



# User Guide

## SUMMARY

This guide provides basic information for using and upgrading this product, including topics such as components, features, networks, and HP resources.

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### Product Notice

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

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# About this guide

This guide provides basic information about using and setting up 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.
-

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# 1 Product features

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

## Standard configuration features

To identify a typical product configuration, read this section. Features vary depending on the model.



**NOTE:** Display head sold separately.

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Pedestal stand




Countertop stand



- Display panel (wide-aspect ratio); FHD 1920 × 1080 resolution, antiglare, antismudge, available in landscape or portrait orientation in the following sizes:


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 **NOTE:** Display sold separately. For more information, refer to the documentation for your product.

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- 39.6 cm (15.6 in), 400 nits
- 49.5 cm (19.5 in), 450 nits
- 60.5 cm (23.8 in), 625 nits

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


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- Add-on options:
  - HP Engage Express Countertop BCS cradle (includes HP Engage 2D G2 BCS)
  - HP Engage Express Countertop Mount
  - Pedestal stand shelves
  - Pedestal stand bag holder
- Peripheral options:
  - Payment arm with 75 mm VESA mount
  - Custom Modus3 Printer
  - HP Engage 2D G2 Barcode Scanner
  - Datalogic Magellan 1500i Barcode Scanner
- Payment options:
  - HP payment module
  - Third-party payment mounts through third-party options
- HP Engage Express Mini Hub
- Integrated peripheral options:
  - Indicator light; integrated into the head unit
  - Barcode scanner; available on left, right, or bottom of head unit
  - Magnetic strip reader (MSR) (integrated into the head unit as ordered; only available in landscape orientation)
  - Biometric fingerprint reader


## Countertop components

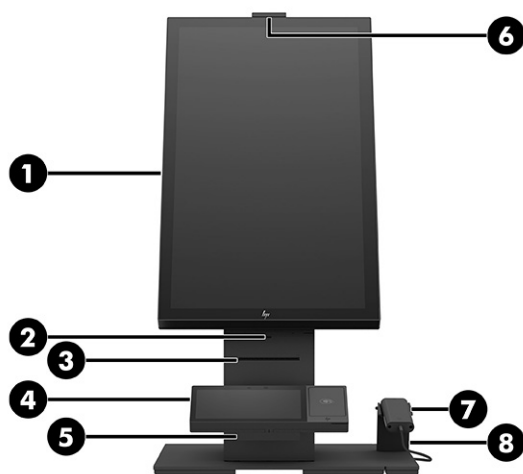
To identify the countertop components, use this illustration and table.

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 **NOTE:** Configuration varies by model.

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 **NOTE:** Display head sold separately.



**Table 1-1** Identifying the countertop components

Countertop components			
1	Display head	5	Payment arm <sup>4</sup>
2	Printer drawer pin hole <sup>1</sup>	6	Indicator light <sup>5</sup>
3	Custom Modus 3 Printer <sup>2</sup>	7	HP Engage 2D G2 Barcode Scanner
4	Payment device <sup>3</sup>	8	HP Engage Express Countertop Barcode Scanner Cradle

<sup>1</sup> Printer configurations include metal pin.

<sup>2</sup> Printer only available installed from the factory.

<sup>3</sup> Only available in the United States and does not include integrated battery.

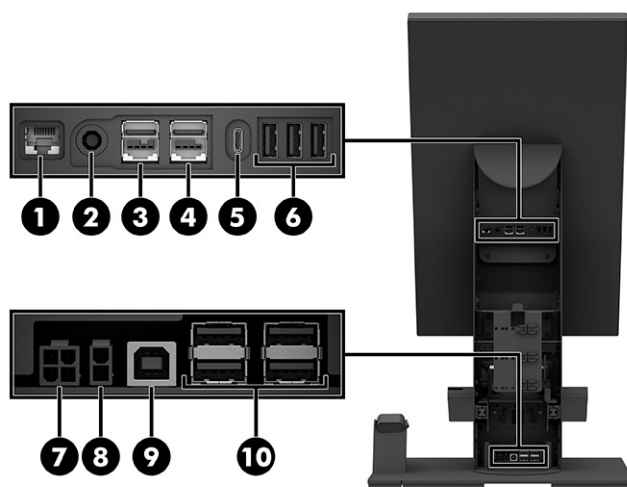
<sup>4</sup> 75 mm VESA; compatible only with payment device; payment terminals and third-party payment mounts not included.

<sup>5</sup> Configure to order the indicator light on the display head. The indicator light cannot be configured at the same time as the customer-facing display (CFD).

## Countertop rear components

To identify the countertop rear components, use this illustration and table.





**Table 1-2** Identifying the countertop rear components

Countertop rear components			
Pro VESA hub (sold separately)			
1	RJ-45 (network) connector	4	Powered USB 12 V port
2	Power connector	5	USB Type-C® port
3	Powered USB 24 V port	6	USB SuperSpeed 5 Gbps ports (3)
HP Engage Express Mini Hub			
7	4-pin power connector <sup>1</sup>	9	USB-B port <sup>3</sup>
8	2-pin power connector <sup>2</sup>	10	USB ports (4)

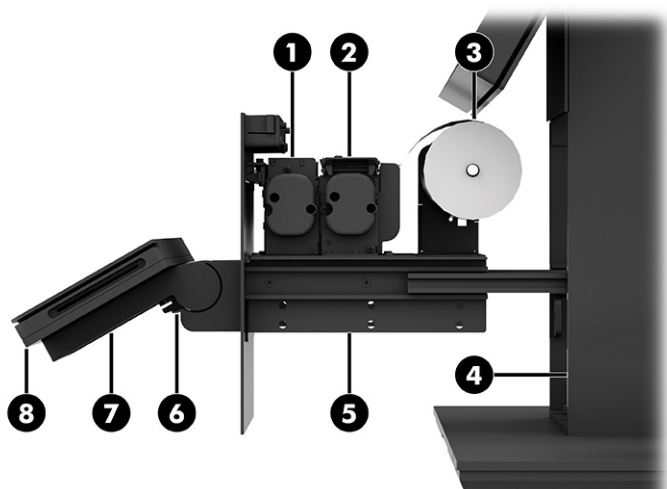
<sup>1</sup> Pro VESA hub power source

<sup>2</sup> Printer power source

<sup>3</sup> Connects to Pro VESA hub

## Printer components

To identify the printer components, use this illustration and table.



**Table 1-3** Identifying the printer components

Printer components			
1	Printer presenter <sup>1</sup>	5	Printer drawer
2	Custom Modus3 Printer <sup>2</sup>	6	Payment arm adjustment screw
3	Paper roll	7	Payment arm <sup>3</sup>
4	Countertop stand	8	Payment device <sup>4</sup>

<sup>1</sup> Prevents paper jams


<sup>2</sup> Printer only available installed from the factory.


<sup>3</sup> 75 mm VESA; compatible only with payment device; payment terminals and third-party payment mounts not included.

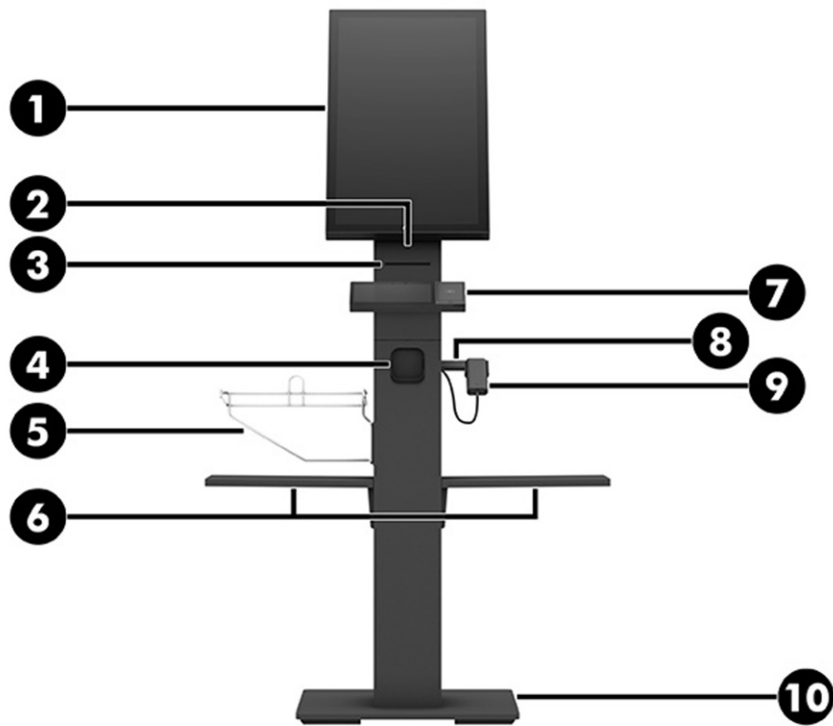
<sup>4</sup> Only available in the United States and does not include integrated battery.

## Pedestal components

To identify the pedestal components, use this illustration and table.

 **NOTE:** Configuration varies by model.

 **NOTE:** Display head sold separately.



**Table 1-4** Identifying the pedestal components

Pedestal components			
1	Display head	6	Shelves
2	Printer drawer pin hole <sup>1</sup>	7	Payment device <sup>4</sup>
3	Custom Modus 3 Printer <sup>2</sup>	8	HP Engage Express Pedestal Barcode Scanner Cradle
4	Datalogic Magellan 1500i Barcode Scanner <sup>3</sup>	9	HP Engage 2D G2 Barcode Scanner
5	Bag holder	10	Base plate <sup>5</sup>

<sup>1</sup> Printer configurations include metal pin.

<sup>2</sup> Printer only available installed from the factory.

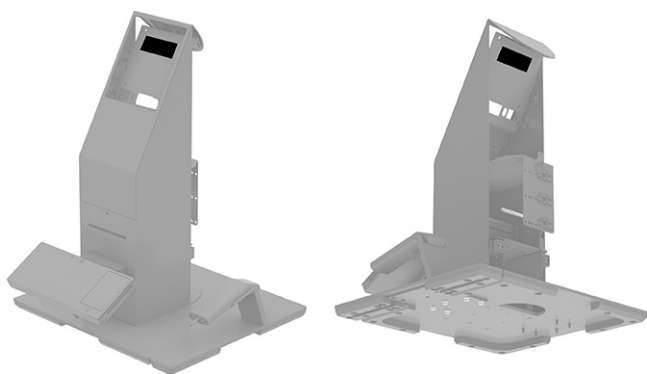
<sup>3</sup> Scanner only available installed from the factory.

<sup>4</sup> Payment terminal and mounting bracket not included.

<sup>5</sup> Mounting bolts not included. Pedestal must be mounted to the floor.

## Serial number location

Each stand has a unique serial number and a product ID number that are located near the top of the product. Keep these numbers available when contacting customer service for assistance.



## 2 Setup

Product configuration varies. Not all components are available on all configurations.

### Mounting the countertop stand to a table using the HP Engage Express Countertop Mount

To mount the countertop stand to a table, use these procedures and illustrations.



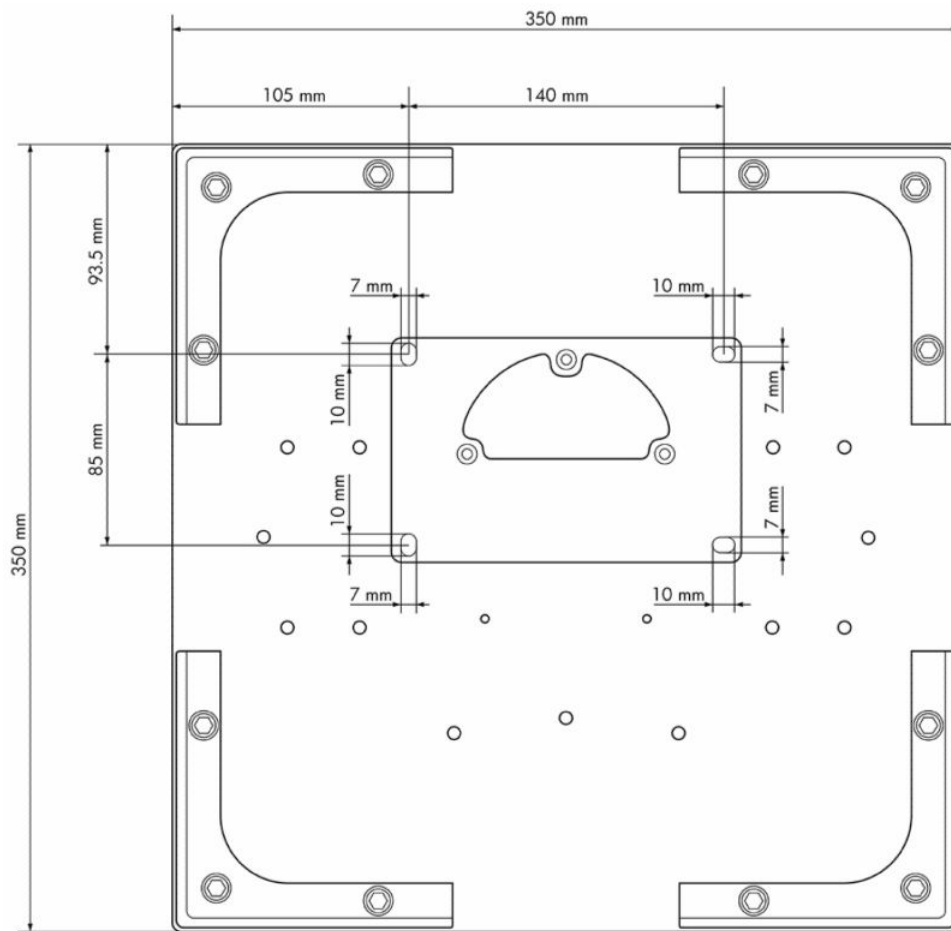
**NOTE:** The HP Engage Express Countertop Mount is purchased separately.

To mount the countertop stand:

1. Use the following template as a reference when attaching the countertop stand to a table.



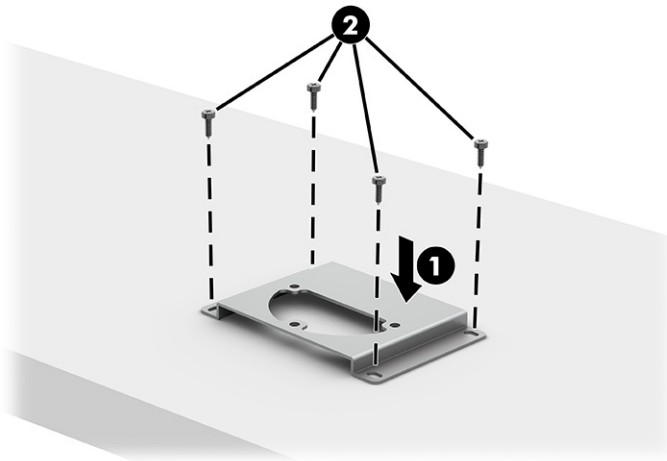
**NOTE:** Measurements are in mm.



2. Place the mounting bracket on the table (1), and then secure it with four Phillips screws (2).



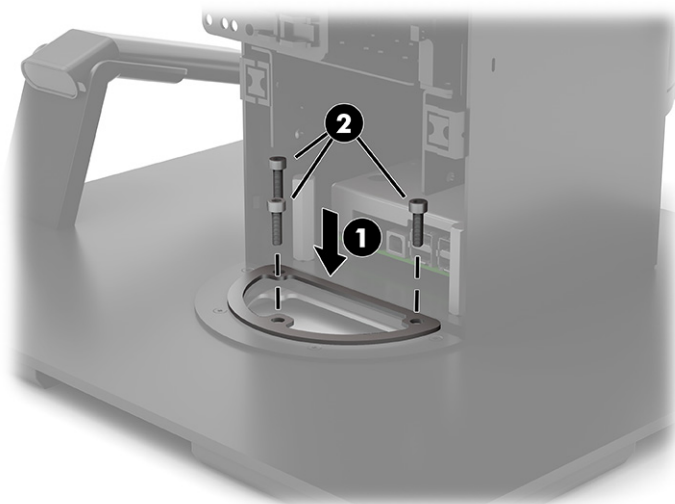
**NOTE:** Mounting screws not included.



3. Place the countertop stand onto the bracket.



4. Place the bracket over the mounting hole (1), and then install three Allen head screws (2).

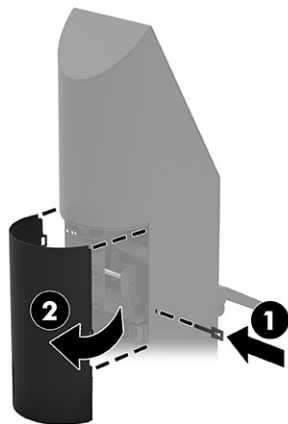


## Installing a display head onto a countertop stand

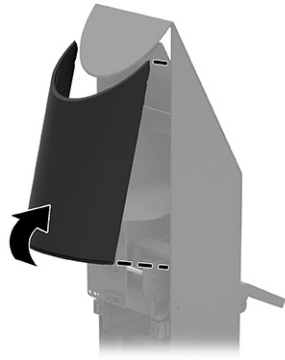
To install a display head to a countertop stand, use these procedures and illustrations.

To install a display head to a countertop stand:

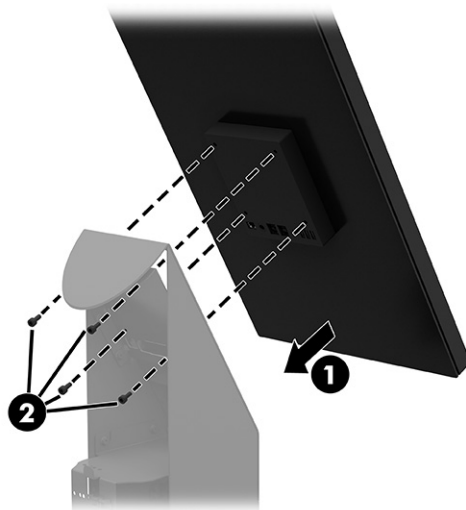
1. Insert the key into the slot (1), and then pull the cover off the countertop unit (2).



2. Pull the bottom of the top rear cover out to remove it.

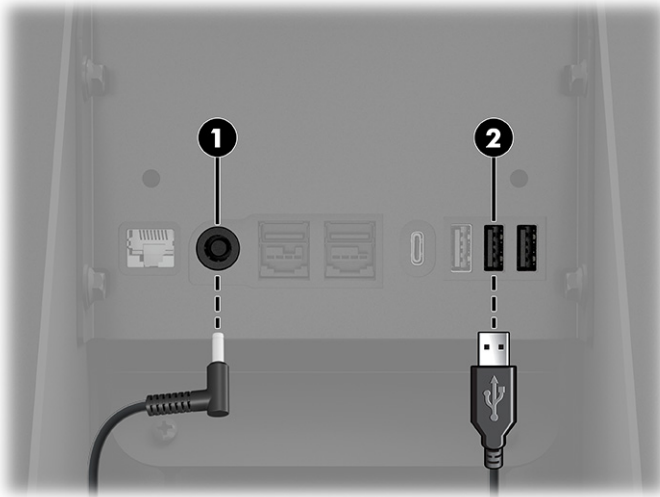


3. Place the display head into the top of the countertop stand **(1)**, and then install four Phillips screws **(2)**.

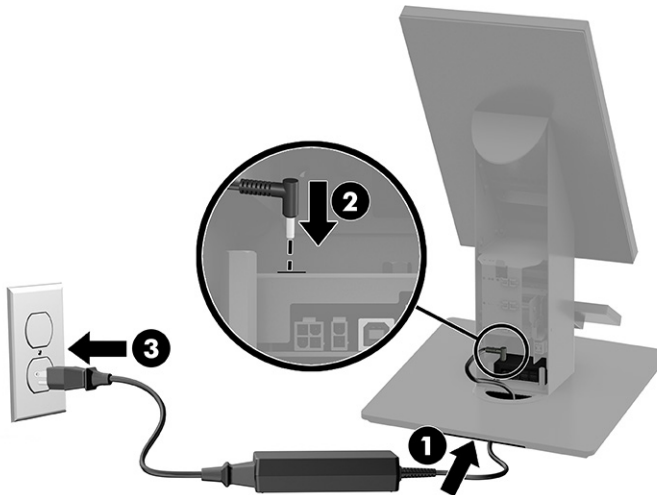


4. Connect the power cable **(1)** and USB cable **(2)** to the VESA hub on back of the display head.

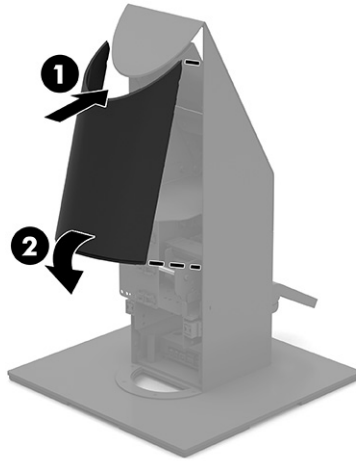




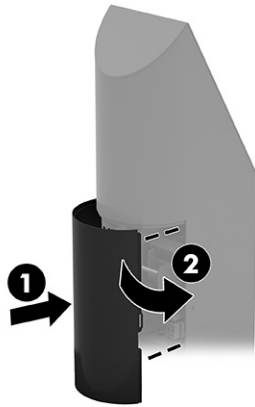
5. Route the power cable under and up through the hole in the countertop base (1), plug the cable into the top of the power board (2), and then plug the power cord into an AC outlet (3).



6. Insert the top rear cover into the top of the countertop stand (1), and then rotate the bottom of the cover into place (2).



7. Insert the bottom rear cover into the countertop stand under the top rear cover (1), and then rotate the cover into place (2).

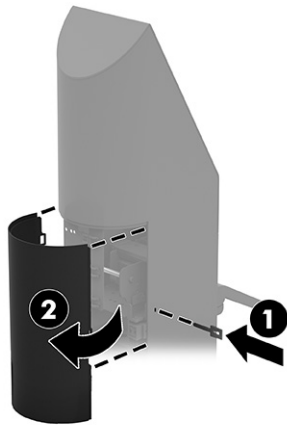


## Installing the barcode scanner to the countertop stand

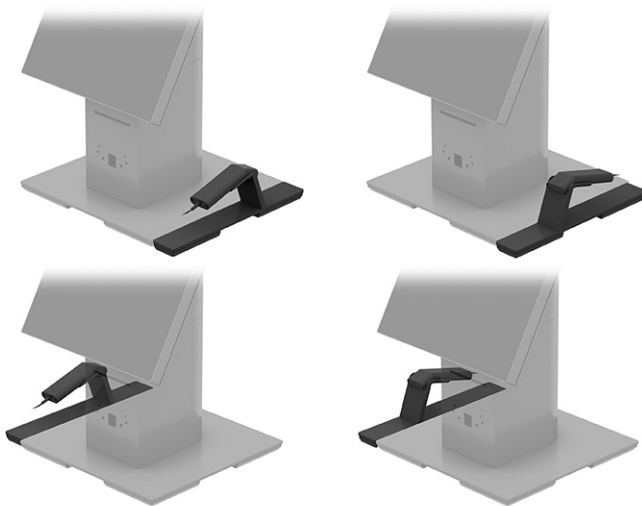
To install the barcode scanner, use these procedures and illustrations.

To install the barcode scanner:

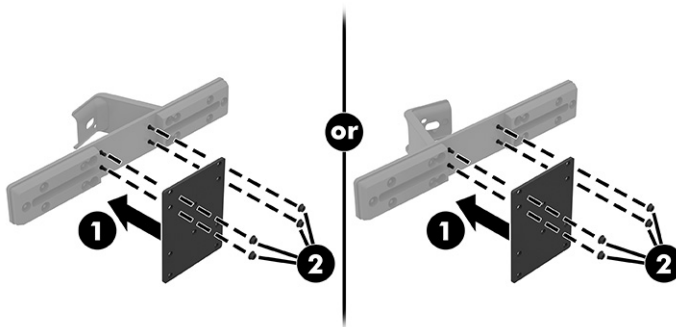
1. Insert the key into the slot (1), and then pull the cover off the countertop unit (2).



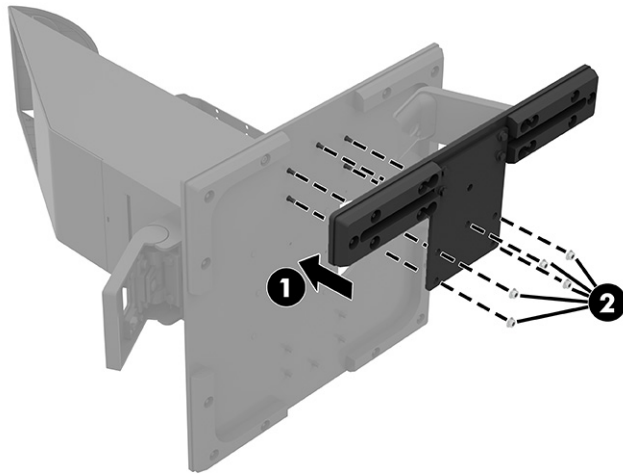
2. Determine the location and orientation to install the scanner.



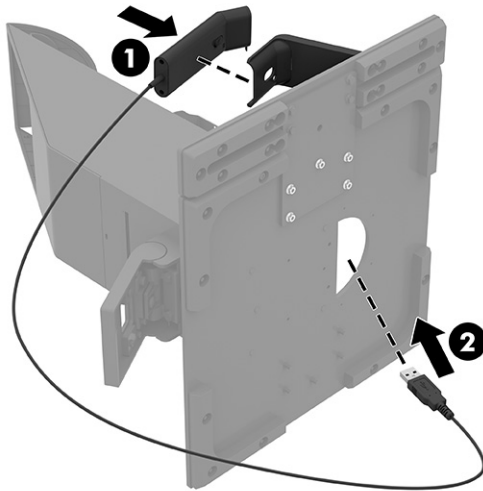
3. Depending on desired location and orientation, place the metal plate on the bottom of the barcode scanner cradle (1), and then install four 7 mm nuts (2).



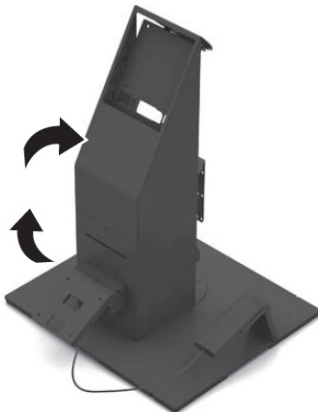
4. Place the cradle on the bottom of the countertop stand (1), and then install five 7 mm nuts (2).



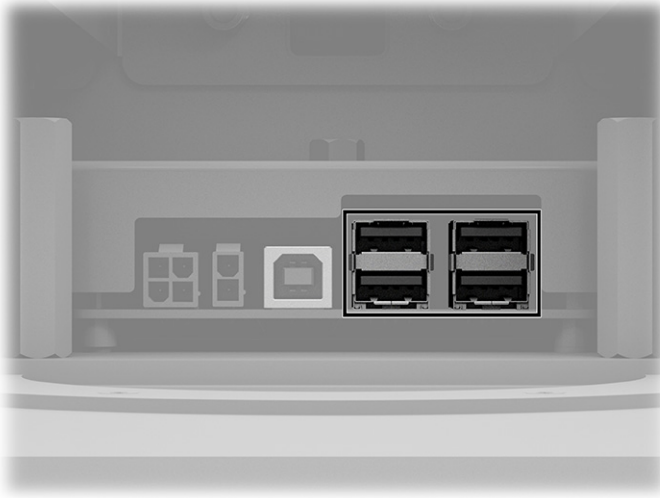
5. Place the scanner onto the cradle (1), and then route the cable through the hole in the countertop base (2).



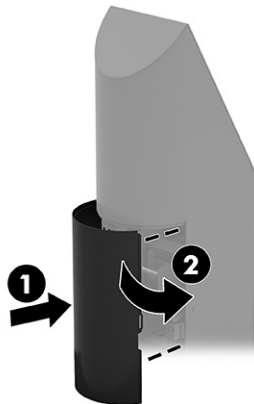
6. Position the countertop stand upright.



7. Connect the barcode scanner cable to one of the USB connectors on the mini hub at the bottom of the countertop stand.




8. Insert the bottom rear cover into the countertop stand under the top rear cover (1), and then rotate the cover into place (2).



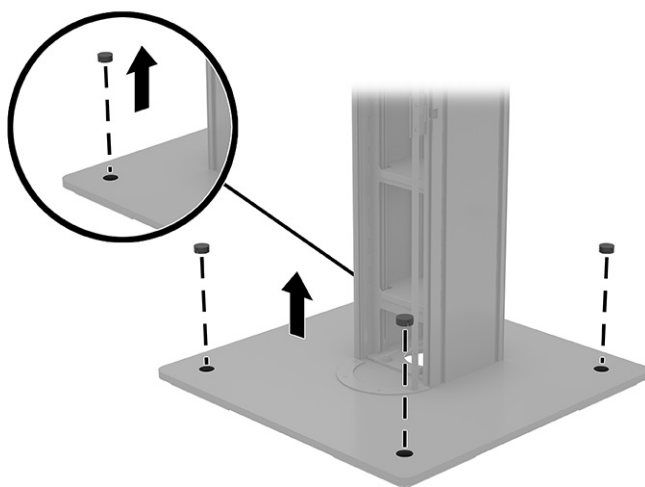
## Mounting the pedestal stand to the floor

To mount the pedestal stand to the floor, use this procedure and illustration.

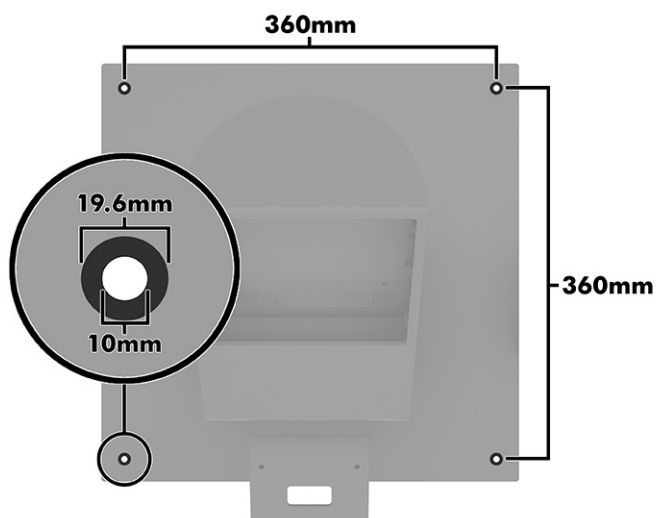
 **NOTE:** Mounting screws not included. Pedestal must be bolted to the floor.

To mount the pedestal stand to the floor:

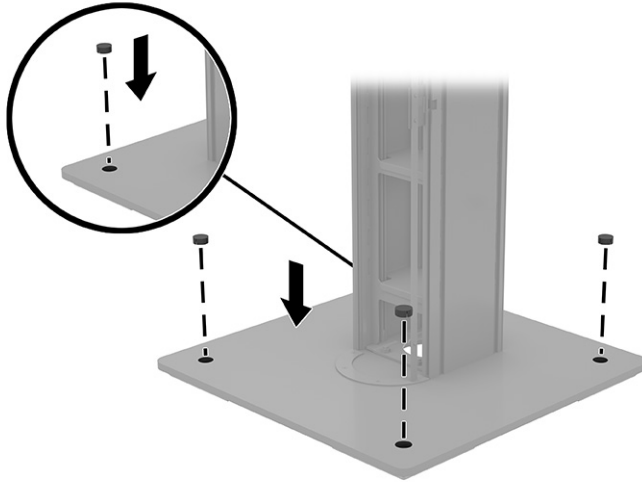
1. Remove the mounting hole caps from the pedestal base.



2. Bolt the pedestal stand to the floor. Use this illustration to determine mounting dimensions and screw size.



3. Replace the mounting hole caps.

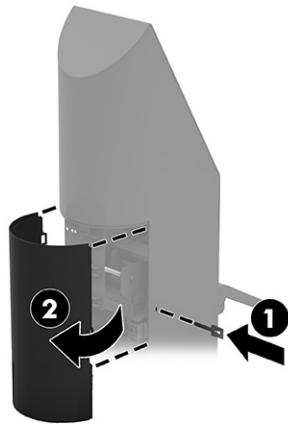


## Installing a display head onto a pedestal stand

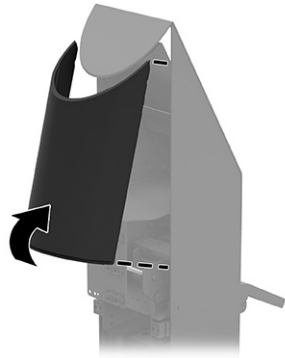
To install a display head to a pedestal stand, use these procedures and illustrations.

To install a display head to a pedestal stand:

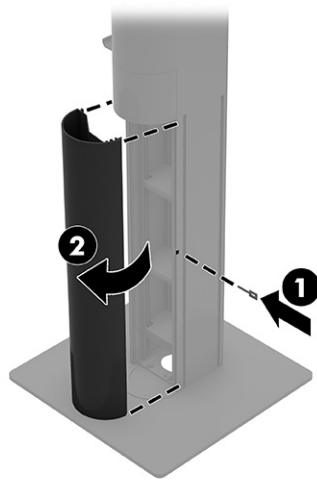
1. Insert the key into the slot **(1)**, and then pull the middle cover off the pedestal stand **(2)**.



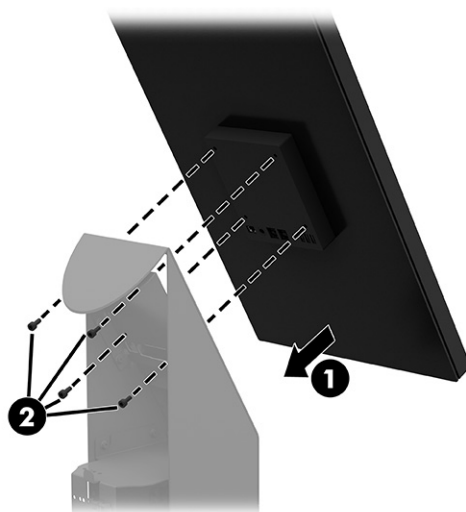
2. Lift from the bottom of the top rear cover to remove it from the pedestal stand.



3. Insert the key into the slot (1), and then pull the bottom rear cover off the pedestal stand (2).

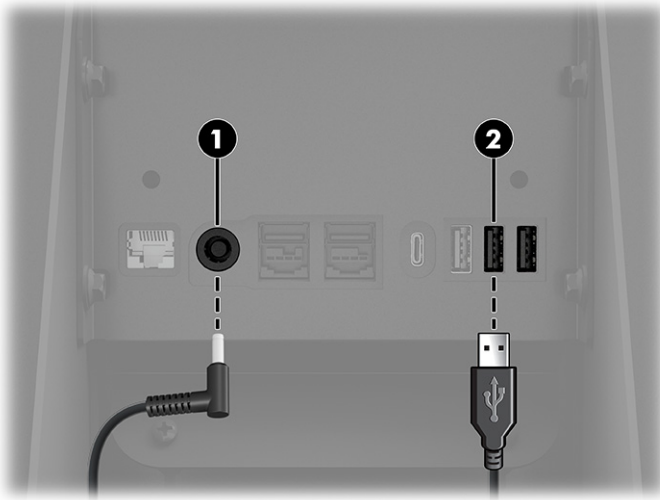


4. Place the display head into the top of the pedestal stand (1), and then install four Phillips screws (2).

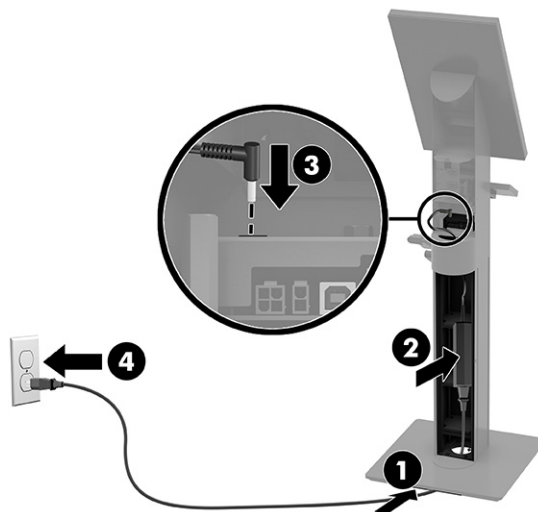




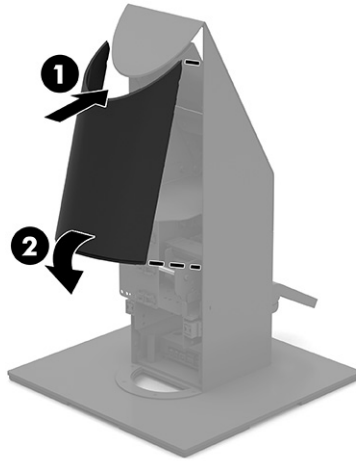
5. Connect the power cable (1) and USB cable (2) to the VESA hub on back of the display head.



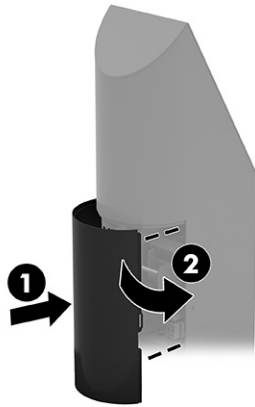
6. Route the power cable under and up through the hole in the pedestal stand base (1), insert the power brick into the cavity in the pedestal stand (2), plug the cable into the top of the power board (3), and then plug the power cord into an AC outlet (4).



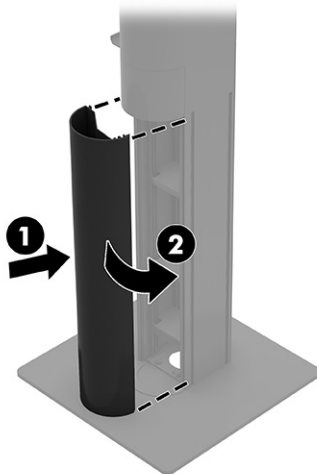
7. Insert the top rear cover into the top of the pedestal stand (1), and then rotate the bottom of the cover into place (2).



8. Insert the middle rear cover into the pedestal stand under the top rear cover (1), and then rotate the cover into place (2).



9. Insert the bottom rear cover onto the pedestal stand (1), and then rotate the cover into place (2).



# Installing the HP Engage 2D G2 Barcode Scanner onto the pedestal stand

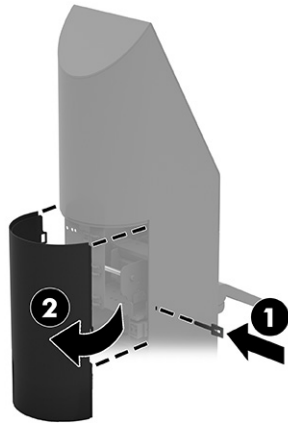
To install the HP Engage 2D G2 Barcode Scanner onto the pedestal stand, use these procedures and illustrations.



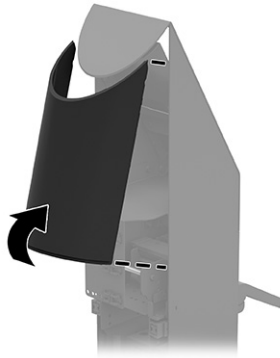
**NOTE:** The HP Engage Express Pedestal Barcode Scanner Cradle is available only on the right side of the stand and must be selected at purchase.

To install the barcode scanner onto the pedestal stand:

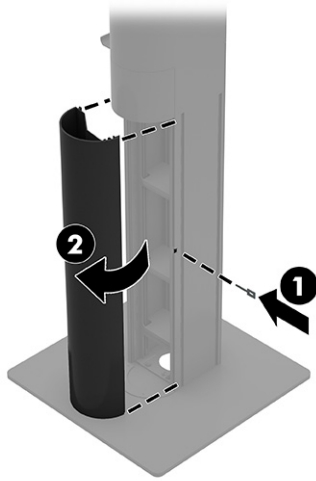
1. Insert the key into the slot **(1)**, and then pull the middle cover off the pedestal stand **(2)**.



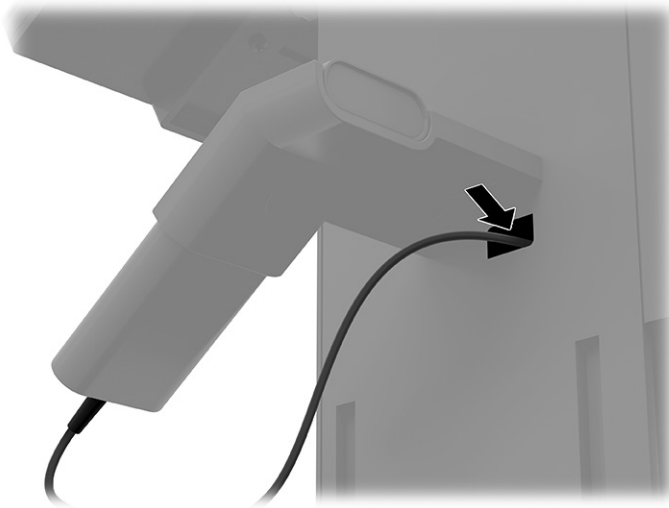
2. Lift from the bottom of the top rear cover to remove it from the pedestal stand.



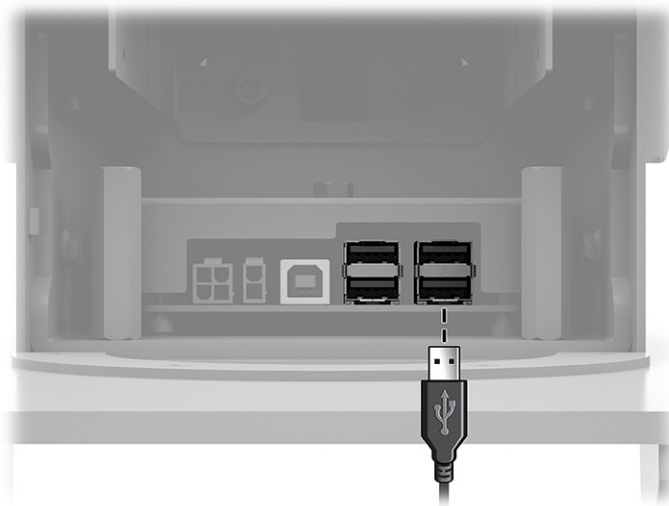
3. Insert the key into the slot **(1)**, and then pull the bottom rear cover off the pedestal stand **(2)**.



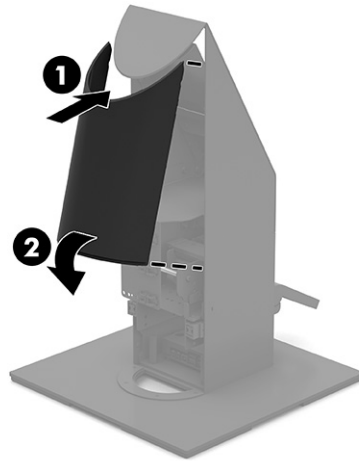
4. Insert the barcode scanner cable into the hole underneath the holder.



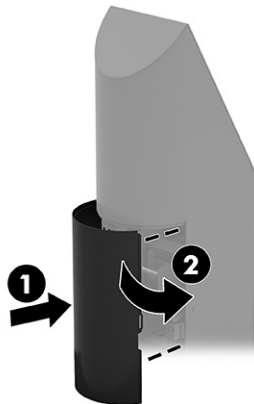
5. Connect the cable to one of the USB ports on the mini hub.



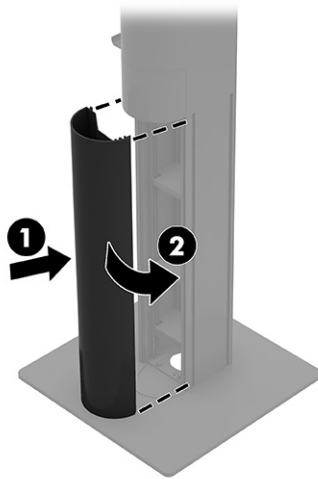
6. Insert the top rear cover into the top of the pedestal stand **(1)**, and then rotate the bottom of the cover into place **(2)**.



7. Insert the middle rear cover into the pedestal stand under the top rear cover **(1)**, and then rotate the cover into place **(2)**.



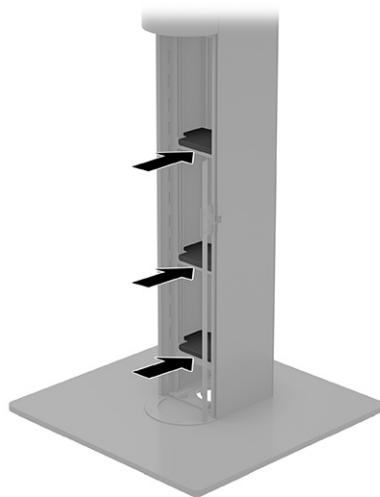
8. Insert the bottom rear cover onto the pedestal stand **(1)**, and then rotate the cover into place **(2)**.



## Moving the internal shelf

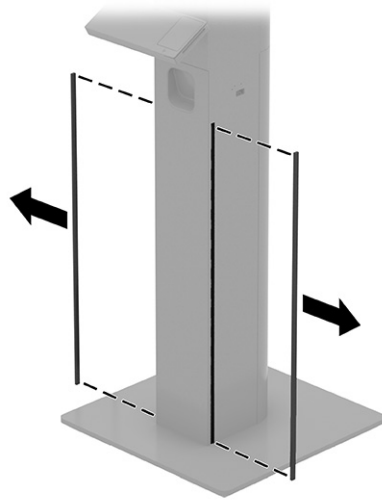
To reposition the internal shelf in the pedestal stand, use this procedure and illustration.

You can place the internal shelf in three different positions inside the pedestal stand.

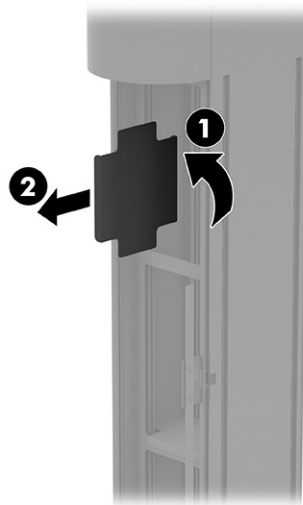


To reposition the internal shelf:

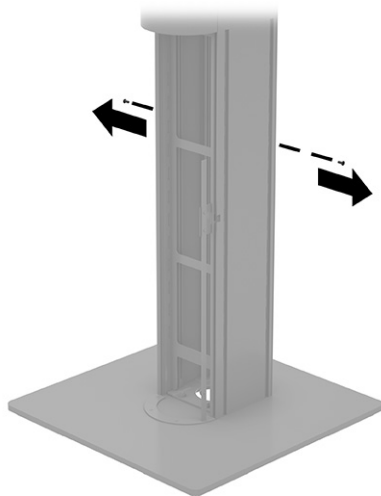
1. Remove the rubber strip from the front of both sides of the pedestal stand.



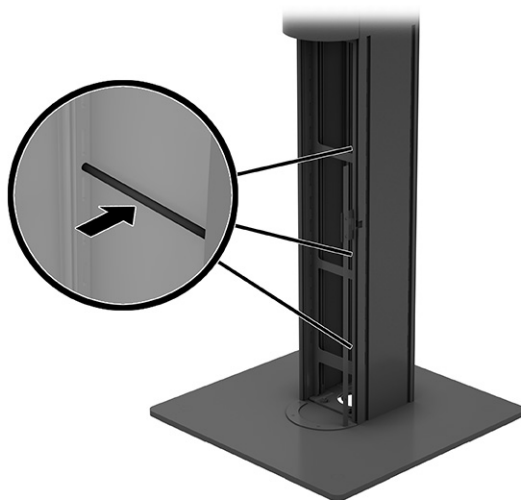
2. Remove the shelf by rotating it 90° (1), and then pulling it out of the pedestal stand (2).



3. Remove the mounting screw from both sides of the rod that holds the shelf in place.

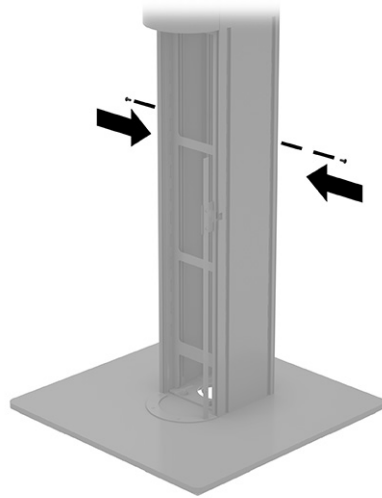


4. Slide the rod into the new position.

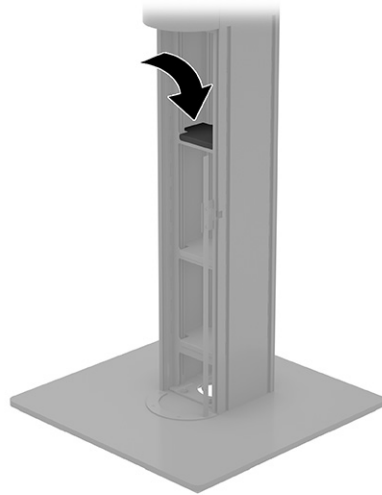


5. Install the mounting screw into both sides of the rod.





6. Insert the shelf into the pedestal stand.



## Attaching the shelves to the pedestal stand

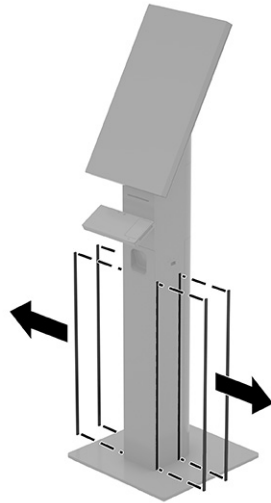
To attach the shelves to the pedestal stand, use these procedures and illustrations.



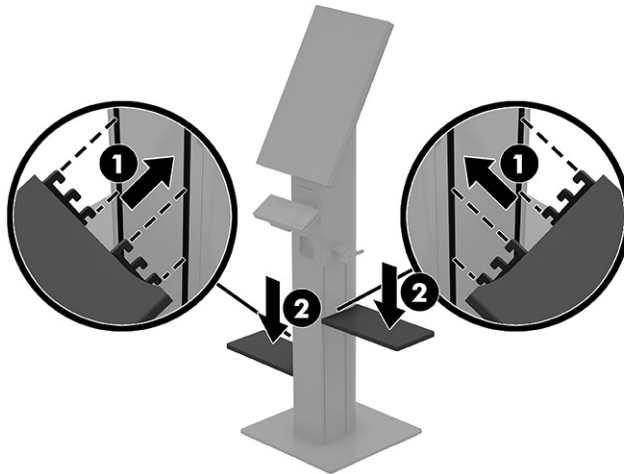
**NOTE:** The left and right shelves are specific to each side of the pedestal stand.

To attach the shelves:

1. Remove the rubber strips from the pedestal stand on the side where you want to install a shelf.



2. Insert the tabs on the shelves into the slots in the pedestal stand (1), and then press the shelves downward into place (2).

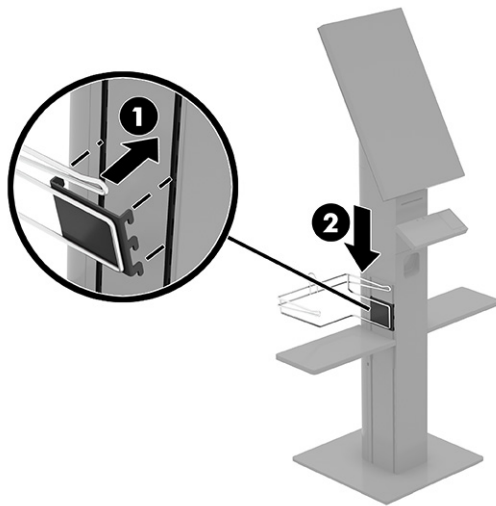


## Installing the bag holder to the pedestal stand

To install the bag holder to the pedestal stand, use these procedures and illustrations.

To install the bag holder:

- Insert the tabs on the bag holder into the slots in the left side of the pedestal stand (1), and then press the bag holder downward into place (2).

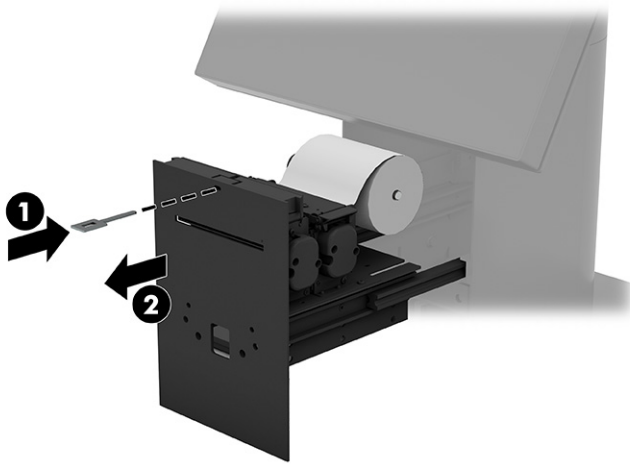


## Installing the printer paper

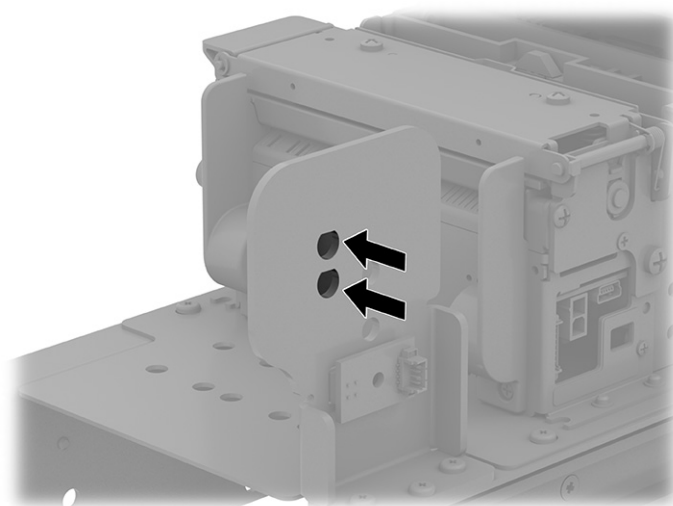
To install the printer paper, use these procedures and illustrations.

To install the printer paper:

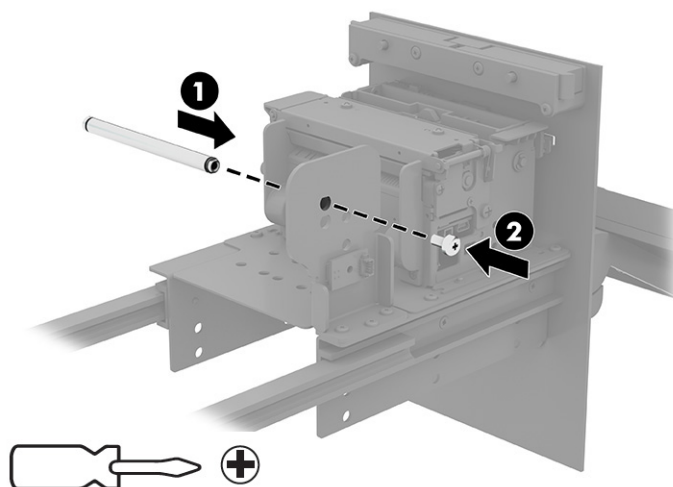
1. Insert the key into the slot **(1)**, and then pull the printer drawer out **(2)**.



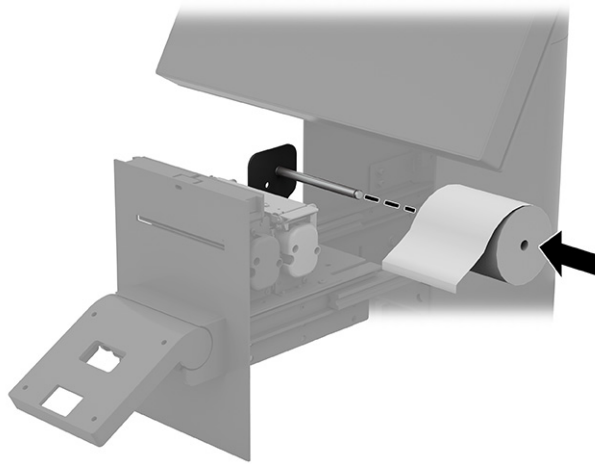
2. You can adjust the location of the spindle to accommodate different paper roll sizes.
  - a. You can install the spindle in the following positions:



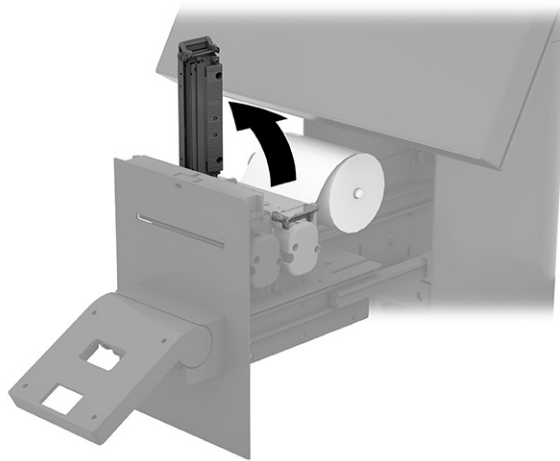
- b. To install the spindle, insert the flat part of the end of the spindle in the hole in the printer (1), and then install the Phillips screw (2).



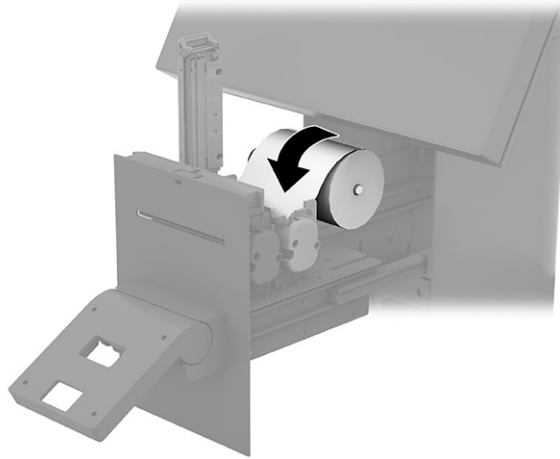
3. Insert the paper roll onto the spindle.



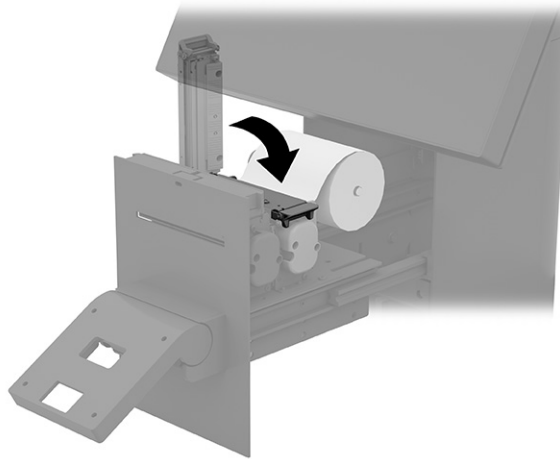
4. Lift the printer latch.



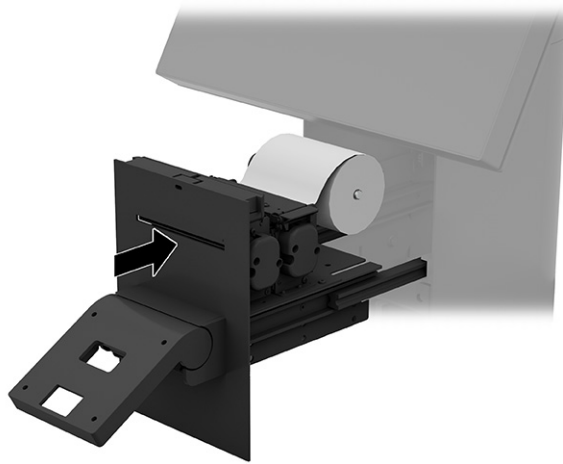
5. Place the end of the paper onto the paper feed.



6. Close the printer latch.



7. Push the printer into the countertop model.

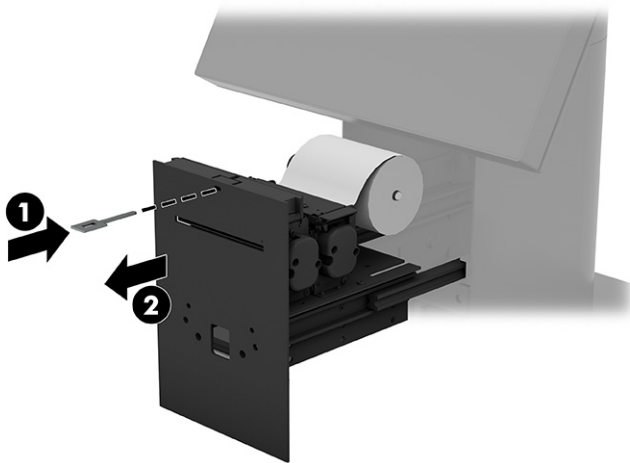


## Installing the payment arm with 75 mm VESA mount on models with a printer

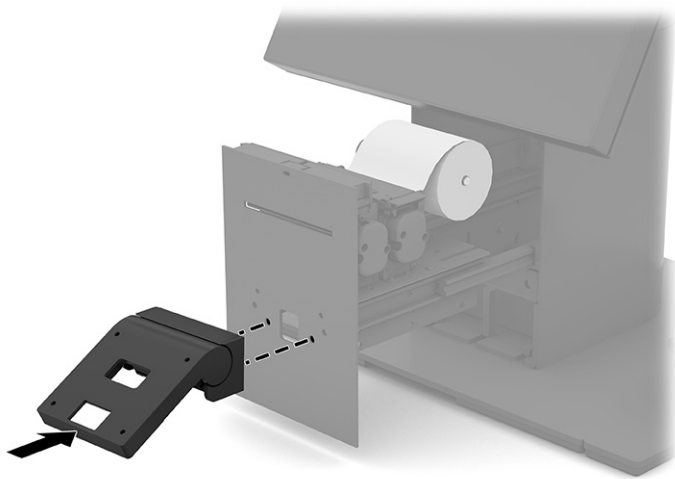
To install the payment arm on models with a printer, use these procedures and illustrations. The payment arm offers a 75 mm VESA® mount.

To install the payment arm:

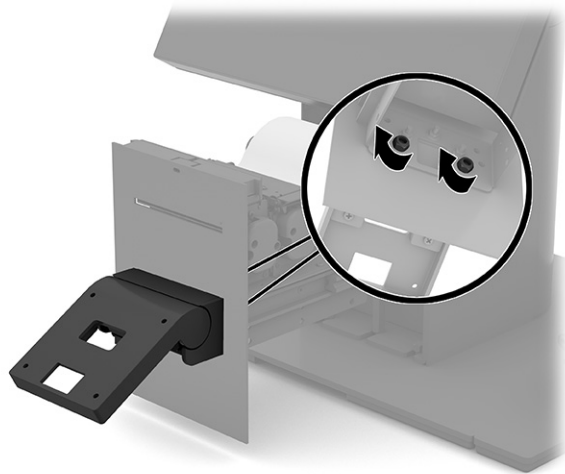
1. Insert the key into the slot (1), and then pull the printer drawer out (2).



2. Place the payment arm against the printer drawer with the holes aligned.



3. On the inside of the printer drawer, install two 8 mm nuts to secure the payment arm.



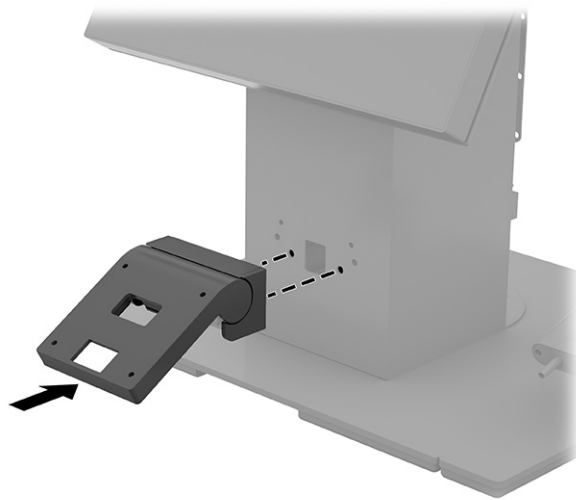
## Installing the payment arm with 75 mm VESA mount on models without a printer

To install the payment arm on models without a printer, use these procedures and illustrations. The payment arm offers a 75 mm VESA mount.

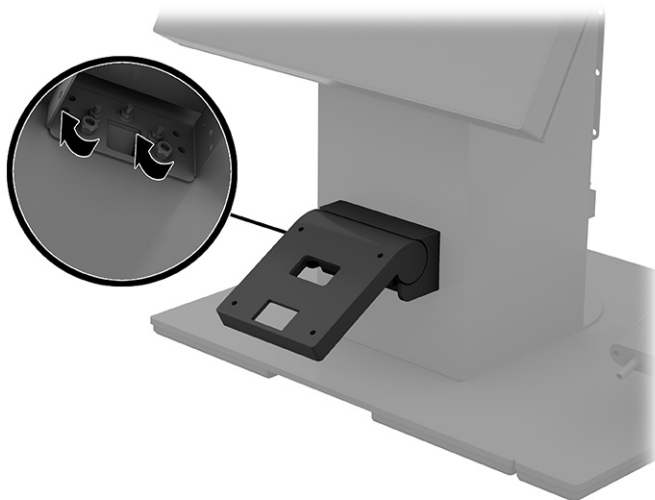
To install the payment arm:

1. Place the payment arm against the stand with the holes aligned.





2. On the back of the stand, install two 8 mm nuts to secure the payment arm.

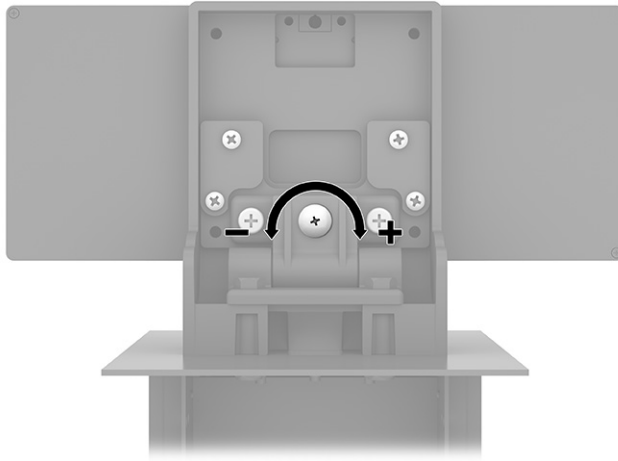


## Adjusting the payment arm with 75 mm VESA mount

To adjust the payment arm, use this procedure and illustration.

To adjust the payment arm:

- On the bottom of the payment arm, use a Phillips screwdriver to loosen or tighten the screw to adjust the tension of the payment arm.



## Printer and scanner drivers

Use this information to locate drivers for the printer and presentation scanner.

To download the printer driver, go to

<https://www.custom4u.it/pages/product/index.php?code=915LF02015T300&qrcode>, and then select **Drivers**.

To download the presentation scanner driver, go to

<https://www.datalogic.com/eng/support-service/downloads-dw-82.html>, select **Search by product**, select **Magellan 1500i**, and then select **Search**. Scroll down to **Software & Utilities**, and then select the driver.

## 3 Cleaning your product


Cleaning your product 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 product.

### Removing dirt and debris from your product

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

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.


---

 **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 product with a disinfectant on page 38](#) for recommended steps to clean the high-touch, external surfaces on your product to help prevent the spread of harmful bacteria and viruses.

### Cleaning your product 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 product using the steps in [Removing dirt and debris from your product on page 38](#), 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 product:


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.

---


 **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.

---

## 4 Locating HP resources

Read this chapter to learn about where to find additional HP resources

### Getting more information

For comprehensive information about the product, as well as governmental agency and safety information about the use of the product, access HP Help and Support.

- Select **Start**, and then select **HP Help and Support**.
- The HP website (<http://www.hp.com>) provides product news and software updates.

### Contacting support

If you cannot solve a problem, you might need to contact support.

For the fastest possible resolution of your problem, have the following information available when you contact support:



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**NOTE:** The serial number and other information for the product can be found on the bottom of the top of the stand under the display head.

---

- Model name and number for the product
- Serial numbers for the product
- Date the product was purchased
- Conditions under which the problem occurred
- Error messages that have been displayed
- Hardware and software you are using
- The manufacturer and model of components connected to the product

To contact support using your HP computer, select **Start** and then select **HP Help and Support**. Select **Contact support** to start a chat session with a support specialist.

For U.S. support, go to <http://www.hp.com/go/contactHP>. For worldwide support, go to [http://welcome.hp.com/country/us/en/wwcontact\\_us.html](http://welcome.hp.com/country/us/en/wwcontact_us.html).

Choose from the following types of support:

- Chat online with an HP technician.



---

**NOTE:** When chat is not available in a particular language, it is available in English.

---

- Find HP support worldwide telephone numbers.
- Locate an HP service center.


---

## 5 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 may damage electronic components.

---

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

- If removal or installation instructions direct you to unplug the product, 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.
-

---

## 6 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 43](#).

### 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 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. Assistive technology removes barriers and helps you create independence at home, at work, and in the community. Assistive technology (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 46](#).

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. These links provide information about key legislation, regulations, and standards.

- [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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