



West Virginia State Community and Technical College



West Virginia State Community and Technical College is regionally accredited with the North Central Association and is a Servicemembers Opportunity College.

Broadband Voice over IP (VoIP)

CATALOG DESCRIPTION:

This 30 hour course is designed for those wishing to work in VoIP Telecommunications and who wish to obtain an understanding of VoIP concepts and functional knowledge of common VoIP equipment.

COURSE OBJECTIVE:

To introduce students to VoIP principles and applications. Basic networking, communication protocols, and VoIP applications will be discussed and applied. Quality of Service issues will be identified and discussed. Soft phones, IP phones, and analog telephone adapters will be configured. Upon successful completion of this course, students should be prepared to pass the ETA (Electronics Technicians Association) B-VoIP Technician examination.

COURSE LEARNING OUTCOMES:

Upon completion of the course the students should be able to:

- Understand basic networking
- Recognize communication protocols
- Identify VoIP applications
- Understand the use of gateways
- Understand Fax demodulation and remodulation
- Understand voice compression
- Evaluate Bandwidth Consumption
- Identify Quality of Service Issues
- Recognize Standards

LAB LEARNING OUTCOMES:

- Softphone configuration
- IP phone configuration
- Analog Telephone Adapter (ATA) configuration