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Vendor: Avaya

Exam Code: 6402

Exam Name: Avaya IP Office Implementation

Version: Demo

QUESTION 1

Which two steps must be completed to get Embedded Voice Mail (EVM) Dial by Name to work correctly? (Choose two.)

- A. Add names to the system directory.
- B. Users need to record their names.
- C. Configure DialBy Name action off Auto Attendant.
- D. EmbeddedVoicemail code is set.

Correct Answer: AB

QUESTION 2

When manually setting up an IP telephone, which setting represents the IP address of the IP Office?

- A. Phonetyp
- B. SwitchSv
- C. CallSv
- D. Filetyp

Correct Answer: C

QUESTION 3

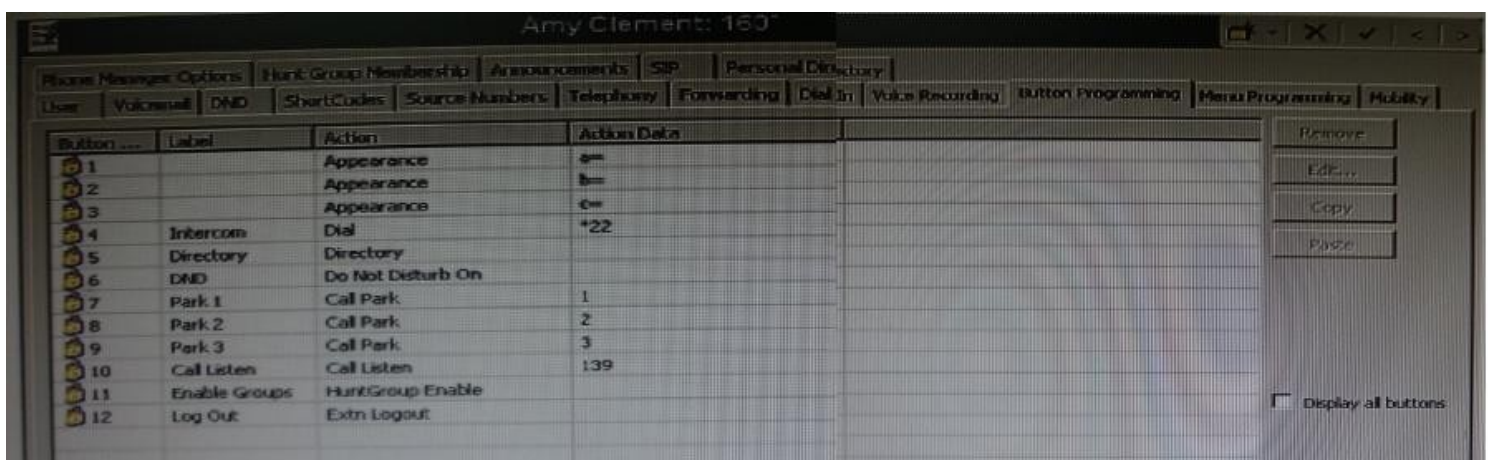
Which two features are supported by the Embedded Voicemail on the IP Office platform? (Choose two.)

- A. Network Mailbox
- B. Voicemail to Email
- C. Virtual DistributionList
- D. Public Distribution Box
- E. DTMFBreakout from mailbox

Correct Answer: BE

QUESTION 4

In the exhibit, the User Profile for Amy Clement shows button programming. All buttons have a small lock that appears to the left of the button. What does the lock indicate?



- A. The buttons can be changed or configured by the user.
- B. The buttons only appear when the user is set to be a Public User.

- C. The buttons have been programmed within User Rights.
- D. The buttons are unavailable to users set as Basic Worker.

Correct Answer: C

QUESTION 5

The customer wants to rack mount an IP500 system. The room that the system will be installed in has a 25" width rack with space in it. Which additional equipment is needed to install the system in a rack?

- A. a Standard 19" Rack
- B. yellow 2 meter interconnect cables
- C. an Uninterruptable Power Supply
- D. an IP400 Rack Mounting Kit

Correct Answer: A

QUESTION 6

In Manager, where can the voicemail type be selected for the IP Office to use Embedded Voicemail?

- A. Line form
- B. User form
- C. System form
- D. Auto Attendant form

Correct Answer: C

QUESTION 7

Given the following System Short Codes and system settings:

Short Code 1 = Code: 500 Number: 203 Feature: DialExtn
Short Code 2 = Code: 5001 Number: 210 Feature: DialExtn
Dial Delay Count = 3
Dial Delay Time = 4 seconds

What will happen if a user attempts to dial the 500 Short Code?

- A. Extension 203 will be dialed.
- B. Extension 210 will be dialed
- C. Extension 210 will be dialed after 4 seconds.
- D. The system will timeout and no extension will be dialed.

Correct Answer: A

QUESTION 8

Given the following Short Codes and system settings:

Short Code 1 = Code: 500 Number: 203 Feature: DialExtn
Short Code 2 = Code: 5001 Number: 210 Feature: DialExtn
Dial Delay Count = 4
Dial Delay Time = 4 seconds

What will happen after a user dials 500?

- A. The system will wait for additional digits and timeout if no additional digits are presented.
- B. The system will immediately present a wave off tone as there is a conflict.

- C. The system will immediately dial Extn203.
- D. The system will dial Extn 203 after four seconds.

Correct Answer: D

QUESTION 9

A customer with digital stations uses their outbound digital lines at 95% of capacity. Which variable should be considered when planning for future growth?

- A. the number of VCM channels
- B. the number of hunt groups
- C. the number of users
- D. the number of trunks

Correct Answer: D

QUESTION 10

Which tool can be used to convert .wav files to the formats used by Embedded Voicemail?

- A. Advanced File Upgrade
- B. HTMLconverter
- C. Save Files as feature within Manager
- D. LVM Greeting Utility

Correct Answer: D

QUESTION 11

On a customer system only three out of four analog trunks are connected to a provider. What should be configured for the fourth trunk port?

- A. The Trunk has to be set to Out of Service.
- B. The Line GroupID needs to be set to Default.
- C. The Incoming Call Route needs to be set to DataCall.
- D. The Line Appearance ID should be set to 700.

Correct Answer: A

QUESTION 12

How is an Auto Attendant tested if the lines are not yet installed?

- A. Dial the default Short Code*91#.
- B. Call the Voicemail Start Code *77.
- C. Call the Voicemail Announcement Code *8101.
- D. Create and dial a new Auto Attendant Short Code.

Correct Answer: D

QUESTION 13

A customer wants to use Avaya 16xx Series IP Phones. Which DHCP option is used for these telephone types?

- A. 176
- B. 242
- C. 255
- D. 384

Correct Answer: B

QUESTION 14

Which feature will allow incoming calls to be routed appropriately during business hours?

- A. IP Protocol
- B. Time Profile
- C. Firewall Profile
- D. Alternate Network Selection

Correct Answer: B

QUESTION 15

Which hunt group feature will send all calls automatically to the second group if the first group is out of service?

- A. Fallback
- B. Advertise Group
- C. No Answer Time
- D. Call Waiting

Correct Answer: A

QUESTION 16

A customer uses a call accounting system and account codes in the IP Office to keep track of billable time spent with their clients when on the telephone. They want to have the IP Office automatically associate the account code when calls are made to or from their clients. What needs to be programmed to accomplish this?

- A. Enable CLItracking.
- B. Add the CLI information to the Account Code.
- C. Add the client CLIinformation to the Incoming Call Route.
- D. Enable Forced Account Code on the Incoming Call Route created for the client CLI.

Correct Answer: B

QUESTION 17

A customer location is prone to severe thunderstorms in the summer season. Which two preventive actions should be recommended? (Choose two.)

- A. Install an external generator.
- B. Ensure a functional grounding system is installed and utilized.
- C. Only use shielded twisted pair cabling.
- D. Use an Uninterruptible Power Supply (UPS) or Battery Backup.

Correct Answer: BD

QUESTION 18

The IP Office can have user's extension numbers that range from one to nine digits. Additional considerations should be made when planning and assigning extension numbers for hunt groups and users. Which two are best practices when creating a uniform dial plan In the IP Office? (Choose two.)

- A. All extensions should have the same length of digits.
- B. Users and hunt groups must have duplicate extension numbers as long as both reside in different IP Offices in a Small Community Network.
- C. Users and Groups shouldhave unique extension numbers in all IP Offices in a SmallCommunityNetwork.
- D. All user's extensions should match a physicalline as long as both reside in different IP Offices In a Small Community Network.

Correct Answer: AC

QUESTION 19

Calls into a hunt group are queuing but the hunt group callers are not getting the queuing messages. Which feature controls this behavior?

- A. Enable Announcements
- B. Enable Normalize Queue Length
- C. EnableQueue Security
- D. EnableCalls in QueueTransfer

Correct Answer: A

QUESTION 20

Which application within the IP Office product suite provides the ability for call recording?

- A. one-X® Portal
- B. VoiceMail Pro
- C. Customer Call Reporter
- D. IP Office Manager

Correct Answer: B

QUESTION 21

Which application should be used when upgrading the core software on the IP500v2 control unit?

- A. the Upgrade Wizard in the Security Application
- B. the Download Wizard via built in Network Interface
- C. the Upgrade Wizard in the Manager Application
- D. the Download Wizard in the Embedded Monitoring Management

Correct Answer: C

QUESTION 22

IP Office 500V2 with a System SD card offers Embedded Voicemail. What is the maximum storage capacity for voicemails?

- A. 15 hours
- B. 20 hours
- C. 25 hours
- D. 40 hours

Correct Answer: A

QUESTION 23

Given the VoIP settings table shown in the exhibit, enabling which setting will allow an H.323 telephone to connect to the IP Office?

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