



Hardware Reference Guide

HP st5742/st5747 Streaming Thin Clients

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Hardware Reference Guide

HP st5742/st5747 Streaming Thin Clients

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About This Book

- ⚠ **WARNING!** Text set off in this manner indicates that failure to follow directions could result in bodily harm or loss of life.
 - ⚠ **CAUTION:** Text set off in this manner indicates that failure to follow directions could result in damage to equipment or loss of information.
 - 📝 **NOTE:** Text set off in this manner provides important supplemental information.
-

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1 Product Features

Standard Features

Thank you for purchasing an HP thin client. We hope you have years of use from our st5742 or st5747 streaming thin clients. Our goal is to provide you with award-winning clients that are easy to deploy and manage with the power and reliability you expect.

The next sections describe the features of the thin client. For a complete list of the hardware and software installed on a specific model, visit <http://h10010.www1.hp.com/wwpc/us/en/sm/WF04a/12454-12454-321959-338927-89307.html> and search for a specific thin client model.

The thin client exhibits the following features:

- no moving parts
- no hard drives or diskette drives
- 5-minute setup time
- central deployment and management using a broad range of easy and scalable remote management solutions

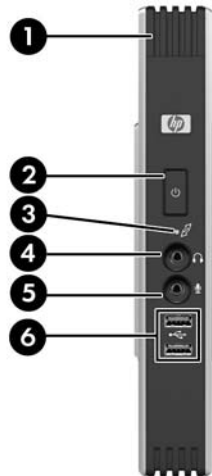
Various options are available for your thin client. For more information about available options, visit the HP Web site at <http://h10010.www1.hp.com/wwpc/us/en/sm/WF12a/12454-12454-321959.html>.

Thin Client Management Solutions

Since this Streaming Thin Client is flashless, it is specifically for use with streaming operating system applications, such as HP Image Manager, HP TeachNow, and Citrix Provisioning Server. A local operating system cannot be installed on this device, so it cannot execute Linux or Windows Embedded Standard. Typically this type of client receives a preboot executable via PXE, and then connects via Ethernet to a remote server which contains the disk image for this client.

Front Panel Components

Figure 1-1 Front panel components

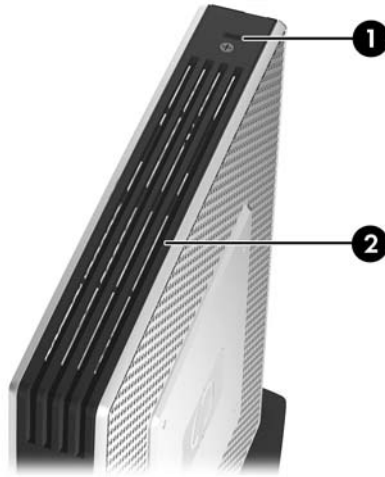


| | | | |
|-----|------------------------|-----|---|
| (1) | Secure USB compartment | (4) | Line-out (headphone) audio connector |
| (2) | Power button | (5) | Line-in (microphone) connector |
| (3) | Flash activity LED | (6) | Universal serial bus (USB) connectors (2) |

For more information, refer to the model-specific QuickSpecs at http://h18004.www1.hp.com/products/quickspecs/QuickSpecs_Archives/QuickSpecs_Archives.html.

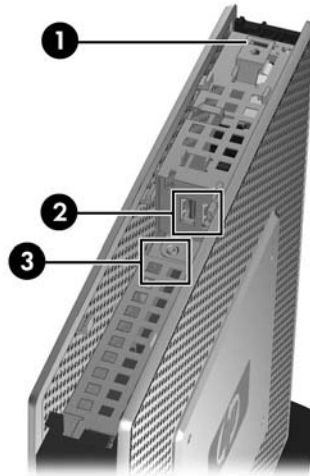
Top Components

Figure 1-2 Top components, external view



-
- | | |
|-----|------------------------|
| (1) | Cable lock slot |
| (2) | Secure USB compartment |
-

Figure 1-3 Top components, internal view

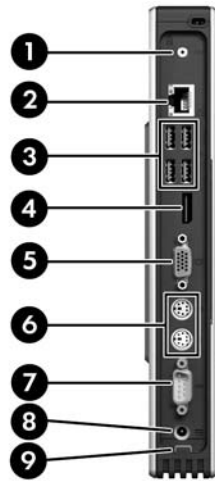


-
- | | |
|-----|---|
| (1) | Cable lock slot |
| (2) | Secure USB compartment ports (2) |
| (3) | Microsoft diskless COA allowing streaming of a Microsoft Windows operating system (st5742 only) |
-

The secure USB compartment allows you to use two USB devices in a secured location.

Rear Panel Components

Figure 1-4 Rear panel components



| | | | |
|-----|---|-----|---------------------------|
| (1) | Wireless antenna* | (6) | PS/2 connectors (2) |
| (2) | Ethernet RJ-45 connector | (7) | Serial connector |
| (3) | Universal serial bus (USB) connectors (4) | (8) | Power connector |
| (4) | DisplayPort connector | (9) | Power cord retention slot |
| (5) | VGA connector | | |

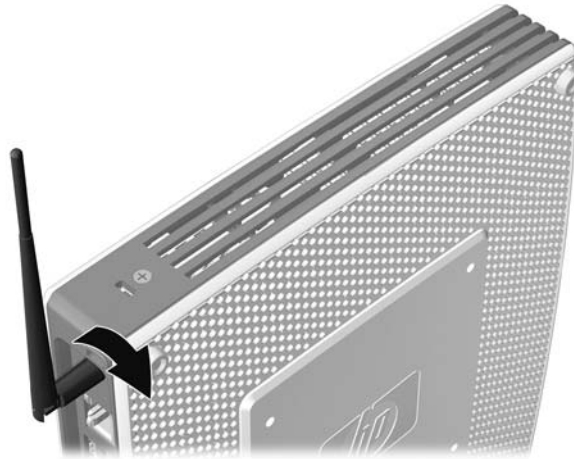
*Available on some models. Refer to the model-specific QuickSpecs at www.hp.com for details.

The wireless antenna allows you to send and receive wireless signals to communicate with wireless local area networks (WLAN).

Installing the Antenna (Wireless Models)

- ▲ Screw the antenna in place on the rear of the thin client.

Figure 1-5 Installing the antenna



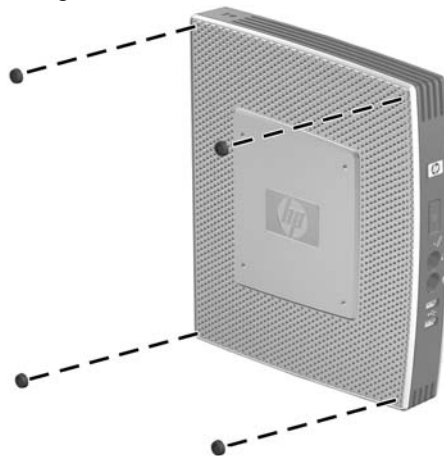
△ **CAUTION:** To prevent damage to the antenna mounting, do not overtighten the antenna.

Installing the Rubber Feet

To install the rubber feet:

1. Lay the thin client on its right side.
2. Remove the feet from their backing.
3. Press each foot down securely onto a corner of the left side of the thin client.

Figure 1-6 Installing the rubber feet



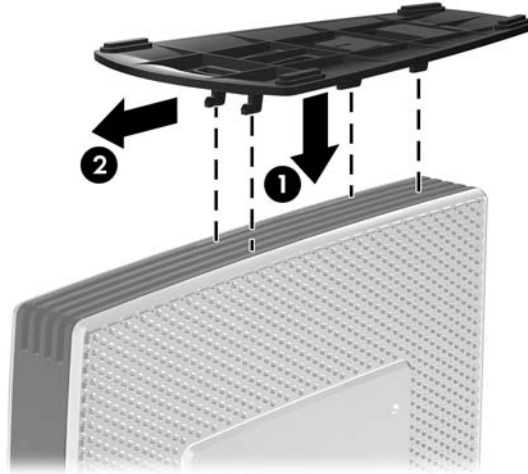
Installing the Stand

If the thin client will be installed in a vertical orientation and it will not be mounted, the stand should be installed for stability.

To install the stand:

1. Turn unit upside down.
2. Locate the slots on the bottom of the unit into which the tabs on the stand fit.
3. Insert the tabs into the slots (1), and then slide the stand about 1.26 cm (1/2 inch) toward the front of the unit until it locks into place (2).

Figure 1-7 Installing the stand

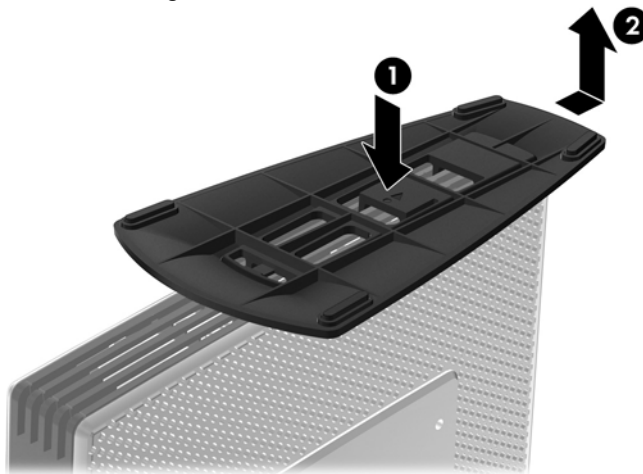


Removing the Stand

To remove the stand:

1. Turn unit upside down.
2. Press the tab (1), and then slide the stand about 1.26 cm (1/2 inch) toward the back of the unit and lift the stand off the unit (2).

Figure 1-8 Removing the stand



Using the Power Cord Retention Slot

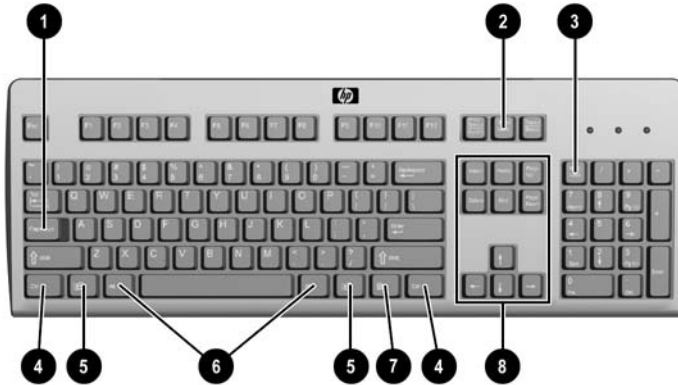
To prevent accidental disconnection, press a loop of the power cord into the power cord retention slot.

Figure 1-9 Power cord retention slot



Using the Keyboard

Figure 1-10 Keyboard features



| | | |
|-----|---------------------------------|---|
| (1) | Caps Lock key | Activates/deactivates the Caps Lock feature. |
| (2) | Scroll Lock key | Activates/deactivates the Scroll Lock feature. |
| (3) | Num Lock key | Activates/deactivates the Num Lock feature. |
| (4) | Ctrl key | Use in combination with another key; its function depends on the application software you are using. |
| (5) | Windows Logo Key ¹ | Opens the Start menu in Microsoft Windows. Use in combination with other keys to perform other functions. For more information, see Windows Logo Key on page 9 . |
| (6) | Alt key | Use in combination with another key; its function depends on the application software you are using. |
| (7) | Application key ¹ | Similar to the right mouse button, opens pop-up menus in a Microsoft Office application. May perform other functions in other software applications. |
| (8) | Editing keys | Includes the following: Insert , Home , Page Up , Delete , End , and Page Down . Hold Ctrl and Alt while pressing Delete to restart the thin client. |

¹Available in select geographic regions.

Windows Logo Key

Use the Windows Logo Key in combination with other keys to perform certain functions available in Windows operating systems.

| | |
|-------------------------------------|---|
| Windows Logo Key + Tab | Switch between open items. |
| Windows Logo Key + e | Open My Computer. |
| Windows Logo Key + f | Search for a file or folder. |
| Windows Logo Key + Ctrl + f | Search for computers. |
| Windows Logo Key + m | Minimize all windows. |
| Windows Logo Key + Shift + m | Undo minimize all. |
| Windows Logo Key + Break | Display the System Properties dialog box. |
| Windows Logo Key + r | Open the Run dialog box. |

Additional Function Keys

The following key combinations also work on HP thin clients:

| | |
|--------------------------|--|
| Alt + Esc | Cycles through minimized applications. |
| Alt + Tab | Cycles through open applications. |
| Alt + Shift + Tab | Switches to the previous session. |

Special Mouse Functions

Most software applications support the use of a mouse. The functions assigned to each mouse button depend on the software applications you are using.

Serial Number Location

Every thin client includes a unique serial number located as shown in the following illustration. Have this number available when contacting HP customer service for assistance.

Figure 1-11 Serial number location



2 Hardware Changes

General Hardware Installation Sequence

To ensure the proper installation thin client hardware components:

1. Back up any data, if necessary.
2. If the thin client is powered on:
 - a. Turn the unit and any other attached devices off.
 - b. Disconnect the power cord from the wall outlet.
 - c. Disconnect any external devices or cables, such as an antenna or cable lock.


⚠ **WARNING!** To reduce the risk of personal injury from electrical shock and/or hot surfaces, be sure to disconnect the power cord from the wall outlet and allow the internal system components to cool before touching.

WARNING! To reduce the risk of electrical shock, fire, or damage to the equipment, do not plug telecommunications or telephone connectors into the network interface controller (NIC) receptacles.


⚠ **CAUTION:** Static electricity can damage the electronic components of the thin client or optional equipment. Before beginning these procedures, ensure that you are discharged of static electricity by briefly touching a grounded metal object. See [Electrostatic Discharge on page 34](#) for more information.

3. Remove the secure USB compartment cover. See [Removing and Replacing the Secure USB Compartment Cover on page 13](#) for more information.
4. Remove the stand, if it is installed. See [Removing the Stand on page 6](#) for more information.
5. Remove the side access panel and metal side cover. See [Removing and Replacing the Side Access Panel and Metal Side Cover on page 15](#) for more information.
6. Remove any hardware that you will replace.
7. Install or replace equipment. For removal and replacement procedures, see the following sections:
 - [Installing the USB Device on page 18](#)
 - [Installing the PCI Express Expansion Module and PCI Express Card on page 22](#)
 - [Removing and Replacing the Battery on page 18](#)

- [Installing a Secondary Flash Memory Module on page 19](#)
- [Installing a Second SO-DIMM on page 20](#)

 **NOTE:** Option kits include more detailed installation instructions.

8. Replace the side access panel and metal side cover. See [Removing and Replacing the Side Access Panel and Metal Side Cover on page 15](#) for more information.
9. Install the stand, if you will be using the thin client unmounted in a vertical orientation. See [Installing the Stand on page 5](#) for more information.
10. Replace the secure USB compartment cover. See [Removing and Replacing the Secure USB Compartment Cover on page 13](#) for more information.
11. Reconnect any external devices and power cords.
12. Turn on the monitor, the thin client, and any devices you want to test.
13. Load any necessary drivers.

 **NOTE:** You can download select hardware drivers from HP at <http://www.hp.com/country/us/eng/support.html>.

14. Reconfigure the thin client, if necessary.

Removing and Replacing the Secure USB Compartment Cover

The secure USB compartment allows you to install two USB devices in a secure location inside the thin client. Along with providing a hidden location, the secure USB compartment can be locked by the optional security cable lock.

△ **CAUTION:** The ambient temperature inside of the secure USB compartment can reach up to 55° C (131° F) in worst case conditions. Make sure the specifications for any device you install in the compartment indicate the device can tolerate a 55° C (131° F) ambient environment.

📄 **NOTE:** In addition to following these instructions, follow the detailed instructions that accompany the accessory you are installing.

Before beginning the installation process, review [General Hardware Installation Sequence on page 11](#) for procedures you should follow before and after installing or replacing hardware.

Removing the Secure USB Compartment Cover

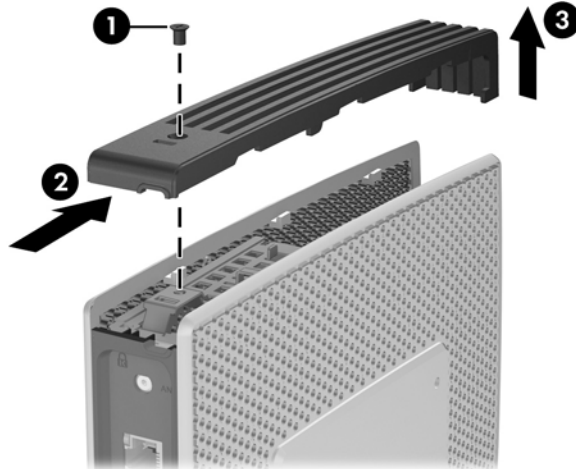
Use the following procedure to remove the secure USB compartment cover.

△ **WARNING!** Before removing the secure USB compartment cover, ensure that the thin client is turned off and the power cord is disconnected from the electrical outlet.

To remove the secure USB compartment cover:

1. On rear of the thin client, remove the screw that secures the compartment cover to the unit (1).
2. On the front of the unit, push the compartment cover about 1.27 cm (1/2 inch) toward the front of the unit (2).
3. Remove the cover from the unit by first lifting the rear (screw side) of the cover, and then lifting the cover off the unit (3).

Figure 2-1 Removing the secure USB compartment cover

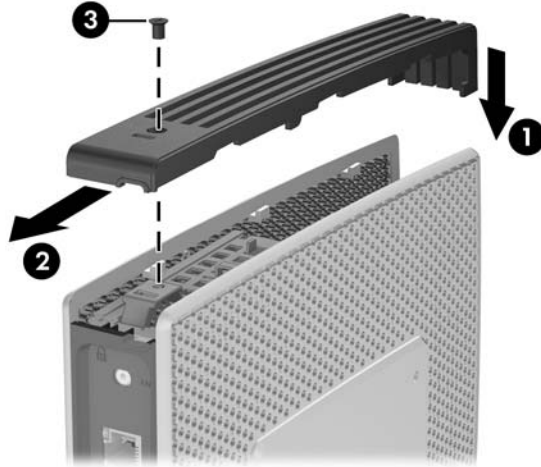


Replacing the Secure USB Compartment Cover

To replace the secure compartment cover:

1. Place the cover on top of the unit so it is offset about 1.27 cm (1/2 inch) toward the rear of the unit, allowing the tabs on the cover to align and insert into the slots on the chassis (1).
2. Slide the cover toward the back of the unit until it locks in place and the cover is flush with the front panel of the chassis (2).
3. Replace the screw (3).

Figure 2-2 Replacing the secure compartment cover



Removing and Replacing the Side Access Panel and Metal Side Cover

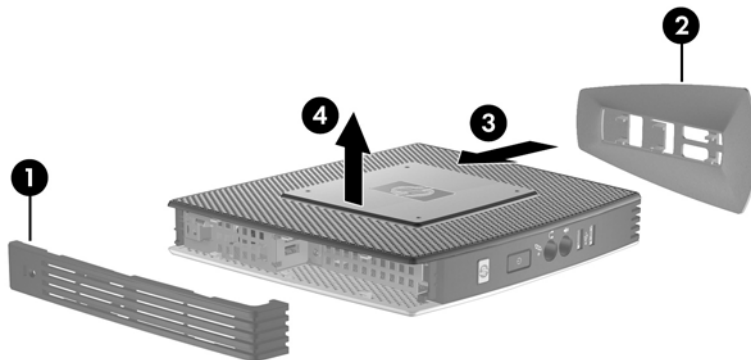
Removing the Side Access Panel and Metal Side Cover

⚠ WARNING! Before removing the side access panel, ensure that the thin client is turned off and the power cord is disconnected from the electrical outlet.

To remove the access panel:

1. Remove the secure USB compartment cover (1). For more information, see [Removing the Secure USB Compartment Cover on page 13](#).
2. Remove the stand, if it is installed (2). See [Removing the Stand on page 6](#) for more information.
3. Lay the thin client on its side on a secure working surface.
 - Remove the right side access panel if you are removing or installing:
 - battery
 - secondary flash memory module
 - PCI expansion module and PCI card
 - Remove the left side access panel if you are removing or installing a second SO-DIMM.
4. Slide the access panel about 6.35 mm (1/4 inch) toward the top of the unit (3), and then lift the access panel up and off the unit (4).

Figure 2-3 Removing the side access panel



To remove the metal side cover:

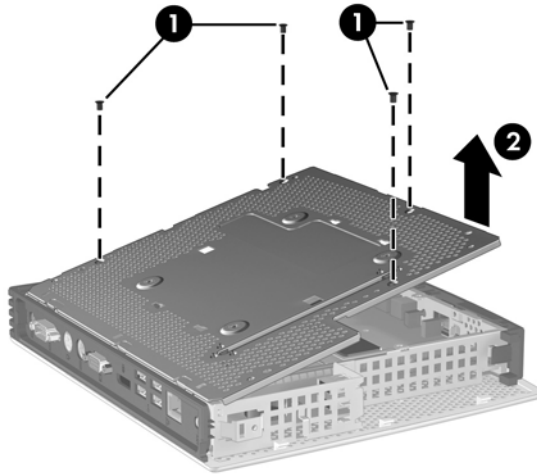
📄 NOTE: Do not remove the metal side cover when installing a PCI Expansion Module or a second SO-DIMM.

You must remove the metal side cover to access internal components such as the battery or the memory.

1. Remove the four screws that secure the metal side cover to the chassis (1).

2. Lift the metal side cover, front side first, off the unit (2).

Figure 2-4 Removing the metal side cover

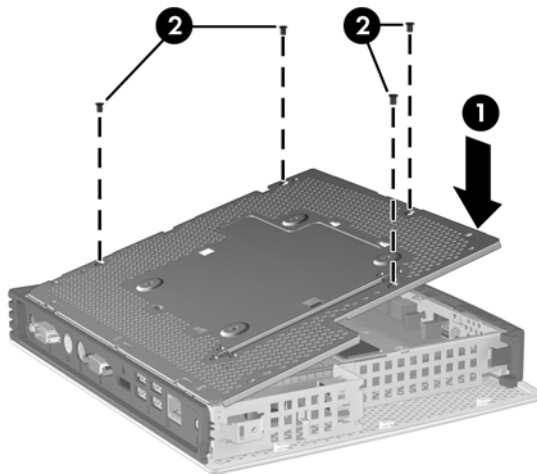


Replacing the Metal Side Cover and Side Access Panel

To replace the metal side cover:

1. Place the metal side cover on the chassis, rear edge first, making sure to insert the tabs in the rear edge of the cover in the holes in the chassis (1).
2. Insert and tighten the four screws (2).

Figure 2-5 Replacing the metal side cover

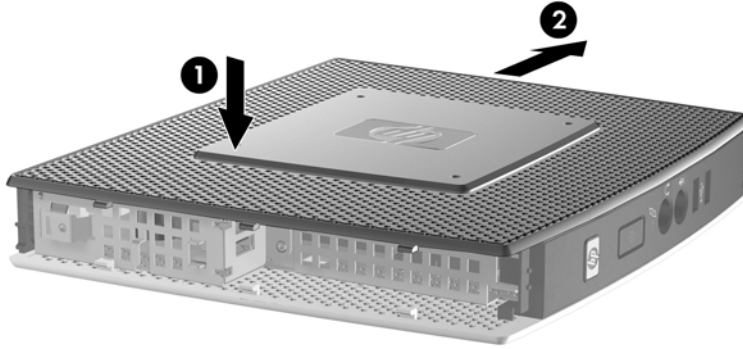


To replace the access panel:

1. Place the access panel on the side of the unit, offset about 6.35 mm (1/4 inch) toward the top of the unit (1).

2. Slide the panel toward the bottom of the unit until it locks into place (2).

Figure 2-6 Replacing the side access panel



Installing Thin Client Options

Various options can be installed on the thin client:

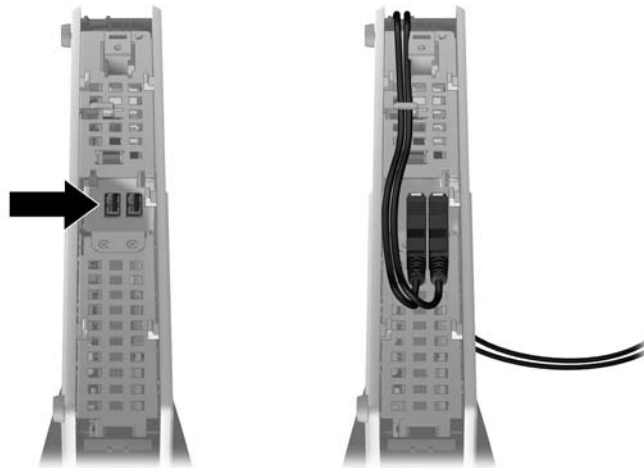
- [Installing the USB Device on page 18](#)
- [Installing a Secondary Flash Memory Module on page 19](#)
- [Installing a Second SO-DIMM on page 20](#)
- [Removing and Replacing the Battery on page 18](#)
- [Installing the PCI Express Expansion Module and PCI Express Card on page 22](#)
- [External Drives on page 22](#)

Installing the USB Device

Before beginning the replacement process, review [General Hardware Installation Sequence on page 11](#) for procedures you should follow before and after installing or replacing hardware.

- ▲ Insert the USB device into the USB port in the secure USB compartment. See the following illustration for the location of the ports in the secure USB compartment.

Figure 2-7 USB ports in the secure USB compartment



Removing and Replacing the Battery

Before beginning the replacement process, review [General Hardware Installation Sequence on page 11](#) for procedures you should follow before and after installing or replacing hardware.

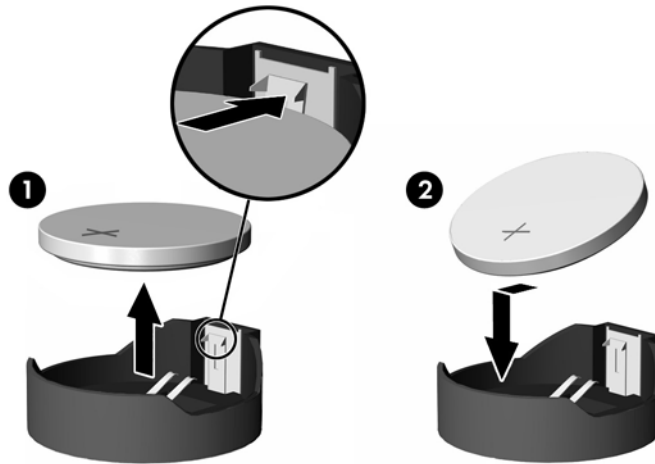
- ⚠ **WARNING!** You must remove the right side panel to access the battery. Before removing the side access panel, ensure that the thin client is turned off and the power cord is disconnected from the electrical outlet.

To remove and replace the battery:

1. Locate the battery on the system board.

2. To release the battery from its holder, squeeze the metal clamp that extends above one edge of the battery. When the battery pops up, lift it out (1).

Figure 2-8 Removing and replacing the internal battery



3. To insert the new battery, slide one edge of the replacement battery under the holder's lip with the positive side up. Push the other edge down until the clamp snaps over the other edge of the battery (2).

HP encourages customers to recycle used electronic hardware, HP original print cartridges, and rechargeable batteries. For more information about recycling programs, go to www.hp.com/recycle.



Batteries, battery packs, and accumulators should not be disposed of together with the general household waste. In order to forward them to recycling or proper disposal, please use the public collection system or return them to HP, an authorized HP partner, or their agents.



廢電池請回收

The Taiwan EPA requires dry battery manufacturing or importing firms, in accordance with Article 15 or the Waste Disposal Act, to indicate the recovery marks on the batteries used in sales, giveaways, or promotions. Contact a qualified Taiwanese recycler for proper battery disposal.

Installing a Secondary Flash Memory Module

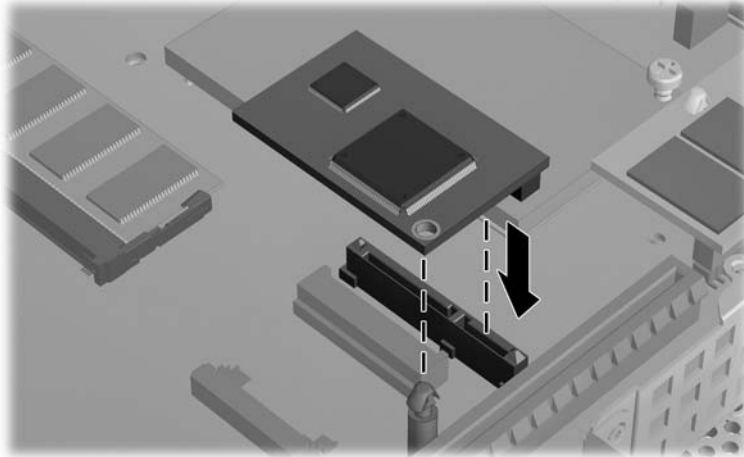
Before beginning the installation process, review [General Hardware Installation Sequence on page 11](#) for procedures you should follow before and after installing or replacing hardware.

- △ **WARNING!** You must remove the right side panel to access the system board. Before removing the side access panel, ensure that the thin client is turned off and the power cord is disconnected from the electrical outlet.
- △ **CAUTION:** Static electricity can damage the electronic components of the computer or optional cards. Before beginning these procedures, ensure that you are discharged of static electricity by briefly touching a grounded metal object. When handling a memory module, be careful not to touch any of the contacts. Doing so may damage the module.


To install the secondary flash memory module:

1. Locate the secondary flash memory module socket on the system board.

Figure 2-9 Installing the Secondary Flash Memory Module



2. Insert the flash memory module into the socket on the system board.

 **NOTE:** A flash memory module can be installed in only one way. Line up the hole in the flash memory module with the retention post on the system board.

3. Press the module connectors firmly into the flash memory module socket, making sure that the retention post on the system board comes up through the hole in the module.


Installing a Second SO-DIMM

Before beginning the replacement process, review [General Hardware Installation Sequence on page 11](#) for procedures you should follow before and after installing or replacing hardware.

- ⚠ **WARNING!** You must remove the left side panel to access the SO-DIMM compartment. Before removing the side access panel, ensure that the thin client is turned off and the power cord is disconnected from the electrical outlet.
- ⚠ **CAUTION:** Static electricity can damage the electronic components of the computer or optional cards. Before beginning these procedures, ensure that you are discharged of static electricity by briefly touching a grounded metal object. When handling a memory module, be careful not to touch any of the contacts. Doing so may damage the module.

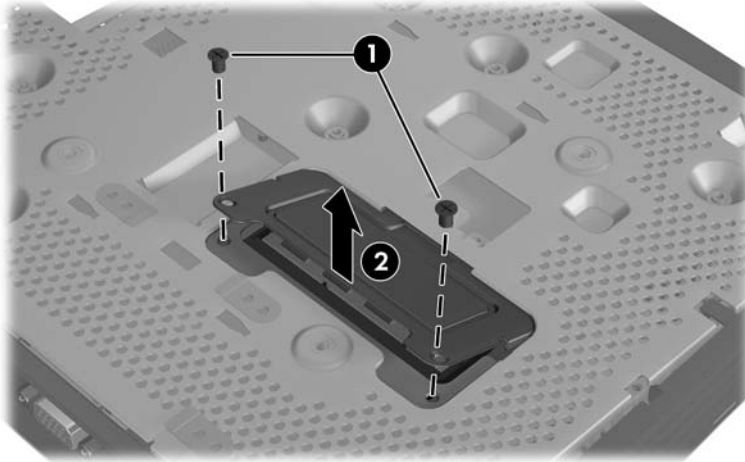
To install the SO-DIMM:

1. Slide the serial number tab out of the way.

 **NOTE:** Be sure not to lose this tab.

2. Remove the access plate:

Figure 2-10 Removing the SO-DIMM access plate



- a. Remove the two screws securing the access plate to the chassis.
 - b. Lift the rear edge of the plate and pull the plate back and up off the chassis.
3. Hold the SO-DIMM at about a 20-degree angle and insert the SO-DIMM into the socket.


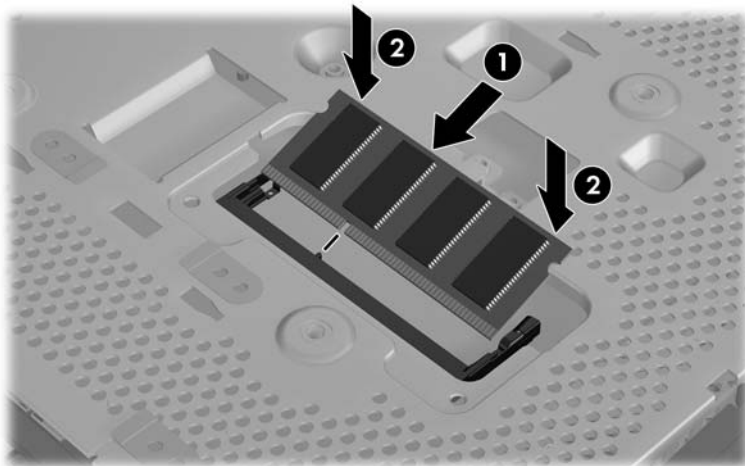
 **NOTE:** A memory module can be installed in only one way. Match the notch on the module with the tab on the memory socket.

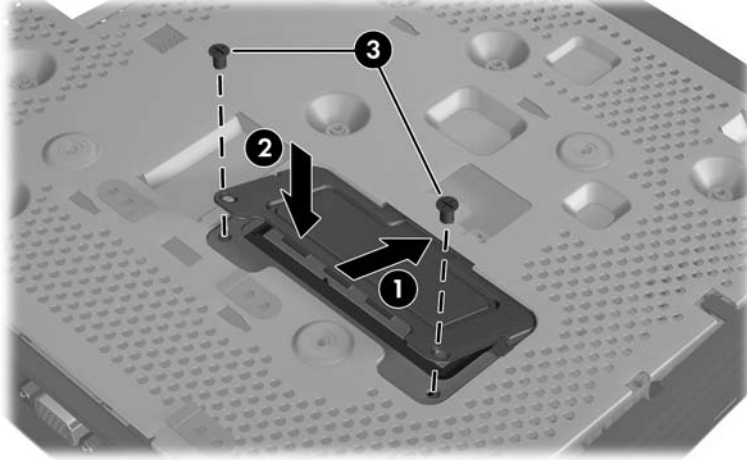
Figure 2-11 Installing a SO-DIMM




4. Push the module into the socket, ensuring that the module is fully inserted and properly seated.
5. Press the module down into the compartment.

6. Replace the access plate:

Figure 2-12 Replacing the SO-DIMM access plate



- a. Insert the tab on the front edge into its slot and set the plate into position.


 **NOTE:** You may need to press lightly on the access plate to position it properly against the chassis.

- b. Replace the two screws to secure the access plate to the chassis.

7. Slide the serial number tab into its slots.

Installing the PCI Express Expansion Module and PCI Express Card

Before beginning the replacement process, review [General Hardware Installation Sequence on page 11](#) for procedures you should follow before and after installing or replacing hardware.

 **WARNING!** Before removing the side access panel, ensure that the thin client is turned off and the power cord is disconnected from the electrical outlet.

Follow the installation instructions included in the PCIe Expansion Module option kit.

External Drives

Various external USB drives are available as options for the st5742/st5747. For more information about these drives, visit <http://h10010.www1.hp.com/wwpc/us/en/sm/WF12a/12454-12454-321959.html>, or refer to the instructions that accompany the option.

For more information about available options, visit the HP Web site at <http://h10010.www1.hp.com/wwpc/us/en/sm/WF12a/12454-12454-321959.html>.

A Specifications

Table A-1 HP st5742/st5747 Streaming Thin Client

| Dimensions | | |
|---|---------------|----------------|
| Width (front to back) | 222 mm | 8.74 in. |
| Height (top to bottom, without stand) | 255 mm | 10.04 in |
| Depth (side to side) | 44 mm | 1.73 in. |
| Approximate Weight | | |
| | 1.53 kg | 3.37 lb |
| Temperature Range (fanless design)* | | |
| Operating** | 10° to 40° C | 50° to 104° F |
| (max. rate of change is 10° C per hour or 18° F per hour) | | |
| Nonoperating | -30° to 60° C | -22° to 140° F |
| (max. rate of change is 20° C per hour or 36° F per hour) | | |
| *Specifications are at sea level with altitude derating of 1° C/ 300m (1.8° F/1000ft) to a maximum of 3Km (10,000ft), with no direct, sustained sunlight. Upper limit may be limited by the type and number of options installed. | | |
| ** The operating temperature range when the thin client is attached to a flat panel using the HP Quick Release is 50° to 95° F (10° to 35° C). | | |
| Relative Humidity (non-condensing) | | |
| Operating | 10–90% | 10–90% |
| (max. wet bulb temperature is 28° C or 84.2° F) | | |
| Nonoperating | 5–95% | 5–95% |
| (max. wet bulb temperature is 38.7° C or 101.6° F) | | |
| Maximum Altitude (unpressurized) | | |
| Operating | 3048 m | 10,000 ft |
| (max. allowed rate of change is 457m per minute or 1500 ft per minute) | | |
| Nonoperating | 9,144 m | 30,000 ft |
| (max. allowed rate of change is 457m per minute or 1500 ft per minute) | | |
| Power Supply | | |
| Operating Input Voltage Range | 100–240 VAC | 100–240 VAC |
| Rated Line Frequency | 50–60 Hz | 50–60 Hz |

Table A-1 HP st5742/st5747 Streaming Thin Client (continued)

| | | |
|---------------------------------------|----------|----------|
| Power Output (maximum) | 65 W | 65 W |
| Rated Output Current (maximum) | 3.42 A | 3.42 A |
| Output Voltage | +19 V DC | +19 V DC |

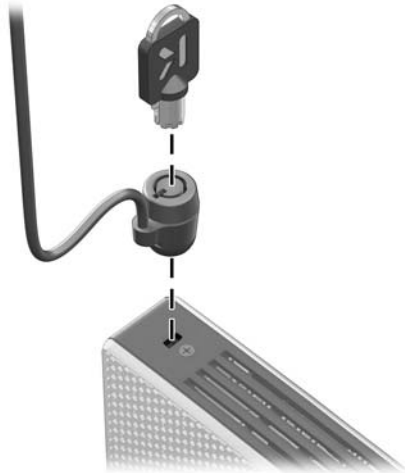
B Security Provisions

Securing the Thin Client

The st5742/st5747 streaming thin client is designed to accept a security cable lock. This cable lock prevents unauthorized removal of the thin client, as well as locking the secure compartment. To order this option, visit the HP Web site at <http://h30094.www3.hp.com/product.asp?sku=2563044&pagemode=ca>.

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

Figure B-1 Securing the thin client



C Mounting the Thin Client

HP Quick Release

The HP st5742/st5747 Streaming Thin Client incorporates four mounting points on each side of the unit. These mounting points follow the VESA (Video Electronics Standards Association) standard, which provides industry-standard mounting interfaces for Flat Displays (FDs), such as flat panel monitors, flat displays, and flat TVs. The HP Quick Release connects to the VESA-standard mounting points, allowing you to mount the thin client in a variety of orientations.


 **NOTE:** When mounting to a thin client, use the 15 mm screws supplied with the Quick Release Kit.

Figure C-1 HP Quick Release

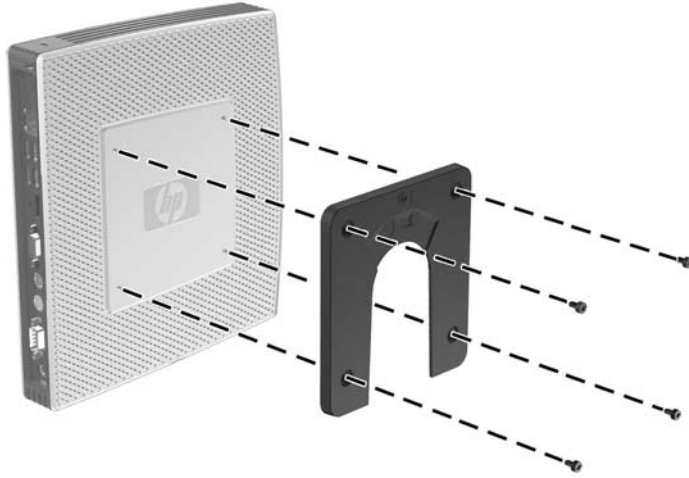


To order this option, visit the HP Web site at <http://h10010.www1.hp.com/wwpc/us/en/sm/WF06c/A10-51210-347116-329242-347116-1838057-1838058-1838059.html>.

To use the HP Quick Release with a VESA-configured thin client:

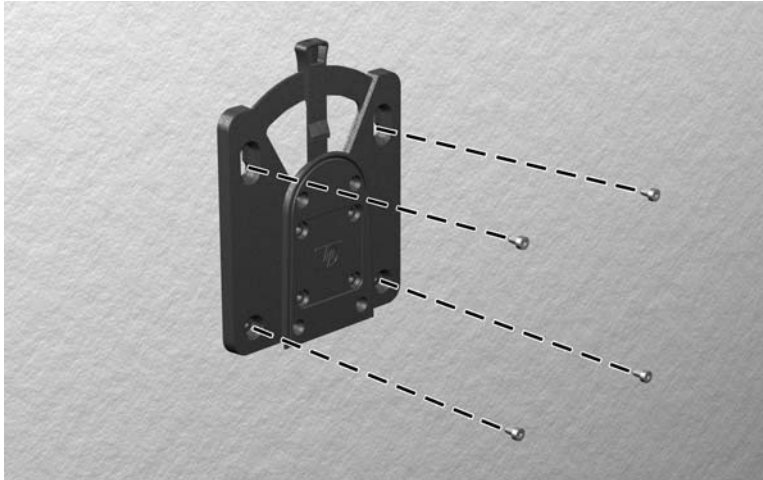
1. Using four 15 mm screws included in the mounting device kit, attach one side of the HP Quick Release to the thin client as shown in the following illustration.

Figure C-2 Connecting the HP Quick Release to the thin client



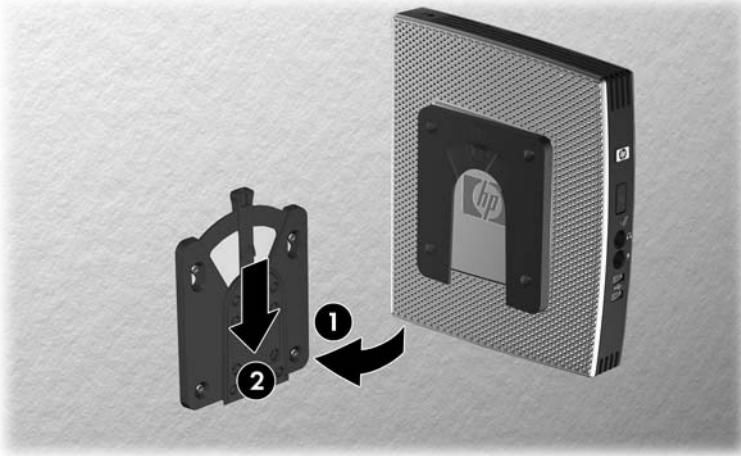
2. Using four screws included in the mounting device kit, attach the other side of the HP Quick Release to the device to which you will mount the thin client. Make sure the release lever points upward.

Figure C-3 Connecting the HP Quick Release to another device



3. Slide the side of the mounting device attached to the thin client (1) over the other side of the mounting device (2) on the device on which you want to mount the thin client. An audible 'click' indicates a secure connection.

Figure C-4 Connecting the thin client



NOTE: When attached, the HP Quick Release automatically locks in position. You only need to slide the lever to one side to remove the thin client.

CAUTION: To ensure proper function of the HP Quick Release and a secure connection of all components, make sure both the release lever on one side of the mounting device and the rounded opening on the other side face upward.

Supported Mounting Options

The following illustrations demonstrate some of the supported and not supported mounting options for the mounting bracket.

- You can mount a thin client between a flat panel monitor and the wall.

Figure C-5 Thin client mounted with flat panel on wall



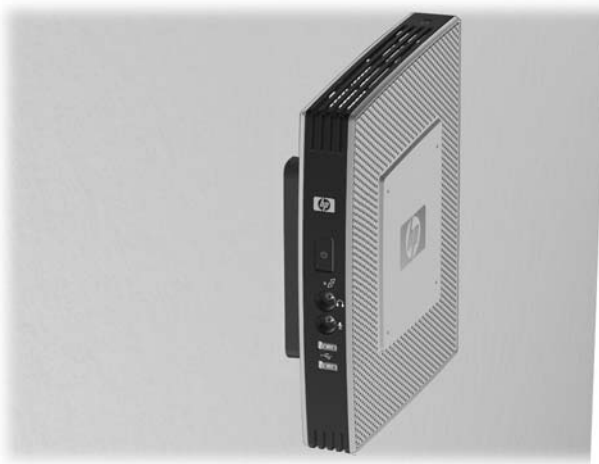
- You can mount the thin client on the back of a flat panel monitor stand.

Figure C-6 Thin client mounted on back of monitor stand



- You can mount the thin client on a wall.

Figure C-7 Thin client mounted on wall



- You can mount the thin client under a desk.

Figure C-8 Thin client mounted under desk



Non-supported Mounting Option

- △ **CAUTION:** Mounting a thin client in a non-supported manner could result in failure of the HP Quick Release and damage to the thin client and/or other equipment.

Do not mount the thin client on a flat panel monitor stand, between the panel and the stand.

Figure C-9 Unsupported mounting position—thin client between stand and monitor



D Thin Client Operation

Routine Thin Client Care

Use the following information to properly care for your thin client:

- Never operate the thin client with the outside panel removed.
- Keep the thin client away from excessive moisture, direct sunlight, and extreme heat and cold. For information about the recommended temperature and humidity ranges for the thin client, see [Specifications on page 23](#).
- Keep liquids away from the thin client and keyboard.
- Turn off the thin client and wipe the exterior with a soft, damp cloth as needed. Using cleaning products may discolor or damage the finish.

Supported Orientations

HP supports the following orientations for the thin client.

△ **CAUTION:** You must adhere to HP-supported orientations to ensure your thin clients function properly.

- You can place the thin client vertically using the supplied stand.

Figure D-1 Vertical orientation



- You can lay the thin client horizontally on its rubber feet.

Figure D-2 Horizontal orientation



- You can lay the thin client under a monitor stand with at least one inch of clearance.

Figure D-3 Under monitor stand



Non-supported Orientation

HP does not support the following orientation for the thin client.

- △ **CAUTION:** Non-supported placement of thin clients could result in operation failure and/or damage to the devices.

CAUTION: Thin clients require proper ventilation to maintain operating temperature. Do not block the vents.

Do not put thin clients in drawers or other sealed enclosures. Do not place a monitor or other object on top of the thin client. Thin clients require proper ventilation to maintain operating temperatures.

Figure D-4 Do not put thin clients in drawers or other sealed enclosures



Figure D-5 Do not place a monitor on the thin client



E Electrostatic Discharge

A discharge of static electricity from a finger or other conductor may damage system boards or other static-sensitive devices. This type of damage may reduce the life expectancy of the device.

Preventing Electrostatic Damage

To prevent electrostatic damage, observe the following precautions:


- Avoid hand contact by transporting and storing products in static-safe containers.
- Keep electrostatic-sensitive parts in their containers until they arrive at static-free workstations.
- Place parts on a grounded surface before removing them from their containers.
- Avoid touching pins, leads, or circuitry.
- Always be properly grounded when touching a static-sensitive component or assembly.

Grounding Methods

There are several methods for grounding. Use one or more of the following methods when handling or installing electrostatic-sensitive parts:

- Use a wrist strap connected by a ground cord to a grounded Thin Client chassis. Wrist straps are flexible straps of 1 megohm +/- 10 percent resistance in the ground cords. To provide proper grounding, wear the strap snug against the skin.
- Use heelstraps, toestraps, or bootstraps at standing workstations. Wear the straps on both feet when standing on conductive floors or dissipating floor mats.
- Use conductive field service tools.
- Use a portable field service kit with a folding static-dissipating work mat.

If you do not have any of the suggested equipment for proper grounding, contact an HP authorized dealer, reseller, or service provider.


 **NOTE:** For more information about static electricity, contact an HP authorized dealer, reseller, or service provider.

F Shipping Information

Shipping Preparation

Follow these suggestions when preparing to ship the thin client:

1. Turn off the thin client and external devices.
2. Disconnect the power cord from the electrical outlet, then from the thin client.
3. Disconnect the system components and external devices from their power sources, then from the thin client.
4. Pack the system components and external devices in their original packing boxes or similar packaging with sufficient packing material to protect them.

 **NOTE:** For environmental nonoperating ranges, see [Specificationson page 23](#).

Important Service Repair Information

In all cases, remove and safeguard all external options before returning the thin client to HP for repair or exchange.

In countries that support customer mail-in repair by returning the same unit to the customer, HP makes every effort to return the repaired unit with the same internal memory and flash modules that were sent.

In countries that do not support customer mail-in repair by returning the same unit to the customer, all internal options should be removed and safeguarded in addition to the external options. The thin client should be restored to the **original configuration** before returning it to HP for repair.

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