# 78200X<sup>Q&As</sup>

Avaya IP Office Platform Configuration and Maintenance Exam

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**QUESTION 1**

When creating a Short Code that is to connect to a Start point on Modules in the Voicemail Pro, which Short Code feature should you use?

A. Voicemail Call

B. Voicemail Node

C. Voicemail Off

D. Voicemail On

Correct Answer: B

**QUESTION 2**

Where can password rules and password complexities be set for Users?

A. Security Setting

B. Web Self Administration

C. Web Manager Administration

D. Manager Administration

Correct Answer: D

**QUESTION 3**

Which two applications does the Unified Communication Module (UCM) support without the addition of an external server? (Choose two.)

A. Avaya Contact Recorder

B. one-X® Communicator

C. one-X® Portal

D. Embedded Voicemail

E. Voicemail Pro

Correct Answer: CE

**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 will allow a system administrator to see 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

Correct Answer: A

References: https://downloads.avaya.com/css/P8/documents/100150298

**QUESTION 6**

What is used to send out alarm notifications to you?

A. System Monitor

B. TFTP

C. SMTP

D. SSA

Correct Answer: C

**QUESTION 7**

Which application can be used to show the configuration size of the system?

A. Web LM Application

B. Web Manager Application

C. System Status Application

D. Manager Application

Correct Answer: C

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**QUESTION 8**

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

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**QUESTION 9**

The modems in fax machines have trouble with VoIP. Which protocol is used to overcome this problem.

A. RTP Relay

B. X509

C. T.38

D. RFC 7832

Correct Answer: C

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

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**QUESTION 10**

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 you use to check they are in fact up and running?
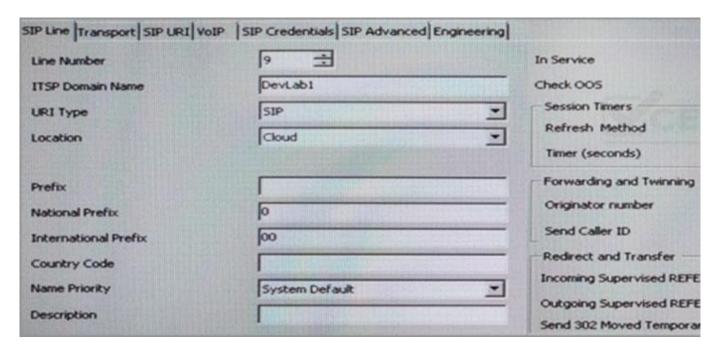
A. Voicemail Pro Windows Client

B. System Status Application

C. Web Manager

D. Manager Application

Correct Answer: D

References: https://downloads.avaya.com/css/P8/documents/100173993

**QUESTION 11**

Refer to the exhibit.



You have configured enough SIP channels to carry the expected communications load, but users are

reporting that sometimes they cannot call out and callers cannot get through. Based on the information in the exhibit, what is causing the problem?

A. The system is ignoring refresh messages.

B. The caller ID is not passed by some carriers.

C. The calls are being referred incorrectly.

D. The timer should be set to 2 minutes.

Correct Answer: B

**QUESTION 12**

Which application must be installed on a separate server or hard drive partition when installing IP Office Server Edition?

A. Web Services

B. Voicemail Pro

C. Avaya Contact Recorder

D. one-X® Portal

E. Call Detail Records

Correct Answer: C

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

**QUESTION 13**

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 14**

A customer has two main receptionists using SoftConsole; however, when they are on a break or at lunch, there are four back office workers that can open the SoftConsole on their PC to take calls to cover these periods.

How many licenses are required for this to work?

A. 8

B. 6

C. 2

D. 4

Correct Answer: D

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

**QUESTION 15**

If ContactStore is not running on the same server as Voicemail Pro, a registry key must be set in the

ContactStore server.

What does the registry key do?

A. It stores the ContactStore License in the server running ContactStore.

B. It registers ContactStore with IP Office.

C. It tells ContactStore the location of the folder shared with Voicemail Pro.

D. It provides read/write access to browser users.

Correct Answer: C