



SDF Funding

Employers who wish to apply for SDF funding must submit the SDF Form 1 to SDF at least one working day before course start date.

Download the form at www.sdf.gov.sg or request for a copy by calling the **SDF Hotline on 68835885**.

Registration & Payment

- Walk-in at the Customer Service Centres
- Apply online at www.ite.edu.sg/cet/sc/online.htm
- Post the application form to us

Payment is required for confirmation of place. Crossed cheques should be made payable to 'Institute of Technical Education. At the back of the cheque, please write your name, NRIC/FIN, course title and contact number.

Closing date: 1 month before course start date or when the class is full.

Withdrawal & Deferment

Withdrawal or deferment notice must be made in **writing**:

- 2 weeks or more before course start date - Full refund
- Less than 2 weeks before course start date - 50% refund
- On or after course start date - No refund

In the event that the course is cancelled due to unforeseen circumstances, full refund will be given.

Fundamentals of VoIP

Objective

To provide knowledge and skills of deploying technicians in installing and commissioning of the IP Phones.

Who Should Attend

Telecommunication technicians

Entry Requirement

Preferably with Nitec in Electronics or Communications Technology and Basic knowledge on PC & Networking

Content

- Introduction to VoIP Technology
 1. Explain the VoIP concept
 2. Introduction to VoIP hardware
 3. Setup an intra-office
- Signalling Protocol
 1. Introduction to SIP
- CODEC Standards
 1. Explain the importance of Codec in VoIP system
- Voice Transmission Protocol
 1. Explain the importance of voice transmission protocol
- Network monitoring
 1. Describes the factors affecting the network such as packet loss, latency and delay
 2. Theory and Practical Test

Course Details

- Duration : 21 hours (3 hands-on sessions)
- Total fee : \$400 (inclusive of GST and registration fee) (SDF Funding is available)
- Schedule : See our website for details or call us for more information