



[Knowledge Base](#) > [Switchboard](#) > [Calling Features](#) > [Media](#) > [Understanding Media Files](#)

# Understanding Media Files

Santiago Garcia - 2025-10-15 - [Media](#)

## Understanding Media Files

With SIPcity'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:

#### 1. File Format: MP3 Only

We exclusively use the MP3 format for all audio files. MP3s offer a great balance of clear sound quality and small file size, which helps your voicemail greeting load instantly.

If your audio is in another format (like .WAV, .M4A, or .AIF), you'll need to convert it to MP3 before uploading. Many free and safe audio converter websites and applications can do this for you.

#### 2. File Size & Troubleshooting

Maximum File Size: 1.5 MB

If your voicemail greeting seems to doesn't play, cut off or hang up right after it starts playing, the most common reason is that the file size is too large

#### 3. Recommended Settings for Conversion

When you convert your file to MP3, use the following settings to ensure it sounds great and stays under the 1.5 MB limit:

**Bitrate:** 96 kbps

This is the most important setting for file size. A bitrate of 96 kbps (kilobits per second) is perfect for voice recordings—it will sound crisp and clear to the caller.

**Sample Rate:** 44.1 kHz (or 44,100 Hz)

This is standard CD quality and works perfectly. If your software gives you lower options (like 32 kHz or 22.05 kHz), those will also work fine and will make your file even smaller.

**Channels:** Mono

A voicemail is typically a single voice, so you don't need stereo sound. Choosing Mono instead of Stereo can cut the file size in half without any loss in quality for a voice recording.

### 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

The screenshot displays the 'Media' configuration page. At the top, there is a navigation bar with icons for Profile, Inbound, Outbound, Advanced, Preferences, Media (highlighted), and Voicemail. Below the navigation bar, there are three main configuration panels:

- Auto Attendant:** Features a toggle switch (currently off). Under the 'Upload' section, there is a 'Choose file' button, a file name 'p\_16330035\_799.mp3', and icons for upload and delete. 'CANCEL' and 'SAVE' buttons are at the bottom.
- Voicemail:** Features a toggle switch (currently on). It has two sections: 'Unavailable message' and 'Busy message'. Each section has a 'Choose file' button, a file name ('unavail.wav' and 'busy.wav' respectively), and icons for upload and delete. 'CANCEL' and 'SAVE' buttons are at the bottom.
- Queue & Hold Music:** Features a toggle switch (currently off). It has two volume settings: 'MP3 Volume' (set to '100% original volume') and 'Ring Volume' (set to '10% original volume'). There is an 'Upload' section with a 'Choose file' button and the text 'No file chosen'. 'CANCEL' and 'SAVE' buttons are at the bottom.

- Tags
- [Media](#)