Exam Code: 78201X

Exam Name: Avaya IP Office Platform Support Certified

V dumps

Exam A

QUESTION 1
When ISDN/PRI calls are being disconnected, what tool should be utilized to troubleshoot the issue?

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

Correct Answer: D
Section:

QUESTION 2
Which of the following is used to transmit alarm notifications to you?

A. System Monitor
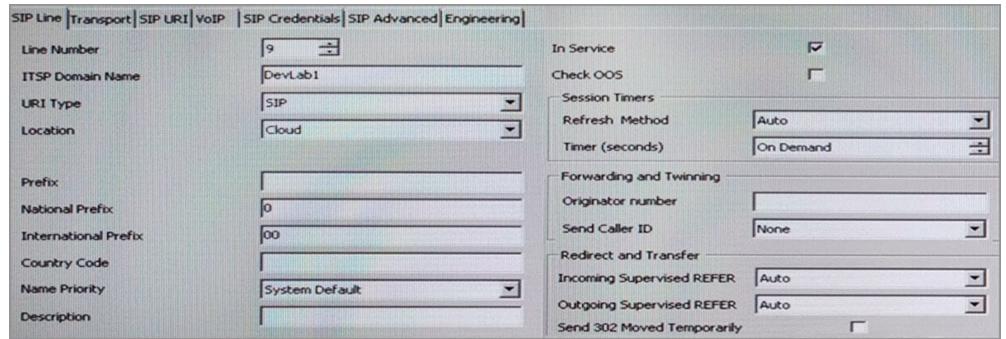B. TFTP
C. Simple Mail Transfer Protocol (SMTP)
D. SSA

Correct Answer: C
Section:

QUESTION 3
Refer to the exhibit.

Suppose you have configured enough SIP channels to carry the expected communications load, but some users report that they cannot call out, and callers cannot get through. Given the exhibit, which configuration setting is responsible for the problem?

A. The system is misconfigured to ignore refresh messages.

B. Caller ID is not passed by some carriers.

C. Calls are being referred incorrectly.

D. The timer should be set to 2 minutes.

Correct Answer: B
Section:

QUESTION 4
A customer reports that after they rebooted the IP Office, some users are not receiving calls as they did before. Which two tools can you use to identify the last system changes made?

A. Web-Manager

B. Monitor

C. Manager

D. System Status Application

Correct Answer: C, D
Section:
Explanation:
https://downloads.avaya.com/css/P8/documents/100175142 Page: 26

QUESTION 5
What displays 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:
Explanation:
https://downloads.avaya.com/css/P8/documents/100175282 Page: 105

QUESTION 6
If a 4-port expansion card is added to the IP Office 500 V2, what is the maximum number of expansion units that the IP Office can support?

A. 10

B. 8

C. 12

D. 14

Correct Answer: C
Section:

QUESTION 7

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

A. Session Border Controller
B. Wi-Fi calling
C. Split-brain DNS
D. Port Address Translation (PAT)
E. Extensible Messaging and Presence Protocol (XMPP)

Correct Answer: B, C
Section:
Explanation:
https://downloads.avaya.com/css/P8/documents/100175092 Page: 40

QUESTION 8
An IP Office 500 V2 has two SD card slots, and the first slot contains the System SD card with a unique feature key number. What is the primary purpose of the unique feature key number?

A. To enable firmware upgrades
B. To validate the license
C. To select the type of voicemail (Embedded or Voicemail Pro)
D. To store the correct version binary files

Correct Answer: B
Section:

QUESTION 9
A customer has two primary receptionists using SoftConsole, and four back-office employees use SoftConsole on their PCs to cover for the receptionists during breaks or lunch. How many licenses are required to allow this setup to work?

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

Correct Answer: D
Section:
Explanation:
http://www.ipofficeinfo.com/pdf/softconsoleinstall_en.pdf Page: 9

QUESTION 10
Six employees in a company have hot-desking enabled, and their calls will be redirected to their voicemail boxes when they log off. The employees want to access their voicemail boxes while they are out of the office. What is the best way to set up Direct Inward Dialing/Direct Inward Dial (DDI/DID) to achieve this?

A. Set DDI/DID to their Login code
B. Assign DDI/DID numbers to their extensions
C. Assign DDI/DID to the short code feature 'Voicemail Collect'
D. Assign DDI/DID to a voicemail module 'Recording'

Correct Answer: C
Section:

QUESTION 11
What is the additional security measure required for upgrading the IP Office 500 V2 using the Upgrade Wizard?

A. Biometric authentication

B. Firewall authentication

C. Two-factor authentication

D. Captcha authentication

Correct Answer: C
Section:
Explanation:
http://www.mrboingo.com/index.php/archives/58

QUESTION 12
What is the default incoming call route for data calls on the IP Office, and which feature does it access by default?

A. Hunt group 'Data' and Voicemail

B. RAS access 'Dialin' and Voicemail

C. Extension 'Modern' and Auto-attendant

D. Hunt group 'Main' and Auto-attendant

Correct Answer: B
Section:

QUESTION 13
A customer wants to ensure seamless communication between their employees and external parties, including those who are off-site. Which application would be the most appropriate for these users, given their needs?

A. Avaya Equinox

B. Avaya Communicator

C. Mobile Twinning

D. one-X Mobile Preferred

Correct Answer: A
Section:

QUESTION 14
Which application is recommended for monitoring and displaying available resources on an IP500 V2 system in real-time?

A. IP Office Monitor

B. System Status Application

C. DbgView

D. IP Office Manager

Correct Answer: A

QUESTION 15
What is the potential problem that can be mitigated by implementing a properly configured multi-site SCN solution?

A. Overlapping dial plans
B. Oversubscribed VMPro ports
C. Blocked ACD routes
D. Compromised call encryption

Correct Answer: A
Section:

QUESTION 16
Which two requirements are necessary for a Small Community Network (SCN) with Distributed Voicemail? (Select two.)

A. Installation of IIS on all Voicemail Pro servers
B. Support for Port 80
C. Local Host file
D. Preferred Edition Licenses on all IP Office systems
E. SMTP communication unblocked between Voicemail servers

Correct Answer: B, E
Section:
Explanation:
https://downloads.avaya.com/css/P8/documents/100174760 Page: 133 to 140

QUESTION 17
Which mode should be selected in Manager to create and modify all aspects of an IP Office system?

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

Correct Answer: D
Section:

QUESTION 18
A customer has 25 users who are using one-X Portal, and they have the UCMv2 installed on their IP Office 500 V2 system. What is the maximum number of voicemail ports supported on the Voicemail Pro in this scenario?

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

Correct Answer: B
Section:
Explanation:
https://downloads.avaya.com/css/P8/documents/101005065 Page: 9

QUESTION 19
Where should the firmware files (.bin) for an IP telephone be placed on the system SD card?

A. /backup

B. /primary

C. /dynamic

D. /lvmail

E. /temp

Correct Answer: B
Section:

QUESTION 20
A customer requires a Hunt Group to be created for their main incoming number. The Hunt Group should have four members and use longest wait logic. The user's extension should ring for 10 seconds before trying the next available person. Which timer should be configured with a value of 10 seconds to achieve this requirement?

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:
Explanation:
https://downloads.avaya.com/css/P8/documents/100119917

QUESTION 21
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 acquiring a remote company with 400 users. They want to ensure all IP Office features are available to everyone and maintain Avaya support.
What is the minimum hardware requirement to achieve this?

A. IP Office Server Edition with additional hardware resources

B. IP Office Server Edition with added software licenses

C. IP Office Cloud Edition with added hardware resources

D. IP Office Cloud Edition with added software licenses

Correct Answer: A
Section:
Explanation:
https://downloads.avaya.com/css/P8/documents/100164650

QUESTION 22
When creating a Short Code to connect to a Voicemail Pro start point, which Short Code feature should you use to ensure correct execution?

A. Voicemail Call

B. Voicemail Off

C. Voicemail On

D. Voicemail Node

Correct Answer: D
Section:
Explanation:
https://downloads.avaya.com/elmodocs2/ip_office/R4.1/Short_Codes.pdf

QUESTION 23
When installing IP Office Server Edition, which application needs to be installed on a separate server or hard drive partition?

A. Web Services

B. Voicemail Pro

C. Avaya Contact Recorder

D. one-X Portal

E. Call Detail Records

Correct Answer: C
Section:
Explanation:
https://downloads.avaya.com/css/P8/documents/101005101 Page: 9

QUESTION 24
Which three statements are requirements for installing IP Office Server Edition on an Avaya-supplied server? (Select three.)

A. The browser must have Java enabled.

B. The password must be edited and customer network settings configured.

C. The Ignition process must be set to Server mode.

D. It must be installed from the USB that comes with the server or the install image on the DVD.

E. The Initial Configuration Utility must be used to set up detailed Midmarket Server operation.

Correct Answer: A, B, C
Section:
Explanation:
https://downloads.avaya.com/css/P8/documents/100164733 Page: 13-28

QUESTION 25
What must be checked before connecting an IP Office to a one-X Portal server?

A. Time Profiles

B. Hunt Group Settings

C. User Rights

D. Security Settings

Correct Answer: D
Section:
Explanation:
https://downloads.avaya.com/css/P8/documents/101028405 Page: 21

QUESTION 26
Upon successful installation of IP Office Server Edition, which application is used to install the necessary licenses for the system?

A. Avaya Aura System Manager
B. IP Office System Monitor
C. IP Office Configuration Tool
D. IP Office Manager

Correct Answer: D
Section:
Explanation:
https://downloads.avaya.com/css/P8/documents/100164733 Page: 53

QUESTION 27
Which three licenses are replaced by Server Edition? (Choose three.)

A. Avaya IP Office Voice Networking
B. Avaya IP Office Receptionist
C. Avaya IP Office Advanced Edition
D. Avaya IP Office Power User
E. Avaya IP Office Mobile Worker

Correct Answer: A, C, D
Section:

QUESTION 28
Which two applications can invoke Secure Digital (SD) card commands?

A. IP Office Manager
B. Avaya Aura System Manager
C. IP Office Web Manager
D. IP Office System Monitor
E. Avaya Control Manager

Correct Answer: A, D
Section:

QUESTION 29
What is the reason for starting the expansion modules before powering up the control unit, as recommended by Avaya?

A. It is simpler to start with the expansion unit at the top and then work your way down.
B. All expansion units must be powered for the control unit to detect them.

C. The control unit may not always detect the expansion units if powered up last.

D. The expansion units require more time to power up than the control unit.

Correct Answer: B
Section:
Explanation:
https://downloads.avaya.com/elmodocs2/ip_office/R4.2/Newissuesept08/eng/ip_office_installation.pdf Page: 111

QUESTION 30
A customer is experiencing poor call quality, including delay, jitter, and packet loss, when using a remote deskphone through the WAN. Which three methods can a technician use to help diagnose and troubleshoot the problem? (Choose three.)

A. Perform a packet capture and analysis of the WAN traffic using a network analyzer tool.

B. Compare the WAN bandwidth usage during call setup and active call phases to determine if there are any bandwidth limitations.

C. Configure a VPN connection to the remote site to bypass WAN congestion and improve voice quality.

D. Enable and monitor SNMP traps on the WAN routers to detect any network or connectivity issues.

E. Check the network performance metrics, such as latency and round-trip time, to identify any abnormal values.

Correct Answer: A, B, E
Section:

QUESTION 31
What is the purpose of the 'SMTP Authentication' setting in the email configuration of Avaya IP Office?

A. It disables email communication between IP Office and the SMTP server.

B. It enables email communication between IP Office and the SMTP server without requiring login credentials.

C. It encrypts email communication between IP Office and the SMTP server using SSL/TLS.

D. It requires login credentials to be entered for email communication between IP Office and the SMTP server.

Correct Answer: D
Section:

QUESTION 32
Which two applications can be used to configure Users, Hunt Groups, and Incoming Call Routes with the most advanced settings? (Choose two.)

A. Manager

B. Web Manager Admin

C. Web Manager

D. WebLM

Correct Answer: A, C
Section:
Explanation:
https://downloads.avaya.com/css/P8/documents/101005690
https://downloads.avaya.com/css/P8/documents/101005673

QUESTION 33

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

A. IP Office system configurations can be completed using either the Linux command line or a GUI interface.
B. The Linux OS is an optional component that can be installed after IP Office Server Edition installation.
C. The IP Office for Linux software is only available as a custom order from Avaya and cannot be downloaded.
D. The base operating system installed is CentOS.

Correct Answer: B
Section:
Explanation:
https://downloads.avaya.com/css/P8/documents/100175282 Page: 15

QUESTION 34
Which three statements about IP Office Server Edition (non-Select) are true? (Choose three.)

A. IP Office Server Edition can support up to 2000 users without additional hardware.
B. IP Office Server Edition requires an IP Office 500 V2 control unit to support SIP trunks.
C. IP Office Server Edition can be deployed as a standalone primary server or as a primary/secondary pair.
D. IP Office Server Edition is a hardware-based solution.
E. IP Office Server Edition cannot be upgraded to the Select version.

Correct Answer: A, B, C
Section:

QUESTION 35
Which two are required for IP Office to support a SIP IP hard telephone with the most advanced features? (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: B, C
Section:
Explanation:
http://www.patton.com/files/support/kb/Avaya_IP_Office.pdf

QUESTION 36
Fax machines with modems may encounter difficulties with VoIP. Which of the following protocols can be employed to mitigate this issue?

A. Transport Layer Security (TLS)
B. Extensible Authentication Protocol (EAP)
C. T.38 Fax Relay
D. Internet Protocol Security (IPsec)

Correct Answer: C

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

QUESTION 37
When using the System Status Application for troubleshooting, which two options can be utilized for gathering data? (Choose two.)

A. Development Tracing and Resource View

B. Resource View and Selective View

C. Continuous Log and Snapshot Only

D. Snapshot Only and Development Tracing

E. Continuous Log and Development Tracing

Correct Answer: C, E
Section:
Explanation:
https://downloads.avaya.com/css/P8/documents/100150298 Page: 14-15

QUESTION 38
What is the approach for updating the voice prompts on the Embedded Voicemail?

A. Using the Embedded File Management option in the Manager Application

B. Leveraging the External File Management feature in the System Status Application

C. Utilizing the Voice Wizard capability in the Manager Application

D. Adopting the Embedded Monitoring Management tool

Correct Answer: A
Section:

QUESTION 39
Which application is utilized for upgrading IP Office Server Edition?

A. Manager Application

B. Web Manager

C. System Status Application

D. Linux Command Line Interface

Correct Answer: A
Section:

QUESTION 40
Avaya IP Phones to IP Office QoS monitoring can be performed by the IP Office. What are the two actions required to view QoS outcomes? (Choose two.)

A. Choose 'Enable Metric' on the Line form.

B. Check 'Enable RTCP Monitoring'.

C. Use DebugView to analyze latency, jitter, and delay.

D. Trace lines or extensions in SSA.

E. Allow force authentication on IP telephones.

Correct Answer: B, C
Section:

QUESTION 41
System Alarms can be viewed in two applications, but only one of them can generate alarm notification via email. Which application can send an email notification for an alarm?

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

Correct Answer: A
Section:

QUESTION 42
A user from a remote IP Office site contacts you to discuss a voicemail issue. You use the Manager program to check the multi-site IP Office network, but only your local IP Office is displayed. What could be the reason for this issue?

A. The Unit/Broadcast address is set to 255.255.255.255.
B. No SCN users are available.
C. The remote sites are undergoing a reboot.
D. Your login credentials are incorrect.

Correct Answer: B
Section: