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› **HP Portable Laptop TPN-Q221 User Manual - 14" HD Display, Intel N4120, 8GB RAM, 64GB eMMC, Windows 11 Home**

### HP TPN-Q221

# HP Portable Laptop TPN-Q221 User Manual

14" HD Display, Intel N4120, 8GB DDR4 RAM, 64GB eMMC, Windows 11 Home

## 1. INTRODUCTION

This manual provides essential information for setting up, operating, and maintaining your HP Portable Laptop TPN-Q221. Designed for students and business professionals, this laptop combines portability with functionality for everyday tasks. Please read this manual thoroughly to ensure optimal performance and longevity of your device.



Image: HP 14" Laptop banner highlighting key features.

## 2. SETUP

### 2.1. Unboxing and Initial Power On

1. Carefully remove the laptop and all accessories from the packaging.
2. Connect the AC adapter to the laptop's power port and then to a power outlet.
3. Press the power button to turn on the laptop.

### 2.2. Windows 11 Home Setup

Follow the on-screen instructions to complete the initial setup of Windows 11 Home. This includes selecting your region, language, connecting to a Wi-Fi network, and creating a user account.



Image: The HP Portable Laptop displaying the Windows 11 desktop environment.

## 2.3. Microsoft Office 365 Activation

Your laptop includes a 1-year subscription to Microsoft Office 365. Follow the prompts to activate your subscription during the initial Windows setup or by opening any Office application (e.g., Word, Excel) and following the activation steps.

MORE SCREEN,
MORE FUN

Virtually no bezel encircling the screen lets you enjoy every bit of detail on this 14" HD (1366 * 768) display

Image: Microsoft 365 banner with a laptop displaying various Office applications.

## 3. IDENTIFYING COMPONENTS

Familiarize yourself with the various ports and features of your HP Portable Laptop:

- **Display:** 14-inch HD (1366 x 768) micro-edge, BrightView.
- **Webcam:** Integrated webcam for video calls and conferencing.
- **Keyboard:** Full-size keyboard with comfortable typing experience.
- **Touchpad:** Precision touchpad for navigation.
- **Ports:**
  - 1 x USB Type-C
  - 2 x USB 3.1 Type-A
  - 1 x HDMI
  - 1 x Headphone/Mic Combo
  - 1 x AC Smart Pin (Power Input)
  - 1 x RJ-45 (Ethernet)
- **Wireless Connectivity:** Wi-Fi and Bluetooth.

Image: Side view of the HP Portable Laptop, illustrating the available ports.

# 4. OPERATING INSTRUCTIONS

## 4.1. Using Windows 11 Home

Windows 11 Home offers a user-friendly interface. Utilize the Start Menu to access applications, settings, and documents. The taskbar provides quick access to frequently used apps and system functions.

## STORAGE AND MEMORY

**16 GB** Up to 16GB DDR4 RAM

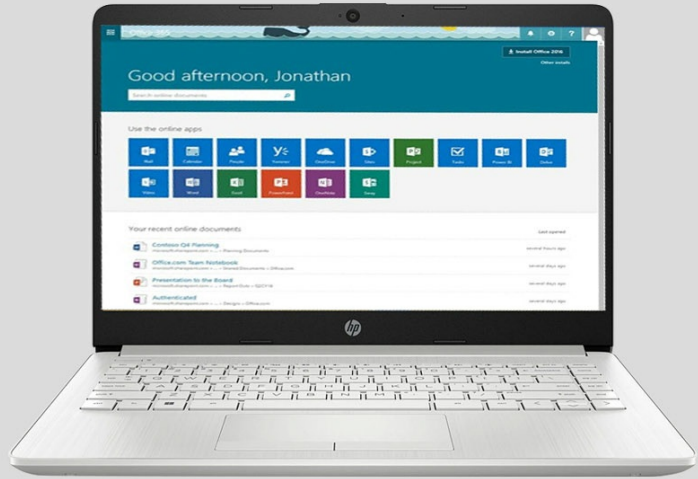**eMMC** Up to 64GB eMMC

**HD** HD ( 1366 * 768 ) Display

Image: A person using the HP Laptop for work, with a video conference displayed on the screen.

## 4.2. Keyboard and Touchpad

- **Keyboard:** Type documents, emails, and navigate applications. Function keys (F1-F12) often have secondary actions (e.g., volume, brightness) when pressed with the Fn key.
- **Touchpad:** Use gestures for navigation. Tap to click, two-finger scroll, and pinch-to-zoom are common functions.

## 4.3. Connecting to External Devices

Use the available ports to connect peripherals such as external monitors (HDMI), USB drives, or wired network cables (RJ-45).

## 5. MAINTENANCE

## 5.1. Cleaning Your Laptop

- Use a soft, lint-free cloth dampened with water or a screen cleaner to clean the display.
- Wipe the keyboard and chassis with a soft, dry cloth. Avoid harsh chemicals.

## 5.2. Software Updates

Regularly check for and install Windows updates to ensure your system has the latest security patches and performance improvements. Go to **Settings > Windows Update**.

## 5.3. Battery Care

To prolong battery life, avoid extreme temperatures and fully discharging the battery frequently. For long-term storage, charge the battery to about 50%.

## 6. TROUBLESHOOTING

- **Laptop not turning on:** Ensure the AC adapter is securely connected and the power outlet is functional. Try holding the power button for 15 seconds.

- **No Wi-Fi connection:** Check if Wi-Fi is enabled in Windows settings. Restart your router and the laptop.

- **Slow performance:** Close unnecessary applications, check for Windows updates, and ensure sufficient free storage space.

- **Screen issues:** Restart the laptop. If connecting to an external monitor, ensure the cable is secure and the correct input is selected on the monitor.

# 7. SPECIFICATIONS

| Feature | Detail |
| --- | --- |
| Brand | HP |
| Model Name | TPN-Q221 |
| Operating System | Windows 11 Home |
| Processor | Intel Celeron N4120 (4 Cores, up to 2.6 GHz) |
| RAM | 8 GB DDR4 (3200 MHz) |
| Storage | 64 GB eMMC |
| Screen Size | 14 Inches |
| Screen Resolution | HD (1366 x 768 pixels) |
| Graphics Coprocessor | Intel UHD Graphics |
| Wireless Type | 801.11ac (Wi-Fi) |
| Ports | 1x USB Type-C, 2x USB 3.0, 1x HDMI, 1x Headphone/Mic Combo, 1x RJ-45 |
| Item Weight | 3.3 pounds |
| Product Dimensions | 12.76 x 8.86 x 0.71 inches |
| Color | Silver |
| Average Battery Life | 3 Hours |

# 8. WARRANTY AND SUPPORT

## 8.1. Product Warranty

Your HP Portable Laptop is covered by a limited hardware warranty. Please refer to the warranty card included with your product or visit the official HP support website for detailed terms and conditions.

## 8.2. Technical Support

For technical assistance, troubleshooting, or service requests, please visit the official HP Support website or contact HP customer service. Have your product model number (TPN-Q221) and serial number ready when contacting support.

**HP Support Website:** https://support.hp.com