

## HP TPN-Q221

# HP TPN-Q221 14-inch Portable Laptop User Manual

Model: TPN-Q221

## 1. OVERVIEW

The HP TPN-Q221 is a portable 14-inch laptop designed for general use, including student and business applications. It features an Intel Quad-Core N4120 processor, 16GB DDR4 RAM, and 64GB eMMC storage, running on Windows 11 Home. This manual provides essential information for setting up, operating, and maintaining your device.



Figure 1: Front view of the HP TPN-Q221 14-inch Portable Laptop.

## 2. SETUP

1. **Unboxing:** Carefully remove the laptop and all accessories from the packaging. Ensure all components listed in the "What's in the Box" section are present.
2. **Initial Charge:** Connect the power adapter to the laptop's power port and then to an electrical outlet. Allow the laptop to charge for at least 30 minutes before first use, or until the battery indicator shows a sufficient charge.
3. **Power On:** Open the laptop lid and press the power button, usually located on the top right of the keyboard.
4. **Windows 11 Setup:** Follow the on-screen instructions to complete the Windows 11 Home setup process. This includes selecting your region, connecting to a Wi-Fi network, creating a user account, and accepting the license agreement.
5. **Software Activation:** If applicable, activate the included 1-Year Office 365 subscription by following the prompts during Windows setup or by launching any Office application.

## 3. OPERATING INSTRUCTIONS

### 3.1 Basic Navigation

- **Touchpad:** Use the integrated touchpad for cursor control. Tap to click, use two fingers to scroll, and pinch to zoom.

- **Keyboard:** The full-size keyboard allows for comfortable typing. Function keys (F1-F12) provide quick access to system settings like volume, brightness, and Wi-Fi.
- **Windows Start Menu:** Click the Windows icon on the taskbar to access applications, settings, and power options.

### 3.2 Connecting to Wi-Fi

1. Click the Wi-Fi icon in the taskbar.
2. Select your desired network from the list.
3. Enter the network security key (password) if prompted.
4. Click **Connect**.

### 3.3 Using the Webcam

The integrated webcam is suitable for video calls and online meetings. To use it, open an application that supports webcam functionality (e.g., Microsoft Teams, Zoom, Camera app).

### 3.4 SD Card Reader

Insert an SD card into the dedicated SD card reader slot to access photos, videos, and other files. The card will appear as a removable drive in File Explorer.

## 4. PORTS AND CONNECTORS

The HP TPN-Q221 laptop is equipped with various ports for connectivity:

- **Left Side:**



Figure 2: Left side ports including power connector, HDMI, USB Type-A, USB Type-C, and headphone/mic combo jack.

- 1 x AC smart pin (Power Connector)
- 1 x HDMI
- 2 x USB 3.1 Gen 1 Type-A
- 1 x USB 3.1 Gen 1 Type-C
- 1 x Headphone/Mic Combo

- **Right Side:**



Figure 3: Right side port showing the SD Card Reader.

- SD Card Reader

## 5. SPECIFICATIONS

| Feature    | Description |
|------------|-------------|
| Model Name | TPN-Q221    |

| Feature               | Description  |
|-----------------------|--|
| Processor             | Intel Celeron N4120 (4 Cores, 4 Threads, up to 2.6GHz)   |
| RAM                   | 16GB DDR4  |
| Storage               | 64GB eMMC  |
| Display               | 14" HD (1366 x 768), micro-edge, BrightView  |
| Graphics              | Intel UHD Graphics 600   |
| Operating System      | Windows 11 Home  |
| Wireless Connectivity | Wi-Fi, Bluetooth   |
| Ports                 | 2x USB 3.1 Gen 1 Type-A, 1x USB 3.1 Gen 1 Type-C, 1x HDMI, 1x Headphone/Mic Combo, 1x AC smart pin, SD Card Reader |
| Webcam                | Yes  |
| Dimensions            | 12.76" x 8.86" x 0.71"   |
| Weight                | 3.24 lbs   |
| Color                 | Blue   |

## 6. MAINTENANCE

- **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 harsh chemicals.
- **Software Updates:** Regularly check for and install Windows updates to ensure optimal performance and security. Go to **Settings > Windows Update**.
- **Battery Care:** To prolong battery life, avoid fully discharging the battery frequently. Store the laptop in a cool, dry place when not in use for extended periods.
- **Storage Management:** Periodically review your stored files and uninstall unused applications to free up storage space and maintain system speed.

## 7. TROUBLESHOOTING

- **Laptop Not Powering On:**
  - Ensure the power adapter is securely connected to both the laptop and a working electrical outlet.
  - Verify the power outlet is functional by plugging in another device.
  - If the battery is completely drained, allow it to charge for a few minutes before attempting to power on again.
- **Slow Performance:**
  - Close unnecessary applications running in the background.
  - Check for available Windows updates and install them.

- Run a disk cleanup or defragmentation tool (for HDD, not eMMC) to optimize storage.
- Consider uninstalling programs you no longer use.

- **Wi-Fi Connectivity Issues:**

- Restart your Wi-Fi router and modem.
- Ensure Wi-Fi is enabled on your laptop (check the Wi-Fi icon in the taskbar).
- Forget the network and reconnect, re-entering the password.

## 8. WARRANTY AND SUPPORT

---

For warranty information and technical support, please refer to the official HP support website or contact HP customer service. Details regarding your specific warranty coverage can typically be found within the documentation included with your product or by registering your product on the HP website.

The product includes a KKE Mousepad. For support related to the mousepad, please refer to the KKE product documentation.