



# User Guide

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### **Product Notice**

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

Not all features are available in all editions or versions of Windows. Systems may require upgraded and/or separately purchased hardware, drivers, software or BIOS update to take full advantage of Windows functionality. See <http://www.microsoft.com>.

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

### **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

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

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## About this guide

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

Read this chapter to learn about where to find additional HP resources.

## Product information

**Table 1-1 Where to find product information**

Topic	Location
Technical specifications	To find the QuickSpecs for your product, go to <a href="http://www.hp.com/go/quickspecs">http://www.hp.com/go/quickspecs</a> , and then click the link. Click <b>Search all QuickSpecs</b> , type your model name in the search box, and then click <b>Go</b> .
<i>Regulatory, Safety, and Environmental Notices</i>	See the <i>Regulatory, Safety, and Environmental Notices</i> for product regulatory information. You can also see the Agency/Environmental label.  To access this guide:  ▲ Type <b>HP Documentation</b> in the taskbar search box, and then select <b>HP Documentation</b> .
System board	A diagram of the system board is located on the inside of the chassis. Additional information is located in the computer <i>Maintenance and Service Guide</i> on the Web at <a href="http://www.hp.com/support">http://www.hp.com/support</a> . Follow the instructions to find your product, and then select <b>User Guides</b> .
Serial number, Agency/Environmental, and operating system labels	The serial number, Agency/Environmental, and operating system labels might be on the bottom of the computer, on the rear panel of the computer, or under the service door.

## Support

**Table 1-2 Where to find support information**

Topic	Location
Product support	For HP support, go to <a href="http://www.hp.com/support">http://www.hp.com/support</a> .  Here you can access the following types of support: <ul style="list-style-type: none"><li>• Online chat with an HP technician</li><li>• Support telephone numbers</li><li>• HP service center locations</li></ul>
Warranty information	To access this document:  ▲ Type <b>HP Documentation</b> in the taskbar search box, and then select <b>HP Documentation</b> .  – or –  ▲ Go to <a href="http://www.hp.com/go/orderdocuments">http://www.hp.com/go/orderdocuments</a> .  <b>IMPORTANT:</b> You must be connected to the Internet to access the latest version of the warranty.

**Table 1-2 Where to find support information (continued)**

Topic	Location
	You can find your HP Limited Warranty located with the user guides on your product. The warranty might be provided on a CD or DVD provided in the box. In some countries or regions, HP might provide a printed warranty in the box. For countries or regions where the warranty is not provided in printed format, you can request a copy from <a href="http://www.hp.com/go/orderdocuments">http://www.hp.com/go/orderdocuments</a> . For products purchased in Asia Pacific, you can write to HP at POD, PO Box 161, Kitchener Road Post Office, Singapore 912006. Include your name, phone number, address, and product name.

## Product documentation

**Table 1-3 Where to find product documentation**

Topic	Location
HP user documentation, white papers, and third-party documentation	User documentation is located on your hard drive. Type <code>HP Documentation</code> in the taskbar search box, and then select <b>HP Documentation</b> . For the latest online documentation, go to <a href="http://www.hp.com/support">http://www.hp.com/support</a> and follow the instructions to find your product. Then select <b>User Guides</b> . The documentation includes this user guide and the <i>Maintenance and Service Guide</i> .
Removal and replacement videos	To learn how to remove and replace computer components, go to <a href="http://www.hp.com/go/sml">http://www.hp.com/go/sml</a> .
Product notifications	Subscriber's Choice is an HP program that allows you to sign up to receive driver and software alerts, proactive change notifications (PCNs), the HP newsletter, customer advisories, and more. Sign up at <a href="https://h41369.www4.hp.com/alerts-signup.php">https://h41369.www4.hp.com/alerts-signup.php</a> .
Technical specifications	The Product Bulletin application contains QuickSpecs for HP computers. QuickSpecs include information about the operating system, power supply, memory, processor, and many other system components. To access the QuickSpecs, go to <a href="http://www.hp.com/go/quickspecs/">http://www.hp.com/go/quickspecs/</a> .
Bulletins and Notices	To find advisories, bulletins, and notices: <ol style="list-style-type: none"> <li>1. Go to <a href="http://www.hp.com/support">http://www.hp.com/support</a>.</li> <li>2. Follow the instructions to find your product.</li> <li>3. Select <b>Advisories</b> or <b>Bulletins and Notices</b>.</li> </ol>

## Product diagnostics

**Table 1-4 Where to find diagnostics tools**

Topic	Location
Diagnostics tools	For additional information, see the computer <i>Maintenance and Service Guide</i> at <a href="http://www.hp.com/support">http://www.hp.com/support</a> . Follow the instructions to find your product, and then select <b>User Guides</b> .
Audible beep and light code definitions	See the computer <i>Maintenance and Service Guide</i> at <a href="http://www.hp.com/support">http://www.hp.com/support</a> . Follow the instructions to find your product, and then select <b>User Guides</b> .
POST error codes	See the computer <i>Maintenance and Service Guide</i> at <a href="http://www.hp.com/support">http://www.hp.com/support</a> . Follow the instructions to find your product, and then select <b>User Guides</b> .

# Product updates

**Table 1-5 Where to find product updates**

Topic	Location
Driver and BIOS updates	Go to <a href="http://www.hp.com/support">http://www.hp.com/support</a> and select <b>Get software and drivers</b> to verify that you have the latest drivers for the computer.
Operating systems	For information about Windows operating systems, go to <a href="http://www.support.microsoft.com">http://www.support.microsoft.com</a> .

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## 2 Computer features

### Standard configuration features

Features vary depending on the model. For support assistance and to learn more about the hardware and software installed on your computer model, run the HP Support Assistant utility.



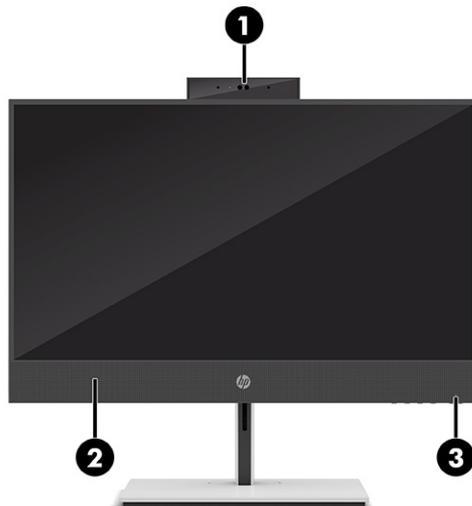
# Front panel components



**Table 2-1 Identifying the front panel components (HP ProOne 400 20 inch model)**

Front panel components	
1	Integrated camera/webcam
2	Integrated speakers
3	Power light

**NOTE:** The light on the power button is normally white when the power is on. If the light flashes red, the computer displays a diagnostic code to indicate a problem. See the *Maintenance and Service Guide* to interpret the code.



**Table 2-2 Identifying the front panel components (HP ProOne 600 22 inch and HP ProOne 400 24 inch models)**

Front panel components	
1	Pull-up camera/webcam
2	Integrated speakers

**Table 2-2 Identifying the front panel components (HP ProOne 600 22 inch and HP ProOne 400 24 inch models) (continued)**

Front panel components	
3	Power light

**NOTE:** The light on the power button is normally white when the power is on. If the light flashes red, the computer displays a diagnostic code to indicate a problem. See the *Maintenance and Service Guide* to interpret the code.

## Side components



**Table 2-3 Identifying the side components**

Side components	
1	 Audio-out (headphone)/Audio-in (microphone) combo jack
2	 USB Type-A port
3	 USB Type-C charging port

**NOTE:** Your model might have additional optional ports available from HP.

When a graphics card is installed in one of the system board slots, you can use the video connectors on the graphics card or the integrated graphics on the system board. The specific graphics card installed and software configuration determine the behavior.

You can disable the system board graphics by changing settings in BIOS F10 Setup.

## Bezel components



**Table 2-4** Identifying the bezel components

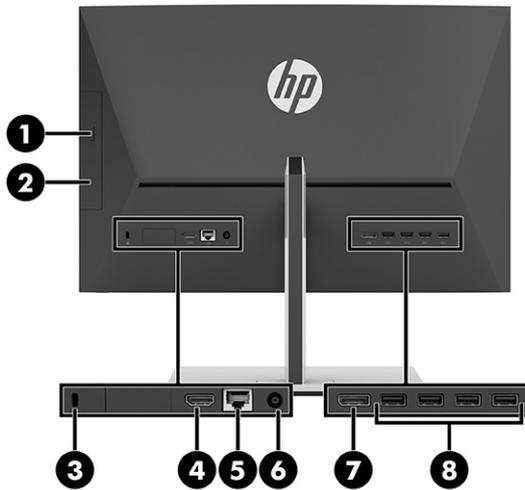
Bezel components	
1	SD memory card reader
2	OSD buttons
3	Power button

**NOTE:** Your model might have additional optional ports available from HP.

When a graphics card is installed in one of the system board slots, you can use the video connectors on the graphics card or the integrated graphics on the system board. The specific graphics card installed and software configuration determine the behavior.

You can disable the system board graphics by changing settings in BIOS F10 Setup.

## Rear panel components



**Table 2-5** Identifying the rear panel components

Rear panel components			
1	Optical drive eject button	5	 RJ-45 (network) jack
2	Optical drive	6	 Power connector
3	Security cable slot	7	 DisplayPort™ connector
4	HDMI HDMI-in port	8	 USB Type-A connectors (4)

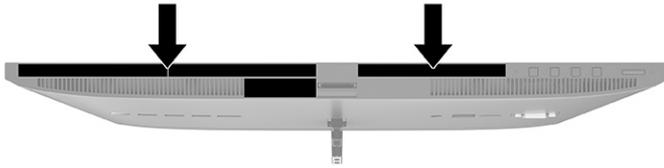
**NOTE:** Your model might have additional optional ports available from HP.

When a graphics card is installed in one of the system board slots, you can use the video connectors on the graphics card or the integrated graphics on the system board. The specific graphics card installed and software configuration determine the behavior.

You can disable the system board graphics by changing settings in BIOS F10 Setup.

## Serial number location

Each computer has a unique serial number and a product ID number that are located on the exterior of the computer. Keep these numbers available when you contact customer service for assistance.



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# 3 Setup

## Overview

Set up the computer in the following order:

- Attach a stand. See [Attaching and removing a stand on page 10](#).  
–or–  
Attach the computer to a mounting fixture. See [Attaching the computer to a mounting fixture on page 13](#).
- Connect the cables for peripherals and power. See [Connecting and disconnecting cables on page 14](#).
- Connect an additional display, if you want. See [Connecting a monitor on page 14](#).
- Select a comfortable computer position and viewing angle. See [Adjusting the computer on page 15](#).
- Install a security cable for security. See [Installing a security cable on page 17](#).
- Turn on the power. See [Connecting power on page 18](#).
- The mouse and keyboard are synchronized at the factory. If you ever need to synchronize the mouse and keyboard again, see [Synchronizing the optional wireless keyboard and mouse on page 19](#).

## Attaching and removing a stand

Two stands are available for the computer:

- Fixed-height stand
- Adjustable-height stand

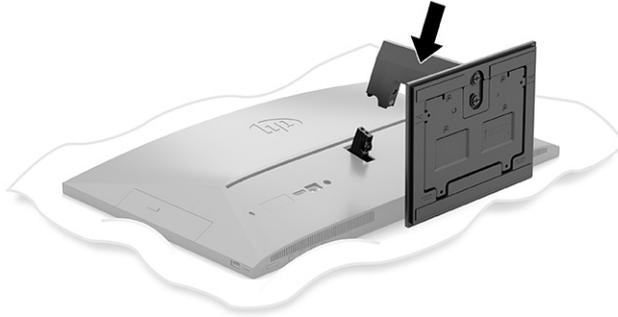
### Attaching and removing a fixed-height stand

#### Attaching a fixed-height stand

To install the stand:

1. Place the computer facedown on a soft flat surface. HP recommends that you set down a blanket, towel, or other soft cloth to protect the bezel and screen surface from scratches or other damage.
2. Align the stand with the connector on the back of the computer.

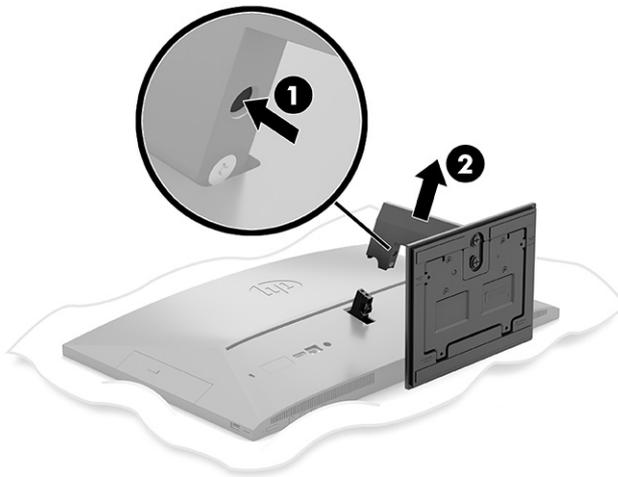
3. Press down on the stand until it clicks into place.



### Removing a fixed-height stand

To remove the stand:

1. Remove all removable media, such as optical discs or USB flash drives, from the computer.
2. Turn off the computer properly through the operating system. Then turn off any external devices.
3. Disconnect the power cord from the AC outlet, and then disconnect any external devices.
4. Place the computer facedown on a soft flat surface. HP recommends that you set down a blanket, towel, or other soft cloth to protect the bezel and screen surface from scratches or other damage.
5. Press the stand release latch (1).
6. Lift the stand (2) away from the computer.

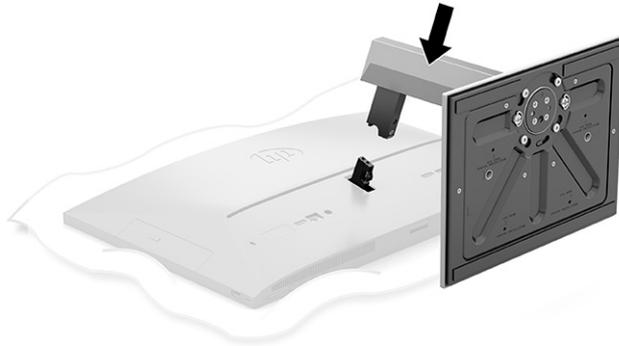


## Attaching and removing an adjustable-height stand

### Attaching an adjustable-height stand

To install the stand:

1. Place the computer facedown on a soft flat surface. HP recommends that you set down a blanket, towel, or other soft cloth to protect the bezel and screen surface from scratches or other damage.
2. Align the stand with the connector on the back of the computer.
3. Press down on the stand until it clicks into place.

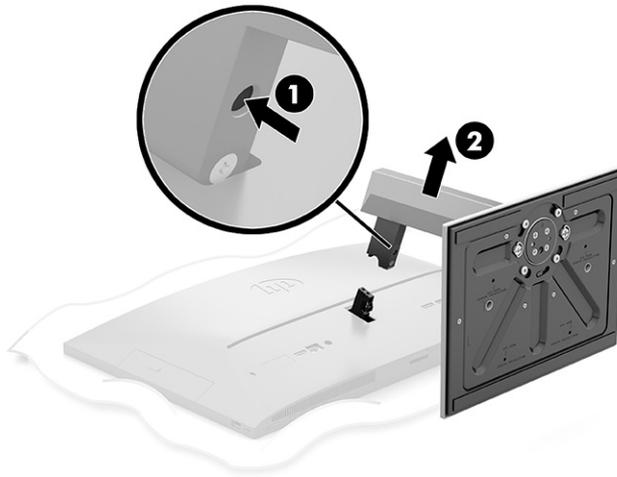


### Removing an adjustable-height stand

To remove the stand:

1. Remove all removable media, such as optical discs or USB flash drives, from the computer.
2. Turn off the computer properly through the operating system. Then turn off any external devices.
3. Disconnect the power cord from the AC outlet, and then disconnect any external devices.
4. Place the computer facedown on a soft flat surface. HP recommends that you set down a blanket, towel, or other soft cloth to protect the bezel and screen surface from scratches or other damage.
5. Press the stand release latch (1).

6. Lift the stand (2) away from the computer.

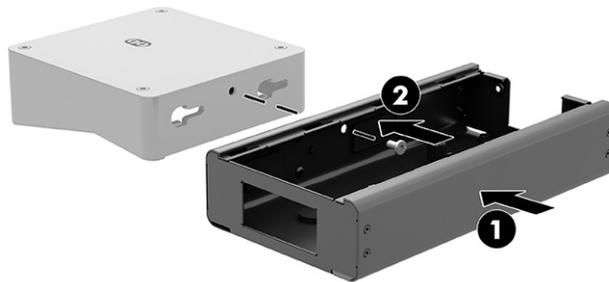


## Attaching the computer to a mounting fixture

The computer can be attached to a wall, swing arm, or other mounting fixture.

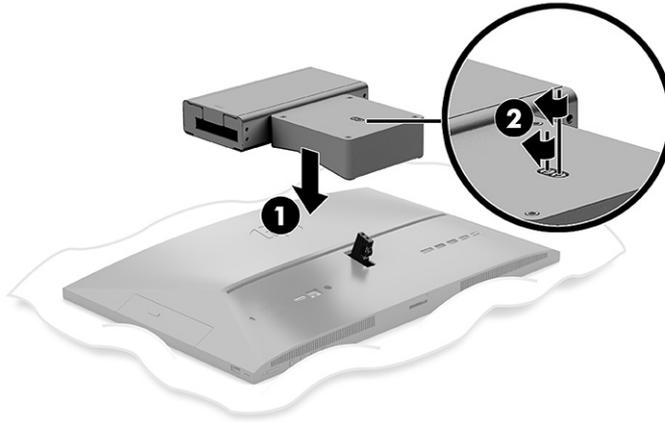
 **NOTE:** This apparatus is intended to be supported by a UL- or CSA-Listed wall-mount bracket.

1. Attach the mounting fixture to the AC adapter holder (1) and install the screw (2).



2. Align the connector on the back of the computer with the mounting fixture (1).

3. Tighten the two screws on the mounting fixture (2).



## Connecting and disconnecting cables

### Connecting cables

1. Connect the peripheral cables to the appropriate ports.
2. Connect the power cord to the power connector on the rear of the computer.

### Connecting a monitor

The ports on the rear of the computer allow you to connect up to two monitors to the computer.

If you are adding a monitor that has a DisplayPort™ connector, no video adapter is required. If you are adding a monitor that does not have a DisplayPort connector, you can purchase a video adapter from HP for your configuration.

DisplayPort adapters and video cables are purchased separately. HP offers the following adapters:

- DisplayPort-to-VGA adapter
- DisplayPort-to-DVI adapter

To connect a monitor:

1. Turn off power to the computer and to the monitor that you are connecting to the computer.
2. If your monitor has a DisplayPort connector, connect a DisplayPort cable directly between the DisplayPort connector on the rear of the computer and the DisplayPort connector on the monitor.
3. If your monitor does not have a DisplayPort connector, connect a DisplayPort video adapter to the DisplayPort connector on the computer. Then connect a cable (VGA or DVI, depending on your application) between the adapter and the monitor.
4. Turn on power to the computer and the monitor.



**NOTE:** Use the graphics card software or the Windows Display Settings to configure the monitor as a mirrored image of the computer display or an extension of the computer display.

## Disconnecting cables

1. You may need to remove the security cable, if one is installed on the rear of the computer.
2. Disconnect the cables from the ports.

## Adjusting the computer

This computer might ship with a fixed-height stand or an adjustable height stand.

### Adjusting a fixed-height stand

This stand allows you to tilt the computer from  $-5^{\circ}$  to  $20^{\circ}$  from the desktop.

To tilt the computer, grasp both top and bottom of the computer and adjust to the appropriate tilt.



## Adjusting an adjustable-height stand

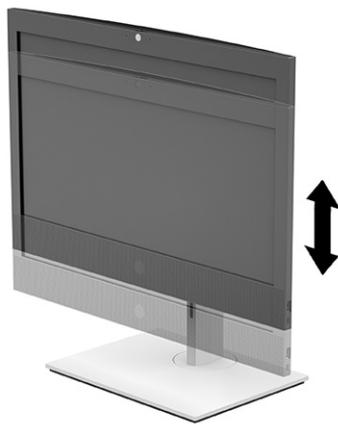
This stand allows you to:

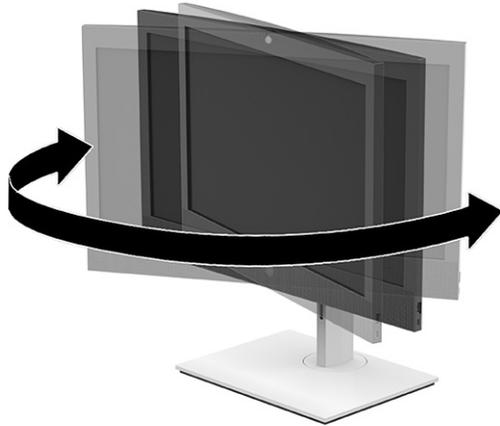
- Adjust the computer height within a range of 130 mm (5.1 in).
- Tilt the computer from  $-5^{\circ}$  to  $20^{\circ}$  from the desktop.
- Swivel the computer up to  $45^{\circ}$  to either side.

To change the height of the computer, grasp both sides of the computer and lift or lower to the appropriate height.

To tilt the computer, grasp the top and bottom of the computer and adjust to the appropriate tilt.

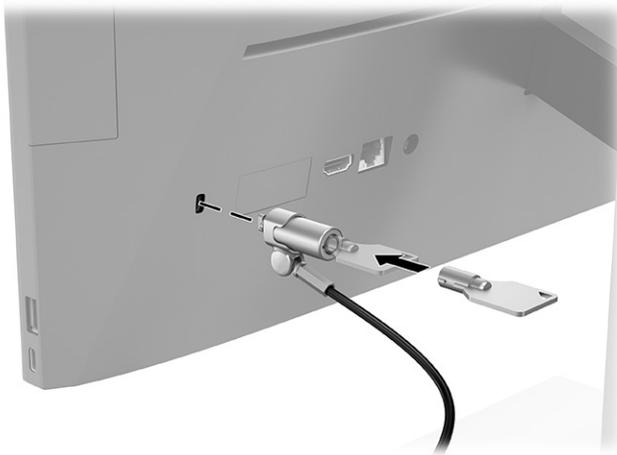
To swivel the computer, grasp both sides of the computer and swivel left or right.





## Installing a security cable

A security cable is a key lock device that has a wire cable attached. You attach one end of the cable to your desk (or other stationary object) and the other end of the cable to the security cable slot on the computer. Secure the security cable lock with the key.

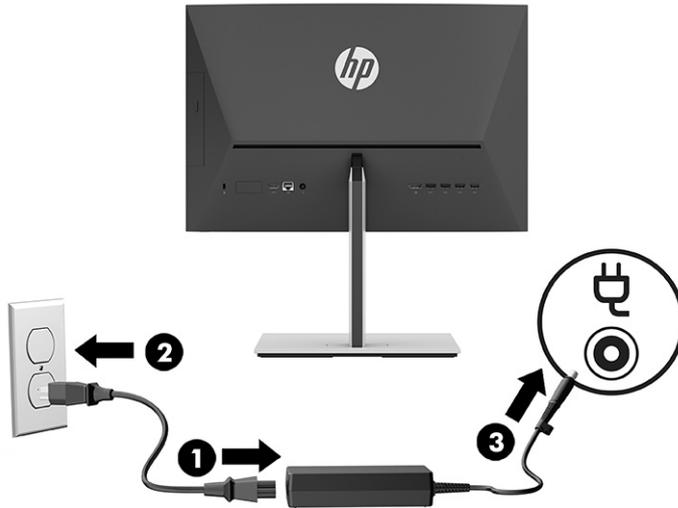


 **IMPORTANT:** Use caution when adjusting the tilt, swivel, or height of the computer if a security cable is installed. The cable or the lock may interfere with the adjustment.

# Connecting and disconnecting power

## Connecting power

1. Connect one end of the power cord to the AC adapter (1) and the other end to a grounded AC outlet (2), and then connect the AC adapter to the computer (3).



2. Press the power button on the computer to turn it on.

## Disconnecting power

1. Remove all removable media, such as optical discs or USB flash drives, from the computer.
2. Turn off the computer properly through the operating system. Then turn off any external devices.
3. Disconnect the power cord from the AC outlet, and then disconnect any external devices.

## Webcam

With Skype® for Business installed, you can use the webcam in the following ways:

- Stream online video conferences
- Maintain security over conversations

### Webcam operation

- ▲ On the HP ProOne 600 22 inch or HP ProOne 400 24 inch computer, raise the webcam to unlock it.  
– or –  
On the HP ProOne 400 20 inch, slide the webcam shutter to the right to open the webcam.
- ▲ On the HP ProOne 600 22 inch or HP ProOne 400 24 inch computer, press the webcam down until it locks to close it.  
– or –  
On the HP ProOne 400 20 inch, slide the webcam shutter to the left to close the webcam.

### Setting up Windows Hello

If the Windows® 10 operating system is installed on your computer, follow these steps to set up Windows Hello facial recognition:

1. Select the **Start** button, select **Settings**, select **Accounts**, and then select **Sign-in options**.
2. Under **Windows Hello**, follow the on-screen instructions to add both a password and a four-digit PIN. Then enroll your fingerprint or facial ID.

## Synchronizing the optional wireless keyboard and mouse

The mouse and keyboard are synchronized at the factory. If they do not work, remove and replace the batteries. If the mouse and keyboard are still not synchronized, follow this procedure to manually re-synchronize the pair.

1. Connect the receiver to a USB port on the computer. If your computer has only USB SuperSpeed ports, connect the receiver to a USB SuperSpeed port.
2. To avoid signal interference with a USB SuperSpeed device, distance the receiver at least 3.0 cm (1.18 in) from the USB SuperSpeed device.
3. Press the Connect button on the receiver for approximately 5 seconds. The status light on the receiver flashes for approximately 30 seconds after you press the Connect button.
4. While the status light on the receiver is flashing, press the Connect button on the underside of the keyboard for 5 to 10 seconds. After you release the Connect button, the status light on the receiver stops flashing, indicating that the devices have been synchronized.
5. Press the Connect button on the receiver for approximately 5 seconds. The status light on the receiver flashes for approximately 30 seconds after you press the Connect button.

6. While the status light on the receiver is flashing, press the Connect button on the underside of the mouse for 5 to 10 seconds. After you release the Connect button, the status light on the receiver stops flashing, indicating that the devices have been synchronized.



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 **NOTE:** If the mouse and keyboard still do not work, remove and replace the batteries. If the mouse and keyboard are still not synchronized, synchronize the keyboard and mouse again.

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## 4 Backing up, restoring, and recovering

This chapter provides information about the following processes, which are standard procedure for most products:

- **Backing up your personal information**—You can use Windows tools to back up your personal information (see [Using Windows tools on page 21](#)).
- **Creating a restore point**—You can use Windows tools to create a restore point (see [Using Windows tools on page 21](#)).
- **Creating recovery media** (select products only)—You can use the HP Cloud Recovery Download Tool (select products only) to create recovery media (see [Using the HP Cloud Recovery Download Tool to create recovery media \(select products only\) on page 21](#)).
- **Restoring and recovery**—Windows offers several options for restoring from backup, refreshing the computer, and resetting the computer to its original state (see [Using Windows tools on page 21](#)).

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 **IMPORTANT:** If you will be performing recovery procedures on a tablet, the tablet battery must be at least 70% charged before you start the recovery process.

**IMPORTANT:** For a tablet with a detachable keyboard, connect the tablet to the keyboard base before beginning any recovery process.

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### Backing up information and creating recovery media

#### Using Windows tools

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 **IMPORTANT:** Windows is the only option that allows you to back up your personal information. Schedule regular backups to avoid information loss.

You can use Windows tools to back up personal information and create system restore points and recovery media.

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

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

1. Select the **Start** button, and then select the **Get Help** app.
2. Enter the task you want to perform.

---

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

---

#### Using the HP Cloud Recovery Download Tool to create recovery media (select products only)

You can use the HP Cloud Recovery Download Tool to create HP Recovery media on a bootable USB flash drive.

For details:

- ▲ Go to <http://www.hp.com/support>, search for HP Cloud Recovery, and then select the result that matches the type of computer that you have.



---

**NOTE:** If you cannot create recovery media yourself, contact support to obtain recovery discs. Go to <http://www.hp.com/support>, select your country or region, and then follow the on-screen instructions.

---

## Restoring and recovery

### Restoring, resetting, and refreshing using Windows tools

Windows offers several options for restoring, resetting, and refreshing the computer. For details, see [Using Windows tools on page 21](#).

### Recovering using HP Recovery media

You can use HP Recovery media to recover the original operating system and software programs that were installed at the factory. On select products, it can be created on a bootable USB flash drive using the HP Cloud Recovery Download Tool. For details, see [Using the HP Cloud Recovery Download Tool to create recovery media \(select products only\) on page 21](#).



---

**NOTE:** If you cannot create recovery media yourself, contact support to obtain recovery discs. Go to <http://www.hp.com/support>, select your country or region, and then follow the on-screen instructions.

---

To recover your system:

- ▲ Insert the HP Recovery media, and then restart the computer.

### Changing the computer boot order

If your computer does not restart using the HP Recovery media, you can change the computer boot order. This is the order of devices listed in BIOS where the computer looks for startup information. You can change the selection to an optical drive or a USB flash drive, depending on the location of your HP Recovery media.

To change the boot order:



---

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

---

1. Insert the HP Recovery media.
2. Access the system **Startup** menu.

For computers or tablets with keyboards attached:

- ▲ Turn on or restart the computer or tablet, quickly press **esc**, and then press **f9** for boot options.

For tablets without keyboards:

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

– or –

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

3. Select the optical drive or USB flash drive from which you want to boot, and then follow the on-screen instructions.

## Using HP Sure Recover (select products only)

Select computer models are configured with HP Sure Recover, a PC OS recovery solution built into the hardware and firmware. HP Sure Recover can fully restore the HP OS image without installed recovery software.

Using HP Sure Recover, an administrator or user can restore the system and install:

- Latest version of the operating system
- Platform-specific device drivers
- Software applications, in the case of a custom image

To access the latest documentation for HP Sure Recover, go to <http://www.hp.com/support>. Select **Find your product**, and then follow the on-screen instructions.

---

# 5 Using HP PC Hardware Diagnostics

## Using HP PC Hardware Diagnostics Windows (select products only)

HP PC Hardware Diagnostics Windows is a Windows-based utility that allows you to run diagnostic tests to determine whether the computer hardware is functioning properly. The tool runs within the Windows operating system to diagnose hardware failures.

If HP PC Hardware Diagnostics Windows is not installed on your computer, first you must download and install it. To download HP PC Hardware Diagnostics Windows, see [Downloading HP PC Hardware Diagnostics Windows on page 24](#).

After HP PC Hardware Diagnostics Windows is installed, follow these steps to access it from HP Help and Support or HP Support Assistant.

1. To access HP PC Hardware Diagnostics Windows from HP Help and Support:

- a. Select the **Start** button, and then select **HP Help and Support**.
- b. Select **HP PC Hardware Diagnostics Windows**.

– or –

To access HP PC Hardware Diagnostics Windows from HP Support Assistant:

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

– or –

Select the question mark icon in the taskbar.

- b. Select **Troubleshooting and fixes**.
- c. Select **Diagnostics**, and then select **HP PC Hardware Diagnostics Windows**.

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

---

 **NOTE:** To stop a diagnostic test, select **Cancel**.

---

When HP PC Hardware Diagnostics Windows detects a failure that requires hardware replacement, a 24-digit Failure ID code is generated. The screen displays one of the following options:

- A Failure ID link is displayed. Select the link and follow the on-screen instructions.
- Instructions for calling support are displayed. Follow those instructions.

## Downloading HP PC Hardware Diagnostics Windows

- The HP PC Hardware Diagnostics Windows downloading instructions are provided in English only.
- You must use a Windows computer to download this tool because only .exe files are provided.

## Downloading the latest HP PC Hardware Diagnostics Windows version

To download HP PC Hardware Diagnostics Windows, follow these steps:

1. Go to <http://www.hp.com/go/techcenter/pcdiags>. The HP PC Diagnostics home page is displayed.
2. Select **Download HP Diagnostics Windows**, and then select a location on your computer or a USB flash drive.

The tool downloads to the selected location.

– or –

You can use the following steps to download the HP PC Hardware Diagnostics Windows from the Microsoft Store:

1. Select the Microsoft app on your desktop or enter `Microsoft Store` in the taskbar search box.
2. Enter `HP PC Hardware Diagnostics Windows` in the **Microsoft Store** search box.
3. Follow the on-screen directions.

The tool downloads to the selected location.

## Downloading HP Hardware Diagnostics Windows by product name or number (select products only)



**NOTE:** For some products, you might have to download the software to a USB flash drive by using the product name or number.

To download HP PC Hardware Diagnostics Windows by product name or number, follow these steps:

1. Go to <http://www.hp.com/support>.
2. Select **Get software and drivers**, select your type of product, and then enter the product name or number in the search box that is displayed.
3. In the **Diagnostics** section, select **Download**, and then follow the on-screen instructions to select the specific Windows diagnostics version to be downloaded to your computer or USB flash drive.

The tool downloads to the selected location.

## Installing HP PC Hardware Diagnostics Windows

To install HP PC Hardware Diagnostics Windows, follow these steps:

- ▲ Navigate to the folder on your computer or the USB flash drive where the .exe file downloaded, double-click the .exe file, and then follow the on-screen instructions.

## Using HP PC Hardware Diagnostics UEFI



**NOTE:** For Windows 10 S computers, you must use a Windows computer and a USB flash drive to download and create the HP UEFI support environment because only .exe files are provided. For more information, see [Downloading HP PC Hardware Diagnostics UEFI to a USB flash drive on page 26](#).

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

If your PC does not start in Windows, you can use HP PC Hardware Diagnostics UEFI to diagnose hardware issues.

When HP PC Hardware Diagnostics UEFI detects a failure that requires hardware replacement, a 24-digit Failure ID code is generated. For assistance in solving the problem:

- ▲ Select **Contact HP**, accept the HP privacy disclaimer, and then use a mobile device to scan the Failure ID code that appears on the next screen. The HP Customer Support - Service Center page appears with your Failure ID and product number automatically filled in. Follow the on-screen instructions.

– or –

Contact support, and provide the Failure ID code.

---

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

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

---

## Starting HP PC Hardware Diagnostics UEFI

To start HP PC Hardware Diagnostics UEFI, follow these steps:

1. Turn on or restart the computer, and quickly press `esc`.
2. Press `f2`.

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

- a. Connected USB flash drive

---

 **NOTE:** To download the HP PC Hardware Diagnostics UEFI tool to a USB flash drive, see [Downloading the latest HP PC Hardware Diagnostics UEFI version on page 26](#).

---

- b. Hard drive

- c. BIOS

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

## Downloading HP PC Hardware Diagnostics UEFI to a USB flash drive

Downloading HP PC Hardware Diagnostics UEFI to a USB flash drive can be useful in the following situations:

- HP PC Hardware Diagnostics UEFI is not included in the preinstallation image.
- HP PC Hardware Diagnostics UEFI is not included in the HP Tool partition.
- The hard drive is damaged.

---

 **NOTE:** The HP PC Hardware Diagnostics UEFI downloading instructions are provided in English only, and you must use a Windows computer to download and create the HP UEFI support environment because only .exe files are provided.

---

## Downloading the latest HP PC Hardware Diagnostics UEFI version

To download the latest HP PC Hardware Diagnostics UEFI version to a USB flash drive:

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

## Downloading HP PC Hardware Diagnostics UEFI by product name or number (select products only)

 **NOTE:** For some products, you might have to download the software to a USB flash drive by using the product name or number.

To download HP PC Hardware Diagnostics UEFI by product name or number (select products only) to a USB flash drive:

1. Go to <http://www.hp.com/support>.
2. Enter the product name or number, select your computer, and then select your operating system.
3. In the **Diagnostics** section, follow the on-screen instructions to select and download the specific UEFI Diagnostics version for your computer.

## Using Remote HP PC Hardware Diagnostics UEFI settings (select products only)

Remote HP PC Hardware Diagnostics UEFI is a firmware (BIOS) feature that downloads HP PC Hardware Diagnostics UEFI to your computer. It can then execute the diagnostics on your computer, and it might upload results to a preconfigured server. For more information about Remote HP PC Hardware Diagnostics UEFI, go to <http://www.hp.com/go/techcenter/pcdiags>, and then select **Find out more**.

## Downloading Remote HP PC Hardware Diagnostics UEFI

 **NOTE:** HP Remote PC Hardware Diagnostics UEFI is also available as a SoftPaq that you can download to a server.

## Downloading the latest Remote HP PC Hardware Diagnostics UEFI version

To download the latest Remote HP PC Hardware Diagnostics UEFI version, follow these steps:

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

## Downloading Remote HP PC Hardware Diagnostics UEFI by product name or number

 **NOTE:** For some products, you might have to download the software by using the product name or number.

To download HP Remote PC Hardware Diagnostics UEFI by product name or number, follow these steps:

1. Go to <http://www.hp.com/support>.
2. Select **Get software and drivers**, select your type of product, enter the product name or number in the search box that is displayed, select your computer, and then select your operating system.
3. In the **Diagnostics** section, follow the on-screen instructions to select and download the **Remote UEFI** version for the product.

## Customizing Remote HP PC Hardware Diagnostics UEFI settings

Using the Remote HP PC Hardware Diagnostics setting in Computer Setup (BIOS), you can perform the following customizations:

- Set a schedule for running diagnostics unattended. You can also start diagnostics immediately in interactive mode by selecting **Execute Remote HP PC Hardware Diagnostics**.
- Set the location for downloading the diagnostic tools. This feature provides access to the tools from the HP website or from a server that has been preconfigured for use. Your computer does not require the traditional local storage (such as a hard drive or USB flash drive) to run remote diagnostics.
- Set a location for storing the test results. You can also set the user name and password that you use for uploads.
- Display status information about the diagnostics run previously.

To customize Remote HP PC Hardware Diagnostics UEFI settings, follow these steps:

1. Turn on or restart the computer, and when the HP logo appears, press **f10** to enter Computer Setup.
2. Select **Advanced**, and then select **Settings**.
3. Make your customization selections.
4. Select **Main**, and then **Save Changes and Exit** to save your settings.

Your changes take effect when the computer restarts.

---

# 6 Computer operating guidelines, routine care, and shipping preparation

## Computer operating guidelines and routine care

Follow these guidelines to properly set up and care for the computer and monitor:

- Keep the computer away from excessive moisture, direct sunlight, and extreme heat and cold.
- Operate the computer on a sturdy, level surface. Leave a 10.2 cm (4 inch) clearance on all vented sides of the computer and above the monitor to permit the required airflow.
- Never restrict the airflow into the computer by blocking any vents or air intakes. Do not place the keyboard with the keyboard feet down directly against the front of the desktop unit because this also restricts airflow.
- Never operate the computer with the access panel or any of the expansion card slot covers removed.
- Do not stack computers on top of each other or place computers so near each other that they are subject to each other's recirculated or preheated air.
- To operate a computer within a separate enclosure, you must provide intake and exhaust ventilation on the enclosure, and the previous operating guidelines still apply.
- Keep liquids away from the computer and keyboard.
- Never cover the ventilation slots on the monitor with any type of material.
- Install or enable power management functions of the operating system or other software, including sleep states.
- Turn off the computer before you do either of the following tasks:
  - Wipe the exterior of the computer with a soft, damp cloth as needed. Cleaning products might discolor or damage the finish.
  - Occasionally clean the air vents on all vented sides of the computer. Lint, dust, and other foreign matter can block the vents and limit the airflow.

# Shipping preparation

Follow these suggestions when preparing to ship the computer:

1. Back up the hard drive files to an external storage device. Be sure that the backup media is not exposed to electrical or magnetic impulses while stored or in transit.



**NOTE:** The hard drive locks automatically when the system power is turned off.

---

2. Remove and store all removable media.
3. Turn off the computer and external devices.
4. Disconnect the power cord from the AC outlet, and then from the computer.
5. Disconnect the system components and external devices from their power sources and then from the computer.



**NOTE:** Be sure that all boards are seated properly and secured in the board slots before shipping the computer.

---

6. Remove the stand. See [Attaching and removing a stand on page 10](#).
7. Pack the system components and external devices in their original packing boxes or similar packaging with sufficient packing material to protect them.

---

# 7 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.



---

**IMPORTANT:** 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.
  - 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.
  - If you remove a component, place it in an electrostatic-safe container.
-

---

# 8 Accessibility

## HP and accessibility

Because HP works to weave diversity, inclusion, and work/life into the fabric of the company, it is reflected in everything HP does. HP strives to create an inclusive environment focused on connecting people to the power of technology throughout the world.

### Finding the technology tools you need

Technology can unleash your human potential. Assistive technology removes barriers and helps you create independence at home, at work, and in the community. Assistive technology helps increase, maintain, and improve the functional capabilities of electronic and information technology. For more information, see [Finding the best assistive technology on page 33](#).

### The HP commitment

HP is committed to providing products and services that are accessible for people with disabilities. This commitment supports the company's diversity objectives and helps ensure that the benefits of technology are available to all.

The HP accessibility goal is to design, produce, and market products and services that can be effectively used by everyone, including people with disabilities, either on a stand-alone basis or with appropriate assistive devices.

To achieve that goal, this Accessibility Policy establishes seven key objectives to guide HP actions. All HP managers and employees are expected to support these objectives and their implementation in accordance with their roles and responsibilities:

- Raise the level of awareness of accessibility issues within HP, and provide employees with the training they need to design, produce, market, and deliver accessible products and services.
- Develop accessibility guidelines for products and services, and hold product development groups accountable for implementing these guidelines where competitively, technically, and economically feasible.
- Involve people with disabilities in the development of accessibility guidelines and in the design and testing of products and services.
- Document accessibility features, and make information about HP products and services publicly available in an accessible form.
- Establish relationships with leading assistive technology and solution providers.
- Support internal and external research and development that improves assistive technology relevant to HP products and services.
- Support and contribute to industry standards and guidelines for accessibility.

### International Association of Accessibility Professionals (IAAP)

IAAP is a not-for-profit association focused on advancing the accessibility profession through networking, education, and certification. The objective is to help accessibility professionals develop and advance their careers and to better enable organizations to integrate accessibility into their products and infrastructure.

As a founding member, HP joined to participate with other organizations to advance the field of accessibility. This commitment supports HP's accessibility goal of designing, producing, and marketing products and services that people with disabilities can effectively use.

IAAP will make the profession strong by globally connecting individuals, students, and organizations to learn from one another. If you are interested in learning more, go to <http://www.accessibilityassociation.org> to join the online community, sign up for newsletters, and learn about membership options.

## Finding the best assistive technology

Everyone, including people with disabilities or age-related limitations, should be able to communicate, express themselves, and connect with the world using technology. HP is committed to increasing accessibility awareness within HP and with our customers and partners. Whether it's large fonts that are easy on the eyes, voice recognition that lets you give your hands a rest, or any other assistive technology to help with your specific situation—a variety of assistive technologies make HP products easier to use. How do you choose?

## Assessing your needs

Technology can unleash your potential. Assistive technology removes barriers and helps you create independence at home, at work, and in the community. Assistive technology (AT) helps increase, maintain, and improve the functional capabilities of electronic and information technology.

You can choose from many AT products. Your AT assessment should allow you to evaluate several products, answer your questions, and facilitate your selection of the best solution for your situation. You will find that professionals qualified to do AT assessments come from many fields, including those licensed or certified in physical therapy, occupational therapy, speech/language pathology, and other areas of expertise. Others, while not certified or licensed, can also provide evaluation information. You will want to ask about the individual's experience, expertise, and fees to determine if they are appropriate for your needs.

## Accessibility for HP products

The following links provide information about accessibility features and assistive technology, if applicable, included in various HP products. These resources will help you select the specific assistive technology features and product(s) most appropriate for your situation.

- [HP Elite x3—Accessibility Options \(Windows 10 Mobile\)](#)
- [HP PCs—Windows 7 Accessibility Options](#)
- [HP PCs—Windows 8 Accessibility Options](#)
- [HP PC's—Windows 10 Accessibility Options](#)
- [HP Slate 7 Tablets—Enabling Accessibility Features on Your HP Tablet \(Android 4.1/Jelly Bean\)](#)
- [HP SlateBook PCs—Enabling Accessibility Features \(Android 4.3, 4.2/Jelly Bean\)](#)
- [HP Chromebook PCs—Enabling Accessibility Features on Your HP Chromebook or Chromebox \(Chrome OS\)](#)
- [HP Shopping—peripherals for HP products](#)

If you need additional support with the accessibility features on your HP product, see [Contacting support on page 36](#).

Additional links to external partners and suppliers that may provide additional assistance:

- [Microsoft Accessibility information \(Windows 7, Windows 8, Windows 10, Microsoft Office\)](#)
- [Google Products accessibility information \(Android, Chrome, Google Apps\)](#)

- [Assistive Technologies sorted by impairment type](#)
- [Assistive Technology Industry Association \(ATIA\)](#)

## Standards and legislation

### Standards

Section 508 of the Federal Acquisition Regulation (FAR) standards was created by the US Access Board to address access to information and communication technology (ICT) for people with physical, sensory, or cognitive disabilities. The standards contain technical criteria specific to various types of technologies, as well as performance-based requirements which focus on functional capabilities of covered products. Specific criteria cover software applications and operating systems, web-based information and applications, computers, telecommunications products, video and multimedia, and self-contained closed products.

### Mandate 376 – EN 301 549

The EN 301 549 standard was created by the European Union within Mandate 376 as the basis for an online toolkit for public procurement of ICT products. The standard specifies the functional accessibility requirements applicable to ICT products and services, together with a description of the test procedures and evaluation methodology for each accessibility requirement.

### Web Content Accessibility Guidelines (WCAG)

Web Content Accessibility Guidelines (WCAG) from the W3C's Web Accessibility Initiative (WAI) helps web designers and developers create sites that better meet the needs of people with disabilities or age-related limitations. WCAG advances accessibility across the full range of web content (text, images, audio, and video) and web applications. WCAG can be precisely tested, is easy to understand and use, and allows web developers flexibility for innovation. WCAG 2.0 has also been approved as [ISO/IEC 40500:2012](#).

WCAG specifically addresses barriers to accessing the web experienced by people with visual, auditory, physical, cognitive, and neurological disabilities, and by older web users with accessibility needs. WCAG 2.0 provides characteristics of accessible content:

- **Perceivable** (for instance, by addressing text alternatives for images, captions for audio, adaptability of presentation, and color contrast)
- **Operable** (by addressing keyboard access, color contrast, timing of input, seizure avoidance, and navigability)
- **Understandable** (by addressing readability, predictability, and input assistance)
- **Robust** (for instance, by addressing compatibility with assistive technologies)

### Legislation and regulations

Accessibility of IT and information has become an area of increasing legislative importance. The following links provide information about key legislation, regulations, and standards.

- [United States](#)
- [Canada](#)
- [Europe](#)
- [Australia](#)
- [Worldwide](#)

# Useful accessibility resources and links

The following organizations might be good resources for information about disabilities and age-related limitations.



**NOTE:** This is not an exhaustive list. These organizations are provided for informational purposes only. HP assumes no responsibility for information or contacts you encounter on the Internet. Listing on this page does not imply endorsement by HP.

---

## Organizations

- American Association of People with Disabilities (AAPD)
- The Association of Assistive Technology Act Programs (ATAP)
- Hearing Loss Association of America (HLAA)
- Information Technology Technical Assistance and Training Center (ITTATC)
- Lighthouse International
- National Association of the Deaf
- National Federation of the Blind
- Rehabilitation Engineering & Assistive Technology Society of North America (RESNA)
- Telecommunications for the Deaf and Hard of Hearing, Inc. (TDI)
- W3C Web Accessibility Initiative (WAI)

## Educational institutions

- California State University, Northridge, Center on Disabilities (CSUN)
- University of Wisconsin - Madison, Trace Center
- University of Minnesota computer accommodations program

## Other disability resources

- ADA (Americans with Disabilities Act) Technical Assistance Program
- ILO Global Business and Disability network
- EnableMart
- European Disability Forum
- Job Accommodation Network
- Microsoft Enable

## HP links

[Our contact webform](#)

[HP comfort and safety guide](#)

[HP public sector sales](#)

## Contacting support

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**NOTE:** Support is in English only.

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- Customers who are deaf or hard of hearing who have questions about technical support or accessibility of HP products:
  - Use TRS/VRS/WebCapTel to call (877) 656-7058 Monday through Friday, 6 a.m. to 9 p.m. Mountain Time.
- Customers with other disabilities or age-related limitations who have questions about technical support or accessibility of HP products, choose one of the following options:
  - Call (888) 259-5707 Monday through Friday, 6 a.m. to 9 p.m. Mountain Time.
  - Complete the [Contact form for people with disabilities or age-related limitations](#).

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