Exam :   642-443

Title   :   IP Telephony Exam (CPIT)

Ver   :   03.31.06

QUESTION 1
Which of the following statements regarding the Cisco MCS-7825-1133 server is true?

A. The MCS7825-1133 has the ability to support Clustering capabilities for up to 8 servers to be managed as a single entity
B. The MCS7825-1133 has the ability to support Cisco IP IVR software
C. The MCS7825-1133 has the ability to support redundant hot swap power supplies
D. The MCS7825-1133 does not have the ability to support Cisco IP IVR software
E. The MCS-7825-1133 is a mere 1U rack form factor high
F. The MCS7825-1133 does not have the ability to support redundant hot swap power supplies

Answer: A, B, E, F

QUESTION 2
Which of the following allows Cisco to provide the user with a scalable IP-based audio conferencing solution that is fully integrated with Cisco CallManager resulting in bringing geographically dispersed people together into a single conference?

A. Cisco Conference Connection
B. Cisco Emergency Responder
C. Cisco Customer Response Application
D. Cisco IP Contact Centre
E. Cisco Unity

Answer: A

QUESTION 3
What is the maximum amount of connection that the Cisco Power Patch Panel can support?

A. 24
B. 64
C. 1
D. 48
E. 32

Answer: D

QUESTION 4
Certkiller makes use of the Cisco Multi Site WAN Distributed Call Processing Deployment model, a H.323 gatekeeper achieves CAC (Call Admission Control) through limiting the number of calls in or out of specified zones. What is the unabbreviated IOS command on the Gatekeeper that you will enter when you need to define the maximum bandwidth allowed in or out of Zone 1 to cater for 128K when you are already in the Gatekeeper configuration mode?

Answer: bandwidth total zone zone1 128

QUESTION 5

Is the following true or false? One can restrict media resources that are made available to an IP Phone, by assigning to the IP Phone a Media Resource Group List that has not been assigned any Media Resource Groups.

A. False
B. True

Answer: B

QUESTION 6

Which of the following Cisco Call Processing deployment model are in use when no local call processing occurs at the remote sites?

A. Distributed
B. Campus
C. Centralized
D. None of the Above
E. All of the Above

Answer: C

QUESTION 7

What is the acceptable one-way delay budget to achieve high quality voice in an integrated network based on the G.114 standard?

A. 20ms
B. 100ms
C. 150ms
D. 250ms
E. 500ms
F. None of the Above

Answer: C

QUESTION 8

Is the following true or false? There is no need to define a DHCP Scope on the DHCP Server to permit IP Phones to obtain an IP Address, provided the IP Phones have the address of the TFTP Server.

A. False
B. True

Answer: A

QUESTION 9
The call preservation feature of Cisco CallManager ensures that an active call will be uninterrupted when a Cisco CallManager fails or when communication between the device and the Cisco CallManager that set up the call fails.

A. True
B. False

Answer: A

QUESTION 10
The newly appointed Certkiller trainee technician wants to know what the maximum number of interconnected CallManager sites across the WAN is if the Cisco Distributed Call Processing Deployment model is in use. What will your reply be?

A. 1
B. 2
C. 3
D. 6
E. 10
F. 100

Answer: F

QUESTION 11
Enterprise Parameters are configured through the permission of which of the following CallManager Administration menus?

A. Route Plan
B. Service
C. System
D. Feature
E. User
F. Application

Answer: C

QUESTION 12
Which of the following statements regarding Locations are not valid? (Choose all that apply.)

A. To use Locations successfully, all devices must be registered with different CallManagers.
B. To successfully use Locations, a single active CallManager is required to maintain CAC.
C. Locations require that all devices are registered with a single CallManager.
D. To use Locations successfully, the CallManager must be aware of all devices as well as all call setup, call state and CAC for those devices.
E. Locations are used between clusters at the central site connected to separate remote sites.

F. Three Cisco CallManagers in a cluster can be used providing all phones are registered with the same CallManager.

Answer: A, B, C, E, F
With Cisco CallManager Release 3.1 and later, the locations bandwidth is shared among all Cisco CallManager subscribers in the cluster, thus enabling you to use the locations mechanism with any size cluster.
*PAGE 7-3 Cisco IP Telephony IP Solution Guide)

QUESTION 13
Is the following true or false? The database configuration information is modified on the Subscriber and replicated out to all Publishers.

A. False
B. True

Answer: A

QUESTION 14
The newly appointed Certkiller trainee technician wants to know what the Cisco Call Manager cluster recommendation to support up to 2,500 users is. What will your reply be?

A. 1
B. 3
C. 2
D. 4
E. 7

Answer: C

QUESTION 15
What is the name of the value that each IP telephony device is allocated, that you would use to determine the overall number of devices a CallManager can support?

A. user
B. size
C. weight
D. capacity
E. resource

Answer: C

QUESTION 16
What are the new CDP fields that had been added for use with IP Telephony? (Choose all that apply.)

A. Layer 3 Protocol Address

B. Voice VLAN ID (VVID)
C. Chassis Type
D. Power Field
E. Serial Number
F. Trigger Field

Answer: B, D, F

QUESTION 17
Which of the statements regarding Inline Power on Catalyst switches are valid? (Choose all that apply.)

A. When using dual Supervisors both power management and port power status is synchronized across the Active and Stand-by Supervisors.
B. Insufficient power to power a particular point is indicated by a Power-Deny Syslog message.
C. A Power-Deny Syslog message indicates that the attached device is not an IP Phone and therefore the switch will not supply power to that port.
D. When using dual Supervisors power management and the port power status is maintained only by the Active Supervisor.
E. Power status on a per port basis is displayed by the CatOS command "show port status" .

Answer: A, B, E

QUESTION 18
Which of the following Catalyst switches is capable of trusting QOS on ports?

A. Catalyst 6000
B. Catalyst 3524
C. Catalyst 4000
D. Catalyst 5000
E. Catalyst 2900
F. Catalyst 5500

Answer: A, B, C, E

QUESTION 19
The newly appointed Certkiller trainee technician wants to know which of the following IP Phones offers a full-featured, IP-based, full duplex hands-free conference station for use in small to medium sized conference rooms. What will your reply be?

A. 7960
B. 7914
C. 7935
D. 7910
E. 7940

Answer: C

QUESTION 20

Is the following true or false? When Inline power is being used to supply power to an IP Phone, the Catalyst switch sends a special Fast Link Pulse (FLP) signal down the cable to discover whether or not the attached device is an IP Phone.

A. True
B. False

Answer: A

QUESTION 21

Which of the following dial-peer commands will you advice the new Certkiller trainee technician to use to configure Cisco CallManager redundancy in a H.323 gateway?

A. preference
B. dtmf-relay
C. voice-class
D. session-target
E. destination pattern

Answer: C

QUESTION 22

Which of the following is the unabbreviated CatOS command that will set the amount of power, in watts that can be provided by the switch to each port?

A. set inline-power default-allocation <value>
B. inlinepower defaultallocation <value>
C. set inlinepower defaultallocation <value>
D. inline-power default-allocation <value>
E. set inline powerallocation <value>

Answer: C

QUESTION 23

Which of the following modes will be made available when a Catalyst switch port to provide inline power to attached IP Phones is configured?

A. Auto
B. On
C. Enable
D. Off
E. Deny
F. No Power

Answer: A, D

QUESTION 24
Which of the following Cisco CallManager models do not offer dual hot-swap hard drives or redundant hot-swap power supplies?

A. MCS-7815-1000
B. MCS-7825-1133
C. MCS-7835-1266
D. MCS-7845-1400

Answer: A, B

QUESTION 25
Which of the following components can not be installed as components of Cisco CallManager?

A. Cisco CallManager
B. Cisco TFTP Server
C. Cisco Messaging Interface
D. Cisco DHCP Server
E. Cisco CallManager Web Components
F. Cisco IP VoiceMedia Streamer

Answer: D

QUESTION 26
What are the methods available for Starting and Stopping Cisco CallManager?

A. Cisco CallManager Control Center
B. Cisco CallManager Server configuration
C. CTL-ALT-DEL from the Cisco CallManager console
D. Windows 2000 Services Control Panel
E. Remove the power cable from the rear of the Cisco CallManager server
F. The Cisco CallManager server can never be stopped and restarted

Answer: A, D

QUESTION 27
Is the following true or false? Cisco IP Phones have DHCP enabled by default.

A. True
B. False

Answer: A

QUESTION 28

Which IP Telephony Layer does Cisco CallManager belong to?

A. Infrastructure
B. Clients
C. Call Processing
D. Applications
E. Call Activation
F. Voice
G. Router

Answer: C

QUESTION 29

Which of the following System parameter changes will require a restart of Cisco CallManager?

A. CallManager Server IP Address
B. External phone subnet mask
C. Auto-Registration Partition
D. External phone number mask
E. New Route Group
F. TCP port settings for the Cisco CallManager server

Answer: A, C, D, F

QUESTION 30

Which of the following statements are true when one considers the relationship between the Publisher and the Subscriber within a CallManager cluster?

A. The Publisher reads it's local database.
B. Should the Publisher fail the Subscriber cannot view any database information.
C. If the Publisher is available, Subscribers get their database information from the Publisher.
D. Should the Publisher fail the Subscriber examines it's own local database information.
E. The Subscribers never get their database information from the Publisher, but instead use their own local database.

Answer: A, C, D

QUESTION 31

Which of the following statements regarding IP Addressing in a CallManager environment is valid? (Choose all that apply.)

A. IP Phones can be allocated IP Addresses statically or through DHCP.
B. An IP Phone is allowed to receive an address in the same IP subnet as the attached PC.
C. An IP Phone can be allocated to a different subnet to the attached PC.
D. IP Phones makes use of network address space from RFC 1918.

E. IP Phones cannot use Private address space such as network 10.0.0.0.
F. IP Phones and PCs attached to the same switch port must reside in the same IP subnet.

Answer: A, B, C, D

QUESTION 32
What are the differences between Call Pickup and Group Call Pickup?

A. Call Pickup permits the pickup of incoming calls within their own group, while Group Call Pickup
allows users to pick up incoming calls within their own group as well as any other group.
B. Group Call Pickup permits the pickup of incoming calls within their own group, while Call Pickup
allows users to pick up incoming calls within their own group or any other group.
C. Call Pickup permits the pickup of incoming calls within their own group, while Group Call Pickup
allows users to place a call on hold so it can be retrieved from another phone in the system.

Answer: A

QUESTION 33
Which of the following statements regarding the CallManager database is valid? (Choose all that apply.)

A. CallManager 3.1 makes use of SQL 7.0 Standard Edition + SP 2.
B. CallManager 3.1 makes use of SQL 7.0 Standard Edition + SP 1.
C. There can only be one Publisher per cluster.
D. There can be multiple Publishers per cluster.
E. All configuration changes are made on the Subscribers.
F. All configuration changes are made on the Publisher.
G. All of the above.

Answer: A, C, F

QUESTION 34
The newly appointed Certkiller trainee technician wants to know which of the following are the available
Loads which is an executable code image for a device. What will your reply be? (Choose all that apply.)

A. Phone
B. Cluster
C. CallManager
D. Gateway
E. Region
F. Trunk

Answer: A, D

QUESTION 35
Which of the following features are offered by Cisco CallManager Groups? (Choose all that apply.)

A. Redundancy
B. Centralized Call Processing
C. Isolated Call Processing
D. Distributed Call Processing
E. Transcoding
F. Conferencing

Answer: A, D

QUESTION 36
Which of the following statements regarding CallManager Redundancy Groups is valid? (Choose all that apply.)

A. A CallManager Redundancy Group is a subset of a cluster.
B. Members of a cluster are also members of a Redundancy Group.
C. All devices in a cluster should be assigned to multiple CallManager Redundancy Groups.
D. All devices in a cluster should be assigned to a single CallManager Redundancy Group.
E. Devices are not assigned to CallManager Redundancy Groups.
F. Members of a Cluster substitutes as a subset of a CallManager Redundancy Group.

Answer: A, B, D

QUESTION 37
Which of the following statements regarding Quality of Service issues is valid? (Choose all that apply.)

A. The trust boundary should be set as close to the source as possible.
B. Voice traffic is fixed bandwidth with little latency issues.
C. Data traffic is bursty in nature and extremely sensitive to latency.
D. IP Phones can set voice packets to a high priority using both CoS and ToS.
E. When an IP Phone is attached to the same switch port as a PC, the IP Phone can reset the CoS value of the frame the PC sends out to 0, prior to the frame reaching the switch.
F. By default IP phones have a CoS of 0 and PCs have a CoS of 5.

Answer: A, D, E

QUESTION 38
Which of the following statements regarding BAT is valid? (Choose all that apply.)

A. BAT is a plug-in application to Cisco CallManager, lets you add, update, or delete a large number of phones, users, Cisco VG200 gateways and ports.
B. BAT can be accessed from Cisco CallManager Administration and vice versa using the Feature menu.
C. BAT is a web-based application that operates in an Internet Explorer 4.01 Service Pack 2 or later or Netscape 4.5 or later environment.
D. BAT can be accessed from Cisco CallManager Administration and vice versa using the Application menu.
E. The acronym BAT is short for The Bulk Administration Tool

F. The acronym BAT is short for The Bulk Additions Tool

Answer: A, C, D, E

QUESTION 39
The newly appointed Certkiller trainee technician wants to know what the acronym AVVID stands for. What will your reply be?

A. Architecture for Voice Video and Intelligent Data
B. Architecture for Voice Video and Integrated Data
C. Any Voice Video and Integrated Data
D. A Lot of Voice Video and Integrated Data
E. All Voice Video and Integrated Data

Answer: B

QUESTION 40
Where should the DSP resources be located when using the Cisco Multi Site WAN Centralized Call Processing Deployment model?

A. Remote Site
B. On Site
C. Construction Site
D. Aggregation Site
E. Off Site

Answer: D

QUESTION 41
What is the unabbreviated CatOS command on a Catalyst 6000 switch that you will enter to use In Line Power on port 4/1 should an IP Phone be connected to that port?

Answer: set port inlinepower 4/1 auto

QUESTION 42
Which of the following statements is valid regarding Media Resource Management?

A. Media Resource Management permits the sharing of media resources of all Cisco CallManagers within the cluster.
B. Media resources are exclusively accessible on the local Cisco CallManager with which the media resources are registered but not available to all Cisco CallManagers within the cluster.
C. A Cisco CallManager component called Media Resource Management locates and assigns resources throughout a cluster.
D. Media Resource Management resides on every Cisco CallManager and communicates with MRMs on other Cisco CallManagers.
E. Media Resource Management resides on a single Cisco CallManager and communicates with other

Cisco CallManagers.

Answer: A, C, D

QUESTION 43
The newly appointed Certkiller trainee technician wants to know which pins are used to supply power on a standard category 5 cable when connecting an IP Phone to an In-Line Power 10/100-line card in a Catalyst 6000 switch. What will your reply be?

A. 1,2,3,6
B. 4,5,6,7
C. 0,1,2,3,4,5,6
D. 4,5,7,8
E. 1,2,3,4
F. 1-10, 15-20

Answer: A

QUESTION 44
To which IP Telephony Layer does a Switch belong to?

A. Clients
B. Call Processing
C. Infrastructure
D. Applications
E. Voice
F. Router

Answer: C

QUESTION 45
Which of the following statements regarding Call Preservation is valid?

A. Call preservation is based on call signaling and call connections.
B. If communications between devices is unaffected, the RTP streaming sessions cannot be preserved.
C. Cisco CallManagers in a cluster use Physical Layer links to establish calls between devices registered to different CallManager servers.
D. Cisco CallManagers in a cluster use Signal Distribution Layer links to establish calls between devices registered to different CallManager servers.
E. The affected calls cannot be controlled by the CallManager cluster , if an error occurs that affects the signaling path, which is controlled by a CallManager server.
F. The RTP streaming sessions can still be preserved, provided communication between devices are unaffected.

Answer: A, D, E, F

QUESTION 46
Is the following true or false? A gatekeeper device, the Cisco Multimedia Conference Manager (MCM), provides call admission control for distributed call processing systems.

A. True
B. False

Answer: A

QUESTION 47
What are the three Cisco recommended methods for connecting an IP Phone into the network?

A. Use of the IP Phone as a stand alone device
B. Connect the workstation and the IP Phone into two different ports on the switch.
C. Running the IP Soft Phone JTAPI application on the workstation.
D. Directly connecting the IP Phone into the PABX
E. Connect the IP Phone into the switch and directly connecting the workstation into the switched Ethernet port on the back of the IP Phone.

Answer: B, C, E

QUESTION 48
What is the bandwidth that the Gatekeeper allocates per call when requested by CallManager to place a call across the WAN using G.711? NB: An IOS Gatekeeper provides Call Admission Control (CAC) across Inter-Cluster links.

A. 128 kbps
B. 64 kbps
C. 80 kbps
D. 24 kbps
E. 8 kbps
F. 256 kbps

Answer: A

QUESTION 49
The newly appointed Certkiller trainee technician wants to know what the Cisco Call Manager cluster recommendation to support up to 5,000 users is. What will your reply be?

A. 7
B. 4
C. 2
D. 3
E. 1

Answer: B

QUESTION 50
Which of the following statements regarding Voice VLANs are valid? (Choose all that apply.)

A. The new Voice VLAN is also known as the Auxiliary VLAN.
B. If a switch port has been configured with an Auxiliary VLAN, the attached IP Phone will belong to this Voice VLAN, whereas an attached PC on the same switch port will belong to the default Data VLAN.
C. If a switch port has been configured with an Auxiliary VLAN, both the attached IP Phone and PC will both belong to this Voice VLAN.
D. An IP Phone talks to the attached switch via CDP when powering up. The switch will then provide the IP Phone it's VLAN information.
E. If both IP Phone and PC are attached on the same switch port they will always belong to the same VLAN
F. An IP Phone will always belong to the default Data VLAN, regardless of whether an Auxiliary VLAN has been configured on this port or not.

Answer: A, B, D

QUESTION 51
What is the consequence of entering the following key sequence on a 7960 IP Phone: **#

A. The phone will lose power.
B. The phone will perform a local reset.
C. The phone will allow changes to be made to the Network Configuration options.
D. The phone will erase its local configuration.
E. The phone will check for Voice Mail Messages.
F. The phone will initiate last number re-dial.

Answer: C

QUESTION 52
Is the following true or false? Only one of the three available power options, Inline Power, External Power Patch Panel and Wall Power, can be used at the same time to provide power to an IP Phone.

A. True
B. False

Answer: B

QUESTION 53
Which of the following Cisco components forms an integral part of the Cisco IP Communications system that enables emergency agencies to identify the location of 911 callers?

A. IP Contact Centre
B. Customer Response Application
C. Unity

D. Emergency Responder
E. Conference Connection
F. IP SoftPhone

Answer: D

QUESTION 54
Which Cisco CallManager model that has the following specifications:
1 GHz Pentium III Processor
1 GB Error Correcting SDRAM
Dual 18.2 GB Ultra3 Hot Swap SCSI Hard Drives
Redundant Hot Swap Power Supplies
Hardware RAID Controller

A. MCS-7822
B. MCS-7835-1000
C. MCS-7845-1400
D. MCS-7825-1133
E. MCS-7815-1000
F. MCS-7830

Answer: B

QUESTION 55
Which of the following System parameter changes will necessitate a restart of Cisco CallManager?
(Choose all that apply.)

A. CallManager Server IP Address
B. New Route Group
C. TCP port settings for the Cisco CallManager server
D. Auto-Registration Partition
E. External phone number mask

Answer: A, C, D, E

QUESTION 56
Which of the following statements regarding the way in which IP Phones obtain IP Addresses and access the TFTP server is valid? (Choose all that apply.)

A. IP Phones can be statically configured with an IP Address.
B. DHCP Options 066 and 150 must be used simultaneously to ensure IP Phones receive the TFTP server address correctly.
C. IP Phones can be statically configured with the address of the TFTP Server.
D. DHCP Options 066 and 150 must not be used simultaneously. Use either option 150 or option 066 to allow the IP Phones to receive the address of the TFTP server.
E. IP Phones cannot be statically configured with the address of the TFTP Server.

Answer: A, C, D

QUESTION 57
What is the WAN link percentage limitation when configuring the maximum bandwidth for a zone?

A. 30%
B. 50%
C. 40%
D. 75%
E. 10%
F. 100%

Answer: D

QUESTION 58
The newly appointed Certkiller trainee technician wants to know which of the following is the protocol that is used between an IP Phone or Gateway when registering with CallManager. What will your reply be?

A. TCP
B. MGCP
C. Skinny
D. H.323
E. Not so stubby
F. UDP

Answer: C

QUESTION 59
Which of the following statements regarding Publishers and Subscribers is valid? (Choose all that apply.)

A. A Publisher is a Read-Write database
B. A Subscriber is a Read-Write database
C. A Publisher is a Read-Only database
D. A Subscriber is a Read-Only database
E. Both Publisher and Subscriber databases are Read-Write
F. Both Publisher and Subscriber databases are Read-Only

Answer: A, D

QUESTION 60
Which of the following is the correct sequence that should be followed to configure CMI correctly on CallManager?

A. Install CMI Service

Configure a CallManager server
Add the CMI Service to a CallManager server
Configure the CMI Service parameters
B. Install CMI Service
Configure a CallManager server
Configure the CMI Service parameters
Add the CMI Service to a CallManager server
C. Configure a CallManager server
Configure the CMI Service parameters
Add the CMI Service to a CallManager server
Install CMI Service
D. Install CMI Service
Configure the CMI Service parameters
Add the CMI Service to a CallManager server
Configure a CallManager server

Answer: A

QUESTION 61
Which of the following statements regarding Restarting and Resetting IP Phones are valid? (Choose all that apply.)

A. Restarting a device restarts it without performing a complete shutdown.
B. Restarting a device restarts it by performing a complete shutdown and then bringing it back up.
C. Resetting a device resets it by performing a complete shutdown and then bringing it back up.
D. Resetting a device resets it without performing a complete shutdown.
E. Restarting and resetting a device are the same action.
F. There is no such action as Resetting only Restarting a device.

Answer: A, C

QUESTION 62
The newly appointed Certkiller trainee technician wants to know which of the following IP Phones offers a full-featured, IP-based, full duplex hands-free conference station for use in small to medium sized conference rooms. What will your reply be?

A. 7935
B. 7910
C. 7960
D. 7914
E. 7940

Answer: A

QUESTION 63
Which of the following describes a virtual device that can receive multiple, simultaneous calls for

application-controlled redirection?

A. Route Pattern
B. Route Group
C. Media Resource Group
D. CTI Route Point
E. Gateway
F. IVR

Answer: D

QUESTION 64
Partitions and Calling Search Spaces are designed to address which types of problems?

A. Routing by geographical location
B. Routing by tenant
C. Routing by gateway
D. Routing by class of user
E. Routing by IP address

Answer: A, B, D

QUESTION 65
The configuration of Cisco IP Phone Services is permitted by which CallManager Administration menu?

A. System
B. Route Plan
C. Service
D. Feature
E. User
F. Application

Answer: D

QUESTION 66
What is the unabbreviated CatOS command on a Catalyst 6000 switch that you would use to view the In Line Power status on port 2/15?

Answer: show port inlinepower 2/15

QUESTION 67
What is the correct sequence to follow when configuring CallManager?

A. Services/Devices, Route Plan, Gateways, System
B. System, Services/Devices, Route Plan, Gateways
C. System, Route Plan, Services/Device, Gateways

D. System, Gateways, Route Plan, Services/Devices
E. Services/Devices, System, Route Plan, Gateways
F. There is no recommendation concerning the flow of configuring CallManager.

Answer: D

QUESTION 68
When using the Cisco Multi Site WAN Distributed Call Processing Deployment model, a H.323 gatekeeper achieves CAC (Call Admission Control) by limiting the number of incoming and outgoing calls of specified zones. If you are already in Gatekeeper configuration mode what is the unabbreviated IOS command on the Gatekeeper that you would use to assign a CallManager with the IP Address of 192.168.1.1 to zone 1?

Answer: zone subnet zone1 192.168.1.1/32 enable

QUESTION 69
What is the maximum number of users that triggers the recommendation by Cisco to install a CallManager at a remote site in a Cisco Centralized Call Processing deployment model environment?

A. CallManagers are never installed at remote branch offices.
B. 5
C. 10
D. 20
E. 50
F. 100

Answer: D

QUESTION 70
Disconnect Supervision is a device requirement for the support of Call Preservation. Which of the following statements regarding Disconnect Supervision is valid? (Choose all that apply.)

A. End User Release Disconnect Supervision is where the device can detect when the user of the connection has hung up.
B. Timed Disconnect Supervision is where the device can detect when the user of the connection has hung up.
C. End User Release Disconnect Supervision is used by devices when there is no end-user that has the ability to initiate the release of the connection.
D. Timed Disconnect Supervision is used by devices when there is no end-user that has the ability to initiate the release of the connection.
E. Media Streaming Failure (MSF) Disconnect Supervision is achieved by reacting to an "ICMP" port not reachable, received as a result of transmitting media packets.
F. MSF stands for Multi Streaming Facility

Answer: A, D, E

QUESTION 71

What are the primary forms of intra-cluster communications? (Choose all that apply.)

A. IP Phone, gateway and DSP resource registration
B. Call Admission Control requests
C. SQL database configuration information
D. Digit Analysis
E. Routing updates

Answer: A, C

QUESTION 72

The newly appointed Certkiller trainee technician wants to know which type of Gateway have all dial plan information configured internally. What will your reply be?

A. Not so stubby
B. H.323
C. MGCP
D. Skinny
E. VG200

Answer: B

QUESTION 73

What is the name of the value that each IP telephony device is allocated, that you would use to determine the overall number of devices a CallManager can support?

A. user
B. size
C. weight
D. capacity
E. resource

Answer: C

QUESTION 74

What will happen to a PC's Ethernet connection if it is connected to the network via a 7960 IP Phone and the IP Phone loses power?

A. The PC will loose its connection to the network
B. The PC retains it's Ethernet connection
C. The PC will loose power
D. The PC must be rebooted to re-connect to the network
E. The PC is unable to connect to the network via a 7960 IP Phone

Answer: A

QUESTION 75
What are the methods available to supply power to IP Phones?

A. Inline Power
B. No Power
C. External Power Patch Panel
D. Wall Power
E. Battery Power
F. Power from the attached PC

Answer: A, C, D

QUESTION 76
Which of the following software functions is provided by Cisco IP Voice Media Streamer Application?

A. Software Conference Bridge
B. Software H.323 Gateway
C. Software Media Termination Point
D. Software Group Pickup
E. Music On-Hold
F. Software Transcoding

Answer: A, C, E

QUESTION 77
Which of the following statements regarding IP Phones and TFTP is valid? (Choose all that apply.)

A. A TFTP server address cannot be statically configured on an IP Phone.
B. A statically configured TFTP server address on an IP Phone has the ability to override a TFTP server address sent by a DHCP server.
C. A TFTP server address can be statically configured on an IP Phone.
D. If the device receives the Cisco CallManager name, it resolves the name using DNS and opens a Cisco CallManager connection.
E. A device cannot use the default server name if it did not receive an IP address or name.
F. A device will use the default server name if it did not receive an IP address or name.

Answer: B, C, D, F

QUESTION 78
Is the following true or false? Shared media is supported to the desktop in an IP Telephony Environment.

A. True
B. False

Answer: B

QUESTION 79
Which of the following is the Cisco IP Phone that is capable of only the single line?

A. 7960
B. 12 SP+
C. 7910
D. 30 VIP
E. Soft Phone

Answer: C

QUESTION 80
Is the following true or false? The Catalyst 6000, 5000, 4000 and 3500 switches all have the capability to re-classify CoS at layer 2.

A. True
B. False

Answer: A

QUESTION 81
Is the following true or false? Locations provide Call Admission Control (CAC) in a Cisco Multi Site WAN Centralized Call Processing Deployment model environment.

A. True
B. False

Answer: A

QUESTION 82
The newly appointed Certkiller trainee technician wants to know what the primary function of CallManager is. What will your reply be?

A. Directory Services
B. Supplementary Services
C. Call Processing
D. Layer 3 Switching
E. Routing
F. Voice Messaging
G. None of the above

Answer: C

QUESTION 83
Which of the following are the device requirements for supporting call preservation? (Choose all that

apply.)

A. Active Connection Maintenance
B. Call Admission Control
C. Intracluster Communication
D. Disconnect Supervision
E. Switchover Algorithm
F. Skinny Registration

Answer: A, D, E

QUESTION 84
Is the following true or false? Conferencing and Transcoding resources can be utilized across multiple CallManagers within a cluster and are considered to be shared resources.

A. False
B. True

Answer: B

QUESTION 85
An IP Phone can be assigned a list of CallManagers with which to register within a cluster. How many CallManagers can be included in this specific list?

A. 1
B. 3
C. 5
D. 10
E. 100

Answer: B

QUESTION 86
Which of the following statements regarding Phone Button Templates are valid?

A. Phone Button Templates permits the re-assignment of buttons to suit the users' environment.
B. Phone Button Templates must be based on an existing template.
C. The Phone Button Template menu is found under "Devices > Phone Button Template"
D. IP Phones should have at least one Speed Dial Button defined.
E. IP Phones should have at least one Line Button defined.
F. The Phone Button Template menu is found under "Devices > Phone > Button Template"

Answer: A, B, E
Not C: The Phone Button Template menu is found under Device > Device Settings

---

QUESTION 87
Is the following true or false? It is unnecessary to define a DHCP Scope on the DHCP Server to permit IP
Phones to obtain an IP Address, as long as the IP Phones have the address of the TFTP Server.
A. False
B. True

Answer: A

QUESTION 88
The newly appointed Certkiller trainee technician wants to know which of the following connection types
are used to connect two Cisco CallManagers in remote clusters. What will your reply be?

A. H.225 Intercluster Trunk
B. H.323 Intracluster Trunk
C. H.323 Gatekeeper
D. H.323 Intercluster Trunk
E. H.225 Intracluster Trunk
F. None of the Above

Answer: D

QUESTION 89
What will be the consequence of an eleventh call being placed across the WAN when Call Admission
Control is being used in the network when a WAN link has been established between two sites with
sufficient bandwidth to carry ten voice calls between the two locations?

A. The first ten calls will be terminated to permit the eleventh call.
B. The tenth call will be terminated to permit the eleventh call.
C. The eleventh call will not be allowed.
D. The eleventh call will be allowed and will cause poor quality for all the calls.
E. All calls will be terminated and the network will have to back off for a pre-determined time until calls
can be placed again.

Answer: C

QUESTION 90
The newly appointed Certkiller trainee technician wants to know which protocol is used to maintain the
active session with each configured CallManager, when an IP Phone receives its configuration file with a
list of prioritized CallManagers. What will your reply be?

A. Skinny
B. MGCP
C. TCP
D. Not so stubby
E. UDP
F. H.323

Answer: C

QUESTION 91
The newly appointed Certkiller trainee technician wants to know which pins are used to supply power on a standard category 5 cable when connecting an IP Phone to an External Power Patch Panel. What will your reply be?

A. 1,2,3,6
B. 4,5,6,7
C. 4,5,7,8
D. 1-10, 15-20
E. None of the Above

Answer: C

QUESTION 92
What is the correct syntax that you will advice the Certkiller trainee technician to use when assigning an Auxiliary Voice VLAN 200 to switch port 3/2 on a Catalyst 6509 switch?

A. set port auxiliaryvlan 200 3/2
B. set auxiliary vlan 3/2 200
C. set port vlan 200 3/2
D. set port auxiliaryvlan 3/2 200
E. set port auxiliary vlan 3/2 200
F. none of the above

Answer: D

QUESTION 93
Quality of Service classification at Layer 3 is also referred to as:

A. CoS
B. MOS
C. BOSS
D. ToS
E. QoS

Answer: D

QUESTION 94
Is the following true or false? Delay refers to the time it takes a packet to reach the receiving endpoint after being transmitted from the sending endpoint.

A. True
B. False

Answer: A

QUESTION 95
Which of the following devices provide CAC (Call Admission Control) in a Cisco Multi Site WAN
Distributed Call Processing environment?

A. Cisco Call Manager
B. NT Server
C. VG200
D. Gatekeeper
E. Switch

Answer: D

QUESTION 96
Which of the following audio codec uses less than 15 kbps? (Choose all that apply.)

A. G723
B. G728
C. G729
D. G711

Answer: A, C

QUESTION 97
The newly appointed Certkiller trainee technician wants to know what the core requirements in a CCM
deployment are. What will your reply be? (Choose all that apply.)

A. call survivability
B. CCM redundancy
C. trans coding services
D. supplementary services
E. all of the above

Answer: A, B, D

QUESTION 98
Which protocol will you recommend to a Certkiller customer who is migrating from a centralized multisite
deployment model to a distributed model, but who wants the flexibility of having a gateway register
with either a CCM or gatekeeper.

A. SMDI
B. H.323
C. Not so stubby
D. MGCP

E. Skinny

Answer: B

QUESTION 99
The newly appointed Certkiller trainee technician wants to know what the default CoS that Cisco 7940 assigns to all voice packets is. What will your reply be?

A. 5
B. 6
C. 10
D. 12

Answer: A

QUESTION 100
Which of the following are the default Soft key Templates? (Choose all that apply.)

A. Standard user
B. Standard subscriber
C. Standard IPMA Manager
D. Standard IP Manager Assistant
E. All of the above

Answer: A, C, D

QUESTION 101
When an phone contacts the TFTP server, what is the maximum number of CCM server in a file that is downloading to a Cisco IP Phone?

A. 1
B. 2
C. 3
D. 4

Answer: C

QUESTION 102
In which file will you be able to locate the firmware version information in the Device Defaults configuration page?

A. Source
B. Version
C. Firmware
D. Load Information

Answer: D

QUESTION 103
Which of the following statements best describes the relationship between Media Resource Groups (MRGs) and Media Resource Group Lists (MRGLs)?

A. Media resources are placed in MRGLs, and MRGLs are prioritized in MRGs.
B. MRGs are assigned to media resources, and MRGLs are assigned to specific devices.
C. Media resources are placed in MRGs, and MRGs are prioritized in MRGLs.
D. MRGs are assigned to specific devices, and MRGLs are assigned to media resources.
E. None of the above.

Answer: C

QUESTION 104
The Class of Service utilizing partitions and CSS is a way to restrict or allow devices access to which of the following: (Choose all that apply.)

A. Gateways
B. IP Phones
C. Route patterns
D. Local PSTN
E. Gatekeepers
F. Directory numbers

Answer: C, F

QUESTION 105
Which CallManager dial plan architecture component can be assigned to a partition?

A. Route List
B. Route Path
C. Route Pattern
D. Route Point
E. Trunk Group
F. Route Group

Answer: C

QUESTION 106
To what does an Automated Attendant pilot, which is a directory number, point to?

A. Voice mail
B. A specific device
C. A hunt group

D. A specific shared line

Answer: C

QUESTION 107
Which of the following services must be activated and running on the CCM to enable Cisco Attendant
Console?

A. Cisco RIS Data Collector
B. Cisco Telephony Call Dispatcher
C. Cisco CTIManager
D. Cisco IP Voice Media Streaming App
E. All of the above

Answer: B
Make sure that the Cisco Telephony Call Dispatcher (TCD) service activates and runs on all servers that
run the Cisco CallManager service.
*Step # 5 in the Cisco CallManager Attendant Console Configuration Checklist
Cisco CallManager Attendant Console Administration Guide, Release 1.2(1), page 3

QUESTION 108
The newly appointed Certkiller trainee technician wants to know which codec is supported by the IP
Voice Media Streaming Application for conferencing. What will your reply be?

A. GSM
B. G.711
C. G.723
D. G.729

Answer: B

QUESTION 109
What will an endpoint do when an H.323 endpoint requires a change to a higher bit rate codec during a
call?

A. Send a Bandwidth Reject (BRJ) to the gatekeeper.
B. Send a Bandwidth Interrupt (BRI) to the gatekeeper.
C. Send a Bandwidth Request (BRQ) to the gatekeeper.
D. Send a Disengage Request (DRQ) to the gatekeeper.
E. Send a Change Codec Request (CCR) to the gatekeeper.

Answer: C

QUESTION 110
What are the formats in which IP Voice Media Streaming Application can stream Music on Hold?
(Choose all that apply.)

A. G.711
B. Wideband
C. G.723
D. G.729
E. All of the above.

Answer: A, B, D
The music on hold server also supports one fixed input source. The system supports the following codecs:
G.711a-law/mu-law, G.729a, and wideband.
*page 4-17, Cisco CallManager Features and Services Guide

QUESTION 111
Which button should users press to see the weather advisories on their phones if weather advisories have been made available to subscribers?

A. applet
B. services
C. advisory
D. directory

Answer: B

QUESTION 112
The newly appointed Certkiller trainee technician wants to know which CCM feature permits users to answer incoming calls that are directed to a directory number other than their own. What will your reply be?

A. Call Answer
B. Group Pickup
C. Call Pickup
D. Group Answer

Answer: C

QUESTION 113
Why might a user find it necessary to log on to the CCM server?

A. To activate the directory path.
B. To check the activity of the phone directory.
C. To activate the phone extension.
D. To customize the phone options.
E. To indicate presence at the phone.

Answer: D

Users do not have to activate phones, however they can logon to CCMUser on the Call Manager & customize their phone settings.

QUESTION 114
The newly appointed Certkiller trainee technician wants to know what the default Message Waiting Lamp system policy is. What will your reply be?

A. Never light
B. Always light
C. Use System Policy
D. Use Group Policy
E. All of the above

Answer: C

QUESTION 115
What would you advice the Certkiller trainee technician to do first when attempting to enable Portuguese menus and buttons on their phones when located in Brazil?

A. Download the Portuguese locale files from the Cisco website.
B. Create the directory stub \Port\Brazil on the CCM server in the Java directory tree.
C. Download the International locale files from the Cisco website.
D. Unpack the International locale files included on the distribution CD-ROM.

Answer: B

QUESTION 116
Which of the following will restrict destination numbers when a user chooses call forwarding?

A. The department ID of the caller.
B. The original destination number.
C. The device pool of the original destination phone.
D. The calling search space.
E. None of the above.

Answer: D

QUESTION 117
The newly appointed Certkiller trainee technician wants to know what a phone must support to enable the use of extension mobility. What will your reply be?

A. xml
B. html
C. cti
D. perl
E. java

Answer: A
Cisco CallManager Extension Mobility (an XML-based authentication feature) is comprised of the Cisco
CallManager Extension Mobility application and the Cisco CallManager Extension Mobility service.
*page 1-2, Cisco CallManager Features and Services Guide

QUESTION 118
What function does the dial plan perform when using a gatekeeper?

A. The dial plan issues instructions to the gatekeeper to reallocate bandwidth.
B. The dial plan allows devices to find the correct gatekeeper.
C. The dial plan determines the action to be taken when a call is rejected by the gatekeeper.
D. The dial plan controls the amount of bandwidth to request from the gatekeeper.

Answer: C

QUESTION 119
Certkiller .com just installed CCM to replace their entire corporate phone system. The CEO entered his
home phone as a speed dial, 9483329. However the phone call is not going through.
What is the most likely cause?

A. The number has been corrupted in the memory of the phone.
B. The CEO has not been added to the user directory so speed dial is not available.
C. The administrator neglected to add the CEO to the user directory.
D. The number is outside the corporate network and needs to be preceded by the PSTN access code.
E. The CCM is only responding to the first 4 digits of the number and is attempting to make a call within
the network.

Answer: D

QUESTION 120
Which of the following web pages can be used to configure fast dial?

A. Web Services
B. Directory Services
C. Administrator Services
D. Personal Directory
E. All of the above

Answer: D
There is no Administrator Services web page. Fast Dial is configured as part of a user's
Personal Directory.

QUESTION 121
Which of the following can function as a media termination point?

A. Hardware transcoder
B. Music on hold server
C. Software conference bridge
D. Hardware conference bridge

Answer: A

QUESTION 122
Why is adding users to the CCM directory important?

A. Different tool rates can be assessed if you add the users to the directory.
B. Better routing decisions can be made if you add the user to the directory.
C. The phone is not usable unless users are added and associated with a phone.
D. The users will not be able to use directory services until they are added to the directory.

Answer: A
The correct answer is definitely not C, it is probably A.
Phones do not have to be associated with users. Phones in Call Manager can very well not be associated with any users. Anyone who thinks C is the correct answer has never worked with Call Manager.

QUESTION 123
You are a CCM administrator at Certkiller . You want to configure the maximum bandwidth allowed for voice calls.
Where can you do this?

A. CCM and Gatekeeper
B. VG200 and Gatekeeper
C. CCM and H.323 gateway
D. Intercluster trunk gateway

Answer: A
Bandwidth is controlled with Locations in CCM & with H.323 Gatekeepers, not H.323 Gateways.

QUESTION 124
What can call oversubscription cause if you do not have call admission control?

A. Echo
B. Call drop
C. Talk back
D. Voice packet loss
E. Call processing delay

Answer: D
An additional contributor to packet loss in campus networks is TX buffer congestion. Transmit buffer congestion can happen if a rate change occurs or if many interfaces are aggregated into a single uplink,

resulting in an oversubscription of the uplink's capacity to buffer packets.
Page 3-2, Cisco AVVID Network Infrastructure Enterprise Quality of Service Design

---

QUESTION 125
You are a CCM administrator at Certkiller . Your newly appointed Certkiller trainee wants to know what the requirement for implementing Call Park in a CCM cluster is.
What will your reply be?

A. Each IP phone must subscribe to the Call Park service.
B. Each CCM must have a unique Call Park number/range.
C. A PSTN gateway must be selected to act as the endpoint for Call Park.
D. An access password must be configured for the Call Park number/bridge.

Answer: B

QUESTION 126
You are a CCM administrator at Certkiller . You want to add a service to a Certkiller user's phone.
Which CCM Administration page should you use?

A. User Profile
B. User Information
C. Phone Configuration
D. Directory Number Configuration
E. Cisco IP Phone Services Configuration

Answer: C
Phone services are subscribed to in the Phone configuration page, not the User configuration page. Services are associated with phones, not users.

QUESTION 127
Under which condition will Cisco Emergency Responder absolutely not be needed in a single site implementation?

A. With stationary IP phones
B. With shared line appearances
C. In a 30 employee company using SoftPhone
D. When IP phones are attached to Catalyst switches

Answer: A

QUESTION 128
You are a network administrator at Certkiller . Every help desk employee's phone at Certkiller has a single 800 number on line 3. Your newly appointed Certkiller trainee wants to know what this is called.
What will your reply be?

A. Multiple line instance

B. Shared line appearance
C. Shared extension instance
D. Shared instance appearance

Answer: B

QUESTION 129
You are a network administrator at Certkiller . You are configuring SRST. You issue the ip sourceaddress <ip address>[port<port #>] command.
What does this command do?

A. It enables the router to receive SIP messages on the specified port.
B. It enables the router to receive H.323 messages on the specified port.
C. It enables the router to receive MGCP messages on the specified port.
D. It enables the router to receive skinny messages on the specified port.

Answer: D

QUESTION 130
You are a network administrator at Certkiller . The Certkiller network supports 10,000 device units. You want to deploy 2:1 CCM redundancy on the Certkiller network.
How many dedicated backup servers would you require?

A. 1
B. 2
C. 3
D. 4
E. 5

Answer: B

QUESTION 131
The multinational corporation Certkiller has large compuses in the US, Guatemala, and Singapore. There are about 15,000 phones at each location. A call pattern survey discovers that almost all calls are intrasite.
Which is the most appropriate deployment option for Certkiller ?

A. Single site deployment with connections to the PSTN.
B. Distributed call processing with an improved WAN infrastructure.
C. Single site deployment with clusters connected via infrastructure trunks.
D. Centralized call processing with one location chosen as the call processing center.

Answer: B

QUESTION 132
You are a network administrator at Certkiller . You want to upgrade the publisher database server to

CCM 3.3.
What additional task are you required to perform?

A. Manually format the hard drive.
B. Replicate the database from the subscriber.
C. Perform a complete re-image of the server.
D. Remove the server's account from the domain.

Answer: D
You must perform the following tasks on all servers at the same time:
1. Remove the System From the NT Domain or Microsoft Active Directory Domain and Reboot the
Server (Required, If Configured)
*Page 20, Upgrading Cisco CallManager Release 3.3(4)

QUESTION 133
Which of the following files support the resolution of a CCM server's NetBIOS name?

A. DNS
B. nbhosts
C. lmhosts
D. RADIUS
E. NetBIOSMap

Answer: C

QUESTION 134
You are a CCM administrator at Certkiller . Your newly appointed Certkiller trainee wants to know how
the runtime information regarding registered devices is propagated from one CCM server to another.
What will your reply be?

A. Each CCM server establishes an SDL link to all the other CCM servers in the cluster to propagate
runtime information.
B. One server becomes the designated distributor and is responsible for distributing runtime information to
all the cluster members.
C. Each CCM server in the cluster sends IP Multicast messages to the other CCM servers in the cluster
reporting current runtime information such as registered devices.
D. Each CCM server establishes an SDL link to the publisher.
All runtime information from the subscribers is passed up to the publisher, which then replicates the data
back to the subscribers.

Answer: D

QUESTION 135
Once CCM is installed on a server, which operations do you need to be perform? (Choose two)

A. Delete the installation folder.

B. Stop all unnecessary services.
C. Create a SQL database for IP phones.
D. Change the password for the CCM account.

Answer: B, D

QUESTION 136
You are a network administrator at Certkiller . Certkiller mandates a single-cluster over the WAN design for the CCM deployment. Your newly appointed Certkiller trainee wants to know what the maximum number of primary CCM servers in this diagram is.
What will your reply be?

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

Answer: B

QUESTION 137
You are a CCM administrator at Certkiller . Your newly appointed Certkiller trainee wants to know what the maximum number of phones that are supported under SRST running on a Cisco 7200 series router is.
What will your reply be?

A. 480
B. 580
C. 680
D. 720
E. Unlimited

Answer: A

QUESTION 138
You are a CCM administrator at Certkiller . Your newly appointed Certkiller trainee wants to know what the purpose of the TCD service is.
What will your reply be?

A. Analyzer hunt group usage patterns for better call allocation.
B. Provides registration services for phones being used in hunt groups.
C. Provides state communication between CCM servers and attendant consoles.
D. Determines overall call agent performance for higher agent satisfaction levels.

Answer: C

QUESTION 139
You are a CCM administrator at Certkiller . Your newly appointed Certkiller trainee wants to know what the maximum number of CCM subscribers that are allowed in a cluster is.
What will your reply be?

A. 2
B. 4
C. 6
D. 8
E. 9

Answer: C

QUESTION 140
You are a CCM administrator at Certkiller . You want to route calls from one Certkiller site over the WAN to another site. Your user community dials a full long distance number, but you want to only route the dive digit extension.
Which of the following is the most effective solution?

A. Change the full long distance number to only five digits using a route filter with a called party transformation mask.
B. Change the full long distance number to only five digits using a route filter with a calling party transformation mask.
C. Change the full long distance number to only five digits using a translation pattern with a calling party transformation mask.
D. Change the full long distance number to only five digits using a translation pattern with a called party transformation mask.

Answer: D

QUESTION 141
You are a CCM administrator at Certkiller . Your newly appointed Certkiller trainee wants to know what a route group is.
What will your reply be?

A. It is a logical grouping of route lists.
B. It is a logical grouping of route filters.
C. It is a logical grouping of route patterns.
D. It is a logical grouping of device gateways.

Answer: D

QUESTION 142
You are a CCM administrator at Certkiller . The Certkiller network has a called party digit string of 9592790. The called party digit string matches a Translation Pattern. The Translation Pattern has a called party transformation mask of 88xxx00. Your newly appointed Certkiller trainee wants to know

what the transformed called party result should be.
What will your reply be?

A. 8592790
B. 95xxx90
C. 9592700
D. 8892700

Answer: D

QUESTION 143
Which of the following are typically placed in a CCM partition?

A. IP phone only
B. Route pattern only
C. Calling search space only
D. IP phone and Calling search space
E. Route pattern and Directory number

Answer: E

QUESTION 144
Which of the following is a valid use of a calling partition?

A. Ensuring 911 is routed to the correct PSTN gateway.
B. Ensuring that all voice mail is stored in the same physical drive.
C. Ensuring administrative authority is limited to a single CCM server.
D. Ensuring only designated partitions of a dialed number is parsed by the route filter.

Answer: A

QUESTION 145
Your newly appointed Certkiller trainee wants to know at what the preferred method of endpoint location when deploying E-911 services is.
What will your reply be?

A. CAM table
B. Locatable IP address assignment
C. Port scan with sticky assignment
D. MAC address discovery using CDP

Answer: D

QUESTION 146
You are a CCM administrator at Certkiller . Your newly appointed Certkiller trainee wants to know what will happen if a phone has a calling search space and the line on that phone also has a calling search

space.
What will your reply be?

A. CCM will use both calling search spaces.
B. CCM will use the line calling search space only.
C. CCM will use the device calling search space only.
D. The administrator will receive an error when trying to configure a calling search space on both the phone and the line.

Answer: B

QUESTION 147
You are a network administrator at Certkiller . Your newly appointed Certkiller trainee wants to know at what must users have when installing the Cisco IP SoftPhone application.
What will your reply be?

A. A User ID, a password, the MAC address of their PC.
B. A User ID, a password, and an IP address of the CCM.
C. A User ID, a password, and the IP address of the phone.
D. A User ID, a password, and the MAC address of the phone.

Answer: B

QUESTION 148
You are a CCM administrator at Certkiller . You have configured your CCM to use the Predot 10-10 Dialing Digit discard instruction with the route pattern "9.@". Your newly appointed Certkiller trainee wants to know at what is sent to the gateway device when a user dials 910102881214949215.
What will your reply be?

A. 12149492215
B. 28812149492215
C. 101028812149492215
D. 91010298812149492215

Answer: A

QUESTION 149
You are a CCM administrator at Certkiller . You want to check CCM routing decisions.
What is the graphic used to display a decision flow showing all possible routing choices?

A. call flow
B. call decision tree
C. call decision profile
D. call routing summary

Answer: B

QUESTION 150
Which of the following route filter tags support 01 1 33 123456#?

A. TRANSIT-NETWORK
B. INTERNATIONAL-ACCESS
C. INTERNATIONAL OPERATOR
D. TRANSIT-NETWORK-ESCAPE

Answer: B

QUESTION 151
What is a route list?

A. A collection of dial plans
B. A collection of access lists
C. A collection of device pools
D. A collection of route groups

Answer: D

QUESTION 152
Which of the following can be assigned to a partition? (Choose three)

A. Gateway
B. Route pattern
C. Directory number
D. Translation pattern

Answer: B, C, D

QUESTION 153
You are a CCM administrator at Certkiller . You want to check if there is an overlaps in the route patterns.
Which CCM feature would you use?

A. Route Plan Report
B. Translation Plan Report
C. Route Plan Detail Report
D. Route and Translation Report

Answer: A

QUESTION 154
You are a CCM administrator at Certkiller . You need to route the following destinations:
1111

1311
1711
1722
1922
Which route pattern routes would you use?

A. 1[12579]XX
B. 1[1379][12]X
C. 1[1-69][23][12]
D. 1[^24568][^12]X

Answer: B

QUESTION 155
Which of the following are types of analog voice gateways?

A. CO Gateways only
B. CO and CAS Gateways
C. CCS and Trunk Gateways
D. Trunk and Station Gateways
E. CAS and Station Gateways

Answer: D

QUESTION 156
You are a network administrator at Certkiller . You want to configure the Catalyst 3524 switch to trust the CoS of the device attached to the Cisco 7060 IP phone.
What command would you use?

A. set port priority extend trust
B. switchport priority extend trust
C. set port co 2/1 trust-ext trust-cos
D. switchport cos 2/1 trust-ext trust-cos

Answer: B

QUESTION 157
You are a network administrator at Certkiller . You want to keep your IP telephony network form failing if the IP phones lose connectivity with the DNS server.
What should you do?

A. Nothing, DNS is required.
B. Configure the TFTP server as a WINS server.
C. Rename the Cisco CCM server name to its IP address.
D. Configure the IP phones to use WINS as a backup to DNS.

Answer: C

QUESTION 158
You are a CCM administrator at Certkiller . You want Certkiller users to be able to use the extension mobility feature.
What do you need to configure?

A. User Profiles
B. The CTI Port
C. Device Profiles
D. The CTI Route Point

Answer: C
Device Profiles are created for EM, not User Profiles.)

QUESTION 159
You are a network administrator at Certkiller . Your newly appointed Certkiller trainee wants to know at what point during the boot process the IP phone tries to resolve CCM server name via DNS.
What will your reply be?

A. After the DHCP acknowledgment.
B. Just before the DHCP acknowledgment.
C. After the TFTP server serves the configuration file.
D. Before the TFTP server serves the configuration file.

Answer: C

QUESTION 160
You are a network administrator at Certkiller . The Certkiller network has a 7060 IP phone that is drawing power from a Catalyst 6000 series switch. Your newly appointed Certkiller trainee wants to know what the power requirements for this phone are.
What will your reply be?

A. -48 volts, 7 watts
B. -15 volts, 5 watts
C. 15 volts, 5 watts
D. 15 volts, 7 watts
E. 48 volts, 7 watts

Answer: E

QUESTION 161
You are a CCM administrator at Certkiller . You want to add a new phone to the CCM database.
How would you accomplish this? (Choose two)

A. Use auto registration.
B. Import the phones using BAT.
C. Import the phones using CDR add.
D. Add a row via SQL Query Analyzer.

Answer: A, B

QUESTION 162
You are a CCM administrator at Certkiller . You notice that devices are not auto-registering with the correct CCM server. You want to verify that the correct device pool has been configured.
What should you check?

A. The Default Device
B. The Auto-registration
C. The DHCP Server field
D. The TFTP Server field

Answer: B
Note: Uncertainty.
Answer A is not correct, there is no such thing as "The Default Device". The correct answer may be B, or if A gave the option of "The Default Device Pool" that would be the most correct answer.

QUESTION 163
You are the network administrator at Certkiller . You want to configure VLAN 3 to be used for voice in CatOS.
Which command should you use?

A. set voice vlan 3 [mod/port]
B. set auxiliaryvlan 3 [mod/port]
C. set port voice vlan 3 [mod/port]
D. set port auxiliaryvlan 3 [mod/port]
E. set port auxiliaryvlan [mod/port] 3

Answer: E
D is not correct.

QUESTION 164
Which of the following are the default Softkey Templates? (Choose two.)

A. Standard User
B. Standard Subscriber
C. Standard IPMA Manager
D. Standard IPMA Manager Assistant

Answer: A, C

QUESTION 165
Which of the following gateway protocols have all their dial plan information configured in CCM?

A. MGCP only
B. SIP and H.323
C. SIP and Skinny
D. MGCP and Skinny

Answer: D

QUESTION 166
You are the network administrator at Certkiller . Your newly appointed Certkiller trainee wants to know what protocol is used once a call is established between two Cisco IP phones in the same network segment.
What will your reply be?

A. RTP
B. VoIP
C. Skinny
D. VoATM
E. Voice Stream Protocol

Answer: A

QUESTION 167
You are the network administrator at Certkiller . You want to assign a redundancy group to a device pool.
What is the maximum number of servers that can be included in the redundancy group?

A. 1
B. 2
C. 3
D. 4
E. 5

Answer: C

QUESTION 168
Which of the following are the core gateway requirements in a CCM deployment?

A. Transcoding services, CCM redundancy, and Supplementary services
B. Call survivability, CCM redundancy, and Supplementary services
C. Transcoding services, and Supplementary services
D. Supplementary services only

Answer: B

QUESTION 169
You are the network administrator at Certkiller . Your newly appointed Certkiller trainee wants to know what the recommended bandwidth for a Cisco SoftPhone is.
What will your reply be?

A. 16 Kbps
B. 56 Kbps
C. 64 Kbps
D. 80 Kbps
E. 128 Kbps

Answer: A

QUESTION 170
You are the network administrator at Certkiller . You want to use a single platform for the gateway and the gatekeeper.
Which platform should you use?

A. 364X
B. VG200
C. Catalyst 3500
D. Catalyst 6608
E. Catalyst 6624

Answer: A

QUESTION 171
In what format is a .csv file?

A. Database
B. Rich text
C. ASCII text
D. Word document
E. Excel spreadsheet

Answer: C

QUESTION 172
You are the network administrator at Certkiller . Your newly appointed Certkiller trainee wants to know what protocol passes changes to the phones.
What will your reply be?

A. RIP
B. TCP
C. UDP

D. CDP

Answer: B

QUESTION 173
You are a CCM administrator at Certkiller . You need to configure the network so that a Voice Services manager is notified immediately if certain CCM alerts are raised.
How would you accomplish this?

A. Use an AST log trigger
B. Use a snmp mib for AST.
C. Use the e-mail feature in AST.
D. Use the dial-out in AST.
E. Use System Monitor.

Answer: C

QUESTION 174
You are a CCM administrator at Certkiller . You want to see network sessions and open port numbers.
Which of the following commands should you use?

A. ping
B. nslookup
C. net start
D. netstat -a

Answer: D

QUESTION 175
You are a CCM administrator at Certkiller . You want to import users into the CCM database using the BAT tool.
Which file type can you use?

A. A text file
B. Microsoft Word file
C. Microsoft Excel file
D. Tab-delimited text file
E. Comma separated values

Answer: E

QUESTION 176
You are a CCM administrator at Certkiller . You have just configured CCM AST alarms. Your newly appointed Certkiller trainee wants to know where these configurations are held.
What will your reply be?

A. In the database.
B. In a .ini configuration file.
C. In a .cfg configuration file.
D. In the header of the .log file.
E. In the registry of the publisher.

Answer: A

QUESTION 177
When data is pushed from the publisher SQL2000 database to the subscriber SQL2000 database it is called _____.

A. Replication
B. Restoration
C. Synchronization
D. Backup processing
E. Transaction mirroring

Answer: A

QUESTION 178
You are a CCM administrator at Certkiller . You want to compare the performance of two subscribers at different sites. What tool can you use?

A. PerfMon
B. Event Viewer
C. Application Monitor
D. Performance Monitor
E. Admin Serviceability Tool

Answer: E

QUESTION 179
You have not yet set up a phone button template in CCM.
With regard to the BAT tool, which of the following statements is true?

A. The button template is automatically added to CCM when it is added in the BAT template.
B. The button template will be pushed to the phone but not the CCM database.
C. The button template must be added if it is included in the BAT template.
D. BAT will ignore the button template entry and process all other data.

Answer: C

QUESTION 180
For which purpose is Cisco's Emergency Response application ideally suited?

A. Blocking mis-dialed numbers to 911.
B. Clearing a PSTN line for emergency dial-out.
C. Mapping IP addresses to office cubes for emergency response.
D. Reporting the correct emergency location regardless of moves and changes.

Answer: D

QUESTION 181
What is the user associated with when you install a SoftPhone?

A. A CTI port
B. The SoftPhone
C. A switch port ID
D. A CTI application
E. A CTI socket number

Answer: A

QUESTION 182
How does the Cisco IP phone in a branch office know which device will be running SRST when there is a WAN outage?

A. The phone uses the IP address configured for failover.
B. The phone needs to have the device's IP address in the CCM.
C. The SRST device sends its IP address to the phone when there is a WAN outage.
D. All routers at the branch site run SRST so the phone randomly selects a router to fail to.

Answer: B

QUESTION 183
Which two audio codecs consume less than 15 kbps? (Choose two)

A. G.711
B. G.723
C. G.728
D. G.729

Answer: B, D

QUESTION 184
What is a pilot point with the Cisco Attendant Console?

A. It is a CTI route point with associated users.
B. It is a CTI route point with associated CTI ports.
C. It is a CTI route point that directs calls to voice mail.
D. It is a CTI route point with an associated hunt group.

Answer: D

QUESTION 185
What is the default behavior when media resources are registered in a CCM cluster?

A. Media resources are immediately available to devices when places into a Media Resource Group.
B. Media resources are unavailable to devices until they are placed into a Media Resource Group and assigned to a device.
C. Media resources are available to devices even when they are not placed into a Media Resource Group and assigned to a device.
D. Media resources are available to devices only when first placed in a Media Resource Group and then a Media Resource Group List, which is then assigned to a device.

Answer:

QUESTION 186
A CCM administrator has a suspicion that data for a particular phone in the database are corrupted.
What standard Microsoft SQL2000 tool allows adhoc lookups of the data in the database?

A. Access
B. SQL Toolkit
C. SQL Query Analyzer
D. Excel linked via ODBC

Answer: C

QUESTION 187
What is the maximum number of CCM servers in the lest that is downloaded to a Cisco IP phone when the phone contacts the TFTP server?

A. 1
B. 2
C. 3
D. 4

Answer: C

QUESTION 188
Which CCM page is used to add a CTI port?

A. add a phone
B. add a service
C. add a device pool
D. add an application

Answer: A

QUESTION 189
In CCM, which two functions does the gatekeeper perform? (Choose two)

A. call routing
B. conference controller
C. call admission control
D. E.164 dial plan resolution

Answer: C, D

QUESTION 190
What command changes the standard 10 watts of power to the required 7 watts to the powered ports on a Cisco 6000 series switch?

A. set power allocation 7
B. set power allocation 7000
C. set inlinepower defailtallocation 7
D. set inlinepower defaultallocation 7000

Answer: D

QUESTION 191
How are call bandwidth requirements calculated for each call?

A. By using a forward-looking rolling average.
B. By using a codec bandwidth requirements.
C. By using the default bandwidth for the device.
D. By looking at a historical weighted bandwidth average.

Answer: B

QUESTION 192
A customer wants to use a single module for a PSTN gateway, a transcoder, and a hardware conference bridge.
Which gateway would be most effective?

A. ATA 186
B. 2600 with 2 VIC
C. 366X with 2 NVM
D. Catalyst 6000 with 6608 blade

Answer:

QUESTION 193
Which is the standard command line tool provided by CCM?

A. show
B. netstat
C. ccmstat
D. nslookup

Answer: A

QUESTION 194
Which device is a peer to peer gateway?

A. A skinny gateway
B. An H.323 gateway
C. An MGCP gateway
D. A non-IOS MGCP gateway

Answer: B

QUESTION 195
You want to route calls from one site over the WAN to another site. Your user community dials a full long distance number, but you want to only route the five digit extension.
What is the most effective solution?

A. Use a route filter with a called party transformation mask to change the full long distance number to only five digits.
B. Use a route filter with a calling party transformation mask to change the full long distance number to only five digits.
C. Use a translation pattern with a calling party transformation mask to change the full long distance number to only five digits.
D. Use a translation pattern with a called party transformation mask to change the full long distance number to only five digits.

Answer: D

QUESTION 196
Which two do you configure to limit call routing by telnet, class of user, and geographic location? (Choose two)

A. partition
B. access list
C. dial route limit
D. calling search space

Answer: B, D

QUESTION 197
A CCM administrator tested BAT on just a lab phone. After performing a phone button template update, the administrator called TAC to complain that the new button template would not appear.
What is the most likely problem?

A. The .csv file had errors in it.
B. The BAT tool malfunctioned.
C. The phone has not been reset.
D. The BAT template was incorrect.

Answer: C

QUESTION 198
What must be configured in CCM prior to adding IP phones to the server?

A. a partition
B. a device pool
C. a subscriber account
D. a calling search space

Answer: B

QUESTION 199
Which codec is recommended in single-site deployments to make voice mail connections simple and to limit use of DSP resources?

A. G.711
B. G.723
C. G.726
D. G.729

Answer: D

QUESTION 200
A called party digit string of 5567890 matches a Translation Pattern. The Translation Pattern has a called party transformation mask of 33xxx11.
What is the transformed called party result?

A. 3367890
B. 55xxx90
C. 5567811
D. 3367811

Answer: D

QUESTION 201
Which three need to be configured to provide alternate call routing when a gatekeeper rejects a call due to lack of bandwidth? (Choose three)

A. Route List
B. Route Filter
C. Route Group
D. Route Pattern
E. Translation Pattern

Answer: A, C, D

QUESTION 202
A limited amount of information is available on the Route Plan Report web page in CCM. How can more detailed information be obtained?

A. By saving the Route Report to a CSV file.
B. By running the Advanced option on the Route Report page.
C. By running the Route Report when logged in as Administrator.
D. By using the prepared ROUTE_REPORT SQL query in Query Analyzer.

Answer: A

QUESTION 203
If a user is going to be using Auto Attendant, what box must be checked in their setup?

A. Enable IVR Application Use.
B. Enable CTI Application Use
C. Enable ICM Application Use
D. Enable JTAPI Application Use

Answer: B

QUESTION 204
What can you use in a centralized call processing environment to dynamically reroute a call over PSTN if the call exceeds the allocated WAN bandwidth?

A. PSTN Automated Failover (PAF)
B. WAN Redirection Algorithm (WRA)
C. Automatic WAN Provisioning (AWP)
D. Automated Alternate Routing (AAR)

Answer: D

QUESTION 205
Extension Mobility is a series of scripts written on top of a CCM add-on engine.

What is that engine known as?

A. Automated Attendant
B. Integrated Call Scripting
C. Customer Response Solution
D. Extension Mobility Extensions

Answer: C

QUESTION 206
Which Microsoft tool is the Cisco-approved way to create BAT .csv files?

A. Word
B. Excel
C. Access
D. Notepad

Answer: B

QUESTION 207
A CallManager administrator decides to more closely monitor the performance of a particular server. He takes steps he believes are appropriate in monitoring. Shortly after this, call processing becomes very sluggish on the monitored system.
What is the most likely reason?

A. Monitoring the database has caused it to be corrupt.
B. A failure just not surfaced and caused the slowdown.
C. Monitoring the CDR tables has caused them to become inefficient.
D. The tracefile operation has been turned on, thereby slowing processing.

Answer: D

QUESTION 208
An Italian company has a phone support desk that staffs English, Spanish, German and Russian in addition to Italian.
What duties will the CCM administrator be most likely to perform? (Choose two)

A. Setting the systemwide locale to Italiano.
B. Entering the proper locale for each user.
C. Providing custom logins for the non-Italian users.
D. Downloading the Italiano, Russki, Espanol, and Deutsch locale files.

Answer: D

QUESTION 209
What is the default CoS that the Cisco 7940 assigns to all voice packets?

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

Answer: C

QUESTION 210
What needs to be checked on the user configuration page to allow a user to use the Cisco IP SoftPhone application?

A. Enable CTI Port use
B. Enable SoftPhone use
C. Enable CTI Application use
D. Enable SoftPhone Application use

Answer: C

QUESTION 211
Which two servers perform name resolution for a CCM? (Choose two)

A. DNS
B. DHCP
C. WINS
D. Active Directory Domain Controller

Answer: A, C

QUESTION 212
What happens if you do not assign a directory number t a partition?

A. The directory number will not be allowed to receive calls.
B. The directory number will be assigned to the null partition.
C. The directory number will not be assigned to any partition.
D. The directory number will be assigned to the partition named Default.

Answer:

QUESTION 213
In order to use fast dial, which four steps must users take? (Choose four)

A. Install jtapi applet.
B. Press the Services button.
C. Configure the Address Book applet.
D. Add their names to the LDAP directory.

E. Subscribe to the fast dial service on the CCM.
F. Add their names to the personal address book.
G. Subscribe to the personal address book service on the CCM.

Answer:

QUESTION 214

The calling search space was changed for a phone with extension x4827. That phone used a shred line.
What must be done to make that change to all the other devices that use that shared line?

A. You cannot change a calling search space on a device with a shared line.
B. All devices using that shared line must have their calling search space changed.
C. All devices using that shared line must be disconnected from the network and reattached to register the changes.
D. Nothing needs to be done because a calling search space device change on one device rolls forward to a devices using that shared line.

Answer:

QUESTION 215

Certkiller is running CCM in a cluster over the WAN deployment.
What is the maximum round-trip delay that can be present between two members in a cluster?

A. 20 ms
B. 30 ms
C. 40 ms
D. 50 ms

Answer: C

QUESTION 216

Certkiller has five different geographic locations, each with their own PSTN connection.
How do you ensure you route 911 calls to the local PSTN?

A. You place each PSTN in the local dialing transform.
B. You use 911 EXISTS in the dialing pattern call routing.
C. 911 is automatically routed to local PSTN. No configuration is required.
D. You place the emergency numbers in separate partitions for each geographic location.

Answer: D

QUESTION 217

Which URL should CallManager users access to subscribe to an IP phone service if the DNS name of the CallManager is cmname.domain.com?

A. <http://cmname.domain.com/CCMUser>

B. <http://cmname.domain.com/Cisco/CMUser>
C. <http://cmname.domain.com/CMUser/logon.asp>
D. <http://cmname.domain.com/CMUser/serviceconfig.asp>

Answer: A

QUESTION 218
Which two applications are required for using extension mobility? (Choose two)

A. CRA
B. CCM
C. Cisco Unity
D. Personal Assistant

Answer:

QUESTION 219
What is the purpose of the Cisco Emergency Responder?

A. To map phones to the appropriate Public Safety Access Point.
B. To allocate phone device Ids to the appropriate outgoing trunk.
C. To map IP addresses to office locations for Safety Service Dispatch.
D. To map a MAC addresses to its CCM server for table lookup for a quick response to the appropriate
cubicle.

Answer: A

QUESTION 220
What should be done to a subscriber in the event of a failure of the publisher CallManager?

A. A subscriber CCM should be promoted to a publisher.
B. A subscriber CCM should be left alone until a new publisher is built.
C. A subscriber CCM should be used to restore the publisher database.
D. A subscriber CCM should become the primary CallManager for all devices.

Answer:

QUESTION 221
You have installed a new CCM server. In the services applet you notice that none of the CCM services
have started.
What is the first step you should take?

A. Rerun CCM installation and select Autostart Services.
B. Manually activate the required CCM services in CCM Admin.
C. Log on as the CCM service account and check authentication.
D. Change the service account permissions to include Autostart Services.

Answer:

QUESTION 222

The following calling search space assignments are made:

Person 1 - Sales
Person 2 - Administrators
Person 3 - Executive

The park code of 6000 is assigned to the inbound partition of the sales search space. Who can pick up when a call comes in that is parked to 6000?

A. Only Person 1
B. Only Person 2
C. Only Person 1 or Person 2
D. Person 1, Person 2, or Person 3

Answer: A

QUESTION 223

What is the order of placement when creating a route plan?

A. Route groups are added to gateways and gateways are added to route lists and route lists are added to route pattern.
B. Gateways are added to route groups and route groups are added to route lists and route lists are added to route patterns.
C. Gateways are added to route lists and route lists are added to route groups and route groups are added to route patterns.
D. Route patterns are added to route groups are route groups are added to route lists and route lists are added to gateways.

Answer: B

QUESTION 224

What are three criteria to narrow the view of AST? (Choose three)

A. specific node(s)
B. specific cluster(s)
C. specific subnet(s)
D. specific error code (s)
E. specific directory number (s)

Answer: B, D, E

QUESTION 225

Which two are required to support the use of the switch CAM table to find telephone devices for E-911 services? (Choose two)

A. A list of switch IP address.
B. Enabling and telneting passwords.
C. CAM phone port on a Catalyst switch.
D. CAM Sniffer (CAM-S) on a trunk port of a Catalyst switch.

Answer:

QUESTION 226
What can be done to eliminate the IP phone's reliance on DNS to find the Cisco CallManager?

A. Configure CCM to use a WINS server.
B. Configure the IP phones to use a WINS server.
C. Rename the IP phone to the phone's IP address.
D. Rename the CCM server name to its IP address.

Answer: D

QUESTION 227
Under which condition is the use of the Cisco Emergency Response most appropriate?

A. Small offices under 48 phones.
B. IP hones in a static environment.
C. Shared-line appearances in multiple physical locations.
D. SoftPhone and laptops connected through wireless network connections.

Answer: B

QUESTION 228
A commodities has provided a service tracking apple peel prices directly to the phones.
What must users do to access this service?

A. Activate the jtapi ApplePeel interface.
B. Download the ApplePeel XML applet to the phone.
C. Program their phone to point to the ApplePeel server.
D. Subscribe to the ApplePeel service on the CCM server.

Answer:

QUESTION 229
What do users do in order to log on and change phone options?

A. Activate a small XML script at the phone.
B. Press a button on the phone then respond with a pin.
C. Point their browser to a URL on the CCM server and log in.
D. Submit their requests to the CCM server admin via a scripted e-mail.

Answer:

QUESTION 230
What IP phone Softkey would a user press to pick up a call that is coming into a directory number that is assigned to a group call pickup?

A. PickUP
B. GPickUp
C. CallPickup
D. PkupGroup

Answer: A

QUESTION 231
It is possible to a user to forward calls to a long distance number, incurring unapproved charges to the organization.
How can this be avoided?

A. Limit the translation digits in the Call Forward Configuration page.
B. Attach a special device pool to the Call Forward Configuration page.
C. Create an appropriate route plan for the Directory Number Configuration page.
D. Apply an appropriate calling search space to the Directory Number Configuration page.

Answer: D

QUESTION 232
Media resources are configured to devices by assigning a media resource _____.

A. group to devices
B. group list to devices
C. group to the CCM server the device is registered to
D. group list to the CCM server the device is registered to

Answer:

QUESTION 233
You have configured your Cisco CallManager to use the Predot Dialing Digit discard instruction with the pattern "9.!".
What is sent to the gateway device when a user dials 912145551212?

A. 2145551212
B. 12145551212
C. 92145551212
D. 912145551212

Answer: B

QUESTION 234
Your company has multiple geographic locations that are connected by WAN links in a hub and spoke topology. All locations have IP phones but all of the CCM servers are located at corporate headquarters. Which type of CCM deployment is being used?

A. single-site
B. geographic WAN
C. centralized call processing
D. distributed multicluster call processing

Answer: C

QUESTION 235
When configuring partitions and CSSs, how do you limit the access that the gateways have?

A. You should create CSSs for different classes of restriction (i.e. Local Dialing, Internal Only, Long Distance, International, etc) so that the route patterns can later be assigned the correct CSS to limit their access.
B. You should create partitions for different classes of restriction (i.e. Local Dialing, Internal Only, Long Distance, International, etc) so that the route patterns can later be assigned the correct partition to limit their access.
C. You should create CSSs for different classes of restriction (i.e. Local Dialing, Internal Only, Long Distance, International, etc) so that the gateways can later be assigned the correct CSS to limit the access of those gateways.
D. You should create partitions for different classes of restriction (i.e. Local Dialing, Internal Only, Long Distance, International, etc) so that the gateways can later be assigned the correct partition to limit the access of those gateways.

Answer: C

QUESTION 236
For troubleshooting a problem where all calls on a PRI are intermittently dropped at the same time, which alarm is best to monitor?

A. BChannellSV
B. DChannellSV
C. BChannelOOS
D. DChannelOOS

Answer: D

QUESTION 237
Which alarm can be generated when CallManager runs out of DNs for Auto Registered devices?

A. OutOfDnForAutoRegistration
B. DnTimeoutForAutoRegistration
C. AutoRegistrationNumDevRegExceeded
D. AutoRegistrationDatabaseDeviceNoDirNum

Answer: A

QUESTION 238
What is the most useful SDI trace used for Call Routing and/or Digit Analysis troubleshooting?

A. CTI trace
B. CMI trace
C. CCM trace
D. TFTP trace

Answer: C

QUESTION 239
In the following line from a CCM trace:
Digit analysis: match(fqcn="9195555692", cn=15692", pss="PA:Line1:Cisco:Local:Long
Distance:International", dd="85552663")
What does "PA" represent?

A. Pattern analysis.
B. The name of a CSS.
C. The name of a partition.
D. A Personal Assistant Interceptor port.

Answer: C

QUESTION 240
A customer wants the flexibility of having the gateway be able to register to either a CallManager or a
gatekeeper as they migrate from a Centralized Multi-Site Deployment Model to a Distributed
Deployment Model.
What is the best choice?

A. H.323 36xx
B. MGCP 36xx
C. MGCP VG-200
D. Skinny Catalyst 6608 module

Answer: A

QUESTION 241
In a Distributed Call Manager Deployment Model, which type of gateway can be used for inter-cluster

trunks as well as a gatekeeper?

A. H.323 364X
B. MGCP 364X
C. Catalyst 6000
D. CallManager Server

Answer: A

QUESTION 242
Which command in an IOS H.323 gateway is used to communicate with the CallManager?

A. destination pattern 110
B. dial-peer voice 11 pots
C. session target ipv4:10.10.10.10
D. ccm-manager redundant-host 10.10.101.10

Answer: C

QUESTION 243
A directory number may be assigned to an endpoint identifier in which type of gateway?

A. SDP
B. H.323
C. MGCP
D. Skinny

Answer: B

QUESTION 244
For an IOS MGCP gateway, which two configuration parameters are required input in CallManager?
(Choose two)

A. Description
B. Domain name
C. MAC address
D. Gateway type

Answer: B, D
Description is optional, however, Domain Name & Gateway Type are required.

QUESTION 245
Which device protocol is configured in CallManager for an H.323 gateway?

A. H.225
B. H.224

C. H.450
D. Inter-Cluster trunk

Answer: A

QUESTION 246
When configuring CallManager, what should be listed in the System>Server configuration page?

A. IP addresses of all the CallManagers in the cluster.
B. Fully Qualifies Domain Name listing of all the CallManagers in the cluster.
C. Names of all the CallManagers in the cluster in the form CM_<hostname>
D. Names of all the CallManagers in the cluster in the form CCM_<hostname>

Answer: A

QUESTION 247
Which gateway protocol is used to interconnect CallManager clusters?

A. SIP
B. H.323
C. MGCP
D. Skinny

Answer: B

QUESTION 248
What is the key element in call admission control when interconnecting CallManager sites via the IP WAN?

A. Gatekeepers
B. Voice messaging
C. Media resources
D. Call processing agents

Answer: C

QUESTION 249
In a distributed call processing model, which three are located at each site? (Choose three)

A. Gatekeeper
B. Voice messaging
C. Media resources
D. Cisco CallManager cluster

Answer: B, C, D

QUESTION 250
Where do you configure the maximum bandwidth allowed for voice calls, when using a gatekeeper device configured as an "Anonymous Device"?

A. VG200
B. Gatekeeper
C. H.323 gateway
D. Cisco CallManager
E. Intercluster trunk gateway

Answer: B

QUESTION 251
Using compressed RTP (cRTP), approximately how many bytes can a 40-byte IP + UDP + RTP header be compressed to?

A. 2-4 bytes
B. 8-10 bytes
C. 12-16 bytes
D. 18-20 bytes

Answer: A

QUESTION 252
Place the amount of bandwidth next to the codec that is delivered to the gatekeeper from the Cisco CallManager.

Answer:
128kbps = g.711
14kbps = g.723
20kbps = g.729

QUESTION 253
QoS tools minimize which three problems with IP voice quality? (Choose three)

A. Jitter

B. Loss
C. Delay
D. Distortion

Answer: A, B, C

QUESTION 254
What are three techniques that provide link fragmentation and interleaving? (Choose three)

A. MLP
B. LLQ
C. FRF. 12
D. MLP over ATM

Answer: A, B, D

QUESTION 255
A CCS is applied to _____.

A. Patterns
B. Route Lists
C. Route Groups
D. Calling entities

Answer: D

QUESTION 256
The administrator needs to route to the following destinations:
1111
1311
1711
1722
1922
Which Route Pattern routes to all the specified destinations?

A. 3[12579]XX
B. X[1379][12]X
C. X[1-69][23][12]
D. Z[^24568][^12]X

Answer: B

QUESTION 257
In order for two phones to be able to call each other, what must be true?

A. They must both be in the same CSS.

B. They must both be in the same partition.
C. They must have a CSS that includes the partition of the other phone.
D. They must have a CSS that includes the partition of the other phone's line.

Answer: C
Calling Search Spaces & Partitions are basic, fundamental components of Cisco IP
Telephony. Phones can call other phones (or more correctly, Directory Numbers on
phones) if they are in the same Partition or if they are assigned a Calling Search Space
that included a Partition that the called Directory number is in. If two phones are
assigned the same CSS they cannot necessarily call one another.

QUESTION 258
Messages in the CCM trace that start with 'StationD' refer to messages _____.

A. To an IP phone.
B. From StationInit
C. From an IP Phone
D. To and from an IP Phone

Answer: C

QUESTION 259
In the following line from a CCM trace:
Digit analysis: Add local pattern Line2/1620
What does 'Line 2" refer to?

A. The name of a CSS.
B. The name of a partition.
C. The 2nd line of an IP Phone with the extension 1620.
D. The 1620 directory number registered as the second line on an IP Phone.

Answer: D

QUESTION 260
What do VoIP endpoints use to turn delay variations into a constant value so voice can be played out?

A. Jitter buffers
B. Serialization delay
C. Low-latency queuing
D. Link fragmentation and interleave

Answer: A
Delay variation (or jitter) is the difference in the end-to-end delay between packets. Each end station in a
VoIP or Video over IP conversation has a jitter buffer. Jitter buffers are used to smooth out changes in
arrival times of data packets containing voice.
Page 1-3, Cisco AVVID Network Infrastructure Enterprise Quality of Service Design

---

QUESTION 261

From centralized deployment, how do you ensure the local user accesses their local PSTN given that each remote office is set up with their own local partition and CSS?

A. The local gateway is a member of the local partition.
B. The remote gateway is a member of the local partition.
C. The local PSTN Route Pattern is a member of the local partition.
D. The remote PSTN Route Pattern is a member of the local partition.

Answer: C

QUESTION 262

Which filter can be used to block all 900 calls?

A. @ where area code = 9
B. @ where area code = 900
C. @ where area code exists
D. @ where national number = 900

Answer: B

QUESTION 263

Which QoS tool is defined as "marking a packet or flow with a specific priority"?

A. Queuing
B. Scheduling
C. Classification
D. Network provision

Answer: C

QUESTION 264

What does the Digit Discard Instruction of PreDot do to the pattern 9.2148134444?

A. Prefix a 9 before the '.' of none is dialed.
B. Discard 2148134444 and send the 9 access code.
C. Only collect the first four digits counting right to left.
D. Change it to 2148134444 before presenting it to the PSTN.

Answer: D

QUESTION 265

You have all ten digits being sent to your CM from the PSTN (via a gateway). If you have four digits extensions, how do you make sure the call gets routed?

A. Update the Phone Calling Party mask.
B. Change the Route Group configuration.
C. Configure the GW to only collect four digits.
D. Change the Network Side/User Side Parameter on the gateway.

Answer: C

QUESTION 266
Which QoS method can be used to compensate for serialization delay?

A. Separating voice and data into different queues.
B. Combining Voice and Data into the same queues.
C. Provisioning a larger bandwidth circuit for the link.
D. Tagging the voice packets with a COS = 7 and Data = 5.

Answer: C

QUESTION 267
In Cisco CallManager Administration, where do you place the most restrictive CSS?

A. User
B. Phone
C. Gateway
D. Directory number

Answer: D
Calling Search Spaces cannot be associated with a User. They can be assigned to a
phone at the device level and to individual Directory Numbers on the phone. The more
specific setting takes precedence over the more general, therefore a Directory Number (or
line) setting takes precedence over a general phone or device setting.

QUESTION 268
Which statement is true about SQL database replication in a cluster?

A. One server is designated as the publisher and all others are subscribers.
Database replication for CallManager configuration information is one-way from publisher to
subscribers.
B. All SQL servers are equal in the cluster.
Each server establishes SDL links to all the other servers in the cluster to replicated changes to the
CallManager configuration information.
C. All SQL servers are equal in the cluster.
All the SQL databases are kept synchronized by the Microsoft SQL Synchronization Service.
Updates from any server are replicated to all other services in the cluster.
D. One server is designated as the publisher and all others are subscribers.
Database replication for CallManager configuration information can occur from publisher to subscriber
or subscriber to publisher depending on where the data are updated.

Answer: A

QUESTION 269
What is the maximum number of CallManagers performing call processing that are allowed in a cluster?

A. 5
B. 6
C. 7
D. 8

Answer: B

QUESTION 270
How is runtime information regarding registered devices propagated from one CallManager to another?

A. Each CallManager establishes an SDL link to all the other CallManagers in the cluster to propagate runtime information.
B. One server becomes the designated distributor and is responsible for distributing runtime information to all the cluster members.
C. Each CallManager in the cluster sends IP Multicast messages to the other CallManagers in the cluster reporting current runtime information such as registered devices.
D. Each CallManager establishes an SDL link to the publihser.
All runtime information from the subscribers is passed up to the publisher, which then replicates the data back to the subscribers.

Answer: D

QUESTION 271
Which three can be configured via the CallManager Service Parameters? (Choose three)

A. Services URL
B. Default MoH source
C. Message waiting on/off numbers
D. The preferred packet size for G.711 packets

Answer: B, C, D

QUESTION 272
What happens when the publisher is down and a Call Detail Record is written to the database?

A. The CDR is ignored by the subscriber database.
B. The subscriber database stores the CDR and replicates to the publisher when the publisher comes back up.
C. The subscriber database temporarily stored the CDR, but the CDR is deleted when the publisher comes back up.

D. The subscriber database temporarily stored the CDR, but the CDR is ignored when the publisher comes back up.

Answer: B

QUESTION 273

When you are configuring SRST, what does the command ip source-address <ip address>[port<port #>] do?

A. This command enables the router to receive SIP messages on this particular port.
B. This command enables the router to receive h323 messages on this particular port.
C. This command enables the router to receive MGCP messages on this particular port.
D. This command enables the router to receive skinny messages on this particular port.

Answer: D

QUESTION 274

How does the Cisco IP Phone in a branch office known which device will be running SRST when there is a WAN outage?

A. Cisco IP Phones need to have the devices IP address in the Cisco CallManager list.
B. Cisco IP Phones are notified by the device when there is an IP WAN outage which IP address to use.
C. Cisco IP Phones randomly select a router to fail to, so all routers at the branch site must be running SRST.
D. Cisco IP Phones use the default gateway IP address in their configuration as the last resort for call processing in an IP WAN outage.

Answer: D

QUESTION 275

How do you configure media resources for a device?

A. Configure a device in a media resource group, then take that media resource group and add it to a media resource group list.
B. Configure a media resource group list, then from that list build a media resource group, and then make the device part of the media resource group.
C. Configure media resources in a media resource group list, then add that media resource group list to a media resource group, then assign that media resource group to a device or devices.
D. Configure media resources in a media resource group, then add that media resource group to a media resource group list, then assign that media resource group list to a device or devices.

Answer: D

QUESTION 276

What are the two levels of MRGL selection and the priority associated with each level? (Choose two)

A. Level two MRGL; the lower priority one configured at the device level.
B. Level one MRGL; the lower priority one configured at the device level.
C. Level two MRGL; the higher priority one configured at the device level.
D. Level one MRGL; the higher priority one configured at the device level.
E. Level two MRGL; the lower priority one configured at the device pool level.
F. Level one MRGL; the lower priority one configured at the device pool level.
G. Level two MRGL; the higher priority one configured at the device pool level.
H. Level one MRGL; the higher priority one configured at the device pool level.

Answer: D, E

QUESTION 277
If the TFTP server for the cluster is not available, you are unable to _____.

A. Move a phone to a new IP subnet.
B. Change the ringer on the IP Phone.
C. Access the Services and Directories menus on the 7960.
D. Reboot an IP Phone because it will be unable to re-register.

Answer: D

QUESTION 278
Which three services are provided by the IP Voice Media Streaming Application? (Choose three)

A. Transcoding
B. Conferencing
C. Music on Hold
D. Media Termination Point

Answer: B, C, D

QUESTION 279
In the following line from a CCM trace:
Digit analysis: match(fqcn="9195555692", cn="15692", pss="PA:Line1:Cisco:Local:Long
Distance:International", dd="15644")
What is the called party number?

A. 15644
B. 15692
C. 9195555692
D. International

Answer: A

QUESTION 280
When configuring the Cisco Messaging Interface, what should you check if you are having a problem

with the Message Waiting indicators on the phones?

A. MwiPartition
B. MwiSearchSpace
C. VoicemailPartition
D. VoicemailSearchSpace

Answer: B

QUESTION 281
When an IP Phone user places a PSTN caller on hold, which Music on Hold source will the PSTN caller hear?

A. User Hold
B. PSTN Hold
C. Network Hold
D. Gateway Hold

Answer: A
User Hold occurs anytime a user puts a call on hold whether the call is from the PSTN or
an internal phone. Network Hold is initiated by the Call Manager during Call Transfers,
Call Park, Conference Setup, Application Hold (i.e. ICD or AA hole).
(There are two basic types of user hold:
• User on hold at an IP phone or other endpoint device
• User on hold at the PSTN, where MoH is streamed to the gateway
Network hold includes the following types:
• Call transfer
• Call Park
• Conference setup
• Application-based hold
Page 5-5,6 , Cisco Music On Hold)

QUESTION 282
If the following message appears in a CCM trace, what does LONG-DISTANCE-DIRECT-DIAL EXISTS
represent?
|DialingPattern=9.@
|DialingRoutePatternRegularExpression=(9)(1)([2-9]x[02-9])([2-9]xx)(xxxx)
|DialingWhere=(LONG-DISTANCE-DIRECT-DIAL EXISTS)
|PatternType=National
|PotentialMatches=NoPotentialMatchesExist

A. A clause in a Route Filter.
B. The name of a Route Filter.
C. Part of the 9@ Route Pattern.
D. A route pattern in the Long Distance partition.

Answer: C

QUESTION 283
What can be used as a Music on Hold source?

A. Catalyst 4224
B. WS-X6608-T1
C. MCS-7835-1000
D. WS-X4604-GWY

Answer: C

QUESTION 284
What can an IP Phone user do on the Configure Your IP Phone Services page?

A. Subscribe to all services.
B. Subscribe to only one service.
C. Subscribe to subsets of service.
D. Subscribe to all unrestricted services.
E. Subscribe to restricted services with password

Answer: A

QUESTION 285
After the administrator configures a user for extension mobility, what does the administrator need to configure on the Cisco IP Phone?

A. Speed dial numbers to log in and out.
B. Soft keys for the user to log in and out.
C. Cisco IP Phone services to log in and out.
D. Directory list to find their user ID to log in and out.

Answer: C

QUESTION 286
Which statement is true about the last Cisco voicemail port configured in Cisco CallManager?

A. The last voicemail port should be forwarded to the first voicemail port.
B. The last voicemail port should be forwarded to the voicemail application.
C. The last voicemail port should be forwarded to Auto Attendant or the reception directory number.
D. The last voicemail port should match the voicemail directory number configured in the service parameters.

Answer: C

QUESTION 287
Which two methods can be used to route calls in a Cisco WebAttendant hunt group? (Choose two)

A. Longest idle hunt group member.
B. Shortest idle hunt group member.
C. First available hunt group member.
D. Last available hunt group member.

Answer: A, C

QUESTION 288
What is configured in Cisco CallManager for a user to be bale to use Cisco IP SoftPhone in first party control?

A. CTI Port
B. Cisco IP Phone
C. CTI Route Point
D. Cisco IP SoftPhone

Answer: A

QUESTION 289
Which Cisco Voice Gateway is able to support H.323 and MGCP at the same time?

A. Cisco 2600
B. Cisco AS5300
C. Cisco Catalyst 6000
D. Cisco Catalyst 4000

Answer: A

QUESTION 290
What is the maximum number of device units supported by an MCS-7825-800 with a Pentium III 800 MHz and 512 RAM?

A. 1000
B. 1500
C. 2000
D. 2500
E. 5000

Answer: C

QUESTION 291
Cisco Catalyst switches support inline power on which group of pins?

A. 1, 2, 7, 8
B. 1, 2, 3, 6
C. 3, 6, 4, 5
D. 3, 6, 7, 8
E. 4, 5, 7, 8
F. 4, 5, 1, 2

Answer: B

QUESTION 292
A company is deploying Cisco IP Telephony at its headquarters to support 5000 users. It will have a four server cluster; stand-alone publisher, two Primary Cisco CallManagers and a backup Cisco CallManager. Music on Hold is configured on the primary CallManagers for a simplex stream (unicast) environment. The company wants to provide music on hold to all users.
Given the configuration described, how many concurrent users can Music on Hold support?

A. 500
B. 1000
C. 2000
D. 3000
E. 5000

Answer: A

QUESTION 293
When troubleshooting a problem with Music on Hold, which SDI trace is used to examine the problem?

A. CTI
B. CMI
C. CCM
D. CMS

Answer: D

QUESTION 294
If a PC connected to an IP Phone is having trouble obtaining an IP address, which setting on the phone might help to resolve the problem?

A. Admin VLAN
B. Spanning Tree
C. Default Gateway
D. Forwarding Delay

Answer: D

QUESTION 295
Which two tools are most appropriate for configuring 4,000 IP Phones prior to deploying the phones and allow the phones to auto register? (Choose two)

A. ART
B. BAT
C. AST
D. TAPS

Answer: B, D

QUESTION 296
Which three are required for TAPS to function correctly? (Choose three)

A. ART
B. BAT
C. IP/IVR
D. CallManager

Answer: B, C, D

QUESTION 297
When an IP Phone says "Configuring CM List", what is wrong?

A. Downloading a .cnf.xml file via TFTP.
B. Retrieving the OS79XX.txt files from TFTP.
C. Downloading the application load from the TFTP server.
D. Attempting to register with the first two CallManagers on its list of configured CallManagers.

Answer: A

QUESTION 298
When does an IP Phone receive the ring tones on the phone?

A. The phone downloads the wave file on boot.
B. The phone downloads based upon user selection.
C. The phone downloads the wave file on every request.
D. The phone downloads based on CallManager request.

Answer: A

QUESTION 299
Which network protocols does an IP Phone use to communicate?

A. TCP/IP for both skinny signaling and RTP voice streams.
B. UDP/IP for both skinny signaling and RTP voice streams.

C. TCP/IP for skinny signaling and UDP/IP for RTP voice streams.
D. UDP/IP for skinny signaling and TCP/IP for RTP voice streams.

Answer: C

QUESTION 300
You create VLAN 12 to be used for voice. Which command configures VLAN 12 to be used for voice and a Catalyst 3524?

A. switchport voice vlan 12
B. switchport auxiliaryvlan 12
C. switchport trunk voice vlan 12
D. switchport access voice clan 12

Answer: A

QUESTION 301
For VoIP control traffic, the layer 2 CoS value should be set to _____.

A. 0
B. 2
C. 3
D. 5

Answer: C
COS for Control traffic should be set to 3, COS for Voice bearer traffic should be set to