



**Exam : 642-144**

**Title : IP Telephony Express Exam (IPTX)**

**Ver : 10.23.07**

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**QUESTION 1:**

User defined locale files can be stored in which two locations? (Choose two.)

- A. DRAM
- B. CME flash, slot0
- C. SDRAM
- D. TFTP directory specified by cnf-file location command
- E. CUE flash, slot0

Answer: B,D

---

**QUESTION 2:**

What must be configured on the Cisco Unity Express host Router prior to installation of the CUE module?

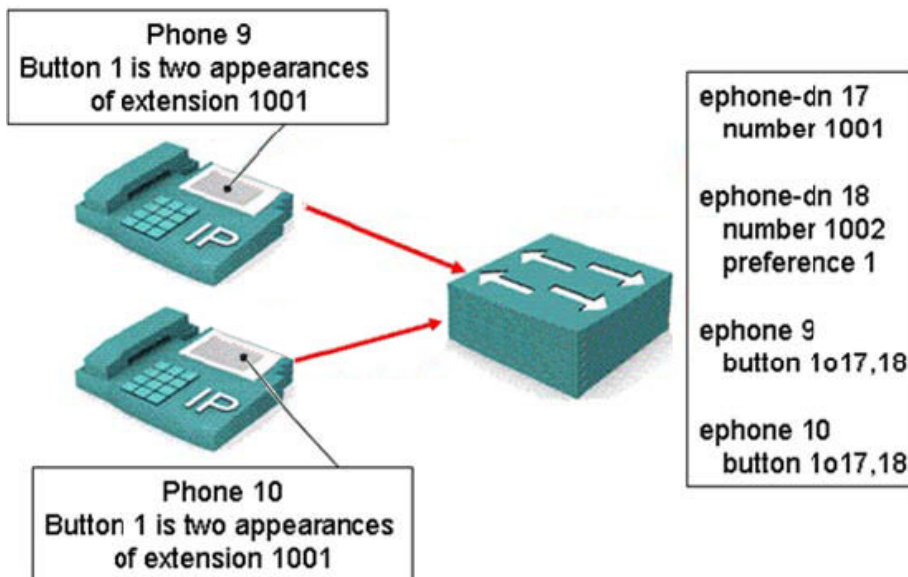
- A. Set up routing and IP Addressing on the service module and the interface service engine
- B. Configure a session initiation protocol dial peer for connecting calls to the voice mail and auto attendant features
- C. Set up the Network Time Protocol Server
- D. Install the files needed to run the web-based GUI

Answer: A

---

**QUESTION 3:**

Exhibit:



Your work as a network technician at Certkiller .com. Please study the exhibit carefully.

Which ephone-dn type does phone 10 represent?

- A. Two ephone-dns with one number
- B. Single-line ephone-dn
- C. Dual-number ephone-dn
- D. Overload ephone-on
- E. Shared ephone-dn
- F. Dual-line ephone-on

Answer: D

---

**QUESTION 4:**

Network Topology Exhibit:



Certkiller 1 configuration exhibit:

```
dial-peer voice 1 voip
destination-pattern 8200
session-target s0 1
!
dial-peer voice 6 voip
destination-pattern 8205
session-target s0 6
!
dial-peer voice 10 voip
destination-pattern 8209
session-target s0 10
!
dial-peer voice 1 pots
destination-pattern 8...
port 1/1
```

Certkiller 2 configuration exhibit:

```
dial-peer voice 8 pots
destination-pattern 8208
port 1/1
!
dial-peer voice 1000 pots
destination-pattern 8...
port 1/1
!
dial-peer voice 9999 pots
destination-pattern ....
port 1/1
```

Certkiller A configuration exhibit:

```
dial-peer voice 1 pots
destination-pattern 8200
port 1/1
!
dial-peer voice 1000 voip
destination-pattern 8...
session-target s0 1
```

Your work as a network technician at Certkiller .com. Please study the exhibit carefully. Certkiller .com has a home-office worker, Mrs. Certkiller, who is attached to it's voice network. Which three dial peers must be correctly reconfigured to allow those attached to Router A to be able to call Mrs. Certkiller? (Choose three.)

- A. Router Certkiller 1: dialer-peer voice 1 pots
- B. Router Certkiller 2: dial-peer voice 1000 pots
- C. Router Certkiller A: dial-peer Voice 1000 voip
- D. Router Certkiller 1: dial-peer voice 1 voip
- E. Router Certkiller 2: dial-peer voice 9999 pots
- F. Router Certkiller A: dial-peer Voice 1 pots

Answer: A,B,E

---

### QUESTION 5:

Exhibit:

**A.**

```
voice-port 0/0/0
 operation 2-wire
 type 2
 signaling wink-start
 cptone AU
```

**B.**

```
voice-port 0/2/0
 signal loopstart
 cptone GB
 station-id number 1781
 ring number 3
```

**C.**

```
voice-port 0/2/0
 signaling loopstart
 cptone GB
 station-id number 1781
 ring number 3
```

**D.**

```
voice-port 0/0/0
 operation 4-wire
 type 1
 signaling wink-start
```

Which figure shows E & M voice-port configuration? \_\_\_\_\_

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

Answer: B

---

### QUESTION 6:

Certkiller .com has received its router from Cisco and is ready to install Cisco Unified CallManager Express. Where will the company find its Cisco Unified CallManager Express software?

- A. E-mail download from Cisco
- B. On a CD-ROM included with installation materials
- C. cisco.com
- D. Embedded in Flash on the hardware
- E. Only from a Cisco SE, due to special licensing considerations

Answer: C

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### QUESTION 7:

The network administrator at Certkiller .com has downloaded the cme-gui-xxx.xx.tar file ("xxx.xx" represents the version number of the file) for Cisco Unified CallManager Express. Which file will be extracted?

- A. ATA030100SCCP040211A.zip
- B. music-on-hold.au
- C. xml template
- D. normal\_user.js

Answer: D

---

**QUESTION 8:**

You work as a network technician at Certkiller .com. You have been trying to configure Cisco Unified CallManager Express without success. You have decided that there might be more success with the automated setup utility. To start this process, what command should be executed first?

- A. auto assign
- B. telephony-service setup
- C. auto-setup
- D. auto telephony-service
- E. telephony-service auto
- F. no telephony-service

Answer: F

---

**QUESTION 9:**

DRAG DROP

You work as a network engineer at Certkiller .com. Your boss, Mrs. Certkiller, is interested in compression algorithms. Match the description with the proper algorithm.

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Options, select from these

Keeps look-ahead to 2 to 5 ms	G.728
Adds a look-ahead of 5 ms	G.729
Operates at 8 kbps	Operates at 16 kbps
Uses a smaller codebook	

LD-CELP

<i>Place here</i>
<i>Place here</i>
<i>Place here</i>
<i>Place here</i>

CS-CELP

<i>Place here</i>
<i>Place here</i>
<i>Place here</i>
<i>Place here</i>

Answer:

LD-CELP

Keeps look-ahead to 2 to 5 ms
G.728
Operates at 16 kbps
Uses a smaller codebook

CS-CELP

Adds a look-ahead of 5 ms
G.729
Operates at 8 kbps
<i>Place here</i>

---

**QUESTION 10:**

What is the least secure mode of enabling an IMAP server for Cisco Unity Express?

- A. SMTP
- B. SSL
- C. Mixed
- D. VPN
- E. Non-SSL
- F. HTTPS

Answer: E

**QUESTION 11:**

Certkiller .com wants to create has its own locale file to accommodate a non-supported German Language among its customers from Leipzig. This is the first locale file the company has tried to create. Which tag number will it assign to this locale?

- A. U1
- B. It is impossible to create a locale with Cisco Unity Express
- C. U0
- D. 1
- E. 0
- F. There will be no tag number, since it is only possible to create one locale

Answer: A

---

**QUESTION 12:**

Where do the CUE GUI files reside when enabled?

- A. Flash Memory on a CUE module
- B. Router Flash
- C. A Stand-alone web server
- D. The TFTP server

Answer: A

---

**QUESTION 13:**

DRAG DROP

You work as a network engineer at Certkiller .com. Your boss, Mrs. Certkiller, is interested in Cisco AutoQos deployment. Match the description with the proper algorithm.



**Options, select from these**

- Application Classification
- Configurations
- Policy Generation

- Consistency
- Monitoring and Reporting

**Definitions**

- Determines WAN settings for fragmentation compression, encapsulation and Frame Relay-ATM Inter-working
- Provides seamless Interoperability between of the QoS features and parameters across the network topology, including LAN, MAN and WAN.
- Priorities voice traffic without affecting other network traffic while still offering the flexibility to adjust QoS settings for unique network requirements.
- Leverages intelligent classification on routers, utilizing Cisco NBAR to provide deep and stateful packet inspection.
- Provides visibility into the classes of service deployed via system logging and SNMP traps.

**Options, place here**

- Place here
- Place here
- Place here
- Place here
- Place here

Answer:

**Definitions**

**Options, place here**

Determines WAN settings for fragmentation compression, encapsulation and Frame Relay-ATM Inter-working

Policy Generation

Provides seamless Interoperability between of the QoS features and parameters across the network topology, including LAN, MAN and WAN.

Consistency

Priorities voice traffic without affecting other network traffic while still offering the flexibility to adjust QoS settings for unique network requirements.

Configurations

Leverages intelligent classification on routers, utilizing Cisco NBAR to provide deep and stateful packet inspection.

Application Classification

Provides visibility into the classes of service deployed via system logging and SNMP traps.

Monitoring and Reporting

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**QUESTION 14:**

Certkiller .com is performing a backup in anticipation of a Cisco Unity Express upgrade. The system operator is taking the CUE module offline during one of the company's busiest times. What will the result be?

- A. Callers will notice no difference for the duration of their existing call
- B. Subscribers will not see difference
- C. Callers and subscribers will be cut off without warning
- D. Subscribers will only be affected when their current "subscription" is complete
- E. A warning goes out to the subscribers, who can then alert callers to the anticipated down time

Answer: C

---

**QUESTION 15:**

Certkiller .com is a medium-size, not-for-profit group that wants to implement centralized call processing. The group will implement a hub-and-spoke topology with all of the remote branches utilizing Cisco Unified CallManger Express connected to the central site using Cisco Unified CallManger via an IP WAN. The remote branch will be limited to 150 IP phones so the local gateway can provide SRST feature through Cisco CallManger Express. Each time a remote branch phone places a call, the control taffic traverses the IP WAN (even if the call is local to the branch) to reach the Cisco Unified CallManager at

the Central Site. All the control traffic exchanged between a Cisco CallManager at the central site and endpoints or gateways at the remote branches.

Which two signaling protocols can traverse the IP WAN in this deployment model? (Choose two.)

- A. H.450.1
- B. SCGP
- C. H.323
- D. H.450.2
- E. SCCP

Answer: C,E

---

**QUESTION 16:**

Exhibit:

**CertKiller1(config-telephony)#max-conference 12 gain 6**

Your work as a network technician at Certkiller .com. Please study the exhibit carefully. Certkiller .com was having difficulty hearing during conference calls. This configuration adjustment was made and now the company is experiencing sound distortion. What is the cause?

- A. The distortion is unrelated to the gain functionality. Rather it is a result of the company trying to maintain too many conference calls to one time
- B. This functionality can't discriminate between a local VoIP source that requires volume gain and a CO-powered PSTN source that does not require volume gain
- C. The gain functionality applies to outbound audio packets. Distortion is created when an external participant causes echo
- D. This functionality can't discriminate between a remote VoIP or foreign Exchange office source volume gain and a remote VoIP or IP phone that does not require volume gain.

Answer: D

---

**QUESTION 17:**

What is the default value that a PBX or Cisco Unity Express uses to select a voice-mail mail box?

- A. Original Redirect Number
- B. Forward Redirect Number
- C. Last Redirect Number
- D. Original Called Number
- E. Last Called Number

Answer: D

**QUESTION 18:**

When using the partial automated setup process, which three tasks must be completed in order to register phones with Cisco Unified CallManger Express? (Choose three.)

- A. Configure the maximum number of ephones that Cisco Unified CallManger Express will support.
- B. Configure the dial-up pattern to associate extensions with fully qualified E.164 numbers
- C. Associate each phone type with the firmware file
- D. Configure the keepalive timer
- E. Enable the firmware for each phone type being downloaded
- F. Configure an ephone for each phone being registered with the Cisco Unified CallManger Express Server.

Answer: A,C,E

---

**QUESTION 19:**

The Neilson Farm has tried without success to use both Cisco Fax Relay and T.38 faxing services with Cisco Unified CallManager Express. The only faxing service that seems to work is fax pass-through. Which port type is connected to their fax device?

- A. FXS
- B. FAX
- C. E&M
- D. ATA
- E. FXO

Answer: D

---

**QUESTION 20:**

Exhibit:

The screenshot shows the Cisco CallManager Express Administration interface. The page title is "Cisco Unity Express Voice Mail / Auto Attendant". The navigation menu includes "Configure", "Voice Mail", "Administration", "Defaults", "Reports", and "Help". The current page is "Administration > Backup / Restore > Configuration".

Fields and values:

- Server URL \*: ftp://10.90.0.11/ftp
- User ID \*: CertKillerID3
- Password: [Redacted]
- Confirm Password: [Redacted]
- Maximum revisions \*: 5

\* indicates a mandatory field

Your work as a network technician at Certkiller .com. Please study the exhibit carefully. Certkiller .com is backing up it's CUE module. What is required for the User ID?

- A. Read and Write permission on the Cisco Unified CallManger Express Router
- B. Write permission on the directory
- C. Match the Cisco Unified CallManger Express Administration User ID
- D. Read and Write permission on the directory
- E. Read and Write Permission on the Cisco Unity Express router
- F. Match the backup Cisco Unified CallManager Express Router UserID

Answer: B

### QUESTION 21:

#### DRAG DROP

You work as a network engineer at Certkiller .com. Your boss, Mrs. Certkiller, is interested in Cisco Unified CallManager Express file types. Match the files types with the proper use.

Options, select from these

au

PCM

XML

Definitions

Options, place here

Custom ring

Place here

Phone configuration

Place here

Source for music on hold

Place here

Answer:

Definitions

Options, place here

Custom ring

PCM

Phone configuration

XML

Source for music on hold

au

---

**QUESTION 22:**

Exhibit:

A  
voice-port 1/0/0  
type e&m 4-wire  
dial-peer voice 7000 voip  
destination-pattern 7000  
port 1/0/0  
ephone 100  
number 7000  
moh out-call 7000

B  
voice-port 1/0/0  
auto-cut-through  
operation 4-wire  
signal immediate  
dial-peer voice 7000 pots  
destination-pattern 7000  
port 1/0/0  
ephone 100  
number 7000  
moh out-call 7000

C  
voice-port 1/0/0  
type e&m 4-wire  
dial-peer voice 7000 voip  
destination-pattern 7000  
port 1/0/0  
ephone-dn  
number 7777  
moh out-call 7000

D  
voice-port 1/0/0  
auto-cut-through  
operation 4-wire  
signal immediate  
dial-peer voice 7000 pots  
destination-pattern 7000  
port 1/0/0  
ephone-dn 100  
number 7777  
moh out-call 7000

Please refer to the exhibit.

Which configuration will enable a live MOH feed connected to E & M port 1/0/0?

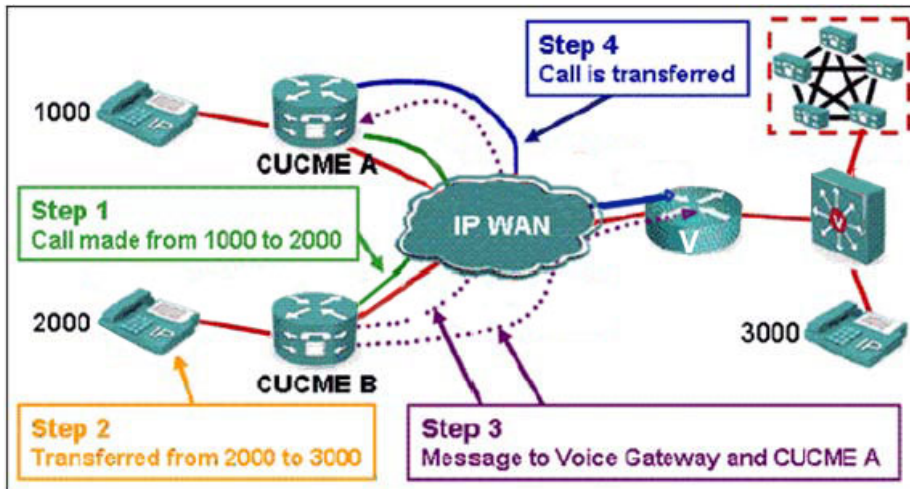
- A. A
- B. B
- C. C
- D. D

Answer: D

---

**QUESTION 23:**

Exhibit:



Your work as a network technician at Certkiller .com. Please study the exhibit carefully. Which Cisco Unified CallManager Express design does this represent?

- A. H.323 interoperability with H.323 gatekeeper
- B. H.323 interoperability with non-H.450-compliant networks using hairpinning
- C. H.323 interoperability with non-H.450-compliant networks minimizing bandwidth consumption
- D. H.23 interoperability with SIP

Answer: C7

#### QUESTION 24:

Certkiller .com booster corporation has a corporate policy stating tat all routing devise will have their configuration backed up to a corporate server on a weekly basis. Their CUE module is a component of he Cisco CallManager Express device. Which three parameters will ensure successful backup of the CUE module configuration? (Choose three.)

- A. The CUE module must have read and write permission on the backup server directory.
- B. A FTP server must be present and available to the CUE module
- C. The CUE module must copy the configuration and messages to separate directories on the backup server
- D. A TFTP server must be sent present and available to the CUE module
- E. The CUE module must have modify permissions on the backup server directory
- F. The CUE Module must be in an offline mode prior to instituting the backup

Answer: A,B,F

#### QUESTION 25:

Which mode allows you to configure the B-ACD service provided in Cisco Unified CallManager Express?



- A. TCL
- B. Application
- C. Telephony-service
- D. Telephony
- E. IP-Telephony

Answer: B

---

**QUESTION 26:**

Exhibit:

**Add a New Group**

Add Cancel Help

Group ID \*:

Full name \*:

Description:

Primary Extension:

Primary E.164 Number:

Create Mailbox:

**Capabilities:**

Super Users:

Administration via Telephone:

Voice Mail Broadcaster - Local:

Voice Mail Broadcaster - Local & Network:

Integrated Messaging:

Public List Manager:

Private List Viewer:

\* indicates a mandatory field

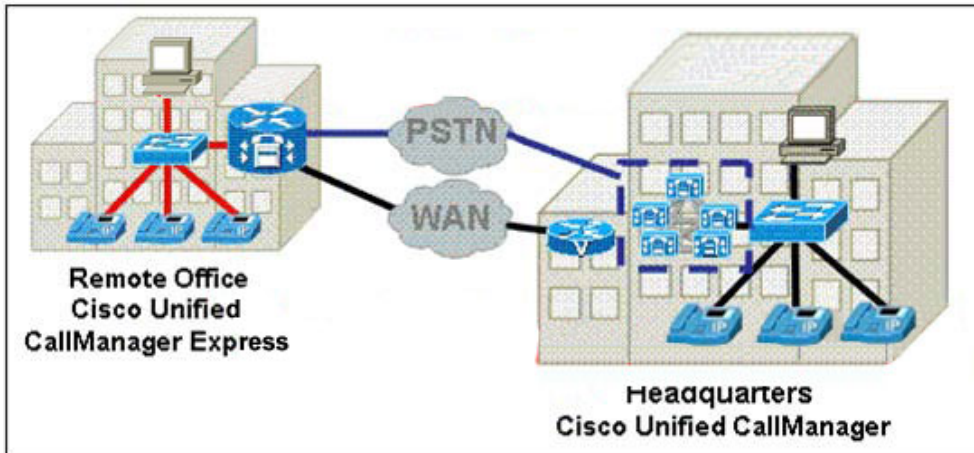
Refer the Exhibit: Certkiller .com is establishing voice-mail groups to more efficiently send messages for rain delays and other important matters. If the organization checks the Integrated messaging box, members of this group will be allowed what IMAP-enabled privilege?

- A. Voice-mail messages may be received by email
- B. Voice-mail messages may be sent by email
- C. Email, voice-mail and instant message integration
- D. Voice-Mail and instant message integration
- E. Email and Voice mail message integration

Answer: A

**QUESTION 27:**

Exhibit:



Your work as a network technician at Certkiller .com. Please study the exhibit carefully. Where would a Cisco Unity Express Network Module Physically reside?

- A. PC at headquarters
- B. Cisco Unified CallManger Express router at the remote office
- C. Cisco Unified CallManger Subscriber at headquarters
- D. Cisco Unified CallManger publisher at headquarters
- E. Voice-enabled router at headquarters
- F. PC the remote office

Answer: B

---

**QUESTION 28:**

DRAG DROP

You work as a network engineer at Certkiller .com. Your boss, Mrs. Certkiller, is interested in analog interface configuration parameters. Match the parameters with the proper interface category.

**Options, select from these**

Supervisory disconnect

Ring frequency

Type

cphone

Auto-cut-through

Dial-type

Ring number

Ring cadance

Operation

**E&M Port**

**FXS port**

*Place here*

*Place here*

*Place here*

*Place here*

*Place here*

*Place here*

**FXO Port**

*Place here*

*Place here*

*Place here*

Answer:

E&M Port	FXS port
Type	Ring frequency
Auto-cut-through	cphone
Operation	Ring cadance

FXO Port
Supervisory disconnect
Dial-type
Ring number

---

**QUESTION 29:**

Exhibit:

```
cue-10-0-0# show ccn trigger
Name: 6000
Type: SIP
Application: voicemail
Locale: en_US
Idle Timeout: 5000
Enabled: yes
Maximum number of sessions: 8

Name: 6700
Type: SIP
Application: autoattendant
Locale: en_US
Idle Timeout: 5000
Enabled: yes
Maximum number of sessions: 8
cue-10-0-0#
```

You wish to verify that the pilot point number has been configured correctly in your CUE module. Using the show ccn trigger command provides the following. Please refer to the exhibit.

What pieces of information can you derive from this output? (Choose two.)

- A. The idle timeout is 5 seconds
- B. The voice-mail application is enabled
- C. The number of ports available is 16
- D. The voice-mail pilot number is 6800

E. The operator can be reached at extension 6800

Answer: B,D

---

**QUESTION 30:**

**DRAG DROP**

You work as a network engineer at Certkiller .com. Your boss, Mrs. Certkiller, is interested Controller configuration parameters. Match the parameter with the proper command it modifies.

**Options, select from these**

CRC4	HDB3	EST	SF
internal	line	AMI	No-CRC4
B8ZS			

**E1 framing**

*Place here*

**T1 framing**

*Place here*

*Place here*

*Place here*

**E1 linecode**

*Place here*

**T1 linecode**

*Place here*

**T1 or E1 linecode**

*Place here*

Answer:

Options, select from these

internal      line

<b>E1 framing</b>	<b>T1 framing</b>
CRC4	EST
No-CRC4	SF
<b>E1 linecode</b>	<b>T1 linecode</b>
HDB3	B8ZS
<b>T1 or E1 linecode</b>	
AMI	

---

**QUESTION 31:**

User defined locale files can be stored in which two locations? (Choose two.)

- A. CUE flash, Slot0
- B. DRAM
- C. TFTP directory specified by cnf-file location command
- D. SDRAM
- E. CME Flash, Slot0

Answer: C,E

---

**QUESTION 32:**

Exhibit:

**B-ACD Auto Attendant script**

```

CLKC(config)#application
CLKC(config-app)# service AA flash:app-b-acd-aa-2.1.0.0.tcl
CLKC(config-app-param)# param space english index 1
CLKC(config-app-param)# param space english language en
CLKC(config-app-param)# param space english location flash:
CLKC(config-app-param)# param service-name Que
CLKC(config-app-param)# param handoff-string AA
CLKC(config-app-param)# param aa-pilot 8005551234
CLKC(config-app-param)# param welcome-prompt _welcome.au
CLKC(config-app-param)# param number-of-hunt-grps 4
CLKC(config-app-param)# param dial-by-extension-option 1
CLKC(config-app-param)# param second-greeting-time 60
CLKC(config-app-param)# param call-retry-timer 15
CLKC(config-app-param)# param max-time-call-retry 300
CLKC(config-app-param)# param max-time-vm-retry 2
CLKC(config-app-param)# param voice-mail 9999
CLKC(config-app-param)# exit

```

**B-ACD Queuing script**

```

CLKC(config)#application
CLKC(config-app)# service Queue flash:app-b-acd-2.1.0.0.tcl
CLKC(config-app-param)#param number-of-hunt-grps 3
CLKC(config-app-param)#param aa-number2 1111
CLKC(config-app-param)#param aa-number3 2222
CLKC(config-app-param)#param aa-number4 3333
CLKC(config-app-param)#param queue-len 15
CLKC(config-app-param)#param queue-manager-debugs 1
CLKC(config-app-param)# exit

```

Exhibit #2:

A.

**CLKC(config-app-param)# param voice-mail 9999**

B.

**CLKC(config-app-param)# param call-retry-timer 15**

C.

**CLKC(config-app-param)# param handoff-string AA**

D.

**CLKC(config-app-param)# param service-name Que**

E.

**CLKC(config-app-param)# param number-of-hunt-grps 4**

F.

**CLKC(config-app-param)# param space english language en**

Your work as a network technician at Certkiller .com. Please study the exhibits carefully. The Clark Long Knife Corporation is having problems with its B-ACD service. Which two parameters in the Auto Attendant script are causing issues? (Choose two.)

A. A

B. B

- C. C
- D. D
- E. E
- F. F

Answer: D, E

---

**QUESTION 33:**

Which two of these methods will allow a CUE administrator to view the output of the CUE message log file? (Choose two.)

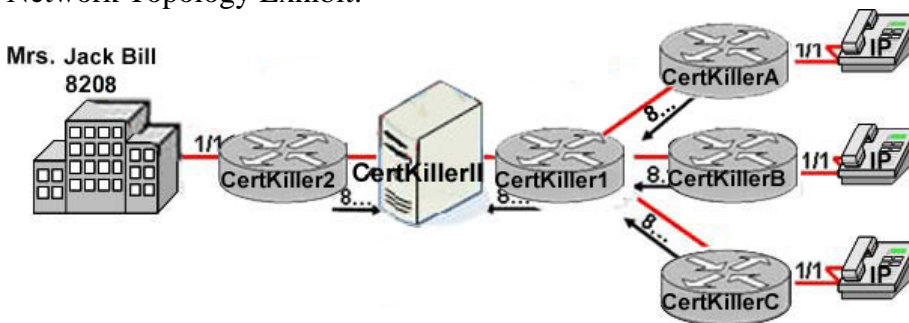
- A. TFTP Server
- B. GUI Interface
- C. Syslog Server
- D. CLI
- E. Text Editor

Answer: D,E

---

**QUESTION 34:**

Network Topology Exhibit:



Certkiller 1 configuration exhibit:

```
dial-peer voice 1 voip
destination-pattern 8200
session-target s0 1
!
dial-peer voice 6 voip
destination-pattern 8205
session-target s0 6
!
dial-peer voice 10 voip
destination-pattern 8209
session-target s0 10
!
dial-peer voice 1 pots
destination-pattern 8...
port 1/1
```

Certkiller 2 configuration exhibit:



```
dial-peer voice 8 pots
destination-pattern 8208
port 1/1
!
dial-peer voice 1000 pots
destination-pattern 8...
port 1/1
!
dial-peer voice 9999 pots
destination-pattern ...
port 1/1
```

Certkiller A configuration exhibit:

```
dial-peer voice 1 pots
destination-pattern 8200
port 1/1
!
dial-peer voice 1000 voip
destination-pattern 8...
session-target s0 1
```

Your work as a network technician at Certkiller .com. Please study the exhibit carefully. Certkiller .com has a home-office workers, Ms. Certkiller , who is attached to its voice network. Which configuration command, when added to the configuration shown on both Router Certkiller 1 and Router Certkiller 2 would allow those attached to Router Certkiller A to be able to call Ms. Certkiller?

- A. prefix
- B. digit-strip
- C. no digit-strip
- D. num-exp
- E. translation-rule
- F. forward digits

Answer: F

---

**QUESTION 35:**

Which format is used to store voice mails in Cisco Unity Express?

- A. PCM
- B. G.728
- C. G.723
- D. G.729
- E. au
- F. G.711

Answer: F

---

**QUESTION 36:**

Which two are functions of an IP voice gateway? (Choose two.)

- A. Provide far-end call control
- B. Provide locations-based call admission control
- C. Translate analog voice to packetized voice
- D. Provide for-end camera control
- E. Transition call path between different networks

Answer: C,E

---

**QUESTION 37:**

What does Cisco Unity Express use, by default to select a voice-mail mail box?

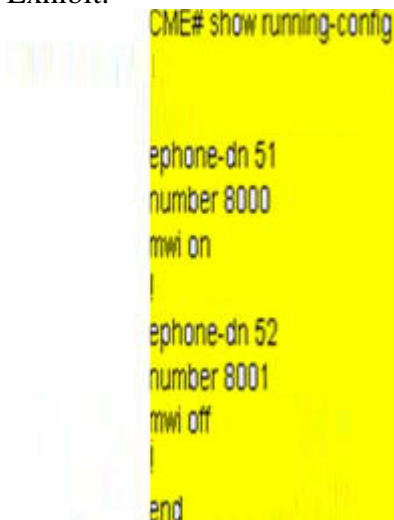
- A. Last Redirect Number
- B. Original Called Number
- C. Last Called Number
- D. Original Redirect Number
- E. Forward Redirect Number

Answer: A

---

**QUESTION 38:**

Exhibit:



```
CME# show running-config
...
ephone-dn 51
number 8000
mwi on
...
ephone-dn 52
number 8001
mwi off
...
end
```

You work as a network administrator at Certkiller .com. You have configured the MWI values in CME. You will be using 8000 for MWI on and 8001 for MWI off. Your extensions use four digits.

From the configuration displayed in the exhibit, why are lights not illuminated when there is a message in the mailbox?

- A. The WMI on/off should be associated with ephone-dns
- B. The ephone-dn must match the extension numbers for WMI to operate correctly

- C. The MWI configuration is correct in CME.MWI extensions must be incorrect in CUE
- D. The extension numbers are not the right length in the number command. They should be 8000 ..... and 8001....

Answer: D

---

**QUESTION 39:**

**DRAG DROP**

You work as a network engineer at Certkiller .com. Your boss, Mrs. Certkiller, is interested in CLI commands and objects they configure. Make the appropriate matching.

**Options, select from these**

Voice mail call-handling phonenum	paramspace aa-hunt menu-number pilot-number
Call application voice application-name aa-pilot	Ccn trigger sip phonenum phonenum
pilot number	

**Definitions**

Hunt Group pilot number
B-ACD pilot number
Voice-Mail pilot number

**Options, place here**

Place here
Place here
Place here

Answer:

Options, select from these

Voicemail call-handling phonenumber

palamspace aa-hunt menu-number pilot-number

Definitions

Hunt Group pilot number

B-ACD pilot number

Voice-Mail pilot number

Options, place here

pilot number

Call application voice application-name aa-pilot

Ccn trigger sip phonenumber phonenumber

---

**QUESTION 40:**

Which two of the following must be configured to allow users to blind transfer calls to both internal and PSTN numbers using H.450.2 supplementary service? (Choose two.)

- A. Transfer-system full-blind
- B. Allow-connections h323 to h323
- C. Supplemental Service h.450.2
- D. Transfer-pattern.T

Answer: A,D

---

**QUESTION 41:**

Which statement best describe echo?

- A. Echo is the nonaudible leak-through of the packets of your Rx path into your own Tx path
- B. Echo is the discernable leak-through of the packets of your Rx path into your own Tx path
- C. Echo is the discernable leak-through of you own Rx path into your own Tx path
- D. Echo is the audible leak-through of the packets from the transmit path into your own receive path
- E. Echo is the nonaudible leak-through of the packets of your Tx path into your own Rx path

Answer: D

---

**QUESTION 42:**

Exhibit:

```
interface FastEthernet0/0.10
  encapsulation dot1q 10
  ip address 10.10.1.1 255.255.255.0
!
interface FastEthernet0/0.100
  encapsulation dot1q 100
  ip address 10.100.1.1 255.255.255.0
!
ip dhcp excluded address 10.10.1.1 10.10.1.10
ip dhcp excluded address 10.10.1.200 10.10.1.255
ip dhcp excluded address 10.100.1.1 10.100.1.10
ip dhcp excluded address 10.100.1.3 10.100.1.255
!
ip dhcp pool Phones
  network 10.100.1.0 255.255.255.0
  dns-server 128.192.6.247
  domain-name mydomain.com
ip dhcp pool Data
  network 10.10.1.0 255.255.255.0
  dns-server 128.192.6.247
  domain-name mydomain.com
```

Which two commands need to be added to this configuration to allow IP phones in subnet 10.100.1.0 to register with Cisco CallManager Express at address 10.10.1.1? (Choose two.)

- A. default-router 10.100.1.1 under dhcp pool phones
- B. encapsulation dot1q 10 native under interface FastEthernet0/0.10
- C. subnet prefix-length 24 under dhcp pool phones
- D. ip helper address 10.10.1.1 under interface FastEthernet0/0.100
- E. option 150 ip 10.10.1.1 under dhcp pool phones

Answer: A,E

---

**QUESTION 43:**

DRAG DROP

You work as a network engineer at Certkiller .com. Your boss, Mrs. Certkiller, is interested in compression algorithms characteristics. Make the proper matching.

Options, select from these

Phone firmware changes	Hard reboot
User local changes	Network locale changes
Phone line changes	Phone button changes
Soft reboot	Phone line changes

Restart

Place here
Place here
Place here
Place here

Reset

Place here
Place here
Place here
Place here

Answer:

Restart

Phone line changes
Phone button changes
Soft reboot
Phone line changes

Reset

Phone firmware changes
Hard reboot
User local changes
Network locale changes

---

**QUESTION 44:**

Which pre-configuration task is necessary for VoiceView Express?

- A. Ensure that all phones that are owned by the JTAPI user point to the authentication server URL on Cisco Unity Express
- B. Ensure that the authentication server RUL points to Cisco Unity Express
- C. Ensure that all phones point to the authentication server URL owned by Cisco Unity Express
- D. Ensure that authentication server is owned by the JTAPI user on Cisco Unity Express

Answer: B

---

**QUESTION 45:**

What two are features of the Cisco Unified CallManager Express QCT? (Choose two.)

- A. Support for barcode-scanned input of IP-phone MAC addresses and phone types
- B. Standards-based autoconfiguration using SIP and SCCP
- C. Automatic identification of phone types and MAC addresses upon booting Cisco Unified CallManager Express Router
- D. Automatic download of System parameters from Central Site
- E. Autodetection of Cisco Router components

Answer: A,E

---

**QUESTION 46:**

Which statement most accurately describes the function of the Cisco Unity Express Auto Attendant?

- A. Auto attendant will answer calls, collect digits and forward calls to the operator for he further processing
- B. Auto attendant will answer calls and will allow the caller to self-direct by entering the extension, entering the name or dialing 0 for the operator
- C. Auto Attendant answers calls and directs them to voice mal if he extension entered does not answer the call
- D. Auto Attendant is designed to provide operator-like functionality for after-hour, weekend and holiday operations

Answer: B

---

**QUESTION 47:**

The Abigail Braitree Foundaton is a medium-size, not-for-profit group that wants to implement centralized call processing. The group will implement a hub-and-spoke topology with all of the remote branches utilizing Cisco Unified CallManger Express connected to the central site using Cisco Unified CallManger via an IP WAN. The remote branch will be limited to 150 IP phones so the local gateway can provide SRST feature through Cisco CallManger Express. Each time a remote branch phone places a call, the control taffic traverses the IP WAN (even if the call is local to the branch) to reach the Cisco Unified CallManager at the Central Site. All the control traffic exchanged between a Cisco CallManager at the central site and endpoints or gateways at the remote branches. Which two signaling protocols can traverse the IP WAN in this deployment model? (Choose two.)

- A. H.323
- B. H.450.2
- C. H.450.1
- D. SCCP
- E. SCGP

Answer: A,D

---

**QUESTION 48:**

**DRAG DROP**

You work as a network engineer at Certkiller .com. Certkiller .com uses Cisco Unified CallManager Express and has incorporated VoiceView Express. The agency is very busy and utilizes TUI capabilities as well. At one point in time, the following activities were all taking place

- \* Jack was recording a new greeting.
- \* Bill was browsing through his voice messages.
- \* Carlos was listening to his voice mail.
- \* Janoz was recording a voice mail to send off to a client, and
- \* Adamski was browsing through a few voice messages.

Answer the following three subquestions by drag and drop.

**Options, select from these**

NM-CUE-EC	2
6	3
NM-CLE	5

**Definitions**

Which Cisco Unify Express module is most effectively meets demands?
How many VoiceView sessions are being used?
How many TUI sessions are being used?

**Options, place here**

<i>Place here</i>
<i>Place here</i>
<i>Place here</i>



Answer:

Options, select from these

NM-CUE-EC	2
6	
NM-CLE	

Definitions

Options, place here

Which Cisco Unify Express module is most effectively meets demands?	NM-CUE-EC
How many VoiceView sessions are being used?	5
How many TUI sessions are being used?	3

---

**QUESTION 49:**

Exhibit:

```
KDCRtr(config)#voice register template 1
KDCRtr(config-register-template)#no transfer-attend
KDCRtr(config-register-template)#no transfer-blind
KDCRtr(config-register-template)#no semi-attended enable
KDCRtr(config-register-template)#no conference
KDCRtr(config)#voice register template 2
KDCRtr(config-register-template)#no dnd-control
KDCRtr(config-register-template)#anonymous block
KDCRtr(config-register-template)#no caller-id block
KDCRtr(config-register-template)#vad
KDCRtr(config)#voice register pool 3
KDCRtr(config-register-pool)#reset
KDCRtr(config-register-pool)#template 2
KDCRtr(config-register-pool)#exit
KDCRtr(config)#voice register dn 20
KDCRtr(config-register-pool)#number 3
```

You work as a network administrator at Certkiller .com. Please study the exhibit very carefully. Certkiller .com has begun to configure its Cisco Unified CallManager Express service for SIP Telephony.

Which two softkey buttons or phone features will be active for this telephone? (Choose two.)

- A. Caller-ID Block
- B. DND Control
- C. Consultative Transfer
- D. Blind Transfer
- E. Anonymous Block
- F. Conferencing

Answer: A,B

---

**QUESTION 50:**

What format is used to store voice mails in Cisco Unity Express?

- A. G.728
- B. au
- C. PCM
- D. G.723
- E.
- F. G.711
- G. 729

Answer: F

---

**QUESTION 51:**

The Sugar Loaf Goat farm is implementing Cisco Unified CallManager Express in a standalone environment with PSTN interfaces. What are two valid options for fax support? (Choose tow.)

- A. Make the fax machine appear to be a SIP device by connecting it to an ATA
- B. Make the fax machine appear to be an SCCP device by connecting it to an ATA
- C. Connect the fax machine to an FXO port of the Cisco CallManager Express router
- D. Connect the fax machine to an FXS port of the Cisco CallManager Router
- E. Make the fax machine appear to be an H.323 device by connecting it to an ATA

Answer: D,E

---

**QUESTION 52:**

Your IT manger wants you to configure CUE to use the GUI interface. Which two configuration steps must be executed? (Choose two)

- A. An NTP server must be set up
- B. GUI files must be installed in router flash
- C. SIP dial peers must be set to router call a CUE

- D. GUI config must be specified during initial configuration steps
- E. An HTTP server must be configured on the IOS Router

Answer: B,E

---

**QUESTION 53:**

You have configured a new user in CUE but when you use the command show user detail username BSmith you see an error in the E.164 phone number. What two steps are required to resolve this issue? (Choose two.)

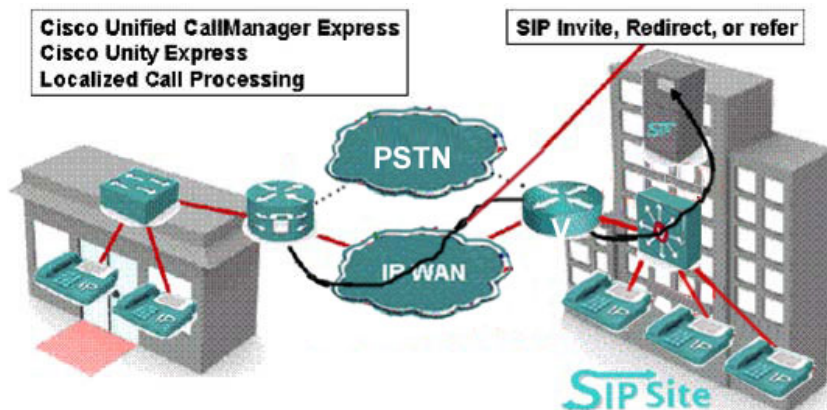
- A. The no voicemail mailbox owner username BSmith command needs to be executed
- B. The username edit command needs to be used to correct the E.164 number
- C. The mailbox BSmith can be edited with the mailbox BSmith command
- D. The username BSmith needs to be deleted and then the user needs to be reentered with the Correct E.164 phone number

Answer: A,D

---

**QUESTION 54:**

Exhibit:



Your work as a network technician at Certkiller .com. Please study the exhibit carefully. The Greene Supply Company is integrating Cisco Unified CallManger Express into a SIP network. Which two statements are accurate? (Choose two.)

Exhibit: image026.jpg

- A. Use the notify-based DTMF relay mechanism that is proprietary to Cisco
- B. Use either the notify-based DTMF relay mechanism that is proprietary to Cisco or the RFC-based DTMF relay
- C. SIP support in dial peers is a Cisco IOS function
- D. The SIP server must be configured for the I.164 numbers that are going to register with the Cisco CallManager Express database
- E. SIP support in Cisco IOS is a function of localized call processing integrated with Cisco Unity Express

Answer: B,C

---

**QUESTION 55:**

When using the partially automated setup process, which three tasks must be completed in order to register phones with Cisco Unified CallManger Express? (Choose three.)

- A. Configure the dial-plan pattern to associate extensions with fully qualified E.164 numbers
- B. Configure the keepalive timer
- C. Configure the maximum number of ephones that Cisco Unified CallManager Express will support
- D. Enable the firmware for each phone type being downloaded
- E. Configure an ephone for each phone being registered with the Cisco Unified CallManger Express server.
- F. Associate each phone type with a firmware file

Answer: C,D,F

---

**QUESTION 56:**

Which two TCL scripts make up the B-ACD?  
(Choose two.)

- A. Automated Call Distributor
- B. Call Queue
- C. Auto Attendant
- D. Direct Inward Dial
- E. Automated Queuing
- F. Basic Queuing

Answer: B,C

---

**QUESTION 57:**

Exhibit:

A.

```
dial-peer voice 1 pots
destination-pattern 9011.
forward-digits all
port 1 0/0:15
```

B.

```
dial-peer voice 1 pots
destination-pattern 9011T
prefix 011
port 1 0/0:23
```

C.

```
dial-peer voice 1 voip
destination-pattern 9011T
forward-digits all
port 1 0/0:23
```

D.

```
dial-peer voice 1 voip
destination-pattern 9011
prefix 011
port 1 0/0:23
```

Please refer to the exhibit.

The IP telephony location that you manage uses a PSTN access code of 9. Your service provider expects international calls to be prefixed with 011. Which dial-peer configuration will allow outbound international calls?

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

Answer: B

---

**QUESTION 58:**

Exhibit:

- i. It supports ground-start signaling
- ii. Calling name is James Smith
- iii. Calling Number is 408-555-1212
- iv. Ring frequency is 25hz
- v. Ring cadence is for Germany

Exhibit #2:

A.

```
voice-port 1/0/0
signal ground-start
cptone DE
ring frequency 25
station-id name James Smith
station-id number 4085551212
```

B.

```
voice-port 1/0/0
description extension 555-1212, name "James Smith"
signal ground-start
ring cadence DE
ring frequency 25
```

C.

```
voice-port 1/0/0
description extension 555-1212, name "James Smith"
ring cadence Germany
ring frequency 25
station-id name James Smith
station-id number 5551212
```

D.

```
voice-port 1/0/0
signal ground-start
cadence Germany
frequency 25
station-id name James Smith
station-id number 4085551212
```

Your IP telephony manager wants to you to configure an FXS port on a voice-enabled router with the requirements displayed in the exhibit. Which configuration will meet these requirements?

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

Answer: A

---

**QUESTION 59:**

The VBB Company wants to find out which set of progress tones and cadences are supported with its local Cisco Unified CallManager Express service Which command should be used?

- A. VBBRtr(config-telephony)#local-netwrok ?
- B. VBBRtr(config-telephony)#netwrok-locale ?
- C. VBBRtr(config-telephony)#language-type ?
- D. VBBRtr(config-telephony)#user-netwrok ?
- E. VBBRtr(config-telephony)#netwrok-language ?

Answer: B

---

**QUESTION 60:**

The Clinton Howe Wiegths and Measures Company wants to send CDRs to a syslog server. Which two options are required? (Choose two.)

- A. The CDR collection must be enabled from the CLI
- B. The syslog server IP Address must be configured using the logging command
- C. The logging file must be initialized using the logging buffered command
- D. The CDRs must be sent to the syslog server using the gw-accounting syslog command

Answer: B,D

---

**QUESTION 61:**

Which port type must be connected to the fax device for the Cisco Unified CallManager Express to support fax pass-through, T.38 and Cisco fax reply?

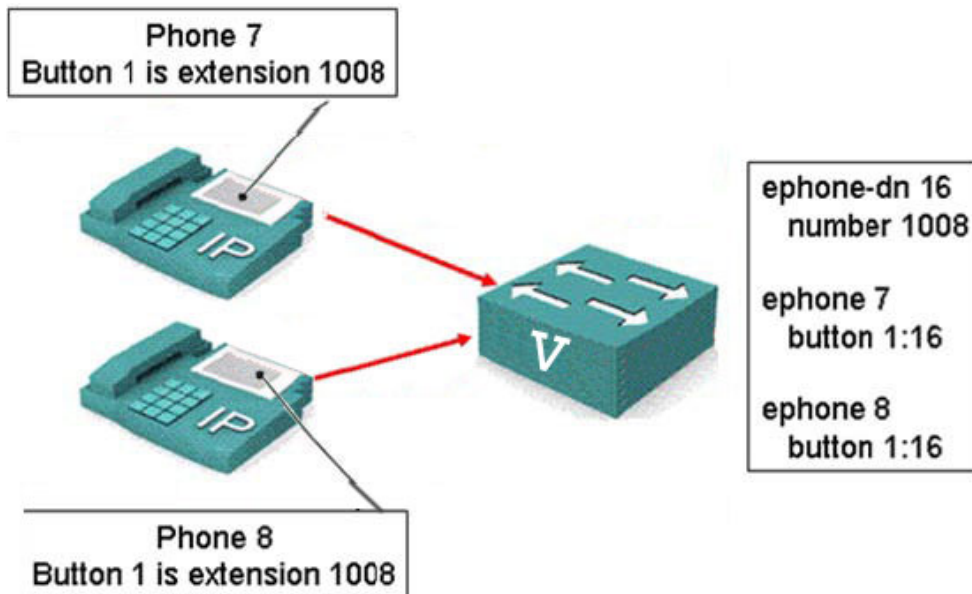
- A. FXS
- B. FXO
- C. ATA
- D. FAX

Answer: A

---

**QUESTION 62:**

Exhibit:



Which ephone-dn type does the exhibit represent?

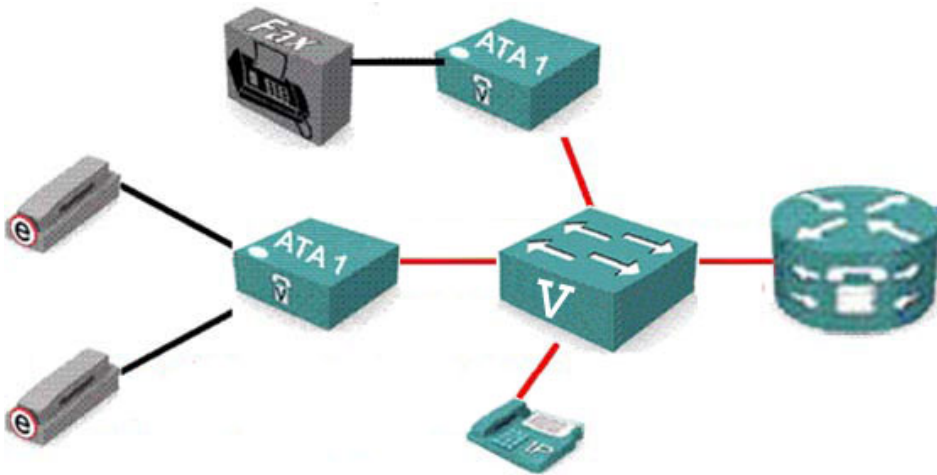
- A. Dual-number ephone-on
- B. Shared ephone-dn
- C. Dual-line ephone-dn
- D. Two ephone-dns with one number
- E. Single-line ephone-dn
- F. Overload ephone-dn

Answer: B

---

**QUESTION 63:**

Exhibit:



You work as a network administrator at Certkiller .com. Please study the exhibit very carefully. Which protocol should be used for the connection between ATA1 and the Cisco Unified CallManager Express?

- A. FXS
- B. SCCP
- C. SIP
- D. MGCP
- E. H.323

Answer: E

---

**QUESTION 64:**

Which three methods can be used to troubleshoot problems using the Cisco Unity Express GUI? (Choose three.)

- A. Turn on logging
- B. Refresh WMI



- C. View trace output
- D. Turn on trace functions
- E. View system configuration
- F. View logging output

Answer: B,D,E

---

**QUESTION 65:**

Exhibit:

```
CertKiller3(config-telephony-service)#transfer-system blind
```

Your work as a network technician at Certkiller .com. Please study the exhibit carefully. The Saratoga softball league is setting up call Transfer for its Cisco Unified CallManger Express solution, which uses version 4.0. The network supports the H.450 standards. What will be used to execute the transfer?

- A. H.450.2 Standard
- B. H.450.3 Standard
- C. H.450.3 Standard
- D. Hairpin Routing
- E. TCL Script
- F. Proprietary Cisco Method

Answer: B

---

**QUESTION 66:**

DRAG DROP

You work as a network engineer at Certkiller .com. Your boss, Mrs. Certkiller, is interested voiced mail. Match the characteristics with the appropriate integration model.

**Options, select from these**

- Voice-mail is fully integrated with Cisco Unified CallManager Express in the same chassis
- Cisco Unified Callmanager Express does call routing between gateway Interfaces, phones, and voice-mail.
- Cisco Unity Express Server config must match a config on the Cisco Unified CallManager Express router.
- It uses DTMF tones at the beginning of the call to send information to the voice-mail
- DTMF tones sent to the voice-mail system will need to match an integration file on the voice-mail system.
- It does not require analog or digital trunks. It only requires IP connectivity.

**Analog**

- Place here
- Place here

**Skinny**

- Place here
- Place here

**SIP**

- Place here
- Place here

Answer:

**Analog**

It uses DTMF tones at the beginning of the call to send information to the voice-mail

DTMF tones sent to the voice-mail system will need to match an integration file on the voice-mail system.

**Skinny**

Cisco Unity Express Server config must match a config on the Cisco Unified CallManager Express router.

It does not require analog or digital trunks. It only requires IP connectivity.

**SIP**

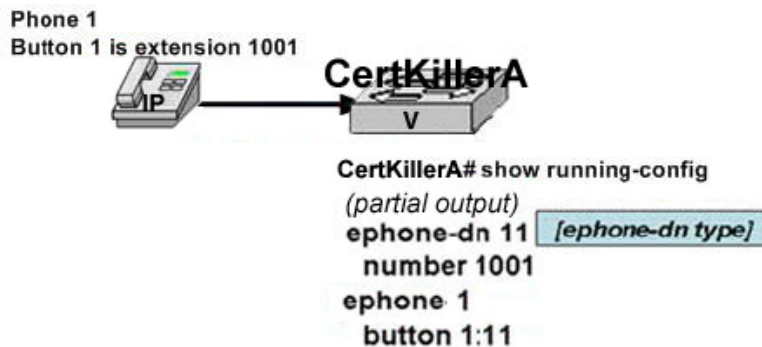
Voice-mail is fully integrated with Cisco Unified CallManager Express in the same chassis

Cisco Unified Callmanager Express does call routing between gateway Interfaces, phones, and voice-mail.

---

**QUESTION 67:**

Exhibit:



You work as a network administrator at Certkiller .com. Please study the exhibit very carefully. Which [ephone-dn type] would you expect to see in the partial show run output?

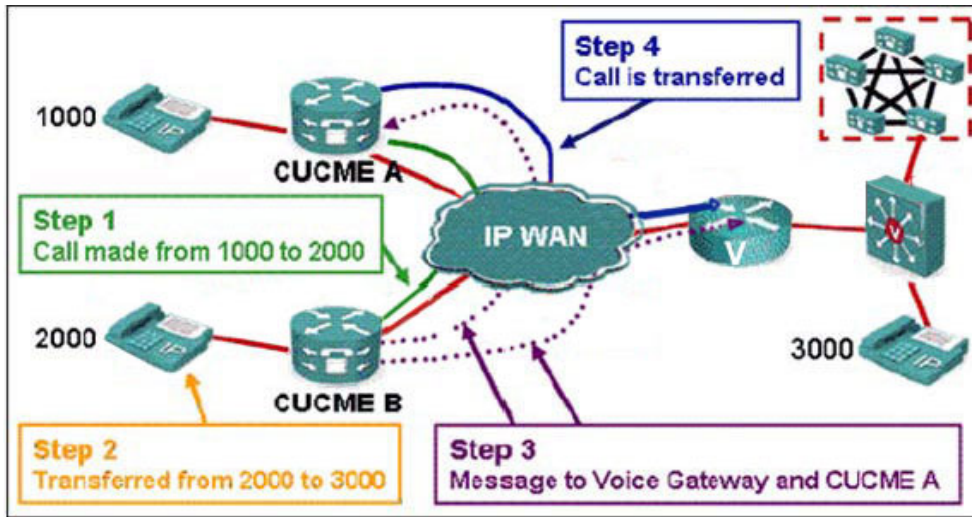
- A. Single-line
- B. Dual-number
- C. Overlaid
- D. Dual-label
- E. Shared
- F. Dual-line

Answer: B

---

**QUESTION 68:**

Exhibit:



Your work as a network technician at Certkiller .com. Please study the exhibit carefully. Which Cisco Unified CallManager Express design does this represent?

- A. H.323 interoperability with non-H.450-complaint networks minimizing bandwidth consumption
- B. H.323 interoperability with H.323 gatekeeper
- C. H.323 interoperability with non-H.450.complaint networks using hairpinning
- D. H.323 interoperability with SIP

Answer: A

### QUESTION 69:

Which three features of the IMAP are available on a Cisco Unity Express Module?  
(Choose three.)

- A. Access voice-mail messages over the network or download them selectively
- B. View instant messages and voice-email messages from a single integrated e-mail type client using IMAP
- C. Play voice-mail locally using standard media players without requiring a connection to Cisco Unity Express
- D. Download e-mail messages as attachments to voice mail messages
- E. Delete Voice-mail messages or mark them as read or unread in a manner similar to e-mail messages
- F. Access voice-mail messages from general delivery mailboxes (GDMs)

Answer: A,C,E

### QUESTION 70:

Exhibit:

**CertKiller2(config-telephony)#max-conference 12 gai**

Your work as a network technician at Certkiller .com. Please study the exhibit carefully. The Hamilton Emporium was having difficulty hearing during conference calls. This configuration adjustment was made and now the company is experiencing sound distortion. What is the cause?

- A. This functionality can't discriminate between a remote VoIP or foreign Exchange office source volume gain and a remote VoIP or IP phone that does not require volume gain.
- B. The distortion is unrelated to the gain functionality. Rather it is a result of the company trying to maintain too many conference calls to one time
- C. This functionality can't discriminate between a local VoIP source that requires volume gain and a CO-powered PSTN source that does not require volume gain
- D. The gain functionality applies to outbound audio packets. Distortion is created when an external participant causes echo

Answer: A

---

**QUESTION 71:**

Which protocol is required for an IP phone to register with Cisco CallManger Express?

- A. AAA
- B. DHCP
- C. TFTP
- D. FTP
- E. NTP

Answer: C

---

**QUESTION 72:**

Incoming calls to your store are answered by the front desk. Calls are parked at an extension and an announcement is made for an employee in the appropriate department to pickup the call. The accounting department has been extremely busy and you wish to be able to park up to 5 simultaneous calls for this department on extension 102. How can you accomplish this?

- A. Add four additional ephone-dns with unique numbers and configure a hunt group to roll to the next available park extension
- B. Add four additional ephone-dns with unique numbers and set call forward busy to roll to the next available park extension
- C. Add four additional park-slots under the existing ephone-dn for extension 102
- D. Add four additional ephone-dns and configure each with number 102 and a park-slot

Answer: D

---

**QUESTION 73:**

When the AIM-CUE is being used, where do log messages go if the log file is full?

- A. The initial log file is named message.log.prev and a new file named message.log is started
- B. When the log file becomes full, it is automatically copied to an external server and a new message.log file is started
- C. Once the log file is full, the oldest log entries are dripped to make space for new entries
- D. Once the log file becomes full, it stops logging new messages and the new log messages are lost

Answer: D

---

**QUESTION 74:**

The Prescott Shovel Company wants to upgrade its Cisco Unity Express from a Cisco Unified CallManager Express initegration to a Cisco Unified CallManager intergration. Which statement is true?

- A. The Cisco Unity Express license does not need to be changed
- B. The Cisco Unity Express license must be changed
- C. A special hybrid license is required
- D. The License file names are identical, which allows them to be interchanged as long as the module itself is not being upgraded

Answer: B

---

**QUESTION 75:**

DRAG DROP

To configure the AutoQos VoIP feature on the low-speed serial interface of a router, drag the commands on the left to the appropriate boxes on the right.

**642-144**

**bandwidth 512**

**mis auto qos voip**

**voip**

**auto qos**

**auto qos voip**

**ip address 10.10.100.1 255.255.255.0**

First two commands (either orde)

place here

place here

Third command

place here

Answer:

**mis auto qos voip**

**voip**

**auto qos**

First two commands (either orde)

**bandwidth 512**

**ip address 10.10.100.1 255.255.255.0**

Third command

**auto qos voip**

Explanation :

1. To configure the AutoQoS ? VoIP feature on an interface, use the auto qos voip command in interface configuration mode or Frame Relay DLCI configuration mode. To remove the AutoQoS ? VoIP feature from an interface, use the no form of this command.
2. To install the quality-of-service (QoS) class maps and policy maps created by the AutoQoS for the Enterprise feature, use the auto qos command in interface configuration mode. To remove the QoS policies, use the no form of this command.

---

**QUESTION 76:**

What is the purpose of a voice codec? (Choose two)

- A. Reduce bandwidth requirements.
- B. Improve signal to noise characteristics.
- C. Improve voice quality.
- D. Approximate an audio wave in digital form.

Answer: A, D

---

**QUESTION 77:**

Which two of the following must be configured to allow users to bind transfer calls to both internal and PSTN numbers using H.450.2 supplementary services? (Choose two)

- A. transfer-pattern .T
- B. transfer-system full-bind
- C. supplemental service h.450.2
- D. allow-connections h323 to h323

Answer: A, B

To configure CME to permit transfers to nonlocal destinations, set the transfer-pattern command under telephony-service. Using .T provides full wildcard matching for any number of digits.

To configure CME to use H.450.2 transfers, set transfer-system full-consult under telephony-service command mode. This will turn on H.450.2 and H450.12 services.

---

**QUESTION 78:**

Which of the following dial peer configurations will allow International calls to be made outbound from a USA site?

- A. dial-peer voice 1 pots  
destination-pattern 9011.  
forward-digits all  
port 1 0/0:15
- B. dial-peer voice 1 pots  
destination-pattern 9011T  
prefix 011  
port 1 0/0:23
- C. dial-peer voice 1 voip  
destination-pattern 9011T  
forward-digits all  
port 1 0/0:23
- D. dial-peer voice 1 voip  
destination-pattern 9011  
prefix 011  
port 1 0/0:23

Answer: B

The 9011T signifies any and all digits after the 9011

A is incorrect because the "." in the destination pattern only signifies one more digit

C and D are incorrect since they are for VOIP calls.

---

**QUESTION 79:**

You have created 5 ephone-dns with tags of 1-5. You wish to assign all 5 ephone-dns



to a single button on an IP phone.

Which of the following is a valid configuration?

- A. Ephone 1 overlay  
Mac-address 003c.0012.1234  
Button 1: 1:2 1:3 1:4 1:5
- B. Ephone 1  
Mac-address 003c.0012.1234  
Button 1:1,2,3,4,5 overlay
- C. Ephone 1  
Mac-address 003c.0012.1234  
Button 1o1 1o2 1o3 1o4 1o5
- D. Ephone 1  
Mac-address 003c.0012.1234  
Button 1o1,2,3,4,5

Answer: D

The "o" character replaces the ":" character for this command. The other answers are not using correct variables.

---

**QUESTION 80:**

Which of the following is an 8 kbps codec?

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

Answer: D

G.711 = 64 kbps  
G.723 = 5.3 / 6.3 kbps  
G.726 = 32 kbps  
G.729 = 8 kbps

---

**QUESTION 81:**

You have configured four dual-line ephone-dns. You wish to set up a hint group for these ephone-dns.

Which of the following commands should be used so that an incoming call does not hunt to the second channel of the ephone-dns?

- A. no huntstop
- B. huntstop
- C. no huntstop channel
- D. huntstop channel

Answer: D

The huntstop channel command prevents incoming calls from hunting on busy from the first virtual voice port channel to the second channel. It does not affect hunting between dial peers. It influences channel hunting only within the voice port.

---

**QUESTION 82:**

DRAG DROP

You have installed CUE on a router at a remote site. Now you need to configure a new script so that auto attendant (AA) will function as you desire.

What are the steps necessary to prepare a script for use with CUE?

Record prompts used by the script.	1
Upload the script to the PC workstation from Cisco.com so it can be edited.	2
Create the script via the CUE AA editor.	3
Install the CUE AA editor on a PC workstation or on a server from Cisco.com.	4
Upload the script to the CUE system so it can begin active call control.	

Answer:

	Install the CUE AA editor on a PC workstation or on a server from Cisco.com.
Upload the script to the PC workstation from Cisco.com so it can be edited.	Create the script via the CUE AA editor.
	Record prompts used by the script.
	Upload the script to the CUE system so it can begin active call control.

---

**QUESTION 83:**

You have developed a plan to install the NM-CUE hardware and software in a router. Examine the following steps.

What steps are missing from your plan? (Choose two)

Installation plan

Insert NM-CUE in an open NM slot.

Power up the router.

Verify that the CUE module is recognized by the router IOS.

Copy the CUE license files to FLASH memory.

Configure CUE.

- A. Upgrade the router to the correct version of IOS, for the NM-CUE 12.3(4)T or higher.
- B. Power down the router
- C. Type \*\*\* at the command prompt to verify the MN-CUE is recognized.
- D. Copy the CUE system files to main memory from FLASH prior to using the CUE installer tool.

Answer: A, B

Note: You need to upgrade to correct IOS version and need to power down the router before insert the CUE module in the router.

---

**QUESTION 84:**

**DRAG DROP**

Drag the appropriate ephone-dn type to its stated requirement.

- single-line ephone-dn
- dual-line ephone-dn
- shared ephone-dn
- overlay ephone-dn

multiple lines with same extension	place here
intercom	place here
single line with multiple extensions	place here
call waiting	place here

Answer:

multiple lines with same extension	shared ephone-dn
intercom	single-line ephone-dn
single line with multiple extensions	overlay ephone-dn
call waiting	dual-line ephone-dn

Multiple lines with same extension ----- overlay ephone dn

## Overlay Ephone-dn

Cisco.com

- Two or more ephone-dns applied to the same ephone line button
- Up to ten ephone-dns per line button on the phone
- In overlay set, either all ephone-dns must be single-line or all must be dual-line
- Ephone-dns usually applied on more than one phone
- Allows up to ten calls (depending on the number of ephone-dns) to the same phone number that resides on multiple ephones
- Call pickup is not supported
- Call placed on hold retrievable only by the phone that placed the call on hold

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single line with multiple extensions----- shared ephone dn

## Shared Ephone-dn

Cisco.com

- One ephone-dn is applied on two different ephones.
- Only one Phone can use the ephone-dn at a time.
- Both Phones ring when a call arrives at the ephone-dn.
- Only one ephone can pick up the call, ensuring privacy.
- Either ephone can retrieve a call placed on hold.

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QUESTION 85:

Voice users in a new VoIP network have been complaining about the poor quality of voice over the WAN. They claim that conversations seem to incur talker overlap in which talkers and listeners become unsynchronized and often find themselves speaking at the same time or both waiting for the other to speak.

Which two actions could you take that would most likely resolve the problem?  
(Choose two)

- A. Increase the link speed.
- B. Enable fragmentation on the WAN link.
- C. Enable RTP header compression on the WAN link.
- D. Increase priority queue size.
- E. Increase de-jitter buffer size.

Answer: B, C

Voice packets may be getting stuck behind large data packets, fragmentation will reduce the overall size of data packets so voice packets don't wait so long to be transmitted. RTP header compression will reduce the total bandwidth needed for each voice call

---

**QUESTION 86:**

All of your incoming calls are answered by the receptionist. You want the receptionist to be able to park the calls at extension 102 and make an announcement so an employee in the appropriate department can pick up the call. If no one picks up within 20 seconds, you want to notify the receptionist that a call is parked. You also want to notify the office manager at extension 2000.

Which of the following configurations will accomplish this?

- A. `ephone-dn 20`  
`number 102`  
`park-slot timeout 20 notify 2000 only`
- B. `ephone-dn 20`  
`park-slot 102 timeout 20 notify 2000 only`
- C. `ephone-dn 20`  
`number 102`  
`park-slot notify 2000`  
`timeout 20`
- D. `ephone-dn 20`  
`number 102`  
`park-slot timeout 20 notify 2000`

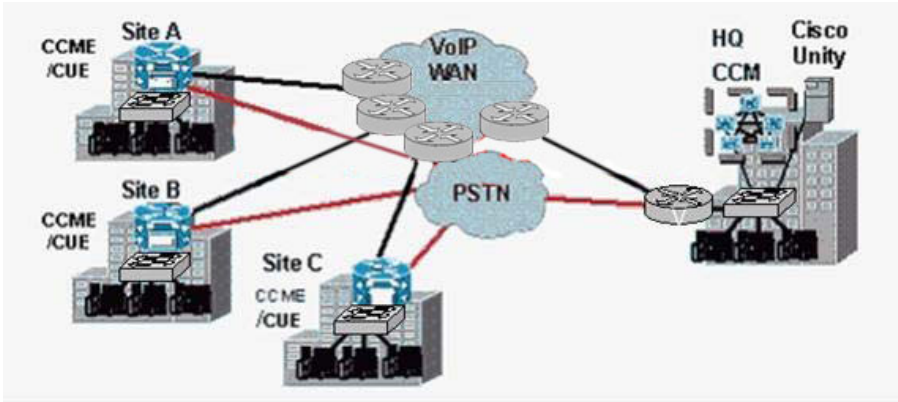
Answer: D

The "number 102" creates a single park-slot instance with number 102. The "park-slot timeout 20 notify 2000" sets the reminder interval to 20 seconds with no maximum number of reminders. Extension 2000 will be notified as well as the park originator. Answer A was close but since it includes the keyword "only" in the park-slot command it

is incorrect. The presence of "only" would mean that the reminder is only sent to extension 2000 and not to the receptionist as well.

---

**QUESTION 87:**



In the network shown in the exhibit, VoIP is used over the intranet WAN to facilitate all voice communications between all sites. Calls out of the intranet are made direct via the PSTN at each site.

Choose the two appropriate network devices upon which AutoQoS should be implemented to facilitate proper voice quality for inter-site calls. (Choose two)

- A. remote site routers
- B. remote site switches
- C. remote site IP phones
- D. HQ Call Managers
- E. HQ IP phones
- F. SP edge routers

Answer: A, B

---

**QUESTION 88:**

What does the switch provide to the Cisco IP phone via Cisco Discovery Protocol when the IP phone power up?

- A. voice VLAN ID (WID)
- B. native VLAN ID (NVID)
- C. priority VLAN (PVAN)
- D. IP address

Answer: A

IP Phones have a bootup sequence. The very first step in the sequence is to send a CDP message to discover the voice virtual LAN information from the switch. The IP Phone then sends a broadcast DHCP request and should receive an IP address, default gateway and TFTP server information. The IP Phone then requests a file from the TFTP server which includes, among other things, the IP address of the CME router. The IP Phone then

sends a registration request to the CME router and subsequently receives the phone configuration from this router.

---

**QUESTION 89:**

Which four items must be verified if you are unable to use the GUI interface to configure CUE? (Choose four)

- A. The IP address of the router.
- B. The HTTP server configured on the router and pointed to use router flash as the page location.
- C. SIP dial-peers to route calls to CUE.
- D. IP address of the service engine.
- E. NTP server setup.
- F. A static route to CUE.

Answer: A, B, D, F

Explanation:

D not C: Because SIP dial-peers has no effect to connect to CUE using Gui interface. The dial-peers route and NTP have no bearing on this question. Refer to Cisco Unity Express GUI Administrator Guide for Cisco CallManager Express Release 2.1 page 11 for explanation of above.

---

**QUESTION 90:**

What is "trusted" when the auto qos voip command is configured with the "trust" parameter?

- A. source address
- B. MAC address of sender
- C. DES keyword
- D. DSCP

Answer: D

---

**QUESTION 91:**

How are Cisco CallManager Express files loaded to flash?

- A. Copied from a tftp or ftp server.
- B. Pushed via an html link.
- C. Loaded directly from CD-ROM.
- D. On a modular, plug-in flash card.

Answer: A

---

**QUESTION 92:**

You have been asked to configure an FXS port on a voice enabled router. Which commands will be necessary to configure port 1/0/0 to support ground start signaling, ring cadence for Germany, ring frequency of 25hz., calling name James Smith, and a calling number of 408-555-1212?

A. voice-port 1/0/0

signal ground-start

cptone DE

ring frequency 25

station id name James Smith

station number 4085551212

B. voice-port 1/0/0

description extension 555-1212, James Smith

signal ground-start

ring cadence DE

ring frequency 25

station id name James Smith

Station number 4085551212

C. voice-port 1/0/0

description extension 555.1212, James Smith

ring cadence Germany

ring frequency 25

station id name James Smith

station id number 5551212

D. voice-port 1/0/0

description extension 555-1212, James Smith

signal ground-start

cptone Germany

ring frequency 25

station-id name James Smith

station-number 4085551212

Answer: A

---

**QUESTION 93:**

Which of the following are benefits of the auto assign command? (Choose two)

A. Eliminates the need to configure ephones.

B. Eliminates the need to configure ephone-dns.

C. Can restrict auto registration by phone model.

D. Automatically configures shared lines.



Answer:

Explanation: Pending: C, ?

Not B:

the auto assign command automatically assigns ephone-dns to ephones. Although ephones can automatically receive an ephone-dn from a pre-determined list, it does NOT eliminate the need to CREATE the ephone-dn.

Note:

CME 3.1 Admin Guide Page 50

Setting Up Phones in a CME System Partially Automated Setup Using Router CLI

Auto assign command is used to specify a range of ephone-dns to which newly discovered IP phones are automatically assigned

You can restrict a particular type of ephone to a certain range of extensions.

Restrictions

Auto assignment cannot be used to define ephone-dn tags for Cisco IP Phone

Expansion module 7914

Auto assignment cannot create shared lines

---

**QUESTION 94:**

Which two system parameters are correct in the creation of a personal mailbox?  
(Choose two)

- A. A personal mailbox can only be a member of one group.
- B. The user must be defined in the local CME.
- C. The user can reside in any network-attached CME.
- D. The user can have multiple personal mailboxes in multiple groups.
- E. There can be only one mailbox per subscriber.

Answer: B, E

Mailboxes are assigned to an IP telephone under the control of the Cisco CME system that resides on the same router as the Cisco Unity Express module. IP telephones under the control of Cisco CME on another router need their own on-site Cisco Unity Express application.

---

**QUESTION 95:**

You have received a trouble ticket for the CUE module at your office. You need to review the logging output and the trace output to determine where the problem lies. Which two files do you need to look in? (Choose two)

- A. trace.log
- B. klog.log
- C. syslog.log
- D. messages.log
- E. atrace.log

Answer: D, E

The messages.log file contains all the system messages (on the AIM, it contains only Fatal and Error messages). Particularly on the AIM, the messages.log file is sometimes the only log file that contains any historical information.

The atrace.log file is not a plain text file. It must be sent to Cisco Technical Support for diagnosis.

When monitoring, the syslog messages provide a brief problem description, a possible reason for the event and other relevant information about the problem. These messages might be displayed on the console, written to a syslog server or stored in the CUE messages.log file.

The atrace.log file must be copied to a FTP server and then decoded using a utility from the Cisco TAC. Currently, the utility only runs on a Linux platform.

---

**QUESTION 96:**

What are two main purposes of QoS marking? (Choose two)

- A. To sort traffic into different service classes for QoS treatment.
- B. To signal network devices on which QoS mechanism should be employed to meet the requirements of a particular service class.
- C. To set fields in IP packets and identify that packet as belonging to a specific class of service.
- D. To allow edge devices to select the QoS level on an application-by-application basis.

Answer: A, C

---

**QUESTION 97:**

You are working with a small organization that would like to provide a different greeting for some of its departments. How many active Auto Attendants are supported by CUE?

- A. 1 default and 3 custom Auto Attendants.
- B. 1 default and 4 custom Auto Attendants.
- C. 0 default and 4 custom Auto Attendants.
- D. 1 default and 5 custom Auto Attendants.

Answer: B

Introduction to Cisco Unity Express Voice Mail and Auto Attendant  
Feature Overview

The default script cannot be modified. The network module (NM) and the AIM supports up to four customized auto attendants.

---

**QUESTION 98:**

Which of the following services are required in a Cisco CallManager Express environment? (Choose two)

- A. DHCP
- B. LDAP
- C. TFTP
- D. HTTP

Answer: A, C

---

**QUESTION 99:**

Which traditional telephony component runs from the CO to the home or small office?

- A. trunk
- B. tie-line
- C. local loop
- D. branch exchange

Answer: C

---

**QUESTION 100:**

Which four features are associated with the Cisco Unity Express AIM module? (Choose four)

- A. Supports up to 100 personal mailboxes.
- B. Supports up to 4 ports.
- C. Supports up to 8 hours of storage capacity.
- D. Supports up to 15 general delivery mail boxes.
- E. Basic system comes equipped with IPCC Express.
- F. Supports up to 5 active automated attendants per system.

Answer: B, C, D, F

Note: (a) The CUE AIM module is a 4-port module that stores a maximum of 50 voice mailboxes. The 512 MB flash version of the AIM supports 8 hours of voice messages while the 1 GB flash version of the AIM supports 14 hours of voice messages.

(b) The NM is an 8-port module that stores a maximum of 100 voice mailboxes and 100 hours of voice messages.

---

**QUESTION 101:**

Which three of the following statements about paging groups are true? (Choose three)

- A. Ephones can only be assigned to one paging group.
- B. Multicast paging groups conserve bandwidth.
- C. Paging groups can only be configured from the CLI.
- D. Two or more paging groups can be joined into a combined group.

Answer: A, B, D

---

**QUESTION 102:**

You wish to allow only your executives to call international numbers. What must be configured to prevent other employees from dialing international numbers?

- A. Configure an incoming COR list on the executive ephone-dns and an outgoing COR list on the international dial peer.
- B. Configure an incoming COR list on the employee ephone-dns and an outgoing COR list on the international dial peer.
- C. Configure an outgoing COR list on the executive ephone-dns and an incoming COR list on the internal dial peer.
- D. Configure an outgoing COR list on the employee ephone-dns and an incoming COR list on the internal dial peer.

Answer: B

---

**QUESTION 103:**

```
dial-peer cor custom
name Emergency
name Local
name LD
name Manager

dial-peer cor list Emergency
member Emergency

dial-peer cor list Local
member Local

dial-peer cor list LD
member LD

dial-peer cor list Emergency
member Manager

dial-peer cor list Lobby
member Emergency

dial-peer cor list Staff
member Emergency
member Local

dial-peer cor list Manager
member Emergency
member Local
member LD
member Manager

dial-peer voice 100 pots
corlist outgoing Emergency
destination-pattern 911
no digit-strip
direct-inward-dial
port 1/0:23

dial-peer voice 101 pots
corlist outgoing Local
destination-pattern 9[2-9].....
direct inward dial
port 1/0:23

dial-peer voice 102 pots
corlist outgoing LD
destination-pattern 91[2-9].[2-9].....
forward-digits 11
direct-inward-dial
port 1/0:23

ephone-dn 10
number 1010
corlist incoming Lobby

ephone-dn 11
number 1011
corlist incoming Staff

ephone-dn 12
number 1012
corlist incoming Manager

ephone-dn 13
number 1013
corlist outgoing Executive
```

You would like to restrict your lobby phone so that it can only call 911 and staff members. Based on the exhibit, what must be done to allow to allow Staff members to call Executives and still prevent Lobby phones from calling Executives? (Choose two)

- A. Add member Manager to COR list Staff.
- B. Add member Manager to COR list Lobby.
- C. Add COR outgoing Executive to ephone-dn 12.
- D. Add COR incoming Manager to ephone-dn 13

Answer: A, C

---

**QUESTION 104:**

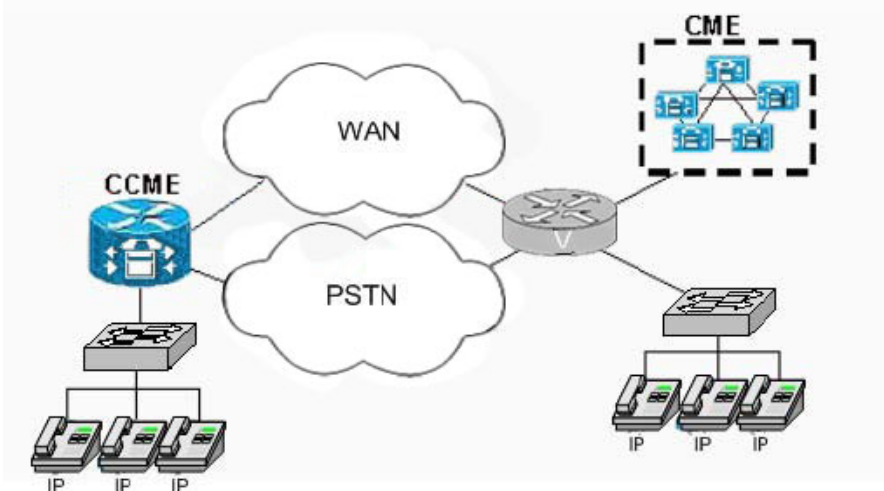
Which of the following are functions of an IP voice gateway? (Choose two)

- A. Translate analog voice to packetized voice.
- B. Provide call admission control.
- C. Provide far-end call control.
- D. Transition call path between different networks.

Answer: A, D

---

**QUESTION 105:**



Refer to the VoIP network shown in the exhibit. On which link in the network would the QoS mechanism Compressed Real-Time Transport Protocol (cRTP) most likely be deployed?

- A. Between the branch router and the WAN.
- B. Between the branch switch and the branch router.
- C. Between the branch IP phones and the branch switch.
- D. Between the CallManager and the HQ router.
- E. Between the HQ IP phones and the HQ router.
- F. Between the HQ switch and the HQ router.

Answer: A

---

**QUESTION 106:**

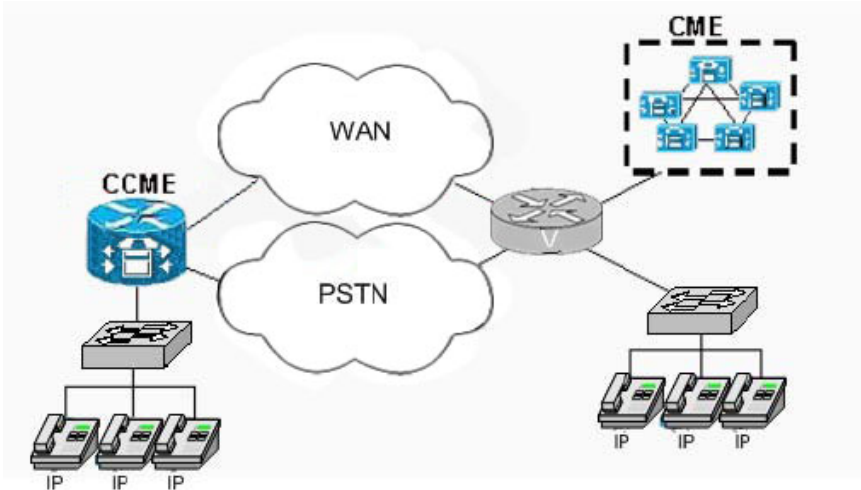
A standard fax machine needs to be supported from the Cisco CallManager. Which signaling will most likely be used?

- A. DTMF
- B. DPNSS
- C. Q.931
- D. QSIG

Answer: A

---

**QUESTION 107:**



Refer to the VoIP network shown in the exhibit. On which link in the network would the QoS mechanism link fragmentation and interleaving (LFI) most likely be deployed?

- A. Between the branch router and the WAN.
- B. Between the branch switch and the branch router.
- C. Between the branch IP phones and the branch switch.
- D. Between the CallManager and the HQ router.
- E. Between the HQ IP phones and the HQ router.
- F. Between the HQ switch and the HQ router.

Answer: A

### QUESTION 108:

When you are at your desk and you wish to pick up your voice mail, you dial an extension number to reach CUE.

What is this extension number known as?

- A. voice-mail operator number
- B. MWI number
- C. voice-mail pilot point
- D. voice-mail gateway number

Answer: C

### QUESTION 109:

Which of the following will cause lost sounds in voice (voice dropout)?

- A. packet loss
- B. lengthy round-trip delay
- C. impedance mismatch

D. jitter

Answer: A

---

**QUESTION 110:**

You are working with an organization that would like to migrate to an IP telephony solution. Currently the organization has three different types of key switches at its four locations. The organization also has an existing voice mail system that it would like to keep during the migration and then later migrate to CUE.

Which integration plan should you use to provide the best solution for this organization?

- A. Use the AMIS-A integration plan and deploy CUE at each location along with the existing voice mail systems.
- B. Use the Analog DTMF integration plan to provide connectivity from the CME to the existing voice mail system.
- C. Use the Skinny integration plan to deploy CUE at headquarters and have all users use a centralized voice mail solution.
- D. Deploy the SMDI integration plan and allow CUE to interoperate with the existing voice mail system during the system migration.

Answer: B

Explanation :

For dual tone multifrequency (DTMF) integrations, information on how to route incoming

or forwarded calls is sent by a telephone system in the form of DTMF digits. The DTMF

digits are sent in a pattern that is based on the integration file in the voice-mail system

connected to the CME router. These patterns are required for the DTMF integration of

Cisco CME with most voice-mail systems. DTMF integration configuration on the Cisco

CME router works with any analog voice-mail system. Voice mail systems are designed to

respond to DTMF after the system has answered the incoming calls.

---

**QUESTION 111:**

You are working with an organization that is planning to deploy Cisco CallManager at its headquarters. The organization also has 15 remote offices around the country.

The remote offices have a variety of telephony equipment. The organization would like to deploy a solution that will allow it to deploy IP telephony today at the branch offices and migrate to a centralized CallManager solution in the future.

Which solution would you propose?



- A. Deploy SRST and convert it back to CME at each site when the centralized CallManager solution is ready to deploy.
- B. Deploy small CallManager clusters at each location.
- C. Deploy Cisco CallManager Express at each location now and convert the solution to SRST when the centralized CallManager solutions is ready to deploy.
- D. Deploy Cisco routers and connect the existing telephony equipment to each router so that the voice and data networks can be converged.

Answer: C

---

**QUESTION 112:**

```
dial-peer cor custom
name Emergency
name Local
name LD
name Manager

dial-peer cor list Emergency
member Emergency

dial-peer cor list Local
member Local

dial-peer cor list LD
member LD

dial-peer cor list Emergency
member Manager

dial-peer cor list Lobby
member Emergency

dial-peer cor list Staff
member Emergency
member Local

dial-peer cor list Manager
member Emergency
member Local
member LD
member Manager

dial-peer voice 100 pots
corlist outgoing Emergency
destination-pattern 911
no digit-strip
direct-inward-dial
port 1/0:23

dial-peer voice 101 pots
corlist outgoing Local
destination-pattern 9[2-9].....
direct inward dial
port 1/0:23

dial-peer voice 102 pots
corlist outgoing LD
destination-pattern 91[2-9]..[2-9].....
forward-digits 11
direct-inward-dial
port 1/0:23

ephone-dn 10
number 1010
corlist incoming Lobby

ephone-dn 11
number 1011
corlist incoming Staff

ephone-dn 12
number 1012
corlist incoming Manager

ephone-dn 13
number 1013
corlist outgoing Executive
```

Refer to the exhibit.

Which two of the following statements are true? (Choose two)

- A. Extension 1010 will be able to call 911 but will not be able to call other IP phones.
- B. Only extension 1012 will be able to call extension 1013.
- C. Extension 1013 will be able to call all numbers.
- D. Extension 1012 can only be called by Executives or external callers.

Answer: B, C

**642-144**

Explanation: The Class of Restrictions (COR) feature provides the ability to deny certain call attempts based on the incoming and outgoing CORs provisioned on the dial-peers. COR is used to specify which incoming dial-peer can use which outgoing dial-peer to make a call. Each dial-peer can be provisioned with an incoming and an outgoing COR list.

<Rule> If the COR applied on an incoming dial-peer (for incoming calls) is a super set or equal to the COR applied to the outgoing dial-peer (for outgoing calls), the call goes through.

Based on the rule, B and C are correct. In addition, Extension 1010 is able to call 911 and other IP phones such as 1011,1012 but NOT 1013. Extension 1012 can be called by Executives,external callers,as well as Lobby and Staff.

---

**QUESTION 113:**

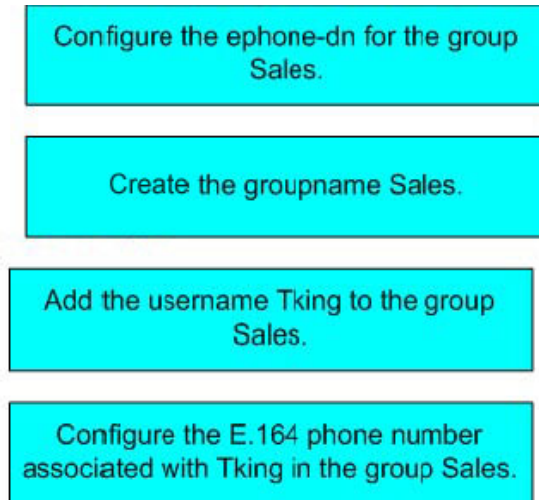
**DRAG DROP**

You have created a new user named Certkiller. You would like to add this user to the group Sales.

What are the steps necessary to perform this task?

Create the groupname Sales.	1
Add the username Ckiller to the group Sales.	2
Configure the ephone-dn for the group Sales.	3
Configure the E.164 phone number associated with Ckiller in the group Sales.	4

Answer:



---

**QUESTION 114:**

When configuring AutoQoS on a Catalyst 2950 or Catalyst 3550 switch, which two actions does the command `auto qos voip cisco-phone` perform? (Choose two)

- A. Uses the Cisco Discovery Protocol (CDP) to detect the presence or absence of a Cisco IP phone.
- B. Enables the trusted boundary feature if a Cisco IP phone is detected.
- C. Initiates a DHCP request to obtain an IP address for any attached IP phone.
- D. Initiates a TFTP download to download configuration to any attached IP phone.
- E. Sets all voice traffic frames with a COS of 5 and nonvoice traffic frames to a COS 0.

Answer: A, B

Note: The equipment will verify if there are a cisco-phone connected by CDP and if it is connect will trust on all qos values. The cisco-phone will mark itself packets to dscp EF and the PC packets to dscp 0.

---

**QUESTION 115:**

What is the procedure with an NM-CUE module to roll back from a 50 user license to a 25 user license?

- A. Use the same procedure as doing an upgrade.
- B. This procedure is not supported.
- C. Require that the individual mailboxes be copied into the system individually from the FTP server.
- D. Require that the extra space on the NM-CUE be used as a swap space to move mailboxes into the new system.

Answer: B

## CUE Upgrade Scenarios

Cisco.com

- Upgrade the system software only and keep the same licensed capacity.
  - When upgrading the system software, the license file will survive.
- Upgrade the licensed capacity on the system only and keep the system software the same.
  - Upgrade the license file only and the system software will remain unchanged.
- Upgrade both the licensed capacity and system software of CUE.
  - Load a new license package, then load the new software package.
- Change the installed language.
- The following capacity upgrades are possible:
  - 12 to 25, 50, or 100 mailboxes
  - 25 to 50 or 100 mailboxes
  - 50 to 100 mailboxes
  - 100 user mailboxes capacities are only available on the NM-CUE and NM-CUE-EC.
  - Capacity downgrades are not supported.

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IPTE v2.0-546

Note: Caution Downgrading of the licensed capacity is not supported and can cause unpredictable results..

---

### QUESTION 116:

What two techniques can be used on slower links in a voice and data network to reduce delay in voice transmission? (Choose two)

- A. FIFO queuing
- B. Buffering voice packets
- C. Fragmentation of large packets
- D. Compression of voice headquarters
- E. Increasing priority queue sizes

Answer: C, D

---

### QUESTION 117:

How are Cisco CallManager Express files obtained?

- A. CD-ROM included in the distribution.
- B. Periodic downloads pushed by Cisco.
- C. Retrieval from [www.cisco.com](http://www.cisco.com).
- D. Embedded in flash at manufacture.

Answer: C

Cisco CME 3.1 Admin Guide Software Prerequisites Page 9

**QUESTION 118:**

Choose the four features associated with Cisco Unity Express (CUE) from the list below (Choose four)

- A. Supports voice mail storage capacity of 8 or 100 hours.
- B. Available in two hardware form factors, AIM or NM.
- C. Basic system comes equipped with IPCC Express.
- D. Can be configured from CLI or GUI.
- E. Supports up to 5 active automated attendants per system.
- F. Supports up to 12 ports.

Answer: A, B, D, E

---

**QUESTION 119:**

Which of the following statements accurately describes the function of the Cisco Unity Express Auto Attendant?

- A. Auto Attendant answers calls and directs them to voice mail if the extension entered does not answer the call.
- B. Auto Attendant is designed to provide operator-like functionality for after-hours, weekend, and holiday operations.
- C. Auto Attendant will answer calls and will allow the caller to self direct by entering the extension, entering the name, or dialing 0 for the operator.
- D. Auto Attendant will answer calls, collect digits, and forward calls to the operator for further processing.

Answer: C

Note:

Record and upload messages for callers to hear when they dial the company's telephone number and prompts to guide the callers to specific extensions or employees.

This default script supports basic functions such as dial-by-extension, dial-by-spelling username, and call operator functions.

---

**QUESTION 120:**

When a CUE system administrator initiates the backup category configuration command from the CUE CLI, what type of devices can receive the backup files?

- A. By using the correct address scheme, the router FLASH memory can be used as a CUE configuration backup file repository.
- B. The backup configuration files can only be backed up to an FTP server that has the correct CUE backup utility installed.
- C. The CUE backup files can be backed up to any FTP server on the network.

D. The CUE backup configuration files can be backed up to the router FLASH, but all the data files have to go to an FTP server because of the file size.

Answer: C

---

**QUESTION 121:**

You have configured a new user in CUE, but when you use the command show user detail username Certkiller you see an error in the E.164 phone number.

What two steps are required to resolve this issue? (Choose two)

- A. The username Certkiller needs to be deleted, and then the user needs to be reentered with the correct E.164 phone number.
- B. The username edit command needs to be used to correct the E.164 number.
- C. The mailbox Certkiller can be edited with the mailbox Certkiller command.
- D. The no voice mailbox owner username Certkiller command needs to be executed.

Answer: A, D

Not B: There is no mailbox command username edit

---

**QUESTION 122:**

From the following command snip, which command is missing for a first time backup?

```
CUEModule# offline
!!! WARNING !!! Putting the module offline will terminate all active calls
Do you wish to continue[n]? y
cue(offline)# backup category all
cue(offline)# continue
```

- A. The command to identify the FTP server has not been set to where the backup will be written.
- B. The reload command must be issued prior to issuing the continue command.
- C. The online command must be issued to bring CUE back online.
- D. The backup category all command should not be initiated for a backup, only the data command.

Answer: A

Explanation :

backup server url ftp://xx.xx.xx.xx/folder username [] password []  
is the command to identify FTP server where the backup will be written

---

**QUESTION 123:**

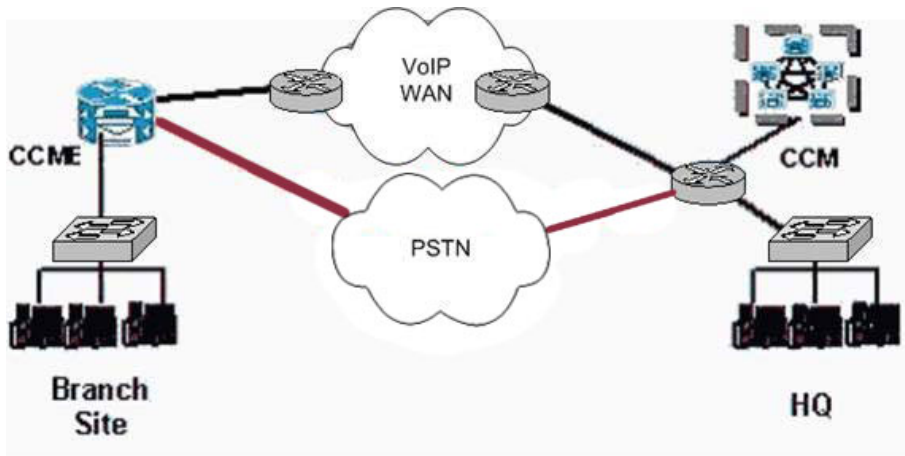
Which of the following are required to send CDRs to a syslog server? (Choose two)

- A. CDR collection must be enabled from the CLI.
- B. The syslog server IP address must be configured using the logging command.
- C. CDRs must be sent to the syslog server using the gw-accounting syslog command.
- D. The logging file must be initialized using the logging buffered command.

Answer: B, C

---

**QUESTION 124:**



Refer to the VoIP network shown in the exhibit. On which network device would the QoS mechanism low latency queuing (LLQ) most likely be configured?

- A. The branch router
- B. The branch switch
- C. The branch IP phones
- D. The HQ CallManager
- E. The HQ IP phones
- F. The HQ switch

Answer: A

---

**QUESTION 125:**

Which three of the following represent advantages of using two VLANs for connecting Cisco IP phones to a switch? (Choose three)

- A. Improves scalability of the network from an addressing perspective.
- B. Allows the logical separation of data and voice traffic that have different characteristics.
- C. Allows you to connect two devices to the switch using only one physical port and one Ethernet cable.
- D. Enables single IP addressing for both the IP phone and the workstation attached to the IP phone.
- E. Reduces the amount of traffic between the switch and attached devices by

concentrating all traffic on the one connection.

Answer: A, B, C

**QUESTION 126:**

**DRAG DROP**

Match the file type to a common use in Cisco CallManager Express by dragging the file type to its common use.

xml	place here	source music for music on hold
au	place here	custom ring
pcm	place here	phone configuration

Answer:

Explanation:

au = source music for MoH

pcm = custom ring

xml = phone configuration

The screenshot shows two sections of Cisco documentation. The top section is titled "Device Configuration XML File" and includes a sample XML file named "IEPAAA488BBCCCC.cnf.xml" with a preview of its content. The XML content is as follows:

```
<device>
<devicePool>
<callManagerGroup>
<members>
<member priority="0">
<callManager>
<ports>
<ethernetPhonePort>2000</ethernetPhonePort>
<ports>
<processNodeName>10.15.0.1</processNodeName>
<callManager>
</member>
```

The bottom section is titled "Custom IP Phone Rings" and contains the following text:

To create custom rings for IP Phones, follow these steps:

- Step 1 – Create a ring in the form of a raw PCM file.



**QUESTION 127:**

DRAG DROP

Q.931	Place here	PRI to a PBX
Wink-Start	Place here	ISDN
QSIG	Place here	E and M

Answer:

Q.931	ISDN
Wink-Start	E and M
QSIG	PRI to a PBX

---

**QUESTION 128:**

There are four logging levels in CUE.

What types of messages are logged with the AIM-CUE and what is the maximum size of the file? (Choose two)

- A. The maximum file size is 100 Mb.
- B. All four types of messages are logged.
- C. Only Error and Fatal messages are logged.
- D. Only Fatal messages are logged.
- E. The maximum file size is 10 Mb.
- F. The size of the file is unlimited because all messages are written to an external server.

Answer: C, E

Explanation:

C: The AIM-CUE uses flash instead of a hard drive, and this results in a different logging behavior

than that of the NM-CUE. Using flash can become an issue at this point because of the limited

number of times the data can write to a section of flash before the flash wears out. The consequence

of this is that the AIM-CUE logs only fatal and error messagesy to the Messages.log file by

default.

Logging

Four Levels of logging messages exist in CUE:

- . Info: Syslog levels Debug, Info, and Notice
  - . Warning: Syslog level Warning
  - . Error: Syslog level Error
  - . Fatal: Syslog level Critical, Alert, and Emergency
- Copyright (c) 2005, Cisco Systems, Inc. Configuring Cisco Unity Express Automated Attendant and Voice Mail 5-259
- System log on AIM-CUE:
- . Kept locally on the flash card (10-MB max size)
  - . Messages.log
  - . Recommended to use an external syslog server
- 5-260 IP Telephony Express (IPTX) v2.0
- 

**QUESTION 129:**

Which three files constitute the CUE system software? (Choose three)

- A. cue-vm.1.1.1.pkg
- B. cue-installer.1.1.1
- C. cue-vm-25-license.1.1.1.cme.pkg
- D. cue-vm.1.1.1.manifest
- E. cue-vm.1.1.1.prt1

Answer: A, C, E

CUE Software Download:

Files Needed

Files needed on FTP server for installation:

- . System software
  - . cue-vm.2.1.1.pkg
  - . cue-vm.2.1.1.prt1
  - . Installation utilities
  - . cue-installer.2.1.1
  - . Cisco CallManagerExpress licenses (only which one is used)
  - . cue-vm-12-license.2.1.1.cme.pkg
  - . cue-vm-25-license.2.1.1.cme.pkg
  - . cue-vm-50-license.2.1.1.cme.pkg
  - . cue-vm-100-license.2.1.1.cme.pkg
- 

**QUESTION 130:**

What is the main purpose of QoS classification?

- A. To set fields in IP packets and identify that packet as belonging to a specific class of service.
- B. To signal network devices on which QoS mechanism should be employed to meet the requirements of a particular service class.

- C. To identify traffic as belonging to a specific class of service.
- D. To provide a mapping between link layer and network layer QoS.

Answer: C

Classification is the identifying and splitting of traffic into different classes. Traffic can be classed by various means including the DSCP. Modular QoS CLI allows classification to be implemented separately from policy

The basic purpose of QoS is to identify which class of service traffic belongs to.

---

**QUESTION 131:**

What IP telephony device will take a call from the LAN to the WAN?

- A. a gatekeeper
- B. a proxy
- C. a call manager
- D. a gateway

Answer: D

---

**QUESTION 132:**

What is the purpose of the NTP service?

- A. Provide security hash keys.
- B. Obtain and announce accurate time.
- C. Confirm proper file contents.
- D. Pass html pages through the firewall.

Answer: B

---

**QUESTION 133:**

A Cisco CallManager Express system is being setup to pass calls to the PSTN on standard analog lines.

What is the most likely signaling type to be used?

- A. QSIG
- B. E&M
- C. DTMF
- D. Q.931

Answer: C

---

**QUESTION 134:**

Which three of the following can be used for a live MOH feed? (Choose three)

- A. E&M analog port
- B. FXS analog port
- C. FXO analog port
- D. H323 based server

Answer: A, C, D

Note: (1)An FXO port can be used for a live feed if the port is supplied with an external third-party adapter to provide a battery feed.

(2)For a live feed from VoIP, VAD must be disabled.

(3)MOH is supplied only to PSTN and VoIP G.711 or G.729 calls.

Local IP phone callers hear a repeating tone on hold for reassurance that they are still connected.

---

**QUESTION 135:**

Which of the following are analog signaling types? (Choose two)

- A. QSIG
- B. E&M
- C. DTMF
- D. Q.931

Answer: B, C

---

**QUESTION 136:**

The auto qos voip command is being used to configure the AutoQoS VoIP feature on an interface with 500 Kbps bandwidth.

Which three of the following QoS technologies will be employed by AutoQoS on the link, provided everything has been properly configured? (Choose three)

- A. Fragment and interleave large packets using multilink PPP (MLPPP).
- B. Re-mark traffic that is marked DSCP EF or AF31 to DSCP 0 if the traffic is not classified as VoIP bearing or signaling (control) traffic.
- C. Compress headers of VoIP bearer traffic using the compressed Real Time Protocol (cRTP).
- D. Mark VoIP bearer traffic with TOS 5 and VoIP signaling (control) traffic as TOS 3.
- E. Put VoIP bearer traffic into the highest priority CBWFQ queue to ensure immediate dispatch.

Answer: B, D, E

Note:

Fragment and interleave will be made but not exclusively by MLPPP

VoIP bearer traffic will be mark with DSCP EF and signaling with AF31.

**QUESTION 137:**

When the AIM-CUE is being used, where do log messages go if the log file is full?

- A. The initial log file is named message.log.prev, and a new file named message.log is started.
- B. Once the log file is full, the oldest entries are dropped to make space for new entries.
- C. When the log file becomes full, it is automatically copied to an external server and a new message log file is started.
- D. Once the log file becomes full, it stops logging new messages and the new log messages are lost.

Answer: D

The AIM-CUE uses a flat log, and when the log is full, any additional output is lost. This is to ensure that the flash card is not overused.

---

**QUESTION 138:**

What is indicated by a flashing envelope icon next to an extension appearance on an IP phone?

- A. message light
- B. voice mail
- C. message waiting
- D. voice mail waiting

Answer: C

Explanation:

The mechanism used to indicate a voice mail has been received is called a Message Waiting Indicator (MWI), not Voicemail Waiting Indicator. The correct answer should be Message Waiting.

---

**QUESTION 139:**

Which technology is used to provide both an auxiliary VLAN and a native VLAN capability between a Cisco switch and a Cisco IP phone through a single port?

- A. 802.1q
- B. 802.3
- C. 802.1p
- D. CDP
- E. FDDI

Answer: A

---

**QUESTION 140:**

Which two types of traditional voice-mail systems are supported by CME? (Choose two)

- A. Meridian Mail
- B. Octel
- C. Active Voice
- D. U-One
- E. Access NP
- F. CO Access

Answer: B, C

Explanation : There are 4 traditional voice-mail systems which are supported by CME.

Octel

Active Voice

Stonevoice

Converse

---

**QUESTION 141:**

You have configured the MWI on /off values in CME. You will be using 8000 for MWI on and 8001 for MWI off. Your extensions use four digits. From the following configuration snip, why are the MWI lights not illuminated when there is a message in the mailbox?

```
CME# show running-config
```

```
!!
```

```
ephonedn 51
```

```
number 8000
```

```
mwi on
```

```
!
```

```
ephone.dn 52
```

```
number 8001
```

```
mwi off
```

```
!
```

```
end
```

- A. The MWI configuration is correct in CME. MWI extensions must be incorrect in CUE.
- B. The ephone-dn must match the extension numbers for MWI to operate correctly.
- C. The extension numbers are not the right length in the number command. They should be 8000....and 8001.... .
- D. The MWI on/off should be associated with ephone-dns.

Answer: C

---

**QUESTION 142:**

Your router has a single dial peer as shown below:

```
dial-peer voice 1 pots
destination-pattern 9T
direct-inward-dial
translate-outgoing calling 1
port 1/0:23
```

Which two of the following statements are true? (Choose two)

- A. PSTN calls will fail because the 9 access code will be included in the setup message.
- B. Callers will have to wait for 10 seconds after dialing the last digit before call setup proceeds.
- C. Incoming calls from the PSTN will match dial-peer 1 for the inbound call leg.
- D. Caller ID will not be displayed.

Answer: B, C

---

**QUESTION 143:**

Which of the following is most likely to cause irregular and unexpected gaps in the voice stream?

- A. compression
- B. lengthy round-trip delay
- C. impedance mismatch
- D. jitter

Answer: D

---

**QUESTION 144:**

Where do the CUE GUI files reside when enabled?

- A. FLASH memory on a CUE module.
- B. The tftp server.
- C. A stand-alone web server.
- D. Router flash.

Answer: A

---

**QUESTION 145:**

You wish to verify that the pilot point number has been configured correctly in your CUE module. Using the show ccn trigger command provides the following output:

```
cue-10-0-0# show ccn trigger
```

```
Name: 6800
```

```
Type: SIP
```

```
Application: voicemail
```

```
Locale: en_US
```

```
Idle Timeout: 480
```

```
Enabled: yes
```

```
Maximum number of sessions: 8
```

```
Name: 6700
```

```
Type: SIP
```

```
Application: autoattendant
```

```
Locale: en_US
```

```
Idle Timeout: 480
```

```
Enabled: yes
```

```
Maximum number of sessions: 8
```

```
cue-10-0-0#
```

What information can you derive from this output? (Choose two.)

- A. The voice-mail pilot point number is 6700.
- B. The number of ports available is 16.
- C. The application will wait eight minutes for a user response before the call is disconnected.
- D. The operator can be reached at extension 6800.
- E. The voice-mail application is enabled.

Answer: C, E

---

### **QUESTION 146:**

Which configuration method can be very useful for backing up and restoring the configuration as well as batching installations and bulk changes?

- A. CUE Initialization Wizard
- B. CLI as a user
- C. CLI as an administrator
- D. GUI web pages

Answer: C

Cisco boasts about using CLI as the best way to make bulk installs or changes for any devices, not just IP Telephony.

---

### **QUESTION 147:**

Incoming calls to your store are answered by the front desk. Calls are parked at an



**642-144**

extension, and an announcement is made for an employee in the appropriate department to pickup the call. The accounting department has been extremely busy, and you wish to be able to park up to 5 simultaneous calls for this department on extension 102. How can you accomplish this?

- A. Add four additional park-slots under the existing ephone-dn extension 102.
- B. Add four additional ephone-dns and configure each with number 102 and a park-slot.
- C. Add four additional ephone-dns with unique numbers and set call-forward busy to roll to next available park extension.
- D. Add four additional ephone-dns with unique numbers and configure a hunt group to roll to next available park extension.

Answer: B

---

**QUESTION 148:**

**DRAG DROP**

You work as a network technician at Certkiller .com. You wish to look at an offline view of the CUE message log. Drag the step to their correct position.

**Steps, select from these**

Verify the log file name(s).	Place first step here
Open the file with the GUI.	Place second step here
Copy the file to the FTP server.	Place third step here
Open the file with CUE log viewer application.	
Open the file with a text editor.	

Answer:

**Steps, select from these**

	Verify the log file name(s).
Open the file with the GUI.	Copy the line to the FTP server.
	Open the file with a text editor.
Open the file with CUE log viewer application.	

---

**QUESTION 149:**

**DRAG DROP**

You work as a network technician at Certkiller .com. You are required to match the signaling type to the interface on which it used.

**642-144**

Signaling types	Interfaces, place here
Q.93	Place here
WLINK-Start	Place here
QSIG	Place here

**Interfaces, select from these**

PRI to a PBX
ISDN
E and M

Answer:

Signaling types	Interfaces, place here
Q.93	ISDN
WLINK-Start	E and M
QSIG	PRI to a PBX

Interfaces, select from these

---

**QUESTION 150:**

Which three of the following must be done to provide custom phone rings to your users? (Choose three.)

- A. Create the ring as a wav file and copy to flash.
- B. Create a RingList.xml file using a text editor and copy to flash.
- C. Configure the tftp server to serve the ring and RingList.xml file.
- D. Reboot the phones.

Answer: B, C, D

---

**QUESTION 151:**

Which of the following is a small office traditional telephony switch?

- A. ACD system
- B. key system
- C. PBX system
- D. gateway system

Answer: B

---

**QUESTION 152:**

What is the major cause of delay when voice and data packets are placed in the same output queue?

- A. large data packets
- B. low bandwidth
- C. firewalls
- D. retransmission of lost packets

Answer: A

---

**QUESTION 153:**

What two techniques can be used on a slower links in a voice and data network to reduce delay in voice transmission? (Choose two.)

- A. FIFO queuing
- B. buffering voice packets
- C. fragmentation of large packets
- D. compression of voice headers
- E. increasing priority queue sizes

Answer: C, D

---

**QUESTION 154:**

DRAG DROP

As a network administrator at Certkiller .com you are required to match the E and M signaling type to the situation in which it would be used.

**E and M Signaling types**

Immediate Start

Wink Start

Delay start

**Situations, select from these**

need to reduce glare

very basic equipment at the other end

first digits are truncated on sending

**Situations, place here**

Place here

Place here

Place here

Answer:

**E and M Signaling types**

Immediate Start
Wink Start
Delay start

**Situations, place here**

very basic equipment at the other end
need to reduce glare
first digits are truncated on sending

**Situations, select from these**

---

**QUESTION 155:**

**DRAG DROP**

As a network administrator at Certkiller .com you are required to place in order the steps to backup CUE.

**Steps, select from these**

Set the FTP server to which the backup will be written.	Place first step here
Bring CUE back online.	Place second step here
Ping the TFTP server on the network to ensure connectivity.	Place third step here
Take CUE offline	Place fourth step here
Initiate the backup	

Answer:

**Steps, select from these**

	Take CUE offline
	Set the FTP server to which the backup will be written.
Ping the TFTP server on the network to ensure connectivity.	Initiate the backup
	Bring CUE back online.

---

**QUESTION 156:**

You are connecting to the PSTN via FXO port 1/0/0. The number assigned to this line by the phone company is 408555-1999. Which configuration will route all incoming calls to a shared line with an extension of 2000?

- A. Voice-port 1/0/0  
Description 408555-1999  
Connection plar 4085551999 2000
- B. Voice-port 1/0/0

Description FXO 4085551999  
Connection plar 2000  
C. Voice-port 1/0/0  
Description FXO 4085551999  
Translate incoming-called 4085551999 2000  
D. Voice-port 1/0/0  
Description 408555-1999  
Connect plar ephone-dn 2000

Answer: B

---

**QUESTION 157:**

Cisco CallManager Express is being implemented in a standalone environment with PSTN interfaces. Which two of these represent valid options for fax support?  
(Choose two.)

- A. Make the fax machine appear to be an SIP device by connecting it to an ATA.
- B. Make the fax machine appear to be an H.323 device by connecting it to an ATA.
- C. Make the fax machine appear to be an SCCP device by connecting it to an ATA.
- D. Connect the fax to an FXO port of the Cisco CallManager Express router.
- E. Connect the fax to an FXS port of the Cisco CallManager Express router.

Answer: C,E

---

**QUESTION 158:**

Exhibit:



An IP Phone user hears echo caused by hybrids in a PSTN network. What is the best solution?

- A. Use a load ID on the IP Phone, which includes echo suppression on the handset and headset.
- B. Configure and verify echo cancellation operation on a Cisco IOS gateway.
- C. The cause of echo is on the PSTN side, so you need to contact the individual PSTN.
- D. Configure the echo canceler coverage to a value less than the time the echo needs to return to the gateway.

Answer: B

---

**QUESTION 159:**

Exhibit:



In this diagram, where does the cause of echo originate?

- A. the Rx of Phone Certkiller A
- B. the Tx of Phone Certkiller B
- C. the network side of Phone Certkiller A
- D. the network side of Phone Certkiller B

Answer: D

---

**QUESTION 160:**

Your IT manager wants you to configure CUE to use the GUI interface. Which two configuration steps must be executed? (Choose two.)

- A. An NTP server must be set up.
- B. An HTTP server must be configured on the IOS router.
- C. GUI files must be installed in router flash.
- D. SIP dial peers must be set to route calls to CUE.
- E. GUI config must be specified during initial configuration steps.

Answer: B,C

---

**QUESTION 161:**

The Sam Adams ComCorr Co. wants to set up multicast MOH functionality to enable the streaming of music from an MOH server to the voice interfaces of on-net and off-net callers that are placed on hold. Which type of signaling is implemented in Cisco CallManager to ensure that this can happen?

- A. Q.931
- B. H.323
- C. MGCP
- D. H.245
- E. H.232
- F. H.225

Answer: B

**QUESTION 162:**

Which user configuration method will allow specific users to be imported into CUE from CME?

- A. CUE Initialization Wizard
- B. CLI as a user
- C. CLI as an administrator
- D. GUI web pages

Answer: A

---

**QUESTION 163:**

The Abigail Braintree Foundation is a medium-size, not-for-profit literacy group that wants to implement centralized call processing. The group will implement a hub-and-spoke topology, with all of the remote branches connected to the central site via an IP WAN. The remote branch size will be limited to 150 IP Phones that are able to provide the SRST feature. Each time a remote branch Phone places a call, the control traffic traverses the IP WAN (even if the call is local to the branch) to reach the Cisco CallManager at the central site. All the control traffic is exchanged between a Cisco CallManager at the central site and endpoints or gateways at the remote branches. Which three signaling protocols can traverse the IP WAN in this deployment model? (Choose three.)

- A. SCCP
- B. H.450.1
- C. H.450.2
- D. SGCP
- E. H.323
- F. Telephony Application Programming Interface

Answer: A,E,F

---

**QUESTION 164:**

When a CUE module is restored from a backup server, to what location are the configuration files restored?

- A. They are copied back to the router FLASH memory, and then the CUE module boot loader copies them either to the AIM or the NM modules.
- B. The files are copied directly to either the CUE AIM or the NM.
- C. The files are copied to the router FLASH memory.
- D. The files are copied to the CUE AIM or the NM and a copy is placed in the router FLASH memory.

Answer: B

---

**QUESTION 165:**

When integrating Cisco CallManager Express with Cisco Unity v 3.1 or higher, which three of these integration methods are supported? (Choose three.)

- A. analog
- B. SCCP
- C. H.323
- D. SIP
- E. digital T1
- F. digital E1

Answer: B,C,D

---

**QUESTION 166:**

What three methods can be used to configure users in CUE?

- A. user importation from the Microsoft Exchange server
- B. CUE Initialization Wizard
- C. CLI as a user
- D. CLI as an administrator
- E. GUI web pages

Answer: B,D,E

---

**QUESTION 167:**

The next step in your IP telephony installation plan is to configure your Cisco CallManager Express router to connect to the PSTN. The telco is delivering a T1 PRI configured for ESF/B8ZS. You have only purchased enough capacity to support 12 voice calls. Which controller configuration best supports your installation requirements?

- A. controller t1 1/0 linecode b8zs framing esf clock source line pri-group timeslots 1-12 service primary-ni
- B. controller t1 1/0 framing b8zs linecode esf clock source network pri-group 1 timeslots 1-12,24
- C. controller t1 1/0 linecode b8zs framing esf clock source line pri-group timeslots 1-12,24
- D. controller t1 1/0 linecode b8zs framing esf clock source network pri-group timeslots 1-12 service primary-ni



Answer: C

---

**QUESTION 168:**

Certkiller .com is interested in deploying an IP telephony solution for their Certkiller .com facility and two remote test sites. The Certkiller .com facility has approximately 450 employees and will require a Cisco CallManager. Each of the test sites has 75 employees, and each test site will require a Cisco CallManager Express. Certkiller .com currently has an IP WAN connecting these sites, but it will be used for data only. Which Cisco CallManager Express deployment model would characterize each of the test sites?

- A. Cisco CallManager Express integration with Cisco CallManager
- B. Cisco CallManager Express integration with SIP
- C. Cisco CallManager Express stand-alone
- D. Cisco CallManager Express to Cisco CallManager Express

Answer: C

---

**QUESTION 169:**

Four steps are necessary for backing up CUE. Step 1: Take CUE offline. Step 2: Step 3: Initiate the backup. Step 4: Bring CUE back online. Which option best describes Step 2?

- A. Specify the name of the backup file.
- B. Specify the file size limit for backup.
- C. Set the FTP server to which the backup will be written.
- D. Set the CUE backup schedule option to "immediate".

Answer: C

---

**QUESTION 170:**

Exhibit:

```
interface FastEthernet0/0.10
  encapsulation dot1q 10
  ip address 10.10.1.1 255.255.255.0
!
interface FastEthernet0/0.100
  encapsulation dot1q 100
  ip address 10.100.1.1 255.255.255.0
!
ip dhcp excluded address 10.10.1.1 10.10.1.10
ip dhcp excluded address 10.10.1.200 10.10.1.255
ip dhcp excluded address 10.100.1.1 10.100.1.10
ip dhcp excluded address 10.100.1.3 10.100.1.255
!
ip dhcp pool Phones
  network 10.100.1.0 255.255.255.0
  dns-server 128.192.6.247
  domain-name mydomain.com
ip dhcp pool Data
  network 10.10.1.0 255.255.255.0
  dns-server 128.192.6.247
  domain-name mydomain.com
```

Which two commands need to be added to this configuration to allow IP Phones in subnet 10.100.1.0 to register with Cisco CallManager Express at address 10.10.1.1? (Choose two.)

- A. ip helper address 10.10.1.1 under interface FastEthernet0/0.100
- B. option 150 ip 10.10.1.1 under dhcp pool Phones
- C. default-router 10.100.1.1 under dhcp pool Phones
- D. subnet prefix-length 24 under dhcp pool Phones
- E. encapsulation dot1q 10 native under interface FastEthernet0/0.10

Answer: B,C

---

### QUESTION 171:

Which statement best describes echo?

- A. Echo is the discernable leak-through of your own Rx path into your own Tx path.
- B. Echo is the discernable leak-through of the packets of your Rx path into your own Tx path.
- C. Echo is the nonaudible leak-through of the packets of your Rx path into your own Tx path.
- D. Echo is the audible leak-through of the packets from the transmit path into your own receive path.
- E. Echo is the nonaudible leak-through of the packets of your Tx path into your own Rx path.

Answer: D

---

**QUESTION 172:**

Which configuration will enable a live MOH feed connected to E&M port 1/0/0?

- A. voice-port 1/0/0type e&m 4-wire dial-peer 7000 voice voipdestination-pattern 7000port 1/0/0ephone 100number 7000moh out-call 7000
- B. voice-port 1/0/0auto-cut-throughoperation 4-wiresignal immediatedial-peer 7000 voice potsdestination-pattern 7000port 1/0/0ephone 100number 7000moh out-call 7000
- C. voice-port 1/0/0type e&m 4-wiredial-peer 7000 voice voipdestination-pattern 7000port 1/0/0ephone-dnnumber 7777moh out-call 7000
- D. voice-port 1/0/0auto-cut-throughoperation 4-wiresignal immediatedial-peer 7000 voice potsdestination-pattern 7000port 1/0/0ephone-dn 100number 7777moh out-call 7000

Answer: D

---

**QUESTION 173:**

Exhibit:



In this typical VoIP network, the digital packet portion of the network is sandwiched between two analog transmission segments. Cowpens is connected by FXS (two-wire analog) to a local VoIP gateway. The Cowpens gateway communicates with the Monotomy gateway through an IP WAN. This packet transmission segment has an end-to-end latency of greater than 30 ms. At the Monotomy end of the call path, the Phone is connected in the same manner as the Phone at Cowpens. Where is the most likely source of echo?

- A. bits leaking in the digital portion
- B. bits leaking in the tail circuit connected to Cowpens
- C. bits leaking in the tail circuit connected to Monotomy
- D. a leakage path between analog Tx and Rx paths in Cowpens, and; sufficient delay in echo return from Monotomy for echo to be perceived as annoying, and; sufficient echo amplitude from Monotomy to be perceived as annoying

Answer: C

**QUESTION 174:**

You want to classify and mark the packets that are received by a router from a Catalyst 2900 XL. Your supervisor wants you to retag the packets at the router. The connection from the switch to the router must be a trunk in order to carry the Layer 2 CoS markings. The router interface is a Fast Ethernet interface. Which three steps will you use to correctly map 802.1p to DSCP on this L2 switch to accomplish this task? (Choose three.)

- A. router(config)#class-map match-any CoS5 router(config-cmap)#match cos 5
- B. router(config)# policy-map dot1p-to-DSCP router(config-pmap)# class CoS5 router(config-pmap-c)#set dot1p dscp AF11
- C. router(config)# interface fa0.1 router(config-subif)#encapsulation 802.1p router(config-subif)#service-policy input DSCP-to-CoS
- D. router(config)#class-map match-any 802.1p router(config-cmap)#match dscp 5
- E. router(config)# policy-map CoS-to-DSCP router(config-pmap)# class CoS5 router(config-pmap-c)#set ip dscp AF11
- F. router(config)# interface fa0/0.1 router(config-subif)#encapsulation isl 1 router(config-subif)#service-policy input CoS-to-DSCP

Answer: A,E,F

---

**QUESTION 175:**

The system administrator at Certkiller .com wants to connect to the PSTN via FXO port 1/0/0. The number assigned to this line by the telco is 408-555-1212. Which configuration will route all incoming calls to a shared line with an extension of 2000?

- A. voice-port 1/0/0description 408 555-1999connection plar 4085551999 2000
- B. voice-port 1/0/0description FXO 4085551999connection plar 2000
- C. voice-port 1/0/0description FXO 4085551999translate incoming-called 4085551999 2000
- D. voice-port 1/0/0description 408 555-1999connection plar ephone-dn 2000

Answer: B

---

**QUESTION 176:**

A user dials 95551234. Which of the following configurations will send the digits 4085551234 to the PSTN?

- A. dial-peer voice 1 pots destination-pattern 9555.... prefix 408 port 1/0:23
- B. dial-peer voice 1 pots destination-pattern 9555.... forward-digits 10 port 1/0:23
- C. num-exp 555.... 408555.... dial-peer voice 1 pots destination-pattern 9555.... port 1/0:23

D. translation-rule 5 rule 1 ^9555 408555 dial-peer voice 1 pots destination-pattern 9555.... translate-outgoing called 5 forward-digits all port 1/0:23

Answer: D

---

**QUESTION 177:**

Which two of these methods will allow a CUE administrator to view the output of the CUE message log file? (Choose two.)

- A. syslog server
- B. GUI interface
- C. CLI
- D. text editor
- E. TFTP server

Answer: C,D

---

**QUESTION 178:**

You need to configure your single button IP phones so they can answer both internal calls to their 4 digit extension and also their DID number. Which of the following ephone-dn configurations should you use?

- A. Ephone-dn 10 Number 2000 mask 408555xxxx
- B. Ephone-dn 10 dual-line Number 2000 DID 4085552000
- C. Ephone-dn 10 dual-line Number 2000 secondary 4085552000
- D. Ephone-dn 10 Number 2000 DID 4085552000

Answer: C

---

**QUESTION 179:**

Ninety-eight users share an E1 connection to the PSTN in your IP telephony service. They all require voice mail. Which three hardware components can be used? (Choose three.)

- A. 2821 Integrated Services Router
- B. 3725 Router
- C. NM-CUE-EC
- D. AIM-CUE
- E. AIM-VOICE with VWIC2-1MFT-T1/E1
- F. NM-2V with VWIC-MFT-E1

Answer: B,C,E

---

**QUESTION 180:**

Which three of the following tasks must be completed in a partially automated setup for phones to be able to register with CallManager Express? (Choose three. )

- A. Enable downloading of the firmware of each phone type, using the tftp-server command.
- B. Associate each phone type with a firmware file, using the load command.
- C. Configure an ephone for each phone that will be registering with CallManager Express.
- D. Configure the maximum number of ephones the CallManager Express will support.
- E. Configure the keepalive timer.
- F. Configure the dial plan-pattern to associate extensions with fully qualified E.164 numbers.

Answer: A,B,D

---

**QUESTION 181:**

The IP Phone network administrator at Mercer General Communications needs to find the bundle for Cisco CallManager Express that contains the following files: P00303020214.bin P00403020214.bin CP7050101SCCP030530B31.zup telephony\_service.html admin\_user.js ephone\_admin.html Which two files should the network administrator download from www.cisco.com? (Choose two.)

- A. cme-b-acd-2.0.0.0.tar
- B. cme-gui-123-11XL.tar
- C. CiscoIOSTSP1.3.zip
- D. cme-123-11XL.zip
- E. c3745-js2-mz.124-1a.bun
- F. c3745-js2-mz.124-1.tar

Answer: B,D

---

**QUESTION 182:**

Which is the best definition of TAPI as it relates to the Cisco CRM Communications Connector?

- A. A telephony server API that enables programmers to build telephony and CTI applications
- B. An extensible Java API designed to scale for use in a range of domains
- C. Standards for simple call control and for manipulating call content
- D. Standards for connecting a PC running Windows through a WAN to telephony services

Answer: C

---

**QUESTION 183:**

What protocol is used to communicate the Voice VLAN ID (VVID) to a Cisco IP phone when the IP phone first powers up?

- A. CDP
- B. TFTP
- C. IP
- D. TCP
- E. RTCP

Answer: A

---

**QUESTION 184:**

Certkiller .com is interested in deploying an IP telephony solution for their Certkiller .com facility and two remote test sites. The Certkiller .com facility has approximately 450 employees and will require a Cisco CallManager. Each of the test sites has 75 employees, and each test site will require a Cisco CallManager Express. Certkiller .com currently has an IP WAN connecting these sites. Which two of these services and signaling protocols need to be deployed on the IP WAN for this solution to function properly? (Choose two.)

- A. SIP call signaling protocol
- B. H.323 call signaling protocol
- C. MGCP call signaling protocol
- D. QoS services for call setup and RTP streams
- E. QoS services for RTP streams
- F. A SIP proxy to support H.450.x protocols

Answer: B,D

---

**QUESTION 185:**

Which protocol is required for an IP Phone to register with Cisco CallManager Express?

- A. TFTP
- B. DHCP
- C. NTP
- D. FTP
- E. AAA

Answer: A

---

**QUESTION 186:**

The IP telephony location that you manage uses a PSTN access code of 9. Your service provider expects international calls to be prefixed with 011. Which dial-peer configuration will allow outbound international calls?

- A. dial-peer voice 1 potsdestination-pattern 9011. forward-digits all port 1 0/0:15
- B. dial-peer voice 1 pots destination-pattern 9011T prefix 011 port 1 0/0:23
- C. dial-peer voice 1 voip destination-pattern 9011T forward-digits all port 1 0/0:23
- D. dial-peer voice 1 voip destination-pattern 9011 prefix 011 port 1 0/0:23

Answer: B

---

**QUESTION 187:**

Which three of these statements apply to the function of the Cisco CRM Communications Connector? (Choose three.)

- A. It provides click-to-dial and screen pops on incoming calls.
- B. It connects Cisco IP Communications with the Microsoft CRM application.
- C. It connects Cisco IP Communications with the IBM CRM application.
- D. It allows a view of customer account activity before answering the Phone.
- E. The user interface is similar to that of IBM Lotus Notes.
- F. It provides screen pops and click-to-dial for outgoing calls for the customer.

Answer: A,B,D

---

**QUESTION 188:**

What are three advantages of implementing separate data and voice VLANs? (Choose three.)

- A. You can configure the differential treatments, such as priority queuing, for packets in the voice VLAN within network devices to guarantee the voice quality.
- B. Creating security policies and access lists is easy because the voice and data subnets run in the same space.
- C. Because the voice traffic will be on a separate VLAN, IP Phones can use a separate IP address space, so you do not need to redesign the existing IP addressing scheme that is already deployed for the data network.
- D. Phones do not have to respond to broadcasts that are generated on the data network.
- E. When troubleshooting problems in the network, the separate but converged VLANs mean that you are only working on one network when tracking packet patterns.
- F. You can configure VLAN priority queuing for packets in the access VLAN within the



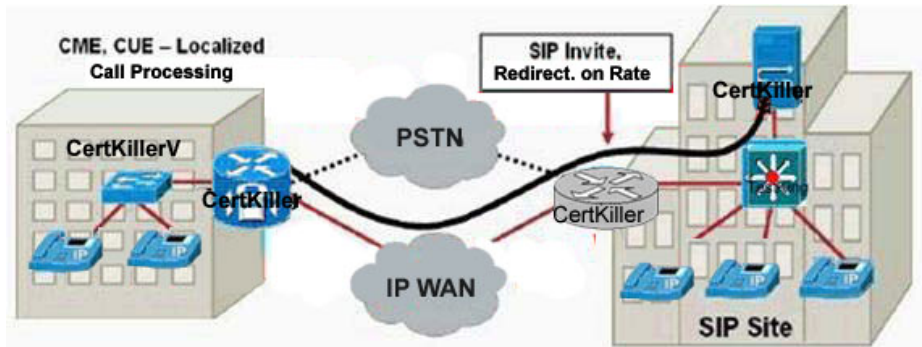
network to assure voice quality.

Answer: A,C,D

---

**QUESTION 189:**

Exhibit:



In this diagram, Cisco CallManager Express is being integrated with a SIP network. Which two integration principles apply? (Choose two.)

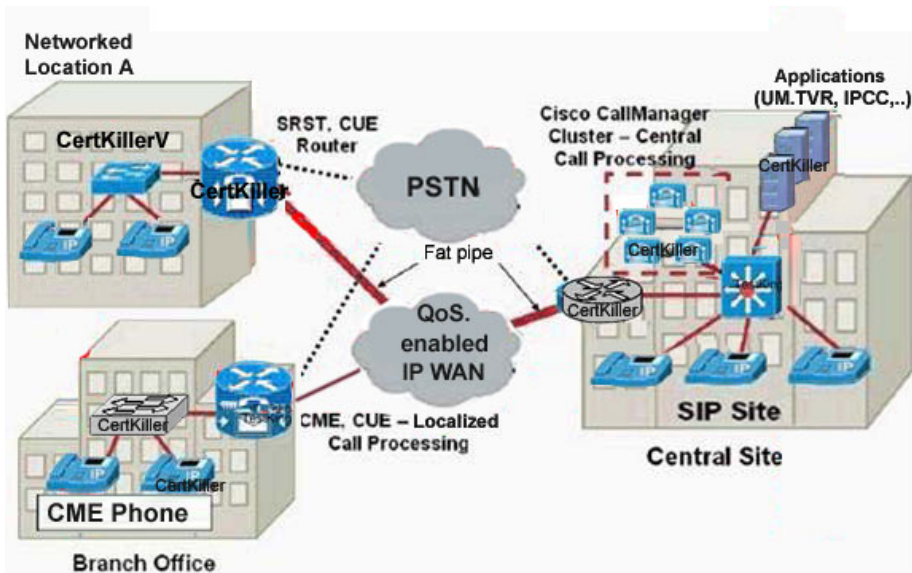
- A. The SIP server must be configured for E.164 numbers that are going to register with the Cisco CallManager Express database.
- B. SIP support in IOS is a function of localized call processing integrated with CUE.
- C. Use the notify-based DTMF relay mechanism that is proprietary to Cisco.
- D. SIP support in dial peers is an IOS function.
- E. Use either the notify-based DTMF relay mechanism that is proprietary to Cisco or the RFC-based DTMF relay.

Answer: D,E

---

**QUESTION 190:**

Exhibit:



This network diagram represents a Cisco CallManager Express integration with Cisco CallManager. Which three principles apply to this design? (Choose three.)

- A. You must use Cisco CallManager 3.3(3) or greater.
- B. Cisco CallManager does not support H.450 protocols.
- C. Connection to the Cisco CallManager is through the H.323 protocol.
- D. Cisco CallManager does not support QSIG protocols.
- E. Cisco CallManager Express supports only H.450(1) through H.450(5).
- F. You must use Cisco CallManager 4.1 or greater.

Answer: A,B,C

### QUESTION 191:

Which of these methods will allow the CUE administrator to selectively view logging methods as they occur?

- A. syslog server
- B. GUI interface
- C. CLI
- D. TFTP server

Answer: C

### QUESTION 192:

Certkiller .com frequently experiences sleet and snow storms that create inconsistencies in their hours of operation during the winter months. Which two methods can their system administrator use to change the EAG? (Choose two.)

- A. The EAG can be activated and recorded through the TUI.

- B. The EAG can be activated only through the GUI and the file must already be loaded onto CUE.
- C. The EAG can be created offline and uploaded to CUE and activated through the GUI.
- D. The EAG can be activated and recorded through either the TUI or the GUI, but a new EAG must be created for each custom Auto Attendant.
- E. The EAG can be activated and recorded through the TUI, but only after the Welcome Greeting has been deactivated.

Answer: A,C

---

**QUESTION 193:**

Certkiller .com is integrating their existing Octel voice mail system with Cisco CallManager Express. The Octel voice mail system has four ports and a voice mail pilot point of 53222. How should the CallManager Express be configured to support this integration?

- A. A separate VoIP dial peer needs to be configured for the four pilot point numbers.
- B. Four dial peers need to be configured with the same pilot point number.
- C. Four ephone-dns and four ephones need to be configured with the same pilot point number.
- D. Four ephones and four dial peers need to be configured with the same pilot point number.

Answer: B

---

**QUESTION 194:**

DRAG DROP

List in order the steps to successfully install the CUE module.

642-144

Upgrade the router to a minimum IOS version of 12.8(1) for NM-CUE or 12.3(7) for AIM-CUE

1

Power down the router

2

Insert NM-CUE or AIM-CUE in appropriate.

3

Power up the router

4

Power cycle the router so the new version of IOS is recognized

5

Use the **show version** command on the router to verify the module is recognized

The NM-CUE and the AIM-CUE support OIR, so there is no requirement to power down the router

Answer:

## 642-144

Upgrade the router to a minimum IOS version of 12.8(1) for NM-CUE or 12.3(7) for AIM-CUE

Power down the router

Insert NM-CUE or AIM-CUE in appropriate.

Power up the router

Use the **show version** command on the router to verify the module is recognized

Power cycle the router so the new version of IOS is recognized

The NM-CUE and the AIM-CUE support OIR, so there is no requirement to power down the router

---

### QUESTION 195:

DRAG DROP

Put the Qos feature to the network category it applies to in the IPTX environment on the right (Not all apply).

642-144

4Q1T

CBWFQ

cRTP

CAR

DWPO

MLP with LFI

QoS policy propagation via BGP

WRED

Answer:

4Q1T

WAN

Router Output Queue

CAR

DWPO

QoS policy propagation via BGP

WAN

cRTP

MLP with LFI

Router Output Queue

CBWFQ

WRED

---

**QUESTION 196:**

DRAG DROP

Match the definition on the left to the term that describes the major aspect of Cisco AutoQoS successful deployment.

**Select from these**

Leverages intelligent classification on routers, utilizing Cisco NBAR to provide deep and stateful packet inspection

Determines WAN settings for fragmentation, compression, encapsulation, and Frame Relay-ATM inter-working

Prioritizes voice traffic without affecting other network traffic while still offering the flexibility to adjust QoS setting for unique network requirements

Provides visibility into the classes of service deployed via system logging and SNMP traps

Provides seamless interoperability between all of the QoS features and parameters across the network topology including LAN, MAN, and WAN

**Place here**

Consistency

*Place here*

Monitoring and Reporting

*Place here*

Configuration

*Place here*

Policy Generation

*Place here*

Application Classification

*Place here*

Answer:

**Place here**

Consistency

Provides seamless interoperability between all of the QoS features and parameters across the network topology including LAN, MAN, and WAN

Monitoring and Reporting

Provides visibility into the classes of service deployed via system logging and SNMP traps

Configuration

Prioritizes voice traffic without affecting other network traffic while still offering the flexibility to adjust QoS setting for unique network requirements.

Policy Generation

Determines WAN settings for fragmentation, compression, encapsulation, and Frame Relay-ATM inter-working

Application Classification

Leverages intelligent classification on routers, utilizing Cisco NBAR to provide deep and stateful packet inspection

**QUESTION 197:**

**DRAG DROP**

Exhibit:

Match the characteristic on the left to the type of CUE module it best describes on the right.

Use flash memory for storing voice mail and configs

**NM-CUE and NM-CUE-EC**

Use hard disk for storing voice mail and configs

Can run 4 or 6 sessions(host hardware-dependent)

Can run 8 or 10 sessions(hardware dependent)

12, 25, 50, or 100 mailboxes

**NM-AIM**

12, 25, or 50 mailboxes

Storage device is FRU

Storage device must be returned for repair



Answer:

## NM-CUE and NM-CUE-EC

Use hard disk for storing voice mail and configs

Can run 8 or 16 sessions(hardware-dependent)

12, 25, 50, or 100 mailboxes

Storage device must be returned for repair

## NM-AIM

Use flash memory for storing voice mail and configs

Can run 4 or 6 sessions(host hardware-dependent)

12, 25, or 50 mailboxes

Storage device is FRU

---

### QUESTION 198:

DRAG DROP

Exhibit:

Match the configuration steps on the left into the order they occur during initial configuration of CUE on the right.

**642-144**

Enter ip address of NTP server	
Select region	First
Set the hostname or the CUE mpale	Second
Select time zone	Third
Confirm configuration	Fourth
Choose t ignore previous configuration	Fifth
	Sixth
Set username and password of default administrator	Seventh

Answer:

Choose t ignore previous configuration
Set the hostname or the CUE mpale
Enter ip address of NTP server
Select region
Select time zone
Set username and password of default administrator
Confirm configuration

---

**QUESTION 199:**

DRAG DROP

Exhibit:

Match the definition on the left to the QoS action on the right that it best describes.(Not all apply)

- Differentiate between packets on priority
- Set bits inside a data-link or network layer header, with the goal of letting QoS tools of other devices classify based on the bit values
- Determine the order in which packets are transmitted out an interface based on priorities assigned to those packets.
- Bandwidth allocated proportionally for each different class of traffic, allowing you to mark the number of the bytes or packets to be dropped from the queue.
- Packets belonging to one priority class of traffic are transmitted before all higher priority traffic to ensure timely delivery of those packets.

**Place here**

Classification	Place here
Marking	Place here
Congestion Management	Place here

Answer:

Differentiate between packets on priority

Bandwidth allocated proportionally for each different class of traffic, allowing you to mark the number of the bytes or packets to be dropped from the queue.

**Place here**

Classification	Set bits inside a data-link or network layer header, with the goal of letting QoS tools of other devices classify based on the bit values
Marking	Packets belonging to one priority class of traffic are transmitted before all higher priority traffic to ensure timely delivery of those packets.
Congestion Management	Determine the order in which packets are transmitted out an interface based on priorities assigned to those packets.

**QUESTION 200:**

Which of the following is provided by the Cisco CallManager Express? (Choose all that apply.)

- A. A head-end Enterprises PBX voice solution in IOS.
- B. An enterprise class traditional PBX system.

- C. Integrated Call Processing in IOS providing Key System and Hybrid Feature Set functionality for < 120 station market.
- D. A cost effective IP telephony solution for a small business supported across all Cisco (two)
- E. All of the above.

Answer: C, D

---

**QUESTION 201:**

What are the major differences between key systems and PBXs? (Choose all that apply.)

- A. Key systems are also security devices.
- B. Key systems can only support analog phones not digital phones.
- C. Key systems make use of paging functionality via phone sets.
- D. Incoming trunks will be shown across all phones.

Answer: C, D

---

**QUESTION 202:**

The new Certkiller trainee technician want to know what convergence is. What will you reply be?

- A. It is the addition of security features to the network
- B. It is the merging of both voice and data onto a common network
- C. It is the optimization of network infrastructure to share IP stack to enhance performance of networked applications
- D. It is the merger of hardware and software to deliver networked functionality

Answer: B

---

**QUESTION 203:**

What could be the reason why a client would prefer a key system to a PBX? (Choose all that apply.)

- A. Key systems are typically cheaper than PBX systems.
- B. Key systems can be customized solutions for stand-alone, small offices.
- C. Some small business processes are supported by unique Key systems features.
- D. Key systems support amongst others networked communication, call forward and transfer to other locations as well.
- E. All of the above.

Answer: A, B, C

**QUESTION 204:**

What is the maximum number of users that Cisco CME is designed for?

- A. 30
- B. 48
- C. 96
- D. 120

Answer: D

---

**QUESTION 205:**

The new Certkiller trainee technician want to know how a user can access the following speed dial entry.

Ephone 1

Fastdial 1 1000 name marketing.

What will you reply be?

- A. Personal Directory Application.
- B. CCMuser web page. \
- C. Softkey on 7940 or 7960.
- D. Directory button on 7940 or 7960.

Answer: D

---

**QUESTION 206:**

Which Cisco CME components can be migrated to a SRST? (Choose all that apply.)

- A. Seat License
- B. All components
- C. Trunk License
- D. Feature License
- E. None of the above.

Answer: A, D

---

**QUESTION 207:**

In which way does Cisco CME differ from Cisco CallManager? (Choose all that apply.)

- A. Cisco CME is a feature that runs on IOS.
- B. CLI commands are used to configure Cisco CME.

- C. Cisco CME is a service running on a network module.
- D. Cisco CME phones cannot be migrated to a CCM system.

Answer: A, B

---

**QUESTION 208:**

Which of the following small business needs are addressed by Cisco CME in addition to Cisco's Modular Access Routing platforms? (Choose all that apply.)

- A. content networking requirements
- B. hosted third-party applications
- C. security needs
- D. 48-port Fast Ethernet switching

Answer: A, C

---

**QUESTION 209:**

Which of the following represents deployment models that are supported by Cisco CME 3.0 and below? (Choose all that apply.)

- A. SOHO with five softphones
- B. Managed service with local call processing for a site with twelve, 7905s
- C. Standalone branch office with twenty-four, 7910s
- D. Centralized call processing for ten remote offices with two, 7960s each
- E. All of the above.

Answer: B, C

---

**QUESTION 210:**

Which of the following solutions are supported with Cisco CME3.0 and below? (Choose all that apply)

- A. SOHO with ten IP phones and a fax machine
- B. deployment of all Cisco CME features to analog phones
- C. remote site redundancy for centralized CallManager
- D. SOHO with ten softphones
- E. remotely managed CPE for service provider customer

Answer: A, E

---

**QUESTION 211:**

Which of the following are key benefits of Cisco CME for customers? (Choose all that

apply)

- A. Cisco CME can cluster with CCM to provide redundancy.
- B. Cisco CME can be used to provide call processing for digital phone sets.
- C. Cisco CME hardware such as voice modules can be migrated to a CCM deployment.
- D. Cisco CME can be enabled on an existing Multiservice Access Router with a IOS upgrade.

Answer: C, D

---

**QUESTION 212:**

Which of the following voice-mail solutions are supported by Cisco CME? (choose all that apply)

- A. SMDI based
- B. H.323 based
- C. Analog DTMF
- D. SMDI integration using VG248.
- E. Skinny Cisco Unity

Answer: B, C, E

---

**QUESTION 213:**

Which of the following TDM trunks are supported by Cisco CME? (Choose all that apply)

- A. TI
- B. E1
- C. FXS
- D. SIP
- E. FXO
- F. PRI

Answer: A, B, F

---

**QUESTION 214:**

Which of the following are created by Cisco CME for IP phones within IOS?

- A. Virtual SIP port
- B. Virtual FXS port
- C. Virtual FXO port
- D. Virtual MGCP port

- E. Virtual PRI port
- F. Virtual E1 port

Answer: B

---

**QUESTION 215:**

Which of the following IOS voice components are created automatically by Cisco CME when installing a IP phone? (Choose all that apply)

- A. dial-peer
- B. ISDN dial peer.
- C. voice port
- D. connection plar
- E. ISDN switch type

Answer: A, C

---

**QUESTION 216:**

Which of the following Cisco CallManager components are leveraged by Cisco CME?

- A. IIS
- B. none
- C. Novell Directory Services
- D. SQL server
- E. Active Directory
- F. DC directory

Answer: B

---

**QUESTION 217:**

Which of the following dial-peer are automatically created by Cisco CME for IP phones?

- A. VoIP
- B. VoFR
- C. POTS
- D. SIP
- E. FXS
- F. VoATM

Answer: C

---

**QUESTION 218:**



Which of the following legacy voice components are similar to an ephone-dn?

- A. logical phone
- B. physical phone
- C. digital trunk to PBX
- D. analog trunk to PSTN
- E. extension number on a phone

Answer: E

---

**QUESTION 219:**

Which of the following legacy voice components are similar to an ephone?

- A. logical phone
- B. physical phone
- C. digital trunk to PBX
- D. analog trunk to PSTN
- E. extension number on a phone

Answer: B

---

**QUESTION 220:**

Which pieces of equipment can double as an ephone? (Choose all that apply.)

- A. Cisco IP phone
- B. analog FXO trunk
- C. ATA
- D. fax machine on an FXS port

Answer: A, C

---

**QUESTION 221:**

You are the Network technician at Certkiller . You have been instructed to configure the MAC address of an IP phone. Which Cisco CME component would you use to achieve this task?

- A. ephone
- B. ephone-dn
- C. ephone-macaddr
- D. ephone-phone
- E. none of the above

Answer: A

**QUESTION 222:**

You are the Network technician at Certkiller . You have been instructed to configure the extension number of an IP phone. Which Cisco CME component would you use to accomplish this task?

- A. ephone
- B. ephone-dn
- C. ephone-macaddr
- D. ephone-phone
- E. none of the above

Answer: B

---

**QUESTION 223:**

You are the Network technician at Certkiller . You have been instructed to match buttons on a Cisco IP phone to a specific extension number. Which Cisco CME component would you use to accomplish this task?

- A. ephone
- B. ephone-dn
- C. ephone-match
- D. ephone-button
- E. ephone-macaddr

Answer: A

---

**QUESTION 224:**

The maximum number of Cisco CME supported extensions are dependent on the maximum number of that are supported.

- A. ephones
- B. buttons
- C. ephone-dns
- D. conference calls
- E. off-net calls

Answer: C

---

**QUESTION 225:**

What does one make provision for when configuring a secondary number for an ephone-dn?

- A. For a second line appearance with a unique directory number
- B. For an alias phone number used to reach the primary directory number
- C. For a second line appearance with a shared directory number
- D. For an external phone number mask used when making off-net calls
- E. For an extra phone number to reach the primary directory number

Answer: B

---

**QUESTION 226:**

Which of the following ephone-dns are only supported on Cisco CME 3.0 and higher versions? (Choose all that apply.)

- A. dual-line
- B. overlay
- C. shared line
- D. dual-number
- E. all of the above

Answer: A, B

---

**QUESTION 227:**

Which of the following statements regarding a shared ephone-dn is valid? (Choose all that apply.)

- A. All ephones sharing the ephone-dn will ring for an incoming call.
- B. Multiple ephones can simultaneously listen to a call on the ephone-dn.
- C. The ephone-dn is inaccessible from other IP phones when there is an active call.
- D. The ephone-dn is exclusively shared among the same ephone type.

Answer: A, C

---

**QUESTION 228:**

The new Certkiller trainee technician want to know which type of ephone-dn will allow two voice channels on a single line button. What will you reply be?

- A. overlay
- B. dual-line
- C. shared line
- D. dual-number
- E. none of the above

Answer: B

**QUESTION 229:**

Which of the following statements regarding overlay ephone-dn are valid? (Choose all that apply.)

- A. It is supported on Cisco CME 3.0 and higher.
- B. It is shareable across multiple ephones.
- C. It is usually assigned to a single line button.
- D. It supports mixing single and dual-line ephone-dns.
- E. All of the above.

Answer: A, B, C

---

**QUESTION 230:**

Which of the following calls will RTP headers be preserved for when voice packets are re-paketized by Cisco CME3.0?

- A. SIP
- B. VoIP
- C. VoID
- D. VoFR
- E. VoATM

Answer: B

---

**QUESTION 231:**

Which of the following statements are true regarding calls between local IP phones? (Choose all that apply)

- A. Voice packets are addressed directly to the Cisco IOS router.
- B. Calls between IP phones are assigned a random UDP/RTP port.
- C. There is no CPU load per call except during call setup and teardown.
- D. Voice packets are routed to the Cisco IOS router.
- E. Calls between the IP phone and router voice port are handled the same as calls from one voice port to another voice port within the router.

Answer: B, C, E

---

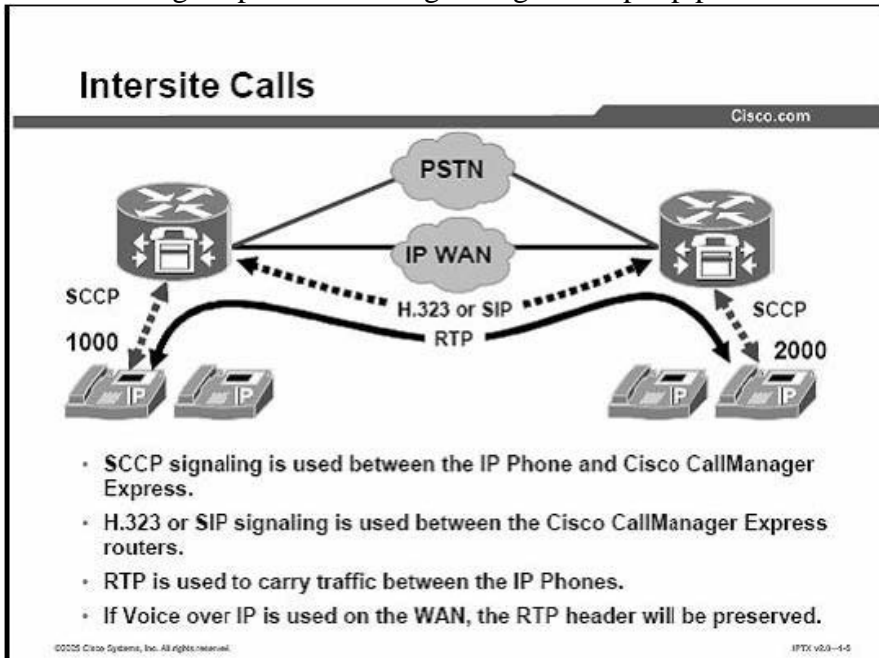
**QUESTION 232:**

Which of the following statements are true regarding calls to VoIP destinations across the WAN? (Choose all that apply)

- A. All IP phone addresses must be routed across WAN.
- B. Voice packets are addressed directly to the Cisco IOS router.
- C. Calls between IP phones are assigned a random UDP/RTP port.
- D. Signaling from local IP phones to an Cisco CME router use UDP/RTP port 2000.
- E. Calls between the IP phone and router voice port are handled the same as calls from one voice port to another voice port within the router.

Answer: A, B, C

Not D: Wrong.sccp is used for signalling.and udp/tcp ports used.



**QUESTION 233:**

Which of the following ports are used by Cisco CME for VoIP calls? (Choose all that apply)

- A. SIP port 2000
- B. RTP port 2000
- C. MGCP port 2000
- D. UDP port 16384-49152
- E. VoATM port 2000

Answer: B, D

**QUESTION 234:**

Which of the following DTMF relay types are supported by Cisco CME 3.0 and below?

- A. none
- B. RFC2833

- C. Cisco RTP
- D. H.245 alphanumeric

Answer: D

---

**QUESTION 235:**

Which of the following QoS mechanisms does Cisco CME use for voice packets from locally connected IP phones? (Choose all that apply)

- A. CAC
- B. TOS
- C. COS
- D. QOS
- E. RSVP

Answer: B, C

---

**QUESTION 236:**

You are a network engineer for a company Certkiller .com. Your newly appointed Certkiller trainee wants to know from where an IP phone obtains the IP source address that it will use to register to Cisco CME.

What will your reply be?

- A. the firm ware file that it has downloaded
- B. the TFTP server, using the DHCP option 150 command
- C. the DHCP server, using the DHCP option 150 command
- D. the XML configuration file hat the IP phone has downloaded
- E. the DNS server, using the DHCP option 150 command

Answer: D

---

**QUESTION 237:**

When using Cisco CME 3.0 and above, where are the XML configuration files stored?

- A. Flash.
- B. ROM.
- C. Sio10
- D. DRAM.
- E. NVRAM

Answer: A

---

**QUESTION 238:**

When using Cisco CME 3.0 and above, where are the phone firmware files stored?

- A. Flash.
- B. Dram.
- C. Foot ROM
- D. External TFTP Server.
- E. NVRAM

Answer: A

---

**QUESTION 239:**

Which of the following Cisco CME commands are used to share the XML configuration files using TFTP?

- A. Create cnf.files.
- B. Create xml.files.
- C. Create xml-files.
- D. Create tftp-share.
- E. Create tftp-bindings.

Answer: A

---

**QUESTION 240:**

Which LOS voice port function is used to allow incoming analog FXO port calls to be routed to an IP phone?

- A. Destination-pattern.
- B. Call-forward all.
- C. Direct-inward-dial.
- D. Connection plar opx.

Answer: D

---

**QUESTION 241:**

Which of the commands illustrated below will allow an incoming call from a PRI line with called number 4085551111 to ring an IP phone with extension number 5111?

- A. Dialplan-pattern 1408555..... extension 51....
- B. Dialplan-pattern 1408555..... extension 5....
- C. Dialplan-pattern 1408555..... extension length 4.
- D. Dialplan-pattern 1408555..... extension length 5.

E. None of the above.

Answer: C

---

**QUESTION 242:**

Which two voice trunks typically make use of the Dialplan-pattern command? (Choose all that apply.)

- A. ISDN PRI.
- B. ISDN BRI.
- C. Analog FXO.
- D. Analog FXS.

Answer: A, B

---

**QUESTION 243:**

You are the Network technician at Certkiller . You have been instructed to make an outbound call to PSTN. Which IOS feature of Cisco CME will be of use to you?

- A. AAA.
- B. EIGRP
- C. MGCP.
- D. Dial-peers.
- E. Calling Search Space.

Answer: D

---

**QUESTION 244:**

To which of the following servers can Cisco CME log CDR records? (Choose all that apply.)

- A. FTP.
- B. NFS.
- C. SYSLOG.
- D. Radius.
- E. TFTP

Answer: C, D

---

**QUESTION 245:**

Which of the following IOS features does Cisco CME leverage for call billing? (Choose all that apply.)



- A. AAA
- B. DTMF.
- C. VAD
- D. SYSLOG.
- E. All of the above.

Answer: A, D

---

**QUESTION 246:**

The new Certkiller trainee technician wants to know which platform is able to support Cisco CME 3.0. What will you reply be?

- A. 1720
- B. 1751-V
- C. 1721
- D. 1750
- E. 2650.

Answer: B

---

**QUESTION 247:**

The new Certkiller trainee technician want to know which of the following platforms can support Cisco CME 3.0. What will you reply be?

- A. 1721 only
- B. 2620-XM only
- C. 2650 and 3620
- D. 2620-XM and 2650-XM

Answer: D

---

**QUESTION 248:**

Which of the following must be configured for SCCP integration with Cisco CME?  
(Choose all that apply.)

- A. POTS dial peer.
- B. Vm device id.
- C. MWI on/off ephone-dn.
- D. voice mail access number.
- E. All of the above.

Answer: B, C, D

**QUESTION 249:**

The new Certkiller trainee technician want to know which of the following platforms can support Cisco CME 3.0.  
What will you reply be?

- A. 2691, and 7200 VXR
- B. 2691, 3725, and 3745
- C. 2650, 3725, and 7200 VXR
- D. 2650, 3745, and 7200 VXR

Answer: B

---

**QUESTION 250:**

Which of the following endpoints are supported by Cisco CME3.0 and below? (Choose all that apply)

- A. 7914.
- B. ATA-186.
- C. ATA-188.
- D. VIP 30
- E. Cisco IP softphone

Answer: A, B, C

---

**QUESTION 251:**

Which of the following endpoints are supported by Cisco CME? (Choose all that apply)

- A. 7935.
- B. 7960.
- C. VIP 30.
- D. Cisco IP softphone 1.2.
- E. Cisco IP softphone

Answer: A, B

---

**QUESTION 252:**

Which of the following protocols are supported by Cisco CME? (Choose all that apply)

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

- D. MGCP.
- E. JTAPI

Answer: A, B, C

---

**QUESTION 253:**

Which of the following protocols are supported by Cisco CME? (Choose all that apply)

- A. SIP
- B. JTAPI.
- C. SCCP
- D. MGCP

Answer: A, C

---

**QUESTION 254:**

Which of the following protocols are supported by Cisco CME? (Choose all that apply)

- A. H.323.
- B. JTAPI.
- C. SCCP.
- D. MGCP.

Answer: A, C

---

**QUESTION 255:**

Which of the following protocols are supported by Cisco CME? (Choose all that apply)

- A. H.323.
- B. SCCP
- C. MGCP
- D. Megaco.

Answer: A, B

---

**QUESTION 256:**

Which of the following protocols are supported by Cisco CME for call transfer? (Choose all that apply)

- A. ECS.
- B. H.450.2
- C. H.450.3

- D. Cisco Proprietary.
- E. Megaco

Answer: B, D

---

**QUESTION 257:**

Which of the following protocols are supported by Cisco CME for call forwarding?  
(Choose all that apply)

- A. ECS.
- B. H.450.2
- C. H.450.3
- D. Cisco Proprietary.
- E. Megaco

Answer: C, D

---

**QUESTION 258:**

Which of the following statements are true regarding H.450 implementation in Cisco CME 3.0? (Choose all that apply)

- A. IP phones require app-h450-transfer tel. Script to support H450.
- B. IP phones do not require app-h450 trnasfer tel.. script to support H450.
- C. Analog phones connected to FXS ports require app-H450 transfer tel script to support H450.
- D. Analog phones connected to FXS ports do not require app-H450 trnasfer tel script to support H450.

Answer: B, C

---

**QUESTION 259:**

When using Cisco CME3.0, H.450 is implemented in which interface for the IP phones?

- A. MGCP.
- B. FXS
- C. Skinny subsystem.
- D. Default session application.
- E. App-h450 transfer tel script.

Answer: D

---

**QUESTION 260:**

Which codec is required by Cisco CME 3.0 and versions below to enable VoIP conferencing?

- A. g723
- B. g726
- C. g711
- D. g729

Answer: C

---

**QUESTION 261:**

Which of the following codecs is supported by Cisco CME for VoIP calls?

- A. g.711 only.
- B. g.711 and g.729.
- C. g.723 and g.726.
- D. g.723 and g.729.

Answer: B

---

**QUESTION 262:**

The new Certkiller trainee technician want to know which voice gateway will support H.450 call transfer on a default session application. What will you reply be?

- A. All Cisco CME routers.
- B. All Cisco CME routers Running 12.2 (15) ZJ3 or higher.
- C. All Cisco CME routers Running 12.2 (8) T or higher.
- D. All Cisco CME routers Running 12.2 (11) T and lower.

Answer: C

Restrictions

Cisco-proprietary call transfer uses a Cisco-proprietary protocol and can interwork with Cisco1700, Cisco2600, Cisco3600, and Cisco3700 series routers that are running CiscoIOS Release 12.2(8)T or a later release

---

**QUESTION 263:**

The new Certkiller trainee technician want to know which of the following voice gateways can support H.450 call forwarding. What will you reply be? (Choose all that apply.)

- A. Cisco Multiservice access routers running 12.2 (13) T
- B. Cisco Multiservice access routers running 12.2 (11) YT
- C. Cisco Multiservice access routers running 12.2 (11) T

D. Cisco Multiservice access routers running 12.2 (15) ZJ

Answer: B, D

---

**QUESTION 264:**

Which of the following tasks will the Cisco CME administrator's GUI allow you to perform? (Choose all that apply.)

- A. To add a new phone.
- B. To add a music on hold source.
- C. To delete existing phones.
- D. To modify an existing phone.
- E. Adding a voice mail service.

Answer: A, C, D

---

**QUESTION 265:**

Which of the following tasks will the Cisco CME phone users GUI allow you to perform? (Choose all that apply.)

- A. Changing a user's password.
- B. Editing speed dials for the user's phone.
- C. Changing of voice mail.
- D. Searching the local user directory.
- E. Editing the idle URL for the user's phone.

Answer: A, B, D

---

**QUESTION 266:**

Which of the following commands are necessary to enable the use of the Cisco CME GUI? (Choose all that apply.)

- A. IP http server.
- B. service tep small servers.
- C. ip http path flash.
- D. ip http authentication enable.

Answer: A, C

---

**QUESTION 267:**

Where should the Cisco CME web files first be loaded onto in order for you to access the router via the Cisco CMME GUI?

- A. An external tftp server.
- B. An external web server.
- C. The flash memory of the Cisco CME router.
- D. The internal FTP server.
- E. NVRAM of the Cisco CME router.

Answer: C

---

**QUESTION 268:**

Which command will you use if you want to enable consultative call transfer for all transfer targets?

- A. Transfer system full blind.
- B. Transfer system blind.
- C. Transfer system full consult.
- D. Transfer remote consult.
- E. Transfer system local consult.

Answer: C

---

**QUESTION 269:**

Which command will you use if you want to enable call transfer to remote targets?

- A. Transfer pattern.
- B. Transfer system.
- C. Router pattern.
- D. Transfer remote.

Answer: A

---

**QUESTION 270:**

Which of the following LOS voice port functions allows an incoming call from an analog FXO port to be routed to an IP phone?

- A. Call-forward all.
- B. Call-Transfer all
- C. Direct-inward-dial.
- D. Destination-pattern.
- E. Connection plar opx.

Answer: E

---

**QUESTION 271:**

When using Cisco CME 3.0 app-H.450 transfer tel script is required for enabling call transfer on which of the following?

- A. IP phones.
- B. IP phones on FXS only
- C. All analog phones.
- D. Analog phones on ATA only.
- E. Analog phones on FXS only.

Answer: E

---

**QUESTION 272:**

Which of the following commands are used to enables H.450.3 call forwarding for all calling parties?

- A. Call forward all
- B. Call-forward all T
- C. Forward system T.
- D. Forward system all.
- E. Call forward pattern T.

Answer: E

---

**QUESTION 273:**

Which of the following are used to determine call forward patterns?

- A. Call forward calling parties that use VoIP.
- B. Call forward calling parties that use H.450.
- C. Call forward calling parties when the call is busy.
- D. Call forward calling parties when the call is not answered.
- E. Call forward calling parties that use VoATM

Answer: B

---

**QUESTION 274:**

Which of the following protocols will be used when the calling party number does not match the call forward pattern?

- A. H.450.2
- B. VoIP
- C. H.450.3



- D. H.450.12.
- E. Cisco Proprietary.

Answer: E

---

**QUESTION 275:**

Which of the following are required in Cisco CME 3.0 to enable H.450.3 call forwarding? (Choose all that apply).

- A. App-h450-transfer-tel script is required for IP phones.
- B. No app-h450-transfer=tel script is required for IP phones.
- C. App-h450-transfer-tel scripts is required for analog for analog FXS phones.
- D. No app-h450-transfer-tel script is required for analog FXS phones.

Answer: B, C

---

**QUESTION 276:**

Which of the following system wide options can be configured in Cisco CME? (Choose all that apply).

- A. Interdigit timeout.
- B. Musci-on-hold music file.
- C. Music-on-hold live feed port.
- D. Default speed dials for all IP phones.
- E. Modified speed dials for all IP phones

Answer: A, B, C, D

Only modified speed dials for all IP Phones cannot be configured system wide.

---

**QUESTION 277:**

Music-on-hold can be streamed to which of the following g.711 end points being placed on hold by an IP phone registered to the Cisco CME router? (Choose all that apply).

- A. A PSTN caller.
- B. An on net VoIP endpoint.
- C. AN IP phone registered to the same Cisco CME router.
- D. An analog phone connected to an FXS port on the Cisco CME router.

Answer: A, B, D

---

**QUESTION 278:**

You are the network administrator for a company Certkiller .com. Your newly appointed

Certkiller trainee wants to know what the maximum number of simultaneous conference calls allowed in Cisco CME 3.0 and below is.  
What will your reply be?

- A. There is not limit.
- B. Three on the Cisco 2600XM series and three on the Cisco 3700 series.
- C. Four on the Cisco 2600XM series and eight on the Cisco 3700 series.
- D. Eight on the Cisco 2600XM series and sixteen on the Cisco 3700 series.
- E. Twelve on the Cisco 2600XM series and twenty on the Cisco 3700 series

Answer: D

---

**QUESTION 279:**

Which of the following statements are true regarding Conference capability on Cisco CME 3.0 and below?

- A. g.711 Conference requires DSP Farm from the router.
- B. g.711 Conference requires extra DSPs from the FXS ports.
- C. g.729 Conference media mixing requires DSP on the Cisco CME router.
- D. g.711 Conference Media mixing is within IOS, thus no additional DSP is required from the Cisco CME router.

Answer: D

---

**QUESTION 280:**

What can a user do to access the following speed dial entry?  
Ephone 1  
Fastdial 1 1000 name marketing.

- A. CCMuser web page. \
- B. Personal Directory Application.
- C. Directory button on 7940 or 7960.
- D. Softkey on 7940 or 7960.
- E. Personal Directory Application.

Answer: C

---

**QUESTION 281:**

What can a user do to access the following speed dial entry?  
Ephone 1  
Speed dial 1 1000 name Marketing.

- A. CCMuser web page.
- B. Softkey on 7940 or 7960.
- C. Line button on 7940 or 7960.
- D. Personal Directory Application.
- E. Directory button on 7940 to 7960.

Answer: C

---

**QUESTION 282:**

Under which circumstances will a called party be supported by Cisco CME 3.0 Callback Busy Subscriber?

- A. When at any endpoint.
- B. When an IP phone on a remote system reached using PSTN.
- C. When an IP Phone on the same Cisco CME system.
- D. When an IP phone on a remote system reached using VoIP.

Answer: C

---

**QUESTION 283:**

Which of the following IOS commands will you use to enable Callback Busy Subscribers?

- A. Router(config-telephony-service) # ccbs.
- B. It is enabled by default.
- C. Router(config-telephony-service) # callback.
- D. Router(config-telephony-service) # call-back.

Answer: B

---

**QUESTION 284:**

The new Certkiller trainee technician wants to know which time format can be configured in Cisco CME for display on IP phones. What will you reply be?

- A. 24 hour only.
- B. 12 hour only.
- C. both 12 and 24 hour.
- D. Time display is not supported with Cisco CME.

Answer: C

---

**QUESTION 285:**

The new Certkiller trainee technician wants to know which date formats can be configured in Cisco CME for display on IP phones. What will you reply be?

- A. mm-dd-yy only.
- B. yy-mm-dd only.
- C. both mm-dd-yy and yy-mm-dd
- D. Date display is not supported with Cisco CME.

Answer: C

---

**QUESTION 286:**

To which device does the Idle URL apply when configured?

- A. A defined subset of registered 7960/7940 IP phones.
- B. All configured 7960/7940 ephones.
- C. All registered 7960/7940 IP phones.
- D. Individual 7960/7940 IP phones specifically configured with an Idle URL.
- E. The Idle URL feature is not supported with Cisco CME.

Answer: C

---

**QUESTION 287:**

You are the Network technician at Certkiller . You have been instructed to change the text displayed in the IP phone header bar of a 7960/7940 IP phones. Which command will you use to accomplish this task?

- A. name.
- B. description.
- C. display.
- D. username.

Answer: B

---

**QUESTION 288:**

The new Certkiller trainee technician wants to know which two configurable fields Cisco CME use to populate the Local Directory database. What will you reply be? (Choose all that apply.)

- A. display.
- B. number.
- C. name.
- D. description.

Answer: B, C

---

**QUESTION 289:**

Which of the following are the possible listings for "John Smith" from the Local Directory as displayed by the IP phone? (Choose all that apply.)

- A. J. Smith.
- B. Smith. John.
- C. Smith J.
- D. John Smith.

Answer: B, D

---

**QUESTION 290:**

Which of the following IP phone feature needs to be configured to enabled users to send Hookflash to an analog trunk?

- A. Flash Softkey.
- B. URL services.
- C. SMTP services
- D. It is enabled by default.
- E. H.450 script on FXS port.

Answer: A

---

**QUESTION 291:**

The function of the Acct softkey is to enter account codes for?

- A. For billing.
- B. To access VM.
- C. To access TFTP
- D. To log on to IP phone.
- E. To access trunk lines.

Answer: A

---

**QUESTION 292:**

Which of the following must be assigned to configure paging? (Choose all that apply).

- A. Paging dn to ephone.
- B. Paging dn to ephone dn.

- C. An extension number for paging to ephone.
- D. An extension number for paging to ephone dn.

Answer: A, D

---

**QUESTION 293:**

Which of the following delivery mechanisms are used by paging? (Choose all that apply).

- A. Unicast.
- B. Multicast.
- C. Similcast.
- D. Broadcast.

Answer: A, B

---

**QUESTION 294:**

Which of the following best describes the differences between intercom and speed dial?

- A. There is no difference.
- B. Intercom is mapped to a softkey.
- C. Speed dial is mapped to a softkey.
- D. Speed-dial must be configured by administrator.
- E. By default, intercom call is automatically answered.

Answer: E

Speed-dials can be added by users, only answer E is valid.

---

**QUESTION 295:**

For which of the following is the intercom barge configured?

- A. Monitor active intercom calls.
- B. Have intercom answered even when the target is on a call.
- C. Allow an active intercom to be merged with an existing call.
- D. Establish a two way voice path as soon as intercom is pressed.

Answer: B

---

**QUESTION 296:**

Which of the following is a supported legacy voice mail integration method with Cisco CME 3.0?

- A. DTMF using ATA ports.

- B. DTMF using FXS ports.
- C. SMDI integration using VG248.
- D. SCCP integration using DPA 7910.

Answer: B

---

**QUESTION 297:**

Which of the following protocols are used for integrating Cisco CME and Unity?  
(Choose all that apply).

- A. SIP
- B. STP
- C. SCCP
- D. MGCP
- E. VoIP

Answer: A, C

---

**QUESTION 298:**

When integrating Cisco CME and Unity with the Skinny protocol, where will configuration be required?

- A. Cisco CME only.
- B. Unity only.
- C. Unity and Cisco CME.
- D. Cisco CME only, Unity is optional.
- E. Unity only, Cisco CME is optional.

Answer: C

---

**QUESTION 299:**

For what is SIP used when you use Cisco CME3.0 and Unity integration?

- A. For toll bypass.
- B. For MWI notification.
- C. For graceful failover.
- D. For inband DTMF relay.
- E. To associate the voice-mail device port to Unity.

Answer: B

---

**QUESTION 300:**

In which IOS submenu would you advise the new Certkiller trainee technician to enter DTMF digit pattern commands?

- A. Router(config-if)#.
- B. Router(config-dial-peer)#.
- C. Router(config-vm-int)#.
- D. Router(config-telephony)#.

Answer: C

---

**QUESTION 301:**

The Certkiller administrator configured analog DTMF integration between Cisco CME and legacy VM. However, he noticed that unanswered calls from extension to extension are forwarded to VM, but unanswered calls from PSTN are not forwarded to VM. What did the administrator neglect to configure that is causing the problem?

- A. Pattern trunk-to-ext busy.
- B. Pattern ext-to-ext busy.
- C. Pattern ext-to-ext no-answer.
- D. Pattern trunk-to-ext no-answer.

Answer: D

---

**QUESTION 302:**

What is the purpose of using SCCP in Cisco CME and Unity integration? (Choose all that apply.)

- A. To partition Unity VM between multiple Cisco CME systems.
- B. To enable MWI notification.
- C. For graceful failover.
- D. To associate a voice mail device port to a Unit.
- E. To apply separate regions for 729 and g.711 codecs.

Answer: B, D

---

**QUESTION 303:**

What will you instruct the new Certkiller trainee technician to configure for both Unity and DTMF integration with Cisco CME? (Choose all that apply.)

- A. Vm device id.
- B. MWI on/off ephone-dn.
- C. POTS dial peer.
- D. voice mail access number.



E. All of the above.

Answer: B, D

---

**QUESTION 304:**

What will you instruct the new Certkiller trainee technician to configure with Cisco CME for DTMF integration? (Choose all that apply.)

- A. Vm device id.
- B. MWI on/off ephone-dn.
- C. POTS dial peer.
- D. voice mail access number.
- E. All of the above.

Answer: B, C, D

---

**QUESTION 305:**

What will you instruct the new Certkiller trainee technician to configure with Cisco CME for SCCP integration? (Choose all that apply.)

- A. Vm device id.
- B. MWI on/off ephone-dn.
- C. POTS dial peer.
- D. voice mail access number.
- E. All of the above.

Answer: A, B, D

---

**QUESTION 306:**

Which of the following digit patterns must be configured in order to enable access to the voice mail system when a user presses the phone's Message button?

- A. Pattern ext to trunk busy.
- B. Pattern trunk to ext busy.
- C. Pattern direct.
- D. Pattern ext to ext busy.
- E. Pattern ext to ext no answer.

Answer: C

---

**QUESTION 307:**

Which of the following values must match between Cisco CME and Unity in order to

make integration work? (Choose all that apply.)

- A. Calling Search Space.
- B. Voice mail device name.
- C. CGN Pattern.
- D. Interdigit timeout.
- E. Message Waiting Indication On and Off extension number.

Answer: B, E

---

**QUESTION 308:**

Which of the following remote control features are enabled when the IOS TSP application on PC is used? (Choose all that apply.)

- A. On hold placing of calls.
- B. Incoming call answering.
- C. Call transfer to another extension.
- D. Forwarding incoming calls to voice mail.

Answer: A, B, D

---

**QUESTION 309:**

When you configure the TSP application to the PC which of the following information will you find useful? (Choose all that apply.)

- A. The Username and password of the Cisco CME administrator account.
- B. The Username and password of the user account for the IP phone being controlled.
- C. The Cisco CME router IP address.
- D. The IP address of the IP phone being controlled.

Answer: B, C

---

**QUESTION 310:**

When using the IOS TSP application on a PC, which of the following features is possible? (Choose all that apply.)

- A. Mute.
- B. Caller ID.
- C. Call redial.
- D. Address book dialing.
- E. 3 party conference call setup.

Answer: A

---

**QUESTION 311:**

You are the network technician at Certkiller . You are using the IOS TSP application to control an IP phone. Your newly appointed Certkiller trainee wants to know what device you are using for voice termination.

What will your reply be?

- A. The IP Phone only.
- B. The TSP application only.
- C. Either the IP Phone or the TSP application.
- D. Both the IP Phone and the TSP application.

Answer: A

---

**QUESTION 312:**

You are the network technician at Certkiller . You want to sends all incoming PSTN calls over an FXO port to an Attendant at extension 9659.

What command should you use?

- A: Attendant dn 9659.
- B: Connection trunk 9659.
- C: Connection plar opx 9659.
- D: Connection tic lme 9659.

Answer: C

---

**QUESTION 313:**

You are the network technician at Certkiller . You are configuring an Attendant phone to monitor other extensions.

What is the result of the command button 4.3?

- A. Button 3 of the Attendant phone is assigned ephone dn 4.
- B. Button 4 of the Attendant phone is assigned ephone dn 3.
- C. Button 3 of the Attendant phone is assigned all extensions of ephone 4.
- D. Button 4 of the Attendant phone is assigned all extensions of ephone 3.

Answer: B

---

**QUESTION 314:**

You are the network technician at Certkiller . You are configuring a single ephone. You issue the following command:

button3s15

What is the effect of this command?

- A. ephone-dn 15 will not give any indications for incoming calls.
- B. ephone-dn 15 will not give visible indications for incoming calls.
- C. ephone-dn 15 will not give audible indications for incoming calls.
- D. ephone-dn 15 will give only visible indications for incoming calls.
- E. ephone-dn 15 will not give audible and visible indications for incoming calls.

Answer: C

The "s" variable will disable audible notification, the visible notification remains.

---

**QUESTION 315:**

In the Cisco CME, what must be created to provide an IVR Auto Attendant?

- A. C# application script
- B. TCL application script.
- C. C++ application script.
- D. HTTP application script.
- E. Visual Basic application script.

Answer: B

---

**QUESTION 316:**

You are the network technician at Certkiller . You want to troubleshoot mwi issues.  
What command should you use?

- A. show ephone mwi
- B. debug http mwi
- C. debug ephone mwi
- D. debug ephone dn mwi
- E. debug telephony service mwi

Answer: C

---

**QUESTION 317:**

You are the network technician at Certkiller . You want to verify the extension status for one of the Certkiller IP phones.  
What command should you use?

- A. show ephone.
- B. show ephone dn.
- C. show dial peer active.

- D. show ephone extension.
- E. show telephony service.

Answer: A

---

**QUESTION 318:**

You are the network technician at Certkiller . You want to verify the mac-address of locally connected IP phone.  
What command should you use?

- A. show ephone.
- B. show ephone dn.
- C. show edp ephone.
- D. show in dhep server.
- E. show telephony service.

Answer: A

---

**QUESTION 319:**

You are the network technician at Certkiller . The Certkiller users are complaining that they cannot access the Local directory from their phones.  
What is the probable cause of this problem?

- A. The DCD server is offline.
- B. The IP http server is not enabled.
- C. The Directory server is not enabled.
- D. The Directory xml file has not been downloaded to router flash.
- E. The Local directory has not been enabled using directory local command.

Answer: B

---

**QUESTION 320:**

Which of the following commands will you advice the Certkiller trainee technician to use in order to verify language configured for Cisco CME?

- A. The show ephone connection.
- B. The show telephony service locale.
- C. The show telephony service language.
- D. The show telephony service tftp bindings.
- E. The show ephone ip

Answer: D

---

**QUESTION 321:**

Which of the following will enable the Certkiller administrator to verify the version for Cisco CME 3.0 and above? (Choose all that apply.)

- A. Browse "About" help menu in Cisco CME GUI.
- B. Enter the "show ephone ip" command
- C. Enter "Show telephony service" command.
- D. Verify the IOS version and match the Cisco CME version in release notes.
- E. If IP phones show Cisco CME on display, Cisco CME 3.0 is always running.

Answer: A, C, D

---

**QUESTION 322:**

When troubleshooting CME GUI, which of the following will be valid steps? (Choose all that apply.)

- A. Verifying that "ip http service" has been enabled on the router.
- B. Verifying that correct thtml files has been downloaded to the router flash.
- C. Verifying that "ip http server" has been enabled on the router.
- D. Verifying that correct thtml files have been downloaded to the router DRAM.

Answer: B, C

---

**QUESTION 323:**

You are the Network technician at Certkiller . Some of the Certkiller users reported that they are able to access the CME GUI homepage, but cannot login. Which of the following commands will be valid and allow users to login to CME GUI? (Choose all that apply.)

- A. Router (config-ephone) # username.
- B. Router (config-telephony)#username
- C. Router (config-telephony)#web admin
- D. Router (config-ephone) # Web admin.
- E. All of the above.

Answer: A, C

---

**QUESTION 324:**

What could be the source of the problem when you encounter a situation where a 7910 IP phone registers is Cisco CME, but extension numbers do not appear?

- A. ephone-dn has not been mapped to ephone.

- B. An undefined phone type for 7910 under ephone.
- C. There is an authentication failure during auto-registration.
- D. Cisco CME and 7910 need to be in same device pool.

Answer: A

---

**QUESTION 325:**

What could be the source of the problem when you encounter a situation where a 7960 IP phone with 7914 attached registers to Cisco CME, Extensions appear on 7960, but extension numbers on 7914 do not appear.

- A. A separate undefined ephone for 7914.
- B. There's an authentication failure during auto-registration.
- C. The phone type for 7914 has not been defined under ephone.
- D. Undefined username and password under ephone.

Answer: C

---

**QUESTION 326:**

Which of the following debug commands must be used when an IP phone registers but fails to download proper firmware?

- A. debug voip ivr
- B. debug voip ccapi inout
- C. debug t ftp events
- D. debug voip ccapi in
- E. debug voip ccapi out

Answer: C

---

**QUESTION 327:**

What could be the source of the problem when you encounter a situation where incoming callers to an analog FXO port on a Cisco CME system receive dial-tone only?

- A. The direct-inward-dial is improperly configured on voice port.
- B. The default-destination is improperly configured under telephony-service.
- C. The connection plar opx is improperly configured on voice port.
- D. This is default behavior for Cisco CME application and cannot be changed.

Answer: C

---

**QUESTION 328:**

When you want to enable firmware download what needs to be fixed with the following configuration?

Tftp-server flash P00303020214 bin.

Telephony service.

Max-ephone - 48.

Max-dn 288.

Ip source address 192.168.1.1 port 2010.

Create enf-files.

- A. Port 2010 should be reconfigured to port 2000.
- B. XML Default enf. Xml file needs to be shared using tftp-server command.
- C. This is a valid configuration and there is no need to fix anything.
- D. SEPDEFAULT.CNF file has to be configured for sharing by using tftp-server command.

Answer: C

---

**QUESTION 329:**

7960 IP phones using the following configuration fail to download firmware.

Tftp-server flash P00303020214.bin.

Telephony service.

Load 7960 - 7940 P00303020214-bin.

Max-ephones 48

Max-dn 288.

Ip source address 192.168.1.1 port 2000.

Create enf.files.

Can you identify what the problem is with the above configuration?

- A. This is valid configuration thus there is no problem.
- B. XMLDefault enf.xml file must be shared using tftp-server command.
- C. Load command should not have bin extension.
- D. Create enf-files command needs to be removed.

Answer: C

---

**QUESTION 330:**

You are the network technician at Certkiller . Certkiller has several IP Phones that use the following configuration.

Tftp-server flash P00303020214.bin.

Telephony service.

Load 7960 - 7940 P00303020214-bin.

Max-ephones 48

Max-dn 288.

Ip source address 192.168.1.1 port 2000.



Create enf-files.

The IP phones fail to download firmware.

What is the cause of this problem?

- A. There is no problem. This is valid configuration.
- B. The create enf-files command needs to be removed.
- C. The load command should not have a .bin extension.
- D. The XMLDefault enf.xml file needs to be shared using the tftp-server command.

Answer: C

---

**QUESTION 331:**

You are the network technician at Certkiller . Certkiller is using Cisco CME 3.0. You want to enable H.450 call transfer from an IP phone.

What must you configure on the VoIP dial peer?

- A. Nothing.
- B. The create enf-files command.
- C. The application H.450 command.
- D. The transfer application command.
- E. The call transfer application command.

Answer: A

---

**QUESTION 332:**

Which three of the following platforms does Cisco CME 3.0 support? (Choose all that apply.)

- A: 3620
- B: 3640A
- C: 3660
- D: 3725
- E: 7200

Answer: B, C, D

---

**QUESTION 333:**

You are the network technician at Certkiller . Certkiller has a Cisco CME system with XML. You newly appointed Certkiller trainee wants to know what the purpose of XML is.

What will your reply be?

- A: It allows for the use of a fully featured web browser
- B: It allows for the use of video applications on the phone
- C: It allows for the development of customized features and application

D: It allows for the linking of the Cisco CME system with Cisco CallManager billing applications

Answer: C