

User Guide

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Product notice

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

Not all features are available in all editions or versions of Windows. Systems may require upgraded and/or separately purchased hardware, drivers, software or BIOS update to take full advantage of Windows functionality. Windows 10 is automatically updated, which is always enabled. ISP fees may apply and additional requirements may apply over time for updates. See <http://www.microsoft.com>.

To access the latest user guides or manuals for your product, go to <http://www.hp.com/support>. Select **Find your product**, and then follow the on-screen instructions.

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For any further information or to request a full refund of the price of the device, please contact your seller.

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1 Welcome


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



IMPORTANT: You must unlock the screen any time the screen turns off.

- ▲ Press the power button, and then swipe up from the middle of the screen. If prompted, enter your PIN.







TIP: To quickly return to the Start screen from an open app, tap  from the Navigation Bar at the bottom of the screen.

- **Expand your display**—Using the desk dock (purchased separately) and Continuum, you can connect your device to an external display. The desk dock can also be used to connect your device to a keyboard and mouse. See [Expanding the display on page 12](#).
- **Connect to the Internet**—Set up your network so that you can connect to the Internet. For more information, see [Network connections on page 19](#).
- **Get to know your device**—Learn about your device features. See [Components on page 4](#) and [Screen navigation on page 22](#).
- **Find help**—Learn about the screen and software features on your device. See [Locating help on page 4](#).
- **Find installed apps**—Access a list of the apps preinstalled on the device:
 - ▲ Swipe left from the right edge of the Start screen.
- **Add more apps**—Use the **Store** app to download apps for your device. See [Adding apps on page 28](#).
- **Share your files and back up your apps and files**—Set up a method for sharing and backing up using a OneDrive® account or a microSD memory card. See [Sharing and backing up your data on page 41](#).

Finding information

To locate resources that provide product details, how-to information, and more, use this table.


Resource	Contents
<i>Quick Start</i>	<ul style="list-style-type: none"> Overview of device setup and features
<p>The Get Started app</p> <p>IMPORTANT: The Get Started app requires an Internet connection.</p> <p>▲ Swipe left from the right edge of the Start screen to display all apps, and then tap Get Started. Tap , and then select a topic.</p>	<ul style="list-style-type: none"> Detailed instructions and videos to help you learn about your device.
<p>HP support</p> <p>For HP support, go to http://www.hp.com/support.</p>	<ul style="list-style-type: none"> Online chat with an HP technician Support telephone numbers HP service center locations
<p><i>Safety & Comfort Guide</i></p> <p>To access this guide:</p> <p>▲ Swipe up from the middle of the Start screen, tap  HP Device Hub, and then tap User Guide.</p> <p>Select your language if prompted to do so, and then tap Safety & Comfort Guide.</p> <p>– or –</p> <p>▲ Go to http://www.hp.com/ergo.</p> <p>IMPORTANT: You must be connected to the Internet to access the latest version of the guide.</p>	<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
<p><i>Regulatory, Safety and Environmental Notices</i></p> <p>To access this document:</p> <p>▲ Swipe up from the middle of the Start screen, tap  HP Device Hub, and then tap User Guide.</p> <p>Select your language if prompted to do so, and then tap Regulatory, Safety and Environmental Notices.</p> <p>IMPORTANT: You must be connected to the Internet to access the latest version of the document.</p>	<ul style="list-style-type: none"> Important regulatory notices, including information about proper battery disposal, if needed.
<p><i>Limited Warranty*</i></p> <p>To access this document:</p> <p>▲ Swipe up from the middle of the Start screen, tap  HP Device Hub, and then tap User Guide.</p> <p>Select your language if prompted to do so, and then tap Warranty.</p> <p>– or –</p> <p>▲ Go to http://www.hp.com/go/orderdocuments.</p>	<ul style="list-style-type: none"> Specific warranty information about this device

Resource	Contents
	<p>IMPORTANT: You must be connected to the Internet to access the latest version of the document.</p>
	<p>*You can find your HP Limited Warranty located with the user guides on your product. In some countries or regions, HP may provide the HP Limited Warranty in the box. For countries or regions where the warranty is not provided in the box, you can find it on the Web. To access an online copy or order a printed copy of your warranty, go to http://www.hp.com/go/orderdocuments. For products purchased in Asia Pacific, you can write to HP at POD, P.O. Box 161, Kitchener Road Post Office, Singapore 912006. Include your product name and your name, phone number, and postal address.</p>

2 Components

Locating hardware

To find out what hardware is installed on your device:

1. Swipe up from the middle of the Start screen.
2. Tap  **HP Device Hub**.

Information about the system hardware components on your device is displayed.

Locating software

To find out what software is installed on your device:


- ▲ Swipe left from the right edge of the Start screen to display all apps.

Locating help


The Get Started app provides detailed instructions, slideshows, and videos to help you learn about your device.



IMPORTANT: The Get Started app requires an Internet connection.


- ▲ Swipe left from the right edge of the Start screen to display all apps, and then tap **Get Started**. Tap , and then select a topic.



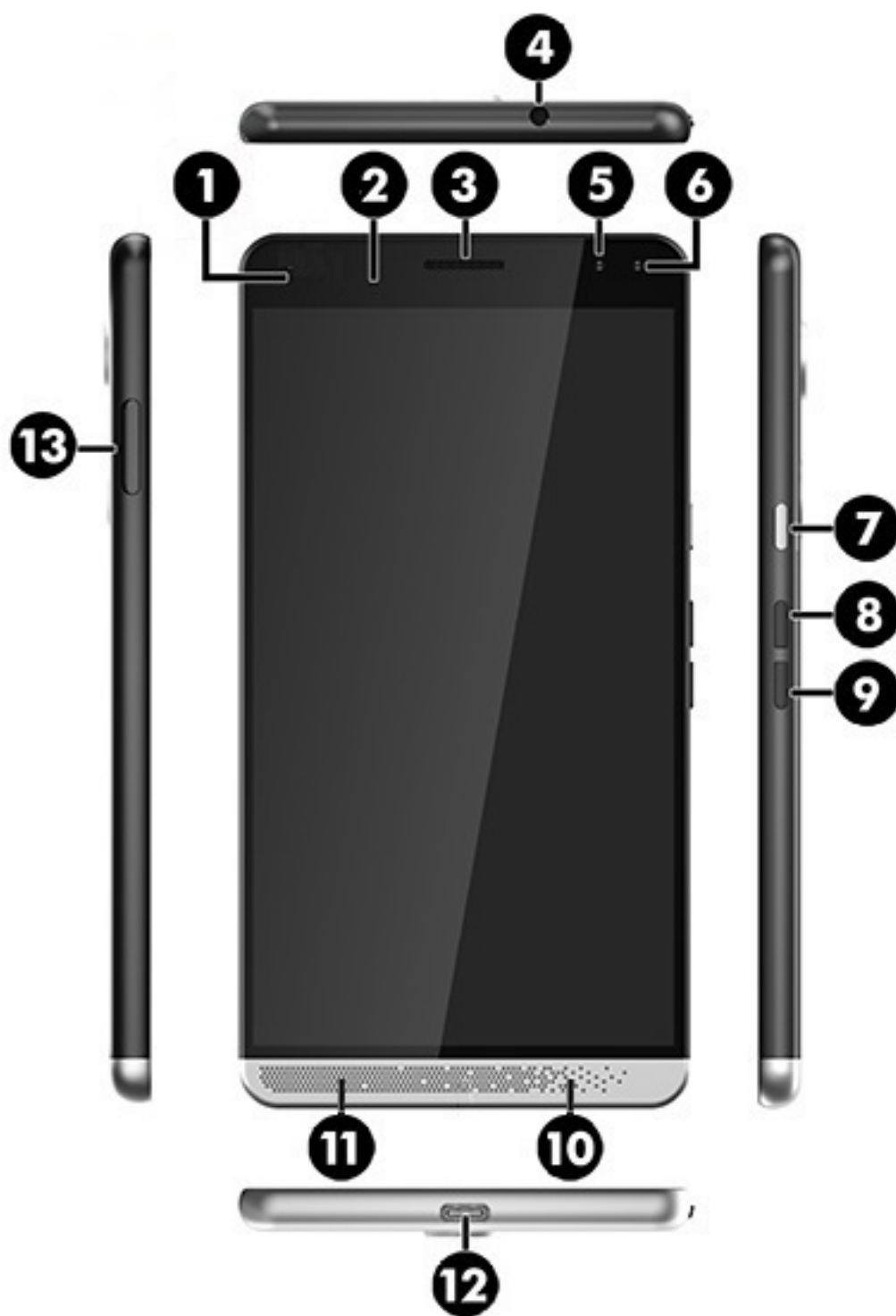
NOTE: For additional information, tap  to use the search feature.






NOTE: To access search from the lock screen:

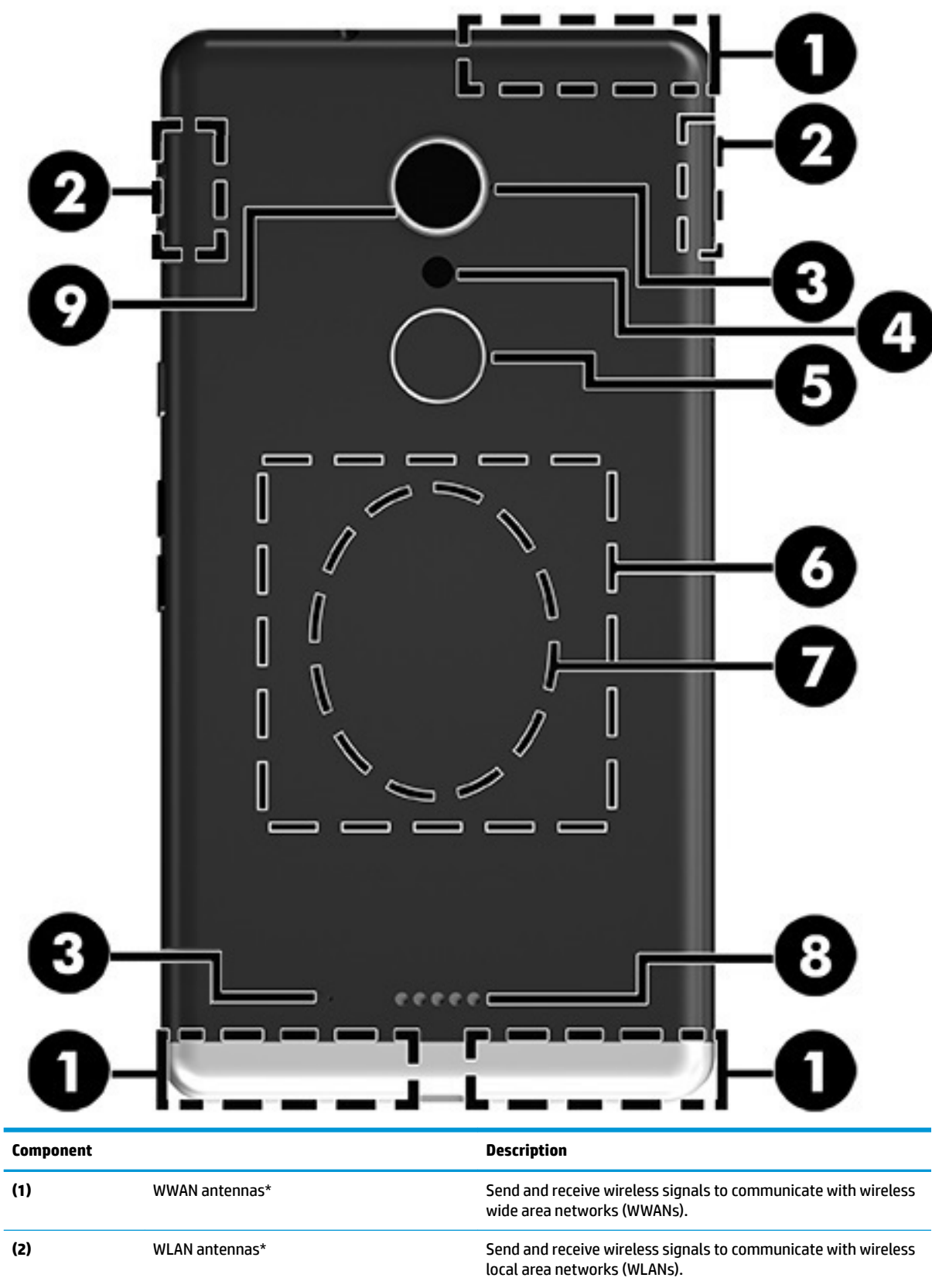
- ▲ Tap and hold .
-


Front



Component		Description
(1)	Power light	<ul style="list-style-type: none"> Red: The battery is near depletion and is being charged. This light will remain on until the battery is charged enough for the device to be functional. Green: AC power is connected and the battery is fully charged.
(2)	Ambient light sensor	<p>Detects the light in the surrounding area and then adjusts the brightness of the display.</p> <p>To set automatic brightness adjustment:</p> <p>▲ Swipe down from the top of the screen, tap  All settings, tap System, tap Display, and then follow the on-screen instructions.</p>
(3)	Earpiece	Produces sound for phone calls.
(4)	Audio-out (headphone)/Audio-in (microphone) combo 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 using headphones, earbuds, or a headset. For additional safety information, see the <i>Regulatory, Safety and Environmental Notices</i>.</p> <p>To access this guide:</p> <p>▲ Swipe up from the middle of the Start screen, tap  HP Device Hub, and then tap User Guide. Select your language if prompted to do so, and then tap Regulatory, Safety and Environmental Notices.</p> <p>IMPORTANT: You must be connected to the Internet to access the latest version of the document.</p> <p>NOTE: When a device is connected to the jack, the external speakers are disabled.</p>
(5)	Camera	<p>Records video and captures photographs.</p> <p>To use your camera:</p> <p>▲ Tap  on the Start screen.</p> <p>For more information, see Using the camera on page 32.</p>
(6)	Iris camera	<p>Allows iris recognition to unlock your device, instead of a PIN.</p> <p>For more information, see Using Windows Hello on page 44.</p>
(7)	Power button	<ul style="list-style-type: none"> When the device is off, press the button for about 5 seconds until the device vibrates to turn on the device. When the device is on, press the button briefly to turn off and lock the screen. When the screen is off, press the button to display the lock screen.

Component	Description
	<ul style="list-style-type: none"> When the device is on, press and hold the button until the slide down to power off message appears. Release the button, and then swipe down to turn off the device. <p>NOTE: The device will power on when connected to a power source.</p>
(8) Volume up button	Increases speaker volume incrementally while you hold down the button. The volume status bar appears when you press this button. For more information, see Changing the volume on page 35 .
(9) Volume down button	Decreases speaker volume incrementally while you hold down the button. The volume status bar appears when you press this button. For more information, see Changing the volume on page 35 .
(10) Internal microphone	Transmits sound for phone calls and records sound for other applications on your device.
(11) Speaker	Produces sound.
(12) USB Type-C charging port	<p>Connects to the AC adapter to provide power to the device, connects to the desk dock, or connects to any USB device with a Type-C connector.</p> <p>NOTE: Adapters (purchased separately) may be required.</p>
(13) Nano SIM/MicroSD memory card reader	<p>Supports a nano subscriber identity module (SIM) card and a microSD memory card in a dual-compartment tray. Select products support two SIM cards. For installation instructions, see Inserting nano SIM cards on page 10 or Inserting a microSD memory card on page 41.</p> <p>Place your fingernail in the small recess on the bottom of the card tray and pull the tray out to remove it from the device.</p> <p>NOTE: Your device has read/write support for microSD memory cards up to 2 TB.</p>



Component		Description
(3)	Internal microphones	Transmit sound and record sound for your device.
(4)	Flash and flashlight	<p>Provides light for photographs and videos, and can operate as a flashlight.</p> <p>For information about flash settings, see Using the camera on page 32.</p> <p>To access the flashlight:</p> <ul style="list-style-type: none"> ▲ Swipe down from the top of the screen, tap Expand, and then tap Flashlight. <p>Tap Flashlight again to turn off the flashlight.</p>
(5)	Fingerprint reader	<p>Allows a fingerprint recognition to unlock your device instead of a PIN.</p> <p>For more details, see Using Windows Hello on page 44.</p> <p>NOTE: The fingerprint reader may require additional software. For more information, go to http://www.hp.com/support.</p>
(6)	NFC tapping area and antenna*	Allows you to share data and files with another device that has Near Field Communications (NFC). Simply touching the devices together. For more information, see Sharing or paying wirelessly on page 21 .
(7)	Wireless charging area	Allows you to charge your device wirelessly. For more information, see Using wireless charging on page 39 .
(8)	Accessory connector	Connects optional accessories that support Pogo pin connectors.
(9)	Camera	<p>Records video and captures photographs.</p> <p>To use the camera:</p> <ul style="list-style-type: none"> ▲ Tap  on the Start screen. <p>For more details, see Using the camera on page 32.</p>

*The antennas are not visible from the outside of the device. 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:

- ▲ Swipe up from the middle of the Start screen, tap  **HP Device Hub**, and then tap **User Guide**. Select your language if prompted to do so, and then tap **Regulatory, Safety and Environmental Notices**.


IMPORTANT: You must be connected to the Internet to access the latest version of the document.

Labels

The labels for the device provide information you may need when you troubleshoot system problems or travel internationally with the device.

 **IMPORTANT:** Check the following locations for the labels described in this section: the back of the device, the device box, and the electronic regulatory labels.


To access the electronic regulatory labels:

- ▲ Swipe up from the middle of the Start screen, tap  **HP Device Hub**, and then tap **Regulatory**.
- Service label—Provides important information to identify your device. When contacting support, you will probably be asked for the serial number, IMEI number, and possibly for the product number or the model number. Locate these numbers before you contact support.
- Regulatory label(s)—Provide(s) regulatory information about the device.
- 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.


Installing nano SIM cards

Your device supports the following cards:

- Nano SIM card—Connects the device to a cellular or mobile data network, allowing you to use the calling and texting features on the device.
- Secondary nano SIM card (select products only)—Connects the device to a cellular or mobile data network. This card allows you to use a second phone number for the device's calling and texting features.

 **IMPORTANT:** The top side of the card tray may include “UP” and/or “1” and “2” marks that must face up when you install the cards and insert the tray. Before inserting the tray into the device, position the device with the screen facing up, and be sure that the marks on the tray are facing up. Do not use force to remove or replace the tray.

IMPORTANT: Do not cut or sand the SIM card to resize it.


 **NOTE:** Your device also supports a microSD memory card, which provides external storage. Use this card with the Storage app; see [Using Storage on page 42](#) for more information. You cannot use a second nano SIM card at the same time you use a microSD memory card. Only one card can be installed in the second compartment at a time. You can switch the cards.

Inserting nano SIM cards


 **NOTE:** You can insert or remove a nano SIM card without turning off your device.

To insert a nano SIM card, follow these steps:

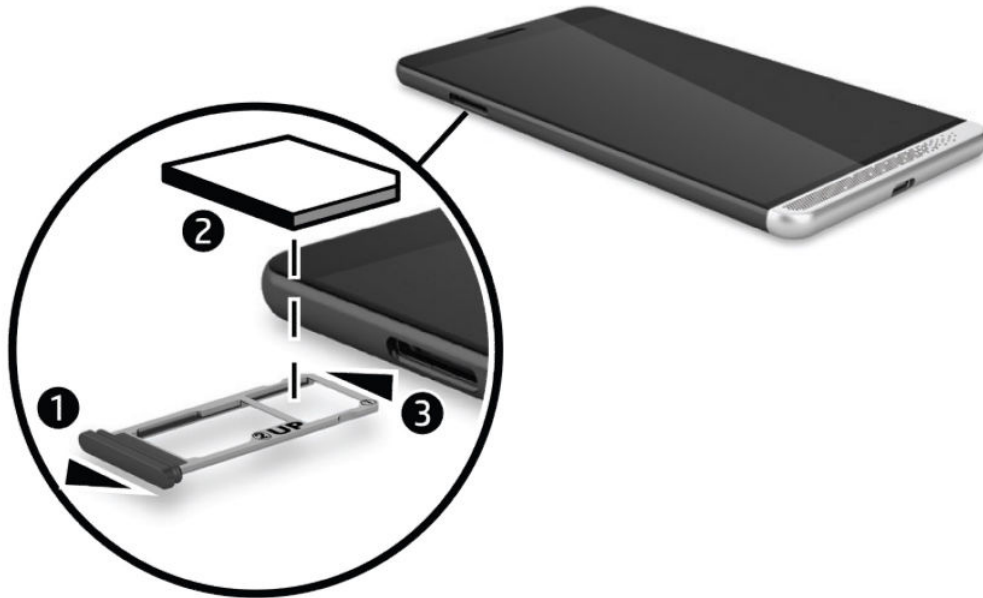
1. Place your fingernail in the small recess on the bottom of the card tray, pull out the tray **(1)**, and then remove it from the device.

 **NOTE:** The nano SIM card in your device may look different from the illustration in this section.


2. Insert the nano SIM card **(2)** into slot 1, the one closest to the device.

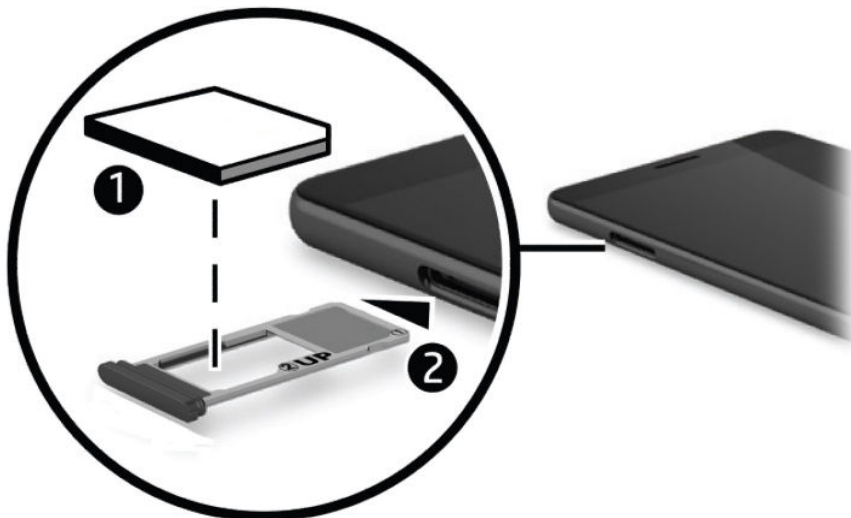
 **NOTE:** For select products, a second nano SIM card is supported. Continue to step 4 to install a second SIM card.

3. Replace the tray **(3)** in the device.




4. If your device supports a second nano SIM card, insert the nano SIM card **(1)** into slot 2, and then replace the tray **(2)** in the device.

 **NOTE:** Install the second SIM card in the same direction as the first SIM card.




3 Expanding the display

Expand your viewing experience to a larger display using Continuum, an optional desk dock, an optional lap dock, or a Miracast-compatible wireless display. You can also connect an optional keyboard and mouse.


 **NOTE:** You can use an HDMI-to-DVI cable (purchased separately) or an active DisplayPort-to-DVI cable (purchased separately) to connect the optional desk dock to your external display. An HDMI-to-VGA cable will work in most cases, but it will not work for video content.



Accessing Continuum

1. On your device, swipe left from the right edge of the Start screen to display all of the apps.
2. Tap **Continuum** , and then follow the on-screen instructions.

Opening an app on an external display

1. Select  in the desktop view of the external display.

The Start menu that opens will match your device's Start screen.

 **NOTE:** If an app is dimmed on the external display, you cannot run it on Continuum's desktop view.

2. Select an app on the Start screen or apps menu.

Your device controls the external display as long as you stay in the Continuum app. If you want to use your device normally, go to any other view. The apps open in the desktop view stay open.




NOTE: Connect a mouse and keyboard through the desk dock to control the display with a mouse and keyboard. Using a mouse and keyboard allow you to perform tasks on your device while you perform other tasks on the external display.

Closing a window on an external display

Rest the pointer on the top-right corner of the external screen. When the **X** appears, select it to close the window.

Switch apps

Select the **Task view** icon  on the taskbar of the external screen.



NOTE: You can view only one app at a time. Use the **Task view** icon  to switch between open apps.

Using the optional lap dock



NOTE: For information about the features and requirements of the lap dock, refer to the documentation provided with the dock.

Connecting to AC power



WARNING! To reduce the risk of electric shock or damage to the equipment:

Plug the power cord into an AC outlet that is easily accessible at all times.

Disconnect power from the equipment by unplugging the power cord from the AC outlet.

If provided with a 3-pin attachment plug on the power cord, plug the cord into a grounded (earthed) 3-pin outlet. Do not disable the power cord grounding pin, for example, by attaching a 2-pin adapter. The grounding pin is an important safety feature.

To ensure the correct performance of all lap dock features, connect the lap dock to an AC power source using the lap dock power cord.

1. Connect the power cord and AC adapter to an AC outlet **(1)**.
2. Connect the other end of the power cord and AC adapter to either USB Type-C power connector and Super Speed port on the right side of the lap dock **(2)**.



Connecting your device

Wired connection

To connect your device to the lap dock using the cable included with the lap dock:

1. Press and hold the power button until the lap dock turns on.
2. Connect the cable included with the lap dock to the port for your device on the left side of the lap dock.
3. Connect the other end of the cable to the connector on your device.



NOTE: The first time you connect your device to the lap dock, select **I see it** on your device and follow the on-screen instructions.



TIP: There might be a slight delay before the lap dock is ready for use.



NOTE: While your device is connected to the lap dock via the included cable, the lap dock charges your device.

Wireless connection




TIP: For optimal wireless performance, connect your device to a wireless router at 5 GHz. If there is interference from other wireless devices, use a wired connection.


1. Press and hold the power button to turn on the lap dock.
2. Swipe left on the Start screen to display all apps, and then tap **Continuum**.
3. Select **Set up** the first time you connect.

4. Select **Wireless adapter**, select **Connect**, and then select **HP Lap Dock XXXXX**.



Connecting using the optional desk dock

 **NOTE:** Additional adapters may be required. For information about the features and requirements of the desk dock, refer to the documentation provided with the dock.

 **NOTE:** Refer to the documentation provided with the accessories for installation instructions and pairing requirements.


1. Turn on your device.
2. Plug the desk dock into an AC outlet.
3. Connect the optional monitor and adapter to the desk dock.
4. Connect any other wired options to the desk dock. For example, connect a USB keyboard.
5. Pair any wireless options to your device. For example, connect a Bluetooth® mouse.

6. Insert your device into the desk dock.



7. The Continuum instructions appear on the screen. Follow the instructions to continue.

Discovering and connecting to Miracast-compatible wireless displays

 **NOTE:** To determine if your TV or secondary display is Miracast-compatible, refer to the documentation that came with the display.

To discover and connect to Miracast-compatible wireless displays, follow the steps below.


To open Miracast:

1. Start Miracast on your external display. Refer to the documentation provided with the display.
2. On your device, swipe down from the top of the screen, and then tap **All settings**.
3. Tap **System**, and then tap **Display**.
4. Tap **Connect to a wireless display**, and then follow the on-screen instructions.

To control the external display:

- ▲ Tap **Tap to control** at the top of your device screen.

The TouchPad control appears on your device screen. Use your finger to control the cursor on the external display.

 **NOTE:** If an app is dimmed on the external display, you cannot run the app on the display.

Using HP Workspace (select products only)

HP Workspace allows your device to access your legacy Windows® applications on your device while it is docked. For added versatility, use the optional desk dock to connect to a large display, keyboard, and mouse.



NOTE: HP Workspace must be enabled by your IT administrator.

Accessing the HP Workspace app

1. Swipe left from the right edge of the Start screen to display all of the apps.
2. Tap **HP Workspace**, and then follow the on-screen instructions.

4 Network connections



NOTE: Contact your IT administrator for proxy settings, VPN configurations, or other network connection requirements.

Connecting to a wireless network


Your device may be equipped with one or more of the following wireless devices:

- **WLAN device**—Connects the device 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 device communicates with a wireless router or a wireless access point.
- **Mobile broadband module**—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.
- **Bluetooth device**—Creates a personal area network (PAN) to connect to other Bluetooth-enabled devices such as computers, phones, printers, headsets, speakers, and cameras. In a PAN, each device communicates directly with other devices, and devices must be relatively close together—typically within 10 meters (approximately 33 feet) of each other.


Using the network and wireless controls

The Network & wireless option allows you to set up a connection or network, connect to a network, create a mobile hotspot, and see your data usage.

To use network and wireless controls, follow these steps:

1. On your device, swipe down from the top of the screen, and then tap  **All settings**.
2. Tap **Network & wireless**, and then select an option to continue.




NOTE: For additional help, refer to the Get Started app; this app requires an Internet connection. Swipe left from the right edge of the Start screen to display all apps, and then tap **Get Started**. Tap , tap **Browse topics**, and then tap **Get connected**.

Connecting to a WLAN




NOTE: 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.


To connect to a WLAN, follow these steps:


1. Be sure that the WLAN device is on.
2. On your device, swipe down from the top of the screen, and then tap  **All settings**.


3. Tap **Network & wireless**.
4. Tap **Wi-Fi**.
5. Make sure **Wi-Fi networking** is set to **On**, and then connect to one of the available networks.

If the WLAN is a security-enabled WLAN, you are prompted to enter a password. Enter the password, and then tap **Done** 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, tap **Manage**, tap **+**, and then follow the on-screen instructions to complete the connection.


After the connection is made, swipe down from the top of the screen, and then view  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.

Connecting to cellular networks

Your device supports a nano SIM card for connecting to cellular and data networks. Select products also support a second nano SIM card, which allows your device to have two different phone numbers. See [Installing nano SIM cards on page 10](#) for SIM card installation steps.

To access cellular and SIM settings:

1. Swipe down from the top of the screen, and then tap  **All settings**.
2. Tap **Networks & wireless**, and then tap **Cellular & SIM**.
3. Follow the on-screen instructions.

 **NOTE:** For additional information, tap **Learn more**.

Using Bluetooth wireless devices


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)
- Phones (cellular, cordless, smartphone)
- Imaging devices (printer, camera)
- Audio devices (headset, speakers)
- Mouse
- External keyboard


Bluetooth devices provide peer-to-peer capability that allows you to set up a PAN of Bluetooth devices.

Connecting Bluetooth devices

Before you can use a Bluetooth device, you must establish a Bluetooth connection.

1. Be sure that the Bluetooth device is on.
2. On your device, swipe down from the top of the screen, and then tap  **All settings**.
3. Tap **Devices**.
4. Tap **Bluetooth**.
5. Make sure **Status** is set to **On**.
6. Select your Bluetooth device from the list, and then follow the on-screen instructions.

 **NOTE:** If the Bluetooth device requires verification, a pairing code is displayed. On the Bluetooth device you are adding, follow the on-screen instructions to verify that the code on your Bluetooth device matches the pairing code. For more information, refer to the documentation provided with the Bluetooth device.

 **NOTE:** If your Bluetooth device does not appear in the list, be sure that Bluetooth function on that Bluetooth device is turned on. Some Bluetooth devices may have additional requirements; refer to the documentation provided with the Bluetooth device.


Connecting to a wired network—LAN (select products only)

Use a LAN connection if you want to connect the device directly to a router in your home (instead of working wirelessly), or if you want to connect to an existing network at your office.

Connecting to a LAN requires an RJ-45 (network) cable and the optional desk dock.

For more information about the desk dock ports, refer to the documentation provided with the desk dock.


Contact your IT administrator for proxy settings or VPN configurations.

 **NOTE:** Support for LAN connections via proxy may require additional software. For more information, go to <http://www.hp.com/support>.

Sharing or paying wirelessly

NFC technology lets your device communicate with other devices that support NFC. With NFC and supported apps, you can wave the device over a display at a conference to view more information, tap devices with a coworker to share work products, or swipe your device to pay at a store.

To enable NFC on your device:

1. Swipe down from the top of the screen, and then tap  **All settings**.
2. Tap **Devices**.
3. Tap **NFC**, and then follow the on-screen instructions to select **Tap to share** or **Tap to pay**, and make selections for their settings.
4. Tap the NFC tapping area of your device to the NFC tapping area of another device. You may hear a sound when the devices are connected.

 **NOTE:** For the location of the NFC tapping area on your device, see [Back on page 8](#).

5 Screen navigation

You can navigate the device screen in the following ways:

- Use touch gestures directly on the screen.
- Use an optional keyboard and optional mouse with the desk dock (purchased separately).
- Use an optional lap dock (purchased separately).

Using gestures

To navigate the screen, touch the screen directly using gestures described in this chapter.



NOTE: If you are using a lap dock, additional gestures are available on the lap dock TouchPad. For more information, refer to the documentation provided with the lap dock.

Tap

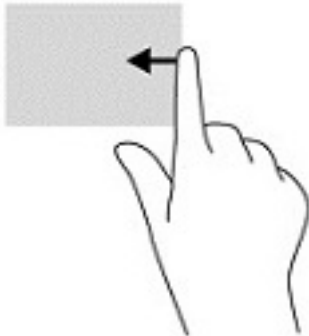
Use the tap gesture to open an item on the screen.

- Tap an item to open it.



Swipe

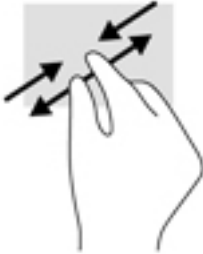
Place your finger on the screen, quickly slide your finger a short distance, and then lift it.



Two-finger pinch zoom

Use the two-finger pinch zoom to zoom out or in on images or text.

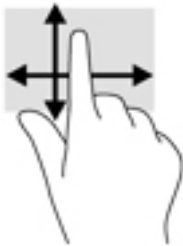
- Zoom out by placing two fingers apart on the screen and then moving your fingers together.
- Zoom in by placing two fingers together on the screen and then moving your fingers apart.



One-finger slide

Use the one-finger slide to pan or scroll through lists and pages, or to move an object.

- To scroll across the screen, lightly slide one finger across the screen in the direction you want to move.
- To move an object, press and hold your finger on an object, and then drag your finger to move the object.



Using one-finger slide on an optional lap dock

Your device can be used as a TouchPad with an optional lap dock.

1. Connect your device to the lap dock.
2. Swipe left from the right edge of the Start screen to display all apps, and then tap **Continuum**.

After you connect, you can use the one finger-slide on your device as a Touchpad for the lap dock.

Using an optional keyboard and optional mouse

A keyboard and mouse allow you to type, select items, scroll and to perform the same functions as you do using touch gestures. A keyboard also allows you to use action keys and key combinations to perform specific functions.


For more information about connecting a keyboard or mouse, see [Expanding the display on page 12](#).



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

Using the on-screen keyboard

The device has an on-screen keyboard that is displayed as needed. Just begin typing when it is displayed.

To access settings for the on-screen keyboard, swipe down from the top of the screen, tap  **All settings**, and then tap **Time & language**. Tap **Keyboard**, and then follow the on-screen instructions to select the language and other settings for your keyboard.



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. Tap a word to select it.

Using the screen features



NOTE: For additional information about the screen features, refer to the Get Started app; this app requires an Internet connection. Swipe left from the right edge of the Start screen to display all apps, and then tap **Get Started**. Tap , tap **Browse topics**, and then tap **Find your way around**.


Using the display




IMPORTANT: Any time your screen turns off, press the power button, and then swipe up from the middle of the screen. Enter your PIN, if prompted to do so. If the screen does not turn on, connect your device to a power source. See [Using external AC power on page 39](#).


You can customize the device display. For example, you can choose what the lock screen displays and choose the amount of time before the device screen turns off.

Customizing the lock screen

1. Swipe down from the top of the screen, and tap  **All settings**.
2. Tap **Personalization**, and then tap **Lock screen**.
3. Make sure **My picture** displays in the **Background** selection box, and then tap **Browse**.
4. Select a photo, and then follow the on-screen instructions.





Setting the screen turn-off time


1. Swipe down from the top of the screen, and tap  **All settings**.
2. Tap **Personalization**, and then tap **Lock screen**.
3. Select a time from the **Screen times out after** selection box.

For additional information, refer to the Get Started app; this app requires an Internet connection. Swipe left from the right edge of the Start screen to display all apps, and then tap **Get Started**. Tap , tap **Browse topics**, tap **Make it yours**, and then follow the on-screen instructions.

Using the navigation bar


The navigation bar displays three keys across the bottom.








Key	Action
	Displays the previous screen.
	Displays the Start screen.
	<p>Displays the search box, which allows you to begin typing the name of an app, setting, or file, or Internet topic.</p> <p>If your device has Cortana (select products only), tap and hold the microphone icon , located under the search box, and say a search word.</p>

 **NOTE:** To hide the navigation bar from the Start screen, swipe up from the navigation bar area. To see the navigation bar again, swipe up from the bottom of the screen.

Viewing the status bar

The status bar at the top of the screen displays information about the wireless connections, SIM card status, battery life, and the time.

Your icons may vary, but some of the common icons are shown in the following table. For a complete list, refer to the Get Started app; this app requires an Internet connection. Swipe left from the right edge of the Start screen to display all apps, and then tap **Get Started**. Tap , tap **Browse topics**, tap **Find your way around**, and then tap **Icons on your phone**.

Icon	Status
	Your device has no mobile network connection.
	No SIM card is installed in the primary compartment of the card tray. If your device supports a second SIM card and the second tray compartment is empty, the numeral on the icon will be 2.
	Airplane mode is on.
	Your device is connected to Wi-Fi.
	A Bluetooth device is connected to your device.
	The battery is fully charged.
	An app or service is using your location.

Checking notifications, changing settings, and accessing shortcuts

The action center displays notifications, such as missed calls or texts, and provides quick access to settings and other shortcuts.
























NOTE: The action center can be accessed from a locked screen. However, you will be prompted to unlock the screen for certain actions.


1. Swipe down from the top of the screen to display the action center.
2. To display additional shortcuts, tap **Expand**.

To close the action center, swipe up from the middle of the screen.

6 Using the voice calling and texting features



Icon	Description
	Make a call —Tap  on the Start screen, and then tap  . Tap the keys to enter the phone number, and then tap  . — or — Tap People on the Start screen, tap a contact name, and then tap Call .
	Answer a call —Tap  .
	End a call —Tap  .
	Check voicemail —Tap  on the Start screen, and then tap  .
	Return a recent call —Tap  on the Start screen, and then tap a recent call to return it.
	Ignore a call —Tap  to ignore a call.
	Text a message —Tap  on the Start screen, and then tap  . Enter the name of a contact to text or enter a number to text, and then tap the Type a message field to start a new text message.
	Contacts —Allows you to store information for frequently contacted people. Swipe left from the right edge of the Start screen to display all apps, tap  People , and then tap  to add a contact.





NOTE: For additional calling and texting information, see the Get Started app; this app requires an Internet connection. Swipe left from the right edge of the Start screen to display all apps, and then tap **Get Started**. Tap , tap **Browse topics**, and then tap **Calling and messaging**.

7 Adding apps


Use the Store app to download additional apps to your device.

1. Swipe left from the right edge of the Start screen to display all apps.
2. Tap **Store**, and then tap  at the top of the screen.
3. Tap the search field, type your search term, and then tap .
4. Follow the on-screen instructions.

8 Using email and social networks

 **NOTE:** For additional information about emails and social media accounts, see the Get Started app; this app requires an Internet connection. Swipe left from the right edge of the Start screen to display all apps, and then tap **Get Started**. Tap , tap **Browse topics**, and then tap **Set things up**.

Setting up email accounts

1. Swipe down from the top of the screen, and then tap  **All settings**.
2. Tap **Accounts**.
3. Tap **Email & app accounts**, and then follow the on-screen instructions.

Setting up a social media account

 **NOTE:** Use the Store app to download social networking apps. See [Adding apps on page 28](#).

1. Swipe left from the right edge of the Start screen to display all apps.
2. Tap the social networking app you want, and then follow the on-screen instructions.

Sending email

Tap **Outlook Mail** on the Start screen, and then follow the on-screen instructions.


9 Printing

The HP AiO Printer Remote app provides an easy way to set up and access all features of your optional HP printer. Use the app to print Portable Document Format (PDF) documents, photos, and scanned documents.

1. Swipe left from the right edge of the Start screen to display all apps.
2. Tap **HP AiO Printer Remote**, and then follow the on-screen instructions.

10 Using the HP12C Financial Calculator app

The calculator app provides business and financial functions used to calculate loan payments, interest rates and conversions, standard deviation, percent, cash flows, bonds, and more.

 **TIP:** Turn your device to landscape view to display the full set of calculator functions. The portrait view offers a simple set of functions.

To use the calculator, follow these steps:

1. Swipe left from the right edge of the Start screen to display all apps.
2. Tap **HP 12C Financial Calculator for X3**.


To access the calculator user guide and helpful shortcuts, tap the **MENU** button in the bottom-left corner of the calculator app screen. Your device must be in landscape view.


11 Entertainment features

Use your HP device for work or play to meet with others via the camera, mix audio and video, or connect external devices like speakers. See [Components on page 4](#) to locate the audio, video, and camera features on your device.

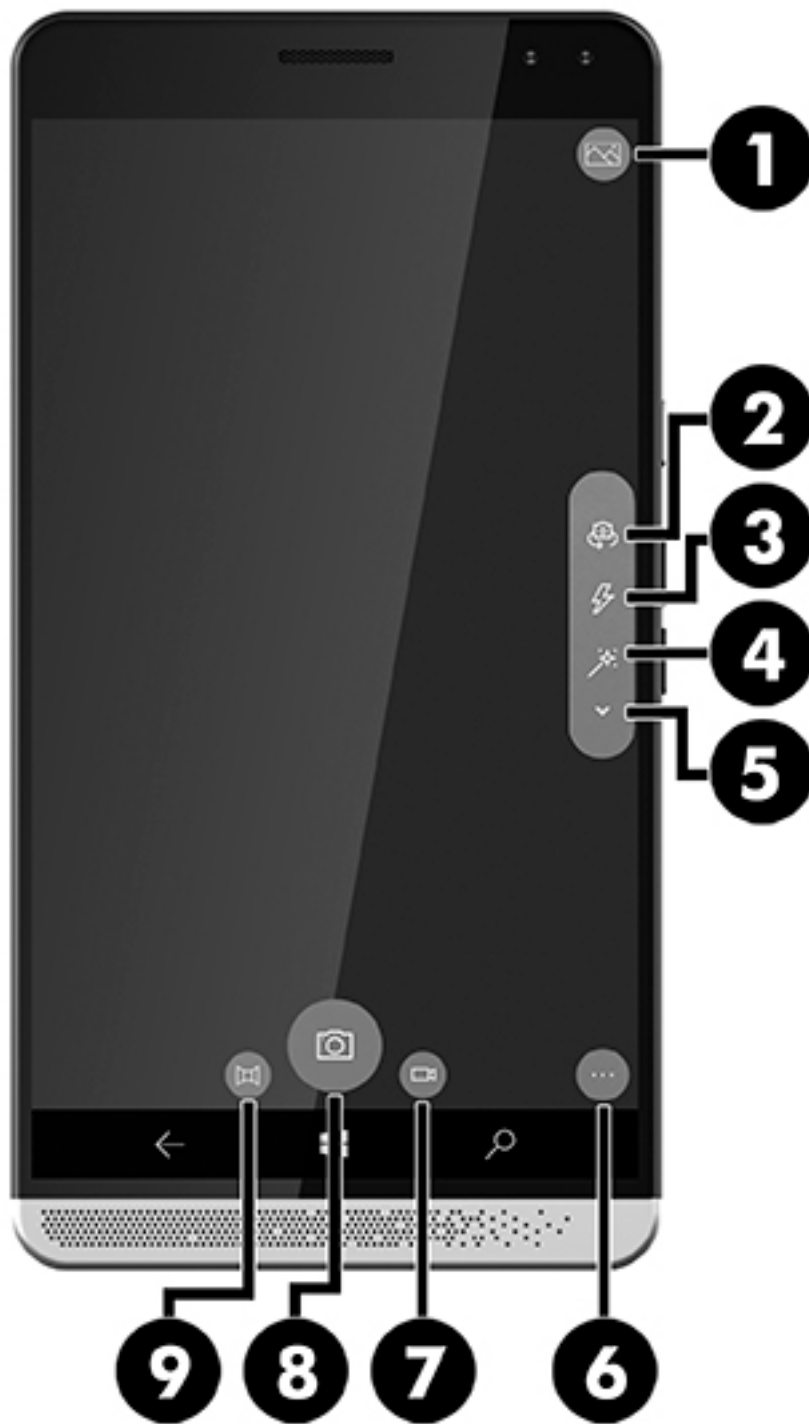
Using the camera



Your device has a camera that allows you to video chat, record video, and take pictures.









- ▲ To access the camera, tap  on the Start screen.


 **NOTE:** To access the camera from the lock screen:

- ▲ Tap and hold  from the lock screen.
-



Component	Description	
(1)		<p>View photos</p> <p>Tap to view photos taken. This icon changes to the most recently taken photo.</p>
(2)		<p>Switch cameras</p> <p>Tap to switch to the front camera. Tap the icon again to return to the back camera.</p>

Component		Description
(3)		Flash Tap to change the flash settings.
(4)		HDR Tap to access the High Dynamic Range (HDR) camera setting. When the HDR setting is on, the camera takes several photos at different exposures to create a finished picture that uses a balance of these photos. The finished picture will be the most focused, well-lit, and colorful parts of the photos.
(5)		Options Tap to access additional options. These include settings for white balance (WB), auto-focus, ISO, shutter, and brightness. When video mode is enabled, you can also access the flashlight option.
(6)		Settings Tap to select different lenses, set the photo timer, set the number of photos and exposure for HDR pictures, and further customize your photos and videos.
(8)		Camera Tap to take a picture.
(7)		Video Tap to switch to video mode. Tap again to record a video. To stop recording, tap again.
(8)		Camera Tap to take a picture.
(9)		Panorama Tap to select panoramic mode. Tap the icon again to start the picture. Follow the on-screen instructions to continue.

 **NOTE:** For additional camera information, see the Get Started app; this app requires an Internet connection. Swipe left from the right edge of the Start screen to display all apps, and then tap **Get Started**. Tap , tap **Browse topics**, and then tap **Photos**.

Using audio


You can download and listen to music, stream audio content (including radio) from the web, record audio, or mix audio and video to create multimedia. To enhance your listening enjoyment, attach headphones or speakers.

Connecting speakers


You can attach wired speakers to your device by connecting them to the audio-out (headphone)/audio-in (microphone) combo jack on your device or to a port on a desk dock.

To connect wireless speakers to your device, follow the device manufacturer's instructions. Before connecting speakers, lower the volume setting.

Connecting headphones

 **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 document:


1. Swipe up from the middle of the Start screen.
2. Tap  **HP Device Hub**, and then tap **User Guide**.
3. Select your language if prompted to do so.
4. Tap **Regulatory, Safety and Environmental Notices**.

 **IMPORTANT:** You must be connected to the Internet to access the latest version of the document.


You can connect wired headphones to the headphone jack or to the audio-out (headphone)/audio-in (microphone) combo jack on your device.

To connect wireless headphones to your device, follow the headphone manufacturer's instructions.

Connecting headsets

 **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 document:

1. Swipe up from the middle of the Start screen.
2. Tap  **HP Device Hub**, and then tap **User Guide**.
3. Select your language if prompted to do so.
4. Tap **Regulatory, Safety and Environmental Notices**.

 **IMPORTANT:** You must be connected to the Internet to access the latest version of the document.

Headphones combined with a microphone are called headsets. Select products include a headset with the device. You can connect wired headsets to the audio-out (headphone)/audio-in (microphone) combo jack on your device.

To connect wireless headsets to your device, follow the instructions provided with the headset.

Changing the volume


Use the external volume buttons to adjust the volume. For the location of the buttons, see [Front on page 5](#).

To change the volume for the ringer and notifications:

1. Press a volume button to display the volume status bar.
2. Use the slider on the volume status bar or use volume buttons to change the volume.

To change the volume for media and apps:


1. Press a volume button to display the volume status bar.
2. Tap **V**.
3. Use the slider on the volume status bar or use volume buttons to change the volume.

For additional information about audio, see the Get Started app; this app requires an Internet connection. Swipe left from the right edge of the Start screen to display all apps, and then tap **Get Started**. Tap , tap **Browse topics**, and then tap **Make it yours**.

Using sound settings

Use sound settings to change system sounds.

To view or change sound settings:

1. Swipe down from the top of the screen, and then tap  **All settings**.
2. Tap **Personalization**, and then tap **Sounds**.

12 Power management

Turning off the device

The turn off procedure closes all open programs, including the operating system, and then turns off the display and device.

Turn off the device when it will be unused and disconnected from external power for an extended period.

1. Save your work and close all open programs.
2. Press and hold the power button until the **slide down to power off** message appears. Release the power button, and then swipe down on the screen to turn off the device.

If the device is unresponsive and you are unable to use the preceding procedure, try the following emergency procedures in the sequence provided:

- Press and hold the power button for at least 5 seconds.
- Disconnect the device from external power.

Setting power options

Using power-saving states

Initiating and exiting screen off

When the device is on, you can turn the screen off by briefly pressing the power button.

To turn the screen back on, briefly press the power button.


When the screen turns back on, the lock screen appears. Swipe up from the middle of the screen to return to the screen where you stopped working.



NOTE: If you have set an unlock PIN, you must enter the PIN before the device will return to the screen.

Using the battery saver


Battery saver allows you to quickly access power settings and view the remaining battery charge.

1. Swipe down from the top of the screen, and then tap  **All settings**.
2. Tap **System**.
3. Tap **Battery**.
4. Follow the on-screen instructions to view the remaining battery charge, select battery use settings, or select battery saver settings.

Using battery power

The device runs on battery power whenever it is not plugged into external AC power. Battery life varies, depending on power management settings, running programs, display brightness, external devices connected to the device, and other factors.

Displaying the remaining battery charge

The power meter icon  at the top right corner of the screen provides a visual representation of the remaining battery charge.

To display more specific details on the percentage and estimated battery time available, use the battery saver. See [Using the battery saver on page 37](#).

Maximizing battery discharge time

Battery discharge time varies depending on features you use while on battery power. Maximum discharge time gradually decreases as the battery storage capacity naturally degrades.


Tips for maximizing battery discharge time:

- Turn on the battery saver. Swipe down from the top of the screen, tap **Expand**, and then tap **Battery saver**. The battery level icon at the top right of the screen changes to show the battery saver icon. For information about additional battery saver settings, see [Using the battery saver on page 37](#).
- Lower the brightness on the display.
- Turn off any wireless options you are not using, such as Bluetooth.

Managing low battery levels

The information in this section describes the alerts and system responses set at the factory.

Identifying low battery levels

When a battery that is the sole power source for the device reaches a low or critical battery level, the battery icon  shows a low or critical battery notification.

Resolving a low battery level

Resolving a low battery level when external power is available

- ▲ Connect one of the following devices:
 - AC adapter
 - Optional desk dock, see [Expanding the display on page 12](#)
 - Optional wireless charging pad, see [Using wireless charging on page 39](#)
 - Optional power adapter purchased as an accessory from HP

Resolving a low battery level when no power source is available

To resolve a low battery level when no power source is available, save your work and then turn off the device.

Conserving battery power

- Select the battery saver, see [Using the battery saver on page 37](#).
- Turn off wireless connections when you are not using them.
- Disconnect unused external devices that are not plugged into an external power source.
- Stop, disable, or remove any external memory cards that you are not using.


- Decrease screen brightness.
- Before you leave your work, lock the device, or turn off the device.

Disposing of a battery

⚠ WARNING! To reduce the risk of fire or burns, do not disassemble, crush, or puncture; do not short external contacts; do not dispose of in fire or water.

See the *Regulatory, Safety and Environmental Notices* for proper battery disposal.

To access this document:

1. Swipe up from the middle of the Start screen.
2. Tap  **HP Device Hub**, and then tap **User Guide**.
3. Select your language if prompted to do so, and then tap **Regulatory, Safety and Environmental Notices**.

Using wireless charging

📝 NOTE: For more information about the wireless charging pad, refer to the documentation provided with it.

Using the wireless charging pad (purchased separately), you can charge your device by placing the wireless charging area of your device on the pad.



Using external AC power

⚠ WARNING! To reduce potential safety issues, use only the AC adapter provided with the device, an optional desk dock, an optional wireless charger, a replacement AC adapter provided by HP, or a compatible AC adapter purchased from HP.

📝 NOTE: For information on connecting to AC power, see the *Quick Start* guide provided in the device box.

External AC power is supplied through an approved AC adapter, an optional desk dock, or an optional wireless charger.

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

- When charging the battery
- When installing or modifying system software
- When performing a backup or recovery

When you connect the device to external AC power, the following events occur:

- The battery begins to charge.
- The device turns on.
- The power meter icon in the status area changes appearance.

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

- The device switches to battery power.
- The power meter icon in the status area changes appearance.

Testing an AC adapter

Test the AC adapter if the device does not turn on when it is connected to AC power.

To test the AC adapter:

1. Connect the AC adapter to the device, and then plug it into an AC outlet.
2. Monitor the device for one of the following statuses:
 - If the power status light turns *on*, the AC adapter is working properly.
 - If the device turns *on*, the AC adapter is working properly.
 - If the power light remains *off* and the device remains *off*, the AC adapter is not functioning and should be replaced.

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


13 Sharing and backing up your data

HP strongly encourages you to periodically back up the personal data on your device. You have several options available, including OneDrive and microSD memory cards. These options also allow you to share your data with others.

Using OneDrive

Use OneDrive to back up and store documents, photos, and videos. You can share these with other devices. In addition, you can restore your files from OneDrive back to your device.


 **NOTE:** OneDrive requires a Microsoft account. See [Using a Microsoft account on page 45](#).

1. Swipe left from the right edge of the Start screen to display all apps.
2. Tap  **OneDrive**.
3. Follow the on-screen instructions.


Using a microSD memory card

Optional microSD memory cards provide secure data storage for backups and convenient data sharing.


Your device has read/write support for microSD memory cards up to 2 TB.

 **NOTE:** Select devices also support a second nano SIM card. See [Installing nano SIM cards on page 10](#) for more information. You cannot use a second nano SIM card at the same time you use a microSD memory card. Only one card can be installed in the second compartment at a time. You can switch the cards.

Inserting a microSD memory card


 **IMPORTANT:** The top side of the card tray may include “UP” and/or “1” and “2” marks that must face up when you install the cards and insert the tray. Before inserting the tray into the device, position the device with the screen facing up, and be sure that the marks on the tray are facing up. Do not use force to remove or replace the tray.

 **NOTE:** You can insert or remove a microSD memory card without turning off your device.

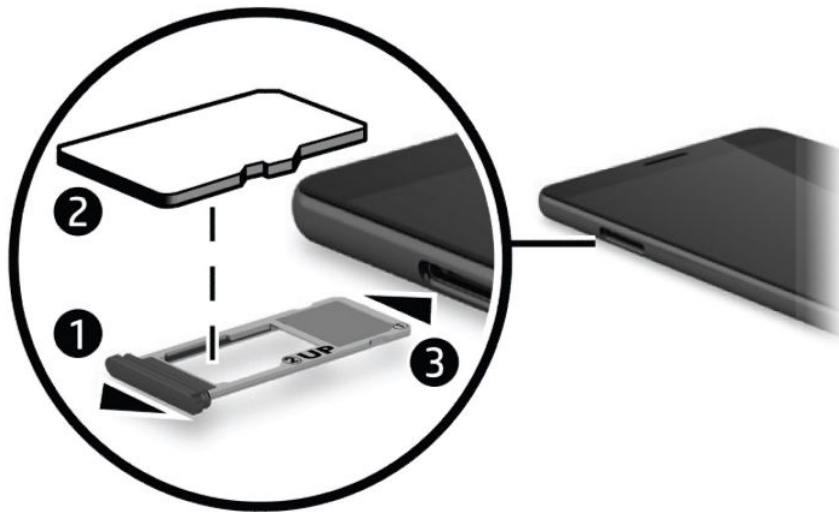
 **NOTE:** If you installed two nano SIM cards, remove the SIM card in slot 2 before installing a microSD memory card.

To insert a microSD card, follow these steps:

1. Place your fingernail in the small recess on the bottom of the card tray, and then pull out the tray **(1)** to remove it from the device.

 **NOTE:** The microSD memory card in your device may look different from the illustration in this section.


2. Insert a microSD memory card **(2)** in slot 2, and then replace the card tray **(3)** in the device.



Using Storage


You can use a microSD memory card to back up and restore your data in case of loss. You can also move files, pictures, videos, or apps to the card to free up device memory.

To set storage preferences, back up or restore your data, or move device data to a microSD memory card:

1. Swipe left from the right edge of the Start screen to display all apps.
2. Tap  **Storage**.

Determining storage space

The HP Device Hub app provides information about how much storage space is available on the device. To access that information:

1. Swipe up from the middle of the Start screen.
2. Tap  **HP Device Hub**.

The available space is displayed in the **Device Summary**.


Using Backup

The Backup option provides a way to back up content such as settings, texts, contacts, accounts, and passwords. In addition, you can schedule automatic backups and select which apps to back up.



NOTE: Backup requires a Microsoft account. See [Using a Microsoft account on page 45](#).

To use Backup:

1. Swipe down from the top of the screen, and then tap  **All settings**.
2. Tap **Update & security**.
3. Tap **Backup**, and then follow the on-screen instructions.



NOTE: If a downloaded app is not included in the backup, you can re-download the app from the Store, if the app is still available. See [Adding apps on page 28](#).

Restoring or resetting your device




IMPORTANT: Make sure you remember your Microsoft account information. You will need that if you want to restore your device after you reset it. For information about creating a Microsoft account, see [Using a Microsoft account on page 45](#).



NOTE: Be sure to back up any data you want to save before resetting your device. Resetting restores the device's factory settings and erases all of your personal content. You can restore your backed up data after signing in to your Microsoft account.

To reset all settings and delete all data on the device follow these steps:


1. Swipe down from the top of the screen, and then tap  **All settings**, and then tap **System**.
2. Tap **About**, and then tap **Reset your phone**.
3. Follow the on-screen instructions.

14 Security

There are several options for securely unlocking your device. After an unlock PIN is set, you can also set up access using Windows Hello and the iris camera or the fingerprint reader. For the location of the iris camera or fingerprint reader, see [Components on page 4](#).

Setting PIN protection

To set the device to prompt for a PIN on the lock screen, follow these steps:

1. Swipe down from the top of the screen, and then tap  **All settings**.
2. Tap **Personalization**.
3. Tap **Lock screen**.
4. Tap **Sign-in options**.
5. Follow the on-screen instructions to set a PIN.

Using Windows Hello

On products equipped with a fingerprint reader or an iris camera, you can use Windows Hello to sign in by swiping your finger or looking at the camera.




NOTE: Additional software may be required to use the fingerprint reader. For more information, go to <http://www.hp.com/support>.



NOTE: Before you use Windows Hello, you must set an unlock PIN.


To set up Windows Hello, follow these steps:

1. On your device, swipe down from the top of the screen, and then tap  **All settings**.
2. Tap **Accounts**.
3. Tap **Sign-in options**, and then follow the on-screen instructions to enroll your fingerprint or iris.

For additional information about Windows Hello, see the Get Started app; this app requires an Internet connection. Swipe left from the right edge of the Start screen to display all apps, and then tap **Get Started**. Tap , tap **Browse topics**, and then tap **Windows Hello**.


Setting double-tap-to-wake feature

The double-tap-to-wake feature allows you to view your locked screen for updates and alerts without pressing the power button.

1. Swipe down from the top of the screen, and then tap  **All settings**.
2. Tap **Extras**.
3. Tap **Double Tap**, and then follow the on-screen instructions.

Using a Microsoft account

If you already have a Microsoft account, you do not have to create a new one. You can sign in using that user name and password. You will need a Microsoft account to create backups and to restore your device after you reset it. To create a Microsoft account using your device, use the following steps:

1. Swipe down from the top of the screen, and then tap  **All settings**.
2. Tap **Accounts**, and then tap **Email & app accounts**.
3. Tap **Add an account**.
4. Follow the on-screen instructions.

Locking and unlocking the screen

Locking the screen

To lock the screen, press the power button. See [Front on page 5](#) for the location of the power button.

Unlocking the screen



NOTE: If you turned on the double-tap-to-wake setting, you can double tap the screen instead of pressing the power button.

To unlock the screen, press the power button. See [Front on page 5](#) for the location of the power button.

If you have set authentication using a PIN, fingerprint reader, or iris scan, you will be prompted for that. See [Using Windows Hello on page 44](#) for information about setting up a fingerprint reader lock or iris recognition.

Using HP Display Tools to protect your screen

Use the HP Display Tools app to customize display settings when your device is docked. You can set the amount of time before the screen dims and set the time to wait before the screen locks.

To change the settings, follow these steps:

1. Swipe left from the right edge of the Start screen to display all apps.
2. Tap **HP Display Tools**, and then follow the on-screen instructions.


15 Maintenance

It is important to perform regular maintenance to keep your device in optimal condition. This chapter provides instructions for updating the operating system and apps, steps to clean the device, and tips for shipping the device.

Displaying system information

HP Device Hub provides a quick path to the device summary information such as the operating system version, the amount of available storage space, the product model number, and the mobile IMEI number.

To access HP Device Hub:

1. Swipe up from the middle of the Start screen.
2. Tap  **HP Device Hub**.


Updating the operating system and apps

HP recommends that you update your operating system and apps on a regular basis. Updates can resolve issues and bring new features and options to your device.


Go to <http://www.hp.com/support> to check for the latest product information and user guides.

Updating the operating system

 **NOTE:** Before updating, connect your device to AC power or make sure your device is fully charged.

1. Swipe up from the middle of the Start screen, and then tap  **HP Device Hub**.
2. Tap **Update to the latest OS**, and then follow the on-screen instructions to check for updates.


Updating apps

1. Tap **Store** on the Start screen.
2. Tap , and then tap **Downloads and updates**.
3. Tap **Check for updates**, and then follow the on-screen instructions.

Diagnostics

The HP Mobile Hardware Diagnostic app provides a way to test the hardware components and memory on your device to verify they are functioning properly. Alerts providing recovery information are displayed for any disabled item. Follow the alert details to resolve any issues.


To access diagnostics:

1. Swipe up from the middle of the Start screen.
2. Tap  **HP Device Hub**.
3. Tap **HP Mobile Hardware Diagnostics**, and then follow the on-screen instructions.

Cleaning your device

Use the following products to safely clean your device:


- 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
- Solution of water and mild soap
- 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 device. If you are not sure that a cleaning product is safe for your device, 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 device. 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 device.

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

1. Turn off the device.
2. Disconnect AC power.
3. Disconnect all powered external devices.

 **CAUTION:** To prevent damage to internal components, do not spray cleaning agents or liquids directly on any device surface. Liquids dripped on the surface can permanently damage internal components.

Cleaning the display

Gently wipe the display using a soft, lint-free cloth moistened with an alcohol-free glass cleaner.

Cleaning the sides


To clean the sides, 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 device, use a circular motion to aid in removing dirt and debris.

Shipping your device

If you have to ship your device, follow these tips to keep your equipment safe.

- Prepare the device for shipping:
 - Back up your information to an external card or OneDrive.
 - Remove all external media cards, such as memory cards.
 - Turn off and then disconnect all external devices.
 - Turn off the device.
- When traveling by air, carry the device as hand luggage; do not check it in with the rest of your luggage.
- If you plan to use the device during a flight, listen for the in-flight announcement that tells you when you are allowed to use your device. In-flight use is at the discretion of the airline.
- If you are shipping the device, use suitable protective packaging and label the package “FRAGILE.”
- The use of wireless 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 wireless device in your device, ask for authorization to use your device 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 device. 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 device with a voltage converter kit sold for appliances.

16 Accessibility

HP designs, produces, and markets products and services that can be used by everyone, including people with disabilities, either on a stand-alone basis or with appropriate assistive devices.

Supported assistive technologies

HP products support a wide variety of operating system assistive technologies and can be configured to work with additional assistive technologies. Use the Search feature on your device to locate more information about assistive features.



NOTE: For additional information about a particular assistive technology product, contact customer support for that product.

Contacting support

We are constantly refining the accessibility of our products and services and welcome feedback from users. If you have an issue with a product or would like to tell us about accessibility features that have helped you, please contact us at +1 (888) 259-5707, Monday through Friday, 6 a.m. to 9 p.m. North American Mountain Time. If you are deaf or hard-of-hearing and use TRS/VRS/WebCapTel, contact us if you require technical support or have accessibility questions by calling +1 (877) 656-7058, Monday through Friday, 6 a.m. to 9 p.m. North American Mountain Time.



NOTE: Support is in English only.

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