



**Vendor:** HP

**Exam Code:** HP2-H14

**Exam Name:** Servicing HP Retail Point of Sale Solutions

**Version:** DEMO

**QUESTION 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: B**

**QUESTION 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: BC**

**QUESTION 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: D**

**QUESTION 4**

After initial setup of the HP ap50u0 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: C**

**QUESTION 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:** A

**QUESTION 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:** D

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