
REVIEW EXERCISES

These exercises will help you review the material and prepare for the exams.

HINT: All of the answers can be found in the manual or the videos.

- If you have an Encore system, practice installing and removing the Line Cards, Extensions Cards, and Voice Module following the instructions in the Installation Manual. Think about which combinations you would use for different system configurations:
 - What do you need for four lines and six extensions?
 - What would you have to add to make it six lines?
 - How about six lines and 18 extensions?
- If you have the equipment available, install a demo system with a few phones following the instructions given in the manual.
- If you have a demo system, try out some of the features. Here are some things you might want to try:
 - Set up different combinations of Automated Attendant, Courtesy Service, and Answering Machine and see how the features interact.
 - Use the Keysets and/or a single-line phone to become familiar with the procedures for using the features.
- The feature codes used at single-line phones can be tricky to remember. Can you come up with reminders for your users? For example:
 - Putting a call on Hold, *without hanging up*, is a quick Hookflash.
 - A *three way* Conference is Hookflash 3.
 - When you want to let another user know you're waiting, use Hookflash 8 (think **W8 = Wait**). But when you want to Transfer a call to them you don't want to wait, so you use Hookflash 88.
 - When you want to Park a call, you send it to "*imaginary*" extension **40** using Hookflash 40.
 - When you're on two calls or on a conference with two parties you get back to the *first* call using Hookflash 1 and get to the *second* call or put *both* conference parties on hold using Hookflash 2.
 - Can you think of one for Ringback (Hookflash 5)?
- Think about how you would program an Encore System if you were installing it in your office.
 - Refer to the Program Planning Sheets at the end of the Programming chapter of the manual.
 - Practice filling them in by entering the data you would program for your office.
 - If you're not sure about a feature, refer back to the manual or the videos to review.
 - If you have a demo system set up, practice programming.

REVIEW QUIZ

Complete this quiz to prepare for the certification exam.

1. The basic KSU, without any expansion cards will support six extensions and ___ lines.
 - a. 0
 - b. 2
 - c. 4
 - d. 6
2. How many CO Lines can you install if all the Line cards are installed?
 - a. 4
 - b. 6
 - c. 8
 - d. 10
3. How many phones can you install if you have all of the Extension cards installed?
 - a. 18
 - b. 6
 - c. 12
 - d. 8
4. What do you need to do to use a voice message box?
 - a. Install a Voice Module
 - b. Program the message box for the extension
 - c. Forward calls to the voice message box
 - d. All of the above
5. What do you have to do to change a Keyset extension to a single-line extension?
 - a. Re-wire the modular jack
 - b. Remove the Data pair from the modular jack
 - c. Nothing, just switch phones
 - d. You can't change a Keyset extension to a single-line extension
6. The extensions normally have a loop limit of 100 ohms. What is the loop limit for the Long Line extension?
 - a. 150
 - b. 366
 - c. 300
 - d. 1000
7. The system's programmed database and speed-dial numbers are stored in the RAM on the CPU. How is that memory protected?
 - a. Battery Backup Unit
 - b. It's not protected
 - c. A capacitor on the CPU
 - d. None of the above

8. You can install a Voice Module and/or Courtesy Service card for which languages?
 - a. German, French, or English
 - b. English, Japanese, or Spanish
 - c. English, French, or Spanish
 - d. English, French, or Japanese
9. How long can you expect a fully charged Battery Backup Unit to support the phone system during a power failure?
 - a. One month
 - b. One week
 - c. One hour
 - d. 30 minutes
10. If a user wants to run his keyset from a PC, what does he need?
 - a. Call Manager Module, software, and an external power supply
 - b. Call Logging Module and output device
 - c. Programming Module and Software
 - d. Remote Maintenance Software
11. Which Class of Service would you use to restrict the user from making any outgoing calls, other than emergency calls?
 - a. Class of Service 1
 - b. Class of Service 2 and restricted numbers in Table 2
 - c. Class of Service 4
 - d. Class of Service 5 and allowed numbers in Table 5
12. The Line access code for Line Group 1 is 9. What are the codes for Lines Groups 2-4?
 - a. 92-94
 - b. 81-83
 - c. 50-57
 - d. 1-4
13. If you assign Caller ID Storage to six extensions, how many numbers available for the system's Central storage list?
 - a. 5
 - b. None
 - c. 25
 - d. 35
14. What is the total amount of time available for voice messages in the Voice Module?
 - a. 1 hour
 - b. 1 hour, 20 minutes
 - c. 3 hours
 - d. Unlimited

15. What are the keys next to the Keypad display used for?
 - a. Speed dialing
 - b. Selecting options that appear on the display
 - c. Changing the contrast
 - d. Scrolling through the menus
16. What can you do with the eight keys along the top of the Keypad?
 - a. Program them to dial extension numbers
 - b. Program them to access lines
 - c. Program them to dial feature codes
 - d. All of the above
17. How many ring signals are available on the Keypads?
 - a. 2
 - b. 5
 - c. 3
 - d. 1
18. What does a Hot Line extension do?
 - a. It can be placed farther away from the KSU than most extensions
 - b. It rings for all incoming calls
 - c. It lets you page over the external paging equipment
 - d. It automatically dials a number when you lift the handset
19. What does the Courtesy Service do?
 - a. Picks up unanswered calls and plays a greeting
 - b. Transfers unanswered calls to the Operator
 - c. Sends unanswered calls to the system voice message box
 - d. Answers calls and allows callers to dial an extension
20. Can you change the Courtesy Service greeting?
 - a. Yes, you can record a new greeting if you have a Voice Module
 - b. Yes, you can change the language by changing the Courtesy Service Card
 - c. Yes, you can just record a new greeting without changing any hardware
 - d. a and b
21. What do you need to do to add Automated Attendant to the Encore System?
 - a. Nothing, it's a standard feature
 - b. Add a Voice Module and enable it in programming
 - c. Add an Auto Attendant Module and enable it in programming
 - d. Disable the Courtesy Service in programming
22. If the Automated Attendant is busy when a call comes in, where does the call go?
 - a. The system voice message box
 - b. To the Operator
 - c. To the Courtesy Service
 - d. Nowhere, the caller hears a busy signal

23. If you have a line programmed to use the Answering Machine, where do the calls go?
 - a. To the Operator's voice message box
 - b. To the system voice message box
 - c. To the Courtesy Service
 - d. To the first available extension
24. How long are new messages stored in voice message boxes before they are deleted?
 - a. They're never deleted
 - b. 15 days
 - c. 8 days
 - d. One month
25. How do you know you have a message in your voice message box if you're using a Keypad?
 - a. The lamp in the top right corner is lit and the display shows "New Voice Message"
 - b. The lamp in the top right corner is flashing and the display shows "New Voice Message"
 - c. The Message key is lit
 - d. There is no indication and you should regularly check your message box.
26. If you don't install an external music source, what are your Music-On-Hold options?
 - a. Silence, Tones, or the built-in source that plays the Brandenburg Concerto
 - b. Silence, Tones, or one of three selectable built-in songs
 - c. The Courtesy Service greeting or Tones
 - d. Silence, Tick Tones, or Beep Tones
27. Who receives General Calls?
 - a. The Operator
 - b. Everyone
 - c. Everyone who is programmed to receive them
 - d. Extensions 20-25
28. How many personal speed-dial numbers can your store *at a single-line phone*?
 - a. None
 - b. 12
 - c. 10
 - d. 200
29. What feature would you use if you wanted to go to another extension and have your calls forwarded to that location?
 - a. Forward All Calls
 - b. Follow Me Forward
 - c. Reverse Transfer
 - d. Call Pickup

30. If you page someone and want them to answer the page, what should you do?
 - a. Stay off-hook after the page and wait for them to use the Answer Page feature
 - b. Hang up and wait for them to use the Answer Page feature
 - c. Call their extension right after you complete the page
 - d. Hang up and enter the Answer Page feature code
31. Do Display Messages prevent your phone from receiving calls?
 - a. Yes, the caller will see the Display Message if they try to call me
 - b. Yes, it puts me in Do-Not-Disturb mode
 - c. No, the call will ring but they will see my Display Message
 - d. No, but my calls will be sent to my voice message box
32. If you change your default Extension Lock Password and forget the new password, what can you do?
 - a. Reset your phone to restore the default password of 123
 - b. Ask the Programming Extension user to reset your password
 - c. Ask the Programming Extension user to look at your password and tell you what it is
 - d. Call a service technician to come out and reset your phone
33. Where is the Programming Extension?
 - a. Extension 20
 - b. Extension 20, unless it has been changed in programming
 - c. Extension 25
 - d. Extension 0
34. How many digits are in the programming password and what is its default value?
 - a. Three digits, default 123
 - b. Three digits, default 111
 - c. Four digits, default 1234
 - d. Four digits, default 1111
35. Which extensions can use the Room Monitor feature?
 - a. 20 and 21
 - b. All extensions
 - c. All extensions that are programmed to use it
 - d. Only the Programming Extension
36. What does it mean when the manual says calls are Hunt Groups in cyclical order?
 - a. Every third call is sent to the Hunt Group
 - b. The first Hunt Group gets the first call, the second Hunt Group gets the next call, and so on
 - c. The first extension in the Hunt Group gets the first call, the second extension gets the next call, and so on
 - d. None of the above

37. How many local area codes can you program?
- 40
 - 5
 - 3
 - Unlimited
38. How many characters can you program in an Extension Name?
- 12
 - 10
 - 32
 - 16
39. To test your memory of the Power Failure connections, match the Extension numbers to the CO lines they will be connected to in a power failure situation:
- | | |
|--------------|--------|
| Extension 24 | Line 7 |
| Extension 25 | Line 2 |
| Extension 31 | Line 1 |
| Extension 37 | Line 5 |

Remember, there ***MUST*** be single-line phones at these extensions, because a Keypad won't operate in a power failure. If the extensions are normally used by Keypads, make sure the users have single-line phones handy.

40. Again, check your memory. Which optional equipment requires a specific extension, which can use any extension, and which has its own connector?
- | | |
|----------------------|----------------------|
| Special Connector | Doorphone |
| Extension 22 | Central Bell |
| RJ Connector | Music-On-Hold Source |
| Any Extension | Paging Equipment |
| Fixed-screw terminal | Call Logging |
| Extension23 | Long-Line Extension |

REVIEW QUIZ ANSWERS

Here are the answers to the Review Quiz, with explanations of the answers.

1. The basic KSU, without any expansion cards will support six extensions and ___ lines.

Correct Answer: a. 0

Explanation: The CPU has *connectors* for four CO lines, but it doesn't have the necessary circuitry until you install Line Cards.

2. How many CO Lines can you install if all the Line cards are installed?

Correct Answer: c. 8

Explanation: Each Line Card supports two lines. There can be two Line Cards on the CPU and one on each of the two Extension Cards.

3. How many phones can you install if you have all of the Extension cards installed?

Correct Answer: a. 18

Explanation: Each Extension Card supports 6 phones, plus there are 6 supported by the CPU.

4. What do you need to do to use a voice message box?

Correct Answer: d. All of the above

Explanation: Remember that calls will not go to the voice message box unless the extension has one of the Call Forwarding features programmed to send the calls to Voice Messaging (38).

5. What do you have to do to change a Keypad extension to a single-line extension?

Correct Answer: c. Nothing, just switch phones

Explanation: The modular jacks are all wired the same, but single-line phones do not use the Data pair.

6. The extensions normally have a loop limit of 100 ohms. What is the loop limit for the Long Line extension?

Correct Answer: b. 366

Explanation: This is a one-way measurement from the KSU, using 24AWG wire.

7. The system's programmed database and speed-dial numbers are stored in the RAM on the CPU. How is that memory protected?

Correct Answer: C. A capacitor on the CPU

Explanation: The capacitor should protect the data until the accumulated downtime exceeds 2-3 months, depending on the size of the database).

8. You can install a Voice Module and/or Courtesy Service card for which languages?

Correct Answer: c. English, French, or Spanish

Explanation: Each Voice Module and each Courtesy Service Language Card supports only one language. You must install the proper components to provide the correct voice prompts. However, regardless of the voice prompt language, Keyset users can always change their displays to show English, French, or Spanish.

9. How long can you expect a fully charged Battery Backup Unit to support the phone system during a power failure?

Correct Answer: c. One hour

Explanation: You can reasonably expect the battery to last at least one hour.

10. If a user wants to run his keyset from a PC, what does he need?

Correct Answer: a. Call Manager Module, software, and an external power supply

Explanation: Remember that the PC running Call Manager must use Windows 95/98.

11. Which Class of Service would you use to restrict the user from making any outgoing calls, other than emergency calls?

Correct Answer: c. Class of Service 4

Explanation: Although you could restrict all outgoing calls except 911 using multiple Classes of Service and tables, this is the simplest way to do it.

12. The Line access code for Line Group 1 is 9. What are the codes for Lines Groups 2-4?

Correct Answer: b. 81-83

Explanation: Line access codes 50-57 are used for individual lines.

13. If you assign Caller ID Storage to six extensions, how many numbers available for the system's Central storage list?

Correct Answer: d. 35

Explanation: You can store up to 65 Caller ID numbers. If six extensions are programmed to store five numbers each ($6 \times 5 = 30$) there are 35 numbers left for the Central storage.

14. What is the total amount of time available for voice messages in the Voice Module?

Correct Answer: b. 1 hours, 20 minutes

Explanation: The 80-minute limit is shared by all of the voice message boxes.

15. What are the keys next to the Keyset display used for?

Correct Answer: b. Selecting options that appear on the display

Explanation: The six Display keys, located on each side of the display, are pressed to select the menu option shown on the display. This will either activate a feature, cause another menu to be displayed, or select an item from a list.

16. What can you do with the eight keys along the top of the Keyset?

Correct Answer: d. All of the above

Explanation: These keys are pre-programmed as Line keys. You can program these to use any feature code or extension number. If you assign a line or extension to a Programmable key, the light in the key will indicate the status of the line or extension. When the line or extension is in use, the light will be lit.

17. How many ring signals are available on the Keysets?

Correct Answer: c. 3

Explanation: The Keyset can be programmed to use one of three ring signals to create distinctive ringing. If extensions are placed close together, changing the pitch makes each extension's ring easier to recognize.

18. What does a Hot Line extension do?

Correct Answer: d. It automatically dials a number when you lift the handset

Explanation: The number dialed can be an extension or an external number. No other features can be used at a Hot Line extension. A common application for the Hot Line feature is for a fax or modem. The extension can be set to automatically seize a line so the fax or modem does not have to dial 9.

19. What does the Courtesy Service do?

Correct Answer: a. Picks up unanswered calls and plays a greeting

Explanation: The Courtesy Service is used in systems where there may be delays in answering calls, and the customer wants to ensure that callers do not hang up before someone answers their call. If a call rings on a line programmed for Courtesy Service, and it is not answered by an extension within a programmed time (30 seconds by default), the call is automatically answered and a greeting is played.

20. Can you change the Courtesy Service greeting?

Correct Answer: d. a and b

Explanation: If the system is equipped with a Voice Module, you can customize the greeting. When the Courtesy Service is programmed, you can select the system-provided standard greetings or the custom Voice Messaging Module greeting. If you need to change the language of the system-provided prompts, you can change the Courtesy Service Card.

21. What do you need to do to add Automated Attendant to the Encore System?

Correct Answer: b. Add a Voice Module and enable it in programming

Explanation: Note that if the Automated Attendant is enabled, the Courtesy Service is automatically programmed to use the standard greetings. And when the Courtesy Service is programmed to use the standard greeting, the music-on-hold option is automatically set to the internal source and cannot be changed to an external source. However, if the Courtesy Service is programmed to use the Voice Module, music-on-hold can use the external source.

22. If the Automated Attendant is busy when a call comes in, where does the call go?

Correct Answer: c. To the Courtesy Service

Explanation: When the call comes in on a line programmed for Automated Attendant, the call will be answered immediately by the system, unless the port is busy, in which case the call is forwarded to the Courtesy Service where it will camp on until the port is available.

23. If you have a line programmed to use the Answering Machine, where do the calls go?

Correct Answer: b. To the system voice message box

Explanation: All messages received by the Answering Machine are stored in a system voice message box, which is controlled by Extension 20. The user at Extension 20 can customize the greeting for the message box and turn the Answering Machine service on or off.

24. How long are new messages stored in voice message boxes before they are deleted?

Correct Answer: b. 15 days

Explanation: All messages, which have been retrieved or played, are permanently deleted after eight days. New messages that are not retrieved are deleted after 15 days.

25. How do you know you have a message in your voice message box if you're using a Keypad?

Correct Answer: a.

Explanation: If the lamp in the top right corner is flashing, you have a call ringing or holding. Note that at a single-line phone, there is no indication and you should regularly check your message box.

26. If you don't install an external music source, what are your Music-On-Hold options?

Correct Answer: a. Silence, Tones, or the built-in source that plays the Brandenburg Concerto

Explanation: If you don't want to use any of these, you can install a radio, CD player, or other device for music-on-hold.

27. Who receives General Calls?

Correct Answer: c. Everyone who is programmed to receive them

Explanation: Normally everyone would receive General Calls, but some extensions may be "protected" from General Calls during programming. The General Call feature allows you to ring all extensions connected to the Encore System. The first extension to answer is connected and the call continues as a normal call.

28. How many personal speed-dial numbers can your store *at a single-line phone*?

Correct Answer: c. 10

Explanation: Keypad extensions can store up to 12 speed-dial numbers. However, because single-line phones are limited to using the digits 0-9 on the keypad for speed-dialing, they can use only 10 speed-dial locations.

29. What feature would you use if you wanted to go to another extension and have your calls forwarded to that location?

Correct Answer: b. Follow Me Forward

Explanation: Forward All Calls would work only if you enabled it before you arrived at the new location. Follow Me Forward lets you program call forwarding from the destination phone.

30. If you page someone and want them to answer the page, what should you do?

Correct Answer: a. Stay off-hook after the page and wait for them to use the Answer Page feature

Explanation: The Paging Answer feature allows a user respond directly to the paging extension, without having to know the extension number. If you have been paged over the public address paging equipment, the Paging Answer feature puts you in direct contact with the paging extension, provided that the person who paged you has not hung up.

31. Do Display Messages prevent your phone from receiving calls?

Correct Answer: c. No, the call will ring but they will see my Display Message

Explanation: Only Do-Not-Disturb will block calls *and* display a message to the caller.

32. If you change your default Extension Lock Password and forget the new password. what can you do?

Correct Answer: c. Ask the Programming Extension user to look at your password and tell you what it is

Explanation: The Programming Extension cannot reprogram the password for you, but can view it.

33. Where is the Programming Extension?

Correct Answer: b. Extension 20, unless it has been changed in programming

Explanation: At default, Extension 20 is the Programming Extension, and it has access to all of the system programming options. If programming is attempted from any other extension, the display will show Programming Refused. Because Extension 20 also serves as the system operator, you may wish to change the Programming Extension to a different Keypad.

34. How many digits are in the programming password and what is its default value?

Correct Answer: d. Four digits, default 1111

Explanation: Note that if you forget this password, it can't be viewed at any extension. The only way to view it would be using the Remote Management Software.

35. Which extensions can use the Room Monitor feature?

Correct Answer: a. 20 and 21

Explanation: Extensions 20 and 21 can call an extension with Room Monitor activated and listen to the room through the handset receiver.

36. What does it mean when the manual says calls are Hunt Groups in cyclical order?

Correct Answer: The first extension in the Hunt Group gets the first call, the second extension gets the next call, and so on

Explanation: Hunt Group calls can be forwarded to an extension or outside number. Normally, you would use either the Forward No Answer or Forward When Busy option. This allows you to set up an "overflow" destination for call when the hunt group members do not answer or all members are busy.

37. How many local area codes can you program?

Correct Answer: a. 40

Explanation: It is necessary to program the local area codes into the system so that the system can recognize the numbers which must have the digit 1 added when they are redialed. The local area codes do not need to have the 1 added.

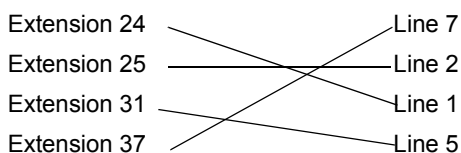
38. How many characters can you program in an Extension Name?

Correct Answer: b. 10

Explanation: When an extension receives an internal call from an extension with a name, its display will show the calling extension's name in the place of the extension number.

39. To test your memory of the Power Failure connections, match the Extension numbers to the CO lines they will be connected to in a power failure situation:

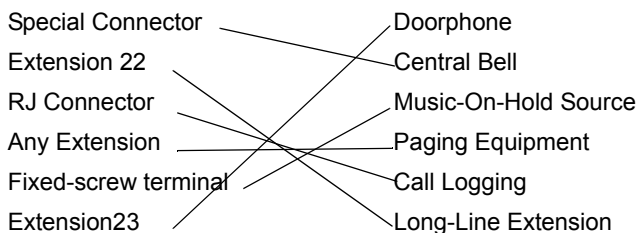
Correct Answer:



Explanation: Remember, there **MUST** be single-line phones at these extensions, because a Keypad won't operate in a power failure. If the extensions are normally used by Keypads, make sure the users have single-line phones handy.

40. Again, check your memory. Which optional equipment requires a specific extension, which can use any extension, and which has its own connector?

Correct Answer:



Explanation: Another optional device that has its own connector is the Doorstrike. The RJ connector is also used by the Remote Management Software for on-site programming.