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A complete IP
Telephony migration
planning guide
Includes Steps to
Success Poster It's
everyone's "must
have." This is a
reference book for the
entire project team

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who works on the deployment of an IP Telephony solution. Take advantage of best practices.

Includes more than 200 best practices, lessons learned, and tips for getting you through your IP Telephony deployment successfully. Minimize risk and learn from the

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mistakes of others.
Read the list of the top
10 things that can go
wrong during an IP
Telephony
deployment. Ask the
right questions. Get
the project team
thinking and
collaborating together
with Stephanie's
"Checklist of
Questions to Ask the

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Project Team." Use proven planning tools. Work from sample checklists, templates, project plans, and workflow documents to guide your planning process. Keep the Steps to Success on the minds of your project team. Use the enclosed poster, which illustrates every major

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step associated with an IP Telephony deployment. There is no better path to the successful implementation of a new technology than to follow in the experienced footsteps of an organization that has already been there. The Road to IP Telephony tells you

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how Cisco Systems successfully moved its own organization to a converged, enterprise-wide network. You will learn the implementation and operational processes, what worked, what didn't work, and how to develop your own successful methodology. After

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presenting this topic to hundreds of Cisco customers, including Fortune 500 companies, Stephanie Carhee consistently encountered the same question, "If I decide to move to IP Telephony, where do I begin and what can I do to ensure that I do it right the first time?"

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Although the needs of every enterprise are different, some things are universal; planning, communication, teamwork, and understanding your user's requirements are as important as technical expertise.

The Road to IP

Telephony shares with

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you everything you need to know about managing your deployment. It starts with where to begin, including what needs to be addressed before you even begin the planning process, to building your project team. Key best practices are also offered to help you set

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the project's pace and schedule, get your users on board, identify a migration strategy, develop a services and support strategy, and work toward the final PBX decommission. "Cisco IT wants to share its implementation experience with Cisco customers and partners

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to aide in the deployment practices of new Cisco technologies. While conducting our own company-wide cutover, we learned a great deal about what to do and what not to do. This book shares our experiences."

-Brad Boston, Senior
Vice President and

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Chief Information
Officer, Cisco
Systems, Inc. This
volume is in the
Network Business
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this series provide IT
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on today's most
important technologies
and business
strategies.

IP telephony
represents the future
of
telecommunications: a
converged data and
voice infrastructure
boasting greater
flexibility and more
cost-effective

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scalability than traditional telephony. Having access to proven best practices, developed in the field by Cisco IP Telephony experts, helps you ensure a solid, successful deployment. Cisco CallManager Best Practices offers best practice solutions for

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CallManager and related IP telephony components such as IP phones, gateways, and applications. Written in short, to-the-point sections, this book lets you explore the tips, tricks, and lessons learned that will help you plan, install, configure, back up, restore, upgrade,

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patch, and secure
Cisco CallManager,
the core call
processing component
in a Cisco IP
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also discover the best
ways to use services
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Cisco Collaboration solution. The authors focus on deploying the Cisco Unified Communications Manager (CUCM), CUCM features, CUCM based call routing, Cisco IOS Voice Gateways, Cisco Unified Border Element (CUBE), and Quality of Service

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(QoS). They introduce each key challenge associated with configuring CUCM, implementing gateways and CUBE, and building dial plans to place on-net and off-net calls using traditional numbered dial plans and Uniform Resource Identifiers (URIs).

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They show how to implement conferencing and other media resources, and prepare you to apply QoS features for voice and video. Each chapter opens with a topic list that clearly identifies its focus, ends with a quick-study summary of key concepts, and presents

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review questions to assess and reinforce your understanding. The authors present Cisco best practices, and illustrate operations and problem solving via realistic examples. This guide is ideal for all certification candidates who want to master all the topics

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and tradeoffs Walks
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Covers dial plan
elements, design, and
implementation
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routing elements

Explains digit

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how to control user

access Discusses

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and videoconferencing

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via Cisco IOS Voice

Gateways and CUBE

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CIPT client hardware

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replacing PBXs Cisco

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Voice over Frame Relay, ATM, and IP teaches you the Cisco solutions for voice technology (VoIP, VoFR, VoATM). This complete solutions guide helps you analyze existing voice hardware and software and select the Cisco multiservice access

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devices that best serve the needs of your network environment. In addition to learning how to design, configure, integrate, and optimize networks in remote branch and regional offices, this book also provides you with a fundamental understanding of PBXs, enabling you to

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develop a process for integrating Cisco equipment with or replacing PBXs. Cisco Voice over Frame Relay, ATM, and IP prepares you for voice and data integration by teaching you how to install and configure Cisco voice and data network routers; how to

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configure Cisco voice-enabled equipment for Voice over Frame Relay, ATM, and IP; how to configure voice ports, dial peers, and special commands to enable voice transmission over a data network; and how to perform voice traffic analysis to determine how to

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improve the quality of service (QoS) for delay-sensitive voice traffic. This book features actual router output and configuration examples to aid in the discussion of the configuration of these technologies. At the end of each chapter your comprehension is

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tested by review
questions. Cisco Voice
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ATM, and IP has all of
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understanding of the
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networking needs.
Cisco Voice over
Frame Relay, ATM,
and IP is part of a
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IP Telephony

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**every figure, table,
and list that
candidates must
know. *Exam
Preparation
sections. *Exam-
realistic questions
on CD About 80% of
this edition's
content is brand-
new, reflecting the
new exam's massive
revision,
reorganization, and**

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expansion. In addition to Cisco CallManager Express, this book now covers Cisco Unified Communications Manager (CUCM), CUCM Express, Unity Connection, Unified Presence, and network infrastructure considerations.

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**Specific topics
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include: ***

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design, call
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design and applications, and voice-mail system design are covered in depth Cisco® IP Telephony (IPT) solutions are being deployed at an accelerated rate, and network architects and engineers need to understand the various phases

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**involved in
successful
deployment:
planning, design,
implementation,
operation, and
optimization
(PDIOO). On the
road to that
understanding,
those involved need
to collect
information for each
phase of**

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deployment, and then follow through with the best architecture, deployment model, and implementation based on the data collected. Cisco IP Telephony: Planning, Design, Implementation, Operation, and Optimization is a guide for network

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architects and engineers as they deploy the Cisco IPT solution. With this book, you will master the PDIOO phases of the IPT solution, beginning with the requirements necessary for effective planning of a large-scale IPT network. From there,

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you'll follow a step-by-step approach to choose the right architecture and deployment model. Real-world examples and explanations with technical details, design tips, network illustrations, and sample configurations illustrate each step

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planning, designing,
implementing,
operating, and
optimizing a chosen
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on information you
have collected. In-
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provides specific
details about the
tasks involved and
best practices for**

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**successful
implementation of
the IPT solution.
This book also
contains
predesigned
questionnaires and
PDIOO assistance
tools that help you
determine the
requirements of
each phase of the
PDIOO cycle.
Authors Ramesh**

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**Kaza and Salman
Asadullah have
been involved with
Cisco IPT solutions
from the beginning
and have planned,
designed, and
implemented major
IPT networks using
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**Operation, and
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**importance of
securing your
network and finding
security solutions
you can implement
quickly. This
succinct book
departs from other
security literature by
focusing exclusively
on ways to secure
Cisco routers, rather
than the entire
network. The**

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rational is simple: If the router protecting a network is exposed to hackers, then so is the network behind it. Hardening Cisco Routers is a reference for protecting the protectors. Included are the following topics: The importance of router

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Different router
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Unnecessary
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SNMP security Anti-
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**security for RIP,
OSPF, EIGRP, NTP,
and BGP Logging
violations Incident
response Physical
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Thomas Akin, an
experienced
Certified Information
Systems Security
Professional
(CISSP) and
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Academic Instructor**

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(CCAI), the book is well organized, emphasizing practicality and a hands-on approach. At the end of each chapter, Akin includes a Checklist that summarizes the hardening techniques discussed in the chapter. The Checklists help you

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double-check the configurations you have been instructed to make, and serve as quick references for future security procedures. Concise and to the point, Hardening Cisco Routers supplies you with all the tools necessary to turn a potential

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vulnerability into a strength. In an area that is otherwise poorly documented, this is the one book that will help you make your Cisco routers rock solid.

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No. 31461, has worked in IT since 1996, and as a trainer since 2001. He is currently a Cisco trainer with Skyline Advanced Technology Services, specializing in Cisco Unified Communications and CCNA. His accessible,

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humorous, and effective teaching style has demystified Cisco technology for thousands of students. He has developed courseware and labs for both Cisco and its training partners, is co-author of CCNA Exam Cram (Exam

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