



Hardware Reference Guide

HP Engage One Prime

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Product notice

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

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

Software terms

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

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

About This Guide

This guide provides basic information for using and upgrading the computer.






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

Standard features



Standard features include the following:

- Full HD 35.5 cm (14-inch) display with ultra-wide viewing angles
- Android™ operating system 8.1.0
- Computer and peripheral devices available in black or white
- HP Engage One Prime Plus with 2.2 GHz + 4 G memory + 32G eMMC and HP Engage One Prime with 1.8 GHz + 2 G memory + 16G eMMC models
- Two USB Type-A and two USB Type-C ports
- Near Field Communications (NFC)
- Integrated magnetic stripe reader (MSR)
- Integrated WiFi
- Integrated Bluetooth®
- Optional customer-facing display
- Expanded connectivity with optional hub
- Optional handheld barcode scanner
- Optional iButton
- Optional standalone printer
- Optional fingerprint reader



IMPORTANT: The maximum operating temperature should not exceed 35°C (95°F).

Bezel components

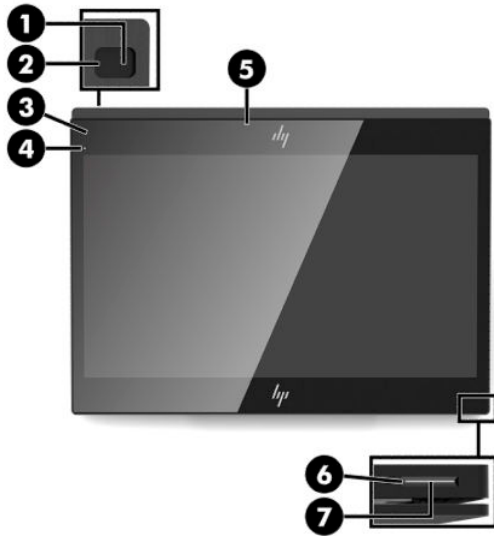


Table 1-1 Bezel components

Bezel components	
(1) Rear-facing camera	(5) MSR
(2) Rear-facing camera light	(6) Power button
(3) MSR light	(7) Power button light
(4) Front-facing camera	

Rear components

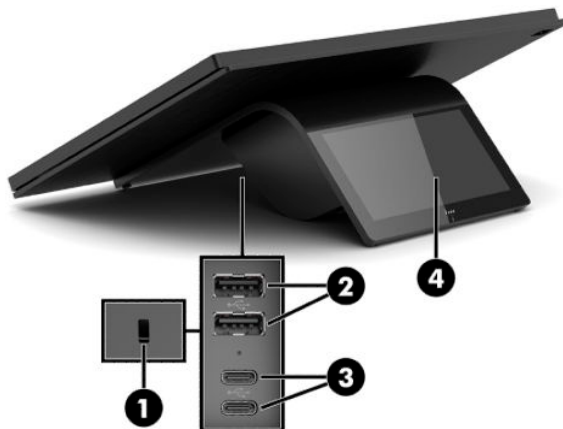


Table 1-2 Rear components

Rear components	
(1) Security cable slot	(3) USB Type-C ports (2)
(2) USB Type-A ports (2)	(4) Customer-facing display (optional)

Optional hub components

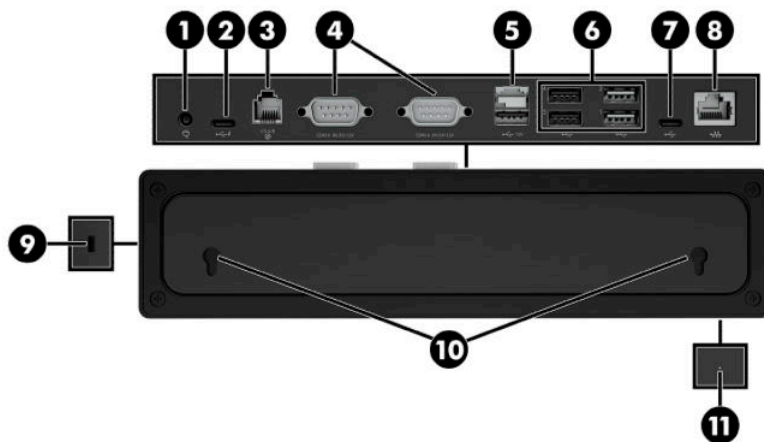



Table 1-3 Hub components

Hub components	
(1)	Power connector
(2)	USB Type-C powered port
(3)	Cash drawer jack
(4)	Powered serial ports
(5)	Powered USB 12 V port
(6)	USB ports (4)
(7)	USB Type-C port
(8)	RJ-45 (network) jack
(9)	Security cable slot
(10)	Wall mount keyholes
(11)	Power light

Configuring the hub's powered serial ports

The serial ports can be configured as standard (non-powered) serial ports or powered serial ports. Some devices use a powered serial port. If the serial port is configured as a powered port, devices that support a powered serial interface do not require an external power source.

 **IMPORTANT:** The computer must be turned off before you connect or disconnect serial port devices.


 **NOTE:** The hub ships with all serial ports configured in standard non-powered serial mode (0 volts).

There are three voltage settings for each serial port.

- 0 volts
- 5 volts
- 12 volts

To change the voltage setting for each powered serial port:

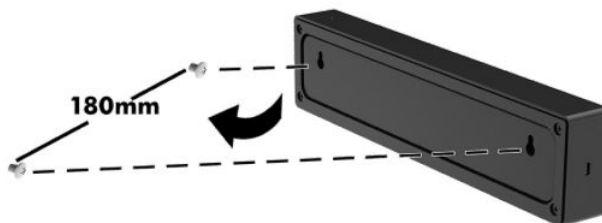
1. In the software included with the product, select **Settings**.
2. Select **Connected devices** and then select **Powered Serial Port Voltage**.
3. Select the appropriate voltage for the connected device.

 **IMPORTANT:** To reduce the risk of damage to a connected device, make sure that you select the correct serial port voltage.

Wall mounting the hub

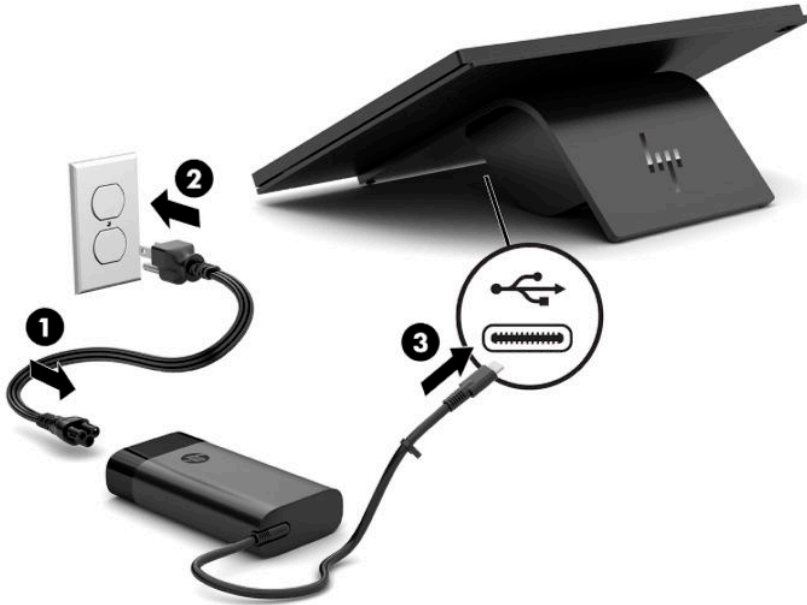
The hub can be attached to a wall or other surface using the keyholes on the back of the hub.

The suspension height for the hub should not exceed 2 meters. The spacing for the two screws embedded in the wall is 180 mm. The screw thread size should be M3, and the screw length should be no less than 6 mm with a diameter of 3 mm.



Connecting power to the computer

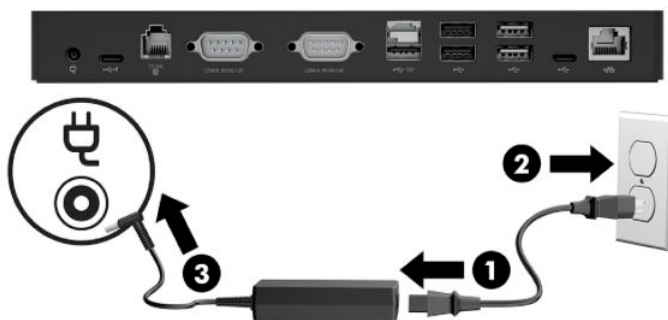
To connect an AC adapter to the computer, connect one end of the power cord to the AC adapter (1) and the other end to a grounded AC outlet (2), and then connect the AC adapter to one of the USB Type-C ports on the computer (3).



NOTE: If the computer is connected to the optional hub, you can connect a USB Type-C cable to the hub's USB Type-C powered port instead of using the AC adapter to power the computer.


Connecting power to the hub

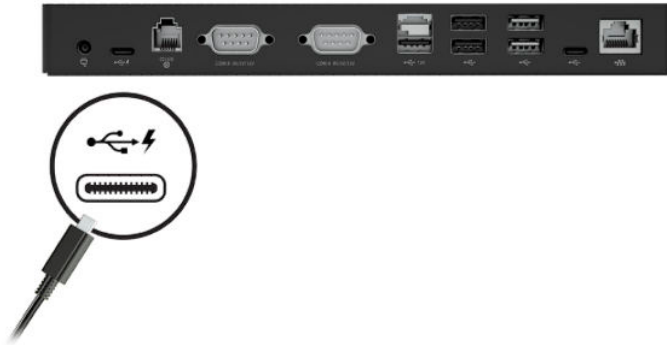
To connect an AC adapter to the hub, connect one end of the power cord to the AC adapter (1) and the other end to a grounded AC outlet (2), and then connect the AC adapter to the power connector on the hub (3).



Connecting the optional hub to the computer

Connect a USB Type-C cable between the computer and the USB Type-C powered port on the hub.


 **NOTE:** The computer does not need to be connected to an AC adapter when connected to the USB Type-C powered port on the hub.



Locating the computer power button

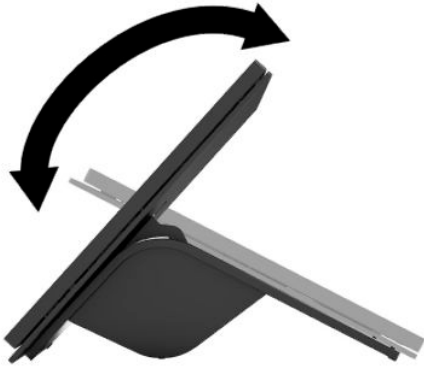
The power button is located on the bottom right edge of the bezel.



 **NOTE:** The power button light is white when the computer is on. The power button light is off when the computer is off. The power button light blinks when the computer is in the sleep state.

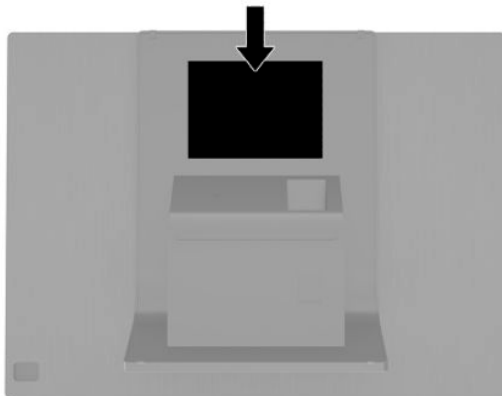
Adjusting the tilt

You can tilt the computer so that it is facing the cashier or the customer. The image on the screen automatically rotates to match the position of the computer. The computer can be stabilized at various angles to adjust for glare and counter height.



Computer serial number location

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



Hub serial number location

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



Contacting support

To resolve a hardware or software problem, go to <http://www.hp.com/support>. Use this site to get more information about your product, including links to discussion forums and instructions on troubleshooting. You can also find information about how to contact HP and open a support case.

2 Optional design-matching peripherals

Barcode scanner

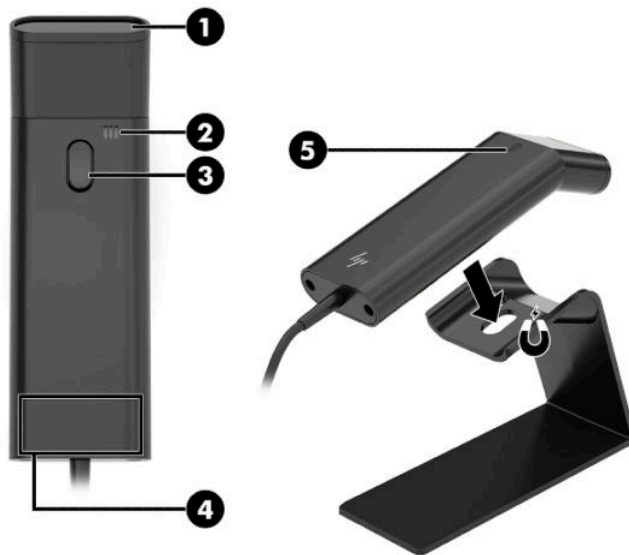


Table 2-1 Barcode scanner components

Barcode scanner components	
(1) Scan window	(4) Label
(2) Speaker	(5) Light
(3) Trigger	

NOTE: The scanner beeps when it is turned on and when a barcode is scanned successfully. There is an error beep if the barcode is not in the required data format.

- Red: The scanner is on.
- Green: The barcode was scanned successfully.

Connecting and using the barcode scanner

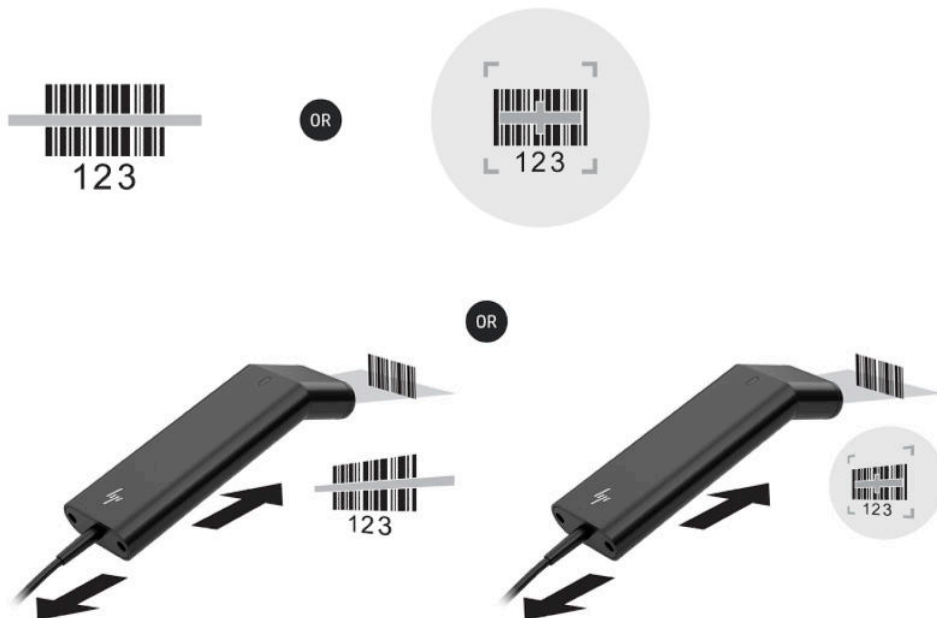
1. Connect the scanner's USB cable to a USB port on the computer or hub.



2. Press and hold the trigger.



3. Center the red pattern over the targeted barcode, raising and lowering the scanner until a beep sounds and the pattern disappears.



Download the user guide and programming guide from <http://www.hp.com/support>.

iButton reader

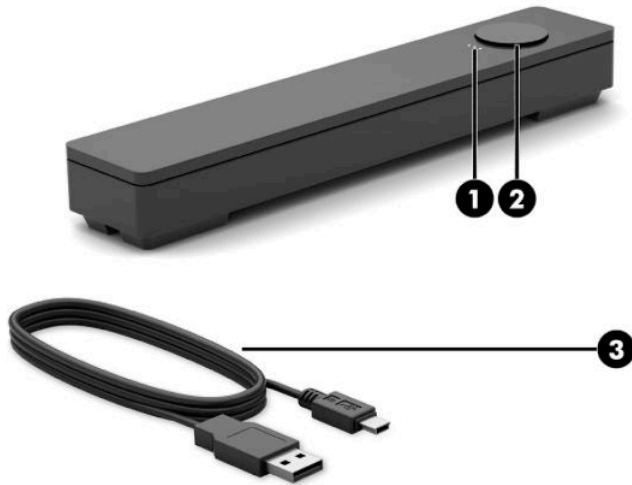


Table 2-2 iButton reader components

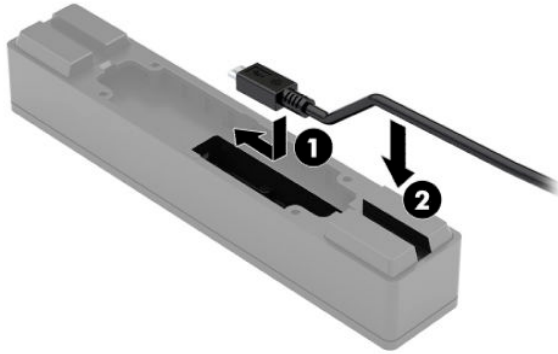
iButton reader components	
(1) iButton reader lights	(2) iButton reader
<ul style="list-style-type: none">• Yellow: The reader is connected to the computer and turned on.• Green: Data is being transferred.• Red: There is a read error.	(3) iButton reader USB cable

Connecting the iButton reader

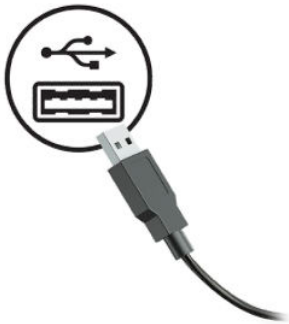
1. Save all files, and shut down the computer properly through the operating system. Then turn off any external devices.
2. Disconnect the power cords from the computer and/or hub, and disconnect any external devices.

⚠ WARNING! To avoid the risk of serious injury or damage to the equipment, make sure that the power cord is unplugged from the AC outlet at the wall before installing this product. Failure to do so may expose you to the risk of electric shock.

3. Connect the USB cable to the iButton reader (1) and route the cable through the routing channel on the iButton reader (2).



4. Connect the iButton reader USB cable to a USB port on the computer or hub.



5. Reconnect the power cords and external devices and turn on the computer and/or hub.

Fingerprint reader

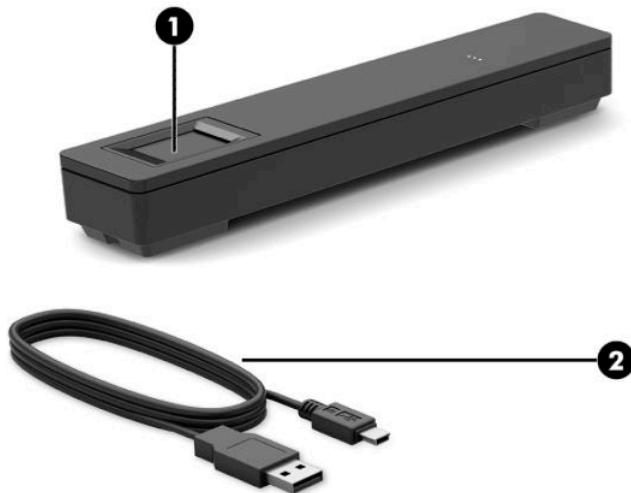


Table 2-3 Fingerprint reader components

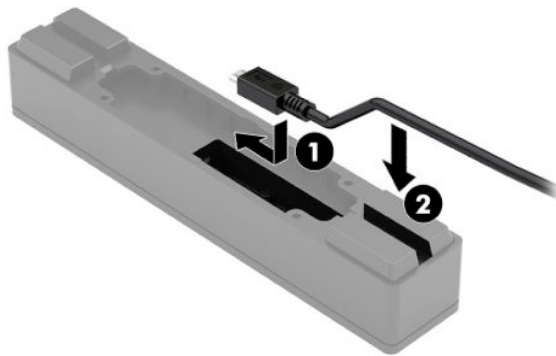
Fingerprint reader components	
(1) Fingerprint reader	(2) Fingerprint reader USB cable

Connecting the fingerprint reader

1. Save all files, and shut down the computer properly through the operating system. Then turn off any external devices.
2. Disconnect the power cords from the computer and/or hub, and disconnect any external devices.

⚠ WARNING! To avoid the risk of serious injury or damage to the equipment, make sure that the power cord is unplugged from the AC outlet at the wall before installing this product. Failure to do so may expose you to the risk of electric shock.

3. Connect the USB cable to the fingerprint reader (1) and route the cable through the routing channel on the fingerprint reader (2).



4. Connect the fingerprint reader USB cable to a USB port on the computer or hub.



5. Reconnect the power cords and external devices and turn on the computer and/or hub.


Printer




Connecting and using the printer

1. Download the drivers, user guide, and programming guide from <http://www.hp.com/support>. Install the drivers.
2. Before setting up the printer, turn off the host computer and other attached devices.
3. Plug the cables into the appropriate ports.

- a. Power and interface connector (A): For connection to the host computer.

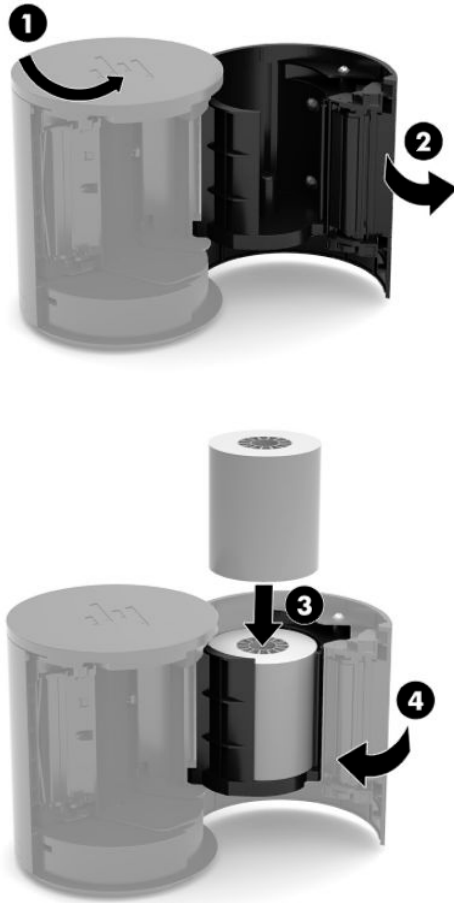
 **IMPORTANT:** Never disconnect this cable from the computer while the printer is on.

- b. Peripheral drive connector (B): For connection to peripheral units such as cash drawers.

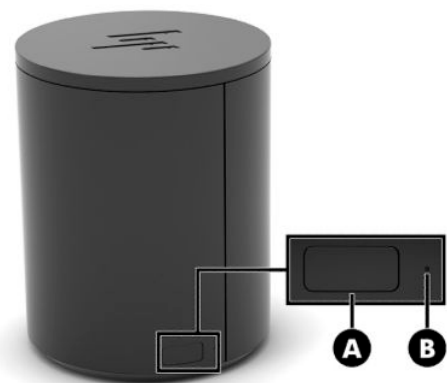
 **IMPORTANT:** Do not connect this cable to a telephone.



4. To load the paper roll, twist the top of the printer (1) and open the paper compartment cover (2). Place the paper roll into the paper compartment (3), and then close the cover (4).



5. The light (B) turns solid green to indicate that the printer is ready to be used.



To run a self-test and enter button configuration mode:

1. Disconnect the USB Type-C cable from the power and interface connector.
2. Press and hold the paper feed button (A).
3. While holding the paper feed button, reconnect the USB Type-C cable. The printer prints a character test sample and completes the self-test. To enter button configuration mode, continue to hold the paper feed button.

A 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 workstation or computer chassis. Wrist straps are flexible straps with a minimum of 1 megohm +/- 10 percent resistance in the ground cords. To provide proper ground, 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 on static electricity, contact an HP authorized dealer, reseller, or service provider.

B Operating guidelines, routine care, and shipping preparation

Operating guidelines and routine care

Follow the guidelines below to properly set up and care for the computer:

- HP recommends a 17 mm clearance around the vents on the computer and hub for heat dissipation.
- Keep the computer away from excessive moisture, direct sunlight, and extremes of heat and cold.
- Never operate the computer with any access panels removed.
- Do not stack computers on top of each other or place them so near each other that they are subject to each other's recirculated or preheated air.
- If the computer is to be operated within a separate enclosure, intake and exhaust ventilation must be provided on the enclosure, and the same operating guidelines listed above still apply.
- Keep liquids away from the computer and hub.
- Never cover the vents on the computer or hub with any type of material.
- Install or enable power management functions of the operating system or other software, including sleep states.
- Turn off the computer before you do either of the following:
 - Wipe the exterior with a soft, damp cloth as necessary. Using cleaning products may discolor or damage the finish.
 - Occasionally clean the air vents on all vented sides of the computer. Lint, dust, and other foreign matter can block the vents and limit the airflow.



NOTE: For more information on your retail system care and maintenance, refer to “Retail Point of Sales Systems - Routine Care and Maintenance” available at <http://www.hp.com/support>.

Touch screen maintenance

Keep your display and touch sensor clean. The touch sensor requires very little maintenance. HP recommends that you periodically clean the glass touch sensor surface. Be sure to turn off your display before cleaning. Typically, an isopropyl alcohol and water solution ratio of 50:50 is the best cleaning agent for your touch sensor. It is important to avoid using any caustic chemicals on the touch sensor. Do not use any vinegar-based solutions.

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

MSR maintenance

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

Fingerprint reader maintenance

Although the fingerprint reader is tolerant of residue, it performs optimally when kept clean. To clean the fingerprint reader, apply the sticky side of a piece of adhesive cellophane tape to the window and then peel it away.

To protect against risk of damage to your fingerprint reader:

- Do not pour any liquid directly on the reader window.
- Do not use alcohol-based cleaners.
- Never submerge the reader in liquid.
- Never rub the window with an abrasive material, including paper.
- Do not poke the window coating with your fingernail or any other item, such as a pen.

Cleaning the barcode scanner

Exterior surfaces and scan windows exposed to spills, smudges, or debris require periodic cleaning to ensure best performance during scanning. Use a soft, dry cloth to clean the product. If the product is very soiled, clean it with a soft cloth moistened with a diluted non-aggressive cleaning solution or diluted ethyl alcohol.



IMPORTANT: Do not use abrasive or aggressive cleansing agents or abrasive pads to clean scan windows or plastics. Do not spray or pour liquids directly onto the unit.

Cleaning the printer

Because of the way the printer sits while in use, paper and other debris from the knife can build up. HP recommends that you keep the printer in working order by periodically cleaning the debris from the printer.

To clean the printer, open the cover, remove the paper roll, and then use a can of compressed air to blow out the debris from the bottom plate where it accumulates.

Cleaning I/O ports

The computer has a series of ports. Dust and debris can collect in these ports, which can reduce connectivity and performance. Use a battery-powered vacuum to remove any debris that has accumulated in and around these ports.

Updating drivers and firmware

HP recommends that you regularly download and install the latest drivers and firmware updates to help enhance system performance, resolve known issues, and avoid replacing parts unnecessarily.

Go to <http://www.hp.com/support> to download and install the latest drivers and updates for your specific Retail Point of Sale model.

Shipping preparation

Follow these suggestions when preparing to ship the computer:

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



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

2. Remove and store all removable media.
3. Turn off the computer and external devices.
4. Disconnect the power cord from the AC outlet, and then from the computer.
5. Disconnect the computer components and external devices from their power sources, and then from the computer.
6. Pack the computer components and external devices in their original packing boxes or similar packaging with sufficient packing material to protect them.

C Accessibility

Accessibility

HP is working to weave diversity, inclusion and work/life into the fabric of our company, so it is reflected in everything we do. Here are some examples of how we are putting differences to work 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 22](#).

Our commitment

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

Our 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 stand-alone basis or with appropriate assistive devices.

To achieve our goal, this Accessibility Policy establishes seven key objectives to guide our actions as a company. 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 our company, and provide our 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 our 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 will improve assistive technology relevant to our 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.

HP is a founding member, and we joined to participate with other organizations to advance the field of accessibility. This commitment supports our company's accessibility goal of designing, producing, and marketing products and services that can be effectively used by people with disabilities.

IAAP will make our 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 may 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, may 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

The following links provide information on accessibility features and assistive technology, if applicable, included in various HP products. These resources will help you select the specific assistive technology features and product(s) most appropriate for your situation.

- [HP Elite x3—Accessibility Options \(Windows 10 Mobile\)](#)
- [HP PCs—Windows 7 Accessibility Options](#)
- [HP PCs—Windows 8 Accessibility Options](#)
- [HP PC's—Windows 10 Accessibility Options](#)
- [HP Slate 7 Tablets—Enabling Accessibility Features on Your HP Tablet \(Android 4.1/Jelly Bean\)](#)
- [HP SlateBook PCs—Enabling Accessibility Features \(Android 4.3, 4.2/Jelly Bean\)](#)
- [HP Chromebook PCs—Enabling Accessibility Features on Your HP Chromebook or Chromebox \(Chrome OS\)](#)
- [HP Shopping—peripherals for HP products](#)

If you need additional support with the accessibility features on your HP product, see [Contacting support on page 27](#).

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

- [Microsoft Accessibility information \(Windows 7, Windows 8, Windows 10, Microsoft Office\)](#)
- [Google Products accessibility information \(Android, Chrome, Google Apps\)](#)

- [Assistive Technologies sorted by impairment type](#)
- [Assistive Technologies sorted by product type](#)
- [Assistive Technology vendors with product descriptions](#)
- [Assistive Technology Industry Association \(ATIA\)](#)

Standards and legislation

Standards

Section 508 of the Federal Acquisition Regulation (FAR) standards was created by the US Access Board 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 multi-media, and self-contained closed products.

Mandate 376 – EN 301 549

The EN 301 549 standard was created by the European Union within Mandate 376 as the basis for an online toolkit for public procurement of ICT products. The standard specifies the functional accessibility requirements applicable to ICT products and services, together with a description of the test procedures and evaluation methodology for each accessibility 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. This section provides links to information on key legislation, regulations, and standards.

- [United States](#)
- [Canada](#)
- [Europe](#)

- [United Kingdom](#)
- [Australia](#)
- [Worldwide](#)

United States

Section 508 of the Rehabilitation Act specifies that agencies must identify which standards apply to the procurement of ICT, perform market research to determine the availability of accessible products and services, and document the results of their market research. The following resources provide assistance in meeting Section 508 requirements:

- www.section508.gov
- [Buy Accessible](#)

The U.S. Access Board is currently updating the Section 508 standards. This effort will address new technologies and other areas where the standards need to be modified. For more information, go to [Section 508 Refresh](#).

Section 255 of the Telecommunications Act requires telecommunications products and services to be accessible to people with disabilities. FCC rules cover all hardware and software telephone network equipment and telecommunications equipment used in the home or office. Such equipment includes telephones, wireless handsets, fax machines, answering machines, and pagers. FCC rules also cover basic and special telecommunications services, including regular telephone calls, call waiting, speed dialing, call forwarding, computer-provided directory assistance, call monitoring, caller identification, call tracing, and repeat dialing, as well as voice mail and interactive voice response systems that provide callers with menus of choices. For more information, go to [Federal Communication Commission Section 255 information](#).

21st Century Communications and Video Accessibility Act (CVAA)

The CVAA updates federal communications law to increase the access of persons with disabilities to modern communications, updating accessibility laws enacted in the 1980s and 1990s to include new digital, broadband, and mobile innovations. Regulations are enforced by the FCC and documented as 47 CFR Part 14 and Part 79.

- [FCC Guide on the CVAA](#)

Other U.S. legislation and initiatives

- [Americans with Disabilities Act \(ADA\), Telecommunications Act, the Rehabilitation Act and others](#)

Canada

The Accessibility for Ontarians with Disabilities Act was established to develop and implement accessibility standards to make goods, services, and facilities accessible to Ontarians with disabilities and to provide for the involvement of persons with disabilities in the development of the accessibility standards. The first standard of the AODA is the customer service standard; however, standards for transportation, employment, and information and communication are also being developed. The AODA applies to the Government of Ontario, the Legislative Assembly, every designated public sector organization, and to every other person or organization that provides goods, services, or facilities to the public or other third parties and that has at least one employee in Ontario; and accessibility measures must be implemented on or before January 1, 2025. For more information, go to [Accessibility for Ontarians with Disability Act \(AODA\)](#).

Europe

EU Mandate 376 ETSI Technical Report ETSI DTR 102 612: "Human Factors (HF); European accessibility requirements for public procurement of products and services in the ICT domain (European Commission Mandate M 376, Phase 1)" has been released.

Background: The three European Standardization Organizations have set up two parallel project teams to carry out the work specified in the European Commission "Mandate 376 to CEN, CENELEC and ETSI, in Support of Accessibility Requirements for Public Procurement of Products and Services in the ICT Domain."

ETSI TC Human Factors Specialist Task Force 333 has developed ETSI DTR 102 612. Further details about the work performed by STF333 (e.g., Terms of Reference, specification of the detailed work tasks, time plan for the work, previous drafts, listing of comments received and means to contact the task force) can be found at the [Special Task Force 333](#).

The parts relating to the assessment of suitable testing and conformity schemes were carried out by a parallel project, detailed in CEN BT/WG185/PT. For further information, go to the CEN project team website. The two projects are closely coordinated.

- [CEN project team](#)
- [European Commission mandate for e-accessibility \(PDF 46KB\)](#)

United Kingdom

The Disability Discrimination Act of 1995 (DDA) was enacted to ensure that websites are accessible to blind and disabled users in the United Kingdom.

- [W3C UK Policies](#)

Australia

The Australian government has announced their plan to implement [Web Content Accessibility Guidelines 2.0](#).

All Australian government websites will require Level A compliance by 2012, and Double A by 2015. The new standard replaces WCAG 1.0, which was introduced as a mandated requirement for agencies in 2000.

Worldwide

- [JTC1 Special Working Group on Accessibility \(SWG-A\)](#)
- [G3ict: The Global Initiative for Inclusive ICT](#)
- [Italian accessibility legislation](#)
- [W3C Web Accessibility Initiative \(WAI\)](#)

Useful accessibility resources and links

The following organizations may be good resources for 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 may encounter on the Internet. Listing on this page does not imply endorsement by HP.

Organizations

- 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

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

Other disability resources

- ADA (Americans with Disabilities Act) Technical Assistance Program
- Business & Disability network
- EnableMart
- European Disability Forum
- Job Accommodation Network
- Microsoft Enable
- U.S. Department of Justice - A Guide to disability rights Laws

HP links

[Our contact webform](#)

[HP comfort and safety guide](#)

[HP public sector sales](#)

Contacting support



NOTE: Support is in English only.

- Customers who are deaf or hard of hearing that 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, choose one of the following options:
 - Call (888) 259-5707 Monday through Friday, 6 a.m. to 9 p.m. Mountain Time.
 - Complete the [Contact form for people with disabilities or age-related limitations](#).

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