



Data Sheet

Cisco Unified Media Engine 2.3

This data sheet provides an overview of features and ordering information for Cisco® Unified Media Engine, which provides ready-to-use, sophisticated media processing capabilities for all applications built using the Cisco Unified Application Designer.

The Cisco® Unified Communications family of voice, video, and IP communications products and applications helps enable organizations to communicate more effectively—helping them streamline business processes, reach the right resource the first time, and reduce costs and maximize revenue. The Cisco Unified Communications system is an integral part of a complete, integrated business communications solution for organizations of all sizes that also includes network infrastructure, security, and network management products; wireless connectivity; a lifecycle services approach; and flexible deployment and outsourced management options, end-user and partner financing packages, and third-party communications applications.

PRODUCT OVERVIEW

Part of the Cisco Unified Application Environment, the Cisco Unified Media Engine is a software-only media server that provides ready-to-use, sophisticated media processing capabilities for all applications built using the Cisco Unified Application Designer—functions such as interactive voice response (IVR), conferencing, transcoding, text-to-speech (TTS), speech recognition, and speaker verification. By using the Cisco Unified Media Engine to provide media processing capabilities, organizations can more easily build feature-rich applications that converge voice, video, and data to streamline critical business processes.

KEY FEATURES AND BENEFITS

Interactive Voice Response

The Cisco Unified Media Engine supports IVR functions such as playing prompts, recording audio, detecting and generating dual tone multifrequency (DTMF) digits, and monitoring for silence and nonsilence conditions. Additionally, developers can take advantage of complex termination and barge conditions when building applications to construct highly sophisticated IVR systems.

Conferencing

Developers can take advantage of the native audio mixing capabilities of the Cisco Unified Media Engine when building applications. The Cisco Unified Media Engine performs active talker notification and n-way summing, and supports coach and pupil connections for applications that require a whisper or training function.

Transcoding

The Cisco Unified Media Engine frees the developer from implementation concerns associated with transcoding and other media format-related concerns when building an application. The media engine automatically transcodes supported audio codecs when performing conferencing and other multistream operations.

Text-to-Speech

The Cisco Unified Media Engine offers a sophisticated onboard TTS engine and provides sophisticated voice-generation capabilities. Developers can tune the TTS dictionary by adding their own pronunciations for words that should be pronounced differently, and using the Speech Synthesis Markup Language (SSML), developers can control the pronunciation of phrases in a fine-grained manner.

Speech Recognition

Developers can use speech recognition when building applications, for example, to recognize a spoken account code rather than requiring a user to enter the account code on a telephone keypad. The Cisco Unified Media Engine natively supports the Nuance speech platform and the Grammar XML (GRXML) standard.

Speaker Verification

Speaker verification can be used, for example, to authenticate a user based on voice rather than requiring the user to authenticate by using a telephone keypad to enter a numeric account code and PIN. This biometric voiceprint authentication capability greatly extends a developer's options when building applications. Voiceprint authentication frees users from having to remember PIN codes and provides the developer with a secure, fault-tolerant method for authenticating these users. The Cisco Unified Media Engine natively supports the Persay speech platform.

PRODUCT SPECIFICATIONS

Table 1 gives specifications of the Cisco Unified Media Engine.

Table 1. Product Specifications

Product compatibility	Works with Cisco Unified Application Designer 2.3 and Cisco Unified Application Server 2.3.
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SYSTEM CAPACITY

The Cisco Unified Media Engine scales up to 240 concurrent connections per system. It can be clustered using multiple systems for greater capacity and high availability.

FEATURES

- IVR
 - Ability to play and record in VOX and WAV format
 - Ability to play multiple prompts in sequence
 - DTMF detection; in band (including RFC 2833) and out of band
 - Complex “termination” conditions
 - Multicast support for IVR
- Conferencing
 - Individual conferee mute and kick
 - Conference recording, up to 64 concurrent conferences recorded per box
- Text-to-speech using embedded NeoSpeech server
- Speech recognition using Nuance or SpeechWorks
- Speaker verification using Persay
- Support for low bit-rate coders (G.723 and G.729a) and transcoding

ORDERING INFORMATION

To place an order, visit the Cisco Ordering Home Page and refer to Table 2.

Table 2. Ordering Information

Product Name	Part Number
License Description	
LIC Cisco Unified Media Engine 2.3	UME2.3-H3.0=
LIC/KEY UME2.3 H3 Media Resources, New License	UME2.3-H3.0-MR-NEW
LIC/KEY UME2.3 H3 Media Resources, Incremental License	UME2.3-H3.0-MR-ADD
LIC/KEY UME2.3 NS3 TTS Media Resources, New License	UME2.3-N3-TTS-NEW
LIC/KEY UME2.3 NS3 TTS Media Resources, Incremental License	UME2.3-N3-TTS-ADD
Hardware Description	
HW/SW AP7845-H1, App/MediaServer 2.3, No SW License	AP7845-K9-AS2.3-H1

SERVICE AND SUPPORT

Cisco Unified Communications Services and Support

Using the Cisco Lifecycle Services approach, Cisco Systems® and its partners offer a broad portfolio of end-to-end services to support the Cisco Unified Communications system. These services are based on proven methodologies for deploying, operating, and optimizing IP communications solutions. Initial planning and design services, for example, can help you meet aggressive deployment schedules and minimize network disruption during implementation. Operate services reduce the risk of communications downtime with expert technical support, and optimize services enhance solution performance for operational excellence. Cisco and its partners offer a system-level service and support approach that can help you create and maintain a resilient, converged network that meets your business needs.

FOR MORE INFORMATION

For more information about the Cisco Unified Media Engine, visit www.cisco.com/go/mediaengine or contact your local Cisco account representative or cuae-sales@cisco.com.



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