



Understanding Media Files

Santiago Garcia - 2024-07-24 - Media

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With 2talk's Cloud PBX you can either record your own messages within each of the appropriate features, or within the Media section for each number, you can upload your pre-recorded MP3 files.

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.

To upload your media files

1. Go to **Switchboard > Media**
2. Select the number that will use these media files
3. In the Media menu, you will upload to each of the options presented.
4. Select your **media file**.
5. Click **Save**.

You can set the media files for the following features:

- [Auto Attendant](#)
- [Caller Music](#) (*Caller Tunes*)
- [Voicemail](#) - *Unavailable and Busy*
- [Call Queue and Hold Music](#)

Profile

Inbound

Outbound

Advanced

Preferences

Media

Voicemail

Auto Attendant

Upload

Choose file

p_16330035_799.mp3

CANCEL

SAVE

Caller Music

Upload

Choose file

No file chosen

CANCEL

SAVE

Voicemail

Unavailable message

Choose file

unavail.wav

Busy message

Choose file

busy.wav

CANCEL

SAVE

Queue & Hold Music

MP3 Volume

100% original volume

Ring Volume

10% original volume

Upload

Choose file

No file chosen

CANCEL

SAVE

Tags

Media