Vendor: Avaya

Exam Code: 3001

Exam Name: Avaya IP Office Configuration and Maintenance Exam

Version: Demo

QUESTION NO: 1

A customer has UMS enabled on their VoiceMail Pro server. They wish 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. IMAP
C. HTTP
D. MAPI

Answer: B
Explanation:

QUESTION NO: 2

When testing an implementation, users are attempting to dial out of the system (outbound tall) and they receive the message "Unobtainable" on the display of their telephones, and the tall fails. What is the cause of the problem?

A. The user rights are not defined.
B. The upgrade license is not valid in the IP Office.
C. The lines on the system are out of service.
D. The users have not been assigned a direct dial code.

Answer: C
Explanation:

QUESTION NO: 3

Which two are power options for IP telephones on the IP Office? (Choose two.)

A. Class "B" 24 Volt power supply
B. Class "A" 24 Volt power supply
C. Power over Ethernet switch conforming to 802.3af standards
D. 1151D1 individual Power Supply and the 115D2 Individual Power Supply with Buttery Backup

Answer: C,D
Explanation:

QUESTION NO: 4

Which application will allow a system administrator to see historical inbound and outbound traffic information on a trunk in the IP Office?

A. Advanced Summary Reporter
B. CallDetail Reporter
C. System Status Application
D. Historical Reporting Application

Answer: C
Explanation:

QUESTION NO: 5

The Alarm Set action in Voicemail Pro allows an alarm call to be set up and played to a specified extension at a specified time. The telephone will display "Alarm" and the prompt that will play is. "This is an alarm call please hang up". Which description is true?

A. The telephone display message cannot be changed.
The prompt can be changed by telephone but cannot use a .wav file.
B. The telephone display message cannot be changed.
The prompt cannot be changed.
C. The telephone display message can be changed.
The prompt can be changed by telephone but cannot use a .wav file.
D. The telephone display message can be changed.
The prompt can be changed by telephone or can use a .wav file.

Answer: D
Explanation:

QUESTION NO: 6

What is the format for an ARS short rode to dial a telephone number on a SIP line with Trunk ID 20?

A. Number: N;
Telephone Number: N"@sipprpvider.com"

Feature: Dial
Line Group 20
B. Number: N
Telephone Number: N"@sipprpvider.com"
Feature: Dial
Line Group 20
C. Number: N;
Telephone Number: Nsi7204441000
Feature: Dial
Line Group 20
D. Number: N;
Telephone Number: N"sipprpvider"
Feature: Dial
Line Group 20

Answer: A
Explanation:

QUESTION NO: 7

A customer is installing an IP500v2 with one hundred 1600 series IP Phones. The customer has an existing Juniper VPN gateway for their remote workers and would like to provide hard telephones for their remote workers to login at home.

What is needed to accomplish this?

A. modified 46xxsettings.scr file
B. VPN gateway for each remote worker
C. 1616 IP Phone with VPN software
D. modified 46vpnsettings.txt file

Answer: B
Explanation:

QUESTION NO: 8

Where can additional IP Office Service User logins be setup?

A. the IP Office Softphone Application
B. the IP Office System Monitor Application
C. the IP Office Manager Network Configuration

D. the IP Office Manager Security Settings

Answer: D
Explanation:

QUESTION NO: 9

Which license will enable VoiceMail Pro database interactions?

A. Basic Edition
B. Essential Edition
C. Preferred Edition
D. Advanced Edition

Answer: D
Explanation:

QUESTION NO: 10

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

Answer: C
Explanation:

QUESTION NO: 11

Which application can be used in conjunction with one-X® Portal to provide full softphone and call handling capability for users?

A. IP Office Voice Portal
B. IP office Video Softphone
C. IP Office Phone Manager Pro
D. IP Office Softconsole

Answer: B
Explanation:

QUESTION NO: 12

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

Which statement correctly 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.

Answer: A
Explanation:

QUESTION NO: 13

A customer has an IP500v2 and would like the ability to monitor the IP Office system resources from anywhere in the network. Which two will allow thorn to do this? (Choose two.)

A. System Status Application
B. Telnet session to the IP Office
C. Web session to the IP Office address
D. SSH session to the IP Office address

Answer: A,C
Explanation:

QUESTION NO: 14

After an IP Office upgrade, the customer reports that "Please Wait" continuously appears on the 5420 DS telephone. What will resolve the problem?

A. Start the IP Office Manager application.
B. The 5420 DS is corrupted and must be replaced.
C. If IP Office does not restart correctly. Power-off and power-on IP Office and the problem will be

corrected.

D. The CCR lost connection to IP Office. Wait until the LED on the CCR status turns green again and the telephone will start to work.

Answer: A
Explanation:

QUESTION NO: 15

On the IP Office SIP line, the customer has marked the Network Topology to "None". The IP Office STUN program is run on IP Office LAN1 and the results show "Symmetric Firewall" on LAN2. How would IP Office route SIP calls?

A. SIP Calls will be routed by the IP Office NAT table.
B. SIP Calls will be routed by the IP Office routing table.
C. SIP calls will be routed on LAN 1 because "Symmetric Firewall" provides "Security".
D. SIP calls will be routed on I AN 2 because "Open Internet" is a direct connection to the Internet.

Answer: B
Explanation:

QUESTION NO: 16

Which line must be added to the 46vpnsetting.txt file to inform 4600 Series VPN remote telephones to use IP Office licensing?

A. SET AUTH 0
B. SET SMBLIC 1
C. SET PHNIC 011
D. SET LIC 1

Answer: B
Explanation:

QUESTION NO: 17

Before attempting to connect an IP Office to a one-X® Portal server, which settings must you check?

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

Answer: C
Explanation:

QUESTION NO: 18

A customer wants to deploy 9600 series IP telephones to all desktops. The desktop computers have 10/100 Ethernet interfaces and will connect to the telephones

Which two options would meet the minimum requirements? (Choose two.)

A. Category 5 cabling
B. Twisted Pair cabling
C. 100 Mbps managed switch
D. GbE unmanaged switch
E. DSL router

Answer: A,C
Explanation:

QUESTION NO: 19

If ISDN/PRI calls are getting dropped, which tool should be used to troubleshoot the issue?

A. Debug Manager on DTE port
B. System Monitor with default filters
C. System Monitor with ISDN L3 filter options enabled
D. SSA Snapshot

Answer: C
Explanation:

QUESTION NO: 20

A customer wants to implement a converged solution with the IP Office and VoiceMail Pro. The

customer wants to be able to receive Voice Mail messages in Outlook, have the ability to save the .wav files, and receive voice mail notifications when a message in left. The customer does not want to install any software in the organization's client PCs.

Which application would satisfy the customer's requirement?

A. Message Manager
B. Voicemail Pro with IMS
C. Voicemail Pro with UMS
D. Unified Messaging
E. Outcalling

Answer: C
Explanation:

QUESTION NO: 21

An existing IP Office customer currently has an IP500 with I4 analog trunks, thirty 2420 digital stations and 16 fax machines connected to their IP office. They have purchased a 24/30 enamel ISDN line from their provider to upgrade the trunk capacity of the system.

What must be added to the IP Office to make this work?

A. VCM32
B. PRI-UNI Expansion Card
C. PRI24/PR130 or PR1-U Expansion Card
D. ATM 16 Expansion Module

Answer: B
Explanation:

QUESTION NO: 22

A customer has an IP500 and wants to install 28 IP hard telephones and 20 Digital telephones at the main site. A single PRI circuit is used for incoming and outgoing calls. A dedicated VoiceMail Pro server will be used for incoming call flows and user voicemail.

Incoming calls are being dropped when hitting the auto attendant in VoiceMail Pro. You have gathered the latest configuration, data/time of failure, and incoming caller information. What other information should you gather to troubleshoot this issue?

A. system monitor trace with ISDN data and debug view set to level 5 Information trace and voicemail call flow database

B. system status snapshot and debug view set to level 5 Information trace and voicemail call flow database

C. system status snapshot and debug view set to level 9 high trace and voicemail call flow database

D. system monitor trace with ISDN data and debug view set to level 9 high trace and voicemail call flow database

Answer: D

Explanation:

QUESTION NO: 23

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

Answer: A,D

Explanation:

QUESTION NO: 24

A customer is installing ContactStore 7.8 on a separate Windows server from the VoiceMail Pro Server. What must be set in the servers so that the recordings move from the voicemail server to the ContactStore server?

A. The Workgroup name must be in each server.
B. VoiceMail Pro must be part of the domain.
C. IP Office must be in a SCN.
D. The registry key string containing the name of the share.

Answer: D

Explanation:

QUESTION NO: 25

A client has an office with 40 real estate agents sharing twenty 9600 series IP telephones. A

20-channel SIP trunk on a dedicated 2 MR connection will be used.

The LAN has a 5 MB VLAN with QoS to support the VoIP traffic. The customer wants the highest voice quality while keeping Voice Compression Modulo (VCM) resource use at a minimum.

Which codecs should be used for the SIP trunk and IP telephones to meet the client requirements?

A. G.711 for the SIP trunk and G.711 for the IP telephones
B. G.711 for the SIP trunk and G.729(a) for the IP telephones
C. G.729(a) for the SIP trunk and G.711 for the IP telephones
D. G.729(a) for the SIP trunk and G.729(a) for the IP telephones

Answer: A
Explanation:

QUESTION NO: 26

A new customer reported an issue on their site in Milan. The IP telephone can login but cannot make calls to any agents that are using analog telephones.
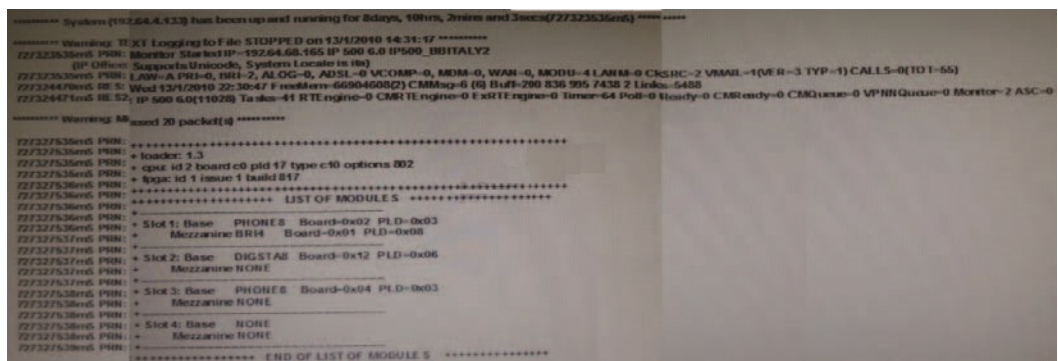
Based on the System Monitor traces shown in the exhibit, what is the problem?

A. You need to buy additional licenses.
B. All cards may not be seated correctly.
C. 20 packets missed means too many packets lost. IP Office stops the call proceeding.
D. Embedded Voicemail is not running properly.

Answer: B

Explanation:

QUESTION NO: 27

Which user profiles can use Email reading with Text-to-Speech (TTS)? (Choose two.)

A. Basic User
B. Teleworker User
C. Mobile User
D. Power User
E. Office Worker User

Answer: C,D
Explanation:

QUESTION NO: 28

Which IP Office Small Community Networking (SCN) feature ran help free up VCM resources site when calling from one remote site to another remote site?

A. Silence Compression
B. FastStart
C. Direct Media Path
D. Loop Start

Answer: C
Explanation:

QUESTION NO: 29

During the installation process of one X® Portal, which application is requested if W is riot already installed on the Windows server?

A. PHP
B. Java
C. SAPI
D. .NET 2.0 framework

Answer: B
Explanation:

QUESTION NO: 30

Which outcome can be prevented with a correctly designed multi-site SCN solution?

A. Compromised ACD routes
B. Oversubscribed VMPro ports
C. Oversubscribed VoiceMail storage
D. Tromboned calls

Answer: B
Explanation:

QUESTION NO: 31

Which values affect the size of a ContactStore server? (Choose two.)

A. the number of recordings
B. the number of voicemail channels
C. the number of incoming lines
D. the number of hunt groups
E. the number of concurrent users for search and replay function

Answer: A,E
Explanation:

QUESTION NO: 32

A customer has requested that a plan be implemented to give their two sites complete resiliency.

Which option will accomplish this?

A. IP Office Resiliency License
B. IP Phones with backup call server
C. IP500v2 with redundant processor

D. VoiceMail Pro with a backup server

Answer: B
Explanation:

QUESTION NO: 33

The design for an IP Office has two locations. They will need telephones, voicemail, and meet-me conferencing ability. They will have a PRI at the main office and the remote office will use the main office PRI for inbound and outbound calls. The main site has 40 users and one fax machine. The remote site has 15 users and one fax machine.

Which cards and modules are required in the IP Office at the main site to support all digital telephones?

A. IP500 Preferred edition, three Digital Statin 8 Card, one Analog Phone 2 Card, Universal PRI Trunk Card, one DS30 Module.
B. IP500 Essential edition, three Digital Station 8 Card, one Analog Phone 2 Card, Universal PRI Trunk Card, one DS30 Module.
C. IP500 Essential edition, two Digital Station 8 Card, one Analog Phone 2 Card, VCM32, Universal PRI Trunk Card, one DS30 Module.
D. IP500 Preferred edition, two Digital Station 8 Card, one Analog Phone 2 Card, VCM32 Universal PRI Trunk Card, one DS30 Module.
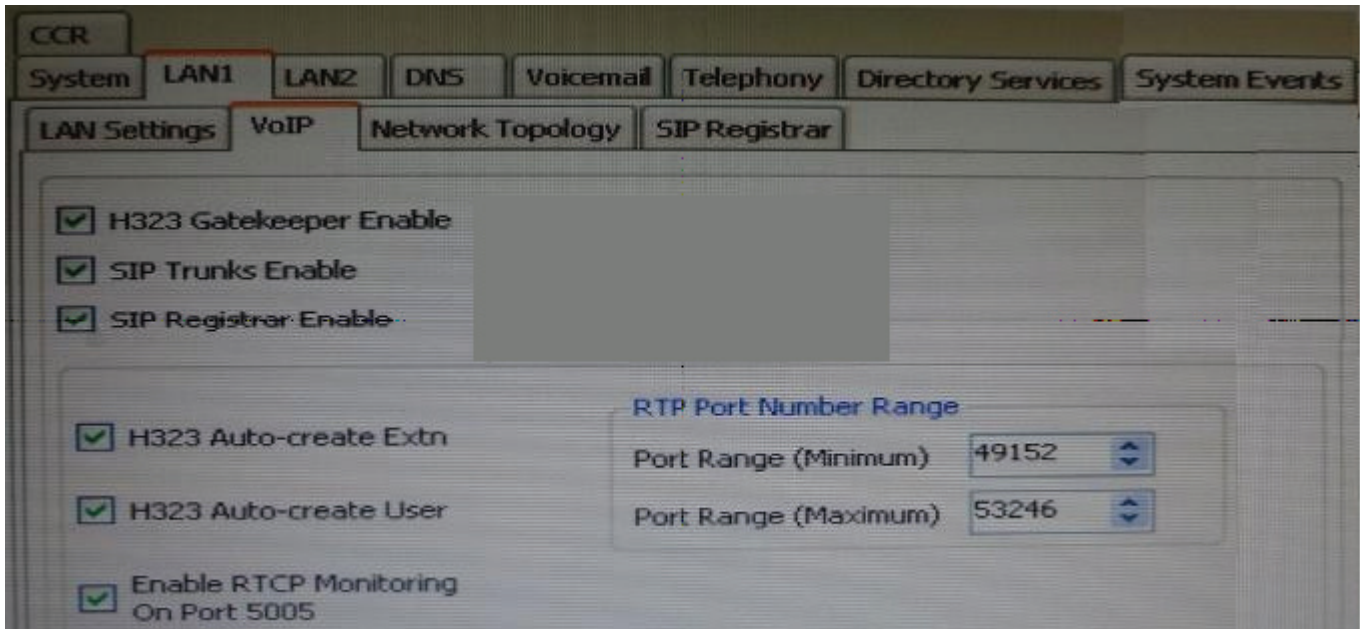
Answer: D
Explanation:

QUESTION NO: 34

A customer wants use SIP endpoints in the future. VoIP settings are shown in the exhibit

Which option will satisfy the customer's requirement?

A. H.323 Gatekeeper Enable
B. SIP Trunks Enable
C. SIP Registrar Enable
D. H.323 Auto-create Extn
E. H.323 Auto-create User

Answer: C
Explanation:

QUESTION NO: 35

A customer would like all incoming calls originating from the 719 area code routed to the Region719 hunt group. Which two steps are needed to program an Incoming Call Route (ICR) to meet this requirement? (Choose two.)

A. Select the Receptionist hunt group as the fallback Extension.
B. Enter 719 in the Incoming Number field.
C. Edit the default ICR destination to Rogion719 hunt group.
D. Enter 719 in the Incoming CLI field.
E. Add an Incoming Call Route for Any Voice with the destination of the Region719 hunt group.

Answer: C,D
Explanation:

QUESTION NO: 36

Which two are required for IP Office to support a SIP IP hard telephone? (Choose two.)

Trying our product !

★ **100%** Guaranteed Success

★ **100%** Money Back Guarantee

★ **365 Days** Free Update

★ **Instant Download** After Purchase

★ **24x7** Customer Support

★ Average **99.9%** Success Rate

★ More than **69,000** Satisfied Customers Worldwide

★ Multi-Platform capabilities - **Windows, Mac, Android, iPhone, iPod, iPad, Kindle**

Need Help

Please provide as much detail as possible so we can best assist you.
To update a previously submitted ticket:

One Year Free Update
Free update is available within One Year after your purchase. After One Year, you will get 50% discounts for updating. And we are proud to boast a 24/7 efficient Customer Support system via Email.

Money Back Guarantee
To ensure that you are spending on quality products, we provide 100% money back guarantee for 30 days from the date of purchase.

Security & Privacy
We respect customer privacy. We use McAfee's security service to provide you with utmost security for your personal information & peace of mind.