

Exam : IBM 000-R11

**Title : IBM Anyplace kiosk
Technical Professional V1**

Version : Demo

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1. What is the standard warranty period of the IBM Anyplace Kiosk?

- A. 1 year from date of purchase
- B. 3 years from date of purchase
- C. 5 years from date of purchase
- D. 90 days from date of purchase

Answer: A

2. 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

Answer: B

3. Which SurePOS 500 Series model offers the option of a CompactFlash card in place of a hard drive?

- A. Model 533
- B. Model 543
- C. Model 553
- D. Model 563

Answer: A

4. 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

Answer: C

5. What PC ports are available on the back panel of all SurePOS 721, 741, and 781 models?

- A. Two serial, one SVGA video, keyboard, mouse, three audio, two PC USB
- B. Two serial, one parallel, one SVGA video, keyboard, mouse, three audio, two PC USB
- C. Two serial, one parallel, one DVI-I video, keyboard, mouse, three audio, two PC USB
- D. Two serial, one DVI-I video, keyboard, mouse, three audio, two PC USB

Answer: B

6. What is the Ready for IBM Retail Store Innovations program?

- A. An education program on IBM Retail Store Solutions products
- B. A point-of-sale installation service from IBM Global Services

- C. A software compatibility testing and marketing program
- D. A help desk service from IBM PartnerWorld

Answer: C

7. 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

Answer: C

8. When a SurePOS 5x1 terminal is replaced with a SurePOS 5x3 terminal, all the peripherals can be transferred directly to the new SurePOS 5x3 terminal except which of the following?

- A. MSR and Integrated Display
- B. Receipt printers that connect through a USB port
- C. Pole Display
- D. Receipt printers that connect through the parallel port

Answer: A

9. 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

Answer: C

10. A customer ordered their SurePOS 500 Series systems with the CompactFlash option. They are considering a new application which will require a hard disk drive. Which of the following options does the customer have?

- A. Remove the CompactFlash module and enable the existing standard hard drive.
- B. Leave the CompactFlash module in place and install a hard disk drive.
- C. Disable the CompactFlash module and enable the existing standard hard disk drive.
- D. Remove the CompactFlash module and install a hard disk drive.

Answer: D

11. Which is a standard feature on the SurePOS 300 Models 330 and 33H?

- A. An internal CD-ROM drive
- B. Wireless integrated support for LAN 802.11 b/g via mini PCI
- C. An industry standard half-size PCI slot
- D. Three-track MSR

E. Hand-held scanner

Answer: C

12. Where can IBM personnel and Business Partners obtain e-Config?

- A. IBM personnel should go to w3.viewblue.ibm.com
- B. Business Partners should go to the PartnerWorld Web site
- C. Both IBM personnel and Business Partners should go to www.viewblue.com
- D. Both IBM personnel and Business Partners should go to rss.ibm.order.com
- E. IBM personnel should go to www.ibm.com/solutions/retail/store

Answer: AB

13. A customer is considering purchasing the SurePOS 300 model 33H to replace their existing competitive POS equipment. They ask if they will be able to reuse their existing powered RS-232 POS devices. How should the sales specialist reply?

- A. The SurePOS 300 model 33H does not support powered RS-232 devices.
- B. The SurePOS 300 model 33H can support four powered RS-232 devices.
- C. The SurePOS 300 model 33H can support six powered RS-232 devices.
- D. The SurePOS 300 model 33H supports one 24-volt and two 12-volt powered RS-232 devices.

Answer: B

14. What is Ready for IBM Retail Store Innovations?

- A. It is a program open to technical support personnel where they can practice troubleshooting IBM hardware.
- B. It is an IBM internship program where technical personnel can gain some industry experience.
- C. It is a program where IBM Software and Hardware Vendors can test their solutions on specific IBM retail system configurations.
- D. It is an IBM learning lab open to qualified resellers where they can practice configuring IBM retail systems.

Answer: C

15. Which of the following BEST describes IBM Director?

- A. A product that enables all networking, including the LAN, WAN and Wireless
- B. A product that enables a user to manage all aspects of their infrastructure, including software applications, networking and hardware
- C. A product that sets the priority of software execution, thereby directing the operations of the SurePOS 300
- D. A product that allows a user to control access to all devices and programs associated with the SurePOS 300

Answer: B

16. How many RS-232 serial ports are available on the SurePOS 300 Models 330 and 33H?

- A. One standard RS-232 port and two powered RS-232 ports
- B. Two standard RS-232 ports and two powered RS-232 ports
- C. Two standard RS-232 ports and four powered RS-232 ports
- D. Four standard RS-232 ports and two powered RS-232 ports

Answer: C

17. Which of the following BEST describes "Knowledgebase"?

- A. A paper-based newsletter that contains articles and technical updates on IBM products
- B. A searchable online database that lists the titles of articles authored by actual users of IBM products
- C. An electronic online newsletter that contains technical articles, questions and answers, and hints and tips on IBM products
- D. A searchable online database that contains technical articles, questions and answers, and hints and tips on IBM products

Answer: D

18. Which of the following describes the I/O connectivity ports that are available on the IBM Anyplace Kiosk?

- A. One USB 2.0 port, headphone and microphone ports, one RS-232 port and one ethernet port.
- B. One powered USB port, headphone and microphone ports, 2 RS-232 ports and one ethernet port.
- C. Two USB 2.0 ports, headphone and microphone ports, one RS-232 port and one ethernet port.
- D. Two powered USB ports, headphone and microphone ports, one RS-232 port and one ethernet port.

Answer: C

19. The IBM Anyplace Kiosk is tested for electrostatic discharge of up to what voltage?

- A. 5,000 volts
- B. 10,000 volts
- C. 15,000 volts
- D. 20,000 volts

Answer: C

20. How has the infrared touchscreen technology improved with the introduction of the IBM Anyplace Kiosk?

- A. The infrared LED grid is overlaid onto the improved resistive touch display.
- B. The infrared LED grid is overlaid onto the improved capacitive touch display.
- C. The LED components are smaller, allowing a dense grid and increased sensitivity.
- D. The LED components are larger, allowing a dense grid and increased sensitivity.

Answer: C

21. Which of the following BEST describes features of Anyplace wireless?

- A. 802.11 b with an integrated 7-point isolated antenna
- B. 802.11 b world-wide adapter that is field installable
- C. 802.11 b/g factory installed with an extended range external antenna
- D. 802.11 b/g is not available in all countries; not a field-installable option

Answer: D

22. How does the infrared touchscreen find the touched location?

- A. If no signal reaches the matching phototransistor, it indicates a blocked beam and a touch.
- B. The phototransistor grid reads the reflection back from the object touching the screen at the X-Y coordinates.
- C. The infrared grid senses the heat from the finger at the X-Y coordinates.
- D. The coordinates of the blocked beam overlay the capacitive membrane and indicate a touch.

Answer: A

23. The IBM Anyplace Kiosk supports which two of the following Systems Management capabilities?

- A. Wake on LAN
- B. Remote Program Load (RPL)
- C. Advanced Power Management (APM)
- D. Preboot Execution Environment (PXE) 2.0
- E. Advanced Configuration and Power Interface (ACPI)

Answer: AD

24. What operating systems are supported on the IBM Anyplace Kiosk?

- A. IBM Linux distribution and Windows XP Pro
- B. XP Pro, XP Embedded, Windows 2000 Pro, IBM Retail Environment for SUSE LINUX
- C. XP Embedded preinstalled on a 40 GB hard drive
- D. Windows 2000 Server and Windows 2003 Server

Answer: B

25. The IBM Retail Store Solutions Web site contains which three of the following?

- A. Knowledgebase
- B. Support Guide
- C. Links to other sales resources
- D. Anyplace Kiosk hardware schematics
- E. Online chat support with second level technicians
- F. Detailed specifications of competitor's products with talking points

Answer: ABC

26. What is the life expectancy of the touchscreen infrared sensor array?

- A. 5 years

- B. 10 years, field replaceable unit
- C. 15 years
- D. Infinite

Answer: D

27. Which item best describes the use of the IBM Retail Store Solutions Knowledgebase?

- A. It can be used to open a PMR with IBM Level 2 Support.
- B. It is used to submit and update hardware service calls.
- C. It can be used to place orders for the Anyplace Kiosk and other IBM products.
- D. It is used to search existing questions and answers or to submit a new question.

Answer: D

28. Potential candidates for IRES V2 are customers who are looking to make changes in which of the following areas?

- A. Customers that want to move to an "all" IBM POS solution.
- B. Customers who are looking at changing to a IRES V2 platform because it is open source software.
- C. Customers who are currently running a DOS system and are looking to add new applications and services.
- D. Customers who recently purchased brand new hardware and are looking to improve their customer loyalty program.

Answer: C

29. Which of the following files is updated by Checkout Support?

- A. Totals Save File
- B. Terminal Status File
- C. Operator Performance File
- D. Operator Authorization File

Answer: C

30. For a regularly priced \$3.50 item, a deal of buy 4 or more for \$3.00 each is defined. What price appears on the customer receipt for the fourth item?

- A. \$3.50
- B. \$3.00
- C. \$2.50
- D. \$1.50

Answer: D

31. Which one of the following is NOT a way to customize ACE?

- A. Write user exits
- B. Write code extensions

- C. Use the Personalization menu
- D. Modify ini files with an overlay file

Answer: A

32. Which statement about tiered overlays is NOT true?

- A. It helps protect against maintenance problems.
- B. With this method all INI files can be modified.
- C. It is the only acceptable method for changing INI files.
- D. Syntax extensions allow three options: Overlay, Delete, Add new.

Answer: B

33. A customer wants to install two video displays on their new SurePOS 5x3 systems, each running a separate application. Which of the following is required to support this configuration?

- A. IBM Director 3.1 or higher
- B. Two dual bulb displays
- C. Independent Video Adapter function
- D. 15-inch LCD option

Answer: C

34. Which SurePOS 500 Series model offers the option of a CompactFlash card in place of a hard drive?

- A. Model 533
- B. Model 543
- C. Model 553
- D. Model 563

Answer: A

35. After using a SurePOS 500 model 543 terminal (base unit) for several months, a customer decides they need a terminal with a 15-inch touch screen. How can they accomplish this?

- A. Order the SurePOS 5x3 15-inch Touch Screen FRU and upgrade the terminal onsite.
- B. Contract with IBM to have an IBM Field Service Rep replace the standard touch screen with a 15-inch touch screen.
- C. Send the terminal to IBM for a factory upgrade to the 15-inch touch screen.
- D. Replace the terminal with a SurePOS 500 model 563 terminal that has the 15-inch touch screen.

Answer: D

36. 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

Answer: A

37. With simultaneous dual screen, how many different applications can be displayed?

- A. One
- B. Two
- C. Three
- D. Four

Answer: A

38. 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

Answer: B

39. 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

Answer: C

40. 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

Answer: C

41. What kind of touch screen technology is used on the SurePOS 5x3 Models?

- A. 5-wire Resistive
- B. Surface Acoustic Wave
- C. Capacitive
- D. Infrared

Answer: D

42. Which of the following System Management tools is NOT supported by the SurePOS 5x3 models?

- A. PXE
- B. NetIQ
- C. WfM

D. SMBIOS

Answer: B

43. 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

Answer: C

44. 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

Answer: B

45. 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

Answer: D

46. 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

Answer: B

47. 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

Answer: A

48. 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

Answer: D

49. Which of the following is the best web site to obtain drivers for the SurePOS 5X3 terminals?

- A. www.ibm.com/industries/retail/store/support/index.html
- B. www.intel.com/support/ibm/surepos/drivers/index.html
- C. www.microsoft.com/knowledge.base/drivers/index.html
- D. www.ibm.com/support/surepos/dnld.asp

Answer: A

50. Which of the following is the best way to clean a 5x3 touch screen?

- A. Use a common ammonia-based window cleaner and a soft cloth.
- B. Use a chloride-based window cleaner and a soft cloth.
- C. Use isopropyl alcohol or a mild liquid glass cleaner and a soft cloth.
- D. Use hot water and a very fine steel wool pad.

Answer: C

51. 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

Answer: C

52. 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

Answer: A

53. What is the warranty period for the SurePOS 500 Series?

- A. Six months
- B. Twelve months
- C. Twenty-four months
- D. Thirty-six months

Answer: B

54. 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.

Answer: B

55. When a SurePOS 5x1 terminal is replaced with a SurePOS 5x3 terminal, all the peripherals can be transferred directly to the new SurePOS 5x3 terminal except which of the following?

- A. MSR and Integrated Display
- B. Receipt printers that connect through a USB port
- C. Pole Display
- D. Receipt printers that connect through the parallel port

Answer: A

56. 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.

Answer: C

57. 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.

Answer: B

58. 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

Answer: A

59. If a qualified IBM Business Partner has a question about IBM's administrative processes, where should they go for assistance?

- A. IBM PartnerWorld
- B. IBM AdminSupport
- C. IBM PartnerLine
- D. IBM PartnerProcess

Answer: C

60. 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

Answer: C

61. 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

Answer: D

62. What is the program called that allows independent developers to leverage IBM's worldwide leadership in supplying solutions to the retail industry?

- A. Ready for IBM Retail Solutions
- B. Ready for IBM Retail Store Innovations
- C. IBM RetailProven Innovations

D. IBM Retail Store Applications

Answer: B

63. When looking for answers that relate to SurePOS 500 Series technical questions, which of the following is the first source to utilize?

- A. Call IBM PartnerLine at 800-426-9990.
- B. Visit the Retail Store Solutions Web site Knowledgebase.
- C. Visit the PartnerWorld Web site.
- D. Visit the IBMLink Web site.

Answer: B

64. A customer wants to install two video displays on their new SurePOS 5x3 systems, each running a separate application. Which of the following is required to support this configuration?

- A. IBM Director 3.1 or higher
- B. Two dual bulb displays
- C. Independent Video Adapter function
- D. 15-inch LCD option

Answer: C

65. The 15-inch touch screen is available on which of the following SurePOS 5x3 models?

- A. All models
- B. Models 543 and 563 (dual-bulb models)
- C. Models 553 and 563
- D. Model 563 only

Answer: D

66. 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

Answer: A

67. With simultaneous dual screen, how many different applications can be displayed?

- A. One
- B. Two
- C. Three
- D. Four

Answer: A

68. 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

Answer: B

69. Which of the following is the maximum memory that can be installed on all SurePOS 5X3 models?

- A. 1 GB
- B. 2 GB
- C. 256 MB
- D. 512 MB

Answer: B

70. How often should the infrared touch screen be recalibrated?

- A. Each time the terminal is powered up
- B. Once a week
- C. Once a month
- D. Recalibration should not be required.

Answer: D

71. 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

Answer: C

72. What are the minimum requirements for independent dual screen capability on a SurePOS 5x3 model?

- A. 128 MB RAM, Independent Video Adapter, Driver Support, DOS
- B. 128 MB RAM, Independent Video Adapter, Driver Support, Linux or Windows OS
- C. 256 MB RAM, Independent Video Adapter, Driver Support, Windows or Linux OS
- D. 256 MB RAM, Driver Support, DOS or Linux OS

Answer: C

73. Which of the following System Management tools is NOT supported by the SurePOS 5x3 models?

- A. PXE
- B. NetIQ
- C. WfM
- D. SMBIOS

Answer: B

74. 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

Answer: D

75. The SurePOS 500 Series systems were tested and performed properly under which of the following temperature and humidity conditions?

- A. -2 to 30 Celsius (28F - 86F), humidity 10 to 100%
- B. 0 to 50 Celsius (32F - 122F), humidity 20 to 85%
- C. 0 to 40 Celsius (32F - 104F), humidity 8 to 80%
- D. -1 to 40 Celsius (30F - 104F), humidity 9 to 70%

Answer: C

76. 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

Answer: B

77. 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

Answer: A

78. Which of the following tools would be most helpful to determine if a touchscreen problem is hardware related?

- A. Sysprep Tool
- B. SurePOS 5x3 Diagnostic/Service Diskette
- C. Touchscreen Troubleshooting Guide
- D. Windows XP Recovery CD

Answer: B

79. 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

Answer: B

80. Which of the following is the best web site to obtain drivers for the SurePOS 5X3 terminals?

- A. www.ibm.com/industries/retail/store/support/index.html
- B. www.intel.com/support/ibm/surepos/drivers/index.html
- C. www.microsoft.com/knowledge.base/drivers/index.html
- D. www.ibm.com/support/surepos/dnld.asp

Answer: A

81. 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

Answer: A

82. What is the warranty period for the SurePOS 500 Series?

- A. Six months
- B. Twelve months
- C. Twenty-four months
- D. Thirty-six months

Answer: B

83. 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.

Answer: B

84. When cleaning the display of the SurePOS 500 Series system, which of the following procedures should NOT be used?

- A. Gently wipe the display first with a soft, dry cloth to remove loose particles.
- B. Gently wipe the glass surface with a cloth dampened with isopropyl alcohol.
- C. Gently wipe the glass surface with a cloth dampened with a mild liquid glass cleaner.
- D. Spray liquid glass cleaner on the glass surface and wipe with a soft cloth.

Answer: D

85. When a SurePOS 5x1 terminal is replaced with a SurePOS 5x3 terminal, all the peripherals can be transferred directly to the new SurePOS 5x3 terminal except which of the following?

- A. MSR and Integrated Display
- B. Receipt printers that connect through a USB port
- C. Pole Display
- D. Receipt printers that connect through the parallel port

Answer: A

86. 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.

Answer: C

87. 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.

Answer: B

88. A customer ordered their SurePOS 500 Series systems with the CompactFlash option. They are considering a new application which will require a hard disk drive. Which of the following options does the customer have?

- A. Remove the CompactFlash module and enable the existing standard hard drive.
- B. Leave the CompactFlash module in place and install a hard disk drive.
- C. Disable the CompactFlash module and enable the existing standard hard disk drive.
- D. Remove the CompactFlash module and install a hard disk drive.

Answer: D

89. If a qualified IBM Business Partner has a question about IBM's administrative processes, where should they go for assistance?

- A. IBM PartnerWorld
- B. IBM AdminSupport
- C. IBM PartnerLine
- D. IBM PartnerProcess

Answer: C

90. 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

Answer: C

91. 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

Answer: D

92. What is the program called that allows independent developers to leverage IBM's worldwide leadership in supplying solutions to the retail industry?

- A. Ready for IBM Retail Solutions
- B. Ready for IBM Retail Store Innovations
- C. IBM RetailProven Innovations
- D. IBM Retail Store Applications

Answer: B

93. When looking for answers that relate to SurePOS 500 Series technical questions, which of the following is the first source to utilize?

- A. Call IBM PartnerLine at 800-426-9990.

- B. Visit the Retail Store Solutions Web site Knowledgebase.
- C. Visit the PartnerWorld Web site.
- D. Visit the IBMLink Web site.

Answer: B

94. What standard SurePort configurations are available for the SurePOS 700 Series?

- A. RJ-45, RS-232, and USB
- B. RS-232, Ethernet, and RS-485
- C. RS-485, RJ-45, and USB
- D. RS-485, RS-232, and USB

Answer: D

95. Which SurePOS 700 Series model supports a maximum of one hard disk drive?

- A. SurePOS 720, model 721
- B. SurePOS 740, model 741
- C. SurePOS 740, model C41
- D. SurePOS 780, model 781

Answer: A

96. Which SurePOS 700 Series models include standard auto-sensing 10/100 Ethernet connectivity?

- A. Models 741 and C41
- B. Models 720 and 740
- C. Models 740 and 780
- D. All models

Answer: D

97. How would a technical specialist add additional memory over and above the factory-installed base memory of the SurePOS 700 Series?

- A. Leave the factory-installed memory module intact. Add an additional memory module to the second memory socket.
- B. Populate the four memory sockets with two pairs of matching memory modules.
- C. Remove the factory-installed memory module, and then populate any of the three sockets with larger memory modules.
- D. The SurePOS 700 Series memory is not upgradable.

Answer: A

98. What is the first step a technical specialist should take before they begin removal or replacement procedures?

- A. Remove all attached devices and I/O connections from the system unit.
- B. Disconnect the power cord from the external power source.

- C. Switch off the power at the system unit and unplug the power cord.
- D. Make sure they are properly grounded.

Answer: C

99. Unlike previous SurePOS 700 Series models, which component of the SurePOS 721, 741, and 781 must be removed to access internal components?

- A. Front plastic bezel
- B. Top metal plate
- C. Top plastic cover
- D. Rear plastic bezel

Answer: B

100. When adding a PCI adapter to the SurePOS 700 Series models 721, 741, or 781, the adapter is inserted into which of the following components?

- A. Riser card
- B. Planar board
- C. PCI attachment adapter
- D. Control switch card

Answer: A

101. Excluding the USB connectivity afforded by the SurePorts, which of the following correctly describes the standard USB connectivity available on the SurePOS 720 Model 721?

- A. The SurePOS Model 721 includes two PC USB 2.0 ports on the rear of the machine and two on the front, plus one 12V POS USB 1.1 on the front.
- B. The SurePOS Model 721 includes two PC USB 2.0 ports on the rear of the machine and two on the front.
- C. The SurePOS Model 721 includes two PC USB 2.0 ports on the rear of the machine.
- D. The SurePOS Model 721 includes two PC USB 1.1 ports on the rear of the machine.

Answer: D

102. Which of the following configurations correctly describes the SurePOS 700 Series model 721, 741, and 781 'USB Only' SurePorts?

- A. The 'USB Only' SurePorts contain only powered USB ports on both the top and bottom I/O modules.
- B. The 'USB Only' SurePorts contain five powered USB ports on the top I/O module and three powered USB ports, two cash drawer ports, and one RS485 port on the bottom I/O module.
- C. The 'USB Only' SurePorts contain five powered USB ports on the top I/O module and three powered USB ports and two cash drawer ports on the bottom I/O module.
- D. The 'USB Only' SurePorts contain five powered USB ports on the top I/O module and two powered USB and two RS485 ports on the bottom I/O module.

Answer: C

103. Which of the following correctly describes the maximum memory configuration on the SurePOS 720 Model 721?

- A. The SurePOS Model 721 supports two 266 MHz DDR DIMMS and has a maximum memory size of 2 GB.
- B. The SurePOS Model 721 supports two 266 MHz DDR DIMMS and has a maximum memory size of 512 MB.
- C. The SurePOS Model 721 supports two 133 MHz SDRAM memory modules and has a maximum memory size of 1 GB.
- D. The SurePOS Model 721 supports two 133 MHz SDRAM memory modules and has a maximum memory size of 512 MB.

Answer: D

104. Which of the following statements regarding SurePOS 700 Series model 721, 741, 781 USB connected devices is correct?

- A. USB 1.1 devices cannot be used with USB 2.0 ports.
- B. USB 1.1 devices connected to USB 2.0 ports will operate at USB 1.1 speeds.
- C. USB 2.0 devices cannot be used with USB 1.1 ports.
- D. USB 2.0 devices connected to USB 1.1 ports will operate at USB 2.0 speeds.

Answer: B

105. To minimize the effects of data loss during a power failure, what standard feature is included on all SurePOS 700 Series models?

- A. A special type of VRAM, called Windows RAM or WRAM
- B. An onboard standby power systems (SPSs)
- C. An internal UPS
- D. 128 KB of NVRAM

Answer: D

106. Which Microsoft operating systems are supported by the SurePOS 700 Series models 721, 741, and 781?

- A. Windows 2000, Windows NT, and Windows XP Professional
- B. Windows 98, Windows 2000, and Windows XP Professional
- C. Windows 2000, Windows XP Professional, and Windows XP embedded
- D. Windows 2000, Windows NT, and Windows XP embedded

Answer: C

107. Which version of 4690 Operating System is required to support the SurePOS 700 Series models 721, 741, and 781?

- A. V2R4

- B. V3R1
- C. V3R3
- D. V3R4

Answer: C

108. Which of the following methods can be used to load SurePOS 700 Series model 721, 741, and 781 4690 terminals across a local area network?

- A. IBM RPL
- B. Netware RPL
- C. PXE
- D. Phoenix RPL

Answer: C

109. Using the UPS available on the SurePOS 700 Series models 721, 741, and 781, backup power for typical POS configurations should last how long during operation (performing transactions)?

- A. Between five and ten minutes
- B. Between ten and twenty minutes
- C. Between twenty and thirty minutes
- D. Between thirty and forty minutes

Answer: A

110. What is the recommended action to perform if the SurePOS 720, 740 or 780 emits a continuous series of beeps?

- A. Ensure that AC power is present at the wall outlet.
- B. Verify that the video-display cables are securely connected.
- C. Exchange the video display.
- D. Check to see if memory is bad or missing.

Answer: D

111. A diagnostic package image is available for which of the following media?

- A. DVD-ROM
- B. Hard disk drive
- C. Floppy diskette
- D. USB memory key

Answer: C

112. When looking for answers that relate to SurePOS 700 technical questions, which of the following is the first source to utilize?

- A. Call the IBM PartnerLine 800-426-9990
- B. Visit the IBM Retail Store Solutions Web site

- C. Refer to the SurePOS 700 Installation and Operation Guide CD-ROM
- D. Refer to the SurePOS 700 Hardware Service Guide CD-ROM

Answer: B

113. Which of the following resources is limited to IBM Distributors, Advanced and Premier Business Partners, and solution providers who acquire products directly from IBM?

- A. Retail Store Solutions Web site
- B. PartnerLine
- C. PartnerCommerce
- D. PartnerWorld

Answer: B

114. What is the standard warranty period for SurePOS 720, 740, and 780 systems?

- A. Ninety days
- B. Six months
- C. Twelve months
- D. Thirty-six months

Answer: C

115. Which of the following should be used to remove tape adhesive from the SurePOS 700 Series covers?

- A. Petroleum-based cleaner
- B. Distilled water
- C. Ammonia-based cleaner
- D. Isopropyl alcohol

Answer: D

116. To provide for proper cooling, how many inches of clearance should be allowed on each side of the SurePOS 700 Series system unit?

- A. Six to eight inches
- B. One inch
- C. Twelve inches
- D. Two to three inches

Answer: D

117. Which of the following techniques must be used to successfully install the Windows operating system on a SurePOS 720, 740 or 780 POS System?

- A. Restore an operating system image created on a predecessor POS product.
- B. Build an installed hard drive on a predecessor POS product and install the drive in the SurePOS 720, 740 or 780.
- C. Install a new copy of the Operating System using the operating system install media.

D. Perform a drive to drive file copy from an installed predecessor POS product.

Answer: C

118. When attempting to migrate PCI or ISA adapters forward to the SurePos 720, 740, and 780, which of the following is a valid consideration?

A. The SurePos 720, 740 and 780 all support full length PCI adapters.

B. The SurePOS 720, 740 and 780 support PCI adapters only, and the maximum card length for a PCI adapter is 195mm/7.6".

C. The SurePos 720, 740 and 780 systems include 3 PCI slots.

D. The SurePos 720, 740 and 780 support both PCI and ISA adapters; however, there is a maximum card length stipulation.

Answer: B

119. When migrating a DOS application to the SurePOS 720, 740, or 780, which of the following statements is correct?

A. The DOS LAN driver is the same as on the 4694, and it may be used on the SurePOS 720, 740, or 780.

B. The four RS-232 ports on the SurePOS 740 and 780 are all legacy standard, and no special considerations must be taken for DOS RS-232 applications.

C. DOS applications that use COM ports 3 and 4 on the SurePOS 740 or 780 must be capable of supporting a PCI-compliant plug-and-play device that uses the shared interrupt architecture.

D. PC DOS versions 6.3 and later are formally supported on the SurePOS 720, 740, and 780 platforms.

Answer: C

120. Which of the following statements is valid regarding the SurePOS 720, 740, and 780 system component drivers?

A. The system component drivers are the same as on the SurePOS 4694, and they may be used interchangeably with the SurePOS 4694 platform.

B. The system component drivers are unique to the SurePOS 720, 740, and 780, and they may be obtained from the Retail Store Solutions Support Web site.

C. The system component drivers are the same as those on the previous generation SurePOS 700, and they may be used interchangeably with that platform.

D. All required system component drivers are included with the operating system, and it is not necessary to update them.

Answer: B

121. In which scenario does the SurePOS 700 Series require NVRAM?

A. The SurePOS 700 terminal is running 4690 OS.

B. The SurePOS 700 terminal is running Windows XP OS.

C. The SurePOS 700 terminal is running DOS.

D. The SurePOS 700 terminal is running Linux OS.

Answer: A

122. A customer is considering upgrading their narrow SurePOS 4694-206 systems with parallel printers to narrow SurePOS 720 systems. They ask if they can use their existing parallel adapter cards to attach the printers to the new systems. How should a technical specialist answer this question?

- A. The adapters will not work in the SurePOS 720s.
- B. The adapters will only work if they are PCI.
- C. SurePOS 720 systems already include a parallel port, so the adapters are not needed.
- D. A serial to parallel cable will eliminate the need for the adapters.

Answer: C

123. A customer wants to install two video displays on their new SurePOS 5x3 systems, each running a separate application. Which of the following is required to support this configuration?

- A. IBM Director 3.1 or higher
- B. Two dual bulb displays
- C. Independent Video Adapter function
- D. 15-inch LCD option

Answer: C

124. Which SurePOS 500 Series model offers the option of a CompactFlash card in place of a hard drive?

- A. Model 533
- B. Model 543
- C. Model 553
- D. Model 563

Answer: B

125. After using a SurePOS 500 model 543 terminal (base unit) for several months, a customer decides they need a terminal with a 15-inch touch screen. How can they accomplish this?

- A. Order the SurePOS 5x3 15-inch Touch Screen FRU and upgrade the terminal onsite.
- B. Contract with IBM to have an IBM Field Service Rep replace the standard touch screen with a 15-inch touch screen.
- C. Send the terminal to IBM for a factory upgrade to the 15-inch touch screen.
- D. Replace the terminal with a SurePOS 500 model 563 terminal that has the 15-inch touch screen.

Answer: D

126. 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

Answer: A

127. With simultaneous dual screen, how many different applications can be displayed?

- A. One
- B. Two
- C. Three
- D. Four

Answer: A

128. 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

Answer: B

129. 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

Answer: C

130. What kind of touch screen technology is used on the SurePOS 5x3 Models?

- A. 5-wire Resistive
- B. Surface Acoustic Wave
- C. Capacitive
- D. Infrared

Answer: D

131. Which of the following System Management tools is NOT supported by the SurePOS 5x3 models?

- A. PXE
- B. NetIQ
- C. WfM
- D. SMBIOS

Answer: B

132. 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

Answer: C

133. 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

Answer: B

134. 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

Answer: D

135. 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

Answer: B

136. 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

Answer: A

137. 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

Answer: D

138. 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

Answer: B

139. Which of the following is the best web site to obtain drivers for the SurePOS 5X3 terminals?

- A. www.ibm.com/industries/retail/store/support/index.html
- B. www.intel.com/support/ibm/surepos/drivers/index.html
- C. www.microsoft.com/knowledge.base/drivers/index.html
- D. www.ibm.com/support/surepos/dnld.asp

Answer: A

140. Which of the following is the best way to clean a 5x3 touch screen?

- A. Use a common ammonia-based window cleaner and a soft cloth.
- B. Use a chloride-based window cleaner and a soft cloth.
- C. Use isopropyl alcohol or a mild liquid glass cleaner and a soft cloth.
- D. Use hot water and a very fine steel wool pad.

Answer: C

141. 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

Answer: C

142. 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

Answer: A

143. What is the warranty period for the SurePOS 500 Series?

- A. Six months
- B. Twelve months
- C. Twenty-four months
- D. Thirty-six months

Answer: B

144. 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.

Answer: B

145. 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.

Answer: C

146. 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.

Answer: B

147. 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

Answer: A

148. If a qualified IBM Business Partner has a question about IBM's administrative processes, where should they go for assistance?

- A. IBM PartnerWorld
- B. IBM AdminSupport
- C. IBM PartnerLine
- D. IBM PartnerProcess

Answer: C

149. 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

Answer: C

150. 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

Answer: D

151. What is the program called that allows independent developers to leverage IBM's worldwide leadership in supplying solutions to the retail industry?

- A. Ready for IBM Retail Solutions
- B. Ready for IBM Retail Store Innovations
- C. IBM RetailProven Innovations
- D. IBM Retail Store Applications

Answer: B

152. When looking for answers that relate to SurePOS 500 Series technical questions, which of the following is the first source to utilize?

- A. Call IBM PartnerLine at 800-426-9990.

- B. Visit the Retail Store Solutions Web site Knowledgebase.
- C. Visit the PartnerWorld Web site.
- D. Visit the IBMLink Web site.

Answer: B

153. A customer wants to install two video displays on their new SurePOS 5x3 systems, each running a separate application. Which of the following is required to support this configuration?

- A. IBM Director 3.1 or higher
- B. Two dual bulb displays
- C. Independent Video Adapter function
- D. 15-inch LCD option

Answer: C

154. Which SurePOS 500 Series model offers the option of a CompactFlash card in place of a hard drive?

- A. Model 533
- B. Model 543
- C. Model 553
- D. Model 563

Answer: A

155. The 15-inch touch screen is available on which of the following SurePOS 5x3 models?

- A. All models
- B. Models 543 and 563 (dual-bulb models)
- C. Models 553 and 563
- D. Model 563 only

Answer: D

156. 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

Answer: A

157. With simultaneous dual screen, how many different applications can be displayed?

- A. One
- B. Two
- C. Three
- D. Four

Answer: A

158. 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

Answer: B

159. Which of the following is the maximum memory that can be installed on all SurePOS 5X3 models?

- A. 1 GB
- B. 2 GB
- C. 256 MB
- D. 512 MB

Answer: B

160. How often should the infrared touch screen be recalibrated?

- A. Each time the terminal is powered up
- B. Once a week
- C. Once a month
- D. Recalibration should not be required.

Answer: D

161. What are the minimum requirements for independent dual screen capability on a SurePOS 5x3 model?

- A. 128 MB RAM, Independent Video Adapter, Driver Support, DOS
- B. 128 MB RAM, Independent Video Adapter, Driver Support, Linux or Windows OS
- C. 256 MB RAM, Independent Video Adapter, Driver Support, Windows or Linux OS
- D. 256 MB RAM, Driver Support, DOS or Linux OS

Answer: C

162. Which of the following System Management tools is NOT supported by the SurePOS 5x3 models?

- A. PXE
- B. NetIQ
- C. WfM
- D. SMBIOS

Answer: B

163. 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

Answer: D

164. The SurePOS 500 Series systems were tested and performed properly under which of the following temperature and humidity conditions?

- A. -2 to 30 Celsius (28F - 86F), humidity 10 to 100%
- B. 0 to 50 Celsius (32F - 122F), humidity 20 to 85%
- C. 0 to 40 Celsius (32F - 104F), humidity 8 to 80%
- D. -1 to 40 Celsius (30F - 104F), humidity 9 to 70%

Answer: C

165. 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

Answer: B

166. 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

Answer: A

167. Which of the following tools would be most helpful to determine if a touchscreen problem is hardware related?

- A. Sysprep Tool
- B. SurePOS 5x3 Diagnostic/Service Diskette
- C. Touchscreen Troubleshooting Guide
- D. Windows XP Recovery CD

Answer: B

168. 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

Answer: B

169. Which of the following is the best web site to obtain drivers for the SurePOS 5X3 terminals?

- A. www.ibm.com/industries/retail/store/support/index.html
- B. www.intel.com/support/ibm/surepos/drivers/index.html
- C. www.microsoft.com/knowledge.base/drivers/index.html
- D. www.ibm.com/support/surepos/dnld.asp

Answer: A

170. 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

Answer: C

171. 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

Answer: A

172. What is the warranty period for the SurePOS 500 Series?

- A. Six months
- B. Twelve months
- C. Twenty-four months
- D. Thirty-six months

Answer: B

173. 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.

Answer: B

174. When cleaning the display of the SurePOS 500 Series system, which of the following procedures should NOT be used?

- A. Gently wipe the display first with a soft, dry cloth to remove loose particles.
- B. Gently wipe the glass surface with a cloth dampened with isopropyl alcohol.
- C. Gently wipe the glass surface with a cloth dampened with a mild liquid glass cleaner.
- D. Spray liquid glass cleaner on the glass surface and wipe with a soft cloth.

Answer: D

175. When a SurePOS 5x1 terminal is replaced with a SurePOS 5x3 terminal, all the peripherals can be transferred directly to the new SurePOS 5x3 terminal except which of the following?

- A. MSR and Integrated Display
- B. Receipt printers that connect through a USB port
- C. Pole Display
- D. Receipt printers that connect through the parallel port

Answer: A

176. 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.

Answer: B

177. Stem 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?

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- 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.

Answer: C

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- A. IBM PartnerWorld
- B. IBM AdminSupport
- C. IBM PartnerLine
- D. IBM PartnerProcess

Answer: C

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- D. IBM Publications on Demand Web site

Answer: C

180. 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

Answer: D

181. What is the program called that allows independent developers to leverage IBM's worldwide leadership in supplying solutions to the retail industry?

- A. Ready for IBM Retail Solutions
- B. Ready for IBM Retail Store Innovations
- C. IBM RetailProven Innovations
- D. IBM Retail Store Applications

Answer: B

182. When looking for answers that relate to SurePOS 500 Series technical questions, which of the following is the first source to utilize?

- A. Call IBM PartnerLine at 800-426-9990.
- B. Visit the Retail Store Solutions Web site Knowledgebase.
- C. Visit the PartnerWorld Web site.
- D. Visit the IBMLink Web site.

Answer: B

183. What are two differences between the SurePOS 300 Models 330 and 33H?

- A. Model 330 does not have a hard disk drive, but a hard disk drive is standard on the 33H.
- B. Model 330 is physically slightly smaller than Model 33H.
- C. Model 330 can be used as a "thin client" solution where as Model 33H can be used as a "thick client."
- D. Model 330 has a 1.3 GHz Intel Celeron M process with 400 MHz front-side bus processor, while Model 33H has a 2.0 GHz Intel Celeron processor with 400 MHz front-side bus.
- E. Model 330 can be upgraded to 2 GB of memory, while Model 33H can accommodate up to 4 GB of memory.

Answer: AC

184. What type of video support can be found on the SurePOS 300 Models 330 and 33H?

- A. VGA
- B. SVGA
- C. XGA
- D. DVI

Answer: B

185. Are both SurePOS 300 Models 330 and 33H available in all IBM geographies?

- A. Yes, both models are available worldwide.
- B. No, neither model is available in AP.
- C. No, both models are available in the U.S., LA, CAN, and AP; but only Model 33H is available in NE Europe and SW Europe.
- D. No, both models are available in the U.S., LA, CAN, and AP, but only model 330 is available in NE Europe and SW Europe.

Answer: C

186. Which statement best describes the video capabilities of the SurePOS 300 Models 330 and 33H?

- A. Both models provide shared video memory up to a maximum of 64 MB.
- B. Both models provide shared video memory up to a maximum of 128 MB.
- C. Model 33H can be ordered with a video adapter slot via a RPQ.
- D. Only model 33H can support dedicated video memory; model 330 shares video memory with the operating system.

Answer: A

187. A potential customer has existing cash drawers (full-size and compact) that he hopes to reuse. What cash drawer options are supported on the SurePOS 300 Models 330 and 33H?

- A. Only the SurePOS 33H supports full-size cash drawers.
- B. Only the SurePOS 330 supports compact cash drawers.
- C. The SurePOS 33H can be ordered with two cash drawer ports.

D. The SurePOS 330 and 33H support full-size and compact cash drawers.

Answer: D

188. What are the hard disk configurations available on the new SurePOS 300 models?

- A. Both models come with a standard 40 GB Serial ATA (SATA) hard disk drive.
- B. Only Model 330 comes with a standard 40 GB SATA hard disk drive.
- C. Only Model 33H comes with a standard 40 GB SATA hard disk drive.
- D. Model 330 has an optional 40 GB SATA hard disk drive and Model 33H comes with a standard 80 GB SATA hard disk drive.

Answer: C

189. What is the maximum amount of memory SurePOS 300 Models 330 and 33H can accommodate?

- A. 512 MB
- B. 1 GB
- C. 2 GB
- D. 4 GB

Answer: C

190. What is the USB port configuration on the SurePOS 300 Models 330 and 33H?

- A. One 24-volt powered USB, two 12-volt powered USB, and two PC USB
- B. Two 24-volt powered USB, two 12-volt powered USB, and one PC USB
- C. One 24-volt powered USB, four 12-volt powered USB, and one PC USB
- D. One 24-volt powered USB, two 12-volt powered USB, and four PC USB

Answer: A

191. What processor is featured in the SurePOS 300 Models 330 and 33H?

- A. 1.2 GHz VIA C3 processor with 133 MHz front-side bus
- B. 1.3 GHz Intel Celeron M process with 400 MHz front-side bus
- C. 2.0 GHz Intel Celeron processor with 400 MHz front-side bus
- D. 4.2 GHz Intel Pentium processor with 566 MHz front-side bus

Answer: C

192. Which three options does IBM offer for the SurePOS 300 Models 300 and 33H?

- A. An internal CD-ROM drive
- B. 1 GB Ethernet
- C. An internal DVD-ROM drive
- D. A hand held scanner
- E. An external floppy disk drive
- F. A 2 x 20 customer display

Answer: AEF

193. Which three display options are available on the SurePOS 300 Models 330 and 33H?

- A. Distributed character display
- B. All-points-addressable character graphics display
- C. USB 40 character VFD (two-sided)
- D. USB 40 character LCD
- E. 9" inch mono CRT display
- F. RS-485 40 character VFD

Answer: ABD

194. A customer is considering purchasing the SurePOS 300 model 33H to replace their existing competitive POS equipment. They ask if they will be able to reuse their existing powered RS-232 POS devices. How should the sales specialist reply?

- A. The SurePOS 300 model 33H does not support powered RS-232 devices.
- B. The SurePOS 300 model 33H can support four powered RS-232 devices.
- C. The SurePOS 300 model 33H can support six powered RS-232 devices.
- D. The SurePOS 300 model 33H supports one 24-volt and two 12-volt powered RS-232 devices.

Answer: B

195. Other than a hard disk drive, what other type of drives are available as optional features for the SurePOS 300 Models 330 and 33H?

- A. Internal CD-RW drive
- B. External CD-RW drive
- C. Internal CD-ROM drive
- D. External DVD burner

Answer: C

196. A potential customer is asking about attaching some older parallel printers to the SurePOS 300 Models 330 and 33H. Additionally, this customer has IBM 4610 USB POS printers. How should the sales specialist reply to this customer's concern about printer connectivity?

- A. A special adapter can be ordered from IBM that enables parallel printers to connect directly to the SurePOS 300 Models 330 and 33H.
- B. The customer can order the desired ports through an RPQ.
- C. The printers can be attached via the SurePOS 300's parallel printer port and the 24-volt powered USB port.
- D. The SurePOS 300 Models 330 and 33H can only support printers through the 24-volt powered USB port.

Answer: C

197. What type of memory is used in the SurePOS 300 Models 330 and 33H?

- A. Dynamic data rate memory

- B. Double data rate memory
- C. Double data rate 2 dynamic memory
- D. Double data rate 2 synchronous memory

Answer: B

198. Which operating system is supported on the SurePOS 300 Models 330 and 33H through an RPQ only?

- A. Microsoft Windows NT
- B. PC DOS 2000
- C. 4690 Operating System
- D. IBM Retail Environment for SUSE Linux V2

Answer: A

199. A customer wants to use a Linux sales application on the SurePOS 300 Series systems being proposed. They ask which Linux distributions are supported. How should the sales representative reply?

- A. Any Linux distribution is supported.
- B. Only IRES V2 is supported.
- C. Only Red Hat Linux V7.1 is supported.
- D. Only IRES V2 and Red Hat Linux V7.1 are supported.

Answer: B

200. Which two drivers must be downloaded and installed in order to set up a new SurePOS 300 Model 330 or 33H?

- A. Hard drive driver
- B. Video driver
- C. Parallel port driver
- D. 10/100 Ethernet driver
- E. Keyboard driver

Answer: BD

201. Which three are the primary target markets for the SurePOS 300 Models 330 and 33H?

- A. Specialty retailers
- B. Grocery customers in NE Europe and SW Europe
- C. Self-service food retailers
- D. General merchandise stores
- E. Fuel and convenience stores
- F. Chain drug stores

Answer: ABD

202. A retail sales representative is proposing the SurePOS 300 system to a customer. The customer asks

how IBM can help them protect their long term investment. Which two of the following are selling points the sales representative could use?

- A. The SurePOS 300 has a long sales and service life cycle.
- B. The SurePOS 300 allows you to run multimedia presentations at the POS.
- C. The SurePOS 300 is compact and space saving.
- D. IBM SurePOS systems have the industry's highest residual value.
- E. Affordable pricing and financing options are available.

Answer: AD

203. When positioning the IBM SurePOS 300 Models 330 and 33H to a potential customer, which one of the following points MUST be included in the discussion?

- A. The IBM SurePOS 300 Models 330 and 33H leverage IBM's POS leadership position in the retail industry by offering an affordable, entry-level POS solution for retailers worldwide.
- B. The IBM SurePOS 300 Models 330 and 33H offer more video capability than any other entry-level POS system, including built in simultaneous dual screen functionality.
- C. The IBM SurePOS 300 Models 330 and 33H new sleek appearance offers space-conscious retailers a small foot print with lots of expansion options, including two cash drawer ports.
- D. The IBM SurePOS 300 Models 330 and 33H offer a server-centric solution with support for thin or thick configurations which reduces hardware and software costs.

Answer: A

204. Power line disturbance testing ensures that the SurePOS 300 Models 330 and 33H can withstand a power loss of what percentage without requiring a UPS to function?

- A. 10% power loss
- B. 20% power loss
- C. 25% power loss
- D. 30% power loss

Answer: B

205. Power surge testing ensures that the SurePOS 300 Models 330 and 33H can withstand power surges of up to how many volts?

- A. 1,000 volts
- B. 1,500 volts
- C. 2,000 volts
- D. 2,500 volts

Answer: D

206. The IBM SurePOS 300 Models 330 and 33H can withstand electrostatic discharges of up to how many volts?

- A. 5,000
- B. 7,000
- C. 15,000
- D. 25,000

Answer: C

207. Which statement best describes the environmental conditions testing that IBM conducts on the SurePOS 300 Models 330 and 33H?

- A. Both models are placed in random environments where temperatures range between 10 to 40 degrees Celsius.
- B. Both models are tested in fast-food restaurants, both in the drive-through lane and at the customer counter inside the store.
- C. Both models are placed in random environments where the humidity levels range between 8% to 80%.
- D. Both models are exposed to IBM dirt (a special mixture of dirt, grease, and a number of other ingredients) in a forced-air chamber.

Answer: D

208. What enhanced integrated ordering and tracking e-business tool is available to Business Partners who order directly from IBM?

- A. BusinessPartner Advantage
- B. PartnerCommerce
- C. Partner Quick Order
- D. Business Partner Direct Order

Answer: B

209. Which two of the following are available through IBM Global Financing?

- A. Customer lease and purchase program
- B. Customer "try it and buy it" financing
- C. An inventory of used equipment for sale
- D. IBM Business Partner and software developer lease program
- E. The SmartLease program

Answer: AD

210. What is Ready for IBM Retail Store Innovations?

- A. It is a program open to technical support personnel where they can practice troubleshooting IBM hardware.
- B. It is an IBM internship program where technical personnel can gain some industry experience.
- C. It is a program where IBM Software and Hardware Vendors can test their solutions on specific IBM retail system configurations.

D. It is an IBM learning lab open to qualified resellers where they can practice configuring IBM retail systems.

Answer: C

211. Which two groups is PartnerWorld targeted to?

- A. Customers
- B. Resellers
- C. Integrators
- D. Hardware developers
- E. OEM vendors

Answer: BC

212. Which of the following BEST describes "Knowledgebase"?

- A. An electronic online newsletter that contains technical articles, questions and answers, and hints and tips on IBM products
- B. A paper-based newsletter that contains articles and technical updates on IBM products
- C. A searchable online database that lists the titles of articles authored by actual users of IBM products
- D. A searchable online database that contains technical articles, questions and answers, and hints and tips on IBM products

Answer: D

213. What are two differences between the SurePOS 300 Models 330 and 33H?

- A. Model 330 does not have a hard disk drive, but a hard disk drive is standard on the 33H.
- B. Model 330 is physically slightly smaller than Model 33H.
- C. Model 330 can be used as a "thin client" solution where as Model 33H can be used as a "thick client."
- D. Model 330 has a 1.3 GHz Intel Celeron M process with 400 MHz front-side bus processor, while Model 33H has a 2.0 GHz Intel Celeron processor with 400 MHz front-side bus.
- E. Model 330 can be upgraded to 2 GB of memory, while Model 33H can accommodate up to 4 GB of memory.

Answer: AC

214. What type of video support can be found on the SurePOS 300 Models 330 and 33H?

- A. VGA
- B. SVGA
- C. XGA
- D. DVI

Answer: B

215. Are both SurePOS 300 Models 330 and 33H available in all IBM geographies?

- A. Yes, both models are available worldwide.

- B. No, neither model is available in AP.
- C. No, both models are available in the U.S., LA, CAN, and AP; but only Model 33H is available in NE Europe and SW Europe.
- D. No, both models are available in the U.S., LA, CAN, and AP, but only model 330 is available in NE Europe and SW Europe.

Answer: C

216. Which statement best describes the video capabilities of the SurePOS 300 Models 330 and 33H?

- A. Both models provide shared video memory up to a maximum of 64 MB.
- B. Both models provide shared video memory up to a maximum of 128 MB.
- C. Model 33H can be ordered with a video adapter slot via a RPQ.
- D. Only model 33H can support dedicated video memory; model 330 shares video memory with the operating system.

Answer: A

217. A potential customer has existing cash drawers (full-size and compact) that he hopes to reuse. What cash drawer options are supported on the SurePOS 300 Models 330 and 33H?

- A. Only the SurePOS 33H supports full-size cash drawers.
- B. Only the SurePOS 330 supports compact cash drawers.
- C. The SurePOS 33H can be ordered with two cash drawer ports.
- D. The SurePOS 330 and 33H support full-size and compact cash drawers.

Answer: D

218. What are the hard disk configurations available on the new SurePOS 300 models?

- A. Both models come with a standard 40 GB Serial ATA (SATA) hard disk drive.
- B. Only Model 330 comes with a standard 40 GB SATA hard disk drive.
- C. Only Model 33H comes with a standard 40 GB SATA hard disk drive.
- D. Model 330 has an optional 40 GB SATA hard disk drive and Model 33H comes with a standard 80 GB SATA hard disk drive.

Answer: C

219. What is the maximum amount of memory SurePOS 300 Models 330 and 33H can accommodate?

- A. 512 MB
- B. 1 GB
- C. 2 GB
- D. 4 GB

Answer: C

220. What is the USB port configuration on the SurePOS 300 Models 330 and 33H?

- A. One 24-volt powered USB, two 12-volt powered USB, and two PC USB

- B. Two 24-volt powered USB, two 12-volt powered USB, and one PC USB
- C. One 24-volt powered USB, four 12-volt powered USB, and one PC USB
- D. One 24-volt powered USB, two 12-volt powered USB, and four PC USB

Answer: A

221. What processor is featured in the SurePOS 300 Models 330 and 33H?

- A. 1.2 GHz VIA C3 processor with 133 MHz front-side bus
- B. 1.3 GHz Intel Celeron M process with 400 MHz front-side bus
- C. 2.0 GHz Intel Celeron processor with 400 MHz front-side bus
- D. 4.2 GHz Intel Pentium processor with 566 MHz front-side bus

Answer: C

222. Which three options does IBM offer for the SurePOS 300 Models 300 and 33H?

- A. An internal CD-ROM drive
- B. 1 GB Ethernet
- C. An internal DVD-ROM drive
- D. A hand held scanner
- E. An external floppy disk drive
- F. A 2 x 20 customer display

Answer: AEF

223. Which is a standard feature on the SurePOS 300 Models 330 and 33H?

- A. An internal CD-ROM drive
- B. Wireless integrated support for LAN 802.11 b/g via mini PCI
- C. An industry standard half-size PCI slot
- D. Three-track MSR
- E. Hand-held scanner

Answer: C

224. Which three display options are available on the SurePOS 300 Models 330 and 33H?

- A. Distributed character display
- B. All-points-addressable character graphics display
- C. USB 40 character VFD (two-sided)
- D. USB 40 character LCD
- E. 9" inch mono CRT display
- F. RS-485 40 character VFD

Answer: ABD

225. Other than a hard disk drive, what other type of drives are available as optional features for the SurePOS 300 Models 330 and 33H?

- A. Internal CD-RW drive
- B. External CD-RW drive
- C. Internal CD-ROM drive
- D. External DVD burner

Answer: C

226. A potential customer is asking about attaching some older parallel printers to the SurePOS 300 Models 330 and 33H. Additionally, this customer has IBM 4610 USB POS printers. How should the sales specialist reply to this customer's concern about printer connectivity?

- A. A special adapter can be ordered from IBM that enables parallel printers to connect directly to the SurePOS 300 Models 330 and 33H.
- B. The customer can order the desired ports through an RPQ.
- C. The printers can be attached via the SurePOS 300's parallel printer port and the 24-volt powered USB port.
- D. The SurePOS 300 Models 330 and 33H can only support printers through the 24-volt powered USB port.

Answer: C

227. What type of memory is used in the SurePOS 300 Models 330 and 33H?

- A. Dynamic data rate memory
- B. Double data rate memory
- C. Double data rate 2 dynamic memory
- D. Double data rate 2 synchronous memory

Answer: B

228. Which operating system is supported on the SurePOS 300 Models 330 and 33H through an RPQ only?

- A. Microsoft Windows NT
- B. PC DOS 2000
- C. 4690 Operating System
- D. IBM Retail Environment for SUSE Linux V2

Answer: A

229. A customer wants to use a Linux sales application on the SurePOS 300 Series systems being proposed. They ask which Linux distributions are supported. How should the sales representative reply?

- A. Any Linux distribution is supported.
- B. Only IRES V2 is supported.
- C. Only Red Hat Linux V7.1 is supported.
- D. Only IRES V2 and Red Hat Linux V7.1 are supported.

Answer: B

230. Which two drivers must be downloaded and installed in order to set up a new SurePOS 300 Model 330 or 33H?

- A. Hard drive driver
- B. Video driver
- C. Parallel port driver
- D. 10/100 Ethernet driver
- E. Keyboard driver

Answer: BD

231. Which three are the primary target markets for the SurePOS 300 Models 330 and 33H?

- A. Specialty retailers
- B. Grocery customers in NE Europe and SW Europe
- C. Self-service food retailers
- D. General merchandise stores
- E. Fuel and convenience stores
- F. Chain drug stores

Answer: ABD

232. A retail sales representative is proposing the SurePOS 300 system to a customer. The customer asks how IBM can help them protect their long term investment. Which two of the following are selling points the sales representative could use?

- A. The SurePOS 300 has a long sales and service life cycle.
- B. The SurePOS 300 allows you to run multimedia presentations at the POS.
- C. The SurePOS 300 is compact and space saving.
- D. IBM SurePOS systems have the industry's highest residual value.
- E. Affordable pricing and financing options are available.

Answer: AD

233. When positioning the IBM SurePOS 300 Models 330 and 33H to a potential customer, which one of the following points MUST be included in the discussion?

- A. The IBM SurePOS 300 Models 330 and 33H leverage IBM's POS leadership position in the retail industry by offering an affordable, entry-level POS solution for retailers worldwide.
- B. The IBM SurePOS 300 Models 330 and 33H offer more video capability than any other entry-level POS system, including built in simultaneous dual screen functionality.
- C. The IBM SurePOS 300 Models 330 and 33H new sleek appearance offers space-conscious retailers a small foot print with lots of expansion options, including two cash drawer ports.
- D. The IBM SurePOS 300 Models 330 and 33H offer a server-centric solution with support for thin or thick configurations which reduces hardware and software costs.

Answer: A

234. Power line disturbance testing ensures that the SurePOS 300 Models 330 and 33H can withstand a power loss of what percentage without requiring a UPS to function?

- A. 10% power loss
- B. 20% power loss
- C. 25% power loss
- D. 30% power loss

Answer: B

235. Power surge testing ensures that the SurePOS 300 Models 330 and 33H can withstand power surges of up to how many volts?

- A. 1,000 volts
- B. 1,500 volts
- C. 2,000 volts
- D. 2,500 volts

Answer: D

236. The IBM SurePOS 300 Models 330 and 33H can withstand electrostatic discharges of up to how many volts?

- A. 5,000
- B. 7,000
- C. 15,000
- D. 25,000

Answer: C

237. Which statement best describes the environmental conditions testing that IBM conducts on the SurePOS 300 Models 330 and 33H?

- A. Both models are placed in random environments where temperatures range between 10 to 40 degrees Celsius.
- B. Both models are tested in fast-food restaurants, both in the drive-through lane and at the customer counter inside the store.
- C. Both models are placed in random environments where the humidity levels range between 8% to 80%.
- D. Both models are exposed to IBM dirt (a special mixture of dirt, grease, and a number of other ingredients) in a forced-air chamber.

Answer: D

238. What enhanced integrated ordering and tracking e-business tool is available to Business Partners who order directly from IBM?

- A. BusinessPartner Advantage

- B. PartnerCommerce
- C. Partner Quick Order
- D. Business Partner Direct Order

Answer: B

239. Where can IBM personnel and Business Partners obtain e-Config?

- A. IBM personnel should go to w3.viewblue.ibm.com
- B. Business Partners should go to the PartnerWorld Web site
- C. Both IBM personnel and Business Partners should go to www.viewblue.com
- D. Both IBM personnel and Business Partners should go to rss.ibm.order.com
- E. IBM personnel should go to www.ibm.com/solutions/retail/store

Answer: AB

240. Which two of the following are available through IBM Global Financing?

- A. Customer lease and purchase program
- B. Customer "try it and buy it" financing
- C. An inventory of used equipment for sale
- D. IBM Business Partner and software developer lease program
- E. The SmartLease program

Answer: AD

241. Which two groups is PartnerWorld targeted to?

- A. Customers
- B. Resellers
- C. Integrators
- D. Hardware developers
- E. OEM vendors

Answer: BC

242. Which of the following BEST describes "Knowledgebase"?

- A. An electronic online newsletter that contains technical articles, questions and answers, and hints and tips on IBM products
- B. A paper-based newsletter that contains articles and technical updates on IBM products
- C. A searchable online database that lists the titles of articles authored by actual users of IBM products
- D. A searchable online database that contains technical articles, questions and answers, and hints and tips on IBM products

Answer: D

243. How many RS-232 serial ports are available on the SurePOS 300 Models 330 and 33H?

- A. One standard RS-232 port and two powered RS-232 ports

- B. Two standard RS-232 ports and two powered RS-232 ports
- C. Two standard RS-232 ports and four powered RS-232 ports
- D. Four standard RS-232 ports and two powered RS-232 ports

Answer: C

244. What are the processor and bus speeds of the SurePOS 300 Models 330 and 33H?

- A. 1.4-GHz processor and 333-MHz front-side bus
- B. 1.8-GHz processor and 533-MHz front-side bus
- C. 2.0-GHz processor and 400-MHz front-side bus
- D. 2.33-GHz processor and 533-MHz front-side bus

Answer: C

245. What USB options are available on the SurePOS 300 Models 330 and 33H?

- A. One PC USB port and three powered USB ports (two 12 volt and one 24 volt)
- B. Two PC USB ports and two powered USB ports (one 12 volt and one 24 volt)
- C. Two PC USB ports and three powered USB ports (two 12 volt and one 24 volt)
- D. Four PC USB ports and two powered USB ports (one 12 volt and one 24 volt)

Answer: C

246. What two ramifications must clients realize if they choose to use the thin client SurePOS 300 model (330)?

- A. It has no internal storage device
- B. It requires more memory than the 33H model
- C. It has a smaller footprint than the 33H model
- D. It is an ideal solution for low volume retailers
- E. It must be connected to a LAN in order to operate

Answer: AE

247. What is the standard hard drive type used in the SurePOS 300 Model 33H?

- A. A single 3.5" SCSI Hard Drive
- B. A single 3.5" IDE Hard Drive
- C. A single 2.5" (laptop size) IDE Hard Drive
- D. A single 3.5" Serial ATA (SATA) Hard Drive

Answer: D

248. What type and size of video memory does the SurePOS 300 terminal offer?

- A. 64 MB of dedicated Video RAM (VRAM)
- B. 128 MB of dedicated Rambus DRAM (RDRAM)
- C. Up to 128 MB of shared Synchronous Graphic RAM (SGRAM)
- D. Up to 64 MB of shared Unified Memory Architecture (UMA) RAM

Answer: D

249. Which of the following is a valid internal option for the SurePOS 300 Models 330 and 33H?

- A. Video memory
- B. CD-ROM drive
- C. Floppy drive
- D. Second hard drive

Answer: B

250. Which three cash drawers does the SurePOS 300 Models 330 and 33H support?

- A. 12 volt compact cash drawer
- B. 24 volt compact cash drawer
- C. 12 volt full-size cash drawer
- D. 24 volt full-size cash drawer
- E. 12 volt customer-supplied cash drawer
- F. 24 volt customer-supplied cash drawer

Answer: BDF

251. The IBM Remote Management Agent solution provides an in-store and remote systems management solution which can help mid-sized retailers manage their systems. Which two items best describe the capabilities of IBM Remote Management Agent?

- A. Meet store up-time objectives
- B. Report cashier/operator errors
- C. Report application error rates
- D. Deploy new technologies quickly
- E. Develop new software applications

Answer: AD

252. Which two of the following operating systems are supported on the SurePOS 300 Models 330 and 33H?

- A. Unix
- B. Windows NT
- C. Microsoft DOS
- D. Windows XP Professional Edition
- E. IBM Retail Environment for SUSE LINUX V 2.0

Answer: DE

253. What industry standard expansion capability is found on the SurePOS 300 Models 330 and 33H?

- A. Peripheral Component Interconnect (PCI) Express slot
- B. Full-size Peripheral Component Interconnect (PCI) slot

- C. Peripheral Component Interconnect Extended(PCI-X) slot
- D. Half-size Peripheral Component Interconnect (PCI) slot

Answer: D

254. What type of memory is used in the SurePOS 300 Models 330 and 33H?

- A. Dynamic Random Access Memory (DRAM)
- B. Static Random Access Memory (SRAM)
- C. Double Data Rate II memory (DDR II)
- D. Double Data Rate memory (DDR)

Answer: D

255. What is the standard memory configuration of the SurePOS 300 Models 330 and 33H?

- A. Both the SurePOS 330 and the SurePOS 33H have 256 MB memory.
- B. Both the SurePOS 330 and the SurePOS 33H have 512 MB memory.
- C. The SurePOS 330 has 256 MB memory and the SurePOS 33H has 512 MB memory.
- D. The SurePOS 330 has 512 MB memory and the SurePOS 33H has 1 GB memory.

Answer: A

256. The SurePOS 300 Models 330 and 33H include USB ports. Which three of the following are standard?

- A. 2 PC USB ports
- B. 4 PC USB ports
- C. 2 12-volt powered USB ports
- D. 4 12-volt powered USB ports
- E. 1 24-volt powered USB port
- F. 2 24-volt powered USB ports

Answer: ACF

257. What three functions does embedded flash memory provide in the SurePOS 300 Models 330 and 33H?

- A. It stores video BIOS
- B. It stores the system BIOS
- C. It stores the LAN boot ROM
- D. It automatically corrects BIOS errors
- E. It automatically restores during power hits
- F. It automatically updates older BIOS versions

Answer: ABC

258. Which of the following is available when accessing the IBM Literature on Demand Web site?

- A. Sales brochures
- B. Red books

- C. Announcement letters
- D. Service guides

Answer: A

259. Which of the following BEST describes "Knowledgebase"?

- A. A paper-based newsletter that contains articles and technical updates on IBM products
- B. A searchable online database that lists the titles of articles authored by actual users of IBM products
- C. An electronic online newsletter that contains technical articles, questions and answers, and hints and tips on IBM products
- D. A searchable online database that contains technical articles, questions and answers, and hints and tips on IBM products

Answer: D

260. Which three services does TechLine (formerly called PartnerLine) offer?

- A. Locating Retail Store Solutions marketing and sales information via the Internet
- B. On-site installation and set up assistance
- C. Product positioning information
- D. Financing assistance
- E. Configuration assistance
- F. Placing orders

Answer: ACE

261. What is the best site for general sales and support information, announcement letters, or press releases?

- A. www.ibm.link.ibm.com
- B. www.ibm.link.com/retail/public
- C. www.ibm.com/solutions/retail/store
- D. www.ibm.com/retail/announcements/

Answer: A

262. Which three groups is PartnerWorld targeted to?

- A. Resellers
- B. Customers
- C. Integrators
- D. OEM vendors
- E. Hardware developers
- F. Independent Software Vendors (ISVs)

Answer: ACF

263. A problem with the system can be caused by a software error or a hardware failure. Which of the

following best describes the first step in performing the Preliminary Checklist?

- A. Verify that a supported operating system has been installed properly.
- B. Verify that all the I/O devices are connected securely to the system unit.
- C. Insure that the AC power is connected to the system unit and that all the power lights are on.
- D. Make sure that all the I/O devices are connected to an operating AC outlet and that all the devices are powered on.

Answer: C

264. Where are the diagnostics and BIOS updates for the SurePOS 300 Models 330 and 33H obtained?

- A. From IBM PartnerLine
- B. From the IBM POS KnowledgeBase
- C. From the IBM Retail Store Solutions Web site
- D. They are shipped with each system unit

Answer: C

265. What must be done before installing software on the SurePOS 300 Model 330 or 33H?

- A. Ensure that the latest level of BIOS firmware is on the system.
- B. Complete the warranty agreement and fax it to the IBM sales representative or Business Partner.
- C. Complete the online equipment registration form which includes the serial number of all IBM hardware components.
- D. Run the latest version of system diagnostics.

Answer: A

266. Which step describes the first recommended action that should be taken to gain access to the system components?

- A. Unplug the power cord
- B. Slide the top cover back, then lift it up
- C. Remove the two screws at the top of the back of the unit
- D. Loosen the thumb screw which holds the power supply in place

Answer: A

267. When removing the CD-ROM drive from the system unit, in which order should the removal steps be performed?

- A. 1. While pulling the tab on the side of the CD-ROM bracket outward, pull the bracket away from the CD-ROM.
2. Open the unit.
3. Disconnect the power and signal cables from the CD-ROM drive.
4. While pressing the blue latch toward the CD-ROM, lift out the
- B. 1. Open the unit.

2. Disconnect the power and signal cables from the CD-ROM drive.
 3. While pressing the blue latch toward the CD-ROM, lift out the CD-ROM with bracket.
 4. While pulling the tab on the side of the CD-ROM bracket outward, pull the bracket a
- C. 1. Open the unit.
2. Disconnect the power and signal cables from the CD-ROM drive.
 3. While pulling the tab on the side of the CD-ROM bracket outward, pull the bracket away from the CD-ROM.
 4. While pressing the blue latch toward the CD-ROM, lift out the
- D. 1. Disconnect the power and signal cables from the CD-ROM drive.
2. Open the unit.
 3. While pressing the blue latch toward the CD-ROM, lift out the CD-ROM with bracket.
 4. While pulling the tab on the side of the CD-ROM bracket outward, pull the bracket a

Answer: B

268. What tools are required to gain access to the system components?

- A. No tools are required
- B. Only a Phillips screwdriver
- C. Phillips screwdriver and wrench
- D. Flat blade screwdriver and spring hook

Answer: B

269. How often should the SurePOS 300 ventilation fan on the rear panel be cleaned/vacuumed?

- A. Once a year
- B. Twice a year
- C. Every 6 months
- D. Every time the unit is serviced

Answer: B

270. Where can additional information be obtained regarding maintenance of the SurePOS 300 Models 330 and 33H?

- A. IBM SurePOS 300 User's Guide
- B. IBM Announcement material
- C. IBM SurePOS 300 Guide to Operations
- D. IBM SurePOS 300 Installation and Service Guide

Answer: D

271. Which of the following is the primary method IBM uses to distribute product information and updates.

- A. Direct mail
- B. As a response to a telephone call

- C. The Internet
- D. Adds in newspapers and television

Answer: C

272. What is the standard warranty period for the SurePOS 300 Models 330 and 33H?

- A. One year warranty
- B. Two year warranty
- C. Three year warranty
- D. Nine month warranty

Answer: A

273. What are the processor and bus speeds of the SurePOS 300 Models 330 and 33H?

- A. 1.4-GHz processor and 333-MHz front-side bus
- B. 1.8-GHz processor and 533-MHz front-side bus
- C. 2.0-GHz processor and 400-MHz front-side bus
- D. 2.33-GHz processor and 533-MHz front-side bus

Answer: C

274. What USB options are available on the SurePOS 300 Models 330 and 33H?

- A. One PC USB port and three powered USB ports (two 12 volt and one 24 volt)
- B. Two PC USB ports and two powered USB ports (one 12 volt and one 24 volt)
- C. Two PC USB ports and three powered USB ports (two 12 volt and one 24 volt)
- D. Four PC USB ports and two powered USB ports (one 12 volt and one 24 volt)

Answer: C

275. Which two of the following items are standard features of the SurePOS 300 Models 330 and 33H?

- A. CD-ROM drive
- B. 512 MB of RAM
- C. 10/100 Ethernet port
- D. Audio and microphone ports
- E. One full size PCI adapter slot

Answer: CD

276. How many memory slots are built into the SurePOS 300 Models 330 and 33H?

- A. Both Model 330 and 33H have one memory slot.
- B. Both Model 330 and 33H have two memory slots.
- C. Model 330 has two memory slots and Model 33H has four memory slots.
- D. Model 330 has four memory slots and Model 33H has two memory slots.

Answer: B

277. The versatility of the SurePOS 300 Model 330 enables customers to use it as which of the following?

- A. A POS server
- B. A thin client
- C. A thick client
- D. A combined server and client

Answer: B

278. What is the standard hard drive type used in the SurePOS 300 Model 33H?

- A. A single 3.5" SCSI Hard Drive
- B. A single 3.5" IDE Hard Drive
- C. A single 2.5" (laptop size) IDE Hard Drive
- D. A single 3.5" Serial ATA (SATA) Hard Drive

Answer: D

279. Which of the following is a valid internal option for the SurePOS 300 Models 330 and 33H?

- A. Video memory
- B. CD-ROM drive
- C. Floppy drive
- D. Second hard drive

Answer: B

280. The IBM SurePOS 300 Models 330 and 33H require hardware devices (I/O) to be attached in order for it to operate as a Point-of-Sale system. Which of the following describes a valid list of these devices?

- A. Touch display, 4610 Printer, IBM Full Size Cash Drawer
- B. IBM Mouse, IBM SurePoint Touch Display, IBM 50 Key Keyboard
- C. IBM Compact ANPOS Keyboard, Customer supplied printer, IBM Cash Drawer
- D. IBM SurePoint Display, Customer supplied cash drawer, IBM ANPOS Keyboard

Answer: A

281. Which option best describes the use of the Wake on LAN feature?

- A. Record and report the LAN traffic
- B. Power off a system that is not in use
- C. Turn on a system to enable it to receive software updates
- D. Notify the host system that a specific POS terminal is in use

Answer: C

282. What size hard drive is standard in the SurePOS 300 Model 33H?

- A. A 20-GB IDE hard drive
- B. A 40-GB SATA hard drive
- C. A 60-GB ATA-2 hard drive
- D. A 80-GB ATA-2 hard drive

Answer: B

283. A potential customer intends to run an application that requires dedicated video memory, even though UMA technology used in the SurePOS 300 family assigns video memory from system RAM. How should the technical specialist respond?

- A. Dedicated video memory is a RPQ option on both the SurePOS 300 Model 330 and 33H.
- B. Dedicated video memory is not an option on the either SurePOS 300 Model 330 or 33H.
- C. Dedicated video memory is available as a feature code only on the SurePOS 300 Model 33H.
- D. Dedicated video memory is achieved by installing a video adapter in the PCI adapter slot of both SurePOS 300 models.

Answer: D

284. What amount of memory is standard on the SurePOS 300 Models 330 and 33H?

- A. Both the SurePOS 330 and the SurePOS 33H have 256 MB of memory.
- B. Both the SurePOS 330 and the SurePOS 33H have 512 MB of memory.
- C. The SurePOS 330 has 512 MB and the SurePOS 33H has 1 GB of memory.
- D. The SurePOS 330 has 256 MB and the SurePOS 33H has 512 MB of memory.

Answer: A

285. Which of the following Cash Drawers can be attached directly to the SurePOS 300 Models 330 and 33H terminals?

- A. One 24 Volt Cash Drawer
- B. Two 24 Volt Cash Drawers
- C. One 38 Volt Cash Drawer
- D. Two 38 Volt Cash Drawers

Answer: A

286. What guidelines must be followed when installing memory in the SurePOS 300 Models 330 and 33H?

- A. DIMM slot two must be filled.
- B. A DIMM slot can remain empty.
- C. Both DIMM slots must be filled.
- D. Memory must be installed in pairs.
- E. Up to 2 GB of memory can be installed.

Answer: BE

287. Which of the following is the primary reason for using Power Management?

- A. For cost savings
- B. For security reasons
- C. To eliminate screen image burn in
- D. To make sure the SurePOS 300 does not overheat

Answer: A

288. Which of the following is available when accessing the IBM Literature on Demand Web site?

- A. Sales brochures
- B. Red books
- C. Announcement letters
- D. Service guides

Answer: A

289. Which three services does TechLine (formerly called PartnerLine) offer?

- A. Locating Retail Store Solutions marketing and sales information via the Internet
- B. On-site installation and set up assistance
- C. Product positioning information
- D. Financing assistance
- E. Configuration assistance
- F. Placing orders

Answer: ACE

290. Which of the following BEST describes "Support Guide"?

- A. The IBM Web site where user guides and technical publications can be downloaded
- B. An interactive Web tool that leads a person to the appropriate resources based on their responses to simple questions
- C. A list of frequently asked questions, arranged by product, that have been raised by actual users of IBM products
- D. The downloadable manual that describes Retail Store Solutions support procedures

Answer: B

291. Which three search options will help in locating information contained on the IBM Literature on demand site?

- A. Inputting answers to simple questions and choosing documents from a list of results
- B. Defining a search by entering search criteria and keywords
- C. Viewing an alphabetical listing by product type
- D. Viewing an alphabetical listing by document title
- E. Quick browsing by document type
- F. Searching by document ID or publication number

Answer: BEF

292. What is the first logical step in determining the source of the problem when the Power LED is not lit?

- A. Replace the power cord
- B. Replace the power supply

- C. Verify that the outlet has power
- D. Verify that the power cord is plugged in

Answer: D

293. What two external items are necessary to run the diagnostic program on the SurePOS 300 Models 330 and 33H?

- A. A CD-ROM drive and a keyboard
- B. A video display and an external floppy drive
- C. An Ethernet hub and an external floppy drive
- D. A keyboard with PC functionality and a full-screen video display

Answer: D

294. How much clearance space is recommended on the sides of the SurePOS 300 Models 330 and 33H for proper airflow and cooling?

- A. Keep a minimum of two to three inches clearance on all sides.
- B. Keep eight to ten centimeters clearance on all sides.
- C. Keep about six inches clearance at the front and back sides.
- D. Clearance is not an issue due to cooling tunnel technology.

Answer: A

295. Which two components are connected to the riser card?

- A. The cash drawer port
- B. The I/O card
- C. The parallel port
- D. The serial ports
- E. The power supply

Answer: BE

296. How is access gained to the internal components of the SurePOS 300?

- A. By removing the rear cover of the unit and then removing the top cover
- B. By removing the top cover of the unit and rotating the rear panel
- C. By removing the top cover of the unit and rotating the front panel
- D. By removing the front panel and then sliding the access tray out

Answer: C

297. What physically attaches the system board to the SurePOS 300 frame?

- A. The riser card assembly bracket
- B. The power supply mounting screws
- C. The heat sink and fan assembly retainer screws
- D. Six hex screws and the printer and serial port B connector

Answer: D

298. What is the recommended method for cleaning the magnetic stripe reader on the keyboard?

- A. Vacuum it twice a year.
- B. The MSR never needs to be cleaned.
- C. Use a damp cloth and guide it through the card slot.
- D. Slide the cleaning card through the MSR every 3-4 months.

Answer: D

299. Which two products are recommended for cleaning the exterior of the SurePOS 300 Models 330 and 33H?

- A. Isopropyl alcohol
- B. Solvents containing a low percentage of petroleum-based ingredients
- C. Mild detergent used for hand washing dishes
- D. Glass cleaner without ammonia
- E. Any mild household cleaner, like 409.

Answer: AC

300. What is the first step in cleaning the covers of the SurePOS 300?

- A. Move the unit to a flat workspace
- B. Power off the unit
- C. Open the covers to see what needs to be cleaned
- D. Remove the printer if it is attached

Answer: B

301. Which warranty option is available with the SurePOS 300 models 330 and 33H?

- A. IBM EasyServ Service
- B. IBM EasyMail Service
- C. IBM On-site Repair
- D. IBM Carry In Repair
- E. IBM Overnight Repair

Answer: C

302. The IBM Anyplace Kiosk supports which two of the following Systems Management capabilities?

- A. Wake on LAN
- B. Remote Program Load (RPL)
- C. Advanced Power Management (APM)
- D. Preboot Execution Environment (PXE) 2.0
- E. Advanced Configuration and Power Interface (ACPI)

Answer: AD

303. Which of the following BEST describes features of Anyplace wireless?

- A. 802.11 b with an integrated 7-point isolated antenna
- B. 802.11 b world-wide adapter that is field installable
- C. 802.11 b/g factory installed with an extended range external antenna
- D. 802.11 b/g is not available in all countries; not a field-installable option

Answer: D

304. The IBM Anyplace Kiosk is tested for electrostatic discharge of up to what voltage?

- A. 5,000 volts
- B. 10,000 volts
- C. 15,000 volts
- D. 20,000 volts

Answer: C

305. When can the presence sensor on the IBM Anyplace Kiosk be used?

- A. It is available after the customer touches the screen.
- B. It is always available for use by a customer's software application.
- C. It activates the screen whenever a barcode is scanned.
- D. It activates whenever a person comes within 15 inches of the display.

Answer: B

306. Which of the following is a standard feature on the IBM Anyplace Kiosk?

- A. 1 GB of RAM
- B. 40 GB Hard Drive
- C. Wireless PCI Card
- D. Intel Extreme Graphics 2

Answer: D

307. Which three key attributes give the IBM Anyplace Kiosk an advantage over other kiosk solutions?

- A. Its compact size
- B. Its dual stereo speakers
- C. Its touchscreen interface
- D. It is environmentally hardened
- E. It has three different mounting options
- F. It is designed to operate both indoors and outdoors

Answer: ADE

308. At what distance is the presence sensor activated on the IBM Anyplace Kiosk?

- A. Up to 15 inches from the display
- B. Up to 26 inches from the display

- C. Up to 5 feet from the display
- D. Up to 8 feet from the display

Answer: C

309. What are the major optional features that can be ordered from IBM for the IBM Anyplace Kiosk?

- A. 40 GB hard drive; 1 GB system memory, wireless b/g adapter; MSR, barcode scanner; USB CD/DVD drive
- B. 60 GB hard drive; 2 GB system memory; wireless b/g adapter, MSR, barcode scanner; internal CD/DVD drive
- C. 60 GB hard drive; 2 GB system memory; field-installable wireless b/g adapter, MSR, barcode scanner; USB CD/DVD drive
- D. 40 GB hard drive; 1 GB system memory, field-installable wireless b/g adapter; MSR, barcode scanner; USB CD/DVD drive

Answer: A

310. What are the features of the IBM Anyplace Kiosk MSR?

- A. 1-track, error correction, single direction
- B. 2-track, bi-directional compatible with world-wide stripe readers
- C. 3-track, bi-directional meeting North American and European Union standards
- D. 3-track, bi-directional compatible with most world-wide credit authorization formats

Answer: D

311. Which of the following is a key feature of the Anyplace Omni Scanner?

- A. It provides a handheld, 3-dimensional scan for large items.
- B. It allows scanning barcodes in any orientation.
- C. It has scanning capabilities up to 26 inches from the device.
- D. It has a factory installed scanner that makes direct contact with items to be scanned.

Answer: B

312. What is the maximum amount of memory (RAM) that can be factory installed for the IBM Anyplace Kiosk?

- A. 512 MB
- B. 1 GB
- C. 2 GB
- D. 3 GB

Answer: B

313. Which of the following is an optional feature of the IBM Anyplace Kiosk?

- A. Wireless Adapter
- B. 80 GB Hard Disk Drive

- C. Internal CD-ROM Drive
- D. 256 MB of Memory (RAM)

Answer: A

314. What is one way the IBM Anyplace Kiosk is hardened against rough treatment?

- A. Breakaway cabling system
- B. Drainage vents in case of direct spills
- C. Controls and ports separate from the kiosk
- D. Spill-resistant screen with sealed ports in a poly-carbonate enclosure

Answer: D

315. Which three of the following are advantages of infrared touch technology?

- A. No field calibration is required.
- B. It is sealed against spills and dust.
- C. It has a five-year infrared sensor life.
- D. There is less glare as compared to other technologies.
- E. The sealed enclosure allows use in any weather conditions.
- F. The screen is not affected by using sharp objects to touch.

Answer: ABD

316. What are the processor and bus speeds of the IBM Anyplace Kiosk?

- A. 833 MHz, 400 MHz front side bus
- B. 1.0 GHz, 533 MHz front side bus
- C. 1.3 GHz, 400 MHz front side bus
- D. 2.0 GHz, 533 MHz front side bus

Answer: C

317. What is the life expectancy of the touchscreen infrared sensor array?

- A. 5 years
- B. 10 years, field replaceable unit
- C. 15 years
- D. Infinite

Answer: D

318. What operating systems are supported on the IBM Anyplace Kiosk?

- A. IBM Linux distribution and Windows XP Pro
- B. XP Pro, XP Embedded, Windows 2000 Pro, IBM Retail Environment for SUSE LINUX
- C. XP Embedded preinstalled on a 40 GB hard drive
- D. Windows 2000 Server and Windows 2003 Server

Answer: B

319. How does the infrared touchscreen find the touched location?

- A. If no signal reaches the matching phototransistor, it indicates a blocked beam and a touch.
- B. The phototransistor grid reads the reflection back from the object touching the screen at the X-Y coordinates.
- C. The infrared grid senses the heat from the finger at the X-Y coordinates.
- D. The coordinates of the blocked beam overlay the capacitive membrane and indicate a touch.

Answer: A

320. How has the infrared touchscreen technology improved with the introduction of the IBM Anyplace Kiosk?

- A. The infrared LED grid is overlaid onto the improved resistive touch display.
- B. The infrared LED grid is overlaid onto the improved capacitive touch display.
- C. The LED components are smaller, allowing a dense grid and increased sensitivity.
- D. The LED components are larger, allowing a dense grid and increased sensitivity.

Answer: C

321. The IBM Anyplace Kiosk supports which of the following scanners?

- A. Line scanner
- B. Symbol 3D mini scanner
- C. Omni directional scanner
- D. Magellan 8500 Scanner Scale
- E. Any handheld scanner connected to a USB port

Answer: AC

322. A customer requires wireless capability for the IBM Anyplace Kiosks they will be ordering.

They would like to reuse the wireless PCMCIA cards from their previous system. How should the technical specialist respond to this request?

- A. The cards will work with the Anyplace Kiosk card slot RPQ.
- B. The Anyplace Kiosk only supports USB wireless attachment.
- C. The Anyplace Kiosk only supports a mini PCI adapter which must be factory installed.
- D. The Anyplace Kiosk supports any PCMCIA card, mini PCI, or USB wireless adapter.

Answer: A

323. Which of the following peripherals is supported on the IBM Anyplace Kiosk?

- A. Internal CD-ROM drive
- B. Internal CD-RW/DVD-ROM drive
- C. External USB CD-RW/DVD-ROM drive
- D. External serial CD-RW/DVD-ROM drive

Answer: C

324. How can the latest version of the IBM Anyplace Kiosk BIOS be obtained?

- A. Download it from the IBM Retail Store Solutions Support Web page
- B. Submit a request to the IBM POS Knowledgebase
- C. Request it directly from IBM Service
- D. Call IBM PartnerLine (TechLine)

Answer: A

325. In the event that the BIOS becomes corrupt on the IBM Anyplace Kiosk, what is the proper action needed to recover?

- A. Connect a CD-ROM drive and run the BIOS update utility.
- B. Place a service call with IBM and have a technician replace the system board.
- C. Send the system unit back to IBM so that they can replace the flash memory that contains the BIOS information.
- D. To restore the original copy, run the BIOS update utility. The system will operate normally using the backup copy of the BIOS.

Answer: D

326. What is the IBM recommended way to clean the infrared touchscreen?

- A. Use a damp, warm cloth
- B. Use a soft, dry cloth or with isopropyl alcohol
- C. Use a scrubbing pad with an ammonia solution window cleaner
- D. Use a damp cloth misted with a chlorine-based cleaning product; do not apply cleaning products directly to the screen

Answer: B

327. What product is recommended to use when cleaning the enclosure of the IBM Anyplace Kiosk?

- A. Window cleaner with ammonia
- B. Warm water or mild soap
- C. Any household cleaner not containing bleach
- D. Water diluted chlorine solution on a soft cloth

Answer: B

328. Where is the BEST place to find IBM Anyplace Kiosk troubleshooting information?

- A. IBM Anyplace Kiosk Technical Bulletins
- B. IBM hosted Anyplace Kiosk service forums
- C. IBM Anyplace Kiosk 4836/4838 Troubleshooting Guide
- D. IBM Anyplace Kiosk Planning, Installation, and Service Guide

Answer: D

329. When the IBM Anyplace Kiosk is powered on, it performs a power-on self test (POST). Which of the

following is an indication of a successful power-on self test?

- A. The system will beep one time.
- B. The system will beep twice and display "POST Successful".
- C. There are no visible or audible indications of a successful POST.
- D. The system will display the prompt "OK" then boot up the operating system.

Answer: A

330. What is the first main step in removing or replacing the MSR?

- A. Remove the rear cover.
- B. Remove the hard disk drive cover.
- C. Loosen the two MSR unit capture screws.
- D. Pull the L-shaped pin to remove the cable panel cover door.

Answer: B

331. Which of the following components can be removed/replaced via the hard disk drive door?

- A. CMOS battery
- B. VESA mount brackets
- C. Optional PC card
- D. Wireless antenna extension socket

Answer: C

332. Which of the following is provided by PartnerLine (TechLine)?

- A. Web and e-mail support
- B. Access to technical support personnel
- C. Localized listings of product integration providers
- D. IBM case study solutions for end-user application development

Answer: A

333. Which item best describes the use of the IBM Retail Store Solutions Knowledgebase?

- A. It can be used to open a PMR with IBM Level 2 Support.
- B. It is used to submit and update hardware service calls.
- C. It can be used to place orders for the Anyplace Kiosk and other IBM products.
- D. It is used to search existing questions and answers or to submit a new question.

Answer: D

334. The IBM Retail Store Solutions Web site contains which three of the following?

- A. Knowledgebase
- B. Support Guide
- C. Links to other sales resources
- D. Anyplace Kiosk hardware schematics

- E. Online chat support with second level technicians
- F. Detailed specifications of competitor's products with talking points

Answer: ABC

335. The IBM Anyplace Kiosk supports which two of the following Systems Management capabilities?

- A. Wake on LAN
- B. Remote Program Load (RPL)
- C. Advanced Power Management (APM)
- D. Preboot Execution Environment (PXE) 2.0
- E. Advanced Configuration and Power Interface (ACPI)

Answer: AD

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- B. 802.11 b world-wide adapter that is field installable
- C. 802.11 b/g factory installed with an extended range external antenna
- D. 802.11 b/g is not available in all countries; not a field-installable option

Answer: D

337. What is the standard warranty period of the IBM Anyplace Kiosk?

- A. 1 year from date of purchase
- B. 3 years from date of purchase
- C. 5 years from date of purchase
- D. 90 days from date of purchase

Answer: A

338. When can the presence sensor on the IBM Anyplace Kiosk be used?

- A. It is available after the customer touches the screen.
- B. It is always available for use by a customer's software application.
- C. It activates the screen whenever a barcode is scanned.
- D. It activates whenever a person comes within 15 inches of the display.

Answer: B

339. Which of the following is a standard feature on the IBM Anyplace Kiosk?

- A. 1 GB of RAM
- B. 40 GB Hard Drive
- C. Wireless PCI Card
- D. Intel Extreme Graphics 2

Answer: D

340. Which three key attributes give the IBM Anyplace Kiosk an advantage over other kiosk solutions?

- A. Its compact size
- B. Its dual stereo speakers
- C. Its touchscreen interface
- D. It is environmentally hardened
- E. It has three different mounting options
- F. It is designed to operate both indoors and outdoors

Answer: ADE

341. At what distance is the presence sensor activated on the IBM Anyplace Kiosk?

- A. Up to 15 inches from the display
- B. Up to 26 inches from the display
- C. Up to 5 feet from the display
- D. Up to 8 feet from the display

Answer: C

342. What are the major optional features that can be ordered from IBM for the IBM Anyplace Kiosk?

- A. 40 GB hard drive; 1 GB system memory, wireless b/g adapter; MSR, barcode scanner; USB CD/DVD drive
- B. 60 GB hard drive; 2 GB system memory; wireless b/g adapter, MSR, barcode scanner; internal CD/DVD drive
- C. 60 GB hard drive; 2 GB system memory; field-installable wireless b/g adapter, MSR, barcode scanner; USB CD/DVD drive
- D. 40 GB hard drive; 1 GB system memory, field-installable wireless b/g adapter; MSR, barcode scanner; USB CD/DVD drive

Answer: A

343. What are the features of the IBM Anyplace Kiosk MSR?

- A. 1-track, error correction, single direction
- B. 2-track, bi-directional compatible with world-wide stripe readers
- C. 3-track, bi-directional meeting North American and European Union standards
- D. 3-track, bi-directional compatible with most world-wide credit authorization formats

Answer: D

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- A. It provides a handheld, 3-dimensional scan for large items.
- B. It allows scanning barcodes in any orientation.
- C. It has scanning capabilities up to 26 inches from the device.
- D. It has a factory installed scanner that makes direct contact with items to be scanned.

Answer: B

345. What is the maximum amount of memory (RAM) that can be factory installed for the IBM Anyplace Kiosk?

- A. 512 MB
- B. 1 GB
- C. 2 GB
- D. 3 GB

Answer: B

346. Which of the following is an optional feature of the IBM Anyplace Kiosk?

- A. Wireless Adapter
- B. 80 GB Hard Disk Drive
- C. Internal CD-ROM Drive
- D. 256 MB of Memory (RAM)

Answer: A

347. What is one way the IBM Anyplace Kiosk is hardened against rough treatment?

- A. Breakaway cabling system
- B. Drainage vents in case of direct spills
- C. Controls and ports separate from the kiosk
- D. Spill-resistant screen with sealed ports in a poly-carbonate enclosure

Answer: D

348. Which three of the following are advantages of infrared touch technology?

- A. No field calibration is required.
- B. It is sealed against spills and dust.
- C. It has a five-year infrared sensor life.
- D. There is less glare as compared to other technologies.
- E. The sealed enclosure allows use in any weather conditions.
- F. The screen is not affected by using sharp objects to touch.

Answer: ABD

349. What are the processor and bus speeds of the IBM Anyplace Kiosk?

- A. 833 MHz, 400 MHz front side bus
- B. 1.0 GHz, 533 MHz front side bus
- C. 1.3 GHz, 400 MHz front side bus
- D. 2.0 GHz, 533 MHz front side bus

Answer: C

350. What is the life expectancy of the touchscreen infrared sensor array?

- A. 5 years

- B. 10 years, field replaceable unit
- C. 15 years
- D. Infinite

Answer: D

351. What operating systems are supported on the IBM Anyplace Kiosk?

- A. IBM Linux distribution and Windows XP Pro
- B. XP Pro, XP Embedded, Windows 2000 Pro, IBM Retail Environment for SUSE LINUX
- C. XP Embedded preinstalled on a 40 GB hard drive
- D. Windows 2000 Server and Windows 2003 Server

Answer: B

352. How does the infrared touchscreen find the touched location?

- A. If no signal reaches the matching phototransistor, it indicates a blocked beam and a touch.
- B. The phototransistor grid reads the reflection back from the object touching the screen at the X-Y coordinates.
- C. The infrared grid senses the heat from the finger at the X-Y coordinates.
- D. The coordinates of the blocked beam overlay the capacitive membrane and indicate a touch.

Answer: A

353. Which of the following describes the I/O connectivity ports that are available on the IBM Anyplace Kiosk?

- A. One USB 2.0 port, headphone and microphone ports, one RS-232 port and one ethernet port.
- B. One powered USB port, headphone and microphone ports, 2 RS-232 ports and one ethernet port.
- C. Two USB 2.0 ports, headphone and microphone ports, one RS-232 port and one ethernet port.
- D. Two powered USB ports, headphone and microphone ports, one RS-232 port and one ethernet port.

Answer: C

354. The IBM Anyplace Kiosk supports which of the following scanners?

- A. Line scanner
- B. Symbol 3D mini scanner
- C. Omni directional scanner
- D. Magellan 8500 Scanner Scale
- E. Any handheld scanner connected to a USB port

Answer: AC

355. A customer requires wireless capability for the IBM Anyplace Kiosks they will be ordering.

They would like to reuse the wireless PCMCIA cards from their previous system. How should the technical specialist respond to this request?

- A. The cards will work with the Anyplace Kiosk card slot RPQ.

- B. The Anyplace Kiosk only supports USB wireless attachment.
- C. The Anyplace Kiosk only supports a mini PCI adapter which must be factory installed.
- D. The Anyplace Kiosk supports any PCMCIA card, mini PCI, or USB wireless adapter.

Answer: A

356. Which of the following peripherals is supported on the IBM Anyplace Kiosk?

- A. Internal CD-ROM drive
- B. Internal CD-RW/DVD-ROM drive
- C. External USB CD-RW/DVD-ROM drive
- D. External serial CD-RW/DVD-ROM drive

Answer: C

357. How can the latest version of the IBM Anyplace Kiosk BIOS be obtained?

- A. Download it from the IBM Retail Store Solutions Support Web page
- B. Submit a request to the IBM POS Knowledgebase
- C. Request it directly from IBM Service
- D. Call IBM PartnerLine (TechLine)

Answer: A

358. In the event that the BIOS becomes corrupt on the IBM Anyplace Kiosk, what is the proper action needed to recover?

- A. Connect a CD-ROM drive and run the BIOS update utility.
- B. Place a service call with IBM and have a technician replace the system board.
- C. Send the system unit back to IBM so that they can replace the flash memory that contains the BIOS information.
- D. To restore the original copy, run the BIOS update utility. The system will operate normally using the backup copy of the BIOS.

Answer: D

359. What is the IBM recommended way to clean the infrared touchscreen?

- A. Use a damp, warm cloth
- B. Use a soft, dry cloth or with isopropyl alcohol
- C. Use a scrubbing pad with an ammonia solution window cleaner
- D. Use a damp cloth misted with a chlorine-based cleaning product; do not apply cleaning products directly to the screen

Answer: B

360. What product is recommended to use when cleaning the enclosure of the IBM Anyplace Kiosk?

- A. Window cleaner with ammonia
- B. Warm water or mild soap

- C. Any household cleaner not containing bleach
- D. Water diluted chlorine solution on a soft cloth

Answer: B

361. Where is the BEST place to find IBM Anyplace Kiosk troubleshooting information?

- A. IBM Anyplace Kiosk Technical Bulletins
- B. IBM hosted Anyplace Kiosk service forums
- C. IBM Anyplace Kiosk 4836/4838 Troubleshooting Guide
- D. IBM Anyplace Kiosk Planning, Installation, and Service Guide

Answer: D

362. When the IBM Anyplace Kiosk is powered on, it performs a power-on self test (POST). Which of the following is an indication of a successful power-on self test?

- A. The system will beep one time.
- B. The system will beep twice and display "POST Successful".
- C. There are no visible or audible indications of a successful POST.
- D. The system will display the prompt "OK" then boot up the operating system.

Answer: A

363. What is the first main step in removing or replacing the MSR?

- A. Remove the rear cover.
- B. Remove the hard disk drive cover.
- C. Loosen the two MSR unit capture screws.
- D. Pull the L-shaped pin to remove the cable panel cover door.

Answer: B

364. Which of the following components can be removed/replaced via the hard disk drive door?

- A. CMOS battery
- B. VESA mount brackets
- C. Optional PC card
- D. Wireless antenna extension socket

Answer: C

365. Which of the following is provided by PartnerLine (TechLine)?

- A. Web and e-mail support
- B. Access to technical support personnel
- C. Localized listings of product integration providers
- D. IBM case study solutions for end-user application development

Answer: A

366. Which item best describes the use of the IBM Retail Store Solutions Knowledgebase?

- A. It can be used to open a PMR with IBM Level 2 Support.
- B. It is used to submit and update hardware service calls.
- C. It can be used to place orders for the Anyplace Kiosk and other IBM products.
- D. It is used to search existing questions and answers or to submit a new question.

Answer: D

367. The IBM Retail Store Solutions Web site contains which three of the following?

- A. Knowledgebase
- B. Support Guide
- C. Links to other sales resources
- D. Anyplace Kiosk hardware schematics
- E. Online chat support with second level technicians
- F. Detailed specifications of competitor's products with talking points

Answer: ABC

368. The IBM Anyplace Kiosk supports which two of the following Systems Management capabilities?

- A. Wake on LAN
- B. Remote Program Load (RPL)
- C. Advanced Power Management (APM)
- D. Preboot Execution Environment (PXE) 2.0
- E. Advanced Configuration and Power Interface (ACPI)

Answer: AD

369. The IBM Anyplace Kiosk is tested for electrostatic discharge of up to what voltage?

- A. 5,000 volts
- B. 10,000 volts
- C. 15,000 volts
- D. 20,000 volts

Answer: C

370. What is the standard warranty period of the IBM Anyplace Kiosk?

- A. 1 year from date of purchase
- B. 3 years from date of purchase
- C. 5 years from date of purchase
- D. 90 days from date of purchase

Answer: A

371. When can the presence sensor on the IBM Anyplace Kiosk be used?

- A. It is available after the customer touches the screen.
- B. It is always available for use by a customer's software application.

- C. It activates the screen whenever a barcode is scanned.
- D. It activates whenever a person comes within 15 inches of the display.

Answer: B

372. Which of the following is a standard feature on the IBM Anyplace Kiosk?

- A. 1 GB of RAM
- B. 40 GB Hard Drive
- C. Wireless PCI Card
- D. Intel Extreme Graphics 2

Answer: D

373. Which three key attributes give the IBM Anyplace Kiosk an advantage over other kiosk solutions?

- A. Its compact size
- B. Its dual stereo speakers
- C. Its touchscreen interface
- D. It is environmentally hardened
- E. It has three different mounting options
- F. It is designed to operate both indoors and outdoors

Answer: ADE

374. At what distance is the presence sensor activated on the IBM Anyplace Kiosk?

- A. Up to 15 inches from the display
- B. Up to 26 inches from the display
- C. Up to 5 feet from the display
- D. Up to 8 feet from the display

Answer: C

375. What are the major optional features that can be ordered from IBM for the IBM Anyplace Kiosk?

- A. 40 GB hard drive; 1 GB system memory, wireless b/g adapter; MSR, barcode scanner; USB CD/DVD drive
- B. 60 GB hard drive; 2 GB system memory; wireless b/g adapter, MSR, barcode scanner; internal CD/DVD drive
- C. 60 GB hard drive; 2 GB system memory; field-installable wireless b/g adapter, MSR, barcode scanner; USB CD/DVD drive
- D. 40 GB hard drive; 1 GB system memory, field-installable wireless b/g adapter; MSR, barcode scanner; USB CD/DVD drive

Answer: A

376. What are the features of the IBM Anyplace Kiosk MSR?

- A. 1-track, error correction, single direction

- B. 2-track, bi-directional compatible with world-wide stripe readers
- C. 3-track, bi-directional meeting North American and European Union standards
- D. 3-track, bi-directional compatible with most world-wide credit authorization formats

Answer: D

377. Which of the following is a key feature of the Anyplace Omni Scanner?

- A. It provides a handheld, 3-dimensional scan for large items.
- B. It allows scanning barcodes in any orientation.
- C. It has scanning capabilities up to 26 inches from the device.
- D. It has a factory installed scanner that makes direct contact with items to be scanned.

Answer: B

378. What is the maximum amount of memory (RAM) that can be factory installed for the IBM Anyplace Kiosk?

- A. 512 MB
- B. 1 GB
- C. 2 GB
- D. 3 GB

Answer: B

379. Which of the following is an optional feature of the IBM Anyplace Kiosk?

- A. Wireless Adapter
- B. 80 GB Hard Disk Drive
- C. Internal CD-ROM Drive
- D. 256 MB of Memory (RAM)

Answer: A

380. What is one way the IBM Anyplace Kiosk is hardened against rough treatment?

- A. Breakaway cabling system
- B. Drainage vents in case of direct spills
- C. Controls and ports separate from the kiosk
- D. Spill-resistant screen with sealed ports in a poly-carbonate enclosure

Answer: D

381. Which three of the following are advantages of infrared touch technology?

- A. No field calibration is required.
- B. It is sealed against spills and dust.
- C. It has a five-year infrared sensor life.
- D. There is less glare as compared to other technologies.
- E. The sealed enclosure allows use in any weather conditions.

F. The screen is not affected by using sharp objects to touch.

Answer: ABD

382. What are the processor and bus speeds of the IBM Anyplace Kiosk?

- A. 833 MHz, 400 MHz front side bus
- B. 1.0 GHz, 533 MHz front side bus
- C. 1.3 GHz, 400 MHz front side bus
- D. 2.0 GHz, 533 MHz front side bus

Answer: C

383. What is the life expectancy of the touchscreen infrared sensor array?

- A. 5 years
- B. 10 years, field replaceable unit
- C. 15 years
- D. Infinite

Answer: D

384. What operating systems are supported on the IBM Anyplace Kiosk?

- A. IBM Linux distribution and Windows XP Pro
- B. XP Pro, XP Embedded, Windows 2000 Pro, IBM Retail Environment for SUSE LINUX
- C. XP Embedded preinstalled on a 40 GB hard drive
- D. Windows 2000 Server and Windows 2003 Server

Answer: B

385. How has the infrared touchscreen technology improved with the introduction of the IBM Anyplace Kiosk?

- A. The infrared LED grid is overlaid onto the improved resistive touch display.
- B. The infrared LED grid is overlaid onto the improved capacitive touch display.
- C. The LED components are smaller, allowing a dense grid and increased sensitivity.
- D. The LED components are larger, allowing a dense grid and increased sensitivity.

Answer: C

386. Which of the following describes the I/O connectivity ports that are available on the IBM Anyplace Kiosk?

- A. One USB 2.0 port, headphone and microphone ports, one RS-232 port and one ethernet port.
- B. One powered USB port, headphone and microphone ports, 2 RS-232 ports and one ethernet port.
- C. Two USB 2.0 ports, headphone and microphone ports, one RS-232 port and one ethernet port.
- D. Two powered USB ports, headphone and microphone ports, one RS-232 port and one ethernet port.

Answer: C

387. The IBM Anyplace Kiosk supports which of the following scanners?

- A. Line scanner
- B. Symbol 3D mini scanner
- C. Omni directional scanner
- D. Magellan 8500 Scanner Scale
- E. Any handheld scanner connected to a USB port

Answer: AC

388. A customer requires wireless capability for the IBM Anyplace Kiosks they will be ordering. They would like to reuse the wireless PCMCIA cards from their previous system. How should the technical specialist respond to this request?

- A. The cards will work with the Anyplace Kiosk card slot RPQ.
- B. The Anyplace Kiosk only supports USB wireless attachment.
- C. The Anyplace Kiosk only supports a mini PCI adapter which must be factory installed.
- D. The Anyplace Kiosk supports any PCMCIA card, mini PCI, or USB wireless adapter.

Answer: A

389. Which of the following peripherals is supported on the IBM Anyplace Kiosk?

- A. Internal CD-ROM drive
- B. Internal CD-RW/DVD-ROM drive
- C. External USB CD-RW/DVD-ROM drive
- D. External serial CD-RW/DVD-ROM drive

Answer: C

390. How can the latest version of the IBM Anyplace Kiosk BIOS be obtained?

- A. Download it from the IBM Retail Store Solutions Support Web page
- B. Submit a request to the IBM POS Knowledgebase
- C. Request it directly from IBM Service
- D. Call IBM PartnerLine (TechLine)

Answer: A

391. In the event that the BIOS becomes corrupt on the IBM Anyplace Kiosk, what is the proper action needed to recover?

- A. Connect a CD-ROM drive and run the BIOS update utility.
- B. Place a service call with IBM and have a technician replace the system board.
- C. Send the system unit back to IBM so that they can replace the flash memory that contains the BIOS information.
- D. To restore the original copy, run the BIOS update utility. The system will operate normally using the backup copy of the BIOS.

Answer: D

392. What is the IBM recommended way to clean the infrared touchscreen?

- A. Use a damp, warm cloth
- B. Use a soft, dry cloth or with isopropyl alcohol
- C. Use a scrubbing pad with an ammonia solution window cleaner
- D. Use a damp cloth misted with a chlorine-based cleaning product; do not apply cleaning products directly to the screen

Answer: B

393. What product is recommended to use when cleaning the enclosure of the IBM Anyplace Kiosk?

- A. Window cleaner with ammonia
- B. Warm water or mild soap
- C. Any household cleaner not containing bleach
- D. Water diluted chlorine solution on a soft cloth

Answer: B

394. Where is the BEST place to find IBM Anyplace Kiosk troubleshooting information?

- A. IBM Anyplace Kiosk Technical Bulletins
- B. IBM hosted Anyplace Kiosk service forums
- C. IBM Anyplace Kiosk 4836/4838 Troubleshooting Guide
- D. IBM Anyplace Kiosk Planning, Installation, and Service Guide

Answer: D

395. When the IBM Anyplace Kiosk is powered on, it performs a power-on self test (POST). Which of the following is an indication of a successful power-on self test?

- A. The system will beep one time.
- B. The system will beep twice and display "POST Successful".
- C. There are no visible or audible indications of a successful POST.
- D. The system will display the prompt "OK" then boot up the operating system.

Answer: A

396. What is the first main step in removing or replacing the MSR?

- A. Remove the rear cover.
- B. Remove the hard disk drive cover.
- C. Loosen the two MSR unit capture screws.
- D. Pull the L-shaped pin to remove the cable panel cover door.

Answer: B

397. Which of the following components can be removed/replaced via the hard disk drive door?

- A. CMOS battery
- B. VESA mount brackets

- C. Optional PC card
- D. Wireless antenna extension socket

Answer: C

398. Which of the following is provided by PartnerLine (TechLine)?

- A. Web and e-mail support
- B. Access to technical support personnel
- C. Localized listings of product integration providers
- D. IBM case study solutions for end-user application development

Answer: A

399. Which item best describes the use of the IBM Retail Store Solutions Knowledgebase?

- A. It can be used to open a PMR with IBM Level 2 Support.
- B. It is used to submit and update hardware service calls.
- C. It can be used to place orders for the Anyplace Kiosk and other IBM products.
- D. It is used to search existing questions and answers or to submit a new question.

Answer: D

400. The IBM Retail Store Solutions Web site contains which three of the following?

- A. Knowledgebase
- B. Support Guide
- C. Links to other sales resources
- D. Anyplace Kiosk hardware schematics
- E. Online chat support with second level technicians
- F. Detailed specifications of competitor's products with talking points

Answer: ABC

401. Which of the following BEST describes features of Anyplace wireless?

- A. 802.11 b with an integrated 7-point isolated antenna
- B. 802.11 b world-wide adapter that is field installable
- C. 802.11 b/g factory installed with an extended range external antenna
- D. 802.11 b/g is not available in all countries; not a field-installable option

Answer: D

402. The IBM Anyplace Kiosk is tested for electrostatic discharge of up to what voltage?

- A. 5,000 volts
- B. 10,000 volts
- C. 15,000 volts
- D. 20,000 volts

Answer: C

403. What is the standard warranty period of the IBM Anyplace Kiosk?

- A. 1 year from date of purchase
- B. 3 years from date of purchase
- C. 5 years from date of purchase
- D. 90 days from date of purchase

Answer: A

404. When can the presence sensor on the IBM Anyplace Kiosk be used?

- A. It is available after the customer touches the screen.
- B. It is always available for use by a customer's software application.
- C. It activates the screen whenever a barcode is scanned.
- D. It activates whenever a person comes within 15 inches of the display.

Answer: B

405. Which of the following is a standard feature on the IBM Anyplace Kiosk?

- A. 1 GB of RAM
- B. 40 GB Hard Drive
- C. Wireless PCI Card
- D. Intel Extreme Graphics 2

Answer: D

406. Which three key attributes give the IBM Anyplace Kiosk an advantage over other kiosk solutions?

- A. Its compact size
- B. Its dual stereo speakers
- C. Its touchscreen interface
- D. It is environmentally hardened
- E. It has three different mounting options
- F. It is designed to operate both indoors and outdoors

Answer: ADE

407. At what distance is the presence sensor activated on the IBM Anyplace Kiosk?

- A. Up to 15 inches from the display
- B. Up to 26 inches from the display
- C. Up to 5 feet from the display
- D. Up to 8 feet from the display

Answer: C

408. What are the major optional features that can be ordered from IBM for the IBM Anyplace Kiosk?

- A. 40 GB hard drive; 1 GB system memory, wireless b/g adapter; MSR, barcode scanner; USB CD/DVD drive

- B. 60 GB hard drive; 2 GB system memory; wireless b/g adapter, MSR, barcode scanner; internal CD/DVD drive
- C. 60 GB hard drive; 2 GB system memory; field-installable wireless b/g adapter, MSR, barcode scanner; USB CD/DVD drive
- D. 40 GB hard drive; 1 GB system memory, field-installable wireless b/g adapter; MSR, barcode scanner; USB CD/DVD drive

Answer: A

409. What are the features of the IBM Anyplace Kiosk MSR?

- A. 1-track, error correction, single direction
- B. 2-track, bi-directional compatible with world-wide stripe readers
- C. 3-track, bi-directional meeting North American and European Union standards
- D. 3-track, bi-directional compatible with most world-wide credit authorization formats

Answer: D

410. Which of the following is a key feature of the Anyplace Omni Scanner?

- A. It provides a handheld, 3-dimensional scan for large items.
- B. It allows scanning barcodes in any orientation.
- C. It has scanning capabilities up to 26 inches from the device.
- D. It has a factory installed scanner that makes direct contact with items to be scanned.

Answer: B

411. What is the maximum amount of memory (RAM) that can be factory installed for the IBM Anyplace Kiosk?

- A. 512 MB
- B. 1 GB
- C. 2 GB
- D. 3 GB

Answer: B

412. Which of the following is an optional feature of the IBM Anyplace Kiosk?

- A. Wireless Adapter
- B. 80 GB Hard Disk Drive
- C. Internal CD-ROM Drive
- D. 256 MB of Memory (RAM)

Answer: A

413. What is one way the IBM Anyplace Kiosk is hardened against rough treatment?

- A. Breakaway cabling system
- B. Drainage vents in case of direct spills

- C. Controls and ports separate from the kiosk
- D. Spill-resistant screen with sealed ports in a poly-carbonate enclosure

Answer: D

414. Which three of the following are advantages of infrared touch technology?

- A. No field calibration is required.
- B. It is sealed against spills and dust.
- C. It has a five-year infrared sensor life.
- D. There is less glare as compared to other technologies.
- E. The sealed enclosure allows use in any weather conditions.
- F. The screen is not affected by using sharp objects to touch.

Answer: ABD

415. What are the processor and bus speeds of the IBM Anyplace Kiosk?

- A. 833 MHz, 400 MHz front side bus
- B. 1.0 GHz, 533 MHz front side bus
- C. 1.3 GHz, 400 MHz front side bus
- D. 2.0 GHz, 533 MHz front side bus

Answer: C

416. What is the life expectancy of the touchscreen infrared sensor array?

- A. 5 years
- B. 10 years, field replaceable unit
- C. 15 years
- D. Infinite

Answer: D

417. How does the infrared touchscreen find the touched location?

- A. If no signal reaches the matching phototransistor, it indicates a blocked beam and a touch.
- B. The phototransistor grid reads the reflection back from the object touching the screen at the X-Y coordinates.
- C. The infrared grid senses the heat from the finger at the X-Y coordinates.
- D. The coordinates of the blocked beam overlay the capacitive membrane and indicate a touch.

Answer: A

418. How has the infrared touchscreen technology improved with the introduction of the IBM Anyplace Kiosk?

- A. The infrared LED grid is overlaid onto the improved resistive touch display.
- B. The infrared LED grid is overlaid onto the improved capacitive touch display.
- C. The LED components are smaller, allowing a dense grid and increased sensitivity.

D. The LED components are larger, allowing a dense grid and increased sensitivity.

Answer: C

419. Which of the following describes the I/O connectivity ports that are available on the IBM Anyplace Kiosk?

- A. One USB 2.0 port, headphone and microphone ports, one RS-232 port and one ethernet port.
- B. One powered USB port, headphone and microphone ports, 2 RS-232 ports and one ethernet port.
- C. Two USB 2.0 ports, headphone and microphone ports, one RS-232 port and one ethernet port.
- D. Two powered USB ports, headphone and microphone ports, one RS-232 port and one ethernet port.

Answer: C

420. The IBM Anyplace Kiosk supports which of the following scanners?

- A. Line scanner
- B. Symbol 3D mini scanner
- C. Omni directional scanner
- D. Magellan 8500 Scanner Scale
- E. Any handheld scanner connected to a USB port

Answer: AC

421. A customer requires wireless capability for the IBM Anyplace Kiosks they will be ordering.

They would like to reuse the wireless PCMCIA cards from their previous system. How should the technical specialist respond to this request?

- A. The cards will work with the Anyplace Kiosk card slot RPQ.
- B. The Anyplace Kiosk only supports USB wireless attachment.
- C. The Anyplace Kiosk only supports a mini PCI adapter which must be factory installed.
- D. The Anyplace Kiosk supports any PCMCIA card, mini PCI, or USB wireless adapter.

Answer: A

422. Which of the following peripherals is supported on the IBM Anyplace Kiosk?

- A. Internal CD-ROM drive
- B. Internal CD-RW/DVD-ROM drive
- C. External USB CD-RW/DVD-ROM drive
- D. External serial CD-RW/DVD-ROM drive

Answer: C

423. How can the latest version of the IBM Anyplace Kiosk BIOS be obtained?

- A. Download it from the IBM Retail Store Solutions Support Web page
- B. Submit a request to the IBM POS Knowledgebase
- C. Request it directly from IBM Service
- D. Call IBM PartnerLine (TechLine)

Answer: A

424. In the event that the BIOS becomes corrupt on the IBM Anyplace Kiosk, what is the proper action needed to recover?

- A. Connect a CD-ROM drive and run the BIOS update utility.
- B. Place a service call with IBM and have a technician replace the system board.
- C. Send the system unit back to IBM so that they can replace the flash memory that contains the BIOS information.
- D. To restore the original copy, run the BIOS update utility. The system will operate normally using the backup copy of the BIOS.

Answer: D

425. What is the IBM recommended way to clean the infrared touchscreen?

- A. Use a damp, warm cloth
- B. Use a soft, dry cloth or with isopropyl alcohol
- C. Use a scrubbing pad with an ammonia solution window cleaner
- D. Use a damp cloth misted with a chlorine-based cleaning product; do not apply cleaning products directly to the screen

Answer: B

426. What product is recommended to use when cleaning the enclosure of the IBM Anyplace Kiosk?

- A. Window cleaner with ammonia
- B. Warm water or mild soap
- C. Any household cleaner not containing bleach
- D. Water diluted chlorine solution on a soft cloth

Answer: B

427. Where is the BEST place to find IBM Anyplace Kiosk troubleshooting information?

- A. IBM Anyplace Kiosk Technical Bulletins
- B. IBM hosted Anyplace Kiosk service forums
- C. IBM Anyplace Kiosk 4836/4838 Troubleshooting Guide
- D. IBM Anyplace Kiosk Planning, Installation, and Service Guide

Answer: D

428. When the IBM Anyplace Kiosk is powered on, it performs a power-on self test (POST). Which of the following is an indication of a successful power-on self test?

- A. The system will beep one time.
- B. The system will beep twice and display "POST Successful".
- C. There are no visible or audible indications of a successful POST.
- D. The system will display the prompt "OK" then boot up the operating system.

Answer: A

429. What is the first main step in removing or replacing the MSR?

- A. Remove the rear cover.
- B. Remove the hard disk drive cover.
- C. Loosen the two MSR unit capture screws.
- D. Pull the L-shaped pin to remove the cable panel cover door.

Answer: B

430. Which of the following components can be removed/replaced via the hard disk drive door?

- A. CMOS battery
- B. VESA mount brackets
- C. Optional PC card
- D. Wireless antenna extension socket

Answer: C

431. Which of the following is provided by PartnerLine (TechLine)?

- A. Web and e-mail support
- B. Access to technical support personnel
- C. Localized listings of product integration providers
- D. IBM case study solutions for end-user application development

Answer: A

432. Which item best describes the use of the IBM Retail Store Solutions Knowledgebase?

- A. It can be used to open a PMR with IBM Level 2 Support.
- B. It is used to submit and update hardware service calls.
- C. It can be used to place orders for the Anyplace Kiosk and other IBM products.
- D. It is used to search existing questions and answers or to submit a new question.

Answer: D

433. The IBM Anyplace Kiosk supports which two of the following Systems Management capabilities?

- A. Wake on LAN
- B. Remote Program Load (RPL)
- C. Advanced Power Management (APM)
- D. Preboot Execution Environment (PXE) 2.0
- E. Advanced Configuration and Power Interface (ACPI)

Answer: AD

434. Which of the following BEST describes features of Anyplace wireless?

- A. 802.11 b with an integrated 7-point isolated antenna
- B. 802.11 b world-wide adapter that is field installable

- C. 802.11 b/g factory installed with an extended range external antenna
- D. 802.11 b/g is not available in all countries; not a field-installable option

Answer: D

435. The IBM Anyplace Kiosk is tested for electrostatic discharge of up to what voltage?

- A. 5,000 volts
- B. 10,000 volts
- C. 15,000 volts
- D. 20,000 volts

Answer: C

436. What is the standard warranty period of the IBM Anyplace Kiosk?

- A. 1 year from date of purchase
- B. 3 years from date of purchase
- C. 5 years from date of purchase
- D. 90 days from date of purchase

Answer: A

437. When can the presence sensor on the IBM Anyplace Kiosk be used?

- A. It is available after the customer touches the screen.
- B. It is always available for use by a customer's software application.
- C. It activates the screen whenever a barcode is scanned.
- D. It activates whenever a person comes within 15 inches of the display.

Answer: B

438. Which of the following is a standard feature on the IBM Anyplace Kiosk?

- A. 1 GB of RAM
- B. 40 GB Hard Drive
- C. Wireless PCI Card
- D. Intel Extreme Graphics 2

Answer: D

439. Which three key attributes give the IBM Anyplace Kiosk an advantage over other kiosk solutions?

- A. Its compact size
- B. Its dual stereo speakers
- C. Its touchscreen interface
- D. It is environmentally hardened
- E. It has three different mounting options
- F. It is designed to operate both indoors and outdoors

Answer: ADE

440. At what distance is the presence sensor activated on the IBM Anyplace Kiosk?

- A. Up to 15 inches from the display
- B. Up to 26 inches from the display
- C. Up to 5 feet from the display
- D. Up to 8 feet from the display

Answer: C

441. What are the major optional features that can be ordered from IBM for the IBM Anyplace Kiosk?

- A. 40 GB hard drive; 1 GB system memory, wireless b/g adapter; MSR, barcode scanner; USB CD/DVD drive
- B. 60 GB hard drive; 2 GB system memory; wireless b/g adapter, MSR, barcode scanner; internal CD/DVD drive
- C. 60 GB hard drive; 2 GB system memory; field-installable wireless b/g adapter, MSR, barcode scanner; USB CD/DVD drive
- D. 40 GB hard drive; 1 GB system memory, field-installable wireless b/g adapter; MSR, barcode scanner; USB CD/DVD drive

Answer: A

442. What are the features of the IBM Anyplace Kiosk MSR?

- A. 1-track, error correction, single direction
- B. 2-track, bi-directional compatible with world-wide stripe readers
- C. 3-track, bi-directional meeting North American and European Union standards
- D. 3-track, bi-directional compatible with most world-wide credit authorization formats

Answer: D

443. Which of the following is a key feature of the Anyplace Omni Scanner?

- A. It provides a handheld, 3-dimensional scan for large items.
- B. It allows scanning barcodes in any orientation.
- C. It has scanning capabilities up to 26 inches from the device.
- D. It has a factory installed scanner that makes direct contact with items to be scanned.

Answer: B

444. What is the maximum amount of memory (RAM) that can be factory installed for the IBM Anyplace Kiosk?

- A. 512 MB
- B. 1 GB
- C. 2 GB
- D. 3 GB

Answer: B

445. Which of the following is an optional feature of the IBM Anyplace Kiosk?

- A. Wireless Adapter
- B. 80 GB Hard Disk Drive
- C. Internal CD-ROM Drive
- D. 256 MB of Memory (RAM)

Answer: A

446. What is one way the IBM Anyplace Kiosk is hardened against rough treatment?

- A. Breakaway cabling system
- B. Drainage vents in case of direct spills
- C. Controls and ports separate from the kiosk
- D. Spill-resistant screen with sealed ports in a poly-carbonate enclosure

Answer: D

447. Which three of the following are advantages of infrared touch technology?

- A. No field calibration is required.
- B. It is sealed against spills and dust.
- C. It has a five-year infrared sensor life.
- D. There is less glare as compared to other technologies.
- E. The sealed enclosure allows use in any weather conditions.
- F. The screen is not affected by using sharp objects to touch.

Answer: ABD

448. What are the processor and bus speeds of the IBM Anyplace Kiosk?

- A. 833 MHz, 400 MHz front side bus
- B. 1.0 GHz, 533 MHz front side bus
- C. 1.3 GHz, 400 MHz front side bus
- D. 2.0 GHz, 533 MHz front side bus

Answer: C

449. What operating systems are supported on the IBM Anyplace Kiosk?

- A. IBM Linux distribution and Windows XP Pro
- B. XP Pro, XP Embedded, Windows 2000 Pro, IBM Retail Environment for SUSE LINUX
- C. XP Embedded preinstalled on a 40 GB hard drive
- D. Windows 2000 Server and Windows 2003 Server

Answer: B

450. How does the infrared touchscreen find the touched location?

- A. If no signal reaches the matching phototransistor, it indicates a blocked beam and a touch.
- B. The phototransistor grid reads the reflection back from the object touching the screen at the X-Y

coordinates.

- C. The infrared grid senses the heat from the finger at the X-Y coordinates.
- D. The coordinates of the blocked beam overlay the capacitive membrane and indicate a touch.

Answer: A

451. How has the infrared touchscreen technology improved with the introduction of the IBM Anyplace Kiosk?

- A. The infrared LED grid is overlaid onto the improved resistive touch display.
- B. The infrared LED grid is overlaid onto the improved capacitive touch display.
- C. The LED components are smaller, allowing a dense grid and increased sensitivity.
- D. The LED components are larger, allowing a dense grid and increased sensitivity.

Answer: C

452. Which of the following describes the I/O connectivity ports that are available on the IBM Anyplace Kiosk?

- A. One USB 2.0 port, headphone and microphone ports, one RS-232 port and one ethernet port.
- B. One powered USB port, headphone and microphone ports, 2 RS-232 ports and one ethernet port.
- C. Two USB 2.0 ports, headphone and microphone ports, one RS-232 port and one ethernet port.
- D. Two powered USB ports, headphone and microphone ports, one RS-232 port and one ethernet port.

Answer: C

453. The IBM Anyplace Kiosk supports which of the following scanners?

- A. Line scanner
- B. Symbol 3D mini scanner
- C. Omni directional scanner
- D. Magellan 8500 Scanner Scale
- E. Any handheld scanner connected to a USB port

Answer: AC

454. A customer requires wireless capability for the IBM Anyplace Kiosks they will be ordering.

They would like to reuse the wireless PCMCIA cards from their previous system. How should the technical specialist respond to this request?

- A. The cards will work with the Anyplace Kiosk card slot RPQ.
- B. The Anyplace Kiosk only supports USB wireless attachment.
- C. The Anyplace Kiosk only supports a mini PCI adapter which must be factory installed.
- D. The Anyplace Kiosk supports any PCMCIA card, mini PCI, or USB wireless adapter.

Answer: A

455. Which of the following peripherals is supported on the IBM Anyplace Kiosk?

- A. Internal CD-ROM drive

- B. Internal CD-RW/DVD-ROM drive
- C. External USB CD-RW/DVD-ROM drive
- D. External serial CD-RW/DVD-ROM drive

Answer: C

456. How can the latest version of the IBM Anyplace Kiosk BIOS be obtained?

- A. Download it from the IBM Retail Store Solutions Support Web page
- B. Submit a request to the IBM POS Knowledgebase
- C. Request it directly from IBM Service
- D. Call IBM PartnerLine (TechLine)

Answer: A

457. In the event that the BIOS becomes corrupt on the IBM Anyplace Kiosk, what is the proper action needed to recover?

- A. Connect a CD-ROM drive and run the BIOS update utility.
- B. Place a service call with IBM and have a technician replace the system board.
- C. Send the system unit back to IBM so that they can replace the flash memory that contains the BIOS information.
- D. To restore the original copy, run the BIOS update utility. The system will operate normally using the backup copy of the BIOS.

Answer: D

458. What is the IBM recommended way to clean the infrared touchscreen?

- A. Use a damp, warm cloth
- B. Use a soft, dry cloth or with isopropyl alcohol
- C. Use a scrubbing pad with an ammonia solution window cleaner
- D. Use a damp cloth misted with a chlorine-based cleaning product; do not apply cleaning products directly to the screen

Answer: B

459. What product is recommended to use when cleaning the enclosure of the IBM Anyplace Kiosk?

- A. Window cleaner with ammonia
- B. Warm water or mild soap
- C. Any household cleaner not containing bleach
- D. Water diluted chlorine solution on a soft cloth

Answer: B

460. Where is the BEST place to find IBM Anyplace Kiosk troubleshooting information?

- A. IBM Anyplace Kiosk Technical Bulletins
- B. IBM hosted Anyplace Kiosk service forums

- C. IBM Anyplace Kiosk 4836/4838 Troubleshooting Guide
- D. IBM Anyplace Kiosk Planning, Installation, and Service Guide

Answer: D

461. When the IBM Anyplace Kiosk is powered on, it performs a power-on self test (POST). Which of the following is an indication of a successful power-on self test?

- A. The system will beep one time.
- B. The system will beep twice and display "POST Successful".
- C. There are no visible or audible indications of a successful POST.
- D. The system will display the prompt "OK" then boot up the operating system.

Answer: A

462. What is the first main step in removing or replacing the MSR?

- A. Remove the rear cover.
- B. Remove the hard disk drive cover.
- C. Loosen the two MSR unit capture screws.
- D. Pull the L-shaped pin to remove the cable panel cover door.

Answer: B

463. Which of the following components can be removed/replaced via the hard disk drive door?

- A. CMOS battery
- B. VESA mount brackets
- C. Optional PC card
- D. Wireless antenna extension socket

Answer: C

464. Which of the following is provided by PartnerLine (TechLine)?

- A. Web and e-mail support
- B. Access to technical support personnel
- C. Localized listings of product integration providers
- D. IBM case study solutions for end-user application development

Answer: A

465. The IBM Retail Store Solutions Web site contains which three of the following?

- A. Knowledgebase
- B. Support Guide
- C. Links to other sales resources
- D. Anyplace Kiosk hardware schematics
- E. Online chat support with second level technicians
- F. Detailed specifications of competitor's products with talking points

Answer: ABC

466. Which two of the following statements best describe the features of IRES V2?

- A. It is a Linux platform optimized for retail.
- B. It is intended to replace the 4690 Operating System.
- C. It provides a proprietary, robust, and secure retail infrastructure.
- D. It is based on Unix with an additional layer that supports IBM SurePOS devices.
- E. It supports IBM middleware, IBM SurePOS systems, IBM Anyplace Kiosks, and IBM Series x servers.

Answer: AE

467. Which two of the following IBM offerings are supported by IRES?

- A. IBM 4683 registers
- B. IBM 4693 registers
- C. IBM AnyPlace Kiosks
- D. All IBM SurePOS 4694 registers
- E. IBM SurePOS 700 Series registers

Answer: CE

468. Which of the following statements best describes IRES V2?

- A. It is a new platform for running centralized POS Devices.
- B. It is an operating system based on Linux and optimized for retail.
- C. It is a new, updated iteration of 4690 OS that is optimized for new POS Devices.
- D. It is the newest Linux operating system optimized with Novell's security infrastructure.

Answer: B

469. Which of the following lists three major contributors of IRES?

- A. IBM, Novell, and SCO
- B. Microsoft, IBM, and Novell
- C. IBM, Novell, and SuSe Linux
- D. Novell, IBM, and Redhat

Answer: C

470. The IBM Retail Environment for SuSe Linux V2 component provides which of the following tools?

- A. Multiple controller feature
- B. The operating system kernel
- C. C++ compiler for building retail applications
- D. IBM certified device drivers for IBM hardware

Answer: D

471. IRES V2 is made up of which three of the following components?

- A. Linux Kernel 2.6.1

- B. Novell Linux Workbench 9
- C. SuSe Linux Enterprise Server 8
- D. SuSe Linux Enterprise Server 9
- E. Novell Linux Point of Service 9
- F. IBM Retail Environment for SuSe Linux

Answer: DEF

472. Which three of the following are valid hardware configurations for IRES V2?

- A. Combined build server and POS client
- B. Combined build server and branch server
- C. Separate administrative, build, and branch server
- D. Dual branch servers (high availability configuration)
- E. Dual administrative servers (high availability configuration)
- F. Separate administrative and build server along with a combined branch server / POS client

Answer: CDF

473. What is a POS / Branch Server?

- A. A configuration where one system functions as both a Build Server and POS Client
- B. A configuration where one system functions as both a Build Server and Branch Server
- C. A configuration where one system functions as both a Branch Server and a POS Client
- D. A configuration where one system functions as both a Admin Server and a Branch Server

Answer: C

474. What is the purpose of the sample POS client images that are provided with IRES V2?

- A. They are provided for demonstration purposes only.
- B. They are provided to support specific models of POS clients.
- C. They are designed as starting points for retailers to create their own custom images.
- D. With the addition of customer specific data, they can be used as production ready images.

Answer: C

475. In IRES V2, how many sample images are provided as a guide or tool?

- A. 2
- B. 3
- C. 4
- D. 5

Answer: D

476. In IRES V2, which three of the following sample images provided are recommended for a thick client environment?

- A. POS/Branch

- B. Desktop
- C. Browser
- D. Java
- E. Minimal
- F. Maximum

Answer: ABC

477. Which two of the following components are unique to IRES V2?

- A. Mozilla Browser
- B. IBM Image Builder
- C. Novell Linux Workbench 9
- D. IBM Multiple Controller Feature
- E. IBM Remote Management Agent and Viewer

Answer: BE

478. As an IRES V2 feature, what is a role-based configuration?

- A. Store Base configuration method that supports auto detection of non-IBM hardware when the POS boots
- B. Store Base configuration method that allows Build Images to be completed and loaded when the POS boots
- C. Store Base configuration method that supports the use of LDAP to detect IBM devices and video configuration when the POS boots
- D. Store Base configuration method that supports auto detection of attached IBM devices and video configurations when the POS boots

Answer: D

479. Which of the following IBM hardware platforms is supported for the IRES V2 servers (Administrative, Branch, and Build)?

- A. System i
- B. System p
- C. System x
- D. System z

Answer: C

480. System z

- A. Provides limited functions of Remote Management Agent (RMA) for non-IBM POS in the store
- B. Provides all of the function of Remote Management Agent (RMA) for all devices in the store
- C. Provides some of the function of Remote Management Agent (RMA) for each device in the store
- D. Provides a command line interface using Remote Management Agent (RMA) for devices in the store

Answer: C

481. Which of the following best describes the benefit customers gain by leaving a Windows platform and moving to IRES?

- A. Allows them to run in a 4690 OS environment
- B. Reduction in the total cost of ownership (TCO)
- C. Provides a larger OS footprint with more functionality
- D. Allows continued use of the same software support structure as for Windows

Answer: B

482. Which two statements are valid considerations when evaluating if IRES is right for a customer?

- A. Retailers who are currently running IBM 4690 OS
- B. Retailers with POS hardware more than six years old
- C. Retailers with POS hardware less than six years old
- D. Retailers already using Linux somewhere else in their enterprise
- E. Retailers who want to change their in-store operating system but keep their current POS application

Answer: BD

483. Which statement best describes how IRES V2 provides investment protection for customers?

- A. IRES V2 can be deployed on many existing IBM POS Systems.
- B. There is never a need to replace any hardware in the store.
- C. Support will be handled within the customer help desk only.
- D. All applications will be supported with no changes from the old operating system.

Answer: A

484. Which statement best describes how to address customer perception of business interruption when trying to convince them to move to the IRES V2 platform?

- A. IRES V2 provides two avenues for support since either IBM or Novell can be contacted directly.
- B. IRES V2 provides complex yet manageable images for a highly skilled programmer to maintain and support.
- C. IRES V2 provides documentation on how to modify existing images and provides multiple points of contact for support.
- D. IRES V2 provides predefined installation packages to help reduce complexity and provides a single point of contact for support.

Answer: D

485. Which statement best describes how to address negative customer perception of IRES reliability and associated costs?

- A. IRES is part of open source and all drivers can be modified accordingly.
- B. IRES brings its complexities and easy to navigate menus for configuration.
- C. IRES installation states that no updates are required as Linux is an open source solution.

D. IRES brings the stability, security, support, and the cost effectiveness of Linux to retailers.

Answer: D

486. IRES meets which of the following characteristics of Retail On Demand?

- A. Focused, variable, lower TCO, and flexible
- B. Focused, lower TCO, resilient, and flexible
- C. Focused, responsive, variable, and resilient
- D. Focused, responsive, demanding, and resilient

Answer: C

487. Which of the following statements best describes the resiliency of IRES V2 as part of the Retail On Demand strategy?

- A. IRES V2 can fail over to other operating systems in the store to ensure system uptime.
- B. IRES V2 can manage up to two POS terminals without the need for Problem Determination.
- C. IRES V2 is a stable and secure operating platform that provides a high availability environment.
- D. IRES V2 systems incur sporadic off-line status but recover without disruption during critical sales periods.

Answer: C

488. Which Operating System currently has the dominant market share in retail for POS?

- A. DOS
- B. Microsoft Windows
- C. Linux - free distributions (i.e. Red Flag, Ubuntu, Fedora, etc.)
- D. Linux - charge & supported distributions (i.e. IRES, Novell NLPOS, etc.)

Answer: B

489. Which two of the following are IRES V2 key sales messages?

- A. It provides life cycle stability.
- B. It provides a single point of contact for support.
- C. It provides resolution to problems in less than 24 hours.
- D. It provides single CD updates for all IRES V2 enhancements.
- E. It provides flexibility to move to different Linux distributions as required.

Answer: AB

490. When selling the value of IRES V2 to a new customer, one should lead with which of the following value propositions?

- A. The value proposition of Linux
- B. The value proposition of IBM hardware
- C. The value proposition of the application
- D. The value proposition of IRES V2 features & functions

Answer: A

491. When is a high-end server license required?

- A. When the store has less than 10 POS clients
- B. When the store has more than 10 POS clients
- C. When the customer already has a SUSE Linux Enterprise license
- D. When the store will only be running a single controller configuration

Answer: B

492. If a customer has an environment where they only run a limited number of available registers in their stores at any one point in time, how many IRES POS Client licenses would they need to purchase?

- A. They can purchase a Small Store License which will permit them to run up to 10 POS clients.
- B. They would be required to purchase an IRES POS Client license for just the registers that are running at any point in time.
- C. They can purchase a minimum number of licenses but can never exceed running more clients than this minimum number for more than 30 days.
- D. They need to purchase the same number of licenses as POS clients they have in the store even though they may only run a limited number at any point in time.

Answer: D

493. Which three statements are valid benefits for using PassPort Advantage?

- A. Purchasers can receive volume pricing
- B. No enrollment is necessary to use Passport Advantage.
- C. Purchasers get software discounts regardless of the number of licenses purchased.
- D. Technical support includes 24 hours a day, 7 days a week coverage for severity 1 emergencies.
- E. Every license sold through Passport Advantage includes 12 full months of software maintenance.
- F. Purchasers who use Passport Advantage are automatically upgraded to a 3 year software maintenance warranty.

Answer: ADE

494. Which statement best describes the two prerequisites for ordering IRES V2?

- A. The customer must have access to IBMLink and submit a purchase order.
- B. The customer needs to submit a purchase order and sign an IBM Software Maintenance Agreement.
- C. The customer must have access to IBMLink and sign the IBM IRES V2 Passport Advantage Addendum.
- D. The customer needs to sign the IBM IRES V2 Passport Advantage Addendum and submit a purchase order.

Answer: D

495. Which statement most accurately describes IBM's model for working with Novell in selling and distributing IRES V2?

- A. IBM sells and takes orders for IRES V2, but Novell actually distributes all the components to the customer.
- B. Novell is a marketer of IRES V2, but IBM actually sells and distributes all components of the IRES solution.
- C. IBM is a marketer of IRES V2, but Novell actually sells and distributes all components of the IRES solution.
- D. IBM sells and takes orders for IRES V2, then notifies Novell of the order so that their components can be distributed to the customer.

Answer: D

496. Who does the customer contact to obtain support for IRES V2 software issues?

- A. The customer calls IBM for all software related issues.
- B. The customer calls SUSE Linux for all software related issues.
- C. The customer can call either SUSE Linux or IBM for IRES V2 software issues.
- D. The customer calls SUSE Linux for Linux related issues and IBM for IRES related issues.

Answer: A

497. SurePOS ACE prompts the terminal operator to perform which of the following procedures at the end of the transaction if they are signed on when an accounting close takes place?

- A. Till exchange
- B. Cashier pickup
- C. Tender removal
- D. Tender listing

Answer: A

498. Which of the following is NOT a nonsales procedure?

- A. Tender count
- B. Verify tender
- C. Tender listing
- D. Tender exchange

Answer: B

499. Which of the following choices contains the four available options for the Till when creating Miscellaneous Accounts?

- A. Credit, Operator, Office, and Deposit
- B. Store, Office, Cashier, and Report Only
- C. Report Only, Store, Cashier, and Deposit
- D. Report Only, Office, Operator, and Terminal

Answer: D

500. Which of following is NOT a reason to validate transaction input?

- A. Prevents keying errors
- B. Provides valid data to other functions
- C. Helps management report higher sales figures
- D. Calls management attention to "exceptional" entries

Answer: C

501. Which option will allow an operator to key in a quantity for an item that has the no quantity allowed flag on?

- A. Restricted sales
- B. Repeat item limit
- C. Case quantity feature
- D. Quantity required items bypass B029 prompt

Answer: C

502. The following percentage tax plans are set up with conventional rounding: 1=4% 2=1.5% 3=.5% 4=not set up The item record for item 81382 has: Tax Plan A [*] Tax Plan B [] Tax Plan C [*] Tax Plan D [] The item record for 81382 has a unit price of \$3.00. How much tax will be charged for selling quantity 1 of 81382?

- A. 12 cents
- B. 13 cents
- C. 14 cents
- D. 19 cents

Answer: C

503. Which of the following is NOT true for tax exemptions?

- A. Tax exemptions are set up under discounts.
- B. Tax exemptions are applied by applying discount groups.
- C. The tax exempt flag needs to be turned on in the item record.
- D. A tax exemption changes the tax calculated for a subtotal to zero and recalculates the balance due.

Answer: C

504. After displaying the food stamp total during an order, which of the following statements is true?

- A. Amount of food stamps tendered is displayed.
- B. No tax amounts can be included in the amount displayed.
- C. Additional food stamp ineligible items cannot be entered.
- D. Food stamps can only be tendered for the amount displayed.

Answer: D

505. Tender verification is supported through ACE's implementation of which of the following files?

- A. Customer File

- B. Tender Listing File
- C. Tender Verification File
- D. Customer Account Status file

Answer: C

506. Checkout Support processes entries in which of the following files?

- A. Transaction Summary Log
- B. EPS Host Transaction Log
- C. Batch Data Maintenance File
- D. Guaranteed Interprocess Communications (GIPC) Log

Answer: A

507. A daily close is completed every night at midnight Sunday through Friday. A weekly close is completed at midnight on Saturday. On Wednesday at 10 a.m. a current period short department totals report is run. On Wednesday at 2 p.m. the report is run again. The totals on the report at 2 p.m. will be department sales for:

- A. all day Wednesday.
- B. Sunday through Wednesday.
- C. Saturday through Wednesday.
- D. the period between 10 a.m. and 2 p.m. on Wednesday.

Answer: A

508. Which of the following CANNOT be performed at both the terminal and controller?

- A. Cashier Loan
- B. Terminal Monitor
- C. Cashier Reconciliation
- D. Department Totals Report

Answer: C

509. Which of the following ACE Main Menu options allows the user to update the customer activity file?

- A. Personalization
- B. User Procedures
- C. Data Maintenance
- D. Manager Procedures

Answer: C

510. What is the default SurePOS ACE V5 item record size?

- A. 46 bytes
- B. 101 bytes
- C. 127 bytes

D. 169 bytes

Answer: C

511. Which of the following can ONLY be used to change the price field of an item record?

- A. Price Verify/Change
- B. Item Data Maintenance
- C. Selective Item Report
- D. Batch Data Maintenance

Answer: A

512. A customer is running an ACE system with EPS installed. Which manual should they reference to find values for the ValueCardType field in the item record?

- A. 4690 Operating System Programming Guide
- B. SurePOS ACE for 4690 OS Programming Reference
- C. SurePOS ACE for 4690 OS Planning and Installation Guide
- D. SurePOS ACE Electronic Payment Support for 4690 User's Guide

Answer: B

513. The item record for a bottle of soda in Department 4 has its linked item field filled in with 1234, and has its Links To Deposit flag turned on. Item 1234 is designated as a Deposit Item type with a value of 10 cents. If 10 bottles of soda are sold during the day, where does the total deposit amount get reflected in the Department Totals Report?

- A. In the report's Deposits category
- B. In the Total Sales for Department 4
- C. In the Total Sales for the department shown for item 1234
- D. In the Total Sales for the designated department for deposits

Answer: A

514. An item with UPC code 0 25210 24010 is sold in an order. At tender time, a coupon with UPC code 5 25210 23010 is tendered. Family code validation is configured. Which family code in the item's corresponding item record will cause the coupon to validate?

- A. 000
- B. 232
- C. 242
- D. 252

Answer: B

515. What tax-related information does NOT appear on the detailed Transaction Log Report?

- A. Tax plan
- B. Total tax

- C. Taxable amount
- D. Non-taxable amount

Answer: D

516. An item becomes non-discountable when:

- A. the item is NOT a Normal Sale item
- B. the Discount Dept. field is populated
- C. the Discountable Item flag is enabled
- D. the Discountable Item flag is disabled

Answer: D

517. SurePOS ACE verifies tenders by checking the account number entered during the transaction against the:

- A. Customer Data file.
- B. Tender Listing file.
- C. Customer Activity file.
- D. Tender Verification file.

Answer: D

518. Only two versions (current and previous) are maintained for which file?

- A. Accounting file
- B. Exception Log file
- C. Department Totals file
- D. Operator Performance file

Answer: B

519. Which of the following statements is true of reporting periods?

- A. Old period reports can be obtained through the Reports menu.
- B. The length of an accounting period is hardcoded in SurePOS ACE.
- C. Accounting entries can only be made to current and previous periods.
- D. SurePOS ACE maintains current, previous, and old period files for all reports.

Answer: C

520. Where in the ACE menus can the Electronic Summary Journals viewing tool be found?

- A. On the Reports menu
- B. On the Accounting menu
- C. On the User Procedures menu
- D. On the Manager Procedures menu

Answer: D

521. Which of the following is a true statement about the Journal Report option using the ACE Transaction

Search Tool?

- A. It can be modified using Search Maintenance to limit the search using specified criteria.
- B. It can be used to extract exception entries from the Electronic Journal file by date and time.
- C. It can be modified using Search Maintenance to perform iterative searches against report results.
- D. It can use filters to search the Electronic Journal file for transactions by date and operator number.

Answer: A

522. Which of the following is a true statement about Operator Authorization model records?

- A. Changing a model record can change operator records previously created using the same model.
- B. One of the records can be designated as the default for terminal logon with manager override.
- C. A model record can be used to create a new operator record containing the same information as the model in all fields.
- D. An operator whose record was created with a model record can only change options for operator records created with the same model record.

Answer: A

523. What data from the ACE Operator Authorization file can be encrypted in the database?

- A. Password only
- B. Operator ID only
- C. Operator ID and password
- D. Password and authorization level

Answer: A

524. Which report is available under the Security category?

- A. Negative Sales Report
- B. Manager Override Report
- C. Department Variance Report
- D. Operator Performance Report

Answer: A

525. The Selective Reports option can be used to facilitate implementation of changes to the:

- A. Item Record file.
- B. Electronic Journal file.
- C. Tender Verification file.
- D. Operator Authorization file.

Answer: A

526. When setting up a Selective Item Report search, one must:

- A. specify no more than one criteria from each criteria group.
- B. use the ADD button to select criteria for the initial search.

- C. specify at least one search criteria before starting the search.
- D. specify an item code range along with additional search criteria.

Answer: B

527. Which of the following statements is a function provided by Batch Data Maintenance?

- A. Can create a batch to update records in the BIN file
- B. Can request item movement reports at the store controller
- C. Can create a batch to add records to the customer activity file
- D. Can create a batch to change item record prices at a specified time

Answer: D

528. Which of the following is a true statement about the Electronic Voucher Authorization Application?

- A. It must be configured as a secondary application in order to be used.
- B. It allows the operator to enter approval codes for electronic vouchers.
- C. It generates approval codes to be used with vouchers for post transaction approval.
- D. It allows the operator to generate a voucher when the correct approval code is entered.

Answer: B

529. Which of the following will automatically trigger the "reload terminal" question when updated in Personalization?

- A. Tax tables
- B. Descriptors
- C. Override numbers
- D. Reporting list options

Answer: C

530. Using the following tiered limits, which override would be used if the Deposit Return Amt was \$8.00?

Deposit Return Amt: Operator Override=3.00, Manager Override=6.00, Override Not Allowed=18.00

- A. Manager Override
- B. Operator Override
- C. No Override Needed
- D. Override Not Allowed

Answer: A

531. If a department is not assigned to a group of limits, then its keyed price limit will be determined by which of the following?

- A. The immediate override limit
- B. The miscellaneous group limits
- C. The item entry price override limit
- D. The limits for department Group ID 1

Answer: D

532. Which of the following statements about overrides in Personalization is true?

- A. A price override can be set to require no override up to a certain amount.
- B. Item entry override limits apply to keyed items, but not to scanned items.
- C. One can specify that an operator override must be scanned rather than keyed.
- D. Up to a certain level, an operator override can be used when transaction limits are exceeded.

Answer: A

533. The immediate override limit applies to limits specified in which of the following options?

- A. Price Override and Item Limits
- B. Transaction Limits and Item Limits
- C. Price Override and Department Groups
- D. Transaction Limits and Department Groups

Answer: C

534. Which of the following files is used to grant the cashier permission to perform refunds?

- A. Operator Authorization file
- B. Managers Terminal Defaults file
- C. Operator Options Authorization file
- D. Operator Personalization Options file

Answer: A

535. Which option has to be selected if coupon validation is implemented?

- A. Use coupon validation
- B. Use coupon family in UPC-5 validation
- C. Enable family code 992 coupon validation
- D. Use promotion code for coupon validation

Answer: A

536. Keyboard function codes are:

- A. defined in ACE Personalization.
- B. not used to configure ACE terminal keyboards.
- C. XML tags used to define buttons on a touch screen.
- D. used to assign key locations in the keyboard layout.

Answer: D

537. What function code values are used to configure the entire range of Department Lookup keys

- A. 180-189
- B. 200-219
- C. 200-239

D. 201-240

Answer: C

538. Which three of the following methods of calculating sales tax are supported by ACE?

- A. U.S. Tax Plans
- B. Value Added Tax
- C. Special Item Tax
- D. Variable Rate Tax
- E. Eat-in / Take-out Tax Option
- F. Goods and Services Tax / Provincial Sales Tax

Answer: ABF

539. Which forms of tax rates are acceptable?

- A. Flat tax rates and tax tables
- B. Percentage tax rates and tax tables
- C. Goods and services tax and tax tables
- D. Percentage tax rates and flat tax rates

Answer: B

540. Pressing the Tax/No Tax key reverses the tax settings:

- A. until the cashier signs off.
- B. for the duration of the item entry.
- C. for the remainder of the transaction.
- D. until the Tax/No Tax key is pressed again.

Answer: B

541. Department discounts are percentage discounts applied to items in a transaction based on which of the following criteria?

- A. Only date and time
- B. Only specific departments
- C. Only specific departments and time
- D. Specific departments, date, and time

Answer: D

542. How many varieties can each ACE tender have?

- A. 0
- B. 1
- C. 6
- D. 8

Answer: C

543. Which one of the following can be repeated by pressing the ENTER key if the Repeat Item Limit is set to greater than zero?

- A. Coupons
- B. Refunds
- C. Scanned items
- D. Deposit returns

Answer: C

544. Documentation that describes the application, installation, and file planning steps can be found in which of the following publications?

- A. IBM SurePOS ACE General Information
- B. IBM SurePOS ACE Guide to Operations
- C. IBM SurePOS ACE Programming Reference
- D. IBM SurePOS ACE Planning and Installation Guide

Answer: D

545. Which of the following reports can only be run at the store controller?

- A. Tender listing
- B. Operator sales
- C. Department totals
- D. Operator performance

Answer: B

546. What is the non sales procedure for Tender Removal?

- A. No Sale, Enter
- B. No Sale, Tender
- C. No Sale, Override, Enter
- D. No Sale, Override, Tender

Answer: D

547. What impact do Miscellaneous Transaction items have on the accounting totals?

- A. Miscellaneous Transaction items only affect net sales.
- B. Miscellaneous Transaction items only affect gross sales.
- C. Miscellaneous Transaction items do not affect the gross plus or gross minus totals but are considered for balance due
- D. Department Totals and Miscellaneous Transaction totals are both updated when processing a Miscellaneous Transaction item.

Answer: C

548. Which of the following is a benefit of validating transaction input?

- A. Detects possible keying errors
- B. Provides more accurate EPS reporting
- C. Prevents incorrect data in the Item Record file
- D. Ensures the operator is authorized to perform transaction entry

Answer: A

549. What is the function of the "Price Verify Feature"?

- A. Shows both the comparison price and regular price for the item.
- B. Shows the operator the correct price after all of the coupon savings have been applied.
- C. Prompts for an item record price when the item record contains a zero price and the price required flag is on.
- D. Prompts for an item record price when the item record contains a nonzero price and the price required flag is on.

Answer: D

550. The following percentage tax plans are set up with conventional rounding: 1=5% 2=15% 3=10% 4=not set up GST is active with tax plan 1. Provincial tax on GST is active with tax plan 2. The item record for item 81382 has: Tax Plan A [*] Tax Plan B [*] Tax Plan C [] Tax Plan D [] The item record for 81382 has a unit price of \$3.00. What is the final total for quantity 1 of 81382?

- A. \$3.15
- B. \$3.45
- C. \$3.60
- D. \$3.62

Answer: D

551. Which of the following statements is true?

- A. Line item discounts are defined separately from transaction discounts in personalization.
- B. Transaction discounts reduce the balance due but not the taxable amount for the entire transaction.
- C. Transaction tax exemptions apply to the entire transaction regardless of when the cashier enters the tax exemption.
- D. If a cashier applies a line item discount to an item that already qualifies for a department discount, SurePOS ACE applies both discounts to the item.

Answer: C

552. Personalization options can be used to do which of the following?

- A. Determine what is included in the Food Stamp Balance Due amount.
- B. Control tenders that can be accepted after a Food Stamp Balance Due.
- C. Set up an automatic Food Stamp Balance Due after a specified amount of inactivity.
- D. Determine if additional food stamp eligible items can be sold after a Food Stamp Balance Due.

Answer: B

553. ACE supports positive and negative local tender verification via which of the following?

- A. Tender Verification file
- B. Customer Account Status file
- C. Customer file and a Tender Listing file
- D. Separate Tender Verification files for each tender

Answer: A

554. When Checkout Support restarts, it uses a "checkpoint" to assure no loss of information from which file?

- A. Item Movement file
- B. Terminal Status File
- C. Transaction Summary log
- D. Sales Support Control file

Answer: C

555. A daily close is completed every night at midnight Sunday through Friday. A weekly close is completed at midnight on Saturday. On Wednesday at 10 a.m. a current period long department totals report is run. On Wednesday at 2 p.m. the report is run again. The totals on the report at 2 p.m. will be department sales for:

- A. all day Wednesday.
- B. Sunday through Wednesday.
- C. Saturday through Wednesday.
- D. the period between 10 a.m. and 2 p.m. on Wednesday.

Answer: B

556. Which procedure is used to pickup tenders from a terminal without recording the amounts at the terminal?

- A. Tender Removal
- B. Tender Cashing
- C. Cashier Pickup
- D. Tender Exchange

Answer: A

557. Which of the following ACE Main Menu options allows the user to run a store close?

- A. Accounting
- B. User Procedures
- C. Manager Procedures
- D. Batch Data Maintenance

Answer: A

558. What is the maximum usable size that the item record can be expanded to in the item file?

- A. 46 bytes
- B. 127 bytes
- C. 169 bytes
- D. 508 bytes

Answer: D

559. When adding a new item record in Item Data Maintenance, what is the first thing that has to be entered?

- A. Price
- B. Item Code
- C. Model Number
- D. Pricing Method

Answer: B

560. Which manual should be referenced for guidance in determining item file size for the Item File Rebuild utility?

- A. 4690 Operating System Programming Guide
- B. SurePOS ACE for 4690 OS Guide to Operations
- C. SurePOS ACE for 4690 OS Programming Reference
- D. SurePOS ACE for 4690 OS Planning and Installation Guide

Answer: D

561. Which pricing method best matches the following promotion? Just for Today. All cakes regularly \$1.75 each. Buy 3 and get the 4th one Free.

- A. Base plus one
- B. Unit adjusted
- C. Group adjusted
- D. Group threshold

Answer: D

562. The item record for a bottle of soda has its Linked Item field filled in for an Electronic Coupon for 1/2 off, which in turn links to item 1234. The soda item also has its Links To Deposit flag turned on. Item 1234 is designated as a Normal item type with a value of 10 cents. If a single bottle of soda is sold in the order and the conditions for the Electronic Coupon are not satisfied, how much is added to the sale from item 1234?

- A. Nothing
- B. 5 cents
- C. 10 cents
- D. 15 cents

Answer: C

563. An item with UPC code 0 25210 24210 is sold in an order. The item has 232 and 240 in the family code fields in its item record. Family code validation is configured. Which of the following coupon codes will validate when tendered?

- A. 5 25210 23025
- B. 5 25210 24210
- C. 5 25210 25240
- D. 5 25210 99110

Answer: A

564. Which Accounting Reports have a tax information section?

- A. Office Cash Report and Over/Short Report
- B. Store Totals Recap Report and Office Cash Report
- C. Over/Short Report and Operator/Terminal Cash Report
- D. Operator/Terminal Cash Report and Store Totals Recap Report

Answer: D

565. What file does the terminal application use to determine if an item can be discounted?

- A. Item Record file
- B. Transaction Log file
- C. Personalization file
- D. Operator Authorization file

Answer: A

566. SurePOS ACE accumulates a running total of tender by account number and tender ID in the:

- A. Terminal Status file.
- B. Customer Activity file.
- C. Tender Verification file.
- D. Customer Account Status file.

Answer: D

567. Cash Drawer Position Report information comes from which file?

- A. Accounting file
- B. Operator Status file
- C. Terminal Status file
- D. Operator Performance file

Answer: B

568. Which of the following statements is NOT true of multiple reporting periods?

- A. The user is able to set up distinct, separate accounting periods.

- B. The user can make accounting entries to current, previous, and old periods.
- C. SurePOS ACE maintains current, previous, and old period files for accounting totals.
- D. The user decides the number of days of data accumulation by performing short and long closes to the reporting files.

Answer: B

569. Where in the ACE menus can the Electronic Summary Journals viewing tool be found?

- A. On the Reports menu
- B. On the Accounting menu
- C. On the User Procedures menu
- D. On the Manager Procedures menu

Answer: D

570. The Transaction Search Tool's Search Maintenance can be used to:

- A. modify previously defined searches.
- B. search against a set of reported results.
- C. create a maintenance batch based on reported results.
- D. search for voided transactions in archived Electronic Journals.

Answer: A

571. Which of the following is a true statement about Operator options authorization records?

- A. Records can be modified from the Personalization menus.
- B. Records are used to determine which terminal operations an operator can perform.
- C. Records can be modified from the Operator Authorization section of Data Maintenance.
- D. Records can only be modified by an operator with the same operator authorization level.

Answer: A

572. When creating a new operator, using a model will:

- A. not allow creation of new operators.
- B. add a new operator with a given set of authorizations.
- C. create batches to delete operators no longer needed in the system.
- D. perform mass update of authorizations to all existing operators in the system.

Answer: B

573. Which report in the Security category will give the data on transactions that include either refund items or item cancels?

- A. Void Report
- B. Refund Report
- C. Negative Sales Report
- D. Item Sales Exception Report

Answer: D

574. Which of the following is NOT a use of the Selective Report option?

- A. Create item movement reporting lists.
- B. Erase coupons after a promotion has ended.
- C. Change prices of all items in a mix-and-match group.
- D. Change the authorization level for a model in the operator file.

Answer: D

575. If 'Keep date of last sale' in User Data 2 is selected in Personalization > Options > Database > Totals, what effect does this have on the search criteria?

- A. The 'Never Sold' search criteria appears.
- B. The 'Zero Movers' search criteria appears.
- C. The 'Quantity Sold' search criteria appears.
- D. The 'Movement Kept' search criteria appears.

Answer: A

576. Which of the following files CANNOT be updated using Batch Data Maintenance?

- A. Item Record file
- B. Customer Activity file
- C. Tender Verification file
- D. Operator Authorization file

Answer: B

577. Which of the following is the recommended sequence for basic ACE personalization?

- A. Enter settings in personalization, save, load, test, verify requirements are met.
- B. Plan the work, enter settings in personalization, save, load, test, document worksheets.
- C. Gather requirements, document worksheets, enter settings in personalization, save, load, test.
- D. Gather requirements, enter settings in personalization, save, load, test, document worksheets.

Answer: C

578. Which of the following is a true statement about the Working Key Management Application?

- A. It can be started from the command line.
- B. It can be used to generate a new working key using DUKPT.
- C. In order to use it, an operator must be authorized to do Personalization.
- D. A copy of the application is loaded into each PIN pad at terminal load time.

Answer: A

579. What will be loaded to terminal 30 if the following files exist in c:\adx_ipgm\ -- eamoptns.dat, eamoptns.txt, eamop030., eamop030.dat ?

- A. eamoptns.dat and eamop030.

- B. eamop030.dat and eamop030.
- C. eamoptns.dat and eamoptns.txt
- D. eamoptns.dat and eamop030.dat

Answer: A

580. Using the following tiered limits, which override would be used if the Item Cancel Amt is \$2.89? Item Cancel Amt: Operator Override=3.00, Manager Override=6.00, Override Not Allowed=18.00

- A. Manager Override
- B. Operator Override
- C. No Override Needed
- D. Override Not Allowed

Answer: C

581. Which limits are used to control the quantity of coupons in an order?

- A. Entry limits
- B. Transaction limits
- C. Department group limits
- D. Miscellaneous transaction item limits

Answer: B

582. Which of the following statements about manager overrides is NOT true?

- A. A manager override is always recorded in the Exception Log.
- B. A manager override is always required when transaction limits are exceeded.
- C. A manager's key cannot be used with an override if the manager ID is scanned.
- D. A single delayed manager override covers all entries in a transaction that require a manager override.

Answer: C

583. The immediate override limit applies to limits specified in which of the following options?

- A. Price Override and Item Limits
- B. Transaction Limits and Item Limits
- C. Price Override and Department Groups
- D. Transaction Limits and Department Groups

Answer: C

584. If the flags in the operator authorization record indicate that the operator is not authorized to perform discounts:

- A. the operator authorization cannot be overridden.
- B. a manager override is required for every discount.
- C. the discount will be allowed depending on the department discount limits.
- D. a manager override is required to allow the discount if the option limits allow it.

Answer: A

585. Which of the following describes a prioritized list of promotions where the customer is only awarded the highest value promotion for which they have met the requirements?

- A. Markdown coupon item code ranges
- B. Best deal coupon item code ranges
- C. Reusable targeted coupon velocity code range
- D. Range of departments to validate by subtotal group

Answer: B

586. Key positions on the keyboard are assigned by using which of the following?

- A. ACE Lookup Keys
- B. Input state tables
- C. Keyboard function codes
- D. Terminal keying sequences

Answer: C

587. Which of the following applies to item records that have been assigned to Lookup ID's?

- A. Item records must contain a zero price
- B. Item record numbers must start with a nine
- C. Any item record can be assigned to a Lookup ID
- D. Item record numbers cannot contain more than six digits

Answer: C

588. Which three of the following methods can be used to calculate sales tax in IBM SurePOS ACE?

- A. U.S. Tax Plans
- B. Value Added Tax
- C. Variable Rate Tax
- D. Food Stamp Tax Exemption
- E. Eat-in / Take-out Tax Option
- F. Goods and Services Tax / Provincial Sales Tax

Answer: ABF

589. Disregarding VAT, GST, and PST, which of the following is a true statement about tax plan personalization?

- A. No more than four tax plans can be assigned to an item.
- B. An item cannot have both a Tax Table and a Percentage Tax Plan assigned to it.
- C. Four Tax Plans can be specified along with one additional for eat-in tax items.
- D. ACE can generate a Tax Table by specifying a percentage tax rate and rounding method.

Answer: A

590. Pressing the Tax/No Tax key reverses the tax settings:

- A. until the cashier signs off.
- B. for the duration of the item entry.
- C. for the remainder of the transaction.
- D. until the Tax/No Tax key is pressed again.

Answer: B

591. Department discounts are applied to which of the following?

- A. Selected items in the specified departments regardless of the time period
- B. Selected items in the specified departments during a specified time period
- C. All discountable items in specified departments regardless of the time period
- D. All discountable items in specified departments during a specified time period

Answer: D

592. How many varieties can each ACE tender have?

- A. 0
- B. 1
- C. 6
- D. 8

Answer: C

593. Enabling Encrypt Password in Database will encrypt passwords before writing them to all of the following EXCEPT:

- A. Event log
- B. Exception log
- C. Transaction log
- D. Operator authorization file

Answer: A

594. Information on ACE application, installation, and file planning is documented in which of the following publications?

- A. IBM SurePOS ACE Master Index
- B. IBM SurePOS ACE Guide to Operations
- C. IBM SurePOS ACE Programming Reference
- D. IBM SurePOS ACE Planning and Installation Guide

Answer: D

595. Which of the following statements about the overlay options is TRUE?

- A. When deleting a section entry, do not include the data that was in the original entry.
- B. An attempt to delete an entry that has already been deleted gets a warning notification.

C. An attempt to overlay an entry and misspell the section name gets an error notification.

D. To delete, use the /D: parameter; for add new, use the /A: parameter; and for overlay, use the /O: parameter.

Answer: A

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