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QUESTION 35

If ISDN/PRI calls are getting dropped, which tool should be used to troubleshoot the issue?
* SSA Snapshot
* Debug View with default filters
* Debug Manager on DTE port
* System Monitor with ISDN L3 filter options enabled.

QUESTION 36

Which application is used to access the IP Office Security Settings?
* Web Manager Application
* System Status Application
* Monitor Application

* Manager Application

QUESTION 37

What displays the progress of a software upgrade on an expansion system?
* Web Manager Dashboard
* System Tab
* System Monitor Program
* IP Office Manager on the expansion system
Explanation

References:

https://downloads.avaya.com/css/P8/documents/100175282 Page: 105

QUESTION 38

As of Avaya IP Office Release 10 software, which type of license can be used?
* PLDS
* Windows
* Linux
* ADI

QUESTION 39

When ISDN/PRI calls are being disconnected, what tool should be utilized to troubleshoot the issue?
* SSA Snapshot
* Debug View with default filters
* Debug Manager on DTE port
* System Monitor with enabled ISDN L3 filter options.

QUESTION 40

From which application are log files required for escalating issues to Avaya support?
* SMDR
* System Monitor
* Customer Call Status
* Manager Report

QUESTION 41

What is the mechanism used to send alarm notifications to an IP Office support engineer?
* Simple Network Management Protocol (SNMP)
* Simple Mail Transfer Protocol (SMTP)
* Trivial File Transfer Protocol (TFTP)
* Session Status Application (SSA)

QUESTION 42

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

* VoiceMail Pro Client
* IP Office Manager
* one-X Portal
* System Status Application
* one-X Portal for IP Office

QUESTION 43

A customer wants to synchronize all their Outlook contacts into the one-X® Portal personnel directory.

What is the recommended method to achieve this while ensuring data integrity and minimal effort?
* Manually copy and paste all contacts from Outlook to the personal directory.
* Import the Outlook contacts using a .csv format and configure the synchronization settings.
* Integrate the IP Office with Outlook using the Avaya Outlook Plugin.
* Add each Outlook contact individually into the personal directory and verify them against the original source.

QUESTION 44

In the IP Office Manager program, which statement describes a condition that will enable the display of the Voicemail Recording tab?
* The IP Office system is a Server Edition.
* Voicemail Pro/Lite is selected in the IP Office.
* An Essential Edition is included in the IP Office.
* Voicemail Pro is running on a Linux machine.

QUESTION 45

What is the purpose of the “SMTP Authentication” setting in the email configuration of Avaya IP Office?
* It disables email communication between IP Office and the SMTP server.
* It enables email communication between IP Office and the SMTP server without requiring login credentials.
* It encrypts email communication between IP Office and the SMTP server using SSL/TLS.
* It requires login credentials to be entered for email communication between IP Office and the SMTP server.

QUESTION 46

An IP Office 500 V2 has two SD card slots, and the first slot contains the System SD card with a unique feature key number. What is the primary purpose of the unique feature key number?
* To enable firmware upgrades
* To validate the license
* To select the type of voicemail (Embedded or Voicemail Pro)
* To store the correct version binary files

QUESTION 47

Which method can be used to upgrade the voice prompts on the Embedded Voicemail?
* Embedded File Management in the Manager Application
* External File Management in the System Status Application
* Voice Wizard in the Manager Application
* Embedded Monitoring Management

QUESTION 48

Which two applications can be used to configure Users, Hunt Groups, and Incoming Call Routes with the most advanced settings?
(Choose two.)
* Manager
* Web Manager Admin
* Web Manager
* WebLM
Explanation

References:

https://downloads.avaya.com/css/P8/documents/101005690

https://downloads.avaya.com/css/P8/documents/101005673

QUESTION 49

A user is testing a mobile telephone in a new deployment of Avaya Communicator. Calls can be made, but the Presence and Instant
Messaging features do not work.

Which statement describes why the user cannot make the new features work?
* The user does not have the correct profile configured.
* The new Codecs are not supported.
* The user is not configured as an agent.
* The IP Office is only an Essential Edition.

QUESTION 50

Using the Upgrade Wizard, which Password is required when upgrading the IP Office 500 V2?
* Manager password
* Security password
* System password
* Administration password

QUESTION 51

Once the IP Office Server Edition is installed, which application must be used to install the required licenses for the system?
* Web Manager Admin Application
* Web Manager Application
* Manager Application
* System Status Application

QUESTION 52

If you choose to reset security settings to their default values, which three passwords will you be required to change to ensure secure
access to the IP Office Platform? (Choose three.)
* Superuser Password
* Root Password
* Security Administrator Password

* Voicemail Pro Password
* System Administrator Password

QUESTION 53

Which two licenses are required for Avaya Communicator? (Choose two.)
* Power User
* Basic User
* Receptionist
* Remote Worker
* Office Worker

QUESTION 54

You are trying to assign a user as a Power User in the User Form of Manager, but the option is not available in the profile drop-down menu. What is the most likely reason for this?
* The feature has not been enabled in the IP Office system’s licensing.
* The user does not have the necessary User Right assigned to them.
* The IP Office system is running an incompatible software version.
* The user’s extension has not been configured correctly.

QUESTION 55

Which of the following applications would allow a system administrator to view historical events and alarms on a trunk in the IP Office?
* System Status Application
* Historical Reporting Application
* Advanced Summary Reporter
* Call Detail Reporter
Explanation

References:

https://downloads.avaya.com/css/P8/documents/100150298

QUESTION 56

With a combo card in an IP500 V2, which two types of Trunk cards can also be present in the control unit? (Choose two.)
* BRI
* E&M
* SIP
* PRI
* Analog

QUESTION 57

To grant a user access to the SSA tool for advanced system monitoring and troubleshooting, which specific security rights group must the user be a member of?
* System Status group
* Installation group

* Admin System group
* Maint Admin group

QUESTION 58

If you choose to erase security settings to set them back to default, which three passwords will you be prompted to change? (Choose three.)
* User Password
* System Password
* Security Password
* Voicemail Pro Password
* Administrator Password

Avaya 78201X certification exam covers a wide range of topics related to Avaya IP Office? solutions. These include IP Office? Platform Overview, IP Office? Configuration and Administration, IP Office? Advanced Applications, and IP Office? Maintenance and Troubleshooting. 78201X exam also covers topics such as VoIP, SIP, networking, and security, which are essential for working with IP Office? solutions.

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