Media – Audio and Greetings

We allow you to upload your own customised media for Voicemail, Auto Attendant, Music on hold, Ring back tone and Caller Tunes using the Media upload feature.

Quick Guide

Step One: Record Voicemail

1. Log into https://portal.herotel.uk.
2. Click on the Voice tab and select the phone line you want
3. Select Media and then either the 'Unavailable Message' (for voicemail unavailable recording) or 'Busy Message' (for voicemail busy recording)

Media formats

- **MP3 Only**: We only support MP3 media so if your media is in a WAV format you will need to convert 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. If your MP3 file is larger than 750k try reducing the file size by converting the media to 41,000 Hz 96k.

Cloud PBX Features

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