

Implementation of Voice over Internet Protocol (VoIP) in UUM Campus

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**Implementation of Voice over Internet Protocol (VoIP) in UUM
Campus**

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of the requirement for the degree Master of Science
(Information Communication Technology)**

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By

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ABSTRACT

Currently, users (student, staff and lecturer) at UUM still using traditional mechanism to contact with each other using phone call and messenger contact. In this case, the uses need to have an Internet access in order to communicate with the other side. In both cases, using phone call or Internet has some limitations in terms of cost. This paper proposes the Voice over Internet Protocol (VoIP) system that can help users at UUM campus to freely communicate by using this VoIP technique. In the other side, this proposed system also helps to increase the effectiveness of using the Internet bandwidth; since the users can communicate with each other without the need to have an Internet access. Instead, they can contact with each other using the current Local Area Network (LAN) at UUM. Thus, this system can let the users to contact the destination user anywhere anytime in the coverage area of UUM.

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TABLE OF CONTENTS

PERMISSION OF USE.....	i
ABSTRACT.....	ii
ACKNOWLEDGEMENT.....	iii
TABLE OF CONTENTS.....	iv
LIST OF FIGURE.....	vii
LIST OF TABLE.....	Viii
LIST OF ABBREVIATION.....	ix
 CHAPTER ONE: INTRODUCTION.....	 1
1.0. Background.....	1
1.1. Problem Statement.....	2
1.2. Research Questions.....	3
1.3. Research Objectives.....	3
1.4. Significance of the Study.....	3
1.5. Scope and Limitation of the Study.....	4
1.6. Organization of the Report.....	5
 CHAPTER TWO: LITERATURE REVIEW.....	 6
2.0. Introduction.....	6
2.1. Definition of VoIP System.....	6
2.2. Background of VoIP Technology	6
2.3. Benefits of VoIP.....	7
2.4. VoIP Protocols.....	8
2.4.1. H.323 Overview.....	8

2.5. VoIP Planning and Implementation.....	16
2.6. Related Works	18
2.7. Chapter Summary	20
CHAPTER THREE: RESEARCH METHODOLOGY.....	21
3.0. Introduction.....	21
3.1. Research Methodology.....	21
3.1.1. The Awareness of the Problems.....	22
3.1.2. Suggestions.....	23
3.1.2.1. Hardware requirements of the system.....	23
3.1.2.2. Software requirements of the system.....	23
3.1.3. Implementation	23
3.1.3.1. Analysis.....	24
3.1.3.2. Construction.....	24

CHAPTER FIVE: SYSTEM EVALUATION.....	44
5.0. Introduction.....	44
5.1. User Interview	44
5.2. Evaluation Process Of The Application	44
5.2.0. Evaluation Of Demographic Data	45
5.2.1. Evaluation Of Application Usefulness	47
5.2.2. Evaluation Of The Application Ease Of Use.....	49
5.2.3. Evaluation Of The Application Satisfaction	51
5.3. Summary	53
CHAPTER SIX: CONCLUSION OF THE STUDY.....	54
6.0. Introduction	54
6.1. Project Conclusion	54
6.2. Study Contributions	55

LIST OF FIGURES

Figure 2.1: Basic Call Flow	9
Figure 2.2: Basic Call Flow	12
Figure 2.3: Connectivity Options	18
Figure 3.1: The research methodology	22
Figure 4.1: Proposed UUM Network Architecture For VoIP Implementation...	27
Figure 4.2: Call flow between two users at UUM campus	29
Figure 4.3: Menu select Screen	31
Figure 4.4: Build Menu select	32
Figure 4.5: Finishing the installation	33
Figure 4.6: Dial Plan Show	35
Figure 4.7: Applications Testing	38
Figure 4.8: ZoIPer Interface	40
Figure 4.9: Option ZoIPer window	41
Figure 4.10: Add SIP account	41
Figure 4.11: Field of account	42
Figure 5.1: The distribution of the respondents' age as a pie chart	46
Figure 5.2: The distribution of the respondents' degree as a pie chart	46
Figure 5.3: Bar chart of the question four of the usefulness	48
Figure 5.4: Bar chart of the question one of the application ease of use	50
Figure 5.5: Bar chart of the question one of the application satisfaction	52

LIST OF TABLES

Table 5. 1: Distribution of demographic data	45
Table 5.2: Descriptive statistics of application usefulness for all items	47
Table 5.3: Distribution of question three in terms of application's usefulness	48
Table 5.4: Descriptive statistics related to the application's ease of use	49
Table 5.5: Distribution of question one in terms of application's ease of use	50
Table 5.6 : Descriptive statistics related to the application's satisfaction	51
Table 5.7: Distribution of question one in terms of application's satisfaction	52

LIST OF APPREVIATION

VoIP	Voice over IP
LAN	Local Area Network
WLA	Wireless Local Area Network
PSTN	Public Switched Telephone Network
IP	Internet Protocol
TCP	Transmission Control Protocol
UDP	User Datagram Protocol
RTP	Real Time Transport Protocol
RTCP	Real Time Transport Control Protocol
IP PBXs	IP Private Branch Exchange
ACD	Automatic Call Distribution
IVR	Interactive Voice Response
SIP	Session Initiation Protocol
PBX	Private Branch Exchange
MGCP	Media Gateway Control Protocol
ITU	International Telecommunication Union

CHAPTER ONE

INTRODUCTION

1.0. Background

Nowadays, in light of current developments in the field of communication networks and due to the urgent need to send data in the shortest time and the lowest possible cost, the VoIP technology has been found. According to (Zhang, Hillenbrand, Müller, 2005), VoIP is a technology to transport voice communication over IP network such as Internet. This technology provides the capability of making phone calls over the packet switched networks instead of traditional circuit switched networks. With the development of the Internet, VoIP over a Wireless Local Area Network (WLAN) is expected to become an important Internet application. In addition, this technology is becoming a popular service on the Internet platform and many VoIP protocols have been proposed since it was first developed, (Wang, Liew & Fellow, 2005).

VoIP can greatly reduce the telephone call costs comparing with the traditional Public Switched Telephone Network (PSTN) system, due to the low cost features of the Internet usage, so it is expected that the VoIP may completely replace the circuit switched PSTN system in the future. Therefore, VoIP is attracting more users from the traditional telephone communication area, and more companies try to invest in the development and usage of the VoIP systems (Zhang, Hillenbrand, Müller, 2005). Moreover, VoIP is one of the fastest growing Internet applications at this time. It has two fundamental advantages compared with voice over traditional telephone networks. First, by using advanced voice-compression techniques and bandwidth

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internal user
only

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