

# Latest Version: 6.0

## Question: 1

What are HP Care Pack services?

- A. Bundled genuine HP supplies and maintenance kits provided to customers at specific service intervals
- B. HP standard limited warranties for devices, supplies, and customer replaceable parts, including full replacement services where required
- C. Bundled genuine HP supplies sold contractually
- D. Support packages that extend and enhance hardware and software service beyond the scope of the included warranty

**Answer: B**

## Question: 2

Which advantage applies to an MFP?

- A. It can print faster than a single-function printer can.
- B. It takes up less floor space than individual devices for faxing, scanning, printing, and copying.
- C. It uses fewer supplies than a single-function printer does.
- D. Once it has reached its monthly print volume, it automatically turns off to limit excess copy charges to the client.

**Answer: B**

## Question: 3

What is an effective way of choosing HP imaging and printing products for a customer?

- A. Sell as many devices as possible to secure ongoing sales of supplies and maintenance items.
- B. Offer free training when selling HP imaging and printing devices.
- C. Match product features to the customer's needs to improve the way they work.
- D. Sell products that offer the most functionality to fit within the customer's budget.

**Answer: C**

## Question: 4

What does HP ultrasonic double feed detection do?

- A. Uses ultrasonic technology to exploit the memory on the connected computer
- B. Recognizes text and recreates it using editable fonts
- C. Enables simultaneous duplex scanning of multiple pages at the same time
- D. Senses multiple pages passing through the automatic document feeder

**Answer: D**

### Question: 5

Which feature of HP MFPs can help a business to reduce its impact on the environment?

- A. Touch-to-print
- B. HP Image REt technology
- C. HP EveryPage technology
- D. Save to network folder

**Answer: D**