

## Implementing Advanced TelePresence Video Solutions Part 1, v1.0 (PAIATVS1)

### Course Objectives

Upon completing this course, you will be able to meet these overall objectives:

- Locate support documentation, install, operate, configure, maintain and troubleshoot Cisco TelePresence Codec C90
- Describe Call Control protocols, install, configure basic registration capabilities and troubleshoot Cisco TelePresence Video Communications Server (VCS)
- Locate support documentation, install, operate, configure, maintain and troubleshoot the Cisco TelePresence MCU range
- Install, operate, configure, maintain and troubleshoot the Cisco TelePresence Management Suite (TMS)

### Prerequisites

The knowledge and skills you must have before attending this course are as follows:

- Completed and passed the PATVSEE exam
- Completed and passed the PATVSEA exam

### Course Outline

**Module 1: Endpoints** This module provides you with the knowledge and skills to install, configure, maintain and troubleshoot Cisco TelePresence Codec C90 so that 80% of all field activity is unassisted.

#### Lesson 1: C Series Operation

- Use remote control and navigate the menus
- Configure the settings on codec
- Make and receive calls
- Change the video source for the local, dual video and remote cameras.
- Share presentations
- Use the Phone Book to store contacts and search on contacts
- Multisite calling and list the multipoint capabilities of each system type

#### Lesson 2: C Series Documentation

- Administration guide
- White papers
- Fault finding guides
- Installation guides

- FAQs
- Knowledge base

### Lesson 3: C Series Installation

- Codec C90 Interface
- Video Input Matrix
- Connectors
- Camera Setup
- Audio and Video cabling

### Lesson 4: C Series Configuration

- Menu System
- Configuration using the Browser
- Accessing the API
- Using the Internal Multipoint System

### Lesson 5: C Series Maintenance

- Web Release Key Generator
- System Upgrade

### Lesson 6: C Series Troubleshooting

- How to Troubleshoot
- Collect System Configuration, Status and Settings
- Backup Configuration and Default Setting
- TCP DUMP Method to Collect the Log Files

**Module 2: Call Control** Upon completing this module, you will be able to understand Call Control protocols, install, configure basic registrations and troubleshoot Cisco TelePresence Video Communications Server (VCS).

### Lesson 1: Registration Protocols and VCS Installation

- H.323 Registration
- SIP Registration
- Basic configuration
- Setting up the VCS from the box

### Lesson 2: VCS Basic Configuration

- Deployment Guide
- Internetworking

### Lesson 3: Backup, Restore and Upgrade

- Backup and restore

- Upgrades

#### Lesson 4: Troubleshooting

- Troubleshooting
- Registrations
- Call History

**Module 3: MCU** Upon completing this module, you will be able to setup the Cisco TelePresence Multipoint Control Unit (MCU).

#### Lesson 1: MCU Setup

- Cable up and configure the basic network connectivity via RS232
- Identify the power light and LAN port light and know the implications of the lights being off.
- Access relevant documentation from the TANDBERG web site including:
  - Specification Sheets
  - Printable Online Help
  - Getting Started Guide
  - FAQ

#### Lesson 2: MCU Configuration

- Basic IP Configuration
- MCU Registration with H.323
- Prefix for MCU Registrations and MCU Service Prefix
- MCU Registration with SIP

#### Lesson 3: MCU Operations

- Create conferences from the MCU and an endpoint
- Change conference layouts from the MCU and an endpoint
- Move participants between conferences
- Use the message facility
- View endpoint statistics

#### Lesson 4: MCU Customization

- Auto Attendants
- Adding Endpoints to the MCU
- Adding Users to the MCU
- Customization

#### Lesson 5: MCU Global Conference Settings

- Locating Help on the MCU
- Global Conference Settings
- Templates

## Lesson 6: MCU Upgrades and Backups

- Upgrade the 4500 MCU when provided with access to the software and fully test the system
- Access the TANDBERG web site to download software
- Perform a software upgrade using the web interface
- Describe where to find instructions to upgrade using the flash disk
- Perform a backup and restore of the MCUs configuration using ftp
- Recall the reset configuration and reset password instructions and commands

## Lesson 7: MCU Troubleshooting

- Troubleshooting Techniques
- Troubleshooting Tools
- Troubleshooting Hardware Issues
- Troubleshooting Endpoints
- Troubleshooting Event Logs

**Module 4: Management** This module provides you with the knowledge and skills to install, configure, maintain and troubleshoot Cisco TelePresence Management Suite (TMS).

### Lesson 1: Operation

- TMS Management Features
- Monitoring
- Adding Systems
- Phone Books
- Reporting
- Administrative Tools

### Lesson 2: Installation

- TMS – The Installation Steps: Instructional Video
- TMS – Basic Configuration: Instructional Video

### Lesson 3: SQL

- Structured SQL
- SQL Server - Microsoft
- SQL Management

### Lesson 4: Zones

- ISDN and IP Zones
- Configuring Zones
- ISDN Zones
- IP Zones

### Lesson 5: Permissions

- TMS – Users and Domains
- User Permissions
- Permission Guidelines

## Lesson 6: Troubleshooting

- TMS Services
- SQL Database
- TMS Web Server
- TMS Installation Problems
- Corporate Directory
- Booking
- Reporting Problems

## TVS 1 Labs

- Lab 1-1 Documentation
- Lab 1-2: Installation
- Lab 1-3 Basic Configuration
- Lab 1-4 Advanced Configuration
- Lab 1-5 Upgrade the Cisco TelePresence Codec C90
- Lab 1-6 Troubleshooting
- Lab 1-7 Logs
- Lab 2-1 Basic Configuration
- Lab 2-2 SIP Configuration
- Lab 2-3: Backup and Restore
- Lab 2-4 Troubleshooting
- Lab 3-1 Documentation Quiz
- Lab 3-2 Basic MCU Configuration
- Lab 3-3 MCU Operations
- Lab 3-5 Customizing the MCU Auto attendant
- Lab 3-6 Adding and Updating Conference Settings
- Lab 3-7 Configuration Settings for Customer Scenario
- Lab 3-8 Upgrade and Restore
- Lab 3-9 Troubleshooting Quiz
- Lab 3-10 Troubleshooting
- Lab 3-11 Fault Finding
- Lab 4-1: TMS Basic Configuration
- Lab 4-2: TMS Advanced Configuration
- Lab 4-3: Maintaining the SQL Database
- Lab 4-4: Implementing TMS Zones
- Lab 4-5: Configuring User Permissions
- Lab 4-6: Troubleshooting TMS