



# CHAPTER 6

## Media Resources

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A media resource is a software-based or hardware-based entity that performs media processing functions on the data streams to which it is connected. Media processing functions include mixing multiple streams to create one output stream (conferencing), passing the stream from one connection to another (media termination point), converting the data stream from one compression type to another (transcoding), echo cancellation, signaling, termination of a voice stream from a TDM circuit (coding/decoding), packetization of a stream, streaming audio (annunciation), and so forth.

Use this chapter to determine which of the media resources described below are needed for your deployment. Also determine whether the resources that are required can be provided by software-based features or whether it is necessary to provision digital signal processors (DSPs) to implement the resources. Although the resources are discussed in individual sections, the same basic resources (DSPs and Cisco IP Voice Media Streaming Application) may be shared to implement higher-level functions.

This chapter focuses on the following features:

- [Voice Termination, page 6-2](#)
- [Audio Conferencing, page 6-10](#)
- [Video Conferencing, page 6-13](#)
- [Secure Conferencing, page 6-13](#)
- [Transcoding, page 6-15](#)
- [Media Termination Point \(MTP\), page 6-17](#)
- [SIP Trunk, page 6-20](#)
- [H.323 Trunks and Gateways, page 6-22](#)
- [Trusted Relay Point, page 6-25](#)
- [Annunciator, page 6-25](#)
- [Cisco RSVP Agent, page 6-27](#)
- [Cisco IP Voice Media Streaming Application, page 6-27](#)

For more details about the following features, refer to their respective sections:

- [Music on Hold, page 7-1](#)
- [Unified CM RSVP-Enabled Locations, page 9-18](#)

For details about the dependencies on hardware and software, see the section on [Hardware and Software Capacities, page 6-28](#).

You can control media resources on Cisco Unified Communications Manager (Unified CM) through the use of media resource groups and media resource group lists. You can create pools of resources to control the specific hardware or software that is used. Cisco recommends that you use pools to group resources based on physical location. For design guidelines based on the various call processing models, see the section on [General Design Guidelines, page 6-31](#).

## What's New in This Chapter

[Table 6-1](#) lists the topics that are new in this chapter or that have changed significantly from previous releases of this document.

**Table 6-1** *New or Changed Information Since the Previous Release of This Document*

New or Revised Topic	Described in:
Capacities of WS-SVC-CMM-ACT and WS-6608-T1/WS-6608-E1 modules for audio conferences	<a href="#">Audio Conferencing Resources, page 6-10</a>
Cisco 2900 and 3900 Series Integrated Services Routers Generation 2 (ISR G2)	<a href="#">Cisco 2900 and 3900 Series Platforms, page 6-29</a>
Cisco IOS media resources	<a href="#">Redundancy and Failover Considerations for Cisco IOS-Based Media Resources, page 6-9</a>
MTP usage with a conference bridge	<a href="#">MTP Usage with a Conference Bridge, page 6-24</a>
PVDM3 DSPs	<a href="#">Table 6-3</a> <a href="#">Table 6-8</a> Various sections throughout this chapter
Recommended DSP profile configuration	<a href="#">Transcoding Resources, page 6-16</a>
Secure conferences	<a href="#">Secure Conferencing, page 6-13</a>
Trusted Relay Point (TRP)	<a href="#">Trusted Relay Point, page 6-25</a>
Usage of hardware DSP resources as MTP for G.729 codec	<a href="#">MTP Resources, page 6-24</a>
Video conferences	<a href="#">Video Conferencing, page 6-13</a>
Voice quality	<a href="#">Media Functions and Voice Quality, page 6-32</a>

## Voice Termination

Voice termination applies to a call that has two call legs, one leg on a time-division multiplexing (TDM) interface and the second leg on a Voice over IP (VoIP) connection. The TDM leg must be terminated by hardware that performs coding/decoding and packetization of the stream. This termination function is performed by digital signal processor (DSP) resources residing in the same hardware module, blade, or platform. All DSP hardware on Cisco TDM gateways is capable of terminating voice streams, and certain hardware is also capable of performing other media resource functions such as conferencing or transcoding (see [Audio Conferencing, page 6-10](#) and [Transcoding, page 6-15](#)).

Table 6-4 through Table 6-9 show the number of calls that each hardware platform can support, which is determined by the type of DSP chipset and the number of DSPs on the hardware. The hardware has either fixed DSP resources that cannot be upgraded or changed, or it has modular DSP resources that can be upgraded. For modular (upgradeable) hardware, Table 6-4 through Table 6-9 also list the maximum number of DSPs per hardware module.

The number of supported calls depends on the computational complexity of the codec used for a call and also on the complexity mode configured on the DSP. Cisco IOS enables you to configure a complexity mode on the hardware module. Some hardware platforms have two complexity modes, medium complexity and high complexity, while other hardware platforms have medium and high complexity as well as flex mode.

## Medium and High Complexity Mode

To determine how many calls a module can support, locate the module in Table 6-4 through Table 6-9, and determine the number of DSPs it can provide as well as the desired codec type. For example, an NM-HD-2VE module with three C5510 DSPs configured in flex mode can support eight G.729 calls on each DSP, for a total of 24 calls using flex mode and G.729 codecs. Using G.711 codecs in flex mode, the same hardware could support 48 calls.

As indicated in Table 6-2, if a codec is supported in medium complexity mode, it is also supported in high complexity mode, albeit with fewer supported calls.

You can configure each DSP separately as either medium complexity, high complexity, or flex mode (C5510 only). The DSP treats all calls according to its configured complexity, regardless of the actual complexity of the codec of the call. A resource with configured complexity equal or higher than the actual complexity of the incoming call must be available, or the call will fail. For example, if a call requires a high-complexity codec but the DSP resource is configured for medium complexity mode, the call will fail. However, if a medium-complexity call is attempted on a DSP configured for high complexity mode, then the call will succeed and Cisco IOS will allocate a high-complexity mode resource.

To determine the maximum number of calls supported, find the appropriate row in Table 6-4 through Table 6-9 that contains the desired hardware. For DSPs based on C5510, check the medium and high complexity columns in Table 6-2 to verify which complexity modes are capable of handling the desired codecs, then read the maximum number of supported calls for each DSP at the desired complexity mode. For PVDM3 DSPs, use Table 6-3, and note that the medium complexity mode of operation of the PVDM3 includes both the low and the medium complexity codecs listed in the table.

## Flex Mode

Flex mode, available only on hardware platforms that use the C5510 chipset and on PVDM3 DSPs, eliminates the requirement to specify the codec complexity at configuration time. A DSP in flex mode accepts a call of any supported codec type, as long as it has available processing power. The overhead of each call is tracked dynamically via a calculation of processing power in millions of instructions per second (MIPS). Cisco IOS performs a MIPS calculation for each call received and subtracts MIPS credits from its budget whenever a new call is initiated. The number of MIPS consumed by a call depends on the codec of the call, as shown in the Flex Mode column of Table 6-2. The DSP will allow a new call as long as it has remaining MIPS credits greater than or equal to the MIPS required for the incoming call. The Flex Mode column of Table 6-2 groups the supported codecs by the number of MIPS for a single call (either 15, 30, or 40 MIPS per call) and shows the MIPS budget available for various hardware.

Similarly, PVDM3 DSP modules use a credit-based system. Each module is assigned a fixed number of "credits" that represent a measure of its capacity to process media streams. Each media operation, such as voice termination, transcoding, and so forth, is assigned a cost in terms of credits. As DSP resources are allocated for a media processing function, its cost value is subtracted from the available credits. A DSP module runs out of capacity when the available credits run out and are no longer sufficient for the requested operation. The credit allocation rules for PVDM3 DSPs are rather complex. For proper sizing, use the Cisco Unified Communications Sizing Tool (Unified CST), available to Cisco employees and partners with proper login authentication at <http://tools.cisco.com/cucst>.

Flex mode has an advantage when calls of multiple codecs must be supported on the same hardware because flex mode can support more calls than when the DSPs are configured as medium or high complexity. However, flex mode does allow oversubscription of the resources, which introduces the risk of call failure if all resources are used. With flex mode it is possible to have fewer DSP resources than with physical TDM interfaces.

For example, each DSP has a budget of 240 MIPS, for a total budget of 720 MIPS per NM-HD-2VE module. For an NM-HDV2 module, the budget per DSP is also 240 MIPS, but refer to [Table 6-4](#) to determine the total number of MIPS available based on your choice and the number of PVDMs.

Compared to medium or high complexity mode, flex mode has the advantage of supporting the most G.711 calls per DSP. In medium complexity mode a DSP can support 8 G.711 calls, while flex mode supports 16 G.711 calls.

## DSP Resources for Voice Termination

[Table 6-4](#) through [Table 6-9](#), organized by DSP chipset, provide information on DSP support by platform, DSP density, and the number of voice terminations (or calls) supported per DSP. [Table 6-2](#) and [Table 6-3](#) list the codecs supported by the hardware modules in each complexity mode.

**Table 6-2** Codecs Supported by C5510 DSPs in Various Complexity Modes

Medium Complexity	High Complexity	Flex Mode
G.711 (a-law, mu-law)	G.711 (a-law, mu-law)	<i>At 15 MIPS per call:</i>
Fax/modem passthrough	Fax/modem passthrough	<ul style="list-style-type: none"> <li>G.711 (a-law, mu-law)</li> </ul>
Clear channel	Clear channel	<ul style="list-style-type: none"> <li>Fax/modem passthrough</li> </ul>
G.726 (32K, 24K, 16K)	G.726 (32K, 24K, 16K)	<ul style="list-style-type: none"> <li>Clear channel</li> </ul>
Fax relay	Fax relay	<i>At 30 MIPS per call:</i>
G.729 (a, ab)	G.729	<ul style="list-style-type: none"> <li>G.726 (32K, 24K, 16K)</li> </ul>
	G.729 (a, b, ab)	<ul style="list-style-type: none"> <li>Fax relay</li> </ul>
	G.728	<ul style="list-style-type: none"> <li>G.729</li> </ul>
	G.723.1 (32K, 24K, 16K)	<ul style="list-style-type: none"> <li>G.729 (a, b, ab)</li> </ul>
	G.723.1a (5.3K, 6.3K)	<i>At 40 MIPS per call:</i>
	Modem relay	<ul style="list-style-type: none"> <li>G.728</li> </ul>
		<ul style="list-style-type: none"> <li>G.723.1 (32K, 24K, 16K)</li> </ul>
		<ul style="list-style-type: none"> <li>G.723.1a (5.3K, 6.3K)</li> </ul>
		<ul style="list-style-type: none"> <li>Modem relay</li> </ul>

**Table 6-3** Codecs Supported by PVDM3 DSPs in Various Complexity Modes

Low Complexity	Medium Complexity	High Complexity	Very High Complexity
G.711 (a-law, mu-law)	G.726	G.729	iSAC
Fax Passthrough	Fax Relay	G.729B	
Modem Passthrough	G.729A	G.723	
Clear channel	G.729AB	G.728	
	G.722	Modem Relay	
	GSMFR	iLBC	
		GSMEFR	

Hardware based on the C5510 chipset supports medium and high complexity modes as well as flex mode, as indicated in [Table 6-4](#).

**Table 6-4** DSP Resources on Cisco IOS Hardware Platforms with C5510 Chipset

Hardware Module or Chassis	DSP Configuration	Maximum Number of Voice Terminations (Calls) per DSP and per Module		
		Medium Complexity (8 calls per DSP)	High Complexity (6 calls per DSP)	Flex Mode <sup>1</sup> (240 MIPS per DSP)
VG-224	Fixed at 4 DSPs	N/A	24 calls per platform Supported codecs: <ul style="list-style-type: none"> <li>G.711 (a-law, mu-law)</li> <li>G.729a</li> </ul>	N/A
NM-HD-1V <sup>2</sup>	Fixed at 1 DSP	4 calls per NM	4 calls per NM	240 MIPS per NM
NM-HD-2V	Fixed at 1 DSP	8 calls per NM	6 calls per NM	240 MIPS per NM
NM-HD-2VE	Fixed at 3 DSPs	24 calls per NM	18 calls per NM	720 MIPS per NM
NM-HDV2	1 to 4 of:	Calls per PVDM:	Calls per PVDM:	MIPS per PVDM:
NM-HDV2-2T1/E1	PVDM2-8 <sup>3</sup> (½ DSP)	4	3	120
NM-HDV2-1T1/E1	PVDM2-16 (1 DSP)	8	6	240
	PVDM2-32 (2 DSPs)	16	12	480
	PVDM2-48 (3 DSPs)	24	18	720
	PVDM2-64 (4 DSPs)	32	24	960
2801	1 to 2 of:	Calls per PVDM:	Calls per PVDM:	MIPS per PVDM:
2811	PVDM2-8 <sup>3</sup> (½ DSP)	4	3	120
	PVDM2-16 (1 DSP)	8	6	240
	PVDM2-32 (2 DSPs)	16	12	480
	PVDM2-48 (3 DSPs)	24	18	720
	PVDM2-64 (4 DSPs)	32	24	960

**Table 6-4** *DSP Resources on Cisco IOS Hardware Platforms with C5510 Chipset (continued)*

Hardware Module or Chassis	DSP Configuration	Maximum Number of Voice Terminations (Calls) per DSP and per Module		
		Medium Complexity (8 calls per DSP)	High Complexity (6 calls per DSP)	Flex Mode <sup>1</sup> (240 MIPS per DSP)
2821	1 to 3 of:	Calls per PVDM:	Calls per PVDM:	MIPS per PVDM:
2851	PVDM2-8 <sup>3</sup> (½ DSP)	4	3	120
	PVDM2-16 (1 DSP)	8	6	240
	PVDM2-32 (2 DSPs)	16	12	480
	PVDM2-48 (3 DSPs)	24	18	720
	PVDM2-64 (4 DSPs)	32	24	960
3825	1 to 4 of:	Calls per PVDM:	Calls per PVDM:	MIPS per PVDM:
3845	PVDM2-8 <sup>3</sup> (½ DSP)	4	3	120
	PVDM2-16 (1 DSP)	8	6	240
	PVDM2-32 (2 DSPs)	16	12	480
	PVDM2-48 (3 DSPs)	24	18	720
	PVDM2-64 (4 DSPs)	32	24	960

1. In flex mode, the maximum number of supported calls depends on the number of MIPS used per call (see [Table 6-2](#)).
2. With the NM-HD-1V module, the number of voice terminations (calls) is limited by the number of physical ports on the module.
3. The PVDM2-8 has a single half-capacity C5510.

Hardware that is based on the C5421 chipset may have DSPs configured as either medium complexity or high complexity. [Table 6-5](#) lists the call density per DSP, and [Table 6-2](#) lists the codecs supported in each complexity mode.

**Table 6-5** *DSP Resources on Cisco IOS Hardware Platforms with C5421 Chipset*

Hardware Module	DSP Configuration	Maximum Number of Calls per DSP and per Module	
		Medium Complexity (8 calls per DSP)	High Complexity (8 calls per DSP)
NM-HDA-4FXS	Fixed at 2 DSPs	16 calls per NM	8 calls per NM
	<i>or</i>		
	Fixed at 1 of DSP-HDA-16 (4 DSPs)	16 calls per NM	16 calls per NM
AIM-VOICE-30	Fixed at 4 DSPs	30 or 60 calls per AIM	16 or 30 calls per AIM
AIM-ATM-VOICE-30			

Hardware that is based on the C549 chipset may have DSPs configured as either medium complexity or high complexity. [Table 6-6](#) lists the call density per DSP, and [Table 6-2](#) lists the codecs supported in each complexity mode.

**Table 6-6 DSP Resources on Cisco IOS Hardware Platforms with C549 Chipset**

Hardware Module	DSP Configuration	Maximum Number of Calls per DSP and per Module	
		Medium Complexity (4 calls per DSP)	High Complexity (2 calls per DSP)
NM-HDV NM-HDV-FARM	1 to 5 of PVDM-12 (3 DSPs per PVDM-12)	12, 24, 36, 48, or 60 calls per NM	6, 12, 18, 24, or 30 calls per NM
1751 <sup>1</sup> 1760	1 to 2 of:  PVDM-256K-4 (1 DSP) PVDM-256K-8 (2 DSPs) PVDM-256K-12 (3 DSPs) PVDM-256K-16HD (4 DSPs) PVDM-256K-20HD (5 DSPs)	Calls per NM:  4 or 8 8 or 16 12 or 24 16 or 32 20	Calls per NM:  2 or 4 4 or 8 6 or 12 8 or 16 10
PA-VXA-1TE1-24+	Fixed at: 7 DSPs	Calls per PA: 28	Calls per PA: 14
PA-VXA-1TE1-30+	8 DSPs	32	16
PA-VXB-2TE1+	12 DSPs	48	24
PA-VXC-2TE1+	30 DSPs	120	60
PA-MCX-2TE1 PA-MCX-4TE1 PA-MCX-8TE1	Fixed (No on-board DSPs)	Depends on PA-VX(x) <sup>2</sup>	Depends on PA-VX(x) <sup>2</sup>

1. The 1751 supports a maximum of 8 DSPs (32 channels), and you can order these modules in multiples of 2 PVDMs as long as the total is less than 32 channels. The part number indicates the number of channels.
2. The multichannel port adaptors utilize unused DSPs from PA-VXAs, PA-VXBs, or PA-VXCs across the mix backplane.

Hardware that is based on the C542 chipset supports the following codecs:

- G.711 (a-law, mu-law)
- Fax/modem passthrough
- Clear channel
- G.726 (32K, 24K, 16K)
- Fax relay
- G.729
- G.729 (a, b, ab)
- G.728
- G.723.1 (32K, 24K, 16K)
- G.723.1a (5.3K, 6.3K)
- Modem relay

[Table 6-7](#) lists the call density per DSP.

**Table 6-7** *DSP Resources on Cisco IOS Hardware Platforms with C542 Chipset*

Hardware Module <sup>1</sup>	DSP Configuration	Maximum Number of Calls per DSP and per Module
NM-1V	Fixed at 2 DSPs	1 call per DSP 2 calls per NM
NM-2V	Fixed at 4 DSPs	1 call per DSP 4 calls per NM

1. These modules do not have any complexity mode but support all codecs equally.

Table 6-8 lists the call density per PVDM3 DSP.

**Table 6-8** *Voice Termination on PVDM3 DSPs on Cisco IOS ISR G2 Platforms*

Hardware Platform <sup>1</sup>	DSP Configuration	Maximum Number of Calls per DSP			
		Low Complexity Codecs	Medium Complexity Codecs	High Complexity Codecs	Very High Complexity Codecs
2901	1 to 2 of:				
2911	PVDM3-16	16	12	10	8
	PVDM3-32	32	22	14	12
	PVDM3-64	64	44	28	24
	PVDM3-128	128	97	60	50
	PVDM3-192	193	140	89	74
	PVDM3-256	258	194	121	101
2921	1 to 3 of:				
2951	PVDM3-16	16	12	10	8
	PVDM3-32	32	22	14	12
	PVDM3-64	64	44	28	24
	PVDM3-128	128	97	60	50
	PVDM3-192	193	140	89	74
	PVDM3-256	258	194	121	101
3925	1 to 4 of:				
3945	PVDM3-16	16	12	10	8
	PVDM3-32	32	22	14	12
	PVDM3-64	64	44	28	24
	PVDM3-128	128	97	60	50
	PVDM3-192	193	140	89	74
	PVDM3-256	258	194	121	101

1. The Cisco 2900 and 3900 Series Integrated Services Routers (ISRs) also support PVDM2 DSPs. The call capacity with various complexity modes on these DSPs is the same as for the Cisco 2800 and 3800 Series ISRs. An adaptor is required for inserting PVDM2 DSPs in DSP slots on the Cisco 2900 and 3900 Series ISR motherboards.



Table 6-9 lists non-IOS hardware for DSP resources. All non-IOS hardware platforms have a fixed configuration of DSPs, as indicated in Table 6-9.

**Table 6-9 DSP Resources on Non-IOS Hardware Platforms**

Hardware Module or Platform	DSP Configuration	Maximum Number of Calls per DSP and per Module	Codecs Supported
WS-6608-T1 WS-6608-E1	Fixed at 64 of C549 (8 DSPs per port, 8 ports per card)	4 calls per DSP 256 calls per module <sup>1</sup>	G.711 a-law, mu-law G.729a
WS-6624-FXS	Fixed at 12 of C549	2 calls per DSP 24 calls per module	G.711 a-law, mu-law G.729a
VG-248	Fixed at 12 of C5409	4 calls per DSP 48 calls per platform	G.711 a-law, mu-law G.729a
WS-SVC-CMM-ACT	Fixed at 4 of Broadcom 1500	32 calls per DSP 128 calls per module	G.711 (10-30 ms) G.729 (10-60 ms) G.723 (30-60 ms)
WS-SVC-CMM-6T1	Fixed at 12 of C5441	15 calls per DSP 144 calls per module	G.711 (10, 20, 30 ms) G.729 (10, 20, 30, 40, 50, 60 ms)
WS-SVC-CMM-6E1	Fixed at 12 of C5441	15 calls per DSP 180 calls per module	G.711 (10, 20, 30 ms) G.729 (10, 20, 30, 40, 50, 60 ms)
WS-SVC-CMM-24FXS	Fixed at 3 of C5441	15 calls per DSP 24 calls per module	G.711 a-law, mu-law G.729 G.729a
ATA-188 <sup>2</sup>	Fixed at 1 of Komodo 3880	2 calls per platform	G.711 a-law, mu-law G.729

1. A maximum of 192 calls are possible with T1 and 240 calls with E1, based on the number of physical ports. If none of the DSPs are configured for T1 or E1, then a maximum of 256 DSP resources are available.
2. The ATA module does not define complexity. It supports G.711, G.729, and G.723 only.

## Redundancy and Failover Considerations for Cisco IOS-Based Media Resources

A high availability design with media resources must include redundant media resources. When these resources are Cisco IOS-based, they can be distributed on more than one Cisco IOS platform to guard against failure of a single platform and can be registered to different primary Unified CM servers.

Cisco IOS supports two modes of failover capability: graceful and immediate. The default failover method is graceful, in which the resources register to a backup Unified CM server only after all media activity has ceased. The immediate method, on the other hand, makes the resources register to the backup Unified CM server as soon as failure of the primary is detected. In situations where there is only one set of media resources with no redundancy, Cisco recommends use of the immediate failover method.

# Audio Conferencing

A conference bridge is a resource that joins multiple participants into a single call. It can accept any number of connections for a given conference, up to the maximum number of streams allowed for a single conference on that device. There is a one-to-one correspondence between media streams connected to a conference and participants connected to the conference. The conference bridge mixes the streams together and creates a unique output stream for each connected party. The output stream for a given party is the composite of the streams from all connected parties minus their own input stream. Some conference bridges mix only the three loudest talkers on the conference and distribute that composite stream to each participant (minus their own input stream if they are one of the talkers).

## Audio Conferencing Resources

A hardware conference bridge has all the capabilities of a software conference bridge. In addition, some hardware conference bridges can support multiple low bit-rate (LBR) stream types such as G.729 or G.723. This capability enables some hardware conference bridges to handle mixed-mode conferences. In a mixed-mode conference, the hardware conference bridge transcodes G.729 and G.723 streams into G.711 streams, mixes them, and then encodes the resulting stream into the appropriate stream type for transmission back to the user. Some hardware conference bridges support only G.711 conferences.

All conference bridges that are under the control of Cisco Unified Communications Manager (Unified CM) use Skinny Client Control Protocol (SCCP) to communicate with Unified CM.

Unified CM allocates a conference bridge from a conferencing resource that is registered with the Unified CM cluster. Both hardware and software conferencing resources can register with Unified CM at the same time, and Unified CM can allocate and use conference bridges from either resource. Unified CM does not distinguish between these types of conference bridges when it processes a conference allocation request.

The number of individual conferences that may be supported by the resource varies, and the maximum number of participants in a single conference varies, depending on the resource.

The following types of conference bridge resources may be used on a Unified CM system:

- [Software Audio Conference Bridge \(Cisco IP Voice Media Streaming Application\)](#), page 6-10
- [Hardware Audio Conference Bridge \(Cisco NM-HDV2, NM-HD-1V/2V/2VE, 2800 Series, and 3800 Series Routers\)](#), page 6-11
- [Hardware Audio Conference Bridge \(Cisco 2900 Series and 3900 Series Routers with PVDM3 DSPs\)](#), page 6-11
- [Hardware Audio Conference Bridge \(Cisco WS-SVC-CMM-ACT\)](#), page 6-12
- [Hardware Audio Conference Bridge \(Cisco NM-HDV and 1700 Series Routers\)](#), page 6-12
- [Hardware Audio Conference Bridge \(Cisco Catalyst WS-X6608-T1 and WS-X6608-E1\)](#), page 6-12
- [Built-in Conference](#), page 6-12
- [Video Conferencing](#), page 6-13

### Software Audio Conference Bridge (Cisco IP Voice Media Streaming Application)

A software unicast conference bridge is a standard conference mixer that is capable of mixing G.711 audio streams and Cisco Wideband audio streams. Any combination of Wideband or G.711 a-law and mu-law streams may be connected to the same conference. The number of conferences that can be supported on a given configuration depends on the server where the conference bridge software is

running and on what other functionality has been enabled for the application. The Cisco IP Voice Media Streaming Application is a resource that can also be used for several functions, and the design must consider all functions together (see [Cisco IP Voice Media Streaming Application, page 6-27](#)).

#### **Hardware Audio Conference Bridge (Cisco NM-HDV2, NM-HD-1V/2V/2VE, 2800 Series, and 3800 Series Routers)**

DSPs that are configured through Cisco IOS as conference resources will load firmware into the DSPs that is specific to conferencing functionality only, and these DSPs cannot be used for any other media feature.

The following guidelines and considerations apply to these DSP resources:

- Based on the C5510 DSP chipset, the NM-HDV2 and the router chassis use the PVDM2 modules for providing DSPs.
- DSPs on PVDM2 hardware are configured individually as either voice termination, conferencing, media termination, or transcoding, so that DSPs on a single PVDM may be used as different resource types. Allocate DSPs to voice termination first, then to other functionality as needed.
- The NM-HDV2 has 4 slots that will accept PVDM2 modules in any combination. The other network modules have fixed numbers of DSPs.
- A conference based on these DSPs allows a maximum of 8 participants. When a conference begins, all 8 positions are reserved at that time. Starting with Cisco IOS Release 12.4(15)T, this limit on the maximum number of participants has been increased to 32.
- The PVDM2-8 is listed as having ½ a DSP because it has a DSP that has half the processing capacity of the PVDM2-16. For example, if the DSP on a PVDM2-8 is configured for G.711, it can provide  $(0.5 * 8)$  bridges/DSP = 4 conference bridges.
- Use [Table 6-2](#) and [Table 6-4](#) to determine how many DSPs may be provisioned with specific hardware.
- A DSP farm configuration in Cisco IOS specifies which codecs may be accepted for the farm. A DSP farm that is configured for conferencing and G.711 provides 8 conferences. When configured to accept both G.711 and G.729 calls, a single DSP provides 2 conferences because it is also reserving its resources for performing transcoding of streams.
- The I/O of an NM-HDV2 is limited to 400 streams, so ensure that the number of conference resources allocated does not cause this limit to be exceeded. If G.711 conferences are configured, then no more than 6 DSPs (total of 48 conferences with 8 participants each) should be allocated per NM because  $(48 * 8)$  participants = 384 streams. If you configure all conferencing for both G.711 and G.729 codecs, then each DSP provides only 2 conferences of 8 participants each. In this case, it is possible to populate the NM fully and configure it with 16 DSPs so there would be 256 streams.
- Conferences cannot natively accept calls utilizing the GSM codec. A transcoder must be provided separately for these calls to participate in a conference.
- Any PVDM2-based hardware, such as the NM-HDV2, may be used simultaneously in a single chassis for voice termination but may not be used simultaneously for other media resource functionality. The DSPs based on PVDM-256K and PVDM2 have different DSP farm configurations, and only one may be configured in a router at a time.

#### **Hardware Audio Conference Bridge (Cisco 2900 Series and 3900 Series Routers with PVDM3 DSPs)**

The number of conferences supported by each DSP type is a function of the number of participants in each conference and the codec used for the conference. Each media processing function, including conferences hosted by the DSP, consumes some of its available credits. The number of credits consumed for a particular conference is a function of the number of participants and the codec used in the

conference. For proper sizing, use the Cisco Unified Communications Sizing Tool (Unified CST), available to Cisco employees and partners with proper login authentication at <http://tools.cisco.com/cucst>.

#### **Hardware Audio Conference Bridge (Cisco WS-SVC-CMM-ACT)**

The following guidelines and considerations apply to this DSP resource:

- DSPs on this hardware are configured individually as either voice termination, conferencing, media termination, or transcoding, so that DSPs on a single module may be used as different resource types. Allocate DSPs to voice termination first.
- Each ACT Port Adaptor contains 4 DSPs that are individually configurable. Each DSP can support 32 conference participants. You can configure up to 4 ACT Port Adaptors per CMM Module.
- This Cisco Catalyst-based hardware provides DSP resources that can provide conference bridges of up to 128 participants per bridge. A conference bridge may span multiple DSPs on a single ACT Port Adaptor; but conference bridges cannot span across multiple ACT Port Adaptors.
- The G.711 and G.729 codecs are supported on these conference bridges without extra transcoder resources. However, transcoder resources would be necessary if other codecs are used.

#### **Hardware Audio Conference Bridge (Cisco NM-HDV and 1700 Series Routers)**

The following guidelines and considerations apply to these DSP resources:

- This hardware utilizes the PVDM-256K type modules that are based on the C549 DSP chipset.
- Conferences using this hardware provide bridges that allow up to 6 participants in a single bridge.
- The resources are configured on a per-DSP basis as conference bridges.
- The NM-HDV may have up to 5 PVDM-256K modules, while the Cisco 1700 Series Routers may have 1 or 2 PVDM-256K modules.
- Each DSP provides a single conference bridge that can accept G.711 or G.729 calls.
- The Cisco 1751 is limited to 5 conference calls per chassis, and the Cisco 1760 can support 20 conference calls per chassis.
- Any PVDM2-based hardware, such as the NM-HDV2, may be used simultaneously in a single chassis for voice termination but may not be used simultaneously for other media resource functionality. The DSPs based on PVDM-256K and PVDM2 have different DSP farm configurations, and only one may be configured in a router at a time.

#### **Hardware Audio Conference Bridge (Cisco Catalyst WS-X6608-T1 and WS-X6608-E1)**

The following guidelines and considerations apply to these DSP resources:

- This hardware has 8 DSPs that are physically associated to each port, and there are 8 ports per card. Configuration of the DSPs is at the port level, so that all DSPs associated to a port perform the same function.
- Conference bridges may have up to 32 participants, and each port supports 32 conference bridges.
- For conferences with G.711 or G.723 there may be 32 conferences per port. If G.729 calls are used, there may be 24 conferences per port.

#### **Built-in Conference**

Some phone models have a built-in conference resource that allows a three-way conference. This bridge is invoked only by the Barge feature and is not used as a general conferencing resource. For details on which phones have this bridge, see [Unified Communications Endpoints, page 20-1](#). This bridge accepts only G.711 calls.

# Video Conferencing

Video-capable endpoints provide the capability to conduct video conferences that function similar to audio conferences. Video conferences can be invoked as ad-hoc conferences from a Skinny Client Control Protocol (SCCP) device through the use of Conf, Join, or cBarge softkeys.

The video portion of the conference can operate in either of two modes:

- Voice activation

In this mode, the video endpoints display the dominant participant (the one speaking most recently or speaking the loudest). In this way, the video portion follows or tracks the audio portion. This mode is optimal when one participant speaks most of the time, as with an instructor teaching or training a group.

- Continuous presence

In this mode, input from all (or selected) video endpoints is displayed simultaneously and continuously. The audio portion of the conference follows or tracks the dominant speaker. Continuous presence is more popular, and it is optimal for conferences or discussions between speakers at various sites.

Videoconferencing resources are of two types:

- Software videoconferencing bridges

Software videoconferencing bridges process video and audio for the conference using just software. Cisco Unified MeetingPlace Express VT is a software videoconferencing bridge that can support ad-hoc video conferences. Cisco Unified MeetingPlace Express VT supports only voice activation mode for video conferences.

- Hardware videoconferencing bridges

Hardware videoconferencing bridges have hardware DSPs that are used for the video conferences. The Cisco 3500 Series Multipoint Control Units (MCUs) are this type of videoconferencing bridge. Most hardware videoconferencing bridges can also be used as audio-only conference bridges. Hardware videoconferencing bridges provide the following advantages:

- Video transrating
- Higher video resolution
- Scalability

Videoconferencing bridges can be configured in a manner similar to audio conferencing resources, with similar characteristics for media resource groups (MRGs) and media resource group lists (MRGLs) for the device pools or endpoints.

Cisco Unified CM 7.x provides Intelligent Bridge Selection functionality, which enables Unified CM to allocate videoconferencing resources based on the use and availability of video endpoints in the conference. If there are no video endpoints in the conference, then an available audio conference bridge is chosen. For additional details on this functionality, see [Intelligent Bridge Selection, page 16-18](#).

## Secure Conferencing

Secure conferencing is a way to use regular conferencing to ensure that the media for the conference is secure and cannot be compromised. This is achieved by first authenticating the devices so that they are trusted devices, similarly authenticating the conferencing resource, and then encrypting the conference media so that every participant in the conference is authenticated and sends and receives encrypted

media for that conference. There are various security levels that this conference can have, such as authenticated or encrypted. In most cases the security level of the conference will depend on the lowest security level of the participants in the conference. For example, if there is one participant who is not using a secure endpoint, then the entire conference will be non-secure. As another example, if one of the endpoints is authenticated but does not do encryption, then the conference will be in authenticated mode.

Secure conferencing provides the following benefits:

- It provides conferencing functionality at an enhanced security level.
- It prevents unauthorized capture and decryption of conference calls.

Consider the following factors when designing secure conferencing:

- Security levels of devices (Phones and conferencing resources)
- Security overhead for call signaling
- Security overhead for SRTP media
- Bandwidth impact if secure participants are across the WAN
- Some intermediate devices (for example, NAT and firewalls) might not be able to support secure calls across them.

Secure conferencing is subject to the following restrictions and limitations:

- Some protocols may rely on IPSec to secure the call signaling.
- Secure conference cannot be cascaded between Unified CM and Unified CM Express.
- Secure conferencing is only for audio calls.
- MTPs and transcoders do not support secure calls. Therefore, a conference might no longer be secure if any call into that conference uses an MTP or transcoder.
- Elaborate security policy might be needed.
- Secure conferencing might not be available for all codecs.

### Platforms and Network Modules

The Media and Signaling Encryption (SRTP/TLS) on DSP Farm Conferencing feature is supported on the following platforms with on-board DSP modules or NM-HDV2 network modules:

- Cisco 2600XM Series Multiservice Router
- Cisco 2691 Multiservice Platform
- Cisco 2801 Integrated Services Router
- Cisco 2811 Integrated Services Router
- Cisco 2821 Integrated Services Router
- Cisco 2851 Integrated Services Router
- Cisco 3725 Multiservice Access Router
- Cisco 3745 Multiservice Access Router
- Cisco 3825 Integrated Services Router
- Cisco 3845 Integrated Services Router

DSP modules support the maximum number of TI 5510 DSPs listed:

- NM-HDV2: Up to 16 TI 5510 DSPs in 4 PVDM2s
- Integrated Services Routers (ISRs) on-board PVDM2: Up to 8 TI 5510 DSPs in 2 PVDM2s

- Integrated Services Routers Generation 2 (ISR G2) on-board PVDM3: Up to 4 PVDM3-256 DSPs in a single router chassis

Table 6-10 lists the maximum number of sessions and conferences, by codec type, supported by the various network modules (NMs).

**Table 6-10 Maximum Number of Sessions and Conferences Supported by Network Modules**

Codec Type	NM-HDV2 (16 TI 5510 DSPs)	NM-HD-2VE (3 TI 5510 DSPs)	NM-HD-1V and NM-HD-2V (1 TI 5510 DSP)
G.711	16 sessions, 64 conferences	12 sessions, 96 conferences	4 session, 32 conferences
G.729	16 sessions, 16 conferences	3 sessions, 24 conferences	1 session, 8 conferences

## Transcoding

A transcoder is a device that converts an input stream from one codec into an output stream that uses a different codec. It may also connect two streams that utilize the same codec but with a different sampling rate. In a Unified CM system, the typical use of a transcoder is to convert between a G.711 voice stream and the low bit-rate compressed voice stream G.729a. The following cases determine when transcoder resources are needed:

- Single codec for the entire system

When a single codec is configured for all calls in the system, then no transcoder resources are required. The G.711 codec is supported by all vendors. A single-site deployment usually has no need for conserving bandwidth, and a single codec can be used. In this scenario, G.711 is the most common choice.

- Multiple codecs in use in the system, and all endpoints are capable of all codec types

The most common reason for multiple codecs is to use G.711 for LAN calls to maximize the call quality and to use a low-bandwidth codec to maximize bandwidth efficiency for calls that traverse a WAN with limited bandwidth. Cisco recommends using G.729a as the low-bandwidth codec because it is supported on all Cisco Unified IP Phone models as well as most other Cisco Unified Communications devices, therefore it can eliminate the need for transcoding. Although Unified CM allows configuration of other low-bandwidth codecs between regions, the current phone models do not support those codecs and would require transcoders. They would require one transcoder for a call to a gateway and two transcoders if the call is to another IP phone. The use of transcoders is avoided if all devices support and are configured for both G.711 and G.729 because the devices will use the appropriate codec on a call-by-call basis.

- Multiple codecs in use in the system, and some endpoints support or are configured for G.711 only

This condition exists when G.729a is used in the system but there are devices that do not support this codec, or a device with G.729a support may be configured to not use it. In this case, a transcoder is also required. Devices from some third-party vendors may not support G.729. Another example where G.729 is supported but might not be configured is with Cisco Unity. Cisco Unity has support for accepting calls with G.729a, but the codec is implemented in software and is CPU-intensive. Because as few as 10 simultaneous calls can cause significant CPU utilization, many deployments choose to disable G.729 on Cisco Unity and off-load the transcoding function to a dedicated transcoding resource external to the Unity server. If your system includes Cisco Unity, determine whether Unity will accept G.729a calls or whether it will be configured for G.711 only.



**Note**

Cisco Unified MeetingPlace Express prior to release 2.0 supported G.711 only. In an environment where G.729 is configured for a call into earlier versions of Cisco Unified MeetingPlace Express, transcoder resources are required.

To finalize the design, it is necessary to know how many transcoders are needed and where they will be placed. If multiple codecs are needed, it is necessary to know how many endpoints do not support all codecs, where those endpoints are located, what other groups will be accessing those resources, how many maximum simultaneous calls these device must support, and where those resources are located in the network.

## Transcoding Resources

DSP resources are required to perform transcoding. Those DSP resources can be located in the voice modules and the hardware platforms for transcoding that are listed in the following sections.

### Hardware Transcoder (Cisco NM-HDV2, NM-HD-1V/2V/2VE, 2800, and 3800 Series Routers)

The following guidelines and considerations apply to these DSP resources:

- Transcoding is available between G.711 mu-law or a-law and G.729a, G.729ab, G.722, iLBC, and GSM. Each DSP can support 8 sessions.

**Note**

If transcoding is not required between G.711 and G.722, Cisco recommends that you do not include G.722 in the Cisco IOS configuration of the dspfarm profile. This is to preclude Unified CM from selecting G.722 as the codec for a call in which transcoding is required. Because these DSP resources can transcode only between G.711 and other codecs, any attempt to use them for transcoding between G.722 and other codecs (except G.711) will fail.

- Cisco Unified IP Phones use only the G.729a variants of the G.729 codecs. The default for a new DSP farm profile is G.729a/G.729ab/G.711u/G.711a. Because a single DSP can provide only one function at a time, the maximum sessions configured on the profile should be specified in multiples of 8 to prevent wasted resources.
- Transcoding is also available between G.711mu-law/G.711a-law and G.729/G.729b, but is not usually used in a Unified CM system. Each DSP can support 6 sessions.
- Refer to the section on [DSP Resources for Voice Termination, page 6-4](#), to determine numbers of DSPs available on a particular platform or network module.

### Hardware Transcoder (Cisco WS-SVC-CMM-ACT)

The following guidelines and considerations apply to this DSP resource:

- Transcoding is available between G.711 mu-law or a-law and G.729, G.729b, or G.723.
- There are 4 DSPs per ACT that may be allocated individually to DSP pools.
- The CCM-ACT can have 16 transcoded calls per DSP or 64 per ACT. The ACT reports resources as streams rather than calls, and a single transcoded call consists of two streams.

### Hardware Transcoder (Cisco NM-HDV and 1700 Series Routers)

The following guidelines and considerations apply to these DSP resources:

- This hardware utilizes the PVDM-256K type modules that are based on the C549 DSP chipset.



- The NM-HDV may have up to 4 PVDM-256K modules, and the Cisco 1700 series routers may have 1 or 2 PVDM-256K modules.
- NM-HDV and NM-HDV2 modules may be used simultaneously in a single chassis for voice termination but may not be used simultaneously for other media resource functionality. Only one type of DSP farm configuration may be active at one time (either the NM-HDV or the HM-HDV2) for conferencing, MTP, or transcoding.
- Transcoding is supported from G.711 mu-law or a-law to any of G.729, G.729a, G.729b, or G.729ab codecs.
- Each DSP can provide 2 transcoding sessions.
- The Cisco 1751 has a chassis limit of 16 sessions, and the Cisco 1760 has a chassis limit of 20 sessions.

#### Hardware Transcoder (Cisco WS-X6608)

The following guidelines and considerations apply to this DSP resource:

- DSPs are allocated to functions at a port level. Each port can provide 24 transcoding sessions.
- There are 8 ports per blade.
- Transcoding is available between G.711 mu-law or a-law and G.729a, G.729ab, G.729, or G.729b.

A transcoder is also capable of performing the same functionality as a media termination point (MTP). In cases where transcoder functionality and MTP functionality are both needed, a transcoder is allocated by the system. If MTP functionality is required, Unified CM will allocate either a transcoder or an MTP from the resource pool, and the choice of resource will be determined by the media resource groups, as described in the section on [Media Resource Groups and Lists, page 6-31](#).

#### Hardware Transcoder (PVDM3 DSP)

PVDM3 DSPs are hosted by Cisco 2900 Series and 3900 Series Integrated Services Routers, and they support both secure and non-secure transcoding from any and to any codec. As with voice termination and conferencing, each transcoding session debits the available credits for each type of PVDM3 DSP. The available credits determines the total capacity of the DSP. For proper sizing, use the Cisco Unified Communications Sizing Tool (Unified CST), available to Cisco employees and partners with proper login authentication at <http://tools.cisco.com/cucst>.

## Media Termination Point (MTP)

A media termination point (MTP) is an entity that accepts two full-duplex media streams. It bridges the streams together and allows them to be set up and torn down independently. The streaming data received from the input stream on one connection is passed to the output stream on the other connection, and vice versa. MTPs have many possible uses, such as:

- [Re-Packetization of a Stream, page 6-18](#)
- [DTMF Conversion, page 6-18](#)
- Protocol-specific usage
  - [SIP Early Offer, page 6-20](#)
  - [H.323 Supplementary Services, page 6-22](#)
  - [H.323 Outbound Fast Connect, page 6-22](#)

## Re-Packetization of a Stream

An MTP can be used to transcode G.711 a-law audio packets to G.711 mu-law packets and vice versa, or it can be used to bridge two connections that utilize different packetization periods (different sample sizes). Note that re-packetization requires DSP resources in a Cisco IOS MTP.

## DTMF Conversion

DTMF tones are used during a call to signal to a far-end device for purposes of navigating a menu system, entering data, or other manipulation. They are processed differently than DTMF tones sent during a call setup as part of the call control. There are several methods for sending DTMF over IP, and two communicating endpoints might not support a common procedure. In these cases, Unified CM may dynamically insert an MTP in the media path to convert DTMF signals from one endpoint to the other. Unfortunately, this method does not scale because one MTP resource is required for each such call. The following sections help determine the optimum amount of MTP resources required, based on the combination of endpoints, trunks, and gateways in the system.

If Unified CM determines that an MTP needs to be inserted but no MTP resources are available, it uses the setting of the service parameter “Fail call if MTP allocation fails” to decide whether or not to allow the call to proceed. The default value of this setting is False, which lets the call continue.

### Named Telephony Events (RFC 2833)

Named Telephony Events (NTEs) defined by RFC 2833 are a method of sending DTMF from one endpoint to another after the call media has been established. The tones are sent as packet data using the already established RTP stream and are distinguished from the audio by the RTP payload type field. For example, the audio of a call can be sent on a session with an RTP payload type that identifies it as G.711 data, and the DTMF packets are sent with an RTP payload type that identifies them as NTEs. The consumer of the stream utilizes the G.711 packets and the NTE packets separately.

### Key Press Markup Language (RFC 4730)

The Key Press Markup Language (KPML) is defined in RFC 4730. Unlike NTEs, which is an in-band method of sending DTMF, KPML uses the signaling channel (out-of-band, or OOB) to send SIP messages containing the DTMF digits.

KPML procedures use a SIP SUBSCRIBE message to register for DTMF digits. The digits themselves are delivered in NOTIFY messages containing an XML encoded body.

### Unsolicited Notify (UN)

Unsolicited Notify procedures are used primarily by Cisco IOS SIP Gateways to transport DTMF digits using SIP NOTIFY messages. Unlike KPML, these NOTIFY messages are unsolicited, and there is no prior registration to receive these messages using a SIP SUBSCRIBE message. But like KPML, Unsolicited Notify messages are out-of-band.

Also unlike KPML, which has an XML encoded body, the message body in these NOTIFY messages is a 10-character encoded digit, volume, and duration, describing the DTMF event.

### H.245 Signal, H.245 Alphanumeric

H.245 is the media control protocol used in H.323 networks. In addition to its use in negotiating media characteristics, H.245 also provides a channel for DTMF transport. H.245 utilizes the signaling channel and, hence, provides an out-of-band (OOB) way to send DTMF digits. The Signal method carries more information about the DTMF event (such as its actual duration) than does Alphanumeric.

### Cisco Proprietary RTP

This method sends DTMF digits in-band, that is, in the same stream as RTP packets. However, the DTMF packets are encoded differently than the media packets and use a different payload type. This method is not supported by Unified CM but is supported on Cisco IOS Gateways.

### Skinny Client Control Protocol (SCCP)

The Skinny Client Control Protocol is used by Unified CM for controlling the various SCCP-based devices registered to it. SCCP defines out-of-band messages that transport DTMF digits between Unified CM and the controlled device.

## DTMF Between Endpoints

The following rules apply to endpoints registered to Unified CM servers in the same cluster:

- Calls between two non-SIP endpoints do not require MTPs.

All Cisco Unified Communications endpoints other than SIP send DTMF to Unified CM via various signaling paths, and Unified CM forwards the DTMF between dissimilar endpoints. For example, an IP phone may use SCCP messages to Unified CM to send DTMF, which then gets sent to an H.323 gateway via H.245 signaling events. Unified CM provides the DTMF forwarding between different signaling types.

- Calls between two Cisco SIP endpoints do not require MTPs.

All Cisco SIP endpoints support NTE, so DTMF is sent directly between endpoints and no conversion is required. If all endpoints are Cisco SIP devices, then no MTPs are required for DTMF conversion.

- A combination of a SIP endpoint and a non-SIP endpoint might require MTPs.

To determine the support for NTE in your devices, see [Table 6-11](#). Support of NTE is not limited to SIP and can be supported in devices with other call control protocols. For example, Cisco Unified IP Phones that run either an SCCP or SIP stack can support NTEs in both modes. Some devices support DTMF via multiple methods. (For example, a Cisco Unified IP Phone 7960 with an SCCP stack can send NTEs to the other device or SCCP to Unified CM.) Other devices such as the Cisco Wireless IP Phone 7920 can send only SCCP, and still others can send only NTE (such as the Cisco Unified IP Phone 7960 with a SIP stack). Unified CM has the ability to allocate MTPs dynamically on a call-by-call basis, based on the capabilities of the pair of endpoints. Use [Table 6-11](#) to determine whether MTPs should be provisioned.

**Table 6-11**      *Endpoint Support for DTMF Methods*

Endpoint Protocol Stack: Endpoints	DTMF Method		
	SCCP	NTE	KPML <sup>1</sup>
SCCP Stack:	Yes	No	No
7910, 7920, 7935, 7936			
VG248			
DPA-7610, DPA-7630			
CTI Port, First Party Control	Yes	No	Yes

**Table 6-11**      *Endpoint Support for DTMF Methods (continued)*

Endpoint Protocol Stack: Endpoints	DTMF Method		
	SCCP	NTE	KPML <sup>1</sup>
SCCP Stack: VG224 7902, 7905, 7911, 7912, 7931, 7937, 7940, 7941, 7942, 7945, 7960, 7961, 7962, 7965, 7970, 7971, 7975 Future new phone models	Yes	Yes	No
SIP Stack: 3911, 7905, 7911, 7912, 7940, 7941, 7942, 7945, 7960, 7961, 7962, 7965, 7970, 7971, 7975 Future new phone models	No	Yes	Yes for: 7911, 7941, 7942, 7945, 7961, 7962, 7965, 7970, 7971, 7975, and future new phone models  No for: 3911, 7905, 7912, 7940, 7960

1. Key Press Markup Language (KPML)

## SIP Trunk

A SIP trunk configuration is used to set up communication with a SIP User Agent such as another Cisco Unified CM cluster or a SIP gateway.

## SIP Early Offer

SIP negotiates media exchange via Session Description Protocol (SDP), where one side offers a set of capabilities to which the other side answers, thus converging on a set of media characteristics. SIP allows the initial offer to be sent either by the caller in the initial INVITE message or, if the caller chooses not to, the called party can send the initial offer in the first reliable response. By default, Unified CM sends the INVITE without an initial offer, and it requires MTP resources to send the offer in the INVITE. Note that this initial offer is limited to the G.711 codec only.

Also note that MTP resources are not required for incoming INVITE messages, whether or not they contain an initial offer.

## DTMF Relay over SIP Trunks

In Unified CM, an MTP is required when two endpoints do not have a method in common for sending DTMF between them or when the system configuration specifies that an MTP must be allocated.

Whether or not an MTP will be allocated by Unified CM depends on the capabilities of the communicating endpoints and the configuration on the intermediary device, if any. For example, the SIP trunk may be configured to handle DTMF exchange in one of several ways: a SIP trunk can carry DTMF using KPML or it can instruct the communicating endpoints to use NTE.

## SIP Trunk MTP Requirements

The SIP trunk parameter MTP Required is not selected by default.

Use the following steps to determine whether MTP resources are required for your SIP trunks.

1. Is the far-end SIP device defined by this SIP trunk capable of accepting an inbound call without a SIP Early Offer?

If not, then check the MTP Required box, which causes an available MTP to be inserted for all calls (incoming and outgoing) made on this trunk. The MTP will cause Early Offer to be used to originate the call. This MTP will also perform any DTMF conversion if it is needed.

If yes, then do not check the MTP Required box, and use the following steps to determine whether an MTP is inserted dynamically for DTMF conversion. Note that DTMF conversion can be performed by the MTP regardless of the codec in use.

2. Select a Trunk DTMF Signaling Method, which controls the behavior of DTMF selection on that trunk. Available MTPs will be allocated based on the requirements for matching DTMF methods for all calls.

- a. DTMF Signaling Method: No Preference

In this mode, Unified CM attempts to minimize the usage of MTP by selecting the most appropriate DTMF signaling method.

If both endpoints support NTE, then no MTP is required. Refer to [Table 6-11](#) to determine if the endpoints support NTE.

If both devices support any out-of-band DTMF mechanism, then Unified CM will use KPML over the SIP trunk. For example, this is the case if a Cisco Unified IP Phone 7936 using SCCP (which supports DTMF using only SCCP messaging) communicates with a Cisco Unified IP Phone 7970 using SIP (which supports DTMF using NTE and KPML) over a SIP trunk configured as described above. The only case where MTP is required is when one of the endpoints supports out-of-band only and the other supports NTE only (for example, a 7936 SCCP phone communicating with a 7960 SIP phone).

- b. DTMF Signaling Method: RFC 2833

By placing a restriction on the DTMF signaling method across the trunk, Unified CM is forced to allocate an MTP if any one or both the endpoints do not support NTE. In this configuration, the only time an MTP will not be allocated is when both endpoints support NTE.

- c. DTMF Signaling Method: OOB and RFC 2833

In this mode, the SIP trunk signals both KPML and NTE-based DTMF across the trunk, and it is the most intensive MTP usage mode. The only cases where MTP resources will not be required is when both endpoints support both NTE and any OOB DTMF method (KPML or SCCP).

**Note**

Cisco IP Phones play DTMF to the end user when DTMF is received via SCCP, but they do not play tones received by NTE. However, there is no requirement to send DTMF to another end user. It is necessary only to consider the endpoints that originate calls combined with endpoints that might need DTMF, such as PSTN gateways, application servers, and so forth.

## Configuration of DTMF on SIP Gateways

Cisco SIP Gateways support KPML, NTE, or Unsolicited Notify as the DTMF mechanism, depending on the configuration. Because there may be a mix of endpoints in the system (see [Table 6-11](#)), multiple methods may be configured on the gateway simultaneously in order to minimize MTP requirements.

On Cisco SIP Gateways, configure both **sip-kpml** and **rtp-nte** as DTMF relay methods under SIP dial peers. This configuration will enable DTMF exchange with all types of endpoints, including those that support only NTE and those that support only OOB methods, without the need for MTP resources. With this configuration, the gateway will negotiate both NTE and KPML with Unified CM. If NTE is not supported by the Unified CM endpoint, then KPML will be used for DTMF exchange. If both methods are negotiated successfully, the gateway will rely on NTE to receive digits and will not subscribe to KPML.

Cisco SIP gateways also have the ability to use proprietary Unsolicited Notify (UN) method for DTMF. The UN method sends a SIP Notify message with a body that contains text describing the DTMF tone. This method is also supported on Unified CM and may be used if **sip-kpml** is not available. Configure **sip-notify** as the DTMF relay method. Note that this method is Cisco proprietary.

SIP gateways that support only NTE require MTP resources to be allocated when communicating with endpoints that do not support NTE.

The following example lists a Cisco SIP gateway configuration with KPML and NTE:

```
dial-peer voice 10 voip
dtmf-relay sip-kpml rtp-nte
```

## H.323 Trunks and Gateways

For the H.323 protocol there are three reasons for invoking an MTP:

- [DTMF Conversion, page 6-18](#)
- [H.323 Supplementary Services, page 6-22](#)
- [H.323 Outbound Fast Connect, page 6-22](#)

## H.323 Supplementary Services

MTPs can be used to extend supplementary services to H.323 endpoints that do not support the H.323v2 OpenLogicalChannel and CloseLogicalChannel request features of the Empty Capabilities Set (ECS). This requirement occurs infrequently. All Cisco H.323 endpoints support ECS, and most third-party endpoints have support as well. When needed, an MTP is allocated and connected into a call on behalf of an H.323 endpoint. When an MTP is required on an H.323 call and none is available, the call will proceed but will not be able to invoke supplementary services.

## H.323 Outbound Fast Connect

H.323 defines a procedure called Fast Connect, which reduces the number of packets exchanged during a call setup, thereby reducing the amount of time for media to be established. This procedure uses fastStart elements for control channel signaling, and it is useful when two devices that are utilizing H.323 have high network latency between them because the time to establish media is dependant on that latency. Unified CM distinguishes between inbound and outbound fastStart based on the direction of the

call setup, and the distinction is important because the MTP requirements are not equal. For inbound fastStart, no MTP is required. Outbound calls on an H.323 trunk do require an MTP when fastStart is enabled. Frequently, it is only inbound calls that are problematic, and it is possible to use inbound fastStart to solve the issue without also enabling outbound fastStart.

## DTMF Relay over H.323 Trunks

An H.323 trunk supports the signaling of DTMF via H.245 out-of-band methods. H.323 intercluster trunks in Unified CM 5.0 and later releases also support DTMF via NTE. There are no DTMF configuration options for H.323 trunks; Unified CM dynamically chooses the DTMF transport method.

The following scenarios can occur when two endpoints on different clusters are connected with an H.323 trunk:

- When both endpoints are SIP, then NTE is used. No MTP is required for DTMF.
- When one endpoint is SIP and supports both KPML and NTE, but the other endpoint is not SIP, then DTMF is sent as KPML from the SIP endpoint to Unified CM, and H.245 is used on the trunk. No MTP is required for DTMF.
- If one endpoint is SIP and supports only NTE but the other is not SIP, then H.245 is used on the trunk. An available MTP is allocated for the call. The MTP will be allocated on the Unified CM cluster where the SIP endpoint is located.

For example: A Cisco Unified IP Phone 7970 using SIP to communicate with a Cisco Unified IP Phone 7970 running SCCP, will use NTE when connected via a SIP trunk but will use OOB methods when communicating over an H.323 trunk (with the trunk using the H.245 method).

When a call is inbound from one H.323 trunk and is routed to another H.323 trunk, NTE will be used for DTMF when both endpoints are SIP. H.245 will be used if either endpoint is not SIP. An MTP will be allocated if one side is a SIP endpoint that supports only NTE and the other side is non-SIP.

## Configuration of DTMF on H.323 Gateways

H.323 gateways support DTMF relay via H.245 Alphanumeric, H.245 Signal, NTE, and audio in the media stream. The NTE option must not be used because it is not supported on Unified CM for H.323 gateways at this time. The preferred option is H.245 Signal. MTPs are required for establishing calls to an H.323 gateway if the other endpoint does not have signaling capability in common with Unified CM. For example, a Cisco Unified IP Phone 7960 running the SIP stack supports only NTEs, so an MTP is needed with an H.323 gateway.

The following configuration is recommended for DTMF methods on an H.323 gateway:

```
dial-peer voice 10 voip
dtmf-relay h.245-signal
```

## CTI Route Points

A CTI Route Point uses CTI events to communicate with CTI applications. For DTMF purposes, the CTI Route Point can be considered as an endpoint that supports all OOB methods and does not support RFC 2833. For such endpoints, the only instance where an MTP will be required for DTMF conversion would be when it is communicating with another endpoint that supports only RFC 2833.

CTI Route Points that have first-party control of a phone call will participate in the media stream of the call and require an MTP to be inserted. When the CTI has third-party control of a call so that the media passes through a device that is controlled by the CTI, then the requirement for an MTP is dependant on the capabilities of the controlled device.

#### **Example 6-1 Call Flow that Requires an MTP for NTE Conversion**

Assume the example system has CTI route points with first-party control (the CTI port terminates the media), which integrate to a system that uses DTMF to navigate an IVR menu. If all phones in the system are running SCCP, then no MTP is required. In this case Unified CM controls the CTI port and receives DTMF from the IP phones via SCCP. Unified CM provides DTMF conversion.

However, if there are phones running a SIP stack (that support only NTE and not KPML), an MTP is required. NTEs are part of the media stream; therefore Unified CM does not receive them. An MTP is invoked into the media stream and has one call leg that uses SCCP, and the second call leg uses NTEs. The MTP is under SCCP control by Unified CM and performs the NTE-to-SCCP conversion under the control of Unified CM. Note that the newer phones that do support KPML will not need an MTP.

## MTP Usage with a Conference Bridge

MTPs are utilized in a conference call when one or more participant devices in the conference use RFC 2833. When the conference feature is invoked, Unified CM allocates MTP resources for every conference participant device in the call that supports only RFC 2833. This is regardless of the DTMF capabilities of the conference bridge used.

## MTP Resources

The following types of devices are available for use as an MTP:

#### **Software MTP (Cisco IP Voice Media Streaming Application)**

A software MTP is a device that is implemented by installing the Cisco IP Voice Media Streaming Application on a server. When the installed application is configured as an MTP application, it registers with a Unified CM node and informs Unified CM of how many MTP resources it supports. A software MTP device supports only G.711 streams. The IP Voice Media Streaming Application is a resource that may also be used for several functions, and the design guidance must consider all functions together (see [Cisco IP Voice Media Streaming Application, page 6-27](#)).

#### **Software MTP (Based on Cisco IOS)**

- The capability to provide a software-based MTP on the router is available beginning with Cisco IOS Release 12.3(11)T for the Cisco 3800 Series Routers and Release 12.3(8)T4 for other router models.
- This MTP allows configuration of any of the following codecs, but only one may be configured at a given time: G.711 mu-law and a-law, G.729a, G.729, G.729ab, G.729b, and passthrough. Some of these are not pertinent to a Unified CM implementation.
- The router configuration permits up to 500 individual streams, which support 250 transcoded sessions. This number of G.711 streams generates 5 Mbytes of traffic.



**Hardware MTP (Cisco NM-HDV2, NM-HD-1V/2V/2VE, 2800 and 3800 Series Routers)**

- This hardware uses the PVDM-2 modules for providing DSPs.
- Each DSP can provide 16 G.711 mu-law or a-law MTP sessions or six G.729 or G.729b MTP sessions.

**Hardware MTP (Cisco 2900 and 3900 Series Routers with PVDM3)**

- These routers use the PVDM3 DSPs natively on the motherboards or PVDM2 with an adaptor on the motherboard or on service modules.
- The capacity of each DSP type varies from 16 G.711 a-law or mu-law sessions for the PVDM3-16 to 256 G.711 sessions for the PVDM3-256.

**Hardware MTP (Cisco WS-SVC-CMM-ACT)**

- This module has four DSPs that may be configured individually.
- Each DSP can support 128 G.711 mu-law or a-law MTP sessions.

**Hardware MTP (Catalyst WS-X6608-T1 and WS-X6608-E1)**

- Codec support is G.711 mu-law or a-law, G.729 or G.729b.
- Configuration is done at the port level. Eight ports are available per module.
- Each port configured as an MTP resources provides 24 sessions.

**Note**

You cannot configure G.729 or G.729b codecs when configuring hardware MTP resources in Cisco IOS. However, Unified CM can use hardware transcoding resources as MTPs if all other MTP resources are exhausted or otherwise unavailable.

## Trusted Relay Point

A Trusted Relay Point (TRP) is a device that can be inserted into a media stream to act as a control point for that stream. It may be used to provide further processing on that stream or as a method to ensure that the stream follows a specific desired path. There are two components to the TRP functionality, the logic utilized by Unified CM to invoke the TRP and the actual device that is invoked as the anchor point of the call. The TRP functionality can invoke an MTP device to act as that anchor point.

Unified CM provides a new configuration parameter for individual phone devices, which invokes a TRP for any call to or from that phone. The system utilizes the media resource pool mechanisms to manage the TRP resources. The media resource pool of that device must have an available device that will be invoked as a TRP.

See the chapter on [Network Infrastructure, page 3-1](#), for an example of a use case for the TRP as a QoS enforcement mechanism, and see the chapter on [Voice Security, page 19-1](#), for an example of utilizing the TRP as an anchor point for media streams in a redundant data center with firewall redundancy.

## Annunciator

An annunciator is a software function of the Cisco IP Voice Media Streaming Application that provides the ability to stream spoken messages or various call progress tones from the system to a user. It is capable of sending multiple one-way RTP streams to devices such as Cisco IP phones or gateways, and

it uses SCCP messages to establish the RTP stream. The device must be capable of SCCP to utilize this feature. Tones and announcements are predefined by the system. The announcements support localization and also may be customized by replacing the appropriate .wav file. The annunciator is capable of supporting G.711 a-law and mu-law, G.729, and Wideband codecs without any transcoding resources.

The following features require an annunciator resource:

- Cisco Multilevel Precedence Preemption (MLPP)

This feature has streaming messages that it plays in response to the following call failure conditions.

- Unable to preempt due to an existing higher-precedence call.
- A precedence access limitation was reached.
- The attempted precedence level was unauthorized.
- The called number is not equipped for preemption or call waiting.

- Integration via SIP trunk

SIP endpoints have the ability to generate and send tones in-band in the RTP stream. Because SCCP devices do not have this ability, an annunciator is used in conjunction with an MTP to generate or accept DTMF tones when integrating with a SIP endpoint. The following types of tones are supported:

- Call progress tones (busy, alerting, and ringback)
- DTMF tones

- Cisco IOS gateways and intercluster trunks

These devices require support for call progress tone (ringback tone).

- System messages

During the following call failure conditions, the system plays a streaming message to the end user:

- A dialed number that the system cannot recognize
- A call that is not routed due to a service disruption
- A number that is busy and not configured for preemption or call waiting

- Conferencing

During a conference call, the system plays a barge-in tone to announce that a participant has joined or left the bridge.

An annunciator is automatically created in the system when the Cisco IP Voice Media Streaming Application is activated on a server. If the Media Streaming Application is deactivated, then the annunciator is also deleted. A single annunciator instance can service the entire Unified CM cluster if it meets the performance requirements (see [Annunciator Performance, page 6-27](#)); otherwise, you must configure additional annunciators for the cluster. Additional annunciators can be added by activating the Cisco IP Voice Media Streaming Application on other servers within the cluster.

The annunciator registers with a single Unified CM at a time, as defined by its device pool. It will automatically fail over to a secondary Unified CM if a secondary is configured for the device pool. Any announcement that is playing at the time of an outage will not be maintained.

An annunciator is considered a media device, and it can be included in media resource groups (MRGs) to control which annunciator is selected for use by phones and gateways.

### Annunciator Performance

By default, the annunciator is configured to support 48 simultaneous streams, which is the maximum recommended for an annunciator running on the same server (co-resident) with the Unified CM service. If the server has only 10 Mbps connectivity, lower the setting to 24 simultaneous streams.

A standalone server without the Cisco CallManager Service can support up to 255 simultaneous announcement streams, and a high-performance server with dual CPUs and a high-performance disk system can support up to 400 streams. You can add multiple standalone servers to support the required number of streams.

## Cisco RSVP Agent

In order to provide topology-aware call admission control, Unified CM invokes one or two RSVP Agents during the call setup to perform an RSVP reservation across the IP WAN. These agents are MTP or transcoder resources that have been configured to provide RSVP functionality. RSVP resources are treated the same way as regular MTPs or transcoders from the perspective of allocation of an MTP or transcoder resource by Unified CM.

The Cisco RSVP Agent feature was first introduced in Cisco IOS Release 12.4(6)T. For details on RSVP and Cisco RSVP Agents, refer to the chapter on [Call Admission Control](#), page 9-1.

## Cisco IP Voice Media Streaming Application

The Cisco IP Voice Media Streaming Application provides the following resources in software:

- Music on Hold (MoH)
- Annunciator
- Software conference bridge
- Media termination point (MTP)

When the Media Streaming Application is activated, one of each of the above resources is automatically configured. If the annunciator, software conference bridge, or MTP are not needed, Cisco recommends that you disable them by disabling the Run Flag service parameter for the Cisco IP Voice Media Streaming Application.

Give careful consideration to situations that require multiple resources and to the load they place on the Media Streaming Application. Each resource has a service parameter that controls the maximum number of connections it can handle, with an associated default setting. You may run limited amounts of all four resources on the same server if you have not changed the default settings. However, if your deployment requires more than the default number of any one resource, configure that resource to run on its own dedicated server (without any other resources or the Cisco CallManager Service running on that server).

The annunciator is the only media resource that is available only through the IP Voice Media Streaming Application. Conferencing, MTPs, and music on hold (MoH) can all reside on servers other than the Unified CM servers. Cisco highly recommends that you disable the MTP and conferencing resources on Unified CM and that you provide external dedicated resources for this functionality.

Cisco also strongly recommends that you run the IP Voice Media Streaming Application on a server other than the publisher or any Unified CM server that provides call processing. The increase in CPU load for media resources might adversely impact call processing performance, and security issues can arise because User Datagram Protocol (UDP) traffic must be received on the Unified CM server.

# Hardware and Software Capacities

This section provides data on capacities of the network modules and chassis that carry DSPs, the capacities of the chassis to carry network modules, and software dependencies of the hardware.

## PVDMs

[Table 6-12](#), [Table 6-13](#), and [Table 6-14](#) show the number of DSPs that can reside on the two models of PVDMs or on fixed-configuration network modules. The PVDM3 modules are newer than the PVDM2 and PVDM-256K modules, and the three types are not interchangeable.

**Table 6-12**      *Number of DSPs per PVDM-256K Module*

Module	Number of DSPs
PVDM-256K-4	1 DSP
PVDM-256K-8	2 DSPs
PVDM-256K-12	3 DSPs
PVDM-256K-16HD	4 DSPs
PVDM-256K-20HD	5 DSPs

**Table 6-13**      *Number of DSPs per PVDM2 Module or Fixed-Configuration Hardware*

Hardware Module or Chassis	Number of DSPs
PVDM2-8	½ DSP
PVDM2-16	1 DSP
PVDM2-32	2 DSPs
PVDM2-48	3 DSPs
PVDM2-64	4 DSPs
NM-HD-1V	1 DSP
NM-HD-2V	
NM-HD-2VE	3 DSPs

**Table 6-14**      *Number of DSPs per PVDM3 Module*

Hardware Module	DSP Technology
PVDM3-16	Single DSP, single core
PVDM3-32	Single DSP, single core
PVDM3-64	Single DSP, dual core
PVDM3-128	Single DSP, three cores
PVDM3-192	Two DSPs: one dual-core, one three-core
PVDM3-256	Two DSPs, each with three cores

The PVDM3 DSP modules are supported on the Cisco 2900 Series and 3900 Series platforms and require a minimum Cisco IOS Release of 15.0(1) M.

Table 6-15 specifies minimum versions of Cisco IOS software needed to support media resource functionality on these hardware platforms and network modules.

**Table 6-15** *PVDM2 Slots Available and Cisco IOS Versions Required for Media Support*

Chassis or Network Module	Number of PVDM2 Slots	Minimum Cisco IOS Release for Media
2801	2	12.3(11)T
2811	2	12.3(8)T4
2821 or 2851	3	12.3(8)T4
3825 or 3845	4	12.3(11)T
NM-HDV2	4	

## Cisco 2900 and 3900 Series Platforms

The Cisco 2900 and 3900 Series platforms are also known as Integrated Services Routers Generation 2 (ISR G2). These routers support the PVDM3 DSP modules that may be inserted directly into the DSP slots available on the motherboard. PVDM2 DSP modules may also be installed on the motherboards by using an adaptor card.

The ISR G2 router also supports the NM-HD and NM-HDV2 cards in its Service Module slots with use of an adaptor card.

The following guidelines and considerations apply to the DSP resources hosted by these platforms:

- The Cisco 2900 and 3900 Series Routers support only the PVDM3 DSPs in the on-board (motherboard) DSP slots. PVDM2 DSPs may be installed in those slots by using an adaptor card.
- PVDM2 and PVDM3 modules cannot be used at the same time on the same motherboard.
- DSP sharing can be done only between the same DSP types. For example, if the motherboard is populated with PVDM3 DSPs and the Service Modules are populated with PVDM2 DSPs, then the DSPs in the Service Modules may be shared with each other but DSPs on the motherboard may not be shared with those in the Service Modules.
- PVDM3 DSPs support all the functions that the PVDM2 DSPs support except for Cisco Fax Relay.

Unlike the PVDM2, the PVDM3 DSPs have a single software image for all media functions.

## Cisco 2800 and 3800 Series Platforms

Although the Cisco 2800 and 3800 Series Routers all have two AIM slots, they do not support the AIM-VOICE-30 or AIM-ATM-VOICE-30 cards because the functionality of these cards is provided instead by PVDM2 modules that are installed on the motherboard.

### Network Modules

You can install the NM-HDV2, NM-HD-xx, and NM-HDV modules in the Cisco IOS platforms listed in [Table 6-16](#), up to the maximum numbers indicated.

All three families of modules in Table 6-11 may be installed in a single chassis. However, the conferencing and transcoding features cannot be used simultaneously on both the NM-HDV family and either of the other two families (NM-HD-xx or NM-HDV2). In addition, the NM-HDV (TI-549), NM-HD-xx, and NM-HDV2 (TI-5510) cannot be used simultaneously for conferencing and transcoding within a single chassis.

You can mix NM-HDV and NM-HDV-FARM modules in the same chassis. Not all chassis can be completely populated by these modules. Table 6-11 shows the maximum number of modules that each type of hardware platform can support.

**Table 6-16**      **Number of Module Slots per Platform Type**

Cisco IOS Platform	Number of Slots
2691, 2811, 2821, 2851	1
3620 <sup>1</sup> , 3725, 3825	2
3640	3
3745, 3845	4
3660	6

1. Although it has two NM slots, the Cisco 3620 Router supports only a single NM-HDV module.

**Table 6-17**      **Modules Supported by Platform Type**

Cisco IOS Platform	Modules Supported by Platform		
	NM-HDV2	NM-HD-1V NM-HD-2V NM-HD-2VE	NM-HDV NM-HDV-FARM
VG2001 26002 36203 3640	No	No	Yes
3660	No	Yes	Yes
2600XM, 2691, 3725, 3745 2811, 2821, 2851 3825, 3845	Yes	Yes	Yes

**Note**

The Cisco VG200, 2620, 2621, and 3620 do not support the NM-HDV-FARM, nor do they support MTP, conferencing, or transcoding. The Cisco 2801 has no NM slot.

## Calculating DSP Requirements for the NM-HDV

There are specific situations where the NM-HDV may not be fully populated. The sampling rate is not normally changed from the system defaults. If you do not require the sampling rate to be changed, then this issue may be ignored.

For sample rates of 20, 30, 40, or 60 ms with voice activity detection (VAD) enabled or disabled (or 10 ms with VAD enabled), it is possible to configure an NM-HDV or NM-HDV-FARM with a full complement of 5 PVDMs, giving 60 usable DSP resources.

For a sampling rate of 10 ms with VAD disabled, it is not possible to utilize all DSPs on a fully populated NM-HDV. The following additional calculation is required to ensure that the packet rate does not exceed 6600 packets per second (pps), which is the capacity of the NM-HDV:

$$100 \text{ pps (number of voice terminations)} + 600 \text{ pps (number of conferences)} + 200 \text{ pps (number of transcoding sessions)} < 6600 \text{ pps}$$

To determine the exact requirements, use the comprehensive DSP calculator available to Cisco employees and partners (with proper login authentication) at

<http://tools.cisco.com/cucst>

## General Design Guidelines

The Unified CM constructs of media resource groups (MRGs) and media resource group lists (MRGLs) are used to control how the resources described in this chapter are organized and accessed. This section discusses considerations for how to utilize these constructs effectively. It also discusses specific considerations for the various Unified CM deployment models.

## Media Resource Groups and Lists

Media resource groups and lists provide a method to control how resources are allocated that could include rights to resources, location of resources, or resource type for specific applications. This section assumes you have an understanding of media resource groups, and it highlights the following design considerations:

- The system defines a default media resource group that is not visible in the user interface and that all resources are members of when they are created. Consumers of media resources use resources first from any media resource group (MRG) or media resource group list (MRGL) that their configuration specifies. If the required resource is not available, the default MRG is searched for the resource. For simple deployments, the default MRG alone may be used.
- When using MRGs to control access to resources, it is necessary to move the resources out of the default MRG by explicitly configuring them in some other group. If the desired effect is for resources to be available only as a last resort for all calls, then the resources may remain in the default group. Also, if no control over resources is necessary, they may remain in the default group.
- An MRG may contain multiple types of resources, and the appropriate resource will be allocated from the group based on the feature needed. MTPs and transcoders are a special case because a transcoder may also be used as an MTP.

- One use of MRGs is to group resources of similar types. Conference bridge resources vary in the number of participants they support, and MRGs could be used to group the conference resources by conference bridge size.
- Use media resource groups (MRGs) and media resource group lists (MRGLs) to provide sharing of resources across multiple Unified CMs. If you do not use MRGs and MRGLs, the resources are available to a single Unified CM only.
- You can also use MRGs and MRGLs to separate resources based on geographical location, thereby conserving WAN bandwidth whenever possible.
- MRGLs will use MRGs in the order that they are listed in the configuration. If one MRG does not have the needed resource, the next MRG is searched. If all MRGs are searched and no resource is found, the search terminates.
- The algorithm for allocating like resources from an MRG attempts to spread the load across the like resources. When a resource has been used, a pointer for that MRG is incremented to the next device. A device may be present in more than one MRG, which will affect the pointers of all groups in which the device is a member. When MTPs are required and transcoders exist in the same group, the MTPs are always allocated until all MTPs are used, and then transcoders are used as MTPs. When resources of differing capacities exist in the same group, the load sharing attempts to allocate resources based on the capacity. The system will spread the load across resources, but because of the above factors, it frequently will not be round-robin in behavior.
- Unified CM Administration displays the devices in an MRG in alphabetical order, but they are allocated based on their order in the configuration database. You cannot change this order. If you want media resources to be allocated in a specific order, then create a separate MRG for each individual resource and use MRGLs to specify the order of allocation.
- Ensure that the media resources themselves have configurations that prevent further invocation of other media resources. For example, if an MTP is inserted into a call and the codec configured on that MTP does not match the one needed by Unified CM for the call, then a transcoder may also be invoked. A frequent mistake is to configure an MTP for G.729 or G.729b when Unified CM needs G.729a.

## Media Functions and Voice Quality

Any process that manipulates media can degrade the quality of the media. For example, encoding a voice stream for transmission across any network (IP or TDM) and decoding it at the other end will result in a loss of information, and the resulting voice stream will not be an exact reproduction of the original. If there are media traversal paths through the network that involve multiple encoding and decoding steps of the same voice stream, then each successive encoding/decoding operation will further degrade the voice quality. In general, such paths should be avoided. This is especially true for low-bandwidth codecs (LBC) such as G.729. Because G.729 already has a low Mean Opinion Score (MOS, a subjective measure of voice quality), successive encoding/decoding operations immediately lower this score to an unacceptable quality. (For more information, see Mean Opinion Score on <http://www.cisco.com>.)

If such paths cannot be avoided, voice quality can generally be improved by using a higher bandwidth, low-compression codec, such as the G.711 or G.722 codecs, which are recommended wherever such paths are anticipated. Use of lower bandwidth, higher compression codecs in such scenarios is not recommended.



## Deployment Models

This section examines where and when the MTP and transcoding resources are used within the following three enterprise IP Telephony deployment models plus a fourth application scenario:

- [Single-Site Deployments, page 6-33](#), consist of one or more call processing agents within a single site, with no voice traffic carried over the IP WAN.
- [Multisite WAN Deployments with Centralized Call Processing, page 6-33](#), consist of a single call processing agent that provides service for many sites connected through an IP WAN.
- [Multisite WAN Deployments with Distributed Call Processing, page 6-34](#), consist of call processing agents residing at each of several remote sites connected through an IP WAN.
- [IP PSTN Access, page 6-35](#), is another scenario that requires MTP resources, and it applies to all of the preceding deployment models.

### Single-Site Deployments

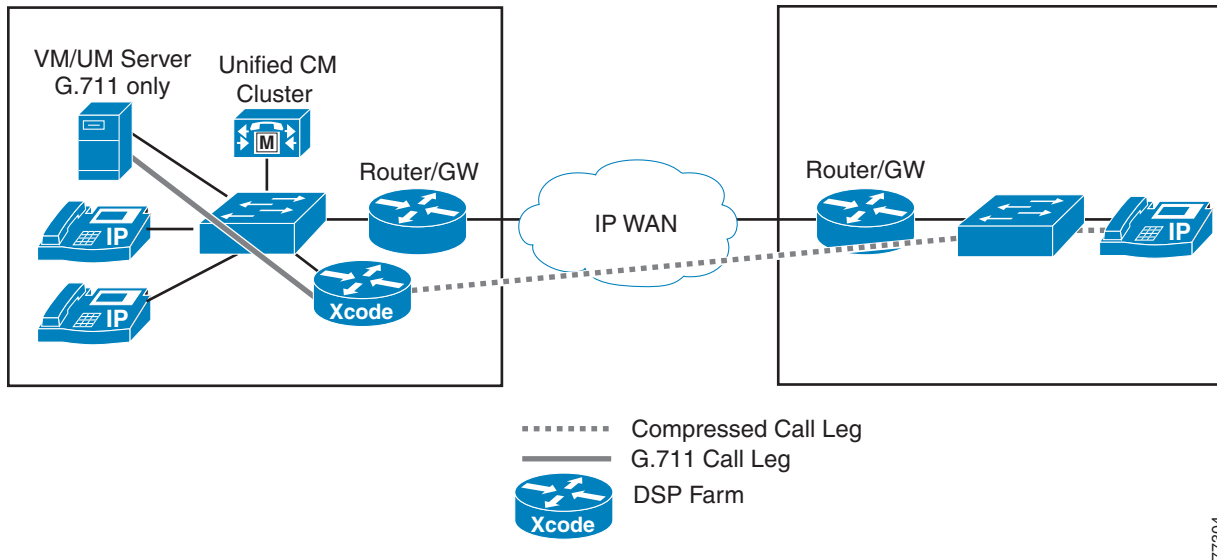
In a single-site deployment, there is no need for transcoding because there are no low-speed links to justify the use of a low bit-rate (LBR) codec. Some MTP resources might be required in the presence of a significant number of devices that are not compliant with H.323v2, such as older versions of Microsoft NetMeeting or certain video devices. MTP resources may be required for DTMF conversion if SIP endpoints are present (see [Named Telephony Events \(RFC 2833\), page 6-18.](#))

### Multisite WAN Deployments with Centralized Call Processing

In a centralized call processing deployment, the Unified CM cluster and the applications (such as voice mail and IVR) are located at the central site, while several remote sites are connected through an IP WAN. The remote sites rely on the centralized Unified CMs to handle their call processing.

Because WAN bandwidth is typically limited, calls are configured to use a low bit-rate codec such as G.729 when traversing the WAN. (See [Figure 6-1.](#))

Voice compression between IP phones is easily configured through the use of *regions* and *locations* in Unified CM. A region defines the type of compression (for example, G.711 or G.729) used by the devices in that region, and a location specifies the total amount of bandwidth available for calls to and from devices at that location.

**Figure 6-1** Transcoding for the WAN with Centralized Call Processing

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Unified CM uses media resource groups (MRGs) to enable sharing of MTP and transcoding resources among the Unified CM servers within a cluster. In addition, when using an LBR codec (for example, G.729a) for calls that traverse different regions, the transcoding resources are used only if one (or both) of the endpoints is unable to use the LBR codec.

In [Figure 6-1](#), Unified CM knows that a transcoder is required and allocates one based on the MRGL and/or MRG of the device that is using the higher-bandwidth codec. In this case it is the VM/UM server that determines which transcoder device is used. This behavior of Unified CM is based on the assumption that the transcoder resources are actually located close to the higher-bandwidth device. If this system was designed so that the transcoder for the VM/UM server was located at the remote site, then G.711 would be sent across the WAN, which would defeat the intended design. As a result, if there are multiple sites with G.711-only devices, then each of these sites would need transcoder resources when an LBR is run on the WAN.

The placement of other resources is also important. For example, if a conference occurs with three phones at a remote site and the conference resource is located in the central (call processing) site, then three media streams are carried over the WAN. If the conference resource were local, then the calls would not traverse the WAN. It is necessary to consider this factor when designing the bandwidth and call admission control for your WAN.

### Multisite WAN Deployments with Distributed Call Processing

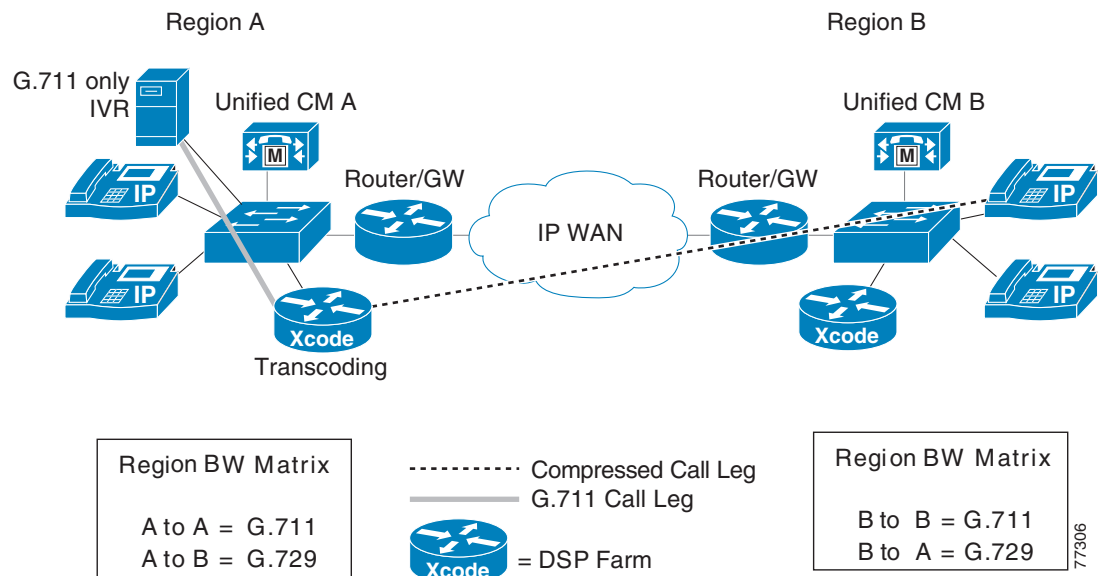
In distributed call processing deployments, several sites are connected through an IP WAN. Each site contains a Unified CM cluster that can, in turn, follow the single-site model or the centralized call processing model. A gatekeeper may be used for call admission control between sites.

Because WAN bandwidth is typically limited, calls between sites may be configured to use an LBR codec (such as G.729a) when traversing the WAN. H.323v2 intercluster trunks are used to connect Unified CM clusters. Unified CM also supports compressed voice call connections through the MTP service if a hardware MTP is used. (See [Figure 6-2](#).)

A distributed call processing deployment might need transcoding and MTP services in the following situations:

- With current versions of Cisco applications, it is possible and recommended to avoid the use of transcoding resources. There might be specific instances where G.711 on a specific device cannot be avoided.
- Some endpoints (for example, video endpoints) do not support the H.323v2 features.

**Figure 6-2 Intercluster Call Flow with Transcoding**



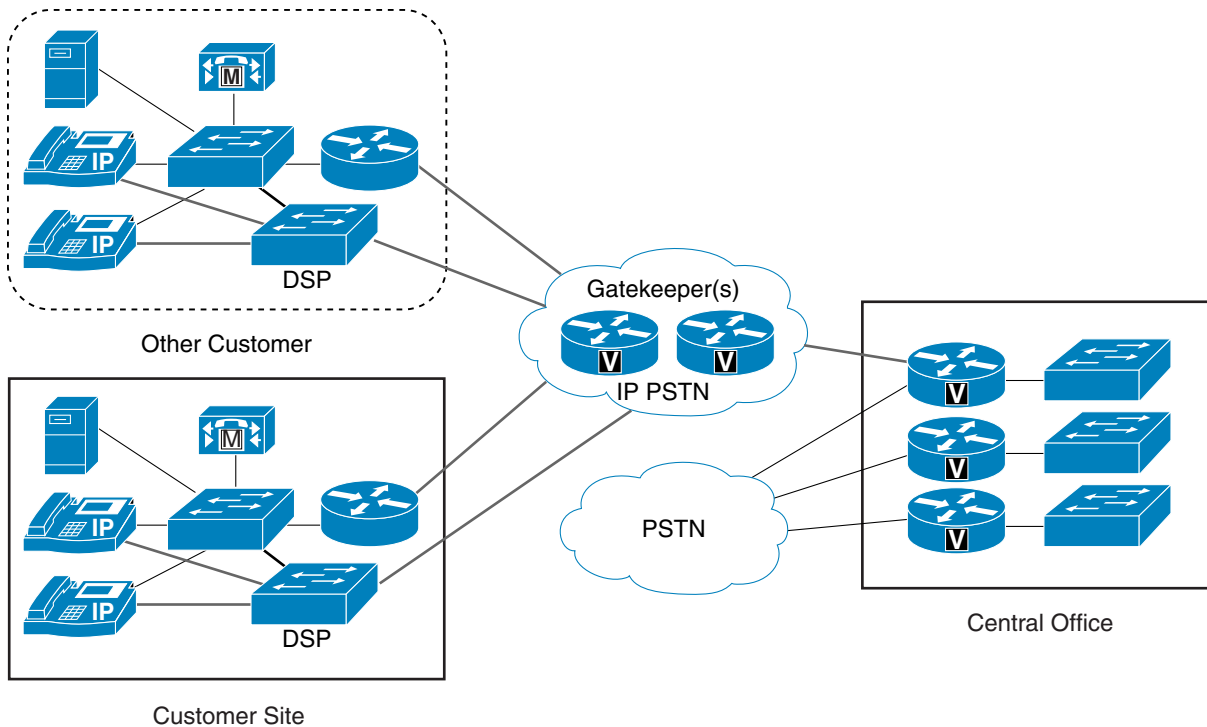
Unified CM uses media resource groups (MRGs) to enable sharing of MTP and transcoding resources among the Unified CM servers within a cluster. In addition, for calls across intercluster trunks, MTP and transcoding resources are used only when needed, thus eliminating the need to configure the MTP service for applications that do not support LBR codecs.

The following characteristics apply to distributed call processing deployments:

- Only the intercluster calls that require transcoding will use the MTP service. For example, if both endpoints of a call are capable of using a G.729 codec, no transcoding resources will be used.
- Sharing MTP resources among servers within a cluster provides more efficient resource utilization.

## IP PSTN Access

Another application scenario for MTP and transcoding resources involves a service provider that provides its customers with access to an IP PSTN instead of the traditional PSTN. In such a scenario, the gatekeepers reside in the service provider network. In order to simplify the dial plan, each customer is required to use an MTP to anchor its calls, so that the individual IP addresses assigned to the endpoints can be hidden. The service provider's central office can then relay through the traditional PSTN and/or provide IP connectivity to other customers. [Figure 6-3](#) illustrates this deployment model.

**Figure 6-3** *IP PSTN Access Example*

Note that the customer site in [Figure 6-3](#) can use any of the previous three deployment models: single site, multisite WAN with centralized call processing, or multisite WAN with distributed call processing. The H.323 trunk from the customer site to the IP PSTN must be configured with MTP so that the endpoint IP addresses remain masked. Thus, all external calls use the MTP resources. However, MTP resources can be shared within the Unified CM cluster to achieve more efficient use of the resources. This technique of utilizing MTPs for address hiding may be used for SIP trunks as well.