

## 3002<sup>Q&As</sup>

Avaya IP Office™ Platform Configuration and Maintenance Exam

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## QUESTION 1

Which three statements are requirements for installation of IP Office Server Edition on an Avaya Supplied server? (Choose three.)

- A. Install it from either DVD ISO or from USB using the included Anaconda Installer.
- B. Set the Ignition process to Server mode.
- C. Edit the password, and configure the customer network settings and the basic Linux environment.
- D. Use the Initial Configuration Utility to set up detailed Mid-Market Server operation.
- E. Install Internet Explorer.

Correct Answer: ABD

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## QUESTION 2

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

Correct Answer: C

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## QUESTION 3

Which default short code is used to toggle the modem function on the analog trunk card?

- A. \*9000\*
- B. #9000\*
- C. \*9000#
- D. #9000#

Correct Answer: A

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## QUESTION 4

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 5**

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 6**

A customer has UMS enabled on their VoiceMail Pro server. They want 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. MAP
- C. HTTP
- D. MAPI

Correct Answer: D

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**QUESTION 7**

The IP Office can monitor the QoS between Avaya IP Phones and from IP Phone to IP Office.

Which two actions must complete to see QoS results? (Choose two.)

- A. "Enable RTCP Monitoring" must be checked.

- B. Use DebugView to see latency, jitter and delay.
- C. "Enable Metric" must be selected in the Line form.
- D. Look at lines or extensions in SSA.
- E. Use Monitor to capture phone-call data, with filters on quality and protocol.

Correct Answer: AB

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## QUESTION 8

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 9

Which of the following provides the ability for a device to use screenpops, control several telephone devices, make 3rd party calls, and monitor hunt group queues?

- A. One-X® Portal
- B. 3rd Party Endpoint licenses
- C. TAPILink Pro License
- D. SIPTrunking
- E. Server Edition

Correct Answer: C

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## QUESTION 10

When planning for Wide Area Network SCNs, which two are required? (Choose two.)

- A. IP Routes
- B. Preferred Edition

C. VCMs

D. PRI service

E. H.248

Correct Answer: DE

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