



# ITTEST

## QUESTION & ANSWER

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**Exam : HP2-H14**

**Title : Servicing HP Retail Point of  
Sale Solutions**

**Version : Demo**

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

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

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

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

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

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**

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**

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**

9.A customer wants to use a powered USB port but does not know how to locate it. Which statement is true about the location and appearance of powered USB ports?

- A. They are located on the rear I/O panel next to the AC power connector and are aligned vertically to distinguish them from the regular USB ports.
- B. They are located on the rear I/O panel, are specially color coded, and have larger dual connectors that distinguish them from the regular USB ports.
- C. They are located on the front panel under the power button and above the hard drive and power status LEDs.
- D. The ap5000 does not support powered USB ports.

**Answer: A**

10.How should a customer respond to a POST memory error message? (Select two.)

- A. Press Enter to see more information about the error.
- B. Press F1 to ignore the message and continue.
- C. Press Ctrl/Alt/Delete to reboot the system
- D. Press F10 to correct a system configuration error.

**Answer: C**