



ENVY¹⁷

GETTING STARTED

HP ENVY¹⁷ Getting Started

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Product notice

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

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

User Guides

HP is committed to reducing the environmental impact of our products. As part of this effort, we provide user guides and learning centers on your computer hard drive in Help and Support. Additional support and updates to the user guides are available on the Web.

Safety warning notice


 **WARNING!** To reduce the possibility of heat-related injuries or of overheating the computer, do not place the computer directly on your lap or obstruct the computer air vents. Use the computer only on a hard, flat surface. Do not allow another hard surface, such as an adjoining optional printer, or a soft surface, such as pillows or rugs or clothing, to block airflow. Also, do not allow the AC adapter to contact the skin or a soft surface, such as pillows or rugs or clothing, during operation. The computer and the AC adapter comply with the user-accessible surface temperature limits defined by the International Standard for Safety of Information Technology Equipment (IEC 60950).

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1 Welcome

After you set up and register the computer, it is important to take the following steps:


- **Connect to the Internet**—Set up your wired or wireless network so that you can connect to the Internet. For more information, refer to [Networking on page 20](#).
- **Update your antivirus software**—Protect your computer from damage caused by viruses. The software is preinstalled on the computer and includes a limited subscription for free updates. For more information, refer to the *HP Notebook Reference Guide*.
- **Get to know your computer**—Learn about your computer features. Refer to [Getting to know your computer on page 7](#) and [Keyboard and pointing devices on page 25](#) for additional information.
- **Create recovery discs**—Recover the operating system and software to factory settings in case of system instability or failure. For instructions, refer to [Backup and recovery on page 51](#).
- **Find installed software**—Access a list of the software preinstalled on the computer. Select **Start > All Programs**. For details about using the software included with the computer, refer to the software manufacturer's instructions, which may be provided with the software or on the manufacturer's Web site.

What's new



Beats Audio

Beats Audio is an enhanced audio profile that provides a deep, controlled bass while maintaining a clear sound. Beats Audio is enabled by default.

▲ To increase or decrease the Beats Audio bass settings, press **fn+b**.

 **NOTE:** You can also view and control the bass settings through the Windows operating system. Select **Start > Control Panel > Hardware and Sound > HP Beats Audio Control Panel > Equalization** to view and control the bass properties.

The following table shows and describes the Beats Audio icons.

Icon	Description
	Indicates that Beats Audio is enabled.
	Indicates that Beats Audio is disabled.

Stardock

Stardock includes the following features:

- **Stardock MyColors**—Offers a customizable desktop theme that transforms the look and feel of your basic Windows desktop. The new desktop includes custom icons, visual styles (Start button and taskbar), and a corresponding wallpaper.

To change back to the standard Windows theme, open the Stardock MyColors program and select the standard Windows theme.

- **Stardock Fences**—Organizes the icons on your desktop. When the custom theme has been applied, all of the icons on the desktop are moved to a vertical column or “fence” in the lower left corner of the

screen, with the Recycle Bin at the top. To customize Fences or to refer to the software Help for Fences, select **Start > All Programs > Stardock**. Click **Fences**, and then click **Fences.Ink**.


ATI Eyefinity Multi-Display technology

Your computer supports the new ATI™ Eyefinity Multi-Display technology that provides the following features:


- You can now have up to 3 external displays, as long as one of the displays is connected to the Mini DisplayPort on the computer.
- Provides a new display configuration by spanning the image across a group of external displays into a massive single large surface (SLS).

Example display configuration for single large surface (SLS)

When you use 3 external displays and span the image across them as an SLS, the computer display is turned off. The 3 external displays are connected to the computer using the external monitor port (VGA), the Mini DisplayPort, and the HDMI port.

 **NOTE:** Identical resolution is required among all displays to form the SLS. Displays with different native resolutions can still form an SLS mode by using non-native resolutions.



 **NOTE:** Windows 7 only supports 2 external displays. To configure 3 external displays in Windows 7, refer to [Using the ATI Catalyst Control Center on page 4](#).

Switching the screen image

Press the [switch screen image](#) action key to open a dialog box that shows the 4 configuration choices, independent of the number of connected display devices.

- Disconnect Projector only mode—Turns off the external display and displays the image only on the computer display.
- Duplicate mode—Clones the computer display onto an external display that is connected to the external monitor port (VGA) on the computer.
- Extend mode—Extends the desktop to all connected external displays along with the computer display.
- Projector only mode—Turns off the computer display and sets all connected external displays to extended desktop.



NOTE: You can manage the video output and default output devices using the ATI Catalyst Control Center. Refer to [Using the ATI Catalyst Control Center on page 4](#).

Using the ATI Catalyst Control Center

To configure desktops and displays and to manage ATI Eyefinity, you must use the ATI Catalyst™ Control Center.

To access the ATI Catalyst Control Center:

1. Select **Start > All Programs > Catalyst Control Center**.
2. Click the **Graphics** arrow, and then select **Desktops and Displays**.



NOTE: For additional information on using the ATI Catalyst Control Center, refer to the software Help.

Finding information

The computer comes with several resources to help you perform various tasks.

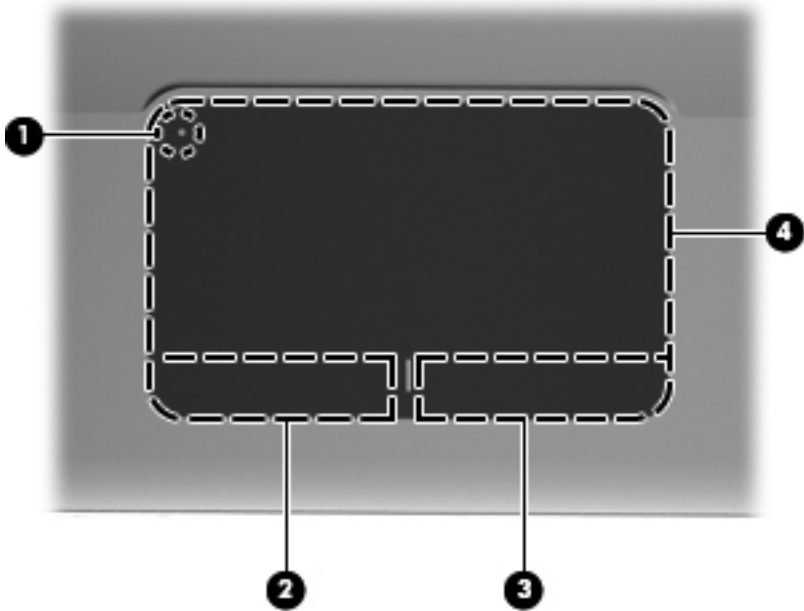
Resources	For information about
<i>Quick Setup</i> poster	<ul style="list-style-type: none">• How to set up the computer• Help to identify computer components
<i>HP Notebook Reference Guide</i> To access this guide, select Start > Help and Support > User Guides .	<ul style="list-style-type: none">• Power management features• How to maximize battery life• How to use the multimedia features of the computer• How to protect the computer• How to care for the computer• How to update the software
Help and Support To access Help and Support, select Start > Help and Support . NOTE: For country- or region-specific support, go to http://www.hp.com/support , select your country or region, and follow the on-screen instructions.	<ul style="list-style-type: none">• Operating system information• Software, driver, and BIOS updates• Troubleshooting tools• How to access technical support
<i>Regulatory, Safety, and Environmental Notices</i> To access the notices, select Start > Help and Support > User Guides .	<ul style="list-style-type: none">• Regulatory and safety information• Battery disposal information
<i>Safety & Comfort Guide</i> To access this guide: Select Start > Help and Support > User Guides . – or – Go to http://www.hp.com/ergo .	<ul style="list-style-type: none">• Proper workstation setup, posture, health, and work habits• Electrical and mechanical safety information
<i>Worldwide Telephone Numbers</i> booklet This booklet is provided with your computer.	HP support telephone numbers


Resources	For information about
<p>HP Web site</p> <p>To access this Web site, go to http://www.hp.com/support.</p>	<ul style="list-style-type: none"> • Support information • Ordering parts and finding additional help • Software, driver, and BIOS (Setup Utility) updates • Accessories available for the device
<p><i>Limited Warranty*</i></p> <p>To access this warranty:</p> <p>Select Start > Help and Support > Warranty.</p> <p>– or –</p> <p>Go to http://www.hp.com/go/orderdocuments.</p>	<p>Warranty information</p>
<p>*You may find the expressly provided HP Limited Warranty applicable to your product located with the electronic guides on your computer and/or on the CD/DVD provided in the box. Some countries/regions may provide a printed HP Limited Warranty in the box. In countries/regions where the warranty is not provided in printed format, you may request a printed copy at http://www.hp.com/go/orderdocuments or write to:</p> <ul style="list-style-type: none"> • North America: Hewlett-Packard, MS POD, 11311 Chinden Blvd, Boise, ID 83714, USA • Europe, Middle East, Africa: Hewlett-Packard, POD, Via G. Di Vittorio, 9, 20063, Cernusco s/ Naviglio (MI), Italy • Asia Pacific: Hewlett-Packard, POD, P.O. Box 200, Alexandra Post Office, Singapore 911507 <p>Please include your product number, warranty period (found on your serial number label), name and postal address.</p>	

2 Getting to know your computer

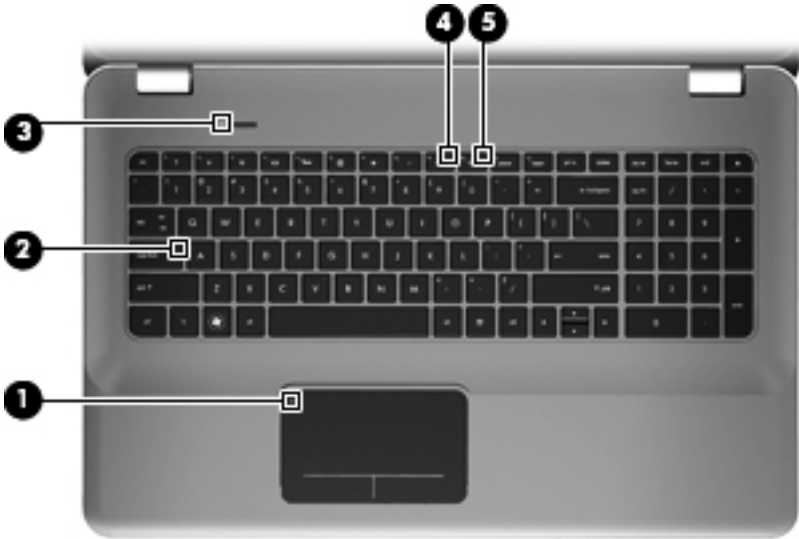
Top






TouchPad



Component	Description
(1)  TouchPad light	Turns the TouchPad on and off. Quickly double-tap the TouchPad light to turn the TouchPad on and off.
(2) Left TouchPad button	Functions like the left button on an external mouse.
(3) Right TouchPad button	Functions like the right button on an external mouse.
(4) TouchPad zone	Moves the pointer and selects or activates items on the screen.


Lights



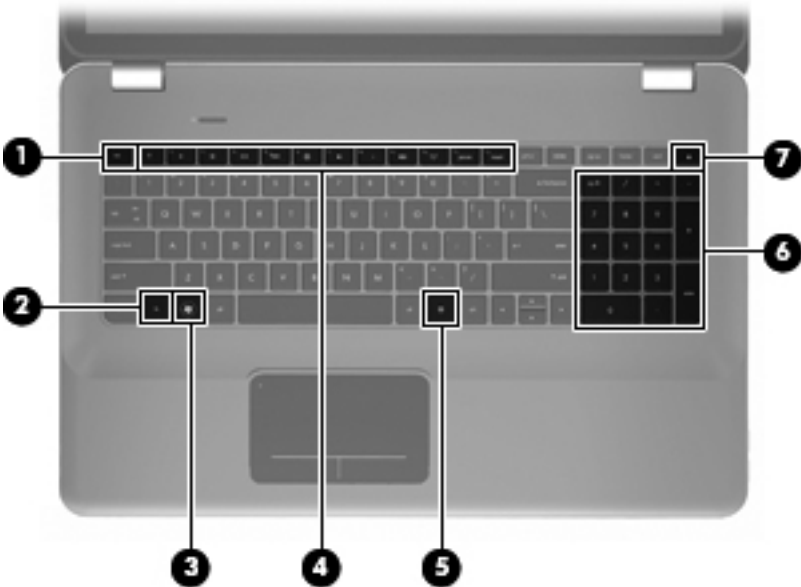
Component	Description
(1)  TouchPad light	<ul style="list-style-type: none">• Amber: The TouchPad is off.• Off: The TouchPad is on.
(2)  Caps lock light	<ul style="list-style-type: none">• White: Caps lock is on.• Off: Caps lock is off.
(3)  Power light	<ul style="list-style-type: none">• White: The computer is on.• Blinking white: The computer is in the Sleep state.• Off: The computer is off or in Hibernation.
(4)  Mute light	<ul style="list-style-type: none">• Amber: Computer sound is off.• Off: Computer sound is on.
(5)  Wireless light	<ul style="list-style-type: none">• White: An integrated wireless device, such as a wireless local area network (WLAN) device, is on. <p>NOTE: Wireless devices are enabled at the factory.</p> <ul style="list-style-type: none">• Amber: All wireless devices are off.




Button



Component		Description
	Power button	<ul style="list-style-type: none">• When the computer is off, press the button to turn on the computer.• When the computer is on, press the button briefly to initiate Sleep.• When the computer is in the Sleep state, press the button briefly to exit Sleep.• When the computer is in Hibernation, press the button briefly to exit Hibernation. <p>If the computer has stopped responding and Windows® shutdown procedures are ineffective, press and hold the power button for at least 5 seconds to turn off the computer.</p> <p>To learn more about your power settings, select Start > Control Panel > System and Security > Power Options, or refer to the <i>HP Notebook Reference Guide</i>.</p>



Keys



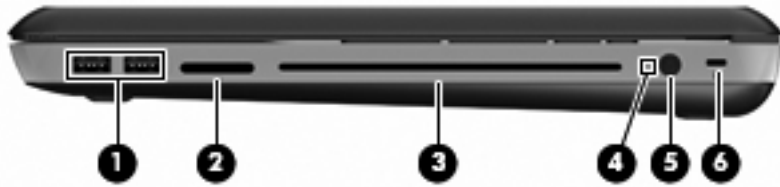
Component	Description
(1) esc key	Displays system information when pressed in combination with the fn key.
(2) fn key	Executes frequently used system functions when pressed in combination with the b key or the esc key.
(3)  Windows logo key	Displays the Windows Start menu.
(4) Action keys	Execute frequently used system functions.
(5)  Windows applications key	Displays a shortcut menu for items beneath the pointer.
(6) Integrated numeric keypad	Can be used like an external numeric keypad.
(7)  Optical drive eject key	Ejects the optical disc from the optical drive.


Front





Component	Description
(1)  Power light	<ul style="list-style-type: none">• White: The computer is on.• Blinking white: The computer is in the Sleep state.• Off: The computer is off or in Hibernation.
(2)  Drive light	<ul style="list-style-type: none">• Blinking white: The hard drive is being accessed.• Amber: HP ProtectSmart Hard Drive Protection has temporarily parked the hard drive. <p>NOTE: For information on HP ProtectSmart Hard Drive Protection, refer to the <i>HP Notebook Reference Guide</i>.</p>
(3) Speakers (2)	Produce sound.

Right-side











Component	Description
(1)  USB ports (2)	Connect optional USB devices.
(2) Digital Media Slot	Supports the following digital card formats: <ul style="list-style-type: none">• Memory Stick• Memory Stick Pro• MultiMediaCard• Secure Digital (SD) Memory Card• Secure Digital High Capacity Memory Card• xD-Picture Card
(3) Optical drive	Reads and writes to an optical disc. CAUTION: Do not insert 8-cm optical discs into the optical drive. This can cause damage to the computer.
(4) Battery light	<ul style="list-style-type: none">• Off: The computer is running on battery power.• Blinking amber: The battery has reached a low battery level, a critical battery level, or there is a battery error.• Amber: A battery is charging.• White: The computer is connected to external power and the battery is fully charged.

Component	Description
(5)  Power connector	Connects an AC adapter.
(6)  Security cable slot	Attaches an optional security cable to the computer. NOTE: The security cable is designed to act as a deterrent, but it may not prevent the computer from being mishandled or stolen.

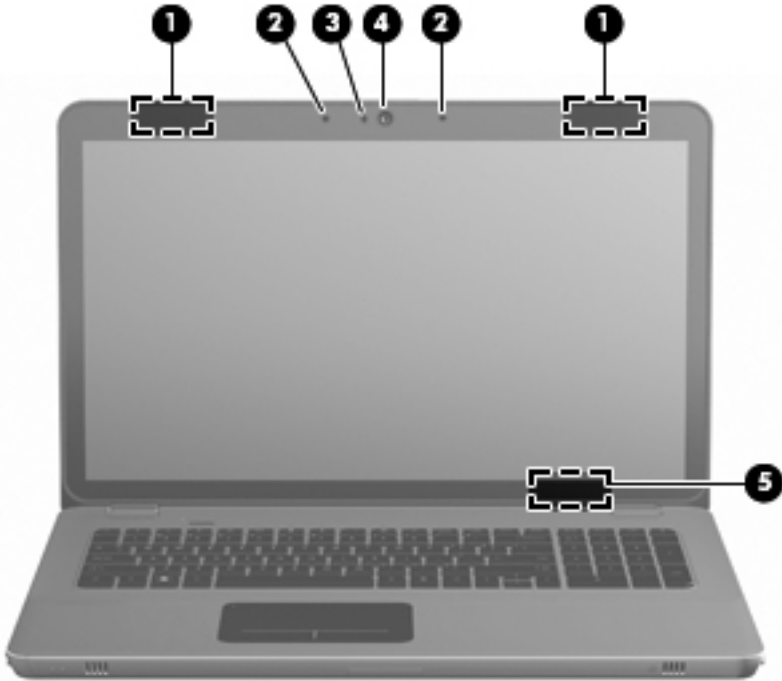
Left-side



Component	Description
(1) Vent	Enables airflow to cool internal components. NOTE: The computer fan starts up automatically to cool internal components and prevent overheating. It is normal for the internal fan to cycle on and off during routine operation.
(2)  External monitor port	Connects an external VGA monitor or projector.
(3)  RJ-45 (network) jack	Connects a network cable.
(4)  Mini DisplayPort	Connects an optional digital display device, such as a high-performance monitor or projector.
(5)  HDMI	Connects an optional video or audio device, such as a high-definition television, or any compatible digital or audio component.
(6)  eSATA/USB port	Connects a high-performance eSATA component, such as an eSATA external hard drive, or connects an optional USB 2.0 device.
(7)  SuperSpeed USB port	Connects an optional USB 3.0 device and provides enhanced USB power performance. NOTE: The SuperSpeed USB port is also compatible with USB 1.0 and 2.0 devices.

Component	Description
<p>(8)  Audio-out (headphone) jack/Audio-in (microphone) jack</p>	<p>Produces sound when connected to optional powered stereo speakers, headphones, earbuds, a headset, or television audio. Also connects an optional headset microphone.</p> <p>WARNING! To reduce the risk of personal injury, adjust the volume before putting on headphones, earbuds, or a headset. For additional safety information, refer to the <i>Regulatory, Safety, and Environmental Notices</i>.</p> <p>NOTE: When a device is connected to the jack, the computer speakers are disabled.</p>
<p>(9)  Audio-out (headphone) jack</p>	<p>Produces sound when connected to optional powered stereo speakers, headphones, earbuds, a headset, or television audio.</p> <p>WARNING! To reduce the risk of personal injury, adjust the volume before putting on headphones, earbuds, or a headset. For additional safety information, refer to the <i>Regulatory, Safety, and Environmental Notices</i>.</p> <p>NOTE: When a device is connected to the jack, the computer speakers are disabled.</p>

Display

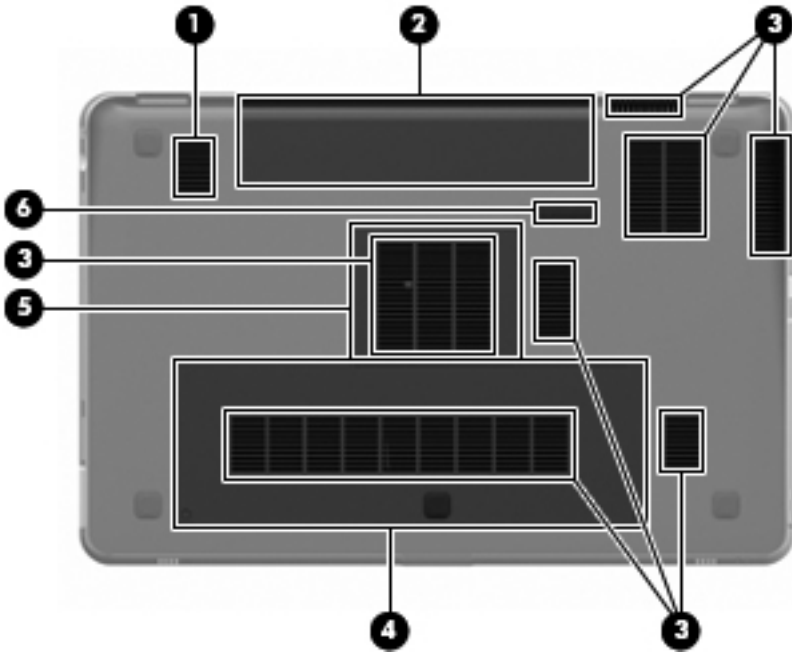



Component	Description
(1) WLAN antennas (2)*	Send and receive wireless signals to communicate with wireless local area networks (WLAN).
(2) Internal microphones (2)	Record sound.
(3) Webcam light	On: The webcam is in use.
(4) Webcam	Records video and captures still photographs. To access the webcam, select Start > All Programs > HP > HP MediaSmart > HP MediaSmart Webcam .

Component	Description
(5) Internal display switch	Turns off the display and initiates Sleep if the display is closed while the power is on. NOTE: The internal display switch is not visible from the outside of the computer.

*The antennas are not visible from the outside of the computer. For optimal transmission, keep the areas immediately around the antennas free from obstructions. To see wireless regulatory notices, refer to the section of the *Regulatory, Safety, and Environmental Notices* that applies to your country or region. These notices are located in Help and Support.

Bottom



Component	Description
(1) Subwoofer	Contains the subwoofer speaker.
(2) Battery bay	Holds the battery. NOTE: The battery is preinstalled in the battery bay at the factory.
(3) Vents (7)	Enable airflow to cool internal components. NOTE: The computer fan starts up automatically to cool internal components and prevent overheating. It is normal for the internal fan to cycle on and off during routine operation.
(4)  Hard drive bay	Holds the hard drive.

Component	Description
(5)  Memory module compartment	Holds the memory modules.
(6)  Battery release latch	Releases the battery from the battery bay.

3 Networking



NOTE: Internet hardware and software features vary depending on computer model and your location.

Your computer supports two types of Internet access:

- **Wireless**—For mobile Internet access, you can use a wireless connection. Refer to [Connecting to an existing WLAN on page 22](#) or [Setting up a new WLAN network on page 23](#).
- **Wired**—You can access the Internet by connecting to a wired network. For information on connecting to a wired network, refer to the *HP Notebook Reference Guide*.

Using an Internet service provider (ISP)

Before you can connect to the Internet, you must establish an ISP account. Contact a local ISP to purchase Internet service and a modem. The ISP will help set up the modem, install a network cable to connect your wireless computer to the modem, and test the Internet service.



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

The following features will help you set up a new Internet account or configure the computer to use an existing account:

- **Internet Services & Offers (available in some locations)**—This utility assists with signing up for a new Internet account and configuring the computer to use an existing account. To access this utility, select **Start > All Programs > Online Services > Get Online**.
- **ISP-provided icons (available in some locations)**—These icons may be displayed either individually on the Windows desktop or grouped in a desktop folder named Online Services. To set up a new Internet account or configure the computer to use an existing account, double-click an icon, and then follow the on-screen instructions.
- **Windows Connect to the Internet Wizard**—You can use the Windows Connect to the Internet Wizard to connect to the Internet in any of these situations:
 - You already have an account with an ISP.
 - You do not have an Internet account and want to select an ISP from the list provided within the wizard. (The list of ISP providers is not available in all regions.)
 - You have selected an unlisted ISP, and the ISP has provided you with information such as a specific IP address and POP3 and SMTP settings.

To access the Windows Connect to the Internet Wizard and instructions for using it, select **Start > Help and Support**, and then type Connect to the Internet wizard in the Search box.



NOTE: If you are prompted within the wizard to choose between enabling or disabling Windows Firewall, choose to enable the firewall.

Connecting to a wireless network

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

- Wireless local area network (WLAN) device
- HP Mobile Broadband Module, a wireless wide area network (WWAN) device
- Bluetooth® device

For more information on wireless technology and connecting to a wireless network, refer to the *HP Notebook Reference Guide* and information and Web site links provided in Help and Support.


Connecting to an existing WLAN

1. Turn on the computer.
2. Be sure that the WLAN device is on.
3. Click the network icon in the notification area, at the far right of the taskbar.
4. Select a network to connect to.
5. Click **Connect**.
6. If required, enter the security key.

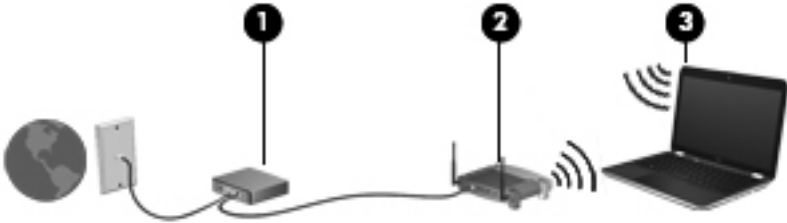
Setting up a new WLAN network

Required equipment:

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

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

The illustration shows an example of a completed WLAN network installation that is connected to the Internet. As your network grows, additional wireless and wired computers can be connected to the network to access the Internet.



Configuring a wireless router

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

The Windows operating system also provides tools to help you set up a new wireless network. To use the Windows tools to set up your network, select **Start > Control Panel > Network and Internet > Network and Sharing Center > Set up a new connection or network > Set up a new network**. Then follow the on-screen instructions.



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

Protecting your WLAN

When you set up a WLAN or access an existing WLAN, always turn on security features to protect your network from unauthorized access.

For information on protecting your WLAN, refer to the *HP Notebook Reference Guide*.


4 Keyboard and pointing devices

Using the keyboard

Using the action keys




Action keys are customized actions that are assigned to specific keys at the top of the keyboard.









To use an action key, press and hold this key to activate the assigned action.

 **NOTE:** Depending on the program you are using, pressing **fn** and one of the action keys will open a specific shortcut menu within that application.

NOTE: You can disable the action key feature in Setup Utility (BIOS) and revert back to pressing the **fn** key and one of the action keys to activate the assigned action.



Icon	Action	Description
	Help and Support	Opens Help and Support. Help and Support provides tutorials, answers to questions, and product updates.
	Screen brightness down	Decreases the screen brightness level.
	Screen brightness up	Increases the screen brightness level.

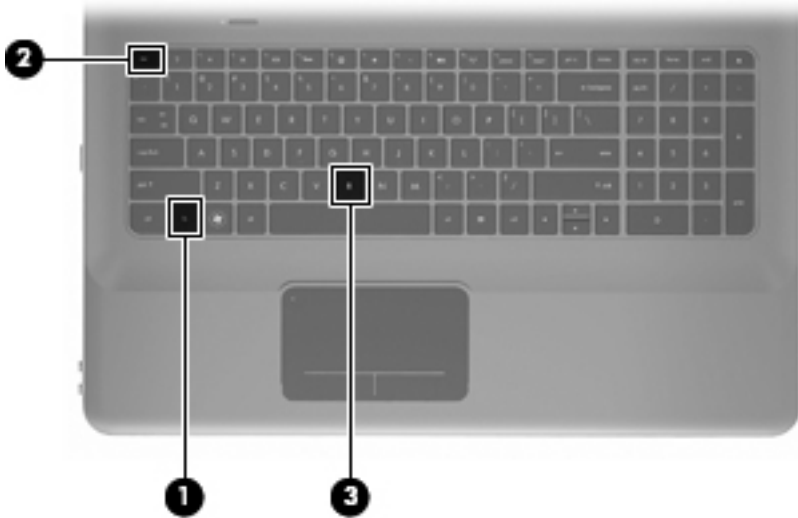
Icon	Action	Description
	Switch screen image	<p>Switches the screen image among display devices connected to the system. For example, if a monitor is connected to the computer, this key alternates the screen image from computer display to monitor display to simultaneous display on both the computer and the monitor.</p> <p>Most external monitors receive video information from the computer using the external VGA video standard. The switch screen image key can also alternate images among other devices that are receiving video information from the computer.</p> <p>The computer also supports multiple display outputs. When you press the switch screen image key, you can select from four different video outputs:</p> <ul style="list-style-type: none"> • Disconnect projector only mode • Duplicate mode • Extend mode • Projector only mode
	Keyboard backlight	<p>Turns the keyboard backlight on and off.</p> <p>NOTE: The keyboard backlight is turned on at the factory. To extend battery power, turn off the keyboard backlight.</p>
	Web	<p>Opens a Web browser.</p> <p>NOTE: Until you set up your Internet or network services, this key opens the Internet Connection Wizard.</p>
	Volume down	Decreases speaker volume.
	Volume up	Increases speaker volume.
	Mute	Mutes or restores speaker sound.
	Wireless	<p>Turns the wireless feature on or off.</p> <p>NOTE: This key does not establish a wireless connection. To establish a wireless connection, a wireless network must be set up.</p>
	Print screen	Takes a snapshot or picture of your computer screen and copies it to the clipboard.

Using the hotkeys

A hotkey is a combination of the **fn** key (1) and either the **esc** key (2) or the **b** key (3).

To use a hotkey:

- ▲ Briefly press the **fn** key, and then briefly press the second key of the hotkey combination.



Function	Hotkey	Description
Display system information.	fn+esc	Displays information about system hardware components and the system BIOS version number.
Control the bass settings.	fn+b	Increases or decreases the Beats Audio bass settings. Beats Audio is an enhanced audio profile that provides a deep, controlled bass while maintaining a clear sound. Beats Audio is enabled by default. You can also view and control the bass settings through the Windows operating system. Select Start > Control Panel > Hardware and Sound > HP Beats Audio Control Panel > Equalization to view and control the bass properties.


Using the keypad

Using the integrated numeric keypad



Component	Description
Integrated numeric keypad	Can be used like an external numeric keypad. NOTE: The computer does not have a num lock key.

Using pointing devices

 **NOTE:** In addition to the pointing devices included with your computer, you can use an external USB mouse (purchased separately) by connecting it to one of the USB ports on the computer.

Setting pointing device preferences

Use Mouse Properties in Windows® to customize settings for pointing devices, such as button configuration, click speed, and pointer options.


To access Mouse Properties, select **Start > Devices and Printers**. Then, right-click the device representing your computer, and select **Mouse settings**.

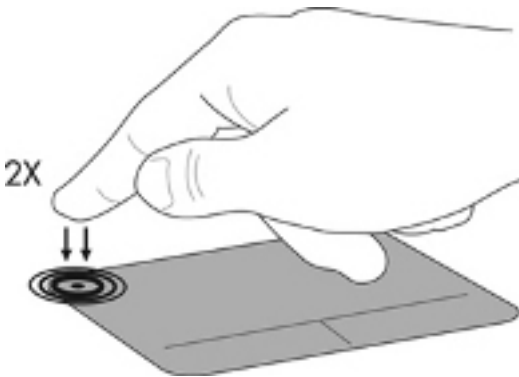
Using the TouchPad

To move the pointer, slide one finger across the TouchPad in the direction you want the pointer to go. Use the left and right TouchPad buttons like the corresponding buttons on an external mouse.

Turning the TouchPad off and on

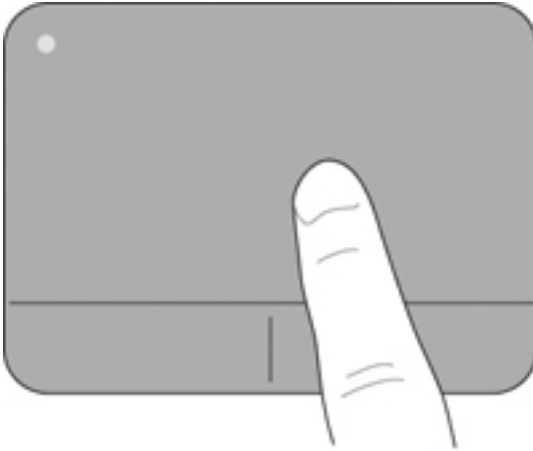
To turn the TouchPad off and on, quickly double-tap the TouchPad light.

 **NOTE:** If the TouchPad light is amber, the TouchPad is off.



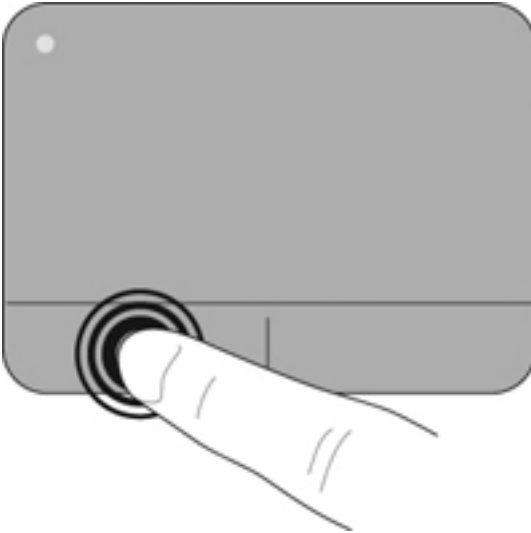
Navigating

To move the pointer, slide one finger across the TouchPad in the direction you want the pointer to go.



Selecting


Use the left and right TouchPad buttons like the corresponding buttons on an external mouse.




Using TouchPad gestures

The TouchPad supports a variety of gestures. To use TouchPad gestures, place two fingers on the TouchPad at the same time.

To turn the gestures on and off:

1. Double-click the **Synaptics** icon  in the notification area, at the far right of the taskbar, and then click the **Device Settings** tab.
2. Select the device, and then click **Settings**.
3. Select the gesture that you want to turn on or off.
4. Click **Apply**, and then click **OK**.

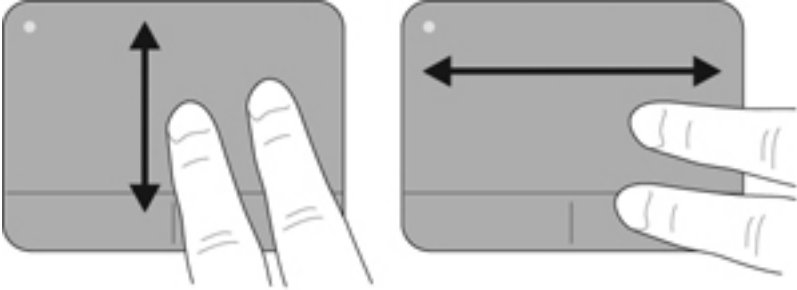
 **NOTE:** The computer also supports additional TouchPad features. To view and turn on these features, double-click the **Synaptics** icon in the notification area, at the far right of the taskbar, and then click the **Device Settings** tab. Select the device, and then click **Settings**.

Scrolling

Scrolling is useful for moving up, down, or sideways on a page or image. To scroll, place two fingers slightly apart on the TouchPad and drag them across the TouchPad in an up, down, left, or right motion.



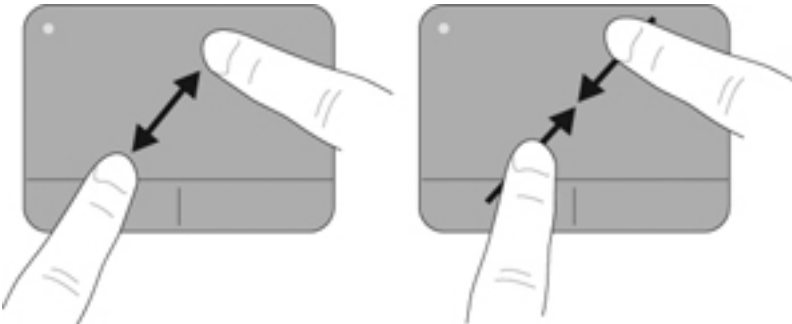
NOTE: Scrolling speed is controlled by finger speed.



Pinching/Zooming


Pinching allows you to zoom in or out on images or text.

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



5 Maintenance

Removing or inserting the battery

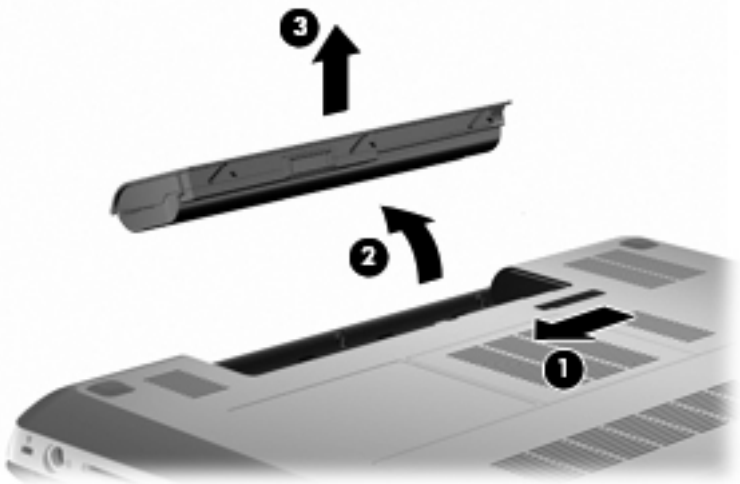
 **NOTE:** The battery is preinstalled in the battery bay at the factory.

NOTE: For additional information on using the battery, refer to the *HP Notebook Reference Guide*.

Removing the battery

△ **CAUTION:** Removing a battery that is the sole power source for the computer can cause loss of information. To prevent loss of information, save your work and initiate Hibernation or shut down the computer through Windows before removing the battery.

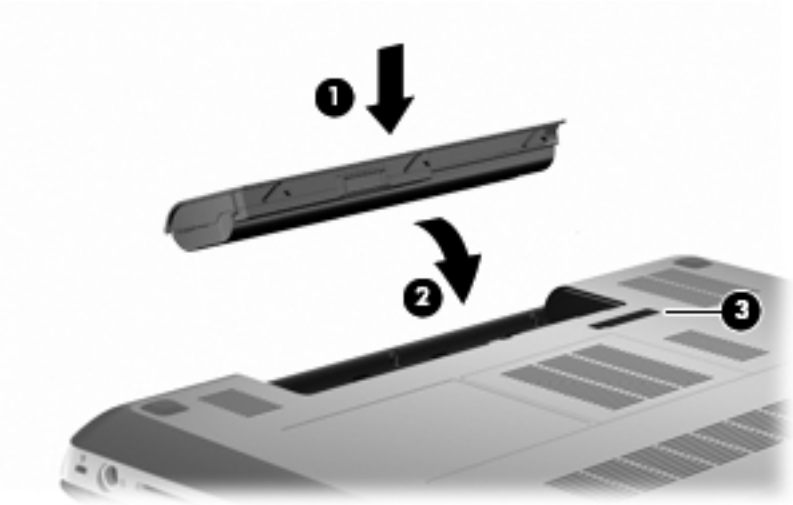
1. Slide the battery release latch (1) to release the battery.
2. Pivot the battery (2) upward and remove it from the computer (3).



Inserting the battery

- ▲ Align the tabs on the battery with the notches on the outer edge of the battery bay (1), and rotate the battery into the battery bay until it is seated (2).

The battery release latch (3) automatically locks the battery into place.




Replacing or upgrading the hard drive

△ **CAUTION:** To prevent information loss or an unresponsive system:

Shut down the computer before removing the hard drive from the hard drive bay. Do not remove the hard drive while the computer is on, in the Sleep state, or in Hibernation.

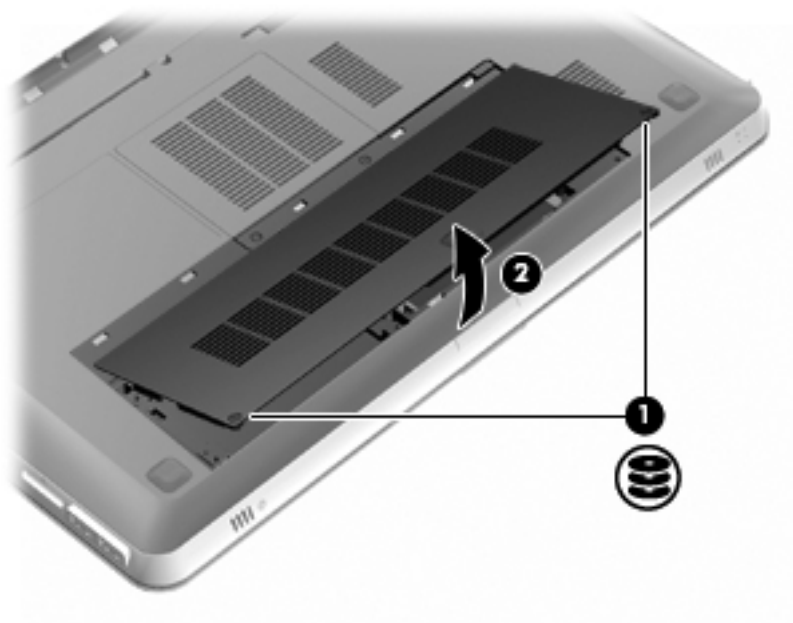
If you are not sure whether the computer is off or in Hibernation, turn the computer on by pressing the power button. Then shut down the computer through the operating system.

 **NOTE:** Select computer models can support up to two drives. To view the drives installed on the computer, select **Start > Computer**.

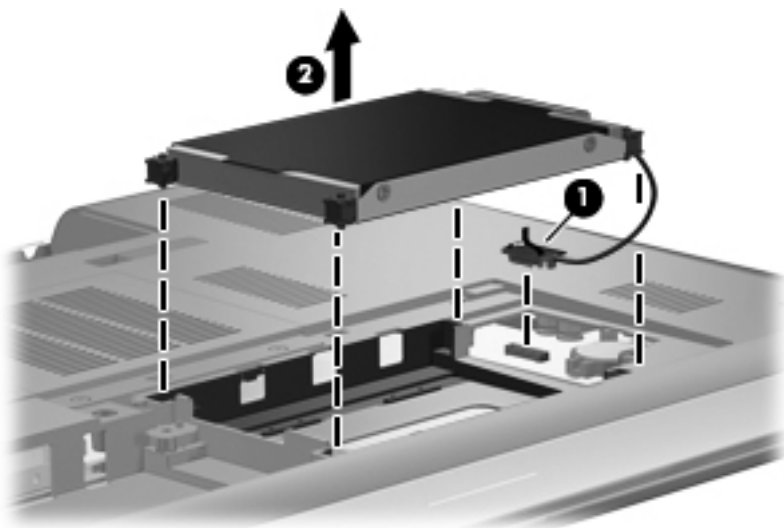
Removing the hard drive

1. Save your work and shut down the computer.
2. Disconnect all external devices connected to the computer.
3. Unplug the power cord from the AC outlet and remove the battery.
4. Loosen the 2 hard drive cover screws (1).

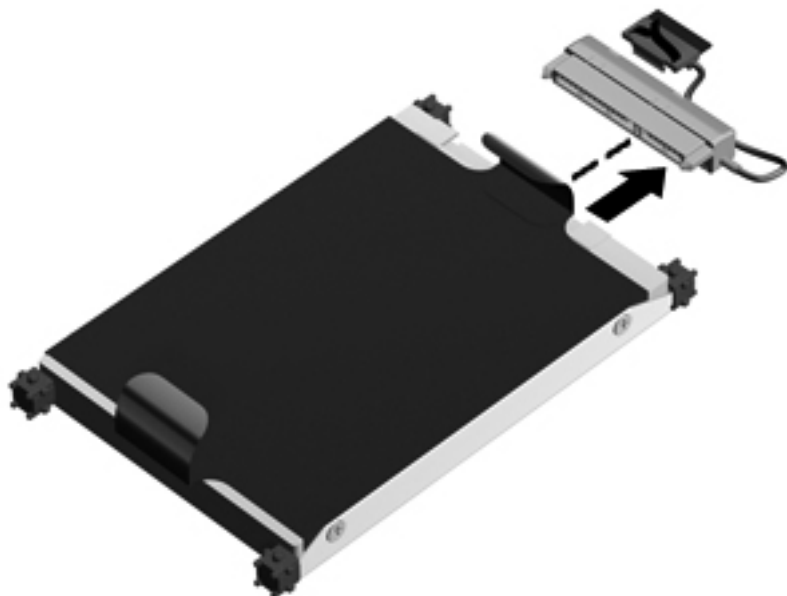
5. Remove the hard drive cover (2).



6. Disconnect the hard drive cable (1) from the computer, and then lift the hard drive (2) out of the hard drive bay.

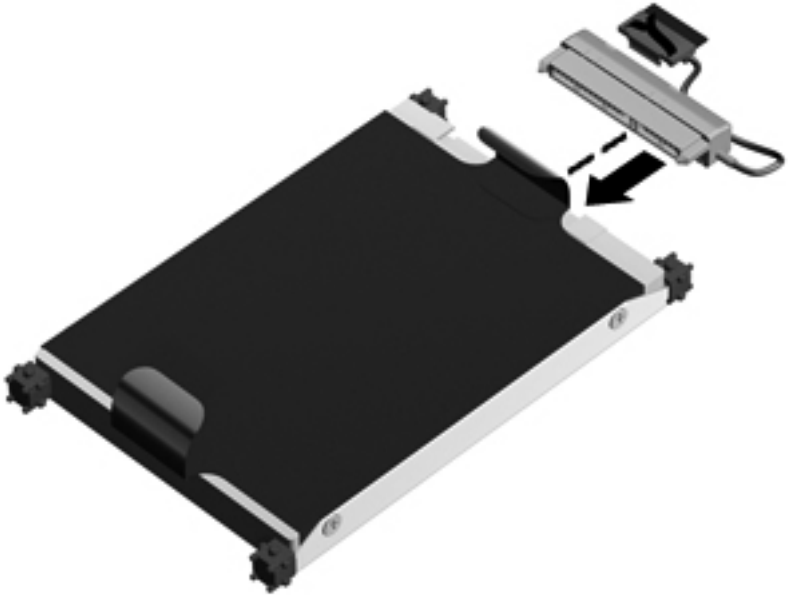


7. Disconnect the hard drive cable from the hard drive.

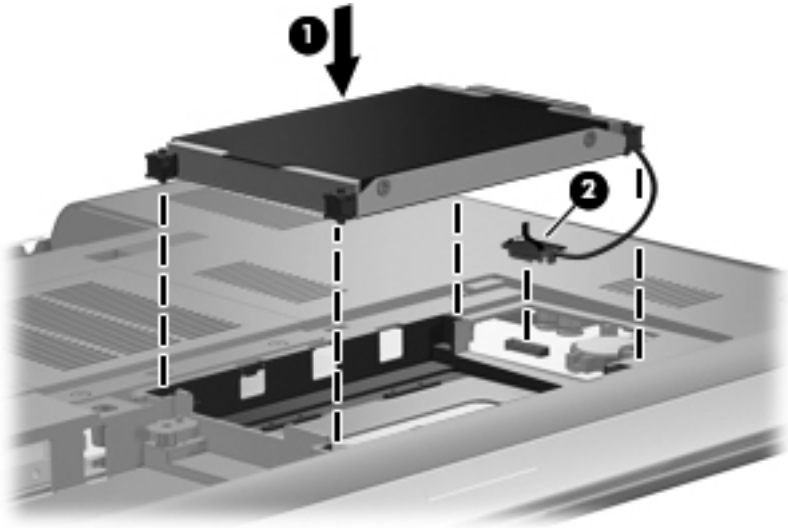


Installing a hard drive

1. Connect the hard drive cable to the hard drive.

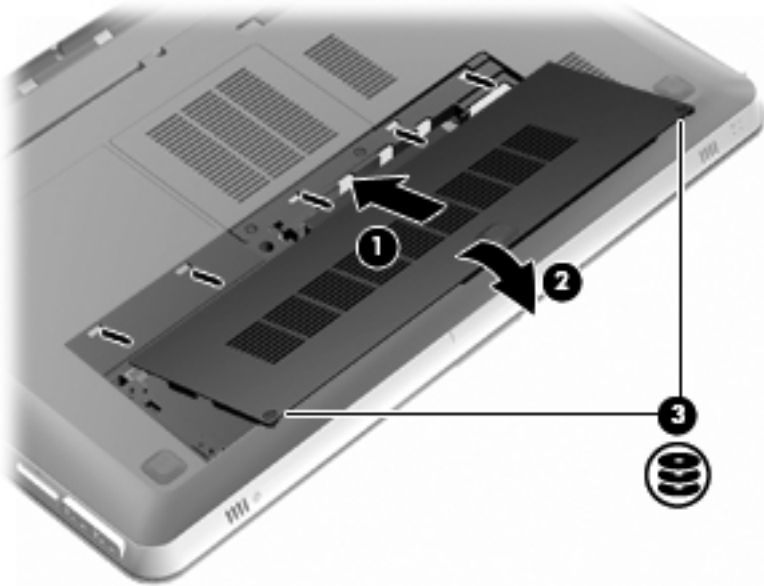


2. Insert the hard drive (1) into the hard drive bay, and then connect the hard drive cable (2) to the computer.



3. Align the tabs (1) on the hard drive cover with the notches on the computer.
4. Close the cover (2).

5. Tighten the hard drive cover screws (3).




6. Replace the battery.
7. Reconnect external power and external devices.
8. Turn on the computer.

Adding or replacing memory modules

The computer has two memory module slots. The memory module slots are located on the bottom of the computer under the hard drive cover. The memory capacity of the computer can be upgraded by adding a memory module or replacing the existing memory module in one of the memory module slots.

- ⚠ WARNING!** To reduce the risk of electric shock and damage to the equipment, unplug the power cord and remove all batteries before installing a memory module.

△ **CAUTION:** Electrostatic discharge (ESD) can damage electronic components. Before beginning any procedure, ensure that you are discharged of static electricity by touching a grounded metal object.

 **NOTE:** To use a dual-channel configuration when adding a second memory module, be sure that both memory modules are the same capacity.

To add or replace a memory module:

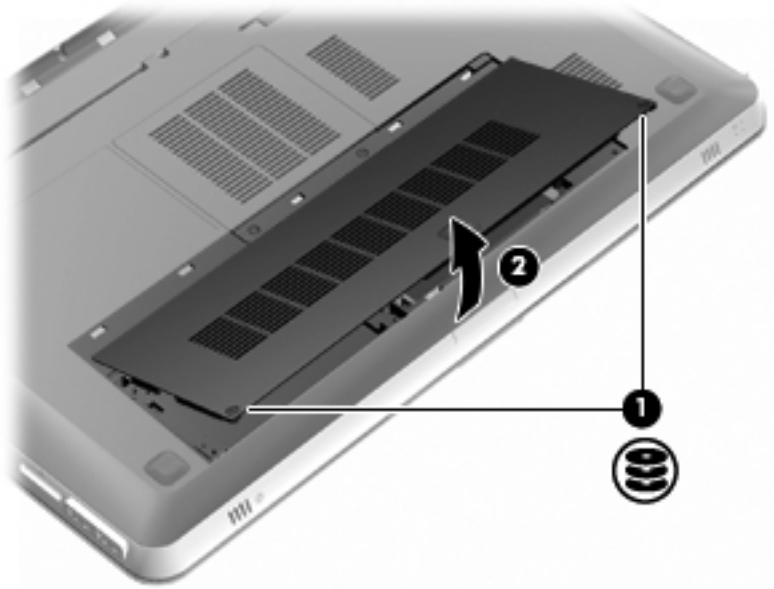
△ **CAUTION:** To prevent information loss or an unresponsive system:

Shut down the computer before removing a memory module from the computer. Do not remove a memory module while the computer is on, in the Sleep state, or in Hibernation.

If you are not sure whether the computer is off or in Hibernation, turn the computer on by pressing the power button. Then shut down the computer through the operating system.

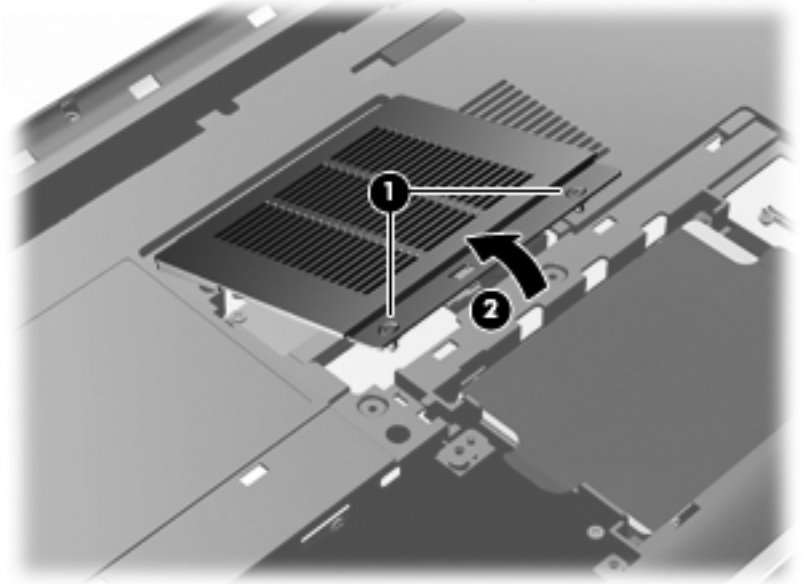
1. Save your work and shut down the computer.
2. Disconnect all external devices connected to the computer.
3. Unplug the power cord from the AC outlet and remove the battery.
4. Remove the hard drive cover.
 - a. Loosen the 2 hard drive cover screws **(1)**.

- b. Remove the hard drive cover (2).



- 5. Remove the memory module compartment cover.
 - a. Loosen the 2 memory module compartment cover screws (1).

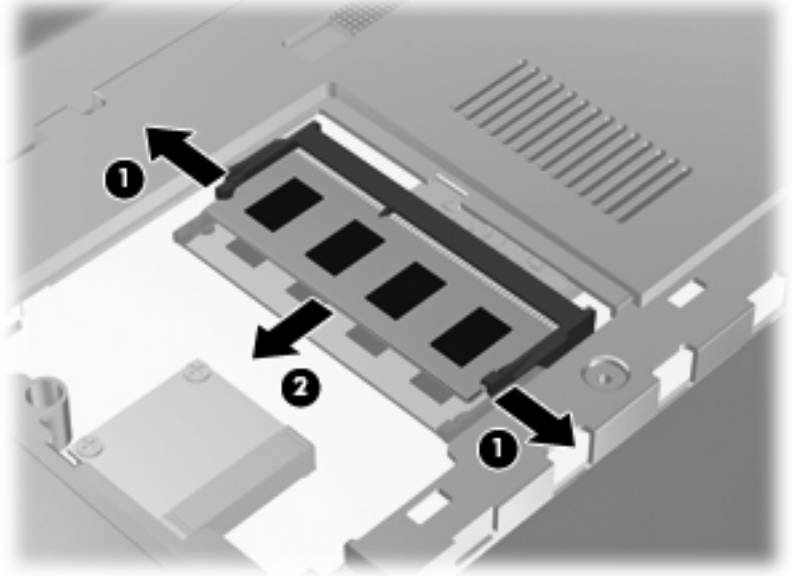
- b. Remove the memory module compartment cover (2).



6. If you are replacing a memory module, remove the existing memory module:
 - a. Pull away the retention clips (1) on each side of the memory module.

The memory module tilts up.

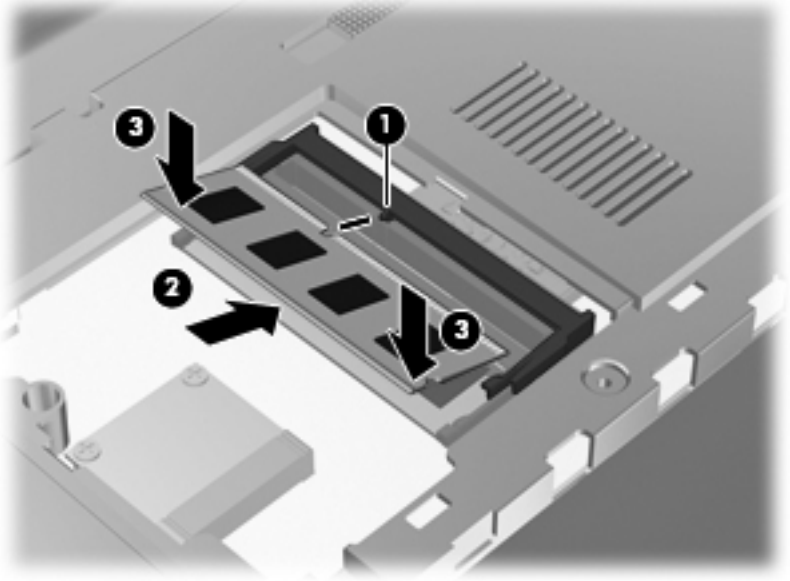
- b. Grasp the edge of the memory module (2), and then gently pull the module out of the memory module slot.
- △ **CAUTION:** To prevent damage to the memory module, hold the memory module by the edges only. Do not touch the components on the memory module. To protect a memory module after removal, place it in an electrostatic-safe container.



7. Insert a new memory module:

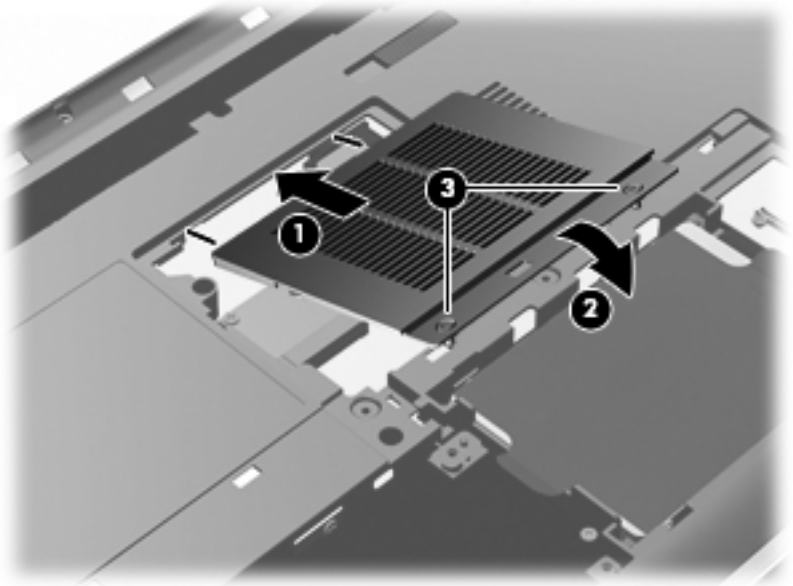
- △ **CAUTION:** To prevent damage to the memory module, hold the memory module by the edges only. Do not touch the components on the memory module, and do not bend the memory module.
- a. Align the notched edge (1) of the memory module with the tab in the memory module slot.
 - b. With the memory module at a 45-degree angle from the surface of the memory module compartment, press the module (2) into the memory module slot until it is seated.

- c. Gently press the memory module **(3)** down, applying pressure to both the left and right edges of the memory module, until the retention clips snap into place.



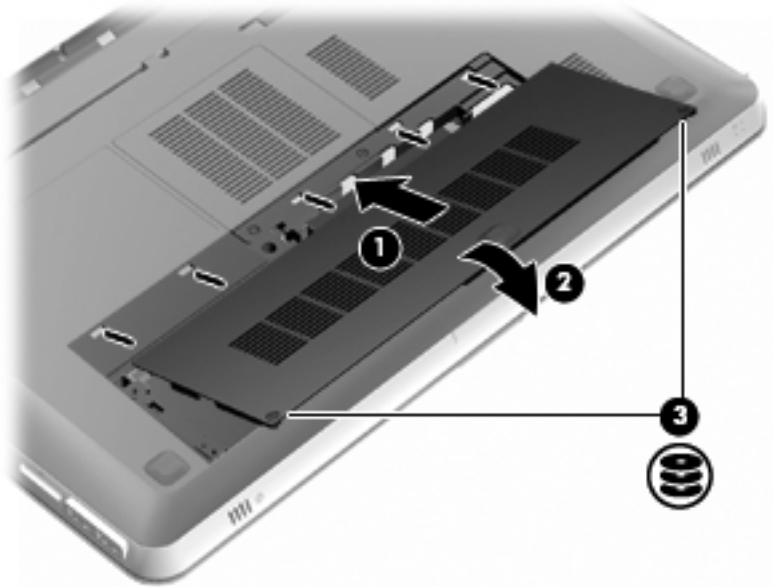
8. Replace the memory module compartment cover.
 - a. Align the tabs **(1)** on the memory module compartment cover with the notches on the computer.
 - b. Close the cover **(2)**.

- c. Tighten the 2 memory module compartment cover screws (3).



9. Replace the hard drive cover.
 - a. Align the tabs (1) on the hard drive cover with the notches on the computer.
 - b. Close the cover (2).

- c. Tighten the 2 hard drive cover screws (3).



- 10. Replace the battery.
- 11. Reconnect external power and external devices.
- 12. Turn on the computer.

Routine care

Cleaning the display

-
- △ **CAUTION:** To prevent permanent damage to the computer, never spray water, cleaning fluids, or chemicals on the display.
-

To remove smudges and lint, frequently clean the display with a soft damp, lint-free cloth. If the screen requires additional cleaning, use premoistened antistatic wipes or an antistatic screen cleaner.

Cleaning the TouchPad and keyboard

Dirt and grease on the TouchPad can cause the pointer to jump around on the screen. To avoid this, clean the TouchPad with a damp cloth, and wash your hands frequently when using the computer.

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

Clean the keyboard regularly to prevent keys from sticking, and to remove dust, lint, and particles that can become trapped beneath the keys. A can of compressed air with a straw extension can be used to blow air around and under the keys to loosen and remove debris.

Updating programs and drivers

HP recommends that you update your programs and drivers on a regular basis. Go to <http://www.hp.com/support> to download the latest versions. You can also register to receive automatic update notifications when they become available.

6 Backup and recovery

Recovery after a system failure is as good as your most recent backup. HP recommends that you create recovery discs immediately after software setup. As you add new software and data files, you should continue to back up your system on a regular basis to maintain a reasonably current backup.

Tools provided by the operating system and HP Recovery Manager software are designed to help you with the following tasks for safeguarding your information and restoring it in case of a computer failure:

- Creating a set of recovery discs (Recovery Manager software feature)
- Backing up your information
- Creating system restore points
- Recovering a program or driver
- Performing a full system recovery (from the partition or recovery discs)



NOTE: Recovery discs have been included if your computer does not have a partition. Use these discs to recover your operating system and software. To check for the presence of a recovery partition, click **Start**, right-click **Computer**, click **Manage**, and then click **Disk Management**. If the partition is present, an HP Recovery drive is listed in the window.

Recovery discs

HP recommends that you create recovery discs to be sure that you can restore your computer to its original factory state if the hard drive fails, or if for any reason you cannot recover using the recovery partition tools. Create these discs after setting up the computer for the first time.

Handle these discs carefully and keep them in a safe place. The software allows the creation of only one set of recovery discs.



NOTE: If your computer does not include an integrated optical drive, you can use an optional external optical drive (purchased separately) to create recovery discs, or you can purchase recovery discs for your computer from the HP Web site. If you use an external optical drive, it must be connected directly to a USB port on the computer, not to a USB port on an external device, such as a USB hub.

Guidelines:

- Purchase high-quality DVD-R, DVD+R, BD-R (writable Blu-ray), or CD-R discs. DVDs and BDs have a much higher storage capacity than CDs. If you use CDs, up to 20 discs may be required, whereas only a few DVDs or BDs are required.



NOTE: Read-write discs, such as CD-RW, DVD±RW, double-layer DVD±RW, and BD-RE (rewritable Blu-ray) discs, are not compatible with the Recovery Manager software.

- The computer must be connected to AC power during this process.
- Only one set of recovery discs can be created per computer.
- Number each disc before inserting it into the optical drive.
- If necessary, you can exit the program before you have finished creating the recovery discs. The next time you open Recovery Manager, you will be prompted to continue the disc creation process.

To create a set of recovery discs:

1. Select **Start > All Programs > Recovery Manager > Recovery Disc Creation**.
2. Follow the on-screen instructions.

Performing a system recovery

Recovery Manager software allows you to repair or restore the computer to its original factory state. Recovery Manager works from recovery discs or from a dedicated recovery partition (select models only) on the hard drive.

Note the following when performing a system recovery:

- You can recover only files that you have previously backed up. HP recommends that you use HP Recovery Manager to create a set of recovery discs (entire drive backup) as soon as you set up the computer.
- Windows has its own built-in repair features, such as System Restore. If you have not already tried these features, try them before using Recovery Manager.
- Recovery Manager recovers only software that was preinstalled at the factory. Software not provided with this computer must be downloaded from the manufacturer's Web site or reinstalled from the disc provided by the manufacturer.

Recovering using the dedicated recovery partition (select models only)

On some models, you can perform a recovery from the partition on the hard drive, accessed by clicking **Start** or pressing the **f11** key. This type of recovery restores the computer to its factory condition without using recovery discs.

To restore the computer from the partition, follow these steps:

1. Access Recovery Manager in either of the following ways:
 - Select **Start > All Programs > Recovery Manager > Recovery Manager**.
 - or –
 - Turn on or restart the computer, and then press **esc** while the “Press the ESC key for Startup Menu” message is displayed at the bottom of the screen. Then, press **f11** while the “F11 (HP Recovery)” message is displayed on the screen.
2. Click **System Recovery** in the **Recovery Manager** window.
3. Follow the on-screen instructions.

Recovering using the recovery discs

1. If possible, back up all personal files.
2. Insert the first recovery disc into the optical drive on your computer or an optional external optical drive, and then restart the computer.
3. Follow the on-screen instructions.

Backing up your information

You should back up your computer files on a regular schedule to maintain a current backup. You can back up your information to an optional external hard drive, a network drive, or discs. Back up your system at the following times:

- At regularly scheduled times



NOTE: Set reminders to back up your information periodically.

- Before the computer is repaired or restored
- Before you add or modify hardware or software

Guidelines:

- Create system restore points using the Windows® System Restore feature, and periodically copy them to an optical disc or an external hard drive. For more information on using system restore points, refer to [Using system restore points on page 55](#).
- Store personal files in the Documents library and back up this folder periodically.
- Save customized settings in a window, toolbar, or menu bar by taking a screen shot of your settings. The screen shot can be a time-saver if you have to reset your preferences.

Using Windows Backup and Restore

Windows Backup and Restore allows you to back up individual files or back up the entire computer image.

Guidelines:

- Be sure that the computer is connected to AC power before you start the backup process.
- Allow enough time to complete the backup process. Depending on file sizes, it may take over an hour.

To create a backup:

1. Select **Start > Control Panel > System and Security > Backup and Restore**.
2. Follow the on-screen instructions to schedule and create a backup.



NOTE: Windows® includes the User Account Control feature to improve the security of the computer. You may be prompted for your permission or password for tasks such as installing software, running utilities, or changing Windows settings. Refer to Help and Support for more information.

Using system restore points

A system restore point allows you to save and name a snapshot of your hard drive at a specific point in time. You can then recover back to that point if you want to reverse subsequent changes.



NOTE: Recovering to an earlier restore point does not affect data files saved or e-mails created since the last restore point.

You also can create additional restore points to provide increased protection for your files and settings.

When to create restore points

- Before you add or extensively modify software or hardware
- Periodically, whenever the computer is functioning optimally



NOTE: If you revert to a restore point and then change your mind, you can reverse the restoration.

Create a system restore point

1. Select **Start > Control Panel > System and Security > System**.
2. In the left pane, click **System Protection**.
3. Click the **System Protection** tab.
4. Follow the on-screen instructions.

Restore to a previous date and time

To revert to a restore point (created at a previous date and time), when the computer was functioning optimally, follow these steps:

1. Select **Start > Control Panel > System and Security > System**.
2. In the left pane, click **System Protection**.
3. Click the **System Protection** tab.
4. Click **System Restore**.
5. Follow the on-screen instructions.

7 Customer support

Contacting Customer Support

If the information provided in this *Getting Started* guide, in the *HP Notebook Reference Guide*, or in Help and Support does not address your questions, you can contact HP Customer Support at:

<http://www.hp.com/go/contactHP>



NOTE: For worldwide support, click **Contact HP worldwide** on the left side of the page, or go to http://welcome.hp.com/country/us/en/wwcontact_us.html.

Here you can:

- Chat online with an HP technician.



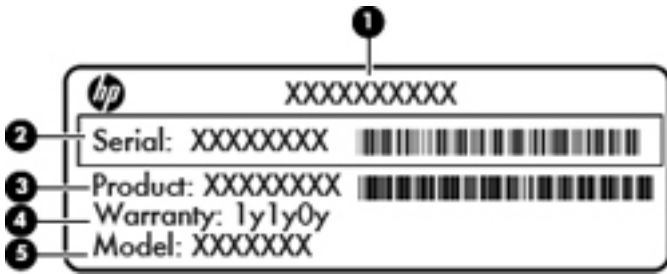
NOTE: When technical support chat is not available in a particular language, it is available in English.

- E-mail HP Customer Support.
- Find HP Customer Support worldwide telephone numbers.
- Locate an HP service center.

Labels

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

- Serial number label—Provides important information, including the following:



Component

- | | |
|-----|----------------------------------|
| (1) | Product name |
| (2) | Serial number (s/n) |
| (3) | Part number/Product number (p/n) |
| (4) | Warranty period |
| (5) | Model description |
-

Have this information available when you contact technical support. The serial number label is affixed to the bottom of the computer.

- Microsoft® Certificate of Authenticity—Contains the Windows Product Key. You may need the Product Key to update or troubleshoot the operating system. The Microsoft Certificate of Authenticity is located on the bottom of the computer.
- Regulatory label—Provides regulatory information about the computer. The regulatory label is affixed inside the battery bay.
- Wireless certification label or labels (select models only)—Provide information about optional wireless devices and the approval markings of some of the countries or regions in which the devices have been approved for use. If your computer model includes one or more wireless devices, one or more certification labels are included with your computer. You may need this information when traveling internationally. Wireless certification labels are affixed to the bottom of the computer.

8 Specifications

Input power

The power information in this section may be helpful if you plan to travel internationally with the computer.

The computer operates on DC power, which can be supplied by an AC or a DC power source. The AC power source must be rated at 100–240 V, 50–60 Hz. Although the computer can be powered from a standalone DC power source, it should be powered only with an AC adapter or a DC power source supplied and approved by HP for use with this computer.

The computer can operate on DC power within the following specifications.

Input power	Rating
Operating voltage	19.5 V dc @ 6.5 A - 120 W
Operating current	6.5 A



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

NOTE: The computer operating voltage and current can be found on the system regulatory label located inside the battery bay.

Operating environment

Factor	Metric	U.S.
Temperature		
Operating (writing to optical disc)	5°C to 35°C	41°F to 95°F
Nonoperating	-20°C to 60°C	-4°F to 140°F
Relative humidity (noncondensing)		
Operating	10% to 90%	10% to 90%
Nonoperating	5% to 95%	5% to 95%
Maximum altitude (unpressurized)		
Operating	-15 m to 3,048 m	-50 ft to 10,000 ft
Nonoperating	-15 m to 12,192 m	-50 ft to 40,000 ft

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