Video

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Video

Note Cisco Media Sense is now end of life and end of support, hence Unity Connection will no longer provide the Video Messaging feature for users.For more information on Cisco Media Sense EOL, see https://www.cisco.com/c/en/us/products/collateral/customer-collaboration/mediasense/eos-eol-notice-c51-738857.html.

In Unity Connection, a user or an outside caller can also send video message to another user using video enabled end point in case of Ring No Answer (RNA). A user can also record a greeting in video format from a video enabled end point.

For more information, see the following references:

- Video Messaging chapter of *Design Guide for Cisco Unity Connection Release 15* at https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/connection/15/design/guide/b_15cucdg.html
- Video Compatibility Matrix section of *Compatibility Matrix for Cisco Unity Connection* available at https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/connection/compatibility/matrix/b_cucclientmtx.html.

Task List for Configuring Video Messaging

Do the following tasks to enable video messaging for the users:

1. Enable video messaging for the users through class of service:

    a. In Cisco Unity Connection Administration, expand **Class of Service** and select **Class of Service**.

    b. On the Search Class of Service page, select the class of service applied to the voicemail users.

    c. On the Edit Class of Service page, in the **Enable Video** section, check the check boxes depending on your requirement. (For more information on each field, see Help> This Page).

    d. Select **Save**.

2. Install the Cisco MediaSense video server. For more information, see theInstalling and Configuring Cisco MediaSense section.

3. Configure video services in Unity Connection. Ensure that the current video call is not exceeding 20 concurrent video sessions as supported in Unity Connection.

Note Make sure that the video server with which Unity Connection integrates for the storage and retrieval of video messages and greetings is in the active state.

For more information, see the Configuring Video Services section.

4. Configure video service accounts for Unity Connection users to access the video services. For more information on creating the video service accounts for Unity Connection users, see the Configuring Video Services Accounts section.

Note You can also use the Bulk Administration Tool (BAT) to configure video service accounts. For more information on configuring video service accounts using BAT tool, see the Bulk Administration Tool section.

5. Configure the video resolution for video messages and greetings associated with a port group. For more information on configuring port group, see the Codec Advertising section in Telephony Integration chapter.

6. Configure the number of expiration days for video messages after which the video part of a video message get expired and only audio part is retained as a voice message. For more information on configuring message expiration policy, see the Message Recording Expiration section in the Message Storage chapter.

Note You can also configure the Differentiated Services Code Point (DSCP) value for the video messaging on Telephony Configuration page of Cisco Unity Connection Administration. However, it is recommended to set the value of this parameter to the default unless a Cisco support engineer instructs otherwise.

Installing and Configuring Cisco MediaSense

Cisco MediaSense is a video server that integrates with Unity Connection to support the recording, playback, and storage of audio and video recordings.

Step 1 Download and install Cisco MediaSense:

For information, see the "Cisco MediaSense Installation" chapter of Installation and Administration Guide for Cisco MediaSense Release 9.0(1), available at http://www.cisco.com/en/US/docs/voice_ip_comm/cust_contact/contact_center/mediasense/9_0_1/inst_admin/CUMS_BK_IFE33F4B_00_mediasense-install-and-admin-guide_chapter_010.html

Step 2 Access Cisco MediaSense Administration:

a) From a web browser on any computer in your Unified Communications network, go to http://servername/oraadmin.

The servername is the IP address of the server where you have installed Cisco MediaSense.

b) A Security Alert message may appear, prompting you to accept the self-signed security certificate, if you have not already installed it. This security message may not appear if you have already installed a security certificate. The Cisco MediaSense Administration Authentication page appears.

c) Enter the Application Administrator User ID and Password and select Log In.

Step 3   Select the video file from Cisco MediaSense:

a) In Cisco MediaSense Administration, select **Media File Management** > **Add**.

b) On the Add Media File page, enter a title for the video to be uploaded. Make sure that the title name of the image should be CiscoUnityConnectionLogo.mp4.

c) (Optional) Enter a description of the file.

d) Browse to select the Cisco logo in the File field and select **Save**.

Note   You can either select a customized logo from your system or can select the standard Cisco logo.

The customized logo must be in MP4 format and should meet the following specifications:

  • H.264 constrained baseline profile

  • Resolution 1080p, 720p, 480p, or 360p

  • Audio AAC-LC (MediaSense converts it to AAC-LD upon import)

  • 48000 Hz sampling frequency

  • Mono

  • Maximum 2GB file size

Step 4   Disable Cisco Media Sense Prune Policy:

Cisco MediaSense has a default setting of pruning enabled for 60 days, which means that MediaSense deletes all video messages/greetings after 60 days and the messages/greetings are not available any more. To avoid your video messages/greetings from getting deleted, you must disable the MediaSense Prune Policy setting

a. In Cisco MediaSense Administration, select Prune Policy Configuration.

b. On the MediaSense Prune Policy Configuration page, uncheck the Automatically prune recordings after they are more than 60 days old, and when disk space is needed for new recordings (1) check box and select Save.

c. Restart all the Cisco MediaSense media services on all the nodes.

Configuring Video Services

Video services allow Unity Connection to integrate with video server to store and retrieve all the video messages and greetings recorded by the user. In addition, it allows Unity Connection to verify the state of video server, codecs, and user credentials used with video server.

Step 1   In Cisco Unity Connection Administration, expand **Video** and select **Video Services**.

The Search Video Services page appears displaying the currently configured video services.

Step 2   Configure video services (For more information on each field, see **Help** > **This Page**):

  • **To add a new video service account:**

    • On the Search Video Services page, select **Add New**.

    • On the New Video Service page, enter the values of the required fields and select **Save**. You need to restart the Connection Conversation service on each server in a Unity Connection cluster.

    • Select **Test** to display the task execution results window.

- **To edit an existing video service:**

  - On the Search Video Services page, select the video service that you want to edit.
  - On the Edit Video Service page, enter the values of the required fields and select **Save**.
  - Select **Test** to display the task execution results window.

- **To delete one or more video services:**

  - On the Search Video Services page, check the check boxes for the video services that you want to delete.
  - Select **Delete Selected** and **OK** to confirm.

Configuring Video Services Accounts

After configuring video services in Unity Connection, the administrator needs to configure video service accounts for each user.

Note	You can also use the Bulk Administration Tool (BAT) to create, edit, and delete multiple video services accounts at the same time by importing information contained in a comma separated value (CSV) file.

Step 1 In Cisco Unity Connection Administration, expand Users and select **Users**.

The Search Users page appears displaying the currently configured users.

Step 2 Configure video service accounts for the users (For more information on each field, see **Help> This Page**):

- **To add a video service account for a user:**

  - On the Search Users page, find the user for which you want to create a video service account.
  - On the Edit Users Basics page, select **Edit> Video Services Accounts**.
  - On the Video Services Accounts page, select **Add New**.

Note	• For each user, you can add only one video service account.
	• On the New Video Services Accounts page, enter the values of the required fields. Check the Map Video Service check box to configure the video service with video service account and select **Save**.

- **To edit an existing video service account for one or more users:**

  - On the Search Users page, find the user for which you want to edit the video service account. To edit the video service account of more than one user, check the check boxes for the users and select Bulk Edit.
  - On the Edit User Basics page, select **Edit> Video Services Accounts**.
  - On the Video Services Accounts page, select the video service account that you want to edit.
  - On the Edit Video Services Accounts page, enter the values of the required fields. Select the Map Video Service check box to configure the video service with video service account and select **Save**.

- **To delete a video service account for one or more users:**

  - On the Search Users page, find the user for which you want to delete the video service account.
  - On the Edit User Basics page, select **Edit> Video Service Accounts**.

- On the Video Service Accounts page, select the video service account that you want to delete.
- Select **Delete Selected** and **OK** to confirm.