



English Glossary: Explanation of technical terms and definitions

This Document explains industry and technical terminology in English



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Glossary

GENERAL TERMS

- **Norphonic** – A leading manufacturer of heavy duty VoIP telephones that are used in a wide variety of applications worldwide, including transport (air, sea, road, rail), industry, mining, public places and emergency areas.
- **Heavy Duty Telephone** – generic term for industrial and emergency telephones used in challenging environments. For example telephones that are exposed to high levels of air humidity, dust, vibration, shock, extreme temperatures, rain, seawater or attempted vandalism. Heavy duty telephones is used in many applications including transport, offshore, production floors, chemical processing sites, mines, transit tunnels, university campuses and other public places.
- **VoIP Telephone** – Voice over Internet Protocol is a general term for delivery of voice communications (voice, facsimile and voice-messaging applications) over an IP network, rather than the public switched telephone network (PSTN). Other related terms frequently encountered and synonymous with VoIP are IP telephony, Internet telephony, voice over broadband (VoBB), broadband telephony and broadband telephone.
- **SIP – Session Initiation Protocol**, is the most widely used signaling protocol for controlling multimedia communications sessions (such as voice and video footage) over Internet Protocol (IP).

INDUSTRIAL TELEPHONES

- **Industrial Telephone** – General term for a telephone used in challenging areas, for example production floors, wind turbines, machinery or other industrial environments.
- **Elevator Telephone** (vehicle, boat-, aircraft- and passenger elevators) – used to call for help in case of emergencies including entrapment or fire.
- **Point to Point Communication Telephone** – used to communicate between two points, often installed in large lifting machinery, cranes, underground mines and wind power systems. Usually, point to point communication telephones are hooked up directly with each other, eliminating the need to go through a private automatic business exchange (PABX) or a common telephone carrier.
- **Service Telephone** – used by service engineers and maintenance personnel to communicate with a central control room

TRANSPORT TELEPHONES (Road, Rail, Air)

- **Emergency Roadside Telephone (ERT)** – Sometimes known as RET - Roadside Emergency Telephone or RT - Roadside Telephone is used in "SOS" Call Boxes alongside public highways, inside tunnels and on bridges.
- **Signal Telephone / Trackside Telephone** - used at railway signal stations and along railway tracks
- **Level Crossing Telephone** – used for emergency calls or information access at platforms and railway crossings
- **Platform Telephone / Station Telephone** – used by operators to convey information at metro, underground or railway stations and/or platforms.



PUBLIC EMERGENCY TELEPHONES or INFORMATION TELEPHONES

- **Emergency Telephone** – common generic term for a telephone which is used in emergency situations, to notify a central control room about a fire, evacuation or entrapment.
- **Public Emergency Telephone / SOS Telephone** - used in places where people may feel vulnerable or unsafe at night, such as University Campuses, Underground Car Parking Facilities, Public Swimming Pools or along the Coastline where the public may wish to report swimmers or boats in danger at sea.
- **Public Information Telephone** –used in "call-for-assistance" type applications, for example in large shopping centres, airports, car parks or transport terminals.
- **Door Telephone** –used to communicate with a central control room to facilitate the control and access to closed sites such as utility power factories.
- **Outdoor Telephone** - used in public places such as at train terminals, car parks, university campuses, at bridges, alongside public beaches and other public places.
- **PA/VA Telephone** – a Public Address / Voice Alarm telephone is used as part of a larger PA/VA system to transfer voice, data and/or images to a Central Station.
- **Access Control Telephone** – often used as a part of a larger Access Control system to communicate with a central control room at door entrance points and access gates.

OFFSHORE AND EXPLOSION PROOF TELEPHONES

- **ATEX Telephone / Eex Telephone / Ex Telephone /Explosion-Proof** – are all common descriptions for telephones used in explosion-proof environments such as offshore oil rigs or petrochemical industry plants. ATEX refers to "ATEX approved telephones".
- **Seawater Resistant Telephone** is a description of telephones that are resistant to corrosion from seawater, often metal coated with a protective solution paint.
- **Intrinsic Safe** – Used to define electronic technology that is safe for use in EX environments.
- **Safe Area** – Terminology used to describe an area which does not require EX approved equipment.
- **Unsafe Area** – Terminology used to describe an area which require EX approved equipment.

OTHER DESCRIPTIONS

- **Vibration Proof Telephone** – Description of a telephone that is tested and approved to withstand ongoing vibrations, frequently encountered in emergency roadside or railway applications.
- **Shock Proof Telephone** – Description of a heavy duty telephone that has been tested and approved against shock and heavy impact.
- **IP Rating / Ingress Protection Rating / Index Protection** –The IP rating classifies the degrees of protection provided against the intrusion of solid objects, dust, accidental contact, and water in electrical enclosures. The standard aims to provide users more detailed information than vague marketing terms such as "waterproof". The standard consists of the letters IP followed by two digits and an optional letter: for example, the Norphonic Heavy Duty VoIP telephone have been approved to the highest rating against dust "dust proof" (6) and can be sprayed with water by a water jet from any direction without any harmful effects (5). Therefore, in this case, the Norphonic Heavy Duty VoIP telephone has a rating of "IP65".
- **Weather Resistant Telephone / Weather Rating** – Usually a common description of a telephone that is rated according to the IP (Ingress Protection) approval tests, but is sometimes also used to define a telephone which can withstand extreme temperatures. See "IP Rating / Ingress Protection Rating / Index Protection" for further information.



- **Waterproof Telephone / Water Proof Telephone** - Description of a telephone that is sealed and immune to water, frequently needed in outdoor environments exposed to rain, snow and mist. However, the word "waterproof" is a common marketing term, and is better defined in the Ingress Protection Rating codes, see also "IP Rating / Ingress Protection Rating / Index Protection" for further information.
- **Dust Proof Telephone** – Description of a telephone that is sealed and immune to dust. Such telephones are regularly needed in dirty environments such as inside heavy duty production environments and utility sites. See also "IP Rating / Ingress Protection Rating / Index Protection" for further information.
- **RoHS** – product approval code, confirming that the telephone units does not contain lead, mercury, cadmium, hexavalent chromium, poly-brominated biphenyls (PBB) or polybrominated diphenyl ethers (PBDE).
- **CE mark** - is a mandatory conformity mark on many products placed on the single market in the European Economic Area (EEA). The CE marking certifies that a product has met EU consumer safety, health or environmental requirements.
- **Electromagnetic compatibility (EMC) tests** - indicates if a product has been tested / approved against unintentional generation, propagation and reception of electromagnetic energy with reference to the unwanted effects (Electromagnetic interference, or EMI) that such energy may induce.

TECHNICAL FEATURES GLOSSARY

- **SIP – Session Initiation Protocol**, is the most widely used signaling protocol for controlling multimedia communications sessions (such as voice and video footage) over Internet Protocol (IP).
- **QoS –Quality of Service** is the ability to provide different priority of voice and data flows, or to guarantee a certain level of performance to a data flow, ensuring impeccable delivery of voice communications in an IP network.
- **ToS -Type of Service** is the ability of a telephone to deliver packet precedence (i.e., priority) in network traffic, thereby ensuring low delay, high throughput and high reliability
- **MOS –Mean Opinion Score** is a numerical measure of the perceived audio quality of a telephone connection. The MOS is expressed as a single number in the range 1 to 5, where 1 is lowest perceived audio quality, and 5 is the highest perceived audio quality.
- **Voice Sound Quality (VSQ)** – is a voice quality feature found in Norphonic telephones, treating the sound so that it is heard extremely clearly even in noisy ambient areas.
- **Noise Reduction** - is the process of reducing noise in a communications signal.
- **Self Monitoring and Fault Check** – is a feature in Norphonic telephones, allowing the telephone to carry out automatic health-check and fault sensing and communicate this, thereby improving uptime and performance whilst reducing maintenance work.
- **PABX hotline / Hot-line** – describes the feature where a hotline is immediately connected when the handset is lifted.
- **Autodial on handset lift** – describes the feature where the telephone will automatically dial a number when the handset is lifted, thereby eliminating the need for the user to remember a telephone number when in distress.
- **Armored Stainless Steel Cord** – description of a Norphonic telephone cord (vandal proof).
- **Braille** - Braille system is a method that is widely used by blind people to read and write, invented by Luis Braille in 1822 and used on many telephone keypads worldwide.
- **Modbus – (UDP open protocol)** enabling the remote access for status monitoring and control, for example link status, handset on/off and monitoring the condition of telephone components. Comes as standard on all Norphonic telephones.



- **SNMP - Simple Network Management Protocol**, is used in network management systems to monitor network-attached devices for conditions that warrant administrative attention.
- **PABX / PBX / EPABX** - A private automatic branch exchange (PABX) is a telephone exchange that serves a particular business or office, as opposed to one that a common carrier or telephone company operates the general public.
- **PSTN - The Public Switched Telephone Network (PSTN)** is the network of the world's public circuit-switched telephone networks, in much the same way that the Internet is the network of the world's public IP-based packet-switched networks. Originally a network of fixed-line analog telephone systems, the PSTN is now almost entirely digital and includes mobile as well as fixed telephones.

