



YOUR VOICE, YOUR WORDS

A Guide to Voice and Message Banking

“Because every voice deserves to be heard forever.”

AN EBOOK BY VOICE LEGACY SOLUTIONS

A CLIENT STORY

In Their Own Words

From the first phone call, it felt different. Most of the calls we made after my diagnosis felt like paperwork. This one felt like someone had actually been in our shoes before.

When I was diagnosed, my family and I had no idea where to start with voice banking. We had heard the term from our neurologist, but between doctor's appointments, insurance calls, and just trying to process the diagnosis, it kept getting pushed to the bottom of the list. That's where Voice Legacy Solutions came in.

Jared called us back within a day, and he didn't rush us. He explained everything in plain language — what voice banking was, what message banking was, and why timing mattered. He never made us feel behind or judged for not having started sooner. He just met us where we were and made a plan.

What I remember most is how much time Jared spent making sure my whole family was involved. My husband, my adult kids, even my mother — Jared made sure everyone understood what was happening and why it mattered, and he answered every question, even the ones we asked more than once. He came to our home, brought all the equipment himself, and paced the session around my energy that day. There was nothing technical for any of us to figure out.

By the end, we had not just a voice banked, but message recordings that still make my grandchildren smile when they hear them. Jared followed up afterward to make sure everything was working the way it should, and he was always just a phone call away when we had questions.

I cannot recommend Jared and Voice Legacy Solutions highly enough. If your family is facing this decision, do not wait the way we almost did. Call him. He will take care of you the way he took care of us.

— A Voice Legacy Solutions Client

Welcome

Voice Legacy Solutions (VLS) was founded on nearly a decade of firsthand experience inside ALS clinics — sitting beside hundreds of families in exam rooms and living rooms. That experience revealed a pattern that repeated far too often: a client would get approved for funding, a recording platform would get set up, and then nothing would happen. The process felt too technical. No one showed up to walk families through it. And by the time anyone tried again, the voice that could have been saved was already gone.

That gap is the reason Voice Legacy Solutions exists.

This guide reflects the same conversation Voice Legacy Solutions has with every family it serves. It will not rush you, and it will not oversell you. It exists so that you — or the person you love — never lose the window to save a voice that deserves to be heard forever, and so your family can move through this process as quickly and completely as possible in the days following a diagnosis.

You do not need to understand the technology. You only need to know it's possible, and that someone will walk you through it.



MODULE 1

Why Your Voice Matters Right Now

Understanding the window — and why acting now protects everything that comes after.

If you or someone you love has just received a diagnosis that may eventually affect speech — ALS, Parkinson's, MS, a stroke, or another progressive condition — your voice is at its strongest and clearest, right now. That will not always be true. Voice quality changes as these conditions progress, sometimes gradually, sometimes faster than anyone expects.

Here is what matters most: today's voice — the one your children know, the one that says their name a certain way, the one that laughs a certain way — can be preserved. Not as a memory. As a real, usable file that can speak for you later, exactly as you sound now.

This is not about fear. It is about acting while you still have the choice.



MODULE 2

Voice Banking & Message Banking, Explained

Two tools, two purposes — and why most families need both.

These two terms get used interchangeably, but they do two different jobs. Understanding the difference will help you know exactly what you're preserving and why.

Voice Banking

Voice banking is the process of recording a large, structured set of speech samples — hundreds of short phrases covering every sound in the English language — so that a synthetic voice can be built from them later. That synthetic voice is what will eventually come out of a speech-generating device (an AAC device), if one is ever needed. Instead of the generic, robotic-sounding default voice most devices ship with, the device speaks in a voice built from you.

Message Banking

Message banking is different, and in many ways more personal. Instead of building a synthetic voice, you record specific phrases, in your own real voice, exactly as they are — no synthesis, no processing. Things like "I love you," "Good morning," a child's name said the way only you say it, or a laugh. These are played back later, word for word, moment for moment, in the exact voice that said them.

Most families benefit from both. Voice banking gives you a voice for everyday communication in the future. Message banking preserves the handful of phrases that carry the most weight — the ones no synthetic voice could ever fully replace.



MODULE 3

The Voice Window

Why timing changes everything — and how Voice Legacy Solutions helps families move fast.

Voice Legacy Solutions tells every family the same thing from the first phone call: voice quality is typically at its strongest at the time of diagnosis, and it can change meaningfully within the next one to two years as a condition progresses. This is not meant to alarm you. It is meant to help your family make a clear-eyed decision quickly — because speed, right after diagnosis, is the single biggest factor in a successful outcome.

The families who wait — not out of carelessness, but simply because the process feels overwhelming and life gets in the way — are exactly who Voice Legacy Solutions was built to help. The window does not stay open forever, and no one deserves to lose that choice to paperwork, technology, or simply not knowing where to start.

This is the single most common regret families share in a decade of this work: "I wish someone had told me how soon to start." Consider this that conversation — and consider Voice Legacy Solutions the fastest way to act on it.



MODULE 4

Your Session, Step by Step

From first call to finished voice file — exactly what to expect.

Here is exactly what happens, from the first phone call to a finished voice file in your hands. No surprises, no technical jargon you have to decode alone.

Step 1 — The Call

You, a family member, or your speech-language pathologist reaches out. Within 24–48 hours, a Voice Legacy Solutions advisor returns the call personally. Because timing matters so much after a diagnosis, the first conversation moves fast: an honest walkthrough of what voice banking involves, what it costs, and how quickly your family can have a completed voice file — often within weeks, not months.

Step 2 — Choosing Your Package

You choose the package that fits your needs and timeline, either online or on the phone with a Voice Legacy Solutions advisor. Every package includes a short consultation first, so you are never buying blind.

Step 3 — Funding Assistance

If Team Gleason or another funding source applies to your situation, Voice Legacy Solutions walks your family through that application before anything is paid out of pocket. This paperwork is the single biggest reason families never finish this process on their own — so Voice Legacy Solutions manages it alongside you, keeping the timeline as short as possible.

Step 4 — The Recording Session

Voice Legacy Solutions comes to you — your home, your clinic, or your hospital room — bringing a studio-quality microphone, a laptop, and everything else needed. There is nothing for you to install, configure, or troubleshoot. A VLS facilitator reads the prompts aloud, paces the session around your energy and clarity that day, and re-records anything that isn't clean, so your family gets it right the first time.

Step 5 — File Processing & Delivery

Voice Legacy Solutions handles all technical file preparation and submits your recordings to whichever platform your care team recommends (ModelTalker, Acapela, VocaliD, or another) — usually within days of your session. You are never asked to touch a settings menu.

Step 6 — Bringing It Into Your Device

Once your synthetic voice is built, Voice Legacy Solutions helps load it into your speech-generating device alongside your speech-language pathologist, so the voice coming out of your device actually sounds like you — the entire reason this process exists in the first place.

Step 7 — Your Lifetime Archive

Every recording is stored in a secure, private digital archive, accessible to you and your family forever — independent of any one device or piece of software. The voice outlives the technology it was built on.



MODULE 5

Message Banking & Your Journal

The words only you can say — captured before they're gone.

Beyond the structured phoneme script used to build a synthetic voice, every session includes time for the phrases that matter most to you personally: "I love you." "Goodnight." A grandchild's name, said your way. A laugh. A specific joke only your family understands.

These recordings are not processed or synthesized in any way — they are simply saved, exactly as they were spoken, and made playable on a phone, a device, or a computer whenever your family needs to hear them.

Your Message Banking Journal

Before your session, spend a little time with this journal. There is no wrong way to fill it out — jot down a word, a phrase, or a full sentence, in whatever order the memories come. Bring it with you, or fill it in digitally, and we will record every one exactly as you wrote it.

Names & Terms of Endearment

Write out the exact names, nicknames, and pet names you use for the people closest to you — and how you say them.

Everyday Phrases

The small things you say every day your family would miss most: good morning, goodnight, thank you, I'm hungry, be careful.

Comfort & Reassurance

Words you'd want to offer someone you love on a hard day.

Humor & Personality

A favorite joke, a signature laugh, a saying only your family understands.

Wisdom & Life Lessons

Something you want your children or grandchildren to carry with them.

Milestone & Future Messages

Happy birthday, congratulations, a wedding toast, a message for a grandchild not yet born.

Prayers, Songs & Traditions

A family prayer, a lullaby, a holiday greeting said your way.

Just for Fun

A pet's name said your way, a silly voice, an inside joke.



MODULE 6

Funding Checklist: Team Gleason & Acapela

A clear, step-by-step path to funding — managed for your family from start to finish.

Team Gleason can provide financial assistance to cover the cost of a voice file if there is a fee involved, including for Acapela's My-Own-Voice (MOV). Anyone living in the United States who has been diagnosed with ALS is eligible.

Apply for funding before you pay for anything. Team Gleason cannot reimburse expenses made prior to approval.

1. Confirm you qualify: any person living in the U.S. diagnosed with ALS is eligible for Team Gleason funding assistance.
2. Go to teamgleason.org/need-assistance and select "Click here to fill out your application."
3. Complete your personal and contact information on the application.
4. In the "Requested Services" section, select "Yes" to show available services.
5. Choose "Voice and Message Banking."
6. Choose "Funding" (sometimes listed as "Funding & Support").
7. Finish and submit the remaining sections of the form.
8. Wait for a Team Gleason staff member to reach out — they will guide you through next steps, including registering for Acapela My-Own-Voice.
9. If you are a veteran, you can instead request funding directly at mov.acapela-group.com/start-now, selecting "Medical" as purpose of use and "Department of Veteran Affairs" as the funding organization.
10. If Team Gleason has already funded one voice banking system for you, you can still reapply for funding assistance with a different provider.

A note on timing: Acapela My-Own-Voice recording scripts range from a few hundred to several thousand phrases depending on the version. Voice Legacy Solutions helps you choose the right script length for your timeline and manages the coordination with Team Gleason, so approval and recording happen as quickly as possible after diagnosis. And if your voice has already started to change, it is not too late to start — Voice Legacy Solutions can help identify options like proxy voice banking if your natural voice is no longer usable for recording.



MODULE 7

Bringing Your Voice Into Your Device

From finished file to everyday communication.

A synthetic voice file is only valuable once it is actually usable — loaded into your speech-generating device, tested, and adjusted so it sounds natural in everyday conversation. This is the step most families are left to figure out entirely on their own, often long after the recording session is a distant memory.

Voice Legacy Solutions coordinates directly with your speech-language pathologist to bring your banked voice into your AAC device, test it in real conversation, and make sure it sounds like you — not like a default setting.



MODULE 8

Funding Checklist: Bridging Voice & ElevenLabs

A second path to a voice that sounds like you — fully managed on your behalf.

Bridging Voice's partnership with ElevenLabs provides eligible ALS clients in the U.S. with a Professional Voice Clone license, along with support integrating that voice into an AAC device. Voice Legacy Solutions manages this entire application for your family, so the only thing you have to do is show up and record.

1. Ask your doctor or speech-language pathologist for a brief letter confirming your ALS diagnosis. ElevenLabs requires this to approve your license.
2. Go to elevenlabs.io and create an account.
3. Apply to the Impact Program directly on the ElevenLabs website.
4. Watch for a confirmation email within about three business days (check your spam or junk folder).
5. Once approved, choose which voice clone to build: an Instant Voice Clone (about 30 seconds of audio) or a Professional Voice Clone (about 10+ minutes of audio) — most families choose Professional because it sounds closest to a natural voice.
6. Record your audio in a conversational style — a conversation with yourself or someone else, or reading a book or article aloud with expression. There is no fixed script.
7. If your voice has already changed or you no longer speak, gather old audio instead — voicemails, home videos, or social media clips with clear, isolated audio all work well.
8. If you need help cleaning up or preparing audio files, use ElevenLabs' Impact Voice Lab for editing assistance.
9. Upload your audio and wait for your voice clone to finish fine-tuning, typically two to four hours.
10. If your voice has changed significantly from your recordings, complete ElevenLabs' Manual Verification step before your clone is finalized.
11. Once ready, use your voice clone immediately through a browser, phone, or tablet, or integrate it into your AAC device (Tobii Communicator 5, TD Snap, TD Talk, Grid 3, Grid for iPad, Mind Express, Predictable, Speech Assistant, and more).
12. For help connecting your voice clone to your specific communication device, contact Voice Legacy Solutions directly at questions@voicelegacysolutions.com.

Your ElevenLabs voice requires an internet connection to work — it will not speak if your device loses WiFi or cellular data. Because of this, Voice Legacy Solutions recommends pursuing both a traditional banked voice and an ElevenLabs clone, so there is always a backup that works offline.



MODULE 9

Choosing Your Path

Three packages, one goal — a completed voice, recorded as quickly as possible.

Every family's timeline, budget, and needs are different, which is why Voice Legacy Solutions offers three straightforward packages — all focused entirely on voice banking and message banking. There is no pressure to choose the largest package. The right one is the one that gets your voice recorded before the window closes.

	ESSENTIAL VOICE BANK	SIGNATURE VOICE LEGACY	COMPLETE VOICE & MESSAGE BANK
Price	\$299	\$499	\$799
Best for	Getting it done, well	Most families choose this	The most complete voice and message archive
Recording session	1 guided virtual session, up to 2 hrs	Extended session, up to 4 hrs (in-home or virtual)	Two sessions over time — capture early, refine later
Core voice script	300–500 phrase phoneme set	Full phoneme set + expanded script	Full phoneme set + expanded script
Message banking	Not included	50 personal phrases	100+ phrases across life topics
File processing & submission	Included	Included	Included
Lifetime digital archive	Included	Included	Included
Team Gleason funding help	Available	Available	Available
AAC device implementation	Not included	1 setup session	Unlimited, through device setup
Care coordinator	Virtual support	Priority scheduling	Dedicated coordinator, start to finish

Optional Add-Ons

- Rush scheduling (session within 48 hours) — +\$99
- Additional recording session — +\$150
- Clinic Day / group session rate — available for ALS clinics booking multiple clients in one visit; contact for pricing

The Voice Legacy Solutions Guarantee

If a session is completed and, due to a processing or file error, a usable voice file cannot be delivered to your chosen platform, Voice Legacy Solutions will re-record and re-process it at no additional cost.



MODULE 10

Questions Families Ask Us Most

Straight answers to the questions that come up most.

How long does the whole process take?

Most families complete a full session in one visit lasting two to four hours, depending on the package. A finished, device-ready voice file is typically delivered within two to three weeks after recording.

What if my speech is already affected?

Start now, regardless of where you are. Even a voice that has begun to change carries irreplaceable qualities worth preserving, and message banking in particular can still capture meaningful, real recordings at almost any stage.

Do I need any special equipment or software?

No worries. If you don't have equipment, or are uncomfortable with technology, Voice Legacy Solutions can handle everything on your behalf. Everything you need is brought or shipped to your door.

What happens to my recordings if I never need an AAC device?

They remain safely stored in your private digital archive indefinitely.

Can my speech-language pathologist be involved?

Yes — Voice Legacy Solutions encourages it, and coordinates directly with your care team throughout the process.

What does a session cost?

Pricing depends on the package your family chooses. See Module 9 for a full breakdown of the Essential, Signature, and Complete packages, along with optional add-ons.

Is voice banking covered by insurance or grants?

Often, yes. Modules 6 and 8 walk through the two most common funding paths families use — the Team Gleason grant for Acapela My-Own-Voice, and the Bridging Voice partnership with ElevenLabs. Voice Legacy Solutions manages both applications for you.



A CLOSING WORD

If you take one thing from this guide, let it be this: the voice you have today is worth saving, and you do not have to figure out how to do that on your own.

Voice Legacy Solutions exists because too many families ran out of time on a process that should never have been this hard — and because every family deserves to move through it as quickly as their diagnosis demands.

**When you are ready — today, next week, whenever feels right
— Voice Legacy Solutions is one phone call away.**

Because every voice deserves to be heard forever.

VOICE LEGACY SOLUTIONS