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**QUESTION 1**

What is a benefit of HP DieamColor technology?

- A. It automatically locates and hides defective pixels by changing their color.
- B. It allows the use of a digitizer for point-and-click display functionality.
- C. It produces consistent color across digital devices and applications.
- D. It adjusts the color of the display according to the external light sources.

Correct Answer: C

QUESTION 2

After a customer has replaced a hard drive, how can they restore the PC or notebook to the factory-default configuration?

- A. by restoring the settings from the preinstalled operating system on the new hard drive
- B. by purchasing a new operating system from Microsoft
- C. by using the recovery media created during the installation process
- D. by using the recover operating system option within the BIOS

Correct Answer: C

QUESTION 3

A user's notebook battery drains and never charges while docked. When an AC adapter is directly connected to the notebook, the battery charges normally. What should you do first to troubleshoot this issue?

- A. Replace the battery under warranty.
- B. Verify that the docking station AC adapter has the correct wattage.
- C. Replace the notebook system board.
- D. Check the battery with the Battery Health Check Utility.

Correct Answer: B

QUESTION 4

A customer reports a computer that locks up at the HP Invent logo screen at POST. What could be causing this? (Select two.)



- A. third-party hardware
- B. monitor
- C. power management settings
- D. corrupted operating system
- E. incorrectly seated memory

Correct Answer: AE

QUESTION 5

Which first step does HP recommend that you take to resolve compatibility and performance issues?

- A. Replace the hard drive.
- B. Update HP software.
- C. Update the BIOS.
- D. Replace the system board.

Correct Answer: C

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