

Realtests.HP2-B115.64.QA

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REAL TEST

HP2-B115

SELLING HP PRINTING AND PERSONAL SYSTEMS HARDWARE

- ★ I have corrected few questions and now score will be 96% above Guaranteed.
- ★ These are the most accurate study questions. Just focus on these and sit in your exam.
- ★ Thanks a lot for this. I have been looking into getting certified and this was exactly what I needed.
- ★ Passed!!!!!! I did it! The credit of my success however actually goes to this brain dump study material that sharpened my knowledge and provided me practical exposure through practice test Questions.
- ★ Hopefully these dumps can help you to prepare for your next certification exam challenge.
- ★ It summarizes the entire up to date Questions; this is a great opportunity for those who want to get certified in HP certifications.
- ★ There is a high probability you will pass your exam with highest score.

Exam A

QUESTION 1

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

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

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

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

QUESTION 2

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

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

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 3

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

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

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 4

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

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

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

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

QUESTION 5

What is the value behind wireless hot-spots?

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

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 6

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

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

Correct Answer: AE

Section: (none)

Explanation

Explanation/Reference:

QUESTION 7

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

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

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 8

How should you prove that inkjet printers perform well?

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

Correct Answer: C

Section: (none)

Explanation**Explanation/Reference:****QUESTION 9**

Which mobile product should you recommend for a healthcare user?

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

Correct Answer: D

Section: (none)

Explanation**Explanation/Reference:**

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

QUESTION 10

Which statement is correct regarding HP Quick Sets?

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

Correct Answer: B

Section: (none)

Explanation**Explanation/Reference:**

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

QUESTION 11

Which HP feature allows wireless printing from HP Notebooks?

- A. HP Insight Control
- B. HP Web-Based Server

- C. HP ePrint Driver
- D. HP Client Automation

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

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

QUESTION 12

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

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

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 13

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

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

Correct Answer: AD

Section: (none)

Explanation

Explanation/Reference:

QUESTION 14

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

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

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Answer is absolutely right.

QUESTION 15

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

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

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

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

QUESTION 16

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

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

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

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

QUESTION 17

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

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

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 18

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

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

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 19

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

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

Correct Answer: BD

Section: (none)

Explanation

Explanation/Reference:

QUESTION 20

Which serviceability benefit does the HP 800 series offer?

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

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

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

QUESTION 21

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

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

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 22

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

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

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 23

What is the customer benefit behind HP Wireless Direct printing?

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

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

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

QUESTION 24

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

- A. To find out what the Recommended Monthly Print Volume (RMPV) will be

- B. To rebrand them HP
- C. To ensure that no matter where the customer buys their paper from, their printer will perform as reliably as possible
- D. To check on the competition

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

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

QUESTION 25

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

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

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

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

QUESTION 26

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

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

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 27

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

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

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

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

QUESTION 28

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

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

Correct Answer: CD

Section: (none)

Explanation

Explanation/Reference:

QUESTION 29

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

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

D. an HP OfficeJet Printer

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Modified.

QUESTION 30

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

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

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 31

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

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

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 32

Where is the customer value on the Universal Print Driver?

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

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 33

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

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

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 34

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

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

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 35

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

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

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 36

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

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

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 37

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

- A. spill resistant keyboard
- B. HP DisplaySafe frame
- C. HP DuraFinish

D. business-rugged magnesium chassis

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 38

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

- A. HP EveryPage
- B. ColorLok
- C. all HP Page technology
- D. Pagewide Printhead

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 39

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

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

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 40

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

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

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 41

What helps HP achieve best-in-class reliability?

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

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 42

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

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

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 43

Where can you go for further product information?

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

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 44

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

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

Correct Answer: BE

Section: (none)

Explanation

Explanation/Reference:

QUESTION 45

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

- A. Malicious users could guess the PIN number and retrieve confidential documents.
- B. Prevents malicious users from changing the device settings from an unsecured control panel.
- C. With an encrypted hard drive, there is no need for PIN Printing.

D. Employees may otherwise expose company data by leaving printouts uncollected.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 46

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

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

Correct Answer: ADG

Section: (none)

Explanation

Explanation/Reference:

Valid.

QUESTION 47

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

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

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 48

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

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

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 49

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

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

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 50

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

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

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 51

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

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

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 52

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

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

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

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

QUESTION 53

How do HP PPS Solutions go way beyond the product?

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

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

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

QUESTION 54

How can you find out your customer pain points?

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

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 55

What is the new style of IT from HP?

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

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

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

QUESTION 56

What is a benefit of HP Page Lift?

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

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

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

QUESTION 57

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

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

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 58

What drives customers to implement workflow solutions?

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

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 59

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

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

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 60

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

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

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

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

QUESTION 61

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

- A. Develop ever-lasting products at the best market price.

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

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Reference:

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

QUESTION 62

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

- A. Every dollar spent printing involves another nine dollars to manage it, so there is a huge potential for cost savings
- B. They use the lowest priced toner cartridges
- C. They are the smallest MFPs in the market, which gives the customer more space on their desktop.
- D. They are ink-based only: therefore, they give you the lowest cost per page

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 63

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

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

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

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

QUESTION 64

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

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

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Accurate.