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QUESTION 1

Which tool is used to update desktops and notebooks proactively with select HP software and drivers?

- A. HP SoftPaq Download
- B. HP Update Manager for Vista
- C. HP Client Management Software Updates
- D. HP Software Update

Correct Answer: A

QUESTION 2

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

Correct Answer: D

QUESTION 3

What does AMT technology enable you to do? (Select two.)

- A. use Wake On Wireless LAN to power up a remote computer
- B. manage a computer without network connectivity
- C. manage a computer even if the operating system is not running
- D. create and manage virtual machines
- E. manage a computer even if it is powered off

Correct Answer: CE

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

Correct Answer: B

QUESTION 5

You need to disassemble an HP tablet PC that you are unfamiliar with. Which HP resource will provide you with video instruction?

- A. Service Media Library (SML)
- B. Support Media subscription
- C. Maintenance and Service Guide
- D. Onsite Agent's Reference Set (OARS)

Correct Answer: A

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