



Media Resources Overview

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About Media Resources

Cisco Unified Communications Manager functionality requires the use of media resources. Cisco Unified Communications Manager includes media resources such as:

- Annunciators
- Interactive Voice Response (IVR)
- Media Termination Points (MTP)
- Transcoders
- Trusted Relay Points
- Conference Bridges
- Music On Hold/Video on Hold

You can make media resources available to calls by assigning them to a media resource group list, and then assigning that list to a device pool, or to an individual device. The default setting for individual devices is to use the media resources that are assigned to the device pool that the device is using.



Note For information on configuring Music On Hold, refer to the *Feature Configuration Guide for Cisco Unified Communications Manager*.

Media Resources Configuration Task Flow

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

Procedure

	Command or Action	Purpose
Step 1	Media Resource Group Task Flow	Use the procedures in this chapter to define logical groupings of media servers.
Step 2	Trusted Relay Points Task Flow	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	Annunciator Configuration Task Flow	Configure the annunciator to enable Unified Communications Manager to play prerecorded announcements (.wav files) and to send tones to devices such as Cisco IP Phones and gateways that are configured for Cisco Multilevel Precedence and Preemption.
Step 4	Interactive Voice Response Configuration Task Flow	Use the Interactive Voice Response (IVR) device to play prerecorded feature announcements (.wav files) to devices such as Cisco IP Phones and Gateways. These announcements play on devices that use features which require IVR announcements, like Conference Now.
Step 5	Video on Hold Configuration Task Flow	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.
Step 6	Announcements Configuration Task Flow	Use the procedures in this chapter to use pre-defined announcements or upload custom announcements.
Step 7	Conference Bridge Configuration Task Flow	Configure software and hardware applications that allow ad hoc and meet-me voice conferencing, as well as video conferencing.
Step 8	DSCP Settings Configuration Task Flow	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.
Step 9	Transcoders and MTPs Configuration Task Flow	Configure transcoders to convert an input stream from one codec into an output stream that uses a different codec.