

# Avaya

## Exam 3002

### Avaya IP Office™ Platform Configuration and Maintenance Questions

Version: 7.0

[ Total Questions: 60 ]

**Question No : 1**

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

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

**Answer: A**

**Question No : 2**

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

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

**Answer: B**

**Question No : 3**

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.

**Answer: A,E**

**Question No : 4**

A company with 500 users has a single IP Office Server Edition providing telephony, presence and Instant Messaging, UMS, Conferencing, and Mobility support. They are buying a remote company with 400 users. They want to support all the IP Office features for everyone.

To maintain Avaya support, what must be added to their server Edition?

- A. Application Server
- B. Advanced Edition
- C. IP Office 500V2
- D. VCM licenses

**Answer: C**

**Question No : 5**

Which statement is an example of "Top Down Troubleshooting" with an IP Phone that is not working?

- A. Listen for dial tone on the telephone, and if not heard, then check for an indicator light on the telephone's switch port.
- B. Swap out the telephone's patch cord, and if the telephone boots up, call the telephone.
- C. Ping the telephone, and if successful, try to call it.
- D. In the IP Office View Menu, watch the telephone to see if it downloads "46xxsettings.txt" when booting, then watch the extension in SSA when calling it.

**Answer: D**

**Question No : 6**

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

- A. Debug Manager on DTE port
- B. Debug View with default filters

- C. System Monitor with ISDN L3 filter options enabled
- D. SSA Snapshot

**Answer: C**

**Question No : 7**

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.

**Answer: C**

**Question No : 8**

Secure Digital (SD) card commands can be invoked from which two sources? (Choose two.)

- A. One-X® Portal
- B. IP Office Manager
- C. System Status Application
- D. VoiceMail Pro Client
- E. One-X® Portal for IP Office

**Answer: B,C**

**Question No : 9**

You have just plugged in a new IP500v2, and you look at its Dashboard display to see the new device. No telephones are plugged into the unit.

Why are two ports in one of the modules green?