



ET 2.0: Telecommunications Technical Curriculum (TTC)

Program 3: Voice Knowledge

Course 2: Voice Equipment

PROGRAM OVERVIEW

The ExperTech 2.0 series is a library of CD-ROM or intranet-based products covering key communications topics. Seminar style presentations provide telecom professionals with easy access to the information they need. Topics are presented by Hill Associates instructors renowned for their technical expertise, industry experience, and outstanding presentation style.

The *Telecommunications Technical Curriculum (TTC)* has a total of five programs, each of which consists of one or more courses. TTC is a modular, yet comprehensive program designed around the needs of those who want the details but cannot attend a more traditional classroom-based, leader-led program.

Program 3: Voice Knowledge is a four course series that deals with concepts and terminology related to the transmission of voice services. In this second course of the series, *Voice Equipment*, the equipment components found in typical telephony systems is described. You will learn about the physical elements of the traditional PSTN telephone connection and learn how to identify the responsibilities of the provider and customer. Elements discussed include digital loop carrier equipment, key systems, PBXs, digital phones, and the telephony components provided in a cable system.

Program 3, Course 2: Voice Equipment runs 60 minutes, and includes four lessons of audio, interactive elements, review slides, section knowledge checks and a final exam. The participant can expect to spend about twice this amount of time to complete the course.

This program has three primary objectives:

- Identify and describe equipment components found in telephony
- Discuss the digital loop carrier system and its interfaces
- Explore switched and VoIP approaches to delivering voice services

Specific topics can be developed, or packaged together to create a unique and customizable curriculum. All of our standard titles are available for preview at our store (www.hill.com/store).

About Hill Associates

At Hill Associates, we excel at creating custom talent development programs. Our experts help identify and assess your needs, and create training and educational programs that exactly meet those needs. Though we specialize in information technology, we've strengthened companies and organizations in a wide range of industries for over 25 years. Let us help you create a world-class talent development program that moves your business forward.

PROGRAM OUTLINE

Lesson 1: A Simple Telephone Call

- Explore the physical elements of the traditional PSTN telephone connection
- Identify what the provider and customer are responsible for
- Describe the process of making a telephone call

Lesson 2: Digital Loop Carrier

- Describe the role of the digital loop carrier
- Terminology defined, including TR-009 and GR-303 interfaces

Lesson 3: Digital Telephone Service

- Identifies and describes the telephone systems used in business (key systems, PBXs) and describes the function of each

Lesson 4: Cable Telephone Service

- Explores the switched and VoIP approaches to delivering voice services in a cable network
- Looks at the equipment required and the functions the pieces of equipment provide