



HP Elite x3 and HP Workspace

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Device & Accessories

Q: What is the HP Elite x3?

A: The HP Elite x3 is the world's first built for business 3-in-1 device¹ that combines the power and productivity of a PC and the versatility of a tablet with premium smartphone capabilities. The HP Elite x3 is a sleek, secure handheld device that can dock when you need to work big using an external display, keyboard, and mouse.

Q: Are specifications available for the HP Elite x3?

A: Yes, refer to the following website for a complete list of specifications:
<http://h20195.www2.hp.com/v2/default.aspx?cc=us&lc=en&oid=12740553>

Q: What accessories are available for the HP Elite x3?

A: The following accessories are available:

- Docks:
 - HP Elite Desk Dock
 - HP Elite Lap Dock
- Chargers:
 - HP Elite x3 Wireless Charger
 - USB auto power adapter
- Dongles:
 - USB-C™ to DisplayPort™
 - USB-C™ to HDMI
 - USB-C™ to VGA
 - Micro HDMI to VGA/HDMI (for HP Elite Lap Dock)
- Cases:
 - HP Elite x3 Wallet Folio Case
 - HP Elite x3 Silicone Case
 - HP Elite x3 Rugged Case
- Protection and Privacy:
 - HP Elite x3 Anti-Fingerprint Screen Protector (3-pack)
 - HP Elite x3 Anti-Shatter Glass Screen Protector (1-pack)
 - HP Elite x3 Privacy Screen (1-pack)

¹ Based on HP's internal analysis as of May 11, 2016 of mobile devices delivering smartphone, laptop, and desktop business productivity, preinstalled with Windows 10 Mobile, MIL-STD 810G and IP67 testing, the ability to run virtualized corporate apps on a big screen using an optional dock, and a biometric solution for security.

 **HP Elite x3 and HP Workspace****Q: What is the HP Elite Desk Dock?**

A: The HP Elite Desk Dock allows the HP Elite x3 to connect seamlessly to an external display, keyboard, and mouse for increased productivity and true multi-tasking. The external display connects through the USB-C™ display port and the keyboard and mouse with the other USB ports included. The HP Elite Desk Dock also charges the phone. By subscribing to HP Workspace², HP's turnkey application virtualization service, your experience becomes comparable to that of a Windows PC – enabling you to work in full-featured 32 and 64-bit Windows applications.

The HP Elite Desk Dock charges the HP Elite x3 while providing essential connectivity: DisplayPort™, Ethernet, and three USB 3.0 ports (two type A and one Type C™).

Q: Are specifications available for the HP Elite Desk Dock?

A: Yes, refer to the following website for a complete list of specifications:
<http://h20195.www2.hp.com/v2/default.aspx?cc=us&lc=en&oid=12740553>

Q: What is included in the HP Elite Desk Dock option kit?

A: The following is included:

- HP Elite Desk Dock unit
- Power adapter and cable (1.5m)
- USB Type-C™ cable (1m)
- Alternate top cover (for use with USB Type-C™ cable)
- Documentation

Q: What is the HP Elite Lap Dock?

A: The HP Elite Lap Dock is a docking station designed to look like a notebook computer, so when you connect your HP Elite x3, you have everything you need to get to work – display, keyboard, and touchpad, and a built-in pointing device that you can use in place of a mouse. The HP Lap Dock leverages Microsoft Windows Continuum and enables a premium notebook experience powered by the HP Elite x3.

The HP Elite Lap Dock features a thin, near borderless 12.5” diagonal FHD display that is backlit. It also has a generous, 48 WHr battery that can charge your HP Elite x3 even when the display is closed, and a spill resistant keyboard integrated in a design featuring reinforced poly carbonate and stamped aluminum alloy materials. It's quiet, fan-less design has no moving parts and includes three USB-C™ ports, a micro-HDMI port (to mirror screen on an external display), and a headphone jack.

Q: Are specifications available for the HP Elite Lap Dock?

A: Yes, refer to the following website for a complete list of specifications:
<http://h20195.www2.hp.com/v2/default.aspx?cc=us&lc=en&oid=12740553>

Q: What is included in the HP Elite Lap Dock option kit?

A: The following is included:

- HP Elite Lap Dock unit
- 45W USB Type-C™ power adapter
- USB Type-C™ cable (1m)
- Documentation

² HP Workspace subscription required. Corporate application must be licensed on corporate network for virtualization. Requires the HP Elite x3 to be docked with the HP Elite x3 Desk Dock or connected to the HP Elite x3 Lap Dock, each sold separately or as part of a solution bundle.

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Q: Are there docks other than the HP Elite Desk Dock and the HP Elite Lap Dock that work with the HP Elite x3?

A: No, the majority of USB-C™ docks require that a driver be installed on the host device. Currently, none of the available docks has a Windows 10 Mobile-supported driver.

Q: Where can I learn more about the HP Elite x3?

A: For more information about the HP Elite x3, visit: hp.com/go/elitex3.

Windows 10 Mobile Apps

Q: Where can I find more information about Windows 10 Mobile apps?

A: For more information on Windows 10 Mobile apps refer to:
<http://support.hp.com/us-en/document/c05172704/?openCLC=true>

Additional resources are also available from Microsoft: <http://support.microsoft.com/en-us/help/17284>

Q: Does the HP Elite x3 support iOS and Android apps?

A: Apps developed for iOS and Android™ platforms do not run natively on Windows 10 Mobile. App developers must build their applications for Windows 10 Mobile as Universal Applications. iOS developers can use Windows Bridge for iOS to port their applications. The Windows Bridge for iOS is a Microsoft open-source project that provides an Objective-C development environment for Visual Studio and provides support for iOS APIs.

For more information, refer to: <https://developer.microsoft.com/en-us/windows/bridges/ios>

Q: Does HP support the Windows Insider OS from Microsoft?

A: No, the pre-release version of Windows via the Windows Insider is not supported. To ensure the best operation of your HP Elite x3, you will receive the Windows 10 Mobile Anniversary update from HP this fall.

Setup & Operation

Q: How do I transfer data and contacts from my Android or iOS phone?

A: You have several options for transferring information from an Android or iOS phone.

For more information, refer to: <http://support.hp.com/us-en/document/c05225686>

Q: How does Microsoft Continuum work with the HP Elite x3?

A: You can use Microsoft Continuum³ to connect your HP Elite x3 to an external display, such as a TV or computer monitor. Windows Continuum enables using a second screen while using your smartphone at the same time. Work on the large screen like you would a PC with a keyboard and mouse, or use the HP Elite x3 as a touchpad to move the mouse pointer on the external screen. While you are connected, the HP Elite x3 continues to provide the features of a phone, so you can continue to talk and text when you need to.

Refer to the following website for more information about using Microsoft Continuum with your HP Elite x 3 including <http://support.hp.com/us-en/document/c05170163/?openCLC=true>

³ For multi-screen Continuum experience, one of the following accessories are required: 1) Desk Dock using USB-C to DisplayPort connection to external display, 2) Lap Dock using USB-C connection to Lap Dock's integrated display, 3) Dongle using USB-C to DisplayPort, HDMI or VGA connection to external display, 4) Miracast enabled external display or Miracast dongle attached to an external display. All docks and dongles sold separately.

 **HP Elite x3 and HP Workspace****Q: Can I recover the last Continuum session after undocking and re-docking?**

A: Enhancements to Continuum in the Anniversary Update of Windows 10 Mobile scheduled for fall 2016 will enable apps to remain open during an undock or re-dock.

For more information about how to get the latest updates for your phone, see: [HP Elite x3 - Updating Software and Drivers \(Windows 10 Mobile\)](#).

Q: Does Continuum support touch?

A: No, at this time Continuum does not support touch. Look for touch support in future releases.

Q: Can I print from the HP Elite x3?

A: Windows 10 Mobile enables printing to supported printers connected to the same network as the HP Elite x3. You can print documents from the Microsoft Office Mobile suite of applications (Includes Word Mobile, Excel Mobile, PowerPoint Mobile, and One Note) from your HP Elite x3.

You can find a list of supported printers at: <https://support.microsoft.com/en-us/kb/3083720>.

For printing instructions, refer to: <http://support.hp.com/us-en/document/c05225686>.

Q: Can I reset my HP Elite x3?

A: Yes, resetting your HP Elite x3 restores it to its factory settings (out-of-box state) or to an earlier point. However, restoring your phone to its factory settings erases all data including photos, videos, texts, apps, and settings. This gives you a completely fresh start with the device.

Restoring your HP Elite x3 to an earlier point can help get the device back to the state you want, with the corresponding data and settings. To do this, you want to make sure your data is backed up before performing a reset.

For more information about backing up your data and settings, refer to: <http://support.hp.com/us-en/document/c05194685/?openCLC=true>.

Q: Can I turn off the camera shutter sound on my HP Elite x3?

A: The camera shutter tone is set to ON and cannot be turned off. This is because of regulatory requirements from certain Asian and European carriers.

Q: How do I set up dual SIM hardware and software for the HP Elite x3?

A: The HP Elite x3 supports either a Single SIM + MicroSD™ card or a Dual SIM card configuration. However, only one SIM can be active at a time. Once a SIM card is inserted, go to **Settings > Network and Wireless > Cellular & SIM** to turn on data and select which SIM you want to be primary.

For SIM configuration and management information, refer to: <http://support.hp.com/us-en/document/c05225686>.

Q: Why does my second SIM card show only 2G?

A: The HP Elite x3 comes with a tray that can house two Nano SIM cards or one Nano SIM card and one microSD™ card. However, only one SIM can be used for cellular data at a time. The second SIM card automatically shows that it is set on a 2G network speed, but it will not consume any data.

This gives you the flexibility to have an extra line (i.e., your business line and personal line on one device), or to use the traditional single SIM and a microSD for extra storage space (the phone can support cards up to 2 TB).

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Q: Why is there a delay in accepting a SIM PIN on the HP Elite x3?

A: With the fall 2016 release of the Anniversary Update for Windows 10 Mobile, a SIM PIN will be accepted without delay.

Q: Why can't I turn on my phone immediately after powering off the device?

A: With the fall 2016 release of the Anniversary Update for Windows 10 Mobile, you will be able to turn your phone back on immediately after powering off the device.

Security

Q: What security features come with the HP Elite x3?

A: The HP Elite x3 includes dual biometrics with iris recognition and fingerprint reader⁴ and FIPS 140-2 cryptography. The Qualcomm processor includes Secure Boot, 128-bit key unified image encryption, 256-bit key full disk encryption, anti-roll-back, and fTPM 2.0 security. Windows 10 Mobile includes 128-key BitLocker encryption and enterprise-grade VPN.

- Windows Hello ensures that only authorized users can log-in.
- The Windows Store checks apps for malware before downloads.
- Windows 10 Mobile BitLocker ensures that device data is encrypted when not in use.
- Windows 10 Mobile My Phone can find, erase and lock stolen devices via Find My Phone.
- Windows UEFI Secure Boot protects against malware before the OS begins. Only signed and verified firmware and OS code is allowed to run.

Q: How do I separate personal and work data?

A: Windows Information Protection (WIP), formerly known as Enterprise data protection (EDP), available with the Windows 10 Mobile Anniversary Update (available in the fall of 2016), provides data separation and containment and is designed to safeguard personal information and prevent data leakage.

Unlike most other solutions on the market, Windows 10 Mobile data protection will not disrupt your experience. In fact, no separate container or folder login will be required with WIP. Instead, protection technology will be embedded natively in the mobile platform, which will automatically encrypt data that comes from corporate sources. Corporate policy will have the ability to be set to block, log, or alert any attempt to inappropriately copy, paste, open, or save encrypted data.

For more information, see the Microsoft support page, [Introducing Windows Information Protection](#).

⁴Fingerprint Reader software for update Windows 10 Mobile required and planned in a future release.
September 19, 2016



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Application Virtualization

Q: Is the HP Elite x3 compatible with application virtualization solutions?

A: The HP Elite x3 does work with popular application virtualization solutions such as Citrix or VMWare, in addition to HP Workspace. Check with your representative for availability for their Windows 10 Mobile app, support for Microsoft Continuum, and licensing details.

Q: My company already virtualizes business apps with Citrix®. Does the HP Elite x3 work with Citrix?

A: The HP Elite x3 works great with Citrix. There are a couple of ways to utilize a Citrix solution on the HP Elite x3:

- Citrix Receiver for HTML5 2.1, which supports the new Continuum feature of Windows 10 Mobile.
- Citrix Receiver app in the Windows Store. (Please contact your Citrix representative for availability and licensing details.)

Q: What if my organization doesn't have a virtualization service?

A: We'd recommend that you evaluate HP Workspace. It's a turnkey, cloud-based application virtualization service⁵ that simply and securely delivers 32 and 64-bit Windows desktop or web applications to HP Elite x3 users when they're using an HP Elite Desk Dock or Lap Dock. Purchasers of any HP Elite x3 bundle through January 31, 2017 are eligible for a free 60-day HP Workspace Premium service launch promotion offer. That's more than a \$150 value per user!⁶ Contact your HP partner or HP account representative to activate the free 60-day service offering. Learn more about HP Workspace at <http://www.hp.com/go/workspace>.

Q: How does HP Workspace simplify application virtualization for IT Administrators?

A: An organization's IT Administrator uses the online portal and setup wizard to activate their account, specify users, and submit the applications they want virtualized by the service. The highly-trained HP Service Desk agents do the rest of the work for them. Administrators have an easy-to-use dashboard where they can stay up to date and contact the service agents.

HP Workspace

Q: What plan options are available for HP Workspace?

A: HP Workspace is an application virtualization service with application testing and delivery provided by trained HP Workspace Service Desk agents lightening the load for a customer's IT group. HP Workspace is available in two service options - Essential and Premium.

Essential is a great solution for organizations who have mostly-mobile workers who need to be in "desktop mode" using Windows or web-based line-of-business applications less than a few of hours a day. Premium provides additional virtualized applications, more cloud computing power, and additional hours for users who need to use applications in a desktop mode more frequently. With either service, there is a VPN integration service option (sold separately). The VPN service enables secure access to data and databases behind a company's firewall.

⁵ Requires purchase of any HP Elite x3 bundle which includes an HP Elite Desk Dock or Lap Dock. Valid for purchases through January 31, 2017. Customer must activate the 60-day service before February 28, 2017. Offer is only available from your HP account representative or your HP Partner. Virtualize up to ten 32 or 64-bit desktop applications or web applications.

⁶ Promotional value is based on list price of two months of Premium service per user.

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HP Workspace plan options at a glance:

	Essential	Premium	Add-On Service
Monthly usage (per user)	40 hours	80 hours	1 year VPN integration
Cloud processing power (per user)	Dedicated vCPU	Dedicated vCPU	Licensing is per VPN gateway – not per user
Virtual machine RAM (per user)	4GB RAM	8GB RAM	
Virtualized Apps	≤10	Unlimited	
Application analytics	—	Detailed usage reports	
Support	Mon-Fri deployment and incident support ⁷	Mon-Fri deployment and incident support ⁷	

Per-user service licenses are available for 1, 2, and 3 year terms.

Q: What is the pricing and availability for HP Workspace?

A: HP Workspace is planned to be available on September 27, 2016. The suggested list price for a one year license of HP Workspace Essential is \$579 USD per user per year (the equivalent of \$49 USD monthly per user), and is designed for businesses looking to virtualize up to ten applications with 40 hours of usage for each user per month.

The suggested list price for a one year license of HP Workspace Premium is \$939 USD per user per year (the equivalent of \$79 USD monthly per user), and is designed for businesses who need to provide their employees with regular access to their desktop applications. This option offers 80 hours of usage, access to an unlimited number of virtualized applications, and detailed usage reports.

The optional VPN integration service has a suggested list price of \$2,995 USD per year, per gateway.

Those who purchase an HP Elite x3 bundle solution on or before January 31, 2017, can take advantage of a free 60-day HP Workspace Premium service launch promotion⁸ enabling customers to virtualize up to ten 32 or 64-bit Windows applications with this innovative service from HP.

Pricing may vary by region and HP resellers. Please contact your HP partner or HP account representative for licensing details.

Q: Is there a way to try HP Workspace with applications that my company uses?

A: Yes, purchasers of any HP Elite x3 bundle on or before January 31, 2017 can take advantage of a free 60-day HP Workspace Premium service launch promotion offer.⁵ That’s more than a \$150 value per user!⁶ Contact your HP partner or HP account representative to activate the free 60-day promotional offer.

Q: How do customers convert their free 60-day HP Workspace service launch promotion offer to a paid 1, 2, or 3-year license for HP Workspace?

A: At any time during the 60-day launch promotion service period, customers may contact their HP partner or HP account representative to purchase HP Workspace. Customers will purchase a new SKU for the specific service package and license term desired. If an HP Workspace license is purchased within the 60-day period, there will be no disruption of service. Customers can then add more users or applications (based on the licensing option selected) to their company catalog of virtualized applications.

⁷ See regional Service Desk hours in the HP Workspace Service Level Agreement (SLA) at www.hp.com/go/workspace.

⁸ Requires purchase of any HP Elite x3 bundle which includes an HP Elite Desk Dock or Lap Dock. Valid for purchases through January 31, 2017. Customer must activate the 60-day service before February 28, 2017. Offer is only available from your HP account representative or your HP Partner. Virtualize up to ten 32 or 64-bit desktop applications or web applications.

 **HP Elite x3 and HP Workspace****Q: What happens when the 60-day HP Workspace Premium service launch promotion expires?**

A: As the 60-day limit approaches, the customer will be reminded via an application notification or HP partner email that the service is ending. To continue the service, the customer will be prompted to purchase an HP Workspace license to prevent a service interruption.

On the 61st day, the service will no longer be active and mobile users will not be able to use the virtualized applications in their application catalog. Users will be prompted to contact their internal IT administrator.

Q: How does the end-user access HP Workspace from an HP Elite x3?

A: To access HP Workspace, dock the unlocked, HP Elite x3 to either an HP Elite Lap Dock or HP Elite Desk Dock. When the device automatically activates the Windows Continuum mode and shows on the connected display, simply tap the **HP Workspace tile** that is on the HP Elite x3 **Start** screen.

If you don't find the tile, click or tap **Windows Start > All Apps > HP Workspace**. You'll then be prompted to log on to HP Workspace with your corporate credentials.

Note that Internet access is required to use HP Workspace. If the HP Workspace app is not listed in the All Apps list, the user can download the HP Workspace app from the Windows App Store.

Q: Where are HP Workspace data centers located?

A: HP Workspace is currently supported by seven, SSAE16-SOC certified, regional data centers, serving numerous countries. Data centers are located in Australia, Germany, Ireland, Japan, Singapore, and two in the United States (California and Virginia). The HP Workspace team will be enabling more data centers in the coming months to ensure great global coverage for customers. To see an updated list of HP Workspace regional data centers refer to www.hpworkspace.com.

Q: When users travel internationally, do they continue to use their original data center for HP Workspace access or do they switch to a regional center?

A: A user's regional data center for application access in HP Workspace is specified at the time of setup. Employees traveling internationally will access their default regional data center. If an organization has employees who need in-region data center access, the company's IT administrator can work with their HP Service Desk agent to set up additional regional user accounts. For example, if you have an employee who frequently travels between the US and Asia, two regional accounts could be created for this employee with unique log-on credentials.

Q: Does HP Workspace eliminate the need for a customer to have a VPN?

A: If a customer is already using a VPN infrastructure, HP Workspace does not eliminate the need for a VPN, since HP Workspace application virtualization servers might need access through the VPN. HP does offer a VPN integration add-on service for HP Workspace customers who may need it. Contact your authorized HP partner or HP account representative for purchasing details.

Q: Does HP Workspace include a storage offering?

A: HP Workspace does not include a cloud file storage service. However, HP Workspace does support third-party cloud storage providers including Dropbox, Box, and Google Drive with support for OneDrive coming soon (licensed separately). Users can also access their internal file servers using the VPN option. HP Elite x3 users can share files directly from their device with any cloud storage service that support Windows 10 Mobile.

 **HP Elite x3 and HP Workspace**

- Q: Does the customer have a dedicated virtual machine (VM) or is it shared with other customers?**
- A:** Customers can be assured that their data is private and secure. HP Workspace customers have a dedicated VM isolating their applications and data from others. For licensed users, it's like having a dedicated PC in the cloud.
- Q: Can users save files directly to their HP Elite x3 device or to a USB drive from HP Workspace?**
- A:** Yes. Users can save files between HP Workspace and the HP Elite x3 device or to a USB drive.
- Q: Can users save files from applications in HP Workspace to OneDrive for Business?**
- A:** No, integration with Microsoft OneDrive is not currently supported in HP Workspace due to an architectural limitation. Look for updates in subsequent service releases.
- Q: Can users print from HP Workspace?**
- A:** Yes, HP Workspace supports printing to PDF from virtualized applications. The PDF can then be printed from the HP Elite x3. A user with a docked HP Elite x3 using Microsoft Office Mobile suite of applications can download the PDF from HP Workspace and then print to any printer the device can access. With the HP Elite x3, users can also print to network printers that Windows 10 Mobile supports. For a list of supported printers, visit: <https://support.microsoft.com/en-us/kb/3083720>.
- Q: Does HP Workspace support conference calling?**
- A:** Third-party conferencing software that requires microphone access is not currently supported with HP Workspace. However, there are several conferencing solutions with native Windows 10 Mobile apps that can be used directly on the HP Elite x3 for conference and video calls. Visit the Windows Business app store - <https://www.microsoft.com/en-us/business-store> - to see the solutions available.
- Q: What is the minimum bandwidth required for cellular and Wi-Fi connections with HP Workspace?**
- A:** While there is no minimum bandwidth requirement to run HP Workspace, a cellular 4G LTE or higher data network or a Wi-Fi network connection with bandwidth of at least of 1 megabit per second is strongly recommended.
- Q: What service level guarantee does HP Workspace offer in its Service Level Agreement (SLA)?**
- A:** The SLA targets a service uptime rate of 99.9 percent for HP Workspace. See the full SLA at www.hpworkspace.com for details.
- Q: What steps does a customer need to take to obtain HP Workspace support?**
- A:** The customer simply opens a service request from the HP Workspace dashboard at www.hpworkspace.com. Customers are supported via live chat or call back Monday–Friday. See the HP Workspace Service Level Agreement (SLA) at www.hp.com/go/workspace.
- Q: Where can I learn more about HP Workspace?**
- A:** Learn more about the HP Workspace application virtualization service by visiting www.hp.com/go/workspace.

Purchase, Warranty, and Support

Q: What is included with the purchase of the HP Elite x3?

A: Currently the HP Elite x3 comes in bundles that include either an HP Elite Desk Dock or HP Elite Lap Dock and appropriate cords and connectors. HP Elite x3 bundles may vary by region. Contact your authorized HP partner or HP account representative for purchasing details:

Q: Which carriers does the HP Elite x3 support?

A: The HP Elite x3 works with any GSM SIM provider. Several regional mobile carriers will be offering the HP Elite x3 solutions. CDMA carriers, such as Verizon and Sprint in the U.S, are not presently supported.

Q: What Warranty and Care Pack options are available for the HP Elite x3?

A: Included with the HP Elite x3 is a standard commercial 1-year limited warranty. An extended service warranty 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 your protection beyond the standard limited warranty.

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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