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CCNA Voice 640-461 Official Cert Guide

Master CCNA Voice 640-461 exam topics
Assess your knowledge with chapter-opening quizzes
Review key concepts with exam preparation tools
Practice with realistic exam questions on the CD-ROM

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**Customer Reviews**

I have CCNP certifications on Routing & Switching and Security, I have over 5 years of experience working as a network administrator, so I decided to start with VoIP towards the CCNP certification. I really didn’t have any experience with voice except switch and QoS configuration. I decided to post my review just after I present the exam, fortunately for me, I was able to successfully pass the exam. What I can say about it, is that this is not an easy exam, VoIP is a whole new world even if you have networking experience, so you need to be really prepared for this exam. About the book, this was my first source of preparation since it is the guide for the exam. I think is a challenge to
write a text book for this exam, since the applications used in Cisco Unified are really huge, they have a lot of options, a lot of sections and the troubleshooting could be really complicated, I think this book was not totally successful on this task, and this is why in my opinion:

- lack of explanation: for people, like me, that are new on VoIP, telephony concepts like: DID, ANI, FXO, E&M and others, I think they deserve some explanation before they are referred in the book. The authors could’ve done a better work with these and add a few more pages for basic telephony topics.

- Confusing explanations: I think the first chapters about Cisco Unified, CUCME and basic topics are very well written and the authors did a great job there, but when they start talking about CUCM, CUC and CUPS it was very confusing for me to understand what they were talking about or what was the goal of a specific section in any of these applications. I think this section really need configuration examples, more diagrams and a more clear segmentation.

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