



Getting Started

HP Elite Slice

© Copyright 2018 HP Development Company, L.P.

Windows is either a registered trademark or trademark of Microsoft Corporation in the United States and/or other countries.

The information contained herein is subject to change without notice. The only warranties for HP products and services are set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty. HP shall not be liable for technical or editorial errors or omissions contained herein.

Second Edition: July 2018

First Edition: June 2016

Document Part Number: 904511-002

Product notice

This user guide describes features that are common to most models. Some features may not be available on your computer.

Not all features are available in all editions or versions of Windows. Systems may require upgraded and/or separately purchased hardware, drivers, software or BIOS update to take full advantage of Windows functionality. Windows 10 is automatically updated, which is always enabled. ISP fees may apply and additional requirements may apply over time for updates. Go to <http://www.microsoft.com> for details.

To access the latest user guides, go to <http://www.hp.com/support>, and follow the instructions to find your product. Then select **User Guides**.

Software terms

By installing, copying, downloading, or otherwise using any software product preinstalled on this computer, you agree to be bound by the terms of the HP End User License Agreement (EULA). If you do not accept these license terms, your sole remedy is to return the entire unused product (hardware and software) within 14 days for a full refund subject to the refund policy of your seller.

For any further information or to request a full refund of the price of the computer, please contact your seller.

About This Book

 **WARNING!** Text set off in this manner indicates that failure to follow directions could result in bodily harm or loss of life.

 **CAUTION:** Text set off in this manner indicates that failure to follow directions could result in damage to equipment or loss of information.

 **NOTE:** Text set off in this manner provides important supplemental information.

Table of contents

Getting started	1
Activating and customizing the software	1
Activating the Windows Operating System	1
Downloading Windows updates	1
Customizing the monitor display	1
Turning off the computer	2
Finding more information	2
Important BIOS settings	2
If you encounter issues	3
Performing basic troubleshooting	3
Visual inspection: No boot, no power, no video	3
Blink or beep codes: Interpreting POST diagnostic rear panel LEDs and audible codes	4
Using HP PC Hardware Diagnostics Windows	4
Downloading HP PC Hardware Diagnostics Windows	4
Using HP PC Hardware Diagnostics UEFI	5
Downloading HP PC Hardware Diagnostics (UEFI) to a USB device	5
Before you call for support	6
Backing up, restoring, and recovering in Windows 10	7
Creating recovery media and backups	7
Using Windows tools	7
Restore and recovery	7

Getting started

Activating and customizing the software

 **NOTE:** On select products, the computer does not boot into Windows 10. To do this, you must exit the current system. For more information, see <https://docs.microsoft.com/en-us/skypeforbusiness/manage/skype-room-systems-v2/room-systems-v2-operations#AdminMode>.

Additional information is available in online help after you activate the operating system.

 **NOTE:** Be sure that there is a 10.2 cm (4 inch) clearance at the back of the unit and above the monitor to permit the required airflow.

Activating the Windows Operating System

The first time you turn on the computer, the operating system is set up and activated automatically. This process takes about 5 to 10 minutes. Carefully read and follow the instructions on the screen to complete the activation.

We recommend that you register your computer with HP during operating system set up so you can receive important software updates, facilitate support questions, and sign up for special offers. You can also register your computer with HP using the **Register with HP** app on the Start screen.

 **CAUTION:** After the activation process has begun, **DO NOT TURN OFF THE COMPUTER UNTIL THE PROCESS IS COMPLETE**. Turning off the computer during the activation process may damage the software that runs the computer or prevent its proper installation.

Downloading Windows updates

Microsoft may release updates to the operating system. To help keep the computer running optimally, HP recommends checking for the latest updates during the initial installation and periodically throughout the life of the computer.

Run Windows Update as soon as possible after you set up your computer.

1. From the taskbar, type `Windows Update`, and then from the Search window, select **Check for updates**.
2. Select **Update & recovery**, and then select **Check for updates**.
3. Run Windows Update monthly thereafter.
– or –
 1. Select the question mark icon in the taskbar.
 2. Select **My notebook**, select the **Updates** tab, and then select **Check for updates and messages**.
 3. Follow the on-screen instructions.

Customizing the monitor display

If you wish, you can select or change the monitor refresh rates, screen resolution, color settings, font sizes, and power management settings.

For more information, refer to the online documentation provided with the graphics controller utility or the documentation that came with your monitor.

- ▲ Right-click on the Windows desktop, then select **Personalize** or **Display Settings** to change display settings.

– or –

Select the **Start** icon, select **Settings**, and then select **Personalization** or **System**.

Turning off the computer

To properly turn off the computer, shut down the operating system software.

- ▲ Select the **Start** icon, select the **Power** icon, and then select **Shut down**.

Finding more information



NOTE: Some or all of the following documents are available on the computer hard drive.

- *Getting Started*—Helps you connect the computer and peripheral devices and set up factory-provided software; also includes basic troubleshooting information should you encounter any problems during initial startup.
- *Hardware Reference Guide*—Provides an overview of the product hardware, as well as instructions for upgrading this series of computers; includes information on RTC batteries, memory, and power supply.
- *Maintenance and Service Guide* (English only)—Provides information on parts removal and replacement, troubleshooting, Desktop Management, setup utilities, safety, routine care, connector pin assignments, POST error messages, diagnostic indicator lights and error codes.
- *Regulatory, Safety and Environmental Notices*—Provides safety and regulatory information that ensures compliance with U.S., Canadian, and various international regulations.

Important BIOS settings

The following settings in BIOS require that you shut down the computer for proper configuration. The settings are not enabled by default.

To make sure these settings function properly, enable the setting in BIOS and turn off the computer.



NOTE: If the computer does not go through a normal shutdown, the enabled settings will not work.

S5 Maximum Power Savings. When set to “enable,” the computer is configured to be under 0.5 W when in the off state. To accomplish this lower power level, most wake sources are disabled and some auxiliary power is turned off.

Power On from Keyboard. When set to “enable,” the two rear type A USB ports remain powered when the system is off (S4 or S5). Press any key on the keyboard to turn the computer on.



NOTE: This feature is not available when **S5 Maximum Power Savings** is enabled.

Power On from Cover Buttons. When set to “enable,” the buttons on the Collaboration Cover can power on the computer.



NOTE: This feature is not available when **S5 Maximum Power Savings** is enabled.

This feature requires that **Power On from Keyboard** is set to “enable.”

When **Power On from Keyboard** or **Power On from Cover Buttons** is enabled, **After Power Loss** is changed to **Power On**. This means that if the computer loses power, when the power comes back on, the computer automatically turns on. The computer can then be shut down normally to restore the original power-on setting.

If you encounter issues

There are several means to diagnose and resolve potential issues. HP provides several proprietary diagnostics tools but recommends a sequential troubleshooting approach that addresses the most basic root cause to the more complex. Steps include:

- Visual inspection
- Blink or beep codes
- HP PC Hardware Diagnostics
- HP Support
- System restore
- System recovery

Performing basic troubleshooting

You can find troubleshooting information in the comprehensive *Maintenance and Service Guide* (English only) available under the reference library at <http://www.hp.com/support>. Select your country and language, select **Product Support & Troubleshooting**, enter the model number of the computer, and select **Search**.

Visual inspection: No boot, no power, no video

If you encounter problems with the computer, monitor, or software, see the following list of general suggestions before taking further action:

- Check that the computer and monitor are plugged into a working electrical outlet.
- Check to see that the computer is turned on and the power light is on.
- Check to see that the monitor is turned on and the monitor light is on.
- Turn up the brightness and contrast controls of the monitor if the monitor is dim.
- If the system does not boot, press and hold any key. If the system beeps, then the keyboard is operating correctly.
- Check all cable connections for loose connections or incorrect connections.
- Wake the computer by pressing any key on the keyboard or pressing the power button. If the system remains in sleep mode, shut down the computer by pressing and holding the power button for at least four seconds. Then press the power button again to restart the computer. If the system will not shut down, unplug the power cord, wait a few seconds, and then plug it in again. The computer will restart if automatic start on power loss is set in Computer Setup. If the computer does not restart, press the power button.
- Reconfigure your computer after installing a non-Plug and Play expansion board or other option.
- Be sure that all the needed device drivers have been installed. For example, if you are using a printer, you need a driver for that printer model.

- Remove any bootable media (CD/DVD or USB device) from the system before turning it on.
- If you have installed an operating system other than the factory-installed operating system, check to be sure that it is supported on the system.

 **CAUTION:** When the computer is plugged into an AC power source, there is always voltage applied to the system board. To reduce the risk of system board or component damage, always disconnect the power cord from the power source before opening the computer.

Blink or beep codes: Interpreting POST diagnostic rear panel LEDs and audible codes

If you see flashing LEDs on the rear of the computer or if you hear beeps, see the *Maintenance and Service Guide* (English only) for interpretation and recommended action.

Using HP PC Hardware Diagnostics Windows

HP PC Hardware Diagnostics Windows is a Windows-based utility that allows you to run diagnostic tests to determine whether the computer hardware is functioning properly. The tool runs within the Windows operating system in order to diagnose hardware failures.

If HP PC Hardware Diagnostics Windows is not installed on your computer, first you must download and install it. To download HP PC Hardware Diagnostics Windows, see [Downloading HP PC Hardware Diagnostics Windows on page 4](#)

After HP PC Hardware Diagnostics Windows is installed, follow these steps to access it from HP Help and Support.

1. To access HP PC Hardware Diagnostics Windows from HP Help and Support:
 - a. Select the **Start** button, and then select **HP Help and Support**.
 - b. Right-click **HP PC Hardware Diagnostics Windows**, select **More**, and then select **Run as administrator**.
2. When the tool opens, select the type of diagnostic test you want to run, and then follow the on-screen instructions.

 **NOTE:** If you need to stop a diagnostic test at any time, select **Cancel**.

3. When HP PC Hardware Diagnostics Windows detects a failure that requires hardware replacement, a 24-digit Failure ID code is generated. For assistance in correcting the problem, contact support, and then provide the Failure ID code.

Downloading HP PC Hardware Diagnostics Windows

- The HP PC Hardware Diagnostics Windows download instructions are provided in English only.
- You must use a Windows computer to download this tool because only .exe files are provided.

To download HP PC Hardware Diagnostics Windows, follow these steps:

1. Go to <http://www.hp.com/go/techcenter/pcdiags>. The HP PC Diagnostics home page is displayed.
2. Select **Download HP Diagnostics Windows**, and then select a location on your computer or a USB flash drive.

The tool is downloaded to the selected location.

Using HP PC Hardware Diagnostics UEFI

HP PC Hardware Diagnostics is a Unified Extensible Firmware Interface (UEFI) that allows you to run diagnostic tests to determine whether the computer hardware is functioning properly. The tool runs outside the operating system so that it can isolate hardware failures from issues that are caused by the operating system or other software components.

When HP PC Hardware Diagnostics (UEFI) detects a failure that requires hardware replacement, a 24-digit Failure ID code is generated. This ID code can then be provided to support to help determine how to correct the problem.

 **NOTE:** To start diagnostics on a convertible computer, your computer must be in notebook mode and you must use the keyboard attached.

To start HP PC Hardware Diagnostics (UEFI), follow these steps:

1. Turn on or restart the computer, and quickly press **esc**.
2. Press **f2**.

The BIOS searches three places for the diagnostic tools, in the following order:

- a. Connected USB flash drive

 **NOTE:** To download the HP PC Hardware Diagnostics (UEFI) tool to a USB flash drive, see [Downloading HP PC Hardware Diagnostics \(UEFI\) to a USB device on page 5](#).

- b. Hard drive

- c. BIOS

3. When the diagnostic tool opens, select the type of diagnostic test you want to run, and then follow the on-screen instructions.

 **NOTE:** If you need to stop a diagnostic test, press **esc**.

Downloading HP PC Hardware Diagnostics (UEFI) to a USB device

 **NOTE:** The HP PC Hardware Diagnostics (UEFI) download instructions are provided in English only, and you must use a Windows computer to download and create the HP UEFI support environment because only .exe files are offered.

There are two options to download HP PC Hardware Diagnostics to a USB device.

Download the latest UEFI version

1. Go to <http://www.hp.com/go/techcenter/pcdiags>. The HP PC Diagnostics home page is displayed.
2. Select **Download HP Diagnostics UEFI**, and then select **Run**.

Download HP PC Hardware Diagnostics UEFI by product name or number (select products only)

To download HP PC Hardware Diagnostics UEFI by product name or number (select products only) to a USB flash drive:

1. Go to <http://www.hp.com/support>.
2. Enter the product name or number, select your computer, and then select your operating system.
3. In the **Diagnostic** section, follow the on-screen instructions to select and download the specific UEFI Diagnostics version for your computer.

Before you call for support

 **WARNING!** When the computer is plugged into an AC power source, voltage is always applied to the system board. To reduce the risk of personal injury from electrical shock and/or hot surfaces, be sure to disconnect the power cord from the wall outlet and allow the internal system components to cool before you touch them.

If you are having problems with the computer, try the appropriate solutions as described in the previous sections and summarized below to try to isolate the exact problem before calling for technical support.

- Check the power LED on the rear of the computer to see if it is flashing and listen for a series of beeps emanating from the computer. The flashing lights and/or beeps are error codes that will help you diagnose the problem. Refer to the *Maintenance and Service Guide* (English only) for details.
- If the screen is blank, plug the monitor into a different video port on the computer if one is available. Or, replace the monitor with a monitor that you know is functioning properly.
- If you are working on a network:
 - Use a different network cable to connect your computer to the network.
 - Connect a different computer with a different cable to the network.

If your problem is not resolved, the network jack on your computer or the network wall jack might be faulty.

- If you recently added new hardware, remove the hardware.
- If you recently installed new software, uninstall the software.
- Comprehensive online technical support is also available at <http://www.hp.com/support>.
- If the computer will turn on but will not boot into the operating system, you may run the “pre-boot” diagnostics utility, HP PC Hardware Diagnostics. Refer to [Using HP PC Hardware Diagnostics UEFI on page 5](#) for more information.

You may also access the Business Support Center (BSC) at <http://www.hp.com/go/bizsupport> for the latest online support information, software and drivers, proactive notification, and access to a worldwide community of peers and HP experts.

Comprehensive online technical support is also available at <http://www.hp.com/support>.

If it becomes necessary to call for technical assistance, be prepared to do the following to ensure that your service call is handled properly:

- Before calling:
 - Remove any hardware that was recently added to your system.
 - Remove any software that was recently installed.
 - Write down the product ID number, computer and monitor serial numbers, and the failure ID produced by running the diagnostics, if applicable.
- Be in front of your computer when you call.
- Spend time troubleshooting the problem with the service technician.

 **NOTE:** For sales information and warranty upgrades (HP Care Packs), call your local authorized service provider or dealer.

Backing up, restoring, and recovering in Windows 10

This section provides information about the following processes. The information in the section is standard procedure for most products.

- Creating recovery media and backups
- Restoring and recovering your system

For more information and steps, see the **Get Help** app.

 **NOTE:** You must be connected to the Internet to access the **Get Help** app.

- ▲ Select the **Start** button, and then select the **Get Help** app.

Creating recovery media and backups

The following method of creating recovery media and backups is available on select products only. Choose the method according to your computer model.

- Use Windows tools to create system restore points and create backups of personal information.

 **NOTE:** If storage is 32 GB or less, Microsoft System Restore is disabled by default.

For more information, see [Using Windows tools on page 7](#).

Creating HP Recovery media (select products only)

If you cannot create recovery media yourself, contact support to obtain recovery discs. Go to <http://www.hp.com/support>, select your country or region, and then follow the on-screen instructions.

To create HP Recovery media:

- ▲ Insert the HP Recovery media, and then restart the computer.

Using Windows tools

You can create recovery media, system restore points, and backups of personal information using Windows tools.

 **NOTE:** If storage is 32 GB or less, Microsoft System Restore is disabled by default.

For more information and steps, see the **Get Help** app.

 **NOTE:** You must be connected to the Internet to access the **Get Help** app.

- ▲ Select the **Start** button, and then select the **Get Help** app.

Restore and recovery

There are several options for recovering your system. Choose the method that best matches your situation and level of expertise:

 **IMPORTANT:** Not all methods are available on all products.

What you need to know before you get started

- HP Recovery media must be used if the computer hard drive fails. If you have not already created recovery media, see [Creating HP Recovery media \(select products only\) on page 7](#).
- To use the Factory Reset option (select products only), you must use HP Recovery media. If you have not already created recovery media, see [Creating HP Recovery media \(select products only\) on page 7](#).
- If your computer does not allow the creation of HP Recovery media or if the HP Recovery media does not work, you can obtain recovery media for your system from support. See the *Worldwide Telephone Numbers* booklet included with the computer. You can also find contact information on the HP website. Go to <http://www.hp.com/support>, select your country or region, and follow the on-screen instructions.

Using HP Recovery media to recover

You can use HP Recovery media to recover the original system.

1. If possible, back up all personal files.
2. Insert the HP Recovery media, and then restart the computer.
3. Follow the on-screen instructions.

Changing the computer boot order

If your computer does not restart using the HP Recovery media, you can change the computer boot order. This is the order of devices listed in BIOS where the computer looks for startup information. You can change the selection to an optical drive or a USB flash drive, depending on the location of your HP Recovery media.

To change the boot order:

1. Insert the HP Recovery media.
2. Access the system **Startup** menu:
 - ▲ Turn on or restart the computer, quickly press **esc**, and then press **f9** for boot options.
3. Select the optical drive or USB flash drive from which you want to boot, and then follow the on-screen instructions.