



# 640-461<sup>Q&As</sup>

Introducing Cisco Voice and Unified Communications Administration  
v8.0

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**QUESTION 1**

A new phone has been added to the Cisco Unified Communications Manager server. The phone display shows Your Current Options, but when the New Call softkey is pressed, no dial tone is heard and the call cannot be placed. What could be the cause of this issue?

- A. An incorrect MAC address has been entered for the new phone.
- B. No directory number has been assigned to a line.
- C. The end user is not associated with the device.
- D. No calling search space has been configured on the line.
- E. An incorrect device pool has been configured on the phone.

Correct Answer: B

A Cisco Unified CME system uses the following basic building blocks:

-Ephone or voice register pool - A software concept that usually represents a physical telephone, although it is also used to represent a port that connects to a voice-mail system, and provides the ability to configure a physical phone using

Cisco IOS software. Each phone can have multiple extensions associated with it and a single extension can be assigned to multiple phones. Maximum number of ephones and voice register pools supported in a Cisco Unified CME system is

equal to the maximum number of physical phones that can be connected to the system.

-Directory number - A software concept that represents the line that connects a voice channel to a phone. A directory number represents a virtual voice port in the Cisco Unified CME system, so the maximum number of directory numbers

supported in Cisco Unified CME is the maximum number of simultaneous call connections that can occur. This concept is different from the maximum number of physical lines in a traditional telephony system.

Link:

[http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/cucme/admin/configuration/guide/cmeover.html](http://www.cisco.com/en/US/docs/voice_ip_comm/cucme/admin/configuration/guide/cmeover.html)

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**QUESTION 2**

Which sequence of touch pad keys is used to reset a Cisco IP phone?

- A. ##\*##
- B. \*\*#\*\*
- C. ###\*##
- D. \*##\*#

Correct Answer: B



### QUESTION 3

How does the following configuration affect calling privileges? ICOMM\_ROUTER(config)#dial-peer cor list 911-LOCAL  
IComm\_ROUTER(config-dp-corlist)#member 911 ICOMM\_ROUTER(config-dp-corlist)#member LOCAL  
IComm\_ROUTER(config-dp-corlist)#exit

- A. Anyone assigned to this COR list can make 911 calls only.
- B. Anyone assigned to this COR list can make local calls only.
- C. Anyone assigned to this COR list can make either 911 or local calls.
- D. Anyone assigned to this COR list can make long distance calls only.

Correct Answer: C

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### QUESTION 4

Which describes how to provide a third directory number button and a BLF speed dial for twelve of the Cisco Unified IP Phone 7965?

- A. Modify the Standard User softkey template.
- B. Copy the Standard User softkey template, name it, and add the requested features.
- C. Copy the Standard 7965 SCCP phone button template, rename it, and add the requested features.
- D. It is not possible to add a third DN and a BLF speed dial to the IP Phone 7965 IP.

Correct Answer: C

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### QUESTION 5

Which three options are valid for creating users in Cisco Unity Connection? (Choose three.)

- A. manual creation
- B. bulk using \*.csv file
- C. bulk using enterprise parameters
- D. Cisco Unity Connection Serviceability
- E. automatic creation through TUI by users dialing into voice mail



F. import through Active Directory

Correct Answer: ABF

Cisco Unity Connection Serviceability, a web-based troubleshooting tool for Cisco Unity Connection.

Link: [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/connection/2x/serviceability/cuc\\_administration/guide/2xcucservag010.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/2x/serviceability/cuc_administration/guide/2xcucservag010.html)

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