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7893X

Avaya IP Office Platform Configuration and Maintenance Exam



Exam A

QUESTION 1

Which two applications does the Unified Communication Module (UCM) support without the addition of an external server? (Choose two.)

- A. Avaya Contact Recorder
- B. one-X Communicator
- C. one-X Portal
- D. Embedded Voicemail
- E. Voicemail Pro

Correct Answer: CE

Section: (none)

Explanation

Explanation/Reference:

QUESTION 2

When planning for a Small Community Network (SCN), which two are required? (Choose two.)

- A. PRI service
- B. Preferred Edition
- C. IP Routes
- D. VCMs
- E. H.248

Correct Answer: CD

Section: (none)

Explanation

Explanation/Reference:

References:

<http://downloads.avaya.com/css/P8/documents/003681836>

QUESTION 3

Which IP Office feature is required to initiate screen pops, where the caller ID triggers a computer to open a record related to that number?

- A. IMAP
- B. TAPILink Lite
- C. UMS
- D. Outlook Plugin

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 4 By adding a 4-port expansion card to the IP Office 500 V2, how many expansion units can the IP Office support in total?

- A. 10



- B. 8
- C. 12
- D. 14

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 5

A remote worker with Avaya Windows Communicator visits their office headquarters where the IP Office and one-X Portal are located. Which two technologies enable the worker to re-register locally? (Choose two.)

- A. Border controller
- B. Wi-Fi access
- C. Split DNS
- D. Port forwarding
- E. XMPP

Correct Answer: BC

Section: (none)

Explanation

Explanation/Reference:

References:

<https://downloads.avaya.com/css/P8/documents/100175092> Page: 40

QUESTION 6

On an IP Office 500 V2 there are two SD card slots. The first contains the System SD card, which has a unique feature key number.

The unique feature key number is essential for which purpose?

- A. to provide the upgrade tool
- B. to validate licenses
- C. to set the Voicemail type, either Embedded or Voicemail Pro
- D. to allow the storage of the correct version bin files

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 7 A customer has two main receptionists using SoftConsole; however when they are on a break or at lunch, there are four back office workers that can open the SoftConsole on their PC to take calls to cover these periods.

How many licenses are required for this to work?

- A. 8
- B. 6
- C. 2
- D. 4

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

References:

http://www.ipofficeinfo.com/pdf/softconsoleinstall_en.pdf Page: 9

QUESTION 8 A customer has given six employees the ability to hot-desk for when they come into the office. When they log off, their calls will go to their voicemail boxes. Employees want to retrieve their voicemail while out of the office.

How should you set up DDI/DID to achieve this?

- A. DDI/DID to their Login code
- B. DDI/DID number to their Extension
- C. DDI/DID to the short code feature "Voicemail Collect"
- D. DDI/DID to a Voicemail module "Recording"

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 9 Using the Upgrade Wizard, which Password is required when upgrading the IP Office 500 V2?

- A. Manager password
- B. Security password
- C. System password
- D. Administration password

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

References:

<http://www.mrboingo.com/index.php/archives/58>

QUESTION 10 When you first power on the IP Office, there are two default incoming call routes; one is to route all voice calls to the Hunt Group main, which contains the first 10 extensions, and the other is for data calls.

Where do the data calls go by default?

- A. RAS access "Dialin"
- B. Hunt group "Data"
- C. Extension "Modern"
- D. Hunt group "Main"

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:**QUESTION 11**

A customer wants all employees to be able to communicate seamlessly with each other and external parties. Some of their employees are often on the road, or off-site.

Which application could you recommend for these users?



- A. Mobile Twinning
- B. Avaya Communicator
- C. Suggest the User divert their extension to their mobile
- D. one-X Mobile Preferred

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 12 Which application can be used to show available resources in an IP500 V2?

- A. DbgView
- B. IP Office Manager
- C. Monitor
- D. System Status Application

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

References:

<https://downloads.avaya.com/css/P8/documents/100150298> Page: 9

QUESTION 13 Which outcome can be prevented with a correctly configured multi-site SCN solution?

- A. tromboned calls
- B. oversubscribed VMPro ports
- C. compromised ACD routes
- D. oversubscribed VoiceMail storage

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 14 In a Small Community Network (SCN) with Distributed Voicemail, which two are required? (Choose two.)

- A. Local Host file
- B. SMTP unblocked between Voicemail servers
- C. Preferred Edition Licenses on all IP Office systems
- D. Port 80 supported
- E. IIS installed on all Voicemail Pro servers.

Correct Answer: BE

Section: (none)

Explanation

Explanation/Reference:



References:

<https://downloads.avaya.com/css/P8/documents/100174760> Page: 133 to 140

QUESTION 15 To create and make changes to all aspects of the system, which mode in Manager do you select?

- A. Installation Mode
- B. Simplified View
- C. Basic Edition
- D. Configuration Mode

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 16 A customer has the UCMv2 installed in their IP Office 500 V2. They are using one-X Portal for 25 of their users.

In this scenario, what is the maximum voicemail ports supported on the Voicemail Pro?

- A. 30
- B. 20
- C. 25
- D. 40



Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

References:

<https://downloads.avaya.com/css/P8/documents/101005065> Page: 9

QUESTION 17 In which folder on the system SD card would you place the firmware files (.bin) for an IP telephone?

- A. /backup
- B. /primary
- C. /dynamic
- D. /lvmail
- E. /temp

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 18 Which application must be installed on a separate server or hard drive partition when installing IP Office Server Edition?

- A. Web Services
- B. Voicemail Pro
- C. Avaya Contact Recorder
- D. one-X Portal
- E. Call Detail Records

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

References:

<https://downloads.avaya.com/css/P8/documents/101005101> Page: 9

QUESTION 19 Which three statements are requirements for the installation of IP Office Server Edition on an Avaya supplied server?
(Choose three.)

- A. Enable Java within the browser.
- B. Edit the password and configure the customer network settings.
- C. Set the Ignition process to Server mode.
- D. Install it from the USB shipped with the server.
- E. Use the Initial Configuration Utility to set up detailed Midmarket Server operation.

Correct Answer: ABC

Section: (none)

Explanation

Explanation/Reference:

References: <https://downloads.avaya.com/css/P8/documents/100164733>

Page: 13-28



QUESTION 20 Before attempting to connect an IP Office to a one-X Portal server, what must be checked?

- A. Time Profiles
- B. Hunt Group Settings
- C. User Rights
- D. Security Settings

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

References:

<https://downloads.avaya.com/css/P8/documents/101028405> Page: 21

QUESTION 21 Once the IP Office Server Edition is installed, which application must be used to import the required licenses for the system?

- A. Web Manager Admin Application
- B. Web Manager Application
- C. Manager Application
- D. System Status Application

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

References:

<https://downloads.avaya.com/css/P8/documents/100164733> Page: 53**QUESTION 22**

Which three licenses are made obsolete by Server Edition? (Choose three.)

- A. Voice Networking
- B. Receptionist
- C. Advanced Edition
- D. Power User
- E. Mobile Worker

Correct Answer: ACD**Section:** (none)**Explanation****Explanation/Reference:****QUESTION 23** Secure Digital (SD) card commands can be invoked from which two sources?

(Choose two.)

- A. VoiceMail Pro Client
- B. IP Office Manager
- C. one-X Portal
- D. System Status Application
- E. one-X Portal for IP Office

Correct Answer: BD**Section:** (none)**Explanation****Explanation/Reference:****QUESTION 24** There is a recommended order to powering up the IP Office 500 V2: first up the expansion modules before powering up the control unit.

Why is this?

- A. It is easier to start with the expansion unit at the top and then work your way down.
- B. All expansion units need to be powered for the control unit to discover them.
- C. The expansion units may not always see the control unit if powered up last.
- D. The expansion units take longer to power up.

Correct Answer: B**Section:** (none)**Explanation****Explanation/Reference:**References: https://downloads.avaya.com/elmodocs2/ip_office/R4.2/Newissuesept08/eng/ip_office_installation.pdf

Page: 111

QUESTION 25 Which two applications can you use to configure Users, Hunt Groups, and Incoming Call Routes?

(Choose two.)

- A. Manager
- B. Web Manager Admin



- C. Web Manager
- D. WebLM

Correct Answer: AC

Section: (none)

Explanation

Explanation/Reference:

References:

<https://downloads.avaya.com/css/P8/documents/101005690>

<https://downloads.avaya.com/css/P8/documents/101005673>

QUESTION 26 Which statement about the Linux OS for IP Office is true?

- A. All initial IP Office system configurations must be completed via the Linux command line.
- B. The Linux OS must be installed prior to beginning the IP Office Server Edition installation.
- C. The IP Office for Linux software is provided as a single DVD orderable from Avaya, or downloaded to a USB Stick.
- D. The base operating system installed is DOS.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

References:

<https://downloads.avaya.com/css/P8/documents/100175282> Page: 15

QUESTION 27 Which three statements about IP Office Server Edition (non-Select) are true? (Choose three.)

- A. IP Office Server Edition must have the least one expansion system to support SIP trunks.
- B. IP Office Server Edition Non-Select can be expanded to support 2000 users.
- C. IP Office Server Edition can be upgraded to the Select version.
- D. IP Office Server Edition requires a primary and secondary server.
- E. IP Office Server Edition is a software-based solution.

Correct Answer: ABC

Section: (none)

Explanation

Explanation/Reference:

QUESTION 28

Which two are required for IP Office to support a SIP IP hard telephone? (Choose two.)

- A. user profiles set to Virtual
- B. advanced System license
- C. endpoint license
- D. user profile set to Teleworker
- E. user and SIP extension in IP Office

Correct Answer: CE

Section: (none)

Explanation



Explanation/Reference:

References: http://www.patton.com/files/support/kb/Avaya_IP_Office.pdf

QUESTION 29

On an IP 500 control unit that has 12 DS30 modules configured, what is the maximum number ISDN/PRI trunks that can be configured?

- A. 6
- B. 3
- C. 4
- D. 8

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:**QUESTION 30**

You have just plugged in a new IP500 V2, and you look at its Dashboard display to see the new device. No telephones are plugged into the unit.

Why are two ports in one of the modules green?

- A. There is a Combo Card in the chassis.
- B. The operating system is up, and someone is administering the system.
- C. The device has power and passes self-test.
- D. LAN1 and LAN2 are disconnected.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:**QUESTION 31**

A user is testing a mobile telephone in a new deployment of Avaya Communicator. Calls can be made, but the Presence and Instant Messaging features do not work.

Which statement describes why the user cannot make the new features work?

- A. The user does not have the correct profile configured.
- B. The new Codecs are not supported.
- C. The user is not configured as an agent.
- D. The IP Office is only an Essential Edition.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

References:

<https://downloads.avaya.com/css/P8/documents/101005862>

QUESTION 32 A customer tells you that the IP Office VoIP system has too much lag time between the speaker and the listener. Which two statements describe what you should do to determine the cause of the delay?

(Choose two.)

- A. Use Wireshark.
- B. Use debug view.

- C. Enable RTCP monitoring.
- D. Examine the IP Telephone VoIP settings.
- E. Use SSA.

Correct Answer: CE

Section: (none)

Explanation

Explanation/Reference:

QUESTION 33 The modems in fax machines have trouble with VoIP.

Which protocol is used to overcome this problem.

- A. RTP Relay
- B. X509
- C. T.38
- D. RFC 7832

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

References:

<https://downloads.avaya.com/css/P8/documents/100172137> Page: 8

QUESTION 34 When using the System Status Application to troubleshoot an issue, which two are used for collecting data?
(Choose two.)

- A. Development Tracing
- B. Resource View
- C. Continuous Log
- D. Selective ViewE. Snapshot Only

Correct Answer: CE

Section: (none)

Explanation

Explanation/Reference:

References: <https://downloads.avaya.com/css/P8/documents/100150298>

Page: 14-15

QUESTION 35 Which method can be used to upgrade the voice prompts on the Embedded Voicemail?

- A. Embedded File Management in the Manager Application
- B. External File Management in the System Status Application
- C. Voice Wizard in the Manager Application
- D. Embedded Monitoring Management

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 36

Which Application is used to upgrade IP Office Server Edition?

- A. Manager
- B. Web Manager
- C. System Status
- D. Linux command line

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 37 The IP Office can monitor the QoS between Avaya IP Phones and from IP Phone to IP Office.

Which two actions must you complete to see QoS results? (Choose two.)

- A. Enable Metric” must be selected in the Line form.
- B. “Enable RTCP Monitoring” must be checked.
- C. Use DebugView to see latency, jitter and delay.
- D. Trace lines or extensions in SSA.
- E. Enable force authentication on IP telephones.

Correct Answer: BD

Section: (none)

Explanation

Explanation/Reference:

**QUESTION 38**

There are two applications where System Alarms can be viewed, but only one of the Applications has the ability to create notification of an alarm via email.

Which application has the ability to create notification of an alarm via email?

- A. Manager Application
- B. Monitor Application
- C. System Status Application
- D. Web Manager Application

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 39 If ISDN/PRI calls are getting dropped, which tool should be used to troubleshoot the issue?

- A. SSA Snapshot
- B. Debug View with default filters
- C. Debug Manager on DTE port
- D. System Monitor with ISDN L3 filter options enabled.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 40 What is used to send out alarm notifications to you?

- A. System Monitor
- B. TFTP
- C. SMTP
- D. SSA

Correct Answer: C

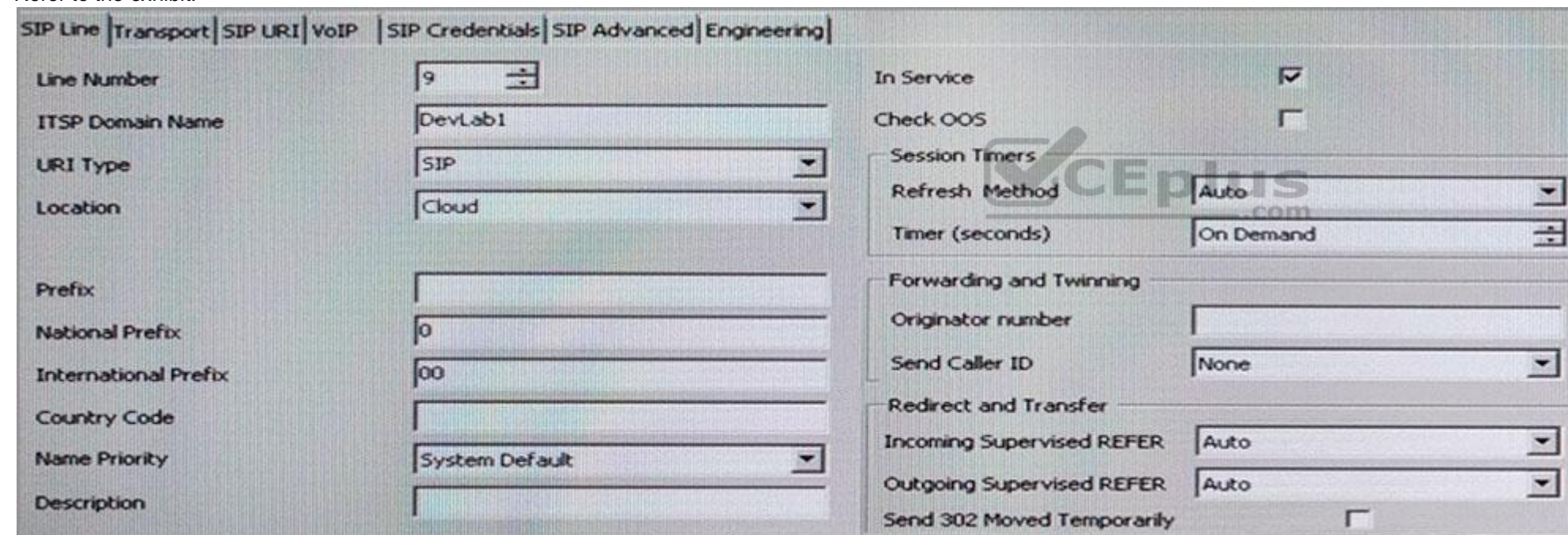
Section: (none)

Explanation

Explanation/Reference:

QUESTION 41

Refer to the exhibit.



The screenshot shows a configuration window for a SIP Line. The tabs at the top are: SIP Line, Transport, SIP URI, VoIP, SIP Credentials, SIP Advanced, and Engineering. The SIP Line tab is active.

Left Column:

- Line Number: 9
- ITSP Domain Name: DevLab1
- URI Type: SIP
- Location: Cloud
- Prefix: (empty)
- National Prefix: 0
- International Prefix: 00
- Country Code: (empty)
- Name Priority: System Default
- Description: (empty)

Right Column:

- In Service: ☒
- Check OOS: ☐
- Session Timers:
 - Refresh Method: Auto
 - Timer (seconds): On Demand
- Forwarding and Twinning:
 - Originator number: (empty)
 - Send Caller ID: None
- Redirect and Transfer:
 - Incoming Supervised REFER: Auto
 - Outgoing Supervised REFER: Auto
 - Send 302 Moved Temporarily: ☐

You have configured enough SIP channels to carry the expected communications load, but users are reporting that sometimes they cannot call out and callers cannot get through.

Based on the information in the exhibit, what is causing the problem?

- A. The system is ignoring refresh messages.
- B. The caller ID is not passed by some carriers.
- C. The callers are being referred incorrectly.
- D. The timer should be set to 2 minutes.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 42

A customer is reporting that since they last rebooted the IP Office, some of their users are not receiving calls as they did before. Which two tools can you use to check who last made any changes to the system? (Choose two.)

- A. Web-Manager
- B. Monitor
- C. Manager
- D. System Status Application

Correct Answer: CD

Section: (none)

Explanation

Explanation/Reference:

References:

<https://downloads.avaya.com/css/P8/documents/100175142> Page: 26

QUESTION 43 Which item lets you see the progress of a software upgrade on an expansion system?

- A. Web Manager Dashboard
- B. System Tab
- C. System Monitor Program
- D. IP Office Manager on the expansion system

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

References:

<https://downloads.avaya.com/css/P8/documents/100175282> Page: 105

QUESTION 44

A user at a remote IP Office site calls in to discuss a voicemail issue. You launch the Manager program to see your multi-site IP Office network, but only your local IP Office appears.

What is causing this problem?

- A. The Unit/Broadcast address is 255.255.255.255.
- B. No SCN users are available.
- C. The remotes are doing a reboot.
- D. Your login is not correct.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 45

A customer is experiencing clipping and drop-outs when using a deskphone at a remote site in a Small Community Network (SCN).

Which two methods can a technician use to help identify the source of the problem? (Choose two.) A. Add an IP route.

- B. Compare calls to local and remote extensions.



- C. Change the Mode from A-law to u-Law.
- D. Watch Qos alarms in SSA.
- E. Change codecs in the IP Office.

Correct Answer: BD

Section: (none)

Explanation

Explanation/Reference:

QUESTION 46

What does checking STARTTLS field on the SMTP form do?

- A. It disables SMTP Server authentication.
- B. It enables SMTP Server authentication.
- C. It triggers the Time to Live Sequence in secure sockets.
- D. It enables TLS/SSL encryption.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 47 From which application are log files required for escalating issues to Avaya support?

- A. SMDR
- B. System Monitor
- C. Customer Call Status
- D. Manager Report

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 48 When you connect to the IP Office using Monitor, the time, date, and IP address of the system you are connected to is displayed.

Which other key piece of information is displayed?

- A. The last time the system was upgraded and to what version of software.
- B. The name of the last user to connect to the system using Monitor.
- C. The last time the system was rebooted.
- D. The last time any changes were made to the system.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

References:



<https://downloads.avaya.com/css/P8/documents/100073350> Page: 12

QUESTION 49

Time profiles can be used to automate a customer out-of hours setting. It is also possible to override these times manually to either deactivate or activate the time profile.

What would you need to create to allow customer control of the time profile?

- A. Directory Number
- B. Hunt Group
- C. Short Code
- D. Time Profile

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 50 Providers are components of one-X Portal, each of which performs a specific role.

What is the Telephony CSTA provider responsible for?

- A. It handles obtaining directory information from the IP Office systems.
- B. It handles the browser connections between users and the one-X Portal server.
- C. It handles telephony communications to and from the IP Office systems assigned to it.
- D. It handles direct interaction with the voicemail server for features such as message playback via the browser.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

References:

<https://downloads.avaya.com/css/P8/documents/101005087> Page: 9

QUESTION 51

To allow a user access to the SSA tool for system monitoring and troubleshooting, which rights group in the security setting must the user have enabled?

- A. Admin System
- B. Maint Admin
- C. Installation group
- D. Administration group

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

References:

<https://downloads.avaya.com/css/P8/documents/100073300> Page: 9

QUESTION 52

You are in the User Form of Manager, and you are trying to make the User a Power User, but on the profile drop-down menu that option is not appearing.

Why is this?

- A. You have not checked the correct box to enable this feature.
- B. There are no licenses available for this feature.
- C. This User does not have an Extension.
- D. The User has the wrong User Right assigned to them.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 53 Which two methods are used to send voicemails to email with the Voicemail Pro?
(Choose two.)

- A. Outlook
- B. MAPI
- C. SNMP
- D. SMTP
- E. TAPI

Correct Answer: BD

Section: (none)

Explanation

Explanation/Reference:

References:

<https://downloads.avaya.com/css/P8/documents/100174760> Page: 57

QUESTION 54 Where can additional IP Office Service User logins be setup?

- A. the IP Office Manager Security Settings
- B. the IP Office Manager Network Configuration
- C. the IP Office Softphone Application
- D. the IP Office System Monitor Application

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

References: <https://downloads.avaya.com/css/P8/documents/101005673> Page: 155-156, 174-175

QUESTION 55 A customer is running an IP Office 500 V2, one-X Portal, Voicemail Pro, and CCR supporting 50 users, of which 10 are CCR agents. At present they are running on software version 8.0 and they want to upgrade to version 9.1.

What application changes will they have to make?

- A. Only CCR as it is not supported in 9.0 or higher.
- B. Only one-X Portal as it is supported in 9.0 or higher.
- C. All of them as 9.1 does not support any of the application.
- D. None, all applications can be upgraded to 9.0 or higher.

Correct Answer: A

Section: (none)



Explanation**Explanation/Reference:**

References: <http://www.digitcom.ca/blog/Avaya-IP-Office-R9.1-The-IP-Office-is-All-Grown-Up.html>

QUESTION 56 Which Voicemail Pro feature has a web interface to retrieve information left by the caller?

- A. Voicemail Collect
- B. Campaign
- C. Looped Announcement
- D. Avaya Contact Recorder
- E. Auto Attendant

Correct Answer: D

Section: (none)

Explanation**Explanation/Reference:**

QUESTION 57 You have changed the default port numbers for UDP, TCP and TLS in the IP Office to support a SIP Remote worker.

Which two other items need to be changed? (Choose two.)

- A. User permissions
- B. Internet Router/Firewall
- C. Manager PC
- D. Network topology
- E. Client device.



Correct Answer: BE

Section: (none)

Explanation**Explanation/Reference:****QUESTION 58**

If you choose to erase security settings to set them back to default, which three passwords will you be prompted to change? (Choose three.)

- A. User Password
- B. System Password
- C. Security Password
- D. Voicemail Pro Password
- E. Administrator Password

Correct Answer: BCE

Section: (none)

Explanation**Explanation/Reference:****QUESTION 59**

You have made changes to the security setting and created a new user right; however, when you go to save the changes the system will not allow you to save your changes.

Why is this?

- A. Changes are effective straight away, it is not necessary to save them.
- B. You have not changed the default Security password.
- C. You have lost connection to the IP Office.
- D. You have not set a System password.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

References:

<https://downloads.avaya.com/css/P8/documents/101005673> Page: 152

QUESTION 60

A customer's main number is routed to the destination VM:Main in the incoming call route menu.

Where should you now look to see the routing of these calls?

- A. Voicemail Pro Modules
- B. Auto Attendant menu
- C. Hunt Groups
- D. Users

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:



QUESTION 61 A customer has requested that all users should be prevented from dialing international numbers.

Which way is the quickest and easiest way to achieve this using Short Codes?

- A. Apply the short code to the ARS table.
- B. Apply the short code to a user right.
- C. Apply the short code to all external lines.
- D. Apply the short code to each user individually.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 62

When calls come into the customer's system, if the telephone number of the caller is in the customer's records, the customer wants those calls to be routed to a specific user.

Which voicemail action type is needed to configure this?

- A. Database Action
- B. Miscellaneous Action
- C. Configuration Action
- D. Condition Action

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 63 A customer wants users to duplicate all of their Outlook contacts into the one-X Portal personal directory.

How would you recommend the users do this?

- A. Inform the customer this is not recommended.
- B. Import the Outlook contacts using a .csv format.
- C. Add each Outlook contact individually into the personal directory.
- D. Copy and paste all contacts from Outlook in their personal directory.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 64 In the IP Office Manager program, which statement describes a condition that will enable the display of the Voicemail Recording tab?

- A. The IP Office system is a Server Edition.
- B. Voicemail Pro/Lite is selected in the IP Office.
- C. An Essential Edition is included in the IP Office.
- D. Voicemail Pro is running on a Linux machine.



Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 65 Which configuration area must be configured for the Hot Desking user?

- A. Mobility
- B. Services
- C. User Rights
- D. Telephony-Supervisor Settings
- E. Extension

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

References: <http://www.ipofficeassistance.com/setting-up-hot-desking-on-avaya-ip-office/>

QUESTION 66

A customer wants to use one of their local servers to supply the time and date for the IP Office. In the System menu/Time Config Source, which setting would you select to achieve this?

- A. Voicemail Pro/Manager
- B. SNTP
- C. NoneD. Local

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 67 When a company's internal DNS is down, how can a SIP Remote Worker client still register with the IP Office through the Wi-Fi connection?

- A. The Internet router/firewall will proxy the IP Office IP address.
- B. With the FQDN and port forwarding router the Internet DNS can work.
- C. DHCP will redirect the registration.
- D. The client must use the cellular network.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 68 A customer has a requirement to prevent certain users from dialing out after 5 PM; they can only dial the emergency number and internal extensions.

Which two programming options can you use to achieve this? (Choose two.)

- A. Time Profiles
- B. Source Number
- C. Account Codes
- D. User Rights
- E. System short Codes

Correct Answer: DE

Section: (none)

Explanation

Explanation/Reference:

References: <http://mytechreferenceph.blogspot.co.za/2015/07/creating-call-restrictions-in-avaya-ip.html>

QUESTION 69 Which two licenses are required for Avaya Communicator?
(Choose two.)

- A. Power User
- B. Basic User
- C. Receptionist
- D. Remote Worker
- E. Office Worker

Correct Answer: AE

Section: (none)

Explanation

Explanation/Reference:

References:

<https://downloads.avaya.com/css/P8/documents/101005862>

QUESTION 70 When a voicemail message is left for a user, where are the voice files held if the customer is using Embedded Voicemail?

- A. on the User PC
- B. on the SD card
- C. on the voicemail server
- D. on the UCM

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 71 Session Border Control is a key component for QoS, security and routing, for a customer using which two components? (Choose two.)

- A. Analogue devices
- B. Remote Workers
- C. Dect Users
- D. PRI-Trunk
- E. SIP-Trunk

Correct Answer: BE

Section: (none)

Explanation

Explanation/Reference:

References:

<https://downloads.avaya.com/css/P8/documents/100177106>

QUESTION 72 A customer wants to hear a secondary dial tone when making outgoing calls.

Where is that function enabled?

- A. on Short Code
- B. on System Telephony
- C. on ARS table
- D. on User Telephony

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

References:

https://downloads.avaya.com/elmodocs2/ip_office/R4.1/Short_Codes.pdf

QUESTION 73

A customer has an XT Endpoint with embedded Collaboration Server for IP Office installed, but they are not able to add a 10th person to a Scopia video conference. What can be the problem?

- A. The 10th participant does not have video capabilities on their PC.



- B. Scopia is limited up to 9 participants.
- C. The 10th participant entered an incorrect Scopia session number.
- D. They are only licensed for 9 users.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

References:

<https://downloads.avaya.com/css/P8/documents/100172365>

QUESTION 74 Which IP Office 500 V2 base card supports both Analogue and Digital telephony?

- A. the Combination card
- B. the VCM Card
- C. the TCM8 Card
- D. the Base Carrier Card

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

References:

<https://downloads.avaya.com/css/P8/documents/100075176>

QUESTION 75 For trunks with a combo card, which two types of cards could be present? (Choose two.)

- A. BRI
- B. E&M
- C. SIP
- D. Analog
- E. PRI

Correct Answer: AD

Section: (none)

Explanation

Explanation/Reference:

References:

<https://downloads.avaya.com/css/P8/documents/100075176>

QUESTION 76 Which Protocol allows one-X® Mobile conduct Instant Messaging outside of the IP Office network?

- A. HTML
- B. XMPP
- C. HTTP
- D. HTTPS

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:



References:

<https://downloads.avaya.com/css/P8/documents/100108040>

QUESTION 77

You have purchased a pre-configured Avaya Application Server, the Server has Voicemail Pro and one-X® Portal already installed.

Which application should you use to check that they are both running?

- A. Web Manager Application
- B. Monitor Application
- C. Manager Application
- D. Application Server

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

References:

<https://downloads.avaya.com/css/P8/documents/100173993>

QUESTION 78 Which application is used to access the IP Office Security Settings?

- A. Web Manager Application
- B. System Status Application
- C. Monitor Application
- D. Manager Application

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

References:

<https://downloads.avaya.com/css/P8/documents/100119917>

QUESTION 79 If no Music-on-Hold source is selected, what will a caller hear when a user places them on hold?

- A. a double bleep tone
- B. silence
- C. ringing
- D. an automated voice saying "Please Hold"

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

References:

<https://downloads.avaya.com/css/P8/documents/100119917>

QUESTION 80

A customer has asked you to create a Hunt Group for the main incoming number. The Group has four members and is to be set to longest wait. The user's extension should ring for 10 seconds before trying the next available person.

Which timer do you set with the parameter of 10 seconds?

- A. No answer time for the Hunt group



- B. No answer time for the User
- C. Fall-back timer
- D. The Hunt Group overflow timer

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

References:

<https://downloads.avaya.com/css/P8/documents/100119917>

QUESTION 81

A company with 500 users has a single IP Office Server Edition providing telephony, presence and Instant Messaging, UMS, Conferencing, and Mobility support. They are buying a remote company with 400 users. They want to support all the IP Office features for everyone.

To maintain Avaya support, what must be added to their server Edition?

- A. PRI licenses
- B. Advanced Edition
- C. Application Server
- D. IP Office 500 V2

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

References:

<https://downloads.avaya.com/css/P8/documents/100164650>



QUESTION 82

When creating a Short Code that is to connect to a Start point on Modules in the Voicemail Pro, which Short Code feature should you use?

- A. Voicemail Call
- B. Voicemail Off
- C. Voicemail On
- D. Voicemail Node

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

References:

https://downloads.avaya.com/elmodocs2/ip_office/R4.1/Short_Codes.pdf

QUESTION 83

When you first login in to the IP Office Security Setting using the Manager Application, the user named is "security".

What is the default password?

- A. security
- B. administrator
- C. password
- D. securitypwd

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

References: <http://avayaipofficetips.blogspot.co.za/2012/05/how-to-change-administrator-password-on.html>

QUESTION 84 Which method can be used to add new users to a Server Edition in Select mode?

- A. with copy and paste
- B. with Outlook Plugin
- C. with UMS
- D. with LDAP

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

References: <https://www.avaya.com/en/documents/ip-office-select-sme7648.pdf>

QUESTION 85 Which statement about Manager used in conjunction with Server Edition is correct?

- A. Manager is not compatible with Server edition and you must use Web Manager to configure the system.
- B. Manager is the only application you can use to configure User on the Server Edition.
- C. Manager can only be installed from the Admin DVD.
- D. Manager can be installed from either the admin DVD or Web Management.



Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

References: <https://downloads.avaya.com/css/P8/documents/101005673>

QUESTION 86 Which three licenses are part of Centralized Licensing? (Choose three.)

- A. SoftConsole
- B. Power User
- C. 3rd Party Endpoints
- D. Additional PRI Channels
- E. SIP Trunk Channels

Correct Answer: BCE

Section: (none)

Explanation

Explanation/Reference:

References: <https://www.manualslib.com/manual/864437/Avaya-Ip-Office-8-1.html?page=84>

QUESTION 87

In an installation of Server Edition, as well as the IP Office, the Voicemail Pro and one-X® Portal are also installed at the same time. Therefore, by default they should both be running.

Which application would you use to check they are in fact up and running?

- A. Voicemail Pro Windows Client
- B. System Status Application
- C. Web Manager
- D. Manager Application

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

References:

<https://downloads.avaya.com/css/P8/documents/100173993>

QUESTION 88 Which method will avoid corruption of the data on the SD card when removing the SD card from the IP Office?

- A. Dial the shutdown short code to shut down the card before removing the SD card.
- B. Use the Manager application to shut down the card before removing the SD card.
- C. Use System Monitor to shut down the card before removing the SD card.
- D. Pull out the card. Special shutdown is not required.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

References: <https://www.manualslib.com/manual/824589/Avaya-Ip-Office-Essential-Edition.html?page=92>

QUESTION 89 A customer has the capacity to register 10 soft consoles simultaneously, and wants to increase that to 15.

Which action is needed to complete this increase?

- A. Add a Preferred license.
- B. Upgrade to Select Mode.
- C. Add five receptionist licenses.
- D. Upgrade to Server Edition.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

References:

<https://downloads.avaya.com/css/P8/documents/101028316>

QUESTION 90

When implementing a fully integrated multi-site network using only IP500 control units, which license is required to be on all sites?

- A. Advanced Small Community Networking
- B. IP500 IP Office Multi-Site Network
- C. IP500 Voice Networking Channels
- D. Preferred Edition – Messaging

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

References:

<https://downloads.avaya.com/css/P8/documents/101005793>

QUESTION 91 Which application will allow a system administrator to see historical events and alarms on a trunk in the IP Office?

- A. System Status Application
- B. Historical Reporting Application
- C. Advanced Summary Reporter
- D. Call Detail Reporter

Correct Answer: A**Section:** (none)**Explanation****Explanation/Reference:**

References:

<https://downloads.avaya.com/css/P8/documents/100150298>

QUESTION 92 How can you find the IP address of an IP extension?

- A. Use ARP from your PC.
- B. Use the Extension Summary in SSA.
- C. Look on the label on the underside of all IP Phones.
- D. Use Monitor to reset the telephone, and watch it get a new DHCP address.

Correct Answer: B**Section:** (none)**Explanation****Explanation/Reference:**References: <https://community.spiceworks.com/topic/302795-find-ip-phones-ip-address-from-avaya-ip-manager>

QUESTION 93 Which statement is an example of “Top Down Troubleshooting” with an IP Phone that is not working?

- A. Check the IP Phone configuration and confirm that the gateway IP address is present.
- B. Ping the telephone, and if successful, try to call it.
- C. Swap out the telephone patch cord, and if the telephone boots up, call the telephone.
- D. Listen for a dial tone, and if not heard, then check for an indicator light where the telephone is connected.

Correct Answer: D**Section:** (none)**Explanation****Explanation/Reference:**

References:

https://downloads.avaya.com/elmodocs2/ip_phones/r2_0/233507_2/lanad052.html**QUESTION 94**

A customer reports that when they receive a call over analog trunks, it takes 5 seconds to ring on the target.

What is causing this problem?

- A. The system Locale is not configured properly.
- B. The high level is set on Incoming Call Route.

- C. The ring delay on the system telephony settings is not configured.
- D. The IP Office is not receiving the ICLID from PSTN.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

References: https://downloads.avaya.com/elmodocs2/ip_office/R3.1/maintenance.pdf

QUESTION 95 Calls into the IP500 are not ringing to the expected user.

Which statement describes how the call routing is validated?

- A. Use Customer Call Status (CCS) to see what user the call is ringing to.
- B. Use the System Status Application (SSA) to see what user the call is ringing to.
- C. Capture a System Monitor trace and escalate to Avaya for an answer.
- D. Wait until the system is idle and place test calls so you can hear which telephone is ringing.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

References: https://downloads.avaya.com/elmodocs2/ip_office/DOCS3_0/DATA/Additional/mergedProjects/productdescription/management/callstatus.htm

QUESTION 96 Where is the TCP Streaming Tool found?

- A. in SSA
- B. in Monitor
- C. in Manager
- D. in Web Manager



Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

References: <http://www.tek-tips.com/viewthread.cfm?qid=1760220>

QUESTION 97 Which two methods are used to send voicemails to email with the Voicemail Pro? (Choose two.)

- A. TAPI
- B. SMTP
- C. SNMP
- D. MAPI
- E. Outlook

Correct Answer: DE

Section: (none)

Explanation

Explanation/Reference:

Reference: <http://www.carrollcommunications.com/vmpro/emailmap.html>

QUESTION 98 On an IP500 control unit that has 12 did DS30 modules configured, what is the maximum number ISDN PRI trunks that can be configured?

- A. 3
- B. 4
- C. 6
- D. 8

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

