* When finished, press the “stop” button.  
  [](https://www.anpi.com/wp-content/uploads/resources/wav-instructions/audacity-005-press-stop-6.jpg)
* If you are satisfied with your recording, go to File > Export to save out the file.  
  [](https://www.anpi.com/wp-content/uploads/resources/wav-instructions/audacity-006-export.jpg)

**Saving out the file**

* In the “Format” dropdown menu, select “Other uncompressed files” and then click “Options”.  
  [](https://www.anpi.com/wp-content/uploads/resources/wav-instructions/audacity-007-select-other-uncompressed.jpg)
* Under the “Header” dropdown menu, select “WAV (Microsoft)”. Under the “Encoding” dropdown menu, select “U-Law”.   
  [](https://www.anpi.com/wp-content/uploads/resources/wav-instructions/audacity-008-select-settings-u-law.jpg)
* Select an output location and Click “Save”.
* You now have a WAV file ready for upload to Futiva Online.