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hp PC Hardware Diagnostics User Guide

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hp PC Hardware Diagnostics User Guide

10   Using HP PC Hardware Diagnostics

You can use the HP PC Hardware Diagnostics utility to determine whether your computer hardware is running

properly. The three versions are HP PC Hardware Diagnostics Windows, HP PC Hardware Diagnostics UEFI (Unified Extensible Firmware Interface), and (for select products only) Remote HP PC Hardware Diagnostics UEFI, a firmware feature.

Using HP PC Hardware Diagnostics Windows (select products only)

HP PC Hardware Diagnostics Windows is a Windows-based utility that allows you to run diagnostic tests to determine whether the computer hardware is functioning properly. The tool runs within the Windows operating system to diagnose hardware failures.
If HP PC Hardware Diagnostics Windows is not installed on your computer, first you must download and install it. To download HP PC Hardware Diagnostics Windows, see .

Using an HP PC Hardware Diagnostics Windows hardware failure ID code

When HP PC Hardware Diagnostics Windows detects a failure that requires hardware replacement, a 24-digit Failure ID code is generated.

▲ Depending on the instructions on the screen, choose one of these options:

- If failure ID link is displayed, select the link and follow the on-screen
- If instructions for calling support are Follow those instructions.

Accessing HP PC Hardware Diagnostics Windows

After HP PC Hardware Diagnostics Windows is installed, you can access it from HP Help and Support or HP Support Assistant.

Accessing HP PC Hardware Diagnostics Windows from HP Help and Support

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

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

1. Select the **Start** button, and then select **HP Help and Support**.

2. **Select HP PC Hardware Diagnostics Windows.**

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

Accessing HP PC Hardware Diagnostics Windows from Support Assistant

After HP PC Hardware Diagnostics Windows is installed, follow these steps to access it from HP Support Assistant.
To access HP PC Hardware Diagnostics Windows from HP Support Assistant:

2. Type support in the taskbar search box, and then select the **HP Support Assistant** – or – Select the question

mark icon in the taskbar.

3. Select **Troubleshooting and fixes**.

4. Select **Diagnostics**, and then select **HP PC Hardware Diagnostics Windows**.

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

Downloading HP PC Hardware Diagnostics Windows

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

Downloading the latest HP PC Hardware Diagnostics Windows version from HP

To download HP PC Hardware Diagnostics Windows from HP, follow these steps.

1. Go to **http://www.hp.com/go/techcenter/pcdiags**. The HP PC Diagnostics home page is

2. Select **Download HP Diagnostics Windows**, and then select a location on your computer or a USB flash

The tool downloads to the selected location.

Downloading the HP PC Hardware Diagnostics Windows from the Microsoft Store

You can download the HP PC Hardware Diagnostics Windows from the Microsoft Store.

1. Select the Microsoft Store app on your desktop or enter Microsoft Store in the taskbar search

2. Enter HP PC Hardware Diagnostics Windows in the **Microsoft Store** search

3. Follow the on-screen

The tool downloads to the selected location.

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

You can download HP PC Hardware Diagnostics Windows by product name or number.
NOTE: For some products, you might have to download the software to a USB flash drive by using the product name or number.

1. Go to **http://www.hp.com/support**.

2. Select **Software and Drivers**, select your type of product, and then enter the product name or number in the search box that is

3. In the **Diagnostics** section, select **Download**, and then follow the on-screen instructions to select the specific Windows diagnostics version to be downloaded to your computer or USB flash

The tool downloads to the selected location.

Installing HP PC Hardware Diagnostics Windows

To install HP PC Hardware Diagnostics Windows, navigate to the folder on your computer or the USB flash drive

where the .exe file downloaded, double-click the .exe file, and then follow the on-screen instructions.

Using HP PC Hardware Diagnostics UEFI

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

NOTE: For Windows 10 S computers, you must use a Windows computer and a USB flash drive to download and create the HP UEFI support environment because only .exe files are provided. For more information, see .

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

Using an HP PC Hardware Diagnostics UEFI hardware failure ID code

When HP PC Hardware Diagnostics UEFI detects a failure that requires hardware replacement, a 24-digit Failure ID code is generated.

For assistance in solving the problem:

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

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

Starting HP PC Hardware Diagnostics UEFI

To start HP PC Hardware Diagnostics UEFI, follow this procedure.

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

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

1. Connected USB flash drive

1. Hard drive
2. BIOS

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

Downloading HP PC Hardware Diagnostics UEFI to a USB flash drive

Downloading HP PC Hardware Diagnostics UEFI to a USB flash drive can be useful in some situations.

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

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

Downloading the latest HP PC Hardware Diagnostics UEFI version

To download the latest HP PC Hardware Diagnostics UEFI version to a USB flash drive, follow this procedure.

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

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

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

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

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

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

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

Downloading Remote HP PC Hardware Diagnostics UEFI

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

Downloading the latest Remote HP PC Hardware Diagnostics UEFI version

You can download the latest HP PC Hardware Diagnostics UEFI version to a USB flash drive.

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

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

You can download HP Remote PC Hardware Diagnostics UEFI by product name or number.

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

version for the product.

Customizing Remote HP PC Hardware Diagnostics UEFI settings

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

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

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

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

11 Backing up, restoring, and recovering

You can use Windows tools or HP software to back up your information, create a restore point, reset your computer, create recovery media, or restore your computer to its factory state. Performing these standard procedures can return your computer to a working state faster.

IMPORTANT: If you will be performing recovery procedures on a tablet, the tablet battery must be at least 70% charged before you start the recovery process.
IMPORTANT: For a tablet with a detachable keyboard, connect the tablet to the keyboard base before beginning any recovery process.

Backing up information and creating recovery media

These methods of creating recovery media and backups are available on select products only.

Using Windows tools for backing up

HP recommends that you back up your information immediately after initial setup. You can do this task either using Windows Backup locally with an external USB drive or using online tools.

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

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

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

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

NOTE: If you cannot create recovery media yourself, contact support to obtain recovery discs. Go to **http://www.hp.com/support**, select your country or region, and then follow the on-screen instructions.
IMPORTANT: HP recommends that you follow the Restoring and recovery methods on page 52 to restore your computer before you obtain and use the HP recovery discs. Using a recent backup can return your machine to a working state sooner than using the HP recovery discs. After the system is restored, reinstalling all the operating system software released since your initial purchase can be a lengthy process.

Restoring and recovering your system

You have several tools available to recover your system both within and outside of Windows if the desktop cannot load.
HP recommends that you attempt to restore your system using the Restoring and recovery methods on page 52.

Creating a system restore

System Restore is available in Windows. The System Restore software can automatically or manually create restore points, or snapshots, of the system files and settings on the computer at a particular point.

When you use System Restore, it returns your computer to its state at the time you made the restore point. Your personal files and documents should not be affected.

Restoring and recovery methods

After you run the first method, test to see whether the issue still exists before you proceed to the next method, which might now be unnecessary.

1. Run a Microsoft System

2. Run Reset this

3. Recover using HP Recovery For more information, see Recovering using HP Recovery media on page 52.

For more information about the first two methods, see the Get Help app:
Select the **Start** button, select the **Get Help** app, and then enter the task you want to perform.

Recovering using HP Recovery media

You can use HP Recovery media to recover the original operating system and software programs that were installed at the factory. On select products, it can be created on a bootable USB flash drive using the HP Cloud Recovery Download Tool.

For details, see Using the HP Cloud Recovery Download Tool to create recovery media (select products only) on page 51.
NOTE: If you cannot create recovery media yourself, contact support to obtain recovery discs. Go to **http://www.hp.com/support**, select your country or region, and then follow the on-screen instructions.
To recover your system:

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

NOTE: HP recommends that you follow the Restoring and recovery methods on page 52 to restore your computer before you obtain and use the HP recovery discs. Using a recent backup can return your machine to a working state sooner than using the HP recovery discs. After the system is restored, reinstalling all the operating system software released since your initial purchase can be a lengthy process.

Changing the computer boot order

If your computer does not restart using the HP Recovery media, you can change the computer boot order, the order of devices listed in BIOS for startup information. You can select an optical drive or a USB flash drive, depending on the location of your HP Recovery media.
IMPORTANT: For a tablet with a detachable keyboard, connect the tablet to the keyboard base before beginning these steps. To change the boot order:

1. Insert the HP Recovery media.

2. Access the system **Startup**

   - For computers or tablets with keyboards attached, turn on or restart the computer or tablet, quickly press esc, and then press f9 for boot

   - For tablets without keyboards, turn on or restart the tablet, quickly press and hold the volume up button, and then select **f9**. – or –

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

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

Using HP Sure Recover (select products only)

Select computer models are configured with HP Sure Recover, a PC OS recovery solution built into the hardware and software. HP Sure Recover can fully restore the HP OS image without installed recovery software.
Using HP Sure Recover, an administrator or user can restore the system and install:

- Latest version of the operating system

- Platform-specific device drivers

- Software applications, in the case of a custom image

To access the latest documentation for HP Sure Recover, go to **http://www.hp.com/support**. Follow the on-

screen instructions to find your product and locate your documentation.

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.
IMPORTANT: To prevent damage to the computer, damage to a drive, or loss of information, observe these precautions:

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

13 Specifications

When you travel with or store your computer, the input power ratings and operating specifications provide helpful information.

Input power

The power information in this section might 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 V–240 V, 50 Hz–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 that is supplied and approved by HP for use with this computer.
The computer can operate on DC power within one or more of the following specifications. Operating voltage and current varies by platform. The voltage and current for your computer is located on the regulatory label.

Table 13-1 DC power specifications

Input power	Rating

Operating voltage and current	5 V dc @ 2 A / 12 V dc @ 3 A /15 V dc @ 3 A – 45 W USB-C® 5 V dc @ 3 A / 9 V dc @ 3 A / 12 V dc @ 3.75 A /15 V dc @ 3 A – 45 W USB-C 5 V dc @ 3 A / 9 V dc @ 3 A / 10 V dc @ 3.75 A / 12 V dc @ 3.75 A / 15 V dc @ 3 A / 20 V dc @ 2.25 A – 45 W USB-C 5 V dc @ 3 A / 9 V dc @ 3 A / 12 V dc @ 5 A / 15 V dc @ 4.33 A / 20 V dc @ 3.25 A – 65 W USB-C 5 V dc @ 3 A / 9 V dc @ 3 A / 10 V dc @ 5 A / 12 V dc @ 5 A / 15 V dc @ 4.33 A / 20 V dc @ 3.25 A – 65 W USB-C 5 V dc @ 3 A / 9 V dc @ 3 A / 10 V dc @ 5 A / 12 V dc @ 5 A / 15 V dc @ 5 A / 20 V dc @ 4.5 A – 90 W USB-C 19.5 V dc @ 2.31 A – 45 W 19.5 V dc @ 3.33 A – 65 W 19.5 V dc @ 4.62 A – 90 W 19.5 V dc @ 6.15 A – 120 W 19.5 V dc @ 6.9 A – 135 W 19.5 V dc @ 7.70 A – 150 W 19.5 V dc @ 10.3 A – 200 W 19.5 V dc @ 11.8 A – 230 W 19.5 V dc @ 16.92 A – 330 W
DC plug of external HP power supply (select products only)	

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

Operating environment

Use the operating specifications for helpful information when you travel with or store your computer.

Table 13-2 Operating environment specifications		
Factor	**Metric**	**U.S.**
Temperature		
Operating	**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

14 Accessibility

HP's goal is to design, produce, and market products, services, and information that everyone everywhere can use, either on a stand-alone basis or with appropriate third-party assistive technology (AT) devices or applications.

HP and accessibility

Because HP works to weave diversity, inclusion, and work/life into the fabric of the company, it is reflected in

everything HP does. HP strives to create an inclusive environment focused on connecting people to the power of technology throughout the world.

Finding the technology tools you need

Technology can unleash your human potential. Assistive technology removes barriers and helps you create independence at home, at work, and in the community. Assistive technology helps increase, maintain, and improve the functional capabilities of electronic and information technology. For more information, see Finding the best assistive technology on page 58.

The HP commitment

HP is committed to providing products and services that are accessible for people with disabilities. This commitment supports the company's diversity objectives and helps ensure that the benefits of technology are available to all.
The HP accessibility goal is to design, produce, and market products and services that can be effectively used by everyone, including people with disabilities, either on a stand-alone basis or with appropriate assistive devices.
To achieve that goal, this Accessibility Policy establishes seven key objectives to guide HP actions. All HP managers and employees are expected to support these objectives and their implementation in accordance with their roles and responsibilities:

- Raise the level of awareness of accessibility issues within HP, and provide employees with the training they need to design, produce, market, and deliver accessible products and

- Develop accessibility guidelines for products and services, and hold product development groups accountable for implementing these guidelines where competitively, technically, and economically

- Involve people with disabilities in the development of accessibility guidelines and in the design and testing of products and

- Document accessibility features, and make information about HP products and services publicly available in an accessible

- Establish relationships with leading assistive technology and solution

- Support internal and external research and development that improves assistive technology relevant to HP products and

- Support and contribute to industry standards and guidelines for

International Association of Accessibility Professionals (IAAP)

IAAP is a not-for-profit association focused on advancing the accessibility profession through networking, education, and certification. The objective is to help accessibility professionals develop and advance their careers and to better enable organizations to integrate accessibility into their products and infrastructure.
As a founding member, HP joined to participate with other organizations to advance the field of accessibility. This commitment supports HP's accessibility goal of designing, producing, and marketing products and services that people with disabilities can effectively use.
IAAP will make the profession strong by globally connecting individuals, students, and organizations to learn from one another. If you are interested in learning more, go to **http://www.accessibilityassociation.org** to join the online community, sign up for newsletters, and learn about membership options.

Finding the best assistive technology

Everyone, including people with disabilities or age-related limitations, should be able to communicate, express themselves, and connect with the world using technology. HP is committed to increasing accessibility awareness within HP and with our customers and partners.

Whether it's large fonts that are easy on the eyes, voice recognition that lets you give your hands a rest, or any other assistive technology to help with your specific situation—a variety of assistive technologies make HP products easier to use. How do you choose?

Assessing your needs

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

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

Accessibility for HP products

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

- **HP Elite x3–Accessibility Options (Windows 10 Mobile)**
- **HP PCs–Windows 7 Accessibility Options**
- **HP PCs–Windows 8 Accessibility Options**
- **HP PC's–Windows 10 Accessibility Options**
- **HP Slate 7 Tablets–Enabling Accessibility Features on Your HP Tablet (Android 1/Jelly Bean)**
- **HP SlateBook PCs–Enabling Accessibility Features (Android 3,4.2/Jelly Bean)**
- **HP Chromebook PCs–Enabling Accessibility Features on Your HP Chromebook or Chromebox (Chrome OS)**
- **HP Shopping–peripherals for HP products**

If you need additional support with the accessibility features on your HP product, see .
Additional links to external partners and suppliers that may provide additional assistance:

- **Microsoft Accessibility information (Windows 7, Windows 8, Windows 10, Microsoft Office)**
- **Google Products accessibility information (Android, Chrome, Google Apps)**
- **Assistive Technologies sorted by impairment type**
- **Assistive Technology Industry Association (ATIA)**

Standards and legislation

Countries worldwide are enacting regulations to improve access to products and services for persons with disabilities. These regulations are historically applicable to telecommunications products and services, PCs and printers with certain communications and video playback features, their associated user documentation, and their customer support.

Standards

The US Access Board created Section 508 of the Federal Acquisition Regulation (FAR) standards to address access to information and communication technology (ICT) for people with physical, sensory, or cognitive disabilities.

The standards contain technical criteria specific to various types of technologies, as well as performance- based requirements which focus on functional capabilities of covered products. Specific criteria cover software applications and operating systems, web-based information and applications, computers, telecommunications products, video and multimedia, and self-contained closed products.

Mandate 376 – EN 301 549

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

Web Content Accessibility Guidelines (WCAG)

Web Content Accessibility Guidelines (WCAG) from the W3C's Web Accessibility Initiative (WAI) helps web designers and developers create sites that better meet the needs of people with disabilities or age-related limitations.

WCAG advances accessibility across the full range of web content (text, images, audio, and video) and web applications. WCAG can be precisely tested, is easy to understand and use, and allows web developers flexibility for innovation. WCAG 2.0 has also been approved as ISO/IEC 40500:2012.

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

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

Legislation and regulations

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

- **United States**
- **Canada**
- **Europe**
- **Australia**
- **Worldwide**

Useful accessibility resources and links

These organizations, institutions, and resources might be good sources of information about disabilities and age-related limitations.

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

Organizations

These organizations are a few of the many that provide information about disabilities and age-related limitations.

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

Educational institutions

Many educational institutions, including these examples, provide information about disabilities and age- related limitations.

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

Other disability resources

Many resources, including these examples, provide information about disabilities and age-related limitations.

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

HP links

These HP-specific links provide information that relates to disabilities and age-related limitations. **Our contact webform**

[**HP comfort and safety guide**](#) [**HP public sector sales**](#)

Contacting support

HP offers technical support and assistance with accessibility options for customers with disabilities.

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

Complete the [**Contact form for people with disabilities or age-related limitations**](#)

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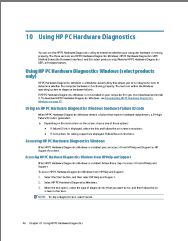
Read More About This Manual & Download PDF:

Documents / Resources

	[**hp PC Hardware Diagnostics**](#) [pdf] User Guide MT7921WO, B94-MT7921WO, B94MT7921WO, PC Hardware Diagnostics, Hardware Diagnostics

References

- [**Accessories | HP® Official Store**](#)
- [**HP PCs - Windows 10 Accessibility Options | HP® Customer Support**](#)

- 🔵 **AccessibilityAssociation**
- ᴬᵀᴵᴬ **ATIA | Assistive Technology Industry Association**
- 🔵 **HP PC Hardware Diagnostics | HP® Support**
- 🔵 **hp.com/support**
- 🔴 **ISO/IEC 40500:2012 - Information technology — W3C Web Content Accessibility Guidelines (WCAG) 2.0**
- 🔲 **Accessibility Technology & Tools | Microsoft Accessibility**
- 🔵 **index | HP® Official Site**
- 🌐 **Public Sector Home | HP® Official Public Sector Site**