



User Guide

© Copyright 2015, 2017, 2018 HP Development Company, L.P.

Intel, Celeron, Pentium, and Thunderbolt are trademarks of Intel Corporation in the U.S. and other countries. Windows is either a registered trademark or trademark of Microsoft Corporation in the United States and/or other countries.

The information contained herein is subject to change without notice. The only warranties for HP products and services are set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty. HP shall not be liable for technical or editorial errors or omissions contained herein.

Sixth Edition: May 2018

First Edition: August 2015

Document Part Number: 823891-006

Product notice

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

Not all features are available in all editions or versions of Windows. Systems may 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 may apply and additional requirements may apply over time for updates. Go to <http://www.microsoft.com> for details.

To access the latest user guides or manuals for your product, go to <http://www.hp.com/support>, and select your country. Select **Find your product**, and then follow the on-screen instructions.

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.

Safety warning notice

 **WARNING!** To reduce the possibility of heat-related injuries or of overheating the computer, do not place the computer directly on your lap or obstruct the computer air vents. Use the computer only on a hard, flat surface. Do not allow another hard surface, such as an adjoining optional printer, or a soft surface, such as pillows or rugs or clothing, to block airflow. Also, do not allow the AC adapter to come into contact with the skin or a soft surface, such as pillows or rugs or clothing, during operation. The computer and the AC adapter comply with the user-accessible surface temperature limits defined by the International Standard for Safety of Information Technology Equipment (IEC 60950).

Processor configuration setting (select products only)



IMPORTANT: Select products are configured with an Intel® Pentium® N35xx/N37xx series or a Celeron® N28xx/N29xx/N30xx/N31xx series processor and a Windows® operating system. **If your computer is configured as described, do not change the processor configuration setting in msconfig.exe from 4 or 2 processors to 1 processor.** If you do so, your computer will not restart. You will have to perform a factory reset to restore the original settings.

Table of contents

1 Getting information	1
2 Getting to know your computer	3
Locating hardware	3
Locating software	3
Setting up your computer	3
3 Connecting to a network	7
Connecting to a wireless network	7
Connecting to a wired network—LAN (select products only)	9
4 Enjoying entertainment features	11
Using the camera (select products only)	11
Using audio	11
Using video	12
5 Navigating the screen	18
Using touch gestures	18
Using the keyboard and mouse	18
6 Maintaining your computer	20
Improving performance	20
Updating programs and drivers	21
Cleaning your computer	21
Traveling with or shipping your computer	22
7 Securing your computer and information	24
Computer security features	24
8 Troubleshooting	25
Computer does not start	25
Power	26
Display (monitor) (select products only)	26
Keyboard and mouse (with cable)	27
Keyboard and mouse (wireless)	27

Speakers and sound	27
Internet access	28
Software troubleshooting	28
9 Using HP PC Hardware Diagnostics	30
Using HP PC Hardware Diagnostics Windows (select products only)	30
Using HP PC Hardware Diagnostics UEFI	31
Using Remote HP PC Hardware Diagnostics UEFI settings (select products only)	33
10 Backing up, restoring, and recovering	35
Backing up information and creating recovery media	35
Restoring and recovery	36
11 Specifications	37
Operating specifications	37
12 Electrostatic Discharge	38
13 Accessibility	39
Accessibility	39
Standards and legislation	41
Useful accessibility resources and links	43
Contacting support	44
14 Support information	46
How to get help	46
Where to get help	46
Customer support for repairs	47
Before upgrading your hardware	47
Index	48

1 Getting information

Tasks	Instructions
Set up your computer	Setup Instructions or Quick Setup poster – or – See Getting to know your computer on page 3.
Connect to the Internet	See Connecting to a network on page 7 .
Recover factory settings	See Backing up, restoring, and recovering on page 35 .
See how-to videos about using the features of your computer	Go to http://www.hp.com/support/videos (English only).
- Learn how to use the Windows® operating system - Find Windows password information - Find links to driver updates - Read frequently asked questions	Get Help app: ▲ Select the Start button, and then select the Get Help app.
Troubleshoot the most common computer hardware and software issues	See Troubleshooting on page 25 .
Find electronic user guides and specifications for your computer model	To access the latest user guides or manuals for your product, go to http://www.hp.com/support , and select your country. Select Find your product , and then follow the on-screen instructions.
- Order parts and find additional troubleshooting help - Upgrade or replace components of your computer - Connect to a TV (select products only)	For HP support, go to http://www.hp.com/support .
Get up-to-date information and help from the Windows community	Go to http://www.hp.com/support/consumer-forum .
Maintain your computer	HP Support Assistant maintains your computer performance and resolves problems quickly by using automated updates, diagnostic tools, and guided assistance. ▲ Type support in the taskbar search box, and then select the HP Support Assistant app. – or – See Maintaining your computer on page 20.
Find safety and regulatory notices	<i>Regulatory, Safety and Environmental Notices</i> To access this document: ▲ Select the Start button, select HP Help and Support, and then select HP Documentation. – or – ▲ Select the Start button, select HP, and then select HP Documentation.
Find ergonomic information	<i>Safety & Comfort Guide</i> To access this guide:

Tasks	Instructions
	▲ Select the Start button, select HP Help and Support, and then select HP Documentation. – or – ▲ Select the Start button, select HP, and then select HP Documentation. – 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.
Find computer warranty information	<i>Limited Warranty*</i> To access this document: ▲ Select the Start button, select HP Help and Support, and then select HP Documentation. – or – ▲ Select the Start button, select HP, 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.
*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 may 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.	

2 Getting to know your computer

Locating hardware

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

To find out what hardware is installed on your computer:

- ▲ Type `device manager` in the taskbar search box, and then select the **Device Manager** app.

A list displays all the devices installed on your computer.

For information about system hardware components and the system BIOS version number, press **fn+esc** (select products only).

Locating software

To find out what software is installed on your computer:

- ▲ Right-click the **Start** button, and then select **Apps and Features**.

Setting up your computer

 **WARNING!** To reduce the risk of electrical shock or damage to your equipment:

- Place the computer in a location away from water, dust, moisture, and soot. These environmental factors can increase the temperature inside your computer or cause fire or electrocution.
- Do not disable the power cord grounding pin. The grounding pin is an important safety feature.
- Plug the power cord into an AC outlet that is easily accessible at all times.
- Disconnect power from the equipment by unplugging the power cord from the AC outlet. To prevent direct exposure to the laser beam, do not try to open the enclosure of the CD or DVD drive.
- The power supply is preset for the country or region in which you purchased your computer. If you move, check the voltage requirements for your new location before plugging the computer into an AC outlet.

To reduce the risk of serious injury read the *Safety & Comfort Guide*. To access this guide, go to <http://www.hp.com/ergo>.

1. Place the computer so that all ventilation openings are unobstructed and cabling is not in a walkway or where it can be stepped on or damaged by placing furniture on it.
2. When connecting all power cords from the monitor, computer, and accessories to an uninterruptible power supply (UPS), it is recommended that you use a power surge protection detection device. If the computer has a television tuner, or a modem or telephone connection, protect the computer by using surge protection with these signal inputs as well. Connect the television cable or the telephone line cord to the surge protection device, and then connect the device to the computer.
3. Download and install operating system updates.

- a. Find out what operating system and version your computer is currently running.
Select the **Start** button, select the **Settings** icon , select **System**, and then select **About**.
- b. Go to <http://www.hp.com/support>.
- c. Select **Find your product**, and then follow the on-screen instructions.

4. Look in the computer box for additional printed details or updates.

After you complete the initial computer setup, you might want to install additional hardware devices or software. Check the operating system, memory, and other requirements listed for these items before purchasing them for your computer. Follow the software manufacturer's directions to install the new software.



NOTE: Use only licensed original software. Installing copied software could result in an unstable installation, infect the computer with a virus, or be illegal.



NOTE: A security solution is designed as a deterrent, but it might not be able to prevent theft, mishandling, or software attacks.

Adjusting Low Blue Light Mode (select products only)

Decreasing the blue light emitting from the display reduces the blue light exposure to your eyes. HP computers provide a setting to reduce blue light output and create a more relaxing and less stimulating image while you read content on the screen. To adjust your monitor to a comfortable viewing light, follow the steps below.

To adjust the blue light output from the display:

1. Open the HP Display Control app.
2. Select your desired setting:
 - **Low Blue Light:** TUV certified. Reduces the blue light for improved eye comfort
 - **Night:** Adjusts to the lowest blue light and reduces the impact on sleep
 - **Reading:** Optimizes blue light and brightness for indoor viewing



WARNING! To reduce the risk of serious injury, read the *Safety & Comfort Guide*. It describes proper workstation setup, and proper posture, health, and work habits for computer users. The *Safety & Comfort Guide* also provides important electrical and mechanical safety information. The *Safety & Comfort Guide* is located on the Web at <http://www.hp.com/ergo>.

Shutting down (turning off) the computer



CAUTION: Unsaved information is lost when the computer shuts down. Be sure to save your work before shutting down the computer.

The Shut down command closes all open programs, including the operating system, and then turns off the display and computer.

Shut down the computer under any of the following conditions:

- When you need to access components inside the computer
- When you are connecting an external hardware device that does not connect to a USB or video port or to a headphone or microphone jack
- When the computer will be unused and disconnected from external power for an extended period

Although you can turn off the computer with the power button, the recommended procedure is to use the Windows Shut down command.

 **NOTE:** If the computer is in the Sleep state or in Hibernation, first exit Sleep or Hibernation by briefly pressing the power button.

1. Save your work and close all open programs.
2. Select the **Start** button, select the **Power** icon, and then select **Shut down**.

If the computer is unresponsive and you are unable to use the preceding shutdown procedures, try the following emergency procedures in the sequence provided:

- Press **ctrl+alt+delete**, select the **Power** icon, and then select **Shut down**.
- Press and hold the power button for at least 10 seconds.
- Disconnect the computer from external power.

USB ports

Your computer may have one or more of the listed types of USB ports.

Component		Description
(1)	 USB port	Connects a USB device, such as a cell phone, camera, activity tracker, or smartwatch, and provides data transfer.
(2)	 USB SuperSpeed port	Connects a USB device, such as a cell phone, camera, activity tracker, or smartwatch, and provides high-speed data transfer.
(3)	 USB SuperSpeed Plus port	Connects a USB device, such as a cell phone, camera, activity tracker, or smartwatch, and provides high-speed data transfer.
	– or – 	
(4)	 USB Type-C port	Connects a USB device, such as a cell phone, camera, activity tracker, or smartwatch, and provides data transfer. NOTE: Cables and/or adapters (purchased separately) may be required.
(5)	 USB Type-C SuperSpeed port	Connects a USB device, such as a cell phone, camera, activity tracker, or smartwatch, and provides high-speed data transfer. NOTE: Cables and/or adapters (purchased separately) may be required.
(6)	 USB Type-C SuperSpeed Plus port	Connects a USB device, such as a cell phone, camera, activity tracker, or smartwatch, and provides high-speed data transfer. NOTE: Cables and/or adapters (purchased separately) may be required.
	– or –	

Component	Description
	
(7)  USB Type-C Thunderbolt port with HP Sleep and Charge	Even when the computer is off, connects and charges most USB devices that have a Type-C connector, such as a cell phone, camera, activity tracker, or smartwatch, and provides high-speed data transfer. – and – Connects a display device that has a USB Type-C connector, providing DisplayPort output. NOTE: Your computer may also support a Thunderbolt™ docking station. NOTE: Cables and/or adapters (purchased separately) may be required.

3 Connecting to a network

Your computer can travel with you wherever you go. But even at home, you can explore the globe and access information from millions of websites using your computer and a wired or wireless network connection. This chapter will help you get connected to that world.

Connecting to a wireless network

Your computer may be equipped with one or more of the following wireless devices:

- **WLAN device**—Connects the computer to wireless local area networks (commonly referred to as Wi-Fi networks, wireless LANs, or WLANs) in corporate offices, your home, and public places such as airports, restaurants, coffee shops, hotels, and universities. In a WLAN, the mobile wireless device in your computer communicates with a wireless router or a wireless access point.
- **HP Mobile Broadband Module**—Gives you wireless connectivity over a wireless wide area network (WWAN), a much larger area. Mobile network operators install base stations (similar to cell phone towers) throughout large geographic areas, effectively providing coverage across entire states, regions, or even countries.
- **Bluetooth® device**—Creates a personal area network (PAN) to connect to other Bluetooth-enabled devices such as computers, phones, printers, headsets, speakers, and cameras. In a PAN, each device communicates directly with other devices, and devices must be relatively close together—typically within 10 meters (approximately 33 feet) of each other.

Using the wireless controls

You can control the wireless devices in your computer using one or more of these features:

- **Airplane mode key** (also called wireless button or wireless key) (referred to in this chapter as airplane mode key)
- **Operating system controls**

Airplane mode key

The computer may have an airplane mode key, one or more wireless devices, and one or two wireless lights. All the wireless devices on your computer are enabled at the factory.

The wireless light indicates the overall power state of your wireless devices, not the status of individual devices.

Operating system controls

The Network and Sharing Center allows you to set up a connection or network, connect to a network, and diagnose and repair network problems.

To use operating system controls:

- ▲ On the taskbar, right-click the network status icon, and then select **Open Network & Internet Settings**.

– or –

- ▲ On the taskbar, select the network status icon, and then select **Network and Sharing Center**.

Connecting to a WLAN



NOTE: When you are setting up Internet access in your home, you must establish an account with an Internet service provider (ISP). To purchase Internet service and a modem, contact a local ISP. The ISP will help set up the modem, install a network cable to connect your wireless router to the modem, and test the Internet service.

To connect to a WLAN, follow these steps:

1. Be sure that the WLAN device is on.
2. On the taskbar, right-click the network status icon, and then connect to one of the available networks.

If the WLAN is a security-enabled WLAN, you are prompted to enter a security code. Enter the code, and then select **Next** to complete the connection.



NOTE: If no WLANs are listed, you may be out of range of a wireless router or access point.



NOTE: If you do not see the WLAN you want to connect to:

1. On the taskbar, right-click the network status icon, and then select **Open Network & Internet Settings**.

– or –

On the taskbar, select the network status icon, and then select **Network & Internet Settings**.

2. Under the **Network & Internet Status** section, select **Network and Sharing Center**.
3. Select **Set up a new connection or network**.

A list of options is displayed, allowing you to manually search for and connect to a network or to create a new network connection.

3. Follow the on-screen instructions to complete the connection.

After the connection is made, right-click the network status icon at the far right of the taskbar, to verify the name and status of the connection.



NOTE: The functional range (how far your wireless signals travel) depends on WLAN implementation, router manufacturer, and interference from other electronic devices or structural barriers such as walls and floors.

Using HP Mobile Broadband (select products only)

Your HP Mobile Broadband computer has built-in support for mobile broadband service. Your new computer, when used with a mobile operator's network, gives you the freedom to connect to the Internet, send e-mail, or connect to your corporate network without the need for Wi-Fi hotspots.

You might need the HP Mobile Broadband Module IMEI and/or MEID number to activate mobile broadband service. The number may be printed on a label located on the bottom of your computer, inside the battery bay, under the service door, or on the back of the display.

– or –

1. On the taskbar, select the network status icon.
2. Select **Network & Internet Settings**.
3. Under the **Network & Internet** section, select **Cellular**, and then select **Advanced Options**.

Some mobile network operators require the use of a subscriber identity module (SIM) card. A SIM card contains basic information about you, such as a personal identification number (PIN), as well as network information. Some computers include a SIM card that is preinstalled. If the SIM card is not preinstalled, it may

be included with the HP Mobile Broadband documents provided with your computer, or the mobile network operator may provide it separately from the computer.

For information about HP Mobile Broadband and how to activate service with a preferred mobile network operator, see the HP Mobile Broadband information included with your computer.

Using GPS (select products only)

Your computer may be equipped with a Global Positioning System (GPS) device. GPS satellites deliver location, speed, and direction information to GPS-equipped systems.

To enable GPS, make sure location is enabled under the Location setting.

1. Type `location` in the taskbar search box, and then make the selection for location.
2. Follow the on-screen instructions for using location settings.

Using Bluetooth wireless devices (select products only)

A Bluetooth device provides short-range wireless communications that replace the physical cable connections that traditionally link electronic devices such as the following:

- Computers (desktop, notebook)
- Phones (cellular, cordless, smartphone)
- Imaging devices (printer, camera)
- Audio devices (headset, speakers)
- Mouse
- External keyboard

Connecting Bluetooth devices

Before you can use a Bluetooth device, you must establish a Bluetooth connection.

1. Type `bluetooth` in the taskbar search box, and then select **Bluetooth and other devices settings**.
2. Select **Add Bluetooth or other device**.
3. Select your device from the list, and then follow the on-screen instructions.

 **NOTE:** If the device requires verification, a pairing code is displayed. On the device you are adding, follow the on-screen instructions to verify that the code on your device matches the pairing code. For more information, refer to the documentation provided with the device.

 **NOTE:** If your device does not appear in the list, be sure that Bluetooth on that device is turned on. Some devices may have additional requirements; refer to the documentation provided with the device.

Connecting to a wired network—LAN (select products only)

Use a LAN connection if you want to connect the computer directly to a router in your home (instead of working wirelessly), or if you want to connect to an existing network at your office.

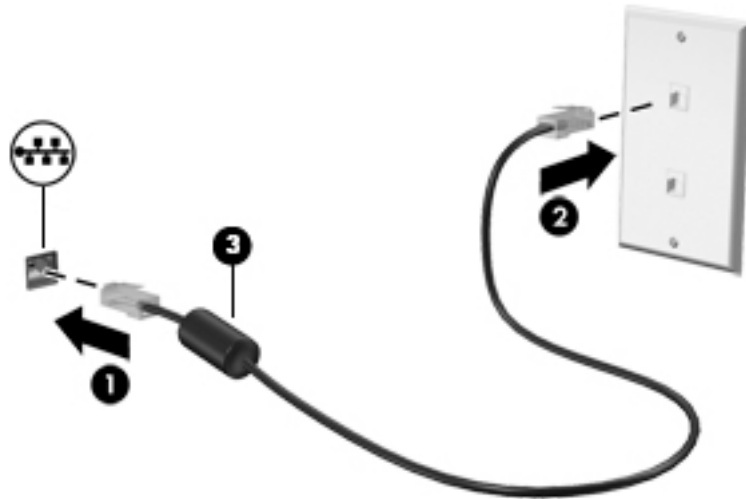
Connecting to a LAN requires an RJ-45 (network) cable and a network jack or an optional docking device or expansion port, if there is no RJ-45 jack on the computer.

To connect the network cable, follow these steps:

1. Plug the network cable into the network jack **(1)** on the computer.
2. Plug the other end of the network cable into a network wall jack **(2)** or router.



NOTE: If the network cable contains noise suppression circuitry **(3)**, which prevents interference from TV and radio reception, orient the circuitry end of the cable toward the computer.



4 Enjoying entertainment features

Use your HP computer as an entertainment hub to socialize via the camera, enjoy and manage your music, and download and watch movies. Or, to make your computer an even more powerful entertainment center, connect external devices like a monitor, projector, TV, speakers, or headphones.

Using the camera (select products only)

Your computer may have one or more cameras that enable you to connect with others for work or play. Cameras may be front facing, rear facing, or pop up. See the *Setup Instructions* or *Quick Setup* poster provided with your product for camera details.

Most cameras allow you to video chat, record video, and record still images. Some also provide HD (high-definition), apps for gaming, or facial recognition software like Windows Hello. See [Computer security features on page 24](#) for details about using Windows Hello.

To use your camera, type `camera` in the taskbar search box, and then select **Camera** from the list of applications.

Using audio

On your computer, or on select products using an external optical drive, you can play music CDs, download and listen to music, stream audio content from the web (including radio), record audio, or mix audio and video to create multimedia. To enhance your listening enjoyment, attach external audio devices such as speakers or headphones.

Connecting speakers (select products only)

On select products, you can attach wired speakers to your computer by connecting them to a USB port, to an audio-out (headphone) or to an audio-out (headphone)/audio-in (microphone) combo jack on your computer.

To connect wireless speakers to your computer, follow the device manufacturer's instructions. To connect high-definition speakers to the computer, see [Setting up HDMI audio on page 15](#). Before connecting speakers, lower the volume setting.

Connecting headphones (select products only)

 **WARNING!** To reduce the risk of personal injury, lower the volume setting before putting on headphones, earbuds, or a headset. For additional safety information, see the *Regulatory, Safety and Environmental Notices*.

To access this document:

 Select the **Start** button, select **HP Help and Support**, and then select **HP Documentation**.

On select products, you can connect wired headphones to an audio-out (headphone) jack or to an audio-out (headphone)/audio-in (microphone) combo jack on your computer.

To connect wireless headphones to your computer, follow the device manufacturer's instructions.

Connecting a microphone (select products only)

On select products, connect a microphone to the audio-in (microphone) jack on the computer to record audio. For best results when recording, speak directly into the microphone and record sound in a setting free of background noise.

Connecting headsets (select products only)

 **WARNING!** To reduce the risk of personal injury, lower the volume setting before putting on headphones, earbuds, or a headset. For additional safety information, see the *Regulatory, Safety and Environmental Notices*.

To access this document:

▲ Select the **Start** button, select **HP Help and Support**, and then select **HP Documentation**.

Headphones combined with a microphone are called headsets. On select products, you can connect wired headsets to the audio-out (headphone)/audio-in (microphone) combo jack on your computer.

To connect wireless headsets to your computer, follow the device manufacturer's instructions.

Using sound settings

Use sound settings to adjust system volume, change system sounds, or manage audio devices.

To view or change sound settings:

▲ Type `control panel` in the taskbar search box, select **Control Panel**, select **Hardware and Sound**, and then select **Sound**.

Your computer may include an enhanced sound system by Bang & Olufsen, B&O Play, or another provider. As a result, your computer may include advanced audio features that can be controlled through an audio control panel specific to your sound system.

Use the audio control panel to view and control audio settings.

▲ Type `control panel` in the taskbar search box, select **Control Panel**, select **Hardware and Sound**, and then select the audio control panel specific to your system.

Using video

Your computer is a powerful video device that enables you to watch streaming video from your favorite websites and download video and movies to watch on your computer when you are not connected to a network.

To enhance your viewing enjoyment, use one of the video ports on the computer to connect an external monitor, projector, or TV.

 **IMPORTANT:** Be sure that the external device is connected to the correct port on the computer, using the correct cable. Follow the device manufacturer's instructions.

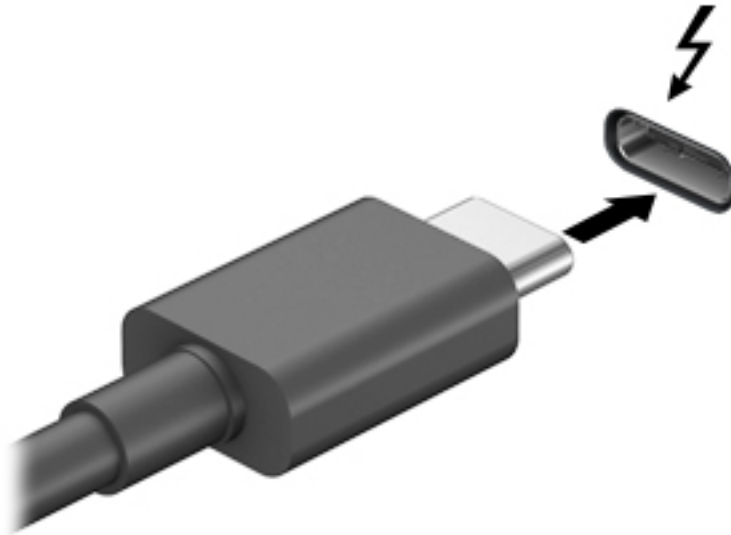
For information on using your video features, refer to HP Support Assistant.

Connecting video devices using a USB Type-C cable (select products only)

 **NOTE:** To connect a USB Type-C Thunderbolt™ device to your computer, you need a USB Type-C cable, purchased separately.

To see video or high-resolution display output on an external Thunderbolt device, connect the Thunderbolt device according to the following instructions:

1. Connect one end of the USB Type-C cable to the USB Type-C Thunderbolt port on the computer.



2. Connect the other end of the cable to the external Thunderbolt device.
3. Press the switch screen key, for example **f4**, to alternate the computer screen image between 4 display states.
 - **PC screen only:** View the screen image on the computer only.
 - **Duplicate:** View the screen image simultaneously on both the computer and the external device.
 - **Extend:** View the screen image extended across both the computer and the external device.
 - **Second screen only:** View the screen image on the external device only.

Each time you press the key, the display state changes.

 **NOTE:** For best results, especially if you choose the "Extend" option, increase the screen resolution of the external device, as follows. Select the **Start** button, select the **Settings** icon , and then select **System**. Under **Display**, select the appropriate resolution, and then select **Keep changes**.

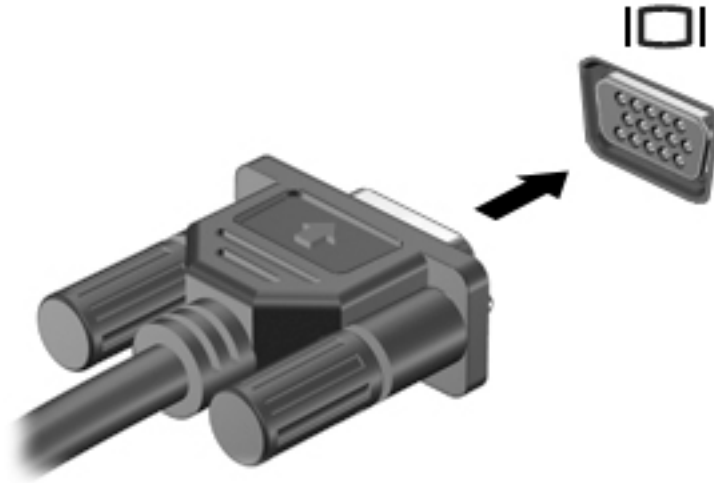
Connecting video devices by using a VGA cable (select products only)



NOTE: To connect a VGA video device to your computer, you need an VGA cable, purchased separately.

To see the computer screen image on an external VGA monitor or projected for a presentation, connect a monitor or projector to the computer's VGA port.

1. Connect the VGA cable from the monitor or projector to the VGA port on the computer as shown.



2. Press the switch screen key, for example **f4**, to alternate the screen image between 4 display states:
 - **PC screen only:** View the screen image on the computer only.
 - **Duplicate:** View the screen image simultaneously on both the computer and the external device.
 - **Extend:** View the screen image extended across both the computer and the external device.
 - **Second screen only:** View the screen image on the external device only.

Each time you press the key, the display state changes.



NOTE: For best results, especially if you choose the "Extend" option, increase the screen resolution of the external device, as follows. Select the **Start** button, select the **Settings** icon , and then select **System**. Under **Display**, select the appropriate resolution, and then select **Keep changes**.

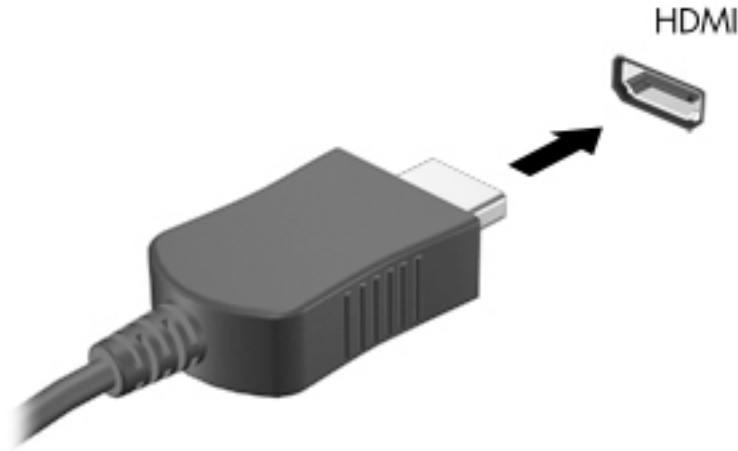
Connecting video devices using an HDMI cable (select products only)



NOTE: To connect an HDMI device to your computer, you need an HDMI cable, purchased separately.

To see the computer screen image on a high-definition TV or monitor, connect the high-definition device according to the following instructions:

1. Connect one end of the HDMI cable to the HDMI port on the computer.



2. Connect the other end of the cable to the high-definition TV or monitor.
3. Press the switch screen key, for example **f4**, to alternate the computer screen image between 4 display states:
 - **PC screen only:** View the screen image on the computer only.
 - **Duplicate:** View the screen image simultaneously on both the computer and the external device.
 - **Extend:** View the screen image extended across both the computer and the external device.
 - **Second screen only:** View the screen image on the external device only.

Each time you press the key, the display state changes.



NOTE: For best results, especially if you choose the "Extend" option, increase the screen resolution of the external device, as follows. Select the **Start** button, select the **Settings** icon , and then select **System**. Under **Display**, select the appropriate resolution, and then select **Keep changes**.

Setting up HDMI audio

HDMI is the only video interface that supports high-definition video and audio. After you connect an HDMI TV to the computer, you can then turn on HDMI audio by following these steps:

1. Right-click the **Speakers** icon in the notification area at the far right of the taskbar, and then select **Playback devices**.
2. On the **Playback** tab, select the name of the digital output device.
3. Click **Set Default**, and then click **OK**.

To return the audio stream to the computer speakers:

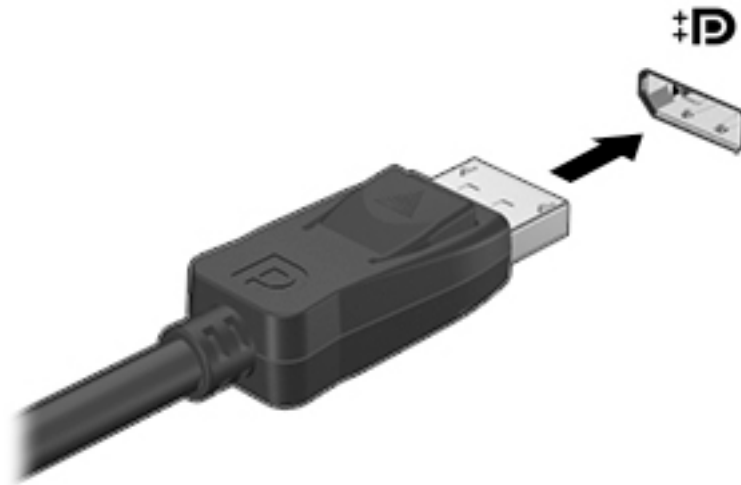
1. Right-click the **Speakers** icon in the notification area at the far right of the taskbar, and then click **Playback devices**.
2. On the **Playback** tab, click **Speakers**.
3. Click **Set Default**, and then click **OK**.

Connecting digital display devices using a Dual-Mode DisplayPort cable (select products only)

 **NOTE:** To connect a digital display device to your computer, you need a Dual-Mode DisplayPort (DP-DP) cable, purchased separately.

The Dual-Mode DisplayPort connects a digital display device such as a high-performance monitor or projector. The Dual-Mode DisplayPort delivers higher performance than the VGA external monitor port and improves digital connectivity.

1. Connect one end of the Dual-Mode DisplayPort cable to the Dual-Mode DisplayPort on the computer.



2. Connect the other end of the cable to the digital display device.
3. Press the switch screen key, for example **f4**, to alternate the computer screen image between 4 display states:
 - **PC screen only:** View the screen image on the computer only.
 - **Duplicate:** View the same screen image simultaneously on both the computer and the external device.
 - **Extend:** View the screen image extended across both the computer and the external device.
 - **Second screen only:** View the screen image on the external device only.

Each time you press the key, the display state changes.

 **NOTE:** For best results, especially if you choose the "Extend" option, increase the screen resolution of the external device, as follows. Select the **Start** button, select the **Settings** icon , and then select **System**. Under **Display**, select the appropriate resolution, and then select **Keep changes**.

Discovering and connecting to Miracast-compatible wireless displays (select products only)

To discover and connect to Miracast-compatible wireless displays without leaving your current apps, follow the steps below.

To open Miracast:

- ▲ Type `project` in the taskbar search box, and then click **Project to a second screen**. Click **Connect to a wireless display**, and then follow the on-screen instructions.

5 Navigating the screen

You can navigate the computer screen in the following ways:

- Using touch gestures (select products only)
- Using the keyboard and mouse

Select computer models have special action keys or hot key functions on the keyboard to perform routine tasks.

Using touch gestures

You can customize the touch gestures by changing settings, button configurations, click speed, and pointer options.

Type `control panel` in the taskbar search box, and then select **Control Panel**. Select **Hardware and Sound**. Under **Devices and Printers**, select **Mouse**.



NOTE: Touch gestures are not supported in all apps.

Using the keyboard and mouse

The keyboard and mouse allow you to type, select items, scroll and to perform the same functions as you do using touch gestures. The keyboard also allows you to use action keys and hot keys to perform specific functions.



TIP: The Windows key  on the keyboard allows you to quickly return to the Start screen from an open app or the Windows desktop. Press the key again to return to the previous screen.



NOTE: Depending on the country or region, the keys and keyboard functions of your keyboard may be different from those discussed in this section.

Using the action keys or hot keys

You can quickly access information or perform functions by using certain keys and key combinations.

- Action keys—Perform an assigned function. The icons on the function keys at the top of the keyboard illustrate the assigned function for that key.

To use an action key function, press and hold the key.

- Hot keys—A combination of the `fn` key and the `esc` key, the `spacebar`, or the appropriate action key.

To use a hot key, briefly press the `fn` key, and then briefly press the second key of the combination.

Depending on the computer model, your keyboard may support the following keys.

Icon	Description
	Opens the “How to get help in Windows 10” webpage.

Icon	Description
	Decreases the screen brightness incrementally as long as you hold down the key.
	Increases the screen brightness incrementally as long as you hold down the key.
	Switches the screen image between display devices connected to the system. For example, if a monitor is connected to the computer, repeatedly pressing this key alternates the screen image from the computer display to the monitor display to a simultaneous display on both the computer and the monitor.
	Turns the keyboard backlight off or on. NOTE: To conserve battery power, turn off this feature.
	Plays the previous track of an audio CD or the previous section of a DVD or a Blu-ray Disc (BD).
	Starts, pauses, or resumes playback of an audio CD, a DVD, or a BD.
	Plays the next track of an audio CD or the next section of a DVD or a BD.
	Stops audio or video playback of a CD, a DVD, or a BD.
	Decreases speaker volume incrementally while you hold down the key.
	Increases speaker volume incrementally while you hold down the key.
	Mutes or restores speaker sound.
	Turns the wireless feature on or off. NOTE: A wireless network must be set up before a wireless connection is possible.
	Turns the airplane mode and wireless feature on or off. NOTE: The airplane mode key is also referred to as the wireless button. NOTE: A wireless network must be set up before a wireless connection is possible.

6 Maintaining your computer

It is important to perform regular maintenance to keep your computer in optimal condition. This chapter explains how to use tools like Disk Defragmenter and Disk Cleanup. It also provides instructions for updating programs and drivers, steps to clean the computer, and tips for traveling with (or shipping) the computer.

Improving performance

You can improve the performance of your computer by performing regular maintenance tasks with tools such as Disk Defragmenter and Disk Cleanup.

Using Disk Defragmenter

HP recommends using Disk Defragmenter to defragment your hard drive at least once a month.



NOTE: It is not necessary to run Disk Defragmenter on solid-state drives.

To run Disk Defragmenter:

1. Connect the computer to AC power.
2. Type `defragment` in the taskbar search box, and then select **Defragment and Optimize Drives**.
3. Follow the on-screen instructions.

For additional information, access the Disk Defragmenter software Help.

Using Disk Cleanup

Use Disk Cleanup to search the hard drive for unnecessary files that you can safely delete to free up disk space and help the computer run more efficiently.

To run Disk Cleanup:

1. Type `disk` in the taskbar search box, and then select **Disk Cleanup**.
2. Follow the on-screen instructions.

Using HP 3D DriveGuard (select products only)

HP 3D DriveGuard protects a hard drive by parking the drive and halting data requests under either of the following conditions:

- You drop the computer.
- You move the computer with the display closed while the computer is running on battery power.

A short time after the end of one of these events, HP 3D DriveGuard returns the hard drive to normal operation.



NOTE: Only internal hard drives are protected by HP 3D DriveGuard. A hard drive installed in an optional docking device or connected to a USB port is not protected by HP 3D DriveGuard.



NOTE: Because solid-state drives (SSDs) lack moving parts, HP 3D DriveGuard is unnecessary for these drives.

Identifying HP 3D DriveGuard status

The hard drive light on the computer changes color to show that the drive in a primary hard drive bay and/or the drive in a secondary hard drive bay (select products only) is parked.

Updating programs and drivers

HP recommends that you update your programs and drivers on a regular basis. Updates can resolve issues and bring new features and options to your computer. For example, older graphics components might not work well with the most recent gaming software. Without the latest driver, you would not be getting the most out of your equipment.

Go to <http://www.hp.com/support> to download the latest versions of HP programs and drivers. In addition, register to receive automatic notifications when updates become available.

If you would like to update your programs and drivers, follow these instructions:

1. Type `support` in the taskbar search box, and then select the **HP Support Assistant** app.
– or –
Click the question mark icon in the taskbar.
2. Select **My notebook**, select the **Updates** tab, and then select **Check for updates and messages**.
3. Follow the on-screen instructions.

Cleaning your computer

Use the following products to safely clean your computer:

- Dimethyl benzyl ammonium chloride 0.3 percent maximum concentration (for example, disposable wipes, which come in a variety of brands)
- Alcohol-free glass-cleaning fluid
- Solution of water and mild soap
- Dry microfiber cleaning cloth or a chamois (static-free cloth without oil)
- Static-free cloth wipes

 **CAUTION:** Avoid strong cleaning solvents that can permanently damage your computer. If you are not sure that a cleaning product is safe for your computer, check the product contents to make sure that ingredients such as alcohol, acetone, ammonium chloride, methylene chloride, and hydrocarbons are not included in the product.

Fibrous materials, such as paper towels, can scratch the computer. Over time, dirt particles and cleaning agents can get trapped in the scratches.

Cleaning procedures

Follow the procedures in this section to safely clean your computer.

 **WARNING!** To prevent electric shock or damage to components, do not attempt to clean your computer while it is on.

1. Turn off the computer.
2. Disconnect AC power.
3. Disconnect all powered external devices.

 **CAUTION:** To prevent damage to internal components, do not spray cleaning agents or liquids directly on any computer surface. Liquids dripped on the surface can permanently damage internal components.

Cleaning the display

Gently wipe the display using a soft, lint-free cloth moistened with an alcohol-free glass cleaner. Be sure that a display is dry before you close the computer.

Cleaning the sides or cover

To clean the sides or cover, use a soft microfiber cloth or chamois moistened with one of the cleaning solutions listed previously, or use an acceptable disposable wipe.

 **NOTE:** When cleaning the cover of the computer, use a circular motion to aid in removing dirt and debris.

Cleaning the TouchPad, keyboard, or mouse (select products only)

 **WARNING!** To reduce the risk of electric shock or damage to internal components, do not use a vacuum cleaner attachment to clean the keyboard. A vacuum cleaner can deposit household debris on the keyboard surface.

 **CAUTION:** To prevent damage to internal components, do not allow liquids to drip between the keys.

- To clean the TouchPad, keyboard, or mouse, use a soft microfiber cloth or a chamois moistened with one of the cleaning solutions listed previously or use an acceptable disposable wipe.
- To prevent keys from sticking and to remove dust, lint, and particles from the keyboard, use a can of compressed air with a straw extension.

Traveling with or shipping your computer

If you have to travel with or ship your computer, follow these tips to keep your equipment safe.

- Prepare the computer for traveling or shipping:
 - Back up your information to an external drive.
 - Remove all discs and all external media cards, such as memory cards.
 - Turn off and then disconnect all external devices.
 - Shut down the computer.
- Take along a backup of your information. Keep the backup separate from the computer.
- When traveling by air, carry the computer as hand luggage; do not check it in with the rest of your luggage.

 **CAUTION:** Avoid exposing a drive to magnetic fields. Security devices with magnetic fields include airport walk-through devices and security wands. Airport conveyer belts and similar security devices that check carry-on baggage use X-rays instead of magnetism and do not damage drives.

- If you plan to use the computer during a flight, listen for the in-flight announcement that tells you when you are allowed to use your computer. In-flight computer use is at the discretion of the airline.
- If you are shipping the computer or a drive, use suitable protective packaging and label the package "FRAGILE."
- The use of wireless devices may be restricted in some environments. Such restrictions may apply aboard aircraft, in hospitals, near explosives, and in hazardous locations. If you are uncertain of the policy that applies to the use of a wireless device in your computer, ask for authorization to use your computer before you turn it on.
- If you are traveling internationally, follow these suggestions:
 - Check the computer-related customs regulations for each country or region on your itinerary.
 - Check the power cord and adapter requirements for each location in which you plan to use the computer. Voltage, frequency, and plug configurations vary.

 **WARNING!** To reduce the risk of electric shock, fire, or damage to the equipment, do not attempt to power the computer with a voltage converter kit sold for appliances.

7 Securing your computer and information

Your computer includes features that help protect the integrity of your system and its data from unauthorized access. Review these features to ensure proper use.

Computer security features

Computer risk	Computer feature
Unauthorized use of the computer or user account	User password A <i>password</i> is a group of characters that you choose. These characters must be entered to authorize access to your computer information. – or – Windows Hello (select products only) On products equipped with a fingerprint reader or an infrared camera, you can use Windows Hello to sign in by swiping your finger or looking at the camera. To set up Windows Hello, follow these steps: 1. Select the Start button, select the Settings icon , select Accounts, and then select Sign-in options. 2. Under Windows Hello, follow the on-screen instructions to add both a password and a 4-digit PIN, and then enroll your fingerprint or facial ID.
Unauthorized access to Setup Utility, BIOS settings, and other system identification information	Administrator password
Computer viruses	Antivirus software The free trial antivirus software that is preinstalled on your computer can detect most viruses, remove them, and, in most cases, repair damage caused by viruses. For protection against new viruses beyond the trial period, purchase an extended service.
Unauthorized access to data and ongoing threats to the computer	Firewall software • Windows includes firewall software preinstalled on the computer. • The antivirus software, which is preinstalled on the computer, includes firewall software. Windows critical security updates Updates to the Windows operating system

8 Troubleshooting

If you have problems using any peripheral devices such as a monitor or a printer with your computer, for more extensive troubleshooting refer to the documentation provided by the product manufacturer. The following tables present some issues you might encounter while installing, starting up, or using your computer and suggest possible solutions.

For more information or for additional troubleshooting options, go to <http://www.hp.com/support>. Select **Find your product**, and then follow the on-screen instructions.

Computer does not start

Symptom	Possible solution
Error message: hard drive error	- Restart the computer. - Press ctrl+alt+delete. - Select the Power icon, and then select Restart. – or – Press and hold the power button on the computer for 5 or more seconds to turn off the computer, and then press the button to turn on the computer. - If Windows opens, immediately back up all important data to a backup hard drive. - Contact support (regardless of whether Windows started or not).
Computer will not turn on or start	Be sure that the cables connecting the computer to the AC outlet are plugged in properly. The green power supply light on the computer should be on. If it is not, try a different AC outlet. If you are still having trouble, contact support. Be sure that the operating voltage of the AC outlet is appropriate for the electrical voltage of the computer. Test the AC outlet by plugging a different electrical device into it. If possible, remove any outlet filters and stabilizers, and then insert the power plug directly into the AC outlet. Disconnect all peripheral devices. Press and hold the power button down for at least 15 seconds until the computer turns off. Then press the power button again to turn on the computer. If the monitor screen is blank, the monitor might not be properly connected. Connect the monitor to the computer, plug the power cord into an AC outlet, and then turn the monitor on. See Display (monitor) (select products only) on page 26.
Computer is not responding	- Press ctrl+alt+delete. - Select Task Manager. - Select any programs that are not responding, and then select End task. If closing programs does not resolve the problem, restart the computer. - Press ctrl+alt+delete. - Select the Power icon, and then select Restart. – or –

Symptom	Possible solution
	Press and hold the power button on the computer for 5 or more seconds to turn off the computer. Then press the power button again to turn on the computer.
Error message: Invalid system disk or Non-System disk or Disk error	When drive activity stops, remove the optical disc inside the optical drive, and then press the spacebar on the keyboard.

Power

Symptom	Possible solution
Computer does not turn off when the power button is pressed	Press and hold the power button until the computer turns off. Then turn the computer on again.
Computer shuts down automatically	- The computer might be in an exceedingly hot environment. Let it cool down. - Be sure that computer air vents are not blocked. NOTE: If your computer has an internal fan, be sure that the internal fan is running.

Display (monitor) (select products only)

Symptom	Possible solution
Screen is blank, and monitor power light is off	Reconnect the power cable to the back of the monitor and to the AC outlet. Press the power button on the monitor.
Screen is blank	Press the space bar on the keyboard or move the mouse to redisplay the screen image. Press the Sleep button (select products only) or esc, to resume from Sleep mode. Press the power button to turn on the computer. Inspect the monitor cable for bent pins. - If any of the pins are bent, replace the monitor cable. - If no pins are bent, reconnect the monitor cable to the computer.
Images on the screen are too large or too small, or the images are fuzzy	Adjust the monitor resolution setting in Windows. ▲ Select the Start button, select the Settings icon , and then select System. Under Display, select the appropriate resolution, and then select Keep changes.
NOTE: In addition to the information listed here, refer to the documentation that came with your monitor.	

Keyboard and mouse (with cable)

Symptom	Possible solution
Keyboard commands and typing are not recognized by the computer	Use the mouse to turn off the computer. Disconnect and reconnect the keyboard to the back of your computer, and then restart your computer.
Mouse (with cable) does not work or is not detected	Disconnect and reconnect the mouse cable to your computer. If the mouse is still not detected, turn off the computer, disconnect and reconnect the mouse cable, and then restart the computer.
Cursor does not respond to the arrow keys on the number keypad	Press num lock on the keyboard to turn off numDis lock, so that the arrow keys on the number keypad can be used.
Cursor does not respond to mouse movement	1. Press alt+tab to navigate to an open program. 2. Press ctrl+s to save your changes in the selected program (ctrl+s is the keyboard shortcut for the Save command on most—not all—programs). 3. Repeat step 1 and step 2 to save changes in all open programs. 4. Press the power button to turn off the computer. 5. After the shutdown is complete, disconnect and reconnect the mouse cable to the back of your computer, and then restart your computer.

Keyboard and mouse (wireless)

Symptom	Possible solution
Wireless keyboard or mouse does not work or is not detected	• Be sure that you are using the wireless keyboard or wireless mouse within range of the transceiver, approximately 10 meters (32 feet) for normal use, and within 30 cm (12 inches) during initial setup or for re-synchronization. • Be sure that the mouse is not in Suspend mode, which occurs after 20 minutes of inactivity. Click the left mouse button to reactivate the mouse. • Replace the batteries in the keyboard and/or mouse.

Speakers and sound

Symptom	Possible solution
Volume is very low or unsatisfactory	Be sure that you connected the speakers to the audio-out (black) jack on the back of the computer. (Additional audio jacks are used for multiple-channel speakers.) Detached nonpowered speakers (speakers without a separate power source, such as batteries or a power cord) do not produce satisfactory sound. Replace the nonpowered speakers with powered speakers.
No sound is produced	1. Type control panel in the taskbar search box, and then select Control Panel. Select System and Security. 2. Under Security and Maintenance, select Troubleshoot computer problems, and then select Troubleshoot audio playback. Be sure that you connected powered speakers and that they are turned on. Turn off your computer, and then disconnect and reconnect the speakers. Be sure that the speakers are connected to an audio jack, not a microphone or headphone jack.

Symptom	Possible solution
	To resume from Sleep mode, press the Sleep button (select products only), or press esc .
	Unplug headphones if they are connected to your computer (or speaker system).

Internet access

Symptom	Possible solution
Cannot connect to the Internet	1. Type <code>control panel</code> in the taskbar search box, and then select Control Panel. 2. Under Network and Sharing Center, select Connect to a network. Verify that you are using the proper cables for your Internet connection type. Your computer might have a dial-up modem and an Ethernet network adapter (also called a network interface card, or NIC). A modem uses a standard telephone cable, whereas the network adapter uses a network cable, to connect to a local area network (LAN). Do not connect a telephone cable to the network adapter, and do not connect a network cable to a telephone line; doing so might damage the network adapter. Run the wireless setup wizard. 1. Type <code>control panel</code> in the taskbar search box, and then select Control Panel. Select Network and Internet, and then select Network and Sharing Center. 2. In the Network and Sharing Center window, select Set up a new connection or network to open the wizard, and then follow the on-screen instructions. If your system has an external antenna, try moving the antenna to a better position. If the antenna is internal, try moving the computer. Try to connect again later, or contact your ISP for assistance.
Cannot connect to the Internet but there is no error message	1. Right-click or tap and hold the network status icon in the notification area, at the far right of the taskbar. 2. Select Troubleshoot problems.
No network connection icon in the notification area	1. Type <code>repair</code> in the taskbar search box, and then Select Identify and repair network problems. 2. Follow the on-screen instructions.

Software troubleshooting

Symptom	Possible solution
To resolve software problems, try these methods:	• Turn the computer off completely, and then turn it on again. • Update the drivers. See "Updating device drivers" in this table. • Restore your computer to a configuration that was in use before the software was installed. See "Microsoft System Restore" in this table. • Reinstall the software program or hardware driver. See "Software program and hardware driver reinstallation" in this table. • Erase and reformat the hard drive, and then reinstall the operating system, programs, and drivers. This process erases all the data files that you have created. See Backing up, restoring, and recovering on page 35.
Software programs are slow to respond	• Close unnecessary software programs. • Run virus scans and other system tools when the computer is not in use.

Symptom	Possible solution
	Stop startup applications (such as messaging software and multimedia applications) from loading. 1. Type <code>msconfig</code> in the taskbar search box, and then select System Configuration. NOTE: If you are prompted for an administrator password or confirmation, type the password or provide confirmation. 2. From the General tab, select Selective startup. 3. Select the Startup tab, and then select Open Task Manager. 4. Select the startup items that you want to prevent from loading, and then select Disable. NOTE: If you are unsure about an item, do not disable it. 5. If prompted, select Restart to restart the computer. NOTE: To enable a program to load at startup, restart the computer and reverse these steps. Disable nonessential graphics capabilities. 1. Type <code>file explorer</code> in the taskbar search box, and then select File Explorer. 2. Right-click or tap and hold This PC, and then select Properties. 3. Select Advanced system settings. NOTE: If you are prompted for an administrator password or confirmation, type the password or provide confirmation. 4. From the Advanced tab under Performance, select Settings. 5. From the Visual Effects tab, select Adjust for best performance, and then select OK.
Updating device drivers	Complete the following procedure to update a driver, or to revert to an earlier version of the driver if the new one does not solve your problem. 1. Type <code>device manager</code> in the taskbar search box, and then select Device Manager. 2. Select the arrow to expand the list of the type of device you want to update or roll back (for example, DVD/CD-ROM drives). 3. Double-click or double-tap the specific item (for example, HP DVD Writer 640b). 4. Select the Driver tab. 5. To update a driver, select Update Driver, and then follow the on-screen instructions. – or – To revert to an earlier version of a driver, select Roll Back Driver, and then follow the on-screen instructions.
Microsoft System Restore	If you have a problem that might be caused by software that you have installed on your computer, use System Restore to return the computer to a previous restore point. You can also set restore points manually. IMPORTANT: Always use this System Restore procedure before you use the System Recovery program. For more information and steps, see the Get Help app. ▲ Select the Start button, and then select the Get Help app.
Software program and hardware driver reinstallation	Before you uninstall a program, be sure that you have a way to reinstall it. Confirm that it is still available from the original source (for example, discs or the Internet). NOTE: Some features might not be available on systems that are shipped without a version of Windows. For information and steps to uninstall a program, see the Get Help app. ▲ Select the Start button, and then select the Get Help app.

9 Using HP PC Hardware Diagnostics

Using HP PC Hardware Diagnostics Windows (select products only)

HP PC Hardware Diagnostics Windows is a Windows-based utility that allows you to run diagnostic tests to determine whether the computer hardware is functioning properly. The tool runs within the Windows operating system in order to diagnose hardware failures.

If HP PC Hardware Diagnostics Windows is not installed on your computer, first you must download and install it. To download HP PC Hardware Diagnostics Windows, see [Downloading HP PC Hardware Diagnostics Windows on page 30](#).

After HP PC Hardware Diagnostics Windows is installed, follow these steps to access it from HP Help and Support or HP Support Assistant.

1. To access HP PC Hardware Diagnostics Windows from HP Help and Support:
 - a. Select the **Start** button, and then select **HP Help and Support**.
 - b. Right-click **HP PC Hardware Diagnostics Windows**, select **More**, and then select **Run as administrator**.

– or –

To access HP PC Hardware Diagnostics Windows from HP Support Assistant:

 - a. Type `support` in the taskbar search box, and then select the **HP Support Assistant** app.

– or –

Select the question mark icon in the taskbar.

 - b. Select **Troubleshooting and fixes**.
 - c. Select **Diagnostics**, and then select **HP PC Hardware Diagnostics Windows**.
 2. When the tool opens, select the type of diagnostic test you want to run, and then follow the on-screen instructions.
-
-  **NOTE:** If you need to stop a diagnostic test at any time, select **Cancel**.
-
3. When HP PC Hardware Diagnostics Windows detects a failure that requires hardware replacement, a 24-digit Failure ID code is generated. For assistance in correcting the problem, contact support, and then provide the Failure ID code.

Downloading HP PC Hardware Diagnostics Windows

- The HP PC Hardware Diagnostics Windows download instructions are provided in English only.
- You must use a Windows computer to download this tool because only .exe files are provided.

Downloading the latest HP PC Hardware Diagnostics Windows version

To download HP PC Hardware Diagnostics Windows, follow these steps:

1. Go to <http://www.hp.com/go/techcenter/pcdiags>. The HP PC Diagnostics home page is displayed.
2. In the **HP PC Hardware Diagnostics** section, select **Download**, and then select a location on your computer or a USB flash drive.

The tool is downloaded to the selected location.

Downloading HP Hardware Diagnostics Windows by product name or number (select products only)

 **NOTE:** For some products, it may be necessary to download the software to a USB flash drive by using the product name or number.

To download HP PC Hardware Diagnostics Windows by product name or number, follow these steps:

1. Go to <http://www.hp.com/support>.
2. Select **Get software and drivers**, select your type of product, and then enter the product name or number in the search box that is displayed.
3. In the **HP PC Hardware Diagnostics** section, select **Download**, and then select a location on your computer or a USB flash drive.

The tool is downloaded to the selected location.

Installing HP PC Hardware Diagnostics Windows

To install HP PC Hardware Diagnostics Windows, follow these steps:

- ▲ Navigate to the folder on your computer or the flash drive where the .exe file was downloaded, double-click the .exe file, and then follow the on-screen instructions.

Using HP PC Hardware Diagnostics UEFI

 **NOTE:** For Windows 10 S computers, you must use a Windows computer and a USB flash drive to download and create the HP UEFI support environment because only .exe files are provided. For more information, see [Downloading HP PC Hardware Diagnostics UEFI to a USB flash drive on page 32](#).

HP PC Hardware Diagnostics UEFI (Unified Extensible Firmware Interface) allows you to run diagnostic tests to determine whether the computer hardware is functioning properly. The tool runs outside the operating system so that it can isolate hardware failures from issues that are caused by the operating system or other software components.

If your PC will not boot into Windows, you can use HP PC Hardware Diagnostics UEFI to diagnose hardware issues.

When HP PC Hardware Diagnostics UEFI detects a failure that requires hardware replacement, a 24-digit Failure ID code is generated. For assistance in correcting the problem, contact support, and provide the Failure ID code.

 **NOTE:** To start diagnostics on a convertible computer, your computer must be in notebook mode, and you must use the attached keyboard.

 **NOTE:** If you need to stop a diagnostic test, press **esc**.

Starting HP PC Hardware Diagnostics UEFI

To start HP PC Hardware Diagnostics UEFI, follow these steps:

1. Turn on or restart the computer, and quickly press **esc**.
2. Press **f2**.

The BIOS searches three places for the diagnostic tools, in the following order:

- a. Connected USB flash drive



NOTE: To download the HP PC Hardware Diagnostics UEFI tool to a USB flash drive, see [Downloading the latest HP PC Hardware Diagnostics UEFI version on page 32](#).

- b. Hard drive

- c. BIOS

3. When the diagnostic tool opens, select the type of diagnostic test you want to run, and then follow the on-screen instructions.

Downloading HP PC Hardware Diagnostics UEFI to a USB flash drive

Downloading HP PC Hardware Diagnostics UEFI to a USB flash drive can be useful in the following situations:

- HP PC Hardware Diagnostics UEFI is not included in the preinstall image.
- HP PC Hardware Diagnostics UEFI is not included in the HP Tool partition.
- The hard drive is damaged.



NOTE: The HP PC Hardware Diagnostics UEFI download instructions are provided in English only, and you must use a Windows computer to download and create the HP UEFI support environment because only .exe files are provided.

Downloading the latest HP PC Hardware Diagnostics UEFI version

To download the latest HP PC Hardware Diagnostics UEFI version to a USB flash drive:

1. Go to <http://www.hp.com/go/techcenter/pcdiags>. The HP PC Diagnostics home page is displayed.
2. In the **HP PC Hardware Diagnostics UEFI** section, select **Download UEFI Diagnostics**, and then select **Run**.

Downloading HP PC Hardware Diagnostics UEFI by product name or number (select products only)



NOTE: For some products, it may be necessary to download the software to a USB flash drive by using the product name or number.

To download HP PC Hardware Diagnostics UEFI by product name or number (select products only) to a USB flash drive:

1. Go to <http://www.hp.com/support>.
2. Enter the product name or number, select your computer, and then select your operating system.
3. In the **Diagnostics** section, follow the on-screen instructions to select and download the specific UEFI Diagnostics version for your computer.

Using Remote HP PC Hardware Diagnostics UEFI settings (select products only)

Remote HP PC Hardware Diagnostics UEFI is a firmware (BIOS) feature that downloads HP PC Hardware Diagnostics UEFI to your computer. It can then execute the diagnostics on your computer, and it may upload results to a preconfigured server. For more information on Remote HP PC Hardware Diagnostics UEFI, go to <http://www.hp.com/go/techcenter/pcdiags>, and then select **Find out more**.

Downloading Remote HP PC Hardware Diagnostics UEFI

 **NOTE:** HP Remote PC Hardware Diagnostics UEFI is also available as a Softpaq that can be downloaded to a server.

Downloading the latest Remote HP PC Hardware Diagnostics UEFI version

To download the latest Remote HP PC Hardware Diagnostics UEFI version, follow these steps:

1. Go to <http://www.hp.com/go/techcenter/pcdiags>. The HP PC Diagnostics home page is displayed.
2. In the **HP PC Hardware Diagnostics UEFI** section, select **Download Remote Diagnostics**, and then select **Run**.

Downloading Remote HP PC Hardware Diagnostics UEFI by product name or number

 **NOTE:** For some products, it may be necessary to download the software by using the product name or number.

To download HP Remote PC Hardware Diagnostics UEFI by product name or number, follow these steps:

1. Go to <http://www.hp.com/support>.
2. Select **Get software and drivers**, select your type of product, enter the product name or number in the search box that is displayed, select your computer, and then select your operating system.
3. In the **Diagnostics** section, follow the on-screen instructions to select and download the **Remote UEFI** version for the product.

Customizing Remote HP PC Hardware Diagnostics UEFI settings

Using the Remote HP PC Hardware Diagnostics setting in Computer Setup (BIOS), you can perform the following customizations:

- Set a schedule for running diagnostics unattended. You can also start diagnostics immediately in interactive mode by selecting **Execute Remote HP PC Hardware Diagnostics**.
- Set the location for downloading the diagnostic tools. This feature provides access to the tools from the HP website or from a server that has been preconfigured for use. Your computer does not require the traditional local storage (such as a disk drive or USB flash drive) to run remote diagnostics.
- Set a location for storing the test results. You can also set the user name and password settings used for uploads.
- Display status information about the diagnostics run previously.

To customize Remote HP PC Hardware Diagnostics UEFI settings, follow these steps:

1. Turn on or restart the computer, and when the HP logo appears, press **F10** to enter Computer Setup.
2. Select **Advanced**, and then select **Settings**.

3. Make your customization selections.
4. Select **Main**, and then **Save Changes and Exit** to save your settings.

Your changes take effect when the computer restarts.

10 Backing up, restoring, and recovering

This chapter provides information about the following processes, which are standard procedure for most products:

- **Backing up your personal information**—You can use Windows tools to back up your personal information (see [Using Windows tools on page 35](#)).
- **Creating a restore point**—You can use Windows tools to create a restore point (see [Using Windows tools on page 35](#)).
- **Creating recovery media** (select products only)—You can use the HP Cloud Recovery Download Tool (select products only) to create recovery media (see [Using the HP Cloud Recovery Download Tool to create recovery media \(select products only\) on page 35](#)).
- **Restoring and recovery**—Windows offers several options for restoring from backup, refreshing the computer, and resetting the computer to its original state (see [Using Windows tools on page 35](#)).

Backing up information and creating recovery media

Using Windows tools



IMPORTANT: Windows is the only option that allows you to back up your personal information. Schedule regular backups to avoid information loss.

You can use Windows tools to back up personal information and create system restore points and recovery media.



NOTE: If computer storage is 32 GB or less, Microsoft System Restore is disabled by default.

For more information and steps, see the Get Help app.

- ▲ Select the **Start** button, and then select the **Get Help** app.



NOTE: You must be connected to the Internet to access the Get Help app.

Using the HP Cloud Recovery Download Tool to create recovery media (select products only)

You can use the HP Cloud Recovery Download Tool to create HP Recovery media on a bootable USB flash drive.

To create HP Recovery media using the HP Cloud Recovery Download Tool:

1. Go to <http://www.hp.com/support>.
2. Select **Software and Drivers**, and then follow the on-screen instructions.



NOTE: If you cannot create recovery media yourself, contact support to obtain recovery discs. Go to <http://www.hp.com/support>, select your country or region, and then follow the on-screen instructions.

Restoring and recovery

Restoring, resetting, and refreshing using Windows tools

Windows offers several options for restoring, resetting, and refreshing the computer. For details, see [Using Windows tools on page 35](#).

Recovering using HP Recovery media

HP Recovery media is used to recover the original operating system and software programs that were installed at the factory and, on select products, can be created on a bootable USB flash drive using the HP Cloud Recovery Download Tool. For details, see [Using the HP Cloud Recovery Download Tool to create recovery media \(select products only\) on page 35](#).

If you cannot create recovery media yourself, contact support to obtain recovery discs. Go to <http://www.hp.com/support>, select your country or region, and then follow the on-screen instructions.

To recover your system:

- ▲ Insert the HP Recovery media, and then restart the computer.

Changing the computer boot order

If your computer does not restart using the HP Recovery media, you can change the computer boot order. This is the order of devices listed in BIOS where the computer looks for startup information. You can change the selection to an optical drive or a USB flash drive, depending on the location of your HP Recovery media.

To change the boot order:



IMPORTANT: For a tablet with a detachable keyboard, connect the tablet to the keyboard base before beginning these steps.

1. Insert the HP Recovery media.
2. Access the system **Startup** menu.

For computers or tablets with keyboards attached:

- ▲ Turn on or restart the computer or tablet, quickly press **esc**, and then press **f9** for boot options.

For tablets without keyboards:

- ▲ Turn on or restart the tablet, quickly hold down the volume up button, and then select **f9**.

– or –

Turn on or restart the tablet, quickly hold down the volume down button, and then select **f9**.

3. Select the optical drive or USB flash drive from which you want to boot, and then follow the on-screen instructions.

11 Specifications

Operating specifications



NOTE: To determine the exact electrical ratings of your computer, refer to the computer ratings label, located on the outside of the computer.

Factor	Metric	U.S.
Operating temperature	5°C to 35°C	41°F to 95°F
Storage temperature	-20°C to 60°C	-22°F to 149°F
Operating humidity	15% to 80% @ 26°C	15% to 80% @ 78°F
Operating altitude	0 m to 2000 m	0 ft to 6561 ft
Storage altitude	0 m to 4572 m	0 ft to 15000 ft

12 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.

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.

13 Accessibility

Accessibility

HP is working to weave diversity, inclusion and work/life into the fabric of our company, so it is reflected in everything we do. Here are some examples of how we are putting differences to work to create an inclusive environment focused on connecting people to the power of technology throughout the world.

Finding the technology tools you need

Technology can unleash your human potential. Assistive technology removes barriers and helps you create independence at home, at work, and in the community. Assistive technology helps increase, maintain, and improve the functional capabilities of electronic and information technology, including desktop and notebook computers, tablets, mobile phones, printers, and more. For more information, see [Finding the best assistive technology on page 40](#).

Our commitment

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

Our accessibility goal is to design, produce, and market products and services that can be effectively used by everyone, including people with disabilities, either on a stand-alone basis or with appropriate assistive devices.

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

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

International Association of Accessibility Professionals (IAAP)

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

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

IAAP will make our profession strong by globally connecting individuals, students, and organizations to learn from one another. If you are interested in learning more, go to <http://www.accessibilityassociation.org> to join the online community, sign up for newsletters, and learn about membership options.

Finding the best assistive technology

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

Assessing your needs

Technology can unleash your potential. Assistive technology removes barriers and helps you create independence at home, at work, and in the community. Assistive technology (AT) helps increase, maintain, and improve the functional capabilities of electronic and information technology, including desktop and notebook computers, tablets, mobile phones, printers, and more.

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

Accessibility for HP PC and tablet products

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

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

If you need additional support with the accessibility features on your HP product, see [Contacting support on page 44](#).

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

- [Microsoft Accessibility information \(Windows 7, Windows 8, Windows 10, Microsoft Office\)](#)
- [Google Products accessibility information \(Android, Chrome, Google Apps\)](#)
- [Assistive Technologies sorted by impairment type](#)
- [Assistive Technologies sorted by product type](#)
- [Assistive Technology vendors with product descriptions](#)
- [Assistive Technology Industry Association \(ATIA\)](#)

Standards and legislation

Standards

Section 508 of the Federal Acquisition Regulation (FAR) standards was created by the US Access Board to address access to information and communication technology (ICT) for people with physical, sensory, or cognitive disabilities. The standards contain technical criteria specific to various types of technologies, as well as performance-based requirements which focus on functional capabilities of covered products. Specific criteria cover software applications and operating systems, web-based information and applications, computers, telecommunications products, video and multi-media, and self-contained closed products.

Mandate 376 – EN 301 549

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

Web Content Accessibility Guidelines (WCAG)

Web Content Accessibility Guidelines (WCAG) from the W3C's Web Accessibility Initiative (WAI) helps web designers and developers create sites that better meet the needs of people with disabilities or age-related limitations. WCAG advances accessibility across the full range of web content (text, images, audio, and video) and web applications. WCAG can be precisely tested, is easy to understand and use, and allows web developers flexibility for innovation. WCAG 2.0 has also been approved as [ISO/IEC 40500:2012](#).

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

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

Legislation and regulations

Accessibility of IT and information has become an area of increasing legislative importance. This section provides links to information on key legislation, regulations, and standards.

- [United States](#)
- [Canada](#)
- [Europe](#)
- [United Kingdom](#)
- [Australia](#)
- [Worldwide](#)

United States

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

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

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

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

21st Century Communications and Video Accessibility Act (CVAA)

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

- [FCC Guide on the CVAA](#)

Other U.S. legislation and initiatives

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

Canada

The Accessibility for Ontarians with Disabilities Act was established to develop and implement accessibility standards to make goods, services, and facilities accessible to Ontarians with disabilities and to provide for the involvement of persons with disabilities in the development of the accessibility standards. The first standard of the AODA is the customer service standard; however, standards for transportation, employment, and information and communication are also being developed. The AODA applies to the Government of

Ontario, the Legislative Assembly, every designated public sector organization, and to every other person or organization that provides goods, services, or facilities to the public or other third parties and that has at least one employee in Ontario; and accessibility measures must be implemented on or before January 1, 2025. For more information, go to [Accessibility for Ontarians with Disability Act \(AODA\)](#).

Europe

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

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

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

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

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

United Kingdom

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

- [W3C UK Policies](#)

Australia

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

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

Worldwide

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

Useful accessibility resources and links

The following organizations may be good resources for information about disabilities and age-related limitations.



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

Organizations

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

Educational institutions

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

Other disability resources

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

HP links

[Our contact webform](#)

[HP comfort and safety guide](#)

[HP public sector sales](#)

Contacting support



NOTE: Support is in English only.

- Customers who are deaf or hard of hearing that have questions about technical support or accessibility of HP products:
 - Use TRS/VRS/WebCapTel to call (877) 656-7058 Monday through Friday, 6 a.m. to 9 p.m. Mountain Time.
- Customers with other disabilities or age-related limitations who have questions about technical support or accessibility of HP products, choose one of the following options:
 - Call (888) 259-5707 Monday through Friday, 6 a.m. to 9 p.m. Mountain Time.
 - Complete the [Contact form for people with disabilities or age-related limitations](#).

14 Support information

How to get help

HP support can help you get the most from your computer. You will find what you need with tools located on your computer and with information available on the Web, by phone, or through your local retailer.

Before contacting HP support, it's important to have the following information handy:

- Model number
- Product number
- Serial number
- Software build number
- Operating system
- Purchase date

Please take a moment to write down your product information for future reference.

The first four items on the list (model number, product number, serial number, and software build number) can be viewed by using HP Support Information. Type `support` in the taskbar search box, and then select the **HP Support Assistant** app.

Don't forget to register at <http://www.hp.com/apac/register>.

Where to get help

- Use the Get Help app for help with hardware and software questions. Select the **Start** button, and then select the **Get Help** app.
- Use HP Support Assistant. Type `support` in the taskbar search box, and then select the **HP Support Assistant** app.

HP Support Assistant provides useful troubleshooting and diagnostics information and includes the following:

- Online chat with an HP technician
- Support telephone numbers
- HP service center locations
- For help online, go to <http://www.hp.com/support>.

Telephone assistance to get you up and running is covered for thirty (30) days from the time you purchase your computer. After thirty (30) days, there may be a charge, but the helpful support is still available.

Customer support for repairs

If your computer needs to be repaired or to have parts replaced, you have two choices:

- You can easily replace many of your computer parts that are considered consumer replaceable. This is the fastest method of repair, because many times HP can send the part directly to your home or business in a few days. (This option may not be available in all countries or regions.)
- If a repair is necessary, HP support will make arrangements to repair your computer.

These services are covered during the warranty period.

There are some limitations and exclusions to the warranty (as well as some important details), which are described in the *HP Worldwide Limited Warranty and Technical Support* guide.

Before upgrading your hardware

If you intend to upgrade any of your hardware, do it only after you set up your new computer. For instructions on setting up your computer, see the *Setup Instructions* or *Quick Setup* poster or [Getting to know your computer on page 3](#). If you have any problems setting up your system and turning it on, immediately contact HP support using the procedures given earlier in this chapter. This must be done first before attempting to upgrade your system.

By breaking the security seal on the back of the computer, you confirm that the computer was working properly before you attempted to upgrade your system. After the security seal has been broken, your computer is then, to the extent allowed by local law, covered under the terms and conditions listed in the *HP Worldwide Limited Warranty and Technical Support*

Index

- A**
 - accessibility 39
 - accessibility needs assessment 40
 - action keys 18
 - airplane mode 7
 - airplane mode key 7, 19
 - assistive technology (AT)
 - finding 40
 - purpose 39
 - AT (assistive technology)
 - finding 40
 - purpose 39
 - audio 12
- B**
 - backup, creating 35
 - backups 35
 - Blue Light Mode, adjusting 4
 - Bluetooth device 7, 9
 - boot order, changing 36
- C**
 - camera
 - using 11
 - caring for your computer 21
 - cleaning your computer 21
 - computer
 - security features 24
 - troubleshooting 25
 - connecting to a network 7
 - connecting to a wireless network 7
 - connecting to a WLAN 8
 - connecting to LAN 9
 - corporate WLAN connection 8
 - customer support, accessibility 44
- D**
 - Disk Cleanup software 20
 - Disk Defragmenter software 20
 - Dual-Mode DisplayPort
 - connecting 16
- E**
 - electrostatic discharge 38
 - external monitor port 14
- F**
 - fingerprints, registering 24
 - fn key 18
- G**
 - GPS 9
- H**
 - HDMI port
 - connecting 15
 - HDMI, configuring audio 15
 - headphones, connecting 11
 - headsets, connecting 12
 - help and support 1, 46
 - high-definition devices, connecting 15, 16, 17
 - hot keys 18
 - HP 3D DriveGuard 20
 - HP Assistive Policy 39
 - HP Mobile Broadband
 - activating 8
 - IMEI number 8
 - MEID number 8
 - HP PC Hardware Diagnostics UEFI
 - downloading 32
 - starting 32
 - using 31
 - HP PC Hardware Diagnostics Windows
 - downloading 30
 - installing 31
 - using 30
 - HP Recovery Manager
 - correcting boot problems 36
 - HP Recovery media
 - recovery 36
- I**
 - IMEI number 8
 - International Association of Accessibility Professionals 40
- K**
 - keys
 - airplane mode 19
- L**
 - locating information
 - hardware 3
 - software 3
- M**
 - maintenance
 - Disk Cleanup 20
 - Disk Defragmenter 20
 - updating programs and drivers 21
 - MEID number 8
 - microphone, connecting 12
 - Miracast 17
 - mobile broadband
 - activating 8
 - IMEI number 8
 - MEID number 8
- O**
 - operating specifications 37
 - operating system controls 7
- P**
 - ports
 - external monitor 14
 - HDMI 15, 16
 - Miracast 17
 - USB 5
 - USB SuperSpeed 5
 - USB SuperSpeed Plus 5
 - USB Type-C 5
 - USB Type-C SuperSpeed 5
 - USB Type-C SuperSpeed Plus 5
 - USB Type-C Thunderbolt 12
 - USB Type-C Thunderbolt port with HP Sleep and Charge 6
 - VGA 14
 - public WLAN connection 8
- R**
 - recovery 35
 - discs 36
 - HP Recovery partition 36

- media 36
- USB flash drive 36
- recovery media
 - creating using HP Cloud Recovery Download Tool 35
 - creating using Windows tools 35
- Remote HP PC Hardware Diagnostics UEFI settings
 - customizing 33
 - using 33
- resources, accessibility 43
- restoring 35

S

- Section 508 accessibility standards 41, 42
- security features 24
- shipping the computer 22
- shutdown 4
- software
 - Disk Cleanup 20
 - Disk Defragmenter 20
- sound settings, using 12
- speakers
 - connecting 11
- standards and legislation, accessibility 41
- support 46
- system restore point, creating 35

T

- Thunderbolt
 - connecting USB Type-C 12
- Thunderbolt port with HP Sleep and Charge, identifying USB Type-C 6
- traveling with the computer 22
- troubleshooting
 - computer does not start 25
 - display (monitor) 26
 - Internet access 28
 - keyboard and mouse (wireless) 27
 - keyboard and mouse (with cable) 27
 - power 26
 - software 28
 - speakers and sound 27
- turning off the computer 4

U

- unresponsive system 4

- updating programs and drivers 21
- USB port, identifying 5
- USB SuperSpeed Plus port, identifying 5
- USB SuperSpeed port, identifying 5
- USB Type-C port, connecting 12
- USB Type-C port, identifying 5
- USB Type-C SuperSpeed Plus port, identifying 5
- USB Type-C SuperSpeed port, identifying 5
- USB Type-C Thunderbolt port with HP Sleep and Charge, identifying 6
- using sound settings 12

V

- VGA port, connecting 14
- video 12

W

- Windows
 - backup 35
 - recovery media 35
 - system restore point 35
- Windows Hello
 - using 24
- Windows tools, using 35
- wired network (LAN) 9
- wireless button 7
- wireless controls
 - button 7
 - operating system 7
- wireless light 7
- wireless network (WLAN)
 - connecting 8
 - corporate WLAN connection 8
 - functional range 8
 - public WLAN connection 8
- WWAN device 8