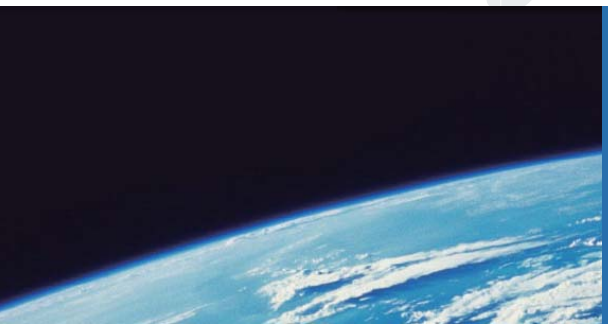

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QUESTION & ANSWER

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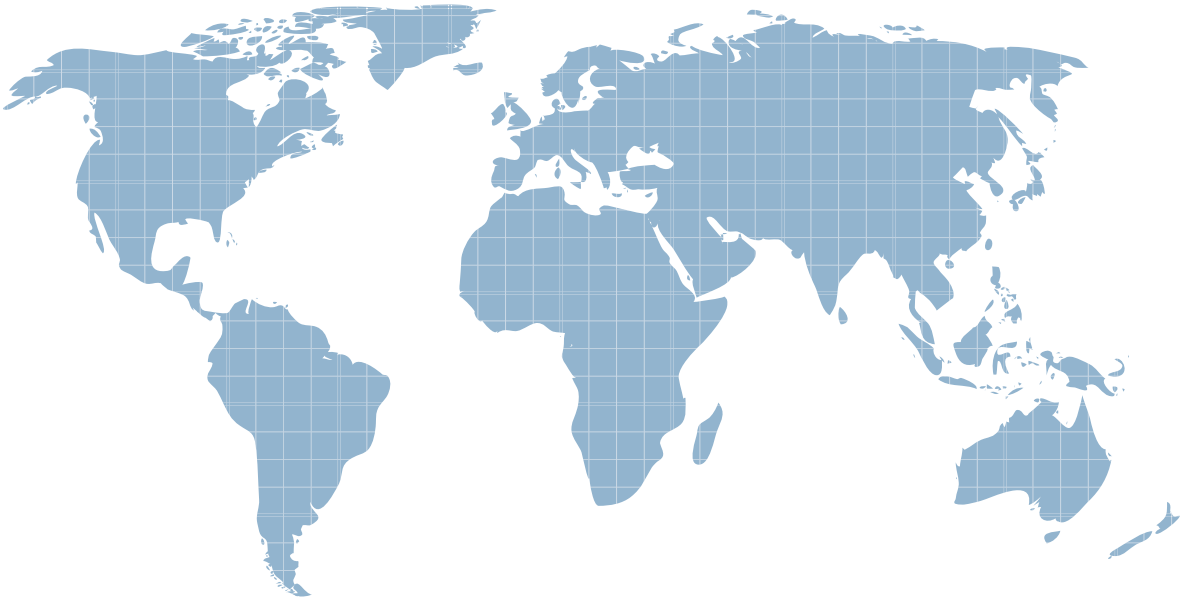

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Exam : **642-426**

Title : Troubleshooting Unified Communications (TUC)

Version : Demo

1. Which three capabilities cannot be configured if the default dial peer is matched? (Choose three.)
Select 3 response(s).
A. disable DID
B. invoke a Tcl application
C. enable dtmf-relay
D. disable VAD
E. set codec to G.711
F. set preference to 1
Answer: BCD

2. Cisco CallManager 5.0 has just been deployed in two locations across a wide-area link. A distributed model with an intercluster trunk has been used. When you call an IP phone at the remote site the phone rings, but as soon as the other person picks up the phone, the call is dropped.

Where should you look to diagnose the problem?
Select the best response.
A. locations
B. system parameters
C. media resource group
D. Cisco Unified CallManager group
E. Cisco Unified CallManager CTI traces
Answer: C

3. Your company has a centralized IP Telephony system and branch offices in eight major cities. The manager of your company help desk recently published local access numbers for external customers to reduce the costs associated with your company's toll-free 800 service. However, when customers call the new local numbers they hear a reorder tone instead of your centralized IVR.

What is the best solution to this issue?
Select the best response.
A. Deploy transcoders at each remote location.
B. Deploy transcoders at the central location.
C. Deploy Cisco Unified IP IVRs at each remote location.
D. Increase the number of ports in the centralized IVR.
Answer: B

4. You have received a trouble ticket stating that an executive with an account at a bank cannot retrieve account information by phone. When the executive calls the bank, the call is answered and the executive is prompted to enter the account code. However, the bank does not seem to recognize the DTMF tones and disconnects the call.

What is a possible solution to this problem?
Select the best response.
A. Configure the voice rtp send-recv command in the gateway.

B. Set the Cisco Unified CallManager service parameter ToSendH225UserInfoMsg to True.
C. Configure the progress_ind setup enable 3 command under the gateway VoIP dial peer.
D. Configure the progress_ind alert enable 8 command under the gateway POTS dial peer.
Answer: A

5. Partition A contains four route patterns. The calling search space assigned to Device B contains only Partition A. When Device B dials 1136, which of the route patterns will be selected?
Select the best response.
A. 1[14]XX
B. 11X!
C. 1[^2-8]XX
D. 1[1-4]XX
Answer: B

6. You have received a trouble ticket that says users are experiencing echo when their calls go out an H.323 gateway. You have tested the gateway and have modified the configuration so that the ERL level is now 6 dB. You also increased the echo-cancel coverage value to 64 ms.

How will this impact voice quality after this change?
Select the best response.
A. The increase in echo-cancel coverage will have no effect on voice quality.
B. The ends of sentences will be chopped by the echo canceller.
C. Consonants will be chopped by the echo canceller.
D. The echo canceller will take 2-3 seconds longer to converge at the beginning of the call.
Answer: D

7. Your company has recently installed a Cisco Unified CallManager cluster and a Cisco Unity voice mail platform. You have received complaints from users that the red MWI light never comes on, even when there are new voice-mail messages in the voice mailboxes. Which two steps must be taken to resolve this issue? (Choose two.)
Select 2 response(s).
A. Verify, using the Port Usage tool, that the ports dedicated to MWI on/off are not over-utilized. Add another dedicated port if the current port is over-utilized.
B. Verify that the MWI on/off numbers are unique within the Cisco Unified CallManager cluster dial plan. If they are not, change the MWI on/off numbers in the Cisco Unified CallManager cluster so they are unique and configure the Cisco Unity server so they match.
C. Ensure that the number of ports licensed for the Cisco Unity server is greater than or equal to the number of configured ports.
D. Verify that the calls are being sent to the correct ports on the Cisco Unity server. If they are being sent to the incorrect ones by the Cisco Unified CallManager cluster, correct the values in the cluster.
E. Verify that the same numbers are being used for MWI on/off in both the Cisco Unified CallManager cluster and Cisco Unity server. If they are different, change the Cisco Unity server to match the Cisco Unified CallManager cluster.
Answer: BE

8. A company has migrated to a Cisco Unified CallManager IP Telephony system and is now replacing the existing voice-mail system with a Cisco Unity voice-mail system. A small group of users has been established to test the new voice mail system. The users were able to initialize their mailboxes and record greetings; however, during testing the callers were sometimes unable to leave voice-mail messages for Cisco Unity users.

Which two issues could cause this problem? (Choose two.)
Select 2 response(s).
A. There is a mismatch in the number of ports configured in Cisco Unified CallManager and Cisco Unity.
B. There is a mismatch in the MWI on/off numbers configured in Cisco Unified CallManager and Cisco Unity.
C. The call transfer call handlers are not configured correctly.
D. Cisco Unity is in a G.729 region and has not been configured to support G.729.
E. The hunt group is hunting to Cisco Unity ports that have been dedicated for message notification.
Answer: AE

9. Which Cisco Unity troubleshooting tool would be used to diagnose problems with skinny and MWI messages?
Select the best response.
A. Cisco Unity Performance Information and Diagnostics
B. Unity Diagnostic Tool
C. Integration Monitor
D. SysCheck
Answer: B

10. The following is a partial configuration of an access layer switch:

```
mls qos map cos-dscp 0 8 12 16 28 32 40 48
mls qos
!
```

Voice bearer traffic will be set to use which per-hop behavior?
Select the best response.
A. EF
B. CS4
C. AF32
D. AF12
E. BE
Answer: B