

**210-060\_formatted**

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**Cisco 210-060**

**Implementing Cisco Collaboration Devices v1.0**

**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:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**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:** (none)

**Explanation**

**Explanation/Reference:**

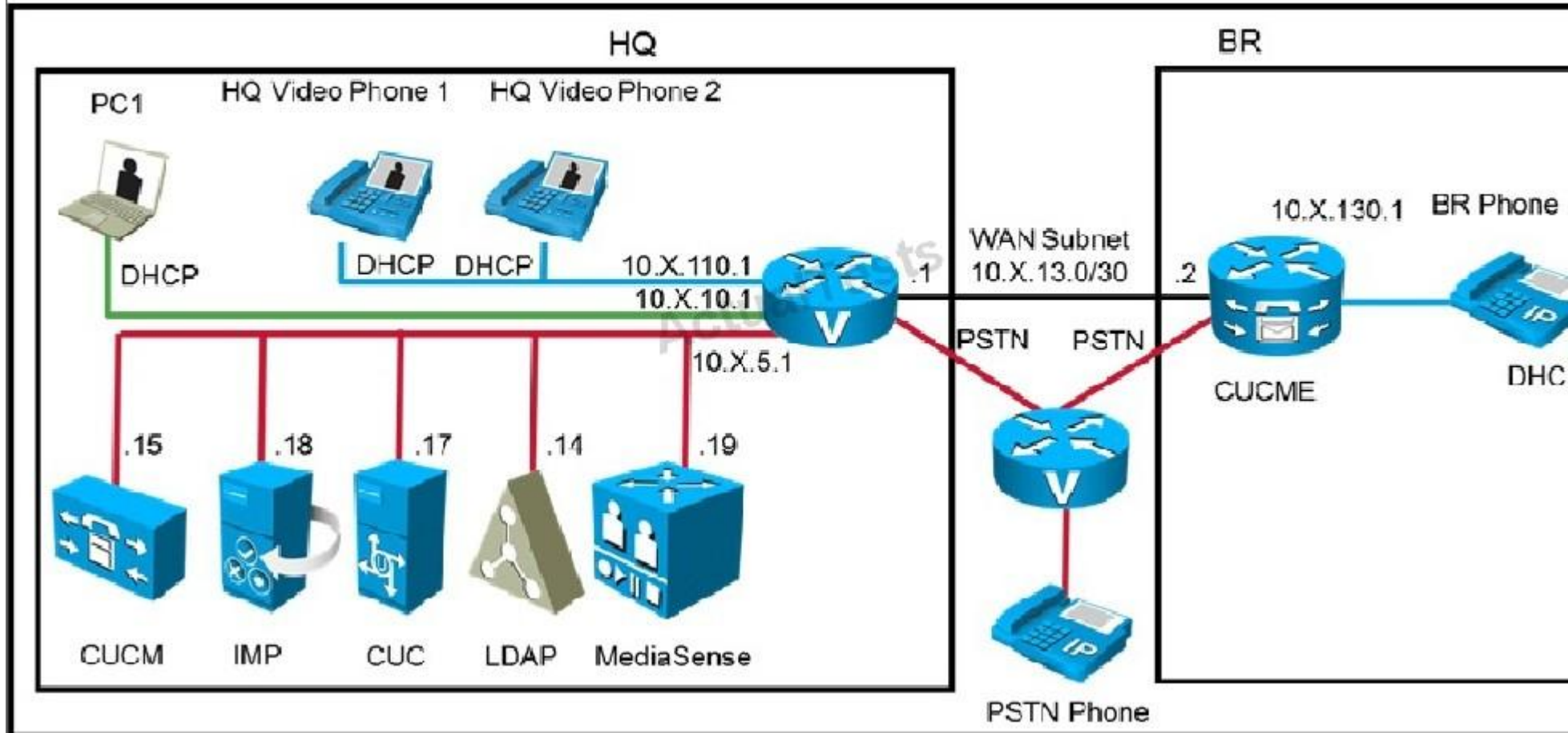
Explanation:

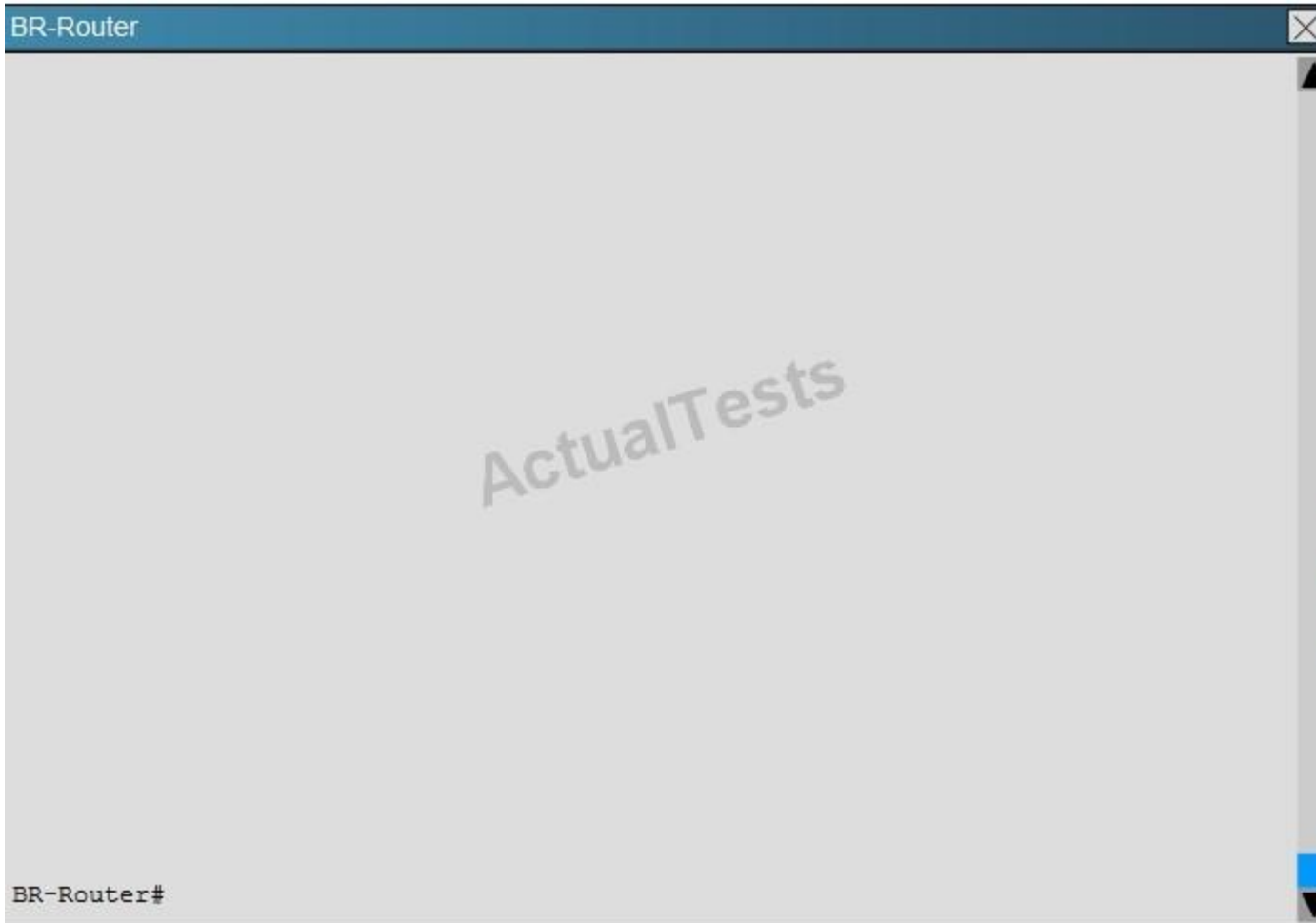
**QUESTION 3**

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

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Exhibit1





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:** (none)

**Explanation**

**Explanation/Reference:**

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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.

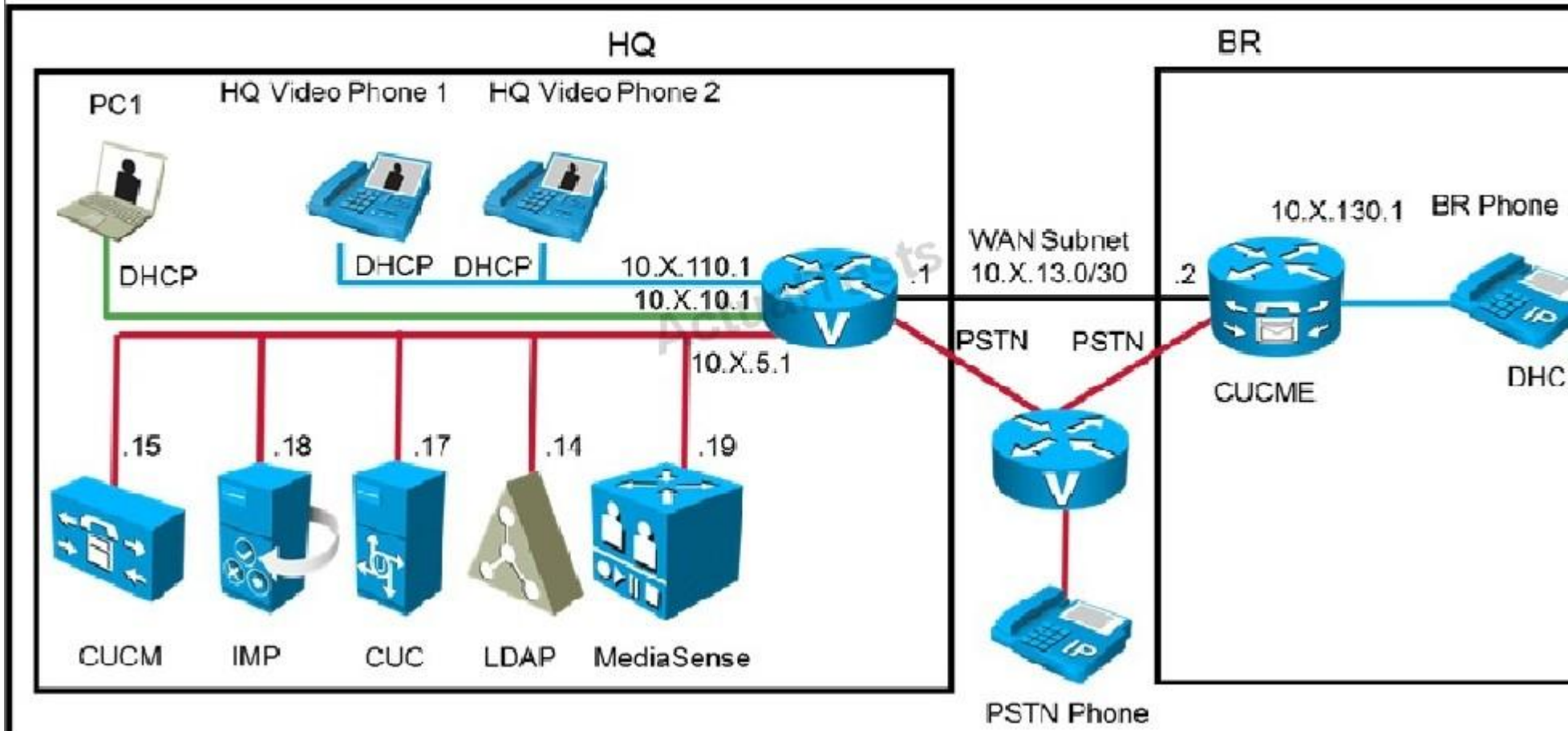
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```
interface Serial0/0/0:15
 no ip address
 encapsulation hdlc
 isdn switch-type primary-net5
 isdn incoming-voice voice
 no cdp enable
!
```

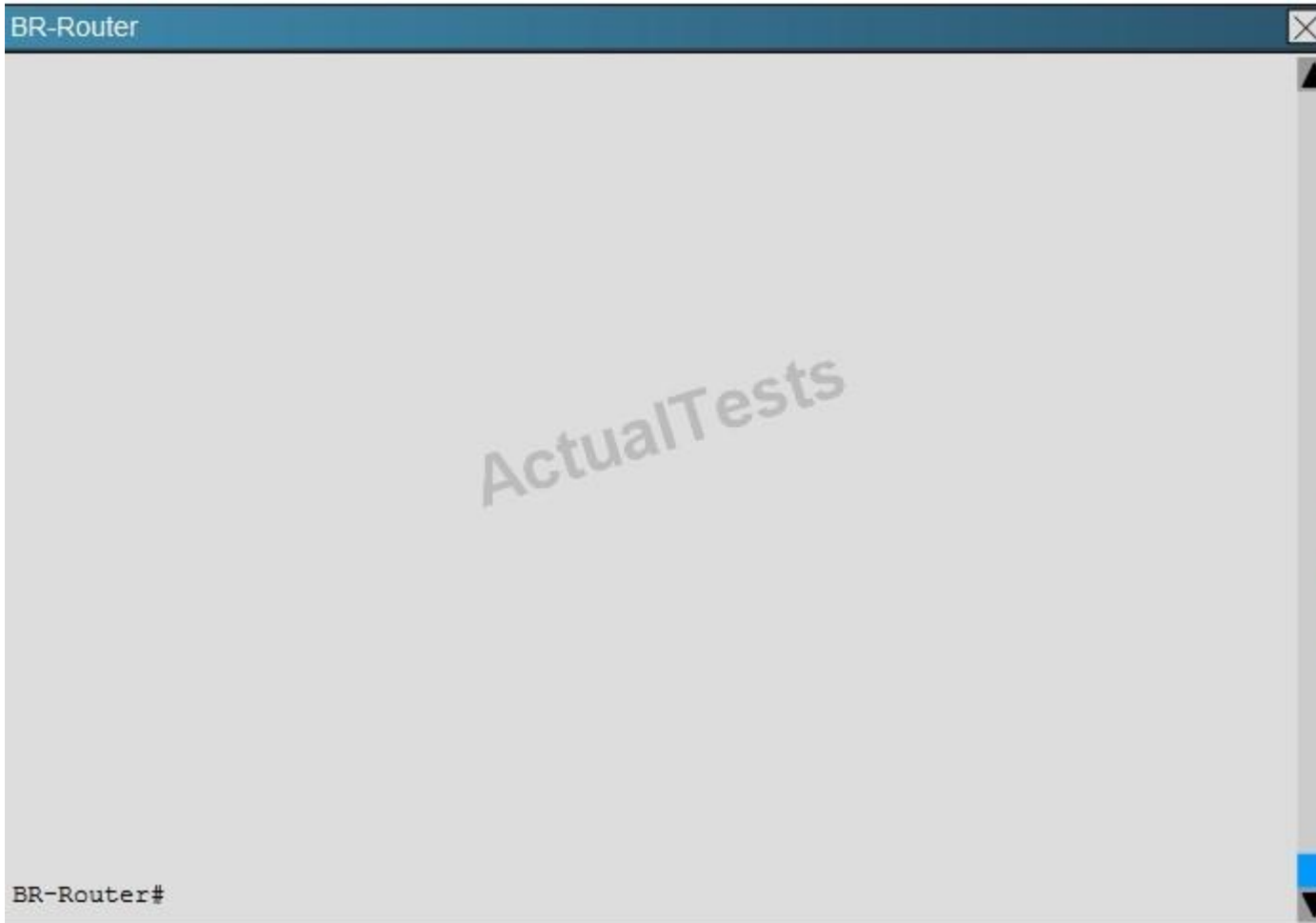
#### QUESTION 4

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

Exhibit1



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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: (none)**

### Explanation

#### Explanation/Reference:

Explanation:

The emergency dial peer configuration is shown below from the Branch routers:

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```
!  
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

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:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

#### **QUESTION 6**

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

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

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

#### **QUESTION 7**

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:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 8**

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**

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Exhibit2

<b>Phone Type</b>	
<b>Product Type:</b>	Cisco 9971
<b>Device Protocol:</b>	SIP
<b>Real-time Device Status</b>	
<b>Registration:</b>	Unknown
<b>IPv4 Address:</b>	None
<b>Device Information</b>	
<input checked="" type="checkbox"/> Device is Active	
<input checked="" type="checkbox"/> Device is trusted	
<b>MAC Address*</b>	8478ACF71D1F
<b>Description</b>	HQ-Phone 1
<b>Device Pool*</b>	Default <a href="#">View Details</a>
<b>Common Device Configuration</b>	< None > <a href="#">View Details</a>
<b>Phone Button Template*</b>	Standard 9971 SIP
<b>Softkey Template</b>	< None >
<b>Common Phone Profile*</b>	Standard Common Phone Profile <a href="#">View Details</a>
<b>Calling Search Space</b>	phone1_css
<b>AAR Calling Search Space</b>	< None >
<b>Media Resource Group List</b>	< None >
<b>User Hold MOH Audio Source</b>	< None >
<b>Network Hold MOH Audio Source</b>	< None >
<b>Location*</b>	Hub_None
<b>AAR Group</b>	< None >

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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:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

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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 9**

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**

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Exhibit2

<b>Phone Type</b>	
<b>Product Type:</b>	Cisco 9971
<b>Device Protocol:</b>	SIP
<b>Real-time Device Status</b>	
<b>Registration:</b>	Unknown
<b>IPv4 Address:</b>	None
<b>Device Information</b>	
<input checked="" type="checkbox"/> Device is Active	
<input checked="" type="checkbox"/> Device is trusted	
<b>MAC Address*</b>	8478ACF71D1F
<b>Description</b>	HQ-Phone 1
<b>Device Pool*</b>	Default <a href="#">View Details</a>
<b>Common Device Configuration</b>	< None > <a href="#">View Details</a>
<b>Phone Button Template*</b>	Standard 9971 SIP
<b>Softkey Template</b>	< None >
<b>Common Phone Profile*</b>	Standard Common Phone Profile <a href="#">View Details</a>
<b>Calling Search Space</b>	phone1_css
<b>AAR Calling Search Space</b>	< None >
<b>Media Resource Group List</b>	< None >
<b>User Hold MOH Audio Source</b>	< None >
<b>Network Hold MOH Audio Source</b>	< None >
<b>Location*</b>	Hub_None
<b>AAR Group</b>	< None >

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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:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

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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 10**

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**

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Exhibit2

<b>Phone Type</b>	
<b>Product Type:</b>	Cisco 9971
<b>Device Protocol:</b>	SIP
<b>Real-time Device Status</b>	
<b>Registration:</b>	Unknown
<b>IPv4 Address:</b>	None
<b>Device Information</b>	
<input checked="" type="checkbox"/> Device is Active	
<input checked="" type="checkbox"/> Device is trusted	
<b>MAC Address*</b>	8478ACF71D1F
<b>Description</b>	HQ-Phone 1
<b>Device Pool*</b>	Default <a href="#">View Details</a>
<b>Common Device Configuration</b>	< None > <a href="#">View Details</a>
<b>Phone Button Template*</b>	Standard 9971 SIP
<b>Softkey Template</b>	< None >
<b>Common Phone Profile*</b>	Standard Common Phone Profile <a href="#">View Details</a>
<b>Calling Search Space</b>	phone1_css
<b>AAR Calling Search Space</b>	< None >
<b>Media Resource Group List</b>	< None >
<b>User Hold MOH Audio Source</b>	< None >
<b>Network Hold MOH Audio Source</b>	< None >
<b>Location*</b>	Hub_None
<b>AAR Group</b>	< None >

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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:** (none)

**Explanation**

**Explanation/Reference:**

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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

Topic 3, Configure Voice Messaging and Presence

#### **QUESTION 11**

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:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 12**

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:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 13**

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:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 14**

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  
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- G. Cisco Unified Communications Manager
- H. Cisco Directory Sync

**Correct Answer:** ABCG

**Section: (none)**

**Explanation**

**Explanation/Reference:**

Explanation:

Topic 4, Maintain Cisco Unified Communications System

#### **QUESTION 15**

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: (none)**

**Explanation**

**Explanation/Reference:**

Explanation:

Topic 5, Provide End User Support

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#### **QUESTION 16**

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:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

#### QUESTION 17

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:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

#### QUESTION 18

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.
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**Correct Answer:** DE

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

#### **QUESTION 19**

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:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

#### **QUESTION 20**

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:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

Topic 6, Mix Questions

**QUESTION 21**

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

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

**Correct Answer:** AD

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 22**

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:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 23**

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:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 24**

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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:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 25**

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

- A. TFTP services
- B. DHCP services

- C. Voice VLAN
- D. Routing protocol
- E. TCP/IP
- F. PortFast

**Correct Answer:** ABC

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 26**

Which menu option should be selected to add a desk phone as an endpoint in Cisco Unified Communications Manager?

- A. Application
- B. Device
- C. System
- D. User management
- E. Media devices

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

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**QUESTION 27**

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

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

#### **QUESTION 28**

Which scenario allows user A in partition X to call user B in Cisco Unified Communications Manager?

- A. User B in partition X is not assigned to any CSS.
- B. User B in partition Y assigns both partitions to CSS-X.
- C. User B is not assigned to any partition or CSS.
- D. User B is assigned to partition Y and assigns to CSS-X.

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

#### **QUESTION 29**

Which describes how to provide a third directory number button and a BLF speed dial for twelve of the Cisco Unified IP Phone 7965?

- A. Modify the Standard User softkey template.
- B. Copy the Standard User softkey template, name it, and add the requested features.
- C. Copy the Standard 7965 SCCP phone button template, rename it, and add the requested features.
- D. It is not possible to add a third DN and a BLF speed dial to the IP Phone 7965 IP.

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

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#### **QUESTION 30**

Which profile must be added to the end user profile when enabling an end user for Cisco Unified Presence?

- A. Device profile
- B. UC service profile
- C. Extension mobility profile
- D. SIP profile

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

### QUESTION 31

Which two user types are available to a voice engineer adding a user in Cisco Unity Connection? (Choose two.)

- A. User with mailbox
- B. Imported user
- C. Synch user
- D. User without mailbox
- E. Local admin user with mailbox

**Correct Answer:** AD

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

### QUESTION 32

Which type of template should be used when a network engineer adds a new call center agent in the Cisco Unity Connection?

- A. Contact
- B. Call handler
- C. User
- D. Notification

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**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 33**

Which four fields must an administrator complete to create a new user in Cisco Unity Connection? (Choose four.)

- A. Alias
- B. User type
- C. Extension
- D. Corporate email address
- E. First name
- F. Last name
- G. Employee ID
- H. Template

**Correct Answer:** ABCH

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 34**

For which three reasons would a voice engineer create a separate user template in Cisco Unity Connection? (Choose three.)

- A. Certain users changed their extensions.
- B. Certain users are in a different partition.
- C. Certain users are using a different call handler.
- D. Certain users are using a different phone system.
- E. Certain users are being added to Cisco Unified Presence Server.
- F. Certain users are being moved to a different branch office.

**Correct Answer:** BCD

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 35**

Which transport layer protocol is used when a Cisco Unified Presence client is searching for a contact in directory?

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- A. TCP
- B. UDP
- C. IMAP
- D. HTTP

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 36**

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

**Correct Answer:** AC

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 37**

Which client supports Cisco Unified Presence?

- A. Jabber
- B. Lync
- C. Skype
- D. Quip

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 38**

Which type of signaling does desktop control mode use to control a desk phone?

- A. CTIQBE  
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- B. SIP
- C. XMPP
- D. SCCP

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 39**

The receptionist has a Cisco 7965 phone with 24-button side-car configuration. The side-car button of the phone does not light up when the line is in use. Which phone configuration is missing?

- A. Subscriber calling search space
- B. Location
- C. BLF audible alert setting
- D. Phone button template

**Correct Answer:** A

**Section:** (none)

**Explanation****Explanation/Reference:**

Explanation:

**QUESTION 40**

A voice engineer configured a Cisco Unified Presence client for a new employee. The CSF device and user are associated, but the end user cannot make a call using Cisco Unified Personal Communicator softphone mode. Which configuration item should be checked next to identify the issue?

- A. Client service framework
- B. Common device configuration
- C. Calling search space
- D. Route pattern

**Correct Answer:** C

**Section:** (none)

**Explanation****Explanation/Reference:**

Explanation:

**QUESTION 41**

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Drag the steps on the left to the correct order on the right for configuring the end user Cisco Unified Personal Communicator.

1	Configure end users in Cisco Unified Communications Manager.
2	Create Cisco Unified Client Services Framework device.
3	Assign license in Cisco Unified Communications Manager.
4	Associate DN to end users
5	Associate CSF device to end user

- A.
- B.
- C.
- D.

**Correct Answer:**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

Drag the steps on the left to the correct order on the right for configuring the end user Cisco Unified Personal Communicator.

1	2
2	3
3	1
4	5
5	4

Explanation:

1. Assign license in Cisco Unified Communications Manager
2. Create end users in Cisco Unified Communications Manager
3. Create Cisco Unified client services framework device
4. Associate CSF to end user
5. Associate DN to end user

#### QUESTION 42

Which navigation pane should be selected to view the CDR statistics?

- A. Cisco Unified Serviceability
- B. Cisco Unified CM Administration
- C. Cisco Unified Reporting
- D. Cisco Unified OS Administration

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

#### QUESTION 43

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Which Cisco Unified Communications Manager system report shows high and low call volume patterns?

- A. CAR report
- B. QoS by Gateway
- C. QoS by call types
- D. Traffic summary
- E. Traffic summary by extension

**Correct Answer: D**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

Explanation:

#### **QUESTION 44**

Which Cisco Unified Communications Manager device report provides key information to determine if an additional gateway is needed?

- A. Gateway utilization
- B. Gateway summary
- C. Gateway detail
- D. Gateway and line group utilization

**Correct Answer: A**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

Explanation:

#### **QUESTION 45**

Which four tasks does RTMT allow an administrator to perform? (Choose four.)

- A. View syslog messages.
- B. Generate alerts when threshold is below or above user-configured.
- C. Monitor a set of predefined management objects that monitor the health of the system.
- D. Collect information and traces about errors or alerts that exist in the RTMT.
- E. Reboot the system.

- F. Perform incremental backups.
- G. Export CDR.

**Correct Answer:** ABCD

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

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#### **QUESTION 46**

Which server does Cisco recommend that you configure before a CUCM backup?

- A. SFTP
- B. FTP
- C. SNMP
- D. TFTP

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

#### **QUESTION 47**

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

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 48**

Which command is used to troubleshoot calls as they enter and leave a PRI connection?

- A. Debug isdn q 931
- B. Show voice call summary
- C. Debug voip dialpeer
- D. Show dial-peer voice summary

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

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**QUESTION 49**

Which configuration causes PSTN users to experience a fail tone for every other call when trying to reach a particular number on Cisco Unified CME?

- A. ephone-dn is not assigned to the ephone.
- B. Duplicate ephone-dn is not assigned to the ephone.
- C. ephone is not registered.
- D. ephone does not exist for the ephone-dn.

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 50**

Which Cisco Unified Communications Manager configuration causes an IP phone screen to display a "registration rejected" message?

- A. Cisco Unified Communications Manager is unable to reach user IP phone.
- B. Cisco Unified Communications Manager database replication status is 2.

- C. Cisco Unified Communications Manager auto registration is disabled.
- D. Cisco Unified Communications Manager is unable to allocate DN.
- E. Cisco Unified Communications Manager subscriber is offline.

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

#### **QUESTION 51**

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

- A. 323 voice gateway?
- B. 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.
- C. 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.
- D. 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.  
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- E. 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

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

#### **QUESTION 52**

An end user has made more attempts to log in than allowed, using the wrong voice-mail pin. The user has been locked out. Which submenu does an administrator select to unlock the pin?

- A. Change password
- B. Password settings

- C. Message settings
- D. Mailbox

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

### QUESTION 53

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

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

### QUESTION 54

Two departments have their own call-park slot to park calls. Which feature on Cisco Unified CME allows one department to answer a call for another department?

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- A. Call park
- B. Call forward
- C. Call transfer
- D. Pickup-group
- E. Barge-in

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 55**

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

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 56**

Which protocol is used to monitor active voice call quality?

- A. RTCP
- B. RTP
- C. QoS
- D. STP
- E. SDP

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 57**

DRAG DROP

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Drag the functionality on the left to the correct protocol on the right.

time synchronization	NTP
option 150	VLAN
virtual broadcast domain	TFTP
IP address management	DHCP
option 67	
MAC address management	

- A.
- B.
- C.
- D.

**Correct Answer:**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

Drag the functionality on the left to the correct protocol on the right.

time synchronization	time synchronization
option 150	virtual broadcast domain
virtual broadcast domain	option 150
IP address management	IP address management
option 67	
MAC address management	

Explanation:

time synchronization
virtual broadcast domain
option 150
IP address management

#### QUESTION 58

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  
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- 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

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 59**

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

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 60**

The IP phone of user A is registered with Cisco Unified Communications Manager subscriber1 while the IP phone of user B is registered with subscriber2. User A is speaking to user B on an active call. A junior network engineer mistakenly reboots subscriber1.

What effect does this have on the call?

- A. User A can hear B, but B cannot hear A.
- B. User A cannot hear B, but B can hear A.
- C. This action drops the call.
- D. This action does not affect the call.
- E. The call remains active, but quality may suffer.

**Correct Answer:** D

**Section: (none)**

**Explanation**

**Explanation/Reference:**

Explanation:

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#### **QUESTION 61**

A company has invested in an on-premises VoIP solution. For design simplicity purposes, network engineers have opted to use a single VLAN for both data and voice traffic. Shortly after implementing IP phones, customers are reporting problems.

Which two potential problems may be reported about the calls as a result of this design decision? (Choose two.)

- A. jitter detected in voice calls
- B. problems with email latency
- C. slow internet download speeds
- D. choppy voice calls
- E. PCs are getting IP addresses but phones are not

**Correct Answer:** AD

**Section: (none)**

**Explanation**

**Explanation/Reference:**

Explanation:

#### **QUESTION 62**

A network engineer receives a report about poor quality on an active call between the IP phone of user A over the WAN to the IP phone of user B. Using web access to the phone, the network engineer remotely checks call statistics such as jitter, network delay, and packet loss. Calculated packet loss is 3%, average jitter is 20 ms, network delay is 1 ms, and conceal seconds is 7.

What is the most likely problem with this call?

- A. Calculated packet loss is too high.
- B. Average jitter is too high.
- C. Network delay is too high.
- D. Conceal seconds are too high.

**Correct Answer:** A

**Section: (none)**

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 63**

Why is quality of service critical to voice network traffic?

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- A. Voice traffic is real-time network traffic.
- B. Packets can be resent without affecting conversations.
- C. Voice traffic is bursty in nature.
- D. Voice traffic cannot be compressed.

**Correct Answer: A**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 64**

Which two options are available when adding a user to Call Unity Express? (Choose two.)

- A. GUI
- B. CLI
- C. BAT
- D. TAPS
- E. LDAP

**Correct Answer: AB**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 65**

Which utility is recommended for a network administrator who must provision 300 users in Cisco Unified Communications Manager?

- A. Batch Accounts Tool
- B. Bulk Administration Tool
- C. Bulk Accounts Tool
- D. Batch Administration Tool

**Correct Answer: B**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

Explanation:

#### **QUESTION 66**

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?

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

**Correct Answer: C**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

Explanation:

#### **QUESTION 67**

Which two options are configured on the phone configuration page within Cisco Unified Communications Manager Administrator? (Choose two.)

- A. device pool
- B. auto answer
- C. partition
- D. voice-mail profile

E. MAC address

**Correct Answer:** AE

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 68**

Which two options are configured on the directory number configuration page within Cisco Unified Communications Manager Administrator? (Choose two.)

- A. partition
- B. MAC address
- C. auto answer
- D. softkey template
- E. common device configuration
- F. max calls

**Correct Answer:** AF

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 69**

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An administrator wants to add and configure an ephone-dn via the Cisco Unified Communications Manager Express web GUI. Which feature must be defined under telephony service configuration?

- A. auto-reg-ephone
- B. auto-reg-dn
- C. max-ephones
- D. max-dn
- E. dn-webedit

**Correct Answer:** E

**Section: (none)**

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 70**

To control telephony costs, management wants to restrict who can place long distance calls. Which two options allow for this restriction? (Choose two.)

- A. calling search space
- B. partitions
- C. route groups
- D. SIP trunk
- E. gateway

**Correct Answer: AB**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 71**

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: (none)**

**Explanation**

**Explanation/Reference:**

Explanation:

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**QUESTION 72**

A company has a 5-digit dial plan. A junior engineer inquires about the directory number external masks. Why are external masks used?

- A. to block calling number identification
- B. to enable called number identification
- C. to convert the calling directory number to the PSTN routable calling directory number
- D. to associate a directory number with a SIP endpoint

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 73**

Which two components are needed before a user can be assigned to a Presence node? (Choose two.)

- A. Cisco Unified Communications Service
- B. service profile
- C. phone button template
- D. mobility profile
- E. device profile

**Correct Answer:** AB

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 74**

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

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**Correct Answer:** BD

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 75**

Which four actions can be selected with the Bulk Administration Tool in Cisco Unity Connection? (Choose four.)

- A. Create
- B. Modify
- C. Migrate
- D. Update
- E. Delete
- F. Export
- G. Purge
- H. Manage

**Correct Answer:** ADEF

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 76**

An engineer is syncing Cisco Unity Connection with LDAP. Which three things should the engineer consider during this process? (Choose three.)

- A. PINs and passwords are replicated from the LDAP database to Cisco Unity Connection database.
- B. LDAP authentication must be configured and enabled.
- C. There is no limit to the amount of LDAP filters that can be created.
- D. SSL certificates from LDAP must be uploaded to Cisco Unity Connection.
- E. LDAP synchronization must be configured and enabled.
- F. Cisco Unity Connection supports integrations with OpenLDAP.

**Correct Answer:** CEF

**Section: (none)**

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 77**

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Which three methods can an engineer use to create users in Cisco Unity Connection? (Choose three.)

- A. Local
- B. Cisco Unified Presence Server
- C. Cisco Unified Communications Manager
- D. LDAP
- E. TMS
- F. Outlook

**Correct Answer:** ACD

**Section: (none)**

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 78**

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

**Section: (none)**

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 79**

An engineer has deployed IM-user-only mode for the IM and Presence Service. Which two features will be available? (Choose two.)

- A. third-party XMPP clients are not supported
- B. IM and Presence support without Cisco Unified Communications Manager
- C. audio/video calling
- D. Cisco Unity voicemail retrieval via SMTP
- E. XMPP federation capabilities

**Correct Answer:** BE

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

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**QUESTION 80**

Which IM and Presence chat feature allows for an always-available chat room that remains active, even if all of the participants leave the chat?

- A. Personal
- B. Group
- C. Persistent
- D. Ad-hoc

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 81**

Which two benefits does Cisco Unified IM and Presence Service bring to businesses? (Choose two.)

- A. enhances productivity by using availability awareness and reduce communications delays
- B. provides Enterprise IM capabilities, such as persistent chat, group chat, and IM history

- C. provides and streamlines enterprise audio and video communications
- D. enhances communications by providing multipoint conference capabilities
- E. supports standard-based XMPP clients by supporting native SIP/SIMPLE and H.323 protocols

**Correct Answer:** AB

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

#### **QUESTION 82**

In which section of Cisco Unified Communications Manager are Call Detail Records viewed?

- A. Cisco Unified Serviceability
- B. Cisco Unified OS Administration
- C. Cisco Unified Reporting
- D. Cisco Unified Communications Manager Administration
- E. Cisco Unified Disaster Recovery

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

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Explanation:

#### **QUESTION 83**

CDR/CMR Reporting is being enabled on Cisco Unified Communications Manager. As part of this process, which two service parameters must be activated? (Choose two.)

- A. Cisco CAR Web Service
- B. CDR Enabled Flag
- C. Cisco Serviceability Reporter
- D. Call Diagnostics Enabled
- E. Statistics Enabled

**Correct Answer:** BD

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

#### **QUESTION 84**

For capacity planning purposes, a network administrator must provide a report to management that displays the number of phones registered per server. Where can the administrator obtain this information?

- A. Navigate to Cisco Unified Serviceability > Tools > Serviceability Reports Archive.
- B. Navigate to Cisco Unified Operating System Administration > Tools > System Reports.
- C. Navigate to Cisco Unified CM Administration > Tools > System Reports.
- D. Navigate to Cisco Unified Reporting > Tools > System Reports.

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

#### **QUESTION 85**

Which report in the CAR tool provides information about the call volume for a specified period?

- A. traffic summary report
  - B. Top N duration report
  - C. precedence call summary report
  - D. gateway utilization report
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**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

#### **QUESTION 86**

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**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

Explanation:

#### **QUESTION 87**

Which Cisco Unified Communications Manager plug in allows administrators to proactively monitor the overall health of their Cisco cluster?

- A. RTMT
- B. Cisco AXL Toolkit
- C. Cisco CTL Client
- D. Cisco JTAPI
- E. Cisco TAPS

**Correct Answer: A**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

Explanation:

#### **QUESTION 88**

A group of managers for a company has requested IP telephony reports with performance data

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and graphs. Which steps should the network administrator take to gather these reports using Cisco Unified Communications Manager web interface?

- A. Select Cisco Unified Serviceability > Trace > Serviceability Reports Archives.
- B. Select Cisco Unified Serviceability > Alarm > Serviceability Reports Archives.

- C. Select Cisco Unified Reports > Tools > Serviceability Reports Archives.
- D. Select Cisco Unified Reports > Trace > Serviceability Reports Archives.
- E. Select Cisco Unified Serviceability > Tools > Serviceability Reports Archives.

**Correct Answer:** E

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

#### **QUESTION 89**

A user reports that several IP phones in a single department are displaying a continuous "registering" message. Which fault domain should be investigated?

- A. network router
- B. Cisco Unified Communications Manager subscriber node
- C. network switch
- D. IP phones
- E. SIP gateway

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

#### **QUESTION 90**

An end user reports that conference calls are failing. Which fault domain should be investigated first?

- A. IP phone
  - B. Cisco Unified Communications Manager Media Resources
  - C. voice gateways
  - D. network routers and switches
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**Correct Answer:** B

**Section:** (none)

**Explanation****Explanation/Reference:**

Explanation:

**QUESTION 91**

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

**Section:** (none)

**Explanation****Explanation/Reference:**

Explanation:

**QUESTION 92**

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

**Section:** (none)

**Explanation****Explanation/Reference:**

Explanation: