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**HP 27-CR1064**

# **HP 27-inch Touchscreen All-in-One Desktop Computer User Manual**

Model: 27-CR1064

## **1. INTRODUCTION**

This manual provides essential information for setting up, operating, maintaining, and troubleshooting your new HP 27-inch Touchscreen All-in-One Desktop Computer. Please read this guide thoroughly to ensure optimal performance and longevity of your device.



Figure 1: HP 27-inch All-in-One Desktop Computer

## 2. WHAT'S IN THE Box

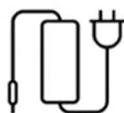
Verify that all items are present in the packaging:

- HP 27-inch All-in-One Desktop Computer Touchscreen
- Wired Keyboard
- Wired Mouse
- 90 W Smart AC power adapter
- Setup instructions

# What's in the box



HP 27" All-in-One Desktop PC  
HP white wireless keyboard  
HP white wireless mouse



90 W Smart AC power adapter



Setup instructions

Figure 2: Included accessories and components

## 3. SETUP

- 1. Unpack the Computer:** Carefully remove the All-in-One computer and all accessories from the packaging.
- 2. Place the Computer:** Position the computer on a stable, flat surface. Ensure adequate ventilation around the device. The adjustable stand allows for tilting the display to your preferred viewing angle.
- 3. Connect Peripherals:**
  - Connect the wired keyboard and mouse to the available USB ports on the back of the computer.
  - Plug the 90 W Smart AC power adapter into the power port on the back of the computer, then connect it to a power outlet.
- 4. Power On:** Press the power button, typically located on the side or back of the display.
- 5. Initial Windows Setup:** Follow the on-screen instructions to complete the Windows 11 Pro setup, including language, network connection, and user account creation.

## Additional ports:



Headphone/  
Microphone combo



2 USB 2.0 Type-A



2 USB Type-A  
(5Gbps signaling rate)

USB Type-C®

(5Gbps signaling rate)

HDMI Out

11

RJ-45

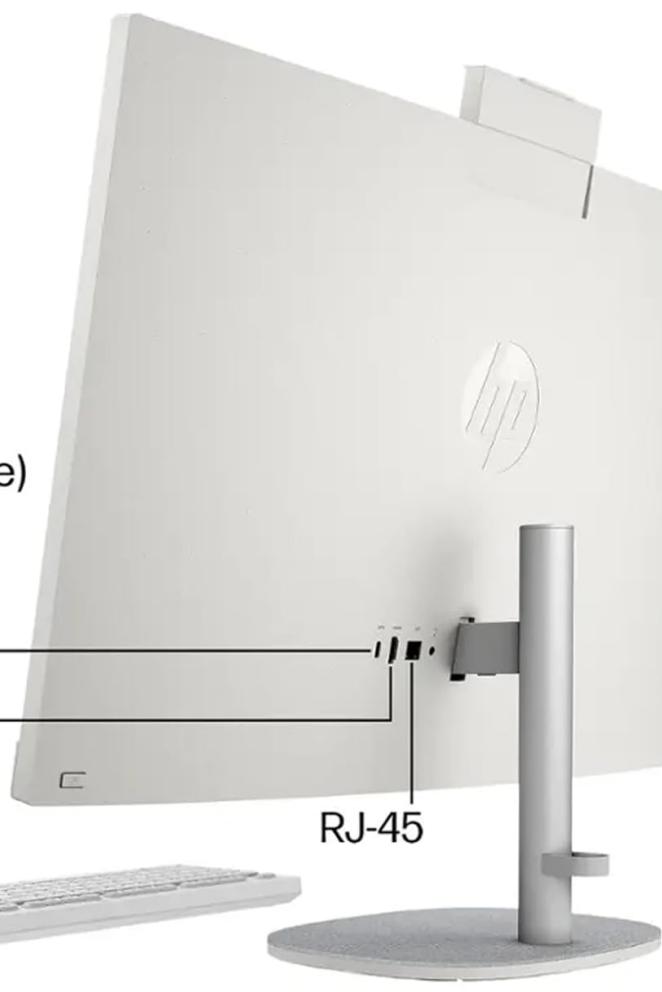


Figure 3: Rear ports for connectivity

## 4. OPERATING

### 4.1 Touchscreen Functionality

Your HP All-in-One Desktop features a 27-inch Full HD IPS touchscreen. You can interact directly with the display using touch gestures, similar to a tablet or smartphone. This allows for intuitive navigation, scrolling, and selection of items on the screen.

### 4.2 Integrated Webcam and Audio

The computer includes an HP True Vision 1080p FHD IR Tilt Privacy Camera. This pop-up camera can be manually retracted into the display for privacy when not in use. Dual 2W speakers and integrated dual array digital microphones with temporal noise reduction provide clear audio for video calls and multimedia.

### 4.3 Connectivity

The device offers comprehensive connectivity options:

- **Wireless:** Built-in Realtek RTL8852BE Wi-Fi 6 (2x2) for high-speed internet and Bluetooth 5.3 for connecting wireless peripherals.
- **USB Ports:** 2x USB Type-A 5Gbps Signaling Rate, 1x USB Type-C 5Gbps Signaling Rate, and 2x USB 2.0 Type-A for connecting various devices.

- **Video Output:** 1x HDMI-out 1.4 port for connecting an external display.
- **Network:** 1x RJ45 LAN Ethernet port for wired network connection.
- **Audio:** 1x Headphone/Microphone Combo jack.

Your browser does not support the video tag.

Video 1: Product Overview. This video provides a brief visual overview of the HP All-in-One Desktop Computer's features and design.

## 5. MAINTENANCE

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### 5.1 Cleaning

- **Screen:** Use a soft, lint-free cloth slightly dampened with water or a screen cleaner. Avoid harsh chemicals.
- **Chassis:** Wipe with a soft, dry cloth. For stubborn dirt, use a slightly damp cloth.
- **Ventilation:** Regularly check and clean the ventilation slots to prevent dust buildup, which can affect performance.

### 5.2 Software Updates

Keep your Windows 11 Pro operating system and drivers updated to ensure optimal performance, security, and compatibility. Windows Update will typically handle this automatically, but you can manually check for updates in the system settings.

### 5.3 Environmental Considerations

This HP All-in-One Desktop is designed with sustainability in mind, incorporating post-consumer recycled plastics and ocean-bound plastics in its construction. Please dispose of the product responsibly at the end of its life cycle according to local regulations.

# Designed with the planet in mind



Designed using ocean-bound<sup>1</sup>  
and post-consumer recycled plastics<sup>2</sup>



EPEAT® Gold registered<sup>3</sup>



ENERGY STAR® Certified<sup>4</sup>

<sup>1</sup> Percentage of ocean-bound plastic contained in each component varies by product.

<sup>2</sup> Percentage of post-consumer recycled plastic varies by product. Recycled plastic content percentage is based on the definition set in the IEEE 16801-2018 standard.

<sup>3</sup> Based on U.S. EPEAT® registration according to IEEE 16801-2018 EPEAT®. EPEAT® status varies by country. Visit [www.epeat.net](http://www.epeat.net) for more information.

<sup>4</sup> ENERGY STAR and the ENERGY STAR mark are registered trademarks owned by the U.S. Environmental Protection Agency.



Figure 4: Designed with the planet in mind

## 6. TROUBLESHOOTING

If you encounter issues with your computer, try the following steps:

- **No Power:** Ensure the power adapter is securely connected to both the computer and a working power outlet. Try a different outlet if necessary.
- **No Display:** Check if the computer is powered on. If the screen remains black, try restarting the computer.
- **Peripherals Not Responding:** Verify that the keyboard and mouse are properly connected to the USB ports. If using wireless peripherals, ensure they are charged and correctly paired.
- **Slow Performance:** Close unnecessary applications. Check for and install any pending Windows updates. Ensure sufficient free space on your SSD.
- **Webcam Issues:** Ensure the pop-up privacy camera is extended. Check privacy settings in Windows to ensure applications have permission to access the camera.

For more complex issues, refer to the HP support website or contact HP customer service.

## 7. SPECIFICATIONS



Figure 5: Key specifications of the HP All-in-One Desktop

Feature	Description
Standing Screen Display Size	27 Inches
Screen Resolution	1920 x 1080 pixels (FHD)
Display Type	Touch Screen, IPS, Three-Sided Micro-Edge, Anti-Glare, 300 Nits, 99% sRGB
Processor	Intel Ultra 7 155U (12-Core, 1.7 GHz base, 4.8 GHz turbo, 12 MB Intel Smart Cache)

RAM	16 GB DDR5 5600MHz (Upgradeable to 64 GB)
Hard Drive	1 TB SSD (Upgradeable to 2 TB)
Graphics Coprocessor	Integrated Intel Graphics
Operating System	Windows 11 Pro
Wireless Type	Realtek RTL8852Be Wi-Fi 6 (2x2), Bluetooth 5.3
Ports	2x USB Type-A 5Gbps, 1x USB Type-C 5Gbps, 2x USB 2.0 Type-A, 1x Headphone/Microphone Combo, 1x HDMI-out 1.4, 1x RJ45 LAN Ethernet
Item Weight	14.81 pounds
Product Dimensions	24.11 x 20.35 x 7.34 inches
Special Features	Adjustable Stand, Dual Microphone with Advanced Noise Reduction, HP True Vision 1080p with Pop-Up Privacy Camera, Three-Side Micro-Edge Display with Wide-Viewing Angles

# Enjoy your favorite content

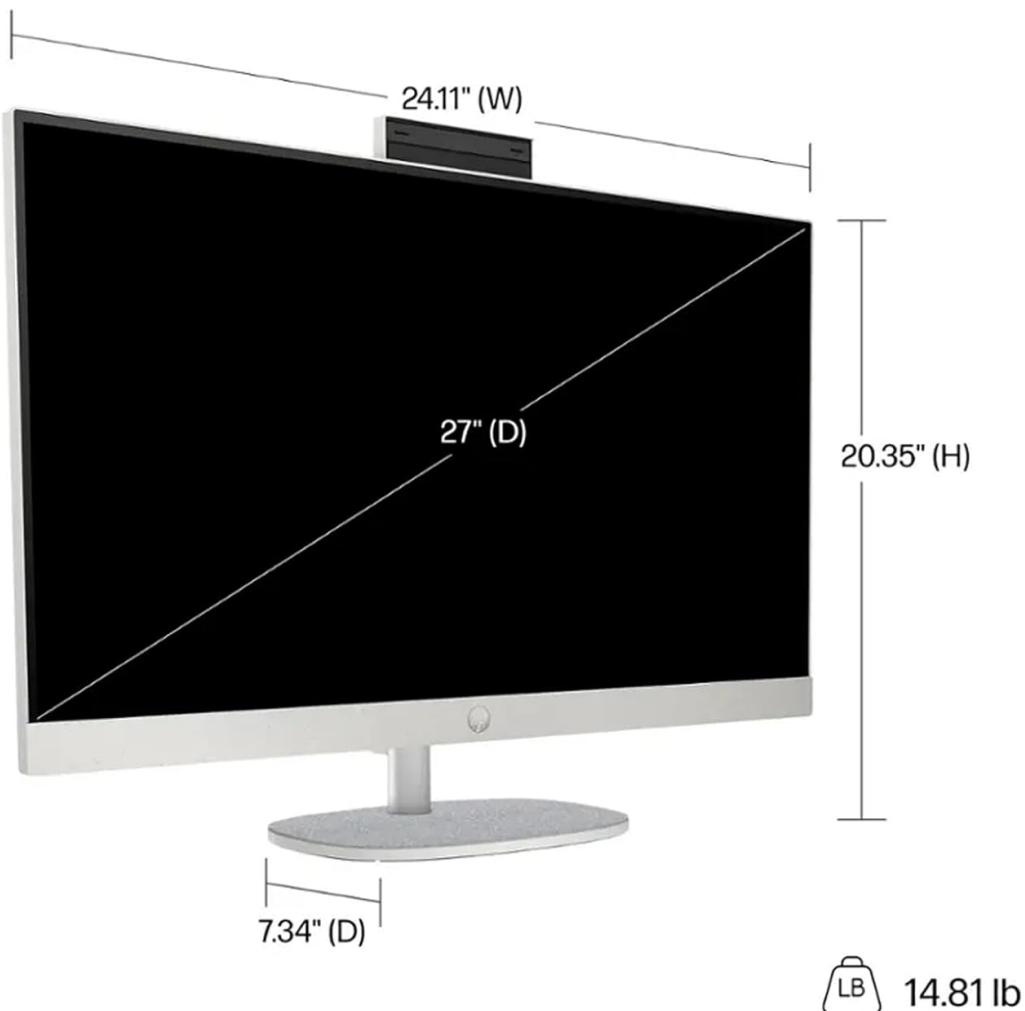


Figure 6: Product dimensions

## 8. WARRANTY AND SUPPORT

Your HP 27-inch Touchscreen All-in-One Desktop Computer comes with a standard manufacturer's warranty. Please refer to the warranty card included in your product packaging for specific terms and conditions.

For technical support, driver downloads, and additional product information, please visit the official HP support website: [www.hp.com/support](http://www.hp.com/support)