



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

Avaya IP Office Platform Configuration and Maintenance Exam

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### QUESTION 1

A customer wants to hear a secondary dial tone when making outgoing calls. Where is that function enabled?

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

Correct Answer: C

References:

[https://downloads.avaya.com/elmodocs2/ip\\_office/R4.1/Short\\_Codes.pdf](https://downloads.avaya.com/elmodocs2/ip_office/R4.1/Short_Codes.pdf)

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### QUESTION 2

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.

What would you need to create to allow customer control of the time profile?

- A. Directory Number
- B. Hunt Group
- C. Short Code
- D. Time Profile

Correct Answer: C

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### QUESTION 3

Which Configuration tile within the Configuration Wizard, must be populated first, before any other can be seen?

- A. Users
- B. Status
- C. Ignite
- D. System

Correct Answer: C

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#### QUESTION 4

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

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#### QUESTION 5

Calls into the IP500 V2 are not ringing to the expected user.

Which statement describes how the call routing is validated?

- A. Use the System Status Application (SSA) to see what user the call is ringing to.
- B. Use Customer Call Status (CCS) to see what user the call is ringing to.
- C. Capture a System Monitor trace and escalate to Avaya for an answer.
- D. Wait until the system is idle and place test calls so you can hear which telephone is ringing.

Correct Answer: B

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#### QUESTION 6

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 Off
- C. Voicemail On
- D. Voicemail Node

Correct Answer: D

References: [https://downloads.avaya.com/elmodocs2/ip\\_office/R4.1/Short\\_Codes.pdf](https://downloads.avaya.com/elmodocs2/ip_office/R4.1/Short_Codes.pdf)

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#### QUESTION 7

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

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#### QUESTION 8

Which statement about Manager used in conjunction with Server Edition is 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.

Correct Answer: C

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

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#### QUESTION 9

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

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

Correct Answer: C

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#### QUESTION 10

What does "IMAP support" mean in the IP Office UMS service?

- A. A user can see/listen to voicemail messages via Web browser.



- B. A user can receive voicemail messages only using MS Outlook.
- C. All messages are forwarded to a user e-mail account and deleted on 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 e-mail account. The user can listen to it by dialing their telephone number.

Correct Answer: B

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#### QUESTION 11

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>

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#### QUESTION 12

On an IP 500 control unit that has 12 DS30 modules configured, what is the maximum number ISDN/PRI trunks that can be configured?

- A. 6
- B. 3
- C. 4
- D. 8

Correct Answer: A

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#### QUESTION 13

In the IP Office Manager program, which statement describes a condition that will enable the display of the Voicemail Recording tab?



- A. The IP Office system is a Server Edition.
- B. Voicemail Pro/Lite is selected in the IP Office.
- C. An Essential Edition is included in the IP Office.
- D. Voicemail Pro is running on a Linux machine.

Correct Answer: B

#### QUESTION 14

Which two applications can you use to configure Users, Hunt Groups, and Incoming Call Routes? (Choose two.)

- A. Manager
- B. Web Manager Admin
- C. Web Manager
- D. WebLM

Correct Answer: AC

References: <https://downloads.avaya.com/css/P8/documents/101005690>

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

#### 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

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