

# 3101<sup>Q&As</sup>

Avaya Aura® Communication Manager and CM Messaging -Embedded Maintenance and Troubleshooting Exam

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#### **QUESTION 1**

You are calling a station and it continues to ring but does not go to voicemail. The Communication Manager Messaging hunt group number can be called and It works fine.

What can the problem be?

- A. Send all calls Is not activated at the Station
- B. Voicemail is currently down
- C. The station does not have the correct coverage option set.
- D. A portion of the voice channels show a state of MANOOS.

Correct Answer: C

#### **QUESTION 2**

In which failover scenario is the Alternate Gatekeeper List used?

- A. H.323 endpoints that have lost connection to the gatekeeper
- B. H.248 gateways that have lost connection to the server
- C. H.323 endpoints that have lost connection to the IPSI
- D. IPSIs that have lost connection to the server

Correct Answer: A

Correct, page 86 Administering Avaya AuraTM Communication Manager

#### **QUESTION 3**

An IP telephone is registered and has dial tone, but Telephones In the same work area work properly. What Is the likely source of the problem?

- A. Faulty gateway port
- B. Incorrect dial plan
- C. Station administration
- D. Trunk group administrator

Correct Answer: C



#### **QUESTION 4**

Occasionally, a user in network region 1 lifts the handset to call a user In network region 2, and although the active red and green lights are operable, there is no dial tone. Which two possible causes should you investigate? (Choose two.)

- A. IP Softphone not enabled on the station form
- B. H.323 and SIP endpoints are incompatible when used together
- C. DSP resources out of service
- D. Network Region incompatibly administered
- E. Station does not have a voice mailbox assigned
- Correct Answer: CD

#### **QUESTION 5**

Avaya Communication Manager (CM) translations and data sets on saved and managed through two CM Interfaces: the System Access Terminal (SAT) and the

System Manage Interface (SMI).

Which statement states how you use these two interfaces to manager translation and data?

- A. Translations are saved at the SAT and data sets are saved from the SMI
- B. Both translations and data set can be backed up from the SAT.
- C. Data sets are saved at the SAT and translation are saved from the SMI
- D. Both translations and data sets can be saved from the SMI

Correct Answer: D

#### **QUESTION 6**

Which linux command allows you to see what updates are currently loaded on Communication manager and CM Messaging?

- A. update\_info
- B. update\_display
- C. update\_show
- D. update\_manage



#### Correct Answer: A

Correct page 799 Maintenance Commands for Communication Manager, Media Gateways and Servers

#### **QUESTION 7**

How many Call Answer ports are supported in Communication Manager Messaging 6.0?

- A. 36 for CM\_onlyEmbed template and 210 for CM-Simplex template
- B. 24 for CM\_onlyEmbed template and 250 for CM-Simplex template
- C. 50 for CM\_onlyEmbed template and 250 for CM-Simplex template
- D. 24 for CM\_onlyEmbed template and 210 for CM-Simplex template
- Correct Answer: D

Reference Page 4 Avaya AuraTM Communication Manager System Capacities Table for Release 6.0

#### **QUESTION 8**

A number of LSPs have taken over due to a network failure or a defective server, where the course is undetermined.

In which two ways can the system be returned to its normal configuration? (Choose two)

- A. Automatically, after the system clock reset
- B. Automatically, after the next save translation command
- C. Automatically, based on call volumes or schedule
- D. Only after incorrect administration is connected
- E. On-demand (forced. fallback

Correct Answer: CE

#### **QUESTION 9**

A user is a new employee of ABC Co. and their manager supplies them with 9600 desktop IP telephone and login information and tells the user to plug the cord into the jack near their desk. The user plugs in the telephone, lifts the handset, but there is no dial tone and call cannot be made.

What should the user do? (Choose two)

- A. Unplug the telephone and plug it back again.
- B. returns the telephone because it is defective



- C. Wait for the prompt for the extension number and password
- D. Plug the telephone into another jack.
- Correct Answer: AC

#### **QUESTION 10**

Which SAT command lists the status of LSPs and ESSs?

- A. List survivable-processor
- B. display system-parameters duplication
- C. List configuration stations
- D. status station
- Correct Answer: A

#### **QUESTION 11**

Which audit checks and deletes new, old, and unopened messages that exceed maximum retention time?

- A. Names Audit
- B. Mailing List Audit
- C. Mailbox Audit
- D. Personal Directories Audit
- Correct Answer: C

Reference http://support.avaya.com/elmodocs2/intuity/audix/LXR1/lx\_r1\_issue2/maudits.htm

#### **QUESTION 12**

A subscriber is locked out of the messaging system after three unsuccessful login attempts. The administrator needs to unlock the subscriber\\'s mailbox.

Which basic parameter from the messaging/Administration> Subscriber management > Manage > menu should the administrator edit to unlock the subscriber\\'s mailbox?

- A. Basic Information > Locked? = yes
- B. Basic Information > Locked = no



- C. Basic Information > password
- D. Custom COS Permissions > Trusted Server Access = yes
- E. Custom COS Permissions > Trusted Server Access = no

Correct Answer: A

#### **QUESTION 13**

Which command would you use to determine whether an LSP is registering with Communication Manager?

- A. List trace tac
- B. List trace station
- C. List trace ras
- D. list trace media-gateway

Correct Answer: C

Page 110 Avaya AuraTM Communication Manager Survivability Options

#### **QUESTION 14**

You need to create a now mailbox so that subscriber can send priority mail messages and file attachments using Internet Messaging.

How do you enable a subscriber to send priority mail messages and file attachments using internet Messaging from the Messaging/ Administration > Subscriber

Management COS Sections > PERMISSIONS > menu?

- A. Type = none Priority Messages = yes MCAPI Message Transfer = yes, MCAPI Access = yes
- B. Type = call-answer, Priority Messages yes MCAPI Message Transfer -- no, MCAPI Access = yes
- C. Type none. Priority Messages = no, MCAPI Message transfer = yes, MCAPI Access = yes
- D. Type = call-answer Priority Messages = yes, MCAPI message transfer = yes, MCAPI Access = no

Correct Answer: A

#### **QUESTION 15**

Your company has received notice that Communication Manager (CM) update is available, and CM update also



requires an update to System Platform (SP) How, and In what order, do you perform the updates?

A. leave SP at current version, and then update CM only

- B. Update CM first, then update SP.
- C. Update SP First and then update CM
- D. Perform the updates according to the PCN/PSN.

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AVAYA	Communication Manage	er Messaging	
~	System Multlingual Is	Display only	Indicates whether the multilingual feature is turned on.
ontents Index Search			-
	Call Answer Primary Anno.	A unique name that	Indicates the announcement set for system prompts and for the personal
Communication Manager Messaging	Set:	consists of from 1 to 14	or standard system greeting until the caler switches languages.
Getting Started		characters	
Administration	Cal Answer Language		If ON appears in the System Multiingual field, enter y to enable Cal Answer
Administration Checklists	Choice?	<ul> <li>y = yes</li> </ul>	language choice. If this feature is enabled, a call is answered in the primary
Besic Messeging Administration		• n = no	language. The caler is then invited (in the secondary language) to press #
<ul> <li>System Administration</li> </ul>		1.000.000.000.000	1 to switch to the secondary language.
<ul> <li>Subscriber Administration</li> </ul>			If ON does not appear in the System Multilingual field, enter n.
Listing Class of Service names Changing Class of Service Options			
Adding Subscribers	Cal Answer Secondary Anno.	A unique name consisting	Indicates the announcement set that is to be used for system prompts and
Changing Subscriber deta	Set		for the personal or standard system greeting after the caler switches
Removing Subscribers			lanuuaues.
Listing Subscribers	PERMISSIONS	1	1954
Creating or Changing Subscriber Name Recordin	PERMISSIONS		
Reassigning Subscriber Default Passwords	Type:	29	Enter either:
Unlocking a Subscriber's Mailbox	1 m 1 m 1 m	<ul> <li>call answer</li> </ul>	CONTRACT PROVIDENT
Adding, Changing, and Removing Subscribers		<ul> <li>none</li> </ul>	<ul> <li>call-answer</li> </ul>
Unauthorized Malbox Use		<ul> <li>auto-attendant</li> </ul>	<ol> <li>The caler will have both call answer and matbox capabilities.</li> </ol>
<ul> <li>Performing Messacing System Administration</li> <li>Administering Linhanced List Application</li> </ul>		and the second	• none
<ul> <li>Configuring the Centralized Messaging Server</li> </ul>		<ul> <li>buletin-board</li> </ul>	
<ul> <li>Networking</li> </ul>			I The caler will have a mailbox only and no call answer capability.
Remote User Administration			<ul> <li>auto-attendant</li> </ul>
Customizing Announcements Overview			<ol> <li>The malbox is an automated attendant.</li> </ol>
Creating a Custom Announcement Set			
Customizing a New Announcement Set			<ul> <li>bulletin-board</li> </ul>
Account Code Billing Administration     Automated Strendants and Bulletin Boards			I The malbox is an information-only recorded announcement.
Planning an Automated Attendant			
Design Considerations			For more information about the last two options, see the Automated
Modes and schedules			Attendants and Bulletin Boards section.
Multilingual Automated Attendants			
Multiple Personal Greetings Feature	Announcement Control?	<ul> <li>Y – VP5</li> </ul>	Alows a subscriber, particularly a system administrator, to record system
LLY Automated Attendants			announcements such as subscriber names and networked system machine
Setting Up an Automated Attendant		<ul> <li>n = no</li> </ul>	names.
Step 1: Enabling Call Transfers Out of messagin			Warning
Step 2: Administering the Automated Attendant Step 3: Recording Greetings for the Automated a			Subscribers with this kind of permission can change system
Recording an Automated Attendant Menu Greeting			announcements that are heard by calers. Reserve this capability for
Recording an Automated Attendant Menu Greet I			system administrators.
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Correct Answer: D

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