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QUESTION & ANSWER

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Exam : **920-320**

Title : Meridian 1 Database

Version : DEMO

1.Which procedure should you use to effectively implement Ethernet interface (ELAN) on a Meridian1 system?

A. Use LD 17, Create host entries, Assign host to primary and/or Primary IP address(es), Set up Ethernet subnet mask, Set up routing entry.
B. Use LD 117, Create host entries, Assign host to primary and / or secondary IP address(es), Set up Ethernet subnet mask, Set up routing entry.
C. Enable the ELAN interface in LD 117, Use ipconfig to ensure that the IP address(es), subnet mask and gateway have been auto-configured by the DHCP server.
D. Enable the ELAN interface in LD 17, Use ipconfig to ensure that the secondary IP address(es) subnet mask and gateway have been auto-configured by the Dynamic Host, Configuration Protocol (DHCP) server.
Answer: B

2.Certkiller .com wants to be reassured that their customer data is safe on their Option 11C, or Option 11C mini. How is the customer database backed up on these systems?

A. Optivity Telephony Manager (OTM) is required to backup the Meridian 1 Option 11C or 11C mini to Meridian 1 Option 11C Hard Disk Drive (HDD).
B. The system backup procedure automatically backs up the customer configuration over the Ethernet link to a customer provided server at midnight (daily).
C. The Equipment Data Dump (EDD) backs up the latest configuration database, including recent service changes, by copying from the system's main memory (RAM) to the primary flash ROM, Backup Flash ROM, and PCMCIA card (if one is present).
D. The EDD procedure backs up the latest configuration database, including recent service changes, by copying from the system's main memory (RAM) to the Hard Disk Drive, and the Floppy Disk Drive (FDD), if equipped.
Answer: C

3.To ensure that customers are informed about Ethernet LAN ports, what information should you provide the customer about Meridian1 system ELANs?

A. The Nortel Networks ELAN is used for system administration and must be directly connected to a Customers LAN (CLAN).
B. The Nortel Networks ELAN is the Enhanced Local Area Network sued to perform system backups across the network to a customer provided server.
C. The Nortel Networks ELAN is used for connection to other Nortel Networks applications and must be protected from traffic on a Customers LAN (CLAN).
D. The Nortel Networks ELAN is always a closed private LAN, using a simple hub for connecting the Meridian 1 system to Optivity Telephony Manager (OTM), CallPilot, or Symposium.
Answer: C

4.Certkiller .com has reported that some local calls are NOT going through (the caller hears

no ringing, etc.). Which two tools can the technician use to determine which trunk is responsible? (Choose two.)

A. Use LD 80, to trace the DN of the telephone with the problem call. While the problem is occurring, the output will identify the TN of the trunk for further testing.
B. Use LD 36, to list threshold overflows for the local route. Look for trunks with excessive short holds and conduct further testing on those trunks using the TRK command in Load 36.
C. Use LD 80, to initiate a Malicious Call Trace (MCT) on the DN reporting the problem for the date and time indicated in the problem report. This will identify the TN of the trunk involved.
D. Use LD 40, Call Detail Recording Diagnostic, to trace call history for the DN of the user reporting the problem. From the CDR records output, correlate the call record time with the time of the users problem call. The matching CDR record will identify the TN of the trunk that should be tested.
Answer: A B

5.Certkiller .com's disaster recovery plan calls for off-site backup of its Meridian1 system database, in case a disaster destroys the on-site copies of the system's configuration. How would you fulfill this request for a Meridian1 Option 61C or 81C?

A. Optivity Telephony Manager (OTM) is the only way to crate an off-site backup for the Meridian 1 Option 61C or 81C.
B. An auxiliary Floppy Disk Drive (Fdd) would need to be equipped on the Meridian 1 Option 61C or 81C to create the off-site backup.
C. Ensure that they have an extra blank PC Card (PCMCIA) blank memory card and that they are properly trained to perform an Equipment Data Dump (EDD) on the blank card for off-site storage.
D. Ensure that they have 2 MB (1.544 MB formatted capacity) blank floppy disks and that they are properly trained to perform an EDD on the blank floppy disk for off-site storage.
Answer: D

6.Certkiller .com wants external calls at a particular station to forward to an administrative assistant under busy or no answer conditions, but wants internal calls under busy or no answer conditions to forward to voicemail. Which software feature should you use to meet this request?

A. The Meridian Integrated Personal Call Director (MIPCD) application would be required to route based on Caller ID
B. The feature Call Forward by Call Type (CFCT) routes calls receiving a no answer or busy to separately defined dialing numbers (DNs) based on if the call is internal and external
C. The feature Call Forward by Call Type (CFCT) only routes calls receiving a no answer to separately defined dialing numbers (DNs) based on if the call is internal and external, busy calls always follow the hunt DN.
D. Call Forward by Call Type (CFCT) only routes call receiving a busy to separately defined dialing numbers (DNs) based on if the call is internal and external, no answer calls always

follow the forward no answer (FNA) DN
Answer: B

7.The Human Resources department wants to have the HR help line?appear on everyone's telephone (8 users) in the department. They want any available employee to answer "HR help line" calls. In addition, they want to be able to receive as many simultaneous calls as there are employees (8) in the department. What would you recommend to the customer?

A. An Automatic Call Distributor (ACD) queue must be setup in Load 32. The 8 employees are then defined as agents of that ACD group.
B. A Uniform Call Distribution (UCD) list can be defined with the DN's of the 8 employees in the Human Resources department.
C. A multiple Appearance, Single Call Arrangement DN (SCR or SCN) can be programmed as a secondary DN on the 8 users digital or Internet Telephones. It allows as many calls to be in progress as there are appearances of the DN.
D. A Multiple Appearance, Multiple Call Arrangement DN (MCR or MCN) can be programmed as a secondary DN on the 8 users digital or Internet Telephones. It allows as many calls to be in progress as there are appearances of the DN.
Answer: D

8.On A Non Direct Inward Dial (DID) incoming trunk, which overlay (LD) should you use to route calls to an Automatic Call Distribution (ACD) DN 6000?

A. LD 16 AUTO (Auto Terminate) YES ATDN (Auto terminate DN) to 6000
B. LD 16 AUTO (Auto Terminate) YES and LD 14 ATDN (Auto Terminate DN) to 6000
C. LD 16 AUTO (Auto Terminate) YES and 15 ATDN (Auto Terminate DN) to 6000
D. LD 16 IDC (Incoming Digit Conversion) 27 and LD 49 IDTG (Incoming Digit Termination Group) to 6000
Answer: B

9.A telephone needs to be restricted from access to the Paging (PAG) route. If the PAG route Trunk Access Restriction Group (TARG) equals 1, 3, 5, 6, 7, What should be the Trunk Group Access Restriction (TGAR) of that telephone?

A. 0
B. 2
C. 4
D. 6
Answer: D

10.The Customer Data Block (LD 15) is used define customer related timers when customizing a Meridian1 system to customer requirements. Which timer is NOT defined in the Customer Data Block (LD 15)?

A. switchhook flash timing
B. dial tone and Interdigit timeout
C. busy tone / overflow tone timeout
D. off hook alarm security timeout timer
Answer: D