



**Vendor:** HP

**Exam Code:** HP2-H08

**Exam Name:** Servicing HP Desktops, Workstations, and Notebooks

**Version:** DEMO

### QUESTION 1

An HP product carries a 3-3-3 warranty. What does this mean?

- A. The product carries a 3 year parts, 3 year labor warranty, with no onsite service.
- B. The product carries a nine year warranty on all parts, labor, and updates.
- C. The product carries a 3 year parts, labor, and onsite service warranty.
- D. The product carries an advanced replacement warranty.

**Answer: C**

### QUESTION 2

What must you do to optimize the performance of a 64-bit processor?

- A. Install 64-bit compatible RAM.
- B. Enable bit control in the BIOS.
- C. Use a 64-bit operating system.
- D. Install faster system memory.

**Answer: C**

### QUESTION 3

A monitor is moved to a new computer. Upon power-up the screen message Theft Mode Enabled displays. How can you restore the monitor to normal operation? (Select two.)

- A. Obtain the master PIN from the system administrator.
- B. Disable the Theft Mode in HP Display Utility.
- C. Enter the PIN in HP Display Assistant Utility.
- D. Return the monitor to original computer and disable Theft Mode.
- E. Press and hold the reset button on the back of the monitor.

**Answer: BD**

### QUESTION 4

What is the primary function of MXM graphics modules in portables?

- A. provides the ability to use scalable link interface (SLI) graphic processors
- B. allows the graphics processor to be easily upgraded
- C. provides high-definition hardware support
- D. allows an embedded video chipset installation

**Answer: B**

### QUESTION 5

What is the difference between a frontside bus (FSB) and Intel QuickPath?

- A. QuickPath connects the memory controller to the I/O controller; FSB connects the CPU to the chipset.
- B. QuickPath is a peripheral data bus; FSB is a CPU data bus.
- C. QuickPath is a graphics controller bus; FSB is a CPU data bus.

D. QuickPath provides faster CPU data transfer speeds than the FSB.

**Answer: A**

**QUESTION 6**

Identify two BIOS security features introduced with the HP BIOS based on Unified Extensible Firmware Interface (UEFI). (Select two.)

- A. system recovery
- B. BIOS user accounts
- C. boot device options
- D. SpareKey
- E. DriveLock

**Answer: BD**

**QUESTION 7**

Which statement about SATA technology is correct?

- A. SAS hard drives can be connected to a SATA controller.
- B. SATA hard drives can be connected directly to a SCSI controller.
- C. SATA hard drives can be connected to a SAS controller.
- D. SATA hard drives can be installed in a daisy chain configuration.

**Answer: C**

**QUESTION 8**

What is the difference between SATA and eSATA?

- A. SATA has more drive options.
- B. eSATA uses an external port.
- C. SATA has lower power consumption.
- D. eSATA uses a faster bus speed.

**Answer: B**

**QUESTION 9**

Which function does the Wireless LAN 802.11 n standard provide?

- A. uses the same antenna to receive and transmit simultaneously
- B. operates in the 2.4GHz frequency range only
- C. uses two or more transmitter and receiver antennas
- D. provides more security features than 802.11

**Answer: C**

**QUESTION 10**

What is a benefit of HP DieamColor technology?

- A. It automatically locates and hides defective pixels by changing their color.
- B. It allows the use of a digitizer for point-and-click display functionality.
- C. It produces consistent color across digital devices and applications.
- D. It adjusts the color of the display according to the external light sources.

**Answer: C**

**QUESTION 11**

Which operating system is supported by HP on HP desktop PCs?

- A. Ubuntu Linux
- B. Windows Server 2008
- C. WindowsVista
- D. Windows 2000

**Answer: C**

**QUESTION 12**

What does HP QuickLook enable you to do?

- A. access your Outlook data even if your device is in hibernate mode or powered off
- B. access HP technical data or support information on the Internet
- C. view the contents of a system folder without opening that folder
- D. view the complete system information relating to your notebook

**Answer: A**

**QUESTION 13**

A customer complains that the HP QuickLook 2 feature is not working on their notebook running Windows Vista. Which application must be installed to support this feature?

- A. HP Assistant
- B. Microsoft Aero
- C. HP Help and Support
- D. Microsoft Office

**Answer: D**

**QUESTION 14**

Which HP product line is best suited for a customer who uses a manufacturing computer-aided design program?

- A. HP Tablet
- B. HPTouchSmart PC
- C. HP Mini Notebook
- D. HP Personal Workstation

**Answer: C**



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