

HP 9V8M3UA#ABA

HP Envy 17.3-inch AI Powered Laptop User Manual

Model: 9V8M3UA#ABA

1. INTRODUCTION

This manual provides essential information for setting up, operating, maintaining, and troubleshooting your HP Envy 17.3-inch AI Powered Laptop. Please read this guide thoroughly to ensure optimal performance and longevity of your device.

The HP Envy laptop features a 17.3-inch Full HD touchscreen display, powered by an Intel Ultra 7-155H processor with Intel Arc Integrated Graphics. It includes 32GB DDR5 RAM, a 1TB PCIe SSD, and runs on Windows 11 Pro. Connectivity options include WiFi 6E, Bluetooth 5.4, Thunderbolt 4, and multiple USB 3.1 Gen2 ports. A Dockzform Portable USB Hub is also included to expand connectivity.

2. SETUP

2.1 Unboxing and Initial Inspection

Carefully remove all components from the packaging. Verify that all items are present:

- HP Envy 17.3-inch AI Powered Laptop
- Power Adapter (65W PSU, Type-C Power-In)
- Dockzform Portable USB Hub
- Documentation (this manual, warranty information)

Inspect the laptop for any physical damage. If any damage is found, contact your retailer immediately.



Figure 1: HP Envy 17.3-inch AI Powered Laptop with included Dockzorm USB Hub.

2.2 Connecting to Power

1. Connect the power adapter to the Type-C power-in port on the laptop.
2. Plug the power adapter into a wall 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 Boot-Up and Windows Setup

1. Open the laptop lid and press the power button, typically located on the keyboard deck.
2. Follow the on-screen instructions to complete the Windows 11 Pro setup process. This includes selecting your region, connecting to a Wi-Fi network, creating a user account, and accepting the license agreement.

2.4 Connecting the Dockzorm USB Port Expander

The included Dockzorm Portable USB Hub provides additional USB ports. Connect it to an available USB port on your laptop. It is plug-and-play and does not require additional drivers.

3. OPERATING YOUR LAPTOP

3.1 Power On/Off and Sleep Modes

- **Power On:** Press the power button.
- **Sleep Mode:** Close the lid or select 'Sleep' from the Start Menu.
- **Shut Down:** Select 'Shut down' from the Start Menu.

3.2 Using the Touchscreen Display

Your HP Envy laptop features a 17.3-inch IPS FHD Touchscreen Display. You can interact with the screen using touch gestures similar to a tablet or smartphone.

- **Tap:** Select items or open applications.
- **Swipe:** Scroll through content or navigate between screens.
- **Pinch-to-Zoom:** Enlarge or reduce the view of images and documents.

Envy 17.3" Laptop PC



Latest Intel® processor



5MP (16:10)¹ camera with auto switch HDR



100% touch display



Up to Wi-Fi 7



HP Fast Charge
50% battery charge in 45 mins²



86% screen-to-body ratio

Figure 2: The 17.3-inch Full HD Touchscreen Display offers intuitive interaction.

3.3 Keyboard and Touchpad

The laptop is equipped with a full-size backlit keyboard and a precision touchpad.

- **Backlit Keyboard:** The keyboard backlight can be adjusted or toggled on/off using the dedicated function key (usually F4 or F5, indicated by a keyboard icon).
- **Touchpad:** Use the touchpad for cursor control and multi-touch gestures. Refer to Windows settings for customizing touchpad gestures.



Envy 17

AI POWERED



Figure 3: The backlit keyboard enhances usability in various lighting conditions.

3.4 Ports and Connectivity

Your laptop provides various ports for connecting external devices:

- **USB 3.1 Gen2:** Three ports for high-speed data transfer.
- **Thunderbolt 4:** One port for high-speed data, video output, and power delivery.
- **USB 3.1 Type-C:** One additional Type-C port.
- **HDMI:** For connecting to external displays or projectors.
- **Headphone/Microphone Combo Jack:** For audio input/output.



Figure 4: Side view illustrating the available ports for external connections.

3.5 Wireless Communication

- **Wi-Fi 6E:** Connect to wireless networks for internet access. Configure Wi-Fi settings through Windows.
- **Bluetooth 5.4:** Pair with Bluetooth-enabled devices such as headphones, mice, or keyboards.

4. MAINTENANCE

4.1 Cleaning Your Laptop

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

4.2 Battery Care

- Avoid fully discharging the battery frequently.
- Store the laptop in a cool, dry place if not used for extended periods.
- HP Fast Charge allows for 50% battery charge in approximately 45 minutes.

4.3 Software Updates

Regularly update your Windows 11 Pro operating system and drivers to ensure optimal performance, security, and compatibility. Check for updates via Windows Settings.

4.4 Storage Management

Periodically review and delete unnecessary files to maintain sufficient free space on your 1TB PCIe SSD. Utilize cloud storage or external drives for large files.

5. TROUBLESHOOTING

This section addresses common issues you might encounter with your HP Envy laptop.

5.1 Laptop Not Turning On

- Ensure the power adapter is securely connected to both the laptop and a working power outlet.
- Check the power adapter's indicator light (if available) to confirm it's receiving power.
- Try holding the power button for 15-20 seconds to perform a hard reset.

5.2 Wi-Fi Connectivity Issues

- Verify that Wi-Fi is enabled in Windows settings.
- Restart your router and modem.
- Ensure your laptop is within range of the Wi-Fi signal.
- Update your Wi-Fi drivers through HP Support Assistant or Windows Update.

5.3 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, not typically needed for SSD).
- Scan for malware or viruses.
- Ensure adequate ventilation to prevent overheating.

5.4 Touchscreen Not Responding

- Restart the laptop.
- Check for updated display drivers.
- Ensure the screen is clean and free of debris.

6. SPECIFICATIONS

Feature	Detail
Model Name	HP Envy (9V8M3UA#ABA)
Processor	Intel Ultra 7-155H (14th Gen, up to 4.8 GHz, 16-Cores, 22-Threads)
RAM	32GB DDR5 SO-DIMM
Storage	1TB PCIe NVMe SSD
Graphics	Intel Arc Integrated Graphics
Display	17.3-inch IPS FHD (1920x1080) 60Hz Touchscreen
Operating System	Windows 11 Pro-64

Feature	Detail
Wireless Connectivity	Wi-Fi 6E (802.11be), Bluetooth 5.4
Ports	3x USB 3.1 Gen2, 1x HDMI, 1x Thunderbolt 4, 1x USB 3.1 Type-C, Headphone/Microphone Combo Jack
Keyboard	Backlit Standard Keyboard
Battery	6-Cell 83 WHr Battery, 65W PSU Type-C Power-In
Color	Glacier Silver
Dimensions (WxLxH)	15.59 in x 10.18 in x 0.78 in (39.6 cm x 25.8 cm x 1.98 cm)
Weight	5.4 lbs (2.45 kg)

7. WARRANTY AND SUPPORT

7.1 Product Warranty

Your HP Envy laptop is covered by a limited warranty. Please refer to the separate warranty document included with your product for detailed terms and conditions, including coverage period and service options.

7.2 Technical Support

For technical assistance, driver downloads, or further support, please visit the official HP Support website:

[HP Official Support](#)

You may also use the pre-installed HP Support Assistant software on your laptop for diagnostics and support resources.

