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**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)**.**



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



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



* **Tap the “stop” button to pause or complete recording.** 

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



* **Name the recording.**



* **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.**



* 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).

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

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

* Tap the “stop” button to complete the recording.

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

* Name the recording.

* 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.

* 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.


**Converting an Existing File**

* Go to File > Open and open the audio file to be converted.

* Set the “Project Rate (Hz)” to 8000.

* Go to File > Export to save out the file.


**Recording a New File**

* Select the audio input you will be recording from.

* Set the “Project Rate (Hz)” to 8000.

* Press the “record” button to begin recording.

* When finished, press the “stop” button.

* If you are satisfied with your recording, go to File > Export to save out the file.


**Saving out the file**

* In the “Format” dropdown menu, select “Other uncompressed files” and then click “Options”.

* Under the “Header” dropdown menu, select “WAV (Microsoft)”. Under the “Encoding” dropdown menu, select “U-Law”.

* Select an output location and Click “Save”.
* You now have a WAV file ready for upload to Futiva Online.