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## Question: 1

Which two applications does the Unified Communication Module (UCM) support without the addition of an external server? (Choose two.)

- A. Avaya Contact Recorder
- B. one-X® Communicator
- C. one-X® Portal
- D. Embedded Voicemail
- E. Voicemail Pro

**Answer: C,E**

## Question: 2

When planning for a Small Community Network (SCN), which two are required? (Choose two.)

- A. PRI service
- B. Preferred Edition
- C. IP Routes
- D. VCMs
- E. H.248

**Answer: C,D**

Explanation:

References:

<http://downloads.avaya.com/css/P8/documents/003681836>

## Question: 3

Which IP Office feature is required to initiate screen pops, where the caller ID triggers a computer to open a record related to that number?

- A. IMAP
- B. TAPILink Lite
- C. UMS
- D. Outlook Plugin

**Answer: B**

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## Question: 4

By adding a 4-port expansion card to the IP Office 500 V2, how many expansion units can the IP Office support in total?

- A. 10
- B. 8
- C. 12
- D. 14

**Answer: C**

## Question: 5

A remote worker with Avaya Windows Communicator visits their office headquarters where the IP Office and one-X® Portal are located.

Which two technologies enable the worker to re-register locally? (Choose two.)

- A. Border controller
- B. Wi-Fi access
- C. Split DNS
- D. Port forwarding
- E. XMPP

**Answer: B,C**

Explanation:

References:

<https://downloads.avaya.com/css/P8/documents/100175092> Page: 40

## Question: 6

On an IP Office 500 V2 there are two SD card slots. The first contains the System SD card, which has a unique feature key number.

The unique feature key number is essential for which purpose?

- A. to provide the upgrade tool
- B. to validate licenses
- C. to set the Voicemail type, either Embedded or Voicemail Pro
- D. to allow the storage of the correct version bin files

**Answer: B**

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## Question: 7

A customer has two main receptionists using SoftConsole; however, when they are on a break or at lunch, there are four back office workers that can open the SoftConsole on their PC to take calls to cover these periods.

How many licenses are required for this to work?

- A. 8
- B. 6
- C. 2
- D. 4

**Answer: D**

Explanation:

References:

[http://www.ipofficeinfo.com/pdf/softconsoleinstall\\_en.pdf](http://www.ipofficeinfo.com/pdf/softconsoleinstall_en.pdf) Page: 9

## Question: 8

A customer has given six employees the ability to hot-desk for when they come into the office. When they log off, their calls will go to their voicemail boxes. Employees want to retrieve their voicemail while out of the office.

How should you set up DDI/DID to achieve this?

- A. DDI/DID to their Login code
- B. DDI/DID number to their Extension
- C. DDI/DID to the short code feature "Voicemail Collect"
- D. DDI/DID to a Voicemail module "Recording"

**Answer: C**

## Question: 9

Using the Upgrade Wizard, which Password is required when upgrading the IP Office 500 V2?

- A. Manager password
- B. Security password
- C. System password
- D. Administration password

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**Answer: C**

Explanation:

References:

<http://www.mrboingo.com/index.php/archives/58>

### **Question: 10**

When you first power on the IP Office, there are two default incoming call routes; one is to route all voice calls to the Hunt Group main, which contains the first 10 extensions, and the other is for data calls.

Where do the data calls go by default?

- A. RAS access "Dialin"
- B. Hunt group "Data"
- C. Extension "Modern"
- D. Hunt group "Main"

**Answer: A**