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Cisco 210-060

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Implementing Cisco Collaboration Devices v1.0

Sections

1. Describe the Characteristics of a Cisco Unified Communications Solution
2. Provision End Users and Associated Devices
3. Configure Voice Messaging and Presence
4. Maintain Cisco Unified Communications System
5. Provide End User Support
6. Mix Questions

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Exam A

QUESTION 1
Which two technologies comprise a Cisco Presence deployment? (Choose two.)

A. Cisco Unified Presence Server
B. Cisco Unity Connection
C. Cisco Unified Communications Manager
D. Active Directory
E. Cisco Unified Border Element
F. Cisco Expressway

Correct Answer: AC
Section: Describe the Characteristics of a Cisco Unified Communications Solution
Explanation

Explanation/Reference:

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QUESTION 2
Which three network elements are crucial when deploying VoIP devices? (Choose three.)

A. Round-trip time
B. QoS markings
C. Bandwidth
D. Ethernet
E. Fibre
F. Token ring

Correct Answer: ABC
Section: Describe the Characteristics of a Cisco Unified Communications Solution
Explanation

Explanation/Reference:

QUESTION 3
Use the router console to view the configuration and answer the question.

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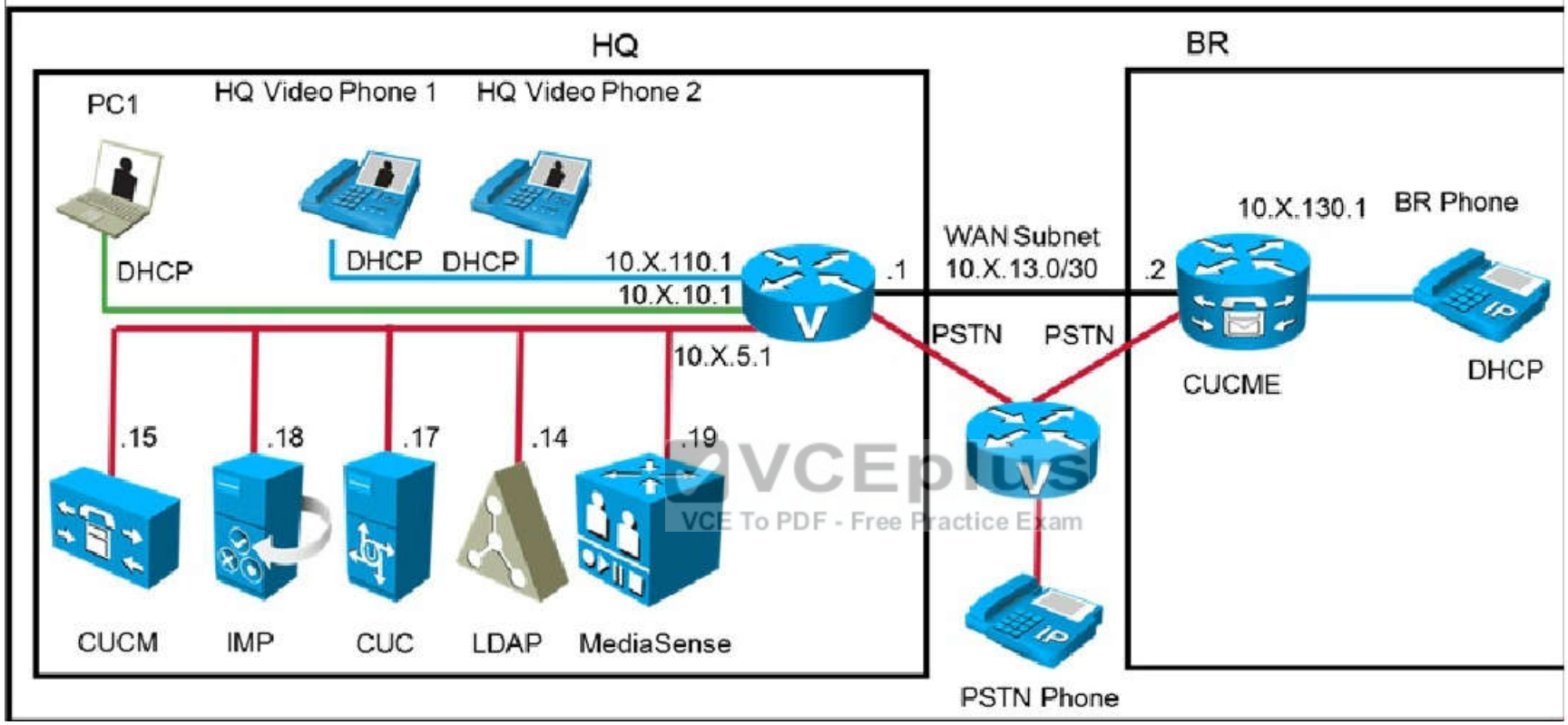
Exhibit1



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When a call is placed from the Branch Router phone to the PSTN number of 914085551212, the call is failing. What dial-peer is supposed to be used and why is the call failing? Select 2 (two)

A. dial-peer voice 910 pots
B. dial-peer voice 9 pots
C. dial-peer voice 9001 voip
D. destination pattern is incorrect
E. prefix is missing from the dial-peer
F. the port assignment is incorrect in the dial-peer
G. the port number is missing in the dial-peer

Correct Answer: BF
Section: Describe the Characteristics of a Cisco Unified Communications Solution

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Explanation

Explanation/Reference:
Explanation:
The dial 9, 910, and 9001 dial peer configurations are shown below:

```
!
dial-peer voice 9 pots
 description Local PSTN Calls
 destination-pattern 9[1-9]T
 port 0/0/0:12
!
dial-peer voice 900 pots
 description International
 destination-pattern 900T
 port 0/0/0:15
 prefix 900
!
dial-peer voice 910 pots
 description National
 destination-pattern 9[1-9]T
 port 0/0/0:15
 prefix 0
!
```

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```
dial-peer voice 9001 voip
 translation-profile outgoing BR2out
 destination-pattern 90012012012...
 session protocol sipv2
 session target ipv4:10.1.5.15
 dtmf-relay sip-notify
 no vad
```

Here we see that dial peer 9 and 910 match the same destination pattern, but 9 will be used first. However, the port used should be 0/0/0:15 not 0/0/0:12.

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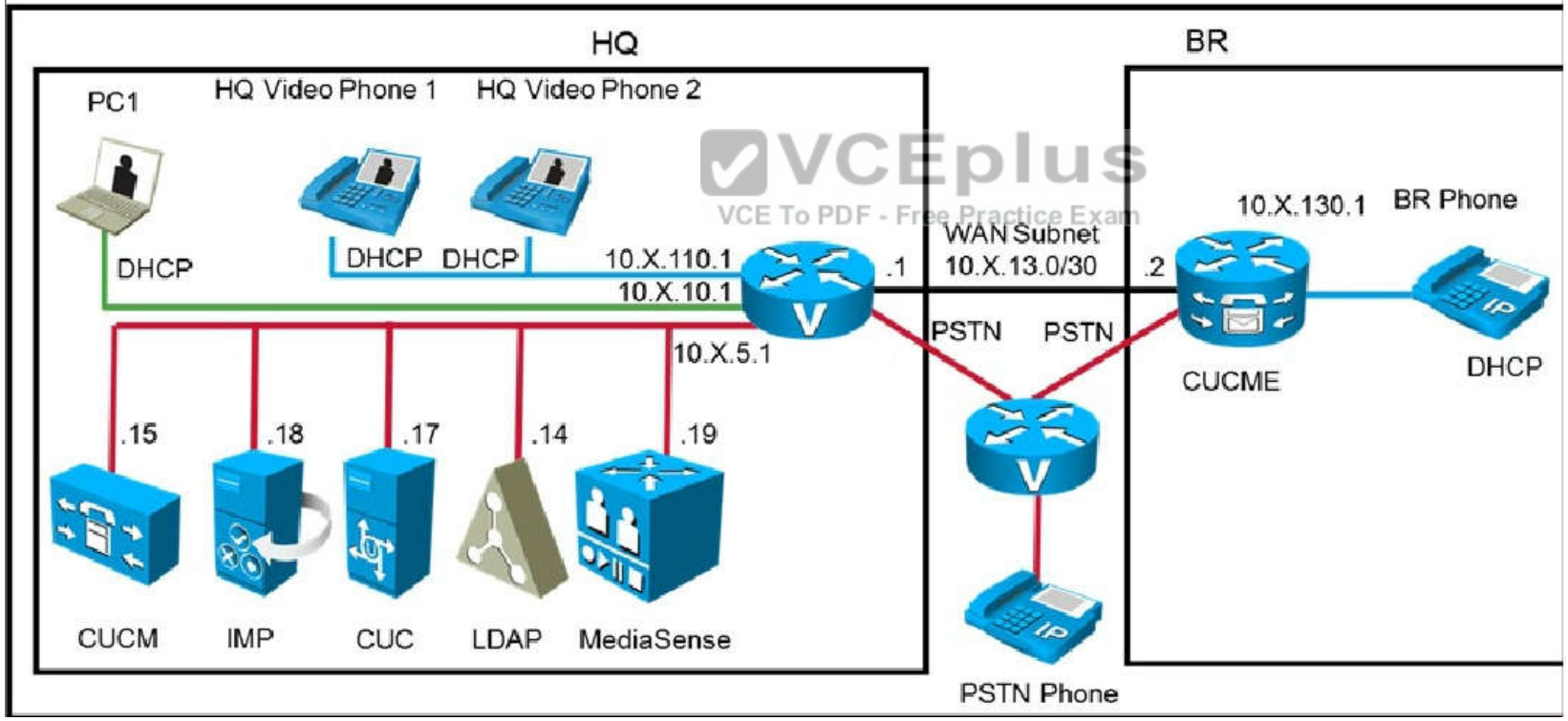
```
interface Serial0/0/0:15
 no ip address
 encapsulation hdlc
 isdn switch-type primary-net5
 isdn incoming-voice voice
 no cdp enable
!
```

QUESTION 4

Use the router console to view the configuration and answer the question.

Exhibit1



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Emergency calls from a Branch router phone is failing. From the router configuration information provided, why is this call failing?

A. The dial-peer port assignment is incorrect
B. the digit string prefix is missing
C. The destination pattern is incorrect
D. digit stripping needs to be performed

Correct Answer: C
Section: Describe the Characteristics of a Cisco Unified Communications Solution
Explanation

Explanation/Reference:
Explanation:
The emergency dial peer configuration is shown below from the Branch routers:

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```
!
dial-peer voice 9112 pots
 description Emergency PSTN Calls
 destination-pattern 9112
 port 0/0/0:15
 prefix 112
!
dial-peer voice 999 pots
 description Emergency PSTN Calls
 destination-pattern 9999
 port 0/0/0:15
```

Here we can see that 911 does not actually match the configured destination patterns.

QUESTION 5
Use the router console to view the configuration and answer the question.

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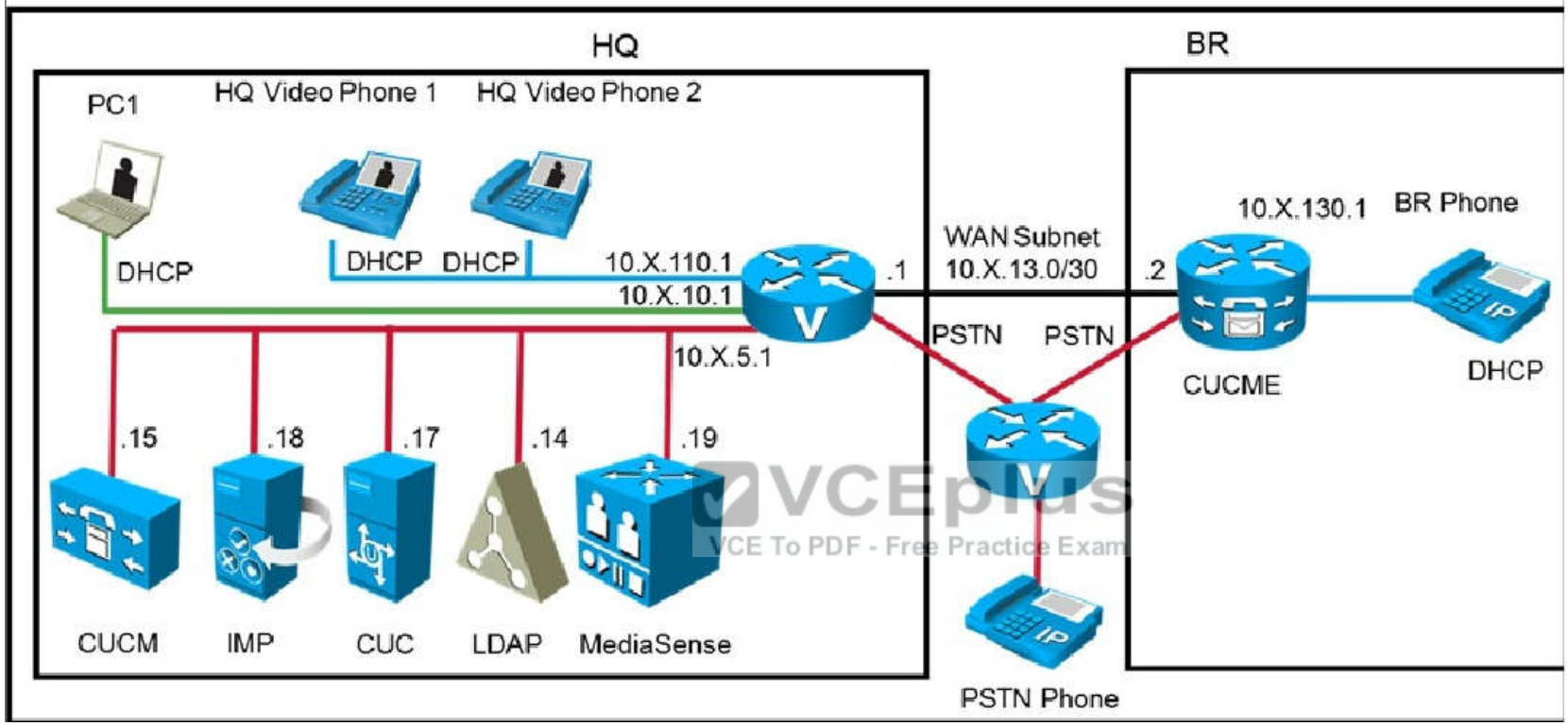
Exhibit1



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International calls are also failing. Using the router configuration supplied, why are international calls failing?

A. Prefix should be 00
B. The character "T" cannot be used in a Pots dial pattern
C. The port should be 0/0/0:12
D. The destination pattern is missing a "0"

Correct Answer: A
Section: Describe the Characteristics of a Cisco Unified Communications Solution
Explanation

Explanation/Reference:
Explanation:
The International dial peer configuration is shown below:

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```
dial-peer voice 900 pots
 description International
 destination-pattern 900T
 port 0/0/0:15
 prefix 900
!
```

The prefix is incorrectly set to 900, not 00.

QUESTION 6
Use the router console to view the configuration and answer the question.

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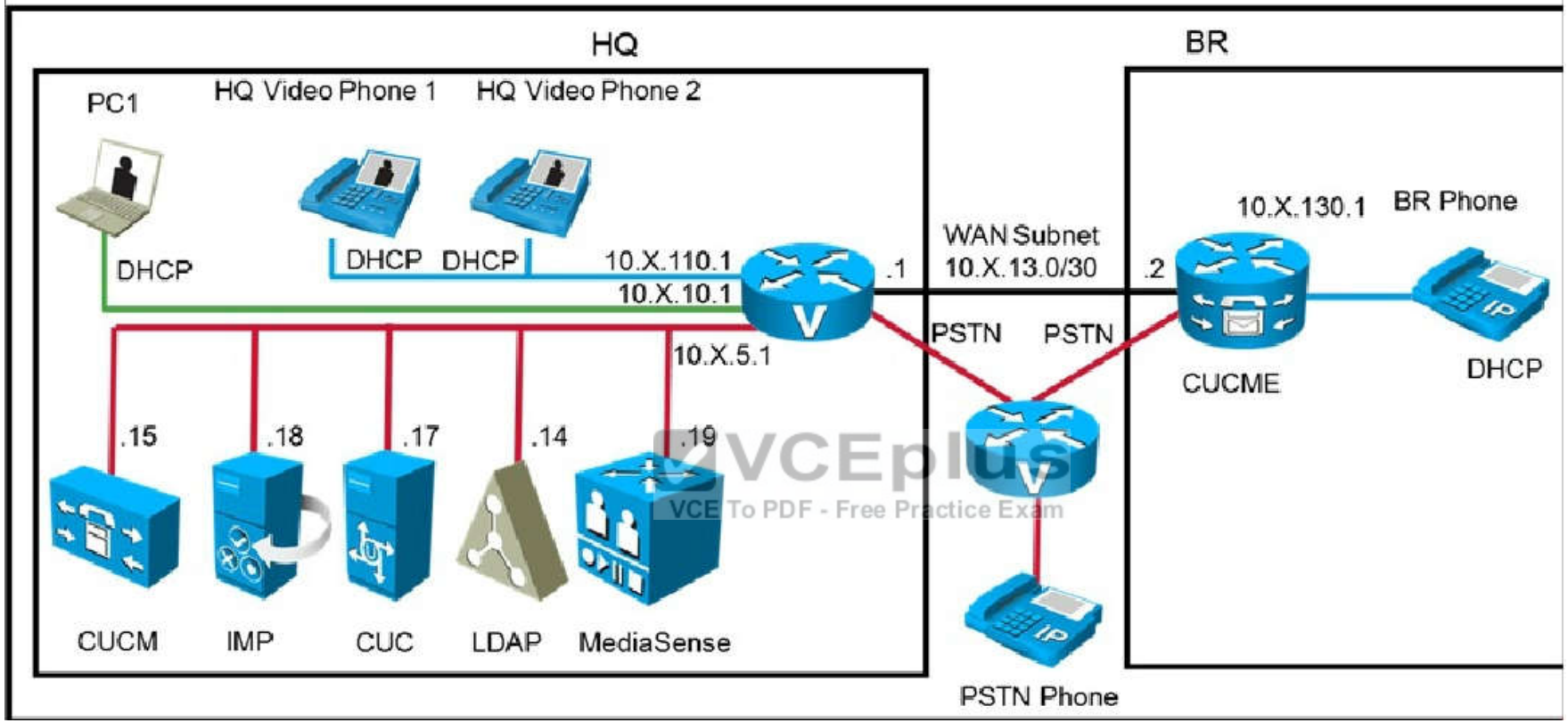
Exhibit1



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Calls to National numbers are failing. Using the Branch router configuration, correctly determine why these calls are not successful

A. The port assignment should be 0/0/0:12
B. The destination pattern should be 90[1-9]T
C. The character "T" cannot be used in a Pots dial pattern
D. The digit prefix should be "00"

Correct Answer: B
Section: Describe the Characteristics of a Cisco Unified Communications Solution
Explanation

Explanation/Reference:
Explanation:

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The National dial peer configuration is shown below:

```
!
dial-peer voice 910 pots
 description National
 destination-pattern 9[1-9]T
 port 0/0/0:15
 prefix 0
!
```

QUESTION 7
An administrator group is looking to on-board multiple users with Cisco Unified Communications Manager at one time. Which option should be used?

A. Bulk Administration Tool
B. Product Upgrade Tool
C. Command Lookup Tool
D. Cisco Unified Communications Manager User Options Page
E. Cisco Upload Tool

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Correct Answer: A
Section: Provision End Users and Associated Devices
Explanation

Explanation/Reference:

QUESTION 8
A user wants their name to show on their phone instead of their directory number. Which configuration item allows an administrator to do this?

A. Line Text Label
B. Alerting Name
C. External Phone Number Mask
D. Caller Name
E. Description

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Correct Answer: A
Section: Provision End Users and Associated Devices
Explanation

Explanation/Reference:

QUESTION 9
A user would like all calls to be forwarded to voice mail. The user's phone is not set up with a soft key for this feature. Which option accomplishes this configuration from within the Cisco Unified Communication Administrator Directory Number configuration page?

A. Call Forward and Pickup Settings > Forward No Coverage External > Select voice mail check box
B. Call Forward and Pickup Settings > Forward Busy External > Select voice mail check box
C. Call Forward and Pickup Settings > Forward All > Select voice mail check box
D. Call Forward and Pickup Settings > Forward Unregistered External > Select voice mail check box

Correct Answer: C
Section: Provision End Users and Associated Devices
Explanation

Explanation/Reference:

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QUESTION 10
A new user has successfully registered Cisco Jabber. Which option verifies that the Jabber client is connected to all appropriate back-end systems?

A. Show Connection Status
B. Report A Problem
C. Advanced Settings
D. About Jabber
E. Reset Jabber

Correct Answer: A
Section: Provision End Users and Associated Devices
Explanation

Explanation/Reference:

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QUESTION 11
Use the exhibits below to answer the question.

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Exhibit2

Phone Type

Product Type: Cisco 9971
Device Protocol: SIP

Real-time Device Status

Registration: Unknown
IPv4 Address: None

Device Information

Device is Active

Device is trusted

MAC Address*	8478ACF71D1F	
Description	HQ-Phone 1	
Device Pool*	Default	View Details
Common Device Configuration	< None >	View Details
Phone Button Template*	Standard 9971 SIP	
Softkey Template	< None >	
Common Phone Profile*	Standard Common Phone Profile	View Details
Calling Search Space	phone1_css	
AAR Calling Search Space	< None >	
Media Resource Group List	< None >	
User Hold MOH Audio Source	< None >	
Network Hold MOH Audio Source	< None >	
Location*	Hub_None	
AAR Group	< None >	

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A new phone has been added to the Cisco Unified Communications Manager, but is not registering properly. What is causing this failure?

A. Device Pool cannot be default
B. phonei_css is the incorrect calling search space2
C. 9971 Phones do not support SIP
D. The location Hub_None has not been activated
E. MAC address is incorrect

Correct Answer: E
Section: Provision End Users and Associated Devices
Explanation

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Explanation/Reference:
Explanation:
The host name is a unique, fixed name that is automatically assigned to the phone based on its MAC address. However, here we see that the configured MAC address is 8478ACF71D1F, but the host name shown on the 9971 Phone Information diagram shows the host name as 8478ACE71D1F.

QUESTION 12
Use the exhibits below to answer the question.

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Exhibit2

Phone Type

Product Type: Cisco 9971
Device Protocol: SIP

Real-time Device Status

Registration: Unknown
IPv4 Address: None

Device Information

Device is Active

Device is trusted

MAC Address*	8478ACF71D1F	
Description	HQ-Phone 1	
Device Pool*	Default	View Details
Common Device Configuration	< None >	View Details
Phone Button Template*	Standard 9971 SIP	
Softkey Template	< None >	
Common Phone Profile*	Standard Common Phone Profile	View Details
Calling Search Space	phone1_css	
AAR Calling Search Space	< None >	
Media Resource Group List	< None >	
User Hold MOH Audio Source	< None >	
Network Hold MOH Audio Source	< None >	
Location*	Hub_None	
AAR Group	< None >	

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What two issues could be causing the Cisco Jabber failure shown in the exhibit? (Choose two)

A. Incorrect username and password
B. IM & Presence server is down
C. User is not associated with the device
D. IP or DNS name resolution issue
E. CSF Device is not registered
F. IP Phone DN not associated with the user

Correct Answer: BD

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Section: Provision End Users and Associated Devices
Explanation

Explanation/Reference:
Explanation:
The error message shown in Jabber is “Cannot communicate with the server” which points us to a connectivity issue with IP/DNS or the server is down. All other answer choices would result in a login failure, not communication error.

QUESTION 13
Use the exhibits below to answer the question.

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Exhibit1

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Exhibit2

Phone Type

Product Type: Cisco 9971
Device Protocol: SIP

Real-time Device Status

Registration: Unknown
IPv4 Address: None

Device Information

Device is Active

Device is trusted

MAC Address*	8478ACF71D1F	
Description	HQ-Phone 1	
Device Pool*	Default	View Details
Common Device Configuration	< None >	View Details
Phone Button Template*	Standard 9971 SIP	
Softkey Template	< None >	
Common Phone Profile*	Standard Common Phone Profile	View Details
Calling Search Space	phone1_css	
AAR Calling Search Space	< None >	
Media Resource Group List	< None >	
User Hold MOH Audio Source	< None >	
Network Hold MOH Audio Source	< None >	
Location*	Hub_None	
AAR Group	< None >	

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Refer to the exhibits
Which configuration option, in the device configuration page, will allow an administrator to assign a device to a group of like devices?

A. Media Resource Group List
B. Device Pool
C. Location
D. AAR Calling Search Space
E. Calling Search Space

Correct Answer: B
Section: Provision End Users and Associated Devices
Explanation

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Explanation/Reference:
Explanation:
Use device pools to define sets of common characteristics for devices. The device characteristics you can specify for a device pool are:
- Region
- Date/time group
- Cisco CallManager group
- Calling search space for auto-registration

QUESTION 14
Which three locations can an administrator import from to create users on Cisco Unity Connection? (Choose three.)

A. Bulk administration tool
B. LDAP
C. Cisco Unified Communications Manager via AXL
D. Outlook
E. Presence
F. Cisco Compatible Extensions

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Correct Answer: ABC
Section: Configure Voice Messaging and Presence
Explanation

Explanation/Reference:

QUESTION 15
Which option can an administrator use to add users to Cisco Unity Connection in different time zones?

A. User Templates
B. Call Handler Template
C. Contact Template
D. Directory Handler
E. Interview Handler

Correct Answer: A
Section: Configure Voice Messaging and Presence
Explanation

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Explanation/Reference:

QUESTION 16
A user is assigned more than one directory number. Which option allows one voicemail box to serve both directory numbers?

A. Alternate Extension
B. Notification Devices
C. Alternate Names
D. Message Settings
E. Caller Input
F. Mailbox

Correct Answer: A
Section: Configure Voice Messaging and Presence
Explanation

Explanation/Reference:

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QUESTION 17
Which component is needed to facilitate the connection between Cisco Unified Communications Manager and Cisco Unified Presence Server?

A. SIP trunk
B. H.323 gateway
C. Gatekeeper
D. MGCP gateway
E. Cisco Unified Border Element

Correct Answer: A
Section: Configure Voice Messaging and Presence
Explanation

Explanation/Reference:

QUESTION 18
A technician is preparing to activate the needed services in Cisco Unified Communications Manager to integrate with an IM and Presence server. Which four

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services must be enabled? (Choose four.)

A. Cisco TFTP
B. Cisco AXL Web Service
C. Cisco CTI Manager
D. Cisco Messaging Interface
E. Cisco Intercluster Lookup Service
F. Cisco Extended Functions
G. Cisco Unified Communications Manager
H. Cisco Directory Sync

Correct Answer: ABCG
Section: Configure Voice Messaging and Presence
Explanation

Explanation/Reference:

QUESTION 19
An administrator wants to gauge the load and performance capacity of Cisco Unified Communication Manager devices, including conference bridges, gateways, and trunks. Which report would the administrator run?

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A. CAR
B. CDR
C. SIP
D. RTMT
E. CUBE

Correct Answer: A
Section: Maintain Cisco Unified Communications System
Explanation

Explanation/Reference:

QUESTION 20
Which option would an administrator use to find all unassigned directory numbers in Cisco Unified Communications Manager?

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A. Route plan report
B. CDR
C. CAR
D. Cisco Reporting Tool
E. Directory number lookup

Correct Answer: A
Section: Maintain Cisco Unified Communications System
Explanation

Explanation/Reference:

QUESTION 21
An end user is unable to sign into Jabber. Assuming that network connectivity has been verified, which three settings for the end user should be checked? (Choose three.)

A. Jabber Advanced Settings
B. Cisco Unified Communications Manager Service Profile
C. Cisco Unified Communications Manager User Management
D. Cisco Unified Presence Server Advanced Settings
E. Cisco Unified Presence Server Application Listener
F. Cisco Unified Presence Server System Topology
G. Jabber Version

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Correct Answer: ABC
Section: Provide End User Support
Explanation

Explanation/Reference:

QUESTION 22
A user reports that when they receive a voicemail on their phone, they do not receive it in their email as well. Which feature on Cisco Unity Connection should be checked?

A. Cisco Unified Messaging Service
B. Enterprise Parameters

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C. Roles
D. Message Waiting Indicators
E. Alternate MWI

Correct Answer: A
Section: Provide End User Support
Explanation

Explanation/Reference:

QUESTION 23
Many users report that there is a delay in receiving MWI notifications for voicemails. Which two issues can cause this problem? (Choose two.)

A. The Connection Notifier service has been stopped.
B. Voicemail ports are not configured for MWI requests.
C. The MWI functionality for the port groups has been disabled.
D. Not enough MWI assigned ports are available.
E. MWIs are in the process of synchronizing with the phone system.

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Correct Answer: DE
Section: Provide End User Support
Explanation

Explanation/Reference:

QUESTION 24
Users report volume issues with recordings in Cisco Unity Connection. Which feature can be disabled to prohibit automatic volume adjustments to recordings?

A. AGC
B. Noise Reduction
C. Audio Normalization
D. VAD

Correct Answer: A
Section: Provide End User Support
Explanation

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Explanation/Reference:

QUESTION 25
Which option allows an engineer to deploy new firmware to a single phone, while reducing possible impact?

A. Define a new firmware load on specific device. Save configuration and reset individual device.
B. Define load in device defaults. Reset Device Pool.
C. Upload firmware to TFTP server. Restart TFTP service.
D. Enable Peer Firmware Sharing.

Correct Answer: A
Section: Provide End User Support
Explanation

Explanation/Reference:

QUESTION 26
Which two layers are Cisco Unified Communications component layers? (Choose two.)

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A. Infrastructure layer
B. Data link layer
C. Network layer
D. Endpoints layer
E. Transport layer

Correct Answer: AD
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 27
Which three choices are functions or features of Cisco Unity Connection? (Choose three.)

A. video-enabled messaging through converged networks

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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

Correct Answer: BCE
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 28
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

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Correct Answer: B
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 29
Which port is the default port for SCCP call signaling on Cisco Unified Communications Manager?

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

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Correct Answer: A
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 30
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

Correct Answer: ABC
Section: Mix Questions
Explanation

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Explanation/Reference:

QUESTION 31
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

Correct Answer: ACD
Section: Mix Questions
Explanation

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Explanation/Reference:

QUESTION 32
Which menu does a voice engineer use to create a phone user account in the Cisco Unified CME GUI?

A. Configure
B. Voicemail
C. Administration
D. Reports

Correct Answer: A
Section: Mix Questions
Explanation

Explanation/Reference:

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QUESTION 33
Which menu should be used to create a username and password in the Cisco Unified CME GUI?

A. configure > pilot number
B. configure > extension
C. configure > phones
D. configure > system parameters

Correct Answer: C
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 34
Which menu option should be selected to add a desk phone as an endpoint in Cisco Unified Communications Manager?

A. Application
B. Device

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C. System
D. User management
E. Media devices

Correct Answer: B
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 35
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

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Correct Answer: A
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 36
Which scenario allows user A in partition X to call user B in Cisco Unified Communications Manager?

A. User B in partition X is not assigned to any CSS.
B. User B in partition Y assigns both partitions to CSS-X.
C. User B is not assigned to any partition or CSS.
D. User B is assigned to partition Y and assigns to CSS-X.

Correct Answer: B
Section: Mix Questions
Explanation

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Explanation/Reference:

QUESTION 37
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.

Correct Answer: C
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 38
Which profile must be added to the end user profile when enabling an end user for Cisco Unified Presence?

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A. Device profile
B. UC service profile
C. Extension mobility profile
D. SIP profile

Correct Answer: B
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 39
Which two user types are available to a voice engineer adding a user in Cisco Unity Connection? (Choose two.)

A. User with mailbox
B. Imported user
C. Synch user

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D. User without mailbox
E. Local admin user with mailbox

Correct Answer: AD
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 40
Which type of template should be used when a network engineer adds a new call center agent in the Cisco Unity Connection?

A. Contact
B. Call handler
C. User
D. Notification

Correct Answer: C
Section: Mix Questions
Explanation

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Explanation/Reference:

QUESTION 41
Which four fields must an administrator complete to create a new user in Cisco Unity Connection? (Choose four.)

A. Alias
B. User type
C. Extension
D. Corporate email address
E. First name
F. Last name
G. Employee ID
H. Template

Correct Answer: ABCH

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Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 42
For which three reasons would a voice engineer create a separate user template in Cisco Unity Connection? (Choose three.)

A. Certain users changed their extensions.
B. Certain users are in a different partition.
C. Certain users are using a different call handler.
D. Certain users are using a different phone system.
E. Certain users are being added to Cisco Unified Presence Server.
F. Certain users are being moved to a different branch office.

Correct Answer: BCD
Section: Mix Questions
Explanation

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Explanation/Reference:

QUESTION 43
Which transport layer protocol is used when a Cisco Unified Presence client is searching for a contact in directory?

A. TCP
B. UDP
C. IMAP
D. HTTP

Correct Answer: A
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 44

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Which options are two on-premise components of Cisco Unified Presence? (Choose two.)

A. Cisco Unified Communication Manager
B. Cisco Unified Contact Center Express
C. Cisco WebEx
D. Cisco Quality Management
E. Cisco Unified Contact Center Enterprise

Correct Answer: AC
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 45
Which client supports Cisco Unified Presence?

A. Jabber
B. Lync
C. Skype
D. Quip

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Correct Answer: A
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 46
Which type of signaling does desktop control mode use to control a desk phone?

A. CTIQBE
B. SIP
C. XMPP
D. SCCP

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Correct Answer: A
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 47
The receptionist has a Cisco 7965 phone with 24-button side-car configuration. The side-car button of the phone does not light up when the line is in use. Which phone configuration is missing?

A. Subscriber calling search space
B. Location
C. BLF audible alert setting
D. Phone button template

Correct Answer: A
Section: Mix Questions
Explanation

Explanation/Reference:

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QUESTION 48
A voice engineer configured a Cisco Unified Presence client for a new employee. The CSF device and user are associated, but the end user cannot make a call using Cisco Unified Personal Communicator softphone mode. Which configuration item should be checked next to identify the issue?

A. Client service framework
B. Common device configuration
C. Calling search space
D. Route pattern

Correct Answer: C
Section: Mix Questions
Explanation

Explanation/Reference:

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QUESTION 49
DRAG DROP

Select and Place:

Drag the steps on the left to the correct order on the right for configuring the end user Cisco Unified Personal Communicator.

1	Configure end users in Cisco Unified Communications Manager.
2	Create Cisco Unified Client Services Framework device.
3	Assign license in Cisco Unified Communications Manager.
4	Associate DN to end users.
5	Associate CSF device to end user.

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Correct Answer:

Drag the steps on the left to the correct order on the right for configuring the end user Cisco Unified Personal Communicator.

Assign license in Cisco Unified Communications Manager.	
Configure end users in Cisco Unified Communications Manager.	
Create Cisco Unified Client Services Framework device.	
Associate CSF device to end user.	
Associate DN to end users.	

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Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 50
Which navigation pane should be selected to view the CDR statistics?

A. Cisco Unified Serviceability
B. Cisco Unified CM Administration
C. Cisco Unified Reporting
D. Cisco Unified OS Administration

Correct Answer: A
Section: Mix Questions
Explanation

Explanation/Reference:

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QUESTION 51
Which Cisco Unified Communications Manager system report shows high and low call volume patterns?

A. CAR report
B. QoS by Gateway
C. QoS by call types
D. Traffic summary
E. Traffic summary by extension

Correct Answer: D
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 52
Which Cisco Unified Communications Manager device report provides key information to determine if an additional gateway is needed?

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A. Gateway utilization
B. Gateway summary
C. Gateway detail
D. Gateway and line group utilization

Correct Answer: A
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 53
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.

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Correct Answer: ABCD
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 54
Which server does Cisco recommend that you configure before a CUCM backup?

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

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Correct Answer: A
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 55
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

Correct Answer: B
Section: Mix Questions
Explanation

Explanation/Reference:

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QUESTION 56
Which command is used to troubleshoot calls as they enter and leave a PRI connection?

A. Debug isdn q 931
B. Show voice call summary
C. Debug voip dialpeer
D. Show dial-peer voice summary

Correct Answer: A
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 57

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Which configuration causes PSTN users to experience a fail tone for every other call when trying to reach a particular number on Cisco Unified CME?

A. ephone-dn is not assigned to the ephone.
B. Duplicate ephone-dn is not assigned to the ephone.
C. ephone is not registered.
D. ephone does not exist for the ephone-dn.

Correct Answer: B
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 58
Which Cisco Unified Communications Manager configuration causes an IP phone screen to display a "registration rejected" message?

A. Cisco Unified Communications Manager is unable to reach user IP phone.
B. Cisco Unified Communications Manager database replication status is 2.
C. Cisco Unified Communications Manager auto registration is disabled.
D. Cisco Unified Communications Manager is unable to allocate DN.
E. Cisco Unified Communications Manager subscriber is offline.

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Correct Answer: D
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 59
Customer requirements dictate that local calls from area code 408 display the ANI as a 7-digit number. Which procedure allows the leading digits to be stripped as soon as they arrive at the H.323 voice gateway?

A. Set up a voice translation rule, apply the translation rule to a translation profile, and apply the translation profile to the dial peer in the inbound direction.
B. Set up a voice translation profile, apply the translation profile to a translation rule, and apply the translation rule to the dial peer in the outbound direction.
C. Set up a voice translation rule, apply the translation rule to a translation profile, and apply the translation profile to the dial peer in the outbound direction.
D. Set up a voice translation profile, apply the translation profile to a translation rule, and apply the translation rule to the dial peer in the inbound direction.

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Correct Answer: A
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 60
An end user has made more attempts to log in than allowed, using the wrong voice-mail pin. The user has been locked out. Which submenu does an administrator select to unlock the pin?

A. Change password
B. Password settings
C. Message settings
D. Mailbox

Correct Answer: B
Section: Mix Questions
Explanation

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Explanation/Reference:

QUESTION 61
Which three methods can remotely force a Cisco Unified Communications Manager Express phone to reset? (Choose three.)

A. Issue a shutdown, no shutdown command on a switch port that provides PoE to a Cisco phone.
B. Issue the restart command under the ephone-dn configuration of the phone.
C. Issue the reset command under the ephone configuration of the phone.
D. Issue the reset command under the ephone-dn configuration of the phone.
E. Issue the reset H.H.H (mac-address) command telephony-service configuration.
F. Issue the reset H.H.H (mac-address) command under global configuration.

Correct Answer: ACE
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Explanation

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QUESTION 62
Two departments have their own call-park slot to park calls. Which feature on Cisco Unified CME allows one department to answer a call for another department?

A. Call park
B. Call forward
C. Call transfer
D. Pickup-group
E. Barge-in

Correct Answer: D
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 63
What is the maximum number of digits that an ephone PIN can have to allow after-hour exempt calling privileges?

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A. 4
B. 6
C. 7
D. 8
E. 9

Correct Answer: D
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 64
Which protocol is used to monitor active voice call quality?

A. RTCP
B. RTP

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C. QoS
D. STP
E. SDP

Correct Answer: A
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 65
DRAG DROP

Select and Place:

Drag the functionality on the left to the correct protocol on the right.

time synchronization	NTP
option 150	VLAN
virtual broadcast domain	TFTP
IP address management	DHCP
option 67	
MAC address management	

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Correct Answer:

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Drag the functionality on the left to the correct protocol on the right.

	time synchronization
	virtual broadcast domain
	option 150
	IP address management

option 67

MAC address management

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Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 66
Which component is needed for a voice call to be processed between the enterprise Cisco Unified Communications system and a cell phone via the PSTN?

A. Cisco Analog Voice Gateway VG224
B. Cisco Unified Communications Manager call processing node
C. Cisco Unified Communications Manager Music On Hold node
D. Cisco Integrated Service Router with digital signal processor resources

Correct Answer: D
Section: Mix Questions
Explanation

Explanation/Reference:

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QUESTION 67
What is needed to support SIP Early Media?

A. Media Termination Point
B. Transcoder
C. Annunciator
D. Conference Bridge
E. DSP
F. Route List

Correct Answer: A
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 68
The IP phone of user A is registered with Cisco Unified Communications Manager subscriber1 while the IP phone of user B is registered with subscriber2. User A is speaking to user B on an active call. A junior network engineer mistakenly reboots subscriber1.

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What effect does this have on the call?

A. User A can hear B, but B cannot hear A.
B. User A cannot hear B, but B can hear A.
C. This action drops the call.
D. This action does not affect the call.
E. The call remains active, but quality may suffer.

Correct Answer: D
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 69
A company has invested in an on-premises VoIP solution. For design simplicity purposes, network engineers have opted to use a single VLAN for both data and

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voice traffic. Shortly after implementing IP phones, customers are reporting problems.

Which two potential problems may be reported about the calls as a result of this design decision? (Choose two.)

A. jitter detected in voice calls
B. problems with email latency
C. slow internet download speeds
D. choppy voice calls
E. PCs are getting IP addresses but phones are not

Correct Answer: AD
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 70
A network engineer receives a report about poor quality on an active call between the IP phone of user A over the WAN to the IP phone of user B. Using web access to the phone, the network engineer remotely checks call statistics such as jitter, network delay, and packet loss. Calculated packet loss is 3%, average jitter is 20 ms, network delay is 1 ms, and conceal seconds is 7.

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What is the most likely problem with this call?

A. Calculated packet loss is too high.
B. Average jitter is too high.
C. Network delay is too high.
D. Conceal seconds are too high.

Correct Answer: A
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 71
Why is quality of service critical to voice network traffic?

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A. Voice traffic is real-time network traffic.
B. Packets can be resent without affecting conversations.
C. Voice traffic is bursty in nature.
D. Voice traffic cannot be compressed.

Correct Answer: A
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 72
Which two options are available when adding a user to Call Unity Express? (Choose two.)

A. GUI
B. CLI
C. BAT
D. TAPS
E. LDAP

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Correct Answer: AB
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 73
Which utility is recommended for a network administrator who must provision 300 users in Cisco Unified Communications Manager?

A. Batch Accounts Tool
B. Bulk Administration Tool
C. Bulk Accounts Tool
D. Batch Administration Tool

Correct Answer: B
Section: Mix Questions

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Explanation

Explanation/Reference:

QUESTION 74
Which Cisco Unified CME GUI menu option is used to navigate to the screen used to add or change a user name or password using the Cisco Unified CME GUI interface?

A. Administration > Update System Info
B. Configure > System Parameters
C. Configure > Phones
D. Configure > Extensions

Correct Answer: C
Section: Mix Questions
Explanation

Explanation/Reference:

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QUESTION 75
Which two options are configured on the phone configuration page within Cisco Unified Communications Manager Administrator? (Choose two.)

A. device pool
B. auto answer
C. partition
D. voice-mail profile
E. MAC address

Correct Answer: AE
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 76
Which two options are configured on the directory number configuration page within Cisco Unified Communications Manager Administrator? (Choose two.)

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A. partition
B. MAC address
C. auto answer
D. softkey template
E. common device configuration
F. max calls

Correct Answer: AF
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 77
An administrator wants to add and configure an ephone-dn via the Cisco Unified Communications Manager Express web GUI. Which feature must be defined under telephony service configuration?

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A. auto-reg-ephone
B. auto-reg-dn
C. max-ephones
D. max-dn
E. dn-webedit

Correct Answer: E
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 78
To control telephony costs, management wants to restrict who can place long distance calls. Which two options allow for this restriction? (Choose two.)

A. calling search space
B. partitions
C. route groups

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D. SIP trunk
E. gateway

Correct Answer: AB
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 79
When you configure a T1 CAS PSTN Interface, which command instructs the router to receive its interface clocking from the service provider?

A. inecode b8zs
B. clock source line
C. ds0-group 1 timeslots 1-24
D. clock source internal

Correct Answer: B
Section: Mix Questions
Explanation

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Explanation/Reference:

QUESTION 80
A company has a 5-digit dial plan. A junior engineer inquires about the directory number external masks. Why are external masks used?

A. to block calling number identification
B. to enable called number identification
C. to convert the calling directory number to the PSTN routable calling directory number
D. to associate a directory number with a SIP endpoint

Correct Answer: C
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Explanation

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QUESTION 81
Which two components are needed before a user can be assigned to a Presence node? (Choose two.)

A. Cisco Unified Communications Service
B. service profile
C. phone button template
D. mobility profile
E. device profile

Correct Answer: AB
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 82
Which two items must first be configured before users can be added into Unity Connection via the Bulk Administration Tool? (Choose two.)

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A. partitions
B. classes of service
C. search spaces
D. user templates
E. schedules

Correct Answer: BD
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 83
Which four actions can be selected with the Bulk Administration Tool in Cisco Unity Connection? (Choose four.)

A. Create
B. Modify

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C. Migrate
D. Update
E. Delete
F. Export
G. Purge
H. Manage

Correct Answer: ADEF
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 84
An engineer is syncing Cisco Unity Connection with LDAP. Which three things should the engineer consider during this process? (Choose three.)

A. PINs and passwords are replicated from the LDAP database to Cisco Unity Connection database.
B. LDAP authentication must be configured and enabled.
C. There is no limit to the amount of LDAP filters that can be created.
D. SSL certificates from LDAP must be uploaded to Cisco Unity Connection.
E. LDAP synchronization must be configured and enabled.
F. Cisco Unity Connection supports integrations with OpenLDAP.

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Correct Answer: CEF
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 85
Which three methods can an engineer use to create users in Cisco Unity Connection? (Choose three.)

A. Local
B. Cisco Unified Presence Server
C. Cisco Unified Communications Manager
D. LDAP

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E. TMS
F. Outlook

Correct Answer: ACD
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 86
Which two protocols does Jabber use to achieve Presence status? (Choose two.)

A. SIP/SIMPLE
B. XMPP
C. SCCP
D. MGCP
E. SOAP

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Correct Answer: AB
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 87
An engineer has deployed IM-user-only mode for the IM and Presence Service. Which two features will be available? (Choose two.)

A. third-party XMPP clients are not supported
B. IM and Presence support without Cisco Unified Communications Manager
C. audio/video calling
D. Cisco Unity voicemail retrieval via SMTP
E. XMPP federation capabilities

Correct Answer: BE
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Explanation

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Explanation/Reference:

QUESTION 88
Which IM and Presence chat feature allows for an always-available chat room that remains active, even if all of the participants leave the chat?

A. Personal
B. Group
C. Persistent
D. Ad-hoc

Correct Answer: C
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 89
Which two benefits does Cisco Unified IM and Presence Service bring to businesses? (Choose two.)

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A. enhances productivity by using availability awareness and reduce communications delays
B. provides Enterprise IM capabilities, such as persistent chat, group chat, and IM history
C. provides and streamlines enterprise audio and video communications
D. enhances communications by providing multipoint conference capabilities
E. supports standard-based XMPP clients by supporting native SIP/SIMPLE and H.323 protocols

Correct Answer: AB
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 90
In which section of Cisco Unified Communications Manager are Call Detail Records viewed?

A. Cisco Unified Serviceability

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B. Cisco Unified OS Administration
C. Cisco Unified Reporting
D. Cisco Unified Communications Manager Administration
E. Cisco Unified Disaster Recovery

Correct Answer: A
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 91
CDR/CMR Reporting is being enabled on Cisco Unified Communications Manager. As part of this process, which two service parameters must be activated? (Choose two.)

A. Cisco CAR Web Service
B. CDR Enabled Flag
C. Cisco Serviceability Reporter
D. Call Diagnostics Enabled
E. Statistics Enabled

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Correct Answer: BD
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 92
For capacity planning purposes, a network administrator must provide a report to management that displays the number of phones registered per server. Where can the administrator obtain this information?

A. Navigate to Cisco Unified Serviceability > Tools > Serviceability Reports Archive.
B. Navigate to Cisco Unified Operating System Administration > Tools > System Reports.
C. Navigate to Cisco Unified CM Administration > Tools > System Reports.
D. Navigate to Cisco Unified Reporting > Tools > System Reports.

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Correct Answer: A
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 93
Which report in the CAR tool provides information about the call volume for a specified period?

A. traffic summary report
B. Top N duration report
C. precedence call summary report
D. gateway utilization report

Correct Answer: A
Section: Mix Questions
Explanation

Explanation/Reference:

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QUESTION 94
In an effort to proactively manage IP telephony infrastructure, a network engineer wants to review usage reports that provide top five users, top five calls, and traffic summary. Which option describes where this information can be retrieved using Cisco Unified Communications Manager?

A. Navigate to Cisco Unified CM Administration > CDR Analysis and Reporting >System Reports > System Overview > Select desired reports.
B. Navigate to Cisco Unified Operating System Administration > Tools > System Reports > System Overview > Select desired reports.
C. Navigate to Cisco Unified Serviceability > Tools > CDR Analysis and Reporting > System Reports > System Overview > Select desired reports.
D. Navigate to Cisco Unified Reporting > Tools > System Reports > System Overview > Select desired reports.

Correct Answer: C
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Explanation

Explanation/Reference:

QUESTION 95

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Which Cisco Unified Communications Manager plug in allows administrators to proactively monitor the overall health of their Cisco cluster?

A. RTMT
B. Cisco AXL Toolkit
C. Cisco CTL Client
D. Cisco JTAPI
E. Cisco TAPS

Correct Answer: A
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 96
A group of managers for a company has requested IP telephony reports with performance data and graphs. Which steps should the network administrator take to gather these reports using Cisco Unified Communications Manager web interface?

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A. Select Cisco Unified Serviceability > Trace > Serviceability Reports Archives.
B. Select Cisco Unified Serviceability > Alarm > Serviceability Reports Archives.
C. Select Cisco Unified Reports > Tools > Serviceability Reports Archives.
D. Select Cisco Unified Reports > Trace > Serviceability Reports Archives.
E. Select Cisco Unified Serviceability > Tools > Serviceability Reports Archives.

Correct Answer: E
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 97
An engineer is configuring the Cisco Unified Communications Manager disaster recovery system. Which three statements about the disaster recovery system are true? (Choose three.)

A. It requires the use of schedules for backups.
B. Backup files are encrypted using the cluster security password.

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C. If the backup device is listed in a backup schedule, it cannot be manually deleted.
D. If the backup does not complete within 40 hours, the backup times out.
E. Archiving backups to tape drives is supported.
F. SSL is used between the master and local agents.

Correct Answer: BCF
Section: Mix Questions
Explanation

Explanation/Reference:
Reference:
http://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cucm/drs/9_1_1/CUCM_BK_D9A29FAD_00_disaster-recovery-system-cucm-91/CUCM_BK_D9A29FAD_00_disaster-recovery- system-cucm-91_chapter_01.html

QUESTION 98
An administrator wants to verify that a new PRI is properly connected to the PSTN status. Which Layer 2 status should be seen?

A. MULTIPLE_FRAME_ESTABLISHED
B. TEI_ASSIGNED
C. LINK_UP
D. CONTROLLER_UP

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Correct Answer: A
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 99
After getting reports that users cannot make calls out to the PSTN, a network administrator opens the Cisco Unified Communications Manager Administration web page and begins to review route patterns. Why would the administrator look here when troubleshooting PSTN connectivity troubles?

A. A route pattern contains a list of gateways that can reach the PSTN.
B. A route pattern contains dial plan information for calling the PSTN.
C. A route pattern contains the necessary privileges for calling the PSTN.
D. A route pattern contains a list of SIP trunks that can reach the PSTN.

Correct Answer: B

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Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 100
A user reports that several IP phones in a single department are displaying a continuous "registering" message. Which fault domain should be investigated?

A. network router
B. Cisco Unified Communications Manager subscriber node
C. network switch
D. IP phones
E. SIP gateway

Correct Answer: C
Section: Mix Questions
Explanation

Explanation/Reference:

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QUESTION 101
An end user reports that conference calls are failing. Which fault domain should be investigated first?

A. IP phone
B. Cisco Unified Communications Manager Media Resources
C. voice gateways
D. network routers and switches

Correct Answer: B
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 102
An engineer receives an isolated report that the customer can make calls successfully from an IP phone to other IP phones, but receives an error recording when

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attempting to call someone over the PSTN. The user cannot recall the error recording to provide the specific error message. Which two steps should the network engineer take to begin troubleshooting? (Choose two.)

A. Enable debug isdn q931 on the gateway and have user make the same call from the IP phone to PSTN again.
B. Check the region used by the IP phone in Cisco Unified Communications Manager.
C. Test the call using Dialed Number Analyzer in Cisco Unified Communications Manager administrator.
D. Check the calling search space used by the line on the IP phone in Cisco Unified Communications Manager.
E. Check the gateway to determine which codec is being used by the appropriate dial peer.

Correct Answer: CD
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 103
A technician is checking services in response to the recent failed delivery of all voicemails. Which service must be running for message delivery to function properly?

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A. Connection DB Event Publisher
B. Connection Database Proxy
C. Connection Notifier
D. Connection Message Transfer Agent

Correct Answer: D
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 104
A field technician must reset a single 7965 IP phone so that it will be discovered on the network again and request an IP address from DCHP. Which steps should the network engineer provide?

A. Have field technician select the Settings button on phone, then dial # # * * *
B. Have field technician select the Settings button on phone, then dial # # * # #
C. Have field technician select the Settings button on phone, then dial * * # * *

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D. Have field technician select the Settings button on phone, then dial * * # # #

Correct Answer: C
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 105
An end user is experiencing performance issues with their IP phone. Which phone feature could the administrator configure to allow the end user to notify them when issues occur?

A. Cisco Quality Report Tool
B. System Log Management
C. Cisco CDR Analysis and Reporting
D. Cisco JTAPI

Correct Answer: A
Section: Mix Questions
Explanation

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Explanation/Reference:

QUESTION 106
An end user has an 7945 IP phone, but is unable to launch any of the IP phone applications. A network engineer has confirmed that the device is subscribed to the appropriate applications in Cisco Unified Communications Manager.

How should the engineer instruct the user to launch the IP phone applications?

A. Select the "?" button on the IP phone.
B. Select the globe button on the IP phone.
C. Select Settings > User Preferences.
D. Select Settings > Device Configuration.

Correct Answer: B
Section: Mix Questions
Explanation

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Explanation/Reference:

QUESTION 107
Which command allows the telephony service of a Cisco Unified Communications Manager Express router to be associated to loopback address 192.168.143.44?

A. !
telephony-service
max-ephones 4
max-dn 8
ip source-address 192.168.143.44
!

B. !
telephony-service
max-ephones 4
max-dn 8
ip bind src-addr 192.168.143.44
!

C. !
telephony-service
max-ephones 4
max-dn 8
source-address ipv4:192.168.143.44
!

D. !
telephony-service
max-ephones 4
max-dn 8
ip address 192.168.143.44
!

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Correct Answer: A
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 108
Which four devices can be used to provide analog ports, traditional phones, and fax machines? (Choose four.)

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A. Cisco VG224 Analog Voice Gateway
B. Foreign Exchange Station Voice Interface Card
C. Cisco High Density VoiceFax Network Module
D. Cisco ATA190 Analog Telephone Adapter
E. Cisco VG350 Analog Voice Gateway
F. Cisco Unified Border Element
G. Foreign Exchange Office Voice Interface

Correct Answer: ABDE
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 109
Client A in X site uses an IP phone to call client B in Y site. Engineers have selected SCCP as the default VoIP signaling protocol. Which network path will the call signaling take when client A calls client B?

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A. IP phone X > CUCM subscriber > IP phone Y using TCP port 1000
B. IP phone X > CUCM subscriber > IP phone Y using TCP port 2000
C. IP phone X > CUCM subscriber > IP phone Y using UDP port 1000
D. IP phone X > IP phone Y using TCP port 2000
E. IP phone X > IP phone Y using TCP port 1000

Correct Answer: B
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 110
Which Cisco Unified Communications Manager protocol communicates with collaboration endpoints?

A. SCCP
B. RTP

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C. SIP
D. CDP

Correct Answer: C
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 111
Which two tools can be used to measure the quality of a VoIP call? (Choose two.)

A. QoS configuration tool
B. mean opinion score tool
C. bulk administration tool
D. jitter compensation tool
E. rFactor tool

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Correct Answer: BE
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 112
What is the recommended maximum one-way latency for voice and video networks?

A. 100 ms
B. 150 ms
C. 200 ms
D. 300 ms

Correct Answer: B
Section: Mix Questions
Explanation

Explanation/Reference:

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QUESTION 113
An engineer must configure QoS for a VoIP network. Which option is the best QoS model for this task?

A. IntServ
B. DiffServ
C. MPLS
D. FIFO

Correct Answer: B
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 114
User A notices echo on a call with user B. Both users are using Cisco VoIP phones. User B is using a headset, and user A is using a handset. What is the most likely source of the echo?

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A. user A handset
B. user B headset
C. disabled echo cancellation on user A phone profile
D. disabled echo cancellation on user B phone profile

Correct Answer: B
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 115
Users report that no phone numbers are listed in the corporate directory, but the employee names are listed. Which option must be verified in Cisco Unified Communications Manager Administration to display the directory numbers?

A. The primary extension is configured.
B. The user's phones are listed as a controlled device.

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C. Users are associated with their directory number.
D. The telephone number field has been filled in appropriately.

Correct Answer: D
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 116
The Cisco Unified Communications administrator has implemented Cisco IM and Presence for the company. An email was sent to all employees requesting that they document any malfunctioning. Employees must navigate to which Cisco Jabber for Windows menu to report functionality issues?

A. Options
B. Show docked window
C. Report a problem
D. Show connection status
E. Show error notifications

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Correct Answer: C
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 117
A network engineer must set up an end-user account for a SIP device to use for authentication. Which end-user information is used for SIP authentication?

A. account ID
B. password
C. PIN
D. digest credentials

Correct Answer: D
Section: Mix Questions
Explanation

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Explanation/Reference:

QUESTION 118
A networking administrator needs to add a new user in Cisco Unified Communications Manager. Where must the administrator navigate to accomplish this task?

A. Device Association
B. User Management
C. Application
D. Application User

Correct Answer: B
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 119
Which two user types are valid when a user is created in Cisco Unified Communications Manager? (Choose two.)

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A. local end user
B. LDAP synchronized end user
C. UDS end user
D. EDI end user
E. BDI end user

Correct Answer: AB
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 120
An engineer is adding a third-party video endpoint to Cisco Unified Communications Manager. Which third-party device type should be used when adding the system?

A. SCCP

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B. SIP
C. MGCP
D. H.323

Correct Answer: B
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 121
An engineer is adding four cordless analog phones to Cisco Unified Communications Manager. Which solution best meets this requirement?

A. Cisco VG202 Analog Voice Gateway
B. Cisco VG204 Analog Voice Gateway
C. Cisco VG224 Analog Voice Gateway
D. Cisco VG350 Analog Voice Gateway

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Correct Answer: B
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 122
An engineer needs to block any outbound calls to specific numbers. Which dial plan element is used to restrict called numbers?

A. partition
B. route group
C. route list
D. calling search space

Correct Answer: D
Section: Mix Questions
Explanation

Explanation/Reference:

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QUESTION 123
User A needs to have a line shared on the user B phone. Both phones register with Cisco Unified Communications Manager. Which method can be used from Cisco Unified Communications Manager Administration web pages to configure a shared line on the user B phone?

A. Navigate to the user B phone > Add the user A DN.
B. Navigate to the user B phone > Shared Line > Add the user A DN.
C. Navigate to DN configuration > Shared Line > Add the user A DN.
D. Navigate to end user configuration > Shared Line > Add the user A DN.

Correct Answer: A
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 124
An engineer is configuring a group of DNs and wants the external phone number mask to match the last four digits of the DN. Which option should be used?

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A. 123555xxxx
B. 123555XXXX
C. 123555****
D. 123555....

Correct Answer: B
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 125
A user registered to Cisco Unified Communications Manager wants their cell phone to ring simultaneously with the IP phone. Which three configuration points must be configured to achieve this configuration? (Choose three.)

A. Enable Mobile Voice Access.
B. Create Remote Destination Profile.

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C. Create Remote Destination.
D. Enable Single Number Reach.
E. Create Application Dial Rule.
F. Enable Call Forwarding.

Correct Answer: BCD
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 126
Which two profile types are needed to enable a user for IM and Presence? (Choose two.)

A. Cisco Unified Communications Service
B. voicemail profile
C. Jabber profile
D. device profile
E. network access profile
F. service profile

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Correct Answer: AF
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 127
An engineer receives a service ticket because a user cannot log into Cisco Unified CM User Options. Where can the engineer verify that the user account is active?

A. LDAP System Configuration
B. LDAP Directory
C. End User Configuration
D. LDAP Authentication
E. Route Plan Report

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Correct Answer: C
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 128
What is one advantage of importing Cisco Unity Connection users from Cisco Unified Communications Manager?

A. The extension can be manually changed.
B. The extension stays synchronized with the user extension.
C. Voicemail features can be administered.
D. Voicemail does not require an additional license.

Correct Answer: B
Section: Mix Questions
Explanation

Explanation/Reference:

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QUESTION 129
A systems administrator wants to integrate a new Cisco Unity Connection cluster with an existing directory in the enterprise. What is one valid user import source?

A. Cisco Unified Communications Manager AXL server
B. Cisco Unified Communications Manager CTI server
C. Cisco Unified Communications Manager TFTP server
D. Cisco Unified Communications Manager MOH server

Correct Answer: A
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 130
An engineer is adding user accounts to Cisco Unity Connection and needs to limit the maximum length of messages. Which aspect defines this limit when adding

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new accounts?

A. user templates
B. user partitions and search spaces
C. user CoS
D. user mailbox store
E. user roles

Correct Answer: C
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 131
A user is required to answer voicemail for two lines but would like them to be filtered to only one mailbox. How can you accomplish this request?

A. Provide multiple mailboxes for one Cisco Unity Connection user.
B. Add an alternate extension.
C. Create a shared mailbox.
D. Initiate interview handler.

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Correct Answer: B
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 132
Which Cisco Unity Connection user field is used to map to an LDAP directory?

A. SMTP Address
B. Last Name
C. Alias
D. Display Name

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Correct Answer: C
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 133
How many servers can be supported in a Cisco Unified Presence Server cluster environment?

A. 2
B. 4
C. 6
D. 8
E. 10

Correct Answer: C
Section: Mix Questions
Explanation

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Explanation/Reference:

QUESTION 134
An engineer is using Cisco Jabber. Instant messages are transported through which protocol?

A. SIP
B. XMPP
C. H.323
D. SCCP

Correct Answer: B
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 135

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An engineer wants to ensure that Cisco Jabber clients can communicate with instant messaging clients who are not registered to the same Jabber cluster. Which technology meets this requirement?

A. intercluster trunk
B. federation
C. SIP trunk
D. PRI

Correct Answer: B
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 136
A Cisco Unified Communications administrator wants to implement Cisco IM and Presence for the company. If it is installed in IM-only user mode, which three services are supported for users? (Choose three.)

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A. video calls support
B. third-party XMPP client support
C. presence support
D. Microsoft Lync support
E. Microsoft Office Communicator support
F. instant messaging support

Correct Answer: BCF
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 137
Which CLI command must be used to configure the network settings on a Cisco TelePresence 4500 MCU?

A. Static<ip address><netmask><default gateway><DNS server address>
B. Network ip<ip address><netmask><default gateway><DNS server address>

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C. Xconfig network address<ip address><netmask><default gateway>
D. Xconfig network address<ip address><netmask><default gateway><DNS server address>

Correct Answer: A
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 138
A user needs to access CAR logs to adjust settings. Which two options are required? (Choose two.)

A. The user account has the Standard CAR Admin Users role.
B. The user must log in at https://<Server-ip/name>:8443/car/Logon.jsp.
C. The user must log in at https://<Server-ip/name>:8443/cdr/Logon.jsp.
D. The user account has the CTI Enabled role.
E. The user account has the Standard CAR role.

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Correct Answer: AB
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 139
Where can an engineer find how many unused Cisco Unified Workspace Licensing Standard licenses remain?

A. CAR
B. Cisco Unified Reporting
C. Cisco Unified Communications Enterprise License Manager
D. RTMT

Correct Answer: C
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Explanation

Explanation/Reference:

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QUESTION 140
Which CAR module report provides key information to determine if an additional gateway is needed?

A. gateway utilization
B. gateway summary
C. gateway detail
D. gateway and line group utilization

Correct Answer: A
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 141
Refer to the exhibit.

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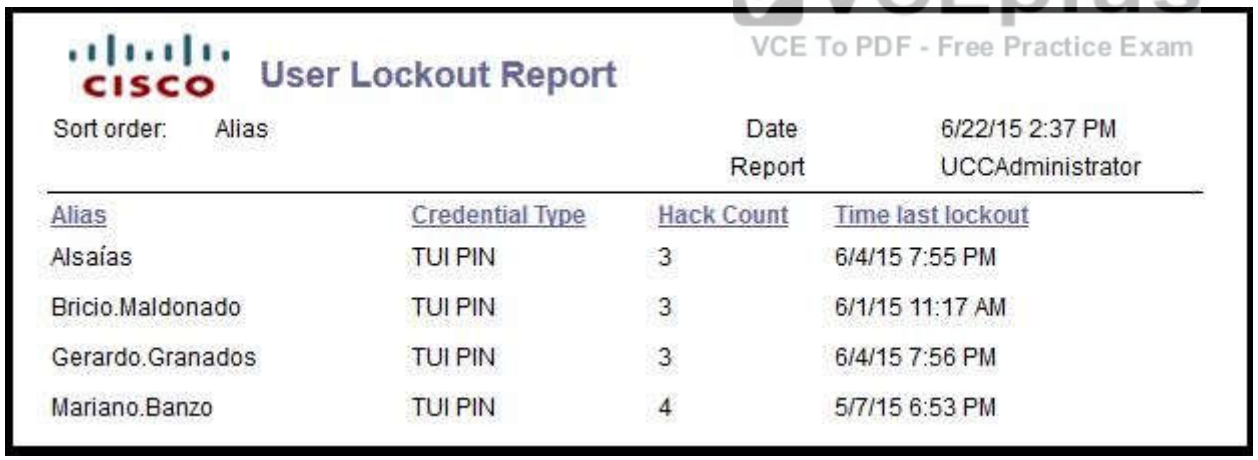

User Lockout Report

Sort order: Alias

Date 6/22/15 2:37 PM
Report UCCAdministrator

Alias	Credential Type	Hack Count	Time last lockout
Alsaías	TUI PIN	3	6/4/15 7:55 PM
Bricio.Maldonado	TUI PIN	3	6/1/15 11:17 AM
Gerardo.Granados	TUI PIN	3	6/4/15 7:56 PM
Mariano.Banzo	TUI PIN	4	5/7/15 6:53 PM

Which method is using the users to access their mailboxes?

A. web access
B. phone access

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C. GUI access
D. VUI access

Correct Answer: B
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 142
A voice engineer wants to monitor system activities using the RTMT tool.

Which step is next after navigating to Cisco Unified Reporting?

A. system > scheduler > CDR
B. system reports > unified CM data summary > generate report
C. system > tools > reports
D. tools > CDR analysis and reporting

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Correct Answer: B
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 143
An engineer receives a report that Cisco Unified Communications Manager is not responding. The engineer needs to use RTMT to check errors. Which menu path should the engineer follow to install RTMT?

A. System Settings > Plugins > RTMT
B. Unified Communications Serviceability > Downloads > RTMT
C. Application > Plugins > RTMT
D. System > Plugins > RTMT

Correct Answer: C
Section: Mix Questions
Explanation

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Explanation/Reference:

QUESTION 144
Which option in RTMT would be used to monitor connections using Cisco Unity Connection?

A. Port Monitor
B. Called Party Tracing
C. System Summary
D. Trace and Log Central

Correct Answer: A
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 145
An administrator has been deleting phones from Cisco Unified Communications Manager, but would like to reassign those directory numbers. Which two configuration areas within Cisco Unified Communications Manager allow the administrator to perform this task? (Choose two.)

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A. directory number
B. route plan report
C. dial rules
D. intercluster directory URI
E. dial plan installer

Correct Answer: AB
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 146
On the PSTN gateway, a network engineer runs sh isdn status and finds the Layer 2 state of each interface to be "TEI_ASSIGNED". What is the status of PSTN connectivity from this gateway?

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A. The T1 interfaces are established and operational.
B. This information does not indicate the status of PSTN connectivity from the gateway.
C. The T1 interfaces are down.
D. The T1 interfaces are being tested by the carrier.

Correct Answer: C
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 147
An entire department is reporting frequent calls with poor voice quality. Which fault domain should be investigated first?

A. IP phone
B. Cisco Unified Communications Manager Media Resources
C. Cisco Unified Communications Manager SIP Trunks
D. network routers and switches

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Correct Answer: D
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 148
A company wants to deploy IP telephony on its network. The engineer has to allow the existing switches to support Cisco IP phones that are connected to a Cisco Unified Communications Manager server. Which command should be configured on the switches to allow voice traffic on VLAN 50?

A. switchport access vlan 50
B. switchport mode access
C. switchport mode trunk
D. switchport voice vlan 50

Correct Answer: D

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Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 149
An administrator has determined that an end user is experiencing jitter. Which symptom is the end user experiencing?

A. choppy
B. crosstalk
C. static
D. screeching

Correct Answer: A
Section: Mix Questions
Explanation

Explanation/Reference:

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QUESTION 150
A single user receives a high amount of inbound voice messages and checks them only via email. The user cannot receive or send messages as the mailbox is full. Which option provides a permanent solution to this problem?

A. message aging policies
B. mailbox size quota
C. multiple mailbox stores
D. call-routing rules
E. restriction tables

Correct Answer: A
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 151

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An engineer receives a report regarding choppy voice quality on a call. The user does not remember the details of the call time or the numbers that were dialed. What should the engineer implement to assist in identifying future issues?

A. Cisco Quality Report Tool
B. Cisco Unified SRST
C. Cisco Unified RTMT
D. Cisco AXL

Correct Answer: A
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 152
An IP phone that is using PoE shows "unknown" in Cisco Unified Communications Manager. What should the engineer do to restore the phone to service?

A. restart the phone from Cisco Unified Communications Manager
B. reset the phone from Cisco Unified Communications Manager
C. enter **# locally on the IP phone
D. check the network cable and switch port

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Correct Answer: D
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 153
A voice engineer is moving an IP phone from one secure Cisco Unified Communications Manager cluster to another. The phones are not registering to the new cluster. Which task resolves this issue?

A. reset the phones
B. restart the phones
C. delete the CTL file from each phone manually
D. use the Bulk Administration Tool to import the phones

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Correct Answer: C
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 154
Which three features of the Cisco Unified Attendant Console can a user use to streamline the company telephony communications? (Choose three.)

A. promotes a phone call into a video call
B. uses presence status to determine availability
C. reverts back to operator a transferred call
D. provides a conference call with up to 10 participants
E. provides call detail records reports to upper management
F. defines operator working hours and automatically redirect calls

Correct Answer: BCF
Section: Mix Questions
Explanation

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Explanation/Reference:

QUESTION 155
An end user is running Cisco Jabber on the desktop. Which two icons must be selected to make a video call? (Choose two.)

A. Contacts icon
B. phone icon
C. person icon
D. message icon
E. web video conferencing icon

Correct Answer: AB
Section: Mix Questions
Explanation

Explanation/Reference:

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QUESTION 156
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

Correct Answer: D
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 157
Which port is configured for connection to the PSTN?

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

Correct Answer: D
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 158
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

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C. Clock source free-running
D. Clock source external

Correct Answer: A
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 159
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.

Correct Answer: B
Section: Mix Questions
Explanation

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Explanation/Reference:

QUESTION 160
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

Correct Answer: B
Section: Mix Questions
Explanation

Explanation/Reference:

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QUESTION 161
Which option is the Cisco recommended mechanism for delivering voice payload?

A. IntServ
B. DiffServ
C. Policing
D. Shaping

Correct Answer: B
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 162
Which three items are required to provision core telephony service on the Cisco Unified Communications Manager Express router? (Choose three.)

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A. MAC address
B. IP source address
C. Dial peer
D. Ephone
E. Max-dn
F. Max-ephone

Correct Answer: BEF
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 163
Which command to assign manualy IP to EX series using CLI?

A. Xcommand set network IPV4 address:
B. xconfiguration network address Ethernet0:

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C. Xconfiguration network IPV4 address NIC0:
D. Xconfiguration network IPV4 address:

Correct Answer: D
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 164
How to initiate a cisco Telepresence 1310-65 camera calibration?

A. Troubleshoot>Hardware setup>setup>show focus target
B. Troubleshoot>Hardware setup>camera>show camera target
C. Harware setup>start>camera>setup>show focus target
D. Troubleshoot>Hardware setup>camera>setup>calibrate

Correct Answer: B
Section: Mix Questions
Explanation

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Explanation/Reference:

QUESTION 165
Which two standard supported for streaming live video on cisco telepresence content server (Choose two.)?

A. H265
B. H263
C. H270
D. H261
E. H262

Correct Answer: BD
Section: Mix Questions
Explanation

Explanation/Reference:

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QUESTION 166
When an engineer tries to pull log from a cisco EX90 codec for call setup issue using "log ctx sip packet debug 9" nothing happen, how to enable this debug?

A. Collect log from web interface
B. Enter log ctx sip packet debug all
C. Ssh into the codec to view the log
D. Enter the logout put on command

Correct Answer: D
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 167
How to enable existing remote jabber to register to cucm without VPN?

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A. Expressway with jabber guest
B. Vcs with jabber guest
C. Expressway with MRA
D. Vcs with MRA

Correct Answer: C
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 168
End user is on a cisco telepresence session with remote participant and can control the camera at the remote endpoint. Which feature is underlying?

A. FECC
B. DTMF
C. FEC
D. PIP

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Correct Answer: A
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 169
Which two actions take place for proper operation when using Advanced Networking on VCS (Choose two.)?

A. Automatic routing must be enabled.
B. Manual route must be added using x command route add.
C. Network interface must reside in the same subnet.
D. NAT reflection must be enabled on the firewall.
E. Network interface must reside in separate subnet.

Correct Answer: BE
Section: Mix Questions
Explanation

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Explanation/Reference:

QUESTION 170
Which of the following are causes of ECHO? (Choose two.)

A. Headset
B. Speakerphone
C. Radio interference
D. Loud volume

Correct Answer: AB
Section: Mix Questions
Explanation

Explanation/Reference:

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QUESTION 171
An IP Phone doesn't log in to Extension mobility, what should you ensure is running to fix this?

A. Application Engine
B. Extension services
C. Mobility services
D. CDP

Correct Answer: A
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 172
An end user wants to log in to extension mobility, what are the user prerequisites? (Choose two.)

A. User ID
B. Password
C. Extension number
D. PIN

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Correct Answer: AB
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 173
How fast can Cisco Unified Communications Manager generate CDR and CMR files?

A. One CDR file and one CMR file every minute for up to 1 hour
B. One CDR file and one CMR file every second for up to 1 minute
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

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Correct Answer: C
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 174
What command will add a second line to a ephone-dn?

A. Ephone-dn 1 Dual-line
B. ephone-dn 3 dual-line
C. ephone-dn 2 dual-line
D. ephone-dn dual-line

Correct Answer: A
Section: Mix Questions
Explanation

Explanation/Reference:

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QUESTION 175
CUC 10.X supports LDAP integration with several widely used LDAP directories systems, including the following:

A. Microsoft Active Directory 2000, 2003 and 2008 (support for AD 2012 only in CUCM 10.x and later
B. Microsoft Active Directory Application Mode 2003
C. Microsoft Lightweight Directory Services 2008
D. iPlanet Directory Server 5.1
E. Sun ONE Directory Server (5.2, 6.x)
F. Open LDAP (2.3.39, 2.4)

Correct Answer: A
Section: Mix Questions
Explanation

Explanation/Reference:

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QUESTION 176
Jabber for iOS is which Device Name?

A. CSF – Jabber for Desktop
B. TCT – Jabber for iPhone
C. TAB – Jabber for iPab
D. BOT – Jabber for Android

Correct Answer: A
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 177
How does a MGCP CALL AGENT route calls?

A. Route-pattern
B. Directory number
C. Route list
D. Wildcard pattern

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Correct Answer: A
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 178
Which three rules are valid transfer rules in Cisco Unity Connection? (Choose three.)

A. Standard
B. Alternate
C. Closed
D. Holiday
E. Nonstandard

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Correct Answer: ABC
Section: Mix Questions
Explanation

Explanation/Reference:
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.

QUESTION 179
Where do you add user voicemails in Unity?

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A. In users
B. In Administration
C. In Serviceability
D. In Voicemail

Correct Answer: A
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 180
When creating a hunt group/ring group, where can you change the DN for all the devices at once?

A. Hunt pilot
B. Route pilot
C. Group file
D. Hunt list

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Correct Answer: A
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 181
Which type of data file is used for bulk import of users into Cisco Unity Connection?

A. .xls
B. .doc
C. .csv
D. .pdf

Correct Answer: C
Section: Mix Questions
Explanation

Explanation/Reference:

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QUESTION 182
Refer to the exhibit.

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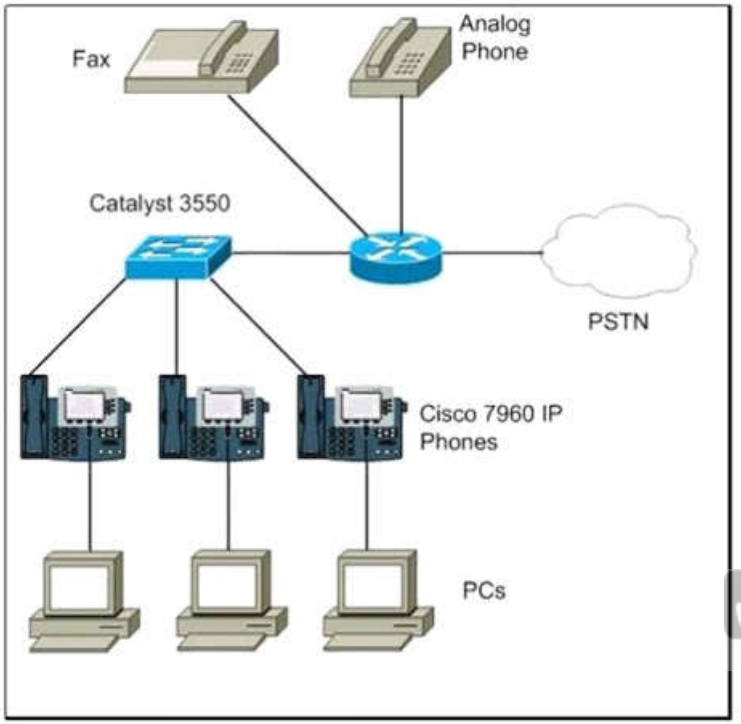

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Which Cisco Unified Communications platform is being utilized?

A. Cisco Unified Communications Manager Express
B. Cisco Unified Presence
C. Cisco Unity Connection
D. Cisco Unified Communications Manager

Correct Answer: A
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 183
An engineer is adding MCU 4500 to Cisco Unified Communications Manager. Which two configuration areas within Cisco Unified Communications Manager allow

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the engineer to perform this task? (Choose two.)

A. TFTP services
B. SIP endpoint
C. Media bridge
D. SCCp endpoint

Correct Answer: BC
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 184
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

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Correct Answer: ACE
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 185
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.

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D. It only retransmit the rekey message when DPD to the group members fails.
E. It always retransmit the rekey message.

Correct Answer: E
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 186
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

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Correct Answer: AEFH
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 187
Refer to the exhibit.

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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.

Correct Answer: B
Section: Mix Questions
Explanation

Explanation/Reference:
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.

QUESTION 188
In Cisco Unified Communications Manager Native Presence, what two things is a watcher monitoring in real time? (Choose two.)

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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

Correct Answer: AE
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 189
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 CCMAdmin user can add users.
E. Users can be added only via LDAP

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Correct Answer: C
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 190
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.

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D. The switch port that the phone is connected to is configured with the wrong voice VLAN.
E. The PSTN gateway is down.

Correct Answer: D
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 191
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

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Correct Answer: ACDG
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 192
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

Correct Answer: AD

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Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 193
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

Correct Answer: CDF
Section: Mix Questions
Explanation

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Explanation/Reference:

QUESTION 194
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

Correct Answer: AD
Section: Mix Questions
Explanation

Explanation/Reference:

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QUESTION 195
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

Correct Answer: C
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 196
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

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Correct Answer: ABC
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 197
In which location is Cisco Unified Presence enabled for a specific user in Cisco Unified Communications Manager?

A. User Administration
B. Application

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C. Advanced Features
D. Capabilities Assignment
E. On the IP phone

Correct Answer: D
Section: Mix Questions
Explanation

Explanation/Reference:
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.

QUESTION 198
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

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Correct Answer: AB
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 199
Which industry standard method does Cisco Unified Presence incorporate for communication between different IM clients?

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

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Correct Answer: A
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 200
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

Correct Answer: D
Section: Mix Questions
Explanation

Explanation/Reference:

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QUESTION 201
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.

Correct Answer: E
Section: Mix Questions
Explanation

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

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

QUESTION 202
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

Correct Answer: A
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 203
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?

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

Correct Answer: D
Section: Mix Questions
Explanation

Explanation/Reference:
Explanation:
CSV is the format in which administrator can import users using the Bulk Administration menu in Cisco Unified Communications.
Reference:
http://www.cisco.com/en/US/docs/voice_ip_comm/cucm/bat/7_0_1/t13cnimp.html

QUESTION 204
Which type of packet-oriented network has the characteristic of being drop-tolerant and delay-insensitive?

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A. Data
B. Voice
C. Video
D. Converged
E. All packet-oriented networks share these characteristics.

Correct Answer: A
Section: Mix Questions
Explanation

Explanation/Reference:

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