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Caller Music

Santiago Garcia - 2024-04-08 - [Media](#)

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.

The screenshot shows a modal window titled "Caller Music". In the top right corner, there is an upward-pointing chevron icon and a toggle switch that is currently turned off. On the left side, the word "Upload" is displayed. In the center, there is a button labeled "Choose file". Below this button, the text "No file chosen" is visible. At the bottom of the modal, there are two buttons: "CANCEL" on the left and "SAVE" on the right.

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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