



POLY VOICE INTERMEDIATE EXAM BLUEPRINT

VOCINT-EX

OBJECTIVES

This exam is designed to help verify the knowledge of field engineers, support engineers and solution designers who will be deploying and supporting Poly Voice products as part of a customer Unified Communication solution.

The VOCINT-EX exam is a required component of the Poly Voice Professional (VOICE-PRO) certification.

EXAM OVERVIEW

The Poly Voice Intermediate Exam (VOCINT-EX) is one of the components of the **Poly Expert Program**, and is designed to help to verify that the successful candidate has in-depth understanding of the Poly OS running on the X-Series and G7500, and the necessary knowledge to perform implementation, configuration and troubleshooting operations on all of the Poly Voice products including Poly Studio, X-Series, G7500 and the Group Series.

TARGET AUDIENCE

This exam is appropriate for field support engineers, customer helpdesk support, solution designers and administrators, responsible for deploying and supporting Poly Voice systems.

This is an Intermediate Level exam, and it is assumed that the test taker already has practical experience of deploying and supporting Poly Voice solutions.

ASSOCIATED CERTIFICATIONS

The Poly Voice Intermediate Exam (VOCINT-EX) is one of the required elements of the following certification path:

- **Poly Voice Professional (VOICE-PRO)**

RECOMMENDED STUDY

Before approaching this exam, we recommend the following learning:

- UC Theory Intermediate (UCTINT) Course
- Poly Voice Intermediate (VOCINT) Course

MANDATORY PREQUISTES

Before attempting the VOCINT-EX exam, test-takers are required to complete the following certifications:

- **Poly Voice Specialist (VOICE-SPC)**

POLY VOICE INTERMEDIATE EXAM (VOCINT-EX)

FORMAT FOR THE EXAM

This exam is presented as an online multiple-choice assessment.

The assessment is monitored and invigilated remotely by an exam proctor, and the test-taker will be monitored over-video during the assessment

The assessment contains a total of **50** questions, and you will have **60** minutes to complete the examination.

A score of **70%** or higher is required to pass the exam.

Exam Duration: **60 minutes**

Questions Presented: **50 questions**

Pass Grade: **70% / 35 questions**
You must correctly answer 35 questions or more to achieve a pass mark for this exam

GENERAL TOPIC AREAS

The VOCINT-EX assessment is based on the content of the Poly Voice Intermediate (VOCINT) instructor-led training course which covers the following topic areas:

POLY VOICE ENDPOINTS OVERVIEW

- Overview of Voice
- VVX Business Phones
- VVX50 Business Phones
- CCX Series Phones
- Obi Family
- Trio Conference Family
- Poly Accessories
- Key Features

POLY UNIFIED COMMUNICATION (UC) SOFTWARE

- UC Software Architecture
- BootRom/Updater
- UC Software
- Configuration Files
- Resource Files
- UC Software Archive File
- Split and Combined UC Software Archives

BASIC POLY ENDPOINT DEPLOYMENT

- Ecosystems
- Base Profiles
- Hybrid Registration
- Provisioning Server Options (RPRM, PDMS, Lens, ZTP)
- Upgrading Options
- Accessories setup

ADVANCED FEATURE CONFIGURATION

- Acoustic Fence
- Noise Block
- HD voice
- Digit Maps
- Directories
- Enhanced feature keys



TROUBLESHOOTING

- SIP issues
- Wireshark
- Logging files
- On screen messages
- Screen Capture
- Phone backups
- Factory reset