

HP HP 14 (hp)

HP 14 Laptop User Manual

Model: HP 14 (hp)

1. INTRODUCTION

Welcome to the user manual for your new HP 14 Laptop. This guide provides essential information to help you set up, operate, maintain, and troubleshoot your device. Please read this manual thoroughly to ensure optimal performance and longevity of your laptop.

What's in the Box

- HP 14 Laptop
- Power Adapter and Cord
- Ghost Manta Accessories (as specified in product description)



Figure 1.1: The HP 14 Laptop shown with its display open, revealing the keyboard and touchpad. To the left, a black Ghost Manta accessory box and two HDMI to USB adapters are visible. The laptop features a silver finish and a 14-inch screen displaying a scenic ocean sunset.

2. SETUP

2.1 Initial Power-On

1. **Unpack:** Carefully remove the laptop and all accessories from the packaging.
2. **Connect Power:** Plug the power adapter into the laptop's AC Smart pin port and then into a wall outlet.
3. **Power On:** Open the laptop lid and press the power button, typically located on the top right of the keyboard deck.
4. **Initial Windows Setup:** Follow the on-screen prompts to complete the Windows 10 Home in S mode setup. This includes selecting your region, language, and creating a user account.

2.2 Switching Out of S Mode (Optional)

Your laptop comes with Windows 10 Home in S mode, which enhances security and performance by exclusively using apps from the Microsoft Store. If you need to install apps from outside the Microsoft Store, you can switch out of S mode. This is a one-way switch.

1. Ensure your Microsoft App Store is updated to the latest version.
2. Click the "Start button" (Windows icon) at the bottom left of the screen.
3. Select the "Settings" icon (gear symbol) above the "power" icon.
4. Navigate to **Update & Security**, then select **Activation**.
5. Under "Switch out of S mode," select "Go to the Store."
6. On the "Switch out of S mode" page that appears in the Microsoft Store, click the **Get** button.
7. After a confirmation message, you will be out of S mode.

2.3 Connecting to a Network

- **Wi-Fi:** Click the network icon in the system tray (bottom right of the screen), select your desired Wi-Fi network, enter the password, and click Connect.
- **Ethernet:** Connect an Ethernet cable from your router or modem to the RJ-45 port on the side of your laptop.

3. OPERATING YOUR LAPTOP

3.1 Power Management

- **Power On:** Press the power button.
- **Sleep Mode:** Close the lid or press the power button briefly.
- **Shut Down:** Click Start > Power > Shut down.
- **Restart:** Click Start > Power > Restart.

3.2 Using the Keyboard and Touchpad

The laptop features a full-size island-style natural silver keyboard and a touchpad with multi-touch gesture support.

- **Touchpad Gestures:** Refer to Windows settings for customizable multi-touch gestures (e.g., two-finger scroll, pinch-to-zoom).
- **Function Keys:** Use the Fn key in combination with the F1-F12 keys for various functions like adjusting brightness, volume, or toggling Wi-Fi.

3.3 Connecting External Devices

Your HP 14 laptop is equipped with various ports for connecting peripherals:

- **USB Ports:**

- 1 SuperSpeed USB Type-C 5Gbps signaling rate
- 2 SuperSpeed USB Type-A 5Gbps signaling rate

Connect USB drives, external keyboards, mice, or other compatible devices.

- **HDMI Port:** Connect an external monitor or TV using an HDMI cable to the HDMI 1.4b port.
- **Headphone/Microphone Combo Jack:** Plug in headphones, external speakers, or a headset with a microphone.
- **SD Media Card Reader:** Insert an SD card to transfer photos or files.

3.4 Webcam and Audio

The laptop includes an HP TrueVision HD Camera with an integrated digital microphone and HD Audio with stereo speakers for video calls and multimedia.

4. MAINTENANCE

4.1 Cleaning Your Laptop

- **Screen:** Use a soft, lint-free cloth slightly dampened with water or a screen cleaner. Do not spray liquid directly onto the screen.
- **Keyboard and Chassis:** Use a soft, dry cloth. For stubborn dirt, a slightly damp cloth with mild soap solution can be used, ensuring no liquid enters openings.
- **Ports:** Use compressed air to clear dust from ports.

4.2 Battery Care

- Avoid extreme temperatures.
- Do not fully discharge the battery frequently.
- For long-term storage, charge the battery to about 50-70%.
- The average battery life is approximately 9 hours, but this can vary based on usage.

4.3 Software Updates

Regularly update your Windows operating system and drivers to ensure optimal performance, security, and compatibility.

- **Windows Updates:** Go to Start > Settings > Update & Security > Windows Update.
- **Driver Updates:** Visit the official HP support website for the latest drivers for your specific model.

4.4 Storage Management

Your laptop is equipped with a 1TB HDD and a 128GB SSD.

- **SSD (Solid State Drive):** Ideal for the operating system and frequently used applications due to its faster read/write speeds.
- **HDD (Hard Disk Drive):** Suitable for large files, documents, and media storage.
- Regularly clean up unnecessary files and uninstall unused programs to free up space.

5. TROUBLESHOOTING

This section addresses common issues you might encounter.

5.1 No Power / Laptop Not Turning On

- Ensure the power adapter is securely connected to both the laptop and a working power outlet.
- Check if the power outlet is functional by plugging in another device.
- Try a different power adapter if available and compatible.
- Perform a hard reset: Disconnect the power adapter, press and hold the power button for 15-20 seconds, then reconnect power and try to turn on.

5.2 Wi-Fi Connectivity Issues

- Ensure Wi-Fi is enabled (check the function key or Windows settings).
- Restart your router and modem.
- Forget the network in Windows settings and reconnect.
- Update your wireless adapter drivers from the HP support website.

5.3 Display Problems

- **Blank Screen:** Connect an external monitor to the HDMI port to check if the issue is with the laptop's display or graphics.
- **Resolution Issues:** Go to Display Settings in Windows and adjust the resolution to the recommended setting (1920x1080).
- **Brightness:** Adjust screen brightness using the function keys or Display Settings.

5.4 Slow Performance

- Close unnecessary applications running in the background.
- Check Task Manager (Ctrl+Shift+Esc) for processes consuming high CPU, RAM, or disk usage.
- Run a disk cleanup and defragment your HDD (SSD does not require defragmentation).
- Ensure Windows and drivers are up to date.
- Scan for malware or viruses.

6. SPECIFICATIONS

Feature	Detail
Model Name	HP 14
Processor	AMD Ryzen 3 3250U (2.6 GHz base, up to 3.5 GHz max boost)
RAM	16 GB DDR4
Storage	1 TB HDD + 128 GB SATA 3 M.2 SSD
Display	14.0-inch diagonal FHD (1920x1080), SVA, BrightView, micro-edge, WLED-backlit, 220 nits
Graphics	AMD Radeon Vega 3 Graphics (Integrated)
Operating System	Windows 10 Home in S mode (Free upgrade to Windows 11 available)

Feature	Detail
Wireless Connectivity	Realtek RTL8821CE 802.11b/g/n/ac (1x1) Wi-Fi and Bluetooth 4.2 combo
Ports	1 SuperSpeed USB Type-C, 2 SuperSpeed USB Type-A, 1 RJ-45 (Ethernet), 1 HDMI 1.4b, 1 Headphone/microphone combo, 1 AC Smart pin
Webcam	HP TrueVision HD Camera with integrated digital microphone
Audio	HD Audio with stereo speakers
Battery Life	Up to 9 hours (approximate)
Dimensions (LxWxH)	12.76 x 8.9 x 0.78 inches
Weight	5.1 pounds

7. WARRANTY AND SUPPORT

Your HP 14 Laptop comes with a standard manufacturer's warranty. For detailed information regarding warranty terms, conditions, and duration, please refer to the warranty card included with your product or visit the official HP support website.

7.1 Obtaining Technical Support

For technical assistance, driver downloads, or further product information, please visit the official HP support website:

[HP Official Support Website](#)

When contacting support, please have your laptop's serial number and model number ready. These can usually be found on a sticker on the bottom of the laptop or within the system information in Windows.