



Price: Call for pricing
Length: 35 Hours (5 days)

Introduction: This five-day, instructor-led course teaches IT professionals how to deploy, configure, and administer a Microsoft Lync Server 2010 solution. The course emphasizes Lync Server 2010 Enterprise Voice features from a deployment and configuration perspective. The labs in this course build on each other to create a solution that includes IM and Presence, Conferencing, and Enterprise Voice. This course helps the student prepare for Exam 70-664.

Target Audience: This course is intended for IT professionals and telecommunications professionals who want to learn how to install, configure, manage and maintain a Microsoft Lync Server 2010 environment. These professionals should have at least 3 years' experience working with unified communications software, including knowledge of and experience with Microsoft Office Communications Server 2007 R2.

Prerequisites:

In addition to their professional experience, students who attend this training should have an understanding of the following telecommunications concepts:

- The difference between TDM and VoIP
- Gateways and PBX
- Session Initiation Protocol (SIP)
- Codecs
- Dialing plans

Students should also understand the following general concepts:

- Networking fundamentals, including TCP/IP/UDP, DNS
 - Active Directory principles and management
 - Windows Server 2008 fundamentals
 - Public Key Infrastructure (PKI)
 - Exchange Messaging concepts
 - PowerShell basics
 - SQL Server concepts and operation
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Objectives:

At the end of the course, students will be able to:

- Describe how the features and architecture of Microsoft Lync Server 2010 enable real time communication and collaboration
- Deploy Lync Server 2010
- Configure users and rights using Role Based Access Control (RBAC)
- Deploy and manage Lync 2010 clients
- Configure and manage external user access using the Edge server role
- Deploy basic Enterprise Voice functionality
- Extend Enterprise Voice functionality to include Trunk options, call park orbit, and the unassigned number feature
- Integrate Microsoft Exchange Server 2010 Service Pack 1 (SP1) Unified Messaging (UM) with Lync Server 2010
- Configure the Response Group Service, including agent groups, queues, and workflows
- Configure and manage conferencing
- Configure and use archiving and monitoring
- Perform back up and restore of Lync Server 2010 critical data
- Improve bandwidth management using Call Admission Control (CAC)
- Configure and deploy Enhanced 9-1-1
- Configure a Survivable Branch Server for a branch office



Course Outline

I. Features and Architecture of Microsoft Lync Server 2010

- A. Features of Lync Server 2010
- B. Architecture and Server Roles
- C. New Management Tools

II. Deploying Microsoft Lync Server 2010

- A. Preparing for Deployment
- B. Reviewing the Design Process
- C. Deploying Lync Server 2010

III. Configuring Users and Rights in Microsoft Lync Server 2010

- A. Managing Lync Server 2010
- B. Role-Based Access Control

IV. Client and Device Deployment and Management

- A. Preparing for Client Deployment
- B. Deploying and Managing Lync 2010 Clients
- C. Preparing for Device Deployment
- D. Deploying and Managing IP Phones

V. External User Access

- A. Edge Server Role
- B. Topologies for External User Access
- C. Preparing for External User Access
- D. Edge Server Deployment Process

VI. Configuring Basic Enterprise Voice Functionality

- A. Features of Lync Server 2010 Enterprise Voice
- B. Preparing for Enterprise Voice
- C. Deploying Enterprise Voice

VII. Extending Enterprise Voice Functionality

- A. Configuring Enterprise Voice
- B. Introducing Call Park
- C. Introducing the Announcement Service

VIII. Microsoft Exchange Server 2010 SP1 Unified Messaging (UM) Integration

- A. Overview of Exchange Server 2010 SP1 Unified Messaging
- B. Prerequisites for Integrating Exchange Server 2010 SP1 UM with Lync Server 2010
- C. Integrating Exchange Server 2010 SP1 UM with Lync Server 2010

IX. Implementing Response Groups

- A. Overview of the Response Group Service and its Application
- B. Response Group Service Components
- C. Response Group Service Management Tools

X. Conferencing in Microsoft Lync Server 2010

- A. Introduction to Conferencing in Lync Server 2010
- B. Dial-In Conferencing in Lync Server 2010
- C. Managing and Administering Conferencing Policies

XI. Monitoring and Archiving

- A. Describing the Archiving Service
- B. Describing the Monitoring Service
- C. Configuring Archiving and Monitoring

XII. High Availability and Disaster Recovery in Microsoft Lync Server 2010

- A. High Availability Options
- B. Tools for Backing Up and Restoring Lync Server 2010
- C. Critical Lync Server Data to Export and Import
- D. Critical Lync Server 2010 Data to Export and Import

XIII. Call Admission Control

- A. Overview of Call Admission Control
- B. Implementing Call Admission Control

XIV. Deploying and Configuring Enhanced 9-1-1

- A. Overview of E9-1-1
- B. Deploying and Configuring E9-1-1

XV. Voice Resiliency Features of Lync Server 2010

- A. Voice Resiliency in Lync Server 2010
- B. Features Available During Various Outage Scenarios