



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

# Understanding Media Files

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

## 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

The screenshot displays a web-based configuration interface for a communication system. At the top, a horizontal navigation bar contains seven icons: Profile, Inbound, Outbound, Advanced, Preferences, Media (highlighted in dark blue), and Voicemail. Below this, three main configuration panels are visible, each with a toggle switch in the top right corner.

- Auto Attendant:** The toggle is off. It features an 'Upload' section with a 'Choose file' button. Below this, the filename 'p\_16330035\_799.mp3' is displayed next to a download icon and a trash icon. At the bottom are 'CANCEL' and 'SAVE' buttons.
- Voicemail:** The toggle is on. It contains two sections: 'Unavailable message' and 'Busy message'. Each has a 'Choose file' button. Under 'Unavailable message', the filename 'unavail.wav' is shown with download and trash icons. Under 'Busy message', the filename 'busy.wav' is shown with similar icons. 'CANCEL' and 'SAVE' buttons are at the bottom.
- Queue & Hold Music:** The toggle is off. It includes volume settings for 'MP3 Volume' (set to '100% original volume') and 'Ring Volume' (set to '10% original volume'), each with a dropdown arrow. Below these is an 'Upload' section with a 'Choose file' button and the text 'No file chosen'. 'CANCEL' and 'SAVE' buttons are at the bottom.

Below the configuration panels, there is a section for 'Caller Music' with a toggle switch that is currently off. It has an 'Upload' section with a 'Choose file' button and the text 'No file chosen'. 'CANCEL' and 'SAVE' buttons are at the bottom.

- Tags
- [Media](#)