



User Guide

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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. This computer may require upgraded and/or separately purchased hardware, drivers and/or software to take full advantage of Windows functionality. Go to <http://www.microsoft.com> for details.


To access the latest user guide, go to <http://www.hp.com/support>, and select your country. Select **Drivers & Downloads**, and then follow the on-screen instructions.

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 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 the International Standard for Safety of Information Technology Equipment (IEC 60950).

FEDERAL COMMUNICATIONS COMMISSION INTERFERENCE STATEMENT

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

CAUTION:

Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Canada IC Regulatory notices

This device complies with Industry Canada licence-exempt RSS standard(s). Operation is subject to the following two conditions: (1) this device may not cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device.

Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes : (1) l'appareil ne doit pas produire de brouillage, et (2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

Under Industry Canada regulations, this radio transmitter may only operate using an antenna of a type and maximum (or lesser) gain approved for the transmitter by Industry Canada. To reduce potential radio interference to other users, the antenna type and its gain should be so chosen that the equivalent isotropically radiated power (e.i.r.p.) is not more than that necessary for successful communication.

Processor configuration setting (select models only)


 **WARNING!** Select computer models are configured with an Intel® Bay Trail-M processor and a Windows® operating system. 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.

Table of contents

1 Starting right	1
Visit the HP Apps Store	1
Best practices	1
Fun things to do	1
More HP resources	3
2 Getting to know your computer	5
Finding your hardware and software information	5
Locating hardware	5
Locating software	5
Right side	6
Left side	7
Display	8
Front	9
Rear	9
Bottom	10
Labels	11
Adjusting the tablet stand	12
Changing your tablet's settings	13
Changing your tablet's view	13
Adjusting your tablet's autorotate lock	13
Adjusting your tablet's screen brightness	13
3 Using the keyboard	14
Keyboard components	14
Top	14
Lights	16
Connecting the keyboard to the tablet	17
Turning on the keyboard	17
Pairing the keyboard	17
Folding the keyboard cover	18
Charging the keyboard battery	19
4 Connecting to a network	20
Connecting to a wireless network	20
Using the wireless controls	20

Using operating system controls	20
Sharing data and drives and accessing software	20
Using a WLAN	21
Using an Internet service provider	21
Setting up a WLAN	21
Configuring a wireless router	22
Protecting your WLAN	22
Connecting to a WLAN	22
Using Bluetooth wireless devices (select models only)	23
5 Enjoying entertainment features	24
Multimedia features	24
Using the webcam	25
Using audio	26
Connecting speakers	26
Connecting headphones and microphones	26
Using Beats Audio (select models only)	26
Accessing Beats Audio Control Panel	26
Enabling and disabling Beats Audio	26
Testing your audio features	26
Using video	27
Connecting video devices by using an HDMI cable	27
Setting up HDMI audio	28
Discovering and connecting to Miracast-compatible wireless displays (select models only)	29
6 Navigating the screen	30
Using the TouchPad and gestures	30
Tapping	31
Scrolling	32
2-finger pinch zoom	33
2-finger click	34
Rotating (select models only)	35
Edge swipes	36
Right-edge swipe	36
Left-edge swipe	36
Top-edge swipe	37
Using touch screen gestures (select models only)	37
One-finger slide	37
Tapping	39
2-finger pinch zoom	40

Rotating (select models only)	40
Edge swipes	41
Right-edge swipe	41
Left-edge swipe	41
Top-edge swipe and bottom-edge swipe	42
Using the keyboard and mouse	42
Using the keys	42
Using the action keys	42
Using Windows shortcut keys	43
Using the digitizer pen	44
Identifying the pen components	44
Holding the pen	44
Storing the pen	44
Storing the pen on the tablet	44
Storing the pen on the keyboard	45
Using the on-screen keyboard	46
7 Managing power	47
Initiating Sleep and Hibernation	47
Intel Rapid Start Technology (select models only)	47
Manually initiating and exiting Sleep	48
Manually initiating and exiting Hibernation (select models only)	48
Setting password protection on wakeup	48
Using the power meter and power settings	48
Running on battery power	49
Factory-sealed battery	49
Finding battery information	49
Conserving battery power	49
Identifying low battery levels	50
Resolving a low battery level	50
Resolving a low battery level when external power is available	50
Resolving a low battery level when no power source is available	50
Resolving a low battery level when the computer cannot exit Hibernation	50
Running on external AC power	50
Troubleshooting power problems	51
Refreshing your software content with Intel Smart Connect Technology (select models only)	51
Shutting down (turning off) the computer	52
8 Maintaining your computer	53
Improving performance	53
Handling drives	53

Using HP 3D DriveGuard (select models only)	53
Identifying HP 3D DriveGuard status	54
Using Disk Defragmenter	54
Using Disk Cleanup	54
Updating programs and drivers	54
Cleaning your computer	55
Cleaning procedures	55
Cleaning the display (All-in-Ones or Notebooks)	55
Cleaning the sides or cover	55
Cleaning the TouchPad, keyboard, or mouse	56
Traveling with or shipping your computer	56
9 Securing your computer and information	58
Using passwords	58
Setting Windows passwords	59
Setting Setup Utility (BIOS) passwords	59
Using Internet security software	59
Using antivirus software	60
Using firewall software	60
Installing software updates	60
Installing critical security updates	60
Installing HP and third-party software updates	60
Securing your wireless network	61
Backing up your software applications and information	61
10 Using Setup Utility (BIOS) and HP PC Hardware Diagnostics (UEFI)	62
Starting Setup Utility (BIOS)	62
Updating the BIOS	62
Determining the BIOS version	62
Downloading a BIOS update	63
Using HP PC Hardware Diagnostics (UEFI)	63
Downloading HP PC Hardware Diagnostics (UEFI) to a USB device	64
11 Backing up, restoring, and recovering	65
Creating recovery media and backups	65
Creating HP Recovery media	65
Restore and recovery	66
Recovering using HP Recovery Manager	67
What you need to know	67
Using the HP Recovery partition (select models only)	67

Using HP Recovery media to recover	68
Changing the computer boot order	68
Removing the HP Recovery partition (select models only)	68
12 Specifications	69
Input power	69
Operating environment	69
13 Electrostatic Discharge	70
Index	71

1 Starting right

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.

Visit the HP Apps Store

The HP Apps Store offers a wide choice of popular games, entertainment and music apps, productivity apps, and apps exclusive to HP that you can download to the Start screen. The selection is updated regularly and includes regional content and country-specific offers. Be sure to check the HP Apps Store frequently for new and updated features.



IMPORTANT: You must be connected to the Internet to access the HP Apps Store.



NOTE: HP Picks is available in select countries only.

To view and download an app:

1. From the Start screen, select the **Store** app.
2. Select **HP picks** to view all the available apps.
3. Select the app you want to download, and then follow the on-screen instructions. When the download is complete, the app appears on the All apps screen.

Best practices

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

- If you haven't already done so, wireless network. See details in [Connecting to a network on page 20](#).
- Become familiar with the computer hardware and software. For more information, see [Getting to know your computer on page 5](#) and [Enjoying entertainment features on page 24](#).
- Update or purchase antivirus software. See [Using antivirus software on page 60](#).
- Back up your hard drive by creating recovery discs or a recovery flash drive. See [Backing up, restoring, and recovering on page 65](#).

Fun things to do

- You know that you can watch a YouTube video on the computer. But did you know that you can also connect your computer to a TV or gaming console? For more information, see [Connecting video devices by using an HDMI cable on page 27](#).
- You know that you can listen to music on the computer. But did you know that you can also stream live radio to the computer and listen to music or talk radio from all over the world? See [Using audio on page 26](#).

- Experience music the way the artist intended, with deep controlled bass and clear, pure sound. See [Using Beats Audio \(select models only\) on page 26](#).
- Use the TouchPad and the new Windows® touch gestures for smooth control of images and pages of text. See [Using the TouchPad and gestures on page 30](#).

More HP resources

You have already used *Setup Instructions* to turn on the computer and locate this guide. To locate resources that provide product details, how-to information, and more, use this table.

Resource	Contents
<i>Setup Instructions</i>	<ul style="list-style-type: none"> Overview of computer setup and features
Help and Support To access Help and Support, from the Start screen, type <code>help</code> , and then from the Search window, select Help and Support . For U.S. support, go to http://www.hp.com/go/contactHP . For worldwide support, go to http://welcome.hp.com/country/us/en/wwcontact_us.html .	<ul style="list-style-type: none"> A broad range of how-to information and troubleshooting tips
Worldwide support To get support in your language, go to http://welcome.hp.com/country/us/en/wwcontact_us.html .	<ul style="list-style-type: none"> Online chat with an HP technician Support telephone numbers HP service center locations
<i>Safety & Comfort Guide</i> To access this guide: <ol style="list-style-type: none"> From the Start screen, type <code>support</code>, and then select the HP Support Assistant app. Select My computer, and then select User guides. – or – Go to http://www.hp.com/ergo .	<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 guide: <p>▲ From the Start screen, type <code>support</code>, and then select the HP Support Assistant app.</p>	<ul style="list-style-type: none"> Important regulatory notices, including proper battery disposal information
<i>Limited Warranty*</i> To access this guide: <ol style="list-style-type: none"> From the Start screen, type <code>support</code>, and then select the HP Support Assistant app. Select My computer, and then select Warranty and services. – or – Go to http://www.hp.com/go/orderdocuments .	<ul style="list-style-type: none"> Specific warranty information about this computer

*You can find the expressly provided HP Limited Warranty applicable to your product located with the user guides on your computer and/or on the CD/DVD provided in the box. In some countries/regions, HP may provide a printed HP Limited Warranty in the box. For countries/regions where the warranty is not provided in printed format, you may request a printed copy from <http://www.hp.com/go/orderdocuments> or write to:

- North America:** Hewlett-Packard, MS POD, 11311 Chinden Blvd., Boise, ID 83714, USA
- Europe, Middle East, Africa:** Hewlett-Packard, POD, Via G. Di Vittorio, 9, 20063, Cernusco s/Naviglio (MI), Italy
- Asia Pacific:** Hewlett-Packard, POD, P.O. Box 200, Alexandra Post Office, Singapore 911507

Resource	Contents
<p>When you request a printed copy of your warranty, please include your product number, warranty period (found on your service label), name, and postal address.</p> <p>IMPORTANT: Do NOT return your HP product to the addresses above. For U.S. support, go to http://www.hp.com/go/contactHP. For worldwide support, go to http://welcome.hp.com/country/us/en/wwcontact_us.html.</p>	

2 Getting to know your computer

Finding your hardware and software information

Locating hardware

To find out what hardware is installed on your computer:

1. From the Start screen, type `control panel`, and then select **Control Panel**.
2. Select **System and Security**, select **System**, and then click **Device Manager** in the left column.

A list displays all the devices installed on your computer.

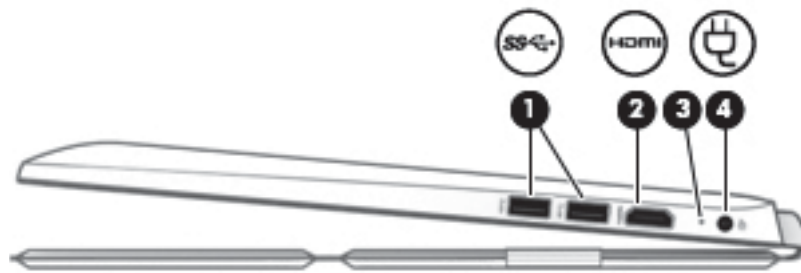
To find out information about system hardware components and the system BIOS version number, press `fn+esc`.




Locating software

To find out what software is installed on your computer:

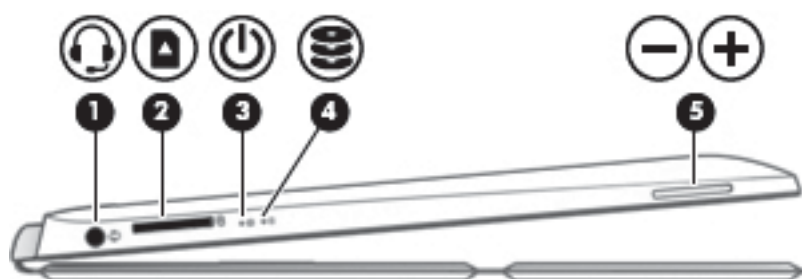
- ▲ From the Start screen, click the down arrow in the lower-left corner of the screen.

Right side




Component		Description
(1)		USB 3.0 ports (2) Connect optional USB devices, such as a keyboard, mouse, external drive, printer, scanner or USB hub.
(2)		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 HDMI device.
(3)		AC adapter light <ul style="list-style-type: none">On: The AC adapter is connected and the battery is charged.Off: The computer is using battery power.
(4)		Power connector Connects an AC adapter.

Left side



Component	Description
(1)  Audio-out (headphone)/Audio-in (microphone) jack	<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 microphone-only devices.</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, refer to the <i>Regulatory, Safety, and Environmental Notices</i>. To access this guide, from the Start screen, type <code>support</code>, and then select the HP Support Assistant app.</p> <p>NOTE: When a device is connected to the jack, the computer speakers are disabled.</p> <p>NOTE: Be sure that the device cable has a 4-conductor connector that supports both audio-out (headphone) and audio-in (microphone).</p>
(2)  Memory card reader	<p>Reads optional memory cards that store, manage, share, or access information.</p> <p>To insert a card:</p> <p>Hold the card label-side up, with connectors facing the slot, insert the card into the slot, and then push in on the card until it is firmly seated.</p> <p>To remove a card:</p> <p>Press in on the card it until it pops out.</p>
(3)  Power light	<ul style="list-style-type: none"> On: The computer is on. Blinking: The computer is in the Sleep state, a power-saving state. The computer shuts off power to the display and other unneeded components. Off: The computer is off or in Hibernation. Hibernation is a power-saving state that uses the least amount of power. <p>NOTE: For select models, the Intel® Rapid Start Technology feature is enabled at the factory. Rapid Start Technology allows your computer to resume quickly from inactivity. For more information, see Initiating Sleep and Hibernation on page 47.</p>
(4)  Hard drive light	<ul style="list-style-type: none"> Blinking white: The hard drive is being accessed. Amber: HP 3D DriveGuard has temporarily parked the hard drive.

Component	Description
<p>NOTE: For information about HP 3D DriveGuard, see Using HP 3D DriveGuard (select models only) on page 53.</p>	
<p>(5)  Volume buttons</p>	<p>Controls speaker volume on the tablet.</p> <ul style="list-style-type: none"> To increase speaker volume, press the + edge of the button. To decrease speaker volume, press the – edge of the button.


Display



Component	Description
(1) Speakers (2)	Produce sound.
(2) Internal microphones (2)	Record sound.
(3) Webcam light	On: The webcam is in use.
(4) Webcam	<p>Records video and captures photographs. Some models allow you to video conference and chat online using streaming video.</p> <p>To use the webcam, from the Start screen, type <i>camera</i>, and then select Camera from the list of applications.</p>
(5) Windows button	<p>Returns you to the Start screen from an open app or the Windows desktop.</p> <p>NOTE: Pressing the Windows key again will return you to the previous screen.</p>

Front

Image Placeholder

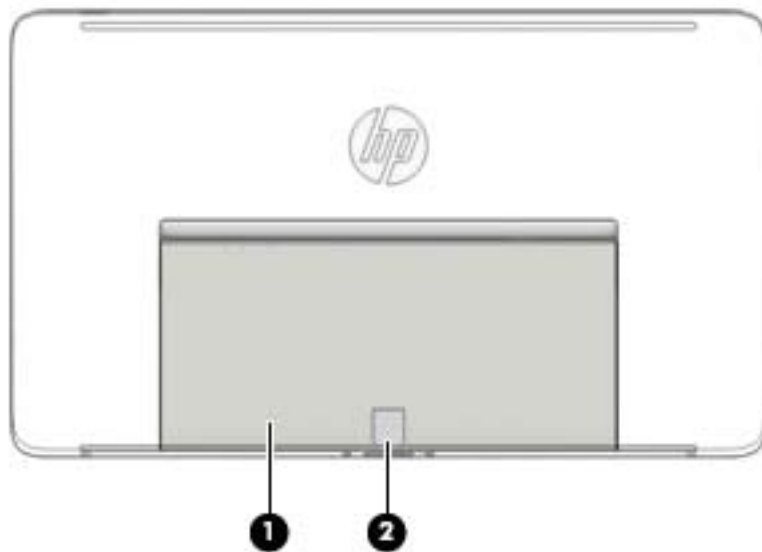
Component		Description
(1)	 Power button	<ul style="list-style-type: none">When the computer is off, press the button to turn on the computer.When the computer is on, press the button briefly to initiate Sleep.When the computer is in the Sleep state, press the button briefly to exit Sleep.When the computer is in Hibernation, press the button briefly to exit Hibernation. <p>CAUTION: Pressing and holding down the power button will result in the loss of unsaved information.</p> <p>If the computer has stopped responding and Windows shutdown procedures are ineffective, press and hold the power button down for at least 5 seconds to turn off the computer.</p> <p>NOTE: For select models, the Intel® Rapid Start Technology feature is enabled at the factory. Rapid Start Technology allows your computer to resume quickly from inactivity. For more information, see Initiating Sleep and Hibernation on page 47.</p> <p>To learn more about your power settings, see your power options. From the Start screen, type <code>power</code>, select Power and sleep settings, and then select Power and sleep from the list of applications.</p>

Rear



Component		Description
(1)	Docking port	Connects the tablet to the keyboard base.

Bottom




Component		Description
(1)	WLAN antennas*	Send and receive wireless signals.
(2)	Tablet stand	Allows the tablet to be positioned at different angles.
(3)	Stand release tab	Releases the tablet stand.

*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, from the Start screen, type `support`, and then select the **HP Support Assistant** app.

Labels

The labels affixed to the computer provide information you may need when you troubleshoot system problems or travel internationally with the computer.

 **IMPORTANT:** All labels described in this section will be located in one of 3 places depending on your computer model: affixed to the bottom of the computer, located in the battery bay, or under the service door.

- Service label—Provides important information to identify your computer. When contacting support, you will probably be asked for the serial number, and possibly for the product number or the model number. Locate these numbers before you contact support.


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



Component	
(1)	Serial number
(2)	Product number
(3)	Warranty period
(4)	Model number (select models only)

(1)	Serial number
(2)	Product number
(3)	Warranty period
(4)	Model number (select models only)

- Microsoft Certificate of Authenticity label (select models only prior to Windows 8)—Contains the Windows Product Key. You may need the Product Key to update or troubleshoot the operating system. HP platforms preinstalled with Windows 8 or Windows 8.1 do not have the physical label, but have a Digital Product Key electronically installed.

 **NOTE:** This Digital Product Key is automatically recognized and activated by Microsoft Operating Systems on a reinstall of the Windows 8 or Windows 8.1 operating system with HP-approved recovery methods.

- 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.

Adjusting the tablet stand

You can adjust the tablet stand to position the tablet at different angles.

- ▲ To adjust the tablet stand, pull the stand release tab **(1)**, and then move the stand up or down to position the tablet stand **(2)**.



Changing your tablet's settings

You can change view and screen brightness.

Changing your tablet's view

Your tablet's orientation, or view, changes automatically from landscape to portrait view, or from portrait to landscape view.

1. To change the view of your tablet from landscape view to portrait view:
Hold the tablet vertically, and then turn it 90 degrees to the right (in a clockwise direction).
2. To change the view of your tablet from portrait view to landscape view:
Hold the tablet vertically, and then turn it 90 degrees to the left (in a counter-clockwise direction).

Adjusting your tablet's autorotate lock


To adjust your tablet's autorotate lock when the tablet is undocked:

1. Swipe from the right edge of the TouchPad or touch screen to display the charms, and then tap **Settings**.
2. Tap the **Screen** icon at the bottom right. Tap the **Autorotate Lock** icon to lock your current tablet screen in place and to prevent rotation. The icon displays a lock symbol when autorotate lock is active. To turn off the autorotate lock, tap the **Autorotate Lock** icon again.

Adjusting your tablet's screen brightness

To adjust the screen brightness:

1. Swipe from the right edge of the TouchPad or touch screen to display the charms, and then tap **Settings**.
2. Tap the **Screen** icon at the bottom right. A vertical slider displays that controls the screen brightness.

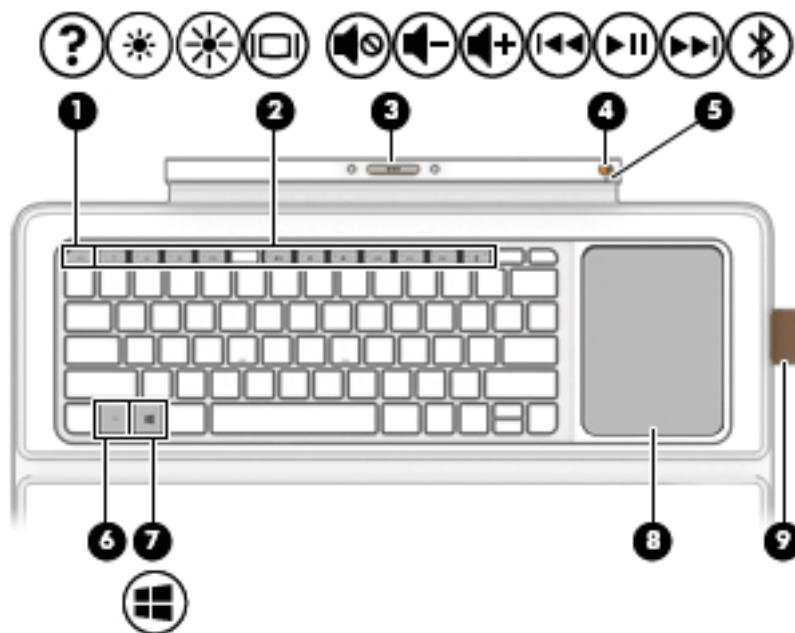
 **NOTE:** From the Windows desktop, you can also tap the **Power Meter** icon in the notification area at the far right of the taskbar, tap **Adjust screen brightness**, and then move the slider next to **Screen brightness** at the bottom of the screen.



3 Using the keyboard

Your tablet includes a full-size, detachable Bluetooth keyboard for easy navigation.

Keyboard components

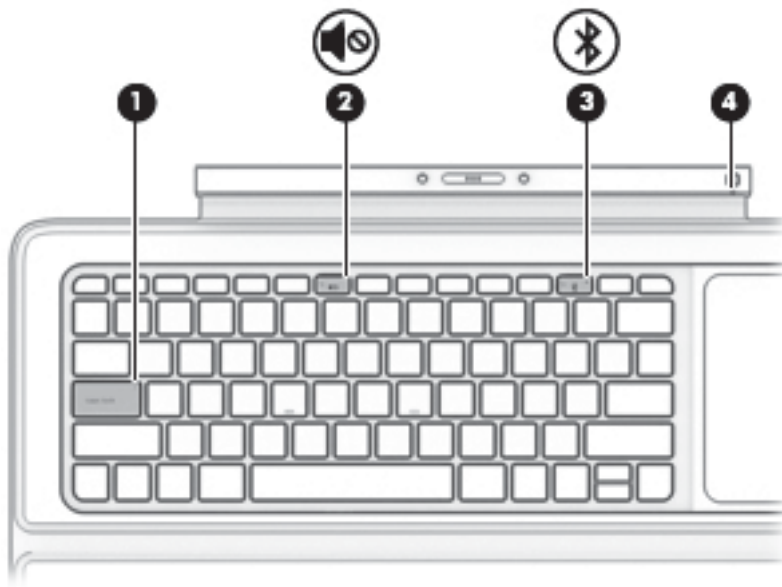
Top





Component		Description
(1)	<code>esc</code> key	Displays system information when pressed in combination with the <code>fn</code> key.
(2)	Action keys	Execute frequently used system functions.
(3)	Docking connector	Connects the tablet to the keyboard base.
(4)	Keyboard on/off switch	Turns the keyboard on and off.
(5)	<code>fn</code> key	Executes frequently used system functions when pressed in combination with the <code>esc</code> key, or the <code>b</code> key.
(6)	 Windows key	Returns you to the Start screen from an open app or the Windows desktop. NOTE: Pressing the Windows key again returns you to the previous screen.
(7)	 Bluetooth key	Turns the keyboard Bluetooth on and off.

Component		Description
(8)	TouchPad	<p>Reads your finger gestures to move the pointer or activate items on the screen.</p> <p>NOTE: The TouchPad also supports edge-swipe gestures. For more information, see Edge swipes on page 36.</p>
(9)	Pen holder	Holds the digitizer pen.

Lights



Component		Description
(1)	Caps lock light	On: Caps lock is on, which switches the keys to all capital letters.
(2)	 Mute light	<ul style="list-style-type: none">• Amber: Computer sound is off.• Off: Computer sound is on.
(3)	 Bluetooth light	<ul style="list-style-type: none">• Blinking white: Bluetooth is pairing.• Solid white: Bluetooth is successfully paired. <p>NOTE: After Bluetooth is successfully paired, the light will turn off.</p>
(4)	Keyboard battery light	On: The keyboard has less than 10% battery life.

Connecting the keyboard to the tablet

- ▲ To connect the keyboard to the tablet, insert the tablet docking port into the keyboard docking connector.




Turning on the keyboard

- ▲ To turn on the keyboard, slide the keyboard on/off switch to the right.

Pairing the keyboard


Before you can begin using your Bluetooth keyboard, you must pair the keyboard with the tablet to establish a connection.


1. Turn on the tablet and keyboard.
2. Connect the keyboard to the tablet. See “Connecting the keyboard to the tablet” for more information.

3. Press the Bluetooth key  on the keyboard until the Bluetooth light begins to blink.

The PIN code screen is displayed.

4. Type the PIN code and press [Enter](#). The Bluetooth light will be solid white when the pairing is successful and then turn off.

 **TIP:** If the keyboard pairing is not successful, repeat step 3 and 4.

 **NOTE:** After the keyboard has been paired with the tablet, it must be charged before using it for the first time. The keyboard battery light turns off when the keyboard is completely charged. See “Charging the keyboard battery” for more information.

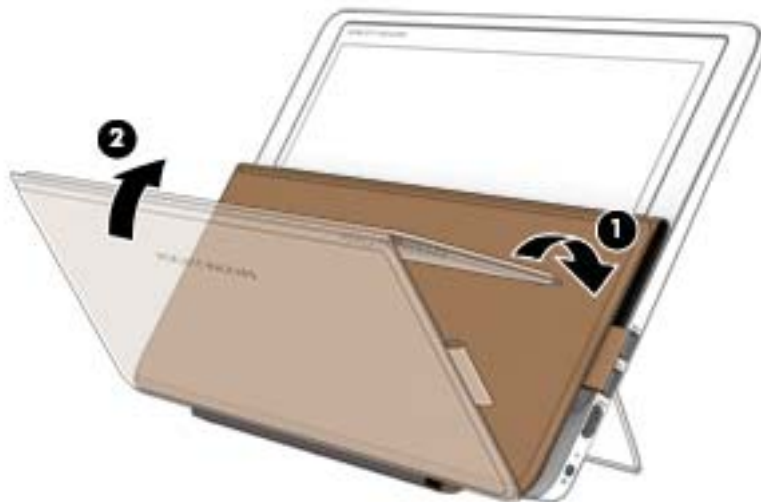
Folding the keyboard cover

The keyboard can fold in two different ways to cover the tablet.

- ▲ Fold the keyboard to cover and protect the entire tablet display.

Image Placeholder

- ▲ Fold the keyboard to partially cover the tablet display. This provides partial viewing area of the display. Fold the bottom half of the keyboard (1), and then fold the keyboard flush against the display (2).



Charging the keyboard battery

The keyboard has an internal, rechargeable battery. When the keyboard battery light is solid amber, there is less than 10% battery charge remaining in the keyboard.

- ▲ To charge the keyboard battery, connect the keyboard to the tablet. The battery light turns off when the keyboard is completely charged.

4 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 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

Wireless technology transfers data across radio waves instead of wires. Your computer may be equipped with one or more of the following wireless devices:

- **Wireless local area network (WLAN) device**—Connects the computer to wireless local area networks (commonly referred to as Wi-Fi networks, wireless LANs, or WLANs) in corporate offices, your home, and public places such as airports, restaurants, coffee shops, hotels, and universities. In a WLAN, the mobile wireless device in your computer communicates with a wireless router or a wireless access point.
- **HP Mobile Broadband Module (select models only)**—A wireless wide area network (WWAN) device that gives you wireless connectivity over a much larger area. Mobile network operators install base stations (similar to cell phone towers) throughout large geographic areas, effectively providing coverage across entire states, regions, or even countries.

For more information about wireless technology, the Internet, and networking, see the information and website links provided in Help and Support. From the Start screen, type `help`, and then select **Help and Support**.

Using the wireless controls

You can control the wireless devices in your computer using the operating system controls.

Using operating system controls

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

To use operating system controls:

1. From the Start screen, type `control panel`, and then select **Control Panel**.
2. Select **Network and Internet**, and then select **Network and Sharing Center**.

For more information, from the Start screen, type `help`, and then select **Help and Support**.

Sharing data and drives and accessing software

When your computer is part of a network, you are not limited to using only the information that is stored in your computer. Network computers can exchange software and data with each other.



NOTE: When a disc like a DVD movie or game is copy-protected, it cannot be shared.

To share folders or content on the same network:

1. From the Windows desktop, open **File Explorer**.
2. From **This PC**, click a folder with content you want to share. Select **Share** from the navigation bar at the top of the window, and then click **Specific people**.
3. Type a name in the **File Sharing** box, and then click **Add**.
4. Click **Share** and then follow the on-screen instructions.

To share drives on the same network:

1. From the Windows desktop, right-click the network status icon in the notification area, at the far right of the taskbar.
2. Select **Open Network and Sharing Center**.
3. Under **View your active networks**, select an active network.
4. Select **Change advanced sharing settings** to set sharing options for privacy, network discovery, file and printer sharing or other network options.

Using a WLAN

With a WLAN device, you can access a wireless local area network (WLAN), which is composed of other computers and accessories that are linked by a wireless router or a wireless access point.


 **NOTE:** The terms *wireless router* and *wireless access point* are often used interchangeably.

- A large-scale WLAN, such as a corporate or public WLAN, typically uses wireless access points that can accommodate a large number of computers and accessories and can separate critical network functions.
- A home or small office WLAN typically uses a wireless router, which allows several wireless and wired computers to share an Internet connection, a printer, and files without requiring additional pieces of hardware or software.

To use the WLAN device in your computer, you must connect to a WLAN infrastructure (provided through a service provider or a public or corporate network).

Using an Internet service provider


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.

 **NOTE:** Your ISP will give you a user ID and a password to use for Internet access. Record this information and store it in a safe place.

Setting up a WLAN

To set up a WLAN and connect to the Internet, you need the following equipment:

- A broadband modem (either DSL or cable) **(1)** and high-speed Internet service purchased from an Internet service provider
- A wireless router **(2)** (purchased separately)
- A wireless computer **(3)**

 **NOTE:** Some modems have a built-in wireless router. Check with your ISP to determine what type of modem you have.

The illustration below shows an example of a wireless network installation that is connected to the Internet.



As your network grows, additional wireless and wired computers can be connected to the network to access the Internet.

For help in setting up your WLAN, see the information provided by your router manufacturer or your ISP.

Configuring a wireless router

For help in configuring a wireless router, see the information provided by your router manufacturer or your ISP.



NOTE: It is recommended that you initially connect your new wireless computer to the router by using the network cable provided with the router. When the computer successfully connects to the Internet, disconnect the cable, and access the Internet through your wireless network.

Protecting your WLAN

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. If you are concerned about the security of your computer when connected to a hotspot, limit your network activities to email that is not confidential and basic Internet surfing.

Wireless radio signals travel outside the network, so other WLAN devices can pick up unprotected signals. Take the following precautions to protect your WLAN:

- Use a firewall.

A firewall checks information and requests that are sent to your network, and discards any suspicious items. Firewalls are available in both software and hardware. Some networks use a combination of both types.

- Use wireless encryption.

Wireless encryption uses security settings to encrypt and decrypt data that is transmitted over the network. For more information, from the Start screen, type `help`, and then select **Help and Support**.


Connecting to a WLAN


To connect to the WLAN, follow these steps:

1. Be sure that the WLAN device is on.
2. From the Start screen, point to the far-right upper or lower corner of the screen to display the charms.
3. Select **Settings**, and then click the network status icon.
4. Select your WLAN from the list.

5. Click **Connect**.


If the WLAN is a security-enabled WLAN, you are prompted to enter a security code. Type the code, and then click **Sign in** 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, from the Windows desktop, right-click the network status icon, and then select **Open Network and Sharing Center**. Click **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.

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

After the connection is made, place the mouse pointer over the network status icon in the notification area, 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 Bluetooth wireless devices (select models 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, PDA)
- Phones (cellular, cordless, smart phone)
- Imaging devices (printer, camera)
- Audio devices (headset, speakers)
- Mouse

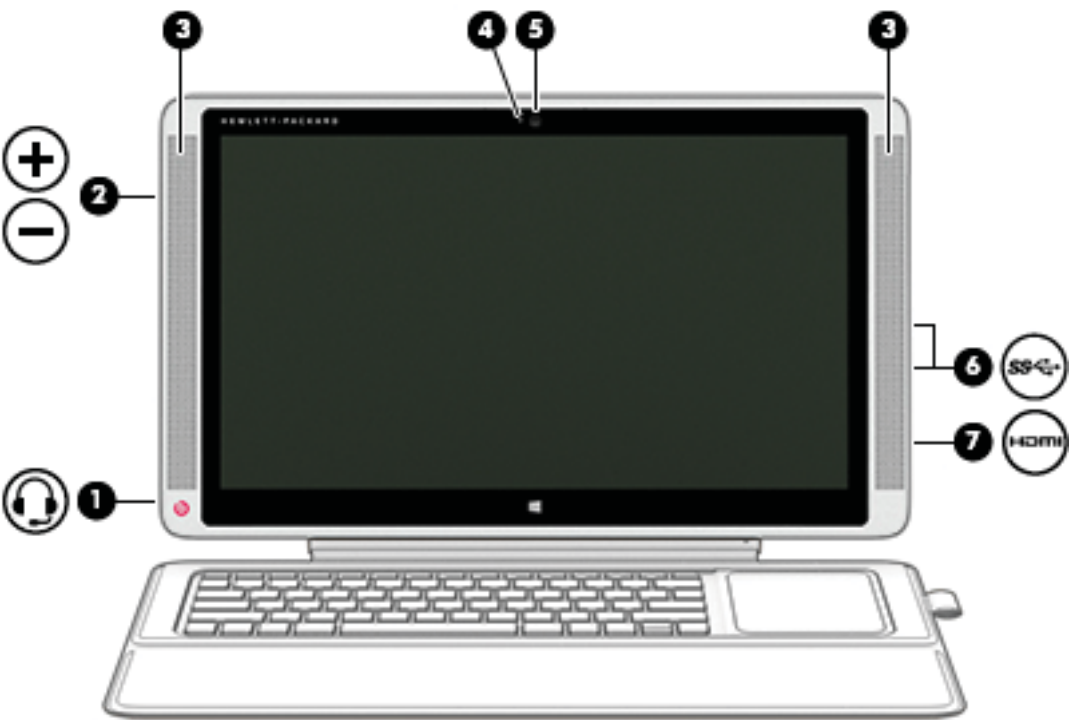
Bluetooth devices provide peer-to-peer capability that allows you to set up a PAN of Bluetooth devices. For information about configuring and using Bluetooth devices, see the Bluetooth software Help.


5 Enjoying entertainment features





Use your HP computer as an entertainment hub to socialize via the webcam, 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, or TV, or speakers and headphones.

Multimedia features

Here are some of the entertainment features on your computer.



Component	Description
(1) 	Audio-out (headphone)/Audio-in (microphone) 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 microphone-only devices. WARNING! To reduce the risk of personal injury, adjust the volume before putting on headphones, earbuds, or a headset. For additional safety information, refer to the <i>Regulatory, Safety, and Environmental Notices</i> . To access this guide, from the Start screen, type support, and then select the HP Support Assistant app. NOTE: When a device is connected to the jack, the computer speakers are disabled.

Component	Description
	<p>NOTE: Be sure that the device cable has a 4-conductor connector that supports both audio-out (headphone) and audio-in (microphone).</p>
(2)  Volume buttons	<p>Controls speaker volume on the tablet.</p> <ul style="list-style-type: none"> To increase speaker volume, press the + edge of the button. To decrease speaker volume, press the – edge of the button.
(3) Speakers	Produce sound.
(4) Internal microphones (2)	Record sound.
(5) Webcam light	On: The webcam is in use.
(6) Webcam	<p>Records video and captures photographs. Some models allow you to video conference and chat online using streaming video.</p> <p>From the Start screen, type <code>camera</code>, and then select Camera from the list of applications.</p>
(7)  USB 3.0 ports (2)	Connects optional USB devices, such as a keyboard, mouse, external drive, printer, scanner or USB hub.
(8)  Memory card reader	<p>Reads optional memory cards that store, manage, share, or access information.</p> <p>To insert a card:</p> <p>Hold the card label-side up, with connectors facing the slot, insert the card into the slot, and then push in on the card until it is firmly seated.</p> <p>To remove a card:</p> <p>Press in on the card it until it pops out.</p>
(9)  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 HDMI device.

Using the webcam

The computer has an integrated webcam that records video and captures photographs. Some models may allow you to video conference and chat online using streaming video.

- ▲ To start the webcam, from the Start screen, type `camera`, and then select **Camera** from the list of applications.

For details about using the webcam, go to Help and Support. From the Start screen, type `help`, and then select **Help and Support**.

Using audio

On your computer, or on select models using an external optical drive, you can play music CDs, download and listen to music, stream audio content from the web (including radio), record audio, or mix audio and video to create multimedia. 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) 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 28](#). Before connecting speakers, lower the volume setting.

Connecting headphones and microphones

You can connect wired headphones or headsets to the audio-out (headphone)/audio-in (microphone) jack on your computer. Many headsets with integrated microphones are commercially available.

To connect *wireless* headphones or headsets to your computer, follow the device manufacturer's instructions.

 **WARNING!** To reduce the risk of personal injury, lower the volume setting before putting on headphones, earbuds, or a headset. For additional safety information, see the *Regulatory, Safety and Environmental Notices*. To access this guide, from the Start screen, type `support`, and then select the **HP Support Assistant** app.

Using Beats Audio (select models only)

Beats Audio is an enhanced audio feature that provides a deep, controlled bass while maintaining a clear sound. You can experience Beats Audio through the computer's internal speakers, through external speakers connected to a USB port, or through Beats Audio headphones connected to the headphone jack.

Accessing Beats Audio Control Panel

Use Beats Audio Control Panel to view and manually control audio and bass settings.

- ▲ From Start screen, type `control panel`, select **Control Panel**, select **Hardware and Sound**, and then select **Beats Audio Control Panel**.

Enabling and disabling Beats Audio

- ▲ To enable or disable Beats Audio, press the `fn` key in combination with the `b` key.

Testing your audio features

To check the audio functions on your computer, follow these steps:

1. From the Start screen, type `control panel`, and then select **Control Panel**.
2. Select **Hardware and Sound**, and then select **Sound**.
3. When the Sound window opens, select the **Sounds** tab. Under **Program Events**, select any sound event, such as a beep or alarm, and then click **Test**.

You should hear sound through the speakers or through connected headphones.

To check the recording functions on your computer, follow these steps:

1. From the Start screen, type `sound`, and then select **Sound Recorder**.
2. Click **Start Recording** and speak into the microphone.
3. Save the file to your desktop.
4. Open a multimedia program and play the recording.


To confirm or change the audio settings on your computer, follow these steps:

1. From the Start screen, type `control panel`, and then select **Control Panel**.
2. Select **Hardware and Sound**, and then select **Sound**.

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. Check the device manufacturer's instructions.

Connecting video devices by using an HDMI cable

 **NOTE:** To connect an HDMI device to your computer, you need an HDMI cable, sold 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 alternate the computer screen image between 4 display states:
 - **PC screen only:** View the screen image on the computer only.
 - **Duplicate:** View the screen image simultaneously on both the computer and the external device.
 - **Extend:** View the screen image extended across both the computer and the external device.
 - **Second screen only:** View the screen image on the external device only.

Each time you press **f4**, the display state changes.

 **NOTE:** For best results, especially if you choose the “Extend” option, adjust the screen resolution of the external device, as follows. From the Start screen, type `control panel`, and then select **Control Panel**. Select **Appearance and Personalization**. Under **Display**, select **Adjust screen resolution**.

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

To return the audio stream to the computer speakers:

1. From the Windows desktop, right-click the **Speakers** icon in the notification area, at the far right of the taskbar, and then click **Playback devices**.
2. On the **Playback** tab, click **Speakers**.
3. Click **Set Default**, and then click **OK**.

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

To discover and connect to Miracast-compatible wireless displays without leaving your current apps, follow the steps below.

To open Miracast:

- ▲ Point to the upper-right or lower-right corner of the Start screen to display the charms, click **Devices**, click **Project**, and then follow the on-screen instructions.

– or –

On select computer models, from the Start screen, click the **HP Quick Access to Miracast** icon, and then follow the on-screen instructions.

6 Navigating the screen

You can navigate the computer screen in the following ways:

- Touch gestures
- Keyboard and mouse

Touch gestures can be used on your computer's TouchPad or on a touch screen (select models only).



NOTE: An external USB mouse (purchased separately) can be connected to one of the USB ports on the computer.

Select computer models have special action keys or hot key functions on the keyboard to perform routine tasks.

Some computer models may also have an integrated numeric keypad.

Using the TouchPad and gestures

The TouchPad allows you to navigate the computer screen and control the pointer by using simple finger movements. You can customize the touch gestures by changing settings, button configurations, click speed, and pointer options. You can also view demonstrations of TouchPad gestures.

From the Start screen, type `control panel`, select **Control Panel**, and then select **Hardware and Sound**. Under **Devices and Printers**, select **Mouse**.



TIP: Use the left and right buttons on the TouchPad as you would use the corresponding buttons on an external mouse.



NOTE: TouchPad gestures are not supported in all apps.

Tapping

To make an on-screen selection, use the tap function on the TouchPad.

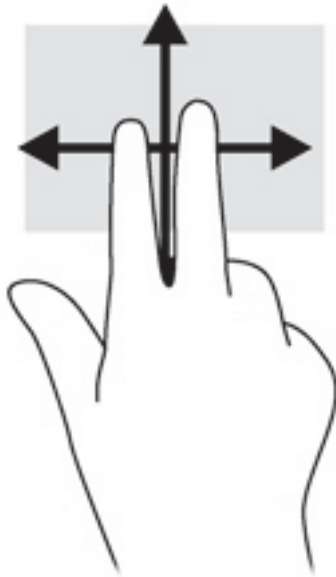
- Point to an item on the screen, and then tap one finger on the TouchPad zone to make a selection. Double-tap an item to open it.



Scrolling

Scrolling is useful for moving up, down, or sideways on a page or image.

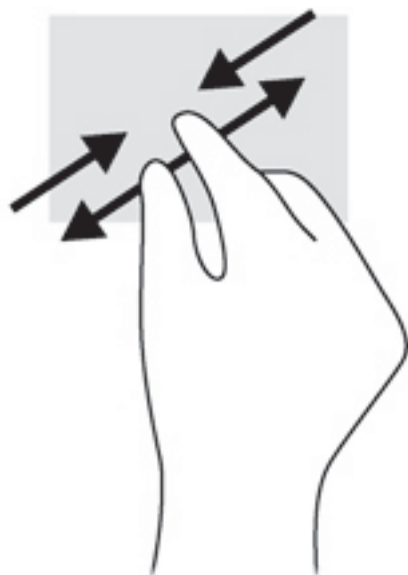
- Place two fingers slightly apart on the TouchPad zone and then drag them up, down, left, or right.



2-finger pinch zoom

2-finger pinch zoom allows you to zoom out or in on images or text.

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



2-finger click

2-finger click allows you to make menu selections for an object on the screen.



NOTE: Using 2-finger click is the same action as using right-click with the mouse.


- Place two fingers on the TouchPad zone and press down to open the options menu for the selected object.

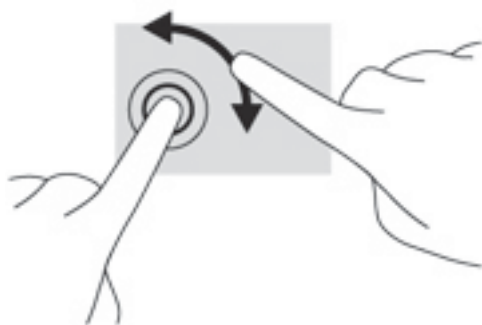


Rotating (select models only)

Rotating allows you to turn items such as photos.

- Point to an object, and then anchor the forefinger of your left hand in the TouchPad zone. Using your right hand, slide your forefinger in a sweeping motion from 12 o'clock to 3 o'clock. To reverse the rotation, move your forefinger from 3 o'clock to 12 o'clock.

 **NOTE:** Rotate is intended for specific apps where you can manipulate an object or image. Rotate may not be functional for all apps.



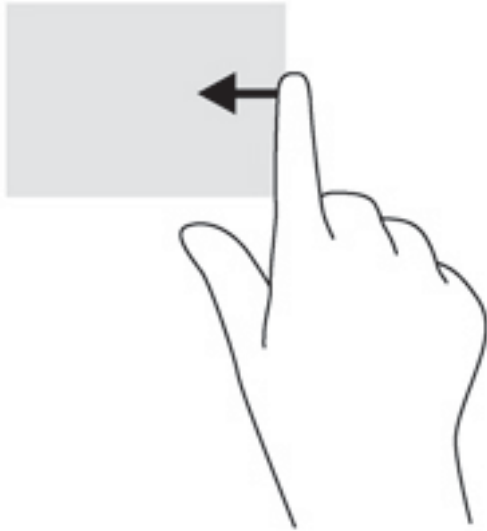
Edge swipes

Edge swipes allow you to perform tasks such as changing settings and finding or using apps.

Right-edge swipe

The right-edge swipe reveals the charms, which let you search, share, start apps, access devices, or change settings.

- Swipe your finger gently from the right edge to reveal the charms.



Left-edge swipe


The left-edge swipe reveals your open apps so that you can switch to them quickly.

- Swipe your finger gently from the left edge of the TouchPad.

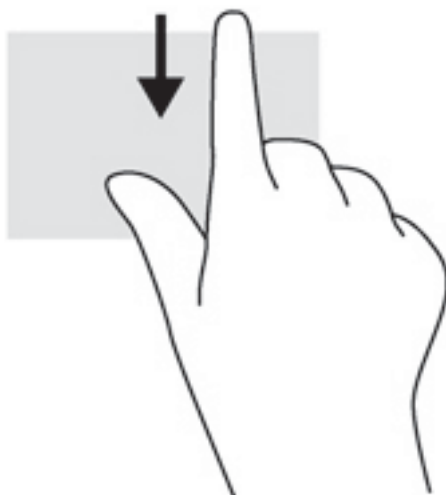


Top-edge swipe

The top-edge swipe displays app command options that allow you to customize apps.


 **IMPORTANT:** When an app is open, the top-edge gesture varies depending on the app.

- Gently swipe your finger from the top edge to reveal the app command options.



Using touch screen gestures (select models only)


A touch screen computer allows you to control items on the screen directly with your fingers.

 **TIP:** On touch screen computers, you can perform the gestures on the screen or on the TouchPad. You can also perform on-screen actions with the keyboard and mouse.

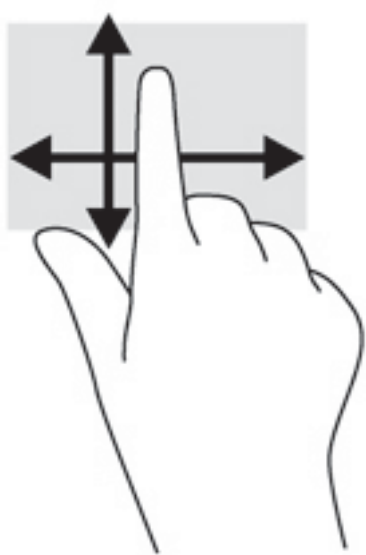
One-finger slide

The one-finger slide is mostly used to pan or scroll through lists and pages, but you can use it for other interactions, too, such as moving an object.

- To scroll across the screen, lightly slide one finger across the screen in the direction you want to move.

 **NOTE:** When many apps are displayed on the Start screen, you can slide your finger to move the screen left or right.

- To drag, press and hold an object, and then drag the object to move it.



Tapping

To make an on-screen selection, use the tap function.

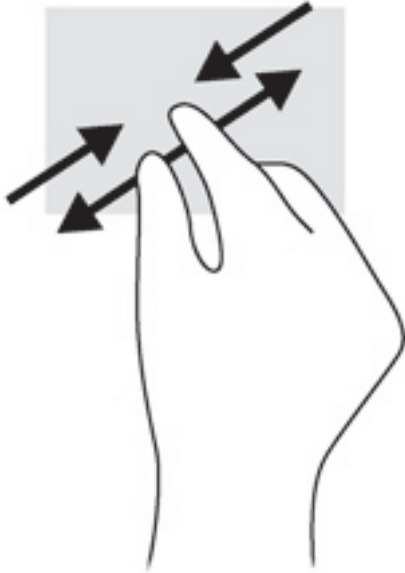
- Use one finger to tap an object on the screen to make a selection. Double-tap an item to open it.



2-finger pinch zoom

2-finger pinch zoom allows you to zoom out or in on images or text.

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



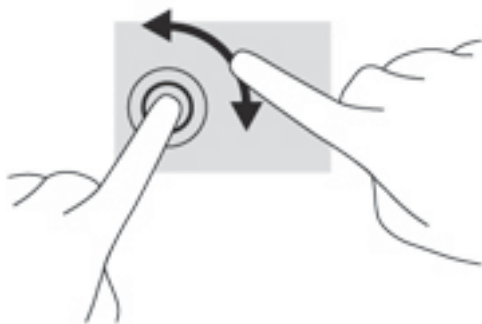
Rotating (select models only)

Rotating allows you to turn items such as photos.

- Anchor the forefinger of your left hand on the object you want to rotate. Using your right hand, slide your forefinger around in a sweeping motion from 12 o'clock to 3 o'clock. To reverse the rotation, move your forefinger from 3 o'clock to 12 o'clock.



NOTE: Rotate is intended for specific apps where you can manipulate an object or image. Rotate may not be functional for all apps.



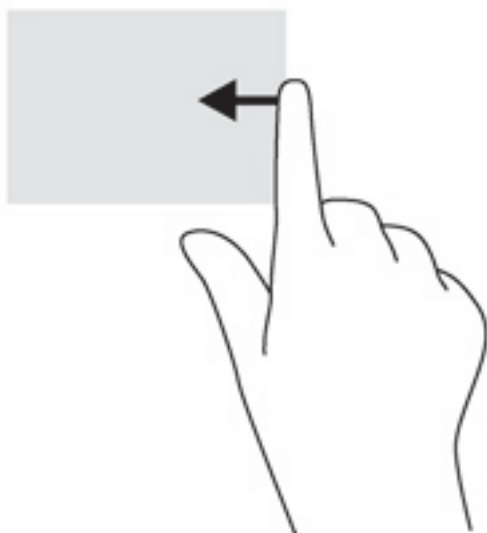
Edge swipes

With edge swipes you can perform tasks such as changing settings and finding or using apps.

Right-edge swipe

The right-edge swipe reveals the charms, which let you search, share, start apps, access devices, or change settings.

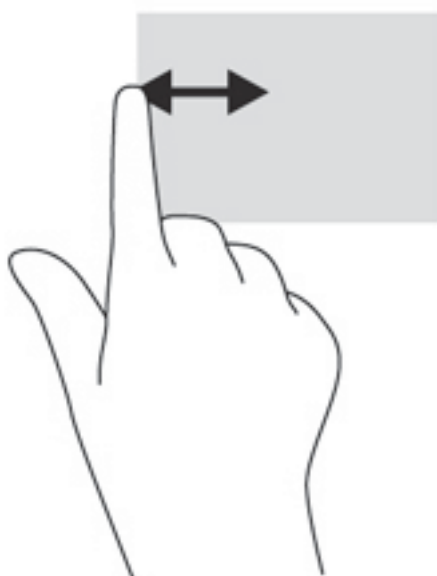
- Gently swipe your finger inward from the right edge of the display onto the screen to reveal the charms.



Left-edge swipe

The left-edge swipe reveals your open apps so that you can switch to them quickly.

- Gently swipe your finger inward from the left edge of the display to switch between apps. Without lifting your finger, swipe back toward the left edge to reveal all open apps.



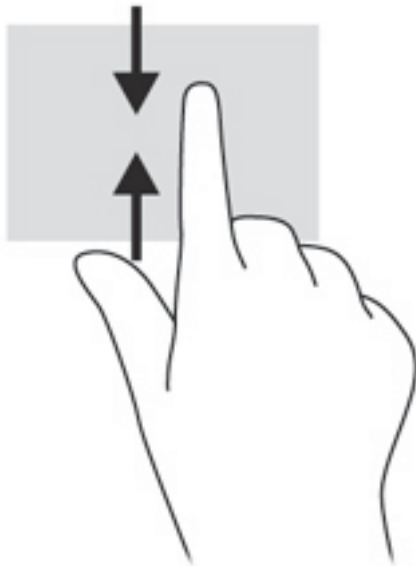
Top-edge swipe and bottom-edge swipe

The top-edge swipe or bottom-edge swipe displays app command options that allow you to customize apps.



IMPORTANT: When an app is open, the top-edge gesture varies depending on the app.


- Gently swipe your finger from the top edge or the bottom edge to reveal the app command options.



Using the keyboard and mouse

The keyboard and mouse allow you to type, select items, scroll and to 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.



TIP: The Windows key  on the keyboard allows you to quickly return to the Start screen from an open app or the Windows desktop. Pressing the Windows key again will return you to the previous screen.



NOTE: Depending on the country or region, your keyboard may have different keys and keyboard functions than those discussed in this section.

Using the keys

You can quickly access information or perform functions by using certain keys and key combinations.

Using the action keys

An action key performs an assigned function. The icon on each of the function keys illustrates the assigned function for that key.












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




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

The action key feature is enabled at the factory. You can disable this feature in Setup Utility (BIOS). See [Using Setup Utility \(BIOS\) and HP PC Hardware Diagnostics \(UEFI\) on page 62](#) for instructions on opening Setup Utility (BIOS), and then follow the instructions at the bottom of the screen.

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.

Icon	Key	Description
	f1	Opens Help and Support, which provides tutorials, information about the Windows operating system and your computer, answers to questions, and updates to your computer. Help and Support also provides automated troubleshooting tools and access to support.
	f2	Decreases the screen brightness incrementally as long as you hold down the key.
	f3	Increases the screen brightness incrementally as long as you hold down the key.
	f4	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.
	f6	Mutes or restores speaker sound.
	f7	Decreases speaker volume incrementally as long as you hold down the key.
	f8	Increases speaker volume incrementally as long as you hold down the key.
	f9	Plays the previous track of an audio CD or the previous section of a DVD or a BD.
	f10	Begins, pauses, or resumes playback of an audio CD, a DVD, or a BD.
	f11	Plays the next track of an audio CD or the next section of a DVD or a BD.
	f12	Turns the keyboard Bluetooth feature on or off. NOTE: A wireless network must be set up before a Bluetooth connection is possible.

Using Windows shortcut keys

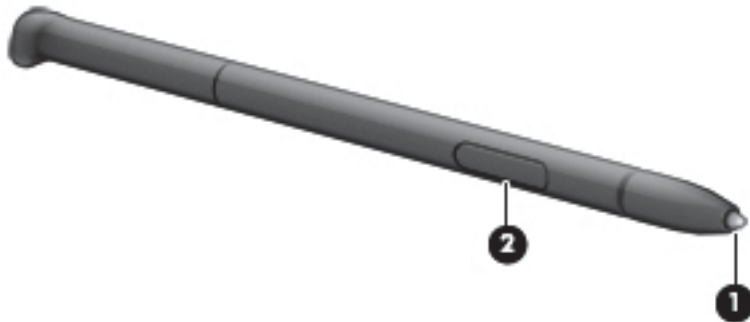
Windows provides shortcuts so that you can perform actions quickly. Press the Windows key  alone or in combination with a specific key to perform a designated action.

Using the digitizer pen

You can write with the pen in pen-specific programs, in all Microsoft® Office programs, and in many other Windows programs and utilities. The information you write on the screen with the pen can be filed, searched, and shared among the programs.

Identifying the pen components

The pen interacts with the computer whenever the tip (1) of the pen is pressed against the screen. The pen magnets (2) attach the pen to the tablet.



Holding the pen

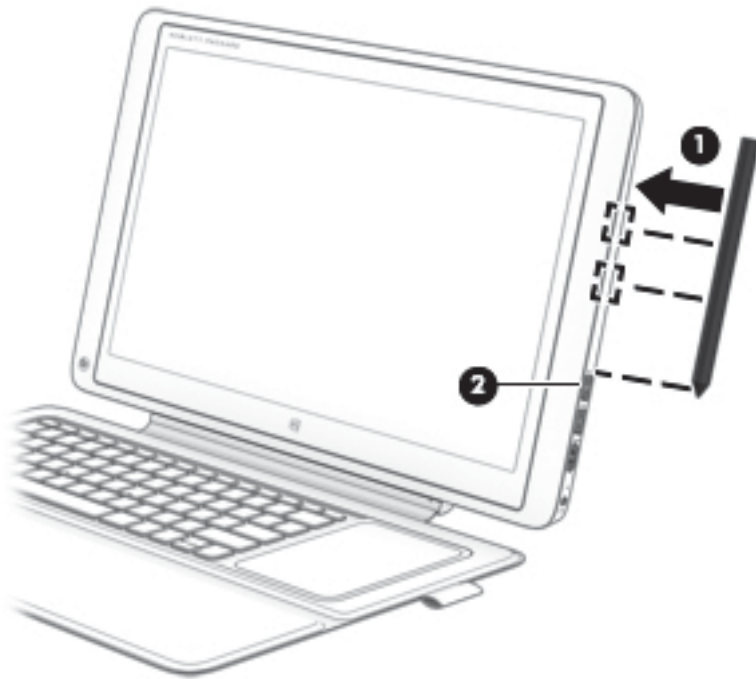
Hold the pen as if you were writing with a standard pen or pencil.

Storing the pen

When you are not using your pen, you can store it magnetically on the tablet or in the pen holder on the keyboard.

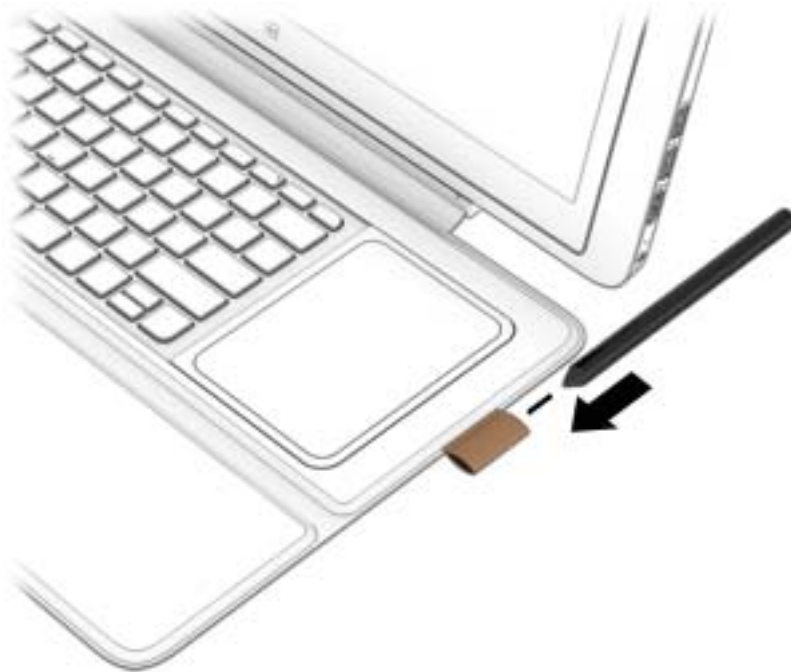
Storing the pen on the tablet

- ▲ To store the pen on the tablet, attach the flat, magnetic side of the pen (1) to the right side of the tablet. Be sure that the pen does not cover any ports or connectors (2) on the tablet.



Storing the pen on the keyboard

- ▲ To store the pen on the keyboard, insert the pen, tip first, into the pen holder on the keyboard.



Using the on-screen keyboard


You may want to enter data into a data field. This may be required when you set up a wireless network configuration or a weather reporting location, or when you access user accounts on Internet sites. The computer has an on-screen keyboard that is displayed when you need to enter such information.


1. To display the keyboard, tap in the first data field. Tap the small keyboard icon that is displayed.

– or –

Tap the keyboard icon on the right side of the notification area.

2. To enlarge the size of the on-screen keyboard, tap the lower-right corner and drag it to the desired size.
3. Tap each character, continuing until you have spelled out the name or word that you are entering into the data field.

 **NOTE:** Hot keys do not display or function on the on-screen keyboard.

 **NOTE:** Suggested words may be displayed at the top of the on-screen keyboard. If an appropriate word is displayed, tap it to select it.

4. Tap **enter** on the keyboard.

7 Managing power

Your computer can operate on either battery power or external power. When the computer is running on battery power only and an AC power source is not available to charge the battery, it is important to monitor and conserve the battery charge. Your computer supports an optimal power plan to manage how your computer uses and conserves power so that computer performance is balanced with power conservation.

Initiating Sleep and Hibernation

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

- **Sleep**—The Sleep state is automatically initiated after a period of inactivity when running on battery power or on external power. Your work is saved to memory, allowing you to resume your work very quickly. You can also initiate Sleep manually. For more information, see [Manually initiating and exiting Sleep on page 48](#).
- **Hibernation**—The Hibernation state is automatically initiated if the battery reaches a critical level. In the Hibernation state, your work is saved to a hibernation file and the computer powers down.



NOTE: You can manually initiate Hibernation. See [Manually initiating and exiting Sleep on page 48](#) and [Manually initiating and exiting Hibernation \(select models only\) on page 48](#).



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



NOTE: You cannot initiate any type of networking connection or perform any computer functions while the computer is in the Sleep state or in Hibernation.

Intel Rapid Start Technology (select models only)

For select models, the Intel Rapid Start Technology (RST) feature is enabled by default. Rapid Start Technology allows your computer to resume quickly from inactivity.

Rapid Start Technology manages your power-saving options as follows:

- **Sleep**—Rapid Start Technology allows you to select the Sleep state. To exit from Sleep, press any key, activate the TouchPad, or briefly press the power button.
- **Hibernation**—Rapid Start Technology initiates Hibernation after a period of computer inactivity while the computer is in the Sleep state or when the battery reaches a critical level. After Hibernation is initiated, press the power button to resume your work.



NOTE: Rapid Start Technology can be disabled in Setup Utility (BIOS). If you want to be able to initiate Hibernation yourself, you must enable user-initiated Hibernation using Power Options. See [Manually initiating and exiting Hibernation \(select models only\) on page 48](#).


Manually initiating and exiting Sleep

To initiate Sleep, from the Start screen, point to the upper-right or lower-right corner of the screen to reveal the charms. Click **Settings**, click the **Power** icon, and then click **Sleep**.

To exit Sleep:

- Briefly press the power button.
- Press a key on the keyboard.
- Tap or swipe the TouchPad or touch screen.

When the computer exits Sleep, the power lights turn on and your work returns to the screen.


 **NOTE:** If you have set a password to be required on wakeup, you must enter your Windows password before the computer will return to the screen.

Manually initiating and exiting Hibernation (select models only)

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

1. From the Start screen, type `power options`, then select **Power options**.
2. In the left pane, click **Choose what the power button does**.
3. Click **Change Settings that are currently unavailable**.
4. In the **When I press the power button** area, select **Hibernate**.
5. Click **Save changes**.


When the computer exits Hibernation, the power lights turn on and your work returns to the screen.

 **NOTE:** If you have set a password to be required on wakeup, you must enter your Windows password before your work will return to the screen.

Setting password protection on wakeup

To set the computer to prompt for a password when the computer exits Sleep or Hibernation, follow these steps:

1. From the Start screen, type `power options`, then select **Power options**.
2. In the left pane, click **Require a password on wakeup**.
3. Click **Change Settings that are currently unavailable**.
4. Click **Require a password (recommended)**.

 **NOTE:** If you need to create a user account password or change your current user account password, click **Create or change your user account password**, and then follow the on-screen instructions. If you do not need to create or change a user account password, go to step 5.

5. Click **Save changes**.

Using the power meter and power settings

The power meter is located on the Windows desktop. The power meter allows you to quickly access power settings and view the remaining battery charge.

- To reveal the percentage of remaining battery charge and the current power plan, on the Windows desktop, point over the power meter icon.
- To use Power Options, click the power meter icon and select an item from the list. From the Start screen, you can also type `power options`, and then select **Power Options**.

Different power meter icons indicate whether the computer is running on battery or external power. The icon also reveals a message if the battery has reached a low or critical battery level.

Running on battery power

When a charged battery is in the computer and the computer is not plugged into external power, the computer runs on battery power. The battery in the computer slowly discharges when the computer is off and unplugged from external power.

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.

Factory-sealed battery

To monitor the status of your battery, or if the battery is no longer holding a charge, run Battery Check in Help and Support. To access battery information, from the Start screen, type `support`, select the **HP Support Assistant** app, and then select **Battery and performance**. If Battery Check indicates that your battery should be replaced, contact support.

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

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

Finding battery information

To monitor the status of your battery, or if the battery is no longer holding a charge, run Battery Check in HP Support Assistant. To access battery information, from the Start screen, type `support`, select the **HP Support Assistant** app, and then select **Battery and performance**.

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

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

Conserving battery power

Tips for conserving battery power and maximizing battery life:

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

Identifying low battery levels

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

- The battery light (select models only) indicates a low or critical battery level.
- or –
- The power meter icon on the Windows desktop shows a low or critical battery notification.



NOTE: For additional information about the power meter, see [Using the power meter and power settings on page 48](#).

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 an AC adapter.
- Connect an optional docking or expansion device.
- Connect an 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

When the computer lacks sufficient power to exit Hibernation, follow these steps:

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

Running on external AC power

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

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



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.

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



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

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

When you connect the computer to external AC power:

- The battery begins to charge.
- The screen brightness increases.
- The power meter icon on the Windows desktop changes appearance.

When you disconnect external AC power, the following events occur:

- The computer switches to battery power.
- The screen brightness automatically decreases to save battery life.
- The power meter icon on the Windows desktop changes appearance.

Troubleshooting power problems

Test the AC adapter if the computer exhibits any of the following symptoms when it is connected to AC power:

- The computer does not turn on.
- The display does not turn on.
- The power lights are off.

To test the AC adapter:

1. Shut down the computer.
2. Connect the AC adapter to the computer, and then plug it into an AC outlet.
3. Turn on the computer.
 - If the power lights turn *on*, the AC adapter is working properly.
 - If the power lights remain *off*, check the connection from the AC adapter to the computer and the connection from the AC adapter to the AC outlet to be sure that the connections are secure.
 - If the connections are secure and the power lights remain *off*, the AC adapter is not functioning and should be replaced.

Contact support for information about obtaining a replacement AC power adapter.


Refreshing your software content with Intel Smart Connect Technology (select models only)

When the computer is in the Sleep state, Intel® Smart Connect Technology periodically causes the computer to exit Sleep. If a network connection is available, Smart Connect updates open apps such as your email inboxes, social network sites, and news pages and then returns the computer to the

Sleep state. Smart Connect also syncs content that you have created offline, such as emails. When the computer exits Sleep, you have immediate access to your updated information.

- ▲ To enable this feature or manually adjust the settings, from the Start screen, type `smart`, and then select Intel® Smart Connect Technology.

Shutting down (turning off) the computer


 **CAUTION:** Unsaved information is lost when the computer shuts down. Be sure to save your work before shutting down the computer.

The Shut down command closes all open programs, including the operating system, and then turns off the display and computer.

Shut down the computer under any of the following conditions:

- When you are connecting an external hardware device that does not connect to a USB or video port
- When the computer will be unused and disconnected from external power for an extended period

Although you can turn off the computer with the power button, the recommended procedure is to use the Windows Shut down command:

 **NOTE:** If the computer is in the Sleep state or in Hibernation, you must first exit Sleep or Hibernation before shutdown is possible by briefly pressing the power button.

1. Save your work and close all open programs.
2. From the Start screen, point to the upper-right or lower-right corner of the screen to reveal the charms.
3. Click **Settings**, click the **Power** icon, and then click **Shut down**.

– or –

Right-click the **Start** button in the lower-left corner of the screen, select **Shut down or sign out**, 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`, click the **Power** icon, and then select **Shut Down**.
- Press and hold the power button for at least 5 seconds.
- Disconnect the computer from external power.

8 Maintaining your computer

It is important to perform regular maintenance to keep your computer in optimal condition by using tools like Disk Defragmenter and Disk Cleanup. This chapter also includes ways to update 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.

Handling drives

Observe these precautions when handling drives:

- Before removing or installing a drive, shut down the computer. If you are unsure whether the computer is off, in the Sleep state, or in Hibernation, turn the computer on, and then shut it down.
- Before handling a drive, discharge static electricity by touching a grounded surface.
- Do not touch the connector pins on a removable drive or on the computer.
- Do not use excessive force when inserting a drive into a drive bay.
- If a drive must be mailed, place the drive in a bubble-pack mailer or other suitable protective packaging and label the package "FRAGILE."
- 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.
- Remove media from a drive before removing the drive from the drive bay, or traveling with, shipping, or storing a drive.
- Do not type on the keyboard or move the computer while an optical drive is writing to a disc. The write process is sensitive to vibration.
- Before you move a computer that is connected to an external hard drive, initiate Sleep and allow the screen to clear, or properly disconnect the external hard drive.

Using HP 3D DriveGuard (select models only)


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

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

A short time after the end of one of these events, HP 3D DriveGuard returns the hard drive to normal operation.



NOTE: Because solid state drives (SSDs) lack moving parts, they do not require HP 3D DriveGuard protection.

 **NOTE:** A hard drive in a primary hard drive bay or a secondary hard drive bay is 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.

For more information, see the HP 3D DriveGuard software Help.

Identifying HP 3D DriveGuard status

The hard drive light on the computer changes color to show that the drive in a primary hard drive bay and/or the drive in a secondary hard drive bay (select models only) is parked. To determine whether a drive is currently protected or whether it is parked, view the icon on the Windows desktop in the notification area, at the far right of the taskbar, or in the Mobility Center.

Using Disk Defragmenter

As you use your computer over time, the files on the hard drive become fragmented. A fragmented drive means data on your drive is not contiguous (sequential) and, because of this, the hard drive works harder to locate files, thus slowing down the computer. Disk Defragmenter consolidates (or physically reorganizes) the fragmented files and folders on the hard drive so that the system can run more efficiently.

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

After you start Disk Defragmenter, it works without supervision. However, depending on the size of your hard drive and the number of fragmented files, Disk Defragmenter may take more than an hour to complete.

HP recommends defragmenting your hard drive at least once a month. You may set Disk Defragmenter to run on a monthly schedule, but you can defragment your computer manually at any time.

To run Disk Defragmenter:

1. Connect the computer to AC power.
2. From the Start screen, type `defragment`, and then select **Defragment and optimize your drives**.
3. Follow the on-screen instructions.

For additional information, access the Disk Defragmenter software Help.

Using Disk Cleanup

Disk Cleanup searches 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. From the Start screen, type `free up disk space`, and then select **Free up disk space by deleting unnecessary files**.
2. Follow the on-screen instructions.

Updating programs and drivers

HP recommends that you update your programs and drivers on a regular basis. Updates can resolve issues and bring new features and options to your computer. For example, older graphics components might not work well with the most recent gaming software. Without the latest driver, you would not be getting the most out of your equipment.

Go to <http://www.hp.com/support> to download the latest versions of HP programs and drivers. In addition, register to receive automatic update notifications when they become available.


If you would like to update your program and drivers, follow these instructions:

1. From the Start screen, type `support`, and then select the **HP Support Assistant** app.
2. Click **Updates and tune-ups**, and then click **Check for HP updates now**.
3. Follow the on-screen instructions.

Cleaning your computer

Use the following products to safely clean your computer:


- Dimethyl benzyl ammonium chloride 0.3 percent maximum concentration (for example, disposable wipes, which come in a variety of brands).
- Alcohol-free glass-cleaning fluid
- Water with mild soap solution
- Dry microfiber cleaning cloth or a chamois (static-free cloth without oil)
- Static-free cloth wipes

 **CAUTION:** Avoid strong cleaning solvents that can permanently damage your computer. If you are not sure that a cleaning product is safe for your computer, check the product contents to make sure that ingredients such as alcohol, acetone, ammonium chloride, methylene chloride, and hydrocarbons are not included in the product.


Fibrous materials, such as paper towels, can scratch the computer. Over time, dirt particles and cleaning agents can get trapped in the scratches.

Cleaning procedures

Follow the procedures in this section to safely clean your computer.

 **WARNING!** To prevent electric shock or damage to components, do not attempt to clean your computer while it is turned on.

- Turn off the computer.
- Disconnect AC power.
- 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 (All-in-Ones or Notebooks)

Gently wipe the display using a soft, lint-free cloth moistened with an alcohol-free glass cleaner. Be sure that the display is dry before closing the display.

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



WARNING! To reduce the risk of electric shock or damage to internal components, do not use a vacuum cleaner attachment to clean the keyboard. A vacuum cleaner can deposit household debris on the keyboard surface.



CAUTION: To prevent damage to internal components, do not allow liquids to drip between the keys.

- To clean the TouchPad, keyboard, or mouse, use a soft microfiber cloth or a chamois moistened with one of the cleaning solutions listed previously or use an acceptable disposable wipe.
- To prevent keys from sticking and to remove dust, lint, and particles from the keyboard, use a can of compressed air with a straw extension.

Traveling with or shipping your computer

If you have to travel with or ship your computer, here are some tips to keep in mind to keep your equipment safe.


- Prepare the computer for traveling or shipping:
 - Back up your information to an external drive.
 - Remove all discs and all external media cards, such as memory cards.
 - Turn off and then disconnect all external devices.
 - Shut down the computer.
- Take along a backup of your information. Keep the backup separate from the computer.
- When traveling by air, carry the computer as hand luggage; do not check it in with the rest of your luggage.



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

- 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."
- If the computer has a wireless device installed, the use of these devices may be restricted in some environments. Such restrictions may apply aboard aircraft, in hospitals, near explosives, and in hazardous locations. If you are uncertain of the policy that applies to the use of a particular device, ask for authorization to use your computer before you turn it on.
- If you are traveling internationally, follow these suggestions:

- Check the computer-related customs regulations for each country or region on your itinerary.
- Check the power cord and adapter requirements for each location in which you plan to use the computer. Voltage, frequency, and plug configurations vary.

 **WARNING!** To reduce the risk of electric shock, fire, or damage to the equipment, do not attempt to power the computer with a voltage converter kit sold for appliances.

9 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 non-Windows 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.



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

Computer risk	Security feature
Unauthorized use of the computer	Power-on password
Computer viruses	Antivirus software
Unauthorized access to data	Firewall software
Unauthorized access to Setup Utility (BIOS) settings and other system identification information	Administrator password
Ongoing or future threats to the computer	Software updates
Unauthorized access to a Windows user account	User password
Unauthorized removal of the computer	Security cable lock

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 the HP Setup Utility (BIOS) that 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.

Use the following tips for creating and saving passwords:

- 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 three 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, from the Start screen, type `support`, and then select the **HP Support Assistant** app.

Setting Windows passwords

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

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). NOTE: The administrator password can be used in place of the power-on password. NOTE: Your administrator password is not interchangeable with an administrator password set in Windows, nor is it revealed as it is set, entered, changed, or deleted. NOTE: If you enter the power-on password at the first password check, you must enter the administrator password to 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. NOTE: The administrator password can be used in place of the power-on password. NOTE: A power-on password is not revealed as it is set, entered, changed, or deleted.

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

1. To start Setup Utility (BIOS), turn on or restart the computer, quickly press **esc**, and then press **f10**.
2. Use the arrow keys to select **Security**, and then follow the on-screen instructions.

Your changes take effect when the computer restarts.

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, from the Start screen, type `support`, and then select the **HP Support Assistant** app.

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. For more information, see [Updating programs and drivers on page 54](#).

Installing critical security updates

 **CAUTION:** Microsoft sends out alerts regarding critical updates. To protect the computer from security breaches and computer viruses, install all critical updates from Microsoft as soon as you receive an alert.

You can choose whether updates are installed automatically. To change the settings, from the Start screen, type `control panel`, and then select **Control Panel**. Select **System and Security**, select **Windows Update**, select **Change settings**, and then follow the on-screen instructions.

Installing HP and third-party software updates

HP recommends that you regularly update the software and drivers that were originally installed on your computer. To download the latest versions, go to <http://www.hp.com/support>. At this location, you can also register to receive automatic update notifications when they become available.

If you have installed third-party software after you purchased your computer, regularly update the software. Software companies provide software updates to their products to correct security problems and improve functionality of the software.

Securing your wireless network

When you set up your wireless network, always enable security features. For more information, see [Protecting your WLAN on page 22](#).

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. For more information, see [Backing up, restoring, and recovering on page 65](#).

10 Using Setup Utility (BIOS) and HP PC Hardware Diagnostics (UEFI)

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.

Starting Setup Utility (BIOS)

To start Setup Utility (BIOS), turn on or restart the computer, quickly press **esc**, and then press **f10**.



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

Updating the BIOS

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

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

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


Determining the BIOS version

To determine whether available BIOS updates contain later BIOS versions than those currently installed on the computer, you need to know the version of the system BIOS currently installed.

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

1. Start Setup Utility (BIOS) (see [Starting Setup Utility \(BIOS\) on page 62](#)).
2. Use the arrow keys to select **Main**, and then make note of your current BIOS version.
3. To exit Setup Utility (BIOS) without saving your changes, use the arrow keys to select **Exit**, select **Exit Discarding Changes**, and then press **enter**.
4. Select **Yes**.

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.

1. From the Start screen, type `support`, and then select the **HP Support Assistant** app.
2. Click **Updates and tune-ups**, and then click **Check for HP updates now**.
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, 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.


If the update is more recent than your BIOS, make a note of the path to the location on your hard drive where the BIOS update is downloaded. You will need to access this path when you are ready to install the update.

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

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

1. From the Start screen, type `file`, and then select **File Explorer**.
2. Click 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 on your hard drive 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.

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.

To start HP PC Hardware Diagnostics UEFI:

1. Turn on or restart the computer, quickly press **esc**, and then press **f2**.

The BIOS searches three places for the diagnostic tools, in the following order:

- a. Connected USB drive



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 64](#).

- b. Hard drive
- c. BIOS

2. When the diagnostic tool opens, use the keyboard arrow keys to select the type of diagnostic test you want to run, and then follow the on-screen instructions.



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

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



NOTE: Instructions for downloading HP PC Hardware Diagnostics (UEFI) are provided in English only.

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

Option 1: HP PC Diagnostics homepage—Provides access to the latest UEFI version

1. Go to <http://hp.com/go/techcenter/pcdiags>.
2. Click the **UEFI Download** link, and then select **Run**.

Option 2: Support and Drivers page—Provides downloads for a specific product for earlier and later versions

1. Go to <http://www.hp.com>.
2. Point to **Support**, located at the top of the page, and then click **Download Drivers**.
3. In the text box, enter the product name, and then click **Go**.

– or –

Click **Find Now** to let HP automatically detect your product.

4. Select your computer model, and then select your operating system.
5. In the **Diagnostic** section, click **HP UEFI Support Environment**.

– or –

Click **Download**, and then select **Run**.

11 Backing up, restoring, and recovering

This chapter provides information about the following processes:

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

Creating recovery media and backups

1. After you successfully set up the computer, create HP Recovery media. 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.

HP Recovery media you create will provide the following recovery options:

- **System Recovery**—Reinstalls the original operating system and the programs that were installed at the factory.
- **Minimized Image Recovery**—Reinstalls the operating system and all hardware-related drivers and software, but not other software applications.
- **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.

See [Creating HP Recovery media on page 65](#).

2. Use the Windows tools to create system restore points and create backups of personal information. For more information and steps, see Help and Support. From the Start screen, type `help`, and then select **Help and Support**.

Creating HP Recovery media

HP Recovery Manager is a software program that offers a way 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 the software programs 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 HP 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 blank USB flash drive or the number of blank DVD discs 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, or you can obtain recovery discs for your computer from support. See the *Worldwide Telephone Numbers* booklet included with the computer. You can also 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. 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.

- Be sure that the computer is connected to AC power before you begin creating the recovery media.
- The creation process can take up to 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, and the remaining discs will be burned.

To create HP Recovery media:



IMPORTANT: For tablets, connect to the keyboard dock before beginning these steps (select models only).

1. From the Start screen, type `recovery`, and then select **HP Recovery Manager**.
2. Select **Recovery Media Creation**, and then follow the on-screen instructions.

If you ever need to recover the system, see [Recovering using HP Recovery Manager on page 67](#).

Restore and recovery

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

- Windows offers several options for restoring from backup, refreshing the computer, and resetting the computer to its original state. For more information and steps, see Help and Support. From the Start screen, type `help`, and then select **Help and Support**.
- If you need to correct a problem with a preinstalled application or driver, use the Drivers and Applications Reinstall option of HP Recovery Manager to reinstall the individual application or driver.

From the Start screen, type `recovery`, select **HP Recovery Manager**, select **Drivers and Applications Reinstall**, and then follow the on-screen instructions.

- If you want to reset your computer using a minimized image, you can choose the HP Minimized Image Recovery option from the HP Recovery partition (select models only) or HP Recovery media. Minimized Image Recovery installs only drivers and hardware-enabling applications. Other applications included in the image continue to be available for installation through the Drivers and Applications Reinstall option in HP Recovery Manager.

For more information, see [Recovering using HP Recovery Manager on page 67](#).

- If you want to recover the computer's original factory partitioning and content, you can choose the System Recovery option from the HP Recovery partition (select models only) or use the HP Recovery media that you have created. For more information, see [Recovering using HP Recovery Manager on page 67](#). If you have not already created recovery media, see [Creating HP Recovery media on page 65](#).

- If you have replaced the hard drive, you can use the Factory Reset option of HP Recovery media to restore the factory image to the replacement drive. For more information, see [Recovering using HP Recovery Manager on page 67](#).
- If you wish 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 \(select models only\) on page 68](#).

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 created or by using the HP Recovery partition (select models only). If you have not already created recovery media, see [Creating HP Recovery media on page 65](#).

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

- System Recovery—Reinstalls the original operating system, and then configures the settings for the programs that were installed at the factory.
- Minimized Image Recovery (select models only)—Reinstalls the operating system and all hardware-related drivers and software, but not other software applications.
- 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 models only) allows System Recovery and Minimized Image Recovery.

What you need to know

- 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.
- Recovery through HP Recovery Manager should be used as a final attempt to correct computer issues.
- 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 on page 65](#).
- To use the Factory Reset option, you must use HP Recovery media. If you have not already created recovery media, see [Creating HP Recovery media on page 65](#).
- If the HP Recovery media does not work, you can obtain recovery media for your system from support. See the *Worldwide Telephone Numbers* booklet included with the computer. You can also 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.



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

Using the HP Recovery partition (select models only)

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

To start HP Recovery Manager from the HP Recovery partition:



IMPORTANT: For tablets, connect to the keyboard dock before beginning these steps (select models only).

1. Press **f11** while the computer boots.
– or –
Press and hold **f11** as you press the power button.
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 that you created, 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 68](#).

3. Follow the on-screen instructions.

Changing the computer boot order

If 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 for an optical drive or a USB flash drive.

To change the boot order:

1. Insert the HP Recovery media you created.
2. Restart the computer, quickly press **esc**, and then press **f9** for boot options.
3. Select the optical drive or USB flash drive you want to boot from.
4. Follow the on-screen instructions.

Removing the HP Recovery partition (select models 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 can no longer use the Windows Refresh option or the Windows option to remove everything and reinstall Windows. In addition, you will not be able to perform System Recovery or Minimized Image Recovery from the HP Recovery partition. So before you remove the Recovery partition, create HP Recovery media; see [Creating HP Recovery media on page 65](#).

Follow these steps to remove the HP Recovery partition:

1. From the Start screen, type `recovery`, and then select **HP Recovery Manager**.
2. Select **Remove Recovery Partition**, 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 100–240 V, 50–60 Hz. Although the computer can be powered from a standalone DC power source, it should be powered only with an AC adapter or a DC power source supplied and approved by HP for use with this computer.

The computer can operate on DC power within the following specifications. Operating voltage and current varies by platform.

Input power	Rating
Operating voltage and current	19.5 V dc @ 2.31 A – 45 W 19.5 V dc @ 3.33 A – 65 W
DC plug of external HP power supply	



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

 **NOTE:** The computer operating voltage and current can be found on the system regulatory label.

Operating environment

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. 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, and then remove the cover.
- 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 of the component.
- If you remove a component, place it in an electrostatic-safe container.

Index

Symbols/Numerics

2-finger pinch zoom TouchPad gesture 33, 40

A

AC adapter 6
AC adapter, testing 51
action keys
 Bluetooth 43
 decrease screen brightness 43
 Help and Support 43
 identifying 14
 increase screen brightness 43
 next track 43
 previous track 43
 switch screen image 43
 volume down 43
 volume mute 43
 volume up 43
airport security devices 53
antennas, WLAN 10
antivirus software, using 60
audio features, testing 26
audio-out (headphone)/audio-in (microphone) jack 7, 24
autorotate lock
 adjusting 13

B

backing up software and information 61
backups 65
battery
 discharging 49
 low battery levels 50
battery information, finding 49
battery power 49
Beats Audio 26
Beats Audio Control Panel 26
Beats Audio hot key 26
BIOS
 determining version 62
 downloading an update 63
 updating 62

Bluetooth device 23
Bluetooth key, identifying 14
Bluetooth label 11
Bluetooth light, identifying 16
boot order
 changing HP Recovery Manager 68
bottom 11
brightness
 adjusting 13
buttons
 power 9
 volume 8
 Windows 8

C

caps lock light, identifying 16
caring for your computer 55
cleaning your computer 55
components
 bottom 10
 display 8
 left side 7
 right side 6
 top 14
connecting to a WLAN 22
connector, power 6
corporate WLAN connection 22
critical battery level 50
critical security updates, installing 60

D

deleted files
 restoring 66
Disk Cleanup software 54
Disk Defragmenter software 54
docking connector, identifying 14
docking port, identifying 9

E

edge swipe gestures 41
edge—swipe gestures
 top-edge swipe 37, 42
electrostatic discharge 70

esc key, identifying 14
external AC power, using 50

F

firewall software 60
fn key, identifying 14
Fun things to do 1

H

hard drive
 HP 3D DriveGuard 53
hard drive light 7
HDMI
 configuring audio 28
HDMI port
 connecting 27
 identifying 6, 25
headphones and microphones, connecting 26
Hibernation
 exiting 48
 initiated during critical battery level 50
 initiating 48
high-definition devices, connecting 27, 29
HP 3D DriveGuard 53
HP and third-party software updates, installing 60
HP PC Hardware Diagnostics (UEFI)
 downloading 64
 using 63
HP Recovery Manager
 correcting boot problems 68
 starting 68
HP Recovery media
 creating 65
 recovery 68
HP Recovery partition
 recovery 67
 removing 68

I

input power 69

- installing
 - critical security updates 60
- internal microphones, identifying 8, 25
- Internet connection setup 21
- Internet security software, using 59

J

- jacks
 - audio-out (headphone)/audio-in (microphone) 7, 24

K

- keyboard
 - battery 19
 - connecting 17
- keyboard battery light, identifying 16
- keyboard on/off switch, identifying 14
- keys
 - action 14
 - Bluetooth 14
 - esc 14
 - fn 14
 - Windows 14

L

- labels
 - Bluetooth 11
 - Microsoft Certificate of Authenticity 11
 - regulatory 11
 - serial number 11
 - service 11
 - wireless certification 11
 - WLAN 11
- left-edge swipe 36, 41
- lights
 - AC adapter 6
 - Bluetooth 16
 - caps lock 16
 - hard drive 7
 - mute 16
 - power 7
- low battery level 50

M

- maintenance
 - Disk Cleanup 54
 - Disk Defragmenter 54
- memory card reader, identifying 7, 25
- memory card, identifying 7
- minimized image
 - creating 67
- minimized image recovery 67
- Miracast 29
- mouse, external
 - setting preferences 30
- mute light, identifying 16

O

- operating environment 69
- original system recovery 67

P

- passwords
 - Setup Utility (BIOS) 59
 - Windows 59
- pen holder, identifying 15
- ports
 - HDMI 6, 25, 27
 - Miracast 29
 - USB 3.0 6, 25
- power
 - battery 49
- power button, identifying 9
- power connector, identifying 6
- power lights, identifying 7
- product name and number, computer 11
- public WLAN connection 22

R

- recovery
 - discs 65, 68
 - HP Recovery Manager 67
 - media 68
 - options 66
 - starting 68
 - supported discs 65
 - system 67
 - USB flash drive 68
 - using HP Recovery media 66

- recovery media
 - creating 65
 - creating using HP Recovery Manager 66
- recovery partition
 - removing 68
- regulatory information
 - regulatory label 11
 - wireless certification labels 11
- restore
 - Windows File History 66
- right-edge swipe 36, 41
- rotating TouchPad gesture 35

S

- scrolling TouchPad gesture 32
- security, wireless 22
- serial number 11
- serial number, computer 11
- service labels
 - locating 11
- setting password protection on wakeup 48
- settings
 - autorotate lock 13
 - brightness 13
 - changing 13
 - landscape view 13
 - portrait view 13
 - tablet orientation 13
- setup of WLAN 21
- Setup Utility (BIOS) passwords 59
- shipping the computer 56
- shutdown 52
- Sleep
 - exiting 48
 - initiating 48
- slots
 - memory card reader 7, 25
- software
 - Disk Cleanup 54
 - Disk Defragmenter 54
- software updates, installing 60
- speakers
 - connecting 26
 - identifying 25
- speakers, identifying 8
- supported discs
 - recovery 65

- system recovery 67
- system restore point
 - creating 65

T

- tablet stand, identifying 10
- testing an AC adapter 51
- testing audio features 26
- Touch screen
 - using 37
- Touch screen gestures 41, 42
 - edge-swipe gestures 41
 - one-finger slide 37
 - rotating 40
 - tapping 39
- TouchPad gestures 37
 - 2-finger pinch zoom 33, 40
 - edge-swipe gestures 36
 - rotating 35
 - scrolling 32
- TouchPad, identifying 15
- traveling with the computer 11, 56
- turning off the computer 52

U

- unresponsive system 52
- USB 3.0 port, identifying 6
- USB 3.0 ports, identifying 25
- using external AC power 50
- using passwords 58

V

- video 27
- volume button, identifying 8
- volume buttons, identifying 25

W

- webcam
 - identifying 8, 25
 - using 25
- webcam light, identifying 8, 25
- Windows
 - File History 66
 - restoring files 66
 - system restore point 65
- Windows button, identifying 8
- Windows key, identifying 14
- Windows passwords 59
- Wireless Assistant software 20
- wireless certification label 11

- wireless controls
 - button 20
 - operating system 20
 - Wireless Assistant software 20
- wireless network (WLAN)
 - connecting 22
 - corporate WLAN connection 22
 - equipment needed 21
 - functional range 23
 - public WLAN connection 22
 - security 22
 - using 21
- wireless network, securing 61
- WLAN antennas, identifying 10
- WLAN device 11, 21
- WLAN label 11