

**Exam Code:** 000-R06

**Exam Name:** IBM SurePOS 5x3 Technical Professional  
(Europe)

**Vendor:** IBM

**Version:** DEMO

## **Part: A**

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

**Correct Answers: 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.

**Correct Answers: 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

**Correct Answers: 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

**Correct Answers: 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.

**Correct Answers: 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

**Correct Answers: 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.

**Correct Answers: 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.

**Correct Answers: 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

**Correct Answers: 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

**Correct Answers: B**

11: Which of the following services is NOT provided by IBM PartnerLine?

- A. Product and production information
- B. Answers to technical marketing questions
- C. Configuration assistance
- D. A product ordering portal

**Correct Answers: D**

12: Which of the following is the best web site to obtain drivers for the SurePOS 5X3 terminals?

- A. [www.ibm.com/industries/retail/store/support/index.html](http://www.ibm.com/industries/retail/store/support/index.html)
- B. [www.intel.com/support/ibm/surepos/drivers/index.html](http://www.intel.com/support/ibm/surepos/drivers/index.html)
- C. [www.microsoft.com/knowledge.base/drivers/index.html](http://www.microsoft.com/knowledge.base/drivers/index.html)
- D. [www.ibm.com/support/surepos/dnld.asp](http://www.ibm.com/support/surepos/dnld.asp)

**Correct Answers: A**

13: IBM tests all IBM POS equipment to ensure that it can withstand electrostatic discharge of up to how many volts?

- A. 10,000
- B. 15,000
- C. 20,000
- D. 25,000

**Correct Answers: B**

14: What kind of touch screen technology is used on the SurePOS 5x3 Models?

- A. 5-wire Resistive
- B. Surface Acoustic Wave
- C. Capacitive
- D. Infrared

**Correct Answers: D**

15: What is the warranty period for the SurePOS 500 Series?

- A. Six months
- B. Twelve months
- C. Twenty-four months
- D. Thirty-six months

**Correct Answers: B**

16: Which SurePOS 5x3 model(s) has/have a dual-bulb active matrix display?

- A. SurePOS models 543 and 563
- B. SurePOS models 553 and 563
- C. SurePOS models 533 and 553
- D. SurePOS model 563 only

**Correct Answers: A**

17: A customer wants to install two video displays on their new SurePOS 5x3 systems, each running a separate application. Which of the following is required to support this configuration?

- A. IBM Director 3.1 or higher
- B. Two dual bulb displays
- C. Independent Video Adapter function
- D. 15-inch LCD option

**Correct Answers: C**

18: What is the program called that allows independent developers to leverage IBM's worldwide leadership in supplying solutions to the retail industry?

- A.Ready for IBM Retail Solutions
- B.Ready for IBM Retail Store Innovations
- C.IBM RetailProven Innovations
- D.IBM Retail Store Applications

**Correct Answers: B**

19: Which of the following tools would be most helpful to determine if a MSR problem is hardware related?

- A.Sysprep Tool
- B.MSR Troubleshooting Guide
- C.Windows XP Recovery CD
- D.SurePOS 5x3 Diagnostic/Service Diskette

**Correct Answers: D**

20: A cost-conscious customer is replacing their SurePOS 5x1 terminal with a SurePOS 5x3 terminal. The SurePOS 5x1 terminal is currently mounted in an Integration Kit that is attached to a full size cash drawer. What should be done regarding the Integration Kit?

- A.Nothing -- The Integration Kit is designed to work with all models of the SurePOS 5x1, 5x2, and 5x3 terminals.
- B.Use the existing Integration Kit but make sure the receipt printer is located on the left side of the SurePOS 5x3 terminal.
- C.Order the SurePOS 5x3 Integration Kit RPQ to provide the necessary panels for the SurePOS 5x3.
- D.Replace the entire Integration Kit with a SurePOS 5x3 Integration Kit.

**Correct Answers: C**