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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, the interface is divided into three main sections, 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 message configuration sections. The 'Unavailable message' section has a 'Choose file' button, followed by the filename 'unavail.wav' and file management icons. The 'Busy message' section has a 'Choose file' button, followed by the filename 'busy.wav' and file management 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.

Each section also includes a 'Caller Music' subsection with its own 'Upload' area and 'Choose file' button, though no files are currently selected.

- Etiquetas
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