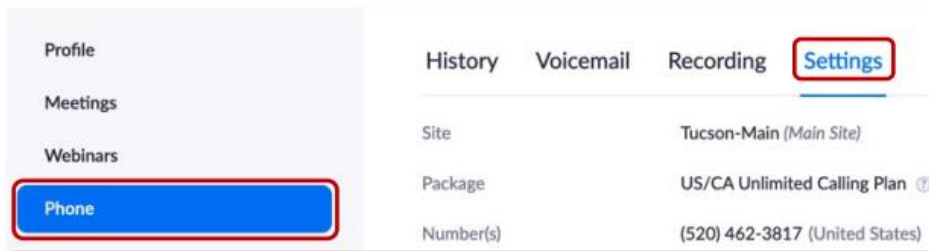# Add a Custom voicemail Greeting

Use the Audio Library to Select, Record, or Upload a custom voicemail greeting.

To access the Audio Library, make sure you are logged in and have navigated to the Phone Settings tab.


You will find links to the Audio Library in several locations on the Phone Settings tab. The first one is at the bottom of the Business Hours section.
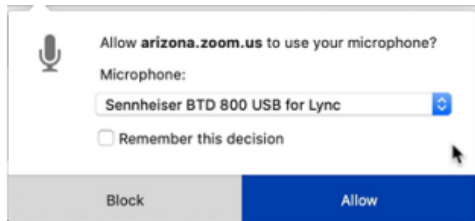
Record Custom Audio

1. Scroll down to locate and click on the Audio Library link.
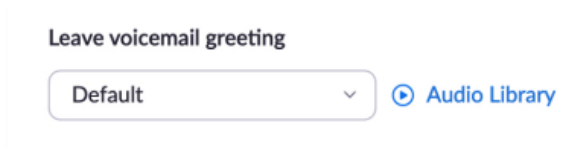
2. Any existing custom audio file and the date it was recorded is listed at the top of the Audio Library window. You can listen to, download, and delete files from here.
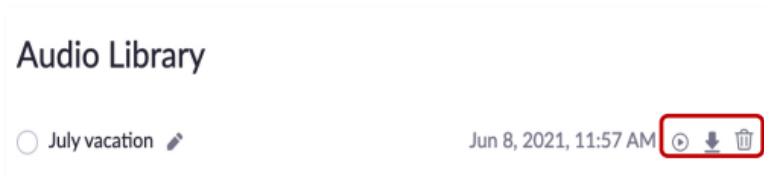
3. If prompted by your browser, allow Zoom to use the desired microphone.

    a. Select the microphone you wish to use from the Microphone drop-down list.

    b. Check the Remember this decision box to avoid being prompted again.

    c. Click Allow. Note: Recording custom audio is not supported on Internet Explorer.

4. Test and adjust your microphone volume as needed and click Next.

5. Click Record to start recording audio.

6. Click the red stop button to stop recording. You have the ability to listen to your recording and re-record it if desired.
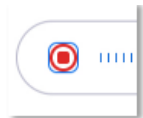
7. Once you are happy with your recording, click Add to post it to your audio library. Note: Use the pencil icon to give the file a meaningful name, otherwise, it is labeled custom.

8. Click the Use the Audio button. All your recordings as well as the default greeting are available from the Leave voicemail greeting drop-down menu.

Upload Pre-Recorded Audio

You can also upload a pre-recorded audio file if desired.

    1. Click the Audio Library link.

    2. Click the Add Audio link

    3. Click the Upload tab. Zoom phone accepts .mp3s and .wav files under 10 MB.

    4. Click the Upload button and select a supported audio file. Note: If your audio file doesn't meet the requirements, it can still be uploaded and played in the web portal but won't play when someone calls in.

    5. Click the Use the Audio button.

Additional areas for Custom Voicemail Greetings

When you set your business hours, the Closed Hours area appears. You have access to the audio library and can set an alternate voicemail greeting for calls that come in during closed hours if desired.

You can also set alternate voicemail greetings for all holiday and vacation periods when you are out of the office. 1. Click on the Manage link for Holiday Hours to access the Audio Library in this section.

2. Confirm you have the correct event selected and then click on the Audio Library link for that event.

In this example, the July 4th holiday has been entered by the user and is being selected for a custom voicemail greeting.

3. Select the desired recording from your library.

4. Click the Use the Audio button. You will see the recording you selected in the Leave voicemail greeting drop-down.

5. Follow the same steps for any other holiday or vacation event you have listed.