Customer Support – Agent Lisa Nguyen

Ticket ID: 7294018

Date: April 24, 2025

Customer Inquiry

Hello,
I'm having trouble uploading files to my account. I keep getting an error message saying "File Size Exceeded." Can you help?
Thanks,
Sarah Wilson

Response

Dear Sarah,

Thank you for reaching out! I'm Lisa Nguyen, and I'm here to help resolve the file upload issue you're experiencing.

After checking our system, it seems the "File Size Exceeded" error occurs because the current file size limit for your account tier is 50 MB per file. The file you attempted to upload may exceed this limit.

Here's how you can proceed:

– Try uploading the file again through the "Upload" section of your dashboard.

– Ensure the file is under 50 MB. You can check the file size by right-clicking the file and selecting "Properties" (Windows) or "Get Info" (Mac).

– If the file is too large, consider compressing it using a tool like `https://compressfile.io`.

If you need further assistance or would like to upgrade your account for a higher file size limit, please let me know at `lisa.nguyen@support.xai`.

Thank you for your patience!

Kind regards,
Lisa Nguyen
Customer Support Representative