

# 920-482

## Nortel

*CallPilot RIs.5.0 Networking. Upgrades, and Troubleshooting*

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**Question: 1**

After completing a platform migrating to a CallPilot 600r server you are testing the correct operation of the CallPilot system. You discover that while the CallPilot server answers calls, no voice prompts are heard. As you troubleshoot this problem you check the installation log file to verify that the prompts were installed successfully. Which corrective action should you take if you cannot verify that the prompts were installed successfully?

- A. Reinstall the CallPilot keycode.
- B. Reinstall the CallPilot languages.
- C. Reinstall the CallPilot server image.
- D. Reinstall the CallPilot database files.

**Answer: B**

**Question: 2**

A customer currently has a Communication Server (CS) 1000 with a CallPilot 600r server running RIs. 5.0 software. A system failure has prevented you from logging on to the CallPilot server using CallPilot Manager. Which Windows online diagnostic tool can you use to help troubleshoot and resolve the problem?

- A. Windows Event Viewer
- B. CallPilot Event Browser
- C. Windows Maintenance Admin
- D. Windows Performance Monitor

**Answer: A**

**Question: 3**

At a customer site, with Communication Server (CS) 1000 and 201i CallPilot server running RIs. 5.0 software, you are troubleshooting the server and have determined that you must remove and replace an MPC-8 card. Which setting indicates that it is safe to remove the MPC-8 card?

- A. The MPC status LED is On.
- B. The MPC status LED is Off.
- C. The MPC status LED is alternating Off and On.
- D. The MPC-8 card is a hot-swappable component and can be safely removed at any time.

**Answer: B**

**Question: 4**

At a customer site, with a Communication Server (CS) 1000 and a CallPilot 703t server running RIs. 5.0 software, support personnel are unable to establish a remote control session with the CallPilot server. As you troubleshoot this problem you examine the RAS modem connected to the server. Which two LEDs must be lit to indicate that the modem is functioning and ready to accept? (Choose two.)

- A. Send Data (SD)
- B. Auto Answer (AA)
- C. Carrier Sense (CS)
- D. Terminal Ready (TR)

**Answer: C, D**

**Question: 5**

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