



300-080^{Q&As}

Troubleshooting Cisco IP Telephony and Video

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**QUESTION 1**

IP phone users on your network report hearing echoes of their own voices during calls. Which three actions correct the problem (3)?

- A. adjust padding and receive levels
- B. confirm that the users turn off their headsets when their phones are in speaker mode
- C. verify that the most recent software versions are in use and the latest patches are applied
- D. install a new motherboard in Cisco IOS Router
- E. Bind media to the switch port instead of the incoming dial peer
- F. remove the bearer capability for voice traffic

Correct Answer: BCE

QUESTION 2

An IP phone that is connected through a Cisco Catalyst 3750 Series Switch is failing to register with the subscriber as a backup server. When the user presses the settings button on the phone, only the Cisco Unified Communications Manager publisher shows as registered. What is the most likely cause for this issue?

- A. The phone does not have the correct Cisco Unified Communications Manager group in the device configuration page.
- B. The Cisco Unified Communications Manager group that is applied through the device pool is misconfigured.
- C. The ip-helper address command for the subscriber is not configured on the switch port.
- D. The subscriber does not have the correct device pool configured.
- E. The enterprise phone configuration does not have the call control redundancy enabled.

Correct Answer: B

QUESTION 3

You are experiencing bad video quality in calls, and you suspect packet loss in the network. Both the network switch and the collaboration endpoint network interfaces are set to autonegotiation, but the reported port speed and duplex settings do not match. Which action should you take?

- A. Set the collaboration endpoint to use a manual speed and duplex setting of 100 Mbps and full duplex, and keep the switch port setting as "auto."
- B. Configure the switch port to use a manual speed and duplex setting of 100 Mbps and half duplex, and keep the collaboration endpoint setting as "auto."
- C. Keep both the switch port and collaboration endpoint settings as "auto," because this configuration is not responsible



for the mismatched settings that were reported.

D. Set both the collaboration endpoint and the switch port to use manual speed and duplex settings of 100 Mbps and full duplex.

Correct Answer: D

QUESTION 4

After an IP Phone gets IP address information from DHCP, what is the next step in the initialization process?

- A. CTL and ITL files are downloaded.
- B. The phone requests its VLAN information.
- C. The DHCP offer is sent from the phone
- D. The TFTP server is contacted for configuration information.
- E. Nothing else is required, the phone is operational at this stage

Correct Answer: D

QUESTION 5

A call transfer from a video phone on Cisco Unified CM to VCS fails. Which is true?

- A. The DTMF signaling method was set to RFC 2833
- B. The UCM security mode was misconfigured
- C. The DTMF signaling method was set to no preference
- D. The SIP trunk between UCM and VCS was reset

Correct Answer: A

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