



**Exam : 642-445**

**Title : Cisco IP Telephony for Release 5.X**

**Ver : 10.04.07**

**QUESTION 1:**

How can the activation status of DNS services be changed?

- A. DNS activation can only be changed by reinstalling Cisco Unified CallManager.
- B. DNS activation can be changed at any time.
- C. DNS activation is on by default and can only be turned off at installation; once DNS activation has been turned off, the system must be reinstalled to turn it back on.
- D. DNS activation is on by default and cannot be changed, but leaving the DNS server addresses and domain name blank disables the service.

Answer: A

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**QUESTION 2:**

Which two steps must a user take to use a prepared stock quote XML application on an IP phone? (Choose two.)

- A. Initiate an application TFTP request.
- B. Select the Services button and choose the stock option application.
- C. Use the Settings button to activate the application on the phone.
- D. Request that the administrator add their directory number to the application list.
- E. Subscribe, or have the Cisco Unified CallManager administrator subscribe, the phone to the service using the User Options web page.
- F. Dial the directory number for the service.

Answer: B,E

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**QUESTION 3:**

DRAG DROP

You work as a network technician at Certkiller .com. Your boss, Miss Certkiller, is interested in Presence terms. Match the proper Presence term with appropriate description.

**Options, select from these**

Availability	Observer
Presence	Presence Group
Presence Entity	Watcher

**Definitions**

An interested party which can monitor the real-time status of a directory number
Directory number or SIP URI
Set of watchers that is allowed (or disallowed) from watching the status of a presence entity
The status of a user
The status of a device

**Options, place here**

<i>Place here</i>

Answer:

**Options, select from these**

Observer
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**Definitions**

An interested party which can monitor the real-time status of a directory number
Directory number or SIP URI
Set of watchers that is allowed (or disallowed) from watching the status of a presence entity
The status of a user
The status of a device

**options, place here**

Watcher
Presence Entity
Presence Group
Availability
Presence

Explanation:

Presence is defined as the "availability and willingness of the user (presentity) for communication". Presence information is published by individuals to other systems users, known

as 'watchers' or 'subscribers', to indicate their communication state. A user may publish a variety of presence states to indicate their communication status.

When you configure Presence in Cisco Unified CallManager Administration, an interested party, known as a watcher, can monitor the real-time status of a directory number or SIP URI, a presence entity, from the device of the watcher. A phone serves as a watcher; a line on a phone cannot serve as a watcher. Cisco Unified CallManager allows you to configure presence groups to control the destinations that watchers can monitor.

The Presence feature allows a user to monitor the real-time status of another user at a directory number or SIP URI.

[http://www.cisco.com/en/US/products/sw/voicesw/ps556/products\\_administration\\_guide\\_chapter09186a008062b705.html#](http://www.cisco.com/en/US/products/sw/voicesw/ps556/products_administration_guide_chapter09186a008062b705.html#)

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**QUESTION 4:**

**DRAG DROP**

You work as a network technician at Certkiller .com. Your boss, miss Certkiller, is interested threat types. Match the proper threat type with appropriate threat.

**Options, select from these**

Bills, Top N, Cisco unified call manager Assistent and IP phone service

Bills,Top N, QoS,traffic and Malicious Call Details

FAC-CMC, Precedence call summary, CDR overview, and CDR errors

Gateway, route plan, conference bridge, and voice messaging

System overview, route plan,and FAC-CMC

**Definitions**

Device report

**Options,place here**

Place here

System report

Place here

User report

Place here

Answer:

Options,select from these

Bills,Top N,QoS,traffic and Malicious  
Call Details

System overview, route plan,and FAC-  
CMC

**Definitions**

Options,place here

Device report

Gateway, route plan, conference bridge,  
and voice messaging

System report

FAC-CMC, Precedence call summary,  
CDR overview,and CDR errors

User report

Bills, Top N, Cisco Unified CallManager  
Assistent and IP phone service

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**QUESTION 5:**

Which two SIP issues should be considered when deploying KPML? (Choose two.)

- A. Additional MTP resources will be required.
- B. There will be significantly more signaling traffic on the network.
- C. Additional configuration steps will be required for SIP phone dial rules.
- D. Social engineering will be required to educate users about how to dial a call with SIP.
- E. There will be additional processing demands on the Cisco Unified CallManager server.

Answer: B,E

Explanation:

There are two methods of handling DTMF support for SIP devices. In-band and Out-of-Band. Out-of-Band DTMF support for SIP devices will use Key Pad Mark-Up Language (KPML), introduced in CCM 5.0. A SIP device can use In-band DTMF support, but is based on RFC 2833. The KPML is also used for digit collection when dialing on a SIP phone. When no dial plan in the phone exists, CallManager performs digit-by-digit collection and routes the call as soon as enough digits are collected. There is a performance impact on CallManager, in terms of call signaling bandwidth, for this KPML type of digit collection and transmission. MTP resources would be allocated for CallManager 4.x and below, as DTMF method for all SIP devices were using RFC 2833 In-band.

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**QUESTION 6:**

How does the Cisco Unified CallManager use RSVP?

- A. it uses RSVP reservations to request double the bandwidth so calls can flow in both directions
- B. it uses the RSVP-configured bandwidth between sites as a method of determining if there is sufficient bandwidth for a call
- C. it uses an RSVP-enabled infrastructure and an RSVP agent controlled by Cisco Unified CallManager to request a bandwidth reservation from the network in order to place a call
- D. it initiates RSVP reservations from the Cisco Unified CallManager server, which is an active participant in the reservation process
- E. it uses RSVP bandwidth and zones to determine how and if calls can be placed

Answer: C

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**QUESTION 7:**

**DRAG DROP**

You work as a network technician at Certkiller .com. Your boss, miss Certkiller, is interested MoH parameters. Match the proper paramter with appropriate description.

**Options, select from these**

Enable Base Multicast	Fixed Audio Source Device
MoH Enabled	Maximum Half Duplex Streams
Maximum Multicast Connections	Run Flag

**Definitions**

Determines the number of devices to which a server can provide a unicast audio stream
Enables the number of devices that can be a source of multicast music
In conjunction with a sound card, allows you to use a live radio broadcast for MoH
When set to 'NO' MoH is not provided, when set to 'YES' MoH is enabled

**Options,place here**

Run Flag
Place here
Place here
Place here

Answer:

Options, select from these

- Enable Base Multicast
- MoH Enabled

Definitions

- Determines the number of devices to which a server can provide a unicast audio stream
- Enables the number of devices that can be a source of multicast music
- In conjunction with a sound card, allows you to use a live radio broadcast for MoH
- When set to 'NO' MoH is not provided, when set to 'YES' MoH is enabled

Options, place here

- Maximum Half Duplex Streams
- Maximum Multicast Connections
- Fixed Audio Source Device
- Run Flag

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**QUESTION 8:**

A range of Meet-Me conference numbers is reserved for manager use. Which method can be used to restrict non-managers from accessing these Meet-Me numbers without limiting their ability to initiate ad hoc conferences?

- A. Place the Meet-Me numbers in a partition that is only assigned to the CSS for the managers' phones.
- B. Place the Meet-Me numbers in an MRGL that is only assigned to the managers' phones.
- C. Place the conference bridge resource in an MRGL that is only assigned to the managers' phones.
- D. Place the conference bridge resource in a partition that is only assigned to the CSS for the managers' phones.

Answer: A

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**QUESTION 9:**

You need to delete and add a new device pool to your Cisco Unified CallManager cluster, but when you try to delete the existing device pool you receive an error message stating that the device pool is still in use. Which tool can you use to determine which devices are still using the device pool?

- A. the Dial Plan report
- B. Device Pool records
- C. Dependency records
- D. Cisco Unified CallManager group records

Answer: C

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**QUESTION 10:**

What is the relationship between a Region and a Location?

- A. The Region codec parameter is used between a Region and its configured Locations.
- B. The Region setting for a Location sets the number of audio and video calls that Location can support.
- C. The codec parameter configured in the Region is only used between Regions and Location bandwidth is only used between Locations.
- D. The Region codec parameter is combined with Location bandwidth when communicating with other Regions.

Answer: C

Explanation:

Region settings specify voice codec that can be used for calls within a Region and between Regions. Locations provide Call Admission Control for centralized call processing systems. Calls between locations that travel over a WAN link most likely have limited available bandwidth. If the number of calls placed over a WAN link is high enough to deplete the amount of available bandwidth on the link, the audio quality of all the calls over that WAN link is degraded due to over-subscription. You use Locations to avoid oversubscribing the WAN link such as decreasing the number of calls that are completed to a particular location, thus you define the total amount of bandwidth used for voice calls assigned to a location.

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**QUESTION 11:**

For phone hardening tasks, which two statements are accurate? (Choose two.)

- A. By default, Cisco Unified CallManager disables the PC port on all Cisco IP phones that have a PC port. It is possible to enable the PC Port setting in the Phone Configuration window of Cisco Unified CallManager Administration.
- B. Disabling PC voice VLAN access will cause packets received from the PC port that uses the voice VLAN tag to drop.
- C. Disabling settings access prohibits access to all the options that are normally displayed when the Settings button on the phone is pressed.
- D. Disabling settings access automatically sets the current Contrast, Ring Type, Network Configuration, Model Information, Status, and Volume settings to the default for that phone.
- E. GARPs can be allowed in order to monitor phone access more closely.

Answer: B,C

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**QUESTION 12:**

You have recently upgraded to a Cisco Unified CallManager 5.0 cluster. What will happen to users added after the upgrade if you roll back to the inactive partition?

- A. The user database for the active partition will need to be synchronized with the inactive partition after the inactive partition becomes active to add the new users.
- B. The active partition maintains a backup copy of the user database that is used when the inactive partition is activated.
- C. User information will be lost and those users added after the upgrade will need to be reentered.
- D. The two partitions share a common database. When the inactive partition becomes active, users will already be populated.

Answer: C

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**QUESTION 13:**

Which two options are functions of Cisco Unified CallManager RTMT? (Choose two.)

- A. records device-level and port-level information in the gatekeeper table, based on Cisco Unified CallManager alarms
- B. monitors a preconfigured set of management objects
- C. generates daily reports on system resources
- D. stores each H.323 gateway as a device in an H.323 table
- E. monitors call quality through SNMP MIBs

Answer: B,C

Explanation:

Real Time Monitoring Tool (RTMT) monitors real-time behavior of the components in a Cisco CallManager cluster. RTMT continuously monitors a set of management objects that are preconfigured and generates various alerts, in the form of e-mail for these objects when values go over/below user-configured thresholds. RTMT then generates daily reports for these objects.

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**QUESTION 14:**

Which two can be targets of a route pattern? (Choose two.)

- A. route list
- B. gateway
- C. route group
- D. gatekeeper

- E. translation pattern
- F. CTI Port

Answer: A,B

Explanation:

To create a route pattern, type your route pattern in the Route Pattern field and select a route list or gateway from the Gateway/Route List pull down.

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**QUESTION 15:**

Which two methods can be used to challenge the identity of an IP phone from a Cisco Unified CallManager server? (Choose two.)

- A. digest authentication
- B. HTTPS
- C. PKI
- D. SRTP
- E. TLS
- F. SFTP

Answer: A,E

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**QUESTION 16:**

What is the process used to restore an entire cluster in the event of a catastrophic failure?

- A. Restore the first node by doing a fresh install, restore the first node database from DRS, and then restore the subsequent nodes from the DRS backup location.
- B. Restore the first node from tape or SFTP and then restore each subsequent node.
- C. Restore the first node and then perform a database push to the subsequent nodes in the cluster.
- D. Restore all the nodes in the cluster by means of a fresh install and then restore the features and subcomponents to each server by means of DRS.

Answer: A

Explanation:

In case of a major failure or a hardware upgrade, you may need to restore all nodes in the cluster. To restore a whole cluster, you must first restore the first node or publisher and then restore the subsequent nodes.

[http://www.cisco.com/univercd/cc/td/doc/product/voice/c\\_callmg/5\\_0/drs/df5\\_0.htm#wp1870](http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/5_0/drs/df5_0.htm#wp1870)

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**QUESTION 17:**

Which three common characteristics are used to define the types of devices that go into a

device pool? (Choose three.)

- A. calling search spaces for auto-registration
- B. device type
- C. location
- D. geographic proximity
- E. user hold MoH source
- F. class of service

Answer: A,D,E

Explanation:

Device pools are user configurable sets of defaults that are assigned to devices as a single function. The devices then inherit all the settings from the device pool that they are assigned. This can be used to scale and simplify the distribution of CallManager groups, which are discussed below. A device pool allows primary attributes to be assigned globally to a device. The required components for a Device Pool are: Device Pool Name, CallManager Group, Date/Time Group, Region, Softkey Template, SRST Reference. Some optional fields are: Calling Search Space for Auto-Registration, Media Resource Group List, User Hold MOH Audio Source.

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**QUESTION 18:**

Please study the exhibit carefully. A call is placed from DN 5000 to DN 6999. The CSS for the call includes only the Branch 1 partition. After the translation pattern is applied, what are the called and calling numbers?

Exhibit:

<b>Pattern Definition</b>	
Translation Pattern	6999
partition	Branch 1
Description	
Numbering Plan	<None>
Route Filter	<None>
MLPP Precedence*	Default
Calling Search space	Gateway
Route Option	<input checked="" type="radio"/> Route this pattern <input type="radio"/> Block this pattern <input type="text" value="No Error"/>
<input checked="" type="checkbox"/> Provide Outside Dial Tone	<input checked="" type="checkbox"/> Urgent Priority
<b>Calling Party Transformations</b>	
<input type="checkbox"/> Use Calling Party's External Phone Number Mask	
Calling Party Transform Mask	919555xxxx
Prefix Digit(outgoing calls)	1
Calling Line IP Presentation*	Default
Calling Name Presentation*	Default
<b>Connected Party Transformations</b>	
Connected Line ID Presentation*	Default
Connected Name Presentation*	Default
<b>Called Party Transformations</b>	
Discard Digits	<None>
Called Party Transform Mask	555xxxx
Prefix Digits (Outgoing Calls)	1408

- A. 14085556999, 19195555000
- B. 6999, 5000
- C. 5556999, 9195555000
- D. 6999, 19195555000
- E. 14085556999, 5000

Answer: A

Explanation:

Cisco CallManager uses translation patterns to manipulate dialed digits before routing a call. Translation patterns are similar to route patterns in that they use wildcards, transformations and special characters. The translation pattern will convert / change the digits before anything else. If digits match a translation pattern, CallManager applies any transformation. When 6999 is dialed the translation pattern will change the calling and called digits. Thus, the calling number 5000 in the Branch1 partition is changed to 9195555000 because it matches the Translation Pattern for 6999 in the Branch1 partition. Therefore, the called number 6999 is changed (Prefix digits are applied and then the mask) to the called party, becomes 14085556999. After CallManager applies the transformation mask(s), this call will make another trip through digit analysis.

**QUESTION 19:**

Please study the exhibit carefully. Certkiller .com uses 4-digit extensions. To call between sites, they dial the intersite access code '8' followed by the 3-digit site code and 4-digit extension of the phone they are trying to reach. Phone\_A is in Partition Branch1 with a CSS named BR1\_External. If a user dials 85014532 from Phone\_A, which element of the route plan will be matched?

Exhibit:

The screenshot shows a configuration page for a Calling Search Space. The 'Name' field is 'BR1\_External'. The 'Route Partitions for this Calling Search Space' section shows a list of partitions: HQ\_phones, Gateway, InterSite, and Branch1. The 'InterSite' partition is selected. The 'Available Partitions' section is empty. The 'Select partitions (Ordered by highest priority)' section shows the selected partitions: HQ\_phones, Gateway, InterSite, and Branch1. The 'InterSite' partition is selected. The 'Save', 'Delete', 'Copy', and 'Add New' buttons are visible at the bottom.

- A. Route Pattern 8501! in the partition gateway
- B. the phone with extension 4532 in Partition Branch1
- C. the phone with extension 4532 among the partition phones
- D. Translation Pattern 85XX in the partition intersite
- E. Route Pattern 8501.XXXX# in the partition gateway
- F. Route Pattern 8501.XXXX in the partition gateway

Answer: D

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**QUESTION 20:**

Which of these is the best practice to employ when using certificates between a browser and the Cisco Unified CallManager 5.0 server?

- A. Use either SSH or CLI to view the thumbprint of the certificate and then communicate the information to all web browser users so they already have it available when they receive the security alert.
- B. Install thumbprint readers on the devices that need to connect to the Cisco Unified CallManager servers via HTTPS.
- C. Use SSH exclusively to verify the thumbprint of the certificate and then send the

certificate to all web browser users that require access to the server.

D. Note the thumbprint of the Cisco Unified CallManager certificates after installation and then communicate the information to all web browser users so they have it available when they receive the security alert.

E. Accept the certificate when the security alert pop-up window appears.

Answer: D

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**QUESTION 21:**

What is the purpose of using device pools?

A. to provide an easily modified set of system parameters for the Cisco Unified CallManager server and endpoints

B. to provide all the IP phone parameters required for auto-registration

C. to consolidate the dial plan for a set of IP phones in the same location

D. to provide a convenient way to define a set of common characteristics that can be assigned to devices

Answer: D

Explanation:

Device pools are user configurable sets of defaults that are assigned to devices as a single function. The devices then inherit all the settings from the device pool that they are assigned. This can be used to scale and simplify the distribution of CallManager groups, which are discussed below. A device pool allows primary attributes to be assigned globally to a device. The required components for a Device Pool are: Device Pool Name, CallManager Group, Date/Time Group, Region, Softkey Template, SRST Reference. Some optional fields are: Calling Search Space for Auto-Registration, Media Resource Group List, User Hold MOH Audio Source.

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**QUESTION 22:**

What causes an IP phone to register with the SRST router when the IP WAN fails?

A. The IP WAN interface on the SRST router goes down and triggers an SRST operation.

B. The IP phone loses keepalives from the Cisco Unified CallManager and reregisters with the SRST.

C. The SRST sends an INVITE message to the IP phone when the IP WAN fails.

D. The SRST router stops receiving keepalives from the Cisco Unified CallManager and falls back to the SRST.

E. The IP phone receives a new configuration to register with the SRST router when it becomes active.

Answer: B

Explanation:

When the WAN link fails, Cisco IP phones detect that they are no longer receiving keepalive packets from the Cisco CallManager. Cisco IP phones then register with the router, using Skinny Client Control Protocol over TCP port 2000. In this instance, the SRST software automatically activates and builds a local database of all Cisco IP phones attached to it, up to the maximum amount set.

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**QUESTION 23:**

Which portion of the master Administrator account can be changed after installing using the CLI?

- A. privilege level
- B. username
- C. username and password
- D. password

Answer: D

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**QUESTION 24:**

Which Cisco Unified CallManager RTMT component retrieves real-time information that exists on nodes in the cluster?

- A. Log Partition Monitor
- B. RTMT Java client
- C. Serviceability Reporter
- D. Alert Manager and Collector

Answer: D

Cisco AMC Service, a Network Service for CallManager is used for the RTMT. Alert Manager and Collector (AMC) service, existed as a component of the Cisco RIS Data Collector service in previous Windows release of Cisco CallManager. Now with CCM 5.0 the AMC service allows RTMT to retrieve real-time information that exists on nodes in the cluster.

Reference:

[http://www.cisco.com/en/US/products/sw/voicesw/ps556/products\\_administration\\_guide\\_chapter09186a008037d512.html#](http://www.cisco.com/en/US/products/sw/voicesw/ps556/products_administration_guide_chapter09186a008037d512.html#)

see: Service Management, Network Services, CM Services

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**QUESTION 25:**

If a SIP phone has neither KPML nor a set of dial rules configured, how are digits sent to the Cisco Unified CallManager for further processing?

- A. the user must press the "Dial" softkey
- B. when the user finishes dialing, the digits will be sent automatically
- C. the user must press the # key

D. the user must press the "enbloc" softkey

Answer: A

Explanation:

No KPML and No dial rules on SIP device: If KPML is not enabled, and there are no SIP dial rules defined, the user must press "Dial" softkey to send the call.

No KPML and dial rules Exist on the SIP device: A SIP phone with a local dial plan will collect all digits and send them enbloc to CallManager, if more digits are required by CallManger after receiving this enbloc invite, CallManager will fall back to KPML to collect the digits.

KPML enabled and No dial rules on SIP device: CallManager performs digit-by-digit collection and routes the call as soon as enough digits are collected.

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**QUESTION 26:**

Which two qualities of PKI key exchange overcome asymmetric cryptography scalability issues? (Choose two.)

- A. the trusted introducer uses the signed certificates of the endpoints that need to communicate
- B. the introducer digitally signs the public key of the user with the public key of the introducer to generate a signed certificate
- C. only the public key of the introducer has to be initially known and verified by all other entities
- D. PKI uses only a single trusted introducer
- E. the trusted introducer uses the private key of each enrolling user and the public key of the introducer as the signed certificate

Answer: C,D

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**QUESTION 27:**

When a Cisco Unified CallManager group has its primary, secondary, and tertiary servers changed, how are those changes propagated to the IP phones registered to the group?

- A. The IP phones will need to be reset so that a new configuration file can be downloaded from the TFTP server.
- B. The IP phones will automatically reregister with the new primary server.
- C. The primary Cisco Unified CallManager server automatically pushes a new configuration file to the IP phones in the affected device pool.
- D. The device pools will need to be edited so that the new Cisco Unified CallManager group information is applied to the appropriate device pools.

Answer: A

**QUESTION 28:**

What is the function of Cisco Unified CallManager Regions?

- A. to assign directory numbers to devices as they connect to the IP telephony network
- B. to implement call admission control in a centralized call processing deployment
- C. to provide alternate call routing when the primary call path is unavailable
- D. to specify the codec used for audio and video calls
- E. to define the time zones for devices connected to Cisco Unified CallManager

Answer: D

Explanation:

Region settings specify voice codec that can be used for calls within a region and between regions. Available codecs are: G.723, G.729, G722, GSM, G.728, G.711 and Wideband.

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**QUESTION 29:**

Please study the exhibit carefully. What will this translation pattern configuration accomplish?

Exhibit:

The screenshot shows the configuration page for a translation pattern in Cisco Unified CallManager. The status is 'Ready'. The translation pattern is '2XXXX', partitioned under 'Branch1'. The route option is set to 'Route this pattern'. Under 'Calling party Transformations', 'Use calling party external phone number mask' is checked, and 'Calling Line ID Presentation' and 'Calling Name Presentation' are both set to 'Restricted'. Under 'Connected Party Transformations', 'Connected Line ID Presentation' and 'Connected Name Presentation' are both set to 'Restricted'. Under 'Called Party Transformations', 'Discard Digits' is set to '< None >'. The 'Urgent Priority' checkbox is checked.

- A. allow the display of the calling number

- B. block the display of the calling number
- C. honor the presentation display of the caller
- D. it will not change the calling line ID presentation

Answer: B

Explanation:

Under the Calling Party Transformation, the source settings for the Calling Line ID and Calling Name Presentation are set to " Restricted ". Cisco CallManager uses calling line ID presentation (CLIP/CLIR) as a supplementary service to allow or restrict the originating caller's phone number on a call-by-call basis. Cisco CallManager uses caller name ID presentation (CNIP/CNIR) as a supplementary service to allow or restrict the originating caller's name on a call-by-call basis.

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### QUESTION 30:

Under the Platform Administration GUI, if an NTP server isn't specified, what will the Cisco Unified CallManager cluster use for a time source?

- A. The clock source for the cluster will be the first Cisco router that is configured to support NTP.
- B. The internal clock in the first node will become the clock source for the cluster.
- C. The individual servers in the cluster will each use their own internal clock source.
- D. The clock source for the cluster will revert to the first application that supports NTP.

Answer: B

Explanation:

Cisco CallManager 5.0 automatically synchronizes the NTP time of all subscribers in the cluster to the publisher. During installation, each subscriber is automatically configured to point to an NTP server running on the publisher. The publisher considers itself to be a master server and provides time for the cluster based on its internal hardware clock unless its configured to synchronize from an external server.

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### QUESTION 31:

If a service is currently deactivated, how can the service be reactivated from the Cisco Unified CallManager Serviceability Control Center page?

- A. by selecting Cisco Unified CallManager Serviceability > Service Activation and then clicking on the radio button to the left of the service to activate it.
- B. by selecting Cisco Unified CallManager Serviceability > Tools, clicking on the radio button to the left of the service that needs to be activated, and then returning to the Control Center to activate the service.
- C. by clicking on the radio button to the left of the service on the Control Center page.
- D. by selecting Tools > Service Activation, selecting the correct server, and clicking on the radio button to the left of the service to activate it.

Answer: D

Explanation:

The serviceability menu accesses management functions. Once at the Serviceability interface, select "Tools", then select " Service Activation ", then you will be presented the servers for the cluster, so you need to select the server for which you want to activate a service and then select the radio button to activate the specific service.

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**QUESTION 32:**

Network topology exhibit:



Certkiller 2 Configuration exhibit:

```
Certkiller2#show interface FastEthernet0/0
FastEthernet0/0 is up, line protocol is up
Hardware's Gt96k IE address is 0012.005f.eef0 (bia
002.005f.eaf0)
Internet address is 10.21.120.1/24
MTU 1500 bytes, BW 100000 Kbit, DLY 1000000 usec,
reliability 255/255, txload 1/255, rxload 1/255
Encapsulation ARPA, loopback not set
ARP type: ARPA, ARP Timeout 04:00:00
```

Please study the exhibits carefully. What should be entered in the Name field when configuring the Cisco Unified CallManager to control voice port T1 1/0/0 in Certkiller 2?

- A. Certkiller 2
- B. S0/DS1@SDA0012005FEEF0
- C. S0/DS1-0@ Certkiller 2
- D. 10.2.120.1

Answer: A

Explanation:

One would assume this is in reference to a MGCP controlled device, where CallManager is the "call-agent" and configuration for MGCP devices is two part, with configuration required on the gateway, such as a router and then on the "call-agent", CallManager. The router configuration will not have a name field, but will have a hostname configured. On CallManager, the MGCP device configuration (IOS Gateway in CallManager) will have a "Domain Name" field, which is the location to enter the hostname of the IOS gateway. Thus, the hostname, Certkiller 2 would be entered into this "Domain Name" field. Note: if you are using the host name as it is configured on the IOS gateway, the name that you enter here must match exactly. Also if the IP domain name is configured on the IOS gateway, then you must add this domain name as a suffix to the hostname

(e.g. Certkiller 2.cisco.com) otherwise if not defined on the IOS gateway, then only the host name is used (e.g. Certkiller 2).

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**QUESTION 33:**

Which two features are advantages of deploying a cluster over an IP WAN? (Choose two.)

- A. shared line appearances
- B. centralized DSP resources
- C. scalability up to 20 sites, if there is sufficient IP WAN bandwidth
- D. failover to co-resident Cisco Unified CallManager Express platforms
- E. extension mobility within the cluster

Answer: A,E

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**QUESTION 34:**

Which three Cisco Unified CallManager configuration steps are required to support third party SIP phones? (Choose three.)

- A. configure the device in Cisco Unified CallManager
- B. change the proxy address in the SIP phone to an IP address or the Fully Qualified Domain Name (FQDN) of Cisco Unified CallManager
- C. associate the device with the end user
- D. configure the phone with the TLS username and password
- E. configure the end user in Cisco Unified CallManager
- F. add the MAC address of the Cisco Unified CallManager server to the SIP phone configuration page

Answer: A,C,E

---

**QUESTION 35:**

What is the impact of setting an RSVP policy per location pair with a default interlocation RSVP service policy?

- A. the default interlocation RSVP service policy will be overridden
- B. an RSVP mandatory mid-call retry counter will be added to calls that encounter mid-call retry errors
- C. additional bandwidth capacity will be added to the default interlocation RSVP service policy
- D. the RSVP policy will only be associated with one type of call; for example, if it is associated with video calls, audio calls will not be impacted

Answer: A

---

**QUESTION 36:**

Which multiple line appearance parameter sets a number of calls per line beyond which all incoming calls will be forwarded?

- A. No Answer Ring Duration
- B. Maximum Number of Calls
- C. Call Forward Busy
- D. Busy Trigger

Answer: D

---

**QUESTION 37:**

Please study the exhibit carefully. What CSS should be assigned to a phone in the Phones partition to block calls to international numbers while allowing all other calls?

Exhibit:

Partition = phones	CSS A padness International
Partition = Service_Numbers Route Pattern X11	
Partition = Local_PSTN Route Pattern X11 Route Pattern 9.@	CSS B LongDistance_PSTN
Partition = LongDistance_PSTN Route Pattern X11 Route Pattern 9.[2-9]XXXXXX Route pattern 9.1(2-9)XX(2-9)XXXXX	CSS C Phones LongDistance_PSTN
Partition = international Route Pattern 9.011!	CSS D Phones Service_Numbers Local_PSTN LongDistance_PSTN

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

Answer: D

---

**QUESTION 38:**

You have two clusters with six Cisco Unified CallManager systems in each. How many ICTs must be configured to provide full server redundancy if no gatekeeper is present in the network?

- A. 1
- B. 5
- C. 2

- D. 3
- E. 6
- F. 4

Answer: F

Explanation:

The rule is: Configure one ICT (intercluster trunk) for each destination cluster (must be done both ways). Thus, in cluster A you define a ICT to cluster B, then in cluster B, you define a ICT to cluster

A. For each ICT, you can define up to 3 remote CallManager servers for the destination cluster.

However, the question states there are 6 CallManager systems, thus, if the three CallManagers defined in the 1st ICT were not available, then a second ICT would be defined to reach the other 3 available CallManagers. So, you have two ICT in cluster A going to cluster B and two ICT in cluster B going to cluster A, giving you a total of 4 ICTs.

---

**QUESTION 39:**

Which of these best describes the function of transformations?

- A. allow the call-routing component to modify the calling or called number
- B. identify and define the tags and operatives used in route filters
- C. configure and revise discard digits
- D. redirect calls

Answer: A

Explanation:

There are two transformation settings, calling party and called party. Transformations are used to change a directory number or a dialed number.

Reference: Cisco IP Telephony ISBN: 1-58705-050-1 pg 135-140

---

**QUESTION 40:**

Which two Cisco Unified CallManager tasks are required to route calls from Cisco Unified CallManager to the PSTN via an H.323 gateway? (Choose two.)

- A. configure the IP phones with an external phone number mask
- B. add PSTN route patterns pointing to the gateway
- C. add a gatekeeper from the Device menu
- D. configure the signaling protocol used on the voice circuit
- E. configure the voice endpoints in Cisco Unified CallManager
- F. add an H.323 gateway from the Device menu

Answer: B,F

---

**QUESTION 41:**

Certkiller .com has four locations total, all connected via an IP WAN. Each location has a Cisco Unified CallManager cluster, and the headquarters cluster is connected to all other clusters via intercluster trunks. ABC wants to allow up to eight simultaneous calls across the IP WAN. To call between sites, an employee dials a 2-digit access code plus a 4-digit extension. If more than eight calls are made, or if the IP WAN is not available, calls should be sent to Certkiller .com's preferred long-distance carrier. If the trunk to the long-distance carrier is not available, the local provider should be used. The long-distance carrier requires 10 digits to complete a long-distance call. The local provider requires 11 digits to complete a long-distance call but only 7 digits for local calls. What is the minimum number of route lists required at the headquarters location?

- A. 4
- B. 6
- C. 5
- D. 1
- E. 2
- F. 3

Answer: F

Explanation:

With route lists, you can implement features, such as toll bypass and PSTN fallback, because within the route list you can prioritize route groups that contain different types of gateways, such as IP WAN, PSTN, and so on. For this scenario, you will need a RL for the IP WAN dialing, RL for local 7 digit dialing to the PSTN, and another RL for the long distance dialing (IXC).

---

**QUESTION 42:**

A Cisco Unified CallManager cluster contains a first node and four subsequent nodes. If the first node becomes unavailable, which three of these statements are true? (Choose three.)

- A. Available Cisco Unified CallManager servers work from the local backup database.
- B. The Informix database will save configuration changes on subsequent nodes to be uploaded to the first node when available.
- C. All on-net calls are dropped
- D. New Cisco Unified CallManager devices can be configured.
- E. The Informix database automatically locks.
- F. All IP telephony devices continue to operate.

Answer: A,E,F

Explanation:

The first node (primary) reads its own local database for information. The subsequent nodes (subscribing nodes) look to the primary database for their information. In the event of a failure to the first node, the subsequent nodes read their local copy of the database. Only the first node can make changes to its Informix database. Backup CallManager servers provide call-processing redundancy to primary servers. If a CallManager server fails, then survivable endpoints can home to a secondary CallManager server. Survivable endpoints are needed to support call survivability, meaning that the RTP bearer stream (voice conversation) between two IP endpoints is preserved even if the CallManager that originally established the stream between the endpoints is no longer reachable.

---

**QUESTION 43:**

A single route pattern has been added to the Cisco Unified CallManager to use the NANP. A route filter named Local\_Only has been applied to limit calls to local and service numbers only. The Local\_Only route filter includes the clause: (LOCAL-AREA-CODE EXISTS AND SERVICE EXISTS). After applying the Local\_Only route filter, no calls to the PSTN can be completed. What needs to be done to correct this issue?

- A. The route pattern needs to be added twice, once with a route filter for local calls and once with a route filter for services.
- B. Route filters cannot be used to allow multiple call types. Specific route patterns for local calls and services need to be added.
- C. The route filter clause should be changed to (LOCAL-AREA-CODE DOES-NOT-EXIST AND SERVICES DOES-NOT-EXIST) and the route pattern should be set to block calls.
- D. The route filter clause should be changed to (LOCAL-AREA-CODE EXISTS OR SERVICES EXIST).
- E. Two separate route filters need to be applied to the route pattern, one for local calls and one for services.

Answer: A

---

**QUESTION 44:**

DRAG DROP

You work as a network technician at Certkiller .com. Your boss, Miss Certkiller, is interested in trunk types. Match the proper trunk type with appropriate use.

**Options, select from these**

gatekeeper-controlled H.225 trunk	gatekeeper-controlled intercluster trunk
Intercluster trunk	SIP trunk

**Definitions**

Connection between a Cisco Unified CallManager cluster and third party H.323 devices	Place here
Connection between multiple Cisco Unified CallManager System in four clusters	Place here
Connection between two Cisco Unified CallManager systems in two clusters	Place here
Connection to a VoIP service provider	Place here

Answer:

Definitions	options,place here
Connection between a Cisco CallManager cluster and third party H.323 devices	Gatekeeper-controlled H.225 trunk
Connection between multiple Cisco Unified CallManager systems in four clusters	gatekeeper-controlled intercluster trunk
Connection between two Cisco Unified CallManager systems in two clusters	Intercluster trunk
Connection to a VoIP service provider	SIP trunk

Explanation:

In an H.323 network that uses gatekeepers, an H.225 trunk with gatekeeper control is used to configure a connection to a gatekeeper for access to other Cisco CallManagers clusters and to a H.323 devices. To communicate with a gateway controlled by a gatekeeper.

---

**QUESTION 45:**

Which of the following actions will prevent devices from being able to initiate conferences?

- A. Exclude the conference media resource partitions from the CSS.

- B. Exclude the conference media resources from all MRGs.
- C. Place all conference media resources in MRGs and exclude these MRGs from the MRGL.
- D. Remove the default MRGL from the device pool.

Answer: C

---

**QUESTION 46:**

The Certkiller Lumber Company would like to use AAR to reroute calls made from HQ to remote locations when those calls are rejected by the IP WAN because of insufficient bandwidth. The Certkiller Lumber Company uses 5-digit dialing to all locations. Certkiller Headquarters has a DID range from 770-555-0001 to 770-557-0500 and the Macon facility has a DID range from 912-556-0500 to 912-556-0550. How should the external phone masks be configured?

- A. 770557XXXX
- B. 9125560XXX
- C. 770555XXXX
- D. 77055XXXXX
- E. 912556XXXX

Answer: D

---

**QUESTION 47:**

**DRAG DROP**

You work as a network technician at Certkiller .com. Your boss, Miss Certkiller, is interested in CoS values. In this particular scenario a catalyst switch has been configured to trust IP phones. Match the proper Switch-assigned CoS Value with appropriate traffic type.

Options,select from these

CoS = 0	CoS = 1	cos=2	CoS = 3
CoS = 4	CoS = 5	CoS = 6	CoS = 7

Definitions

Voice signaling traffic
Data traffic
Voice bearer traffic

Options,place here

Place here
Place here
Place here

Answer:

Options, select from these

CoS = 1	cos=2	CoS = 3
	CoS = 6	CoS = 7

Definitions

Voice signaling traffic
Data traffic
Voice bearer traffic

Options, place here

CoS = 4
CoS = 0
CoS = 5

Explanation:

Voice payload uses the CoS value 5, Video payload uses the CoS value 4, Voice/Video signaling uses the CoS value 3, Best Effort / Scavenger uses the CoS value 0.

IP Telephony Self-Study Cisco QOS Exam Certification Guide ISBN: 1-58720-124-0 pg 210, 211

---

**QUESTION 48:**

Which Cisco Unified CallManager RTMT component can be used to customize an alert property?

- A. Alert Central
- B. RTMT Java Application
- C. Log Monitor
- D. Serviceability Reporter

Answer: A

---

**QUESTION 49:**

Which two options describe how the Cisco Unified CallManager Auto-Register Phone Tool updates auto-registering IP phones? (Choose two.)

- A. A replacement phone can dial into the Cisco Unified CallManager Auto-Register Phone Tool DN to download the configuration for the phone it replaces.
- B. A new phone can dial into the Cisco Unified CallManager Auto-Register Phone Tool DN to update its MAC address in Cisco Unified CallManager and download the correct configuration file.

- C. A new phone can dial into the Cisco Unified CallManager Auto-Register Phone Tool DN to manage the device user profile.
- D. An administrator can schedule when auto-registered phones can dial into the Cisco Unified CallManager Auto-Register Phone Tool DN.
- E. A replacement phone can dial into the Cisco Unified CallManager Auto-Register Phone Tool DN to register with the Cisco Unified CallManager.

Answer: A,B

---

**QUESTION 50:**

You need to establish a connection from your Cisco Unified CallManager cluster to a service provider's registrar server. Which trunk type should you select?

- A. intercluster trunk (non-gatekeeper-controlled)
- B. intercluster trunk (gatekeeper-controlled)
- C. H.225 trunk (gatekeeper-controlled)
- D. SIP trunk

Answer: D

Explanation:

There are three types of SIP server (SIP User Server)

Proxy Servers,

Redirect Servers,

Registrar Servers - A registrar server processes requests from UACs (User Agent Client) for registration of their current location.

---

**QUESTION 51:**

Which three steps must be completed in order to assign a service URL to an IP Phone button? (Choose three.)

- A. Create a phone button template that includes a service URL and assign it to the phone.
- B. Associate a valid user profile with the phone.
- C. Create a softkey template that includes a service URL and assign it to the phone.
- D. Add an IP phone service.
- E. Subscribe the phone to the service.
- F. Assign the IP phone service partition to the CSS of the phone.

Answer: A,D,E

---

**QUESTION 52:**

The Certkiller Corporation is designing an IP telephony network using Cisco MCS 7845 Series servers, each one capable of supporting 7500 devices. The design must meet these

requirements:

- (1) be cost-effective
- (2) support up to 7500 phones
- (3) provide a minimal level of redundancy

Which configuration will meet Certkiller Corporation's needs?

A. Four Cisco Unified CallManager systems:

- 1 first node
- 1 TFTP server
- 1 primary subsequent node
- 1 backup subsequent node

B. Two Cisco Unified CallManager systems:

- 1 first node and TFTP server combined
- 1 primary subsequent node

C. Five Cisco Unified CallManager systems:

- 1 first node
- 1 TFTP server
- 1 primary subsequent node
- 2 backup subsequent nodes

D. Three Cisco Unified CallManager systems:

- 1 first node and TFTP server combined
- 1 primary subsequent node
- 1 backup subsequent node

Answer: D

---

### **QUESTION 53:**

Which navigation window should you use to restart the server and view the version of the Cisco Unified CallManager 5.0 software?

- A. Cisco Unified CallManager Serviceability
- B. Cisco Unified CallManager Administration
- C. Platform Administration
- D. Disaster Recovery System

Answer: C

Explanation

There are four Administrative Interfaces. They are selected on the upper right hand side, using the "navigation" drop down field box, select Platform Administration. Platform Administration is also entitled "Cisco Unified OS Administration", when selected the splash screen will have a title: "Cisco Unified Communications Operating Systems Administration". The menu path is: Restart --> Current Version, Shutdown System, Switch Versions.

**QUESTION 54:**

What is the minimum number of partitions that must be defined given the dial-plan rules listed in the exhibit?

- \* All employees can call local and service numbers.
- \* Managers can call long-distance and international numbers.
- \* Executives can call all PSTN numbers including premium numbers
- \* Only administrative assistants can call executives.
- \* Incoming calls can only be routed to phones, not to trunks.

- A. 7
- B. 6
- C. 8
- D. 4
- E. 5
- F. 3
- G. 0
- H. 2
- I. 10
- J. 1

Answer: E

---

**QUESTION 55:**

You have configured SRST at a remote site on an MGCP gateway. During testing, you find that IP phones are not registering with the SRST router when the IP WAN fails. Which three potential problems need to be investigated? (Choose three.)

- A. The ccm-manager fallback-mgcp command is missing in the SRST router.
- B. No SRST reference address is included in the device pool.
- C. The max-dn command is missing in the SRST router.
- D. No dial-peers have been added to the SRST router.
- E. The max-ephones command is missing in the SRST router.
- F. The proper service command has not been added to the SRST router.

Answer: B,C,E

---

**QUESTION 56:**

DRAG DROP

You work as a network technician at Certkiller .com. Your boss, Miss Certkiller, is interested in toll fraud. Match the proper toll fraud type with appropriate solution.

**Options, select from these**

Employees placing unauthorized long distance calls

External to external calls

External to external calls through an internal facilitator

Using Call Forward All to send calls to a vacation home

**Solution**

**Options,place here**

Apply appropriate calling search paces and partitions

Place here

Classify route patterns as on-net or off-net

Place here

Drop ad hoc conference calls

Place here

Implement FAC

Place here

Answer:

**Solution**

**Options,place here**

Apply appropriate calling search paces and partitions

Using Call Forward All to send calls to a vacation home

Classify route patterns as on-net or off-net

External to external calls

Drop ad hoc conference calls

External to external calls through an internal facilitator

Implement FAC

Employees placing unauthorized long distance calls

---

**QUESTION 57:**

Which two events describe the relationship of an IP phone to its secondary Cisco Unified CallManager system? (Choose two.)

- A. The IP Phone sends a TCP connect message.
- B. The IP Phone attempts to register with the secondary system when the primary system is unavailable.
- C. The IP Phone registers with the primary system when the secondary system is unavailable.
- D. The IP Phone registers with all the Cisco Unified CallManager systems in the group simultaneously, including the secondary system.
- E. The IP Phone sends a TCP keepalive message every 60 seconds.

F. The IP Phone sends a TCP keepalive message every 30 seconds.

Answer: A,B

---

**QUESTION 58:**

DRAG DROP

**Options, select from these**

Administrator ID password	Application user ID password
Security ID password	

**Definitions**

Cisco Unified CallManager Administrator access
CLI access
Database access

**Options,place here**

Place here
Place here
Place here

Answer:

**Definitions**

Cisco Unified CallManager Administrator access
CLI access
Database access

**Options,place here**

Application user ID password
Administrator ID password
Security ID password

---

**QUESTION 59:**

Within MLA, what is the relationship between applications, privileges, and roles?

- A. Privileges and application resources are applied to roles.
- B. Users are assigned privileges, which are associated with groups, which, in turn, contain roles and applications.
- C. Application resources are assigned to roles, and privileges are assigned to applications.
- D. Applications are associated with groups. Roles and privileges are assigned to applications.

Answer: C

**QUESTION 60:**

Which three steps need to be performed on a third party SIP phone device when adding it to Cisco Unified CallManager 5.0? (Choose three.)

- A. Add the MAC address of the Cisco Unified CallManager server to the SIP phone configuration
- B. Set the TLS user ID and password in the SIP phone to match the TLS user ID and password in Cisco Unified CallManager
- C. Set the digest user ID in the SIP device to match the digest user ID in Cisco Unified CallManager
- D. Set the directory numbers to match the directory numbers configured in Cisco Unified CallManager
- E. Select XML as the method to send the third party SIP phone its configuration file
- F. Set the proxy address in the SIP phone to match the IP address or Fully Qualified Domain Name (FQDN) of Cisco Unified CallManager

Answer: C,D,F

---

**QUESTION 61:**

What happens by default if the Log Partition Monitor's high-water mark is exceeded?

- A. An alert is sent to RTMT Alert Central and log files are purged until the low-water mark is reached.
- B. An e-mail alert is sent to the administrator and logs are purged, starting with those in the inactive partition and followed by the oldest files in the active partition, until the low-water mark is reached.
- C. An alarm message is sent to the syslog, an alert is generated in RTMT Alert Central, and log files are purged until the low-water mark is reached.
- D. An e-mail alert is sent to alert the administrator and the system starts to purge log files starting with the oldest first.
- E. An e-mail is sent to the administrator; an alert is sent to the syslog and log files are purged until the low-water mark is reached.

Answer: C

---

**QUESTION 62:**

Which dial rule pattern for Cisco 7905\_7912 IP phones will allow the user to dial a 9 for local access, wait for a secondary dial tone, and then dial a seven digit number?

- A. 9404.....
- B. 9,770.....#
- C. 9,770t5-.....

D. 9,\\*

Answer: D

---

**QUESTION 63:**

An auto parts retailer would like its six service counter representatives to be able to assist both walk-up customers and telephone customers. Each store has six service counter representatives. Which call distribution algorithm will allow each service counter representative to provide the best customer service?

- A. Circular
- B. Broadcast
- C. Longest Idle Time
- D. Top Down

Answer: B

---

**QUESTION 64:**

Which configuration parameter may need to be adjusted when the Region setting is changed?

- A. Device Pool
- B. Class of Control
- C. AAR Group
- D. Location

Answer: D

---

**QUESTION 65:**

DRAG DROP

You work as a network technician at Certkiller .com. Your boss, Miss Certkiller, is interested in Cisco Unified CallManager media resource selection rules. Match the proper rule term with appropriate priority.

**Options, select from these**

- Attempt to use the resource in the default group
- Search each media resource group, sequentially, in the media resource group list.
- Search the first media resource group in a media resource group list.

- If the resource has not been found, configure it in an existing group.
- Search the default media resource group.

**Definitions**

- Priority 1
- Priority 2
- Priority 3

options,place here

- Place here
- Place here
- Place here

Answer:

**Options, select from these**

- If the resource has not been found, configure it in an existing group.
- Search the default media resource group.

**Definitions**

- Priority 1
- Priority 2
- Priority 3

options,place here

- Search the first media resource group in a media resource group list.
- Search each media resource group, sequentially, in the media resource group List
- Attempt to use the resource in the default group

Explanation:

Resource selection is governed by the search rule: 1st - search the first media resource group in a media resource group list to find the requested resource. If located, return the device name. 2nd - If the requested resource is not found, search the next media resource group in the media resource group list. Return the device name if a match is found. 3rd - If no resource of the requested type is available in any media resource group in a media

resource group list, the resource manager attempts to use the resource in the default group.

---

**QUESTION 66:**

The Certkiller Corporation is experiencing poor, choppy audio quality on voice calls placed across their WAN link to and from Madison. What can be done to the Location parameter for Madison to help alleviate this problem?

- A. Nothing, the audio bandwidth Location parameter for Madison is not related to the problem.
- B. Increase the audio bandwidth setting in the Location configuration window for Madison.
- C. Decrease the audio bandwidth setting in the Location configuration window for Madison.
- D. Remove the audio bandwidth parameter in the Location configuration window for Madison.

Answer: C

---

**QUESTION 67:**

Which tool would be useful for analyzing changes or additions to an existing dial plan?

- A. DRS
- B. CAR
- C. QRT
- D. Dependency records
- E. RTMT
- F. DNA

Answer: F

Explanation:

Dialed Number Analyzer (DNA) allows you to test a Cisco Unified CallManager dial plan configuration prior to deploying it. The tool analyzes the dialed digits and shows details of the calls. You can use these results to diagnose the dial plan, identify problems.

---

**QUESTION 68:**

Which three options correctly describe the role of a subsequent node in a Cisco Unified CallManager 5.0 cluster? (Choose three.)

- A. processes IP telephony calls
- B. collects CDRs
- C. replicates the database to other Cisco Unified CallManager servers

- D. maintains read-only copies of the configuration database
- E. maintains writeable copy of the configuration database
- F. can have only one in a Cisco Unified CallManager cluster

Answer: A,B,D

Explanation:

The configuration database is stored on the First Node server, and a read-only copy is replicated to the Subsequent Node members of the cluster. Servers in a CallManager cluster can be configured to perform a single function or can have combined function, a function of a subsequent node is call-processing, which can be defined to server as a primary or backup call-processing server. The subsequent nodes collect CDRs and are forwarded to the first node (CDR Repository node), which the CAR services are active.

---

**QUESTION 69:**

You need to configure a new IOS-based Catalyst switch to support voice and data VLANs. The data VLAN will be VLAN 10 and the voice VLAN will be VLAN 100. Which of the following configurations should be used to support these VLANs while also allowing switch port 0/1 to enter the forwarding state immediately?

- A. Certkiller 1(config)# interface FastEthernet 0/1  
Certkiller 1(config-if)# switchport mode trunk  
Certkiller 1(config-if)# switchport access vlan 10  
Certkiller 1(config-if)# switchport aux vlan 100  
Certkiller 1(config-if)# spanning-tree port-priority
- B. Certkiller 1(config)# interface FastEthernet 0/1  
Certkiller 1(config-if)# switchport mode access  
Certkiller 1(config-if)# switchport native vlan 10  
Certkiller 1(config-if)# switchport aux vlan 100  
Certkiller 1(config-if)# spanning-tree portfast bpdu filter default
- C. Certkiller 1(config)# interface FastEthernet 0/1  
Certkiller 1(config-if)# switchport mode trunk  
Certkiller 1(config-if)# switchport native vlan 10  
Certkiller 1(config-if)# switchport voice vlan 100  
Certkiller 1(config-if)# spanning-tree portfast
- D. Certkiller 1(config)# interface FastEthernet 0/1  
Certkiller 1(config-if)# switchport mode access  
Certkiller 1(config-if)# switchport access vlan 10  
Certkiller 1(config-if)# switchport voice vlan 100  
Certkiller 1(config-if)# spanning-tree portfast

Answer: D

---

**QUESTION 70:**

What is the process of digit matching?

- A. Cisco Unified CallManager first performs a digit-by-digit analysis, looking for patterns that match the internal DNs. If no match is found, the dialed string is matched against the route patterns.
- B. Cisco Unified CallManager collects all digits and compares them enbloc for patterns that match the internal DNs. If no match is found, the dialed string is matched against the route patterns.
- C. Cisco Unified CallManager performs a digit-by-digit analysis, looking for patterns that match the internal DNs and ones that match the route patterns simultaneously.
- D. Cisco Unified CallManager collects all digits and compares them enbloc for patterns that match the internal DNs and ones that match the route patterns simultaneously.

Answer: C

---

**QUESTION 71:**

Certkiller Lumber Company phones are configured to use AAR to reroute a call when the call is rejected due to insufficient IP WAN bandwidth. Which AAR configuration parameter will prevent a call originating at a lobby phone from using AAR when CAC rejects the call due to insufficient bandwidth?

- A. disabling AAR for the specific DN
- B. changing the AAR Calling Search Space in the IP phone line settings
- C. changing the AAR Group information
- D. changing the AAR External Phone Number masks
- E. disabling AAR for the specific device

Answer: B

---

**QUESTION 72:**

What happens when you try to configure the fourth member of a Cisco Unified CallManager group?

- A. Cisco Unified CallManager Administration will display an error and replace the last entered member of the Cisco Unified CallManager group with the new entry.
- B. Cisco Unified CallManager Administration will display an error message when you attempt to add the fourth member.
- C. The fourth member will be added to the sequential list.
- D. The new member will replace the first member on the list.

Answer: B

Explanation:

A Cisco CallManager Group specifies a prioritized list of up to three Cisco CallManagers. The

first CallManager in the list serves as the primary Cisco CallManager for that group, and the other members of the group serve as a secondary and tertiary (backup) Cisco CallManager.

---

**QUESTION 73:**

Which two are requirements for configuring a gatekeeper-controlled intercluster trunk?  
(Choose two.)

- A. The assigned name must be unique within the cluster.
- B. The Cisco Unified CallManager group in the assigned device pool will determine which Cisco Unified CallManager systems register with the gatekeeper.
- C. RSVP must be enabled to provide CAC between clusters.
- D. The ICT must have the same name in both clusters.
- E. The IP addresses of the Cisco Unified CallManager systems in the remote cluster must be specified.
- F. The gatekeeper must be defined in Cisco Unified CallManager before the intercluster trunk is added.

Answer: A,F

---

**QUESTION 74:**

A dial plan uses six-digit numbers, in which the first two digits are a site code and the last four digits are an extension. Access codes must begin with a 7 or 8 and the second digit must be a 0, 1, 5, or 9. Calls within a site are placed using just the four digit extensions. Which two route patterns will support this dial-plan requirement? (Choose two.)

- A. [^78][^234678].XXXX
- B. [7-8][^0159].XXXX
- C. [78][0159].XXXX
- D. [^0-69][^2-4678].XXXX
- E. [^0-6,9][2-4,6-8].XXXX
- F. [7-8][234678].XXXX

Answer: C,D

---

**QUESTION 75:**

What is the difference between a CMR and a CDR?

- A. A CMR is accessed by SOAP and a CDR is accessed by the Cisco Unified CallManager CAR tool.
- B. A CMR is a set of preconfigured management reports that filter CDR information.
- C. A CMR record can be sent directly to third party applications while CDR records are only sent to the Cisco Unified CallManager CAR tool.

D. A CMR reports on call quality and CDR reports on call activities.

Answer: D

---

**QUESTION 76:**

How are Cisco Unified CallManager location parameters used?

- A. Assign directory numbers to devices as they connect to the IP telephony network.
- B. Specify the bandwidth used for audio and video calls.
- C. Implement call admission control in a centralized call processing deployment.
- D. Provide alternate call routing when the primary call path is unavailable.

Answer: C

Explanation:

The locations feature provides call admission control for centralized call-processing systems. Locations settings allow you to specify the maximum amount of audio and video bandwidth that is available for calls to and from each location, which thereby limits the number of active calls and limits oversubscription of the bandwidth on the IP WAN links.

---

**QUESTION 77:**

How many backup sessions can be active at one time in the Disaster Recovery System?

- A. two, one automatic incremental and one scheduled automatic full backup
- B. one, either automatic or manual
- C. two, one automatic and one manual backup
- D. three, one scheduled automatic incremental, one scheduled automatic full backup and one manual backup

Answer: B

---

**QUESTION 78:**

You have two clusters with six Cisco Unified CallManager systems in each. How many ICTs must be configured to provide full server redundancy if a gatekeeper is present in the network?

- A. 4
- B. 6
- C. 5
- D. 3
- E. 2
- F. 1

Answer: F

Explanation

Intercluster trunks that are gatekeeper-controlled can communicate with all remote clusters. Each cluster will have one trunk to the gatekeeper and the gatekeeper can support up to 100 clusters.

---

**QUESTION 79:**

The Certkiller Lumber Company uses a centralized call processing model to connect their saw mills in Albany and Columbus. Each mill is configured as a separate Location in Cisco Unified CallManager at HQ. Each Location has been configured with 256 Kbps of voice bandwidth. How many G.729 calls can be placed between Locations simultaneously?

- A. 8
- B. 10
- C. 5
- D. 23
- E. 16

Answer: B

---

**QUESTION 80:**

In reference to translation patterns, which three statements are correct? (Choose three.)

- A. After matching a translation pattern and performing digit transformations, the call is sent to the original called number.
- B. Translation patterns are always considered urgent priority.
- C. Translation patterns can be used to modify the redirecting number.
- D. Translation patterns can be used to change the CSS applied to a call.
- E. Translation patterns cannot contain wildcards.
- F. Translation patterns can be used to modify the calling number.

Answer: B,D,F

---

**QUESTION 81:**

Which two gateway configuration statements are required, at a minimum, in order to enable Cisco Unified CallManager to control a T1 PRI in an MGCP gateway? (Choose two.)

- A. pri-group configuration on the controller
- B. ccm-manager config
- C. mgcp call-agent pointing to tftp server

- D. isdn l3-backhaul ccm-manager on the serial interface
- E. mgcp
- F. config-server address pointing to tftp server

Answer: B,F

---

**QUESTION 82:**

Bob's Bicycles has three manufacturing plants and 145 retail stores. Each of the manufacturing plants has a Cisco Unified CallManager cluster. The retail stores use a mix of Cisco Unified CallManager Express and key systems with gateways. What is the recommended trunk type to use on the Cisco Unified CallManager clusters for full intersite calling capability?

- A. gatekeeper-controlled intercluster trunks
- B. gatekeeper-controlled H.225 trunks
- C. non-gatekeeper-controlled intercluster trunks
- D. SIP trunks

Answer: B

---

**QUESTION 83:**

Please study the exhibit carefully. When Bob dials extension 5000, which phone will ring?

- \* All employees can call local and service numbers.
- \* Managers can call long distance and international numbers.
- \* Executives can call all PSTN numbers including premium numbers.
- \* Only administrative assistants can call executives.
- \* Incoming calls can only be routed to phones, not to trunks.

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

Answer: C

---

**QUESTION 84:**

DRAG DROP

You work as a network technician at Certkiller .com. Your boss, Miss Certkiller, is interested in Presence terms. Match the proper Presence term with appropriate

description.

Options, select from these

DoS	Loss of integrity
Loss of privacy	impersonation

Threat

An attacker intercepting the session between two IP telephone users and capturing voice media packets, enabling the call to be listened to in real time or later
An attacker launching an attack that overwhelms the target device
An attacker intercepting the session between two IP telephone users and modifying the exchanged packets
An attacker acting as the Public Switched Telephone Network

Option,place here

Place here
Place here
Place here
Place here

Answer:

Threat

An attacker intercepting the session between two IP telephone users and capturing voice media packets, enabling the call to be listened to in real time or later
An attacker launching an attack that overwhelms the target device
An attacker intercepting the session between two IP telephone users and modifying the exchanged packets
An attacker acting as the Public Switched Telephone Network

Options,place here

Loss of privacy
DoS
Loss of integrity
impersonation

---

**QUESTION 85:**

What two types of calls can cause the Cisco Unified CallManager to send an ARQ to a gatekeeper to determine if a call should be routed? (Choose two.)

- A. calls routed to SIP gateways
- B. calls routed to H.323 gateways
- C. calls routed over an intercluster trunk
- D. calls routed to MGCP gateways
- E. calls routed to remote sites in a centralized call processing model

Answer: B,C

---

**QUESTION 86:**

DRAG DROP

You work as a network technician at Certkiller .com. Your boss, Miss Certkiller, is interested in 8.0 SIP phones and the NTP clock. Place the sources in the appropriate

sequence.

Steps, Select from these	Step ,Place here
Broadcast NTP server	Place first step here
Primary NTP server	Place second step, if any, here
Secondary NTP server	Place third step, if any, here
Date header in 200OK response from Cisco Unified CallManager to their REGISTER message	Place fourth step, if any, here

Answer:

Steps, Select from these	Steps,Place here
	Primary NTP server
	Secondary NTP server
	Broadcast NTP server
	Date header in 200OK response from Cisco unified CallManager to their REGISTER message

---

**QUESTION 87:**

DRAG DROP

You work as a network technician at Certkiller .com. Your boss, Miss Certkiller, is interested in Cisco Services. Match the proper Cisco Service term with appropriate function.

642-445

**Options, select from these**

Deletes old CDR and CMR files and creates alarms in response to high disk usage

Process incoming requests from customer billing applications

Sends CDR and CMR files to third party billing applications and deletes the local copies of the files once they have been transferred

Deletes the local copies of CDR and CMR files once the files have been transferred

**Definitions**

CDR Agent

CDR Repository Manager

Cisco SOAP-CDRonDemand Service

**Options,place here**

*Place here*

*Place here*

*Place here*

Answer:

**Options, select from these**

Sends CDR and CMR files to third party billing applications and deletes the local copies of the files once they have been transferred

**Definitions**

CDR Agent

CDR Repository Manager

Cisco SOAP-CDRonDemand Service

**Options,place here**

Deletes the local copies of CDR and CMR files once the files have been transferred

Deletes old CDR and CMR files and creates alarms in response to high disk Usage

Process incoming requests from customer billing applications

---

**QUESTION 88:**

Which new traffic type has been added between Cisco Unified CallManager 5.0 servers?

- A. management channel traffic
- B. call processing traffic

- C. licensing message traffic
- D. database traffic

Answer: C

---

**QUESTION 89:**

What are the minimum configuration parameters required to manually add an IP phone to Cisco Unified CallManager 5.0?

- A. MAC address, device profile, user security profile, and phone button template
- B. MAC address, device pool, and phone button template
- C. MAC address, device pool, phone security profile, and phone button template
- D. MAC address, user profile, phone security profile, and phone button template

Answer: C

---

**QUESTION 90:**

Which three menu choices will open a window in which you can assign softkey templates? (Choose three.)

- A. Device > Device Settings > Device Profile
- B. System > Device Defaults Configuration
- C. System > Enterprise Parameters
- D. System > Device Pool Configuration
- E. Service > Service Parameters
- F. Device > Phone Configuration

Answer: A,D,F

---

**QUESTION 91:**

What is the purpose of route filters?

- A. to limit the number of reachable destinations
- B. to reduce the number of route patterns added to the route plan
- C. to reduce the number of dial peers required
- D. to reduce the size of the calling search space
- E. to block calls to matching route patterns

Answer: B

---

**QUESTION 92:**

An IP phone user has dialed "15152421234". Which route pattern will be used?

- A. 1515[^0-2]4[01234]
- B. 1515[^0-1]42[1234]
- C. 1515[^0-1]421[1-4]+
- D. 1515[^0-1]4[123]+

Answer: C

---

**QUESTION 93:**

Which three can be assigned a partition? (Choose three.)

- A. translation pattern
- B. gateway
- C. IP phone
- D. gatekeeper
- E. route pattern
- F. directory number

Answer: A,E,F

---

**QUESTION 94:**

What process does the Log Partition Monitor use to delete logs in excess of the high-water mark?

- A. If any log files exist in the inactive partition, those files are deleted first, then the oldest files in the active partition are deleted until the low-water mark is reached.
- B. The oldest files in the active partition are deleted until the low-water mark is reached.
- C. If any log files exist in the inactive partition, those files are moved off to an SFTP server and then the oldest files in the active partition are moved off to an SFTP server until the low-water mark is reached.
- D. The log files in the inactive partition are deleted first and then the oldest files in the active partition are moved off to an SFTP server until the low-water mark is reached.

Answer: A

---

**QUESTION 95:**

Which two methods can be used to build a SIP trunk from the Cisco Unified CallManager to a SIP Registrar server and a backup Registrar server? (Choose two.)

- A. Configure one SIP trunk to point to the SIP Registrar server and a second SIP trunk to point to the backup Registrar server. Use route groups and a route list to allow calls to be routed to the backup Registrar if the primary does not respond.
- B. Add the SIP Registrar server and the backup Registrar server to the Device Pool

assigned to the SIP trunk.

C. Configure a DNS SRV record name as the destination address of the SIP trunk.

D. Configure only the SIP Registrar Server in the SIP trunk; The UA message will include the IP address of the backup SIP trunk if the call cannot be set up by the SIP Registrar server.

E. Configure the IP address of the SIP Registrar server as the first destination address of the trunk and the IP address of the backup Registrar server as the second destination address.

Answer: A,C

---

**QUESTION 96:**

What is required for the Barge feature to work?

- A. a conference bridge
- B. a shared line
- C. a conference already in process
- D. a multiple line appearance

Answer: B

Barge and Privacy

The Barge and Privacy features work with each other. Both features work with only shared lines.

[http://www.cisco.com/en/US/partner/products/sw/voicesw/ps556/products\\_administration\\_guide\\_chapter09186a](http://www.cisco.com/en/US/partner/products/sw/voicesw/ps556/products_administration_guide_chapter09186a)

---

**QUESTION 97:**

A CallManager cluster topology of Cisco MCS 7835s (each capable of supporting 2500 calls) is being designed for an IP telephony network. The cluster design must

- 1) support up to 3,000 phones
- 2) provide a level of redundancy
- 3) be cost effective
- 4) support a very heavy streamed media file load.

Given those necessities, which of the following configurations requires the fewest number of CallManagers but still provides acceptable performance?

- A. Four: Publisher, TFTP server, and two Primaries
- B. Five: Publisher, TFTP server, two Primaries, and a Secondary (covering both Primaries)
- C. Four: combined Publisher and TFTP server, two Primaries, and a Secondary (covering both Primaries)
- D. Six: Publisher, TFTP server, two Primaries, two secondaries (one for each Primary)
- E. Six: Publisher, TFTP server, two Primaries, and a Secondary (covering both Primaries), and a Tertiary (covering both Primaries)

F. Six: Publisher, TFTP server, two Primaries, two secondaries (one for each Primary), and two Tertiaries (one for each Primary)

Answer: B

---

**QUESTION 98:**

What is required for a Cisco IP Phone to obtain an address from a Cisco CallManager running the DHCP service if they are not both on the same subnet?

- A. default router
- B. option 150 with the IP address of the CallManager
- C. option 86 with the IP address of the TFTP server
- D. IP helper address

Answer: D

Explanation: IP helper address modifies the IP phone DHCP broadcast to a unicast so the request can be routed to other subnets where DHCP server sits on.

---

**QUESTION 99:**

Assume users are regularly moving throughout the enterprise. Which scenario is a good candidate for Extension Mobility?

- A. multiple campuses, each as its own cluster
- B. single campus, one cluster per building
- C. multiple campuses, each connecting into a single cluster
- D. single building, one cluster for each floor

Answer: C

Reference:

[http://www.cisco.com/en/US/partner/products/sw/voicesw/ps556/products\\_administration\\_guide\\_chapter09186a](http://www.cisco.com/en/US/partner/products/sw/voicesw/ps556/products_administration_guide_chapter09186a)

---

**QUESTION 100:**

What service must be activated on a Subscriber to support WebAttendant?

- A. Cisco Database Layer Monitor
- B. Cisco IP Voice Media Streaming
- C. Cisco TFTP Server
- D. Cisco CDR Insert
- E. Cisco Telephony Call Dispatcher

Answer: E

### Understanding the Cisco Telephony Call Dispatcher

The attendant console application registers with and receives call-dispatching services from the Cisco Telephony Call Dispatcher (TCD). The Cisco TCD, a Cisco CallManager service, provides communication among Cisco CallManager servers, attendant consoles, and the Cisco IP Phones that are used with the attendant consoles.

#### Note

If you use the attendant console in a cluster environment, make sure that all CiscoCallManagers within a cluster have the CiscoTCD service activated and running. You must manually activate the service through CiscoCallManager Serviceability. Attendant console redundancy requires this setup to work properly; however, not all CiscoTCDs are required to have a route point.

---

### QUESTION 101:

A CallManager cluster topology of Cisco MCS 7835s (each capable of supporting 2500 calls) is being designed for an IP telephony network.

The design must accomplish the following:

1. support up to 6,5000 phones
2. provide a minimal level of redundancy
3. be cost effective

Select the best configuration that requires the fewest number of CallManagers while still providing acceptable performance.

- A. Three: Combined Publisher and TFTP server, and Two Primaries
- B. Five: Publisher, TFTP server, and three Primaries
- C. Seven: Publisher, TFTP server, three Primaries, and two Secondaries (each covering two Primaries)
- D. Eight: Publisher, TFTP server, three Primaries, and three Secondaries (one for each Primary)
- E. Nine: Publisher, TFTP server, three Primaries, three Secondaries (each covering one Primary), and one Tertiary

Answer: C

---

### QUESTION 102:

What DHCP configuration will provide TFTP server redundancy for Cisco IP Phones?

- A. ip dhcp pool Voice  
network 10.1.1.0 255.255.255.0  
default-router 10.1.1.1  
option 150 ip 10.10.10.100 10.10.10.101
- B. ip dhcp pool Voice  
network 10.1.1.0 255.255.255.0  
default-router 10.1.1.1

option 150 ip 10.10.10.100  
option 150 ip 10.10.10.101  
C. ip dhcp pool Voice  
network 10.1.1.0 255.255.255.0  
default-router 10.1.1.1  
option 150 ip 10.10.10.100  
option 66 ip 10.10.10.101  
D. ip dhcp pool Voice  
network 10.1.1.0 255.255.255.0  
default-router 10.1.1.1  
option 150 ip 10.10.10.100  
bootp 10.10.10.101

Answer: A

---

**QUESTION 103:**

A CallManager cluster considering of a publisher and two subscribers is supporting 2000 IP phones with 1:1 redundancy.  
What two services should be enabled on the subscribers? Select two.

- A. Cisco CallManager Service
- B. Cisco Messaging interface
- C. Cisco TFTP server
- D. Cisco CDR insert
- E. Cisco Telephony Call Dispatcher

Answer: A, E

---

**QUESTION 104:**

Which of the following enterprises would be best benefited by using multicast MOH server(s)?

- A. a small enterprise with few calls on hold
- B. a large enterprise with many calls on hold
- C. a mid-range enterprise with many calls on hold where each stream must start at the beginning
- D. a large enterprise with few calls on hold where each stream must start at the beginning

Answer: B

---

**QUESTION 105:**

What will happen if Option 150 is not configured on the DHCP server?

- A. Cisco CallManager will be unable to register IP Phones.
- B. Cisco CallManager will be unable to access the TFTP server.
- C. IP Phones will not be able to receive VLAN information.
- D. IP Phones will not be able to load their configuration files.
- E. The DHCP server will not be able to answer requests from IP Phones.
- F. Cisco CallManager will be unable to replicate its database to the subscribers.

Answer: D

---

**QUESTION 106:**

**DRAG DROP**

Put the tasks in the correct order of operation. Drag each task on the left to its appropriate position on the right.

Define Route Pattern	Step 1
Define Gateway	Step 2
Define Route List	Step 3
Define Route Group	Step 4

Answer:

Define Gateway
Define Route Group
Define Route List
Define Route Pattern

**QUESTION 107:**

Which two of these events describe the relationship of an IP Phone to its secondary Cisco CallManager? (Choose two.)

- A. IP Phone registers with primary when secondary is unavailable.
- B. IP Phone registers with all CallManagers initially including secondary.
- C. IP Phone registers with secondary when primary is unavailable.
- D. IP Phone sends a TCP keepalive message every 30 seconds.
- E. IP Phone sends a TCP connect message.
- F. IP Phone sends a TCP keepalive message every 60 seconds.

Answer: C,E

---

**QUESTION 108:**

A Cisco CallManager cluster topology of Cisco MCS 7835s (each capable of supporting 2500 devices) is being designed for an IP telephony network. The design must accomplish the following:

- (1) support up to 6500 Phones
- (2) provide a minimal level of redundancy
- (3) be cost-effective

Select the best configuration that requires the fewest number of Cisco CallManagers while still providing acceptable performance.

- A. three: combined publisher and TFTP server, and two primaries
- B. eight: publisher, TFTP server, three primaries, and three secondaries (one for each primary)
- C. five: publisher, TFTP server, and three primaries
- D. seven: publisher, TFTP server, three primaries, and two secondaries (each covering two primaries)
- E. nine: publisher, TFTP server, three primaries, three secondaries (each covering a primary), and one tertiary

Answer: D

---

**QUESTION 109:**

You are working with a customer to deploy a pilot network to test how Cisco CallManager interoperates with SIP. Which two components need to be deployed for Cisco CallManager to interoperate with the SIP portion of the network? (Choose two.)

- A. Registrar server
- B. SIP trunk
- C. SIP to H.323 trunk
- D. redirect server
- E. proxy server
- F. location database

Answer: B,E

---

**QUESTION 110:**

Which of these services must be activated on a subscriber to support Attendant Console?

- A. Cisco CDR Insert
- B. Cisco TFTP server
- C. Cisco IP Voice Media Streaming

- D. Cisco Telephony Call Dispatcher
- E. Cisco Database Layer Monitor

Answer: D

---

**QUESTION 111:**

A Cisco CallManager cluster contains one publisher and four subscribers. If the publisher is unavailable, which three of these statements are true? (Choose three.)

- A. The Microsoft SQL Server 2000 will save configuration changes on subscribers to be uploaded to the publisher when available.
- B. All IP telephony devices continue to operate.
- C. CDR collection is temporarily suspended on subscribers.
- D. New Cisco CallManager devices can be configured.
- E. The Microsoft SQL Server 2000 database automatically locks.
- F. Available Cisco CallManagers work from the local backup database.

Answer: B,E,F

---

**QUESTION 112:**

What is required for a Cisco IP Phone to obtain an address from the DHCP server if they are on different subnets?

- A. option 66 with the IP address of the TFTP server
- B. option 150 with the IP address of the Cisco CallManager
- C. IP helper address
- D. default router

Answer: C

---

**QUESTION 113:**

Jonas Clark Public Relations Ltd. is having an IP telephony network designed using servers from the Cisco MCS 7835 Series that are each capable of supporting 2500 devices. The design must accomplish these requirements:

- (1) be cost-effective
- (2) support up to 6500 phones
- (3) provide a minimal level of redundancy

Which configuration requires the fewest number of Cisco Unified CallManagers while still providing acceptable performance?

- A. Eight Cisco Unified CallManagers: 1 Publisher 1 TFTP server 3 Primary Subscribers 3 Secondary Subscribers that each cover 1 Primary Subscriber
- B. Five Cisco Unified CallManagers: 1 Publisher 1 TFTP server 3 Primary Subscribers

- C. Four Cisco Unified CallManagers: 1 Publisher1 TFTP server1 Primary Subscriber to cover the Publisher1 Secondary Subscriber to cover the Primary Subscriber and the TFTP server
- D. Seven Cisco Unified CallManagers:1 Publisher1 TFTP server3 Primary Subscribers2 Secondary Subscribers that each cover 2 Primary Subscribers
- E. Three Cisco Unified CallManagers:1 Publisher and TFTP server combined2 Primary Subscribers

Answer: D

---

**QUESTION 114:**

Which service must be activated on a Cisco Unified CallManager subscriber to support Attendant Console?

- A. Cisco IPIVR Short Message
- B. Cisco Telephony Call Dispatcher
- C. Cisco IP Voice Media Streaming
- D. Cisco Database Layer Monitor

Answer: B

---

**QUESTION 115:**

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

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

Answer: C

---

**QUESTION 116:**

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

- A. False
- B. True

Answer: A

---

**QUESTION 117:**

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

- A. True
- B. False

Answer: A

---

**QUESTION 118:**

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

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

Answer: F

Distributed call processing

- o Deployment of devices and applications across an IP network
- o "Clusters" of Cisco CallManagers for scalability, redundancy, and load balancing
- o Maximum 2500 devices per Cisco CallManager server
- o Maximum BHCC 50,000 per Cisco CallManager server
- o Eight Cisco CallManager servers per cluster
- o Maximum BHCC 125,000 per Cisco CallManager cluster
- o Maximum 10,000 devices per cluster
- o Intercluster scalability to 100 sites or clusters through H.323 gatekeeper
- o Intracluster feature transparency
- o Intracluster management transparency

[http://www.cisco.com/en/US/partner/products/sw/voicesw/ps556/products\\_data\\_sheet09186a008007d873.html](http://www.cisco.com/en/US/partner/products/sw/voicesw/ps556/products_data_sheet09186a008007d873.html)

---

**QUESTION 119:**

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

- A. 1
- B. 3

- C. 2
- D. 4
- E. 7

Answer: C

---

**QUESTION 120:**

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

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

Answer: A

H.323 Gateway Dial-Peer Configuration for Cisco CallManager Server Redundancy  
Cisco 2610

Document ID: 12423

Current configuration:

```
version 12.1
voiceclass h323 1
h225timeout tcp establish 3
!-- Set the timeout to three seconds.
dial-peervoice 100 voip
preference 1
!-- Make this the first choice dial peer.
ip precedence 5
destination-pattern 1...
voice-class h323 1
!-- Apply the voice class to the dial peer.
session target ipv4:10.10.10.2
!-- This is the address of the primary Cisco CallManager.
dtmf-relay h245-alpha
dial-peervoice 101 voip
preference 2
!-- This is the second choice.
ip precedence 5
destination-pattern 1...
session target ipv4:10.10.10.3
!-- This is the address of the secondary Cisco
CallManager.
dtmf-relay h245-alpha
```

end  
[http://www.cisco.com/en/US/partner/products/sw/voicesw/ps556/products\\_configuration\\_example09186a00800](http://www.cisco.com/en/US/partner/products/sw/voicesw/ps556/products_configuration_example09186a00800)

---

**QUESTION 121:**

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

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

Answer: A, B

---

**QUESTION 122:**

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

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

Answer: D

---

**QUESTION 123:**

Which IP Telephony Layer does Cisco CallManager belong to?

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

Answer: C

Explanation:

Cisco has defined Unified Communications Layers which are: Applications, Client, Call Process, and Infrastructure. Cisco CallManager is a software-only call processing application, installed on

highly reliable servers. Also included in the Call Process layer are: Cisco Unified CallManager Express & Unified Survivable Remote Site Telephony.

---

**QUESTION 124:**

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

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

Answer: A, C, D, F

---

**QUESTION 125:**

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

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

Answer: A, C, D

---

**QUESTION 126:**

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

- A. IP Phones can be allocated IP Addresses statically or through DHCP.
- B. An IP Phone is allowed to receive an address in the same IP subnet as the attached PC.
- C. An IP Phone can be allocated to a different subnet to the attached PC.
- D. IP Phones makes use of network address space from RFC 1918.
- E. IP Phones cannot use Private address space such as network 10.0.0.0.
- F. IP Phones and PCs attached to the same switch port must reside in the same IP subnet.

Answer: A, B, C, D

---

**QUESTION 127:**

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

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

Answer: A, C, F

---

**QUESTION 128:**

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

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

Answer: A, B, D

---

**QUESTION 129:**

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

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

Answer: D

---

**QUESTION 130:**

To which IP Telephony Layer does a Switch belong to?

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

Answer: C

Explanation:

Cisco has defined Unified Communications Layers which are: Applications, Client, Call Process, and Infrastructure. The infrastructure layer consists of the following elements: Media Convergence Servers (MCS), General Voice Products, Switches, Integrated IP Telephony Solution, Voice Trunks, Voice Gateways.

---

**QUESTION 131:**

Which of the following statements regarding Call Preservation is valid?

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

Answer: A, D, E, F

---

**QUESTION 132:**

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

- A. True
- B. False

Answer: A

<http://www.cisco.com/en/US/partner/products/sw/voicesw/ps4139/index.html>

**QUESTION 133:**

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

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

Answer: B, C, E

---

**QUESTION 134:**

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

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

Answer: B

---

**QUESTION 135:**

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

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

Answer: A, B, D

---

**QUESTION 136:**

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

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

Answer: D

---

**QUESTION 137:**

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

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

Answer: A, C, D

---

**QUESTION 138:**

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

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

Answer: C

---

**QUESTION 139:**

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

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

Answer: A, D

Cisco CallManager Embedded LDAP Directory

Cisco CallManager uses the Data Connection Directory (DC-Directory) as an embedded LDAP directory. This directory stores authentication and authorization information about users and comes standard with Cisco CallManager (does not require any special configuration or installation). Authentication establishes the user right to access the system, while authorization identifies the telephony resources that a user is permitted to use, such as a specific telephone extension.

After installation, the Cisco CallManager publisher server contains the read and write version of the LDAP directory and the database, while the subscriber servers contain read-only versions. The system uses LDAP to communicate to and from Cisco CallManager and all of the supported applications and uses the TCP port 8404. When security is enabled, LDAPS (LDAP over SSL) uses TCP port 8405 (see the "LDAP and the Secured Sockets Layer" section for more information).

Administrators access the embedded LDAP directory from the Cisco CallManager Administration User Configuration window. Administrators use the User Configuration window to add, update, and delete user information such as userid, password, and device association.

[http://www.cisco.com/en/US/partner/products/sw/voicesw/ps556/products\\_administration\\_guide\\_chapter09186a](http://www.cisco.com/en/US/partner/products/sw/voicesw/ps556/products_administration_guide_chapter09186a)

---

**QUESTION 140:**

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

- A. Install CMI Service  
Configure a CallManager server  
Add the CMI Service to a CallManager server  
Configure the CMI Service parameters
- B. Install CMI Service

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

Answer: A

---

**QUESTION 141:**

What is the correct sequence to follow when configuring CallManager?

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

Answer: D

---

**QUESTION 142:**

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

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

Answer: D

---

**QUESTION 143:**

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

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

Answer: C

---

**QUESTION 144:**

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

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

Answer: A

---

**QUESTION 145:**

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

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

Answer: B, C, D, F

---

**QUESTION 146:**

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

- A. True
- B. False

Answer: B

---

**QUESTION 147:**

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

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

Answer: C

---

**QUESTION 148:**

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

- C. False
- D. True

Answer: A

---

**QUESTION 149:**

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

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

Answer: D

Cisco CallManager System Guide, Release 3.1(2)

Understanding Voice Gateways

Gateways, Dial Plans, and Route Groups

Use dial plans to access or call out to the PSTN, route groups, and group-specific gateways. Ensure remote Cisco CallManagers across the IP WAN are configured as intercluster (H.323) gateways.

[http://www.cisco.com/en/US/partner/products/sw/voicesw/ps556/products\\_administration\\_guide\\_chapter09186a](http://www.cisco.com/en/US/partner/products/sw/voicesw/ps556/products_administration_guide_chapter09186a)

---

**QUESTION 150:**

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

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

Answer: C

---

**QUESTION 151:**

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

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

Answer: D

---

**QUESTION 152:**

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

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

Answer: C

---

**QUESTION 153:**

In which file will you be able to locate the firmware version information in the

Device Defaults configuration page?

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

Answer: D

---

**QUESTION 154:**

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

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

Answer: B

Make sure that the Cisco Telephony Call Dispatcher (TCD) service activates and runs on all servers that run the Cisco CallManager service.

\*Step # 5 in the Cisco CallManager Attendant Console Configuration Checklist  
Cisco CallManager Attendant Console Administration Guide, Release 1.2(1), page 3

---

**QUESTION 155:**

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

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

Answer: B

---

**QUESTION 156:**

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

- A. Send a Bandwidth Reject (BRJ) to the gatekeeper.

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

Answer: C

---

**QUESTION 157:**

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

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

Answer: A

---

**QUESTION 158:**

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

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

Answer: D

An additional contributor to packet loss in campus networks is TX buffer congestion.

Transmit buffer

congestion can happen if a rate change occurs or if many interfaces are aggregated into a single uplink,

resulting in an oversubscription of the uplink's capacity to buffer packets.

Page 3-2, Cisco AVVID Network Infrastructure Enterprise Quality of Service Design

---

**QUESTION 159:**

You are a network administrator at Certkiller . The Certkiller network supports 10,000 device units. You want to deploy 2:1 CCM redundancy on the Certkiller network.

How many dedicated backup servers would you require?

- A. 1
- B. 2
- C. 3

- D. 4
- E. 5

Answer: B

---

**QUESTION 160:**

The multinational corporation Certkiller has large compuses in the US, Guatemala, and Singapore. There are about 15,000 phones at each location. A call pattern survey discovers that almost all calls are intrasite.

Which is the most appropriate deployment option for Certkiller ?

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

Answer: B

---

**QUESTION 161:**

You are a CCM administrator at Certkiller . Your newly appointed Certkiller trainee wants to know how the runtime information regarding registered devices is propagated from one CCM server to another.

What will your reply be?

- A. Each CCM server establishes an SDL link to all the other CCM servers in the cluster to propagate runtime information.
- B. One server becomes the designated distributor and is responsible for distributing runtime information to all the cluster members.
- C. Each CCM server in the cluster sends IP Multicast messages to the other CCM servers in the cluster reporting current runtime information such as registered devices.
- D. Each CCM server establishes an SDL link to the publisher.

All runtime information from the subscribers is passed up to the publisher, which then replicates the data back to the subscribers.

Answer: A

---

**QUESTION 162:**

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

- A. Delete the installation folder.
- B. Stop all unnecessary services.
- C. Create a SQL database for IP phones.

D. Change the password for the CCM account.

Answer: B, D

---

**QUESTION 163:**

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

What will your reply be?

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

Answer: B

Explanation: The distributed single-cluster design supports a maximum of 4 primary Cisco CallManagers. This number correlates directly to the maximum number of supported locations.

---

**QUESTION 164:**

You are a CCM administrator at Certkiller . Your newly appointed Certkiller trainee wants to know what the purpose of the TCD service is.

What will your reply be?

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

Answer: C

---

**QUESTION 165:**

You are a CCM administrator at Certkiller . Your newly appointed Certkiller trainee wants to know what the maximum number of CCM subscribers that are allowed in a cluster is.

What will your reply be?

- A. 2
- B. 4

- C. 6
- D. 8
- E. 9

Answer: D

Due to Microsoft SQL restriction, you can have only one publisher server and up to eight subscriber servers per cluster.

---

**QUESTION 166:**

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

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

Answer: D

---

**QUESTION 167:**

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

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

Answer: D

---

**QUESTION 168:**

You are a CCM administrator at Certkiller . The Certkiller network has a called party digit string of 9592790. The called party digit string matches a Translation Pattern. The Translation Pattern has a called party transformation mask of 88xxx00. Your newly appointed Certkiller trainee wants to know what the transformed called party result should be.

What will your reply be?

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

Answer: D

---

**QUESTION 169:**

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

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

Answer: E

---

**QUESTION 170:**

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

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

Answer: A

---

**QUESTION 171:**

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

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

Answer: C

---

**QUESTION 172:**

You are a network administrator at Certkiller . Your newly appointed Certkiller trainee wants to know at what point during the boot process the IP phone tries to resolve CCM server name via DNS.

What will your reply be?

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

Answer: C

---

**QUESTION 173:**

You are the network administrator at Certkiller . Your newly appointed Certkiller trainee wants to know what the recommended bandwidth for a Cisco SoftPhone is.

What will your reply be?

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

Answer: A

Codec Selection

Cisco IP SoftPhone supports G.711, G.723, and G.729a codecs. Cisco recommends G.729a

low-bandwidth codec configurations in deployments with telecommuters connecting their Cisco IP

SoftPhones across the WAN.

Because Cisco CallManager does not support the G.723 codec, Cisco IP Softphone has two bandwidth

codec settings to use: G.711 is the default setting, with a user-configurable option to select the

low-bandwidth codec setting of G.729 on the TAPI Service Provider (TSP) client.

Reference: Cisco IP Telephony Solution Reference Network Design (SRND), Cisco CallManager Release 4.1, April 2005.

---

**QUESTION 174:**

You are the network administrator at Certkiller . You want to use a single platform for the gateway and the gatekeeper.

Which platform should you use?

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

Answer: A

---

**QUESTION 175:**

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

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

Answer: B, D

Explanation: The H.323 protocol suite defines the following audio codecs: G.711 consumes 56/64kbps for transmission G.723 consumes 5.3/6.4kbps for transmission G.728 consumes 16kbps for transmission G.729 consumes 8/13kbps for transmission All H.323-compliant devices must support, at a minimum, the G.711 audio codec.

---

**QUESTION 176:**

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

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

Answer: C

---

**QUESTION 177:**

Which device is a peer to peer gateway?

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

Answer: B

---

**QUESTION 178:**

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

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

Answer: C

---

**QUESTION 179:**

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

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

Answer: A, C

---

**QUESTION 180:**

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

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

Answer: C

**WAN Considerations**

For clustering over the WAN to be successful, you must carefully plan, design, and implement various characteristics of the WAN itself. The Intra-Cluster Communication Signaling (ICCS) between Cisco CallManager servers consists of many traffic types. The ICCS traffic types are

classified as either priority or best-effort. Priority ICCS traffic is marked with IP Precedence 3 (DSCP 26 or PHB AF31 in Cisco CallManager releases prior to 4.0 and DSCP 24 or PHB CS3 for release 4.0 and later). Best-effort ICCS traffic is marked with IP Precedence 0 (DSCP 0 or PHB BE). The various types of ICCS traffic are described in Intra-Cluster Communications, page 2-17, which also provides further guidelines for provisioning. The following design guidelines apply to the indicated WAN characteristics:

**Delay**

The maximum one-way delay between any Cisco CallManager server for all priority ICCS traffic should not exceed 20 ms, or 40 ms round-trip time (RTT). Delay for other ICCS traffic should be kept reasonable to provide timely database and directory access. Measuring the delay is covered in

Delay Testing, page 2-19. Propagation delay between two sites introduces 6 microseconds per kilometer without any other network delays being considered. This equates to a theoretical maximum distance of approximately 3000 km for 20 ms delay or approximately 1860 miles. These distances are provided only as relative guidelines and in reality will be shorter due to other delay incurred within the network.

Reference: Cisco IP Telephony Solution Reference Network Design (SRND), Cisco CallManager Release 4.1, April 2005.

---

**QUESTION 181:**

Certkiller has five different geographic locations, each with their own PSTN connection.

How do you ensure you route 911 calls to the local PSTN?

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

Answer: D

---

**QUESTION 182:**

What is the purpose of the Cisco Emergency Responder?

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

Answer: A

---

**QUESTION 183:**

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

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

Answer: D

---

**QUESTION 184:**

Certkiller .com wants the flexibility of having the gateway be able to register to either a CallManager or a gatekeeper as they migrate from a Centralized Multi-Site Deployment Model to a Distributed Deployment Model.

What is the best choice?

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

Answer: A

---

**QUESTION 185:**

In a Distributed Call Manager Deployment Model, which type of gateway can be used for inter-cluster trunks as well as a gatekeeper?

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

Answer: A

**QUESTION 186:**

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

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

Answer: C

---

**QUESTION 187:**

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

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

Answer: B

---

**QUESTION 188:**

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

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

Answer: B, D

Description is optional, however, Domain Name & Gateway Type are required.

---

**QUESTION 189:**

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

- A. H.225
- B. H.224
- C. H.450
- D. Inter-Cluster trunk

Answer: A

---

**QUESTION 190:**

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

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

Answer: D

---

**QUESTION 191:**

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

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

Answer: A

---

**QUESTION 192:**

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

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

Answer: B

Cisco IP Telephony Solution Reference Network Design (SRND) for Cisco CallManager  
4.1

IP Telephony Deployment Models

Call Detail Records (CDR)

Call detail records, when enabled, are collected by each subscriber and uploaded to the publisher periodically. During a period that the publisher is unreachable, the CDRs are stored on the subscriber's local hard disk. When connectivity is re-established to the publisher, all outstanding CDRs are uploaded to the publisher.

[http://www.cisco.com/en/US/partner/products/sw/voicesw/ps556/products\\_implementation\\_design\\_guide\\_chap\\_t](http://www.cisco.com/en/US/partner/products/sw/voicesw/ps556/products_implementation_design_guide_chap_t)

---

**QUESTION 193:**

If the TFTP server for the cluster is not available, you are unable to \_\_\_\_\_.

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

Answer: D

---

**QUESTION 194:**

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

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

Answer: B, C, D

---

**QUESTION 195:**

What can be used as a Music on Hold source?

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

Answer: C

**QUESTION 196:**

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

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

Answer: A

---

**QUESTION 197:**

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

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

Answer: C

---

**QUESTION 198:**

Four geographic regions have defined for an IP telephony deployment: Southern Germany, Northern Germany, Austria, and, Hungary. Although voice bandwidth within a region is not constrained, voice bandwidth between regions is constrained. When you configure CallManager, select the most appropriate codec to configure between the Austria region and the other regions.

- A. G.711
- B. G.722
- C. G.726
- D. G.728
- E. G.729
- F. Wideband

Answer: E

---

**QUESTION 199:**

Which three of the following can be assigned a calling search space? Select three.

- A. gateway

- B. directory number
- C. Meet-Me number
- D. route pattern
- E. IP phone

Answer: A, B, E

---

**QUESTION 200:**

Certkiller .com has three locations connected via an IP WAN. Each location has a CallManager cluster, and the headquarters cluster is connected to all other clusters via intercluster trunks. Certkiller .com wants to allow up to 8 simultaneous calls across the IP WAN. To call between sites, employees dial a 2 digit access code plus the 4 digit extension. If more than 8 calls are made, or if the IP WAN is not available, calls should be sent to Certkiller .com's preferred long distance carrier. If the trunk to the long distance carrier is not available, the local provider should be used. The long distance carrier requires 10 digits to complete a long distance call. The local provider requires 11 digits to complete a long distance call but only 7 digits for local calls. What is the minimum number of route required at the headquarters location?

- A. 1
- B. 2
- C. 3
- D. 6

Answer: B

---

**QUESTION 201:**

A CallManager cluster contains one publisher and three subscribers. If the publisher is unavailable, which one of the following statements is true?

- A. Updates to the CallManager configuration on the subscribers will be accepted and will be uploaded to the publisher when the publisher recovers.
- B. CDRs are collected by the subscribers and will be uploaded to the publisher when the publisher recovers.
- C. New CallManager-managed IP telephony devices can be added to the cluster.
- D. CDRs are posted to the primary subscriber, which uploads them to the publisher when the publisher recovers.

Answer: B

---

**QUESTION 202:**

Exhibit

```
Partition = Phones
Partition = Service
  Route Pattern X11
Partition = Local
  Route Pattern X11
  Route Pattern 9.[2-9]XXXXXX
Partition = LongDistance
  Route Pattern X11
  Route Pattern 9.[2-9]XXXXXX
  Route Pattern 9.1[2-9]XX[2-9]XXXXXX
Partition = International
  Route partern 9.011!
```

```
CSS CertkillerA
  Phones
  Service
  Local
```

```
CSS CertkillerB
  Service
  Local
```

```
CSS CertkillerC
  LongDistance
```

```
CSS CertkillerD
  Phones
  LongDistance
```

Study the exhibit. What CSS should be assigned to a phone in the Phones partition to allow calls to Service and Local numbers while blocking all other calls?

- A. CSS Certkiller A
- B. CSS Certkiller B
- C. CSS Certkiller C
- D. CSS Certkiller D

Answer: B

---

**QUESTION 203:**

Based on the following dial-plan rules, what is the minimum number of partitions that must be defined?

- All employees can call local and service numbers.
- Managers can call long distance and international numbers.
- Executives can call all numbers.
- Only Admins can call executives.
- Incoming calls can only routed to IP phones.

- A. 3
- B. 4
- C. 5
- D. 6

Answer: B

## QUESTION 204:

Exhibit

The screenshot shows the Cisco CallManager Administration web interface. At the top, there is a navigation menu with items: 'stem', 'Route Plan', 'Service', 'Feature', 'Device', 'User', 'Application', and 'Help'. Below this is a header banner for 'Cisco CallManager Administration' with the subtitle 'or Cisco IP Telephony Solutions'. The main content area is titled 'Add a New Trunk' in red. Below the title, it says 'Select the type of Trunk you would like to create:'. There are two dropdown menus: 'Trunk type\*' and 'Device Protocol\*'. A note below the dropdowns says '\* indicates required item'. A 'Next' button is located at the bottom right of the form area.

Two options exist for adding a gatekeeper-controlled trunk to support gatekeeper call administration control. Which two of the following options could be selected to configure the trunk type as shown in the exhibit? Select two.

- A. H.225 Trunk (Gatekeeper Controlled)
- B. Inter-Cluster Trunk (Gatekeeper Controlled)
- C. Intra-Cluster Trunk (Gatekeeper Controlled)
- D. H.323 Trunk (Gatekeeper Controlled)
- E. H.245 (Gatekeeper Controlled)

Answer: A, B

Cisco CallManager System Guide, Release 4.0(1)

Understanding Cisco CallManager Trunk Types

Trunk Types in Cisco CallManager Administration

Your choices for configuring trunks in Cisco CallManager depends on whether the IP WAN uses gatekeepers to handle call routing. Also, the types of call control protocols that are used in the call-processing environment determine trunk configuration options. You can configure these types of trunk devices in Cisco CallManager Administration:

1. H.225 Trunk (Gatekeeper Controlled)
2. Intercluster Trunk (Gatekeeper Controlled)
3. Intercluster Trunk (Non-Gatekeeper Controlled)
4. SIP Trunk

H.225 Trunk (Gatekeeper Controlled) In a H.323 network that uses gatekeepers, use an H.225 trunk with gatekeeper control to configure a connection to a gatekeeper for access to other Cisco CallManager clusters and to H.323 devices. An H.225 trunk can communicate with any H.323 gatekeeper-controlled endpoint. When you configure an H.323 gateway with gatekeeper control in Cisco CallManager Administration, use an H.225 trunk. To choose this method, use Device> Trunk and choose H.225 Trunk

(Gatekeeper Controlled).

You also configure route patterns and route groups to route calls to and from the gatekeeper.

**Intercluster Trunk (Gatekeeper Controlled)**In a distributed call-processing network with gatekeepers, use an intercluster trunk with gatekeeper control to configure connections between clusters of Cisco CallManager systems. Gatekeepers provide call admission control and address resolution for intercluster calls. A single intercluster trunk can communicate with all remote clusters. To choose this method, use Device> Trunk and choose Inter-Cluster Trunk (Gatekeeper Controlled) in CiscoCallManager Administration.

You also configure route patterns and route groups to route the calls to and from the gatekeeper. In this configuration, the gatekeeper dynamically determines the appropriate IP address for the destination of each call, and the local CiscoCallManager uses that IP address to complete the call

Reference:

[http://www.cisco.com/en/US/partner/products/sw/voicesw/ps556/products\\_administration\\_guide\\_chapter09186a](http://www.cisco.com/en/US/partner/products/sw/voicesw/ps556/products_administration_guide_chapter09186a)

---

**QUESTION 205:**

In a centralized call processing environment, locations-based CAC has not been configured. Four calls are in progress and have consumed the entire bandwidth for a link. If another call is made over the link, what will be the result?

- A. All five calls will proceed but with poor quality.
- B. The fifth call will be denied with a fast busy.
- C. The fifth call will have poor quality.
- D. All calls will proceed normally if LLQ has been configured properly.

Answer: A

---

**QUESTION 206:**

An IP phone user has dialed "15152211221".  
Which of the following route patterns will be used?

- A. 1515[^0-1]2[12]+[34]?
- B. 1515[^0-1]4[012]+
- C. 1515[0-1]4[123]
- D. 1515[0-2]412[012]+
- E. will not match any of the patterns.



Answer: A, B

Distributing Devices for Redundancy and Load Balancing

Cisco CallManager groups provide both call processing redundancy and distributed call processing. How you distribute devices, device pools, and Cisco CallManagers among the groups determines the level of redundancy and load balancing in your system.

In most cases, you would want to distribute the devices in a way that prevents the other Cisco CallManagers from becoming overloaded if one Cisco CallManager in the group fails

Reference:

[http://www.cisco.com/en/US/partner/products/sw/voicesw/ps556/products\\_administration\\_guide\\_chapter09186a](http://www.cisco.com/en/US/partner/products/sw/voicesw/ps556/products_administration_guide_chapter09186a)

---

**QUESTION 208:**

A dial plan uses six-digit numbers where the first two digits are in access code and the last four digits are an extension. Access codes must begin with 7 or 8 and the second digit cannot be 0, 1, 5, or 9.

Which two route patterns will support this dial-plan requirement? Select two.

- A. [78][2-4,6-8]XXXX
- B. [7-8][^0159]XXXX
- C. [^0-6,9][2-4,6-8]XXXX
- D. [^0-69][2-4678]XXXX
- E. [^78][^234678]XXXX

Answer: B, D

Table 22-1: Wildcards and Special Characters

Character	Description	Examples
@	The at symbol (@) wildcard matches all NANP numbers.  Each route pattern can have only one @ wildcard.	The route pattern 9.@ routes or blocks all numbers that are recognized by the NANP.  The following route patterns examples show NANP numbers that are encompassed by the @ wildcard: <ul style="list-style-type: none"> <li>• 0</li> <li>• 1411</li> <li>• 19725551234</li> <li>• 101028819725551234</li> <li>• 01133123456789</li> </ul>
X	The X wildcard matches any single digit in the range 0 through 9.	The route pattern 9XXX routes or blocks all numbers in the range 9000 through 9999.
!	The exclamation point (!) wildcard matches one or more digits in the range 0 through 9.	The route pattern 9! routes or blocks all numbers in the range 910 through 9199999999999999999999.
?	The question mark (?) wildcard matches zero or more occurrences of the preceding digit or wildcard value.	The route pattern 91X? routes or blocks all numbers in the range 91 through 9199999999999999999999.
+	The plus sign (+) wildcard matches one or more occurrences of the preceding digit or wildcard value.	The route pattern 91X+ routes or blocks all numbers in the range 910 through 9199999999999999999999.
[ ]	The square bracket ( [ ] ) characters enclose a range of values.	The route pattern 813510[012345] routes or blocks all numbers in the range 8135100 through 8135105.
-	The hyphen (-) character, used with the square brackets, denotes a range of values.	The route pattern 813510[0-5] routes or blocks all numbers in the range 8135100 through 8135105.
^	The circumflex (^) character, used with the square brackets, negates a range of values. Ensure that it is the first character following the opening bracket ([).  Each route pattern can have only one ^ character.	The route pattern 813510[^0-5] routes or blocks all numbers in the range 8135106 through 8135109.
.	The dot (.) character, used as a delimiter, separates the Cisco CallManager access code from the directory number.  Use this special character, with the discard digits instructions, to strip off the Cisco CallManager access code before sending the number to an adjacent system.  Each route pattern can have only one dot (.) character.	The route pattern 9.@ identifies the initial 9 as the Cisco CallManager access code in an NANP call.
*	The asterisk (*) character can provide an extra digit for special dialed numbers.	You can configure the route pattern *411 to provide access to the internal operator for directory assistance.
#	The octothorpe (#) character generally identifies the end of the dialing sequence.  Ensure the # character is the last character in the pattern.	The route pattern 901181910555# routes or blocks an international number that is dialed from within the NANP. The # character after the last 5 identifies this digit as the last digit in the sequence.

**QUESTION 209:**

An IP phone user has dialed "15152412232".  
Which of the following route patterns will be used?



**QUESTION 210:**

Exhibit

```

dial-peer voice 101 voip
destination-pattern 1111
session target ipv4:10.1.1.101
????????????????????
dial-peer voice 102 voip
destination-pattern 1111
session target ipv4:10.1.1.102
????????????????????

```

An H.323 gateway is being configured to support CallManager redundancy. Dial-peer 102 should point to the connection to the primary CallManager. There are two commands missing, represented by a set of questions marks (??????). Each answer below has two parts. The first part would replace the first question marks, and the second part would replace the second questions marks. Choose the answer that properly completes the command list.

- A. preference 0, preference 10
- B. preference 10, preference 0
- C. priority 0, priority 5
- D. priority 5, priority 0
- E. primary, secondary
- F. secondary, primary

Answer: B

preference (dial-peer)

To indicate the preferred order of a dial peer within a hunt group, use the preference command in dial-peer configuration mode. To remove the preference, use the no form of this command.

preference value

no preference

Syntax Description

<b>value</b>	<b>Integer from 0 to 10, where the lower the number, the higher the preference. The default value is 0 (highest preference).</b>
--------------	--

Defaults

0 (highest preference)

Command Modes

Dial-peer configuration

[http://www.cisco.com/univercd/cc/td/doc/product/software/ios122/122newft/122tcr/122tvr/vrg\\_p1.htm#wp9996](http://www.cisco.com/univercd/cc/td/doc/product/software/ios122/122newft/122tcr/122tvr/vrg_p1.htm#wp9996)

**QUESTION 211:**

What method of Call Admission Control (CAC) is used for centralized call processing?

- A. locations
- B. regions
- C. gatekeeper
- D. H.225
- E. gateway
- F. H.323

Answer: A

---

**QUESTION 212:**

**DRAG DROP**

As a network technician at Certkiller.com drag each characteristic on the left to its appropriate entity on the right.

**Select from these**

Publisher and subscribers

Assigned when configuring Device Pool

Can contain up to nine members

One member manages the database for others

All members process IP telephony calls

Primary, Secondary, Tertiary

**CallManager Cluster**

**CallManager Group**

Answer:

As a network technician at Certkiller.com drag each characteristic on the left to its appropriate entity on the right.

Select from these

**CallManager Cluster**

- Publisher and subscribers
- Can contain up to nine members
- One member manages the database for others

**CallManager Group**

- Assigned when configuring Device Pool
- All members process IP telephony calls
- Primary, Secondary, Tertiary

---

**QUESTION 213:**

Certkiller .com is using Cisco CallManager. The CEO of Certkiller wants all calls from other managers to be sent to the CEO assistant, and all calls from the board of directors to be sent directly to the CEO.

Which tool can enable such filtering?

- A. CRS
- B. IVR
- C. Unity
- D. IPMA

Answer: D

How to Create Filter Lists for a Manager

Filter lists allow managers or assistants to customize the manager's call filtering feature. By default, filter lists are empty. Add numbers to a filter list to customize it. Choose a filter mode to toggle between Inclusive or Exclusive filter lists:

**Inclusive-**Calls that match the numbers in the Inclusive filter list are sent to the manager; the remainder are redirected to the active assistant.

**Exclusive-**Calls that match the numbers in the Exclusive filter list are directed to the assistant; the remainder are sent to the manager.

Cisco IPMA compares the caller ID of the incoming call to the phone number(s) in the active filter list.

For example, if you choose if you add the phone number 54321 to a manager's Inclusive filter list, every incoming call placed to the manager's office phone from 54321 will be routed to the manager (not to the assistant) if Inclusive filtering is on.

Or, if you add the number 54xxx to a manager's Exclusive filter list, every incoming call

from a phone line with a five digit number that begins with 54 will be routed to the assistant (and not to the manager) if Exclusive filtering is on.

Note Only one filter mode (Inclusive or Exclusive) can be active at any given time. Managers can toggle between filter modes from the Cisco IPMA menu on their phones.

Assistants can toggle between filter modes for a manager from the Assistant Console. Filter lists can include the following wildcards:

x-Use x to replace a single digit anywhere in the filter. For example, "123x5" represents five-digit phone numbers, where the fourth digit is 0 - 9. You can use an upper-case or lower-case x.

\*-Use \* to replace multiple digits at the beginning or end of the filter. For example, "5\*" represents phone numbers of any length that begin with 5.

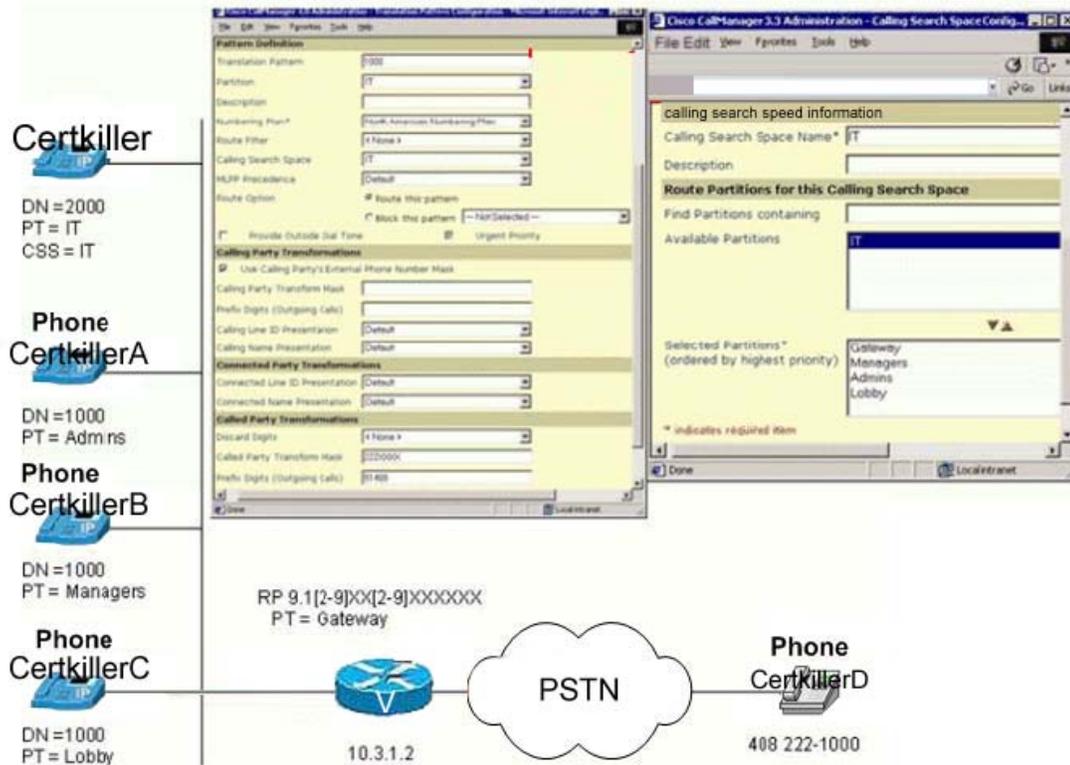
Besides wildcards, filter lists can contain hyphens (-), periods (.), and blank spaces.

Tip Filter lists can be empty. By initial default, the filter is enabled and the Inclusive filter list is empty. This means that all of a manager's incoming calls are redirected to the assistant.

[http://www.cisco.com/en/US/partner/products/sw/voicesw/ps5015/products\\_user\\_guide\\_chapter09186a008012b](http://www.cisco.com/en/US/partner/products/sw/voicesw/ps5015/products_user_guide_chapter09186a008012b)

**QUESTION 214:**

Exhibit



Study the exhibit. When Certkiller dials 1000 what phone will ring?

- A. Phone Certkiller A
- B. Phone Certkiller B
- C. Phone Certkiller C

D. Phone Certkiller D

Answer: D

Explanation: As the calling search space for Jack king phone is IT partition, but either phone Certkiller A or B or C does not belong to IT partition, they won't ring

---

**QUESTION 215:**

Which three of the following can be assigned a partition? Select three.

- A. gateway
- B. directory number
- C. translation pattern
- D. route pattern
- E. IP phone

Answer: B, C, D

---

**QUESTION 216:**

Which two of the following can be targets of a Route Pattern? Select two.

- A. gateway
- B. route group
- C. route list
- D. translation pattern

Answer: A, C

---

**QUESTION 217:**

Which four characteristics would typically be used to define a device pool? Select four.

- A. geographic proximity
- B. common use of codecs
- C. common MOH source
- D. common device type
- E. common class of service
- F. common calling search spaces for auto-registration

Answer: A, B, C, F

---

**QUESTION 218:**

DRAG DROP

An H.323 gateway is being configured for a CallManager with the IP address 10.1.1.102. As a network technician at Certkiller.com you are required to drag the correct commands to the positions that would properly configure the gateway.

Select from these

- session target ipv4:10.1.1.102
- destination-pattern 1.....
- dial-peer voice 102
- session target 10.1.1.102
- preference
- dial-peer voice 102 voip
- dial-peer voice 102 pots

First command

place first command here

Second two commands (in either order)

Place here

Place here

Answer:

First command

dial-peer voice 102 voip

Second two commands (in either order)

session target ipv4:10.1.1.102

destination-pattern 1.....

---

**QUESTION 219:**

When 1786 is being dialed, which of the following patterns will be selected?

- A. 1[17]XX
- B. 1[4-7]XX
- C. 1XXX!
- D. 1XX6

Answer: D

All the options are potential match. The Cisco CallManager will apply closest match rule to select the best match. The best match is the route pattern in matching table that has the fewest number of route patterns.

1[17]XX matches 200 digit strings;  
1[4-7]XX matches 400 digit strings;  
1XXX! matches infinite digit strings;  
1XX6 matches 100 digit strings.  
As such 1XX6 will be selected.

---

**QUESTION 220:**

A range of MeetMe conference numbers is reserved for manager use. Which method can be used to restrict nonmanagers from accessing these MeetMe numbers without limiting the ability to initiate ad hoc conferences?

- A. Place the MeetMe numbers in an MRGL that is only assigned to the manager phones.
- B. Place the MeetMe numbers in a partition that is only assigned to the CSS for the manager phones.
- C. Place the conference bridge resource in an MRGL that is only assigned to the manager phones.
- D. Place the conference bridge resource in a partition that is only assigned to the CSS for the manager phones.

Answer: B

---

**QUESTION 221:**

Exhibit:

## Region Configuration

[Add a New Region](#)  
[Back to Find/List Regions](#)  
[Dependency Records](#)

**Region: Saint Petersburg**  
 Status: Ready

### Region Information

Region Name\*

### Call Information

The maximum audio codec/video bandwidth supported within this region and between 2 other regions are:

Region	Audio Codec	Video Call Bandwidth
Australia	<input type="text" value="G.729"/>	<input type="radio"/> None <input type="text" value=""/> kbps
Madison	<input type="text" value="G.729"/>	<input type="radio"/> None <input checked="" type="radio"/> 384 kbps
Saint Petersburg (Within this Region)	<input type="text" value="G.711"/>	<input type="radio"/> None <input checked="" type="radio"/> 384 kbps

## Location Configuration

[Add a New Location](#)  
[Back to Find/List Locations](#)  
[Dependency Records](#)

**Location: Madison**  
 Status: Ready

### Location Information

Location Name\*

### Audio Calls Information

Audio Bandwidth\*  Unlimited   kbps

quality is peer or privacy,over the bandwidth setting.For ISDN use multiples of 56 kbps or https

### Video Calls Information

Video Bandwidth\*  None  Unlimited   kbps

Refer to the exhibit. What is the total number of audio and video calls that can exist between St. Petersburg and Madison?

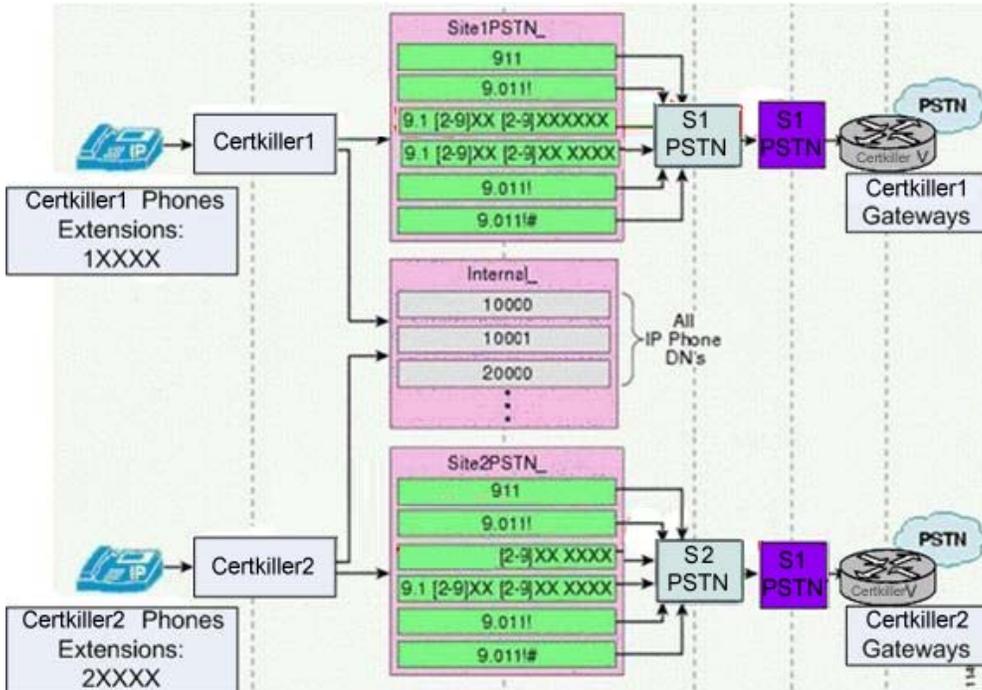
- A. six
- B. eight
- C. ten
- D. twenty-one
- E. twenty-three
- F. twenty-five

Answer: E

---

### QUESTION 222:

Exhibit:



In this diagram, what is represented by the green boxes?

- A. partitions
- B. route lists
- C. route groups
- D. route patterns
- E. calling search spaces

Answer: D

### QUESTION 223:

Which of these configuration parameters provides call admission control in a centralized call processing deployment?

- A. Region
- B. Location
- C. Device Pool
- D. AAR Group
- E. Class of Control

Answer: B

### QUESTION 224:

Which definition best describes digit matching?

- A. When a digit is dialed, the Cisco CallManager performs an analysis and looks for matching patterns within the answer-address parameter. It then overwrites the calling-party number or ANI when a match is found.
- B. When a call comes in through an MGCP voice gateway, the gateway matches a dial peer based on the incoming called-number, the calling-address parameter, or the answering number destination pattern.
- C. When a digit is dialed, the Cisco CallManager performs a digit analysis and looks for matching patterns within a route plan. When a match is found, the destination-pattern is appended to the incoming called-number and the result is reported as the CSS\_CallingPartyNumber.
- D. When a digit is dialed, the Cisco CallManager performs a digit-by-digit analysis and looks for matching patterns within the route plan.

Answer: D

---

**QUESTION 225:**

Which of these configuration parameters specifies the codec to be used when a call is placed?

- A. Region
- B. Location
- C. Device Pool
- D. AAR Group
- E. Class of Control

Answer: A

---

**QUESTION 226:**

Which of these statements best describes the purpose of route filters?

- A. Routefilters are assigned to route plans to reduce the size of the calling search space.
- B. Routefilters are assigned to wild card route patterns by using the % character and reducing the number of dial peers required.
- C. Route filters are assigned to calling search spaces, are typically used with the @ route filter, and result in reducing the size of the route plan.
- D. Route filters are assigned to route patterns, are used only with the @ route pattern, and are geared toward reducing the number of route patterns required.

Answer: D

---

**QUESTION 227:**

What are Cisco CallManager Regions used for?

- A. Specify the bandwidth used for audio and video calls.
- B. Define the time zones for devices connected to the Cisco CallManager.
- C. Provide alternate call routing when the primary call path is unavailable.
- D. Implement call admission control in a centralized call processing deployment.
- E. Assign directory numbers to devices as they connect to the IP telephony network.

Answer: A

---

**QUESTION 228:**

Which definition best describes transformations?

- A. Transformations define and configure discard digits.
- B. Transformations identify and define the tags and operatives used in route filters.
- C. Transformations are a second attempt to allow routing indirection into the call routing process.
- D. Transformations allow the call routing component to modify either the calling number or the dialed digits of a call.

Answer: D

---

**QUESTION 229:**

Certkiller .com is experiencing poor, choppy audio quality on voice calls placed across their WAN link to and from Madison. What can be done to the Madison Location parameter to help alleviate this problem?

- A. Remove the Madison audio bandwidth parameter in the Location configuration.
- B. Decrease the Madison audio bandwidth setting in the Location configuration.
- C. Increase the Madison audio bandwidth setting in the Location configuration.
- D. Nothing, the Madison audio bandwidth Location parameter is not related to the problem.

Answer: B

---

**QUESTION 230:**

Certkiller .com has three locations connected via an IP WAN. Each location has a Cisco CallManager cluster, and the headquarters cluster is connected to all other clusters via intercluster trunks. Certkiller wants to allow up to eight simultaneous calls across the IP WAN. To call between sites, employees dial a 2-digit access code plus the 4-digit extension. If more than eight calls are made, or if the IP WAN is not available, calls should be sent to Certkiller .com's preferred long-distance carrier. If the trunk to the long-distance carrier is not available, the local provider should be used. The long-distance carrier requires 10 digits to complete a long-distance call.

The local provider requires 11 digits to complete a long-distance call but only 7 digits for local calls.

What is the minimum number of route lists required at the headquarters location?

- A. one
- B. two
- C. three
- D. four
- E. five
- F. six

Answer: B

---

**QUESTION 231:**

You are working with Certkiller .com in their lab to test a non-gatekeeper-controlled inter-cluster trunk between two Cisco CallManager clusters. Which of these parameters needs to be configured so that the inter-cluster trunk functions properly?

- A. a unique device name throughout the cluster
- B. up to four IP addresses of remote Cisco CallManager server
- C. call classification set to OffNet
- D. a device pool name manually configured for the new trunk

Answer: A

---

**QUESTION 232:**

Exhibit:

## Exhibit A

**Region Configuration**

[Add a New Region](#)  
[Back to Find/List Regions](#)  
[Dependency Records](#)

Region: Australia  
Status: Leap

**Region Information**

Region Name\*

**Call Information**

The maximum audio codec/video bandwidth supported within this region and between 2 other regions are:

Region	Audio Codec	Video Call Bandwidth
Australia (Within this Regions)	<input type="text" value="G.711"/>	<input type="radio"/> None <input checked="" type="radio"/> 384 kbps
Madison	<input type="text" value="G.728"/>	<input checked="" type="radio"/> None <input type="radio"/> kbps
Saint Petersburg	<input type="text" value="G.711"/>	<input checked="" type="radio"/> None <input type="radio"/> kbps

## Exhibit B

**Region Configuration**

[Add a New Region](#)  
[Back to Find/List Regions](#)  
[Dependency Records](#)

Region: Saint Petersburg  
Status: Ready

**Region Information**

Region Name\*

**Call Information**

The maximum audio codec/video bandwidth supported within this region and between 2 other regions are:

Region	Audio Codec	Video Call Bandwidth
Australia	<input type="text" value="G.729"/>	<input checked="" type="radio"/> None <input type="radio"/> kbps
Madison	<input type="text" value="G.729"/>	<input type="radio"/> None <input checked="" type="radio"/> 384 kbps
Saint Petersburg (Within this Region)	<input type="text" value="G.711"/>	<input type="radio"/> None <input checked="" type="radio"/> 384 kbps

You work as a network technician at Certkiller .com. Refer to the exhibits which came from a centralized call-processing deployment. The administrator configured the Australia region as in Exhibit

A. The administrator then proceeded to configure the St. Petersburg region as in Exhibit B. If a call is placed from Australia to St. Petersburg, which codec will be used?

- A. G.711.
- B. G.729.
- C. The voice stream from Australia to St. Petersburg will use G.711, and the voice stream from St. Petersburg to Australia will use G.729.
- D. The voice stream from Australia to St. Petersburg will use G.729, and the voice stream from St. Petersburg to Australia will use G.711.
- E. The call cannot complete due to codec mismatch.

Answer: B

**QUESTION 233:**

Which two parts of a route plan are most helpful in configuring a telephony Class of Control? (Choose two.)

- A. partitions
- B. gatekeepers
- C. access lists
- D. intracluster calling
- E. calling search spaces

Answer: A,E

---

**QUESTION 234:**

Based on the following dial-plan rules, what is the minimum number of partitions that must be defined?

- All employees can call local and service numbers.
- Managers can call long distance and international numbers.
- Executives can call all numbers.
- Only admins can call executives.
- Incoming calls can only be routed to IP phones.

- A. 3
- B. 4
- C. 5
- D. 6

Answer: B

---

**QUESTION 235:**

Which two items can a route pattern be assigned? (Choose two.)

- A. gatekeepers that do not perform gateway functions
- B. route groups that contain one or more route filters
- C. gateways
- D. route lists that contain one or more route groups
- E. route filters
- F. route lists that contain one or more route filters

Answer: C,D

---

**QUESTION 236:**

You are working with Certkiller .com that has made two corporate acquisitions.

Each new company has a Cisco CallManager cluster and an associated gateway to the PSTN. The corporate WAN has been extended to each of the acquisitions and includes gatekeeper support.

Which inter-cluster trunking method will be most appropriate for this customer?

- A. H.225 trunk (gatekeeper-controlled)
- B. inter-cluster trunk (non-gatekeeper-controlled)
- C. SIP trunk
- D. inter-cluster trunk (gatekeeper-controlled)

Answer: D

---

**QUESTION 237:**

**DRAG DROP**

You work as a network technician at Certkiller .com. Your boss, Mrs. Certkiller, is curious about route plane elements. Match the route plane elements with the proper definitions.

Use each route element once and only once.

Route pattern

Route list

Route group

It is used primary to include digit patterns

*Place here*

It determines the order of preference for route group usage

*Place here*

It sets the selection order of the gateway devices

*Place here*

It works in conjunction with route filters to direct calls to specific devices and to include or exclude specific digits patterns.

*Place here*

Answer:

It is used primary to include digit patterns	Place here
It determines the order of preference for route group usage	Route list
It sets the selection order of the gateway devices	Route group
It works in conjunction with route filters to direct calls to specific devices and to include or exclude specific digits patterns.	Route pattern

---

**QUESTION 238:**

**DRAG DROP**

You work as a network technician at Certkiller .com. Your boss, Mrs. Certkiller, is curious about CallManager characteristics. Match the characteristics with the proper entities.

Publisher and subscribers	CallManager Cluster
Assigned when configuring Device Pool	
Can contain up to nine members	
One members manages the database for others	
All members process Ip telephony calls	CallManager Group
Primary, Secondary, Tertiary	

Answer:

### CallManager Cluster

Publisher and subscribers

Can contain up to nine members

One members manages the database for others

### CallManager Group

Assigned when configuring Device Pool

All members process Ip telephony calls

Primary, Secondary, Tertiary

---

#### QUESTION 239:

The Townsend Stamp Activity League wants to configure CAC for a Distributed Deployment to control bandwidth of their Cisco Unified CallManager cluster. In order for the gatekeeper to control voice traffic, where should the bandwidth settings be configured?

- A. Cisco Unified CallManager Administration
- B. Cisco Unified CallManager Trunk Configuration
- C. Gateway
- D. Cisco Unified CallManager Device Configuration

Answer: A

---

#### QUESTION 240:

Exhibit:

**Translation Pattern Configuration**

Translation Pattern: 2XX  
 Status: Ready  
 Copy Update Delete

**Pattern Definition**

Translation Pattern: 200  
 Partition: P\_CallsFromRoomToRoom  
 Description: RoomCallingRoom  
 Numbering Plan\*: North American Numbering Plan  
 Route Filter: (None)  
 Calling Search Space: CSS\_Room  
 MLPP Precedence: Default  
 Route Option:  Route this pattern  
 Block this pattern: Not Selected

Provide Outside Dial Tone  Urgent Priority

**Calling Party Transformations**

Use Calling Party's External Phone Number Mask

Calling Party Transform Mask:  
 Prefix Digits (Outgoing Calls):  
 Calling Line ID Presentation: Restricted  
 Calling Name Presentation: Restricted

**Connected Party Transformations**

Connected Line ID Presentation: Restricted  
 Connected Name Presentation: Restricted

**Called Party Transformations**

Discard Digits: (None)  
 Called Party Transform Mask:  
 Prefix Digits (Outgoing Calls):

\* Indicates required item.

What will this translation pattern configuration accomplish?

- A. allows the display of the calling number
- B. honors the presentation display of the caller
- C. blocks the display of the calling number
- D. does not change the calling line ID presentation

Answer: C

### QUESTION 241:

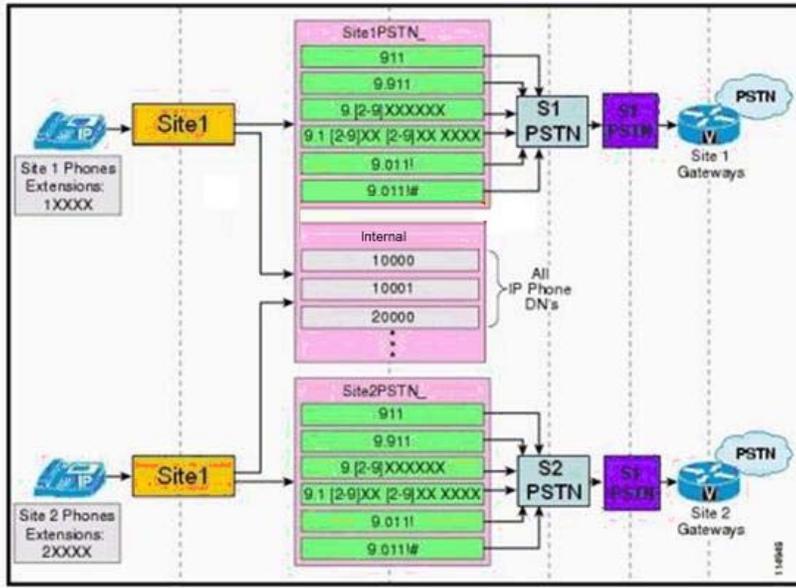
Which two can be targets of a Route Pattern? (Choose two.)

- A. gateway
- B. route list
- C. route group
- D. translation pattern

Answer: A,B

### QUESTION 242:

Exhibit:



Refer to the exhibit. What is represented by the list of numbers in Site1PSTN and Site2PSTN?

- A. calling search spaces
- B. route lists
- C. route patterns
- D. route groups
- E. partitions

Answer: C

### QUESTION 243:

Exhibit:

```
Partition = Phones
Partition = Service
  Route Pattern X11
Partition = Local
  Route Pattern X11
  Route Pattern 9.8
Partition = LongDistance
  Route Pattern X11
  Route Pattern 9.[2-9]XXXXXX
  Route Pattern 9.1[2-9]XX[2-9]XXXXXX
Partition = International
  Route Pattern 9.011!

CSS A
  Phones
  Service
CSS B
  Service
  Local
  LongDistance
CSS C
  LongDistance
CSS D
  Phones
  LongDistance
```

Refer to the exhibit. What CSS should be assigned to a phone in the Phones partition to block calls to International numbers while allowing all other calls?

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

Answer: D

---

**QUESTION 244:**

Which three of these options correctly describe the role of a subscriber in a Cisco CallManager cluster? (Choose three.)

- A. collects CDRs
- B. replicates database to other Cisco CallManager servers
- C. maintains read-only copies of the configuration database
- D. maintains writeable copy of the configuration database
- E. processes IP telephony calls
- F. can have only one in a Cisco CallManager cluster

Answer: A,C,E

---

**QUESTION 245:**

At Benjamin Church Spyware Co., the Cisco CallManager administrator selects the NANP and then adds the 9.@ route pattern with the filter SERVICE EXISTS. Which pattern will be added?

- A. 9 1 900 [2-9]xx xxxx
- B. 9[2-9]11
- C. 9 011 3[0-469] !
- D. 9[2-9]xx xxxx
- E. 9[2-9]xx [2-9]xx xxxx

Answer: B

---

**QUESTION 246:**

Which configuration parameter may need to be adjusted when the Region setting is changed?

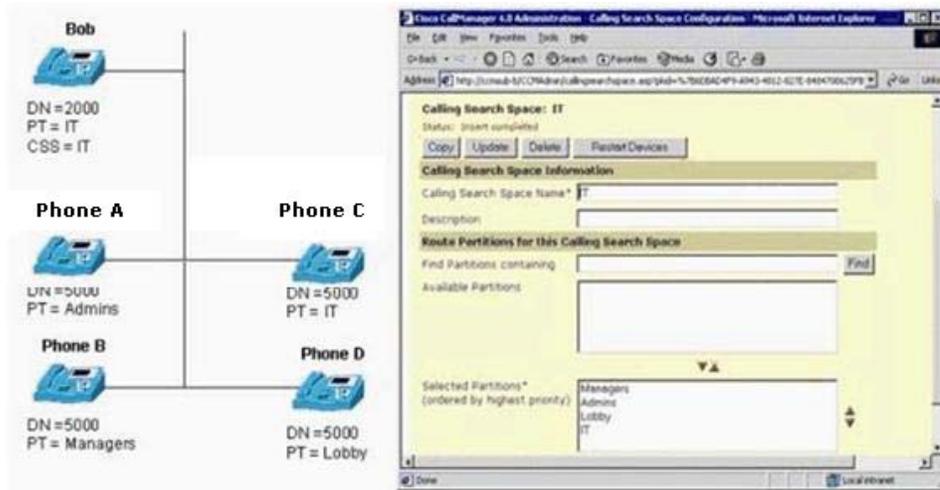
- A. Location
- B. Region
- C. Device Pool
- D. Class of Control
- E. AAR Group

Answer: A

---

**QUESTION 247:**

Exhibit:



Refer to the exhibit. When Bob dials 5000, which phone will ring?

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

D. Phone B

Answer: D

---

**QUESTION 248:**

An IP phone user has dialed "15152412232". Which of the following route patterns will be used?

- A. 1515[^0-1]4[123]+
- B. 1515[^0-1]41[2232]
- C. will not match any of these patterns
- D. 1515[^0-2]4[012]+
- E. 1515[^0-2]412[012]+

Answer: A

---

**QUESTION 249:**

What may occur if the Location audio bandwidth parameter is set too low?

- A. Undesirable codecs may be used to save bandwidth.
- B. The link may be underutilized.
- C. Some calls may experience poor voice quality.
- D. All calls may experience poor voice quality.

Answer: B

---

**QUESTION 250:**

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

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

Answer: A, B, C, E, F

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

---

**QUESTION 251:**

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

- A. False
- B. True

Answer: A

---

**QUESTION 252:**

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

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

Answer: A, D

**Cisco CallManager Group**

Use Cisco CallManager groups to specify which Cisco CallManager controls which devices on your network. Cisco CallManager groups provide two important features for your system:

Distributed call processing-This feature enables you to distributed the control of devices across multiple Cisco CallManagers. See the "Distributed Call Processing" section.

Redundancy-This feature enables you to designate a primary and backup Cisco CallManagers for each group. See the "Redundancy" section.

---

**QUESTION 253:**

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

- A. 30%
- B. 50%

- C. 40%
- D. 75%
- E. 10%
- F. 100%

Answer: D

#### Capacity Planning

Before you place video traffic on a network, ensure that adequate bandwidth exists for all necessary applications. First, calculate the minimum bandwidth requirements for each major application, for example, voice, video, and data. The sum represents the minimum bandwidth requirement for any specific link. This amount should consume no more than 75 percent of the total bandwidth available on that link. This 75 percent rule assumes that some bandwidth is necessary for overhead traffic. Examples of overhead traffic include routing protocol updates and Layer 2 keepalives, as well as additional applications, such as e-mail and HTTP traffic. Have voice and video traffic occupy no more than 33 percent of link capacity. This Example Scenario explains capacity planning on a converged network.

[http://www.cisco.com/en/US/partner/tech/CK5\\_43/CK7\\_57/technologies\\_tech\\_note09186a0080094968.shtml](http://www.cisco.com/en/US/partner/tech/CK5_43/CK7_57/technologies_tech_note09186a0080094968.shtml)

---

#### QUESTION 254:

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

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

Answer: A, B, D

Cisco CallManager System Guide, Release 3.1(2)

Partitions and calling search spaces address three specific problems:

Routing by geographical location

Routing by tenant

Routing by class of user

[http://www.cisco.com/en/US/partner/products/sw/voicesw/ps556/products\\_administration\\_guide\\_chapter0](http://www.cisco.com/en/US/partner/products/sw/voicesw/ps556/products_administration_guide_chapter0)

---

#### QUESTION 255:

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

Answer: zone subnet zone1 192.168.1.1/32 enable

---

**QUESTION 256:**

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

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

Answer: A, D, E

---

**QUESTION 257:**

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

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

Answer: A, C

---

**QUESTION 258:**

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

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

E. VG200

Answer: B

---

**QUESTION 259:**

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

- A. True
- B. False

Answer: A

---

**QUESTION 260:**

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

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

Answer: C

Routers that reside at the WAN edges require quality of service (QoS) mechanisms, such as priority queuing and traffic shaping, to protect the voice traffic from the data traffic across the WAN, where bandwidth is typically scarce. In addition, a call admission control scheme is needed to avoid oversubscribing the WAN links with voice traffic and deteriorating the quality of established calls. For centralized call processing deployments, the locations construct within Cisco CallManager provides call admission control

---

**QUESTION 261:**

Which of the following are the device requirements for supporting call preservation? (Choose all that apply.)

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

Answer: A, D, E

---

**QUESTION 262:**

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

- A. False
- B. True

Answer: B

---

**QUESTION 263:**

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

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

Answer: C

---

**QUESTION 264:**

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

- A. True
- B. False

Answer: A

---

**QUESTION 265:**

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

- A. Cisco Call Manager

- B. NT Server
- C. VG200
- D. Gatekeeper
- E. Switch

Answer: D

---

**QUESTION 266:**

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

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

Answer: A, B, D

---

**QUESTION 267:**

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

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

Answer: B

---

**QUESTION 268:**

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

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

Answer: C, F

---

**QUESTION 269:**

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

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

Answer: C

---

**QUESTION 270:**

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

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

Answer: D

---

**QUESTION 271:**

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

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

Answer: C

---

**QUESTION 272:**

Certkiller .com just installed CCM to replace their entire corporate phone system. The CEO entered his home phone as a speed dial, 9483329. However the phone call

is not going through.

What is the most likely cause?

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

Answer: D

---

**QUESTION 273:**

Your newly appointed Certkiller trainee wants to know at what the preferred method of endpoint location when deploying E-911 services is.

What will your reply be?

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

Answer: D

---

**QUESTION 274:**

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

What will your reply be?

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

Answer: A

Explanation: CCM would use both CSS defined in the line and phone.

The CSS defined in line would override that defined in phone.

---

**QUESTION 275:**

You are a CCM administrator at Certkiller . You have configured your CCM to use the Predot 10-10 Dialing Digit discard instruction with the route pattern "9.@". Your newly appointed Certkiller trainee wants to know at what is sent to the gateway device when a user dials 9101028812149492215. What will your reply be?

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

Answer: A  
Discard

DDI	Effect	Example
10-10-Dialing	This DDI removes <ul style="list-style-type: none"><li>• IXC access code</li></ul>	Route pattern: 9.@ Dialed digit string: 910102889728135000 After applying DDI: 99728135000

---

**QUESTION 276:**

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

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

Answer: B

---

**QUESTION 277:**

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

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

Answer: B  
Route Filter Tag Descriptions

The tag serves as the core component of a route filter. A tag applies a name to a subset of the dialed-digit string. For example, the NANP number 972-555-1234 comprises LOCAL-AREA-CODE (972), OFFICE-CODE (555), and SUBSCRIBER (1234) route filter tags.

Route filter tags require operators and can require additional values to decide which calls are filtered.

The values for route filter tag fields can contain the wildcard characters X, \*, #, [, ], -, ^, and the numbers 0 through 9. The descriptions in Table 14-2 use the notations [2-9] and XXXX to represent actual digits. In this notation, [2-9] represents any single digit in the range 2 through 9, and X represents any single digit in the range 0 through 9. Therefore, the description "The three-digit area code in the form [2-9]XX" means you can enter the actual digits 200 through 999, or all wildcards, or any mixture of actual digits and wildcards that results in a pattern with that range.

Table Route Filter Tags

Tag	Description
AREA-CODE	This three-digit area code in the form [2-9]XX identifies the area code for long-distance calls.
COUNTRY CODE	These one-, two-, or three-digit codes specify the destination country for international calls.
END-OF-DIALING	This single character identifies the end of the dialed-digit string. The # character serves as the end-of-dialing signal for international numbers dialed within the NANP.
INTERNATIONAL-ACCESS	This two-digit access code specifies international dialing. Calls originating in the U.S. use 01 for this code.

---

**QUESTION 278:**

What is a route list?

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

Answer: D

---

**QUESTION 279:**

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

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

Answer: B, C, D

---

**QUESTION 280:**

You are a CCM administrator at Certkiller . You want to check if there is an overlaps in the route patterns.

Which CCM feature would you use?

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

Answer: A

---

**QUESTION 281:**

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

1111

1311

1711

1722

1922

Which route pattern routes would you use?

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

Answer: B

---

**QUESTION 282:**

Which of the following are types of analog voice gateways?

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

Answer: D

Explanation: Station Gateway: Access analog station gateways connect Cisco CallManager to plain old telephone service(POTS) analog telephones,interactive voice response(IVR) systems,fax machines, and voice-mail systems.Station gateways provide Foreign Exchange Station(FXS) ports for connecting to analog devices such as telephones and faxes. Trunk Gateway: Access analog trunk gateways connect Cisco

CallManager to PSTN central office(CO) or PBX trunks. Trunk gateways provide Foreign Exchange Office(FXO) ports for PSTN or PBX access and E&M ports for analog trunk connection to a legacy PBX.

Cisco CallManager System Guide, Release 3.1(2)

Understanding Voice Gateways

Cisco Analog Access Station Gateways

Station gateways let you connect the Cisco CallManager to POTS analog telephones, interactive voice response (IVR) systems, fax machines, and voice-mail systems. Station gateways provide FXS ports. The AS-2, AS-4, and AS-8 models accommodate two, four, and eight Voice over IP (VoIP) gateway channels, respectively.

Cisco AS gateways communicate with Cisco CallManager using SGCP.

Cisco Access Analog Trunk Gateways

Analog trunk gateways let you connect the Cisco CallManager to standard PSTN central office (CO) or PBX trunks. Trunk gateways provide FXO ports. The AT-2, AT-4, and AT-8 models accommodate two, four, and eight VoIP gateway channels. Loop-start signaling type applies.

Cisco AT gateways communicate with Cisco CallManager using SGCP.

156. Given answer is correct, explanation is found at:

[http://www.cisco.com/en/US/partner/products/sw/voicesw/ps556/products\\_administration\\_guide\\_chapter09186a](http://www.cisco.com/en/US/partner/products/sw/voicesw/ps556/products_administration_guide_chapter09186a)

---

### QUESTION 283:

You are a CCM administrator at Certkiller . You notice that devices are not auto-registering with the correct CCM server. You want to verify that the correct device pool has been configured.

What should you check?

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

Answer: B

Note: Uncertainty.

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

---

### QUESTION 284:

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

- A. MGCP only
- B. SIP and H.323

- C. SIP and Skinny
- D. MGCP and Skinny

Answer: D

Cisco CallManager System Guide, Release 3.1(2)

Understanding Voice Gateways

Gateways, Dial Plans, and Route Groups

Use dial plans to access or call out to the PSTN, route groups, and group-specific gateways. Ensure remote Cisco CallManagers across the IP WAN are configured as intercluster (H.323) gateways.

The different gateways used within the Cisco IP Telephony Solutions have dial plans configured in different places:

Configure dial-plan information for both Skinny and MGCP gateway in the Cisco CallManager.

Typically configure H.323-base Cisco IOS software gateways dial plan configuration in Cisco CallManager to access that gateway and configure dial peers in the gateway to pass that call out the gateway.

The route group points to one or more gateways and can select the gateways for call routing based on preference. The route group can direct all calls to the primary device and then use the secondary devices when the primary is unavailable. This serves effectively as a trunk group. One or more route lists can point to the same route group. All devices in a given route group share the same characteristics such as path and digit manipulation. Route groups can perform digit manipulation that will override what was performed in the route pattern.

Configuration information associated with the gateway defines how the call is actually placed.

You can configure an H.323 gateway to be gatekeeper-controlled. This means that before a call is placed to an H.323 device, it must successfully query the gatekeeper. Multiple clusters for inbound and outbound calls can share H.323 gateways, but MGCP and SGCP-based gateways are dedicated to a single Cisco CallManager cluster.

[http://www.cisco.com/en/US/partner/products/sw/voicesw/ps556/products\\_administration\\_guide\\_chapter09186a](http://www.cisco.com/en/US/partner/products/sw/voicesw/ps556/products_administration_guide_chapter09186a)

---

### **QUESTION 285:**

You are the network administrator at Certkiller . Your newly appointed Certkiller trainee wants to know what protocol is used once a call is established between two Cisco IP phones in the same network segment.

What will your reply be?

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

Answer: A

---

**QUESTION 286:**

You are the network administrator at Certkiller . You want to assign a redundancy group to a device pool.

What is the maximum number of servers that can be included in the redundancy group?

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

Answer: C

---

**QUESTION 287:**

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

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

Answer: B

---

**QUESTION 288:**

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

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

Answer: C, D

Gatekeeper Functionality

The H.323 standard defines mandatory and optional gatekeeper functions:

Mandatory Gatekeeper Functions

\* Address Translation- Translates H.323 IDs (such as gwy1@domain.com) and E.164 numbers (standard telephone numbers) to endpoint IP addresses.

\* Admission Control- Controls endpoint admission into the H.323 network. In order to achieve this, the gatekeeper

uses these:

- o H.225 Registration, Admission, and Status (RAS) messages

- o Admission Request (ARQ)

- o Admission Confirm (ACF)

- o Admission Reject (ARJ)

- \* Bandwidth Control- Consists of managing endpoint bandwidth requirements. In order to achieve this, the gatekeeper uses these H.225 RAS messages:

- o Bandwidth Request (BRQ)

- o Bandwidth Confirm (BCF)

- o Bandwidth Reject (BRJ)

- \* Zone Management- The gatekeeper provides zone management for all registered endpoints in the zone. For example, controlling the endpoint registration process.

Optional Gatekeeper Functions\* Call Authorization- With this option, the gatekeeper can restrict access to certain terminals or gateways and/or have time-of-day policies restrict access.

- \* Call Management- With this option, the gatekeeper maintains active call information and uses it to indicate busy endpoints or redirect calls.

- \* Bandwidth Management - With this option, the gatekeeper can reject admission when the required bandwidth is not available.

- \* Call Control Signaling- With this option, the gatekeeper can route call-signaling messages between H.323 endpoints with the use of the Gatekeeper-Routed Call Signaling (GKRCS) model. Alternatively, it allows endpoints to send H.225 call-signaling messages directly to each other.

[http://www.cisco.com/en/US/partner/tech/CK652/CK701/technologies\\_tech\\_note09186a00800c5e0d.shtml](http://www.cisco.com/en/US/partner/tech/CK652/CK701/technologies_tech_note09186a00800c5e0d.shtml)

---

### QUESTION 289:

You want to route calls from one site over the WAN to another site. Your user community dials a full long distance number, but you want to only route the five digit extension.

What is the most effective solution?

A. Use a route filter with a called party transformation mask to change the full long distance number to only five digits.

B. Use a route filter with a calling party transformation mask to change the full long distance number to only five digits.

C. Use a translation pattern with a calling party transformation mask to change the full long distance number to only five digits.

D. Use a translation pattern with a called party transformation mask to change the full long distance number to only five digits.

Answer: D

---

### QUESTION 290:

Which two do you configure to limit call routing by tenant, class of user, and

geographic location? (Choose two)

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

Answer: A, D

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Note: These are the three problems addressed by the partition & call search space.

1. Routing by tenant
2. Routing by class of user
3. geographic location

---

**QUESTION 291:**

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

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

Answer: B

---

**QUESTION 292:**

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

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

Answer: A

Explanation: Old Voice mail system use G.711 codec. G.729 would use DSP resource a lot!

Single Site

The single-site model for IP telephony consists of a call processing agent located at a single site, or campus, with no telephony services provided over an IP WAN. An enterprise would typically deploy the single-site model over a LAN or metropolitan area network (MAN), which carries the voice traffic within the site. In this model, calls beyond the LAN or MAN use the public switched telephone network (PSTN).

The single-site model has the following design characteristics:

Single Cisco CallManager or Cisco CallManager cluster  
Maximum of 30,000 IP phones per cluster  
PSTN for all external calls  
Digital signal processor (DSP) resources for conferencing, transcoding, and media termination point (MTP)  
Voicemail and unified messaging components  
Only G.711 codecs for all IP phone calls (80 kbps of IP bandwidth per call, uncompressed)  
Capability to integrate with legacy private branch exchange (PBX) and voicemail systems  
Reference: Cisco IP Telephony Solution Reference Network Design (SRND), Cisco CallManager Release 4.1, April 2005.

---

**QUESTION 293:**

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

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

Answer: D

---

**QUESTION 294:**

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

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

Answer: A, C, D

---

**QUESTION 295:**

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

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

Answer: A

Cisco CallManager Administration Guide, Release 3.1(2)

Route Plan Report

The route plan report lists all call park numbers, call pickup numbers, conference numbers, such as Meet-Me numbers, route patterns, and translation patterns in the system. The route plan report allows you to view either a partial or full list, and to go directly to the associated configuration windows, by selecting a route pattern, partition, route group, route list, call park number, call pickup number, conference number, or gateway.

In addition, the route plan report allows you to save report data into a .csv file that you can import into other applications. The .csv file contains more detailed information than the web pages, including directory numbers (DN) for phones, route patterns, and translation patterns.

[http://www.cisco.com/en/US/partner/products/sw/voicesw/ps556/products\\_administration\\_guide\\_chapter09186a](http://www.cisco.com/en/US/partner/products/sw/voicesw/ps556/products_administration_guide_chapter09186a)

---

**QUESTION 296:**

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

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

Answer: D

Cisco CallManager System Guide, Release 4.0(1)

Understanding Route Plans

Automated Alternate Routing

Automated alternate routing (AAR) provides a mechanism to reroute calls through the PSTN or other network by using an alternate number. As a subset of the AAR feature, Cisco CallManager automatically reroutes calls through the PSTN or other networks when Cisco CallManager blocks a call due to insufficient location bandwidth. With automated alternate routing, the caller does not need to hang up and redial the called party.

[http://www.cisco.com/en/US/partner/products/sw/voicesw/ps556/products\\_administration\\_guide\\_chapter09186a](http://www.cisco.com/en/US/partner/products/sw/voicesw/ps556/products_administration_guide_chapter09186a)

---

**QUESTION 297:**

Extension Mobility is a series of scripts written on top of a CCM add-on engine. What is that engine known as?

- A. Automated Attendant

- B. Integrated Call Scripting
- C. Customer Response Solution
- D. Extension Mobility Extensions

Answer: C

---

**QUESTION 298:**

What happens if you do not assign a directory number to a partition?

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

Answer: B

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If you do not specify a partition for a route pattern or a DN, CCM lists the route pattern or DN in the null partition to resolve dialed digits. Digit analysis looks through the null partition last.

---

**QUESTION 299:**

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

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

Answer: B

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If the publisher fails, you must restore the publisher server from the last successful database backup.

---

**QUESTION 300:**

You have installed a new CCM server. In the services applet you notice that none of the CCM services have started.

What is the first step you should take?

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

Answer: B

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You should activate the CCM services on the Service Activation page.

---

**QUESTION 301:**

The following calling search space assignments are made:

Person 1 - Sales

Person 2 - Administrators

Person 3 - Executive

The park code of 6000 is assigned to the inbound partition of the sales search space.

Who can pick up when a call comes in that is parked to 6000?

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

Answer: A

---

**QUESTION 302:**

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

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

Answer: B

---

**QUESTION 303:**

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

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

Answer: C

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---

**QUESTION 304:**

You have configured your Cisco CallManager to use the Predot Dialing Digit discard instruction with the pattern "9.!".

What is sent to the gateway device when a user dials 912145551212?

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

Answer: B

---

**QUESTION 305:**

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

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

Answer: C

---

**QUESTION 306:**

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

- A. IP addresses of all the CallManagers in the cluster.
- B. Fully Qualifies Domain Name listing of all the CallManagers in the cluster.
- C. Names of all the CallManagers in the cluster in the form CM\_<hostname>
- D. Names of all the CallManagers in the cluster in the form CCM\_<hostname>

Answer: A

---

**QUESTION 307:**

Which gateway protocol is used to interconnect CallManager clusters?

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

Answer: B

---

**QUESTION 308:**

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

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

Answer: A

---

**QUESTION 309:**

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

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

Answer: B, C, D

---

**QUESTION 310:**

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

- A. VG200
- B. Gatekeeper
- C. H.323 gateway

- D. Cisco CallManager
- E. Intercluster trunk gateway

Answer: B

---

**QUESTION 311:**

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

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

Answer: A

---

**QUESTION 312:**

DRAG DROP

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

Codecs	
(place bandwidth here)	G.711
(place bandwidth here)	G.723
(place bandwidth here)	G.729

**Bandwidths to be placed**

128 kbps    14 kbps    20 kbps

Answer:

Explanation:

128kbps = g.711

14kbps = g.723

20kbps = g.729

---

**QUESTION 313:**

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

- A. MLP

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

Answer: A, B, D

---

**QUESTION 314:**

A CCS is applied to \_\_\_\_\_.

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

Answer: D

---

**QUESTION 315:**

The administrator needs to route to the following destinations:

- 1111
- 1311
- 1711
- 1722
- 1922

Which Route Pattern routes to all the specified destinations?

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

Answer: B

---

**QUESTION 316:**

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

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

Answer: C

Calling Search Spaces & Partitions are basic, fundamental components of Cisco IP Telephony. Phones can call other phones (or more correctly, Directory Numbers on

phones) if they are in the same Partition or if they are assigned a Calling Search Space that included a Partition that the called Directory number is in. If two phones are assigned the same CSS they cannot necessarily call one another.

---

**QUESTION 317:**

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

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

Answer: D

---

**QUESTION 318:**

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

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

Answer: A

Delay variation (or jitter) is the difference in the end-to-end delay between packets. Each end station in a VoIP or Video over IP conversation has a jitter buffer. Jitter buffers are used to smooth out changes in arrival times of data packets containing voice.

Page 1-3, Cisco AVVID Network Infrastructure Enterprise Quality of Service Design

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**QUESTION 319:**

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

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

Answer: C

**QUESTION 320:**

Which filter can be used to block all 900 calls?

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

Answer: B

Understanding and Troubleshooting Call Routing and Dial Pattern Problems with Cisco CallManager  
Document ID: 13920

Blocking access to certain area codes and numbers is accomplished with a separate Partition (such as Block900 in the examples later in this document) for each pattern that should be denied access (such as 9.@ where AREA-CODE=900). Because this is a closer match than a simple 9.@ where AREA-CODE EXISTS, and the Route Pattern is configured to block (instead of route) anything that matches this Pattern, the filtering works.

[http://www.cisco.com/en/US/partner/products/sw/voicesw/ps556/products\\_tech\\_note09186a00800949f0.shtml](http://www.cisco.com/en/US/partner/products/sw/voicesw/ps556/products_tech_note09186a00800949f0.shtml)

---

**QUESTION 321:**

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

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

Answer: C

---

**QUESTION 322:**

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

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

Answer: D

---

**QUESTION 323:**

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

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

Answer: C

---

**QUESTION 324:**

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

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

Answer: C

---

**QUESTION 325:**

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

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

Answer: D

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

---

**QUESTION 326:**

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

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

Answer: B, C, D

Cisco CallManager Administration Guide, Release 3.0(1)

Understanding Service Parameters

ParamName	Values	Description
MessageWaitingOffDN		Specifies the directory number to which calls from a voicemail system are directed to disable or turn off the Message Waiting light for the specified calling party.
MessageWaitingOnDN		Specifies the directory number to which calls from a voicemail system are directed to enable or turn on a Message Waiting light for the specified calling party.
PreferredG711Millisecond PacketSize	Default: 20	This is the preferred amount of time set for delivering packets. Value for this parameter should never be set below 20, as this will add latency.

[http://www.cisco.com/en/US/partner/products/sw/voicesw/ps556/products\\_administration\\_guide\\_chapter09186a](http://www.cisco.com/en/US/partner/products/sw/voicesw/ps556/products_administration_guide_chapter09186a)

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**QUESTION 327:**

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

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

Answer: D

---

**QUESTION 328:**

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

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

Answer: A

Explanation: Answer A is more appropriate, as the SRST IP address information is registered in Cisco IP Phone's Call Manager list.

---

**QUESTION 329:**

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

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

Answer: C

---

**QUESTION 330:**

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

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

Answer: A, C

---

**QUESTION 331:**

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

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

Answer: A

---

**QUESTION 332:**

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

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

Answer: C

---

**QUESTION 333:**

What Extension Mobility parameter limits the number of phones to which a user may log in?

- A. maximum login Limit
- B. maximum concurrent request
- C. multi concurrent usage
- D. multi login behavior

Answer: D

Explanation:

Multi login behavior : specifies the behavior for multiple attempted logins by the same user on different devices. The choices are to allow, not allow, and cause a previous login to automatically log out.

Incorrect answers:

Maximum concurrent request : specifies the maximum number of login or logout operations which can occur simultaneously This maximum prevents the Extension Mobility service from consuming excessive system resources.

There are no such parameters : maximum login Limit or multi concurrent usage

---

**QUESTION 334:**

Which multiple line appearance parameter sets a number of calls per line beyond which all incoming calls are forwarded?

- A. Maximum Number of Calls
- B. Call Forward Busy
- C. No Answer Ring Duration
- D. Busy Trigger

Answer: D

Call Forward Busy Trigger

Some users might wish to have incoming calls routed to a CFB destination earlier than reaching the maximum number

of calls allowed per line appearance. The Busy Trigger feature is present in Cisco CallManager 4.0 to satisfy these

users' requirements. If all the devices that share a particular line are busy, the call to that specific DN is rejected with a

busy cause. If the CFB destination is set for that DN, this rejected call is routed to the CFB destination.

The Busy Trigger is database configurable per line appearance and per cluster. It cannot exceed the maximum number

of calls set for this DN. The default value for MCD devices is set to 2. By default, this busy trigger is one for non-MCD devices. As the maximum number of calls is already limited to 2, this cannot be set for more than 2. See Table-2 for a comparison of CFB in Cisco CallManager 3.x and Cisco CallManager 4.0.

Table-2

	MCD Device	MCD Device	Non-MCD Device	Non-MCD Device
	Cisco CallManager 4.0	Cisco CallManager 3.x	Cisco CallManager 4.0	Cisco CallManager 3.x
CFB trigger per DN	Less than or equal to the maximum number of calls (default 2)	Equal to 1 (Call Waiting disabled) Equal to 2 (Call Waiting enabled)	Less than or equal to the maximum number of calls (default 1)	Equal to 1 (Call Waiting disabled) Equal to 2 (Call Waiting enabled)

This Busy Trigger replaces the Call Waiting Flag per DN. During migration, if the Call Waiting Flag is set to true, the busy trigger is set to 2. Otherwise, it is set to 1.

Reference:

[http://www.cisco.com/en/US/partner/products/sw/voicesw/ps556/products\\_tech\\_note09186a00801f3b4e.shtml# c](http://www.cisco.com/en/US/partner/products/sw/voicesw/ps556/products_tech_note09186a00801f3b4e.shtml# c)

Note: B could also be correct

### QUESTION 335:

How many malicious call identification (MCID) differ between a standard call and a conference call?

- A. There is no difference.
- B. The CDR is not flagged in a conference call.
- C. There is no MCID-O message to the PSTN in a conference call.
- D. There is no message to the Cisco CallManager administrator in a conference call.

Answer: C

#### Introducing Malicious Call Identification

Malicious Call Identification (MCID), an internet network service, allows users to initiate a sequence of events when they receive calls with a malicious intent. The user who receives a disturbing call can invoke the MCID feature by using a softkey or feature code while connected to the call. The MCID service immediately flags the call as a malicious call with an alarm notification to the Cisco CallManager administrator. The MCID service flags the call detail record (CDR) with the MCID notice and sends a notification to the off-net PSTN that a malicious call is in progress.

The system supports the MCID service, which is an ISDN PRI service, when using PRI connections to the PSTN. The MCID service includes two components:

MCID-O-An originating component that invokes the feature upon the user's request and sends the invocation request to the connected network.

MCID-T-A terminating component that receives the invocation request from the connected network and responds with a success or failure message that indicates whether the service can be performed.

NoteCiscoCallManager supports only the originating component at this time

#### Conference Calls

When a user is connected to a conference, the user can use the MCID feature to flag the call as a malicious call. CiscoCallManager sends the MCID indication to the user, generates the alarm, and updates the CDR. However, CiscoCallManager does not send an MCID invoke message to the connected network that might be involved in the conference.

Reference:

[http://www.cisco.com/en/US/partner/products/sw/voicesw/ps556/products\\_administration\\_guide\\_chapter09186a](http://www.cisco.com/en/US/partner/products/sw/voicesw/ps556/products_administration_guide_chapter09186a)

---

#### **QUESTION 336:**

Certkiller .com is using Cisco CallManager and is considering using hotelling, a new facility. Certkiller .com also wants to use standard Cisco IP phones. Which Cisco CallManager option will give Certkiller that capability?

- A. SoftPhone
- B. IPMA
- C. Extension Mobility
- D. CRS

Answer: C

---

#### **QUESTION 337:**

What is the first step to take when changing softkey locations on a standard softkey template?

- A. Select the softkey to move and use the arrows to slide its position higher or lower.
- B. Copy the desired softkey template to change.
- C. Click to Add Application and move the softkeys from the Add Applications screen.
- D. Select the softkeys to display in the template.

Answer: B

---

#### **QUESTION 338:**

What is the maximum number of MOH sessions that may be supported on any type of server?

- A. 20
- B. 50
- C. 100
- D. 250
- E. 400

Answer: D

Explanation:

1. MCS 7835 (all models)
2. MCS 7845 (all models)
3. HP DL380

4. IBM Series 34x (all models)

can support 250 MOH sessions in standalone MOH server configuration.

\* \*Support for audio streaming to selected devices

Gateways (unicast and multicast)-VG200 (MGCP), Access Gateway Module (Catalyst 4000 card), Catalyst 4224, WS-6608-T1/E-1 (Catalyst 6000 8-port PRI card), DE-30+, and DT-24+

Gateways (unicast only)-AT-2/-4/-8, AS-2/-4/-8, and all other Cisco IOS VoIP gateways including 1750, 2600/3600, 5300, 58XX, and 72XX

IP phones (unicast, multicast)-Cisco 7910, 7940, and 7960

IP phones (unicast only)-7935, 12 SP+, and 30 VIP phones

Cisco SoftPhone (unicast only)

o \*Maximum 250 simultaneous on-hold streaming sessions per server

Reference:

[http://www.cisco.com/en/US/partner/products/sw/voicesw/ps556/products\\_data\\_sheet09186a0080091d7c.html](http://www.cisco.com/en/US/partner/products/sw/voicesw/ps556/products_data_sheet09186a0080091d7c.html)

---

**QUESTION 339:**

Which feature requires users to be added to Cisco CallManager?

- A. XML application use
- B. softkey use
- C. transfer to voice mail
- D. extension mobility

Answer: D

---

**QUESTION 340:**

How does Cisco CallManager change the phone line and button layout for each user when Extension Mobility is used?

- A. changing device pools
- B. changing device locale
- C. changing device profile
- D. changing device firmware

Answer: C

---

**QUESTION 341:**

A user wishes to add speed dials. Which step is required to accomplish this?

- A. Add the user to Cisco CallManager
- B. Check the "CTI Application Use" box.
- C. Create a SpeedDial softkey template.
- D. Validate the speed dial entries.

Answer: A

---

**QUESTION 342:**

What must happen in Cisco CallManager for a user to add speed dials to a phone?

- A. CTI access must be granted.
- B. The user must be added to Cisco CallManager.
- C. The administrator must check Speed Dial in the user's profile.
- D. A speed Dial softkey template must be created.

Answer: B

---

**QUESTION 343:**

The IPMA filter of a manager has been set to Exclusive and the following numbers entered in the manager's list:

456-1294

589-0923

773-0900

884

927

A call comes in with caller ID 927-8921.

Where will the call go first?

- A. to the manager
- B. to the manager's designated assistant
- C. to voice mail
- D. to the main receptionist

Answer: A

B is here incorrect because 927 is not a match for 927-8921. If the filter was 927\* or 927xxxx, then it would be a match and since the filter is "exclusive" the call would be passed to the assistant. As it is presented (927), the correct answer would be "to the

manager".

#### How to Create Filter Lists for a Manager

Filter lists allow managers or assistants to customize the manager's call filtering feature.

By default, filter lists are empty. Add numbers to a filter list to customize it. Choose a filter mode to toggle between Inclusive or Exclusive filter lists:

**Inclusive**-Calls that match the numbers in the Inclusive filter list are sent to the manager; the remainder are redirected to the active assistant.

**Exclusive**-Calls that match the numbers in the Inclusive filter list are redirected to the assistant; the remainder are sent to the manager.

Cisco IPMA compares the caller ID of the incoming call to the phone number(s) in the active filter list.

For example, if you choose if you add the phone number 54321 to a manager's Inclusive filter list, every incoming call placed to the manager's office phone from 54321 will be routed to the manager (not to the assistant) if Inclusive filtering is on.

Or, if you add the number 54xxx to a manager's Exclusive filter list, every incoming call from a phone line with a five digit number that begins with 54 will be routed to the assistant (and not to the manager) if Exclusive filtering is on.

Note Only one filter mode (Inclusive or Exclusive) can be active at any given time.

Managers can toggle between filter modes from the Cisco IPMA menu on their phones.

Assistants can toggle between filter modes for a manager from the Assistant Console.

Filter lists can include the following wildcards:

**X**-Use x to replace a single digit anywhere in the filter. For example, "123x5" represents five-digit phone numbers, where the fourth digit is 0 - 9. You can use an upper-case or lower-case x.

**\***-Use \* to replace multiple digits at the beginning or end of the filter. For example, "5\*" represents phone numbers of any length that begin with 5.

Besides wildcards, filter lists can contain hyphens (-), periods (.), and blank spaces.

Tip Filter lists can be empty. By initial default, the filter is enabled and the Inclusive filter list is empty. This means that all of a manager's incoming calls are redirected to the assistant.

[http://www.cisco.com/en/US/partner/products/sw/voicesw/ps5015/products\\_user\\_guide\\_chapter09186a008012](http://www.cisco.com/en/US/partner/products/sw/voicesw/ps5015/products_user_guide_chapter09186a008012)  
b

---

#### **QUESTION 344:**

Which steps must an IP phone user take to activate a prepared stock quote XML application?

- A. Using a PC, log in to the user URL and select the application for use.
- B. Request that the administrator add the directory number to an application list.
- C. Select the "Services" softkey and choose the stock option application.
- D. Initiate an application tftp request.

Answer: C

**QUESTION 345:**

How are music-on-hold files designated for use?

- A. They are dropped into individually numbered directories.
- B. They are assigned a Cisco CallManager audio source number.
- C. They are streamed end-to-end in filename order.
- D. They are given stream-specific filenames.

Answer: B

---

**QUESTION 346:**

What are three steps required to ensure that audio source MOH\_Premium is only streamed to callers placed on hold by the Premium Sales Group? Select three.

- A. Assign MOH\_Premium to Media Resources Group MRG\_Premium.
- B. Assign MOH\_Premium to Media Resources Group LIST MRG\_Premium.
- C. Assign MRG\_Premium to Media Resources Group LIST MRGL\_Premium.
- D. Assign MRGL\_Premium to Media Resources Group MRG\_Premium.
- E. Assign MOH\_Premium to Device Pool Premium\_Sales.
- F. Assign MRGL\_Premium to Device Pool Premium\_Sales.

Answer: A, C, F

---

**QUESTION 347:**

How does a Cisco CallManager know that there are audio source files to be translated for music-on-hold?

- A. A check box is selected in the Cisco CallManager admin pages each time there is a file to be processed.
- B. Files are dropped into a directory maintained and checked automatically by Cisco CallManager.
- C. A special application is run by the administrator whenever files are added.
- D. The administrator uses TFTP to transfer the files to a special server.

Answer: B

---

**QUESTION 348:**

Certkiller .com has a hardware conference bridge and a software conference bridge. Remote devices should only be allowed to use the hardware conference bridge, while devices at the main site should be able to use the software conference bridge if the hardware conference bridge is unavailable. All devices should be able to access the existing transcoders and MTPs.

What is the minimum number of MRGs that you must create?

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

Answer: B

---

**QUESTION 349:**

Which two conditions must be met for a device to use a media resource that is not assigned to a media resource group? (Choose two.)

- A. A MRGL cannot be assigned to the device.
- B. The media resource and the device must be registered to the same Cisco CallManager server.
- C. An available media resource cannot be in the MRGL of the device.
- D. The device CSS must include the partition of the media resource.
- E. The media resource CSS must include the partition of the device.

Answer: B,C

---

**QUESTION 350:**

An auto parts retailer would like their service counter representatives to assist both walk-up customers and telephone customers. Each store has six service counter representatives. Walk-up customers frequently engage all the counter representatives and management is concerned that telephone customer business is being lost.

From the list below, choose the appropriate call distribution algorithm and the appropriate call forwarding treatment which will allow each store to provide the best customer service. (Choose two.)

- A. When hunting is exhausted, apply CFB and CFNA to the DN for the warehouse order puller.
- B. There is no need to configure CFB or CFNA; when hunting is exhausted, the call will automatically be routed to the warehouse order puller.
- C. Top Down
- D. Circular
- E. Longest Idle Time
- F. Broadcast

Answer: A,F

---

**QUESTION 351:**

When a phone needs a conference resource, which of the following Cisco CallManager objects is queried first?

- A. media resource device list
- B. media resource pool
- C. media resource group list
- D. media resource group

Answer: C

---

**QUESTION 352:**

An auto parts retailer would like their service counter representatives to be able to assist both walk-up customers and telephone customers. Each store has six service counter representatives.

Which call distribution algorithm will allow each service counter representative to provide the best customer service?

- A. Top Down
- B. Circular
- C. Longest Idle Time
- D. Broadcast

Answer: D

---

**QUESTION 353:**

Which of these options will prevent a device from being able to initiate conferences?

- A. Exclude the conference media resource partitions from the CSS.
- B. Exclude the conference media resources from all MRGs.
- C. Place all conference media resources in MRGs and exclude these MRGs from the MRGL.
- D. Remove the default MRGL from the device pool.

Answer: C

---

**QUESTION 354:**

Which two steps must a user take to use a prepared stock quote XML application on an IP Phone? (Choose two.)

- A. Select the Services button and choose the stock option application.
- B. Use the Settings button to activate the application on the Phone.

- C. Initiate an application TFTP request.
- D. Dial the directory number for the service.
- E. Either the Cisco CallManager administrator or the user needs to subscribe the Phone to the service through the User Options web page.
- F. Request that the administrator add their directory number to the application list.

Answer: A,E

---

**QUESTION 355:**

A new Cisco Unified CallManager Administrator has joined the team at the Bill George Farmers Co-op. The administrator has been checking softkey templates in Cisco Unified CallManager administration and wants to know why some templates have check marks in the left column, while others do not. What is the accurate response to the query?

- A. The templates with check marks are read-only.
- B. The templates without check marks cannot be used.
- C. The templates without check marks are not complete.
- D. The templates without check marks can be copied but not modified.
- E. The templates with check marks can be renamed.

Answer: E

---

**QUESTION 356:**

Exhibit:



Refer to the exhibit. An employee of the Charles Lee Resume Writers Guild sees this message while configuring IP Phone Speed Dial buttons. What best describes the action that precedes this message?

- A. The assigned user is updating the speed dials of a phone device that has extension mobility enabled.
- B. A server administrator is changing the speed dial buttons for any user.
- C. A server administrator is changing the speed dial buttons for users with extension mobility.
- D. The assigned user is updating the speed dials of a phone device.

Answer: C

**QUESTION 357:**

Which three options can you use to assign a softkey template? (Choose three.)

- A. Device > Phone Configuration
- B. System > Device Pool Configuration
- C. Device > Device Settings > Device Profile
- D. System > Device Defaults Configuration
- E. System > Enterprise Parameters
- F. Service > Service Parameters

Answer: A,B,C

**QUESTION 358:**

DRAG DROP

Drag the MoH parameter on the left to its description. Not all parameters apply.

Run Flag	Along with a sound card, allows you to use a live radio broadcast for MH Place here
MoH Enabled	
Enable Base Multicast	Enable the number of devices that can be a source of multicast music Place here
Maximum Multicast Connections	
Fixed Audio Source Device	Determines the number of devices to which a server can provide a unicast audio stream Place here
Maximum Half Duplex Streams	
Enable Multicast Audio Sources	When set to 'NO' MoH is not provided. Set to 'YES' to enable MoH Place here

Answer:

MoH Enabled	Along with a sound card, allows you to use a live radio broadcast for MH Fixed Audio Source Device
Enable Base Multicast	Enable the number of devices that can be a source of multicast music Maximum Multicast Connections
	Determines the number of devices to which a server can provide a unicast audio stream Maximum Half Duplex Streams
Enable Multicast Audio Sources	When set to 'NO' MoH is not provided. Set to 'YES' to enable MoH Run Flag

**QUESTION 359:**

The president at the Flora McDonald Costume Factory uses a Cisco 7960 Phone. The last extension is set aside with a private number for the president's personal use. While waiting for an important personal call from Bonnie Charles, the president has to go to the production floor for an emergency. Prior to leaving her office, she uses extension mobility to transfer her extension to a Cisco 7940 Phone on the production floor. However, the call never comes. Later, back in her office, Bonnie calls on the private line and says that she had called earlier but no one had answered. What happened to the call?

- A. The phone on the production floor cannot receive this particular call from a phone configured for 7960 extension mobility.
- B. The president's office phone has incorrect duration limits and she does not have proper login authorization.
- C. Extension mobility is not an available feature with the phone on the production floor.
- D. The telephone on the production floor rang, but the noise on the floor distracted the president and she didn't hear the call.
- E. The phone on the production floor can only be configured by an administrator to have extension mobility capability.

Answer: A

---

**QUESTION 360:**

A company using Cisco CallManager is considering using hotelling in a new facility. The company also wants to use standard Cisco IP phones. Which Cisco CallManager option will give the company that capability?

- A. CRS
- B. IPMA
- C. SoftPhone
- D. Extension Mobility

Answer: D

---

**QUESTION 361:**

Chew Stone Masonry uses Cisco Unified CallManager and is considering implementing hot desking at their new quarry office. They also plan to use standard Cisco IP phones. Which Cisco Unified CallManager option will allow this capability?

- A. IPMA
- B. IPIVR on the Cisco Unified CallManager Publisher
- C. soft phone
- D. IPIVR on the Cisco Unified CallManager Primary Server
- E. extension mobility

F. CRS

Answer: E

---

**QUESTION 362:**

Which option most closely describes how Barge functions?

- A. A supervisor listens in on a call on the same WAN or LAN with or without notification.
- B. A supervisor takes over a call with or without notification and terminates the party that is on the same network.
- C. A supervisor conferences in on a call on the same WAN or LAN with or without notification.
- D. A supervisor listens in on a call without notification and terminates the party that is on the same network.

Answer: C

---

**QUESTION 363:**

An MRGL is used to control access to which three of these resources? (Choose three.)

- A. MTP
- B. softkey templates
- C. CTI applications
- D. annunciator
- E. Cisco IP Phone Services
- F. MoH

Answer: A,D,F

---

**QUESTION 364:**

What two requirements will allow the Harvie Highlander Mountain Resort to provide MOH services for their customers? (Choose two.)

- A. MOH Streaming Media Server
- B. Activation of IP Voice Media Streaming Application
- C. E&M Interface for audio source
- D. Activation and configuration of IP MOH Application on the publisher
- E. MOH Server

Answer: B,E

---

**QUESTION 365:**

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

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

Answer: A

---

**QUESTION 366:**

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

- A. False
- B. True

Answer: B

---

**QUESTION 367:**

EnterpriseParameters are configured through the permission of which of the following CallManager Administration menus?

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

Answer: C

---

**QUESTION 368:**

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

- A. Call Pickup permits the pickup of incoming calls within their own group, while Group Call Pickup allows users to pick up incoming calls within their own group as well as any

other group.

B. Group Call Pickup permits the pickup of incoming calls within their own group, while Call Pickup allows users to pick up incoming calls within their own group or any other group.

C. Call Pickup permits the pickup of incoming calls within their own group, while Group Call Pickup allows users to place a call on hold so it can be retrieved from another phone in the system.

Answer: A

Understanding Call Pickup and Group Call Pickup

CiscoIP phones provide two call pickup types:

1. Call pickup-Allows users to pick up incoming calls within their own group. CiscoCallManager automatically dials the

appropriate call pickup group number when a user activates this feature from a CiscoIPphone.

2. Group callpickup-Allows users to pick up incoming calls within their own group or in other groups. Users must dial the

appropriate call pickup group number when activating this feature from a CiscoIPphone.

The same procedures apply for configuring both of these features. Group call pickup numbers apply to lines or directory numbers.

[http://www.cisco.com/en/US/partner/products/sw/voicesw/ps556/products\\_administration\\_guide\\_chapter09186a](http://www.cisco.com/en/US/partner/products/sw/voicesw/ps556/products_administration_guide_chapter09186a)

---

### **QUESTION 369:**

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

A. Media Resource Management permits the sharing of media resources of all Cisco CallManagers within the cluster.

B. Media resources are exclusively accessible on the local Cisco CallManager with which the media resources are registered but not available to all Cisco CallManagers within the cluster.

C. A Cisco CallManager component called Media Resource Management locates and assigns resources throughout a cluster.

D. Media Resource Management resides on every Cisco CallManager and communicates with MRMs on other Cisco CallManagers.

E. Media Resource Management resides on a single Cisco CallManager and communicates with other Cisco CallManagers.

Answer: A, C, D

---

### **QUESTION 370:**

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

A. System

- B. Route Plan
- C. Service
- D. Feature
- E. Use
- F. Application

Answer: D

---

**QUESTION 371:**

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

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

Answer: A, B, E

**Phone Button Template Configuration**

Cisco CallManager includes several default phone button templates. When adding phones, you can assign one of these templates to the phones or create a new template. Creating and using templates provides a fast way to assign a common button configuration to a large number of phones. For example, if users in Certkiller .com do not use the conference feature, you can create a template that reassigns this button to a different feature, such as speed dial.

Make sure all phones have at least one line assigned. Normally, this is button 1. You can assign additional lines to a phone, depending on the Cisco IP phone model. Phones also generally have several features, such as speed dial and call forward, assigned to the remaining buttons.

Step 1 Choose Device > Phone Button Template.

Step 2 Choose a template and click Copy to create a new template.

The new template exactly duplicates the existing template and automatically assigns it a new name. You must update this new template if you want it to differ from the original.

Step 3 Update the appropriate settings.

Step 4 Click Insert to add the new template.

Step 5 Click View Button Layout to verify the button layout.

Not C: The Phone Button Template menu is found under Device > Device Settings

---

**QUESTION 372:**

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

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

Answer: A, C

Explanation:

Softkey Templates

Use softkey templates to manage softkeys that are associated with applications such as Cisco IPMA or call-processing features such as Cisco Call Back on the Cisco IP Phones. The administrator uses the Softkey Template Configuration windows in Cisco CallManager Administration to create and update softkey templates.

Cisco CallManager supports two types of softkey templates: standard and nonstandard. Standard softkey templates in the Cisco CallManager database contain the recommended selection and positioning of the softkeys for an application. Cisco CallManager provides the following standard softkey templates:

Standard User

Standard Feature

Standard IPMA Assistant

Standard IPMA Manager

Standard IPMA Shared Mode Manager

D is not the answer. Standard IPMA Assistant is another default Softkey Template, but not Standard IP Manager Assistant.

---

**QUESTION 373:**

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

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

Answer: C

---

**QUESTION 374:**

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

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

D. A specific shared line

Answer: C

---

**QUESTION 375:**

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

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

Answer: A, B, D

The music on hold server also supports one fixed input source. The system supports the following codecs:

G.711a-law/mu-law, G.729a, and wideband.

\*page 4-17, Cisco CallManager Features and Services Guide

---

**QUESTION 376:**

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

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

Answer: B

---

**QUESTION 377:**

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

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

Answer: C

---

**QUESTION 378:**

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

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

Answer: D

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

---

**QUESTION 379:**

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

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

Answer: C

---

**QUESTION 380:**

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

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

Answer: B

---

**QUESTION 381:**

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

- A. xml
- B. html

- C. cti
- D. perl
- E. java

Answer: A

Cisco CallManager Extension Mobility (an XML-based authentication feature) is comprised of the Cisco CallManager Extension Mobility application and the Cisco CallManager Extension Mobility service.

\*page 1-2, Cisco CallManager Features and Services Guide

---

**QUESTION 382:**

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

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

Answer: D

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

---

**QUESTION 383:**

Why is adding users to the CCM directory important?

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

Answer: A

The correct answer is definitely not C, it is probably A.

Phones do not have to be associated with users. Phones in Call Manager can very well not be associated with any users. Anyone who thinks C is the correct answer has never worked with Call Manager.

---

**QUESTION 384:**

You are a CCM administrator at Certkiller . You want to configure the maximum bandwidth allowed for voice calls.

Where can you do this?

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

Answer: A

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

---

**QUESTION 385:**

You are a CCM administrator at Certkiller . Your newly appointed Certkiller trainee wants to know what the requirement for implementing Call Park in a CCM cluster is.

What will your reply be?

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

Answer: B

---

**QUESTION 386:**

You are a CCM administrator at Certkiller . You want to add a service to a Certkiller user's phone.

Which CCM Administration page should you use?

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

Answer: C

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

---

**QUESTION 387:**

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

What will your reply be?

- A. Multiple line instance
- B. Shared line appearance
- C. Shared extension instance
- D. Shared instance appearance

Answer: B

---

**QUESTION 388:**

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

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

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

---

**QUESTION 389:**

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

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

Answer: A, C

---

**QUESTION 390:**

In what format is a .csv file?

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

Answer: C

---

**QUESTION 391:**

What is a pilot point with the Cisco Attendant Console?

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

Answer: D

---

**QUESTION 392:**

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

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

Answer: C

CCM provides a default list of media resources. The default list of media resources includes all of the media resources that have not been assigned to an MRG. If media resources have been configured but no MRGs have been defined, all media resources are on the default list, and all media resources are available to all CCMs within a given cluster.

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**QUESTION 393:**

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

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

Answer: B

---

**QUESTION 394:**

An Italian company has a phone support desk that staffs English, Spanish, German and Russian in addition to Italian.

What duties will the CCM administrator be most likely to perform? (Choose two)

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

Answer: A, D

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---

**QUESTION 395:**

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

- A. Install jtapi applet.
- B. Press the Services button.
- C. Configure the Address Book applet.
- D. Add their names to the LDAP directory.
- E. Subscribe to the fast dial service on the CCM.
- F. Add their names to the personal address book.
- G. Subscribe to the personal address book service on the CCM.

Answer: B, E, F, G

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---

**QUESTION 396:**

The calling search space was changed for a phone with extension x4827. That phone used a shared line.

What must be done to make that change to all the other devices that use that shared line?

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

Answer: D

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If you change the Calling Search Space, Call Waiting, or Call Forward and Pickup

settings on any device that uses the shared line, the changes are applied to all of the devices that use the shared line.

---

**QUESTION 397:**

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

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

Answer: A

---

**QUESTION 398:**

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

- A. CRS
- B. CCM
- C. Cisco Unity
- D. Personal Assistant

Answer: A, B

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To use Extension Mobility feature, you must configure two applications, CRS and CCM.

---

**QUESTION 399:**

A commodities has provided a service tracking apple peel prices directly to the phones.

What must users do to access this service?

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

Answer: D

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---

**QUESTION 400:**

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

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

Answer: C

---

**QUESTION 401:**

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

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

Answer: B

Note: "Softkey" key word & "group call pickup" keyword; then you can easily select the Answer B as the correct one.

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---

**QUESTION 402:**

Media resources are configured to devices by assigning a media resource \_\_\_\_\_.

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

Answer: B

Note: Media Resource Group List (MRGL) assigned to devices.

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---

**QUESTION 403:**

How do you configure media resources for a device?

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

D. Configure media resources in a media resource group, then add that media resource group to a media resource group list, then assign that media resource group list to a device or devices.

Answer: D

---

**QUESTION 404:**

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

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

Answer: D, E

Configure Media Resource Groups/Media Resource Group Lists

MRGs are logical groupings of media resources. A single MRG can contain hardware conference resources, software conference resources, transcoder resources, MOH servers, and software Media Termination Points. An MRG has no user-defined order. All resources in an MRG are considered equal. Therefore, Cisco CallManager loads share between resources of each type in one MRG.

MRGLs are an ordered list of MRGs. All resources in one MRG must be exhausted before Cisco CallManager attempts to use a media resource from another MRG in the same MRGL.

MRGLs can be associated on a per-device basis, which mean that you can give specific devices access to media resources on an individual basis. A second MRGL can also be configured at the device pool level.

o If a device has an MRGL configured at the device pool level as well as on the device itself, the MRGL configured at the Device Level is searched first, followed by the MRGL on the device pool.

[http://www.cisco.com/en/US/partner/products/sw/voicesw/ps556/products\\_tech\\_note09186a008020f198.shtml](http://www.cisco.com/en/US/partner/products/sw/voicesw/ps556/products_tech_note09186a008020f198.shtml)

---

**QUESTION 405:**

When configuring the Cisco Messaging Interface, what should you check if you are having a problem with the Message Waiting indicators on the phones?

- A. MwiPartition
- B. MwiSearchSpace
- C. VoicemailPartition

D. VoicemailSearchSpace

Answer: B

---

**QUESTION 406:**

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

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

Answer: A

User Hold occurs anytime a user puts a call on hold whether the call is from the PSTN or an internal phone. Network Hold is initiated by the Call Manager during Call Transfers, Call Park, Conference Setup, Application Hold (i.e. ICD or AA hole).

(There are two basic types of user hold:

User on hold at an IP phone or other endpoint device

User on hold at an PDTN, where MoH is streamed to the gateway

Network hold includes the following types:

Call transfer

Call Park

Conference setup

Application-based hold

Page 5-5,6 , Cisco Music On Hold)

---

**QUESTION 407:**

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

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

Answer: A

Cisco CallManager System Guide, Release 3.1(1)

Computer Telephony Integration

CTI Controlled Devices

The following three types of CTI control devices exist:

Cisco IP phones

CTI ports

CTI route points

CTI-controlled Cisco IP phones comprise regular phones that a CTI application can control.

CTI ports as virtual devices can have one or more virtual lines, and software-based Cisco CallManager applications such as Cisco SoftPhone, Cisco AutoAttendant, and Cisco IP Interactive Voice Response (IVR) use them. You configure CTI ports through the same Cisco CallManager Administration area as phones. For first-party call control, you must add a CTI port for each active voice line.

[http://www.cisco.com/en/US/partner/products/sw/voicesw/ps556/products\\_administration\\_guide\\_chapter09186a](http://www.cisco.com/en/US/partner/products/sw/voicesw/ps556/products_administration_guide_chapter09186a)

---

**QUESTION 408:**

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

Given the configuration described, how many concurrent users can Music on Hold support?

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

Answer: A

---

**QUESTION 409:**

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

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

Answer: D

---

**QUESTION 410:**

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

- A. Admin VLAN

- B. Spanning Tree
- C. Default Gateway
- D. Forwarding Delay

Answer: D

---

**QUESTION 411:**

The incidence of rogue phones gaining network access has dropped to zero. Which security solution has most likely been deployed?

- A. implementing approved anti-virus software
- B. applying O/S patches regularly and often
- C. deploying a well-configured firewall
- D. requiring signed firmware loads
- E. requiring password logins for phone usage
- F. deploying secure RTP

Answer: E

---

**QUESTION 412:**

What is one reason a certificate is used within Cisco CallManager?

- A. to provide licensing data
- B. to list firmware revision
- C. to provide source authentication
- D. to validate signaling

Answer: C

---

**QUESTION 413:**

Which two security functions does secure RTP provide? Select two.

- A. signaling verification
- B. encryption
- C. authentication
- D. signed images
- E. IS identification
- F. certificate management

Answer: B, C

**MEDIA AUTHENTICATION AND ENCRYPTION USING SECURE RTP ON CISCO MULTISERVICE AND INTEGRATED SERVICES ROUTERS**

Media authentication and encryption features on Cisco's portfolio of multiservice and

integrated services routers helps ensure that voice conversations terminating on either TDM or analog voice gateway ports are protected from eavesdropping. These reliable, scalable features provide a secure environment for IP communications over a LAN (local area network) or WAN (wide area network).

Reference:

[http://www.cisco.com/en/US/partner/products/ps5854/products\\_data\\_sheet0900aecd8016c784.html](http://www.cisco.com/en/US/partner/products/ps5854/products_data_sheet0900aecd8016c784.html)

---

**QUESTION 414:**

According to Cisco, what is the primary advantage of the SAFE security model?

- A. Applications deployed under SAFE function well together.
- B. A failure of one part is generally covered by another layer.
- C. SAFE eliminates the possibility of security breaches.
- D. Upgrades are simpler.

Answer: B

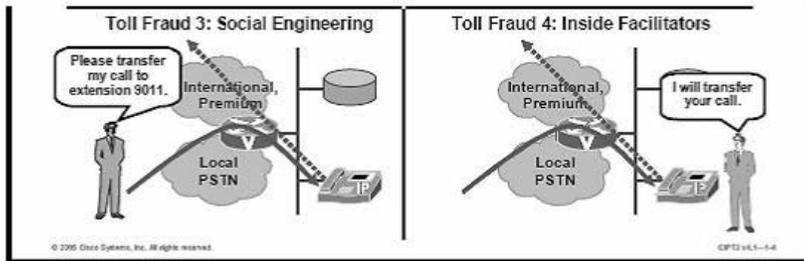
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**QUESTION 415:**

A receptionist is unwittingly used to pass a toll fraud attempt to a toll line. What is called?

- A. social engineering
- B. inside facilitation
- C. forwarding fraud
- D. transferring fraud

Answer: B



There figure shows different types of toll fraud.

- **Call Forward All (CFA):** The first example describes a scenario where an employee forwards his or her office number to, for example, an international or mobile number. This employee then tells friends to call the office number. The call is forwarded to the number that the employee specified, making the company pay the costs of the calls.
- **Transfer from voice mail:** The second toll fraud example shows an attacker making an external call to the voice-mail system, which forwards the call to an international premium destination. The attacker is billed only for a local call, while the company, from which the call is forwarded, pays for the international call.
- **Social engineering:** The third example shows a scenario where an attacker calls from outside the company and uses social engineering tricks (for instance, pretending to be an employee working from home) to be transferred to an external number, such as 9011. The 9011 prefix is used in the United States to place international calls. This attacker is also charged only for a local call, while the company again pays for the connection to an international telephone number.
- **Inside facilitators:** The fourth example is very similar to the third one. But in this case, an employee inside the company transfers the external call to another external number. In this case the toll fraud has an internal source.

#### QUESTION 416:

It is feared that competitors are listening in an IP phone conversations in the research and development.

What can be done to thwart this?

- A. Implement intrusion detection.
- B. Secure all access ports.
- C. Implement secure RTP.
- D. Require passwords on all phones.

Answer: C

#### QUESTION 417:

A group of Cisco CallManager servers needs to be secured from viruses that may propagate over the network. Which of the steps below will be the most help?

- A. Stop using Internet Explorer on Cisco CallManagers servers.
- B. Apply operating system patches regularly and often.
- C. Close down all server ports but port 80.

D. Shut down FTP services on all servers.

Answer: B

---

**QUESTION 418:**

What solution will effectively address the concern that software for IP phones might be hacked?

- A. the implementation of approved anti-virus software
- B. the regular and frequent application of operating system patches
- C. the deployment of a well-configured firewall
- D. a signed firmware loads requirement
- E. a requirement that password logins be used for phone usage
- F. the deployment of secure RTP

Answer: D

---

**QUESTION 419:**

What does secure RTP authentication provide?

- A. scrambling of the voice signal
- B. verification of the voice signal origin
- C. scrambling of the call signaling
- D. verification of the dialed digits

Answer: B

---

**QUESTION 420:**

Which two steps should be taken to prevent malicious software from running on Cisco CallManager servers? Select two.

- A. Implement approved anti-virus software
- B. Apply operating system patches regularly.
- C. Deploy a well-configured firewall.
- D. Require a signed firmware loads.
- E. Require password logins for phone usage.
- F. Deploy secure RTP.

Answer: A, B

---

**QUESTION 421:**

An attacker calls Certkiller .com from outside, pretending to be an employee

working from home, and asks to be transferred to an external number. Which type of toll fraud is this?

- A. Call Forward All
- B. transfer from voice mail
- C. social engineering
- D. inside facilitator

Answer: C

---

**QUESTION 422:**

Which two of these statements are true once MLA has been enabled on a Cisco CallManager server? (Choose two.)

- A. Both the administrator accounts and the MLA accounts are active.
- B. The CCMAAdministrator is the only user that can log in the first time after installation.
- C. The Windows NT administrator account has no access rights to Cisco CallManager administration anymore.
- D. Only the Windows domain username and password are active until MLA has been authenticated to Cisco CallManager.
- E. The LDAP directory username and password remain active after MLA has been configured.

Answer: B,C

---

**QUESTION 423:**

There are many settings that a Windows administrator might make to secure a server. Which of these options should not be set, because, if set, they would cause the Cisco CallManager server to fail to automatically reboot?

- A. Setting a CMOS power-on password
- B. Deleting, disabling, or renaming Cisco CallManager or SQL-created accounts
- C. Changing the security permissions for any Windows 2000 or Cisco installed folder, files, or registry keys, other than what is set by Cisco installs
- D. Changing the setting so that the passwords of the Cisco CallManager service accounts will expire

Answer: A

---

**QUESTION 424:**

You are working with Certkiller .com to develop the methodology to secure IP Phones at their new research facility. Certkiller .com will be providing IP Phones in

their lobby for vendor and guest use. Which two of these IP Phone hardening methods should be applied to these devices? (Choose two.)

- A. Enable GARP.
- B. Disable PC port on phone.
- C. Use signed IP phone firmware.
- D. Disable the Directory button.
- E. Disable the Services button on the IP phone.

Answer: B,C

---

**QUESTION 425:**

A Cisco CallManager system is a multi-PKI system. How many certificate authorities may be present in the PKI system?

- A. 2
- B. 3
- C. 4
- D. 5

Answer: B

---

**QUESTION 426:**

Which two of these services should be disabled during post-installation of Cisco CallManager to prevent potential intruders from finding server vulnerabilities? (Choose two.)

- A. Distributed File System
- B. FTP Publishing Service
- C. SSL Security Service
- D. Forward Publishing Service
- E. SRTPservice
- F. SRCP service

Answer: A,B

---

**QUESTION 427:**

A group of Cisco CallManager servers needs to be secured from viruses that may propagate over the network. Which of these steps will provide the most security? (Choose two.)

- A. Stop using Internet Explorer on Cisco CallManager servers.
- B. Apply operating system patches regularly and often.

- C. Close down all server ports except port 80.
- D. Shut down FTP services on all servers.
- E. Install approved antivirus software.
- F. Apply latest antivirus updates and virus definition files.

Answer: E,F

---

**QUESTION 428:**

**DRAG DROP**

Drag the characteristic on the left to the Secure RTP service on a Cisco Access Router that it relates to on the right.

Accurate interpretation of a packets contents between a gateway and Cisco CallManager, using IPSec, and only provided to those for whom the data is intended.	Media Authentication Place here
Tampering cannot occur on packets during transmission from the gateway to CallManager.	Media Encryption Place here
Tampering cannot occur on packets during transmission from IP phone to gateway.	Signaling Authentication Place here
Accurate interpretation of a packet's contents between the IP phone and the gateway and only provided to those for whom the data is intended.	Signaling Encryption Place here

Answer:

Media Authentication
Tampering cannot occur on packets during transmission from IP phone to gateway.
Media Enclyption
Accurate interpretation of a packet's contents between the IP phone and the gateway and only provided to those for whom the data is intended.
Signaling Authentication
Tampering cannot occur on packets during transmission from the gateway to CallManager.
Signaling Encryption
Accurate interpretation of a packets contents between a gateway and Cisco CallManager, using IPSec, and only provided to those for whom the data is intended.

**QUESTION 429:**

You are contacted by your customer who has deployed a Cisco Unified CallManager cluster. They received an e-mail warning about a critical Microsoft operating system vulnerability that may impact their Cisco Unified CallManager cluster. What should you tell the customer to do about this e-mail warning?

- A. Verify that the latest Microsoft and Cisco operating system patches have been applied to the cluster and then go to both Cisco and Microsoft and download and apply the patches that are specific to the latest vulnerability.
- B. Verify the latest Cisco operating system patches have been applied and use the Cisco Security Agent to download and apply the patches related to the new vulnerability to the cluster.
- C. Verify that the latest Cisco operating system patches have been applied, then wait for the next monthly operating system service release and update the cluster.
- D. Verify that the latest Cisco operating system patches have been applied. Then, wait 24 hours to determine if the warning results in a critical hot fix patch by Cisco and use this patch to update the cluster. Otherwise, wait for the next monthly operating system service release.

Answer: D

---

**QUESTION 430:**

Exhibit:

%Failed to find Certificate Server's trustpoint at startup % Failed to find Certificate Server's cert.

Refer to the exhibit. This message appears when there is a temporary inability to configure the certificate server. What causes this inability?

- A. The startup configuration has not been saved properly.
- B. The startup configuration has not been fully parsed yet.
- C. The status of the boot procedure has not been verified.
- D. The startup configuration has not been completed.

Answer: B

---

**QUESTION 431:**

How many Certificate Authorities may be present in the PKI system on a Cisco Unified CallManager cluster?

- A. 6
- B. 9
- C. 1
- D. 3

- E. 4
- F. 7

Answer: D

---

**QUESTION 432:**

Which two of these options can you use to prevent toll fraud? (Choose two.)

- A. forced authentication codes
- B. IPSec encryption
- C. Call Transfer CSS
- D. MLA
- E. Call Forward CSS

Answer: A,E

---

**QUESTION 433:**

Which type of certificate is used by Cisco Unified CallManager to authenticate with supported Cisco IP phones?

- A. Cisco Manufacturing CA
- B. self-signed
- C. external CA
- D. Cisco Unified CallManager CA, Proxy Function, or external CA

Answer: B

---

**QUESTION 434:**

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

- A. True
- B. False

Answer: A

---

**QUESTION 435:**

It is possible to a user to forward calls to a long distance number, incurring unapproved charges to the organization.

How can this be avoided?

- A. Limit the translation digits in the Call Forward Configuration page.
- B. Attach a special device pool to the Call Forward Configuration page.

- C. Create an appropriate route plan for the Directory Number Configuration page.
- D. Apply an appropriate calling search space to the Directory Number Configuration page.

Answer: D

---

**QUESTION 436:**

**DRAG DROP**

As a network technician at Certkiller.com you are required to drag the actions in the correct order in which the Batch Update Tool (BAT) and the Tool for Auto-Registered Phones Support (TAPS) work together to install phones on an IP telephony network.

**Select from these**

- user or administrator dials TAPS directory number
- administrator plugs phones into network
- phone updates CallManager with correct MAC address
- BAT adds dummy MAC address into Cisco CallManager administration
- CallManager downloads configuration

**Place here**

- Place first step
- Place second step here
- Place third step here
- Place fourth step here
- Place last step here

Answer:

As a network technician at Certkiller.com you are required to drag the actions in the correct order in which the Batch Update Tool (BAT) and the Tool for Auto-Registered Phones Support (TAPS) work together to install phones on an IP telephony network.

**Select from these**

- Place here**
- BAT adds dummy MAC address into Cisco CallManager administration
  - administrator plugs phones into network
  - user or administrator dials TAPS directory number
  - CallManager downloads configuration
  - phone updates CallManager with correct MAC address

Explanation:

Device Configuration with TAPS and BAT in Cisco CallManager Administration

Document ID: 46472

### Introduction

The Tool for Auto-Registered Phones Support (TAPS) works in conjunction with the Bulk Administration Tool (BAT). After the BAT has been used to bulk add phones with dummy MAC addresses to Cisco CallManager Administration, you can plug the phones into the network. The administrator or the phones' users can then dial a TAPS directory number that causes the phone to download its configuration. At the same time, the phone gets updated in the Cisco CallManager database with the correct MAC address of the phone. For the TAPS to function, you must make sure that Auto-registration is enabled in Cisco CallManager Administration (choose System > Cisco CallManager). This document specifically refers to the installation and configuration of the TAPS.

### Reference:

[http://www.cisco.com/en/US/partner/products/sw/voicesw/ps556/products\\_configuration\\_example09186a00802](http://www.cisco.com/en/US/partner/products/sw/voicesw/ps556/products_configuration_example09186a00802)

---

### **QUESTION 437:**

Which of the steps below are required to enable the Cisco SoftPhone? Select two.

- A. Check the CTI Application Use box.
- B. Remove the DN from any other device.
- C. Add the SoftPhone softkey template.
- D. Add the intended user to Cisco CallManager.
- E. Identify a unique port to use.

Answer: A, D

Cisco IP SoftPhone Administrator Guide

Adding and Associating a User (Cisco CallManager 3.1 or Later)

### Procedure

Step 1 On the Cisco CallManager server machine, log in as an administrator.

Step 2 Click User > Add a New User.

Step 3 Complete all the user fields with the requested information. Required fields are indicated by an asterisk (\*).

Step 4 Click the check box next to "Enable CTI Application Use" so you can use lines in standalone mode.

Note The Associated PC field is required for collaboration with Virtual Conference Room.

### Reference:

[http://www.cisco.com/application/pdf/en/us/guest/products/ps1860/c2001/ccmigration\\_09186a00800b42b7.pdf](http://www.cisco.com/application/pdf/en/us/guest/products/ps1860/c2001/ccmigration_09186a00800b42b7.pdf)

---

### **QUESTION 438:**

Which two statements must be true to run the Tool for Auto-registered Phones Support (TAPS)? Select two.

- A. Auto-registration must be enabled in Cisco CallManager.
- B. BAT must have run first.

- C. MAC addresses must have been entered via BAT.
- D. BAT must be run simultaneously.
- E. DHCP must be enabled.
- F. DHCP must be disabled.

Answer: A, B

Device Configuration with TAPS and BAT in Cisco CallManager Administration

Document ID: 46472

Introduction

The Tool for Auto-Registered Phones Support (TAPS) works in conjunction with the Bulk Administration Tool (BAT). After the BAT has been used to bulk add phones with dummy MAC addresses to Cisco CallManager Administration, you can plug the phones into the network. The administrator or the phones' users can then dial a TAPS directory number that causes the phone to download its configuration. At the same time, the phone gets updated in the Cisco CallManager database with the correct MAC address of the phone. For the TAPS to function, you must make sure that Auto-registration is enabled in Cisco CallManager Administration (choose System > Cisco CallManager). This document specifically refers to the installation and configuration of the TAPS.

[http://www.cisco.com/en/US/partner/products/sw/voicesw/ps556/products\\_configuration\\_example09186a00802](http://www.cisco.com/en/US/partner/products/sw/voicesw/ps556/products_configuration_example09186a00802)

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**QUESTION 439:**

What are four prerequisites for installing the Tool for Auto-registered Phones Support (TAPS)? Select four.

- A. The publisher database for Cisco CallManager is running.
- B. The Cisco CRS server is configured.
- C. The latest BAT is installed on the publisher database server.
- D. The Windows 2000 Services window is open.
- E. Auto-registration must be enabled in Cisco CallManager Administration.
- F. DHCP disabled.

Answer: A, B, C, E

---

**QUESTION 440:**

Which three steps must you complete to enable collection of Call Detail Records for analysis by CAR? (Choose three.)

- A. Set the CDR Enabled Flag to True on all Cisco CallManager servers.
- B. Enable the CDR Insert Service on the subscribers.
- C. Enable the CDR Insert Service on the publisher.
- D. Enable the Cisco RIS Data Collector on the subscribers.
- E. Enable the Cisco RIS Data Collector on the publisher.
- F. Install the CAR plug-in.

Answer: A,C,F

---

**QUESTION 441:**

Which four of these items can you back up using BARS? (Choose four.)

- A. Emergency Responder database
- B. Call Detail Records
- C. ISN database
- D. security certificates
- E. LMHosts file
- F. Cisco CallManager binary files

Answer: A,B,D,E

---

**QUESTION 442:**

How is a backup target changed to a backup server?

- A. Modify the BARS service parameter from Target to Server.
- B. Uninstall BARS and reinstall as a backup server.
- C. Use BARSadministration to change from Target to Server.
- D. Use BARSadministration to delete the destination target.

Answer: B

---

**QUESTION 443:**

Which two statements must be true to run the TAPS? (Choose two.)

- A. BAT must have been run first.
- B. DHCP must be disabled.
- C. Auto-registration must be enabled.
- D. MAC addresses must have been entered via BAT.
- E. BAT must be run simultaneously.

Answer: A,C

---

**QUESTION 444:**

Which three of these statements must be true when installing the TAPS? (Choose three.)

- A. The latest BAT is installed on the publisher database server.
- B. The Cisco CRS server is configured.

- C. Windows Terminal Services may be used to install TAPS.
- D. The publisher database for Cisco CallManager is running.
- E. DHCP is disabled.
- F. The Windows 2000 Services window is open.

Answer: A,B,D

---

**QUESTION 445:**

Which four of these items can be obtained from Call Detail Records? (Choose four.)

- A. call duration
- B. quality of service information
- C. circuit utilization
- D. Client Matter Codes
- E. blocked call attempts
- F. malicious call information

Answer: A,B,D,F

---

**QUESTION 446:**

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

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

Answer: A, C, D, E

---

**QUESTION 447:**

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

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

- C. A User ID, a password, and the IP address of the phone.
- D. A User ID, a password, and the MAC address of the phone.

Answer: B

---

**QUESTION 448:**

You are a CCM administrator at Certkiller . You want to add a new phone to the CCM database.

How would you accomplish this? (Choose two)

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

Answer: A, B

---

**QUESTION 449:**

You are a CCM administrator at Certkiller . You want to import users into the CCM database using the BAT tool.

Which file type can you use?

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

Answer: E

---

**QUESTION 450:**

You have not yet set up a phone button template in CCM.

With regard to the BAT tool, which of the following statements is true?

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

Answer: C

---

**QUESTION 451:**

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

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

Answer: A

---

**QUESTION 452:**

A CCM administrator tested BAT on just a lab phone. After performing a phone button template update, the administrator called TAC to complain that the new button template would not appear.

What is the most likely problem?

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

Answer: C

---

**QUESTION 453:**

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

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

Answer: B

Bulk Administration Tool User Guide, Release 4.0(1)

Creating the CSV File for Users

To add users into the Cisco CallManager, you must create a CSV file by completing the BAT.xlt file.

Using the User Tab in BAT.xlt

Follow this procedure to add multiple users.

Procedure

Step 1 Open BAT.xlt

Step 2 Choose the Users sheet tab.

Step 3 Complete all mandatory fields and any relevant optional fields. Each column

heading specifies the length of the field.

Note The system treats blank rows in the spreadsheet as "End of File" and discards subsequent records.

Step 4 Click Export to BAT Format to transfer the data from the BAT Excel spreadsheet into a CSV file.

[http://www.cisco.com/en/US/partner/products/sw/voicesw/ps556/products\\_user\\_guide\\_chapter09186a00800c4d](http://www.cisco.com/en/US/partner/products/sw/voicesw/ps556/products_user_guide_chapter09186a00800c4d)

---

**QUESTION 454:**

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

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

Answer: C

---

**QUESTION 455:**

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

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

Answer: B, D

---

**QUESTION 456:**

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

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

Answer: B, C, D

---

**QUESTION 457:**

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

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

Answer: A

---

**QUESTION 458:**

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

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

Answer: A

---

**QUESTION 459:**

Which network protocols does an IP Phone use to communicate?

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

Answer: C

---

**QUESTION 460:**

Where is the setup found for personal address books?

- A. through the services softkey of the phone
- B. on a web page accessible by the user
- C. on a web page accessible by the administrator
- D. in an XML application

Answer: B

---

**QUESTION 461:**

What tool should be used to stop or restart services on a Cisco CallManager server?

- A. Windows Administrative Tools\Services

- B. CallManager Serviceability\Control Center
- C. CallManager Serviceability\Service Activation Tool
- D. CallManager Administration\Service Parameters

Answer: B

---

**QUESTION 462:**

An IP telephony network is being planned with two hundred phones. The phones can be divided into three different types. Limited personnel resources will be available for managing the network and it is expected that IP phones will be changed in and out on a continual basis. Which of the following would be represent the best way to administer the network? Select two.

- A. Bulk Administration Tool
- B. Tool for Auto-Registered Phones Support
- C. CVS Update Tool
- D. Auto-Load Phones Tool
- E. Auto-registration Tool
- F. Total Load Tool

Answer: A, B

---

**QUESTION 463:**

A user reports poor quality on voice calls and is instructed to select the QRT softkey. How can you access the information generated by this call?

- A. use Tools\QRT Viewer under the Cisco CallManager Serviceability page
- B. use the perfmon counter application under Administrative Tools
- C. use the System\Real-time Monitor Tool under Cisco CallManager Administration
- D. use the QRT plug-in on the PC of an administrator

Answer: A

---

**QUESTION 464:**

Which two of these tools can be used to reestablish a Cisco CallManager cluster SQL subscription? (Choose two.)

- A. DNA
- B. RTMT
- C. DBLHelper
- D. SQL Server Service Manager
- E. SQLServer Enterprise Manager

Answer: C,E

---

**QUESTION 465:**

Which four statements regarding the RTMT are correct? (Choose four.)

- A. RTMT is a stand-alone plug-in installed from the Cisco CallManager Serviceability page.
- B. RTMT monitors a preconfigured set of management objects.
- C. RTMT alert thresholds are not user-configurable.
- D. RTMT can generate e-mail alerts when thresholds are exceeded.
- E. RTMT generates daily reports on system resources.
- F. Real-time monitoring of management objects is stopped when RTMT is not running.

Answer: A,B,D,E

---

**QUESTION 466:**

Which three options are capabilities of the RTMT? (Choose three.)

- A. It has the capability to generate e-mail alerts when thresholds are exceeded.
- B. It records device-level or port-level information in the gatekeeper table, based on Cisco Unified CallManager alarms.
- C. It generates daily reports on system resources.
- D. It monitors a preconfigured set of management objects.
- E. It monitors call quality through SNMP MIBs.
- F. It stores each H.323 gateway as a device in an H.323 table.

Answer: A,C,D

---

**QUESTION 467:**

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

Answer: bandwidth total zone zone1 128  
bandwidth

To specify the maximum aggregate bandwidth for H.323 traffic and verify the available bandwidth of the destination gatekeeper, use the bandwidth command in gatekeeper configuration mode. To disable maximum aggregate bandwidth, use the no form of this

command.

bandwidth {interzone | total | session} {default |zone zone-name} bandwidth-size  
no bandwidth {interzone | total | session} {default |zone zone-name}

Syntax Description

<b>interzone</b>	Total amount of bandwidth for H.323 traffic from the zone to any other zone.
<b>total</b>	Total amount of bandwidth for H.323 traffic allowed in the zone.
<b>session</b>	Maximum bandwidth allowed for a session in the zone.
<b>default</b>	Default value for all zones.
zone	A particular zone.
zone-name	Name of the particular zone.
bandwidth-size	Maximum bandwidth, in kbps. For <b>interzone</b> and <b>total</b> , the range is from 1 to 10000000. For <b>session</b> , the range is from 1 to 5000.

Defaults

Maximum aggregate bandwidth is unlimited by default

Command Modes

Gatekeeper configuration

[http://www.cisco.com/univercd/cc/td/doc/product/software/ios122/122newft/122tcr/122tvr/vrg\\_b1.htm#wp1503](http://www.cisco.com/univercd/cc/td/doc/product/software/ios122/122newft/122tcr/122tvr/vrg_b1.htm#wp1503)  
2

---

**QUESTION 468:**

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

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

Answer: A, D

---

**QUESTION 469:**

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

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

E. External phone number mask

Answer: A, C, D, E

---

**QUESTION 470:**

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

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

Answer: A, C, E

---

**QUESTION 471:**

You are a network administrator at Certkiller . You are configuring SRST. You issue the ip source-address <ip address>[port<port #>]command.

What does this command do?

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

Answer: D

---

**QUESTION 472:**

You are a network administrator at Certkiller . You want to upgrade the publisher database server to CCM 3.3.

What additional task are you required to perform?

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

Answer: D

You must perform the following tasks on all servers at the same time:

1. Remove the System From the NT Domain or Microsoft Active Directory Domain and Reboot the

Server (Required, If Configured)

\*Page 20, Upgrading Cisco CallManager Release 3.3(4)

---

**QUESTION 473:**

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

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

Answer: C

---

**QUESTION 474:**

You are a CCM administrator at Certkiller . You need to configure the network so that a Voice Services manager is notified immediately if certain CCM alerts are raised.

How would you accomplish this?

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

Answer: C

---

**QUESTION 475:**

You are a CCM administrator at Certkiller . You want to see network sessions and open port numbers.

Which of the following commands should you use?

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

Answer: D

---

**QUESTION 476:**

You are a CCM administrator at Certkiller . You have just configured CCM AST alarms. Your newly appointed Certkiller trainee wants to know where these configurations are held.

What will your reply be?

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

Answer: A

---

**QUESTION 477:**

When data is pushed from the publisher SQL2000 database to the subscriber SQL2000 database it is called \_\_\_\_\_.

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

Answer: A

---

**QUESTION 478:**

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

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

Answer: E

---

**QUESTION 479:**

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

- A. Blocking mis-dialed numbers to 911.
- B. Clearing a PSTN line for emergency dial-out.
- C. Mapping IP addresses to office cubes for emergency response.

D. Reporting the correct emergency location regardless of moves and changes.

Answer: D

---

**QUESTION 480:**

A CCM administrator has a suspicion that data for a particular phone in the database are corrupted.

What standard Microsoft SQL2000 tool allows adhoc lookups of the data in the database?

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

Answer: C

---

**QUESTION 481:**

Which CCM page is used to add a CTI port?

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

Answer: A

---

**QUESTION 482:**

Which is the standard command line tool provided by CCM?

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

Answer: A

---

**QUESTION 483:**

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

What is the most likely reason?

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

Answer: D

---

**QUESTION 484:**

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

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

Answer: D

Error Message

%CCM\_CALLMANAGER-CALLMANAGER-3-DChannelOOS: D channel out of service. Channel Id. [UInt], Unique channel Id [String], Device Name. [String], Device IP address [String], Reason [Optional]. [ Enum ]

Explanation Indicated D channel has gone out of service.

Recommended Action Contact TAC for help if this alarm continue to generate.

[http://www.cisco.com/en/US/partner/products/sw/voicesw/ps556/prod\\_error\\_message09186a00802eb191.html](http://www.cisco.com/en/US/partner/products/sw/voicesw/ps556/prod_error_message09186a00802eb191.html)

---

**QUESTION 485:**

Which alarm can be generated when CallManager runs out of DN's for Auto Registered devices?

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

Answer: A

Error Message

%CCM\_CALLMANAGER-CALLMANAGER-4-OutOfDnForAutoRegistration:Out of directory numbers for auto-registration.

ExplanationCisco CallManager ran out of directory numbers for auto-registration.

Recommended ActionInvestigate auto-registration configuration.

[http://www.cisco.com/en/US/partner/products/sw/voicesw/ps556/prod\\_error\\_message09186a00802eb191.html](http://www.cisco.com/en/US/partner/products/sw/voicesw/ps556/prod_error_message09186a00802eb191.html)

**QUESTION 486:**

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

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

Answer: C

---

**QUESTION 487:**

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

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

Answer: C

Route Partitions and Calling Search Spaces

Route partitions inherit the error-handling capabilities for the CiscoCallManager software. That is, a console and SDI file trace are provided for logging information and error messages. These messages will be part of the digit analysis component of the traces. You must be sure that you know how the Partitions and Calling Search Spaces are configured and what devices are in each partition and its associated calling search space to determine the source of the problem. Refer to the route plan chapters in the CiscoCallManager Administration Guide and the CiscoCallManager System Guide for more information.

The following trace shows an example of a dialed number that is in the device Calling Search Space. For more detailed explanations about SDI traces, review the case studies in this document.

```
08:38:54.968 Cisco CallManager|StationInit - InboundStim -OffHookMessageID tcpHandle=0x6b88028
08:38:54.968 Cisco CallManager|StationD - stationOutputDisplayTexttcpHandle=0x6b88028, Display=
500008:38:54.968 Cisco CallManager|StationD - stationOutputSetLamp stim:9=Line instance=1
lampMode=LampOn tcpHandle=0x6b8802808:38:54.968 Cisco CallManager|StationD -
stationOutputCallStatetcpHandle=0x6b8802808:38:54.968 Cisco CallManager|StationD
-stationOutputDisplayPromptStatustcpHandle=0x6b8802808:38:54.968 Cisco CallManager|StationD -
stationOutputSelectSoftKeystcpHandle=0x6b8802808:38:54.968 Cisco CallManager|StationD
-stationOutputActivateCallPlanetcpHandle=0x6b8802808:38:54.968 Cisco CallManager|Digit analysis:
```

match(fqcn="5000",cn="5000", pss="RTP\_NC\_Hardwood:RTP\_NC\_Woodland:Local RTP", dd="")In the Digit Analysis component of the previous trace, the pss (Partition Search Space, also known as Calling Search Space) gets listed for the device placing the call.

In the following trace, RTP\_NC\_Hardwood;RTP\_NC\_Woodland;Local RTP represent the partitions that this device is allowed to call.

```
08:38:54.968 Cisco CallManager|Digit analysis:potentialMatches=PotentialMatchesExist08:38:54.968
Cisco CallManager|StationD - stationOutputStartTone:33=InsideDialTone tcpHandle=0x6b88028
08:38:55.671 Cisco CallManager|StationInit - InboundStim -KeypadButtonMessageID kpButton: 5
tcpHandle=0x6b8802808:38:55.671 Cisco CallManager|StationD -
stationOutputStopTonetcpHandle=0x6b8802808:38:55.671 Cisco CallManager|StationD -
stationOutputSelectSoftKeystcpHandle=0x6b8802808:38:55.671 Cisco CallManager|Digit analysis:
match(fqcn="5000",cn="5000", pss="RTP_NC_Hardwood:RTP_NC_Woodland:Local RTP", dd="5")
08:38:55.671 Cisco CallManager|Digit analysis:potentialMatches=PotentialMatchesExist08:38:56.015
Cisco CallManager|StationInit - InboundStim -KeypadButtonMessageID kpButton: 0
tcpHandle=0x6b8802808:38:56.015 Cisco CallManager|Digit analysis: match(fqcn="5000",cn="5000",
pss="RTP_NC_Hardwood:RTP_NC_Woodland:Local RTP", dd="50")08:38:56.015 Cisco
CallManager|Digit analysis:potentialMatches=PotentialMatchesExist08:38:56.187 Cisco
CallManager|StationInit - InboundStim -KeypadButtonMessageID kpButton: 0 tcpHandle=0x6b88028
08:38:56.187 Cisco CallManager|Digit analysis: match(fqcn="5000",cn="5000",
pss="RTP_NC_Hardwood:RTP_NC_Woodland:Local RTP", dd="500")08:38:56.187 Cisco
CallManager|Digit analysis:potentialMatches=PotentialMatchesExist08:38:56.515 Cisco
CallManager|StationInit - InboundStim -KeypadButtonMessageID kpButton: 3 tcpHandle=0x6b88028
08:38:56.515 Cisco CallManager|Digit analysis: match(fqcn="5000",cn="5000",
pss="RTP_NC_Hardwood:RTP_NC_Woodland:Local RTP", dd="5003")08:38:56.515 Cisco
CallManager|Digit analysis: analysis results08:38:56.515 Cisco
CallManager||PretransformCallingPartyNumber=5000
http://www.cisco.com/en/US/partner/products/sw/voicesw/ps556/prod_troubleshooting_guide_chapter09186a0
0
```

---

**QUESTION 488:**

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

- A. Jitter
- B. Loss
- C. Delay
- D. Distortion

Answer: A, B, C

---

**QUESTION 489:**

Messages in the CCM trace that start with 'StationD' refer to messages \_\_\_\_\_.

- A. To an IP phone.
- B. From StationInit

- C. From an IP Phone
- D. To and from an IP Phone

Answer: A

StationD messages are sent from CCM to the phone.

StationInit messages are sent from the phone to CCM.

Reference: Cisco Press book, Troubleshooting Cisco IP Telephony, Page 52.

ISBN: 1-58705-075-7

Cisco CallManager Intra-Cluster Call Flow Traces

The following SDI traces explore the intra-cluster call flow in detail. The Cisco IP Phones in the call flow can be identified by the directory number (dn), tcpHandle, and IP address. A Cisco IP Phone (dn: 1001, tcpHandle: 0x4fbbc30, IP address: 172.16.70.231) located in Cluster 2 is calling another Cisco IP Phone in the same Cluster (dn=1000, tcpHandle= 0x4fbb150, IP address= 172.16.70.230). Remember that you can follow a device through the trace by looking at the TCP handle value, time stamp, or name of the device. The TCP handle value for the device remains the same until the device is rebooted or goes offline.

The following traces show that the Cisco IP Phone (1001) has gone off-hook. The trace below shows the unique messages, TCP handle, and the called number, which are displayed on the Cisco IP Phone. There is no calling number at this point, because the user has not tried to dial any digits. The information below is in the form of Skinny Station messages between the Cisco IP Phones and the Cisco CallManager.

```
16:05:41.625 CCM|StationInit - InboundStim - OffHookMessageID  
tcpHandle=0x4fbbc30
```

```
16:05:41.625 CCM|StationD - stationOutputDisplayText  
tcpHandle=0x4fbbc30, Display= 1001
```

The next trace shows Skinny Station messages going from Cisco CallManager to a Cisco IP Phone. The first message is to turn on the lamp on the calling party's Cisco IP Phone.

```
16:05:41.625 CCM|StationD - stationOutputSetLamp stim: 9=Line  
instance=1 lampMode=LampOn tcpHandle=0x4fbbc30
```

[http://www.cisco.com/en/US/partner/products/sw/voicesw/ps556/prod\\_troubleshooting\\_guide\\_chapter09186a00](http://www.cisco.com/en/US/partner/products/sw/voicesw/ps556/prod_troubleshooting_guide_chapter09186a00)

---

### **QUESTION 490:**

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

A. One server is designated as the publisher and all others are subscribers.

Database replication for CallManager configuration information is one-way from publisher to subscribers.

B. All SQL servers are equal in the cluster.

Each server establishes SDL links to all the other servers in the cluster to replicated changes to the CallManager configuration information.

C. All SQL servers are equal in the cluster.

All the SQL databases are kept synchronized by the Microsoft SQL Synchronization Service.

Updates from any server are replicated to all other services in the cluster.  
D. One server is designated as the publisher and all others are subscribers.  
Database replication for CallManager configuration information can occur from publisher to subscriber or subscriber to publisher depending on where the data are updated.

Answer: A

---

**QUESTION 491:**

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

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

Answer: A

---

**QUESTION 492:**

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

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

Answer: C

---

**QUESTION 493:**

What is the primary aim of the Cisco PDIOO model?

- A. to approach security as an ongoing concern
- B. to establish a lasting, thorough security policy
- C. to provide a framework for security application design

D. to provide a guideline for making security decisions

Answer: A

Critical to the success of IP communications security is adherence to a well-thought-out and comprehensive security policy. The security policy should enforce the planning, design, implementation, operation, and optimization (PDIOO) approach. The PDIOO approach is an ongoing process that results in continual monitoring and improvement of IP communications security.

Reference:

[http://www.cisco.com/en/US/partner/netsol/ns340/ns394/ns165/ns391/networking\\_solutions\\_design\\_guidance09](http://www.cisco.com/en/US/partner/netsol/ns340/ns394/ns165/ns391/networking_solutions_design_guidance09)

---

**QUESTION 494:**

Which hardware option will support a maximum of 10 simultaneous conference bridges per port?

- A. WS-X6608-xx
- B. IPVC-35xx
- C. NM-HDV
- D. IP Voice Media Application

Answer: A

---

**QUESTION 495:**

Which two of the following can be used to create a .csv file? Select two.

- A. BAT .xlt template file
- B. text editor such as Microsoft Notepad
- C. command line interpreter
- D. CallManager CSV screen
- E. BAT.doc document

Answer: A, B

---

**QUESTION 496:**

DRAG DROP

You work as a network technician at Certkiller .com. Your boss, Mrs. Certkiller, is curious about Cisco services. Match the service with the proper applications.

- Cisco CallManager Service
- Cisco Messaging Interface
- Cisco IP Voice Media Streaming
- Cisco Real-Time information Services
- Cisco Database Layer Monitor

SMDI integration	Place here
Trace files	Place here
Music on Hold	Place here
Call Detail Records	Place here
Call processing	Place here

Answer:

SMDI integration	Cisco Database Layer Monitor
Trace files	Cisco CallManager Service
Music on Hold	Cisco IP Voice Media Streaming
Call Detail Records	Cisco Messaging Interface
Call processing	Cisco Real-Time information Service

---

**QUESTION 497:**

Which two of these items can be used to create a CSV file? (Choose two.)

- A. Cisco CallManager CSV screen
- B. BAT .xlt template file
- C. BAT.doc document
- D. text editor
- E. command-line interpreter

Answer: B,D

---

**QUESTION 498:**

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

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

Answer: A, B, E, F

---

**QUESTION 499:**

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

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

Answer: D

---

**QUESTION 500:**

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

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

Answer: C

---

**QUESTION 501:**

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

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

Answer: C

Explanation: IP helper address modifies the IP phone DHCP broadcast to a unicast so the request can be routed to other subnets where DHCP server sits on.

---

**QUESTION 502:**

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

- A. Layer 3 Protocol Address
- B. Voice VLAN ID (VVID)
- C. Chassis Type
- D. Power Field
- E. Serial Number
- F. Trigger Field

Answer: B, D, F

---

**QUESTION 503:**

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

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

Answer: A, B, E

---

**QUESTION 504:**

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

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

Answer: A, B, C, E

---

**QUESTION 505:**

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

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

Answer: C

---

**QUESTION 506:**

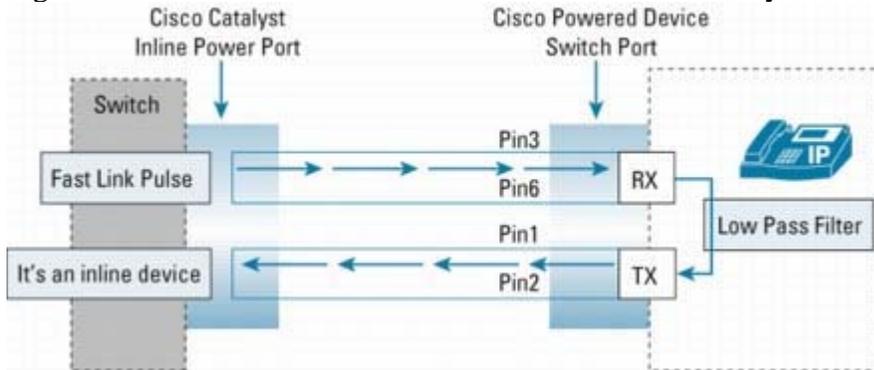
Is the following true or false? When Inline power is being used to supply power to an IP Phone, the Catalyst switch sends a special Fast Link Pulse (FLP) signal down the cable to discover whether or not the attached device is an IP Phone.

- A. True
- B. False

Answer: A

Explanation: [http:// <CCM server name or IP address>/ccmuser/logon.asp](http://<CCM server name or IP address>/ccmuser/logon.asp) is the web-site accessible by the user to find setup for personal address books. Cisco has been shipping its PoE solution since 2000 and currently has more than 16 million IP PoE ports installed. The currently shipping Cisco solution uses a differential

discovery scheme based on a special tone. The PSE (Power Sourcing Equipment) sends a unique fast link pulse (FLP) over the transmit (Tx) pair. If the connected device is PoE-capable, it returns this FLP back to the switch. At this point, the switch recognizes that the attached device is PoE-capable and powers the device with the default power allocation. Cisco IP phones and wireless access points use the Cisco Discovery Protocol to subsequently refine the power requirement for the particular device. The current default allocation is 6.3W. The Cisco prestandard implementation uses the link signal of the port physical layer (PHY) to shut the port down. When the link is lost, power is removed from the port. Figure 1 shows this process of powering a Cisco powered device. Figure 1. Cisco Prestandard Powered-Device Power Delivery



**QUESTION 507:**

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

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

Answer: C

set inlinepower defaultallocation

To set the default power allocation for a port, use the set inlinepower defaultallocation command.

set inlinepower defaultallocation value

Syntax Description

value Default power allocation; valid values are from 4000 to 15400 milliwatts.

[http://www.cisco.com/univercd/cc/td/doc/product/lan/cat6000/sw\\_8\\_3/cmd\\_ref/set\\_f\\_1.htm#wp1292088](http://www.cisco.com/univercd/cc/td/doc/product/lan/cat6000/sw_8_3/cmd_ref/set_f_1.htm#wp1292088)

**QUESTION 508:**

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

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

Answer: A, D

---

**QUESTION 509:**

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

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

Answer: A, D

---

**QUESTION 510:**

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

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

Answer: A, B, D

---

**QUESTION 511:**

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

- A. Architecture for Voice Video and Intelligent Data

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

Answer: B

---

**QUESTION 512:**

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

Answer: set port inlinpower 4/1 auto  
set port inlinpower

To set the inline power mode of a port or group of ports, use the set port inlinpower command.

set port inlinpower mod/port { auto | static } [max-wattage]

set port inlinpower mod/port off

Syntax Description

<i>mod/port</i>	Number of the module and the port on the module.
<b>auto</b>	Powers up the port <i>only</i> if the switching module has discovered the phone.
static	Powers up the port to a preallocated value so that the port is guaranteed power. See the "Usage Guidelines" section for more information.
<i>max-wattage</i>	(Optional) The maximum power allowed on the port in either auto or static mode; valid values are from 4000 to 15400 milliwatts.
<b>off</b>	Prevents the port from providing power to an external device.

Defaults

The default is auto.

Command Types

Switch command.

Command Modes

Privileged.

Usage Guidelines

If you specify auto or static mode but do not specify a max-wattage argument, the maximum wattage that is supported by the hardware is used.

If you specify static mode, power is preallocated to the specified port even if no devices are connected to that port. Connecting any device to that port ensures priority of service because that port is guaranteed power.

If you enter the off keyword, the inline power-capable device is not detected.

If you enter this command on a port that does not support the IP phone power feature, an error message is displayed.

You can enter a single port or a range of ports, but you cannot enter the module number only.

[http://www.cisco.com/univercd/cc/td/doc/product/lan/cat6000/sw\\_8\\_3/cmd\\_ref/set\\_po\\_r.htm#wp1644821](http://www.cisco.com/univercd/cc/td/doc/product/lan/cat6000/sw_8_3/cmd_ref/set_po_r.htm#wp1644821)

---

**QUESTION 513:**

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

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

Answer: A

**CISCO PRESTANDARD PoE IMPLEMENTATION**

Two entities are directly connected in a PoE implementation: the power sourcing equipment (PSE), which is the line card in the switch, and the powered device, which receives power from the PSE. Examples of powered devices include IP phones, wireless access points, IP cameras, or any other PoE-powered device. The PSE requires a power supply capable of generating the -48V of power required. Power is provided over the same twisted pairs used by data (pins 1, 2, 3, and 6). This is also referred to as a PSE end span. Another alternative (not covered in this paper) is referred to as a PSE midspan. The PSE is a patch panel-type device placed between the switch and a powered device. Power is transmitted from the PSE midspan to the powered device using the unused Ethernet pins: 4, 5, 7, and 8.

[http://www.cisco.com/en/US/partner/products/hw/switches/ps708/products\\_white\\_paper0900aecd80233a77.shtml](http://www.cisco.com/en/US/partner/products/hw/switches/ps708/products_white_paper0900aecd80233a77.shtml)

---

**QUESTION 514:**

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

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

Answer: A

---

**QUESTION 515:**

What is the consequence of entering the following key sequence on a 7960 IP Phone:

\*\*#

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

Answer: C

---

**QUESTION 516:**

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

- A. True
- B. False

Answer: B

---

**QUESTION 517:**

Which Cisco CallManager model that has the following specifications:

- 1 GHz Pentium III Processor
- 1 GB Error Correcting SDRAM
- Dual 18.2 GB Ultra3 Hot Swap SCSI Hard Drives
- Redundant Hot Swap Power Supplies
- Hardware RAID Controller

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

Answer: B

---

**QUESTION 518:**

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

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

Answer: A, C

Cisco Technical Support IP Phone FAQ

Document ID: 16049

Q. What is the difference between restarting and resetting a phone?

A. A restart only re-registers the phone with the Cisco CallManager whereas a reset does a complete re-initialization of the phone. In the case of a reset, the phone fetches its configuration file again from the TFTP path which will not happen if you restart the phone. Using the sequence `***#**` also makes the phone fetch its configuration file from the TFTP path.

[http://www.cisco.com/en/US/partner/products/hw/phones/ps379/products\\_qanda\\_item09186a00800a6763.shtml](http://www.cisco.com/en/US/partner/products/hw/phones/ps379/products_qanda_item09186a00800a6763.shtml)  
#

---

**QUESTION 519:**

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

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

Answer: A

---

**QUESTION 520:**

Which of the following describes a virtual device that can receive multiple, simultaneous calls for application-controlled redirection?

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

Answer: D

Cisco CallManager Administration Guide, Release 3.1(2)

CTI Route Point Configuration

A computer telephony integration (CTI) route point designates a virtual device that can receive multiple, simultaneous calls for application-controlled redirection.

[http://www.cisco.com/en/US/partner/products/sw/voicesw/ps556/products\\_administration\\_guide\\_chapter09186a](http://www.cisco.com/en/US/partner/products/sw/voicesw/ps556/products_administration_guide_chapter09186a)

---

**QUESTION 521:**

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

Answer: show port inlinpower 2/15

show port inlinpower

To display the port power administration and operational status, use the show port inlinpower command.

show port inlinpower [mod[/port]] [detail]

Syntax Description

mod	(Optional) Number of the module.
port	(Optional) Number of the port on the module.
<b>detail</b>	(Optional) Displays detailed inline power information.

Defaults

This command has no default settings.

Command Types

Switch command.

Command Modes

Normal.

Usage Guidelines

An inline power-capable device can still be detected even if the inline power mode is set to off.

The Operational (Oper) status field descriptions are as follows:

on-Power is being supplied by the port.

off-Power is not being supplied by the port.

denied-The system does not have enough available power for the port; power is not being supplied by the port.

faulty-The port is unable to provide power to the connected device.

[http://www.cisco.com/univercd/cc/td/doc/product/lan/cat6000/sw\\_8\\_3/cmd\\_ref/sh\\_p\\_sn.htm#wp1029737](http://www.cisco.com/univercd/cc/td/doc/product/lan/cat6000/sw_8_3/cmd_ref/sh_p_sn.htm#wp1029737)

---

**QUESTION 522:**

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

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

Answer: A, C, D

---

**QUESTION 523:**

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

- A. True
- B. False

Answer: A

---

**QUESTION 524:**

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

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

Answer: B

---

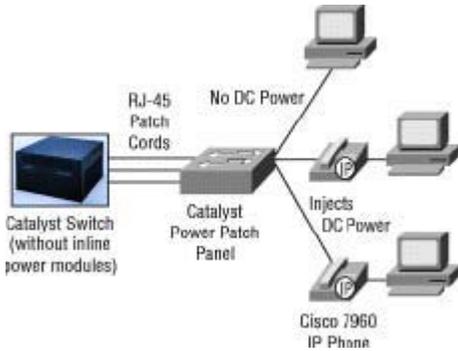
**QUESTION 525:**

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

- A. 1,2,3,6

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

Answer: C



The Catalyst Inline Power Patch Panel can also work in conjunction with the existing patch-panel configuration (see Figure 2). Ethernet terminals use pins 1, 2, 3, and 6 for data transmission, and the Catalyst Inline Power Patch Panel

does not access or insert power into these wire pairs. The Catalyst Inline Power Patch Panel acts as a normal patch

panel for Ethernet connections that do not require inline power, ensuring reliable performance by keeping

unnecessary circuitry out of these normal patch-panel connections. The Catalyst Inline Power Patch Panel provides power

only on the unused Fast Ethernet pins 4, 5, 7, and 8. Network administrators can count on reliable power distribution

that will not interfere with network operations that do not require inline power.

[http://www.cisco.com/en/US/partner/products/hw/modules/ps2797/products\\_data\\_sheet09186a00800a9ea3.htm](http://www.cisco.com/en/US/partner/products/hw/modules/ps2797/products_data_sheet09186a00800a9ea3.htm)

1

---

### QUESTION 526:

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

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

Answer: D

**QUESTION 527:**

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

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

Answer: A, C

---

**QUESTION 528:**

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

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

Answer: A

---

**QUESTION 529:**

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

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

Answer: A

---

**QUESTION 530:**

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

- A. 480
- B. 580
- C. 680
- D. 720

E. Unlimited

Answer: A

Table 2.SRST Platform Density and Feature License Part Numbers

Platform	Number of Phones Supported	Part Number	Part Number (spare)
Cisco 1751-V, Cisco 1760, Cisco 1760-V, and Cisco 2801	Up to 24 phones	FL-SRST-SMALL	FL-SRST-SMALL=
Cisco 2600*, Cisco 2600XM, and Cisco 2811	Up to 36 phones	FL-SRST-36	FL-SRST-36=
Cisco 2650, Cisco 2650XM, and Cisco 2821 routers	Up to 48 phones	FL-SRST-MEDIUM	FL-SRST-MEDIUM=
Cisco 2851 router	Up to 96 phones	FL-SRST-96	FL-SRST-96=
Cisco 3725 router	Up to 144 phones	FL-SRST-144	FL-SRST-144=
Cisco 3825 router	Up to 336 phones	FL-SRST-336	FL-SRST-336=
Cisco 3745, Cisco Catalyst® 6500 Communication Media Module (CMM)**	Up to 480 phones	FL-SRST-480	FL-SRST-480=
Cisco 7200 Series NPE-400 and NPE-G1 network processing engines***	Up to 480 phones	FL-SRST-480	FL-SRST-480=
Cisco 3845 router	Up to 720 phones	FL-SRST-720	FL-SRST-720=

\* The Cisco 2600 supports Cisco SRST 2.1 only with Cisco IOS Software Release 12.3 mainline images; releases after

Cisco SRST 2.1 are not supported on any of the Cisco 2600 routers.

\*\* The Cisco Catalyst 6500 CMM supports SRST 3.2 in Cisco IOS Software Release 12.3(8)XY and supports SRST 2.1 with Release 12.2(13)ZC.

\*\*\* The Cisco 7200 supports SRST 2.1 only with Cisco IOS Software Release 12.3 Mainline.

\*\*\*\* Combine part numbers: FL-SRST-SMALL and FL-SRST-MEDIUM two FL-SRST-36 licenses or three FL-SRST-SMALL licenses to support 72 IP phones in SRST.

[http://www.cisco.com/en/US/partner/products/sw/voicesw/ps2169/products\\_data\\_sheet09186a00800888ac.html](http://www.cisco.com/en/US/partner/products/sw/voicesw/ps2169/products_data_sheet09186a00800888ac.html)

### QUESTION 531:

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

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

Answer: B

Quality of Service on Catalyst 2900 XL and 3500 XL Series Switches Frequently Asked Questions

Q. Can I re-classify Class of Service (CoS) value of data generated from a PC connected to an IP phone which is attached to the Catalyst 2900 XL and 3500 XL series switches?

A. Yes, you can configure the interface level switchport priority extend trust command.

This feature instructs the first Cisco IP phone to trust the dot1p tag received from the phone or any device connected to it on the phone's secondary port. This command needs to be used with caution. If the user connects a workstation which sets the tag to the IP phone, the data traffic from the user gets the user set priority. It has a negative impact on the quality of the voice.

[http://www.cisco.com/en/US/partner/products/hw/switches/ps607/products\\_qanda\\_item09186a0080116ffe.shtm](http://www.cisco.com/en/US/partner/products/hw/switches/ps607/products_qanda_item09186a0080116ffe.shtm)  
1

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**QUESTION 532:**

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

What will your reply be?

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

Answer: A

---

**QUESTION 533:**

You are the network administrator at Certkiller . You want to configure VLAN 3 to be used for voice in CatOS.

Which command should you use?

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

Answer: E

D is not correct.

set port auxiliaryvlan

To configure the auxiliary VLAN ports, use the set port auxiliaryvlan command.

set port auxiliaryvlan mod[/port] {vlan | untagged | dot1p | none} [cdpverify {enable | disable}]

Syntax Description

<i>mod/port</i>	Number of the module and (optional) port or multiple ports.
<i>vlan</i>	Number of the VLAN; valid values are from 1 to 4094.
<b>untagged</b>	Specifies the connected device send and receive untagged packets without 802.1p priority.
<b>dot1p</b>	Specifies the connected device send and receive packets with 802.1p priority.
<b>none</b>	Specifies that the switch does not send any auxiliary VLAN information in the CDP packets from that port.
<i>cdpverify</i>	(Optional) Sets automatic detection of IP phones by using CDP.
<b>enable</b>	Enables the automatic detection of IP phones.
<b>disable</b>	Disables the automatic detection of IP phones.

### Defaults

The default setting is none.

### Command Types

Switch command.

### Command Modes

Privileged.

### Usage Guidelines

If you do not specify a port, all ports are selected. The `vlan` option specifies that the connected device sends packets that are tagged with a specific VLAN.

If you enter the `none` option, voice information will not be sent or received.

Dynamic VLAN support for voice VLAN identifier (VVID) includes these restrictions to the following multiple VLAN access port (MVAP) configuration on the switch port:

You can configure any VVID on a dynamic port including `dot1p` and `untagged`, except when the VVID is equal to `dot1p` or `untagged`. If this is the case, you must configure VMPS with the MAC address of the IP phone. When you configure the VVID as `dot1p` or `untagged` on a dynamic port, this warning message is displayed:

VMPS should be configured with the IP phone mac's.

For dynamic ports, the auxiliary VLAN ID cannot be the same as the native VLAN ID assigned by VMPS for the dynamic port.

You cannot configure trunk ports as dynamic ports, but an MVAP can be configured as a dynamic port.

The presence of an IP phone is determined through CDP packet exchange between the switch and the phone. This detection method is used for both inline-powered IP phones and wall-powered IP phones.

If the auxiliary VLAN ID equals the port-VLAN ID or when the auxiliary VLAN ID is configured as `none`, `dot1p`, or `untagged`, this feature cannot be applied to the port. If any command entry results in the auxiliary VLAN ID equaling the port-VLAN ID, the feature is disabled and the following warning message is displayed:

`cdpverify` feature on port `mod/port` is disabled.

Examples

This example shows how to set the auxiliary VLAN port to `untagged`:  
Console> (enable) set port auxiliaryvlan 5/7 untagged  
Port 5/7 allows the connected device send and receive untagged packets and without 802.1p priority.

Console> (enable)

This example shows how to set the auxiliary VLAN port to dot1p:

Console> (enable) set port auxiliaryvlan 5/9 dot1pPort 5/9 allows the connected device send and receive packets with 802.1p priority. Console> (enable) This example shows how to set the auxiliary VLAN port to none:

Console> (enable) set port auxiliaryvlan 5/12 nonePort 5/12 will not allow sending CDP packets with AuxiliaryVLAN information. Console> (enable) This example shows how to set the auxiliary VLAN port to a specific module, port, and VLAN:

Console> (enable) set port auxiliaryvlan 2/1-3 222Auxiliaryvlan 222 configuration successful. AuxiliaryVlan AuxVlanStatus Mod/Ports-----

-----222 active 1/2,2/1-3 Console> (enable)

[http://www.cisco.com/univercd/cc/td/doc/product/lan/cat6000/sw\\_8\\_3/cmd\\_ref/set\\_po\\_r.htm#wp1235003](http://www.cisco.com/univercd/cc/td/doc/product/lan/cat6000/sw_8_3/cmd_ref/set_po_r.htm#wp1235003)

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**QUESTION 534:**

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

- A. RIP
- B. TCP
- C. UDP
- D. CDP

Answer: B

---

**QUESTION 535:**

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

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

Answer: B

---

**QUESTION 536:**

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

- A. set power allocation 7
- B. set power allocation 7000
- C. set inlinepower defaultallocation 7

D. set inlinepower defaultallocation 7000

Answer: D

set inlinepower defaultallocation

To set the default power allocation for a port, use the set inlinepower defaultallocation command.

set inlinepower defaultallocation value

Syntax Description

value	Default power allocation; valid values are from 4000 to 15400 milliwatts.
-------	---

Defaults

The default is 15400 milliwatts.

Command Types

Switch command.

Command Modes

Privileged.

Usage Guidelines

The set inlinepower defaultallocation command is global and only affects Cisco IP phones.

Caution

The set inlinepower defaultallocation command can be harmful when there is not enough power in the system to bring up all connected inline power devices. If you set a small value for the power allocation, all connected inline power devices initially will be powered up. However, after receiving CDP messages, the system will learn that devices are consuming more power and deny power to some of the ports. Setting a small value might also result in the overdrawing of power for some time with unanticipated results, such as hardware failures and unexpected resets.

7000 milliwatts is the maximum power supported for these modules: WS-X6148-RJ21V, WS-X6148-RJ45V, WS-X6348-RJ21V, and WS-X6348-RJ45V.

Examples

This example shows how to set the default power allocation to 9500 milliwatts:

```
Console> (enable) set inlinepower defaultallocation 9500Default inline power allocation set to 9500 mWatt per applicable port.
Console> (enable)
```

---

**QUESTION 537:**

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

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

Answer: A, C, E

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You can further refine the Device Monitor aspect of AST to narrow the search characteristics to directory numbers or subnet. In addition, you may select only that you wish to monitor, such as Node or Status Reason.

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**QUESTION 538:**

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

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

Answer: A, B

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When using the switch CAM table (alternate) to find telephone devices, the following guidelines need to be followed:

1. Requires a list of switch IP addresses, telnet and enable passwords, and SNMP read strings.
- 

**QUESTION 539:**

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

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

Answer: B

---

**QUESTION 540:**

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

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

Answer: A

switchport voice vlan

To configure the voice VLAN on the port, use the switchport voice vlan command in interface configuration mode. To return the setting to its default, use the no form of this command.

switchport voice vlan {vlan-id | dot1p | none | untagged}

no switchport voice vlan

Syntax Description

<i>vlan-id</i>	VLAN used for voice traffic. Valid IDs are from 1 to 1005 (IDs 1006 to 4096 are not supported). Do not enter leading zeros. The switch port is an 802.1Q trunk port.
<b>dot1p</b>	The telephone uses priority tagging and uses VLAN 0. The switch port is an 802.1Q trunk port.
<b>none</b>	The telephone is not instructed through the command-line interface (CLI) about the voice VLAN. The telephone uses the configuration from the telephone keypad.
<b>untagged</b>	The telephone does not tag frames; it uses VLAN 4095. The switch port can be an access port or an 802.1Q trunk port.

---

**QUESTION 541:**

For VoIP control traffic, the layer 2 CoS value should be set to \_\_\_\_\_.

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

Answer: C

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