

Troubleshoot and Maintain IP Telephony Workshop

AVA00643H



Duration: 5 days

Overview

This course provides information and hands-on experience to enable students to perform maintenance on a converged solution. General maintenance procedures will be covered as well as specific, scenario-based examples intended to give the learner a feel for what will be encountered on the job.

Pre-Requisites

There are no prerequisites for this course

Target Audience

This course is designed for technical engineers responsible for the maintenance of IP Telephony.

Objectives

Upon completion of this course, participants should be able to:

- ✓ Describe standard troubleshooting principles and procedures;
- ✓ Perform diagnostic analysis to locate and isolate trouble;
- ✓ Use tools like Ethereal, SMON, and Communication Manager to solve troubles;
- ✓ Use Communication Manager commands to troubleshoot and resolve troubles;
- ✓ Perform standard upgrades on hardware, software, and firmware;
- ✓ Solve common problems given real-life troubleshooting scenarios;
- ✓ Understand what steps to take if they cannot solve the problem.