Cisco TelePresence Support and Operations Training

Duration: 5 Days   Course Code: TSOT

Overview:

This five day course focuses on the skills required for first-level helpdesk technicians who provide support for Cisco TelePresence users. Skills covered include installing, configuring, and operating endpoints; setting up multiple-site conferences using the Cisco TelePresence Multipoint Control Unit (MCU); and configuring and operating the Cisco TelePresence Management Suite (TMS) to manage conferences.

Target Audience:

This course is designed for:Helpdesk and support technicians supporting Cisco TelePresence:

Objectives:

- Upon completing this course, the learner will be able to meet these overall objectives:

- Operate, install, configure, maintain, and troubleshoot Cisco TelePresence System Integrator C Series and related endpoints, including Cisco TelePresence EX, MX, and SX Series

- Schedule and manage multipoint conferences using Cisco TelePresence MCU

- Schedule, manage, maintain, and troubleshoot endpoints using Cisco TMS

- Describe the purpose of Cisco TelePresence infrastructure devices and their role within telepresence infrastructure; describe the H.323, Session Initiation Protocol (SIP), and Telepresence Interoperability Protocol (TIP) protocols; and define terms used in telepresence

- Use the Cisco TelePresence Video Communication Server (VCS) to track calls and aid troubleshooting

- Describe the differences between Cisco TelePresence MCU products and the differences between the Cisco TelePresence System Codec C Series, Cisco TelePresence MXP Series, and Cisco TelePresence System endpoints

- Make calls between an IP phone registered to a preconfigured Cisco® Unified Communications Manager and a telepresence endpoint registered to a preconfigured Cisco VCS

- Configure Cisco TelePresence Conductor to set up a Rendezvous conference

- Operate the Cisco TelePresence Content Server (TCS)

Prerequisites:

The knowledge and skills that a learner must have before attending this course are as follows:

- Computer Networking Knowledge is recommended.

Testing and Certification

This course is not required for ATP accreditation. Partners looking for Telepresence accreditation should review PAIATVS1 and PAIATVS2.

Content:

Endpoint Operation and Etiquette	Cisco TelePresence Video Communication Server	Cisco TelePresence Infrastructure Solutions
Cisco TelePresence Networks and Standards	Cisco TelePresence Management Suite	Cisco TelePresence Conductor
Install, Configure, and Maintain C Series	Cisco TelePresence Endpoint Troubleshooting	Cisco TelePresence Content Server
Cisco TelePresence Multipoint Control Unit Operation	Cisco TelePresence System and MXP Endpoints	

Further Information:

For More information, or to book your course, please call us on 00 971 4 446 4987

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