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HP ProDesk 400 G9

HP ProDesk 400 G9 SFF Business Desktop User Manual

Model: ProDesk 400 G9

1. Introduction and Overview

The HP ProDesk 400 G9 Small Form Factor (SFF) Business Desktop is engineered for efficient business operations, offering a balance of compact design and robust performance. This manual provides essential information for setting up, operating, maintaining, and troubleshooting your desktop.



Image: HP ProDesk 400 G9 SFF Business Desktop. This image displays the sleek, compact design of the desktop unit.

Key features include:

- **Processor:** 14th Gen Intel Core i5-14500 (14 Cores, 20 Threads, up to 5.0 GHz)
- **Memory:** 16GB High-Bandwidth DDR5 RAM (expandable up to 64GB)
- **Storage:** 512GB PCIe NVMe M.2 Solid State Drive (expandable up to 2TB)
- **Operating System:** Windows 11 Pro
- **Graphics:** Integrated Intel UHD Graphics
- **Connectivity:** Wi-Fi, HDMI, DisplayPort, USB-C, RJ-45
- **Security:** HP Wolf Security for Business



Image: Key features of the HP ProDesk 400 G9, highlighting Windows 11 Pro, Intel Core i5-14500, memory, storage, and connectivity options.

The compact SFF design (10.6 x 3.7 x 12.1 inches) allows for minimal desk space usage while providing full functionality.

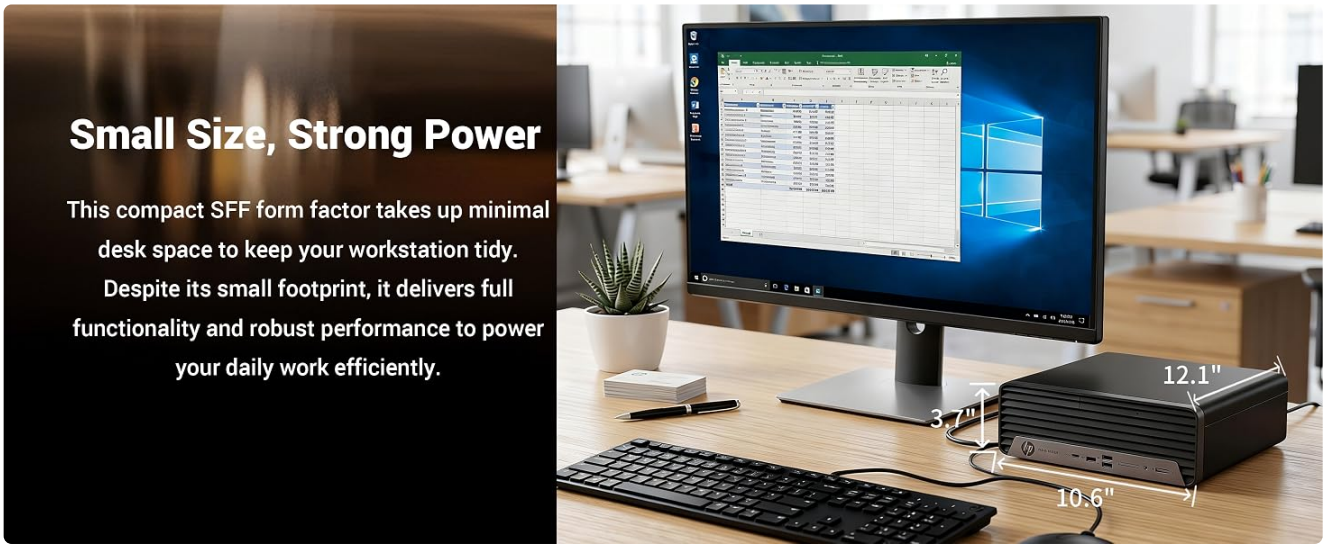


Image: The HP ProDesk 400 G9 on a desk, illustrating its compact dimensions of 10.6" x 3.7" x 12.1".

2. Setup Instructions

Follow these steps to set up your HP ProDesk 400 G9 SFF Business Desktop:

2.1 Unpacking and Placement

1. Carefully remove the desktop and all accessories from the packaging.
2. Place the desktop on a stable, flat surface with adequate ventilation. Ensure no vents are obstructed.

2.2 Connecting Peripherals

Refer to the port diagrams below for connecting your devices.

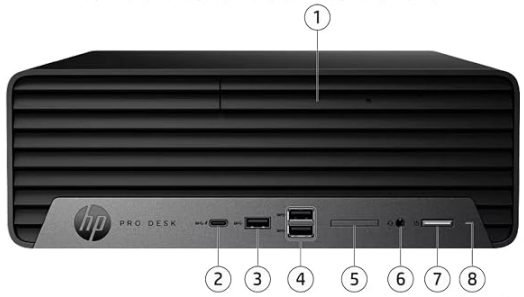


Image: Diagram of the front ports and slots on the HP ProDesk 400 G9. This includes USB Type-C, USB Type-A, audio combo jack, and hard drive activity light.

- **Power Button:** (7) Dual-state power button.
- **USB Ports (Front):** Connect USB devices to the Type-C SuperSpeed USB 10Gbps signaling rate port (2) and Type-A SuperSpeed USB 10Gbps signaling rate ports (3, 4).
- **Audio:** Connect headphones or a headset to the Combo Audio Jack (6).
- **Optional:** If applicable, insert an SD card into the SD card 4.0 reader (5).

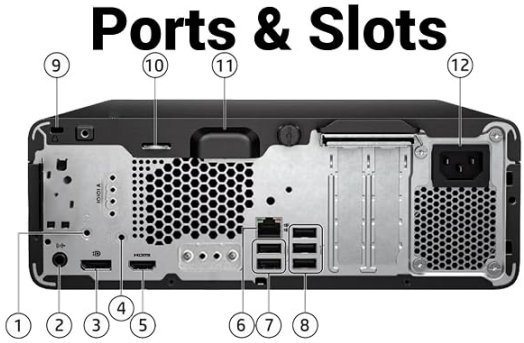


Image: Diagram of the rear ports and slots on the HP ProDesk 400 G9. This includes DisplayPort, HDMI, Ethernet, USB Type-A, and the power connector.

- **Display:** Connect your monitor(s) to the Dual-Mode DisplayPort 1.4 (3) and HDMI 1.4b port (5). The system supports up to three displays.
- **Network:** Connect an Ethernet cable to the RJ45 network connector (6) for wired internet access.
- **USB Ports (Rear):** Connect your wired keyboard and mouse, and other USB devices to the Hi-Speed USB-A 480Mbps ports (7) and Type-A SuperSpeed USB 5Gbps signaling rate port (8).
- **Power:** Connect the power cord to the power connector (12) and then to a power outlet.
- **Security:** Utilize the standard cable lock slot (9) and integrated accessory cable lock (11) for physical security.

2.3 Initial Power On

1. Ensure all cables are securely connected.
2. Press the power button on the front of the desktop.

3. Follow the on-screen instructions to complete the Windows 11 Pro setup.

3. Operating Instructions

3.1 Windows 11 Pro

Your HP ProDesk 400 G9 comes pre-installed with Windows 11 Pro. This operating system offers features designed to enhance productivity and security:

- **Snap Layouts:** Organize open applications with pre-configured layouts for optimized multitasking.
- **Intuitive Interface:** Navigate with a redesigned user interface for a more streamlined experience.
- **Microsoft Teams Integration:** Collaborate effectively with integrated communication tools.

3.2 Multi-Display Support

The desktop supports connecting up to three external displays simultaneously via its DisplayPort and HDMI outputs. This feature is designed to boost work efficiency and expand your desktop workspace.

Image: A workstation featuring the HP ProDesk 400 G9 connected to two external monitors, demonstrating its multi-display capability for enhanced productivity.

3.3 HP Wolf Security

The HP ProDesk 400 G9 is equipped with HP Wolf Security for Business, providing hardware-enforced, layered protection. This system safeguards your device from BIOS to browser against various modern cyber threats, including ransomware and phishing.

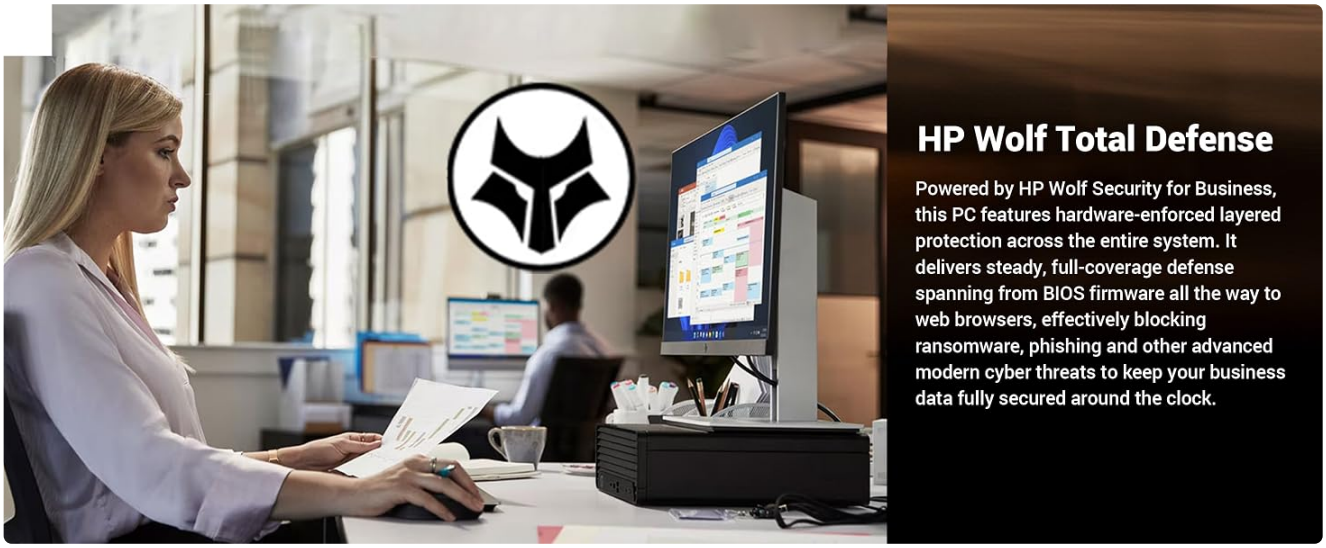


Image: A user working on an HP desktop, with the HP Wolf Security logo overlaid, symbolizing comprehensive system protection.

4. Maintenance

Regular maintenance helps ensure the longevity and optimal performance of your HP ProDesk 400 G9.

- **Keep it Clean:** Regularly dust the exterior of the desktop and ensure vents are clear of obstructions to prevent overheating. Use a soft, dry cloth.

- **Software Updates:** Keep your Windows operating system and drivers updated. Windows Update will typically handle OS updates automatically. For driver updates, visit the official HP support website.
- **Data Backup:** Regularly back up important data to an external drive or cloud storage to prevent data loss.
- **Security Software:** Ensure your antivirus and anti-malware software is up-to-date and performing regular scans.
- **Power Management:** Use proper shutdown procedures. Avoid abrupt power cuts.

5. Troubleshooting

This section addresses common issues you might encounter with your desktop.

5.1 No Power

- **Check Power Cord:** Ensure the power cord is securely connected to both the desktop and a working power outlet.
- **Test Outlet:** Plug another device into the outlet to confirm it has power.
- **Power Supply:** If the issue persists, there might be an issue with the internal power supply. Contact support.

5.2 No Display

- **Check Monitor Cables:** Ensure the HDMI or DisplayPort cable is securely connected to both the desktop and the monitor.
- **Monitor Power:** Verify that your monitor is powered on and functioning correctly.
- **Input Source:** Confirm the monitor's input source is set to the correct port (HDMI/DisplayPort).

5.3 Peripheral Not Working (Keyboard/Mouse/USB Device)

- **Check Connections:** Ensure the device is properly plugged into a USB port.
- **Try Different Port:** Test the device in a different USB port.
- **Restart:** Restart the desktop.
- **Drivers:** Ensure necessary drivers are installed (usually automatic for standard peripherals).

5.4 Slow Performance

- **Close Unused Applications:** Close any programs running in the background that are not in use.
- **Check Storage:** Ensure your SSD is not critically full. Free up space if necessary.
- **Updates:** Ensure Windows and drivers are up to date.
- **Malware Scan:** Run a full system scan for viruses or malware.

6. Specifications

Component	Specification
Brand	HP
Model Name	ProDesk 400 G9
Operating System	Windows 11 Pro

CPU Model	Intel Core i5-14500
CPU Speed	2.6 GHz (Base), up to 5.0 GHz (Max Turbo)
CPU Cores/Threads	14 Cores, 20 Threads
RAM Memory Installed Size	16 GB DDR5 (4800 MHz)
RAM Memory Maximum Size	64 GB
Memory Storage Capacity	512 GB PCIe NVMe M.2 SSD
Graphics Coprocessor	Intel UHD Graphics (Integrated)
Video Output Interface	DisplayPort 1.4, HDMI 1.4b
USB Ports	8 x USB Type-A, 2 x USB Type-C
Network	RJ45 Ethernet, Wi-Fi
Audio	Mic-In/Headphone-Out Combo
Dimensions (L x W x H)	10.6 x 3.7 x 12.1 inches
Color	Black
GTIN / UPC	198122564897

7. Warranty and Support

7.1 Product Warranty

The HP ProDesk 400 G9 SFF Business Desktop includes a manufacturer's warranty for its original components. For this specific configuration, a 1-year warranty on the upgraded RAM and SSD is provided by PCOnline US. The remaining components are covered by the original 1-year manufacturer's warranty.
Please retain your proof of purchase for warranty claims.

7.2 Technical Support

For technical assistance, driver downloads, or further information, please visit the official HP support website or contact your vendor, PCOnline US, for support related to upgraded components.
HP Support Website: www.hp.com/support

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