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QUESTION 21 An end user is unable to sign into Jabber. Assuming that network connectivity has been verified, which three settings for the end user should be checked? (Choose three.) A. Jabber Advanced Settings B. Cisco Unified Communications Manager Service Profile C. Cisco Unified Communications Manager User Management D. Cisco Unified Presence Server Advanced Settings E. Cisco Unified Presence Server Application Listener F. Cisco Unified Presence Server System Topology G. Jabber Version Answer: ABC

QUESTION 22 A user reports that when they receive a voicemail on their phone, they do not receive it in their email as well. Which feature on Cisco Unity Connection should be checked? A. Cisco Unified Messaging Service B. Enterprise Parameters C. Roles D. Message Waiting Indicators E. Alternate MWI Answer: A

QUESTION 23 Many users report that there is a delay in receiving MWI notifications for voicemails. Which two issues can cause this problem? (Choose two.) A. The Connection Notifier service has been stopped. B. Voicemail ports are not configured for MWI requests. C. The MWI functionality for the port groups has been disabled. D. Not enough MWI assigned ports are available. E. MWIs are in the process of synchronizing with the phone system. Answer: DE

QUESTION 24 Users report volume issues with recordings in Cisco Unity Connection. Which feature can be disabled to prohibit automatic volume adjustments to recordings? A. AGCB. Noise Reduction C. Audio Normalization D. VAD Answer: A

QUESTION 25 Which option allows an engineer to deploy new firmware to a single phone, while reducing possible impact? A. Define a new firmware load on specific device. Save configuration and reset individual device. B. Define load in device defaults. Reset Device Pool. C. Upload firmware to TFTP server. Restart TFTP service. D. Enable Peer Firmware Sharing. Answer: A

QUESTION 26 Which two layers are Cisco Unified Communications component layers? (Choose two.) A. Infrastructure layer B. Data link layer C. Network layer D. Endpoints layer E. Transport layer Answer: AD

QUESTION 27 Which three choices are functions or features of Cisco Unity Connection? (Choose three.) A. video-enabled messaging through converged networks B. text-to-speech, which allows access to Exchange emails from a telephone C. voice-enabled message navigation D. voice-enabled dialing to external users E. automated attendant capabilities F. automated call rerouting to agents through round robin, longest idle, or broadcast Answer: BCE

QUESTION 28 An SCCP IP phone places a call to a SIP phone that is registered to the same Cisco Unified Communications Manager Express. During the active call, call waiting indicates a second call is incoming to the handset, but the user decides to ignore it. In this scenario, what is the combined total number of signaling conversations and media flows that used the SCCP phone as an endpoint? A. 2 B. 3 C. 4 D. 5 E. 6 Answer: B

QUESTION 29 Which port is the default port for SCCP call signaling on Cisco Unified Communications Manager? A. 2000 B. 2443 C. 5060 D. 5061 Answer: A

QUESTION 30 Which three choices are required for the boot process for a Cisco IP phone? (Choose three.) A. TFTP services B. DHCP services C. Voice VLAN D. Routing protocol E. TCP/IPF. PortFast Answer: ABC

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