

**Start Here**

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### **Product notice**

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

Not all features are available in all editions of Windows. This computer may require upgraded and/or separately purchased hardware, drivers and/or software to take full advantage of Windows functionality. Go to <http://www.microsoft.com> for details.

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

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

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# 1 Introducing Windows 10

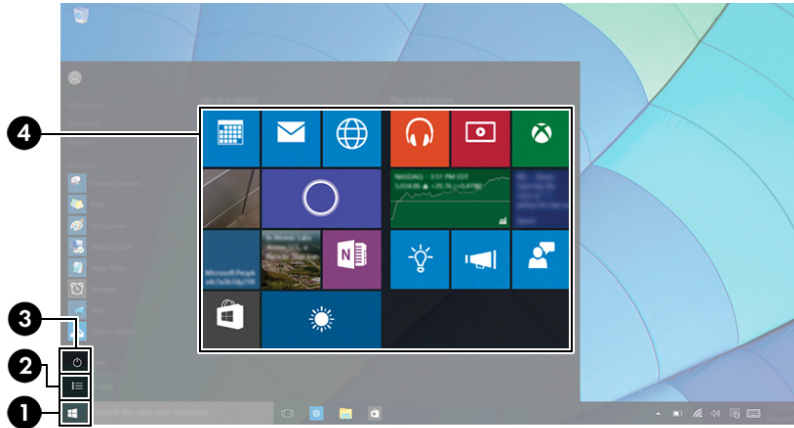
This guide describes new Windows® 10 features, which may update some of the information provided with your computer. These new features include the following:

- Enhanced Start menu
- Shut down from the Start menu
- Improved search options
- Enhanced backup and recovery information

For details about your computer hardware and software, see the *User Guide*. Go to <http://www.hp.com/support>, and select your country. Select **Drivers & Downloads**, and then follow the on-screen instructions.

## 2 Navigating the Start menu

The new Windows 10 combines the graphic look of previous Windows versions with the convenience of the familiar Start button. The Start menu provides quick access to frequently used apps and tools such as Power, Settings, File Explorer, and Search.



Action	Using a keyboard and mouse
(1) Display the Start menu	In the lower-left area of the taskbar, select the <b>Start</b> button.
(2) Find a list of all apps on your computer	Select the <b>Start</b> button, and then select the <b>All apps</b> icon.
(3) Shut down the computer	Select the <b>Start</b> button, select the <b>Power</b> icon, and then select <b>Shut down</b> .
(4) Open an app	Select the <b>Start</b> button, and then select an app.

### Using the new Search feature

You can search multiple areas, such as the web, apps, and files, at one time.

- ▲ To search, type a keyword in the taskbar search box.

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## 3 Backing up, restoring, and recovering

This chapter provides information about the following processes. The information in the chapter is standard procedure for most products.

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


For additional information, refer to the HP support assistant app.

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

– or –

Click the question mark icon in the taskbar.

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

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

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### Creating recovery media and backups

The following methods of creating recovery media and backups are available on select products only. Choose the available method according to your computer model.

- Use HP Recovery Manager to create HP Recovery media after you successfully set up the computer. This step creates a backup of the HP Recovery partition on the computer. The backup can be used to reinstall the original operating system in cases where the hard drive is corrupted or has been replaced. For information on creating recovery media, see [Creating HP Recovery media \(select products only\) on page 3](#). For information on the recovery options that are available using the recovery media, see [Using Windows tools on page 4](#).
- Use Windows tools to create system restore points and create backups of personal information.

For more information, see [Recovering using HP Recovery Manager on page 5](#).

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

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### Creating HP Recovery media (select products only)

If possible, check for the presence of the Recovery partition and the Windows partition. From the **Start** menu, select **File Explorer**, and then select **This PC**.

- If your computer does not list the Windows partition and the Recovery partition, you can obtain recovery media for your system from support. See the *Worldwide Telephone Numbers* booklet included with the computer. You can also find contact information on the HP website. Go to <http://www.hp.com/support>, select your country or region, and follow the on-screen instructions.

You can use Windows tools to create system restore points and create backups of personal information, see [Using Windows tools on page 4](#).

- If your computer does list the Recovery partition and the Windows partition, you can use HP Recovery Manager to create recovery media after you successfully set up the computer. HP Recovery media can be used to perform system recovery if the hard drive becomes corrupted. System recovery reinstalls the original operating system and software programs that were installed at the factory and then configures the settings for the programs. HP Recovery media can also be used to customize the system or restore the factory image if you replace the hard drive.
  - Only one set of recovery media can be created. Handle these recovery tools carefully, and keep them in a safe place.
  - HP Recovery Manager examines the computer and determines the required storage capacity for the media that will be required.
  - To create recovery discs, your computer must have an optical drive with DVD writer capability, and you must use only high-quality blank DVD-R, DVD+R, DVD-R DL, or DVD+R DL discs. Do not use rewritable discs such as CD±RW, DVD±RW, double-layer DVD±RW, or BD-RE (rewritable Blu-ray) discs; they are not compatible with HP Recovery Manager software. Or, instead, you can use a high-quality blank USB flash drive.
  - If your computer does not include an integrated optical drive with DVD writer capability, but you would like to create DVD recovery media, you can use an external optical drive (purchased separately) to create recovery discs. If you use an external optical drive, it must be connected directly to a USB port on the computer; the drive cannot be connected to a USB port on an external device, such as a USB hub. If you cannot create DVD media yourself, you can obtain recovery discs for your computer from HP. See the *Worldwide Telephone Numbers* booklet included with the computer. You can also find contact information on the HP website. Go to <http://www.hp.com/support>, select your country or region, and follow the on-screen instructions.
  - Be sure that the computer is connected to AC power before you begin creating the recovery media.
  - The creation process can take an hour or more. Do not interrupt the creation process.
  - If necessary, you can exit the program before you have finished creating all of the recovery DVDs. HP Recovery Manager will finish burning the current DVD. The next time you start HP Recovery Manager, you will be prompted to continue.

To create HP Recovery media:



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

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1. Type `recovery` in the taskbar search box, and then select **HP Recovery Manager**.
2. Select **Create recovery media**, and then follow the on-screen instructions.

If you ever need to recover the system, see [Recovering using HP Recovery Manager on page 5](#).

## Using Windows tools

You can create recovery media, system restore points, and backups of personal information using Windows tools.



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

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

- ▲ Select the **Start** button, and then select the **Get started** app.



# Restore and recovery

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

 **IMPORTANT:** Not all methods are available on all products.

- Windows offers several options for restoring from backup, refreshing the computer, and resetting the computer to its original state. For more information see the Get started app.
  - ▲ Select the **Start** button, and then select the **Get started** app.
- If you need to correct a problem with a preinstalled application or driver, use the Reinstall drivers and/or applications option (select products only) of HP Recovery Manager to reinstall the individual application or driver.
  - ▲ Type `recovery` in the taskbar search box, select **HP Recovery Manager**, select **Reinstall drivers and/or applications**, and then follow the on-screen instructions.
- If you want to recover the Windows partition to original factory content, you can choose the System Recovery option from the HP Recovery partition (select products only) or use the HP Recovery media. For more information, see [Recovering using HP Recovery Manager on page 5](#). If you have not already created recovery media, see [Creating HP Recovery media \(select products only\) on page 3](#).
- On select products, if you want to recover the computer's original factory partition and content, or if you have replaced the hard drive, you can use the Factory Reset option of HP Recovery media. For more information, see [Recovering using HP Recovery Manager on page 5](#).
- On select products, if you want to remove the recovery partition to reclaim hard drive space, HP Recovery Manager offers the Remove Recovery Partition option.


For more information, see [Removing the HP Recovery partition \(select products only\) on page 7](#).

## Recovering using HP Recovery Manager

HP Recovery Manager software allows you to recover the computer to its original factory state by using the HP Recovery media that you either created or that you obtained from HP, or by using the HP Recovery partition (select products only). If you have not already created recovery media, see [Creating HP Recovery media \(select products only\) on page 3](#).

### What you need to know before you get started


- HP Recovery Manager recovers only software that was installed at the factory. For software not provided with this computer, you must either download the software from the manufacturer's website or reinstall the software from the media provided by the manufacturer.

 **IMPORTANT:** Recovery through HP Recovery Manager should be used as a final attempt to correct computer issues.

- HP Recovery media must be used if the computer hard drive fails. If you have not already created recovery media, see [Creating HP Recovery media \(select products only\) on page 3](#).
- To use the Factory Reset option (select products only), you must use HP Recovery media. If you have not already created recovery media, see [Creating HP Recovery media \(select products only\) on page 3](#).
- If your computer does not allow the creation of HP Recovery media or if the HP Recovery media does not work, you can obtain recovery media for your system from support. See the *Worldwide Telephone Numbers* booklet included with the computer. You can also find contact information from the HP

website. Go to <http://www.hp.com/support>, select your country or region, and follow the on-screen instructions.


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

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

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 **NOTE:** Only the options available for your computer display when you start the recovery process.

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- System Recovery—Reinstalls the original operating system, and then configures the settings for the programs that were installed at the factory.
- Factory Reset—Restores the computer to its original factory state by deleting all information from the hard drive and re-creating the partitions. Then it reinstalls the operating system and the software that was installed at the factory.


The HP Recovery partition (select products only) allows System Recovery only.

## Using the HP Recovery partition (select products only)

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

To start HP Recovery Manager from the HP Recovery partition:

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 **IMPORTANT:** For a tablet with a detachable keyboard, connect the keyboard to the keyboard dock before beginning these steps (select products only).

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1. Type `recovery` in the taskbar search box, select **Recovery Manager**, and then select **HP Recovery Environment**.

- or -

For computers or tablets with keyboards attached, press **f11** while the computer boots, or press and hold **f11** as you press the power button.

For tablets without keyboards:

Turn on or restart the tablet, and then quickly hold down the volume down button; then select **f11**.

- or -

Turn on or restart the tablet, and then quickly hold down the Windows button; then select **f11**.


2. Select **Troubleshoot** from the boot options menu.
3. Select **Recovery Manager**, and then follow the on-screen instructions.

## Using HP Recovery media to recover

You can use HP Recovery media to recover the original system. This method can be used if your system does not have an HP Recovery partition or if the hard drive is not working properly.

1. If possible, back up all personal files.
2. Insert the HP Recovery media, and then restart the computer.

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 **NOTE:** If the computer does not automatically restart in HP Recovery Manager, change the computer boot order. See [Changing the computer boot order on page 7](#).

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3. Follow the on-screen instructions.

## Changing the computer boot order

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

To change the boot order:

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

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1. Insert the HP Recovery media.
2. Access BIOS:

For computers or tablets with keyboards attached:

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

For tablets without keyboards:

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


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

3. Select the optical drive or USB flash drive from which you want to boot.
4. Follow the on-screen instructions.


## Removing the HP Recovery partition (select products only)

HP Recovery Manager software allows you to remove the HP Recovery partition to free up hard drive space.

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 **IMPORTANT:** After you remove the HP Recovery partition, you will not be able to perform System Recovery or create HP recovery media from the HP Recovery partition. So before you remove the Recovery partition, create HP Recovery media; see [Creating HP Recovery media \(select products only\) on page 3](#).

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 **NOTE:** The Remove Recovery Partition option is only available on products that support this function.

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Follow these steps to remove the HP Recovery partition:

1. Type `recovery` in the taskbar search box, and then select **HP Recovery Manager**.
2. Select **Remove Recovery Partition**, and then follow the on-screen instructions.

## 4 More HP resources

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

Resource	Contents
<p><i>User Guide</i></p> <p>To access the latest user guide, go to <a href="http://www.hp.com/support">http://www.hp.com/support</a>, and select your country. Select <b>Drivers &amp; Downloads</b>, and then follow the on-screen instructions.</p>	<ul style="list-style-type: none"><li>• Product details for your computer</li></ul>
<p>Get started app</p> <p>▲ To access this app, click the <b>Start</b> button, and then click <b>Get started</b>.</p>	<ul style="list-style-type: none"><li>• Video demonstrating Windows 10 features</li><li>• Help support topics</li></ul>
<p>HP support</p> <p>For U.S. support, go to <a href="http://www.hp.com/go/contactHP">http://www.hp.com/go/contactHP</a>. For worldwide support, go to <a href="http://welcome.hp.com/country/us/en/wwcontact_us.html">http://welcome.hp.com/country/us/en/wwcontact_us.html</a>.</p>	<ul style="list-style-type: none"><li>• Online chat with an HP technician</li><li>• Support telephone numbers</li><li>• HP service center locations</li></ul>
<p><i>Regulatory, Safety and Environmental Notices</i></p> <p>To access this document:</p> <ol style="list-style-type: none"><li>1. Type <code>support</code> in the taskbar search box, and then select the <b>HP Support Assistant</b> app.</li></ol> <p>— or —</p> <p>Click the question mark icon in the taskbar.</p> <ol style="list-style-type: none"><li>2. Select <b>My PC</b>, select the <b>Specifications</b> tab, and then select <b>Online user guides</b>.</li></ol>	<ul style="list-style-type: none"><li>• Important regulatory notices, including proper battery disposal information</li></ul>
<p><i>Limited Warranty*</i></p> <p>To access this document:</p> <ol style="list-style-type: none"><li>1. Type <code>support</code> in the taskbar search box, and then select the <b>HP Support Assistant</b> app.</li></ol> <p>— or —</p> <p>Click the question mark icon in the taskbar.</p> <ol style="list-style-type: none"><li>2. Select <b>My PC</b>, and then select <b>Warranty and services</b>.</li></ol> <p>— or —</p> <p>Go to <a href="http://www.hp.com/go/orderdocuments">http://www.hp.com/go/orderdocuments</a>.</p>	<ul style="list-style-type: none"><li>• Specific warranty information about this computer</li></ul>

\*You can find your HP Limited Warranty located with the user guides on your product and/or on the CD or DVD provided in the box. In some countries or regions, HP may provide a printed warranty in the box. For countries or regions where the warranty is not provided in printed format, you can request a copy from <http://www.hp.com/go/orderdocuments>. For products purchased in Asia Pacific, you can write to HP at Hewlett Packard, POD, P.O. Box 200, Alexandra Post Office, Singapore 911507. Include your product name, and your name, phone number, and postal address.