



**642-444**

(IP Telephony Exam (CIPT))

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## Question: 1

**What is required for the Barge feature to work?**

- A. a conference bridge
- B. a shared line
- C. a conference already in process
- D. a multiple line appearance

Answer: B

## Question: 2

**Four geographic regions have defined for an IP telephony deployment: Southern Germany, Northern Germany, Austria, and, Hungary. Although voice bandwidth within a region is not constrained, voice bandwidth between regions is constrained. When you configure CallManager, select the most appropriate codec to configure between the Austria region and the other regions.**

- A. G.711
- B. G.722
- C. G.726
- D. G.728
- E. G.729
- F. Wideband

Answer: E

## Question: 3

**The incidence of rogue phones gaining network access has dropped to zero. Which security solution has most likely been deployed?**

- A. implementing approved anti-virus software
- B. applying O/S patches regularly and often
- C. deploying a well-configured firewall
- D. requiring signed firmware loads
- E. requiring password logins for phone usage
- F. deploying secure RTP

Answer: E

Question: 4

Which three of the following can be assigned a calling search space? Select three.

- A. gateway
- B. directory number
- C. Meet-Me number
- D. route pattern
- E. IP phone

Answer: A, B, E

Question: 5

What Extension Mobility parameter limits the number of phones to which a user may log in?

- A. maximum login Limit
- B. maximum concurrent request
- C. multi concurrent usage
- D. multi login behavior

Answer: D

**Explanation:**

Multi login behavior: specifies the behavior for multiple attempted logins by the same user on different devices. The choices are to allow, not allow, and cause a previous login to automatically log out.

**Incorrect answers:**

Maximum concurrent request : specifies the maximum number of login or logout operations which can occur simultaneously This maximum prevents the Extension Mobility service from consuming excessive system resources. There are no such parameters : maximum login Limit or multi concurrent usage

Question: 6

What is one reason a certificate is used within Cisco CallManager?

- A. to provide licensing data
- B. to list firmware revision

- C. to provide source authentication
- D. to validate signaling

Answer: C

Question: 7

Company.com has three locations connected via an IP WAN. Each location has a CallManager cluster, and the headquarters cluster is connected to all other clusters via inter cluster trunks. Company.com wants to allow up to 8 simultaneous calls across the IP WAN. To call between sites, employees dial a 2 digit access code plus the 4 digit extension. If more than 8 calls are made, or if the IP WAN is not available, calls should be sent to Company.com's preferred long distance carrier. If the trunk to the long distance carrier is not available, the local provider should be used. The long distance carrier requires 10 digits to complete a long distance call. The local provider requires 11 digits to complete a long distance call but only 7 digits for local calls. What is the minimum number of route required at the headquarters location?

- A. 1
- B. 2
- C. 3
- D. 6

Answer: B

Question: 8

Which multiple line appearance parameters sets a number of calls per line beyond which all incoming calls are forwarded?

- A. Maximum Number of Calls
- B. Call Forward Busy
- C. No Answer Ring Duration
- D. Busy Trigger

Answer: D

Question: 9

**Drag and Drop**

As a network technician at you are required to drag the actions in the correct order in which the Batch update Tool (BAT) and the Tool for Auto-Registered Phones Support (TAPS) work together to install phones on an IP telephony network.

**Select from these**

user or administrator dials TAPS Directory Number

administrator plugs phones into network

phone updates CallManager with correct MAC address

BAT adds dummy MAC address into Cisco CallManager administrat

CallManager downloads configuration

**Place here**

Place First step here

Place second step here

Place third step here

Place fourth step here

Place last step here

Answer:

As a network technician at you are required to drag the actions in the correct order in which the Batch update Tool (BAT) and the Tool for Auto-Registered Phones Support (TAPS) work together to install phones on an IP telephony network.

Select from these

Place here

BAT adds dummy MAC address into Cisco CallManager administrat

administrator plugs phones into network

user or administrator dials TAPS Directory Number

CallManager downloads configuration

phone updates CallManager with correct MAC address

Question: 10

**A CallManager cluster contains one publisher and three subscribers. If the publisher is unavailable, which one of the following statements is true?**

- A. Updates to the CallManager configuration on the subscribers will be accepted and will be uploaded to the publisher when the publisher recovers.
- B. CDRs are collected by the subscribers and will be uploaded to the publisher when the publisher recovers.
- C. New CallManager-managed IP telephony devices can be added to the cluster.
- D. CDRs are posted to the primary subscriber, which uploads them to the publisher when the publisher recovers.

Answer: B

Question: 11

**How much malicious call identification (MCID) differs between a standard call and a conference call?**

- A. There is no difference.

- B. The CDR is not flagged in a conference call.
- C. There is no MCID-O message to the PSTN in a conference call.
- D. There is no message to the Cisco CallManager administrator in a conference call.

Answer: C

Question: 12

**A CallManager cluster topology of Cisco MCS 7835s (each capable of supporting 2500 calls) is being designed for an IP telephony network. The cluster design must 1) Support up to 3,000 phones 2) Provide a level of redundancy 3) Be cost effective 4) Support a very heavy streamed media file load. Given those necessities, which of the following configurations requires the fewest number of? CallManagers but still provides acceptable performance?**

- A. Four: Publisher, TFTP server, and two Primaries
- B. Five: Publisher, TFTP server, two Primaries, and a Secondary (covering both Primaries)
- C. Four: combined Publisher and TFTP server, two Primaries, and a Secondary (covering both Primaries)
- D. Six: Publisher, TFTP server, two Primaries, two secondaries (one for each Primary)
- E. Six: Publisher, TFTP server, two Primaries, and a Secondary (covering both Primaries), and a Tertiary (covering both Primaries)
- F. Six: Publisher, TFTP server, two Primaries, two secondaries (one for each Primary), and two Tertiaries (one for each Primary)

Answer: B

Question: 13

**Exhibit Study the exhibit. What CSS should be assigned to a phone in the Phones partition to block calls to International numbers while allowing all other calls?**



```

Partition = Phones

Partition = Service
Route Pattern X11

Partition = Local
Route Pattern X11
Route Pattern 9.0

Partition = LongDistance
Route Pattern X11
Route Pattern 9.[2-9]XXXXXX
Route Pattern 9.1[2-9]XX[2-9]XXXXXX

Partition = International
Route Pattern 9.011!

CSS A
Phones
Service

CSS B
Service
Local
LongDistance

CSS C
LongDistance

CSS D
Phones
LongDistance
    
```

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

Answer: D

Question: 14

Which of the steps below are required to enable the Cisco SoftPhone? Select two.

- A. Check the CTI Application Use box.
- B. Remove the DN from any other device.
- C. Add the SoftPhone softkey template.
- D. Add the intended user to Cisco CallManager.
- E. Identify a unique port to use.

Answer: A, D



## Question: 15

**What is required for a Cisco IP Phone to obtain an address from a Cisco CallManager running the DHCP service if they are not both on the same subnet?**

- A. default router
- B. option 150 with the IP address of the CallManager
- C. option 86 with the IP address of the TFTP server
- D. IP helper address

Answer: D

**Explanation:**

IP helper address modifies the IP phone DHCP broadcast to a unicast so the request can be routed to other subnets where DHCP server sits on.

## Question: 16

**Based on the following dial-plan rules, what is the minimum number of partitions that must be defined? All employees can call local and service numbers. Managers can call long distance and international numbers. Executives can call all numbers. Only Admins can call executives. Incoming calls can only routed to IP phones.**

- A. 3
- B. 4
- C. 5
- D. 6

Answer: B

## Question: 17

**Exhibit**



Two options exist for adding a gatekeeper-controlled trunk to support gatekeeper call administration control. Which two of the following options could be selected to configure the trunk type as shown in the exhibit? Select two.

- A. H.225 Trunk (Gatekeeper Controlled)
- B. Inter-Cluster Trunk (Gatekeeper Controlled)
- C. Intra-Cluster Trunk (Gatekeeper Controlled)
- D. H.323 Trunk (Gatekeeper Controlled)
- E. H.245 (Gatekeeper Controlled)

Answer: A, B

Question: 18

Which two security functions does secure RTP provide? Select two.

- A. signaling verification
- B. encryption
- C. authentication
- D. signed images
- E. IS identification
- F. certificate management

Answer: B, C

Question: 19

**In a centralized call processing environment, locations-based CAC has not been configured. Four calls are in progress and have consumed the entire bandwidth for a link. If another call is made over the link, what will be the result?**

- A. All five calls will proceed but with poor quality.
- B. The fifth call will be denied with a fast busy.
- C. The fifth call will have poor quality.
- D. All calls will proceed normally if LLQ has been configured properly.

Answer: A

Question: 20

**Where is the setup found for personal address books?**

- A. through the services softkey of the phone
- B. on a web page accessible by the user
- C. on a web page accessible by the administrator
- D. in an XML application

Answer: B

**Explanation:**

<http://<CCM server name or IP address>/ccmuser/logon.asp> is the web-site accessible by the user to find setup for personal address books.

Question: 21

**Company.com is using Cisco CallManager is considering using hotelling a new facility. Company.com also wants to use standard Cisco IP phones. Which Cisco CallManager option will give Company that capability?**

- A. SoftPhone
- B. IPMA
- C. Extension Mobility
- D. CRS

Answer: C

Question: 22

**What is the primary aim of the Cisco PDIOO model?**

- A. to approach security as an ongoing concern
- B. to establish a lasting, thorough security policy
- C. to provide a framework for security application design
- D. to provide a guideline for making security decisions

Answer: A

Question: 23

**What is the first step to take when changing soft key locations on a standard softkey template?**

- A. Select the softkey to move and use the arrows to slide its position higher or lower.
- B. Copy the desired softkey template to change.
- C. Click to Add Application and move the softkeys from the Add Applications screen.
- D. Select the softkeys to display in the template.

Answer: B

Question: 24

**An IP phone user has dialed "15152211221". Which of the following route patterns will be used?**

- A. 1515[^0-1]2[12]+[34]?
- B. 1515[^0-1]4[012]+
- C. 1515[0-1]4[123]
- D. 1515[0-2]412[012]+
- E. will not match any of the patterns.

Answer: A

Question: 25

**What is the maximum number of MOH sessions that may be supported on any type of server?**

- A. 20
- B. 50
- C. 100
- D. 250

E. 400

Answer: D

**Explanation:**

MCS 7835 (all models)  
MCS 7845 (all models)  
HP DL380  
IBM Series 34x (all models)  
can support 250 MOH sessions in standalone MOH server configuration.

## Question: 26

**Assume users are regularly moving throughout the enterprise. Which scenario is a good candidate for Extension Mobility?**

- A. multiple campuses, each as its own cluster
- B. single campus, one cluster per building
- C. multiple campuses, each connecting into a single cluster
- D. single building, one cluster for each floor

Answer: C

## Question: 27

**According to Cisco, what is the primary advantage of the SAFE security model?**

- A. Applications deployed under SAFE function well together.
- B. A failure of one part is generally covered by another layer.
- C. SAFE eliminates the possibility of security breaches.
- D. Upgrades are simpler.

Answer: B

## Question: 28

**A receptionist is unwittingly used to pass a toll fraud attempt to a toll line. What is called?**

- A. social engineering
- B. inside facilitation
- C. forwarding fraud

D. transferring fraud

Answer: A

Question: 29

**Which two phrases best describe the purposes of a CallManager group? Choose two.**

- A. prioritized fail-over list for backup call processing
- B. call processing load balancing
- C. easy configuration of identical CallManagers
- D. single configuration for CallManagers with common devices
- E. prioritized list of gateways

Answer: A, B

Question: 30

**A dial plan uses six-digit numbers where the first two digits are in access code and the last four digits are an extension. Access codes must begin with 7 or 8 and the second digit cannot be 0, 1, 5, or 9. Which two route patterns will support this dial-plan requirement? Select two.**

- A. [78][2-4,6-8]XXXX
- B. [7-8][^0159]XXXX
- C. [^0-6,9][2-4,6-8]XXXX
- D. [^0-69][2-4678]XXXX
- E. [^78][^234678]XXXX

Answer: B, D

Question: 31

**Which feature requires users to be added to Cisco CallManager?**

- A. XML application use
- B. softkey use
- C. transfer to voice mail
- D. extension mobility

Answer: D

Question: 32

An IP phone user has dialed "15152412232". Which of the following route patterns will be used?

- A. 1515[^0-1]4[123]+
- B. 1515[^0-2]4[12]+
- C. 1515[^0-1]41[2232]
- D. 1515[^0-2]412[012]+
- E. will not match any of these patterns

Answer: A

Question: 33

What service must be activated on a Subscriber to support WebAttendant?

- A. Cisco Database Layer Monitor
- B. Cisco IP Voice Media Streaming
- C. Cisco TFTP Server
- D. Cisco CDR Insert
- E. Cisco Telephony Call Dispatcher

Answer: E

Question: 34

Which two statements must be true to run the Tool for Auto-registered Phones Support (TAPS)? Select two.

- A. Auto-registration must be enabled in Cisco CallManager.
- B. BAT must have run first.
- C. MAC addresses must have been entered via BAT.
- D. BAT must be run simultaneously.
- E. DHCP must be enabled.
- F. DHCP must be disabled.

Answer: A, B

Question: 35

How does Cisco CallManager change the phone line and button layout for each user when Extension Mobility is used?

- A. changing device pools



- B. changing device locale
- C. changing device profile
- D. changing device firmware

Answer: C

Question: 36

Exhibit

```
dial-peer voice 101 voip
destination-pattern 1111
session target ipv4: 10.1.1.101
????????????????????
dial-peer voice 102 voip
destination-pattern 1111
session target ipv4: 10.1.1.102
????????????????????
```

An H.323 gateway is being configured to support CallManager redundancy. Dial-peer 102 should point to the connection to the primary CallManager. There are two commands missing, represented by a set of question marks (??????). Each answer below has two parts. The first part would replace the first question marks, and the second part would replace the second questions marks. Choose the answer that properly completes the command list.

- A. preference 0, preference 10
- B. preference 10, preference 0
- C. priority 0, priority 5
- D. priority 5, priority 0
- E. primary, secondary
- F. secondary, primary

Answer: B

Question: 37

It is feared that competitors are listening in an IP phone conversations in the research and

**development. What can be done to thwart this?**

- A. Implement intrusion detection.
- B. Secure all access ports.
- C. Implement secures RTP.
- D. Require passwords on all phones.

Answer: C

Question: 38

**What method of Call Admission Control (CAC) is used for centralized call processing?**

- A. locations
- B. regions
- C. gatekeeper
- D. H.225
- E. gateway
- F. H.323

Answer: A

Question: 39

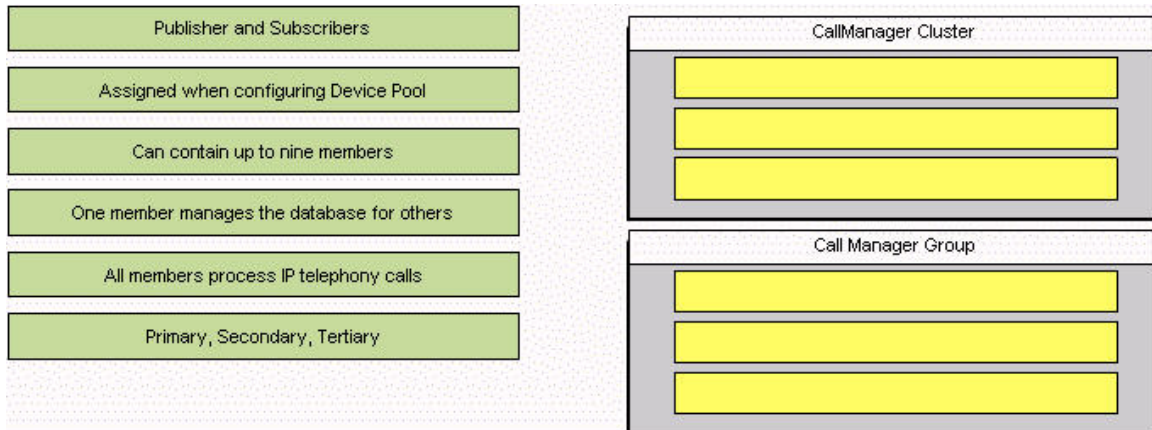
**Which three of these statements must be true when installing the TAPS? (Choose three.)**

- A. DHCP is disabled.
- B. The Cisco CRS server is configured.
- C. The Windows 2000 Services window is open.
- D. The publisher database for Cisco CallManager is running.
- E. The latest BAT is installed on the publisher database server.
- F. Windows Terminal Services may be used to install TAPS.

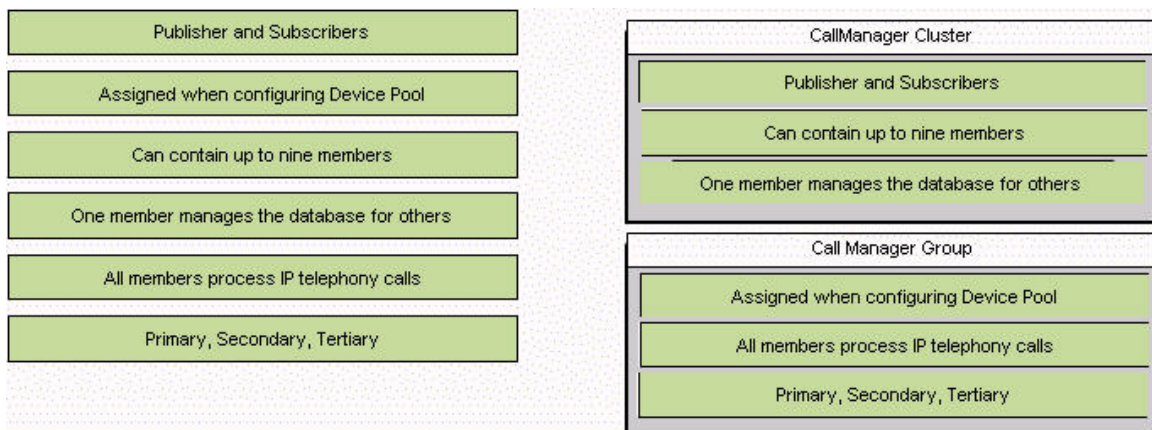
Answer: B, D, E

Question: 40

**Drag and Drop Drag each characteristic on the left to its appropriate entity on the right.**



Answer:



Question: 41

**Which hardware option will support a maximum of 10 simultaneous conference bridges per port?**

- A. WS-X6608-xx
- B. IPV-C-35xx
- C. NM-HDV
- D. IP Voice Media Application

Answer: A

Question: 42

**A user wishes to add speed dials. Which step is required to accomplish this?**

- A. Add the user to Cisco CallManager
- B. Check the "CTI Application Use" box.
- C. Create a SpeedDial softkey template.
- D. Validate the speed dial entries.

Answer: A

Question: 43

**What tool should be used to stop or restart services on a Cisco CallManager server?**

- A. Windows Administrative Tools\Services
- B. CallManager Serviceability\Control Center
- C. CallManager Serviceability\Service Activation Tool
- D. CallManager Administration\Service Parameters

Answer: B

Question: 44

**What must happen in Cisco CallManager for a user to add speed dials to a phone?**

- A. CTI access must be granted.
- B. The user must be added to Cisco CallManager.
- C. The administrator must check Speed Dial in the user's profile.
- D. A speed Dial softkey template must be created.

Answer: B

Question: 45

**Company.com is using Cisco CallManager. The CEO of Company wants all calls from other managers to be sent to the CEO assistant, and all calls from the board of directors to be sent directly to the CEO. Which tool can enable such filtering?**

- A. CRS
- B. IVR
- C. Unity
- D. IPMA

Answer: D

Question: 46

**A group of Cisco CallManager servers needs to be secured from viruses that may propagate over the network. Which of the steps will provide the most security? (Choose two.)**

- A. Stop using Internet Explorer on Cisco CallManagers servers.
- B. Apply operating system patches regularly and often.
- C. Close down all server ports but port 80.
- D. Shut down FTP services on all servers.
- E. Install approved antivirus software.
- F. Apply latest antivirus updates and virus definition files.

Answer: E, F

Question: 47

**What solution will effectively address the concern that software for IP phones might be hacked?**

- A. the implementation of approved anti-virus software
- B. the regular and frequent application of operating system patches
- C. the deployment of a well-configured firewall
- D. a signed firmware loads requirement
- E. a requirement that password logins be used for phone usage
- F. the deployment of secure RTP

Answer: D

Question: 48

**The IPMA filter of a manager has been set to Exclusive and the following numbers entered in the manager's list:**

**456-1294 589-0923 773-0900 884 927**

**A call comes in with caller ID 927-8921. Where will the call go first?**

- A. to the manager
- B. to the manager's designated assistant
- C. to voice mail
- D. to the main receptionist

Answer: B

Question: 49

**What does secure RTP authentication provide?**

- A. scrambling of the voice signal
- B. verification of the voice signal origin
- C. scrambling of the call signaling
- D. verification of the dialed digits

Answer: B

Question: 50

**Which steps must an IP phone user take to activate a prepared stock quote XML application?**

- A. Using a PC, log in to the user URL and select the application for use.
- B. Request that the administrator add the directory number to an application list.
- C. Select the "Services" softkey and choose the stock option application.
- D. Initiate an application tftp request.

Answer: C

Question: 51

**Which two steps should be taken to prevent malicious software from running on Cisco CallManager servers? Select two.**

- A. Implement approved anti-virus software
- B. Apply operating system patches regularly.
- C. Deploy a well-configured firewall.
- D. Require a signed firmware loads.
- E. Require password logins for phone usage.
- F. Deploy secure RTP.

Answer: A, B

Question: 52

**Which two of the following can be used to create a .csv file? Select two.**

- A. BAT .xlt template file
- B. text editor such as Microsoft Notepad
- C. command line interpreter
- D. CallManager CSV screen
- E. BAT.doc document

Answer: A, B

Question: 53

**An IP telephony network is being planned with two hundred phones. The phones can be divided into three different types. Limited personnel resources will be available for managing the network and it is expected that IP phones will be changed in and out on a continual basis. Which of the following would be representing the best way to administer the network? Select two.**

- A. Bulk Administration Tool
- B. Tool for Auto-Registered Phones Support
- C. CVS Update Tool
- D. Auto-Load Phones Tool
- E. Auto-registration Tool
- F. Total Load Tool

Answer: A, B

Question: 54

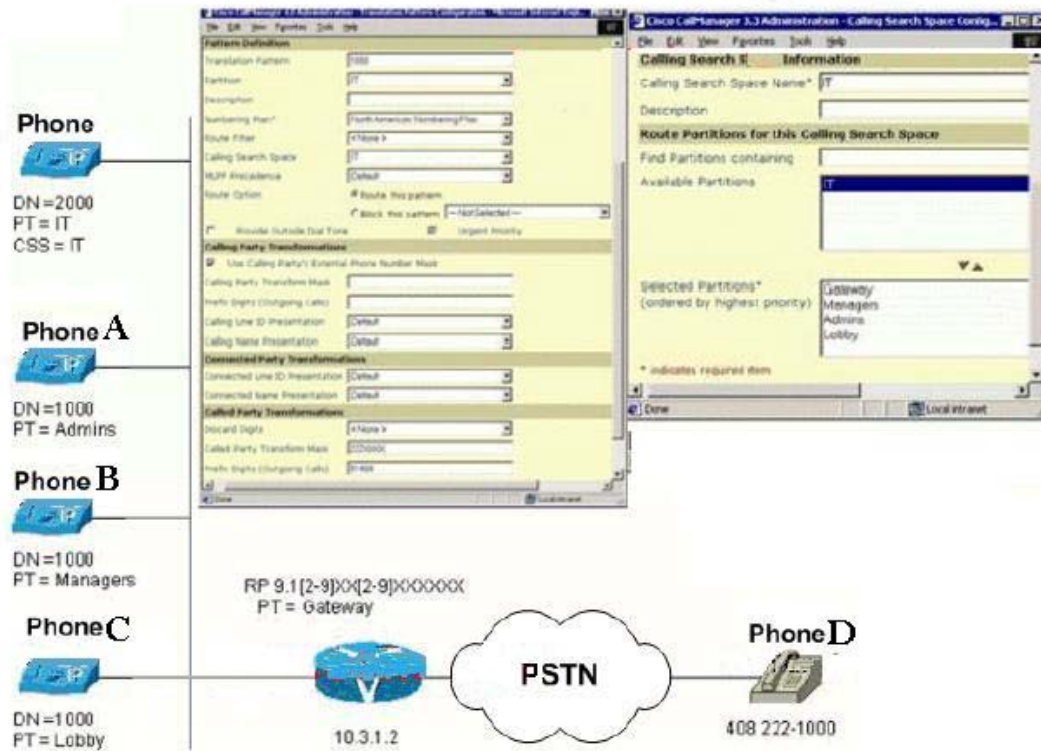
**How are music-on-hold files designated for use?**

- A. They are dropped into individually numbered directories.
- B. They are assigned a Cisco CallManager audio source number.
- C. They are streamed end-to-end in filename order.
- D. They are given stream-specific filenames.

Answer: B

Question: 55

**Exhibit Study the exhibit. When Company dials 1000 what phone will ring?**



- A. Phone CompanyA
- B. Phone CompanyB
- C. Phone CompanyC
- D. Phone CompanyD

Answer: D

**Explanation:**

As the calling search space for Company phone is IT partition, but either phone Company A or B or C does not belong to IT partition, they won't ring



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