HP Engage Go Convertible System and HP Engage Go Mobile System Offering
Frequently Asked Questions (FAQ)

Contents

Offering

Q: What is the HP Engage Go Convertible System?

A: The HP Engage Go Convertible is a sleek, durable, secure and elegantly designed convertible mobile point-of-sale system designed to tackle bustling environments helping retail and hospitality operators connect with their customers wherever they may be, from the counter to out on the floor. It is complemented by a portfolio of accessories including a magnetic stripe reader, stand-alone or in-column printer and barcode scanners[1].

Assisting customers and taking orders where they are is a breeze when undocked from the HP Engage Go Dock. Prevent walk-outs and gain customer loyalty by heightening their shopping experience with access to real-time inventory and information readily available at your fingertips. Conclude the sale with a quick connection to the HP Engage Go Dock, the HP Engage One Connectivity Base and accompanying peripherals.

The HP Engage Go Convertible includes HP enterprise-grade security and manageability features such as HP Client Security, HP Sure Start Gen4, and biometric login capabilities through an optional fingerprint reader (either integrated into the tablet or attached). The HP Engage Go offers durability and longevity and is designed to pass military standards (MIL-STD 810G) for drop tests[2]. The HP Engage Go comes with a standard 3-year limited warranty[3]. You can extend your protection for up to 5 years with optional HP Care Services[4].

Q: What is the HP Engage Go Mobile System?

A: The HP Engage Go Mobile System delivers all the same powerful functionality as the HP Engage Go Convertible System, but without the dock, for mobile only applications. The tablet without the dock is charged using a 65W USB-C™ power adapter that comes with each tablet purchased.

Q: What does the HP Engage Go Mobile System include?

A: The HP Engage Go Mobile System includes Windows 10 Pro[5], Windows 10 IoT Enterprise[5] or FreeDOS OS and the latest 7th generation Intel® Core™ or Pentium® processor[6]. The 12.3" diagonal high-resolution tablet features a bright, Corning® Gorilla® Glass display, front and rear camera, integrated hand strap and speakers. The HP Engage Go can be configured with a Retail case, the HP Engage Go Dock, an HP Engage One Connectivity Base, and many of the HP Engage One peripherals.

Q: What is HP Smart Dock?

A: HP Smart Dock is a software application that enables unlocking of the HP Engage Go Mobile tablet from the HP Engage Go Dock. Users can input their Windows log-in and/or PIN to authenticate themselves and thereby gain access to unlocking the tablet.

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[1] Optional or add-on feature.

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

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

[4] HP Care Services are optional. Service levels and response times for HP Care Pack Services may vary depending on your geographic location. Service starts on date of hardware purchase. Restrictions and limitations apply. For details, visit www.hp.com/go/cpc. HP services are governed by the applicable HP terms and conditions of service provided or indicated to Customer at the time of purchase. Customer may have additional statutory rights according to applicable local laws, and such rights are not in any way affected by the HP terms and conditions of service or the HP Limited Warranty provided with your HP Product.

[5] 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 10 is automatically updated, which is always enabled. ISP fees may apply and additional requirements may apply over time for updates. See http://www.windows.com.

[6] Multi-Core is designed to improve performance of certain software products. Not all customers or software applications will necessarily benefit from use of this technology. Performance and clock frequency will vary depending on application workload and your hardware and software configurations. Intel's numbering, branding and/or naming is not a measurement of higher performance.

Q: How does the tablet attach to the docking station?

A: The HP Engage Go Mobile tablet attaches to the docking station through a mechanical latch mechanism on the top of the dock that automatically locks the tablet into place. This attachment is assisted by magnets to help align the connectors. A pogo pin interface allows for power, data and video transfer.

Q: Does the HP Engage Go automatically switch from wireless to wired when you put it in a dock?

A: Windows will default to Ethernet when docked and connected to a Connectivity Base, and switch to Wi-Fi when mobile. You can use both at the same time (i.e., be connected to two different networks). If you are in the process of doing a download on Wi-Fi and dock the unit, it will continue to use Wi-Fi to complete the download.

You can setup a policy in Windows to force the device to use Ethernet when available. Follow the instructions provided in the article link below:

> https://social.technet.microsoft.com/Forums/en-US/64f30ed9-cca9-4aed-8c9a-be28e4280076/switching-between-ethernet-and-wifi?forum=win10itpronetworking

Q: Can more than one tablet be used with a particular HP Engage Go Dock?

A: Yes. Because the operating policy is set for the tablet, the dock adapts to the policy set on the tablet.

Q: What operating systems are available with HP Engage Go?

A: The HP Engage Go supports Windows 10 IoT Enterprise, Windows 10 Pro, and FreeDOS.

Q: Does the system support Windows 7 Pro and POS Ready 7?

A: No. Intel 7th generation processors only support Windows 10 operating systems. The HP Engage Go supports both Windows 10 Pro and Windows 10 IoT.

Q: Does the system support Intel® vPro™?

A: Configurations with the Core i5 processor and vPro-enabled WLAN card support vPro[7] over wireless. The Intel® vPro™ technology provides hardware-enhanced security, remote manageability, flexible stability, and productivity-enhancing capabilities. The system does not support vPro over Ethernet.

Q: Does the HP Engage Go come in any colors other than black?

A: The HP Engage Go is available in ebony black or ceramic white. Each unit can be complemented with retail accessories in the same color and design aesthetic although the Retail Case is only available in black. There are third-party solution options for color customization.

Q: Is a stylus pen supported on the HP Engage Go?

A: Yes, the HP Engage Go can be used with two available HP pens.

Q: Does the HP Engage Go feature a camera?

A: Yes, there are two cameras on the HP Engage Go. The front camera has a resolution of 5MP while the rear camera's resolution is 8MP, exceeding typical industry standards.

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[7] Some functionality of Intel® vPro™, such as Intel Active management technology and Intel Virtualization technology, requires additional 3rd party software in order to run. Availability of future "virtual appliances" applications is dependent on 3rd party software providers Compatibility with future virtual appliances" is yet to be determined.

Q: What display options are available for the tablet?

A: The HP Engage Go Mobile System offers a single display option that has a 12.3" diagonal display with 1920 x 1280 resolution and tough Corning® Gorilla® Glass 4 (400 nit) touch enabled with 10-point multi-touch direct bonded display that is chemically strengthened.

Q: What are the customer facing display options?

A: Customer-facing display options including the HP Engage Go 10.1" diagonal Touch and Non-Touch Displays, sold separately. HP cable accessories are also available to support other third-party displays.

Q: Does the tablet have any carrying assistance?

A: The tablet has an integrated hand strap to make it easier to carry around the floor. There's also an optional retail case that includes a shoulder strap that can be worn cross body for long periods of mobile use.

Q: Where are the serial numbers located on HP Engage Go Convertible System and the HP Engage Go Mobile System?

A: The serial number on the HP Engage Go Mobile System is located behind the hand strap. As for the HP Engage Go Convertible System, the serial number is located on the bottom of the column.

Security

Q: What security features come with the HP Engage Go Convertible System?

A: The HP Engage Go offers a robust set of security features including:

Hardware based security:
- HP Engage Go Dock locking – protection up to 50kg of force trying to remove tablet from dock
- Optional Crossmatch Fingerprint Reader (use Windows SDK for integration into POS application) on tablet for secure login, enabling Windows Hello. Or the system can be configured with the HP Engage One Fingerprint Reader
- Optional NFC and MSR for authentication
- Trusted Platform Module 2.0 to protect your data from malware attacks
- Bolt to counter to prevent device theft.
- HP Engage One Keyed Cable Lock[1] to prevent device theft.

Software based security:
- HP Smart Dock – utilizes authentication SW to manage unlocking tablet from dock
- HP Biosphere with HP Sure Start Gen4[8] - monitors in-memory BIOS, recovers the platform without intervention, restores the BIOS to a custom state, and is enterprise ready for centralized management.
- HP Manageability Integration Kit (can be downloaded from http://www.hp.com/go/clientmanagemen
- HP Client Security Gen3 (requires Windows and Intel® or AMD 7th or 8th generation processors)
  – Device Access Manager
  – Intel® Authenticate v2.5
- HP Sure Click[9]
- Microsoft Device Guard[10] protects unauthorized access to USB ports

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[8] Available on HP Engage Go equipped with Intel® 7th generation processors.

[9] HP Sure Click is available on select HP platforms and supports Microsoft® Internet Explorer, Google Chrome, and Chromium™. Supported attachments include Microsoft Office (Word, Excel, PowerPoint) and PDF files in read only mode.
Check http://h20195.www2.hp.com/v2/GetDocument.aspx?docname=4AA7-0922ENW for all compatible platforms as they become available.
[10] Microsoft Device Guard requires Windows 10 Enterprise Edition.

Q: Is Windows Hello, or any other facial recognition feature, supported?

A: Windows Hello[11], which uses facial recognition requires an IR camera. The RGB camera that is included with the HP Engage Go Mobile System, can be used for facial recognition with a third-party application. There are many such applications available. OpenCV is a common free application available at the following link: https://docs.opencv.org/3.0-beta/modules/face/doc/facerec/index.html

Q: Does the Engage Go support biometric signature (active PEN + digitizer)?

A: Yes. The HP Engage Go supports active pen as well as finger signature.

Durability

Q: In what ways does the HP Engage Go provide durability around liquid resistance?

A: The HP Engage Go display will reject touch until the screen is dried down. Additionally, the versatility of the convertible design also allows for separating the I/O connectivity base from the stand. Customers could use a counter mount solution or a stability plate solution, with the I/O connectivity base located away from where liquids might gather.

Q: How durable is the HP Engage Go tablet? Is it any more durable with the HP Engage Go Mobile Case?

A: Though it is sleek, the HP Engage Go tablet was built to withstand the wear and tear of hectic retail and hospitality environments. The entire system (including the Corning® Gorilla® Glass) is designed to pass a 3-foot drop without any protection. With the HP Engage Go Mobile Case, the HP Engage Go tablet is designed to pass a 4-foot drop test[12].

Q: Is there any "give" designed into the case so that when you drop the unit, the Gorilla glass does not shatter?

A: Shattered panels are considered a failure, so HP Engage Go is designed to pass both the HP Total Test Process and MIL-STD 801G. The MIL-STD 801G specializes in testing resistance to shock of all of the unit's surfaces: the edges, all faces, and its corners. Twenty-six drops are monitored from a height of 4 feet to determine the unit's durability.[13]

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

A: The HP Engage Go was designed to be retail-hardened and to withstand the demands of a retail business such as long hours, humidity and temperature changes, as well as drops. It is designed to pass MIL-STD 810G testing[15]. All HP retail systems also go through a multitude of platform testing to help ensure the durability of the platform.

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

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

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[11] Windows Hello requires Windows 10.

[12] HP drop test results are not a guarantee of future performance under these test conditions. Damage under the test conditions or any accidental damage requires an optional HP Accidental Damage Protection Care Pack.

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

Q: When detached from the docking station, how long does the battery last on the HP Engage Go tablet?

A: The battery on the HP Engage Go Mobile tablet is designed to last for up to 13 hours[14] in a typical retail setting, and is capable of charging from 0 to 50 percent in 30 minutes thanks to HP Fast Charge Technology[15].

Configurations

Q: What are the HP Engage Go configuration options? Can peripherals be paired with it?

A: Below are the different options:

HP Engage Go Mobile System
This system features the tablet only. Assist customers and take orders with a high level of service, right at your fingertips.

HP Engage Go Dock
The dock can be configured with the stability plate or counter mount for a cleaner counter. Pair with an advanced, basic, or mini I/O connectivity base, and many of the HP Engage One peripherals for a complete setup. The dock can also be configured with a standard column or integrated printer column.

HP Engage Go Convertible System with HP Engage One Column Printer
This combination includes both the HP Engage Go Mobile System and the HP Engage Go Dock. This dock is configured with the integrated column printer.

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[14] Windows 10 MM14 battery life will vary depending on various factors including product model, configuration, loaded applications, features, use, wireless functionality, and power management settings. The maximum capacity of the battery will naturally decrease with time and usage. See www.bapco.com for additional details.

[15] Recharges the battery up to 50 percent within 30 minutes when the system is off or in standby mode. Power adapter with a minimum capacity of 65 watts is required. After charging has reached 50 percent capacity, charging will return to normal. Charging time may vary +/-10 percent due to System tolerance.

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

A: An optional security cable connects to a screw underneath the stability plate that allows a keyed cable lock to secure the unit. There is also an option for a keyed cable lock in the HP Engage Go offering in which a k-lock insert on the connectivity base allows the solution to be physically locked.

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

A: The tablet is connected to the I/O connectivity base through a USB Type-C™ power cable, which connects to a port on the underside of the dock column.

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

A: The maximum length for the USB-C power cable is 1.8m.

Q: Is the stability plate included with the retail input/output connectivity bases?

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

Q: Is it possible to secure the stability plate either with or without the retail I/O connectivity base?

A: An optional security cable allows the stability plate to be connected to a screw underneath the stability plate. A keyed cable lock (industry-standard lock) can be connected to secure the unit. For customers who have the connectivity base, a keyed cable lock insert on the connectivity base allows the solution to be physically secured.

Q: Can the stability plate be purchased as an after-market option (AMO)?

A: No. The stability plate can be purchased as a configure-to-order only item.

Accessories

Q: What peripherals are supported on the HP Engage Go Convertible System?

A: The supported peripherals are as follows:

- HP Engage Go Mobile Retail Case with MSR
- HP Engage Go Mobile Retail Case without MSR
- HP Engage One 2D Barcode Scanner (1RL97AA)
- HP Engage One Biometric Fingerprint Reader (1RL98AA)
- HP Engage One Serial USB Thermal Printer (1RL96AA)
- HP Engage One L8010 10.1" (Touch and Non-Touch) CFD (1KD81AA, 1XD80AA)
- HP Engage One Advanced I/O Connectivity Base (1UN12AA)
- HP Engage One Basic I/O Connectivity Base (1UN11AA)
- HP USB-C Mini Dock (3PR57AA)
- HP Engage One Keyed Cable Lock Kit
- HP USB Business Slim Keyboard (N3R87AA)
- HP POS Keyboard (with and without MSR) (FK218AA, FK221AA)
- HP USB 1000dpi Laser Mouse (QY77AA)
- HP Linear Barcode Scanner II (Z1Z36AA)
- HP Imaging Barcode Scanner (BW868AA)
- HP Presentation Barcode Scanner (QY439AA)

- HP Wireless Barcode Scanner (E6P34AA)
- HP Flip Top Cash Drawer (BW867AA)
- HP Heavy Duty Cash Drawer (FK182AA)
- HP Standard Duty Cash Drawer (QT457AA)
- HP USB Standard Duty Cash Drawer (E8E45AA)
- HP Standard Duty Till Insert w/ Lockable Lid (QT458AA)
- HP Ethernet Network Receipt Printer (M2D54AA)
- HP Value Serial/USB Receipt Printer II (X3B46AA)

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

A: The capacity and size for the column printer are as follows:
- Paper Type: Direct Thermal Monochrome POS Grade(s)
- Paper Roll Size (W x D): 3.1 in. X 2 in. (80 mm X 51 mm)
- Paper Thickness Range: 2.3 – 3.2 mil
- Receipt-Columns: 44/56

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

A: For more information about the accessories offered, visit: hp.com/go/engagego.

Purchase and Warranty

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

A: The HP Engage Go can be configured with the operating system, processor, storage, RAM, and additional components such as the HP Engage Go Retail Case with or without MSR, HP Engage Go Dock, HP Engage One Column Printers or retail peripherals to meet your needs.

Q: **What is the standard warranty for the HP Engage Go system?**

A: The standard warranty for HP Engage Go is 3 years with onsite support.