

TelePresence and You

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NLR Experiment Support Service



nlr.net

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TelePresence

- Multiple models
- Different than normal videoconferencing
- Different in installation



Preparation

- Find a Cisco authorized TelePresence Advanced Technology Provider.
- Select a room.
 - Pay careful attention to the room characteristics that are detailed for the unit under consideration.
 - Enter Catch 22.
 - Should get room pre-qualified BEFORE the quote, but realistically the ATP doesn't want to do that before they get a purchase.
- Let NLR know that you are planning to order a TelePresence system.
- Send mail to ess@nlr.net



Room Considerations

- Vary by unit.
- For the CTS500, just about any room is OK.
- CTS1000 has room requirements that span size, paint color, circuits, sound levels, furniture recommendations, etc.
- CTS3000 has pretty much the same requirements, just larger. (Furniture is provided.)



Even More About the Room

- The TelePresence room should not be located near a “break” or lunch room, elevator shaft, or any other noisy environment.
- Involve your building manager or whomever knows the details about HVAC, lighting, etc for the room.



Qualifying the Network

- The ATP will want to see the COMPLETE path (from the room, through the campus and RON, to the NLR network.)
 - They want hop by hop.
 - Care A LOT about the first hop.
- Really want to have “enable” privileges on the network.
 - Explore running SLA tests
 - NLR will run a SLA test from the SBC to your room.



Network Considerations

- Need to pay attention to the devices in the network.
 - Firewalls can be a concern.
 - More than just what ports are or are not allowed through the firewall.
 - What does the firewall do to latency, jitter, etc.
- May need to implement QoS on the network to support the TelePresence traffic.
 - Think VOIP



Ordering

- Place the order, but the work won't stop there.
- After the check cashes, the ATP will arrive to do:
 - Check light levels
 - Check sound levels
 - Check color of the walls. (Be prepared to paint the room because the authorized colors are NOT on anybody's normal palette.)
 - If your room fails, you need to get the problems fixed.



Room Prep

- Paint the room.
- Be prepared to handle HVAC noise or bad lighting.
- May need to add additional electrical circuits or network connections to the room.
- Hardware will NOT ship until the room meets the standards.



In the Meantime

- To be a part of the NLR TelePresence exchange, you will need to be a part of the coordinated dialing plan.
- This is easy.
- Get a set of E164 numbers from your campus telecomm.
 - Good luck in explaining to them that you don't need the phone line.



Installation

- After the room is approved, the hardware should show up in a few weeks.
 - Have a place to receive the equipment.
- The ATP should handle getting all the components assembled/installed.
- NLR will add you to the exchange.



Management

- Bit of a blackbox.
 - Working on getting more information on how things work and what to do when things do go wrong.
 - Remember that this is not your normal system.
 - At least two pieces....Codec and Call Manager
 - Peripherals are intelligent.
- Be careful! Network changes can affect your TelePresence system.
 - Hardware, software, or architecture



Enjoy

- Have fun with TelePresence. It can be very useful.
 - Forget that it is a videoconference.
- The ESS is available to help.

