

# User Guide

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## Product notice

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

Not all features are available in all editions of Windows. This tablet 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.


## Software terms

By installing, copying, downloading, or otherwise using any software product preinstalled on this tablet, you agree to be bound by the terms of the HP End User License Agreement (EULA). If you do not accept these license terms, your sole remedy is to return the entire unused product (hardware and software) within 14 days for a full refund, subject to the refund policy of your seller.

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

## Safety warning notice

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 **WARNING!** To reduce the possibility of heat-related injuries or of overheating the tablet, do not place the tablet directly on your lap. Do not allow a soft surface, such as pillows or rugs or clothing, to block airflow. Also, do not allow the AC adapter to come into contact with the skin or a soft surface, such as pillows or rugs or clothing, during operation. The tablet and the AC adapter comply with the user-accessible surface temperature limits defined by the International Standard for Safety of Information Technology Equipment (IEC 60950-1).

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## Processor configuration setting (select products only)



**IMPORTANT:** Select tablet models are configured with an Intel® Atom™ series processor and a Windows® operating system. **If your tablet is configured as described, do not change the processor configuration setting in msconfig.exe from 4 or 2 processors to 1 processor.** If you do so, your tablet will not restart. You will have to perform a factory reset to restore the original settings.



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# 1 Starting right

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

- **Connect to the Internet**—Set up your wireless network so that you can connect to the Internet. For more information, see [Connecting to a network on page 8](#).
- **Update your antivirus software**—Protect your tablet from damage caused by viruses. The software may be preinstalled on the tablet. For more information, see [Using antivirus software on page 26](#).
- **Find installed software**—Access a list of the software preinstalled on the tablet:
  - ▲ Select the **Start** button, and then select **All apps**.
- Back up your hard drive by creating a recovery flash drive. See [Backing up and recovering on page 30](#).

## More HP resources

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"> <li>Overview of tablet setup and features</li> </ul>
Get started app To access the Get started app: ▲ Select the <b>Start</b> button, and then select the <b>Get started app</b> .	<ul style="list-style-type: none"> <li>A broad range of how-to information and troubleshooting tips</li> </ul>
HP support 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> .	<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>
<i>Safety &amp; Comfort Guide</i> To access this guide: 1. Type <b>support</b> in the taskbar search box, and then select the <b>HP Support Assistant</b> app. – or – Tap the question mark icon in the taskbar. 2. Select <b>My PC</b> , select the <b>Specifications</b> tab, and then select <b>User Guides</b> . – or – Go to <a href="http://www.hp.com/ergo">http://www.hp.com/ergo</a> .	<ul style="list-style-type: none"> <li>Proper tablet setup</li> <li>Guidelines for posture and work habits that increase your comfort and decrease your risk of injury</li> <li>Electrical and mechanical safety information</li> </ul>
<i>Regulatory, Safety and Environmental Notices</i> To access this document: 1. Type <b>support</b> in the taskbar search box, and then select the <b>HP Support Assistant</b> app. – or – Tap the question mark icon in the taskbar. 2. Select <b>My PC</b> , select the <b>Specifications</b> tab, and then select <b>User Guides</b> .	<ul style="list-style-type: none"> <li>Important regulatory notices, including information about proper battery disposal, if needed.</li> </ul>
<i>Limited Warranty*</i> To access this document: 1. Type <b>support</b> in the taskbar search box, and then select the <b>HP Support Assistant</b> app. – or – Tap the question mark icon in the taskbar. 2. Select <b>My PC</b> , and then select <b>Warranty and services</b> . – or –	<ul style="list-style-type: none"> <li>Specific warranty information about this tablet</li> </ul>

Resource	Contents
Go to <a href="http://www.hp.com/go/orderdocuments">http://www.hp.com/go/orderdocuments</a> .	
<p>*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 <a href="http://www.hp.com/go/orderdocuments">http://www.hp.com/go/orderdocuments</a>. For products purchased in Asia Pacific, you can write to HP at Hewlett Packard, POD, P.O. Box 200, Alexandra Post Office, Singapore 911507. Include your product name, and your name, phone number, and postal address.</p>	

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## 2 Getting to know your tablet

### Locating hardware

To find out what hardware is installed on your tablet.

- ▲ Type `device manager` in the taskbar search box, and then select the **Device Manager** app.

A list displays all the devices installed on your tablet.

### Locating software

To find out what software is installed on your tablet:

- ▲ Select the **Start** button, and then select **All apps**.

– or –

Tap and hold the **Start** button, and then select **Programs and Features**.


# Identifying components



Component		Description
(1)	Speaker	Produces sound.
(2)	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><b>WARNING!</b> 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> <ol style="list-style-type: none"><li>1. Type <b>support</b> in the taskbar search box, and then select the <b>HP Support Assistant</b> app.</li><li>– or –</li><li>Tap the question mark icon in the taskbar.</li><li>2. Select <b>My PC</b>, select the <b>Specifications</b> tab, and then select <b>User Guides</b>.</li></ol> <p><b>NOTE:</b> When a device is connected to the jack, the tablet speakers are disabled.</p>

Component	Description
(3) WWAN antennas*	Send and receive wireless signals to communicate with wireless wide area networks (WWANs).
(4) AC adapter and battery light	<ul style="list-style-type: none"> <li>• White: The AC adapter is connected and the battery is fully charged.</li> <li>• Blinking white: The AC adapter is disconnected and the battery has reached a low battery level.</li> <li>• Amber: The AC adapter is connected and the battery is charging.</li> <li>• Off: The battery is not charging.</li> </ul>
(5) Front and back cameras	<p>Record video and capture photographs, and also allow you to video conference and chat online using streaming video.</p> <p>To use a camera:</p> <p>▲ Type <code>camera</code> in the taskbar search box, and then select <b>Camera</b>.</p>
(6) Power button	<ul style="list-style-type: none"> <li>• When the tablet is off, press the button to turn on the tablet.</li> <li>• When the tablet is on, press the button briefly to initiate Sleep.</li> <li>• When the tablet is in the Sleep state, press the button briefly to exit Sleep.</li> </ul> <p><b>CAUTION:</b> Pressing and holding down the power button results in the loss of unsaved information.</p> <p><b>NOTE:</b> Although you can turn off the tablet with the power button, the recommended procedure is to use the Windows Shut down command.</p> <p>To learn more about your power settings, see your power options.</p> <p>▲ Type <code>power</code> in the taskbar search box, and then select <b>Power and sleep settings</b>.</p>
(7) Volume button	Press to increase or decrease sound.
(8) Internal microphones	Receive sound.
(9) Micro SIM card slot	Supports a wireless subscriber identity module (SIM) card. If a micro SIM card was not preinstalled in your tablet, see <a href="#">Installing a micro SIM card (select products only) on page 10</a> .
(10) MicroSD card reader	<p>Reads microSD cards that store, manage, share, or access information. For installation instructions, see <a href="#">Using the microSD card reader on page 16</a>.</p> <p><b>NOTE:</b> Your tablet has read/write support for SDXC microSD cards up to 64 GB.</p>
(11) WLAN antennas*	Send and receive wireless signals to communicate with wireless local area networks (WLANs).



Component	Description
(12)  Micro USB 2.0 type B port	Connects an optional USB device, such as a keyboard, mouse, external drive, printer, scanner or USB hub. Also used to charge the tablet.

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

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

– or –

Tap the question mark icon in the taskbar.

2. Select **My PC**, select the **Specifications** tab, and then select **User Guides**.

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## 3 Connecting to a network

Your tablet can travel with you wherever you go. But even at home, you can explore the globe and access information from millions of websites using your tablet and a wireless network connection. This chapter will help you get connected to that world.

### Connecting to a wireless network

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


- **WLAN device**—Connects the tablet 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 tablet communicates with a wireless router or a wireless access point.
- **HP Mobile Broadband Module**—Gives you wireless connectivity over a wireless wide area network (WWAN), 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 tablets, 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 wireless controls

You can control the wireless devices in your tablet using the operating system controls.


The Network and Sharing Center allows you to set up a connection or network, connect to a network, and diagnose and repair network problems.

To use operating system controls:

- ▲ From the Windows desktop, tap and hold the network status icon , and then select **Network and Sharing Center**.


### Connecting to a WLAN

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 **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.


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To connect to a WLAN, follow these steps:

1. Be sure that the WLAN device is on.
2. Select the network status icon  in the taskbar, and then connect to one of the available networks.

If the WLAN is a security-enabled WLAN, you are prompted to enter a security code. Type the code, and then tap **Next** to complete the connection.

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 **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, from the Windows desktop, tap and hold the network status icon , and then select **Open Network and Sharing Center**. Tap **Set up a new connection or network**. A list of options is displayed, allowing you to manually search for and connect to a network or to create a new network connection.

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3. Follow the on-screen instructions to complete the connection.

After the connection is made, tap the network status icon in the notification area, at the far right of the taskbar, to verify the name and status of the connection.

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 **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.

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## Using HP Mobile Broadband (select products only)

Your HP Mobile Broadband tablet has built-in support for mobile broadband service. Your new tablet, when used with a mobile operator's network, gives you the freedom to connect to the Internet, send e-mail, or connect to your corporate network without the need for Wi-Fi hotspots.

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 **NOTE:** If your tablet includes HP DataPass, the instructions in this section do not apply. See [Using HP DataPass \(select products only\) on page 10](#).

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You might need the HP Mobile Broadband Module IMEI and/or MEID number to activate mobile broadband service. The number is located on the back of the tablet.

– Or –

You can find the number following these steps:

1. From the taskbar, select the network status icon.
2. Select **View Connection Settings**.
3. Under the **Mobile broadband** section, select the network status icon.

Some mobile network operators require the use of a SIM card. A SIM card contains basic information about you, such as a personal identification number (PIN), as well as network information. Some tablets include a SIM card that is preinstalled. If the SIM card is not preinstalled, it may be provided in the HP Mobile Broadband information provided with your tablet or the mobile network operator may provide it separately from the tablet.

For information about installing a SIM card, see [Installing a micro SIM card \(select products only\) on page 10](#).

For information about HP Mobile Broadband and how to activate service with a preferred mobile network operator, see the HP Mobile Broadband information included with your tablet.

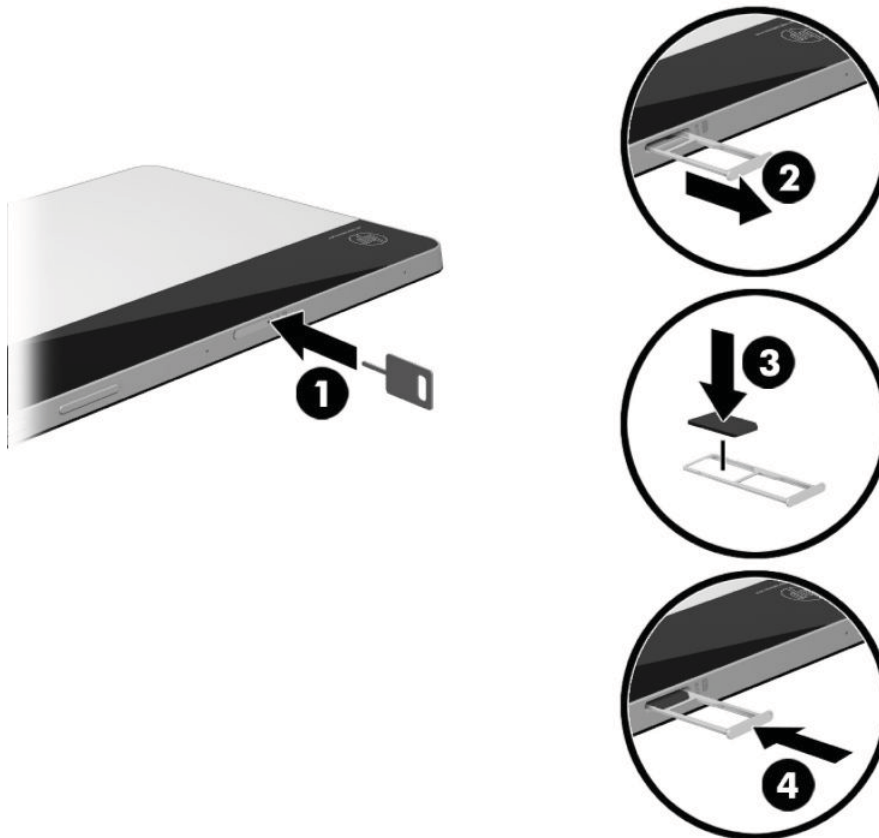
## Using HP DataPass (select products only)

HP DataPass provides access to Mobile Broadband with no annual contracts, no credit card, and no overage fees. With HP DataPass, you simply turn on the device, register, and connect. HP DataPass includes a monthly data package with purchase of the device. For more information, go to <http://www.hp.com/go/hpdatapass>.

## Installing a micro SIM card (select products only)

**⚠ CAUTION:** To prevent damage to a SIM card or a tablet, do not change the size of a SIM card by cutting or sanding the card.

1. Place the tablet on a flat surface, display panel side down.
2. Insert the card tray removal tool **(1)** into the card tray access hole.
3. Press in gently only until the card tray is ejected.
4. Remove the tray **(2)** from the tablet and insert the card **(3)**.
5. Replace the tray **(4)** in the tablet.
6. Press in gently on the tray until it is firmly seated.



To set your mobile network, refer to the documentation from your mobile provider.

## Using GPS

Your tablet is equipped with a Global Positioning System (GPS) device. GPS satellites deliver location, speed, and direction information to GPS-equipped systems.

For more information, see the HP GPS and Location software Help.

## 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, tablet)
- 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. For information about configuring and using Bluetooth devices, see the Bluetooth software Help.

## Connecting Bluetooth devices

Before you can use a Bluetooth device, follow these steps to establish a Bluetooth connection:

1. Type **Bluetooth** in the taskbar search box, and then select **Bluetooth settings**.
2. Select **Devices**, select **Connected devices**, and then follow the on-screen instructions.



**NOTE:** If the device requires verification, a pairing code is displayed. On the device you are adding, follow the on-screen instructions to verify that the code matches.

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## 4 Enjoying entertainment features

Use your HP tablet as an entertainment hub to socialize via the webcam, enjoy and manage your music, and download and watch movies. Or, to make your tablet an even more powerful entertainment center, connect external devices like speakers or headphones.

### Using a camera

Your tablet has two cameras that record video and capture photographs, as well as allow you to video conference and chat online using streaming video.

- ▲ To access the camera, type `camera` in the taskbar search box, and then select **Camera** from the list of applications.

### Using audio

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


### Connecting speakers

You can attach wired speakers to your tablet by connecting them to the audio-out (headphone)/audio-in (microphone) combo jack on your tablet.

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

### Connecting headphones

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 **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. Type `support` in the taskbar search box, and then select the **HP Support Assistant** app.  
– or –  
Tap the question mark icon in the taskbar.
  2. Select **My PC**, select the **Specifications** tab, and then select **User Guides**.
- 

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

To connect wireless headphones to your tablet, follow the device 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. Type `support` in the taskbar search box, and then select the **HP Support Assistant** app.  
– or –  
Tap the question mark icon in the taskbar.

2. Select **My PC**, select the **Specifications** tab, and then select **User Guides**.

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

To connect wireless headsets to your tablet, follow the device manufacturer's instructions.

## Using sound settings

Use sound settings to adjust system volume, change system sounds, or manage audio devices.

To view or change sound settings:

- ▲ Type `control panel` in the taskbar search box, select **Control Panel**, select **Hardware and Sound**, and then select **Sound**.

Your tablet includes an enhanced sound system by B&O. As a result, your tablet may include advanced audio features that can be controlled through an audio control panel specific to your audio system.

Use the audio control panel to view and control audio settings.

- ▲ Type `control panel` in the taskbar search box, select **Control Panel**, select **Hardware and Sound**, and then select the audio control panel specific to your system.



## Using video


Your tablet is a powerful video device that enables you to watch streaming video from your favorite websites and download video and movies to watch on your tablet when you are not connected to a network.

For information on using your video features, refer to HP Support Assistant.

## Discovering and connecting to Miracast-compatible wireless displays

To discover and connect to Miracast-compatible wireless displays without leaving your current apps, follow the steps below.

1. Tap the Notifications icon  in the taskbar.
2. Tap the Connect icon .
3. Select the display to connect to, and then follow on-screen instructions.

 **NOTE:** To learn what type of display you have (Miracast-compatible or Intel WiDi), refer to the documentation that came with your TV or secondary display device.

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## 5 Navigating the screen

You can navigate the tablet screen in the following ways:

- Use touch gestures
- Use an external keyboard (included with select products) and optional mouse (purchased separately)
- Use the tablet pen

### Using the touch gestures

#### Tap

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

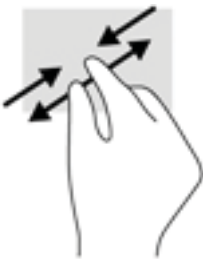
- Point to an item on the screen, and then tap one finger on the touch screen to open it.



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

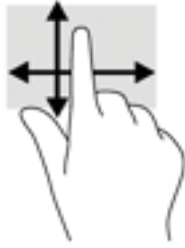


#### One-finger slide

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 drag, press and hold an object, and then drag the object to move it.





## Using the external keyboard

Your tablet may include a Bluetooth keyboard for easy navigation. Connecting a keyboard allows you to type, select items, and scroll to perform some of the same functions you do using touch gestures. A keyboard also allows you to use key combinations to perform specific functions.

After the keyboard base is paired, you can use the keyboard with the tablet. For more information on Bluetooth pairing, see [Using Bluetooth wireless devices on page 11](#).

For details about using the keyboard, refer to the instructions included with the keyboard.

## Using the tablet pen

You can use the pen directly on the tablet. For details about using the pen, refer to the instructions included with the pen.



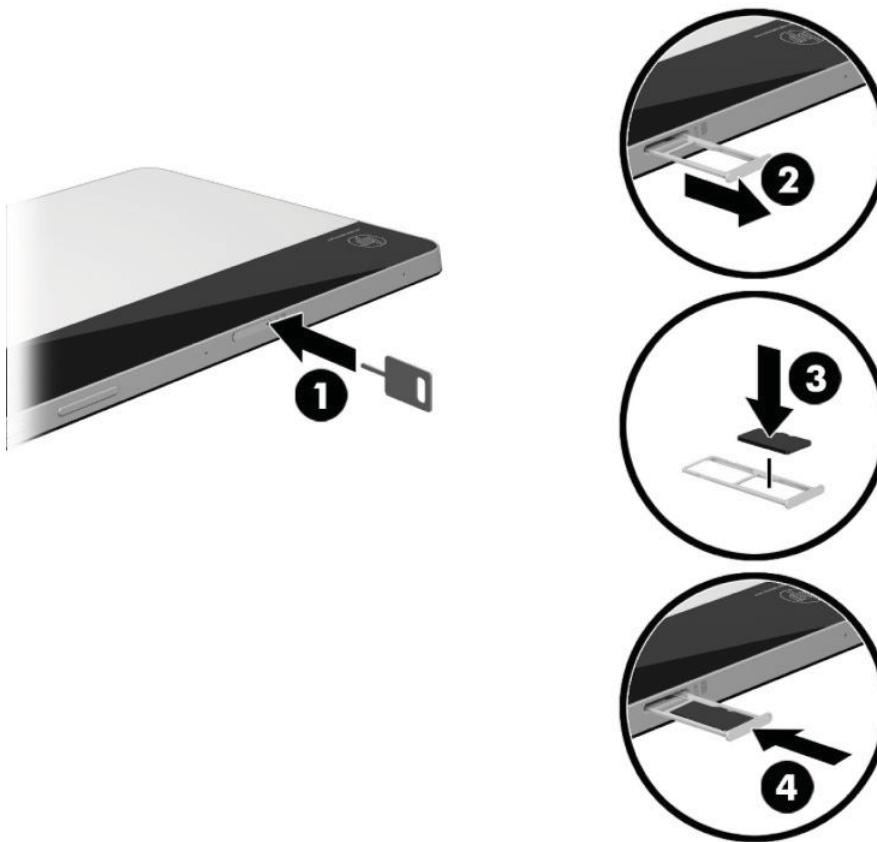
## 6 Using the microSD card reader

Optional microSD cards provide secure data storage and convenient data sharing. These cards are often used with digital media-equipped cameras and PDAs as well as with other computers.

Your tablet has read/write support for SDXC microSD cards up to 64 GB.

### Inserting a microSD card

**⚠ CAUTION:** To reduce the risk of damage to the memory card connectors, use minimal force to insert a microSD card.




1. Place the tablet on a flat surface, display panel side down.
2. Insert the card tray removal tool **(1)** into the card tray access hole.
3. Press in gently only until the card tray is ejected.
4. Remove the tray **(2)** from the tablet and insert the card **(3)**.
5. Replace the tray **(4)** in the tablet.
6. Press in gently on the tray until it is firmly seated.

You will hear a sound when the device has been detected, and a menu of options may be displayed.

## Removing a microSD card

**⚠ CAUTION:** To reduce the risk of loss of data or an unresponsive system, use the following procedure to safely remove the microSD card.

1. Save your information and close all programs associated with the microSD card.
2. Tap the remove hardware icon  in the notification area, at the far right of the taskbar. Then follow the on-screen instructions.



3. Place the tablet on a flat surface, display panel side down.
4. Insert the card tray removal tool **(1)** into the card tray access hole.
5. Press in gently only until the card tray is ejected.
6. Remove the tray **(2)** from the tablet and remove the card **(3)**.
7. Replace the tray **(4)** in the tablet.
8. Press in gently on the tray until it is firmly seated.

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## 7 Managing power

Your tablet can operate on either battery power or external power. When the tablet is running on battery power only and an AC power source is not available to charge the battery, it is important to monitor and conserve the battery charge.


### Initiating and exiting Sleep

This tablet has the Windows power-saving state of Sleep.

**Sleep**—The Sleep state is automatically initiated after a period of inactivity. Your work is saved to memory, allowing you to resume your work very quickly. The tablet maintains network connectivity during sleep, allowing the system to update things in the background, and keeping the tablet ready to resume instantly.

You can also initiate Sleep manually. For more information, see [Manually initiating and exiting Sleep on page 18](#).

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 **CAUTION:** To reduce the risk of possible audio and video degradation, loss of audio or video playback functionality, or loss of information, do not initiate the Sleep state while reading from or writing to an external media card.

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### Manually initiating and exiting Sleep

To initiate Sleep, select the **Start** button, select the **Power** icon, and then select **Sleep**.

You can exit Sleep by briefly pressing the power button.

When the tablet exits Sleep, your work returns to the screen.

---

 **NOTE:** If you have set a password to be required on exiting Sleep, you must enter your Windows password before your work returns to the screen.


---

### Setting password protection on wakeup (exiting Sleep)

To set the tablet to prompt for a password when the tablet exits Sleep, follow these steps:

1. Type `power options` in the taskbar search box, and then select **Power Options**.
2. In the left pane, tap **Require a password on wakeup**.
3. Tap **Change Settings that are currently unavailable**.
4. Tap **Require a password (recommended)**.

---



 **NOTE:** If you need to create a user account password or change your current user account password, tap **Create or change your user account password**, and then follow the on-screen instructions. If you do not need to create or change a user account password, go to step 5.

---

5. Tap **Save changes**.

## Using the power meter and power settings

The power meter is located on the Windows taskbar. The power meter allows you to quickly access power settings and view the remaining battery charge.

- To view the percentage of remaining battery charge and the current power plan, tap and hold the power meter icon .
- To use Power Options, tap and hold the power meter icon , and then select an item from the list.  
You can also type `power options` in the task bar search box, and then select **Power Options**.

Different power meter icons indicate whether the tablet is running on battery or external power. Tap the icon to reveal if the battery has reached a low or critical battery level.

## Running on battery power

When a charged battery is in the tablet and the tablet is not plugged into external power, the tablet runs on battery power. When the tablet is off and unplugged from external power, the battery in the tablet slowly discharges. The tablet will display a message when the battery reaches a low or critical battery level.

Tablet battery life varies, depending on power management settings, programs running on the tablet, screen brightness, external devices connected to the tablet, and other factors.

## Factory-sealed battery

To monitor the status of the battery, or if the battery is no longer holding a charge, run HP Battery Check in the HP Support Assistant app.

1. Type `support` in the taskbar search box, and then select the **HP Support Assistant** app.  
– or –  
Tap the question mark icon in the taskbar.
2. Select **My PC**, select the **Diagnostics and tools** tab, and then select **HP Battery Check**. If HP Battery Check indicates that your battery should be replaced, contact support.

The battery[ies] in this product cannot be easily replaced by users themselves. Removing or replacing the battery could affect your warranty coverage. If a battery is no longer holding a charge, contact support. When a battery has reached the end of its useful life, do not dispose of the battery in general household waste. Follow the local laws and regulations in your area for battery disposal.

## Finding battery information

To access battery information:

1. Type `support` in the taskbar search box, and then select the **HP Support Assistant** app.  
– or –  
Tap the question mark icon in the taskbar.
2. Select **My PC**, select the **Diagnostics and tools** tab, and then select **HP Battery Check**. If HP Battery Check indicates that your battery should be replaced, contact support.

HP Support Assistant provides the following tools and information about the battery:

- HP Battery Check
- Information about battery types, specifications, life cycles, and capacity

## Conserving battery power

To conserve battery power and maximize battery life:

- Lower the brightness of the display.
- Select the **Power saver** setting in Power Options.
- Turn off wireless devices when you are not using them.
- Disconnect unused external devices that are not plugged into an external power source, such as an external hard drive connected to a USB port.
- Stop, disable, or remove any external media cards that you are not using.
- Before you leave your work, initiate Sleep or shut down the tablet.

## Identifying low battery levels

When a battery that is the sole power source for the tablet reaches a low or critical battery level, the following behavior occurs:

- The power meter icon  shows a low or critical battery notification.



**NOTE:** For additional information about the power meter, see [Using the power meter and power settings on page 19](#).

The tablet takes the following action for a critical battery level:

- If the tablet is on or in the Sleep state, the tablet remains briefly in the Sleep state and then shuts down and loses any unsaved information.

## Resolving a low battery level

### Resolving a low battery level when external power is available

Connect one of the following to the tablet and to external power:

- AC adapter
- Optional power adapter purchased as an accessory from HP

### Resolving a low battery level when no power source is available

Save your work and shut down the tablet.

## Running on AC power

For information about connecting to AC power, refer to the *Quick Start* guide provided in the tablet box.

The tablet does not use battery power when the tablet is connected to AC power with an approved AC adapter or an optional docking/expansion device.




**WARNING!** To reduce potential safety issues, use only the AC adapter provided with the tablet, a replacement AC adapter provided by HP, or a compatible AC adapter purchased from HP.


Connect the tablet to AC power under any of the following conditions:

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

When you connect the tablet to AC power:


- The battery begins to charge.
- The screen brightness increases.
- The power meter icon  changes appearance.

When you disconnect AC power:

- The tablet switches to battery power.
- The screen brightness automatically decreases to save battery life.
- The power meter icon  changes appearance.

## Shutting down (turning off) the tablet

---

 **CAUTION:** Unsaved information is lost when the tablet shuts down. Be sure to save your work before shutting down the tablet.


---

The Shut down command closes all open programs, including the operating system, and then turns off the display and tablet.

Shut down the tablet when the tablet will be unused and disconnected from external power for an extended period.

Although you can turn off the tablet with the power button, the recommended procedure is to use the Windows Shut down command.

---

 **NOTE:** If the tablet is in the Sleep state, first exit Sleep by briefly pressing the power button.

---

1. Save your work and close all open programs.
2. Select the **Start** button, select the **Power** icon, and then select **Shut down**.

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

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

---

## 8 Maintaining your tablet

It is important to perform regular maintenance to keep your tablet in optimal condition. This chapter provides instructions for updating programs and drivers, steps to clean the tablet, and tips for traveling with (or shipping) the tablet.

### Updating programs and drivers

HP recommends that you update your programs and drivers on a regular basis. Updates can resolve issues and bring new features and options to your tablet. For example, older graphics components might not work well with the most recent gaming software. Without the latest driver, you would not be getting the most out of your equipment.

Go to <http://www.hp.com/support> to download the latest versions of HP programs and drivers. In addition, register to receive automatic notifications when updates become available.

If you would like to update your programs and drivers, follow these instructions:


1. Type `support` in the taskbar search box, and then select the **HP Support Assistant** app.  
– or –  
Tap the question mark icon in the taskbar.
2. Select **My PC**, select the **Updates** tab, and then select **Check for updates and messages**.
3. Follow the on-screen instructions.

### Cleaning your tablet

Use the following products to safely clean your tablet:

- 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 tablet. If you are not sure that a cleaning product is safe for your tablet, 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 tablet. 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 tablet.

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

1. Turn off the tablet.
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 tablet 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 or back

To clean the sides or back, 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 back of the tablet, use a circular motion to aid in removing dirt and debris.

## Traveling with or shipping your tablet

If you have to travel with or ship your tablet, follow these tips to keep your equipment safe.

- Prepare the tablet for traveling or shipping:
  - Back up your information to an external drive.
  - Remove all external media cards, such as memory cards.
  - Turn off and then disconnect all external devices.
  - Shut down the tablet.
- Take along a backup of your information. Keep the backup separate from the tablet.
- When traveling by air, carry the tablet as hand luggage; do not check it in with the rest of your luggage.


---

 **CAUTION:** Avoid exposing a drive to magnetic fields. Security devices with magnetic fields include airport walk-through devices and security wands. Airport conveyer belts and similar security devices that check carry-on baggage use X-rays instead of magnetism and do not damage drives.

---

- If you plan to use the tablet during a flight, listen for the in-flight announcement that tells you when you are allowed to use your tablet. In-flight tablet use is at the discretion of the airline.
- If you are shipping the tablet, 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 tablet, ask for authorization to use your tablet before you turn it on.
- If you are traveling internationally, follow these suggestions:
  - Check the tablet-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 tablet. 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 tablet with a voltage converter kit sold for appliances.

---

## 9 Securing your tablet and information

Tablet security is essential for protecting the confidentiality, integrity, and availability of your information. Standard security solutions provided by the Windows operating system, HP applications, the Setup Utility (BIOS), and other third-party software can help protect your tablet from a variety of risks, such as viruses, worms, and other types of malicious code.



**IMPORTANT:** Some security features listed in this chapter may not be available on your tablet.

### Using passwords

A password is a group of characters that you choose to secure your tablet information and to protect online transactions. Several types of passwords can be set. For example, when you set up your tablet for the first time, you were asked to create a user password to secure your tablet. Additional passwords can be set in Windows or in HP Setup Utility (BIOS), which is preinstalled on your tablet.

You may find it helpful to use the same password for a Setup Utility (BIOS) feature and for a Windows security feature.

To create and save passwords, use the following tips:

- To reduce the risk of being locked out of the tablet, record each password and store it in a secure place away from the tablet. Do not store passwords in a file on the tablet.
- When creating passwords, follow requirements set by the program.
- Change your passwords at least every 3 months.
- An ideal password is long and has letters, punctuation, symbols, and numbers.
- Before you send your tablet for service, back up your files, delete confidential files, and then remove all password settings.

For additional information about Windows passwords, such as screen-saver passwords:

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

– or –

Tap the question mark icon in the taskbar.

### Setting Windows passwords


Password	Function
User password	Protects access to a Windows user account.
Administrator password	Protects administrator-level access to tablet contents. <b>NOTE:</b> This password cannot be used to access Setup Utility (BIOS) contents.

## Setting Setup Utility (BIOS) passwords

Password	Function
Administrator password	<ul style="list-style-type: none"><li>• Must be entered each time you access Setup Utility (BIOS).</li><li>• If you forget your administrator password, you cannot access Setup Utility (BIOS).</li></ul>
Power-on password	<ul style="list-style-type: none"><li>• Must be entered each time you turn on or restart the tablet.</li><li>• If you forget your power-on password, you cannot turn on or restart the tablet.</li></ul>

To set, change, or delete an administrator or power-on password in Setup Utility (BIOS):

 **CAUTION:** Use extreme care when making changes in Setup Utility (BIOS). Errors can prevent the tablet from operating properly.

 **NOTE:** If you have tablet with a detachable keyboard or keyboard dock, attach it before beginning these steps.

1. Turn off the tablet.
2. Hold the **Volume down** button.
3. While continuing to hold the **Volume down** button, press the power button to turn on the tablet.  
The Startup menu is displayed.
4. Select **Security**, and then follow the on-screen instructions.

Your changes take effect when the tablet restarts.

## Using Internet security software

When you use your tablet to access email, a network, or the Internet, you potentially expose your tablet to viruses, spyware, and other online threats. To help protect your tablet, Internet security software that includes antivirus and firewall features may be preinstalled on your tablet as a trial offer. To provide ongoing protection against newly discovered viruses and other security risks, security software must be kept up to date. It is strongly recommended that you upgrade the security software trial offer or purchase the software of your choice in order to fully protect your tablet.

### Using antivirus software

Viruses can disable programs, utilities, or the operating system, or cause them to function abnormally. Antivirus software can detect most viruses, destroy them, and in most cases, repair any damage they have caused.

To provide ongoing protection against newly discovered viruses, antivirus software must be kept up to date.

An antivirus program may be preinstalled on your tablet. It is strongly recommended that you use the antivirus program of your choice in order to fully protect your tablet.

For more information about viruses, type `support` in the taskbar search box, and then select the **HP Support Assistant** app.

– or –

Tap the question mark icon in the taskbar.

## Using firewall software

Firewalls are designed to prevent unauthorized access to a system or network. A firewall can be software you install on your tablet and/or network, or it can be a combination of both hardware and software.

There are two types of firewalls to consider:


- Host-based firewalls—Software that protects only the tablet it is installed on.
- Network-based firewalls—Installed between your DSL or cable modem and your home network to protect all the computers on the network.

When a firewall is installed on a system, all data sent to and from the system is monitored and compared with a set of user-defined security criteria. Any data that does not meet those criteria is blocked.

## Installing software updates

HP, Windows, and third-party software installed on your tablet should be regularly updated to correct security problems and improve software performance.

---

 **CAUTION:** Microsoft sends out alerts regarding Windows updates, which may include security updates. To protect the tablet from security breaches and viruses, install all updates from Microsoft as soon as you receive an alert.

---

You can install these updates automatically.

To view or change the settings:


1. Select the **Start** button, select **Settings**, and then select **Update & Security**.
2. Select **Windows Update**, and then follow the on-screen instructions.
3. To schedule a time for installing updates, select **Advanced Options**, and then follow the on-screen instructions.

## Securing your wireless network

When you set up a WLAN or access an existing WLAN, always enable security features to protect your network from unauthorized access. WLANs in public areas (hotspots) like coffee shops and airports may not provide any security.

## Using TPM (select products only)

---

 **IMPORTANT:** Before enabling Trusted Platform Module (TPM) functionality on this system, you must ensure that your intended use of TPM complies with relevant local laws, regulations and policies, and approvals or licenses must be obtained if applicable. For any compliance issues arising from your operation/usage of TPM which violates the above mentioned requirement, you shall bear all the liabilities wholly and solely. HP will not be responsible for any related liabilities.

---

TPM provides additional security for your tablet. You can modify the TPM settings in Setup Utility (BIOS). The default TPM setting is PTT2.0. You can change the setting to TPM 1.2 or to Hidden.

The TPM setting is only displayed after you set a BIOS administrator password. For more information on setting a password, see [Setting Setup Utility \(BIOS\) passwords on page 26](#).

You can modify the TPM settings in Setup Utility (BIOS). The default TPM setting is PTT2.0. You can change the setting to TPM 1.2 or to Hidden.



---

**NOTE:** If you change the TPM setting to Hidden, TPM is not visible in the operating system.

---

1. Turn off the tablet.
2. Hold the volume down button.
3. While continuing to hold the volume down button, press the power button to turn on the tablet.  
The Startup menu is displayed.
4. Select **Security**, and then follow the on-screen instructions.

## Backing up your software applications and information

Regularly back up your software applications and information to protect them from being permanently lost or damaged through a virus attack or a software or hardware failure. For more information, see [Backing up and recovering on page 30](#).

## 10 Using HP PC Hardware Diagnostics (UEFI)

HP PC Hardware Diagnostics is a Unified Extensible Firmware Interface (UEFI) that allows you to run diagnostic tests to determine whether the tablet hardware is functioning properly. The tool runs outside the operating system so that it can isolate hardware failures from issues that are caused by the operating system or other software components.

To start HP PC Hardware Diagnostics (UEFI):

1. Turn off the tablet.
2. Hold the **Volume down** button.
3. While continuing to hold the **Volume down** button, press the power button to turn on the tablet.  
The Startup menu is displayed.
4. Tap **F2 System Diagnostics**.
5. When the diagnostic tool opens, select the type of diagnostic test you want to run, and then follow the on-screen instructions.



**NOTE:** If you need to stop a diagnostic test, press the volume down button.

## Downloading HP PC Hardware Diagnostics (UEFI)



**NOTE:** Instructions for downloading HP PC Hardware Diagnostics (UEFI) are provided in English only.

The preferred method is to download UEFI to your tablet. You can also download UEFI to a USB device; depending on the type of USB device used.

There are two options to download HP PC Hardware Diagnostics:

### Download the latest UEFI version:

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

### Download any version of UEFI for a specific product:

1. Go to <http://www.hp.com/support>, and then select your country. The HP Support page is displayed.
2. Select **Drivers & Downloads**.
3. In the text box, enter the product name, and then select **Go**.

– or –

Select **Find Now** to let HP automatically detect your product.

4. Select your tablet, and then select your operating system.
5. In the **Diagnostic** section, follow the on-screen instructions to select and download the UEFI version you want.

---

# 11 Backing up and recovering

To protect your information, use Windows backup and restore utilities to back up individual files and folders or back up your entire hard drive. In case of system failure, you can use the backup files to restore the contents of your tablet.

▲ Type `restore` in the taskbar search box, and then select from the list of displayed options.



**NOTE:** To find various backup and restore options, perform a search for these topics in the taskbar search box.

In case of system instability, HP recommends that you print the recovery procedures and save them for later use.



**NOTE:** Windows includes the User Account Control feature to improve the security of your tablet. You may be prompted for your permission or password for tasks such as installing software, running utilities, or changing Windows settings.

---

## Backing up your information

Recovery after a system failure is as good as your most recent backup. You should create system repair media and your initial backup immediately after initial system 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.

For more information on the Windows backup features, type `backup` in the taskbar search box, and then select from the list of displayed options.

## Performing a system recovery

In case of system failure or instability, the tablet provides the following tools to recover your files:

- Windows recovery tools: You can use Windows Backup and Restore to recover information you have previously backed up. You can also use Windows Automatic Repair to fix problems that might prevent Windows from starting correctly.



**NOTE:** If you are unable to boot (start up) your tablet, contact support.

---

## Changing the boot device order

To change the boot order so that you can boot from an external device:



**NOTE:** An external flash drive is required to perform this procedure.

---

1. If possible, back up all personal files.
2. Shut down the tablet.
3. Connect the external flash drive.
4. Turn off the tablet.
5. Press and hold the **Volume down** button.



6. While continuing to hold the **Volume down** button, press the power button to turn on the tablet.  
The Startup menu is displayed.
7. Tap **F9 Boot Options**.
8. Select the external flash drive as the boot device.
9. Restart the tablet.

## Using Windows reset tools

When your tablet is not working properly and you need to regain system stability, the Windows reset tools allow you to start fresh and keep what is important to you.

For more information on these features, type `reset` in the taskbar search box, and then select from the list of displayed options.

---

## 12 Electrostatic Discharge

Electrostatic discharge is the release of static electricity when two objects come into contact—for example, the shock you receive when you walk across the carpet and touch a metal door knob.

A discharge of static electricity from fingers or other electrostatic conductors may damage electronic components. To prevent damage to the tablet, damage to a drive, or loss of information, observe these precautions:

- If removal or installation instructions direct you to unplug the tablet, first be sure that it is properly grounded.
- Keep components in their electrostatic-safe containers until you are ready to install them.
- Avoid touching pins, leads, and circuitry. Handle electronic components as little as possible.
- Use nonmagnetic tools.
- Before handling components, discharge static electricity by touching an unpainted metal surface.
- If you remove a component, place it in an electrostatic-safe container.

---

## 13 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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