



**Specialist – IP Office Implement Elective Exam
132-S-906.1
Study Guide**

Get Avaya Certified.

Specialist IP Office – Implement Elective Exam (132-S-906.1) Study Guide

The chart below details the six (6) sections that comprise the Specialist Avaya IP Office – Implement Certification Exam. Within each section, the objectives, percentage of total exam, and listing of reference materials are listed. The reference materials are divided into Avaya University courseware and Avaya documentation. This information is designed to help the student prepare for the Specialist Avaya IP Office – Implement Certification Exam.

The Specialist – IP Office Implement Exam (132-S-906.1) consists of 60 multiple choice and matching items. The passing mark is 60%. That means you will need to answer at least 36 questions correctly. You will have 75 minutes to complete the exam.

The exam was written in September of 2004 and encompasses IP Office Software version 2.1. On September 26, 2005 this guide was updated to reflect the content with the current 3.1 curriculum.

Section 1. Voice Networking			
This section of the exam represents 15% of the questions			
Exam Section Objectives: <ul style="list-style-type: none"> • Describe Small Community Networking implementation procedures • Describe Non SCN Voice Networking implementation procedures 			
Section 1. Voice Networking Avaya University Courses that support preparation for this section WBT – Web-based training VILT – Virtual Instructor Led ILT – Instructor Led <i>*Next to course number indicates that there are prerequisite courses required</i>			
Course Number	Course Title	Type/ Hrs	Course Objectives
*AVA00140H00 (prerequisite courses include: AVA00136WEN, AVA00138WEN, AVA00139WEN)	IP Office Implementation Workshop	ILT/40 hrs.	<ul style="list-style-type: none"> • Use the use the Administration Wizard and Manager applications to customize an IP Office system • Set up the IP Office system and software • Operate IP Office using default configurations • Configure IP Office using the Use Manager application and the Installation and Administration Wizard • Set up dial-up networking and WAN/LAN connections • Set up and configure an IP Office – Small Office Edition • Identify the differences between Integral Voicemail, Voicemail Lite, and Voicemail Pro • Customize the Voicemail Pro system to meet client needs • Schedule, join, and monitor conferences through the Conferencing Center

Section 1. Voice Networking		
Documents Associated with the Preparation of this section		
Document Number	Title	URL
N/A	11th May 2004 - Issue 11b, IP Office Product Description 2.1	http://support.avaya.com
40DHB0002USAU	Issue 15c, IP Office Manager 2.X Application	http://support.avaya.com
N/A	IPO Job Aid, Centralised VMPro - Job Aid 078	http://support.avaya.com
N/A	043 Issue 1, IP Office - Job Aid Connecting an IP600 and IP Office via H323 IP Trunk	http://support.avaya.com

Section 2. CORE**This section of the exam represents 25% of the questions****Exam Section Objectives:**

- Given a scenario, apply Short Code for features and restrictions
- Given a scenario, implement hunt group, overflow, and fallback
- Given a scenario, implement incoming call routing
- Identify steps for implementing embedded VM for the 401/Small Office
- Demonstrate knowledge of VCM resources

Section 2. CORE**Avaya University Courses that support preparation for this section****WBT – Web-based training****VILT – Virtual Instructor Led****ILT – Instructor Led*****Next to course number indicates that there are prerequisite courses required**

Course Number	Course Title	Type/ Hrs	Course Objectives
AVA00136WEN (prerequisite to AVA00140HOO)	IP Office Core Hardware and Applications Overview	WBT/4 hrs.	<ul style="list-style-type: none"> • Identify the IP Office platform components • Describe features of the IP Office platform • List the IP Office Expansion Modules and Interface Cards • Identify types of terminals supported by IP Office • Define IP Office-enabled IP Telephony • Identify IP Hardphones and IP Softphones • Define IP Office Application Licensing • List the functions of Phone Manager Lite and Phone Manager Pro • List system requirements for Phone Manager Lite and Phone Manager Pro • List the features of Voicemail Lite and Voicemail Pro • Define the features of Voicemail Lite and Voicemail Pro • Outline SoftConsole application functionality and associated system requirements • Outline Call Status utility attributes • Define the features and capabilities of the IP Office Management Tools
AVA00138WEN (prerequisite to AVA00140HOO)	IP Office Data Components	WBT/3 hrs.	<ul style="list-style-type: none"> • Describe the IP Office networking solution features • Identify the importance of the System Configuration form and fields • Identify how to configure a Wireless LAN and set security using the Wireless module • Complete the WAN Port Configuration form • Articulate how to use Remote Access Service (RAS) functionality • Identify the importance of the Service Configuration form and fields • Explain VoIP across the Local Area Network (LAN) • Configure a tunnel to send data over a different network connection • Define the features of the Firewall Profile form • Define Small Community Networking

Revision Date: September 26, 2005

Program requirements are subject to change.

Please consult www.avaya-learning.com for the latest information.

AVA00139WEN (prerequisite to AVA00140H00)	IP Office Voicemail Pro	WBT/4 hrs.	<ul style="list-style-type: none"> • Identify Voicemail Pro and Voicemail server functionality • Identify Voicemail Pro installation options • Add users and hunt groups in the Manager application • Describe call flow start point options • Configure an auto attendant • Assign actions to start points in Voicemail Pro • Create an incoming call route • Assign short codes for users and hunt groups • Create touch tones • Configure timeouts • Configure Voicemail Pro to connect to a third-party database using the Database action • Describe conferencing capabilities
*AVA00140H00 (prerequisite courses include: AVA00136WEN, AVA00138WEN, AVA00139WEN)	IP Office Implementation Workshop	ILT/40 hrs.	<ul style="list-style-type: none"> • Use the use the Administration Wizard and Manager applications to customize an IP Office system • Set up the IP Office system and software • Operate IP Office using default configurations • Configure IP Office using the Use Manager application and the Installation and Administration Wizard • Set up dial-up networking and WAN/LAN connections • Set up and configure an IP Office – Small Office Edition • Identify the differences between Integral Voicemail, Voicemail Lite, and Voicemail Pro • Customize the Voicemail Pro system to meet client needs • Schedule, join, and monitor conferences through the Conferencing Center
AVA00484H00 (prerequisite course includes: AVA00140H00)	IP Office Advanced Applications Workshop	ILT/16 hrs	<ul style="list-style-type: none"> • Construct a call flow that includes Database Actions, Text to Speak Actions, VB Scripting, and Telephony Application Programming Interface (TAPI). • Summarize the capabilities of Avaya IP Office Integrated Messaging Service. • Configure the system to support voicemail to email (TTS). • Summarize the capabilities of Campaign Manager. • Explain how the Call Data Tag functionality is used to tag the associated CLI information to a transferred call. • Explain the functionality of the Voice Recordings Library. • Define the capabilities of the Avaya IP Office ContactStore Suite. • Configure the Avaya IP Office Voicemail Pro call flow to interact with Avaya IP Office Conferencing Center.

Section 2. CORE Documents Associated with the Preparation of this section		
Document Number	Title	URL
40DHB0002USAU	Issue 15c, IP Office Manager 2.X Application	http://support.avaya.com
40DHB0002USAW	Issue 12c (5th May 2004), Voicemail Pro Installation & Maintenance	http://support.avaya.com
N/A	11th May 2004 - Issue 11b, IP Office Product Description 2.1	http://support.avaya.com

Section 3. Data Networking

This section of the exam represents 15% of the questions

Exam Section Objectives:

- Identify steps for implementing wireless networking on the Small Office edition
- Demonstrate ability to install IP telephone (Hardphones)
- Identify steps for integrating IP Office as RAS server on existing LAN(s)
- Demonstrate ability to configure various advanced protocols and interfaces

Section 3. Data Networking

Avaya University Courses that support preparation for this section

WBT – Web-based training

VILT – Virtual Instructor Led

ILT – Instructor Led

***Next to course number indicates that there are prerequisite courses required**

Course Number	Course Title	Type/ Hrs	Course Objectives
AVA00136WEN (prerequisite to AVA00140HOO)	IP Office Core Hardware and Applications Overview	WBT/4 hrs.	<ul style="list-style-type: none">• Identify the IP Office platform components• Describe features of the IP Office platform• List the IP Office Expansion Modules and Interface Cards• Identify types of terminals supported by IP Office• Define IP Office-enabled IP Telephony• Identify IP Hardphones and IP Softphones• Define IP Office Application Licensing• List the functions of Phone Manager Lite and Phone Manager Pro• List system requirements for Phone Manager Lite and Phone Manager Pro• List the features of Voicemail Lite and Voicemail Pro• Define the features of Voicemail Lite and Voicemail Pro• Outline SoftConsole application functionality and associated system requirements• Outline Call Status utility attributes• Define the features and capabilities of the IP Office Management Tools
AVA00138WEN (prerequisite to AVA00140HOO)	IP Office Data Components	WBT/3 hrs.	<ul style="list-style-type: none">• Describe the IP Office networking solution features• Identify the importance of the System Configuration form and fields• Identify how to configure a Wireless LAN and set security using the Wireless module• Complete the WAN Port Configuration form• Articulate how to use Remote Access Service (RAS) functionality• Identify the importance of the Service Configuration form and fields• Explain VoIP across the Local Area Network (LAN)• Configure a tunnel to send data over a different network connection• Define the features of the Firewall Profile form• Define Small Community Networking

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*AVA00140H00 (prerequisite courses include: AVA00136WEN, AVA00138WEN, AVA00139WEN)	IP Office Implementation Workshop	ILT/40 hrs.	<ul style="list-style-type: none"> • Use the use the Administration Wizard and Manager applications to customize an IP Office system • Set up the IP Office system and software • Operate IP Office using default configurations • Configure IP Office using the Use Manager application and the Installation and Administration Wizard • Set up dial-up networking and WAN/LAN connections • Set up and configure an IP Office – Small Office Edition • Identify the differences between Integral Voicemail, Voicemail Lite, and Voicemail Pro • Customize the Voicemail Pro system to meet client needs • Schedule, join, and monitor conferences through the Conferencing Center
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Section 3. Data Networking
Documents Associated with the Preparation of this section

Document Number	Title	URL
N/A	11th May 2004 - Issue 11b, IP Office Product Description 2.1	http://support.avaya.com
40DHB0002USAU	Issue 15c, IP Office Manager 2.X Application	http://support.avaya.com
N/A	IP Office Manager Help files	http://support.avaya.com
555-233-128	4600 Series IP Telephone Installation Guide	http://support.avaya.com
48DHB0002USCJ	Issue 9, IP Office 2.1 4600 Series IP Telephone Installation	http://support.avaya.com
555-233-507	4600 Series IP Telephone R2.0 LAN Administrator's Guide	http://support.avaya.com
N/A	IEEE, November 10, 1999	http://www.ieee802.org/3/af/objectives.pdf
N/A	SGS, Implementing Avaya IP Office Server Frame Relay FRF.12 with a Cisco MC3810 Router and an Avaya S8300 Media Server and Avaya IP Telephones	http://support.avaya.com

Section 4. System Applications**This section of the exam represents 25% of the questions****Exam Section Objectives:**

- Given a scenario, demonstrate knowledge of implementing VoiceMail (VM) Pro
- Demonstrate implementing centralized Voicemail with INTUITY
- Given a scenario, demonstrate knowledge of conferencing
- Demonstrate knowledge of IMS

Section 4. System Applications**Avaya University Courses that support preparation for this section****WBT – Web-based training****VILT – Virtual Instructor Led****ILT – Instructor Led*****Next to course number indicates that there are prerequisite courses required**

Course Number	Course Title	Type/ Hrs	Course Objectives
AVA00139WEN (prerequisite to AVA00140H00)	IP Office Voicemail Pro	WBT/4 hrs.	<ul style="list-style-type: none"> • Identify Voicemail Pro and Voicemail server functionality • Identify Voicemail Pro installation options • Add users and hunt groups in the Manager application • Describe call flow start point options • Configure an auto attendant • Assign actions to start points in Voicemail Pro • Create an incoming call route • Assign short codes for users and hunt groups • Create touch tones • Configure timeouts • Configure Voicemail Pro to connect to a third-party database using the Database action • Describe conferencing capabilities
*AVA00140H00 (prerequisite courses include: AVA00136WEN, AVA00138WEN, AVA00139WEN)	IP Office Implementation Workshop	ILT/40 hrs.	<ul style="list-style-type: none"> • Use the use the Administration Wizard and Manager applications to customize an IP Office system • Set up the IP Office system and software • Operate IP Office using default configurations • Configure IP Office using the Use Manager application and the Installation and Administration Wizard • Set up dial-up networking and WAN/LAN connections • Set up and configure an IP Office – Small Office Edition • Identify the differences between Integral Voicemail, Voicemail Lite, and Voicemail Pro • Customize the Voicemail Pro system to meet client needs • Schedule, join, and monitor conferences through the Conferencing Center

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Please consult www.avaya-learning.com for the latest information.

AVA00484H00 (prerequisite course includes: AVA00140H00)	IP Office Advanced Applications Workshop	ILT/16 hrs	<ul style="list-style-type: none"> • Construct a call flow that includes Database Actions, Text to Speak Actions, VB Scripting, and Telephony Application Programming Interface (TAPI). • Summarize the capabilities of Avaya IP Office Integrated Messaging Service. • Configure the system to support voicemail to email (TTS). • Summarize the capabilities of Campaign Manager. • Explain how the Call Data Tag functionality is used to tag the associated CLI information to a transferred call. • Explain the functionality of the Voice Recordings Library. • Define the capabilities of the Avaya IP Office ContactStore Suite. • Configure the Avaya IP Office Voicemail Pro call flow to interact with Avaya IP Office Conferencing Center.
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Section 4. System Applications
Documents Associated with the Preparation of this section

Document Number	Title	URL
40DHB0002USAW	R2.0 IP Office Voicemail Installation & Admin Manual	http://support.avaya.com
40DHB0002USAU	Issue 15c, IP Office Manager 2.X Application	http://support.avaya.com
N/A	006 Issue 2, IP Office - Job Aid QSIG Centralized INTUITY AUDIX	http://support.avaya.com
N/A	IP Office Job Aid - QSIG Centralized INTUITY™ AUDIX® 006 Issue 3 (05th November 2003)	http://support.avaya.com
N/A	008 Issue 1a, IP Office - Job Aid Conferencing	http://support.avaya.com
N/A	048 Issue 3, IP Office Job Aid Voicemail Pro 2.0 Example Exercises	http://support.avaya.com
N/A	IPO Job Aid, IMS installation job aid 038	http://support.avaya.com
N/A	11th May 2004 - Issue 11b, IP Office Product Description 2.1	http://support.avaya.com
N/A	038 Issue 1, IP Office - Job Aid Installing IMS with Microsoft Exchange Server	http://support.avaya.com
N/A	Avaya Technical tip, US tech tip 008	http://support.avaya.com

Section 5. Troubleshooting Implementation**This section of the exam represents 10% of the questions****Exam Section Objectives:**

- Given a scenario, demonstrate knowledge of available tools for troubleshooting (e.g., Sysmon, default tracing, reading of tracing, filtering, call status)
- Identify hardware troubleshooting steps
- Identify line setting issues (e.g., analog, digital, ISDN, caller ID settings, clear disconnect, dial tone detect, forwarding)
- Identify VoIP issues

Section 5. Troubleshooting Implementation**Avaya University Courses that support preparation for this section****WBT – Web-based training****VILT – Virtual Instructor Led****ILT – Instructor Led*****Next to course number indicates that there are prerequisite courses required**

Course Number	Course Title	Type/ Hrs	Course Objectives
AVA00138WEN (prerequisite to AVA00140HOO)	IP Office Data Components	WBT/3 hrs.	<ul style="list-style-type: none"> • Describe the IP Office networking solution features • Identify the importance of the System Configuration form and fields • Identify how to configure a Wireless LAN and set security using the Wireless module • Complete the WAN Port Configuration form • Articulate how to use Remote Access Service (RAS) functionality • Identify the importance of the Service Configuration form and fields • Explain VoIP across the Local Area Network (LAN) • Configure a tunnel to send data over a different network connection • Define the features of the Firewall Profile form • Define Small Community Networking
*AVA00140HOO (prerequisite courses include: AVA00136WEN, AVA00138WEN, AVA00139WEN)	IP Office Implementation Workshop	ILT/40 hrs.	<ul style="list-style-type: none"> • Use the use the Administration Wizard and Manager applications to customize an IP Office system • Set up the IP Office system and software • Operate IP Office using default configurations • Configure IP Office using the Use Manager application and the Installation and Administration Wizard • Set up dial-up networking and WAN/LAN connections • Set up and configure an IP Office – Small Office Edition • Identify the differences between Integral Voicemail, Voicemail Lite, and Voicemail Pro • Customize the Voicemail Pro system to meet client needs • Schedule, join, and monitor conferences through the Conferencing Center

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Section 5. Troubleshooting Implementation Documents Associated with the Preparation of this section		
Document Number	Title	URL
40DHB0002USAU	Issue 15c, IP Office Manager 2.X Application	http://support.avaya.com
N/A	Job Aid 002, IP Office Job Aid - DTE Port Maintenance	http://support.avaya.com
N/A	11th May 2004 - Issue 11b, IP Office Product Description 2.1	http://support.avaya.com
N/A	IP Office Engineers Tool kit, Installing SO lines	http://support.avaya.com
N/A	IP Office Manager Help files, QOS on VOIP links	http://support.avaya.com
N/A	IP Office Manager Help files, System tab DSCP settings	http://support.avaya.com
N/A	IP Office Engineers Tool kit, DSCP implementation	http://support.avaya.com
N/A	IP Office Engineers Tool kit, VOIP calls calculator	http://support.avaya.com

Section 6. Client Applications

This section of the exam represents 10% of the questions

Exam Section Objectives:

- Given a scenario, implement PhoneManager Lite/Pro and iPMP
- Demonstrate knowledge of Soft Console usage and implementation
- Demonstrate knowledge of TAPIB

Section 6. Client Applications

Avaya University Courses that support preparation for this section

WBT – Web-based training

VILT – Virtual Instructor Led

ILT – Instructor Led

***Next to course number indicates that there are prerequisite courses required**

Course Number	Course Title	Type/ Hrs	Course Objectives
AVA00138WEN (prerequisite to AVA00140HOO)	IP Office Data Components	WBT/3 hrs.	<ul style="list-style-type: none">• Describe the IP Office networking solution features• Identify the importance of the System Configuration form and fields• Identify how to configure a Wireless LAN and set security using the Wireless module• Complete the WAN Port Configuration form• Articulate how to use Remote Access Service (RAS) functionality• Identify the importance of the Service Configuration form and fields• Explain VoIP across the Local Area Network (LAN)• Configure a tunnel to send data over a different network connection• Define the features of the Firewall Profile form• Define Small Community Networking
AVA00139WEN (prerequisite to AVA00140HOO)	IP Office Voicemail Pro	WBT/4 hrs.	<ul style="list-style-type: none">• Identify Voicemail Pro and Voicemail server functionality• Identify Voicemail Pro installation options• Add users and hunt groups in the Manager application• Describe call flow start point options• Configure an auto attendant• Assign actions to start points in Voicemail Pro• Create an incoming call route• Assign short codes for users and hunt groups• Create touch tones• Configure timeouts• Configure Voicemail Pro to connect to a third-party database using the Database action• Describe conferencing capabilities

Revision Date: September 26, 2005

Program requirements are subject to change.

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AVA00484H00 (prerequisite course includes: AVA00140H00)	IP Office Advanced Applications Workshop	ILT/16 hrs	<ul style="list-style-type: none"> • Construct a call flow that includes Database Actions, Text to Speak Actions, VB Scripting, and Telephony Application Programming Interface (TAPI). • Summarize the capabilities of Avaya IP Office Integrated Messaging Service. • Configure the system to support voicemail to email (TTS). • Summarize the capabilities of Campaign Manager. • Explain how the Call Data Tag functionality is used to tag the associated CLI information to a transferred call. • Explain the functionality of the Voice Recordings Library. • Define the capabilities of the Avaya IP Office ContactStore Suite. • Configure the Avaya IP Office Voicemail Pro call flow to interact with Avaya IP Office Conferencing Center.
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Section 6. Client Applications
Documents Associated with the Preparation of this section

Document Number	Title	URL
N/A	IPO user guides	http://support.avaya.com
N/A	11th May 2004 - Issue 11b, IP Office Product Description 2.1	http://support.avaya.com
N/A	Phone manager installation guide	http://support.avaya.com
40DHB0002USAU	Issue 15c, IP Office Manager 2.X Application	http://support.avaya.com
N/A	IP Office Knowledge Base, EMEA IPO Tech tip 040	http://support.avaya.com
40DHB0002USEK	IP Office SoftConsole Administration	http://support.avaya.com
N/A	051 Issue 3, IP Office - Job Aid Dialing from Windows using TAPI	http://support.avaya.com

Summary of Avaya University Courses – IP Office Implement Certification Exam

Course Title	Section 1	Section 2	Section 3	Section 4	Section 5	Section 6
AVA00136WEN - IP Office Core Hardware and Applications Overview (prerequisite to AVA00140H00)		X	X			
AVA00138WEN - IP Office Data Components (prerequisite to AVA00140H00)		X	X		X	X
AVA00139WEN - IP Office Voicemail Pro (prerequisite to AVA00140H00)		X		X		X
*AVA00140H00 - IP Office Implementation Workshop (prerequisite courses include: AVA00136WEN, AVA00138WEN, AVA00139WEN)	X	X	X	X	X	
AVA00484H00 - IP Office Advanced Applications Workshop (prerequisite course includes: AVA00140H00)		X		X		X

Sample Questions – IP Office Implement Certification Exam

1. You are installing an IP Office for a customer who wants to permit only certain employees to dial international numbers.

Which is the most maintainable way of configuring this?
(Note: All Short Codes match the International Dial string.)
 - A. This is not possible in the IP Office.
 - B. Each permitted user is allocated a special access code for making international calls and User Short Codes are created for these codes.
 - C. You use a system Short Code with the feature Busy. A User Short Code with the feature Dial is used for employees who are permitted to dial international numbers.
 - D. You use system Short Code with the feature Dial. A User Short Code with the feature Busy is used for employees who are not permitted to dial international numbers.

2. When building an Incoming Call Route to a RAS, which Bearer Capability should be configured?
 - A. if using an analog modem or digital connection, set the Bearer Capability to Any Data
 - B. if using an analog modem or digital connection, set the Bearer Capability to Any Voice
 - C. if using an analog modem, set the Bearer Capability to Any Voice; if using a digital connection, set the Bearer Capability to Any Data
 - D. if using an analog modem, set the Bearer Capability to Any Data; if using a digital connection, set the Bearer Capability to Any Voice

3. Which two programming steps must be completed to keep the IP Office Small Office Edition from accepting a wireless IP connection without a valid SSID set? (Choose two.)
 - A. PC Name must be entered into SSID form.
 - B. IP Address must be entered into SSID form.
 - C. MAC address must be entered into SSID form.
 - D. Accept Any must be unchecked on SSID form

4. A customer wants to route calls that come to their main number to a hunt group during the day and then switch over to one phone at night. Which action accomplishes this?
 - A. direct the incoming call route to the hunt group and then set its Fallback Extension as the one phone they need to ring at night
 - B. direct the incoming call route to the hunt group and then program a night service button on the one phone they want to ring at night
 - C. direct the incoming call route to the hunt group and then set its Night Service Destination as the one phone they need to ring at night
 - D. create a Time Profile for Night Service, direct the incoming call route to the hunt group, and then set its Night Service Destination as the phone they want to ring at night

5. When implementing Small Community Networking, which two statements are true? (Choose two.)
- A. All systems do not need the same set of telephony timeouts.
 - B. VCM modules are required in the remote and central systems.
 - C. The extension and group names on both systems can be the same.
 - D. A working LAN or WAN link exists between the IP Office systems and that link has been tested for correct data traffic routing.
6. A customer is using IMS Client. When they try to listen to a voicemail message in Microsoft® Outlook, they receive the following error:
- The System was unable to make a connection to your handset. If the system has been denied access please check that your handset is not on divert, or that the handset is not in use. For any other error, please try again and if the error persists please contact your system Administrator quoting the error obtained.
- What should the customer do?
- A. close and reopen Microsoft® Outlook
 - B. stop and start the associated IMS services
 - C. open IMS Administration and synchronize the email accounts
 - D. insert the correct extension number in the client's Microsoft® Outlook
7. A customer requires provisioning for ISDN terminal adaptors and has purchased a So8 module. Which statement is true?
- A. Extensions need to be allowed S0 bus access.
 - B. The S0 lines need to be assigned to extensions.
 - C. Once the So8 module is attached, the devices can dial out.
 - D. Once the So8 module is attached and line group ID's have been configured, devices can dial out.
8. Which two are features that TAPI Link Pro enables? (Choose two.)
- A. Queue Messages
 - B. Change Username
 - C. Agent Login/Agent Logout
 - D. Set and Retrieve Forward Destinations
9. What is required to use TAPI WAV?
- A. USB headset
 - B. license on the IP Office
 - C. a PCI sound card with DirectX(TM) 8.0 support
 - D. multiple extension ports on the IP Office connected to the PC

10. Your customer has an ISDN circuit where all users have their own DID/DDI. When placing outbound calls, the dialed parties complain that Caller ID information is showing up incorrectly.

What is a possible cause of this problem?

- A. The lines are set for Incoming Only on the Line tab.
- B. The Incoming Call Route has the wrong incoming digits.
- C. The wrong Caller ID is programmed into the user's profile.
- D. The Incoming Call Route has the wrong caller ID programmed.

ANSWERS:

- 1.C
- 2.C
- 3.C & D
- 4.C
- 5.B & D
- 6.D
- 7.D
- 8.C & D
- 9.B
10. B