

78201X Dumps - Kickstart your Career with Real Updated Questions [Q11-Q29]



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After passing the Avaya 78201X exam, candidates will receive the Avaya IP Office? Platform Support Certified certification. Avaya IP Office? Platform Support Certified Exam certification is valid for two years and demonstrates the candidate's skills and knowledge related to Avaya IP Office? Platform solutions. Avaya IP Office? Platform Support Certified Exam certification also provides access to Avaya's support network, which includes technical support, software updates, and access to Avaya's community of experts.

Q11. A customer is running an IP Office 500 V2, one-X Portal, Voicemail Pro, and CCR supporting 50 users, of which 10 are CCR agents. At present they are running on software version 8.0 and they want to upgrade to version 9.1.

What application changes will they have to make?

- * Only CCR as it is not supported in 9.0 or higher.
- * Only one-X Portal as it is supported in 9.0 or higher.
- * All of them as 9.1 does not support any of the application.

* None, all applications can be upgraded to 9.0 or higher.

Q12. Which method can be used to add new users to a Server Edition in Select mode?

- * with copy and paste
- * with Outlook Plugin
- * with UMS
- * with LDAP

Q13. Which two requirements are necessary for a Small Community Network (SCN) with Distributed Voicemail?

(Select two.)

- * Installation of IIS on all Voicemail Pro servers
- * Support for Port 80
- * Local Host file
- * Preferred Edition Licenses on all IP Office systems
- * SMTP communication unblocked between Voicemail servers

Explanation

References:

<https://downloads.avaya.com/css/P8/documents/100174760> Page: 133 to 140

Q14. Which of the following is the correct method to find the IP address of an IP extension in the IP Office?

- * Use ARP from your PC.
- * Use the Extension Summary in SSA.
- * Look on the label on the underside of all IP Phones.
- * Use Monitor to reset the telephone, and watch it get a new DHCP address.

Explanation

References:

<https://community.spiceworks.com/topic/302795-find-ip-phones-ip-address-from-avaya-ip-manager>

Q15. Which two are required for IP Office to support a SIP IP hard telephone? (Choose two.)

- * user profiles set to Virtual
- * advanced System license
- * endpoint license
- * user profile set to Teleworker
- * user and SIP extension in IP Office

Q16. A customer with Server Edition has the capacity to register five consoles simultaneously, and wants to increase it to seven.

Which action is needed to complete this increase?

- * Add a Preferred license.
- * Upgrade to Select Mode.
- * Add five receptionist licenses.
- * Upgrade to the latest software version.

Q17. A customer wants to ensure seamless communication between their employees and external parties, including those who are off-site. Which application would be the most appropriate for these users, given their needs?

- * Avaya Equinox
- * Avaya Communicator
- * Mobile Twinning
- * one-X Mobile Preferred

Q18. You have just plugged in a new IP500 V2, and you look at its Dashboard display to see the new device. No telephones are plugged into the unit.

Why are two ports in one of the modules green?

- * There is a Combo Card in the chassis.
- * The operating system is up, and someone is administering the system.
- * The device has power and passed self-test.
- * LAN1 and LAN2 are disconnected.

Q19. A user from a remote IP Office site contacts you to discuss a voicemail issue. You use the Manager program to check the multi-site IP Office network, but only your local IP Office is displayed. What could be the reason for this issue?

- * The Unit/Broadcast address is set to 255.255.255.255.
- * No SCN users are available.
- * The remote sites are undergoing a reboot.
- * Your login credentials are incorrect.

Q20. A customer wants all users to import their Outlook contacts into their one-X Portal personal directories. What is the recommended way for users to achieve this?

- * Notify the customer that this is not a recommended practice.
- * Use a .csv format to import the Outlook contacts.
- * Add each Outlook contact individually to the personal directory.
- * Copy and paste all contacts from Outlook into the personal directory.

Q21. 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?

- * RAS access “Dialin”
- * Hunt group “Data”
- * Extension “Modern”
- * Hunt group “Main”

Q22. Which tool can be used after the ignition process to help configure the System, Users, Group and Lines, in a step by step manner, for both IP500 V2 and Server Edition?

- * Management Tool
- * Configuration Tools
- * Configuration Wizard
- * Management Wizard

Q23. Where can password policies and password complexity requirements be configured for Users?

- * Web Self Administration application
- * Avaya Cloud management console
- * Avaya Aura Security Manager
- * Avaya IP Office Manager

Q24. Which configuration area must be configured for the Hot Desking user?

- * Mobility
- * Services
- * User Rights
- * Telephony-Supervisor Settings
- * Extension

Q25. Which two are required for IP Office to support a SIP IP hard telephone with the most advanced features?

(Choose two.)

- * user profiles set to Virtual
- * Advanced System license
- * endpoint license
- * user profile set to Teleworker
- * user and SIP extension in IP Office

Explanation

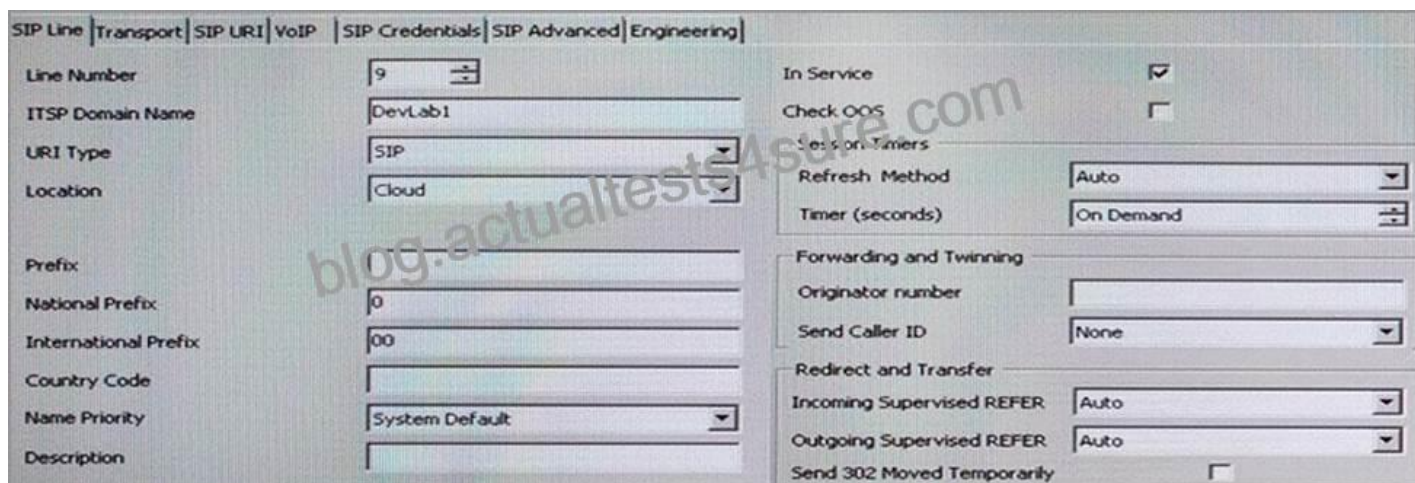
References:

http://www.patton.com/files/support/kb/Avaya_IP_Office.pdf

Q26. A customer has a Windows Voicemail Pro server and wants incoming calls to be directed to a specific user if the caller's phone number is listed in their records. Which voicemail action type must be configured to achieve this?

- * Database Action
- * Miscellaneous Action
- * Configuration Action
- * Conditional Action

Q27. Refer to the exhibit.



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?

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

Q28. A Server Edition customer has a capacity of registering five consoles simultaneously and wants to increase it to seven. What action should be taken to achieve this?

- * Add a Preferred Edition license.
- * Upgrade to Select Mode.
- * Add five Receptionist licenses.
- * Upgrade to the latest software version.

Q29. What is used to send out alarm notifications to you?

- * System Monitor
- * TFTP
- * SMTP
- * SSA

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