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Guide

Cisco Unity Express Voicemail User Guide

*In The Implosion of
Capitalism world-
renowned political
economist Samir
Amin connects the
key events of our
times - financial*

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*crisis, Eurozone
implosion, the
emerging BRIC
nations and the rise
of political Islam -
identifying them as
symptoms of a
profound systemic
crisis. In light of
these major crises
and tensions, Amin
updates and
modifies the*

classical definitions of social classes, political parties, social movements and ideology. In doing so he exposes the reality of monopoly capitalism in its contemporary global form. In a bravura conclusion, Amin argues that the current capitalist

*system is not viable
and that implosion is
unavoidable. The
Implosion of
Capitalism makes
clear the stark
choices facing
humanity - and the
urgent need for a
more humane global
order.*

Annotation

Strategies for

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*configuring,
monitoring, and
troubleshooting new
Cisco telephony
software! First book
with specific
coverage of Cisco
CallManager written
by its key
developers. Includes
specific
configuration
examples,*

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*configuration
guidelines,
troubleshooting tips,
and case studies.
Provides detailed
information about
such complex
issues as Cisco
CallManager routing
and diagnostics.
Cisco CallManager
Fundamentals
provides reference*

Acces PDF Cisco
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*information about
Cisco CallManager.*

*This book fully
details the
innerworkings of
Cisco CallManager,
which will empower
those responsible
for designing and
maintaining the
system with the
availability to make
intelligent decisions*

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*about what, when,
and how features
within Cisco
CallManager can be
used. John
Alexander is a
software
development
manager for Cisco
Systems. John
managed the
development of the
call processing*

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*softwares as well as
software*

development tasks.

Chris Pearce has

been a software

engineer in

telecommunications

for the past nine

years. In 1994 he

was one of the first

four engineers that

designed and

implemented what

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would eventually become the Cisco CallManager. Anne Smith is a senior technical writer at Cisco Systems, author of over two-dozen user guides, online help files, and Web-based documentation for various software and telephony

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companies. Delon Whetten is the technical lead of the Cisco CallManager software group at Cisco Systems. He has been involved in the design and development of message switching, voice messaging, video teleconferencing,

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*and Voice over IP
call management
systems for the last
24 years.*

*Install, deploy,
troubleshoot Cisco
Unified Presence
Server and Cisco
Unified Personal
Communicator. This
book covers lots of
undocumented tricks
and tips and 3rd-*

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*party tools that are
useful for*

troubleshooting

*CUPS.Presence and
instant*

messagePhone

controlLDAP

integrationIP Phone

MessengerVoiceMai

li integrationWeb

Conference Integrati

onXMPP/JabberCS

F - Client Service

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FrameworkCUCIMOC

- Cisco Unified
Communication
Integration with
Microsoft Office Co
mmunicatorMicrosof
t Exchange
integrationMicrosoft
OCS
integrationLotus
Sametime
integration3rd-party
complianceSee

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*author's blog for
more details: <http://htlucio.blogspot.com> Use
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*"SHOWERS" to get
10% off. Use
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*"FREEMAIL305" to
save on shipping
(Offer ends April 30,
2010)*

*CCNA Portable
Command Guide*

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Second Edition All the CCNA 640-802 commands in one compact, portable resource Preparing for the CCNA® exam? Here are all the CCNA-level commands you need in one condensed, portable resource. The CCNA Portable

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*Command Guide,
Second Edition, is
filled with valuable,
easy-to-access
information and is
portable enough for
use whether you're
in the server room or
the equipment
closet. This book
has been completely
updated to cover
topics in the ICND1*

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640-822, ICND2
640-816, and CCNA
640-802 exams.

*Use this quick
reference resource
to help you
memorize
commands and
concepts as you
work to pass the
CCNA exam. The
guide summarizes
all CCNA*

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Guide
*certification-level
Cisco IOS®*

*Software
commands,
keywords, command
arguments, and
associated prompts,
providing you with
tips and examples of
how to apply the
commands to real-
world scenarios.*

Configuration
Page 19/345

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examples

*throughout the book
provide you with a
better understanding
of how these
commands are used
in simple network
designs. The ten
topics covered are
TCP/IP An*

*Introduction to Cisco
Devices Configuring
a Router Routing*

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Switching

*Implementing a
Wireless LAN
Network*

*Administration and
Troubleshooting*

Managing IP

Services WANs

Network Security

Scott Empson is

currently the

associate chair of

the bachelor of

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*applied information
systems technology
degree program at
the Northern Alberta
Institute of
Technology in
Edmonton, Alberta,
Canada, teaching
Cisco® routing,
switching, and
network design
courses in
certificate, diploma,*

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and applied degree programs at the post-secondary level. He is also the program coordinator of the Cisco Networking Academy® Program at NAIT, a Regional Academy covering central and northern Alberta. He has earned three undergraduate

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degrees and currently holds several industry certifications, including CCNP®, CCDA®, CCAI, and Network+®. Access all CCNA commands—use as a quick, offline resource for research and solutions Logical

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*how-to topic
groupings provide
one-stop research
Great for review
before CCNA
certification exams
Compact size
makes it easy to
carry with you,
wherever you go
“Create Your Own
Journal” section with
blank, lined pages*

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*allows you to
personalize the book
for your needs*

*“What Do You Want
to Do?” chart inside
back cover helps
you to quickly
reference specific
tasks This book is*

*part of the Cisco
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Self-Study Product
Family, which offers*

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*readers a self-paced
study routine for
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exams. Titles in the
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Certification Self-
Study Product
Family are part of a
recommended
learning program
from Cisco that
includes simulation
and hands-on*

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*training from
authorized Cisco
Learning Partners
and self-study
products from Cisco
Press. Category:
Cisco Press–Cisco
Certification Covers:
CCNA Exam
(640-822 ICND1,
640-816 ICND2, and
640-802 CCNA)
CCNA Voice Study*

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*Troubleshooting
Cisco IP Telephony
Cisco Unity
Connection*

*How to Create
Human-Centered
Products and
Services*

*CCNP Voice CAPPS
642-467 Quick
Reference*

Cisco Unified
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Presence

Fundamentals

Telephony

solutions for the
small and medium
business,

enterprise branch
office, and small

office Detailed
information not

available in any
other resource

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enables you to
deploy IP
telephony
solutions with
maximum
efficiency Building
blocks of the
product features
provide solutions
that enhance the
operations and
productivity of your

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organization
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Numerous
examples show
you how to
configure the
comprehensive
suite of features
available with
Cisco IPC Express
Insights from the
experts
demonstrate how

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you can enhance
your IP telephony
system with
applications such
as automated
attendant and
voice mail
Management and
troubleshooting
tips will help you
keep your network
up and running

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smoothly

Enterprise

branches and

small and medium

businesses require

IP telephony

solutions particular

to their size.

Cisco® IP

Communications

(IPC) Express is

the answer: a one-

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box solution that provides turnkey operation with an easy-to-use web-based interface for combined voice and data needs. Cisco IPC Express delivers a comprehensive suite of telephony features, security,

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applications--but how will you use them to your best advantage? This book, Cisco IP Communications Express, provides the detailed information you need to maximize the use of this

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powerful product suite. By reading this book, you will learn how Cisco IPC Express and its applications can become a business solution for your office or enterprise. The experts from Cisco Systems® give

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you in-depth design guidance, full configurations, and valuable examples to serve as blueprints for your network. The feature operation and deployment discussions demonstrate how to configure and

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customize the system and how to use different product features to achieve your specific business goals. Once you deploy your solutions, you will be able to maintain your network through the

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troubleshooting
guidance and
examples of
resolutions to
common problems
provided in this
book. Cisco IP
Communications
Express is a must-
have for any
organization using
Cisco CallManager

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Express or Cisco
Unity® Express.

Technology
decision makers
and network
administrators will
be armed with
relevant
information on how
to deploy IP
communications
for their particular

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business needs. IT managers in larger enterprises will benefit from the plans for distributed call processing design for their networks. Service providers and resellers will be prepared to sell, install,

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configure, and
troubleshoot Cisco
IPC Express
based on
customer needs.

Beyond its
application in the
workspace, Cisco
IP

Communications
Express will also
prove helpful to

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those studying for
Cisco voice-related
certifications. This
IP communications
book is part of the
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Technology
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Press help

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networking
professionals
understand voice
and IP telephony
technologies, plan
and design
converged
networks, and
implement network
solutions for
increased
productivity.

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The definitive, up-to-date guide to planning, configuring, and administering Cisco call processing and voice messaging. This book brings together all the hands-on knowledge you

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need to
successfully
configure and
administer Cisco's
flagship IP voice
systems, including
Cisco Unified
Communications
Manager (CUCM),
Unity, and Unity
Connection. Fully
updated for the

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new CUCM, Unity,
and Unity

Connection,

version 8, it

presents step-by-
step procedures

for every common
and complex task

that installers,

integrators, and

administrators will

encounter. Long-

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time Cisco voice implementer and instructor David Bateman begins with clear, well-organized explanations of Cisco Voice over IP technology, including its key functions and devices. Next, he

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guides you
through
preparation and
deployment,
including
configuring CUCM
for maximum
performance,
removing DNS
dependencies,
defining enterprise
parameters,

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configuring
regions, and
enforcing security.

The author
presents quick
access, step-by-
step solutions for
dozens of post-
deployment tasks,
each with thorough
instructions and
cross-references

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to prerequisite tasks wherever needed. He demonstrates how to integrate features to create more powerful IP voice systems, thoroughly introduces Cisco's new management interface, and

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provides extensive coverage of the latest feature enhancements.

David Bateman is a certified Cisco instructor, CCNA, and director of curriculum development for Skyline-ATS. He has 20+ years of

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internetworking
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experience,
including more
than a decade as
a senior LAN/WAN
engineer in
networks serving
up to 5,000 users.
He then ran the
business
operations of a
technical services

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company while maintaining his existing networking client base. David has taught and implemented Cisco voice technologies since 2000. He authored this book's first edition, and co-authored CCNA Voice Exam

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Cram. Establish a foundation for CUCM: configure services, set enterprise parameters, register devices, and more Add gateways and client devices Create dial plans, including route

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patterns, route
lists, route groups,
CTI route points,
translation
patterns, and route
filters Configure
Class of Service
(CoS) and Call
Admission Control
Implement IP
phone service,
media resources,

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and Extension
Mobility Prepare to
deploy

Unity/Connection:
verify integration;
define system
parameters; and
create templates,
distribution lists,
and CoS Add,
import, and
manage users

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Make the most of
Unity/Connection
call management,
from basic auto-
attendant to
advanced routing
rules and audio-
text Integrate
legacy voicemail
systems Master
Unity/Connection's
key administrative

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tools and utilities
Use time-of-day
routing, call
queuing, and other
advanced features

This IP
communications
book is part of the
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Technology
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communications
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networking
professionals
understand voice
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and design
converged
networks, and
implement network

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techniques. “Do I Know This Already?” quizzes open each chapter and enable you to decide how much time you need to spend on each section. Exam topic lists make referencing easy. Chapter-ending

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drill on key

concepts you must

know thoroughly.

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specifically on the
objectives for the

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ICOMM exam.
Senior voice
consultants and
trainers Jeremy
Cioara and
Michael Valentine
share preparation
hints and test-
taking tips, helping
you identify areas
of weakness and

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engine also tracks your performance and provides feedback on a module-by-module basis, laying out a complete assessment of your knowledge to help you focus your study where it is needed most.

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Well-regarded for its level of detail, assessment features, comprehensive design scenarios, and challenging review questions and exercises, this official study guide helps you master the concepts and

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techniques that will enable you to succeed on the exam the first time. The official study guide helps you master all the topics on the CCNA Voice exam, including: Voice and data convergence IP

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phone connections
to the LAN

infrastructure

Cisco Unified

Communications

Manager Express

CUCM Express IP
phone

configuration and

voice productivity

features Gateways

and trunks Cisco

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System UC500
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contains two free,

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complete practice
exam. Pearson IT
Certification

Practice Test
minimum system
requirements:

Windows XP
(SP3), Windows
Vista (SP2), or
Windows 7;
Microsoft .NET
Framework 4.0

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Client; Microsoft
SQL Server
Compact 4.0;
Pentium class
1GHz processor
(or equivalent);
512 MB RAM; 650
MB disc space
plus 50 MB for
each downloaded
practice exam Also
available from

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an eBook with enhanced Pearson IT Certification Practice Test. This integrated learning package: Allows you to focus on individual topic areas or take complete, timed exams Includes direct links from

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each question to
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help you
understand the
concepts behind
the questions
Provides unique
sets of exam-
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questions Tracks
your performance
and provides

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feedback on a
module-by-module
basis, laying out a
complete
assessment of
your knowledge to
help you focus
your study where it
is needed most

Crossing the
Chasm

A Step-by-Step

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Hungry for Peace
How You Can Help
End Poverty and
War with Food Not
Bombs

CCNA Voice
Official Exam
Certification Guide
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Cisco Unified

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Communications
Manager, Part 1
(CIPT1)

Foundation

Learning Guide

*As a final exam
preparation tool, the
CCNP Voice CAPPS
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Reference provides a
concise review of all
objectives on the new*

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CCNP Voice

Integrating Cisco

Unified

Communications

Applications exam

(642-467). This eBook

provides you with

detailed, graphical-

based information,

highlighting only the

key topics in cram-

style format. With this

document as your

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*guide, you will review
topics on the
integration options of
Cisco Unified
Presence, Cisco Unity
Express, and Cisco
Unity Connection. In
addition, this eBook
covers voice
messaging deployment
scenarios, Cisco
Unified Presence
features, and*

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troubleshooting
Guide

*mechanisms as well as
Cisco Unified
Presence and Cisco
Unified Personal
Communicator
integration options
with Cisco Unified
Communications
Manager. This fact-
filled Quick Reference
allows you to get all-
important information*

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at a glance, helping you to focus your study on areas of weakness and to enhance memory retention of essential exam concepts.

The real-world guide to securing Cisco-based IP telephony applications, devices, and networks Cisco IP telephony leverages

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converged networks to dramatically reduce TCO and improve ROI. However, its critical importance to business communications and deep integration with enterprise IP networks make it susceptible to attacks that legacy telecom systems did not face. Now, there's

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*a comprehensive
guide to securing the
IP telephony
components that ride
atop data network
infrastructures—and
thereby providing IP
telephony services
that are safer, more
resilient, more stable,
and more scalable.*

*Securing Cisco IP
Telephony Networks*

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provides comprehensive, up-to-date details for securing Cisco IP telephony equipment, underlying infrastructure, and telephony applications. Drawing on ten years of experience, senior network consultant Akhil Behl offers a

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*complete security
framework for use in
any Cisco IP
telephony
environment. You'll
find best practices and
detailed configuration
examples for securing
Cisco Unified
Communications
Manager (CUCM),
Cisco Unity/Unity
Connection, Cisco*

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*Unified Presence,
Cisco Voice*

*Gateways, Cisco IP
Telephony Endpoints,
and many other Cisco
IP Telephony*

*applications. The book
showcases easy-to-
follow Cisco IP
Telephony*

*applications and
network security-
centric examples in*

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every chapter. This guide is invaluable to every technical professional and IT decision-maker concerned with securing Cisco IP telephony networks, including network engineers, administrators, architects, managers, security analysts, IT

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*directors, and
consultants.*

*Recognize
vulnerabilities caused
by IP network
integration, as well as
VoIP's unique
security requirements*

*Discover how hackers
target IP telephony
networks and
proactively protect
against each facet of*

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their attacks

*Implement a flexible,
proven methodology
for end-to-end Cisco
IP Telephony security*

*Use a layered (defense-
in-depth) approach
that builds on*

*underlying network
security design Secure
CUCM, Cisco*

Unity/Unity

Connection, CUPS,

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*CUCM Express, and
Cisco Unity Express
platforms against
internal and external
threats Establish
physical security,
Layer 2 and Layer 3
security, and Cisco
ASA-based perimeter
security Complete
coverage of Cisco IP
Telephony encryption
and authentication*

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fundamentals

*Configure Cisco IOS
Voice Gateways to
help prevent toll fraud
and deter attacks*

*Secure Cisco Voice
Gatekeepers and
Cisco Unified Border
Element (CUBE)*

*against rogue
endpoints and other
attack vectors Secure
Cisco IP telephony*

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endpoints—Cisco
Guide

Unified IP Phones

*(wired, wireless, and
soft phone) from*

*malicious insiders and
external threats This*

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professionals

understand voice and

IP telephony

technologies, plan and

design converged

networks, and

implement network

solutions for

increased

productivity.

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*companies powerful
opportunities to
improve productivity.*

*Building on the
migration to IP
telephony and the
deployment of Cisco
Unified*

*Communications
environments, it helps
people find each other
faster, solve problems
more quickly, pursue*

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*opportunities with
more agility, and
increase customer
satisfaction. Written
by three leading Cisco
experts, Cisco Unified
Presence
Fundamentals
explains the concepts
behind Unified
Presence, the
technologies involved,
their*

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*interdependencies,
and how to
troubleshoot them.*

*The authors support
their discussions of
concepts and
techniques with many
sample applications,
guiding network
professionals to real-
world mastery even if
they have never used
presence technologies.*

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This book will be an indispensable resource for all Cisco partners and system integrators who need to understand Unified Presence and build solutions, and for all IT and networking professionals who must work with or support those solutions. This is the

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*only book that Walks
readers step by step
through configuring
Cisco Unified
Presence Presents
practical sample
applications that
encourage readers to
explore and innovate
in their own
organizations*

*Thoroughly covers the
technical aspects of*

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*deploying Presence
and explains how it*

*can be used within key
vertical markets*

Presents

troubleshooting

*techniques from both
server- and client-side*

perspectives Plan,

install, configure,

support, and profit

from Cisco Unified

Presence Understand

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*the components of a
Cisco Unified*

*Presence solution and
how they fit together*

*Gain valuable insight
into how Cisco*

*Unified Presence can
increase productivity,
scheduling*

*capabilities, and
interactivity for*

evolving industries

Understand crucial

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*interdependencies that
impact Cisco Unified
Presence design,
functionality, and
behavior Configure
Cisco Unified
Presence for
Federation
Understand how to
resolve Unified
Presence issues with
built-in tools and
diagnostic utilities*

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networking
technologies, covering
network topologies,
sample deployment
concepts, passwords,
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techniques.*

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Bridging the Gap

*Between Academia &
Industry*

Exam 640-460

Cisco CallManager

Fundamentals

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(Exams 640-460 &
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*Whether you're
designing
consumer
electronics,
medical devices,
enterprise Web
apps, or new ways*

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*to check out at the
supermarket,
today's digitally-
enabled products
and services
provide both great
opportunities to
deliver compelling
user experiences
and great risks of
driving your
customers crazy*

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*with complicated,
confusing
technology.*

*Designing
successful
products and
services in the
digital age requires
a multi-disciplinary
team with
expertise in
interaction design,*

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*visual design,
industrial design,
and other
disciplines. It also
takes the ability to
come up with the
big ideas that
make a desirable
product or service,
as well as the skill
and perseverance
to execute on the*

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thousand small ideas that get your design into the hands of users. It requires expertise in project management, user research, and consensus-building. This comprehensive, full-color volume

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addresses all of these and more with detailed how-to information, real-life examples, and exercises. Topics include assembling a design team, planning and conducting user research, analyzing your

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*data and turning it
into personas,
using scenarios to
drive requirements
definition and
design,
collaborating in
design meetings,
evaluating and
iterating your
design, and
documenting*

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*finished design in
a way that works
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preparation hints

and test-taking

tips, helping you

identify areas of

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*weakness and
improve both your
conceptual
knowledge and
hands-on skills.
Material is
presented in a
concise manner,
focusing on
increasing your
understanding and
retention of exam*

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Guide presents
you with an
organized test
preparation routine
through the use of
proven series
elements and
techniques. "Do I
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*help drill you on
key concepts you
must know
thoroughly. Well-
regarded for its
level of detail,
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questions and
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the concepts and
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UC500 for voice

The de facto how-

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*to manual of the
international Food
Not Bombs*

*movement, which
provides free food
to the homeless
and hungry and
has branches in
countries on every
continent except
Antarctica, this
book describes at*

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length how to set up and operate a Food Not Bombs chapter. The guide considers every aspect of the operation, from food collection and distribution to fundraising, consensus decision making, and what to do

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when the police arrive. It contains detailed information on setting up a kitchen and cooking for large groups as well as a variety of delicious recipes. Accompanying numerous

photographs is a lengthy section on the history of Food Not Bombs, with stories of the jailing and murder of activists, as well as premade handbills and flyers ready for photocopying. This book reviews

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*the state of the art
of big data
analysis and smart
city. It includes
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smart city, etc.
Data is becoming
an increasingly*

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societies,
economies, and
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inspires novel
techniques and
theories drawn
from mathematics,
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*information theory,
computer science,
and social science.*

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book were the
outcome of
research
conducted in this
field of study. The
latter makes use of
applications and
techniques related*

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*to data analysis in
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data and smart city
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book appeals to
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undergraduate and
graduate students,
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researchers, as well as anyone interested in big data analysis and smart city.

*Advances in
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Development:
Cisco Voice
Gateways and
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System Available for
Exams 640-460 &
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questions and hands-
on exercises, CCNA
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need to know--and
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challenging exam.
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the Exam sections
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topics covered Two-
Minute Drills for
quick review
Simulated exam
questions match the*

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and difficulty of the
real exam Covers all
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Traditional
Telephony; They
Meet - Data and
Voice Converged;*

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H.323; SIP; SCCP
and MGCP;
Understanding
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Call Manager***

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*Express; Unified
Communications
Manager; Gateways
and Gatekeepers; IP-
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VoIP Problems;
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solution Real-world
case studies from*

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engineers who
developed the
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provide practical
advice on all stages
of successful IPT
deployment Concise
understanding of
the PDIOO phases
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successfully deploy
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the process into
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provides a logical
and defined guide
for network
engineers and
architects as they
proceed through*

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*each of the phases
in deploying the
Cisco IPT solution
Includes detailed
questionnaires for
each phase of
deployment in the
PDIOO cycle—a
great aid in
understanding
customer networks
and requirements*

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*Network
infrastructure
design, call
processing
infrastructure
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 involved in successful deployment: planning, design, implementation,

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operation, and optimization (PDIOO). On the road to that understanding, those involved need to collect information for each phase of deployment, and then follow through with the best

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*architecture,
deployment model,
and implementation
based on the data
collected. Cisco IP
Telephony:
Planning, Design,
Implementation,
Operation, and
Optimization is a
guide for network
architects and*

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*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, 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

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*illustrations, and
sample*

configurations

illustrate each step

in the process of

planning, designing,

implementing,

operating, and

optimizing a chosen

architecture based

on information you

have collected. In-

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depth instruction on each PDIOO phase provides specific details about the tasks involved and best practices for 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 Kaza and Salman Asadullah have been involved with Cisco IPT solutions

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*from the beginning
and have planned,
designed, and
implemented major
IPT networks using
the guidelines found
here. Cisco IP
Telephony:
Planning, Design,
Implementation,
Operation, and
Optimization*

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provides the step-by-step explanations, details, and best practices acquired by the authors while working with the top Cisco IPT customers. This book is part of the Networking Technology Series from Cisco Press®,

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*which offers
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professionals
valuable
information for
constructing
efficient networks,
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technologies, and
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careers.*

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*will also implement
media resources, IP
Phone Services,
Cisco Unified
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Manager native
presence, and Cisco
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*This book focuses
primarily on CUCM
version 8.x, which is
the call routing and*

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*component for the
Cisco Unified
Communications
solution. This book
has been fully
updated with new
coverage of CUCM
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Mobility, and H.323 gateways. Whether you are preparing for CCNP Voice certification or simply want to gain a better understanding of Cisco Unified Communications Manager fundamentals, you

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deployment models
n Set up and
configure CUCM
services n
Implement and
harden IP phones n
Manage user
accounts n
Configure
Catalyst® switches
for power over*

*Ethernet and voice
VLAN requirements
n Deploy MGCP
and H.323 gateways
n Configure call
routing and digit
manipulation n Set
up calling privileges
and call coverage n
Deploy various
media resources,
features, and*

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applications n

*Establish Presence-
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on key concepts you
must know*

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focuses specifically
on the objectives for
the Cisco*

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exams Do I Know
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enable you to decide
how much time you
need to spend on
each section*

*Chapter-ending Key
Topic tables, which
help you drill on key
concepts you must*

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Practice exercises
that help you
enhance your
knowledge More
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from the author An
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application to help
you drill on Key*

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guides you through
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candidates on their
ability to implement
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systems using Cisco
VoIP solutions From
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Conference. The

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focus of these volumes is to examine the exchange of ideas between academia and industry and aims to explore new solutions. The proceedings follow the seven conference tracks highlighted at the Conference: Co-design of Business and IT;

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Methods; Human
Values of Information
Technology; Service
Development and IT;
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Engineering in the IS
Life-Cycle; Semantic
Web Approaches and
Applications; and
Management and IT.
The complete guide
to provisioning and
managing cloud-

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based Infrastructure
as a Service (IaaS)
data center solutions
Could computing will
revolutionize the way
IT resources are
deployed,
configured, and
managed for years to
come. Service
providers and
customers each
stand to realize
tremendous value

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from this paradigm shift-if they can take advantage of it.

Cloud Computing brings together the realistic, start-to-finish guidance they need to plan, implement, and manage cloud solution architectures for tomorrow's virtualized data

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centers. It introduces cloud 'newcomers' to essential concepts, and offers experienced operations professionals detailed guidance on delivering Infrastructure as a Service (IaaS), Platform as a Service (PaaS), and Software as a Service (SaaS).

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This book's replicable solutions and fully-tested best practices will help enterprises, services providers, consultants, and Cisco partners meet the challenge of provisioning end-to-end cloud infrastructures. Drawing on extensive experience working

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with leading cloud vendors and integrators, the authors present detailed operations workflow examples, proven techniques for operating cloud-based network, compute, and storage infrastructure; a comprehensive management

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architecture; and a complete case study demonstrating rapid, lower-cost solutions design. Cloud Computing will be an indispensable resource for all network/IT professionals and managers involved with planning, implementing, or

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- Transition common enterprise design patterns and use cases to the cloud
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for 'real-time'

managed IT services

- Understand the Cisco approach to cloud-related technologies, systems, and services

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service provisioning,
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management

- Automate cloud infrastructure to simplify service delivery, monitoring and assurance
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Michael Valentine,
CCNA, CCNP, CCDP,
CCVP, CCSI No.

31461, has worked in
IT since 1996, and as

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a trainer since 2001. He is currently a Cisco trainer with Skyline Advanced Technology Services, specializing in Cisco Unified Communications and CCNA. His accessible, humorous, and effective teaching style has demystified Cisco technology for

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thousands of students. He has developed courseware and labs for both Cisco and its training partners, is co-author of CCNA Exam Cram (Exam 640-802), Third Edition, and is the author of CCNA Voice Quick Reference Guide. The official study guide

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administration, end
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telephony features
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support CME and
CUCM management
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exam, memory table
exercises and answer
keys, a glossary flash
card tool, and a
study planner tool.

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Certification Practice

Test minimum

system requirements:

Windows Vista (SP2),

Windows 7, Windows

8.1, or Windows 10;

Microsoft .NET

Framework 4.5

Client; Pentium-class

1 GHz processor (or

equivalent); 512 MB

RAM; 650 MB disk

space plus 50 MB for

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Cisco IP Telephony
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information, the
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Command Guide is
portable enough
for you to use
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summarizes all
commands,

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keywords,
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Topics covered
include •

Fundamentals:

Unified

Communications

components,

functions, call

signaling, media

flows, and VoIP

quality •

Preparation:

Configure Cisco

switches, routers,

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and other devices
to support Unified
Voice •

Provisioning:
Create/modify
users, accounts,
endpoints,
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Messaging and
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Configure voice messaging, Cisco Unity Connection, and Cisco Unified Presence • Management/Monitoring: Generate reports, monitor voicemail usage, perform backups, and more • Support: Verify PSTN connectivity and define fault

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domains;
troubleshoot
endpoints, call
quality, and
voicemail Access
all CCNA Voice
commands—use as
a quick, offline
resource for
research and
solutions Logical
how-to topic
groupings provide

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Voice 640-461
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Chris Olsen shows
how to effectively
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begins by introducing the server platforms and overlays that are the basis for all Cisco Unity Connection design and integration. Next, he presents in-depth coverage of a wide range of essential tasks—from user

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configuration to
voicemail

redundancy,

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provisioning Cisco

Prime

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Each chapter

opens with a list of

topics that clearly

identifies its focus.

Each chapter ends

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with a summary of key concepts for quick study, as well as review questions to assess and reinforce your understanding. Throughout, configuration examples and sample verification outputs illustrate

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critical issues in
network operation
and

troubleshooting.

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how to deploy and

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Contact Center Enterprise (UCCE) integrates multiple components and can serve a wide spectrum of business requirements. In this book, Gary Ford, an experienced Cisco UCCE consultant brings together all

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the guidance you need to optimally configure and manage UCCE in any environment. The author shares in-depth insights covering both the enterprise and hosted versions of UCCE. He presents an administrator's view of how to

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perform key UCCE tasks and why they work as they do. He thoroughly addresses application configuration, agents, scripting, IVR, dial plans, UCM, error handling, reporting, metrics, and many other

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key topics. You'll find proven, standardized configuration examples that help eliminate errors and reduce downtime, step-by-step walkthroughs of several actual configurations, and thorough coverage of

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databases · Make
the most of
UCCE's reporting
tools · Create
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applications with
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Routing ·
Effectively
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UCCE deployment,
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integration, and various endpoints including Skinny Client Control Protocol (SCCP) and Session Initiation Protocol (SIP). Cisco Unified Video Advantage endpoint configuration is covered, in addition to, Cisco Unity® voice mail integration

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and basic voice mail box creation. Various user features are discussed including Presence. Whether you are preparing for CCVP certification or simply want to gain a better understanding of Cisco Unified Communications Manager fundamentals, you

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Dennis J. Hartmann, CCIE® No. 15651 is a lead Unified Communications instructor at Global Knowledge. Dennis has been working with CallManager since CallManager 2.0. Dennis has various technical

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certifications: CCIE
No. 15651, CCVP,
CCSI, CCNP[®],
CCIP[®], and MCSE.

Dennis has worked
with various Fortune
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including AT&T,
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"The Cisco Certified Network Associate Voice (CCNA Voice) validates associate-level knowledge and skills required to administer a voice network. The Cisco CCNA Voice certification validates that the IT

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Deployments of voice over IP (VoIP) networks continue at a rapid pace. Voice gateways are an essential part of VoIP networks, handling the many tasks

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involved in translating between transmission formats and protocols and acting as the interface between an IP telephony network and the PSTN or PBX. Gatekeepers and IP-to-IP gateways help these networks scale. Gatekeepers provide

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call admission control, call routing, address resolution, and bandwidth management between H.323 endpoints including Cisco IOS® voice gateways and Cisco® Unified CallManager clusters. IP-to-IP gateways allow VoIP calls to traverse

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disparate IP networks. Cisco Voice Gateways and Gatekeepers provides detailed solutions to real-world problems encountered when implementing a VoIP network. This practical guide helps you understand Cisco gateways and gatekeepers and

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configure them properly. Gateway selection, design issues, feature configuration, and security and high-availability issues are all covered in depth. The abundant examples, screen shots, configuration snips, and case studies make this a

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truly practical and useful guide for anyone interested in the proper implementation of gateways and gatekeepers in a VoIP network. Emphasis is placed on the accepted best practices and common issues encountered in real-

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world deployments. Cisco Voice Gateways and Gatekeepers is divided into four parts. Part I provides an overview of an IP voice network. Part II is dedicated to voice gateways, including discussions of Media Gateway Control Protocol (MGCP); H.323; Session

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Initiation Protocol (SIP); voice circuit options; connecting to the PSTN, PBX, and IP WAN; dial plans; digit manipulation; route selection; class of restriction; Survivable Remote Site Telephony (SRST) and MGCP fallback; digital

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signal processor (DSP) resources; and Tool Command Language (Tcl) scripts and Voice XML (VXML). Part III addresses voice gatekeepers, including detailed deployment and configuration. Part IV is dedicated to IP-to-IP gateways.

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Written in short, to-the-point sections, this book lets you explore the tips, tricks, and lessons learned that will help you plan,

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install, configure, back up, restore, upgrade, patch, and secure Cisco CallManager, the core call processing component in a Cisco IP Telephony deployment. You'll also discover the best ways to use

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techniques you need to successfully plan, design, implement, and maintain Cisco Unity Connection voice messaging systems. For every stage of the system lifecycle, enterprise voice

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expert David Schulz offers clear explanations, practical examples, realistic case studies, and best-practice solutions. The author begins by introducing Cisco Unity Connection's core features,

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capabilities, and components.

Next, he provides thorough, step-by-step coverage of configuration, including users, contacts, call routing, dial plans, class of service, and templates.

You will find

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extensive discussions of user features and access, administration and maintenance, redundancy and backup, and much more. Throughout, the author addresses many enhancements

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introduced in the new Cisco Unity Connection v8.5 software. This book concludes with a complete guide to troubleshooting, including case studies that identify common deployment

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edition, along with examples of Cisco Nexus 5000 and 7000 switches throughout. Topics include: An in-depth view of routers and routing Switching, using Cisco Catalyst and Nexus switches as

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technologies in

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networking world,

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including T1, DS3,
frame relay, and
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firewall theory,
and configuration,
as well as ACL and
authentication
Quality of Service
(QoS), with an
emphasis on low-
latency queuing
(LLQ) IP address

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Express

administration.

- *Managing

endpoints and

end-users with

CUCM. *CUCM dial

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- *CUCM/CUCM

Express mobility

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Connection.

*Unified

Presence

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