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High-Touch Delivery Learning Services

Cisco TelePresence Support and Operations Training (TSOT)

The Cisco TelePresence Support and Operations Training Version 1 instructor-led course offered by High-Touch Delivery Learning Services is for Cisco TelePresence® helpdesk technicians. The 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.

Duration

Five days.

Target Audience

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

- Enterprise helpdesk technicians
- Cisco TelePresence partner helpdesk technicians
- Telepresence engineers who are new to Cisco TelePresence

Course Objectives

Upon completion of this course, you should 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)

Course Prerequisites

Following are the prerequisites for this course:

- There are no prequisites for this course, but computer networking knowledge is recommended.

Course Outline

The course outline is as follows:

- 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

Lab Outline

The lab outline is as follows:

- 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

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- 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

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