HP Refresh Installation Guide

What you'll need

You'll need a USB flash drive, one fully functional computer, and at least one donated computer. These must meet the following requirements:

USB flash drive:	Computer #1:	Computer #2:
• 4 GB or larger	(Fully functioning computer that you will use to download the HP Refresh software and create a bootable USB flash drive that will reimage the donated computer)	(Donated computer that you will reimage using the bootable USB flash drive)
	• Windows 10 or Windows 7	• 64-bit x86 processor or equivalent
	• USB port (to create the bootable USB flash drive)	• At least 2 GB of memory (RAM)
		• Hard drive (4 GB or larger)
		• USB port (for reimaging this computer using the bootable USB flash drive)

Note: For best results, the USB flash drive and the USB ports on the computers should be USB 3.0 compliant. If you are using a USB flash drive or USB ports that are USB 2.0 compliant, this process might take longer than it would with USB 3.0.
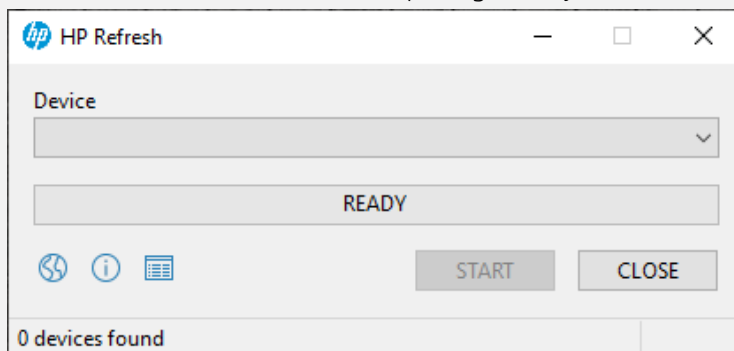
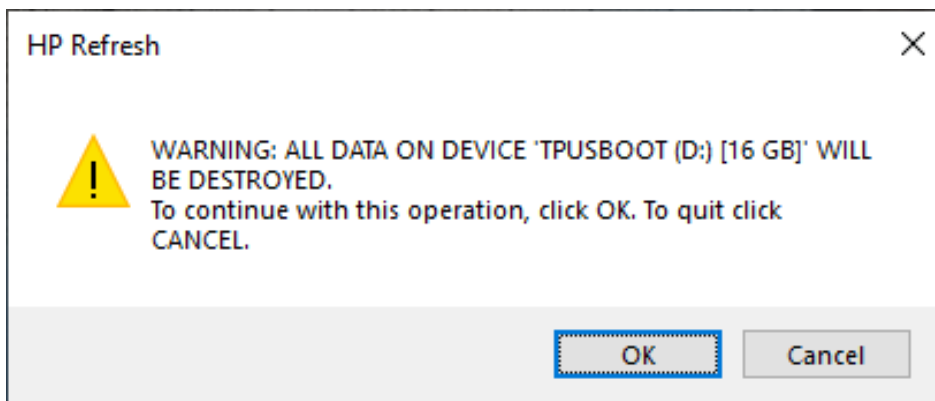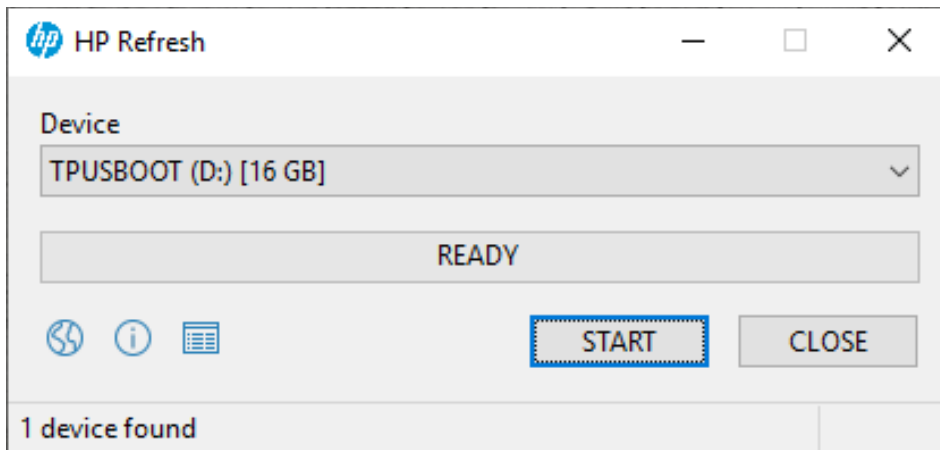USB 3.0 ports typically have an icon like the following next to them:

Creating the bootable USB flash drive using computer #1

1. Unplug all USB devices from computer #1 except for the keyboard and mouse.

2. Download the HP Refresh software from https://www.hp.com/hprefresh.

3. In the folder where you saved the downloaded file, double-click *hp-refresh.exe*.

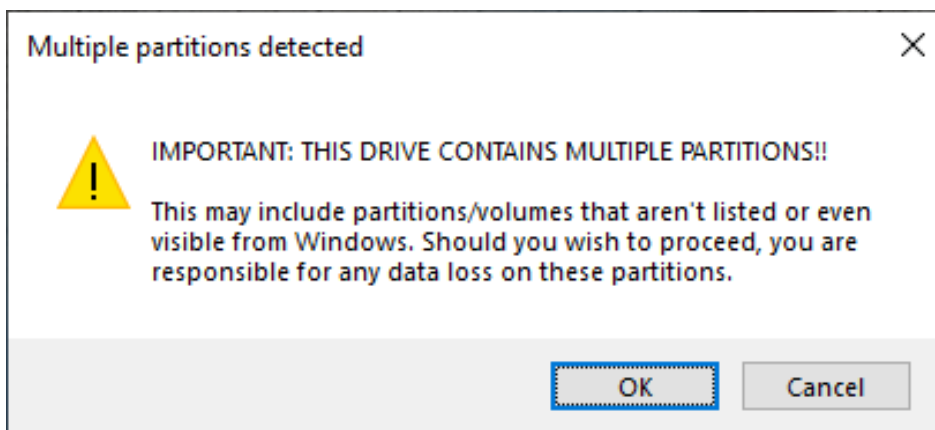*Note:* The software has finished opening when you see the following HP Refresh dialog box:

4. Insert the USB flash drive into a USB port on computer #1.

5. Confirm that the USB flash drive is selected in the Device list. Then, select *START*, and then select *OK* to begin formatting the USB flash drive.
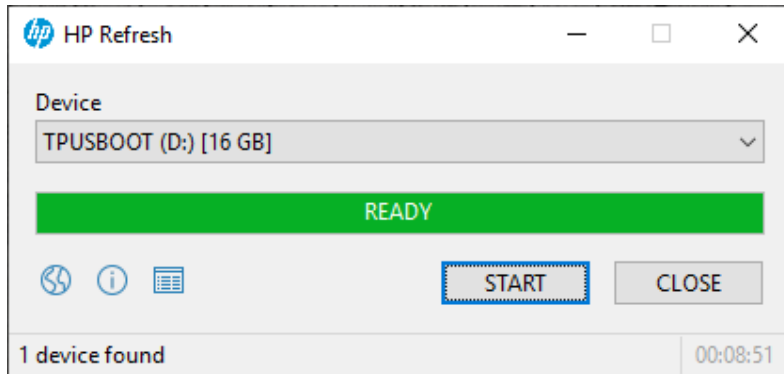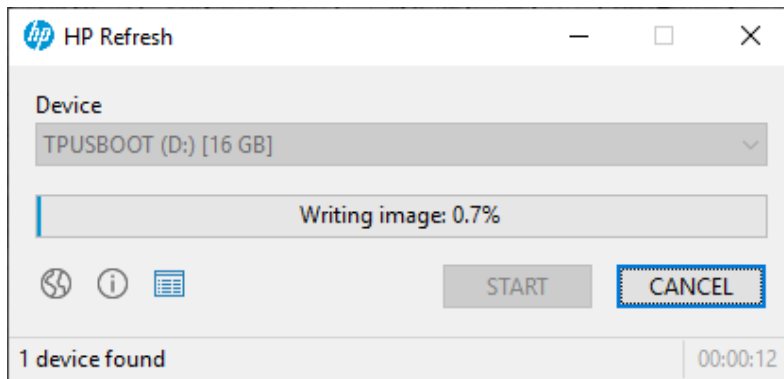

Note: Only the data on the USB flash drive is erased during this process. This will not erase data on computer #1.

If the USB flash drive has multiple partitions, you will see the following additional dialog box. Select *OK* to start the formatting process.

6. Wait for the formatting process to complete.

7. When the formatting process is complete, select **CLOSE** to close the HP Refresh software.
8. In the Windows notification area (bottom-right of the screen by default), right-click on the icon that looks like a USB flash drive, and then select **Eject**. When the notification "Safe To Remove Hardware" appears, remove the USB flash drive from computer #1.

> *Note:* If you don't see the USB icon in the notification area, click the "up arrow" to show hidden icons.

> *Note:* If you want to create more than one bootable USB flash drive, you can repeat steps 4 through 8 using another USB flash drive.

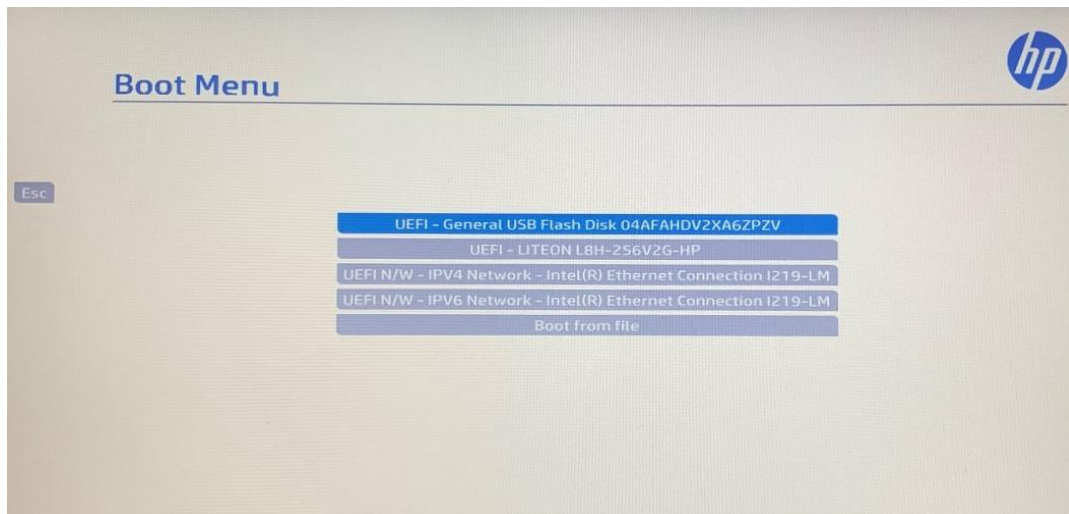## *Using the bootable USB flash drive to reimage computer #2*

1. Make sure computer #2 is plugged in to a secure power supply but turned *off*. Then, insert the bootable USB flash drive into a USB port on computer #2.
2. Press the power button on computer #2 to turn it on.
3. Repeatedly press the prompted function key to enter the boot menu (function keys F1 through F12 are at the top of the keyboard). Usually one of the following keys will work:
   - HP: F9, F12, or Esc
   - Dell: F12 or F8
   - Lenovo: F12 or F11

> *Note:* If you are unsure of which key to press, perform an internet search (using a search engine such as Google) for the computer type plus "enter boot menu".
>
> For example: `HP Envy enter boot menu`

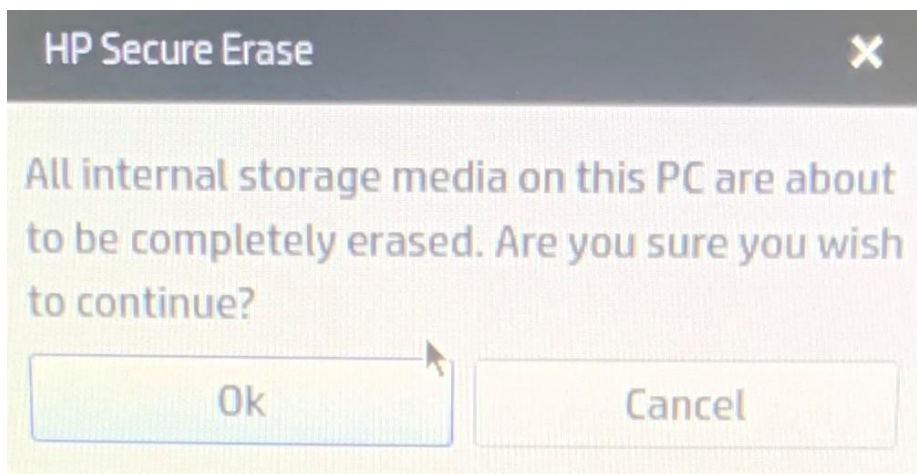> *Note:* If the function keys do not work on your computer, you can try an external keyboard.

4. In the Boot Menu options, select the USB drive.

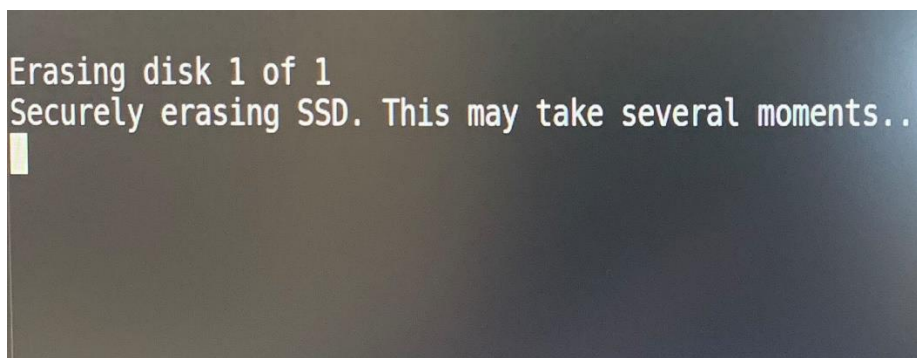5. The computer will restart and boot from the USB flash drive.

Important: Depending on your computer, you might be prompted to "Press any key to boot from external device". You will only have a few seconds to respond. If you do nothing, the computer will likely boot from the hard drive.
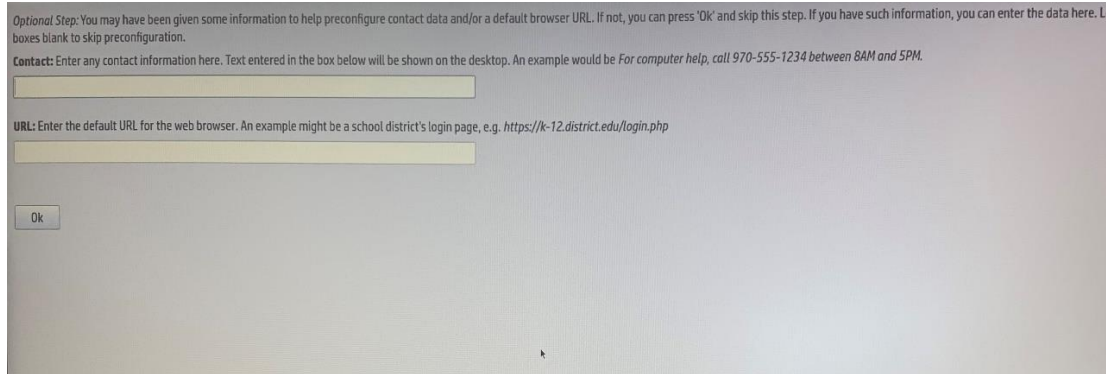
6. You will be prompted to verify that you want to erase the hard drive on computer #2. Select *OK*.

Note: This starts the process of securely erasing the drive. This process can take up to 20 hours to complete depending on how large the internal hard drive is on computer #2. You might want to leave the computer overnight for the process to complete.
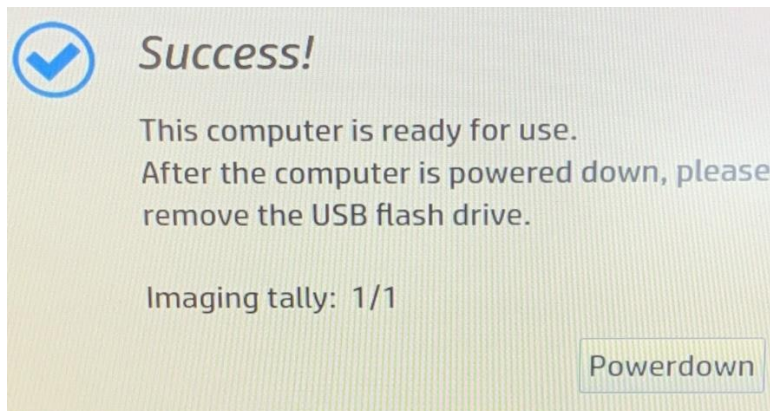
7. Once the hard drive is erased, you will be prompted to enter contact information for support in case there are issues. You can also set a default website that the computer will use. Both prompts are optional. Select *OK* when you are ready to proceed with the process.

8. The software will confirm that the hardware for computer #2 is functioning and supported.

9. Once the hardware confirmation is complete, the software will start the reimaging process.

10. Once the reimaging process is complete, you will see the following success message:

11. Select *Powerdown* to turn off computer #2. Once computer #2 is off, remove the USB flash drive.

   Computer #2 is now ready for use.