



7893X^{Q&As}

Avaya IP Office Platform Configuration and Maintenance

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**QUESTION 1**

A customer has a Windows Voicemail Pro server. When calls come into the customer's system, if the telephone number of the caller is in the customer's records, the customer wants those calls to be routed to a specific user. Which voicemail action type is needed to configure this?

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

Correct Answer: A

QUESTION 2

When planning for a Small Community Network (SCN), which two are required? (Choose two.)

- A. PRI service
- B. Preferred Edition
- C. IP Routes
- D. VCMs
- E. H.248

Correct Answer: CD

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

QUESTION 3

How can you find the IP address of an IP extension?

- 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.

Correct Answer: B

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

**QUESTION 4**

A customer is experiencing clipping and drop-outs when using a remote deskphone through the WAN. Which two methods can a technician use to help identify the source of the problem? (Choose two.)

- A. Add an IP route.
- B. Compare calls to local and remote extensions.
- C. Change the Mode from A-law to u-Law.
- D. Watch QoS alarms in SSA.
- E. Change codecs in the IP Office.

Correct Answer: BD

QUESTION 5

Which application can be used to show available resources in an IP500 V2?

- A. DbgView
- B. IP Office Manager
- C. Monitor
- D. System Status Application

Correct Answer: D

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

QUESTION 6

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

- A. SMDR
- B. System Monitor
- C. Customer Call Status
- D. Manager Report

Correct Answer: B

QUESTION 7

There is a recommended order to powering up the IP Office 500 V2: first up the expansion modules before powering up the control unit. Why is this?



- 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 expansion units may not always see the control unit if powered up last.
- D. The expansion units take longer to power up.

Correct Answer: B

References:

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

QUESTION 8

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

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

Correct Answer: D

References: <https://downloads.avaya.com/css/P8/documents/100175163>Page: 19

QUESTION 9

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

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

Correct Answer: C

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

QUESTION 10

Where is the TCP Streaming Tool found?

- A. in SSA



- B. in Monitor
- C. in Manager
- D. in Web Manager

Correct Answer: B

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

QUESTION 11

A customer is reporting that since they last rebooted the IP Office, some of their users are not receiving calls as they did before. Which two tools can you use to check who last made any changes to the system? (Choose two.)

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

Correct Answer: CD

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

QUESTION 12

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. At present they are running on software version 8.0 and they want to upgrade to version 9.1. What application changes will they have to make?

- 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 of them as 9.1 does not support any of the application.
- D. None, all applications can be upgraded to 9.0 or higher.

Correct Answer: A

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

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