

Media Files

- [Overview](#)
- [Upload a Media File](#)
- [Create a Media File with Text to Speech](#)

Overview

The **Media Files** page stores prompts and audio files used by IVRs, queues, DISAs, announcements, music-on-hold lists, and other call flows. Open it from **Configuration > Media Files**.

The page works against the tenant currently selected in the top bar. The screenshots and demo rows were captured in the **Canistracci OIL** tenant.

	Name	Format	Size	MD5	Date	Audio
<input type="checkbox"/>	Docs Demo IVR Menu TTS	automatic	0.00b		2026-06-02 17:18:03	📎
<input type="checkbox"/>	Docs Demo IVR Upload Prompt	wav	3.95Kb	c0a19322779874889ea95389b4f037f3	2026-06-02 17:19:30	📎 🔊
<input type="checkbox"/>	IVR selection	wav	193.64Kb	1b992631b638611dbff20e0e6938c01a	2026-06-02 17:10:11	📎 🔊
<input type="checkbox"/>	Some music	wav	3.23Mb	3d33d4f78beb8a2c209d9ed4f6994303	2026-06-02 15:19:21	📎 🔊

Media Files list page in the Canistracci OIL tenant.

Page functions

Action	Description
Standard Message Media Files	Opens the standard prompt assignment page, where predefined system prompts can be associated with existing media files.
New Media File	Opens the creation form for a new media file. From that form you can upload an audio file, create a text-to-speech prompt, or record by dialing an extension or external number.
Delete Selected	Deletes the selected media files after confirmation. Check IVRs, queues, DISAs, music-on-hold lists, and other call flows before deleting a prompt that may be in use.
Search	Filters the visible rows by name, format, size, checksum, date, or other displayed text.
Sort	Sorts the table by the selected column.
Page size	Changes how many media files are shown per page.
Audio download	Downloads the stored media file from the row's Audio column.

Action	Description
Audio playback	Opens the in-page media player when the stored format can be played directly by the browser.

List columns

Column	Description
Select	Selects one or more rows for bulk deletion.
Name	Display name used when selecting the prompt in IVRs, queues, destinations, and other configuration pages.
Format	Stored audio format, or the configured text-to-speech creation mode when no stored audio file exists yet.
Size	Stored media size. Dynamic text-to-speech prompts can show zero bytes because audio is generated during the call.
MD5	Checksum of the stored audio file. This is blank when the media file has no stored audio body.
Date	Last media-file creation or update timestamp.
Audio	Download and playback actions for the media file.

Common workflows

Workflow	Use it when
Upload a Media File	You already have a WAV, MP3, M4A, or WMA file to use as a prompt.
Create a Media File with Text to Speech	You want MiRTA PBX to synthesize the prompt from text, either immediately or dynamically during the call.
Record by dialing out	You want MiRTA PBX to call an extension or external number and record the spoken audio from that call.
Edit an existing media file	Open the row by selecting its name, format, size, checksum, or date, then update the relevant form blocks and save.

Demo records

The Canistracci OIL tenant contains these documentation examples: **Docs Demo IVR Upload Prompt**, **Docs Demo IVR Menu TTS**, **IVR selection**, and **Some music**.

Deleting records

Before deleting a media file, check every call flow that can reference prompts: IVRs, queues, DISAs, hunt lists, custom destinations, music-on-hold lists, and standard messages. MiRTA PBX asks for confirmation before the delete is submitted.

Upload a Media File

Use **Upload a Media File** when you already have an audio prompt and want MiRTA PBX to store it for IVRs, queues, DISAs, announcements, or other call flows.

Open the form

Step	Action
1	Select the correct tenant in the top bar.
2	Open Configuration > Media Files .
3	Select New Media File .
4	Complete the Information, upload, and transformation blocks, then select Save .

Information

Information

Name: Docs Demo IVR Upload Prompt

Description: Uploaded prompt for the IVR selection menu

Information block when creating an uploaded media file.

This block identifies the prompt in lists and destination selectors.

Field	Description
Name	Short display name for the media file. Use a name that describes where the prompt is used, such as Docs Demo IVR Upload Prompt .
Description	Administrative note for the prompt. Use it to record the script purpose, call flow, or owner.

Upload Recording

... or upload recording

File: ivr-selection-upload.wav

Upload recording block when creating an uploaded media file.

This block selects the local audio file to upload.

Field	Description
File	Select the audio file to store. Use a clear filename, such as ivr-selection-upload.wav . MiRTA PBX can process common prompt formats including WAV, MP3, M4A, and WMA.

Upload/Create Transformations

Upload/create transformations

Volume correction:

Format conversion:
 Automatic
 WAV mono 8Khz 64kbps
 WAV mono 16Khz 128kbps
 SLN 8 khz format
 SLN 16 khz format
 Leave as is

Upload/create transformations block for an uploaded media file.

This block controls audio normalization and format conversion when the media file is saved.

Field or option	Description
Volume correction	Applies a linear gain adjustment. Use 1.0 for no change. Values below 1 reduce volume; values above 1 increase it.
Automatic	Lets MiRTA PBX choose the stored format based on the uploaded source.
WAV mono 8Khz 64kbps	Converts the prompt to an 8 kHz mono WAV format suitable for narrowband telephony prompts.
WAV mono 16Khz 128kbps	Converts the prompt to a 16 kHz mono WAV format.

Field or option	Description
SLN 8 khz format	Converts the prompt to 8 kHz signed linear audio.
SLN 16 khz format	Converts the prompt to 16 kHz signed linear audio.
Leave as is	Stores the uploaded file format without conversion, except for any requested volume correction.

Example

Field	Example value
Name	Docs Demo IVR Upload Prompt
Description	Uploaded prompt for the IVR selection menu
File	ivr-selection-upload.wav
Volume correction	1.0
Format conversion	Automatic

Editing

To edit an uploaded media file, open it from the Media Files list, adjust the name or description, optionally upload a replacement file, review the transformation options, and select **Save**. If the prompt is already used in a call flow, test that flow after replacing the audio.

Create a Media File with Text to Speech

Use **Create a Media File with Text to Speech** when you want MiRTA PBX to generate a prompt from written text instead of uploading a prerecorded audio file.

Open the form

Step	Action
1	Select the correct tenant in the top bar.
2	Open Configuration > Media Files .
3	Select New Media File .
4	Complete the Information, text-to-speech, and transformation blocks, then select Save .

Information

Information

Name:

Description:

Information block when creating a text-to-speech media file.

This block identifies the generated prompt in lists and destination selectors.

Field	Description
Name	Short display name for the generated prompt. The example uses Docs Demo IVR Menu TTS .

Field	Description
Description	Administrative note for the generated prompt. Use it to describe the IVR, queue, or call flow that will use the prompt.

Text to Speech

... or create using Text to Speech

Text:

Engine:

Voice:

Media file creation: Create now Dynamically during the call

Voice Engine API username:

Voice Engine API password:

Text-to-speech block with an IVR selection prompt example.

This block defines the script, voice engine, voice, and creation mode.

Field or option	Description
Text	Prompt text to synthesize. The field supports runtime variables such as <code>\${INCOMINGDID}</code> and <code>\${CALLERID(num)}</code> . When the media file is generated dynamically during the call, any Asterisk channel variable or user-defined variable available in the call can be used in this format. Surround a number with <code>//</code> markers when it should be read digit by digit.
Engine	Voice engine to use. Leave Tenant Default unless this prompt needs a specific configured engine.
Voice	Voice to use for the generated prompt. Leave Tenant Default unless the prompt requires a specific language, dialect, or voice.
Create now	Generates and stores the audio when you save the media file. Use this for fixed prompts that do not need runtime variables.

Field or option	Description
Dynamically during the call	Stores the text and voice settings, then generates the prompt during call execution. Use this when the prompt includes Asterisk channel variables, user-defined variables, or other values that must be read from the active call.
Region	Appears for engines that require a regional endpoint, such as Amazon AWS Polly.
Voice Engine API username	Optional per-prompt API username when the selected engine requires credentials. Prefer tenant or global defaults when possible.
Voice Engine API password	Optional per-prompt API password. Treat it as sensitive.

Example Text

For an IVR selection menu, use clear wording and keep the option list short:

Thank you for calling Canistracci OIL. For accounting, press 1. For sales, press 2. For support, press 3. To repeat this menu, press 9.

Dynamic prompts can include call variables, for example:

We received your call from \${CALLERID(num)} for \${INCOMINGDID}. Your support case is \${CASEID}.

Upload/Create Transformations

Upload/create transformations

Volume correction:

Format conversion:

- Automatic
- WAV mono 8Khz 64kbps
- WAV mono 16Khz 128kbps
- SLN 8 khz format
- SLN 16 khz format
- Leave as is

Save

Delete

Back

Upload/create transformations block for a text-to-speech media file.

This block controls volume and format conversion for generated audio. It is especially relevant when using **Create now**, because the media file is synthesized and stored immediately.

Field or option	Description
Volume correction	Applies a linear gain adjustment. Use 1.0 for no change. Values below 1 reduce volume; values above 1 increase it.
Automatic	Lets MiRTA PBX choose the stored format.
WAV mono 8Khz 64kbps	Converts the generated audio to an 8 kHz mono WAV format suitable for narrowband telephony prompts.
WAV mono 16Khz 128kbps	Converts the generated audio to a 16 kHz mono WAV format.
SLN 8 khz format	Converts the generated audio to 8 kHz signed linear audio.
SLN 16 khz format	Converts the generated audio to 16 kHz signed linear audio.
Leave as is	Stores the generated file without conversion, except for any requested volume correction.

Editing

To edit a text-to-speech media file, open it from the Media Files list, update the text, engine, voice, creation mode, or transformation options, and select **Save**. If the prompt is used by an IVR, queue, or other call flow, test the call flow after saving.