



## QuickStart for Cisco TelePresence Glossary

### 0-10

#### **720p**

A resolution spec used in HDTV and stands for resolution of 1280x720 pixels with video in progressive format.

#### **1080p**

A resolution spec used in HDTV and stands for resolution of 1920x1080 pixels with video in progressive format.

### A

#### **Access Control**

The administrative control mechanisms and policies used to selectively restrict access to specific resources, including files, directories, networks, servers, printers, and other devices. An Access Control List (ACL), for example, specifies what operations different users can perform on specific files and directories.

#### **Advanced Technology Program (ATP)**

ATP partners help ensure that organizations assess business needs, design the right solution, and facilitate implementation and maintenance to help ensure network availability. Cisco ATP partners are uniquely qualified and trained to help you implement a Cisco TelePresence solution. The Cisco TelePresence ATP program builds upon a foundation of Cisco's award winning specializations to deliver the training and tools ATP partners need to meet the rigorous requirements of business critical communications. Cisco recognizes ATP partners for their knowledge and expertise in designing, installing, integrating, and supporting comprehensive, real-time meeting solutions as part of an end-to-end Unified Communications system.

**Auto-collaborate**

(TelePresence)

A collaboration feature that enables customers to share images instantly in multiple locations by plugging in a laptop computer or high-definition ceiling document camera into a into the VGA cable. The TelePresence 3000 and 3200 built-in projector automatically displays images from the most recently activated device at 5-7fps; a second codec may be purchased for customers wanting to upgrade/support 30fps. The WolfVision Ceiling Document Camera may also be purchased separately as a document camera for the solution.

**B****B2B**

Business to Business, also referred to as Intercompany.

**Bandwidth**

The difference between the highest and lowest frequencies available for network signals. Used to describe the rated throughput capacity of a given network medium or protocol. The frequency range necessary to convey a signal measured in units of hertz (Hz). For example, voice signals typically require approximately 7 kHz of bandwidth, and data traffic typically requires approximately 50 kHz of bandwidth.

**Bid Assurance Program**

See *Experience and Order Assurance (EOA) Program*.

**C****Cisco Certified TelePresence Connection**

(TelePresence)

A new class of network connection available from service providers, one that is uniquely optimized for Cisco TelePresence solutions and takes advantage of a Cisco IP Next-Generation Network (NGN) architecture. Cisco will certify network service providers that deliver and exceed these network performance requirements as part of the Cisco Powered Network Program. Certification is a rigorous process that demonstrates ongoing investment and commitment to architectural, network management, and SLA best practices. This certification is regularly audited by third parties.

**Cisco TelePresence**

(TelePresence)

A new innovative technology that enables you to interact and collaborate with others in remote locations using life-size, high-definition video; advanced audio; and a finely tuned environment. TelePresence creates life-like, in-person experiences between individuals, businesses, and events. Now, people everywhere can work, live, play, and learn together, in person—over the network.

**Cisco TelePresence 500 System (CTS-500)**

(TelePresence)

A Cisco TelePresence system that includes one 37-inch display, integrated camera, microphone, speakers, and lighting. Designed to be mounted on the wall for use in offices or smaller meeting rooms.

**Cisco TelePresence 1000 System (CTS-1000)**

(TelePresence)

A Cisco TelePresence system that includes one 65-inch plasma screen, speakers, a microphone, and lighting. Designed to be flush-mounted along a wall space for easy use in smaller footprint areas (for example, individual offices).

**Cisco TelePresence 3000 System (CTS-3000)**

(TelePresence)

A Cisco TelePresence system that includes three 65-inch plasma screens, speakers, microphones, lighting, and a virtual table with seats for six at each location.

**Cisco TelePresence 3200 System (CTS-3200)**

(TelePresence)

A Cisco TelePresence system that includes three 65-inch plasma screens, speakers, microphones, lighting, and a virtual table supporting large group meetings with up to 18 participants in a single location.

**Cisco TelePresence Manager (CTS-Man)**

(TelePresence)

TelePresence scheduling and management software that allows users to schedule TelePresence meetings from their Outlook calendar and send the meeting information to the TelePresence systems so sessions can be started with the push of a single button. This also managed multipoint resources and provides IT administrators quick monitoring and reporting capabilities.

**Cisco TelePresence Multipoint Switch (CTMS)**

(TelePresence)

A server that allows geographically dispersed organizations to hold multipoint (multilocation) Cisco TelePresence meetings.

**Cisco Telepresence Readiness Assessment Manager (CTRAM)** (TelePresence)

A software solution that helps in assessing network paths prior to the deployment of TelePresence systems. It can also be used to assess the networks prior to site extensions or TelePresence model upgrades.

**Cisco TelePresence System (CTS)**

(TelePresence)

A TelePresence endpoint used to deliver high definition collaboration, utilizing an immersive experience to enable a virtual business meeting.

**Cisco Unified Communications Manager (CUCM)**

(TelePresence)

The CUCM is responsible for enterprise call control and management of Cisco TelePresence System endpoint as a SIP endpoint. In order to deliver a superior, simple user experience, Cisco Systems requires customers to deploy Cisco Unified Communications Manager with Cisco TelePresence. This, in conjunction with integration of enterprise groupware with CTS-Man, provides "one button to push" simplicity for call launch, both for point-to-point and multipoint calls. Cisco Unified Communications Manager can function as a dedicated, video call manager within your organization.

**Cisco Unified Communications**

Cisco Unified Communications Solutions unify voice, video, data, and mobile applications on fixed and mobile networks, delivering an easy-to-use, media-rich collaboration experience across business, government agency, and institutional workspaces. These applications use the network as the platform to enhance comparative advantage by accelerating decision time and reducing transaction time. The security, resilience, and scalability of the network enable users in any workspace to connect, everywhere, every time, and everyone's included. Cisco Unified Communications is part of a comprehensive solution that includes network infrastructure, security, wireless, management, lifecycle services, flexible deployment and outsourced management options, and third-party applications.

**Cisco Unified Video Conferencing**

Cisco Unified Video Conferencing (CUVC) is a Multipoint Conferencing Unit (MCU). Cisco TelePresence interoperability uses CUVC, CallManager and the Cisco TelePresence products to deliver fully a network-based solution to connect Cisco TelePresence and videoconferencing endpoints.

**Cisco Unified Contact Center Express**

(TelePresence)

A fully integrated contact center application supporting skills-based routing, built-in interactive voice response (IVR) and queuing, and screen pops of customer data to the agent desktop. Cisco Unified Contact Center Express works with the CTS-1000 and CUCM to deliver the Cisco Virtual Agent solution.

**Codec**

(TelePresence)

The local processor in the Cisco TelePresence system that provides encoding and/or decoding a digital data stream or signal. The codec handles the network and telephony requirements in the call and processes the local video, audio, and data signals.

**CTX Certification**

(TelePresence)

TelePresence CTS-3000 and CTS-3200 meeting rooms are certified for their acoustics, lighting, continuity, network design, and system performance by a TSBU engineer.

**D****Decibel**

A decibel (dB) is a numerical scale used to measure sound level. One dB is considered the smallest difference in sound level that one can discern.

**Document Cameras**

Commonly referred to as **docucams**, these are real-time document scanning devices used in education to simulate overhead projectors.

**Domino Notes**

A calendaring application from IBM, integrated with CTS-Man in TelePresence to view the availability of the rooms and schedule meetings.

**E****Encryption**

A change made to data, code, or a file so it no longer can be read or accessed without processing or decrypting. Roughly synonymous with encoding.

**Endpoint**

Commonly used in reference to the Cisco TelePresence System (CTS) that one uses to communicate with others. Current models include the CTS-500, CTS-1000, CTS-3000, and CTS-3200.

**Essential Operate Service**

(TelePresence)

The Cisco TelePresence Essential Operate Service helps enterprises realize the cost savings and productivity gains that the Cisco TelePresence solution makes possible by delivering a reliable, high-quality meeting experience. Organizations gain 24-hour-a-day, 365-day-a-year access to a comprehensive support environment that addresses all aspects of Cisco TelePresence technology—voice and video, software and hardware—with a single, integrated service, provided by dedicated Cisco Unified Communications experts. The service also includes two Advanced Hardware Replacement options with onsite installation, providing parts delivery and replacement by the next business day or within four hours on the same business day.

**Experience and Order Assurance (EOA) Program**

(TelePresence)

Office to manage a controlled release process for all Cisco TelePresence Systems (CTS) products. The EOA program ensures that our customers receive the highest quality TelePresence experience possible by providing a process in which the field can validate critical assessment data prior to solution deployment.

**Experience Order Assurance (EOA) Web Tool**

(TelePresence)

The new EOA web tool is designed to accelerate the sales cycle by automating process workflow and replacing manual reporting for Prequalification, Room Readiness Assessment (RRA), Network Path Assessment (NPA), and Cisco TelePresence Experience (CTX) Assessments. The EOA tool is available externally for use by the field and ATPs. With features that provide automated responses and up-to-date information on installation, the tool streamlines the workflow process as Cisco TelePresence is deployed at our customer sites. Partners have more access to subject matter experts as sites are qualified and units are installed. The EOA tool went online on April 28, 2008 and can be accessed by clicking on the following URL: <https://tools.cisco.com/tsbu/oa/index.html>

**F****Flow**

Stream of data traveling between two endpoints across a network (e.g., from one LAN station to another). Multiple flows can be transmitted on a single circuit.

**Firewall**

A system or combination of systems that enforces a boundary between two or more networks, or a gateway that limits access between networks in accordance with local security policy. The typical firewall is an inexpensive UNIX-based computer kept clean of critical data.

**Frame**

In video and audio terminology, frame means one still picture -- by changing still pictures (e.g., frames) quickly, the human eye "thinks" that the video is smooth and can't separate pictures from each other and instead sees smooth video.

**G****H****H.264**

Also known as MPEG-4 Advanced Video Coding, a digital video codec standard that achieves high data compression providing DVD-quality video using less than 1- megabytes per second. Cisco TelePresence uses the H.264 codec to perform encoding and decoding for data transmission.

**H.323**

An umbrella Recommendation from the ITU Telecommunication Standardization Sector (ITU-T) that defines the protocols to provide real-time multimedia communications for packet-based networks.

**High Available (HA)**

A feature or protocol is HA aware if it maintains, either partially or completely, undisturbed operation.

**HVAC**

Stands for heating, ventilation, and air conditioning.

**I****Immediate Meeting**

(TelePresence)

A type of multipoint session where administrators dial-out to each TelePresence endpoint without requiring the session to be scheduled through MS Outlook. Meeting participants who want to join the session cannot dial-into the call, but rather must request the administrator to invite them into the session.

**Impact Insulation Class (IIC)**

Measures a floor/ceiling assembly's resistance to the transmission of structure-borne or impact noise.

**Intercompany Cisco TelePresence**

(TelePresence)

A Cisco TelePresence solution that provides business-to-business communication capabilities that allow users to collaborate easily with other Cisco TelePresence systems. Inter-business calls are unique because they traverse trust and/or administrative domains. Often these domains can represent separate companies who partner to deliver goods and services.

**Interoperability**

(TelePresence)

A Cisco TelePresence solution that enables the ability to bring existing standards-based videoconferencing sessions into a Cisco TelePresence meeting.

**IOS**

Cisco system software that provides common functionality, scalability, and security for all products under the CiscoFusion architecture. Cisco IOS allows centralized, integrated, and automated installation and management of internetworks while ensuring support for a wide variety of protocols, media, services, and platforms.

**IP**

Internet Protocol. Network layer protocol in the TCP/IP stack offering a connectionless internetwork service. IP provides features for addressing, type-of-service specification, fragmentation and reassembly, and security. Defined in RFC 791.

**IP Multicast**

Routing technique that allows IP traffic to be propagated from one source to a number of destinations or from many sources to many destinations. Rather than sending one packet to each destination, one packet is sent to a multicast group identified by a single IP destination group address.

**IPSec**

Internet Protocol Security. A set of protocols being developed to support secure exchange of packets at the IP layer.

**J****Jitter**

The interpacket delay variance; that is, the difference between interpacket arrival and departure. Jitter is an important QoS metric for voice and video applications.

**K****L****Latency**

Delay between the time a device requests access to a network and the time it is granted permission to transmit. Delay between the time a device receives a frame and the time that frame is forwarded out the destination port.

**Load Balancing**

In routing, the capability of a router to distribute traffic over all its network ports that are the same distance from the destination address. Good load-balancing algorithms use both line speed and reliability information. Load balancing increases the use of network segments, thus increasing effective network bandwidth.

**LDAP**

Lightweight Directory Access Protocol (LDAP) is an application protocol for querying and modifying directory services running over TCP/IP. In TelePresence LDAP server is used to allow scheduling end-users to log into CTS-Manager Web User Interface (UI) for TelePresence meeting preferences.

**M****MCU**

Multipoint Control Unit (MCU) is traditional videoconferencing equipment that allows more than two individual video conferencing units to connect together to enable a multipoint video conferencing session. This is comparable to functionality of the Cisco TelePresence Multipoint Switch (CTMS). CUVC is a multipoint Conferencing Unit (MCU) for Video Conferencing, and IS referred to as MCU or Multipoint Control Unit.

**Metcalf's Law**

Named after Robert N. Metcalf, co-inventor of Ethernet. States that the value of a network (defined as its utility to a population) is  $V=A*N*N+B*N+C$  where V is the value, and N is the number of users of a network. The value of a network grows with the square of the number of its users. Often for small N, the cost of a network exceeds its value. This means there is a critical mass phenomenon in networks.

**Microsoft Exchange/Outlook**

A calendaring application from Microsoft, integrated with CTS-Man in TelePresence to view the availability of the rooms and schedule meetings.

**MPLS VPN**

A family of methods for harnessing the power of Multiprotocol Label Switching (MPLS) to create Virtual Private Networks (VPNs). MPLS is well suited to the

task as it provides traffic isolation and differentiation without substantial overhead.

**Multipoint**

A TelePresence solution that gives customers the ability to have multiple locations in a single virtual meeting.

**Multiprotocol Label Switching (MPLS)**

Switching method that forwards IP traffic using a label. This label instructs the routers and the switches in the network where to forward the packets based on pre-established IP routing information.

**N****NAT**

Network Address Translation. The translation of an address used within one network to a different IP address known within another network.

**NAT Traversal**

Passing through network address translation (NAT) to reach a user. NAT hides private IP addresses from the public Internet; however, voice over IP (VoIP) and videoconferencing calls that originate from outside the network must locate the user's IP address.

**Network Path Assessment (NPA)**

(TelePresence)

Planning, design, and implementation services that are the consultative process to prepare the customer's network for broadband deployments of Cisco TelePresence both on the LAN and WAN.

**New Product Hold (NPH)**

Prevents manufacturing from scheduling the packaging and shipping of an order. It does not prevent bookings, however. Also referred to as product hold.

**Noise Reduction Coefficient (NRC) Rating**

A single number rating that describes a material's ability to absorb sound. The NRC rating considers only the frequency range from 250 Hz to 2,000 Hz. Values typically range from 0.05 to 1.0, with higher values representing better sound absorption.

**O****OBTP**

One Button To Push (OBTP) is a feature of Cisco TelePresence that lets users launch simply by pressing a single button on the Cisco 7975G IP phone.

**Off-net**

An inter-company call that traverses multiple provider networks.

**On-net**

An inter-company call within a single operator's network.

**Order Assurance**

See *Experience and Order Assurance (EOA) Program*.

**P****Packet**

A piece of a message transmitted over a packet-switching network. One of the key features of a packet is that it contains the destination address in addition to the data.

**Prequalification**

(TelePresence)

A stage in the Experience and Order Assurance process that uncovers potential remediation needs early so that customers have time to respond. It is completed and submitted to Cisco TSBU by the Cisco account team or an approved and trained ATP.

**Prequalification Questionnaire**

(TelePresence)

A questionnaire that is used by customers, Cisco and/or partners to determine pre-deployment readiness of a customer's site, network, and application environment to be able to support the Cisco TelePresence System hardware, software, and network requirements.

**Q****Quality of Service (QoS)**

The ability of networks and devices such as routers to prioritize the packets of data moving across them, so that services such as voice and video can achieve the standard of performance required.

**R****Redundancy**

In internetworking, the duplication of devices, services, or connections so that, in the event of a failure, the redundant devices, services, or connections can perform the work of those that failed.

**Remote Assistance Service**

(TelePresence)

Enterprises purchasing the Cisco TelePresence Select Operate Service have the option of adding the Cisco TelePresence Remote Assistance Service. This service provides real-time administrative support during a Cisco TelePresence session. By simply pressing the Concierge button on a Cisco IP phone, users in any managed Cisco TelePresence meeting room can connect with a remote assistance representative day or night, 365 days a year. The service provides remote assistance with scheduling and call setup, answers questions about how to use the solution, and can serve as a single point of contact for any issues requiring engineering support. As a result, enterprises can quickly find answers and resolve

unexpected issues for a more effective Cisco TelePresence experience.

**Room Readiness Assessment (RRA)**

(TelePresence)

The RRA is part of the final acceptance sign-off for Cisco's Certified TelePresence Experience. This is a formal certification process that guarantees the room can ensure a "Cisco TelePresence Experience" every time. The process will be delivered by the ATP channel partner and includes sound, lighting, and environmental tests. If a customer's room fails the certification process, detailed room remediation requirements will be provided to deliver a "pass" status. (Note: in some cases a customer's chosen room may not pass with any amount of remediation due to lighting, sound, or environmental deficiencies, and therefore other rooms may need to be used.) It includes both a pre-installation room assessment and a final acceptance certification of the room and the network.

**Room Switching**

A multipoint switching mode in which the entire room of the active speaker will be displayed across all screens.

**Router**

A device that manages access to the Internet without the need for pre-dialing of telephone connections; routers can enable multiple computers to access the Internet simultaneously and can also combine voice and data services.

**S****Scheduled Meeting**

A type of multipoint session that is scheduled through MS Outlook and managed using the Cisco TelePresence Manager. Participants dial into the session with one push of a button on the 7975G IP Phone.

**Secure Real-time Transport Protocol (SRTP)**

A security profile for RTP, providing encryption, message authentication and integrity, and replay protection to the RTP data in both unicast and multicast applications. It was developed by a small team of IP protocol and cryptographic experts from Cisco and Ericsson. SRTP is ideal for protecting Voice over IP traffic because it can be used in conjunction with header compression and has no effect on IP Quality of Service. These facts provide significant advantages, especially for voice traffic using low-bitrate voice codecs.

**Segment**

(TelePresence)

A segment includes one plasma screen, one microphone/speaker, and one camera lens controlled by one codec. A CTS-3000 or CTS-3200 typically contains three segments (center, left, and right).

**Segment Switching**

A multipoint switching mode that switches displays by the individual table segment where the active speaker is seated. This terminology is no longer used; see *Speaker Switching* for replacement language.

**Select Operate Service**

(TelePresence)

Select Operate Service is a basic managed service offering that provides remote monitoring, remote management, and concierge services for the Network, Unified Communications, and TelePresence portions of the solution.

**Service Level Agreement (SLA)**

Formal written agreement made between two parties: the service provider and the service recipient.

**SIP**

A standard protocol used to initiate multimedia sessions. SIP helps to simplify the experience for the participant by providing a signaling and call setup protocol for IP communications. Put simply, SIP permits IP calls to operate like a traditional phone call.

**Site Switching**

A multipoint switching mode in which the entire location of the active speaker will be displayed across all screens. This terminology is no longer used; see *Room Switching* for replacement language.

**Sound Transmission Class (STC) Rating**

A single number rating describing a material's or an assembly's ability to prevent sound transmission through the assembly or the material. The STC rating only considers sound transmission loss values at frequencies from 125 Hz to 4000 Hz, and the higher frequencies are given more weight than the lower frequencies. Higher values represent better sound control, (i.e., less sound penetrating the material or assembly).

**Speaker Switching**

A multipoint switching mode that switches displays by the individual table segment where the active speaker is seated.

**Static Meeting**

A type of multipoint meeting that gives customers an “always on” connection so that executives can meet using Cisco TelePresence anytime they desire. These meetings are as easy to initiate as dialing a phone number. Hosted Static solution is also available for customers who wish to not start these types of meetings until a host system has joined the meeting.

**T****Telepresence**

An industry term that refers to a set of technologies that allow a person to feel as if they were present, to give the appearance that they were present, or to have an effect, at a location other than their true location.

**TelePresence**

A new Cisco technology category that delivers an immersive, "in person" experience over the network using advanced visual, audio, and interactive technologies. TelePresence delivers real-time, face-to-face interactions between people and places in their work and personal lives. The first products, the TelePresence Meeting solutions, create a "room within a room" environment that uses life-size images, high-definition resolution with spatial and discrete audio to create a live, face-to-face meeting around a single virtual table.

**Temporal Flicker**

Temporal aliasing is the term applied to a visual phenomenon in film or television that is also known as the stroboscopic effect. It also accounts for the "wagon-wheel effect" which is an optical illusion where spoked wheels on horse-drawn wagons appears to be turning backwards.

**Three-point Lighting**

A technique commonly utilized to properly illuminate subjects for video or photography. By using three separate positions, the photographer can illuminate the shot's subject (such as a person) however desired, while also controlling (or eliminating entirely) the shading and shadows produced by direct lighting. In a TelePresence room the face is illuminated by the lights around the screens (light shroud) while general illumination is provided by overhead lighting.

**U****V****Videoconferencing**

Video and Audio communication between two or more people via a video codec (coder/decoder) at either end and linked by digital circuits.

**Virtual Agent**

(TelePresence)

The Cisco TelePresence Virtual Agent solution enables enterprises to create a live, "face-to-face" interaction with customers—over the network. The solution gives a customer the feeling of being "in person" with a specialist agent, such as a physician, mortgage broker, or retail expert, using life-size, high-definition video images, CD-quality audio, and interactive elements. The virtual agents are connected to callers through Cisco Unified Contact Center Express, a fully integrated contact center application supporting skills-based routing, built-in interactive voice response (IVR) and queuing, and screen pops

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of customer data to the agent desktop.

**Virtual Private Network (VPN)**

A secure "tunnel" across the public Internet that allows businesses to use the Internet as a WAN, enabling private access to corporate resources for branch offices and remote workers, without the need for dedicated connections.

**W**

**X**

**Y**

**Z**