FAQ

HP TX1 POS Solution 200

General information and frequently asked questions (FAQs)

What's included in the HP TX1 POS Solution 200?

Within the bundle is the HP ElitePad 1000 G2, HP Tablet POS Stand, HP ElitePad Connectivity and Smart AC Adapter (45w power supply also included), and a peripherals bracket.

What are the key features of the HP ElitePad 1000 G2?

- Ergonomic, consumer-inspired design for maximum comfort
- 10.1" diagonal touch display with anti-smudge screen for ideal viewing
- Pre-installed with Windows 8.1 Pro[1]
- Intel® x86 compatibility supports familiar business applications, as well as web-based applications
- Intel® Atom™ Quad-Core Processor
- 4GB LPDDR3 SDRAM
- 64GB embedded Multi Media Card Storage
- Integrated Bluetooth® 4.0 and Wireless LAN 802.11 a/b/g/n[2]
- 10.1-inch diagonal WUXGA capacitive multi-touch display[3]
- Corning® Gorilla® Glass display with anti-smudge

Who is the ideal HP customer for the HP TX1 solution?

HP partners who support SMBs in the retail and hospitality verticals and can provide POS software and payment processing services bundled with the HP TX1 POS Solution 200 hardware, or provide the hardware to resellers who can provide those additional components.

Who is the ideal end-user customer for the HP TX1 solution?

Small business owners across retail and hospitality sub-verticals who are currently using low-tech, paper-based tools, calculators, or electronic cash registers to process transactions and run their business and have a need for management analysis and reporting tools that make running their business easier and more efficient. In addition, small business customers who have attempted to create their own tablet-based solution and are not satisfied with it.

How is the HP TX1 meeting small business customer needs?

When paired with a point-of-sale application from an HP ISV, the HP TX1 POS Solution gives business owners an easy to use, dependable and affordable solution that provides not only basic point of sale functionality, but also the ability to use familiar Windows productivity applications that make completing sales transactions and performing back office tasks simple to effectively manage and grow their business.

What are the key differentiators between the TX1 and other comparable solutions in the market today?

Manage your business on your terms:
Embrace tablet-based technology and get the flexibility to support both customer transactions and administrative tasks. At the end of the day, you can remove the tablet from the point of sale stand to work on back office and management activities.

- It's as simple as that. The tablet can be used as a fixed POS when secured in the stand and easily removed and used for back office and management activities so small business owners can manage their business from virtually anywhere.

Productivity that you need:
The customer can enjoy Windows 8.1 Pro[1] support for essential point of sale applications and familiar productivity applications that help them to efficiently manage their business and to make informed business decisions based on real-time data. (This includes support for x86 applications such as Office and Outlook, sold separately)

Plug-and-play connectivity:
Power your tablet and customise your POS for your business needs with the HP ElitePad Connectivity and Smart AC Adapter, which has a RJ-45 port for your network and four USB 3.0 ports for your POS accessories or payment device.[2]

- No IT support is needed to connect the hardware. The customer can simply follow the hardware set up guide instructions included in the box to get their solution up and running quickly and ready for business.

Depend on HP for peace of mind:
Be confident with a one-year limited warranty. Extend your protection up to five years with an optional HP Care Pack[5]. Keep your business running smoothly with HP BIOS Protection's security features and malware and virus deterrents on the tablet.

- The TX1 has a 1-year limited warranty on the HP ElitePad 1000 G2 and 3-year limited warranty on HP POS accessories.[4] Additional coverage up to 5 years is available with optional HP Care Pack Services.[5]

Does it come pre-loaded with POS software?

The HP TX1 does not come pre-loaded with POS software, giving ISV partners the ability to choose a POS software application, as well as an option to integrate with a payment processor, to include as part of the solution so that's it's truly a complete solution when marketed and sold to the small business end-user customer. ISV partners vary by country and by specific sub-verticals across Retail & Hospitality.

Does the solution have Chip-and-Pin capabilities?

The TX1 has the flexibility to accommodate chip-and-pin solutions, and other local payment accepting solutions, which vary by country.

What peripherals does the optional peripherals bracket support?

The bracket is compatible with the HP Single-head MSR (part# K1K15AA) and the HP Fingerprint Reader (part #QZ672AA). Please note that these peripherals are optional and are sold separately.

Is the tablet retail hardened?

The HP ElitePad 1000 G2 is not retail hardened.

Can the stand support any other HP tablets?

No, the HP Tablet POS Stand has been specifically designed for use with the ElitePad 1000 G2 only.

What type of security features does the solution have to protect from theft?

The tablet POS stand has several security features.

- It has a magnetic base which allows secure placement on a cash drawer, as well as two mounting holes on the foot of the stand that allows for mounting the stand to the countertop. If mounting is not desired, the stand can be placed on the countertop without being mounted.

- A thumb screw is also located on the back of the stand so that it can be tightened to securely lock the tablet in place while being used for point of sale purposes. The tablet can easily be removed by loosening the thumb screw.

- A slot for a Kensington lock is also on the back of the stand if additional security of the tablet is desired. A Kensington lock is not included as part of the bundle but may be purchased separately.

[1] Not all features are available in all editions or versions of Windows. Systems may require upgraded and/or separately purchased hardware, drivers, software or BIOS update to take full advantage of Windows functionality. Windows 10 is automatically updated, which is always enabled. ISP fees may apply and additional requirements may apply over time for updates. See microsoft.com.Available only on select business PCs with HP BIOS.

[2] Wireless access point and Internet service required and not included. Availability of public wireless access points limited.

[3] Weight and system dimensions may fluctuate due to configuration and manufacturing variances.

[4] Limited one-year hardware warranty on HP ElitePad 1000 G2 in most regions. Optional HP Care Pack Services extend your protection beyond the standard limited warranties with services such as whole unit replacement and improved onsite response and CTR are available. Limited three-year hardware warranty applies to the tablet stand and other point of sale accessories. For more details visit hp.com/go/cpc.

[5] Service levels and response times for HP Care Packs may vary depending on your geographic location. Service starts on date of hardware purchase. Restrictions and limitations apply. For details, visit hp.com/go/cpc. HP services are governed by the applicable HP terms and conditions of service provided or indicated to Customer at the time of purchase. Customer may have additional statutory rights according to applicable local laws, and such rights are not in any way affected by the HP terms and conditions of service or the HP Limited Warranty provided with your HP Product.

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