

## Cisco E20 IP Video Phone



Cisco IP Video Phone E20 supports Cisco TelePresence MultiWay, which intuitively and instantly integrates multiple-party video calls.

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

With the Cisco® E20 IP Video Phone Cisco is reinventing the desk phone by merging voice, video and collaboration into one device. A highly scalable solution for enterprise mass deployment, everyone in the organization will immediately see the benefits of increased productivity and daily collaboration.

### Cisco E20 IP Video Phone Features

Table 1 summarizes the key features for the Cisco E20 IP Video Phone.

**Table 1.** Cisco E20 IP Video Phone Feature Summary

Feature Summary	
<b>Design Features</b>	<ul style="list-style-type: none"> <li>• Attractive Scandinavian design</li> <li>• Superior quality IP telephone with advanced features</li> <li>• Intuitive user interface and keypad for quick access to all IP phone and video services</li> <li>• Wideband 10 kHz handset</li> <li>• Easy to deploy and manage</li> <li>• Familiar IP telephone features such as a message waiting indicator/button</li> <li>• Handset, headset, speakerphone flexibility</li> </ul>
<b>Application Features</b>	<ul style="list-style-type: none"> <li>• Video and voice for every desk</li> <li>• Scalable for enterprise mass deployment</li> <li>• Richer collaboration than only phone calls can provide</li> <li>• Easily include additional users to your video call with the Cisco TelePresence Multiway (Multiway) feature</li> <li>• Unite remote workers and other members of the organization</li> <li>• Scale expertise across the organization</li> </ul>

Feature Summary	
<b>Performance Features</b>	<ul style="list-style-type: none"> <li>• Ultra wideband 20 kHz speaker phone</li> <li>• Cisco acoustic echo cancellation</li> <li>• High-resolution Cisco camera with integrated privacy shutter</li> <li>• DVD quality, w448p video resolution</li> <li>• 10.6" wide format LCD display with WXGA resolution</li> <li>• Bandwidth — H.323 and SIP up to 1152 kbps</li> <li>• Firewall traversal through Cisco TelePresence Video Communication Server Expressway</li> </ul>

## Product Capabilities

Table 2 provides a listing of the product capability specifications for the Cisco E20 IP Video Phone.

**Table 2.** Product Specifications

Specification	Description
<b>Fully Integrated Unit Including:</b>	<ul style="list-style-type: none"> <li>• LCD screen, camera, microphone, loudspeaker, keypad and handset</li> <li>• Delivered with power supply/cable and Ethernet cable</li> </ul>
<b>LCD Screen</b>	<ul style="list-style-type: none"> <li>• 10.6" wide viewing angle screen</li> <li>• WXGA (1280x768)</li> <li>• Manual brightness, contrast, color RGB</li> </ul>
<b>Camera</b>	<ul style="list-style-type: none"> <li>• Cisco custom camera design</li> <li>• 1/2.5" CMOS sensor</li> <li>• Aperture F2.7</li> <li>• 50° Horizontal field of view</li> <li>• 29° Vertical field of view (39° total)</li> <li>• +5°-5° digital tilt</li> <li>• Manual focus</li> <li>• Focus distance 0.3m–infinity</li> <li>• 1280 x 720 progressive @30 fps</li> <li>• Ambient light frequency detection</li> <li>• Automatic and manual brightness/white balance</li> </ul>
<b>Bandwidth</b>	<ul style="list-style-type: none"> <li>• H.323 and SIP up to 1152 kbps</li> </ul>
<b>Video Standards</b>	<ul style="list-style-type: none"> <li>• H.264, H.263+, H.263</li> </ul>
<b>Video Features</b>	<ul style="list-style-type: none"> <li>• Native 16:9 Widescreen</li> <li>• Picture in Picture (PIP)</li> </ul>
<b>Video Resolutions and Frame Rates</b>	<p><b>Transmit and Receive:</b></p> <ul style="list-style-type: none"> <li>• 768 x 448 @30fps (w448p)</li> <li>• 576 x 448 @30fps (448p)</li> <li>• 512 x 288 @30fps (w288p)</li> <li>• 352 x 288 @30fps (CIF)</li> <li>• 176 x 144 @30fps (QCIF)</li> </ul> <p><b>Receive Only:</b></p> <ul style="list-style-type: none"> <li>• 1024 x 768 @7,5fps (XGA)</li> <li>• 1024 x 576 @7,5fps (w576)</li> <li>• 800 x 600 @7,5fps (SVGA)</li> <li>• 704 x 480 @15fps (4SIF)</li> <li>• 704 x 576 @15fps (4CIF)</li> <li>• 640 x 480 @15fps (VGA)</li> <li>• 352 x 240 @30fps (SIF)</li> </ul>
<b>Audio Standards</b>	<ul style="list-style-type: none"> <li>• MPEG4 AAC-LD, G.729ab, G.722, G.722.1, G.711</li> </ul>

Specification	Description
<b>Audio Features</b>	<ul style="list-style-type: none"> <li>• Ultra wideband 20 kHz speaker phone</li> <li>• Wideband 10 kHz handset</li> <li>• RJ9 headset port</li> <li>• Cisco acoustic echo cancellation</li> <li>• Automatic Gain Control (ACG)</li> <li>• Automatic Noise Reduction</li> <li>• Packet loss management</li> <li>• Active lip synchronization</li> </ul>
<b>Privacy Features</b>	<ul style="list-style-type: none"> <li>• Camera with integrated privacy shutter</li> <li>• Video mute button with backlight indicator and far-end video mute indication</li> <li>• Audio mute button with backlight indicator and far-end audio mute indication</li> <li>• Headset button with backlight indicator</li> </ul>
<b>User Interface</b>	<ul style="list-style-type: none"> <li>• On-screen graphic user interface</li> <li>• Navigation cluster with select button</li> <li>• Message waiting indicator/button</li> <li>• 5 contextual soft keys</li> </ul>
<b>Dual Stream</b>	<ul style="list-style-type: none"> <li>• Receive DuoVideo on SIP BFCP or H.239 (H.323)</li> <li>• Soft key to switch between viewing received presentation and camera view</li> </ul>
<b>Multiparty Conferencing</b>	<ul style="list-style-type: none"> <li>• MultiWay™ support for intuitive, instant initiation of multiparty video conferences using a multipoint control unit</li> <li>• MultiWay conference layout control using dial tones (DTMF)</li> </ul>
<b>Firewall Traversal</b>	<ul style="list-style-type: none"> <li>• Through Cisco TelePresence Video Communication Server (Cisco VCS)</li> </ul>
<b>Embedded Encryption</b>	<ul style="list-style-type: none"> <li>• AES over SRTP and TLS</li> <li>• Automatic key generation and exchange</li> </ul>
<b>IP Network Features</b>	<ul style="list-style-type: none"> <li>• Differentiated Services (DiffServ)</li> <li>• Dynamic play out and lip-sync buffering</li> <li>• Maximum call length timer</li> <li>• IP Address Conflict Warning</li> <li>• URI Dialing</li> <li>• DNS lookup for service configuration</li> <li>• Date and Time support via NTP</li> <li>• H.245 DTMF tones in H.323</li> </ul>
<b>IP Network Support</b>	<ul style="list-style-type: none"> <li>• IPv4, IPv6</li> </ul>
<b>Security Features</b>	<ul style="list-style-type: none"> <li>• Kensington Lock</li> <li>• IP Administration Password</li> <li>• Menu Administration Password</li> <li>• Embedded encryption (AES)</li> <li>• Call status light indication</li> <li>• SIP Authentication via NTLM</li> <li>• SIP Authentication via Digest</li> <li>• Management via HTTPS and SSH</li> </ul>
<b>Protocols</b>	<ul style="list-style-type: none"> <li>• H.323</li> <li>• SIP</li> </ul>
<b>Network Interfaces</b>	<ul style="list-style-type: none"> <li>• Internal 2-port Ethernet switch</li> <li>• 1 x LAN/Ethernet (RJ-45) 10/100/1000 Mbit for PC</li> <li>• 1 x LAN/Ethernet (RJ-45) 10/100/1000 Mbit for LAN</li> </ul>
<b>Auxiliary Interfaces</b>	<ul style="list-style-type: none"> <li>• USB host port for media browser (wallpaper, ringtones) and USB alert.</li> <li>• Bluetooth module for standard Bluetooth headset support</li> </ul>
<b>Ethernet/Internet/Intranet Connectivity</b>	<ul style="list-style-type: none"> <li>• TCP/IP, DHCP, ARP, SNMP, SSH, SCP, SOAP and XML</li> <li>• Internal Web server, HTTP, HTTPS</li> </ul>
<b>Captioned Telephony</b>	<ul style="list-style-type: none"> <li>• TTY (Telephone Text) support via handset</li> </ul>
<b>System Management</b>	<ul style="list-style-type: none"> <li>• Support for the Cisco Management Suite</li> <li>• SSH, XML, SOAP, SNMP</li> <li>• Remote software upload via Web server or SSH/SCP</li> <li>• Provisioning with VCS, CMS, CUCM and Broadsoft</li> </ul>

Specification	Description
<b>Directory Services</b>	<ul style="list-style-type: none"> <li>• Support for Local Directories (My Contacts)</li> <li>• Support for Server Directory via Cisco TelePresence Management Suite</li> <li>• Supports Directories on Cisco Unified Communications Manager</li> <li>• Received, Placed and Missed Calls with Date and Time</li> </ul>
<b>Supported Infrastructure</b>	<ul style="list-style-type: none"> <li>• VCS</li> <li>• CUCM 8, 5 and newer</li> <li>• Broadsoft, Broadworks R16</li> <li>• Other: Can be supported on the Cisco WebEx Telepresence Network</li> </ul>
<b>Selectable Language Menu Support</b>	<ul style="list-style-type: none"> <li>• Norwegian, Swedish, German, French, Korean, Chinese Simplified, Chinese Traditional, Danish, Dutch, Finnish, Italian, Japanese, Polish, Portuguese Brazilian, Russian, Spanish, Spanish Latin and Turkish.</li> </ul>
<b>Power</b>	<ul style="list-style-type: none"> <li>• Auto-sensing power supply</li> <li>• 100–240 VAC, 50–60 Hz</li> <li>• 24 watts max</li> </ul>
<b>Operating Temperature and Humidity</b>	<ul style="list-style-type: none"> <li>• 0°C to 35°C (32°F to 95°F) ambient temperature</li> <li>• 10% to 80% Relative Humidity (RH)</li> </ul>
<b>Storage and Transport Temperature</b>	<ul style="list-style-type: none"> <li>• 20°C to 60°C (-4°F to 140°F) at RH 10–80% (non- condensing)</li> </ul>
<b>Unit Dimensions</b>	<ul style="list-style-type: none"> <li>• Height: 34.7 cm (13.7 inches)</li> <li>• Width: 31.6 cm (12.4 inches), 27.7 cm (10.9 inches) without handset cradle</li> <li>• Depth: 17.0 cm (6.9 inches)</li> <li>• Footprint: 17.0 cm x 31.6 cm (6.68 inches x 7.3 inches)</li> <li>• Weight: 1.9 kg (4.2 lbs)</li> </ul>

\* Requires Cisco TelePresence Management Suite Version 12.1 and newer

\*\* MultiWay feature requires additional network equipment for functionality

## Regulatory Compliance

- Directive 2006/95/EC (Low Voltage Directive) — Standard EN 60950-1 2nd ed
- Directive 89/336/EEC (EMC Directive) — Standard EN 55022, Class B — Standard EN 55024 — Standard EN 61000-3-2/-3-3
- Approved according to UL 60950-1 2nd ed and CAN/CSA C22.2 No. 60950-1-07 2nd ed
- Complies with FCC15B Class B

## Ordering Information

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

Part Number	Description
<b>CTS-E20-K9</b>	Cisco E20 IP Video Phone
<b>CTS-E20HNDSTKIT=</b>	Spare Handset Kit for Cisco E20 IP Video Phone

## 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 E20 IP Video Phone, 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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