

# **HP Engage One Prime All-in-One System Frequently Asked Questions (FAQ)**

This document answers the most common questions related to the HP Engage One Prime All-in-One System.





**Q: What is the HP Engage One Prime?**

**A:** HP Engage One Prime is an all-in-one point of sale solution optimized for small retail and hospitality businesses who need a complete system that's impressive looking and easy to install all at an affordable price. Retailers get a system with an exceptional out-of-box experience and easy integration with point of sale software and payment services that's backed by HP's well-known hardware warranty and services.<sup>1i</sup>

HP Engage One Prime is based on the Android™ 8.1 OS and a powerful octa-core Qualcomm® Snapdragon processor with a choice of CPU speed, memory, and storage. It features cable management and the enhanced utility of an ample 14" diagonal Full HD touchscreen that comfortably tilts and easily flips between associates and customers. Essential peripherals like a magnetic stripe reader and NFC to authenticate associates, and a camera-based scanner to scan QR codes and merchandise are built-in. An optional integrated customer-facing display is also available on select models.

**Q: What display options are available?**

**A:** HP Engage One Prime offers a single main display option. The primary display is a 14" diagonal wide aspect ratio touchscreen with Full HD 1920 x 1080 resolution, anti-glare. It has the added functionality of easily flipping between associates and customers.

**Q: What customer-facing display options are available?**

**A:** HP Engage One Prime can be configured with an integrated customer facing display option. The customer-facing display is 5.5" non-touch screen with Full HD 1920 x 1080 resolution.

**Q: Is the screen detachable?**

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

**Q: Can the integrated magnetic stripe reader (MSR) be used to accept payments?**

**A:** The integrated MSR and NFC are for user authentication. The MSR cannot be used to accept credit card payments.

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

**A:** The HP Engage One Prime comes with Android 8.1 OS and Qualcomm Snapdragon processors. It is an all-in-one point of sale system with a 14-inch diagonal, wide aspect display that flips between associate and customer. The HP Engage One Prime can be purchased with different configurations for a customer-facing display, memory, storage, processor, and matching peripherals to meet your business needs. (See table below for configuration options.)

HP Engage One Prime is available in a high or low-end model. HP Engage One Prime includes a 1.8GHz processor, 2GB RAM and 16GB of storage. The higher-end HP Engage One Prime Plus includes a 2.2GHz processor, 4GB of memory and 32GB of storage.

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

**A:** HP Engage One Prime is available in black or white. Each unit can be complemented with retail accessories in the same color and design aesthetic. There are third-party solution options for color customization.



# HP Engage One Prime FAQ

**Q: What operating system does HP Engage One Prime support?**

**A:** HP Engage One Prime supports the Android 8.1 operating system.

**Q: What are the advantages of an Android operating system?**

**A:** The Android operating system powers the largest number of consumer devices globally including phones, tablets, TVs, and wearables, as well as a sizable number of point of sale systems. In addition, Android supports one of the largest developer communities and provides a rich set of APIs and tools for efficient development of applications. It's an open source OS so there are no licensing fees making Android-based solutions like HP Engage One Prime more cost effective and affordable.

**Q. Where can I get access to the developer kit?**

**A:** The Software Development Kit (SDK) can be accessed at the following link: <https://developers.hp.com/retail-solutions>

**Q: What configurations are available for HP Engage One Prime?**

**A:** The table below outlines the different fixed configurations available.

Description	SKU	Speed, memory, storage
HP Engage One Prime Plus (Black)	5XY02AA	2.2GHz, 4GB RAM/32GB
HP Engage One Prime Plus (Black, CFD)	5XY10AA	2.2GHz, 4GB RAM/32GB
HP Engage One Prime Plus (White)	5XY07AA	2.2GHz, 4GB RAM/32GB
HP Engage One Prime Plus (White, CFD)	5XX95AA	2.2GHz, 4GB RAM/32GB
HP Engage One Prime (White)	5XY09AA	1.8GHz, 2GB RAM/16GB
HP Engage One Prime (White, CFD)	5XY12AA	1.8GHz, 2GB RAM/16GB
HP Engage One Prime (Black)	5XY08AA	1.8GHz, 2GB RAM/16GB
HP Engage One Prime (Black, CFD)	5XY06AA	1.8GHz, 2GB RAM/16GB



## Security

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

**A:** The HP Engage One Prime offers the following security features:

**Hardware based security:**

- HP Engage One Prime Biometric Fingerprint Reader for secure application specific use cases.
- HP Engage One Prime Keyed Cable Lock to prevent device theft.

**Software based security from Android 8.1 OS:**

- Secure Boot
- Verified boot
- SELinux policies in enforced mode
- Application sandbox
- Encryption on by default
- Block apps from unknown sources
- Hardware backed key store

## Durability

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

**A:** HP Engage One Prime has IP52 certification<sup>2</sup> that helps ensure dust resistance and protection from water drops up to 15 degrees. The display head is designed to resist direct minor spills by routing liquids away from the core components. Additionally, the versatility of the design allows for separating the I/O hub from the system. Customers can mount the I/O hub under the counter and away from where liquids might gather.

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

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

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

**A:** The HP Engage One Prime was designed to be retail-hardened and to withstand the demands of a retail business such as long hours, humidity changes, and temperature changes. All HP retail systems go through a multitude of tests to help ensure the durability of the platform.



## Mounting

**Q: What mounting options are available?**

**A:** HP Engage One Prime can be counter mounted only

**Q: Can HP Engage One Prime be secured to a counter?**

**A:** An optional security cable secures the unit in a clean and clutter-free way. There is also an option for a keyed cable lock in which a k-lock allows the solution to be physically locked down.

**Q: What is the maximum length of the USB-C™ cable?**

**A:** The USB-C™ power cable is 1.8M (6ft).

**Q: What connectivity is integrated into HP Engage One Prime?**

**A:** HP Engage One Prime has 4 ports on the base for basic connectivity without the I/O hub. Connect directly to everyday devices with two USB-C™ ports, two USB-A ports, and Bluetooth®, and to a network with WLAN.

**Q: What if a customer needs additional connectivity?**

**A:** An optional I/O hub<sup>3</sup> is available to connect more devices. I/O hub specs include:

- 2 serial (db9)
- 4 USB 2.0
- 1 USB A (powered 12V)
- 1 Gigabit LAN
- 1 Cash Drawer port
- 2 USB type-C™

## Accessories

**Q: What accessories are available for HP Engage One Prime?**

**A:** The following design and pricing-matching accessories<sup>3</sup> are available for HP Engage One Prime:

- Printer
- Handheld barcode scanner
- iButton reader
- Fingerprint reader
- I/O hub
- Cash drawer

**Q: What is the paper roll capacity and size for the matching printer?**

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

- Paper Type: Direct Thermal Monochrome POS Grade(s)
- Paper Roll Size (W x D): 2.25 in. X 2.01 in. (58 mm X 51 mm)
- Core size must be 0.41 in. or larger (10.40 mm; typical core size is 0.5 in.)
- Paper Thickness Range: 2.3 – 3.2 mil
- Receipt-Columns: 44/56



**Q: What do I need to connect the printer to HP Engage One Prime?**

**A:** Please see the QuickSpecs for the printer solution.

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

**A:** For more information about the accessories offered, visit: [hp.com/go/engageoneprime](http://hp.com/go/engageoneprime).

## Purchase and Warranty

**Q: How can customers purchase HP Engage One Prime?**

**A:** HP Engage One Prime will be available through select ISVs and SMB-focused resellers as a complete solution that includes point-of-sale software and payment processing services<sup>1</sup>, along with the HP hardware and accessories. Visit [hp.com/go/engageoneprime](http://hp.com/go/engageoneprime) to find a reseller in your region.

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

**A:** The HP Engage One Prime is preconfigured with the processor, storage, memory, and an optional customer-facing display. Matching retail peripherals are also available to meet your needs.

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

**A:** Included with the HP Engage One Prime is a 1-year standard limited warranty<sup>4</sup>. Extended coverage of up to 3 years is available with optional HP Care Packs. The warranty length will be longer where required by law. Optional Care Packs extend protection beyond the standard limited warranty<sup>5</sup>.

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1. Bundles including retail software and payment processing service available in select regions only.

2. IP52 test results are not a guarantee of future performance under these test conditions. Any accidental damage requires an optional HP Accidental Damage Protection Care Pack.

3. Peripherals sold separately. iButton® available in select regions.

4. 1-year limited warranty, depending on country.

5. 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](http://hp.com/go/cpc).

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