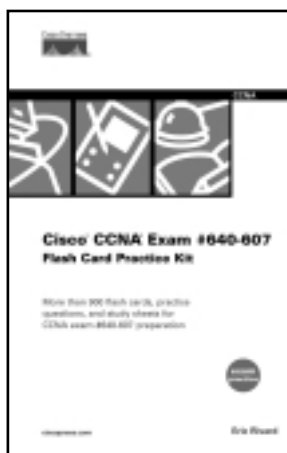




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# Cisco Press Connection

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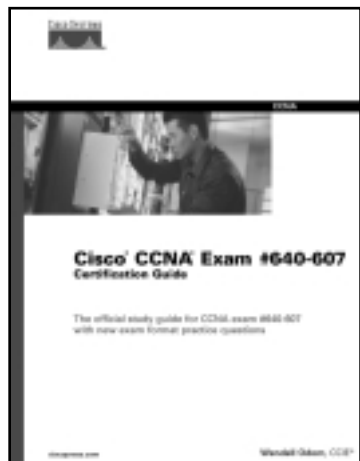
## CCNA® Self-Study Suite Prepares Candidates for Obstacles Ahead

With the exciting March announcement of a new version of the CCNA exam, Cisco Press, in conjunction with Cisco Systems®, created a product suite to provide a comprehensive self-study preparation track. These materials will help users gain the hands-on experience they need to prepare for the exam.

The suite, comprised of *Cisco® CCNA Exam #640-607 Certification Guide* (1-58720-055-4), *Cisco CCNA Exam #640-607 Flash Card Practice Kit* (1-58720-048-1), *CCNA Practical Studies* (1-58720-046-5), *CCNA Exam #640-607 Preparation Library* (1-58705-093-5), and *Interconnecting Cisco Network Devices* (1-57870-111-2), helps CCNA candidates prepare for new testing challenges.

The new exam introduced performance-based testing elements that will measure a candidate's ability to accomplish tasks in a time-critical setting. Multiple-choice questions remain, yet new experience-based interactive questions have been incorporated that require cut-and-paste solutions, IP addressing input, and hands-on networking experience.

For more information about the CCNA exam and the suite of Cisco Press products. Visit [www.ciscopress.com/ccna](http://www.ciscopress.com/ccna).



1-58720-055-4

## New Challenges Bring Solutions from Best-Selling Author

Candidates preparing for the CCNA exam really want to know **how the exam has changed** and **how to prepare for success**. Wendell Odom, author of the new *Cisco CCNA Exam #640-607 Certification Guide*, recently took the CCNA #640-607 Exam and has some advice for those planning to take it.

"If you have studied so that you understand the CCNA topics well, then you should already be well prepared. If you have just been practicing questions, expecting many to be straight from the exam, then you may want to do a little more studying." Odom goes on to discuss exam topic changes, new types of questions and tools for preparation.

**"In my opinion, you should consider changing your study plan if you have already been studying for #640-507; place more emphasis on understanding the protocols, configuration, and show commands versus memorizing questions; focus more on memorizing lists and sequences; and practice hands-on skills! "**

Read Odom's full article of advice and information about the new exam and the Cisco Press titles available at [www.ciscopress.com/ccna](http://www.ciscopress.com/ccna).

# Demystifying Convergence and VoIP

By Anne Smith

The new-world movement in telephony is Convergence and Voice over IP (VoIP). *Convergence* is simply uniting voice and data networks across a single infrastructure. A converged network eliminates the need for duplicate hardware and special vendors who manage separate voice networks, often called PBXs (private branch exchanges). *VoIP* (voice over IP) uses the Internet Protocol to deliver voice traffic (telephone calls) over a converged network. A major advantage of VoIP is the cost savings over time through hardware reduction and eliminating the service charges and toll costs associated with old-world telephony.

Consider the following VoIP example: The City of Dallas, Texas, replaced six separate networks with a single converged network that will deliver voice and data to almost 8,000 city employees at 281 sites across Dallas. The new network includes a cluster of Cisco CallManagers that handle all city voice calls, and promises to save the city US\$21 million over the next ten years.

"We wanted to make the City more productive and efficient by providing e-government services, which meant replacing the existing system," said

Dan McFarland, CIO, City of Dallas. "We decided on a state-of-the-art system, which meant Voice over IP." McFarland estimated the city will save up to \$500,000 annually on software and another \$100,000 to \$200,000 in training costs. He said the city spends almost \$300,000 per year in administrative costs related solely to adding, removing and changing telephone extensions. Almost all of those costs will be eliminated with the new system, he said.

Cisco Systems provides a VoIP solution called Cisco IP Telephony, based on Cisco AVVID (architecture for voice, video and integrated data). Cisco IP Telephony allows you to converge your voice and data traffic on a single network, thereby eliminating costly contracts from phone vendors, consolidating hardware needs, and leveraging the voice-enabled network for toll-free calls across the company's LAN and WAN. Cisco CallManager is the core component of Cisco AVVID IP Telephony.

Anne Smith is a co-author of two Cisco Press books, *CallManager Fundamentals: A Cisco AVVID Solution* (ISBN: 1-58705-008-0) and *Developing Cisco IP Phone Services: A Cisco AVVID Solution* (ISBN: 1-58705-060-9).

## Related Titles

Learn more about Convergence, VoIP, and Cisco's IP Telephony solution in the following Cisco Press books:

*Cisco CallManager Fundamentals*, ISBN: 1-58705-008-0, John Alexander, Chris Pearce, Anne Smith, and Delon Whetten

*Developing Cisco IP Phone Services*, ISBN: 1-58705-060-9, Darrick Deel, Mark Nelson, and Anne Smith

*Deploying Cisco Voice over IP Solutions*, ISBN: 1-58705-030-7, Jonathan Davidson and Tina Fox

*Cisco IP Telephony*, ISBN: 1-58705-050-1, David Lovell

*Integrating Voice and Data Networks*, ISBN: 1-58780-196-1, Scott Keagy

*Voice over IP Fundamentals*, ISBN: 1-58780-168-6, Jonathan Davidson and James Peters

The *Communications Convergence Magazine* April 2002 issue referred to two of the above mentioned Cisco Press titles in an article on Cisco telephony products.

"For the skinny on Skinny and other AVVID issues, two books that stand out in the telephony field are from Cisco Press. *Cisco CallManager Fundamentals* (ISBN 1-58705-008-0) delivers exactly what it promises and *Developing Cisco IP Phone Services* (ISBN 1-58705-060-9) gets you thinking about what services you might create for your enterprise, complete with a CD-ROM CallManager simulator."

Read the full article entitled "CISCO: TELEPHONY'S TOUCHSTONE?" in *Communications Convergence* April 2002 print or online.

<http://www.cconvergence.com/article/CTM20020404S0005/4>.

\* This article is being converted for use by ciscopress.com visitors and will be available for viewing later this month.

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## 2002 Event Schedule

### Networld + Interop, Spring 2002

May 6-10, 2002  
Las Vegas, Nevada

### Cable-Tec Expo

June 4-7, 2002  
San Antonio, Texas

### Networkers

June 24-28, 2002  
San Diego, California

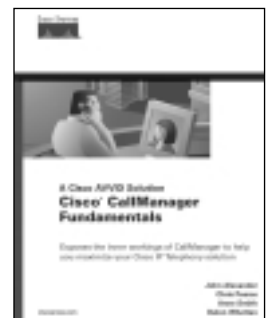
### Networkers

July 8-12, 2002  
Orlando, Florida

Learn more about each of these events at [www.ciscopress.com/events](http://www.ciscopress.com/events).

We look forward to seeing you there!

COMMUNICATIONS  
**CONVERGENCE**

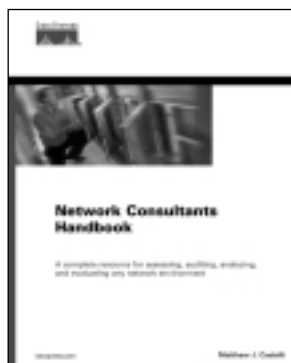


## I Have a Network, Now What?!

By Matt Castelli

Do your computer book-buying customers work within or have an IS/IT/Networking staff? Chances are they do and that staff often feels overwhelmed by new technology or pressured by unsolved networking issues. Do your customers' network performance issues have them stumped? Do your customers find themselves sitting there thinking to themselves: "I have much to learn, and too little time to learn it all." Your customers are looking for a book that explains what they need to know about networking, with real-world assessment and analysis examples. The question often asked is, "Isn't there one book that has all of this information?" The answer is: *Network Consultants Handbook* (ISBN: 1-58705-039-0).

The *Network Consultants Handbook* is a resource to consultants and engineers in documenting, assessing, auditing, analyzing, and evaluating any existing or future internetwork environment. Resources include form templates to aid in performing a network audit, necessary



device commands to aid in obtaining statistical information for analysis, and consistent forms to aid in preparing and delivering network documentation. The *Network Consultants Handbook* isn't just a book about networking devices, commands, and statistics; it is also about networking technology, briefly summarizing what networking professionals need to know without sacrificing pertinent information.

Along with the *Network Consultants Handbook*, the following Cisco Press titles will set the foundation for a solid technical library for any network consultant or engineer: *Storage Area Network Fundamentals* (ISBN: 1-58705-065-X), *Computer Networking Essentials* (ISBN: 1-58713-038-6), *Managing Cisco Network Security* (ISBN: 1-57870-103-1), *Advanced MPLS Design and Implementation* (ISBN: 1-58705-020-X), and *Routing TCP/IP, Volume II* (CCIE® Professional Development) (ISBN: 1-57870-089-2).

## Promotion Extended to Boost Membership and Purchases for Cisco User Group Members

*User Groups Offered Exclusive Discount and Promotional Giveaways*

As part of a six-month promotion in partnership with Softpro Books, Cisco Press arranged an online bookstore exclusively for Cisco User Groups and their members. Inside the store, members are presented with more than 100 Cisco Press titles and products at a discounted price, as well as the opportunity to register for a chance to win monthly prizes. The online store creates a one-stop shop for user groups to purchase the technology and certification materials they need.

According to Cisco Press Editor-in-Chief John Kane, "Cisco Press outlined an initiative in 2001 to formalize our direct relationship with Cisco User Groups. We were pleased to have our

reselling partner Softpro involved in launching Cisco Press' ongoing program. Beyond serving as a support and anchor for the User Groups, Cisco Press benefits from this direct relationship through member feedback on established and developing products and advance insights toward emerging trends."

Along with an exclusive, online shopping environment, the Softpro Books/Cisco Press promotion aids Cisco User Groups in building attendance at monthly meetings with door prizes, marketing collateral to enhance the promotion, pre-publication galleys, product catalogs, and a glimpse of upcoming title chapters.



### **Congratulations to the following winners for March and April!**

**March:** David Day, Central Texas LAN Association, wins a 4-book Troubleshooting and Support package!

**April:** Francine Brown, Central Iowa Cisco Users Group, wins a 4-book CCNA bundle!

## Hot Off The Press!

### *Cisco Press Titles Coming Soon*

#### May

Cisco CCNA #640-607  
Preparation Library  
1-58705-093-5

Troubleshooting IP Routing  
Protocols (CCIE Professional  
Development)  
1-58705-019-6

#### June

MPLS and VPN  
Architectures, CCIP Edition  
1-58705-081-1

#### July

Interdomain Multicast  
Solutions Guide  
1-58705-083-8

CCIE Exam Certification  
Guide: Routing and  
Switching  
1-58720-053-8

Traffic Engineering  
with MPLS  
1-58705-031-5

Telecommunications  
Technologies Reference  
1-58705-036-6

#### August

CISS Architecture Essentials  
1-58705-044-7

Voice-Enabling the Data  
Network  
1-58705-014-5

Cisco CCNA Student Guide  
1-58713-041-6

CISS Applications  
Essentials and Solutions  
1-58705-066-8

Cisco CCNA Instructor's  
Guide  
1-58713-046-7

eSupport  
1-58720-052-X

IP Addressing  
Fundamentals  
1-58705-067-6



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## Cisco Press Rave Reviews!

### 2002 Must-Haves

#### 2002 Movers & Shakers

**CCIE Practical Studies, Volume I**  
ISBN: 1-58720-002-3

**Cisco CallManager Fundamentals:  
A Cisco AVVID Solution**  
ISBN: 1-58705-008-0

**Cisco CCNA Exam #640-607  
Certification Guide (with CD-ROM)**  
ISBN: 1-58720-055-4

**Cisco CCNA Exam #640-607  
Flash Card Practice Kit**  
ISBN: 1-58720-048-1

**Cisco CCNP Certification Library  
(4-Book Boxed Set)**  
ISBN: 1-58720-037-6

**Cisco Field Manual:  
Router Configuration**  
ISBN: 1-58705-024-2

**Cisco IP Telephony**  
ISBN: 1-58705-050-1

**Cisco Secure Virtual  
Private Networks**  
ISBN: 1-58705-033-1

**Cisco Secure PIX® Firewalls**  
ISBN: 1-58705-035-8

**Developing Cisco IP Phone  
Services: A Cisco AVVID Solution**  
ISBN: 1-58705-060-9

**Interconnecting Cisco  
Network Devices**  
ISBN: 1-57870-111-2

**IS-IS Network Design Solutions**  
ISBN: 1-57870-220-8

**Network Consultants Handbook**  
ISBN: 1-58705-039-0

### Cisco Press Titles Making Headlines

2002 has already shown tremendous promise for Cisco Press, as media reviewers rave about the titles and announcements put forth this year!

In January and February print publications such as *Computer Buyer's Guide and Handbook*, *Certification Magazine*, international publication *PC Professionale*, and *IEEE Communications Magazine*, all ran announcements and reviews of Cisco Press titles. March and April coverage was focused on driving awareness of the new CCNA Exam and product suite launch. Online venues like **Bloomberg**, **CBSMarketwatch**, **Certcities**, **Certmag**, **Cisco World**, **CNN Money**, and **Packet** all picked up the important CCNA announcement.

Additional publicity can be seen in the March/April issue of *IQ Magazine*, March issues of *IEEE*



**“For individuals starting out in the networking world, this book should be kept close at hand.”**

*Communications Magazine* and *Software Quality Professional Magazine*, and the April 2002 issue of *Communications Convergence and Network Magazine*.

An exciting review can be seen in the March 2002 issue of *Software Quality Professional Magazine*, where reviewer Gordon Skelton analyzed *Computer Networking Essentials* (1-58713-038-6). “This book is very readable. The chapters are well organized and the subsections are precise, which adds to its reference text quality. I recommend this book as a good addition to the library of those who are network users and those who have a responsibility for the oversight of a network. For individuals starting out in the networking world, this book should be kept close at hand.”

## PACKET

For the latest news and information on obtaining media review copies bookmark [www.ciscopress.com/pressroom](http://www.ciscopress.com/pressroom).

\*The pressroom is currently being updated to bring you the most recent media coverage.

### Cisco Press Electronic Folio

#### 50+ Cisco Press Chapters Inside Spring Giveaway!

12,000+ lucky networkers will receive one of these exciting new giveaways.

Cisco Press packs more than 50 chapter excerpts into an electronic folio CD-ROM that will be distributed during Cisco Press' Spring 2002 conference and event schedule. This free giveaway features titles from each Cisco Press product family and gives customers immediate access inside each title to drive product sales.



### Inside Scoop

In the next edition, catch a recap of Cisco Press summer events and a snapshot of two Cisco Press networking technology titles on routing and switching. Please direct all inquiries to [jamie.nowlin@ciscopress.com](mailto:jamie.nowlin@ciscopress.com).

