# Similarity to contractions 

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## Preface

This paper has been written as a master thesis to complete my study at the mathematics department of the University of Groningen.

I studied the problem of similarity to contractions, which has been studied before by a lot of mathematicians. So it wasn't difficult to collect enough data about this subject.

In the first chapter I have enumerated some important results of this century followed by a few examples of applying these results. The most important result is Paulsen's theorem about completely polynomially boundedness. That's why I proved this theorem in Chapter 2.

Of course, I supposed that the reader of this essay knows something about Hilbert and Banach spaces but I tried to be as complete as possible.

I wish to thank Prof.dr.ir. A. Dijksma for his enthousiastic supervision and the time he spent on this subject.

I hope you'll enjoy reading this essay.

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## Chapter 1

This essay is about similarity to contractions. The problem is as follows:
When is an operator in a Hilbert space similar to a contraction in a Hilbert space?

The question is easy but the answer is quite difficult. There have already been many mathematicians who studied this problem and there have been found some elegant results.

### 1.1 Results

First we have to explain what we mean by similarity to an operator and what is called a contraction. All operators are considered in the same Hilbert space ( $\mathcal{H},\langle\cdot, \cdot\rangle)$ and are bounded.

Definition 1.1: An operator $T$ in $\mathcal{H}$ is called similar to an operator $T_{1}$ in $\mathcal{H}$ if there exists an invertible operator $S: \mathcal{H} \rightarrow \mathcal{H}$ such that $T=S T_{1} S^{-1}$. By the notation $T \sim T_{1}$ we will mean that $T$ is similar to the operator $T_{1}$.

Definition 1.2: An operator $C$ in $\mathcal{H}$ is called a contraction if $\|C\| \leq 1$.
There is an equivalent statement:
Theorem 1.3: Let $T: \mathcal{H} \mapsto \mathcal{H}$ be an operator. The operator $T$ is similar to a contraction iff there is an equivalent Hilbertian norm for which $T$ is a contraction.

Proof: ( $\Rightarrow$ ) Let $T \sim C$ with $C$ a contraction. Then there exists an invertible operator $S: \mathcal{H} \mapsto \mathcal{H}$ such that $T=S^{-1} C S$. Define $[u, v]=\langle S u, S v\rangle$. This is an inner product and $[[u]]^{2}=\|S u\|^{2} \leq\|S\|^{2}\|u\|^{2}$ so $[[u]] \leq\|S\|$ $\|u\|$.
Also follows $\|u\|^{2}=\left\|S^{-1} S u\right\|^{2} \leq\left\|S^{-1}\right\|^{2}\|S u\|^{2}=\left\|S^{-1}\right\|^{2}[[u]]^{2}$ so $\|u\| \leq\left\|S^{-1}\right\|[[u]]$.
Together these results show that[[ ]] and \|| \| are equivalent norms and $(\mathcal{H},(\cdot, \cdot))$ is a Hilbert space implies that $(\mathcal{H},[\cdot, \cdot])$ is also a Hilbert space. It remains to show that $T$ is a contraction on $(\mathcal{H},[\cdot, \cdot])$. This is easy to see:

$$
\begin{gathered}
{[[T u]]^{2}=\left[\left[S^{-1} C S u\right]\right]^{2}=\left[S^{-1} C S u, S^{-1} C S u\right]} \\
=\langle C S u, C S u\rangle \leq\langle S u, S u\rangle=[u, u] \\
=[[u]]^{2}
\end{gathered}
$$

$(\Leftrightarrow)[u, v]$ is an inner produkt on $\mathcal{H}$, continu in both variables:
$|[u, v]|^{2} \leq[[u]][[v]] \leq M^{2}\|u\|\|v\|$. Riesz Lemma tells us that there is a
$G \in B(\mathcal{H})$ such that

$$
[u, v]=\langle G u, v\rangle
$$

$G$ is invertible and $>0$ :
$G u=0 \Rightarrow\langle G u, u\rangle=0=[u, u] \Rightarrow u=0$
$\langle G u, u\rangle=[u, u] \geq 0$
so $G$ is injective and $G>0$.
$\langle G u, v\rangle=[u, v]=\overline{[v, u]}=\overline{\langle G v, u\rangle}=\langle u, G v\rangle=\left\langle G^{*} u, v\right\rangle$ so $G=G^{*}$.
Take $v \perp \operatorname{ran} G$ then : $0=\langle G u, v\rangle=[u, v] \quad \forall u$ which implies that $v=0$ and $\overline{\operatorname{ran}} G=\mathcal{H}$.
We claim that if $G x_{n} \rightarrow y$ then $y \in \operatorname{ran} G$ i.e. $\exists x \in \mathcal{H}$ such that $y=G x$ which means that $G$ is surjective. This is proved as follows:
If $G x_{n} \rightarrow y$ then $G x_{n}$ is Cauchy: $\forall v\left\langle G x_{n}-G x_{m}, v\right\rangle \rightarrow 0$ if $n, m \rightarrow \infty$.
But $\left\langle G x_{n}-G x_{m}, v\right\rangle=\left[x_{n}-x_{m}, v\right]$ and then the theorem about weak convergence says $x_{n} \rightharpoonup x$ in $\mathcal{H}$ and $G x_{n} \rightharpoonup G x$. Since also $G x_{n} \rightharpoonup y$ follows $G x=y$.
Now we take $S=G^{1 / 2}$. Given is that $T$ is a contraction with respect to $[\cdot, \cdot]$. Define $C=G^{1 / 2} T G^{-1 / 2}$ then $T \sim C$ and $C$ is a contraction on $(\mathcal{H},\langle\cdot, \cdot\rangle)$ :

$$
\begin{gathered}
\langle C x, C x\rangle=\left\langle G^{1 / 2} T G^{-1 / 2} x, G^{1 / 2} T G^{-1 / 2} x\right\rangle \\
=\left\langle G T G^{-1 / 2} x, T G^{-1 / 2} x\right\rangle=\left[T G^{-1 / 2} x, T G^{-1 / 2} x\right] \\
\quad \leq\left[G^{-1 / 2} x, G^{-1 / 2} x\right]=\left\langle G G^{-1 / 2} x, G^{-1 / 2} x\right\rangle \\
=\left\langle G^{-1 / 2} G G^{-1 / 2} x, x\right\rangle=\langle x, x\rangle
\end{gathered}
$$

In the history three notions play an important role:
Definition 1.4: An operator $T$ is called power bounded (p.b.) if $\exists M$ such that for all $n \geq 0$

$$
\left\|T^{n}\right\| \leq M
$$

Definition 1.5: An operator $T$ is called polynomially bounded (pol.b.) if $\exists M \geq$ 0 such that $\forall$ polynomials $p(z)$

$$
\|p(T)\| \leq M \sup _{|z|=1}|p(z)|=M \sup _{|z| \leq 1}|p(z)|
$$

where the equality follows by the maximum modulus principle.
Definition 1.6: An operator $T$ is called completely polynomially bounded (c.pol. b.) if $\exists M$ such that $\forall n$ and $\forall n \times n$ matrices $P(z)=\left(P_{i j}\right)_{i, j=1}^{n}$ with polynomial entries

$$
\|P(T)\|_{B\left(\mathcal{H}^{n}\right)} \leq M \sup _{|z| \leq 1}\|P(z)\|_{B\left(\mathrm{C}^{n}\right)}
$$

where $\mathcal{H}^{n}$ is the Hilbert space $\left\{x=\left(\begin{array}{c}x_{1} \\ \vdots \\ x_{n}\end{array}\right), x_{i} \in \mathcal{H}\right\}$ with inner product

$$
\left.\begin{array}{rl}
\langle x, y\rangle=\left(\begin{array}{c}
\left(z_{1}, y_{1}\right\rangle \\
\vdots \\
\left\langle z_{n}, y_{n}\right\rangle
\end{array}\right.
\end{array}\right) \text { and } \quad \begin{aligned}
& \|P(T)\|_{B\left(\mathcal{H}^{n}\right)}=\sup _{h \neq 0 \in \mathcal{H}^{n}} \frac{\|P(T) h\|}{\|h\|}
\end{aligned}
$$

and $\forall z \in \mathbb{D}=\{x| | x \mid \leq 1\},\|P(z)\|_{B\left(C^{n}\right)}=\sup _{x \neq 0 \in \mathbf{C}} \frac{\|P(z) x\|_{e}}{\|x\|_{e}}$ where $\left\|\|_{e}\right.$ is the Euclidian norm in $\mathbb{C}^{n}$.

Remark: Completely polynomially boundedness $\Rightarrow$ polynomially boundedness $\Rightarrow$ power boundedness. Indeed the first implication follows by taking $n=1$ and the second by considering the polynomials $p(z)=z^{n}$.

These definitions lead us to three theorems:
Theorem 1.7: If $T$ is similar to a contraction $C$, then $T$ is p.b..
Theorem 1.8: If $T$ is similar to a contraction $C$, then $T$ is pol.b..
Theorem 1.9: If $T$ is similar to a contraction $C$, then $T$ is c.pol.b ..
By the above remark Theorems 1.7 and 1.8 follow from Theorem 1.9, but we shall prove each theorem separately.

Proof of Theorem 1.7: This is easy to see:
$T \sim C$ means there is $S$ such that $T=S C S^{-1}$ hence $T^{n}=S C^{n} S^{-1}$ and

$$
\begin{aligned}
& \left\|T^{n}\right\|=\left\|S C^{n} S^{-1}\right\| \leq\|S\|\left\|C^{n}\right\|\left\|S^{-1}\right\| \\
& \quad \leq\|S\|\left\|S^{-1}\right\|\|C\|^{n} \leq\|S\|\left\|S^{-1}\right\| \quad \forall n=0,1,2, \ldots
\end{aligned}
$$

which means that $\left\|T^{n}\right\| \leq\|S\|\left\|S^{-1}\right\|=M \quad \forall n$.
Proof of Theorem 1.8: This is an application of von Neumann's inequality which is the following:
if $C$ a contraction in $\mathcal{H}$ then $\forall$ polynomials $p(z)$

$$
\|p(C)\| \leq \sup _{|z|=1}|p(z)|
$$

The proof is included in Appendix A. $T$ is similar to a contraction $C$ so there is an $S$ such that $T=S C S^{-1}$ hence $p(T)=S p(C) S^{-1}$ and

$$
\begin{aligned}
& \|p(T)\| \leq\|S\|\|p(C)\|\left\|S^{-1}\right\| \\
& \quad \leq\|S\|\left\|S^{-1}\right\| \sup _{|z|=1}|p(z)|=M \sup _{|z|=1}|p(z)|
\end{aligned}
$$

with $M=\|S\|\left\|S^{-1}\right\|$.
Proof of Theorem 1.9: By the dilation theorem (see Appendix A) there is a unitary operator $U$ on a Hilbert space $\tilde{\mathcal{H}} \supset \mathcal{H}$ such that $U$ is a unitary dilation of $T$.

Let us denote by $\mathcal{C}$ (resp. $\mathcal{A}(\mathbb{D})$ ) the space of all continuous functions on $\partial \mathbb{D}, \mathcal{C}=\{f: \partial \mathbb{D} \mapsto \mathbb{C} \mid f(z)$ cont $\}$ (resp. the closed linear span in $\mathbb{C}$ of the functions $\left\{e^{i n t} \mid n \geq 0\right\}, \mathcal{A}(\mathbb{D})=\operatorname{closure}\left\{\sum_{n=0}^{k} a_{n} e^{i n t} \mid k=\right.$ $\left.0,1,2, \ldots a_{n} \in \mathbb{C}\right\}$ ). We equip $\mathcal{C}$ (or $\mathcal{A}(\mathbb{D})$ ) with the sup norm which we denote by $\left\|\left\|_{\infty}:\right\| f\right\|_{\infty}=\sup _{|z|=1}|f(z)|$. Note that $\mathcal{A}(\mathbb{D})$ is a subalgebra of $\mathcal{C}$, it is called the disc algebra.
$\mathcal{C}$ is a $C^{*}$-algebra (see Appendix B ).
$f \in \mathcal{C}$ can be identified with the multiplication operator $M_{f}: L^{2}(\partial \mathbb{D}) \rightarrow$ $L^{2}(\partial \mathbb{D}), M_{f} u=f u$ and N . Young [11] proved that there holds
Lemma 1: $\|f\|_{\infty}=\left\|M_{f}\right\|_{B\left(L^{2}(\partial \mathrm{D})\right)}$.
$F \in \mathcal{M}_{n}(\mathcal{C})=\left\{F=\left(f_{i j}\right)_{i, j=1}^{n} \mid f_{i j} \in \mathcal{C}\right\}$ can be interpreted as the linear $\operatorname{map} F:\left(L^{2}(\partial \mathbb{D})\right)^{n} \mapsto\left(L^{2}(\partial \mathbb{D})\right)^{n}$ given by $(F u)_{i}=\sum_{j=1}^{n} M_{f_{i j}} u_{j}, i=$ $1, \ldots, n$, where $u=\left(\begin{array}{c}u_{1} \\ \vdots \\ u_{n}\end{array}\right) \epsilon\left(L^{2}(\partial \mathbb{D})\right)^{n}$. With this interpretation $\mathcal{M}_{n}(\mathcal{C})$ becomes a $C^{*}$-algebra with norm

$$
\|F\|_{B\left(\left(L^{2}(\partial \mathrm{D})\right)^{n}\right)}=\sup _{u \neq 0} \frac{\sqrt{\frac{1}{2 \pi} \int_{0}^{2 \pi} \|\left(L^{2}(\partial \mathrm{D})\right)^{n}}}{\sqrt{\left.\frac{1}{2 \pi} \int_{0}^{2 \pi} \| u\left(e^{i \varphi}\right)\right) u\left(e^{i \varphi}\right) \|_{e}^{2} \mathrm{~d} \varphi} \|_{e}^{2} \mathrm{~d} \varphi}
$$

where $\left\|\|_{e}\right.$ again is the Euclidian norm in $\mathbb{C}^{n}$ like in Definition 1.6.

Lemma 2: \|F $\left\|_{B\left(L^{2}(\partial D)^{n}\right)} \leq \sup _{\varphi \in[0,2 \pi]}\right\|\left(F\left(e^{i \varphi}\right)\right) \|_{B\left(C^{n}\right)}$

$$
=\sup _{|z|=1}\|(F(z))\|_{B\left(C^{n}\right)}
$$

Proof: $\left\|\left(F\left(e^{i \varphi}\right)\right) u\left(e^{i \varphi}\right)\right\|_{e}^{2} \leq\left\|F\left(e^{i \varphi}\right)\right\|_{B\left(C^{r}\right)}^{2}\left\|u\left(e^{i \varphi}\right)\right\|_{e}^{2}$

$$
\leq \sup _{|z|=1}\|(F(z))\|_{B\left(C^{n}\right)}^{2}\left\|u\left(e^{i \varphi}\right)\right\|_{e}^{2}
$$

$$
\begin{aligned}
\| F & \|_{B\left(\left(L^{2}(\partial \mathrm{D})\right)^{n}\right)} \\
& \leq \sup _{u \neq 0} \frac{\sup _{|z|=1}\|(F(z))\|_{B\left(\mathbb{C}^{n}\right)} \sqrt{\frac{1}{2 \pi} \int_{0}^{2 \pi}\left\|u\left(e^{i \varphi}\right)\right\|_{e}^{2} \mathrm{~d} \varphi}}{\sqrt{\frac{1}{2 \pi} \int_{0}^{2 \pi}\left\|u\left(e^{i \varphi}\right)\right\|_{e}^{2} \mathrm{~d} \varphi}} \\
& =\sup _{|z|=1}\|(F(z))\|_{B\left(\mathrm{C}^{n}\right)}
\end{aligned}
$$

Let $U \in B(\mathcal{H})$ be unitary. The polynomials $p(z, \bar{z})$ in $z$ and $\bar{z}$ are dense in $\mathcal{C}$ (Stone-Weierstra $\beta$ ).
$u_{U}: p(z, \bar{z}) \mapsto p\left(U, U^{*}\right)$ is linear and bounded and we have $u_{U}(p q)=$ $u_{U}(p) u_{U}(q), u_{U}(\bar{p})=\left(u_{U}(p)\right)^{*}$
Boundedness follows from:
(*) $\quad\left\|u_{U}(p(z, \bar{z}))\right\|=\left\|p\left(U, U^{*}\right)\right\|_{B(\mathcal{H})} \leq \sup _{|z|=1}|p(z, \bar{z})|$
(because $U=\int_{0}^{2 \pi} e^{i t} \mathrm{~d} E_{t}, U^{n}=\int_{0}^{2 \pi} e^{i n t} \mathrm{~d} E_{t}, U^{* n}=\int_{0}^{2 \pi} e^{-i n t} \mathrm{~d} E_{t}$, so $\left.\left\|p\left(U, U^{*}\right)\right\|=\left\|\int_{0}^{2 \pi} p\left(e^{i \varphi}, e^{-i \varphi}\right) \mathrm{d} E_{t}\right\| \leq \sup _{|z|=1}|p(z, \bar{z})|\right)$.
So if $p_{n}(z, \bar{z}) \rightarrow f(z)$ in $\mathcal{C}$ then $p_{n}\left(U, U^{*}\right)$ is convergent in $B(\mathcal{H})$. Indeed because (*) $\left\|p_{n}\left(U, U^{*}\right)-p_{m}\left(U, U^{*}\right)\right\|_{B(\mathcal{H})} \leq \sup _{|z|=1}\left|p_{n}(z, \bar{z})-p_{m}(z, \bar{z})\right|<$ $\varepsilon \quad \forall n, m \geq N(\varepsilon) \quad\left(p_{n} \rightarrow f\right)$ so $p_{n}\left(U, U^{*}\right)$ is Cauchy in $B(\mathcal{H})$ and $B(\mathcal{H})$ is complete so $p_{n}\left(U, U^{*}\right)$ is convergent. We define

$$
(* *) f(U)=\lim _{n \rightarrow \infty} p_{n}\left(U, U^{*}\right) \text { in } B(\mathcal{H})
$$

We obtain a *-representation

$$
u_{U}: \mathcal{C} \mapsto B(\mathcal{H})
$$

with $u_{U}(f)=f(U)$ such that $u_{U}(\bar{f})=u_{U}(f)^{*}$ and $u_{U}(f g)=u_{U}(f) u_{U}(g)$. This is checked as follows:
$u_{U}(\bar{f})=u_{U}\left(\lim _{n \rightarrow \infty} \bar{p}\right)=\lim _{n \rightarrow \infty}{\overline{p(z, \bar{z}})_{l_{z=U, E=U}}=\sum \bar{a}_{k j} U^{* k} U^{j}=}=$ $\left(\sum a_{k_{j}} U^{k} U^{* j}\right)^{*}=\left(\lim _{n \rightarrow \infty} p(z, \bar{z})_{l_{i=U, i=\boldsymbol{U}^{*}}}\right)^{*}=\left(u_{U}\left(\lim _{n \rightarrow \infty} p\right)\right)^{*}=$ $u_{U}(f)^{*}$ and
$u_{U}(f g)=u_{U}\left(\lim _{n \rightarrow \infty} p_{n} \lim _{n \rightarrow \infty} q_{n}\right)=\lim _{n \rightarrow \infty} u_{U}\left(p_{n} q_{n}\right)=\lim _{n \rightarrow \infty}$
$u_{U}\left(p_{n}\right) u_{U}\left(q_{n}\right)=u_{U}(f) u_{U}(g)$ and this defines a $*$-representation on $\mathcal{C}(\partial \mathbb{D})$ (see Appendix B).
About *-representations we have the following Lemma:
Lemma 3: Let $\rho: A \mapsto B(\mathcal{H})$ be a *-representation on a $C^{*}$-algebra $A$ and assume $A$ has a unit. Then necessarily $\|\rho\|=\sup _{a \neq 0} \epsilon \frac{\|\rho(a)\|_{\mathcal{H}}}{\|a\|}$ $\leq 1$.

For the proof see Appendix B.
Now to matrices.
Let $\tilde{u}_{U}: \mathcal{M}_{n}(\mathcal{C}) \mapsto B\left(\mathcal{H}^{n}\right)$ be defined by
$\tilde{u}_{U}(F(z))=F(U)=\left(f_{i j}(U)\right)_{i, j=1}^{n} \quad\left(F(z)=\left(f_{i j}(z)\right)_{i, j=1}^{n}\right)$
We have seen on page 6 that $\mathcal{M}_{n}(\mathcal{C})$ is a $C^{*}$-algebra. $\tilde{u}_{U}$ is a *-representation so $\left\|\tilde{u}_{U}\right\| \leq 1$ or

$$
\|F(U)\|_{B\left(\mathcal{H}^{n}\right)} \leq\|F\|_{B\left(\left(L^{2}(\partial \mathrm{D})\right)^{n}\right)} \leq \sup _{|z|=1}\left\|\left(f_{i j}(z)\right)\right\|_{B\left(\mathrm{C}^{n}\right)}
$$

$\left(\left\|\tilde{u}_{U}\right\|=\sup \frac{\left\|\bar{u}_{U}(F)\right\|}{\|F\|}=\sup \frac{\|F(U)\|}{\|F\|} \leq 1\right)$.
What we wanted to prove is if $T \epsilon B(\mathcal{H})$ and $T \sim C$ where $C$ is a contraction then $T$ is completely polynomially bounded (c.pol.b.) i.e.
$\exists M$ such that for all $n$ and all $n \times n$ matrices $P=\left(P_{i j}\right)$ with polynomial entries we have

$$
\|P(T)\|_{B\left(\mathcal{H}^{n}\right)} \leq M \sup _{|z| \leq 1}\|P(z)\|_{B\left(\mathbf{C}^{n}\right)}
$$

This can be proved as follows:
$P(T)=\left(P_{i j}(T)\right)_{i, j=1}^{n}=\left(P_{i j}\left(S^{-1} C S\right)\right)_{i, j=1}^{n}=\left(\begin{array}{lll}s^{-1} & & \\ & \ddots & \\ & & s^{-1}\end{array}\right)$
$\left(P_{i j}(C)\right)\left(\begin{array}{ccc}s & & \\ & \ddots & \\ & & s\end{array}\right)$ and by the dilation theorem $\left(C^{n}=P_{\mathcal{H}} U_{\mid M}^{n}\right)$ this becomes
$=\left.\left(\begin{array}{lll}s^{-1} & & \\ & \ddots & \\ & & s^{-1}\end{array}\right)\left(\begin{array}{lll}P_{\mathcal{H}} & & \\ & \ddots & \\ & & P_{\mathcal{H}}\end{array}\right) P(U)\right|_{B\left(\mathcal{H}^{\mathrm{n}}\right)}\left(\begin{array}{lll}s & & \\ & \ddots & \\ & & s\end{array}\right)$.
Then $\|P(T)\| \leq\left\|S^{-1}\right\| \cdot 1 \cdot\left\|P(U)_{\left.\right|_{B\left(\mu^{n}\right)}}\right\|\|S\| \leq\left\|S^{-1}\right\|\left\|P_{i j}(U)\right\|$ $\|S\|$. We have proved above $\|F(U)\| \leq \sup _{\{z \mid=1}\left\|\left(f_{i j}(z)\right)\right\|_{B\left(C^{n}\right)}$ and we apply this result to $F=P$.
So we get $\|P(T)\| \leq\left\|S^{-1}\right\|\|S\| \sup _{|z|=1}\left\|\left(P_{i j}(z)\right)\right\|_{B\left(C^{n}\right)}$.
If we define $M:=\left\|S^{-1}\right\|\|S\|$ we see that $T$ is c.pol.b..

Now we go back to the history of similarity to contractions.
Already in 1946 B. Sz.-Nagy proved the following theorem:

Theorem 1.10: Let $T$ be a linear transformation in Hilbert space $\mathcal{H}$ such that its powers $T^{n}(n=0, \pm 1, \pm 2, \ldots)$ are defined everywhere in $\mathcal{H}$ and are uniformly bounded, i.e. $\left\|T^{n}\right\| \leq k$ for some constant $k$. Then there exists a selfadjoint transformation $Q$ such that

$$
\frac{1}{k} I \leq Q \leq k I
$$

and $Q T Q^{-1}$ is a unitary transformation.
This means that $T$ is similar to a unitary operator $U$. The question arises:
What remains if only half of the condition holds, $T$ is p.b.?
$T$ is not similar to a unitary operator, because then $T^{-1}$ is similar to a unitary operator which means $T$ and $T^{-1}$ are p.b.. B.Sz.-Nagy proved that if $T$ is p.b. and compact then $T$ is similar to a contraction. So with some extra conditions $T$ is similar to a contraction. However if $T$ only is p.b., it does not hold in general. In 1964 S.R. Foguel gave an example of an operator, in a Hilbert space, with uniformly bounded powers which is not similar to a contraction [3] so the converse of Theorem 1.7 does not hold in general.

Lebow showed that Foguel's example is not polynomially bounded. This lead P.R. Halmos to ask in [2] (problem 6) the following question:

Is every polynomially bounded operator similar to a contraction?
The answer is no. In 1997 G. Pisier gave a very complicated example of a polynomially bounded operator which is not similar to a contraction [6]. So the converse of Theorem 1.8 is not true either.

However the converse of Theorem 1.9 is true. In 1984 V.I. Paulsen was the first who proved this converse [4]. In 1996 G. Pisier gave a different proof [9]. This is included in Chapter 2.

### 1.2 Examples

Now we go back to Theorem 1.7. There are some interesting cases for which the converse is true. For the first example we recall Theorem 1.10.

Example 1: Let $\mathcal{H}, \mathcal{G}$ be Hilbert spaces and $T \in B(\mathcal{H})$. Then $W \in B(\mathcal{G})$ is called a dilation of $T$ if
(a) $\mathcal{H} \subset \mathcal{G}$ is a closed subspace
(b) $T^{n}=P_{\mathcal{H}} W_{\left.\right|_{\mathcal{K}}}^{n} \quad \forall n \geq 0$. This is equivalent with: there exist 2 Hilbert spaces $\mathcal{H}_{1}$ and $\mathcal{H}_{2}{ }^{\mathcal{K}}$ such that

$$
W=\left(\begin{array}{ccc}
W_{11} & * & * \\
0 & T & * \\
0 & 0 & W_{22}
\end{array}\right):\left(\begin{array}{c}
\mathcal{H}_{1} \\
\mathcal{H} \\
\mathcal{H}_{2}
\end{array}\right) \mapsto\left(\begin{array}{c}
\mathcal{H}_{1} \\
\mathcal{H} \\
\mathcal{H}_{2}
\end{array}\right)
$$

and $\mathcal{G}=\mathcal{H}_{1} \oplus \mathcal{H} \oplus \mathcal{H}_{2}$.
Now the following statements are equivalent:
(i) $T \sim C$ with $C$ a contraction
(ii) $\exists$ dilation $W$ of $T$ with $W$ invertible and $W$ and $W^{-1}$ are power bounded.
(i) $\Rightarrow$ (ii) $T \sim C$ means $\exists S$ such that $T=S^{-1} C S$. The dilation theorem in Appendix A tells us that $C$ has a unitary dilation $U$ or in other words

$$
C=\left.P_{\mathcal{H}}\left(\begin{array}{ccc}
U_{11} & * & * \\
0 & C & * \\
0 & 0 & U_{22}
\end{array}\right)\right|_{\mathcal{H}} \text { with } U=\left(\begin{array}{ccc}
U_{11} & * & * \\
0 & C & * \\
0 & 0 & U_{22}
\end{array}\right)
$$

Then define

$$
\begin{aligned}
W & =\left(\begin{array}{ccc}
I & 0 & 0 \\
0 & S^{-1} & 0 \\
0 & 0 & I
\end{array}\right)\left(\begin{array}{ccc}
U_{11} & * & * \\
0 & C & * \\
0 & 0 & U_{22}
\end{array}\right)\left(\begin{array}{ccc}
I & 0 & 0 \\
0 & S & 0 \\
0 & 0 & I
\end{array}\right) \\
& =\left(\begin{array}{ccc}
U_{11} & * & * \\
0 & S^{-1} C S & * \\
0 & 0 & U_{22}
\end{array}\right)=\left(\begin{array}{ccc}
U_{11} & * & * \\
0 & T & * \\
0 & 0 & U_{22}
\end{array}\right)
\end{aligned}
$$

so $W$ is a dilation of $T$.
As you can see $W$ is invertible and

$$
W^{ \pm n}=\left(\begin{array}{ccc}
I & 0 & 0 \\
0 & S^{-1} & 0 \\
0 & 0 & I
\end{array}\right) U^{ \pm n}\left(\begin{array}{ccc}
I & 0 & 0 \\
0 & S & 0 \\
0 & 0 & I
\end{array}\right)
$$

$\left\|U^{ \pm n}\right\|<M$ so $\left\|W^{ \pm n}\right\|<N$ which means that $W$ and $W^{-1}$ are power bounded.
(ii) $\Rightarrow$ (i). Let $W$ be a dilation of $T$ with $W$ invertible and $W$ and $W^{-1}$ are power bounded. By Theorem 1.10 there is a selfadjoint operator $Q$ such that $U=Q W Q^{-1}$ is a unitary transformation and $\frac{1}{k} I \leq Q \leq k I$ or in other words $W$ is similar to a unitary operator $U$ on $\mathcal{G}$ :

$$
W=Q^{-1} U Q
$$

$W$ is a dilation of $T$ so there exist 2 Hilbert spaces $\mathcal{H}_{1}$ and $\mathcal{H}_{2}$ such that

$$
W=\left(\begin{array}{ccc}
* & * & * \\
0 & T & * \\
0 & 0 & *
\end{array}\right):\left(\begin{array}{c}
\mathcal{H}_{1} \\
\mathcal{H} \\
\mathcal{H}_{2}
\end{array}\right) \mapsto\left(\begin{array}{c}
\mathcal{H}_{1} \\
\mathcal{H} \\
\mathcal{H}_{2}
\end{array}\right)
$$

and $\mathcal{G}=\mathcal{H}_{1} \oplus \mathcal{H} \oplus \mathcal{H}_{2}$. Then

$$
\left(\begin{array}{cc}
* & * \\
0 & T
\end{array}\right)=Q^{-1} U Q_{\mid \mathcal{x}_{1} \oplus \mathcal{H}}
$$

We define $Q_{1}:=Q_{\mathcal{H}_{1} \oplus \mathcal{H}}: \mathcal{H}_{1} \oplus \mathcal{H} \mapsto \operatorname{ran} Q_{1}$. Then $U$ maps ran $Q_{1}$ into itself and $Q_{1}^{-1}:=Q^{-1}: \operatorname{ran} Q_{1} \mapsto \mathcal{H}_{1} \oplus \mathcal{H}$ so we have

$$
\left(\begin{array}{cc}
* & * \\
0 & T
\end{array}\right)=Q_{1}^{-1} U_{1} Q_{1}:\binom{\mathcal{H}_{1}}{\mathcal{H}} \mapsto\binom{\mathcal{H}_{1}}{\mathcal{H}}
$$

where $U_{1}:=U_{\mid \text {ron } Q_{1}}$ is an isometry. We see that $T=Q_{1}^{-1} U_{1} Q_{\left.1\right|_{\mathcal{H}}}$ hence $T^{*}=\left(Q_{1}^{-1} U_{1} Q_{\left.1\right|_{\mathcal{H}}}\right)^{*}=\left(Q_{1}^{-1} U_{1} Q_{1}\right)_{\left.\right|_{\mathcal{H}}}^{*}=Q_{1}^{*} U_{1}^{*}\left(Q_{1}^{*}\right)_{\mid \mathcal{H}}^{-1}$. Let $Q_{2}=\left(Q_{1}^{*}\right)_{\left.\right|_{\mathcal{H}}}^{-1}$ :
$\mathcal{H} \mapsto \operatorname{ran} Q_{2}$ then $Q_{2} T^{*}=U_{1}^{*} Q_{2}$ implies that $T_{2}:=U_{1 \mid \mathrm{ran} Q_{2}}^{*}$ is a contraction from $\operatorname{ran} Q_{2}$ into itself and we have $T^{*}=Q_{2}^{-1} T_{2} Q_{2}$. Finally, let $Q_{2}=U_{0}\left|Q_{2}\right|$ be the polar decomposition of $Q_{2}$ where $U_{0}$ is unitary and $\left|Q_{2}\right|$ acts on $\mathcal{H}$. Then $T^{*}=\left|Q_{2}\right|^{-1} U_{0}^{*} T_{2} U_{0}\left|Q_{2}\right|$ and if we set $S=\left|Q_{2}\right|^{-1}$ and $T_{0}=U_{0}^{*} T_{2}^{*} U_{0}$ we see that $T_{0}$ is a contration on $\mathcal{H}$ and so $T=S^{-1} T_{0} S$ is similar to a contraction.

Example 2: Let $T$ in $(\mathcal{H},(\cdot, \cdot))$ be expansive, i.e. $\|T x\| \geq\|x\|$ and let $C$ be a contraction. Then $T \sim C \Longleftrightarrow T$ is p.b. and $C$ is isometric.
$(\Rightarrow)$ is always true (see Theorem 1.7).
$(\Leftarrow)\|x\|^{2} \leq\|T x\|^{2} \leq\left\|T^{2} x\right\|^{2} \leq \cdots \leq\left\|T^{n} x\right\|^{2} \leq M\|x\|^{2}$ and $\left\|T^{n} x\right\|$ is an increasing sequence bounded from above so $\lim _{n \rightarrow \infty}\left\|T^{n} x\right\|$ exists.
Define $[x, y]=\lim _{n \rightarrow \infty}\left\langle T^{n} x, T^{n} y\right\rangle$. The polarisation formula shows that this limit exists:

$$
\left\langle T^{n} x, T^{n} y\right\rangle=\frac{1}{4} \sum_{k=1}^{4} i^{k}\left\|T^{n}\left(x+i^{k} y\right)\right\|^{2}<\infty
$$

$[x, y]$ is in fact an inner product and [[ ]] and || || are equivalent norms:

$$
[[x]]^{2}=\lim _{n \rightarrow \infty}\left\|T^{n} x\right\|^{2} \leq M\|x\|^{2}
$$

and

$$
[[x x]]^{2}=\lim _{n \rightarrow \infty}\left\|T^{n} x\right\|^{2} \geq\|x\|^{2}
$$

( $\left\|T^{n} x\right\|$ is increasing, take $n=0$ ).
Also follows $[T x, T x]=\lim _{n \rightarrow \infty}\left\|T^{n} T x\right\|^{2}=\lim _{n \rightarrow \infty}\left\|T^{n} x\right\|^{2}=[x, x]$ which means that for the norm [[ ]] $T$ is a contraction and isometric. By Theorem 1.3 it follows that for the norm \|\| $|\mid$ is similar to a contraction which we wanted to prove.

Example 3; Let $T \epsilon B(\mathcal{H})$ be a Jordan matrix in $\mathbb{C}^{p}$.
Then $T \sim C \Longleftrightarrow T$ is p.b.
$(\Rightarrow)$ is always true (see Theorem1.7).
$(\Leftarrow)$ Let $J$ be a Jordan matrix in $\mathbb{C}^{p}$ with eigenvalue $\lambda$ :

$$
J=\left(\begin{array}{cccc}
\lambda & 1 & & \bigcirc \\
& \ddots & \ddots & \\
& & \ddots & 1 \\
\bigcirc & & & \lambda
\end{array}\right)
$$



Let $\left(e_{i}\right)$ be the usual orthonormal basis.
$\left\|J^{n} e_{2}\right\|^{2}=\left\|\left(\begin{array}{c}n \lambda^{n-1} \\ \lambda_{0}^{n} \\ 0 \\ \vdots \\ 0\end{array}\right)\right\|^{2}=\left|n \lambda^{n-1}\right|^{2}+\left|\lambda^{2 n}\right|$.
We distinguish 4 different cases:
$|\lambda|>1:\left\|J^{n} e_{2}\right\| \rightarrow \infty$ for $n \rightarrow \infty$ by $\left|\lambda^{2 n}\right|$
$|\lambda|=1$ and $p>1:\left\|J^{n} e_{2}\right\| \rightarrow \infty$ for $n \rightarrow \infty$ by $\left|n \lambda^{n-1}\right|$
$|\lambda|=1$ and $p=1: J^{n}=\lambda^{n}$ and this is bounded
$|\lambda|<1:\left\|J^{n}\right\|<M \quad \forall n$
So a Jordan block is p.b. $\Longleftrightarrow|\lambda|<1, p \geq 1$ or $|\lambda| \leq 1, p=1$.
If $p=1 J: \mathbb{C} \mapsto \mathbb{C}, J=\lambda$ is similar to a contraction because $|\lambda| \leq 1$. Now for $p>1, J=\lambda I+S \quad|\lambda|<1$.
Then $J^{n}=J(\lambda)^{n}=(\lambda I+S)^{n}=\sum_{k=0}^{p}(\lambda I)^{n-k} S^{k}\binom{n}{k}$ where $p=n-1$ and $\lim \left\|J(\lambda)^{k}\right\|^{1 / k}=r(J(\lambda)) \leq 1$ where $r(J(\lambda))$ is the spectral radius: $r(J(\lambda))=\max |\sigma(J(\lambda))|=|\lambda|<1$.
So $\exists k_{0}$ such that $\forall k \geq k_{0}\left\|J(\lambda)^{k}\right\|^{1 / k} \leq r<1$ and $\left\|J(\lambda)^{k}\right\| \leq r^{k}$.
Define $[x, y]=\sum_{k=0}^{\infty}\left\langle J(\lambda)^{k} x, J(\lambda)^{k} y\right\rangle$ an inner product op $\mathbb{C}^{n}$.
Then

$$
\begin{aligned}
& \left|\sum_{k=0}^{\infty}\left\langle J(\lambda)^{k} x, J(\lambda)^{k} y\right\rangle\right| \leq \sum_{k=0}^{\infty}\left\|J(\lambda)^{k} x\right\|\left\|J(\lambda)^{k} y\right\| \\
& \quad \leq \sum_{k=0}^{\infty}\left\|J(\lambda)^{k}\right\|\|x\|\left\|J(\lambda)^{k}\right\|\|y\| \\
& \quad \leq \sum_{k=0}^{k_{0}}\left\|J(\lambda)^{k}\right\|^{2}\|x\|\|y\|+\sum_{k=k_{0}+1}^{\infty} r^{2 k}\|x\|\|y\| \\
& \quad \leq K\|x\|\|y\|
\end{aligned}
$$

so $[[x]] \leq K\|x\|$ and $[[x]]^{2}=\sum_{k=0}^{\infty}\left\|J(\lambda)^{k} x\right\|^{2} \geq\left\|J(\lambda)^{0} x\right\|^{2}=\|x\|^{2}$. This means that [[ ]] and || || are equivalent norms.
Also

$$
\begin{aligned}
& {[[J(\lambda) x]]^{2}=\sum_{k=0}^{\infty}\left\langle J(\lambda)^{k} J(\lambda) x, J(\lambda)^{k} J(\lambda) x\right\rangle} \\
& \quad \leq \sum_{k=0}^{\infty}\left\langle J(\lambda)^{k} x, J(\lambda)^{k} x\right\rangle=[[x]]^{2}
\end{aligned}
$$

which means that for the norm [[ ]] $J(\lambda)$ is a contraction. By Theorem 1.3 it follows that for the norm \|\| \| $J(\lambda)$ is similar to a contraction and so is $T$.

We mentioned before B. Sz.-Nagy's example if $T$ is p.b. and compact then $T$ is similar to a contraction, but we are not going to prove this.

There is also an application of Theorem 1.9 by B. Sz.-Nagy and C. Foias [10].

Example 4: Let $T \in B(\mathcal{H})$. Assume $\exists \overline{\mathcal{H}}$ and $U \epsilon B(\overline{\mathcal{H}})$ unitary and $\exists \rho \geq 1$ such that $T^{n}=\rho P_{\mathcal{H}} U_{\left.\right|_{\mathcal{A}}}^{n} \quad \forall n$ where $P_{\mathcal{H}}$ is the orthogonal projection of $\tilde{\mathcal{H}}$ onto $\mathcal{H}$. (This is called a $\rho$-dilation)
Then $T$ is similar to a contraction $C$.
We will show $T$ is c.pol.b. then by Paulsen's criterion about the converse of Theorem 1.9 which is also true follows that $T \sim C$.
Let $P(z)$ be a $n \times n$ matrix with polynomial entries. Then $P(T)-P(0)=\rho$ $\left(\begin{array}{lll}P_{\mathcal{H}} & & \\ & \ddots & P_{\mathcal{X}^{\prime}}\end{array}\right)(P(U)-P(0))_{\left.\right|_{\mathcal{H}^{n}}}$ and
$P(T)=\rho\left(\begin{array}{lll}P_{\mathcal{H}} & & \\ P_{\mathcal{H}} & & \\ & \ddots & \\ & & P_{\mathcal{H}}\end{array}\right) P(U)_{\mathcal{X}^{\mathrm{n}}}+(1-\rho)\left(\begin{array}{lll}P_{\mathcal{H}} & & \\ & \ddots & \\ & & P_{\mathcal{H}}\end{array}\right) P(0)_{\left.\right|_{\mathcal{H}^{\mathrm{n}}} .}$.
From this follows
$\|P(T)\|_{B\left(\mathcal{H}^{\mathrm{n}}\right)}$

$$
\leq \rho\left\|P_{\mathcal{H}}\right\|\|P(U)\|_{B\left(\mathcal{H}^{n}\right)}+|1-\rho|\left\|P_{\mathcal{H}}\right\|\|P(0)\|_{B\left(\mathcal{H}^{n}\right)}
$$

$$
\leq \rho\|P(U)\|_{B\left(\overline{\mathcal{H}}^{\mathrm{n}}\right)}+|1-\rho|\|P(0)\|_{B\left(\mathcal{H}^{\mathrm{n}}\right)}
$$

$$
\leq \rho \sup _{|z| \leq 1}\|P(z)\|_{e}+|1-\rho|\|P(0)\|_{e}
$$

$$
\leq(\rho+|1-\rho|) \sup _{|z| \leq 1}\|P(z)\|_{e}
$$

where $\left\|\|_{e}\right.$ again is the Euclidian norm in $\mathbb{C}^{n}$. This means that $T$ is c.pol.b.

## Chapter 2

In this chapter we are going to prove that the converse of Theorem 1.9 is also true.

Theorem 2.1: $T \sim C \Longleftrightarrow T$ is c.pol.b.
Proof: $(\Rightarrow)$ See chapter 1, the proof of Theorem 1.9.
$(\Leftarrow)$ We will need some theory about completely bounded maps and completely bounded homomorphisms.

### 2.1 Completely bounded maps

We will start by mentioning the Hahn-Banach theorem:
Theorem 2.2: (Hahn-Banach) Let $\Lambda$ be a real vector space. Let $\rho: \Lambda \mapsto \mathbb{R}$ be a sublinear map, i.e. a map such that

$$
\begin{aligned}
& \forall x, y \in \Lambda \quad p(x+y) \leq p(x)+p(y) \\
& \forall x \in \Lambda \forall t \geq 0 \quad p(t x)=t p(x)
\end{aligned}
$$

Then there is a $\mathbb{R}$-linear functional $f: \Lambda \mapsto \mathbb{R}$ such that

$$
\forall x \in \Lambda \quad f(x) \leq p(x)
$$

Corollary 2.3: Let $\Lambda_{+}$be a convex cone in a real vector space $\Lambda$. Let $q: \Lambda_{+} \mapsto$ $\mathbb{R}$ be a superlinear map i.e. a map such that

$$
\begin{aligned}
& \forall x, y \in \Lambda_{+} \quad q(x)+q(y) \leq q(x+y) \\
& \forall x \in \Lambda_{+} \forall t \geq 0 \quad q(t x)=t q(x)
\end{aligned}
$$

Let $p: \Lambda \mapsto \mathbb{R}$ be a sublinear map. If $q(x) \leq p(x)$ for all $x$ in $\Lambda_{+}$then there is a $\mathbb{R}$-linear functional $f: \Lambda \mapsto \mathbb{R}$ such that

$$
\begin{array}{ll}
\forall x \in \Lambda_{+} & q(x) \leq f(x) \\
\forall x \in \Lambda & f(x) \leq p(x)
\end{array}
$$

Proof: Let $r(x)=\inf \left\{p(x+y)-q(y) \mid y \in \Lambda_{+}\right\}$for $x \in \Lambda$. Then $r$ is sublinear: $r(t x)=\inf \left\{p(t x+y)-q(y) \mid y \in \Lambda_{+}\right\}=\inf \left\{\left.t p\left(x+\frac{1}{t} y\right)-t q\left(\frac{1}{t} y\right) \right\rvert\, y \in \Lambda_{+}\right\}=$ $\inf \left\{\operatorname{tp}(x+z)-t q(z) \left\lvert\, z \in \frac{1}{t} \Lambda_{+}=\Lambda_{+}\right.\right\}=t \inf \left\{p(x+z)-q(z) \mid z \in \Lambda_{+}\right\}=$ $\operatorname{tr}(x) \quad \forall t \geq 0$ and
$p(x+y)-q(y)+p(z+v)-q(v) \geq p(x+z+y+v)-q(y+v)=p(x+z+$ $w)-q(w) \geq r(x+z) \forall y, v \in \Lambda_{+}$and $w=y+v$. Now we can take the infimum on the left side over $y \in \Lambda_{+}$and $v \in \Lambda_{+}$:
$r(x)+r(z)=\inf \left\{p(x+y)-q(y) \mid y \in \Lambda_{+}\right\}+\inf \left\{p(z+v)-q(v) \mid v \in \Lambda_{+}\right\} \geq$ $r(x+z)$.
Also follows $r(x)=\inf \left\{p(x+y)-q(y) \mid y \in \Lambda_{+}\right\} \leq p(x+0)-q(0)=p(x)$ and $-p(-x)=-p(-x)-p(y)+p(y) \leq p(y)-p(-x+y) \leq p(y)-q(-x+y)$ if we take $y$ arbitrary but so that $-x+y \in \Lambda_{+}$. The inequality holds for
all $-x+y \epsilon \Lambda_{+}$so we can take the infumum:
$-p(-x) \leq \inf \left\{p(y)-q(-x+y) \mid-x+y \in \Lambda_{+}\right\}=\inf \{p(x+z)-q(z) \mid$ $\left.z \in \Lambda_{+}\right\}=r(x)$
Together these results give:

$$
\begin{equation*}
-p(-x) \leq r(x) \leq p(x) \tag{2.1}
\end{equation*}
$$

which means that $r(x)$ is finite $\forall x \in \Lambda$.
$r(-y)=\inf \left\{p(-y+z)-q(z) \mid z \epsilon \Lambda_{+}\right\} \leq p(-y+y)-q(y)=-q(y) \forall y \epsilon \Lambda_{+}$. By the Hahn-Banach theorem there is a linear functional $f: \Lambda \mapsto \mathbb{R}$ such that $f(x) \leq r(x)$ for all $x \in \Lambda$. By (2.1) follows $f(x) \leq p(x)$ for all $x \in \Lambda$ and $-f(y)=f(-y) \leq r(-y) \leq-q(y)$ for all $y \in \Lambda_{+}$. This yields the announced result.

Let $\mathcal{H}, \mathcal{K}$ be Hilbert spaces. Let $S \subset B(\mathcal{H})$ be a subspace. For any $n \geq 1$ we denote by $\mathcal{M}_{n}(S)$ the space of all $n \times n$ matrices ( $a_{i j}$ ) with coefficients in $S$ with the norm

$$
\left\|\left(a_{i j}\right)\right\|_{\mathcal{M}_{n}(S)}=\sup \left(\sum_{i}\left\|\sum_{j} a_{i j} x_{j}\right\|^{2}\right)^{1 / 2}
$$

where the supremum runs over all $x_{1}, \ldots, x_{n}$ in $\mathcal{H}$ such that $\sum\left\|x_{j}\right\|^{2} \leq 1$.
Let $u: S \mapsto B(\mathcal{K})$ then we define $u_{n}: \mathcal{M}_{n}(S) \mapsto \mathcal{M}_{n}(B(\mathcal{K}))$ by $u_{n}\left(\left(a_{i j}\right)\right)=$ $\left(u\left(a_{i j}\right)\right)$ for $\left(a_{i j}\right) \in \mathcal{M}_{n}(S)$. Then $u$ is called completely bounded (in short c.b.) if there is a constant $K$ such that the maps $u_{n}$ are uniformly bounded by $K$ i.e. if we have

$$
\sup _{n \geq 1}\left\|u_{n}\right\|_{\mathcal{M}_{\mathrm{n}}(S) \mapsto \mathcal{M}_{\mathrm{n}}(B(\mathcal{K}))} \leq K
$$

and the c.b. norm $\|u\|_{c b}$ is defined as the smallest constant $K$ for which this holds.
When $\|u\|_{c b} \leq 1$, we say that $u$ is completely contractive (or a complete contraction).
It is quite straightforward to extend the usual definitions to the Banach space case as follows. Let $\mathcal{X}, \mathcal{Y}$ be Banach spaces. We denote by $B(\mathcal{X}, \mathcal{Y})$ the space of all bounded operators from $\mathcal{X}$ into $\mathcal{Y}$, equipped with the usual operator norm. Let $\mathcal{X}_{1}, \mathcal{Y}_{1}$ be an other couple of Banach spaces. Let $S \subset B\left(\mathcal{X}_{1}, \mathcal{Y}_{1}\right)$ be a subspace and let $u: S \mapsto B(\mathcal{X}, \mathcal{Y})$ be a linear map. Let us define $\left\|\left(a_{i j}\right)\right\|_{\mathcal{M}_{n}(S)}$ in the same way and $u_{n}: \mathcal{M}_{n}(S) \mapsto \mathcal{M}_{n}(B(\mathcal{X}, \mathcal{Y}))$ by $u_{n}\left(\left(a_{i j}\right)\right)=\left(u\left(a_{i j}\right)\right)$. We will say again that $u$ is $c$.b. if the maps $u_{n}$ are uniformly bounded and we define

$$
\|u\|_{c b}=\sup _{n \geq 1}\left\|u_{n}\right\|
$$

The following theorem is a fundamental factorization of c.b. maps.
Theorem 2.4: Let $\mathcal{H}$ be a Hilbert space and let $S \subset B(\mathcal{H})$ be a subspace. Let $\mathcal{X}, \mathcal{Y}$ be Banach spaces. Let $u: S \mapsto B(\mathcal{X}, \mathcal{Y})$ be a c.b. map. Then there is a Hilbert space $\hat{\mathcal{H}}$, a $*$-representation $\pi: B(\mathcal{H}) \mapsto B(\hat{\mathcal{H}})$ with $\pi(1)=1$ and operators $V_{1}: \mathcal{X} \mapsto \hat{\mathcal{H}}$ and $V_{2}: \hat{\mathcal{H}} \mapsto \mathcal{Y}$ with $\left\|V_{1}\right\|\left\|V_{2}\right\| \leq\|u\|_{c b}$ such that
(2.2) $\quad \forall a \in S \quad u(a)=V_{2} \pi(a) V_{1}$

Conversely, any map of the form (2.2) satisfies

$$
\|u\|_{c b} \leq\left\|V_{2}\right\|\left\|V_{1}\right\|
$$

Formula (2.2) is easier to understand if you look at the following diagram:

$$
\begin{array}{lllll} 
& \hat{\mathcal{H}} & \xrightarrow{\pi(a)} & \hat{\mathcal{H}} & \\
V_{1} & \uparrow & & \downarrow & V_{2} \\
& \mathcal{X} & \xrightarrow{u(a)} & \mathcal{Y} &
\end{array}
$$

We know $\pi$ has special properties:
(i) $\pi$ is defined on all of $B(\mathcal{H})$
(ii) $\pi$ is a *-representation
(iii) $\pi(1)=1$

We can also say: " $u(a)$ looks like a piece of $\pi(a)$ ".

For the proof of Theorem 2.4 we will introduce some notations. Let $a \epsilon S$ and let $I$ be the space $B(\mathcal{X}, \mathcal{H})$. Let $\mathcal{X}^{*}$ be the dual space of $\mathcal{X}, \mathcal{X}^{*}=\{\eta: \mathcal{X} \mapsto \mathbb{C} \mid \eta$ linear \} and let $S \otimes \mathcal{X}$ be their algebraic tensor product. If $\sum_{i=1}^{n} a_{i} \otimes x_{i} \in S \otimes \mathcal{X}$ and $\sum_{k=1}^{m} h_{k} \otimes \eta_{k} \in \mathcal{H} \otimes \mathcal{X}^{*}$ then we define

$$
\begin{equation*}
\left\langle\sum_{i=1}^{n} a_{i} \otimes x_{i}, \sum_{k=1}^{m} h_{k} \otimes \eta_{k}\right\rangle \stackrel{\text { def }}{=} \sum_{i, k} \eta_{k}\left(x_{i}\right) a_{i}\left(h_{k}\right) \quad \in \mathcal{H} \tag{2.3}
\end{equation*}
$$

where $a_{i}\left(h_{k}\right) \in \mathcal{H}$ and $\eta_{k}\left(x_{i}\right) \in \mathbb{C}$.

Remark: If $\left\langle\sum_{i=1}^{n} a_{i} \otimes x_{i}, \sum_{k=1}^{m} h_{k} \otimes \eta_{k}\right\rangle=0 \quad \forall\left(\sum h_{k} \otimes \eta_{k}\right)$ then follows $\sum_{i=1}^{n} a_{i} \otimes x_{i}=0$. Indeed, if $z=\sum_{i=1}^{n} a_{i} \otimes x_{i}$ we may suppose that $\left(x_{i}\right)$ are linearly independent:
Assume $x_{1}=b_{2} x_{2}+\cdots+b_{n} x_{n}$ then

$$
z=a_{1} \otimes x_{1}+\sum_{i=2}^{n} a_{i} \otimes x_{i}=\sum_{i=2}^{n}\left(a_{i}+b_{i} a_{1}\right) \otimes x_{i}
$$

so $z=\sum_{i=2}^{n} c_{i} \otimes x_{i}$ with $x_{2}, \ldots, x_{n}$ linearly independent.
There exists an $\hat{\eta} \in \mathcal{X}^{*}$ such that $\hat{\eta}\left(x_{1}\right)=1$ and $\hat{\eta}\left(x_{i}\right)=0$ for $i=2, \ldots, n$ and $0=\left\langle\sum_{i=1}^{n} a_{i} \otimes x_{i}, h \otimes \hat{\eta}\right\rangle=\sum_{i} \hat{\eta}\left(x_{i}\right) a_{i}(h)=a_{1}(h) \quad \forall h \in \mathcal{H}$. This implies that $a_{1}(h)=0 \forall h \in \mathcal{H}$ so $a_{1}: \mathcal{H} \mapsto \mathcal{H}$ is the 0 - operator. We can do the same for $a_{2}, \ldots, a_{n}$.
So if $\left\langle\sum_{i=1}^{n} a_{i} \otimes x_{i}, \sum_{k=1}^{m} h_{k} \otimes \eta_{k}\right\rangle=0 \quad \forall\left(\sum_{k} h_{k} \otimes \eta_{k}\right)$ then

$$
z=\sum_{i=1}^{n} a_{i} \otimes x_{i}=0 \otimes \sum_{i=1}^{n} x_{i}=0
$$

Now for $\xi \epsilon I$ and $z=\sum_{i=1}^{n} a_{i} \otimes x_{i} \epsilon S \otimes \mathcal{X}$ we define $\xi .: S \otimes \mathcal{X} \mapsto \mathcal{H}$ as

$$
\xi . z=\sum_{i=1}^{n} a_{i} \xi\left(x_{i}\right) \quad \epsilon \mathcal{H}
$$

where $\xi\left(x_{i}\right) \in \mathcal{H}$.

Lemma 2.5: Assume $x_{1}, \ldots, x_{n}$ are linearly independent in $\mathcal{X}$ and $z \epsilon S \otimes \mathcal{X}$ has the property:
$\xi \in I$ and $\xi\left(x_{i}\right)=0$ for $i=1, \ldots, n$ implies $\xi . z=0$
then $\exists a_{j} \in S$ such that

$$
z=\sum_{j=1}^{n} a_{j} \otimes x_{j}
$$

Proof: This is checked as follows:
Take $z=\sum_{k=1}^{m} b_{k} \otimes u_{k} \in S \otimes \mathcal{X}$. We are going to prove

$$
z^{\prime}:=z-\sum_{j=1}^{n} a_{j} \otimes x_{j}=0
$$

Choose $x_{j}^{*} \in \mathcal{X}^{*}$ such that $x_{j}^{*}\left(x_{i}\right)=\delta_{i j}$ (i.e. $x_{j}^{*}\left(x_{i}\right)=1$ for $i=j$ and $x_{j}^{*}\left(x_{i}\right)=0$ for $i \neq j$ ). Define

$$
a_{j}=\sum_{k=1}^{m} b_{k} x_{j}^{*}\left(u_{k}\right) \quad \epsilon S
$$

Then $z^{\prime}=\sum_{k=1}^{m} b_{k} \otimes u_{k}-\sum_{j=1}^{n} a_{j} \otimes x_{j}=\sum_{k=1}^{m} b_{k} \otimes u_{k}-\sum_{k=1}^{m} \sum_{j=1}^{n} x_{j}^{*}\left(u_{k}\right)$ $b_{k} \otimes x_{j}$. Choose $\eta^{\prime} \in \mathcal{X}^{*}$ and $y \in \mathcal{H}$. Form $\eta=\eta^{\prime}-\sum_{j=1}^{n} \eta^{\prime}\left(x_{j}\right) x_{j}^{*} \in \mathcal{X}^{*}$. Define $\xi \in I$ with $y$ in $\mathcal{H}$ arbitrary by

$$
\xi(x)=\eta(x) y
$$

Then follows $\xi\left(x_{i}\right)=\eta\left(x_{i}\right) y=\left(\eta^{\prime}\left(x_{i}\right)-\sum \eta^{\prime}\left(x_{j}\right) x_{j}^{*}\left(x_{i}\right)\right) y=\left(\eta^{\prime}\left(x_{i}\right)-\right.$ $\left.\eta^{\prime}\left(x_{i}\right)\right) y=0 \cdot y=0 \quad \forall x_{i}$. This implies $\xi . z=0$ as we assumed i.e.

$$
0=\xi \cdot z=\sum_{k=1}^{m} b_{k} \eta\left(u_{k}\right) y=\sum_{k=1}^{m} \eta\left(u_{k}\right) b_{k}(y)
$$

and

$$
\begin{aligned}
&\left\langle z^{\prime}, y\right.\left.\otimes \eta^{\prime}\right\rangle=\left\langle\sum_{k} b_{k} \otimes u_{k}-\sum_{k} \sum_{j} x_{j}^{*}\left(u_{k}\right) b_{k} \otimes x_{j}, y \otimes \eta^{\prime}\right\rangle \\
&= \sum_{k} \eta^{\prime}\left(u_{k}\right) b_{k}(y) \\
&=\sum_{k} \eta\left(\sum_{k} \sum_{j} x_{j}^{*}\left(u_{k}\right) b_{k}(y)\right.+\eta_{k}\left(x_{j}\right) b_{k}(y) \\
&-\sum_{k} \eta^{\prime}\left(x_{j}\right) x_{j}^{*}\left(u_{k}\right) b_{k}^{*}(y) \\
&= \sum_{k} \eta \eta^{\prime}\left(x_{j}\right) b_{k}(y) \\
& \eta\left(u_{k}\right) b_{k}(y)=0
\end{aligned}
$$

And then by the Remark follows $z^{\prime}=0$.
Lemma 2.6: Let $\left(z_{i}\right)_{i \leq n}$ be a finite sequence in $S \otimes \mathcal{X}$ and let $\left(x_{i}\right)_{i \leq m}$ be a finite sequence in $\mathcal{X}$. Then

$$
\begin{equation*}
\sum_{i}\left\|\xi \cdot z_{i}\right\|_{\mathcal{H}}^{2} \leq \sum_{j}\left\|\xi\left(x_{j}\right)\right\|_{\mathcal{H}}^{2} \quad \forall \xi \in I \tag{2.4}
\end{equation*}
$$

holds iff there is a matrix $\left(a_{i j}\right)$ in $\mathcal{M}_{n}(S)$ with $\left\|\left(a_{i j}\right)\right\|_{\mathcal{M}_{\mathrm{n}}(S)} \leq 1$ such that

$$
z_{i}=\sum_{j=1}^{m} a_{i j} \otimes x_{j} \quad \forall i=1,2, \ldots, n
$$

Proof: Assume (2.4). If $\xi \in I$ then $\xi\left(x_{i}\right)=0 \quad \forall i=1, \ldots, n$ implies $\xi . z_{i}=$ $0 \forall i=1, \ldots, n$, so we can apply Lemma 2.5: $\exists K=\left(k_{i j}\right) \epsilon S$ such that

$$
z_{i}=\sum_{j} k_{i j} \otimes x_{j} \quad \forall i=1, \ldots, n
$$

In general this $K$ does not satisfy $\|K\|_{\mathcal{M}_{\mathrm{n}}(S)} \leq 1$. So we replace $K$ by one that has this property.
Define $E \stackrel{\text { def }}{=}\left\{\left.x^{*}\left(\begin{array}{c}z_{1} \\ \vdots \\ z_{n}\end{array}\right)=\left(\begin{array}{c}z^{*}\left(x_{1}\right) \\ \vdots \\ z^{*}\left(z_{n}\right)\end{array}\right) \right\rvert\, x^{*} \in \mathcal{X}^{*}\right\} \subset \mathbb{C}^{n}$ and let $P=$ $\left(P_{j k}\right)_{j, k=1}^{n}$ be the orthogonal projection on $E$. Then it follows

$$
x^{*}\left(P\left(\begin{array}{c}
\tilde{x}_{1} \\
\vdots \\
x_{n}
\end{array}\right)\right)=P x^{*}\left(\begin{array}{c}
x_{1} \\
\vdots \\
x_{n}
\end{array}\right)=x^{*}\left(\begin{array}{c}
z_{1} \\
\vdots \\
z_{n}
\end{array}\right) \quad \forall x^{*}
$$

because $x^{*}\left(\begin{array}{c}z_{1} \\ \vdots \\ z_{n}\end{array}\right) \in E$ so $P\left(\begin{array}{c}z_{1} \\ \vdots \\ x_{n}\end{array}\right)=\left(\begin{array}{c}x_{1} \\ \vdots \\ z_{n}\end{array}\right)$.
If $\sum_{j} a_{j} x_{j}=0$ then $\left(a_{1} \cdots a_{n}\right) P=(0 \cdots 0)$. Indeed, $\sum_{j} a_{j} x^{*}\left(x_{j}\right)=$ $\left(a_{1} \cdots a_{n}\right) x^{*}\left(\begin{array}{c}z_{1} \\ \vdots \\ z_{n}\end{array}\right)=0$ but $x^{*}$ is arbitrary, hence

$$
\left(a_{1} \cdots a_{n}\right) P\left(\begin{array}{c}
y_{1} \\
\vdots \\
\nu_{n}
\end{array}\right)=0 \quad \forall y_{i}
$$

which implies $\left(a_{1} \cdots a_{n}\right) P=(0 \cdots 0)$.
There also holds
$(0 \cdots 0)\left(\begin{array}{c}x_{1} \\ \vdots \\ z_{n}\end{array}\right)=\left(a_{1} \cdots a_{n}\right) P\left(\begin{array}{c}z_{1} \\ \vdots \\ z_{n}\end{array}\right)=\left(a_{1} \cdots a_{n}\right)\left(\begin{array}{c}z_{1} \\ \vdots \\ z_{n}\end{array}\right)=\sum_{i} a_{i} x_{i}$
so

$$
\sum_{i} a_{i} x_{i}=0 \Longleftrightarrow\left(a_{1} \cdots a_{n}\right) P=(0 \cdots 0)
$$

Now define $\tilde{E} \stackrel{\text { def }}{=}\left\{\left.\xi\left(\begin{array}{c}z_{1} \\ \vdots \\ z_{n}\end{array}\right)=\left(\begin{array}{c}\varepsilon\left(z_{1}\right) \\ \vdots \\ \epsilon\left(z_{n}\right)\end{array}\right) \right\rvert\, \xi \in I\right\} \subset \mathcal{H}^{n}$.
We claim $\tilde{E}=R:=\left\{\left(\begin{array}{c}h_{1} \\ \vdots \\ h_{n}\end{array}\right) \in \mathcal{H}^{n} \left\lvert\,\left(\begin{array}{c}h_{1} \\ \vdots \\ h_{n}\end{array}\right)=P\left(\begin{array}{c}h_{1} \\ \vdots \\ h_{n}\end{array}\right)\right.\right\}$.
$P \xi\left(\begin{array}{c}z_{1} \\ \vdots \\ z_{n}\end{array}\right)=\xi\left(P\left(\begin{array}{c}z_{1} \\ \vdots \\ z_{n}\end{array}\right)\right)=\xi\left(\begin{array}{c}z_{1} \\ \vdots \\ z_{n}\end{array}\right)$ so $\tilde{E} \subset R$.
Now we claim that also $R \subset \tilde{E}$. Assume $\left(\begin{array}{c}n_{1} \\ \vdots \\ h_{n}\end{array}\right) \in \mathcal{H}^{n}$ and $P\left(\begin{array}{c}h_{1} \\ \vdots \\ n_{n}\end{array}\right)=$ $\left(\begin{array}{c}h_{1} \\ \vdots \\ n_{n}\end{array}\right)$. We want to construct a $\xi \in I$ such that

$$
\xi\left(\begin{array}{c}
z_{1} \\
\vdots \\
z_{n}
\end{array}\right)=\left(\begin{array}{c}
i_{1} \\
\vdots \\
n_{n}
\end{array}\right)
$$

Therefore we define $\gamma: \operatorname{span}\left(x_{1}, \ldots, x_{n}\right) \mapsto \operatorname{span}\left(h_{1}, \ldots, h_{n}\right)$ such that $\gamma\left(\sum_{i} a_{i} x_{i}\right)=\sum_{i} a_{i} h_{i}$ (especially $\left.\gamma\left(x_{1}\right)=h_{1}, \ldots, \gamma\left(x_{n}\right)=h_{n}\right)$.
$\sum_{i} a_{i} x_{i}=0$ implies $\left(a_{1} \cdots a_{n}\right) P=(0 \cdots 0)$ like we have seen before so

$$
\left(a_{1} \cdots a_{n}\right)\left(\begin{array}{c}
h_{1} \\
\vdots \\
h_{n}
\end{array}\right)=\left(a_{1} \cdots a_{n}\right) P\left(\begin{array}{c}
h_{1} \\
\vdots \\
h_{n}
\end{array}\right)=0
$$

and this means that $\gamma$ is well defined $(\gamma(0)=0)$.
From the definition it follows that $\gamma$ is linear and surjective. Let $W$ be a subspace of $\operatorname{span}\left(x_{1}, \ldots, x_{n}\right)$ such that $\operatorname{span}\left(x_{1}, \ldots, x_{n}\right)$ is the direct sum $\operatorname{span}\left(x_{1}, \ldots, x_{n}\right)=W+\operatorname{ker} \gamma$. Then $\gamma_{\mid w}: W \mapsto \operatorname{span}\left(h_{1}, \ldots, h_{n}\right)$ is a bijective map.
Choose $\left(v_{1}, \ldots, v_{m}\right)$ a basis of $\operatorname{span}\left(h_{1}, \ldots, h_{n}\right)$ with $m=\operatorname{dim} W \leq n$ and $w_{1}, \ldots, w_{m}$ in $W$ such that $\gamma\left(w_{i}\right)=v_{i}$. Then is $\left(w_{1}, \ldots, w_{m}\right)$ a basis of $W$. Choose $\left(w_{m+1}, \ldots, w_{r}\right)$ a basis of $\operatorname{ker} \gamma$ with $r \leq n-m$ then $\left(w_{1}, \ldots, w_{m}, w_{m+1}, \ldots, w_{r}\right)$ is a basis of $\operatorname{span}\left(x_{1}, \ldots, x_{n}\right) \subset \mathcal{X}$.
Take $w_{j}^{*} \in \mathcal{X}^{*}$ such that $w_{j}^{*}\left(w_{i}\right)=\delta_{i j}$ and define $\xi \in I$ by

$$
\xi(x)=\sum_{j=1}^{m} w_{j}^{*}(x) v_{j} \quad \epsilon I
$$

This means $\xi\left(w_{i}\right)=v_{i} \quad \forall i=1, \ldots, m$ and $\xi\left(w_{i}\right)=0 \quad \forall i=m+1, \ldots, r$ but also $\gamma\left(w_{j}\right)=v_{j} \quad \forall j=1, \ldots, m$ and $\gamma\left(w_{j}\right)=0 \quad \forall j=m+1, \ldots, r$ and $\xi$ and $\gamma$ are both linear. $\left(w_{1}, \ldots, w_{r}\right)$ is a basis of $\operatorname{span}\left(x_{1}, \ldots, x_{n}\right)$ so

$$
\xi_{\left.\right|_{\operatorname{span}\left(z_{1}, \ldots, z_{n}\right)}}=\gamma
$$

with $\xi\left(x_{i}\right)=\gamma\left(x_{i}\right)=h_{i} \quad \forall i=1, \ldots, n$ and this proves the above claim.
Take $\left(\begin{array}{c}h_{1} \\ \vdots \\ n_{n}\end{array}\right) \in R=\tilde{E}$ then $\exists \xi \in I$ such that $P\left(\begin{array}{c}n_{1} \\ \vdots \\ h_{n}\end{array}\right)=\xi\left(\begin{array}{c}z_{1} \\ \vdots \\ z_{n}\end{array}\right)$.
Now we want to show that $\left\|A\left(\begin{array}{c}h_{1} \\ \vdots \\ h_{n}\end{array}\right)\right\| \leq\left\|\left(\begin{array}{c}h_{1} \\ \vdots \\ h_{n}\end{array}\right)\right\|$ for an $A=\left(a_{i j}\right)_{i, j=1}^{n}$ because this implies $\|A\|_{B\left(\mathcal{H}^{n}\right)} \leq 1$.
We have seen before that $z_{i}=\sum_{j=1}^{n} k_{i j} \otimes x_{j}$ and because $\left(\begin{array}{c}x_{1} \\ \vdots \\ z_{n}\end{array}\right)=P$ $\left(\begin{array}{c}z_{1} \\ \vdots \\ z_{n}\end{array}\right)$ we have

$$
\begin{aligned}
& \sum_{j=1}^{n} k_{i j} \otimes x_{j}=\sum_{j=1}^{n} k_{i j} \otimes \sum_{l=1}^{n} P_{j l} x_{l} \\
& \quad=\sum_{l=1}^{n}\left(\sum_{j=1}^{n} k_{i j} P_{j l}\right) \otimes x_{l}=\sum_{l=1}^{n}(K P)_{i l} \otimes x_{l}
\end{aligned}
$$

Define $A=\left(a_{i l}\right)_{i, l=1}^{n}=K P$ then

$$
z_{i}=\sum_{l=1}^{n} a_{i l} \otimes x_{l}
$$

We assumed (2.4): $\sum_{i=1}^{n}\left\|\xi . z_{i}\right\|^{2} \leq \sum_{l=1}^{n}\left\|\xi\left(x_{l}\right)\right\|^{2}$. This implies

$$
\begin{aligned}
& \left\|A P\left(\begin{array}{c}
h_{1} \\
\vdots \\
h_{n}
\end{array}\right)\right\|^{2}=\left\|A\left(\begin{array}{c}
\xi\left(x_{1}\right) \\
\vdots \\
\varepsilon\left(z_{n}\right)
\end{array}\right)\right\|^{2}=\sum_{i=1}^{n}\left\|\sum_{l=1}^{n} a_{i l} \xi\left(x_{l}\right)\right\|^{2} \\
& \leq \sum_{l=1}^{n}\left\|\xi\left(x_{l}\right)\right\|^{2}=\left\|\left(\begin{array}{c}
\xi\left(z_{1}\right) \\
\vdots \\
\xi\left(x_{n}\right)
\end{array}\right)\right\|^{2}=\left\|P\left(\begin{array}{c}
h_{1} \\
\vdots \\
h_{n}
\end{array}\right)\right\|^{2}
\end{aligned}
$$

and $A P=K P P=K P^{2}=K P=A$ because $P$ is a projection which means

$$
\begin{gathered}
\left\|A\left(\begin{array}{c}
h_{1} \\
\vdots \\
h_{n}
\end{array}\right)\right\|^{2} \leq\left\|P\left(\begin{array}{c}
n_{1} \\
\vdots \\
h_{n}
\end{array}\right)\right\|^{2} \\
\left\|P\left(\begin{array}{c}
h_{1} \\
\vdots \\
h_{n}
\end{array}\right)\right\|^{2}=\left\langle P\left(\begin{array}{c}
h_{1} \\
\vdots \\
h_{n}
\end{array}\right), P\left(\begin{array}{c}
h_{1} \\
\vdots \\
h_{n}
\end{array}\right)\right\rangle=\left\langle P\left(\begin{array}{c}
h_{1} \\
\vdots \\
h_{n}
\end{array}\right),\left(\begin{array}{c}
h_{1} \\
\vdots \\
\vdots \\
h_{n}
\end{array}\right)\right\rangle \leq\left\|\left(\begin{array}{c}
h_{1} \\
\vdots \\
h_{n}
\end{array}\right)\right\| \text { so } \\
\left\|P\left(\begin{array}{c}
h_{1} \\
\vdots \\
h_{n}
\end{array}\right)\right\| \leq\left\|\left(\begin{array}{c}
h_{1} \\
\vdots \\
h_{n}
\end{array}\right)\right\|
\end{gathered}
$$

Applying this result we get

$$
\left\|A\left(\begin{array}{c}
h_{1} \\
\vdots \\
h_{n}
\end{array}\right)\right\|^{2} \leq\left\|\left(\begin{array}{c}
h_{1} \\
\vdots \\
h_{n}
\end{array}\right)\right\|^{2}
$$

which means $\|A\|_{B\left(\mathcal{H}^{n}\right)} \leq 1$.
This shows the "only if" part. The "if" part is easy. If there is a matrix $\left(a_{i j}\right)$ in $\mathcal{M}_{n}(S)$ with $\left\|\left(a_{i j}\right)\right\|_{\mathcal{M}_{n}(S)} \leq 1$ such that $\forall i=1,2, \ldots, n$

$$
z_{i}=\sum_{j} a_{i j} \otimes x_{j}
$$

then

$$
\begin{aligned}
& \sum_{i}\left\|\xi \cdot z_{i}\right\|^{2}=\sum_{i}\left\|\sum_{j} a_{i j} \xi\left(x_{j}\right)\right\|^{2} \\
& \quad \leq\left\|\left(a_{i j}\right)\right\|_{\mathcal{M}_{\mathrm{n}}(S)}^{2} \sum_{j}\left\|\xi\left(x_{j}\right)\right\|^{2} \leq \sum_{j}\left\|\xi\left(x_{j}\right)\right\|^{2}
\end{aligned}
$$

Proof of Theorem 2.4: Let $C=\|u\|_{c b}$ and $\Lambda=\left\{\phi: I \mapsto \mathbb{R} \mid \exists x_{1}, \ldots, x_{n} \in \mathcal{X}\right.$ s.t. $\left.|\phi(\xi)| \leq \sum\left\|\xi\left(x_{i}\right)\right\|^{2} \forall \xi \epsilon I\right\}$. Clearly $\Lambda$ is a real vector space and
$\Lambda$ is not empty. For example take $x_{0} \in \mathcal{X}$ and define $\phi$ by $\phi(\xi)=\left\|\xi\left(x_{0}\right)\right\|^{2}$. Then $\phi \in \Lambda$.
Let $\Lambda_{+}=\{\phi \in \Lambda \mid \phi \geq 0\}$. The preceding example is also suitable for $\Lambda_{+}$ so $\Lambda_{+}$is not empty either.
We define $\hat{u}: S \otimes \mathcal{X} \mapsto \mathcal{Y}$ as follows:
Let $z=\sum_{i=1}^{n} a_{i} \otimes x_{i} \in S \otimes \mathcal{X}$ then

$$
\hat{u}(z)=\sum_{i=1}^{n} u\left(a_{i}\right) x_{i} \quad \epsilon \mathcal{Y}
$$

for $u: S \mapsto B(\mathcal{X}, \mathcal{Y})$.
Now we define
$\forall \phi \epsilon \Lambda \quad p(\phi)=\inf \left\{C^{2} \sum\left\|x_{i}\right\|^{2} \mid x_{i} \epsilon \mathcal{X}, \phi(\xi) \leq \sum\left\|\xi\left(x_{i}\right)\right\|^{2}, \forall \xi \in I\right\}$
and
$\forall \phi \epsilon \Lambda_{+} q(\phi)=\sup \left\{\sum\left\|\hat{u}\left(z_{i}\right)\right\|^{2} \mid z_{i} \epsilon S \otimes \mathcal{X}, \sum\left\|\xi \cdot z_{i}\right\|^{2} \leq \phi(\xi), \quad \forall \xi \epsilon I\right\}$
The set in the definition of $p$ is not empty because we can take the example $\phi(\xi)=\left\|\xi\left(x_{0}\right)\right\|^{2}$ for $x_{0} \in \mathcal{X}$ again and $C^{2} \sum\left\|x_{i}\right\|^{2} \geq 0$ so $p(\phi) \geq 0$. The set in the definition of $q$ is not empty because $z_{i}=0 \otimes x_{i}$ satisfies $\sum\left\|\xi \cdot z_{i}\right\|^{2}=\sum\left\|0 \xi\left(x_{i}\right)\right\|^{2}=0 \leq \phi(\xi) \quad \forall \xi \epsilon I$ and $\sum\left\|\hat{u}\left(z_{i}\right)\right\|^{2}=$ $\sum\left\|u(0) x_{i}\right\|^{2}=0$ is an element of this set $\cdot q(\phi)<\infty$ because by Lemma 2.6 we have for $\left(z_{i}\right)_{i=1}^{m} \in S \otimes \mathcal{X}$ and $\left(x_{j}\right)_{j=1}^{n} \in \mathcal{X}$

$$
\sum_{i}\left\|\xi \cdot z_{i}\right\|^{2} \leq \sum_{j}\left\|\xi\left(x_{j}\right)\right\|^{2} \Rightarrow \sum\left\|\hat{u}\left(z_{i}\right)\right\|^{2} \leq C^{2} \sum\left\|x_{j}\right\|^{2}
$$

(if $m<n$ make a $n$-vector of $z$ by supplying zero's at the end: $\left(z_{1}, \ldots, z_{m}\right.$, $0, \ldots, 0$ ) and do the same for $x$ if $n<m$ ).
Indeed if $\sum_{i}\left\|\xi \cdot z_{i}\right\|^{2} \leq \sum_{j}\left\|\xi\left(x_{j}\right)\right\|^{2}$ then by Lemma 2.6 there is a matrix $\left(a_{i j}\right)$ in $\mathcal{M}_{n}(S)$ with $\left\|\left(a_{i j}\right)\right\|_{\mathcal{M}_{n}(S)} \leq 1$ such that

$$
z_{i}=\sum_{j} a_{i j} \otimes x_{j} \quad \forall i=1,2, \ldots, m
$$

and if $u=u_{n}$ for $\left(a_{i j}\right)$ is a $n \times n$ matrix

$$
\begin{gathered}
\sum_{i}\left\|\hat{u}\left(z_{i}\right)\right\|^{2}=\sum_{i}\left\|\hat{u}\left(\sum_{j} a_{i j} \otimes x_{j}\right)\right\|^{2}=\sum_{i}\left\|\sum_{j} u\left(a_{i j}\right) x_{j}\right\|^{2} \\
=\sum_{i}\left\|\sum_{j} u_{n}\left(a_{i j}\right) x_{j}\right\|^{2}=\left\|u_{n}\left(\begin{array}{ccc}
a_{11} & \cdots & \vdots \\
\vdots & & \vdots \\
a_{n 1} & \cdots & a_{n n}
\end{array}\right)\left(\begin{array}{c}
x_{1} \\
\vdots \\
z_{n}
\end{array}\right)\right\|^{2} \\
\leq\left\|u_{n}\right\|^{2}\left\|\left(\begin{array}{c}
z_{1} \\
\vdots \\
z_{n}
\end{array}\right)\right\|^{2} \leq \sup _{n \geq 1}\left\|u_{n}\right\|^{2}\left\|\left(\begin{array}{c}
z_{1} \\
\vdots \\
z_{n}
\end{array}\right)\right\|^{2} \\
=\|u\|_{c b}^{2}\left\|\left(\begin{array}{c}
x_{1} \\
\vdots \\
z_{n}
\end{array}\right)\right\|^{2}=C^{2} \sum_{j}\left\|x_{j}\right\|^{2}
\end{gathered}
$$

This implies that $q(\phi)<\infty$ and also $q(\phi) \leq p(\phi)$ for all $\phi \in \Lambda_{+}$. $p$ is subadditief on $\Lambda$ :
if $\phi(\xi) \leq \sum\left\|\xi\left(x_{i}\right)\right\|^{2}$ and $\psi(\xi) \leq \sum\left\|\xi\left(y_{i}\right)\right\|^{2} \quad \forall \xi \in I$ then $(\phi+\psi) \xi=$
$\phi(\xi)+\psi(\xi) \leq \sum\left\|\xi\left(x_{i}\right)\right\|^{2}+\sum\left\|\xi\left(y_{i}\right)\right\|^{2} \quad \forall \xi \in I$ and $p(\phi+\psi) \leq C^{2} \sum$ $\left\|x_{i}\right\|^{2}+C^{2} \sum\left\|y_{i}\right\|^{2}$ so we can take the infimum on the right side and we get:

$$
\begin{aligned}
& p(\phi+\psi) \leq \inf \left\{C^{2} \sum\left\|x_{i}\right\|^{2} \mid x_{i} \in \mathcal{X}, \phi(\xi) \leq \sum\left\|\xi\left(x_{i}\right)\right\|^{2}, \forall \xi\right\} \\
& \quad+\inf \left\{C^{2} \sum\left\|y_{i}\right\|^{2} \mid y_{i} \in \mathcal{X}, \psi(\xi) \leq \sum\left\|\xi\left(y_{i}\right)\right\|^{2}, \forall \xi\right\} \\
& \quad=p(\phi)+p(\psi)
\end{aligned}
$$

Assume $\phi(\xi) \leq \sum\left\|\xi\left(x_{i}\right)\right\|^{2} \quad \forall \xi$. Then $\forall t>0$ :
$t \phi(\xi) \leq \sum\left\|\xi\left(\sqrt{t} x_{i}\right)\right\|^{2}$
and $p(t \phi) \leq C^{2} \sum\left\|\sqrt{t x_{i}}\right\|^{2}=t C^{2} \sum\left\|x_{i}\right\|^{2} \quad \forall x_{i}$ so it also holds for the infimum:
$p(t \phi) \leq t \inf \left\{C^{2} \sum\left\|x_{i}\right\|^{2} \mid x_{i} \in \mathcal{X}, \phi(\xi) \leq \sum\left\|\xi\left(x_{i}\right)\right\|^{2}, \forall \xi\right\}=t p(\phi)$
On the other hand $\forall t>0$ :

$$
t p(\phi)=t p\left(\frac{1}{t} t \phi\right) \leq t \frac{1}{t} p(t \phi)=p(t \phi)
$$

Both results give $t p(\phi)=p(t \phi) \quad \forall t>0$.
For $t=0, x_{i}=0 \quad \forall i$ satisfies $0 \leq \sum\left\|\xi\left(x_{i}\right)\right\|^{2} \quad \forall \xi \in I$ so $p(0)=0$ which implies that $p(t \phi)=t p(\phi)$ holds also for $t=0$. $q$ is superadditief on $\Lambda_{+}$:
if $\sum\left\|\xi \cdot z_{i}\right\|^{2} \leq \phi(\xi)$ and $\sum\left\|\xi \cdot w_{i}\right\|^{2} \leq \psi(\xi) \forall \xi \in I$ then $(\phi+\psi) \xi=$ $\phi(\xi)+\psi(\xi) \geq \sum\left\|\xi \cdot z_{i}\right\|^{2}+\left\|\xi \cdot w_{i}\right\|^{2} \quad \forall \xi \epsilon I$ and $q(\phi+\psi) \geq \sum\left\|\hat{u} . z_{i}\right\|^{2}$ $+\sum\left\|\hat{u} . w_{i}\right\|^{2}$ so we can take the supremum on the right side and we get:

$$
\begin{aligned}
& q(\phi+\psi) \geq \sup \left\{\sum\left\|\hat{u}\left(z_{i}\right)\right\|^{2} \mid z_{i} \in S \otimes \mathcal{X}, \sum\left\|\xi \cdot z_{i}\right\|^{2} \leq \phi(\xi), \forall \xi\right\} \\
& \quad+\sup \left\{\sum\left\|\hat{u}\left(w_{i}\right)\right\|^{2} \mid w_{i} \in S \otimes \mathcal{X}, \sum\left\|\xi \cdot w_{i}\right\|^{2} \leq \phi(\xi), \forall \xi\right\} \\
& \quad=q(\phi)+q(\psi)
\end{aligned}
$$

Assume $\sum\left\|\xi \cdot z_{i}\right\|^{2} \leq \phi(\xi) \quad \forall \xi$. Then $\forall t \geq 0$ :
$\sum\left\|\xi \cdot \sqrt{t z_{i}}\right\|^{2} \leq t \phi(\xi)$
and $q(t \phi) \geq \sum\left\|\hat{u}\left(\sqrt{t} z_{i}\right)\right\|^{2}=t \sum\left\|\hat{u}\left(z_{i}\right)\right\|^{2} \quad \forall x_{i}$
so it also holds for the supremum:
$q(t \phi) \geq t \sup \left\{\sum\left\|\hat{u}\left(z_{i}\right)\right\|^{2} \mid z_{\mathrm{i}} \in S \otimes \mathcal{X}, \sum\left\|\xi \cdot z_{\mathrm{i}}\right\|^{2} \leq \phi(\xi), \forall \xi\right\}=t q(\phi)$
On the other side $\forall t>0$ :

$$
t q(\phi)=t q\left(\frac{1}{t} t \phi\right) \geq t \frac{1}{t} q(t \phi)=q(t \phi)
$$

Both results give $t q(\phi)=q(t \phi) \quad \forall t>0$.
For $t=0, \sum\left\|\xi \cdot z_{i}\right\|^{2} \leq 0$ implies $z_{i}=0 \quad \forall i$ so $q(0)=0$ which implies that $q(t \phi)=t q(\phi)$ also holds for $t=0$.

Hence by Corollary 2.3 there is a linear form $f: \Lambda \mapsto \mathbb{R}$ such that

$$
\begin{equation*}
q(\phi) \leq f(\phi) \leq p(\phi) \quad \forall \phi \in \Lambda_{+} \tag{2.5}
\end{equation*}
$$

and actually $f(\phi) \leq p(\phi)$ holds $\forall \phi \in \Lambda$.
Let us denote by $\Lambda+i \Lambda=\{\lambda+i \mu \mid \lambda, \mu \in \Lambda\}$ the complexification of $\Lambda$. We can extend $f$ by linearity to a $\mathbb{C}$-linear form on $\Lambda+i \Lambda$ in the following way: $f: \Lambda+i \Lambda \mapsto \mathbb{C}, f(\lambda+i \mu)=f(\lambda)+i f(\mu) \quad \forall \lambda, \mu \in \Lambda$.
$f$ is $\mathbb{C}$-linear because $f((\lambda+i \mu)+(x+i y))=f((\lambda+x)+i(\mu+y))=f(\lambda+x)+$ $i f(\mu+y)=f(\lambda)+f(x)+i f(\mu)+i f(y)=f(\lambda+i \mu)+f(x+i y) \forall \lambda, \mu, x, y \in \Lambda$ and $f(c(\lambda+i \mu))=f(c \lambda+i c \mu)=f(c \lambda)+i f(c \mu)=c(f(\lambda)+i f(\mu))=$ $c f(\lambda+i \mu) \quad \forall \lambda, \mu \in \Lambda, \forall c \in \mathbb{C}$ and if $(\lambda+i \mu),(x+i y) \in \Lambda+i \Lambda$ then $(\lambda+i \mu)(x+i y)=\lambda x-\mu y+i(\mu x+\lambda y) \epsilon \Lambda+i \Lambda$.
Now we define $\mathcal{K}=\left\{g: I \mapsto \mathcal{H} \mid \xi \mapsto\|g(\xi)\|^{2} \in \Lambda\right\}$. This set is not empty. Take for example $x_{0} \in \mathcal{X}$ and define $g(\xi)=\xi\left(x_{0}\right) \quad \forall \xi \in I$. Then $\phi(\xi)=\|g(\xi)\|^{2}=\left\|\xi\left(x_{0}\right)\right\|^{2}$ satisfies $|\phi(\xi)|=\left\|\xi\left(x_{0}\right)\right\|^{2}$ so $\phi \epsilon \Lambda$.
Choose a $g$ and $g^{\prime} \in \mathcal{K}$ then $\phi: I \mapsto \mathbb{C}$ with $\phi(\xi)=\left\langle g(\xi), g^{\prime}(\xi)\right\rangle$ is in $\Lambda+i \Lambda$. Indeed, by Cauchy-Schwartz

$$
\begin{aligned}
& |\operatorname{Re} \phi| \leq|\phi(\xi)|=\left|\left\langle g(\xi), g^{\prime}(\xi)\right\rangle\right| \leq\|g(\xi)\|\left\|g^{\prime}(\xi)\right\| \\
& \quad \leq \frac{1}{2}\left(\|g(\xi)\|^{2}+\left\|g^{\prime}(\xi)\right\|^{2}\right) \leq\|g(\xi)\|^{2}+\left\|g^{\prime}(\xi)\right\|^{2} \\
& \quad \leq \sum\left\|\xi\left(x_{i}\right)\right\|^{2}+\sum\left\|\xi\left(y_{j}\right)\right\|^{2}
\end{aligned}
$$

for $x_{i}, y_{j} \in X$ and also $|\operatorname{Im} \phi| \leq \sum\left\|\xi\left(x_{i}\right)\right\|^{2}+\sum\left\|\xi\left(y_{j}\right)\right\|^{2}$. So $\operatorname{Re} \phi$ and $\operatorname{Im} \phi \epsilon \Lambda$ and this implies $\phi \in \Lambda+i \Lambda$. Now we can define

$$
\left\langle g, g^{\prime}\right\rangle=f(\phi)
$$

with $\phi(\xi)=\left\langle g(\xi), g^{\prime}(\xi)\right\rangle$. This is a semi-inner product on $\mathcal{K}$ :
$\left\langle g_{1}+g_{2}, g^{\prime}\right\rangle=f\left(\left\langle\left(g_{1}+g_{2}\right)(\cdot), g^{\prime}(\cdot)\right\rangle\right)=f\left(\left\langle g_{1}(\cdot)+g_{2}(\cdot), g^{\prime}(\cdot)\right\rangle\right)=f\left(\left\langle g_{1}(\cdot)\right.\right.$,
$\left.\left.g^{\prime}(\cdot)\right\rangle+\left\langle g_{2}(\cdot), g^{\prime}(\cdot)\right\rangle\right)=f\left(\left\langle g_{1}(\cdot), g^{\prime}(\cdot)\right\rangle\right)+f\left(\left\langle g_{2}(\cdot), g^{\prime}(\cdot)\right\rangle\right)=\left\langle g_{1}, g^{\prime}\right\rangle+\left\langle g_{2}, g^{\prime}\right\rangle$
$\left\langle\alpha g, g^{\prime}\right\rangle=f\left(\left\langle\alpha g(\cdot), g^{\prime}(\cdot)\right\rangle\right)=f\left(\alpha\left\langle g(\cdot), g^{\prime}(\cdot)\right\rangle\right)=\alpha f\left(\left\langle g(\cdot), g^{\prime}(\cdot)\right\rangle\right)=\alpha\left\langle g, g^{\prime}\right\rangle$
$\overline{\left\langle g, g^{\prime}\right\rangle}=\overline{f\left(\left\langle g(\cdot), g^{\prime}(\cdot)\right\rangle\right)}=f\left(\overline{\left\langle g(\cdot), g^{\prime}(\cdot)\right\rangle}\right)=f\left(\left\langle g^{\prime}(\cdot), g(\cdot)\right\rangle\right)=\left\langle g^{\prime}, g\right\rangle$
(because $\overline{f(\lambda+i \mu)}=\overline{f(\lambda)+i f(\mu)}=f(\lambda)-i f(\mu)=f(\lambda-i \mu)=f(\overline{\lambda+i \mu})$ )
$\langle g, g\rangle=f(\langle g(\cdot), g(\cdot)\rangle)=f\left(\|g(\cdot)\|^{2}\right)=f(\phi) \geq q(\phi) \geq \sum\left\|\hat{u}\left(z_{i}\right)\right\|^{2} \geq 0$
but $\langle g, g\rangle=0 \Rightarrow g=0$ does not hold in general.
The inequality of Cauchy-Schwartz also holds for semi-inner products :

$$
|\langle g, h\rangle| \leq \sqrt{\langle g, g\rangle} \sqrt{\langle h, h\rangle}
$$

so if $\langle g, g\rangle=0$ then also $\langle g, h\rangle=0 \quad \forall h \in \mathcal{K}$ and conversely $\langle g, h\rangle=$ $0 \forall h \in \mathcal{K}$ implies $\langle g, g\rangle=0$ (take $h=g$ )
Define $N=\{g \mid\langle g, g\rangle=0\}$ and $\tilde{\mathcal{K}}=\mathcal{K} / N=\{\tilde{g} \mid \tilde{g}=g+N\}$.
$N$ is a linear space: if $g \in N$ then $\alpha g \in N$ because $\langle\alpha g, \alpha g\rangle=\alpha \bar{\alpha}\langle g, g\rangle=0$ and if $g_{1}, g_{2} \in N$ then $\left\langle g_{1}+g_{2}, g_{1}+g_{2}\right\rangle=\left\langle g_{1}, g_{1}\right\rangle+\left\langle g_{1}, g_{2}\right\rangle+\left\langle g_{2}, g_{1}\right\rangle+$ $\left\langle g_{2}, g_{2}\right\rangle=0$ because of (*) so $g_{1}+g_{2} \epsilon N$.
$\langle\tilde{g}, \tilde{h}\rangle \stackrel{\text { def }}{=}\langle g, h\rangle$ for a $g \in \tilde{g}$ and a $h \in \tilde{h}$. This definition does not depend on the choice of $g$ and $h$. This is checked as follows:
Choose also $g_{1}, h_{1}$ such that $\langle\tilde{g}, \tilde{h}\rangle=\left\langle g_{1}, h_{1}\right\rangle$. Then $g-g_{1}=n \in N$ and $h-h_{1}=m \in N$ so $\left\langle g_{1}, h_{1}\right\rangle=\langle g-n, h-m\rangle=\langle g, h\rangle-\langle g, m\rangle-\langle n, h\rangle+$ $\langle n, m\rangle=\langle g, h\rangle$ because of (*).

If $0=\langle\tilde{g}, \tilde{g}\rangle=\langle g, g\rangle$ then $g \in N$ and $\bar{g}=g+N=N$ so $N$ is the zeroelement of $\tilde{\mathcal{K}}$.
After completing the space $\overline{\mathcal{K}}$ we obtain a Hilbert space $\hat{\mathcal{H}}$.
For $x \in \mathcal{X}$, let $\tilde{x} \in \tilde{\mathcal{K}}$ be defined by $\tilde{x}(\xi)=\xi(x)$. By the second inequality in (2.5) applied to $\phi$ with $\phi(\xi)=\|\tilde{x}(\xi)\|^{2}$ where $\xi \mapsto \phi(\xi)=\|\tilde{x}(\xi)\|^{2}=$ $\|\xi(x)\|^{2} \quad \epsilon \Lambda$ we have

$$
\langle\bar{x}, \tilde{x}\rangle=f(\phi) \leq p(\phi) \leq C^{2}\|x\|^{2}
$$

Let $\hat{x}$ be the equivalent class containing $\tilde{x}$. Then $\{\{x, \hat{x}\} \mid x \in \mathcal{X}\} \subset \mathcal{X}$ $\times \hat{\mathcal{H}}$ is the graph of a linear map $V_{1}: \mathcal{X} \mapsto \hat{\mathcal{H}}$ defined by

$$
V_{1} x=\hat{x}
$$

and $\left\|V_{1} x\right\|=\|\hat{x}\|=\|\tilde{x}\| \leq C\|x\|$ so $\left\|V_{1}\right\| \leq C$.
On the other hand, if we take $\phi(\xi)=\left\|\sum a_{i} \tilde{x}_{i}(\xi)\right\|^{2}$ then $\forall a_{i} \epsilon S, \forall x_{i} \in \mathcal{X}$

$$
\begin{aligned}
\phi(\xi) & =\left\|\sum a_{i} \tilde{x}_{i}(\xi)\right\|^{2}=\left\|\sum a_{i} \xi\left(x_{i}\right)\right\|^{2} \leq\left(\sum\left\|a_{i}\right\|\left\|\xi\left(x_{i}\right)\right\|\right)^{2} \\
& \leq \sum\left\|a_{i}\right\|^{2} \sum\left\|\xi\left(x_{i}\right)\right\|^{2}=\sum\left\|\xi\left(\sqrt{\alpha} x_{i}\right)\right\|^{2} \epsilon \Lambda
\end{aligned}
$$

(where $\alpha=\sum\left\|a_{i}\right\|^{2}$ ) and by the first inequality in (2.5) we have

$$
\begin{equation*}
\left\|\sum u\left(a_{i}\right) x_{i}\right\|^{2}=\left\|\hat{u}\left(\sum a_{i} \otimes x_{i}\right)\right\|^{2} \leq q(\phi) \leq f(\phi) \tag{2.6}
\end{equation*}
$$

and we will use this later.
We define

$$
\pi: B(\mathcal{H}) \mapsto B(\hat{\mathcal{H}})
$$

by setting

$$
\pi(a) \hat{g}=\widehat{a g}
$$

for $a \in B(\mathcal{H}), \pi(a) \in B(\mathcal{H}), g \in \mathcal{K}$ and this is a unit preserving *-representation. Let us check this and see that $\pi$ is well defined.
If $g \in \mathcal{K}$ then $\hat{g} \in \hat{\mathcal{H}}$ and $a g \in \mathcal{K} \quad \forall a \in \mathcal{H}$ :
$\xi \mapsto\|a g(\xi)\|^{2} \leq\|a\|^{2}\|g(\xi)\|^{2} \quad \epsilon \Lambda$ (because $\|a\|^{2} \in \mathbb{C}$ ).
Let $g, h \in \mathcal{K}$ and $\hat{g}=g+N=\hat{h}=h+N$. This implies $n=g-h \in N$ and $a n=a g-a h$ so $\langle a n, k\rangle=\left\langle n, a^{*} k\right\rangle=0 \quad \forall k \in \mathcal{K}$ and $a n \in N$. This means $\widehat{a g}=\widehat{a h}$. So if $\hat{g}=\hat{h}$ then $\widehat{a g}=\widehat{a h}$.
$\pi$ is unit preserving because $\pi(1) \hat{g}=\hat{g} \forall \hat{g} \in \hat{\mathcal{H}}$.
$\pi$ also is a $*$-representation because
$\pi(s t) \hat{g}=\widehat{s t g}=\widehat{s(t g)}=\pi(s) \hat{t g}=\pi(s) \pi(t) \hat{g}$ and
$\left\langle\pi\left(a^{*}\right) \hat{g}_{n}, \hat{h}_{n}\right\rangle=\left\langle\widehat{a^{*} g_{n}}, \hat{h}_{n}\right\rangle=\left\langle a^{*} g_{n}, h_{n}\right\rangle=f\left(\left\langle a^{*} g_{n}(\cdot), h_{n}(\cdot)\right\rangle\right)=f\left(\left\langle g_{n}(\cdot), a\right.\right.$
$\left.\left.h_{n}(\cdot)\right\rangle\right)=\left\langle g_{n}, a h_{n}\right\rangle=\left\langle\hat{g}_{n}, \widehat{a h_{n}}\right\rangle=\left\langle\hat{g}_{n}, \pi(a) \hat{h}_{n}\right\rangle=\left\langle\pi(a)^{*} \hat{g}_{n}, \hat{h}_{n}\right\rangle$
which implies $\pi\left(a^{*}\right) \hat{g}_{n}=\pi(a)^{*} \hat{g}_{n} \forall g_{n} \in \mathcal{K}$ and if $\hat{h}_{n} \rightarrow h$ for $n \rightarrow \infty$ and $\hat{g}_{n} \rightarrow g$ then follows $\pi\left(a^{*}\right) \hat{g}=\pi(a)^{*} \hat{g} \quad \forall g \in \hat{\mathcal{H}}$.
The last thing we have to check is that $\pi$ is bounded i.e. $\left\langle\pi(a) \hat{g}_{n}, \pi(a) \hat{g}_{n}\right\rangle \leq$ const. $\left\langle\hat{g}_{n}, \hat{g}_{n}\right\rangle \forall \hat{g}_{n}$. Then $\pi(a)$ can be extended by continuity to all of
$\hat{\mathcal{H}}$ and this extension is linear and bounded with the same bound. In this sense $\pi(a) \in B(\hat{\mathcal{H}})$.

$$
\begin{aligned}
& \left\langle\pi(a) \hat{g}_{n}, \pi(a) \hat{g}_{n}\right\rangle=\left\langle\widehat{a g_{n}}, \widehat{a g_{n}}\right\rangle=\left\langle a g_{n}, a g_{n}\right\rangle=f\left(\left\langle a g_{n}(\cdot), a g_{n}(\cdot)\right\rangle\right) \\
& \quad=f\left(\left\langle a^{*} a g_{n}(\cdot), g_{n}(\cdot)\right\rangle\right)=f\left(\left\langle\sqrt{\left.\left.a^{*} a g_{n}(\cdot), \sqrt{a^{*} a} g_{n}(\cdot)\right\rangle\right)}\right.\right. \\
& \quad=\left\|\sqrt{a^{*} a}\right\|^{2} f\left(\left\langle\frac{\sqrt{a^{*} a}}{\left\|\sqrt{a^{*} a}\right\|} g_{n}(\cdot), \frac{\sqrt{a^{*} a}}{\left\|\sqrt{a^{*} a}\right\|} g_{n}(\cdot)\right\rangle\right) \\
& \quad=\|a\|^{2} f\left(\left\langle b g_{n}(\cdot), b g_{n}(\cdot)\right\rangle\right)=\|a\|^{2} f\left(\left\langle g_{n}(\cdot), g_{n}(\cdot)\right\rangle\right) \\
& \quad-\|a\|^{2} f\left(\left\langle i \sqrt{1-b^{2}} g_{n}(\cdot), i \sqrt{1-b^{2}} g_{n}(\cdot)\right\rangle\right)=\|a\|^{2}\left\langle g_{n}, g_{n}\right\rangle \\
& \quad-\|a\|^{2}\left\langle i \sqrt{1-b^{2}} g_{n}, i \sqrt{1-b^{2}} g_{n}\right\rangle \leq\|a\|^{2}\left\langle g_{n}, g_{n}\right\rangle \\
& \quad=\|a\|^{2}\left\langle\hat{g}_{n}, \hat{g}_{n}\right\rangle
\end{aligned}
$$

where $b=\frac{\sqrt{a^{*} a}}{\left\|\sqrt{a^{*} \cdot}\right\|}$ so $b=b^{*}$ and $\|b\|=1$.
Because $a^{*} a \geq 0$ we can take the squareroot and $\left\|\sqrt{a^{*} a}\right\|^{2}=\|a\|^{2}$ and $\left\langle b g_{n}(\xi), b g_{n}(\xi)\right\rangle=\left\langle\left(b+i \sqrt{1-b^{2}}\right) g_{n}(\xi),\left(b+i \sqrt{1-b^{2}}\right) g_{n}(\xi)\right\rangle-\left\langle i \sqrt{1-b^{2}} g_{n}(\xi)\right.$, $\left.b g_{n}(\xi)\right\rangle-\left\langle b g_{n}(\xi), i \sqrt{1-b^{2}} g_{n}(\xi)\right\rangle-\left\langle i \sqrt{1-b^{2}} g_{n}(\xi), i \sqrt{1-b^{2}} g_{n}(\xi)\right\rangle=\left\langle g_{n}(\xi)\right.$, $\left.g_{n}(\xi)\right\rangle-\left\langle i \sqrt{1-b^{2}} g_{n}(\xi), i \sqrt{1-b^{2}} g_{n}(\xi)\right\rangle$ and this last inner product $\geq 0$. If $\hat{g}_{n} \rightarrow \hat{g}$ for $n \rightarrow \infty$ then $\langle\pi(a) \hat{g}, \pi(a) \hat{g}\rangle \leq\|a\|^{2}\|\hat{g}\|^{2}$ so $\pi(a) \in B(\mathcal{H})$.
By (2.6) follows $\left\|\sum u\left(a_{i}\right) x_{i}\right\|^{2} \leq f(\phi)=f\left(\left\|\sum a_{i} \tilde{x}_{i}\right\|^{2}\right)=\left\|\sum a_{i} \tilde{x}_{i}\right\|^{2}$ $=\left\|\sum a_{i} \hat{x}_{i}\right\|^{2}=\left\|\sum \pi\left(a_{i}\right) \tilde{x}_{i}\right\|^{2}=\left\|\sum \pi\left(a_{i}\right) V_{1} x_{i}\right\|^{2} \quad \forall a_{i} \epsilon S, x_{i} \in \mathcal{X}$ and $\sum \pi\left(a_{i}\right) V_{1} x_{i} \in \operatorname{span}\left(\pi(S) V_{1} \mathcal{X}\right)$ and $\sum u\left(a_{i}\right) x_{i} \in \mathcal{Y}$.
This allows us to define a linear map

$$
V_{2}: \overline{\operatorname{span}}\left(\pi(S) V_{1} \mathcal{X}\right) \mapsto \mathcal{Y}
$$

such that

$$
\begin{equation*}
\sum u\left(a_{i}\right) x_{i}=V_{2}\left(\sum \pi\left(a_{i}\right) V_{1} x_{i}\right) \tag{2.7}
\end{equation*}
$$

Finally, we can extend $V_{2}$ to an operator $V_{2}: \hat{\mathcal{H}} \mapsto \mathcal{Y}$ with norm $\leq 1$ by defining $V_{2}=0$ on $\left(\overline{\operatorname{span}}\left(\pi(S) V_{1} \mathcal{X}\right)^{\perp}=\hat{\mathcal{H}} \Theta \pi(S) V_{1} \mathcal{X}\right.$.
By omitting the sum and $x_{i}$ in (2.7) we get the required result (2.1).
The converse is easy:
because $\pi$ is a *-representation follows from the proof of Theorem 1.9, Lemma 3 that $\|\pi\| \leq 1$ and

$$
\begin{equation*}
\|\pi\|_{c b}=\sup _{n \geq 1}\left\|\pi_{n}\right\|=\sup _{n \geq 1} \sup _{\left(a_{i j}\right) \in \mathcal{M}_{n}(A)} \frac{\left\|\pi_{n}\left(\left(a_{i j}\right)\right)\right\|_{B\left(\mathcal{X}^{n}\right)}}{\left\|\left(a_{i j}\right)\right\|_{B\left(A^{n}\right)}} \leq 1 \tag{2.8}
\end{equation*}
$$

and so

$$
\|u\|_{c b} \leq\left\|V_{2}\right\|\|\pi\|_{c b}\left\|V_{1}\right\| \leq\left\|V_{2}\right\|\left\|V_{1}\right\|
$$

### 2.2 Completely bounded homomorphisms

Let us now go to the study of compressions of homomorphisms.
Let $\mathcal{X}$ be a Banach space, and let $\mathcal{E}_{2} \subset \mathcal{E}_{1} \subset \mathcal{X}$ be closed subspaces. Let $T: \mathcal{X}$ $\mapsto \mathcal{X}$ be a bounded operator and assume that $\mathcal{E}_{1}$ and $\mathcal{E}_{2}$ are $T$-invariant i.e. $T\left(\mathcal{E}_{1}\right) \subset \mathcal{E}_{1}$ and $T\left(\mathcal{E}_{2}\right) \subset \mathcal{E}_{2}$.
Then $\mathcal{E}_{1} / \mathcal{E}_{2}=\left\{\tilde{x} \mid \bar{x}=\left\{x+\mathcal{E}_{2}\right\}, x \in \mathcal{E}_{1}\right\}$ with

$$
\|\tilde{x}\|=\inf _{e \in \mathcal{E}_{2}}\|x+e\|
$$

This norm is well defined:
$\|\tilde{x}\| \geq 0$
$\|\tilde{x}\|=0=\inf _{e \epsilon \mathcal{E}_{2}}\|x+e\| \Rightarrow \exists e_{n} \in \mathcal{E}_{2}$ such that $x+e_{n} \rightarrow 0$ which means $e_{n} \rightarrow-x$ and this implies $x \in \mathcal{E}_{2}$ so $\tilde{x}=\tilde{0}$
if $c \in \mathbb{C}, \tilde{x}, \tilde{y} \in \mathcal{E}_{1} / \mathcal{E}_{2}$
$\|c \tilde{x}\|=\inf _{e \epsilon \mathcal{E}_{2}}\|c x+e\|=|c| \inf _{\frac{e}{c} \in \frac{1}{c} \varepsilon_{2}=\varepsilon_{2}}\left\|x+\frac{e}{c}\right\|=|c|\|\tilde{x}\|$
$\|\tilde{x}+\tilde{y}\|=\|(x+y)\|=\inf _{e \epsilon \mathcal{E}_{2}}\|x+y+e\| \leq\left\|x+e^{\prime}+y+e^{\prime \prime}\right\| \leq\left\|x+e^{\prime}\right\|+\left\|y+e^{\prime \prime}\right\|$
this holds $\forall e^{\prime}, e^{\prime \prime} \in \mathcal{E}_{2}$ so we can take the infimum, which implies $\|\tilde{x}+\tilde{y}\| \leq\|\tilde{x}\|+\|\tilde{y}\|$

Let $Q: \mathcal{E}_{1} \mapsto \mathcal{E}_{1} / \mathcal{E}_{2}$ be the canonical surjection defined by $Q(x)=\tilde{x}$ and let $\tilde{T} \in B\left(\mathcal{E}_{1} / \mathcal{E}_{2}\right)$ be such that $\tilde{T} Q=Q T_{\varepsilon_{1}}$. Then $\|Q(x)\|=\|\tilde{x}\|=\inf _{e \epsilon \varepsilon_{2}}$ $\|x+e\| \leq\|x\|$ so $\|Q\| \leq 1$ and we can make the following diagram:

and $\tilde{T} \tilde{x}=\tilde{T} Q x=Q T x=(T x) \quad \forall x \in \mathcal{E}_{1}$.
Then

$$
\begin{aligned}
& \|\tilde{T} \tilde{x}\|=\|(T x)\|=\inf _{e \in \mathcal{E}_{2}}\|T x+e\| \leq \inf _{e \in \mathcal{E}_{2}}\|T x+T e\| \\
& \quad \leq \inf _{e \in \mathcal{E}_{2}}\|T\|\|x+e\|=\|T\| \inf _{e \in \varepsilon_{2}}\|x+e\|=\|T\|\|\tilde{x}\|
\end{aligned}
$$

$\forall x \in \mathcal{E}_{1}$ so $\|\tilde{T}\|_{\mathcal{E}_{1} / \mathcal{E}_{2}} \leq\|T\|_{\varepsilon_{1}} \leq\|T\|_{\mathcal{X}}$.
This characterization brings us to the following proposition
Proposition 2.7: Let $\mathcal{A}$ be a Banach algebra and let $u: \mathcal{A} \mapsto B(\mathcal{X})$ be a bounded homomorphism, i.e. $u$ is bounded linear and

$$
\forall a, b \in A \quad u(a b)=u(a) u(b)
$$

Let $\mathcal{E}_{2} \subset \mathcal{E}_{1} \subset \mathcal{X}$ be closed subspaces and let $\mathcal{E}_{1}$ and $\mathcal{E}_{2}$ be $u$-invariant i.e. $\mathcal{E}_{1}$ and $\mathcal{E}_{2}$ are $u(a)$-invariant $\forall a \in \mathcal{A}$. Then the map $\tilde{u}: \mathcal{A} \mapsto B\left(\mathcal{E}_{1} / \mathcal{E}_{2}\right)$ defined by $\tilde{u}(a)=(u(a))$ is a homomorphism with $\|\tilde{u}\| \leq\|u\|$. Moreover, if $\mathcal{A}$ is a subalgebra of $B(\mathcal{H})$ (with $\mathcal{H}$ Hilbert) and if $u$ is c.b. then $\tilde{u}$ also is c.b. and $\|\tilde{u}\|_{c b} \leq\|u\|_{c b}$.

Proof: $\forall a, b \in \mathcal{A}$ we have

$$
\tilde{u}(a b) Q=Q u(a b)=Q u(a) u(b)=\tilde{u}(a) Q u(b)=\tilde{u}(a) \tilde{u}(b) Q
$$

which shows that $\tilde{u}$ also is a homomorphism.
We have seen before

$$
\|\tilde{u}(a)\|_{B\left(\varepsilon_{1} / \varepsilon_{2}\right)} \leq\|u(a)\|_{B\left(\varepsilon_{1}\right)} \leq\|u(a)\|_{B(\mathcal{X})}
$$

hence $\|\tilde{u}\| \leq\|u\|$.
Define $u_{n}: \overline{\mathcal{A}^{n}} \mapsto B\left(\mathcal{X}^{n}\right)$ as $u_{n}((A))=\left(u\left(a_{i j}\right)\right)$ where $A=\left(a_{i j}\right)_{i, j=1}^{n} \in \mathcal{A}^{n}$. Then

$$
\begin{aligned}
\|\tilde{u}\|_{c b} & =\sup _{n \geq 1}\left\|\tilde{u}_{n}\right\|=\sup _{n \geq 1} \sup _{\left(a_{i j}\right)} \frac{\left\|\tilde{u}_{n}\left(\left(a_{i j}\right)\right)\right\|_{B\left(\mathcal{E}_{1}^{n} / \varepsilon_{2}^{n}\right)}}{\left\|\left(a_{i j}\right)\right\|_{B\left(\mathcal{A}^{n}\right)}} \\
& =\sup _{n \geq 1} \sup _{\left.a_{i j}\right)} \frac{\left\|\left(\tilde{u}\left(a_{i j}\right)\right)\right\|_{B\left(\varepsilon_{1}^{n} / \varepsilon_{2}^{n}\right)}}{\left\|\left(a_{i j}\right)\right\|_{B\left(\mathcal{A}^{n}\right)}}
\end{aligned}
$$

Now apply the previous result by replacing $u$ by $\left(u\left(a_{i j}\right)\right), \mathcal{A}$ by $\mathcal{A}^{n}, \mathcal{X}$ by $\mathcal{X}^{n}, \mathcal{E}_{1}$ by $\mathcal{E}_{1}^{n}$ and $\mathcal{E}_{2}$ by $\mathcal{E}_{2}^{n}$. This implies $\left\|\tilde{u}_{n}\left(\left(a_{i j}\right)\right)\right\| \leq\left\|u_{n}\left(\left(a_{i j}\right)\right)\right\|$ $\forall\left(a_{i j}\right) \forall n$ and if we take the supremum over ( $a_{i j}$ ) and $n \geq 1$ we get:

$$
\begin{aligned}
&\|\tilde{u}\|_{c b} \leq \sup _{n \geq 1} \sup _{\left(a_{i j}\right)} \frac{\left\|u_{n}\left(\left(a_{i j}\right)\right)\right\|_{B\left(\varepsilon_{i}^{n}\right)}}{\left\|\left(a_{i j}\right)\right\|_{B\left(A^{n}\right)}} \\
& \quad \leq \sup _{n \geq 1\left(a_{i j}\right)} \frac{\left\|u_{n}\left(\left(a_{i j}\right)\right)\right\|_{B\left(\mathcal{X}^{n}\right)}}{\left\|\left(a_{i j}\right)\right\|_{B\left(\mathcal{A}^{n}\right)}}=\|u\|_{c b}
\end{aligned}
$$

$\tilde{u}$ will be called the compression of $u$ to $\mathcal{E}_{1} / \mathcal{E}_{2}$.
Remark: If $\mathcal{A} \subset B(\mathcal{H})$ and if $u: \mathcal{A} \mapsto B(\mathcal{G})(\mathcal{G}$ Hilbert) is the restriction to $\mathcal{A}$ of a $*$-representation $\pi: B(\mathcal{H}) \mapsto B(\mathcal{G})$, then we have

$$
\|\tilde{u}\|_{c b} \leq\|u\|_{c b} \leq\|\pi\|_{c b} \leq 1
$$

Indeed, the first inequality follows by Proposition 2.7. If we define $u_{n}$ as above and $\pi_{n}$ in the same way we get

$$
\begin{aligned}
& \|u\|_{c b}=\sup _{n \geq 1}\left\|u_{n}\right\|=\sup _{n \geq 1} \sup _{\left(a_{i j}\right) \in \mathcal{A}^{n}} \frac{\left\|u_{n}\left(\left(a_{i j}\right)\right)\right\|}{\left\|\left(a_{i j}\right)\right\|} \\
& \quad \leq \sup _{n \geq 1} \sup _{\left(a_{i j}\right) \in B\left(\mathcal{H}^{n}\right)} \frac{\left\|\pi_{n}\left(\left(a_{i j}\right)\right)\right\|}{\left\|\left(a_{i j}\right)\right\|}=\|\pi\|_{c b}
\end{aligned}
$$

which explains the second inequality.
We have seen in (2.8) that $\|\pi\|_{c b} \leq 1$.
Proposition 2.8: Let $\mathcal{A}$ be a Banach algebra. Let $\mathcal{X}, \mathcal{Z}$ be two Banach spaces, let $\pi: \mathcal{A} \mapsto B(\mathcal{Z})$ be a bounded homomorphism, and let $w_{1}: \mathcal{X} \mapsto \mathcal{Z}$ and $w_{2}: \mathcal{Z} \mapsto \mathcal{X}$ be operators such that $w_{2} w_{1}=I_{\mathcal{X}}$. Assume that the map $u: \mathcal{A} \mapsto B(\mathcal{X})$ defined by

$$
u(a)=w_{2} \pi(a) w_{1} \quad \forall a \in \mathcal{A}
$$

is a homomorphism. Then $u$ is similar to a compression of $\pi$. More precisely, there are $\pi$-invariant subspaces $\mathcal{E}_{2} \subset \mathcal{E}_{1} \subset \mathcal{Z}$ and an isomorphism $S: \mathcal{X} \mapsto \mathcal{E}_{1} / \mathcal{E}_{2}$ such that

$$
\|S\|\left\|S^{-1}\right\| \leq\left\|w_{1}\right\|\left\|w_{2}\right\|
$$

and such that the compression $\tilde{\pi}$ of $\pi$ to $\mathcal{E}_{1} / \mathcal{E}_{2}$ satisfies

$$
u(a)=S^{-1} \tilde{\pi}(a) S \quad \forall a \in \mathcal{A}
$$

## Proof: Let

$$
\mathcal{E}_{1}=\overline{\operatorname{span}}\left[w_{1}(\mathcal{X}), \bigcup_{a \in \mathcal{A}} \pi(a) w_{1}(\mathcal{X})\right]
$$

By definition $\mathcal{E}_{1}$ is a closed subspace of $\mathcal{Z}$. $\mathcal{E}_{1}$ also is $\pi$-invariant. This is checked as follows :
An element $y$ of $\mathcal{E}_{1}$ can be written as

$$
y=\lim _{n \rightarrow \infty}\left(w_{1}\left(x_{n}\right)+\sum_{i} \pi\left(a_{i n}\right) w_{1}\left(x_{i n}\right)\right)
$$

for some $x_{n}, x_{i n} \in \mathcal{X}, a_{i n} \in \mathcal{A}$ because $b_{1} w_{1}\left(x_{1}\right)+\cdots+b_{n} w_{n}\left(x_{n}\right)=$ $w_{1}\left(b_{1} x_{1}+\cdots+b_{n} x_{n}\right)=w_{1}\left(x_{n}\right)$ and $\forall b \in \mathcal{A}$

$$
\begin{aligned}
\pi(b) y & =\lim _{n \rightarrow \infty}\left(\pi(b) w_{1}\left(x_{n}\right)+\pi(b) \sum_{i} \pi\left(a_{i n}\right) w_{1}\left(x_{i n}\right)\right) \\
& =\lim _{n \rightarrow \infty}\left(\pi(b) w_{1}\left(x_{n}\right)+\sum_{i} \pi\left(b a_{i n}\right) w_{1}\left(x_{i n}\right)\right) \epsilon \mathcal{E}_{1}
\end{aligned}
$$

Let $\mathcal{E}_{2}=\mathcal{E}_{1} \cap \operatorname{ker}\left(w_{2}\right)$ then $\mathcal{E}_{2} \subset \mathcal{E}_{1} \subset \mathcal{Z}$. We claim that $\mathcal{E}_{2}$ also is $\pi$-invariant. Indeed, consider $z \in \mathcal{E}_{1}$ such that $w_{2}(z)=0$. In the same way as above we can write $z$ as

$$
z=\lim _{n \rightarrow \infty}\left(w_{1}\left(x_{n}\right)+\sum_{i} \pi\left(a_{i n}\right) w_{1}\left(x_{i n}\right)\right)
$$

Then because $w_{2}(z)=0, w_{2} w_{1}=I_{\mathcal{X}}$ and $u(a)=w_{2} \pi(a) w_{1}$

$$
\begin{align*}
0= & w_{2}(z)=\lim _{n \rightarrow \infty}\left(w_{2} w_{1}\left(x_{n}\right)+\sum_{i} w_{2} \pi\left(a_{i n}\right) w_{1}\left(x_{i n}\right)\right) \\
& =\lim _{n \rightarrow \infty}\left(x_{n}+\sum_{i} u\left(a_{i n}\right) x_{i n}\right) \quad(*) \tag{*}
\end{align*}
$$

Hence for all $a \in \mathcal{A}$

$$
\begin{aligned}
\pi(a) z & =\lim _{n \rightarrow \infty}\left(\pi(a) w_{1} x_{n}+\sum_{i} \pi(a) \pi\left(a_{i n}\right) w_{1}\left(x_{i n}\right)\right) \\
& =\lim _{n \rightarrow \infty}\left(\pi(a) w_{1} x_{n}+\sum_{i} \pi\left(a a_{i n}\right) w_{1}\left(x_{i n}\right)\right)
\end{aligned}
$$

and so

$$
\begin{gathered}
w_{2} \pi(a) z=\lim _{n \rightarrow \infty}\left(w_{2} \pi(a) w_{1} x_{n}+\sum_{i} w_{2} \pi\left(a a_{i n}\right) w_{1}\left(x_{i n}\right)\right) \\
=\lim _{n \rightarrow \infty}\left(u(a) x_{n}+\sum_{i} u\left(a a_{i n}\right) x_{i n}\right) \\
=\lim _{n \rightarrow \infty}\left(u(a) x_{n}+\sum_{i} u(a) u\left(a_{i n}\right) x_{i n}\right) \\
=\lim _{n \rightarrow \infty} u(a)\left(x_{n}+\sum_{i} u\left(a_{i n}\right) x_{i n}\right)=0
\end{gathered}
$$

because of (*). Since $z \in \mathcal{E}_{1}, \pi(a) z$ also is in $\mathcal{E}_{1}$ and $w_{2} \pi(a) z=0$ which means that $\pi(a) z \in \operatorname{ker}\left(w_{2}\right)$. This implies that $\pi(a) z \in \mathcal{E}_{2} \forall a$ and proves the claim.
Let $Q: \mathcal{E}_{1} \mapsto \mathcal{E}_{1} / \mathcal{E}_{2}$ be the canonical surjection. Define $S=Q w_{1}: \mathcal{X}$ $\mapsto \mathcal{E}_{1} / \mathcal{E}_{2}$ by

$$
S(x)=Q w_{1}(x) \quad \forall x \in \mathcal{X}
$$

$w_{2 \varepsilon_{1}}: \mathcal{E}_{1} \mapsto \mathcal{X}$ is surjective. Take a $x \in \mathcal{X}$, then $y:=w_{1}(x) \in \mathcal{E}_{1}$ and since $w_{2} w_{1}=I_{\mathcal{X}} \quad w_{2}(y)=x$. So for every $x \in \mathcal{X} \exists y \in \mathcal{E}_{1}$ such that $w_{2}(y)=x$. Now there is a unique isomorphism $R: \mathcal{E}_{1} / \mathcal{E}_{2} \mapsto \mathcal{X}$ with $\|R\| \leq\left\|w_{2}\right\|$ namely $R(\tilde{x})=w_{2}\left(x+\mathcal{E}_{2}\right)=w_{2}\left(x+\operatorname{ker} w_{2}\right)\left(\tilde{x}=x+\mathcal{E}_{2} \subset x+\operatorname{ker} w_{2}\right)$ since for $e \in \mathcal{E}_{2}\|R(\tilde{x})\|=\left\|w_{2}(x+e)\right\| \leq\left\|w_{2}\right\|\|x+e\|$ so $\|R \tilde{x}\| \leq\left\|w_{2}\right\|\|\tilde{x}\|$ such that $R Q=w_{\left.2\right|_{\varepsilon_{1}}}$. Then we have $R Q w_{1}=w_{2} w_{1}=I_{\mathcal{X}}$ hence $R S=I \mathcal{X}$. This implies that $R$ is surjective. $R$ also is injective: $0=R(\tilde{x})=w_{2}\left(x_{0}+\operatorname{ker}_{2 \mid \varepsilon_{1}}\right) \Longrightarrow x_{0}+\operatorname{kerw}_{2 \mid \varepsilon_{1}} \epsilon \operatorname{kerw}_{2}$ also $x_{0}+\operatorname{kerw}_{2 \mid \varepsilon_{1}} \in \mathcal{E}_{1}$ so $x_{0}+\operatorname{kerw}_{2 \mid \varepsilon_{1}} \in \mathcal{E}_{2}$ and this implies $\tilde{x}=\tilde{0}$.
Surjective and injective is the same as invertible and since $R S=I_{\mathcal{X}}, R^{-1}=$ $S$. This implies that $S$ also is invertible and $S^{-1}=R$. Moreover we have

$$
\|S\|\left\|S^{-1}\right\|=\left\|Q w_{1}\right\|\|R\| \leq\left\|w_{1}\right\|\left\|w_{2}\right\|
$$

and

$$
\begin{aligned}
S^{-1} & \tilde{\pi}(a) S=S^{-1} \tilde{\pi}(a) Q w_{1} \\
& =R Q \pi(a) w_{1} \\
& =w_{2} \pi(a) w_{1} \\
& =u(a) \quad \forall a \in \mathcal{A}
\end{aligned}
$$

We now come to a theorem which we will need to prove Theorem 2.1
Theorem 2.9: Let $\mathcal{H}, \mathcal{K}$ be Hilbert spaces. Let $\mathcal{A} \subset B(\mathcal{H})$ be a subalgebra containing a unit 1 and let $u: \mathcal{A} \mapsto B(\mathcal{K})$ be a bounded homomorphism with $u(1)=I_{\mathcal{K}}$. Let $K$ be any constant. The following are equivalent:
(i) The map $u$ is c.b. with $\|u\|_{c b} \leq K$
(ii) There is an isomorphism $R: \overline{\mathcal{K}} \mapsto \mathcal{K}$ with $\|R\|\left\|R^{-1}\right\| \leq K$ such that the map $a \mapsto R^{-1} u(a) R$ is c.b. with c.b. norm $\leq 1$.

Proof: (ii) $\Rightarrow$ (i): Let $v(a)=R^{-1} u(a) R$ with $\|R\|\left\|R^{-1}\right\| \leq K$ and $\|v\|_{c b} \leq 1$. Then $u(a)=R v(a) R^{-1}$ and let $v_{n}: \mathcal{A}^{n} \mapsto B\left(\mathcal{K}^{n}\right)$ defined by $v_{n}(A)=$ $\left(v\left(a_{i j}\right)\right)$ for $A=\left(a_{i j}\right)_{i, j=1}^{n} \in \mathcal{A}^{n}$.
Then $u_{n}\left(a_{i j}\right)=\left(\begin{array}{ccc}{ }^{R} & & 0 \\ & \ddots & \\ 0 & & R\end{array}\right) v_{n}\left(a_{i j}\right)\left(\begin{array}{ccc}R^{-1} & & 0 \\ & \ddots & \\ 0 & & R^{-1}\end{array}\right)$
so $\|u\|_{c b} \leq \sup _{n \geq 1} \sup _{\left(a_{i j}\right) \in \mathcal{A}^{n}} \frac{\|R\|\left\|v_{n}\left(a_{i j}\right)\right\|\left\|R^{-1}\right\|}{\left\|\left(a_{i j}\right)\right\|}$
$\leq\|R\|\|v\|_{c b}\left\|R^{-1}\right\| \leq K$.
(i) $\Rightarrow$ (ii): Assume (i). By Theorem 2.4 with $S=\mathcal{A}$ and $\mathcal{X}=\mathcal{Y}=\mathcal{K}$ there is a Hilbert space $\hat{\mathcal{H}}$, a $*$-representation $\pi: B(\mathcal{H}) \mapsto B(\hat{\mathcal{H}})$ with $\pi(1)=1$ and operators $w_{1}: \mathcal{K} \mapsto \hat{\mathcal{H}}$ and $w_{2}: \hat{\mathcal{H}} \mapsto \mathcal{K}$ with $\left\|w_{1}\right\|\left\|w_{2}\right\| \leq\|u\|_{c b}$ such that

$$
u(a)=w_{1} \pi(a) w_{2} \quad \forall a \in \mathcal{A}
$$

By definition of *-representations $\pi_{\left.\right|_{A}}$ is a homomorphism and this implies $u(a)$ also is a homomorphism. $I_{\mathcal{K}}=u(1)=w_{1} \pi(1) w_{2}=w_{1} w_{2}$ so we can apply the preceding result for $\mathcal{X}=\mathcal{K}$ and $\mathcal{Z}=\mathcal{H}: u$ is similar to a compression $\tilde{\pi}$ of $\pi_{\left.\right|_{A}}$ or in other words

$$
u(a)=R \tilde{\pi}(a) R^{-1} \quad \forall a \in \mathcal{A}
$$

and $\|R\|\left\|R^{-1}\right\| \leq\left\|w_{1}\right\|\left\|w_{2}\right\|$.
But $\left\|w_{1}\right\|\left\|w_{2}\right\| \leq\|u\|_{c b} \leq K$ and this implies $\|R\|\left\|R^{-1}\right\| \leq K$. By Proposition $2.7\|\tilde{\pi}\|_{c b} \leq\|\pi\|_{c b} \leq 1$ and

$$
\tilde{\pi}(a)=R^{-1} u(a) R
$$

so the map $a \mapsto R^{-1} u(a) R$ is c.b with c.b. norm $\leq 1$.

### 2.3 Proof of Theorem 2.1

We can apply the preceding result to Theorem 2.1 which we wanted to prove. Assume $T$ is c.pol.b. then the homomorphism $P \mapsto P(T)$ where $P$ is a polynomial defines a completely bounded homomorphism $u_{T}\left(u_{T}(P)=P(T)\right.$ ) from the disc algebra $\mathcal{A}$ into $B(\mathcal{H})$. Indeed, $T$ is c.pol.b. means $\exists K$ such that $\forall n$ and $\forall n \times n$ matrices $\left(P_{i j}\right)$ with polynomial entries we have

$$
\left\|\left(P_{i j}(T)\right)\right\|_{B\left(\mathcal{H}^{n}\right)} \leq K \sup _{|z| \leq 1}\left\|\left(P_{i j}(z)\right)\right\|_{B\left(C^{n}\right)}
$$

Define $u_{T n}: \mathcal{A}^{n} \mapsto B\left(\mathcal{H}^{n}\right)$ as $u_{T n}\left(\left(P_{i j}\right)\right)=\left(u_{T}\left(P_{i j}\right)\right)$ then

$$
\begin{aligned}
& \left\|u_{T}\right\|_{c b}=\sup _{n \geq 1}\left\|u_{T n}\right\|=\sup _{n \geq 1} \sup _{\left(P_{i j}\right)} \frac{\left\|u_{T n}\left(\left(P_{i j}\right)\right)\right\|_{B\left(\mathcal{H}^{n}\right)}}{\left\|\left(P_{i j}\right)\right\|_{\mathcal{A}^{n}}} \\
& \quad=\sup _{n \geq 1} \sup _{\left(P_{i j}\right)} \frac{\left\|\left(u_{T}\left(P_{i j}\right)\right)\right\|_{B\left(\mathcal{H}^{n}\right)}}{\left\|\left(P_{i j}\right)\right\|_{\mathcal{A}^{n}}}=\sup _{n \geq 1} \sup _{P_{i j}} \frac{\left\|\left(P_{i j}(T)\right)\right\|_{B\left(\mathcal{H}^{n}\right)}}{\left\|\left(P_{i j}\right)\right\|_{\mathcal{A}^{n}}} \\
& \quad \leq \sup _{n \geq 1\left(P_{i j}\right)} \frac{K \sup _{|z| \leq 1}\left\|\left(P_{i j}(z)\right)\right\|_{B\left(C^{n}\right)}}{\left\|\left(P_{i j}\right)\right\|_{\mathcal{A}^{n}}} \\
& \quad=\sup _{n \geq 1\left(P_{i j}\right)} \frac{K \sup _{|z| \leq 1}\left\|\left(P_{i j}(z)\right)\right\|_{B\left(C^{n}\right)}}{\sup _{|z| \leq 1} \frac{\left\|\left(P_{i j}(z)\right)\right\|_{B\left(C^{n}\right)}}{\|z\|_{B(C)}}} \\
& \quad \leq K
\end{aligned}
$$

which means that $u_{T}$ is c.b. with $\left\|u_{T}\right\|_{c b} \leq K$.
By Theorem 2.9 there is an isomorphism $R: \mathcal{K} \mapsto \mathcal{K}$ with $\|R\|\left\|R^{-1}\right\| \leq K$ such that the map $P \mapsto R^{-1} u_{T}(P) R$ is c.b. with $\left\|R^{-1} u_{T} R\right\|_{c b} \leq 1$. Take $P=I$ the identity then $u_{T}(I)=I(T)=T$ and

$$
\left\|R^{-1} T R\right\|=\left\|R^{-1} u_{T}(I) R\right\| \leq\left\|R^{-1} u_{T} R\right\|_{c b} \leq 1
$$

so $T$ is similar to a contraction.

## Appendix A

Dilation theorem: Let $T: \mathcal{H} \mapsto \mathcal{H}$ be a contraction. Then there is a Hilbert space $\tilde{\mathcal{H}}$ containing $\mathcal{H}$ isometrically as a subspace and a unitary operator $U: \tilde{\mathcal{H}} \mapsto \tilde{\mathcal{H}}$ such that $\forall n \geq 0 \quad T^{n}=P_{\mathcal{H}} U_{\mid \mathcal{H}}^{n}$
(where $P_{\mathcal{H}}$ is the projection on $\mathcal{H}$ ).
When this holds, $U$ is called a unitary dilation of $T$ (one also says that $U$ dilates $T$ ).

Proof: For any $n$ in $Z$ let $\mathcal{H}_{n}=\mathcal{H}$, and consider the Hilbertian direct sum $\tilde{\mathcal{H}}=\oplus_{n \varepsilon} Z \mathcal{H}_{n}=\left(\begin{array}{c}\vdots \\ \underset{\mathcal{K}}{ } \\ \vdots\end{array}\right)$ On $\tilde{\mathcal{H}}$ we introduce the operator $U: \tilde{\mathcal{H}} \mapsto \tilde{\mathcal{H}}$ defined by the following matrix with operator coefficients

$$
U=\left(\begin{array}{ccccccccc}
\ddots & & & & & & & & \\
\ddots & I & & & & & & \\
& 0 & I & & & & O & \\
& & 0 & D_{T} & -T^{*} & & & \\
& & & T & D_{T^{*}} & & & \\
\bigcirc & & & & 0 & I & & \\
& & & & & 0 & I & \\
& & & & & & \ddots & \ddots
\end{array}\right)
$$

where $T$ stands as the $(0,0)$-entry and $D_{T}=\left(1-T^{*} T\right)^{1 / 2}$ and $D_{T^{*}}=\left(1-T T^{*}\right)^{1 / 2}$. Equivalent any $\left(h_{n}\right)_{n \in Z}$ is mapped into $U\left[\left(h_{n}\right)_{n \in Z}\right]$ $=\left(h_{n}^{\prime}\right)_{n \in Z}$ with $h_{n}^{\prime}$ defined by

$$
(*) h_{n}^{\prime}= \begin{cases}h_{n+1} & \text { if } n \notin\{-1,0\} \\ D_{T} h_{0}-T^{*} h_{1} & \text { if } n=-1 \\ T h_{0}+D_{T} \cdot h_{1} & \text { if } n=0\end{cases}
$$

We identify $\mathcal{H}$ with $\mathcal{H}_{0} \subset \tilde{\mathcal{H}}$ so that we have $P_{\mathcal{H}} U_{\text {|耳 }}=T$ and more generally $P_{\mathcal{H}} U_{\left.\right|_{\mathcal{H}}}^{n}=T^{n}$ for all $n \geq 0$ (note that $U$ has a triangular form, so the diagonal coefficients of $U^{n}$ are the obvious ones).
We claim that for all $\left(h_{n}\right)_{n \in Z}$ in $\tilde{\mathcal{H}}$ and $\left(h_{n}^{\prime}\right)_{n \in Z}=U\left[\left(h_{n}\right)_{n \in Z}\right]$ as above we have

$$
\left\|h_{-1}^{\prime}\right\|^{2}+\left\|h_{0}^{\prime}\right\|^{2}=\left\|h_{0}\right\|^{2}+\left\|h_{1}\right\|^{2}
$$

Indeed, first note the following identities

$$
T^{*} D_{T^{*}}=D_{T} T^{*} \quad\left(\text { and } T D_{T}=D_{T^{*}} T\right)
$$

Note that $D_{T^{*}}=f\left(T T^{*}\right)$ and $D_{T}=f\left(T^{*} T\right)$ with $f$ continuous. By Stone-Weierstra $\beta$ we can write $f$ as the uniform limit of polynomials $P_{n}: D_{T^{*}}=f\left(T T^{*}\right)=\lim P_{n}\left(T T^{*}\right)$. Then we have
$T^{*} D_{T^{*}}=T^{*} \lim P_{n}\left(T T^{*}\right)=T^{*} \lim \sum a_{n}\left(T T^{*}\right)^{n}=\lim T^{*} \sum a_{n}\left(T T^{*}\right)^{n}$ $=\lim \sum a_{n}\left(T^{*} T\right)^{n} T^{*}=\lim P_{n}\left(T^{*} T\right) T^{*}=D_{T} T^{*}$
(and analogous $T D_{T}=D_{T} \cdot T$ ).
Then we can develope $\left\|h_{-1}^{\prime}\right\|^{2}+\left\|h_{0}^{\prime}\right\|^{2}$ using (*):
$\left\|h_{-1}^{\prime}\right\|^{2}+\left\|h_{0}^{\prime}\right\|^{2}=\left\|D_{T} h_{0}-T^{*} h_{1}\right\|^{2}+\left\|T h_{0}+D_{T^{*}} h_{1}\right\|^{2}=$ $\left\langle D_{T} h_{0}-T^{*} h_{1}, D_{T} h_{0}-T^{*} h_{1}\right\rangle+\left\langle T h_{0}+D_{T} \cdot h_{1}, T h_{0}+D_{T^{*}} h_{1}\right\rangle=\langle(1-$ $\left.\left.T^{*} T\right) h_{0}, h_{0}\right\rangle-\left\langle D_{T} T^{*} h_{1}, h_{0}\right\rangle-\left\langle T D_{T} h_{0}, h_{1}\right\rangle+\left\langle T T^{*} h_{1}, h_{1}\right\rangle+\left\langle T^{*} T h_{0}, h_{0}\right\rangle$ $+\left\langle T^{*} D_{T^{*}} h_{1}, h_{0}\right\rangle+\left\langle D_{T^{*}} T h_{0}, h_{1}\right\rangle+\left\langle\left(1-T T^{*}\right) h_{1}, h_{1}\right\rangle=\left\|h_{0}\right\|^{2}+$ $\left\|h_{1}\right\|^{2}$.

As a consequence, we find that $U$ is an isometry. Moreover $U$ is surjective since it is easy to invert $U$. Given $h^{\prime}=\left(h_{n}^{\prime}\right)_{n \epsilon Z}$ in $\tilde{\mathcal{H}}$, we have $h^{\prime}=U h$ with $h=\left(h_{n}\right)_{n \in Z}$ defined by $h_{n}=h_{n-1}^{\prime}$ if $n \notin\{0,1\}, h_{0}=D_{T} h_{-1}^{\prime}+$ $T^{*} h_{0}^{\prime}$ and $h_{1}=-T h_{-1}^{\prime}+D_{T} h_{0}^{\prime}$. Equivalently it is clear that $U$ is invertible from the following identity for $2 \times 2$ matrices with operator entries

$$
\begin{gathered}
\left(\begin{array}{cc}
I & 0 \\
0 & I
\end{array}\right)=\left(\begin{array}{cc}
D_{T} & -T^{*} \\
T & D_{T^{*}}
\end{array}\right)\left(\begin{array}{cc}
D_{T} & T^{*} \\
-T & D_{T^{*}}
\end{array}\right) \\
=\left(\begin{array}{cc}
D_{T} & T^{*} \\
-T & D_{T^{*}}
\end{array}\right)\left(\begin{array}{cc}
D_{T} & -T^{*} \\
T & D_{T^{*}}
\end{array}\right)
\end{gathered}
$$

Therefor we conclude that $U$ is a surjective isometry, hence a unitary operator.

Von Neumann's inequality: Let $C$ be a contraction in $\mathcal{H}$. Then

$$
\|p(C)\| \leq \sup _{|z|=1}|p(z)|
$$

$\forall$ polynomials $p$.
Proof: First we will prove this for a unitary operator $U$ on $K$.
$U f=\int_{0}^{2 \pi} e^{i t} \mathrm{~d} E(t) f=\lim \sum e^{i t_{j}}\left(E\left(t_{j}\right)-E\left(t_{j-1}\right)\right) f, \quad E(t): R \mapsto L(K)$ $E(t)$ is a projection so $E^{*}(t)=E(t)$ and $E(t)^{2}=E(t) . E(t) E(s)=E(s)$ $E(t)=E_{\min }(t, s)$. You can also write $E(t)=\lim _{s \not t t} E(s)$. It's easy to see that $E(t)=I$ if $t>2 \pi$ and $E(t)=0$ if $t<0$.
Now you can write $p(U) f$ as $\int_{0}^{2 \pi} p\left(e^{i t}\right) \mathrm{d} E(t) f$ and

$$
\begin{aligned}
& \|p(U) f\| \leq \int_{0}^{2 \pi}\left|p\left(e^{i t}\right)\right| \mathrm{d} E(t) f \leq \sup _{t \in[0,2 \pi]}\left|p\left(e^{i t}\right)\right|\left\|\int_{0}^{2 \pi} 1 \mathrm{~d} E(t) f\right\|= \\
& \quad=\sup _{t \in[0,2 \pi]}\left|p\left(e^{i t}\right)\|E(2 \pi) f-E(0) f\|=\sup _{t \in[0,2 \pi]}\right| p\left(e^{i t}\right) \mid\|f\|
\end{aligned}
$$

So $\|p(U)\| \leq \sup _{|z|=1}|p(z)| \quad \forall$ polynomials $p$.
Now take $C$ a contraction. By the Dilationtheorem there is a Hilbert space $\tilde{\mathcal{H}}$ containing $\mathcal{H}$ isometrically as a subspace and a unitary operator $U: \overline{\mathcal{H}} \mapsto \tilde{\mathcal{H}}$ such that $\forall n \geq 0 \quad C^{n}=P_{\mathcal{H}} U_{\left.\right|_{\mathcal{H}}}^{n}$.
From this follows:

$$
\|p(C)\|=\left\|P_{\mathcal{H}} p(U)_{\mid \mathcal{H}}\right\| \leq\|p(U)\| \leq \sup _{|z|=1}|p(z)|
$$

$\forall$ polynomials $p$.

## Appendix B

Definition: A space $A$
(a) is called an algebra over $\mathbb{C}$ if $A$ is a linear space over $\mathbb{C}$
there is a multiplication with properties:

$$
(x y) z=x(y z)
$$

$$
\lambda(x y)=(\lambda x) y=x(\lambda y)
$$

$$
x(y+z)=x y+x z ;(y+z) x=y x+z x \quad \forall x, y, z \in A, \lambda \in \mathbb{C}
$$

(b) is called commutative if $\forall x, y \in A \quad x y=y x$.
(c) has a unit if $\exists e \in A$ such that $e a=a e=a \quad \forall a \in A$.
(d) is normed if there is a norm \|\| on $A$ with $\forall x, y \in A$ $\|x y\| \leq\|x\|\|y\|$.
(e) is called a Banach algebra if $A$ is an algebra and $(A,\| \|)$ is complete.
(f) is called a $*$-algebra if $A$ is an algebra and $\exists *: A \mapsto A$ with properties:

$$
\left(x^{*}\right)^{*}=x
$$

$$
(x+y)^{*}=x^{*}+y^{*}
$$

$$
(\lambda x)^{*}=\bar{\lambda} x^{*}
$$

$$
(x y)^{*}=y^{*} x^{*} \quad \forall x, y \in A, \lambda \in \mathbb{C} .
$$

(g) is unitary if $A$ is a *-algebra with unit and $\forall u \in A \quad u^{*} u=u u^{*}=e$.
(h) is selfadjoint if $A$ is a *-algebra and $x^{*}=x \quad \forall x \in A$.
(j) is called a Banach*-algebra if
(i) $A$ is a Banach space
(ii) $A$ is a *-algebra
(iii) $\forall x \in A \quad\left\|x^{*}\right\|=\|x\|$.
(k) is called a $C^{*}$-algebra if $A$ is a Banach*-algebra and $\forall x \epsilon A$ $\left\|x x^{*}\right\|=\|x\|^{2}$.

Examples: There are some examples of $C^{*}$-algebras which we used in this essay. These are:
$B(\mathcal{H}), \mathcal{C}(\partial \mathbb{D})$ and the disc algebra $\mathcal{A}$
Definition: A map $\phi: A \mapsto B$ is called
(a) a homomorphism if
$\phi(x+y)=\phi(x)+\phi(y)$
$\phi(\lambda x)=\lambda \phi(x)$
$\phi(x y)=\phi(x) \phi(y) \quad \forall x, y \in A, \lambda \in \mathbb{C}$.
(b) a *-homomorphism if
(i) $\phi$ is a homomorphism
(ii) $\phi\left(x^{*}\right)=\phi(x)^{*} \quad \forall x \in A$.

Definition: (a) A map $\pi: G \mapsto B(\mathcal{H})$ where $G$ is a group and $\mathcal{H}$ a Hilbert space is called a representation if
$\pi(1)=I$
$\pi(s t)=\pi(s) \pi(t)$
and $\pi$ is unitary if also $\pi(t)^{-1}=\pi(t)^{*}$.
(b) A map $\rho: A \mapsto B(\mathcal{H})$ where $A$ is a $*$-algebra and $\mathcal{H}$ a Hilbert space is called a *-representation if
(i) $\rho$ is linear
(ii) $\rho$ is a representation
(iii) $\rho\left(a^{*}\right)=\rho(a)^{*}$.
(c) A map $\rho: A \mapsto B(\mathcal{H})$ is called a $C^{*}$-algebraic representation if $A$ is a $C^{*}$-algebra, $\mathcal{H}$ a Hilbert space and $\rho$ is a *-representation.

About *-representations we have the following Lemma:
Lemma: Let $\rho: A \mapsto B(\mathcal{H})$ be a *-representation on a $C^{*}$-algebra $A$ and assume $A$ has a unit. Then necessarily $\|\rho\|=\sup _{a \neq 0 \in A} \frac{\|\rho(a)\|_{\mathcal{H}}}{\|a\|} \leq 1$.

Proof: Clearly $\rho$ maps unitaries to unitaries:
$\rho(u) \rho(u)^{*}=\rho\left(u u^{*}\right)=\rho(e)=I=\rho(e)=\rho\left(u^{*} u\right)=\rho(u)^{*} \rho(u)$ for $u^{*} u=u u^{*}=e$.
Hence $\|\rho(u)\| \leq 1$ for any unitary $u$. Let $x$ be a hermitian element: $x=x^{*}$ and $\|x\| \leq 1$. Then any $u=x+i \sqrt{1-x^{2}}$ is unitary and $x=\operatorname{Re} u$. Also follows $\|\rho(x)\|=\|\rho(\operatorname{Re} u)\|=\left\|\rho\left(\frac{u+u^{*}}{2}\right)\right\| \leq \frac{1}{2}\|\rho(u)\|+\frac{1}{2}$ $\left\|\rho(u)^{*}\right\| \leq \frac{1}{2} \cdot 1+\frac{1}{2} \cdot 1=1$.
Hence $\|\rho(x)\| \leq 1$ for any hermitian in the unit ball. Finally, $\left\|u^{*} u\right\|=\|u\|^{2}$, so that
$\|\rho(x)\|^{2}=\left\|\rho(x)^{*} \rho(x)\right\|=\left\|\rho\left(x^{*} x\right)\right\|=\left\|x^{*} x\right\|\left\|\rho\left(\frac{x^{*} x}{\left\|x^{*} x\right\|}\right)\right\| \leq\|x\|^{2}$, and $\frac{\|\rho(x)\|}{\|x\|} \leq 1 \forall x$ which means $\|\rho\| \leq 1$.

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