



## Media Resources Overview

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### About Media Resources

Cisco Unified Communications Manager functionality requires the use of media resources. Media resources provide services such as annunciator, interactive voice response (IVR), transcoding, conferencing, music on hold, and media termination.

### Media Resources Configuration

Complete the following task flows to configure media resources for your system.

#### Procedure

	Command or Action	Purpose
Step 1	<a href="#">Media Resource Group Task Flow</a>	Use the procedures in this chapter to define logical groupings of media servers.
Step 2	<a href="#">Trusted Relay Points Task Flow</a>	Insert trusted relay points into a media stream to act as a control point for that stream. This device provides further processing on that stream or as a method to ensure that the stream follows a specific path.
Step 3	<a href="#">Annunciator Configuration Task Flow</a>	Configure the annunciator to enable Cisco Unified Communications Manager to play prerecorded announcements (.wav files) and to send tones to devices such as Cisco Unified IP Phones and gateways that are configured for Cisco Multilevel Precedence and Preemption.
Step 4	<a href="#">Interactive Voice Response Configuration Task Flow</a>	Use the Interactive Voice Response (IVR) device to play prerecorded feature announcements (.wav files) to devices such as

	Command or Action	Purpose
		Cisco Unified IP Phones and Gateways. These announcements play on devices that use features which require IVR announcements, like Conference Now.
<b>Step 5</b>	<a href="#">Video on Hold Configuration Task Flow</a>	Configure video on hold in video contact centers where customers calling into the video contact center are able to watch a specific video after initial consultation with the agent at the contact center.
<b>Step 6</b>	<a href="#">Announcements Configuration Task Flow</a>	Use the procedures in this chapter to use pre-defined announcements or upload custom announcements.
<b>Step 7</b>	<a href="#">Conference Bridge Configuration Task Flow</a>	Configure software and hardware applications that allow ad hoc and meet-me voice conferencing, as well as video conferencing.
<b>Step 8</b>	<a href="#">DSCP Settings Configuration Task Flow</a>	Use flexible DSCP marking and video promotion to configure a policy that specifies which applications receive the most favorable call admission control (CAC) and quality of service (QoS) treatment.
<b>Step 9</b>	<a href="#">Transcoders and MTPs Configuration Task Flow</a>	Configure transcoders to convert an input stream from one codec into an output stream that uses a different codec.