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› HP 14 Laptop (Model 14-dq2078wm) User Manual

HP 14-dq2078wm

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Your Guide to Setup, Operation, and Maintenance

INTRODUCTION

This manual provides essential information for setting up, operating, and maintaining your HP 14 Laptop, model 14-dq2078wm. Designed for portability and efficiency, this laptop features an 11th Gen Intel Core i5 processor, 8GB RAM, 256GB SSD storage, and a 14-inch Full HD LED display, running on Windows 11. Please read this guide thoroughly to ensure optimal performance and longevity of your device.

SETUP

1. Unpacking Your Laptop

Carefully remove the laptop and all accessories from the packaging. Ensure all components are present: HP 14 Laptop, AC power adapter, and documentation.

2. Connecting to Power

Connect the AC power adapter to the power connector on the side of your laptop, then plug the other end into a wall outlet. It is recommended to fully charge the battery before initial use.

3. Initial Boot and Windows 11 Setup

Press the power button to turn on your laptop. Follow the on-screen instructions to complete the Windows 11 setup process. This includes selecting your language, region, connecting to a Wi-Fi network, and setting up your user account.



This image shows the HP 14 Laptop powered on, displaying the Windows 11 operating system interface. The keyboard and touchpad are visible below the screen.

OPERATING YOUR LAPTOP

1. Power Management

- **Power On:** Press the power button located on the keyboard.
- **Shut Down:** Click the Start button, then Power > Shut down.
- **Sleep Mode:** Click the Start button, then Power > Sleep, or close the laptop lid.

2. Keyboard and Touchpad

The laptop features a full-size chiclet keyboard and a precision touchpad. Use the touchpad for navigation, clicking, and multi-touch gestures. Function keys (F1-F12) provide quick access to system settings like volume, brightness, and Wi-Fi.

3. Connecting Peripherals

Your HP 14 Laptop is equipped with various ports for connecting external devices:

- **USB Ports:** Connect USB devices such as external drives, mice, or keyboards.
- **HDMI Port:** Connect an external monitor or TV for extended display.

- **Headphone/Microphone Combo Jack:** Connect headphones or an external microphone.
- **SD Card Reader:** Insert an SD card for data transfer.



This image provides a side view of the HP 14 Laptop, highlighting the available ports including USB Type-A, USB Type-C, HDMI, and the headphone/microphone combo jack. An SD card slot is also visible.

4. Wireless Connectivity

- **Wi-Fi:** To connect to a wireless network, click the Wi-Fi icon in the taskbar, select your network, and enter the password if required.
- **Bluetooth:** To pair Bluetooth devices, go to Settings > Bluetooth & devices, and follow the instructions to add a new device.

MAINTENANCE

1. Cleaning Your Laptop

- **Screen:** Use a soft, lint-free cloth lightly dampened with water or a screen cleaner. Avoid harsh chemicals.
- **Keyboard and Exterior:** Use a soft, dry cloth. For stubborn dirt, a slightly damp cloth with mild soap solution can be used, ensuring no liquid enters openings.

2. Battery Care

To maximize battery life, avoid extreme temperatures and allow the battery to discharge partially before recharging. For long-term storage, charge the battery to about 50%.

3. Software Updates

Regularly check for and install Windows updates and driver updates to ensure system stability, security, and optimal performance. Go to Settings > Windows Update to check for updates.

TROUBLESHOOTING

This section addresses common issues you might encounter with your HP 14 Laptop.

Laptop Not Powering On

- Ensure the AC adapter is securely connected to both the laptop and a working power outlet.
- Verify the power outlet is functional by plugging in another device.
- Try performing a hard reset by disconnecting the power adapter, holding the power button for 15 seconds, then reconnecting and attempting to power on.

No Display on Screen

- Check if the laptop is powered on (listen for fan noise or look for indicator lights).
- Connect an external monitor to the HDMI port to check if the display issue is with the laptop screen or the graphics output.
- Adjust screen brightness using the function keys.

Wi-Fi Connection Problems

- Ensure Wi-Fi is enabled in Windows settings.

- Restart your router and modem.
- Forget the network and reconnect, entering the password again.
- Update your wireless adapter drivers.

Slow Performance

- Close unnecessary applications running in the background.
- Check for and install any pending Windows updates.
- Run a disk cleanup and defragmentation (for HDD, though this is SSD).
- Scan for malware or viruses.

SPECIFICATIONS

Feature	Detail
Brand	HP
Model Name	HP 14 (14-dq2078wm)
Processor	11th Gen Intel Core i5-1135G7 (up to 4.2 GHz)
RAM Memory	8 GB DDR4 SDRAM (3.6 GHz)
Storage	256 GB NVMe SSD
Display	14-inch Full HD (1920 x 1080) LED, micro-edge
Operating System	Windows 11
Graphics	Intel Iris Xe Graphics (Integrated)
Ports	USB Type-A (x2), USB Type-C (x1), HDMI (x1), Headphone/Mic Combo, SD Card Reader
Wireless Connectivity	Wi-Fi 802.11ax, Bluetooth 5
Battery Life	Up to 41 hours (manufacturer estimate)
Weight	1.6 kg (3.5 lbs)
Dimensions (L x W x Th)	13" x 9" x 1"

WARRANTY INFORMATION

This HP 14 Laptop comes with a **1-Year Manufacturer's Limited Warranty**. For detailed terms and conditions, including coverage, limitations, and how to make a claim, please refer to the warranty card included with your product or visit the official HP support website.

SUPPORT

For further assistance, technical support, driver downloads, or to access frequently asked questions and community forums, please visit the official HP Support website:

HP Official Support Website

You can also find contact information for HP customer service on their website if direct assistance is required.

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