



## **920-199**

**(BCM50 Rls. 2.0 & BCM200/400 Rls. 4.0 Installation, Configuration & Maintenance)**

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## Question: 1

A customer wants to upgrade a BCM50 system from Rls. 1.0 to Rls. 2.0, and wants to preserve the data in the Network Elements tree. A backup of the BCM50 Rls. 1.0 system has already been made. Which two other tasks must be performed, before the upgrade can be performed? (Choose two.)

- A. Perform a level 2 reset.
- B. Install Element Manager for BCM50 Rls. 2.0.
- C. Uninstall the Element Manager for BCM50 Rls. 1.0.
- D. Obtain a valid keycode for the upgrade.

Answer: B, D

## Question: 2

A customer is updating the software on a BCM. How do they know which software updates to apply?

- A. The status of the update when viewed from the Software Updates window indicates "Ready".
- B. The status of the update when viewed from the Software Inventory window indicates "Ready".
- C. The status of the update when viewed from the Software Updates window indicates "Available".
- D. The status of the update when viewed from the Software Inventory window indicates "Available".

Answer: C

## Question: 3

A customer is monitoring the Contact Center status. Which BCM Monitor tab will allow them to perform this activity?

- A. UIP
- B. IP Devices
- C. Voice Ports
- D. RTP Session

Answer: C

## Question: 4

Which BCM200/400 specialized module lets the BCM share its connection to a Universal TI network with a WAN to provide a combination of voice and data channels?

- A. Fiber Expansion Module (FEM)
- B. Digital Drop and Insert MUX (DDIM)

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- C. R2 Multi-Frequency Compelled module (R2MFC)
- D. Digital enhanced cordless telecommunications module (DECT)

Answer: B

Question: 5

**A BCM Rls. 4.0 customer wants to improve the quality of IP Set VoIP calls. Nothing is configured on the customer use to troubleshoot the problem.**

- A. Enable RTP.
- B. Enable DiffServ.
- C. Enable alarm mode.
- D. Enable PVQM.

**with the quality of IP network. What can the customer do to troubleshoot the problem?**

Answer: D

Question: 6

**A customer wants to restrict the digits 00, but are unable to restrict the digits.**

- A. Filter 00 is a default filter.
- B. This restriction is not supported.
- C. The maximum number of filters is 10.
- D. The maximum number of filters is 20.

**00, but are unable to restrict the digits. What can the customer do to restrict the digits?**

Answer: A

Question: 7

- A. Step 1 is to create a filter.
- B. Overlapping filters are not supported.
- C. If 00:00 is assigned, the filter is in effect all day.
- D. It is only necessary to create a filter if the filter is activated automatically.

**is in effect all day. What can the customer do to restrict the digits?**

Answer: D

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