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**The Road To IP
Telephony: How
Cisco Systems
Migrated From PBX
To IP Telephony
(paperback)
(Network
Business)**

High-Speed Cisco Networks:
Planning, Design, and
Implementation covers
LAN/WAN technology and its
benefits. The book lays out
Cisco's complete line of
products and describes their

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features and best applications. It provides critical details on routers and servers, switches and hubs, security products, network management tools, ATM products, other services and programs, and Internetwork Operating Systems (IOS). Cisco's routers, hubs, and switches are the core of the Internet and today's high-speed networks. Armed with this independent evaluation, the reader can design high-speed networks that meet current needs and scale to future requirements with confidence. More and more businesses today have their receive phone

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service through Internet instead of local phone company lines. Many businesses are also using their internal local and wide-area network infrastructure to replace legacy enterprise telephone networks. This migration to a single network carrying voice and data is called convergence, and it's revolutionizing the world of telecommunications by slashing costs and empowering users. The technology of families driving this convergence is called VoIP, or Voice over IP. VoIP has advanced Internet-based telephony to a viable solution, piquing the interest of

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companies small and large. The primary reason for migrating to VoIP is cost, as it equalizes the costs of long distance calls, local calls, and e-mails to fractions of a penny per use. But the real enterprise turn-on is how VoIP empowers businesses to mold and customize telecom and datacom solutions using a single, cohesive networking platform. These business drivers are so compelling that legacy telephony is going the way of the dinosaur, yielding to Voice over IP as the dominant enterprise communications paradigm. Developed from real-world experience by a senior

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developer, O'Reilly's Switching to VoIP provides solutions for the most common VoIP migration challenges. So if you're a network professional who is migrating from a traditional telephony system to a modern, feature-rich network, this book is a must-have.

You'll discover the strengths and weaknesses of circuit-switched and packet-switched networks, how VoIP systems impact network infrastructure, as well as solutions for common challenges involved with IP voice migrations. Among the challenges discussed and projects presented: building a

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softPBX configuring IP phones
ensuring quality of service
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scalability standards-compliance
topological considerations
coordinating a complete system
?switchover? migrating
applications like voicemail and
directoryservices retro-
interfacing to traditional
telephony supporting mobile
users security and survivability
dealing with the challenges of
NAT To help you grasp the core
principles at work, Switching to
VoIP uses a combination of
strategy and hands-on "how-to"
that introduce VoIP routers and
media gateways, various makes
of IP telephone equipment,

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legacy analog phones, IPTables and Linux firewalls, and the Asterisk open source PBX software by Digium. You'll learn how to build an IP-based or legacy-compatible phone system and voicemail system complete with e-mail integration while becoming familiar with VoIP protocols and devices. Switching to VoIP remains vendor-neutral and advocates standards, not brands. Some of the standards explored include: SIP H.323, SCCP, and IAX Voice codecs 802.3af Type of Service, IP precedence, DiffServ, and RSVP 802.1a/b/g WLAN If VoIP has your attention, like so many

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others, then Switching to VoIP will help you build your own system, install it, and begin making calls. It's the only thing left between you and a modern telecom network.

InfoWorld is targeted to Senior IT professionals. Content is segmented into Channels and Topic Centers. InfoWorld also celebrates people, companies, and projects.

Asterisk

The Integration of Robust VoIP Services

Telecommunications Essentials

The Future of Telephony

Competition in the

Communications Marketplace

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IP telephony represents the future of telecommunications: a converged data and voice infrastructure boasting greater flexibility and more cost-effective 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 CallManager and related IP telephony components such as IP phones, gateways, and

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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, 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 services and parameters, directory integration, call detail records, management and monitoring applications, and more. Customers inspired

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this book by asking the same questions time after.

A guide to successful deployment of the Cisco IP Telephony solution Real-world case studies from the Cisco design consulting engineers who developed the PDIOO process provide practical advice on all stages of successful IPT deployment Concise understanding of the PDIOO phases enables architects and engineers to successfully deploy the Cisco IPT solution Division of the process into PDIOO phases provides a logical and defined guide for network

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engineers and architects as they proceed through 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
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

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network architects and engineers need to understand the various phases 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 deployment, and then follow through with the best architecture, deployment model, and implementation based on the data collected. Cisco IP Telephony: Planning, Design, Implementation,

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Operation, and Optimization is a guide for network 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, 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

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configurations illustrate each step in the process of planning, designing, implementing, operating, and optimizing a chosen architecture based on information you have collected. In-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

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requirements of each phase of the PDIOO cycle. Authors Ramesh Kaza and Salman Asadullah have been involved with Cisco IPT solutions 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 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

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of the Networking
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Cisco Press®, which offers
networking professionals
valuable information for
constructing efficient
networks, understanding
new technologies, and
building successful careers.
"This set of books represents
a detailed compendium of
authoritative, research-
based entries that define the
contemporary state of
knowledge on
technology"--Provided by
publisher.

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*Pstn, Pbx, Datacom, Ip
Telephony, Iptv, Wireless
and Billing*

*IP Telephony Unveiled
Telecom Systems*

*For more than 40 years,
Computerworld has been
the leading source of
technology news and
information for IT
influencers worldwide.
Computerworld's award-
winning Web site
(Computerworld.com),
twice-monthly
publication, focused
conference series and
custom research form the
hub of the world's*

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largest global IT media
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network.
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Understand and develop
an IP telephony strategy
that saves money and
provides new services
and network
efficiencies. Readers
will learn the
difference between IP
Telephony (IPT) and
voice over IP (VoIP) and
discover what this
difference means in
business applications.
Telecommunications
current and emerging,
wired and wireless--is
covered in-depth here

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*with the broadest,
deepest, most up-to-date
telecom overview on the
market by one of the
field's leading
trainers. Whether
readers are new to
telecommunications and
IT or simply want an
understandable,
comprehensive review of
the state-of-the-art
technology, this book is
for them.*

*Cisco Wireless LAN
Security*

*Cisco CallManager Best
Practices*

Troubleshooting Cisco IP

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*The Internet
The Complete Global
Source for
Communications*

*Fundamentals, Data
Networking and the
Internet, and Next-
generation Networks*

**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
who works on the deployment
of an IP Telephony solution.
Take advantage of best
practices. Includes more than**

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**200 best practices, lessons
learned, and tips for getting
you through your IP Telephony
deployment successfully.**

**Minimize risk and learn from
the 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 Project
Team." Use proven planning
tools. Work from sample
checklists, templates, project
plans, and workflow
documents to guide your
planning process. Keep the**

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Steps to Success on the minds of your project team. Use the enclosed poster, which illustrates every major 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 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

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how to develop your own successful methodology. After 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?" 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

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with 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 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 to aide in the deployment

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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 Chief Information Officer, Cisco Systems, Inc. This volume is in the Network Business Series offered by Cisco Press. Books in this series provide IT executives, decision makers, and networking professionals with pertinent information on today's most important technologies and business strategies.

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The real-world guide to securing Cisco-based IP telephony applications, devices, and networks Cisco IP telephony leverages 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 a comprehensive guide to securing the IP telephony components that ride atop data network infrastructures-and thereby providing IP telephony

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services that are safer, more resilient, more stable, and more scalable. Securing Cisco IP Telephony Networks 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 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

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Unity/Unity Connection, Cisco 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 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 directors, and consultants. Recognize

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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 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, CUCM Express, and Cisco Unity Express platforms against internal and external threats Establish physical security,

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**Layer 2 and Layer 3 security,
and Cisco ASA-based
perimeter security Complete
coverage of Cisco IP Telephony
encryption and authentication
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 endpoints-Cisco
Unified IP Phones (wired,
wireless, and soft phone) from
malicious insiders and external
threats This IP
communications book is part
of the Cisco Press®**

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Networking Technology Series.
IP communications titles from
Cisco Press help networking
professionals understand voice
and IP telephony technologies,
plan and design converged
networks, and implement
network solutions for
increased productivity.
Covers the latest standards
and those being developed in
an ever-evolving field Provides
insight into the latest
technology of video and data
over wireless networks and
how convergence will be a
driving force in this industry
Provides an understanding of
the true capabilities behind
each vendor's solution to allow

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**for informed buying decisions
A recent survey of 500 U.S.
companies with multiple
locations found that 81% are
planning to implement IP
Telephony on their local area
networks (LANs) in 2003, and
two-thirds are looking at
convergence for their wide
area networks (WANs) as well.
This includes voice, video and
data over hard line and
wireless networks. Today, new
standards and technologies
are being developed to
support convergence and voice
over IP (VoIP) and Video over
IP and wireless. Because
convergence covers the voice
and data world, it will be**

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critical to understand all of these environments. Voice, Video, and Data Network Convergence provides detailed information on convergence network models, protocol stacks, routing algorithms, gateways and switches required to support these networks. Covers the latest standards and those being developed in an ever-evolving field Provides insight into the latest technology of video and data over wireless networks and how convergence will be a driving force in this industry Provides an understanding of the true capabilities behind each vendor's solution to allow

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for informed buying decisions
Foundation of Information
Technology MS Office Class 10
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TB-10

Switching to VoIP

VoIP For Dummies

Integrating Voice and Data
Networks

This book takes a deeper look at the inner workings and mechanics of the Internet. From protocols to fiber-optic cable to how e-mail works, this book truly shows the Internet from the inside out. Not only does it focus on the technology, it also covers the social impact of the Internet and how it could continue to

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change the way we interact as a society. (This book explains how telecommunications systems and services work and the markets associated with them. Telecommunications technology and services are continually changing. Descriptions and easy to understand diagrams of typical systems and their interconnections are provided for local exchange company (LEC), inter-exchange company (IXC), private telephone exchanges (PBX), computer networks (LANs), data networks (e.g. Internet), billing and customer care systems (BCC). The book starts with a basic

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introduction to telecom communication. It covers the different types of telecom industries, who controls and regulates them, and provides a basic definition of each of the major telecom technologies. A broad overview of the telecom voice, data, and multimedia applications is provided. You will discover the fundamentals of telecom transmission and switching technologies and their terminology. The basics of public telephone systems are provided along with the structure and operation of local exchange carrier (LEC) systems. Described are the different types of analog

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loop, digital loop,
switches, multi-channel
(communication lines and
signaling control systems.

The different types of
private telephone systems
and their evolution are
covered. Included is the
basic operation, attributes
and services for key
telephone systems (KTS),
central exchange (CENTREX)
systems, private branch
exchange (PBX) and computer
telephony integration (CTI).
You will learn how these
systems are converting from
fixed proprietary systems to
flexible industry standard
systems. This book covers
how digital subscriber lines
(DSL) are important to

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telephone operators, what services it can offer, and the installation options. You will discover the different types of DSL including HDSL, ADSL, SDSL, VDSL, and the new ADSL2+ systems. The different types of wireless systems are explained including cellular and personal communication services (PCS), broadcast radio and television, paging, wireless data, land mobile radio (LMR), aircraft telephones, satellite, wireless PBX, residential cordless, wireless local area networks (WLAN), short range data (piconets,) wireless cable, wireless broadband (WiMax), wireless

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local loops (WLL), and 1st,
2nd, 2.5, and third
generation wireless (3G). IP
Telephony services and
systems are described and
explained. You will learn
about IP private branch
exchange (IP PBX) and IP
Centrex managed IP telephone
services and will discover
how Internet telephone
service providers (ITSPs)
can provide high-quality
telephone services over
unmanaged broadband
communication systems. You
will discover how the high
data transmission bandwidth
available from broadband
connections (such as DSL
service) is being used to
provide digital television

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service to customers (IPTV).

Find out how the use of an
(IP television set) top box
(IP STB) will allow
customers to select from
thousands of television
channels available through
their telephone line and
watch them on their standard
television. Telecom billing
provides the fundamentals
for telecom billing and
customer care (BCC) systems.
The topics that are
explained include: types of
services, standard billing
processes, real time
billing, multilingual
support, multiple
currencies, inter-carrier
settlements, event sources
and tracking, mediation

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devices, call detail records
(CDRs), call processing,
(cycle billing, (paperbank),
(New Business))

clearinghouse, invoicing,
management reporting,
processing payments. Some of

the most important topics
featured are:

. Telecom Applications and Services .

Basic Communication

Technology . Public

Telephone Networks (PSTN) .

KTS, PBX, and CTI Private

Telephone Systems . Data

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information, intelligence
and insight for network and
IT executives responsible
for the digital nervous
systems of large
organizations. Readers are
responsible for designing,
implementing and managing
the voice, data and video
systems their companies use
to support everything from
business critical
applications to employee
collaboration and electronic
commerce.

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High-Speed Cisco Networks

Encyclopedia of Information
Science and Technology
Planning, Design,
Implementation, Operation,

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Comp-Computer Application-
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Voice/Data Integration on Cisco Networks is both a conceptual reference and a practical how-to book that bridges the gap between existing telephony networks and the new world of packetized voice over data networks. Technologies are explained in a context that gives the reader a holistic understanding of voice/data integration. Reader can then follow a complete process to design and implement a variety of network scenarios,

leveraging the author's experience with real voice/data networks. The audio accompaniment on CD-ROM will be an excellent companion to demonstrate the expected voice quality using different voice/data networking scenarios. This will allow professionals in the field to demonstrate different sound quality levels to customers.

A guide to wireless LAN technology and security, covering such topics as protocols, deployment patterns, WEP, EAP, switching, and management.

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A Solutions Manual for
Network Professionals
The Road to IP Telephony
InfoWorld

How Cisco Systems
Migrated from PBX to IP
Telephony

Architecture and Design,
From VoIP to Wireless

Assuming no previous
experience of the subject, this
user-friendly, step-by-step
guide will enable readers to
gain an understanding of
wireless networking basics.

Extensively examining IP
telephony from the service
provider's perspective, this
book addresses the problems

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and possibilities associated with the future of telecom transport. Answering the crucial question How can established and emerging carriers leverage IP-telephony service?, this report presents a valuable compilation of the latest research and most provocative insight from a broad range of industry professionals. Here, service providers will find in-depth analysis of the issues that must be resolved before IP telephony can achieve carrier-class status.

A series of Book of Computers
. The ebook version does not

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contain CD.

Carrier IP Telephony 2000

Wireless Networks First-step

Packet-based Multimedia

Communications Systems

Securing Cisco IP Telephony

Networks

Computerworld

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Telephony Cisco Press

Configure an end-to-end Cisco AVVID IP
Telephony solution with an authorized self-

study guide Cisco IP Telephony is based

on the successful CIPT training class

taught by the author and other Cisco-

certified training partners. This book

provides networking professionals with

the fundamentals to implement a Cisco

AVVID IP Telephony solution that can be

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run over a data network, therefore reducing costs associated with running separate data and telephone networks. Cisco IP Telephony focuses on using Cisco CallManager and other IP telephony components connected in LANs and WANs. This book provides you with a foundation for working with Cisco IP Telephony products, specifically Cisco CallManager. If your task is to install, configure, support, and maintain a CIPT network, this is the book for you. Part I of Cisco IP Telephony introduces IP telephony components in the Cisco AVVID environment. Part II covers basic CIPT installation, configuration, and administration tasks, including building CallManager clusters; configuring route plans, route groups, route lists, route patterns, partitions, and calling search spaces; configuring and managing shared media resources such as transcoders,

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conference bridges, and music on hold; configuring and managing Cisco IP Phone features and users; configuring IP telephony component hardware and software; automating database moves, adds, and changes using the Bulk Administration Tool (BAT); and installing, upgrading, and creating backups for Cisco CallManager components. Part III deals with advanced CIPT configuration tasks for call preservation and shared media resources; covers distributed and centralized call processing model design in WAN environments; explains how to deploy Survivable Remote Site Telephony (SRST) to provide local call processing redundancy at remote branch sites; and provides tips, guidelines, and rules for deploying a Cisco IP Telephony solution, culled from seasoned practitioners in the field. Part IV focuses on three of the primary Cisco applications

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designed for integration in a Cisco CallManager environment-Cisco WebAttendant, Cisco IP SoftPhone, and Cisco Unity. All this detailed information makes Cisco IP Telephony an ideal resource for the configuration and management of a Cisco IP Telephony solution. Cisco IP Telephony offers indispensable information on how to Configure and implement an end-to-end IP telephony solution using Cisco CallManager and CIPT devices to converge your voice and data networks Create, configure, and manage Cisco CallManager clusters to support small user environments as well as larger user environments with up to 10,000 users Optimize routing flexibility into your CIPT network design using route plans Ensure telephony class of service with partitions and calling search spaces Effect moves, adds, and changes on a large

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number of users and devices quickly and efficiently Perform proper installation, upgrade, and backup of Cisco

CallManager clusters Monitor and perform troubleshooting tasks for a CIPT solution

David Lovell is an educational specialist at Cisco Systems(r), Inc., where he designs, develops, and delivers training on CIPT networks. David is experienced in design and implementation of IP telephony systems and has been instructing students for six years, two of which have been focused solely on IP

Now that virtually every leading telecommunications service provider has committed to delivering IP-based telephony services, communications professionals face the enormous challenge of implementation. This hands-on guide brings together today's best known answers and solutions for delivering VoIP services with the quality customers deman.

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No other book covers the combined issues
of telephony (paperback)

(Network Business)
methodology, reference topological
considerations and voice quality testing in
service offerings. No matter what your

role in delivering Voice Over IP (VoIP)
services, IP Telephony delivers the

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