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Understanding Media Files

Santiago Garcia - 2025-12-08 - [General](#)

Understanding Media Files

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

auto_attendant.wav

CANCEL

SAVE

Caller Music

Upload

Choose file

caller_music.mp3

+ Add another file

CANCEL

SAVE

Voicemail

Unavailable message

Choose file

voicemail_unavailable.mp3

Busy message

Choose file

voicemail_busy.mp3

CANCEL

SAVE

Queue & Hold Music

MP3 Volume

100% original volume

Ring Volume

10% original volume

Upload

Choose file

queue_hold_music.mp3

CANCEL

SAVE