



Video

Cisco Unity Connection 10.0(1) and later releases have enhanced the current user greeting experience by providing video greetings to the callers. Unity Connection users can record a video greeting that can be played for both Unity Connection users and outside callers.

A Unity Connection user or outside caller can access the video greetings only when calling from a video enabled endpoint (for example, a telephone with video display) to a video enabled user mailbox in Unity Connection. However, when calling from a non video enabled endpoint, the callers can only access the audio part of the video greetings.



Note

For information on supported video endpoints, see the *Video Compatibility Matrix: Video Endpoints*, *Cisco Unity Connection*, *Cisco Unified Communications Manager*, and *Cisco MediaSense*, available at: http://www.cisco.com/c/en/us/td/docs/voice_ip_comm/connection/compatibility/matrix/cucvideomtx.html.

See the following sections:

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Task List for Configuring Video Greetings

When a Unity Connection user or outside caller receives an unanswered call from a Unity Connection user, the caller can receive a video greeting of the called user by performing the following tasks:

1. Enable video greetings 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 the [Installing and Configuring Cisco MediaSense, page 15-2](#) section.

3. Configure video services in Unity Connection. Ensure that the current video call is not exceeding 25 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 greetings is in the active state.

For more information, see the [Configuring Video Services, page 15-3](#) 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, page 15-4](#) 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, page 19-2](#) section.

5. Record and playback the video greetings for each Unity Connection user:
 - a. In Cisco Unity Connection Administration, expand **Users** and select **Users**.
 - b. On the Search Users page, select the user for which you want to enable playback of video greetings.
 - c. On the Edit User Basics page, select **Edit> Greetings**.
 - d. On the Greetings page, select the greeting applied to the user.
 - e. On the Edit Greeting page, in the **Callers See** section, check the **My Personal Recording** check box and select **Save**.
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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.

To Install and Configure Cisco MediaSense for Video Greetings in Unity Connection

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/901/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/oradmin`.

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 greetings after 60 days and the greetings are not available any more. To avoid your video 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 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.

To Configure Video Services in Unity Connection

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:
 - a. On the Search Video Services page, select **Add New**.

- b. 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.
 - c. Select **Test** to display the task execution results window.
 - To edit an existing video service:
 - a. On the Search Video Services page, select the video service that you want to edit.
 - b. On the Edit Video Service page, enter the values of the required fields and select **Save**.
 - c. Select **Test** to display the task execution results window.
 - To delete one or more video services:
 - a. On the Search Video Services page, check the check boxes for the video services that you want to delete.
 - b. Select **Delete Selected** and **OK** to confirm.
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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.

To Configure Video Service Accounts for Users in Unity Connection

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



Note

For each user, you can add only one video service account.

- d. 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:

- a. 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**.
 - b. On the Edit User Basics page, select **Edit> Video Services Accounts**.
 - c. On the Video Services Accounts page, select the video service account that you want to edit.
 - d. 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:
 - a. On the Search Users page, find the user for which you want to delete the video service account.
 - b. On the Edit User Basics page, select **Edit> Video Service Accounts**.
 - c. On the Video Service Accounts page, select the video service account that you want to delete.
 - d. Select **Delete Selected** and **OK** to confirm.
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