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# **Q&A**

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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".

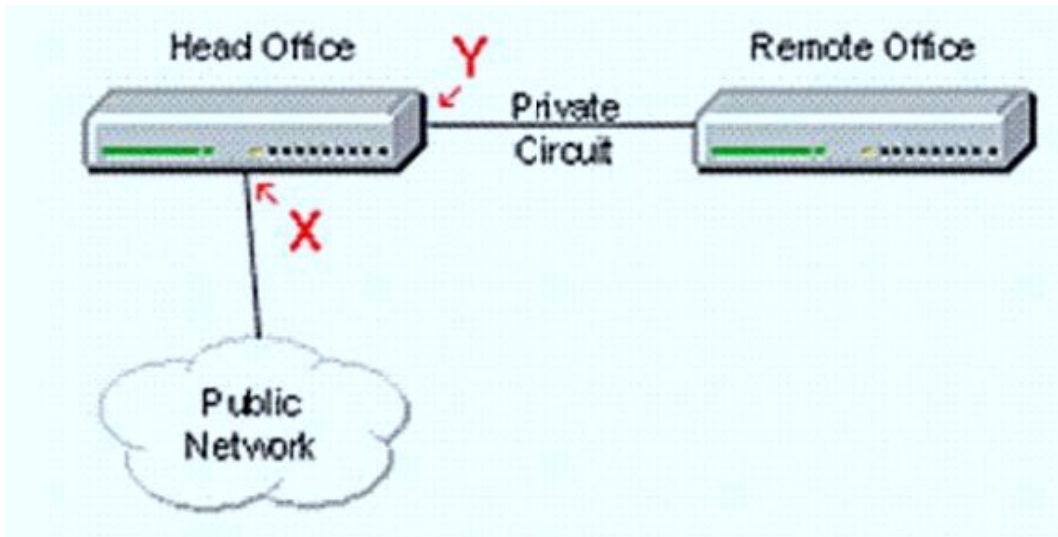
C. The user's "Multi Line Option" is set to "Answer Pre-select".

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**