

## CCNA Voice 640-461 Q&As &ndash; Provide End User Support (1-5)

**Section 5 - Provide End User Support** QUESTION 1 When troubleshooting a phone that is unable to get an IP address from a DHCP server, what is the first thing to check for on the phone? A.&#160;&#160;&#160; Make sure that DHCP Enabled is disabled on the phone. B.&#160;&#160;&#160; Make sure that the phone is getting the proper VLAN information C.&#160;&#160;&#160; Make sure that the TFTP server address is correct on the phone. D.&#160;&#160;&#160; Make sure that the DHCP scope has enough addresses left in the range. E.&#160;&#160;&#160; Make sure the phone has the correct phone load ID. Answer: B QUESTION 2 An IP phone has a line calling search space and a device calling search space. If a call is made from the IP phone, which calling search space is used? A.&#160;&#160;&#160; Neither calling search space is used. B.&#160;&#160;&#160; The line calling search space takes precedence and is used. C.&#160;&#160;&#160; The device calling search space takes precedence and is used. D.&#160;&#160;&#160; The line and device calling search spaces are combined and the line calling search space has precedence. Answer: D QUESTION 3 In which two ways can an administrator reset an IP phone that is registered with Cisco Unified Communications Manager? (Choose two.) A.&#160;&#160;&#160; Phone can be reset in Cisco Unified Communications Manager Administration. B.&#160;&#160;&#160; Phone can be reset in the Cisco Unified Communications Manager Express CLI. C.&#160;&#160;&#160; Press the \* \* # \* key combination on the IP phone keypad. D.&#160;&#160;&#160; Enter the reset ephone command in the switch. E.&#160;&#160;&#160; Press the \* \* # \* key combination on the IP phone keypad. F.&#160;&#160;&#160; Press the ## \* # key combination on the IP phone keypad. Answer: AC QUESTION 4 After changes are made to an IP phone, which reset method is the fastest to bring the phone back into service? A.&#160;&#160;&#160; drop B.&#160;&#160;&#160; restart C.&#160;&#160;&#160; reset D.&#160;&#160;&#160; shutdown E.&#160;&#160;&#160; shut and no shut Answer: B QUESTION 5 How can an administrator determine which codec is being used between two endpoints while a call is in progress? A.&#160;&#160;&#160; Run the codec trace in Cisco Unified Communication Manager. B.&#160;&#160;&#160; Use Cisco Unified Serviceability network trace. C.&#160;&#160;&#160; Can only be seen in Cisco SDI traces. D.&#160;&#160;&#160; Can only be seen in a sniffer trace. E.&#160;&#160;&#160; Press the [ ? ] button twice on one of the IP phones. Answer: E