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**Vendor:**Cisco

**Exam Code:**642-427

**Exam Name:**Troubleshooting Cisco Unified  
Communications v8.0 (TVOICE v8.0)

**Version:**Demo

## QUESTION 1

Refer to the exhibit.

```
*Mar 24 16:17:54.190: ISDN Se0/0/0:15 Q931: RX <- SETUP pd = 8 callref = 0x00AA
  Bearer Capability i = 0x8090A3
    Standard = CCITT
    Transfer Capability = Speech
    Transfer Mode = Circuit
    Transfer Rate = 64 kbit/s
  Channel ID i = 0xA98381
    Exclusive, Channel 1
  Progress Ind i = 0x8183 - Origination address is non-ISDN
  Calling Party Number i = 0x1180, '4940302156001'
    Plan:ISDN, Type:International
  Called Party Number i = 0x81, '2288223001'
    Plan:ISDN, Type:Unknown
*Mar 24 16:17:54.210: ISDN Se0/0/0:15 Q931: TX -> RELEASE_COMP pd = 8 callref =
  0x80AA
  Cause i = 0x8081 - Unallocated/unassigned number
```

The exhibit shows the output of debug isdn q931. An inbound PSTN call was received by an MGCP gateway that is registered with a Cisco Unified Communications Manager. The call failed to ring extension 3001. If the phone at extension 3001 is registered and reachable through the gateway inbound CSS, which two actions can resolve this issue? (Choose two.)

- A. Change the significant digits for inbound calls to 4 in the gateway configuration in Cisco Unified Communications Manager.
- B. Configure the digit strip 4 on the MGCP gateway configuration in Cisco Unified Communications Manager under Incoming Called Party Settings.
- C. Configure a translation pattern in Cisco Unified Communications Manager that can be accessed by the gateway CSS to truncate the called number to four digits.
- D. Configure a called-party transformation CSS on the gateway in Cisco Unified Communications Manager that includes a pattern that transforms the number from ten digits to four digits.
- E. Configure a voice translation profile in the MGCP Cisco IOS gateway with a voice translation rule that truncates the number from ten digits to four digits.
- F. Configure the Cisco IOS command num-exp 2288223001 3001 on the gateway.

Correct Answer: AC

## QUESTION 2

In a Cisco UCM single-site deployment, please choose the maximum number of IP phones that can register with a UCM cluster.

- A. 2500
- B. 7500
- C. 10,000
- D. 30,000

Correct Answer: D

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## QUESTION 3

Up to 10 phone calls over a 1 Mb/s WAN link have had consistently acceptable audio quality, even with considerable data traffic. Recently, when over 10 calls are made, audio quality has declined. Which solution would you implement to maintain acceptable audio quality for the first 10 calls only while allowing for changes in WAN data utilization?

- A. Cisco Unified Communications Manager CAC
- B. RSVP CAC on the routers integrated with Cisco Unified Communications Manager
- C. CAC implemented directly on the Cisco IP Phones
- D. RSVP CAC operating on the routers independently of Cisco Unified Communications Manager

Correct Answer: B

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## QUESTION 4

Refer to the exhibit.

```
(output omitted)
```

```
controller T1 0/0/0  
  framing esf  
  linecode b8zs  
  cablelength short 133  
  pri-group timeslots 1-24  
  description PRI to PSTN  
  
voice-port 0/0/0:23  
  description Branch Pri to PSTN
```

```
(output omitted)
```

When the WAN link to headquarters fails, branch users report that their audio volume is acceptable but they experience excessive echo when they call long- distance numbers to remote PBX phones. Which troubleshooting step reduces echo best?

- A. Add the command input gain 3 on voice-port 0/0/0:23.
- B. Add the command output attenuation 3 on voice-port 0/0/0:23.
- C. Apply QoS on voice-port 0/0/0:23 by adding the command service-policy output priority.
- D. Apply QoS on voice-port 0/0/0:23 by adding the command service-policy output voice.

Correct Answer: B

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#### QUESTION 5

How does LLQ ensure that voice traffic is always expedited?

- A. LLQ adds a strict priority class to CBWFQ. The class allows delay-sensitive data such as voice to be dequeued and sent first.
- B. LLQ uses CBWFQ to prioritize voice traffic and dequeue the voice packets so that they can be handled first.
- C. The strict priority queue has a higher weight than the queues in CBWFQ. This weight allows the delay sensitive data such as voice to be dequeued and sent first.
- D. The LLQ strict priority queue allows delay-sensitive data such as voice to be dequeued and sent first (before packets in order queue are dequeued), giving delay sensitive data preferential treatment over other traffic.

Correct Answer: D

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## QUESTION 6

Refer to the exhibit.

```
interface GigabitEthernet1/0/4
description HQ Phone 1
switchport access vlan 10
switchport voice lan 110
spanning-tree portfast
```

An IP phone that is connected through a Cisco Catalyst 3750 Series Switch is failing to register with Cisco Unified Communications Manager. When the user presses the settings button on the phone, the Operational VLAN ID shows a blank entry. What is the most likely cause for this issue?

- A. The switch may not be supplying inline power.
- B. The spanning tree portfast command needs to be removed.
- C. The trunk encapsulation is missing. The trunk must be configured for dot1.Q.
- D. Cisco Discovery Protocol is disabled on the switch
- E. The Operational VLAN ID of the phone always shows as blank. The Admin VLAN ID should be 110.

Correct Answer: D

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## QUESTION 7

The G.729 codec is configured for branch office phones that call across the WAN link to headquarters. Cisco Unity Connection in headquarters is configured to accept only the G.711 codec. Branch users currently cannot access their voicemail.

Which solution is best to enable voicemail for branch users and minimize WAN bandwidth utilization per call?

- A. Enable transcoding resources on the branch office gateway.
- B. Enable transcoding resources on the headquarters gateway.
- C. Enable transcoding resources on Cisco Unified Communications Manager.
- D. Enable transcoding resources on Cisco Unity Connection.

Correct Answer: B

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## QUESTION 8

The following is a partial configuration of an access layer switch:

```
mls qos map cos-dscp 0 8 12 16 28 32 40 48 mls qos !
```

Voice bearer traffic will be set to use which per-hop behavior?

- A. EF
- B. CS4
- C. AF32
- D. AF12
- E. BE

Correct Answer: B

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#### QUESTION 9

You just installed a second Cisco Unified Communications Manager cluster at a remote site that is accessible over your WAN link. Which two actions allow the route patterns in each cluster to route calls to the other cluster? (Choose two.)

- A. Create SIP trunks to a centrally located gatekeeper.
- B. Create SIP trunks from each cluster to the other cluster.
- C. A Cisco Unified Communications Manager route group and a route list are mandatory for inter- cluster dialing.
- D. Create ICTs from each cluster to the other cluster.

Correct Answer: BD

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#### QUESTION 10

What are three requirements for Quality of Service for voice calls? (Choose three.)

- A. jitter less than or equal to 30 ms
- B. PoE-supported Layer 2 switches used to connect IP Phones
- C. one-way latency less than or equal to 150 ms
- D. jitter less than or equal to 45 ms
- E. guaranteed bandwidth of 384 kbps for a voice call
- F. loss less than or equal to 1 percent

Correct Answer: ACF

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#### QUESTION 11

Which two troubleshooting tools would initially be the best to use when troubleshooting the PSTN gateway side of a call routing issue while using Cisco Unified Communications Manager? (Choose two)

- A. RTMT trace output
- B. Cisco IOS debug commands
- C. Dialed Number Analyzer output
- D. Cisco Unified Communications Manager alerts
- E. Cisco IOS show commands

Correct Answer: BE

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#### QUESTION 12

You are in the final stages of upgrading the Cisco Unified Communications Manager, and you are waiting for dbreplication to complete. Which command should you execute from the Cisco Unified Communications Manager publisher to verify status reports and to check that all the tables are synchronized?

- A. `utils dbreplication runtimestate`
- B. `utils dbreplication status all`
- C. `utils dbreplication status`
- D. `utils service list`
- E. `utils dbreplication quickaudit`
- F. `utils core active`

Correct Answer: A

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