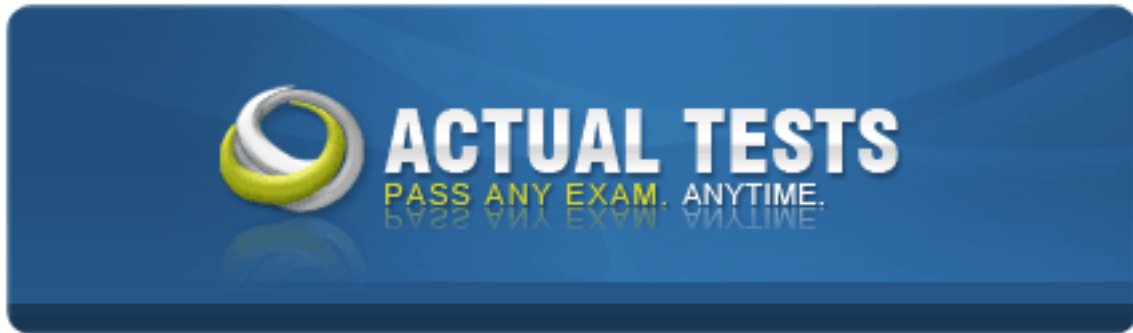


Cisco 640-461



**Introducing Cisco Voice and Unified Communications
Administration**

Version: 7.0

Topic 1, Unity Connection

QUESTION NO: 1

Which two fields are required parameters when manually creating users on Cisco Unity Connection with predefined templates? (Choose two.)

- A. Username (alias)
- B. Extension
- C. First name and last name
- D. Employee ID
- E. Title

Answer: A,B

Explanation: following items need to be configured when creating new user from predefined template:

User Template Type (extension), Based on Template, Alias, Display Name, Mailbox Store, Outgoing Fax Server, Phone System, Generate SMTP Proxy Address From Corporate Email Address (*Cisco Unity Connection 8.5 and Later only*)

http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/gui_reference/guide/8xcucgrg030.html#wp1521731

QUESTION NO: 2

Users report that all external callers are leaving urgent voice-mail messages. Where can this behavior be changed?

- A. Under the Phone Menu Configuration > Unidentified Callers Message Urgency
- B. Under the Opening Greeting > Unidentified Callers Message Urgency
- C. Under the Message Settings > Unidentified Callers Message Urgency
- D. Under the System Call Handlers > Unidentified Callers Message Urgency
- E. Under the Voice-mail Box Settings > Unidentified Callers Message Urgency

Answer: C

Explanation: message urgency indicates the action that Cisco Unity Connection allows when a message has been left by an unidentified caller or by a user who has not explicitly signed in.

Link:

http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/gui_reference/guide/8xcucgrg010.html#wp1051385

QUESTION NO: 3

Which tools allow the administrator to migrate users from Cisco Unity to Cisco Unity Connection?

- A. Cisco Object Backup and Restore Application Suite
- B. Cisco Disaster Recovery Framework Tool
- C. Cisco Real Time Monitoring Tool
- D. Cisco Unity Serviceability Tool

Answer: A

Explanation: To migrate messages and data from Cisco Unity 4.0(5) or later to Connection 8.x, we recommend that you use the Cisco Unified Backup and Restore Application Suite (COBRAS) instead of the Migrate Messages and Migrate Users utilities.

Link:

http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/administration/guide/8xcucsag030.html#wp1053312

QUESTION NO: 4

When creating a Cisco Unity Connection user template, which element should you configure to automatically play a "This department is closed" message at specific hours?

- A. greeting schedule
- B. extension greetings
- C. schedule
- D. active schedule

Answer: D

Explanation:

QUESTION NO: 5

Which three options are valid for creating users in Cisco Unity Connection? (Choose three.)

- A. manual creation

- B. bulk using *.csv file
- C. bulk using enterprise parameters
- D. Cisco Unity Connection Serviceability
- E. automatic creation through TUI by users dialing into voice mail
- F. import through Active Directory

Answer: A,B,F

Explanation: Cisco Unity Connection Serviceability, a web-based troubleshooting tool for Cisco Unity Connection.

Link:

http://www.cisco.com/en/US/docs/voice_ip_comm/connection/2x/serviceability/cuc_administration/guide/2xcucservag010.html

QUESTION NO: 6

Which statement about Cisco Unity Connection user templates is true?

- A. Changes in user templates affect only new users to be created.
- B. Changes in user templates affect only existing users.
- C. Changes in user templates affect new and existing users.
- D. Changes in user templates have no impact on users unless those users are imported through Active Directory.

Answer: A

Explanation: changes to the template will not affect any currently existing user accounts that were based on the template when they were created. Changes to a user template affect only those accounts that are created subsequent to the changes.

Link:

http://www.cisco.com/en/US/docs/voice_ip_comm/connection/1x/user_mac/guide/mac060.html

QUESTION NO: 7

Users report that when they press the Messages button on their phones, they often get a busy tone. Which option can rectify this issue?

- A. Disable the Callers Can Edit Messages checkbox under the Message settings
- B. The CSS for the phones does not contain the voice-mail port partitions

- C. The CSS for the phone does not contain the voice-mail pilot partition.
- D. Precede all Cisco Unity Connection greetings to announce that each message is limited to 90 seconds long to free up voice-mail ports.

Answer: A

Explanation:

QUESTION NO: 8

Which three rules are valid transfer rules in Cisco Unity Connection? (Choose Three)

- A. Standard
- B. alternate
- C. closed
- D. holiday
- E. nonstandard

Answer: A,B,C

Explanation:

Standard Transfer Rule

This transfer rule applies during the work hours that your Cisco Unity administrator specified for your organization, or in other situations when no other transfer rule is enabled.

By design, the standard transfer rule cannot be disabled.

Alternate Transfer Rule

Enable this transfer rule to apply during a specific time period when you want to override the other transfer rules. For example, you may want to route all your calls directly to voice mail while you are out of the office or you may want to transfer your calls to a different extension if you are temporarily working from another location.

As long as it is enabled, the alternate transfer rule overrides all other transfer rules.

Closed Transfer Rule

Enable this transfer rule if you want Cisco Unity to perform different transfer actions during the nonwork hours that your Cisco Unity administrator specified for your organization. (For example, you may want to route all your calls directly to voice mail during nonwork hours.)

As long as it is enabled, the closed transfer rule overrides the standard transfer rule during nonbusiness hours.

http://www.cisco.com/en/US/docs/voice_ip_comm/unity/5x/user/guide/assistant/ex/cuugasste070.html

QUESTION NO: 9

Which Cisco Unity Connection report provides a summary view of the current size, last error condition, and status of the mailbox store?

- A. Users
- B. Message Traffic
- C. Mailbox Store
- D. System Configuration

Answer: C

Explanation:

QUESTION NO: 10

By default, how many failed attempts at signing into Cisco Unity Connection is a user allowed before their account is locked out?

- A. 2
- B. 3
- C. 4
- D. 5
- E. 6
- F. no limit

Answer: B

Explanation:

QUESTION NO: 11

To monitor the service health and performance, which service should you activate in Cisco Unity Connection?

- A. CUC Performance Service
- B. CUC System Auditing
- C. Real-Time Monitoring Tool
- D. Cisco Serviceability Reporter

Answer: D

Explanation:

Topic 2, CUCM

QUESTION NO: 12

An administrator is attempting to add a new user in Cisco Unified Communications Manager Administration but does not see the option to add a new user. What is the most likely cause of this issue?

- A. The SQL User database is not running.
- B. The system is synchronized with an LDAP server.
- C. BAT is not enabled.
- D. The administrator has the "no user add" rights box checked.
- E. The SIP Realm is not defined in User Management.

Answer: B

Explanation: If you enable LDAP synchronization in Cisco Unified Communications Manager Administration, you thereby configure your system to use the LDAP corporate directory as the end user directory for Cisco Unified Communications Manager. In this scenario, you cannot add or delete users in Cisco Unified Communications Manager Administration. You add and remove end users in the corporate LDAP directory.

http://www.cisco.com/en/US/docs/voice_ip_comm/cucm/admin/8_6_1/ccmcfg/b02ldsys.html

QUESTION NO: 13

An administrator wants to locate and remove all unassigned directory numbers on the Cisco Unified Communications Manager system. Which method is the best method to accomplish this task?

- A. Choose Device > Phone. Search all phones and remove the undesired directory numbers.
- B. Use the Dial Plan Installer to remove the directory numbers.
- C. Use the Disaster Recovery System to restore only valid directory numbers.
- D. Choose Call Routing > Route Plan Report, choose the Unassigned DN drop-down menu, and then remove all orphaned directory numbers.

E. Choose Device > Device Settings > Device Defaults and use the wizard to locate and remove the orphaned directory numbers.

Answer: D

Explanation: A. Assigned phone could be deleted from device>phone option. E. Device defaults are used to updating devices.

Link:

http://www.cisco.com/en/US/docs/voice_ip_comm/cucm/admin/8_5_1/ccmcfg/b03rtrep.html#wp1024696

QUESTION NO: 14

Which utility should you use when you need to add a large number of users into Cisco Unified Communications Manager?

- A.** Cisco Unified User Administration
- B.** Application User CAPF Profile
- C.** Cisco Unified Communications Manager Bulk Administration Tool
- D.** Cisco Unified Telephony User Administration

Answer: C

Explanation:

The Cisco Unified Communications Manager Bulk Administration Tool (BAT), a web-based application, performs bulk transactions to the Cisco Unified Communications Manager database. BAT lets you add, update, or delete a large number of similar phones, users, or ports at the same time. When you use Cisco Unified Communications Manager Administration, each database transaction requires an individual manual operation, while BAT automates the process and achieves faster add, update, and delete operations.

Link:

http://www.cisco.com/en/US/docs/voice_ip_comm/cucm/bat/7_1_2/t01batow.html

QUESTION NO: 15

Which type of user in Cisco Unified Communications Manager has an interactive login?

- A.** administrator
- B.** end user

- C. application user
- D. phone user

Answer: B

Explanation:

End users — End users are associated with an individual and have an interactive login. End users can have administrative roles based on the user group role configuration.

Application users — Application users are associated with applications such as Cisco Unified Attendant Console, Cisco Unified Contact Center Express (UCCX), or Cisco Unified Manager Assistant. The mentioned applications need to authenticate with CUCM, but application users do not have the ability to interactively log in. Application users are leveraged for internal process-level communications between applications.

Link:

http://www.cisco.com/en/US/products/sw/voicesw/ps556/products_configuration_example09186a0080b3dd05.shtml

QUESTION NO: 16

When implementing a plan of action, what should you do?

- A. Make all of the changes at once to minimize the impact to users.
- B. Limit the impact of the changes to users.
- C. Completely remove access lists to ensure that they will not impact the changes.
- D. Even if a change adversely affects the users, keep moving forward with the plan of action.

Answer: B

Explanation:

make all of the change at once is not good decision.

QUESTION NO: 17

Phone Configuration

Save

Status

Status: Ready

Phone Type

Product Type: Cisco Unified Client Services Framework
Device Protocol: SIP

Device Information

☒ Device is trusted

Device Name*

Description

Device Pool* Default

Common Device Configuration < None >

Phone Button Template* -- Not Selected --

Common Phone Profile* Standard Common Phone Profile

Calling Search Space < None >

Refer to the exhibit. Where can the phone menu be accessed from?

- A. from the individual users or user templates
- B. from the Class of Service configuration screen
- C. from the user contacts
- D. from the Interview Handler configuration screen
- E. from the Message Store configuration screen

Answer: A

Explanation: Cisco Unity Connection offers several versions of the phone conversation that users hear and use. The version you select determines whether Connection responds only to phone keypad input or also uses voice recognition to interpret spoken commands

Link:

http://www.cisco.com/en/US/docs/voice_ip_comm/connection/7x/user_mac/guide/7xcucmac040.html#wp1273985

QUESTION NO: 18

A user in Cisco Unified Communications Manager Administration has been added to the Standard CCM Admin Users group, which includes the Standard CCMADMIN Administration role, but the

user cannot add new users.

What is the cause of this issue?

- A. The add user capability has been disabled for the group
- B. The incorrect group and role were assigned.
- C. The add user capability has been disabled for the role.
- D. Only theCCMAdmin user can add users.
- E. Users can be added only via LDAP

Answer: C

Explanation:

The Standard CCM Admin Users role includes no permissions beyond logging into Cisco Unified Communications Manager Administration. The administrator must add another authorization role to define the parts of the Cisco Unified Communications Manager Administration that the user can administer.

The Standard CCMADMIN Administration role allows a user to access and make changes in all of Cisco Unified Communications Manager Administration.

Link:

http://www.cisco.com/en/US/docs/voice_ip_comm/cucmbe/admin/8_6_1/ccmsys/a02mla.html

QUESTION NO: 19

A new phone has been added to the Cisco Unified Communications Manager server. The phone display shows Your Current Options, but when the New Call softkey is pressed, no dial tone is heard and the call cannot be placed. What could be the cause of this issue?

- A. An incorrect MAC address has been entered for the new phone.
- B. No directory number has been assigned to a line.
- C. The end user is not associated with the device.
- D. No calling search space has been configured on the line.
- E. An incorrect device pool has been configured on the phone.

Answer: B

Explanation:

A Cisco Unified CME system uses the following basic building blocks:

- Ephone or voice register pool - A software concept that usually represents a physical telephone, although it is also used to represent a port that connects to a voice-mail system, and provides the

ability to configure a physical phone using Cisco IOS software. Each phone can have multiple extensions associated with it and a single extension can be assigned to multiple phones. Maximum number of ephones and voice register pools supported in a Cisco Unified CME system is equal to the maximum number of physical phones that can be connected to the system.

- **Directory number** - A software concept that represents the line that connects a voice channel to a phone. A directory number represents a virtual voice port in the Cisco Unified CME system, so the maximum number of directory numbers supported in Cisco Unified CME is the maximum number of simultaneous call connections that can occur. This concept is different from the maximum number of physical lines in a traditional telephony system.

Link:

http://www.cisco.com/en/US/docs/voice_ip_comm/cucme/admin/configuration/guide/cmeover.html

QUESTION NO: 20

What Cisco client application allows administrators to interact with performance monitoring counters to assist in determining the overall health of the Cisco Unified Communications Manager server?

- A. Cisco Unified Communications Manager Administration
- B. Cisco Unified Real-Time Monitoring Tool
- C. Cisco Unified OS Administration
- D. CAR Tool
- E. BAT Tool

Answer: B

Explanation: Cisco Unified Communications Manager Administration Guide provides instructions for administering the Cisco Unified Communications Manager. Cisco Unified Communications Operating System Administration allows you to configure and manage the Cisco Unified Communications Operating System. CAR denotes to CDR analysis and reporting tool, The Cisco Unified Communications Manager Bulk Administration Tool (BAT), a web-based application, performs bulk transactions to the Cisco Unified Communications Manager database. BAT lets you add.

QUESTION NO: 21

Which report can be generated by using the User Reports feature of the CAR tool?

- A. Traffic
- B. Top N
- C. Malicious Call Details
- D. CDR Error
- E. FAC/CMC

Answer: B

Explanation: Users, managers, and CAR administrators can generate user reports. CAR includes the following user reports: Bills, Top N, FAC/CMCC, CDR error and malicious call details are system report.

Link: http://www.cisco.com/en/US/docs/voice_ip_comm/cucm/service/8_6_1/car/carustop.html

QUESTION NO: 22

In which two locations can an end user configure their Call Forward All settings? (Choose two.)

- A. Cisco Unified Serviceability
- B. Cisco Unified Communications Manager User Options Interface
- C. Directly on the Cisco Unified IP phone
- D. Cisco Unified Communications Manager Administration
- E. Cisco Unified User Serviceability

Answer: B,C

Explanation: Cisco Unified Serviceability, a web-based troubleshooting tool. Cisco unified communication manager administration comprise all the features.

Link:

http://www.cisco.com/en/US/docs/telepresence/cucm_cts/cucm_cts_admin_book/guide/cucm_cts_admin_phonefeat.html

QUESTION NO: 23

What is the quickest way to test the Cisco Unified Communications Manager configuration part of MWI to see if MWI On and MWI Off is working?

- A. Dial into Cisco Unity Connection from an IP phone. Enter the MWI On numbers, then enter the MWI Off numbers.
- B. Call a voice-mail user and ask them if their MWI light is on, and then disconnect the call. Call the user back and ask if the MWI light is off.

- C. In Unity Connection, issue the MWI Flash command to turn all MWI lights on, then off.
- D. If MWI numbers are dialable from an IP phone, dial the MWI On number. If the light comes on, then dial the MWI Off number to see if the light goes off.
- E. MWI cannot be tested directly from the Cisco Unified Communications Manager or an IP phone.

Answer: D

Explanation: Link:

http://www.cisco.com/en/US/products/sw/voicesw/ps2237/products_tech_note09186a0080711ae3.shtml

QUESTION NO: 24

An administrator wants to see how long a specific IP phone extension is in use during a given period of time. What CAR tool feature would the administrator use?

- A. System Reports > Traffic > Summary by Phone Number
- B. CDR > Search > By Call Precedence Level
- C. Device Reports > Route Patterns/Hunt Groups > Route and Line Group Utilization
- D. User Reports > Top N > By Duration

Answer: A

Explanation: Only CAR administrators generate the Traffic Summary by Phone Number report. The report provides information about the call volume for a period and set of phone numbers that you specify.

Link: http://www.cisco.com/en/US/docs/voice_ip_comm/cucm/service/8_6_1/car/carsytra.html

QUESTION NO: 25

In Cisco Unified Communications Manager Native Presence, what two things is a watcher monitoring in real time? (Choose two.)

- A. Registration status of a specific IP phone
- B. Registration status of the hunt group
- C. Registration status of the MGCP gateway
- D. Registration status of Cisco Extension Mobility of the IP phone
- E. Status of a registered directory number

Answer: A,E

Explanation:

When you configure Presence in Cisco Unified Communications Manager Administration, an interested party, known as a watcher, can monitor the real-time status of a directory number or SIP URI, a presence entity, from the device of the watcher.

Cisco Unified Communications Manager controls which destinations a watcher can monitor with presence groups. A presence group contains watchers and the destinations that can be monitored by the watchers in the group. To allow watchers in one group to monitor directory numbers in other groups, you specify permission settings to allow or block (disallow) the presence request. Presence authorization works with the presence groups that are configured to ensure that a watcher has permission to monitor the status of a destination.

After you configure the presence groups, you apply a presence group to the following items in Cisco Unified Communications Manager Administration:

http://www.cisco.com/en/US/docs/voice_ip_comm/cucm/admin/7_1_2/ccmcfg/b02prgrp.html

QUESTION NO: 26

Which protocol is used for communication between Cisco Unity Express and Cisco Unified Communications Manager Express?

- A. H.323
- B. G.711
- C. MGCP
- D. Q.931
- E. SIP

Answer: E

Explanation: Link:

http://www.cisco.com/en/US/docs/voice_ip_comm/unity_exp/rel8_5/install/prereq.html#wp1112818

QUESTION NO: 27

What is the Cisco Unified Communications Manager implementation of one-way intercom referred to as?

- A. One-Way Intercom monitor
- B. Whisper Intercom
- C. Secure Intercom
- D. Silent monitor

Answer: B

Explanation: Whisper intercom means that only one-way audio exists from the caller to the called party. The called party must manually press a key to talk to the caller

Link: http://www.cisco.com/en/US/docs/voice_ip_comm/cucm/admin/8_6_1/ccmfeat/fsintrcm.html

QUESTION NO: 28

In which scenario is it possible to have the same directory number configured on two different lines or phones and not be a shared line?

- A. directory number assigned to different partitions
- B. directory number assigned to the same partition
- C. directory number assigned to different calling search spaces
- D. directory number assigned to the same calling search space

Answer: A

Explanation: You can set up one or more lines with a shared-line appearance. A Cisco Unified Communications Manager system considers a directory number to be a shared line if it appears on more than one device in the same partition.

Link:

http://cisco.biz/en/US/docs/voice_ip_comm/cucmbe/admin/8_6_1/ccmsys/a03dn.html#wp1100362

QUESTION NO: 29

Which web-based tool is used to access Cisco Unified Communications Manager CDR Analysis and Reporting?

- A. Cisco Unified CDR Administration
- B. Cisco Unified CM Administration
- C. Cisco Unified Reporting
- D. Cisco Unified Serviceability

Answer: D

Explanation:

QUESTION NO: 30

Which level of users in Cisco Unified Communications Manager CDR Analysis and Reporting can generate reports for quality of service?

- A. administrators
- B. managers
- C. auditors
- D. individual users

Answer: B

Explanation:

QUESTION NO: 31

When performing backups within Cisco Unified Communications Manager, which component stores backups on a remote SFTP server?

- A. Local Agent
- B. Master Agent
- C. Scheduler
- D. Backup Controller

Answer: B

Explanation:

QUESTION NO: 32

To obtain CDR information, which application is used?

- A. Cisco Unified Communications Manager Administration
- B. Cisco Unified Serviceability
- C. Cisco Unified Operating System Administration
- D. Disaster Recovery System
- E. Cisco Unified Communications Manager Call Detail Record Analysis and Reporting tool

F. Cisco Unified Reporting

Answer: E

Explanation: Cisco Unified Serviceability, a web-based troubleshooting tool, The Cisco Unified Communications Manager Administration Guide provides instructions for administering the Cisco Unified Communications Manager. CAR generates reports for Quality of Service, traffic, and billing information.

Link:

http://www.cisco.com/en/US/docs/voice_ip_comm/cucm/service/6_0_1/car/carovrvw.html#wp1101768

QUESTION NO: 33

What will happen if an end user is deleted from the Cisco Unified Communications Manager system?

- A. The user will be removed, but the associated device and directory number will remain in the system.
- B. The user and the associated device will be removed, but the directory number will become orphaned.
- C. The user, the associated device, and the directory number will be removed.
- D. The user will be removed, and the associated device and directory number will be automatically assigned to the administrator.
- E. The user will be removed, and the associated device and directory number will be allocated to the next user added to the system.

Answer: A

Explanation:

QUESTION NO: 34

In which situation are user PINs maintained by the local Cisco Unified Communications servers?

- A. Only when the system is using LDAP synchronization.
- B. Only when the system is using LDAP authentication.
- C. Only when the system is using Global Directory.
- D. PINs are always maintained by the local Cisco Unified Communications Manager servers
- E. PINs are never maintained by the local Cisco Unified Communications Manager servers.

Answer: D

Explanation: Cisco Unified Communications Manager assigns the system Default Credential Policy to end user passwords, end user PINS, and application user passwords

Link: http://docwiki.cisco.com/wiki/Cisco_Unified_MeetingPlace_Release_8.0_-_Configuring_Cisco_Unified_MeetingPlace_Directory_Service#Configuring_the_User_PIN_in_Cisco_Unified_Communications_Manager

QUESTION NO: 35

Which command is used to determine if an MGCP gateway is registered with a Cisco Unified Communications Manager server?

- A. show gateway status
- B. show isdn q931
- C. show ccm-manager
- D. show isdn status
- E. show isdn q921

Answer: C

Explanation:

Router# show ccm-manager

MGCP Domain NameE. router.cisco.com

Total number of host: 2

Priority Status Host

=====

Primary Registered 10.0.0.201

First backup Backup polling 10.0.0.50

Second backup Undefined

Current active Communications Manager: 10.0.0.201

Current backup Communications Manager: 10.0.0.50

Redundant link port: 2428

Failover Interval: 30 seconds

Keepalive Interval: 15 seconds

Last keepalive sent: 00:20:18 (elapsed timeE. 00:00:06)

Last MGCP traffic timeE. 00:20:18 (elapsed timeE. 00:00:06)

Last switchover timeE. None

Switchback modeE. Immediate

Link: http://www.cisco.com/en/US/docs/ios/12_3/vvf_c/interop/intcnf1.html#wp1027388

QUESTION NO: 36

Which two directory services are supported by Cisco Unified Communications Manager for Lightweight Directory Access Protocol integration? (Choose two.)

- A. Windows Active Directory 2008
- B. Novell eDirectory
- C. iPlanet Directory Server 4.0
- D. Sun ONE Directory Server
- E. Open Lightweight Directory Access Protocol 2.1

Answer: A,D

Explanation:

QUESTION NO: 37

Which statement accurately describes a calling search space?

- A. a group of object with similar reach ability characteristics.
- B. a calling feature that finds mobile users.
- C. a toll that is used to track calls to certain numbers.
- D. a feature that defines which partitions are reachable from a device.

Answer: D

Explanation: [http://www.tech-](http://www.tech-recipes.com/rx/703/cisco_callmanager_partition_and_calling_search_spaces_css_explained/)

[recipes.com/rx/703/cisco_callmanager_partition_and_calling_search_spaces_css_explained/](http://www.tech-recipes.com/rx/703/cisco_callmanager_partition_and_calling_search_spaces_css_explained/)

QUESTION NO: 38

An engineer is configuring a new Cisco Unified Communications Manager server. However, when the engineer tries to register the IP phones, the registrations are unsuccessful. When the engineer checks one of the phones, there is no status that is shown along with the Cisco Unified

Communications Manager server IP address.

What is the probable cause?

- A. The server connection is established, but the information is encrypted.
- B. There is no current connection with the Cisco Unified Communications Manager server.
- C. The Cisco Unified Communications Manager server is currently available.
- D. The currently receiving call-processing services are running on the phone.

Answer: B

Explanation:

QUESTION NO: 39

Which option should you use in the Cisco Unified Communications Manager End Users Configuration page to ensure that a user can use a desk phone both for calls and for Cisco Unified Presence?

- A. Enable Cisco Unified Presence Communicator
- B. Allow Control of Device from Cisco Computer Telephony Integration
- C. Allow Cisco Unified Personal Communicator Integration
- D. Allow Cisco Unified Presence Control over IP Phone

Answer: B

Explanation:

QUESTION NO: 40

Which report in Cisco Unified Reporting should you use to track the number of users with one or more phones?

- A. Unified CM User Device Count
- B. Unified CM Device Distribution Summary
- C. Unified CM Table Count Summary
- D. Unified CM Data Summary

Answer: A

Explanation:

QUESTION NO: 41

Which two types of device can the Cisco Unified Disaster Recovery use as a backup target?
(Choose two.)

- A. DVD RAM drive
- B. FTP server
- C. tape device
- D. TFTP server
- E. WebDAV server
- F. SFTP server
- G. CD RAM

Answer: C,F

Explanation: Cisco unified disaster recovery choose one of the following backup devices.

Tape Device—Stores the backup file on a locally attached tape drive

Network Directory—Stores the backup file on a networked drive that is accessed through an SFTP connection

Link:

http://www.cisco.com/en/US/docs/voice_ip_comm/cucm/drs/7_0_1/DRS_CUCM/drsag701.html#wp195093

QUESTION NO: 42

Which report can you use to display all currently unassigned directory numbers?

- A. Route Plan Report
- B. Directory Number Assignment
- C. Unassigned Objects Report
- D. IP Phone Number Assignment

Answer: A

Explanation:

Topic 3, CUCME

QUESTION NO: 43

Which call processing agent is based on Cisco IOS software and works with ISR platforms?

- A. Cisco Unified Presence Server
- B. Cisco Unity Connection
- C. Cisco Unified Communications Manager Express
- D. Cisco Unified Communications Manager
- E. Cisco Unified Contact Center Express

Answer: C

Explanation: Cisco unified presence server, unity connection, communication manager and contact center express requires appliance based system based on Cisco media convergence server (MCS), UCS (unified computing system) or VMware.

QUESTION NO: 44

When you configure a shared extension in Cisco Configuration Professional, which two characteristics should be the same on both phones, so that the phones can successfully use a shared extension? (Choose two.)

- A. monitor mode
- B. MAC address
- C. ephone-dn
- D. number
- E. user ID

Answer: C,D

Explanation:

You can set up one or more lines with a shared-line appearance. A Cisco CallManager system considers a directory number to be a shared line if it appears on more than one device in the same partition. For example, if directory number 9600 on phone A is in the partition called Dallas and on phone B in the partition called Texas, that directory number does not represent a shared-line appearance. (Ensure the directory number 9600 for phone A and phone B are in the same partition; for example, Dallas.)

In a shared-line appearance, for example, you can set up a shared line, so a directory number appears on line 1 of a manager phone and also on line 2 of an assistant phone. Another example of a shared line involves a single incoming 800 number that is set up to appear as line 2 on every sales representative phone in an office.

You can also choose to update a directory number and have the updates apply to all devices that share the directory number.

The following information provides tips about and lists the restrictions for using shared-line appearances with Cisco CallManager.

Shared Line Tips

Use the following tips when configuring shared lines:

- You create a shared-line appearance by assigning the same directory number and route partition to different devices.
- If multiple devices share a line, each device name displays in the Associated Devices pane of the directory number in the Directory Number Configuration window in Cisco CallManager Administration.
- If you change the Calling Search Space or Call Forward and Pickup settings on any device that uses the shared line, the changes apply to all devices that use that shared line.
- To stop sharing a line appearance on a device, change the directory number or partition name for the line and update the directory number in the Directory Number Configuration window in Cisco CallManager Administration.
- In the case of a shared-line appearance, Remove From Device removes the directory number on the current device only and does not affect other devices.
- Most devices with a shared-line appearance can make or receive new calls or resume held calls at the same time.

Incoming calls display on all devices that share a line, and anyone can answer the call. Only one call remains active at a time on a device.

Link:

http://www.cisco.com/en/US/docs/voice_ip_comm/cucm/admin/5_0_1/ccmsys/a03dn.html

QUESTION NO: 45

After changes are made to an IP phone, which reset method is the fastest to bring the phone back into service?

- A. drop
- B. restart
- C. reset
- D. shutdown
- E. shut and no shut

Answer: B

Explanation: restart- Performs a fast reboot of the specified phone or all phones running SCCP associated with this Cisco Unified CME router. Does not contact the DHCP server for updated information

Link:

http://www.cisco.com/en/US/docs/voice_ip_comm/cucme/admin/configuration/guide/cmreset.html#wpxref87974

QUESTION NO: 46

What component does Cisco Unified Communications Manager Express use to match outbound dial peers?

- A. destination pattern
- B. incoming called-number
- C. calling number ANI
- D. answer-address
- E. port or session target

Answer: A

Explanation: When a router receives a voice call, it selects an outbound dial peer by comparing the called number (the full E.164 telephone number) in the call information with the number configured as the destination pattern for the POTS dial peer

Link:

http://www.cisco.com/en/US/docs/voice_ip_comm/cucme/admin/configuration/guide/cmedialp.html

QUESTION NO: 47

What is the correct URL to use to add a user to Cisco Unified Communications Manager Express?

- A. <http://ipaddress/cucme.html>
- B. <https://ipaddress/cue.html>
- C. <http://www.ipaddress/cme.html>
- D. <http://ipaddress/ccme.html>
- E. <http://ipaddress/cme.html>

Answer: D

Explanation: ccme – cisco call manager express

Link:

http://www.cisco.com/en/US/docs/voice_ip_comm/cucme/admin/configuration/guide/cmegui.html#wp1069477

QUESTION NO: 48

Which protocol should you use to securely access Cisco Configuration Professional?

- A. HTTPS
- B. Telnet
- C. SCP
- D. TLS

Answer: A

Explanation:

QUESTION NO: 49

Which type of ephone-dn is typically used for intercoms and paging?

- A. dual-line
- B. multiline
- C. single-line
- D. special-line

Answer: C

Explanation:

QUESTION NO: 50

A phone is configured with an ephone-dn number of A100. Which CLI command is used in ephone-dn configuration mode to enable the Intercom feature to dial this phone?

- A. intercom extension A100

- B. intercom number A100
- C. intercom A100 enable
- D. intercom A100

Answer: D

Explanation:

QUESTION NO: 51

Which configuration must be configured on the Cisco Unified Communications Manager Express router prior to Graphical Administration?

- A.
- ```
ip http server

telephony-service
 web admin system name admin password cisco
 dn-webedit
 time-webedit
```
- B.
- ```
ip http server
ip http path flash:path

telephony-service
 web admin system name admin password cisco
 dn-webedit
 time-webedit
```
- C.
- ```
ip https server
ip https path flash:path

telephony-service
 web admin system name admin password cisco
 dn-webedit
 time-webedit
```
- D.
- ```
ip http server
ip http path flash:path

telephony-service
 dn-webedit
 time-webedit
```

- A. Exhibit A
- B. Exhibit B
- C. Exhibit C
- D. Exhibit D

Answer: B

Explanation: To enable the HTTP server, and specify the path to files for the GUI and a method of user authentication for security, perform the following steps. The HTTP server on a router is disabled by default.

SUMMARY STEPS

1. enable
2. configure terminal
3. ip http server
4. ip http path flash.
5. ip http authentication {aaa | enable | local | tacacs}
6. exit

To enable the HTTP server, and specify the path to files for the GUI and a method of user authentication for security, perform the following steps. The HTTP server on a router is disabled by default.

Link:

http://www.cisco.com/en/US/docs/voice_ip_comm/cucme/admin/configuration/guide/cmegui.html

QUESTION NO: 52

Which device would allow you to place calls from a Cisco Unified Communications Manager that is configured with SCCP phones to a Cisco Unified Communications Manager Express that is configured with SIP phones?

- A. gatekeeper
- B. gateway
- C. H.323 trunk
- D. SIP trunk
- E. Cisco Unified Border Element

Answer: E

Explanation:

QUESTION NO: 53

Which Cisco IOS command should you use to view the configuration of voice dial peer 911?

- A. show dialplan dialpeer 911
- B. show dialplan number 911
- C. show dial-peer voice 911
- D. show event-manager consumers 911

Answer: C

Explanation:

QUESTION NO: 54

How does the Cisco Unified Communications Manager Express match an outbound VoIP dial peer?

- A. Outbound dial-peer matching uses the entire string of digits en bloc to match the dial peer with the longest match.
- B. Outbound dial-peer matching is completed on a digit-by-digit basis.
- C. It matches outbound dial peers by placing all the dial peers into a hunt group and then uses the entire dialed number en bloc to match the first dial peer.
- D. Cisco Unified Communications Manager Express creates a hunt group that contains all the configured dial peers and then applies the dial digits in a digit-by-digit manner to match a dial peer.

Answer: A

Explanation: When a router receives a voice call, it selects an outbound dial peer by comparing the called number (the full E.164 telephone number) in the call information with the number configured as the destination pattern for the POTS dial peer. The router then strips out the left-justified numbers corresponding to the destination pattern matching the called number. If you have configured a prefix, the prefix will be put in front of the remaining numbers, creating a dial string, which the router will then dial. If all numbers in the destination pattern are stripped-out, the user will receive (depending on the attached equipment) a dial tone.

QUESTION NO: 55

Which Cisco IOS CLI command should you use to perform an IP phone cold reboot?

- A. router(config-ephone)#reset

- B. router(config-ephone)#restart
- C. router(config-ephone-dn)#restart
- D. router(config-phone)#reset

Answer: A

Explanation:

QUESTION NO: 56

An organization is using a centralized DHCP server for all IP phones. However, when the IP phones are powered up, the phones are unable to obtain an IP address. Which CLI command should be in the router configuration to ensure that the IP phones are able to reach the DHCP server?

- A. router(config)#helper-address
- B. router(config-if)#ip helper-address
- C. router(config-if)#helper-address
- D. router(config)#ip helper-address

Answer: B

Explanation:

Topic 4, IP Phone

QUESTION NO: 57

When troubleshooting a phone that is unable to get an IP address from a DHCP server, what is the first thing to check for on the phone?

- A. Make sure that DHCP Enabled is disabled on the phone.
- B. Make sure that the phone is getting the proper VLAN information.
- C. Make sure that the TFTP server address is correct on the phone.
- D. Make sure that the DHCP scope has enough addresses left in the range.
- E. Make sure the phone has the correct phone load ID.

Answer: B

Explanation: IP phones rely on a TFTP-based process to acquire configuration files, software images, and other endpoint-specific information. The Cisco TFTP service is a file serving system that can run on one or more Unified CM servers.

Link: http://www.cisco.com/en/US/docs/voice_ip_comm/cucm/srnd/8x/netstruc.html#wp1185040

QUESTION NO: 58

After an IP phone has been added to a Cisco Unified Communications Manager server, the administrator notices that the phone has a directory number that is not in the number range in use by the organization. He also notes that the directory number is 1000. What is the most likely cause?

- A. The phone number was misconfigured.
- B. The phone may have auto-registered.
- C. The phone is configured on another server.
- D. DHCP gave the phone the wrong directory number
- E. TFTP server is misconfigured

Answer: B

Explanation: Organizations have multiple server which work as a single cluster.

Link:

http://www.cisco.com/en/US/docs/voice_ip_comm/cucme/admin/configuration/guide/cmebasic.html#wp1013086

QUESTION NO: 59

All users report that when they press the Messages button on their IP phone, nothing happens. What is the most likely cause of this issue?

- A. Cisco Unity Connection is not configured.
- B. The default Voicemail Profile does not have a Pilot number configured.
- C. The Voicemail Pilot does not have the VoiceMail Profile configured.
- D. The Integrated Service Engine is offline.
- E. The Voicemail Pilot is incorrect.

Answer: B

Explanation: The voice-mail pilot number specifies the directory number that you dial to access your voice messages. Cisco Unified Communications Manager automatically dials the voice-messaging number when you press the messages button on your phone. Each voice-mail pilot number can belong to a different voice-messaging system

Link:

http://www.cisco.com/en/US/docs/voice_ip_comm/cucm/admin/6_0_1/ccmsys/a06vmccm.html#wp1043604

QUESTION NO: 60

When adding an IP phone to a Cisco Unified Communications Manager system, what two choices does an administrator have to add the phone to the system? (Choose two.)

- A. auto-registration
- B. FHSS provisioning
- C. IP phone configuration assistant
- D. manual provisioning
- E. Cisco Unified Serviceability

Answer: A,D

Explanation: You can automatically add phones that support either SCCP or SIP to the Cisco Unified Communications Manager database by using autoregistration, manually by using the phone configuration windows, or in groups with the Bulk Administration Tool (BAT). If you do not use autoregistration, you must manually add phones to the Cisco Unified Communications Manager database.

Link:

http://www.cisco.com/en/US/docs/voice_ip_comm/cucm/admin/8_6_1/ccmsys/a08ippph.html#wp1101533

QUESTION NO: 61

On an IP phone line appearance, for which two purposes is the Display parameter designed to be used? (Choose two.)

- A. display a number other than the directory number of the IP phone
- B. display a name instead of the directory number of the IP phone
- C. internal caller ID
- D. external caller ID
- E. full directory number ID for outgoing calls

Answer: B,C

Explanation: Link:

QUESTION NO: 62

Which user parameter is used as a password when connecting through the telephony user interface?

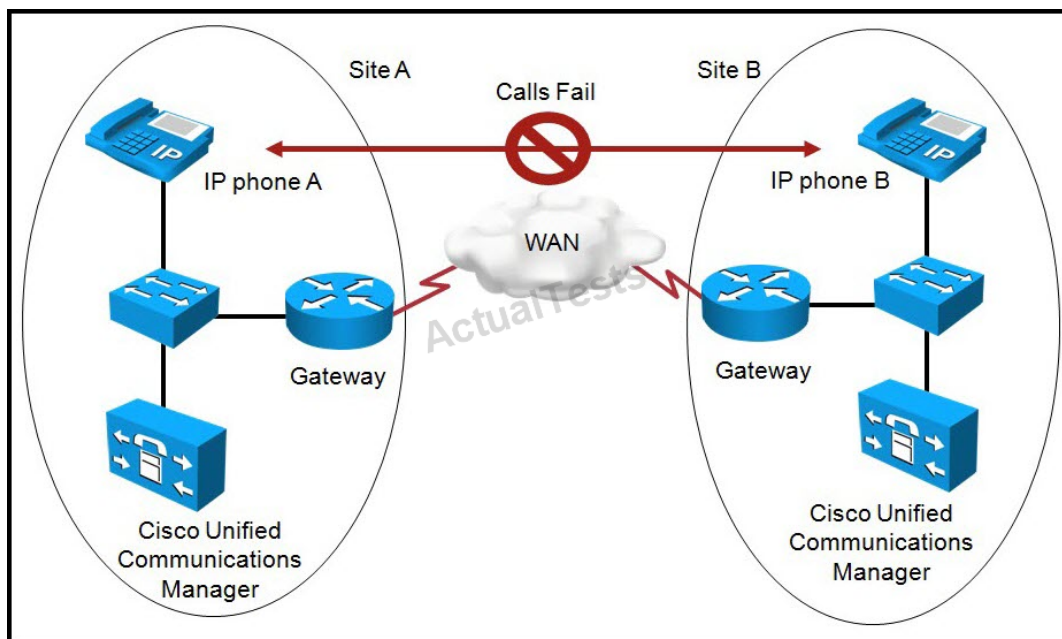
- A. PIN
- B. Passphrase
- C. PassKey
- D. Key ID

Answer: A

Explanation:

QUESTION NO: 63

Refer to the exhibit.



The user of IP phone A has opened a trouble ticket stating that he cannot call IP phone B. Where is the best place to start troubleshooting this issue?

- A. IP phone B
- B. the Cisco Unified Communication Manager system in site A
- C. IP phone A
- D. IP phone A user
- E. the local VoIP voice gateway of IP phone B
- F. IP phone B user

Answer: D

Explanation:

QUESTION NO: 64

Can an IP phone be configured so that calls to that IP phone can be rerouted if the IP phone become unregistered?

- A. Yes, configuring call forward All provides this coverage
- B. No, if a phone is unregistered, the re-order tone is played to the caller
- C. Yes, configuring Call Forward Busy Internal provides this coverage
- D. Yes, configuring Call Forward Unregistered provides this coverage
- E. No. the call is dropped at the gateway

Answer: D

Explanation:

QUESTION NO: 65

An administrator is attempting to add a new IP phone to the network. The phone does not register and continues to cycle through the registration process. The administration checks and notices that the IP address assigned to the phone is not correct network. What is the cause of this issue?

- A. The TFTP server is reconfigured
- B. The DHCP server is giving out false IP addresses
- C. The Cisco Unified Communication Manager is down
- D. The switch port that the phone is connected to is configured with the wrong voice LAN
- E. The PSTN gateway is down

Answer: D

Explanation:

QUESTION NO: 66

In which two ways can an administrator reset an IP phone that is registered with Cisco Unified Communications Manager? (Choose two.)

- A. Phone can be reset in Cisco Unified Communications Manager Administration.
- B. Phone can be reset in the Cisco Unified Communications Manager Express CLI.
- C. Press the * * # * * key combination on the IP phone keypad.
- D. Enter the reset ephone command in the switch.
- E. Press the * * #* key combination on the IP phone keypad.
- F. Press the ##**# key combination on the IP phone keypad.

Answer: A,C

Explanation: Link:

http://www.cisco.com/en/US/products/sw/voicesw/ps4625/products_configuration_example09186a0080631683.shtml

QUESTION NO: 67

Which type of server is used to deliver the configuration to an IP phone?

- A. TFTP
- B. DHCP
- C. FTP
- D. Cisco Discovery Protocol

Answer: A

Explanation:

QUESTION NO: 68

An IP phone has a line calling search space and a device calling search space. If a call is made from the IP phone, which calling search space is used?

- A. Neither calling search space is used.
- B. The line calling search space takes precedence and is used.
- C. The device calling search space takes precedence and is used.

D. The line and device calling search spaces are combined and the line calling search space has precedence.

Answer: D

Explanation: If you configure a calling search space both on an IP phone line and on the device (IP phone) itself, Cisco Unified Communications Manager concatenates the two calling search spaces and places the line calling search space in front of the device calling search space

Link: http://www.cisco.com/en/US/docs/voice_ip_comm/cucm/admin/8_0_2/ccmsys/a03ptcss.html

QUESTION NO: 69

A user exists within an office of IP phones, all of which have the same pickup group. A call comes into a phone of another office worker who is currently at lunch. What should the user do to have the call redirected to his or her phone?

- A.** Press the "Pickup" softkey and then the line that is ringing.
- B.** Press the "Call Pickup" softkey only.
- C.** Press the "Call Pickup" softkey and then the line that is ringing.
- D.** Press the "Pickup" softkey only.

Answer: D

reference:http://www.odessa.edu/phonehelp/7960/7960_pickup.htm

QUESTION NO: 70

If two phones share a line between them, what happens if the user of the first phone is using the line and the user of the second phone uses the Barge feature?

- A.** The user of the first phone is notified of the Barge request.
- B.** A three-way conference begins.
- C.** The call is discontinued, but the first phone user and the second phone user are able to talk.
- D.** The user on the first phone is knocked off the line, and the second phone user takes over the line.

Answer: B

Explanation:

QUESTION NO: 71

When you reset an IP phone via the Cisco Unified Communications Manager Administration page, which method briefly shuts down a registered phone and brings it back up?

- A. drop
- B. restart
- C. reset
- D. shutdown
- E. shut and no shut

Answer: B

Explanation:

QUESTION NO: 72

An engineer is installing an IP phone in a remote location. When the engineer plugs the IP phone into the network, the phone does not power up. What is the first thing that should be checked?

- A. Power over Ethernet switch
- B. Cisco Unified Communications Manager Server
- C. Cisco Unified Presence
- D. DHCP server

Answer: A

Explanation:

Topic 5, Qos

QUESTION NO: 73

Which issue does CAS signaling on a T1 circuit create?

- A. Signaling bits are subtracted from each frame, which causes a significant loss of voice quality.
- B. An extra signaling bit is added to the sixth frame to carry signaling information.
- C. A signaling bit is subtracted from every sixth frame to carry signaling information.
- D. Signaling bits are added to the signaling stream to create extended super frames.

Answer: C

Explanation: Each T1 channel carries a sequence of frames. These frames consist of 192 bits and an additional bit designated as the framing bit, for a total of 193 bits per frame. Super Frame (SF) groups twelve of these 193 bit frames together and designates the framing bits of the even numbered frames as signaling bits. CAS looks specifically at every sixth frame for the timeslot's or channel's associated signaling information

Link:

http://www.cisco.com/en/US/tech/tk652/tk653/technologies_tech_note09186a00800e2560.shtml

QUESTION NO: 74

Which description describes the weighted fair queuing algorithm?

- A.** Empty queue 1. If queue 1 is empty, empty queue 2, then empty queue 3, unless a packet for a higher queue arrives.
- B.** An administrator defines the traffic classes based on match criteria, including protocols, access control lists, and input interfaces.
- C.** A flow-based algorithm that simultaneously schedules interactive traffic to the front of a queue to reduce response time and fairly shares the remaining bandwidth among high-bandwidth flows.
- D.** This feature brings strict priority queuing to CBWFQ.
- E.** Packets are placed into a single queue and serviced in the order they were received.

Answer: C

Explanation: WFQ allocates an equal share of the bandwidth to each flow. Flow-based WFQ is also called fair queueing because all flows are equally weighted.

Link: http://www.cisco.com/en/US/docs/ios/12_0/qos/configuration/guide/qcwfq.html

QUESTION NO: 75

What is a benefit of using FRF.12 in a Frame Relay network?

- A.** provides a Layer 3 mechanism for reducing latency in the network
- B.** fragments packets into equal sizes to reduce fixed-network delay
- C.** reduces delay and jitter by expediting the transfer of smaller frames through the hardware transmit queue
- D.** eliminates the need for prioritization of delay-sensitive traffic

Answer: C

Explanation:

QUESTION NO: 76

Which type of single switch port can support data and voice VLANs and is recommended for Cisco Unified IP phones?

- A. multiflex port
- B. trunk port
- C. access port
- D. ISL trunking port

Answer: C

Explanation: A port on a Cisco switch is either an access port or a trunk port. Access ports belong to a single VLAN and do not provide any identifying marks on the frames that are passed between switches

QUESTION NO: 77

Refer to the exhibit.

```

HQ#sh isdn stat
Global ISDN Switchtype = primary-ni

%Q.931 is backhauled to CCM MANAGER 0x0003 on DSL 0. Layer 3 output may not apply

ISDN Serial0/0/0:23 interface
  dsl 0, interface ISDN Switchtype = primary-ni
  L2 Protocol = Q.921 0x0000 L3 Protocol(s) = CCM MANAGER 0x0003
Layer 1 Status:
  ACTIVE
Layer 2 Status:
  TEI = 0, Ces = 1, SAPI = 0, State = TEI_ASSIGNED
Layer 3 Status:
  0 Active Layer 3 Call(s)
Active dsl 0 CCBS = 0
The Free Channel Mask: 0x807FFFFF
Number of L2 Discards = 0, L2 Session ID = 3
Total Allocated ISDN CCBS = 0

card type t1 0 0
enable password cisco
!
isdn switch-type primary-ni
!
controller T1 0/0/0
  cablelength short 110
  pri-group timeslots 1-24 service mgcp
!
interface Serial0/0/0:23
  no ip address
  encapsulation hdlc
  isdn switch-type primary-ni
  isdn incoming-voice voice
  no cdp enable
!

```

Is this configuration correct and is the T1 operational? If not, what is the cause?

- A. Yes, the configuration is correct and it is operational.
- B. No, the configuration is incorrect and the T1 is not operational because MGCP is not the proper service statement.
- C. No, the configuration is incorrect and the T1 is not operational because, the isdn switch-type is incorrect.
- D. No, the configuration is incorrect and the T1 is not operational because the isdn-bind-13 ccm-manager command is missing from the serial0/0/0:23 interface.
- E. No, the configuration is incorrect and the T1 is not operational because the no ip address command is applied to the serial0/0/0:23 interface.

Answer: D

Explanation: To bind Layer 3 of the ISDN PRI interface of the Media Gateway Control Protocol (MGCP) voice gateway to the Cisco CallManager for PRI Q.931 signaling backhaul support, use the isdn bind-l3 ccm-manager command in interface configuration mode

Link:

http://www.cisco.com/en/US/docs/ios/12_3t/voice/command/reference/vrht_i2_ps5207_TSD_Products_Command_Reference_Chapter.html#wp1094910

QUESTION NO: 78

Which network component would cause variable network delay?

- A. dejitter buffer
- B. DSP delay
- C. processing delay
- D. serialization delay
- E. propagation delay

Answer: C

Explanation:

QUESTION NO: 79

Which headers are compressed when cRTP is used?

- A. the UDP and RTP headers
- B. the IP header only
- C. the TCP header only
- D. the RTP header only
- E. the IP, UDP, RTP headers and the first byte of the payload
- F. the IP, UDP, and RTP headers

Answer: F

Explanation: Compresses a header at various layers of the Open System Interconnection (OSI) reference model. Examples include Transmission Control Protocol (TCP) header compression, compressed RTP (cRTP), and compressed Internet Protocol/User Datagram Protocol (IP/UDP).

Link:

http://www.cisco.com/en/US/tech/tk543/tk762/technologies_tech_note09186a0080108e2c.shtml#head

QUESTION NO: 80

When generating QoS reports in the CAR tool, what two parameters are valid for report generation? (Choose two.)

- A. route lists
- B. route patterns/hunt pilots

- C. route groups
- D. gateway types
- E. partitions
- F. IP phone directory numbers

Answer: B,D

Explanation:

QUESTION NO: 81

Which three characteristics are associated with data? (Choose three.)

- A. Greedy
- B. TCP retransmits
- C. UDP priority
- D. delay sensitive
- E. drop insensitive
- F. benign
- G. benign or greedy.

Answer: B,E,G

Explanation: Data traffic always acknowledge TCP packets for confirm delivery E2E. It is not drop sensitive because it's not real time traffic.

QUESTION NO: 82

Which command is useful to see if network layer information is being received at a PSTN gateway?

- A. show gateway status
- B. show isdn q931
- C. show c cm-manager status
- D. show isdn status
- E. show isdn q921

Answer: D

Explanation:

QUESTION NO: 83

What are the two differences between the IntServ and DiffServ models of QoS? (Choose two.)

- A. DiffServ provides absolute QoS guarantees.
- B. IntServ is the default QoS mechanism for all routers, because applications signal the router with the QoS level they require.
- C. DiffServ inherits the connection-oriented approach from telephony network design. Every individual communication must explicitly specify its traffic descriptor and requested resources to the network.
- D. With IntServ, packet delivery is guaranteed. However, the use of IntServ can severely limit the scalability of a network.
- E. DiffServ was designed to overcome the limitations of both the best-effort and IntServ models and can provide an "almost guaranteed" QoS.

Answer: D,E

Explanation:

QUESTION NO: 84

Which three characteristics are associated with voice? (Choose three.)

- A. greedy
- B. TCP retransmits
- C. UDP priority
- D. delay sensitive
- E. drop insensitive
- F. benign
- G. benign or greedy

Answer: C,D,F

Explanation:

QUESTION NO: 85

What is the accepted maximum limit for good-quality voice connection delay?

- A. 100 ms

- B. 200 ms
- C. 250 ms
- D. 300 ms

Answer: C

Explanation:

QUESTION NO: 86

Which generating QoS reports CAR tool, what two parameters are valid for report generation?
(Choose two)

- A. route lists
- B. route patterns/hunt pilots
- C. route groups
- D. gateway types
- E. partitions
- F. IP phone directory numbers

Answer: B,D

Explanation:

QUESTION NO: 87

Which description describes the low latency queuing algorithm?

- A. Empty queue 1. If queue 1 is empty, empty queue 2, then empty queue 3, unless a packet for a higher queue arrives.
- B. An administrator defines the traffic classes based on match criteria, including protocols, access control lists, and input interfaces.
- C. A flow-based algorithm that simultaneously schedules interactive traffic to the front of a queue to reduce response time and fairly shares the remaining bandwidth among high-bandwidth flows.
- D. This feature brings strict priority queuing to CBWFQ.
- E. Packets are placed into a single queue and serviced in the order they were received.

Answer: D

Explanation: A & C denotes to weighted fair queue or DWFQ. B denotes to CBWFQ (class based weighted fair queue).

Link:

QUESTION NO: 88

An engineer is troubleshooting call quality issues between central headquarters and a remote branch location. When on an active call, the engineer watches the call statistics on the IP phone and notices that the max jitter is 100 ms.

What is the maximum amount of jitter that the engineer should set to maintain a high-quality call?

- A. 5 ms
- B. 50 ms
- C. 10 ms
- D. 30 ms

Answer: D

Explanation:

Topic 6, Unified Personal Communicator**QUESTION NO: 89**

Refer to the exhibit.

Phone Type	
Product Type:	Cisco Unified Personal Communicator
Device Protocol:	SIP
Device Information	
⚠ Device is not trusted	
Device Name*	
Description	
Device Pool*	-- Not Selected --
Common Device Configuration	< None >
Phone Button Template*	-- Not Selected --
Common Phone Profile*	Standard Common Phone Profile
Calling Search Space	< None >
Media Resource Group List	< None >
User Hold MOH Audio Source	< None >
Network Hold MOH Audio Source	< None >

The exhibit shows a partial screen shot for a Cisco Unified Personal Communicator device. If the username that is associated with this device is jdoe, what should the device name be?

- A. The device name should be JDOEUPC.
- B. The device name should be UPCJDOE.
- C. The device name should be JDOE.
- D. The device name should be UPCCUPC.
- E. The device name should be UPCCSF.
- F. The device name has no naming convention.

Answer: B

Explanation:

Refer to the exhibit: Product TypeE. Cisco Unified Personal Communicator

Keep this in mind with respect to the version of CUPC in use:

1. If using CUPC version 8.0+, select Cisco Unified Client Services Framework as the Phone Type:

- CSF devices can be named anything you like; there isn't a naming convention, but there is a limit of 15 characters (letters and numbers only).

2. If using CUPC version 7.0, select Cisco Unified Personal Communicator as the Phone Type. CUPC version 7.0 devices must follow a specific naming convention:

- The CUPC v7.0 device name must start with the letters "UPC," followed by a derivation of the username.

QUESTION NO: 90

Refer to the exhibit.

The image shows a 'Phone Configuration' window. At the top is a 'Save' button. Below it is a 'Status' section with an information icon and the text 'Status: Ready'. The 'Phone Type' section shows 'Product Type: Cisco Unified Client Services Framework' and 'Device Protocol: SIP'. The 'Device Information' section contains a checked box for 'Device is trusted' and several fields: 'Device Name*' (empty text box), 'Description' (empty text box), 'Device Pool*' (dropdown menu showing 'Default'), 'Common Device Configuration' (dropdown menu showing '< None >'), 'Phone Button Template*' (dropdown menu showing '-- Not Selected --'), 'Common Phone Profile*' (dropdown menu showing 'Standard Common Phone Profile'), and 'Calling Search Space' (dropdown menu showing '< None >'). A large 'ActualTests' watermark is visible across the center of the form.

The exhibit shows a partial screen shot for a Cisco Unified Client Services Framework device. When should this device be configured?

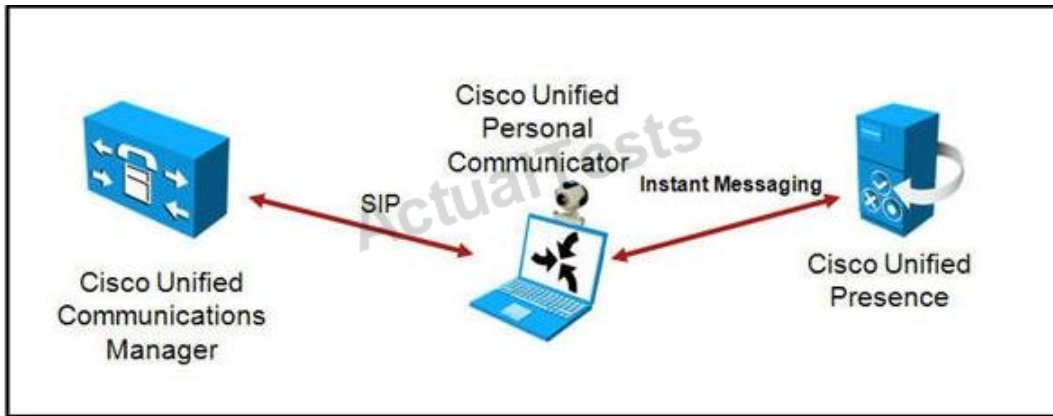
- A. when configuring the Service Advertisement Framework feature for Call Control Discovery
- B. when Cisco Unified Personal Communicator is used in desk-phone mode.
- C. when Cisco Unified Personal Communicator version 7.0 is used in soft-phone mode
- D. when Cisco Unified Personal Communicator version 8.0 is used in soft-phone mode
- E. when Cisco Unified Personal Communicator version 8.0 is used in desk-phone mode

Answer: D

Explanation:

QUESTION NO: 91

Refer to the exhibit.



What protocol is being used to send and receive instant messaging between the Cisco Unified Personal Communicator and Cisco Unified Presence?

- A. Enterprise Instant Messaging Protocol
- B. Extensible Messaging and Presence Protocol
- C. SIP
- D. SCCP
- E. CTI

Answer: B

Explanation: Cisco Unified Presence consists of many components that enhance the value of a Cisco Unified Communications system. The main presence component of the solution is the Cisco Unified Presence server, which incorporates the Jabber Extensible Communications Platform and supports SIP/SIMPLE and Extensible Messaging and Presence Protocol (XMPP) for collecting information regarding a user's availability status and communications capabilities

Link: http://www.cisco.com/en/US/docs/voice_ip_comm/cucm/srnd/8x/presence.html

QUESTION NO: 92

Which action must be taken for Cisco Unified Personal Communicator clients to access Cisco Unity Connection voice mail?

- A. Cisco Unity Connection must be integrated with LDAP.
- B. Cisco Unity Connection must be integrated with Cisco Unified Communications Manager using SIP integration.
- C. A Microsoft Exchange mailbox store must be configured in Cisco Unified Presence.
- D. IMAP must be enabled on Cisco Unity Connection for users that need to access voice mail through Cisco Unified Personal Communicator clients.
- E. Voice mail is automatically enabled for users who log in through Cisco Unified Personal Communicator clients.

Answer: D

Explanation: Link:

http://www.cisco.com/en/US/docs/voice_ip_comm/cups/8_0/english/install_upgrade/deployment/guide/dgappendixB.html

QUESTION NO: 93

Which Cisco Unified Personal Communicator mode should you use when connecting via an existing IP phone?

- A. office mode
- B. deskphone mode
- C. softphone mode
- D. IP phone mode

Answer: B

Explanation:

QUESTION NO: 94

In which mode is CTI used with Cisco Unified Personal Communicator?

- A. soft-phone mode
- B. desk-phone mode
- C. IP communicator mode
- D. IP phone mode
- E. CTI mode

Answer: B

Explanation:

QUESTION NO: 95

When creating a new softphone for a Cisco Unified Presence user, which phone type should you select if you are using Cisco Unified Personal Communicator Release 7.1?

- A. Cisco Unified Personal Communicator
- B. Cisco Unified Client Services Communicator
- C. Cisco Unified Client Services Framework
- D. Cisco Unified Personal Communicator Framework

Answer: A

Explanation:

QUESTION NO: 96

Which protocol is being used when you are utilizing the chat feature of Cisco Unified Personal Communicator?

- A. SIMPLE
- B. SIP
- C. XMPP
- D. HTTPS

Answer: C

Explanation:

QUESTION NO: 97

Which protocol should you use to configure Cisco Unified Personal Communicator for secure voice messaging with Cisco Unity Connection?

- A. TCP
- B. SSL
- C. TLS
- D. UDP

Answer: C

Explanation:

Topic 7, Unified Presence

QUESTION NO: 98

Refer to the exhibit.

The screenshot shows the 'Phone Configuration' page in a Cisco management interface. At the top, there is a 'Save' button. Below it, the 'Status' section shows 'Status: Ready'. The 'Phone Type' section indicates 'Product Type: Cisco Unified Client Services Framework' and 'Device Protocol: SIP'. The 'Device Information' section includes a checked box for 'Device is trusted' and several fields: 'Device Name*' (empty), 'Description' (empty), 'Device Pool*' (set to 'Default'), 'Common Device Configuration' (set to '< None >'), 'Phone Button Template*' (set to '-- Not Selected --'), 'Common Phone Profile*' (set to 'Standard Common Phone Profile'), and 'Calling Search Space' (set to '< None >'). A large 'ActualTests' watermark is visible across the center of the form.

The exhibit shows a partial screen shot for a Cisco Unified Client Services Framework device. If the username that is associated with this device is jdoe, what should the device name be?

- A. The device name should be JDOEUPC.
- B. The device name should be UPCJDOE.
- C. The device name should be JDOE.
- D. The device name should be UPCCUPC
- E. The device name does not need to relate to the user ID of the user for CSF device.

Answer: E

Explanation:

QUESTION NO: 99

Which license capability must be enabled for Cisco Unified Presence to work with a specific user?

- A. Enable Cisco Unified Presence
- B. Enable Cisco Unified Presence Server
- C. Enable Cisco Unified Presence Communicator

D. Enable Extensible Messaging and Presence Protocol

Answer: A

Explanation:

QUESTION NO: 100

Which statement about Cisco Unified Presence and LDAP is true?

- A.** Cisco Unified Presence must be integrated with LDAP.
- B.** LDAP integration is mandatory if Cisco Unified Personal Communicator is used as a client.
- C.** LDAP integration with Cisco Unified Presence is optional. However, user search functionality in Cisco Unified Personal Communicator will not be available.
- D.** LDAP integration with Cisco Unified Presence is optional. However, instant messaging functionality in Cisco Unified Personal Communicator will not be available.

Answer: C

Explanation:

QUESTION NO: 101

Which two options are features in Cisco Unified Presence? (Choose two.)

- A.** IP Phone Messenger
- B.** Native Presence
- C.** BLF speed-dial
- D.** Enterprise Instant Messaging
- E.** BLF speed-dial pickup

Answer: A,D

Explanation:

QUESTION NO: 102

Which two protocols are used by Cisco Unified Presence? (Choose two.)

- A.** SIP/SIMPLE
- B.** XMPP

- C. SCCP
- D. PPPoX
- E. IMPP

Answer: A,B

Explanation: The Skinny Call Control Protocol (SCCP, or short Skinny) is a proprietary network terminal control protocol. PPPoX (PPP over X) designates a family of encapsulating communications protocols implementing Point-to-Point Protocol.

Link:

http://www.cisco.com/en/US/docs/voice_ip_comm/cups/8_0/english/install_upgrade/deployment/guide/dgoverview.html

QUESTION NO: 103

When deploying Cisco Unified Presence, which service is a basic service that can be considered as optional?

- A. Cisco Unified Presence Engine
- B. Cisco Unified Presence Sync Agent
- C. Cisco Unified Presence Session Initiation Protocol Proxy
- D. Cisco Unified Protocol Extensible Messaging Presence and Protocol Agent

Answer: D

Explanation:

QUESTION NO: 104

What application uses the Cisco Unified Operating System for administration and configuration?

- A. Cisco Unity Express
- B. Cisco Unified Messaging Gateway
- C. Cisco Unified Communications Manager Express
- D. Cisco Unified Presence

Answer: D

Explanation: Cisco unity is for voice mail feature. Cisco unified operating system is CUCM/CCME feature.

Link:

http://www.cisco.com/en/US/docs/voice_ip_comm/cups/1_0_3/administration/administration/guide/

b02trsht.html

Topic 8, Extension Mobility

QUESTION NO: 105

What would be the result if a user logs into Cisco Extension Mobility using a device profile that is not subscribed to the Cisco Extension Mobility Service?

- A. Normal Cisco Extension Mobility operation will occur.
- B. The user will not be able to log into Cisco Extension Mobility on the phone.
- C. The phone will not use the correct device profile.
- D. The user will not be able to log out of Cisco Extension Mobility on the phone.
- E. The phone will reboot continuously.

Answer: D

Explanation: Link:

http://www.cisco.com/en/US/products/sw/voicesw/ps556/products_administration_guide_chapter09186a0080153e60.html#wp1095968

Topic 9, Basic Telephony

QUESTION NO: 106

What is the preferred analog signaling method to reduce glare?

- A. loop start
- B. ground start
- C. on-hook
- D. off-hook

Answer: B

Explanation:

Topic 10, Drag and Drops

QUESTION NO: 107 DRAG DROP

Drag the following

Click and drag the description of the signaling protocol on the left to the appropriate category on the right.

Uses call agents and provides the signaling capability for less-expensive edge devices.	H.323
Clients consume less processing overhead and can also be used to control FXS ports in a router to provide supplementary features.	
Uses a modified form of the URL addressing scheme that is used within email that is based on the Simple Mail Transfer Protocol.	MGCP
A standard that provides multimedia communication services—real-time audio, video, and data communications—over packet networks.	
	SIP
	SCCP

Answer:

Click and drag the description of the signaling protocol on the left to the appropriate category on the right.

Uses call agents and provides the signaling capability for less-expensive edge devices.	H.323
Clients consume less processing overhead and can also be used to control FXS ports in a router to provide supplementary features.	A standard that provides multimedia communication services—real-time audio, video, and data communications—over packet networks.
Uses a modified form of the URL addressing scheme that is used within email that is based on the Simple Mail Transfer Protocol.	MGCP
A standard that provides multimedia communication services—real-time audio, video, and data communications—over packet networks.	Uses call agents and provides the signaling capability for less-expensive edge devices.
	SIP
	Uses a modified form of the URL addressing scheme that is used within email that is based on the Simple Mail Transfer Protocol.
	SCCP
	Clients consume less processing overhead and can also be used to control FXS ports in a router to provide supplementary features.

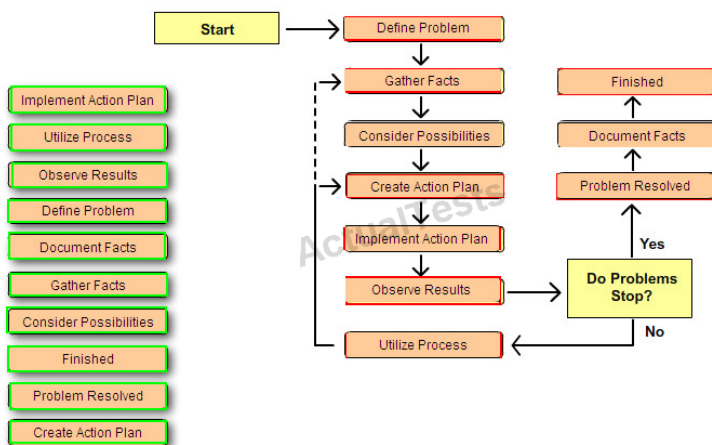
Explanation:

Click and drag the items on the left, into the correct order on the right for a systematic troubleshooting method.

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graph TD; Start([Start]) --> B1[ ]; B1 --> B2[ ]; B2 --> B3[ ]; B3 --> B4[ ]; B4 --> B5[ ]; B5 --> B6[ ]; B6 --> B7[ ]; B7 --> B8[ ]; B8 --> B9[ ]; B9 --> B10[ ]; B10 --> B11[ ]; B11 --> B12[ ]; B12 --> B13[ ]; B13 --> B14[ ]; B14 --> B15[ ]; B15 --> B16[ ]; B16 --> B17[ ]; B17 --> B18[ ]; B18 --> B19[ ]; B19 --> B20[ ]; B20 --> B21[ ]; B21 --> B22[ ]; B22 --> B23[ ]; B23 --> B24[ ]; B24 --> B25[ ]; B25 --> B26[ ]; B26 --> B27[ ]; B27 --> B28[ ]; B28 --> B29[ ]; B29 --> B30[ ]; B30 --> B31[ ]; B31 --> B32[ ]; B32 --> B33[ ]; B33 --> B34[ ]; B34 --> B35[ ]; B35 --> B36[ ]; B36 --> B37[ ]; B37 --> B38[ ]; B38 --> B39[ ]; B39 --> B40[ ]; B40 --> B41[ ]; B41 --> B42[ ]; B42 --> B43[ ]; B43 --> B44[ ]; B44 --> B45[ ]; B45 --> B46[ ]; B46 --> B47[ ]; B47 --> B48[ ]; B48 --> B49[ ]; B49 --> B50[ ]; B50 --> B51[ ]; B51 --> B52[ ]; B52 --> B53[ ]; B53 --> B54[ ]; B54 --> B55[ ]; B55 --> B56[ ]; B56 --> B57[ ]; B57 --> B58[ ]; B58 --> B59[ ]; B59 --> B60[ ]; B60 --> B61[ ]; B61 --> B62[ ]; B62 --> B63[ ]; 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B291 --> B292[ ]; B292 --> B293[ ]; B293 --> B294[ ]; B294 --&
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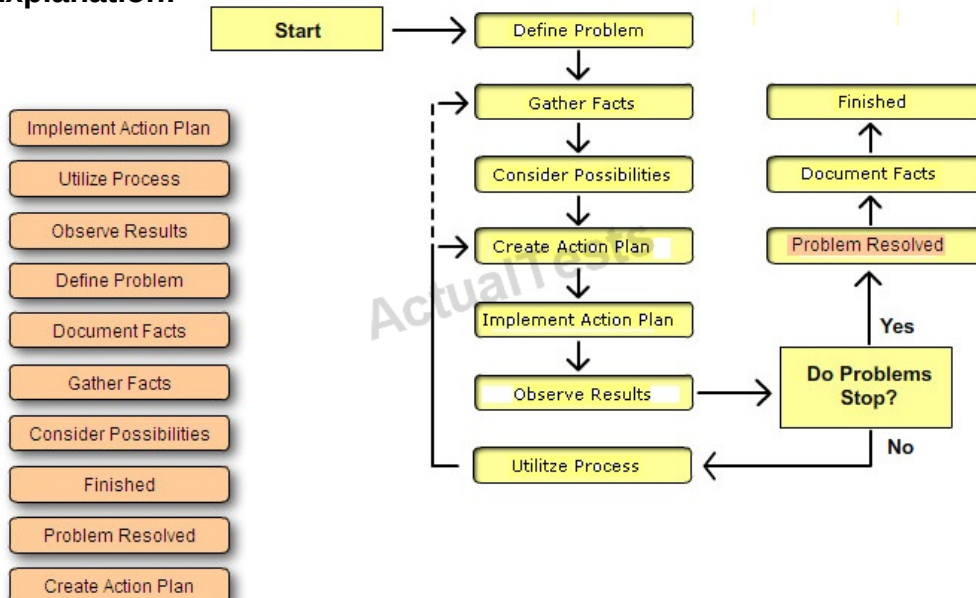
Answer:

Click and drag the items on the left, into the correct order on the right for a systematic troubleshooting method.



1.0.1.10

00:00:01

Explanation:**Topic 11, Mix Questions****QUESTION NO: 109**

An end user reports that they are unable to control their Cisco IP phone using Cisco Unified Personal Communicator and cannot make any calls. Which situation can cause this issue?

- A. The Cisco Unified Personal Communicator is not registered in the Cisco Unified Presence server.
- B. The LDAP integration is incorrect.
- C. The Cisco Unified Personal Communicator is configured in desk-phone mode.
- D. The Allow Control of Device from CTI checkbox in the device configuration on Cisco Unified Communications Manager is disabled.
- E. The Allow Control of Device from CTI checkbox in the device configuration on the Cisco Unified Presence is disabled.

Answer: D

Explanation: Link:

http://www.cisco.com/en/US/docs/voice_ip_comm/cups/8_0/english/install_upgrade/deployment/guide/dgclient.html

QUESTION NO: 110

Which two options allow the maximum message length to be adjusted in Cisco Unity Connection? (Choose two.)

- A. Message Settings under individual users
- B. User Templates > VoiceMailUserTemplate > Message Settings
- C. Contacts > Message Settings
- D. Enterprise Parameters > Maximum Message length
- E. Service Parameters > Voicemail Settings

Answer: A,B

Explanation: Link:

http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/administration/guide/8xcucsag170.html

QUESTION NO: 111

A user in Cisco Unified Communications Manager Administration has been added to the Standard CCM Admin Users group, which includes the Standard CCMADMIN Administration role, but the user cannot add new users. What is the cause of this issue?

- A. The add user capability has been disabled for the group
- B. The incorrect group and role were assigned.

- C. The add user capability has been disabled for the role.
- D. Only the CCMAAdmin user can add users.
- E. Users can be added only via LDAP

Answer: C

Explanation:

QUESTION NO: 112

How can an administrator determine which codec is being used between two endpoints while a call is in progress?

- A. Run the codec trace in Cisco Unified Communication Manager.
- B. Use Cisco Unified Serviceability network trace.
- C. Can only be seen in Cisco SDI traces.
- D. Can only be seen in a sniffer trace.
- E. Press the ? button twice on one of the IP phones.

Answer: E

Explanation: pressing the button (?) twice in quick succession during an active call. The display shows you receive and transmit statistics for the call

Link: http://docwiki.cisco.com/wiki/Cisco_Unified_Communications_--_One-Way_Audio

QUESTION NO: 113

In Cisco Unified Communications Manager Native Presence, what two things is a watcher monitoring in real time? (Choose two.)

- A. registration status of a specific IP phone
- B. registration status of the hunt group
- C. registration status of the MGCP gateway
- D. registration status of Cisco Extension Mobility of the IP phone
- E. status of a registered directory number

Answer: A,E

Explanation:

QUESTION NO: 114

Refer to the exhibit.

Change Password (Voice Mail)

User Template Edit Refresh Help

Status

✖ Password does not have enough characters

Choose Password

Voice Mail ▼

Save

Voice Mail Password

Password

Confirm Password

The error message was displayed when the administrator attempted to set the default user password in the user template to four digits long. Which option can rectify this issue?

- A. The minimum password length in Cisco Unity Connection should be at least five digits long.
- B. The password length needs to be configured under the Authentication Rules settings using the Minimum Credential Length configuration field.
- C. The password length needs to be configured under the user template settings using the Minimum Credential Length configuration field.
- D. The password length cannot be adjusted under the user template; the password length can only be adjusted under the individual users.

Answer: B

Explanation: A minimum length requirement (as set on the Edit Authentication Rule page, in the Minimum Credential Length field)

- Inclusion of at least one character from each of the following categories: upper-case letter, lower-case letter, number, and symbol (~ ! @ # \$ % ^ & * " ` , . : ; ? - _ () [] < > { } + = / \ |)
- No characters repeated consecutively more than three times (for example, aaaaB1C9 is invalid)
- No inclusion of the alias or name of the administrator

Link:

http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/user_mac/guide/8xcucmac070.html#wp1049964

QUESTION NO: 115

In which location is Cisco Unified Presence enabled for a specific user in Cisco Unified Communications Manager?

- A. User Administration
- B. Application
- C. Advanced Features
- D. Capabilities Assignment
- E. on the IP phone

Answer: D

Explanation: Capabilities Assignment allows system administrators to enable the Cisco Unified Presence (CUP) and Cisco Unified Personal Communicator (CUPC) capabilities for users. You must ensure that licenses for CUP and CUPC are available.

Link:

http://www.cisco.com/en/US/docs/voice_ip_comm/cucm/admin/8_6_1/ccmfeat/fslicense.html#wp1158223

QUESTION NO: 116

An administrator wants to import users using the Bulk Administration menu in Cisco Unified Communications Manager Administration. Which file format is valid for this operation?

- A. .PDF
- B. .DOC
- C. .DOCX
- D. .CSV
- E. .XLS

Answer: D

Explanation:

CSV is the format in which administrator can import users using the Bulk Administration menu in

Cisco Unified Communications.

http://www.cisco.com/en/US/docs/voice_ip_comm/cucm/bat/7_0_1/t13cnimp.html

QUESTION NO: 117

Which four characteristics are associated with video? (Choose four)

- A. greedy
- B. TCP retransmits
- C. UDP priority
- D. delay sensitive
- E. drop sensitive
- F. benign
- G. bursty

Answer: A,C,D,G

Explanation:

QUESTION NO: 118

With GETVPN, if a key server is configured to use multicast as the rekey transport mechanism, then under which of these conditions will the key server retransmit the rekey messages?

- A. It never retransmit the rekey messages
- B. it only retransmit the rekey message when it does not receive the rekey acknowledgment from at least one group member
- C. it only retransmit the rekey message when it does not receive the rekey acknowledgment from all group member
- D. it only retransmit the rekey message when DPD to the group members fails
- E. it always retransmit the rekey message

Answer: E

Explanation:

QUESTION NO: 119

An administrator is attempting to add a new IP phone to the network. The phone does not register and continues to cycle through the registration process. The administrator checks and notices that the IP address assigned to the phone is not in the correct network. What is the cause of this issue?

- A. The TFTP server is misconfigured.
- B. The DHCP server is giving out false IP addresses.
- C. The Cisco Unified Communications Manager is down.
- D. The switch port that the phone is connected to is configured with the wrong voice VLAN.
- E. The PSTN gateway is down.

Answer: D

Explanation:

QUESTION NO: 120

Which type of packet-oriented network has the characteristic of being drop-tolerant and delay-insensitive?

- A. data
- B. voice
- C. video
- D. converged
- E. All packet-oriented networks share these characteristics.

Answer: A

Explanation:

QUESTION NO: 121

Refer to the exhibit.

Phone Configuration

 Save

Status

 Status: Ready

Phone Type

Product Type: Cisco Unified Client Services Framework
Device Protocol: SIP

Device Information

☒ Device is trusted

Device Name*

Description

Device Pool* Default 

Common Device Configuration < None > 

Phone Button Template* -- Not Selected -- 

Common Phone Profile* Standard Common Phone Profile 

Calling Search Space < None > 

Phone Type

Product Type: Cisco Unified Personal Communicator
Device Protocol: SIP

Device Information

 Device is not trusted

Device Name*

Description

Device Pool* -- Not Selected -- 

Common Device Configuration < None > 

Phone Button Template* -- Not Selected -- 

Common Phone Profile* Standard Common Phone Profile 

Calling Search Space < None > 

Media Resource Group List < None > 

User Hold MOH Audio Source < None > 

Network Hold MOH Audio Source < None > 

The exhibit shows a partial screen shot for a Cisco Unified Personal Communicator device. When should this device be configured?

- A. when configuring the Service Advertisement Framework feature for Call Control Discovery
- B. when Cisco Unified Personal Communicator is used in desk-phone mode
- C. when Cisco Unified Personal Communicator version 7.0 is used in soft-phone mode
- D. when Cisco Unified Personal Communicator version 8.0 is used in soft-phone mode
- E. when Cisco Unified Personal Communicator version 8.0 is used in desk-phone mode

between different IM clients?

- A. Jabber XCP
- B. Jabber XML
- C. Jabber TCP
- D. Jabber TLS

Answer: A

Explanation:

QUESTION NO: 124

Which standard protocol is utilized for signaling between the Cisco Unified Communications Manager Express router and the Cisco Unity Express module?

- A. SCCP
- B. HTEMS
- C. SIP
- D. XCP

Answer: C

Explanation:

QUESTION NO: 125

Which protocol is used between two Cisco IP phones once Cisco Unified Communications Manager Express connects a call?

- A. H.323
- B. RTP
- C. SCCP
- D. SIP

Answer: B

Explanation:

QUESTION NO: 126

Which protocol allows Cisco Unified Communications Manager to take control of a specific port on a gateway?

- A. SIP
- B. H.323
- C. Q.931
- D. MGCP

Answer: D

Explanation:

QUESTION NO: 127

Which two choices best describe call signaling and media flows? (Choose two.)

- A. a process used to connect two parties calling
- B. audio or video or both transferred between two parties during conversation
- C. protocol for end-to-end users
- D. a flow of audio and instant messaging
- E. all call control signals being delivered through a channel
- F. data telephony, over a data network such as the Internet

Answer: A,B

Explanation:

QUESTION NO: 128

Which service allows the network to provide better or special services to a set of users and applications at the expense of other users and applications?

- A. QoS
- B. dial plans
- C. route patterns
- D. dial peers

Answer: A

Explanation:

QUESTION NO: 129

Which option is the Cisco recommended mechanism for delivering voice payload?

- A. IntServ
- B. DiffServ
- C. policing
- D. shaping

Answer: B

Explanation:

QUESTION NO: 130

Which protocol should be enabled on a Cisco switch so that AutoQoS will be applied to recognized Cisco IP phones?

- A. Cisco Discovery Protocol
- B. 802.1Q
- C. Inter-Switch Link
- D. Transmission Control Protocol

Answer: A

Explanation:

QUESTION NO: 131

Which standard is applicable to prevent an unnecessary drop in QoS over an IP WAN connection?

- A. TCP/IP
- B. broadband Internet access
- C. H.450.3
- D. policy map

Answer: C

Explanation:

QUESTION NO: 132

Which three options are the correct methods to implement end users in Cisco Unified Communications Manager? (Choose three.)

- A. manually
- B. DHCP
- C. bulk import using BAT
- D. TFTP
- E. LDAP synchronization
- F. autoregistration

Answer: A,C,E

Explanation:

QUESTION NO: 133

Which three models of configuration does Cisco Unified Communications Manager Express support? (Choose three.)

- A. keyswitch
- B. PBX
- C. hybrid
- D. PSTN
- E. WAN
- F. voice gateway
- G. MOH

Answer: A,B,C

Explanation:

QUESTION NO: 134

Which file extension is used with the Bulk Administration Tool to automatically populate and insert data into the database when adding users in bulk?

- A. CSV
- B. RAR
- C. NTP
- D. TAR

Answer: A

Explanation:

QUESTION NO: 135

Of the fields listed, which two fields are required to successfully create a phone user in Cisco Unified Communications Manager? (Choose two.)

- A. Last Name
- B. PIN (and confirmation PIN)
- C. Primary Extension
- D. User ID

Answer: A,D

Explanation:

QUESTION NO: 136

Which path would you use to implement end users in Cisco Unified Communications Manager Express using Cisco Configuration Professional?

- A. Configure > Unified Communications > Telephony Settings > User Settings
- B. Configure > Unified Communications > Users, Phones and Extensions > Phones
- C. Configure > Unified Communications > Users, Phones and Extensions > User Settings
- D. Configure > Unified Communications > Users, Phones and Extensions > Extensions
- E. Configure > Unified Communications > Users, Phones and Extensions > Phones and Users

Answer: E

Explanation:

QUESTION NO: 137

Which four fields are required when manually configuring IP phones in Cisco Unified Communications Manager? (Choose four.)

- A. MAC Address
- B. IP Address
- C. Hunt Group
- D. VLAN ID

- E. Device Pool
- F. Phone Button Template
- G. Dial Peer
- H. Device Security Profile

Answer: A,E,F,H

Explanation:

QUESTION NO: 138

Which protocol is used by a Cisco IP phone to learn the voice VLAN ID from the Cisco switch to which it is connected?

- A. Dynamic Host Configuration Protocol
- B. Trivial File Transfer Protocol
- C. Network Time Protocol
- D. Cisco Discovery Protocol

Answer: D

Explanation:

QUESTION NO: 139

Which path would you use to display the configuration of a phone in Cisco Configuration Professional?

- A. Configure > Unified Communications > Users, Phones and Extensions > Extensions
- B. Configure > Unified Communications > Users, Phones and Extensions > User Settings
- C. Configure > Unified Communications > Users, Phones and Extensions > Phones
- D. Configure > Unified Communications > Telephony Settings > User Settings
- E. Configure > Unified Communications > Users, Phones and Extensions > Phones and Users

Answer: E

Explanation:

QUESTION NO: 140

Which two statements about COR lists are true? (Choose two.)

- A. If there is no outgoing COR list applied, the call is routed.
- B. If there is no outgoing COR list applied, the call is blocked.
- C. If there is no incoming COR list applied, the call is routed.
- D. If there is no incoming COR list applied, the call is blocked.

Answer: A,C

Explanation:

QUESTION NO: 141

Which three items are required to provision core telephony service on the Cisco Unified Communications Manager Express router? (Choose three.)

- A. MAC address
- B. IP source address
- C. dial peer
- D. ephone
- E. max-dn
- F. max-ephone

Answer: B,E,F

Explanation:

QUESTION NO: 142

What is the maximum number of lines that is supported by Cisco Unified IP Phone 7965?

- A. 2 lines
- B. 4 lines
- C. 6 lines
- D. 8 lines

Answer: C

Explanation:

QUESTION NO: 143

How does Cisco Unified Personal Communicator control the desk phone of users?

- A. IP address
- B. CTI
- C. SSH
- D. SCCP

Answer: B

Explanation:

QUESTION NO: 144

Which standard will support call forwarding?

- A. H.450.3
- B. H.323
- C. RFC 2833
- D. H.450.2

Answer: A

Explanation:

QUESTION NO: 145

What type of SIP trunk does a Cisco Call Back support?

- A. QSIG enable
- B. QUERTY enable
- C. 802.1q
- D. ISL

Answer: A

Explanation:

QUESTION NO: 146

Which type of data file is used for bulk import of users into Cisco Unity Connection?

- A. .xls
- B. .doc

- C. .csv
- D. .pdf

Answer: C

Explanation:

QUESTION NO: 147

Which tool can be used to migrate and import users into Cisco Unity Connection?

- A. .xls
- B. COBRAS
- C. TFTP
- D. SFTP

Answer: B

Explanation:

QUESTION NO: 148

When creating users manually in Cisco Unity Connection, where is the user data maintained?

- A. IBM Informix database
- B. Local Cisco Unity Connection database
- C. LDAP
- D. Cisco Unified Communications Manager

Answer: B

Explanation:

QUESTION NO: 149

Refer to the exhibit.

User Fields To Be Synchronized		
User ID	sAMAccountName	First Name
Middle Name	middleName ▼	Last Name
Manager ID	manager	Department
Phone Number	telephoneNumber ▼	Mail ID

Which Cisco Unity Connection import method is being configured?

- A. CDR
- B. BAT
- C. LDAP
- D. COBRAS

Answer: C

Explanation:

QUESTION NO: 150

Which statement describes the reason that some of the user accounts that are imported from Cisco Unified Communications Manager into Cisco Unity Connection using AXL do not appear in the list of users that is found via AXL?

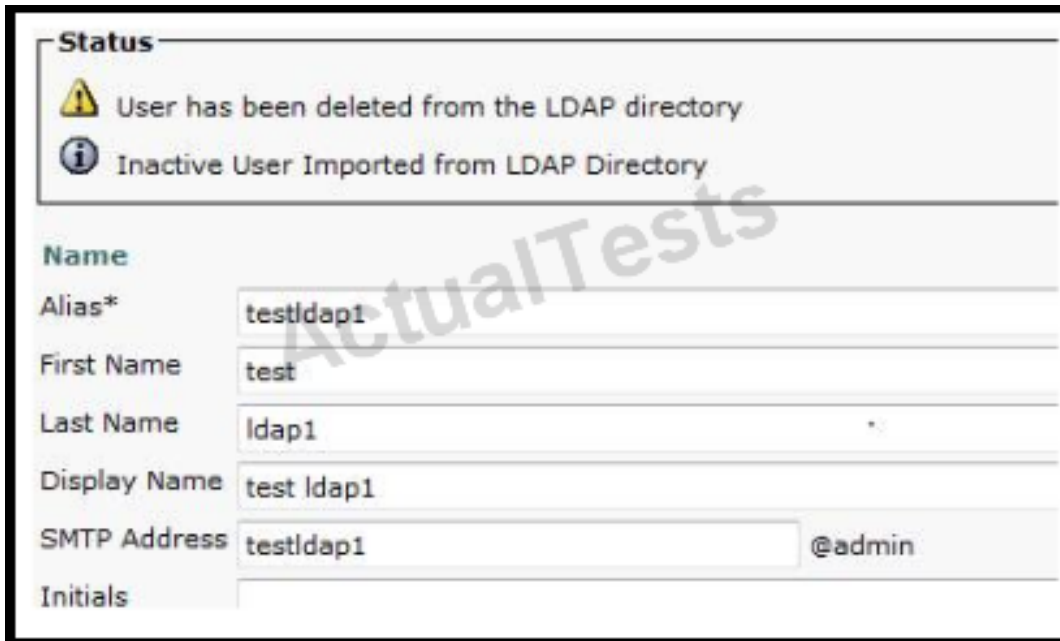
- A. The LDAP manager account password is incorrect.
- B. The DirSync service is not activated.
- C. The missing user accounts are not configured with a primary extension in the Cisco Unified Communications database.
- D. The missing user accounts had the Do Not List In Directory setting checked.

Answer: C

Explanation:

QUESTION NO: 151

Refer to the exhibit.



The screenshot shows a user profile interface. At the top, under the 'Status' section, there are two messages: a warning icon followed by 'User has been deleted from the LDAP directory' and an information icon followed by 'Inactive User Imported from LDAP Directory'. Below this is a form with the following fields: 'Name' (header), 'Alias*' (testldap1), 'First Name' (test), 'Last Name' (ldap1), 'Display Name' (test ldap1), 'SMTP Address' (testldap1 @admin), and 'Initials' (empty). A large 'ActualTests' watermark is visible across the center of the form.

A user was imported to Cisco Unity Connection through LDAP integration. The user was later deleted from Active directory. What would happen to the user in Cisco Unity Connection?

- A. User would get purged immediately.
- B. User would be converted to a permanent Cisco Unity Connection legacy user in 24 hours.
- C. User would get purged in 24 hours.
- D. User would be converted to a permanent Cisco Unity Connection legacy user immediately.

Answer: B

Explanation:

QUESTION NO: 152

How many passwords are utilized for each user in Cisco Unity Connection?

- A. 0
- B. 1
- C. 2
- D. 3

Answer: C

Explanation:

QUESTION NO: 153

In which section of the user template is CoS configured in Cisco Unity Connection?

- A. Location
- B. Name
- C. Phone
- D. System

Answer: C

Explanation:

QUESTION NO: 154

What are three methods used by the administrator to integrate the LDAP directory in a corporate organization? (Choose three.)

- A. User provisioning
- B. User authentication
- C. User lookup
- D. User login
- E. User password
- F. User default settings

Answer: A,B,C

Explanation:

QUESTION NO: 155

Which two steps in configuration must be completed to deploy Cisco Unified Personal Communicator? (Choose two.)

- A. Each user must have a unique ID.
- B. The user ID is converted into a softphone device name.
- C. The users must power their PCs.
- D. Each user must provide a username and password.

Answer: A,B

Explanation:

QUESTION NO: 156

What does Cisco recommend as the maximum number of ports and users for Cisco Unity Connection on a single server?

- A. 100 ports, 10,000 users
- B. 250 ports, 20,000 users
- C. 250 ports, 50,000 users
- D. 500 ports, 20,000 users

Answer: B

Explanation:

QUESTION NO: 157

Which three methods can be used to import multiple Cisco Unity Connection users at one time on a system that is integrated with Cisco Unified Communications Manager? (Choose three.)

- A. AXL server
- B. LDAP connection
- C. user creation tool
- D. user import function
- E. XLS import
- F. You cannot import multiple users at one time.

Answer: A,B,D

Explanation:

QUESTION NO: 158

Which is a method of modifying the System Default Greeting for a CUCM integrated user in Cisco Unity Connection?

- A. Use CUC Administration to navigate to Users > Edit User Basics, and then modify the Alias field.
- B. Use CUC Administration to navigate to Users > Edit User Basics, and then modify the First Name and Last Name fields.
- C. Use CUC Administration to navigate to Users > Edit User Basics, and then modify the Display Name field.
- D. Use CUCM Administration to navigate to User Management > End Users, and then modify the User ID.

E. Use CUCM Administration to navigate to User Management > End Users, and then modify the Mail ID.

Answer: C

Explanation:

QUESTION NO: 159

What are three client applications that interface directly with Cisco Unified Presence? (Choose three.)

- A. Cisco Unified Personal Communicator
- B. Cisco Jabber Video for TelePresence
- C. Cisco IP Communicator
- D. Cisco Jabber
- E. Cisco Unified Mobile Connector
- F. Microsoft Lync
- G. Microsoft Messenger
- H. Microsoft Office Communicator

Answer: A,D,E

Explanation:

QUESTION NO: 160

Which method is used by Cisco Unified Communications Manager to provide IP phone line status information to Cisco Unified Presence?

- A. Cisco Unified Communications Manager IP Phone Service Device Info
- B. SIP Publish
- C. LDAP synchronization
- D. XML-via-HTTP signaling
- E. SCCP Station Call information

Answer: B

Explanation:

QUESTION NO: 161

How is the calendar information in Microsoft Exchange integrated into CUPS Presence signaling so that the Free/Busy status in an Outlook calendar can be mapped to the Available/Away Presence status?

- A. using WebDAV
- B. using SIP/SIMPLE
- C. using CTIQBE
- D. using XMPP

Answer: A

Explanation:

QUESTION NO: 162

Which menu path takes you to the CAR report that should be run to determine the length of long distance calls made from a company?

- A. Bills > Individual
- B. Bills > Department
- C. Top N > By Duration
- D. Top N > Number of Calls

Answer: C

Explanation:

QUESTION NO: 163

The Cisco Unity Connection Report Harvester is stopped when what disk space capacity is reached by default?

- A. 75 percent
- B. 80 percent
- C. 85 percent
- D. 90 percent

Answer: B

Explanation:

QUESTION NO: 164

What defines a report user as a Manager as opposed to just a User in the CAR reporting tool?

- A. The account of the report user is referenced in the Manager User ID field of another user's account.
- B. The account of the report user is a member of the Standard CAR Manager Users Group.
- C. The Manager check box is checked in the CAR User Configuration page.
- D. Managers log in to a different CAR Reports tool than users do.

Answer: A

Explanation:

QUESTION NO: 165

Which Cisco Unified Communications Manager monitoring view in RTMT can display graphs for registered phones and calls in progress?

- A. Database Summary
- B. Gateway Activity
- C. CallManager Summary
- D. Device Search

Answer: C

Explanation:

QUESTION NO: 166

What procedure should an administrator apply to delete a directory number from CUCM database?

- A. Call Routing > Route Plan Report
- B. Call Routing > Delete DN
- C. Phone Directory > Delete DN
- D. Delete > Phone Directory

Answer: A

Explanation:

QUESTION NO: 167

You are assigned the task of performing a manual backup of CDR data. Which account has access to the DRS by default?

- A. Platform Administrative account
- B. Application end users account
- C. Master Agent account
- D. Cisco License Manager account

Answer: A

Explanation:

QUESTION NO: 168

You receive a call from a remote location that the fax machine cannot dial out, but all the IP phones are working. What is the cause of this problem?

- A. The POTS line is down.
- B. Cisco Unified Communications Manager is down.
- C. The PoE switch has lost power.
- D. The VLAN assignment is incorrect.

Answer: A

Explanation:

QUESTION NO: 169

Which port is configured for connection to the PSTN?

- A. T1
- B. FAS
- C. FXS
- D. FXO

Answer: D

Explanation:

QUESTION NO: 170

What should be installed on a Cisco IP phone if a user wants information to display in any language other than English?

- A. locale installer
- B. media resources
- C. language bundle
- D. run update

Answer: A

Explanation:

QUESTION NO: 171

When someone is troubleshooting a network issue, what should be the first step according to troubleshooting methodology?

- A. Define the problem.
- B. Gather the facts.
- C. Document the facts.
- D. Consider the possibilities.

Answer: A

Explanation:

QUESTION NO: 172

The display on a phone shows the message "Error DB Config" when trying to register to Cisco Unified Communications Manager via autoregistration. Which two options are ways to fix the problem? (Choose two.)

- A. Add to the range of autoregistration DNs.
- B. Restore only valid directory numbers using the CAR tool.
- C. Delete the device, and its directory number will be deleted automatically.
- D. Navigate to System > Route Plan Report > Unassigned DNs > Delete Selected

Answer: A,D

Explanation:

QUESTION NO: 173

Refer to the exhibit.

```
ip dhcp pool IP_Phones
network 209.165.200.224 255.255.255.224
option 150 209.165.200.225
default-router 209.165.200.226
domain-name cisco.com
dns-server 209.165.200.226 209.165.201.1 209.165.202.129
```

Which IP address will the IP phones be provided as the TFTP server?

- A. 209.165.200.225
- B. 209.165.200.226
- C. 209.165.201.1
- D. 209.165.202.129

Answer: A

Explanation:

QUESTION NO: 174

A new user is unable to log into voice mail and no one is able to leave this user a voice-mail message. Which two options are causing the problem? (Choose two.)

- A. The extension number was not configured in Cisco Unity Connection.
- B. The TUI settings are set to default.
- C. The mailbox size is too small.
- D. The DN was misconfigured in Cisco Unified Communications Manager.

Answer: A,D

Explanation:

QUESTION NO: 175

Refer to the exhibit.

Message Settings

Maximum Message Length* seconds

☒ Callers Can Edit Messages

Language That Callers Hear ☐ Use System Default Language

☒ Inherit Language from Caller

☐ English(United States) ▼

Message Urgency

☒ Mark Normal

☐ Mark Urgent

☐ Ask Callers

Message Security

☐ Mark Secure

After Message Action

☐ Call Action ▼

☒ Call Handler ▼

☒ Attempt Transfer

☐ Go Directly to Greetings

☐ Interview Handler ▼

☐ Directory Handler ▼

☐ Conversation ▼

Users are complaining that Cisco Unity Connection is cutting their voice mails too short. Which section can be configured to allow for a longer voice mail?

- A. Message Urgency
- B. Message Settings
- C. After Message Action
- D. Message Security

Answer: B

Explanation:

QUESTION NO: 176

A Cisco Unity Connection administrator has set up a shared mailbox for a group of users and configures their extensions to forward to voicemail if the call is unanswered. Users report that callers are not reaching the mailbox and hear only the default system message. What must be configured to resolve the issue?

- A. direct routing rule
- B. forwarded routing rule
- C. system distribution list
- D. search space

Answer: B

Explanation:

QUESTION NO: 177

Which choice reduces the call quality?

- A. high bitrate
- B. low bitrate
- C. number of endpoints (phones)
- D. CPU usage

Answer: B

Explanation:

QUESTION NO: 178

Which sequence of touch pad keys is used to reset a Cisco IP phone?

- A. ##*##
- B. **##*
- C. ##*##
- D. *##*#

Answer: B

Explanation:

QUESTION NO: 179

What is the function for the Restart button of a configured IP phone in the Phone Configuration window under Cisco Unified Communications Manager web administration page?

- A. It means a restart for the firmware and the configuration.
- B. It means unregistering and then registering the phone again with the Cisco Unified CM.
- C. It means to unregister the phone from the Cisco Unified CM.
- D. There is no Restart button in the Cisco Unified CM.

Answer: B

Explanation:

QUESTION NO: 180

Which server collects information about the availability and communication capability of a user?

- A. Cisco Unified Communications Manager
- B. Cisco Unified Presence
- C. Cisco Unified MeetingPlace
- D. database application

Answer: B

Explanation:

QUESTION NO: 181

Cisco Jabber facilitates online communication through the use of all of these features except one. Which one?

- A. chat
- B. desktop sharing
- C. Microsoft SharePoint workspace integration
- D. Microsoft Outlook integration
- E. Presence

F. video conferencing

Answer: C

Explanation:

QUESTION NO: 182

Which two layers are Cisco Unified Communications component layers? (Choose two.)

- A. infrastructure layer
- B. data link layer
- C. network layer
- D. endpoints layer
- E. transport layer

Answer: A,D

Explanation:

QUESTION NO: 183

Which three choices are functions or features of Cisco Unity Connection? (Choose three.)

- A. video-enabled messaging through converged networks
- B. text-to-speech, which allows access to Exchange emails from a telephone
- C. voice-enabled message navigation
- D. voice-enabled dialing to external users
- E. automated attendant capabilities
- F. automated call rerouting to agents through round robin, longest idle, or broadcast

Answer: B,C,E

Explanation:

QUESTION NO: 184

What is the most important factor that contributes to network design availability and reliability?

- A. high availability
- B. data backup

- C. vendor-specific
- D. fault management

Answer: A

Explanation:

QUESTION NO: 185

Which Cisco voice messaging components support active-passive redundancy?

- A. Cisco Unity Express
- B. Cisco Unified Communications Manager Business Edition
- C. Cisco Unity
- D. Cisco Unity Connection

Answer: C

Explanation:

QUESTION NO: 186

An SCCP IP phone places a call to a SIP phone that is registered to the same Cisco Unified Communications Manager Express. During the active call, call waiting indicates a second call is incoming to the handset, but the user decides to ignore it. In this scenario, what is the combined total number of signaling conversations and media flows that used the SCCP phone as an endpoint?

- A. 2
- B. 3
- C. 4
- D. 5
- E. 6

Answer: B

Explanation:

QUESTION NO: 187

Which port is the default port for SCCP call signaling on Cisco Unified Communications Manager?

- A. 2000
- B. 2443
- C. 5060
- D. 5061

Answer: A

Explanation:

QUESTION NO: 188

Which two choices are Cisco gateway control protocols? (Choose two.)

- A. H.323
- B. TCP/IP
- C. IETF
- D. SIP
- E. RTFMP
- F. UDP

Answer: A,D

Explanation:

QUESTION NO: 189

Which two signaling messages would you see on a network containing both Cisco Skinny and third-party IP phones that are registered to a Cisco Unified Communications Manager? (Choose two.)

- A. off hook
- B. station invite
- C. invite
- D. invitation

Answer: A,C

Explanation:

QUESTION NO: 190

Which three choices are required for the boot process for a Cisco IP phone? (Choose three.)

- A. TFTP services
- B. DHCP services
- C. voice VLAN
- D. routing protocol
- E. TCP/IP
- F. PortFast

Answer: A,B,C

Explanation:

QUESTION NO: 191

What are the three methods that are used to create end users in Cisco Unified Communications Manager? (Choose three.)

- A. manual entry
- B. manual copy of user object
- C. bulk import
- D. LDAP authentication
- E. LDAP import
- F. synchronization via LDAP

Answer: A,C,F

Explanation:

QUESTION NO: 192

Which three tools are used to create phone user accounts in Cisco Unified Communications Manager Express? (Choose three.)

- A. Cisco Configuration Professional
- B. CPE
- C. CLI
- D. GUI
- E. TUI
- F. Cisco Security Device Manager

Answer: A,C,D

Explanation:

QUESTION NO: 193

How would you add or delete users after you have configured your Cisco Unified Communications Manager to use your LDAP corporate directory for end users considering that you are not using Cisco Unified Communications Manager 9.x or later?

- A. Add or delete the user in UCM User Management tab.
- B. Add or delete the user in your LDAP corporate directory.
- C. Check the Delete User check box in UCM user list, or click the Add New User button in UCM user list.
- D. Use either option A or B; both accomplish the same thing.

Answer: B

Explanation:

QUESTION NO: 194

What is the name of the software that allows for LDAP synchronization of user information into Cisco Unified Communications Manager?

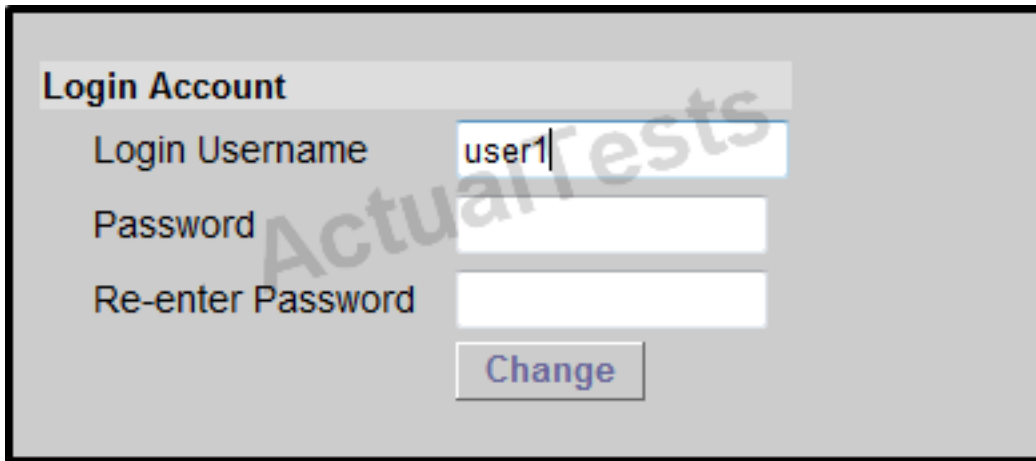
- A. Active Directory
- B. DirSync
- C. DomainImport
- D. Session Initiation Protocol

Answer: B

Explanation:

QUESTION NO: 195

Refer to the exhibit.



Login Account

Login Username

Password

Re-enter Password

[Change](#)

Which object in the Cisco Unified Communications Manager Express GUI should you access to change a phone user password?

- A. CallerID/Name
- B. Telephone Number
- C. Login Name
- D. Phone Physical ID (Mac Address)

Answer: D

Explanation:

QUESTION NO: 196

Which three options are used for adding phones to Cisco Unified Communications Manager using autoregistration? (Choose three.)

- A. phone template
- B. device pool
- C. starting directory number
- D. phone button template
- E. calling search space
- F. partition
- G. external phone number mask
- H. common phone profile

Answer: C,F,G

Explanation:

QUESTION NO: 197

Which command is used to verify that the Cisco IOS files that are needed to perform GUI administration are present?

- A. show running-config
- B. show version
- C. show flash
- D. show inventory

Answer: C

Explanation:

QUESTION NO: 198

When you attempt to add a phone to the Cisco Unified Communications Manager Express using the GUI interface, the error "No New Phone to Add" appears. Which command is causing the error?

- A. no auto-reg-ephone
- B. no service ephone-reg
- C. sip-ua no auto-reg-ephone
- D. stcapp ccm-group 1

Answer: A

Explanation:

QUESTION NO: 199

Refer to the exhibit.



What is the cause of the error message?

- A. The command auto-reg-ephone was not added under telephony-service CLI.
- B. There are no free licenses to add more phones.
- C. There is no free flash space to upload firmware for the phones.
- D. It is just an error message, and you only have to press OK.

Answer: A

Explanation:

QUESTION NO: 200

How does the following configuration affect calling privileges?

```
ICOMM_ROUTER(config)#dial-peer cor list 911-LOCAL
```

```
ICOMM_ROUTER(config-dp-corlist)#member 911
```

```
ICOMM_ROUTER(config-dp-corlist)#member LOCAL
```

```
ICOMM_ROUTER(config-dp-corlist)#exit
```

- A. Anyone assigned to this COR list can make 911 calls only.
- B. Anyone assigned to this COR list can make local calls only.
- C. Anyone assigned to this COR list can make either 911 or local calls.
- D. Anyone assigned to this COR list can make long distance calls only.

Answer: C

Explanation:

QUESTION NO: 201

Which method can be used to retrieve a call that is placed on hold from a Cisco IP phone?

- A. call hold
- B. call park
- C. call slot
- D. transfer call

Answer: B

Explanation:

QUESTION NO: 202

When phones are divided in a group where all phones can answer a call, what is that setup called?

- A. call accounting
- B. call pickup
- C. call grouping
- D. intercom

Answer: B

Explanation:

QUESTION NO: 203

Which two methods are used to initiate the creation of a directory number while performing GUI Administration of Cisco Unified Communications Manager? (Choose two.)

- A. Follow Call Routing > Directory Number menu and choose Add New.
- B. Follow Device Device > Settings Directory Number menu and choose Add New.
- C. Under User Management, choose Device Association > Create New.
- D. When you create the phone, choose either line option from the Association Information menu.

Answer: A,D

Explanation:

QUESTION NO: 204

When a user calls a Cisco Unified Communications Manager telephone and another call is already in progress on that telephone, the calling user sees incorrect line identification information. Which configuration item is at fault?

- A. The calling user dialed the wrong number.
- B. The directory number exists in two partitions, but each line has different line identification information.
- C. The call was forwarded to another directory number.
- D. The line that was called cannot accept more than one call at a time.

Answer: B

Explanation:

QUESTION NO: 205

Refer to the exhibit.

The screenshot shows the Cisco Unified CM Administration web interface. The top navigation bar includes tabs for System, Call Routing, Media Resources, Voice Mail, Device, Application, and User Management. The main content area is titled 'Directory Number Configuration'. It features a toolbar with icons for Save, Delete, Reset, Apply Config, and Add New. Below the toolbar, there are several configuration fields and dropdown menus:

- Line Text Label
- ASCII Line Text Label
- External Phone Number Mask
- Visual Message Waiting Indicator Policy* (Set to Use System Policy)
- Audible Message Waiting Indicator Policy* (Set to Default)
- Ring Setting (Phone Idle)* (Set to Use System Default)
- Ring Setting (Phone Active) (Set to Use System Default)
- Call Pickup Group Audio Alert Setting(Phone Idle) (Set to Use System Default)
- Call Pickup Group Audio Alert Setting(Phone Active) (Set to Use System Default)

A large 'ActualTests' watermark is overlaid on the center of the screenshot.

What is a method of modifying the External Phone Number Mask on multiple line appearances of

a directory number simultaneously?

- A. Bulk Administration > Phones > Add/Update Lines > Update Lines
- B. Bulk Administration > Users > Line Appearance > Update Line Appearance
- C. Call Routing > Directory Number > Directory Number Configuration > Edit Line Group
- D. Bulk Administration > Phones > Update Phones > Query

Answer: A

Explanation:

QUESTION NO: 206

Changes that are made to the directory numbers in Cisco Unified Communications Manager 8.x are stored in which database?

- A. IBM Informix
- B. CAR database
- C. SQL database
- D. TimesTen

Answer: A

Explanation:

QUESTION NO: 207

Which describes how to provide a third directory number button and a BLF speed dial for twelve of the Cisco Unified IP Phone 7965?

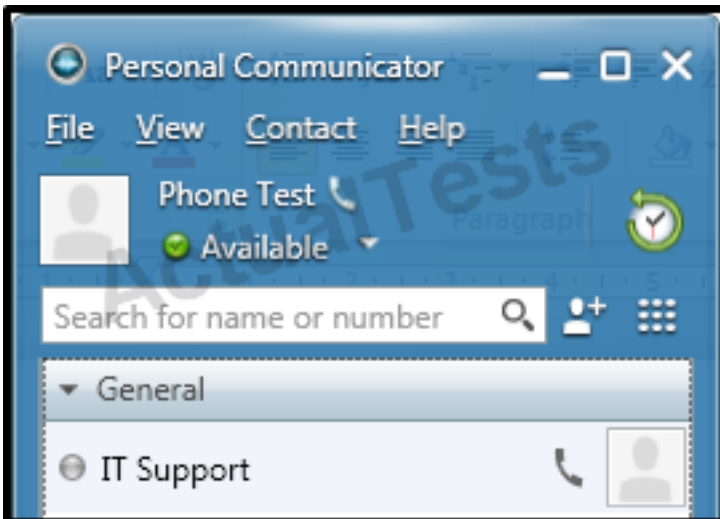
- A. Modify the Standard User softkey template.
- B. Copy the Standard User softkey template, name it, and add the requested features.
- C. Copy the Standard 7965 SCCP phone button template, rename it, and add the requested features.
- D. It is not possible to add a third DN and a BLF speed dial to the IP Phone 7965 IP.

Answer: C

Explanation:

QUESTION NO: 208

Refer to the exhibit.



Which statement about the Cisco Unified Presence user, "IT Support," is true?

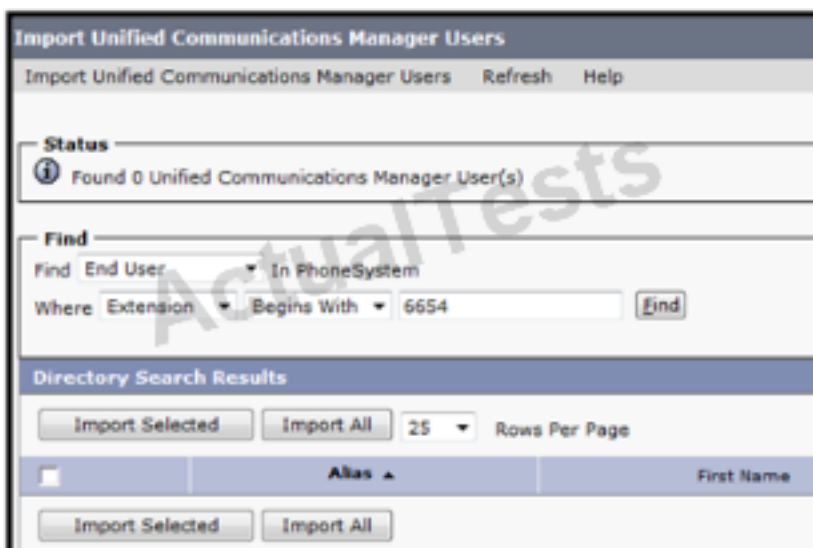
- A. The user is logged into Cisco Unified Personal Communicator.
- B. The user is correctly associated with the appropriate Directory Number Line Appearance.
- C. The user has enabled the Do Not Disturb feature on the desk IP phone.
- D. The user has enabled the Do Not Disturb feature on Cisco Unified Personal Communicator.

Answer: B

Explanation:

QUESTION NO: 209

Refer to the exhibit.



What is the reason that Cisco Unity Connection fails to find the Cisco Unified Communications Manager user with extension 6654?

- A. The user has already been imported into the Cisco Unity Connection database.
- B. The user has a Primary Extension correctly configured.
- C. The user has not been synchronized with Cisco Unity Connection.
- D. The user is not a member of the Standard CTI Enabled user group.

Answer: A

Explanation:

QUESTION NO: 210

Which type of Cisco Unified Communications Manager user sends authentication in line with a request to read or write information to a CDR or CAR database?

- A. end user
- B. LDAP user
- C. application end user
- D. authentication user

Answer: C

Explanation:

QUESTION NO: 211

How fast can Cisco Unified Communications Manager generate CDR and CMR files?

- A. One CDR file and one CMR file every second for up to 1 minute
- B. One CDR file and one CMR file every minute for up to 1 hour
- C. Ten CDR files and ten CMR files every hour for up to 1 day
- D. Ten CDR files and ten CMR files every day for up to 1 week

Answer: C

Explanation:

QUESTION NO: 212

What is the service parameter that determines whether or not CDRs will be generated?

- A. CDR Enabled Flag
- B. Call Diagnostics Enabled
- C. Display FAC in CDR
- D. SDL Trace Flag Enabled

Answer: A

Explanation:

QUESTION NO: 213

What type of CDR and CMR files can be downloaded from the call manager server?

- A. XLS
- B. PDF
- C. PPT
- D. CSV

Answer: D

Explanation:

QUESTION NO: 214

Which service must be activated to locate the CDR Analysis and Reporting tool under the Tools section in Cisco Unified Serviceability?

- A. Cisco CAR Web Service
- B. Cisco Messaging Interface
- C. Cisco WebDialer Web Service
- D. Cisco UXL Web Service

Answer: A

Explanation:

QUESTION NO: 215

Which protocol allows Cisco Unity Connection to retrieve and manage secure voice messages for

the end user?

- A. LDAPS
- B. SSL
- C. XMPP
- D. TLS

Answer: D

Explanation:

QUESTION NO: 216

What are two methods of displaying the device count of a particular IP phone type in Cisco Unified Communications Manager versions before 9.x? (Choose two.)

- A. In Cisco Unified CM Administration, navigate to System > Licensing > License Unit Report.
- B. In Cisco Unified CM Administration, navigate to System > Licensing > License Unit Calculator.
- C. In Cisco Unified CM Administration, navigate to System > Licensing > Capabilities Assignment.
- D. In Cisco Unified CM Administration, navigate to Device > Device Settings > Firmware Load Information.
- E. In Cisco Unified Reporting, select System Reports > Unified CM Device Counts Summary.
- F. In Cisco Unified Reporting, select System Reports > Unified CM Extension Mobility.
- G. In Cisco Unified Reporting, select System Reports > Unified CM User Device Count.

Answer: B,E

Explanation:

QUESTION NO: 217

Under Cisco Unified Reporting on the Cisco Unified Communications Manager, the Unified CM Device Counts Summary report provides what information?

- A. counts of each type of line, dial number, and device that is in use in the database
- B. counts of only unified messaging devices that are present
- C. counts of each type of device that is configured in Cisco Unified Communications Manager as endpoints
- D. counts of directory numbers that are within the Cisco Unified CM environment

Answer: C

Explanation:

QUESTION NO: 218

After obtaining a License Unit Report from Cisco Unified Communications Manager, it shows you have 19 license units remaining. How many Cisco Unified Wireless IP Phone 7925 handsets will this quantity of licenses support?

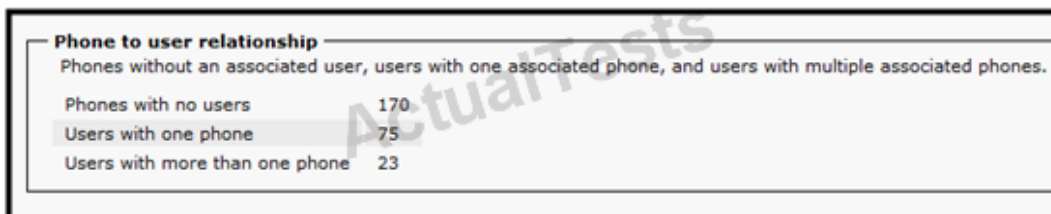
- A. 3
- B. 4
- C. 5
- D. 19

Answer: B

Explanation:

QUESTION NO: 219

Refer to the exhibit.



Phone to user relationship	
Phones without an associated user, users with one associated phone, and users with multiple associated phones.	
Phones with no users	170
Users with one phone	75
Users with more than one phone	23

Which Cisco Unified Communications Manager report is being displayed?

- A. Unified CM User Device Count
- B. Unified CM Extension Mobility
- C. Unified CM Device Distribution Summary
- D. License Unit Report

Answer: A

Explanation:

QUESTION NO: 220

Which service will the reporting system use in Cisco Unified Communications Manager?

- A. Cisco Tomcat service
- B. Cisco CDR service
- C. Cisco CAR service
- D. Cisco CLI Functionality service

Answer: A

Explanation:

QUESTION NO: 221

Which URL is the correct URL with which to access the Cisco Unified Reporting tool in Cisco Unified Communications Manager?

- A. https://ip_address/cucreports
- B. https://ip_address\cucreports
- C. https://ip_address/cucadmin
- D. https://ip_address/ccmreports
- E. https://ip_address\ccmreports

Answer: A

Explanation:

QUESTION NO: 222

Which service is responsible for generating reports in Cisco Unity Connection?

- A. Connection Reports Data Harvester
- B. Cisco DirSync
- C. Connection Server Role Manager
- D. Connection Mailbox Sync

Answer: A

Explanation:

QUESTION NO: 223

Which four tasks does RTMT allow an administrator to perform? (Choose four.)

- A. View syslog messages.
- B. Generate alerts when threshold is below or above user-configured.
- C. Monitor a set of predefined management objects that monitor the health of the system.
- D. Collect information and traces about errors or alerts that exist in the RTMT.
- E. Reboot the system.
- F. Perform incremental backups.
- G. Export CDR.

Answer: A,B,C,D

Explanation:

QUESTION NO: 224

Which two protocols does Real-Time Monitoring Tool use to monitor system performance and device status? (Choose two.)

- A. HTTPS
- B. TCP
- C. SMTP
- D. SNMP

Answer: A,B

Explanation:

QUESTION NO: 225

Which two services must be running to enable report publishing for RTMT? (Choose two.)

- A. Cisco RIS data collector
- B. Cisco RTMT Reporter servlet
- C. Cisco Serviceability Reporter
- D. Cisco Trace Collection servlet
- E. Cisco Trace Collection Service
- F. Cisco Extended Functions

Answer: B,C

Explanation:

QUESTION NO: 226

Which two RTMT reports display information about completed calls? (Choose two.)

- A. Alert Summary
- B. Call Activities
- C. Performance Protection
- D. Device Statistics
- E. Server Statistics
- F. Service Statistics

Answer: B,C

Explanation:

QUESTION NO: 227

What is the default alert level of a performance counter object in Cisco Unified Real-Time Monitoring Tool?

- A. warning
- B. notice
- C. debug
- D. informational

Answer: A

Explanation:

QUESTION NO: 228

When a phone that is registered as a Skinny Client Control Protocol device goes off hook, which counter gets incremented until it goes back on hook?

- A. CallsAttempted
- B. CallsActive
- C. CallsInProgress
- D. CallsCompleted

Answer: C

Explanation:

QUESTION NO: 229

What are the two Cisco Unity Connection built-in reporting interfaces? (Choose two.)

- A. Cisco Unified Reporting
- B. Cisco Unity Connection Reporting
- C. Cisco Unity Connection Serviceability Reports Tool
- D. Cisco Unified Serviceability Reports Archive

Answer: C,D

Explanation:

QUESTION NO: 230

You decide to increase the number of entries that can be held in the audit log. Where can you do this task?

- A. It cannot be done.
- B. It is done by saving old log files to a syslog server and removing them from the original log location.
- C. It is done in the Service Parameters configuration page.
- D. In CUC Administration, navigate to System > Settings > Advanced Reports.

Answer: D

Explanation:

QUESTION NO: 231

By default, when Cisco Unity voice mailbox subscribers (using Cisco Unity on Microsoft Exchange) have exceeded the "prohibit send and receive" setting of their mailbox size, where does a message from an unidentified caller go?

- A. nowhere (It is deleted.)
- B. the subscriber's mailbox, but it is unavailable until some messages are deleted
- C. the subscriber's mailbox, with warning
- D. the system administrator mailbox
- E. the Unaddressed Messages distribution list

Answer: E

Explanation:

QUESTION NO: 232

Which two procedures should be used to search for unassigned directory numbers? (Choose two.)

- A. Route Partition
- B. Directory Number
- C. Phone Number
- D. Phone Serial Number

Answer: A,B

Explanation:

QUESTION NO: 233

A network administrator uses autoregistration to register IP phones to Cisco Unified Communications Manager. Later, the administrator changes the DN of the autoregistered phone to free the DN in the autoregistration range. After a certain amount of time, the phones fail to autoregister, displaying "Error DB Config" or a similar message on the IP Phone screen. What is the root cause of this issue?

- A. The network is down.
- B. Cisco Unified Communications Manager server is down.
- C. The phone is faulty.
- D. The DNs are marked as unassigned.

Answer: D

Explanation:

QUESTION NO: 234

Which two choices are used to remove unassigned DN in Cisco Unified Communications Manager? (Choose two.)

- A. Route Plan Report
- B. dial rules

- C. Bulk Administration
- D. Dialed Number Analyzer

Answer: A,C

Explanation:

QUESTION NO: 235

Which option will only display for unassigned directory numbers?

- A. Active check box
- B. Allow Control of Device from CTI
- C. Retain this destination in the call forwarding history
- D. Use Device Pool Calling Party Transformation CSS

Answer: A

Explanation:

QUESTION NO: 236

Which server does Cisco recommend that you configure before a CUCM backup?

- A. SFTP
- B. FTP
- C. SNMP
- D. TFTP

Answer: A

Explanation:

QUESTION NO: 237

What should an administrator have access to during a system backup?

- A. CLI
- B. GUI interface
- C. DN interface
- D. user accounts

Answer: A

Explanation:

QUESTION NO: 238

What are two methods of invoking a manual system backup of Cisco Unified Communications Manager? (Choose two.)

- A. Using the CLI, via the command, `utils disaster_recovery backup`.
- B. In Cisco Disaster Recovery System, navigate to Backup > Manual Backup.
- C. In Cisco Disaster Recovery System, navigate to Backup > Backup Device.
- D. In Cisco Disaster Recovery System, navigate to Backup > Scheduler.
- E. In Cisco Unified CM Administration, navigate to Bulk Administration > Upload/Download Files.
- F. In Cisco Unified CM Administration, navigate to Bulk Administration > Import/Export > Export.

Answer: A,B

Explanation:

QUESTION NO: 239

Which two features must be specified when you perform a manual backup of Cisco Unified Communications Manager to a network directory destination? (Choose two.)

- A. file extension
- B. schedule date and time
- C. server name
- D. TFTP server IP address
- E. transport method (ftp, tftp)
- F. user name

Answer: C,F

Explanation:

QUESTION NO: 240

The Cisco Unity DiRT program is recommended for which task?

- A. daily system backups

- B. live backups while the system is in production use
- C. making a full image of the Cisco Unity server
- D. upgrading Cisco Unity to a new version or migrating to a new server

Answer: D

Explanation:

QUESTION NO: 241

What is the interface type that you should use to connect a PSTN analog line to the VoIP network?

- A. FXS
- B. FXO
- C. E and M
- D. serial

Answer: B

Explanation:

QUESTION NO: 242

You are connecting your voice gateway to the PSTN through digital lines. What is the command you should use for clocking synchronization?

- A. clock source line
- B. clock source internal
- C. clock source free-running
- D. clock source external

Answer: A

Explanation:

QUESTION NO: 243

When you use the Dialed Number Analyzer in Cisco Unified Communications Manager, how does the output get saved?

- A. as an analysis that only appears on the screen, so you must copy it to another program to save

it

B. as a log file accessible through the GUI interface

C. as a text file named dnaOutput callingparty dialeddigits .xml on the Cisco Unified CM server

D. as an XML file named dnaOutput callingparty dialeddigits .xml on your local PC

Answer: D

Explanation:

QUESTION NO: 244

When you configure a T1 CAS PSTN Interface, which command instructs the router to receive its interface clocking from the service provider?

A. linecode b8zs

B. clock source line

C. ds0-group 1 timeslots 1-24

D. clock source internal

Answer: B

Explanation:

QUESTION NO: 245

Which is a voice signaling protocol that is used between telephone company Corporate Offices around the world?

A. SIP

B. H.323

C. SS7

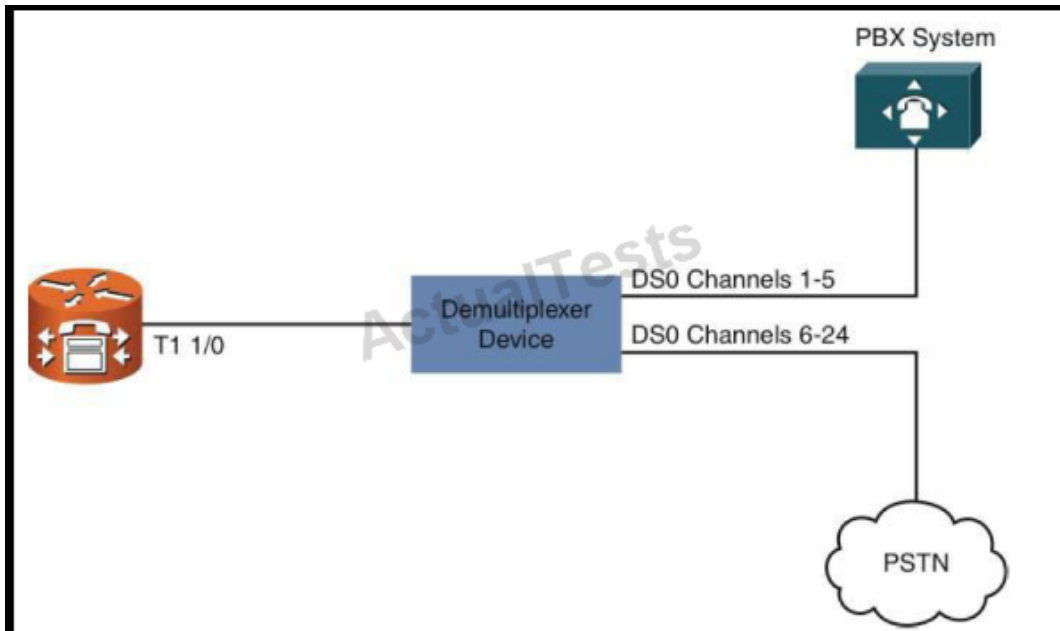
D. MGCP 1.0

Answer: C

Explanation:

QUESTION NO: 246

Refer to the exhibit.



Which command is missing from the configuration for provisioning multiple connections with a single T1 interface?

Configuration controller t1 1/0

framing esf

linecode b8zs

clock source line

ds0-group 5 timeslots 1-5 type fxo-loopstart

- A. ds0-group 5 timeslots 6-23 type fxo-loopstart
- B. ds0-group 5 timeslots 6-24 type fxo-loopstart
- C. ds0-group 6 timeslots 6-24 type fxo-loopstart
- D. ds0-group 5 timeslots 1-24 type fxo-loopstart

Answer: C

Explanation:

QUESTION NO: 247

Adam is the network administrator of a company. He finds out that CDR files are being collected and pushed to the CDR Repository node but the files are not getting transferred to third-party billing servers. Which service should be restarted as a troubleshooting step?

- A. CDR agent
- B. CDR Repository Manager
- C. CDRonDemand
- D. Cisco CallManager

Answer: B

Explanation:

QUESTION NO: 248

Which protocol is used by a Cisco PoE switch to deliver voice VLAN information to a Cisco IP phone?

- A. Cisco Discovery Protocol
- B. User Datagram Protocol
- C. Transmission Control Protocol
- D. Session Initiation Protocol

Answer: A

Explanation:

QUESTION NO: 249

What are two methods of viewing lost packet statistics for a call between two Cisco Unified IP Phone 7945 phones that are registered to Cisco Unified Communications Manager? (Choose two.)

- A. During the call, press the Settings key twice in succession on one of the IP phones.
- B. During the call, press the Settings key, and then select Status > Call Statistics on one of the IP phones.
- C. During the call, press the Web Services key twice in succession on one of the IP phones.
- D. Find the completed call in Cisco Unified Serviceability > Tools > Dialed Number Analyzer.
- E. Find the completed call in CDR Analysis and Reporting > CDR > Search > By User Extension.
- F. Find the completed call in CDR Analysis and Reporting > System > Log Screens > Event Log.

Answer: B,E

Explanation:

QUESTION NO: 250

MGCP gateway is registered with Cisco Unified Communications Manager, but does not appear in the Cisco Unified Communications Manager Administration Page. Which performance and monitoring service must be restarted?

- A. Cisco RIS data collector
- B. Cisco DirSync
- C. Cisco IP Manager Assistant
- D. Cisco Bulk Provisioning Service

Answer: A

Explanation:

QUESTION NO: 251

A Cisco IP phone fails to register with the Cisco CallManager. Which choice should be checked first to isolate the issue?

- A. Cisco Discovery Protocol is enabled on the switch.
- B. The phone generates dhcp request packets.
- C. The phone generates TFTP request packets.
- D. Delete and re-create the phone.

Answer: B

Explanation:

QUESTION NO: 252

Refer to the exhibit.



Edit User Basics (phonetest)

User Edit Refresh Help

Save Previous Next

Status

⚠ This user is integrated with a Cisco Unified Communications Manager end user. Some fields may be disabled.

Name

Alias*

First Name

Last Name

You modify the primary extension of a Cisco Unified Communications Manager user, but shortly afterwards the user complains that although she can access her mailbox, her IP phone is not receiving new voice message notifications. What Cisco Unity Connection option should you configure to resolve the problem?

- A. Edit User Basics > Extension
- B. Edit User Basics > Alternate Extension
- C. Edit User Basics > Message Waiting Indicators
- D. Edit User Basics > Message Actions
- E. Tools > Synch Users

Answer: A

Explanation:

QUESTION NO: 253

What tool is provided by Cisco Unity to actively, semi-intrusively monitor Unity system performance?

- A. Cisco Unity Performance Information and Diagnostics
- B. Cisco Unity Disaster Recovery Tools
- C. Microsoft Management Console
- D. Microsoft Windows Performance Monitor

Answer: A

Explanation:

QUESTION NO: 254

You successfully added a call park feature for the IP phone that is registered with Cisco Unified Communications Manager Express. What needs to be done on Cisco Unified CME for the call park softkey to appear on the IP phone screen?

- A. Restart the IP phone.
- B. You do not need to do anything. It will appear once the configuration is done.
- C. You cannot add the call park feature to an existing configured IP phone. You have to delete the IP phone configuration first, and then start configuring it again.
- D. The call park feature is not supported on Cisco Unified CME.

Answer: A

Explanation:

QUESTION NO: 255

Your Cisco Unified Communications Manager system has extension mobility enabled for users of Cisco Unified Wireless IP Phone 7925 handsets and it is working properly. How would the user access the extension mobility login screen?

- A.** Extension mobility is not available on wireless handsets.
- B.** Power on the phone, and extension mobility automatically starts.
- C.** Power on the phone, and navigate to System Options > Extension Mobility.
- D.** Power on the phone, and navigate to Web Services > Extension Mobility.

Answer: D