

# Avaya

## Exam 6401-1

### Avaya IP Office Implementation Exam

Version: 6.2

[ Total Questions: 114 ]

**Question No : 1**

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**

**Question No : 2**

Which two applications will give you real-time statistics of what is happening within the IP Office? (Choose two.)

- A. System Status Application
- B. Manager
- C. System Monitor
- D. Application Status

**Answer: A,C**

**Question No : 3**

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**

**Question No : 4**

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**

**Question No : 5**

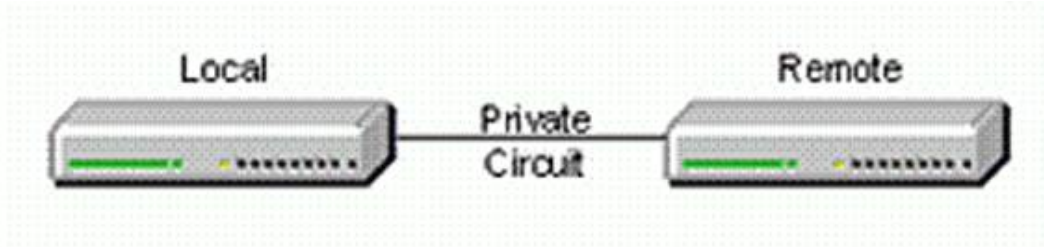
When using Voice Conference Notification in the Conference Center Software, which three options does the participant have when they are called? (Choose three.)

- A. Wait
- B. Accept
- C. Decline
- D. Join later
- E. Participant is unavailable

**Answer: B,C,E**

**Question No : 6**

Click the Exhibit button



When configuring a digital line (T1/E1) between two IP Office systems using QSIG protocol, which two are valid combinations of Line Sub Type settings? (Choose two.)

- A. Local - QSIG A; Remote - QSIG A
- B. Local - QSIG A; Remote - QSIG B
- C. Local - QSIG B; Remote - QSIG A
- D. Local - QSIG B; Remote - QSIG B

**Answer: B,C**

**Question No : 7**

What is the minimum prerequisite that an external phone must fulfill to access mobile call control?

- A. support for the ISDN protocol
- B. support for the GSM standard protocol
- C. support for multi-channel capability
- D. support for DTMF capability during a call

**Answer: D**

**Question No : 8**

When using the Mobile Twinning option, calls ringing to your extension are not twinning to the external device that you have set. What are two reasons that would cause the call not to twin? (Choose two.)

- A. The Mobile Twinning license is not available.
- B. The phone is set in the Do Not Disturb state.
- C. The phone is logged in as an agent.
- D. There is no Mobile Twinning feature activation button set on the user.

**Answer: A,B**

**Question No : 9**

A customer reports that IP Office users cannot access voicemail at certain times. Avaya has requested that the customer reproduce the issue and provide traces.

Which three steps can the customer take to reproduce the reported issue? (Choose three.)

- A. The customer can place test calls into voicemail.
- B. The customer can use the "IP Office System Monitor" and VoiceMail Pro debug logs to record system activity.
- C. The customer can use System Monitor to "Call Sync" on all calls in the system.
- D. The customer can reboot the IP Office to see if it resolves the issue.
- E. The customer can record the date and time of the reported issue.

**Answer: A,B,E**

**Question No : 10**

Which three options does the IP Office DHCP server supply to the Avaya 4600 and 5600 Series IP Hardphone? (Choose three.)

- A. IP address
- B. TFTP server
- C. gatekeeper address
- D. IP trunk tagging COS values
- E. VLAN ID

**Answer: A,B,C**

**Question No : 11**

To manually set up the IP address, default gateway, and the gatekeeper address on an IP Hardphone, which key combinations, must be used on the dial pad?

- A. MUTE+VIEW#
- B. MUTE+ADDR#
- C. MUTE+CHANG#
- D. MUTE +SETUP#

**Answer: B**

**Question No : 12**

When installing ContactStore, what are two basic requirements that must be confirmed on the PC prior to loading the software? (Choose two.)

- A. The PC must have 512MB of RAM and a 20GB hard drive space or higher.
- B. The PC must be a Pentium III 2GHz, Celeron, or comparable AMD processor.
- C. The PC must have one of the following Windows operating systems: XP Pro, 2000 Pro, 2000 Server, or 2003 Server.
- D. The PC network connection must be able to support 1Gbps transmission speeds.

**Answer: A,C**

**Question No : 13**

You have an Avaya IP 412 Office with the largest supported voice compression modules (VCMs) on the system. What is the maximum number of data channels supported on this system?

- A. 20
- B. 50
- C. 80
- D. 100

**Answer: D**

**Question No : 14**

A customer has a multiple site setup utilizing Small Community Networking. All remote sites are currently running their own VoiceMail Pro PCs with separate license servers. The customer wants to centralize the voicemail resource to the head office.

Which license key/server is required?

- A. one Feature Key and license at the main site
- B. Feature Keys and license servers running at all sites
- C. one server at the main site with Feature Keys on the remote sites
- D. one Feature Key at the main site with license servers on the remote sites

**Answer: A**

**Question No : 15**

Besides Manager, which three are necessary to correctly default an IP Office? (Choose three.)

- A. a 25-pin null modem cable
- B. a computer with a serial port
- C. a 9-pin to 9-pin serial cable
- D. a terminal emulation application
- E. an Ethernet crossover cable connected to LAN port 1

**Answer: B,C,D**

**Question No : 16**

Your customer is a law office and needs to retain all messages indefinitely.

How can you guarantee that all messages are never deleted?

- A. in VoiceMail Pro under Administration in the MailRetention tab, set all values to Never Delete
- B. in VoiceMail Pro under Administration in System Preferences under the Housekeeping tab, set all values to 0 hours
- C. in VoiceMail Pro under Administration in System Preferences under the Housekeeping tab, set all values to Never Delete
- D. in VoiceMail Pro under Administration in System Preferences under the Housekeeping tab, deselect Enable Housekeeping

**Answer: B**

**Question No : 17**

A customer wants to implement the Avaya IP Office solution. They have five analog lines and would like to implement a basic four-port voicemail with an Auto Attendant. They would like to use Phone Manager Pro on four PCs with basic call monitoring using the Compact



Business Center application. How many servers will they need to accomplish this?

- A. 1
- B. 2
- C. 3
- D. 4

**Answer: A**

**Question No : 18**

When using SIP or H.323 trunks and the System Status Application, which three problems can be tested using /? (Choose three.)

- A. round trip delay
- B. receive jitter
- C. receive packet loss
- D. Quality of Service (QoS) value
- E. DSCP QoS value

**Answer: A,B,C**

**Question No : 19**

Your customer reports that once a week, they cannot leave messages when calling into voicemail. The system needs to be restarted for it to work. They have an IP500 with VoiceMail Pro. You realize that you must collect some information for analysis.

Which two statements are relevant? (Choose two.)

- A. A debug view level 1 trace of the voicemail system covering from when the problem occurred until it was resolved.
- B. The voicemail server Windows system and application event logs.

- C.** A System Monitor trace of the IP Office covering the period before the voicemail returning busy up until when the problem was resolved, with default options and voicemail events enabled.
- D.** A System Monitor trace of the IP Office covering the period before the voicemail returning busy up until when the problem was resolved, with default options and voicemail/message recorder enabled.

**Answer: B,C**

**Question No : 20**

An IP Office solution is sold to a customer who needs to connect two existing sites over their LAN. Which two are required by Avaya to ensure the VoIP connection and calls work properly? (Choose two.)

- A.** firewall / filter
- B.** network assessment
- C.** a separate voice network
- D.** static addresses for the IP Office

**Answer: B,D**

**Question No : 21**

When installing IP Hardphones, the engineer wants to use the IEEE 802.3af standard to \_\_\_\_\_.

- A.** supply AC voltage to the IP Office
- B.** supply power to the IP Hardphones
- C.** perform Layer 3 routing for IP Hardphones
- D.** filter multicast traffic to the appropriate IP Hardphone

**Answer: B**