



# User Guide

## **SUMMARY**

This guide provides information about components, network connection, power management, security, backing up, and more.

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### Product notice

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

Not all features are available in all editions or versions of Windows. Systems may require upgraded and/or separately purchased hardware, drivers, software or BIOS update to take full advantage of Windows functionality. Windows is automatically updated, which is always enabled. High-speed internet and Microsoft account required. ISP fees may apply and additional requirements may apply over time for updates. See <http://www.windows.com>. **If your product ships with Windows in S Mode:** Windows in S Mode works exclusively with apps from the Microsoft Store within Windows. Certain default settings, features, and apps cannot be changed. Some accessories and apps that are compatible with Windows may not work (including some antivirus, PDF writers, driver utilities, and accessibility apps), and performance may vary, even if you switch out of S Mode. If you switch to Windows, you cannot switch back to S Mode. Learn more at [Windows.com/SmodeFAQ](https://www.windows.com/SmodeFAQ).

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

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

## Safety warning notice

Reduce the possibility of heat-related injuries or of overheating the computer by following the practices described.

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

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## Processor configuration setting (select products only)

Important information about processor configurations.



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

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# 1 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 and where to find additional HP resources.

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

 **TIP:** To quickly return to the computer Start screen from an open app or the Windows desktop, press the Windows key on your keyboard. Pressing the Windows key again returns you to the previous screen.

- **Connect to the internet**—Set up your wired or wireless network so that you can connect to the internet. For more information, see [Network connections on page 18](#).
- **Update your antivirus software**—Protect your computer from damage caused by viruses. The software is preinstalled on the computer. For more information, see [Using antivirus software on page 51](#).
- **Get to know your computer**—Learn about your computer features. See [Components on page 3](#) and [Navigating the screen on page 25](#) for additional information.
- **Find installed software**—Access a list of the software preinstalled on the computer:  
Select the **Start** button.  
– or –  
Right-click the **Start** button, and then select **Apps and Features**.
- **Back up your hard drive**—Create recovery discs or a recovery USB flash drive to back up your hard drive. See [Backing up, restoring, and recovering on page 59](#).
- **Access HP Support Assistant app**—For quick online support, open the HP Support Assistant app (select products only). HP Support Assistant optimizes computer performance and resolves problems using the latest software updates, diagnostic tools, and guided assistance. Select the **Search** icon (select products only) in the taskbar, type `support` in the search box, and then select **HP Support Assistant**.

## Finding information

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

**Table 1-1 Additional information**

Resource	Contents
<i>Setup Instructions</i>	<ul style="list-style-type: none"><li>• Overview of computer setup and features</li></ul>
<i>HP support</i>	<ul style="list-style-type: none"><li>• Online chat with an HP technician</li></ul>
For HP support, go to <a href="http://www.hp.com/support">http://www.hp.com/support</a> , and follow the instructions to find your product.	<ul style="list-style-type: none"><li>• Support telephone numbers</li><li>• Replacement parts videos (select products only)</li></ul>
– or –	<ul style="list-style-type: none"><li>• Maintenance and service guides</li><li>• HP service center locations</li></ul>
Select the Search icon (select products only) in the taskbar, type <code>support</code> in the search box, and then select <b>HP Support Assistant</b> .	

**Table 1-1 Additional information (continued)**

Resource	Contents
– or –	
Select the question mark icon (select products only) in the taskbar search box, and then select <b>Support</b> .	
<i>Safety &amp; Comfort Guide</i>	<ul style="list-style-type: none"><li>• Proper workstation setup</li><li>• Guidelines for posture and work habits that increase your comfort and decrease your risk of injury</li><li>• Electrical and mechanical safety information</li></ul>
To access this guide:	
▲ Select the Search icon (select products only) in the taskbar, type <i>HP Documentation</i> in the search box, and then select <b>HP Documentation</b> .	
– or –	
▲ Go to <a href="http://www.hp.com/ergo">http://www.hp.com/ergo</a> .	
<b>IMPORTANT:</b> You must be connected to the internet to access the latest version of the user guide.	
<i>Regulatory, Safety, and Environmental Notices</i>	<ul style="list-style-type: none"><li>• Important regulatory notices, including information about Restrictions of Hazardous Substances (RoHS) and proper battery disposal, if needed.</li></ul>
To access this document:	
▲ Select the Search icon (select products only) in the taskbar, type <i>HP Documentation</i> in the search box, and then select <b>HP Documentation</b> .	
<i>Limited Warranty*</i>	<ul style="list-style-type: none"><li>• Specific warranty information about this computer</li></ul>
To access this document:	
▲ Select the Search icon (select products only) in the taskbar, type <i>HP Documentation</i> in the search box, and then select <b>HP Documentation</b> .	
– or –	
▲ Go to <a href="http://www.hp.com/go/orderdocuments">http://www.hp.com/go/orderdocuments</a> .	
<b>IMPORTANT:</b> You must be connected to the internet to access the latest version of the user guide.	
<p>*You can find your HP Limited Warranty located with the user guides on your product and/or on the CD or DVD provided in the box. In some countries or regions, HP might provide a printed warranty in the box. For countries or regions where the warranty is not provided in printed format, you can request a copy from <a href="http://www.hp.com/go/orderdocuments">http://www.hp.com/go/orderdocuments</a>. For products purchased in Asia Pacific, you can write to HP at POD, PO Box 161, Kitchener Road Post Office, Singapore 912006. Include your product name, and your name, phone number, and postal address.</p>	

## 2 Components

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

### Locating hardware

Use these instructions to find out what hardware is installed on your computer.

- ▲ Select the **Search** icon (select products only) in the taskbar, type `device manager` in the 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).

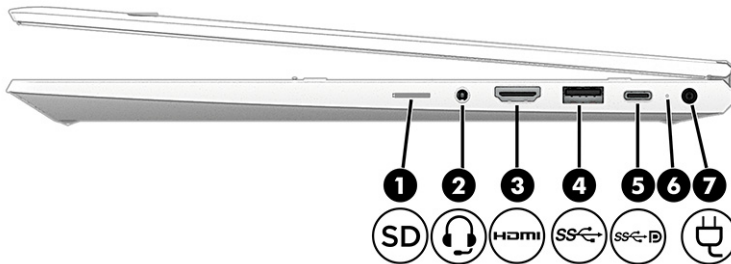
### Locating software

Use these instructions to find out what software is installed on your computer:

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

### Right





Use the illustration and table to identify the components on the right side of the computer.




**Table 2-1** Right-side components and their descriptions

Component	Description
(1) SD	microSD™ memory card reader (select products only)  Reads optional memory cards that store, manage, share, or access information.  To insert a card: <ol style="list-style-type: none"><li>1. Hold the card label-side up, with the connectors facing the computer.</li><li>2. Insert the card into the memory card reader, and then press in on the card until it is firmly seated.</li></ol>

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

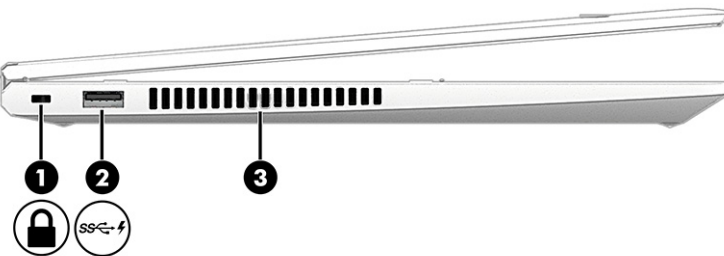
Component	Description
	<p>To remove a card:</p> <ul style="list-style-type: none"> <li>▲ Press in on the card, and then remove it from the memory card reader.</li> </ul>
<p>(2)  Audio-out (headphone)/Audio-in (microphone) combo jack</p>	<p>Connects optional powered stereo speakers, headphones, earbuds, a headset, or a television audio cable. Also connects an optional headset microphone. This jack does not support optional standalone microphones.</p> <p><b>WARNING!</b> To reduce the risk of personal injury, adjust the volume before putting on headphones, earbuds, or a headset. For additional safety information, see the <i>Regulatory, Safety, and Environmental Notices</i>.</p> <p>To access this guide:</p> <ul style="list-style-type: none"> <li>▲ Select the <b>Search</b> icon (select products only) in the taskbar, type <b>HP Documentation</b> in the search box, and then select <b>HP Documentation</b>.</li> </ul> <p><b>NOTE:</b> When a device is connected to the jack, the computer speakers are disabled.</p>
<p>(3)  HDMI port</p>	<p>Connects an optional video or audio device, such as a high-definition television, any compatible digital or audio component, or a high-speed High Definition Multimedia Interface (HDMI) device.</p>
<p>(4)  USB SuperSpeed 5 Gbps port</p>	<p>Connects a USB device, provides high-speed data transfer, and (for select products) charges small devices (such as a smartphone) when the computer is on or in Sleep mode.</p> <p><b>NOTE:</b> Use a standard USB Type-A charging cable or cable adapter (purchased separately) when charging a small external device.</p>
<p>(5)  USB Type-C® SuperSpeed 10 Gbps port and DisplayPort™ output</p>	<p>Connects a USB device, provides high-speed data transfer, and (for select products) charges small devices (such as a smartphone) when the computer is on or in Sleep mode.</p> <p><b>NOTE:</b> Use a standard USB Type-C charging cable or cable adapter (purchased separately) when charging a small external device.</p> <p>– and –</p> <p>Connects a DisplayPort device that has a USB Type-C connector, providing display output.</p>
<p>(6) Battery light</p>	<p>When AC power is connected:</p> <ul style="list-style-type: none"> <li>• White: The battery charge is greater than 90 percent.</li> <li>• Amber: The battery charge is from 0 to 90 percent.</li> <li>• Off: The battery is not charging.</li> </ul> <p>When AC power is disconnected (battery not charging):</p> <ul style="list-style-type: none"> <li>• Blinking amber: The battery has reached a low battery level. When the battery has reached a critical battery level, the battery light begins blinking rapidly.</li> <li>• Off: The battery is not charging.</li> </ul>

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



Component	Description
(7)  Power connector	Connects an AC adapter.

## Left

Use the illustration and table to identify the components on the left side of the computer.



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

Component	Description
(1)  Security cable slot	Attaches an optional security cable to the computer.  <b>NOTE:</b> The security cable is designed to act as a deterrent, but it might not prevent the computer from being mishandled or stolen.
(2)  USB SuperSpeed 5 Gbps port with HP Sleep and Charge	Connects a USB device, provides high-speed data transfer, and charges small devices (such as a smartphone), even when the computer is off.  <b>NOTE:</b> Use a standard USB Type-A charging cable or cable adapter (purchased separately) when charging a small external device.
(3) Vent	Enables airflow to cool internal components.  <b>NOTE:</b> The computer fan starts up automatically to cool internal components and prevent overheating. It is normal for the internal fan to cycle on and off during routine operation.

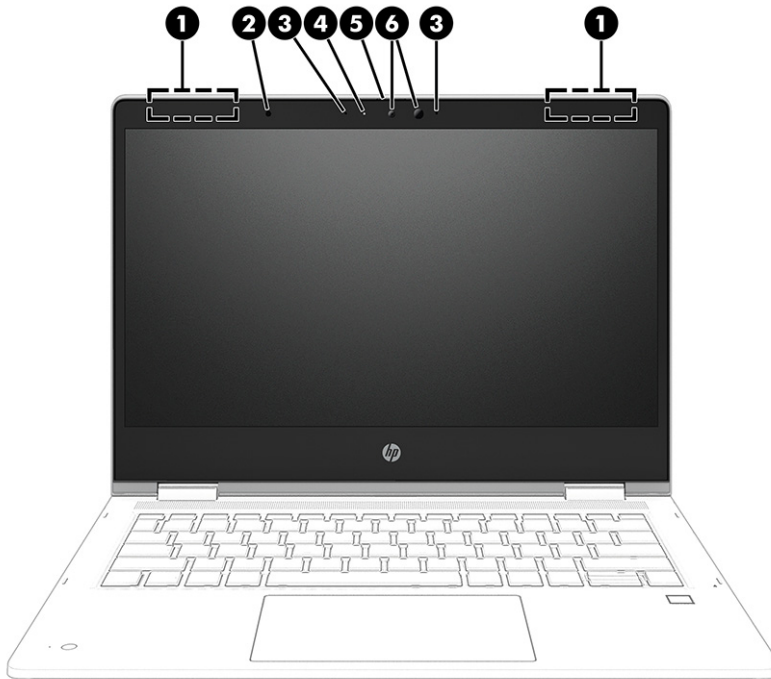
## Display

Use the illustration and table to identify the display components.

## Low blue light mode (select products only)

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) Ambient light sensor (select products only)	Adjust the brightness of the display, depending on the ambient light.
(3) Internal microphones	Record sound.
(4) Camera light	On: The camera is in use.
(5) Camera privacy cover	By default, the camera lens is uncovered, but you can slide the camera privacy cover to block the camera's view. To use the camera, slide the camera privacy cover in the opposite direction to reveal the lens.
(6) Camera(s) (select products only)	Allow(s) you to video chat, record video, and record still images. To use your camera, see <a href="#">Using a camera (select products only)</a> on page 29. Some cameras also allow a facial recognition logon to Windows,

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

Component	Description
	instead of a password logon. For more information, see <a href="#">Windows Hello (select products only) on page 50</a> .
	<b>NOTE:</b> Camera functions vary depending on the camera hardware and software installed on your product.
*The antennas are not visible from the outside of the computer. For optimal transmission, keep the areas immediately around the antennas free from obstructions.	
For wireless regulatory notices, see the section of the <i>Regulatory, Safety, and Environmental Notices</i> that applies to your country or region.	
To access this guide:	
▲ Select the <b>Search</b> icon (select products only) in the taskbar, type <code>HP Documentation</code> in the search box, and then select <b>HP Documentation</b> .	

## Keyboard area

Keyboards can vary by language.



**NOTE:** The keyboard, including the function keys and power button (select products only), is disabled in stand, tent, and tablet modes. To enable the keyboard, including the power button, change to the clamshell mode.

## Touchpad

The touchpad settings and components are described here.

### Touchpad settings

You learn how to adjust the touchpad settings and components here.

#### Adjusting touchpad settings

Use these steps to adjust touchpad settings and gestures.

1. Select the **Search** icon (select products only) in the taskbar, type `touchpad settings` in the search box, and then press `enter`.
2. Choose a setting.

#### Turning on the touchpad

Follow these steps to turn on the touchpad.

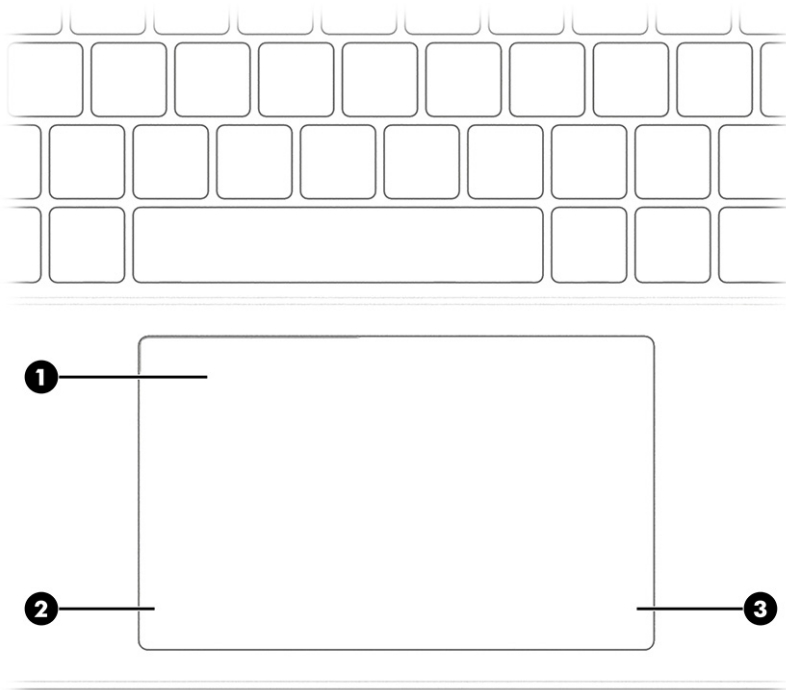
1. Select the **Search** icon (select products only) in the taskbar, type `touchpad settings` in the search box, and then press `enter`.
2. Using an external mouse, click the **Touchpad** button.

If you are not using an external mouse, press the `Tab` key repeatedly until the pointer rests on the **touchpad** button. Then press the `spacebar` to select the button.



## Touchpad components

Use the illustration and table to identify the touchpad components.

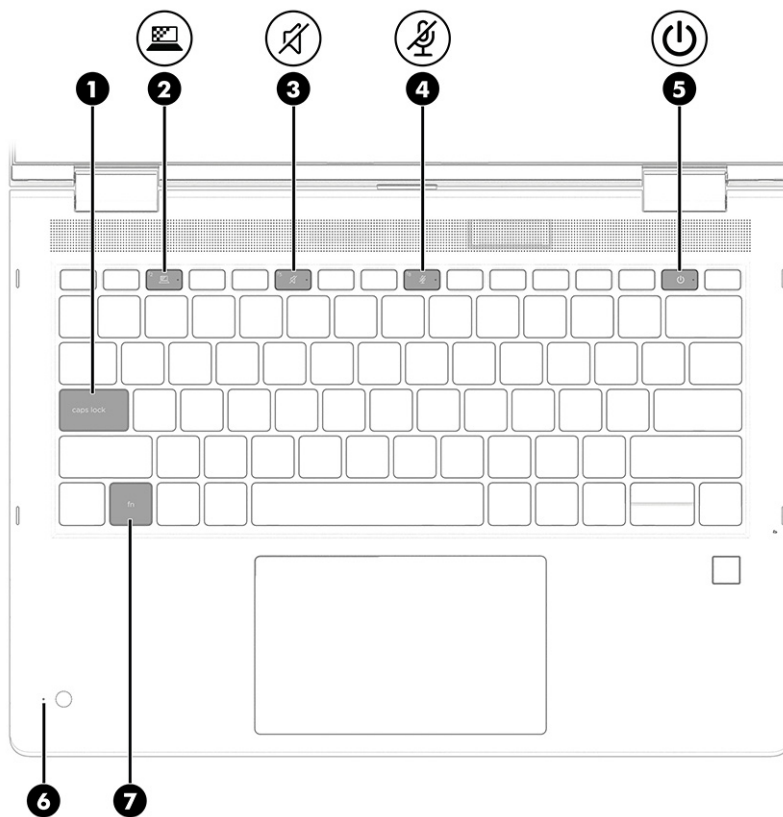


**Table 2-4** Touchpad components and their descriptions





Component	Description
(1) Touchpad zone	Reads your finger gestures to move the pointer or activate items on the screen. <b>NOTE:</b> For more information, see <a href="#">Using touchpad and touch screen gestures on page 25</a> .
(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

Use the illustration and table to identify the lights on the computer.




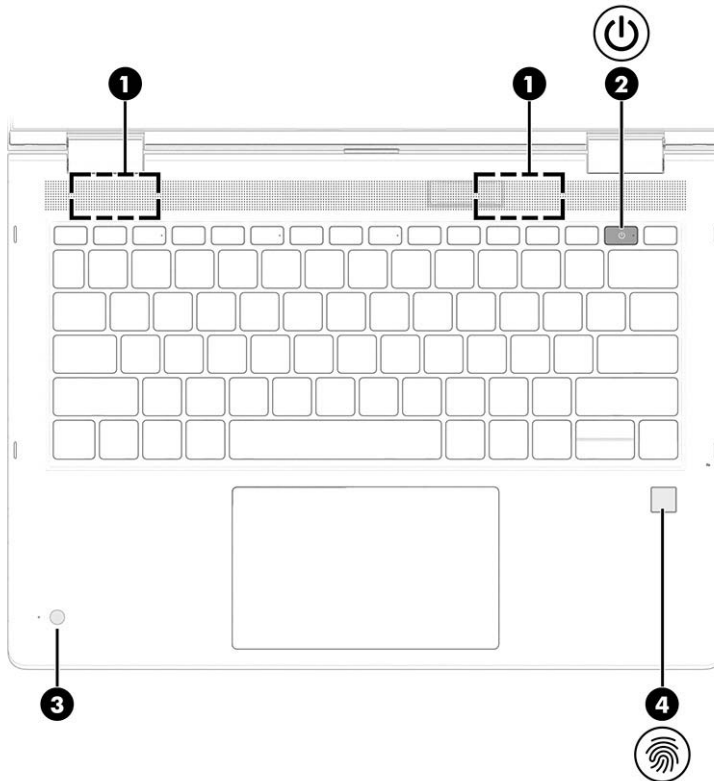
**Table 2-5** Lights and their descriptions

Component	Description
(1) Caps lock light	On: Caps lock is on, which switches the key input to all capital letters.
(2)  Privacy key light (select products only)	On: Privacy screen is on, which helps prevent side-angle viewing.
(3)  Mute light	<ul style="list-style-type: none"> <li>On: Computer sound is off.</li> <li>Off: Computer sound is on.</li> </ul>
(4)  Microphone mute light	<ul style="list-style-type: none"> <li>On: Microphone is off.</li> <li>Off: Microphone is on.</li> </ul>
(5)  Power light	<ul style="list-style-type: none"> <li>On: The computer is on.</li> <li>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.</li> <li>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.</li> </ul>
(6) Camera light (select products only)	On: The camera is in use.
(7) Fn lock light	On: The fn key is locked. For more information, see <a href="#">Hot keys (select products only)</a> on page 14.


## Button, speakers, camera, and fingerprint reader

Fingerprint readers can be located on the touchpad, on a side panel of the computer, or on the top cover below the keyboard.


 **IMPORTANT:** To verify that your computer supports fingerprint reader sign-in, select the Search icon (select products only) in the taskbar, type `Sign-in options` in the search box, and then follow the on-screen instructions. If **Fingerprint reader** is not listed as an option, then your notebook does not include a fingerprint reader.



**Table 2-6** Button, speakers, camera, and fingerprint reader and their descriptions

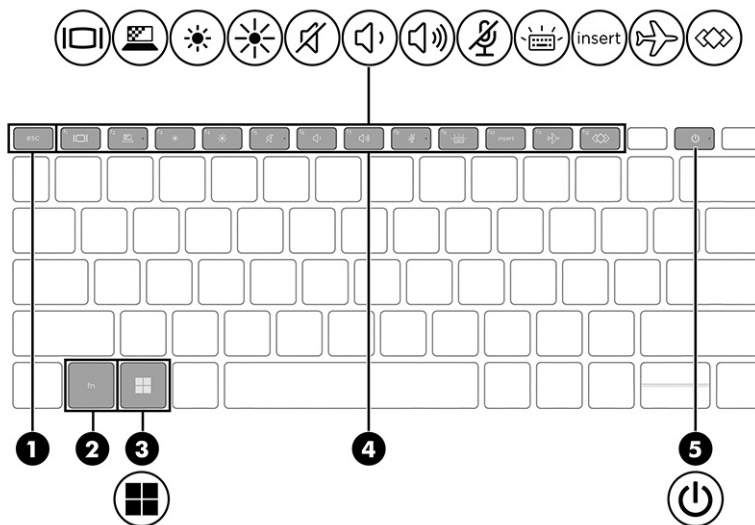
Component	Description
(1) Speakers	Produce sound.
(2)  Power button	<ul style="list-style-type: none"><li>When the computer is off, press the button briefly to turn on the computer.</li><li>When the computer is on, press the button briefly to initiate Sleep.</li><li>When the computer is in the Sleep state, press the button briefly to exit Sleep (select products only).</li><li>When the computer is in Hibernation, press the button briefly to exit Hibernation.</li></ul> <p><b>IMPORTANT:</b> Pressing and holding down the power button results in the loss of unsaved information.</p>

**Table 2-6 Button, speakers, camera, and fingerprint reader and their descriptions (continued)**




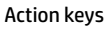


Component	Description
	<p>If the computer has stopped responding and shutdown procedures are ineffective, press and hold the power button for at least 4 seconds to turn off the computer.</p> <p>To learn more about your power settings, use the Power icon.</p> <ul style="list-style-type: none"> <li>Right-click the <b>Power icon</b>  and then, depending on your product, select <b>Power and sleep settings</b> or <b>Power Options</b>.</li> </ul>
<p>(3) Camera (select products only)</p>	<p>Allows you to video chat, record video, and record still images. To use your camera, see <a href="#">Using a camera (select products only) on page 29</a>. Some cameras also allow a facial recognition logon to Windows, instead of a password logon. For more information, see <a href="#">Windows Hello (select products only) on page 50</a>.</p> <p><b>NOTE:</b> Camera functions vary depending on the camera hardware and software installed on your product.</p>
<p>(4) Fingerprint reader (select products only)</p>	<p>Allows a fingerprint logon to Windows, instead of a password logon.</p> <p>▲ Touch your finger to the fingerprint reader. See <a href="#">Windows Hello (select products only) on page 50</a> for details.</p> <p><b>IMPORTANT:</b> To prevent fingerprint logon issues, make sure when you register your fingerprint that all sides of your finger are registered by the fingerprint reader.</p>

## Special keys

Use the illustration and table to identify the special keys.



**Table 2-7 Special keys and their descriptions**

Component	Description
(1)  <b>esc</b> key	Displays system information when pressed in combination with the <b>fn</b> key.
(2)  <b>fn</b> key	Executes frequently used system functions when pressed in combination with another key. Such key combinations are called <i>hot keys</i> .  See <a href="#">Hot keys (select products only) on page 14</a> .
(3)  Windows key	Opens the Start menu.  <b>NOTE:</b> Pressing the Windows key again will close the Start menu.
(4)  Action keys	Execute frequently used system functions.  See <a href="#">Action keys on page 12</a> .
(5)  Power button	<ul style="list-style-type: none"><li>• When the computer is off, press the button briefly to turn on the computer.</li><li>• When the computer is on, press the button briefly to initiate Sleep.</li><li>• When the computer is in the Sleep state, press the button briefly to exit Sleep (select products only).</li><li>• When the computer is in Hibernation, press the button briefly to exit Hibernation.</li></ul> <p><b>IMPORTANT:</b> Pressing and holding down the power button results in the loss of unsaved information.</p> <p>If the computer has stopped responding and shutdown procedures are ineffective, press and hold the power button for at least 4 seconds to turn off the computer.</p> <p>To learn more about your power settings, use the Power icon.</p> <ul style="list-style-type: none"><li>• Right-click the <b>Power</b> icon  and then, depending on your product, select <b>Power and sleep settings</b> or <b>Power Options</b>.</li></ul>

## Action keys



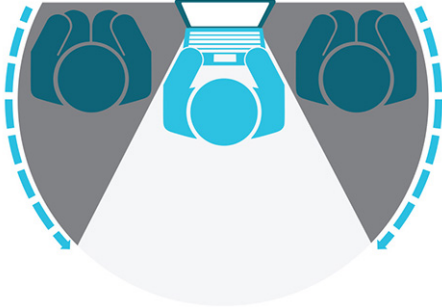









Action keys perform specific functions and vary by computer. To determine which keys are on your computer, look at the icons on your keyboard and match them to the descriptions in this table.

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



**NOTE:** On some products, you must press the **fn** key in combination with the action key.

**Table 2-8 Action keys and their descriptions**

Icon	Description
	Switches the screen image among display devices connected to the system. For example, if a monitor is connected to the computer, repeatedly pressing the key alternates the screen image from computer display to monitor display to simultaneous display on both the computer and the monitor.
	On select products, helps prevent side-angle viewing from onlookers. If needed, decrease or increase brightness for well-lit or darker environments. Press the key again to turn off the privacy screen.  <b>NOTE:</b> This feature is available only on select products. If the feature is not available on your computer, a message is displayed when you press this key.  <b>NOTE:</b> To quickly turn on the highest privacy setting, press <b>fn+p</b> .
	
	Decreases the screen brightness incrementally as long as you hold down the key.
	Increases the screen brightness incrementally as long as you hold down the key.
	Mutes or restores speaker sound.
	Decreases speaker volume incrementally while you hold down the key.
	Increases speaker volume incrementally while you hold down the key.
	Mutes the microphone.
	Turns the keyboard backlight off or on. 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.
	Turns the wireless feature on or off.  <b>NOTE:</b> A wireless network must be set up before a wireless connection is possible.
	Executes frequently used tasks. Some tasks might not be available on all products. <ul style="list-style-type: none"> <li>• Opens an application, file, or website</li> <li>• Enters frequently used text into a permanent clipboard</li> </ul>

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

Icon	Description
	<ul style="list-style-type: none"><li>• Ability to change system profiles</li><li>• Ability to change system properties</li><li>• Executes user-defined key sequences</li></ul>



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

## Hot keys (select products only)

A hot key is the combination of the **fn** key and another key. Use the table to identify the hot keys.

To use a hot key:

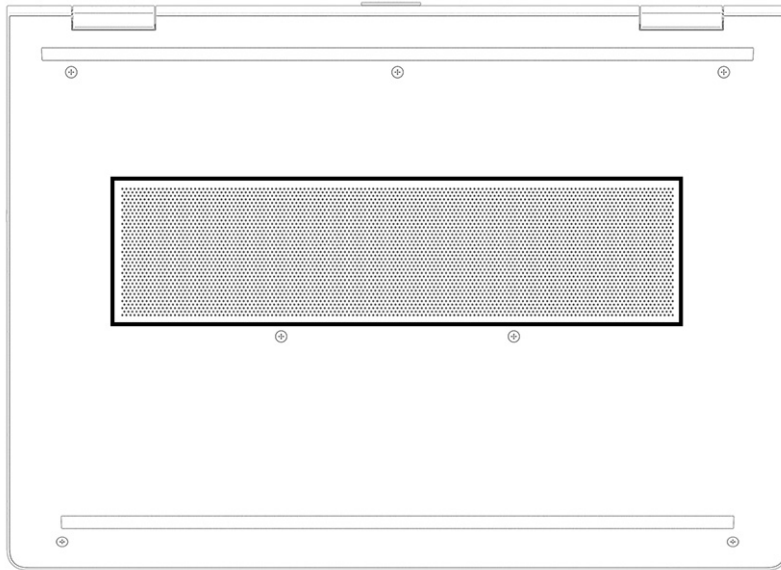
- ▲ Press the **fn** key, and then press one of the keys listed in the following table.

**Table 2-9 Hot keys and their descriptions**

Key	Description
C	Turns on scroll lock.
E	Turns on the insert function.
R	Breaks the operation.
S	Sends a programming query.
W	Pauses the operation.

## Bottom

Use the illustration and table to identify the bottom component.



**Table 2-10** Bottom component and its description

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

## Labels

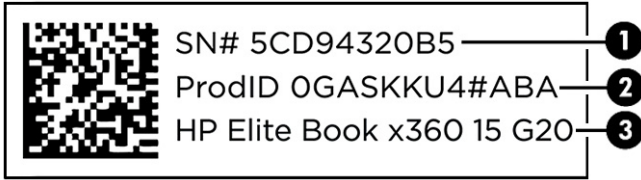
The labels affixed to the computer provide information you might need when you troubleshoot system problems or travel internationally with the computer. Labels might be in paper form or imprinted on the product.

**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 might be asked for the serial number, the product number, or the model number. Locate this information before you contact support.

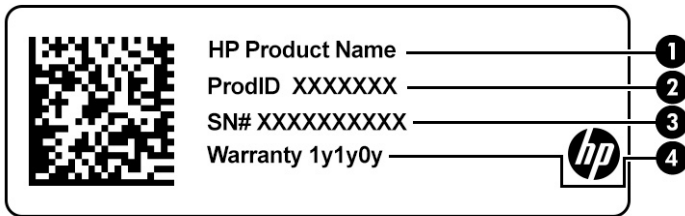
Your service label will resemble one of the examples shown below. Refer to the illustration that most closely matches the service label on your computer.





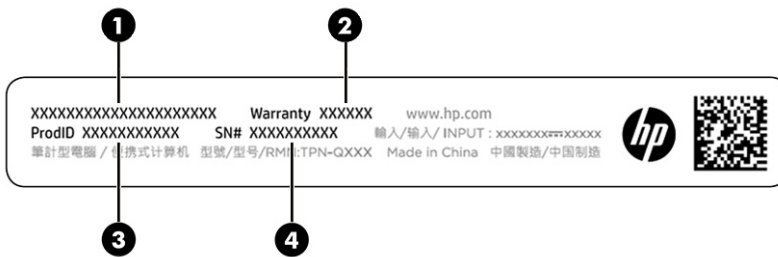
**Table 2-11 Service label components**

Component	
(1)	Serial number
(2)	Product ID
(3)	HP product name



**Table 2-12 Service label components**

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



**Table 2-13 Service label components**

Component	
(1)	HP product name
(2)	Warranty period
(3)	Product ID

**Table 2-13 Service label components (continued)**

Component
(4) Serial number

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