



# 78201X<sup>Q&As</sup>

Avaya IP Office Platform Support Certified Exam

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### QUESTION 1

A customer is experiencing poor call quality, including delay, jitter, and packet loss, when using a remote deskphone through the WAN. Which three methods can a technician use to help diagnose and troubleshoot the problem? (Choose three.)

- A. Perform a packet capture and analysis of the WAN traffic using a network analyzer tool.
- B. Compare the WAN bandwidth usage during call setup and active call phases to determine if there are any bandwidth limitations.
- C. Configure a VPN connection to the remote site to bypass WAN congestion and improve voice quality.
- D. Enable and monitor SNMP traps on the WAN routers to detect any network or connectivity issues.
- E. Check the network performance metrics, such as latency and round-trip time, to identify any abnormal values.

Correct Answer: ABE

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### QUESTION 2

Which three licenses can support the Avaya Equinox client without the additional need for a softphone? (Select three.)

- A. Basic User
- B. Teleworker
- C. Power User
- D. Remote Worker
- E. Office Worker
- F. Receptionist

Correct Answer: BDF

The Avaya Equinox client can be supported with Teleworker, Remote Worker, and Receptionist licenses, as they include the Avaya Equinox client.

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### QUESTION 3

What is the exact meaning of "IMAP support" in the IP Office UMS service, which enables users to retrieve voicemail messages from the server using specific email programs on their PCs?

- A. A user can see/listen to voicemail messages via a web browser.
- B. A user can receive voicemail messages only using MS Outlook.
- C. All messages are forwarded to a user's e-mail account and deleted from their telephone.



D. A user can receive voicemail messages to their Outlook, Outlook Express, and/or Lotus Notes programs running on their PC.

E. A new message is sent to a user's e-mail account. The user can listen to it by dialing their telephone number.

Correct Answer: B

#### QUESTION 4

In which application can Debug level be set to Verbose to generate log files for troubleshooting?

A. Voicemail Pro

B. one-X Portal for IP Office

C. Media Manager

D. Avaya Equinox Client

Correct Answer: A

#### QUESTION 5

Refer to the exhibit.

The screenshot shows a configuration window for a SIP Line. The 'Session Timers' section is expanded, showing 'Refresh Method' set to 'Auto' and 'Timer (seconds)' set to 'On Demand'. Other settings include 'Line Number' (9), 'ITSP Domain Name' (DevLab1), 'URI Type' (SIP), 'Location' (Cloud), 'In Service' (checked), and 'Check OOS' (unchecked).

Suppose you have configured enough SIP channels to carry the expected communications load, but some users report that they cannot call out, and callers cannot get through. Given the exhibit, which configuration setting is responsible for the problem?

A. The system is misconfigured to ignore refresh messages.

B. Caller ID is not passed by some carriers.

C. Calls are being referred incorrectly.

D. The timer should be set to 2 minutes.



Correct Answer: B

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