
Overview

This standard is concerned with configuring of customer premises Telecoms equipment and establishing broadband connectivity. This involves configuring Telecoms equipment such as telephone systems, hosted solutions and establishing broadband connectivity between both customer equipment and the service provider gateway and between the equipment and end user device.

Performance criteria

You must be able to:

1. Obtain the proposed digital telecoms equipment configuration requirements and specifications
2. Access telecoms equipment administration settings using default login credentials
3. Configure telecoms equipment to establish broadband connectivity with service provider gateway
4. Carry out tests on digital telecoms equipment and customer devices to check connectivity and measure throughput parameters in line with organisational procedures
5. Analyse test results to identify, and where possible rectify, any failures to meet connectivity or throughput requirements
6. Report any unrectified failures to meet broadband connectivity or throughput requirements following organisational procedures
7. Record tests used and test results to organisational standards
8. Record telecoms equipment and customer device configuration settings in line with organisational procedures
9. Brief customer on installation configurations and functionality

Knowledge and understanding

You need to know and understand:

1. The operational concepts of digital telecoms systems and components, including; network topologies, broadband network elements, gateways, TCP/IP, Internet Protocol (IP) address, subnet masks, Ethernet address, MAC address, and current versions of Internet Protocol
2. Diagnostic commands and how to apply these
3. The different connectivity options and methods for Telecoms equipment and end user devices
4. The Telecoms equipment configuration settings for wired and wireless equipment and end user devices and how to apply these
5. The range of commercial Telecoms systems and their associated base configuration details
6. How to undertake command line access and command prompts to execute basic system commands
7. The industry standard of customer Telecoms equipment that might require configuring
8. Features and operating requirements of Telecoms test equipment
9. How to test the speed of connection and to demonstrate this to the customer
10. How to use appropriate technical language, confirming understanding of the information provided

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