

**Exam Code:** 920-183

**Exam Name:** CallPilot Rls.5.0 System Administrator.

**Vendor:** Nortel

**Version:** DEMO

## Part: A

1: After installing CallPilot Desktop Messaging, an end user needs to retrieve the messages from the CallPilot mailbox. Which protocol enables desktop messaging clients to retrieve messages from the CallPilot server?

- A.Simple Mail Transfer Protocol (SMTP)
- B.Internet Message Access Protocol (IMAP)
- C.Lightweight Directory Access Protocol (LDAP)
- D.Simple Network Management Protocol (SNMP)

**Correct Answers: B**

2: CallPilot Desktop Messaging clients at a company are unable to send messages from the desktop interface. Which messaging protocol must be configured to enable this capability?

- A.Simple Mail Transfer Protocol (SMTP)
- B.Internet Message Access Protocol (IMAP)
- C.Lightweight Directory Access Protocol (LDAP)
- D.Simple Network Management Protocol (SNMP)

**Correct Answers: A**

3: After a user attempts to launch an Email-By-Phone session by pressing 8-9, the system responds by stating that the message list is empty and returns the user to CallPilot messages. What is a possible cause for this scenario?

- A.The message list on the email server is empty.
- B.The user has an incorrect user ID or password.
- C.The Email-By-Phone feature is not enabled for this user.
- D.The email address is entered incorrectly in the mailbox properties.

**Correct Answers: A**

4: You are implementing the Outlook Single Inbox feature at your company. The IT team asks you how this feature affects the Exchange Server. Which information will you share to answer their question?

- A.The original CallPilot message and all copies are transferred to the Exchange Server.
- B.Synchronization between the Exchange Server and the CallPilot Server occurs even when CallPilot is not running.
- C.Copies of users' CallPilot messages are saved to the Exchange Server. The original messages reside on the CallPilot server.
- D.Desktop Messaging synchronization does not require that Microsoft Outlook be actively running on the user's computer.

**Correct Answers: C**

5: CallPilot administrators can provide centralized control of desktop options. Which two are configurable services for Desktop and Web Messaging? (Choose two.)

- A.fax printing
- B.desktop playback

- C.address book location
- D.creation of a revert directory number

**Correct Answers: B C**

6: You are installing the Messaging Waiting Indication (MWI) icon for Desktop Messaging and My CallPilot users. Which statement about the MWI icon feature is true?

- A.You can install the MWI software by using only the desktop client installer.
- B.You can install the MWI software by using only the standalone desktop player.
- C.You can install the MWI software by using the desktop client installer or the standalone desktop player.
- D.You cannot download the MWI software from My CallPilot. You must download from Desktop Messaging.

**Correct Answers: C**

7: A customer wants to implement a User Privacy Option for all My CallPilot users. How can the administrator let the users self-administer the privacy option?

- A.In the Mailbox settings of Security Administration, deselect Name Dialing and Name Addressing.
- B.In the Name Dialing settings of the Messaging Management page, deselect Name Dialing and Name Addressing.
- C.In the Privacy and Blocking settings of the User Creation Template, deselect Name Dialable by External Callers.
- D.In the Desktop and Web Messaging Configuration settings of the Mailbox Class Details page, select Allow User to Hide Entry in Address Book.

**Correct Answers: D**

8: The performance and capabilities for Remote Notification are important for both the system administrator and the user. Which two statements about configuring Remote Notification are true? (Choose two.)

- A.The schedule is defined in the mailbox class.
- B.It can be set up with telephone keypad commands.
- C.It can be configured for up to three target Directory Numbers (DNs).
- D.It allows only a specific number of retries before notification is turned off.

**Correct Answers: B D**

9: A block can be added to an Application Builder application to allow editing of recordings from a remote location. What is the Application Builder block for this purpose?

- A.Customer block
- B.Remote Location block
- C.Custom Recording block
- D.Voice Item Maintenance block

**Correct Answers: D**

10: You are configuring the Telephone Remote Service Activation feature. What is true about the

Telephone Remote Service Activation feature?

A.You can use only CallPilot Manager to change a regularly scheduled service to an alternate service.

B.You can use a telephone to remotely change a regularly scheduled service to an alternate service.

C.When you configure the Telephone Remote Service Activation in CallPilot Manager's Service Directory Number (SDN) Details page, at the SDN field you must enter the SDN of the application you want to remotely modify.

D.When you configure the Telephone Remote Service Activation in CallPilot Manager's SDN Details page, at the Service DN field you must enter the SDN of the application to which you want to switch.

**Correct Answers: B**

11: Remote maintenance capabilities require a security setup. To use the Voice Item Maintenance (VIM) or Fax Item Maintenance (FIM) service on an application, a security parameter must be defined. What is the security parameter called?

A.FIM password

B.VIM password

C.Access password

D.Telset maintenance password

**Correct Answers: D**

12: The CallPilot Voice Item Maintenance (VIM) and Fax Item Maintenance (FIM) services must be defined in CallPilot before remote application maintenance services will function. The VIM and FIM must have a number defined in a table on the system. Which table contains the definition?

A.SDN table

B.VIM Service table

C.FIM Service table

D.Remote Service table

**Correct Answers: A**

13: The system ready indicator is a visual indication of the status of the CallPilot system and shows at a glance what is happening with the system. Which two statements about the system ready indicator icons are true? (Choose two.)

A.When the CallPilot server is starting, the icon is an hourglass.

B.When calls are not being processed, an X appears on the icon.

C.When the CallPilot server is in normal operation, the icon is flashing green.

D.When calls are being processed but some services are not working, the icon is red.

**Correct Answers: A B**

14: When logging into CallPilot, the CallPilot Manager menu banner is displayed. From this banner, it is possible to navigate through the system, if access has been given. What determines the level of access?

- A.mailbox keycode
- B.the LDAP server
- C.mailbox number and password
- D.the LDAP server and time of day

**Correct Answers: C**

15: In a single site scenario, an administrator cannot log into CallPilot Manager from the login web page. You have confirmed that the correct mailbox number and password are being entered and that the mailbox is not disabled. However, the administrator login still fails. What should you check?

- A.The user's PC is running Internet Information Server (IIS).
- B.The Server field contains the correct server name for the CallPilot system.
- C.The Location field contains the correct server name for the CallPilot system.
- D.The Secure Sockets Layer (SSL) option is turned on because passwords can only be passed over SSL.

**Correct Answers: B**