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**Exam** : **640-461**

**Title** : **Introducing Cisco Voice and  
Unified Communications  
Administration**

**Vendor** : **Cisco**

**Version** : **DEMO**

NO.1 Cisco Unified Communications Manager is configured to complete scheduled backups to a SFTP server.

The voice engineer wants to manually backup to a laptop that has SFTP server configured.

Which action is next in the Cisco Unified Communications Manager to back up manually to the laptop?

- A. Select network directory on the backup device.
- B. Create a backup device.
- C. Schedule the backup.
- D. Create a dedicated backup directory.

**Answer:** B

NO.2 An engineer is troubleshooting call quality issues between central headquarters and a remote branch location. When on an active call, the engineer watches the call statistics on the IP phone and notices that the max jitter is 100 ms.

What is the maximum amount of jitter that the engineer should set to maintain a high-quality call?

- A. 5 ms
- B. 50 ms
- C. 10 ms
- D. 30 ms

**Answer:** D

NO.3 Which action must be taken for Cisco Unified Personal Communicator clients to access Cisco Unity Connection voice mail?

- A. Cisco Unity Connection must be integrated with LDAP.
- B. Cisco Unity Connection must be integrated with Cisco Unified Communications Manager using SIP integration.
- C. A Microsoft Exchange mailbox store must be configured in Cisco Unified Presence.
- D. IMAP must be enabled on Cisco Unity Connection for users that need to access voice mail through Cisco Unified Personal Communicator clients.
- E. Voice mail is automatically enabled for users who log in through Cisco Unified Personal Communicator clients.

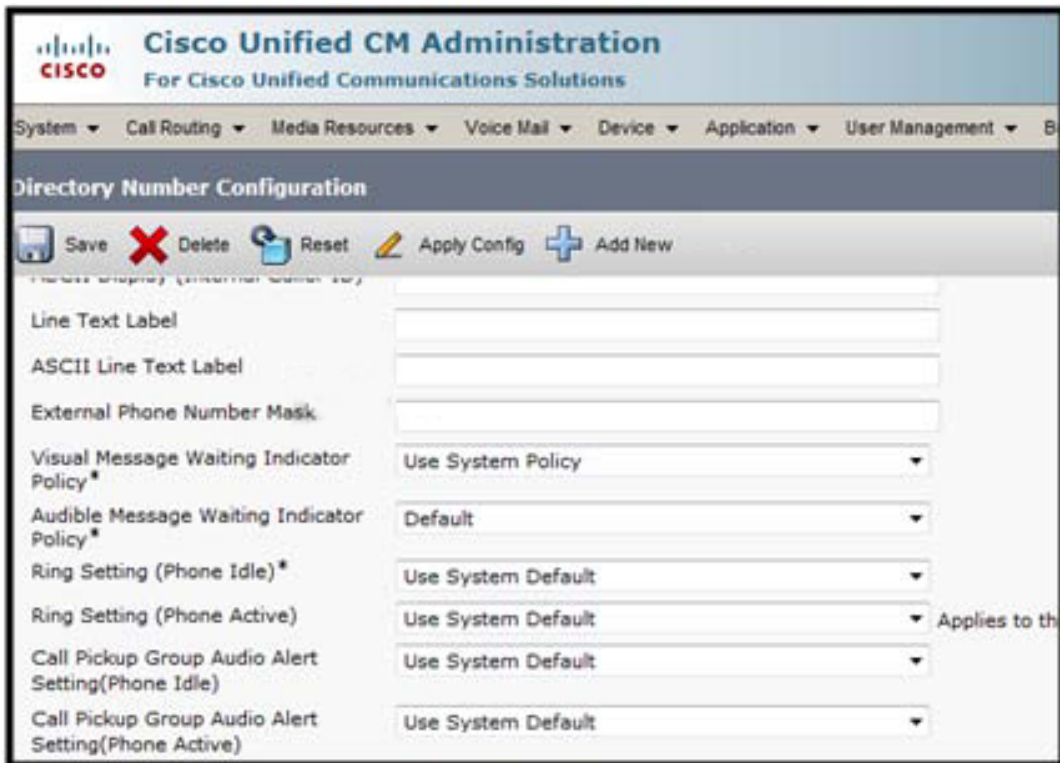
**Answer:** D

Explanation:

Link:

[http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/cups/8\\_0/english/install\\_upgrade/deployment/guide/dgappendixB.html](http://www.cisco.com/en/US/docs/voice_ip_comm/cups/8_0/english/install_upgrade/deployment/guide/dgappendixB.html)

NO.4 Refer to the exhibit.



What is a method of modifying the External Phone Number Mask on multiple line appearances of a directory number simultaneously?

- A. Bulk Administration > Phones > Add/Update Lines > Update Lines
- B. Bulk Administration > Users > Line Appearance > Update Line Appearance
- C. Call Routing > Directory Number > Directory Number Configuration > Edit Line Group
- D. Bulk Administration > Phones > Update Phones > Query

**Answer:** A

NO.5 Which description describes the weighted fair queuing algorithm?

- A. Empty queue 1. If queue 1 is empty, empty queue 2, then empty queue 3, unless a packet for a higher queue arrives.
- B. An administrator defines the traffic classes based on match criteria, including protocols, access control lists, and input interfaces.
- C. A flow-based algorithm that simultaneously schedules interactive traffic to the front of a queue to reduce response time and fairly shares the remaining bandwidth among high-bandwidth flows.
- D. This feature brings strict priority queuing to CBWFQ.
- E. Packets are placed into a single queue and serviced in the order they were received.

**Answer:** C

Explanation:

WFQ allocates an equal share of the bandwidth to each flow. Flow-based WFQ is also called fair queueing because all flows are equally weighted. Link:

[http://www.cisco.com/en/US/docs/ios/12\\_0/qos/configuration/guide/qcwfq.html](http://www.cisco.com/en/US/docs/ios/12_0/qos/configuration/guide/qcwfq.html)

NO.6 Which standard is applicable to prevent an unnecessary drop in QoS over an IP WAN connection?

- A. TCP/IP
- B. broadband Internet access
- C. H.450.3
- D. policy map

**Answer:** C

NO.7 An end user has made more attempts to log in than allowed, using the wrong voice-mail pin. The user has been locked out. Which submenu does an administrator select to unlock the pin?

- A. change password
- B. password settings
- C. message settings
- D. mailbox

**Answer:** B

NO.8 Which path would you use to display the configuration of a phone in Cisco Configuration Professional?

- A. Configure > Unified Communications > Users, Phones and Extensions > Extensions
- B. Configure > Unified Communications > Users, Phones and Extensions > User Settings
- C. Configure > Unified Communications > Users, Phones and Extensions > Phones
- D. Configure > Unified Communications > Telephony Settings > User Settings
- E. Configure > Unified Communications > Users, Phones and Extensions > Phones and Users

**Answer:** E

NO.9 What does Cisco recommend as the maximum number of ports and users for Cisco Unity Connection on a single server?

- A. 100 ports, 10,000 users
- B. 250 ports, 20,000 users
- C. 250 ports, 50,000 users
- D. 500 ports, 20,000 users

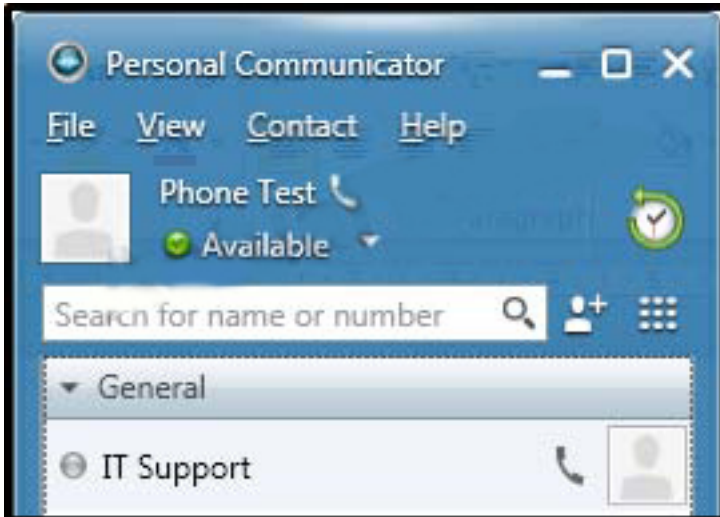
**Answer:** B

NO.10 Which two choices best describe call signaling and media flows? (Choose two.)

- A. a process used to connect two parties calling
- B. audio or video or both transferred between two parties during conversation
- C. protocol for end-to-end users
- D. a flow of audio and instant messaging
- E. all call control signals being delivered through a channel
- F. data telephony, over a data network such as the Internet

**Answer:** A,B

NO.11 Refer to the exhibit.



Which statement about the Cisco Unified Presence user, "IT Support," is true?

- A. The user is logged into Cisco Unified Personal Communicator.
- B. The user is correctly associated with the appropriate Directory Number Line Appearance.
- C. The user has enabled the Do Not Disturb feature on the desk IP phone.
- D. The user has enabled the Do Not Disturb feature on Cisco Unified Personal Communicator.

**Answer:** B

NO.12 When creating a Cisco Unity Connection user template, which element should you configure to automatically play a "This department is closed" message at specific hours?

- A. greeting schedule
- B. extension greetings
- C. schedule
- D. active schedule

**Answer:** D

NO.13 What is the most important factor that contributes to network design availability and reliability?

- A. high availability
- B. data backup
- C. vendor-specific
- D. fault management

**Answer:** A

NO.14 In which mode is CTI used with Cisco Unified Personal Communicator?

- A. soft-phone mode
- B. desk-phone mode
- C. IP communicator mode
- D. IP phone mode
- E. CTI mode

**Answer:** B

NO.15 How does Cisco Unified Personal Communicator control the desk phone of users?

- A. IP address
- B. CTI
- C. SSH
- D. SCCP

**Answer:** B

NO.16 What are three methods used by the administrator to integrate the LDAP directory in a corporate organization? (Choose three.)

- A. User provisioning
- B. User authentication
- C. User lookup
- D. User login
- E. User password
- F. User default settings

**Answer:** A,B,C

NO.17 Users report that all external callers are leaving urgent voice-mail messages. Where can this behavior be changed?

- A. Under the Phone Menu Configuration > Unidentified Callers Message Urgency
- B. Under the Opening Greeting > Unidentified Callers Message Urgency
- C. Under the Message Settings > Unidentified Callers Message Urgency
- D. Under the System Call Handlers > Unidentified Callers Message Urgency
- E. Under the Voice-mail Box Settings > Unidentified Callers Message Urgency

**Answer:** C

Explanation:

message urgency indicates the action that Cisco Unity Connection allows when a message has been left by an unidentified caller or by a user who has not explicitly signed in. Link:

[http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/connection/8x/gui\\_reference/guide/8xcucgrg010.html#wp1051385](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/gui_reference/guide/8xcucgrg010.html#wp1051385)

NO.18 By default, how many failed attempts at signing into Cisco Unity Connection is a user allowed before their account is locked out?

- A. 2
- B. 3
- C. 4
- D. 5
- E. 6
- F. no limit

**Answer:** B