Exam Code: 000-R01

Exam Name: IBM SurePOS 5x3 Technical

Prof.(NA/LA/AP)

Vendor: IBM

Version: DEMO

Part: A

1: A customer originally ordered their SurePOS 500 Series systems with 256 MB of memory. The new application they want to run requires additional memory. What should they consider when upgrading the memory?

A.The SurePOS 500 Series includes two memory slots, and memory modules must be paired.

B.The SurePOS 500 Series includes two memory slots, and memory modules do not need to be paired.

C.The SurePOS 500 Series includes four memory slots, and memory modules must be paired.

D.The SurePOS 500 Series includes four memory slots, and memory modules do not need to be paired.

Correct Answers: B

2: Some upgrades will involve removing the system covers. How many screws must be removed to remove the rear cover?

A.None

B.Two

C.Four

D.Six

Correct Answers: A

3: The presence sensor is available in which of the SurePOS 500 Series models?

A.Model 533

B.Model 543

C.Model 553

D.Model 563

Correct Answers: D

4: An IBM Business Partner needs a copy of the SurePOS 500 Series Hardware Service Guide. Where is the best place to obtain it?

A.IBM Link Web site

B.IBM PartnerWorld Web site

C.IBM Retail Store Solutions Web site

D.IBM Publications on Demand Web site

Correct Answers: C

5: Which SurePOS 5x3 model(s)has/have a dual-bulb active matrix display?

A.SurePOS models 543 and 563

B.SurePOS models 553 and 563

C.SurePOS models 533 and 553

D.SurePOS model 563 only

Correct Answers: A

6: Which of the following operating systems comes pre-loaded when a customer purchases a

SurePOS 500 Series model W43?

A.Microsoft Windows XP

B.Microsoft Windows 2000

C.Microsoft Windows NT

D.IBM PC DOS

Correct Answers: A

7: IBM developed and patented its own IBM Retail Dirt for which of the following tests?

A.Power line disturbance test

B.Electromagnetic emissions test

C.Environmental conditions test

D.Electrostatic discharge test

Correct Answers: C

8: What utility is available with the SurePOS 500 Series to warn the operator if areas of the touch screen become blocked?

A.Screen Interference Monitor

B.Blocked Beam Monitor

C.Beep on Touch Monitor

D.Infrared Screen Mapping Monitor

Correct Answers: B

9: To accommodate more peripherals, each SurePOS 5x3 model includes which of the following?

A.Five RS-232 ports (2 powered)

B.Three cash drawer ports

C.Eight USB ports (2 powered)

D.Two PCI slots

Correct Answers: C

10: A cost-conscious customer is replacing their SurePOS 5x1 terminal with a SurePOS 5x3 terminal. The SurePOS 5x1 terminal is currently mounted in an Integration Kit that is attached to a full size cash drawer. What should be done regarding the Integration Kit?

A.Nothing -- The Integration Kit is designed to work with all models of the SurePOS 5x1, 5x2, and 5x3 terminals.

B.Use the existing Integration Kit but make sure the receipt printer is located on the left side of the SurePOS 5x3 terminal.

C.Order the SurePOS 5x3 Integration Kit RPQ to provide the necessary panels for the SurePOS 5x3.

D.Replace the entire Integration Kit with a SurePOS 5x3 Integration Kit.

Correct Answers: C

11: What technology is used to prevent dirt and dust from contaminating critical internal components in the SurePOS 500 Series?

A.Cooling pipe technology

B.Cooling tunnel technology

C.Cooling wind technology

D.Mobile cooling technology

Correct Answers: B

12: A SurePOS 5x3 terminal has been configured with Windows XP, drivers, and a POS application. The terminal is at the point where an image can be created so that multiple terminals can be cloned from that image. What last step should be performed (before the image is created) so that each cloned terminal will have a unique security ID after it is booted for the first time?

A.Run the Sysprep Tool

B.Run the ImageBuilder tool

C.Run the Windows XP Recovery CD and select the Unique Security ID option

D.Run the SurePOS 5x3 Setup Diskette

Correct Answers: A

13: Which of the following Operating Systems is NOT supported on the SurePOS 5x3 models?

A.Microsoft Windows XP

B.IBM Retail Environment for SUSE Linux

C.Microsoft Windows NT

D.IBM PC DOS 2000

Correct Answers: C

14: Which of the following tools would be most helpful to determine if a MSR problem is hardware related?

A.Sysprep Tool

B.MSR Troubleshooting Guide

C.Windows XP Recovery CD

D.SurePOS 5x3 Diagnostic/Service Diskette

Correct Answers: D

15: Which of the following keyboards can be used in an integration tray for the IBM SurePOS 500 series?

A.USB keyboard

B.Compact Alphanumeric Point-of-Sale (CANPOS) keyboard

C.PS/2 keyboard

D.Wireless keyboard

Correct Answers: B

16: A customer asks how to remove sticky tape residue from the printer cover of their SurePOS 500 Series system. They have already tried mild soap and water without any success. What should the technical specialist recommend?

A.Clean the cover with an ammonia-based product.

B.Clean the cover with isopropyl alcohol.

C.Clean the cover with a petroleum-based product.

D.Use a fine scouring pad to remove the adhesive.

Correct Answers: B

17: Which of the following products should NOT be used to clean the touch panel surface of a SurePOS 500 series?

A.Isopropyl Alcohol

B.Mild liquid glass cleaner

C.Chloride

D.Water

Correct Answers: C

18: With simultaneous dual screen, how many different applications can be displayed?

A.One

B.Two

C.Three

D.Four

Correct Answers: A

19: Which of the following services is NOT provided by IBM PartnerLine?

A.Product and production information

B.Answers to technical marketing questions

C.Configuration assistance

D.A product ordering portal

Correct Answers: D

20: IBM tests all IBM POS equipment to ensure that it can withstand electrostatic discharge of up to how many volts?

A.10,000

B.15,000

C.20,000

D.25,000

Correct Answers: B