



**Vendor:** HP

**Exam Code:** HP2-H18

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

**Version:** DEMO

1. Your customer has decided to install the HP All-in-One Point of Sale solution and wants to install one optional Solid State Drive (SSD). How many GBs is the customer able to select?

- A. 32GB
- B. 64GB
- C. 128GB
- D. 256GB

**Answer: B**

2. Which USB feature does HP offer customers to help them secure their Retail Point of Sale system.?

- A. an optional lockable cover
- B. plugs with cable lock
- C. hidden inside of unit
- D. de-activate via HP BIOS

**Answer: A**

3. What should you tell a customer to best promote the HP ap5000 Point of Sale system?

- A. It is a compact system that offers flexibility and style.
- B. It is a modular and affordable Point of Sale terminal.
- C. It is a system powerful enough to run your business.
- D. It is a system specifically designed to meet all retail needs.

**Answer: A**

4. Your customer has stated a preference for an all-in-one solution. Which HP POS product should you recommend?

- A. rp5000
- B. rp5700
- C. ap5700
- D. ap5000

**Answer: D**

5. You are meeting with a customer and are describing an HP Point of Sale system as "optimal for a range of retailers, easily integrated with existing systems and designed to adopt new technology." Which HP Point of Sale system are you describing?

- A. ap5000
- B. rp5000
- C. ap5700
- D. rp5700

**Answer: A**

6. On which message should you focus when your customer asks you why they should buy HP-branded peripherals?

- A. simpler installation with HP Point of Sale products

- B. standard HP warranty that can reduce Total Cost of Ownership (TCO)
- C. longer lifecycle due to improved reliability
- D. easy ordering process and available financing

**Answer: B**

7. Which touch screen monitor size is offered as an option for HP Point of Sale systems?

- A. 11 inch diagonal
- B. 13 inch diagonal
- C. 15 inch diagonal
- D. 17 inch diagonal

**Answer: C**

8. What must retailers do since they can no longer compete exclusively on price?

- A. enhance CRM systems
- B. expand inventory
- C. improve shelf placement plan
- D. expand advertising media

**Answer: A**

9. Your customer wants to buy one POS product that can be used in the store, the back office, or in a kiosk.

Which HP POS product should you recommend to this customer?

- A. ap5800
- B. ap5700
- C. rp5700
- D. rp5000

**Answer: D**

10. Which feature has been added to the HP rp5800 that was not previously available on the HP rp5700?

- A. magnetic stripe reader
- B. 10" customer facing display
- C. optional orientation of rp5800
- D. support for digital signage

**Answer: D**