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QUESTION 1

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 new accounts?

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

Correct Answer: C

QUESTION 2

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

QUESTION 3

An engineer is adding MCU 4500 to Cisco Unified Communications Manager. Which two configuration areas within Cisco Unified Communications Manager allow the engineer to perform this task? (Choose two.)

- A. TFTP services
- B. SIP endpoint
- C. media bridge
- D. SCCp endpoint

Correct Answer: BC

QUESTION 4



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

Correct Answer: C

QUESTION 5

Several users in the same Call Manager group reported that they receive a fast busy tone when they go off hook. They reported that the issue went away after a few minutes. Where should the voice systems administrator begin troubleshooting?

- A. SIP gateway
- B. Cisco Unified Communications Manager subscriber
- C. network cable
- D. 7945 IP phone

Correct Answer: B

QUESTION 6

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.
- 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

QUESTION 7

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?

- 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

QUESTION 8

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

Explanation

QUESTION 9

Users report dropped calls. A network engineer is asked to troubleshoot Cisco Unified Communication Manager to view concurrent calls and dropped calls. Where are such reports generated?

- A. Cisco Call Manager Administration
- B. Cisco Unified Reporting
- C. Cisco Unified Real-Time Monitoring Tool
- D. Cisco Unified Serviceability

Correct Answer: C

QUESTION 10

Which Cisco Unified Communications Manager device 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

QUESTION 11

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

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

Correct Answer: B

QUESTION 12

Which command to assign manually IP to EX series using CLI?

- A. Xcommand set network IPV4 address:
- B. xconfiguration network address Ethernet0:
- C. Xconfiguration network IPV4 address NIC0:
- D. Xconfiguration network IPV4 address:

Correct Answer: D

QUESTION 13

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

- A. MAC address
- B. IP source address
- C. dial peer



- D. ephone
- E. max-dn
- F. max-ephone

Correct Answer: BEF

QUESTION 14

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

- A. Administrator
- B. End user
- C. Application user
- D. Phone user

Correct Answer: B

QUESTION 15

A voice engineer is asked to generate a report for voicemail usage within Cisco Unified Communications Manager. Where can this task be accomplished?

- A. Cisco Unified Reporting
- B. Cisco Call Manager Administration
- C. Cisco Unified Real-Time Monitoring Tool
- D. Cisco Unified CDR Analysis and Reporting

Correct Answer: A

QUESTION 16

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

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



Correct Answer: AE

QUESTION 17

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
- B. SIP
- C. MGCP
- D. H.323

Correct Answer: B

QUESTION 18

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. Hardware setup>start>camera>setup>show focus target
- D. Troubleshoot>Hardware setup>camera>setup>calibrate

Correct Answer: B

QUESTION 19

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

QUESTION 20



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

Correct Answer: AB

QUESTION 21

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
- C. Overview > Select desired reports.
- D. Navigate to Cisco Unified Serviceability > Tools > CDR Analysis and Reporting > System Reports > System Overview > Select desired reports.
- E. Navigate to Cisco Unified Reporting > Tools > System Reports > System Overview > Select desired reports.

Correct Answer: C

QUESTION 22

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



QUESTION 23

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

- A. Application
- B. Device
- C. System
- D. User management
- E. Media devices

Correct Answer: B

QUESTION 24

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

QUESTION 25

Why is quality of service critical to voice network traffic?

- 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

QUESTION 26

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

QUESTION 27

A user reports that during calls they hear excessive hissing when neither party is talking. Which option is one cause of this noise?

- A. QoS
- B. LoPS
- C. VAD
- D. EPL
- E. SRST

Correct Answer: C

QUESTION 28

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
- 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: BCE

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 29



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

QUESTION 30

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

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

Correct Answer: C

QUESTION 31

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

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

Correct Answer: A

QUESTION 32



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.

Correct Answer: A

QUESTION 33

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

QUESTION 34

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

QUESTION 35

How can an end user be defined as a manager in the CAR tool?



- A. Configure a Manager ID field in end user configuration
- B. Add the end user to the Standard CCM Manager group
- C. Check the Manager check box in the LDAP directory
- D. Enable an end user as a manager in the CAR tool

Correct Answer: A

QUESTION 36

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

QUESTION 37

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

Explanation

QUESTION 38



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

QUESTION 39

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

QUESTION 40

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



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