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210-060

Implementing Cisco Collaboration Devices v1.0

Version 6.0

Sections
1. Describe the Characteristics of a Cisco Unified Communications Solution
2. Provision End Users and Associated Devices
3. Configure Voice Messaging and Presence
4. Maintain Cisco Unified Communications System
5. Provide End User Support
6. Mix Questions

Exam A

QUESTION 1
Which two technologies comprise a Cisco Presence deployment? (Choose two.)

A. Cisco Unified Presence Server
B. Cisco Unity Connection
C. Cisco Unified Communications Manager
D. Active Directory
E. Cisco Unified Border Element
F. Cisco Expressway

Correct Answer: AC
Section: Describe the Characteristics of a Cisco Unified Communications Solution
Explanation

Explanation/Reference:

QUESTION 2
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
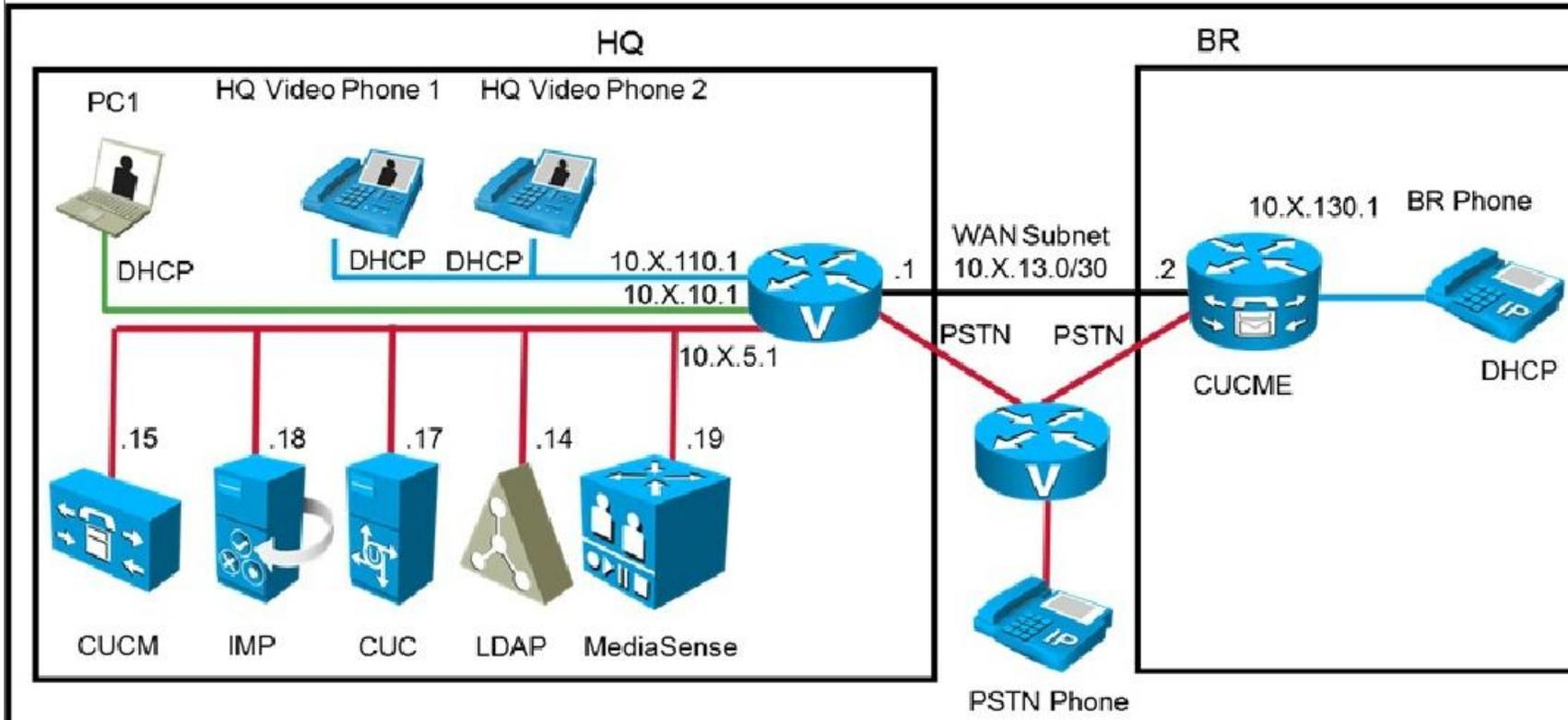**Section: Describe the Characteristics of a Cisco Unified Communications Solution**
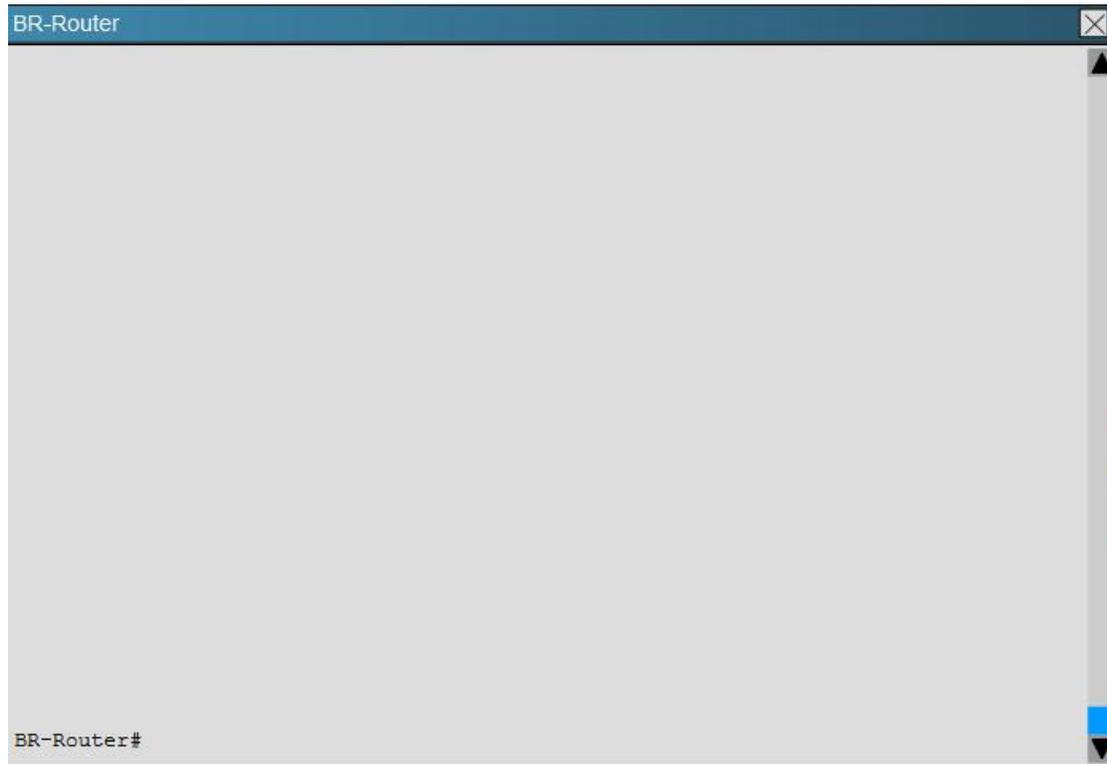**Explanation**

Explanation/Reference:

QUESTION 3
Use the router console to view the configuration and answer the question.

Exhibit1 ☒

HQ

BR

PC1　HQ Video Phone 1　HQ Video Phone 2

DHCP

DHCP　DHCP

10.X.130.1　BR Phone

WAN Subnet
10.X.13.0/30

10.X.110.1　.1　　　　.2

10.X.10.1

10.X.5.1

PSTN　PSTN

CUCME

DHCP

.15　　.18　　.17　　.14　　.19

CUCM　IMP　CUC　LDAP　MediaSense

PSTN Phone

BR-Router ⊠

BR-Router#

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
Section: Describe the Characteristics of a Cisco Unified Communications Solution
Explanation

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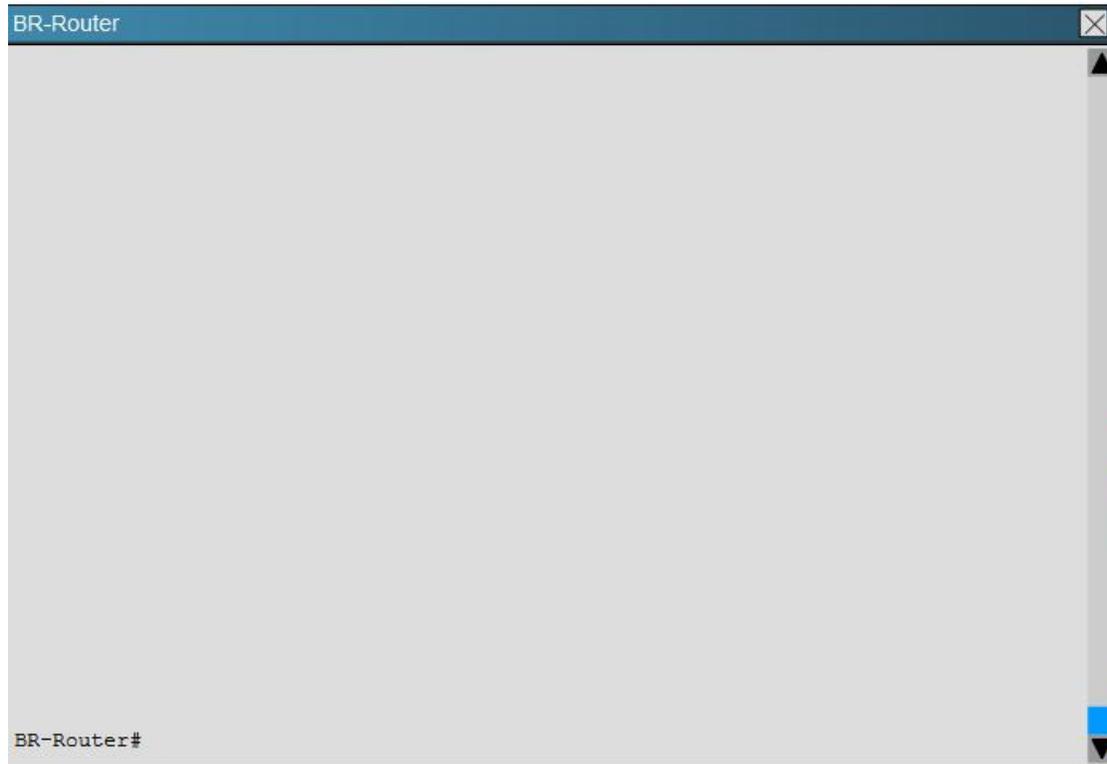
Here we see that dial peer 9 and 910 match the same destination pattern, but 9 will be used first. However, the port used should be 0/0/0:15 not 0/0/0:12.

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

QUESTION 4
Use the router console to view the configuration and answer the question.
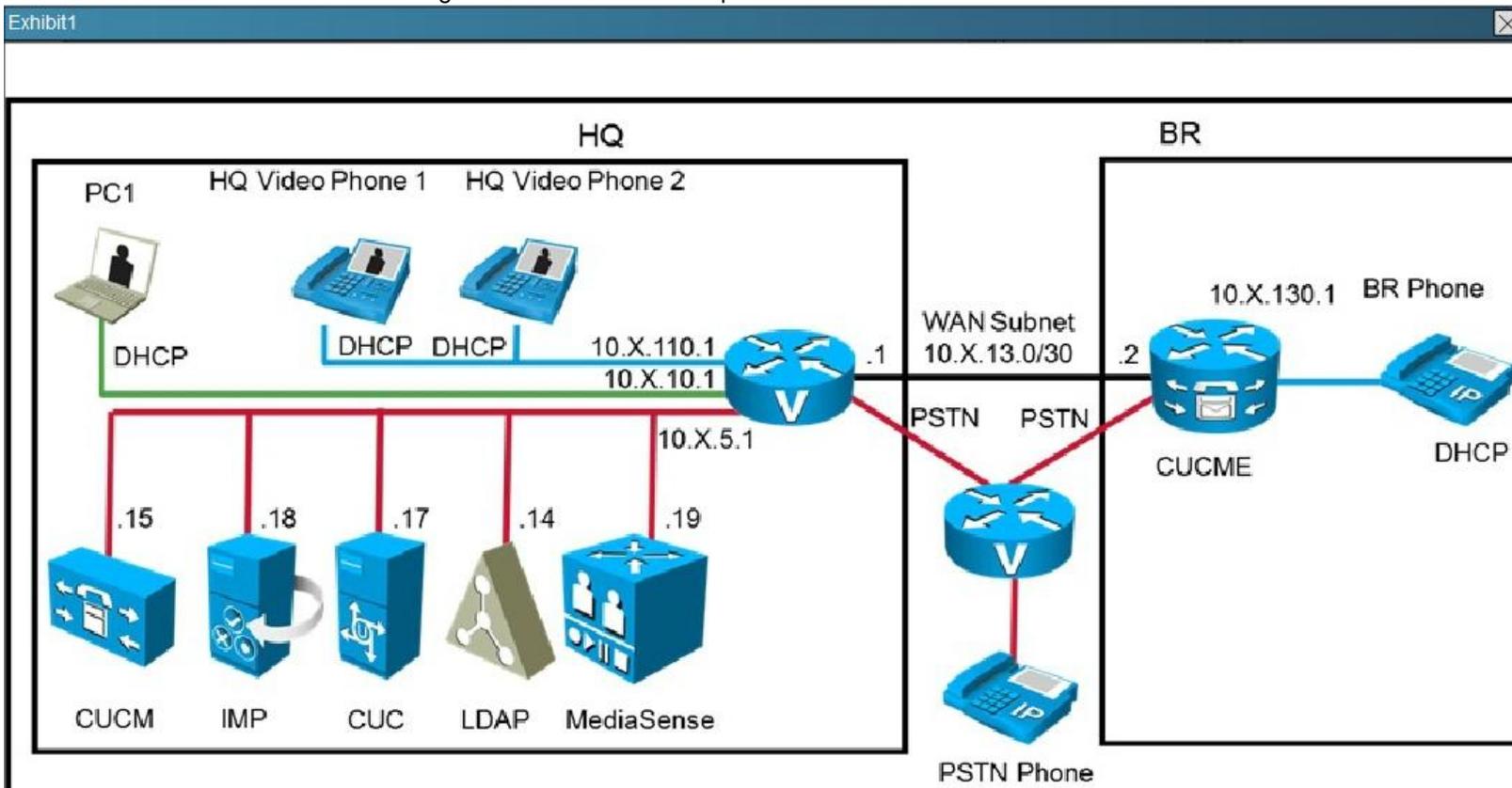
BR-Router   ☒

BR-Router#

Emergency calls from a Branch router phone is failing. From the router configuration information provided, why is this call failing?

A. The dial-peer port assignment is incorrect
B. the digit string prefix is missing
C. The destination pattern is incorrect
D. digit stripping needs to be performed

Correct Answer: C
Section: Describe the Characteristics of a Cisco Unified Communications Solution
Explanation

Explanation/Reference:
Explanation:
The emergency dial peer configuration is shown below from the Branch routers:
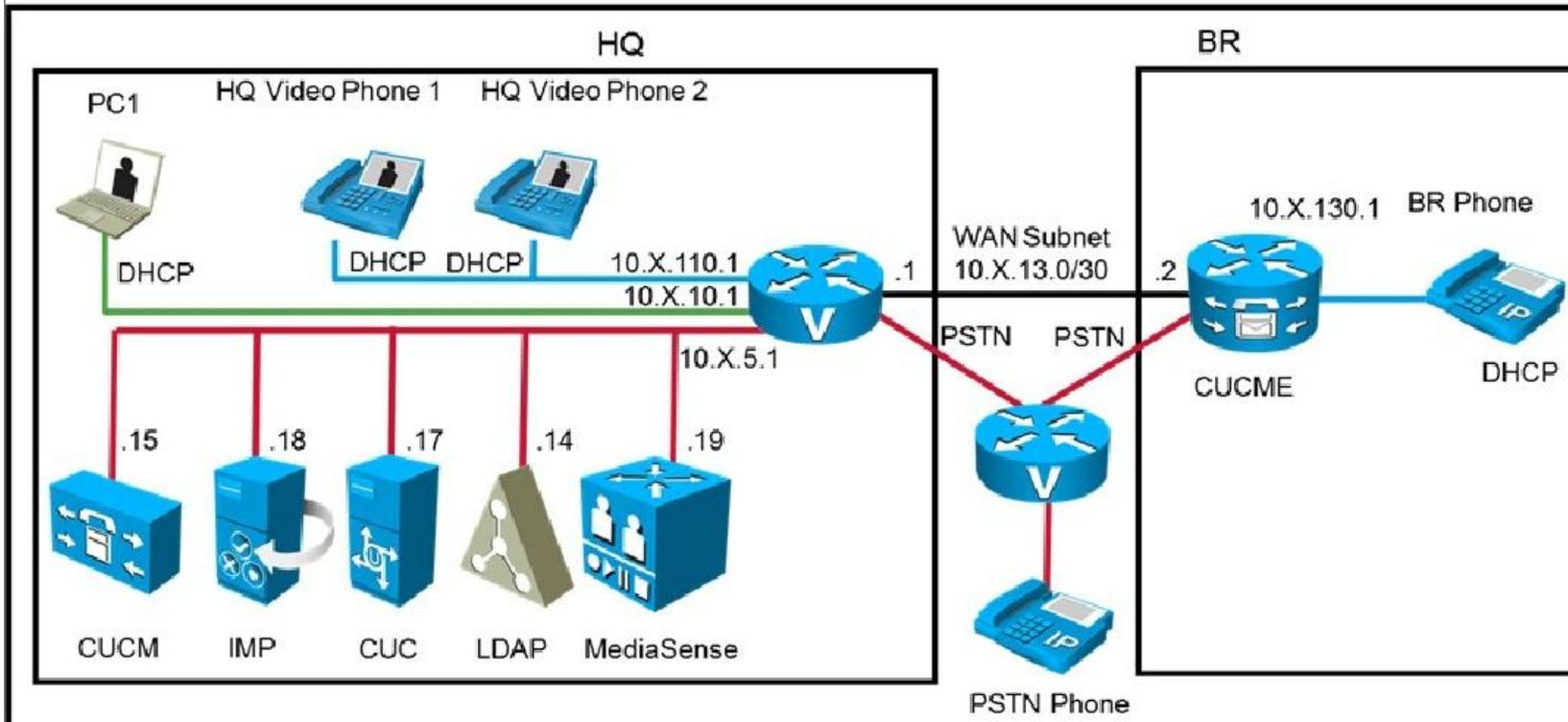
```
!
dial-peer voice 9112 pots
 description Emergency PSTN Calls
 destination-pattern 9112
 port 0/0/0:15
 prefix 112
!
dial-peer voice 999 pots
 description Emergency PSTN Calls
 destination-pattern 9999
 port 0/0/0:15
```
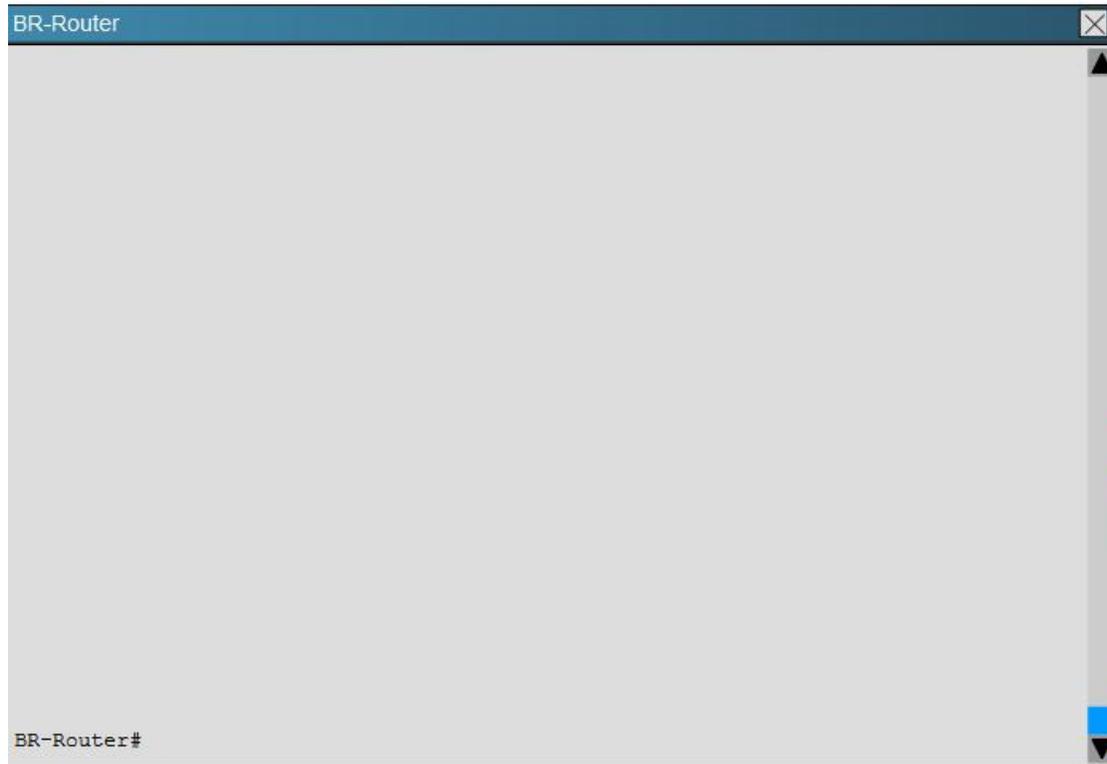
Here we can see that 911 does not actually match the configured destination patterns.

QUESTION 5
Use the router console to view the configuration and answer the question.

Exhibit1 ☒

HQ

PC1

HQ Video Phone 1   HQ Video Phone 2

DHCP

DHCP   DHCP   10.X.110.1
10.X.10.1

10.X.5.1

.15   .18   .17   .14   .19

CUCM   IMP   CUC   LDAP   MediaSense

.1   WAN Subnet
10.X.13.0/30   .2

PSTN   PSTN

PSTN Phone

BR

10.X.130.1   BR Phone

CUCME   DHCP

BR-Router   ✕

BR-Router#

International calls are also failing. Using the router configuration supplied, why are international calls failing?

A. Prefix should be 00
B. The character "T" cannot be used in a Pots dial pattern
C. The port should be 0/0/0:12
D. The destination pattern is missing a "0"

Correct Answer: A
Section: Describe the Characteristics of a Cisco Unified Communications Solution
Explanation
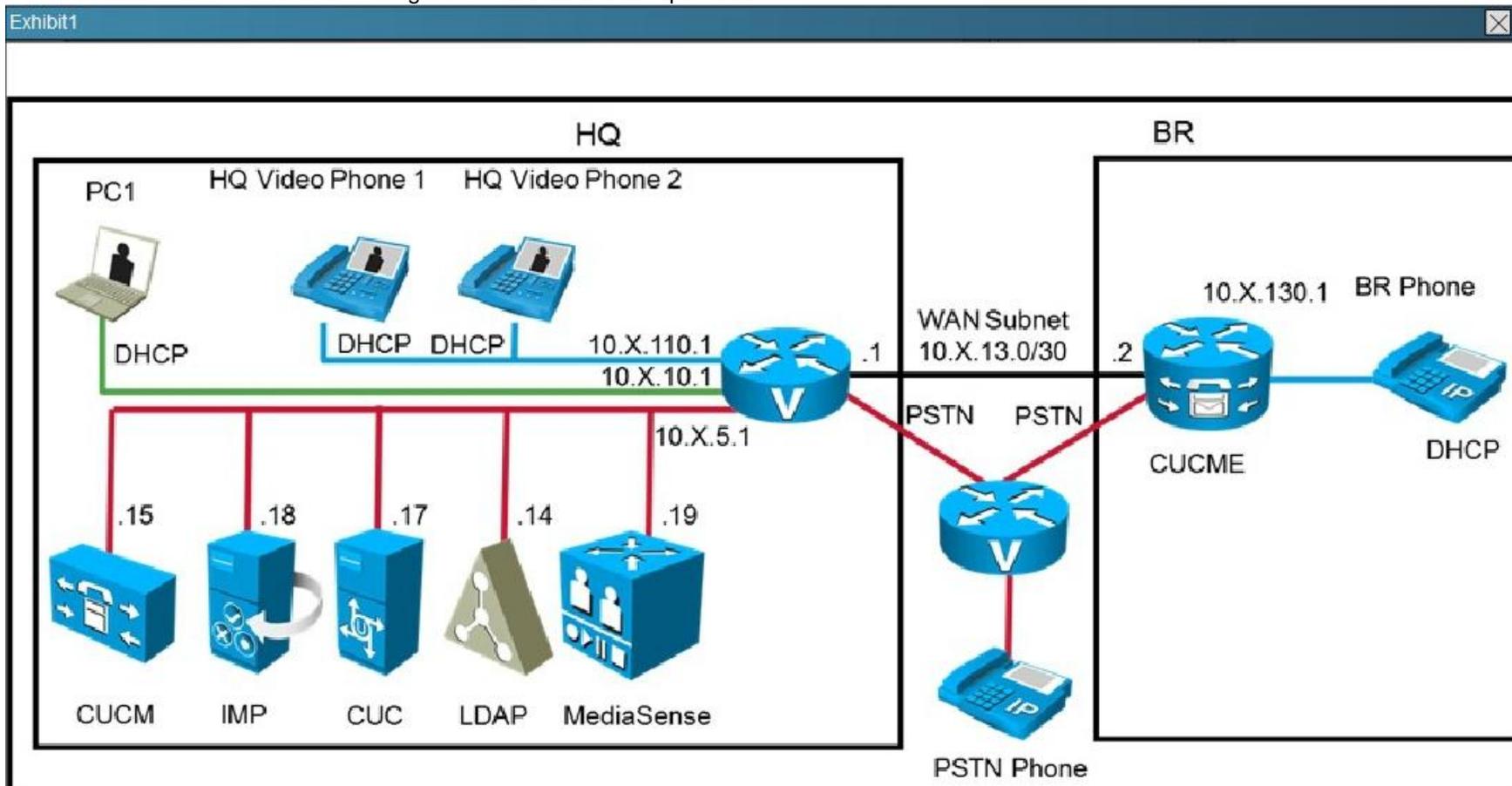
Explanation/Reference:
Explanation:
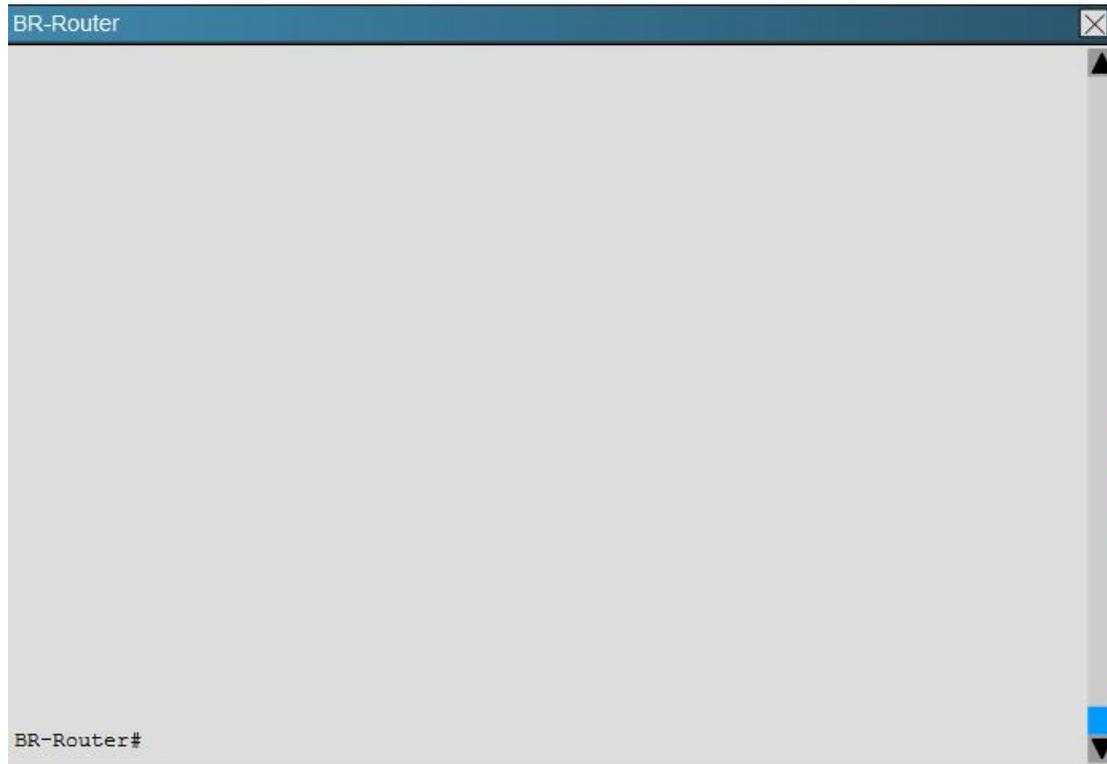The International dial peer configuration is shown below:

```
dial-peer voice 900 pots
 description International
 destination-pattern 900T
 port 0/0/0:15
 prefix 900
!
```

The prefix is incorrectly set to 900, not 00.

QUESTION 6
Use the router console to view the configuration and answer the question.

```
BR-Router                                              ✕

                                                       ▲







BR-Router#                                             ▼
```

Calls to National numbers are failing. Using the Branch router configuration, correctly determine why these calls are not successful

A. The port assignment should be 0/0/0:12
B. The destination pattern should be 90[1-9]T
C. The character "T" cannot be used in a Pots dial pattern
D. The digit prefix should be "00"

Correct Answer: B
Section: Describe the Characteristics of a Cisco Unified Communications Solution
Explanation

Explanation/Reference:
Explanation:
The National dial peer configuration is shown below:

```
!
dial-peer voice 910 pots
 description National
 destination-pattern 9[1-9]T
 port 0/0/0:15
 prefix 0
!
```

QUESTION 7
An administrator group is looking to on-board multiple users with Cisco Unified Communications Manager at one time. Which option should be used?

A. Bulk Administration Tool
B. Product Upgrade Tool
C. Command Lookup Tool
D. Cisco Unified Communications Manager User Options Page
E. Cisco Upload Tool

Correct Answer: A
Section: Provision End Users and Associated Devices
Explanation

Explanation/Reference:

QUESTION 8
A user wants their name to show on their phone instead of their directory number. Which configuration item allows an administrator to do this?

A. Line Text Label
B. Alerting Name
C. External Phone Number Mask
D. Caller Name
E. Description

Correct Answer: A
Section: Provision End Users and Associated Devices
Explanation

Explanation/Reference:

QUESTION 9
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
Section: Provision End Users and Associated Devices
Explanation

Explanation/Reference:

QUESTION 10
A new user has successfully registered Cisco Jabber. Which option verifies that the Jabber client is connected to all appropriate back-end systems?

A. Show Connection Status
B. Report A Problem
C. Advanced Settings
D. About Jabber
E. Reset Jabber

Correct Answer: A
Section: Provision End Users and Associated Devices
Explanation

Explanation/Reference:

QUESTION 11
Use the exhibits below to answer the question.

Exhibit1 ☒

10/23/2014 14:40 | 2001

Phone Information

20

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 1
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 > ⌄

A new phone has been added to the Cisco Unified Communications Manager, but is not registering properly. What is causing this failure?

A. Device Pool cannot be default
B. phonei_css is the incorrect calling search space2
C. 9971 Phones do not support SIP
D. The location Hub_None has not been activated
E. MAC address is incorrect

Correct Answer: E
Section: Provision End Users and Associated Devices
Explanation

Explanation/Reference:
Explanation:

The host name is a unique, fixed name that is automatically assigned to the phone based on its MAC address. However, here we see that the configured MAC address is 8478ACF71D1F, but the host name shown on the 9971 Phone Information diagram shows the host name as 8478ACE71D1F.

QUESTION 12
Use the exhibits below to answer the question.

Exhibit1 ☒

10/23/2014 14:40 | 2001

Phone Information

20

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 1
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 > ⌄

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

A. Incorrect username and password
B. IM & 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
Section: Provision End Users and Associated Devices

Explanation

Explanation/Reference:
Explanation:
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 13
Use the exhibits below to answer the question.

Exhibit1

10/23/2014 14:40 | 2001

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 1
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 > ⌄

Refer to the exhibits

Which configuration option, in the device configuration page, will allow an administrator to assign a device to a group of like devices?

A. Media Resource Group List
B. Device Pool
C. Location
D. AAR Calling Search Space
E. Calling Search Space

Correct Answer: B
Section: Provision End Users and Associated Devices
Explanation

Explanation/Reference:

Explanation:
Use device pools to define sets of common characteristics for devices. The device characteristics you can specify for a device pool are:
- Region
- Date/time group
- Cisco CallManager group
- Calling search space for auto-registration

QUESTION 14
Which three locations can an administrator import from to create users on Cisco Unity Connection? (Choose three.)

A. Bulk administration tool
B. LDAP
C. Cisco Unified Communications Manager via AXL
D. Outlook
E. Presence
F. Cisco Compatible Extensions

Correct Answer: ABC
Section: Configure Voice Messaging and Presence
Explanation

Explanation/Reference:

QUESTION 15
Which option can an administrator use to add users to Cisco Unity Connection in different time zones?

A. User Templates
B. Call Handler Template
C. Contact Template
D. Directory Handler
E. Interview Handler

Correct Answer: A
Section: Configure Voice Messaging and Presence
Explanation

Explanation/Reference:

QUESTION 16
A user is assigned more than one directory number. Which option allows one voicemail box to serve both directory numbers?

A. Alternate Extension
B. Notification Devices
C. Alternate Names
D. Message Settings
E. Caller Input
F. Mailbox

Correct Answer: A
Section: Configure Voice Messaging and Presence
Explanation

Explanation/Reference:

QUESTION 17
Which component is needed to facilitate the connection between Cisco Unified Communications Manager and Cisco Unified Presence Server?

A. SIP trunk
B. H.323 gateway
C. Gatekeeper
D. MGCP gateway
E. Cisco Unified Border Element

Correct Answer: A
Section: Configure Voice Messaging and Presence
Explanation

Explanation/Reference:

QUESTION 18
A technician is preparing to activate the needed services in Cisco Unified Communications Manager to integrate with an IM and Presence server. Which four services must be enabled? (Choose four.)

A. Cisco TFTP
B. Cisco AXL Web Service

C. Cisco CTI Manager
D. Cisco Messaging Interface
E. Cisco Intercluster Lookup Service
F. Cisco Extended Functions
G. Cisco Unified Communications Manager
H. Cisco Directory Sync

Correct Answer: ABCG
Section: Configure Voice Messaging and Presence
Explanation

Explanation/Reference:

QUESTION 19
An administrator wants to gauge the load and performance capacity of Cisco Unified Communication Manager devices, including conference bridges, gateways, and trunks. Which report would the administrator run?

A. CAR
B. CDR
C. SIP
D. RTMT
E. CUBE

Correct Answer: A
Section: Maintain Cisco Unified Communications System
Explanation

Explanation/Reference:

QUESTION 20
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
Section: Maintain Cisco Unified Communications System
Explanation

Explanation/Reference:

QUESTION 21
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
Section: Provide End User Support
Explanation

Explanation/Reference:

QUESTION 22
A user reports that when they receive a voicemail on their phone, they do not receive it in their email as well. Which feature on Cisco Unity Connection should be checked?

A. Cisco Unified Messaging Service
B. Enterprise Parameters
C. Roles
D. Message Waiting Indicators
E. Alternate MWI

Correct Answer: A
Section: Provide End User Support
Explanation

Explanation/Reference:

QUESTION 23
Many users report that there is a delay in receiving MWI notifications for voicemails. Which two issues can cause this problem? (Choose two.)

A. The Connection Notifier service has been stopped.
B. Voicemail ports are not configured for MWI requests.
C. The MWI functionality for the port groups has been disabled.
D. Not enough MWI assigned ports are available.
E. MWIs are in the process of synchronizing with the phone system.

Correct Answer: DE
Section: Provide End User Support
Explanation

Explanation/Reference:

QUESTION 24
Users report volume issues with recordings in Cisco Unity Connection. Which feature can be disabled to prohibit automatic volume adjustments to recordings?

A. AGC
B. Noise Reduction
C. Audio Normalization
D. VAD

Correct Answer: A
Section: Provide End User Support
Explanation

Explanation/Reference:

QUESTION 25
Which option allows an engineer to deploy new firmware to a single phone, while reducing possible impact?

A. Define a new firmware load on specific device. Save configuration and reset individual device.

B. Define load in device defaults. Reset Device Pool.
C. Upload firmware to TFTP server. Restart TFTP service.
D. Enable Peer Firmware Sharing.

Correct Answer: A
Section: Provide End User Support
Explanation

Explanation/Reference:

QUESTION 26
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
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 27
Which three choices are functions or features of Cisco Unity Connection? (Choose three.)

A. video-enabled messaging through converged networks
B. text-to-speech, which allows access to Exchange emails from a telephone
C. voice-enabled message navigation
D. voice-enabled dialing to external users
E. automated attendant capabilities
F. automated call rerouting to agents through round robin, longest idle, or broadcast

Correct Answer: BCE
Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 28
An SCCP IP phone places a call to a SIP phone that is registered to the same Cisco Unified Communications Manager Express. During the active call, call waiting indicates a second call is incoming to the handset, but the user decides to ignore it. In this scenario, what is the combined total number of signaling conversations and media flows that used the SCCP phone as an endpoint?

A. 2
B. 3
C. 4
D. 5
E. 6

Correct Answer: B
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 29
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
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 30
Which three choices are required for the boot process for a Cisco IP phone? (Choose three.)