

HP 14-dq6013dx

HP 14 Laptop (Model 14-dq6013dx) User Manual

Your guide to setting up, operating, and maintaining your HP 14 Laptop.

1. INTRODUCTION

This manual provides essential information for the safe and efficient use of your HP 14 Laptop, Model 14-dq6013dx. Please read this manual thoroughly before using your device to ensure optimal performance and longevity. This laptop features an Intel N150 processor, 16GB DDR4 RAM, and 384GB of storage (128GB UFS + 256GB Micro SD), running on Windows 11 Pro.



Figure 1: HP 14 Laptop overview highlighting key specifications.

2. SETUP

2.1 Unpacking and Initial Inspection

Carefully remove all components from the packaging. Verify that all items listed in the "What's in the Box" section are present and undamaged. If any items are missing or damaged, contact your retailer.

- HP 14 Laptop
- Power Adapter
- Documentation (this manual)
- Accessories (as specified at purchase)

2.2 Connecting to Power

Connect the power adapter to the laptop's AC Smart pin port and then plug it into a wall outlet. The laptop is designed to operate on AC power and charge the battery simultaneously. For initial setup, it is recommended to connect the laptop to power.

2.3 Initial Power On

Press the power button located on the keyboard deck. The laptop will boot up and guide you through the Windows 11 Pro setup process. Follow the on-screen instructions to configure your operating system, network settings, and user accounts.

3. OPERATING INSTRUCTIONS

3.1 Power On/Off and Sleep Mode

- **Power On:** Press the power button.
- **Shut Down:** Click the Start button, then Power, and select "Shut down".
- **Restart:** Click the Start button, then Power, and select "Restart".
- **Sleep Mode:** Close the lid or click the Start button, then Power, and select "Sleep".

3.2 Display Features

Your HP 14 Laptop features a 14-inch HD (1366 x 768) anti-glare LED display with 250 nits brightness. The anti-glare surface minimizes reflections, enhancing visibility in various lighting conditions.

Reliable performance for every day



Busy days are no match for a quad-core Intel® processor and abundant storage for all your documents.

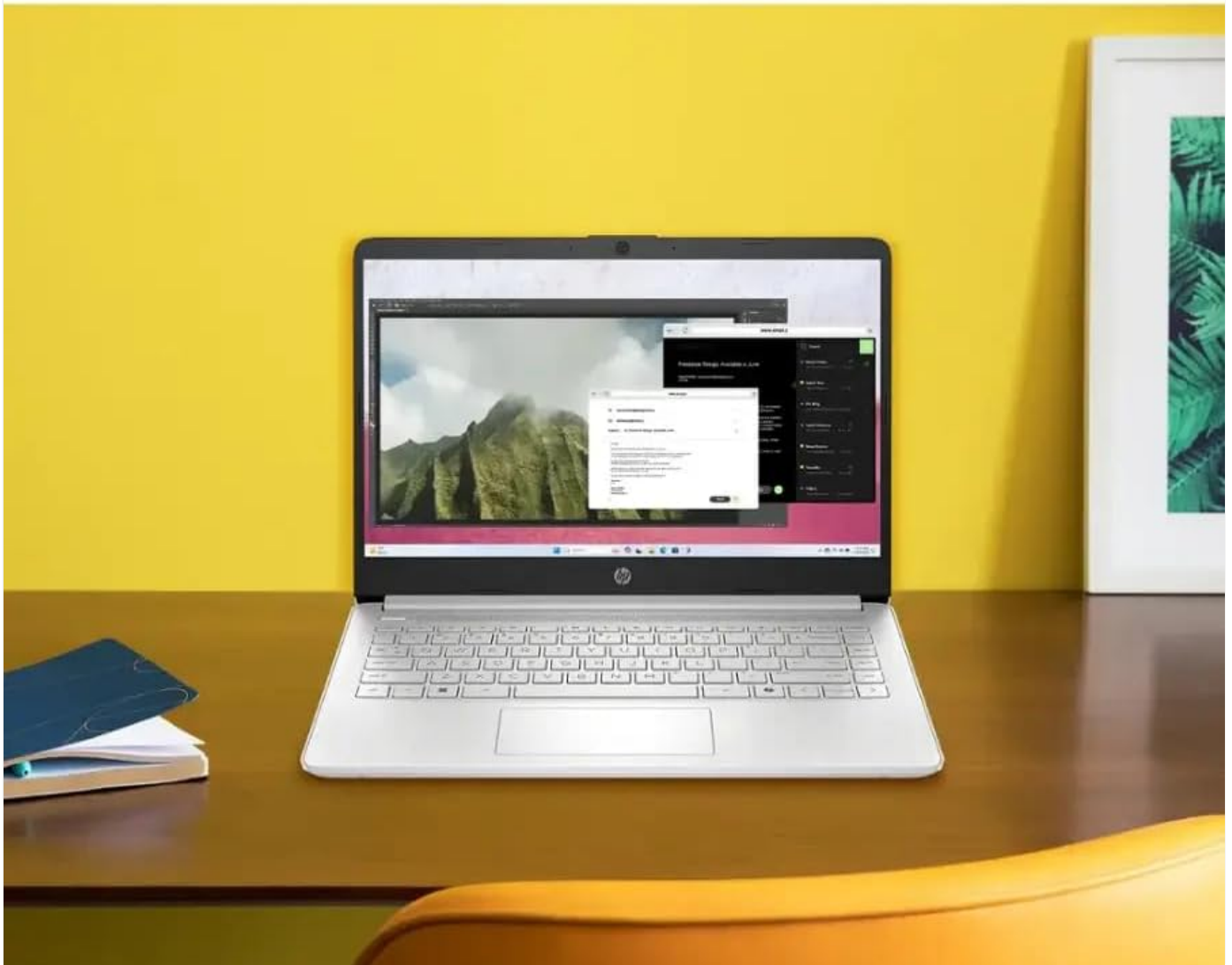


Figure 2: The 14-inch HD display provides clear visuals for daily tasks.

3.3 Processor and Graphics

The laptop is equipped with an Intel Processor N150, a 4-core processor with speeds up to 3.6 GHz, designed for efficient multitasking and responsive performance. Integrated Intel Graphics handle visual processing, suitable for everyday computing and light graphic tasks.

Your browser does not support the video tag.

Video 1: Overview of the HP 14 Laptop's features, including processor and graphics capabilities. This video is provided by MILLION STAR INC.

3.4 Memory and Storage

Your laptop includes 16GB DDR4 RAM for smooth application performance and 384GB of storage, comprising a 128GB Universal Flash Storage (UFS) drive and an additional 256GB Micro SD card. This configuration provides ample space for documents, media, and applications.

3.5 Connectivity

The HP 14 Laptop offers various connectivity options:

- **Wireless:** Wi-Fi 6 (2x2) and Bluetooth 5.4 for fast and stable wireless connections.
- **Ports:**
 - 1 x HDMI 1.4b port for external displays.
 - 2 x USB-A 3.0 ports for peripherals.
 - 1 x USB-C 3.1 port (10Gbps) for versatile connectivity.
 - 1 x Headphone Jack/Microphone Input combo.
 - 1 x Multi-format SD media card reader.
 - 1 x AC Smart pin for power adapter.

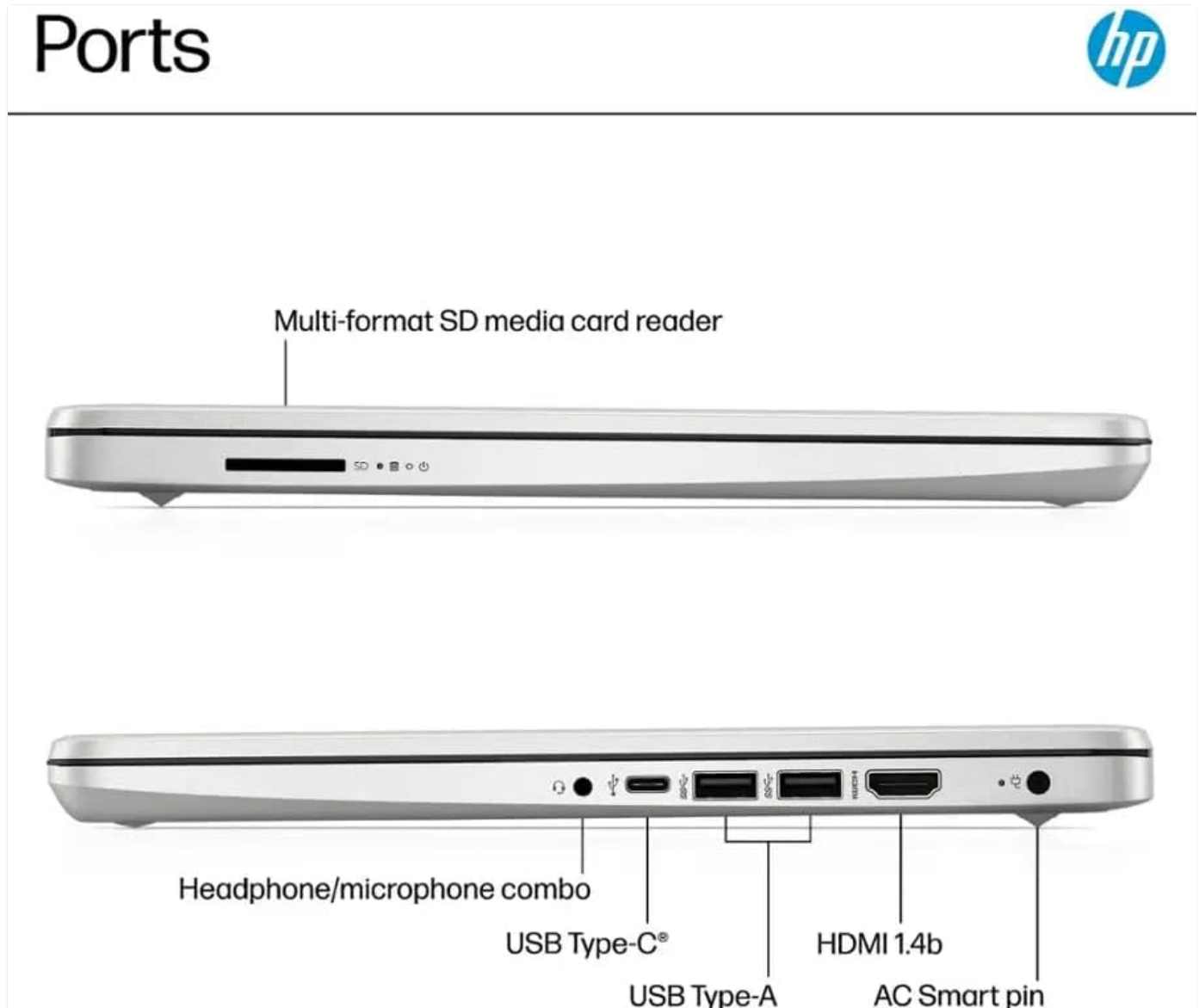


Figure 3: Detailed view of the laptop's multi-ports for various connections.

3.6 Webcam and Audio

The laptop includes an HP True Vision 720p HD webcam with dual-array microphones for clear video calls. Custom-tuned dual stereo speakers provide enhanced audio quality.

3.7 Battery Life and HP Fast Charge

Expect up to 11.5 hours of battery life (up to 11 hours 30 minutes for video playback; up to 9 hours for wireless streaming). HP Fast Charge technology allows you to charge your laptop from 0% to 50% in approximately 45 minutes.

3.8 Pre-installed Software

The HP 14 Laptop comes with Windows 11 Pro operating system and a Microsoft Office Lifetime License pre-installed, providing essential tools for productivity and daily tasks.

3.9 Copilot AI Integration

Leverage Copilot AI in Windows 11 Pro for enhanced productivity and creative assistance. Copilot can help with various tasks, from organizing windows to generating content and editing images.

Microsoft Copilot

Copilot kickstarts your creative and productive capabilities with intelligent answers.*



* Requires Windows 11. Some features require an NPU. Timing of feature delivery and availability varies by market and device. Requires Microsoft account to log in. Where Copilot is not available, the Copilot key will lead to the Bing search engine. See <http://aka.ms/WindowsAIFeatures>.

Figure 4: The Copilot AI interface integrated into Windows 11 Pro.

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Video 2: Demonstration of Copilot on Windows 11, showcasing its AI capabilities. This video is provided by MILLION STAR INC.

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, dry cloth. For stubborn dirt, a slightly damp cloth can be used. Ensure no liquid enters the device.

- **Ports:** Use compressed air to gently remove dust from ports.

4.2 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** to check for updates.

4.3 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% and store the laptop in a cool, dry place.

5. TROUBLESHOOTING

Problem	Possible Cause	Solution
Laptop does not power on.	Low battery or power adapter issue.	Ensure the power adapter is securely connected to both the laptop and a working power outlet. Allow the battery to charge for at least 30 minutes before attempting to power on again.
Screen is blank or black.	Display settings, sleep mode, or hardware issue.	Press any key or move the touchpad to wake from sleep. Check if an external monitor is connected and configured as the primary display. Restart the laptop if necessary.
Wi-Fi connection issues.	Incorrect settings, router problem, or driver issue.	Check Wi-Fi settings in Windows 11 Pro. Restart your router and modem. Update Wi-Fi drivers via Device Manager.
Slow performance.	Too many applications running, low storage, or malware.	Close unnecessary applications. Free up storage space. Run a full system scan for malware. Check for Windows updates.

For further assistance, refer to the HP support website or contact customer service.

6. SPECIFICATIONS

Feature	Detail
Model Number	14-dq6013dx
Processor	Intel Processor N150 (4-core, up to 3.6 GHz)
Graphics	Integrated Intel Graphics
Display	14-inch HD (1366 x 768), Anti-glare, LED, 250 nits
RAM	16GB DDR4
Storage	128GB Universal Flash Storage (UFS) + 256GB Micro SD card
Operating System	Windows 11 Pro
Wireless Connectivity	Wi-Fi 6 (2x2), Bluetooth 5.4
Ports	1x HDMI 1.4b, 2x USB-A 3.0, 1x USB-C 3.1, 1x Headphone/Mic Combo, 1x SD Card Reader, 1x AC Smart pin

Feature	Detail
Webcam	HP True Vision 720p HD with dual-array mics
Audio	Custom-tuned dual stereo speakers
Battery Life	Up to 11.5 hours (video playback: 11h 30m; wireless streaming: 9h)
Dimensions (LxWxH)	12.76 x 8.86 x 0.71 inches
Weight	3.24 pounds

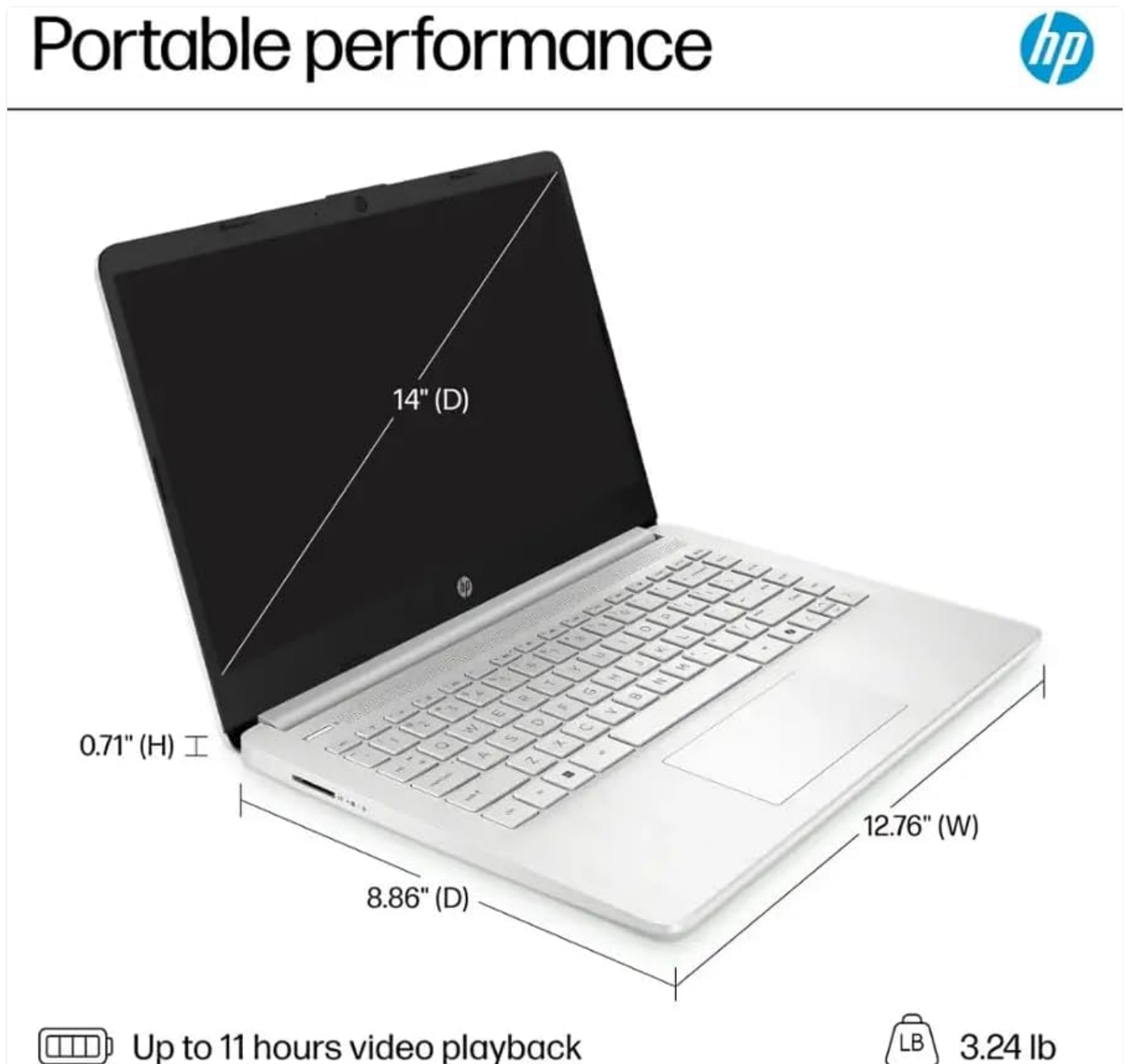


Figure 5: Physical dimensions and weight of the HP 14 Laptop.

7. WARRANTY AND SUPPORT

Your HP 14 Laptop comes with a manufacturer's warranty. Please refer to the warranty card included with your product for specific terms and conditions. For technical support, driver downloads, or service inquiries, visit the official HP support website or contact HP customer service.

Manufacturer's Warranty: 1 year

