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Exam : **920-162**

Title : callpilot 4.0 installation and
maintenance exam

Version : DEMO

1. When installing a CallPilot system using a 201i server and a CS 1000 system, how do you connect the SCSI connection to the server?

- A. by using the low profile right-angle SCSI connector on the NTRH3502SCSI cable attached to the SCSI connector on the 201i server faceplate
- B. by using the backplane connector in the Media Gateway or Media Gateway Expansion with the multi I/O cable (NTRH0912) to the next device in the SCSI chain
- C. by using the CD-ROM drive SCSI cable NTRH1408 attached from the SCSI connector on the 201i server faceplate to the SCSI adapter A0763912 on the CD-ROM drive
- D. by using the Intermediate SCSI cable NTRH1408 that connects from the SCSI connector on the 201i server faceplate to the I/O panel connector and the NTRH1410 SCSI cable

Answer:A

2. When configuring the switch to support CallPilot services, which programming can you perform to provide for uninterrupted call processing in case the link or CallPilot is disabled?

- A. At the Night Call Forward (NCFW) prompt, forward the primary Control Directory Number to the attendant.
- B. At the Night Call Forward (NCFW) prompt, forward the primary Control Directory Number (CDN) to a secondary CDN.
- C. At the Local Default ACD DN (DFDN) prompt, direct all Control Directory Numbers to an appropriate phantom directory number depending on media type required.
- D. At the Local Default Automatic Call Distribution directory number (DFDN) prompt, direct all the CallPilot associated Control Directory Numbers to a Default ACD DN, typically an attendant.

Answer: D

3. You are preparing to set up, install, and configure a CallPilot system. There are several tasks involved with any server installation. Several guidelines should be followed whenever handling switch and server components. What are three guidelines? (Choose three.)

- A. Use electrostatic discharge precautions.
- B. Hard drives do not need special handling.
- C. Do not slide printed circuit boards on any surface.
- D. Use firm and steady force to seat printed circuit boards.
- E. Handle printed circuit boards by the backplane edge connector.

Answer: ACD

4. During installation you prepare to connect the 703t server to the ELAN. One end of the cable connects to the server. Where do you connect the other end of the cable?

- A. the ELAN hub
- B. the CLAN hub
- C. the ELAN gateway
- D. the customer router

Answer:A

5. The CallPilot 703t server has one MPB96 card. The PBX it is connecting to will require MGate cards. How many MGate cards are needed to support 80 voice channels?

- A. 1 MGate cards
- B. 2 MGate cards
- C. 3 MGate cards
- D. 4 MGate cards

Answer: C

6. The CallPilot TRP server has been connected to a PBX. The server should have several devices connected to it, e.g., the PBX. These devices must all be connected to the same ground. What are three of these devices? (Choose three.)

- A. modem
- B. MGate card
- C. server monitor
- D. CallPilot Manager standalone web server
- E. ELAN switch/hub and optional CLAN switch/hub

Answer:ACE

7. Click the Exhibit button. Prior to installing a CallPilot system, you review the Configuration Wizard worksheet. The customer has provided category 5 cable connections to their corporate LAN for the Switch Ethernet connection, the CallPilot Server Customer LAN (CLAN) Ethernet connection, and the CallPilot Server Embedded LAN (ELAN) Ethernet connection. The network address information (shown in the exhibit) for the Switch IP address, the CallPilot Server ELAN IP address, and the CallPilot Server CLAN IP address integrate with the customer's internal network. What action would you take?

	IP Address	Subnet Mask
Switch	192.168.100.10	255.255.255.0
CallPilot Server ELAN	192.168.100.20	255.255.255.0
CallPilot Server CLAN	192.168.100.30	255.255.255.0

- A. Proceed with the installation using the category 5 cable connections, IP addresses and Subnet masks provided by the customer.
- B. Proceed with the installation, but use a separate category 5 cable that connects directly from the switch to the ELAN network interface connector on the server.
- C. Inform the customer that IP addresses beginning with 192.168 are private addresses and if used the ELAN will not be able to be connected to the Internet.
- D. Inform the customer that the ELAN must be on a separate IP network isolated from the CLAN, and recommend they use a dedicated hub for the ELAN, and different IP addresses for the switch and the ELAN NIC.

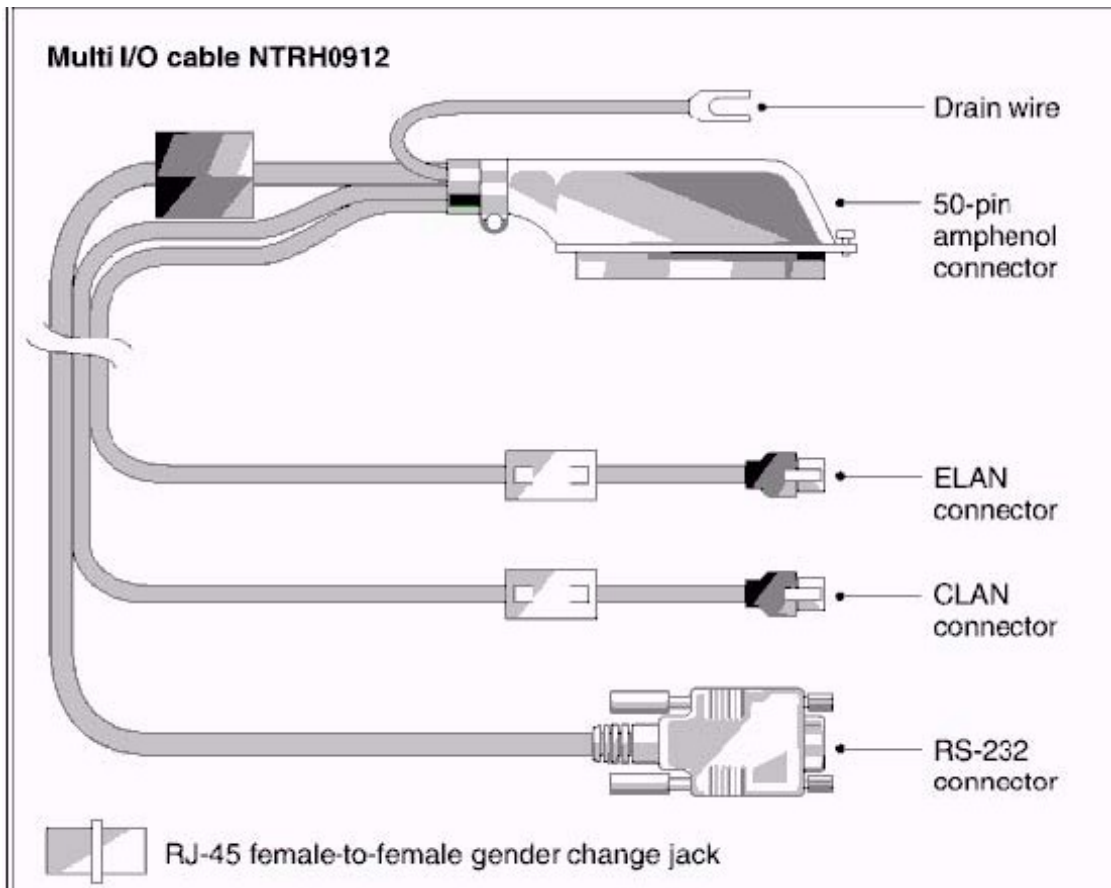
Answer: D

8. On a 1001rp running CallPilot release 2.0, which three checks does the Upgrade Wizard perform? (Choose three.)

- A. checks the software version
- B. checks for the correct 4.0 Image CD
- C. checks for the correct RAID firmware
- D. checks that the data in the database is valid
- E. checks that the database and computer names are in sync

Answer: ADE

9. Click on the Exhibit button. You are installing a CallPilot 201i server in a Meridian 1 Option 51C switch. You connect the 50-pin Amphenol connector on the multi I/O cable (NTRH0912) to the newly installed backplane cable (NTRH3501) on the I/O panel at the rear of the switch. Where will you connect the Embedded LAN (ELAN) connector on the multi I/O cable?



- A. Connect the ELAN connector on the multi I/O cable (NTRH0912) to the ELAN hub.
- B. Connect the ELAN connector on the multi I/O cable (NTRH0912) directly to a hub or router on the Customer's LAN (CLAN).
- C. Connect the ELAN connector on the multi I/O cable (NTRH0912) directly to the Ethernet transceiver at the rear of the switch cabinet.
- D. Connect the ELAN connector on the multi I/O cable (NTRH0912) to the RJ-45 female-to-female gender change jack and a cross-over network cable.

Answer:A

10. You are preparing to set up, install, and configure a CallPilot system. There are several tasks involved with any server installation. General safety precautions should always be followed. What are three precautions? (Choose three.)

- A. Use extension cords as needed.
- B. Always use grounded power systems.
- C. Never power-down equipment to service it.

D. Use a surge protector or uninterruptible power supply.

E. Ensure peripheral cables are protected and out of the way.

Answer: BDE