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Question: 1
A user is complaining that during calls the remote caller's voice intermittently cannot be heard.
Which of the following is the MOST likely cause?

A. Network to Public Switched Telephone Network (PSTN) impedance is mismatched
B. Network packet drops on the receivers side of the conversation
C. Network jitter is above acceptable limits on the round trip path
D. Network packet drops on the transmitting side of the conversation

Answer: B

Question: 2
All the following are correct about Unified Messaging EXCEPT:

A. a user can setup a voice conference on demand
B. unified messaging is the integration of e -mail, fax and voicemail.
C. a user can forward their voicemail in form of e -mail.
D. a user can receive a fax in their e-mail.

Answer: A

Question: 3
Which of the following is a video coding for low bit rate communication?

A. H. 263
B. H. 248
C. H. 320
D. H. 323

Answer: A

Question: 4
Which of the following is another term that is used for the H. 263 protocol?

A. Video Conferencing
B. Data Sharing
C. Audio Conferencing
D. Web Casting

Answer: A

Question: 5
Which of the following is the BEST means for deploying QoS for converged services in a LAN?

A. DiffServ
B. Over-Provisioning
C. Expanding Broadcasting Domain
D. Multi-Protocol Label Switching (MPLS)

Answer: A

Question: 6
Which of the following layers of the OSI model would a technician expect to use 802.1p as a
means for deploying prioritization on the LAN?

A. Network layer
B. Data Link layer
C. Session layer
D. Application layer

Answer: B

Question: 7
Which of the following would be the MOST cost-effective means for a technician to provide good quality voice on the same data network?

A. Ensure that all traffic flows through shared hubs.
B. Install an 802.3af compatible ethernet switch.
C. Create an overlay network for voice traffic only.
D. Create separate 802.1q VLANs for voice traffic.

Answer: D

Question: 8
Which of the following are symptoms that result directly from latency? (Select TWO)

A. An echo can be heard during the conversation
B. Packets can arrive out of order
C. Conversation volume would be low
D. Packet can be lost
E. Caller and receiver can unintentionally interrupt one another

Answer: A, E

Question: 9
All of the following increase latency EXCEPT:

A. framing and packetization.
B. assigning priority to voice packets.
C. conversion from TDM to IP.
D. routing and firewall traversal.

Answer: B

Question: 10
Which of the following would be the FIRST step a technician would take before deploying any converged application?

A. Ensure that the monitoring tools are in place
B. Survey the users to get their feedback about VoIP
C. Perform a network capacity baseline and determine bottlenecks
D. Upgrade all the Layer 2 switches to Layer 3 switches

Answer: C

Question: 11
Which of the following is the MOST secure way of allowing VoIP communication to traverse a firewall?

A. Using the Port Address Translation (PAT) feature of the firewall

B. Using a session border controller in conjunction with the firewall
C. Using the Network Address Translation (NAT) feature of the firewall
D. Avoiding the firewall by placing the server in the Demilitarized Zone (DMZ)

Answer: B

Question: 12
Which of the following transmission mediums is likely to have the highest round trip time?

A. DSL
B. Satellite
C. Ethernet
D. Cable
E. Frame Relay

Answer: B

Question: 13
A company is considering a telephony solution for their branch offices that is low-cost, easy to deploy and easy to manage. Which of the following is the BEST reason for the company to investigate SIP?

A. SIP is natively meant for small deployments, y et not scalable for large deployments.
B. SIP is natively standard, and is mature enough not to change.
C. SIP is natively peer-to-peer, needing no infrastructure to run in simple environments.
D. SIP is natively secure, and is not at risk of hacking or de nial of service.

Answer: C

Question: 14
Which of the following levels of packet loss is acceptable on an Ethernet network in order to ensure good quality voice?

A. Zero percent
B. Less than one percent
C. Between 5 and 15 percent
D. Between 15 and 30 percent

Answer: B

Question: 15
Which of the following codecs is likely to produce the highest quality sound?

A. G. 711
B. G. 727
C. G. 726
D. G. 722

Answer: D

Question: 16
Which of the following is true about RSVP?

A. It is mostly used for small networks.
B. It acts at layer 2 of the OSI model.

C. It deals mainly with packet prioritization.
D. It adds decision-making points within a network.

Answer: D

Question: 17
Which of the following BEST describes Jitter?

A. Jitter is an echo-cancelling mechanism.
B. Jitter is a routing function that selects the best path for voice packets.
C. Jitter is the variation of delay in the end -to-end transmission.
D. Jitter is a type of QoS that improves voice quality.

Answer: C

Question: 18
Which of the following could be a potential impact on a converged network if performing backups over a network with adequate bandwidth, but no defined QoS? (Select TWO)

A. Voice conversation might sound louder as the backup might increase the size of voice packets.
B. The quality of voice might suffer as the backup might take up all the bandwidth.
C. Improved voice quality because the backup packets will cause the voice packets to reach their destination quicker.
D. The backup might take longer due to the voice traffic present.
E. The integrity of the backups could be impaired.

Answer: B, D

Question: 19
Which of the following parameters would be important when determining a systems readiness for convergence and identifying any network bottlenecks that might be present?

A. Port duplex setting
B. Interface speed
C. Port utilization percentage
D. Size of routing table

Answer: C

Question: 20
Which of the following Differentiated Services Code Point (DSCP) classes provide for low loss and guaranteed delivery?

A. Express Forwarding
B. Expedited Forwarding
C. Assured Forwarding
D. Best Effort

Answer: C

Question: 21
Which of the following layers of the OSI model provides error control across the entire network?

A. Physical layer
B. Data Link layer

C. Application layer
D. Transport layer

Answer: D

Question: 22
At which of the following layers of the OSI model can the transmission of packets be prioritized?

A. Session layer
B. Transport layer
C. Data Link layer
D. Network layer

Answer: D

Question: 23
At which of the following layers of the OSI model is the IP telephone power requirement auto detection process done?

A. Network layer
B. Data Link layer
C. Physical layer
D. Transport layer

Answer: C

Question: 24
A technician is rolling out IP softphones in phases to telecommuters. During the pilot and initial production deployment, no problems were noted. But after a major increase in the number of remote users, all callers begin to complain of voice quality issues, while main site users experience no issues. Which of the following should the technician investigate? (Select TWO)

A. Network Address Translation (NAT) configurations
B. Firewall port and CPU utilization
C. IP PBX port and CPU utilization
D. Bandwidth utilization on Internet circuit
E. Softphone QoS settings

Answer: B, D

Question: 25
Which of the following layers of the OSI model is responsible for the flow of H. 225.0 signaling messages between a gatekeeper and an IP telephone?

A. Presentation layer
B. Network layer
C. Transport layer
D. Application layer

Answer: C

Question: 26
Which of the following OSI layers does Secure Shell (SSH) provide secure network services over an insecure network by encrypting data?

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