User Guide

SUMMARY

This guide provides information about components, network connection, power management, security, backing up, and more.

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Product Notice

This guide describes features that are common to most products. Some features may not be available on your computer.

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 is automatically updated, which is always enabled. High-speed internet and Microsoft account required. ISP fees may apply and additional requirements may apply over time for updates. See http://www.windows.com. **If your product ships with Windows in S Mode:** Windows in S Mode works exclusively with apps from the Microsoft Store within Windows. Certain default settings, features, and apps cannot be changed. Some accessories and apps that are compatible with Windows may not work (including some antivirus, PDF writers, driver utilities, and accessibility apps), and performance may vary, even if you switch out of S Mode. If you switch to Windows, you cannot switch back to S Mode. Learn more at Windows.com/SmodeFAQ.

To access the latest user guides, go to http://www.hp.com/support, and follow the instructions to find your product. Then select **Setup & User Guides**.

Software terms

By installing, copying, downloading, or otherwise using any software product preinstalled on this computer, you agree to be bound by the terms of the HP End User License Agreement (EULA). If you do not accept these license terms, your sole remedy is to return the entire unused product (hardware and software) within 14 days for a full refund subject to the refund policy of your seller.

For any further information or to request a full refund of the price of the computer, please contact your seller.

Safety warning notice

Reduce the possibility of heat-related injuries or of overheating the computer by following the practices described.

⚠ **WARNING!** To reduce the possibility of heat-related injuries or of overheating the computer, do not place the computer directly on your lap or obstruct the computer air vents. Use the computer only on a hard, flat surface. Do not allow another hard surface, such as an adjoining optional printer, or a soft surface, such as pillows, rugs or clothing, to block airflow. Also, do not allow the AC adapter to come into contact with the skin or a soft surface, such as pillows, rugs or clothing, during operation. The computer and the AC adapter provided by HP comply with the user-accessible surface temperature limits defined by applicable safety standards.

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1 About this guide

This guide provides basic information for using and upgrading this product.

WARNING! Indicates a hazardous situation that, if not avoided, **could** result in serious injury or death.

CAUTION: Indicates a hazardous situation that, if not avoided, **could** result in minor or moderate injury.

IMPORTANT: Indicates information considered important but not hazard-related (for example, messages related to property damage). Warns the user that failure to follow a procedure exactly as described could result in loss of data or in damage to hardware or software. Also contains essential information to explain a concept or to complete a task.

NOTE: Contains additional information to emphasize or supplement important points of the main text.

TIP: Provides helpful hints for completing a task.

2 Computer features

This chapter provides you with an overview of your computer's features.

IMPORTANT: Your keyboard might include a Copilot key. Copilot in Windows® (select products only) requires Windows 11. Some features require a neural processing unit (NPU). The timing of feature delivery and availability varies by market and device. You must have a Microsoft account to use the Copilot feature. When the Copilot feature is not available, pressing the Copilot key opens the Bing search engine. See http://aka.ms/WindowsAIFeatures.

Standard features

Read this section to identify a typical computer configuration.



The HP Engage One G2 is designed for long-term deployment within general retail, hospitality, and other markets. It includes the following features:

- Integrated All-in-One (AiO) form factor available in landscape orientation

NOTE: Portrait orientation is not supported.

- **39.6 cm** (15.6 in), 300 nits display panel (wide-aspect ratio); FHD 1920 × 1080 resolution, antiglare, antismudge

  The typical brightness of the panel is measured in nits before antiglare coating.

- Choice of mounting options:
  - Countertop mounting bracket
  - 100 mm × 100 mm VESA® mounting bracket

- Stand with Advanced Hub G2
- Advanced hub with back-to-back Customer Facing Display (CFD) option

NOTE: You can also choose not to install a hub and use a 100 W power adapter to 100 W USB-C dongle.

- Major HP peripherals:
  - Magnetic strip reader (MSR) integrated into the head unit as ordered on landscape orientation
  - Indicator light
  - LCD customer-facing display (CFD)
  - NFC authentication

Integrated features

Use this illustration and table to identify the computer features.

NOTE: Your computer might look slightly different from the illustration in this section.

NOTE: You can configure the head unit in landscape orientation. Portrait orientation is not supported.

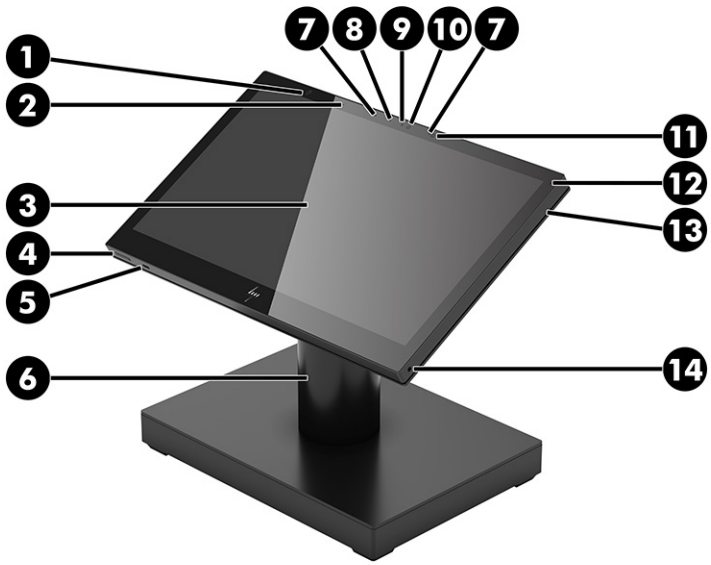


Table 2-1 Identifying the integrated features

	Features		
(1)	Near-field communication (NFC) (optional)	**(8)**	Webcam light
(2)	NFC indicator light	**(9)**	Webcam
(3)	Display panel	**(10)**	Infrared camera
(4)	Power button	**(11)**	Infrared light

Table 2-1 Identifying the integrated features (continued)

	Features		
(5)	USB Type-C® power delivery port (27 W, 5V/9V @ 3A, 12V @ 2A) with Alternative Mode	**(12)**	Magnetic strip reader (MSR) light
(6)	Stand	**(13)**	Magnetic strip reader (MSR) (optional)
(7)	Microphones (2)	**(14)**	Audio-out (headphone) UAJ jack

Fanless hub components

Use this illustration and table to identify the fanless hub features.

IMPORTANT: To avoid damage to the computer, **do not** plug a telephone cable into the cash drawer jack.



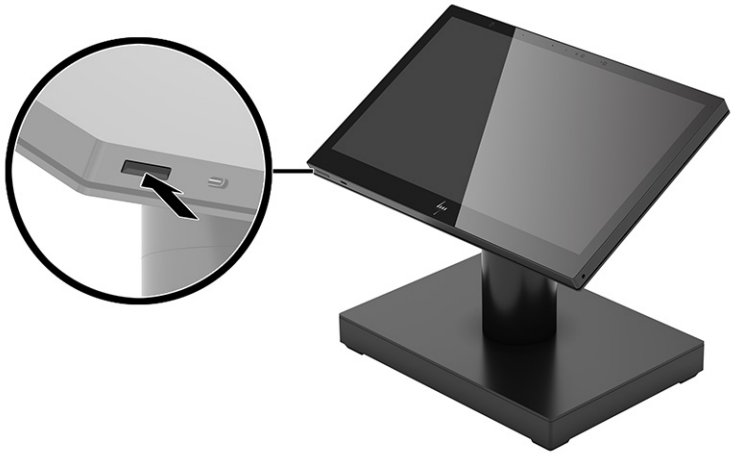
Table 2-2 Identifying the fanless hub features

	Features		
(1)	RJ-45 (network) jack	**(6)**	Power connector
(2)	USB Type-C power delivery port (36 W, 5V/9V/12V@3A) with Alternate Mode (downstream)	**(7)**	Powered USB 12 V ports (2)
(3)	USB ports (4)	**(8)**	Powered USB 24 V port
(4)	Powered serial ports (2)	**(9)**	RJ-11 (cash drawer) jack
(5)	USB Type-C port with power delivery (upstream) (100 W)		

IMPORTANT: Use the fanless hub only with an HP-provided USB cable that is rated at 100 W.

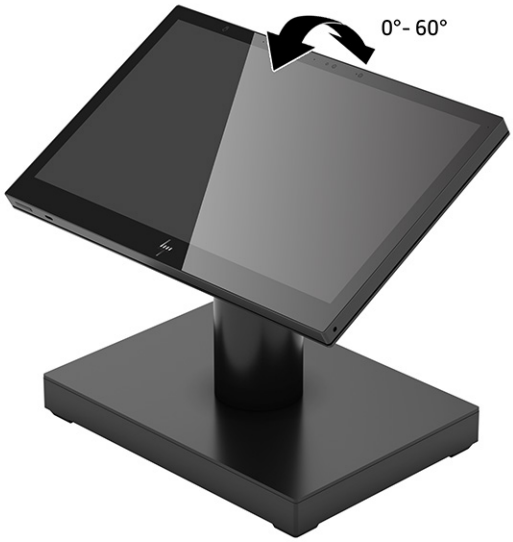
Locating the Engage One G2 power button

The computer power button is located on the bottom-left edge of the bezel.



Tilting the head unit

You can tilt the computer head if needed for servicing.



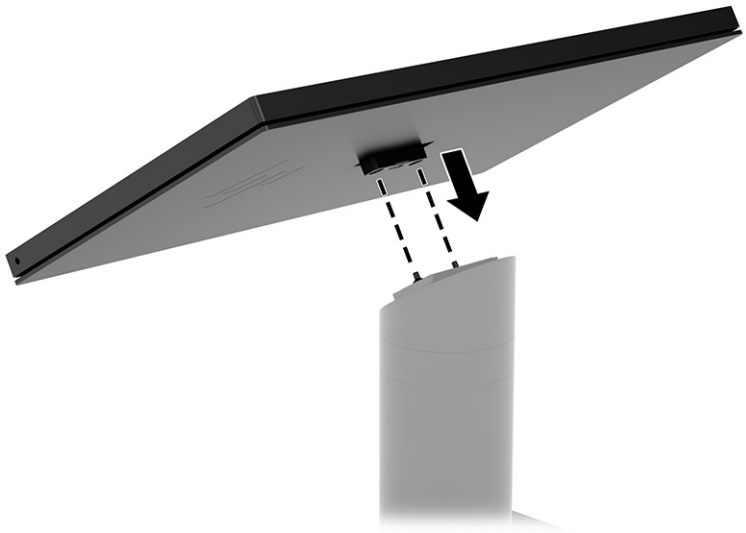
Locking the display head

Use this procedure and illustration to lock the display head for added stability.

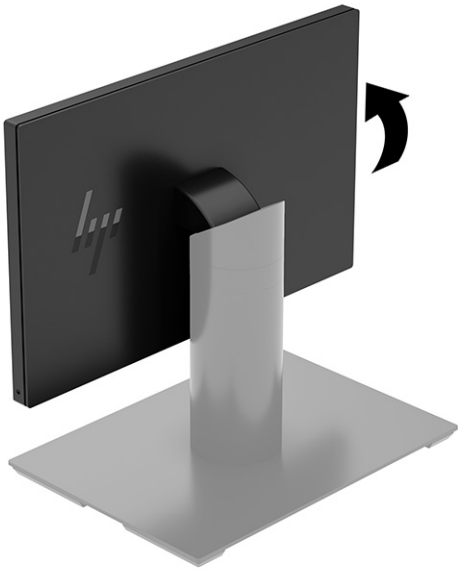
1. Turn off the computer properly through the operating system, and turn off any external devices.
2. Disconnect the power cord.

NOTE: Regardless of the power state, voltage is always present on the system board as long as the system is plugged into an active AC outlet. You must disconnect the power cord and wait approximately 30 seconds for the power to drain to avoid damage to the internal components of the computer.

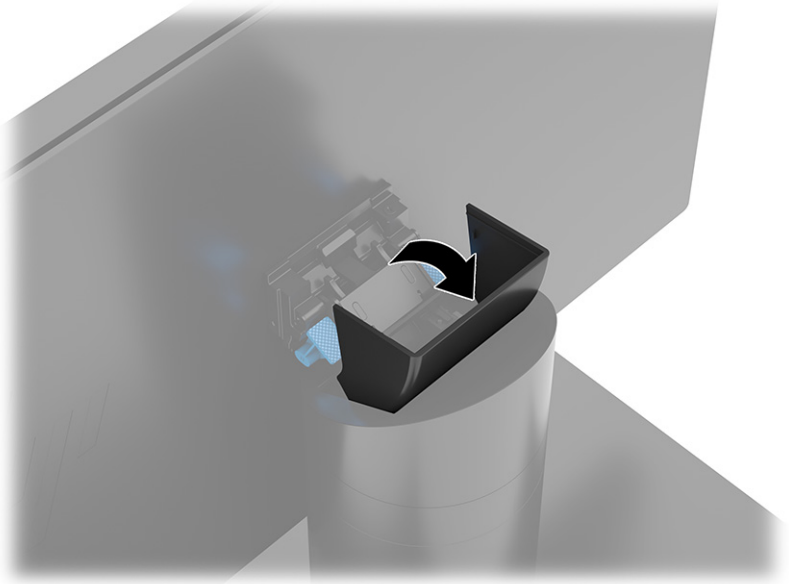
3. Attach the display head to the stand. Be sure to line up the guide pins to the rear of the stand.



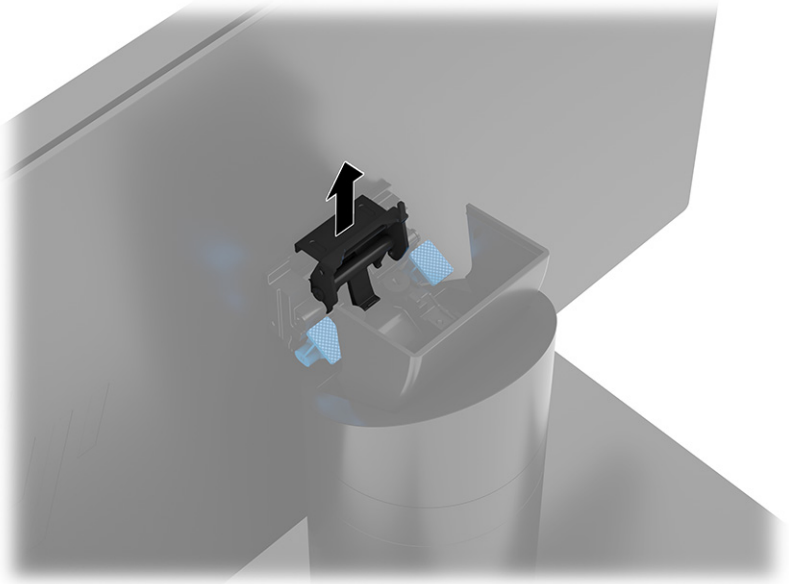
4. Rotate the display head to the vertical position.



5. Open the goose neck cover.

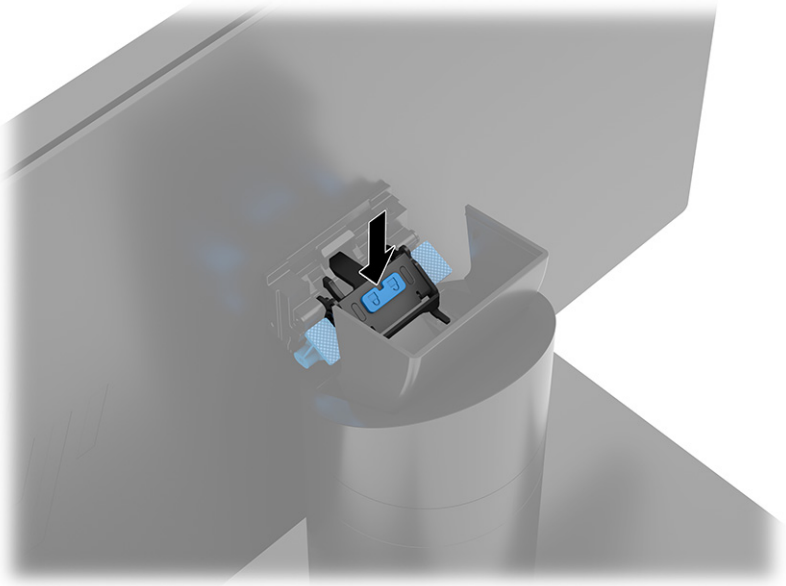


6. Pull the handle bracket up.

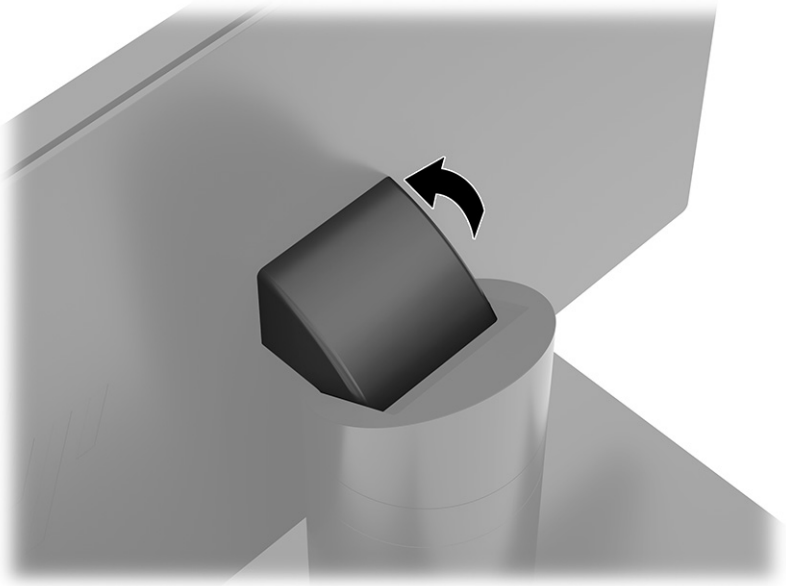


7. Press the lock icon on the handle bracket to press the bracket down and lock it.

NOTE: Press the unlock icon on the pad on the bracket to unlock the bracket.



8. Close the goose neck cover.



Unlocking the display head

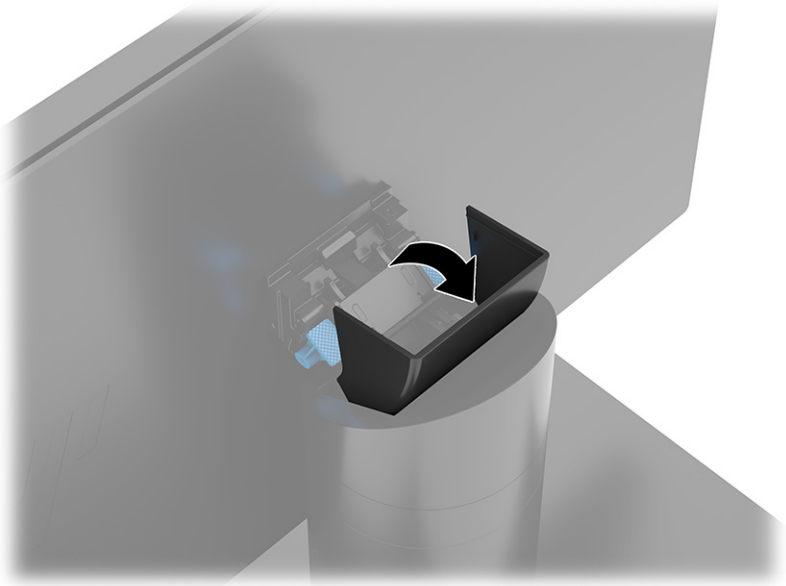
To unlock the display head, use this procedure and illustration.

1. Turn off the computer properly through the operating system, and turn off any external devices.
2. Disconnect the power cord.

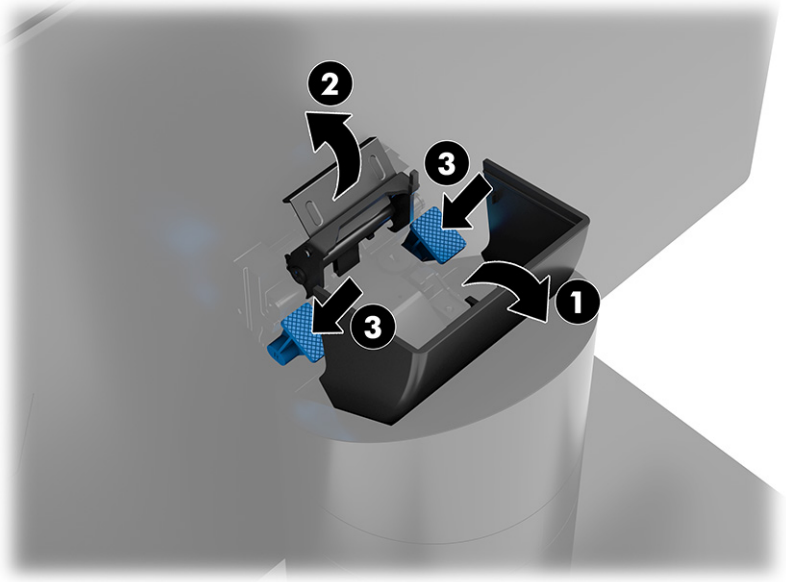
NOTE: Regardless of the power state, voltage is always present on the system board as long as the system is plugged into an active AC outlet. You must disconnect the power cord and wait

approximately 30 seconds for the power to drain to avoid damage to the internal components of the computer.

3. Open the goose neck cover.



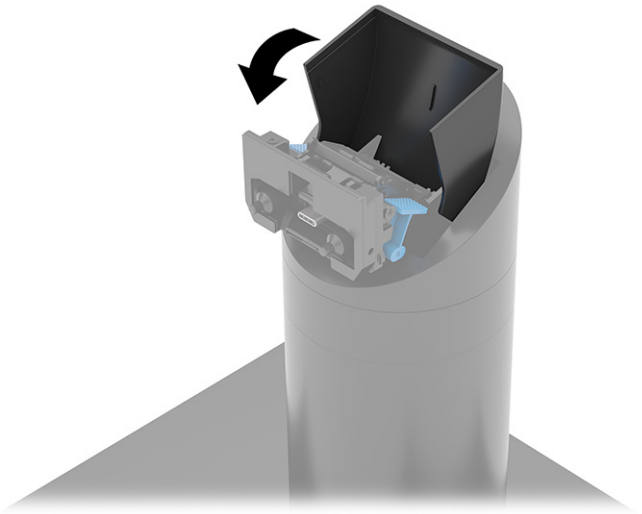
4. Remove the head unit by opening the hinge cover **(1)**, lifting the latch **(2)**, and then pressing on one or both of the blue levers **(3)** to lift up and remove the head unit.



5. Remove the head unit from the stand.



6. Close the goose neck cover.



Engage One G2 serial number location

Each computer has a unique serial number and a product ID number that are located on the exterior of the computer. Keep these numbers available when you contact customer service for assistance.

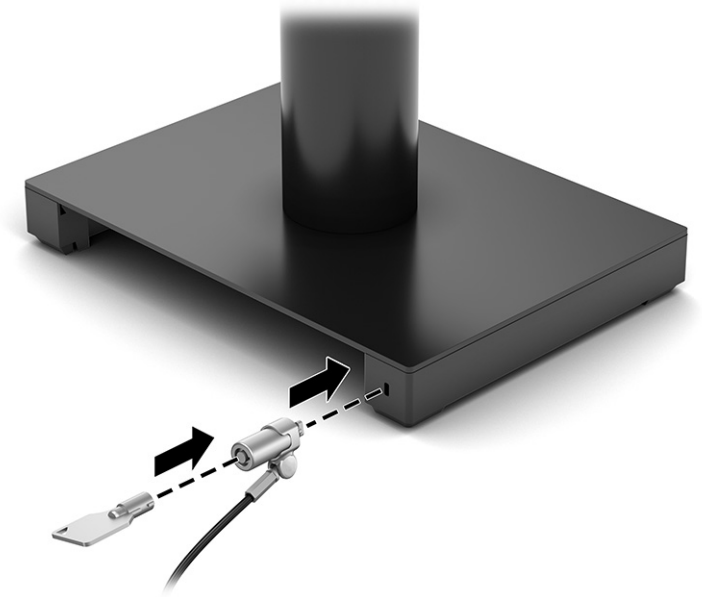
The serial number is located under the head unit near the power button. See Locating the Engage One G2 power button on page 5.

Installing a security cable on the hub surround

You can secure the hub to a fixed object with an optional, keyed lock, a security cable extension, and an optional security cable available from HP.

NOTE: The security cable is sold separately as an aftermarket option kit only.

1. Locate the security cable slot on the back of the hub.
2. Insert the security cable lock into the slot, and then use the key to lock it.



3 Hardware setup

Use these sections to set up and configure your HP Engage One G2 All-in One. Every configuration ships with the advanced hub.

Tools needed

You need a Phillips #2 screwdriver and a Torx T15 screwdriver for the procedures described in this guide.

Warnings and cautions

Before performing upgrades, be sure to carefully read all of the applicable instructions, cautions, and warnings in this guide.

⚠ **WARNING!** To reduce the risk of personal injury from electric shock, hot surfaces, or fire:

- Disconnect the power cord from the AC outlet before removing the enclosure. Energized parts are inside.
- Allow the internal system components to cool before you touch them.
- Replace and secure the enclosure before restoring power to the equipment.
- Do not connect telecommunications or telephone connectors to the network interface controller (NIC) receptacles.
- Do not disable the power cord grounding plug. The grounding plug is an important safety feature.
- Plug the power cord in a grounded (earthed) AC outlet that is easily accessible at all times.

For your safety, do not place anything on power cords or cables. Arrange them so that no one can accidentally step on or trip over them. Do not pull on a cord or cable. When unplugging from the AC outlet, grasp the cord by the plug.

To reduce the risk of serious injury, read the *Safety & Comfort Guide*. It describes proper workstation setup and provides guidelines for posture and work habits that increase your comfort and decrease your risk of injury. It also provides electrical and mechanical safety information. This guide is located on the web at http://www.hp.com/ergo.

IMPORTANT: Static electricity can damage the electrical components of the computer or optional equipment. Before beginning these procedures, be sure that you are discharged of static electricity by briefly touching a grounded metal object.

When the computer is plugged into an AC power source, voltage is always applied to the system board. You must disconnect the power cord from the power source and wait 30 seconds before opening the computer to prevent damage to internal components.

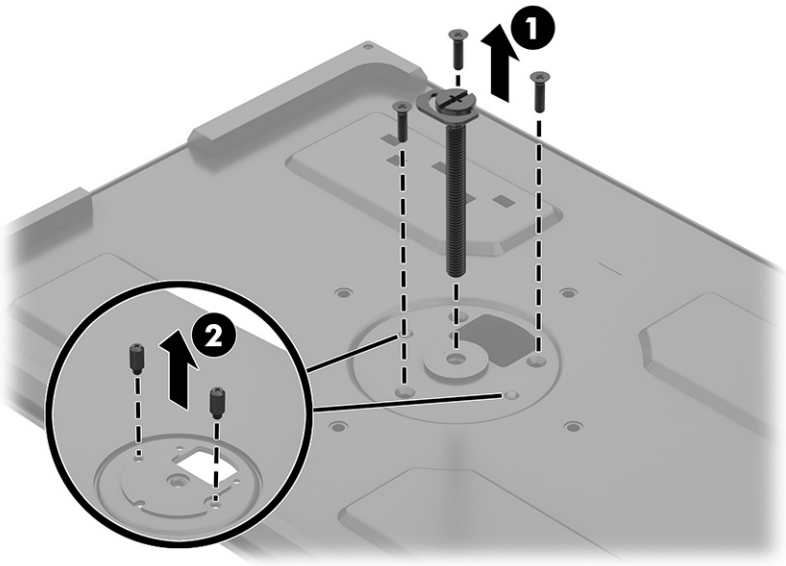
Mounting the Engage One G2 to a countertop (without washer kit)

You can use an optional countertop mounting bracket to mount the computer head unit and column to a countertop without using the washer kit (on select products).

NOTE: The mounting kit without the washer requires a 40 mm (1.5 in) hole in the countertop. The thickness of the countertop must be 4 cm (1.5 in) to 8 cm (3.14 in).

To mount the Engage One G2:

1. Remove the thumbscrew **(1)**, three smaller screws, and the two locating pins **(2)** from the base.

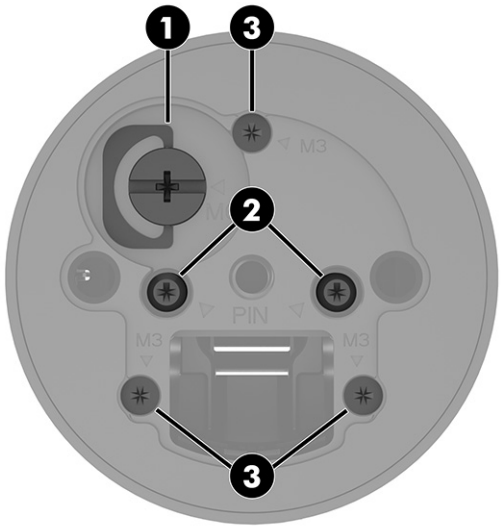


2. Store the screws in the column as shown.
   a. Thumbscrew **(1)**

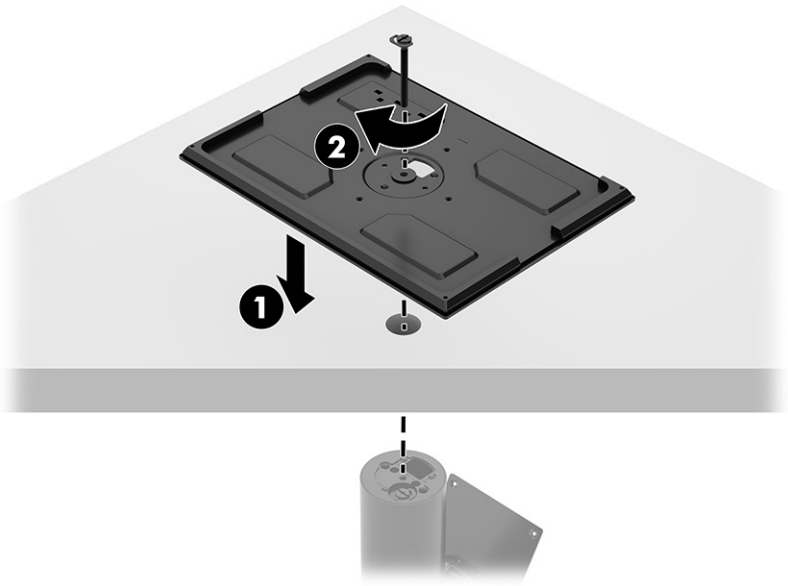
      NOTE: Engage One G2 comes with two countertop screws: medium and long. Use the screw size that is appropriate for the thickness of your countertop.

   b. Locating pins from base **(2)**

   c. Screws **(3)**



3. Insert the thumbscrew into the base by holding the base flat against the underside of the table **(1)**, and continuing to guide the thumbscrew into the base **(2)** to secure the stand to the surface.



Mounting the Engage One G2 to a countertop (with washer kit)

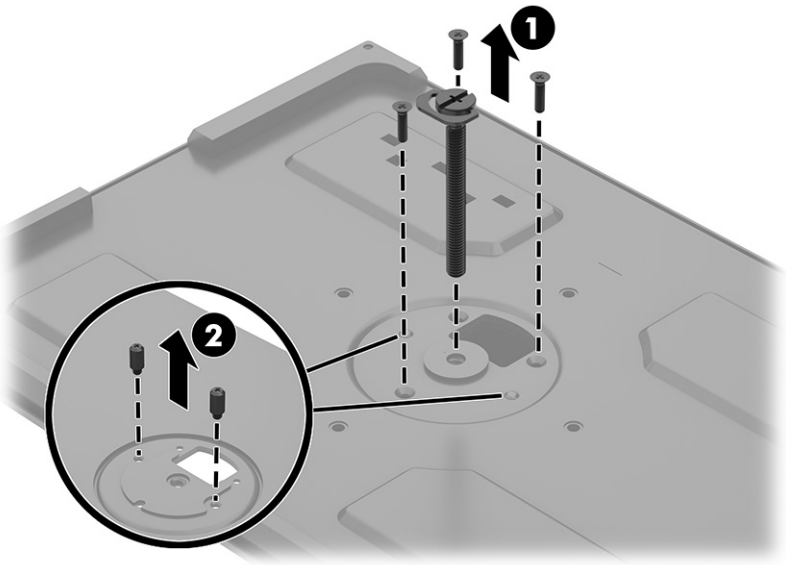
You can use an optional countertop mounting bracket to mount the computer head unit and column to a countertop using the washer kit (on select products).

IMPORTANT: If you are replacing an Engage One G1 model with the Engage One G2, the washer is required to cover the existing larger hole in the countertop so the Engage One G2 post will fit.

NOTE: The mounting kit with washer requires a 94 mm (3.75 in) hole in the countertop. The thickness of the countertop must be 10 mm (0.4 in) to 50 mm (2 in).

To mount the Engage One G2:

1. Remove the thumbscrew **(1)**, three smaller screws, and the two locating pins **(2)** from the base.

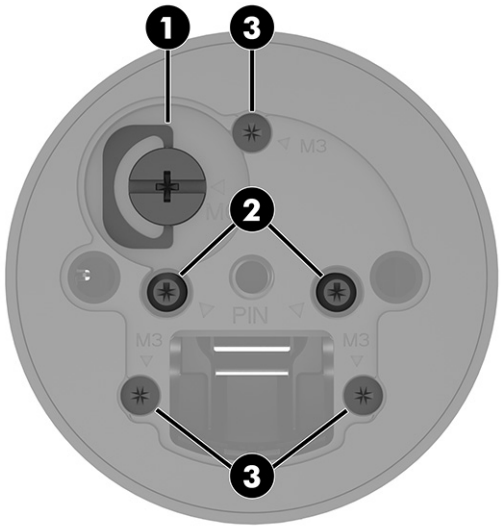


2. Store the screws in the column as shown.
   a. Thumbscrew **(1)**

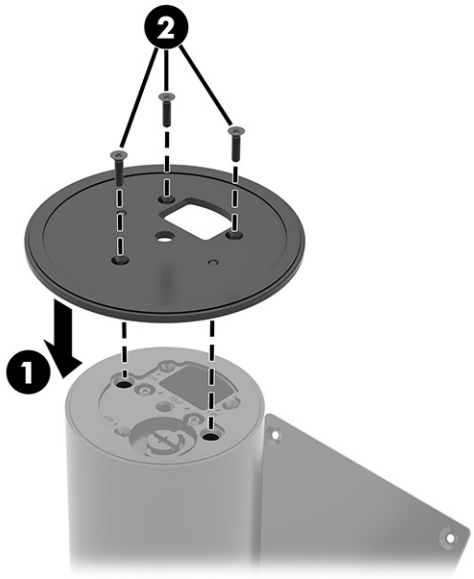
      NOTE: Engage One G2 comes with two countertop screws: medium and long. Use the screw size that is appropriate for the thickness of your countertop.

   b. Locating pins from base **(2)**

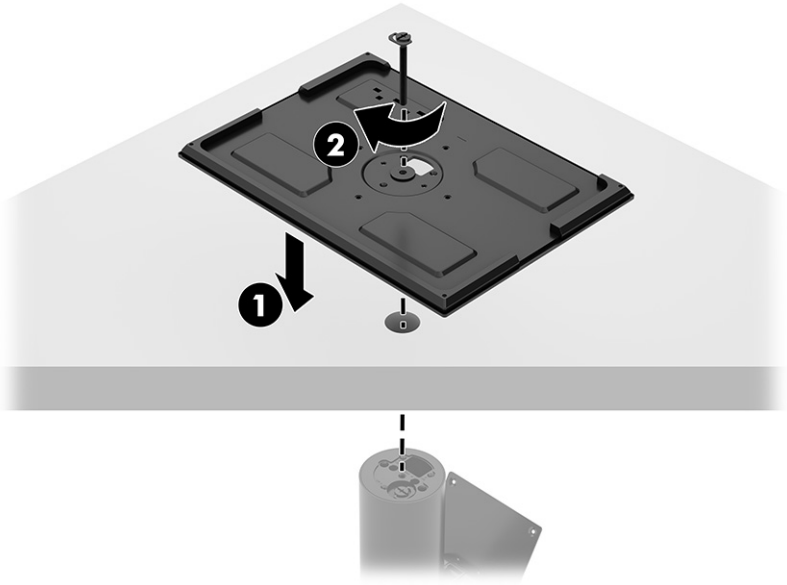
   c. Screws **(3)**



3. Place the washer with the locating pins on the stand **(1)**, and then attach the washer using the three screws **(2)**.



4. Insert the thumbscrew into the base by holding the base flat against the underside of the table **(1)**, and continuing to guide the thumbscrew into the base **(2)** to secure the stand to the surface.



Installing a slim VESA mount

Use this procedure and illustration to install a slim VESA mount.

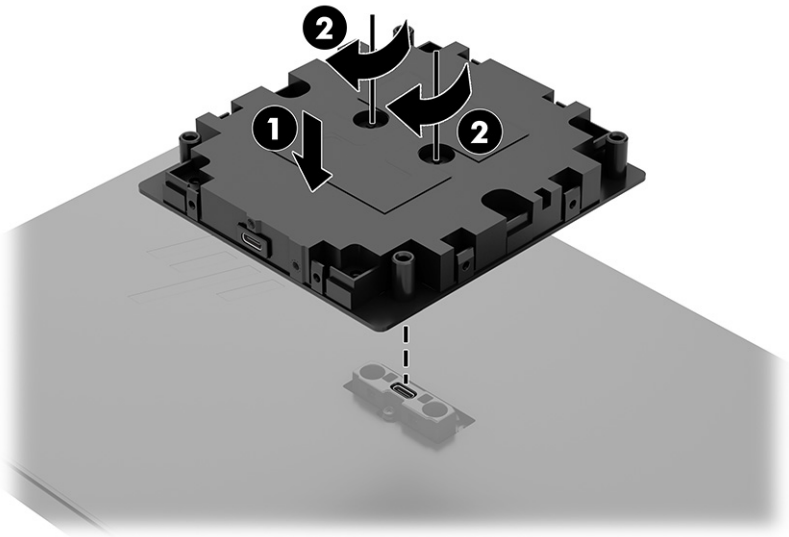
NOTE: This VESA product uses standard M4 × 10 mm screws. Confirm that the product you are mounting to can use this size screw.

NOTE: The display must be attached in landscape orientation.

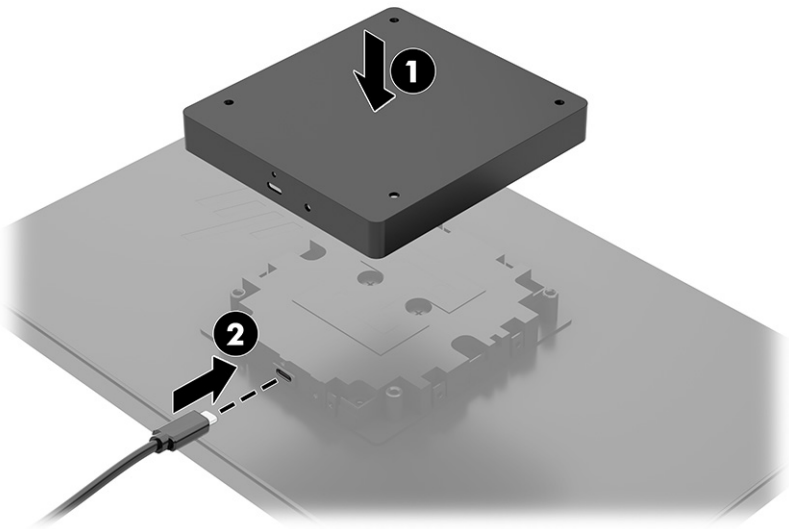
1. Turn off the computer properly through the operating system, and turn off any external devices.
2. Disconnect the power cord.

NOTE: Regardless of the power state, voltage is always present on the system board as long as the system is plugged into an active AC outlet. You must disconnect the power cord and wait approximately 30 seconds for the power to drain to avoid damage to the internal components of the computer.

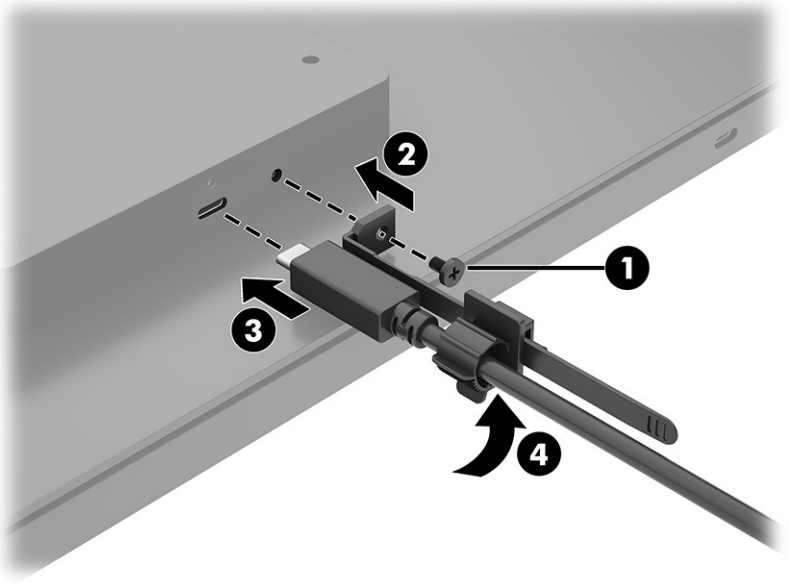
3. Insert the slim VESA mounting bracket into the head unit **(1)**, and then tighten the two captive screws **(2)**.



4. Press the slim VESA mount cover onto the bracket until it snaps into place **(1)**, and then connect the USB power cable **(2)**.



5. To secure the cable with a cable tie, use a screw **(1)** to attach the cable tie pull **(2)** to the VESA mount. Insert the USB Type-C cable into the VESA mount **(3)**, and then push up on the cable tie to secure the cable **(4)**.



Installing the customer-facing display (CFD)

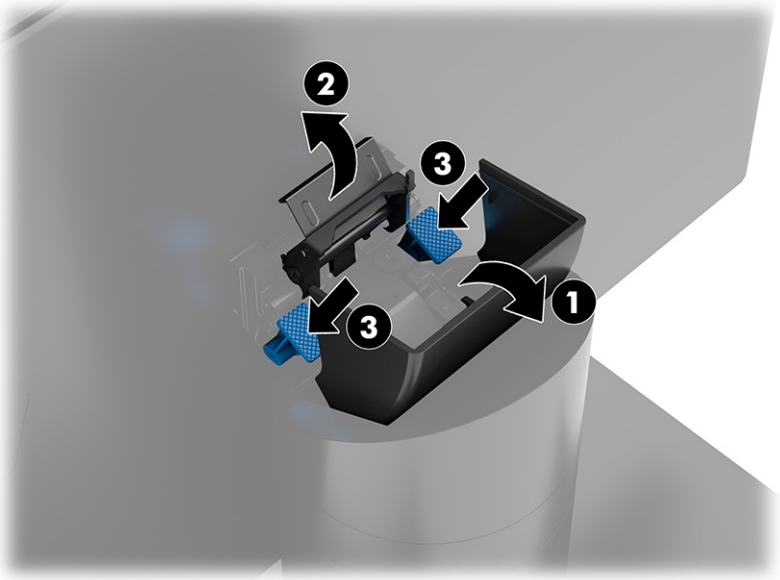
Use this procedure and illustration to install the customer-facing display.

NOTE: This procedure applies to both head unit sizes.

1. Turn off the computer properly through the operating system, and turn off any external devices.
2. Disconnect the power cord.

NOTE: Regardless of the power state, voltage is always present on the system board as long as the system is plugged into an active AC outlet. You must disconnect the power cord and wait approximately 30 seconds for the power to drain to avoid damage to the internal components of the computer.

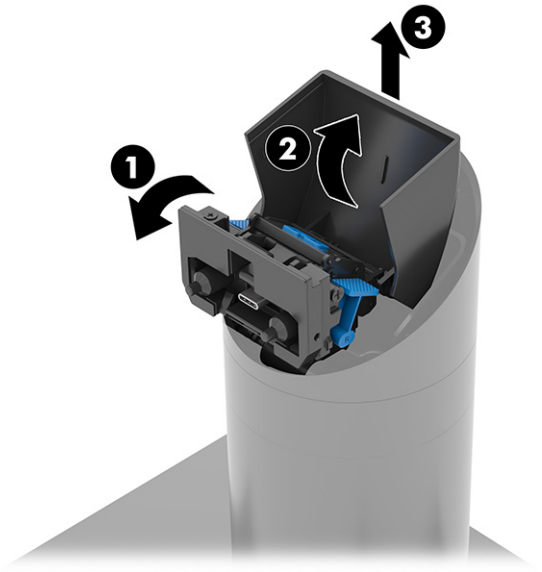
3. Remove the head unit by opening the hinge cover **(1)**, lifting the latch **(2)**, and then pressing on one or both of the blue levers **(3)** to lift up and remove the head unit.



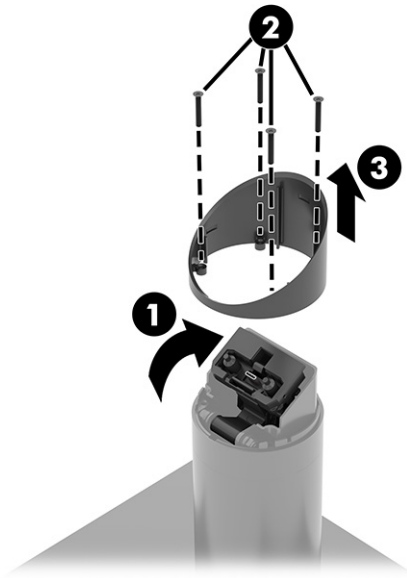
4. Remove the plate from the column by pulling up on it.



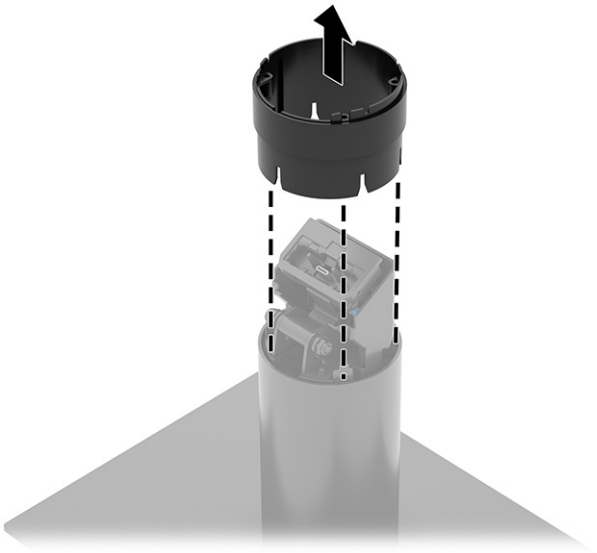
5. Rotate the hinge outward **(1)**, flip the hinge cover up **(2)**, and remove the hinge cover **(3)**.



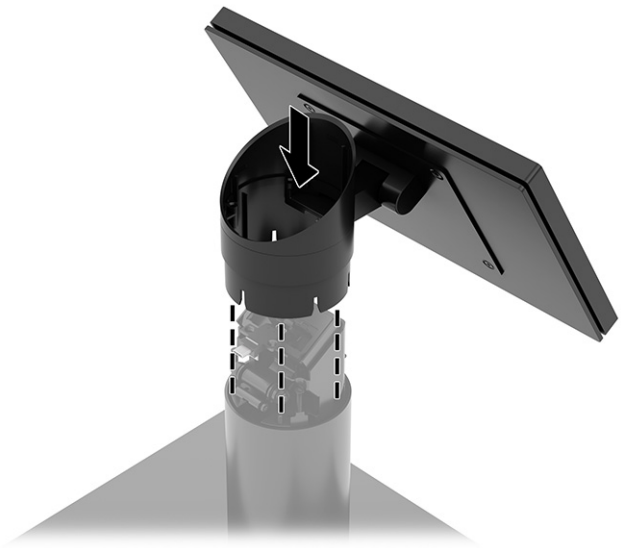
6. Remove the upper column by rotating the hinge back **(1)**, removing the four screws **(2)**, and then removing the upper column **(3)**.



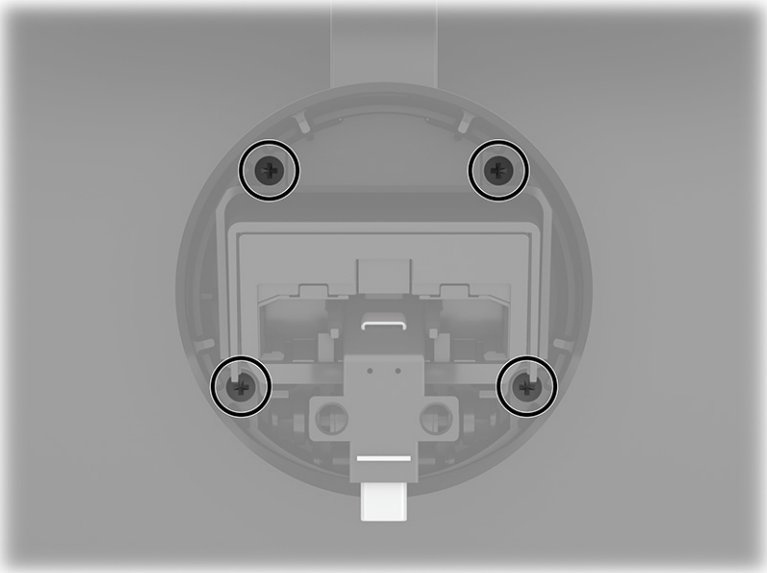
7. Remove the non CFD ring.



8. Slide the CFD and the upper column onto the stand. Be sure to align the notches on the CFD ring and upper column with the notches in the stand.



9. Tighten the four screws inside the column before replacing the plate on top of the column.



10. Replace the non-CFD head unit.

4 Configuring the software

Use these sections to configure the computer and integrated peripherals and to calibrate the touch screen.

Enabling Wake-on Touch

The Wake-on-Touch (WoT) feature automatically turns on the computer when you touch the screen.

To enable WoT:

1. Turn on the computer.
2. Download the latest version of HP BIOS Configuration Utility from the Client Management Solutions - HP BIOS Configuration Utility (BCU) website and copy it to the target computer.
3. In Windows, search for `Command Prompt`, and then select **Run as administrator** to open a command prompt window with administrator permissions.
4. Navigate to the HP BCU location from the command prompt window.
5. In HP BCU, disable the **S0 Low Power idle** option.
6. In Windows, search for and open Device Manager.
7. Expand **Human Interface Devices**, right-click **HID-compliant touch screen**, and then select **Properties**.
8. On the **Power Management** tab, select **Allow this device to wake the computer**.
9. Click **OK**.

Touch screen calibration

The Windows® calibration tool works only in digitizer touch mode. If you install a retail touch utility, it sets the touch screen to mouse mode by default and does not allow the Windows calibration tool to run.

To calibrate the touch module:

1. Select the Search icon (select products only) in the taskbar, type `Control Panel`, and then select **Control Panel**.
2. Type `calibrate` in the Search box. Under **Tablet PC Settings**, tap the **Calibrate the screen for pen or touch input** link. In the Tablet PC Settings dialog box, tap the **Calibrate** button.
3. Follow the on-screen instructions to press the target marks on the touch screen. At the end of the calibration process, the touch module should be aligned with the video, and the touch points will be accurate.

Human presence detection (HPD)

The human presence detection (HPD) feature detects your proximity to the computer.

If you step away from the computer, HPD detects that you are away and dims the screen to conserve power and provides security by locking the computer. When you return to the computer, HPD automatically wakes up the computer so that you can access it.

If you want to disable the HPD feature, search for your product on the HP Support site at http://www.hp.com/support for instructions.

Configuring optional HP integrated peripheral modules

Use this information to configure peripheral modules.

To configure the integrated USB peripheral, see the HP Point of Sale Configuration Guide (available in English only). You can find the guide with the documentation on your retail computer and at http://www.hp.com/support. To access the guide on the retail computer, select **Start**, and then select **HP Point of Sale Information**.

NOTE: Check http://www.hp.com/support for updated software or documentation that became available between the time your product was manufactured and the time it was delivered to you.

Updating the Engage One G2

Use these sections to update the Engage One G2.

Downloading HP Firmware Installer

Use these steps to download the firmware installation app.

1. Go to http://www.hp.com/support.
2. Select **Software and drivers**, and follow the on-screen instructions to find your model.
3. Follow the on-screen instructions to select and download **HP Firmware Installer**.
4. Complete the installation wizard.
5. Choose to restart now or later. The computer might not work until the next restart. Click **Finish**.

Installing updates

You can update the Engage One G2 immediately or the next time the computer is shut down.

To install updates:

1. Open Windows Explorer and navigate to where you saved HP Firmware Installer.
2. Double-click **HPFirmwareInstaller.exe**, and then select **OK**.
3. Verify that updates are available, select which updates to install, and then select **Install**.

TIP: You must be connected to the internet for new updates to download to HP Firmware Installer.

4. Select one of the following:

   - **Shut down now**: Installs the update immediately.

   NOTE: You might see the display flicker and hear some audio clicks, your internet connection might be intermittent, and your mouse and keyboard could become unresponsive until installation is complete.

   - **Close and shut down later**: Installs the update the next time you shut down the computer.

   The computer turns on automatically after the firmware update is complete.

5 Computer operating guidelines, routine care, and shipping preparation

Follow these guidelines to ensure the best performance and useful life of your computer.

Operating guidelines and routine care

HP has developed guidelines to help you properly set up and care for the computer and monitor.

- Keep the computer away from excessive moisture, direct sunlight, and extreme heat and cold.
- Operate the computer on a sturdy, level surface. Leave a 10.2 cm (4 inch) clearance on all vented sides of the computer and above the monitor to permit the required airflow.
- Never restrict the airflow into the computer by blocking any vents or air intakes. Do not place the keyboard, with the keyboard feet down, directly against the front of the desktop unit because this also restricts airflow.
- Never operate the computer with the access panel or any of the expansion card slot covers removed.
- Do not stack computers on top of each other or place computers so near each other that they are subject to each other's recirculated or preheated air.
- To operate a computer within a separate enclosure, intake and exhaust ventilation must be provided on the enclosure, and the previous operating guidelines still apply.
- Keep liquids away from the computer and keyboard.
- Never cover the ventilation slots on the monitor with any type of material.
- Install or enable power management functions of the operating system or other software, including sleep states.
- Turn off the computer before you do either of the following tasks:
  - Wipe the exterior of the computer with a soft, damp cloth as needed. Cleaning products might discolor or damage the finish. See Removing dirt and debris from your computer on page 28 for the recommended steps to clean the high-touch, external surfaces on your computer. After you remove the dirt and debris, you can also clean the surfaces with a disinfectant. See Cleaning your computer with a disinfectant on page 28 for guidelines to help prevent the spread of harmful bacteria and viruses.
  - Occasionally clean the air vents on all vented sides of the computer. Lint, dust, and other foreign matter can block the vents and limit the airflow.

Cleaning your computer

Cleaning your computer regularly removes dirt and debris so that your device continues to operate at its best. Use the following information to safely clean the external surfaces of your computer.

Removing dirt and debris from your computer

Here are the recommended steps to clean dirt and debris from your computer.

1. Wear disposable gloves made of latex (or nitrile gloves, if you are latex-sensitive) when cleaning the surfaces.
2. Turn off your device and unplug the power cord and other connected external devices. Remove any installed batteries from items such as wireless keyboards.

CAUTION: To prevent electric shock or damage to components, never clean a product while it is turned on or plugged in.

3. Moisten a microfiber cloth with water. The cloth should be moist, but not dripping wet.

IMPORTANT: To avoid damaging the surface, avoid abrasive cloths, towels, and paper towels.

4. Wipe the exterior of the product gently with the moistened cloth.

IMPORTANT: Keep liquids away from the product. Avoid getting moisture in any openings. If liquid makes its way inside your HP product, it can cause damage to the product. Do not spray liquids directly on the product. Do not use aerosol sprays, solvents, abrasives, or cleaners containing hydrogen peroxide or bleach that might damage the finish.

5. Start with the display (if applicable). Wipe carefully in one direction, and move from the top of the display to the bottom. Finish with any flexible cables, like power cord, keyboard cable, and USB cables.
6. Be sure that surfaces have completely air-dried before turning the device on after cleaning.
7. Discard the gloves after each cleaning. Clean your hands immediately after you remove the gloves.

See Cleaning your computer with a disinfectant on page 28 for recommended steps to clean the high-touch, external surfaces on your computer to help prevent the spread of harmful bacteria and viruses.

Cleaning your computer with a disinfectant

The World Health Organization (WHO) recommends cleaning surfaces, followed by disinfection, as a best practice for preventing the spread of viral respiratory illnesses and harmful bacteria.

After cleaning the external surfaces of your computer using the steps in Removing dirt and debris from your computer on page 28, you might also choose to clean the surfaces with a disinfectant. A disinfectant that is within HP's cleaning guidelines is an alcohol solution consisting of 70% isopropyl alcohol and 30% water. This solution is also known as rubbing alcohol and is sold in most stores.

Follow these steps when disinfecting high-touch, external surfaces on your computer:

1. Wear disposable gloves made of latex (or nitrile gloves, if you are latex-sensitive) when cleaning the surfaces.
2. Turn off your device and unplug the power cord and other connected external devices. Remove any installed batteries from items such as wireless keyboards.

CAUTION: To prevent electric shock or damage to components, never clean a product while it is turned on or plugged in.

3. Moisten a microfiber cloth with a mixture of 70% isopropyl alcohol and 30% water. The cloth should be moist, but not dripping wet.

CAUTION: Do not use any of the following chemicals or any solutions that contain them, including spray-based surface cleaners: bleach, peroxides (including hydrogen peroxide), acetone, ammonia, ethyl alcohol, methylene chloride, or any petroleum-based materials, such as gasoline, paint thinner, benzene, or toluene.

IMPORTANT: To avoid damaging the surface, avoid abrasive cloths, towels, and paper towels.

4. Wipe the exterior of the product gently with the moistened cloth.

IMPORTANT: Keep liquids away from the product. Avoid getting moisture in any openings. If liquid makes its way inside your HP product, it can cause damage to the product. Do not spray liquids directly on the product. Do not use aerosol sprays, solvents, abrasives, or cleaners containing hydrogen peroxide or bleach that might damage the finish.

5. Start with the display (if applicable). Wipe carefully in one direction, and move from the top of the display to the bottom. Finish with any flexible cables, like power cord, keyboard cable, and USB cables.

6. Be sure that surfaces have completely air-dried before turning the device on after cleaning.

7. Discard the gloves after each cleaning. Clean your hands immediately after you remove the gloves.

Touch screen maintenance

Keep your display and touch sensor clean. The touch sensor requires very little maintenance. HP recommends that you periodically clean the glass touch sensor surface.

Be sure to turn off your display before cleaning. Typically, an isopropyl alcohol and water solution ratio of 50:50 is the best cleaning agent for your touch sensor. It is important to avoid using any caustic chemicals on the touch sensor. Do not use any vinegar-based solutions.

Apply the cleaner with a soft, lint-free cloth. Avoid using gritty cloths. Always dampen the cloth and then clean the sensor. Be sure to spray the cleaning liquid onto the cloth, not the sensor, so that drips do not seep inside the display or stain the bezel.

MSR maintenance

To clean the MSR (magnetic strip reader), swipe a standard cleaning card through the MSR several times. You can order a standard cleaning card online. You can also put a thin, oil-free cloth around a credit card.

Shipping preparation

If you have to ship your computer, follow these tips to keep your equipment safe.

1. Back up the hard drive files to an external storage device. Be sure that the backup media is not exposed to electrical or magnetic impulses while stored or in transit.

NOTE: The hard drive locks automatically when the system power is turned off.

2. Remove and store all removable media.

3. Turn off the computer and external devices.

4. Disconnect the power cord from the AC outlet, and then from the computer.
5. Disconnect the system components and external devices from their power sources and then from the computer.

NOTE: Be sure that all boards are seated properly and secured in the board slots before shipping the computer.

6. Pack the system components and external devices in their original packing boxes or similar packaging with sufficient packing material to protect them.

6 Electrostatic discharge

Electrostatic discharge is the release of static electricity when two objects come into contact—for example, the shock you receive when you walk across the carpet and touch a metal door knob.

A discharge of static electricity from fingers or other electrostatic conductors can damage electronic components.

IMPORTANT: To prevent damage to the computer, damage to a drive, or loss of information, observe these precautions:

- If removal or installation instructions direct you to unplug the computer, first be sure that it is properly grounded.
- Keep components in their electrostatic-safe containers until you are ready to install them.
- Avoid touching pins, leads, and circuitry. Handle electronic components as little as possible.
- Use nonmagnetic tools.
- Before handling components, discharge static electricity by touching an unpainted metal surface.
- If you remove a component, place it in an electrostatic-safe container.

7 Accessibility

HP's goal is to design, produce, and market products, services, and information that everyone everywhere can use, either on a standalone basis or with appropriate third-party assistive technology (AT) devices or applications.

HP and accessibility

Because HP works to weave diversity, inclusion, and work/life into the fabric of the company, it is reflected in everything HP does. HP strives to create an inclusive environment focused on connecting people to the power of technology throughout the world.

Finding the technology tools you need

Technology can unleash your human potential. Assistive technology removes barriers and helps you create independence at home, at work, and in the community. Assistive technology helps increase, maintain, and improve the functional capabilities of electronic and information technology.

For more information, see Finding the best assistive technology on page 33.

The HP commitment

HP is committed to providing products and services that are accessible for people with disabilities. This commitment supports the company's diversity objectives and helps ensure that the benefits of technology are available to all.

The HP accessibility goal is to design, produce, and market products and services that can be effectively used by everyone, including people with disabilities, either on a standalone basis or with appropriate assistive devices.

To achieve that goal, this Accessibility Policy establishes seven key objectives to guide HP actions. All HP managers and employees are expected to support these objectives and their implementation in accordance with their roles and responsibilities:

- Raise the level of awareness of accessibility issues within HP, and provide employees with the training they need to design, produce, market, and deliver accessible products and services.
- Develop accessibility guidelines for products and services, and hold product development groups accountable for implementing these guidelines where competitively, technically, and economically feasible.
- Involve people with disabilities in the development of accessibility guidelines and in the design and testing of products and services.
- Document accessibility features, and make information about HP products and services publicly available in an accessible form.
- Establish relationships with leading assistive technology and solution providers.
- Support internal and external research and development that improves assistive technology relevant to HP products and services.
- Support and contribute to industry standards and guidelines for accessibility.

International Association of Accessibility Professionals (IAAP)

IAAP is a not-for-profit association focused on advancing the accessibility profession through networking, education, and certification. The objective is to help accessibility professionals develop and advance their careers and to better enable organizations to integrate accessibility into their products and infrastructure.

As a founding member, HP joined to participate with other organizations to advance the field of accessibility. This commitment supports HP's accessibility goal of designing, producing, and marketing products and services that people with disabilities can effectively use.

IAAP will make the profession strong by globally connecting individuals, students, and organizations to learn from one another. If you are interested in learning more, go to http://www.accessibilityassociation.org to join the online community, sign up for newsletters, and learn about membership options.

Finding the best assistive technology

Everyone, including people with disabilities or age-related limitations, should be able to communicate, express themselves, and connect with the world using technology. HP is committed to increasing accessibility awareness within HP and with our customers and partners.

Whether it's large fonts that are easy on the eyes, voice recognition that lets you give your hands a rest, or any other assistive technology (AT) to help with your specific situation—a variety of assistive technologies make HP products easier to use. How do you choose?

Assessing your needs

Technology can unleash your potential. AT removes barriers and helps you create independence at home, at work, and in the community. AT helps increase, maintain, and improve the functional capabilities of electronic and information technology.

You can choose from many AT products. Your AT assessment should allow you to evaluate several products, answer your questions, and facilitate your selection of the best solution for your situation. You will find that professionals qualified to do AT assessments come from many fields, including those licensed or certified in physical therapy, occupational therapy, speech/language pathology, and other areas of expertise. Others, while not certified or licensed, can also provide evaluation information. You will want to ask about the individual's experience, expertise, and fees to determine if they are appropriate for your needs.

Accessibility for HP products

These links provide information about accessibility features and assistive technology, if applicable and available in your country or region, that are included in various HP products. These resources will help you select the specific assistive technology features and products most appropriate for your situation.

- HP Aging & Accessibility: Go to http://www.hp.com, type `Accessibility` in the search box. Select **Office of Aging and Accessibility**.
- HP computers: For Windows products, go to http://www.hp.com/support, type `Windows Accessibility Options` in the **Search our knowledge** search box. Select the appropriate operating system in the results.
- HP Shopping, peripherals for HP products: Go to http://store.hp.com, select **Shop**, and then select **Monitors** or **Accessories**.

If you need additional support with the accessibility features on your HP product, see Contacting support on page 36.

Additional links to external partners and suppliers that may provide additional assistance:

- Microsoft Accessibility information (Windows and Microsoft Office)
- Google Products accessibility information (Android, Chrome, Google Apps)

Standards and legislation

Countries worldwide are enacting regulations to improve access to products and services for persons with disabilities. These regulations are historically applicable to telecommunications products and services, PCs and printers with certain communications and video playback features, their associated user documentation, and their customer support.

Standards

The US Access Board created Section 508 of the Federal Acquisition Regulation (FAR) standards to address access to information and communication technology (ICT) for people with physical, sensory, or cognitive disabilities.

The standards contain technical criteria specific to various types of technologies, as well as performance-based requirements which focus on functional capabilities of covered products. Specific criteria cover software applications and operating systems, web-based information and applications, computers, telecommunications products, video and multimedia, and self-contained closed products.

Mandate 376 – EN 301 549

The European Union created the EN 301 549 standard within Mandate 376 as an online toolkit for public procurement of ICT products. The standard specifies the accessibility requirements applicable to ICT products and services, with a description of the test procedures and evaluation methodology for each requirement.

Web Content Accessibility Guidelines (WCAG)

Web Content Accessibility Guidelines (WCAG) from the W3C's Web Accessibility Initiative (WAI) helps web designers and developers create sites that better meet the needs of people with disabilities or age-related limitations.

WCAG advances accessibility across the full range of web content (text, images, audio, and video) and web applications. WCAG can be precisely tested, is easy to understand and use, and allows web developers flexibility for innovation. WCAG 2.0 has also been approved as ISO/IEC 40500:2012.

WCAG specifically addresses barriers to accessing the web experienced by people with visual, auditory, physical, cognitive, and neurological disabilities, and by older web users with accessibility needs. WCAG 2.0 provides characteristics of accessible content:

- **Perceivable** (for instance, by addressing text alternatives for images, captions for audio, adaptability of presentation, and color contrast)
- **Operable** (by addressing keyboard access, color contrast, timing of input, seizure avoidance, and navigability)
- **Understandable** (by addressing readability, predictability, and input assistance)
- **Robust** (for instance, by addressing compatibility with assistive technologies)

Legislation and regulations

Accessibility of IT and information has become an area of increasing legislative importance.

The HP policy landscape website provides information about key legislation, regulations, and standards in the following locations:

- United States
- Canada
- Europe
- Australia

Useful accessibility resources and links

These organizations, institutions, and resources might be good sources of information about disabilities and age-related limitations.

NOTE: This is not an exhaustive list. These organizations are provided for informational purposes only. HP assumes no responsibility for information or contacts you encounter on the internet. Listing on this page does not imply endorsement by HP.

Organizations

These organizations are a few of the many that provide information about disabilities and age-related limitations.

- American Association of People with Disabilities (AAPD)
- The Association of Assistive Technology Act Programs (ATAP)
- Hearing Loss Association of America (HLAA)
- Information Technology Technical Assistance and Training Center (ITTATC)
- Lighthouse International
- National Association of the Deaf
- National Federation of the Blind
- Rehabilitation Engineering & Assistive Technology Society of North America (RESNA)
- Telecommunications for the Deaf and Hard of Hearing, Inc. (TDI)
- W3C Web Accessibility Initiative (WAI)

Educational institutions

Many educational institutions, including these examples, provide information about disabilities and age-related limitations.

- California State University, Northridge, Center on Disabilities (CSUN)
- University of Wisconsin - Madison, Trace Center
- University of Minnesota computer accommodations program

Other disability resources

Many resources, including these examples, provide information about disabilities and age-related limitations.

- ADA (Americans with Disabilities Act) Technical Assistance Program
- ILO Global Business and Disability network
- EnableMart
- European Disability Forum
- Job Accommodation Network
- Microsoft Enable

HP links

These HP-specific links provide information that relates to disabilities and age-related limitations.

HP comfort and safety guide

HP public sector sales

Contacting support

HP offers technical support and assistance with accessibility options for customers with disabilities.

NOTE: Support is in English only.

- Customers who are deaf or hard of hearing who have questions about technical support or accessibility of HP products:
  - Use TRS/VRS/WebCapTel to call (877) 656-7058 Monday through Friday, 6 a.m. to 9 p.m. Mountain Time.
- Customers with other disabilities or age-related limitations who have questions about technical support or accessibility of HP products:
  - Call (888) 259-5707 Monday through Friday, 6 a.m. to 9 p.m. Mountain Time.

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