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## Caller Music

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## Caller Music

**Want something more professional than just a ringtone?**

You can have your customers listening to a message that showcases your products and promotions while they are waiting for you to pick up the phone.

Record any message you would like and upload the mp3 file to your caller music, the voice message will play every time someone calls your number.

1. Select **Switchboard**.
2. Select number (usually main number).
3. Select **Media**.
4. Expand the **Caller Music** feature.
5. Upload your **media file** by clicking on **Choose file**.
6. Click **Save** to update.

A screenshot of a web interface for uploading caller music. The title 'Caller Music' is at the top left, with an expand/collapse icon and a toggle switch to its right. Below the title, the word 'Upload' is on the left. In the center is a button labeled 'Choose file'. Below this button, the text 'No file chosen' is displayed. At the bottom are two buttons: 'CANCEL' and 'SAVE'.

If you wish, you can also add another file, then when someone calls your number, the files will play in the order you uploaded them, and they will keep playing in a loop until the call is answered.)

### **Media formats**

**MP3 Only:** We only support MP3 media so if your media is in a WAV format you will need to convert it into an MP3.

**File size:** If you find your Voicemail message is immediately hanging you may need to check the file size of the media. Your media should be under 41,000 Hz 96k with a file size less than 1.5 MB.

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