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Avaya IP Office Platform Configuration and Maintenance Exam

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QUESTION 1

A law enforcement organization wants full-time automated authenticated recordings of speech from people calling an anonymous tip line. They include the "Tip Line" as a selection in their auto attendant. When setting up Avaya Contact Recorder to do this, which two steps are needed? (Choose two.)

A. Create a user for the Tip Line calls.

B. Configure a Tip Line folder in the Voicemail Pro drive.

C. Select the time profile for Recording.

D. Create a short code to start and stop recording.

E. Set the recording destination to VRLA.

Correct Answer: AE

QUESTION 2

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

QUESTION 3

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

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

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

QUESTION 5

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

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

QUESTION 6

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

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

QUESTION 7

What do Distributed Voicemail Pro and the Central Voicemail Pro use to communicate?

A. SCN

B. SIP

C. PRI

D. RIPv2

Correct Answer: A

QUESTION 8

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

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

QUESTION 9

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

QUESTION 10

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

QUESTION 11

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

References: https://downloads.avaya.com/css/P8/documents/100164650

QUESTION 12

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

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

QUESTION 13

As of Avaya IP Office Release 10 software, which type of license can be used?

A. ADI

B. PLDS

C. Windows

D. Linux

Correct Answer: B

QUESTION 14

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

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

QUESTION 15

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

A. Outlook

B. MAPI

C. SNMP

D. SMTP

E. TAPI

Correct Answer: BD

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

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