

chapter 7



Voice Networks

CHAPTER OBJECTIVES

- Identify the business purpose of voice networks.
- Describe how data is transmitted over a plain old telephone system local loop.
- Identify the business purpose and features of a private branch exchange.
- Define PBX technology and discuss PBX switching topologies and design considerations.
- Identify the business purpose of an IP-PBX.
- Describe the converged and packet-switched topologies of an IP-PBX.

CHAPTER OBJECTIVES (cont'd)

- Define and describe voice over IP (VoIP).
- Discuss cellular wireless voice networks and describe the anatomy of a cellular wireless connection.
- List and describe three cellular wireless access methods.
- Identify and describe three cellular wireless topologies and connectivity to the PSTN.
- List and discuss cellular wireless data services.

VOICE NETWORKS – AN INTRODUCTION

- Voice networks convey the human voice between remote locations.
- Voice networks use electrical transmission techniques.
- Voice networks were in existence long before modern data networks.
- Voice networks have traditionally used analog transmission techniques where data networks generally use digital methods.
- Voice networks have traditionally been constructed and maintained separately from data networks.

VOICE NETWORKS – AN INTRODUCTION (cont'd)

- From the late 1870s – 1950s, voice networks were specifically used for the analog transmission of the human voice.
- In the 1960s and 1970s, organizations with mainframe computers began using telephone companies' analog voice networks to share computing resources and to transmit digital data between remote locations.
- Modern voice networks can be based on analog or digital techniques or a combination of both.

VOICE NETWORKS – AN INTRODUCTION (cont'd)

- Earliest voice networks appeared after the introduction of the first commercial telephone in the late 1870s.
- These early telephone networks connected a person's home directly with another person's home to create a point-to-point connection.
- Subsequent connections to others' homes required the installation of additional point-to-point connections.

VOICE NETWORKS – AN INTRODUCTION (cont'd)

- All these point-to-point connections were inefficient to install and maintain.
- This led to the development in 1878 of the first telephone exchange, which is also known as a **telephone central office** (CO).
- A CO is a physical facility owned by the telephone company, and it acts as a hub to which all telephone subscribers in a specific geographic region connect.
- When a subscriber makes a call, the call connects to the CO, and then the call is connected to another subscriber.

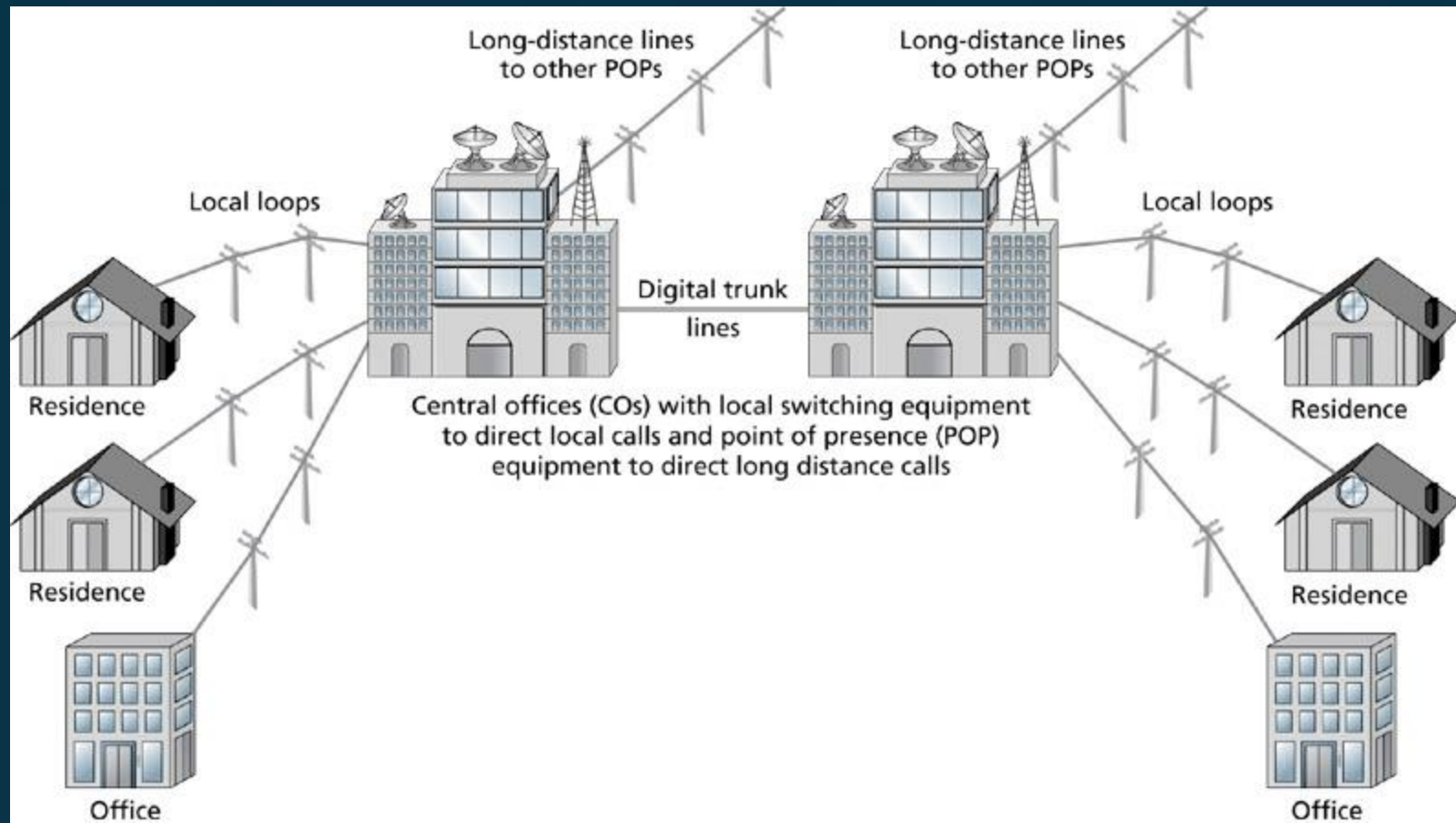
VOICE NETWORKS – AN INTRODUCTION (cont'd)

- Modern connections between a home or office and a CO is provided by a **local exchange carrier** (LEC).
- The connection between home or office and the CO is known as a **local loop**.
- Local loops consist of a pair of twisted copper wires that are like the UTP cabling used in data networks.
- Local loops in combination with one or more COs form the basic voice network for local calls.

VOICE NETWORKS – AN INTRODUCTION (cont'd)

- Local loops and COs in combination with long-distance technologies comprise a voice network that is commonly referred to as the **plain old telephone system (POTS)**.
- Formally, POTS is better described as the **public switched telephone network (PSTN)**.
- POTS provides the basic foundation for the voice network that spans across the Korea and the entire world.
- POTS is technically that part of the PSTN that services regular analog telephones.

Plain Old Telephone System (POTS)



VOICE NETWORKS – AN INTRODUCTION (cont'd)

- If a call is long-distance, **point of presence** (POP) equipment owned by an **inter-exchange carrier** (IXC or IEC) transmits the call along the appropriate long-distance communications path.
- Long-distance calls are received at a remote POP, switched to the destination LEC, and then connected to the remote subscriber.

VOICE NETWORKS – AN INTRODUCTION (cont'd)

- Business Purpose of Voice Networks
 - Transmission of human voice as well as data between point A and point B.
 - Organizations use POTS and the PSTN for simple analog voice and data communications over POTS to switched digital services such as ISDN.
 - The PSTN services voice and data transmission across trunks to organizations' private branch exchange (PBX) systems.
 - Cellular wireless also relies on the PSTN for connecting voice and data transmissions between points A and B.

VOICE NETWORKS – AN INTRODUCTION (cont'd)

- Digital data transmissions across POTS use modems.
- A **modem** modulates a simple carrier wave into different frequencies, amplitudes, and phases, and then demodulates the signal at the receiving end.
- Modem development spawned the beginning of data communications over regular telephone lines.

PRIVATE BRANCH EXCHANGE

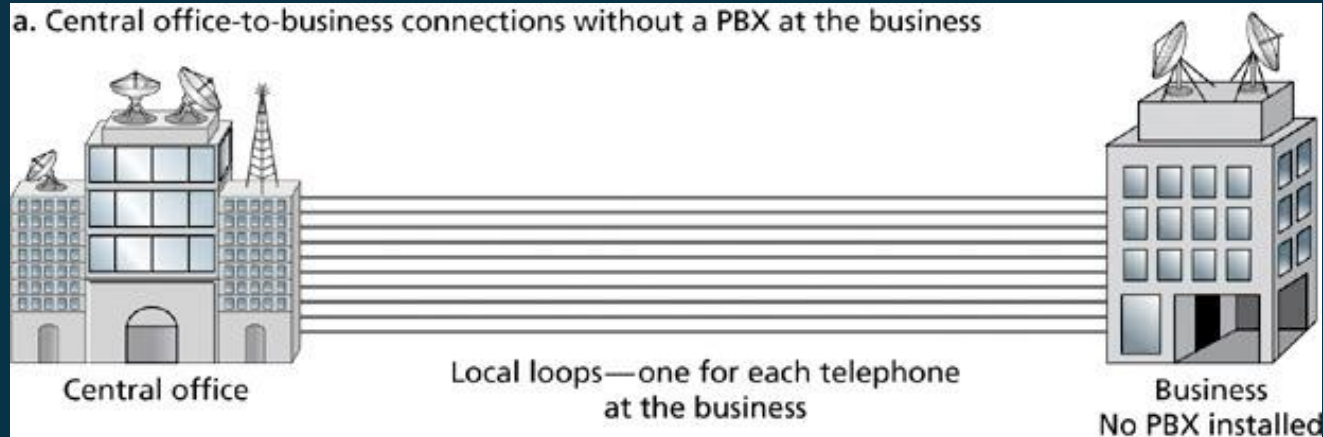
- A **private branch exchange** (PBX) is a private version of the PSTN central exchange.
- A PBX can be implemented by an organization to control and manage voice network use, functionality, and costs.
- With PBX implementation, control, management, and cost of a substantial part of an organization's voice network passes from the telephone company to the organization itself.

PRIVATE BRANCH EXCHANGE (cont'd)

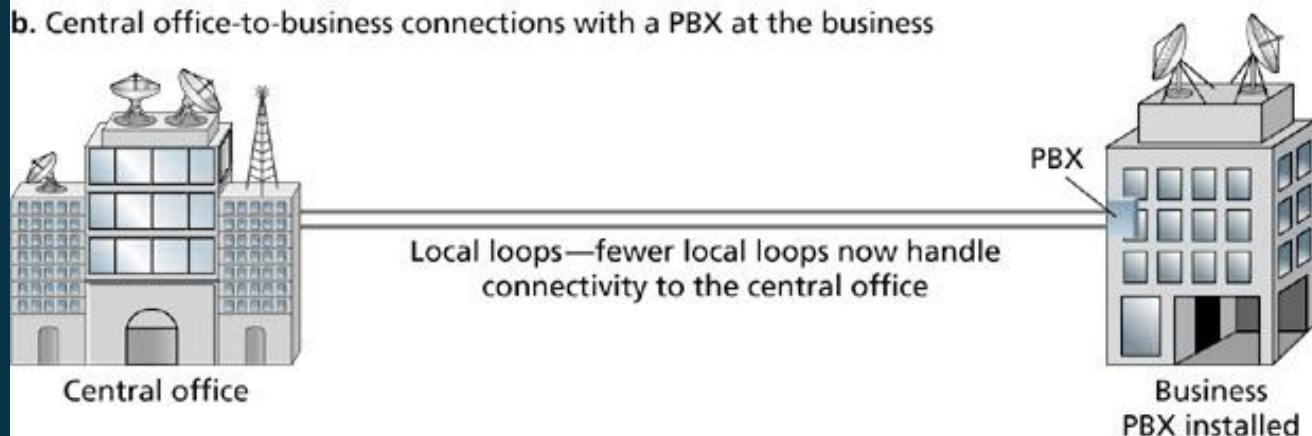
- PBX Business Purpose and Features
 - PBXs have existed for over 100 years.
 - First PBXs were switchboards installed at business locations in the late 1800s and early 1900s.
 - Business subscribers and the telephone company both benefited with the installation of a PBX.
 - Businesses could reduce the rental costs of having multiple local loops.
 - Telephone company could reduce the expense of installing and supporting additional local loops for businesses.

Connectivity to Central Office Exchange

a. Central office-to-business connections without a PBX at the business



b. Central office-to-business connections with a PBX at the business



PRIVATE BRANCH EXCHANGE (cont'd)

- Early PBX Systems
 - Were manually operated switchboards.
 - They were installed, owned, and maintained by the telephone company for a fee.
 - Business subscriber enjoyed the benefits of internal call switching and control.
 - Business subscriber also enjoyed a cost structure that was offset by reduced local loop charges.

PRIVATE BRANCH EXCHANGE (cont'd)

- Modern PBX Systems
 - Include the features of early PBXs such as efficiencies of internal call switching and control as well as cost savings.
 - Include services that are designed to improve voice network performance and communications efficiency.

Common Features of Modern PBXs

TABLE 7.1

Feature	Description
Automated attendant	Answers incoming calls and instructs callers how to dial to reach an internal extension.
Voice mail	Storage location on the PBX for incoming callers to leave messages.
Call coverage	Allows users to program their phones to direct calls to one or more alternative phones connected to the PBX system. A user's voice mail answers the call only if no one in the call coverage path answers.
Hoteling	Allows users who move from desk to desk to access the phone system and forward their regular phone numbers to their temporary phones as well as associate their regular phone preferences with their temporary phones.
Find-me	Allows users to program their phones to redirect calls sequentially to one or more external telephone numbers.
Interactive voice response	Initiates calling actions within the PBX system based on a caller's telephone Touch-Tone inputs.
System administration	The PBX system administrator sets overall system calling parameters using PBX system commands.

PBX Components



PRIVATE BRANCH EXCHANGE (cont'd)

- PBXs and Wireless Communications
 - Regular cell phones can be partially integrated with PBX systems.
 - Users' cell phone numbers can be programmed into the PBX database to take advantage of PBX features.
 - Regular cell phones do not receive their dial tone, call processing, or switching functions from the PBX – the cellular service company provides those functions.
 - Wireless PBX phones usually sell at a significant premium over regular cell phones.

IP-PRIVATE BRANCH EXCHANGE (cont'd)

- **Voice over IP** is the combination of hardware, software, and protocols that support voice communications over IP networks.
- Client/server IP-PBX topologies are an example of VoIP.
- VoIP protocols fall into two levels of functionality: call signaling and call transport.

FATHER OF THE CELL PHONE

Martin Cooper
Motorola / Illinois Institute of Technology



CELLULAR WIRELESS VOICE NETWORKS

- Anatomy of a Cellular Wireless Connection
 - When a cellular wireless device is powered on, it transmits its identity signal to the nearest cell tower.
 - The transmission takes place using a radio frequency.
 - The cell tower responds, providing cell network information.
 - This transmission takes place using a different radio frequency that establishes a control channel between the cell phone and the cellular network.

CELLULAR WIRELESS VOICE NETWORKS (cont'd)

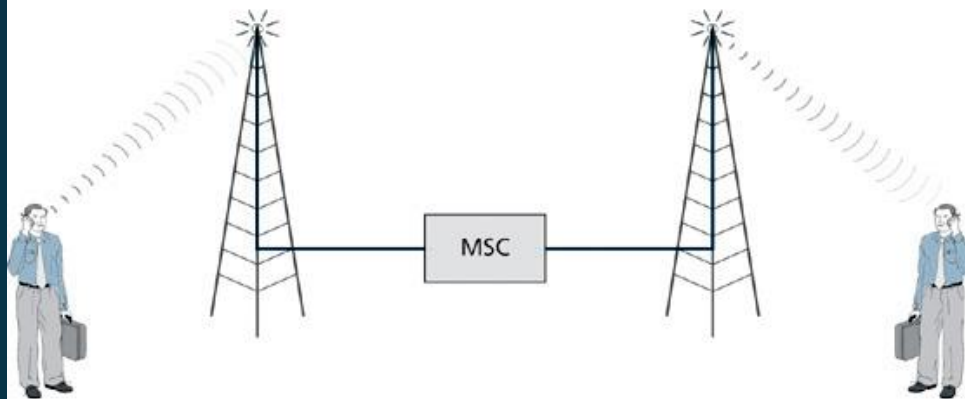
- Anatomy of a Cellular Wireless Connection (cont'd)
 - When a caller dials a number and presses Send, the number is transmitted across the control channel to the cell tower.
 - The cell tower relays the call to a **mobile switching center** (MSC).
 - The MSC instructs the cellular device that's making the call to use a specific set of frequencies known as the traffic channel for voice and data communication between the cell device and the cell tower.

CELLULAR WIRELESS VOICE NETWORKS (cont'd)

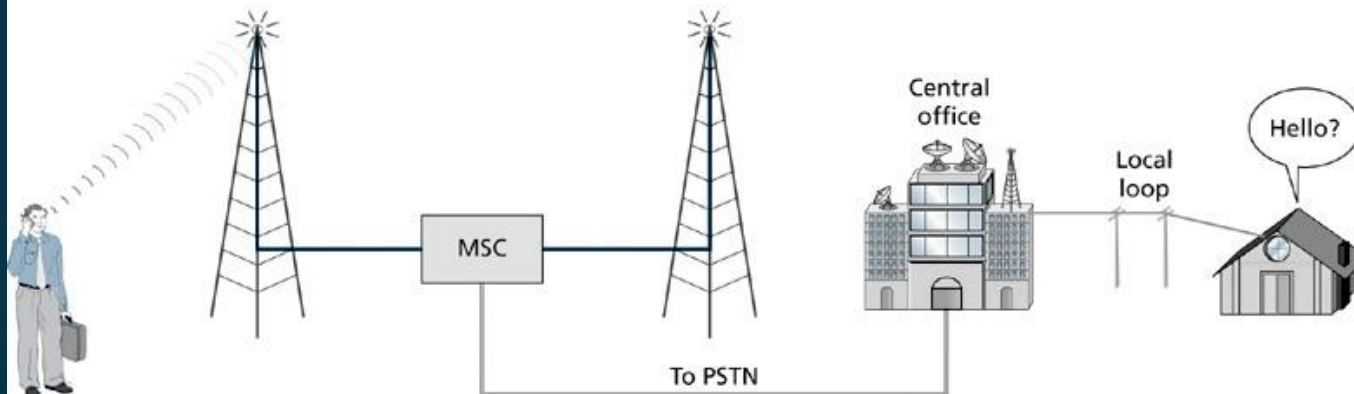
- Anatomy of a Cellular Wireless Connection (cont'd)
 - The MSC also scans its database to see whether the number being called is within the MSC's cellular network or part of another wireless system.
 - Mobile-to-mobile calls that are within the same cell or group of cells that is connected to the same MSC are switched at the MSC to their destination.
 - Mobile-to-land calls or mobile calls to other cell networks must be routed through the MSC to the PSTN.

Anatomy of a Cellular Wireless Call

a. Mobile-to-mobile calls within the same group of cells



b. Mobile-to-landline calls



CELLULAR WIRELESS VOICE NETWORKS (cont'd)

- Cellular Wireless Access Methods
 - Wireless access methods are also known as air interfaces.
 - The most common air interfaces today are **Time Division Multiple Access (TDMA)** and **Code Division Multiple Access (CDMA)**
 - **Frequency Division Multiple Access (FDMA)** was prevalent in the 1980s.

CELLULAR WIRELESS VOICE NETWORKS (cont'd)

- **FDMA**

- Is an analog cellular wireless access method.
- It was implemented in test markets in the late 1970s in the U.S.
- It became the air interface for the first widely deployed cellular wireless network in the early 1980s.
- This early analog cellular network became known as Advanced Mobile Phone Service (AMPS)

CELLULAR WIRELESS VOICE NETWORKS (cont'd)

- TDMA

- TDMA adds a time dimension to FDMA to make more efficient use of the radio frequency bandwidth.
- With TDMA, multiple calls are multiplexed across the same frequency.
- TDMA requires less power consumption than FDMA.
- TDMA is offered as an air interface by some cellular carriers, but it is generally deployed as the underlying air interface for the Global System for Mobile Communications (GSM)

CELLULAR WIRELESS VOICE NETWORKS (cont'd)

- **CDMA**

- It's an air interface that was developed for the US military in the 1960s.
- CDMA eliminates some of the inefficiencies associated with FDMA and TDMA by spreading a call or data transmission across multiple frequencies.

CELLULAR WIRELESS VOICE NETWORKS (cont'd)

- CDMA (cont'd)
 - Bandwidth efficiency is also improved by spreading a transmission across multiple frequencies – the number of callers that can simultaneously use a range of radio frequencies for call transmission is increased with CDMA.
 - CDMA offers a better method of call handoff and call signal reflection management so that CDMA phones consume less power than their TDMA or FDMA counterparts.

CELLULAR WIRELESS VOICE NETWORKS (cont'd)

- Wireless Data Services
 - Provide a wireless carrier connection between individual remote users and parent organization networks.
 - Data rates range from about 100 Kbps to 2.4 Mbps.
 - Wireless data services are classified in terms of 2G, 2.5G, 3G, and 4G wireless data communications technologies.

Wireless Data Services

TABLE 7.3
Wireless Data
Services

Service Type	Bandwidth	Description
GPRS	Typical is 32–40 Kbps; Theoretical is 171.2 Kbps	General Packet Radio Service (GPRS) is a radio frequency packet-switched data service that uses the existing Global System for Mobile Communications (GSM) digital cellular communications system for data transmission. In its higher bit rate format, GPRS is considered a step beyond second-generation wireless data communications technology, or 2.5G.
CDMA	Up to 64 Kbps	Code Division Multiple Access (CDMA) is a radio frequency voice and data service that uses spread spectrum techniques to transmit voice and data, with data transmission rates up to 64 Kbps. It's considered a second-generation (2G) wireless data communications technology.
EDGE	Typical is 100–130 Kbps; Theoretical is 384 Kbps	Enhanced Data Rates for GSM Evolution (EDGE) increases data rates in Global System for Mobile Communications (GSM) networks. With its initial data rate of under 144 Kbps, EDGE is considered a second-and-a-half generation, or 2.5G wireless data communications technology.
CDMA2000 1X	Typical is 60–80 Kbps; Up to 614 Kbps	CDMA2000 1X , or simply CDMA2000, is the third-generation (3G) wireless data communications version of CDMA. Also known as 1xRTT.
CDMA2000 1xEV-DO	384 Kbps–2.4 Mbps	CDMA2000 1x Evolution-Data Optimized. An enhancement to CDMA2000 1X that provides for higher data rates. CDMA2000 1xEV-DO is also a 3G wireless data communications technology.
WCDMA	Up to 2 Mbps	Wideband CDMA (WCDMA) will likely replace EDGE in the evolution of data networks that ride on top of the GSM digital cellular communications system. WCDMA will also be used in the European wireless data communications network known as the Universal Mobile Telecommunications System, or UMTS. WCDMA is a 3G wireless technology.