

## User Guide

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### **Product notice**

This user guide describes features that are common to most models. 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. See <http://www.microsoft.com>.

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


### **Software terms**

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For any further information or to request a full refund of the price of the computer, please contact your seller.

## Safety warning notice

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 **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).

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## Processor configuration setting (select products only)

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 **IMPORTANT:** Select computer 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.

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# 1 Welcome

After you set up and register the computer, we recommend the following steps to get the most out of your smart investment:

-  **TIP:** To quickly return to the computer Start screen from an open app or the Windows desktop, press the Windows key  on your keyboard. Pressing the Windows key again will return you to the previous screen.
- **Connect to the Internet**—Set up your wired or wireless network so that you can connect to the Internet. For more information, see [Network connections on page 21](#).
- **Update your antivirus software**—Protect your computer from damage caused by viruses. The software is preinstalled on the computer. For more information, see [Using antivirus software on page 51](#).
- **Get to know your computer**—Learn about your computer features. See [Components on page 4](#) and [Navigating the screen on page 28](#) for additional information.
- **Find installed software**—Access a list of the software preinstalled on the computer:  
Select the **Start** button.  
– or –  
Right-click the **Start** button, and then select **Apps and Features**.
- Back up your hard drive by creating recovery discs or a recovery flash drive. See [Backing up, restoring, and recovering on page 58](#).

## Finding information

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

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

\*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

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**Resource****Contents**

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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.

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## 2 Components

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

### Locating hardware

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:

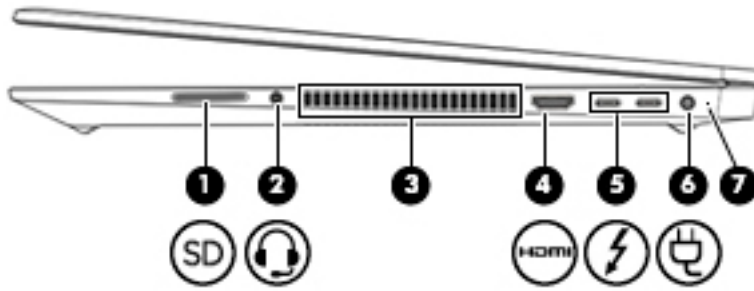
- ▲ Select the **Start** button.




– or –



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




## Right

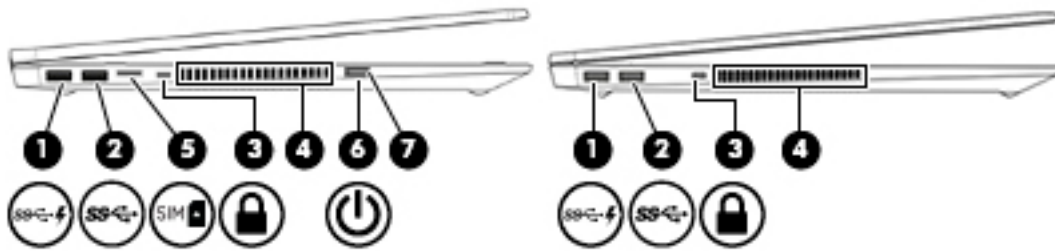







Component	Description
(1) 	<p>Memory card reader</p> <p>Reads optional memory cards that store, manage, share, or access information.</p> <p>To insert a card:</p> <ol style="list-style-type: none"> <li>1. Hold the card label-side up, with the connectors facing the computer.</li> <li>2. Insert the card into the memory card reader, and then press in on the card until it is firmly seated.</li> </ol> <p>To remove a card:</p> <ul style="list-style-type: none"> <li>▲ Press in on the card, and then remove it from the memory card reader.</li> </ul>
(2) 	<p>Audio-out (headphone)/Audio-in (microphone) combo jack</p> <p>Connects optional powered stereo speakers, headphones, earbuds, a headset, or a television audio cable. Also connects an optional headset microphone. This jack does not support optional standalone microphones.</p> <p><b>WARNING!</b> To reduce the risk of personal injury, adjust the volume before putting on headphones, earbuds, or a headset. For additional safety information, refer to the <i>Regulatory, Safety, and Environmental Notices</i>.</p> <p>To access this guide:</p> <ul style="list-style-type: none"> <li>▲ Select the <b>Start</b> button, select <b>HP Help and Support</b>, and then select <b>HP Documentation</b>.</li> </ul> <p>– or –</p> <ul style="list-style-type: none"> <li>▲ Select the <b>Start</b> button, select <b>HP</b>, and then select <b>HP Documentation</b>.</li> </ul> <p><b>NOTE:</b> When a device is connected to the jack, the computer speakers are disabled.</p>
(3)	<p>Vent</p> <p>Enables airflow to cool internal components.</p> <p><b>NOTE:</b> The computer fan starts up automatically to cool internal components and prevent overheating. It is normal for the internal fan to cycle on and off during routine operation.</p>
(4) 	<p>HDMI port</p> <p>Connects an optional video or audio device, such as a high-definition television, any compatible digital or audio component, or a high-speed High Definition Multimedia Interface (HDMI) device.</p>


Component	Description
<b>(5)</b>  USB Type-C power connector and Thunderbolt™ ports (2) with HP Sleep and Charge	<p>Connect an AC adapter that has a USB Type-C connector, supplying power to the computer and, if needed, charging the computer battery.</p> <p>– and –</p> <p>Connect and charge 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.</p> <p>– and –</p> <p>Connect a display device that has a USB Type-C connector, providing DisplayPort output.</p> <p><b>NOTE:</b> Your computer may also support a Thunderbolt docking station.</p> <p><b>NOTE:</b> Cables and/or adapters (purchased separately) may be required.</p>
<b>(6)</b>  Power connector	Connects an AC adapter.
<b>(7)</b> Battery light	<p>When AC power is connected:</p> <ul style="list-style-type: none"> <li>• White: The battery charge is greater than 90 percent.</li> <li>• Amber: The battery charge is from 0 to 90 percent.</li> <li>• Off: The battery is not charging.</li> </ul> <p>When AC power is disconnected (battery not charging):</p> <ul style="list-style-type: none"> <li>• Blinking amber: The battery has reached a low battery level. When the battery has reached a critical battery level, the battery light begins blinking rapidly.</li> <li>• Off: The battery is not charging.</li> </ul>

# Left

 **NOTE:** Refer to the illustration that most closely matches your computer.



Component	Description
(1) 	<p>USB SuperSpeed port with HP Sleep and Charge</p> <p>Connects a USB device, provides high-speed data transfer, and even when the computer is off, charges most products such as a cell phone, camera, activity tracker, or smartwatch.</p>
(2) 	<p>USB SuperSpeed port</p> <p>Connects a USB device, such as a cell phone, camera, activity tracker, or smartwatch, and provides high-speed data transfer.</p>
(3) 	<p>Security cable slot</p> <p>Attaches an optional security cable to the computer.</p> <p><b>NOTE:</b> The security cable is designed to act as a deterrent, but it may not prevent the computer from being mishandled or stolen.</p>
(4)	<p>Vent</p> <p>Enables airflow to cool internal components.</p> <p><b>NOTE:</b> The computer fan starts up automatically to cool internal components and prevent overheating. It is normal for the internal fan to cycle on and off during routine operation.</p>
(5) 	<p>SIM card slot (select products only)</p> <p>Supports a wireless subscriber identity module (SIM) card.</p>
(6) 	<p>Power button</p> <ul style="list-style-type: none"> <li>When the computer is off, press the button to turn on the computer.</li> <li>When the computer is on, press the button briefly to initiate Sleep.</li> <li>When the computer is in the Sleep state, press the button briefly to exit Sleep.</li> <li>When the computer is in Hibernation, press the button briefly to exit Hibernation.</li> </ul> <p><b>CAUTION:</b> Pressing and holding down the power button results in the loss of unsaved information.</p> <p>If the computer has stopped responding and shutdown procedures are ineffective, press and hold the power button for at least 5 seconds to turn off the computer.</p> <p>To learn more about your power settings, see your power options.</p>

Component	Description
(7)	Power light
	<p>▲ Right-click the <b>Power meter</b> icon  and then select <b>Power Options</b>.</p> <ul style="list-style-type: none"><li>• On: The computer is on.</li><li>• Blinking: The computer is in the Sleep state, a power-saving state. The computer shuts off power to the display and other unneeded components.</li><li>• Off: The computer is off or in Hibernation. Hibernation is a power-saving state that uses the least amount of power.</li></ul>

# Display

 **NOTE:** Refer to the illustration that most closely matches your computer.



Component	Description
(1) WWAN antennas* (select products only)	Send and receive wireless signals to communicate with wireless wide area networks (WWANs).
(2) WLAN antennas* (select products only)	Send and receive wireless signals to communicate with wireless local area networks (WLANs).
(3) Internal microphones (2)	Record sound.
(4) Camera light (select products only)	On: The camera is in use.
(5) Camera(s) (select products only)	Allow(s) you to video chat, record video, and record still images. To use your camera, see <a href="#">Using a camera (select products only) on page 32</a> . Some cameras also allow a facial recognition logon to Windows, instead of a password logon. For more information, see <a href="#">Using Windows Hello (select products only) on page 51</a> . <b>NOTE:</b> Camera functions vary depending on the camera hardware and software installed on your product.

\*The antennas are not visible from the outside of the computer. For optimal transmission, keep the areas immediately around the antennas free from obstructions.

For wireless regulatory notices, see the section of the *Regulatory, Safety, and Environmental Notices* that applies to your country or region.

To access this guide:

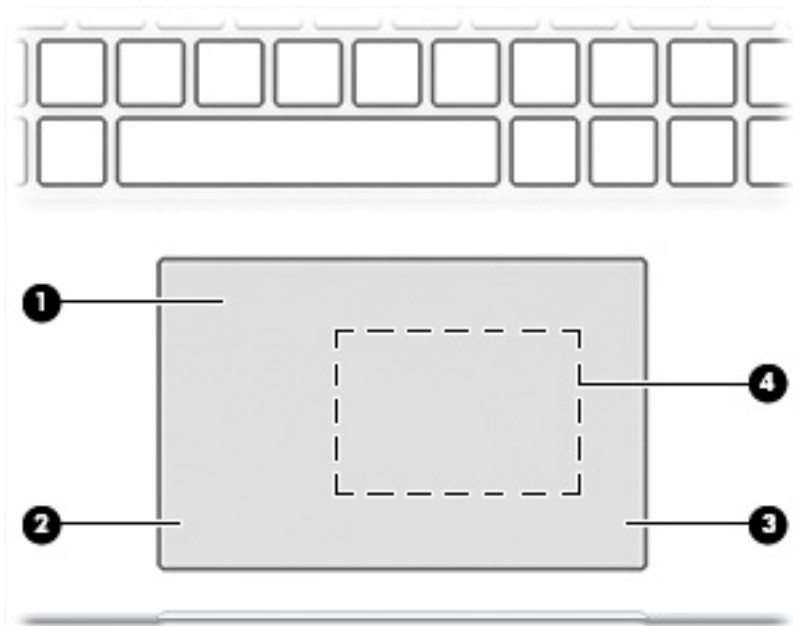
▲ Select the **Start** button, select **HP Help and Support**, and then select **HP Documentation**.

– or –

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

# Keyboard area

## TouchPad



Component	Description
(1) TouchPad zone	Reads your finger gestures to move the pointer or activate items on the screen.
(2) Left control zone	Textured area that allows you to perform additional gestures.
(3) Right control zone	Textured area that allows you to perform additional gestures.
(4) Near Field Communications (NFC) tapping area and antenna* (select products only)	Allows you to wirelessly share information when you tap it with an NFC-enabled device.

\*The antenna is not visible from the outside of the computer. For optimal transmission, keep the area immediately around the antenna free from obstructions.

For wireless regulatory notices, see the section of the *Regulatory, Safety, and Environmental Notices* that applies to your country or region.

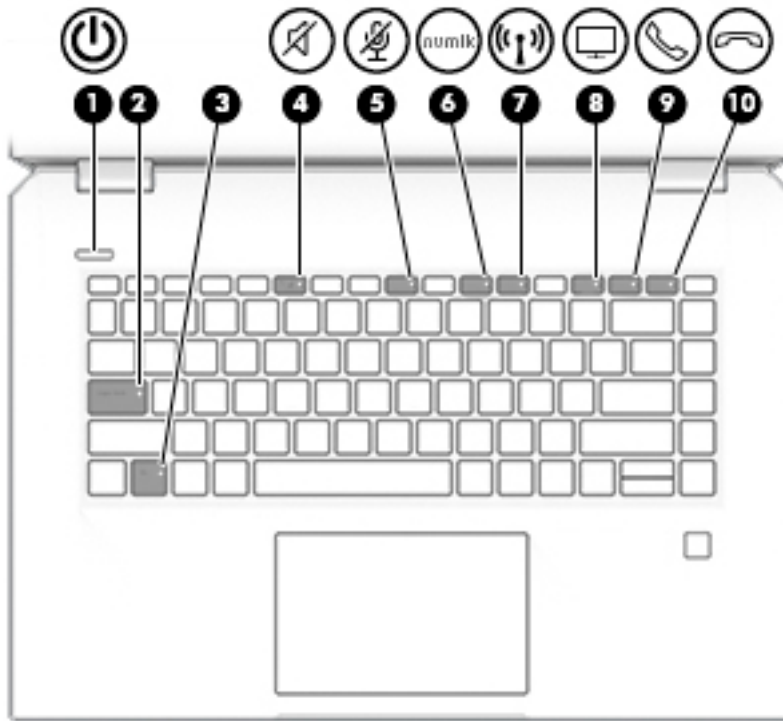
To access this guide:







▲ 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**.

## Lights

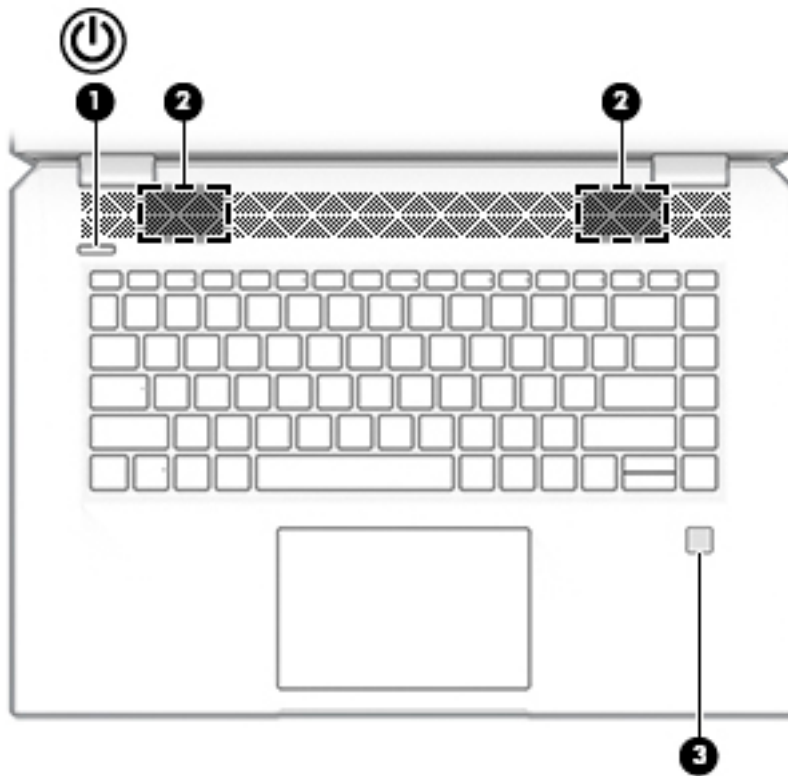




Component	Description
(1)  Power light	<ul style="list-style-type: none"> <li>On: The computer is on.</li> <li>Blinking: The computer is in the Sleep state, a power-saving state. The computer shuts off power to the display and other unneeded components.</li> <li>Off: The computer is off or in Hibernation. Hibernation is a power-saving state that uses the least amount of power.</li> </ul>
(2) Caps lock light	On: Caps lock is on, which switches the key input to all capital letters.
(3) Fn lock light	On: The <b>fn</b> key is locked.
(4)  Mute light	<ul style="list-style-type: none"> <li>On: Computer sound is off.</li> <li>Off: Computer sound is on.</li> </ul>
(5)  Microphone mute light	<ul style="list-style-type: none"> <li>On: Microphone is off.</li> <li>Off: Microphone is on.</li> </ul>
(6)  Num Lk light	On: Num lock is on.
(7)  Wireless light	<p>On: An integrated wireless device, such as a wireless local area network (WLAN) device and/or a Bluetooth® device, is on.</p> <p><b>NOTE:</b> On some models, the wireless light is amber when all wireless devices are off.</p>
(8)  Sharing or presenting light	On: Sharing is on.

Component		Description
(9)	 Call answer light	On: Call answer is on.
(10)	 Call end light	On: Call end is on.

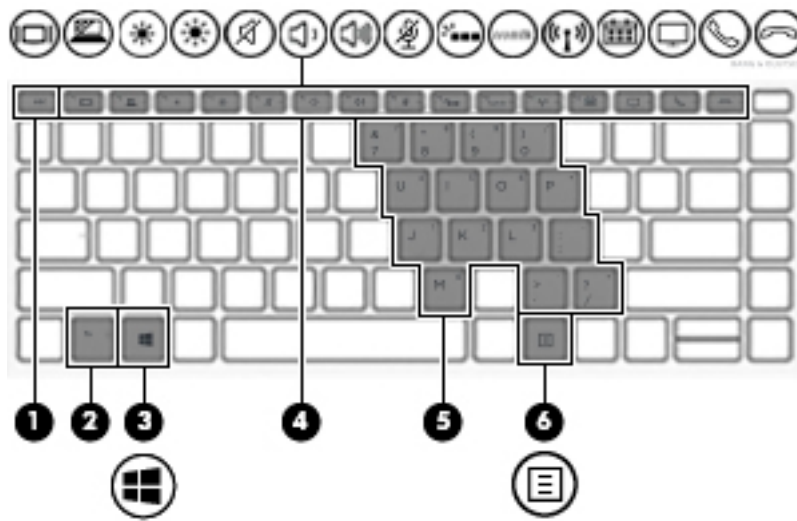




## Button, speakers, and fingerprint reader



Component	Description
(1)  Power button	<ul style="list-style-type: none"> <li>• When the computer is off, press the button to turn on the computer.</li> <li>• When the computer is on, press the button briefly to initiate Sleep.</li> <li>• When the computer is in the Sleep state, press the button briefly to exit Sleep.</li> <li>• When the computer is in Hibernation, press the button briefly to exit Hibernation.</li> </ul> <p><b>CAUTION:</b> Pressing and holding down the power button results in the loss of unsaved information.</p> <p>If the computer has stopped responding and shutdown procedures are ineffective, press and hold the power button for at least 5 seconds to turn off the computer.</p> <p>To learn more about your power settings, see your power options.</p> <p>▲ Right-click the <b>Power meter</b> icon  and then select <b>Power Options</b>.</p>
(2) Speakers (2)	Produce sound.
(3) Fingerprint reader (select products only)	Allows a fingerprint logon to Windows, instead of a password logon.

## Special keys



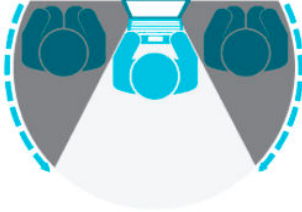














Component	Description
(1) <code>esc</code> key	Displays system information when pressed in combination with the <code>fn</code> key.
(2) <code>fn</code> key	Executes frequently used system functions when pressed in combination with another key. Such key combinations are called <i>hot keys</i> .
(3)  Windows key	Opens the <b>Start</b> menu. <b>NOTE:</b> Pressing the Windows key again will close the <b>Start</b> menu.
(4) Action keys	Execute frequently used system functions. See <a href="#">Action keys on page 15</a> .
(5) Embedded numeric keypad	A numeric keypad superimposed over the keyboard alphabet keys. When <code>num lk</code> is pressed, the keypad can be used like an external numeric keypad. Each key on the keypad performs the function indicated by the icon in the upper-right corner of the key. <b>NOTE:</b> If the keypad function is active when the computer is turned off, that function is reinstated when the computer is turned back on.
(6)  Windows application key	Displays options for a selected object.


## Action keys

An action key performs the function indicated by the icon on the key. To determine which keys are on your product, see [Special keys on page 14](#).

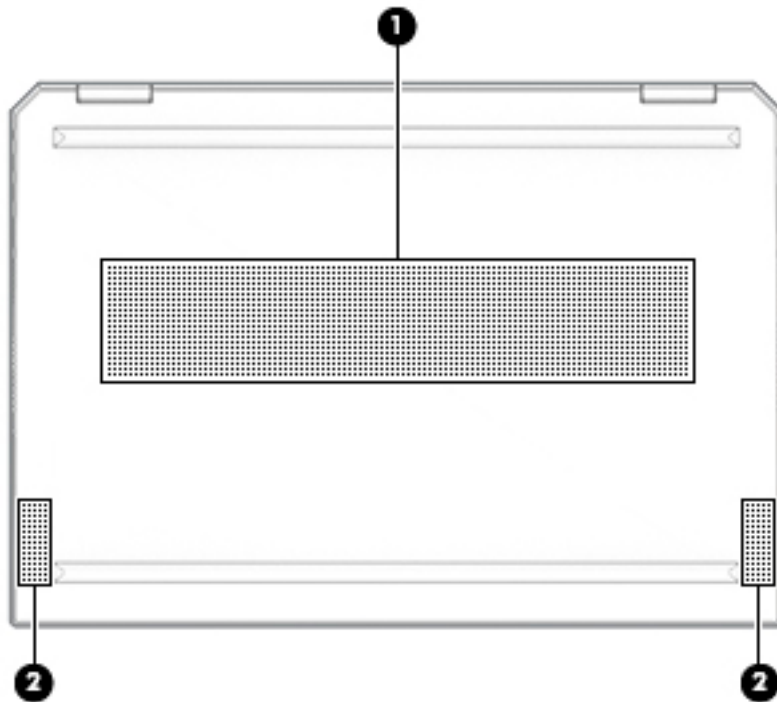
▲ To use an action key, press and hold the key.

Icon	Description
	Switches the screen image among display devices connected to the system. For example, if a monitor is connected to the computer, repeatedly pressing the key alternates the screen image from computer display to monitor display to simultaneous display on both the computer and monitor.
	Helps prevent side-angle viewing from onlookers. If needed, decrease or increase brightness for well-lit or darker environments. Press the key again to turn off the privacy screen.  <b>NOTE:</b> To quickly turn on the highest privacy setting, press <b>fn+p</b> .
	
	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.
	Mutes or restores speaker sound.
	Decreases speaker volume incrementally while you hold down the key.
	Increases speaker volume incrementally while you hold down the key.
	Mutes the microphone.
	Turns the keyboard backlight off or on. <b>NOTE:</b> To conserve battery power, turn off this feature.
num lk	Turns the embedded numeric keypad on and off.
	Turns the wireless feature on or off. <b>NOTE:</b> A wireless network must be set up before a wireless connection is possible.
	Provides quick access to your Skype for Business calendar. <b>NOTE:</b> This feature requires Skype® for Business or Lync® 2013 running on Microsoft Exchange or Office 365® servers.

Icon	Description
	<p data-bbox="475 226 858 247">Turns the screen sharing function on or off.</p> <p data-bbox="475 268 1422 331"><b>NOTE:</b> This feature requires Skype for Business or Lync 2013 running on Microsoft Exchange or Office 365 servers.</p>
	<ul data-bbox="475 352 823 464" style="list-style-type: none"> <li data-bbox="475 352 655 373">• Answers a call.</li> <li data-bbox="475 394 823 415">• Starts a call during a 1-on-1 chat.</li> <li data-bbox="475 436 708 457">• Places a call on hold.</li> </ul> <p data-bbox="475 478 1422 541"><b>NOTE:</b> This feature requires Skype for Business or Lync 2013 running on Microsoft Exchange or Office 365 servers.</p>
	<ul data-bbox="475 562 735 674" style="list-style-type: none"> <li data-bbox="475 562 624 583">• Ends a call.</li> <li data-bbox="475 604 735 625">• Declines incoming calls.</li> <li data-bbox="475 646 708 667">• Ends screen sharing.</li> </ul> <p data-bbox="475 688 1422 753"><b>NOTE:</b> This feature requires Skype for Business or Lync 2013 running on Microsoft Exchange or Office 365 servers.</p>

 **NOTE:** The action key feature is enabled at the factory. You can disable this feature by pressing and holding the **fn** key and the left **shift** key. The fn lock light will turn on. After you have disabled the action key feature, you can still perform each function by pressing the **fn** key in combination with the appropriate action key.


## Bottom



Component	Description
(1) Vent	Enables airflow to cool internal components. <b>NOTE:</b> The computer fan starts up automatically to cool internal components and prevent overheating. It is normal for the internal fan to cycle on and off during routine operation.
(2) Speakers (2)	Produce sound.

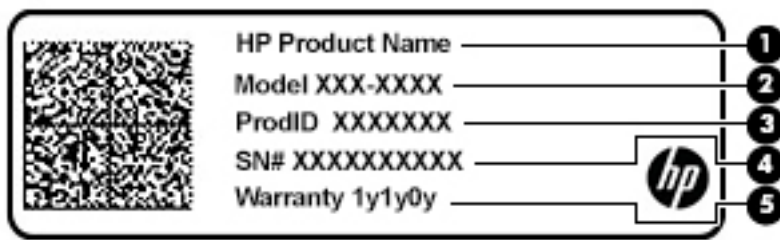
# Labels

The labels affixed to the computer provide information you may need when you troubleshoot system problems or travel internationally with the computer. Labels may be in paper form or imprinted on the product.

 **IMPORTANT:** Check the following locations for the labels described in this section: the bottom of the computer, inside the battery bay, under the service door, on the back of the display, or on the bottom of a tablet kickstand.

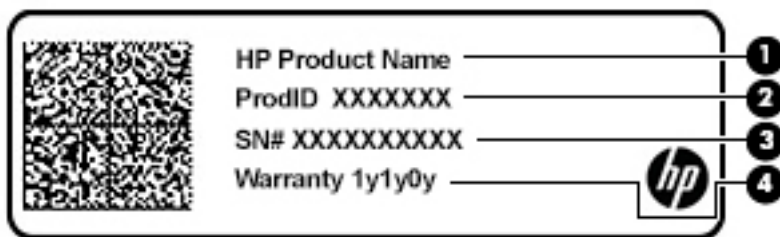
- Service label—Provides important information to identify your computer. When contacting support, you may be asked for the serial number, the product number, or the model number. Locate this information before you contact support.

Your service label will resemble one of the examples shown below. Refer to the illustration that most closely matches the service label on your computer.



### Component

- (1) HP product name (select products only)
- (2) Model number
- (3) Product ID
- (4) Serial number
- (5) Warranty period



### Component

- (1) HP product name (select products only)
- (2) Product ID

---

**Component**

---

**(3)** Serial number

---

**(4)** Warranty period

---

- Regulatory label(s)—Provide(s) regulatory information about the computer.
- Wireless certification label(s)—Provide(s) information about optional wireless devices and the approval markings for the countries or regions in which the devices have been approved for use.

## Inserting a SIM card (select products only)

**CAUTION:** Inserting a SIM card of the wrong size could damage the SIM card or cause the SIM card to become stuck in the slot. The use of SIM card adapters is not recommended. To prevent damage to the SIM card or the connectors, use minimal force when inserting or removing a SIM card.

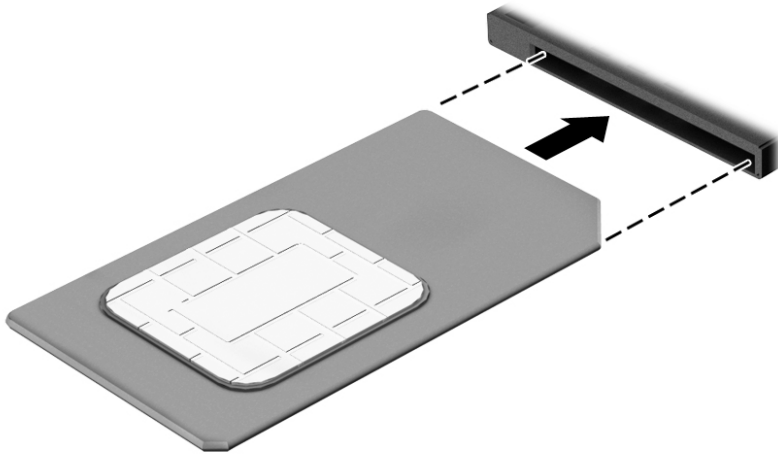
**NOTE:** Before purchasing a SIM card, follow these instructions to determine the correct SIM card size for your computer:

1. Go to <http://www.hp.com/support>, and then search for your computer by product name or number.
2. Select **Product Information**.
3. Refer to the listed options to determine which card to purchase.

To insert a SIM card, follow these steps:

1. Turn off the computer by using the Shut down command.
2. Insert the SIM card into the SIM card slot, and then press in on the SIM card until it is firmly seated.

**NOTE:** The SIM card in your computer may look slightly different from the illustration in this section.



To remove a SIM card, press in on the SIM card, and then remove it from the slot.



---

## 3 Network connections

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 (select products only)**—A wireless wide area network (WWAN) device that gives you wireless connectivity over 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:

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

#### Wireless button

The computer may have a wireless button, 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:

1. Type `control panel` in the taskbar search box, and then select **Control Panel**.
2. Select **Network and Internet**, and then select **Network and Sharing Center**.

– or –

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


## 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 and Sharing Center**.
2. 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.


– or –

1. On the taskbar, right-click 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.

 **NOTE:** If your computer includes HP Mobile Connect, the instructions in this section do not apply. See [Using HP Mobile Connect Pro \(select products only\) on page 23](#).

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 –

You can find the number following these steps:

1. On the taskbar, right-click the network status icon.
2. Select **View Connection Settings**.
3. Under the **Mobile broadband** section, select the network status icon.

– or –

1. On the taskbar, right-click 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 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 provided in the HP Mobile Broadband information 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 HP Mobile Connect Pro (select products only)

HP Mobile Connect Pro is a prepaid, mobile broadband service that provides a cost-effective, secure, simple, and flexible mobile broadband connection for your computer. To use HP Mobile Connect Pro, your computer must have a SIM card and the HP Mobile Connect app. For more information about HP Mobile Connect Pro and where it is available, go to <http://www.hp.com/go/mobileconnect>.

## 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 Windows privacy setting.

1. Type `location` in the taskbar search box, and then select **Location privacy settings**.
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. Turn on Bluetooth, if it is not already turned on.
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.

---

## Using NFC to share information (select products only)

Your computer supports Near Field Communication (NFC), which allows you to wirelessly share information between two NFC-enabled devices. Information is transferred by tapping the tapping area (antenna) of the computer with the antenna of your phone or other device. With NFC and supported apps, you can share websites, transfer contact information, transfer payments, and print on NFC-enabled printers.

---

 **NOTE:** To locate the tapping area on your computer, see [Components on page 4](#).

---

## Sharing

1. Confirm that the NFC function is enabled.
  - a. Type `wireless` in the taskbar search box, and then select **Turn wireless devices on or off**.
  - b. Confirm that the selection for NFC is **On**.
2. Tap the NFC tapping area with an NFC-enabled device. You may hear a sound when the devices connect.

---

 **NOTE:** To find the location of the antenna on the other NFC device, refer to your device instructions.

---

3. Follow any on-screen instructions to continue.

## Connecting to a wired network

Select products may allow wired connections: local area network (LAN) and modem connection. A LAN connection uses a network cable and is much faster than a modem, which uses a telephone cable. Both cables are sold separately.

**⚠ WARNING!** To reduce the risk of electric shock, fire, or damage to the equipment, do not plug a modem cable or telephone cable into an RJ-45 (network) jack.

### Connecting to a local area 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.

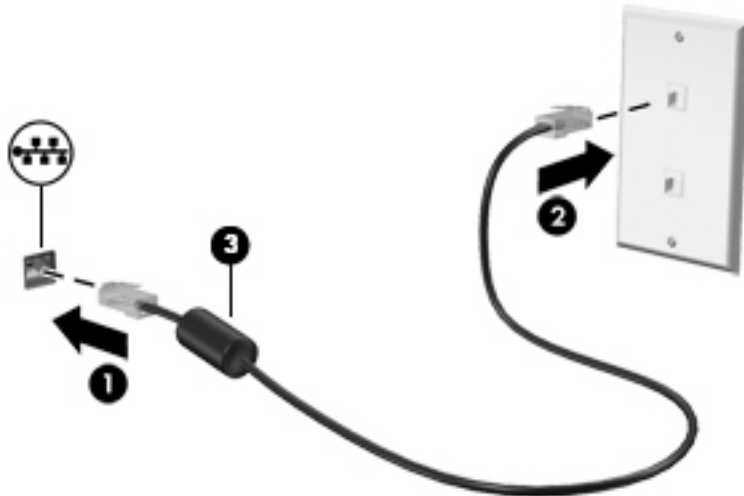
**📝 NOTE:** A feature called HP LAN-Wireless Protection may be enabled on your computer. It closes your wireless (Wi-Fi) or WWAN connection when you connect directly to a LAN. For more information about HP LAN-Wireless Protection, see [Using HP LAN-Wireless Protection \(select products only\) on page 26](#).

If there is no RJ-45 port on the computer, connecting to a LAN requires an 8-pin, RJ-45 network cable or an optional docking device or expansion product.

To connect the network cable, follow these steps:

1. Plug the network cable into the network jack **(1)** on the computer or on an optional docking device or expansion product.
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.



## Using HP LAN-Wireless Protection (select products only)

In a LAN environment, you can set HP LAN-Wireless Protection to safeguard your LAN network from unauthorized wireless access. When HP LAN-Wireless Protection is enabled, the WLAN (Wi-Fi) or WWAN connection is turned off when the computer is connected directly to a LAN.

### Turning on and customizing HP LAN-Wireless Protection

1. Connect a network cable to the network jack on the computer, or on an optional docking device or expansion product.
2. Start Computer Setup (BIOS).
  - Computers or tablets with keyboards:
    - ▲ Turn on or restart the computer, and when the HP logo appears, press **f10** to enter Computer Setup.
  - Tablets without keyboards:
    - ▲ Turn on or restart the tablet, and then quickly hold down the volume down button until the Startup menu is displayed. Tap **f10** to enter Computer Setup.
3. Select **Advanced**, and then select **Built-in Device Options**.
4. Select the check box for **LAN/WLAN Auto Switching** and/or **LAN/WWAN Auto Switching** to turn off WLAN and/or WWAN connections when connected to a LAN network.
5. To save your changes and exit Computer Setup, select the **Save** icon in the lower-right corner of the screen, and then follow the on-screen instructions.  
– or –  
Select **Main**, select **Save Changes and Exit**, and then press **enter**.

Your changes go into effect when the computer restarts.

## Using HP MAC Address Pass Through to identify your computer on a network (select products only)

MAC Address Pass Through provides a customizable way of identifying your computer and its communications on networks. This system MAC address provides unique identification even when your computer is connected through an Ethernet adapter. This address is enabled by default.

### Customizing MAC Address Pass Through

1. Start Computer Setup (BIOS).
  - Computers or tablets with keyboards:
    - ▲ Turn on or restart the computer, and when the HP logo appears, press **f10** to enter Computer Setup.
  - Tablets without keyboards:
    - ▲ Turn on or restart the tablet, and then quickly hold down the volume down button until the Startup menu is displayed. Tap **f10** to enter Computer Setup.
2. Select **Advanced**, and then select **MAC Address Pass Through**.

3. In the box to the right of **Host Based MAC Address**, select either **System** to enable MAC address Pass Through or **Custom** to customize the address.
4. If you selected Custom, select **MAC ADDRESS**, enter your customized system MAC address, and then press **enter** to save the address.
5. If the computer has an embedded LAN and you would like to use the embedded MAC address as the system MAC address, select **Reuse Embedded LAN Address**.

– or –

Select **Main**, select **Save Changes and Exit**, and then press **enter**.

Your changes go into effect when the computer restarts.

---

## 4 Navigating the screen

You can navigate the computer screen in one or more of the following ways:

- Use touch gestures directly on the computer screen
- Use touch gestures on the TouchPad
- Use an optional mouse or keyboard (purchased separately)
- Use an on-screen keyboard
- Use a pointing stick

### Using TouchPad and touch screen gestures

The TouchPad helps you navigate the computer screen and control the pointer using simple touch gestures. You can also use the left and right TouchPad buttons as you would use the corresponding buttons on an external mouse. To navigate a touch screen (select products only), touch the screen directly using gestures described in this chapter.

You can also customize gestures and view demonstrations of how they work. Type `control panel` in the taskbar search box, select **Control Panel**, and then select **Hardware and Sound**. Under **Devices and Printers**, select **Mouse**.



**NOTE:** Unless noted, gestures can be used on the TouchPad or a touch screen (select products only).

### Tap

Use the tap/double-tap gesture to select or open an item on the screen.

- Point to an item on the screen, and then tap one finger on the TouchPad zone or touch screen to select the item. Double-tap an item to open it.





## Two-finger pinch zoom

Use the two-finger pinch zoom to zoom out or in on images or text.

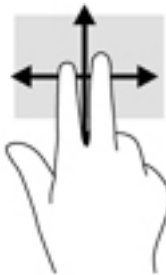
- Zoom out by placing two fingers apart on the TouchPad zone or touch screen and then moving your fingers together.
- Zoom in by placing two fingers together on the TouchPad zone or touch screen and then moving your fingers apart.



## Two-finger slide (TouchPad only)

Use the two-finger slide to move up, down, or sideways on a page or image.

- Place two fingers slightly apart on the TouchPad zone and then drag them up, down, left, or right.



## Two-finger tap (TouchPad only)

Use the two-finger tap to open the menu for an object on the screen.

 **NOTE:** The two-finger tap performs the same function as right-clicking with the mouse.

- Tap two fingers on the TouchPad zone to open the options menu for the selected object.



## Four-finger tap (TouchPad only)

Use the four-finger tap to open the action center.

- Tap four fingers on the Touchpad to open the action center and view current settings and notifications.



### Three-finger swipe (TouchPad only)

Use the three-finger swipe to view open windows and to switch between open windows and the desktop.

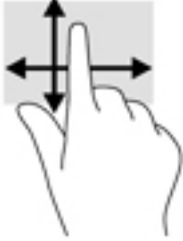
- Swipe 3 fingers away from you to see all open windows.
- Swipe 3 fingers toward you to show the desktop.
- Swipe 3 fingers left or right to switch between open windows.



## One-finger slide (touch screen only)

Use the one-finger slide to pan or scroll through lists and pages, or to move an object.

- To scroll across the screen, lightly slide one finger across the screen in the direction you want to move.
- To move an object, press and hold your finger on an object, and then drag your finger to move the object.



## Using an optional keyboard or mouse

An optional keyboard or mouse allows you to type, select items, scroll, and 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.

## Using an on-screen keyboard (select products only)

1. To display an on-screen keyboard, tap the keyboard icon in the notification area, at the far right of the taskbar.
2. Begin typing.



**NOTE:** Suggested words may be displayed above the on-screen keyboard. Tap a word to select it.



**NOTE:** Action keys and hot keys do not display or function on the on-screen keyboard.

---

## 5 Entertainment features

Use your HP computer for business or pleasure to meet with others via the camera, mix audio and video, or connect external devices like a projector, monitor, TV, or speakers. See [Components on page 4](#) to locate the audio, video and camera features on your computer.

### Using a camera (select products only)

Your computer has a camera (integrated camera) that records video and captures photographs. Some models allow you to video conference and chat online using streaming video.

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

### Using audio


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

### Connecting speakers

You can attach wired speakers to your computer by connecting them to a USB port or to the audio-out (headphone)/audio-in (microphone) combo jack on your computer or on a docking station.

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 35](#). Before connecting speakers, lower the volume setting.

### Connecting headphones

 **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 guide:

- ▲ 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**.

---

You can connect wired headphones to the 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 headsets

 **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 guide:

▲ 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**.

---

Headphones combined with a microphone are called headsets. 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, DTS, Beats audio, 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 audio 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.

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

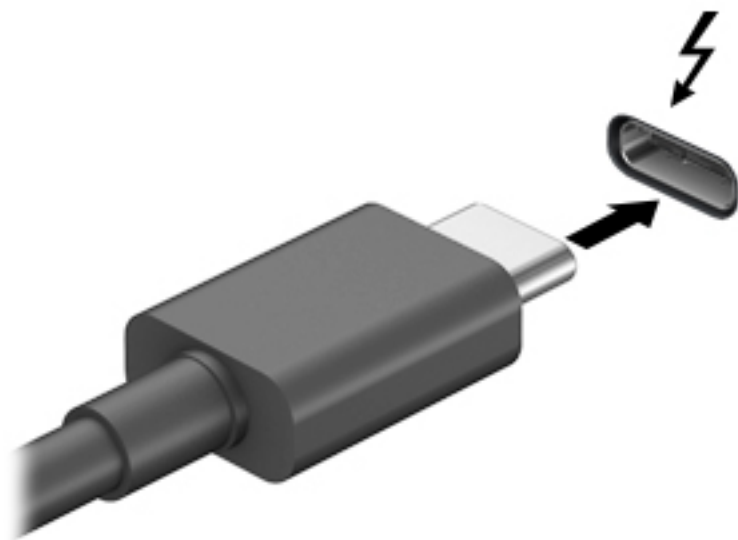
## Connecting a Thunderbolt device using a USB Type-C cable (select products only)

 **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 **f1** 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 **f1** 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 **Settings**, 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)

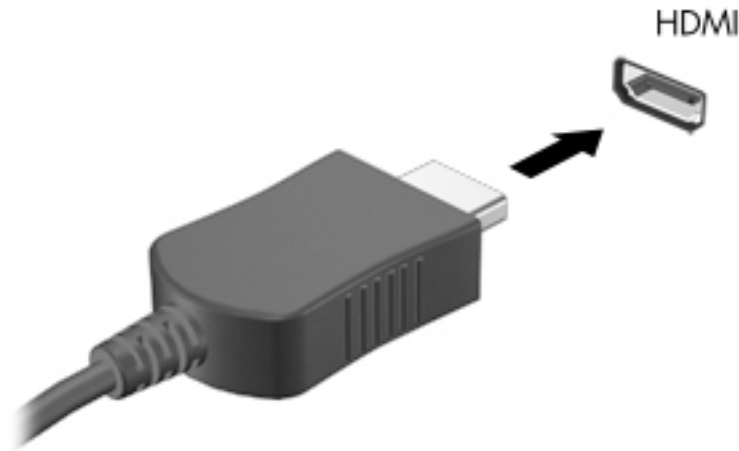
---

 **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 **f1** 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 **f1**, 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 **Settings**, 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**.

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

---

 **NOTE:** To learn what type of display you have (Miracast-compatible or Intel WiDi), refer to the documentation that came with your TV or secondary display.

---

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.

## Using data transfer

Your computer is a powerful entertainment device that enables you to transfer photos, videos, and movies from your USB devices to view on your computer.

To enhance your viewing enjoyment, use one of the USB Type-C ports on the computer to connect a USB device, such as a cell phone, camera, activity tracker, or smartwatch, and transfer the files to your computer.

---

 **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 USB Type-C features, refer to HP Support Assistant.



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## 6 Managing power

Your computer can operate on either battery power or external power. When the computer is running on battery power and an external power source is not available to charge the battery, it is important to monitor and conserve the battery charge.

Some power management features described in this chapter may not be available on your computer.

### Using Sleep and Hibernation

---

 **CAUTION:** Several well-known vulnerabilities exist when a computer is in the Sleep state. To prevent an unauthorized user from accessing data on your computer, even encrypted data, HP recommends that you always initiate Hibernation instead of Sleep anytime the computer will be out of your physical possession. This practice is particularly important when you travel with your computer.

**CAUTION:** To reduce the risk of possible audio and video degradation, loss of audio or video playback functionality, or loss of information, do not initiate Sleep while reading from or writing to a disc or an external media card.

---

Windows has two power-saving states, Sleep and Hibernation.

- Sleep—The Sleep state is automatically initiated after a period of inactivity. Your work is saved to memory, allowing you to resume your work very quickly. You can also initiate Sleep manually. For more information, see [Initiating and exiting Sleep on page 37](#).
- Hibernation—The Hibernation state is automatically initiated if the battery reaches a critical level. In the Hibernation state, your work is saved to a hibernation file and the computer powers down. You can also initiate Hibernation manually. For more information, see [Initiating and exiting Hibernation \(select products only\) on page 38](#).

### Initiating and exiting Sleep

You can initiate Sleep in any of the following ways:


- Close the display (select products only).
- Select the **Start** button, select the **Power** icon, and then select **Sleep**.
- Press the Sleep hot key; for example, **fn+f3** (select products only).

You can exit Sleep in any of the following ways:

- Briefly press the power button.
- If the computer is closed, raise the display (select products only).
- Press a key on the keyboard (select products only).
- Tap the TouchPad (select products only).

When the computer exits Sleep, your work returns to the screen.


---

 **NOTE:** If you have set a password to be required on exiting Sleep, you must enter your Windows password before your work returns to the screen.

---


## Initiating and exiting Hibernation (select products only)

You can enable user-initiated Hibernation and change other power settings and timeouts using Power Options.

1. Right-click the **Power** icon , and then select **Power Options**.
2. In the left pane, select **Choose what the power buttons do** (wording may vary by product).
3. Depending on your product, you can enable Hibernation for battery power or external power in any of the following ways:
  - **Power button**—Under **Power and sleep buttons and lid settings** (wording may vary by product), select **When I press the power button**, and then select **Hibernate**.
  - **Sleep button** (select products only)—Under **Power and sleep buttons and lid settings** (wording may vary by product), select **When I press the sleep button**, and then select **Hibernate**.
  - **Lid** (select products only)—Under **Power and sleep buttons and lid settings** (wording may vary by product), select **When I close the lid**, and then select **Hibernate**.
  - **Power menu**—Select **Change Settings that are currently unavailable**, and then, under **Shutdown settings**, select the **Hibernate** check box.

The Power menu can be accessed by selecting the **Start** button.
4. Select **Save changes**.
  - ▲ To initiate Hibernation, use the method that you enabled in step 3.
  - ▲ To exit Hibernation, briefly press the power button.


---

 **NOTE:** If you have set a password to be required on exiting Hibernation, you must enter your Windows password before your work returns to the screen.

---

## 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 the computer.

Shut down the computer when it will be unused and disconnected from external power for an extended period.

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.
- If your computer has a user-replaceable battery (select products only), disconnect the computer from external power, and then remove the battery.

## Using the Power icon and Power Options


The Power icon  is located on the Windows taskbar. The Power icon allows you to quickly access power settings and view the remaining battery charge.

- To view the percentage of remaining battery charge, place the mouse pointer over the **Power** icon .
- To use Power Options, right-click the **Power** icon , and then select **Power Options**.

Different Power icons indicate whether the computer is running on battery or external power. Placing the mouse pointer over the icon reveals a message if the battery has reached a low or critical battery level.

## Running on battery power

---


 **WARNING!** To reduce potential safety issues, use only the battery provided with the computer, a replacement battery provided by HP, or a compatible battery purchased from HP.

---

When a charged battery is in the computer and the computer is not plugged into external power, the computer runs on battery power. When the computer is off and unplugged from external power, the battery in the computer slowly discharges. The computer displays a message when the battery reaches a low or critical battery level.

Computer battery life varies, depending on power management settings, programs running on the computer, screen brightness, external devices connected to the computer, and other factors.

---

 **NOTE:** When you disconnect external power, the display brightness is automatically decreased to conserve battery charge. Select computer products can switch between graphic modes to conserve battery charge.

---


## Using HP Fast Charge (select products only)

The HP Fast Charge feature allows you to quickly charge your computer battery. Charging time may vary by +/- 10%. Depending on your computer model and the HP AC adapter provided with your computer, HP Fast Charge operates in one or more of the following ways:

- When the remaining battery charge is between zero and 50%, the battery will charge to 50% of full capacity in no more than 30 to 45 minutes, depending on your computer model.
- When the remaining battery charge is between zero and 90%, the battery will charge to 90% of full capacity in no more than 90 minutes.

To use HP Fast Charge, shut down your computer, and then connect the AC adapter to your computer and to external power.

## Displaying battery charge

To view the percentage of remaining battery charge, place the mouse pointer over the **Power** icon .

## Finding battery information in HP Support Assistant (select products only)

To access battery information:

1. Type `support` in the taskbar search box, and then select the **HP Support Assistant** app.  
– or –  
Select the question mark icon in the taskbar.
2. Select **My PC**, select the **Diagnostics and tools** tab, and then select **HP Battery Check**. If HP Battery Check indicates that your battery should be replaced, contact support.

HP Support Assistant provides the following tools and information about the battery:

- HP Battery Check
- Information about battery types, specifications, life cycles, and capacity


## Conserving battery power

To conserve battery power and maximize battery life:

- Lower the brightness of the display.
- Select the **Power saver** setting in Power Options.
- Turn off wireless devices when you are not using them.
- Disconnect unused external devices that are not plugged into an external power source, such as an external hard drive connected to a USB port.
- Stop, disable, or remove any external media cards that you are not using.
- Before you leave your work, initiate Sleep or shut down the computer.

## Identifying low battery levels

When a battery that is the sole power source for the computer reaches a low or critical battery level, the following behavior occurs:

- The battery light (select products only) indicates a low or critical battery level.
- or –
- The Power icon  shows a low or critical battery notification.



**NOTE:** For additional information about the Power icon, see [Using the Power icon and Power Options on page 39](#).

The computer takes the following actions for a critical battery level:

- If Hibernation is disabled and the computer is on or in the Sleep state, the computer remains briefly in the Sleep state and then shuts down and loses any unsaved information.
- If Hibernation is enabled and the computer is on or in the Sleep state, the computer initiates Hibernation.

## Resolving a low battery level

### Resolving a low battery level when external power is available

Connect one of the following to the computer and to external power:

- AC adapter
- Optional docking device or expansion product
- Optional power adapter purchased as an accessory from HP

### Resolving a low battery level when no power source is available

Save your work and shut down the computer.

### Resolving a low battery level when the computer cannot exit Hibernation

1. Connect the AC adapter to the computer and to external power.
2. Exit Hibernation by pressing the power button.

## Factory-sealed battery

To monitor the status of the battery, or if the battery is no longer holding a charge, run HP Battery Check in the HP Support Assistant app (select products only).

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

– or –

Select the question mark icon in the taskbar.

2. Select **My PC**, select the **Diagnostics and tools** tab, and then select **HP Battery Check**. If HP Battery Check indicates that your battery should be replaced, contact support.

The battery[ies] in this product cannot be easily replaced by users themselves. Removing or replacing the battery could affect your warranty coverage. If a battery is no longer holding a charge, contact support.


When a battery has reached the end of its useful life, do not dispose of the battery in general household waste. Follow the local laws and regulations in your area for battery disposal.

## Running on external power

For information about connecting to external power, refer to the *Setup Instructions* poster provided in the computer box.

The computer does not use battery power when the computer is connected to external power with an approved AC adapter or an optional docking device or expansion product.

---

 **WARNING!** To reduce potential safety issues, use only the AC adapter provided with the computer, a replacement AC adapter provided by HP, or a compatible AC adapter purchased from HP.


 **WARNING!** Do not charge the computer battery while you are aboard aircraft.

---


Connect the computer to external power under any of the following conditions:

- When charging or calibrating a battery
- When installing or updating system software
- When updating the system BIOS
- When writing information to a disc (select products only)
- When running Disk Defragmenter on computers with internal hard drives
- When performing a backup or recovery

When you connect the computer to external power:

- The battery begins to charge.
- The screen brightness increases.
- The Power icon  changes appearance.





When you disconnect external power:

- The computer switches to battery power.
- The screen brightness automatically decreases to conserve battery charge.
- The Power icon  changes appearance.

# 7 Security

## Protecting the computer

Standard security features provided by the Windows operating system and the Windows Computer Setup utility (BIOS, which runs under any operating system) can protect your personal settings and data from a variety of risks.

-  **NOTE:** Security solutions are designed to act as deterrents. These deterrents may not prevent a product from being mishandled or stolen.
-  **NOTE:** Before you send your computer for service, back up and delete confidential files, and remove all password settings.
-  **NOTE:** Some features listed in this chapter may not be available on your computer.
-  **NOTE:** Your computer supports Computrace, which is an online security-based tracking and recovery service available in select regions. If the computer is stolen, Computrace can track the computer if the unauthorized user accesses the Internet. You must purchase the software and subscribe to the service in order to use Computrace. For information about ordering the Computrace software, go to <http://www.hp.com>.

Computer risk	Security feature
Unauthorized use of the computer	<ul style="list-style-type: none"><li>• HP Client Security software, in combination with a password, smart card, contactless card, registered fingerprints, or other authentication credential</li><li>• BIOS power-on password</li></ul>
Unauthorized access to Computer Setup (BIOS)	BIOS administrator password in Computer Setup*
Unauthorized access to the contents of a hard drive	DriveLock password (select products only) in Computer Setup*
Unauthorized startup from an optional external optical drive (select products only), optional external hard drive (select products only), or internal network adapter	Boot options feature in Computer Setup*
Unauthorized access to a Windows user account	Windows user password
Unauthorized access to data	Windows BitLocker
Unauthorized removal of the computer	Security cable slot (used with an optional security cable on select products only)

\*Computer Setup is an embedded, ROM-based utility that can be used even when the operating system is not working or will not load. You can use a pointing device (TouchPad, pointing stick, or USB mouse) or the keyboard to navigate and make selections in Computer Setup.

**NOTE:** On tablets without keyboards, you can use the touch screen.

## Using passwords

A password is a group of characters that you choose to secure your computer information. Several types of passwords can be set, depending on how you want to control access to your information. Passwords can be set in Windows or in Computer Setup, which is preinstalled on the computer.

- BIOS administrator, power-on, and DriveLock passwords are set in Computer Setup and are managed by the system BIOS.
- Windows passwords are set only in the Windows operating system.
- If you forget both the DriveLock user password and the DriveLock master password set in Computer Setup, the hard drive that is protected by the passwords is permanently locked and can no longer be used.

You can use the same password for a Computer Setup feature and for a Windows security feature.

Use the following tips for creating and saving passwords:

- When creating passwords, follow requirements set by the program.
- Do not use the same password for multiple applications or websites, and do not reuse your Windows password for any other application or website.
- Use the Password Manager feature of HP Client Security to store your user names and passwords for your websites and applications. You can securely read them in the future if they cannot be remembered.
- Do not store passwords in a file on the computer.

The following tables list commonly used Windows and BIOS administrator passwords and describe their functions.

## Setting passwords in Windows

Password	Function
Administrator password*	Protects access to a Windows administrator-level account.  <b>NOTE:</b> Setting the Windows administrator password does not set the BIOS administrator password.
User password*	Protects access to a Windows user account.

\*For information about setting a Windows administrator password or a Windows user password, type `support` in the taskbar search box, and then select the **HP Support Assistant** app.



## Setting passwords in Computer Setup

Password	Function
BIOS administrator password*	Protects access to Computer Setup.  <b>NOTE:</b> If features have been enabled to prevent removing the BIOS administrator password, you may not be able to remove it until those features have been disabled.
Power-on password	<ul style="list-style-type: none"><li>• Must be entered each time you turn on or restart the computer.</li><li>• If you forget your power-on password, you cannot turn on or restart the computer.</li></ul>
DriveLock master password*	Protects access to the internal hard drive that is protected by DriveLock, and is set under DriveLock Passwords during the enable process. This password is also used to remove DriveLock protection.
DriveLock user password*	Protects access to the internal hard drive that is protected by DriveLock, and is set under DriveLock Passwords during the enable process.

\*For details about each of these passwords, see the following topics.

## Managing a BIOS administrator password

To set, change, or delete this password, follow these steps:

### Setting a new BIOS administrator password

1. Start Computer Setup.
  - Computers or tablets with keyboards:
    - ▲ Turn on or restart the computer, and when the HP logo appears, press **f10** to enter Computer Setup.
  - Tablets without keyboards:
    - ▲ Turn off the tablet. Press the power button in combination with the volume down button until the Startup menu is displayed, and then tap **f10** to enter Computer Setup.
2. Select **Security**, select **Create BIOS administrator password** or **Set Up BIOS administrator Password** (select products only), and then press **enter**.
3. When prompted, type a password.
4. When prompted, type the new password again to confirm.
5. To save your changes and exit Computer Setup, select the **Save** icon and then follow the on-screen instructions.  
  
– or –  
  
Select **Main**, select **Save Changes and Exit**, and then press **enter**.

Your changes go into effect when the computer restarts.

### Changing a BIOS administrator password

1. Start Computer Setup.

- Computers or tablets with keyboards:
    - ▲ Turn on or restart the computer, and when the HP logo appears, press **f10** to enter Computer Setup.
  - Tablets without keyboards:
    - ▲ Turn off the tablet. Press the power button in combination with the volume down button until the Startup menu is displayed, and then tap **f10** to enter Computer Setup.
2. Enter your current BIOS administrator password.
  3. Select **Security**, select **Change BIOS administrator Password** or **Change Password** (select products only), and then press **enter**.
  4. When prompted, type your current password.
  5. When prompted, type your new password.
  6. When prompted, type your new password again to confirm.
  7. To save your changes and exit Computer Setup, select the **Save** icon, and then follow the on-screen instructions.
- or –
- Select **Main**, select **Save Changes and Exit**, and then press **enter**.

Your changes go into effect when the computer restarts.

#### Deleting a BIOS administrator password

1. Start Computer Setup.
    - Computers or tablets with keyboards:
      - ▲ Turn on or restart the computer, and when the HP logo appears, press **f10** to enter Computer Setup.
    - Tablets without keyboards:
      - ▲ Turn off the tablet. Press the power button in combination with the volume down button until the Startup menu is displayed, and then tap **f10** to enter Computer Setup.
  2. Enter your current BIOS administrator password.
  3. Select **Security**, select **Change BIOS administrator Password** or **Change Password** (select products only), and then press **enter**.
  4. When prompted, type your current password.
  5. When prompted for the new password, leave the field empty, and then press **enter**.
  6. When prompted to type your new password again, leave the field empty, and then press **enter**.
  7. To save your changes and exit Computer Setup, select the **Save** icon, and then follow the on-screen instructions.
- or –
- Select **Main**, select **Save Changes and Exit**, and then press **enter**.

Your changes go into effect when the computer restarts.

## Entering a BIOS administrator password

At the **BIOS administrator password** prompt, type your password (using the same kind of keys you used to set the password), and then press [enter](#). After two unsuccessful attempts to enter the BIOS administrator password, you must restart the computer and try again.

## Using DriveLock Security Options

DriveLock protection prevents unauthorized access to the contents of a hard drive. DriveLock can be applied only to the internal hard drive(s) of the computer. After DriveLock protection is applied to a drive, the appropriate password must be entered to access the drive. The drive must be inserted into the computer or an advanced port replicator in order for it to be unlocked.

DriveLock Security Options offers the following features:

- **Automatic DriveLock**—See [Selecting Automatic DriveLock \(select products only\) on page 47](#).
- **Set DriveLock Master Password**—See [Selecting manual DriveLock on page 48](#).
- **Enable DriveLock**—See [Enabling DriveLock and setting a DriveLock user password on page 49](#).

## Selecting Automatic DriveLock (select products only)

A BIOS administrator password must be set before you can enable Automatic DriveLock. When Automatic DriveLock is enabled, a random DriveLock user password and a DriveLock master password derived from the BIOS administrator password are created. When the computer is turned on, the random user password automatically unlocks the drive. If the drive is moved to another computer, you must enter the BIOS administrator password for the original computer at the DriveLock password prompt to unlock the drive.

## Enabling Automatic DriveLock

To enable Automatic DriveLock, follow these steps:

1. Start Computer Setup.
  - Computers or tablets with keyboards:
    1. Turn off the computer.
    2. Press the power button, and when the HP logo appears, press **f10** to enter Computer Setup.
  - Tablets without keyboards:
    1. Turn off the tablet.
    2. Press the power button in combination with the volume down button until the Startup menu is displayed, and then tap **f10** to enter Computer Setup.
2. At the BIOS administrator password prompt, enter the BIOS administrator password, and then press [enter](#).
3. Select **Security**, select **Hard Drive Utilities**, select **DriveLock/Automatic DriveLock**, and then press [enter](#).
4. Use the [enter](#) key, left mouse click, or touch screen to select the **Automatic DriveLock** check box.
5. To save your changes and exit Computer Setup, select the **Save** icon and then follow the on-screen instructions.

– or –

Select **Main**, select **Save Changes and Exit**, and then press [enter](#).

## Disabling Automatic DriveLock

To disable Automatic DriveLock, follow these steps:

1. Start Computer Setup.
  - Computers or tablets with keyboards:
    1. Turn off the computer.
    2. Press the power button, and when the HP logo appears, press **f10** to enter Computer Setup.
  - Tablets without keyboards:
    1. Turn off the tablet.
    2. Press the power button in combination with the volume down button until the Startup menu is displayed, and then tap **f10** to enter Computer Setup.
2. At the BIOS administrator password prompt, enter the BIOS administrator password, and then press **enter**.
3. Select **Security**, select **Hard Drive Utilities**, select **DriveLock/Automatic DriveLock**, and then press **enter**.
4. Select an internal hard drive, and then press **enter**.
5. Use the **enter** key, left mouse click, or touch screen to clear the **Automatic DriveLock** check box.
6. To save your changes and exit Computer Setup, select the **Save** icon, and then follow the on-screen instructions.

– or –

Select **Main**, select **Save Changes and Exit**, and then press **enter**.

## Entering an Automatic DriveLock password


While Automatic DriveLock is enabled and the drive remains attached to the original computer, you will not be prompted to enter a DriveLock password to unlock the drive. However, if the drive is moved to another computer, or the system board is replaced on the original computer, you will be prompted to provide the DriveLock password.

If this happens, at the **DriveLock Password** prompt, type the BIOS administrator password for the original computer (using the same kind of keys you used to set the password), and then press **enter** to unlock the drive.

After three incorrect attempts to enter the password, you must shut down the computer and try again.

## Selecting manual DriveLock

---

 **CAUTION:** To prevent a DriveLock-protected hard drive from becoming permanently unusable, record the DriveLock user password and the DriveLock master password in a safe place away from your computer. If you forget both DriveLock passwords, the hard drive will be permanently locked and can no longer be used.

---

To manually apply DriveLock protection to an internal hard drive, a master password must be set, and DriveLock must be enabled in Computer Setup. Note the following considerations about using DriveLock protection:

- After DriveLock protection is applied to a hard drive, the hard drive can be accessed only by entering either the DriveLock user password or the master password.
- The owner of the DriveLock user password should be the day-to-day user of the protected hard drive. The owner of the DriveLock master password may be either a system administrator or the day-to-day user.
- The DriveLock user password and the DriveLock master password can be identical.

### Setting a DriveLock master password

To set a DriveLock master password, follow these steps:

1. Start Computer Setup.
  - Computers or tablets with keyboards:
    1. Turn off the computer.
    2. Press the power button, and when the HP logo appears, press **f10** to enter Computer Setup.
  - Tablets without keyboards:
    1. Turn off the tablet.
    2. Press the power button in combination with the volume down button until the Startup menu is displayed, and then tap **f10** to enter Computer Setup.
2. Select **Security**, make the selection for **Hard Drive Utilities**, select **DriveLock/Automatic DriveLock**, and then press **enter**.
3. Select the hard drive you want to protect, and then press **enter**.
4. Select **Set DriveLock Master Password**, and then press **enter**.
5. Carefully read the warning.
6. Follow the on-screen instructions to set a DriveLock master password.



---

**NOTE:** You can enable DriveLock and set a DriveLock user password before exiting from Computer Setup. For more information, see [Enabling DriveLock and setting a DriveLock user password on page 49](#).

---

7. To exit Computer Setup, select **Main**, select **Save Changes and Exit**, and then select **Yes**.

### Enabling DriveLock and setting a DriveLock user password

To enable DriveLock, and set a DriveLock user password, follow these steps:

1. Start Computer Setup.
  - Computers or tablets with keyboards:
    1. Turn off the computer.
    2. Press the power button, and when the HP logo appears, press **f10** to enter Computer Setup.
  - Tablets without keyboards:

1. Turn off the tablet.
2. Press the power button in combination with the volume down button until the Startup menu is displayed, and then tap **f10** to enter Computer Setup.
2. Select **Security**, select **Hard Drive Utilities**, select **DriveLock/Automatic DriveLock**, and then press **enter**.
3. Select the hard drive you want to protect, and then press **enter**.
4. Select **Enable DriveLock** and then press **enter**.
5. Carefully read the warning.
6. Follow the on-screen instructions to set a DriveLock user password and enable DriveLock.
7. To exit Computer Setup, select **Main**, select **Save Changes and Exit**, and then select **Yes**.

## Disabling DriveLock

1. Start Computer Setup.
  - Computers or tablets with keyboards:
    1. Turn off the computer.
    2. Press the power button, and when the HP logo appears, press **f10** to enter Computer Setup.
  - Tablets without keyboards:
    1. Turn off the tablet.
    2. Press the power button in combination with the volume down button until the Startup menu is displayed, and then tap **f10** to enter Computer Setup.
2. Select **Security**, select **Hard Drive Utilities**, select **DriveLock/Automatic DriveLock**, and then press **enter**.
3. Select the hard drive you want to manage, and then press **enter**.
4. Select **Disable DriveLock**, and then press **enter**.
5. Follow the on-screen instructions to disable DriveLock.
6. To exit Computer Setup, select **Main**, select **Save Changes and Exit**, and then select **Yes**.

## Entering a DriveLock password

Be sure that the hard drive is inserted into the computer (not into an optional docking device or external MultiBay).

At the **DriveLock Password** prompt, type your DriveLock user or master password (using the same kind of keys you used to set the password), and then press **enter**.

After three incorrect attempts to enter the password, you must shut down the computer and try again.

## Changing a DriveLock password

To change a DriveLock password in Computer Setup, follow these steps:

1. Turn off the computer.
2. Press the power button.

3. At the **DriveLock Password** prompt, type the current DriveLock user password or master password that you are changing, press **enter**, and then press or tap **f10** to enter Computer Setup.
4. Select **Security**, select **Hard Drive Utilities**, select **DriveLock/Automatic DriveLock**, and then press **enter**.
5. Select the hard drive you want to manage, and then press **enter**.
6. Make the selection for the DriveLock password that you want to change, and then follow the on-screen instructions to enter passwords.



---

**NOTE:** The **Change DriveLock Master Password** option is visible only if the DriveLock master password was provided at the DriveLock Password prompt in step 3.

---

7. To exit Computer Setup, select **Main**, select **Save Changes and Exit**, and then follow the on-screen instructions.

## Using 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 **Settings**, select **Accounts**, and then select **Sign-in options**.
2. Under **Windows Hello**, follow the on-screen instructions to add both a password and a numeric PIN, and then enroll your fingerprint or facial ID.



---

**NOTE:** The PIN is not limited in length, but it must consist of numbers only. No alphabetic or special characters are allowed.

---

## Using antivirus software

When you use the computer to access e-mail, a network, or the Internet, you potentially expose it to computer viruses. Computer viruses can disable the operating system, programs, or utilities, or cause them to function abnormally.

Antivirus software can detect most viruses, destroy them, and, in most cases, repair any damage they have caused. To provide ongoing protection against newly discovered viruses, antivirus software must be kept up to date.

Windows Defender is preinstalled on your computer. It is strongly recommended that you continue to use an antivirus program in order to fully protect your computer.

For more information about computer viruses, access the HP Support Assistant.

## Using firewall software


Firewalls are designed to prevent unauthorized access to a system or network. A firewall can be a software program you install on your computer and/or network, or it can be a solution made up of both hardware and software.

There are two types of firewalls to consider:

- Host-based firewalls—Software that protects only the computer it is installed on.
- Network-based firewalls—Installed between your DSL or cable modem and your home network to protect all the computers on the network.

When a firewall is installed on a system, all data sent to and from the system is monitored and compared with a set of user-defined security criteria. Any data that does not meet those criteria is blocked.


Your computer or networking equipment may already have a firewall installed. If not, firewall software solutions are available.

 **NOTE:** Under some circumstances a firewall can block access to Internet games, interfere with printer or file sharing on a network, or block authorized e-mail attachments. To temporarily resolve the problem, disable the firewall, perform the task that you want to perform, and then reenable the firewall. To permanently resolve the problem, reconfigure the firewall.

---

## Installing software updates

HP, Windows, and third-party software installed on your computer should be regularly updated to correct security problems and improve software performance.

 **IMPORTANT:** Microsoft sends out alerts regarding Windows updates, which may include security updates. To protect the computer from security breaches and computer viruses, install all updates from Microsoft as soon as you receive an alert.

---

You can install these updates automatically.

To view or change the settings:

1. Select the **Start** button, select **Settings**, and then select **Update & Security**.
2. Select **Windows Update**, and then follow the on-screen instructions.
3. To schedule a time for installing updates, select **Advanced Options**, and then follow the on-screen instructions.

## Using HP Client Security (select products only)

HP Client Security software is preinstalled on your computer. This software can be accessed through the HP Client Security icon at the far right of the taskbar or Windows Control Panel. It provides security features that help protect against unauthorized access to the computer, networks, and critical data. For more information, see the HP Client Security software Help.

## Using HP Managed Services (select products only)

HP Managed Services is a cloud-based IT solution that enables businesses to effectively manage and secure their company assets. HP Managed Services helps protect devices against malware and other attacks, monitors device health, and helps reduce time spent solving device and security issues. You can quickly download and install the software, which is highly cost effective relative to traditional in-house solutions. For more information, go to <https://www.hptouchpointmanager.com/>.

## Using an optional security cable (select products only)

A security cable (purchased separately) is designed to act as a deterrent, but it may not prevent the computer from being mishandled or stolen. To connect a security cable to your computer, follow the device manufacturer's instructions.



## Using a fingerprint reader (select products only)

Integrated fingerprint readers are available on select products. In order to use the fingerprint reader, you must enroll your fingerprints in HP Client Security's Credential Manager. Refer to the HP Client Security software Help.

After you enroll your fingerprints in Credential Manager, you can use HP Client Security's Password Manager to store and fill in your user names and passwords in supported websites and applications.

### Locating the fingerprint reader

The fingerprint reader is a small metallic sensor that is located in one of the following areas of your computer:

- Near the bottom of the TouchPad
- On the right side of the keyboard
- On the upper-right side of the display
- On the left side of the display
- On the back of the display

Depending on your product, the reader may be oriented horizontally or vertically.

---

# 8 Maintenance

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.



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**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 your 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 PC**, 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.

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- 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.

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## 9 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 58](#)).
- **Creating a restore point**—You can use Windows tools to create a restore point (see [Using Windows tools on page 58](#)).
- **Creating recovery media** (select products only)—You can use HP Recovery Manager or HP Cloud Recovery Download Tool (select products only) to create recovery media (see [Creating HP Recovery media \(select products only\) on page 58](#)).
- **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 58](#)).
- **Removing the Recovery Partition**—To remove the Recovery partition to reclaim hard drive space (select products only), select the **Remove Recovery Partition** option of HP Recovery Manager. For more information, see [Removing the HP Recovery partition \(select products only\) on page 62](#).

### Using Windows tools

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 **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, allowing you to restore from backup, refresh the computer, and reset the computer to its original state.

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

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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.

---

### Creating HP Recovery media (select products only)

After you have successfully set up the computer, use HP Recovery Manager to create a backup of the HP Recovery partition on the computer. This backup is called HP Recovery media. In cases where the hard drive is corrupted or has been replaced, the HP Recovery media can be used to reinstall the original operating system.

To check for the presence of the Recovery partition in addition to the Windows partition, right-click the **Start** button, select **File Explorer**, and then select **This PC**.

---

 **NOTE:** If your computer does not list the Recovery partition in addition to the Windows partition, 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.

---

On select products, you can use the HP Cloud Recovery Download Tool to create HP Recovery media on a bootable USB flash drive. For more information, see [Using the HP Cloud Recovery Download Tool to create recovery media on page 60](#).

## Using HP Recovery Manager to create recovery media



**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.

### Before you begin

Before you begin, note the following:

- Only one set of recovery media can be created. Handle these recovery tools carefully, and keep them in a safe place.
- HP Recovery Manager examines the computer and determines the required media storage capacity.
- To create recovery media, use one of the following options:



**NOTE:** If the computer does not have a recovery partition, HP Recovery Manager displays the Windows Create a Recovery Drive feature. Follow the on-screen instructions to create a recovery image on a blank USB flash drive or hard drive.

- If your computer has an optical drive with DVD writer capability, be sure to use only high-quality blank DVD-R, DVD+R, DVD-R DL, or DVD+R DL discs. Do not use rewritable discs such as CD±RW, DVD±RW, double-layer DVD±RW, or BD-RE (rewritable Blu-ray) discs, which are not compatible with HP Recovery Manager software.
- If your computer does not include an integrated optical drive with DVD writer capability, you can use an external optical drive (purchased separately) to create recovery discs, as described above. If an external optical drive is used, you must connect it directly to a USB port on the computer. It cannot be connected to a USB port on an external device, such as a USB hub.
- To create a recovery flash drive, use a high-quality blank USB flash drive.
- Be sure that the computer is connected to AC power before you begin creating the recovery media.
- The creation process can take an hour or more. Do not interrupt this process.
- If necessary, you can exit the program before you have finished creating all of the recovery media. HP Recovery Manager will finish the current DVD or flash drive. The next time you start HP Recovery Manager, you will be prompted to continue.

### Creating the recovery media

To create HP Recovery media using HP Recovery Manager:



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

1. Type `recovery` in the taskbar search box, and then select **HP Recovery Manager**.
2. Select **Create recovery media**, and then follow the on-screen instructions.

If you need to recover the system, see [Recovering using HP Recovery Manager on page 60](#).

## Using the HP Cloud Recovery Download Tool to create recovery media

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.

## Restoring and recovery

Restoring and recovery can be performed using one or more of the following options: Windows tools, HP Recovery Manager, or the HP Recovery partition.

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 **IMPORTANT:** Not all methods are available on all products.

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### 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 58](#).

### Restoring using HP Recovery Manager and the HP Recovery partition

You can use HP Recovery Manager and the HP Recovery partition (select products only) to restore the computer to the original factory state:

- **Resolving problems with preinstalled applications or drivers**—To correct a problem with a preinstalled application or driver:
  1. Type `recovery` in the taskbar search box, and then select **HP Recovery Manager**.
  2. Select **Reinstall drivers and/or applications**, and then follow the on-screen instructions.
- **Using System Recovery**—To recover the Windows partition to original factory content, select the **System Recovery** option from the HP Recovery partition (select products only) or use the HP Recovery media. For more information, see [Recovering using HP Recovery Manager on page 60](#). If you have not already created recovery media, see [Creating HP Recovery media \(select products only\) on page 58](#).
- **Using Factory Reset** (select products only)—Restores the computer to its original factory state by deleting all information from the hard drive and recreating the partitions and then reinstalling the operating system and the software that was installed at the factory (select products only). To use the **Factory Reset** option, you must use HP Recovery media. If you have not already created recovery media, see [Creating HP Recovery media \(select products only\) on page 58](#).

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 **NOTE:** If you have replaced the hard drive in the computer, you can use the Factory Reset option to install the operating system and the software that was installed at the factory.


---

### Recovering using HP Recovery Manager

You can use HP Recovery Manager software to recover the computer to its original factory state by using the HP Recovery media that you either created or that you obtained from HP, or by using the HP Recovery partition (select products only).

If you have not already created HP Recovery media, see [Creating HP Recovery media \(select products only\) on page 58](#).


---

 **IMPORTANT:** HP Recovery Manager does not automatically provide backups of your personal data. Before beginning recovery, back up any personal data that you want to retain. See [Using Windows tools on page 58](#).

---



**IMPORTANT:** Recovery through HP Recovery Manager should be used as a final attempt to correct computer issues.

 **NOTE:** When you start the recovery process, only the options available for your computer are displayed.

---

Before you begin, note the following:


- HP Recovery Manager recovers only software that was installed at the factory. For software not provided with this computer, you must either download the software from the manufacturer's website or reinstall the software from the media provided by the manufacturer.
- If the computer hard drive fails, HP Recovery media must be used. This media is created using HP Recovery Manager. See [Creating HP Recovery media \(select products only\) on page 58](#).
- If your computer does not allow the creation of HP Recovery media or if the HP Recovery media does not work, contact support to obtain recovery media. Go to <http://www.hp.com/support>, select your country or region, and then follow the on-screen instructions.

## Recovering using the HP Recovery partition (select products only)

The HP Recovery partition allows you to perform a system recovery without recovery discs or a recovery USB flash drive. This type of recovery can be used only if the hard drive is still working.

The HP Recovery partition (select products only) allows System Recovery only.

To start HP Recovery Manager from the HP Recovery partition:

 **IMPORTANT:** For a tablet with a detachable keyboard, connect the tablet to the keyboard base before beginning these steps (select products only).

---

1. Type `recovery` in the taskbar search box, select **HP Recovery Manager**, and then select **Windows Recovery Environment**.

– or –


For computers or tablets with keyboards attached:

- ▲ Press **f11** while the computer boots, or press and hold **f11** as you press the power button.

For tablets without keyboards:

- ▲ Turn on or restart the tablet, quickly hold down the volume up button, and then select **f11**.

2. Select **Troubleshoot** from the boot options menu.
3. Select **Recovery Manager**, and then follow the on-screen instructions.

 **NOTE:** If your computer does not automatically restart in HP Recovery Manager, change the computer boot order, and then follow the on-screen instructions. See [Changing the computer boot order on page 62](#).


---

## Recovering using HP Recovery media

If your computer does not have an HP Recovery partition or if the hard drive is not working properly, you can use HP Recovery media to recover the original operating system and software programs that were installed at the factory.

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

---


 **NOTE:** If your computer does not automatically restart in HP Recovery Manager, change the computer boot order, and then follow the on-screen instructions. See [Changing the computer boot order on page 62](#).

---

## Changing the computer boot order

If your computer does not restart in HP Recovery Manager, 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.

## Removing the HP Recovery partition (select products only)

HP Recovery Manager software allows you to remove the HP Recovery partition (select products only) to free up hard drive space.

 **IMPORTANT:** After you remove the HP Recovery partition, you will not be able to perform System Recovery or create HP Recovery media. Before removing the Recovery partition, create HP Recovery media. See [Creating HP Recovery media \(select products only\) on page 58](#).

---

Follow these steps to remove the HP Recovery partition:

1. Type `recovery` in the taskbar search box, and then select **HP Recovery Manager**.
2. Select **Remove Recovery Partition**, and then follow the on-screen instructions.

---

# 10 Computer Setup (BIOS), TPM, and HP Sure Start

## Using Computer Setup

Computer Setup, or Basic Input/Output System (BIOS), controls communication between all the input and output devices on the system (such as disk drives, display, keyboard, mouse, and printer). Computer Setup includes settings for the types of devices installed, the startup sequence of the computer, and the amount of system and extended memory.



**NOTE:** Use extreme care when making changes in Computer Setup. Errors can prevent the computer from operating properly.

---

## Starting Computer Setup

- ▲ Turn on or restart the computer, and when the HP logo appears, press **f10** to enter Computer Setup.

## Using a USB keyboard or USB mouse to start Computer Setup (BIOS)

You can start Computer Setup by using a keyboard or mouse connected to a USB port, but you must first disable FastBoot.

1. Turn on or restart the computer, and when the HP logo appears, press **f9** to enter the Boot Device Options menu.
2. Clear the check box for **Fast Boot**.
3. To save your changes and exit, select the **Save** icon in the lower-right corner of the screen, and then follow the on-screen instructions.

– or –

Select **Main**, select **Save Changes and Exit**, and then press **enter**.

Your changes go into effect when the computer restarts.

## Navigating and selecting in Computer Setup

- To select a menu or a menu item, use the **tab** key and the keyboard arrow keys and then press **enter**, or use a pointing device to select the item.
- To scroll up and down, select the up arrow or the down arrow in the upper-right corner of the screen, or use the up arrow key or the down arrow key on the keyboard.
- To close open dialog boxes and return to the main Computer Setup screen, press **esc**, and then follow the on-screen instructions.

To exit Computer Setup menus, choose one of the following methods:

- To exit Computer Setup menus without saving your changes:  
Select the **Exit** icon in the lower-right corner of the screen, and then follow the on-screen instructions.  
– or –  
Select **Main**, select **Ignore Changes and Exit**, and then press **enter**.
- To save your changes and exit Computer Setup menus:  
Select the **Save** icon in the lower-right corner of the screen, and then follow the on-screen instructions.  
– or –  
Select **Main**, select **Save Changes and Exit**, and then press **enter**.

Your changes go into effect when the computer restarts.

## Restoring factory settings in Computer Setup

---


 **NOTE:** Restoring defaults will not change the hard drive mode.

---

To return all settings in Computer Setup to the values that were set at the factory, follow these steps:

1. Start Computer Setup. See [Starting Computer Setup on page 63](#).
2. Select **Main**, and then select **Apply Factory Defaults and Exit**.

---

 **NOTE:** On select products, the selections may display **Restore Defaults** instead of **Apply Factory Defaults and Exit**.

---

3. Follow the on-screen instructions.
4. To save your changes and exit, select the **Save** icon in the lower-right corner of the screen, and then follow the on-screen instructions.  
– or –  
Select **Main**, select **Save Changes and Exit**, and then press **enter**.

Your changes go into effect when the computer restarts.

---

 **NOTE:** Your password settings and security settings are not changed when you restore the factory settings.

---

## Updating the BIOS

Updated versions of the BIOS may be available on the HP website.

Most BIOS updates on the HP website are packaged in compressed files called *SoftPaqs*.

Some download packages contain a file named *Readme.txt*, which contains information regarding installing and troubleshooting the file.

## Determining the BIOS version

To decide whether you need to update Computer Setup (BIOS), first determine the BIOS version on your computer.

BIOS version information (also known as *ROM date* and *System BIOS*) can be accessed by pressing **fn+esc** (if you are already in Windows) or by using Computer Setup.

1. Start Computer Setup. See [Starting Computer Setup on page 63](#).
2. Select **Main**, and then select **System Information**.
3. To exit Computer Setup without saving your changes, select the **Exit** icon in the lower-right corner of the screen, and then follow the on-screen instructions.


– or –

Select **Main**, select **Ignore Changes and Exit**, and then press [enter](#).

To check for later BIOS versions, see [Downloading a BIOS update on page 65](#).

## Downloading a BIOS update

---

 **CAUTION:** To reduce the risk of damage to the computer or an unsuccessful installation, download and install a BIOS update only when the computer is connected to reliable external power using the AC adapter. Do not download or install a BIOS update while the computer is running on battery power, docked in an optional docking device, or connected to an optional power source. During the download and installation, follow these instructions:

Do not disconnect power on the computer by unplugging the power cord from the AC outlet.


Do not shut down the computer or initiate Sleep.

Do not insert, remove, connect, or disconnect any device, cable, or cord.

---

1. Type `support` in the taskbar search box, and then select the HP Support Assistant app.  
– or –  
Select the question mark icon in the taskbar.
2. Select **Updates**, and then select **Check for updates and messages**.
3. Follow the on-screen instructions.
4. At the download area, follow these steps:
  - a. Identify the most recent BIOS update and compare it to the BIOS version currently installed on your computer. Make a note of the date, name, or other identifier. You may need this information to locate the update later, after it has been downloaded to your hard drive.
  - b. Follow the on-screen instructions to download your selection to the hard drive.  
  
Make a note of the path to the location on your hard drive where the BIOS update is downloaded. You will need to access this path when you are ready to install the update.

---

 **NOTE:** If you connect your computer to a network, consult the network administrator before installing any software updates, especially system BIOS updates.

---

BIOS installation procedures vary. Follow any instructions that are displayed on the screen after the download is complete. If no instructions are displayed, follow these steps:

1. Type `file` in the taskbar search box, and then select **File Explorer**.
2. Select your hard drive designation. The hard drive designation is typically Local Disk (C:).
3. Using the hard drive path you recorded earlier, open the folder that contains the update.
4. Double-click the file that has an `.exe` extension (for example, *filename.exe*).  
  
The BIOS installation begins.
5. Complete the installation by following the on-screen instructions.



---

**NOTE:** After a message on the screen reports a successful installation, you can delete the downloaded file from your hard drive.

---

## Changing the boot order using the f9 prompt

To dynamically choose a boot device for the current startup sequence, follow these steps:

1. Access the Boot Device Options menu:
  - Turn on or restart the computer, and when the HP logo appears, press **f9** to enter the Boot Device Options menu.
2. Select a boot device, press **enter**, and then follow the on-screen instructions.

## TPM BIOS settings (select products only)



---

**IMPORTANT:** Before enabling Trusted Platform Module (TPM) functionality on this system, you must ensure that your intended use of TPM complies with relevant local laws, regulations and policies, and approvals or licenses must be obtained if applicable. For any compliance issues arising from your operation/usage of TPM which violates the above mentioned requirement, you shall bear all the liabilities wholly and solely. HP will not be responsible for any related liabilities.

---

TPM provides additional security for your computer. You can modify the TPM settings in Computer Setup (BIOS).



---

**NOTE:** If you change the TPM setting to Hidden, TPM is not visible in the operating system.

---

To access TPM settings in Computer Setup:

1. Start Computer Setup. See [Starting Computer Setup on page 63](#).
2. Select **Security**, select **TPM Embedded Security**, and then follow the on-screen instructions.

## Using HP Sure Start (select products only)

Select computer models are configured with HP Sure Start, a technology that monitors the computer's BIOS for attacks or corruption. If the BIOS becomes corrupted or is attacked, HP Sure Start automatically restores the BIOS to its previously safe state, without user intervention.

HP Sure Start is configured and already enabled so that most users can use the HP Sure Start default configuration. The default configuration can be customized by advanced users.

To access the latest documentation on HP Sure Start, go to <http://www.hp.com/support>. Select **Find your product**, and then follow the on-screen instructions.

# 11 Using HP PC Hardware Diagnostics

## Using HP PC Hardware Diagnostics Windows

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 67](#).

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 the installation location:  
To run the tool on your computer, download it to the computer desktop.  
– or –  
To run the tool from a USB flash drive, download it to a USB flash drive.
3. Select **Run**.

## 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 (select products only), follow these steps:

1. Go to <http://www.hp.com/support>.
2. Select **Get software and drivers**, and then enter the product name or number.
3. In the **HP PC Hardware Diagnostics** section, select **Download**, and then select the installation location:  
To run the tool on your computer, download it to the computer desktop.  
– or –  
To run the tool from a USB flash drive, download it to a USB flash drive.
4. Select **Run**.

## 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

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 69](#).

---

- 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**, 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 **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.

# 12 Specifications

## Input power

The power information in this section may be helpful if you plan to travel internationally with the computer.

The computer operates on DC power, which can be supplied by an AC or a DC power source. The AC power source must be rated at 100–240 V, 50–60 Hz. Although the computer can be powered from a standalone DC power source, it should be powered only with an AC adapter or a DC power source supplied and approved by HP for use with this computer.

The computer can operate on DC power within the following specifications. The voltage and current for your computer is located on the regulatory label.

Input Power	Rating
Operating voltage and current	5 V dc @ 2 A / 12 V dc @ 3 A / 15 V dc @ 3 A – 45 W USB-C
	5 V dc @ 3 A / 9 V dc @ 3 A / 12 V dc @ 3.75 A / 15 V dc @ 3 A – 45 W USB-C
	5 V dc @ 3 A / 9 V dc @ 3 A / 10 V dc @ 3.75 A / 12 V dc @ 3.75 A / 15 V dc @ 3 A / 20 V dc @ 2.25 A – 45 W USB-C
	5 V dc @ 3 A / 9 V dc @ 3 A / 12 V dc @ 5 A / 15 V dc @ 4.33 A / 20 V dc @ 3.25 A – 65 W USB-C
	5 V dc @ 3 A / 9 V dc @ 3 A / 10 V dc @ 5 A / 12 V dc @ 5 A / 15 V dc @ 4.33 A / 20 V dc @ 3.25 A – 65 W USB-C
	5 V dc @ 3 A / 9 V dc @ 3 A / 10 V dc @ 5 A / 12 V dc @ 5 A / 15 V dc @ 5 A / 20 V dc @ 4.5 A – 90 W USB-C
	19.5 V dc @ 2.31 A – 45 W
	19.5 V dc @ 3.33 A – 65 W
	19.5 V dc @ 4.62 A – 90 W
	19.5 V dc @ 6.15 A – 120 W
	19.5 V dc @ 6.9 A – 135 W
	19.5 V dc @ 7.70 A – 150 W
	19.5 V dc @ 10.3 A – 200 W
19.5 V dc @ 11.8 A – 230 W	
19.5 V dc @ 16.92 A – 330 W	



**NOTE:** This product is designed for IT power systems in Norway with phase-to-phase voltage not exceeding 240 V rms.

## Operating environment

<b>Factor</b>	<b>Metric</b>	<b>U.S.</b>
<b>Temperature</b>		
Operating (writing to optical disc)	<b>5°C to 35°C</b>	41°F to 95°F
Nonoperating	<b>-20°C to 60°C</b>	-4°F to 140°F
<b>Relative humidity</b> (noncondensing)		
Operating	<b>10% to 90%</b>	10% to 90%
Nonoperating	<b>5% to 95%</b>	5% to 95%
<b>Maximum altitude</b> (unpressurized)		
Operating	<b>-15 m to 3,048 m</b>	-50 ft to 10,000 ft
Nonoperating	<b>-15 m to 12,192 m</b>	-50 ft to 40,000 ft

---

# 13 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.

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# 14 Accessibility

HP designs, produces, and markets products and services that can be used by everyone, including people with disabilities, either on a stand-alone basis or with appropriate assistive devices. To access the latest information on HP accessibility, go to <http://www.hp.com/accessibility>.

## Supported assistive technologies

HP products support a wide variety of operating system assistive technologies and can be configured to work with additional assistive technologies. Use the Search feature on your device to locate more information about assistive features.

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 **NOTE:** For additional information about a particular assistive technology product, contact customer support for that product.

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## Contacting support

We are constantly refining the accessibility of our products and services and welcome feedback from users. If you have an issue with a product or would like to tell us about accessibility features that have helped you, please contact us at +1 (888) 259-5707, Monday through Friday, 6 a.m. to 9 p.m. North American Mountain Time. If you are deaf or hard-of-hearing and use TRS/VRS/WebCapTel, contact us if you require technical support or have accessibility questions by calling +1 (877) 656-7058, Monday through Friday, 6 a.m. to 9 p.m. North American Mountain Time.

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 **NOTE:** Support is in English only.

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