



**3002 Q&As**

# Avaya IP Office Platform Configuration and Maintenance





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**Vendor:** Avaya

**Exam Code:** 3002

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

**Q&As:** Demo

**QUESTION 1**

Where can additional IP Office Service User logins be setup?

- A. The IP Office Softphone Application
- B. The IP Office System Monitor Application
- C. The IP Office Manager Network Configuration
- D. The IP Office Manager Security Settings

**Correct Answer:** D

**QUESTION 2**

Which two values affect the size of a ContactStore server? (Choose two.)

- A. The number of recordings
- B. The number of voicemail channels
- C. The number of incoming lines
- D. The number of hunt groups
- E. The number of concurrent users for search and replay function

**Correct Answer:** AE

**QUESTION 3**

You have changed the default port numbers for UDP, TCP and TLS in the IP Office to support a SIP Remote worker.

Which two other items need to be changed? (Choose two.)

- A. Domain Name Servers
- B. Manager PC
- C. Internet Router/Firewall
- D. Client device
- E. One-X?Portal

**Correct Answer:** AE

**QUESTION 4**

Which configuration areas are required to be configured by Hot Desking users, Agents, and all VoIP device users?

- A. Telephony-Supervisor Settings
- B. Services
- C. Mobility
- D. User Rights
- E. Extension

**Correct Answer:** D

**QUESTION 5**

Which three licenses are made obsolete by Server Edition? (Choose three.)

- A. Preferred Edition
- B. 3rd Party Endpoints
- C. Receptionist
- D. Mobile worker
- E. Voice Networking

**Correct Answer:** ABE

**QUESTION 6**

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

**QUESTION 7**

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

**QUESTION 8**

In which folder on the system SD card would you place the firmware files (.bin) for an IP telephone?

- A. /temp
- B. /lvmail
- C. /dynamic
- D. /primary
- E. /backup

**Correct Answer:** D

**QUESTION 9**

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

**Correct Answer:** C

**QUESTION 10**

Where is the TCP streaming Tool found?

- A. In SSA
- B. In Monitor
- C. In Manager
- D. In Web Manager

**Correct Answer:** C

**QUESTION 11**

When using the System Status Application to troubleshoot an issue, which two are used for collecting data? (Choose two.)

- A. Snapshot
- B. Selective View
- C. Continuous Log
- D. Resource View
- E. Development Tracing

**Correct Answer:** AC

**QUESTION 12**

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

**QUESTION 13**

Which three statements about IP Office Server Edition (non-Select) are true? (Choose three.)

- A. IP Office Server Edition is a software-based solution.
- B. IP Office Server Edition requires a primary and secondary server.
- C. IP Office Server Edition can be upgraded to the Select version.
- D. IP Office Server Edition Non-Select can be expanded to support 2000 users.
- E. IP Office Server Edition must have at least one expansion system to support SIP trunks.

**Correct Answer:** BCD

**QUESTION 14**

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

**QUESTION 15**

A remote worker with Avaya Windows Communicator visits their office headquarters where the IP Office and one-X Portal are located.

Which two technologies enable the worker to re-register locally? (Choose two.)

- A. Internet
- B. Split DNS
- C. WiFi access
- D. XMPP
- E. Border controller

**Correct Answer:** AC

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