

CCNA Voice 640-461 Q&As – Provide End User Support (6-10)

Section 5 ? Provide End User Support QUESTION 6 An administrator wants to see how long a specific IP phone extension is in use during a given period of time. What CAR tool feature would the administrator use? A. System Reports > Traffic > Summary by Phone Number B. CDR > Search > By Call Precedence Level C. Device Reports > Route Patterns/Hunt Groups > Route and Line Group Utilization D. User Reports > Top N > By Duration Answer: A

QUESTION 7 After an IP phone has been added to a Cisco Unified Communications Manager server, the administrator notices that the phone has a directory number that is not in the number range in use by the organization. He also notes that the directory number is 1000. What is the most likely cause? A. The phone number was misconfigured. B. The phone may have auto-registered. C. The phone is configured on another server. D. DHCP gave the phone the wrong directory number E. TFTP server is misconfigured Answer: B

QUESTION 8 All users report that when they press the Messages button on their IP phone, nothing happens. What is the most likely cause of this issue? A. Cisco Unity Connection is not configured. B. The default Voicemail Profile does not have a Pilot number configured. C. The Voicemail Pilot does not have the VoiceMail Profile configured. D. The Integrated Service Engine is offline. E. The Voicemail Pilot is incorrect. Answer: B

QUESTION 9 Which type of single switch port can support data and voice VLANs and is recommended for Cisco Unified IP phones? A. multiflex port B. trunk port C. access port D. ISL trunking port Answer: C

QUESTION 5 When adding an IP phone to a Cisco Unified Communications Manager system, what two choices does an administrator have to add the phone to the system? (Choose two.) A. auto-registration B. FHSS provisioning C. IP phone configuration assistant D. manual provisioning E. Cisco Unified Serviceability Answer: AD

QUESTION 10 On an IP phone line appearance, for which two purposes is the Display parameter designed to be used? (Choose two.) A. display a number other than the directory number of the IP phone B. display a name instead of the directory number of the IP phone C. internal caller ID D. external caller ID E. full directory number ID for outgoing calls Answer: BC