



210-060^{Q&As}

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QUESTION 1

What is the maximum number of digits that an ephone PIN can have to allow after-hour exempt calling privileges?

- A. 4
- B. 6
- C. 7
- D. 8
- E. 9

Correct Answer: D

QUESTION 2

User A notices echo on a call with user B. Both users are using Cisco VoIP phones. User B is using a headset, and user A is using a handset. What is the most likely source of the echo?

- A. user A handset
- B. user B headset
- C. disabled echo cancellation on user A phone profile
- D. disabled echo cancellation on user B phone profile

Correct Answer: B

QUESTION 3

Use the exhibits below to answer the question.



Exhibit1

10/23/2014 14:40 | 2001

20

Phone Information

| | |
|------------------|-----------------|
| Model Number: | CP-9971 (Video) |
| IPv4 Address: | 10.1.111.5 |
| Host Name: | SEP8478ACE71D1F |
| Active Load: | sip9971.9-4-1-9 |
| Last Upgrade: | 12/31/81 19:02 |
| Active Server: | 10.1.5.16 |
| Stand-by Server: | 10.1.5.15 |

Exit

Exhibit2

Phone Type

Product Type: Cisco 9971
Device Protocol: SIP

Real-time Device Status

Registration: Unknown
IPv4 Address: None

Device Information

- Device is Active
- Device is trusted

MAC Address* 8478ACF71D1F

Description HQ-Phone

Device Pool* Default [View Details](#)

Common Device Configuration < None > [View Details](#)

Phone Button Template* Standard 9971 SIP

Softkey Template < None >

Common Phone Profile* Standard Common Phone Profile [View Details](#)

Calling Search Space phone1_css

AAR Calling Search Space < None >

Media Resource Group List < None >

User Hold MOH Audio Source < None >

Network Hold MOH Audio Source < None >

Location* Hub_None

AAR Group < None >

Exhibit3

File Help

Cisco Jabber

Cannot communicate with the server.

Please enter your username and password for Jabber voice services

jdoe@cisco.collab.com

[Forgot password?](#)

Sign me in when Cisco Jabber starts

Sign In



What two issues could be causing the Cisco Jabber failure shown in the exhibit? (Choose two)

- A. Incorrect username and password
- B. IM and Presence server is down
- C. User is not associated with the device
- D. IP or DNS name resolution issue
- E. CSF Device is not registered
- F. IP Phone DN not associated with the user

Correct Answer: BD

The error message shown in Jabber is "Cannot communicate with the server" which points us to a connectivity issue with IP/DNS or the server is down. All other answer choices would result in a login failure, not communication error.

QUESTION 4

An engineer is creating a new phone using the Call Manager. Which is presented first when you click the Add New button?

- A. Phone Type
- B. BAT Phone Template
- C. MAC Address
- D. Common Phone Profile

Correct Answer: A

QUESTION 5

What is the act of combing two active conferences via the MCU?

- A. cascading
- B. neighboring
- C. multisite
- D. clustering

Correct Answer: A

QUESTION 6

In an effort to proactively manage IP telephony infrastructure, a network engineer wants to review usage reports that



provide top five users, top five calls, and traffic summary. Which option describes where this information can be retrieved using Cisco Unified Communications Manager?

- A. Navigate to Cisco Unified CM Administration > CDR Analysis and Reporting > System Reports > System Overview > Select desired reports.
- B. Navigate to Cisco Unified Operating System Administration > Tools > System Reports > System Overview > Select desired reports.
- C. Navigate to Cisco Unified Serviceability > Tools > CDR Analysis and Reporting > System Reports > System Overview > Select desired reports.
- D. Navigate to Cisco Unified Reporting > Tools > System Reports > System Overview > Select desired reports.

Correct Answer: C

QUESTION 7

An engineer attempts to import user accounts from the Cisco Unified Communications Manager database into Cisco Unity Connection using AXL. Which result is true?

- A. User accounts can no longer be created in the local Cisco Unity Connection database.
- B. Usernames and aliases of users imported via AXL cannot be changed in Cisco Unity Connection.
- C. Active Directory regularly syncs users to Cisco Unity Connection.
- D. User passwords cannot be changed in Cisco Unity Connection.

Correct Answer: B

Reference: https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/connection/11x/administration/guide/b_cucsag/b_cucsag_chapter_010100.html#ID-2419-000000c6

QUESTION 8

A technician is preparing to activate the needed services in Cisco Unified Communications Manager to integrate with an IM and Presence server. Which two services must be enabled? (Choose two.)

- A. Cisco AXL Web Service
- B. Cisco Call Manager Service
- C. Cisco Messaging Interface
- D. Cisco Intercluster Lookup Service
- E. Cisco Directory Sync

Correct Answer: AB

Reference: https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cucm/im_presence/configAdminGuide/11_5_1/cup0_b_config-and-admin-guide-1151su5/cup0_b_imp-system-configuration-1151su5_chapter_0111.pdf

**QUESTION 9**

Which three methods can remotely force a Cisco Unified Communications Manager Express phone to reset? (Choose three.)

- A. Issue a shutdown, no shutdown command on a switch port that provides PoE to a Cisco phone.
- B. Issue the restart command under the ephone-dn configuration of the phone.
- C. Issue the reset command under the ephone configuration of the phone.
- D. Issue the reset command under the ephone-dn configuration of the phone.
- E. Issue the reset H.H.H (mac-address) command telephony-service configuration.
- F. Issue the reset H.H.H (mac-address) command under global configuration.

Correct Answer: ACE

QUESTION 10

A user presses the envelope button on a 7945 IP phone, but it only launches audio voicemail. Where should the voice systems administrator troubleshoot?

- A. Visual voicemail IP phone service in Cisco Unity Connection
- B. Visual voicemail IP phone service in Cisco Unified Communications Manager
- C. SIP trunk between Cisco Unified Communications Manager and Unity Connection
- D. IP phone network connectivity

Correct Answer: C

QUESTION 11

Which two protocols does Jabber use to achieve Presence status? (Choose two.)

- A. SIP/SIMPLE
- B. XMPP
- C. SCCP
- D. MGCP
- E. SOAP

Correct Answer: AB



QUESTION 12

Which two actions does the pwrec command accomplish in a Cisco VCS appliance? (Choose two.)

- A. Changes SSH password
- B. Changes Telnet password
- C. changes any user account password
- D. changes root password
- E. changes admin password

Correct Answer: DE

QUESTION 13

How are calls routed in an MGCP call agent?

- A. By route patterns on Cisco Unified Communications Manager
- B. By dial peers on the gateway
- C. By static routes on the gateway
- D. By a translation pattern on Cisco Unified Communications Manager

Correct Answer: A

QUESTION 14

Which statement describes the reason that some of the user accounts that are imported from Cisco Unified Communications Manager into Cisco Unity Connection using AXL do not appear in the list of users that is found via AXL?

- A. The LDAP manager account password is incorrect.
- B. The DirSync service is not activated.
- C. The missing user accounts are not configured with a primary extension in the Cisco Unified Communications database.
- D. The missing user accounts had the Do Not List In Directory setting checked.

Correct Answer: C

QUESTION 15

An end user is experiencing performance issues with their IP phone. Which phone feature could the administrator configure to allow the end user to notify them when issues occur?



- A. Cisco Quality Report Tool
- B. System Log Management
- C. Cisco CDR Analysis and Reporting
- D. Cisco JTAPI

Correct Answer: A

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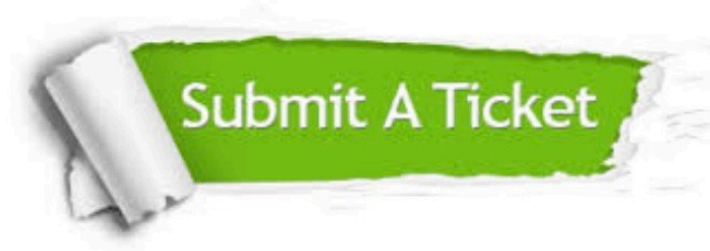
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