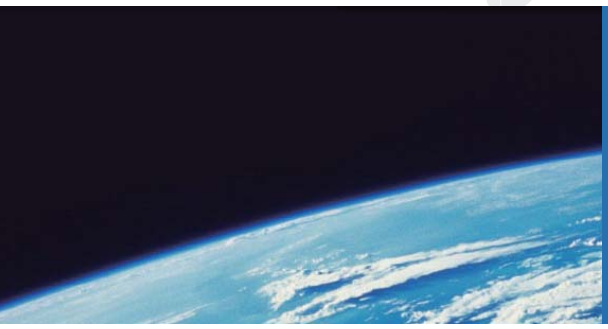

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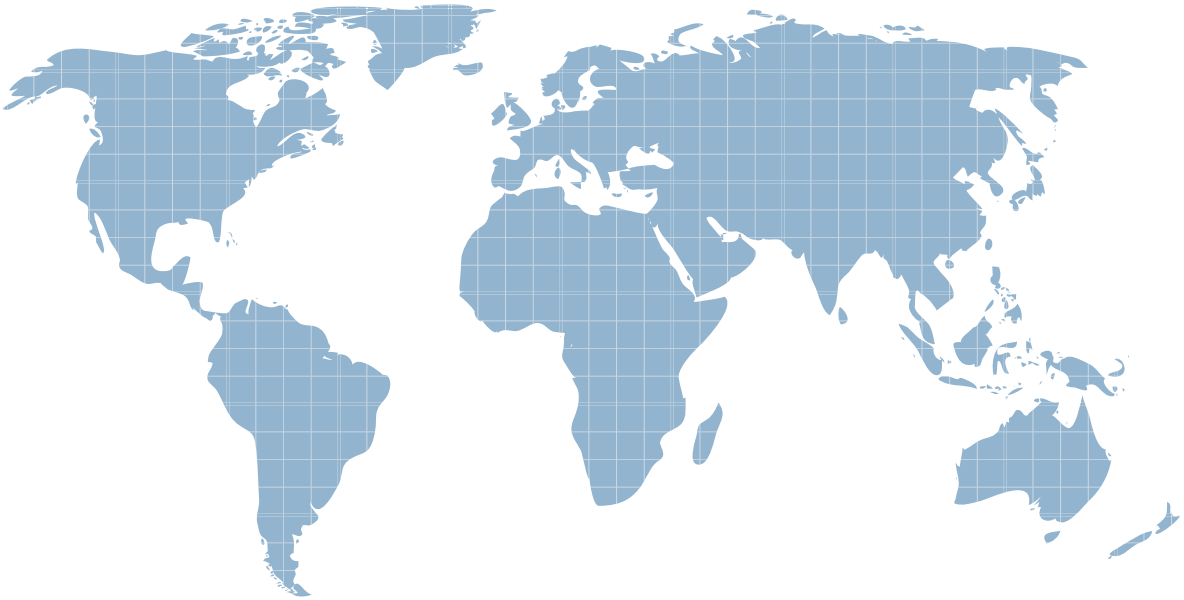

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Exam : **132-S-916**

Title : Avaya Specialist - IP Office Implement & Support Elective Exam

Version : Demo

1. A customer wants a quick way of putting callers through to the mailbox for hunt group 245 SalesAdmin. They want to be able to put the caller on hold and just dial 123. Which Short Code should be used to accomplish this?
A. Telephone Number "SalesAdmin"
Feature VoiceMailCollect
B. Telephone Number "#SalesAdmin"
Feature VoiceMailCollect
C. Telephone Number 245
Feature VoiceMailCollect
D. Telephone Number "SalesAdmin"
Feature VoiceMailDrop
Answer: B

2 Which three options does the IMS user have available in Microsoft?Outlook? (Choose three.)
A. Select IMS server.
B. Select Voicemail Box.
C. Select Voicemail server.
D. Select handset for VM playback.
E. Prompt before connecting to server.
Answer: B,D,E

3 .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

4 .When configuring Session Initiated Protocol (SIP) trunks with SIP authorization using an IP address on an IP Office system which option must be set in the SIP Line configuration form for the trunks to function correctly?
A. The customer's NAT IP address must be entered on the SIP line form.
B. The Primary Authentication Name must be set.
C. The compression mode must be set to automatic.
D. The ITSP IP address must be entered on the SIP line form.
Answer: D

5.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 IPHardphones
C. Perform Layer 3 routing for IPHardphones

D. Filter multicast traffic to the appropriate IPHardphone
Answer: B

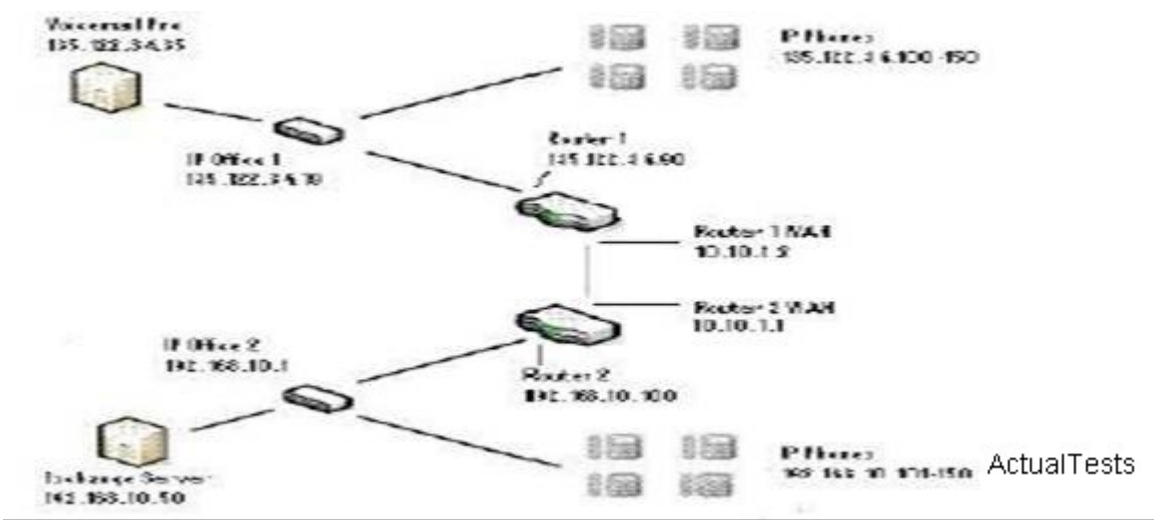
6.Recordings take up how much space on a hard drive?
A. 2MB per minute
B. 200KB per minute
C. 1MB per minute
D. 650KB per minute
Answer: C

7 .Which three pieces of information does System Status Application provide? (Choose three.)
A. Configuration errors
B. Local IP Office license status
C. Trunk status
D. Extension status
E. Remote IP Office licensestatu
Answer: B,C,D

8 .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

9 .Which Dynamic Host Configuration Protocol (DHCP) options are available in the IP Office?
A. Disabled, Enabled
B. Server, Enabled, Client
C. Server, Disabled, Client,DialIn
D. Server, Client, Disabled
Answer: C

10.Click the Exhibit button.



In the exhibit, what would the default gateway for IP Office 1 be?
A. 10.10.1.1
B. 10.10.1.2
C. 192.168.10.100
D. 135.122.34.90
Answer: D

11 .Which file validates the version of software that is to be loaded into the 4600 Series Telephone set?

A. bbla0_83.scr
B. 46xxsettings.txt
C. 46xxsettings.scr
D. 46xxupgrade.scr
Answer: D

12 .What is necessary to upgrade the firmware for the 4600/5600 series sets on an IP Office system?
A. Manager
B. Serial cable
C. Third-party FTP server
D. Null modem cable
Answer: A

13 .Which two operating systems are supported by VoiceMail Pro? (Choose two.)
A. Microsoft Windows 2000
B. Microsoft Windows XP
C. Microsoft Windows 98 SE
D. Microsoft Windows NT
Answer: A,B

14 .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

15 .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

16 .An IP Office application will allow an individual to select protocols and interfaces that are to be traced and decoded. The trace can either be captured directly to screen or as a log file for later analysis. Traces from different protocols can be color coded to improve the clarity of large log files. Which application is used for this?
A. Debug View
B. System Monitor
C. Delta Server
D. System Status Application
Answer: B

17 .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" andVoiceMail 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

18 .A customer using an IP Office system with a single PRI line is reporting difficulties when dialing out. What are two reasons for this happening? (Choose two.)
A. There are not sufficient channels available for the number of callers on the system.
B. The PRI clock quality is set to Network instead of Fallback.
C. The PRI clock quality is set to Fallback instead of Network.
D. The internal CSU is enabled.
Answer: A,C

19 .When using SIP or H.323 trunks and the System Status Application, which three problems can be tested using the System Status Application? (Choose three.)
A. Round trip delay
B. Receive jitter
C. Receive packet loss
D. Quality of Service (QoS) value
E. DSCPQoS value
Answer: A,B,C

20 .Your customer has an IP Office 412 system running version 4.2 where calls at times ring to wrong extension numbers. Which three steps would you take to reproduce or validate the issue? (Choose three.)
A. Use System Status Application to watch the call progress to verify which extension the call is ringing to and why.
B. Use System Monitor and the Call / Packet information to follow the call progress to identify the issue.
C. Use the telephone's display for the extension that is incorrectly ringing to determine how the call was routed.
D. Use the Call Status application to watch the call progress to verify how the call is being routed and to what extension it is being directed to.
E. Use the IP Office Manager application to verify that theVoiceMail call flow is configured correctly.
Answer: A,B,C