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Exam : 6401.1

Title : Avaya IP Office Implementation Exam

Version : DEMO

1.You want to install ContactStore on a PC separate from the VoiceMail Pro PC . Which three steps would you need to complete for ContactStore to function separately? (Choose three.)

A. Verify that the Voice Recording Library on the VoiceMail Pro server is shared on the customer's network.

B. Verify that the ContactStore service has read and write permissions to the Voice Recording Library Share.

C. Verify that the ContactStore registry settings have been updated to see the Voice Recording Library share.

D. Verify that the VoiceMail Pro registry settings have been updated to point to the Voice Recording Library share.

E. Verify that the ContactStore licenses have been loaded onto the PC running the ContactStore application.

Answer: A,B,C

2.A remote user wants to gain access to the network when using the RAS server.

Under which two conditions would you create an IP route.? (Choose two.)

A. when the remote user's dial-up connection method contains a DHCP address that is on a different subnet

B. when the user is on the same subnet as the IP Office

C. when the remote user's dial-up connection method contains a static IP address that is on a different subnet

D. when the IP Office's DHCP mode is set to Server or Dial In and the PC connection method is set to obtain an IP Address Automatically

Answer: A,C

3.A user (ext. 199) reports that their IMS client displays an error message when attempting to ring a phone. What are three reasons that would prevent the IMS program from calling the phone? (Choose three.)

A. The user profile in Manager has "199" entered as the user name.

B. The phone is set for "Do Not Disturb".

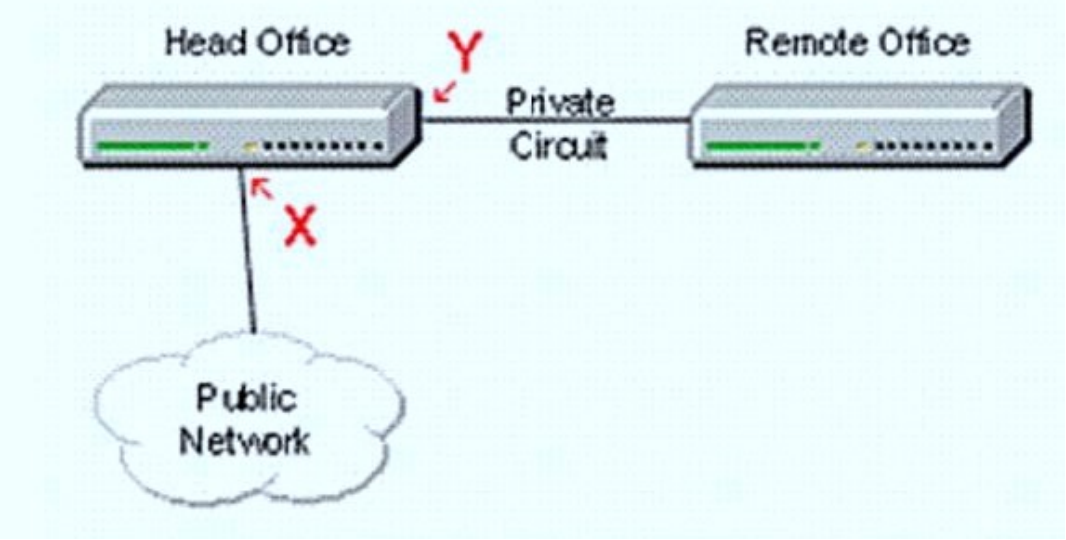
C. The user's "Multi Line Option" is set to "Answer Pre-select".

D. The user mailbox is set to "Blank" under Outlook Tools/Integrated Messaging.

E. The user's profile has "System Phone" is set to "On".

Answer: A,B,D

4.Click the Exhibit button.



A customer has two sites, each with an IP Office linked via a private digital line (E1/T1). The head office is connected to the public network through a digital exchange line. The remote site gains access to the public network via the head office.

How should Clock Quality be set in the IP Office on the lines marked X and Y in the exhibit?

A. X - Network -- Y - Fallback

B. X ?Fallback -- Y - Fallback

C. X ?Network -- Y - Unsuitable

D. X ?Fallback -- Y - Unsuitable

Answer: C

5.Which two are used to turn on Small Community Networking within the main IP Office 500? (Choose two.)

A. RAS

B. FastStart

C. Voice Networking

D. Professional License Enabled

Answer: C,D

6.How much space does a recording in VoiceMail Pro use on a hard drive?

A. 1MB per minute

B. 500KB per minute

C. 2MB per minute

D. 1.5MB per minute

Answer: A

7.Which two e-mail protocols are used by VoiceMail Pro to perform voicemail to e-mail? (Choose two.)

A. POP 3

B. SMTP

C. MAPI

D. IMAP

Answer: B,C

8.A customer is receiving calls to a hunt group and the callers are reporting that they are being forced to wait much longer than VoiceMail Pro reported to them during the queued message. What is a possible cause for this?

A. The hunt group has a priority set to 1.

B. The hunt group has a priority set to 3.

C. There are two routes going to the hunt group. Each has different priorities set.

D. Users in the hunt group have inconsistent priority settings. The users with a priority set to 3 are always busy.

Answer: C

9.What information do you need from a customer to be able to reproduce a call park problem? (Choose three.)

A. accurate description of the problem

B. a System Monitor trace of the problem

C. a Network Assessment

D. the system configuration

E. information on the phones and lines being used

Answer: A,D,E

10.When using Small Community Networking which two features require the Small Community Advanced License to function? (Choose two.)

A. Hot Desking

B. Hot Desking across the SCN

C. playing queued announcements

D. Break Out dialing

Answer: B,D

11.What line type supports the IP Office R 4.2 mobile call control functionality?

A. IP DECT Line

B. SIP (RFC2833)

C. IP Line (H.323)

D. Analogue Trunk

Answer: B

12.You have a customer who has loop start analog trunks. Their callers report that the line rings much longer than the internal extensions ring. What is a possible cause of this problem?

A. The line prefix has not been correctly configured.

B. The Ring Off Maximum settings for the trunks are too high.

C. Trunks are set for Loop Start ICLID on the IP Office.

D. The trunk is supplying a long Caller ID string and the Long CLI option has not been checked in Manager.

Answer: C

13.IP Office has a feature, "Conference Meet Me" which allows users to join or start a specific numbered conference.

Which IP Office Platform does NOT support "Conference Meet Me"?

A. IP Office 401ng

B. IP Office 500 Professional

C. IP Office 403

D. IP Office 500 Standard

Answer: D

14.Which IP port does Internet Explorer use to access the ContactStore Web page?

A. 8080

B. 8000

C. 8888

D. 8990

Answer: C

15.A customer wants to have a simple conference bridge with four permanent bridges set up off of a menu in VoiceMail Pro. The customer also wants each bridge protected with a different static PIN. Where in the setup of this scenario would you enter the PIN?

A. on the General tab in the menu action

B. on the General tab for each transfer action

C. on the Telephone Number field in the IP Office Short Code

D. in the Properties box for each option in the Touch Tone tab in the menu action

Answer: B

16.When using Voice Conference Notification in the Conference Center Software, which three options does the participant have when they are called? (Choose three.)

A. Wait

B. Accept

C. Decline

D. Join later

E. Participant is unavailable

Answer: B,C,E

17.A customer has two IP Office systems connected using Small Community Networking with centralized voicemail. When calling from one system to another, calls intermittently get one-way audio. Which two are necessary to begin troubleshooting this issue? (Choose two.)

A. System Status Application

B. Sniffer trace

C. IP Office Monitor trace information

D. Voicemail console trace

Answer: A,C

18.An IP Office telephone user reports that a phone is not ringing for outside calls.

What are three possible reasons why this is happening? (Choose three.)

A. The IP Office locale is set to "A-Law".

B. The phone does not have the user profile logged onto the phone.

C. The ring volume is too low to hear.

D. The phone has been set to "Offhook Station".

E. The phone is set to "Do Not Disturb".

Answer: B,C,E

19.When tracing a system with the System Monitor program you notice that the Roll Over Log button is grayed out. What is causing this?

A. You have not set your log preferences.

B. You have a firewall in place.

C. You are monitoring the wrong system.

D. You have paused the screen logging, and are no longer gathering data.

Answer: A

20.A customer calls and informs you that every time they call voicemail they get a busy signal. The customer sends you the trace shown below:

0ms PRN: Monitor Started IP=192.168.42.203 IP406 DS 4.0(5) IPOffice_1

1ms PRN: LAW=U PRI=2, BRI=0, ALOG=4, ADSL=0, VCOMP=16, MDM=2, WAN=0

MODU=0 LANM-0, CkSRC=0 VMAIL=0(VER=1 TYP=1) CALLS=39(TOT=20123)

Does the trace show enough information to indicate to the customer where to begin problem resolution and what the problem may be?

A. Yes, the voicemail is not connected to the system.

B. Yes, the Auto Attendant is using up all of the voicemail channels.

C. No, I would need to see a trace of them calling voicemail.

D. No, I would also need a Debug_View trace of the voicemail.

Answer: A