



Exam : 920-193

Title : Business Communications Manager 50
(BCM50) Rls. 1.0

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QUESTION 1:

A user not have the buttons labeled on their Nortel T7316E. They need to know if there is an easy way to verify what a button is programmed with before they get telephone labeled.

What feature code will do this?

- A. feature 0
- B. feature *1
- C. feature *0
- D. feature *69

Answer: C

QUESTION 2:

Which segment describes the differences between aT1 group start and T1 loop start trunk?

- A. A T1-group start trunk offers the same feature as a loop start trunk, but is used when the local service provides does not support disconnect supervision.
- B. A T1- loop start trunk offers the same feature as a group start trunk, but is used when the local service provides does not support disconnect supervision.
- C. A T1-loop start trunk is used to create simple network connections other telephone systems. This trunk always operates in a disconnected supervised mode.
- D. A T1- group start trunk is used to create simple network connections other telephone systems. This trunk always operates in a disconnected supervised mode.

Answer: A

QUESTION 3:

A user needs know if there is an easy way to set up a conference call for a meeting two days away.

Which feature code will do this?

- A. feature 3
- B. feature *3
- C. feature 33
- D. feature *33

Answer: A

QUESTION 4:

You are installing a Nortel BCM50 system at Certkiller .com's site are currently in the process of configuring a DTM in an expansion unit but are unable to do so. What is required to do this?

- A. You will need to connect the DTM to the network
- B. You will need a key code to enable the expansion unit
- C. You will need to connect the expansion unit to the Nortel BCM50 with a cable no longer than 1 meter
- D. You will need to connect the expansion unit to the Nortel BCM50 with a cable no longer than 3 meter

Answer: B

QUESTION 5:

You configured call routing on the system so Certkiller .com can forward calls to a cellular telephone. Certkiller .com tells you that call forwarding has been programmed on DN 552, with the number 5551212, but this feature is not working. Which statement about this feature is causing the problem?

- A. The destination code is missing.
- B. You can't forward to cellular telephones.
- C. There are no pauses before the number
- D. There are too many pauses before the number.

Answer: A

QUESTION 6:

Which two statements describe the differences between a DASS2 and Digital Private Network Signaling System (DPNSS)? (Choose two.)

- A. DPNSS is an international standard by
- B. DPNSS is an ISDN loop that provides Q and Y reference point loops.
- C. DPNSS is a British trunk that provides 30 B-channels and 2 D-channels at 2.048 Mbps
- D. DPNSS is a British trunk that provides multi-line interconnection to the British Telecom network.

Answer: A, D

QUESTION 7:

Certkiller .com has are mote site that does not have telephones for use. You must supply telephones at the site that will accommodate calling a local taxi company only. You need to provision a few sets to do this. How do you do this?

- A. Telephony>Hot line
- B. Telephony>Sets>DN record>Hot line
- C. Telephony>Sets>Capabilities and Preferences tab>Hot line
- D. Telephony>Sets>DN record>Capabilities and preferences tab>Hot line

Answer: D

QUESTION 8:

Certkiller .com calls about the call forwarding feature not working on a single set. When programming the sets, what could have been changed to prevent this feature from working?

- A. DN Type
- B. Set Lock
- C. Prime Line
- D. Allow redirect

Answer: D

QUESTION 9:

On a Nortel 7316E telephone set. Which three are default buttons? (Choose three.)

- A. contrast
- B. call park
- C. brightness
- D. send message

Answer: A, B, D

QUESTION 10:

You are installing a Nortel BCM50 at a new remote office with a private PRI link to the main office. The main office is already configured and set up for network. At the new office, to what do you set the protocol type?

- A. The protocol type must be set to SL 1
- B. The protocol type must be set to 4ESS
- C. The protocol type must be set to MCN
- D. The protocol type must be set to User (Slave)

Answer: D

QUESTION 11:

You are installing a new Nortel BCM50 at a remote office and need to configure set preferences.

Which is the complete path to configure this?

- A. Telset interface:**CONFIG> Terminals and Set
- B. Telset interface:**CONFIG> Terminals and Set>All DNs>Preferences
- C. Element Manager Configuration> Telephony>Sets> Top panel Capabilities and Preferences tab>Bottom panel - Preferences tab
- D. Element Manager Configuration> Telephony>Sets>All DNs> Top panel Capabilities and Preferences tab>Bottom panel - Preferences tab

Answer: A

QUESTION 12:

You have given the CEO of Certkiller .com a Class of Service (CoS) password of 836267 so international calls can be made. However , the CEO cannot dial international numbers. You find that the CoS feature code is not being used. What is this feature?

- A. feature 65
- B. feature 66
- C. feature 67
- D. feature 68

Answer: C

QUESTION 13:

Certkiller .com wants to have the ability to park calls. They want the system to choose the codes in a sequence, from lowest to highest, until all the codes have been used, then start at the lowest code again.

Which setting for parking calls should be used to do this?

- A. cycle
- B. lowest
- C. highest
- D. round robin

Answer: A

QUESTION 14:

Which statement describes the differences between a target line and a PRI?

- A. A target line has 23 B channels and 1 B channel. A PRI is a virtual line within the system.
- B. A PRI has 23 B channels and 1 D channel. A target line is a virtual line within the system.
- C. A PRI has 23 D channels and 1 B channel. A target line is a virtual line within the system.
- D. A target line has 23 D channels and 1 B channel. A PRI is a virtual line within the system.

Answer: B

QUESTION 15:

Which two describe the differences between a BRI and a PRI? (Choose two.)

- A. the BRI D channel is 16 kbits
- B. the PRI D channel is 16 kbits
- C. the BRI D channel is 64 kbits
- D. the PRI D channel is 64 kbits

Answer: C, D

QUESTION 16:

You are configuring call-by-call limits for Certkiller .com. Certkiller .com wants a minimum of 3 incoming calls and a maximum of 22 incoming calls. What are the defaults for these settings?

- A. minimum of 1 incoming call and a maximum of 24 incoming calls
- B. minimum of 2 incoming call and a maximum of 23 incoming calls
- C. minimum of 2 incoming call and a maximum of 24 incoming calls
- D. minimum of 23 incoming call and a maximum of 23 incoming calls

Answer: B

QUESTION 17:

A user has called you with a problem when they dial a number. You find they are only having this issue on one line on that set. The user can call the same number on other lines on the same set, and all other sets. What could cause this?

- A. set restrictions
- B. call restrictions
- C. line restrictions

D. user restrictions

Answer: C

QUESTION 18:

Certkiller .com has requested that you configure 20 Key indicator Modules (KIMs). What must be understood before you complete this task?

- A. Only 12 telephones with KIMs are supported at one time on the Nortel BCM50.
- B. Only 18 telephones with enhanced KIMs are supported at one time on the Nortel BCM50.
- C. Only five telephones with enhanced KIMs are supported at one time on the Nortel BCM50.
- D. Only 12 KIMs can be configured as enhanced KIMs but the system supports as many KIMs as there are resources available as long as they are not configured as enhanced KIMs.

Answer: D

QUESTION 19:

What three telephones are supported on the BCM50? (Choose three.)

- A. 7208
- B. 7406
- C. 7420
- D. i2002
- E. M2616

Answer: A, B, D

QUESTION 20:

You have Certkiller .com that has five lines that want to ring in sequence on 10 sets. In which panel would you configure this?

- A. Hunt Groups
- B. Ring Groups
- C. Telephony Resources
- D. Advanced Feature Settings

Answer: A

QUESTION 21:

On the BCM50 main unit you have an RJ21 connector that supports a number of set connections.

What number of sets are supported on the RJ21 connector?

- A. 16 IP telephones
- B. 8 analog and 8 digital
- C. 4 analog and 12 digital
- D. 12 analog and 4 digital

Answer: C

QUESTION 22:

Someone has been delegated to do some basic programming set features for you. This user needs to be able to program buttons on sets but you do not want to give the user the password for the System or Element Manager.

What can this user use?

- A. feature 3
- B. feature *3
- C. feature 33
- D. feature *33

Answer: B

QUESTION 23:

You are connecting to a service provider that has an 4ESS switch. The provider is offering you services. You want to use these services.

What do you configure to take advantage of this offer?

- A. Configure the Call-by-Call services on selected target lines.
- B. Configure the Call-by-Call services selection for the module
- C. Configure the Call-by-Call services on selected lines on a T1.
- D. Configure the Call-by-Call services on selected lines on a PRI.

Answer: B

QUESTION 24:

You are using a Nortel BCM50 to provide telephone services to departments. Each department has its own operator.

Which set capabilities defines the operator for each set?

- A. Direct dial
- B. Priority call

- C. Pickup group
- D. Allow redirect

Answer: A

QUESTION 25:

A user does not want to lift handset to dial a number. They want the ability to dial the number then pickup the handset.
Which set preferences would you configure to do this?

- A. Ring type
- B. Direct dial
- C. Call options
- D. Dialing options

Answer: B

QUESTION 26:

The Nortel BCM50 main unit is comprised of several components. Some of these components are Field Replaceable Units (FRU).
Which three of these units are FRUs? (Choose three.)

- A. the cooling fan
- B. the router card.
- C. LED light tubes
- D. Media Bay Module
- E. The programmed hard drive

Answer: A, B, E

QUESTION 27:

The Nortel BCM50 main unit provides VoIP trunks and IP sets capabilities. The system also supports analog trunks, and analog and digital statements.
Which two integrated capabilities can also be included in the main unit? (Choose two.)

- A. T 1 trunks
- B. E 1 trunks
- C. An ADSL router
- D. An Ethernet router

Answer: C, D

QUESTION 28:

The Nortel BCM50 system is capable of expansion in addition to the main unit. The expansion units provide additional Functionally.

What is the maximum number of expansion units that can be connected to the main unit?

- A. one
- B. two
- C. three
- D. six

Answer: B

QUESTION 29:

The Nortel BCM50 integrates voice and data capabilities in one compact system.

The BCM50 main units come in three variants.

What are the three available factory variants? (Choose three.)

- A. Nortel BCM50
- B. Nortel BCM54e
- C. Nortel BCM52a
- D. Nortel BCM50a
- E. Nortel BCM50e

Answer: A, B, C

QUESTION 30:

The Nortel BCm50 software has basic parameter which must be configured. The

Nortel BCM50 software basic parameters can be configured via different methods.

What are the three methods used to configure the basic parameters? (Choose three.)

- A. Startup Profile
- B. Telnet Access
- C. Unified Manager
- D. Element Manager
- E. Telset Administration

Answer: A, B, C

QUESTION 31:

The Nortel BCM50 expansion unit designed to support Media Bay Modules

(MBM). These modules are available in many configurations.
What is the maximum MBMs the system can support?

- A. one
- B. two
- C. four
- D. six

Answer: B

QUESTION 32:

The Nortel BCM50 system has many software functionalities work when the system is installed, while other must be enabled.
What must be bone to enable these functionalities?

- A. change the hardware
- B. use a software keycode
- C. contact technical support
- D. change system parameters

Answer: B

QUESTION 33:

Certkiller .com needs to apply a software update.
What are the two steps in this process?

- A. Apply the software update to the Nortel BCM50 and then restart it
- B. Shutdown the Nortel BCM50 and then apply the software update to it.
- C. Transfer a software update to the Nortel BCM50 and then apply the software to it.
- D. Transfer a software update to the Nortel BCM50 and then execute the automated process to complete the update and reboot it.

Answer: B

QUESTION 34:

The administrator can exclude voicemail can Call Center from a backup operation.
Why would the administrator want to do this?

- A. A backup be performed to capture a defined set of data.
- B. A backup be performed o demand to assist in software upgrades.
- C. A backup be performed without impacting any services in the system.
- D. A backup schedule modification to accommodate a specific training activity.

Answer: C

QUESTION 35:

Nortel recommends that backups be performed on a regular basis. This includes router configuration data.

In practice, backups should be performed when?

- A. prior to performing network scans
- B. prior to performing acceptance testing activities
- C. prior to training activities that include backup or restore operations.
- D. Prior to major configuration changes or before applying software updates or upgrades

Answer: D

QUESTION 36:

The Nortel BCM50 has flexible backup and restore options.

If the user selects an application data backup or restore, which two places of information are included? (Choose two.)

- A. log files
- B. router data
- C. application data
- D. configuration data

Answer: C, D

QUESTION 37:

The Nortel BCm50 can backup or restore configuration data.

What are two examples of configuration data? (Choose two.)

- A. email text-to-speech
- B. greeting and prompts
- C. voicemail message and envelope information
- D. Call Detail Records and Call Detail Recording settings
- E. Nortel BCm50 schedules, IP configuration details, and SNMP settings

Answer: B, E

QUESTION 38:

Certkiller .com wants to backup data to different locations to support disaster recovery activities?

Which location support this activity?

- A. the Nortel BCM50 hard drive, disaster recovery remote site
- B. the CallPilot hard drive, remote resources, USB storage devices
- C. the Nortel BCM50 hard drive, remote resources, USB storage device
- D. the remote resources, including the system administrator hard drive

Answer: C

QUESTION 39:

Certkiller .com is updating the software on the Nortel BCM50.

How does Certkiller .com known which software updates to apply?

- A. The status of the update when viewed from the software Management folder indicates "Ready".
- B. The status of the update when viewed from the Find Software Updates window indicates "Ready".
- C. The status of the update when viewed from the software Management folder indicates "Available".
- D. The status of the update when viewed from the Find Software Updates window indicates "Available".

Answer: D

QUESTION 40:

Certkiller .com needs to be able to start, stop and restart services.

Which Nortel BCM50 tool should be used?

- A. Element Manager
- B. NetIQ App Manager
- C. System Status Manager
- D. NetIQ Performance Manager

Answer: A

QUESTION 41:

Certkiller .com has installed the Nortel BCM50 in a new facility, and wants to monitor the system metrics.

Which three tools will do this? (Choose three.)

- A. NTP Metrics
- B. UPS Metrics
- C. QoS Monitors

- D. Unified Manager
- E. Services Manager

Answer: A, B, C

QUESTION 42:

The BCM Monitor is an optional standalone application included with the installation of the Nortel BCM50 Element Manager.

Which two does this tool monitor? (Choose two.)

- A. ATM and VoIP lines
- B. Overall system status
- C. PRI, BRI, ISUP and IP trunks
- D. Operation of telephony applications including Voice Mail, IVR and Call Center
- E. Nortel BCM50, BEM100, BCM200, and BCM100 system through a single instance

Answer: B, D

QUESTION 43:

What is the main objective of the QoS Monitor?

- A. to monitor the jitter buffer and packet-loss and report back to the administrator
- B. to allow the administrator to monitor the calls that are contractually required to meet a specific QoS
- C. to allow new IP telephony calls to fall back to the PSTN if the voice quality of the IP network fails below the specified transmit threshold
- D. to monitor delay and packet-loss and report finding to the user so that corrective action can be taken if the voice quality of the IP network fails below the specific transmit threshold

Answer: B

QUESTION 44:

Certkiller .com has the BCM50 configured with QoS Monitor Logging enabled in conjunction with H.323 VoIP trunking and QoS Monitoring.

Using this configuration, what is automatically logged by NetIQ Knowledge Scripts?

- A. CDR data
- B. MOS scores
- C. QoS metrics
- D. Critical alarms

Answer: B

QUESTION 45:

Before applying a software upgrade to your Nortel BCM50, you must obtain the software update

Form where do you obtain the software update?

- A. it is delivered as a tape from Nortel upon customer request
- B. it is downloaded from the Nortel Technical Support Web page
- C. it is downloaded by Nortel Support staff to the FTP server upon request.
- D. it is downloaded from the FTP server location that is emailed to the system administrator.

Answer: B

QUESTION 46:

There are several utilities available for the Nortel BCM50 in Element Manager. One of these utilities can provide Universal ISDN protocol messages. Which utility can do this?

- A. Reset
- B. BCM Monitor
- C. Ethernet Activity
- D. Diagnostic Settings

Answer: B

QUESTION 47:

The Nortel BCM50 can be mounted in multiple ways. These different methods of mounting require additional hardware. The main and expansion units use the same hardware.

What are the three mounting methods for the BCM units? (Choose three.)

- A. shelf mount with two-face tape
- B. rack mount with rack mount shelf
- C. wall mount with wall mount bracket
- D. rack mount with cable management kit
- E. shelf or desktop mount with four self-adhesive rubber feet

Answer: B, C, E

QUESTION 48:

You are installing and configuring a Nortel BCM50 at a business site. The system needs key code entries. The key code retrieval system for the Nortel BCM50 product family (KRS2) needs two distinct numbers. What are the two required numbers? (Choose two.)

- A. system ID
- B. authorization code
- C. system model number
- D. purchase order number

Answer: A, B

QUESTION 49:

You are installing a Nortel BCM50 at a small business site. The system has not any entries. The basic operation of the main unit can be tested if the date and time being displayed and incrementing. Which test can be conducted to verify that the key codes have not been entered?

- A. check LEDs
- B. press feature *0
- C. press the intercom key on an jIIP set
- D. press the intercom key on an digital set

Answer: B

QUESTION 50:

You are installing a Nortel BCM50 system. You can develop a template for the system on a PC. Startup Profile will build a template of initial parameters. Which three parameters can be loaded? (Choose three.)

- A. start DN
- B. keycode file
- C. IP address settings
- D. Router configuration
- E. Media bay module settings

Answer: A, B, C

QUESTION 51:

The security capabilities of the Nortel BCM50 are advanced. The security for the WAN firewall defaults to 'no incoming'. The security setting must be changed to

allow Element Manager to communicate through the WAN with Nortel BCM50.
The firewall security issue is not on all Nortel BCM50.
Which two models have this security? (Choose two.)

- A. Nortel BCM50
- B. Nortel BCM50e
- C. Nortel BCM50a
- D. Nortel BCM50w

Answer: B, C

QUESTION 52:

A Nortel BCM50e has been relocated to a new site. Element Manager can retrieve, view, and manage key codes. The key code information is under a folder in the Configuration Task Navigation Panel.
Which folder in the Navigation Tree has the information?

- A. System
- B. Resources
- C. Applications
- D. Administration Access

Answer: A

QUESTION 53:

You have just installed a Nortel BCM50 with a WAN and LAN interface ports. The Nortel BCM50 and Nortel BCM50 both have integrated routers. The routers need to be configured.
Which GUI is intended for this configuration?

- A. Element Manager GUI
- B. Test Management GUI
- C. Maintenance PC WebGUI
- D. Integrated Router WebGUI

Answer: D

QUESTION 54:

A Nortel BCM50 customer has Internet connectivity, and is being configured for the first time. The integrated router in the Nortel BCM50 needs to be configured. You can launch the WebGUI two different ways.
What are two ways to access the application? (Choose two.)

- A. launch using an SSH session
- B. launch using Element Manager
- C. launch using a URL of 10.10.11.1
- D. launch using a URL of 192.168.1.1

Answer: B, D

QUESTION 55:

A Nortel BCM50 installation requires music and paging. The Nortel BCM50 has a music jack.

Rather than using the music jack, what is another way that music and paging can be connected?

- A. RJ21 cable
- B. Set screws
- C. The front panel
- D. RJ11 jack on chassis

Answer: A

QUESTION 56:

You are installing a Nortel BCM50 at a business site. Basic configuration will be required to complete the installation, which will include key codes installation. The system will need to have configuration saved to an immediate backup destination following the basic configuration being completed.

What are three destinations that can be used? (Choose three.)

- A. CD
- B. My Computer
- C. Nortel BCM50
- D. BCM imaging tool
- E. USB storage device

Answer: A, B, C

QUESTION 57:

A Nortel BCM50 has been relocated to a new site. Element Manager will be used to manipulate a Nortel BCM50 lines, stations, trunks, and restrictions configuration.

This repetitive information is stored in tables located in Element Manager.

Which new feature has been added to Element manager to optimize the repetitive programming?

- A. startup profile

- B. drag and drop
- C. tabular cut and paste
- D. import programming record

Answer: C

QUESTION 58:

You are installing a Nortel BCM50 system that needs to be completed quickly. You can develop a template for the system on a PC. Startup Profile will build a template of initial parameters which can be loaded in the system using a memory storage device.

How would you install the startup profile template on the BCM50?

- A. OAM port
- B. LAN port
- C. USB port
- D. WAN port

Answer: C

QUESTION 59:

Certkiller .com has required some changes in the IP telephony settings. What part of Element Manager will be used to do this?

- A. BCM Monitor
- B. Network Element
- C. Administration task panel
- D. Configuration task navigation panel

Answer: D

QUESTION 60:

The security capabilities of the Nortel BCM50 are advanced. Nortel recommends changing certain default values after the system is up and running and the operation is verified.

After implementation, what does Nortel recommend changing?

- A. account privileges
- B. Nortel support default user
- C. Security settings for system
- D. All default system passwords

Answer: D

QUESTION 61:

A Nortel BCM50e has been relocated to a new site. The new site will be utilizing interacted Router for Internet connection. Element Manager is the preferred method to manager configuration. The integrated Router button a folder in the Configuration Task Navigation panel.

In which folder is the button located?

- A. WebGUI
- B. Resources
- C. Applications
- D. Data Services

Answer: D

QUESTION 62:

A Nortel BCM50 customer has internet connectivity with only IP address form the services provider. Certkiller .com wants a secured LAN with private IP addresses. The integrated ADSL router in the Nortel BCM50 needs to be configured for the correct mode.

What is the correct mode for the Nortel BCM50?

- A. None
- B. DHCP
- C. SUA only
- D. Full Feature

Answer: D

QUESTION 63:

A Nortel customer has employees that work at a remote office with a BCM50e. Certkiller .com's employees need to access secured data back at the main office that a BCM400, using the public Data Network.

Which solution can be configured to accomplish this?

- A. NAT
- B. VPN
- C. IPSec
- D. Firewall

Answer: D

QUESTION 64:

You are working on a Nortel BCM50 that has been moved to a new site. You want an inventory of all key components, devices, and all additional information in a readable format. This information is required to maintain accurate maintenance and billing records for all sites.

Which part of Element Manager will you be using?

- A. BCM Monitor
- B. Application backup
- C. Configuration backup
- D. Saving programming records.

Answer: D

QUESTION 65:

A Nortel BCM50 is being installed at a location that needs an increased level of reliability. The system needs protection against AC power interruptions. The system needs to shutdown in an orderly manner in the event of a power failure.

Which option will accomplish this?

- A. a battery backup
- B. a surge protector
- C. a smart APC UPS
- D. a portable generator

Answer: C

QUESTION 66:

You will be installing a Nortel BCM50 at a small business site with 7 digital stations. This client's internet access is DSL. Certkiller.com wants to connect two hardware configurations will support this installation? (Choose two.)

Which two hardware configurations will support this installation? (Choose two.)

- A. Nortel BCM50 main unit
- B. Nortel BCM50a main unit
- C. Nortel BCM50e main unit
- D. Nortel BCM expansion unit

Answer: B, C

QUESTION 67:

You have developed a Startup Profile to install a Nortel BCM50 system. You have

this template for the system on a PC. You have a USB storage device. The startup Profile template will not load.

What has been previously loaded on the BCM50?

- A. keycodes
- B. system ID
- C. telephone numbers
- D. integrated router configuration

Answer: A

QUESTION 68:

You are installing a Nortel BCM50 main unit. Certkiller .com wants to use the Nortel BCm50 to provide DHCP. You must define the DHCP settings on the BCM. Which software and port do you use?

- A. Telnet using any LAN port
- B. Router software using the Wan port
- C. Element Manager using the OAM port
- D. Communications software via the ATA2 port

Answer: C

QUESTION 69:

You are installation a Nortel BCm50 at a larger remote business site with 42 digital stations. This client has several business sites connected using a T1 WAN. Which three hardware requirements are used to configure this installation? (Choose three.)

- A. a DTM MBM
- B. a DSM32 MBM
- C. an expansion unit
- D. a BCM50 main unit
- E. a BCM50a main unit

Answer: A.B.C

QUESTION 70:

The security capacities of the Nortel BCM50 are advanced. Certkiller .com is concerned about the access security of the Element manager tool. How can you prevent or block the user Element Manager from using simple passwords?

- A. set password level one
- B. disable port login message
- C. set password complexite three
- D. user account lockout set to three

Answer: D

QUESTION 71:

The primary management application for the Nortel BCM50 is Element Manager. Element Manager is Certkiller .com-based application that runs on widows PCs. The application must be installed on a PC after downloading. From which two locations can the download be obtained? (Choose two.)

- A. the local ISP
- B. the router WebGUI
- C. the Nortel BCM50 web page
- D. Nortel Networks support web site

Answer: B, D

QUESTION 72:

The primary management application for the Nortel BCM50 is Element Manager, which comes with various types of documentation. Which two types of help are available? (Choose two.)

- A. BCM Monitor
- B. Hover text help
- C. Content sensitive
- D. Task navigation help panel

Answer: B, C

QUESTION 73:

A Nortel BCM50e customer has an internet connection. The integrated router in the Nortel BCM50 needs to be configured to activate the firewall to protect against denial of service (DoS) attacks. Which two interface screens are used to activate this application? (Choose two.)

- A. SSH
- B. SMT
- C. WebGUI
- D. Element Manager

Answer: A, B

QUESTION 74:

A Nortel BCM50 that has been moved to a new site. Certkiller .com has added CallPilot and wants to be able to launch it from Element Manager. What must be done to facilitate this?

- A. log on to the PC
- B. secure the new site
- C. load CallPilot manager
- D. use sufficient security privileges

Answer: D

QUESTION 75:

You have developed a Startup Profile to install a Nortel BCM50 system. You have this template for the system on a PC and load it on a USB device. The Nortel BCM50 requires a specific on the USB storage device. Which format is required?

- A. NTFS
- B. FST16
- C. FAT32
- D. MS Windows 2000

Answer: D

QUESTION 76:

A Nortel BCM50 Certkiller .com has internet connectivity. The integrated router in the Nortel BCM50a supports ADSL. The settings for the Virtual Circuit ID must be configured. What are the two parameters called? (Choose two.)

- A. VPI
- B. VCI
- C. Multiplex
- D. Encapsulation

Answer: A.B

QUESTION 77:

The primary management application for the Nortel BCM509 is Element Manger. Managing a Nortel BCM50 requires the connection of Element Manager. The Nortel BCM50 must be specifically defined in Element Manger. What is the specific requirement?

- A. Element Manager attributed
- B. BCM Monitor must be defined
- C. Nortel BCM5 defined as network location
- D. Nortel BCM5 defined as network Element

Answer: D

QUESTION 78:

You are installing a Nortel BCM50 at a business site. The basic configuration is required to complete the installation. A basic configuration can be completed using different methods.

Which three methods can you use to change the IP address? (Choose three.)

- A. Startup Profile
- B. Element Manage
- C. Telset Administrator
- D. Maintenance Console
- E. Norstar Remote Utilities

Answer: A, B, C

QUESTION 79:

The securities of the Nortel BCM50 are advanced. Element Manger is a management tool for BCM50.

Which security feature is in place to facilitate secure communication from Element Manager to the BCM50?

- A. security audit
- B. user accounts
- C. security certificate
- D. password complexity

Answer: C

QUESTION 80:

Certkiller .com wants to enhance office communication.

Which feature links your CallPilot system with other voicemail system and allows the exchange of voice message between users at different sites?

- A. Call Center
- B. Unified Messaging
- C. Desktop Messaging
- D. Message Networking

Answer: D

QUESTION 81:

Callpilot Manager is a web-based application used to set up and administer CallPilot.

What are two tasks that CallPilot Manager can perform? (Choose two.)

- A. Callpilot initialization
- B. Configure Call Center
- C. Record alternate mailbox greetings
- D. Configure the off premise notification number

Answer: A, B

QUESTION 82:

For the system to transfer calls correctly, what must each mailbox have?

- A. a Company Directory
- B. a unique extension number
- C. an odd number Class of Service
- D. an associated General Delivery Mailbox configured

Answer: B

QUESTION 83:

Call Center can answer an incoming line, but you must first assign the line to be answered by Call Center.

Which three statements are true in setting up a line set? (Choose three.)

- A. For lines equipped with caller ID, the number of rings must be set to one.
- B. To minimize long distance charges set the answer delay higher than zero.
- C. Lines answered by Call Center must not be programmed to be answered by another peripheral or application.
- D. Call center can be assigned to answer incoming calls a specific number of rings means the call is answered as soon as possible.

Answer: B, C, D

QUESTION 84:

Routing tables determine how the system handles incoming calls to agents in Certkiller .com call center.

Which two are types of routing steps that can be configured in a basic Call Center with BCM50? (Choose two.)

- A. hold
- B. alert
- C. greeting
- D. distribute for

Answer: C, D

QUESTION 85:

Which Callpilot feature converts an incoming from the public network into number that is recognized and dialed on the local network?

- A. NAT
- B. Dialing translation
- C. Outbound transfer
- D. Subscriber translation

Answer: B

QUESTION 86:

In Basic Call Center, agents are assigned priorities. When the method of call distribution for the skill set is Preferred, the agent with highest priority receives the call.

When using Call Center on the BCM50, what are the priority ranges and what is the default?

- A. One is the highest, five the lowest and five is the default.
- B. Ten is the highest, one the lowest and five is the default.
- C. One is the highest, twenty the lowest and five is the default.
- D. Twenty is the highest, one the lowest and five is the default.

Answer: B

QUESTION 87:

Which BCM Monitor tab is used if the user is troubleshooting call issues, such as dialing plan or routing, and does not have a protocol analyzer?

- A. UIP
- B. IP Devices
- C. Voice Ports
- D. RTP Session

Answer: A

QUESTION 88:

Certkiller .com wants to enhance office communication.

Which feature allows subscribers to use their email application to access voice, fax and text messages from their personal computer?

- A. Call Center
- B. Unified Messaging
- C. Desktop Messaging
- D. Message Networking

Answer: B

QUESTION 89:

A Call Center administrator has a Basic Call Center configuration for a Nortel BCM50 and wants to view the skill set configuration details.

Where do you view the skill set properties?

- A. agent list
- B. input rules
- C. skill set list
- D. general properties

Answer: C

QUESTION 90:

The Nortel BCM50 requires the system administrator to use the same leading digital for all extensions. For example, if you program all subscriber mailboxes to begin with the digital 2, then you must program all guest mailboxes to guest with the same digit. Since you must use the same leading digit, you must ensure the guest mailbox numbers are not out-of-range extension numbers.

When you test this, if the extension is out-of-range, what will the display show?

- A. not in service
- B. invalid feature
- C. invalid number

D. contact administrator

Answer: C

QUESTION 91:

Which Callpilot feature enhances the Auto Attendant menu with customized menus and information messages?

- A. Voicemail
- B. Auto Attendant
- C. Fax Answering
- D. Customer Call Routing

Answer: D

QUESTION 92:

CallPilot is available with two languages.

If bilingual operation is configuration, which Class of Service uses the alternate language?

- A. Classes of Service 4 to 5
- B. Classes of Service 7 to 8
- C. Classes of Service 1, 3, 5, 7, 9, 11, 13, 15
- D. Classes of Service 2, 4, 6, 8, 10, 12, 14, 16

Answer: D

QUESTION 93:

The maximum length of the greeting is determined by the Class of Service settings, and these are set by the system administrator.

What is the default setting for Class of Services 1 and 2?

- A. 1 minute in length
- B. 2 minute in length
- C. 3 minute in length
- D. 5 minute in length

Answer: A

QUESTION 94:

For a user to reply to a voice message, they must manually trim the CLID message information for a number to be dialed on the local network, which is the default.

The system can do this automatically.

Which two features allow you to achieve this functionality? (Choose two.)

- A. Access Code
- B. Customer Call Routing
- C. Dialing Translation Table
- D. Enable Reply Translation

Answer: C, D

QUESTION 95:

Given the following entry:

Input = 416* and output = *

Which is the expected outcome in the dialing translation table?

- A. The table removes the 416 area code and dials all numbers as seven digits.
- B. All telephone numbers starting with 416 are long distance and require the area code.
- C. The table allows this telephone exchange to be dialed as local 10-digit calls from the 416 area.
- D. All telephone number starting with digits other than 416 are long distance and require the area code.

Answer: A

QUESTION 96:

Your client wants to use the Manage networking optional feature of CallPilot.

Which Class of Services setting is available when this optional feature is enabled?

- A. Enable Networking
- B. User interface Style
- C. Enable Outbound Transfer
- D. Enable Personal Target Attendant

Answer: A

QUESTION 97:

When monitoring your system, you notice a critical alarm in the Alarm Banner in Element Manager.

Where can you find the information on the alarm?

- A. ** debug
- B. BCM Monitor
- C. Logs menu in the WebGUI

D. Element Manager administration general alarm

Answer: D

QUESTION 98:

Certkiller .com is monitoring the Call Center status.

Which BCM Monitor tab will allow Certkiller .com to perform this activity?

- A. UIP
- B. IP Devices
- C. Voice Ports
- D. RTP Session

Answer: C

QUESTION 99:

The administrator can monitor alarm activity without having a Nortel BCM50

Element Manager and a personal computer.

How can the administer do this?

- A. Use a telephone set on the Nortel BCm50 system that has a 2-line display and two soft keys.
- B. Use a telephone set on the Nortel BCm50 system that has a 3-line display and two soft keys.
- C. Use a telephone set on the Nortel BCm50 system that has a 2-line display and three soft keys.
- D. Use a telephone set on the Nortel BCM50 system that has a 3-line display and three soft keys.

Answer: C

QUESTION 100:

Certkiller .com has just opened a new office building for customer service, and added 50 new employees. The telephone service has just been activated, and class are new coming in.

When someone calls and accesses the auto attendant, which feature ca direct their calls?

- A. AMIS networking
- B. Mailbox Manager
- C. Dialing translation
- D. Company Directory

Answer: C

QUESTION 101:

A call center administrator uses intelligent Overflow Routing to ensure a call does not remain on hold indefinitely. When a call is not answered by the company's service department within three minutes the call will be routed to the sales department.

With a BCM50, which are two rules that the administrator sets up for transfer? (Choose two.)

- A. day service mode
- B. change call priority
- C. 24 hour service mode
- D. timer for three minutes

Answer: A, D

QUESTION 102:

Certkiller .com is using Call Center Basic with BCM50 and is setting up agent Ids. If the agent hears a tone on their telephone or headset that indicates a call is delivered, what feature option is enabled?

- A. not ready feature
- B. automatic answer
- C. missed call option
- D. accepted call types

Answer: D

QUESTION 103:

The BCM Monitor can be used to provide real-time information about the network trunks.

Which three trunks can be monitored the UIP tab? (Which three.)

- A. PRI
- B. BRI
- C. ISUP
- D. IP
- E. Analog trunks

Answer: A, B, D

QUESTION 104:

A Class of service must be assigned to the Guest mailbox.

If the Guest mailbox that is used as an order mailbox, contains instructions for user contact information and orders, which parameter in the Class of Service should you choose?

- A. the enabling record call
- B. the default Class of Service
- C. the correct user interface style
- D. the maximum mailbox greeting and message time available

Answer: D

QUESTION 105:

The system administrator is responsible for creating the subscriber mailboxes, but the owner must initialize the mailbox.

Where are calls directed prior to the owner initialization?

- A. The calls are directed to the Guest Mailbox.
- B. The calls are queues in the information Mailbox.
- C. The calls are directed to the General Delivery Mailbox.
- D. It is not possible to direct the call prior to the owner initialization the mailbox.

Answer: A

QUESTION 106:

A call Center skill set is actively answering calls. A supervisor needs to change the skill set properties.

What must be done first to change the skill set properties?

- A. Disable the skill set
- B. Reinitialize the Call Center
- C. Assign a line answered directly by the skill set.
- D. The calls can be forwarded to the Callpilot extension of the skill set Call Forward No Answer (CFNA).

Answer: A

QUESTION 107:

An administrator needs to integrate the fax call detection feature of Call Center.

With a BCM50, what must first routing table step be?

- A. a greeting step with a minimum 10 seconds greeting, without a transfer
- B. a greeting step with Forced Play and minimum 11 seconds greeting, with a transfer
- C. a greeting step with Forced Play and minimum 11 seconds greeting, without a transfer
- D. a greeting step with Forced Play and minimum 3 seconds greeting , without a transfer

Answer: C

QUESTION 108:

The client wants the telephone system to provides an automated receptionist service.

Which two services can CallPilot provides with automated attendant? (Choose two.)

- A. answer IVR calls
- B. creates mailbox
- C. answer incoming calls
- D. routes calls to extensions or mailboxes in the system

Answer: C.D

QUESTION 109:

Certkiller .com has set up a Call Center configuration that can handle a maximum of twelve calls. Two voice channels are available to Call Center and there is a maximum greeting length of thirty seconds.

What is the longest time a caller can be on hold?

- A. sixty seconds
- B. two minutes and thirty seconds
- C. three minutes and ten seconds
- D. four minutes and twenty seconds

Answer: B

QUESTION 110:

Which BCM Monitor tab is used to determine how many sets in each category are enabled, connection, or active?

- A. UIP
- B. IP Devices
- C. Voice Ports
- D. RTP Session

Answer: B

QUESTION 111:

CallPilot provides the flexibility of multiple types of mailboxes to satisfy every customer need.

Which type of mailbox can receive a fax overflow mailbox?

- A. Special mailbox
- B. General mailbox
- C. Subscribes mailbox
- D. Information mailbox

Answer: A

QUESTION 112:

Information mailbox provides caller with messages and announcements. This mailbox is useful in many ways.

What are three uses for this mailbox? (Choose three.)

- A. announce sales
- B. provides product lists
- C. announce special events
- D. leave message for a specific department

Answer: A, B, C

QUESTION 113:

Call Center is an application that answers calls, and routes the calls to agents in a skill set that most closely matches the callers needs.

On the BCM50, which three criteria can calls be routed on? (Choose three.)

- A. origin
- B. destination
- C. agents name
- D. information entered by the caller

Answer: A, B, D

QUESTION 114:

CallPilot has a feature that acts as a receptionist for incoming calls. When enabled, this feature answer your company incoming telephone lines depending on the time of day.

What is this feature caller?

- A. Auto attendant
- B. Target Attendant
- C. Customer Call Routing
- D. Subscriber Attendant

Answer: A

QUESTION 115:

Certkiller .com can monitor and count the various alarms generated by the Nortel BCM50.

Which three types of alarms does the Alarm Banner track? (Choose three.)

- A. Minor
- B. Major
- C. Critical
- D. Information
- E. CPU usage

Answer: B, C, D