

## 000-R11 IBM certifications III IBM IBM Anyplace kiosk Technical Professional V1

**Practice Exam:** 000-R11 Exams

**Exam Number/Code:** 000-R11

**Exam Name:** IBM Anyplace kiosk Technical Professional V1

**Questions and Answers:** 595 Q&As

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Exam : IBM 000-R11

Title : IBM Anyplace kiosk Technical Professional V1

1. Where can IBM personnel and Business Partners obtain e-Config?

- A. IBM personnel should go to w3.viewblue.ibm.com
- B. Business Partners should go to the PartnerWorld Web site
- C. Both IBM personnel and Business Partners should go to www.viewblue.com
- D. Both IBM personnel and Business Partners should go to rss.ibm.order.com
- E. IBM personnel should go to www.ibm.com/solutions/retail/store

Answer: AB

2. The IBM Retail Store Solutions Web site contains which three of the following?

- A. Knowledgebase
- B. Support Guide
- C. Links to other sales resources
- D. Anyplace Kiosk hardware schematics
- E. Online chat support with second level technicians
- F. Detailed specifications of competitor's products with talking points

Answer: ABC

3. The IBM Anyplace Kiosk is tested for electrostatic discharge of up to what voltage?

- A. 5,000 volts
- B. 10,000 volts
- C. 15,000 volts
- D. 20,000 volts

Answer: C

4. Which item best describes the use of the IBM Retail Store Solutions Knowledgebase?

- A. It can be used to open a PMR with IBM Level 2 Support.
- B. It is used to submit and update hardware service calls.
- C. It can be used to place orders for the Anyplace Kiosk and other IBM products.
- D. It is used to search existing questions and answers or to submit a new question.

Answer: D

5. How many RS-232 serial ports are available on the SurePOS 300 Models 330 and 33H?

- A. One standard RS-232 port and two powered RS-232 ports
- B. Two standard RS-232 ports and two powered RS-232 ports
- C. Two standard RS-232 ports and four powered RS-232 ports
- D. Four standard RS-232 ports and two powered RS-232 ports

Answer: C

6. The IBM Anyplace Kiosk supports which two of the following Systems Management capabilities?

- A. Wake on LAN
- B. Remote Program Load (RPL)
- C. Advanced Power Management (APM)
- D. Preboot Execution Environment (PXE) 2.0

E. Advanced Configuration and Power Interface (ACPI)

Answer: AD

7. 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

Answer: A

8. What is Ready for IBM Retail Store Innovations?

- A. It is a program open to technical support personnel where they can practice troubleshooting IBM hardware.
- B. It is an IBM internship program where technical personnel can gain some industry experience.
- C. It is a program where IBM Software and Hardware Vendors can test their solutions on specific IBM retail system configurations.
- D. It is an IBM learning lab open to qualified resellers where they can practice configuring IBM retail systems.

Answer: C

9. What is the life expectancy of the touchscreen infrared sensor array?

- A. 5 years
- B. 10 years, field replaceable unit
- C. 15 years
- D. Infinite

Answer: D

10. How has the infrared touchscreen technology improved with the introduction of the IBM Anyplace Kiosk?

- A. The infrared LED grid is overlaid onto the improved resistive touch display.
- B. The infrared LED grid is overlaid onto the improved capacitive touch display.
- C. The LED components are smaller, allowing a dense grid and increased sensitivity.
- D. The LED components are larger, allowing a dense grid and increased sensitivity.

Answer: C

11. What PC ports are available on the back panel of all SurePOS 721, 741, and 781 models?

- A. Two serial, one SVGA video, keyboard, mouse, three audio, two PC USB
- B. Two serial, one parallel, one SVGA video, keyboard, mouse, three audio, two PC USB
- C. Two serial, one parallel, one DVI-I video, keyboard, mouse, three audio, two PC USB
- D. Two serial, one DVI-I video, keyboard, mouse, three audio, two PC USB

Answer: B

12. What is the standard warranty period of the IBM Anyplace Kiosk?

- A. 1 year from date of purchase
- B. 3 years from date of purchase
- C. 5 years from date of purchase
- D. 90 days from date of purchase

Answer: A

13. 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

Answer: B

14. How does the infrared touchscreen find the touched location?

- A. If no signal reaches the matching phototransistor, it indicates a blocked beam and a touch.
- B. The phototransistor grid reads the reflection back from the object touching the screen at the X-Y coordinates.
- C. The infrared grid senses the heat from the finger at the X-Y coordinates.
- D. The coordinates of the blocked beam overlay the capacitive membrane and indicate a touch.

Answer: A

15. Which is a standard feature on the SurePOS 300 Models 330 and 33H?

- A. An internal CD-ROM drive
- B. Wireless integrated support for LAN 802.11 b/g via mini PCI
- C. An industry standard half-size PCI slot
- D. Three-track MSR
- E. Hand-held scanner

Answer: C

16. 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

Answer: A

17. What operating systems are supported on the IBM Anyplace Kiosk?

- A. IBM Linux distribution and Windows XP Pro
- B. XP Pro, XP Embedded, Windows 2000 Pro, IBM Retail Environment for SUSE LINUX
- C. XP Embedded preinstalled on a 40 GB hard drive
- D. Windows 2000 Server and Windows 2003 Server

Answer: B

18. To accommodate more peripherals, each SurePOS 5x3 model includes which of the following?

- A. Five RS-232 ports (2 powered)
- B. Three cash drawer ports
- C. Eight USB ports (2 powered)
- D. Two PCI slots

Answer: C

19. Which of the following BEST describes features of Anyplace wireless?

- A. 802.11 b with an integrated 7-point isolated antenna
- B. 802.11 b world-wide adapter that is field installable
- C. 802.11 b/g factory installed with an extended range external antenna
- D. 802.11 b/g is not available in all countries; not a field-installable option

Answer: D

20. Which of the following describes the I/O connectivity ports that are available on the IBM Anyplace Kiosk?

- A. One USB 2.0 port, headphone and microphone ports, one RS-232 port and one ethernet port.
- B. One powered USB port, headphone and microphone ports, 2 RS-232 ports and one ethernet port.
- C. Two USB 2.0 ports, headphone and microphone ports, one RS-232 port and one ethernet port.
- D. Two powered USB ports, headphone and microphone ports, one RS-232 port and one ethernet port.

Answer: C

21. A customer ordered their SurePOS 500 Series systems with the CompactFlash option. They are considering a

new application which will require a hard disk drive. Which of the following options does the customer have?

- A. Remove the CompactFlash module and enable the existing standard hard drive.
- B. Leave the CompactFlash module in place and install a hard disk drive.
- C. Disable the CompactFlash module and enable the existing standard hard disk drive.
- D. Remove the CompactFlash module and install a hard disk drive.

Answer: D

22. What is the Ready for IBM Retail Store Innovations program?

- A. An education program on IBM Retail Store Solutions products
- B. A point-of-sale installation service from IBM Global Services
- C. A software compatibility testing and marketing program
- D. A help desk service from IBM PartnerWorld

Answer: C

23. Potential candidates for IRES V2 are customers who are looking to make changes in which of the following areas?

- A. Customers that want to move to an "all" IBM POS solution.
- B. Customers who are looking at changing to a IRES V2 platform because it is open source software.
- C. Customers who are currently running a DOS system and are looking to add new applications and services.
- D. Customers who recently purchased brand new hardware and are looking to improve their customer loyalty program.

Answer: C

24. Which of the following BEST describes "Knowledgebase"?

- A. A paper-based newsletter that contains articles and technical updates on IBM products
- B. A searchable online database that lists the titles of articles authored by actual users of IBM products
- C. An electronic online newsletter that contains technical articles, questions and answers, and hints and tips on IBM products
- D. A searchable online database that contains technical articles, questions and answers, and hints and tips on IBM products

Answer: D

25. 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

Answer: C

26. Which of the following BEST describes IBM Director?

- A. A product that enables all networking, including the LAN, WAN and Wireless
- B. A product that enables a user to manage all aspects of their infrastructure, including software applications, networking and hardware
- C. A product that sets the priority of software execution, thereby directing the operations of the SurePOS 300
- D. A product that allows a user to control access to all devices and programs associated with the SurePOS 300

Answer: B

27. IBM developed and patented its own IBM Retail Dirt for which of the following tests?

- A. Power line disturbance test
- B. Electromagnetic emissions test
- C. Environmental conditions test
- D. Electrostatic discharge test

Answer: C

28. A customer is considering purchasing the SurePOS 300 model 33H to replace their existing competitive POS

equipment. They ask if they will be able to reuse their existing powered RS-232 POS devices. How should the sales specialist reply?

- A. The SurePOS 300 model 33H does not support powered RS-232 devices.
- B. The SurePOS 300 model 33H can support four powered RS-232 devices.
- C. The SurePOS 300 model 33H can support six powered RS-232 devices.
- D. The SurePOS 300 model 33H supports one 24-volt and two 12-volt powered RS-232 devices.

Answer: B

29. Which of the following files is updated by Checkout Support?

- A. Totals Save File
- B. Terminal Status File
- C. Operator Performance File
- D. Operator Authorization File

Answer: C

30. For a regularly priced \$3.50 item, a deal of buy 4 or more for \$3.00 each is defined. What price appears on the customer receipt for the fourth item?

- A. \$3.50
- B. \$3.00
- C. \$2.50
- D. \$1.50

Answer: D

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