FAQ

HP Pro Tablet Mobile Retail Solution

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Solution overview

What is included in the HP Pro Tablet Mobile Retail Solution?
The main components of the HP Pro Tablet Mobile Retail Solution are the HP Pro Tablet 608 and the HP Retail Case 8, both with a ship date of October 2015. NOTE: The HP Pro Tablet Mobile Retail Charging Dock is an optional addition to the solution that must be purchased separately from the bundle if desired.

As the need for mobile service becomes more apparent in retail and hospitality environments, HP is introducing a new Retail Solution that provides its users with a compact, lightweight tool for improving their customer experience. The HP Pro Tablet Mobile Retail Solution is an efficient, mobile, customer-focused retail operation which combines the mobility and performance of the HP Pro Tablet 608 with the flexible payment enablement capabilities of the HP Retail Case 8. This solution was designed for mobile workers within retail and hospitality environments who require a durable, reliable and secure mobile POS asset. Users will have the option to complete their solution with the HP Pro Tablet Mobile Retail Charging Dock (AMO# T0G23AA) for quick charging and locking capabilities. An adjustable shoulder strap (AMO# L8L92AA) is also available for additional purchase which allows the user to be hands-free and give their full attention to each customer. The optional HP Retail Case 8 Hand Grip offers a comfortable hold, with adjustable hand strap and rotation to various holding positions (AMO#T8B61AA).

*Hand Grip and Shoulder Strap are optional and sold separately.

Tell me more about the HP Pro Tablet 608. How does this tablet compare to others in its class?
The HP Pro Tablet 608 is a powerful, thin tablet that can improve the mobility and functionality of managers, servers, and associates in retail and hospitality industries. Windows management and security features support seamless integration with your existing Windows apps and infrastructure as well. The tablet comes with Windows 8.1 or 10 Professional OS or a Windows 10 IoT for more lock down measures. The Pro Tablet provides data, device, and transaction security through the IoT Suite and Trusted Platform Module (TPM). The HP Pro Tablet 608 features a USB Type C port and boasts 2x2 802.11 AC WLAN, optional WWAN, and NFC. The eight inch full HD multi-touch display with a 4:3 aspect ratio provides increased viewing area for working with business productivity apps. The HP Pro Tablet 608's display is also outfitted with Corning ® Gorilla® Glass 4 and designed for the rigours of retail and hospitality environments.

What are some other advantages in the Pro Tablet Mobile Retail Solution's design?
Weighing approximately one pound, this compact solution can be carried around comfortably all day. The HP Retail Case 8 is equipped with connection points for a shoulder strap that can be purchased with the solution. In addition, the Case is built with a rubber perimeter to help protect against bumps and drops. These features provide the user a comfortable and reliable way to carry the Pro Tablet around the mobile environment all day.
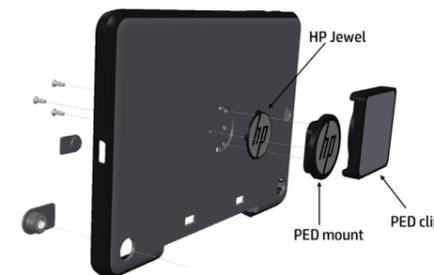
How does the HP Pro Tablet Mobile Retail Solution benefit retailers and hospitality operators?
The size and flexibility of this retail solution is ideal in retail and hospitality settings for mobile commerce and assisted selling. A universal Pin Entry Device (PED) attachment method on the Retail Case 8 allows users to attach their choice of mobile payment device and accept all major payment types. Flexibility is key here, as the user is not required to switch to a particular payment vendor. Moreover, managers and associates can utilise the rotating PED mount mechanism to easily adapt to landscape and portrait display orientations depending upon their individual preference.

With the HP Pro Tablet Mobile Retail Solution, managers and sales associates can check inventory and prices, display product images, and complete a transaction anywhere on the floor. Those in restaurant and hospitality industries can take advantage of Intel® Atom™ quad-core processor for customer check in, tableside ordering, and quick payment tasks. Finally, users will also benefit from the extended power in the Pro Tablet Mobile Retail Solution's impressive eight hours of battery life.

How do I install a 3rd party PED to my HP Retail Case 8?

As previously mentioned, the HP Retail Case 8 allows the customer to select from a variety of payment vendors and devices. The Case will ship with the HP Jewel snapped into the back. If the user plans to attach a PED, the Jewel can be unsnapped and replaced with the included PED mount with three screws. Each HP Pro Tablet Mobile Retail Solution will come equipped with two PED clips and one PED mount.

How do I charge the HP Pro Tablet Mobile Retail Solution?
The HP Pro Tablet Mobile Retail Solution (Pro Tablet 608 + Retail Case 8) is compatible and fits into the single unit HP Pro Tablet Mobile Retail Charging Dock. This aftermarket offering (AMO) enables users to charge between activities, expand their connectivity with USB and RJ-45 ports, and maintain their small foot-print solution. Don't worry about removing your PED and Retail Case when charging your solution with the HP Pro Tablet Retail Charging Dock. Just adjust the PED to line up horizontally and place the complete Retail Solution in the Charging Dock. The Charging Dock also comes with built-in locking provisions, allowing operators to secure their Pro Tablet Mobile Solution to the dock and the dock to a fixture. Once the locking latch is shifted to the lock position, a lock slot is opened on the side of the dock and the user can insert an optional security lock to help secure the tablet.

PED Management

Which PEDs work with the HP Retail Case 8? Does HP have a recommended PED provider?
There are many PEDs available in the market today that are capable of working and fitting properly with the HP Pro Tablet Mobile Retail Solution. The vast majority of these devices communicate with the tablet via Bluetooth though some newer models also offer Wi-Fi data transmission. Though HP does not have a recommended PED vendor or device, below is a list of PEDs that have been tested successfully for compatibility with the Pro Tablet and Retail Case 8.

Customise your case with your choice of mobile payment devices

	VeriFone e355	Ingenico iCMP	Ingenico iSMP Companion	MagTek DynaPro Mini	Miura M010	Anywhere Com. Nomad 2.0
MSR	Yes	Yes	Yes	Yes	Yes (SRED-certified)	Yes
Barcode reader	Yes (optional)	No	Yes (optional)	No	No	No
Chip-and-PIN	Yes	Yes	Yes	Yes	Yes	Yes
Chip-and-Sign	On tablet	On tablet	On tablet	On tablet	On tablet	On tablet
NFC payment	Yes	Yes	Yes	No	Yes	Yes
PIN buttons	Physical	Capacitive	Physical	Physical	Physical	Physical
Communication method	Wi-Fi, Bluetooth (e355 direct API)	Bluetooth (RBA API (OPOS/Java-POS not tested)	Bluetooth (RBA API (OPOS/Java-POS not tested)	Bluetooth – BLE (MagTek API (.net, CPP, Java)	Wi-Fi, Bluetooth - BLE	Bluetooth (WisePad API only)
Weight	0.42 lbs.	0.25 lbs.	0.47 lbs. (w/ barcode)	0.38 lbs.	0.26 lbs.	0.23 lbs.

PEDs continue to increase in scope (ex. accept NFC payment with a built-in discrete module) and decrease in size. The best place for retailers (who are interested in going mobile) to look is through their current fixed terminal provider and have a discussion with them on mobile payment terminals. This is often the path of least resistance as the POS application that works with the retailer's fixed terminals can be ported over to their mobile devices and mobile payment terminals for a relatively easy deployment. The universal attachment method on the Retail Case 8 provides retailers the flexibility to stay the course with their current payment terminal provider.

As PED vendors develop their roadmaps and bring new mobile payment terminals to market, HP will test these new units and provide the results to ensure retailers have the widest selection from which to choose. All PED providers are encouraged to work with HP.

What drivers/SDKs are required to work with the above tested PEDs?
VeriFone e355 – e355 Direct API
Ingenico iCMP – RBA API
Ingenico iSMP Companion - RBA API
MagTek DynaPro Mini – MagTek API (.net, CPP, Java)
Anywhere Commerce Nomad 2.0 – WisePad API only

Can a customer mix PED vendors in their environment?
As with fixed terminals, customers can choose to incorporate mobile payment terminals from different vendors in their store environments, based on their specific needs. Each payment terminal vendor has their own SDK for incorporation into a POS application though the SDKs are typically very similar, allowing the development work to be pretty straightforward.

How do I charge the PED?
Since the PED used with the Retail Case 8 is a separate device (i.e. no hardwired USB connection), the two devices have to be charged separately. The vast majority of PEDs include a charging cable (typically micro-USB to USB) and some vendors offer a charging cradle or multi-unit charging station for their respective PEDs. Some of these charging cradles may not be used once the user attaches the HP PED clip on the back of the PED as the affixed mount will interfere with the physical connection between the PED and the cradle. For others, thoughtful placement of the mount on the PED will be sufficient for fitting the PED on both the charging cradle and the HP Retail Case 8.

In addition to charging cables and cradles, users can charge their fleet of PEDs in an organised manner by using devices such as a USB charging stations. Below are a couple examples available on amazon.com:

Sabrent 60 Watt (12 Amp) 10-Port Family-Sized Desktop USB Rapid Charger
Sabrent High Speed 10 Port USB 3.0 HUB

Will the HP PED mount interfere with or cover battery compartments, and/or model and serial number stickers on the back of the PED?
Depending on the placement of the PED clip on the PED, access to certain information on the device such as model numbers or serial numbers may be blocked. Access to the device battery door for replacement operation may also be blocked. In many cases the PED clip can be tactfully positioned around these areas to avoid such issues though this may impact where the PED sits on the HP Retail Case 8, potentially blocking case features such as a shoulder strap connection point or the tablet camera. This may require making a tradeoff.

For users who are concerned about these blockage scenarios and cannot accept any tradeoffs, the use of a less permanent attachment method for the PED clip such as lower strength adhesive tape and Velcro may be a better alternative.

How long does the PED's battery life last?
Expectations are that PEDs should be charged at similar intervals as one would for the Pro Tablet. For more information on the battery life for a particular PED, local representatives from the PED provider should be contacted.

PCI and Security

Is the HP Pro Tablet Mobile Retail Solution PCI-certified?
The HP Pro Tablet and Retail Case 8 can be part of a PCI compliant solution but there are several components that make up a PCI compliant payment system. The retailer is given a PCI certification based on their payment device, their POS SW, their network infrastructure and other factors. The PEDs that HP has tested with the Pro Tablet are all PCI PTS compliant.

What is PCI DSS Compliance?
The PCI Data Security Standard (DSS), which specifies 12 requirements for compliance, was created to increase controls around cardholder data to reduce credit card fraud via its exposure. These requirements (listed below) are organised into six logically related groups called "control objectives". Ultimately, compliance is based on the auditor's discretion.

Control objectives	PCI DSS Requirements
Build and Maintain a Secure Network	1. Install and maintain a firewall configuration to protect cardholder data
	2. Do not use vendor-supplied defaults for system passwords and other security parameters
Protect Cardholder Data	3. Protect stored cardholder data
	4. Encrypt transmission of cardholder data across open, public networks
Maintain a Vulnerability Management Program	5. Use and regularly update anti-virus software on all systems commonly affected by malware
	6. Develop and maintain secure systems and applications
Implement Strong Access Control Measures	7. Restrict access to cardholder data by business need-to-know
	8. Assign a unique ID to each person with computer access
Regularly Monitor and Test Networks	9. Restrict physical access to cardholder data
	10. Track and monitor all access to network resources and cardholder data
Maintain an Information Security Policy	11. Regularly test security systems and processes
	12. Maintain a policy that addresses information security

Is the Retail Case 8 capable of P2PE (point-to-point encryption)?
The HP Retail Case 8 does not have any electronics and the payment functionality must be achieved via a 3rd party PED. The MSR on the PED can be injected with encryption keys. The keys can be installed from a VAR, an encryption house or directly from the PED vendor. Retailers should start the discussion with their current PED provider or payment processor and ask for their recommendation on who could perform the encryption key injection.

What does 'certified' P2PE mean?
Key injection + physical security

Does the Pro Tablet Mobile Retail Solution (Pro Tablet + Retail Case 8) support TransArmor encryption SW?
When combined with certain PEDs, the Pro Tablet Mobile Retail Solution can complete transaction using TransArmor encryption software. Below is the status for some of the tested PEDs.

VeriFone e355 – supported
Ingenico iCMP – supported
Ingenico iSMP Companion - supported
Anywhere Commerce Nomad 2.0 – not supported, could be achieved via business case

MagTek DynaPro Mini – not supported, their encryption solution (MagneSafe) is based on TDES with DUKPT key (industry standard) while TransArmor encryption uses RSA encryption. Customers who wish to use their PED with TransArmor can use a payment gateway such as Magensa Payment Protection Gateway or Tempus Technologies

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