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QUESTION 1

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

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

Correct Answer: C

QUESTION 2

Which devices are used to write data to removable media? (Select two.)

- A. CD drive
- B. DVD-RW drive
- C. DVD drive
- D. USB flash drive
- E. Blu-ray drive

Correct Answer: BD

QUESTION 3

A customer calls because several of their newer model notebooks cannot boot when a third-party USB device is installed. Older models of the notebooks boot with the same device installed. You have already updated the BIOS to the latest available, but this does not resolve the issue.

What should you do?

- A. Tell the customer that the third-party device is not supported.
- B. Call HP technical support.
- C. See if there is a BIOS update available for the USB device.
- D. Remove and replace the system board.

Correct Answer: A

QUESTION 4



The maximum amount of usable RAM in Microsoft Vista is limited by which factors? (Select two.)

- A. processor manufacturer
- B. SyStem chipset
- C. operating system
- D. memory drivers
- E. hard drive capacity

Correct Answer: BC

QUESTION 5

A customer has reported a potential safety issue with their HP computer. What should you do?

- A. Confirm warranty coverage.
- B. Escalate to HP for further investigation.
- C. Try to duplicate the problem.
- D. Repair the computer.

Correct Answer: A

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