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**Vendor:**Avaya

**Exam Code:**3002

**Exam Name:**Avaya IP Office™ Platform Configuration  
and Maintenance Exam

**Version:**Demo

**QUESTION 1**

Which application can be used to show available resources in an IP500v2?

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

Correct Answer: D

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**QUESTION 2**

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

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**QUESTION 3**

Which requirement for the web browser is used for Web Voicemail access?

- A. ActiveX
- B. VoiceMail Plug-In enabled
- C. Adobe Reader installed
- D. JavaScript enabled

Correct Answer: D

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**QUESTION 4**

Which item lets you see the progress of a software upgrade on an expansion system?

A. IP Office Manager on the expansion system

B. System Monitor Program

C. System Tab

D. Web Manager

Correct Answer: D

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#### **QUESTION 5**

Which method will avoid corruption of the data on the SD card when removing the SD card?

A. Pull out the card. Special shutdown is not required.

B. Use System Monitor to shut down the card before removing the SD card.

C. Use the Manager application to shut down the card before removing the SD card.

D. Dial the shutdown short code to shut down the card before removing the SD card.

Correct Answer: C

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#### **QUESTION 6**

A customer is experiencing clipping and drop outs when speaking with a deskphone at remote site in an SCN.

Which two methods could a technician use to help identify the cause of the problem? (Choose two.)

A. Watch QoS statistics in SSA.

B. Change the Mode from A-law to u-Law.

C. Compare calls to local and remote extensions.

D. Change codecs in the IP Office.

E. Use Monitor to observe Jitter and packet loss.

Correct Answer: AE

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#### **QUESTION 7**

A customer tells you that the IP Office VoIP system has too much lag time between the speaker and listener.

Which two statements describe what you should do to find out what is causing the delay? (Choose two.)

A. Use system Monitor.

B. Enable RTCP monitoring.

- C. Use Wireshark.
- D. Examine the IP Telephone VoIP settings.
- E. Use SSA.

Correct Answer: AB

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#### **QUESTION 8**

Which statement about the Linux OS for IP Office is true?

- A. All initial IP Office system configurations must be completed via the Linux command line.
- B. The Linux OS must be installed prior to beginning the IP Office Server Edition installation.
- C. The IP Office for Linux software is provided as a single DVD orderable from Avaya, or downloaded to a USB Stick.
- D. The base operating system installed is DOS.

Correct Answer: C

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#### **QUESTION 9**

When a company's internal DNS is down, how can a SIP Remote Worker client still register with the IP Office through the WiFi connection?

- A. DHCP will redirect the registration.
- B. The client must use the cellular network.
- C. With the FQDN and port forwarding router the Internet DNS can work.
- D. The Internet router/firewall will proxy the IP Office IP address.

Correct Answer: B

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#### **QUESTION 10**

A user at a remote IP Office site calls in to discuss a voicemail issue. You launch the Manager program to see your multi-site IP Office network, but only your local IP Office appears.

What is causing this problem?

- A. The WAN connections are down.
- B. The remotes are doing a reboot.
- C. The Unit/Broadcast address is 255.255.255.255.
- D. Your login is not correct.

Correct Answer: A

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**QUESTION 11**

Which three licenses are part of Centralized Licensing? (Choose three.)

- A. 3rd Party Endpoints
- B. Additional PRI Channels
- C. Power User
- D. SIP Trunk Channels
- E. Phone Manager

Correct Answer: ABD

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**QUESTION 12**

Which two statements describe what is required to set up a Small Community Network (SCN) consisting of four IP500v2 control units? (Choose two.)

- A. The extension, user, and group numbering on each system must be unique.
- B. The user and group names on each system must be unique.
- C. Combo Cards are required in all systems.
- D. The underlying network must be configured as a flat layer 2 subnet.
- E. The total number of users within the Small Community Network must not exceed 250.

Correct Answer: AB