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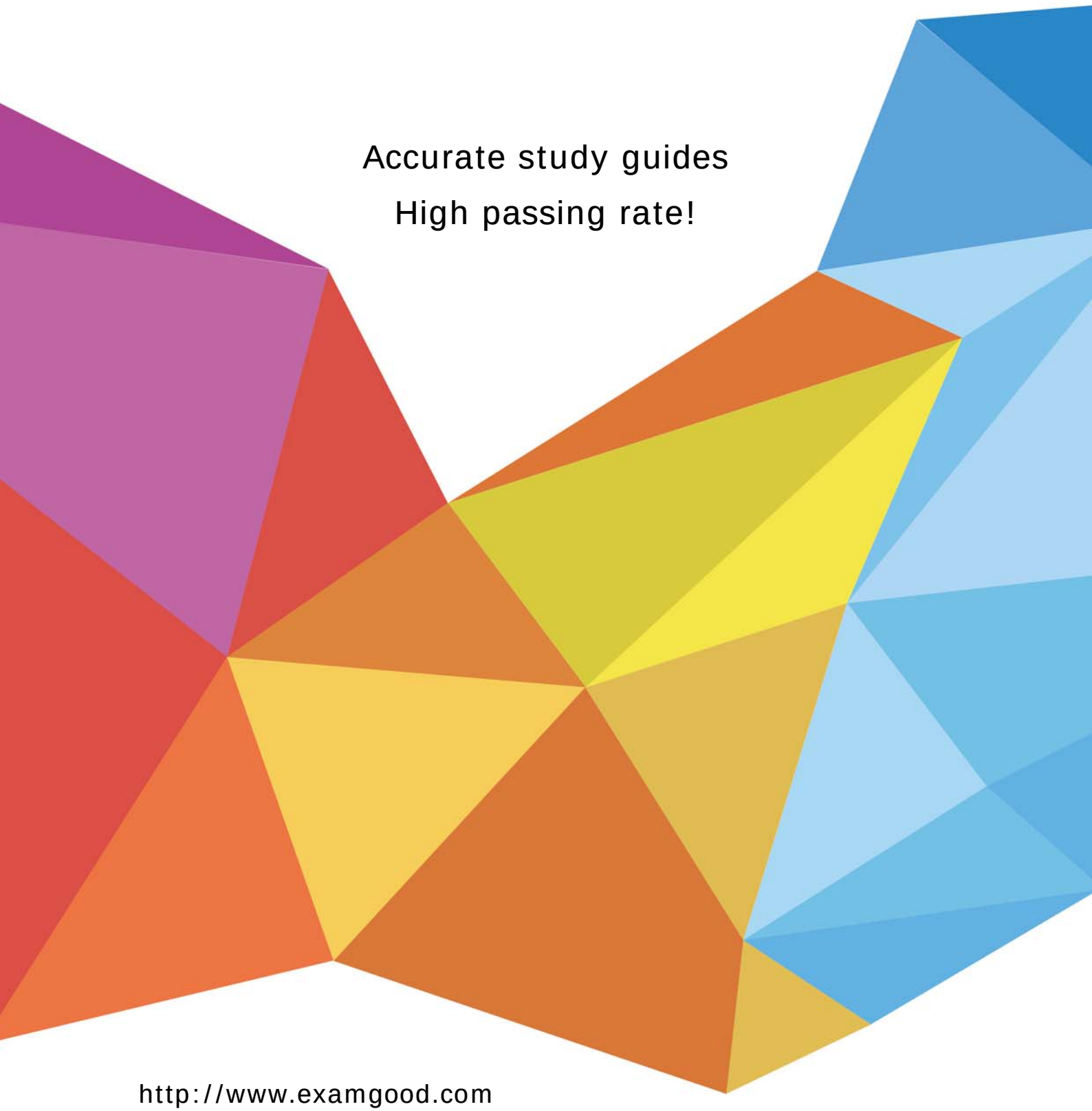

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**Exam** : **642-104**

**Title** : Unified Communication for System Engineers Exam

**Version** : DEMO

1. What is the correct procedure for adding a new a 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

2. 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. Symantec/Veritas Backup Exec

C. Cisco Unity Disaster Recovery Backup and Restore utilities with full backup options selected

D. Cisco Unity Database Recovery tool
Answer: C

3. As the administrator of a Cisco Unity messaging system, you have been asked to provide information on the number and 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

4. 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 that 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

5. 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 successful only if 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 servers.

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

6. 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 MWI, 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 MWI, five ports to do Message Notification, and six ports for TRAP Connection.
Answer: B

7. A new Cisco Unity subscriber notifies the administrator 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 the 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

8. 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: ABC

9. 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

10. 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 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.

B. 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.

C. 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.

D. 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.
Answer: D