Exam : 642-104

Title : Unified Communication for System Engineers

Ver : 09-25-07

QUESTION 1
You are configuring a Cisco Unity voice messaging system to exchange messages with several node sin an Octel analog network. As a part of your work, you use the Configuration Manager utility to create an account and mailbox on the Cisco Unity system. When you press the Create Bridge Account button, what has been created?

A. A Cisco Unity Bridge account and mailbox.
B. A Cisco Unity Bridge account and mailbox for each Octel node on the network.
C. A UOmni account and mailbox.
D. A UOmni account and mailbox for each Octel node on the network.

Answer: C

QUESTION 2
Cisco Unity is integrated with Cisco CallManager at a company. The customer reports that Message Waiting indicators are intermittent on some extension. You have opened up Integration Monitor to help resolve the issue. Which statement is true?

A. This action will not help.
B. This action will help resolve the issue.
C. This action will help if used in conjunction with transaction data.
D. This action will not help unless the Extension Specific Processing Utility is also opened.

Answer: A

QUESTION 3
In an Exchange 2000 environment, which method does Cisco Unity use to send voice mail to other Cisco Unity servers in the same Exchange routing group?

A. Cisco Unity cannot deliver voice mail to other servers.
B. Cisco Unity sends voice mail directly to the SMTP connector and the SMTP connector delivers these to the remote Cisco Unity server.
C. Cisco Unity delivers voice mail from the local information store through the Unity Internet Voice Gateway and then SMTP is used to transport the voice mail to the remote Cisco Unity server.
D. Cisco Unity delivers voice mail from the local information store through the X.400 gateway and then through the Cisco Unity Voice Connector. The voice mail is then passed off to the SMTP gateway for delivery to the remote Cisco Unity server.

Answer: B

QUESTION 4
Which Cisco Unity utility is used to customize settings for a particular telephone

switch?

A. IntLib
B. ConfigMgr
C. Maestro Tools
D. Edit Switch Utility

Answer: D

QUESTION 5
What is the proper sequence for installing software on the Cisco Unity server in a 36 Port Unified Messaging configuration?

A. Windows 2000
SQL2000
Cisco Unity System Preparation Assistant (CUSPA)
Exchange System Management Tools
Cisco Unity Installation and Configuration Assistant (CUICA)
B. Windows 2000
MSDE
Cisco Unity System Preparation Assistant (CUSPA)
Exchange System Management Tools
Cisco Unity Installation and Configuration Assistant (CUICA)
C. Windows 2000
SQL2000
Cisco Unity System Preparation Assistant (CUSPA)
Microsoft Exchange
ForestPrep
Cisco Unity Installation and Configuration Assistant (CUICA)
D. Windows 2000
Cisco Unity Preparation Assistant (CUSPA)
SQL2000
Microsoft Exchange
Cisco Unity Installation and Configuration Assistant (CUICA)

Answer: A

QUESTION 6
Which two objects should you configure prior to adding subscribers? (Choose two)

A. Account policy
B. Subscriber IDs
C. Access control list
D. Subscriber template

Answer: A, D

QUESTION 7
You want Cisco Unity to lock the voice-mail account if there are more than five invalid password entries for new accounts you create. What would give you control over these settings?

A. Account policy
B. Class of services
C. User security containers
D. Active Directory Users and Computers (ADUC(account polices

Answer: A

QUESTION 8
The manager of the Service department wants to set up a direct complaint service where the manager will receive live calls that are identified as coming from this call handler. If the manager does not answer, a message will be taken and sent to the manager. How can you accomplish this using a call handler?

A. Enter the manager's extension in the appropriate box in the Profile page;
Use Supervised transfer and check the Introduce check box on the Call Transfer page
B. Enter the manager's extension in the appropriate box in the Profile page;
Use Supervised transfer and check the Announce check box on the Call Transfer page
C. Enter the manager's extension in the appropriate box on the Call Transfer page;
Use Supervised transfer and check the Introduce check box on the Call Transfer page
D. Enter the manager's extension in the appropriate box on the Call Transfer page;
Use Supervised transfer and check the Announce check box on the Call Transfer page

Answer: C

QUESTION 9
Your customer has asked you to install a 16-port Cisco Unity voice-mail-only system. Which three software applications does Cisco Systems recommend that you use in this configuration? (Choose three)

A. Exchange 5.5
B. SQL 2000
C. Windows 2000 Server
D. MSDE 2000
E. Internet Voice Connector
F. Exchange 2000

Answer: C, D, F

QUESTION 10
Your client's 200-call handler application is experiencing problems. It seems certain

"one-key" selections do not send the caller to the appropriate call handler. You suspect that your customer configured some "one-key" options incorrectly. Which report or utility in Cisco Unity can you use to investigate this problem?

A. The Call Handler report
B. db Walker
C. Audio Text Manager
D. Cisco Unity Performance Information and Diagnostics

Answer: C

QUESTION 11
You customer's telephone system vendor has changed the message waiting codes on your customer's circuit-switched telephone system. Message waiting lamps are no longer being lit when a subscriber has a new voice-mail message in Cisco Unity. What would you use to set the new lamp codes in Cisco Unity?

A. Integration page of Cisco Unity System Administration screens
B. Switch Integration utility
C. Edit Switch utility
D. Telephone Integration Monitor

Answer: C

QUESTION 12
A customer is answering questions in an Interview Box. The caller, when prompted to enter his telephone number, entered touch tones rather than speaking the telephone number. What does Cisco Unity do with the answer?

A. Cisco Unity plays it back as touch tones.
B. Cisco Unity hangs up on the caller when the touch tones are entered.
C. Cisco Unity interprets the touch tones and speaks the number entered.
D. Cisco Unity tries to transfer to an extension if it matches any of the touch tones entered.

Answer: A

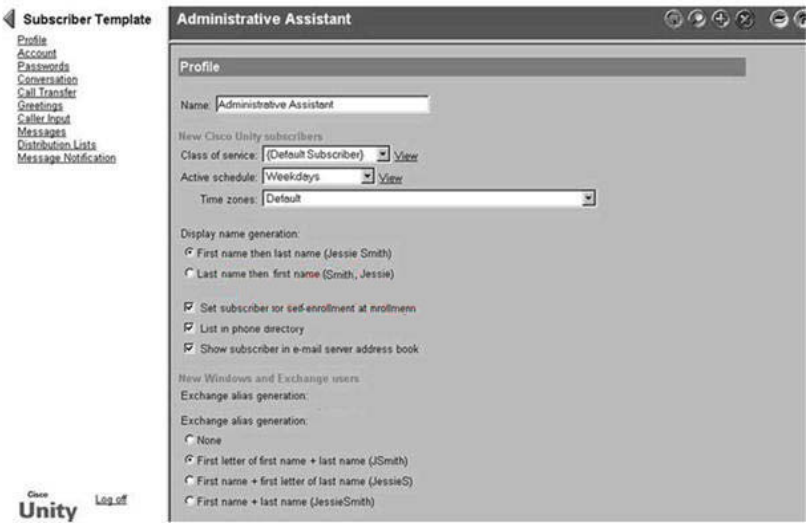
QUESTION 13
You are upgrading your Cisco Unity server from version 3.0(4) to version 4.0(4). Which statement is true?

A. You will need to install SQL, rather than MSDE, on the Cisco Unity server.
B. You must obtain a new Cisco Unity License file.
C. You will need to use the Disaster Recovery Backup and Restore utilities to move the Cisco Unity database to version 4.0(4)-supported platform.
D. You need only to obtain a copy of the Cisco Unity version 4.0(4) software and run

Setup.exe.

Answer: B

QUESTION 14
Exhibit:



Refer to the exhibit. Your customer requires that you add a group of people that have access to the Cisco Unity System Administrator. They will not have full access to all fields within the System Administrator tool. A new subscriber template has been built for this purpose but has not been finished.
Using best practices, which action will meet the customer's requirements?

A. Create a new class of service and assign it this template.
B. Create a new class of service.
C. Change the class of service to the Default Administrator.
D. Use the Template Access settings under the Account link of the template.
E. This cannot be done in the Cisco Unity System Administrator tool. This is an Exchange or Domino function.

Answer: A

QUESTION 15
Your customer has a Nortel Meridian 1 telephone system. What is the approved integration method for this phone system?

A. SIP
B. Serial
C. Analog
D. PBX link

Answer: D

QUESTION 16
Your client is unable to install a second language on the Cisco Unity server. Which report or utility can you use to best troubleshoot this problem?

A. License File wizard
B. Localizations wizard
C. Licensing utility
D. Bulk Edit utility

Answer: C

QUESTION 17
Your customer says that when subscribers access their voice mailboxes, they hear a message about an outage. They can listen to some of their messages but are unable to act on them. You explain to the customer that the off-box message store server is offline. Your customer calls a while later and informs you that the messaging server is back online.
How do you confirm that the server is operating?

A. You must rely exclusively on the customer for that information.
B. You open the Cisco Unity Message Store Monitor and watch the message flow.
C. You open the Cisco Unity MTA folder and confirm that there are no messages there.
D. You open the UOmni folder on the Cisco Unity server and confirm that there are messaging waiting lamp on/off requests.

Answer: C

QUESTION 18
Microsoft recently releases a new service pack for Exchange 2000. Your client wants to install I on the Cisco Unity server now. How would you respond to your client's request?

A. Microsoft Exchange software is prequalified for the Cisco Unity server and the client should install the service pack.
B. You will check with Cisco TAC to see whether the service pack is supported for use with the Cisco Unity server.
C. The new service pack will be sent by Cisco Systems for installation on the Cisco Unity server.
D. You will check with Microsoft to confirm that the service pack will function in a unified messaging environment.

Answer: B

QUESTION 19
As administrator of a Cisco Unity messaging system, you have been asked to provide information on the number of length of call placed by the Unity system to

subscribers for message notification during the past seven days. Which report do you run to accomplish this task?

A. Outcall Billing
B. Notification Billing
C. Transfer Call Billing
D. Subscriber Message Activity

Answer: A

QUESTION 20
You are installing a 16 Port/Session Cisco Unity with the Failover option. Which database software should you install?

A. MSDE
B. SQL 2000
C. SQL Enterprise
D. MSDE Profesional

Answer: B

QUESTION 21
You are attempting to address a message by extension to a colleague on a different Cisco Unity server in another city. Cisco Unity only gives you a match for the Sales Department distribution list at your location because of an overlapping dial plan. You have confirmed your colleague's extension number as 4110. How do you solve this issue?

A. Send the message by spelling the name.
B. Allow Bind Addressing on Primary Location.
C. Change search option to Dialing Domain on Primary Location.
D. Change search option to Global Directory on Primary Location.

Answer: A

QUESTION 22
As the administrator of a Cisco Unity messaging system, you have been asked to provide information on the amount of disk space used by each subscriber on the Unity system during the past seven days. How can you accomplish this task?

A. Run the Subscribers report.
B. Run the Storage report.
C. Run the Subscribers report at the same time during each of the seven days needed.
D. Run the Storage Usage report at the same time during each of the seven days needed.

Answer: D

QUESTION 23
Your customer says that it takes too long for message waiting lamps to be lit when subscribers receive new messages. You check the integration with the Circuit-switched PBX and it appears to be good. You decide to set another port in Cisco Unity to exclusively Dial Out MWI.
How do you confirm that the problem is corrected?

A. Open the Call Viewer utility, leave messages for subscribers, and see Cisco Unity immediately dial out the Message Waiting On codes.
B. Open the Integration Monitor, leave messages for subscribers, and see Cisco Unity immediately dial out the Message Waiting On codes.
C. Open the Telephone Integration Monitor, leave messages for subscribers, and see Cisco Unity immediately dial out the Message Waiting On codes.
D. Open the Ports page on the System Administrator screens, leave the message for subscribers, and see Cisco Unity immediately dial out the Message Waiting On Codes.

Answer: B

QUESTION 24
You have two Cisco Unity servers within one organization. The PBXs they are using are not networked and they do not have overlapping dial plans. Your customer has requested that subscribers are able to address messages to subscribers homed on either Cisco Unity server. What do you need to do on the default location on both servers?

A. Configure the profile of the Primary Location ID.
B. Configure a Delivery Location ID and the Subscriber Search field.
C. Set the subscriber search to search the entire directory and Primary Location ID.
D. Set the subscriber search to global address list and configure the Primary Location ID.

Answer: D

QUESTION 25
The administrator of a Cisco Unity system notifies you of a problem with MWI performance. The administrator has received numerous complaints from users who report that their message lights are going on and off very slow. This happens most between 10:00 a.m. and 2:00 p.m. What two things should you do to troubleshoot the problem? (Choose two)

A. Run al All Ports Busy report for all the ports on the Unity system for the past seven days.
B. Check the MVI codes in UTIM and the telephone switch to be sure they match.
C. Check the Ports page to see if the ports which performs MVIs are also answering calls.
D. Ask the administrator to run two Port Usage reports for the past seven days; one for the port that turn MVIs on and the other for all ports that answer calls.

Answer: C, D

QUESTION 26
Your client has used the Cisco Unity Disaster Recovery Backup utility to back up the Cisco Unity version 4.0(3) Unified Messaging server. The client has decided to perform the restore to a new server installed with Cisco Unity version 4.0(4). Which statement is true?

A. The restore will be successfully only of the new server meets the same Platform Overlay requirements as the backed-up server.
B. The restore will fail because the Cisco Unity version level must remain consistent between the old and new series.
C. The restore will fail unless Cisco Unity is licensed for such an upgrade.
D. The restore will be successful only if the old and new servers both have SQL, but not MSDE, installed.

Answer: B

QUESTION 27
Your customer has recently made changes to one of their call handler applications. The customer is now complaining that calls are not been processed correctly through that application. You suspect that the customer mat not have removed all references to deleted call handlers throughout the application. Which utility can you use to automatically rectify these errors?

A. Audio Text Manager
B. Call Handler
C. Bulk Edit
D. db Walker

Answer: D

QUESTION 28
Your client has installed the Cisco Unity Disaster Recovery Backup and Restore utilities on the Cisco Unity off-box Exchange message store server. Which statement is true?

A. This is a supported installation.
B. This is not a supported installation.
C. This is a supported installation only in unified messaging environment.
D. Thus is a supported installation only with an Exchange 2000/2003 message store server.

Answer: B

QUESTION 29
What should you set up before you add subscribers?

A. Distribution lists
B. Record voice name
C. Alternate extensions
D. Set up message notification

Answer: A

QUESTION 30
What is the correct procedure for adding a new subscriber on a Cisco Unity for Domino system?

A. You create the subscriber through the Cisco Unity System Administrator and Cisco Unity creates the Domino account.
B. You confirm the person has a Domino account and import them into Cisco Unity through the Cisco Unity System Administrator.
C. You confirm your Cisco Unity System Administrator Account has the correct class of service rights to add accounts in Domino.
D. You confirm the Cisco Unity For Domino connector is functioning and create the subscriber through the Cisco Unity System Administrator.

Answer: B

QUESTION 31
Your customer has asked you to install a 72-port Cisco Unity Messaging system. Which three components must be installed on the server before installing the Cisco Unity software? (Choose three)

A. Exchange 2000
B. SQL 2000
C. MSDE 2000
D. IIS 5.0
E. Internet Explorer 6.0
F. Windows 2000 Datacenter Server

Answer: B, D, E

QUESTION 32
The Cisco Unity db Walker utility can test for all of these items except:

A. Broken call handler "links".
B. Orphaned call handlers.
C. An inbox that exceeds message store limits.
D. Empty Private Distribution lists.

Answer: C

QUESTION 33
What software does a 24 Port/Session Cisco Unity in a UM configuration with Failover require?

A. MSDE
B. SQL 2000
C. SQL Enterprise
D. MSDE Enterprise

Answer: B

QUESTION 34
You are integrating Cisco Unity with a NEC NEAK 2400 telephone switch. Which operating system should be installed on the Cisco Unity server?

A. Windows Server 2003
B. Windows 2000 Server
C. Windows 2000 Professional
D. Windows 2000 Datacenter Server
E. Windows Server 2003, Datacenter edition

Answer: B

QUESTION 35
Your customer requires that you install a 24-port Cisco Unity system with failover. When purchasing your Cisco Unity server license, which package should you choose?

A. One 24-port primary system and one 24-port failover system.
B. One 24-port system and one Blank Failover Database server.
C. Two 24-port systems, one with primary set to true and one with primary set to false.
D. Four 12-port systems for complete port redundancy.
E. Two 24-port servers equipped with RAID level 5 for all data storage.

Answer: A

QUESTION 36
Your customer wants to allow subscribers to address messages across multiple Cisco Unity servers within the same organization where replication is happening on a regular basis. How would you configure your systems to accomplish this goal?

A. Configure primary location objects on all servers.
B. Configure delivery location objects on all servers.

C. Configure primary location objects and delivery location objects for all servers.
D. Add Internet subscribers on each machine for all other subscribers and configure primary location objects.

Answer: A

QUESTION 37
The customer wants to set a call handler to play a school closing announcement and then hang up after playing the greeting once. What are the correct handler settings?

A. Transfer Incoming Calls set to "No" and After Greeting action set to "Hangup".
B. Transfer Incoming Calls set to "Yes" and After Greeting action set to "Hangup".
C. Transfer Incoming Calls set to "No" and After Greeting action set to "Goodbye".
D. Reprompt User After This Many Seconds Of Silence set to "2" and Transfer Incoming Calls to "No".

Answer: A

QUESTION 38
According to best practices, which statement lists the order of actions to do when preparing to add subscribers?

A. Gather subscriber information from the customer, create templates, create classes of service, then import users.
B. Gather subscriber information from the customer, create classes of service, create templates, then import users.
C. Create classes of service, create templates, gather subscriber information from the customer, then import subscribers.
D. Gather subscriber information from the customer, then use this information you have gathered to answer all the questions from the Cisco Unity Autoconfiguration wizard during the installation process.

Answer: B

QUESTION 39
A customer reports that some subscribers can no longer access Cisco Unity Assistant. You suspect their class of service has been changed. Which system report can you run to confirm your suspicions?

A. Login
B. Class of Service
C. Subscriber Access
D. Administrative Access

Answer: D

QUESTION 40
You are the technician installing and configuring a Cisco Unity system. This 32-port system serves 1,000 subscribers. You must configure the ports of the system to provide adequate service to subscribers and outside callers during peak usage periods. How should you configure the ports to accomplish this task?

A. You confirm all ports are enabled. You set all ports to answer calls, Dialout MWI, ,Message Notification, and TRAP Connection.
B. You confirm all ports are enabled. You set 24 ports to answer calls, one port to Dialout MWI, two ports to do Message Notification, and five ports for TRAP Connection.
C. You confirm all ports are enabled. You set 20 ports to answer calls, two ports to Dialout MVI, four ports to do Message Notification, and set six ports for TRAP connection.
D. You confirm all ports are enabled. You set 16 ports to answer calls, five ports to Dialout MVI, five ports to do Message Notification, and six ports for TRAP Connection.

Answer: B

QUESTION 41
Your customer wants you to install Cisco Unity for Domino unified messaging system. The client workstations are a mix of Windows 2000 and Windows XP machines. Which two software applications must be installed on the client workstations or message store servers so that the client is able to access the messages (Choose two)

A. Lotus Notes 5.0.9
B. Domino Unified Communication services 1.2
C. Internet Explorer 5.5 Service Pack 2
D. Lotus Notes 5.0.11
E. Domino Unified Communication services 1.1
F. Internet Explorer 6.0 Service Pack 1

Answer: B, D

QUESTION 42
You are installing a 16 port voice-mail only Cisco Unity 4.0 for Exchange. On the Cisco Unity server you are installing Windows 2000 with the correct Service Packs, Microsoft Exchange 5.5 SP4, MSDE 2000 with correct Service Pack, Internet Explorer 6.0, and Cisco Unity 4.0. What is the result of this installation?

A. You need SQL 2000 for this configuration.
B. This is not a supported configuration for Cisco Unity 4.0.
C. A voice-mail only configuration requires Internet Explorer 5.5.
D. Cisco Unity 4.0 supports IBM Domino not Microsoft Exchange on the Cisco Unity server.

Answer: B

QUESTION 43
You are installing a Cisco Unity system as a 36 port voice-mail only solution for a customer that uses Microsoft Exchange for their e-mail system. On the Cisco Unity server, you are installing Windows 2000 with correct Service Pack, Microsoft Exchange 2000, SQL 2000 and correct Service Pack and Cisco Unity 4.0. Which statement is true?

A. Cisco Unity works correctly as built.
B. A 36 Port Cisco Unity requires MSDE not SQL 2000.
C. Cisco Unity will not work properly. Internet Explorer 6.0 and correct Service Pack is needed.
D. Cisco Unity will not work properly. Internet Explorer 5.5 and correct Service Pack is needed.

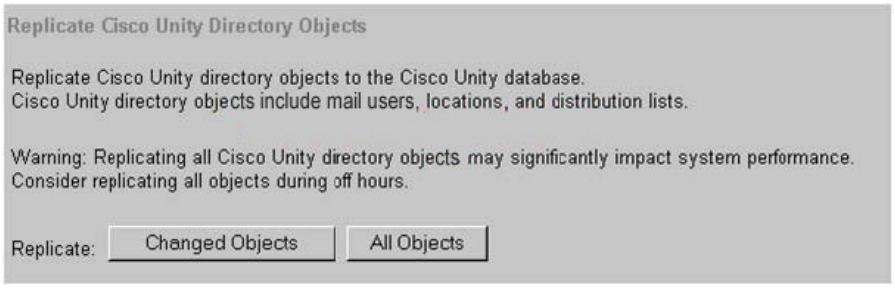
Answer: C

QUESTION 44
Your customer has requested that you install Cisco Unity Unified Messaging into the preexisting Domino messaging infrastructure. Which operating system should be installed on the Cisco Unity server?

A. Windows 2000 Server
B. IBM AIX
C. Windows 2000 Datacenter Server
D. IBM AS/400
E. Windows 2000 Professional

Answer: A

QUESTION 45
Exhibit:



Refer to the exhibit. Your customer's information technology manager requires that you synchronize all Cisco Unity data immediately. You know that there is a way to do this from the System Administrator tool. You look in the main navigation bar and under System there are several page links.
Which link allows access to the Replication tool?

A. Configuration
B. Schedules
C. Holidays
D. Licensing
E. Authentication

Answer: A

QUESTION 46
You have installed a Cisco Unity Unified Messaging system that uses your customer's Domino messaging environment. The customer is using Domino 6.0.3. In order for the client workstations to work correctly, which version of Domino Unified Communications service must you use?

A. DUC 1.0
B. DUC 1.1
C. DUC 1.2
D. DUC 1.3

Answer: C

QUESTION 47
Your customer had to change the IP address of the Cisco CallManager and now the integration between it and the Cisco Unity server is lost. Where in Cisco Unity would you enter the new IP address for Cisco CallManager?

A. The Edit Switch utility.
B. The Integration page of Cisco Unity System Administration screens.
C. Unity Telephone Integration Manager.
D. The Cisco.ino file in the Cisco Unity Integration library.

Answer: C

QUESTION 48
A new Cisco Unity subscriber notifies the administrator that MVIs are not being turned on or off at their telephone. On further investigation, the subscriber notes that on occasion, the MVI light on the phone flashed briefly and then goes out again. What is the mist likely cause of the problem?

A. The MVI light on the telephone has a broken contac.
B. There are not enough ports dedicated to turning MWIs on and off.
C. The MVI codes listed in the Unity Telephony Integration Manager (UTIM) are incorrect.
D. The user has set up a rule in their Outlook Inbox that moves all voice mail to another folder.

Answer: D

QUESTION 49
Your customer wants you to install a 16-port Cisco Unity voice-mail-only system with failover. Which three components must be installed on the server? (Choose three)

A. SQL 2000
B. Exchange 5.5
C. MSDE 2000
D. ISS 5.0
E. Exchange 2000
F. ViewMail for Outlook

Answer: A, D, E

QUESTION 50
The sales manager wants to have a message taken for the Sales Department delivered to the Sales Public Distribution List. How can this be accomplished using a call handler?

A. Set Transfer field on Sales Public Distribution.
B. Set Transfer field to Sales Manager's mailbox.
C. Set Optional Extension to the ID for the Sales Public Distribution list.
D. Set Message Recipient on Message Page to Pubic Distribution and then select the Sales Distribution List.

Answer: D

QUESTION 51
What happens when a subscriber account is deleted from the Cisco Unity Administrator? (Choose three)

A. It prompts you to reassign to another subscriber any call handlers that the subscriber owned.
B. It does not prompt you to reassign to another subscriber any call handlers that the subscriber owned.
C. It prompts you to reassign to another subscriber any public distribution lists that the subscriber owned and to remove the subscriber from all public distribution lists.
D. It does not prompt you to reassign to another subscriber any public distribution lists that the subscriber owned and to remove the subscriber from all public distribution lists.

Answer: A, C

QUESTION 52
Your customer wants you to install Cisco Unity in a unified messaging environment with the failover option. Each Windows server installation will include MSMQ, NNTP, IIS, MSXML 3.0, and MSXML Service Pack 2. Which Microsoft server software components should be in place prior to installing Cisco Unity?

A. Windows 2000 Advanced Server with Service Pack 4, Internet Explorer 6.0 MSDE, Exchange 2000 Service Pack 3.
B. Windows 2000 Server with Service Pack 4, Internet Explorer 6.0, SQL 2000, Exchange 2000 Service pack 3.
C. Windows Server 2003 with Service Pack 1, Internet Explorer 6.0, MSDE, Exchange 2003 Service Pack 1.
D. Windows 2000 Datacenter Server with Service Pack 4, Internet Explorer 6.0, SQL 2000, Exchange 2000 Service Pack 3.

Answer: B

QUESTION 53
Which version of SQL is required for a Cisco Unity system that is set up with 24 Voice Ports/Sessions?

A. MSDE
B. SQL Enterprise
C. SQL Server 2000
D. MSDE Professional

Answer: A

QUESTION 54
What is NOT checked by the Cisco Unity Server Preparation Assistant?

A. IIS version
B. SQL version
C. Exchange service pack version
D. SQL service pack version
E. Operating system service pack version

Answer: C

QUESTION 55
What are the three fields you must complete when adding a new subscriber before Cisco Unity will allow you to save your work? (Choose three)

A. Alias
B. Extension ID
C. Display Name

D. SMTP address
E. Class of Service

Answer: A, B, C

QUESTION 56
You are installing a Cisco Unity system for a customer who will be using it as a unified messaging server to interact with the extension Exchange mail store. Your customer provides you with a CSV file to use when importing the subscribers. Which two of these, when combined, are the best course of action? (Choose two)

A. Explain to the customer that you will import subscribers from the Exchange mail store.
B. Explain to the customer that you will not need the CSV file.
C. Use the information from the CSV file to add the correct telephone extension of the subscribers to the DTMP_Access_ID field during the import process.
D. Use the Bulk Edit utility to import the combined CSV file information and the Exchange subscriber database.
E. Use the Migrate Subscriber Data tool to combine the CSV file information into the Exchange subscriber database.

Answer: A, C

QUESTION 57
You are installing a 72 port Cisco Unity system at a site with two telephone switches, A Cisco CallManager, and an NEC NEAX 2400. You installed and configured three Intel Dialogic D120 voice cards in the server and integrated both switches using the Unity Telephony Integration Manager. You configured the first 36 ports to work with CallManager and ports 37 72 to work with the NEAX 2400. When you test the integration none of your calls are transferred to a subscriber. Why doesn't the integration work?

A. You must reboot the server before the changes are accepted.
B. You must specify which switch each subscriber's account will use.
C. You must specify Cisco Unity's account policy to use two switches.
D. You must specify Cisco Unity's class of service to use two switches.

Answer: B

QUESTION 58
You have three Cisco Unity servers in your organization. Your organization recently merged with an organization using a Meridan voice-mail system. You set up a VPIM Delivery Location on your local Unity server only. Can the other two Cisco Unity servers send VPIM messages?

A. Yes, but only if they build the VPIM subscribers.

B. Yes, if their Primary Location is set to Global Directory.
C. No, you must build VPIM Primary Locations on the other servers.
D. No, you must build VPIM Delivery Locations on every Unity server.

Answer: B

QUESTION 59
What the proper sequence for installing software on the Cisco Unity server in a 16 Port voice-mail only configuration?

A. Windows 2000
Cisco Unity Preparation Assistant (CUSPA)
SQL2000
Microsoft Exchange
Cisco Unity Installation and Configuration Assistant (CUICA)
B. Windows 2000
MSDE
Cisco Unity System Preparation Assistant (CUSPA)
Exchange System Management Tools
Cisco Unity Installation and Configuration Assistant (CUICA)
C. Windows 2000
SQL2000
Cisco Unity System Preparation Assistant (CUSPA)
ForestPrep
Microsoft Exchange
Cisco Unity Installation and Configuration Assistant (CUICA)
D. Windows 2000
MSDE
Cisco Unity System Preparation Assistant (CUSPA)
ForestPrep and DomainPrep
Microsoft Exchange
AD Schema Extenion
Cisco Unity Installation and Configuration Assistant (CUICA)

Answer: D

QUESTION 60
You are going to install a Cisco Unity system using Microsoft Exchange 2000 as the back-end message storage. Your customer has a mixed voice messaging environment where a few of the sales offices are using Octel systems as their voice mail. Senior Management at the corporate office wants to be able to send voice mail to all employees using Unity's distribution lists. The Unity server has SMTP, AMIS, Bridge, and VPIM networking enabled. How can you deliver messages to the sales offices using Octel voice-mail systems?

A. Set up AMIS networking between the Unity server and the sales offices' Octel

systems.
B. Set up VPIM networking between the Unity server and the sales offices' Octel systems.
C. Set up SMTP networking between the Unity and the sales offices' Octel systems.
D. Set up a Unity Bridge server between the Unity server and the sales offices' Octel systems.

Answer: D

QUESTION 61
Which two statements are true about a failover configuration? (Choose two)

A. The servers must match exactly: for example, the same amount of memory, the same processor type and speed, and the same chassis type.
B. The second or failover server can be smaller, less expensive server. All it will be doing is short-term application handling while the main server is temporarily offline.
C. SQL Server is always required with failover. SQL Server will work with either an Exchange or a Domino mail store.
D. SQL Server is only required with a Microsoft Exchange mail store. If failover is installed in a Domino solution, then the IBM Database for Domino is used as the data storage mechanism.
E. SQL Server or DataBase for Domino is used only for Cisco Unity applications that have more than 500 subscribers installed. An application with fewer than 500 subscribers can use MSDE or DataBase for Domino Lite.

Answer: A, C

QUESTION 62
Your customer has an NEC 2400 telephone system. What is the approved integration method for this phone system?

A. SIP
B. Serial
C. SSCP
D. Analog

Answer: B

QUESTION 63
Your customer requires that you configure the Cisco Unity system to correctly and efficiently add new users to three main subscriber groups: general users, executives, and outside sales staff. The 100 general users will have access to the Cisco Unity telephone user interface only. The 30 executives will have access to the Cisco Unity Personal Communications Assistant including Cisco Unity Inbox. The 52 outside sales staff will be split evenly, one half will have access to the telephone user interface only, and the other half will have access to the Personal Communications

Assistant and the telephone user interface only. All of the outside sales staff will need to have the conversation menu set to Brief.
Which two steps will allow the customer to add these new subscribers with the least amount of effort and the smallest number of subscriber templates and classes of service?
Do not use or count the default templates and classes of service. You will be adding new templates and classes of service to accomplish this task. (Choose two)

A. Add two templates.
B. Add two classes of service.
C. Add three templates.
D. Add three classes of service.
E. Add four templates.
F. Add four classes of service.

Answer: D, E

QUESTION 64
You have been asked to configure a Cisco Unity voice messaging system to deliver messages for subscribers with accounts on a non-Cisco Unity voice messaging system using the AMIS protocol. When configuring the delivery location object for the AMIS target system, which information must you supply about the system to which messages will be delivered?

A. Only the telephone number.
B. The telephone number and node ID.
C. The telephone number, node ID, and password.
D. The fully qualified domain name, node ID, and password.
E. The fully qualified domain name.

Answer: B

QUESTION 65
When would you create a delivery location object in Cisco Unity?

A. When you have 20 remote Cisco Unity subscribers and wants to give subscribers the ability to message all subscribers.
B. When you have two Cisco Unity servers installed in the same organization and want to give subscribers the ability to message all subscribers.
C. When you have two Cisco Unity servers installed in two different organizations and want to give subscribers the ability to message all subscribers.
D. When you have two Cisco Unity servers installed in two different organizations and want subscribers to only message subscribers within their home Cisco Unity server.

Answer: C

QUESTION 66
You are running the Unity Telephone Integration Manager (UTIM). What is configured during a Cisco CallManager integration?

A. The IP address of the CallManager, the failover CallManager IP address, the device naming convention, and the MWI on and off codes are configured.
B. The IP address of the CallManager and the MWI on and off codes are configured. The failover IP address is added as a second integration in the UTIM.
C. The IP address of the CallManager is not needed as longa s they are on the same subnet. Only the device name and the MVI on and off codes are configured by the UTIM.
D. The IP address of the CallManager and failover IP address of the second CallManager are configured. The device naming prefix and the MWI on and off codes are not configurable.

Answer: A

QUESTION 67
Your client is concerned about virus attacks on the Cisco Unity Unified Messaging server. What would help to prevent virus attacks?

A. Install Microsoft Exchange Virus Scanner on the Cisco Unity server.
B. Install Cisco IP Communications Virus Scan software on the Cisco Unity server.
C. Install Cisco Security Agent on the Cisco Unity server.
D. There is no need for additional software because Cisco Unity includes virus protection software.

Answer: C

QUESTION 68
You are upgrading the Cisco Unity server from version 4.0(1) to version 4.0(4). Which two steps should you perform to ensure a successful upgrade? (Choose two)

A. Obtain a new Cisco Unity License file.
B. Run the Database Optimizer to ensure a "clean" database.
C. Run the AD Schema Extension utility.
D. Run the Cisco Unity System Preparation Assistant.
E. Run the Cisco Unity Upgrade tool.

Answer: C, D

QUESTION 69
You have installed a Cisco Unity system for a customer. As part of that installation, you implement AMIS networking for several contractors from a firm that often works for your customer. You are concerned about the timing and expense of the calls. What report should you run to develop data on the costs and timing of AMIS calls made by your Unity system?

A. Port Usage report
B. AMIS Billing report
C. Outcall Billing report
D. AMIS Out Traffic report

Answer: D

QUESTION 70
You are installing a 24 port Cisco Unity 4.0 for Exchange in a Unified Messaging configuration. On the Cisco Unity server you are installing Windows 2000 with the correct Service Pack, MSDE 2000 with correct Service Pack, Microsoft Exchange 2000 with correct Service Pack, Internet Explorer 6.0, and Cisco Unity 4.0. The Cisco Unity _____.

A. Will function and is a supported configuration.
B. Will not function; Internet Explorer 5.5 is required.
C. Will not function; SLQ2000 is need for this configuration.
D. Will not function; but this configuration is not supported by Cisco TAC.

Answer: D

QUESTION 71
Your customer says that messages from the Cisco Unity server to an Octel node take too long to appear. After you explain the message flow from the Cisco Unity server to the Octel node, your customer agrees to purchase another Brooktrout card for the Cisco Unity Bridge server. How do you determine if the installation of the Brooktrout card corrected the problem?

A. Use the message latency report of the Bridge Traffic Analyzer
B. Open the UOmni folder on the Cisco Unity Bridge server and watch the message flow to the Octel node.
C. Use the Port Usage Analyzer utility to track the latency of messages to the Cisco Unity Bridge.
D. Use the Bridge Traffic Analyzer to track the VPIM traffic to the Octel node.

Answer: C

QUESTION 72
Your customer has added five new subscribers to the Cisco Unity system. The new subscribers are in the product management department but they are not able to access the same system features as the other 12 people in the product management team. They are unable to access the Cisco Unity Personal Communications Assistant, and the conversation for the five new subscribers is different from the original 12 subscribers in product management.
What should be done to correct the problem?

A. The SQL database is corrupt. Run the db Walker utility from the Tools Depot to repair the database. Set the Correct Subscriber Errors option in the db Walker utility.
B. The system administrator added the new subscribers with the wrong subscriber template. Use the Bulk Edit utility to reapply the correct subscriber template to the five new subscribers.
C. The system administrator added the new subscribers with the wrong class of service. Change the class of service of the new subscribers to match that of the existing 12 subscribers.
D. The system administrator added the new subscribers with the wrong subscriber template. You should use the Bulk Edit utility to change the class of service and the conversation style of the new subscribers to match that of the existing subscribers.

Answer: A

QUESTION 73
Your client would like to be able to back up and restore the entire Cisco Unity server, including the operating system and SQL database, in case of a catastrophic failure of the Cisco Unity server. Which Cisco Unity or third-party utility would you tell them to use?

A. Cisco Unity Disaster Recovery Backup and Restore utilities
B. Cisco Unity Database Recovery tool
C. Symantec/Veritas Backup Exec
D. Cisco Unity Disaster Recovery Backup and Restore utilities with full backup options selected

Answer: D

QUESTION 74
Your customer has asked you to implement a Cisco Unity version 4.0 Unified Messaging system using the Microsoft Exchange 2000 implementation. The client workstations are a mixture of Windows NT 4.0 and Windows 2000 machines. Clients are not given local administrative access to their machines unless necessary. The company is using Outlook 98 for messaging access. You will install ViewMail for Outlook 4.0 on all client workstations.
What modifications, if any, are necessary on the client workstations?

A. All clients using Windows NT 4.0 must have local administrative rights on their machines in order for VMO to work.
B. No modifications are necessary. All installations will successfully use VMO.
C. All clients using Windows 2000 must have local administrative rights on their machines in order for VMO to work.
D. All clients must upgrade to Outlook 2000 to use VMO 4.0.

Answer: C

QUESTION 75
Your client recently deleted a subscriber who was the owner of multiple call handlers on the Cisco Unity system. These call handlers have ceased to function properly. Which Cisco Unity utility can be used to identify these call handlers, and if desired, automatically fix them?

A. Call Handler Recovery
B. Audio Text Manager
C. db Walker
D. SQL Optimizer

Answer: B

QUESTION 76
You are configuring a Cisco Unity Unified Messaging system to communicate with a non-Cisco voice-mail system that uses the AMIS protocol. As a part of your work, you use the Configuration Manager utility. When you press the Create AMIS Account button, what has been created?

A. the AMIS account and AMISIn and AMISOut mailboxes
B. the AMIS account and mailbox
C. the UOmni account and mailbox
D. the UAMIS account and mailbox

Answer: D

QUESTION 77
You are the network administrator at Certkiller . You want to check the performance of a Cisco Unity System on a regular basis. You want to know about any errors the software might be generating.
What report would you run to accomplish this task?

A. Event Log.
B. Port Usage.
C. Event Viewer
D. System configuration.
E. Unresolved References.

Answer: A

QUESTION 78
You are the Cisco Unity system administrator at Certkiller . You want to give an existing subscriber access to Cisco Unity Assistant.
What should you do?

A. Modify the Email account.
B. Modify the Account policy.
C. Modify the Class of service.
D. Modify the Subscriber template.
E. Modify the Active Directory for users and computers.

Answer: C

QUESTION 79
You are a system administrator at Certkiller . Certkiller is running the Unity Telephone Integration Manager (UTIM).
Your newly appointed Certkiller trainee wants to know what you would configure during a Cisco CallManager integration.
What will your reply be?

A. The CallManager IP address, the failover CallManager IP address, the device naming convention, and the MWI on and off codes.
B. The device name and the MWI on and off codes. The CallManager IP address is not needed as long as they are on the same subnet.
C. The CallManager IP address and the MWI on and off codes are configured. The failover IP address is added as a second integration in the UTIM.
D. The CallManager IP address and the failover IP address of the second CallManager. The device naming prefix and the MWI on and off codes are not configurable.

Answer: A

QUESTION 80
You are the network administrator at Certkiller . Certkiller has a third-party voice-mail system and a Cisco Unity server. You want to enable the two voice mail system to exchange messages.
What protocol should you use to accomplish this task?

A. The x400 protocol.
B. The OSPF Protocol.
C. The AMIS protocol.
D. The IMAP protocol.
E. The PIMG Protocol.

Answer: C

QUESTION 81
You are the network administrator at Certkiller . Certkiller has Cisco Unity integrated with Cisco CallManager. Certkiller users report that Message Waiting indicators are intermittent on some extensions. In an attempt to resolve this issue, you have opened the Integration Monitor.
Which of the following statement is true regarding this scenario?

A. This action will not help.
B. This action will help in resolving the issue.
C. This action will help if used in conjunction with transaction data.
D. This action will not help unless the Extension Specific Processing Utility is also opened.

Answer: A

QUESTION 82
You are the network administrator at Certkiller . Certkiller has a Cisco Unity system. The Certkiller CEO wants a report that lists the distribution lists available through the Cisco Unity directory.
Which report should you run?

A. Distribution.
B. Distribution Lists.
C. Global Address Lists.
D. Private Distribution Lists.

Answer: B

QUESTION 83
On which of the following versions of Windows 2000 is Cisco Unity supported?

A. Windows 2000 Server.
B. Windows XP Professional.
C. Windows 2000 Professional.
D. Windows 2000 Advanced Server.
E. Windows 2000 Datacenter Server.

Answer: A

QUESTION 84
Which PBX features are required for Cisco Unity to support a full integration? (Choose all that apply.)

A. Message call service.
B. Call message retrieval.
C. Easy message access.
D. Direct message retrieval.
E. Message waiting indication.
F. Call forward to personal greeting.
G. Negative positive LED status codes.

Answer: C, E, F

QUESTION 85
Which PBX feature is required by Cisco Unity to perform release to switch transfers?

A. Easy message access.
B. Call message retrieval.
C. Message waiting indication.
D. Call forward to remote server.
E. Call forward to personal greeting.

Answer: E

QUESTION 86
You are a Cisco Unity subscriber. What can you change using the Cisco Unity Assistant?

A. Mailstore.
B. E-mail alias.
C. Extension ID.
D. Email signature.
E. Standard Greeting.

Answer: E

QUESTION 87
You are a Cisco Unity subscriber. Which of the following can you manage using the Cisco Unity Assistant? (Choose all that apply.)

A. Password.
B. Class of service.
C. Message playback.
D. Message notification.
E. Public distribution lists.

Answer: A, C, D

QUESTION 88
What is the correct call handler settings when you want it to a greeting once, then play a school closing announcement after which it must hang up?

A. Transfer Incoming Calls set to "Yes" and After Greeting actions set to "Hangup".
B. Transfer Incoming Calls set to "no" after silence.
C. Transfer Incoming Calls set to "No" and After Greeting action set to "Goodbye".
D. Transfer Incoming Calls set to "No" and After Greeting action set to "Hangup".
E. Reprompt User After This Many Seconds Of Silence set to "2" and Transfer Incoming

Calls to "No".

Answer: D

QUESTION 89
How will you employ call handler to have messages taken for the Sales Department delivered to the Sales Public Distribution List?

A. Set Transfer field Sales Public Distribution.
B. Set Message Recipient on Messages Page to Public Distribution and then select the Sales Distribution List.
C. Set Transfer Message Recipients to Sales Manager's mailbox.
D. Set Transfer field to Sales Managers Mailbox.
E. Set Optional Extension to the ID for the Sales Public Distribution list.

Answer: B

QUESTION 90
How will the Certkiller system manager manage to get callers to listen to the greeting in a call handler without interrupting it?

A. Set the reprompt to I.
B. Assign an extension that disallows all Caller inputs.
C. Uncheck the Allow Caller Input field.
D. Do not program any One Key Menu options.
E. Lock all the keys to their preprogrammed options on the Caller Input page.

Answer: C

QUESTION 91
How can the Sales Manager of Certkiller ensure that all vendors listen to the specials on offer via direct access to the Sales call handler bypassing the Opening Greeting Menu structure? (Vendors have been supplied with the extension number to listen to the specials on offer.)

A. This cannot be done by a call handler.
B. Uncheck the Allow Caller input on the Sales call handler.
C. Assign an extension on the Profile page of the Sales call handler.
D. Program any One Key Menu options.
E. Uncheck Allow Caller input on the Opening Greeting call handler.

Answer: C

QUESTION 92
One of the Certkiller customers, a school has purchased a Cisco Unity and had a series of call handlers customized as a homework hotline. Every teacher is supposed

to update their homework assignments on this hotline by changing the greeting in the call handler for their classes respectively.
They should be able to change the assignment for their class only.
How can this be accomplished by means of call handlers?

A. You cannot do this using call handlers. Only the system administrator may change greetings.
B. Create an Access List for each of the teachers individually. Provide them with their respective extensions and teach them to use the Cisco Unity Greetings Administrator.
C. Make each teacher the owner of their individual homework assignment call handler. Provide each teacher with a list of the extensions used by their homework assignment call handler. Teach the teachers to use the Cisco Unity Greetings administrator.
D. Create a public distribution list of all teachers. Make this group the owner of each homework assignment call handler, provide the teachers with a list of the extensions used for each homework assignment call handler. Teach the teachers to use the Cisco Unity Greetings Administrator.
E. Create a public distribution list of all teachers. Make this group the message recipient of each homework assignment call handler. Provide the teachers with a list of the extensions used for each homework assignment call handler. Teach the teachers to use the Cisco Unity Greetings Administrator.

Answer: C

QUESTION 93
The Certkiller Services Department manager wants a direct complaint service where he will receive live calls that are identified as coming from this call handler. If in the event that he cannot answer, a message should be taken and sent to him.
How can you accomplish this by means of a call handler?

A. Enter the manager's extension in the appropriate box on the Profile page. Use Supervised transfer and check the Introduce cheek box on the Call Transfer page.
B. Enter the manager's extension in the appropriate box on the Call Transfer page. Use Supervised transfer and uncheck the announce check box on the Call Transfer page.
C. Enter the manager's extension in the appropriate box on the Profile page. Use Supervised transfer and check the Announce check box on the Call Transfer page.
D. Enter the manager's extension in the appropriate box on the Call transfer page. Use Supervised transfer and check the Introduce check box on the Call Transfer page.
E. Enter the manager's extension in the appropriate box on the Call Transfer page. Use Supervised transfer and check the Announce check box on the Call Transfer page.

Answer: D

QUESTION 94
What will the Cisco Unity do in a case where the answering question is in an Interview Box and callers, when prompted to enter their telephone number, answer by means of entering touch tones instead of speaking the telephone number?

A. It will hang up on the caller when the touch tones are entered.
B. It will be played back as touch tones.
C. It will interpret the touch tones and speak the number entered.
D. It will scramble the tones if not properly configured.
E. It will try to transfer to an extension if it matches any of the touch tones entered.

Answer: B

QUESTION 95
Certkiller has grown to such an extent that its call volume is too much for the staff to handle immediately. To ameliorate the situation the Certkiller Order Department wants their customers to be able to leave orders in Cisco Unity and then they will process the orders time permitting. However, the orders should be placed in each order entry person's personal mailbox.
How will you accomplish this?

A. Build a call handler and set transfer to the order Entry public distribution list.
B. Build an Interview box and set the Deliver Messages field to the Order Entry public distribution list.
C. Build an Order handler and set the Owner as Order Entry public distribution list.
D. Build an Interview Box and set the Owner as Order Entry public distribution list.
E. Have the orders left in the manager's personal mailbox and they will forward the message.

Answer: B

QUESTION 96
Which functions can you perform with the Cisco Unity Status Monitor when checking your Cisco Unity server status? (Choose all that apply.)

A. Check to see if the Unity Text to Speech engine is using kernel memory.
B. Check to see if the Cisco Unity server is running or not.
C. Check the system memory on the server.
D. Determine if you want to have reports distributed directly to all system administrators.
E. Determine if during shutdown of the server, you want to wait until all calls are finished before the server goes down or you want to send a voice message before terminating all calls.

Answer: B, E

QUESTION 97
Which functions can you perform with the Cisco Unity Status Monitor when checking your Cisco Unity server status? (Choose all that apply.)

A. Check to see a list of call handlers in the system.

B. Determine if the server is low on system memory.
C. Check to see if there are any reports in the queue.
D. Check to see whether the server is operational or not.
E. Determine which ports on the Cisco Unity server are busy with active calls.

Answer: C, E

QUESTION 98
You are the administrator of the Certkiller Cisco Unity messaging system. You have been requested to supply information regarding the number and length of calls placed by the Unity system to subscribers for message notification during the past seven days.
Which of the following reports will allow you to comply with this request?

A. Subscriber Message Billing.
B. Notification Billing.
C. Outcall Billing.
D. Transfer Call Billing.
E. Subscribe Message Activity.

Answer: C

QUESTION 99
You are the administrator of the Certkiller Cisco Unity messaging system. You have been requested to supply information regarding the amount of disk space utilized by each user on the Unit system for the past seven days.
Which of the following reports will allow you to comply with this request?

A. Run the Subscribers report.
B. Run the Storage Usage report.
C. Run the Storage Usage report at the same time during each of the seven days needed.
D. Run the Space Usage report
E. Run the Subscribers report all the same time during each of the seven days needed.

Answer: C

QUESTION 100
You are the administrator of a recently installed 32 Port Cisco Unity System that is capable of servicing 1,000 subscribers. You are required to give reports to the Certkiller Director of Operations regarding system performance statistics, especially adequate servicing to subscribers and outside callers alike during peak usage periods, for each week of the first month that the system is in operation and once per month after the initial month.
What can you do to comply with this request?

A. Set the Cleanup Interval for logger Data Files to 30 days then run the storage Usage

report once each week for four weeks and then every month after that.
B. Leave the Cleanup Interval for Logger Data Files on the default, then run the Port Usage report manually when necessary.
C. Set the Cleanup Interval for Logger Data Files to 30 days, then run the Port Usage report once each week and then every month after that.
D. Set the Cleanup Interval for Logger Data Files to 30 days then run the Unresolved References report once each week for four weeks and then every month after that.
E. Leave the Cleanup Interval for Logger Data Files at the Default of 7 Days, then run the Port Usage report once each week for four weeks.
Then increase the Cleanup Interval to 30 days and then run the Port Usage report every month.

Answer: C

QUESTION 101
Which of the following reports will allow you to identify which of the three Cisco Unity administrators with differing levels of system access is responsible for changes to a subscriber's account when a report came through to you that a subscriber suddenly lost e-mail accessibility via a phone?

A. Exchange System Manager.
B. Exchange Access.
C. Administrative Access.
D. System Manager Feature Access.
E. Active Directory Users and Computers (ADUC) Administration System Access.

Answer: C

QUESTION 102
Which of the following reports will allow you to obtain information regarding the access frequency of different call handlers on an extensive call handler touring plan?

A. Call Routing.
B. Call Handler Routing access.
C. Call Handler Traffic.
D. Call Handler Access.
E. Routing and Remote Access.

Answer: C

QUESTION 103
What will you do to get reports of the Windows 2000 operating system application logs from a Cisco Unity system?

A. Log on to the Cisco Unity system administrator and run the OS Event Log report.

B. This can only be done in Windows 2000 in the Event Log Administration tool.
C. Log on to the Cisco Unity system administrator and run the Event Log report.
D. Open the Event Log Administration tool in Windows 2000, specify the days, data, and destination.
E. This cannot be done by the Cisco Unity product. The event log is only accessible from the Win2K operating system.

Answer: C

QUESTION 104
How can you determine how many multiple distribution lists have been created in total by several Cisco Unity system administrators creating multiple public distribution lists with the Cisco Unity System Administrator?

A. Run the System Access Report.
B. Run the Distribution List Creation Report.
C. Run the Distribution Lists report.
D. Run the Storage Usage report.
E. Run the Active Directory Users and Computers (ADUC) Distribution List print form.

Answer: C

QUESTION 105
You are the Cisco Unity system administrator at Certkiller . One of the Cisco Unity subscribers' voice-mail accounts is locked. How would you be able to determine when the account was locked?

A. Run the Failed Logon Report.
B. Run the Locked Account Report.
C. Run the Voice-mail Accounts Report.
D. Run the Active Directory Users and Computers (ADUC) Locked Account Report.
E. This can only be done in Active Directory Users and Computers (ADUC).

Answer: A

QUESTION 106
You are a Cisco Unity system administrator at Certkiller . A Certkiller subscriber complains that Cisco Unity has new messages but the message waiting light does not light up.
How would you determine what Cisco Unity has been doing for that subscriber?

A. Run the Subscriber MWI Detail Report.
B. Run the Subscriber Message Activity Report.
C. Run the Subscriber Messaging Profile Report.
D. Run the Subscriber MTI Status Activity Report.

Answer: B

QUESTION 107
You are a Cisco Unity system administrator at Certkiller . Certkiller had installed the Cisco Unity system a week ago. You want to review information specific to each Certkiller subscriber, including the exchange alias subscriber extension and the size of the inbox for each subscriber.
What should you do?

A. Run the Usage report.
B. Run the Subscriber report.
C. Run the Exchange Alias and Storage report.
D. None of the above.

Answer: B

QUESTION 108
You are a Cisco Unity system administrator at Certkiller . A Certkiller subscriber complains that their Cisco Unity server is returning busy signals during different times of the day. Their Cisco Unity server is using Auto Attendant.
How would you determine what the possible causes of this problem are?

A. Run the Busy Ports Report.
B. Run the Ports Usage Report.
C. Run the Notification Report.
D. Run the Diagnostic Trace Report.
E. Run the Subscriber Messaging Profile Report.

Answer: B

QUESTION 109
Which report would you use to gather key information about your Cisco Unity server such as the number of voice-mail ports, Cisco Unity's name on the network, and licensing information?

A. The Unity overview Report.
B. The System settings Report.
C. The Diagnostic Trace Report.
D. The Licensing and ports Report.
E. The System configuration Report.

Answer: E

QUESTION 110
Jack, your newly appointed Certkiller trainee wants to know what information the

port usage report provides.
What will your reply be? (Choose all that apply.)

A. average call length
B. utilization percentage
C. average calls per hour
D. number of missed calls
E. total time all ports busy

Answer: A, B, C

QUESTION 111
Which of the following are standard features of the Cisco Unity software? (Choose all that apply.)

A. voice mail
B. fax notification
C. multiple languages
D. audiotext application
E. RSA enhanced security

Answer: A, E

QUESTION 112
Which of the following are standard features of the Cisco Unity software? (Choose all that apply.)

A. voice mail
B. fax notification
C. voice recognition
D. View mail for outlook
E. System administration tool

Answer: A, E

QUESTION 113
What of the following are required steps when configuring a Cisco Unity system? (Choose all that apply.)

A. set up all diagnostic traces
B. set up the operator handler
C. set up the directory handler(s)
D. set up file format in commeasure/logs directory

Answer: B, C

QUESTION 114
You are a Cisco Unity system administrator at Certkiller . You want to add subscribers to the Cisco Unity system.
What should you do before you add the subscribers?

A. set up distribution lists
B. set up record voice name
C. set up alternate extensions
D. set up message notification

Answer: A

QUESTION 115
You are a Cisco Unity system administrator at Certkiller . You want to add subscribers to the Cisco Unity system. What is the first thing you should do in Cisco Unity before you add a subscriber?

A. Configure the email account
B. Configure the account policy
C. Configure the class of service
D. Configure the subscriber templates

Answer: B

QUESTION 116
You are a Cisco Unity system administrator at Certkiller . You want to add subscribers to the Cisco Unity system. Which of the following objects should you configure before adding the subscribers? (Choose all that apply.)

A. The account policy
B. The subscriber IDs
C. The access control list
D. The subscriber template

Answer: A, D

QUESTION 117
You are a Cisco Unity system administrator at Certkiller . You are creating new accounts. You want Cisco Unity to lock the voice-mail account if there are more than five invalid password entries for these accounts.
What would give you control over these settings"?

A. account policy
B. class of services
C. user security containers
D. active directory users and computers (ADUC) account policies

Answer: A

QUESTION 118
You are the Certkiller administrator of a Cisco Unity server and an Exchange 2000 environment. Certkiller has just merged with another company. You want 25 of the other company's voice-mail users on your Cisco Unity server. The two companies will not be merging their groupware environment for at least a year, so you do not want to give them a new mailbox in Exchange.
How can you give them voice mail accounts?

A. You add them as new Exchange subscribers and configure their accounts.
B. You create new Internet subscriber accounts in the Cisco Unity System Administration tool for each remote user and configure their accounts.
C. Change the user security containers when adding the new remote users as All Subscribers.
D. You import their groupware mailbox with the Cisco Unity Mailbox Import tool and configure their accounts.
E. You add the new remote users to the All Subscribers distribution list and then import this list through the Cisco Unity Import tool.

Answer: B

QUESTION 119
You are the administrator of a Cisco Unity server at Certkiller . You have several remote sales people who do not have a mailbox in your Exchange organization.
How can you give them voice-mail accounts without giving them a new mailbox in Exchange?

A. You add the remote sales people to the remote address distribution list.
B. You add the remote sales people as new Internet subscribers and configure their accounts.
C. You add the remote sales people by importing their IMAP mailbox information through the System Administration tool.
D. You add the remote sales people as new Exchange contacts and configure their accounts.

Answer: B

QUESTION 120
Which of the following fields must be completed when you add a new subscriber before Cisco Unit will allow you to save your work?
(Choose all that apply.)

A. Alias.
B. POP3

C. Extension ID
D. Display Name.
E. SMTP address.
F. Class of Service.

Answer: A, C, D

QUESTION 121
Which of the following is the proper procedure when adding a new on a Cisco Unity for Domino system?

A. You create the subscriber through the Cisco Unity System Administrator and Cisco Unity Creates the Domino account.
B. First confirm whether the Domino connector is operational and has the correct class of service rights for the Cisco Unity system.
C. You confirm the person has a Domino account and import them into Cisco Unity through the Cisco Unity System Administrator.
D. You confirm your Cisco Unity System Administrator Account has the correct class of service rights to Add accounts in Domino.
E. You confirm the Cisco Unity for Domino connector is functioning and create the subscriber through the Cisco Unity System Administration.

Answer: C

QUESTION 122
Which of the following fields must be available when adding an internet subscriber? (Choose all that apply.)

A. Alias.
B. Mailstore.
C. Fax ID.
D. Extension ID.
E. SMTP address.
F. All of the above.

Answer: A, D, E

QUESTION 123
What happens when you as the Internet subscriber call into Cisco Unity to check your voice-mail messages?

A. You hear e-mail through Text-To-Speech (TTS).
B. You need a password.
C. You do not have telephone access to voice-mail messages.
D. You contact the company receptionist for voice-mail access.
E. You have access if you were granted the correct class of service options.

Answer: C

QUESTION 124
What will Cisco Unity delete when you choose to delete a subscriber in the System Administrator?

A. Exchange mailbox and Active Directory user account only.
B. Exchange passwords only.
C. Exchange mailbox and Cisco Unity subscriber attributes only.
D. Cisco Unity subscriber attributes only.
E. Active Directory user account, Exchange Mailbox, and Cisco Unity subscriber attributes.

Answer: D

QUESTION 125
Certkiller .com requires from you to upgrade your Cisco Unity 3.1 software version to 4.02.jui.
Which of the following statements will be valid in this case?

A. You will only need the Cisco Unity 4.02 software for your upgrade.
B. You can use your 3.1 software license as long as it is on a USB key, not a parallel key.
C. You have to get a new software license.
D. You have to install it as an OEM.
E. There is no upgrade path. You must install a new system and lose all your custom information.

Answer: C

QUESTION 126
In the architecture diagram below, which component should be in the box labeled with the question mark?

A. DAL/MAL.
B. SQL 2000/MSDE.
C. Database Abstraction layer (DAL).
D. Messaging Abstraction layer (MAL).

Answer: B

QUESTION 127
In the architecture diagram below, which component should be in the box labeled with the question mark?

A. Unity Telephony Integration Manager.

B. AV-Cisco TSP Manager.
C. Media Master.
D. Conversation.

Answer: D

QUESTION 128
What are the default functions all ports configured for when you have just installed a Cisco Unity system with 12 ports and successfully integrated it to a Cisco CallManager?

A. The last 25% are set for answering calls dialing MWI codes and message notification tasks.
B. All ports are set for answering calls, dialing MWI codes, and message notification tasks.
C. The first 50% are set for answering calls. Dialing MWI codes, and message notification tasks.
D. The first 25% are set for answering calls. Dialing MWI codes, and message notification tasks.
E. Alternating ports are set for answering calls dialing MWI codes, and message notification tasks.

Answer: B

QUESTION 129
You are the Certkiller technician installing and configuring the company's 32 port Cisco Unity system that is designed to serve 1,000 subscribers. How should you configure the ports so as to provide adequate service to subscribers and outside callers during peak usage period?

A. You confirm all ports are enabled. You set ll ports to answer calls. Dialout MWI, Message Notification, and TRAP Connection.
B. You confirm all ports are enabled. You set 20 nPorts to answer calls. Two Ports to Dialout MWI, four ports to do Message Notification, and set six ports for TRAP Connection.
C. You confirm all ports are enabled. You set 24 Ports to answer calls. One port to Dialout MWI, two ports to do Message Notification and five ports for TRAP Connection.
D. You confirm all ports are enabled. You set 16 Ports to answer calls. Five ports to Dialout MWI, five ports to do Message Notification and six ports for TRAP Connection.

Answer: C

QUESTION 130
What is the approved integration method for an NEC 2400 telephone system?

A. SIP.

B. Serial.
C. SSCP.
D. PBX Link
E. Analog.

Answer: B

QUESTION 131
What is the approved integration method for a Nortel Meridian I telephone system?

A. SIP.
B. Serial.
C. Analog.
D. PBX Link.
E. SSCP

Answer: D

QUESTION 132
You are a Cisco Unity system administrator at Certkiller . The system has been run with dual switch configuration and all of the circuit switched users have been moved to IP sets.
Which TAC supported action should you take when you need to remove the circuit switch integration from Cisco Unity?

A. Launch Tools Depot and run the Dual Integration Deletion manager.
B. Click Start. Click settings, click the Add Remove Software Applet. And remove the circuit switched integration.
C. Launch Tools Depot, run the Unity Telephone Integration Manager, Click on the circuit switched integration, and click the Remove Button.
D. Click start, run the Unity Telephone Integration Manager and then click the Add Remove Software Applet.
E. Launch Tools Depot, run the Unity Telephone Integration Manager, click on the Manage (Current Dual Integrations button, and follow the steps to remove the circuit switched telephone integration.

Answer: C

QUESTION 133
You are installing a 72 port Cisco Unity system at a Certkiller site with two telephone switches namely, Cisco CallManager, and NEC NEAX 2400.
You installed and configured three Intel Dialogic D129 voice cards in the server and integrated both switches using the Unity Telephony Integration Manager, You configured the first 36 ports to work with CallManager and ports 37 72 to work with the MEAX 2400. When you test the integration none of your calls are transferred to a subscribed.

Why is this integration unsuccessful?

A. The integration will work once you reboot the Cisco Unity server.
B. The Cisco Unity's class of service must be specified per subscriber.
C. You must specify which switch each subscribers account will use.
D. You should specify Cisco Unity's account policy to use dual switches.
E. The Cisco Unity's class of service must be specified to use dual switches.

Answer: C

QUESTION 134
You are installing a 32 port Cisco Unity system at a Certkiller site with two telephone switches a Cisco CallManager, and a Nortel Meridian.
You Installed and configured one Intel Dialogic D120 voice card in the server and integrated both switches using the Unity Telephony Integration manager. You configured all of the subscribers accounts to use the switch that their telephone is connected to.
When you test the integration none of your calls are transferred to a subscriber.
Why is this integration unsuccessful?

A. The Cisco Unity's class of service must be specified to use dual switches.
B. You should specify Cisco Unity's account policy to use dual switches.
C. The integration will work one you reboot the Cisco Unity server.
D. You must specify which switch each of Unity's voice mail ports uses.
E. You must set permissions correctly to use two switches. The Permissions Wizard should be rerun.

Answer: D

QUESTION 135
What does Cisco Unity use the Lightweight Directory Access Protocol (LDAP) for?

A. To access the local SQL Cache.
B. To access MAPI mailbox contents.
C. To access the local system MAPL account.
D. To access the Exchange 55/Windows 2000 AD.
E. To access the Windows 2000 replication container.

Answer: D

QUESTION 136
Which of the following statements is the reason why Lightweight Directory Access Protocol (LDAP) Protocol is important in Cisco Unity?

A. Access to the Windows 2000 replication container.
B. Access to SQL Object properties.

C. Directory access to the Exchange 5.5 Directory Service Windows 2000 AD.
D. Direct access of MAPI mailbox contents.
E. Directory Synchronization in Exchange 5.5/Windows 2000 AD.

Answer: C

QUESTION 137
Which method will be employed by Cisco Unity to send voice mail to other Cisco Unity servers in the same Exchange routing group in an Exchange 2000 environment?

A. Cisco Unity cannot deliver voice mail to other servers.
B. Cisco Unity delivers voice mail from the local information store through the SMTP connector and then through and Exchange Routing Group connector. The voice mail is then passed off to the SMTP gateway for delivery to the remote Cisco Unity server.
C. Cisco Unity sends voice mail directly to the SMTP connector and the SMTP connector delivers these to the remote Cisco Unity server.
D. Cisco Unity delivers voice mail from the local information store through the Unity Internet Voice Gateway and then SMTP is used to transport the voice mail to the remote Cisco Unity servers.
E. Cisco Unity delivers voice mail from the local information store though the X-400 gateway and then through the Cisco Unity Voice connector. The voice mail is then passed off to the SMTP gateway for delivery to the remote Cisco Unity server.

Answer: C

QUESTION 138
Which method will be employed by Cisco Unity to send voice mail to Cisco Unity servers in different routing groups in the same Exchange organization in an Exchange 2000 environment?

A. Cisco Unity cannot deliver voice mail to other servers.
B. Cisco Unity sends voice mail directly to the SMTP connector and the SMTP connector delivers these to the remote, Cisco Unity server.
C. Cisco Unity delivers voice mail from the local information store through the SMTP connector and then through and Exchange Routing Group connector. The voice mail is then passed off to the SMTP gateway for delivery to the remote Cisco Unity server.
D. Cisco Unity delivers voice mail from the local information store through the Unity Internet Voice Gateway and then SMTP is used to transport the voice mail to the remote Cisco Unity server.
E. Cisco Unity sends voice mail directly to the SMTP connector and the SMTP connector delivers these to the remote Cisco Unity server.

Answer: C

QUESTION 139
Under which circumstances would you create a delivery location objection Cisco Unity?

A. When you want to give 20 remote subscribers the ability to message all subscribers.
B. When you have dual Cisco Unity servers installed in the same organization and want to give subscribers the ability to message all subscribers.
C. When you have two Cisco Unity servers installed in two different organizations and want to give subscribers the ability to message all subscribers.
D. When you have two servers in separate locations and want to give all subscribers the ability to message all subscribers.
E. When you have two Cisco Unity servers installed in two different organizations and want subscribers to only message subscribers with the their home Cisco Unity server.

Answer: C

QUESTION 140
How would you configure your systems to allow subscribers to address messages across multiple Cisco Unity servers within the Certkiller organization where replication is happening on a regular basis?

A. Configure delivery location objects on all servers.
B. Configure primary location objection and delivery location objects for all servers.
C. Configure primary location objects on all servers.
D. Configure primary and secondary location and delivery objects on all servers.
E. Add Internet subscribers on each machine for all other subscribers and configure primary location objections.

Answer: C

QUESTION 141
What is the recommended practice when configuring your Dial ID for your default location object for Cisco Unity when the phone extension ranges between 1000-3000?

A. 2 Digit Dial of 10.
B. 3 Digit Dial ID of 200.
C. 3 Digit Dial ID of 400.
D. 4 Digit Dial ID of 1000.
E. 4 Digit Dial ID of 3000.

Answer: C

QUESTION 142
Certkiller has two Cisco Unity servers. The PBXs they are using are not networked and they do not have overlapping dial plans. The CEO wants the subscribers be able

to address message to subscribers homed on either Cisco Unity server.
What do you need to do on the default location on both servers?

A. Configure the profile of the Primary Location ID.
B. Set the subscriber search to global address list and configure the Primary Location ID.
C. Configure subscriber ID on both the Cisco Unity servers.
D. Configure a Delivery Location ID and the Subscriber Search field.
E. Set the subscriber search to search the entire directory and Primary Location ID.

Answer: B

QUESTION 143
Certkiller 's network consists of several Cisco Unity Servers that are fully operational in a PBX environment. You installed a new Cisco Unity server into Certkiller 's wide messaging deployment and are now configuring the server's primary location object. Subscribers using any of the other Cisco Unity servers are able to find any other subscriber regardless of the server they are on. You want this new server to accomplish the same goal.
How should you do that?

A. On the Location > Addressing Options page select. This Server in the "Limit Searches TO Field.
B. On the Location > Addressing Options page select. This Server in the Blind Address. Allowed Location field.
C. On the Location > Addressing Options page select. This server's Dailing Domain in the Limit Searches TO field.
D. On the Location > Addressing Options page select. The Global Address list in the "Limit Search TO field.
E. On the Location > Addressing Options page select. Locations in this Cisco Unity Servers Dialing Domain in the "Blind. Address. Allowed Location field.

Answer: C

QUESTION 144
There are two Cisco Unity servers at Certkiller . Which search setting should you configure on the Primary Location object when the Primary Location of these servers have been configured in such a way so as to search the entire directory regardless of which Cisco Unity server the subscriber is homed on?

A. Local Server.
B. Dialing directory
C. Global Directory.
D. Dialing Domain.
E. Active Directory.

Answer: C

QUESTION 145
You are the Cisco Unity system administrator at Certkiller . Certkiller has multiple Cisco Unity servers that are configured with Primary Location objects and multiple dialing domains. You want to perform a search across dialing domains.
Which search settings should you use?

A. Active Director.
B. Active Domains.
C. Global Domains.
D. Global Directory.
E. Dialing Domains.

Answer: D

QUESTION 146
You are the Cisco Unity system administrator at Certkiller . Certkiller has its headquarters in London and a branch office in Liverpool. You are attempting to address a message by extension to a colleague on a different Cisco Unity server in the branch office. Because of an overlapping dial plan, Cisco Unity only gives you a match for the Sales Department distribution list at headquarters. You have confirmed your colleague's extension number.
How would do you solve this problem?

A. Send the message by spelling the name.
B. Allow Blind Addressing on Primary Location.
C. Change search option to Dialing Domain on Primary Location.
D. Change search option to Active Directory on Primary Location.
E. Change search option to Global Directory on Primary Location.

Answer: A

QUESTION 147
You are the Cisco Unity system administrator at Certkiller . Certkiller has three Cisco Unity servers. The company merges with another company that has a Meridian voice mail system. You have set up a VPIM Delivery Location only on your local Unit server. Your Certkiller trainee wants to know if the other two Cisco Unity servers can send VPIM Message.
What will your reply be?

A. Yes, but only if we build the VPIM subscribers.
B. Yes, if the Primary Location is set to Global Directory.
C. No, we must build VPIM Primary Locations on the other servers.
D. No, we must build VPIM delivery Location on every Cisco Unity server.

Answer: B

QUESTION 148
You are the Cisco Unity system administrator at Certkiller . Certkiller has its headquarters in London and a branch office in Liverpool. The branch office has a legacy voice-mail system that does not have internet connectivity. You want to send and forward voice messages to the branch office.
What could you do?

A. Use AMIS protocol to set Cisco Unity to send and forward voice messages to the branch office.
B. Use PIMG Protocol to set Cisco Unity to send and forward voice messages to the branch office.
C. Use SMTP connectors to set Cisco Unity to send and forward voice messages to the branch office.
D. Use Internet subscribers to set Cisco Unity to send and forward voice messages to the branch office.

Answer: A

QUESTION 149
Which platform overlay must be used when installing a Cisco Unity System with 32 ports and 1100 voice mail only users?

A. Platform Overlay 2.
B. Platform Overlay 3.
C. Platform Overlay 5.
D. Platform Overlay 6.

Answer: A

QUESTION 150
Which platform overlay must be used when installing a Cisco Unity system with 12 ports and 100 voice mail only users?

A. Platform Overlay 1.
B. Platform Overlay 2.
C. Platform Overlay 5.
D. Platform Overlay 7

Answer: A

QUESTION 151
You are a Cisco Unity system administrator at Certkiller . You must install a Cisco Unity 4.0 (@) system using IBM Lotus Domino as the backend message storage for a Certkiller customer. The customer's system comprises of a mixed voice messaging environment using Octel systems as their voice mail in the sales offices. However,

the senior management at the corporate office wants to be able to send voice mail to all employees using Cisco Unity's distribution lists.
Will they be able to deliver messages to the sales offices using Octel voice mail systems?

A. Yes, you set up SMTP networking between the Unity server and the sales offices Octel systems.
B. No, you will need a Cisco Unity bridge between the corporate and the sales offices because they are on different systems.
C. Yes, you set up a Unity bridge server between the Unit server and the sales offices Octel systems.
D. No, your can only use digital networking between Unity servers using Domino as the Message store.
E. No, you can use AMIS between Unit and the sales offices Octel systems, but AMIS cannot send messages to distribution lists.

Answer: D

QUESTION 152
You are a Cisco Unity system administrator at Certkiller . You must install a Cisco Unity 4.0 (@) system using IBM Lotus Domino as the backend message storage for a Certkiller customer. The customer's system comprises of a mixed voice messaging environment using Octel systems as their voice mail in the sales offices. However, the senior management at the corporate office wants to be able to send voice mail to all employees using Cisco Unity's distribution lists. This Cisco Unity server has SMTP. AMIS. Bridge and VPIM networking enabled.
What can you do to ensure that messages are also delivered to the sales offices that use Octel voice-mail systems?

A. Set up AMIS networking between the Unity server and the sales offices Octel system.
B. Set up VPIM networking between the Unity server and the sales offices Octel system.
C. Set up AMIS between Unit and the sales offices Octel systems.
D. Set up a Unity Bridge server between the Unity server and the sales offices Octel system.
E. Set up SMTP networking between the Unity server and the sales offices Octel system.

Answer: D

QUESTION 153
Which of the following statements represents a description of Cisco Unity networking?

A. The Cisco Unity feature that allows a company to hook multiple Cisco Unity servers together to scale an installation in an enterprises
B. The feature that provides the means to translate calls from the automated Attendant or directory assistance to subscribers on the local server.

C. The feature that allows an organization with two or more Cisco Unity servers to configure them so that subscribers on one server can address voice messages (by telephone) to subscribers on another server.
D. The feature that allows an organization to attach their Cisco Unity server to the corporate LAN making all voice messages available at subscribers' desktops.
E. The feature that allows an organization to attach their Cisco Unity server to the corporate LAN so that administrators can gain access to the server from anywhere on the LAN.

Answer: C

QUESTION 154
Which of the following statements represents a description of Cisco Unity networking?

A. The Cisco Unity feature that allows a company to hook multiple Cisco Unity servers together to scale an installation in an enterprise.
B. The feature that allows an organization with multiple Cisco Unity servers to configure them so that subscribers on one server can address voice messages only internally.
C. The feature that allows an organization to attach their Cisco Unity server to the corporate LAN. Making all voice messages available at subscribers' desktops.
D. The feature that provides the means to transfer calls from the automated Attendant or directory assistance to subscribers who are not associated with the local server.
E. The feature that allow an organization to attach their Cisco Unity server to the corporation LAN so that administrators can gain access to the server from anywhere on the LAN.

Answer: D

QUESTION 155
What is the proper sequence of steps that you need to take to implement SMTP networking on an Exchange 2000 configuration, using the Internet Voice Connector?

A. Install the Exchange IMS connector.
Modify the AD schema.
Install the IVC.
Create delivery locations.
B. Install the Exchange IMS Connector.
Install the IVC.
Modify the AD schema
Create delivery locations.
C. Install the Exchange SMTP connector.
Install the IVC.
Modify the AD schema.
Create delivery locations.

D. Install the Exchanges SMTP Connector.
Modify the AD schema.
Install the IVC.
Create delivery locations.
E. Install the IVC.
Install the Exchange IMS Connector.
Modify the AD schema.
Create delivery location.

Answer: D

QUESTION 156
What is the proper sequence of steps that you need to take to implement VPIM networking on an Exchange 2000 configuration, using the Cisco Unity Voice Connector?

A. Install the Exchange IMS Connector.
Modify the AD schema.
Install the IVC.
Create delivery locations.
B. Install the Exchange IMS Connector.
Install the IVC.
Modify the AD schema
Create delivery locations.
C. Install the IVC.
Install the Exchange IMS Connector.
Modify the AD schema.
Create delivery locations.
D. Install the Exchange SMTP Connector.
Modify the AD schema.
Install the IVC.
Create delivery locations.
E. Install the Exchange SMTP Connector.
Install the IVC.
Modify the AD schema.
Create delivery locations.

Answer: D

QUESTION 157
You are installing the voice Connector in an Exchange 5.5 configuration. According to the Cisco Unity Networking Guide, on what Exchange 5.5 server must you install the Voice connector?

A. On a server that is configured with NNTP and MSMQ.
B. On a server that is configured as the bridgehead NNTP server.

C. On a server that is configured as the bridgehead SNMP server.
D. On a server that is located in the same site as the Cisco Unity server.
E. On a server that is already set up as a Voice Enabled Exchange server.

Answer: C

QUESTION 158
You are the Cisco Unity system administrator at Certkiller . Certkiller currently has three Cisco Unity systems on the same Active Directory domain. You install a fourth Unity system in a separate domain that has no Directory Replication. Certkiller has one Cisco CallManager cluster that supports all telephones and voice mail ports.
You want to set up a single Dialing Domain for all four Unity systems.
What do you need to do?

A. This cannot be done. Dialing Domains need to be on separate telephone system.
B. On the fourth Unity system, set the Dialing Domain ID on the Primary location page as the same as the rest of the Unity systems. SQL 2000 will replicate all the user information that the Dialing Domain needs.
C. On the fourth Unity system, reinstall the OS to make it a member server in the same domain with the other Unity systems. Then reinstall Cisco Unit software and set the Dialing Domain ID on the Primary Location page the same as the other Unity systems.
D. Use the Microsoft Domain Controller Migration tool to move the fourth Unity system into the same Active Directory domain as the other three Unity systems. Then set the Dialing Domain ID on the Primary location page the same as the rest of the Unity systems.

Answer: C

QUESTION 159
You are the Cisco Unity system administrator at Certkiller . You are setting up three Cisco Unity Systems on one Cisco CallManager in a single Active Directory Forest. Each telephone extension will unique as you have a consistent dial plan.
You configure each Cisco Unity Primary Location object and assigned each to the same dialing domain. You also configure the search space in the Directory Handler to search the dialing domain.
How will Cisco Unity transfer calls?

A. The system only allows transfer to Cisco Unity subscribers on the local server you have called.
B. The system transfers to only Dialing Domain enabled extensions that are kept in the SQL Dialing Domain Database.
C. Directory Handler calls are transferred to any Cisco Unity subscriber on any Cisco Unity regardless of which Cisco Unity the user's extension is dialed on.
D. The first Cisco Unity transfers the callers to the "Sister" Cisco Unitys based on which extension is dialed. And then call processing is the responsibility of that Cisco Unity.

Answer: C

QUESTION 160
You are the Cisco Unity system administrator at Certkiller . You are setting up three Cisco Unity Systems on one Cisco CallManager in a single Active Directory Forest. Each telephone extension will unique as you have a consistent dial plan.
You configure each Cisco Unity Primary Location object and assigned each to a seperate dialing domain. You also configure the search space in the Directory Handler to search the dialing domain.
On this configuration, how does the Auto Attendant function work?

A. The system transfers to any subscriber's extension that is kept in the SQL database.
B. The system only allows transfer to Cisco Unity subscribers on the local server your have called.
C. Auto Attendant calls are transferred to any Cisco Unity subscriber on a Cisco Unity regardless of which Cisco Unity the user's extension is dialed on.
D. The first Cisco Unity transfers the callers to the "Sister" Cisco Unity System based on which extension is dials. And then call processing is the responsibility of that Cisco Unity.

Answer: C

QUESTION 161
You are the Cisco Unity system administrator at Certkiller . Certkiller has three Cisco Unity servers. The company merges with another company that has a Meridian voice mail system. You have set up a VPIM Delivery Location only on your local Unit server. You want to ensure that the other two Cisco Unity servers can also send VPIM Messages.
What should you do?

A. Build the VPIM subscribers.
B. Set the Primary Location to Global Directory.
C. Build the VPIM Delivery Location on every Cisco Unity server.
D. Build the VPIM Primary Locations on the other two Cisco Unity servers.

Answer: B

QUESTION 162
You are the Cisco Unity system administrator at Certkiller . Certkiller has recently acquired a company with two Octel voice mail servers. You install Cisco Unity for Exchange in a unified messaging configuration for Certkiller . There are 400 user accounts on each Octel server. Certkiller wants Unity subscriber and outside callers to be able to address users with accounts on the Octel servers. You want this to take place with as little administrative work as possible.
What is the best way to implement these requirements?

A. Modify the Bridge Subscriber template to allow listing in Unitys phone directory. Then create subscriber accounts on the Unity Bridge and synchronize it with the Cisco Unity server.
B. Modify the Bridge Subscriber template to allow listing in Unitys phone directory nd show created subscribers in the e-mail address book. Then create subscriber account on Cisco Unity.
C. Modify the Bridge subscriber template to allow listing in Unitys phone directory and shown created subscribers in the e-mail address book, then allow accounts to be created by Unity Bridge via name Net emulation.
D. Modify the Bridge Subscriber template to allow listing in Unitys Phone directory and show created subscribers in the E-mail address book, then create subscriber accounts on the Unity Bridge and synchronize it with the Cisco Unity server.

Answer: C

QUESTION 163
You are the Cisco Unity system administrator at Certkiller . You want to create a permanent reference to a subscriber on the Octel system in your global address list. Which of the following represents is the correct order of steps?

A. Create Bridge subscriber, record voice name, add extension.
B. Create Bridge Primary location, record voice name, add extension.
C. Create Bridge delivery location, create bridge subscriber, record voice name.
D. Create Bridge Primary location, create Bridge subscriber, record voice name.
E. Create Bridge subscriber, create Bridge delivery location, record voice name.

Answer: C

QUESTION 164
Which of the following Cisco Unity utilities is used to customize settings for a particular telephone switch?

A. IntLib
B. ConfigMgr
C. Cisco Tools
D. Maestro Tools
E. Edit Switch Utility

Answer: E

QUESTION 165
You are the Cisco Unity system administrator at Certkiller . You are troubleshooting a serial integration issue. You suspect the SMDI packet being received by the Cisco Unity is incorrect. Which Cisco Unity utility would you use to confirm this?

A. IntLib
B. Call Viewer
C. Packet Sniffer
D. Integration Monitor
E. Extension Specific Trace

Answer: D

QUESTION 166
You are the Cisco Unity system administrator at Certkiller . You are troubleshooting Cisco Unity integration to Cisco Call Manager. You open the Integration Monitor Utility to view inbound call information.
Your newly appointed Certkiller trainee wants to know what information can be viewed through the Integration Monitor. What will your reply be?

A. Packet, Origin, Forwarding Ext.
B. Trunk, Reason, Calling Number
C. Port number, Reason, Forwarding Ext.
D. No information can be viewed unless Extension Specific trace Utility is turned on.
E. No information can be viewed. Integration Monitor does not work with Cisco CallManager.

Answer: E

QUESTION 167
You are the Cisco Unity system administrator at Certkiller . You are having trouble with your Call Handler application. You want to watch a call as it flows through Cisco Unity.
Under Tools Depot, which utility should you use?

A. Call Viewer
B. Status Monitor
C. Integration Monitor
D. Call Handler Viewer

Answer: B

QUESTION 168
You suspect that an administrator did not remove all links to deleted call handlers in your Cisco Unity System. You want to confirm this suspicion and fix the problem.
Which utility can you use to accomplish these tasks?

A. Status Monitor
B. Bulk Edit Utility
C. DB Walker Utility
D. Integration Monitor

E. Audio Text Manager

Answer: C

QUESTION 169
You are the Cisco Unity system administrator at Certkiller . A new Cisco Unity subscriber reports that MWIs are not being turned on or off at their telephone. On further investigation, the subscriber notes that on occasion, the MWI light on he phone flashes briefly and then goes out again.
What is the most likely cause of the problem?

A. The MWI light on the telephone has a broken contact.
B. There are not enough ports dedicated to turning MWIs on and off.
C. The MWI codes listed in the Unity Telephony Integration Manager (UTIM) are incorrect.
D. The user has set up a rule in their Outlook Inbox that moves all voice mail to another folder.

Answer: D

QUESTION 170
You are the administrator of a Cisco Unity system at Certkiller . Certkiller is experiencing a problem with MWI performance. A number of Certkiller users have reported that their message lights are going on and off very slowly. This happens most often between 10:00 a.m. and 2.00 p.m.
What should you do to troubleshoot this problem? (Choose all that apply.)

A. run a port usage report for all the ports on the Unity system for the past seven days.
B. check the MWI off codes in UTIM and on the telephone switch to ensure that they match.
C. check the ports page to see if the ports that perform MWIs are also answering calls.
D. run two port usage reports for the past seven days, one for the ports that turn MWIs on and the other for all ports that answer calls.

Answer: C, D

QUESTION 171
You are the Cisco Unity system administrator at Certkiller . A new Cisco Unity subscriber informs you that MWIs are not being turned on or off at their telephone. No other subscriber is experiencing the same problem.
What is the most likely cause of the problem?

A. There are not enough ports dedicated to turning MWIs on and off.
B. The MWI codes listed in the Unity Telephone Integration Manager (UTIM) are incorrect.
C. The use MWI for Message Notification box is not checked on that subscriber's record.

D. The user has set up a rule in their outlook inbox that moves all voice mail to another folder.

Answer: C

QUESTION 172
You are the administrator of a Cisco Unity system at Certkiller . Certkiller is experiencing a problem with MWI performance. Since the Unity system was installed Certkiller users have been complaining that their message lights are going on but do not turn off after they have listened to and deleted all their voice messages.
How should you troubleshoot this problem?

A. run a port usage report for all the ports on the Unity system for the past seven days.
B. check the MWI off codes in UTIM and on the telephone switch to ensure that they match.
C. check the ports page to see if the ports that perform MWIs are also answering calls.
D. run two port usage reports for the past seven days, one for the ports that turn MWIs on and the other for all ports that answer calls.

Answer: B

QUESTION 173
Where will you check first when you encounter an audio notification that states that Cisco Unity did not successfully start when you boot your Cisco Unity server?

A. Cisco Unity log files
B. Startup
C. Event Viewer
D. Administrative Tools
E. Exchange 2000 Directory monitor

Answer: C

QUESTION 174
When will you use Event Viewer to help in identifying problems when troubleshooting Cisco Unity Server? (Choose all that apply.)

A. When you boot you Cisco Unity server and is given a visual notification that you cannot log on to the machine, please check your password.
B. when booting the Cisco Unity server, you receive an error that states "one or more services failed to start".
C. when booting and subsequently logging on to the Cisco Unity server, a screen message states "you cannot log on to the machine, please check your password and try again".
D. when you attempt to log onto the Cisco Unity System Administrator and the message

states "Unity is not running".
E. when Cisco Unity is running and you attempt to log onto the System Administrator and the error states "the domain account you are using is not associated with a Cisco Unity subscriber".

Answer: B, D

QUESTION 175
Which of the following information is stored in Cisco Unity log files? (Choose all that apply.)

A. program memory usage
B. subscriber reports
C. call data
D. configuration settings
E. administrative actions
F. internal unity software transactions
G. log in reports
H. subscriber directory status
I. administrator contact information

Answer: C, E, F

QUESTION 176
What is the default period setting of Cisco Unity to keep historical reports and logs?

A. 1 day
B. 5 days
C. 7 days
D. 14 days
E. 30 days

Answer: C

QUESTION 177
You are the system administrator at Certkiller . You have just installed and configured a Cisco Unity system. You configured ports according to the recommendations in the documentation. You want to confirm that this configuration is correct for the way your customer is using the system. You have set the system to keep log files for 30 days.
What reports should you do?

A. Run a storage usage report each week for the first three months.
B. Run a port usage report on all ports each month for the first three months.
C. Run a subscriber message activity report on all ports for each month in the first three months.

D. Run two port usage reports: one on ports that answer calls only and the other on ports that dial out, each month for the first three months.

Answer: D

QUESTION 178
You are a Cisco Unity system administrator at Certkiller . You want to monitor attempts to use the system as an unauthorized administrator. You want to run a report that will give you this information each week.
Which report should be run to enable you to accomplish this?

A. Event Log report
B. Event Security report.
C. Failed Login report.
D. Subscriber Message Activity report.
E. Administrative Access Activity report.

Answer: C

QUESTION 179
One of the Certkiller Cisco Unity subscribers contacted you about messages that have been delayed in being presented. This occurred at least once each day for the past three days. You got approximate times from the subscriber.
Which report(s) should you run when troubleshooting this problem?

A. A Subscribers report for that subscriber bracketing the entire three day period.
B. A Three day Message delivery report for that specific subscriber.
C. A Subscriber Message Activity report for that subscriber bracketing the entire three day period.
D. Three Subscriber reports for that subscriber bracketing the approximate time periods each day.
E. Three Subscriber Message Delivery reports for that subscriber bracketing the approximate time periods each day.

Answer: C

QUESTION 180
You have installed a Cisco Unity system at Certkiller . As part of that installation, you have implemented AMIS networking for several contractors that often work for Certkiller . The Certkiller CEO is concerned about the timing and expense of the calls.
What report should you run to develop data on the costs and timing of AMIS calls made by the Unity system?

A. Port Usage report.
B. Subscribers report.

C. AIMS Billing report.
D. Outcall Billing report.
E. AMIS Out Traffic report.

Answer: E

QUESTION 181
A Certkiller subscriber complained that she does not get her message notification in a timely manner.
Which report should you run to troubleshoot this problem?

A. User Message Activity.
B. Handler Message Activity.
C. Subscriber Message Activity.
D. Subscriber storage
E. Message Delivery Activity.

Answer: C

QUESTION 182
Jack, the new Certkiller trainee wants to know which report should be run to verify subscriber mailbox storage. What will your reply be?

A. Mailbox Usage.
B. Subscriber's Storage
C. Storage Usage.
D. Subscriber space usage
E. Subscriber Message Activity.

Answer: C

QUESTION 183
Which report should be run to check if someone trying to gain unauthorized access to a Cisco Unity System?

A. Event log report
B. Subscribers report.
C. Failed Login report.
D. Administrative Access report.
E. Subscriber Message Activity report.

Answer: C

QUESTION 184
A Cisco Unity System that is set up with 24 Voice Port Sessions needs which version of SQL?

A. SQL Enterprise
B. MSDE
C. SQL Server 2000
D. SQL Lite
E. MSDE Professional

Answer: B

QUESTION 185
Which of the following software packages is necessary on a 48 Port/Session Cisco Unity in a VM configuration?

A. MSDE
B. SQL Lite
C. SQL 2000
D. SQL Silver
E. MSDE Professional

Answer: C

QUESTION 186
Which of the following software packages is necessary on a 24 Port/Session Cisco Unity in a UM configuration with Failover?

A. MSDE
B. SQL 2000
C. SQL Enterprise
D. SQL Silver
E. MSDE Enterprise

Answer: B

QUESTION 187
Which of the following database software is installed when a 16 Port Session Cisco Unity is installed with the Failover option?

A. MSDE
B. SQL 2000
C. SQL Enterprise
D. SQL Silver
E. MSDE Professional

Answer: B.

QUESTION 188
One of the Certkiller customers reported that subscribers hear the Cisco Unity "failsafe" conversion occasionally.
What can you use to troubleshoot this problem?

A. Failsafe Utility.
B. Security Log report
C. Unity Error report.
D. Event Log report.
E. Event Notification Utility.

Answer: D

Explanation: The Event Log Report displays the same information that is reported in the Application Log of Microsoft Event Viewer. The failsafe conversation is being heard due to the Exchange server being down or in the state of coming back online. Normally if a subscriber calls into Unity when the Exchange server is offline they would hear the UMR conversation. But if they call Unity when the Exchange server is in the process of coming back online then they may hear the failsafe conversation.
Reference: Cisco Unity: Defining the Unity Message Repository; Document ID: 19030.
The Exchange server going offline and coming back online would be reported in the Application Log, which would be accessible by running the Event Log report.
Answers A, B, C and E are fictitious items.

QUESTION 189
You are a Cisco Unity system administrator at Certkiller . You want to view general information about the Cisco Unity server regarding available licenses and languages.
Which report should you run to see this type of data?

A. System reports > System Configuration
B. System reports > Event Log r
C. System reports > Unity Server Accessibility
D. System reports> Security Log
E. System reports > Global Access Settings

Answer: A
The correct answer should be "A" System Reports > System Configuration.
This report provides licensing information and available languages.
Not C: The Unity Server Accessibility report doesn't even exist in Unity version 4.x
Reference: Cisco Unity Administration Guide (with Microsoft Exchange) version 4.1, 4.2, 4.3, 4.4, 4.5

QUESTION 190
One of the Certkiller customers reported that some of their subscribers cannot access Cisco Unity Assistant anymore. You have a suspicion that it could be that their class of service changed.
Which report should you run to confirm your suspicion?

A. Login
B. Class of Service
C. Administrative Access
D. Global Access
E. Subscriber Access

Answer: C

QUESTION 191
You are a Cisco Unity system administrator at Certkiller . You have to configure voice boards for a 16 port system. You set the D120 JCT and the D41EPCT voice boards to their proper IDs. You must configure the IRQ and base memory address of each board.
What is your next step?

A. Configure each board using a unique IRQ and assign all boards to the D0000 memory address.
B. Configure each board using a singular IRQ and assign memory addresses as follows; the first board to D0000 and the second to D2000.
C. Configure each board to use the same IRQ and assign all boards to the D0000 memory address.
D. Configure each board using a unique IRQ and assign memory addresses as follows; the first board to D0000 and the second to D2000.
E. Configure to use the same IRQ and assign memory addresses as follows; the first board to D0000 and the second to D2000.

Answer: C

QUESTION 192
You are upgrading the Certkiller Cisco Unity system using D120JCT voice boards from 12 to 24 ports. You already upgraded the software license for the new ports and are now configuring the voice board for use in the system.
What is your next step?

A. Set the board ID to 2.configure the IRQ to match the other boards, and assign a base memory address of D8000.
B. Set the board ID to 1.configure the IRQ to match the other boards, and assign a base memory address of D8000.
C. Set the board ID to 2.configure the IRQ to match other boards, and assign a base

memory address identical to the other boards.
D. Set the board ID to 2.configure the IRQ to be unique on the system, and assign a base memory address of D8000.
E. Set the board ID to 1.configure the IRQ to match the other boards, and assign a base memory address identical to the other boards

Answer: C

QUESTION 193
Which of the following statements will be valid when you consider the following scenario: you install a Cisco Unity system as a 36 port voice-mail only solution for a customer that uses Microsoft Exchange for their e-mail system and Windows 2000 with its correct Service Pack on the Cisco Unity server. As well as Microsoft Exchange 2000, SQL 2000 and correct Service Pack and Cisco Unity 4.0.

A. Cisco Unity works properly as built.
B. A 36 Port Cisco Unity required MSDE not SQL 2000.
C. Cisco Unity will not function properly. Internet Explorer 6.0 and correct Service Pack is needed.
D. Cisco Unity 4.0 supports IBM Domino not Microsoft Exchange on the Cisco Unity server.
E. Cisco Unity will not function properly. Internet Explorer 5.5 and correct Service Pack is needed.

Answer: C

QUESTION 194
Which of the following statements will be valid when you consider the following scenario: you install a 24 port Cisco Unity 4.0 for Exchange in a Unified Messaging configuration and Windows 2000 with its correct Service Pack on the Cisco Unity server as well as MSDE 2000 with correct Service Pack. As well as Microsoft Exchange 2000 with correct Service Pack, Internet Explorer 6.0 and Cisco Unity 4.0.

A. Cisco Unity will function and is a supported configuration.
B. Cisco Unity will not function: Internet Explorer 5.5 is required.
C. Cisco Unity will function, but this configuration is not supplied by Cisco TAC
D. Cisco Unity 4.0 supports IBM Domino not Microsoft Exchange on the Cisco Unity server.
E. Cisco Unity will not function: SQL2000 is necessary for this configuration

Answer: C

QUESTION 195
Which of the following statements will be valid when you install a 16 port voice-mail only Cisco Unity 4.0 for Exchange and Windows 2000 with its correct Service Pack

on the Cisco Unity server. As well as Microsoft Exchange 5.5 SP4. MSDE 2000 with correct Service Pack, Internet Explorer 6.0 and Cisco Unity 4.0

A. SQL 2000 is necessary for this configuration.
B. A voice-mail only configuration requires Internet Explorer 5.5.
C. This is not a supported configuration for Cisco Unity 4.0.
D. Cisco Unity 4.0 supports IBM Domino not Microsoft Exchange on the Cisco Unity server.
E. None of the above.

Answer: C

QUESTION 196
Which of the following represents the correct sequence when installing software on a Cisco Unity Server in a 36 Port Unified Messaging configuration?

A. Windows 2000
MSDE
Cisco Unity System Preparation Assistant (CUSPA)
Exchange System Management Tools
Cisco Unity Installation and Configuration Assistant (CUICA)
B. Windows 2000
SQL2000
Cisco Unity System Preparation Assistant (CUSPA)
Exchange System Management Tools
Cisco Unity Installation and Configuration Assistant (CUICA)
C. Windows 2000
MSDE
Cisco Unity System Preparation Assistant (CUSPA)
ForestPrep and DomainPrep
Microsoft Exchange
AD Schema Extension
Cisco Unity Installation and Configuration Assistant (CUICA)
D. Windows 2000
SQL2000
Cisco Unity System Preparation Assistant (CUSPA)
Microsoft Exchange
ForestPrep.
Cisco Unity Installation and Configuration Assistant (CUICA)
E. Windows 2000
Cisco Unity Preparation Assistant (CUSPA)
SQL2000
Microsoft Exchange
Cisco Unity Installation and Configuration Assistant (CUICA)

Answer: B

QUESTION 197
What will you do first in a Cisco Unity Installation?

A. install SQL 2000.
B. install voice cards.
C. register the system for the license file.
D. install Cisco CallManager
E. install Windows 2000.

Answer: C

QUESTION 198
Which of the following represents the correct sequence when installing software on a Cisco Unity Server in a 16 Port voice-mail only configuration?

A. Windows 2000
Cisco Unity Preparation Assistant (CUSPA)
SQL2000
Microsoft Exchange
Cisco Unity Installation and Configuration Assistant (CUICA)
B. Windows 2000
MSDE
Cisco Unity System Preparation Assistant (CUSPA)
ForestPrep and DomainPrep
Microsoft Exchange
AD Schema Extension
Cisco Unity Installation and Configuration Assistant (CUICA)
C. Windows 2000
MSDE
Cisco Unity System Preparation Assistant (CUSPA)
D. Windows 2000
MSDE
Cisco Unity System Preparation Assistant (CUSPA)
Exchange System Management Tools
Cisco Unity Installation and Configuration Assistant (CUICA)
E. Windows 2000
SQL2000
Cisco Unity System Preparation Assistant (CUSPA)
ForestPrep.
Microsoft Exchange
Cisco Unity Installation and Configuration Assistant (CUICA)

Answer: B

QUESTION 199
As part of what is the Unity Telephone Integration Manager (UTIM) run?

A. Cisco CallManager
B. Cisco CallManager Update for Unity
C. integration for circuit-based PBXs only
D. Cisco Unity System Preparation Assistant (CUSPA)
E. Cisco Unity Installation and Configuration Assistant (CUICA)

Answer: E

QUESTION 200
Which of the following software components will you need to run Cisco Unity digital networking with a single directory?

A. Cisco Unity Extension Address Utility.
B. Cisco CallManager Update for Unity.
C. Cisco Unity location objects.
D. Cisco Unity AMIS Connector.
E. Cisco Unity Internet Voice Connector.

Answer: C

QUESTION 201
Cisco Unity 4.0 is capable of several types of Delivery Location Objects. What are they? (Choose all that apply.)

A. Unity
B. AMIS
C. Domino
D. VPIM
E. Bridge
F. All of the above.

Answer: B, D, E

QUESTION 202
What would you advice the new Certkiller trainee technician to do when installing Cisco Unity software and integrating it with Cisco CallManager during the initial setup of the Cisco Unity software?

A. You should check the Cisco CallManager check box.
B. You should check the Install Voice Card Software check box.
C. You should uncheck the Install Voice Card Software check box.
D. You should uncheck the Cisco CallManager check box.
E. No need to do anything as the unity installation process detects the correct integration

automatically.

Answer: C

QUESTION 203
How would you set the rotary switch on the voice boards when you need to install an 8 port Cisco Unity with SMDI Integration that uses 4 port voice boards?

A. All settings are preset.
B. The first voice board is set to 1 the second voice board to 2.
C. You set all voice boards to the same board ID.
D. You set all voice boards to dual board ID.
E. Unity installation automatically sets the voice boards.

Answer: B

QUESTION 204
After completing your Cisco Unity Installation and running the Cisco Unity Telephony Integration Manager correctly you found that only two ports were working. What is the cause of this problem?

A. The Cisco Unity TSP did not install.
B. You did not select full installation.
C. The voice boards were not installed.
D. You used the demonstration license for the install.
E. The Cisco Unity Optimizer must be run.

Answer: D

QUESTION 205
What can you use to physically connect the telephone system dial tone to a Cisco Unity system when installing it as part of circuit-based PBX?

A. CCM FXS ports.
B. Brooktrout voice card.
C. Intel Dialogic voice card.
D. PBX link integration connector.

Answer: C

QUESTION 206
You have been tasked with upgrading your Cisco Unity 3.01 software version to 4.02.
Which statement is true?

A. You can upgrade a 3.01 database directly to 4.01.

B. You need the 3.01 import and export tools to accomplish this task.
C. You must step the 3.01 database to 3.3 before you can upgrade to 4.02.
D. You need to back up the 3.01 database, perform a fresh 4.02 install, and then restore the 3.01 database over the 4.02 install.
E. You have to get a new software license

Answer: E