Question 1
What is a possible cause of call setup issues with phones in the regional offices?
Cisco Unified Communications Manager is deployed in a head office and also provides telephony services to remote regional offices. What is a possible cause of call setup issues with phones in the regional offices?
A. remote office firmware for phones
B. codec mismatch in region information settings
C. end user roles and groups
D. physical location configuration
Correct Answer: B
Explanation/Reference:

Question 2
Which Cisco TelePresence Management Suite feature provides proactive suggestions for resolving error conditions and also provides a centralized view of all statuses and configuration errors for managed devices?
Which Cisco TelePresence Management Suite feature provides proactive suggestions for resolving error conditions and also provides a centralized view of all statuses and configuration errors for managed devices?
A. Cisco WebEx in Cisco TelePresence Management Suite
B. Cisco TelePresence scheduling
C. graphical monitoring
D. ticketing service
E. audit logging
Correct Answer: D
Explanation/Reference:

Question 3
Assuming that QoS is implemented on the WAN connection, which classification should you use to mark the video traffic, according to the Cisco QoS baseline?
You are receiving complaints of pixilation, smearing, and pulsing of video calls between two offices that are connected by a WAN. Assuming that QoS is implemented on the WAN connection, which classification should you use to mark the video traffic, according to the Cisco QoS baseline?
A. CS6
B. CS2
C. AF41
D. AF31
E. EF
F. CS3
Correct Answer: C
Explanation/Reference:

Question 4
Why was this call dropped?
Refer to the exhibit.
According to the output of the debug voip ccapi inout command, why was this call dropped?

A. Normal call clearing
B. User busy
C. Call rejected
D. Invalid number
E. No circuit
F. No resource

Correct Answer: A

Explanation/Reference:

Question 5
Where do you configure this increase?

You need to increase the maximum number of Meet-Me conference participants on Cisco Unified Communications Manager. Where do you configure this increase?

A. System > Service Parameters > [Publisher Server] > Cisco CallManager (Active) > Clusterwide Parameters (Feature – Conference)
B. Call Routing > Meet-Me Number/Pattern
C. Media Resources > Conference Bridge
D. Media Resources > Media Resource Group
E. Device > Conference Bridge

Correct Answer: A

Explanation/Reference:

Question 6
What is the negotiated dual tone multifrequency on this call?

Refer to the exhibit, which displays the output of the debug ccsip messages command on a Cisco router.

A. h245-alphanumeric
B. rtp-nte
C. sip-kpml
D. sip-notify
E. cisco-rtp
F. h245-signal

What is the negotiated dual tone multifrequency on this call?

A. h245-alphanumeric
B. rtp-nte
C. sip-kpml
D. sip-notify
E. cisco-rtp
F. h245-signal
Question 7
What is the default maximum number of learned patterns for the call control discovery feature parameter?

In Cisco Unified Communications Manager, what is the default maximum number of learned patterns for the call control discovery feature parameter?

A. 5000
B. 10000
C. 20000
D. 500
E. 50000

Correct Answer: C
Explanation/Reference:

Question 8
What is the default hold time for two peering SAF Forwarders that are connected on a LAN?

Correct Answer: B
Explanation/Reference:

Question 9
Which database replication value indicates that the server no longer has an active logical connection to receive database tables?

Correct Answer: E
Explanation/Reference:

Question 10
Which four of the following are required to accurately perform a packet capture on a C-series endpoint?

Correct Answer: ACDG
Explanation/Reference:

Question 11
Which command allows you to verify the allocation of DSPs?

Correct Answer: D
Explanation/Reference:

Question 12
What do you do to resolve this issue?

Correct Answer: B
Explanation/Reference:

Question 13
Which tool can you use to see SAF advertisements in Cisco Unified Communications Manager?

A. Cisco Unified Real-Time Monitoring Tool
B. show eigrp neighbors command
C. debug eigrp commands
D. Terminal Monitor

Correct Answer: A
Explanation/Reference:

Question 14
What is causing this issue?
Refer to the exhibit.

A roaming device retains its home location device pool settings, even though all configuration settings are in place. What is causing this issue?
A. The device mobility group settings are incorrect.
B. The device mobility mode service parameter is set to Off.
C. The device mobility mode service parameter is set to True.
D. The device mobility information entry matches the device IP address.

Correct Answer: B
Explanation/Reference:

Question 15
Which set is likely to resolve an issue with one-way audio on an H.323 gateway?

A. Interface loopback0
   ip address 172.31.255.1 255.255.0.0
   ip virtual-reassembly in

B. Interface loopback0
   ip address 172.31.255.1 255.255.0.0
   ip virtual-reassembly in

C. Interface loopback0
   ip address 172.31.255.1 255.255.0.0
   ip virtual-reassembly in

D. Interface loopback0
   ip address 172.31.255.1 255.255.0.0
   ip virtual-reassembly in

Correct Answer: B
Explanation/Reference:

Question 16
What is a possible reason?
Endpoint A is registered to Cisco Unified Communications Manager as [email protected] It is trying to call Endpoint B, which is registered to the same company’s Cisco VCS Control with an H.323 ID of [email protected] The route pattern is set to ‘*.*’ and is pointed to a SIP trunk to the Cisco VCS Control. The search rule for (*.*) [email protected] is set to search the local zone. The call does not work. What is a possible reason?
A. There is no search pattern to route the call to System B.
B. There is no valid route pattern to route from System A to System B.
C. System B is registered as H.323 and needs to use an E.164 alias number only.
D. The Cisco VCS Control should be neighbor to the Cisco Unified Communications Manager.
E. You need an MGCP gateway to route from the Cisco Unified Communications Manager to the Cisco VCS Control.
F. The Cisco VCS Control is missing the Cisco Unified Communications Manager interop option.
G. The Cisco VCS Control is missing the interworking option.

Correct Answer: G
Explanation/Reference:

Question 17
What are three possible causes?
A user is dialing an external PSTN number with a prefix of 01 from a Cisco TelePresence SX10 Quick Set in a Cisco VCS environment. In the past, the Cisco VCS and the ISDN gateway were correctly configured with a prefix of 01, but the calls are now failing. What are three possible causes? (Choose three.)
A. The Cisco VCS Control is down.
B. The interworking setting is turned off.
C. The audio feature in the Cisco TelePresence SX10 is turned off.
D. The SIP trunk is not configured on the gateway.
E. 01 is not a valid prefix.
F. ISDN is not enabled on the Cisco TelePresence SX10.
G. The Cisco TelePresence SX10 is not registered to the Cisco VCS Control.
H. The Cisco TelePresence SX10 is not registered to the Cisco Express C.

Correct Answer: ABG
Explanation/Reference:

Question 18
Which configuration is required on Cisco TelePresence Server, in order to support 1080p resolution?
A. Screen licenses must be configured.
B. Cisco TelePresence Server must be in remotely managed mode.
C. Cisco TelePresence Server must be in HD mode.
D. Cisco TelePresence Server must be configured with Cisco TelePresence Conductor.
E. Cisco TelePresence Server must be in Full HD mode.

Correct Answer: E
Explanation/Reference:

Question 19
Which configuration can be dynamically set using the Cisco Unified Communications Manager Device Mobility feature?
A. phone model and protocol
B. SRST reference and directory number
C. CSS and local gateway
D. partition and CSS
E. media resources and permanent bridges

Correct Answer: C
Explanation/Reference:

Question 20
What is the default interval for SAF hello packets?
A. 15 seconds
B. 15 seconds on links with speeds that are slower than T1 speeds
C. 40 seconds
D. 40 seconds on links with speeds that are slower than T1 speeds
E. 60 seconds
F. 60 seconds on links with speeds that are slower than T1 speeds

Correct Answer: F
Explanation/Reference:

Question 21
What are two possible causes?
In a single-site deployment model, the internal endpoints are unable to dial from one to the other. What are two possible causes? (Choose two.)
A. The PSTN gateway is not configured.
B. The called endpoint does not have the SIP trunk enabled.
C. The called endpoint is not registered.
D. The calling endpoint is not in the CSS of the called endpoint.
E. The called endpoint is not in the partition of the calling endpoint.
F. The calling endpoint is not configured for the correct CoS.

Correct Answer: CF
Explanation/Reference:

Question 22
What is causing the silence?
When a caller dials 9 plus an external seven-digit number, the caller hears a fast-busy tone after a period of silence. What is causing the silence?
A. There is no dial route for 9XXXXXXX on Cisco Unified Communications Manager.
B. The gateway is not dropping the leading 9, and the PSTN fails.
C. The T302 timer is waiting to expire.
D. The caller does not have the PSTN partition in the CSS.
E. The caller dialed the wrong number.
F. To dial successfully, the caller must enter a Forced Authorization Code.

Correct Answer: C
Question 23
Which command resolves this issue?
An inbound call from the PSTN is not reaching the directory number that it is calling. When the PSTN phone calls the correct DID, only a dial tone is heard. Which command resolves this issue?
A. (config-dial-peer)#direct-inward-dial
B. (config-controller)# no provide-outside-dialtone
C. (config-if)#no dial-tone
D. (config-dial-peer)# no dial-tone
E. (config-if)#direct-inward-dial
F. (config) allow inbound dial-peer 1
Correct Answer: A
Explanation/Reference:

Question 24
What is causing this issue?
Phone A is able to dial the directory number of Phone B and complete a call. However, when Phone B dials the directory number of Phone A, Phone B receives a fast-busy tone. What is causing this issue?
A. Phone A and Phone B are in different partitions.
B. Phone B does not have Phone A in its partition.
C. Phone B is not in the CSS of Phone A.
D. Phone B does not have the CSS of Phone A in its partition.
E. Phone B is not registered.
F. Phone B has the incorrect CSS to dial Phone A.
Correct Answer: F
Explanation/Reference:

Question 25
What is the result?
Refer to the exhibit.
These settings are configured on a Cisco TelePresence System EX90. What is the result?
A. The endpoint successfully registers to Cisco Unified Communications Manager as a SIP endpoint.
B. The endpoint does not register to Cisco VCS as a SIP endpoint, because the domain information is missing.
C. The endpoint does not register to Cisco Unified Communications Manager as a SIP endpoint, because the domain information is missing.
D. The endpoint successfully registers to Cisco VCS as a SIP endpoint.
E. The endpoint successfully registers to Cisco Unified Communications Manager as an H.323 endpoint.
F. The endpoint successfully registers to Cisco VCS as an H.323 endpoint.
Correct Answer: F
Explanation/Reference:

Question 26
Which two changes are needed to enable 10-digit dialing?
Refer to the exhibit.
Local 10-digit dialing in the North American Numbering Plan to area code 456 is failing. Which two changes are needed to enable 10-digit dialing? (Choose two.)

A. Change dial peer 210 to destination-pattern 456.
B. Change dial peer 210 to destination-pattern 9456.
C. Change dial peer 210 to port 0/0/0:23.
D. Remove the command prefix 456 from dial peer 210.

Correct Answer: BC

**Explanation/Reference:**

**Question 27**

Which statement about the emergency call is true? Refer to the exhibit.

A. The call will match the U.K_Emergency route pattern partition and will egress at the RTP gateway.
B. The call will match the U.K_Emergency route pattern partition and will egress at the U.K. gateway.
C. The call will match the RTP_Emergency route pattern partition and will egress at the RTP gateway.
D. The call will match the RTP_Emergency route pattern partition and will egress at the U.K. gateway.
E. The call will fail.

Correct Answer: B

**Explanation/Reference:**

**Question 28**

Which step should be taken next to check the database replication status?

When the command `utils dbreplication status` is executed on the Cisco Unified Communications Manager CLI, which step should be taken next to check the database replication status?

A. View the activelog file.
B. Run the same command on all nodes of the cluster.
C. Restart the Cisco CallManager service.
D. The command `utils dbreplication runtimestate` must be run on the publisher.
E. The command `utils dbreplication runtimestate` must be run on the subscriber.

Correct Answer: A

**Explanation/Reference:**

**Question 29**

What are the two causes?
Refer to topology and Exhibits below:
A call from a SX20 in the Backbone (not shown) with a URI extension is dialing a HQ Ph 1 that is registered to the HQ CUCM. Determine if the call fails and if so, what are the two causes? (Choose two).
A. The call succeeds.
B. The call fails.
C. There are no issues, so the call succeeds.
D. The SIP port is incorrect on the Cisco Unified Communications Manager (CUCM) SIP trunk.
E. The Local Zone Match Rule state is disabled.
F. Rule name UCM2 is set to stop on Match.

Correct Answer: AC
Explanation/Reference:

Question 30
What are the two causes?
Refer to topology and Exhibits below:
A call from HQ Phone 1 with the extension of 2001 is dialing a SX20 that is registered to the VCS in BackBone (not shown). Determine if the call fails and if so,
what are the two causes? (Choose two.)
A. The call succeeds
B. The call fails
C. There are no issues, so the call succeeds.
D. The SIP port is incorrect on the Cisco Unified Communications Manager SIP trunk.
E. The Local Zone Match Rule state is disabled.
F. Rule name UCM2 is set to stop on Match.

Correct Answer: BF
Explanation/Reference:

**Question 31**
What step should you take to ensure that the gateway accepts the changes and be operational?
Refer to topology and Exhibits below:
After making a change to a manually configured MGCP gateway, what step should you take to ensure that the gateway accepts the changes and be operational?

A. Issue the commands no MGCP, then MGCP.
B. Issue the commands no SCCP, then SCCP.
C. Issue the commands Shut, then no shut.
D. Issue the commands no CCM, then CCM.

Correct Answer: A
Explanation/Reference:

Question 32
What is the reason that this MGCP gateway is not registered with Cisco Unified Communications Manager?
Refer to topology and Exhibits below:
What is the reason that this MGCP gateway is not registered with Cisco Unified Communications Manager?
A. The primary server address is incorrect.
B. The MGCP domain name is incorrect on either the Cisco Unified Communications Manager or the router.
C. Backhaul/Redundant link port is incorrect.
D. This MGCP gateway is not down; it is operational.

Correct Answer: B
Explaination/Reference:

**Question 33**
Which command can be used to obtain the status of an MGCP gateway from the IOS device, as shown in the given output? Refer to topology and Exhibits below:
Which command can be used to obtain the status of an MGCP gateway from the IOS device, as shown in the given output?

A. show mgcp registration
B. show mgcp-gw
C. show mgcp connection
D. show ccm-manager

Correct Answer: D

Explanation/Reference:

Question 34
What is the status of the MGCP gateway?
Refer to topology and Exhibits below:
From the perspective of the Cisco Unified Communications Manager, what is the status of the MGCP gateway?

A. registered  
B. unknown  
C. registering  
D. initializing

Correct Answer: C

Explanation/Reference:

Question 35
What is the next step in the initialization process?
After an IP Phone gets IP address information from DHCP, what is the next step in the initialization process?
A. CTL and ITL files are downloaded.
B. The phone requests its VLAN information.
C. The DHCP offer is sent from the phone.
D. The TFTP server is contacted for configuration information.
E. Nothing else is required, the phone is operational at this stage.

Correct Answer: D
Explanation/Reference:

Question 36
What is a common reason that an IP Phone cannot get its configuration from Cisco Unified Communications Manager after it obtains the correct IP address information?

Correct Answer: D
Explanation/Reference:

Question 37
Which two issues can prevent an IP Phone from receiving an IP address via DHCP?

Correct Answer: AB
Explanation/Reference:

Question 38
How does an IP Phone react upon initialization, if there is no CTL and ITL files present on the device?

Correct Answer: D
Explanation/Reference:

Question 39
What type of trace file is this considered to be?

Correct Answer: E
Explanation/Reference:

What protocol was used in this call?
A. H.323
B. SCCP
C. MGCP
D. SIP
Correct Answer: D

Explanation/Reference:

What was the cause for the call termination?
A. No route to called number
B. Outbound gateway was not found
C. Calling party abandoned the call
D. Called party cancelled the call
E. Call completed successfully
Correct Answer: C

What was the Directory number of the called party?
A. 2001
B. 5010
C. 1905
D. 2003
Correct Answer: D

What was the cause for the call termination?
A. No route to called number
B. Outbound gateway was not found
C. Calling party abandoned the call
D. Called party cancelled the call
E. Call completed successfully
Correct Answer: C

What was the Directory number of the called party?
A. 2001
B. 5010
C. 1905
D. 2003
Question 43
What was the Directory number of the calling party?

Refer to Exhibit:

After reviewing the trace in the exhibit, what was the Directory number of the calling party?

A. 2001
B. 5010
C. 1905
D. 2003

Correct Answer: A

Explanation/Reference:

Question 44

What is the minimum configured call rate?

To achieve 720p (HD) quality at 30 frames per second on an endpoint that is running TC software, what is the minimum configured call rate?

A. 512 kbps
B. 1152 kbps
C. 768 kbps
D. 2560 kbps

Correct Answer: B

Explanation/Reference:

Question 45

Which Cisco Unified Communications Manager trace file level should be selected when enabling traces to send to Cisco TAC for analysis?

Refer to the exhibit.

Which Cisco Unified Communications Manager trace file level should be selected when enabling traces to send to Cisco TAC for analysis?

A. State Transition
B. Arbitrary
C. Significant
D. Error
E. Detailed
F. Special

Correct Answer: E

Explanation/Reference:

Question 46

What should you do in order to point to and troubleshoot the issue?

A user using a CP-9971 SIP phone reports that during a video call, the video portion of the call freezes. What should you do in order to point to and troubleshoot the issue?

A. Restart the phone.
B. On the phone, navigate to Administrator Settings > Status > Call Statistics > Video > Video statistics > Rcvr Packets statistics. Verify if the phone is receiving packets.
C. Make sure that the camera is connected to the USB.
D. Verify if the camera shutter is open.
E. Perform a factory reset of the phone.

Correct Answer: B
Explanation/Reference:

Question 47
Of the following persistent settings for Cisco TMS-controlled endpoints, TMS overwrites these settings if which five of them are altered on the endpoint?
Of the following persistent settings for Cisco TMS-controlled endpoints, TMS overwrites these settings if which five of them are altered on the endpoint? (Choose five)
A. H.323 ID
B. Configuration Template
C. SIP URI
D. Active Cisco Unified Communications Manager Address
E. System Name
F. System Contact
G. E.164 alias
H. IEEE 802.1x Authentication Password

Correct Answer: ABCEG
Explanation/Reference:

Question 48
Where in Cisco TMS would you see if a system is registered to a Cisco VCS or a Cisco Unified Communications Manager?
Where in Cisco TMS would you see if a system is registered to a Cisco VCS or a Cisco Unified Communications Manager?
A. Systems > Registration
B. Navigation > Systems > Registrations
C. under Registration on the System Administration tab
D. System Overview
E. Settings > Provisioning
F. where you start the Cisco Unified Communications Manager RTMT under Systems and Reports

Correct Answer: D
Explanation/Reference:

Question 49
Which timeframe does the Lost Packets % (Period) value refer to?
Refer to the exhibit.

A. total packets lost during the active call
B. total packets lost within the last 10 seconds
C. total packets lost within the last 10 minutes
D. total packets lost within the last second

Correct Answer: B
Explanation/Reference:

Question 50
Which CLI command shows the total number of lost video packets and the received jitter during a call in progress?
You are troubleshooting video quality issues on a Cisco TelePresence TX9000 Series system. Which CLI command shows the total number of lost video packets and the received jitter during a call in progress?
A. show call statistics video
B. show call statistics all
C. show call statistics detail
D. show call statistics video detail

Correct Answer: D
Explanation/Reference:

Question 51
Which three statements are true?
When identifying Cisco TelePresence Endpoint traffic characteristics, which three statements are true? (Choose three.)
A. Latency, jitter, and loss are measured in a round-trip fashion.
B. Latency, jitter, and loss are measured unidirectionally.
C. Latency and loss are measured at a packet level, based on RTP header sequence numbers and time stamps.
D. Latency and jitter are measured at a packet level, based on RTP header sequence numbers and time stamps.
E. Jitter is measured at a video frame level, by measuring the arrival time of the video frame versus the expected arrival time.
F. Jitter is measured at a packet level, by measuring the arrival time of the packet versus the expected arrival time.

Correct Answer: BCE
Explanation/Reference:

Question 52
Which three network conditions and equipment should you avoid to ensure a high-quality Cisco TelePresence experience?
Which three network conditions and equipment should you avoid to ensure a high-quality Cisco TelePresence experience? (Choose three.)
A. network hubs
B. Layer 3 switches
C. duplex mismatch connections
D. 10/100 access ports
E. high utilization link with QoS
F. network loops
G. redundant network trunks

Correct Answer: ACF
Explanation/Reference:

Question 53
Which troubleshooting approach most directly improves the audio quality of the branch users?
When users in headquarters call branch office users over the WAN link, branch users report poor audio quality. Headquarters users consistently experience acceptable audio quality. Which troubleshooting approach most directly improves the audio quality of the branch users?
A. Make the branch router configuration for LLQ match the headquarters router.
B. Make the headquarters router configuration for LLQ match the branch router.
C. Make the branch router configuration for CBWFQ match the headquarters router.
D. Make the headquarters router configuration for CBWFQ match the branch router.

Correct Answer: B
Explanation/Reference:

Question 54
Which configuration change is needed to prevent the calls from dropping?
Refer to the exhibit.
Users are reporting that inbound calls from the PSTN are dropping when not answered within 10 seconds. Calls come in via ISDN T1 PRI. Which configuration change is needed to prevent the calls from dropping?
A. Remove the timeouts wait-release 10 command from under the voice-port.
B. Remove the timeouts initial 10 command from under the voice-port.
C. Remove the timer receive-rtcp 2 command from under the gateway.
D. Remove the timer receive-rtp 10000 command from under the gateway.
E. Modify the Call Forward No Answer setting in CUCM to redirect calls to Voicemail or another extension.

Correct Answer: C
Explanation/Reference:

Question 55
Which two results do you expect?
Two phones in the same cluster and at the same site have a call currently connected. The site local H.323 PSTN gateway loses connection with Cisco Unified Communications Manager. Which two results do you expect? (Choose two.)
A. SRST is active, and all the phones enter SRST mode.
B. No incoming and outgoing calls are possible.
C. Cisco Unified SRST is able to receive incoming calls.

Correct Answer: A
Explanation/Reference:
Question 56
Which two actions resolve this issue?
When a user tries to initiate an Ad Hoc conference call from an IP phone, this message appears: No Conference Bridge Available. Which two actions resolve this issue? (Choose two.)
A. Make sure that the Join softkey is assigned to the phone.
B. Make sure that a Conference Bridge resource is registered to Cisco Unified Communications Manager.
C. Reset the phone, to re-register resources.
D. Make sure that a Conference Bridge Resource is assigned to the MRGL on the phone that initiates the conference call.
Correct Answer: BD
Explanation/Reference:

Question 57
What can you do to correct this issue?
In an MCU call with three Cisco TelePresence MX800 systems and a mobile phone calling in, the three TelePresence MX800 systems suddenly experience low audio levels, but the mobile phone audio levels are correct. What can you do to correct this issue?
A. Turn off the audio processors on the TelePresence MX800.
B. Use the mobile phone audio option on the TelePresence MX800 to adjust the mobile phone levels.
C. Mobile phone audio levels can vary, so you cannot correct the issue.
D. Turn on AGC on the MCU to adjust the audio levels.
E. Turn on ALG on the MCU to adjust the audio levels.
F. Turn on the Auto Adjust levels under “Settings > Audio” on the MCU.
Correct Answer: D
Explanation/Reference:

Question 58
Which four performance counters are available when monitoring a Cisco MTP device using the Cisco Unified Communications Manager RTMT?
Which four performance counters are available when monitoring a Cisco MTP device using the Cisco Unified Communications Manager RTMT? (Choose four.)
A. Resource Total
B. Resource Available
C. Out of Resources
D. Resource Idle
E. Resource Active
F. MTP Streams Active
G. MTP Connection Lost
H. MTP Instances Active
Correct Answer: ABCE
Explanation/Reference:

Question 59
Where can you confirm the MTP selection order?
You have 50 hardware MTP resources and 200 software MTP resources. You want to use hardware resources first, but software is being used first. Where can you confirm the MTP selection order?
A. Media Resource Group List
B. Cisco Unified Real-Time Monitoring Tool
C. MTP list
D. phone device pool
E. calling search space
F. MGCP gateway
Correct Answer: A
Explanation/Reference:

Question 60
Which configuration would be needed to solve the problem?
Refer to the exhibit.
When a call between two HQ users was being conferenced with a remote user at the BR site, the conference failed. Which configuration would be needed to solve the problem?

A. The BR_MRG must contain the transcoder device. The BR_MRGL must be assigned to the BR phones.
B. The HQ_MRG must contain the transcoder device. The HQ_MRGL must be assigned to the HQ phones.
C. A transcoder should be configured at the remote site and assigned to all remote phones through the BR_MRGL.
D. The HQ_MRG must contain the transcoder device. The HQ_MRGL must be assigned to the software conference bridge.
E. Enable the software conference bridge to support G.711 and G.729 codecs in Cisco Unified Communications Manager service parameters.

Correct Answer: D

Explanation/Reference:

**Question 61**
What do you do to resolve the issue?
You enabled Cisco Unified Mobile Connect for a user, but the user is unable to send calls to a mobile phone from the desk phone. What do you do to resolve the issue?
A. Restart the phone, and verify that the key is present.
B. Under User Management > User, make sure that the Mobility option is selected.
C. Make sure that the phone is subscribed to Extension Mobility.
D. Add the mobility key to the softkey template that the phone is currently using.

Correct Answer: D

Explanation/Reference:

**Question 62**
What do you do to resolve this issue?
Cisco Unified Mobile Connect has been enabled, but users are not able to switch an in-progress call from their mobile phone to their desk phone. You find out that the Resume softkey option does not appear on the desk phone after users hang up the call on their mobile phone. What do you do to resolve this issue?
A. Issue the progress_ind progress disable command in the gateway.
B. Issue the voice call disc-pi-off command in the gateway.
C. Enable mobile connect on the user profile.
D. Assign Resume softkey on the desk phone.

Correct Answer: B

Explanation/Reference:

**Question 63**
Which course of action will resolve the Mobile Connect issues that are shown in the exhibit?
Refer to the exhibit.

Which course of action will resolve the Mobile Connect issues that are shown in the exhibit?
A. Configure the Mobility softkey on the phone.
B. Enable the user for Cisco Mobile Connect.
C. Make the user an owner of the phone device in the phone device configuration page.
D. Enable the device mobility mode on the phone since it is disabled.
Correct Answer: C
Explanation/Reference:

**Question 64**
Which two statements indicate something that can cause an IP phone to fail roaming when device mobility has been configured?
Which two statements indicate something that can cause an IP phone to fail roaming when device mobility has been configured? (Choose two.)
A. Device Mobility Mode is set to Off in the Cisco Unified Communications Manager service parameters while the device mobility configuration on the phone is set to default.
B. No device mobility groups have been configured.
C. No locations have been configured and assigned to the device pools.
D. No physical locations have been configured and assigned to the device pools.
E. No device mobility-related information settings were configured under the device pools.
Correct Answer: AD
Explanation/Reference:

**Question 65**
What is causing this issue?
When a user attempts to log out from Cisco Extension Mobility service by pressing the services button and selecting the Cisco Extension Mobility service, the user is not able to log out. What is causing this issue?
A. The Cisco Extension Mobility service has not been configured on the phone.
B. The user device profile is not subscribed to the Cisco Extension Mobility service.
C. The CTI service is not running.
D. The logout URL that is defined for the Cisco Extension Mobility service is incorrect or does not exist under the IP Phone Services configuration.
Correct Answer: B
Explanation/Reference:

**Question 66**
Which three actions can resolve this issue?
Refer to the exhibit.
The exhibit shows the output of debug isdn q931. An inbound PSTN call was received by a SIP gateway that is reachable via a SIP trunk that is configured in Cisco Unified Communications Manager. The call failed to ring extension 3001. If the phone at extension 3001 is registered and reachable through the gateway inbound CSS, which three actions can resolve this issue? (Choose three.)
A. Change the significant digits for inbound calls to 4 on the SIP trunk configuration in Cisco Unified Communications Manager.
B. Configure the digit strip 4 on the SIP trunk under Incoming Called Party Settings in Cisco Unified Communications Manager.
C. Configure a translation pattern in Cisco Unified Communications Manager that can be accessed by the trunk CSS to truncate the called number to four digits.
D. Configure a called-party transformation on the gateway in Cisco Unified Communications Manager that includes a pattern that transforms the number from ten digits to four digits.
E. Configure a voice translation profile in the SIP Cisco IOS gateway with a voice translation rule that truncates the number from ten digits to four digits.
F. Configure the Cisco IOS command num-exp 2288223001 3001 on the gateway ISDN interface.
Correct Answer: ACE
Explanation/Reference:

**Question 67**
How do you resolve this issue?
When dialing any external SIP URI for a business-to-business call, an endpoint that is registered to the Cisco VCS Control fails to locate the remote endpoint. The same endpoint can successfully call another endpoint that is registered to the Cisco VCS Expressway. How do you resolve this issue?
A. Add traversal call licensing on the Cisco VCS Expressway.
B. Add traversal call licensing on the Cisco VCS Control.
C. Add a multisite option to the endpoint.
D. Configure a proper DNS zone on the Cisco VCS Expressway.
E. Configure a traversal zone between the Cisco VCS Control and the Cisco VCS Expressway.
F. Configure a SIP route pattern in Cisco Unified Communications Manager.
Correct Answer: D
Explanation/Reference:

**Question 68**
What will occur?
Refer to the exhibits.
Assume that all learned SAF routes are placed in the SAF_Pt partition. The 3XXX directory number pattern is being advertised by a remote cluster and is also being blocked by the local cluster that is shown in the exhibit. An IP phone is attached to the local cluster and is configured with a CSS that contains the following partitions: SAF_Pt and Internal_Pt in this order. When the IP phone places a call to 3001, what will occur?

A. The call will succeed and will be placed via the SIP_Trunk.
B. The call will fail because it will be blocked by the CCD Blocked Learned Route configuration.
C. The call will be placed in a round-robin fashion between the SAF network and SIP_Trunk.
D. The call will placed in a round-robin fashion between the SAF network and SIP_Trunk. Every other call will fail.

Correct Answer: A
Explanation/Reference:

Question 69
What will occur?
Refer to the exhibits.

Assume that all learned SAF routes are placed in the SAF_Pt partition. When the IP phone places a call to 3001, what will occur?

A. The call will succeed and will be placed via the SAF network. SAF-learned routes always take precedence.
B. The call will fail because it will be blocked by the route pattern.
C. The call will be placed in a round-robin fashion between the SAF network and SIP_Trunk.
D. The call will be placed in a round-robin fashion between the SAF network and SIP_Trunk. Every other call will fail.

Correct Answer: B
Explanation/Reference:

Question 70
What is causing this issue?
In a SAF deployment, the registration status looks correct and the learned patterns appear reachable, but calls are not routed. What is causing this issue?
A. network connection failure between the SAF Forwarder and Cisco Unified Communications Manager
B. network connection failure between the primary and backup SAF Forwarders
C. TCP connection failure with the primary SAF Forwarder
D. TCP connection failure with the backup SAF Forwarder

Correct Answer: A
Explanation/Reference:

Question 71
Which command is used on an IOS Router that is acting as a SAF Forwarder to confirm its registration status with a SAF Client?

Which command is used on an IOS Router that is acting as a SAF Forwarder to confirm its registration status with a SAF Client?
A. show ip asf-forwarder status details
B. show ospf neighbor details
C. show ip interface details
D. show cdp neighbor details
E. show eigrp service-family ipv4 clients details
F. show service-family asf-forwarder details

Correct Answer: E
Explanation/Reference:

Question 72
Which statement is true?
Refer to the exhibit.

Assuming that the two Cisco SAF Forwarders are adjacent to each other and that no SAF clients have been configured, which statement is true?
A. The Cisco SAF Forwarders will not establish a neighbor relationship because the service-family external-client configuration is missing.
B. The Cisco SAF Forwarders will not establish a neighbor relationship because the eigrp label CUCME should be replaced with SAF.
C. The Cisco SAF Forwarders will not establish a neighbor relationship because the service-family external-client configuration is missing as well as the static neighbor configurations.
D. The Cisco SAF Forwarders will establish a neighbor relationship. No further configuration is required.
E. Cisco SAF Forwarders will not establish a neighbor relationship until the SAF Clients are configured and registered to the Cisco SAF Forwarders.

Correct Answer: D
Explanation/Reference:

Question 73
Which minimum configuration would be needed on Cisco Unified Communications Manager to test registration?
Cisco Unified Communications Manager failed to register with the Cisco SAF Forwarder. Assuming that the Cisco IOS SAF Forwarder is configured correctly, which minimum configuration would be needed on Cisco Unified Communications Manager to test registration?
A. SAF trunk, SAF security profile, Cisco SAF Forwarder, and CCD advertising service
B. SAF trunk, SAF security profile, Cisco SAF Forwarder, and CCD requesting service
C. SAF trunk, SAF security profile, Cisco SAF Forwarder, CCD requesting service, and CCD advertising service
D. SAF trunk, SAF security profile, and Cisco SAF Forwarder
E. SAF trunk, CCD requesting service, and CCD advertising service

Correct Answer: B
Explanation/Reference:

Question 74
Which two types of Cisco Unified Communications Manager trace files contain Call Processing information that is helpful for troubleshooting outbound and inbound calling issues? (Choose two.)
Which two types of Cisco Unified Communications Manager trace files contain Call Processing information that is helpful for troubleshooting outbound and inbound calling issues? (Choose two.)
A. Cisco Unified Communications Manager syslog trace
B. Cisco Unified Communications Manager Dialed Number Analyzer trace
C. Real Time Monitoring Tool Processes trace
D. Cisco Unified Communications Manager SDL trace
E. Cisco Unified Communications Manager Log4trace
F. Cisco Unified Communications Manager SDI trace

Correct Answer: DF
Explanation/Reference:

Question 75
Which tool allows the administrator to analyze call routing in Cisco Unified Communications Manager without physically placing a call?
Which tool allows the administrator to analyze call routing in Cisco Unified Communications Manager without physically placing a call?
A. Cisco Unified Communications Manager Dialed Number Analyzer
B. Cisco IOS Gateway debug commands
c. Cisco Unified Communications Manager RTMT trace output
D. base configuration information for this user that specifies Class of Restriction, Partition, and Calling Search Space information
E. Cisco Unified Communications Manager Serviceability tools

Correct Answer: A
Explanation/Reference:
F. Cisco Unified Communications Manager OS Administration

Correct Answer: A
Explanation/Reference:

Question 76
What are three possible causes? System A at Company 1 is calling System B at Company 2. The call completes, but only audio and video are present on System A from System B. What are three possible causes? (Choose three.)
A. System A cannot call System B because it is at a different company.
B. There is a firewall in the path that is blocking audio and video traffic from Company 1 to Company 2.
C. The firewall at Company 1 is blocking outgoing traffic.
D. An access list is blocking video and audio somewhere in the video and audio path between System A and System B.
E. System A has turned off the camera and the microphone.
Correct Answer: BDE
Explanation/Reference:

Question 77
What is causing the issue?
During a business-to-business video call through the Cisco Expressway solution, the internal endpoint can call out to the remote endpoint on the Internet, but it does not receive audio or video. What is causing the issue?
A. The Cisco Expressway does not have a Rich Media Session license.
B. The firewall is blocking SIP signaling.
C. The Cisco Unified Communications Manager is not configured for business-to-business calling.
D. The firewall is blocking inbound RTP ports.
E. The Advanced Networking option is not installed on the Expressway Edge.
Correct Answer: D
Explanation/Reference:

Question 78
Which Cisco Unified Communications Manager troubleshooting tool can be used to determine the digit manipulation path a call takes within the Cisco Unified Communications Manager system from the perspective of a specific directory number, without having the actual device at hand?
Which Cisco Unified Communications Manager troubleshooting tool can be used to determine the digit manipulation path a call takes within the Cisco Unified Communications Manager system from the perspective of a specific directory number, without having the actual device at hand?
A. Cisco Unified Communications Manager Serviceability
B. Cisco Unified Communications Manager Dialed Number Analyzer
C. Cisco Unified Communications Manager Real Time Monitoring Tool
D. Cisco Unified Syslog Viewer
E. Cisco IOS debugs
Correct Answer: B
Explanation/Reference:

Question 79
Which two troubleshooting techniques would be helpful in resolving this issue? You have been presented with a trouble ticket from an end user who works at a remote location that is served by a Cisco Unified Communications Manager Express. The user reports being unable to place calls to international numbers, but all other calls work properly and other users at this location can place international calls. Which two troubleshooting techniques would be helpful in resolving this issue? (Choose two.)
A. Cisco IOS debug tools
B. Class of Restriction baseline configuration for the user on Cisco Unified Communications Manager Express
C. show output of the ephone and ephone-dn configurations
D. show output of the voice translation rules in the voice gateway
E. show output for the T1 controller and voice port configuration in the voice gateway
Correct Answer: AB
Explanation/Reference:

Question 80
Which troubleshooting approach is the most direct to isolate the source of the failure of the users that cannot dial out to the PSTN? Some users report that they cannot dial out from headquarters on their Cisco IP Phones to PSTN users, but others can. Which troubleshooting approach is the most direct to isolate the source of the failure of the users that cannot dial out to the PSTN?
A. Use DNA to analyze the dialing permissions of the Cisco IP Phones.
B. Use DNA to generate actual calls to the PSTN.
C. Use RTMT to analyze the dialing permissions of the Cisco IP Phones.
D. Use RTMT to generate actual calls to the PSTN.
Correct Answer: A
Explanation/Reference:

Question 81
Which statement indicates something that can cause an inbound PSTN call to an H.323 gateway that is configured in Cisco Unified Communications Manager to fail to ring an IP phone? Which statement indicates something that can cause an inbound PSTN call to an H.323 gateway that is configured in Cisco Unified Communications Manager to fail to ring an IP phone?
A. The gateway is not registered in Cisco Unified Communications Manager.
B. The gateway IP address that is configured in Cisco Unified Communications Manager does not match the IP address that is configured at the gateway in the h323-gateway voip bind scaddr command.
C. The Cisco Unified Communications Manager does not have a matching route pattern to match the called number.
D. The gateway is missing the command allow-connections h323 to h323 under the voice service voip configuration.
Correct Answer: B
Question 82
What is causing this issue?
Cisco TelePresence System EX90-A and EX90-B are in a call. EX90-A tries to call EX90-C. When the call is dialed, EX90-B is put on hold. EX90-A and EX90-C are connected, but there is no merge button on the touch panel. What is causing this issue?
A. The multisite option key is missing.
B. The multisite configuration is missing.
C. The conference option key is missing.
D. The conference configuration is missing.
E. Cisco TelePresence systems cannot make multipoint calls without a Cisco TelePresence Server.
F. The multipoint option key is missing.
Correct Answer: A

Explanation/Reference:

Question 83
What is causing this issue?
When a remote endpoint dials in to join a conference that is configured on a Cisco TelePresence Server bridge, the endpoint receives only audio. Other users can successfully join the call with Voice and Video. What is causing this issue?
A. The endpoint does not have the multisite option installed.
B. The endpoint does not have the partition of the bridge in its CSS.
C. The bridge is out of all licenses.
D. The endpoint is assigned a region without enough configured bandwidth for video.
E. The bridge is not able to host video calls.
Correct Answer: D

Explanation/Reference:

Question 84
Which statement is true?
Refer to the exhibit.

All phones are placed in the Internal_Pt partition. The CSS for all phones contains the partition Internal_Pt, and Vml.CSS contains the voicemail hunt pilot. When a call is placed from extension 2001 to 2002, which statement is true?
A. Extension 2002 will ring.
B. The call will be blocked.
C. The call will be answered by voicemail.
D. Extension 2002 will ring, and if the call is not answered, the call will match the translation pattern and then be blocked.
E. Extension 2002 will ring, and if the call is not answered, the call will match the translation pattern and then be forwarded to voicemail.
Correct Answer: A

Explanation/Reference:

Question 85
Which of these reasons can cause intrasite calls within a Cisco Unified Communications Manager cluster to fail?

A. The route partition that is configured in the CCD requesting service is not listed in the calling phone CSS.
B. The trunk CSS does not include the partition for the called directory number.
C. The MGCP gateway is not registered.
D. The calling phone does not have the correct CSS configured.
E. The calling phone does not have the correct partition configured.
Correct Answer: D

Explanation/Reference:

Question 86
Which two approaches reduce the call setup time from Cisco Unified Communications Manager to the third-party H.323 device?
You must integrate a third-party H.323 system with your existing Cisco Unified Communications Manager cluster. When you create an H.323 trunk from the cluster, calls from the cluster to the third-party H.323 system are failing. The vendor of the third-party H.323 device has confirmed that the H.323 call setup time must be reduced. Which two approaches reduce the call setup time from Cisco Unified Communications Manager to the third-party H.323 device? (Choose two.)
A. Implement a software MTP.
B. Implement a hardware MTP.
C. Implement transcoding with the router DSP resources.
D. Implement transcoding with the Cisco Unified Communications Manager resources.
Correct Answer: B, C

Explanation/Reference:
Correct Answer: AB
Explanation/Reference:

**Question 87**
Which two troubleshooting tools would initially be the best to use when troubleshooting the PSTN gateway side of a call routing issue while using Cisco Unified Communications Manager? (Choose two.)
A. RTMT trace output
B. Cisco IOS debug commands
C. Dialed Number Analyzer output
D. Cisco Unified Communications Manager alerts
E. Cisco IOS show commands

Correct Answer: BE
Explanation/Reference:

**Question 88**
Which three tools can be used to check the database replication status?
When a database replication issue is suspected, which three tools can be used to check the database replication status? (Choose three.)
A. Cisco Unified Communications Manager RTMT tool
B. Cisco Unified Communications Manager Serviceability interface
C. Cisco Unified Reporting
D. Cisco Unified Communications Manager CLI interface
E. Cisco IP Phone Device Stats from the Settings button
F. Cisco Unified OS Administration interface

Correct Answer: ACD
Explanation/Reference:

**Question 89**
What is the recommended maximum round-trip delay between multiple Cisco VCS appliances in a cluster?
To maintain proper database integrity, what is the recommended maximum round-trip delay between multiple Cisco VCS appliances in a cluster?
A. 10 ms
B. 15 ms
C. 25 ms
D. 30 ms
E. 50 ms
F. 80 ms

Correct Answer: D
Explanation/Reference:

**Question 90**
Why do neither of the units want to register?
You are trying to register an H.323-based Cisco TelePresence system to Cisco Unified Communications Manager and a Cisco DX70 system to the Cisco VCS Control. Why do neither of the units want to register?
A. The H.323-based system needs an E164 number to register to Cisco Unified Communications Manager, and the Cisco DX70 needs to have the MAC address configured first on the Cisco VCS Control.
B. The H.323-based system needs to register to the Cisco VCS Control with an E.164 number, and the Cisco DX70 needs the TFTP address to register on the Cisco Unified Communications Manager.
C. Both systems need to register to the Cisco VCS Control, but the H.323-based system needs to have the gatekeeper setting set to “Direct.”
D. Both systems need to register to the Cisco Unified Communications Manager, as the Cisco VCS Control is used only for firewall traversal.
E. You need Cisco TelePresence Management Suite to register Cisco TelePresence systems.
F. You need Cisco TelePresence Server to register Cisco TelePresence systems.

Correct Answer: B
Explanation/Reference:

**Question 91**
What is causing this issue?
Endpoints are configured for both H.323 and SIP using the same URI and Cisco VCS settings, but the endpoints register only as H.323 endpoints. What is causing this issue?
A. A firewall is blocking all traffic from the endpoints to the Cisco VCS.
B. The Cisco VCS has no SIP domains configured.
C. The Cisco VCS is blocking the endpoints because of duplicate ID entries.
D. The endpoints do not have the SIP option key installed.
E. SIP does not work, because SIP is used for Cisco Unified Communications Manager registration only.

Correct Answer: B
Explanation/Reference:

**Question 92**
Which issue would cause an MGCP gateway to fail to register with Cisco Unified Communications Manager?
Which issue would cause an MGCP gateway to fail to register with Cisco Unified Communications Manager?
A. missing the configuration command isdn bind-D csm-manager under the ISDN interface
B. mismatched domain name on the MGCP gateway and Cisco Unified Communications Manager gateway configuration
C. misconfigured route group in Cisco Unified Communications Manager
D. incorrect MGCP IP address specified in the gateway configuration in Cisco Unified Communications Manager

Correct Answer: B
Explanation/Reference:
Question 93
What is causing this issue?
You configured a Cisco ISR G2 as a SIP gateway, but the gateway does not show that it is registered with Cisco Unified Communications Manager.

What is causing this issue?
A. Cisco Unified Communications Manager does not support SIP gateways.
B. The gateway does not have the UC license installed.
C. The gateway does not have Cisco Unified Border Element session licensing.
D. Cisco Unified Communications Manager does not show a SIP gateway as registered if it is not properly configured.
E. The Cisco ISR G2 cannot be a SIP gateway.

Correct Answer: E
Explanation/Reference:

Question 94
What is the most likely cause for this issue?
Refer to the exhibit.

An IP phone that is connected through a Cisco Catalyst 3750 Series Switch is failing to register with Cisco Unified Communications Manager. When the user presses the settings button on the phone, the Operational VLAN ID shows a blank entry. What is the most likely cause for this issue?

A. The switch may not be supplying inline power.
B. The spanning tree portfast command needs to be removed.
C. The trunk encapsulation is missing. The trunk must be configured for dot1.q.
D. Cisco Discovery Protocol is disabled on the switch.
E. The Operational VLAN ID of the phone always shows as blank. The Admin. VLAN ID should be 110.

Correct Answer: D
Explanation/Reference:

Question 95
What is the most likely cause for this issue?
An IP phone that is connected through a Cisco Catalyst 3750 Series Switch is failing to register with the subscriber as a backup server. When the user presses the settings button on the phone, only the Cisco Unified Communications Manager publisher shows as registered. What is the most likely cause for this issue?

A. The phone does not have the correct Cisco Unified Communications Manager group in the device configuration page.
B. The Cisco Unified Communications Manager group that is applied through the device pool is misconfigured.
C. The ip-helper address command for the subscriber is not configured on the switch port.
D. The subscriber does not have the correct device pool configured.
E. The enterprise phone configuration does not have the call control redundancy enabled.

Correct Answer: B
Explanation/Reference: