

[Manuals.plus](#) /

> [HP](#) /

> HP Envy 17 Laptop (Model 17-cg1010nr) User Manual

HP 17-cg1010nr

HP Envy 17 Laptop (Model 17-cg1010nr) User Manual

Brand: HP | Model: 17-cg1010nr

1. INTRODUCTION

This manual provides essential information for setting up, operating, maintaining, and troubleshooting your HP Envy 17 Laptop, model 17-cg1010nr. Designed for creativity and productivity, this laptop features an 11th Gen Intel Core i7 processor, 17.3-inch Full HD IPS touchscreen, 12 GB RAM, and a dual storage configuration with a 1 TB SATA Hard Drive and 256 GB SSD. Please read this manual thoroughly to ensure optimal performance and longevity of your device.

2. INITIAL SETUP

2.1 Unboxing and Connecting Power

1. Carefully remove the laptop and all accessories from the packaging.
2. Connect the AC power adapter to the laptop's power port and then to a wall outlet.
3. Open the laptop lid. The laptop may power on automatically or you may need to press the power button.

2.2 First Boot and Windows Setup

1. Follow the on-screen instructions to complete the Windows 10 Home setup. This includes selecting your region, language, and connecting to a Wi-Fi network.
2. Create a user account and set up a password or PIN for security.
3. Allow Windows to install any necessary updates. This may require restarting the laptop multiple times.

2.3 What's in the Box

- HP ENVY Laptop 17-cg1010nr
- 4-cell, 55.67 Wh Li-ion polymer battery (integrated)
- 65 W AC power adapter

3. OPERATING INSTRUCTIONS

3.1 Power On/Off and Sleep Mode

- **Power On:** Press the power button located on the keyboard deck.

- **Shut Down:** Click the Start button, then Power > Shut down.
- **Sleep Mode:** Close the lid or click the Start button, then Power > Sleep.

3.2 Using the Touchscreen

The 17.3-inch Full HD IPS touchscreen supports multi-touch gestures. Use your fingers to navigate, zoom, scroll, and interact with applications directly on the screen. Ensure your screen is clean for optimal responsiveness.

3.3 Keyboard and HP Imagepad

- The laptop features a full-size QWERTY keyboard with a numeric keypad and backlighting. Press **Fn + F5** (or the appropriate function key with a keyboard backlight icon) to adjust backlight brightness.
- The HP Imagepad supports multi-touch gestures for precise navigation. Refer to Windows settings for customizing touchpad gestures.

4. KEY FEATURES

4.1 Performance and Graphics

The HP Envy 17 is equipped with an 11th Generation Intel Core i7-1165G7 processor and Intel Iris Xe Graphics, providing robust performance for demanding tasks and multimedia. The 12 GB DDR4 RAM ensures smooth multitasking.

HP ENVY 17 Laptop

Creativity without limits.



**11th Generation Intel® Core™
i7-1165G7 (Quad-Core)**

Brings the perfect combination of features to make you unstoppable. Get things done fast with high performance, instant responsiveness, and best-in-class connectivity.

Image: HP Envy 17 Laptop highlighting Intel Core i7 processor, Intel Iris Xe Graphics, and Windows 10 Home operating system.

4.2 Storage Configuration

Benefit from a dual storage solution: a 256 GB PCIe NVMe M.2 SSD for fast boot times and application loading, complemented by a 1 TB 7200 rpm SATA Hard Drive for ample storage capacity.



Intel® Iris® X® Graphics

Impressive performance for creating, gaming, and entertainment. A new level of graphics performance and crisp, stunning visuals – with the convenience of a thin & light laptop.



Windows 10 Home Operating System

Do great things confidently with the familiar feel of Windows – only better.



Image: Memory and Storage details for the HP Envy 17 Laptop, showing 12 GB RAM and dual storage configuration.

4.3 Full HD Touchscreen Display

The 17.3-inch diagonal Full HD (1920 x 1080) IPS touchscreen offers wide viewing angles and vibrant visuals, ideal for creative work and entertainment.

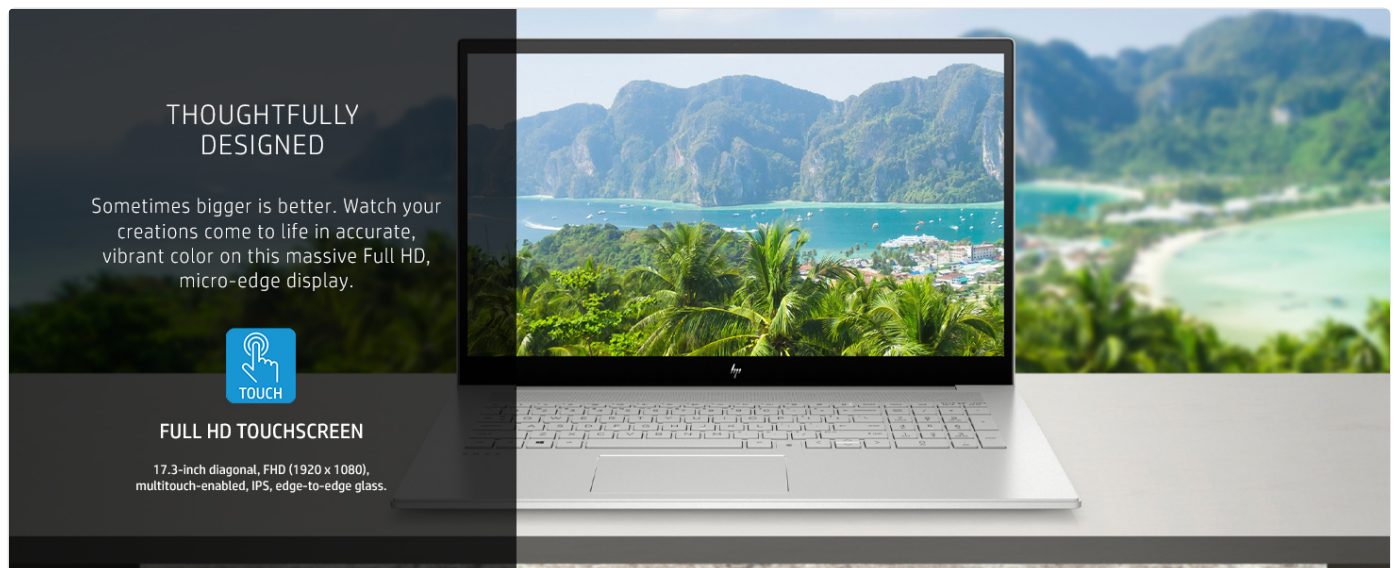


Image: The HP Envy 17 Laptop's Full HD touchscreen display, emphasizing its IPS technology and edge-to-edge design.

4.4 Connectivity

Stay connected with Wi-Fi 6 (2x2) and Bluetooth 5.0, offering faster wireless speeds and reliable connections for accessories.



Image: Demonstrating the laptop's effortless connectivity features, including Wi-Fi 6 and Bluetooth 5.0.

4.5 Battery Life and Fast Charge

Enjoy up to 7 hours of battery life. HP Fast Charge technology allows you to charge your battery from 0 to 50% in approximately 45 minutes.

Memory & Storage

Rejoice in more bandwidth with 12 GB of RAM and a dual-storage configuration for fast boot-up times, snappy responsiveness, and larger storage capacity.

SSD

**1 TB 7200 rpm SATA HDD with
256 GB PCIe® NVMe™ M.2 SSD**

Get the benefits of both worlds—fast boot-up times and snappy responsiveness, as well as larger storage capacity.

Image: Highlighting the laptop's long battery life and HP Fast Charge capability.

5. PORTS AND CONNECTIONS

The HP Envy 17 Laptop offers a variety of ports for connecting peripherals and external devices.

12 GB

12 GB DDR4-3200 MHz RAM
(1 x 4 GB, 1 x 8 GB)

With its higher bandwidth, everything from multitasking to playing games gets a performance boost.



Up to 4.7 GHz with Intel®
Turbo Boost Technology

Enjoy even greater processing speeds for faster, smoother application performance.



Image: Right side view of the laptop, detailing the AC Smart pin, SuperSpeed USB Type-A port, and Multi-format SD media card reader.



Image: Left side view of the laptop, detailing SuperSpeed USB Type-A, HDMI 2.0, Headphone/Microphone combo, and SuperSpeed USB Type-C port.

Available Ports:

- SuperSpeed USB Type-A ports
- SuperSpeed USB Type-C 5Gbps signaling rate
- HDMI 2.0
- Headphone/Microphone combo jack
- Multi-format SD media card reader
- AC Smart pin (power connector)

6. SECURITY FEATURES

Your HP Envy 17 Laptop includes integrated security features to protect your privacy and data.

AS BIG AS YOUR IMAGINATION

The powerful combination of an Intel® Core™ processor, ample memory and storage make your creative vision seamlessly come to life faster than ever before.



Image: Highlighting privacy features such as the camera shutter, microphone mute button, and fingerprint reader.

- **Unhackable Camera Shutter:** A physical shutter allows you to block the webcam when not in use, ensuring visual privacy.
- **Dedicated Microphone Mute Button:** A dedicated key on the keyboard allows for quick and easy muting of the microphone.
- **Fingerprint Reader:** Securely log in to your device with the patented 3-D fingerprint reader, providing convenient and enhanced security.

7. AUDIO EXPERIENCE

Experience rich and immersive audio with speakers custom-tuned by Bang & Olufsen.



ALL DAY CREATIVITY

Enjoy a long battery life to match your creativity with up to 7 hours depending on usage¹.

¹Battery life tested by HP using continuous FHD video playback, 1080p (1920x1080) resolution, 150 nits brightness, system audio level at 17%, player audio level at 100%, played full-screen from local storage, headphone attached, wireless on but not connected. Actual battery life will vary depending on configuration and maximum capacity will naturally decrease with time and usage.





HP Fast Charge

Go from 0 to 50% charge in approximately 30 minutes.

Image: The HP Envy 17 Laptop showcasing its audio capabilities, featuring Bang & Olufsen tuning.

8. MAINTENANCE

8.1 Cleaning Your Laptop

- **Screen:** Use a soft, lint-free cloth lightly dampened with water or a screen cleaner. Avoid harsh chemicals.
- **Keyboard and Chassis:** Use a soft, dry cloth. For stubborn dirt, a slightly damp cloth can be used. Ensure no liquid enters the device.
- **Ports:** Use compressed air to gently remove dust from ports.

8.2 Battery Care

- Avoid extreme temperatures.
- Do not fully discharge the battery frequently.
- For long-term storage, charge the battery to about 50%.

8.3 Software Updates

Regularly check for and install Windows updates and HP driver updates to ensure optimal performance and security. Access Windows updates via Settings > Update & Security > Windows Update.

9. TROUBLESHOOTING

9.1 Common Issues and Solutions

- **Laptop does not power on:** Ensure the AC adapter is securely connected and the power outlet is functional. Try a different outlet.
- **Screen is blank:** Connect an external monitor to check if the display output is working. If so, the laptop screen may require service. Try pressing **Fn + F2** (or the display toggle key) to cycle display modes.
- **Wi-Fi not connecting:** Check if Wi-Fi is enabled in Windows settings. Restart your router and the laptop. Ensure drivers are up to date.
- **Slow performance:** Close unnecessary applications. Check for malware. Ensure sufficient free storage space.

9.2 Elevated Keyboard Design Video

This video demonstrates the elevated keyboard design, which can improve typing comfort.

Your browser does not support the video tag.

Video: Demonstration of the HP Envy 17 Laptop's elevated keyboard design for improved typing comfort.

10. SPECIFICATIONS

Brand	HP
Model Name	17-cg1010nr
Screen Size	17.3 Inches
Display Resolution	1920x1080 Pixels (Full HD)
Processor	11th Gen Intel Core i7-1165G7 (up to 4.7 GHz)
RAM Memory	12 GB DDR4 SDRAM
Storage	1 TB SATA Hard Drive & 256 GB PCIe NVMe M.2 SSD
Graphics Coprocessor	Intel Iris Xe Graphics
Operating System	Windows 10 Home
Wireless Connectivity	Wi-Fi 6 (802.11ax), Bluetooth 5.0
Ports	USB Type-A, USB Type-C, HDMI, Headphone/Mic Combo, SD Card Reader

Battery Life (Average)	7-8 Hours
Item Weight	6.2 Pounds
Dimensions (L x W x Thickness)	15.71" x 10.2" x 0.76"
Special Features	Touchscreen, Fingerprint Recognition, Backlit Keyboard, HP True Vision 720p HD camera

11. WARRANTY AND SUPPORT

11.1 Limited Hardware Warranty

Your HP Envy 17 Laptop is covered by a 1-year limited hardware warranty. This warranty covers defects in materials and workmanship under normal use. For full details, please refer to the warranty documentation included with your product or visit the official HP support website.

11.2 Customer Support

For technical assistance, driver downloads, or further information, please visit the official HP support website or contact HP customer service. Have your product model number (17-cg1010nr) and serial number ready when seeking support.

ASK A QUESTION ABOUT THIS MANUAL

Ask about setup, troubleshooting, compatibility, parts, safety, or missing instructions. Manuals+ will review the question and use this page’s manual context to help answer it.

Name

Anonymous

Email

you@example.com

After a successful submission, we securely hash the supplied account or form email before sending it to Microsoft Advertising for conversion attribution. [Privacy details](#).

Question

Example: How do I reset this device or fix this error?

Details

Model number, symptoms, what you tried, or the section of the manual you are using.

Submit question

Open the live page

<https://manuals.plus/asin/B091DBY1JT>

More documents and user manuals: <https://manuals.plus/>