



Maintenance and Service Guide

HP ap5000 All-In-One Point of Sale System

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HP ap5000 All-In-One Point of Sale System

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About This Book

- ⚠ **WARNING!** Text set off in this manner indicates that failure to follow directions could result in bodily harm or loss of life.
 - ⚠ **CAUTION:** Text set off in this manner indicates that failure to follow directions could result in damage to equipment or loss of information.
 - 📝 **NOTE:** Text set off in this manner provides important supplemental information.
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1 Product Features

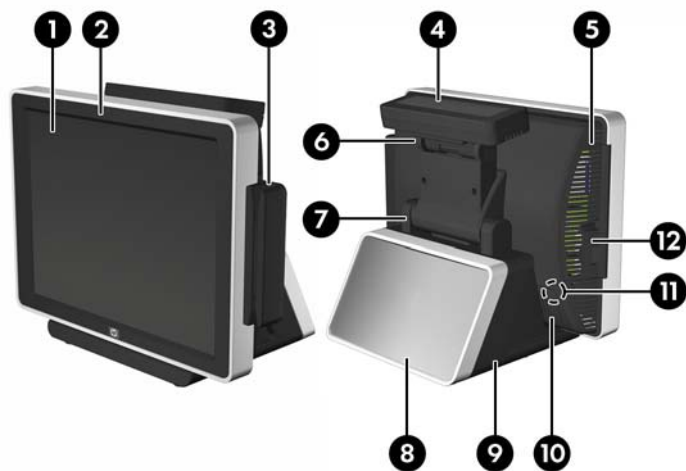
Standard Features

The HP ap5000 All-In-One Point of Sale System features include:

- Water-resistant touch screen panel support. You can use a stylus, finger tip, finger nail, or credit card edge on the touch screen.
- Two-line customer facing vacuum fluorescent display (VFD).
- Three-track magnetic strip reader (MSR) integrated into the system.
- Advertising display panel allows you to insert and display print advertisements (non-electrical).
- Easily adjustable cashier display rotates 90 degrees from full vertical to full horizontal.
- Easily adjustable customer facing display rotates 80 degrees.
- Industrial hinge allows the system to remain firm and stable at any angle.
- Cable management feature allows cables to tuck into the stand and route out the bottom from either the front, sides, or rear of the stand.
- Color coded I/O panel for ease of installing cables.
- COM stickers so you can label your serial port cables.
- 24V USB+POWER port.
- 5V (COM1, COM2) and 12V (COM3) power configurable serial ports (configurable in BIOS).
- 40° C ambient thermal environment.
- Solid State drive (some models) for improved reliability against drive failure.
- RAID support for mirroring or striping.
- Eco-friendly design with reduction in hazardous materials (RoHS 2), partial reduction in Brominated Flame Retardants (BFRs) and Polyvinyl Chloride (PVC), energy efficient (E-STAR 5.0 compliant, EUP lot 6 and lot 7 compliant).
- Diagnostic beeps/blinks for pre-video issues.
- Stylish industrial design.
- Three year warranty.
- Compatible “plug-n-play” with HP branded POS peripherals.

System Components

Figure 1-1 System Components

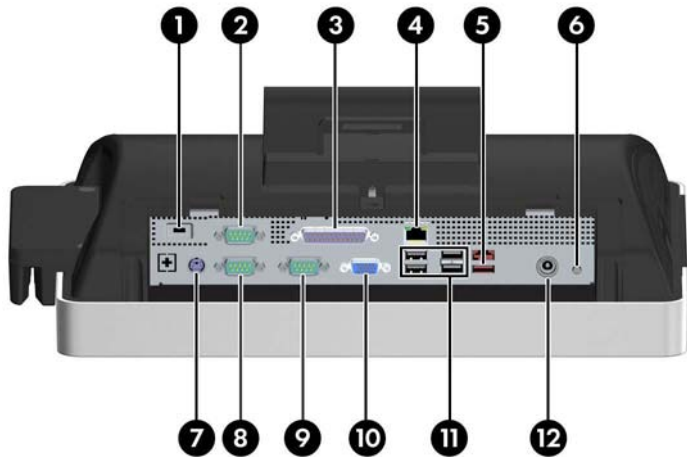


1	Touch Screen	8	Print Advertisement Panel (non-electrical)
2	Power LED	9	Base and Power Supply Housing
3	Magnetic Stripe Reader (MSR)	10	Bottom I/O Cover
4	VFD Customer Display	11	Power Button (underneath I/O cover)
5	Drive Cover	12	Side I/O cover
6	Adjustable VFD Hinge	Rubber Feet ¹ (not illustrated)	
7	Adjustable Touch Screen Hinge		

¹ Unit is elevated so cables can route out from front, rear, or sides.

Bottom I/O Panel Components

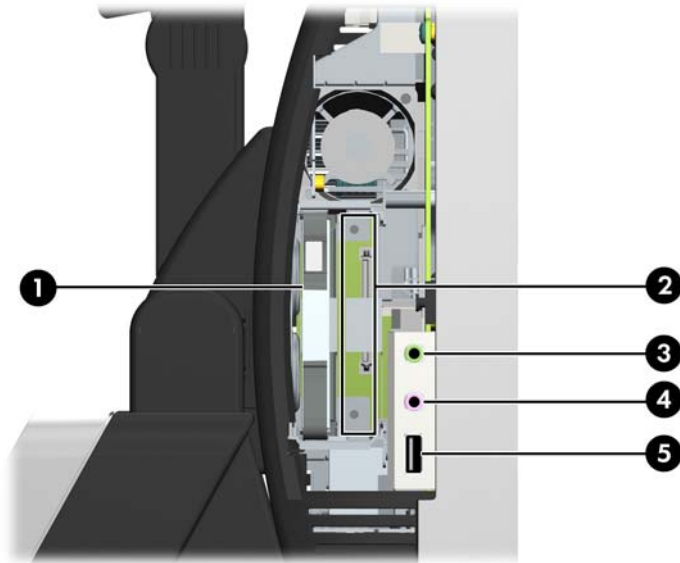
Figure 1-2 Bottom I/O Panel Connectors



1	Kensington Lock Slot	7	PS/2 Keyboard or Mouse Connector
2	Serial Connector (COM2, 5V)	8	Serial Connector (COM1, 5V)
3	Parallel Connector	9	Serial Connector (COM3, 12V)
4	RJ-45 Network Connector	10	VGA Connector
5	24V USB+POWER Connector	11	Universal Serial Bus (USB) Connectors
6	Power Button	12	Power Cord Connector

Side Panel Components

Figure 1-3 Side Connectors



1	Primary Hard Drive	4	Microphone Connector (pink)
2	Secondary Hard Drive Bay	5	Universal Serial Bus (USB) Connector
3	Audio Line-Out Connector (green)		

2 Installing and Customizing the Software

A keyboard is required to unbundle the software image.

 **NOTE:** If the computer was shipped with Windows Vista loaded, you will be prompted to register the computer with HP Total Care before installing the operating system. You will see a brief movie followed by an online registration form. Fill out the form, click the **Begin** button, and follow the instructions on the screen.

△ **CAUTION:** Do not add optional hardware or third-party devices to the computer until the operating system is successfully installed. Doing so may cause errors and prevent the operating system from installing properly.

 **NOTE:** Operate the computer on a sturdy, level surface. The front should be 100% open. Leave a 10-mm (.39-inch) clearance on the sides and top of the computer and at least a 50-mm (1.97-inch) clearance in the rear. The rear vents should be 100% open.

Installing the Operating System

The first time you turn on the computer, the operating system is installed automatically. This process takes about 5 to 10 minutes, depending on which operating system is being installed. Carefully read and follow the instructions on the screen to complete the installation.

△ **CAUTION:** Once the automatic installation has begun, DO NOT TURN OFF THE COMPUTER UNTIL THE PROCESS IS COMPLETE. Turning off the computer during the installation process may damage the software that runs the computer or prevent its proper installation.

 **NOTE:** If the computer shipped with more than one operating system language on the hard drive, the installation process could take up to 60 minutes.

If your computer was not shipped with a Microsoft operating system, some portions of this documentation do not apply. Additional information is available in online help after you install the operating system.

Installing or Upgrading Device Drivers

When installing optional hardware devices after the operating system installation is complete, you must also install the drivers for each of the devices.

If prompted for the i386 directory, replace the path specification with `C:\i386`, or use the **Browse** button in the dialog box to locate the i386 folder. This action points the operating system to the appropriate drivers.

Obtain the latest support software, including support software for the operating system from <http://www.hp.com/support>. Select your country and language, select **Download drivers and software (and firmware)**, enter the model number of the computer, and press [Enter](#).

Downloading Microsoft Windows Updates

1. To set up your Internet connection, click **Start > Internet Explorer** and follow the instructions on the screen.
2. Once an Internet connection has been established, click the **Start** button.
3. Select the **All Programs** menu.
4. Click on the **Windows Update** link.

In Windows Vista, the **Windows Update** screen appears. Click **view available updates** and make sure all critical updates are selected. Click the **Install** button and follow the instructions on the screen.

In Windows XP, you will be directed to the **Microsoft Windows Update Web site**. If you see one or more pop-up windows that ask you to install a program from <http://www.microsoft.com>, click **Yes** to install the program. Follow the instructions on the Microsoft Web site to scan for updates and install critical updates and service packs.

It is recommended that you install all of the critical updates and service packs.

5. After the updates have been installed, Windows will prompt you to reboot the machine. Be sure to save any files or documents that you may have open before rebooting. Then select **Yes** to reboot the machine.

3 Computer Setup (F10) Utility

Computer Setup (F10) Utilities

Use Computer Setup (F10) Utility to do the following:

- Change factory default settings.
- Set the system date and time.
- Set, view, change, or verify the system configuration, including settings for serial and parallel ports.
- View settings for processor and memory.
- Modify the boot order of bootable devices.
- Adjust the brightness of the LCD panel.
- Establish a supervisor password that controls access to Computer Setup (F10) Utility and the settings described in this section.

△ **CAUTION:** The VGA port on the ap5000 is a Powered VGA Port. If your monitor does not support the “Powered VGA” feature, make sure to plug it in prior to powering on the POS system in order to prevent possible damage to your monitor.

Using Computer Setup (F10) Utilities

Computer Setup can be accessed only by turning the computer on or restarting the system. To access the Computer Setup Utilities menu, complete the following steps:

1. Turn on or restart the computer.
2. As soon as the computer is turned on, press **F10** before the computer boots to the operating system to enter Computer Setup.

 **NOTE:** If you do not press **F10** at the appropriate time, you must restart the computer and again press **F10** before the computer boots to the operating system to access the utility.

3. The Computer Setup Utility screen is divided into menu headings and actions.

Five menu headings appear on the Computer Setup Utility screen:

- Main
- Advanced
- Boot

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