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**Vendor:** Cisco

**Exam Code:** 210-060

**Exam Name:** Implementing Cisco Collaboration Devices  
(CICD)

**Version:** Demo

## DEMO

### QUESTION 1

A technician is preparing to activate the needed services in Cisco Unified Communications Manager to integrate with an IM and Presence server. Which four services must be enabled? (Choose four.)

- A. Cisco TFTP
- B. Cisco AXL Web Service
- C. Cisco CTI Manager
- D. Cisco Messaging Interface
- E. Cisco Intercluster Lookup Service
- F. Cisco Extended Functions
- G. Cisco Unified Communications Manager
- H. Cisco Directory Sync

**Correct Answer:** ABCG

### QUESTION 2

An administrator wants to gauge the load and performance capacity of Cisco Unified Communication Manager devices, including conference bridges, gateways, and trunks. Which report would the administrator run?

- A. CAR
- B. CDR
- C. SIP
- D. RTMT
- E. CUBE

**Correct Answer:** A

### QUESTION 3

Which option would an administrator use to find all unassigned directory numbers in Cisco Unified Communications Manager?

- A. Route plan report
- B. CDR
- C. CAR
- D. Cisco Reporting Tool
- E. Directory number lookup

**Correct Answer:** A

### QUESTION 4

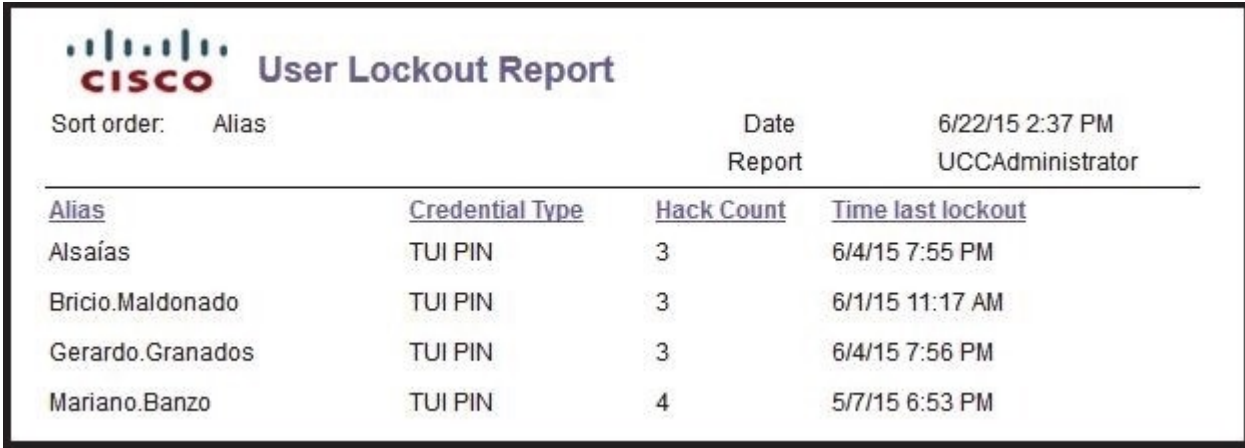
An end user is unable to sign into Jabber. Assuming that network connectivity has been verified, which three settings for the end user should be checked? (Choose three.)

- A. Jabber Advanced Settings
- B. Cisco Unified Communications Manager Service Profile
- C. Cisco Unified Communications Manager User Management
- D. Cisco Unified Presence Server Advanced Settings
- E. Cisco Unified Presence Server Application Listener
- F. Cisco Unified Presence Server System Topology
- G. Jabber Version

**Correct Answer:** ABC

### QUESTION 5

Refer to the exhibit.



The screenshot shows a Cisco User Lockout Report. At the top left is the Cisco logo. The title is 'User Lockout Report'. Below the title, it says 'Sort order: Alias' and 'Date Report: 6/22/15 2:37 PM UCCAdministrator'. The main content is a table with four columns: Alias, Credential Type, Hack Count, and Time last lockout. The table lists five users: Alsaías, Bricio.Maldonado, Gerardo.Granados, and Mariano.Banzo. Each user has a Hack Count of 3 or 4 and a Time last lockout date and time.

<u>Alias</u>	<u>Credential Type</u>	<u>Hack Count</u>	<u>Time last lockout</u>
Alsaías	TUI PIN	3	6/4/15 7:55 PM
Bricio.Maldonado	TUI PIN	3	6/1/15 11:17 AM
Gerardo.Granados	TUI PIN	3	6/4/15 7:56 PM
Mariano.Banzo	TUI PIN	4	5/7/15 6:53 PM

Which method is using the users to access their mailboxes?

- A. web access
- B. phone access
- C. GUI access
- D. VUI access

**Correct Answer: B**

**QUESTION 6**

A voice engineer wants to monitor system activities using the RTMT tool.

Which step is next after navigating to Cisco Unified Reporting?

- A. system > scheduler > CDR
- B. system reports > unified CM data summary > generate report
- C. system > tools > reports
- D. tools > CDR analysis and reporting

**Correct Answer: B**

**QUESTION 7**

An engineer receives a report that Cisco Unified Communications Manager is not responding. The engineer needs to use RTMT to check errors. Which menu path should the engineer follow to install RTMT?

- A. System Settings > Plugins > RTMT
- B. Unified Communications Serviceability > Downloads > RTMT
- C. Application > Plugins > RTMT
- D. System > Plugins > RTMT

**Correct Answer: C**

**QUESTION 8**

Which option in RTMT would be used to monitor connections using Cisco Unity Connection?

- A. Port Monitor
- B. Called Party Tracing
- C. System Summary
- D. Trace and Log Central

**Correct Answer:** A

**QUESTION 9**

An engineer needs to block any outbound calls to specific numbers. Which dial plan element is used to restrict called numbers?

- A. partition
- B. route group
- C. route list
- D. calling search space

**Correct Answer:** D

**QUESTION 10**

User A needs to have a line shared on the user B phone. Both phones register with Cisco Unified Communications Manager. Which method can be used from Cisco Unified Communications Manager Administration web pages to configure a shared line on the user B phone?

- A. Navigate to the user B phone > Add the user A DN.
- B. Navigate to the user B phone > Shared Line > Add the user A DN.
- C. Navigate to DN configuration > Shared Line > Add the user A DN.
- D. Navigate to end user configuration > Shared Line > Add the user A DN.

**Correct Answer:** A

**QUESTION 11**

An engineer is configuring a group of DNs and wants the external phone number mask to match the last four digits of the DN. Which option should be used?

- A. 123555xxxx
- B. 123555XXXX
- C. 123555\*\*\*\*
- D. 123555....

**Correct Answer:** B

**QUESTION 12**

A user registered to Cisco Unified Communications Manager wants their cell phone to ring simultaneously with the IP phone. Which three configuration points must be configured to achieve this configuration? (Choose three.)

- A. Enable Mobile Voice Access.
- B. Create Remote Destination Profile.
- C. Create Remote Destination.
- D. Enable Single Number Reach.
- E. Create Application Dial Rule.
- F. Enable Call Forwarding.

**Correct Answer:** BCD

**QUESTION 13**

An end user is running Cisco Jabber on the desktop. Which two icons must be selected to make a video call? (Choose two.)

- A. Contacts icon
- B. phone icon
- C. person icon
- D. message icon

E. web video conferencing icon

**Correct Answer:** AB

**QUESTION 14**

DRAG DROP

**Select and Place:**

Drag the steps on the left to the correct order on the right for configuring the end user Cisco Unified Personal Communicator.	
1	Configure end users in Cisco Unified Communications Manager.
2	Create Cisco Unified Client Services Framework device.
3	Assign license in Cisco Unified Communications Manager.
4	Associate DN to end users
5	Associate CSF device to end user.

**Select and Place:**

Drag the steps on the left to the correct order on the right for configuring the end user Cisco Unified Personal Communicator.	
1	Configure end users in Cisco Unified Communications Manager.
2	Create Cisco Unified Client Services Framework device.
3	Assign license in Cisco Unified Communications Manager.
4	Associate DN to end users
5	Associate CSF device to end user.

**Correct Answer:**

Drag the steps on the left to the correct order on the right for configuring the end user Cisco Unified Personal Communicator.	
Assign license in Cisco Unified Communications Manager.	
Configure end users in Cisco Unified Communications Manager.	
Create Cisco Unified Client Services Framework device.	
Associate CSF device to end user.	
Associate DN to end users	

**QUESTION 15**

DRAG DROP

**Select and Place:**

Drag the functionality on the left to the correct protocol on the right.

time synchronization	NTP
option 150	VLAN
virtual broadcast domain	TFTP
IP address management	DHCP
option 67	
MAC address management	

**Select and Place:**

Drag the functionality on the left to the correct protocol on the right.

time synchronization	NTP
option 150	VLAN
virtual broadcast domain	TFTP
IP address management	DHCP
option 67	
MAC address management	

**Correct Answer:**

Drag the functionality on the left to the correct protocol on the right.

	time synchronization
	virtual broadcast domain
	option 150
	IP address management
option 67	
MAC address management	

**QUESTION 16**

An engineer receives an isolated report that the customer can make calls successfully from an IP phone to other IP phones, but receives an error recording when attempting to call someone over the PSTN. The user cannot recall the error recording to provide the specific error message. Which two steps should the network engineer take to begin troubleshooting? (Choose two.)

- A. Enable debug isdn q931 on the gateway and have user make the same call from the IP phone to PSTN again.
- B. Check the region used by the IP phone in Cisco Unified Communications Manager.

- C. Test the call using Dialed Number Analyzer in Cisco Unified Communications Manager administrator.
- D. Check the calling search space used by the line on the IP phone in Cisco Unified Communications Manager.
- E. Check the gateway to determine which codec is being used by the appropriate dial peer.

**Correct Answer:** CD

**QUESTION 17**

A technician is checking services in response to the recent failed delivery of all voicemails. Which service must be running for message delivery to function properly?

- A. Connection DB Event Publisher
- B. Connection Database Proxy
- C. Connection Notifier
- D. Connection Message Transfer Agent

**Correct Answer:** D

**QUESTION 18**

A field technician must reset a single 7965 IP phone so that it will be discovered on the network again and request an IP address from DHCP. Which steps should the network engineer provide?

- A. Have field technician select the Settings button on phone, then dial ##\*\*
- B. Have field technician select the Settings button on phone, then dial ##\*##
- C. Have field technician select the Settings button on phone, then dial \*\*###
- D. Have field technician select the Settings button on phone, then dial \*\*###

**Correct Answer:** C

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