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Avaya IP Office Platform Implement Certified Exam

Avaya 77201X

Version Demo

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QUESTION NO: 1

Which two types of information can an administrator use the System Status Application to investigate on a live IP Office system? Select two.

- A. Active system alarms
- B. Extension and trunk status
- C. Voicemail Pro call-flow design
- D. Creation of new user records
- E. Editing of ARS routing entries

ANSWER: A B

Explanation:

The System Status Application is used to view live operational information, including active system alarms and the state of extensions and trunks. It is not the configuration editor for adding users or changing ARS entries, and it does not provide the Voicemail Pro call-flow design interface.

QUESTION NO: 2

A site has several groups of users with different outbound-dialing permissions. The administrator wants a reusable policy that can be assigned to users instead of configuring each user separately. Which IP Office feature should be used?

- A. User Rights
- B. Automatic Route Selection
- C. Incoming Call Routes
- D. Hunt Group Membership

ANSWER: A

Explanation:

User Rights is correct. User Rights provide reusable sets of user permissions and dialing-related settings that can be assigned to multiple users. This allows consistent policy application for groups such as reception staff, office workers, supervisors, or mobile users. ARS determines the route chosen for a dialed number, while an Incoming Call Route handles calls arriving from external lines.

QUESTION NO: 3

A SIP trunk registers successfully and calls connect, but external callers cannot hear IP Office users. IP Office users can hear the external callers. Which two conditions should the administrator investigate first? Select two.

- A. Firewall access for the RTP media ports
- B. NAT and public IP address configuration for the SIP connection
- C. The destination of the Incoming Call Route
- D. The number of Embedded Voicemail channels
- E. The hunt group ringing mode

ANSWER: A B

Explanation:

Successful SIP signaling does not prove that RTP media can pass in both directions. The administrator should verify that the required RTP media ports are permitted through intervening firewalls and confirm that NAT or public-address information is correctly configured for the SIP connection. Changing an Incoming Call Route or adding voicemail channels does not correct a one-way audio condition after a call has connected.

QUESTION NO: 4

An administrator is preparing to upgrade an IP500 V2 system to a later IP Office release. Which two actions should be completed before the upgrade is started? Select two.

- A. Receive and save a current copy of the IP Office configuration
- B. Verify compatibility of the target release with installed hardware and applications
- C. Delete existing licenses before loading the new software
- D. Change the default SIP signaling port on every SIP line
- E. Restart the control unit before creating any backup

ANSWER: A B

Explanation:

A current configuration should be received and saved using IP Office Manager so that the system can be restored if necessary. The administrator should also review the target release documentation to confirm compatibility for installed hardware, endpoints, and applications. Restarting the system before obtaining a backup does not protect the configuration, and changing SIP ports or deleting licenses is not a normal upgrade prerequisite.

QUESTION NO: 5

A support hunt group must offer each new call to members in a fixed order, beginning with the first member and moving to the next member only if the previous member does not answer. Which hunt group ringing mode should be used?

- A. Collective
- B. Sequential
- C. Group
- D. Simultaneous

ANSWER: B

Explanation:

Sequential ringing offers calls to hunt group members in the configured order. It is appropriate when calls must be presented to a primary user before progressing to the next available member. Collective ringing would alert all members together, while rotary-style distribution is intended to spread calls rather than begin each call with the same first member.

QUESTION NO: 6

Which component is required to support Avaya 1600 series IP phones on IP Office?

- A. DHCP server
- B. SIP trunk license
- C. Voicemail Pro
- D. Secondary Server
- E. Avaya IP Endpoint license

ANSWER: E

Explanation:

An **Avaya IP Endpoint license** is required for an Avaya 1600 Series phone to register and operate as an Avaya H.323 IP endpoint on IP Office. IP Office tracks supported IP endpoints through its licensing system, and the appropriate quantity of IP Endpoint entitlement must be present for the intended number of 1600 Series telephones. This licensing is distinct from the network services used to provision a phone. Once the endpoint entitlement is available, the phone can be configured with the IP Office call-server details and its network settings, then register to IP Office as an H.323 extension. The license is therefore the required IP Office feature entitlement that enables support for this phone type, rather than merely a convenience for addressing or deployment. Administrators should confirm available endpoint-license capacity in IP Office Manager or Web Manager before adding phones, particularly when an existing system is already using its licensed IP-endpoint capacity. Avaya's current documentation portal provides IP Office administration and licensing documentation at [Avaya Documentation](#). Product documentation and software resources for IP Office are also available through [Avaya Support](#).

QUESTION NO: 7

Which User Profile is required on IP Office for a user to enable Avaya Equinox mobile client (Android or iOS)?

- A. Teleworker
- B. Power User
- C. Basic
- D. Remote Worker

ANSWER: B

Explanation:

The required IP Office user profile is **Power User**. Avaya Equinox Mobile is a unified communications client that registers to the IP Office environment and provides mobile softphone capability alongside features such as presence, instant messaging, directory access, and integration with IP Office calling services. Those capabilities require the entitlement included with a Power User profile. In IP Office licensing, the profile assigned to the user determines which client applications and advanced UC functions that user may activate. Therefore, assigning the Power User profile is necessary before the user can be provisioned and enabled for an Avaya Equinox client on Android or iOS. The administrator should confirm that a corresponding Power User licence is available and that the profile is assigned to the intended user in IP Office Manager or Web Manager before completing Equinox client configuration. Avaya's IP Office product information is available at [Avaya IP Office](#), and current product documentation and administration resources are published through the [Avaya Support portal](#).

QUESTION NO: 8

Which feature allows a user to lock their phone to prevent unauthorized use?

- A. Hot Desking
- B. Phone Lock
- C. Call Barring

ANSWER: B

Explanation:

Phone Lock is the feature designed to protect an individual user's desk phone from unauthorized use. When the user locks the telephone, the system requires the configured security code or password before normal phone operation can be resumed. This is particularly useful when a user leaves a shared workspace, reception area, or other location where another person could otherwise place calls or access phone functions from the unattended device. Phone Lock is a user-facing IP Office feature and is distinct from system-level calling permissions: its purpose is to secure access to the physical telephone and its functions for the currently associated user. The administrator must ensure that the applicable user and telephone configuration supports the feature and that the user has an appropriate login/security code. Avaya's IP Office documentation and product-support resources describe user telephone features and their administration, including security-related operation. See the [Avaya Documentation portal](#) and the [Avaya Support site](#) for the IP Office release-specific user and administration guides.

QUESTION NO: 9

An administrator is deploying Avaya J100 Series SIP phones on an IP Office system. Which two items are required for the phones to obtain their software and register as IP Office extensions? Select two.

- A. A TCM8 card installed in the control unit
- B. A reachable HTTP or HTTPS file server containing the required phone files
- C. A Voicemail Pro server
- D. A configured SIP extension with valid credentials

ANSWER: B D

Explanation:

A reachable HTTP or HTTPS file server containing the required phone files and **a configured SIP extension with valid credentials** are correct. J100 Series phones use web-based file provisioning to obtain firmware and configuration information, and they require valid SIP extension details to register to IP Office. A TCM8 card supplies digital-station ports for compatible digital telephones, not SIP registration. Voicemail Pro is not required for phone firmware provisioning or extension registration.

QUESTION NO: 10

What is the default port number for HTTPS access to IP Office Web Manager?

- A. 80
- B. 443
- C. 8080
- D. 8443

ANSWER: D

Explanation:

The default HTTPS port for IP Office Web Manager is **8443**. Administrators normally enter the Web Manager address in a browser using the IP Office system's address followed by :8443, for example, `https://192.0.2.10:8443`. This specifies the secure web-management service hosted by the IP Office system and ensures that the browser reaches Web

Manager rather than a different service that may use the standard HTTPS port. The connection uses HTTPS, so browser warnings can occur if the system certificate is self-signed or has not been replaced with a certificate trusted by the client browser; this does not alter the service's default listening port. Firewall, routing, and access-control policies between the administrator workstation and the IP Office system must permit TCP port 8443 for remote administration to work. This default is part of the IP Office platform's Web Manager access configuration and should be considered when documenting management connectivity or creating firewall rules. Avaya's product documentation resources are available through the [Avaya Documentation Portal](#), and current product support resources can be accessed from [Avaya Support](#).

QUESTION NO: 11

A Sales hunt group should ring its members for 20 seconds and then send unanswered calls to a separate Customer Service hunt group. Which two hunt group settings are required? Select two.

- A. Overflow Time
- B. Fallback Group
- C. Line Group ID
- D. Voicemail Mailbox

ANSWER: A B

Explanation:

Overflow Time and **Fallback Group** are correct. The Overflow Time specifies how long the call remains ringing within the original hunt group before overflow treatment occurs. The Fallback Group identifies the hunt group that receives the call after that timeout. A Line Group ID applies to trunk selection and matching, while a voicemail mailbox is not the required destination when the intended overflow target is another hunt group.

QUESTION NO: 12

On the IP Office platform, which two features are supported by the embedded voicemail?

- A. Auto Attendant
- B. Hunt Group Announcements
- C. Call Recording
- D. Voicemail to Email

ANSWER: A B

Explanation:

Auto Attendant and **Hunt Group Announcements** are supported functions of IP Office Embedded Voicemail. Embedded Voicemail runs on the IP Office system's internal storage and provides core call-answering and routing capabilities without deploying a separate Voicemail Pro server. An Auto Attendant can answer incoming calls, play a configured greeting and menu, collect caller keypad selections, and transfer calls to the appropriate destination, such as a user, hunt group, or other system destination. This allows a small deployment to provide an organized caller entry point directly from the IP Office control unit.

Hunt Group Announcements are also part of the embedded voicemail feature set. They allow greetings and informational or comfort messages to be played to callers who reach a hunt group, helping provide queue-related messaging while callers wait for an available group member. These functions are configured through IP Office administration and use the Embedded Voicemail resources on the system. Avaya's IP Office documentation identifies Embedded Voicemail as the integrated voicemail service for basic voicemail, automated-attendant, and hunt-group announcement applications. See the [Avaya Support documentation portal](#) and the [Avaya IP Office product information](#) for IP Office platform and documentation resources.