Media Master

This chapter contains the following sections:

Understanding Why the Media Master Control Bar May Not Display or Function Correctly in Cisco Unity Connection Applications

The Media Master control bar may not display or function correctly depending on the operating system and/or browser software installed on the client workstation. See the sections below for information on known browser issues:

See the "Configuring an Internet Browser to Access the Cisco PCA" section in the "Setting Up Access to the Cisco Personal Communications Assistant" chapter of the *Cisco Unity Connection User Setup Guide* for information on how to set up Internet browser(s) on each user workstation to use the Cisco PCA and the web tools. The guide is available at http://www.cisco.com/en/US/products/ps6509/prod_maintenance_guides_list.html.

For information on the supported version combinations of Cisco Unity Connection and the software installed on user workstations, see the *Compatibility Matrix: Cisco Unity Connection and the Software on User Workstations* available at http://www.cisco.com/en/US/products/ps6509/products_device_support_tables_list.html.

Also consider that some security and VPN software that is installed on the user workstations can cause problems for the Media Master control bar applet. In particular, software that offers personal firewalls can be problematic. If this is the case, work with the software vendor to determine a configuration that will allow the Media Master control bar applet to contact the Cisco Unity Connection server, or disable or remove the conflicting security and VPN software from the user client workstation.

Apple Safari

Apple Safari users are prompted to open a download site to obtain the Java plugin installer the first time they browse to a Cisco PCA page that should contain a Media Master control bar. After the desired version is downloaded and installed, users may have to log off of the Cisco PCA, and close and restart the browser software for the plugin to load properly.

Microsoft Internet Explorer

Microsoft Internet Explorer users are prompted to install the Java plugin the first time that they browse to a Cisco PCA page that should contain a Media Master control bar. Users must have local rights to their workstation in order for the Java plugin to install properly. In addition, the user might have to restart the browser for the newly installed plugin to load. If users choose not to install the Java plugin, they will see a message in place of the Media Master Control Bar stating that support for "application/x-java-applet" is disabled, and pages containing the Media Master Control Bar will pop up one or more alert messages.

Because the Media Master control bar is a Java Applet, and because all Internet Explorer plugins are wrapped into an ActiveX control, users must configure their browsers to download and run ActiveX controls to support automatic plugin installation and to ensure that the Media Master control bar works correctly.

Mozilla Firefox

Mozilla Firefox users are prompted to open a download site to obtain the Java plugin installer the first time that they browse to a Cisco PCA page that should contain a Media Master control bar. After the desired version is downloaded and installed, users may have to log off of the Cisco PCA, and close and restart the browser software for the plugin to load properly.

For users using Mozilla Firefox on Red Hat Linux workstations, the J2SE software uses the Advanced Linux Sound Architecture (ALSA) driver to access system sound devices and control playback and recording functionality. Depending on the sound card, playback and recording capabilities may be limited.

Understanding How the Phone Device Works in the Media Master Control Bar

The Media Master control bar supports using your phone as a playback and recording device. The phone device is always available to users. Users can configure the phone device by selecting "Playback & Recording" from the Options menu on the Media Master control bar. From the Playback & Recording Options window, users can configure the active phone number for the phone device (the default value is the primary Connection extension of the user).

Note See the "The Tools You Use" chapter in the *Cisco Unity Connection User Guide* for more information on configuring the Media Master control bar. The guide is available at http://www.cisco.com/en/US/products/ps6509/products_user_guide_list.html.

The phone device sends requests over the network to the Cisco Unity Connection server to call the active phone number. When the phone answers, the phone device proceeds with either playing back or recording the voice recording. The call can fail for these reasons:

- Either no active phone number value is defined, or it is defined incorrectly.
- The phone switch to which the user is assigned does not have any TRAP ports enabled.
- All TRAP-capable ports on the switch are busy.
- Security settings or software prevent the Media Master control bar from contacting the Connection server.

Note that using the phone device is the primary way to listen to or to record secure messages, and to review voice recordings in formats that are not supported by the Media Master control bar local device.

Troubleshooting Problems with the Phone Device Ringing the Phone for Playback or Recording of a Voice Message

Use the troubleshooting information in this section if the phone device either does not ring the phone, or rings the phone only once for playback or recording of voice messages.

See the following possible causes of this issue:

- Phone Numbers of Different Lengths Are Configured on the Phone Switch, Causing the Switch to Wait for Additional Digits, page 17-3
- Phone Number Dialed by the Media Master Control Bar Is Not the Expected Number, page 17-3
- Media Master Control Bar Software Is Not Updated After a Cisco Unity Connection Server or Hotfix Upgrade, page 17-3

Phone Numbers of Different Lengths Are Configured on the Phone Switch, Causing the Switch to Wait for Additional Digits

If your site uses phone numbers that vary in length—for example, some users have five-digit numbers and others have four-digit numbers—this can cause a slight delay (of approximately two seconds) before the call is connected.

The reason for this delay is that there is a conflict with the number of rings that Connection should wait before determining that the phone number did not answer.

Phone Number Dialed by the Media Master Control Bar Is Not the Expected Number

Verify that the active phone number specified in the Media Master control bar is correct. To do this, check the Active Phone Number value for the Primary Extension or Other Number in the Playback & Recording Options window for the Media Master control bar. See the “The Tools You Use” chapter in the *Cisco Unity Connection User Guide* for more information on configuring the Media Master control bar. The guide is available at http://www.cisco.com/en/US/products/ps6509/products_user_guide_list.html.

Media Master Control Bar Software Is Not Updated After a Cisco Unity Connection Server or Hotfix Upgrade

If the Media Master control bar software is not updated, this is usually caused by the Java plugin not reloading the Media Master control bar files from Cisco Unity Connection, and instead using the locally-cached versions of the files. If this happens, you can manually update the Media Master control bar software by doing the following procedure.

To Update the Media Master Control Bar Software

Step 1 Close all browser windows.

Step 2 Depending on your operating system, do one of the following:

- For Windows 2000 and later, start the Java control panel by clicking **Start > Settings > Control Panel > Java**.
- For Red Hat Linux and Mac OSX, start the Java control panel found in $JAVA_HOME\bin\ControlPanel.

Step 3 On the General page, under Temporary Internet Files, click **Delete Files**.

This clears the cached files. The Media Master control bar resource files will be downloaded the next time you visit a Cisco PCA or Cisco Unity Connection Administration page that contains the Media Master control bar.

Understanding How the Local Device Works in the Media Master Control Bar

The Media Master control bar supports using your computer (or local device) as a playback and recording device. The local, or "Use Computer" device option in the Media Master control bar interface is offered on most systems that have compatible sound systems and drivers. See the "Setting Up Playback and Recording Devices for the Media Master" chapter in *Cisco Unity Connection User Setup Guide* for more information on Media Master control bar playback and recording capabilities. The guide is available at http://www.cisco.com/en/US/products/ps6509/prod_maintenance_guides_list.html

Local playback of a voice recording is done by streaming the voice recording from the Cisco Unity Connection server the first time it is played. Then, after enough data has been received, the recording format is analyzed by the system to determine whether the Media Master control bar can play the voice recording locally. If the recording cannot be played locally, an error message is shown. The default playback device for the system is used for playing back voice recordings.

Local recording of a voice recording is done (when supported) from the default system microphone device.