

Hardware Reference Guide

HP gt7720/gt7725 Thin Client



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Hardware Reference Guide

HP gt7720/gt7725 Thin Client

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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.
-

Table of contents

1 Product Features

Standard Features	1
Thin Client Management Solutions	2
Front Panel Components	3
Top Components	3
Rear Panel Components	4
Dual-head Configuration	4
Quad-head Configuration	5
Installing the Rubber Feet	5
Installing the Stand	6
Removing the Stand	6
Using the Keyboard	8
Windows Logo Key	9
Additional Function Keys	9
Special Mouse Functions	9
Serial Number Location	10

2 Hardware Changes

General Hardware Installation Sequence	11
Removing and Replacing the Secure USB Compartment Cover	12
Removing the Secure USB Compartment Cover	12
Replacing the Secure USB Compartment Cover	13
Removing and Replacing the Side Access Panel, Expansion Module, and Metal Side Cover	15
Removing the Side Access Panel, Expansion Module, and Metal Side Cover	15
Replacing the Metal Side Cover, Expansion Module, and Side Access Panel	16
Installing Thin Client Options	18
Installing the USB Device	19
Removing and Replacing the Battery	19
Installing the PCI-Express Card	20
External Drives	21

Appendix A Specifications

Appendix B Security Provisions

Securing the Thin Client 24

Appendix C Mounting the Thin Client

HP Quick Release 25
 Supported Mounting Options 27
 Non-supported Mounting Option 29

Appendix D Thin Client Operation

Routine Thin Client Care 30
Supported Orientations 30
Non-supported Orientation 32

Appendix E Electrostatic Discharge

Preventing Electrostatic Damage 33
Grounding Methods 33

Appendix F Shipping Information

Shipping Preparation 34
Important Service Repair Information 34

Index 35

1 Product Features

Standard Features

Thank you for purchasing an HP thin client. We hope you have years of use from our 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://www.hp.com> and search for your specific thin client model.

The following features are common to all HP thin clients:

- no hard drives or diskette drives
- 5-minute hardware setup time
- central deployment and management using HP Management Solutions

Various options are available for your thin client. For more information about available options, visit the HP Web site at <http://www.hp.com> and search for your specific thin client model.

Thin Client Management Solutions

HP has a comprehensive suite of management solutions to fit your needs. This allows you to choose solutions that will work best in your environment.

HP ThinState Tools are a set of handy utilities that allow you to copy settings and software images from one thin client to another using a USB drive key. HP ThinState tools complement other management solutions and are included with HP thin client operating systems.

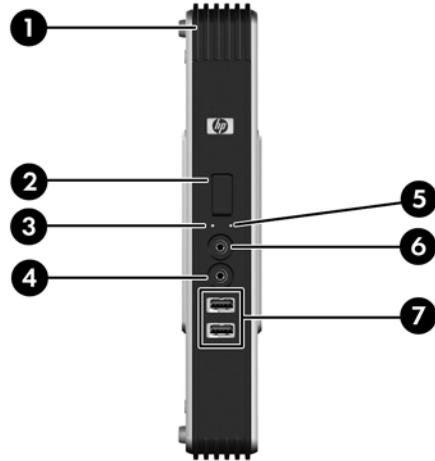
HP Device Manager is an enterprise-class thin client management software application that allows customers to view their thin client assets remotely and to manipulate those thin clients to meet the required business need. It is robust, yet easy to install and use. HP Device Manager lets you track, configure, upgrade, clone, and manage thousands of individual devices from a centralized location. HP Device Manager agents are included in most HP thin clients.

HP Client Automation is an industry-leading device management product, which is part of a bigger Business Service Automation environment management solution. With HP Client Automation, you can manage simple thin client deployments or highly complex IT environments that contain a combination of thin clients, PCs, blades, servers and other common computer-based resources. HP Client Automation agents work with all HP thin clients. For more information on HP Client Automation, please visit the HP Web site at <http://www.hp.com> and search for “Business Service Automation.”

HP continues to partner with Altiris to manage HP thin clients. Altiris Deployment Solution is a leading tool for quick deployment and ongoing management of thin clients in your organization. With your thin client hardware purchase, you are entitled to a complimentary, current release of Altiris Deployment Solution. For additional information, refer to the Quick Setup and Getting Started Guide that came with your thin client, and visit the Altiris Web site at <http://www.altiris.com/>.

Front Panel Components

Figure 1-1 Front panel components



(1)	Secure USB compartment	(5)	Power LED
(2)	Power button	(6)	Line-out (headphone) audio connector
(3)	Flash activity LED	(7)	Universal serial bus (USB) connectors (2)
(4)	Line-in (microphone) connector		

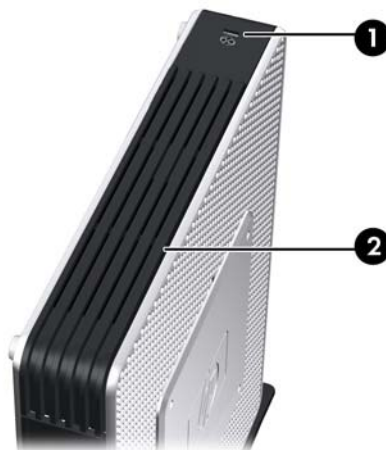
* For more information, refer to the model-specific QuickSpecs at http://h18004.www1.hp.com/products/quickspecs/QuickSpecs_Archives/QuickSpecs_Archives.html.

Top Components

For more information, <http://www.hp.com> and search for your specific thin client model to find the model-specific QuickSpecs.

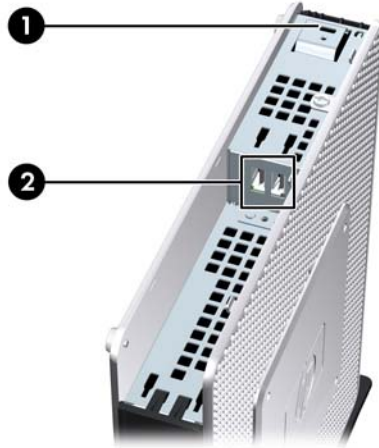
The secure USB compartment allows you to use two USB devices in a secured location.

Figure 1-2 Top components, external view



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

Figure 1-3 Top components, internal view



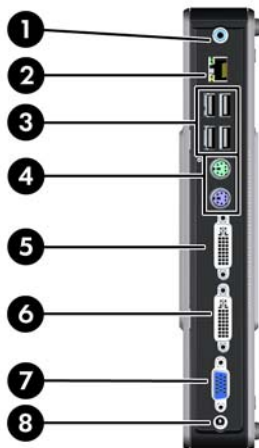
- (1) Cable lock slot
- (2) Secure USB compartment ports (2)

Rear Panel Components

For more information, <http://www.hp.com> and search for your specific thin client model to find the model-specific QuickSpecs.

Dual-head Configuration

Figure 1-4 Rear panel components



- (1) Line-out (headphone) audio connector
- (2) Ethernet RJ-45 connector
- (5) DVI-D connector
- (6) DVI-I connector

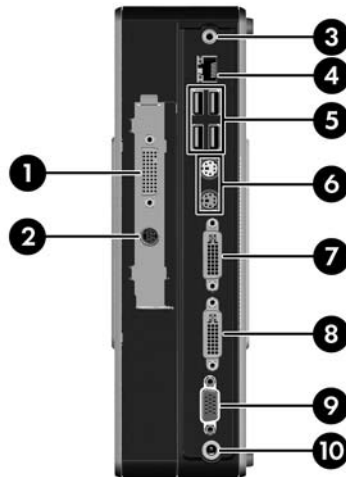
(3)	Universal serial bus (USB) connectors (4)	(7)	Serial connector
(4)	PS/2 connectors (2)	(8)	Power connector

Quad-head Configuration

NOTE: This applies to the HP gt7725 thin client with expansion module.

The quad-head configuration is only available with the HP gt7725 thin client

Figure 1-5 Rear panel components



(1)	DMS-59 connector for DVI-I outputs (2) (splitter cable included)	(6)	PS/2 connectors (2)
(2)	S-Video out (not supported)	(7)	DVI-D connector
(3)	Line-out (headphone) audio connector	(8)	DVI-I connector
(4)	Ethernet RJ-45 connector	(9)	Serial connector
(5)	Universal serial bus (USB) connectors (4)	(10)	Power connector

Installing the Rubber Feet

To install the rubber feet:

1. Locate the holes in the corners of the left side of the thin client.
2. Remove the feet from their backing.

3. Align the feet with their holes and press them in securely.

Figure 1-6 Installing the rubber feet

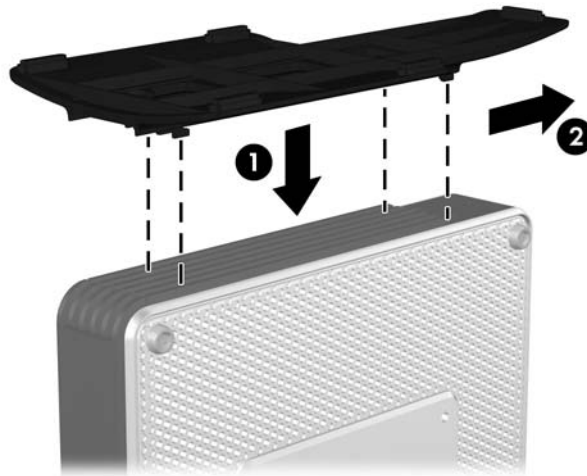


Installing the Stand

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 back of the unit until it locks into place (2).

Figure 1-7 Installing the stand



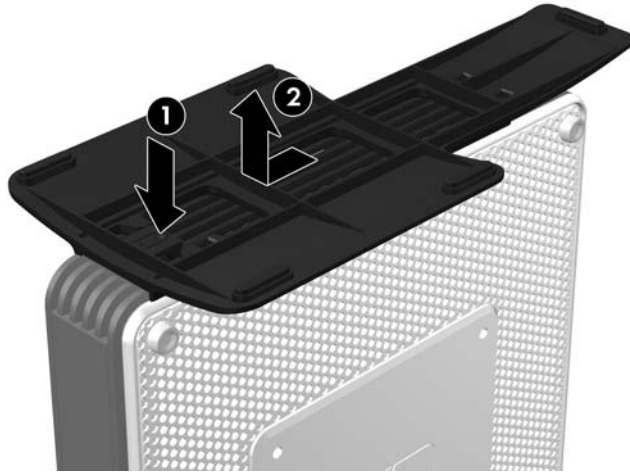
Removing the Stand

To remove the stand:

1. Turn unit upside down.

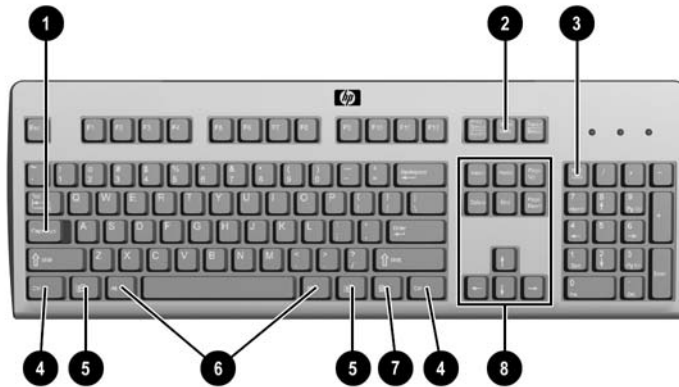
2. Press the tab (1), and then slide the stand about 1.26 cm (1/2 inch) toward the front of the unit and lift the stand off the unit (2).

Figure 1-8 Removing the stand



Using the Keyboard

Figure 1-9 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 ¹²	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.

²Applies to XPe thin clients only.

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 all thin clients regardless of operating system:

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 1-10 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 off the computer properly through the operating system, then turn off any external devices.
 - b. Disconnect the power cord from the power outlet and disconnect any external devices.
 - c. Disconnect any external devices or cables, such as a 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 33](#) for more information.

3. Remove the secure USB compartment cover. See [Removing and Replacing the Secure USB Compartment Cover on page 12](#) for more information.
4. Remove the side access panel, expansion module, and metal side cover. See [Removing and Replacing the Side Access Panel, Expansion Module, and Metal Side Cover on page 15](#) for more information.
5. Remove any hardware that you will replace.
6. Install or replace equipment. For removal and replacement procedures, see the following sections:
 - [Installing the USB Device on page 19](#)
 - [Removing and Replacing the Battery on page 19](#)

- [Installing the PCI-Express Card on page 20](#)
- [External Drives on page 21](#)

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


7. Replace the metal side cover, expansion module, and side access panel. See [Removing and Replacing the Side Access Panel, Expansion Module, and Metal Side Cover on page 15](#).
8. Replace the secure USB compartment cover. See [Removing and Replacing the Secure USB Compartment Cover on page 12](#).
9. Reconnect any external devices and power cords.
10. Turn on the monitor, the thin client, and any devices you want to test.
11. Load any necessary drivers.


 **NOTE:** You can download select hardware drivers from HP. Go to <http://www.hp.com> and search for your specific thin client model.

12. 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.

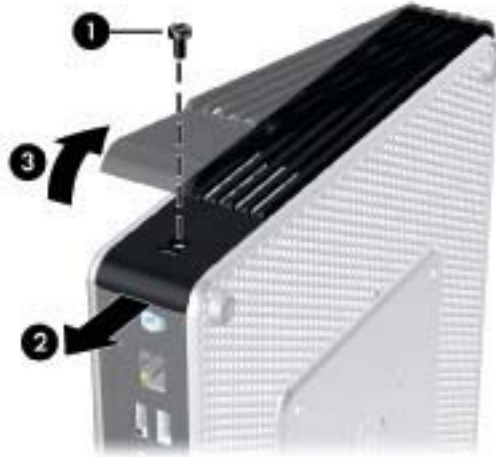
 **WARNING!** Before removing the secure USB compartment cover, ensure that the thin client is turned off and the power cord is disconnected from the electrical outlet.

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 back 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



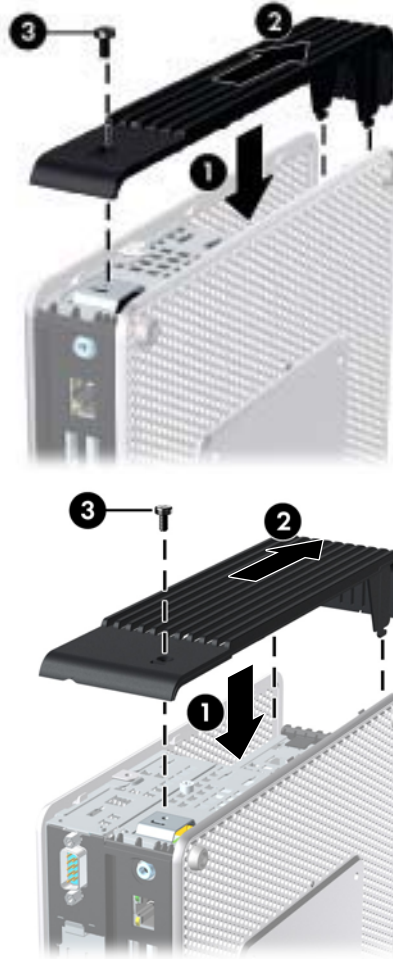
Replacing the Secure USB Compartment Cover

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 front 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, Expansion Module, and Metal Side Cover

Removing the Side Access Panel, Expansion Module, 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.

This section has three main steps:

- Remove the access panel.
- Remove the expansion module holding the PCI-Express card.

📝 **NOTE:** This step applies only to the HP gt7725 thin client with Expansion Module installed.

- Remove the metal side cover.

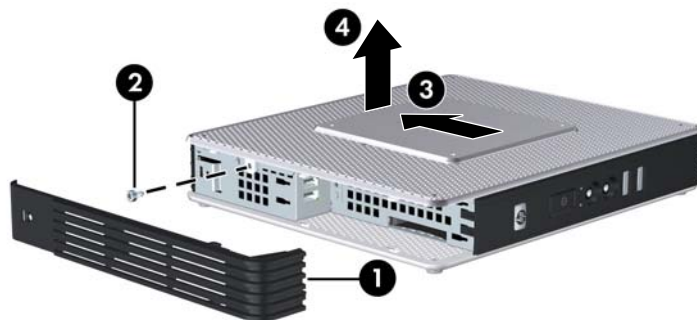
📝 **NOTE:** If you are changing or installing a PCI-Express card, do not remove the metal side cover.

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

To remove the access panel:

1. Remove the secure compartment cover (1). For more information, see [Removing the Secure USB Compartment Cover on page 12](#).
2. Lay the unit flat on a stable surface with the right side up and the left side down.
3. Remove the access panel screw in the secure USB compartment that secures the access panel to the chassis (2).
4. Slide the access panel about 6.35 mm (1/4 inch) toward the rear of the unit (3), and then lift the access panel up and off the unit (4).

Figure 2-3 Removing the side access panel



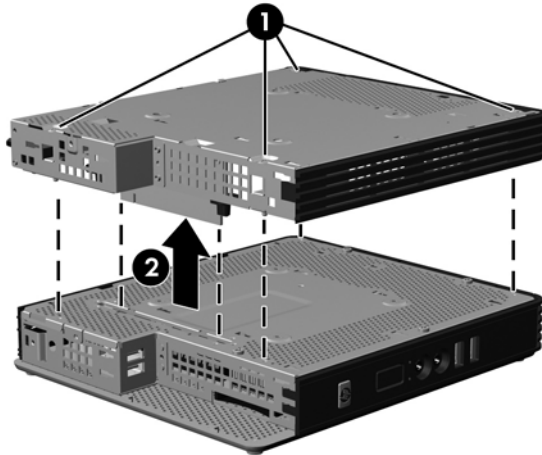
To remove the HP gt7725 Expansion Module:

📝 **NOTE:** This procedure applies only to the HP gt7725 thin client with Expansion Module installed.

1. Unscrew the four captive screws with the Phillips head screwdriver (1).

2. Lift the module up and away from the chassis (2).

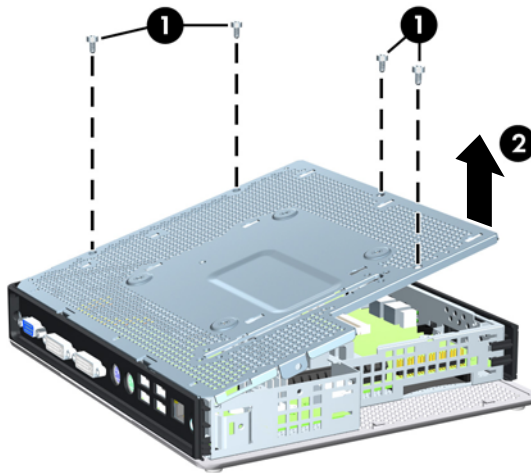
Figure 2-4 Removing the expansion module



To remove the metal side cover:

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 2-5 Removing the metal side cover



Replacing the Metal Side Cover, Expansion Module, and Side Access Panel

This section has three main steps:

- Replace the metal side cover.
- Replace the expansion module holding the PCI-Express card.

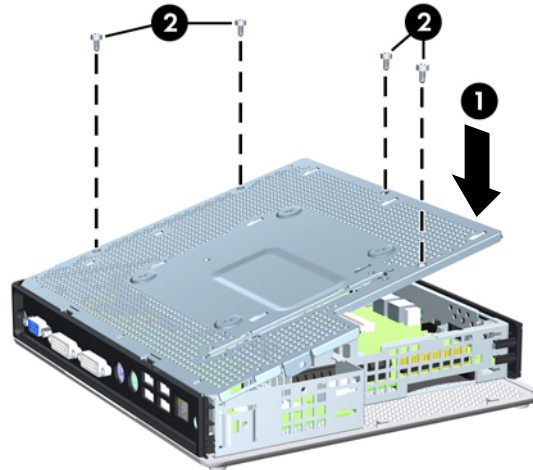
 **NOTE:** This step applies only to the HP gt7725 thin client with Expansion Module installed.

- Replace the access panel.


To replace the metal side cover:

1. Place the metal side cover on the chassis, front side first, making sure to align the screw holes in the cover with the holes in the chassis (1).
2. Insert and tighten the four screws (2).

Figure 2-6 Replacing the metal side cover

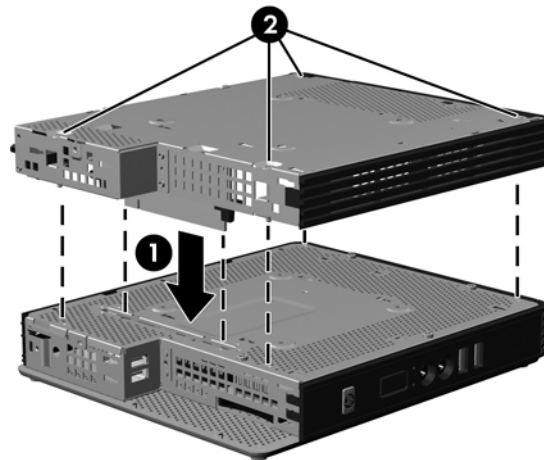


To replace the HP gt7725 Expansion Module:

 **NOTE:** This procedure applies only to the HP gt7725 thin client with Expansion Module installed.

1. Line up the expansion module so that the riser card is aligned with the slot in the metal side cover of the thin client and press the assembly firmly down into place (1).

Figure 2-7 Installing the Expansion Module

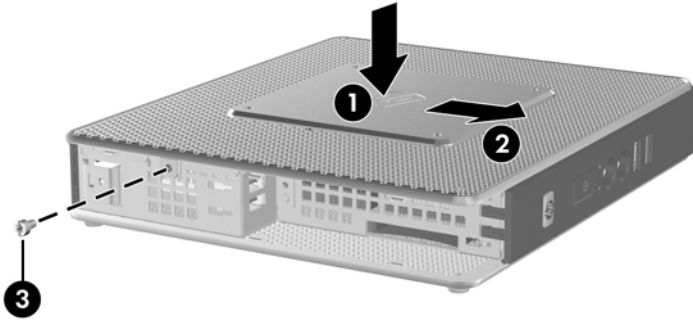


2. Secure the expansion module by tightening the four captive screws with the Phillips head screwdriver (2).

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 rear of the unit (1).
2. Slide the panel toward the front of the unit until it locks into place (2).
3. Replace the screw that secures the access panel to the chassis (3) or expansion module.

Figure 2-8 Replacing the side access panel



Installing Thin Client Options

Various options can be installed on the thin client:

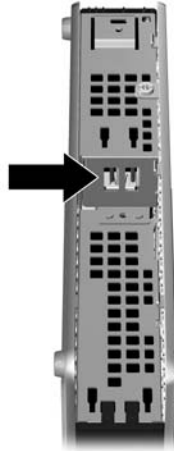
- [Installing the USB Device on page 19](#)
- [Installing the PCI-Express Card on page 20](#)
- [Installing the PCI-Express Card on page 20](#)
- [External Drives on page 21](#)

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 2-9 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.

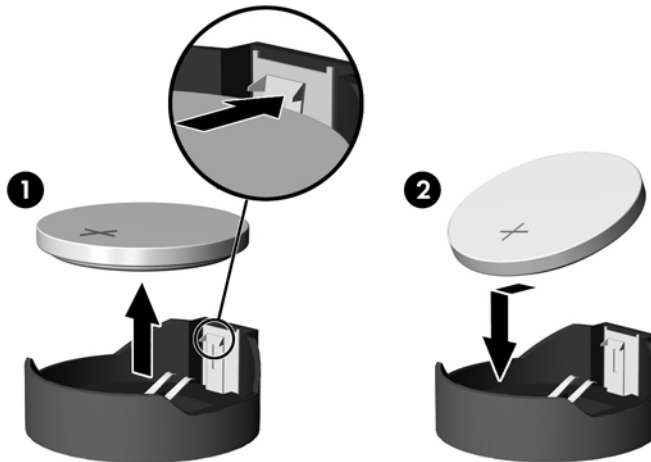
- ⚠ **WARNING!** Before removing the side access panel, ensure that the thin client is turned off and the power cord is disconnected from the electrical outlet.

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 2-10 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 <http://www.hp.com> and search for “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 the PCI-Express Card

This procedure applies to the HP gt7725 thin client with expansion module.

-  **NOTE:** The factory-installed PCI-Express graphics card provides quad head support to enable up to four monitors. If you remove this card, you will have a native dual-head configuration able to support up to two monitors.

If you are installing an HP gt7725 Expansion Module with PCI-Express graphics card, follow the instructions included in the option kit. Use the following instructions as an overview of this procedure.

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.

You need the following to complete this procedure:

- PCI-Express card
- Phillips head screwdriver

△ **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.

△ **CAUTION:** Do not remove the inner metal side cover when performing this procedure.

To remove the PCI-Express card:

1. Locate the PCI-Express card installed in the expansion module.
2. Grasp the PCI-Express card carefully and pull it straight out of the expansion socket.

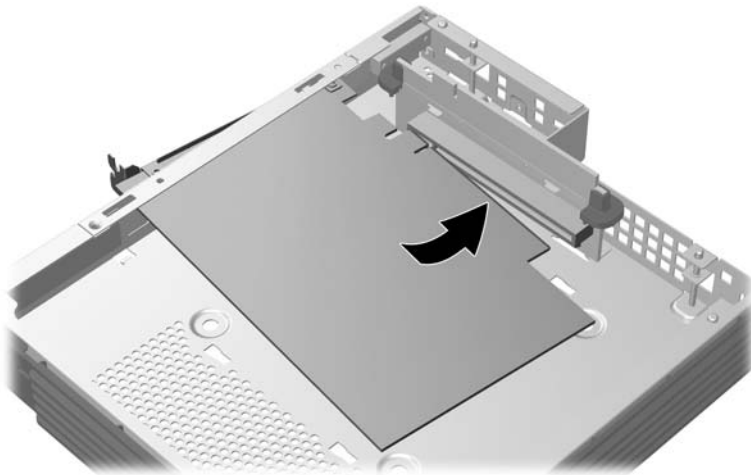
📄 **NOTE:** Store the PCI-Express card carefully to prevent damage.

To install the PCI-Express card:

- ▲ Hold the expansion card next to the expansion socket in the expansion module. Press the card straight into the expansion socket.

📄 **NOTE:** Press firmly on the card so that the whole connector seats properly in the expansion card slot.

Figure 2-11 Installing the PCI-Express graphics card



External Drives

Various external USB drives are available as options for these thin clients. For more information about these drives, visit <http://www.hp.com> and search for your specific thin client model, or refer to the instructions that accompany the option.

For more information about available options, visit the HP Web site <http://www.hp.com> and search for your specific thin client model.

A Specifications

Table A-1 HP gt7720/gt7725 Thin Client

Dimensions		
Width (front to back)	46 mm	1.811 in.
Height (without stand)	254.5 mm	10.02 in
Height (with stand)	215.18 mm	8.47 in.
Depth		
Approximate Weight		
	1.3 kg	2.9 lb
Temperature Range *		
Operating**	10° to 35° C	50° to 95° 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/ 300 m (1.8° F/1000 ft) to a maximum of 3 Km (10,000 ft), 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 457 m per minute or 1500 ft per minute)		
Nonoperating	9144 m	30,000 ft
(max. allowed rate of change is 457 m per minute or 1500 ft per minute)		

Table A-1 HP gt7720/gt7725 Thin Client (continued)

Power Supply		
Operating Voltage Range	100–240 VAC	100–240 VAC
Rated Line Frequency	50–60 Hz	50–60 Hz
Power Output (maximum)	120 W	120 W
Rated Output Current (maximum)	6.15 A	6.15 A
Output Voltage	+19 V DC	+19 V DC

B Security Provisions

Securing the Thin Client

These thin clients are 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://www.hp.com> and search for your specific thin client model.

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



You may also secure your USB mouse and keyboard or other USB devices by installing them in the secure USB compartment. See [Installing the USB Device on page 19](#).

C Mounting the Thin Client

HP Quick Release

This 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 10 mm screws supplied with the HP Quick Release Kit.

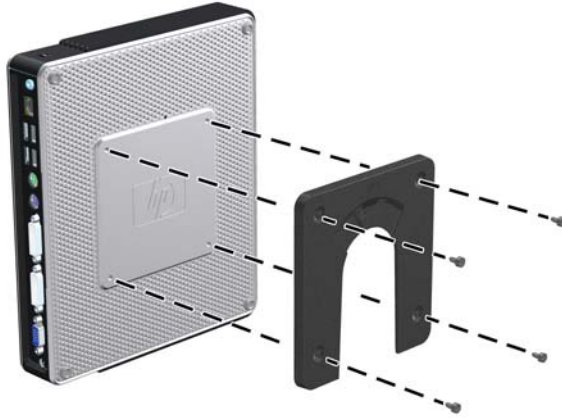
Figure C-1 HP Quick Release



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

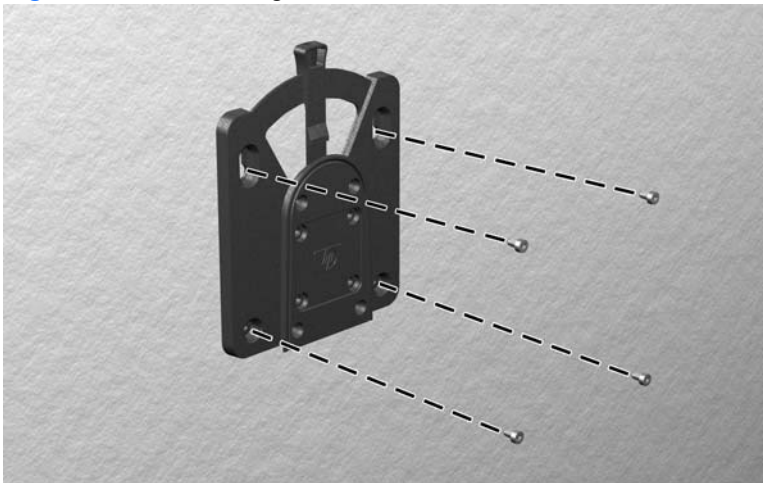
1. Using four 10 mm screws included in the mounting device kit, attach one side of the HP Quick Release to the thin client as shown in the following illustration.

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



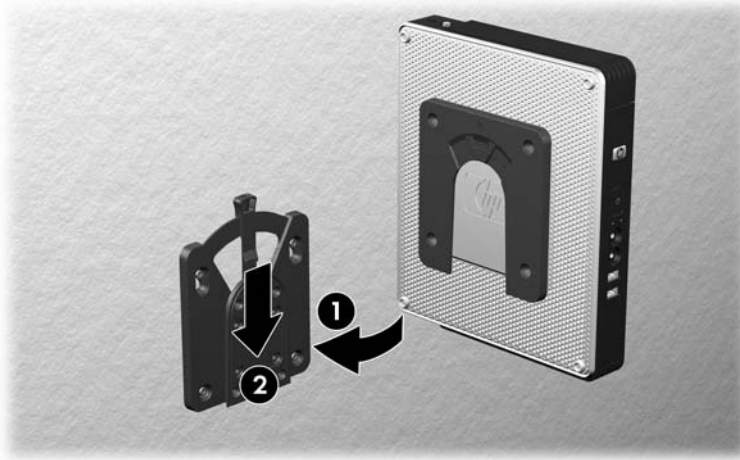
2. Using four screws included in the mounting device kit, attach the other side of the HP Quick Release to the device to which you will mount the thin client. Make sure the release lever points upward.

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.

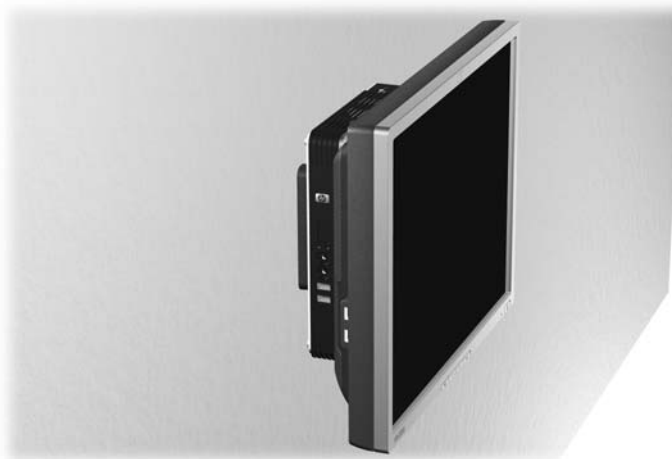
CAUTION: To ensure proper function of the HP Quick Release and a secure connection of all components, make sure both the release lever on one side of the mounting device and the rounded opening on the other side face upward.

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 22](#).
- 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 22](#).

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.

Index

A

access panel
 removing 15
 replacing 16
altitude specifications 22

B

battery, replacing 11

C

cable lock slot location 3
cable lock, installing 24
cable routing slot 4
cautions
 ambient temperature 12
 HP Quick Release 27
 mounting thin client 29
 static electricity 11
 thin client orientation 30, 32
 ventilation 32
Client Automation 2
components
 front panel 3
 keyboard 8
 mouse 9
 rear panel 4
 top 3

D

Device Manager 2
dimensions 22
diskette drive 12
download hardware drivers 12
dual-head configuration rear panel
 components 4
DVI-D connector location 4

E

electrostatic discharge 33
Ethernet connector location 4

F

feet, installing 5
Flash activity LED location 3
front panel components 3
function keys 9

G

grounding methods 33
gt7725 expansion module,
 installing 12

H

hard drive 12
hardware drivers 12
hardware specifications 22
hardware, upgrades 11
headphone connector location 3
horizontal orientation 5, 30
HP Client Automation 2
HP Device Manager 2
HP quad configuration expansion
 module, installing 12
HP Quick Release 25
HP ThinState Tools 2
humidity specifications 22

I

installation sequence 11
installing
 cable lock 24
 external drives 12
 gt7725 expansion module 12
 hardware 11
 HP Quick Release 25
 MultiBay diskette drive 12
 PCI-Express graphics card 12
 rubber feet 5
 stand 6

thin client onto HP Quick
 Release 25
USB devices 1, 11

K

keyboard
 function keys 9
 layout 8
 Windows logo key 8

L

line-out audio location 4
lock, cable, slot location 3

M

management solutions 2
metal side cover
 removing 15
 replacing 16
microphone connector location 3
mounting holes, VESA 5
mounting options
 on back of monitor stand 27
 on wall 27
 under desk 27
 with flat panel on wall 27
mounting thin client 25
mouse functions 9

N

non-supported orientations
 in a drawer 32
 under a monitor 32

O

options
 installing 11
 supported 11
 USB device 11

- orientation
 - horizontal 5
 - vertical 6
- P**
- parallel connector 4
- power button location 3
- power connector location 4
- power LED location 3
- power output specifications 23
- power supply specifications 23
- preventing electrostatic damage 33
- PS/2 connectors location 4
- Q**
- quad-head configuration rear panel components 5
- Quick Release 25
- R**
- rated output current 23
- rear panel components
 - dual-head configuration 4
 - quad-head configuration 5
- recycling 20
- relative humidity
 - specifications 22
- removing
 - battery 11
 - metal side cover 15
 - secure USB compartment cover 12
 - side access panel 15
 - stand 6
- replacing
 - battery 11
 - metal side cover 16
 - secure USB compartment cover 13
 - side access panel 16
- RJ-45 connector location 4
- routine care 30
- rubber feet, installing 5
- S**
- secure cable routing slot 4
- secure USB compartment
 - location 3
 - ports 3
- removing cover 12
- replacing cover 13
- security
 - cable routing slot 11
 - USB devices 11
- serial connector location 4
- serial number location 10
- service repair 34
- shipping preparation 34
- shutting down 11
- side access panel
 - removing 15
 - replacing 16
- side cover
 - removing 15
 - replacing 16
- solutions, management 2
- specifications
 - altitude 22
 - dimensions 22
 - hardware 22
 - humidity 22
 - power output 23
 - power supply 23
 - rated output current 23
 - relative humidity 22
 - temperature 22
 - thin client 22
 - weight 22
- stand
 - installing 6
 - removing 6
- supported mounting options 27
- supported orientations
 - horizontal 30
 - under monitor stand 30
 - vertical 30
- T**
- temperature specifications 22
- ThinState Tools 2
- top components 3
- U**
- unsupported mounting option 29
- USB compartment
 - security 24
- USB devices, installing 1, 11
- USB drive options 21
- USB ports
 - location 3, 4
 - secure 3
- V**
- vertical orientation 6, 30
- VESA mounting holes 5
- VGA connector location 4
- W**
- warnings
 - electric shock 11, 12, 15, 19, 21
 - fire 11
- Web sites
 - Altiris 2
 - HP 1
 - options 1
 - QuickSpecs 3
- weight 22
- Windows Logo Key 8
- Windows logo key 8