Installation Guide
Advanced Stand

SUMMARY

This guide provides information about installing customer-facing displays onto the HP Engage One Pro All-in-One system.

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Product notice

This guide describes features that are common to most products. Some features might not be available on your docking station.

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

Table of contents

1 Installation procedure preliminary requirements 1

Tools required 1

Installation considerations 1

Plastic parts 1

Cables and connectors 1

Electrostatic discharge information 1

Generating static electricity 2

Preventing electrostatic damage to equipment 2

Personal grounding methods and equipment 3

Grounding the work area 3

Recommended materials and equipment 3

Packaging and transporting guidelines 4

2 Installation procedures 5

Head unit compatiblity 5

Head unit, Advanced Stand, Advanced Fanless Hub - attached, no customer-facing display (CFD) 5

Head unit, Advanced Stand, Advanced Fanless Hub - detached, stability plate, no customer-facing display (CFD) 15

Head unit, Advanced Stand, Advanced Fanless Hub - detached, stability plate, customer-facing display (CFD) 24

Index 32

1 Installation procedure preliminary requirements

Use this information to properly prepare to install different hardware configurations.

Tools required

You need the following tools to complete the installation procedures:

- Phillips P2 screwdriver

Installation considerations

The following sections include some of the considerations that you must keep in mind during installation procedures.

NOTE: As you install components, place the accompanying screws away from the work area to prevent damage.

Plastic parts

Using excessive force during installation can damage plastic parts.

Cables and connectors

Handle cables with extreme care to avoid damage.

IMPORTANT: Be sure that cables are placed in their proper locations during the installation process. Improper cable placement can damage the display.

Apply only the tension required to unseat or seat the cables during removal and insertion. Handle cables by the connector whenever possible. In all cases, avoid bending, twisting, or tearing cables. Be sure that cables are routed so that they cannot be caught or snagged.

Electrostatic discharge information

A sudden discharge of static electricity from your finger or other conductor can destroy static-sensitive devices or microcircuitry. Often the spark is neither felt nor heard, but damage occurs. An electronic device exposed to electrostatic discharge (ESD) might not appear to be affected at all and can work perfectly throughout a normal cycle. The device might function normally for a while, but it has been degraded in the internal layers, reducing its life expectancy.

Networks built into many integrated circuits provide some protection, but in many cases, the discharge contains enough power to alter device parameters or melt silicon junctions.

IMPORTANT: To prevent damage to the device when you remove or install internal components, observe these precautions:

- Keep components in their electrostatic-safe containers until you are ready to install them.
- Before touching an electronic component, discharge static electricity by using the guidelines described in Personal grounding methods and equipment on page 3.
- Avoid touching pins, leads, and circuitry. Handle electronic components as little as possible.
- If you remove a component, place it in an electrostatic-safe container.

Generating static electricity

Follow these static electricity guidelines.

- Different activities generate different amounts of static electricity.
- Static electricity increases as humidity decreases.

Table 1-1 Static electricity occurrence based on activity and humidity

Event	55% relative humidity	40% relative humidity	10% relative humidity
Walking across carpet	7500 V	15,000 V	35,000 V
Walking across vinyl floor	3000 V	5000 V	12,000 V
Motions of bench worker	400 V	800 V	6000 V
Removing dual in-line packages (DIPs) from plastic tube	400 V	700 V	2000 V
Removing DIPs from vinyl tray	2000 V	4000 V	11,500 V
Removing DIPs from polystyrene foam	3500 V	5000 V	14,500 V
Removing bubble pack from PCB (printed circuit board)	7000 V	20,000 V	26,500 V
Packing PCBs in foam-lined box	5000 V	11,000 V	21,000 V

NOTE: Multiple electric components can be packaged together in plastic tubes, trays, or polystyrene foam.

NOTE: As little as 700 V of static electricity can degrade a product.

Preventing electrostatic damage to equipment

Many electronic components are sensitive to ESD. Circuitry design and structure determine the degree of sensitivity.

The following packaging and grounding precautions are necessary to prevent static electricity damage to electronic components:

- To avoid hand contact, transport products in static-safe containers such as tubes, bags, or boxes.
- Protect all electrostatic parts and assemblies with conductive or approved containers or packaging.
- Keep electrostatic-sensitive parts in their containers until they arrive at static-free stations.
- Place items on a grounded surface before removing them from their container.
- Always be properly grounded when touching a sensitive component or assembly.

- Avoid contact with pins, leads, or circuitry.
- Place reusable electrostatic-sensitive parts from assemblies in protective packaging or conductive foam.

Personal grounding methods and equipment

Using certain equipment can prevent static electricity damage to electronic components.

- **Wrist straps** are flexible straps with a maximum of 1 MΩ ±10% resistance in the ground cords. To provide proper ground, wear a strap snug against bare skin. Verify that the ground cord is connected and fits snugly into the banana plug connector on the grounding mat or workstation.
- You can use **heel straps, toe straps, and boot straps** at standing workstations. These straps are compatible with most types of shoes or boots. On conductive floors or dissipative floor mats, use them on both feet with a maximum of 1 MΩ ±10% resistance between the operator and ground.

Table 1-2 **Static shielding protection levels**

Method	Voltage
Antistatic plastic	1500
Carbon-loaded plastic	7500
Metalized laminate	15,000

Grounding the work area

To prevent static damage at the work area, follow these precautions.

- Cover the work surface with approved static-dissipative material.
- Use a wrist strap connected to a properly grounded work surface and use properly grounded tools and equipment.
- Use static-dissipative mats, foot straps, or air ionizers to give added protection.
- Handle electrostatic sensitive components, parts, and assemblies by the case or PCB laminate. Handle them only at static-free work areas.
- Turn off power and input signals before inserting and removing connectors or test equipment.
- Use fixtures made of static-safe materials when fixtures must directly contact dissipative surfaces.
- Keep the work area free of nonconductive materials, such as ordinary plastic assembly aids and polystyrene foam.
- Use conductive field service tools, such as cutters, screwdrivers, and vacuums.
- Avoid contact with pins, leads, or circuitry.

Recommended materials and equipment

HP recommends certain materials and equipment to prevent static electricity.

- Antistatic tape
- Antistatic smocks, aprons, or sleeve protectors

- Conductive bins and other assembly or soldering aids
- Conductive foam
- Conductive tabletop workstations with ground cord of 1 MΩ ±10% resistance
- Static-dissipative table or floor mats with hard tie to ground
- Field service kits
- Static awareness labels
- Wrist straps and footwear straps providing 1 MΩ ±10% resistance
- Material handling packages
- Conductive plastic bags
- Conductive plastic tubes
- Conductive tote boxes
- Opaque shielding bags
- Transparent metallized shielding bags
- Transparent shielding tubes

Packaging and transporting guidelines

Follow these grounding guidelines when packaging and transporting equipment.

- To avoid hand contact, transport products in static-safe tubes, bags, or boxes.
- Protect ESD-sensitive parts and assemblies with conductive or approved containers or packaging.
- Keep ESD-sensitive parts in their containers until the parts arrive at static-free workstations.
- Place items on a grounded surface before removing items from their containers.
- Always be properly grounded when touching a component or assembly.
- Store reusable ESD-sensitive parts from assemblies in protective packaging or nonconductive foam.
- Use transporters and conveyors made of antistatic belts and roller bushings. Be sure that mechanized equipment used for moving materials is wired to ground and that proper materials are selected to avoid static charging. When grounding is not possible, use an ionizer to dissipate electric charges.

2 Installation procedures

Use the appropriate procedure to install the hardware for your desired configuration.

Table 2-1 **Configuration options**

	Head unit, Advanced Stand, Advanced Fanless Hub - attached, no customer-facing display (CFD) on page 5
	Head unit, Advanced Stand, Advanced Fanless Hub - detached, stability plate, no customer-facing display (CFD) on page 15
	Head unit, Advanced Stand, Advanced Fanless Hub - detached, stability plate, customer-facing display (CFD) on page 24

Head unit compatiblity

This section indicates the head units that are compatible with the two Advanced Stands.

NOTE: The HP Engage One Pro G2 23.8" portrait head unit is not compatible with either of the Advanced Stands.

Table 2-2 **Head unit compatiblity**

	G2 AIO Low Torque Black Advanced Stand (CJ3C0AA)	G2 AIO High Torque Black Advanced Stand (CJ3C1AA)
Compatible head units	HP Engage One Pro G2 15.6" landscape	HP Engage One Pro G2 15.6" portrait
		HP Engage One Pro G2 19.5" landscape
		HP Engage One Pro G2 19.5" portrait (only non-CFD configurations)
		HP Engage One Pro G2 23.8" landscape

Head unit, Advanced Stand, Advanced Fanless Hub - attached, no customer-facing display (CFD)

Use this procedure and these illustrations to install the configuration comprised of the head unit, stand, attached hub, and no CFD.

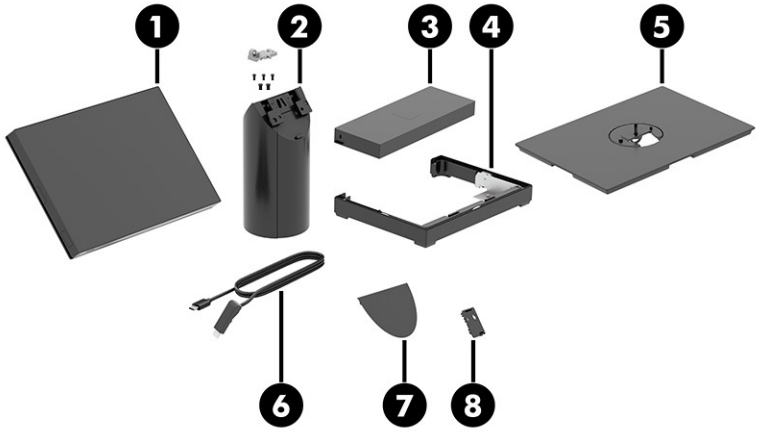


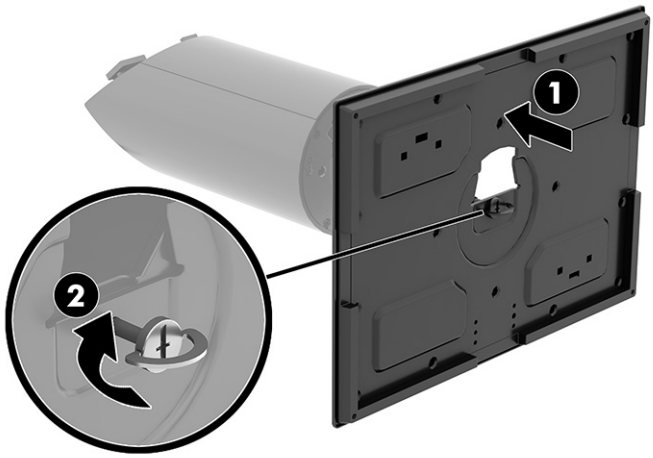
Table 2-3 Identifying configuration components

	Component		Component
(1)	HP Engage One Pro G2 head unit	(5)	HP Engage One Pro AiO Stability Plate (1A4E5AA)
(2)	HP Engage One Pro Advanced Stand, includes: • Cable clip • 2 screws for the head unit • 3 screws for the cable clip See Head unit compatiblity on page 5 for part numbers and head unit compatibility.	(6)	HP Engage One Pro 0.5m USB-C cable, black (2Z8N0AA)
(3)	HP Engage One Pro Advanced Fanless Hub (9YH40AA#xxx)	(7)	HP All-in-One Black Advanced Stand Non-CFD Kit (CJ3C2AA) (includes half-moon plate)
(4)	HP Engage One Pro U-shape Hub Adapter (9YH43AA); includes spacer	(8)	Head unit cable cover (ships with head unit)

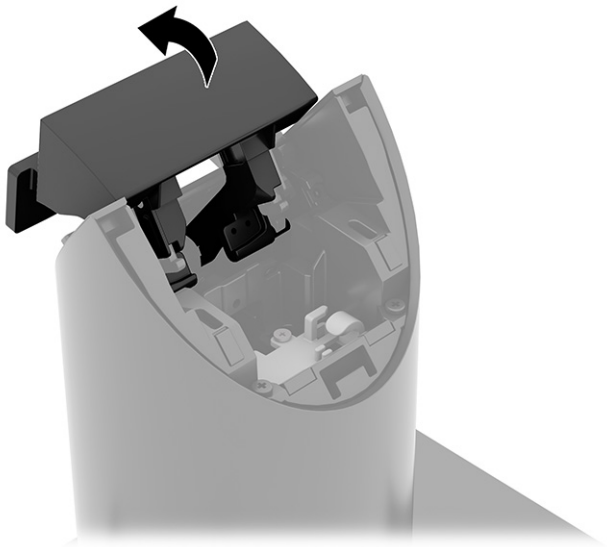
Install this configuration:

1. Place the stability plate **(1)** onto the bottom of the stand.

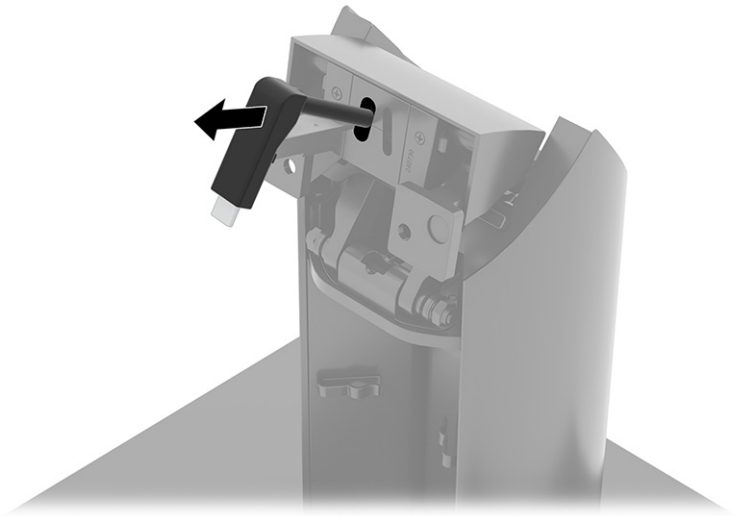
2. Tighten the thumbscrew **(2)**.



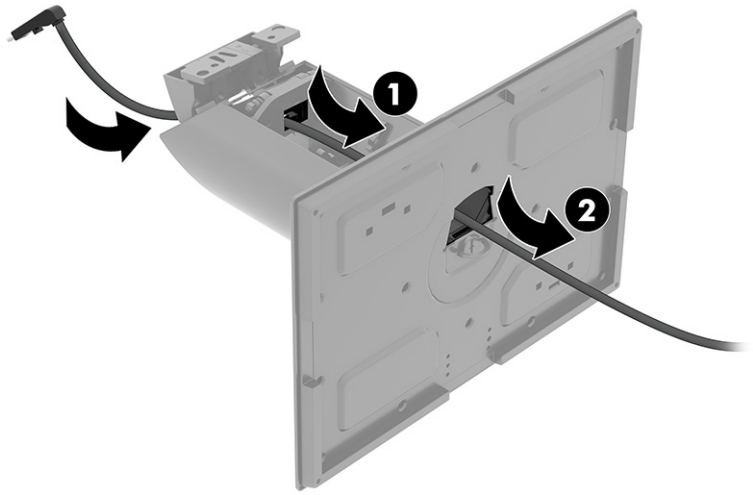
3. On the top of the stand, push the angular hinge upward.



4. Push the USB-C cable through the hole in the stand.

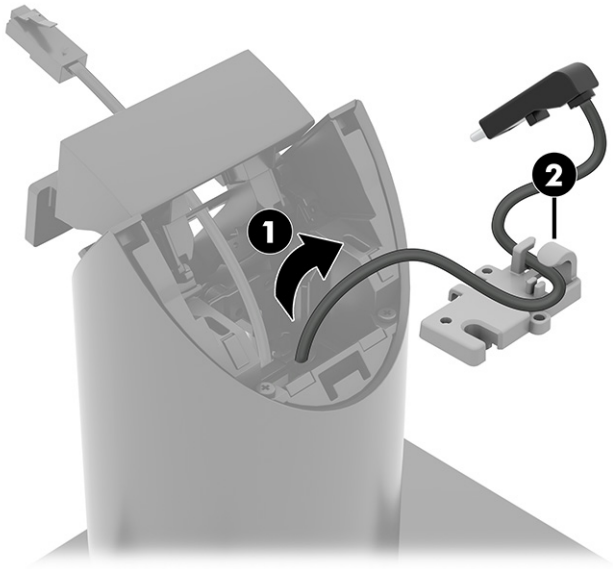


5. Insert the right angle USB cable through the hole **(1)** in the top of the column.
6. Insert the cable down through the stand column **(2)**.

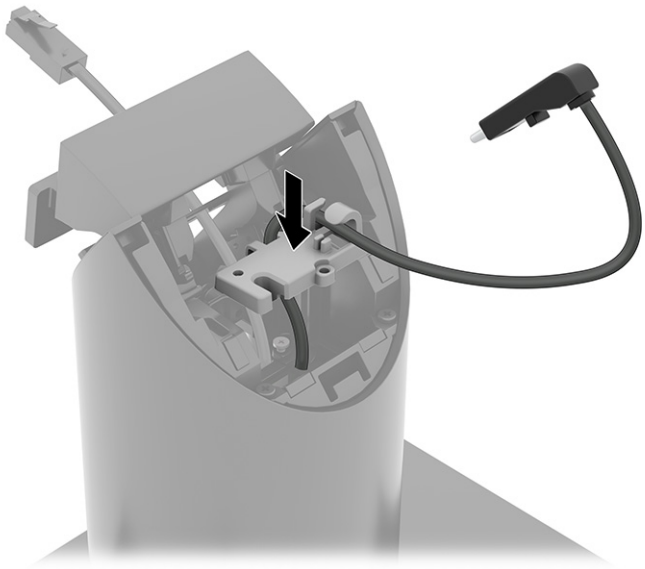


7. Pull the 0.5 m USB cable **(1)** out of the top of the stand far enough to connect the cable clip.

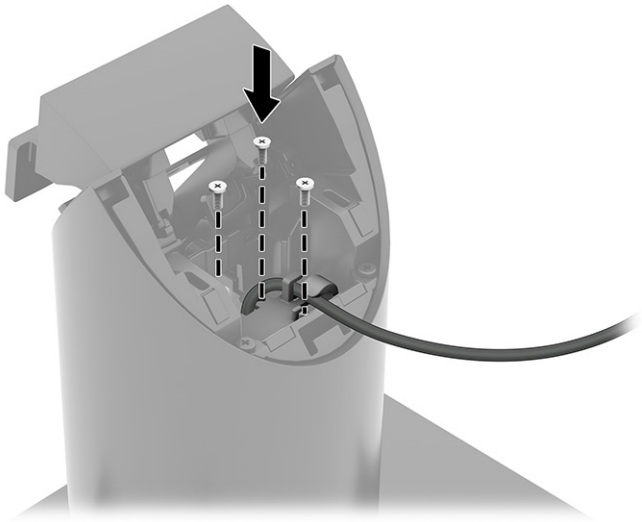
8. Create a small loop before the cable exits the clip, and then hook the cable clip **(2)** onto the USB cable. To prevent damage to the cable, be sure the distance between the connector and the cable clip is approximately 44.5 mm (1.75 in).



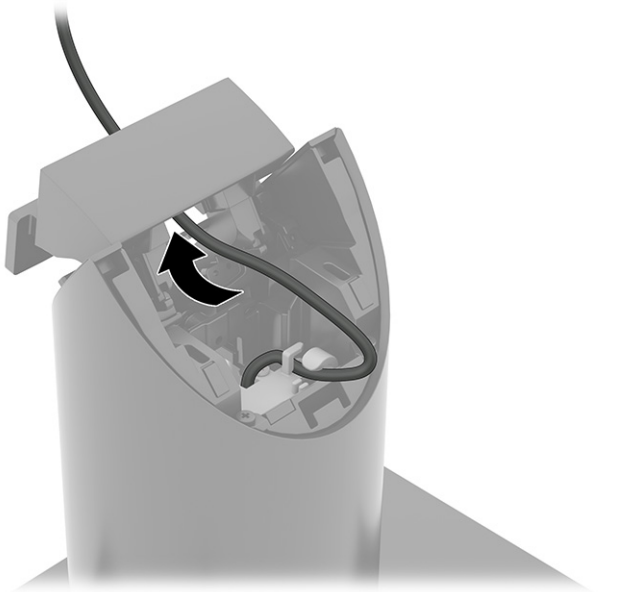
9. Insert the cable clip into the stand.



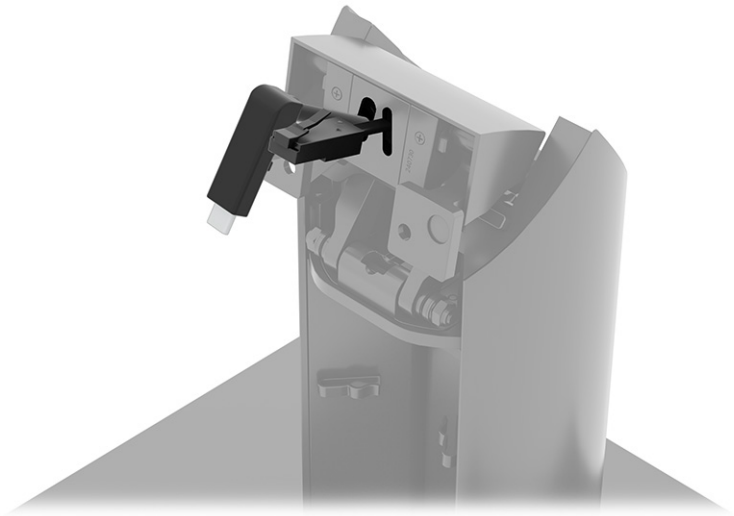
10. Install three Phillips screws into the cable clip to secure it to the inside of the stand.



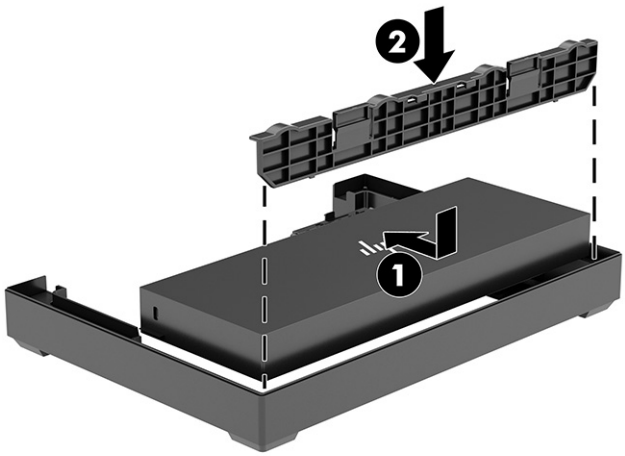
11. Push the USB cable through to the front of the stand.



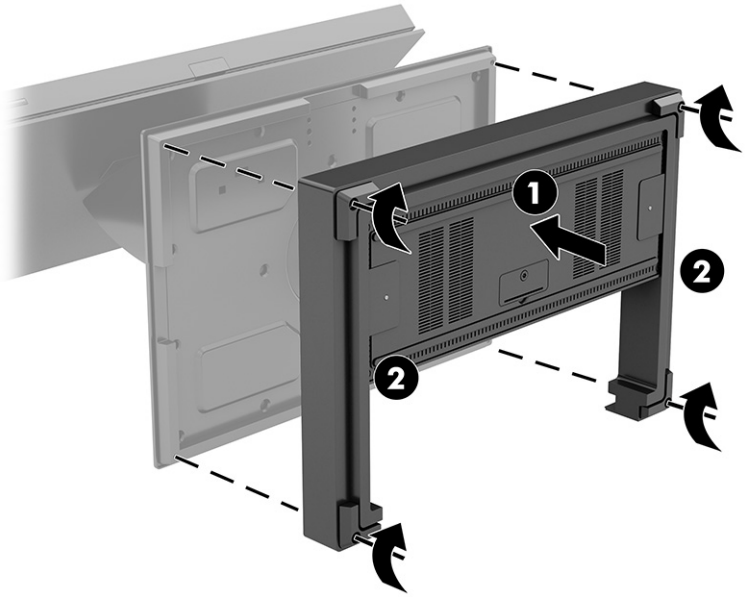
12. Use the following illustration to verify correct cable installation.



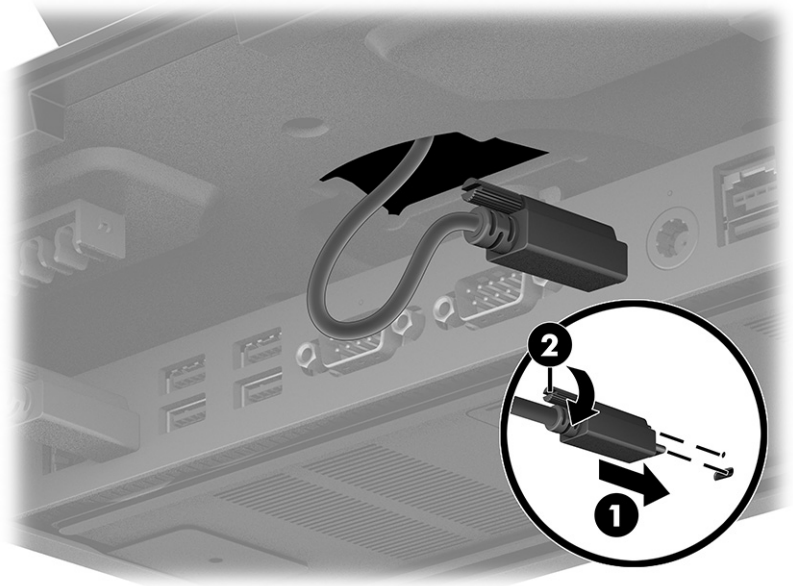
13. Place the hub **(1)** into the frame, and then slide it forward into place.
14. Insert the spacer **(2)** in front of the hub to secure it in place.



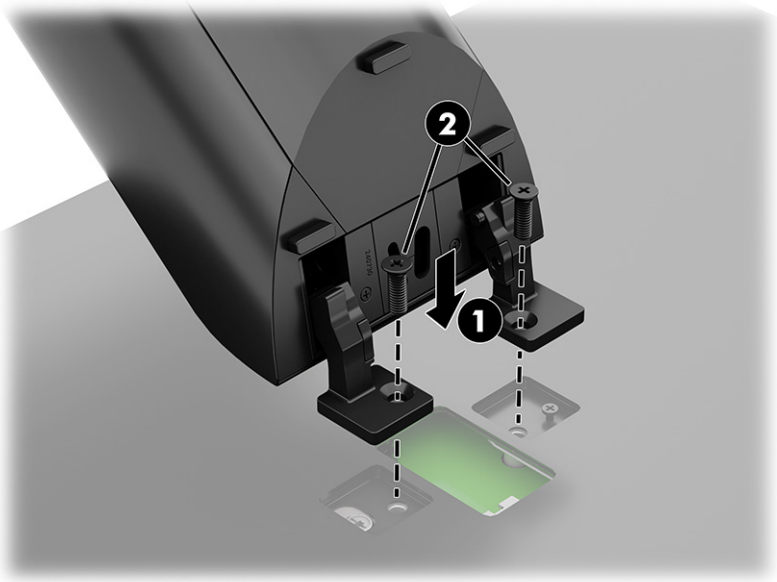
15. Place the hub assembly **(1)** onto the bottom of the stability plate, and then tighten the four screws **(2)**.



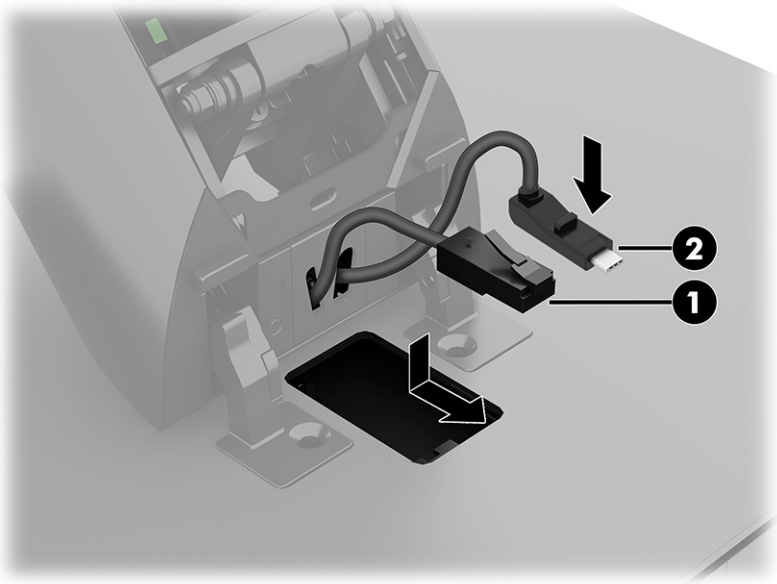
16. Connect the USB cable **(1)** to the hub, and then secure the screw **(2)**.



17. Place the stand brackets **(1)** into the back of the head unit, and then install two Phillips screws **(2)**.

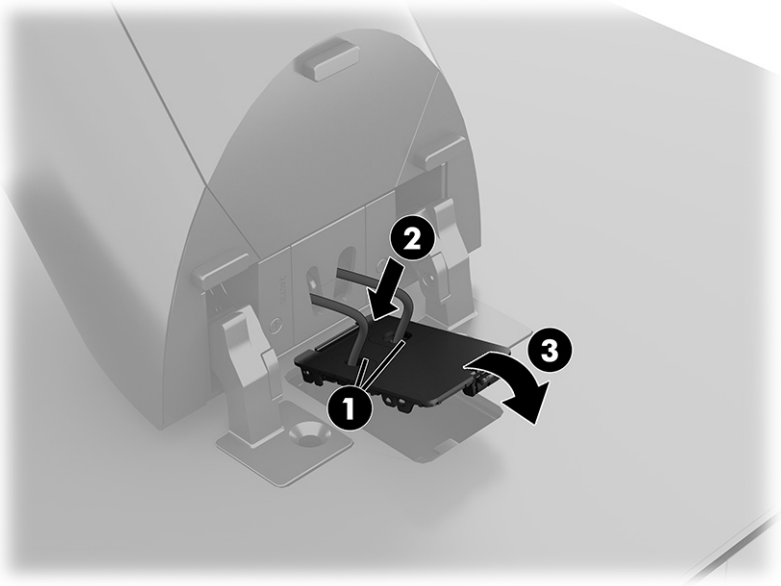


18. Connect the network cable **(1)** and the USB cable **(2)** to the head unit.

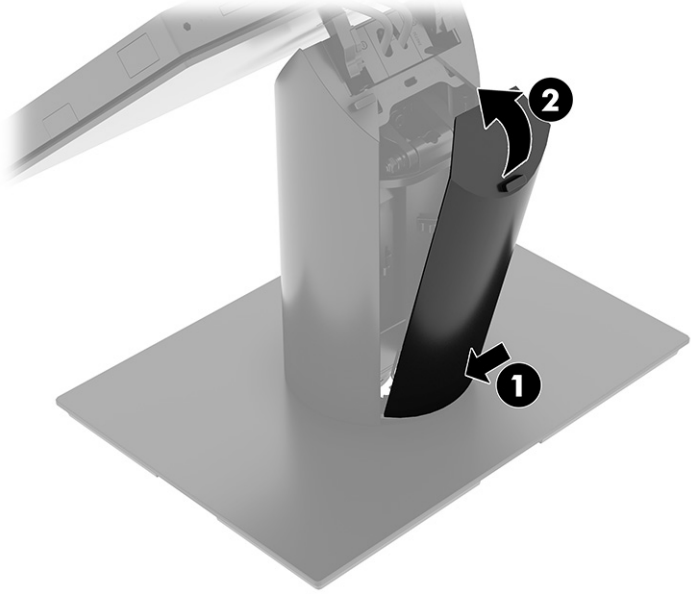


19. Insert the cables **(1)** into the cable cover.

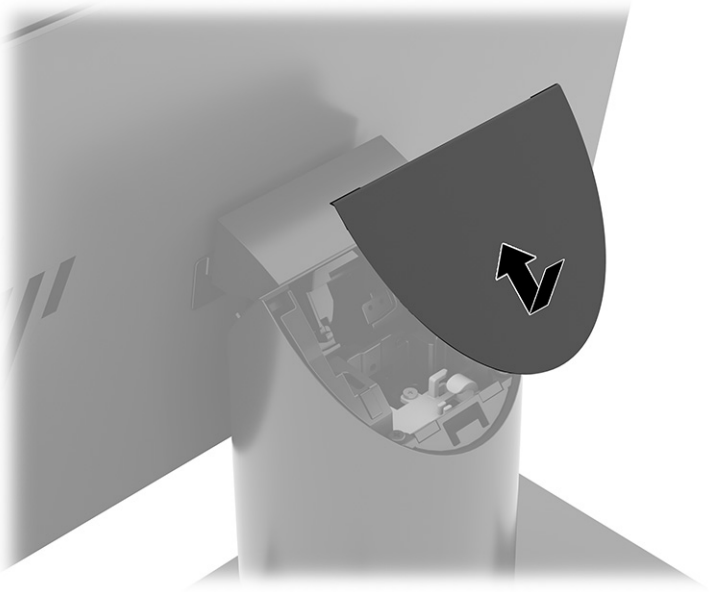
20. Insert the back of the cable cover **(2)** into the cable cavity, and then rotate the cover **(3)** down until it snaps into place.



21. Insert the bottom of the backplate **(1)** into the stand, and then rotate the backplate **(2)** up until it clicks into place.



22. Install the top plate onto the stand.



23. Use the following illustration to verify a correctly installed configuration.



Head unit, Advanced Stand, Advanced Fanless Hub - detached, stability plate, no customer-facing display (CFD)

Use this procedure and these illustrations to install the configuration comprised of the head unit, stand, detached hub, and no CFD.

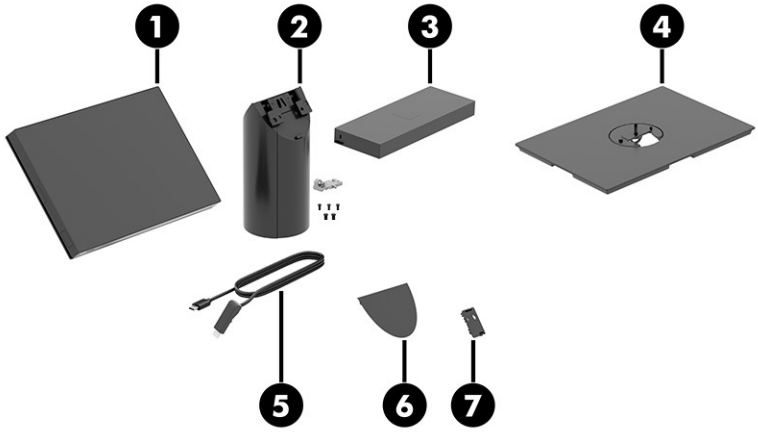


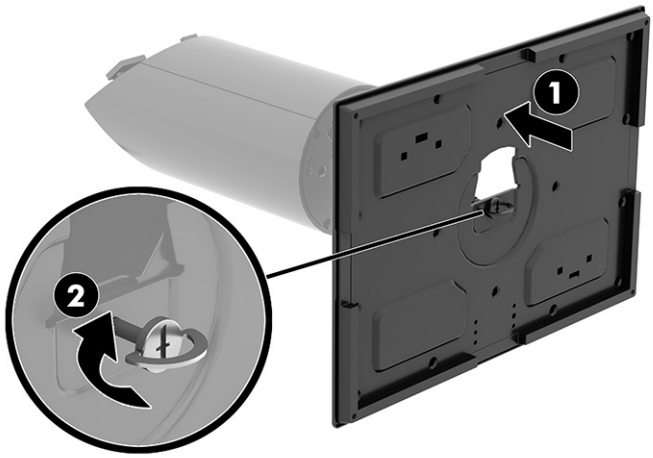
Table 2-4 Identifying configuration components

	Component		Component
(1)	HP Engage One Pro G2 head unit	(5)	HP Engage One Pro 2m USB-C cable, black (2Z8M9AA)
(2)	HP Engage One Pro Advanced Stand, includes: • Cable clip • 2 screws for the head unit • 3 screws for the cable clip See Head unit compatiblity on page 5 for part numbers and head unit compatibility.	(6)	HP All-in-One Black Advanced Stand Non-CFD Kit (CJ3C2AA) (includes half-moon plate)
(3)	HP Engage One Pro Advanced Fanless Hub (9YH40AA#xxx)	(7)	Head unit cable cover (ships with head unit)
(4)	HP Engage One Pro AiO Stability Plate (1A4E5AA)		

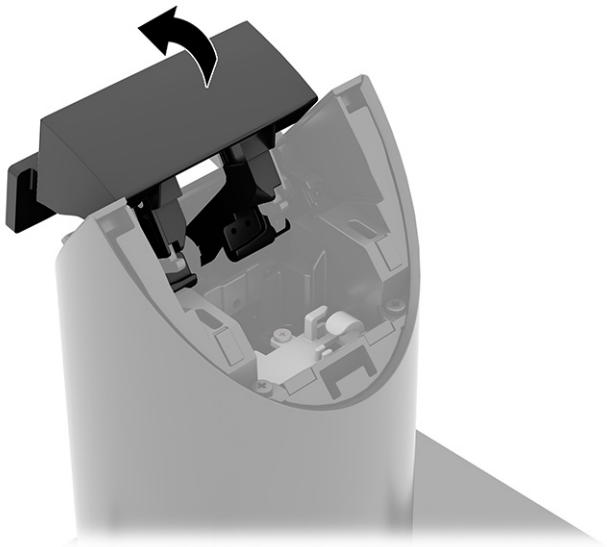
Install this configuration:

1. Place the stability plate **(1)** onto the bottom of the stand.

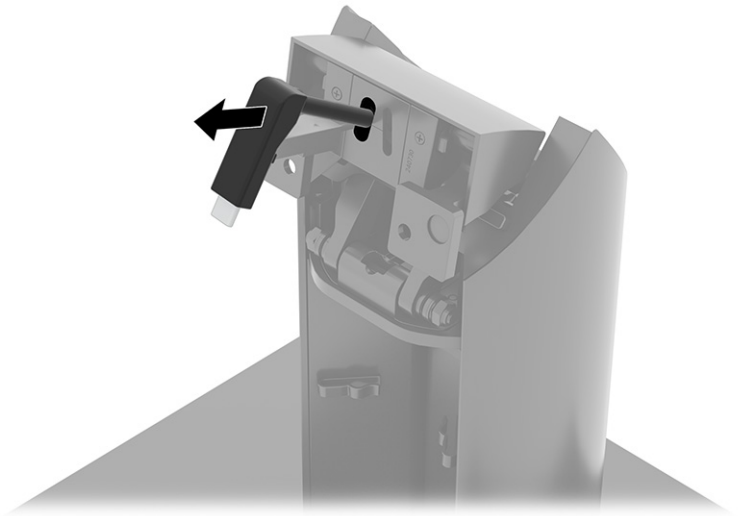
2. Tighten the thumbscrew **(2)**.



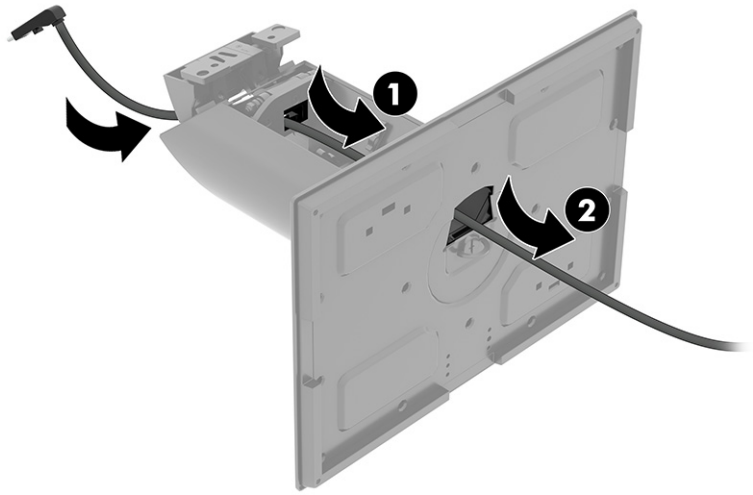
3. On the top of the stand, push the angular hinge upward.



4. Push the USB-C cable through the hole in the stand.

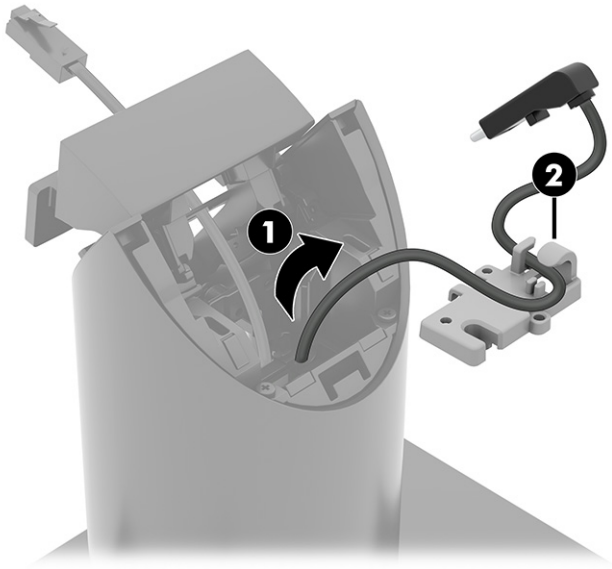


5. Insert the right angle USB cable through the hole **(1)** in the top of the column.
6. Insert the cable down through the stand column **(2)**.

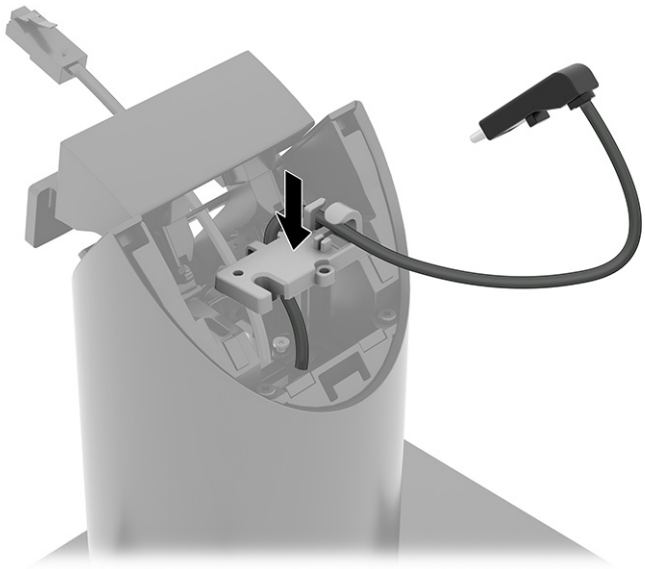


7. Pull the 2.0 m USB cable **(1)** out of the top of the stand far enough to connect the cable clip.

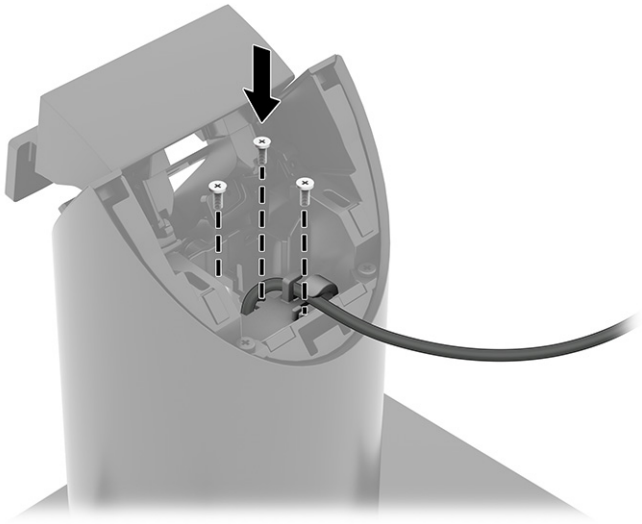
8. Create a small loop before the cable exits the clip, and then hook the cable clip **(2)** onto the USB cable. To prevent damage to the cable, be sure the distance between the connector and the cable clip is approximately 44.5 mm (1.75 in).



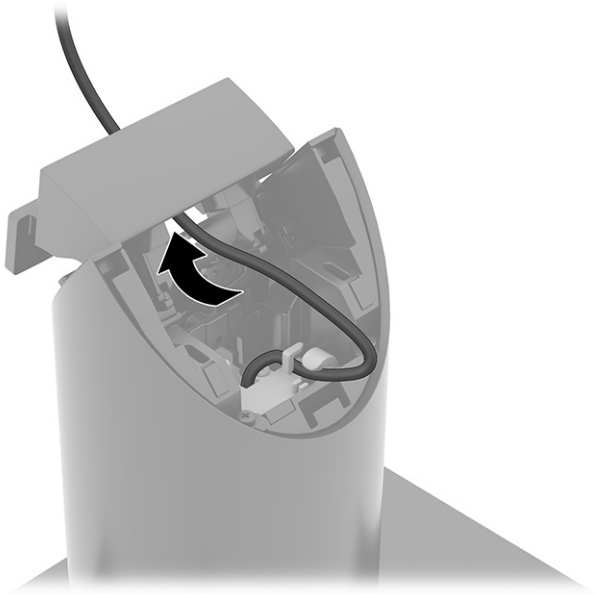
9. Insert the cable clip into the stand.



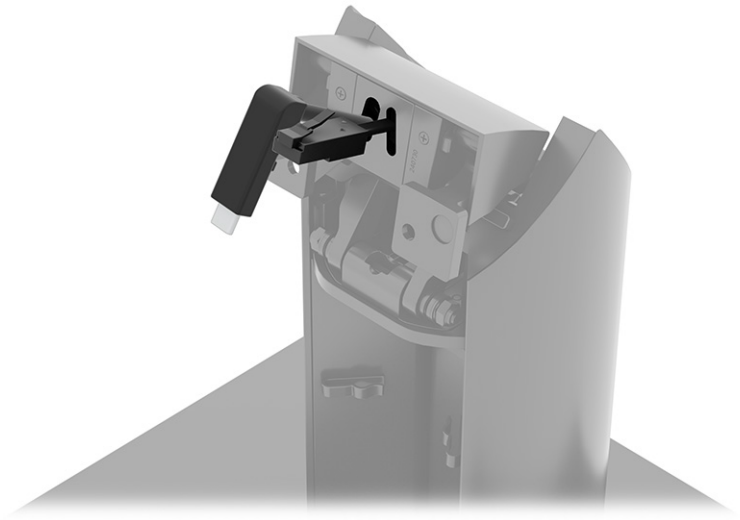
10. Install three Phillips screws into the cable clip to secure it to the inside of the stand.



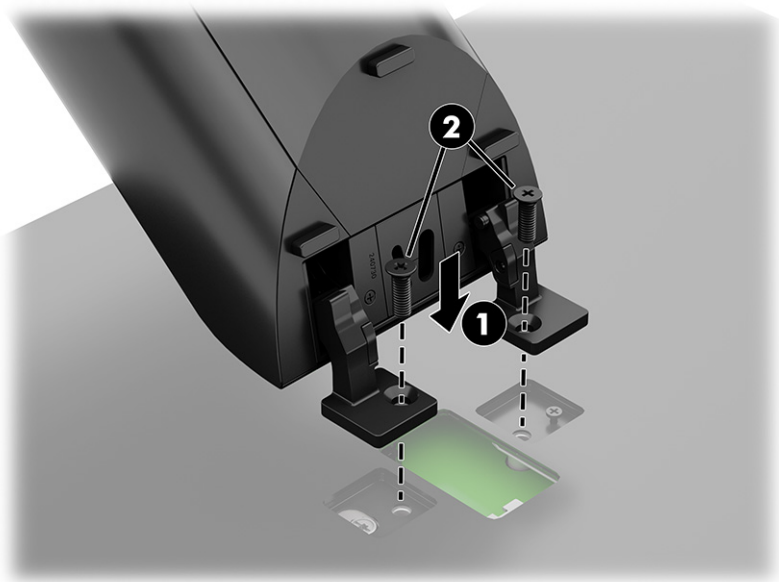
11. Push the USB cable through to the hole in the front of the stand.



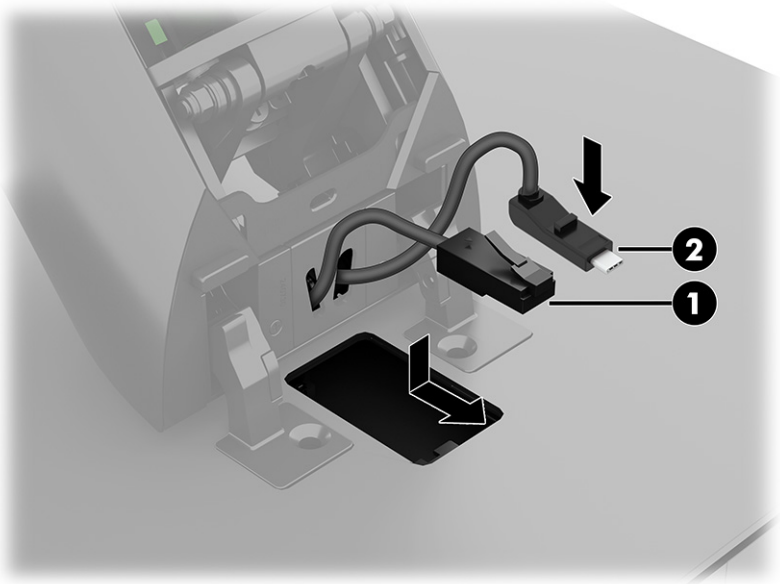
12. Use the following illustration to verify correct cable installation.



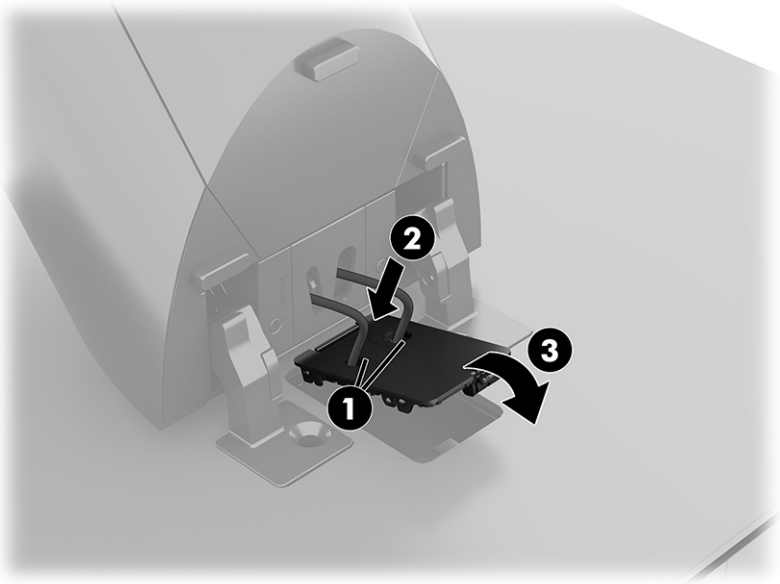
13. Place the stand brackets **(1)** into the back of the head unit, and then install two Phillips screws **(2)**.



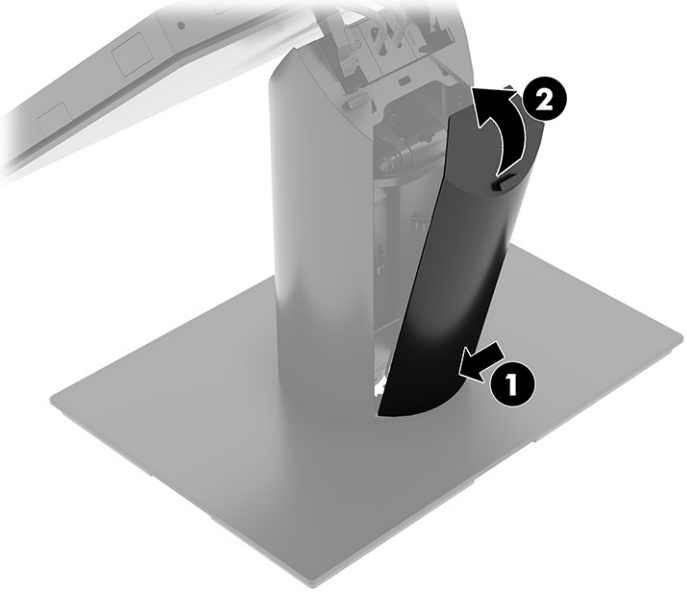
14. Connect the network cable **(1)** and the USB cable **(2)** to the head unit.



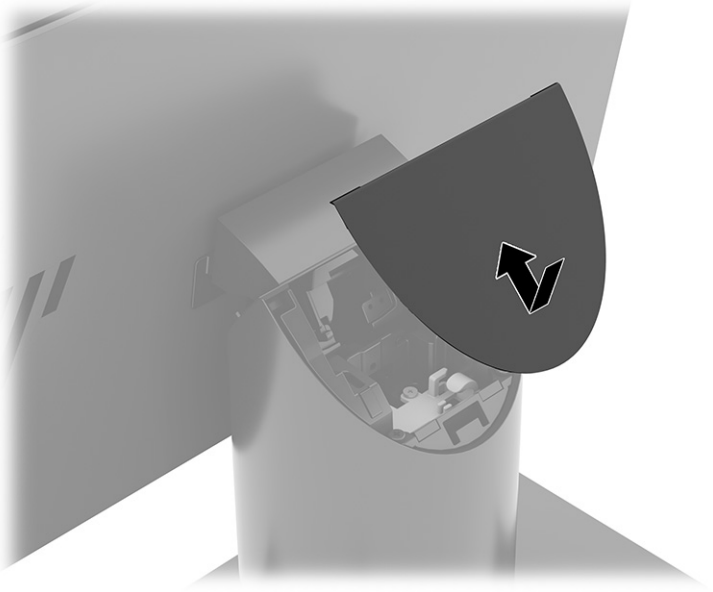
15. Insert the cables **(1)** into the cable cover.
16. Insert the back of the cable cover **(2)** into the cable cavity, and then rotate the cover **(3)** down until it snaps into place.



17. Insert the bottom of the backplate **(1)** into the stand, and then rotate the backplate **(2)** up until it clicks into place.

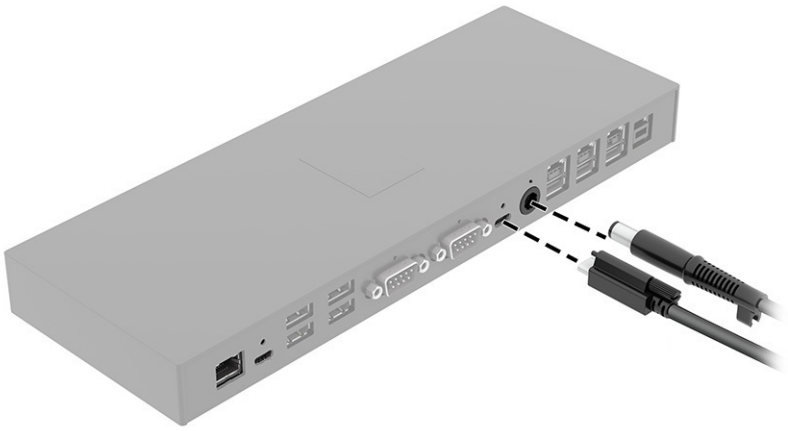


18. Install the top plate onto the stand.



19. Mount the hub at your desired location.

20. Connect the cables to the hub.



21. Use the following illustration to verify a correctly installed configuration.



Head unit, Advanced Stand, Advanced Fanless Hub - detached, stability plate, customer-facing display (CFD)

Use this procedure and these illustrations to install the configuration comprised of the head unit, stand, detached hub, and a CFD.

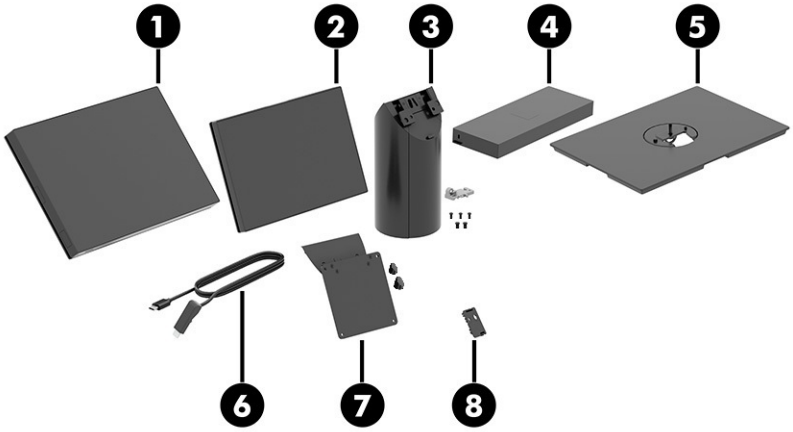
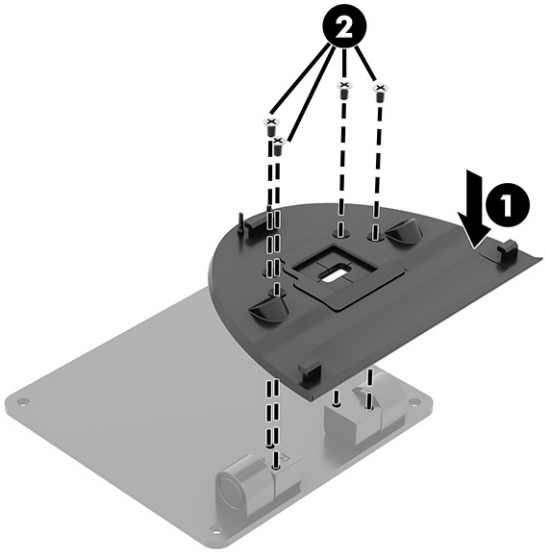


Table 2-5 Identifying configuration components

	Component		Component
(1)	HP Engage One Pro G2 head unit	(5)	HP Engage One Pro AiO Stability Plate (1A4E5AA)
(2)	HP Engage One 10-inch CFD: These CFDs do not require a separately purchased VESA plate: • 3F1W8AA#AC3 • 3F1W9AA#AC3 These CFDs require the HP Engage 10-in Display VESA Plate (2WY48AA): • C3QT0AA • C3QT1AA • C3QT2AA • C3QT3AA	(6)	HP Engage One Pro 2.0 m USB-C cable, black (2Z8M9AA)
(3)	HP Engage One Pro Advanced Stand, includes: • Cable clip • 2 screws for the head unit • 3 screws for the cable clip See Head unit compatiblity on page 5 for part numbers and head unit compatibility.	(7)	HP Engage One Pro All-in-One Black Advanced Stand CFD Kit (CJ3C3AA), includes the following parts: • VESA plate cover (shown) • VESA mount (shown) • 2 rubber covers for the screws in the VESA plate cover (shown) • 4 screws to attach VESA plate cover to the VESA mount • 4 screws to connect the CFD to the VESA mount • 2 hinge stopper brackets + 2 screws, to prevent the tilt of the head unit
(4)	HP Engage One Pro Advanced Fanless Hub (9YH40AA#xxx)	(8)	Head unit cable cover (ships with the head unit)

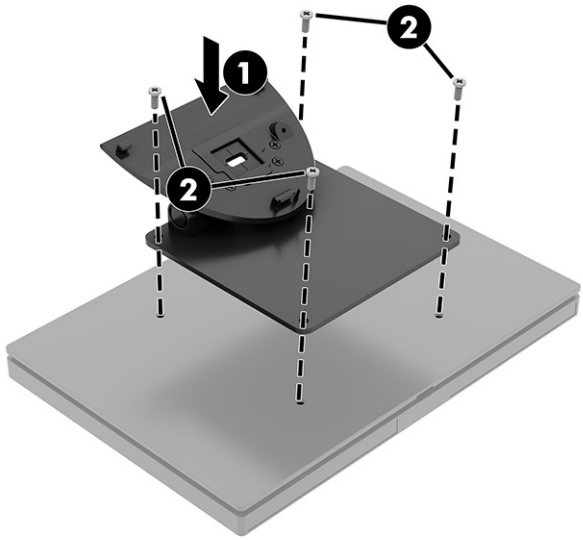
Install this configuration:

1. Follow instructions 1 to 17 of Head unit, Advanced Stand, Advanced Fanless Hub - detached, stability plate, no customer-facing display (CFD) on page 15.
2. Place the stand top cover **(1)** onto the CFD bracket.
3. Install four screws **(2)**.

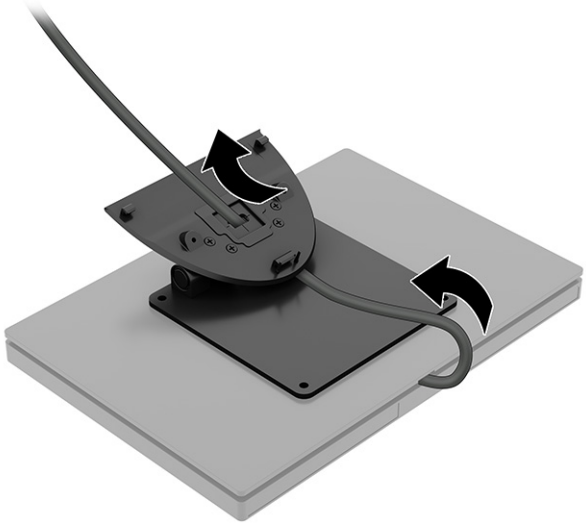


4. Place the bracket/cover assembly **(1)** onto the back of the CFD.
5. Install four screws **(2)**.

NOTE: If installing an HP Engage 10t Display, be sure to first install the VESA plate onto the back of the display.

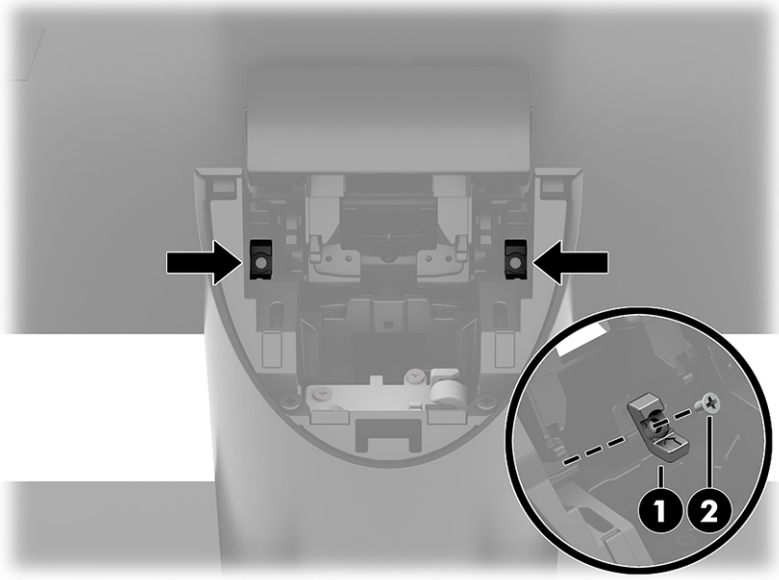


6. Insert the cable through the opening in the stand top cover.

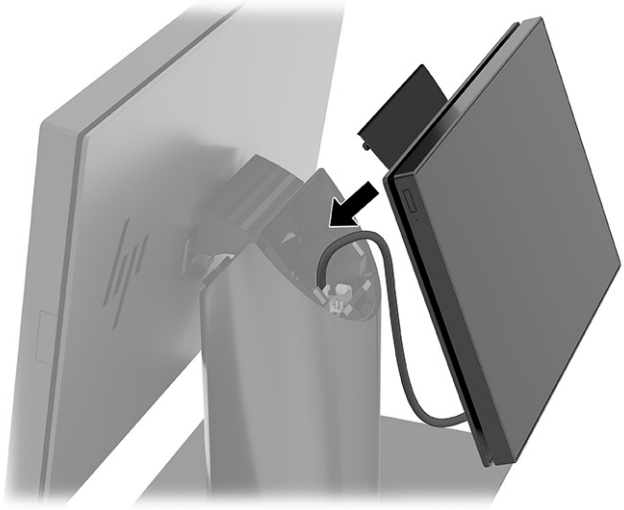


7. Install the hinge stoppers **(1)** into the stand, and then install a screw **(2)** to secure each stopper.

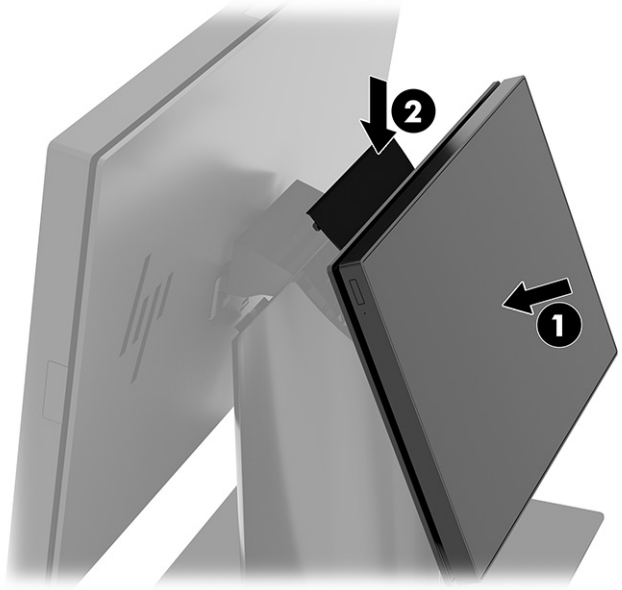
IMPORTANT: You must install the hinge stoppers to avoid damage to the head unit and CFD.



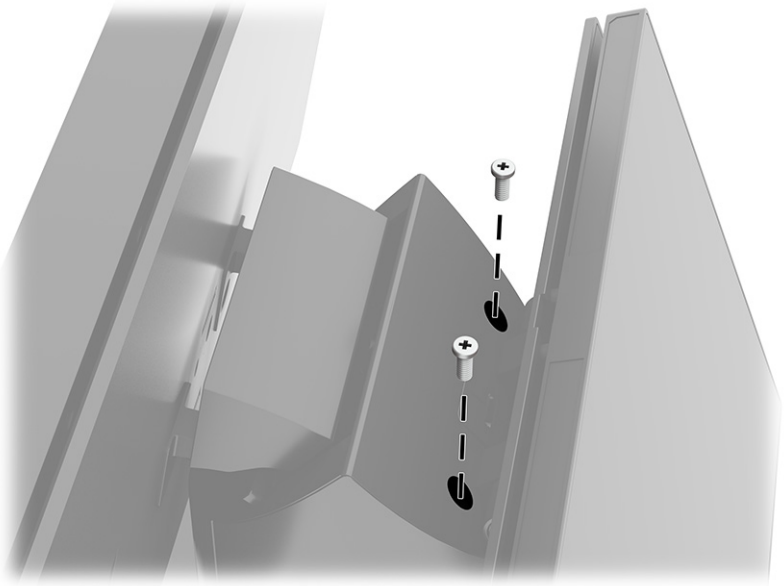
8. Insert the CFD cable through the top of the stand.



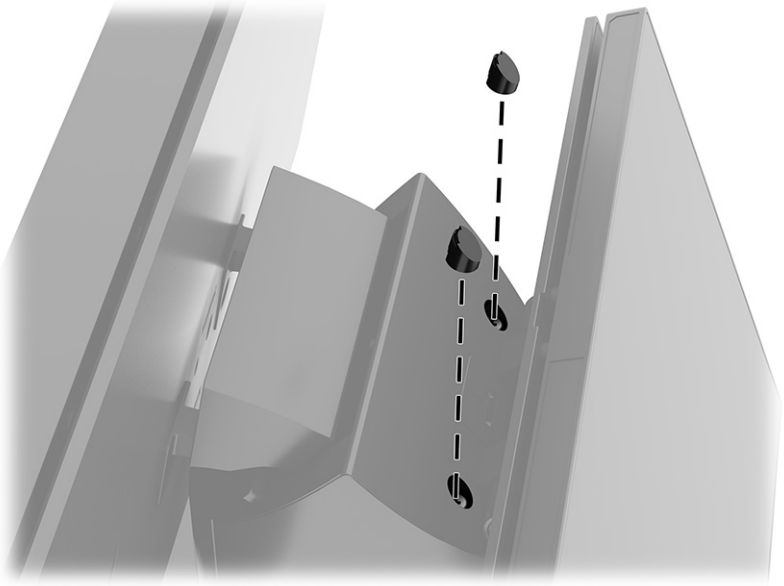
9. Place the stand top CFD bracket (with CFD attached) **(1)** onto the top of the stand.
10. Slide the bracket **(2)** down to lock it in place.



11. Install two Phillips screws.

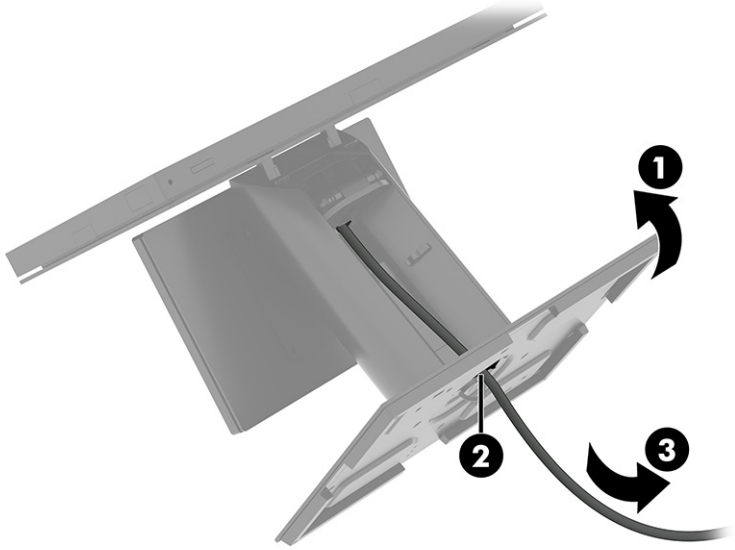


12. Install the rubber inserts over the two screws.

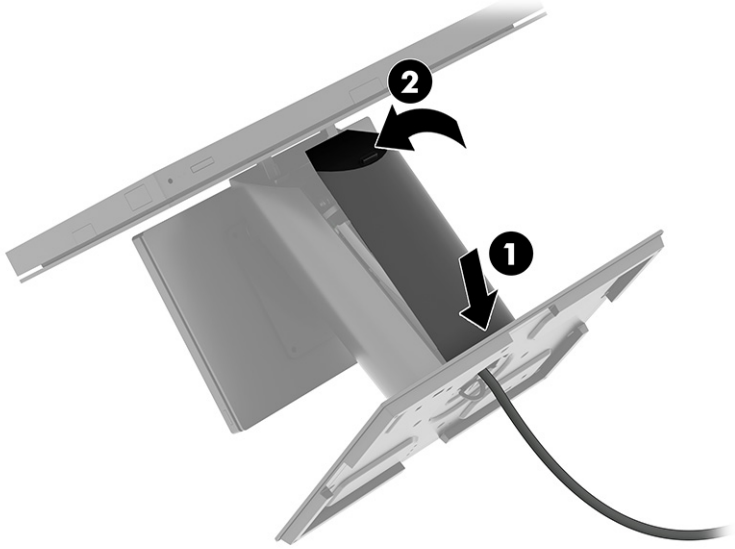


13. Rotate the unit **(1)** back so you can access the bottom.
14. Pull the cable through the hole **(2)** at the bottom of the stand column.

15. Pull the cable **(3)** through the bottom of the unit.

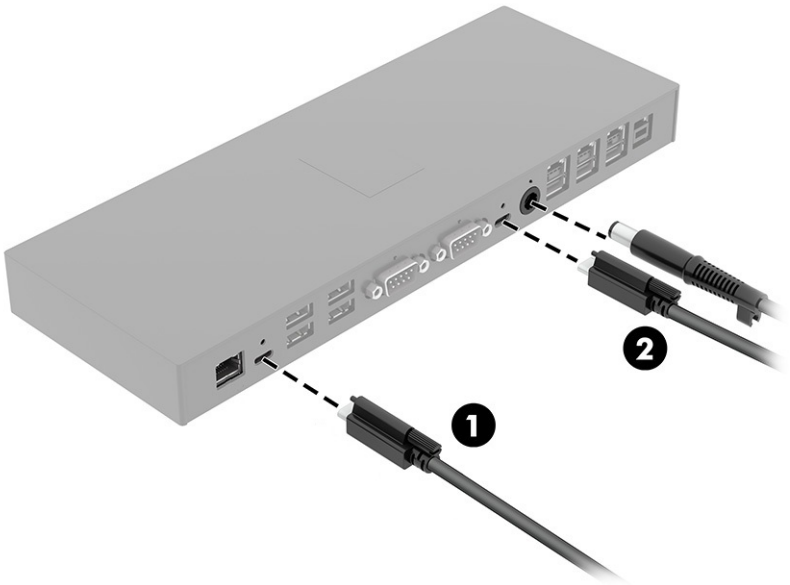


16. Insert the bottom of the backplate **(1)** into the stand, and then rotate the backplate **(2)** up until it clicks into place.



17. Mount the hub at your desired location.

18. Install the cables into the hub. The left USB cable **(1)** connects to the CFD and the right USB cable **(2)** connects to the head unit.



19. Use the following illustration to verify a correctly installed configuration.



Index

C

cautions
  electrostatic discharge 1
configuration 1)
  installation 5, 15

D

display
  specifications 5

E

electrostatic discharge (ESD) 1
  preventing damage 1, 2

G

grounding methods 1, 3
guidelines
  installation 1
  packaging 4
  transporting 4

H

Head unit, Advanced Stand, Advanced Fanless Hub - detached, stability plate, customer-facing display (CFD))
  installation 24

I

install
  configuration 1 5, 15
  Head unit, Advanced Stand, Advanced Fanless Hub - detached, stability plate, customer-facing display (CFD) 24
installation 5
installation guidelines 1

P

packaging guidelines 4

S

specifications
  display 5
static electricity 1, 2

T

transporting guidelines 4