

## HP 255 G10

# HP 255 G10 Business Laptop User Manual

Model: 255 G10

## INTRODUCTION

This manual provides essential information for setting up, operating, maintaining, and troubleshooting your HP 255 G10 Business Laptop. Please read this guide thoroughly to ensure proper use and to maximize the lifespan of your device.



Front view of the HP 255 G10 Business Laptop, displaying the operating system and processor information.

## SETUP

### 1. Unpacking and Initial Inspection

Carefully remove the laptop and all accessories from the packaging. Verify that all components are present and undamaged. Retain the packaging for future transport or service needs.

### 2. Connecting Power

1. Connect the AC adapter to the power connector on the laptop.
2. Plug the power cord into a grounded electrical outlet.
3. Allow the battery to charge for a few hours before initial use, or use the laptop while connected to power.

### 3. Initial Boot and Windows Setup

Press the power button to turn on the laptop. Follow the on-screen instructions to complete the Windows 11 Pro setup, including language selection, network connection, and user account creation.

### 4. Connecting Peripherals

Utilize the available ports to connect external devices such as a mouse, keyboard, or external monitor.



## Ports:

- 1x USB Type-C 5Gbps signaling rate
- 2x USB Type-A 5Gbps signaling rate
- 1x HDMI 1.4b
- 1x stereo headphone/microphone combo jack
- 1x AC power

Detailed view of the laptop's ports, including USB-C, USB-A, HDMI, and audio jack.

- USB Type-C (5Gbps signaling rate):** For connecting modern USB-C devices.
- USB Type-A (5Gbps signaling rate):** For connecting standard USB devices.
- HDMI 1.4:** For connecting to external displays or projectors.
- Headphone/Microphone Combo Jack:** For audio input and output.

## OPERATING INSTRUCTIONS

## 1. Power On/Off and Sleep Mode

- **Power On:** Press the power button located on the keyboard deck.
- **Power Off:** Click the Start button in Windows, then select Power > Shut down.
- **Sleep Mode:** Close the laptop lid or select Power > Sleep from the Start menu.

## 2. Using the Keyboard and Touchpad

The laptop features a full-size keyboard and a precision touchpad. Refer to the Windows 11 Pro documentation for detailed gestures and shortcuts.

## 3. Connecting to Wi-Fi

1. Click the Wi-Fi icon in the system tray (bottom right corner of the screen).
2. Select your desired network from the list.
3. Enter the network security key (password) if prompted, then click Connect.

## 4. Using the Webcam

The integrated HP True Vision 720p HD privacy camera can be used for video calls and conferencing. Access it through applications like Microsoft Teams, Zoom, or the built-in Camera app.

## MAINTENANCE

### 1. Cleaning the Laptop

- Use a soft, lint-free cloth slightly dampened with water or a screen cleaner to clean the display.
- For the keyboard and chassis, use a soft cloth. Avoid harsh chemicals or abrasive materials.
- Ensure the laptop is powered off and unplugged before cleaning.

### 2. Battery Care

- Avoid extreme temperatures.
- Do not fully discharge the battery frequently.
- For long-term storage, charge the battery to approximately 50-70%.

### 3. Software Updates

Regularly check for and install updates for Windows 11 Pro and HP drivers to ensure optimal performance and security. Access Windows updates via Settings > Windows Update.

## TROUBLESHOOTING

### Laptop Does Not Power On

- Ensure the AC adapter is securely connected to both the laptop and a working power outlet.
- Verify the power outlet is functional by plugging in another device.
- Try a different power outlet.

### No Wi-Fi Connection

- Check if Wi-Fi is enabled in Windows settings.
- Restart your wireless router and modem.
- Ensure you have entered the correct Wi-Fi password.
- Run the Windows Network Troubleshooter.

## Screen is Blank or Flickering

- Connect an external monitor to check if the display issue persists.
- Adjust the display brightness using the function keys (Fn + F2/F3, or similar, depending on model).
- Update your graphics drivers.

## SPECIFICATIONS

Component	Detail
Processor	AMD Ryzen 3 7330U (4 Cores, 8 Threads, up to 4.3GHz)
Display	15.6-inch FHD (1920 x 1080) IPS, anti-glare, 250 nits
RAM	16GB DDR4 (Configurable up to 64GB)
Storage	256GB PCIe M.2 SSD (Configurable up to 4TB)
Operating System	Windows 11 Pro, 64-bit
Graphics	Integrated AMD Radeon Graphics
Wireless Connectivity	Wi-Fi 6 (802.11ax), Bluetooth 5.3
Ports	1x USB Type-C (5Gbps), 2x USB Type-A (5Gbps), 1x HDMI 1.4, 1x Headphone/Microphone combo jack
Webcam	HP True Vision 720p HD privacy camera
Dimensions (LxWxH)	14.17 x 9.29 x 0.73 inches
Weight	Approximately 8 pounds
Color	Dark Ash Silver (Gray)

## WARRANTY AND SUPPORT

### Warranty Information

Your HP 255 G10 Business Laptop comes with a standard limited warranty. Details regarding the warranty period and coverage can be found in the warranty document included with your product or on the official HP support website. Please retain your proof of purchase for warranty claims.

### Technical Support

For technical assistance, driver downloads, or further product information, please visit the official HP Support

website. You can typically find support resources by searching for your specific model number (HP 255 G10) on their site.

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

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