



Getting Started

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### **Product Notice**

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

Not all features are available in all editions of Windows 10. This computer may require upgraded and/or separately purchased hardware, drivers and/or software to take full advantage of Windows 10 functionality. See <http://www.microsoft.com> for details.


### **Software terms**


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


For any further information or to request a full refund of the computer, please contact your local point of sale (the seller).

## About This Book

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 **WARNING!** Text set off in this manner indicates that failure to follow directions could result in bodily harm or loss of life.

 **CAUTION:** Text set off in this manner indicates that failure to follow directions could result in damage to equipment or loss of information.

 **NOTE:** Text set off in this manner provides important supplemental information.

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### Accessing User Guides (Windows systems)

The menu and books are displayed in the language chosen during initial system setup or as specified later in the Windows Regional Settings. If the Regional Settings do not match one of the supported languages, the menu and books are displayed in English.

To access HP user guides:

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

To access the *Safety and Comfort Guide*:

- Select the **Start** button, select **All Apps**, select **HP Help and Support**, select **HP Documentation**, and then select **Safety and Comfort Guide**.



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# 1 Installing and customizing the software

If your computer was not shipped with a Microsoft operating system, some portions of this documentation do not apply. Additional information is available in software Help after you install the operating system.

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 **CAUTION:** Do not add optional hardware or third-party devices to the computer until the operating system is successfully installed. Doing so may cause errors and prevent the operating system from installing properly.

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## Installing the Windows operating system

The first time you turn on the computer, the operating system is installed automatically. This process takes about 5 to 10 minutes, depending on which operating system is being installed. Carefully read and follow the instructions on the screen to complete the installation.

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 **CAUTION:** Once the automatic installation has begun, **DO NOT TURN OFF THE COMPUTER UNTIL THE PROCESS IS COMPLETE.** Turning off the computer during the installation process may damage the software that runs the computer or prevent its proper installation.

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## Downloading Windows updates

1. To set up your Internet connection, select the **Start** button, select **Microsoft Edge**, and then follow the instructions on the screen.
2. Locate and install updates and service packs.

Type `update` or `windows update` in the taskbar search box, and then select **Check for updates**.

– or –

Swipe from the right of the screen, select **All settings** and then select **Update & security**.

– or –

Select the **Action Center** icon in the notification area, at the far right of the taskbar, select **All settings** and then select **Update & security**.

It is recommended that you install all of the critical updates and service packs.

3. After the updates have been installed, Windows will prompt you to reboot the machine. Be sure to save any open files or documents before rebooting. Then select **Yes** to reboot the machine.
4. Run Windows Update monthly thereafter.

## Installing or upgrading device drivers (Windows systems)

When installing optional hardware devices after the operating system installation is complete, you must also install the drivers for each of the devices.

If prompted for the `i386` directory, replace the path specification with `C:\i386`, or use the **Browse** button in the dialog box to locate the `i386` folder. This action points the operating system to the appropriate drivers.

Obtain the latest support software, including support software for the operating system, from <http://www.hp.com/support>, select **Find your product**, and then following the on-screen instructions.

## Customizing the display (Windows systems)

If you wish, you can select or change refresh rates, screen resolution, color settings, font sizes, and power management settings.

You can customize display settings for the Start screen and desktop.

- To customize the display settings:

Type `display` or `display settings` in the taskbar search box, and then select **Change display settings**.

– or –

Right-click the desktop and select **Display settings**.

- To personalize the display settings:

Type `personalize` in the taskbar search box and select **Personalization**.

You may type more specific terms such as `theme` or `background`.

– or –

Right-click the desktop and select **Personalize**.

## Using, updating, and maintaining your operating system

You can access a centralized management location and manage your computer. The following options are available:

- View or change your computer name and other system settings
- Add a device or printer and change other system settings
- Get help and support for your specific model
- Install HP support software for your computer
- Purchase supplies and accessories for your computer

To access the management location:

Type `settings` in the taskbar search box and then select **All settings**.

– or –

Swipe in from the right of the screen, and then select **All settings**.



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## 2 Basic troubleshooting

You can find troubleshooting information in the comprehensive *Maintenance and Service Guide* (English only). Go to <http://www.hp.com/support>, select **Find your product**, and then following the on-screen instructions.

### Interpreting POST diagnostic front panel LEDs and audible codes


If you see flashing LEDs on the front of the computer or if you hear beeps, see the *Maintenance and Service Guide* (English only) for interpretation and recommended action.

### Visual inspection: No boot, no power, no video

If you encounter problems with the computer or software, see the following list of general suggestions before taking further action:

- Confirm that the computer is plugged into a working AC outlet.
- Confirm that the computer is turned on and the power light is on.
- If the system does not boot, press and hold any key. If the system beeps, then the keyboard is operating correctly.
- Check all cable connections for loose connections or incorrect connections.
- Wake the computer by pressing any key on the keyboard or pressing the power button. If the system remains in sleep mode, shut down the computer by pressing and holding the power button for at least four seconds. Then press the power button again to restart the computer. If the system will not shut down, unplug the power cord, wait a few seconds, and then plug it in again. The computer will restart if automatic start on power loss is set in Computer Setup. If the computer does not restart, press the power button.
- Reconfigure the computer after installing a non-Plug and Play option.
- Be sure that all the needed device drivers have been installed. For example, if you are using a printer, you need a driver for that printer model.
- Remove any media from the system before turning it on.
- If you have installed an operating system other than the factory-installed operating system, confirm that it is supported on the system.

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 **CAUTION:** When the computer is plugged into an AC power source, voltage is always applied to the system board. To reduce the risk of system board or component damage, always disconnect the power cord from the power source before opening the computer.


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### Finding more information

Various publications are available on the computer hard drive. To access the publications:

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

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 **NOTE:** Not all of the publications listed are included on all models.

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- *Getting Started*—Helps you connect the computer and peripheral devices and set up factory-provided software; also includes basic troubleshooting information in case you encounter any problems during initial startup.
- *Hardware Reference Guide*—Provides an overview of the product hardware, as well as instructions for upgrading this series of computers; includes information on RTC batteries, memory, and power supply.
- *Maintenance and Service Guide* (English only)—Provides information on parts removal and replacement, troubleshooting, setup utilities, safety, routine care, POST error messages, diagnostic indicator lights, and error codes.
- *Regulatory, Safety and Environmental Notices*—Provides safety and regulatory information that ensures compliance with U.S., Canadian, and various international regulations.

## HP Support Assistant

HP Support Assistant is an HP application that helps you maintain the performance of your computer and resolve problems through automated updates and tune-ups, built-in diagnostics, and guided assistance. HP Support Assistant is preinstalled on all HP or Compaq computers running Windows® 10.

To access HP Support Assistant in Windows® 10, type `support` in the taskbar search box, and then select the **HP Support Assistant** app.

Using HP Support Assistant, from one location you can perform the following tasks:

- View your computer name and other system specifications
- View the user documentation
- Add a device or printer and change other system settings
- Get help and support for your specific model
- Install HP support software for your computer
- Purchase printer supplies for your computer

## Important BIOS settings

The following settings in BIOS require that you shut down the computer for proper configuration. The settings are not enabled by default.

To make sure these settings function properly, enable the setting in BIOS and turn off the computer.



**NOTE:** If the computer does not go through a normal shutdown, the enabled settings will not work.

**S5 Maximum Power Savings.** When set to “enable,” the computer is configured to use less than 0.5 W when in the off state. To accomplish this lower power level, most wake sources are disabled and some auxiliary power is turned off.

## Turning off the computer


To properly turn off the computer, first shut down the operating system software.

- Select the **Start** button, select the **Power** icon, and then select **Shut down**.

Depending on the operating system, pressing the power button may cause the computer to enter a low-power or “Sleep” state instead of automatically turning the power off. This allows you to conserve energy

without closing software applications; later, you can start using the computer immediately without having to restart the operating system and without losing any data.

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 **CAUTION:** Manually forcing the computer off will cause the loss of any unsaved data.

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On some models, you can reconfigure the power button to work in On/Off mode in the Power Options window. Type `power` in the taskbar search box, select **Power and sleep settings**, select **Additional power settings**, and then select **Choose what the power buttons do**.


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## 3 Using HP PC Hardware Diagnostics (UEFI)

HP PC Hardware Diagnostics is a Unified Extensible Firmware Interface (UEFI) that 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.

When HP PC Hardware Diagnostics (UEFI) detects a failure that requires hardware replacement, a 24-digit Failure ID code is generated. This ID code can then be provided to support to help determine how to correct the problem.

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

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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 drive

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 **NOTE:** To download the HP PC Hardware Diagnostics (UEFI) tool to a USB drive, see [Downloading HP PC Hardware Diagnostics \(UEFI\) to a USB device on page 6](#).


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- b. Hard drive

- c. BIOS

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


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

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## Downloading HP PC Hardware Diagnostics (UEFI) to a USB device

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 **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 offered.

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There are two options to download HP PC Hardware Diagnostics to a USB device.

### Download the latest UEFI version

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

### Download any version of UEFI for a specific product

1. Go to <http://www.hp.com/support>.
2. Select **Get software and drivers**.

3. Enter the product name or number.

– or –


Select **Identify now** to let HP automatically detect your product.

4. Select your computer, and then select your operating system.

5. In the **Diagnostic** section, follow the on-screen instructions to select and download the UEFI version you want.

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## 4 Before you call for technical support

 **WARNING!** When the computer is plugged into an AC power source, voltage is always applied to the system board. To reduce the risk of personal injury from electric shock and/or hot surfaces, be sure to disconnect the power cord from the wall outlet and allow the internal system components to cool before you touch them.

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If you are having problems with the computer, try the appropriate solutions below to try to isolate the exact problem before calling for technical support.

- Run the HP Diagnostic Solution.
- Run the Drive Protection System (DPS) Self-Test in Computer Setup.



**NOTE:** The Drive Protection System (DPS) Self-Test software is available on some models only.

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- Check the power LED on the front of the computer to see if it is flashing or listen for a series of beeps emanating from the computer. The flashing lights and/or beeps are error codes that will help you diagnose the problem. Refer to the *Maintenance and Service Guide* (English only) for details.
- If you are working on a network:
  - Use a different network cable to connect your computer to the network.
  - Connect a different computer with a different cable to the network.

If your problem is not resolved, the computer network jack or the network wall jack might be faulty.

- If you recently added new hardware, remove the hardware and see if the computer functions properly.
- If you recently installed new software, uninstall the software and see if the computer functions properly.
- Boot the computer to the Safe Mode to see if it will boot without all of the drivers loaded. When booting the operating system, use “Last Known Configuration.”
- Refer to the comprehensive online technical support at <http://www.hp.com/support>.
- Refer to [Visual inspection: No boot, no power, no video on page 3](#) for more general suggestions.
- Refer to the comprehensive *Maintenance and Service Guide* (English only) for more detailed information.

To assist you in resolving problems online, HP Support Wizard provides you with self-solve diagnostics. If you need to contact HP support, use HP Support Wizard's online chat feature. Access HP Support Wizard at: <http://www.hp.com/go/ispe>.

Access the HP Support Center at <http://www.hp.com/go/bizsupport> for the latest online support information, software and drivers, proactive notification, and worldwide community of peers and HP experts.

If it becomes necessary to call for technical assistance, be prepared to do the following to ensure that your service call is handled properly:

- Be in front of your computer when you call.
- Write down the product ID number, computer serial number, and the failure ID produced by running the diagnostics, if applicable.
- Spend time troubleshooting the problem with the service technician.



**NOTE:** For sales information and warranty upgrades (HP Care Pack), call your local authorized service provider or dealer.

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# 5 Backing up, restoring, and recovering

This chapter provides information about the following processes. The information in the chapter is standard procedure for most products.

- Creating recovery media and backups
- Restoring and recovering your system


For additional information, refer to the HP Support Assistant app.

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

– or –

Select the question mark icon in the taskbar.

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 **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.

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## Creating recovery media and backups


The following methods of creating recovery media and backups are available on select products only. Choose the available method according to your computer model.

- Use HP Recovery Manager to create HP Recovery media after you successfully set up the computer. This step creates a backup of the HP Recovery partition on the computer. The backup can be used to reinstall the original operating system in cases where the hard drive is corrupted or has been replaced. For information on creating recovery media, see [Creating HP Recovery media \(select products only\) on page 9](#). For information on the recovery options that are available using the recovery media, see [Using Windows tools on page 10](#).

- Use Windows tools to create system restore points and create backups of personal information.

For more information, see [Recovering using HP Recovery Manager on page 11](#).

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

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- On select products, use the HP Cloud Recovery Download Tool to create a bootable USB drive for your HP recovery media. Go to <https://support.hp.com/us-en/document/c05115630?openCLC=true>, select your country or region, and follow the on-screen instructions.

## Creating HP Recovery media (select products only)

If possible, check for the presence of the Recovery partition and the Windows partition. Right-click the **Start** menu, select **File Explorer**, and then select **This PC**.

- If your computer does not list the Windows partition and the Recovery partition, you can obtain recovery media for your system from support. You can find contact information on the HP website. Go to <http://www.hp.com/support>, select your country or region, and follow the on-screen instructions.

You can use Windows tools to create system restore points and create backups of personal information, see [Using Windows tools on page 10](#).

- If your computer does list the Recovery partition and the Windows partition, you can use HP Recovery Manager to create recovery media after you successfully set up the computer. HP Recovery media can be used to perform system recovery if the hard drive becomes corrupted. System recovery reinstalls the original operating system and software programs that were installed at the factory and then configures the settings for the programs. HP Recovery media can also be used to customize the system or restore the factory image if you replace the hard drive.
  - Only one set of recovery media can be created. Handle these recovery tools carefully, and keep them in a safe place.
  - HP Recovery Manager examines the computer and determines the required storage capacity for the media that will be required.
  - To create recovery discs, your computer must have an optical drive with DVD writer capability, and you must use only high-quality blank DVD-R, DVD+R, DVD-R DL, or DVD+R DL discs. Do not use rewritable discs such as CD±RW, DVD±RW, double-layer DVD±RW, or BD-RE (rewritable Blu-ray) discs; they are not compatible with HP Recovery Manager software. Or, instead, you can use a high-quality blank USB flash drive.
  - If your computer does not include an integrated optical drive with DVD writer capability, but you would like to create DVD recovery media, you can use an external optical drive (purchased separately) to create recovery discs. If you use an external optical drive, it must be connected directly to a USB port on the computer; the drive cannot be connected to a USB port on an external device, such as a USB hub. If you cannot create DVD media yourself, you can obtain recovery discs for your computer from HP. You can find contact information on the HP website. Go to <http://www.hp.com/support>, select your country or region, and follow the on-screen instructions.
  - Be sure that the computer is connected to AC power before you begin creating the recovery media.
  - The creation process can take an hour or more. Do not interrupt the creation process.
  - If necessary, you can exit the program before you have finished creating all of the recovery DVDs. HP Recovery Manager will finish burning the current DVD. The next time you start HP Recovery Manager, you will be prompted to continue.

To create HP Recovery media:



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

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

If you ever need to recover the system, see [Recovering using HP Recovery Manager on page 11](#).

## Using Windows tools

You can create recovery media, system restore points, and backups of personal information using Windows tools.



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


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

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



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

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## Restore and recovery

There are several options for recovering your system. Choose the method that best matches your situation and level of expertise:

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

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- Windows offers several options for restoring from backup, refreshing the computer, and resetting the computer to its original state. For more information see the Get help app.

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

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

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- If you need to correct a problem with a preinstalled application or driver, use the Reinstall drivers and/or applications option (select products only) of HP Recovery Manager to reinstall the individual application or driver.

▲ Type `recovery` in the taskbar search box, select **HP Recovery Manager**, select **Reinstall drivers and/or applications**, and then follow the on-screen instructions.

- If you want to recover the Windows partition to original factory content, you can choose the System Recovery option from the HP Recovery partition (select products only) or use the HP Recovery media. For more information, see [Recovering using HP Recovery Manager on page 11](#). If you have not already created recovery media, see [Creating HP Recovery media \(select products only\) on page 9](#).
- On select products, if you want to recover the computer's original factory partition and content, or if you have replaced the hard drive, you can use the Factory Reset option of HP Recovery media. For more information, see [Recovering using HP Recovery Manager on page 11](#).
- On select products, if you want to remove the Recovery partition to reclaim hard drive space, HP Recovery Manager offers the Remove Recovery Partition option.

For more information, see [Removing the HP Recovery partition \(select products only\) on page 13](#).


## Recovering using HP Recovery Manager

HP Recovery Manager software allows you to recover the computer to its original factory state by using the HP Recovery media that you either created or that you obtained from HP, or by using the HP Recovery partition (select products only). If you have not already created recovery media, see [Creating HP Recovery media \(select products only\) on page 9](#).

### What you need to know before you get started

- HP Recovery Manager recovers only software that was installed at the factory. For software not provided with this computer, you must either download the software from the manufacturer's website or reinstall the software from the media provided by the manufacturer.

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

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- HP Recovery media must be used if the computer hard drive fails. If you have not already created recovery media, see [Creating HP Recovery media \(select products only\) on page 9](#).

- To use the Factory Reset option (select products only), you must use HP Recovery media. If you have not already created recovery media, see [Creating HP Recovery media \(select products only\) on page 9](#).
- If your computer does not allow the creation of HP Recovery media or if the HP Recovery media does not work, you can obtain recovery media for your system from support. You can find contact information from the HP website. Go to <http://www.hp.com/support>, select your country or region, and follow the on-screen instructions.


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 **IMPORTANT:** HP Recovery Manager does not automatically provide backups of your personal data. Before beginning recovery, back up any personal data you want to retain.

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Using HP Recovery media, you can choose from one of the following recovery options:

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 **NOTE:** Only the options available for your computer display when you start the recovery process.

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- **System Recovery**—Reinstalls the original operating system, and then configures the settings for the programs that were installed at the factory.
- **Factory Reset**—Restores the computer to its original factory state by deleting all information from the hard drive and re-creating the partitions. Then it reinstalls the operating system and the software that was installed at the factory.


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

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

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

To start HP Recovery Manager from the HP Recovery partition:

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

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

– or –

For computers or tablets with keyboards attached, press **f11** while the computer boots, or press and hold **f11** as you press the power button.

For tablets without keyboards:

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

– or –

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

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

## Using HP Recovery media to recover

You can use HP Recovery media to recover the original system. This method can be used if your system does not have an HP Recovery partition or if the hard drive is not working properly.

1. If possible, back up all personal files.
2. Insert the HP Recovery media, and then restart the computer.



**NOTE:** If the computer does not automatically restart in HP Recovery Manager, change the computer boot order. See [Changing the computer boot order on page 13](#).

3. Follow the on-screen instructions.

## Changing the computer boot order

If your computer does not restart in HP Recovery Manager, you can change the computer boot order, which 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.

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, and then quickly hold down the volume up button; then select **f9**.

– or –

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

3. Select the optical drive or USB flash drive from which you want to boot.
4. Follow the on-screen instructions.

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

HP Recovery Manager software allows you to remove the HP Recovery partition to free up hard drive space.



**IMPORTANT:** After you remove the HP Recovery partition, you will not be able to perform System Recovery or create HP Recovery media from the HP Recovery partition. So before you remove the Recovery partition, create HP Recovery media; see [Creating HP Recovery media \(select products only\) on page 9](#).



**NOTE:** The Remove Recovery Partition option is only available on products that support this function.

Follow these steps to remove the HP Recovery partition:

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