

Looking for a new phone system? Key terms to know...

Many industries have terms and acronyms that tend to serve one of two purposes: Either they are used as a simple way to describe complex concepts or they are complex terms used to keep outsiders confused about topics they describe.

IP – Internet Protocol defines a data network capable of transmitting information from one point to another by having them broke down into packets and sent out across a shared resource

VoIP – Voice over Internet Protocol refers to various methods and products used to send telephone calls over private and public data networks, most often the internet.

POTS lines – This highly technical term stands for Plain Old Telephone Service. Phone lines have many other names such as 1MB or one measured business line, analog lines, Centrex lines, and the list goes on. All acronyms equate to a single phone line like the one in a house.

PRI – Primary Rate Interface is a term used for a digital or high capacity line. The most common form of this service delivers 23 lines of communication to a user.

SIP - Session Initiated Protocol is the most commonly used method to transmit voice communications over a data network. Used as a modifier SIP can be applied to different products, for example SIP dial tone describes service offered by the phone company to send voice over a data network and SIP telephones are phones used to connect to the data network as endpoints

QoS – Quality of Service relates to criteria used to manage the quality of one transmission over another. For example, a telephone call typically has a higher quality of service than a webpage since the phone call is interactive and delays would be noticeable.

LAN – Local area network describes all equipment that is connected together within a physical location

WAN – Wide area network defines the connection of multiple LANS and devices to create one large network where traffic can freely flow back and forth all devices

MPLS - Multiprotocol Label Switching Is a higher end private wide area network design that allows for traffic management, shaping and prioritization to deliver higher levels of performance. The management occurs by a combination of onsite equipment and single carrier transport to send information out based on pre-defined criteria.

SD-WAN – Software Defined Wide Area Networks are higher end public wide area networks designed to offer traffic management, shaping and prioritization for higher levels of performance. This management occurs in the cloud and is based on constantly update metrics to determine fastest routes possible. Multiple carrier and access types may be leveraged for optimal speed and cost performance.

If you are starting your journey on deciding how to handle your organization’s communications, it might be a good idea to understand the lingo you may hear from the industry professionals. For any information on this series or any other questions please contact education@intelelson.com