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"Synopsis Reveals the methodology you need to resolve complex problems in an IP telephony network \*Master troubleshooting techniques and methodologies for all parts of a Cisco IP Telephony solution-Cisco CallManager, IP phones, gateways, applications, and more \*Learn how to investigate and resolve voice quality problems, including delayed audio, choppy or garbled audio, static and noise, one-way or no-way audio, and echo \*Read about the variety of trouble-shooting tools at your disposal and how and when to use them based on the problem type \*Discover the potential causes of common problems and how to efficiently troubleshoot them to resolution \*Learn how to identify and resolve gateway problems by breaking the components into logical groups and following a methodical troubleshooting approach \*Use best practices recommendations to build a stronger IP telephony deployment and avoid common mistakes IP telephony represents the future of telecommunications: a converged data and voice infrastructure boasting greater flexibility and more cost-effective scalability than traditional telephony.The ability to troubleshoot an IP telephony environment and the underlying network infrastructure is vitally important, just as it is in any complex system.Troubleshooting Cisco IP Telephony teaches the troubleshooting skills necessary to identify and resolve problems in an IP telephony solution. This book provides comprehensive coverage of all parts of a Cisco

IP Telephony (CIPT) solution, including CallManager, IP phones, gateways, analog devices, database and directory replication, call routing, voice mail, applications, network infrastructure, and more. You'll learn how to read trace files, determine when to turn on tracing and Cisco IOS(r) Software voice debugging, and how to troubleshoot voice quality issues. Troubleshooting Cisco IP Telephony shows you how to break down problems to find the root cause. Descriptions of each part of the CIPT solution help you understand the functionality of each part of the solution and how each part interacts with other parts of the solution. You'll then learn what steps to take and tools to use to identify and resolve the cause of the problem. Über den Autor und weitere Mitwirkende **Paul Giralt**, CCIE(r) No. 4793, an escalation engineer at the Cisco Systems Technical Assistance Center in North Carolina, has been troubleshooting complex IP telephony networks since CallManager release 3.0. Paul has troubleshot problems for some of the largest Cisco IP Telephony deployments and trains TAC teams around the globe. Paul holds a bachelor's degree in computer engineering from the University of Miami. **Addis Hallmark**, CCNA(r), CIPT, a senior technical marketing engineer with Cisco Systems, has been installing, configuring, and troubleshooting the Cisco IP Telephony solution since CallManager release 2.3. Addis contributes to numerous design guides, application notes, and white papers on a variety of IP telephony subjects, including CallManager, IP phones, and IP gateways. **Anne Smith** is a technical writer in the CallManager Engineering group at Cisco Systems. She has written technical documentation for the Cisco IP Telephony solution since CallManager release 2.0. Anne writes internal and external documents for CallManager, IP phones, and other Cisco IP Telephony products and is a co-author of the Cisco Press books Cisco CallManager Fundamentals and Developing Cisco IP Phone Services."

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**about the authors yola**

May 19th, 2020 - about the authors paul giralt ccie no 4793 is an escalation engineer at the cisco systems technical assistance center in research triangle park n c where he has worked since 1998 he has been troubleshooting plex ip telephony networks since the release of callmanager 3 0 as a tac engineer a technical lead for the enterprise voice team

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