Exam Code: 000-R14

Exam Name: IBM SurePOS 500 Models 5x5 Technical

Mastery

Vendor: IBM

Version: DEMO

Part: A

1: What is one of the differences between IBM SurePOS Model 545 and Model 565?

A.Model 545 does not have a PC Card slot; the 565 does have a PC Card slot.

B.Model 545 has 512MB of memory standard; the 565 has 1GB of memory standard.

C.Model 545 has a 20GB SATA II hard disk drive; the 565 has an 80GB SATA II hard disk drive.

D.Model 545 has only one USB port on the display; the 565 has three USB ports on the display.

Correct Answers: A

2: What are three Field Replaceable Units (FRUs) for the main system display? (Choose three.)

A.the video card

B.the front bezel

C.the LCD assembly

D.the video memory

E.the entire display

F.the backlight bulbs

Correct Answers: B C E

3: Which product should NOT be used to clean the IBM SurePOS 5x5 touch screen?

A.water

B.chlorine

C.isopropyl alcohol

D.mild liquid class cleaner

Correct Answers: B

4: Which statement is true about the order of steps for installing a magnetic stripe reader (MSR)?

A.1. open the bezel and remove the MSR plugs 2. with the bezel open, position the MSR tabs in the holes 3. connect the MSR cable to the connector on the operator card 4. close and secure the bezel

B.1. with a screwdriver, pop out the MSR hole plugs on the right side of the display 2. align the MSR tabs into the holes and slide down so that the MSR is flush against the display 3. route the MSR cable in the groove and attach it to the back side of the display 4. at the back of the MSR device, tighten the thumbscrew to secure it to the display

C.1. with a screwdriver, pop out the MSR hole plugs on the left side of the display 2. align the MSR tabs into the holes and slide down so that the MSR is flush against the display 3. route the MSR cable in the groove and attach it to the port on the rear connector panel 4. at the back of the MSR device, tighten the thumbscrew to secure it to the display

D.1. with a screwdriver, pop out the MSR hole plugs on the right side of the display 2. align the MSR tabs into the holes and slide down so that the MSR is flush against the display 3. remove the tower center cover to access the MSR connector 4. route the MSR cable in the groove on the back of the display and attach it to the connector in the center of the system

Correct Answers: B

5: What is the easiest way to install the latest BIOS version?

A.run the Setup Utility and select Update BIOS

B.load it from a USB attached floppy drive containing a diskette with the latest BIOS on it

C.boot from the IBM Diagnostics for POS Systems and Peripherals and run the BIOS update utility

D.attach the IBM SurePOS 5x5 to the Internet and download the BIOS version from the IBM Retail Store Solutions Web site

Correct Answers: B

6: What is the IBM recommended method to clean the plastic housing of the IBM SurePOS 5x5?

A.use a soft cloth moistened with water

B.spray a soft cloth with any ammonia-based cleaner

C.use a cleaner especially made for computer equipment and a soft cloth

D.spray glass cleaner directly on the area that needs cleaning and wipe with a soft cloth

Correct Answers: A

7: Which three features are found on the IBM SurePOS 565 but NOT on the SurePOS 545? (Choose three.)

A.PC card slot

B.headphone jack

C.microphone jack

D.dual-channel memory

E.modular flash drive

F.internal CD-ROM drive

Correct Answers: A B C

8: What are three IBM retail hardening tests that the IBM SurePOS 5x5 has gone through? (Choose three.)

A.acoustical

B.ease of use

C.visual acuity

D.ergonomic acceptance

E.power line disturbance

F.temperature and humidity

Correct Answers: A E F

9: How long is the warranty period for the IBM SurePOS 5x5?

A.six months

B.twelve months

C.thirty-six months

D.twenty-four months

Correct Answers: B

10: IBM tests all IBM SurePOS equipment to ensure that it can withstand electrostatic discharge. Up to how many volts can the SurePOS withstand?

A.10,000

B.15,000

C.20,000

D.25,000

Correct Answers: B

11: Which three resources can be utilized for support assistance? (Choose three.)

A.IBMLink

B.IBM TechLine

C.IBM AnswerLine

D.IBM POS Support Web site

E.IBM POS Quick Reference Guide

F.IBM Retail Store Solutions Web site

Correct Answers: A B F

12: Which three improvements have been realized in the touch screen implemented in the IBM SurePOS 5x5 models? (Choose three.)

A.The touch area has been enlarged.

B.It has improved sunlight immunity.

C.The sensitivity of the touch can be regulated.

D.It has a second generation touch-controller chipset.

E.The touch firmware is flash upgradeable in the field.

F.It has an anti-glare coating that is almost imperceptible.

Correct Answers: B D E

13: After installing a new hard disk drive, reconnecting the cables, and replacing the covers, what is the IBM-recommended final step?

A.use PC Doctor to perform a SMART test

B.set a new hard disk password for the new drive

C.nothing; the IBM SurePOS 5x5 systems have "plug and play" architecture

D.use the Setup Utility to verify that the system recognizes the new hard disk drive

Correct Answers: D

14: Which three Field Upgradeable Units exemplify the "virtually tool-less" design of the IBM SurePOS 5x5? (Choose three.)

A.I/O cover

B.processor

C.system board

D.display panel

E.optional secondary video adapter

F.integrated 2x20 customer display

Correct Answers: A C D

15: How is dual-channel memory implemented?

A.use the BIOS settings by pressing F2 as the system boots

B.use the utilities and choose the dual-channel memory option

C.update the config.sys file with "Dual-channel memory ON" statement

D.use matched DIMMs that are identical in terms of speed, size, and manufacturer

Correct Answers: D