1. An end user reports that they are unable to control their Cisco IP phone using Cisco Unified Personal Communicator and cannot make any calls. Which situation can cause this issue?
   A. The Cisco Unified Personal Communicator is not registered in the Cisco Unified Presence server.
   B. The LDAP integration is incorrect.
   C. The Cisco Unified Personal Communicator is configured in desk-phone mode.
   D. The Allow Control of Device from CTI checkbox in the device configuration on Cisco Unified Communications Manager is disabled.
   E. The Allow Control of Device from CTI checkbox in the device configuration on the Cisco Unified Presence is disabled.

2. When troubleshooting a phone that is unable to get an IP address from a DHCP server, what is the first thing to check for on the phone?
   A. Make sure that DHCP Enabled is disabled on the phone.
   B. Make sure that the phone is getting the proper VLAN information.
   C. Make sure that the TFTP server address is correct on the phone.
   D. Make sure that the DHCP scope has enough addresses left in the range.
   E. Make sure the phone has the correct phone load ID.

3. How does the Cisco Unified Communications Manager Express match an outbound VoIP dial peer?
   A. Outbound dial-peer matching uses the entire string of digits en bloc to match the dial peer with the longest match.
   B. Outbound dial-peer matching is completed on a digit-by-digit basis.
   C. It matches outbound dial peers by placing all the dial peers into a hunt group and then uses the entire dialed number en bloc to match the first dial peer.
   D. Cisco Unified Communications Manager Express creates a hunt group that contains all the configured dial peers and then applies the dial digits in a digit-by-digit manner to match a dial peer.

4. An IP phone has a line calling search space and a device calling search space. If a call is made from the IP phone, which calling search space is used?
   A. Neither calling search space is used.
   B. The line calling search space takes precedence and is used.
   C. The device calling search space takes precedence and is used.
   D. The line and device calling search spaces are combined and the line calling search space has precedence.

5. Which command is used to determine if an MGCP gateway is registered with a Cisco Unified Communications Manager server?
   A. show gateway status
   B. show isdn q931
   C. show ccm-manager
   D. show isdn status
   E. show isdn q921
6. Which two fields are required parameters when manually creating users on Cisco Unity Connection with predefined templates? (Choose two.)
   A. username (alias)
   B. extension
   C. first name and last name
   D. employee ID
   E. title

7. Which call processing agent is based on Cisco IOS software and works with ISR platforms?
   A. Cisco Unified Presence Server
   B. Cisco Unity Connection
   C. Cisco Unified Communications Manager Express
   D. Cisco Unified Communications Manager
   E. Cisco Unified Contact Center Express

8. Which two options allow the maximum message length to be adjusted in Cisco Unity Connection? (Choose two.)
   A. Message Settings under individual users
   B. User Templates > VoiceMailUserTemplate > Message Settings
   C. Contacts > Message Settings
   D. Enterprise Parameters > Maximum Message length
   E. Service Parameters > Voicemail Settings

9. A user in Cisco Unified Communications Manager Administration has been added to the Standard CCM Admin Users group, which includes the Standard CCMADMIN Administration role, but the user cannot add new users. What is the cause of this issue?
   A. The add user capability has been disabled for the group
   B. The incorrect group and role were assigned.
   C. The add user capability has been disabled for the role.
   D. Only the CCMAdmin user can add users.
   E. Users can be added only via LDAP

10. In which two ways can an administrator reset an IP phone that is registered with Cisco Unified Communications Manager? (Choose two.)
    A. Phone can be reset in Cisco Unified Communications Manager Administration.
    B. Phone can be reset in the Cisco Unified Communications Manager Express CLI.
    C. Press the * * # * * key combination on the IP phone keypad.
    D. Enter the reset ephone command in the switch.
    E. Press the * * #* key combination on the IP phone keypad.
    F. Press the #***# key combination on the IP phone keypad.

11. A new phone has been added to the Cisco Unified Communications Manager server. The phone display shows Your Current Options, but when the New Call softkey is pressed, no dial tone is heard and the call cannot be placed. What could be the cause of this issue?
    A. An incorrect MAC address has been entered for the new phone.
    B. No directory number has been assigned to a line.
    C. The end user is not associated with the device.
D. No calling search space has been configured on the line.
E. An incorrect device pool has been configured on the phone

12. What Cisco client application allows administrators to interact with performance monitoring counters to assist in determining the overall health of the Cisco Unified Communications Manager server?
A. Cisco Unified Communications Manager Administration
B. Cisco Unified Real-Time Monitoring Tool
C. Cisco Unified OS Administration
D. CAR Tool
E. BAT Tool

13. After changes are made to an IP phone, which reset method is the fastest to bring the phone back into service?
A. drop
B. restart
C. reset
D. shutdown
E. shut and no shut

14. In which two locations can an end user configure their Call Forward All settings? (Choose two.)
A. Cisco Unified Serviceability
B. Cisco Unified Communications Manager User Options Interface
C. Directly on the Cisco Unified IP phone
D. Cisco Unified Communications Manager Administration
E. Cisco Unified User Serviceability

15. What is the quickest way to test the Cisco Unified Communications Manager configuration part of MWI to see if MWI On and MWI Off is working?
A. Dial into Cisco Unity Connection from an IP phone. Enter the MWI On numbers, then enter the MWI Off numbers.
B. Call a voice-mail user and ask them if their MWI light is on, and then disconnect the call. Call the user back and ask if the MWI light is off.
C. In Unity Connection, issue the MWI Flash command to turn all MWI lights on, then off.
D. If MWI numbers are dialable from an IP phone, dial the MWI On number. If the light comes on, then dial the MWI Off number to see if the light goes off.
E. MWI cannot be tested directly from the Cisco Unified Communications Manager or an IP phone.

16. Which description describes the weighted fair queuing algorithm?
A. Empty queue 1. If queue 1 is empty, empty queue 2, then empty queue 3, unless a packet for a higher queue arrives.
B. An administrator defines the traffic classes based on match criteria, including protocols, access
control lists, and input interfaces.
C. A flow-based algorithm that simultaneously schedules interactive traffic to the front of a queue to reduce response time and fairly shares the remaining bandwidth among high-bandwidth flows.
D. This feature brings strict priority queuing to CBWFQ.
E. Packets are placed into a single queue and serviced in the order they were received.

17. To obtain CDR information, which application is used?
A. Cisco Unified Communications Manager Administration
B. Cisco Unified Serviceability
C. Cisco Unified Operating System Administration
D. Disaster Recovery System
E. Cisco Unified Communications Manager Call Detail Record Analysis and Reporting tool
F. Cisco Unified Reporting

18. Which two protocols are used by Cisco Unified Presence? (Choose two.)
A. SIP/SIMPLE
B. XMPP
C. SCCP
D. PPPoX
E. IMPP

19. What component does Cisco Unified Communications Manager Express use to match outbound dial peers?
A. destination pattern
B. incoming called-number
C. calling number ANI
D. answer-address
E. port or session target

20. In Cisco Unified Communications Manager Native Presence, what two things is a watcher monitoring in real time? (Choose two.)
A. registration status of a specific IP phone
B. registration status of the hunt group
C. registration status of the MGCP gateway
D. registration status of Cisco Extension Mobility of the IP phone
E. status of a registered directory number

21. In Unity Connection the error message “password does not have enough characters” was displayed when the administrator attempted to set the default user password in the user template to four digits long. Which option can rectify this issue?
A. The minimum password length in Cisco Unity Connection should be at least five digits long.
B. The password length needs to be configured under the Authentication Rules settings using the Minimum Credential Length configuration field.
C. The password length needs to be configured under the user template settings using the Minimum Credential Length configuration field.
D. The password length cannot be adjusted under the user template; the password length can only be adjusted under the individual users.
22. Which protocol is used for communication between Cisco Unity Express and Cisco Unified Communications Manager Express?
A. H.323  
B. G.711  
C. MGCP  
D. Q.931  
E. SIP

23. In which location is Cisco Unified Presence enabled for a specific user in Cisco Unified Communications Manager?
A. User Administration  
B. Application  
C. Advanced Features  
D. Capabilities Assignment  
E. on the IP phone

24. What is the Cisco Unified Communications Manager implementation of one-way intercom referred to as?
A. One-Way Intercom monitor  
B. Whisper Intercom  
C. Secure Intercom  
D. Silent monitor

25. Which three options are valid for creating users in Cisco Unity Connection? (Choose three.)
A. manual creation  
B. bulk using *.csv file  
C. bulk using enterprise parameters  
D. Cisco Unity Connection Serviceability  
E. automatic creation through TUI by users dialing into voice mail  
F. import through Active Directory

26. After an IP phone has been added to a Cisco Unified Communications Manager server, the administrator notices that the phone has a directory number that is not in the number range in use by the organization. He also notes that the directory number is 1000. What is the most likely cause?
A. The phone number was misconfigured.  
B. The phone may have auto-registered.  
C. The phone is configured on another server.  
D. DHCP gave the phone the wrong directory number  
E. TFTP server is misconfigured

27. Which action must be taken for Cisco Unified Personal Communicator clients to access Cisco Unity Connection voice mail?
A. Cisco Unity Connection must be integrated with LDAP.  
B. Cisco Unity Connection must be integrated with Cisco Unified Communications Manager using SIP integration.
C. A Microsoft Exchange mailbox store must be configured in Cisco Unified Presence.
D. IMAP must be enabled on Cisco Unity Connection for users that need to access voice mail through Cisco Unified Personal Communicator clients.
E. Voice mail is automatically enabled for users who log in through Cisco Unified Personal Communicator clients.

28. What application uses the Cisco Unified Operating System for administration and configuration?
A. Cisco Unity Express
B. Cisco Unified Messaging Gateway
C. Cisco Unified Communications Manager Express
D. Cisco Unified Presence

29. Which two types of device can the Cisco Unified Disaster Recovery use as a backup target? (Choose two.)
A. DVD RAM drive
B. FTP server
C. tape device
D. TFTP server
E. WebDAV server
F. SFTP server
G. CD RAM

30. What is a benefit of using FRF.12 in a Frame Relay network?
A. provides a Layer 3 mechanism for reducing latency in the network
B. fragments packets into equal sizes to reduce fixed-network delay
C. reduces delay and jitter by expediting the transfer of smaller frames through the hardware transmit queue
D. eliminates the need for prioritization of delay-sensitive traffic

31. All users report that when they press the Messages button on their IP phone, nothing happens. What is the most likely cause of this issue?
A. Cisco Unity Connection is not configured.
B. The default Voicemail Profile does not have a Pilot number configured.
C. The Voicemail Pilot does not have the VoiceMail Profile configured.
D. The Integrated Service Engine is offline.
E. The Voicemail Pilot is incorrect.

32. In which scenario is it possible to have the same directory number configured on two different lines or phones and not be a shared line?
A. directory number assigned to different partitions
B. directory number assigned to the same partition
C. directory number assigned to different calling search spaces
D. directory number assigned to the same calling search space

33. Which type of single switch port can support data and voice VLANs and is recommended for Cisco Unified IP phones?
A. multiflex port
B. trunk port  
C. access port  
D. ISL trunking port

34. Which network component would cause variable network delay?  
A. dejitter buffer  
B. DSP delay  
C. processing delay  
D. serialization delay  
E. propagation delay

35. Which headers are compressed when cRTP is used?  
A. the UDP and RTP headers  
B. the IP header only  
C. the TCP header only  
D. the RTP header only  
E. the IP, UDP, RTP headers and the first byte of the payload  
F. the IP, UDP, and RTP headers

36. Which statement about Cisco Unity Connection user templates is true?  
A. Changes in user templates affect only new users to be created.  
B. Changes in user templates affect only existing users.  
C. Changes in user templates affect new and existing users.  
D. Changes in user templates have no impact on users unless those users are imported through Active Directory.

37. When adding an IP phone to a Cisco Unified Communications Manager system, what two choices does an administrator have to add the phone to the system? (Choose two.)  
A. auto-registration  
B. FHSS provisioning  
C. IP phone configuration assistant  
D. manual provisioning  
E. Cisco Unified Serviceability

38. On an IP phone line appearance, for which two purposes is the Display parameter designed to be used? (Choose two.)  
A. display a number other than the directory number of the IP phone  
B. display a name instead of the directory number of the IP phone  
C. internal caller ID  
D. external caller ID  
E. full directory number ID for outgoing calls

39. Which statement accurately describes a calling search space?  
A. a group of object with similar reach ability characteristics.  
B. a calling feature that finds mobile users.  
C. a toll that is used to track calls to certain numbers.  
D. a feature that defines which partitions are reachable from a device.

40. An administrator wants to import users using the Bulk Administration menu in Cisco Unified
Communications Manager Administration. Which file format is valid for this operation?
A. .PDF
B. .DOC
C. .DOCX
D. .CSV
E. .XLS

41. Which four characteristics are associated with video? (Choose four)
A. greedy
B. TCP retransmits
C. UDP priority
D. delay sensitive
E. drop sensitive
F. benign
G. bursty

42. Which three characteristics are associated with data? (Choose three.)
A. Greedy
B. TCP retransmits
C. UDP priority
D. delay sensitive
E. drop insensitive
F. benign
G. benign or greedy.

43. Can an IP phone be configured so that calls to that IP phone can be rerouted if the IP phone become unregistered?
A. Yes, configuring call forward All provides this coverage
B. No, if a phone is unregistered, the re-order tone is played to the caller
C. Yes, configuring Call Forward Busy Internal provides this coverage
D. Yes, configuring Call Forward Unregistered provides this coverage
E. No. the call is dropped at the gateway

44. An administrator is attempting to add a new IP phone to the network. The phone does not register
and continues to cycle through the registration process. The administration checks and notices
that the IP address assigned to the phone is not correct network. What is the cause of this
issue?
A. The TFTP server is reconfigured
B. The DHCP server is giving out false IP addresses
C. The Cisco Unified Communication Manager is down
D. The switch port that the phone is connected to is configured with the wrong voice LAN
E. The PSTN gateway is down

45. Which command is useful to see if network layer information is being received at a PSTN
gateway?
A. show gateway status
B. show isdn q931
C. show cm-manager status
D. show isdn status
E. show isdn q921
46. In which mode is CTI used with Cisco Unified Personal Communicator?
A. soft-phone mode
B. desk-phone mode
C. IP communicator mode
D. IP phone mode
E. CTI mode

47. What will happen if an end user is deleted from the Cisco Unified Communications Manager system?
A. The user will be removed, but the associated device and directory number will remain in the system.
B. The user and the associated device will be removed, but the directory number will become orphaned.
C. The user, the associated device, and the directory number will be removed.
D. The user will be removed, and the associated device and directory number will be automatically assigned to the administrator.
E. The user will be removed, and the associated device and directory number will be allocated to the next user added to the system.

48. Which type of packet-oriented network has the characteristic of being drop-tolerant and delay-insensitive?
A. data
B. voice
C. video
D. converged
E. All packet-oriented networks share these characteristics.

49. When you reset an IP phone via the Cisco Unified Communications Manager Administration page, which method briefly shuts down a registered phone and brings it back up?
A. drop
B. restart
C. reset
D. shutdown
E. shut and no shut

50. Which utility should you use when you need to add a large number of users into Cisco Unified Communications Manager?
A. Cisco Unified User Administration
B. Application User CAPF Profile
C. Cisco Unified Communications Manager Bulk Administration Tool
D. Cisco Unified Telephony User Administration

51. Which protocol should you use to securely access Cisco Configuration Professional?
A. HTTPS
B. Telnet
52. Which user parameter is used as a password when connecting through the telephony user interface?
   A. PIN
   B. Passphrase
   C. PassKey
   D. Key ID

53. Which Cisco IOS command should you use to view the configuration of voice dial peer 911?
   A. show dialplan dialpeer 911
   B. show dialplan number 911
   C. show dial-peer voice 911
   D. show event-manager consumers 911

54. Which type of server is used to deliver the configuration to an IP phone?
   A. TFTP
   B. DHCP
   C. FTP
   D. Cisco Discovery Protocol

55. An engineer is configuring a new Cisco Unified Communications Manager server. However, when the engineer tries to register the IP phones, the registrations are unsuccessful. When the engineer checks one of the phones, there is no status that is shown along with the Cisco Unified Communications Manager server IP address. What is the probable cause?
   A. The server connection is established, but the information is encrypted.
   B. There is no current connection with the Cisco Unified Communications Manager server.
   C. The Cisco Unified Communications Manager server is currently available.
   D. The currently receiving call-processing services are running on the phone.

56. Which Cisco IOS CLI command should you use to perform an IP phone cold reboot?
   A. router(config-ephone)#reset
   B. router(config-ephone)#restart
   C. router(config-ephone-dn)#restart
   D. router(config-phone)#reset

57. When deploying Cisco Unified Presence, which service is a basic service that can be considered as optional?
   A. Cisco Unified Presence Engine
   B. Cisco Unified Presence Sync Agent
   C. Cisco Unified Presence Session Initiation Protocol Proxy
   D. Cisco Unified Protocol Extensible Messaging Presence and Protocol Agent

58. Which option should you use in the Cisco Unified Communications Manager End Users Configuration page to ensure that a user can use a desk phone both for calls and for Cisco Unified
Presence?
A. Enable Cisco Unified Presence Communicator
B. Allow Control of Device from Cisco Computer Telephony Integration
C. Allow Cisco Unified Personal Communicator Integration
D. Allow Cisco Unified Presence Control over IP Phone

59. To monitor the service health and performance, which service should you activate in Cisco Unity Connection?
A. CUC Performance Service
B. CUC System Auditing
C. Real-Time Monitoring Tool
D. Cisco Serviceability Reporter

60. An engineer is installing an IP phone in a remote location. When the engineer plugs the IP phone into the network, the phone does not power up. What is the first thing that should be checked?
A. Power over Ethernet switch
B. Cisco Unified Communications Manager Server
C. Cisco Unified Presence
D. DHCP server

61. An organization is using a centralized DHCP server for all IP phones. However, when the IP phones are powered up, the phones are unable to obtain an IP address. Which CLI command should be in the router configuration to ensure that the IP phones are able to reach the DHCP server?
A. router(config)#helper-address
B. router(config-if)#ip helper-address
C. router(config-if)#helper-address
D. router(config)#ip helper-address

62. An engineer is troubleshooting call quality issues between central headquarters and a remote branch location. When on an active call, the engineer watches the call statistics on the IP phone and notices that the max jitter is 100 ms. What is the maximum amount of jitter that the engineer should set to maintain a high-quality call?
A. 5 ms
B. 50 ms
C. 10 ms
D. 30 ms