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HP TPN-Q221

HP Laptop TPN-Q221 User Manual

Model: TPN-Q221 | Brand: HP

1. INTRODUCTION

This manual provides essential information for setting up, operating, and maintaining your HP Laptop TPN-Q221. This device features a 14-inch HD display, an Intel Quad-Core Processor, 16GB of RAM, and 640GB of storage (128GB eMMC + 512GB external SSD), running Windows 11 Home. Please read this manual thoroughly to ensure proper use and longevity of your laptop.

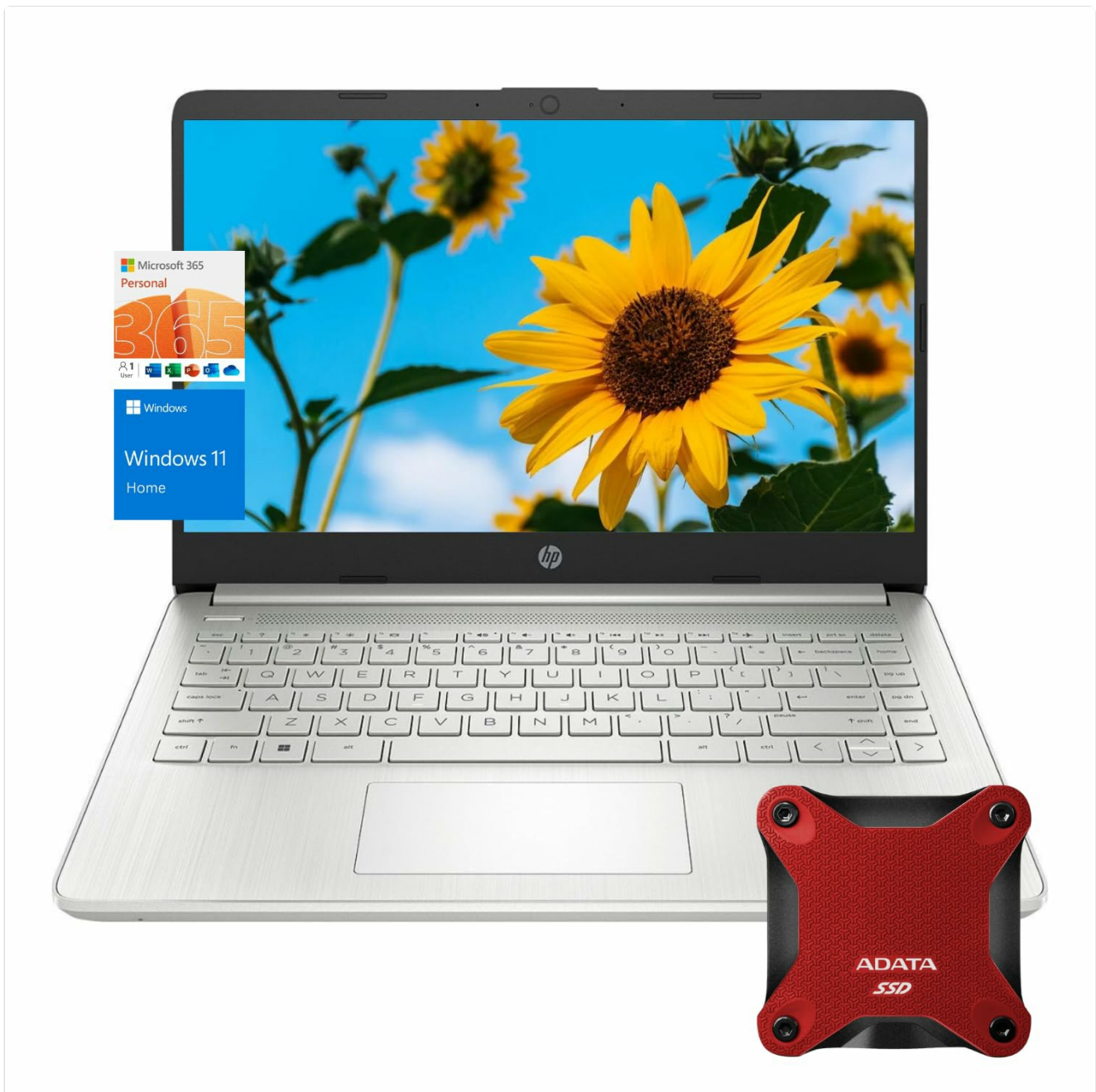


Image: HP Laptop TPN-Q221, a silver 14-inch laptop with its screen displaying a vibrant operating system interface.

2. INITIAL SETUP

2.1 Unboxing and Power Connection

- Remove the laptop and all accessories from the packaging.
- Connect the AC adapter to the laptop's power port and then to a power outlet.
- Allow the battery to charge for at least 30 minutes before first use.



Built for versatility



Light and easy to carry, the thin and compact. The **3.24** pounds weight makes it easy to use anywhere, anytime.

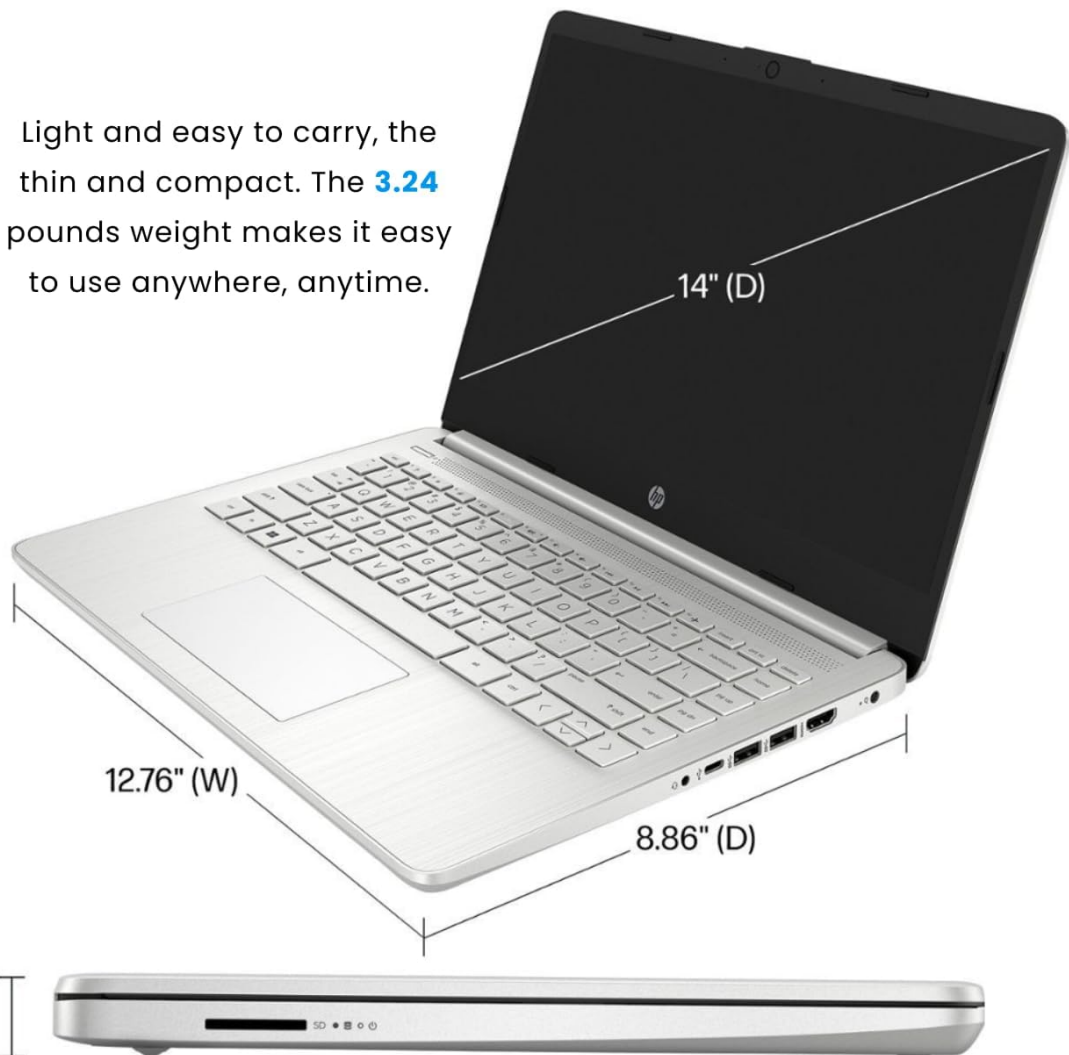


Image: The HP Laptop TPN-Q221 shown with its dimensions (12.76"W x 8.86"D x 0.71"Th) and weight (3.24 pounds), highlighting its portability.

2.2 First Boot and Windows 11 Setup

- Open the laptop lid or press the power button to turn it on.
- Follow the on-screen instructions to complete the Windows 11 Home setup, including language, region, network connection, and user account creation.
- Your laptop comes with 1 year of Microsoft 365. Follow the prompts to activate it during setup or at a later time.

3. OPERATING YOUR LAPTOP

3.1 Overview of Ports and Connectors

Your HP Laptop TPN-Q221 is equipped with various ports for connecting peripherals and external devices:

Ports & Slots

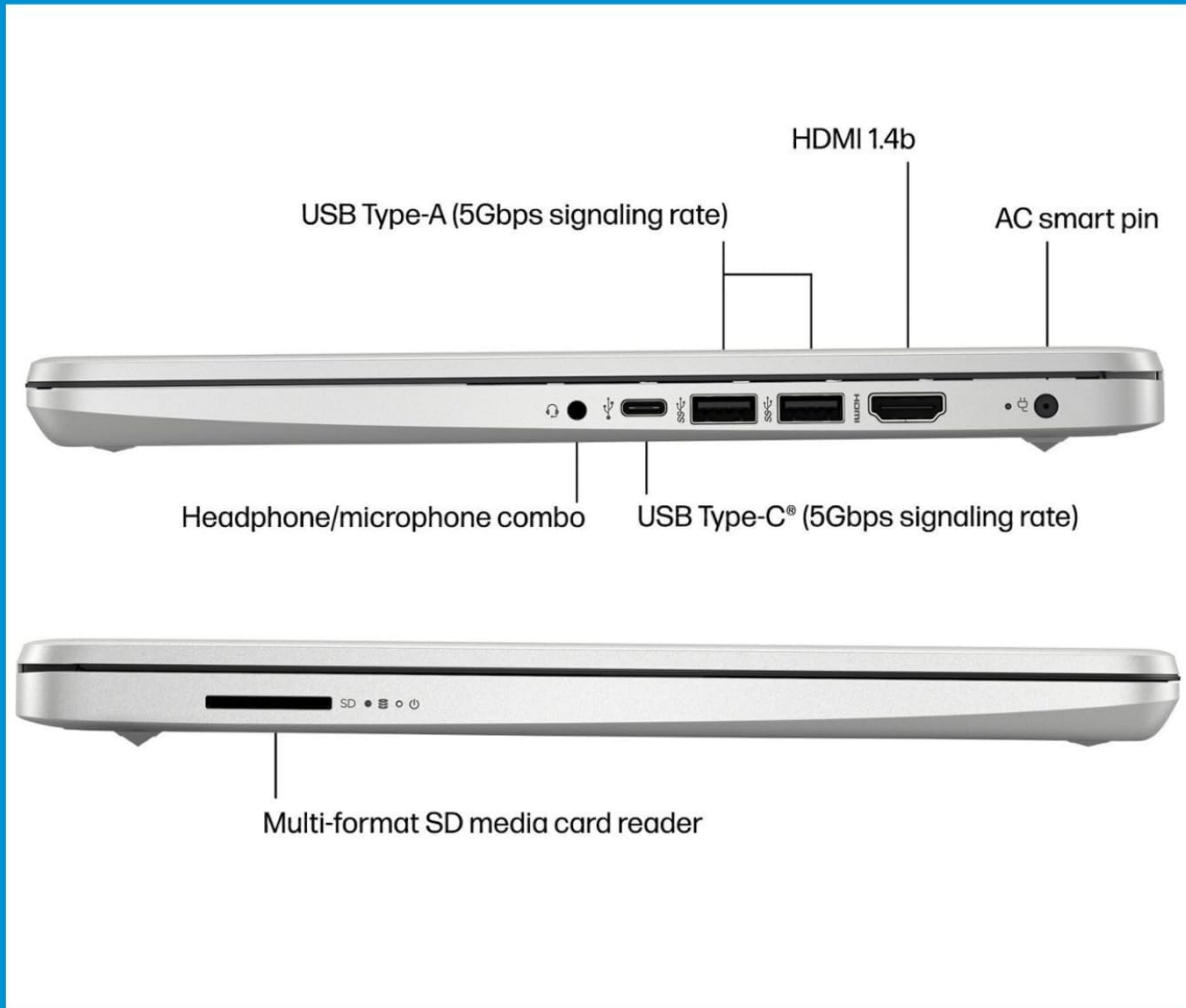


Image: Side view of the HP Laptop showing available ports. On one side, from left to right: Headphone/microphone combo jack, USB Type-A (5Gbps signaling rate), USB Type-C (5Gbps signaling rate), HDMI 1.4b port, AC smart pin. On the other side: Multi-format SD media card reader.

- **USB Type-A (5Gbps):** For connecting standard USB devices such as mice, keyboards, and external storage.
- **USB Type-C (5Gbps):** For connecting modern USB-C devices, offering versatile connectivity.
- **HDMI 1.4b:** For connecting to external displays or projectors to extend or mirror your screen.
- **SD Card Reader:** For reading and writing to SD memory cards, useful for transferring photos and files.
- **Headphone/Microphone Combo Jack:** For connecting headphones, external speakers, or a headset with a microphone.

3.2 Wireless Connectivity

The laptop supports Wi-Fi and Bluetooth for seamless wireless connections.



Stay connected

Enjoy a stress-free session and let your ideas fly.

Lean on stable connection, comfortable typing, and intuitive controls.



Image: HP Laptop TPN-Q221 on a desk with icons for Bluetooth and Wi-Fi, indicating its wireless connectivity features.

- **Wi-Fi:** Connect to wireless networks for internet access. Navigate to **Settings > Network & internet > Wi-Fi** to manage your connections.
- **Bluetooth:** Pair with Bluetooth-enabled devices such as headphones, speakers, or mice. Access Bluetooth settings via **Settings > Bluetooth & devices**.

3.3 Using the Touchpad and Keyboard

The integrated touchpad supports multi-touch gestures for intuitive navigation. The keyboard features a standard QWERTY layout for comfortable typing.

4. CARE AND MAINTENANCE

4.1 Cleaning Your Laptop

- **Screen:** Use a soft, lint-free cloth lightly dampened with water or a specialized screen cleaner. Do not spray liquid directly onto the screen.
- **Keyboard and Chassis:** Use a soft, dry cloth to wipe surfaces. For stubborn dirt, a slightly damp cloth can be

used. Avoid harsh chemicals or abrasive materials.

4.2 Battery Care

- To prolong battery life, avoid exposing the laptop to extreme temperatures.
- It is recommended to fully discharge and recharge the battery periodically to maintain its calibration.

4.3 Software Updates

- Regularly check for and install Windows updates to ensure optimal performance, security, and access to the latest features. Go to **Settings > Windows Update**.
- Keep your device drivers updated by visiting the official HP support website.

5. TROUBLESHOOTING COMMON ISSUES

5.1 Laptop Not Turning On

- Ensure the AC adapter is securely connected to both the laptop and a functional power outlet.
- Check if the battery has sufficient charge. If completely drained, it may take a few minutes to respond after connecting the charger.

5.2 Slow Performance

- Close unnecessary applications and browser tabs running in the background.
- Check for and install any pending Windows updates, which often include performance improvements.
- Ensure sufficient free space on your storage drives. Delete old files or uninstall unused programs.
- Run a system scan for malware or viruses using your preferred security software.

5.3 Wi-Fi Connectivity Issues

- Ensure Wi-Fi is enabled in Windows settings and that you are connected to the correct network.
- Restart your router and modem.
- Update your Wi-Fi drivers from the official HP support website.

For more complex issues that cannot be resolved with these steps, refer to the HP support website or contact customer service.

6. TECHNICAL SPECIFICATIONS

Feature	Specification
Brand	HP
Model Name	TPN-Q221
Screen Size	14 Inches
Color	Silver
Hard Disk Size	128 GB (eMMC) + 512GB External SSD
CPU Model	Celeron N (N4120)
RAM Memory Installed Size	16 GB DDR4
Operating System	Windows 11 Home
Special Feature	Anti Glare Coating
Graphics Card Description	Integrated Intel UHD Graphics
Item Weight	3.2 Pounds
Webcam Capability	Yes (Front Camera)
Item Dimensions (L x W x Thickness)	12.76"L x 8.86"W x 0.71"Th
Video Output	HDMI
Display Resolution Maximum	1366x768 Pixels
Refresh Rate	60 Hz
Total USB Ports	3 (2x USB Type-A, 1x USB Type-C)
Total Number of HDMI Ports	1
Audio Output Type	Headphones (Combo Jack)
Processor Speed	Up to 2.6 GHz (Max Turbo)
Processor Count	4
RAM Memory Technology	DDR4
Memory Clock Speed	3200 MHz
Connectivity Technology	Wi-Fi, Bluetooth
Wi-Fi Generation	Wi-Fi 6 or Wi-Fi 6E
Keyboard Layout	QWERTY (US)
Notebook Pointing Device	Touchpad

7. WARRANTY INFORMATION

Your HP Laptop TPN-Q221 comes with a standard manufacturer's warranty. For detailed information regarding warranty terms, coverage, and duration, please refer to the warranty card included with your product or visit the

official HP support website. Keep your proof of purchase for warranty claims.

8. CUSTOMER SUPPORT

For technical assistance, driver downloads, or further support, please visit the official HP support website. When contacting support, please have your laptop's model number (TPN-Q221) and serial number ready to expedite the service process.

HP Support Website: www.hp.com/support