



210-060^{Q&As}

Implementing Cisco Collaboration Devices v1.0

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QUESTION 1

What is the default number of days that a message stays in the Deleted Items folder in a Cisco Unity Connection mailbox?

- A. 30 days
- B. 15 days
- C. 60 days
- D. 90 days

Correct Answer: B

QUESTION 2

Which service allows the network to provide better or special services to a set of users and applications at the expense of other users and applications?

- A. QoS
- B. dial plans
- C. route patterns
- D. dial peers

Correct Answer: A

QUESTION 3

Which file extension is used with the Bulk Administration Tool to automatically populate and insert data into the database when adding users in bulk?

- A. CSV
- B. RAR
- C. NTP
- D. TAR

Correct Answer: A

QUESTION 4

An engineer is adding a third-party video endpoint to Cisco Unified Communications Manager. Which third-party device type should be used when adding the system?



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

Correct Answer: B

QUESTION 5

Which Cisco Unified CME GUI menu option is used to navigate to the screen used to add or change a user name or password using the Cisco Unified CME GUI interface?

- A. Administration > Update System Info
- B. Configure > System Parameters
- C. Configure > Phones
- D. Configure > Extensions

Correct Answer: C

QUESTION 6

An engineer must import many users at the same time into Cisco Unity Connection. Which method must be used?

- A. manual creation
- B. CAPF profiles
- C. COBRAS
- D. bulk administration

Correct Answer: D

QUESTION 7

A Cisco IP phone is connected to a Cisco switch and is trying to obtain its network configuration. What is the first protocol that is used?

- A. RTP
- B. DHCP
- C. CDP
- D. SIP



Correct Answer: C

https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cuipph/7905g_7912g/5_0/sip/english/administration/guide/5_0/LowPovr.html#wp1066491

QUESTION 8

Several users in the same Call Manager group reported that they receive a fast busy tone when they go off hook. They reported that the issue went away after a few minutes. Where should the voice systems administrator begin troubleshooting?

- A. SIP gateway
- B. Cisco Unified Communications Manager subscriber
- C. network cable
- D. 7945 IP phone

Correct Answer: B

QUESTION 9

Which three network elements are crucial when deploying VoIP devices? (Choose three.)

- A. Round-trip time
- B. QoS markings
- C. Bandwidth
- D. Ethernet
- E. Fibre
- F. Token ring

Correct Answer: ABC

QUESTION 10

What is the interface type that you should use to connect a PSTN analog line to the VoIP network?

- A. FXS
- B. FXO
- C. E and M
- D. Serial



Correct Answer: B

QUESTION 11

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 12

Which component allows Cisco Jabber to communicate with clients who are outside the corporate network?

- A. Cisco Extension Mobility
- B. Cisco TMS
- C. Cisco Mobility Remote Destination
- D. Cisco Unified RTMT
- E. Cisco Mobile and Remote Access

Correct Answer: A

QUESTION 13

Which two items must first be configured before users can be added into Unity Connection via the Bulk Administration Tool? (Choose two.)

- A. partitions
- B. classes of service
- C. search spaces
- D. user templates
- E. schedules



Correct Answer: BD

QUESTION 14

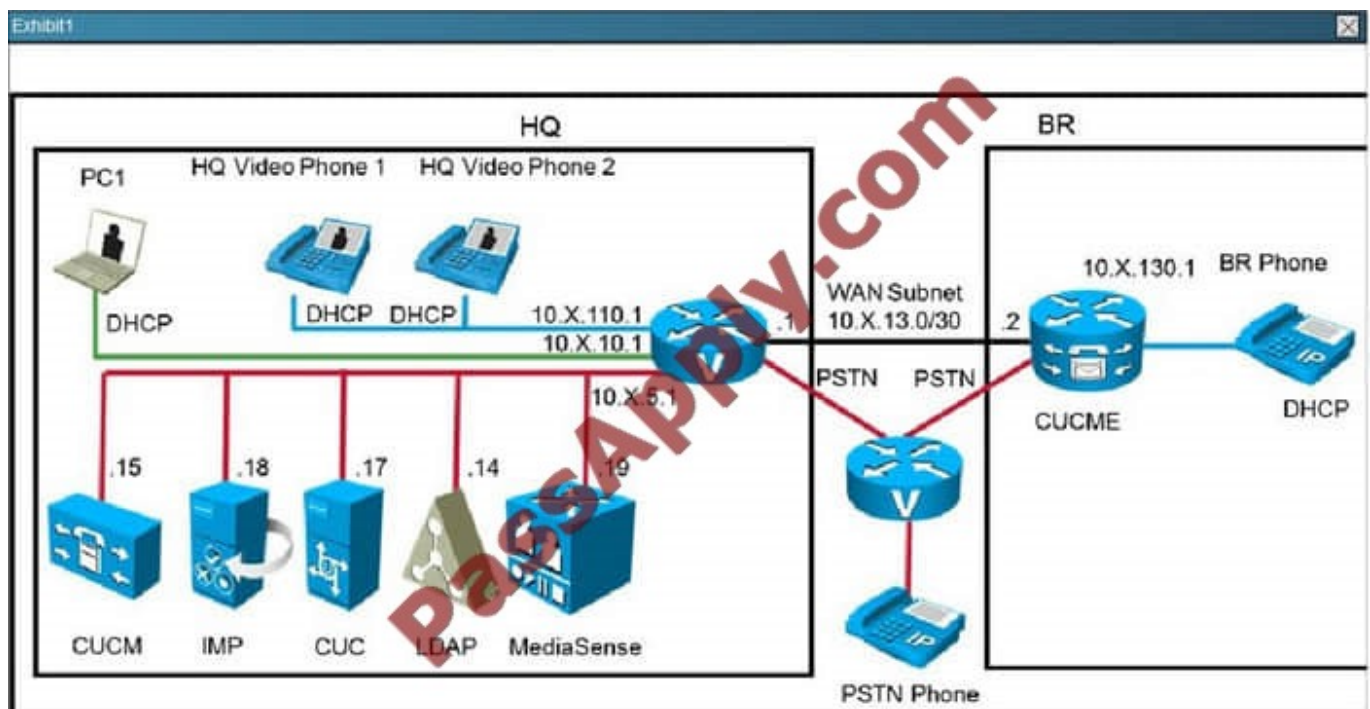
Which industry standard method does Cisco Unified Presence incorporate for communication between different IM clients?

- A. Jabber XCP
- B. Jabber XML
- C. Jabber TCP
- D. Jabber TLS

Correct Answer: A

QUESTION 15

Use the router console to view the configuration and answer the question.



When a call is placed from the Branch Router phone to the PSTN number of 914085551212, the call is failing. What dial-peer is supposed to be used and why is the call failing? Select 2 (two)

- A. dial-peer voice 910 pots
- B. dial-peer voice 9 pots
- C. dial-peer voice 9001 voip



- D. destination pattern is incorrect
- E. prefix is missing from the dial-peer
- F. the port assignment is incorrect in the dial-peer
- G. the port number is missing in the dial-peer

Correct Answer: BF

The dial 9, 910, and 9001 dial peer configurations are shown below:



```
!  
dial-peer voice 9 pots  
  description Local PSTN Calls  
  destination-pattern 9[1-9]T  
  port 0/0/0:12  
!  
dial-peer voice 900 pots  
  description International  
  destination-pattern 900T  
  port 0/0/0:15  
  prefix 900  
!  
dial-peer voice 910 pots  
  description National  
  destination-pattern 9[1-9]T  
  port 0/0/0:15  
  prefix 0  
!
```

```
dial-peer voice 9001 voip  
  translation-profile outgoing BR2out  
  destination-pattern 90012012012...  
  session protocol sipv2  
  session target ipv4:10.1.5.15  
  dtmf-relay sip-notify  
  no vad  
.
```

Here we see that dial peer 9 and 910 match the same destination pattern, but 9 will be used first. However, the port used should be 0/0/0:15 not 0/0/0:12.



```
interface Serial0/0/0:15
  no ip address
  encapsulation hdlc
  isdn switch-type primary-net5
  isdn incoming-voice voice
  no cdp enable
!
```

QUESTION 16

When an engineer try to pull log from an cisco EX90 codec for call setup issue using "log ctx sip packet debug 9" nothing happen, how to enable this debug?

- A. collect log from web interface
- B. Enter log ctx sip packet debug all
- C. Ssh into the codec to view the log
- D. Enter the logout put on command

Correct Answer: D

QUESTION 17

Which two layers are Cisco Unified Communications component layers? (Choose two.)

- A. Infrastructure layer
- B. Data link layer
- C. Network layer
- D. Endpoints layer
- E. Transport layer

Correct Answer: AD

QUESTION 18

When you attempt to add a phone to the Cisco Unified Communications Manager Express using the GUI interface, the error "No New Phone to Add" appears. Which command is causing the error?



- A. No auto-reg-ephone
- B. No service ephone-reg
- C. SIP-ua no auto-reg-ephone
- D. stcapp ccm-group 1

Correct Answer: A

QUESTION 19

A technician is checking services in response to the recent failed delivery of all voicemails. Which service must be running for message delivery to function properly?

- A. Connection DB Event Publisher
- B. Connection Database Proxy
- C. Connection Notifier
- D. Connection Message Transfer Agent

Correct Answer: D

QUESTION 20

A user directory number is configured to forward all calls to a cell phone, but calls are not successfully forwarding. Which Cisco Unified Communications Manager setting requires reconfiguration?

- A. DN External Mask
- B. DN Route Partition
- C. DN Calling Search Space
- D. CFA Calling Search Space

Correct Answer: D

QUESTION 21

Which option is the Cisco recommended mechanism for delivering voice payload?

- A. IntServ
- B. DiffServ
- C. policing
- D. shaping



Correct Answer: B

QUESTION 22

A network administrator finds directory number 77555 in the partition. Which numbers can reach 77555 in this situation?

- A. Only numbers in the partition can reach 77555.
- B. All numbers in every calling search space can reach 77555.
- C. Only internal directory numbers can reach 77555.
- D. Directory number 77555 cannot be reached by any number.

Correct Answer: A

QUESTION 23

What is needed to support SIP Early Media?

- A. Media Termination Point
- B. Transcoder
- C. Annunciator
- D. Conference Bridge
- E. DSP
- F. Route List

Correct Answer: A

QUESTION 24

Drag from the left to correct steps.

Select and Place:



The phone uses DHCP to learn its IP address, subnet mask, default gateway, and TFTP server address. (Other items may be learned also)	Step1
The phone loads its locally stored firmware image.	Step2
The phone contacts the TFTP server and requests its configuration file. (Each phone has a customized configuration file named SEP<mac_address>.cnf.xml created by CUCM and uploaded to TFTP when the administrator creates or modifies the phone.)	Step3
The phone obtains power(PoE or AC adapter)	Step4
The phone learns the Voice VLAN ID via CDP from the switch	Step5
The phone registers with the primary CUCM server listed in its configuration file. CUCM then sends the softkey template to the phone using SCCP message.	Step6

Correct Answer:

	The phone obtains power(PoE or AC adapter)
	The phone loads its locally stored firmware image.
	The phone learns the Voice VLAN ID via CDP from the switch
	The phone uses DHCP to learn its IP address, subnet mask, default gateway, and TFTP server address. (Other items may be learned also)
	The phone contacts the TFTP server and requests its configuration file. (Each phone has a customized configuration file named SEP<mac_address>.cnf.xml created by CUCM and uploaded to TFTP when the administrator creates or modifies the phone.)
	The phone registers with the primary CUCM server listed in its configuration file. CUCM then sends the softkey template to the phone using SCCP message.



QUESTION 25

What is one advantage of importing Cisco Unity Connection users from Cisco Unified Communications Manager?

- A. The extension can be manually changed.
- B. The extension stays synchronized with the user extension.
- C. Voicemail features can be administered.
- D. Voicemail does not require an additional license.

Correct Answer: B

QUESTION 26

Which three models of configuration does Cisco Unified Communications Manager Express support? (Choose three.)

- A. keyswitch
- B. PBX
- C. hybrid
- D. PSTN
- E. WAN
- F. voice gateway
- G. MOH

Correct Answer: ABC

QUESTION 27

Which component is needed for a voice call to be processed between the enterprise Cisco Unified Communications system and a cell phone via the PSTN?

- A. Cisco Analog Voice Gateway VG224
- B. Cisco Unified Communications Manager call processing node
- C. Cisco Unified Communications Manager Music On Hold node
- D. Cisco Integrated Service Router with digital signal processor resources

Correct Answer: D



QUESTION 28

A Cisco IP phone fails to register with the Cisco CallManager. Which choice should be checked first to isolate the issue?

- A. Cisco Discovery Protocol is enabled on the switch.
- B. The phone generates dhcp request packets.
- C. The phone generates TFTP request packets.
- D. Delete and re-create the phone.

Correct Answer: B

QUESTION 29

An end user is unable to sign into Jabber. Assuming that network connectivity has been verified, which three settings for the end user should be checked? (Choose three.)

- A. Jabber Advanced Settings
- B. Cisco Unified Communications Manager Service Profile
- C. Cisco Unified Communications Manager User Management
- D. Cisco Unified Presence Server Advanced Settings
- E. Cisco Unified Presence Server Application Listener
- F. Cisco Unified Presence Server System Topology
- G. Jabber Version

Correct Answer: ABC

QUESTION 30

Customer requirements dictate that local calls from area code 408 display the ANI as a 7-digit number. Which procedure allows the leading digits to be stripped as soon as they arrive at the H.323 voice gateway?

- A. Set up a voice translation rule, apply the translation rule to a translation profile, and apply the translation profile to the dial peer in the inbound direction.
- B. Set up a voice translation profile, apply the translation profile to a translation rule, and apply the translation rule to the dial peer in the outbound direction.
- C. Set up a voice translation rule, apply the translation rule to a translation profile, and apply the translation profile to the dial peer in the outbound direction.
- D. Set up a voice translation profile, apply the translation profile to a translation rule, and apply the translation rule to the



dial peer in the inbound direction.

Correct Answer: A

QUESTION 31

How to initiate a cisco Telepresence 1310-65 camera calibration?

- A. Troubleshoot>Hardware setup>setup>show focus target
- B. Troubleshoot>Hardware setup>camera>show camera target
- C. Hardware setup>start>camera>setup>show focus target
- D. Troubleshoot>Hardware setup>camera>setup>calibrate

Correct Answer: B

QUESTION 32

An engineer receives an isolated report that the customer can make calls successfully from an IP phone to other IP phones, but receives an error recording when attempting to call someone over the PSTN. The user cannot recall the error recording to provide the specific error message. Which two steps should the network engineer take to begin troubleshooting? (Choose two.)

- A. Enable debug isdn q931 on the gateway and have user make the same call from the IP phone to PSTN again.
- B. Check the region used by the IP phone in Cisco Unified Communications Manager.
- C. Test the call using Dialed Number Analyzer in Cisco Unified Communications Manager administrator.
- D. Check the calling search space used by the line on the IP phone in Cisco Unified Communications Manager.
- E. Check the gateway to determine which codec is being used by the appropriate dial peer.

Correct Answer: CD

QUESTION 33

Of the fields listed, which two fields are required to successfully create a phone user in Cisco Unified Communications Manager? (Choose two.)

- A. Last Name
- B. PIN (and confirmation PIN)
- C. Primary Extension
- D. User ID

Correct Answer: AD



QUESTION 34

A user would like all calls to be forwarded to voice mail. The user's phone is not set up with a soft key for this feature. Which option accomplishes this configuration from within the Cisco Unified Communication Administrator Directory Number configuration page?

- A. Call Forward and Pickup Settings > Forward No Coverage External > Select voice mail check box
- B. Call Forward and Pickup Settings > Forward Busy External > Select voice mail check box
- C. Call Forward and Pickup Settings > Forward All > Select voice mail check box
- D. Call Forward and Pickup Settings > Forward Unregistered External > Select voice mail check box

Correct Answer: C

QUESTION 35

Which options are two on-premise components of Cisco Unified Presence? (Choose two.)

- A. Cisco Unified Communication Manager
- B. Cisco Unified Contact Center Express
- C. Cisco WebEx
- D. Cisco Quality Management
- E. Cisco Unified Contact Center Enterprise
- F. Cisco Unity Connection

Correct Answer: AC

QUESTION 36

IP phone users report that the MWI light does not work while receiving VM messages. Which action must be taken to troubleshoot this issue?

- A. Check the user mailbox size
- B. Run the Port Activity report
- C. Reset MWI function in the Cisco Unity Connection
- D. Reset the IP phone

Correct Answer: B



QUESTION 37

A customer has requested that all employees have "Standard CTI Enabled" and "Standard CCM End User" roles. How would these be assigned prior to being applied to their accounts?

- A. Default Device Profile
- B. Credential Policy
- C. User Profile
- D. Access Control Group

Correct Answer: D

QUESTION 38

An engineer is configuring a group of DNs and wants the external phone number mask to match the last four digits of the DN. Which option should be used?

- A. 123555xxxx
- B. 123555XXXX
- C. 123555****
- D. 123555....

Correct Answer: B

QUESTION 39

Which option would an administrator use to find all unassigned directory numbers in Cisco Unified Communications Manager?

- A. Route plan report
- B. CDR
- C. CAR
- D. Cisco Reporting Tool
- E. Directory number lookup

Correct Answer: A

QUESTION 40



Which port is the default port for SCCP call signaling on Cisco Unified Communications Manager?

- A. 2000
- B. 2443
- C. 5060
- D. 5061

Correct Answer: A

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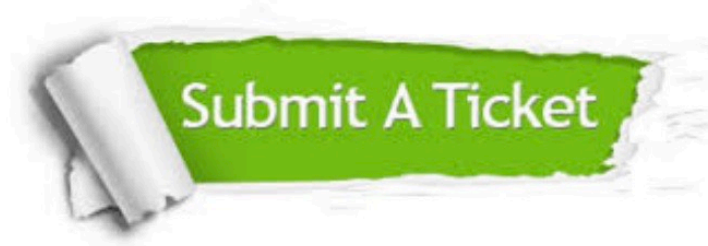
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