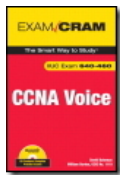# Freedown - CCNA Voice Exam Cram

CCNA Voice Exam Cram for IIUC Exam 640-460, by David Bateman William Burton, CCIE No. 1119

In this book you'll learn how to

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- Use voice signaling protocols
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- Configure QoS and Cisco AutoQoS

- Configure Cisco Unified CME to support endpoints and connect to a service provider
- Configure Cisco Unity Express
- Implement business features
- Maintain and troubleshoot Cisco Unified CME and Cisco Unity Express
- Implement the Smart Business Communications System

WRITTEN BY LEADING EXPERTs:

David Bateman is a certified Cisco instructor with more than 20 years of internetworking experience. David is currently the director of curriculum development for Skyline-ATS.

William Burton, CCIE No. 1119, CCVP, CCNP, CCVA, CCNA, is an author, instructor, and IT implementer with more than 35 years of experience. Mr. Burton's experience includes small to global network architecture and deployments for federal agencies, state and local governments, corporations, and educational institutions.

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