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**Exam** : **HP2-B109**

**Title** : Selling HP Printing and  
Personal Systems  
Hardware[2014]

**Version** : Demo

1.Which outcome can be achieved through proactive management of PCs and personal tablets?

- A. A reduction in help-desk calls
- B. An ability to share files
- C. An increase in knowledge of user location
- D. A reduction in failure rates

**Answer:** A

2.Which mobile product should you recommend for the task worker type of user?

- A. HP Spectre Pro
- B. HP Z1 Workstation
- C. HP EliteBook Folio
- D. HP ProBook 400 or 600

**Answer:** D

**Explanation:**



3.What is the primary target customer market for the HP OfficeJet Pro and OfficeJet Pro X?

- A. Small and medium business
- B. Large enterprise
- C. Home office
- D. Mid-market

**Answer:** C

4.Your education customer needs to provide personal computing facilities in several dedicated computer rooms to support a large number of students at very low cost

Which product line should you offer?

- A. HP ElitePad
- B. HP Business Desktops
- C. HP Zero Clients
- D. HP ProDesk

**Answer:** D

**Explanation:**

Reference: <http://h20435.www2.hp.com/t5/367-Addison-Avenue-Blog/Expandable-Affordable-HP->

s-ProDesk-400/ba-p/85111#.UwJU30KSxHg

5.What is a benefit of business value selling?

- A. It allows customers to compare the features and advantages of a particular product and assess the potential benefits for their organization.
- B. It enables customers to review quotations from different organizations and determine the optimum solution based on product needs.
- C. It ensures customers are able to realistically compare product features and advantages and determine the best solution for their organization.
- D. It moves the conversation from price and product features and enables the customer to recognize the tangible value of the solution in the context of their business needs.

**Answer:** D

6.Your customer needs a personal computing device for their reception area.

Which form factor would you recommend?

- A. All in One (AiO)
- B. Q Ultra Slim Desktop (USDT)
- C. Small Form Factor (SFF)
- D. Tower (TWE)

**Answer:** A

**Explanation:**

All in One PCs are ideal when workplace size matters; Touch and Non-Touch versions are available. With so-called IPS display technology, wide viewing angles and accurate colors are achieved. Which is ideal for locations such as reception desks, where effectively, the image of the company is on display.

7.Which HP capability replaces the BIOS boot block if a virus corrupts the notebook?

- A. HP Device Manager
- B. HP Sure Start
- C. HP ProtectTools
- D. HP Page Lift

**Answer:** B

**Explanation:**

Reference:<http://h20195.www2.hp.com/V2/GetPDF.aspx/4AA4-8955ENW.pdf>(last page, see the image)

8.Which HP capability allows IT administration staff to prevent the use of unwanted USB keys?

- A. HP Device Manager
- B. HP Universal Print Driver
- C. HP WebJetadmin
- D. HP Embedded Web Server

**Answer:** A

**Explanation:**

HP Device Manager protects against unwanted USB keys

9.Your customer will be installing 30 Z620 workstations in a large room. Their current installation is so

noisy that the users are complaining they cannot work effectively.

How would you describe the approximate noise level these 30 workstations will make if they are all operating their SATA drives?

- A. About the noise level of a calm room, like a library, 20-30 db
- B. About the noise level of normal conversation, 40-60 db
- C. About the noise level of traffic on a busy road. 80-90 db
- D. About the noise level of a jackhammer, more than 100db

**Answer: B**

**Explanation:**

## Keeping the noise levels down

### Decibel (Loudness) comparison \*

Weakest sound heard	0dB	Mosquito at 3m
Light leaf rustling, calm breathing	10dB	
Very calm room, (library)	20-30dB	HP Z1 Idle: 20 dB; SATA drive operating: 20 dB Z620 Idle: 32dB; SATA drive operating: 34 dB
Washing machine/dishwasher	42-53 dB	<b>100 HP Z1 SATA drive operating: 40 dB</b>
Normal conversation at 1m	40-60dB	<b>30 Z620 SATA drive operating: 49 dB</b>
EPA defined max. to avoid stress etc	70dB	
<b>May damage hearing if sustained</b>	<b>85 dB</b>	
Traffic on busy roadway at 10m	80-90dB	
Jackhammer at 1m	approx 100dB	
<b>Risk of instantaneous hearing loss</b>	<b>120dB</b>	

10. According to IDC research regarding IT staff productivity, user productivity, and IT cost reductions, which product enables annual savings of \$32,000 per 100 users?

- A. Microsoft System Center
- B. HP Client Automation
- C. Intel vPro
- D. LANDesk

**Answer: D**

**Explanation:**

An IDC report on the impact of LANDesk solutions found that over the three-year analysis period, the IT organizations in the study experienced total annual benefits of \$32,022 per 100 users in these three areas: IT staff productivity; user productivity; and IT cost reduction.