

920-162 Practice Test

Nortel callpilot 4.0 installation and maintenance exam

920-162: callpilot 4.0 installation and maintenance exam

Practice Exam: 920-162 Exams

Exam Number/Code: 920-162

Exam Name: callpilot 4.0 installation and maintenance exam

Questions and Answers: 65 Q&As

(Other Nortel Certification)



Exam : [920-162](#)

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Exam : NORTEL 920-162

Title : callpilot 4.0 installation and maintenance exam

1. 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

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. 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

4. 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

5. 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

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