

# Telecoms Engineering

**Course Name**

Call Touch Maintenance, Installation and Configuration Conversion

**Course Description**

This training course is designed to give Telecoms Engineers and Analysts the knowledge required when transitioning from V5 CallTouch to V7 CallTouch. The course covers the principles of:

- CallTouch V7 Architecture
- Working With Virtual Machines (VM's)
- Using CallTouch Embedded Tools
- Using CallTouch Admin Tool (CSAT)
- Database Management
- Interpreting CallTouch Server and Client Logs
- Hardware Replacement and Configuration

**Audience**

**Duration:** Day(s) **Class Size:**

**Competence Name Awarded**

Undertake Maintenance, Installation, Faulting & Configuration of CallTouch System

**Competence Awarded**

Tel 307

**Course Code**

Tel 307

**Prerequisite Name**

Undertake corrective and preventative maintenance of Concentrators.Northgate Concentrator Touchscreen System

**Prerequisite Short Code**

Tel 05.34

**Skills Assessment Scheme Regime**

4

**Course Type**

Face to Face

**Download Date: 10/1/2025**