# 3002<sup>Q&As</sup>

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Avaya IP Office™ Platform Configuration and Maintenance Exam

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**QUESTION 1**

Which statement is an example of "Top Down Troubleshooting" with an IP Phone that is not working?

A. Listen for dial tone on the telephone, and if not heard, then check for an indicator light on the telephone\\'s switch port.

B. Swap out the telephone\\'s patch cord, and if the telephone boots up, call the telephone.

C. Ping the telephone, and if successful, try to call it.

D. In the IP Office View Menu, watch the telephone to see if it downloads "46xxsettings.txt" when booting, then watch the extension in SSA when calling it.

Correct Answer: D

**QUESTION 2**

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

A. POP3

B. MAP

C. HTTP

D. MAPI

Correct Answer: D

**QUESTION 3**

Which two email clients are supported for IP Office IMAP services? (Choose two.)

A. MS Outlook

B. Lotus Messages

C. Microsoft Office Communicator

D. Lotus Notes

Correct Answer: AD

**QUESTION 4**

Which three licenses are made obsolete by Server Edition? (Choose three.)

A. Preferred Edition

B. 3rd Party Endpoints

C. Receptionist

D. Mobile worker

E. Voice Networking

Correct Answer: ABE

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**QUESTION 5**

From which application are log files required for escalating issues to Avaya support?

A. Manager Report

B. Customer Call Status

C. System Monitor

D. SMDR

Correct Answer: C

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