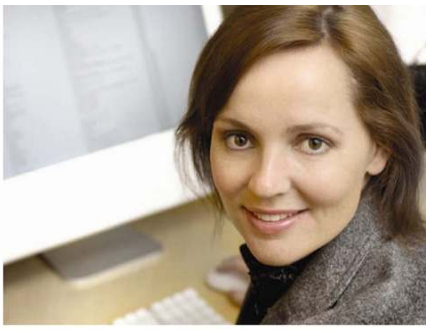
Cisco TelePresence IP GW 3500 Series

Automated Attendant


Live Video Operators

The Cisco TelePresence™ portfolio creates an immersive, face-to-face experience over the network—empowering you to collaborate with others like never before. Through a powerful combination of technologies and design that allows you and remote participants to feel as if you are all in the same room, the Cisco TelePresence portfolio has the potential to provide great productivity benefits and transform your business. Many organizations are already using it to control costs, make decisions faster, improve customer intimacy, scale scarce resources, and speed products to market.

Product Overview

The Cisco TelePresence IP GW 3500 Series is an innovative gateway solution to let customers and partners easily call you over the Internet. Compatible with all major vendors' endpoints and capable of high definition, it offers powerful dial plans, auto attendant and voice/video switchboard operators to route calls to the correct destination.

Cisco TelePresence IP GW 3500 Series Features

Table 1 summarizes the key features for the Cisco TelePresence IP GW 3500 Series.

Table 1. Cisco TelePresence IP GW 3500 Series Feature Summary

Feature Summary	
Design Features	• IVR/auto attendant, supports up to 32 menus and sub menus • Auto attendant menus support automated video greeting playback (requires Cisco IP VCR) • Live operator switchboard support • Compatible with all major vendors' endpoints • Easy-to-use, versatile, management interface • Comprehensive wideband audio support • Support for both SIP and H.323 endpoints • Compact size: 1U tall and 19" rack mountable

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Feature Summary	
Application Features	• Flexible dial plans • Fully interoperable with Cisco TelePresence Management Suite • Operator hunt group • Fully integrated, with built-in gatekeeper • Cisco TelePresence PacketSafe technology minimizes effects of network packet loss • Application level gateway with no packet forwarding • User level access privileges
Performance Features	• Transcoding and transrating on calls up to 4CIF • Video resolutions: 720p up to 30fps (non-transcoded) • Bandwidth per site: H.263 up to 4Mbps, H.264 up to 2Mbps • Up to 40 simultaneous calls

Model	Total Calls	Transcoded Calls
Cisco TelePresence IP GW 3510	10	5
Cisco TelePresence IP GW 3520	20	10
Cisco TelePresence IP GW 3540	40	20

Large enterprises can increase their available capacity by stacking multiple Cisco TelePresence IP GW together

For example, the Cisco TelePresence IP GW 3520 can support up to 20 calls in total, of which 10 can be transcoded calls. Using high bandwidth or resolution or H.264 does not reduce the number of video calls supported.

Product Capabilities

Table 2 provides a listing of the product capability specifications for the Cisco TelePresence IP GW 3500 Series.

Table 2. Product Specifications

Specification	Description
IVR/Auto Attendant	• Individually configurable for each port • Configurable menu of destinations • Navigate with FECC or DTMF • Option to dial IP address by DTMF • Custom audio prompts • Uploadable multi-language support • Supports up to 32 Sub Menus • Supports recorded video messages on auto attendant menu (requires IP VCR)
Operator Support	• Up to 18 Live Operators • Operator hunt group support • Hunting by priority, round-robin and try-all
Call routing	• Flexible dial plans • Direct dial by E.164 address • Redirect failed calls to operator and/or auto attendant • Register with up to two H.323 gatekeepers • Register with up to five SIP registrars
Endpoints Supported	• H.323 voice and video endpoints • SIP voice and video endpoints (transcoded)
Video Standards	• H.261, H.263, H.263+, H.263++, H.264
Video Resolution	• From QCIF up to 720p (1280 x 720) including interlaced iCIF and iSIF • 4:3 and 16:9 aspect ratios
Frame Rates	• Up to 30 frames or 60 fields per second

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Specification	Description
Audio Standards	• G.711, G.722, G.723.1, G.728, G.729, MPEG-4 AAC-LC, MPEG-4 AAC-LD, Polycom Siren14/G.722.1 Annex C
Protocols	• H.323v4, SIP, FTP, RTP, HTTP, DHCP, SNMP, NTP, H.239 (dual video), H.235 (AES)
Bandwidth	• H.263 up to 4 Mbps, H.264 up to 2 Mbps
Universal Transcoding and Transrating	• Automatic audio/video transcoding and transrating possible on all calls up to 4CIF • Any bandwidth, any resolution, any video or audio codec can be independently used by each caller • Each caller has their own personal encode • Extremely low latency: less than 80 ms
Scalability	• Multiple IP Gateways can be deployed in large enterprise situations
Built-in Gatekeeper	• Up to 25 devices can register • Register service prefixes, H.323 IDs and E.164 aliases • Round robin calls over common service prefixes for load balancing
Firewall Traversal	• H.460 18 and 19 compliant
DTMF Translation	• DTMF to IP address • Out-of-band to in-band DTMF
Call Features	• H.323 or SIP dial in • Standalone call routing • Preconfigured H.323 and SIP endpoints • Options for H.323 gatekeeper & SIP registrar • Widescreen (16:9) support • Far end camera control tunneling using remote control
Web User Interface	• Complete configuration, control and monitoring of the system and calls
System Management	• Cisco TelePresence Management Suite support • Management via embedded Web server • RS-232 for local control and diagnostics • Syslog for diagnostics • Configurable event logs and full H.323 and SIP decoding • Configuration backup to network • Secure upgrades through Ethernet or CompactFlash • SNMP
Quality of Service	• Configurable DSCP or ToS/IP Precedence
Network Resilience	• Cisco TelePresence PacketSafe technology provides intelligent down speeding, packet pacing and packet loss concealment to ensure optimum video and audio quality • Dynamic jitter buffering
Security Features	• Three levels of access rights and privileges for users • Separate dial plans for each network port • Secure non-PC hardware and operating system • Application level gateway with no IP packet for warding
Interfaces	• 2 x RJ45 Ethernet, 10/100/1000 Mbps full/half duplex, manual or auto sensing • RJ45 serial port • CompactFlash socket • 39 status LEDs
Environmental Data	• Operating temperature 0°C to 35°C ambient • Relative humidity below 95% (non-condensing)
Physical Dimensions	• Height 1.73", 44 mm (1U) • Width 17.2", 437 mm • Depth 12.3", 312 mm • Weight 9 lbs, 4kg • 19" rack mountable (kit supplied) or standalone • Power 100–240 VAC, 50/60Hz • 110W max power consumption

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Regulatory Compliance

- European safety: EN 60950-1:2001
- USA safety: UL 60950-1 first Edition
- Canada safety: CSA 60950-1-03
- CB Scheme certificate, CE Marked
- EMC: EN55022 class A, EN61000-3-2, EN61000-3-3, EN55024: EN61000-4-2,-3,-4,-5,-6,-11, FCC Part 15 class A, VCCI class A, AS/NZS 3548 (C-Tick), CCC Approved: GB4943-2001, GB9254-1998, YD/T993-1998
- NAL Certificate (China)
- RoHS compliant

Ordering Information

To place an order, please contact your Cisco sales representative.

Table 3. Ordering Information

Product Name	Part Number
Cisco TelePresence IP GW 3510	**CTI-3510-GWIP-K9**
Includes Cisco TelePresence IP Gateway 3510 with 10 calls (encryption is an option)	
Software License Feature Options for Cisco TelePresence	
IP GW 3510 – AES and HTTPS Enable Upgrade	L-AESCDN3-K9
Cisco TelePresence IP GW 3520	**CTI-3520-GWIP-K9**
Includes Cisco TelePresence IP Gateway 3520 with 20 calls (encryption is an option)	
Software License Feature Options for Cisco TelePresence	
IP GW 3520 – AES and HTTPS Enable Upgrade	L-AESCDN3-K9
Cisco TelePresence IP GW 3540	**CTI-3540-GWIP-K9**
Includes Cisco TelePresence IP Gateway 3540 with 40 calls (encryption is an option)	
Software License Feature Options for Cisco TelePresence	
IP GW 3540 – AES and HTTPS Enable Upgrade	L-AESCDN3-K9

Service and Support

Cisco and our partners provide a broad portfolio of intelligent, personalized services and support that can help you realize the full value of your Cisco TelePresence investment by increasing business agility and network availability. This portfolio of services accelerates business innovation through a network-based collaboration platform that enables businesses to collaborate anywhere, anytime. For more information about these services, visit: http://www.cisco.com/go/telepresenceservices.

For More Information

For more information about the Cisco TelePresence IP GW 3500 Series, visit http://www.cisco.com/go/telepresence or contact your local Cisco account representative or authorized Cisco partner. Product specifications are estimates and subject to change without notice.

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