

HP

Exam HP2-H14

Servicing HP Retail Point of Sale

Version: 6.2

[Total Questions: 50]

Question No : 1

Which statement is true about the All-in-One form factor of the HP ap5000 AiO POS System?

- A. It is physically smaller than the chassis for the HP rp3000 POS System and HP rp5700 POS System
- B. Its multiple expansion slots allow for greater expandability.
- C. It requires only one power cord to turn on the entire unit including integrated peripherals.
- D. It includes an integrated monitor and integrated POS keyboard.

Answer: A

Question No : 2

Which operating systems include McAfee Total Protection software in the preinstalled image for the HP ap5000 AiO POS System? (Select two.)

- A. Microsoft Windows 7 Professional
- B. FreeDOS
- C. Windows XP Professional downgrade
- D. POSReady 2009

Answer: A,C

Reference: http://h18004.www1.hp.com/products/quickspecs/13540_na/13540_na.html
(See Software)

Question No : 3

A customer asks where the COM ports are on the HP ap5000 AiO POS System. They are not clearly visible. Where are they located?

- A. behind the cover on the rear panel of the unit
- B. on the bottom of the unit, under the pedestal
- C. along the side of the resistive touchscreen
- D. on the side of the monitor, behind the resistive touchscreen

Answer: A

Reference: http://h18004.www1.hp.com/products/quickspecs/13540_na/13540_na.pdf
(page 5, See the I/O panel layout and the note below it)

Question No : 4

After initial setup of the HP ap5000 AiO POS System, a customer reports that the touchscreen monitor is not responding to touch. What should you tell the customer to do?

- A. Make sure the monitor power cable is connected to AC power.
- B. Make sure the touchscreen drivers are installed and recalibrate the touchscreen
- C. Spray the monitor with the special cleaning solution and gently wipe the surface clean.
- D. Check the cable connections between the monitor and the system.

Answer: B

Reference: <http://www.manualowl.com/m/Hewlett-Packard/ap5000/Manual/88291?page=33>

Question No : 5

The optional 26.4-cm (10.4-inch) Customer Facing Display (CFD) is a replacement for which component of the HP ap5000 AiO POS System?

- A. resistive touchscreen
- B. non-electronic advertisement panel
- C. 2-line display (Vacuum Fluorescent Display-VFD)
- D. Multitrack Magnetic Stripe Reader

Answer: C**Question No : 6**

A customer complains that his touchscreen reads erratically and does not respond to a light

touch. What is a simple solution that might solve the problem?

- A. Check the cable connection between the touchscreen and the system.
- B. Clean the surface of the touchscreen and recalibrate it.
- C. Gently shake the touchscreen to recalibrate the touch receptors.
- D. Reboot the machine.

Answer: B

Question No : 7

A customer calls and says that the red power LED of the HP ap5000 AiO POS System is blinking nine times. What does this indicate?

- A. The system power is on, but the computer will not boot.
- B. Processor thermal protection has been activated
- C. A pre-video memory error has occurred.
- D. USB ports have failed.

Answer: A

Reference: <http://www.manualowl.com/m/Hewlett-Packard/ap5000/Manual/88291?page=39>

Question No : 8

Which items that are not shipped with the HP ap5000 AiO POS System are required to recover the operating system? (Select two)

- A. keyboard
- B. flash drive
- C. optical drive
- D. mouse

Answer: A,C

Question No : 9