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Exam : **HP2-H41**

Title : **Selling Imaging and Printing
Fundamentals**

Vendor : **HP**

Version : **DEMO**

NO.1 What are attributes of a document in the digital age? (Select two.)

- A. A document is increasingly expensive to produce.
- B. A document is limited to standard paper types.
- C. A document can be printed on everything from fabric to plastic.
- D. A document conveys information.
- E. A document is only used in business.

Answer: C,D

NO.2 Which statement is true about initial contacts that occur between a customer and a business?

- A. Most initial contacts are face to face.
- B. Most initial contacts occur during the day.
- C. Most initial contacts result in a purchase.
- D. Most initial contacts are through a document.

Answer: D

NO.3 What is one objective of researching customer industries prior to making sales calls?

- A. to uncover industry secrets
- B. to develop core expertise in the customer's industry
- C. to uncover contacts in related businesses
- D. to develop an understanding of regulatory issues for that industry

Answer: D

NO.4 Which statement is true about the challenges that business customers face?

- A. Customers need to spend time building their IT platform before they focus on their core business.
- B. Customers should outsource their marketing work and focus on IT.
- C. Customers must balance administration, customer service, expertise, and sales.
- D. Customers need to give first priority to their IT and then to their business.

Answer: C

NO.5 Which imaging and printing process is becoming less important because of digital content?

- A. printing
- B. scanning
- C. stapling
- D. copying

Answer: D

NO.6 Which feature of HP MFPs can help a business to reduce its impact on the environment?

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

Answer: B

NO.7 What is a key value proposition for replacing aging HP imaging and printing devices?

- A. to reduce employee headcount
- B. to use less paper
- C. to create more internal documents
- D. to improve document quality and effectiveness

Answer: D

NO.8 What are the categories of HP LaserJet and color LaserJet MFPs? (Select three.)

- A. Enterprise
- B. Small and medium business
- C. Pro
- D. Home and home office
- E. ePrint public print locations
- F. Enterprise flow

Answer: A,C,F

NO.9 What makes an HP MFP easier to use and more productive than using the separate devices that it can replace?

- A. Many HP MFPs are Common Criteria Certified, and many more are in evaluation for Common Criteria Certification under the IEEE P2600 Protection Profile.
- B. HP MFPs are compatible with the HP eSupplies app, which finds the right cartridge for your MFP from the palm of your hand.
- C. HP MFPs conform to international energy standards, including Energy Star and Blue Angel, reducing stress on the power grid.
- D. An HP MFP has a single, easy-to-use interface that provides access to its many features and reduces the amount of training necessary for users.

Answer: D

NO.10 How does the HP Universal Print Driver differ from traditional HP print drivers, such as the HP PCL 5 driver?

- A. The HP Universal Print Driver enables the customer to manage a single print driver to operate all HP printing devices in the fleet, while the traditional print driver requires the customer to manage separate print drivers for each device.
- B. The HP Universal Print Driver can send a print job to multiple printers at the same time, while traditional print drivers can send a print job to only one printer.
- C. The HP Universal Print Driver can search the network for the printer that the user wants to install, but the traditional print driver can find a printer only if the user connects the printer via USB.
- D. The HP Universal Print Driver can send a print job to any HP printer in the fleet, but the traditional print driver can send a print job only to the model of printer for which it is designed.

Answer: A