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## **Understanding Media Files**

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## **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

