
Cisco TelePresence Support and Operations Training

Dauer: 5 Tage Kurscode: TSOT Version: 1.0

Kursbeschreibung:

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.

Zielgruppe:

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

Kursziele:

- **After you complete this course you will be able to:**
- 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)
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Voraussetzungen:

Attendees should meet the following prerequisites:

- Computer Networking Knowledge is recommended.

Tests und Zertifizierungen

Recommended preparation for exam(s):

- No exam is currently aligned to this course
This course is not required for ATP accreditation. Partners looking for Telepresence accreditation should review PAIATVS1 and PAIATVS2.
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Schulungsinhalt:

Module 1: Endpoint Operation and Etiquette

Module 2: Cisco TelePresence Networks and Standards

Module 3: Install, Configure, and Maintain C Series

Module 4: Cisco TelePresence Multipoint Control Unit Operation

Module 5: Cisco TelePresence Video Communication Server

Module 6: Cisco TelePresence Management Suite

Module 7: Cisco TelePresence Endpoint Troubleshooting

Module 8: Cisco TelePresence System and MXP Endpoints

Module 9: Cisco TelePresence Infrastructure Solutions

Module 10: Cisco TelePresence Conductor

Module 11: Cisco TelePresence Content Server

Labs

- Lab 1: Endpoint Operation
- Lab 2: Multisite Call Operation
- Lab 3: Endpoint Peripherals
- Lab 4: Changing Endpoint Settings
- Lab 5: Cisco TelePresence Guidelines
- Lab 6: Endpoint Installation
- Lab 7: Endpoint Configuration
- Lab 8: Endpoint Application Interface
- Lab 9: Endpoint Backup
- Lab 10: Cisco MCU Conference Setup
- Lab 11: Cisco MCU Modifying Conferences
- Lab 12: Cisco MCU H.323 and SIP Configuration
- Lab 13: Cisco MCU Adding Endpoints, Users, and Autoattendants
- Lab 14: Cisco MCU Statistics and Diagnostics
- Lab 15: Cisco MCU Autoattendant Banner
- Lab 16: Cisco MCU Global Conference Settings
- Lab 17: Cisco MCU Templates
- Lab 18: Cisco VCS
- Lab 19: FindMe
- Lab 20: Cisco TMS Systems Management
- Lab 21: Cisco TMS Booking and Monitoring
- Lab 22: Cisco TMS Phonebooks
- Lab 23: Cisco TMS Ticketing System
- Lab 24: Cisco TMS Reporting Tools
- Lab 25: Troubleshooting
- Lab 26: Endpoint Logs
- Lab 27: Interop Calls
- Lab 28: Cisco TelePresence Conductor Rendezvous Alias
- Lab 29: Cisco TCS Basic Configuration
- Lab 30: Recording a Conference
- Lab 31: Editing a Recording
- Lab 32: Playing a Recording from an Endpoint

Weitere Informationen:

Für weitere Informationen oder Buchung kontaktieren Sie uns bitte unter 0800 / 295 26 33

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