

HP Engage One All-in-One System*

Frequently Asked Questions (FAQ)

*Formerly HP ElitePOS

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Offering

Q: Has there been a name change for the HP ElitePOS retail solution?

A: Yes, HP has adopted a new family brand name across its entire retail solutions portfolio, and the HP ElitePOS was renamed the HP Engage One All-in-One System effective August 2018. The HP Engage One continues to redefine the retail experience, delivering all the same design features, multi-layer security and outstanding performance as the HP ElitePOS while adopting the new HP Engage name to reflect its significant position in the HP retail family.

Q: What prompted HP to create a family brand and rename the HP ElitePOS system?

A: HP understands that customer expectations of retail and hospitality operators have evolved to want a more engaging, interactive, and personal experience, and HP is investing in research and development (R&D) that helps retailers meet those expectations. As a result, HP has created a new retail family brand that both elicits emotion and speaks to the investments we are making to help our customers engage with their customers. The new retail family brand, HP Engage, will be applied to new product releases beginning in August 2018, as well as to the HP Engage One that is already in market. This new family brand is intended to highlight the evolution we are making in our product design.

Q: What is the HP Engage One?

A: The HP Engage One is a sleek, durable, and secure all-in-one point of sale system that helps define a new era in retail and hospitality. It is complemented by an ecosystem of accessories including magnetic stripe reader, stand-alone or in-column printer and barcode scanner.¹

The HP Engage One includes HP enterprise-grade security and manageability features such as HP Client Security, HP SureStart Gen3, and biometric login capabilities through an optional fingerprint reader that IT desires. The HP Engage One offers longevity with a 5-year manufacturing lifecycle and is designed to pass MIL-STD 801G². The HP Engage One comes with up to a standard 3-year limited warranty,³ which can be extended for up to 5 years with optional HP Care Services.⁴

Q: What are the specifications for the HP Engage One?

A: The HP Engage One comes with Microsoft Windows 10 Pro or Windows IoT and 7th generation Intel® processors and optional Intel® vPro™ processor. It is an all-in-one point of sale system with a 14 inch diagonal, wide aspect touch display. The HP Engage One can be customized with different configurations for displays, components such as the retail input/output connectivity base, RAM, storage, processor, and peripherals to meet your business needs.

¹ Optional or add-on feature.

² MIL STD 810G testing is pending and is not intended to demonstrate fitness for U.S. Department of Defense contract requirements or for military use. Test results are not a guarantee of future performance under these test conditions. Accidental damage requires an optional HP Accidental Damage Protection Care Pack.

³ 1- or 3-year limited warranty, depending on country.

⁴ HP Care Services are optional. Service levels and response times for HP Care Pack Services may vary depending on your geographic location. Service starts on date of hardware purchase. Restrictions and limitations apply. For details, visit www.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.



HP Engage One FAQ

Q: What display options are available?

A: There are two 14-inch diagonal wide aspect ratio projected capacitive display: Full HD SVA or UWVA 1920 x 1080 resolution, anti-glare.

Q: Is the screen detachable?

A: No, the HP Engage One is a fixed point of sale system that must be attached to a power source to operate.

Q: What color options are available for the HP Engage One?

A: The HP Engage One is available in black or white. Each unit can be complemented with retail accessories in the same color and design aesthetic.

Q: What configurations are available for the HP Engage One?

A: The table below outlines the differences between the three available models.

HP Engage One Model 141	SVA 300-nit panel FHD 1920 x 1080 resolution	Intel® Celeron® 3965U 2.2GHz 2M 2133 2C6 processor
HP Engage One Model 143	WLED UWVA 500-nit panel FHD 1920 x 1080 resolution	Intel® Core™ i3 - 7100U 2.40GHz 3M 2133 2C6 processor
HP Engage One Model 145	WLED UWVA 500-nit panel FHD 1920 x 1080 resolution	Intel® Core™ i5 - 7300U 2.60GHz 3MB 2133 2C6 processor w/ Intel® vPro™

Security

Q: What security features come with the HP Engage One?

A: The HP Engage One includes the following security features:

Hardware based security:

- Drive lock for hard drive protection.
- Tamper Resistant Screw affixed on the stand of the system unit and VESA mount, which is used to secure the device head to the stand – even without Quick Release enabled.
- Trusted Platform Module 2.0 to protect your data from malware attacks.
- HP Engage One Biometric Fingerprint Reader¹ for secure login, enabling Windows Hello.
- Bolt-to-counter mechanism¹ to prevent device theft.
- VESA mounting¹ to prevent device theft.
- HP Engage One Keyed Cable Lock¹ to prevent device theft.

Software based security:

- HP Biosphere with HP Sure Start Gen3⁵ monitors in-memory BIOS, recovers the platform without intervention, restores the BIOS to a custom state, and is enterprise ready for centralized management.
- Microsoft Device Guard⁶ protects unauthorized access to USB ports.
- Microsoft Credential Guard⁵ stores and protects login credentials in a secure, isolated container.

⁵ Available on HP Engage One equipped with Intel® 7th generation processors.

⁶ Microsoft Device Guard and Credential Guard require Windows 10 Enterprise Edition.



HP Engage One FAQ

Q: What is HP Sure Start Gen3?

A: HP Sure Start Gen3 is the industry's first self-healing BIOS. Sure Start protects your system and ensures uninterrupted productivity by automatically detecting and recovering from BIOS corruption or attacks beyond the operating system. It offers the following benefits:

- Improved security: Keep your device and data safe from outside attacks.
- Uninterrupted productivity: Eliminate downtime waiting for repair and recovery of device.
- Lower total cost of ownership: Reduce repairs and calls to your IT help desk, thus reducing total cost of ownership.
- Automatic and invisible: Get peace of mind with protection that operates with transparency to the user with no interaction required.

Durability

Q: In what ways does the HP Engage One provide durability in terms of liquid resistance?

A: The display head is designed to resist direct minor spills by routing liquids away from the core components. Additionally, the versatility of the design also allows for separating the I/O connectivity base from the stand. Customers could use a counter mount solution or a stability plate solution, with the I/O connectivity base located away from where liquids might gather.

Q: How durable is the white coating on the HP Engage One?

A: The white finish on the HP Engage One is achieved by applying a protective coating technique called Anionic Electric Decoration (AED) which creates a ceramic-like finish on metal. This process makes the surface durable and fingerprint resistant while at the same time giving it an attractive finish.

Q: Will the HP Engage One withstand the long hours and demands of retail and hospitality businesses?

A: The HP Engage One was designed to be retail-hardened and to withstand the demands of a retail business such as long hours, humidity changes, and temperature changes, as well as drops. It is designed to pass MIL-STD 8 testing. All HP retail systems also go through a multitude of platform tests to help ensure the durability of the platform.

Mounting

Q: What stand and mounting options are available?

A: Below are the different stands and mounting options. The unit can be mounted to a wall or a third-party pole solution with the display head unit only option. The rotate/tilt stand allows for 10° angle adjustability and 180° rotation left or right. The fixed position stand does not have adjustability.



HP Engage One No Stand Option - Display Head Only (Includes 100mm VESA Mounting Bracket). This can be ordered with an I/O Connectivity Base detached. It includes the VESA bracket to mount to a wall, and a 1.8M USB-C™ power cable.



HP Engage One Fixed Position Stand with Stability Base Plate. This is the Value stand (fixed position with no swivel/tilt), which includes the stability plate.



HP Engage One Fixed Position Stand Counter Mount - No Base Plate-includes Counter Mounting Bracket kit. The mounting bracket requires an 80 mm hole in the countertop. The thickness of the countertop needs to be 10 mm to 50 mm.



HP Engage One Rotate/Tilt Stand with Stability Base Plate. This comes with the stability plate.



HP Engage One Rotate/Tilt Counter Mount No Base Plate - This is the rotate/tilt stand with the counter mounting bracket kit. The mounting bracket requires an 80 mm hole in the countertop. The thickness of the countertop needs to be 10 mm to 50 mm.



HP Engage One Rotate/Tilt Stand with Integrated Printer and Stability Base Plate. This is the integrated printer solution, which contains the rotate/tilt collar and stability base.



HP Engage One Rotate/Tilt Stand with Integrated Printer and No Base Plate - includes counter mount kit. This is the integrated printer solution, which contains the rotate tilt collar and a counter mounting bracket kit.



HP Engage One FAQ

Q: How does the stand connect to the connectivity base?

A: The display head is connected to the I/O connectivity base through a USB Type-C™ power cable, which connects to the USB Type-C™ port on the underside of the stand column. If the I/O Connectivity base is ordered as a Drop in Box, or detached from the stand, it will ship with a 1.8M USB-C power cable.

Q: Can you secure the HP Engage One to a counter?

A: An optional security extension cable connects to a screw underneath the stability plate that allows a keyed cable lock to secure the unit in a clean and clutter-free way. The Security extension cable in the HP Engage One offering allows for a Kensington or k- lock insert on the connectivity hub to be physically locked down.

Q: Are the rotate/tilt and the fixed stand the same height?

A: Yes, the rotate/tilt stand and the fixed position stand have the same dimensions: 96(L) x 96(D) x 220(H) mm.

Q: How does the fixed position angle compare to the rotate/tilt stand.

A: The angle of the tilt on the fixed position stand is the same as the angle of the rotate/tilt stand when it is tilted down at its lowest point or angle.

Q: What are the differences between connectivity base options?

A: The table below outlines the differences between the two connectivity bases.

Retail Basic I/O Connectivity Base	
3x Serial (0V, 5V,12V)	6x USB (4x 2.0, 2 x 3.0)
1x Cash Drawer Port	1x LAN
1x Video Out (USB-C™)	Micro SD card reader
Audio Jack	USB Type-C™ power port
120W Power Supply	

Retail Advanced I/O Connectivity Base	
2x Serial	3 x PUSB (2x 12V PUSB 1x 24V PUSB)
4x USB (4x 3.0)	1x Cash Drawer Port
1x LAN	1x Video Out (USB-C™)
Micro SD card reader	Audio Jack
USB Type-C™ power port	180W Power Supply

Q: Is the stability plate included with the connectivity bases?

A: When a customer orders the retail input/output (I/O) connectivity base detached from the stand, the I/O connectivity base ships with a top cover. This solution also ships with the 1.8M USB- C™ cable (long cable) to connect the stand to the I/O base. A separate solution can be ordered with the stand attached to the stability plate.



HP Engage One FAQ

Q: How do I mount the system to a counter or on a wall? How do I mount the system on a pole?

A: For a counter mount solution, select a configuration that includes the counter mounting kit. For pole and wall mounting scenarios, select the HP Engage One Display Head Only configuration, which includes a 100mm VESA mounting kit that works with third-party wall and pole mounts.

Accessories

Q: What is the paper roll capacity and size for the in-column printer?

A: The capacity and size for the column printer are as follows:

- Paper Type: Direct Thermal Monochrome POS Grade(s)
- Paper Roll Size (W x D): 3.1 in. X 2 in. (80 mm X 51 mm)
- Paper Thickness Range: 2.3 – 3.2 mil
- Receipt-Columns: 44/56

Q: How much taller is the system with the integrated in-column printer?

A: The system with the integrated printer is 40mm taller than the system without the integrated printer. The dimensions are: stand without column printer: 96(L) x 96(D) x 220(H) mm: stand with column printer: 96(L) x 96(D) x 260 (H) mm.

Q: Where can I learn more about the accessories for the HP Engage One?

A: For more information about the accessories offered, visit: hp.com/go/engageone. For information about the full HP retail solutions portfolio, visit hp.com/go/engageone.

Purchase and Warranty

Q: What is included with the purchase of the HP Engage One?

A: The HP Engage One can be configured with the operating system, processor, storage, RAM, and additional components such as the in-column printer, magnetic stripe reader, additional customer-facing displays or retail peripherals to meet your needs.

Q: What Warranty and Care Pack options are available for the HP Engage One?

A: Included with the HP Engage One is up to a 3-year standard limited warranty³. An extended service warranty of up to 5 years is available with optional HP Care Packs. The warranty length will be longer where required by law. Optional Care Packs extend your protection beyond the standard limited warranty.⁷

Q: Is the Column Printer covered under the system warranty?

A: The column printer is shipped as configured to order with the system and is therefore covered under the system warranty.

⁷ Service levels and response times for HP Care Packs may vary depending on your geographic location. Care Packs are sold separately. The warranty starts on the date of the hardware purchase. Restrictions and limitations apply. For details refer to: hp.com/go/cpc. HP services are governed by the applicable HP terms and conditions of service provided or indicated to the customer at the time of purchase. The 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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