



VoIP Deployment For Dummies

By Stephen P. Olejniczak

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So you're in charge of implementing a VoIP phone system for your organization? *VoIP Deployment For Dummies* is a crash course in Voice over Internet Protocol implementation!

Here's how to analyze your network and implement a VoIP phone system, manage and maintain it, keep it secure, and troubleshoot problems. You'll learn how to plan the rollout, work with Session Initiation Protocol (SIP), handle fax issues, and keep your users happy.

- Understand how VoIP works, common misconceptions about it, and the pros and cons for your organization
- Compare and comprehend hardware and software choices
- Discover the options for touch tones and faxing via VoIP systems
- Analyze network devices, IP addresses, connections to remote sites, and other aspects that will affect VoIP implementation
- Draw up a test plan, check out both voice and fax transmission, get a report, and schedule the installation
- Investigate SIP call generation, identify the elements, understand cancelled calls, and re-INVITE calls
- Troubleshoot your system, identify call variables, trace the source of a problem, manage trouble tickets, and resolve failures
- Manage latency, jitter, and flap, and take advantage of Wireshark
- Find out what to expect when your system goes live

Written by an expert with extensive real-world experience in VoIP implementation and management, *VoIP Deployment For Dummies* provides the know-how you need. You'll be able to implement your system and manage any issues proactively, which is sure to look good to your boss!

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Editorial Review

From the Back Cover

Get your business talking online with this handy guide to VoIP implementation

Your organization has made the decision to go with VoIP. Now it's up to you to implement the system. Well, fear not —here's the crash course you need! Learn how to analyze your system, plan the rollout, monitor and maintain VoIP, work with Session Initiation Protocol (SIP), troubleshoot your system, fax with VoIP, and keep your users happy.

- Understand — how VoIP works and the pros and cons for your organization
- Be prepared — analyze your network, its devices, IP addresses, connections to remote sites, and other issues that affect VoIP implementation
- When it's not a voice — discover the options for touch tones and faxing via VoIP systems
- Line up your tools — compare and evaluate hardware and software options for VoIP
- Activate — draw up a test plan, check out both voice and fax transmission, get a report, and schedule the installation
- Just a SIP — investigate SIP call generation, identify the elements, understand cancelled calls, and re-INVITE calls
- Keep it running — troubleshoot your system, identify call variables, trace the source of a problem, manage trouble tickets, and resolve failures

Open the book and find:

- Clarification of common misconceptions about VoIP
- The anatomy of a VoIP call
- How to manage latency, jitter, and flap
- Why touch tones and faxes pose special challenges
- How to choose a fax option
- What Wireshark is and how to use it
- How to identify the footprint of a problem
- What to expect when your system goes live

About the Author

Stephen P. Olejniczak (pronounced *O len 'chek*) is the Director of Operations for ATI, and has worked over 16 years in telecommunications. His experience is concentrated on installation, service, billing and support of voice service. The past five years having focused his time on learning all facets of VoIP as the marketplace, technology, and supporting infrastructure has evolved. Stephen didn't start out in life as a techie, only falling prey to the glamour and easy money after failing to find a career enabling him to use his bachelor's degree in Cultural Anthropology. He currently lives in a picturesque beach town in California with his beautiful wife Kayley and a collection of fountain pens.

Users Review

From reader reviews:

James Senters:

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