



Understanding Media Files

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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](#)



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