



**Vendor:** Cisco

**Exam Code:** 640-461

**Exam Name:** Introducing Cisco Voice and Unified Communications Administration v8.0 (ICOMM)

**Version:** DEMO

#### QUESTION 1

Adam is the network administrator of a company. He finds out that CDR files are being collected and pushed to the CDR Repository node but the files are not getting transferred to third-party billing servers. Which service should be restarted as a troubleshooting step?

- A. CDR agent
- B. CDR Repository Manager
- C. CDRonDemand
- D. Cisco CallManager

**Answer: B**

#### QUESTION 2

Which protocol is used by a Cisco PoE switch to deliver voice VLAN information to a Cisco IP phone?

- A. Cisco Discovery Protocol
- B. User Datagram Protocol
- C. Transmission Control Protocol
- D. Session Initiation Protocol

**Answer: A**

#### QUESTION 3

What are two methods of viewing lost packet statistics for a call between two Cisco Unified IP Phone 7945 phones that are registered to Cisco Unified Communications Manager? (Choose two.)

- A. During the call, press the Settings key twice in succession on one of the IP phones.
- B. During the call, press the Settings key, and then select Status > Call Statistics on one of the IP phones.
- C. During the call, press the Web Services key twice in succession on one of the IP phones.
- D. Find the completed call in Cisco Unified Serviceability > Tools > Dialed Number Analyzer.
- E. Find the completed call in CDR Analysis and Reporting > CDR > Search > By User Extension.
- F. Find the completed call in CDR Analysis and Reporting > System > Log Screens > Event Log.

**Answer: BE**

#### QUESTION 4

MGCP gateway is registered with Cisco Unified Communications Manager, but does not appear in the Cisco Unified Communications Manager Administration Page. Which performance and monitoring service must be restarted?

- A. Cisco RIS data collector
- B. Cisco DirSync
- C. Cisco IP Manager Assistant
- D. Cisco Bulk Provisioning Service

**Answer: A**

### QUESTION 5

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

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

**Answer: B**

### QUESTION 6

Refer to the exhibit. You modify the primary extension of a Cisco Unified Communications Manager user, but shortly afterwards the user complains that although she can access her mailbox, her IP phone is not receiving new voice message notifications. What Cisco Unity Connection option should you configure to resolve the problem?



- A. Edit User Basics > Extension
- B. Edit User Basics > Alternate Extension
- C. Edit User Basics > Message Waiting Indicators
- D. Edit User Basics > Message Actions
- E. Tools > Synch Users

**Answer: A**

### QUESTION 7

What tool is provided by Cisco Unity to actively, semi-intrusively monitor Unity system performance?

- A. Cisco Unity Performance Information and Diagnostics
- B. Cisco Unity Disaster Recovery Tools
- C. Microsoft Management Console
- D. Microsoft Windows Performance Monitor

**Answer: A**

### QUESTION 8

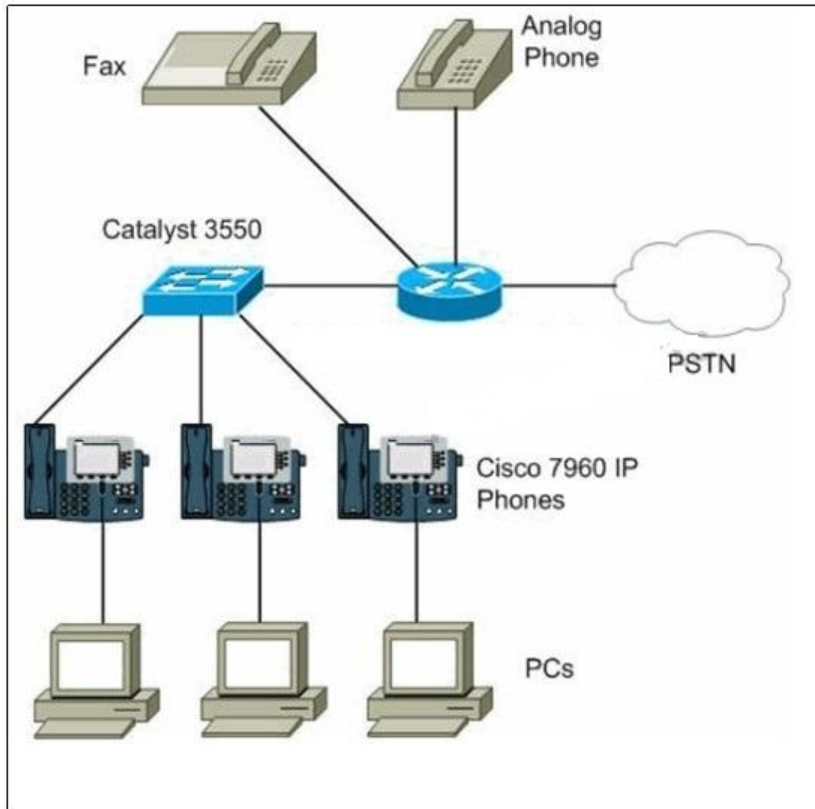
You successfully added a call park feature for the IP phone that is registered with Cisco Unified Communications Manager Express. What needs to be done on Cisco Unified CME for the call park softkey to appear on the IP phone screen?

- A. Restart the IP phone.
- B. You do not need to do anything. It will appear once the configuration is done.
- C. You cannot add the call park feature to an existing configured IP phone.  
You have to delete the IP phone configuration first, and then start configuring it again.
- D. The call park feature is not supported on Cisco Unified CME.

**Answer: A**

### QUESTION 9

Refer to the exhibit. Which Cisco Unified Communications platform is being utilized?



- A. Cisco Unified Communications Manager Express
- B. Cisco Unified Presence
- C. Cisco Unity Connection
- D. Cisco Unified Communications Manager

**Answer: A**

### QUESTION 10

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.

**Answer: C**

#### **QUESTION 11**

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

**Answer: C**

#### **QUESTION 12**

Which type of user in Cisco Unified Communications Manager has an interactive login?

- A. administrator
- B. end user
- C. application user
- D. phone user

**Answer: B**

#### **QUESTION 13**

When you configure a shared extension in Cisco Configuration Professional, which two characteristics should be the same on both phones, so that the phones can successfully use a shared extension? (Choose two.)

- A. monitor mode
- B. MAC address
- C. ephone-dn
- D. number
- E. user ID

**Answer: CD**

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