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## Cisco TelePresence Support and Operations Training

**Duration: 5 Days**    **Course Code: TSOT**    **Version: 1.1**

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### 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.

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### Target Audience:

This course is designed for helpdesk, support technicians and engineers new to Cisco TelePresence:

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### Objectives:

- **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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### Prerequisites:

**Attendees should meet the following prerequisites:**

- Computer Networking Knowledge is recommended.

### Testing and Certification

**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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## Content:

**Module 1:** Cisco TelePresence Endpoints and Terminology

**Module 2:** Cisco TelePresence System C Series Operation

**Module 3:** Cisco TelePresence Networks and Standards

**Module 4:** Cisco C Series Installation, Configuration, and Maintenance

**Module 5:** Cisco TelePresence MCU Operation

**Module 6:** Cisco TMS

**Module 7:** Cisco TelePresence Conductor

**Module 8:** Endpoint and Conference Monitoring and Troubleshooting

**Module 9:** Cisco TCS

**Module 10:** Additional Cisco TelePresence Infrastructure Solutions

**Module 11:** Cisco C Series, CTS, and MXP Comparison

### Labs:

- Lab 1: Telepresence Guidelines
- Lab 2: Endpoint Operation
- Lab 3: Multisite Endpoint
- Lab 4: Changing Endpoint Settings
- Lab 5: Endpoint Installation
- Lab 6: Endpoint Configuration
- Lab 7: Endpoint Peripherals
- 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 Autoattendant Banner
- Lab 15: Cisco MCU Global Conference Settings
- Lab 16: Cisco MCU Templates
- Lab 17: Cisco TMS Systems Management
- Lab 18: Cisco TMS Conference Booking and Monitoring
- Lab 19: Cisco TMS Phone Books
- Lab 20: FindMe
- Lab 21: Cisco TelePresence Conductor Rendezvous Alias
- Lab 22: Cisco VCS Monitoring Registrations
- Lab 23: Cisco TMS Ticketing System
- Lab 24: Cisco MCU Statistics and Diagnostics
- Lab 25: Cisco VCS and Cisco TMS Monitoring Conferences
- Lab 26: Troubleshooting Endpoints
- Lab 27: Cisco TMS Reporting Tools
- Lab 28: Endpoint Logs
- Lab 29: Cisco TCS Basic Configuration
- Lab 30: Recording a Conference
- Lab 31: Editing a Recording
- Lab 32: Playing a Recording from an Endpoint
- Lab 33: Interop Calls

## Further Information:

For More information, or to book your course, please call us on Head Office 01189 123456 / Northern Office 0113 242 5931

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