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78200X

Avaya IP Office™ Platform Configuration and Maintenance Exam



Version 1.0

## Exam A

### QUESTION 1

Which Application will enable users to access their own recordings from within Media Manager?

- A. Web Self Management
- B. Web Self Recordings
- C. Web Self Media Manager
- D. Web Self Administration

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 2** 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 3** A customer wants users to duplicate all their Outlook contacts into the one-X® Portal personnel directory.

How would you recommend the users do this?

- A. Copy and paste all contacts from Outlook in their personal director.
- B. Import the Outlook contact using a .csv format.
- C. Integrate the IP Office with Outlook.
- D. Add each Outlook contact individually into the personal directory.

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

### QUESTION 4

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. System Status group
- B. Installation group

- C. Admin System
- D. Maint Admin

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 5** Where can password rules and password complexities be set for Users?

- A. Security Setting
- B. Web Self Administration
- C. Web Manager Administration
- D. Manager Administration

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 6** A customer asks 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. Fall-back timer
- B. No answer time for the User
- C. The Hunt Group overflow timer
- D. No Answer time for the Hunt group



**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 7**

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

**Correct Answer:** ACE

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 8**

A customer wants to use one of their local servers to supply the time and date for the IP500 V2. In the System menu/Time Config Source, which setting would you select to achieve this?

- A. SNTP
- B. Local
- C. None
- D. Voicemail Pro/Manager

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 9** Which method can be used to add new users to a Server Edition in Select mode?

- A. LDAP
- B. LMS
- C. Outlook PluginD. Duplicate User

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 10** 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. Client device
- C. Internet Router/Firewall
- D. Manager PC
- E. Network topology

**Correct Answer:** BC

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 11** Which application must be used to access the IP Office Security Settings?

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

**Correct Answer:** D

**Section:** (none)

**Explanation****Explanation/Reference:**

**QUESTION 12** A customer has a Windows Voicemail Pro server. They want to route their callers to the correct destination using the VM Pro, depending on the caller's telephone number matching what is already in their records.

Which voicemail action type is needed to configure this?

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

**Correct Answer: C**

**Section: (none)**

**Explanation****Explanation/Reference:****QUESTION 13**

A company with 500 users has a single IP Office Server Edition providing IP telephony, one-X® Portal for presence and Instant Messaging, Voicemail, Conferencing, and Mobility support. They are buying a remote company with 400 users. They wish to support the 400 new users with same capabilities.

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

- A. PRI licenses
- B. Advanced Edition
- C. Application Server
- D. IP500 V2



**Correct Answer: D**

**Section: (none)**

**Explanation****Explanation/Reference:**

**QUESTION 14** Providers are components of one-X® Portal that perform specific roles.

What is the Telephony CSTA provider responsible for?

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

**Correct Answer: B**

**Section: (none)**

**Explanation****Explanation/Reference:**

**QUESTION 15** Which configuration area must be configured for the Hot Desking user?

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

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### QUESTION 16

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

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

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**



**QUESTION 17** Before attempting to connect an IP Office to a one-X® Portal server, what must be checked?

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

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### QUESTION 18

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 Collect
- C. Voicemail OffD. Voicemail On

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 19** In the IP Office Manager program, which statement describes a condition that will enable the display of the Voice Recording tab?

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

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 20** Once the IP Office Server Edition is installed, which application can be used to install the required licenses for the system?

- A. one-X® Portal
- B. Manager Application
- C. System Status Application
- D. Monitor Application

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 21** There is a recommended order to powering up the IP500 V2: first power 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. The expansion units may not always see the control unit if powered up last.
- C. The expansion units take longer to power up.
- D. All expansion units need to be powered for the control unit to discover them.

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 22** Which statement about Manager used in conjunction with Server Edition is correct?

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

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 23** Which Configuration tile within the Configuration Wizard, must be populated first, before any other tiles can be seen?

- A. Users
- B. Status
- C. Ignite
- D. System

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 24**

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.

What do you use to check that both are in fact up and running?

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

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 25** Which statement about the Linux OS for IP Office is true?

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

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 26**

Which tool can be used after the ignition process to help configure the System, Users, Group and Lines, in a step by step manner, for both IP500 V2 and Server Edition?

- A. Management Tool
- B. Configuration Tools
- C. Configuration Wizard





D. Management Wizard

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 27** On an IP500 V2 control unit that has 12 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:**

**QUESTION 28** As of Avaya IP Office Release 10 software, which type of licenses can be used?

- A. ADI
- B. PLDS
- C. Windows
- D. Linux



**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 29** When implementing a fully integrated multi-site network using only IP500 V2 control units, which license is required on all sites?

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

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 30** A customer with Server Edition has the capacity to register five consoles simultaneously, and wants to increase it to seven.

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 the latest software version.

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 31** Which three statements about IP Office Server Edition (non-Select) are true?  
(Choose three.)

- A. IP Office Server Edition must have an IP500 V2 Gateway to support SIP trunks.
- B. IP Office Server Edition Non-Select can be expanded to support 2000 users.
- C. IP Office Server Edition requires a primary and secondary server.
- D. IP Office Server Edition is a software-based solution.
- E. IP Office Server Edition can be upgraded to the Select version.

**Correct Answer:** ABE

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 32**

A customer has two main receptionists using SoftConsole; however, when they are away from their desk, there are two back office workers who have the SoftConsole on their PC to take calls to cover these periods.

How many licenses are required for two of the possible four SoftConsole to work in business hours?

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

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 33** 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 are data calls routed 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 34** By adding a 4-port expansion card to the IP 500V2, how many expansion units can the IP Office support in total?

- A. 14
- B. 10
- C. 8
- D. 12

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 35** Which three licenses can support the Avaya Equinox® client without the additional need for a softphone?  
(Choose three.)

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

**Correct Answer:** BCE

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 36** A customer wants to hear a secondary dial-tone when making outgoing calls.

Where is this function enabled?

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

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 37** 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 voicemail server

- C. On the Application Server
- D. On the SD card

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 38** Which IP500 V2 base card supports both Analogue and Digital telephony?

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

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 39** 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 40** A remote worker with an Avaya SIP Client 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. Port forwarding
- B. Split DNS
- C. Network Access
- D. XMPP
- E. Border controller

**Correct Answer:** BC

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 41** With a combo card in an IP500 V2, which two types of Trunk cards can also be present in the control unit?  
(Choose two.)

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

**Correct Answer:** AE

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 42**

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:**



**QUESTION 43**

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 can 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 44** 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. Application Server
- B. Monitor Application

- C. Web Management
- D. manager Application

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 45** Using the Upgrade Wizard, which Password is required when upgrading the IP500 V2?

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

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 46** Which two applications does the Unified Communication Module (UCM) support without the addition of an external server? (Choose two.)

- A. Media Manager
- B. one-X® Portal
- C. Voicemail Pro
- D. Embedded Voicemail
- E. one-X® Communicator



**Correct Answer:** BC

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 47** Which protocol allows one-X® Mobile Preferred to conduct Instant Messaging outside of the IP Office network?

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

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 48**

A customer reports that when they receive calls 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 priority level to 3 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:**

**QUESTION 49** Which application can be used to show the configuration size of the system?

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

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**



**QUESTION 50** Which IP Office 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:**

**QUESTION 51**

What does checking STARTTLS fiend 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 52** If ISDN/PRI calls are getting dropped, which tool should be used to troubleshoot the issue?

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

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 53** Which item lets you see the progress of a software upgrade on an expansion system?

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

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**



**QUESTION 54** Which method can be used to upgrade the voice prompts on the Embedded Voicemail?

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

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 55** By which method are alarm notifications sent to an IP Office support engineer?

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

**Correct Answer:** B

**Section:** (none)

**Explanation**



**Explanation/Reference:**

**QUESTION 56** Calls into the IP500 V2 are not ringing to the expected user.

Which statement describes how the call routing is validated?

- A. Use the System Status Application (SSA) to see what user the call is ringing to.
- B. Use Customer Call Status (CCS) 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:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 57** 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 SSA.
- B. Examine the IP Telephone VoIP settings.
- C. Check the PSTN Connection
- D. Enable RTCP monitoring.
- E. Use debug view.

**Correct Answer:** AD

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 58** How can you find the IP address of an IP extension?

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

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 59** When using the System Status Application to troubleshoot an issue, which two methods can be used for collecting data? (Choose two.)

- A. Snapshot Only
- B. Selective View
- C. Continuous Log



- D. Resource View
- E. Development Tracing

**Correct Answer:** AC

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 60** 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 determine the last person to make changes to the system? (Choose two.)

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

**Correct Answer:** BC

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 61** The Debug level is set to `Verbose` for creating log files to help with fault finding on which application?

- A. Avaya Equinox Client
- B. Media Manager
- C. one-X Portal Client
- D. VM Pro

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 62** 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 last time any changes were made to the system.
- C. The last time the system was rebooted.
- D. The name of the last user to connect to the system using Monitor.

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 63** Which Application is used to upgrade IP Office Server Edition?

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

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 64** A customer is experiencing clipping and drop-outs when using a remote deskphone through the WAN.

Which two methods can a technician use to help identify the source of the problem? (Choose two.)

- A. Add an IP route.
- B. Change codecs in the IP Office.
- C. Compare calls to local and remote extensions.
- D. Change the Mode from A-law to u-Law.
- E. Watch QoS alarms in SSA.

**Correct Answer:** CE

**Section:** (none)

**Explanation**

**Explanation/Reference:**



**QUESTION 65** There are two applications where System Alarms can be viewed, but only one of the Applications can create a notification of an alarm via email.

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

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

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 66** 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 passed self-test.
- D. LAN1 and LAN2 are disconnected.

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

