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Exam : **000-R06**

Title : IBM SurePOS 5x3 Technical Professional(Europe)

Version : DEMO

1. 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

2. 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

3. 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

4. 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

5. 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

6. 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

7. 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

8. 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

9. 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

10. 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