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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 (104-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