

# Telecoms Engineering

**Course Name**

Introduction to Cisco Unified Communications Manager

**Course Description**

Cisco Unified Communications (UC) is an IP-based communications system integrating voice, video, data, and mobility products and applications. It enables more effective, secure communications. It is being deployed across the telecoms network as part of the continual improvement of services. This course is designed to teach the skills required to install and configure the software and hardware elements of the system.

**Audience**

Route telecoms technicians and engineers or field services engineers who will be required to work on the CUCM systems and associated assets.

**Duration:** 2 Day(s) **Class Size:** 6

**Competence Name Awarded**

Installation, system configuration, maintenance and faulting of VoIP and associated equipment; Installation, system configuration, maintenance and faulting of VoIP and associated equipment. Installation, corrective and preventative maintenance and faulting

**Competence Awarded**

Tel 27; Tel 27.01

**Course Code**

Tel 27; Tel 27.01

**Prerequisite Name**

Undertake corrective and preventative maintenance of Transmission systems. Routers 1st line activity eg Cisco ME3400/2520 and ASR903

**Prerequisite Short Code**

Tel 08.71

**Skills Assessment Scheme Regime**

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**Course Type**

Prerequisite Qualifications - Face to Face

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