



User Guide

SUMMARY

This guide provides basic information for using and upgrading this product, including topics such as components, features, networks, and HP resources.

Legal information

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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: 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.

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

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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

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

⚠ **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.

Processor configuration setting (select products only)

Important information about processor configurations.

 **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 About this guide

This guide provides basic information for using and upgrading this product.

-  **WARNING!** Indicates a hazardous situation that, if not avoided, **could** result in serious injury or death.
-  **CAUTION:** Indicates a hazardous situation that, if not avoided, **could** result in minor or moderate injury.
-  **IMPORTANT:** Indicates information considered important but not hazard-related (for example, messages related to property damage). Warns the user that failure to follow a procedure exactly as described could result in loss of data or in damage to hardware or software. Also contains essential information to explain a concept or to complete a task.
-  **NOTE:** Contains additional information to emphasize or supplement important points of the main text.
-  **TIP:** Provides helpful hints for completing a task.

2 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 23](#).
- **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 59](#).
- **Get to know your computer**—Learn about your computer features. See [Components on page 5](#) and [Navigating the screen on page 30](#) for additional information.
- **Find installed software**—Access a list of the software preinstalled on the computer:

Select the **Start** button, and then select **All apps**.

— 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 67](#).
- **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 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 2-1 Additional information

Resource	Contents
<i>Setup Instructions</i>	<ul style="list-style-type: none">● Overview of computer setup and features

Table 2-1 Additional information (continued)

Resource	Contents
<i>HP support</i>	<ul style="list-style-type: none">Online chat with an HP technicianSupport telephone numbersReplacement parts videos (select products only)Maintenance and service guidesHP service center locations
For HP support, go to https://www.hp.com/support , and follow the instructions to find your product. – or – Select the Search icon in the taskbar, type support in the search box, and then select HP Support Assistant . – or – Select the question mark icon (select products only) in the taskbar.	
<i>Safety & Comfort Guide</i>	<ul style="list-style-type: none">Proper workstation setupGuidelines for posture and work habits that increase your comfort and decrease your risk of injuryElectrical and mechanical safety information
To access this guide: <ul style="list-style-type: none">Select the Search icon in the taskbar, type HP Documentation in the search box, and then select HP Documentation. – or – <ul style="list-style-type: none">Go to http://www.hp.com/ergo. <p>IMPORTANT: You must be connected to the internet to access the latest version of the user guide.</p>	
<i>Regulatory, Safety, and Environmental Notices</i>	<ul style="list-style-type: none">Important regulatory notices, including information about Restrictions of Hazardous Substances (RoHS) and proper battery disposal, if needed.
To access this document: <ul style="list-style-type: none">Select the Search icon in the taskbar, type HP Documentation in the search box, and then select HP Documentation.	
<i>Limited Warranty*</i>	<ul style="list-style-type: none">Specific warranty information about this computer
To access this document: <ul style="list-style-type: none">Select the Search icon in the taskbar, type HP Documentation in the search box, and then select HP Documentation. – or – <ul style="list-style-type: none">Go to http://www.hp.com/go/orderdocuments. <p>IMPORTANT: You must be connected to the internet to access the latest version of the user guide.</p>	



NOTE: *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.

3 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 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.

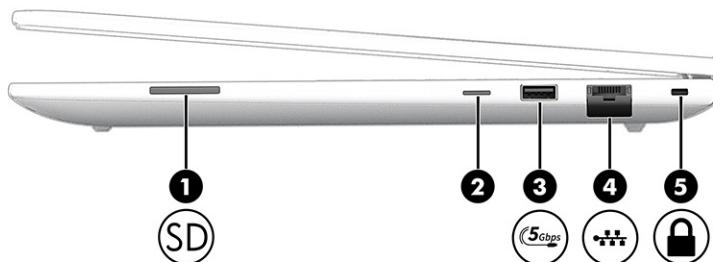


Table 3-1 Right-side components and their descriptions

Component	Description
(1)  SD	<p>Memory card reader</p> <p>Reads optional memory cards that store, manage, share, or access information.</p> <p>To insert a card:</p> <ol style="list-style-type: none"> 1. Hold the card label-side up, with the 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.
(2)	<p>Nano SIM slot (select products only)</p> <p>Allows use of an optional nano SIM card.</p> <p>For more information, see Inserting a microSD card or nano SIM card on page 21.</p>
(3) 	<p>USB 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>NOTE: Use a standard USB Type-A charging cable or cable adapter (purchased separately) when charging a small external device.</p>
(4) 	<p>RJ-45 (network) jack/status lights</p> <p>Connects a network cable.</p> <ul style="list-style-type: none"> • Green (left): The network is connected. • Amber (right): Activity is occurring on the network.
(5) 	<p>Security cable slot</p> <p>Attaches an optional security cable to the computer.</p> <p>NOTE: The security cable is designed to act as a deterrent, but it might not prevent the computer from being mishandled or stolen.</p>

Left

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

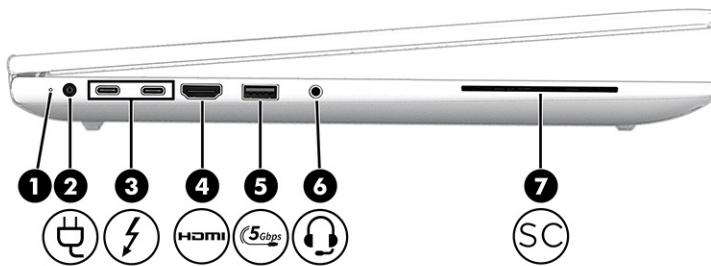


Table 3-2 Left-side components and their descriptions

Component	Description
(1)  Battery light	<p>When AC power is connected:</p> <ul style="list-style-type: none"> White: The battery charge is greater than 90 percent. Amber: The battery charge is from 0 to 90 percent. Off: The battery is not charging. <p>When AC power is disconnected (battery not charging):</p> <ul style="list-style-type: none"> 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. Off: The battery is not charging.
(2)  Power connector	Connects an AC adapter.
(3)  USB Type-C® power connector and Thunderbolt™ ports with HP Sleep and Charge and DisplayPort™ output (2)	<p>Connects an AC adapter that has a USB Type-C connector, supplying power to the computer and, if needed, charging the computer battery.</p> <p>- and -</p> <p>Connects a USB device, provides high-speed data transfer, and charges small devices (such as a smartphone), even when the computer is off.</p> <p>NOTE: 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 display device that has a USB Type-C connector, providing DisplayPort output.</p> <p>NOTE: Your computer might also support a Thunderbolt docking station.</p>
(4)  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.
(5)  USB 5 Gbps port	<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>NOTE: Use a standard USB Type-A charging cable or cable adapter (purchased separately) when charging a small external device.</p>

Table 3-2 Left-side components and their descriptions (continued)

Component	Description
(6) 	Audio-out (headphone)/Audio-in (microphone) combo jack 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. 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> . To access this guide: <ul style="list-style-type: none">■ Select the Search icon in the taskbar, type HP Documentation in the search box, and then select HP Documentation. NOTE: When a device is connected to the jack, the computer speakers are disabled.
(7) SC	Smart card reader Supports optional smart cards.

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>.

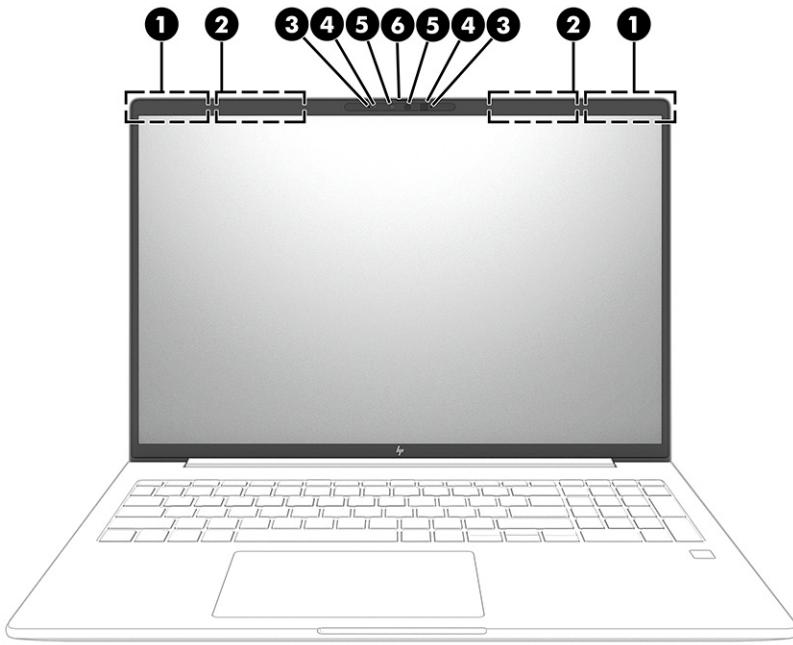


Table 3-3 Display components and their descriptions

Component	Description
(1) WLAN antennas*	Send and receive wireless signals to communicate with wireless local area networks (WLANS).
(2) WWAN antennas*	Send and receive wireless signals to communicate with wireless wide area networks (WWANs).
(3) Internal microphones (2)	Record sound.
(4) Camera lights (2)	On: One or more cameras are in use.
(5) Cameras (2)	Allow you to video chat, record video, and record still images. To use your camera, see Using a camera (select products only) on page 35 . Some cameras also allow a facial recognition logon to Windows, instead of a password logon. For more information, see Windows Hello (select products only) on page 59 .
NOTE: Camera functions vary depending on the camera hardware and software installed on your product.	
(6) Camera privacy cover (select products only)	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.
NOTE: If you have both front-facing and rear-facing cameras, when one camera lens is revealed and ready to use, the other is concealed.	

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

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

To access this guide:

- Select the **Search** icon in the taskbar, type **HP Documentation** in the search box, and then select **HP Documentation**.

Keyboard area

Keyboards can vary by language.



NOTE: The keyboard, including the function keys and power key (select products only), is disabled in stand, tent, and tablet modes. To enable the keyboard, including the power key, 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 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 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.

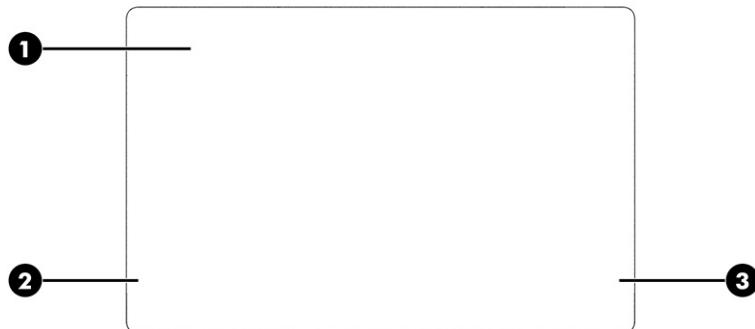


Table 3-4 Touchpad components and their descriptions

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 30 .
(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.

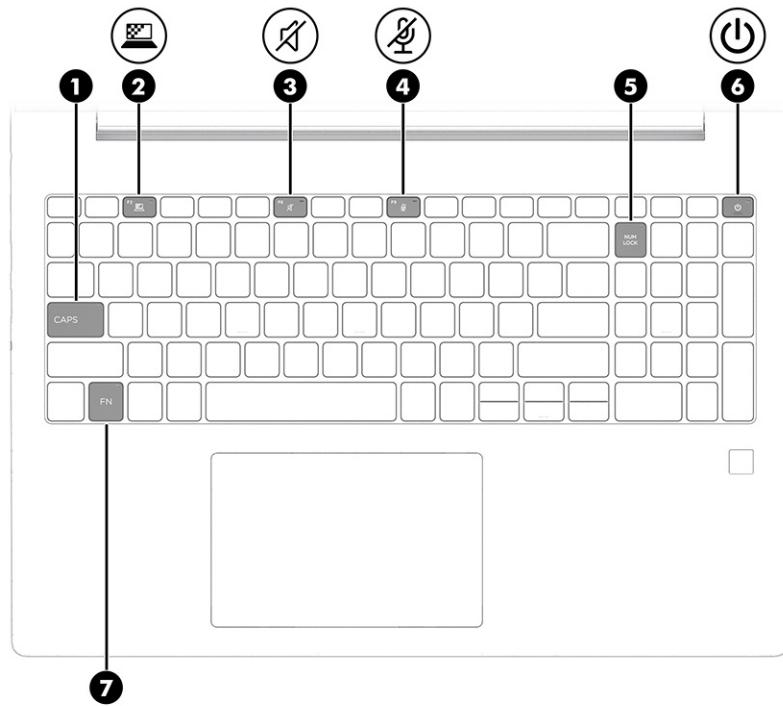


Table 3-5 Lights and their descriptions

Component	Description
(1)	Caps lock light 
(2)	Privacy key light 
(3)	Mute light 
(4)	Microphone mute light 
(5)	Num lk light 
(6)	Power light 
(7)	Fn lock light 