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hp FK218AA USB POS Keyboard User Guide

Contents

hp FK218AA USB POS Keyboard

SUMMARY

This guide provides technical specifications and information about keyboard features, setting up the keyboard, and using the keyboard.

Legal information

Product notice

This guide describes features that are common to most models. Some features may not be available on your product. To access the latest user guide, go to **http://www.hp.com/support,** and follow the instructions to find your product. Then select Manuals.

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About this guide

This guide provides information on setting up and using the HP Point of Sale (POS) Keyboards.

- **WARNING!** Indicates a hazardous situation that, if not avoided, could result in serious injury or death.
- **CAUTION:** Indicates a hazardous situation that, if not avoided, could result in minor or moderate injury.
- **IMPORTANT:** Indicates information considered important but not hazard-related (for example, messages related to property damage). Warns the user that failure to follow a procedure exactly as described could result in loss of data or in damage to hardware or software. Also contains essential information to explain a concept or to complete a task.
- **NOTE:** Contains additional information to emphasize or supplement important points of the main text.
- **TIP:** Provides helpful hints for completing a task.

This product incorporates HDMI® technology.

Features

The HP Point of Sale Keyboards work with Point of Sale (POS) system hardware and program applications.

Keyboard features

- Compact 360 mm (14-inch) footprint
- USB 2.0 plug-and-play capability
- Programmable keys to provide easy layout configuration with 28 reconfigurable keys
- Captive USB cable
- Touchpad with two mouse buttons
- Attachable keyboard feet to elevate the rear of the keyboard
- Spill- and dust-resistant key area
- Keycap tool to remove or customize keys
- Magnetic stripe reader (MSR) with a bidirectional swipe, light, and sound indicators (select models only)

Installation instructions

This section provides instructions for connecting the keyboard cable and installing the software.

Connecting the keyboard

If you are setting up a POS computer for the first time, complete the operating system installation process before connecting the HP POS Keyboard.

1. Place the keyboard on a flat surface near your POS work center. You can elevate the rear of the keyboard by inserting the feet into the housing using the holes on the left and right at the back side of the bottom enclosure.
2. Plug the keyboard's USB cable into a USB port on the POS computer.

Installing the software

You can download and install the software drivers required for your keyboard from HP Support.

1. Go to **http://www.hp.com/support**.
2. Select Software and Drivers.
3. Select your product type.
4. Type the name of your keyboard in the search field and follow the on-screen instructions.

Using the Magnetic Stripe Reader select models only

This section provides instructions for using the Magnetic Stripe Reader (MSR).

- Slide the card in either direction through the reader slot with the magnetic stripe on the card facing the reader at the top of the slot.
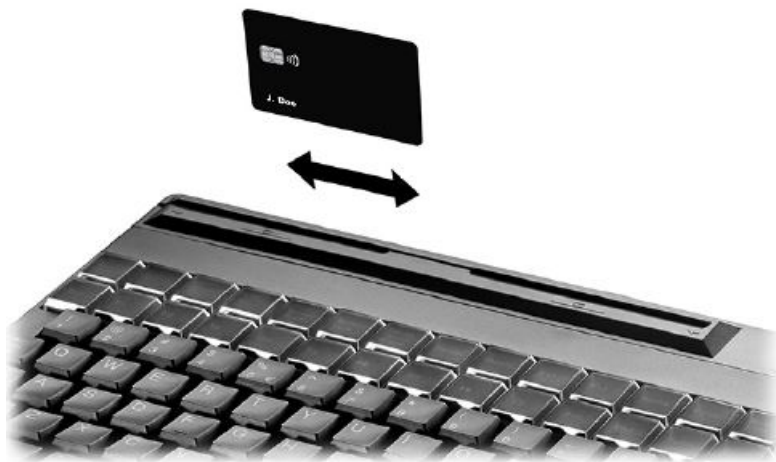
While swiping the card through the reader, the light turns off. After the magnetic stripe has been read, the light turns on, and a beep indicates a successful reading. If the light does not turn on, be sure that the card is facing the proper direction to enable the magnetic stripe to be read.

Cleaning the keyboard

Use these instructions to designate a specific key on your keyboard as the clean key and proceed with cleaning your keyboard.
Your keyboard features a key disable function to assist in cleaning the keyboard. This feature enables you to

designate a specific key on your keyboard as the clean key. When you press the clean key and hold it for approximately three seconds, all keys on the keyboard are disabled and can be wiped clean. This feature must be set up in Cherry Tools. See **https://cherry.de/download/us/download.php**.

1. After downloading the software, open it and select Programmable Keys.
2. From the keyboard diagram, select a key to designate as the clean key.
3. On the Programmable Keys screen, select Keyboard programming and then select Single key.
4. Select Next.
5. Select the lookup table next to Hex Value (Set 1 ScanCode).
6. Scroll down to Oxfc and select it.
7. Select OK.
8. Send the configuration to the keyboard by selecting Activate.
9. Press and hold your designated clean key for approximately three seconds or until the keyboard beeps and the lights on the keyboard begin a walking pattern. The keyboard is now disabled and you can wipe it clean.
10. To resume the regular key function, press and hold the clean key for one second. The keyboard beeps and the lights are restored to their regular function. The keyboard returns to the regular key function in 60 seconds.

Solving common issues

The following table lists possible issues, the possible cause of each issue, and the recommended solutions.

Common issues and solutions

Issue	Possible cause	Solution
Keyboard commands and typing are not recognized by the POS computer.	The keyboard is not connected to the POS computer.	Shut down the POS computer using the operating system. After the shutdown is complete, reconnect the keyboard to the back of the POS computer and restart the computer.
	The program in use has stopped responding to commands.	Shut down your POS computer using the touchpad and then restart the computer.
	The keyboard needs repairs.	See the options warranty document for details.

The keyboard does not work.	The operating system's USB drivers are not installed.	Install USB drivers: ● Restart the POS computer. ● Scan the POS computer for new hardware through the Windows Device Manager. ● Reinstall your operating system software. The operating system installation process for the POS computer might not have been not completed during the initial setup. If this is the case, you can use a mouse or standard keyboard until the operating system has been fully installed.
The magnetic stripe reader is not responding after swiping the card.	You experienced a bad read on the card.	Swipe the card again at a steady and medium speed. Review the orientation of the card stripe to be sure it is in contact with the reader at the top of the slot.
When the card is swiped into Microsoft Notepad, the Does MSR output double headers and terminators such as %% or ??.	The Start/Stop Character Output is turned on.	Turn off the Start/Stop Character Output.
When the card is swiped into Microsoft Notepad, the track read starts with a 5 or ends with a /.	The headers or terminators are not programmed correctly with a shift key.	Reprogram the headers or terminators with a shift key.

When the card is swiped into Microsoft Notepad, the track reads only shifted characters: %B$$%#^&*^())^@@#	The shift key was not released when a header or terminator was programmed.	Release the shift key and reprogram the header or terminator.
You see no output from MSR after swiping.	The Send Immediately track setting, which transfers data directly to the POS computer, is turned off.	Turn on the Send Immediately track setting.
	The Decoding field option, which specifies the format the magnetic card reads, is turned off.	Turn on the Decoding field option.

Technical specifications

This section provides specifications for your keyboard.

Technical specifications

Specification	Measurement
Keyboard	
Interface	USB 2.0 (full-speed composite device)
Power supply	-5 V dc ± 5% SELV
Current consumption (typical)	100 mA max
Storage temperature	-20°C to 60°C
Operating temperature range	0°C to 50°C
Cable length	Approximately 1.85 m (6 feet)
Magnetic stripe reader (select models only)	
Maximum number of tracks	Reads 1, 2, or 3 tracks of magnetic information
Slot	Bidirectional swipe
Indicators	Light and sound

Accessibility

HP's goal is to design, produce, and market products, services, and information that everyone everywhere can use, either on a stand-alone basis or with appropriate third-party assistive technology (AT) devices or applications.

HP and accessibility

Because HP works to weave diversity, inclusion, and work/life into the fabric of the company, it is reflected in everything HP does. HP strives to create an inclusive environment focused on connecting people to the power of technology throughout the world.

Finding the technology tools you need

Technology can unleash your human potential. Assistive technology removes barriers and helps you create independence at home, at work, and in the community. Assistive technology helps increase, maintain, and improve the functional capabilities of electronic and information technology. For more information, see Finding the best assistive technology on page 8.

The HP commitment

HP is committed to providing products and services that are accessible for people with disabilities. This commitment supports the company's diversity objectives and helps ensure that the benefits of technology are available to all. The HP accessibility goal is to design, produce, and market products and services that can be effectively used by everyone, including people with disabilities, either on a standalone basis or with appropriate assistive devices.

To achieve that goal, this Accessibility Policy establishes seven key objectives to guide HP actions. All HP managers and employees are expected to support these objectives and their implementation in accordance with their roles and responsibilities:

- Raise the level of awareness of accessibility issues within HP, and provide employees with the training they need to design, produce, market, and deliver accessible products and services.
- Develop accessibility guidelines for products and services, and hold product development groups accountable for implementing these guidelines where competitively, technically, and economically feasible.
- Involve people with disabilities in the development of accessibility guidelines and in the design and testing of products and services.
- Document accessibility features, and make information about HP products and services publicly available in an accessible form.
- Establish relationships with leading assistive technology and solution providers.
- Support internal and external research and development that improves assistive technology relevant to HP products and services.
- Support and contribute to industry standards and guidelines for accessibility.

International Association of Accessibility Professionals (IAAP)

IAAP is a not-for-profit association focused on advancing the accessibility profession through networking, education, and certification. The objective is to help accessibility professionals develop and advance their careers and to better enable organizations to integrate accessibility into their products and infrastructure.

As a founding member, HP joined to participate with other organizations to advance the field of accessibility. This commitment supports HP's accessibility goal of designing, producing, and marketing products and services that people with disabilities can effectively use. IAAP will make the profession strong by globally connecting individuals, students, and organizations to learn from one another. If you are interested in learning more, go to **http://www.accessibilityassociation.org** to join the online community, sign up for newsletters, and learn about

membership options.

Finding the best assistive technology
Everyone, including people with disabilities or age-related limitations, should be able to communicate, express themselves, and connect with the world using technology. HP is committed to increasing accessibility awareness within HP and with our customers and partners. Whether it's large fonts that are easy on the eyes, voice recognition that lets you give your hands a rest, or any other assistive technology to help with your specific situation—a variety of assistive technologies make HP products easier to use. How do you choose?

Assessing your needs
Technology can unleash your potential. Assistive technology removes barriers and helps you create independence at home, at work, and in the community. Assistive technology (AT) helps increase, maintain, and improve the functional capabilities of electronic and information technology.

You can choose from many AT products. Your AT assessment should allow you to evaluate several products, answer your questions, and facilitate your selection of the best solution for your situation. You will find that professionals qualified to do AT assessments come from many fields, including those licensed or certified in physical therapy, occupational therapy, speech/language pathology, and other areas of expertise. Others, while not certified or licensed, can also provide evaluation information. You will want to ask about the individual's experience, expertise, and fees to determine if they are appropriate for your needs.

Accessibility for HP products
These links provide information about accessibility features and assistive technology, if applicable and available in your country or region, that are included in various HP products. These resources will help you select the specific assistive technology features and products most appropriate for your situation.

- HP Aging & Accessibility: Go to **http://www.hp.com**, and type Accessibility in the search box. Select Office of Aging and Accessibility.
- HP computers: For Windows products, go to **http://www.hp.com/support**, and type Windows Accessibility Options in the Search our knowledge search box. Select the appropriate operating system in the results.
- HP Shopping, peripherals for HP products: Go to **http://store.hp.com**, select Shop, and then select Monitors or Accessories.

If you need additional support with the accessibility features of your HP product, see Contacting support on page 11.

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

- Microsoft Accessibility information (Windows and Microsoft Office)
- Google Products accessibility information (Android, Chrome, Google Apps)

Standards and legislation
Countries worldwide are enacting regulations to improve access to products and services for persons with disabilities. These regulations are historically applicable to telecommunications products and services, PCs and printers with certain communications and video playback features, their associated user documentation, and their customer support.

Standards
The US Access Board created Section 508 of the Federal Acquisition Regulation (FAR) standards to address access to information and communication technology (ICT) for people with physical, sensory, or cognitive disabilities. The standards contain technical criteria specific to various types of technologies, as well as performance-based requirements which focus on the functional capabilities of covered products. Specific criteria

cover software applications and operating systems, web-based information and applications, computers, telecommunications products, video and multimedia, and self-contained closed products.

Mandate 376 – EN 301 549
The European Union created the EN 301 549 standards within Mandate 376 as an online toolkit for public procurement of ICT products. The standard specifies the accessibility requirements applicable to ICT products and services, with a description of the test procedures and evaluation methodology for each requirement.

Web Content Accessibility Guidelines (WCAG)
Web Content Accessibility Guidelines (WCAG) from the W3C's Web Accessibility Initiative (WAI) helps web designers and developers create sites that better meet the needs of people with disabilities or age-related limitations.

WCAG advances accessibility across the full range of web content (text, images, audio, and video) and web applications. WCAG can be precisely tested, is easy to understand and use, and allows web developers flexibility for innovation. WCAG 2.0 has also been approved as ISO/IEC 40500:2012.

WCAG specifically addresses barriers to accessing the web experienced by people with visual, auditory, physical, cognitive, and neurological disabilities, and by older web users with accessibility needs. WCAG 2.0 provides characteristics of accessible content:

- Perceivable (for instance, by addressing text alternatives for images, captions for audio, adaptability of presentation, and color contrast)
- Operable (by addressing keyboard access, color contrast, timing of input, seizure avoidance, and navigability)
- Understandable (by addressing readability, predictability, and input assistance)
- Robust (for instance, by addressing compatibility with assistive technologies)

Legislation and regulations
Accessibility of IT and information has become an area of increasing legislative importance. These links provide information about key legislation, regulations, and standards.

- United States
- Canada
- Europe
- Australia

Useful accessibility resources and links

These organizations, institutions, and resources might be good sources of information about disabilities and age-related limitations.

NOTE:
This is not an exhaustive list. These organizations are provided for informational purposes only. HP assumes no responsibility for information or contacts you encounter on the internet. Listing on this page does not imply endorsement by HP.

Organizations

These organizations are a few of the many that provide information about disabilities and age-related limitations.

- American Association of People with Disabilities (AAPD)
- The Association of Assistive Technology Act Programs (ATAP)
- Hearing Loss Association of America (HLAA)
- Information Technology Technical Assistance and Training Center (ITTATC)
- Lighthouse International
- National Association of the Deaf
- National Federation of the Blind
- Rehabilitation Engineering & Assistive Technology Society of North America (RESNA)
- Telecommunications for the Deaf and Hard of Hearing, Inc. (TDI)
- W3C Web Accessibility Initiative (WAI)

Educational institutions

Many educational institutions, including these examples, provide information about disabilities and age-related limitations.

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

Other disability resources

Many resources, including these examples, provide information about disabilities and age-related limitations.

- ADA (Americans with Disabilities Act) Technical Assistance Program
- ILO Global Business and Disability network
- EnableMart
- European Disability Forum
- Job Accommodation Network
- Microsoft Enable

HP links

These HP-specific links provide information that relates to disabilities and age-related limitations.

- HP comfort and safety guide
- HP public sector sales

Contacting support

HP offers technical support and assistance with accessibility options for customers with disabilities.

NOTE: Support is in English only.

- Customers who are deaf or hard of hearing who have questions about technical support or accessibility of HP products:
    - Use TRS/VRS/WebCapTel to call (877) 656-7058 Monday through Friday, 6 a.m. to 9 p.m. Mountain Time.

- Customers with other disabilities or age-related limitations who have questions about technical support or accessibility of HP products:
  - Call (888) 259-5707 Monday through Friday, 6 a.m. to 9 p.m. Mountain Time.

Documents / Resources

(HP User Guide thumbnail)	**hp FK218AA USB POS Keyboard** [pdf] User Guide FK218AA, FK218AA USB POS Keyboard, USB POS Keyboard, POS Keyboard, Keyboard

References

- **HP® Computer and Laptop Store | HP.com**
- **AccessibilityAssociation**
- **Laptop Computers, Desktops, Printers, Ink & Toner | HP® Official Site**
- **hp.com/support**
- **ISO/IEC 40500:2012 - Information technology — W3C Web Content Accessibility Guidelines (WCAG) 2.0**
- **Accessibility Technology & Tools | Microsoft Accessibility**
- **index | HP® Official Site**
- **Public Sector Home | HP® Official Public Sector Site**