HP 14-dq0010nr

HP 14 Laptop (Model 14-dq0010nr) User Manual

Model: 14-dq0010nr

1. INTRODUCTION

The HP 14 Laptop (Model 14-dq0010nr) is a portable computing device designed for productivity and entertainment. It features a thin and light design, a 14-inch micro-edge HD display, and is powered by an Intel Celeron N4020 processor. This manual provides essential information for operating and maintaining your laptop.

Figure 1: HP 14 Laptop (Model 14-dq0010nr) in Indigo Blue.

2. WHAT'S IN THE BOX

- HP Laptop 14-dq0010nr
- 3-cell, 41 Wh Li-ion Battery (integrated)
- 45 W Smart AC Power Adapter

3. SETUP

3.1 Initial Power-On

1. Unpack the laptop and all accessories from the box.
2. Connect the power adapter to the laptop's charging port and then to a power outlet.
3. Open the laptop lid. The laptop may power on automatically. If not, press the power button located on the keyboard deck.
4. Follow the on-screen instructions to complete the Windows 11 Home setup. This includes selecting your region, connecting to a Wi-Fi network, and creating a user account.

3.2 Charging the Battery

For optimal performance, ensure the laptop is fully charged before its first use. The HP 14 Laptop supports HP Fast Charge technology, allowing it to charge approximately 50% in 45 minutes when powered off.
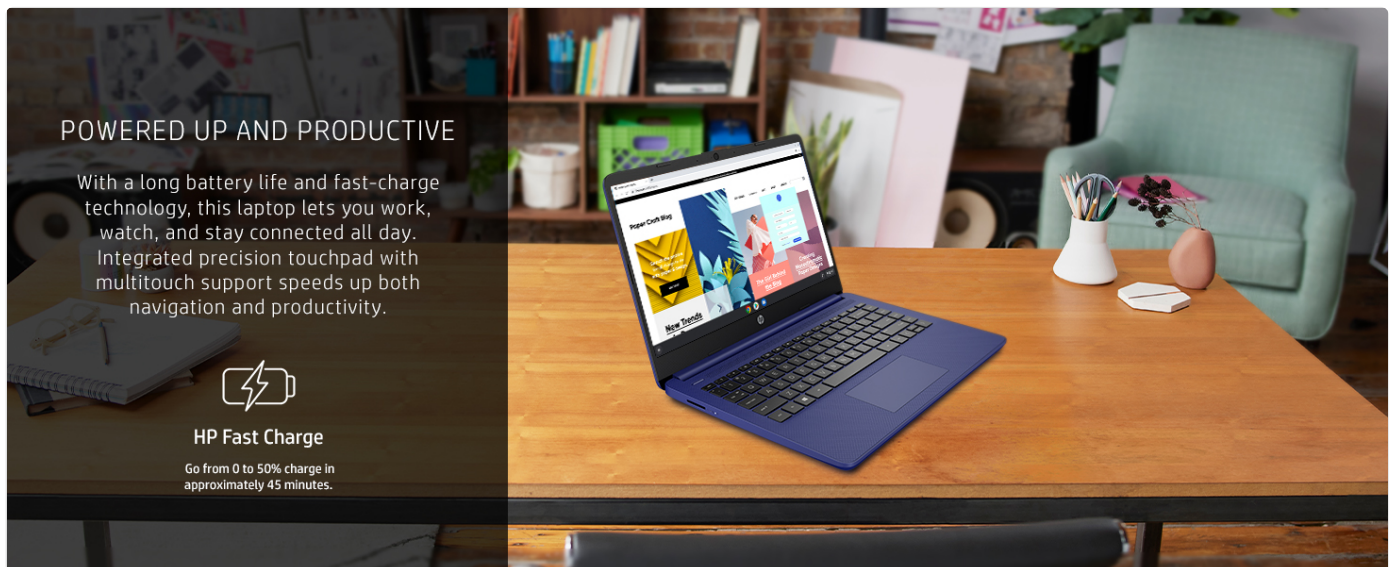

POWERED UP AND PRODUCTIVE

With a long battery life and fast-charge technology, this laptop lets you work, watch, and stay connected all day. Integrated precision touchpad with multitouch support speeds up both navigation and productivity.

HP Fast Charge

Go from 0 to 50% charge in approximately 45 minutes.

Figure 2: Laptop powered up and productive, highlighting HP Fast Charge.

4. OPERATING INSTRUCTIONS

4.1 Power Management

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

4.2 Display

The laptop features a 14-inch HD (1366 x 768) micro-edge display. This design maximizes the screen area for an immersive viewing experience. While the display is HD, the integrated Intel UHD Graphics 600 supports 4K content output to compatible external displays.

MORE SCREEN, MORE FUN

Virtually no bezel encircling the screen lets you enjoy every bit of detail on this 14-inch HD (1366 x 768) display.

Figure 3: The 14-inch micro-edge HD display.

4.3 Keyboard and Touchpad

The full-size keyboard provides a comfortable typing experience. The precision touchpad supports multi-touch gestures for intuitive navigation and enhanced productivity.

4.4 Ports and Connectivity

The HP 14 Laptop offers various ports for connecting peripherals and external devices:

- USB ports (specific types and quantity may vary, refer to physical device)
- HDMI port for external display connection
- Headphone/microphone combo jack
- SD card reader (if available)

For wireless connectivity, the laptop supports Wi-Fi 5 (802.11ac) and Bluetooth 4.2.

Figure 4: Side view of the laptop with ports.

4.5 Operating System and Software

The laptop comes pre-installed with Windows 11 Home in S mode. This mode offers fast boot times, increased responsiveness, and enhanced security by exclusively running apps from the Microsoft Store. A 1-year subscription to Microsoft 365, including Word, Excel, and PowerPoint, is included.

Figure 5: Windows 11 Home desktop interface.

4.6 Camera and Audio

The laptop is equipped with an HP True Vision 720p HD camera for video calls and HD Audio with stereo speakers for clear sound.
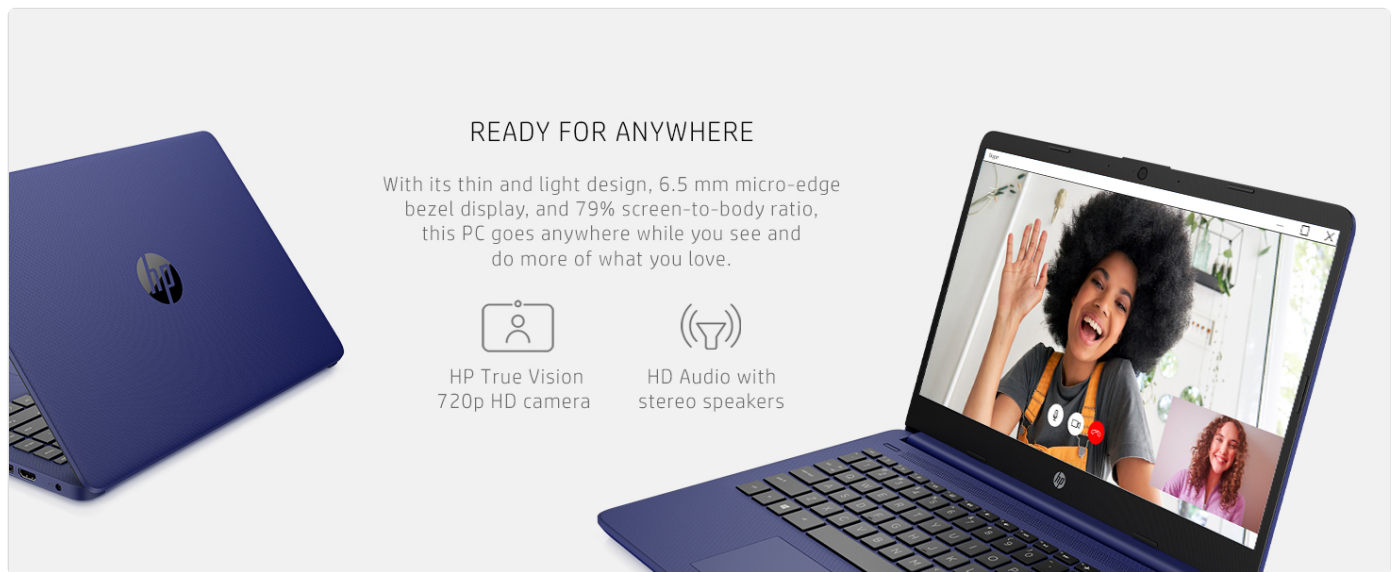

Figure 6: Laptop ready for communication with HP True Vision camera and HD Audio.

5. MAINTENANCE

5.1 General Care

- Keep the laptop in a clean, dry environment.
- Avoid exposing the laptop to extreme temperatures or direct sunlight.
- Do not place heavy objects on the laptop.

5.2 Cleaning

- Use a soft, lint-free cloth to clean the screen and exterior.

- For stubborn smudges, slightly dampen the cloth with water or a screen cleaner.
- Avoid using harsh chemicals or abrasive materials.

5.3 Software Updates

Regularly check for and install Windows updates to ensure your system has the latest security patches and performance improvements. You can find updates in the Windows Settings.

6. TROUBLESHOOTING

If you encounter issues with your HP 14 Laptop, consider the following basic troubleshooting steps:

- **No Power:** Ensure the power adapter is securely connected to both the laptop and a working power outlet. Try a different outlet.
- **Screen Issues:** If the screen is blank, try pressing the power button or any key to wake it from sleep. If the issue persists, restart the laptop.
- **Slow Performance:** Close unnecessary applications, check for available storage space, and ensure your operating system is up to date.
- **Connectivity Problems:** For Wi-Fi issues, try restarting your router and the laptop. For Bluetooth, ensure the device you are trying to connect is in pairing mode.

For more advanced troubleshooting, refer to the HP support website or contact customer service.

7. SPECIFICATIONS

Feature	Specification
Model Number	14-dq0010nr
Processor	Intel Celeron N4020 (2.8 GHz)
RAM	4 GB DDR4-2400 MHz
Storage	64 GB eMMC
Display	14-inch HD (1366 x 768) Micro-Edge
Graphics	Intel UHD Graphics 600
Operating System	Windows 11 Home in S mode
Wireless Connectivity	Wi-Fi 5 (802.11ac), Bluetooth 4.2
Battery Life (Average)	Up to 10 hours
Dimensions (LxWxH)	8.86 x 12.76 x 0.71 inches
Weight	3.24 pounds
Color	Indigo Blue

Storage and Memory

An embedded multimedia card provides reliable flash-based, 64 GB of storage while 4 GB of RAM expands your bandwidth and boosts your performance.
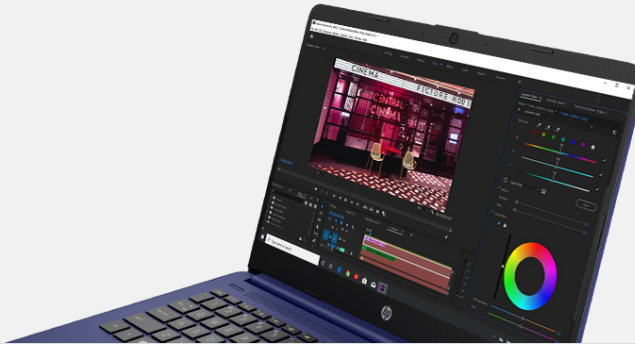
Figure 7: Storage and Memory details.

8. WARRANTY AND SUPPORT

Your HP 14 Laptop comes with a 1-year limited hardware warranty. For warranty claims, technical support, or additional information, please visit the official HP support website or contact HP customer service.

9. PRODUCT OVERVIEW VIDEO

Video 1: A brief overview of the HP 14 Laptop, showcasing its design and features. This video is provided by HP US.