



HP Engage One Pro AiO Column Hub User Guide

SUMMARY

This guide provides information about components, installation procedures, and more.

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First Edition: May 2021

Document Part Number: M42658-001

Product notice

This user guide describes features that are common to most models. Some features might not be available on your computer.

Not all features are available in all editions or versions of Windows. Systems might require upgraded and/or separately purchased hardware, drivers, software or BIOS update to take full advantage of Windows functionality. Windows 10 is automatically updated, which is always enabled. ISP fees might apply and additional requirements might apply over time for updates. See <http://www.microsoft.com>.

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

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.

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1 Finding information

To locate resources that provide product details, how-to information, and more, use this table.

Table 1-1 Additional information

Resource	Contents
<i>Setup Instructions</i>	<ul style="list-style-type: none">• Overview of computer setup and features
HP support	<ul style="list-style-type: none">• Online chat with an HP technician
For HP support, go to http://www.hp.com/support , and follow the instructions to find your product.	<ul style="list-style-type: none">• Support telephone numbers
– or –	<ul style="list-style-type: none">• Replacement parts videos (select products only)
Type <code>support</code> in the taskbar search box, and then select HP Support Assistant . Then select Support .	<ul style="list-style-type: none">• Maintenance and service guides
– or –	<ul style="list-style-type: none">• HP service center locations
Select the question mark icon in the taskbar search box. Then select Support .	
<i>Safety & Comfort Guide</i>	<ul style="list-style-type: none">• Proper workstation setup
To access this guide:	<ul style="list-style-type: none">• Guidelines for posture and work habits that increase your comfort and decrease your risk of injury
▲ Type <code>HP Documentation</code> in the taskbar search box, and then select HP Documentation .	<ul style="list-style-type: none">• Electrical and mechanical safety information
– or –	
▲ Go to http://www.hp.com/ergo .	
IMPORTANT: You must be connected to the internet to access the latest version of the user guide.	
<i>Regulatory, Safety, and Environmental Notices</i>	<ul style="list-style-type: none">• Important regulatory notices, including information about proper battery disposal, if needed.
To access this document:	
▲ Type <code>HP Documentation</code> in the taskbar search box, and then select HP Documentation .	
<i>Limited Warranty*</i>	<ul style="list-style-type: none">• Specific warranty information about this computer
To access this document:	
▲ Type <code>HP Documentation</code> in the taskbar search box, and then select HP Documentation .	
– or –	
▲ Go to http://www.hp.com/go/orderdocuments .	
IMPORTANT: You must be connected to the internet to access the latest version of the user guide.	

Table 1-1 Additional information (continued)

Resource	Contents
	<p>*You can find your HP Limited Warranty located with the user guides on your product and/or on the CD or DVD provided in the box. In some countries or regions, HP might provide a printed warranty in the box. For countries or regions where the warranty is not provided in printed format, you can request a copy from http://www.hp.com/go/orderdocuments. For products purchased in Asia Pacific, you can write to HP at POD, PO Box 161, Kitchener Road Post Office, Singapore 912006. Include your product name, and your name, phone number, and postal address.</p>

2 Components

Your device features top-rated components. This chapter provides details about your components, where they are located, and how they work.

Column hub components

To identify the column hub features, use this illustration and table.

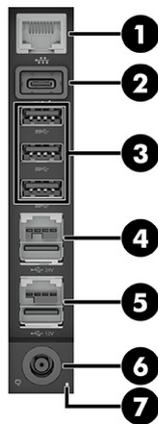


Table 2-1 Identifying the column hub features

Features			
1	RJ-45 (network) jack	5	Powered USB 12 V connector
2	USB Type-C® powered connector (27 W)	6	Power connector
3	USB SuperSpeed ports (3)	7	Power light
4	Powered USB 24 V connector		



NOTE: Many of the column hub ports are positioned close to each other. To remove cables with retention clips from the column hub, such as network cables, you might need to remove the cable from the above port so that you can press down on the retention clip of the cable.

3 Hardware setup

Use these sections to set up and configure your device.

Accessing and routing cables to the column hub

Use these sections to gain access to the column hub.

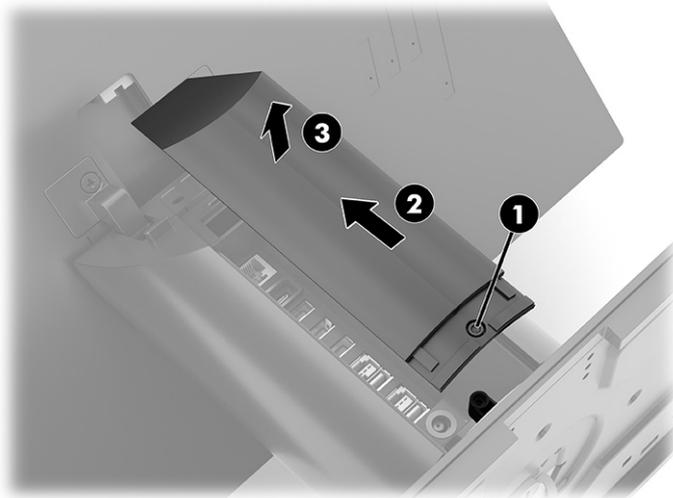
Connect cables to the column hub starting with the bottom port and working up in the following order:

- Power connector
- Powered USB ports
- USB Type-A ports
- USB Type-C port
- Network jack

Removing the door on the Performance stand

To remove the Performance stand door, use this procedure and illustration.

1. Loosen the captive screw (1).
2. Slide the door up (2), and then remove it from the stand (3).

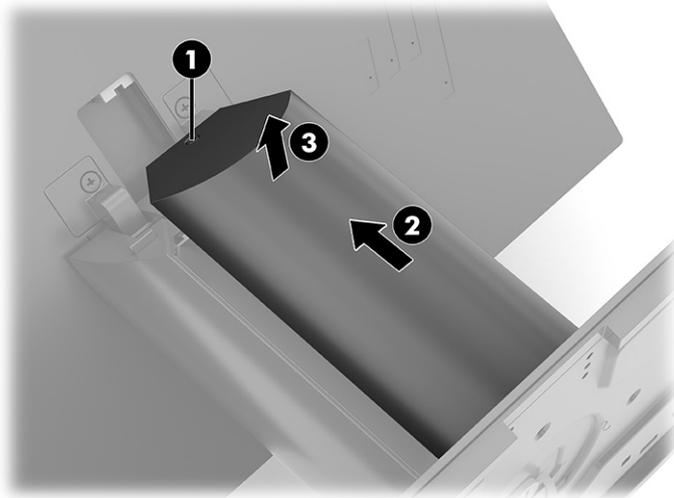


Removing the door on the Pro stand

To remove the Pro stand door, use this procedure and illustration.

1. Loosen the captive screw (1).

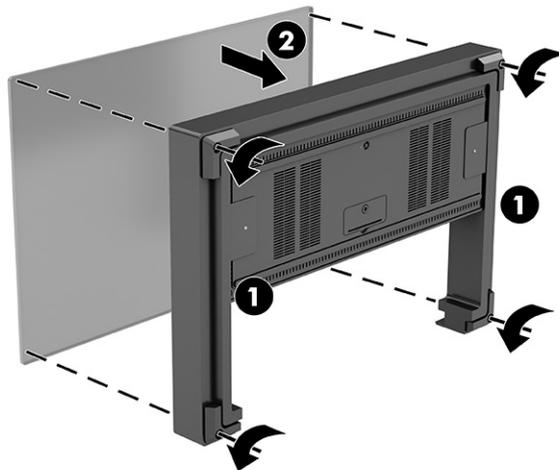
2. Lift the stand door up (2), and then remove it from the stand (3).



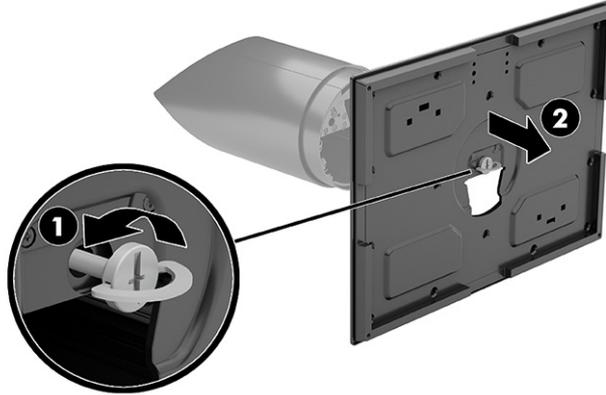
Installing the column hub

If your HP Engage One Pro came with the fanless hub and either the Performance stand or Pro stand, you can install the column hub into the system.

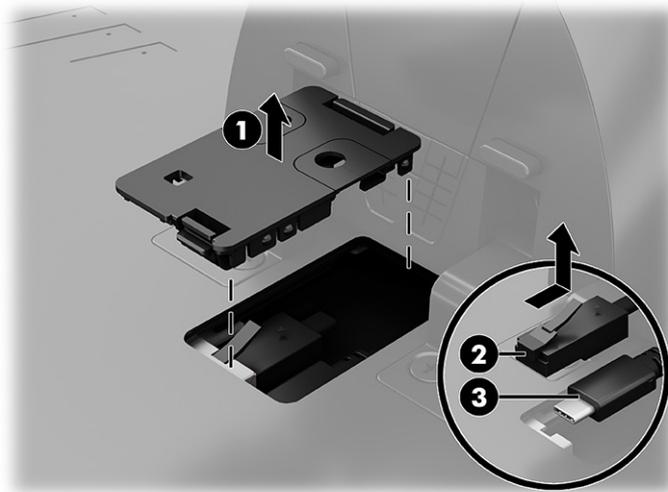
1. Remove the four screws that secure the fanless hub to the stability plate (1), and then remove the fanless hub (2). Be sure to disconnect the USB power cable connecting the fanless hub to the computer.



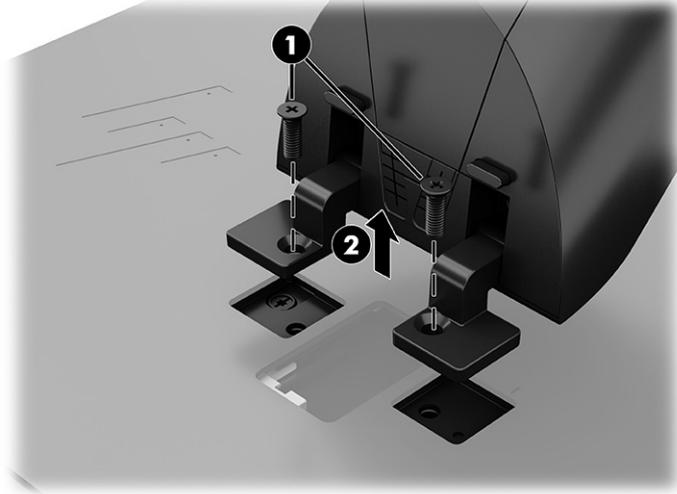
2. Loosen the thumbscrew that secures the stability plate to the stand (1), and then remove the stability plate (2).



3. Open the access door on the computer head unit (1), and then remove the network cable (2) and the USB power cable (3).



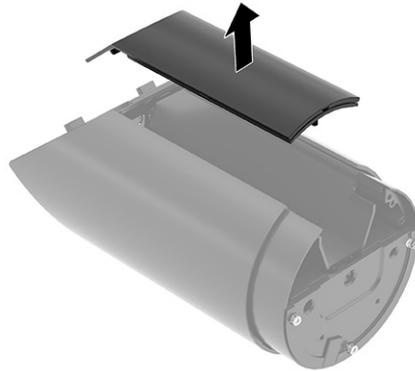
4. Remove the two M.5 screws that secure the computer head unit to the stand (1), and then remove the computer head unit from the stand (2).



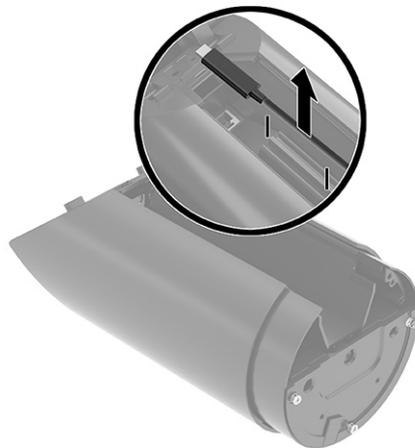
5. Remove the cap from the stand.



6. Remove the access door.



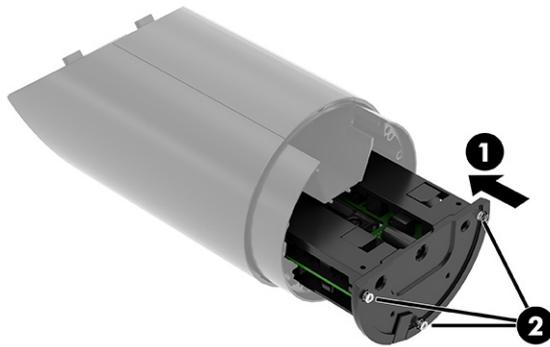
7. Remove the long USB power cable from the stand.



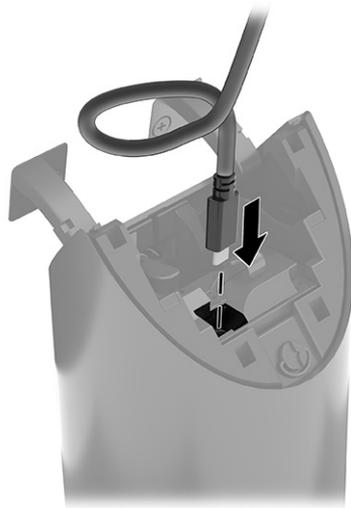
8. Remove the I/O blank from the stand. Replace the access door.



9. Insert the column hub into the stand (1), and then secure it with three screws (2).



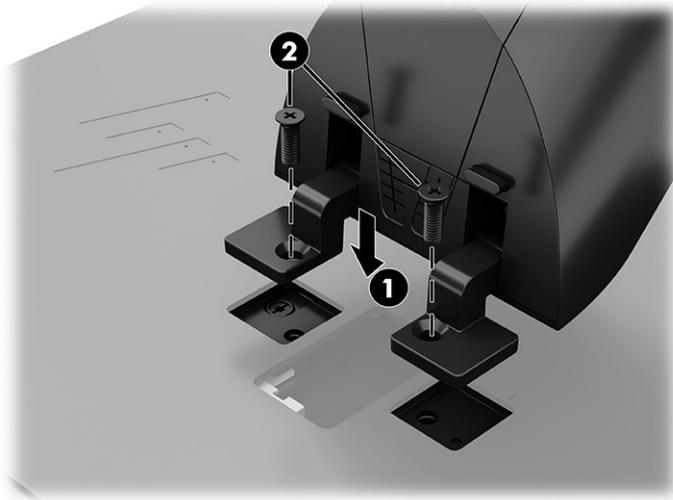
10. Connect the short USB power cable to the column hub and route it around the hook.



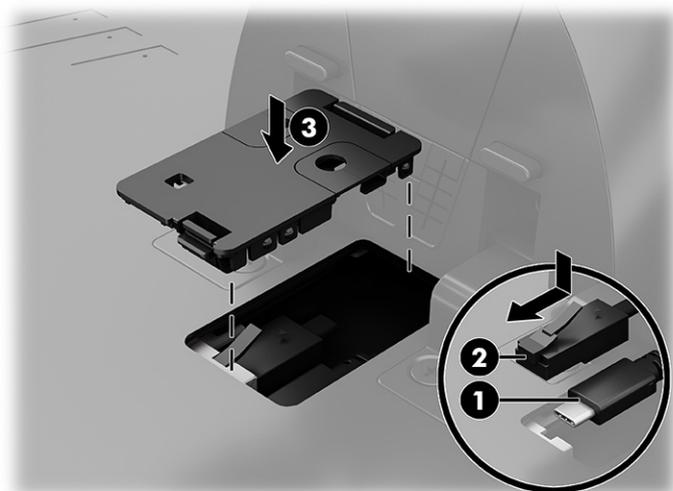
11. Close the stand cap.



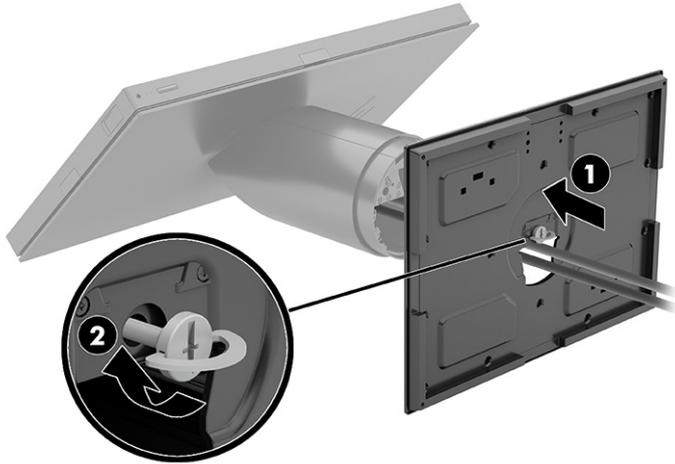
12. Align the stand with the computer head unit (1), and then secure it with two screws (2).



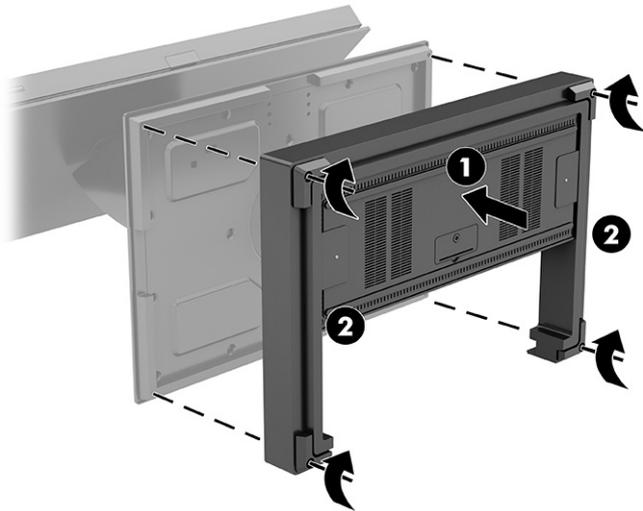
13. Connect the USB power cable (1) and the network cable (2) to the computer head unit, and then close the access door (3).



14. Align the stability base with the bottom of the stand (1), and then tighten the thumbscrew (2).



15. Open the access door and connect the fanless hub USB Type-C cable and the column hub 230 W AC adapter. Close the access door. See [Accessing and routing cables to the column hub on page 4](#).
16. Align the fanless hub with the stability base (1), and then secure it with four screws (2).



17. Connect a USB Type-C cable to the fanless hub (1), and secure it with the captive screw (2).



4 Electrostatic discharge

Electrostatic discharge is the release of static electricity when two objects come into contact—for example, the shock you receive when you walk across the carpet and touch a metal door knob.

A discharge of static electricity from fingers or other electrostatic conductors may damage electronic components.

 **IMPORTANT:** To prevent damage to the computer, damage to a drive, or loss of information, observe these precautions:

- If removal or installation instructions direct you to unplug the computer, first be sure that it is properly grounded.
 - Keep components in their electrostatic-safe containers until you are ready to install them.
 - Avoid touching pins, leads, and circuitry. Handle electronic components as little as possible.
 - Use nonmagnetic tools.
 - Before handling components, discharge static electricity by touching an unpainted metal surface.
 - If you remove a component, place it in an electrostatic-safe container.
-

5 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 16](#).

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 stand-alone 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>, type **Accessibility** in the search box. Select **Office of Aging and Accessibility**.
- **HP computers:** For Windows 7, Windows 8, and Windows 10, go to <http://www.hp.com/support>, 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 on your HP product, see [Contacting support on page 19](#).

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 \(Android, Chrome, Google Apps\)](#)

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 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 standard 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, 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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