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IBM

IBM SurePOS 5x3 Technical Mastery (EMEA-only)

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Question: 1
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

Question: 2
When looking for answers that relate to SurePOS 500 Series technical questions, which of the following is the first source to utilize?

A. Call IBM PartnerLine at 800-426-9990.
B. Visit the Retail Store Solutions Web site Knowledgebase.
C. Visit the PartnerWorld Web site.
D. Visit the IBMLink Web site.

Answer: B

Question: 3
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

Question: 4
Some upgrades will involve removing the system covers. How many screws must be removed to remove the rear cover?

A. None
B. Two
C. Four
D. Six

Answer: A

Question: 5
A customer asks how to remove sticky tape residue from the printer cover of their SurePOS 500 Series system. They have already tried mild soap and water without any success. What should the technical specialist recommend?

A. Clean the cover with an ammonia-based product.
B. Clean the cover with isopropyl alcohol.
C. Clean the cover with a petroleum-based product.
D. Use a fine scouring pad to remove the adhesive.

Answer: B

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