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› HP All-in-One PC 27-cr0417in/cr0421in User Manual

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HP All-in-One PC 27-cr0417in/cr0421in User Manual

Model: 27-cr0417in/cr0421in

INTRODUCTION

This manual provides essential information for setting up, operating, maintaining, and troubleshooting your HP All-in-One PC, models 27-cr0417in and 27-cr0421in. Please read these instructions carefully to ensure proper use and longevity of your device.

The HP All-in-One PC features a 27-inch Full HD IPS display, powered by a 13th Gen Intel Core i5-1334U processor, 16GB DDR4 RAM, and a 1TB PCIe NVMe M.2 SSD. It comes pre-installed with Windows 11 Home and Office 2024.

1. SETUP GUIDE

1.1 Unpacking the PC

Carefully remove all components from the packaging. Ensure the following items are present:

- HP All-in-One PC unit
- HP 710 White Wireless Keyboard
- HP White Wireless Mouse
- 90W Smart AC Power Adapter
- Documentation (including this manual)



Image: The HP All-in-One PC with its included wireless keyboard and mouse, ready for setup.

1.2 Connecting Peripherals

1. **Power Connection:** Connect the 90W Smart AC Power Adapter to the power port on the back of the PC, then plug it into a wall outlet.
2. **Wireless Keyboard and Mouse:** The HP 710 wireless keyboard and mouse are pre-paired. Insert the included batteries into both devices. The USB receiver for the wireless devices is typically found in the mouse or keyboard packaging. Plug this receiver into an available USB port on the PC.
3. **Optional Connections:** If you have external devices, connect them to the appropriate ports (e.g., USB drives, external monitors via HDMI-out).

1.3 Initial Power On and Windows Setup

1. Press the power button, usually located on the side or back of the display.
2. Follow the on-screen instructions to complete the Windows 11 Home setup. This includes selecting your region, connecting to a Wi-Fi network, and creating a user account.
3. Your PC comes with Windows 11 Home in S mode. This mode is designed for security and performance,

exclusively running apps from the Microsoft Store. If you need to install apps from outside the Microsoft Store, you can switch out of S mode.

2. OPERATING YOUR PC

2.1 Basic Navigation and Display

Your HP All-in-One PC features a 27-inch Full HD (1920 x 1080) IPS display with a three-sided micro-edge design for an immersive viewing experience. The anti-glare finish reduces reflections, and 300 nits brightness ensures clear visuals.

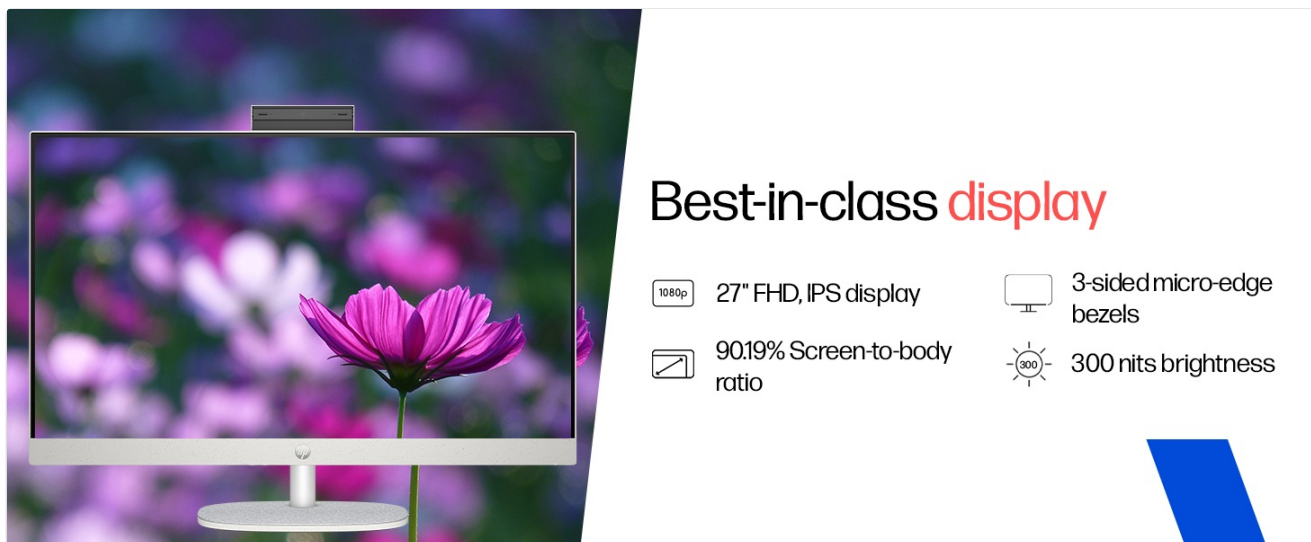


Image: Visual representation of the 27-inch FHD IPS display with micro-edge bezels and 300 nits brightness.

2.2 Camera and Audio Features

- **HP True Vision 1080p FHD IR Tilt Privacy Camera:** The integrated camera provides high-definition video for calls and includes an IR sensor for Windows Hello facial recognition. The tilt feature allows adjustment, and the privacy shutter ensures your privacy when not in use.
- **Dual Array Digital Microphones:** Integrated microphones with temporal noise reduction enhance audio clarity during video conferences and voice commands.
- **Dual 2W Speakers:** The built-in stereo speakers provide clear audio output for multimedia and communication.

2.3 Connectivity

Your PC offers a variety of ports and wireless options for connecting to networks and peripherals.

- **Wireless:** Integrated Realtek RTL8852BE Wi-Fi 6 (2x2) for high-speed internet and Bluetooth 5.3 for connecting wireless accessories.
- **USB Ports:** Includes 1 USB Type-C (5Gbps), 2 USB Type-A (5Gbps), and 2 USB 2.0 Type-A ports for various devices.
- **HDMI-out:** Connect an external display using the HDMI-out 1.4 port.
- **RJ-45:** For wired Ethernet network connection.
- **Headphone/Microphone Combo:** A single port for audio input and output.



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Image: Detailed view of the rear ports on the HP All-in-One PC, including USB, HDMI, and Ethernet connections.

3. MAINTENANCE AND CARE

3.1 Cleaning Instructions

- **Display:** Use a soft, lint-free cloth slightly dampened with water or a screen cleaner specifically designed for electronics. Avoid harsh chemicals.
- **Chassis:** Wipe the exterior surfaces with a soft, dry cloth. For stubborn marks, a slightly damp cloth can be used.
- **Keyboard and Mouse:** Use a soft brush or compressed air to remove dust and debris. Wipe surfaces with a slightly damp cloth if needed.
- **Ventilation:** Ensure the ventilation openings are clear of dust to prevent overheating. Use compressed air to gently clear dust from vents.

3.2 Software Updates

Regularly update your operating system and drivers to ensure optimal performance and security.

- **Windows Updates:** Go to **Settings > Windows Update** to check for and install the latest updates.
- **Driver Updates:** HP provides driver updates through its support website or HP Support Assistant software.

3.3 Storage Management

To maintain system performance, regularly manage your 1TB SSD storage:

- Delete unnecessary files and applications.
- Utilize cloud storage services for large files.
- Run Disk Cleanup (search for it in Windows) to remove temporary files.

4. TROUBLESHOOTING

4.1 Common Issues and Solutions

- **PC does not power on:**
 - Ensure the power adapter is securely connected to both the PC and a working power outlet.
 - Test the power outlet with another device.
- **No display on screen:**
 - Check if the PC is powered on.
 - Ensure no external display is connected and set as the primary output.
- **Wireless keyboard/mouse not responding:**
 - Check battery levels and replace if necessary.
 - Ensure the USB receiver is properly plugged into a USB port.
 - Try plugging the receiver into a different USB port.
- **No internet connection:**
 - Verify your Wi-Fi network is active and you have the correct password.
 - Restart your router/modem.
 - Check network cable if using RJ-45.

4.2 When to Contact Support

If you encounter persistent issues that cannot be resolved using the troubleshooting steps above, please refer to the Warranty and Support section for contact information.

5. PRODUCT SPECIFICATIONS

Deliver every task effortlessly

-  Intel® Core™ i5-1334U processor¹
-  Up to 4.6 GHz with Intel® Turbo Boost Technology²
-  10 cores, 12 threads
-  12 MB L3 cache



Image: Overview of the 13th Gen Intel Core i5-1334U processor specifications, including core count and clock speed.

Feature	Description
Model Numbers	27-cr0417in, 27-cr0421in
Processor	13th Gen Intel Core i5-1334U (up to 4.6 GHz, 10 cores, 12 threads, 12 MB L3 cache)
Memory (RAM)	16 GB DDR4-3200 MT/s (1 x 16 GB), 1 available slot
Storage	1 TB PCIe NVMe M.2 SSD
Operating System	Windows 11 Home Single Language in S mode
Pre-installed Software	Microsoft Office 2024, 1 Year Microsoft 365 Basic
Display	27" (68.6 cm) diagonal, FHD (1920 x 1080), IPS, three-sided micro-edge, anti-glare, 300 nits, 99% sRGB
Graphics	Integrated Graphics
Ports	1 USB Type-C 5Gbps, 2 USB Type-A 5Gbps, 2 USB 2.0 Type-A, 1 Headphone/microphone combo, 1 RJ-45, 1 HDMI-out 1.4
Expansion Slots	1 M.2 (for SSD), 1 M.2 (for WLAN)
Wireless Connectivity	Realtek RTL8852BE Wi-Fi 6 (2x2) and Bluetooth 5.3
Audio	Dual 2W speakers
Keyboard & Mouse	HP 710 White Wireless Keyboard and Mouse Combo
Camera	HP True Vision 1080p FHD IR tilt privacy camera with temporal noise reduction and integrated dual array digital microphones

Feature	Description
Power Supply	90W Smart AC power adapter
Dimensions (W x D x H)	61.2 x 18.6 x 51.7 cm (24.11 x 7.34 x 20.35 inches)
Weight	6.72 kg
Color	Shell white
UPC	199485095103
Sustainability Features	Post-consumer recycled and ocean-bound plastics, EPEAT Gold Registered, ENERGY STAR Certified



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RAM

16 GB DDR4-3200 MT/s RAM

1TB

1 TB PCIe® SSD

Image: Details on the 16GB DDR4 RAM and 1TB PCIe SSD for efficient performance and storage.

6. WARRANTY AND SUPPORT

6.1 Warranty Information

Your HP All-in-One PC comes with a **1-year manufacturer warranty** on the device from the date of purchase. Please retain your proof of purchase for warranty claims.

6.2 Technical Support

For any technical or product-related queries, please contact HP customer support:

- **Toll-Free Numbers:** 1800-258-7170 or 1860-258-3079
- **Manufacturer:** HP India Sales Pvt. Ltd.

For additional support resources, visit the official HP support website.