

CertKiller.HP5-B04D_149,QA

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HP HP5-B04D

Delta - Selling HP Printing and Personal Systems Hardware



The questions in the dump are fantastic, the test will take different versions of the questions and display the answers differently.



The product by 'Cert Killer' team not only gave me the educational information needed for my exam, but also provided me the practice material so that I could adequately prepare myself for exam.



All questions and answers included in this compilation have been reviewed and approved by Microsoft certification experts and professionals with at least a decade of experience.



149 real Questions & Answers.

Exam A

QUESTION 1

Which software platforms represent key ISV partners used in typical workstation applications?

- A. Microsoft, Oracle, and Sybase
- B. LANDesk, Tivoli, and Arc serve
- C. Sage, PeopleSoft, and Apache
- D. Autodesk, Adobe, and ANSYS

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Professional application support

HP ISV certified industry solutions for ultimate processing power



QUESTION 2

Which capability of the HP EliteDesk is key to its serviceability?

- A. USE 3.0 support
- B. A tool-less access
- C. Flexible placement options
- D. Flexible configuration options

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

HP Elite Desktop PCs are built with components that are designed for tool-less access, so you spend less time and energy performing maintenance, replacements, and upgrades. Reference:<http://www.delightedrobot.com/675/hp-elitedesk-desktop-mini-big-performance-in-a-small-package/>

QUESTION 3

Your customer needs personal computing devices for complex analysis of company data. Which solution would you recommend?

- A. HP EliteBook
- B. HP EliteDesk
- C. HP Business Desktop
- D. HP ElitePad

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

answer is verified.

QUESTION 4

Which HP OfficeJet Pro Series technology achieves print speeds of up to 70 pages per minute?

- A. HP Universal Print Driver
- B. HP FutureSmart
- C. HP WebJetadmin
- D. HP PageWide Technology

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

http://www8.hp.com/pt/pt/pdf/HP_PageWide_Technology_Whitepaper_tcm_170_13731_63.pdf(page 4)

One of the key differentiators in achieving print speeds of up to 70 pages per minutes is HP PageWide - the company's next-generation inkjet platform.

QUESTION 5

How much pressure is the display enclosure on the HP ZBook mobile workstation designed to withstand?

- A. 45 kg/100 lbs
- B. 91 kg/200 lbs
- C. 136 kg/300 lbs
- D. 181 kg/400 lbs

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

The display enclosure is really tough it can withstand 136 kilograms, or 300 pounds pressure hpspps.pdf p.268

QUESTION 6

What is the security risk associated with printing from a mobile device away from the office?

- A. Imaging and printing devices may store files on internal drives or hard disks.
- B. Malicious users could disable a printing device from an unsecured control panel.
- C. Employees may expose company data sent over unsecured networks or leave printouts uncollected.
- D. Malicious users could change imaging and printing device settings from an unsecured control panel.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 7

Your customer wants to assign information about scanned documents that includes the size of the picture, the color depth and when the document was created. What is the generic name of this type of data?

- A. Unstructured data
- B. Editable data

- C. Metadata
- D. Searchable data

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 8

How many parts require replacement after 150,000 pages for the HP LaserJet 500 series MFP and Color MFP?

- A. 0 (MFP) and 15 (Color MFP)
- B. 1 (MFP) and 18 (Color MFP)
- C. 2 (MFP) and 21 (Color MFP)
- D. 3 (MFP) and 24 (Color MFP)

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 9

What is the target market for the OfficeJet Pro X, in terms of number of users per device?

- A. 1-5 users
- B. 6-15 users
- C. 10-30 users
- D. 15-60 users

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

HP Officejet Pro and Officejet Pro X

	1-5 users	3-10 users	6-15 users	10-30 users	15-60 users
Enterprise					
Mid-Market					
SMB	Officejet Pro	Officejet Pro X			LaserJet Enterprise Flow

QUESTION 10

Which feature of HP MFPs should you highlight to a customer who is concerned about document scan misfeeds?

- A. HP EveryPage
- B. 8" screen
- C. Automatic Duplex scanning
- D. 200 sheet ADF

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 11

What is the key advantage of the HP strategy that enables enhanced efficiency improvements and savings in workflow costs?

- A. HP has inkjet printers that offer half the cost and twice the speed of laser printers.
- B. HP has Flow capabilities across the printing and scanner families.
- C. HP has MFP devices capable of scanning 10,000 pages per day.
- D. HP has scanners capable of scanning 10,000 pages per day.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

answer is verified.

QUESTION 12

Which statement best describes the key features of the OfficeJet Pro series?

- A. OfficeJet Pro series printers require minimal maintenance and use half the number of cartridges as competing devices.
- B. OfficeJet Pro series printers reduce the carbon footprint by over 45%.
- C. OfficeJet Pro series printers deliver outstanding efficiency and reduce energy costs by 30%.
- D. OfficeJet Pro series printers operate at twice the speed and half the cost of color laser printers.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Reference:<http://www.hp.com/products1/inkjetprinter/officejet.html>(see HP Officejet Pro -series, first sentence)

QUESTION 13

Which organization awarded HP Web Jetadmin its highest rating for the significant benefits it delivers to customers?

- A. IDC
- B. Independent Printing Association
- C. Gartner
- D. Buyers Laboratory Inc.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

Web Jetadmin is powerful software delivering substantial benefits for customers - it has been awarded the highest rating of 5 stars by Buyers Laboratory Inc.

QUESTION 14

Your customer is experiencing large numbers of calls to the Help Desk. You know that Web Jetadmin will reduce the number of these calls. To build

your business case, which figure would you use to estimate the cost to the customer for each call?

- A. \$30
- B. \$40
- C. \$50
- D. \$60

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 15

Your digital media and entertainment customer needs a workstation display for application development. Which characteristic is the most important for their display?

- A. High quality shaded graphics
- B. High resolution with color fidelity
- C. Wide viewing angle
- D. High resolution output

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

Digital media and entertainment needs large high resolution displays color fidelity.

QUESTION 16

Your customer is experiencing problems with users forgetting their passwords. Which HP ProtectTools solution can alleviate this issue?

- A. File Sanitizer
- B. Privacy Manager
- C. Enhanced Pre-Boot Security
- D. HP Spare Key

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Reference:<http://h10032.www1.hp.com/ctg/Manual/c02958207.pdf>

QUESTION 17

Which statement describes the new features of the HP EliteBook 800 series?

- A. It has a titanium case with a new-style screen and keyboard.
- B. It has automatic lock and data disposal.
- C. It has an 18 inch-screen and an enhanced graphics card.
- D. It is 40% thinner and 28% lighter, and has a touchscreen and 33-hour battery life.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Reference:<http://www.slashgear.com/hp-elitebook-800-series-ultrabooks-have-up-to-33-hours-of-battery-life-02300002/>

QUESTION 18

Which feature built into HP Flow MFPs enables one-touch workflows?

- A. Display and full-size keyboard to easily enter metadata
- B. Advanced image processing for pristine scans
- C. Image preview, which allows view, zoom, edit, and re-order
- D. Quick sets, driven from a large full color screen

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Reference:http://www.shopping.hp.com/en_US/home-office/-/products/Printers/HP-LaserJet/CD646A

QUESTION 19

Your SMB customer has a series of ad hoc paper-based processes to manage their business. They need to create workflows to improve their efficiency.

Which solution would you recommend?

- A. A Smart MFP solution, like an HP Flow MFP
- B. A Smart MFP solution, like an HP Flow MFP, plus HP Capture and Route
- C. A high speed scanner, like an HP Scanjet Enterprise Flow N9120 Flatbed scanner
- D. A full document management system with integrated document and applications workflows

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 20

Your customer needs a rugged mobile workstation that can support up to five displays. Which product should you recommend?

- A. HP Z230
- B. HP ZBook15
- C. HP ProBook800
- D. HP EliteBook800

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

And all workstations support multiple displays; for example, even the HP ZBook workstations support up to 5 displays.

Reference:http://www.hp.com/united-states/campaigns/workstations/images/datasheet_8470w.pdf(page 1)

QUESTION 21

Approximately how many test steps do HP Business Notebooks undergo?

- A. 10,000
- B. 30,000
- C. 50,000
- D. 70,000

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Reference:<http://www.hp.com/united-states/campaigns/elite-products/assets/Elitebook-8470p-8570p-whitepaper.pdf>(page 2, first para, 2nd sentence)

QUESTION 22

Which HP capabilities offer powerful solutions to overcome security threats on printers?

- A. Wireless Direct Printing and AirPrint
- B. HP Universal Print Driver and LANDesk
- C. HP Biosphere and SureStart technologies
- D. HP Embedded Web Server and Web Jetadmin

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 23

Which HP workstation allows access to add a hard drive or upgrade memory by simply snapping the workstation open?

- A. Z1
- B. Z230
- C. Z620
- D. Z820

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Reference:<http://www.graphics.com/article/hp-z1-windows-workstation-simply-rocks>

QUESTION 24

What solution would you recommend to a customer that wants to implement ePrinting, but is concerned about the risk of documents left in printer output trays?

- A. HP ProtectTools Security Software

- B. HP Imaging and Printing Security Center (IPSC)
- C. HP Access Control Secure Pull Printing
- D. HP Trust Circles

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

answer is modified.

QUESTION 25

According to research conducted by Gartner, which approach will result in a reduction of 10-30% of the printing and managing costs associated with end-user interaction, IT support and infrastructure, administration and procurement, and facilities?

- A. the use of management tools like HP Web Jetadmin, HP Universal Print Driver, and HP Color Access Control
- B. the use of printers specified to have greater than 6000 pages Recommended Monthly Page Volumes
- C. the use of a balanced portfolio of printers and MFPs at the departmental and workgroup level
- D. the use of printers that have high capacity and easy to replace toner cartridges that lower cost per page

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation: So what is the benefit of a suite of products like Web Jetadmin, HP Universal Print Driver and HP Color Access Control, and the consistent ease of use of the HP LaserJet range? In a research report on the use of printer management systems, Gartner found that Enterprises that actively manage their document output fleets will be able to save between 10 and 30% of their recurrent spending.

QUESTION 26

Which solution do 70% of businesses agree can improve productivity by three times or more'?

- A. Anti-BIOS attack solutions
- B. Database management solutions
- C. Workflow solutions
- D. E-Print solutions

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

https://h30550.www3.hp.com/connect/fileDownload/session/DC1241243222405668101_CEAD1F77090/BB2159_Discover%202013-BB2159.pdf(slide 6)
Security threats continue to be a real issue: according to the Ponemon Institute, the average cost per incident of corporation information theft is \$5.5M. And research from AllIM confirms the need for workflow solutions to manage the ever-growing mountain of data, 70% of businesses agree that workflow solutions improve productivity by three times or more.

QUESTION 27

The HP All-in-One desktop solution is appropriate for which customer application?

- A. Healthcare CT scan systems
- B. Trading room workstation
- C. Video game development
- D. Office hoteling/hot-desking

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

All-in-One desktops are ideal for customer self-service, particularly for high profile deployments where a stylish, progressive and clutter-free impression is retained by visitors and clients, for example in Hotel Lobbies, Airline Clubs, Banks, and Customer Service Locations

QUESTION 28

Before presenting a feature or advantage of a certain solution to a customer, what types of questions should you ask?

- A. Questions that confirm the HP product they are seeking
- B. Questions that determine competitors that the customer is considering
- C. Questions that uncover or create the customer's business and IT needs
- D. Questions that establish the customer's attitude toward your proposals

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:**QUESTION 29**

Which statement describes a security benefit of the HP Embedded Web Server?

- A. It allows customers to shut down the printer at pre-determined times
- B. It allows customers to automate many routine steps.
- C. It allows customers to control who can print, what can be printed, and when printing can occur.
- D. It allows customers to assign an administrator password.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

The HP Embedded Web Server allows customers to assign an administrator password so that unauthorized users cannot change product configuration settings.

QUESTION 30

Which statement best describes the HP strategy in the printing and personal systems market?

- A. Produce printing and personal systems that are highly desirable and offer the best entry price.
- B. Develop long-lasting products at the best market price.
- C. Build devices that require replacement within three years to ensure compatibility with software updates.
- D. Build a full line of innovative devices, and include the industry's best set of security, mobility and management solutions.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 31

What could a customer use to limit color printing to specific groups of users or specific applications?

- A. 8" color touch screen
- B. HP Universal Print Driver
- C. HP Web Jetadmin
- D. HP Color Access Control

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

HP Color Access Control lets organizations control color and set color quantity limits by user and user group and HP is one of the few vendors to lock out color use by application.

QUESTION 32

Which feature can enable smartphone users to quickly and easily set up a connection to a printer?

- A. Wi-Fi network hotspot
- B. NFC: Touch to Print
- C. HP Wireless Direct
- D. HP ePrint

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

answer is valid.

QUESTION 33

Your customer is planning a workstation project that will engage team members dispersed across a wide geographical area. Which software solution will enable them to collaborate easily, with access to the full power of the remote workstation?

- A. HP Insight Remote Support
- B. HP Virtual Rooms
- C. HP Remote Graphics Software
- D. Microsoft Lync

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

HP Z Workstations Remote Graphics Software or RGS allows users to remotely access their workstation desktop from any internet-connected PC, thin client, notebook or even a tablet. All the HP Z Workstations incorporate this built-in workstation class remote access, enabling access to the full power of the remote workstation, including the most compute intensive applications.

QUESTION 34

In an HP study it was shown that IT support staff can reduce the hours spent working on print drivers by as much as 50% and achieve what decrease in manpower to integrate printers?

- A. 35%
- B. 55%
- C. 75%
- D. 95%

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

In an HP study it was shown that IT support staff can reduce the hours spent working on print drivers by as much as 50% and achieve a 75% decrease in manpower to integrate printers.

QUESTION 35

Which serviceability benefit does the HP EliteBook 800 series offer?

- A. remote servicing support
- B. a replacement device within two days
- C. a two hour on-site visit
- D. tool-less serviceability

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 36

Your customer is seeking desktop computing devices that provide a balance of business-class PC features and price points, in addition to commercial-class quality.

What should you recommend?

- A. HP ProDesk
- B. HP Business Desktops

- C. HP EliteDesk
- D. HP EliteOne

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

HP ProDesk and ProOne are Mainstream business PCs targeted at large SMBs looking for a balance of business-class PC features and price points, with Commercial-class quality.

QUESTION 37

Which HP business notebook would you recommend for an executive who needs constant connectivity and enterprise features?

- A. HP ElitePad 900
- B. HP EliteBook 1000
- C. HP 200 Notebook
- D. HP Z1 Workstation

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

The EliteBook 1000 is a cutting edge Ultrabook™ design, with constant connectivity, and enterprise features for highly mobile executive and knowledge workers.

QUESTION 38

Which HP feature allows wireless printing from HP Notebooks?

- A. HP Web-Based Server
- B. HP Universal Print Driver
- C. HP Insight Control
- D. HP ePrint Driver

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 39

Which statement demonstrates the reliability of the HP Officejet Pro X?

- A. The Officejet Pro X has undergone over 80 000 hours of testing
- B. The Officejet Pro X has a print volume of up to 4200 monthly pages
- C. The mean time between failures for the Officejet Pro X is the highest in the industry.
- D. The reduction in moving parts on the Officejet Pro X means no mechanical parts can break.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

The inherent design robustness and reliability of the printers is demonstrated through the high Recommended Monthly Page Volumes specified for these printers, particularly the Officejet Pro X at 4,200 pages per month.

QUESTION 40

Which mouse would a high-end graphics designer most likely prefer?

- A. SpacePilot Pro 3D mouse
- B. Microsoft Wireless Mobile Mouse
- C. Logitek MX Performance mouse
- D. Logitek Wireless Gaming mouse G700

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

They can choose the processor type, upgrade their memory, and select input devices that they want, such as the SpacePilot Pro 3D mouse preferred by high-end graphics users.

QUESTION 41

Which feature built into HP Flow MFPs enables the creation of editable documents from scanned paper documents?

- A. On-board OCR

- B. 200 sheet ADF
- C. HP EveryPage
- D. Single Pass Duplexer

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 42

Which feature of the HP Flow MFPs results in fast and accurate digitization and retrieval of documents of different sizes, thicknesses and types?

- A. End-to-End Security
- B. Embedded Scan to Cloud
- C. Capture-Optimized
- D. Wireless Direct

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

So what does capture optimized MFP mean to customers? Through fast, accurate digitization and retrieval of documents of multiple sizes, thicknesses and types, it means less time wasted by users

QUESTION 43

What would you recommend to your financial trading customer who is looking for a powerful, flexible Thin Client solution?

- A. HP t410 All-in-One
- B. HP t820 Thin Client
- C. HP Mobile Thin Client
- D. HP Smart Zero Client

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

The HP t820 benefits organizations in industries--such as financial trading, architecture, engineering, and military or government agencies--that require high-performance computing to run specialty programs.

QUESTION 44

Your customer is scanning large numbers of documents. They are finding that the built-in Optical Character Recognition (OCR) in their Flow MFP 575 is not able to keep up with the processing demands to create editable, searchable documents.

Which solution should you recommend?

- A. HP Access Control
- B. HP Capture and Route
- C. HP Digital Sending Software
- D. HP Embedded Capture

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 45

How would you summarize the potential savings that Thin Client solutions can provide to your customers?

- A. 16% capital cost savings
- B. 34% less maintenance costs
- C. 48% lower total cost of ownership
- D. 79% lower down-time cost per user

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 46

Which statement best illustrates a business value?

- A. By using this HP Flow MFP solution you will save the organization \$200,000 per year
- B. By deploying this HP Desktop PC each device will take less than 8 Watts when idling.
- C. By upgrading to this HP Workstation you will increase developer productivity by 25%.
- D. By using this HP Flow MFP solution users will be able to scan multi-page documents with mixed page sizes automatically

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 47

Which HP capability allows users to safely send encrypted files to colleagues?

- A. HP self-encrypted hard drives
- B. HP Biosphere
- C. HP Web Jetadmin
- D. HP Trust Circles

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

So what are Trust Circles?

... First of all, users create trusted groups for file sharing... The trusted groups can consist of a variety of different audiences perhaps a team in finance or marketing The user simply Saves or Creates or Moves files into folders that they choose The Files are always protected no matter how they leave the system or where they go.

QUESTION 48

What are contributors to document lifecycle management costs? (Select two)

- A. 5 hours per week per person reading books
- B. 10 hours per week per person handling hardcopy records
- C. 12 hours per year per person reading privacy policies on web pages
- D. 13 hours per week per person reading and answering emails
- E. 150 hours per year per person seeking incorrectly filed documents

Correct Answer: BE

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 49

Your customer will be installing 100 Z1 workstations in a large room. Their current installation is so noisy that the users are complaining they cannot work effectively. How would you describe the approximate noise level these 100 workstations will make?

- A. quieter than a mosquito, 0 db
- B. quieter than a calm room, like a library, 20-30 db
- C. quieter than a washing machine/dishwasher, 42-53 db
- D. quieter than traffic on a busy road, 80-90 db

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

Decibel (Loudness) comparison *

Weakest sound heard	0dB	Mosquito at 3m
Light leaf rustling, calm breathing	10dB	
Very calm room, (library)	20-30dB	HP Z1 Idle: 20 dB; SATA drive operating: 20 dB
Washing machine/dishwasher	42-53 dB	Z620 Idle: 32dB; SATA drive operating: 34 dB
Normal conversation at 1m	40-60dB	100 HP Z1 SATA drive operating: 40 dB
EPA defined max. to avoid stress etc	70dB	30 Z620 SATA drive operating: 49 dB
May damage hearing if sustained	85 dB	
Traffic on busy roadway at 10m	80-90dB	
Jackhammer at 1m	approx 100dB	
Risk of instantaneous hearing loss	120dB	

QUESTION 50

Which HP tool would you recommend to your customer to ensure that their workstation ISV software and the graphics driver are compatible and optimally tuned?

- A. HP IT Performance Suite
- B. HP Insight Manager
- C. HP Application Performance Management
- D. HP Performance Advisor

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

HP Performance Advisor, which is like having your own IT professional in the box to help users manage their workstation settings and drivers to ensure optimal performance and stability. This helpful software wizard can take the user from initial configuration and customization, when it checks the configuration against the database of hardware products, device drivers and certified ISV software products, and alerts the user to any issues.

QUESTION 51

What can Wi-Fi capable devices do through HP ePrinting technology Wireless Direct?

- A. Connect and print via the Cloud to reduce the need for corporate networks
- B. Print via an Ethernet cable connection avoiding potential security risks associated with wireless networks
- C. Make a wireless network connection directly to the printer without using a wireless router or access point
- D. Store print jobs until the user is at the printer to ensure output can be collected immediately

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

HP wireless direct is a new feature that allows Wi-Fi capable devices such as smart phones, tablets, or computers, to make a wireless network connection directly to a printer without using a wireless router or access point. This means users can connect to their printer's HP wireless direct signal the same way they connect a Wi-Fi capable device to a new wireless network or hotspot.

QUESTION 52

Your customer would like to purchase personal computing products with a fixed configuration, but over an extended period of time. Which product family should you recommend?

- A. HP ProDesk
- B. HP ProOne
- C. HP EliteDesk
- D. HP Business Desktops

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

EliteDesk and EliteOne systems are optimized for Managed IT environments. These desktop PCs are targeted at large enterprise applications, requiring global availability and support. The systems are designed for long life-cycles to maximise return on investment.

QUESTION 53

A customer is looking for best cost per page for black text, but hardly uses color. Which ink cartridges should be recommended?

- A. standard fill black and color
- B. higher fill value black and standard color
- C. a two-pack XL black
- D. two standard black and one value color

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 54

Which part of the print head fires the ink?

- A. nozzle
- B. intelligent circuit
- C. fuser
- D. media

Correct Answer: A

Section: (none)

Explanation**Explanation/Reference:**

Explanation:

QUESTION 55

An HP print head can fire over how many drops per second?

- A. 3 hundred
- B. 30 thousand
- C. 30 million
- D. 30 trillion

Correct Answer: C

Section: (none)

Explanation**Explanation/Reference:**

Explanation:

QUESTION 56

HP ink must interact with which component?

- A. nozzle design
- B. HP transfer drum
- C. driver software
- D. HP durable label paper

Correct Answer: D

Section: (none)

Explanation**Explanation/Reference:****QUESTION 57**

Which benefit may the use of ColorLok technology provide to laser printers?

- A. longer fuser life
- B. higher print speeds

- C. better coverage
- D. lower power consumption

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 58

What statement is correct about HP paper?

- A. HP offers photo paper, but does not offer paper for office printing.
- B. HP offers high end photo and marketing A3 papers under the HP brand.
- C. HP is the world's largest office paper producer and offers A4 office paper only.
- D. HP offers A4 and A3 paper for office, presentation and advertising printing.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 59

Where does most of the environmental impact of a cartridge occur?

- A. during use
- B. in production
- C. during transport and distribution
- D. in recycling and disposal

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 60

How does HP's new toner formula help protect the environment?

- A. by facilitating the disposal of cartridges
- B. reduced paper absorption
- C. reduced energy consumption during printing
- D. by allowing higher firing speeds

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 61

What is the name of the HP print cartridge return and recycle program?

- A. HP Earth Care
- B. HP Go Recycle
- C. HP Planet Partner
- D. HP Environmental Care Pack

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 62

How does HP recycle cartridges?

- A. Where possible, HP tests every returned, empty ink cartridge to see if it can be refilled.
- B. HP closes the loop and manufactures new laser cartridges by using up to 25% recycled plastics.
- C. HP tests every returned, empty ink cartridge for potential sale to local refillers.
- D. HP encourages customers to close the loop and decide if a cartridge should be discarded or refilled.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 63

Which group represents illegal competition in the aftermarket?

- A. Retail
- B. Counterfeit
- C. Refill
- D. 3rd party products

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 64

What can you find at MyHPSalesGuide.com? (Select three.)

- A. product specifications
- B. cashback guides
- C. support phone numbers
- D. supplies and accessories
- E. training exams
- F. specific pricing
- G. product selection help

Correct Answer: ADG

Section: (none)

Explanation

Explanation/Reference:

answer is updated.

QUESTION 65

Where is the value in having a high Recommended Monthly Page Volume (RMPV) on an HP OfficeJet printer?

- A. It counts mobile printed pages.
- B. This demonstrates that they are durable all the way up to an Enterprise environment
- C. This keeps the printouts durable and document proof
- D. This allows for full compatibility with the HP Flow scanners and ADFs.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 66

How has HP managed to ship more laser printers than any other competitor'?

- A. because of the introduction of color printing in 2013
- B. because HP sells the cheapest printers in the market
- C. because HP addresses the customer's needs
- D. because HP is the only company that offers an MFP printer

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 67

For which reason is the lack of portability a significant advantage for desktop PCs?

- A. high performance
- B. security
- C. low TCO
- D. Flexibility

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 68

What is a differentiating feature on the HP ElitePad 1000 series'?

- A. an 18 inch-screen and an enhanced graphics card
- B. enterprise-class docking, accessories ecosystem for vertical industries, including security and retail jacket
- C. a titanium case with a new-style screen and keyboard
- D. an automatic lock and data disposal

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Reference:http://www.bluestarinc.com/media/temp/Vartech/2014/mpos/mPOS_HP.pdf(slide 40)

QUESTION 69

Which management software solution allows IT administrators to deploy OS, software, and system configuration?

- A. LANDesk management software
- B. Insight Control management software
- C. Data Protector management software
- D. HP Embedded Web Server software

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 70

What is a benefit of selling HP value rather than specifications'?

- A. It allows customers to compare the features and advantages of a particular product and assess the potential benefits for their organization.
- B. It ensures customers are able to realistically compare product features and determine the fastest products for their organization.
- C. It enables customers to review quotations from different organizations and determine the optimum solution based on product needs.
- D. It moves the conversation from price and product features and enables the customer to recognize the tangible value of the solution in the context of

their business needs.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 71

Your customer is experiencing problems with users losing their Elitepads. Which HP solution can alleviate this issue?

- A. HP Find My PC
- B. Enhanced Pre-Boot Security
- C. File Sanitizer
- D. Privacy Manager

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Reference:<http://www.pcmag.com/article2/0,2817,2417732,00.asp>

QUESTION 72

What is the value behind wireless hot-spots?

- A. having a low data plan
- B. ability to hot capture a document on the spot
- C. easily set up and shares an Internet connection across WiFi-enabled devices
- D. ability to print from anywhere

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 73

What are the benefits of cloud storage? (Select two.)

- A. low cost
- B. accurate and easy retrieval of documents
- C. zero paper use in your office
- D. brings down the barriers to color printing
- E. access from everywhere
- F. easy to set up supplies alerts for your printers

Correct Answer: AE

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 74

Your education customer needs to provide personal computing facilities in several dedicated computer rooms to support a large number of students at very low cost. Which product line should you offer?

- A. HP ElitePad
- B. HP Thin Clients
- C. HP Business Desktops
- D. HP EliteBook Folio 1000

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 75

Where is the reseller's value in recommending an HP Printer or Scanner?

- A. HP has shipped over 200 million printers and 300 million scanners.
- B. Gartner recognizes HP as a leader in MFP, manageability, and security
- C. HP invests in new compatible paper types for emerging markets.
- D. HP only makes printers and helps to deflect selling scanners.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 76

Which HP solution allows IT administrators to quickly and easily configure and update fleet-wide network settings?

- A. LANDesk
- B. HP Embedded Web Server
- C. HP Device Manager
- D. HP Web Jetadmin

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Reference:<http://h20195.www2.hp.com/v2/GetPDF.aspx/4aa5-2718enw.pdf>

QUESTION 77

How do HP PPS Solutions go way beyond the product?

- A. by offering mobility, security, manageability, value for money, and reliability
- B. by offering the only real mobile solution out there
- C. by giving sales professionals tools to sell, like myhpsalesguide.com
- D. by deploying an HP Eco Desktop Suite

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Reference:<https://h10120.www1.hp.com/expertone/datacard/Exam/HP5-B04D>

QUESTION 78

What did 87% of CEOs highlight as the biggest IT concern associated with commercial mobility?

- A. software costs

- B. back end and architecture changes
- C. data security
- D. IT training

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 79

How should you prove that inkjet printers perform well?

- A. Fiber Channel internal cabling
- B. 10 Gigabit network connection
- C. fast first page out and high color print speed up to 70ppm
- D. single pass duplex printing

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 80

What is the target market for a personal printer in terms of number of users per device?

- A. 1-5 users
- B. 6-15 users
- C. 10-30 users
- D. 15-60 users

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 81

Approximately how many test steps do HP desktops, thin clients, workstations, and notebooks undergo?

- A. 10,000
- B. 15,000
- C. 30,000
- D. 50,000

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Reference:<http://www.slideshare.net/mcini/hp-product-and-solutions-overview-2531824>(slide 22, see HP Quality & Engineering)

QUESTION 82

What is the HP strategy in the printing and personal systems market?

- A. Develop ever-lasting products at the best market price.
- B. Build a full line of reliable devices, including the industry's best set of security, mobility, and management solutions, which give the customer the best value for money
- C. Build devices that require replacement within three years to ensure compatibility with software updates.
- D. Produce printing and personal systems that are highly desirable and offer the best entry price.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Reference:http://www.academia.edu/8027451/Welcome_to_the_HP_Sales_Certified_Selling_HP_Printing_and_Personal_Systems_Hardware_2014

QUESTION 83

Which mobile product should you recommend for a healthcare user?

- A. HP EliteBook Folio
- B. HPZ1 Workstation
- C. HPProBook600
- D. HP Elitepad 1000 with a healthcare jacket

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Reference:<http://www.mobilehealthcomputing.com/2014/11/hp-elitepad-1000-g2-review.html>

QUESTION 84

Which statement is correct regarding HP Quick Sets?

- A. It is a highly virtualized infrastructure that includes scalability and reliability.
- B. Through the HP Universal Print Driver you can set a number of tasks that can be achieved at the touch of a button.
- C. HP Quick Sets let your customers launch document workflows that scan and save documents and get it right every time--at the touch of a button.
- D. HP Quick Sets allow you to manage and retrieve your documents from the cloud.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Reference:<http://cdn.cnetcontent.com/33/d8/33d803df-894b-47d6-b3ad-f2ea49b44ec9.pdf>(page 114)

QUESTION 85

Which HP feature allows wireless printing from HP Notebooks?

- A. HP Insight Control
- B. HP Web-Based Server
- C. HP ePrint Driver
- D. HP Client Automation

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Reference:http://en.wikipedia.org/wiki/HP_ePrint

QUESTION 86

Which ISVs and partners does HP collaborate with to give customers the edge that they need?

- A. Sage, PeopleSoft, and Word

- B. Microsoft, Oracle, and Sage
- C. Autodesk, Adobe, and ArcGIS
- D. LANDesk, Excel and Arcserve

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 87

Which kinds of extremes do HP printers undergo during testing? (Select two.)

- A. temperature/humidity
- B. vibration
- C. under water
- D. dust and pollution
- E. loud noise
- F. dropped from 10 feet

Correct Answer: AD

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 88

What is a security benefit of a secure hard disk with full hardware encryption?

- A. It allows customers up to 32MB of space on the printer
- B. It allows customers to control who can print, what can be printed, and when printing can occur
- C. It gives customers peace of mind that anything saved to the printer is fully secure.
- D. It gives customers the choice to save their documents to the cloud or the printer.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 89

Your customer tells you that they had problems in the past with the keys on their Notebook wearing out. Which feature should you turn into a benefit for the customer'?

- A. HP DuraKeys
- B. spill resistant keyboard
- C. HP 3D DriveGuard
- D. HP DuraFinish

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Reference:<http://blog.laptopmag.com/hp-elitebook-8740w-workstations-display-shows-an-incredible-1-billion-colors>

QUESTION 90

When it comes to quality, how does a robust magnesium chassis help?

- A. reduces weight and maintains durability
- B. increases weight, decreasing chances of it falling over
- C. decreases chance of a short circuit
- D. will not rust

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Reference:http://www.infotech.at/fileadmin/infotech/Downloads/PPG_New_Products.pdf(slide 12)

QUESTION 91

Your customer needs a discreet personal computing device for their reception area. Which form factor should you recommend?

- A. small form factor (SFF)
- B. tower (TWE)
- C. desktop mini (DM)

D. ultra slim desktop (USDT)

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 92

Which HP MFP feature should you highlight to a customer who is concerned about document scan misfeeds?

- A. ColorLok Technology
- B. Automatic Duplex scanning
- C. Legal size scanning glass
- D. HP Even/Page

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 93

Within a company, what does a typical user want from a mobile device? (Select two.)

- A. easy to centrally manage
- B. sleek and thin design
- C. global availability
- D. latest technology
- E. easy deployment
- F. cheap purchasing price

Correct Answer: BD

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 94

Which serviceability benefit does the HP 800 series offer?

- A. a replacement device within two days
- B. remote servicing support
- C. EasyAccess door
- D. a two-hour, onsite visit

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Reference:http://www.infotech.at/fileadmin/infotech/Downloads/PPG_New_Products.pdf(slide 22)

QUESTION 95

A customer tells you that they have dropped their Notebook and need a replacement, as their hard drive is not working anymore which feature should you turn into a benefit for the customer?

- A. HP 3D DriveGuard
- B. HP DisplaySafe frame
- C. HPDuraFinish
- D. spill resistant keyboard

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 96

If your customer is looking to remotely configure, monitor, restore, and customize BIOS. What should you recommend?

- A. HP ProtectTools
- B. HP Device Manager
- C. HP Sure Start
- D. HP BiOSphere

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 97

How can you find out your customer pain points?

- A. by sending them a HP Pain Point Fact Sheet (PPFS)
- B. by getting them to log onto hppainpoint.com and answer a questionnaire
- C. by selling them the lowest cost products
- D. by letting your customer talk about their current printing and/or personal systems set up

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 98

What is the new style of IT from HP?

- A. OfficeJet Carepacks, ZBook and flow MFP
- B. mobility security, cloud, and big data
- C. printing, computing, networking, and software
- D. more customers moving to a cloud-only solution

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Reference:<http://www.therecycler.com/wp-content/uploads/2014/09/hp-new-style-of-IT.jpg>

QUESTION 99

Where is the customer value in using an HP Enterprise MFP device'?

- A. Every dollar spent printing involves another nine dollars to manage it, so there is a huge potential for cost savings

- B. They use the lowest priced toner cartridges
- C. They are the smallest MFPs in the market, which gives the customer more space on their desktop.
- D. They are ink-based only: therefore, they give you the lowest cost per page

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 100

Your customer would like to purchase personal computing products with consistent global configurations, allowing product standardization in up to 151 countries worldwide Which product family should you recommend?

- A. HP EliteBook 600 series
- B. HPProDesk
- C. HP EliteBook Folio 1000 series
- D. HPProBook

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Reference:<http://www8.hp.com/uk/en/hp-news/press-release.html?id=1232179>

QUESTION 101

Which capability of the HP Workstation Z1 is key to its serviceability?

- A. flexible placement options
- B. USB 3.0 support
- C. flexible configuration options
- D. tool-less access

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

corrected and modified.

QUESTION 102

What is a benefit of HP Page Lift?

- A. the ability to print remotely
- B. a truly secure solution for scanning
- C. a cloud document management solution
- D. automatically enhanced documents or images

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Reference:<http://h20195.www2.hp.com/v2/GetPDF.aspx/4aa4-9592enw.pdf>

QUESTION 103

Your customer needs personal computing devices for complex analysis of company data. Which solution should you recommend'?

- A. HP EliteBook
- B. HPElitePad
- C. HP EliteDesk
- D. HP NoteBook

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 104

What drives customers to implement workflow solutions?

- A. HP Web Jetadmin and Universal Print Driver
- B. Efficiency in using information, which means efficiency in serving customers
- C. The shift from black and white printing to color
- D. Managing the print network

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 105

What is the customer benefit behind HP Wireless Direct printing?

- A. Making a wireless encrypted connection directly to the printer does not require access to a corporate network.
- B. Store print jobs on your mobile device until the user is at the printer to ensure output can be collected immediately.
- C. Printing via an Ethernet cable connection avoids potential security risks associated with wireless networks.
- D. Connecting and printing via the cloud takes out the need for corporate networks.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Reference:http://c242173.r73.cf3.rackcdn.com/HP-297658581-JetDirect_2800w_white_paper_FINAL.pdf

QUESTION 106

Why does HP routinely test over 300 different paper types from around the planet?

- A. To find out what the Recommended Monthly Print Volume (RMPV) will be
- B. To rebrand them HP
- C. To ensure that no matter where the customer buys their paper from, their printer will perform as reliably as possible
- D. To check on the competition

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Reference:[http://h20195.www2.hp.com/v2/getpdf.aspx/c04234596.pdf?ver=0\(slide 17\)](http://h20195.www2.hp.com/v2/getpdf.aspx/c04234596.pdf?ver=0(slide 17))

QUESTION 107

What is the advantage to the customer of HP pigmented OfficeJet inks with enhanced durability'?

- A. Lower entry price

- B. A lower cost per page because cartridges last longer
- C. Reduced risk of smearing and fading
- D. No leakage from cartridges

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Reference:<http://www.techdata.ca/business/hp/supplies/files/0609/ink/HP%20Officejet%20Pro%20pigment%20ink%20technology%20Q&A%20%28Jan.%202009%29%20.pdf>(page 2, Q3)

QUESTION 108

Which outcome can be achieved through proactive management of PCs and personal tablets?

- A. a reduction in help-desk calls
- B. an ability to share files
- C. a reduction in security level
- D. an increase in knowledge of user location

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 109

Which product offers customers pay-as-you-go mobile broadband'?

- A. HP Page Lift
- B. HP Mobile Connect
- C. Wireless Hotspot
- D. HP Broadband

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Reference:http://store.hp.com/UKStore/Merch/Offer.aspx?p=b-mobconnect&jumpid=va_6g7n3rj1xz(first paragraph)

QUESTION 110

Which statement best describes HP OfficeJet print quality'? (Select two.)

- A. Customers who work in the Enterprise environment should only be looking at LaserJet printers. HP OfficeJet inks can give you high quality prints that are water resistant.
- B. HP only offers mono printing with ink. and this beats laser print outs
- C. Mono only prints are resistant to water.
- D. HP OfficeJet inks can withstand highlighter use and resist smearing.
- E. OfficeJet inks are not as good as laser printing for business printing.

Correct Answer: CD

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 111

If a customer is looking to print only mono pages, what should you recommend'?

- A. an HP LaserJet printer
- B. an HP MFP flow device
- C. an HP DesignJet printer
- D. an HP OfficeJet Printer

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 112

Which powerful HP solutions offer tools to manage security on printers?

- A. HP BIOSphere and SureStart technologies
- B. Wireless Direct Printing and AirPrint
- C. HP Embedded Web Server and Web Jetadmin

D. HP Universal Print Driver and LANDesk

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 113

How can you change the nature of your conversation with your customers to successfully sell HP products?

- A. Demonstrate the financial and IT value that customers will obtain from HP
- B. Demonstrate the longer product lifecycle and finance options
- C. Base your conversation on price.
- D. Base your conversation around Big Deals.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 114

Where is the customer value on the Universal Print Driver?

- A. one driver for all HP LaserJet MFPs, most printers, and some HP Officejets
- B. HP image preview, which allows view, zoom, edit, and re-order
- C. the ability to store documents in the cloud through just one driver
- D. industry-leading fleet management for just 15 Euros per month

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 115

What percentage of businesses plan to make changes to their business processes, workflow, and employee roles in order to incorporate mobility?

- A. 10%
- B. 26%
- C. 46%
- D. 73%

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 116

A customer is looking to combine the functionality of a variety of devices in one space-saving device. What should you recommend?

- A. HP Quick Sets
- B. an HP Flow Scanner
- C. an HP multifunction printer
- D. any HP small workteam printer

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 117

Which feature built into HP Flow MFPs enables one-touch workflows?

- A. advanced image processing for pristine scans
- B. image preview, which allows view, zoom, edit, and re-order
- C. 8" display and full-size keyboard to easily enter metadata
- D. quicksets, driven from a large, full color screen

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 118

Why is the Recommended Monthly Print Volume (RMPV) important?

- A. It tells you how many sheets of paper you will be able to sell the customer.
- B. It tells you how many pages a printer will print in its entire lifetime
- C. It helps you match the right printer for the right customer's environment, to give them the best return on investment
- D. It gives you an indication whether the customer needs mono or color printing.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 119

A customer tells you that they knocked over a glass of water onto their Notebook and need a replacement, as is not working anymore. Which feature should you turn into a benefit for the customer?

- A. spill resistant keyboard
- B. HP DisplaySafe frame
- C. HP DuraFinish
- D. business-rugged magnesium chassis

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 120

Which feature of the HP Flow MFPs results in fast and accurate digitization and retrieval of documents of different sizes, thicknesses, and types?

- A. HP EveryPage
- B. ColorLok
- C. all HP Page technology

D. Pagewide Printhead

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 121

How many LaserJet Printers has HP shipped over the last 30 years?

- A. 20 million
- B. 30 million
- C. 100 million
- D. 200 million

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 122

What does a profound transformation in the workplace mean to the customer?

- A. They need greater battery life.
- B. They are looking for notebooks that are thin and light
- C. They have an increased expectation for productivity and style
- D. They need low-priced products.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

answer is up-to-date.

QUESTION 123

What helps HP achieve best-in-class reliability?

- A. resellers giving HP feedback on how reliable their printers are
- B. using expensive premium and exotic materials
- C. using the HP Total Test process
- D. allowing millions of customers to test HP printers when they buy them

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 124

Which HP solution replaces the BIOS boot block if a virus corrupts the notebook?

- A. HP Sure Start
- B. HP ProtectTools
- C. HP Device Manager
- D. HP Page Lift

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 125

Where can you go for further product information?

- A. www.myhpsalesguide.com
- B. your HP Contact
- C. YouTube
- D. <http://www.askhp.com>

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 126

Why is color important to your customer? (Select two.)

- A. It is cheaper than mono printing.
- B. It uses less power than mono printing.
- C. It increases readership by 75%.
- D. It means they can use the universal print driver to its full potential.
- E. It gives businesses a competitive edge

Correct Answer: BE

Section: (none)

Explanation

Explanation/Reference:

QUESTION 127

How does PIN authentication printing reduce the security risk associated when printing in an open office?

- A. Malicious users could guess the PIN number and retrieve confidential documents.
- B. Prevents malicious users from changing the device settings from an unsecured control panel.
- C. With an encrypted hard drive, there is no need for PIN Printing.
- D. Employees may otherwise expose company data by leaving printouts uncollected.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 128

Align the industry sectors with their applications:

Retail

Consumer

Energy

Legal

Hot Area:

Retail	<div><div>▼</div><div>remote equipment control</div><div>inventory management</div><div>court room presentations</div><div>e-Book reading</div></div>
Consumer	<div><div>▼</div><div>remote equipment control</div><div>inventory management</div><div>court room presentations</div><div>e-Book reading</div></div>
Energy	<div><div>▼</div><div>remote equipment control</div><div>inventory management</div><div>court room presentations</div><div>e-Book reading</div></div>
Legal	<div><div>▼</div><div>remote equipment control</div><div>inventory management</div><div>court room presentations</div><div>e-Book reading</div></div>

Correct Answer:

Retail	<div><div>▼</div><div>remote equipment control</div><div>inventory management</div><div>court room presentations</div><div>e-Book reading</div></div>
Consumer	<div><div>▼</div><div>remote equipment control</div><div>inventory management</div><div>court room presentations</div><div>e-Book reading</div></div>
Energy	<div><div>▼</div><div>remote equipment control</div><div>inventory management</div><div>court room presentations</div><div>e-Book reading</div></div>
Legal	<div><div>▼</div><div>remote equipment control</div><div>inventory management</div><div>court room presentations</div><div>e-Book reading</div></div>

Section: (none)
Explanation

Explanation/Reference:

Retail – Inventory management

Consumer – e-book reading

Energy – remote equipment control

Legal – court room presentations

QUESTION 129

Match each high performance workstation-based application to its sector.

Healthcare

Product Design and Development

Finance

Digital Media & Entertainment

Hot Area:

Healthcare

Solutions for Traders

Mechanical Computer Aided Design

Animation

Picture Archiving and Communication System (PACS)

Product Design and Development

Solutions for Traders

Mechanical Computer Aided Design

Animation

Picture Archiving and Communication System (PACS)

Finance

Solutions for Traders

Mechanical Computer Aided Design

Animation

Picture Archiving and Communication System (PACS)

Digital Media & Entertainment

Solutions for Traders

Mechanical Computer Aided Design

Animation

Picture Archiving and Communication System (PACS)

Correct Answer:

Healthcare

Solutions for Traders
Mechanical Computer Aided Design
Animation
Picture Archiving and Communication System (PACS)

Product Design and Development

Solutions for Traders
Mechanical Computer Aided Design
Animation
Picture Archiving and Communication System (PACS)

Finance

Solutions for Traders
Mechanical Computer Aided Design
Animation
Picture Archiving and Communication System (PACS)

Digital Media & Entertainment

Solutions for Traders
Mechanical Computer Aided Design
Animation
Picture Archiving and Communication System (PACS)

Section: (none)

Explanation

Explanation/Reference:

Healthcare – picture archiving and communication system (PACS)

Product Design and Development – Mechanical Computer Aided Design

Finance – Solutions for traders

Digital Media & Entertainment - Animation

QUESTION 130

Which outcome can be achieved through proactive management of PCs and personal tablets?

- A. A reduction in help-desk calls
- B. An ability to share files
- C. An increase in knowledge of user location
- D. A reduction in failure rates

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 131

Which mobile product should you recommend for the task worker type of user?

- A. HP Spectre Pro
- B. HP Z1 Workstation
- C. HP EliteBook Folio
- D. HP ProBook 400 or 600

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:



QUESTION 132

What is the primary target customer market for the HP OfficeJet Pro and OfficeJet Pro X?

- A. Small and medium business
- B. Large enterprise
- C. Home office
- D. Mid-market

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation: The HP Officejet Pro X series is the world's fastest desktop printer and that's according to the prestigious Guinness World Records 2014. Designed to meet the demanding and unique needs of small and medium sized businesses..

QUESTION 133

Your education customer needs to provide personal computing facilities in several dedicated computer rooms to support a large number of students at very low cost

Which product line should you offer?

- A. HP ElitePad

- B. HP Business Desktops
- C. HP Zero Clients
- D. HP ProDesk

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Reference:<http://h20435.www2.hp.com/t5/367-Addison-Avenue-Blog/Expandable-Affordable-HP-s-ProDesk-400/ba-p/85111#.UwJU30KSxHg>

QUESTION 134

What is a benefit of business value selling?

- A. It allows customers to compare the features and advantages of a particular product and assess the potential benefits for their organization.
- B. It enables customers to review quotations from different organizations and determine the optimum solution based on product needs.
- C. It ensures customers are able to realistically compare product features and advantages and determine the best solution for their organization.
- D. It moves the conversation from price and product features and enables the customer to recognize the tangible value of the solution in the context of their business needs.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 135

Your customer needs a personal computing device for their reception area. Which form factor would you recommend?

- A. All in One (AiO)
- B. Q Ultra Slim Desktop (USDT)
- C. Small Form Factor (SFF)
- D. Tower (TWE)

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

All in One PCs are ideal when workplace size matters; Touch and Non-Touch versions are available. With so called IPS display technology, wide viewing angles and accurate colors are achieved.

QUESTION 136

Which HP capability replaces the BIOS boot block if a virus corrupts the notebook?

- A. HP Device Manager
- B. HP Sure Start
- C. HP ProtectTools
- D. HP Page Lift

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Reference:<http://h20195.www2.hp.com/V2/GetPDF.aspx/4AA4-8955ENW.pdf>(last page, see the image)

QUESTION 137

Which HP capability allows IT administration staff to prevent the use of unwanted USB keys?

- A. HP Device Manager
- B. HP Universal Print Driver
- C. HP WebJetadmin
- D. HP Embedded Web Server

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

HP Device Manager protects against unwanted USB keys

QUESTION 138

Your customer will be installing 30 Z620 workstations in a large room. Their current installation is so noisy that the users are complaining they cannot work effectively.

How would you describe the approximate noise level these 30 workstations will make if they are all operating their SATA drives?

- A. About the noise level of a calm room, like a library, 20-30 db
- B. About the noise level of normal conversation, 40-60 db
- C. About the noise level of traffic on a busy road. 80-90 db
- D. About the noise level of a jackhammer, more than 100db

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

Keeping the noise levels down

Decibel (Loudness) comparison *

Weakest sound heard	0dB	Mosquito at 3m
Light leaf rustling, calm breathing	10dB	
Very calm room, (library)	20-30dB	HP Z1 Idle: 20 dB; SATA drive operating: 20 dB
Washing machine/dishwasher	42-53 dB	Z620 Idle: 32dB; SATA drive operating: 34 dB
Normal conversation at 1m	40-60dB	100 HP Z1 SATA drive operating: 40 dB
EPA defined max. to avoid stress etc	70dB	30 Z620 SATA drive operating: 49 dB
May damage hearing if sustained	85 dB	
Traffic on busy roadway at 10m	80-90dB	
Jackhammer at 1m	approx 100dB	
Risk of instantaneous hearing loss	120dB	

QUESTION 139

According to IDC research regarding IT staff productivity, user productivity, and IT cost reductions, which product enables annual savings of \$32,000 per 100 users?

- A. Microsoft System Center
- B. HP Client Automation

- C. Intel vPro
- D. LANDesk

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

An IDC report on the impact of LANDesk solutions found that over the three-year analysis period, the IT organizations in the study experienced total annual benefits of \$32,022 per 100 users in these three areas: IT staff productivity; user productivity; and IT cost reduction.

QUESTION 140

Which management software solution allows IT administrators to manage PCs remotely and deploy images directly to the device?

- A. Insight Control management software
- B. Data Protector management software
- C. LANDesk management software
- D. HP Embedded Web Server software

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Using LANDesk's management software means that IT can deliver the PC directly to the end user and manage it remotely by deploying the image to the box.

QUESTION 141

Your customer needs to process 3D graphics and 4kvideo manipulation in real time. Which HP workstation should you recommend?

- A. HPZ230
- B. HPZ420
- C. HP Z620
- D. HPZ820

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Reference:http://www8.hp.com/us/en/pdf/hp_autodesk_tcm_245_1531720.pdf

QUESTION 142

Which HP workstation is designed to be rugged enough to pass the rigorous military standard 810G tests?

- A. HP Z1
- B. HP Z620
- C. HP Z820
- D. HP ZBOOK14

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Reference:<http://www.laptopmag.com/reviews/laptops/hp-zbook-14.aspx>

the HP mobile workstations are designed to be rugged enough to pass the rigorous military standard 810G tests. Your customer receives this ruggedness and mobility without sacrificing performance.

QUESTION 143

Which statements describe the business value of HP Web Jetadmin? (Select two.)

- A. Print volumes can be centrally controlled, thereby reducing paper and ink costs.
- B. Users can securely share files and send to SharePoint or similar folder types.
- C. Customers can automatically configure new devices through HP Web Jetadmin, reducing the amount of IT resources required.
- D. From a single software solution, customers can remotely install, monitor, maintain, troubleshoot, and secure their imaging and printing environment
- E. Many tasks can be automated so customers can effectively increase return on imaging and printing device investments and boost business productivity.

Correct Answer: DE

Section: (none)

Explanation

Explanation/Reference:

Explanation:

From a single software solution, customers can remotely install, monitor, maintain, troubleshoot, and secure their imaging and printing environment. HP Web Jetadmin can effectively increase return on imaging and printing device investments and boost business productivity because so many tasks can be automated. Reference:<http://business.toshiba.com/usa/managed-print-experts/device-management/hp-web-jet.html>

QUESTION 144

Which key feature of the HP ElitePad 900 distinguishes it as a true business tablet and reduces the need to port or develop applications?

- A. Integration with HP Web Jetadmin
- B. X86 compatibility with existing Windows applications
- C. 16:10 Aspect Ratio
- D. Remote connectivity to HP LANDesk

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Reference:http://pcevolve.com/HP/How%20Do%20%20Sell%20It/HP-ElitePad_Sales_Playbook.pdf(page 2, x86 and windows compatible)

QUESTION 145

Which characteristic of the HP EliteDesk Mini makes it suitable for video surveillance?

- A. It is the industry's smallest enterprise-class desktop PC
- B. Its volume measures 1.05L, which is smaller than a desk phone.
- C. It has flexible deployment options.
- D. It requires very low power when idling (8 watts).

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Reference:<http://h20435.www2.hp.com/t5/367-Addison-Avenue-Blog/HP-Discover-New-Downsized-Desktops-Displays/ba-p/86175>

The HP Desktop Mini PCs are small enough that they can fit almost anywhere, and require very low power when idling eight watts. So they can be used cost-effectively in applications where the PC needs to be on all the time...

QUESTION 146

For which reason is the lack of portability a significant advantage for desktop PCs?

- A. High performance
- B. Low TCO
- C. Security
- D. Flexibility

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

Desktops are not portable. Not portable at all. And this is a good thing when it comes to security and durability. Because desktops don't move very much--if at all--they're fairly secure from theft.

QUESTION 147

Which product would you recommend to a customer who needs a dedicated device connected to their PC to scan approximately 1,500 documents per day?

- A. HP Digital Sender Flow 8500 Document Capture Workstation
- B. HP LaserJet Enterprise Flow Color MFP 575
- C. HP LaserJet Enterprise Flow MFP M525
- D. HP Scanjet Enterprise Flow 5000 s2 Sheet Feed Scanner

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Reference:<http://business.toshiba.com/media/downloads/products/faxes/Scanjet%205000.pdf>

QUESTION 148

Your customer needs to create and edit high quality video using the 4k standard. Which interconnection supported on the HP ZBook 15 mobile workstation should you recommend?

- A. USB 2.0
- B. USB 3.0
- C. Thunderbolt
- D. Gigabit Ethernet

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

Thunderbolt will accelerate creative projects with data transfer speeds four times faster than the bandwidth of USB 3.0, easily connecting multiple devices with just one single, compact Thunderbolt port, for example, ensuring smooth, high quality video recording and playback.

hpspps.pdf p.273

Reference:<http://www.slashgear.com/hp-zbook-15-and-17-hands-on-thunderbolt-arrives-with-haswell-10297142/>

QUESTION 149

What is the advantage to the customer of HP pigmented inks with enhanced durability?

- A. Reduced risk of smearing and fading
- B. Lower entry price
- C. A lower cost per page because cartridges last longer
- D. No leakage from cartridges

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

The latest HP pigmented inks come with enhanced durability that mean no more smearing.