

# 3002<sup>Q&As</sup>

Avaya IP Office™ Platform Configuration and Maintenance Exam

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#### **QUESTION 1**

Which method can be used for upgrading the voice prompts on the Embedded Voicemail?

- A. Voice Wizard in the Manager Application
- B. Embedded Monitoring Management
- C. External File Management in the System Status Application
- D. Embedded File Management in the Manager Application

Correct Answer: D

#### **QUESTION 2**

From which application are log files required for escalating issues to Avaya support?

- A. Manager Report
- B. Customer Call Status
- C. System Monitor
- D. SMDR

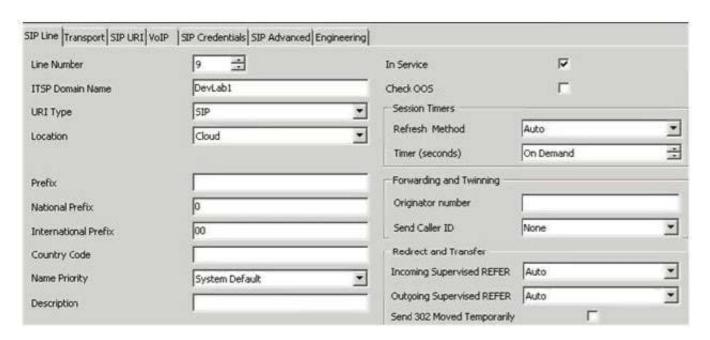
Correct Answer: C

#### **QUESTION 3**

Refer to the exhibit.

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You have configured enough SIP channels to carry the expected communications load, but users are reporting that sometimes they cannot call out and callers cannot get through.

Based on the information in the exhibit, what is causing the problem?

- A. The timer should be set to 2 minutes.
- B. The calls are being referred incorrectly.
- C. The caller ID is not passed by some carriers.
- D. The system is ignoring refresh messages.

Correct Answer: C

#### **QUESTION 4**

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 5**

Which application can be used to show available resources in an IP500v2?



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- A. IP Office Manager
- B. Monitor
- C. DbgView
- D. System Status Application

Correct Answer: D

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