



Global Knowledge®



# Cisco TelePresence training



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Global Knowledge has been providing IT skills and consultancy services to business and the public sector for over 20 years. Through a process of astute acquisition and organic growth we have become the world's largest privately held learning solutions provider. We deliver tailored courses and certified vendor programmes that continue to add value to our clients long after their employees have completed the training.

### Connect with Global Knowledge

Connect with Global Knowledge in the world of social media to view the latest IT and training industry updates, links, course information, events, webinars, videos and more.

Come and join our Community!



The use of video in business has evolved considerably in the last few years and is no longer an exception to the norm. Video is fundamentally changing the way we do business enabling organisations to create a better collaborative culture with effective internal global communication without the costs of time and travel.

Cisco's TelePresence Solutions are transforming the way people work and allow organisations to instantly connect face-to-face with employees, partners and customers, increasing organisational productivity and maintaining competitive advantage.

Global Knowledge is committed to enabling business transformation and is uniquely positioned as an accredited Cisco TelePresence training provider.

Combined with Global Knowledge's experience in training engineers that support, maintain and implement the network on which these solutions sit, Global Knowledge is the only choice for your training.

### Class-Connect HD

Global Knowledge knows the importance of real world experience when it comes to training. This is very much the case in terms of our authorised Cisco TelePresence training portfolio.

Our trainers were involved in designing, installing and configuring the Global Knowledge **Class-Connect HD** solution. By having this first-hand experience to hand you can be guaranteed of complete hands on delivery instead of just theory.

**See page 15** for more information

Cisco's TelePresence training portfolio can be split into two very distinct accreditation requirements:

### **Cisco's TelePresence Video ATP Programme** – *An invitation only programme*

All partners invited to participate in the ATP–Cisco TelePresence Programme will have exactly 180 days from invite to complete the programme requirements. After 180 days all ATP Programme invites will expire and partners will have to be re-invited into the programme to complete all programme requirements.

### **Cisco's Career Certifications**

The curriculum emphasizes the real-world best practices of video professionals. Having certified and trained personnel to design, implement, and support video networks is critical to the success of businesses. Cisco Video solutions deliver true productivity across remote and virtual teams.

Regardless of whether you're an ATP Channel Partner or a consumer implementing Cisco's TelePresence solution, Global Knowledge can provide the courses to fit your individual training needs.

## **Cisco TelePresence Video Authorised Technology Provider Programme**

These programmes are designed to enable Channel Partners provide the industry's most comprehensive and interoperable Cisco TelePresence Video portfolio, enabling partners to take advantage of the tremendous market opportunities ahead—not only in the TelePresence space, but also in the overall collaboration market.

The TelePresence Video ATP Programmes are multilevel invitation-only programmes that align with the depth and breadth of the partner's business strategy.

- The Express level is designed for partners who possess deep knowledge of Cisco TelePresence video endpoints and targeted infrastructure and who typically differentiate themselves based on their breadth of unique AV integration skills.
- The Advanced level will include partners who have deep and broad knowledge of video with more capabilities in Cisco TelePresence video endpoints, along with the full breadth of infrastructure solutions and managed video conferencing services.
- The Advanced Plus level is an extension of the Advanced level that builds upon the partner's knowledge of Cisco TelePresence video and extends their offering to sell and support the single-screen Cisco TelePresence System solutions that are based upon the Cisco Unified Communications Manager platform and TelePresence Interoperability Protocol.
- The Master level is designed for partners who possess deep and broad knowledge of video, have attained the Cisco Advanced Unified Communications Specialisation, and support the entire portfolio of Cisco TelePresence immersive video endpoints, single and triple screen, via infrastructure solutions and architecture capabilities.

The goal of the Cisco TelePresence Video ATP Programmes is to develop a global value-added reseller (VAR)/systems integrator channel focused on bringing Cisco TelePresence Video products and solutions to customers, using highly skilled partners with experience in the video and collaboration market. The Cisco TelePresence Video ATP Programmes will enable selected channel partners to market, sell and deploy the industry's most comprehensive and interoperable TelePresence portfolio and an integrated architecture solution, as well as provide ongoing support to their customers. Cisco TelePresence Video ATP Partners are focused on providing a new way of working in which everyone, everywhere can be more productive through face-to-face collaboration with Cisco TelePresence Video solutions.

Global Knowledge is uniquely positioned to provide the training required to meet not just the TelePresence specific training, but the wider unified communications training required at the more advanced levels.

# Cisco TelePresence Video Express recommended training and required exams

Role	Training Course/Exam	Number of Hours	Delivery Type
Account Manager (AM)	Quickstart for Cisco TelePresence Video	2	E-learning (ELT)
	TelePresence Video Sales Specialist (PATVSS v1.0)	3.5	ELT
	TelePresence Video Sales Specialist for Express Exam 650-292	1	Online exam
System Engineer (SE)	Quickstart for Cisco TelePresence Video	2	ELT
	TelePresence Video Sales Specialist (PATVSS v1.0)	3.5	ELT
	TelePresence Video Sales Specialist for Express Exam 650-292	1	Online exam
	TelePresence Video Sales Engineer for Express (PATVSEE v1.0)	5	ELT
	TelePresence Video Sales Engineer for Express Exam 650-293	1	Online exam
Field Engineer (FE)	TelePresence Video Sales Engineer for Express (PATVSEE v1.0)	5	ELT
	TelePresence Video Sales Engineer for Express Exam 650-293	1	Online exam
	TelePresence Video Field Engineer for Express (PATVFEE v1.0)	2	ELT
	Implementing Express TelePresence Video Solutions (PAIETVS v1.0)	16	Instructor-led training (ILT)/lab
	TelePresence Video Field Engineer for Express Exam 650-294	2	Online exam

# Cisco TelePresence Video Advanced recommended training and required exams

Role	Training Course/Exam	Number of Hours	Delivery Type
Account Manager (AM)	Quickstart for Cisco TelePresence Video	2	E-learning (ELT)
	TelePresence Video Sales Specialist (PATVSS)	3.5	ELT
	TelePresence Video Sales Specialist for Advanced Exam 650-295	1	Online exam
System Engineer (SE)	Quickstart for Cisco TelePresence Video	2	ELT
	Cisco TelePresence Video Sales Specialist (PATVSS)	3.5	ELT
	TelePresence Video Sales Specialist for Advanced Exam 650-295	1	Online exam
	TelePresence Video Sales Engineer for Advanced (PATVSEA)	5	ELT
	TelePresence Video Sales Engineer for Advanced Exam 650-296	1	Online exam
Field Engineer (FE)	TelePresence Video Sales Engineer for Advanced (PATVSEA)	5	ELT
	TelePresence Video Sales Engineer for Advanced Exam 650-296	1	Online exam
	Implementing Advanced TelePresence Video Solutions Part 1 (PAIATVS1)	40	Instructor-led training (ILT)
	Implementing Advanced TelePresence Video Solutions Part 2 (PAIATVS2)	40	ILT
	TelePresence Video Field Engineer for Advanced Exam 650-297	2	Online exam

# Cisco TelePresence Video Advanced Plus recommended training and required exams

Role	Training Course/Exam	Number of Hours	Delivery Type
Account Manager (AM)	Quickstart for Collaboration 2011	1.5	E-learning (ELT)
	TelePresence Video Sales Specialist (PATVSS)	3.5	ELT
	TelePresence Video Sales Specialist for Advanced Plus Exam 650-298	1	Online exam
System Engineer (SE)	Quickstart for Collaboration 2011	1.5	ELT
	TelePresence Video Sales Specialist (PATVSS)	3.5	ELT
	TelePresence Video Sales Specialist for Advanced Plus Exam 650-298	1	Online exam
	Implementing Cisco TelePresence Solutions (ITS)	32	Instructor-led Training (ILT)
	Implementing Cisco TelePresence Video Networking Solutions Exam 642-270 (PAITVNS)	1	Proctored exam
Project Manager (PM)	PMI, PMP or Prince 2 Certification		Prerequisite
	Quickstart for Collaboration 2011	1.5	ELT
	TelePresence Video Sales Specialist (PATVSS )	3.5	ELT
	TelePresence Video Sales Specialist for Advanced Plus Exam 650-298	1	Online exam
	Quickstart for Cisco TelePresence Video	2	ELT
Field Engineer (FE)	Implementing Cisco TelePresence Installations (ITI)	6	ELT
	Implementing Cisco TelePresence Installations Exam 642-188	1	Proctored exam
	Implementing Cisco TelePresence Solutions (ITS)	32	ILT
	Implementing Cisco TelePresence Video Networking Solutions 642-270 (PAITVNS)	1	Proctored exam
Communication Manager (CM)**	Implementing Cisco Unified Communications Manager for Cisco TelePresence Video (PAIUCMTV)"	24	ILT
	Implementing CUCM for TelePresence Video Solutions Exam 642-278 (PAIUCMTV)	2	Proctored exam
	**If partner has an individual with a CCNP-Voice or a CCVP they can assign that person to this role, and will not need to take the ILT or pass the 642-278 exam.		

**6** Much of this required training is available online, it is however vital that engineers attend the instructor led sessions where they will be gain hands on experience with the Cisco TelePresence solution.

# Cisco TelePresence Video Master recommended training and required exams

Role	Training Course/Exam	Number of Hours	Delivery Type
Account Manager (AM)	Quickstart for Cisco TelePresence Video	2	E-learning (ELT)
	Quickstart for Collaboration 2011	1.5	ELT
	Cisco TelePresence Video Sales Specialist (PATVSS)	3.5	ELT
	TelePresence Video Sales Specialist for Master Exam 650-299	1	Online exam
System Engineer (SE)	Quickstart for Cisco TelePresence Video	2	ELT
	Quickstart for Collaboration 2011	1.5	ELT
	Cisco TelePresence Video Sales Specialist (PATVSS)	3.5	ELT
	TelePresence Video Sales Specialist for Master Exam 650-299	1	Online exam
	TelePresence Video Sales Engineer for Advanced (PATVSEA)	5	ELT
	TelePresence Video Sales Engineer for Advanced Exam 650-296	1	Online exam
	Implementing Cisco TelePresence Solutions Immersive (ITSI)	40	Instructor-led Training(ILT)
	Implementing Cisco TelePresence Solutions Immersive Exam 642-185	1	Proctored exam
Project Manager (PM)	PMI, PMP or Prince 2 Certification		Prerequisite
	Quickstart for Cisco TelePresence Video	2	ELT
	Quickstart for Collaboration 2011	1.5	ELT
	TelePresence Video Sales Specialist (PATVSS)	3.5	ELT
	TelePresence Video Sales Specialist for Master Exam 650-299	1	Online exam
Field Engineer (FE)	TelePresence Video Sales Engineer for Advanced (PATVSEA)	5	ELT
	TelePresence Video Sales Engineer for Advanced Exam 650-296	1	Online exam
	Implementing Advanced TelePresence Video Solutions Part 1 (PAIATVS1)	40	ILT
	Implementing Advanced TelePresence Video Solutions Part 2 (PAIATVS2)	40	Proctored exam
	TelePresence Video Field Engineer for Advanced Exam 650-297	2	Online exam
	Implementing Cisco TelePresence Installations (ITI)	6	ELT
	Implementing Cisco TelePresence Installations Exam 642-188	1	Proctored exam
	Installing TelePresence Video Immersive Systems (PAITVIS)	16	ILT
	Installing TelePresence Video Immersive Systems Exam 642-279	1	Proctored Exam
	Implementing Cisco TelePresence Solutions Immersive (ITSI)	40	ILT
	Implementing Cisco TelePresence Solutions Immersive Exam 642-185	1	Proctored exam

## Implementing Express TelePresence Video Solutions

Duration: 2 Days  
Course Code: PAIETVS

### Overview:

At the end of this two-day course, learners will be able to install and operate a basic Cisco TelePresence network.

### Target Audience:

The primary audience for this course is individuals involved in the demonstration, installation and support of TelePresence Express Video Solutions.

### Objectives:

After you complete this course you will be able to:

- Configure and operate a Cisco TelePresence MCU 4501
- Install, configure, and operate a Cisco TelePresence C40 codec
- Configure and operate a Cisco TelePresence Management Suite
- Configure a Cisco TelePresence Video Communication Server

### Prerequisites:

**Attendees should meet the following prerequisites :**

Completed the e-learning component of the Implementing Express TelePresence Video Solutions course available on PEC.

### Testing and Certification

**Recommended as preparation for the exam(s):**

650-294 - TelePresence Video Field Engineer for Express Exam.

## Implementing Advanced TelePresence Video Solutions Part 1

Duration: 5 Days  
Course Code: PAIATVS1

### Overview:

This is a five day course designed to empower the partner with the capacity to install, configure, maintain, and troubleshoot a Cisco TelePresence network so that 80 percent of all field activity is unassisted.

### Target Audience:

This course is designed for installation and support engineers involved in the deployment, maintenance and troubleshooting of Cisco TelePresence solutions.

### Objectives:

After you complete this course you will be able to:

- Locate support documentation, and install, operate, configure, maintain, and troubleshoot the Cisco TelePresence Codec C90.
- Describe the call-control protocols, and install, configure basic registration capabilities for, and troubleshoot the Cisco TelePresence Video Communication Server (VCS).
- Locate support documentation, and install, operate, configure, maintain, and troubleshoot the Cisco TelePresence Multipoint Control Unit (MCU).
- Install, operate, configure, maintain, and troubleshoot the Cisco TelePresence Management Suite (TMS).

### Prerequisites:

**Attendees should meet the following prerequisites:**

Completed and passed the TelePresence Video Sales Engineer

Completed and passed the TelePresence Video Sales Engineer

### Testing and Certification

**Recommended as preparation for the exam(s):**

650-297 TelePresence Video Field Engineer for Advanced Exam.

Delegates should have also attended the PAIATVS2 course before attempting this exam.



## Implementing Advanced TelePresence Video Solutions Part 2

Duration: 5 Days  
Course Code: PAIATVS2

### Overview:

This five day course provides students with the knowledge and skills to configure, maintain and troubleshoot additional features of the Cisco TelePresence Video Communication Server (VCS), including provisioning. You will also learn to operate the Cisco TelePresence Server and Cisco TelePresence Content Server (TCS).

### Target Audience:

This course is designed for installation and support engineers involved in the deployment, maintenance and troubleshooting of Cisco TelePresence solutions.

### Objectives:

**After you complete this course you will be able to:**

- Recognize the Cisco TelePresence MSE 8000 Series chassis and the corresponding blades that are available, including their function and operate a Cisco TelePresence Server to enable mixed network calls between the server and other Cisco TelePresence endpoints
- Configure and operate Cisco TCS
- Configure a Cisco VCS for subzones, zones, complex dial plans, and security requirements
- Operate the Cisco TelePresence Management Suite (TMS) and Cisco VCS to provision Cisco TelePresence Movi and Cisco IP Video Phone E20 systems

### Prerequisites:

**Attendees should meet the following prerequisites:**

Completed and passed the PATVSEE exam 650-293 - e-learning available on PEC

Completed and passed the PATVSEA exam 650-296 - e-learning available on PEC

Attended Implementing Advanced TelePresence Video Solutions Part1 (PAIATVS1)

### Testing and Certification

**Recommended as preparation for the exam(s):**

650-297 TelePresence Video Field Engineer for Advanced Exam.

Delegates should have also attended the PAIATVS1 course before attempting this joint exam.



## Cisco Career Certifications for TelePresence

The Cisco Video certifications are dedicated to building knowledge and validating skills for Cisco Video and Collaboration IT professionals. These certifications align closely with the on-the-job performance needs of an IT Video specialist or networking engineer who seeks to specialise in the planning, designing, implementing (PDI) and maintenance of Cisco video deployments.

Training and skills development to prepare for adding video solutions to an existing network is a critical first step. Job tasks such as evaluating QoS and performing a network path assessment to evaluate network readiness for handling video traffic ahead of deployment require enhanced technical skills and knowledge.

## Cisco TelePresence Installations Specialist

The Cisco TelePresence Installations Specialist certification focuses on the job-performance needs of an Installation Professional seeking to master the physical deployment and construction of single-screen Cisco TelePresence systems (500, 1000, 1100, 1300).

### Cisco TelePresence Installations Specialist Prerequisites

There are no prerequisites for this specialisation.

While there is no prerequisite certification, a working understanding of basic Internet-based device connections is highly recommended.

### Cisco TelePresence Installations Specialist Exam & Recommended Training

Required Exam(s)	Recommended Training
642-188 ITI	Implementing Cisco TelePresence Installation (ITI) v1.0

### Cisco TelePresence Installations Specialist Exam Recertification

Cisco Specialist Certifications are valid for two years. To recertify, take and pass the current version of the required exam(s) or pass a current CCIE written exam.

## Cisco TelePresence Solutions Specialist

The Cisco TelePresence Solutions Specialist certification focuses on the job-performance needs of a midcareer voice specialist or networking engineer who seeks to specialise in the planning, design, implementation (PDI) and maintenance of Cisco TelePresence deployments. Tasks include assessing network paths for rich media, evaluating call-control design options and configuring interoperability functions.

### Cisco TelePresence Solutions Specialist Prerequisites

Valid CCNA certification.

While a valid CCVP is not a prerequisite certification, a working understanding of CVOICE, QoS, CIPT1 and CIPT2 are highly recommended prerequisite.

### Cisco TelePresence Solutions Specialist Exam & Recommended Training

Required Exam(s)	Recommended Training
642-185 ITSI	Implementing Cisco TelePresence Solutions (ITS) v1.0 Physical Installation of Cisco TelePresence Systems (PITS) v1.0

### Cisco TelePresence Solutions Specialist Exam Recertification

Cisco Specialist Certifications are valid for two years. To recertify, take and pass the current version of the required exam(s) or pass a current CCIE or CCDE written exam.

## CCT TelePresence Certification

Cisco CCT TelePresence certification focuses on the skills required for onsite support and maintenance of Cisco TelePresence Systems. Technicians in this area must be able to identify Cisco TelePresence models, accessories, cabling and interfaces; understand the Cisco TelePresence operating modes and identify commonly found software; and be able to use the Cisco Command Line Interface (CLI) to connect and service products and make basic Cisco TelePresence system adjustments. Achieving CCT TelePresence certification requires a candidate to attain Cisco CCT Routing & Switching certification first.

### CCT TelePresence Prerequisites

Candidates must achieve a CCT Routing & Switching certification prior to attaining a CCT TelePresence certification

### CCT TelePresence Exam & Recommended Training

Required Exam(s)	Recommended Training
640-792 TPTECH	Supporting Cisco TelePresence System Devices v1.0

### CCT TelePresence Recertification

CCT certifications are valid for three years.

## Cisco Rich Media Communications Specialist

The Cisco Rich Media Communications Specialist certification validates an IT professional's ability to successfully design, implement and support integrated voice, video and web collaboration in a converged network.

### Cisco Rich Media Communications Specialist Prerequisites

Valid CCNA certification or any CCIE Certification can act as a prerequisite.

### Cisco Rich Media Communications Specialist Exam & Recommended Training

Required Exam(s)	Recommended Training
642-481 CRMC	Implementing Cisco IP Video Conference Rich Media Communications (ICRMC)
642-437 CVOICE	Cisco Voice over IP (CVOICE v8.0)

### Cisco Rich Media Communications Specialist Recertification

Complete one of the following recertification options every two years:

- Re-take and pass all exams for each Specialist certification indicated on the specific certification page. Please note: this includes ALL exams whether refreshed or not.
- Pass a current CCIE or CCDE written exam

Achieving or recertifying CCDE or any CCIE automatically extends your active Specialist certification(s) up to the point of expiration of the last certification achieved.

# Installing Cisco TelePresence Video Immersive Systems

Duration: 2 Days  
Course Code: PAITVIS

## Overview:

In this hands-on course, you'll gain a full understanding of the benefits, features and operation of the Cisco Total TelePresence suites and you will learn how to configure, operate and troubleshoot the Cisco TelePresence T1 and T3 suites.

## Target Audience:

Technicians and engineers who need a comprehensive understanding of the Cisco TelePresence T1 and T3 suites

## Objectives:

**After you complete this course you will be able to:**

- Fully understand features, benefits, and operation of the Cisco TelePresence T3
- Install the main components of the Cisco TelePresence T3
- Configure the main components of the Cisco TelePresence T3
- Operate Cisco TelePresence T3
- Troubleshoot the Cisco TelePresence T3
- Install, operate, configure, maintain and troubleshoot the Cisco TelePresence Management Suite (TMS).

## Prerequisites:

**Attendees should meet the following prerequisites:**

Completed and passed PATVSEE

Completed and passed PATVSEA

## Testing and Certification

**Recommended as preparation for the exam(s):**

No exam currently associated to this course.

This course is delivered by  
Cisco Learning Services

# Selling Cisco TelePresence Solutions

Duration: 1 Day  
Course Code: SCTS100E

## Target Audience:

Account Managers wanting to improve their results selling Cisco TelePresence

## Objectives:

**By the end of the workshop delegates will be able to:**

- Explain functional and vertical-specific business capabilities enabled by Cisco TelePresence.
- Use a questioning process to uncover Cisco TelePresence opportunities with customers.
- Create a TelePresence strategy for a customer that identifies how the technology will be used, who will use it and the business benefits that will be realised.
- Match Cisco TelePresence endpoints, infrastructure and Cloud Services to a customer TelePresence strategy.
- Explain ease of deployment, management and maintenance to IT Decision Makers.
- Overcome common objections to Cisco TelePresence.
- Access Cisco tools and resources to support Cisco TelePresence sales activities.

## Prerequisites:

**Attendees should meet the following prerequisites:**

None

## Testing and Certification

**Recommended as preparation for the exam(s):**

No exam currently associated to this course.

## Follow on courses:

- Sales EDGE (GSAE100)
- Team-Based Selling (GTBS100E)
- Selling Cisco Collaboration Architecture (GSCC100E)
- Presentation Skills (GPS100)



## Implementing Cisco Unified Communications Manager for Cisco TelePresence Video

Duration: 3 Days  
Course Code: PAIUCMTV

### Overview:

This course prepares you to implement a Cisco Unified Communications Manager (CUCM) solution that supports a Cisco TelePresence video conferencing solution. Focusing primarily on CUCM v8.0 and its call-routing and signaling component, you will perform CUCM post-installation tasks, such as:

- Configuring endpoints for deploying a Cisco TelePresence system onto a Cisco UC solution
- Configuring CUCM for a video network
- Implementing Media Gateway Control Protocol (MGCP) and H.323 gateways
- Building dial plans to place on-net and off-net phone calls
- Implementing QoS for internal calls, incoming PSTN calls and outgoing PSTN calls

### Target Audience:

- Video and network engineers who install Cisco TelePresence solutions.
- Systems engineers who work with Cisco TelePresence solutions.

### Objectives:

#### After you complete this course you will be able to:

- Understanding CUCM, its functions, architecture, deployment and redundancy options
- Perform CUCM initial configuration and user management
- Configure CUCM to support on-cluster calling
- Implement PSTN access in CUCM and build a dial plan in a single-site CUCM deployment
- Secure and maintain a Cisco UC solution

### Prerequisites:

#### Attendees should meet the following prerequisites :

Completed and passed ICND1

Completed and passed ICOMM

Completed and passed CVOICE

### Testing and Certification

#### Recommended as preparation for the exam(s):

No exam currently associated to this course.

## Class-Connect HD

At Global Knowledge, we pride ourselves on listening to customers and providing solutions to business needs. Providing quality instructor led experiences whilst reducing travel and subsistence costs are key focus areas at present whether the customer driver is time, cost or the green agenda! This is particularly challenging in certain geographical regions or where the course is niche and the numbers requiring the course to run are limited. In these situations, without travel and associated expenses, customers are forced to look at expedient modalities such as e-learning or virtual deliveries, where they exist, to address an immediate requirement. We all recognise that this isn't always a premium experience or indeed a good environment for learning and hence we have invested time and resources in a new solution to create an interactive and high-quality classroom alternative – Class-Connect HD.

The enhanced experience is powered by 'tried and tested' technology and robust infrastructure between the classrooms – HD quality audio and video connect the classrooms over a high capacity managed network to ensure a 'real time' experience. Combine this with instructors skilled in this modality, intelligent. 'smart' white boards and full class participation and you have a unique and highly immersive experience.



LIVE CLASSROOM

Delegates have the same high quality experience as an instructor-led event. HD quality audio and video connect the classroom to ensure a 'real time' experience.



REMOTE CLASSROOM

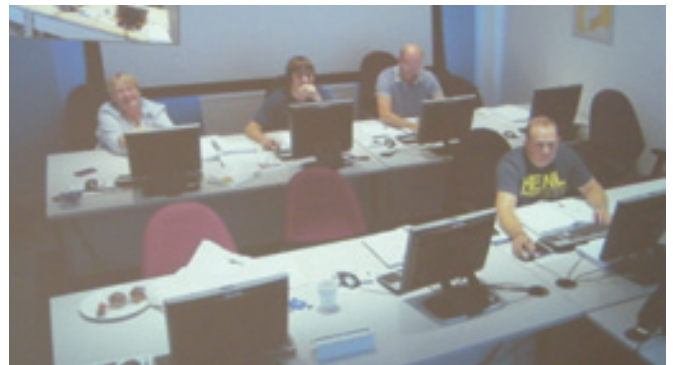
Delegates have a clear view of the instructor and the other delegates on one screen. By using an interactive smart-board, they can view the presentation and notes simultaneously on another screen or on their monitor.

### Encourages class interaction and participation



LIVE CLASSROOM

Where the learning requires group interaction the camera positions are primed to be able to allow both groups to face each other to further promote the environment for discussion and debate.



REMOTE CLASSROOM

The tutor and delegates in the live classroom can see, hear and interact with the remote classroom at all times.



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