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> HP 14-inch HD Laptop User Manual (AMD 3020e, 8GB RAM, 128GB SSD + 64GB eMMC)

HP HP 14

HP 14-inch HD Laptop User Manual

Model: HP 14 (AMD 3020e, 8GB RAM, 128GB SSD + 64GB eMMC)

1. PRODUCT OVERVIEW

This manual provides essential information for setting up, operating, maintaining, and troubleshooting your HP 14-inch HD Laptop. Please read this manual thoroughly before using your device.



Image 1.1: Front view of the HP 14-inch HD Laptop.

Key Features:

- **Display:** 14-inch HD (1366 x 768) with micro-edge bezel.
- **Processor:** AMD 3020e (2 Cores, 4 Threads, up to 2.6GHz).
- **Memory:** 8GB RAM.
- **Storage:** 128GB SSD + 64GB eMMC.
- **Operating System:** Windows 10 Home in S mode (upgradeable to full Windows 10 Home).
- **Software:** 1 Year Microsoft Office 365 subscription included.
- **Connectivity:** Wi-Fi 5 (802.11 ac), Bluetooth 5.
- **Ports:** 1x USB Type-C (5Gbps), 2x USB Type-A (5Gbps), 1x HDMI 1.4, 1x Headphone/Microphone Combo, 1x multi-format SD media card reader.
- **Webcam:** HP True Vision 720p HD camera with integrated dual array digital microphones.
- **Audio:** Dual speakers.

2. SETUP GUIDE

2.1 Unpacking and Initial Inspection

Carefully remove the laptop and all accessories from the packaging. Inspect for any signs of damage. Retain the packaging for future transport or service needs.

2.2 Connecting the Power Adapter

1. Connect the AC adapter to the power connector on the side of your laptop.
2. Plug the power cord into an electrical outlet.
3. Allow the battery to charge for at least 30 minutes before initial use, or until the battery indicator shows a sufficient charge.

2.3 Initial Windows Setup

Upon first power-on, the laptop will guide you through the Windows 10 setup process. Follow the on-screen instructions to:

- Select your region and language.
- Connect to a Wi-Fi network.
- Accept the license terms.
- Create or sign in with a Microsoft account.
- Set up privacy settings.

2.4 Activating Microsoft Office 365

Your laptop includes a 1-year subscription to Microsoft Office 365. To activate:

1. Launch any Office application (e.g., Word, Excel).
2. Sign in with your Microsoft account. If you do not have one, create a new account.
3. Follow the prompts to "Activate Office."
4. Complete the activation steps.
5. Once Office is ready, open a document and accept the license agreement.

2.5 Switching Out of Windows 10 S Mode

Windows 10 in S mode is designed for security and performance, exclusively running apps from the

Microsoft Store. If you need to install apps from outside the Microsoft Store, you can switch out of S mode.

1. On your PC running Windows 10 in S mode, open **Settings > Update & Security > Activation**.
2. In the "Switch to Windows 10 Home" or "Switch to Windows 10 Pro" section, select **Go to the Store**.
3. On the "Switch out of S mode" page that appears in the Microsoft Store, select the **Get** button.
4. After you see a confirmation message, you will be able to install apps from outside of the Microsoft Store. This process is irreversible.

3. OPERATING YOUR LAPTOP

3.1 Keyboard and Touchpad

The laptop features a full-size chiclet keyboard and a precision touchpad. The touchpad supports multi-touch gestures for navigation.

- **Single-finger tap:** Left-click.
- **Two-finger tap:** Right-click.
- **Two-finger scroll:** Scroll up/down or left/right.
- **Pinch-to-zoom:** Zoom in or out.

3.2 Connecting External Devices

Your laptop provides various ports for connecting peripherals:

- **USB Type-A/Type-C:** For connecting USB drives, external keyboards, mice, or other USB accessories.
- **HDMI:** Connect an external monitor or TV using an HDMI cable for extended display.
- **Headphone/Microphone Combo:** Connect headphones, external speakers, or a headset.
- **SD Media Card Reader:** Insert an SD card to access photos and files.



Image 3.1: Side view of the HP 14-inch HD Laptop, illustrating available ports.

3.3 Wireless Connectivity (Wi-Fi and Bluetooth)

To connect to Wi-Fi or Bluetooth devices:

- **Wi-Fi:** Click the Wi-Fi icon in the taskbar, select your network, and enter the password if required.
- **Bluetooth:** Go to **Settings > Devices > Bluetooth & other devices**. Ensure Bluetooth is on, then select "Add Bluetooth or other device" to pair.

HP 14 LAPTOP

Stay Connected



AMD 3020e
Dual Core

Battery life:

Up to 10 hours & 30 minutes
(video playback)

Up to 9 hours
(wireless streaming)



Windows 10
Home in
S mode OS



HP Fast Charge



Wi-Fi 5 (1x1) &
Bluetooth® 5.0

Image 3.2: Features including Wi-Fi 5 and Bluetooth 5.0 connectivity.

3.4 Using the Webcam and Audio

The HP True Vision 720p HD camera and integrated dual array digital microphones are suitable for video calls and online meetings. The dual speakers provide clear audio output.

- **Webcam:** Access through applications like Camera, Skype, or Zoom.
- **Microphones:** Automatically enabled when using voice-enabled applications.
- **Speakers:** Volume can be adjusted using the function keys or Windows sound settings.



Image 3.3: HP True Vision 720p HD camera and dual speaker setup.

4. MAINTENANCE

4.1 Battery Care

- To maximize battery lifespan, avoid frequently discharging the battery completely.
- Store the laptop in a cool, dry place when not in use for extended periods.
- If storing for a long time, ensure the battery is charged to about 50%.

4.2 Cleaning Your Laptop

- Use a soft, lint-free cloth slightly dampened with water or a screen cleaner to clean the display.
- For the keyboard and chassis, use a soft cloth. Avoid harsh chemicals or abrasive materials.
- Ensure the laptop is powered off and unplugged before cleaning.

4.3 Software Updates

Regularly check for and install Windows updates and HP driver updates to ensure optimal performance and security. You can find Windows updates in **Settings > Update & Security > Windows Update**.

5. TROUBLESHOOTING

5.1 General Issues

- **Laptop not powering on:** Ensure the power adapter is securely connected and the battery has sufficient charge. Try a different power outlet.
- **System freezing or unresponsive:** Press and hold the power button for 10-15 seconds to force a shutdown. Restart the laptop.
- **Slow performance:** Close unnecessary applications, check for background processes, and ensure sufficient free storage space.

5.2 Display Problems

- **No display:** Connect an external monitor via HDMI to check if the issue is with the laptop's screen or the graphics output.
- **Flickering screen:** Update graphics drivers. Adjust display refresh rate in Windows settings.

5.3 Connectivity Issues

- **Wi-Fi not connecting:** Restart your router and laptop. Ensure Wi-Fi is enabled in Windows settings.
- **Bluetooth device not pairing:** Ensure the Bluetooth device is in pairing mode and within range. Check Bluetooth settings on your laptop.

5.4 Hard Drive/Storage Errors

If you encounter messages about a missing or failing hard drive, this could indicate a hardware issue. Ensure the laptop has not been subjected to physical shock. If the problem persists, contact HP Support.

6. SPECIFICATIONS

Feature	Specification
Brand	HP
Model Name	HP
Screen Size	14 Inches
Display Resolution	1366x768 Pixels (HD)
Processor	AMD 3020e (2 Cores, up to 2.6 GHz)
RAM Memory	8 GB DDR4
Storage	128 GB SSD + 64 GB eMMC

Operating System	Windows 10 Home in S mode
Graphics Coprocessor	AMD Radeon Graphics
Connectivity	Bluetooth 5, HDMI, USB Type-A, USB Type-C, Wi-Fi 5
Webcam	HP True Vision 720p HD
Audio Features	Dual speakers
Battery Type	3-cell, 41 Wh Li-ion
Average Battery Life	Up to 10.5 Hours (video playback)
Dimensions (L x W x H)	12.76" x 8.86" x 0.71"
Item Weight	3.24 lbs (1.5 Kilograms)

7. WARRANTY AND SUPPORT

7.1 Limited Warranty

This HP laptop typically comes with a 1-year limited hardware warranty. For specific terms and conditions, please refer to the warranty documentation included with your product or visit the official HP support website.

7.2 Customer Support

For technical assistance, troubleshooting, or warranty claims, please contact HP Customer Support:

- **HP Support Website:** Visit support.hp.com for drivers, manuals, and troubleshooting guides.
- **Phone Support:** Refer to your product's documentation or the HP website for regional contact numbers.