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Question: 1

Which two applications are supported by the Unified Communication Module (UCM) without the need for an external server? (Select two.)

- A. Avaya Call Management System
- B. Avaya Aura® Messaging
- C. one-X® Portal
- D. Embedded Voicemail Pro
- E. Avaya Aura® Conferencing

Answer: C, D

Explanation:

Question: 2

What are the two essential requirements when planning for a Small Community Network (SCN)? (Choose two.)

- A. PRI trunks

B. Advanced Edition

C. IP Routes

D. VCM channels

E. H.323

Answer: C, D

Explanation:

Reference:

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

Question: 3

Which feature of IP Office is necessary to trigger screen pops, where the caller ID prompts the computer to display a record associated with that number?

A. Voicemail Pro

B. Avaya Aura® Application Enablement Services

C. TAPILink Pro

D. UMS

Answer: C

Explanation:

Question: 4

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

Answer: C

Explanation:

Question: 5

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)

Answer: B, C

Explanation:

Reference:

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

Question: 6

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

Answer: B

Explanation:

Question: 7

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

Answer: D

Explanation:

Reference:

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

Question: 8

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"

Answer: C

Explanation:

Question: 9

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

Answer: C

Explanation:

Reference:

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

Question: 10

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

Answer: B

Explanation:

Question: 11

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

Answer: A

Explanation:

Question: 12

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

Answer: A

Explanation:

Reference:

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

Question: 13

What is the potential problem that can be mitigated by implementing a properly configured multisite SCN solution?

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

Answer: A

Explanation:

Question: 14

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

Answer: B, E

Explanation:

Reference:

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

Question: 15

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

Answer: D

Explanation:

Question: 16

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

Answer: B

Explanation:

Reference:

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

Question: 17

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

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

Answer: B

Explanation:

Question: 18

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

Answer: C

Explanation:

Reference:

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

Question: 19

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.

Answer: A, B, C

Explanation:

Reference:

<https://downloads.avaya.com/css/P8/documents/100164733> Page: 13-28

Question: 20

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

Answer: D

Explanation:

Reference:

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

Question: 21

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

Answer: D

Explanation:

Reference:

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

Question: 22

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

**Answer: A, C,
D**

Explanation:

**Question:
23**

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

**Answer: A,
D**

Explanation:

Question: 24

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.

Answer: B

Explanation:

Reference:

https://downloads.avaya.com/elmodocs2/ip_office/R4.2/Newissuesept08/eng/ip_office_installation.pdf
Page: 111

Question: 25

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

Answer: A,C

Explanation:

Reference:

<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. 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.

Answer: B

Explanation:

Reference:

<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 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.

Answer: A,B,C

Explanation:

Question: 28

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

Answer: B,C

Explanation:

Reference:

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 of ISDN/PRI trunks that can be configured?

A. 6

B. 3

C. 4

D. 8

Answer: A

Explanation:

Question: 30

Upon plugging in a new IP500 V2 device, the dashboard displays two ports in one of the modules to be green, even though no telephones are connected. What could be the reason behind it?

- A. The chassis contains a Combo Card.
- B. The operating system is operational, and an administrator is configuring the system.
- C. The device has passed self-test and is powered on.
- D. Both LAN1 and LAN2 connections are disconnected.

Answer: A

Explanation:

Question: 31

In a new deployment of Avaya Communicator, a user can make calls, but the Presence and Instant Messaging features are not functioning. Which of the following is the reason for the user's inability to use these features?

- A. The user's profile has not been correctly configured.
- B. The new codecs are not supported by the system.
- C. The user is not set up as an agent in the system.
- D. The IP Office is configured with the Essential Edition only.

Answer: D

Explanation:

Reference:

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

Question: 32

A customer complains about excessive lag between the speaker and listener in the IP Office VoIP system.
What should you do to determine the cause of the delay?

- A. Utilize SSA (System Status Application).
- B. Analyze VoIP settings of IP telephones.
- C. Use Wireshark packet analyzer.
- D. Debug view.
- E. Enable monitoring of RTCP (Real-Time Transport Control Protocol).

Answer: C,E

Explanation:

Question: 33

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)

Answer: C

Explanation:

Reference:

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

Question: 34

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

Answer: C, E

Explanation:

Reference:

<https://downloads.avaya.com/css/P8/documents/100150298> Page: 14-15

Question: 35

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

Answer: A

Explanation:

Question: 36

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

Answer: A

Explanation:

Question: 37

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.

Answer: B, C

Explanation:

Question: 38

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

Answer: A

Explanation:

Question: 39

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.

Answer: D

Explanation:

Question: 40

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

C. Simple Mail Transfer Protocol (SMTP)

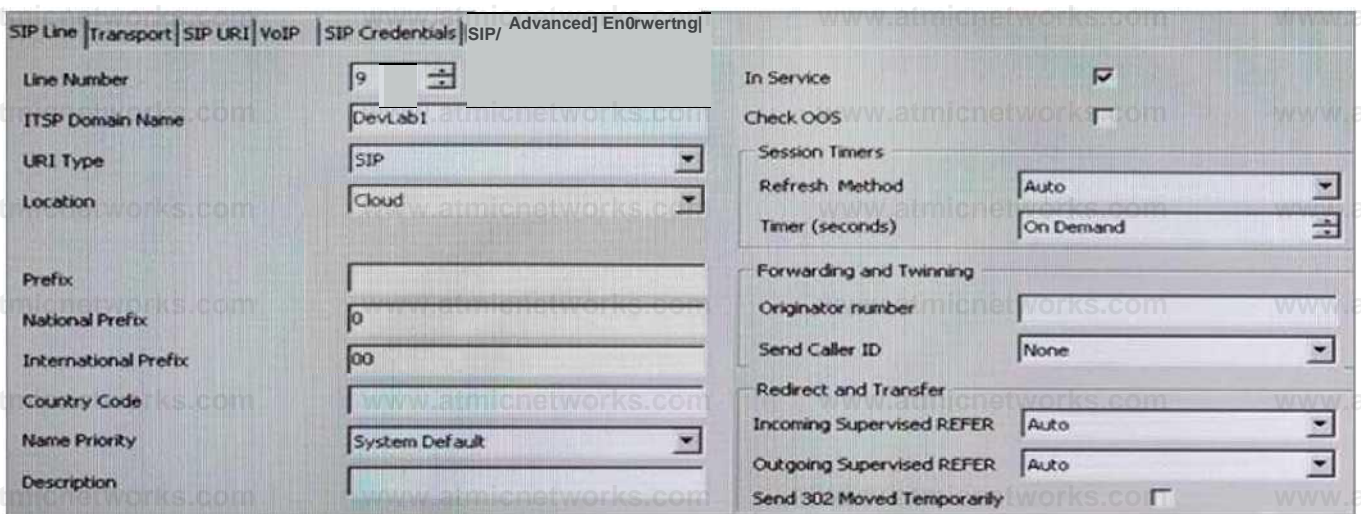
D. SSA

Answer: C

Explanation:

Question: 41

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.

Answer: B

Explanation:

Question: 42

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

Answer: C, D

Explanation:

Reference:

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

Question: 43

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

Answer: A

Explanation:

Reference:

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

Question: 44

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.

Answer: B

Explanation:

Question: 45

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.

Answer: A, B, E

Explanation:

Question: 46

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.

Answer: D

Explanation:

Question: 47

Which tool or application can be used to collect diagnostic information and logs for escalating technical issues to Avaya support?

- A. System Status Application (SSA)
- B. WebLM License Manager
- C. Avaya IP Office Manager
- D. Avaya Diagnostic Server (ADS)

Answer: A

Explanation:

Question: 48

When monitoring the IP Office system using the System Status Application (SSA), which of the following information is NOT displayed by default?

- A. The current time and date of the IP Office system.
- B. The software version and patch level of the IP Office system.
- C. The CPU and memory utilization of the IP Office system.
- D. The number of active calls and the call status on the IP Office system.

Answer: C

Explanation:

Reference:

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

Question: 49

Time profiles can be used to automate a customer's out-of-hours setting, and it is also possible to override these profiles manually to either deactivate or activate them. What additional steps are required to allow customers to control the time profile using their phones?

- A. Create a new hunt group with the time profile settings and assign the customer's extensions to it.

- B. Create a new directory number with the time profile settings and assign it to the customer's phones.
- C. Create a new user right group with the time profile settings and assign it to the customer's user accounts.
- D. Create a new short code with the time profile settings and assign it to the customer's phones.

Answer: D

Explanation:

Question: 50

Providers are components of one-X® Portal, each of which performs a specific role. What is the purpose of the Telephony CSTA (Computer-Supported Telecommunications Applications) provider in one-X® Portal?

- A. It provides directory information from the IP Office systems to one-X® Portal.
- 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 provides access to the voicemail server for features such as message playback via the browser.

Answer: C

Explanation:

Reference:

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

Question: 51

To grant a user access to the System Status Application (SSA) tool for system monitoring and troubleshooting, which security group must the user be a member of?

- A. Admin System group
- B. Maintenance Administrator group
- C. Installation group
- D. Administration group

Answer: D

Explanation:

Reference:

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

Question: 52

You are trying to assign a user as a Power User in the User Form of Manager, but the option is not available in the profile drop-down menu. What is the most likely reason for this?

- A. The feature has not been enabled in the IP Office system's licensing.
- B. The user does not have the necessary User Right assigned to them.

- C. The IP Office system is running an incompatible software version.
- D. The user's extension has not been configured correctly.

Answer: A

Explanation:

Question: 53

A customer is using Voicemail Pro and would like to configure voicemails to be sent to email. However, they would like to use the most secure method possible.

Which two methods can the technician suggest for sending voicemails via email? (Choose two.)

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

Answer: B, D

Explanation:

Reference:

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

Question: 54

A customer has requested additional IP Office Service User logins. The technician needs to set up these logins in the IP Office Manager.

Where in the IP Office Manager can the technician configure these logins?

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

Answer: A

Explanation:

Reference:

<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. They are currently on software version 8.0 and would like to upgrade to version 9.1.

What application changes will they need to make during the upgrade?

- 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 applications, as 9.1 does not support any of them.
- D. All applications can be upgraded to 9.0 or higher without changes.

Answer: A

Explanation:

Reference:

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

Question: 56

A customer using Voicemail Pro wants to retrieve information left by the caller through a web interface.

Which Voicemail Pro feature can the technician suggest?

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

Answer: D

Explanation:

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 reconfigured to ensure secure connectivity? (Choose two.)

- A. SIP trunk settings
- B. Session border controller settings
- C. User access levels
- D. Network architecture design
- E. Client device drivers

Answer: A, B

Explanation:

Question: 58

If you choose to reset security settings to their default values, which three passwords will you be required to change to ensure secure access to the IP Office Platform? (Choose three.)

- A. Superuser Password

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

Answer: A, C, E

Explanation:

Question: 59

After modifying the IP Office's security settings and creating new user rights, you encounter an error when attempting to save the changes. Why might this be the case?

- A. The changes are already in effect and don't require saving.
- B. The default Security password hasn't been modified.
- C. The IP Office's connection has been lost.
- D. The System password hasn't been set.

Answer: C

Explanation:

Reference:

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

Question: 60

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

Where should you look to ensure that these calls are being routed correctly?

- A. Voicemail Pro Modules
- B. Auto Attendant Menus
- C. Hunt Group Configuration
- D. User Extension Settings

Answer: A

Explanation:

Question: 61

A customer requires that all users be blocked from making international calls. Which method can be used to efficiently apply this restriction to the IP Office Platform's short codes?

- A. Adding the short code to the ARS table.
- B. Assigning the short code to a user permission.
- C. Assigning the short code to all external lines.
- D. Configuring the short code for each user individually.

Answer: A

Explanation:

Question: 62

A customer has a Windows Voicemail Pro server and wants incoming calls to be directed to a specific user if the caller's phone number is listed in their records. Which voicemail action type must be configured to achieve this?

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

Answer: A

Explanation:

Question: 63

A customer wants all users to import their Outlook contacts into their one-X Portal personal directories. What is the recommended way for users to achieve this?

- A. Notify the customer that this is not a recommended practice.
- B. Use a .csv format to import the Outlook contacts.

- C. Add each Outlook contact individually to the personal directory.
- D. Copy and paste all contacts from Outlook into the personal directory.

Answer: B

Explanation:

Question: 64

In the IP Office Manager program, under what condition will the Voicemail Recording tab be displayed?

- A. The IP Office Platform is running the Server Edition.
- B. Voicemail Pro/Lite is selected in the IP Office.
- C. The IP Office Platform has Essential Edition enabled.
- D. Voicemail Pro is running on a Linux-based system.

Answer: B

Explanation:

Question: 65

For a Hot Desking user, which of the following Telephony-Supervisor Settings should be configured?

- A. User Rights
- B. Services
- C. Mobility
- D. Extension
- E. Hunt Groups

Answer: E

Explanation:

Reference:

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

Question: 66

A customer wants to synchronize the time and date of their IP Office with a local server. In the System menu/Time Config Source, which of the following options would you select?

- A. SNTP
- B. Local
- C. Voicemail Pro/Manager
- D. Network Time Protocol
- E. Simple Network Time Protocol

Answer: D

Explanation:

Question: 67

If a company's internal DNS is down, how can a SIP Remote Worker client register with the IP Office using a Wi-Fi connection?

- A. The client can use the Internet router/firewall to proxy the IP Office IP address.
- B. The client can use FQDN and port forwarding router to access the Internet DNS.
- C. DHCP can redirect the registration to a backup DNS.
- D. The client can only use the cellular network to register with the IP Office.

Answer: B

Explanation:

Question: 68

A customer wants to restrict certain users from dialing out after 5 PM, limiting them to only dialing emergency numbers and internal extensions. Which two programming options can you use to achieve this?

- A. Source Number
- B. Time Profiles
- C. System Short Codes
- D. Account Codes

E. User Permissions

Answer: A, C

Explanation:

Reference:

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

Question: 69

Which combination of licenses is required for an Avaya Communicator user to enable video conferencing?

A. Power User and Receptionist

B. Basic User and Office Worker

C. Office Worker and Power User

D. Receptionist and Remote Worker

E. Basic User and Remote Worker

Answer: C

Explanation:

Reference:

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

Question: 70

Where are voicemail files stored for a user when the customer is using Embedded Voicemail and the user's mailbox is not stored on an SD card?

- A. on the user's PC
- B. on the voicemail server
- C. on the UCM
- D. on the IP Office system's internal memory

Answer: B

Explanation:

Question: 71

Session Border Control is an essential component for QoS, security, and routing for a customer using which two protocols? (Choose two.)

- A. H.323
- B. SIP
- C. ISDN
- D. PSTN

E. MPLS

Answer: B,E

Explanation:

Reference:

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

Question: 72

A customer wants to enable a secondary dial tone when making outgoing calls for a specific group of users.

Where should this function be enabled?

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

Answer: B

Explanation:

Reference:

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 an 11th person to a Scopia video conference. Which of the following could be the possible reasons for this issue?

- A. The 11th participant does not have the latest Scopia video conferencing software installed on their device.
- B. The Scopia video conferencing system is limited up to 10 participants.
- C. The Collaboration Server license does not allow more than 10 participants in a video conference.

D. The customer's network bandwidth is not sufficient to support more than 10 video conference participants.

Answer: C

Explanation:

Reference:

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

Question: 74

Which IP Office 500 V2 base card provides support for both Analogue and Digital telephony, and also provides the capability to add additional trunk interfaces?

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

Answer: A

Explanation:

Reference:

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

Question: 75

For trunks with a combo card, which two types of interfaces could be present for connecting to Analog or Digital trunk lines? (Choose two.)

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

Answer: A,D

Explanation:

Reference:

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

Question: 76

Which Protocol is used by one-X® Mobile to enable Instant Messaging outside of the IP Office network, and also provides encryption for secure communication?

- A. HTML
- B. XMPP

C. HTTP

D. TLS

Answer: D

Explanation:

Reference:

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

Question: 77

You have purchased a pre-configured Avaya Application Server, which includes Voicemail Pro and one-X® Portal applications. You need to verify if both applications are running. Which application should you use, and what steps would you take to confirm the status of the applications?

A. Web Manager Application, navigate to the System Status > Applications menu and check for the status of Voicemail Pro and one-X® Portal.

B. Monitor Application, check the status of the applications on the home screen dashboard.

C. Manager Application, navigate to the Server > Applications menu and check the status of Voicemail Pro and one-X® Portal.

D. Application Server, log in and run a command to check the status of the applications.

Answer: C

Explanation:

Reference:

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

Question: 78

Which application should you use to access and configure the IP Office Security Settings, including configuring secure access to the IP Office system?

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

Answer: D

Explanation:

Reference:

<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, and how can this behavior be customized?

- A. A caller will hear silence, which can be customized to play a pre-recorded message or a periodic tone by configuring the Music-on-Hold source.
- B. A caller will hear a double bleep tone, which cannot be customized as it is a default system behavior.
- C. A caller will hear ringing, which can be customized to play music or a pre-recorded message by configuring the Music-on-Hold source.
- D. A caller will hear an automated voice saying "Please Hold", which can be customized to play a different message by configuring the Music-on-Hold source.

Answer: B

Explanation:

Reference:

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

Question: 80

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

Answer: A

Explanation:

Reference:

<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 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

Answer: A

Explanation:

Reference:

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

Question: 82

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

Answer: D

Explanation:

Reference:

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

Question: 83

When logging in to IP Office Security Settings for the first time using the Manager Application, the default user name is "security".

What is the default password?

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

Answer: D

Explanation:

Reference:

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

Question: 84

What is the recommended method for adding new users to an IP Office Server Edition in Select mode, ensuring efficient management?

- A. Manually with copy and paste

- B. Using the Outlook Plugin
- C. With UMS and LDAP
- D. With the IP Office Manager Application and custom scripts

Answer: C

Explanation:

Reference:

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

Question: 85

Which of the following statements about Manager used in conjunction with Server Edition is NOT 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.

Answer: D

Explanation:

Reference:

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

Question: 86

Which three licenses are NOT part of Centralized Licensing? (Choose three.)

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

Answer: A,D,E

Explanation:

Reference:

<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 NOT be useful to check if they are in fact up and running?

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

Answer: C

Explanation:

Reference:

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

Question: 88

Which method is NOT recommended to 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.

Answer: D

Explanation:

Reference:

<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 of the following actions would be necessary to complete this increase?

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

Answer: C

Explanation:

Reference:

<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 to ensure messaging capabilities?

- A. Advanced Small Community Networking
- B. IP500 IP Office Multi-Site Network

C. IP500 Voice Networking Channels

D. Preferred Edition – Messaging

Answer: D

Explanation:

Reference:

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

Question: 91

Which of the following applications would allow a system administrator to view 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

Answer: A

Explanation:

Reference:

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

Question: 92

Which of the following is the correct method to find the IP address of an IP extension in the IP Office?

- 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.

Answer: B

Explanation:

Reference:

<https://community.spiceworks.com/topic/302795-find-ip-phones-ip-address-from-avaya-ip-manager>

Question: 93

Given an IP Phone that is not working, which of the following is an example of "Top-Down Troubleshooting"?

- A. Validate that the gateway IP address is present in the IP Phone configuration.
- B. Attempt to ping the IP Phone and make a call if the ping is successful.
- C. Replace the patch cord of the IP Phone, and if it boots up, make a call.
- D. Check for an indicator light where the IP Phone is connected and listen for a dial tone.

Answer: D

Explanation:

Reference:

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

Question: 94

A customer reports a delay of 5 seconds in receiving calls over analog trunks on the target phone. What could be the cause of this problem?

- A. Improper configuration of the system Locale.
- B. High level is set on Incoming Call Route.
- C. Ring delay is not configured on system telephony settings.
- D. IP Office is not receiving the ICLID from PSTN.

Answer: D

Explanation:

Reference:

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

Question: 95

If calls into IP500 V2 are not ringing to the expected user, which statement accurately describes how to validate call

routing?

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

C. Capture a System Monitor trace and escalate to Avaya for analysis.

D. Wait until the system is idle and place test calls to listen to the ringing phone.

Answer:

B

Explanation:

Question:

96

Where is the TCP Streaming Tool located?

A. In the System Status Application (SSA)

B. In the Monitor Application

C. In the Manager Application

D. In the Web Manager Application

Answer:

B

Explanation:

Reference:

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

Question:

97

Select the two valid methods for sending voicemails to email using Voicemail Pro:

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

Answer: B, E

Explanation:

Question: 98

What is the maximum number of ISDN PRI trunks that can be configured on an IP500 control unit with 12 DID DS30 modules?

- A. 2
- B. 4
- C. 5
- D. 6

Answer: C

Explanation:

Question: 99

Which two factors contribute to the size of a ContactStore server?

- A. The number of voicemail channels and the number of incoming lines
- B. The number of hunt groups and the number of concurrent users for search and replay function
- C. The number of recordings and the number of incoming lines
- D. The number of voicemail channels and the number of hunt groups
- E. The number of recordings and the number of concurrent users for search and replay function

Answer: C, E

Explanation:

Question: 100

Which configuration areas must be set up by all VoIP device users, agents, and hot desking users?

- A. Telephony-Supervisor Settings
- B. Services
- C. Mobility

D. User Rights

E. Extension

Answer: D

Explanation:

Question: 101

What is the required feature of the web browser to access Web Voicemail, which poses potential security risks due to its ability to execute arbitrary code?

A. ActiveX

B. VoiceMail Plug-In enabled

C. Adobe Reader installed

D. JavaScript disabled

Answer: A

Explanation:

Question: 102

A customer has enabled UMS on their VoiceMail Pro server and wants to retrieve voicemail messages using Microsoft Outlook, but they are not using Microsoft Exchange as the message store. Which complex protocol must be configured in Microsoft Outlook to access their messages?

- A. POP3
- B. MAP
- C. HTTP
- D. MAPI

Answer: D

Explanation:

Question: 103

What is the exact meaning of "IMAP support" in the IP Office UMS service, which enables users to retrieve voicemail messages from the server using specific email programs on their PCs?

- A. A user can see/listen to voicemail messages via a web browser.
- B. A user can receive voicemail messages only using MS Outlook.
- C. All messages are forwarded to a user's e-mail account and deleted from their telephone.
- D. A user can receive voicemail messages to their Outlook, Outlook Express, and/or Lotus Notes programs running on their PC.

E. A new message is sent to a user's e-mail account. The user can listen to it by dialing their telephone number.

Answer: B

Explanation:

Question: 104

A law enforcement organization wants to enable full-time automated authenticated recordings of speech from people calling an anonymous tip line, which is included as an option in their auto attendant. What are the two essential steps required to set up Avaya Contact Recorder to achieve this objective? (Choose two.)

- A. Create a user for the Tip Line calls with necessary privileges.
- B. Configure a Tip Line folder in the Voicemail Pro drive with appropriate access controls.
- C. Select the time profile for Recording with suitable policies.
- D. Create a short code to start and stop recording with proper authorization.
- E. Set the recording destination to VRLA with encryption and integrity protection.

Answer: A, E

Explanation:

Question: 105

If ContactStore is running on a separate server from Voicemail Pro, a registry key must be set in the ContactStore server. What is the exact purpose of this registry key, which poses potential security risks if not set correctly?

- A. It stores the ContactStore License in the server running ContactStore for auditing purposes.
- B. It registers ContactStore with IP Office for seamless integration.
- C. It tells ContactStore the exact location of the folder shared with Voicemail Pro for reliable communication.
- D. It provides read/write access to browser users for easy management.

Answer: C

Explanation:

Question: 106

Which two email clients are fully supported for IP Office IMAP services, which enable users to retrieve their voicemail messages through specific email programs? (Choose two.)

- A. MS Outlook with Exchange Server
- B. Lotus Messages with Domino Server
- C. Microsoft Office Communicator with Exchange Server
- D. Lotus Notes with Domino Server

Answer: A,D

Explanation:

Question: 107

Which two statements correctly describe the mandatory requirements to set up a Small Community Network (SCN) consisting of four IP500v2 control units, which must adhere to specific guidelines for seamless integration? (Choose two.)

- A. The extension, user, and group numbering on each system must be unique to avoid conflicts.
- B. The user and group names on each system must be unique for easy identification.
- C. Combo Cards are required in all systems to ensure compatibility.
- D. The underlying network must be configured as a flat layer 2 subnet for optimal performance.
- E. The total number of users within the Small Community Network must not exceed 500 for efficient management.

Answer: A,B

Explanation:

Question: 108

What is the exact default short code used to toggle the modem function on the analog trunk card, which can be modified for custom requirements?

A. 9000

B. #9000*

C. *9000#

D. #9000#

Answer: A

Explanation:

Question: 109

In the Distributed Voicemail Pro and the Central Voicemail Pro, what protocol do they use to communicate with each other?

A. Session Initiation Protocol (SIP)

B. Primary Rate Interface (PRI)

C. Routing Information Protocol version 2 (RIPv2)

D. Small Community Network (SCN)

Answer: D

Explanation:

Question: 110

Which of the following licenses provides a device with the ability to use screenpops, control several telephone devices, make third-party calls, and monitor hunt group queues?

- A. One-X® Portal License
- B. Third-Party Endpoint License
- C. TAPILink Pro License
- D. SIPTrunking License
- E. Server Edition License

Answer: C

Explanation:

Question: 111

During the installation of a Server Edition, the New Hardware screen detects the presence of a second hard drive. For which application is this additional hard drive typically used?

- A. One-X® Portal
- B. Call Detail Records
- C. Avaya Contact Recorder
- D. Voicemail Pro

E. Web Services

Answer: D

Explanation:

Question: 112

Which application allows users to access their own recordings within Media Manager?

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

Answer: D

Explanation:

Question: 113

A customer wants to synchronize all their Outlook contacts into the one-X® Portal personnel directory.

What is the recommended method to achieve this while ensuring data integrity and minimal effort?

- A. Manually copy and paste all contacts from Outlook to the personal directory.
- B. Import the Outlook contacts using a .csv format and configure the synchronization settings.
- C. Integrate the IP Office with Outlook using the Avaya Outlook Plugin.
- D. Add each Outlook contact individually into the personal directory and verify them against the original source.

Answer: B

Explanation:

Question: 114

Where can password policies and password complexity requirements be configured for Users?

- A. Web Self Administration application
- B. Avaya Cloud management console
- C. Avaya Aura Security Manager
- D. Avaya IP Office Manager

Answer: D

Explanation:

Question: 115

A customer has a requirement to restrict users from dialing international numbers. What is the most efficient way to enforce this policy?

- A. Apply a short code to each individual user's dial plan.
- B. Configure a system-wide short code to block international calls.
- C. Associate a restricted dialing right with each user's profile.
- D. Assign a short code to each external line to block international calls.

Answer: B

Explanation:

Question: 116

Which Avaya IP Office application is used to access the Security Settings for the system?

- A. Avaya IP Office Monitor application
- B. Avaya IP Office Web Self Administration application
- C. Avaya Aura System Manager
- D. Avaya IP Office Manager application

Answer: D

Explanation:

Question: 117

Within the Configuration Wizard, which specific field must be populated first, before any other fields become visible?

- A. Network Configuration
- B. System Configuration
- C. Ignition Configuration
- D. User Configuration

Answer: C

Explanation:

Question: 118

After the ignition process, what tool can be utilized to configure the IP500 V2 and Server Edition systems, in a step-by-step manner, for configuring Users, Groups, and Lines?

- A. Avaya Management Tool
- B. Configuration Manager

C. Management Wizard

D. Configuration Wizard

Answer: C

Explanation:

Question: 119

Which type of license is now supported by Avaya IP Office Release 10 software?

A. PLDS

B. ADI

C. Linux

D. Windows

Answer: A

Explanation:

Question: 120

A Server Edition customer has a capacity of registering five consoles simultaneously and wants to increase it

to seven. What action should be taken to achieve this?

- A. Add a Preferred Edition license.
- B. Upgrade to Select Mode.
- C. Add five Receptionist licenses.
- D. Upgrade to the latest software version.

Answer: A

Explanation:

Question: 121

A customer has two main receptionists using SoftConsole, however, two back office workers have the SoftConsole on their PC to take calls and cover for the receptionists when they are away from their desk. During business hours, how many licenses are required for the two SoftConsoles?

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

Answer: C

Explanation:

In this scenario, four SoftConsole licenses are required. Two for the main receptionists and two for the back-office workers who will cover the receptionists' duties.

Question: 122

Which three licenses can support the Avaya Equinox® client without the additional need for a softphone?

(Select three.)

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

Answer: B, D, F

Explanation:

The Avaya Equinox client can be supported with Teleworker, Remote Worker, and Receptionist licenses, as they include the Avaya Equinox client.

Question: 123

A customer requests 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

Answer: B

Explanation:

To enable the secondary dial-tone for outgoing calls, a short code can be configured to provide this function.

Question: 124

Which application can be used to display the configuration size of the Avaya IP Office system?

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

Answer: C

Explanation:

The System Status Application can be used to display the configuration size of the Avaya IP Office system.

Question: 125

In which application can Debug level be set to Verbose to generate log files for troubleshooting?

- A. Voicemail Pro
- B. one-X Portal for IP Office
- C. Media Manager
- D. Avaya Equinox Client

Answer: A

Explanation:

Question: 126

To grant a user access to the SSA tool for advanced system monitoring and troubleshooting, which specific security rights group must the user be a member of?

C. Admin System group

D. Maint Admin group

Answer:

A

Explanation:

Question:

127

In Server Edition Select mode, what method can be utilized to add new users?

A. LDAP integration

B. LMS import

C. Outlook Plugin

D. Manual user duplication

Answer:

A

Explanation:

Question:

128

When creating a Short Code for connecting to a start point in Voicemail Pro modules, which Short Code feature should be utilized?

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

Answer: C

Explanation:

Question: 129

A remote worker is using an Avaya SIP Client to connect to the IP Office and one-X® Portal located at their company's headquarters. What are the two advanced technologies that can be used to enable the worker to re-register locally?

- A. Virtual Private Network (VPN) and Border Gateway Protocol (BGP)
- B. Network Access Control (NAC) and Session Initiation Protocol (SIP)
- C. Secure Real-time Transport Protocol (SRTP) and Simple Network Management Protocol (SNMP)
- D. Border Gateway Protocol (BGP) and Extensible Messaging and Presence Protocol (XMPP)
- E. Split DNS and Port Address Translation (PAT)

Answer: D, E

Explanation:

Question: 130

In an IP500 V2 system that has a combo card, what are the two types of Trunk cards that can be present in the control unit along with the combo card?

- A. T1 and E1
- B. E&M and BRI
- C. PRI and SIP
- D. SIP and H.323
- E. Analog and Digital

Answer: A, C

Explanation:

Question: 131

What is the mechanism used to send alarm notifications to an IP Office support engineer?

- A. Simple Network Management Protocol (SNMP)
- B. Simple Mail Transfer Protocol (SMTP)
- C. Trivial File Transfer Protocol (TFTP)

D. Session Status Application (SSA)

Answer: A

Explanation:

Question: 132

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

- A. It can be upgraded to the Select version.
- B. It is a software-based solution.
- C. It requires a primary and secondary server.
- D. It can be expanded to support 2,000 users in non-Select.
- E. It must have an Avaya IP Office™ 500V2 Gateway to support SIP trunks.

Answer: A, B, D

Explanation:

It can be upgraded to the Select version: The Avaya IP Office™ Server Edition (non-Select) can be upgraded to the Select version, offering additional features and scalability options.

It is a software-based solution: The Server Edition is a software-based solution that runs on a server platform, as opposed to hardware-based systems.

It can be expanded to support 2,000 users in non-Select: The non-Select version of the Server Edition can support up to 2,000 users, making it suitable for medium to large deployments.

Question: 133

A company with 500 users has a single Avaya 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 200 users. They wish to support the 200 new users with same capabilities.

Which type of server that provides distributed telephony capabilities can be added at the remote site?

- A. one-X® Portal Server
- B. Server Edition Expansion System
- C. Application Server
- D. Server Edition Primary Server

Answer: B

Explanation:

To support the 200 new users at the remote site with the same capabilities as the main office, a Server Edition Expansion System can be added. This system will provide distributed telephony capabilities and allow the remote site to be seamlessly integrated with the existing Avaya IP Office™ Server Edition, offering unified telephony, voicemail, conferencing, and other features.

Question: 134

When upgrading from a release pre-11.1 to 11.1 or later, which Avaya IP Office™ platform is not affected by the change from CentOS6 to CentOS7?

- A. PC based Avaya IP Office™ servers
- B. Avaya IP Office™ 500V2 control unit
- C. UCM
- D. Virtualized Avaya IP Office™ servers

Answer: B

Explanation:

The Avaya IP Office™ 500V2 control unit is not affected by the change from CentOS6 to CentOS7 when upgrading from a release prior to 11.1 to 11.1 or later. The CentOS6 to CentOS7 transition applies to the software-based solutions, like Virtualized Avaya IP Office™ servers or UCM, but the hardware-based Avaya IP Office™ 500V2 control unit is not impacted by this change.

Question: 135

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

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

Answer: A

Explanation:

By adding a 4-port expansion card to the Avaya IP Office™ 500V2, the system can support a maximum of 14 expansion units in total. The IP Office 500V2 supports a flexible expansion configuration, and this card allows for additional ports to connect more devices, such as phones or trunk lines.

Question: 136

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

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

Answer: B

Explanation:

Once the Avaya IP Office™ Server Edition is installed, the Manager Application is used to install the required licenses for the system. This application allows administrators to configure the system, including adding and managing licenses for various features.

Question: 137

Which tool can be used after the ignition process is completed to configure initial settings for System, VoIP, Voicemail, Users, and more in a step-by-step manner?

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

Answer: B

Explanation:

After the ignition process is completed, the Configuration Wizard can be used to configure the initial settings for the system, including VoIP, voicemail, users, and more. The wizard provides a step-by-step guide to help administrators set up the system.

Question: 138

There is a recommended order to powering up the Avaya IP Office™ 500V2.

Why is the first step to power up the expansion modules before powering up the control unit?

- 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 configuration files from the expansion units SD cards need to be loaded before the control unit is started.
- D. The expansion units take longer to power up.

Answer: B

Explanation:

The reason to power up the expansion modules before the control unit is that the control unit needs to discover the expansion units during the startup process. If the expansion units are not powered on first, the control unit may fail to detect and configure them properly.

Question: 139

What are two options to install licenses for an Avaya IP Office™ release 11 system? (Choose two.)

- A. the ADI licenses that are installed locally on the Avaya IP Office™ system
- B. the Avaya IP Office™ system connecting to a Media Manager server hosting the appropriate licenses
- C. the PLDS license file that is installed locally on the Avaya IP Office™ system
- D. the Avaya IP Office™ system connecting to a WebLM server hosting the appropriate licenses

Answer: C, D

Explanation:

The PLDS license file that is installed locally on the Avaya IP Office™ system: The PLDS (Product Licensing and Delivery System) license file can be downloaded and installed locally on the Avaya IP Office™ system.

The Avaya IP Office™ system connecting to a WebLM server hosting the appropriate licenses: The WebLM (Web License Manager) server can host the licenses, and the Avaya IP Office™ system connects to this server to retrieve the licenses.

Question: 140

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

Answer: D

Explanation:

Within the Configuration Wizard, the System tile must be populated first before any other tiles can be seen. This step involves configuring the system settings, which are required as a foundational setup before proceeding with other configurations such as users, voicemail, or telephony settings.

Question: 141

Which statement about Manager used in conjunction with Server Edition is true?

- A. It can be installed from either the Admin DVD or Web Control (<https://<server IP address>:7071>)
- B. It can only be installed from the Admin DVD
- C. It can be installed from either the Admin DVD or Web Manager (<https://<server IP address>:7070>)
- D. It is not compatible with Server Edition, and you must use Web Manager to configure the system.

Answer: A

Explanation:

When using Server Edition, Manager can be installed either from the Admin DVD or through Web Control by accessing the server's IP address at <https://<server IP address>:7071>. Web Control is an interface that provides access to various management functions, including configuring licenses and monitoring services.

Question: 142

Using the Upgrade selection from Manager, File-Advanced-Upgrade, assuming all passwords have been set, and all security settings are left at the default values, which account is required when upgrading Avaya IP Office™ 500V2?

- A. Manager
- B. Security
- C. Administrator
- D. System

Answer: C

Explanation:

When upgrading Avaya IP Office™ 500V2, the required account is the Administrator account. This account has the necessary permissions to perform system upgrades, manage configurations, and access all system settings required during the upgrade process.

Question: 143

Which application is used to upgrade Avaya IP Office™ Server Edition?

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

Answer: B

Explanation:

The Web Manager is the application used to upgrade Avaya IP Office™ Server Edition. It provides an interface for managing system settings and performing tasks such as upgrading the software. You can access the Web Manager through a web browser by entering the server's IP address.

Question: 144

After a failure of the original Primary Avaya IP Office™ server, a restore needs to be applied to a replacement Avaya IP Office™ server.

To generate a successful restore of the backup made of the original server, which two criteria should the replacement server have? (Choose two.)

- A. a temporary IP address that does not match the IP of the original server
- B. the same IP address as the original server

- C. the same software version installed on it as the original server
- D. the same system name as the original server

Answer: B, C

Explanation:

The same IP address as the original server: The replacement server needs to have the same IP address as the original server for the system to recognize and apply the backup correctly.

The same software version installed on it as the original server: The replacement server must have the same software version as the original server to ensure compatibility with the backup, as the restore process might fail if there is a version mismatch.

Question: 145

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. IP DECT
- D. Avaya Workplace client

Answer: D

Explanation:

The Avaya Workplace client is designed to support employees who are frequently off-site or on the road by providing seamless communication. It offers features such as voice, video, messaging, and conferencing, allowing users to stay connected regardless of their location. The application works across different devices, including smartphones, laptops, and desktops, providing a unified

communication experience.

Question: 146

When you first power on the Avaya 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 users, and the other is for data calls.

By default, where are data calls routed?

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

Answer: B

Explanation:

By default, data calls are routed to the Extension Modem. This is a default setting in the Avaya IP Office™ for handling incoming data calls, typically intended for dial-up or fax connections.

Question: 147

The Avaya IP Office™ 500V2 can have a maximum of two Combination Cards installed at the same time.

What are the two versions of Avaya IP Office™ Combination Cards that are available? (Choose two.)

- A. PRI Trunk Version: 6 DS, 2 POTS, 4 PRI, and 10 VCM
- B. Analog Trunk Version: 6 DS, 2 POTS, 4 Analog trunks, and 10 VCM
- C. SIP Trunk Version: 6 DS, 2 POTS, 4 SIP trunks, and 10 VCM

D. E&M Trunk Version: 6 DS, 2 POTS, 4 E&M, and 10 VCM

E. BRI Trunk Version: 6 DS, 2 POTS, 4 BRI, and 10 VCM

Answer: B

Explanation:

The Avaya IP Office™ 500V2 supports two versions of the Combination Cards:

The Analog Trunk Version provides support for 6 DS, 2 POTS, 4 Analog trunks, and 10 VCM channels.

The BRI Trunk Version offers 6 DS, 2 POTS, 4 BRI trunks, and 10 VCM channels.

These two versions allow for various types of trunk configurations for connecting the system to external networks.

Question: 148

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

A. on the User PC

B. on the voicemail server

C. on the Application Server

D. on the System SD card

Answer: D

Explanation:

When a voicemail message is left for a user and the customer is using Embedded Voicemail, the voice files are stored on the System SD card. The SD card provides local storage for the voicemail system on the Avaya IP Office™, allowing users to access and manage their voicemail messages.

Question: 149

A customer wants to have a Dual Active Voicemail Pro deployment with a primary and a secondary Voicemail Pro server.

To meet the client's requirements, which level of deployment is required?

- A. the Avaya IP Office™ Preferred Edition
- B. the Avaya IP Office™ Server Edition Select
- C. the Avaya IP Office™ Server Edition
- D. a Dual Active Voicemail Pro license

Answer: D

Explanation:

To meet the customer's requirement for a Dual Active Voicemail Pro deployment with a primary and secondary Voicemail Pro server, a Dual Active Voicemail Pro license is required. This license enables the deployment of two Voicemail Pro servers that can operate simultaneously, ensuring redundancy and availability in the event of a failure on one of the servers.

Question: 150

If the in-use trunk is out of service, a customer needs to ensure that outgoing calls can use a secondary route.

How would this be achieved?

- A. by setting an Out of Service trunk on the primary trunk
- B. by enabling the In Service option and add the primary ARS in the In Service Route on the secondary ARS
- C. by setting the Time Profile with a business hours profile, and adding a secondary ARS in the Out of Hours Route on the primary ARS
- D. by enabling the In Service option and add a secondary ARS in the Out of Service Route on the primary ARS

Answer: D

Explanation:

To ensure that outgoing calls can use a secondary route if the primary trunk is out of service, the In Service option should be enabled. You would then add a secondary ARS (Automatic Route Selection) in the Out of Service Route on the primary ARS. This ensures that if the primary trunk becomes unavailable, the secondary route will be used for outgoing calls.

Question: 151

A customer wants to use the Avaya IP Office™ server to allocate IP addresses to phones that are connected to the subnet that LAN2 is connected to.

To meet the customer's requirement, what needs to be configured?

- A. Enable the SNTP server on LAN2.
- B. Enable NAT on LAN 2.
- C. Set the DHCP Mode for LAN2 to Client.
- D. Set the DHCP Mode for LAN2 to Server.

Answer: D

Explanation:

To allow the Avaya IP Office™ server to allocate IP addresses to phones connected to the subnet that LAN2 is connected to, the DHCP Mode for LAN2 needs to be set to Server. This configuration allows the server to provide IP addresses to the devices connected to LAN2, such as the IP phones, enabling proper network communication.

Question: 152

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

Answer: B

Explanation:

The function to hear a secondary dial-tone when making outgoing calls is enabled through the Short Code configuration. Short codes in the Avaya IP Office™ system can be set up for various call handling features, including the option to play a secondary dial-tone during outbound calls.

Question: 153

Which two profile licenses, that are used for user configuration, can support the Avaya Workplace client for Desktop (Desktop/Tablet VoIP client)? (Choose two.)

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

Answer: A, B

Explanation:

The two profile licenses that can support the Avaya Workplace client for Desktop (Desktop/Tablet VoIP client) are:

Office Worker User: This profile license provides the required functionality for the Avaya Workplace client, supporting VoIP services on desktop and tablet devices.

Power User: This profile license also supports the use of the Avaya Workplace client, offering advanced features for VoIP communication on desktop and tablet devices.

Question: 154

Which requirement is needed to allow a user to use the Softconsole application?

- A. Enable Receptionist on the users profile options.
- B. Enable the Softconsole in the users profile options.
- C. Verify that enough Power User licenses are available.
- D. Enable the Softconsole for the hunt group that the user is a member of.

Answer: B

Explanation:

To allow a user to use the Softconsole application, the Softconsole must be enabled in the user's profile options. This configuration allows the user to access the Softconsole interface, which provides features like call answering, transferring, and managing calls.

Question: 155

Without the addition of an external sever, which two applications does the Unified Communication Module (UCM) support?

(Choose two.)

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

Answer: B

Explanation:

The Unified Communication Module (UCM) supports the following applications without the addition of an external server:

one-X® Portal: This is a web-based application that provides users with access to their voicemail, call logs, and other communication features.

Embedded Voicemail: This is the voicemail solution that is built directly into the Avaya IP Office™ system and does not require an external server.

Question: 156

Which Avaya IP Office™ 500V2 base module supports both Analogue and Digital telephony?

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

Answer: B

Explanation:

The Combination Module for the Avaya IP Office™ 500V2 base module supports both Analogue and Digital telephony. It combines multiple telephony interfaces into a single module, offering flexibility to connect both analogue and digital devices to the system.

Question: 157

When creating an Avaya IP Office™ solution spanning over multiple sites, which type of trunk is used to interconnect the sites to each other?

- A. H.323
- B. SIP
- C. SM
- D. Avaya IP Office™ Line (SCN)

Answer: D

Explanation:

When creating an Avaya IP Office™ solution spanning multiple sites, the Avaya IP Office™ Line (SCN) trunk type is used to interconnect the sites. The SCN (Small Community Network) trunk allows multiple IP Office systems to communicate with each other, enabling features like call routing between sites, shared directory access, and centralized voicemail.

Question: 158

The supervisor of the support hunt group needs to review the call recordings made for this group, but currently only has access to recorded calls for the supervisor's own account.

To allow reviewing of the support hunt group recordings, what needs to be done?

- A. Using the Manager application, edit the User by enabling "Replay All Recordings" and adding the support group to the "Replay Recordings For" list on the User Portal tab.
- B. Using the Manager application, edit the User by enabling "Replay All Recordings" and add the support group to the "Replay Recordings For" list on the Voice Recording tab.
- C. Using the Manager application, edit the Support group by adding the user to the "Replay Recordings" list on the Members tab.
- D. Using the Manager application, edit the support group by enabling "Replay All Recordings" and adding the user to the "Replay Recordings For" list on the Voice Recording tab.

Answer: B

Explanation:

To allow the supervisor to review call recordings for the support hunt group, you need to edit the user's profile using the Manager application. In the Voice Recording tab, enable the "Replay All Recordings" option and add the support group to the "Replay Recordings For" list. This configuration grants the supervisor access to all recordings related to the support group.

Question: 159

You have changed the default port numbers for UDP, TCP and TLS in the Avaya IP Office™ to support a SIP Remote Worker. On which two additional items do you need to change the port numbers as well? (Choose two.)

- A. Manager PC
- B. Network topology

C. Internet Router/Firewall

D. Client device

Answer: C, D

Explanation:

Internet Router/Firewall: The ports on the router/firewall need to be updated to allow traffic through the new port numbers for SIP communication.

Client device: The client device (such as a SIP phone or softphone) also needs to be configured to use the new port numbers for communication with the Avaya IP Office™ system.

Question: 160

To determine whether the call should be routed to office hours or out of office hours actions, which type of action should be added to a Voicemail Pro call flow?

A. a Test Condition action with a week planner variable set with the office hours of the week and times

B. a Test Variable action with a week planner set with the office hours days of the week and times

C. a Test Condition action with a week planner condition set with the office hours days of the week and times

D. a Test Profile action with a time profile set with the office hours days of the week and times

Answer: C

Explanation:

To determine whether a call should be routed to office hours or out of office hours actions in Voicemail Pro, a Test Condition action should be used. This action should be set with a week planner condition that defines the office hours for the days of the week and times. The Test Condition will evaluate whether the current time falls within the office hours or outside of them.

Question: 161

A customer wants to use one of their local servers to supply the time and date for the Avaya IP Office™ 500V2.

In the System menu/Time Config Source, which setting would you select to achieve this?

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

Answer: C

Explanation:

To use a local server to supply the time and date for the Avaya IP Office™ 500V2, you should select the Local option in the System menu/Time Config Source. This will configure the system to rely on the local server's time and date settings.

Question: 162

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

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

Answer: B

Explanation:

For a Hot Desking user, the Extension configuration area must be configured. Hot Desking allows users to log into any available desk phone using their extension number, and this configuration ensures that the correct extension is available for use when they log into a phone.

Question: 163

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

Answer: D

Explanation:

When the main number is routed to the VM: Main in the incoming call route menu, the next place to look for the routing of these calls is within the Voicemail Pro modules. The Voicemail Pro configuration allows you to define how calls are handled once they reach the voicemail system, including directing them to different menus or voicemail boxes.

Question: 164

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.

To allow the customer to set or clear the time profile, what can you create?

- A. Time Profile
- B. Short Code

C. Hunt Group

D. Directory Number

Answer: B

Explanation:

To allow the customer to manually set or clear the time profile, a Short Code can be created. Short codes can be configured to activate or deactivate time profiles, enabling the customer to override the automated time profile settings as needed.

Question: 165

When creating a Short Code that is to connect to a Start Point on the modules in Voicemail Pro, which short code feature can be used?

A. Voicemail Call Flow

B. Start Point Node

C. Voicemail On

D. Voicemail Collect

Answer: A

Explanation:

When creating a Short Code that connects to a Start Point on the modules in Voicemail Pro, the Voicemail Call Flow feature should be used. This feature allows the Short Code to trigger a specific voicemail flow, guiding calls to the defined start point within the Voicemail Pro configuration.

Question: 166

A customer asks you to create a Hunt group on an existing Avaya IP Office™ 500V2 system for the main incoming number. The group will have four members, and an incoming call will ring for all members at once. They should also get a visual indication that a call is waiting.

Which Ring Mode should be selected?

- A. Collective Call Waiting
- B. Sequential
- C. Collective
- D. Rotary Call waiting

Answer: C

Explanation:

The Collective ring mode should be selected when you want all members of the hunt group to ring simultaneously. This allows all four members to receive the incoming call at once. Additionally, a visual indication (such as a call waiting light) will be provided to notify members when a call is waiting, which is a feature supported by the Collective ring mode.

Question: 167

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

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

Answer: A

Explanation:

Before attempting to connect an Avaya IP Office™ to a one-X® Portal server, it is important to first check the security settings. Ensuring that the correct security protocols and permissions are in place helps establish a successful connection between the two systems. This may include verifying firewall settings, access rights, and other related security configurations.

Question: 168

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

- A. Web Client
- B. Voice Recording Client
- C. Workplace Client
- D. User Portal

Answer: D

Explanation:

The User Portal application allows users to access their own recordings from within Media Manager. It provides an interface for users to listen to, manage, and download their personal call recordings.

Question: 169

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

- A. LMS

B. LDAP

C. Outlook Plugin

D. Duplicate User

Answer: B

Explanation:

The LDAP (Lightweight Directory Access Protocol) method can be used to add new users to a Server Edition in Select mode. LDAP integration allows for user information to be automatically imported from an existing directory service, such as Microsoft Active Directory, streamlining the user creation process.

Question: 170

A customer requests that all users should be prevented from dialing international numbers.

What is the quickest way to enable this feature?

A. Apply a Short Code to System Short Codes.

B. Apply a Short Code to User Rights.

C. Apply a Short Code to External Lines.

D. Apply a Short Code to ARS.

Answer: D

Explanation:

The quickest way to prevent users from dialing international numbers is to apply a Short Code to ARS (Automatic Route Selection). By configuring ARS with specific short codes for international dialing, you can restrict or block access to international calls for all users.

Question: 171

Where can password rules and complexities be set for Users?

A From the Manager application go to Advanced > Security Settings and open General Settings

B From the User Portal go to settings and change the security settings

C From the Web Manager, go to Call Management > Security.

D From the Manager application open your system configuration and select a user in the Users section and open the Security tab

Answer: A

Explanation:

Password rules and complexities for Users can be set in the Manager application by navigating to Advanced > Security Settings and opening General Settings. This section allows administrators to define password policies, including complexity requirements and expiration settings for user accounts.

Question: 172

A customer wants to ensure that a warning message is heard by the participants of the call when call recording is enabled.

To enable this warning message, which setting needs to be set?

A. Edit the applicable user on either the Manager Application or the Web Manager, and enable 'Play advice on Call Recording' on the Voice Recording tab.

B. From the Web Manager, go to Applications > Media Manager and enable 'Play advice on Call Recording'.

C. In the Manager application, go to the system settings and enable "Play advice on Call Recording" on the Voicemail tab.

D. From the Voicemail Pro Client go to Administration > Preferences > General and enable Play advice on Call Recording' on the General tab

Answer: A

Explanation:

To ensure that a warning message is heard by participants when call recording is enabled, you need to edit the applicable user either in the Manager Application or Web Manager. On the Voice Recording tab, enable the option "Play advice on Call Recording". This setting ensures that a warning message is played to the call participants when recording starts.

Question: 173

Assuming the Security setting is at its default status, which Service User in Security Administration is responsible for the Avaya IP Office™ user synchronization between the Avaya IP Office™ server and one-X® Portal?

- A. ServiceUser
- B. EnhTcpaService
- C. Administrator
- D. BusinessPartner

Answer: A

Explanation:

The ServiceUser in Security Administration is responsible for the Avaya IP Office™ user synchronization between the Avaya IP Office™ server and one-X® Portal. This user is typically used for system-level access and management tasks, such as synchronization and integration with other applications like the one-X® Portal.

Question: 174

You have purchased a pre-configured Avaya IP Office™ Application Server. The server has both Voicemail Pro and one-X® Portal installed on it.

Which tool could be used to verify if both services are running?

- A. one-X® Portal interface: <https://<server Address>:9443>

B. Web Control: <https://<server address>:7071>

C. Manager Application

D. Monitor Application

Answer: B

Explanation:

To verify if both Voicemail Pro and one-X® Portal services are running on a pre-configured Avaya IP Office™ Application Server, the Web Control interface at <https://<server address>:7071> can be used. This interface allows you to check the status of the services installed on the server, including Voicemail Pro and one-X® Portal.

Question: 175

During an installation of Server Edition, the main Avaya IP Office™ service as well as Voicemail Pro and one-X® Portal are installed. After the installation these services should be running.

Which two are used to check that these services are running? (Choose two.)

A. Manager Application

B. Web Control: <https://<server IP address>:7071/>

C. Security Administrator

D. Web Manager: <https://<server IP address>:7070/>

Answer: B, D

Explanation:

Web Control: <https://<server IP address>:7071/>: The Web Control interface at port 7071 is used to check the status of services like Voicemail Pro and one-X® Portal, confirming that they are running.

Web Manager: <https://<server IP address>:7070/>: The Web Manager interface allows administrators to manage and check the status of services running on the Avaya IP Office™ Server Edition, including the main service.

Question: 176

After the first start-up of an IP Office™ system, some default security Rights Groups are available.

Which Rights Group allows access to the diagnostic application that provides real time status, historic utilization, alarm information, and more?

- A. TCPA Group
- B. Manager Group
- C. Operator Group
- D. System Status Group

Answer: D

Explanation:

The System Status Group provides access to the diagnostic application that offers real-time status, historic utilization, alarm information, and more. This Rights Group is specifically designed to allow users to monitor the system's performance and troubleshoot potential issues.

Question: 177

What can be used to access the Avaya IP Office™ security settings?

- A. Manager Application
- B. System Status Application
- C. User Portal
- D. Monitor Application

Answer: A

Explanation:

The Manager Application is used to access and configure the security settings in Avaya IP Office™. This application allows administrators to set security policies, manage user access rights, and configure other system-wide settings related to security.

Question: 178

When you erase security settings and set them back to default, which three passwords will you be prompted to change?

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

Answer: A, B, D

Explanation:

Administrator Password: This is the password used to access the administrative functions of the system.

Security Password: This password is used for security-related settings within the system.

System Password: This password is required to access and manage the system's configuration.

Question: 179

When saving a configuration after making changes using the Manager Application, you get a warning that your configuration has errors.

Which step is needed to see the errors that are causing this warning message?

- A. In the Manager application, click on Solution to view the System Summary page and look for errors with a red circle with X icon in the list.
- B. In the Manager application, ensure that you have the Error List pane enabled and look for lines with a yellow triangle with exclamation icon in the list.
- C. In the Manager application, ensure that you have the Error List pane enabled and look for lines with a red circle with X icon in the list.
- D. Use the System Monitor application to view the configuration errors.

Answer: C

Explanation:

When you receive a warning about errors after making changes in the Manager Application, you can view the specific errors by enabling the Error List pane in the application. Errors are marked with a red circle with an X icon, indicating issues that need to be addressed before the configuration can be saved successfully.

Question: 180

Refer to the Exhibit.

Avaya Push Notification Services System LANI LAW DNS VcacemaP Telephony Owectory Servkei SyHtm Evtnti SMTP SMTP VoIP
Contact Cento Avay a Configuration Alarm!

New Alarm

Destination fap ' ' Sydog V

Email tustomer_Ub1@tfij'.a.a corr|

Maximum Severity Level —> I Wan I *



A customer is setting up an Alarm notification via email.

To get a description of the details of the Minimum Severity Level, if an Event Entity of "Service" is checked, which resource is used?

- A. the IP_Office_Alarms file in the Manager application installation directory
- B. the IP_Office_Alarms file in the Admin CD in the folder `\snmp_mibs\IPOffice\`
- C. the Help button in Manager
- D. the IP_Office_Alarms file in the Admin Lite in the folder `\snmp_mibs\IPOffice\`

Answer: B

Explanation:

The IP_Office_Alarms file located in the Admin CD under the `*\snmp_mibs\IPOffice*` directory contains details about alarms and their severity levels. When an Event Entity such as "Service" is selected, this resource is used to describe the details of the alarm severity levels and other alarm- related information.

Question: 181

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

Which additional key piece of information is displayed?

- A. the date of the last system upgrade
- B. the last time any changes were made to the system
- C. the time the system has been up since the last reboot
- D. the name of the last user to connect to the system using System Monitor

Answer: C

Explanation:

When you connect to the Avaya IP Office™ using System Monitor, it displays several key pieces of information, including the time, date, and IP address of the system. Additionally, it shows the time the system has been up since the last reboot, providing insight into the system's uptime.

Question: 182

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

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

Answer: A

Explanation:

The System Status Application allows a system administrator to view historical events and alarms related to trunks and other system components in the Avaya IP Office™. It provides real-time and historical data for monitoring the system's performance, including alarms

and event logs.

Question: 183

To display Avaya IP Office™ resources including CPU utilization, Channel utilization, and license status, which application is used?

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

Answer: D

Explanation:

The System Status Application is used to display Avaya IP Office™ resources, including CPU utilization, channel utilization, and license status. This application allows administrators to monitor the system's health and resource usage, ensuring the system is operating optimally.

Question: 184

When reviewing the Alarms section of the System Status application, you notice alarms with different colors.

What does the red color indicate?

- A. The alarm has a warning severity level.
- B. The alarm has a critical severity level.
- C. The alarm is active.
- D. The alarm is no longer active.

Answer: B

Explanation:

In the System Status application, alarms displayed in red indicate that the alarm has a critical severity level. Critical alarms typically indicate severe system issues that need immediate attention to avoid potential system failure or service disruption.

Question: 185

On an Avaya IP Office™ 500V2 system, which application can be used to display the size of the configuration that is currently loaded into the Control Unit?

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

Answer: C

Explanation:

The System Status Application can be used to display the size of the configuration that is currently loaded into the Control Unit of the Avaya IP Office™ 500V2 system. It provides detailed information about the system's resources, including the configuration size, system alarms, and usage statistics.

Question: 186

When backing up the Avaya IP Office™ solution with the Web Manager, and the Voicemail Pro Full Backup set is selected, which statement is true about the Voicemail Pro set that is chosen?

- A. The backup for Voicemail Pro set, can only be selected as Full Backup.

- B. The backup process for Voicemail sets backup the configuration, voicemail messages, and call flow custom entry prompts.
- C. Only the Call Flow custom entry prompts are not backed up.
- D. Both voicemail messages and custom entry prompts are not backed up.

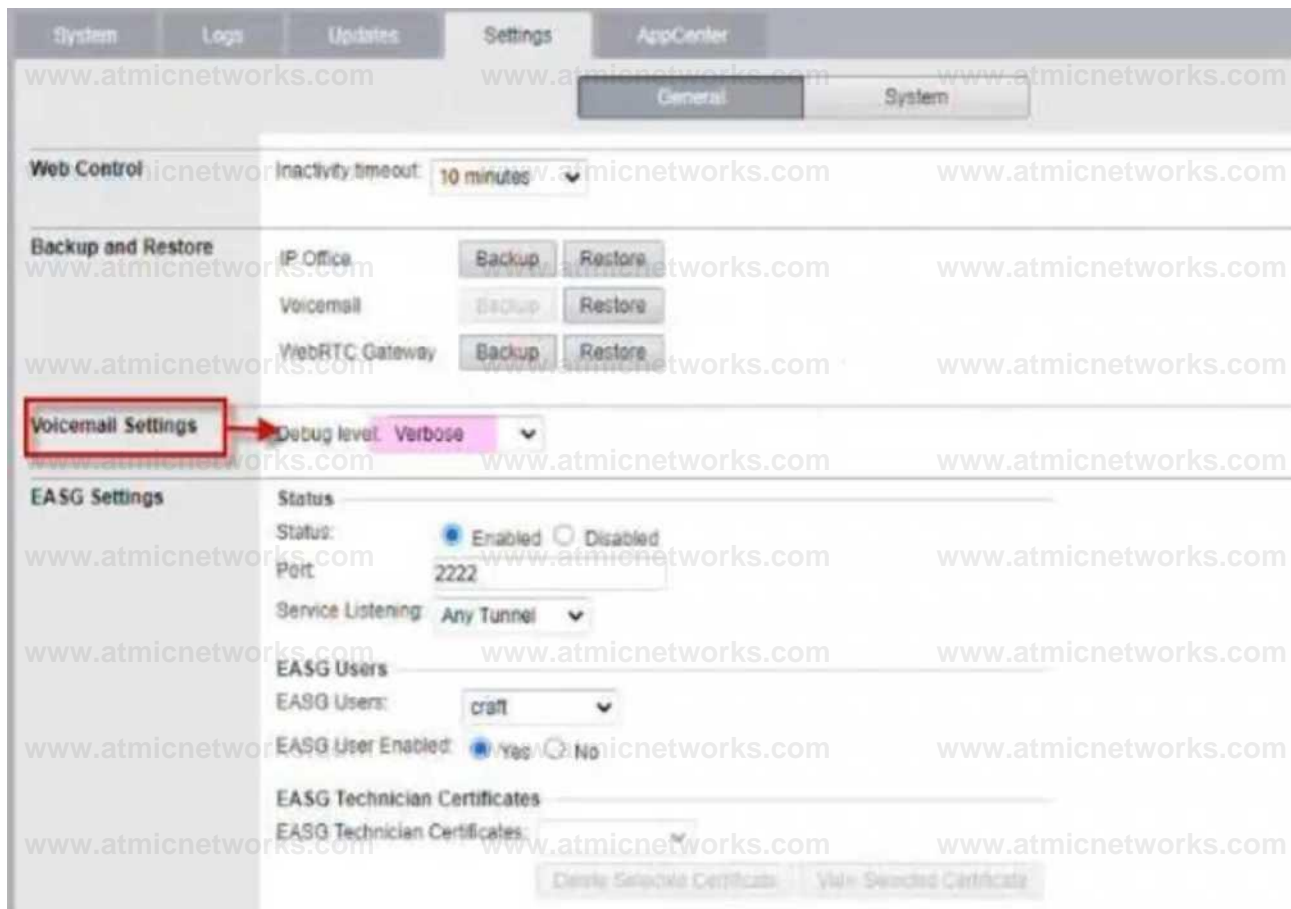
Answer: B

Explanation:

When performing a Voicemail Pro Full Backup using Web Manager, the backup includes the configuration, voicemail messages, and call flow custom entry prompts. This ensures that all important aspects of the Voicemail Pro setup, including recorded messages and personalized prompts, are backed up.

Question: 187

Refer to the Exhibit.



Before simulating an error condition in relation to voicemail logs, a Business Partner has set the Voicemail Settings to a debug level of Verbose.

When setting the level to Verbose, what is the equivalent level number shown in the audit logs?

- A. 9
- B. 7
- C. 5

D. 3

Answer: A

Explanation:

When the Voicemail Settings are set to a Verbose debug level, the equivalent level number shown in the audit logs is 9. This setting allows for the most detailed level of logging, capturing extensive information about voicemail activity.

Question: 188

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

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

Answer: C

Explanation:

To troubleshoot ISDN/PRI calls that are getting dropped, the appropriate tool is System Monitor with ISDN L3 filter options enabled. This tool allows you to monitor the ISDN signaling and get detailed insights into the Layer 3 (L3) messages, which are crucial for diagnosing issues with ISDN/PRI calls.

Question: 189

A customer tells you that the Avaya IP Office™ VoIP system has too much lag time between the speaker and the listener.

Which two statements describe what you would do to determine the cause of the delay? (Choose two.)

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

Answer: A, C

Explanation:

Examine the IP Telephone VoIP settings: Review the configuration of the IP Telephones to ensure there are no issues with codecs or other VoIP settings that could cause delays in call quality.

Enable RTCP monitoring: RTCP (Real-time Transport Control Protocol) can be used to monitor call quality metrics such as jitter, packet loss, and delay. Enabling this monitoring can help pinpoint the source of the lag.

Question: 190

By which method are alarm notifications sent to an Avaya IP Office™ support engineer?

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

Answer: A

Explanation:

Alarm notifications are sent to an Avaya IP Office™ support engineer via SMTP (Simple Mail Transfer Protocol). This method allows the

system to send alerts and notifications about system issues or alarms via email to designated recipients, such as support engineers or administrators.