

# Basic Introduction to Telecommunications

## Why you should attend

In the rapidly changing world of telecommunication, it is essential to have a clear understanding of the wide variety of network provider services available. This course will carefully explain the different options for voice communications, their relative benefits. We will also be explaining what all the confusing jargon really means. This broad introduction to telecommunications will enable you to analyse and select communication solutions, and provide you with a platform to develop from.

## Who will benefit?

This course is ideal for anyone who is new to telecommunications or who wishes to have a far greater understanding of the wide range of voice & data communication options available.

## Course objectives

On completion of the course you will be able to:

- Explain the meaning of basic jargon used in voice communications relating to transmission, signalling & switching.
- Understand the technologies for Private Voice Networks
- Describe the choices of connectivity for business telecommunications and position where you would use such technologies
- Understand the issues of Voice & Data integration.

## Course Duration

For the full course detailed below, it is normally one day 9.00 - 5.00.

## Contents

Voice Communications in the business world
Simple Telephony requirements & Components
The telephone
Transmission
▪ Analogue Vs Digital
▪ PCM
Signalling
Process
Types
Trunk Network
- PDH/SDH
Switching
Choices of Connectivity in the business environment
- PSTN
- ISDN
- Mobile
- Private Networking
- Centrex
Voice & Data Coming together
Issues of Voice & Data Integration
VoIP