

# 920-199

## Nortel

### *BCM50 RIs. 2.0 and BCM200/400 RIs. 4.0 Installation, Configuration and Maintenance*

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**Question: 1**

A customer wants to upgrade a BCM50 system from RIs. 1.0 to RIs. 2.0, and wants to preserve the data in the Network Elements tree. A backup of the BCM50 RIs. 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 RIs. 2.0.
- C. Uninstall the Element Manager for BCM50 RIs. 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 T1 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)
- C. R2 Multi-Frequency Compelled module (R2MFC)
- D. Digital enhanced cordless telecommunications module (DECT)

**Answer: B**

**Question: 5**

A BCM RIs. 4.0 customer has recently started experiencing problems with the quality of IP Set VoIP calls. Nothing has changed recently within the company network. What can the customer use to troubleshoot this issue?

- A. Enable RTP.

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