



User Guide

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Product notice

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

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

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

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By installing, copying, downloading, or otherwise using any software product preinstalled on this computer, you agree to be bound by the terms of the HP End User License Agreement (EULA). If you do not accept these license terms, your sole remedy is to return the entire unused product (hardware and software) within 14 days for a full refund subject to the refund policy of your seller.

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

Safety warning notice


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

Table of contents

1 Getting started	1
Best practices	1
More HP resources	2
2 Getting to know your computer	3
Locating hardware	3
Locating software	3
Right side	4
Left side	5
Display	6
Keyboard area	8
Touchpad	8
Touchpad settings	8
Lights	9
Button and speakers	10
Special keys	11
Action keys	12
Bottom	13
Rear	14
Labels	14
3 Connecting to a network	16
Connecting to a wireless network	16
Using the wireless controls	16
Airplane mode key	16
Operating system controls	16
Connecting to a WLAN	17
Using HP Mobile Broadband (select products only)	18
Using GPS (select products only)	18
Using Bluetooth wireless devices (select products only)	18
Connecting Bluetooth devices	18
Connecting to a wired network—LAN (select products only)	19
4 Enjoying entertainment features	20
Using the camera	20
Using audio	20

Connecting speakers	20
Connecting headphones	20
Connecting headsets	21
Using sound settings	21
Using video	21
Connecting video devices using an HDMI cable	21
Setting up HDMI audio	22
Using data transfer	23
Connecting devices to a USB Type-C port	23

5 Navigating the screen 24

Using touchpad and touch screen gestures	24
Tap	24
Two-finger pinch zoom	25
Two-finger slide (touchpad and precision touchpad)	25
Two-finger tap (touchpad and precision touchpad)	25
Three-finger tap (touchpad and precision touchpad)	26
Four-finger tap (touchpad and precision touchpad)	26
Three-finger swipe (touchpad and precision touchpad)	27
Four-finger swipe (precision touchpad)	27
One-finger slide (touch screen)	28
Using an optional keyboard or mouse	28
Using an on-screen keyboard (select products only)	28

6 Managing power 29

Using Sleep and Hibernation	29
Initiating and exiting Sleep	29
Initiating and exiting Hibernation (select products only)	30
Shutting down (turning off) the computer	30
Using the Power icon and Power Options	31
Running on battery power	31
Using HP Fast Charge (select products only)	31
Displaying battery charge	31
Finding battery information in HP Support Assistant (select products only)	32
Conserving battery power	32
Identifying low battery levels	32
Resolving a low battery level	33
Resolving a low battery level when external power is available	33
Resolving a low battery level when no power source is available	33
Resolving a low battery level when the computer cannot exit Hibernation	33
Factory-sealed battery	33

Running on external power	33
7 Maintaining your computer	35
Improving performance	35
Using Disk Defragmenter	35
Using Disk Cleanup	35
Using HP 3D DriveGuard (select products only)	35
Identifying HP 3D DriveGuard status	36
Updating programs and drivers	36
Updating using Windows 10	36
Updating using Windows 10 S	36
Cleaning your computer	36
Cleaning procedures	37
Cleaning the display	37
Cleaning the sides or cover	37
Cleaning the touchpad, keyboard, or mouse (select products only)	37
Traveling with or shipping your computer	37
8 Securing your computer and information	39
Using passwords	39
Setting Windows passwords	39
Setting Setup Utility (BIOS) passwords	40
Using Windows Hello (select products only)	41
Using Internet security software	41
Using antivirus software	41
Using firewall software	41
Installing software updates	42
Using HP Device as a Service (select products only)	42
Securing your wireless network	42
Backing up your software applications and information	42
Using an optional security cable (select products only)	42
9 Using Setup Utility (BIOS)	43
Starting Setup Utility (BIOS)	43
Updating Setup Utility (BIOS)	43
Determining the BIOS version	43
Downloading a BIOS update	44
10 Using HP PC Hardware Diagnostics	45
Using HP PC Hardware Diagnostics Windows (select products only)	45

Downloading HP PC Hardware Diagnostics Windows	45
Downloading the latest HP PC Hardware Diagnostics Windows version	46
Downloading HP Hardware Diagnostics Windows by product name or number (select products only)	46
Installing HP PC Hardware Diagnostics Windows	46
Using HP PC Hardware Diagnostics UEFI	46
Starting HP PC Hardware Diagnostics UEFI	47
Downloading HP PC Hardware Diagnostics UEFI to a USB flash drive	47
Downloading the latest HP PC Hardware Diagnostics UEFI version	47
Downloading HP PC Hardware Diagnostics UEFI by product name or number (select products only)	47
Using Remote HP PC Hardware Diagnostics UEFI settings (select products only)	48
Downloading Remote HP PC Hardware Diagnostics UEFI	48
Downloading the latest Remote HP PC Hardware Diagnostics UEFI version	48
Downloading Remote HP PC Hardware Diagnostics UEFI by product name or number	48
Customizing Remote HP PC Hardware Diagnostics UEFI settings	48
11 Backing up, restoring, and recovering	50
Backing up information and creating recovery media	50
Using Windows tools	50
Using the HP Cloud Recovery Download Tool to create recovery media (select products only)	50
Restoring and recovery	51
Restoring, resetting, and refreshing using Windows tools	51
Recovering using HP Recovery media	51
Changing the computer boot order	51
Using HP Sure Recover (select products only)	52
12 Specifications	53
Input power	53
Operating environment	54
13 Electrostatic discharge	55
14 Accessibility	56
HP and accessibility	56
Finding the technology tools you need	56
The HP commitment	56
International Association of Accessibility Professionals (IAAP)	56
Finding the best assistive technology	57
Assessing your needs	57

Accessibility for HP products	57
Standards and legislation	58
Standards	58
Mandate 376 – EN 301 549	58
Web Content Accessibility Guidelines (WCAG)	58
Legislation and regulations	58
Useful accessibility resources and links	59
Organizations	59
Educational institutions	59
Other disability resources	59
HP links	60
Contacting support	60
Index	61

1 Getting started

This computer is a powerful tool designed to enhance your work and entertainment. Read this chapter to learn about best practices after you set up your computer, fun things to do with your computer, and where to find additional HP resources.

Best practices

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

- Back up your hard drive by creating recovery media. See [Backing up, restoring, and recovering on page 50](#).
- If you haven't already done so, connect to a wired or wireless network. See details in [Connecting to a network on page 16](#).
- Become familiar with the computer hardware and software. For more information, see [Getting to know your computer on page 3](#) and [Enjoying entertainment features on page 20](#).
- Update or purchase antivirus software. See [Using antivirus software on page 41](#).

More HP resources

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

Table 1-1 Additional information

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

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

2 Getting to know your computer

Your computer features top-rated components. This chapter provides details about your components, where they are 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:

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

Right side

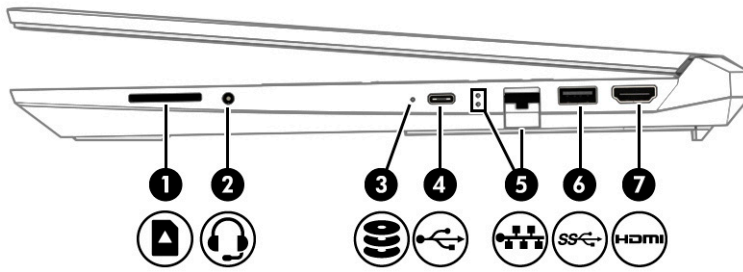


Table 2-1 Right-side components and their descriptions








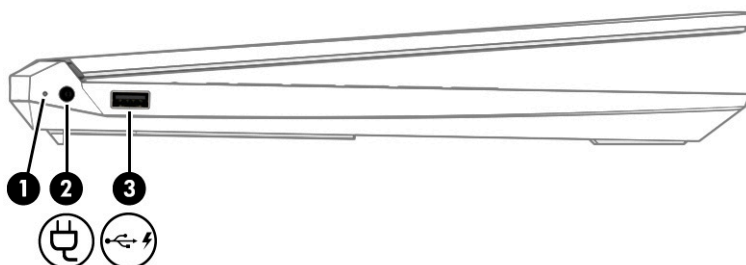


Component	Description
<p>(1)  Memory card reader</p>	<p>Reads optional memory cards that enable you to store, manage, share, or access information.</p> <p>To insert a card:</p> <ol style="list-style-type: none"> 1. Hold the card label-side up, with connectors facing the computer. 2. Insert the card into the memory card reader, and then press in on the card until it is firmly seated. <p>To remove a card:</p> <ul style="list-style-type: none"> ▲ Press in on the card, and then remove it from the memory card reader.
<p>(2)  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>WARNING! To reduce the risk of personal injury, adjust the volume before putting on headphones, earbuds, or a headset. For additional safety information, see the <i>Regulatory, Safety, and Environmental Notices</i>.</p> <p>To access this guide:</p> <ul style="list-style-type: none"> ▲ Type HP Documentation in the taskbar search box, and then select HP Documentation. <p>NOTE: When a device is connected to the jack, the computer speakers are disabled.</p>
<p>(3)  Drive light</p>	<ul style="list-style-type: none"> • Blinking white: The hard drive is being accessed. • Amber: HP 3D DriveGuard has temporarily parked the hard drive. <p>NOTE: For information about HP 3D DriveGuard, see Using HP 3D DriveGuard (select products only) on page 35.</p>
<p>(4)  USB Type-C port</p>	<p>Connects a USB device, such as a cell phone, camera, activity tracker, or smartwatch, and provides data transfer.</p> <p>NOTE: Cables and/or adapters (purchased separately) may be required.</p>

Table 2-1 Right-side components and their descriptions (continued)

Component	Description
(5) 	RJ-45 (network) jack/status lights Connects a network cable. <ul style="list-style-type: none">• White: The network is connected.• Amber: Activity is occurring on the network.
(6) 	USB SuperSpeed port Connects a USB device, such as a cell phone, camera, activity tracker, or smartwatch, and provides high-speed data transfer.
(7) 	HDMI port 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.

Left side

**Table 2-2 Left-side components and their descriptions**

Component	Description
(1)	AC adapter and battery light <ul style="list-style-type: none">• White: The AC adapter is connected and the battery is fully charged.• Blinking white: The AC adapter is disconnected and the battery has reached a low battery level.• Amber: The AC adapter is connected and the battery is charging.• Off: The battery is not charging.
(2) 	Power connector Connects an AC adapter.
(3) 	USB port with HP Sleep and Charge Connects a USB device, provides data transfer, and even when the computer is off, charges most products such as a cell phone, camera, activity tracker, or smartwatch.

Display

Your computer display is shipped from the factory in low blue light mode for improved eye comfort and safety. Also, blue light mode automatically adjusts blue light emissions when you are using the computer at night or for reading.

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

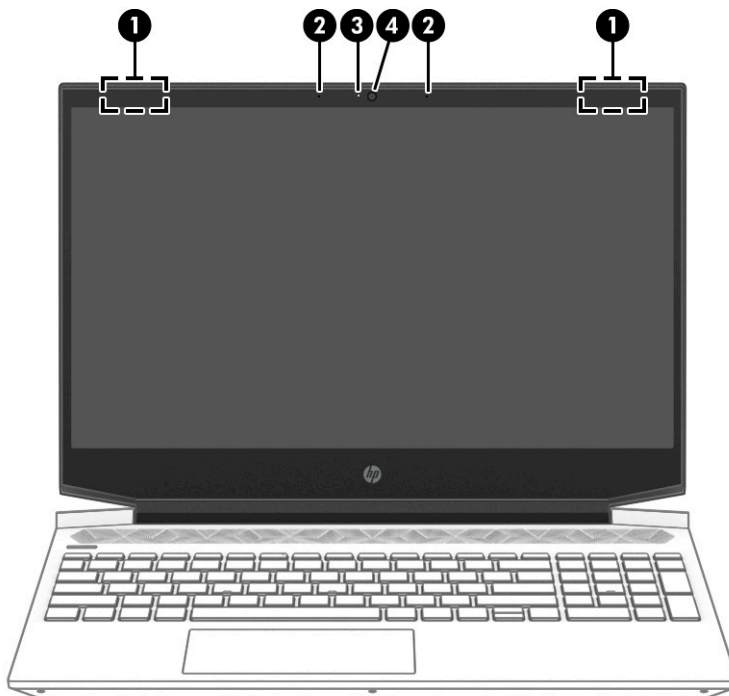


Table 2-3 Display components and their descriptions

Component	Description
(1) WLAN antennas*	Send and receive wireless signals to communicate with wireless local area networks (WLANs).
(2) Internal microphones	Record sound.
(3) Camera light	On: The camera is in use.
(4) Camera	Allows you to video chat, record video, and record still images. To use your camera, see Using the camera on page 20 . Some cameras also allow a facial recognition logon to Windows®, instead of a password logon. For more information, see Using Windows Hello (select products only) on page 41 . NOTE: 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.

Table 2-3 Display components and their descriptions (continued)

Component	Description
To access this guide:	
▲ Type <code>HP Documentation</code> in the taskbar search box, and then select HP Documentation .	

Keyboard area

Touchpad

Touchpad settings

To adjust touchpad settings and gestures, or to turn off the touchpad:

1. Type `touchpad settings` in the taskbar search box, and then press [enter](#).
2. Choose a setting.

To turn on the touchpad:

1. Type `touchpad settings` in the taskbar search box, and then press [enter](#).
2. Using an external mouse, click the **touchpad** button.

– or –

- ▲ Press the **Tab** key repeatedly until the pointer rests on the **touchpad** button. Then press the [spacebar](#) to select the button.

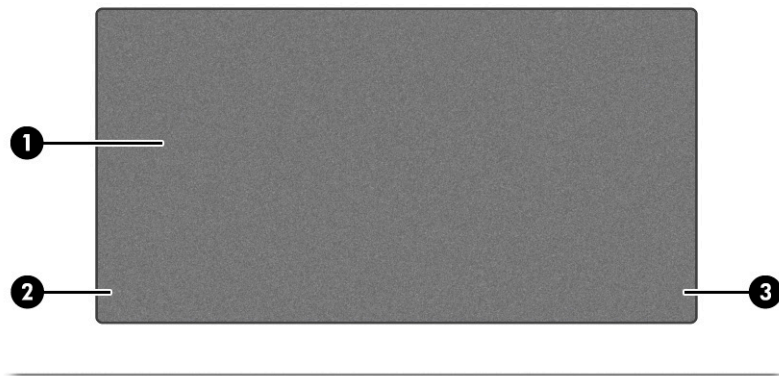
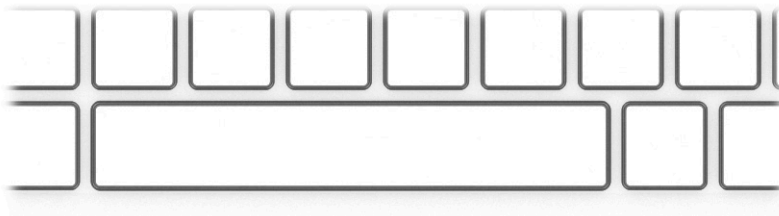


Table 2-4 Touchpad components and their descriptions

Component	Description
(1) Touchpad zone	Reads your finger gestures to move the pointer or activate items on the screen. NOTE: For more information, see Using touchpad and touch screen gestures on page 24 .
(2) Left touchpad button	Functions like the left button on an external mouse.
(3) Right touchpad button	Functions like the right button on an external mouse.

Lights

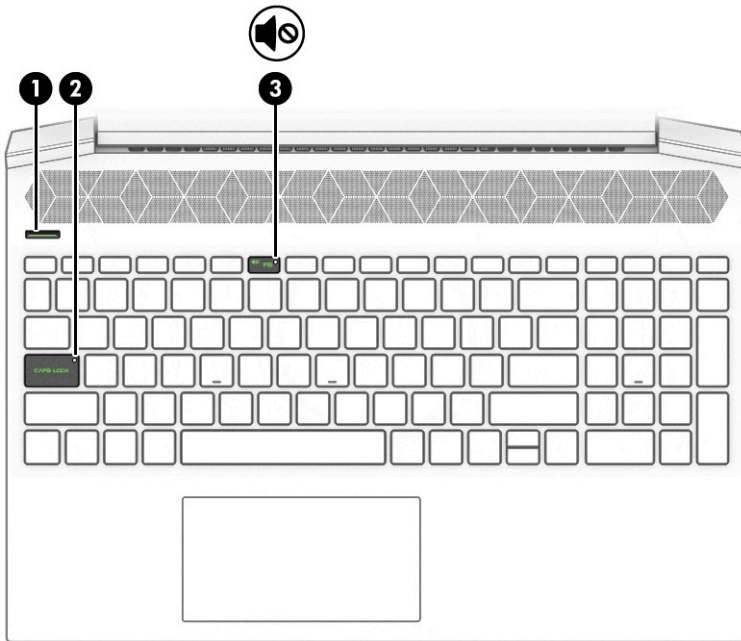



Table 2-5 Lights and their descriptions

Component		Description
(1)	Power light	<ul style="list-style-type: none">• On: The computer is on.• Blinking (select products only): The computer is in the Sleep state, a power-saving state. The computer shuts off power to the display and other unnecessary components.• Off: Depending on your computer model, the computer is off, in Hibernation, or in Sleep. Hibernation is the power-saving state that uses the least amount of power.
(2)	Caps lock light	On: Caps lock is on, which switches the key input to all capital letters.
(3)	 Mute light	<ul style="list-style-type: none">• On: Computer sound is off.• Off: Computer sound is on.

Button and speakers

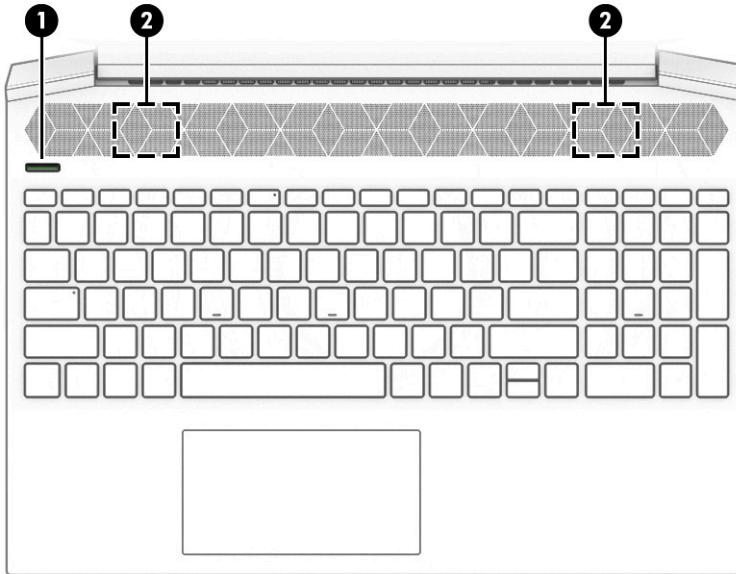



Table 2-6 Button and speakers and their descriptions

Component	Description
(1) Power button	<ul style="list-style-type: none"> • When the computer is off, press the button to turn on the computer. • When the computer is on, press the button briefly to initiate Sleep. • When the computer is in the Sleep state, press the button briefly to exit Sleep (select products only). • When the computer is in Hibernation, press the button briefly to exit Hibernation. <p>IMPORTANT: 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 down for at least 5 seconds to turn off the computer.</p> <p>To learn more about your power settings, see your power options:</p> <ul style="list-style-type: none"> ▲ Right-click the Power icon , and then select Power Options.
(2) Speakers	Produce sound.

Special keys

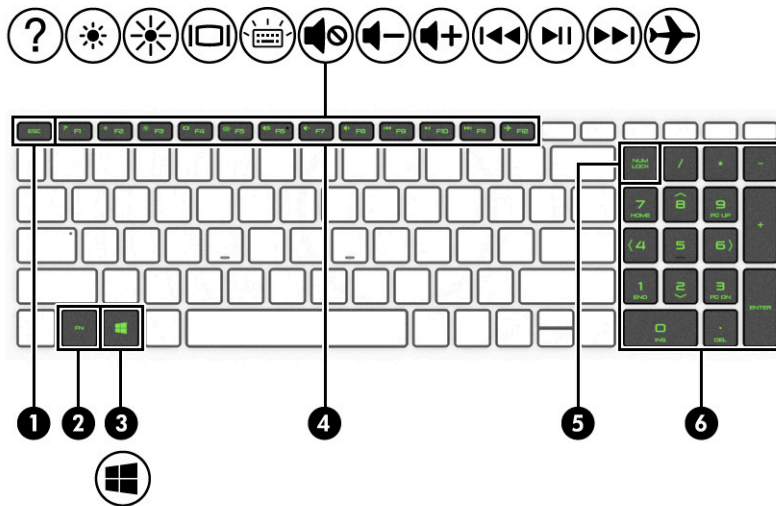



Table 2-7 Special keys and their descriptions

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 specific functions when pressed in combination with another key.
(3)  Windows key	Opens the Start menu. NOTE: Pressing the Windows key again will close the Start menu.
(4) Action keys	Execute frequently used system functions. See Action keys on page 12 .
(5) <code>num lock</code> key	Alternates between the navigational and numeric functions on the integrated numeric keypad.
(6) Integrated numeric keypad	A separate keypad to the right of the alphabet keyboard. When <code>num lock</code> is pressed, the keypad can be used like an external numeric keypad. NOTE: If the keypad function is active when the computer is turned off, that function is reinstated when the computer is turned back on.

Action keys

The action keys on your computer perform specific functions and vary by computer. To determine which keys are on your computer, look at the icons on your keyboard and match them to the descriptions in this table.

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

Table 2-8 Action keys and their descriptions


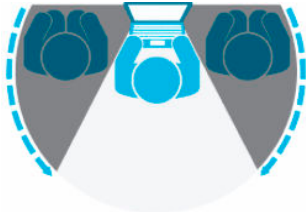














Icon	Description
	Helps prevent side-angle viewing from onlookers. If needed, decrease or increase brightness for well-lit or darker environments. Press the key again to turn off the privacy screen.
	
	Decreases the screen brightness incrementally as long as you hold down the key.
	Increases the screen brightness incrementally as long as you hold down the key.
	Opens the “How to get help in Windows 10” webpage.
	Switches the screen image between display devices connected to the system. For example, if a monitor is connected to the computer, repeatedly pressing this key alternates the screen image from the computer display to the monitor display to a simultaneous display on both the computer and the monitor.
	Turns the keyboard backlight off or on. On select products, you can adjust the brightness of the keyboard backlight. Press the key repeatedly to adjust the brightness from high (when you first start up the computer), to low, to off. After you adjust the keyboard backlight setting, the backlight will revert to your previous setting each time you turn on the computer. The keyboard backlight will turn off after 30 seconds of inactivity. To turn the keyboard backlight back on, press any key or tap the touchpad (select products only). To conserve battery power, turn off this feature.
	Plays the previous track of an audio CD or the previous section of a DVD or a Blu-ray Disc (BD).
	Starts, pauses, or resumes playback of an audio CD, a DVD, or a BD.
	Plays the next track of an audio CD or the next section of a DVD or a BD.
	Decreases speaker volume incrementally while you hold down the key.
	Increases speaker volume incrementally while you hold down the key.
	Mutes or restores speaker sound.

Table 2-8 Action keys and their descriptions (continued)

Icon	Description
	Mutes the microphone.
	Turns the touchpad on or off.
	Turns the airplane mode and wireless feature on or off. NOTE: The airplane mode key is also referred to as the wireless button. NOTE: A wireless network must be set up before a wireless connection is possible.

Bottom

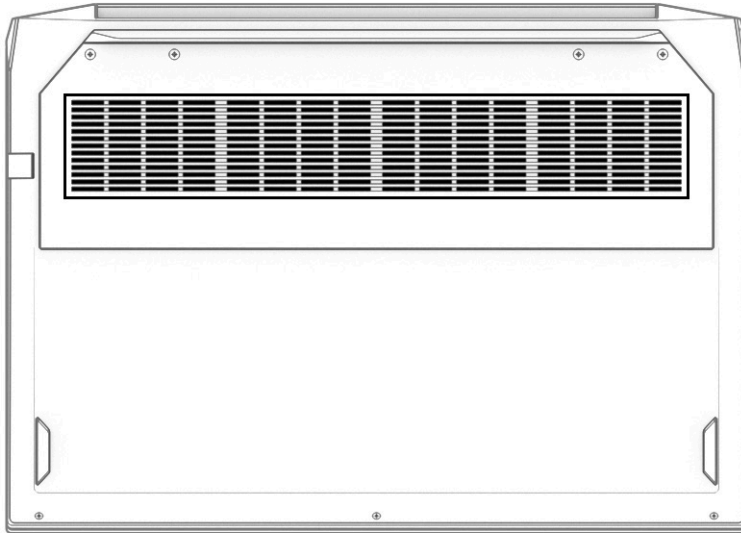


Table 2-9 Bottom components and their descriptions

Component	Description
Vent	Enables airflow to cool internal components. NOTE: 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.

Rear

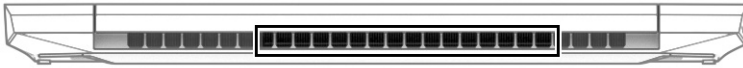



Table 2-10 Rear components and their descriptions

Component	Description
Vent	Enables airflow to cool internal components. NOTE: 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.

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.

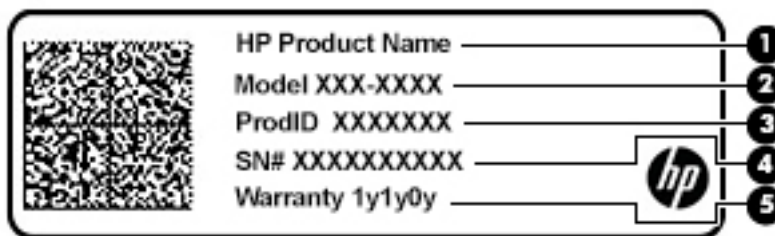


Table 2-11 Service label components

Component
(1) HP product name
(2) Model number
(3) Product ID
(4) Serial number
(5) Warranty period

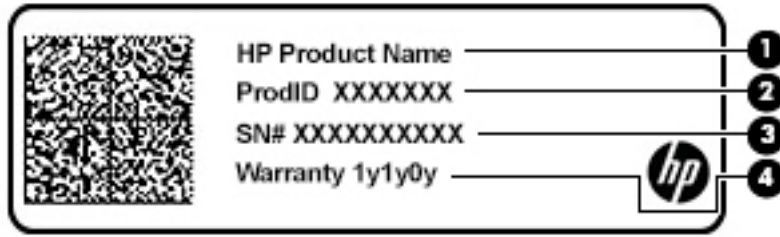


Table 2-12 Service label components

Component	
(1)	HP product name
(2)	Product ID
(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.

3 Connecting to a network

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

Connecting to a wireless network

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

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

Using the wireless controls

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

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

Airplane mode key

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

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

Operating system controls

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


To use operating system controls:

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

– or –

- ▲ On the taskbar, select the network status icon, and then select **Network & 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, select the network status icon, and then connect to one of the available networks.

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

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

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

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

– or –


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

2. Under the **Change your network settings** section, select **Network and Sharing Center**.
3. Select **Set up a new connection or network**.

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

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

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

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

Using HP Mobile Broadband (select products only)

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

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

– or –

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

Some mobile network operators require the use of a subscriber identity module (SIM) card. A SIM card contains basic information about you, such as a personal identification number (PIN), as well as network information. Some computers include a SIM card that is preinstalled. If the SIM card is not preinstalled, it may be included with the HP Mobile Broadband documents provided with your computer, or the mobile network operator may provide it separately from the computer.

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

Using GPS (select products only)

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

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

- ▲ Type `location` in the taskbar search box, select **Location privacy settings**, and then select a setting.

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. Enable **Bluetooth**, if it is not already enabled.

3. Select **Add Bluetooth or other device**, and then in the **Add a device** dialog box, select **Bluetooth**.
4. Select your device from the list, and then follow the on-screen instructions.

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

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


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

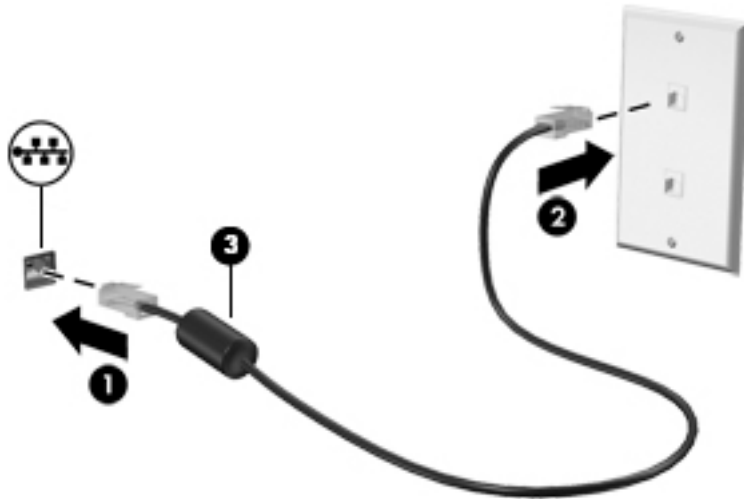
Use a LAN connection if you want to connect the computer directly to a router in your home (instead of working wirelessly), or if you want to connect to an existing network at your office.

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

To connect the network cable, follow these steps:

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

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



4 Enjoying entertainment features

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

Using the camera

Your computer has one or more cameras that enable you to connect with others for work or play. Cameras may be front facing, rear facing, or pop up. To determine which camera or cameras are on your product, see [Getting to know your computer on page 3](#).

Most cameras allow you to video chat, record video, and record still images. Some also provide HD (high-definition) capability, apps for gaming, or facial recognition software like Windows Hello. See [Securing your computer and information on page 39](#) for details about using Windows Hello.

On select products, you can also enhance your camera privacy by turning the camera off. By default, the camera is turned on. To turn off your camera, slide the camera privacy switch toward the icon next to the switch. To turn the camera back on, slide the switch away from the icon.

To use your 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 products) or attach an external optical drive to play CDs. To enhance your listening enjoyment, attach external audio devices such as speakers or headphones.

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 22](#). 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 document:

▲ Type `HP Documentation` in the taskbar search box, and then select **HP Documentation**.

You can connect wired headphones to the headphone jack or 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 document:

▲ Type `HP Documentation` in the taskbar search box, 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, B&O, or another provider. As a result, your computer may include advanced audio features that can be controlled through an audio control panel specific to your sound system.

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

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

Using video

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

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

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

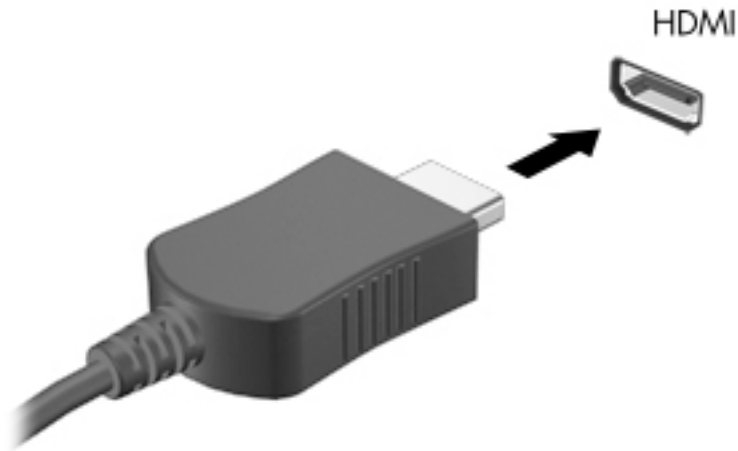
For information about using your USB Type-C features, go to <http://www.hp.com/support>, and follow the instructions to find your product.

Connecting video devices using an HDMI cable

 **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 **f4** to cycle through four 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 **f4**, the display state changes.

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

Setting up HDMI audio

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

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

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.

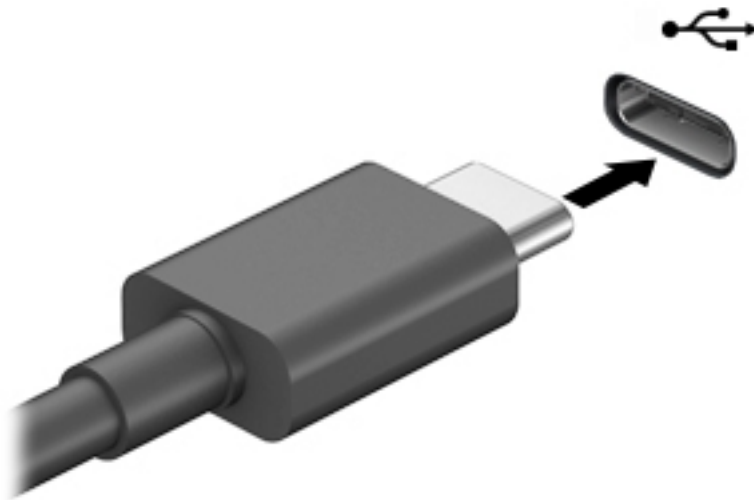
 **IMPORTANT:** Be sure that the external device is connected to the correct port on the computer, using the correct cable. Follow the device manufacturer's instructions.

For information about using your USB Type-C features, go to <http://www.hp.com/support>, and follow the instructions to find your product.

Connecting devices to a USB Type-C port

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

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



2. Connect the other end of the cable to the external device.

5 Navigating the screen

Depending on your computer model, you can navigate the computer screen using one or more of the following methods:

- 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.

To customize gestures and see videos 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**.

Some products include a precision touchpad, which provides enhanced gesture functionality. To determine if you have a precision touchpad and find additional information, select **Start**, select **Settings**, select **Devices**, and then select **touchpad**.

 **NOTE:** Unless noted, gestures can be used on both the touchpad and a touch screen.

Tap

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

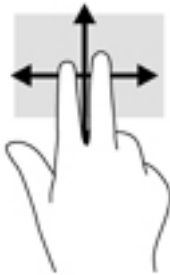
Use the two-finger pinch zoom to zoom out or in on images or text.

- 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 and precision touchpad)

Place two fingers slightly apart on the touchpad zone and then drag them up, down, left, or right to move up, down, or sideways on a page or image.



Two-finger tap (touchpad and precision touchpad)

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

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



Three-finger tap (touchpad and precision touchpad)

By default, the three-finger tap opens Cortana, a voice-activated virtual assistant. Tap three fingers on the touchpad zone to perform the gesture.



To change the function of this gesture on a precision touchpad, select **Start**, select **Settings**, select **Devices**, and then select **touchpad**. Under **Three-finger gestures**, in the **Taps** box, select a gesture setting.

Four-finger tap (touchpad and precision touchpad)

By default, the four-finger tap opens the Action Center. Tap four fingers on the touchpad zone to perform the gesture.



To change the function of this gesture on a precision touchpad, select **Start**, select **Settings**, select **Devices**, and then select **touchpad**. Under **Four-finger gestures**, in the **Taps** box, select a gesture setting.

Three-finger swipe (touchpad and precision touchpad)

By default, the three-finger swipe switches between open apps 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.



To change the function of this gesture on a precision touchpad, select **Start**, select **Settings**, select **Devices**, and then select **touchpad**. Under **Three-finger gestures**, in the **Swipes** box, select a gesture setting.

Four-finger swipe (precision touchpad)

By default, the four-finger swipe switches between open desktops.

- Swipe 4 fingers away from you to see all open windows.
- Swipe 4 fingers toward you to show the desktop.
- Swipe 4 fingers left or right to switch between desktops.

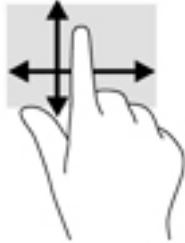


To change the function of this gesture, select **Start**, select **Settings**, select **Devices**, and then select **touchpad**. Under **Four-finger gestures**, in the **Swipes** box, select a gesture setting.

One-finger slide (touch screen)

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.

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

 **IMPORTANT:** 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.

IMPORTANT: 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 29](#).
- Hibernation—The Hibernation state is automatically initiated if the battery reaches a critical level or the computer has been in the Sleep state for an extended period of time. 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 30](#).

Initiating and exiting Sleep


You can initiate Sleep in any of the following ways:

- Select the **Start** button, select the **Power** icon, and then select **Sleep**.
- Close the display (select products only).
- Press the Sleep hot key (select products only); for example, **fn+f1** or **fn+f12**.
- Briefly press the power button (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

 **IMPORTANT:** 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:** Select computer products can switch between graphic controllers 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 $\pm 10\%$. 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.

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 **Troubleshooting and fixes**, and then in the **Diagnostics** section, 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.
- 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 31](#).

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 **Troubleshooting and fixes**, and then in the **Diagnostics** section, 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.

Running on external power

For information about connecting to external power, see 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 Power icon  changes appearance.

When you disconnect external power:

- The computer switches to battery power.
- The Power icon  changes appearance.

7 Maintaining your computer

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

Improving performance

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

Using Disk Defragmenter

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

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

To run Disk Defragmenter:

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

For additional information, access the Disk Defragmenter software Help.

Using Disk Cleanup

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

To run Disk Cleanup:


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


Using HP 3D DriveGuard (select products only)

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

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

A short time after 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, or the drive in a secondary hard drive bay (select products only), or both 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 do not get the most out of your equipment.

To update programs and drivers, choose one of the following methods:

- [Updating using Windows 10 on page 36](#)
- [Updating using Windows 10 S on page 36](#)

Updating using Windows 10

To update programs and drivers:

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 notebook**, select the **Updates** tab, and then select **Check for updates and messages**.
3. Follow the on-screen instructions.

Updating using Windows 10 S

To update programs:

1. Select **Start**, and then select **Microsoft Store**.
2. Select your account profile picture next to the search box, and then select **Downloads and updates**.
3. On the **Downloads and updates** page, make the selection for updates and follow the on-screen instructions.

To update drivers:

1. Type `windows update settings` in the taskbar search box, and then select **Windows Update settings**.
2. Select **Check for updates**.




NOTE: If Windows does not find a new driver, go to the device manufacturer's website, and follow the instructions.

Cleaning your computer

Use the following products to safely clean your computer:

- 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

 **IMPORTANT:** Avoid strong cleaning solvents or germicidal wipes 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, hydrogen peroxide, naphtha, and hydrocarbon solvents 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.
- 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 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 with the rest of your luggage.


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

- If you plan to use the computer during a flight, listen for the in-flight announcement that tells you when you are allowed to use your computer. In-flight computer use is at the discretion of the airline.
- If you are shipping the computer or a drive, use suitable protective packaging and label the package “FRAGILE.”
- The use of wireless devices might be restricted in some environments. Such restrictions might 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 run the computer from a voltage converter kit that is sold for appliances.

8 Securing your computer and information

Computer security is essential for protecting the confidentiality, integrity, and availability of your information. Standard security solutions provided by the Windows operating system, HP applications, the Setup Utility (BIOS), and other third-party software can help protect your computer from a variety of risks, such as viruses, worms, and other types of malicious code.

 **NOTE:** Some security features listed in this chapter may not be available on your computer.

Using passwords

A password is a group of characters that you choose to secure your computer information and to protect online transactions. Several types of passwords can be set. For example, when you set up your computer for the first time, you were asked to create a user password to secure your computer. Additional passwords can be set in Windows or in HP Setup Utility (BIOS), which is preinstalled on your computer.

You may find it helpful to use the same password for a Setup Utility (BIOS) feature and for a Windows security feature.

To create and save passwords, use the following tips:

- To reduce the risk of being locked out of the computer, record each password and store it in a secure place away from the computer. Do not store passwords in a file on the computer.
- When creating passwords, follow requirements set by the program.
- Change your passwords at least every 3 months.
- An ideal password is long and has letters, punctuation, symbols, and numbers.
- Before you send your computer for service, back up your files, delete confidential files, and then remove all password settings.

For additional information about Windows passwords, such as screen-saver passwords:

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

– or –

Select the question mark icon in the taskbar.

Setting Windows passwords

Table 8-1 Types of Windows passwords and their functions

Password	Function
User password	Protects access to a Windows user account.
Administrator password	Protects administrator-level access to computer contents.

NOTE: This password cannot be used to access Setup Utility (BIOS) contents.

Setting Setup Utility (BIOS) passwords

Table 8-2 Types of BIOS passwords and their functions

Password	Function
Administrator password	<ul style="list-style-type: none">• Must be entered each time you access Setup Utility (BIOS).• If you forget your administrator password, you cannot access Setup Utility (BIOS).
Power-on password	<ul style="list-style-type: none">• Must be entered each time you turn on or restart the computer.• If you forget your power-on password, you cannot turn on or restart the computer.

To set, change, or delete an administrator or power-on password in Setup Utility (BIOS):



IMPORTANT: Use extreme care when making changes in Setup Utility (BIOS). Errors can prevent the computer from operating properly.

1. Start Setup Utility (BIOS):

- Computers or tablets with keyboards:
 - ▲ Turn on or restart the computer, quickly press **esc**, and then press **f10**.
- Tablets without keyboards:
 1. Turn on or restart the tablet, and then quickly hold down the volume up button.
 - or -
 - Turn on or restart the tablet, and then quickly hold down the volume down button.
 - or -
 - Turn on or restart the tablet, and then quickly hold down the Windows button.

2. Tap **f10**.

2. Select **Security**, and then follow the on-screen instructions.

To save your changes, select **Exit**, select **Save Changes and Exit**, and then select **Yes**.



NOTE: If you are using arrow keys to highlight your choice, you must then press **enter**.


Your changes take effect when the computer restarts.


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:

1. Select the **Start** button, select **Settings**, select **Accounts**, and then select **Sign-in options**.
2. To add a password, select **Add**.
3. Select **Get Started**, and then follow the on-screen instructions to enroll your fingerprint or facial ID and set up a PIN.

 **IMPORTANT:** To prevent fingerprint logon issues, make sure when you register your fingerprint that all sides of your finger are registered by the fingerprint reader.

 **NOTE:** The PIN is not limited in length. The default setting is for numbers only. To include alphabetic or special characters, select the **include letters and symbols** check box.

Using Internet security software

When you use your computer to access email, a network, or the Internet, you potentially expose your computer to computer viruses, spyware, and other online threats. To help protect your computer, Internet security software that includes antivirus and firewall features may be preinstalled on your computer as a trial offer. To provide ongoing protection against newly discovered viruses and other security risks, security software must be kept up to date. It is strongly recommended that you upgrade the security software trial offer or purchase the software of your choice in order to fully protect your computer.

Using antivirus software

Computer viruses can disable programs, utilities, or the operating system, 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.

An antivirus program may be preinstalled on your computer. It is strongly recommended that you use the antivirus program of your choice in order to fully protect your computer.

For more information about computer viruses, type `support` in the taskbar search box, and then select the **HP Support Assistant** app.

– or –

Select the question mark icon in the taskbar.

Using firewall software

Firewalls are designed to prevent unauthorized access to a system or network. A firewall can be software you install on your computer and/or network, or it can be a combination 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.

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 Device as a Service (select products only)

HP DaaS is a cloud-based IT solution that enables businesses to effectively manage and secure their company assets. HP DaaS 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/>.

Securing your wireless network

When you set up a WLAN or access an existing WLAN, always enable security features to protect your network from unauthorized access. WLANs in public areas (hotspots) like coffee shops and airports may not provide any security.

Backing up your software applications and information


Regularly back up your software applications and information to protect them from being permanently lost or damaged through a virus attack or a software or hardware failure.

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.

9 Using Setup Utility (BIOS)

Setup Utility, 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). Setup Utility (BIOS) includes settings for the types of devices installed, the startup sequence of the computer, and the amount of system and extended memory.

 **NOTE:** To start Setup Utility on convertible computers, your computer must be in notebook mode and you must use the keyboard attached to your notebook.

Starting Setup Utility (BIOS)

 **CAUTION:** Use extreme care when making changes in Setup Utility (BIOS). Errors can prevent the computer from operating properly.

▲ Turn on or restart the computer and quickly press **f10**.

– or –

Turn on or restart the computer, quickly press **esc**, and then press **f10** when the Start menu is displayed.

Updating Setup Utility (BIOS)

Updated versions of Setup Utility (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 Setup Utility (BIOS), first determine the BIOS version on your computer.

To reveal the BIOS version information (also known as *ROM date* and *System BIOS*), use one of these options.


- HP Support Assistant
 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 notebook**, and then select **Specifications**.
- Setup Utility (BIOS)
 1. Start Setup Utility (BIOS) (see [Starting Setup Utility \(BIOS\) on page 43](#)).
 2. Select **Main**, and then make note of the BIOS version.
 3. Select **Exit**, select one of the options, and then follow the on-screen instructions.
- In Windows, press **CTRL+Alt+S**.

To check for later BIOS versions, see [Downloading a BIOS update on page 44](#).

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 from 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.

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


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. If the update is more recent than your BIOS version, 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.

BIOS installation procedures vary. Follow any instructions that appear on the screen after the download is complete. If no instructions appear, 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.

10 Using HP PC Hardware Diagnostics

Using HP PC Hardware Diagnostics Windows (select products only)

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

If HP PC Hardware Diagnostics Windows is not installed on your computer, first you must download and install it. To download HP PC Hardware Diagnostics Windows, see [Downloading HP PC Hardware Diagnostics Windows on page 45](#).

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. Select **HP PC Hardware Diagnostics Windows**.

– 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 that 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**.

When HP PC Hardware Diagnostics Windows detects a failure that requires hardware replacement, a 24-digit Failure ID code is generated. The screen displays one of the following options:

- A Failure ID link is displayed. Select the link and follow the on-screen instructions.
- A Quick Response (QR) code is displayed. With a mobile device, scan the code and then follow the on-screen instructions.
- Instructions for calling support are displayed. Follow those instructions.

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. Select **Download HP Diagnostics Windows**, and then select a location on your computer or a USB flash drive.

The tool is downloaded to the selected location.

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

 **NOTE:** For some products, you might have to download the software to a USB flash drive by using the product name or number.

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

1. Go to <http://www.hp.com/support>.
2. Select **Get software and drivers**, select your type of product, and then enter the product name or number in the search box that is displayed.
3. In the **Diagnostics** section, select **Download**, and then follow the on-screen instructions to select the specific Windows diagnostics version to be downloaded to your computer or USB flash drive.


The tool is downloaded to the selected location.

Installing HP PC Hardware Diagnostics Windows

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

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

Using HP PC Hardware Diagnostics UEFI

 **NOTE:** For Windows 10 S computers, you must use a Windows computer and a USB flash drive to download and create the HP UEFI support environment because only .exe files are provided. For more information, see [Downloading HP PC Hardware Diagnostics UEFI to a USB flash drive on page 47](#).

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 does not start in 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 solving the problem:

- ▲ Select **Get Support**, and then use a mobile device to scan the QR code that displays on the next screen. The HP Customer Support - Service Center page appears with your Failure ID and product number automatically filled in. Follow the on-screen instructions.

– or –

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 47](#).


- b. Hard drive
- c. BIOS

3. When the diagnostic tool opens, select a language, 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 preinstallation 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. Select **Download HP Diagnostics UEFI**, and then select **Run**.

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

 **NOTE:** For some products, you might have 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 might upload results to a preconfigured server. For more information about 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. Select **Download Remote Diagnostics**, and then select **Run**.

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



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

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

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

Customizing Remote HP PC Hardware Diagnostics UEFI settings

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

- Set a schedule for running diagnostics unattended. You can also start diagnostics immediately in interactive mode by selecting **Execute Remote HP PC Hardware Diagnostics**.
- Set the location for downloading the diagnostic tools. This feature provides access to the tools from the HP website or from a server that has been preconfigured for use. Your computer does not require the traditional local storage (such as a disk drive or USB flash drive) to run remote diagnostics.

- Set a location for storing the test results. You can also set the user name and password settings used for uploads.
- Display status information about the diagnostics run previously.

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


1. Turn on or restart the computer, and when the HP logo appears, press **f10** to enter Computer Setup.
2. Select **Advanced**, and then select **Settings**.
3. Make your customization selections.
4. Select **Main**, and then **Save Changes and Exit** to save your settings.

Your changes take effect when the computer restarts.

11 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 50](#)).
- **Creating a restore point**—You can use Windows tools to create a restore point (see [Using Windows tools on page 50](#)).
- **Creating recovery media** (select products only)—You can use the HP Cloud Recovery Download Tool (select products only) to create recovery media (see [Using the HP Cloud Recovery Download Tool to create recovery media \(select products only\) on page 50](#)).
- **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 50](#)).

 **IMPORTANT:** If you will be performing recovery procedures on a tablet, the tablet battery must be at least 70% charged before you start the recovery process.

IMPORTANT: For a tablet with a detachable keyboard, connect the tablet to the keyboard base before beginning any recovery process.

Backing up information and creating recovery media

Using Windows tools

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

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

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

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

1. Select the **Start** button, and then select the **Get Help** app.
2. Enter the task you want to perform.

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


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

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

To download the tool:

- ▲ Go to the Microsoft Store and search for HP Cloud Recovery.

For details, go to <http://www.hp.com/support>, search for HP Cloud Recovery, and then select "HP PCs – Using the Cloud Recovery Tool (Windows 10, 7)."

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


Restoring and recovery

Restoring, resetting, and refreshing using Windows tools

Windows offers several options for restoring, resetting, and refreshing the computer. For details, see [Using Windows tools on page 50](#).

Recovering using HP Recovery media

HP Recovery media is used to recover the original operating system and software programs that were installed at the factory. On select products, it can be created on a bootable USB flash drive using the HP Cloud Recovery Download Tool. For details, see [Using the HP Cloud Recovery Download Tool to create recovery media \(select products only\) on page 50](#).

 **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.


To recover your system:

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

Changing the computer boot order

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

To change the boot order:

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

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

For computers or tablets with keyboards attached:

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

For tablets without keyboards:

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

– or –

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

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

Using HP Sure Recover (select products only)

Select computer models are configured with HP Sure Recover, a PC OS recovery solution built into the hardware and firmware. HP Sure Recover can fully restore the HP OS image without installed recovery software.

Using HP Sure Recover, an administrator or user can restore the system and install:

- Latest version of the operating system
- Platform-specific device drivers
- Software applications, in the case of a custom image

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

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 V–240 V, 50 Hz–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 that is supplied and approved by HP for use with this computer.

The computer can operate on DC power within one or more of the following specifications. Operating voltage and current varies by platform. The voltage and current for your computer is located on the regulatory label.

Table 12-1 DC power specifications

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	

DC plug of external HP power supply (select products only)



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

Operating environment

Table 12-2 Operating environment specifications

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



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

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

14 Accessibility

HP and accessibility

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

Finding the technology tools you need

Technology can unleash your human potential. Assistive technology removes barriers and helps you create independence at home, at work, and in the community. Assistive technology helps increase, maintain, and improve the functional capabilities of electronic and information technology. For more information, see [Finding the best assistive technology on page 57](#).

The HP commitment

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

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

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

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

International Association of Accessibility Professionals (IAAP)

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

As a founding member, HP joined to participate with other organizations to advance the field of accessibility. This commitment supports HP's accessibility goal of designing, producing, and marketing products and services that people with disabilities can effectively use.

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

Finding the best assistive technology

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

Assessing your needs

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

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

Accessibility for HP products

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

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

If you need additional support with the accessibility features on your HP product, see [Contacting support on page 60](#).

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

- [Microsoft Accessibility information \(Windows 7, Windows 8, Windows 10, Microsoft Office\)](#)
- [Google Products accessibility information \(Android, Chrome, Google Apps\)](#)

- [Assistive Technologies sorted by impairment type](#)
- [Assistive Technologies sorted by product type](#)
- [Assistive Technology vendors with product descriptions](#)
- [Assistive Technology Industry Association \(ATIA\)](#)

Standards and legislation

Standards

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

Mandate 376 – EN 301 549

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

Web Content Accessibility Guidelines (WCAG)

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

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

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

Legislation and regulations

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

- [United States](#)
- [Canada](#)
- [Europe](#)

- [United Kingdom](#)
- [Australia](#)
- [Worldwide](#)

Useful accessibility resources and links

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



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

Organizations

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

Educational institutions

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

Other disability resources

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

HP links

[Our contact webform](#)

[HP comfort and safety guide](#)

[HP public sector sales](#)

Contacting support



NOTE: Support is in English only.

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

Index

A

- AC adapter and battery light, identifying 5
- accessibility 56
- accessibility needs assessment 57
- action keys
 - airplane mode 13
 - help 12
 - identifying 11, 12
 - keyboard backlight 12
 - mute microphone 13
 - mute volume 12
 - next track 12
 - pause 12
 - play 12
 - privacy screen 12
 - screen brightness 12
 - speaker volume 12
 - switch screen image 12
 - touchpad 13
 - using 12
- airplane mode 16
- airplane mode key 13, 16
- antivirus software, using 41
- assistive technology (AT)
 - finding 57
 - purpose 56
- AT (assistive technology)
 - finding 57
 - purpose 56
- audio 20
 - adjusting volume 12
 - HDMI audio 22
 - headphones 20
 - headsets 21
 - sound settings 21
 - speakers 20
- audio-out (headphone)/audio-in (microphone) combo jack, identifying 4

B

- backing up software and information 42
- backup, creating 50

- backups 50
 - battery
 - conserving power 32
 - discharging 32
 - factory-sealed 33
 - finding information 32
 - low battery levels 32
 - resolving low battery level 33
 - battery charge 31
 - battery information, finding 32
 - battery power 31
 - best practices 1
 - BIOS
 - determining version 43
 - downloading an update 44
 - starting the Setup Utility 43
 - updating 43
 - Bluetooth device 16, 18
 - Bluetooth label 15
 - boot order, changing 51
 - bottom components 13
 - buttons
 - left touchpad 8
 - power 10
 - right touchpad 8
- ## C
- camera
 - identifying 6
 - using 20
 - camera light, identifying 6
 - caps lock light, identifying 9
 - caring for your computer 36
 - cleaning your computer 36
 - components
 - bottom 13
 - display 6
 - keyboard area 8
 - left side 5
 - rear 14
 - right side 4
 - connecting to a network 16
 - connecting to a wireless network 16
 - connecting to a WLAN 17
 - connecting to LAN 19

- connectors
 - power 5
- corporate WLAN connection 17
- critical battery level 32
- customer support, accessibility 60

D

- data transfer 23
- Disk Cleanup software 35
- Disk Defragmenter software 35
- display components 6
- drive light, identifying 4

E

- electrostatic discharge 55
- esc key, identifying 11
- external power, using 33

F

- factory-sealed battery 33
- fingerprints, registering 41
- firewall software 41
- fn key, identifying 11
- four-finger tap touchpad gesture 26

G

- Get Help in Windows 10 action key 12
- GPS 18

H

- hardware, locating 3
- HDMI port
 - connecting 21
 - identifying 5
- headphones, connecting 20
- headsets, connecting 21
- Hibernation
 - exiting 30
 - initiated during critical battery level 32
 - initiating 30
- high-definition devices, connecting 21
- HP 3D DriveGuard 35

- HP Assistive Policy 56
- HP Device as a Service (HP DaaS) 42
- HP Fast Charge 31
- HP Mobile Broadband
 - activating 18
 - IMEI number 18
 - MEID number 18
- HP PC Hardware Diagnostics UEFI
 - downloading 47
 - starting 47
 - using 46
- HP PC Hardware Diagnostics Windows
 - downloading 45
 - installing 46
 - using 45
- HP Recovery media
 - recovery 51
- HP resources 2
- HP Sure Recover 52
- HP Touchpoint Manager 42

I

- IMEI number 18
- initiating Sleep and Hibernation 29
- input power 53
- installing
 - optional security cable 42
- integrated numeric keypad,
 - identifying 11
- internal microphones, identifying 6
- International Association of Accessibility Professionals 56
- Internet security software, using 41

J

- jacks
 - audio-out (headphone)/audio-in (microphone) 4
 - network 5
 - RJ-45 (network) 5

K

- keyboard and optional mouse
 - using 28
- keyboard backlight action key 12
- keypad, integrated numeric 11
- keys
 - action 11
 - airplane mode 13
 - esc 11
 - fn 11

- num lock 11
- touchpad 13
- Windows 11

L

- labels
 - Bluetooth 15
 - regulatory 15
 - serial number 14
 - service 14
 - wireless certification 15
 - WLAN 15
- left side components 5
- lights
 - AC adapter and battery 5
 - camera 6
 - caps lock 9
 - drive 4
 - mute 9
 - power 9
 - RJ-45 (network) status 5
- low battery level 32

M

- maintenance
 - Disk Cleanup 35
 - Disk Defragmenter 35
 - updating programs and drivers 36
- managing power 29
- MEID number 18
- mobile broadband
 - activating 18
 - IMEI number 18
 - MEID number 18
- mute light, identifying 9
- mute microphone action key 13
- mute volume action key 12

N

- network jack, identifying 5
- next track action key 12

O

- one-finger slide touch screen gesture 28
- operating environment 54
- operating system controls 16

P

- passwords
 - Setup Utility (BIOS) 40
 - Windows 39
- pause action key 12
- play action key 12
- ports
 - HDMI 5, 21
 - USB port with HP Sleep and Charge 5
 - USB SuperSpeed 5
 - USB Type-C 4, 23
- power
 - battery 31
 - external 33
- power button, identifying 10
- power connector
 - identifying 5
- Power icon, using 31
- power lights, identifying 9
- power settings, using 31
- precision touchpad
 - using 24
- precision touchpad gestures
 - four-finger tap 26
 - three-finger swipe 27
 - three-finger tap 26
 - two-finger slide 25
 - two-finger tap 25
- privacy screen action key 12
- privacy screen action key, Identifying 12
- product name and number, computer 14
- public WLAN connection 17

R

- recovery 50
 - discs 51
 - HP Recovery partition 51
 - media 51
 - USB flash drive 51
- recovery media
 - creating using HP Cloud Recovery Download Tool 50
 - creating using Windows tools 50
- regulatory information
 - regulatory label 15
 - wireless certification labels 15

- Remote HP PC Hardware Diagnostics
 - UEFI settings
 - customizing 48
 - using 48
- resources, accessibility 59
- restoring 50
- right side components 4
- RJ-45 (network) jack, identifying 5
- RJ-45 (network) status lights, identifying 5

S

- screen brightness action keys 12
- Section 508 accessibility standards 58
- security cable, installing 42
- serial number, computer 14
- service labels, locating 14
- Setup Utility (BIOS) passwords 40
- shipping the computer 37
- shutdown 30
- Sleep
 - exiting 29
 - initiating 29
- Sleep and Hibernation, initiating 29
- slots
 - memory card reader 4
- software
 - Disk Cleanup 35
 - Disk Defragmenter 35
 - locating 3
- software installed
 - locating 3
- software updates, installing 42
- sound. *See* audio
- sound settings, using 21
- speaker volume action keys 12
- speakers
 - connecting 20
 - identifying 10
- special keys, using 11
- standards and legislation, accessibility 58
- switch screen image action key 12
- system restore point, creating 50

T

- tap touchpad and touch screen gesture 24

- three-finger swipe touchpad gesture 27
- three-finger tap touchpad gesture 26
- touch screen gestures
 - one-finger slide 28
- touchpad
 - settings 8
 - using 24
- touchpad and touch screen gestures
 - tap 24
 - two-finger pinch zoom 25
- touchpad buttons
 - identifying 8
- touchpad gestures
 - four-finger tap 26
 - three-finger swipe 27
 - three-finger tap 26
 - two-finger slide 25
 - two-finger tap 25
- touchpad key 13
- touchpad zone, identifying 8
- transfer data 23
- traveling with the computer 15, 37
- turning off the computer 30
- two-finger pinch zoom touchpad and touch screen gesture 25
- two-finger slide touchpad gesture 25
- two-finger tap touchpad gesture 25

U

- unresponsive system 30
- updating programs and drivers 36
- USB port with HP Sleep and Charge, identifying 5
- USB SuperSpeed port, identifying 5
- USB Type-C port, connecting 23
- USB Type-C port, identifying 4
- using passwords 39
- using the keyboard and optional mouse 28
- using the touchpad 24

V

- vents, identifying 13, 14
- video
 - HDMI port 21
 - USB Type-C 23
- video, using 21

- volume
 - adjusting 12
 - mute 12

W

- Windows
 - backup 50
 - recovery media 50
 - system restore point 50
- Windows Hello 20
 - using 41
- Windows key, identifying 11
- Windows passwords 39
- Windows tools, using 50
- wired network (LAN) 19
- wireless button 16
- wireless certification label 15
- wireless controls
 - button 16
 - operating system 16
- wireless light 16
- wireless network (WLAN)
 - connecting 17
 - corporate WLAN connection 17
 - functional range 17
 - public WLAN connection 17
- wireless network, securing 42
- WLAN antennas, identifying 6
- WLAN device 15
- WLAN label 15
- WWAN device 18