



HP2-B126 21 Q&S Selling HP Printing and Personal Systems Hardware

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Certification: Selling HP Printing and Personal Systems Hardware

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Question 1

What does 684,478 Facebook status updates tell us about the IT industry?

A. The IT industry is changing, bringing in new behaviors. B. There is a need to sell cloud management solutions. C. There is a need for more hard drive space on desktop printers D. People are working less and socializing more-specific

Correct Answer: A

Question 2

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

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

Correct Answer: CF

Question 3

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

Question 4

Why is it important that HP listens to what the customer is saying?

A. so HP can understand where the competition is stronger than them B. so HP can target their most expensive products at the right customer C. so HP can make their printers meet the customer's needs D. so HP can be number one in marketing effectiveness surveys

Correct Answer: C

Question 5

When Buyers Lab (BLI) tested HP PageWide Technology, how many pages did they print without any jams or mis feeds?

A. 100,000 B. 500,000 C. 200,000 D. 50,000

Correct Answer: B

Question 6

What is one customer value in using an HP Enterprise MFP device?

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

Correct Answer: D

Question 7

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. Print jobs can be stored on the user's mobile device until the user is at the printer, thus ensuring output can be collected immediately C. Connecting and printing via the cloud eliminates the need for corporate networks D. Printing via an Ethernet cable connection avoids potential security risks associated with wireless networks

Correct Answer: A

Question 8

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 be able to print in its entire lifetime. C. It tells you how many pages the printer engine can handle at maximum speed and for a duration of 30 days D. It helps you match the right printer for the customer's environment, giving them the best return of investment

Correct Answer: C

Question 9

Which HP solution replaces the BIOS within 30 seconds if a virus corrupts the printer?

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

Correct Answer: B

Question 10

A customer frequently needs to print while they are out of the office and have no access to their personal/ work printer. Which HP solution should you recommend?

A. ePrint Enterprise B. HP Private Print C. ePrint Mobile Print Location D. HP Wireless direct printing

Correct Answer: B

Question 11

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

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

Correct Answer: CE

Question 12

Which device should you recommend to a customer who needs advanced manageability, security, full solutions, and to digitized paper workflows?

A. HP Enterprise series B. HP DeskJet C. HP Officejet Pro D. HP LaserJet Pro

Correct Answer: A

Question 13

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 multifunction printer C. an HP Flow Scanner D. HP Device Integrator Platform

Correct Answer: B

Question 14

What is the latest technology used in HP high end InkJet office printers?

- A. HP PageWide technology B. dual-drop volume technology C. Express Station with six new pigment inks D. HP ThinkJet technology

Correct Answer: A

Question 15

A customer scans multiple documents every day, and accuracy is important. Which function should you recommend?

- A. HP ePrint B. HP Encryption via Universal Print Driver C. HP Image Preview D. HP DSS via UPD

Correct Answer: D

Question 16

Based on the naming of HP printers, which printers are targeted at a department (more than 35 users)?

- A. 600-700 series B. 800 series C. 400 series D. 100-200 series

Correct Answer: B

Question 17

What helps HP achieve best-in-class reliability?

- A. HP allows millions of customers to test HP printers when they buy them. B. Resellers routinely give HP feedback on how reliable their printers are. C. HP relies on the HP Flow Reliability Development Process D. The HP Total Test process ensures that printers are tested to exacting standards

Correct Answer: B

Question 18

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. managing the print network holistically D. the shift from black and white printing to color

Correct Answer: B

Question 19

According to Managed Print Services Landscape, what percentage of enterprises say they have suffered at least one data loss through unsecured printing?

- A. nearly 100% B. nearly 70% C. nearly 90% D. nearly 50%

Correct Answer: C

Question 20

What are the key areas of a PageWide print head that makes it so reliable? (Select two.)

- A. large link tanks B. no synchronized rotating components to create a page C. no physical contact points D. HP ColorSphere toner technology E. HP durafast plastic technology F. its liquid powder

Correct Answer: BC

Question 21

Why is it important to sell reliable printers to your customer?

- A. The only reliable technology is Laser, and they are the best for customers B. Reliable printers typically have the highest margins C. The customer will be more likely to purchase a Managed Print contract. D. A happy customer is a loyal customer.

Correct Answer: D