300-080^{Q&As}

Troubleshooting Cisco IP Telephony and Video

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QUESTION 1

Which statement about device mobility is true?

A. When local route groups are used, there is no need to configure device mobility groups orphone device CSSs as long as phone line CSSs are used.

B. When local route groups are used, you must configure device mobility groups and phone device CSSs.

C. When the device mobility group at the home device pool and roaming device pool are not the same, the Phone will keep the home region.

D. When device mobility groups at the home device pool and roaming device pool are the same, the phone will keep the home MRGL setting.

Correct Answer: A

QUESTION 2

Users in your enterprise can establish PSTN calls, but users notice that when they attempt to perform a transfer the call fails. Which two actions must you take to troubleshoot the problem? (Choose two)

A. Restart Cisco Unified Communications Manager services.

B. Verify that media resources are assigned to the transcoder.

C. Verify that MTP resources are registered with Cisco Unified Communications Manager

D. Restart the Cisco Serviceability tool

E. Use RTMT Performance monitoring to verify that an MTP device is available to support supplementary services.

Correct Answer: CE

QUESTION 3

In a network with two Cisco Unified Communications Manager clusters, Phone 1 on Cluster A dials jsmith@cisco.com to reach Phone 2 on Cluster B, and the call fails. What are two possible causes for this problem? (Choose two.)

A. Cluster A does not have a SIP trunk to reach Cluster B.

B. Cisco UDS is not enabled on Cluster B.

C. Cluster B does not have a SIP trunk to reach Cluster A.

D. The calling space on Phone 1 contains the partition with a pattern that matches jsmith@cisco.com

E. Cisco UDS is not enabled on Cluster A.

Correct Answer: AC

QUESTION 4

Which two statements indicate something that can cause an IP phone to fail roaming when device mobility has been configured? (Choose two)

A. Device Mobility Mode is set to Off in the Cisco Unified Communications Manager service parameters while the device mobility configuration on the phone is set to default.

B. No device mobility groups have been configured.

C. No locations have been configured and assigned to the device pools.

D. No physical locations have been configured and assigned to the device pools.

E. No device mobility-related information settings were configured under the device pools.

Correct Answer: AD

QUESTION 5

An engineer is troubleshooting an intersite call between two endpoints where calls are intermediately failing with the error message: "488 Not Acceptable Media". Which option causes this error message to trigger?

A. The device pool contains more call processing agents in the CMG group than the endpoint can support.

B. MRGL contains more media groups than the endpoint can support.

C. A lower bandwidth is set in the location than the endpoint can support.

D. The hunt group contains more devices than the endpoint can support.

Correct Answer: C

QUESTION 6

In an MCU call with three Cisco TelePresence MX800 systems and a mobile phone calling in, the three TelePresence MX800 systems suddenly experience low audio levels, but the mobile phone audio levels are correct. What can you do to correct this issue?

A. Turn off the audio processors on the TelePresence MX800.

B. Use the mobile phone audio option on the TelePresence MX800 to adjust the mobile phone levels.

C. Mobile phone audio levels can vary, so you cannot correct the issue.

D. Turn on AGC on the MCU to adjust the audio levels.

E. Turn on ALG on the MCU to adjust the audio levels.

F. Turn on the Auto Adjust levels under "Settings > Audio" on the MCU.

Correct Answer: D

QUESTION 7

Cisco unified communications manager is configured to collect H.245 and H.225 traces through the Cisco unified serviceability web interface. What do you use to download and view trace files?

A. Cisco Unified OS Administration

B. Cisco Unified Serviceability

C. Bulk Administration > Upload/Download Files

D. Cisco Unified Real Time Monitoring Tool

Correct Answer: D

QUESTION 8

Which two types of Cisco Unified Communications Manager trace files contain Call Processing information that is helpful for troubleshooting outbound and inbound calling issues? (Choose two.)

A. Cisco Unified Communications Manager syslog trace

B. Cisco Unified Communications Manager Dialed Number Analyzer trace

C. Real Time Monitoring Tool Processes trace

D. Cisco Unified Communications Manager SDL trace

E. Cisco Unified Communications Manager Log4Jtrace

F. Cisco Unified Communications Manager SDI trace

Correct Answer: DF

QUESTION 9

A user is trying to call a mobile phone using the number 547895341, where 5 is the pre-fix to call off-net numbers. Calls to mobile phones have worked in Past, but now the call does not work. Which three areas should you check to resolve the issue? (Choose Three)

A. Verify that Cisco Unified Border Element is running.

B. Verify the search pattern.

C. Verify the route pattern, route list and route group.

D. Check that Cisco VCS control and Cisco VCS Express are getting through firewall.

E. Verify that the PSTN line is connected to the Cisco Unified Communications Manager.

F. Verify that connection to and from the Cisco Unified Border Element is good.

Correct Answer: ACE

QUESTION 10

A user is trying to call a mobile phone using the number 547895341, where 5 is the prefix to call off-net numbers. Calls to mobile phones have worked in the past, but now the call does not work. Which three areas should you check to resolve the issue? (Choose three.)

A. Verify that the Cisco Unified Border Element is running.

B. Verify the search pattern.

C. Verify the route pattern, route list, and route group.

D. Check that Cisco VCS Control and Cisco VCS Express are getting through the firewall.

E. Verify that the PSTN line is connected to the Cisco Unified Communications Manager.

F. Verify that the connection to and from the Cisco Unified Border Element is good.

Correct Answer: ACE

QUESTION 11

Which two statements about Cisco Unified CM location bandwidth deduction are true? (Choose two.)

A. If a call uses G.711, Cisco Unified Communications Manager subtracts 64k.

B. If a call uses G.711, Cisco Unified Communications Manager subtracts 80k.

C. If a call uses G.723, Cisco Unified Communications Manager subtracts 16k.

D. If a call uses G.729, Cisco Unified Communications Manager subtracts 16k.

E. If a call uses G.729, Cisco Unified Communications Manager subtracts 24k.

Correct Answer: BE

QUESTION 12

You are receiving complaints of pixilation, smearing, and pulsing of video calls between two offices that are connected by a WAN. Assuming that QoS is implemented on the WAN connection, which classification should you use to mark the video traffic, according to the Cisco QoS baseline?

A. CS6

B. CS2

C. AF41

D. AF31

E. EF

F. CS3

Correct Answer: C

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