



Getting Started

HP Retail Systems

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Product Notice

This 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 of Windows 10. This computer may require upgraded and/or separately purchased hardware, drivers and/or software to take full advantage of Windows 10 functionality. See <http://www.microsoft.com> for details.

Not all features are available in all editions of Windows 8. This computer may require upgraded and/or separately purchased hardware, drivers and/or software to take full advantage of Windows 8 functionality. See <http://www.microsoft.com> for details.

This computer may require upgraded and/or separately purchased hardware and/or a DVD drive to install the Windows 7 software and take full advantage of Windows 7 functionality. See <http://windows.microsoft.com/en-us/windows7/get-know-windows-7> for details.

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 refund subject to the refund policy of your place of purchase.

For any further information or to request a full refund of the computer, please contact your local point of sale (the 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.

Accessing User Guides and HP Diagnostics (Windows systems)

The menu and books are displayed in the language chosen during initial system setup or as specified later in the Windows Regional Settings. If the Regional Settings do not match one of the supported languages, the menu and books are displayed in English.

To access HP user guides:

- In Windows® 10 Pro and Windows 10 IoT Enterprise for Retail
Select the **Start** button, select **All Apps**, select **HP Help and Support**, and then select **HP Documentation**.
- In other versions of Windows
Select the **Start** button, select **All Programs**, select **HP Help and Support**, and then select **HP User Manuals**.

To access Vision Diagnostics:

- ▲ Refer to *Accessing Vision Diagnostics* in this guide.

To access the *Safety and Comfort Guide*:

- In Windows 10 and Windows 10 IoT Enterprise for Retail
Select the **Start** button, select **All Apps**, select **HP Help and Support**, select **HP Documentation**, and then select **Safety and Comfort Guide**.
- In other versions of Windows
Select the **Start** button, select **All Programs**, select **HP Help and Support**, select **HP User Manuals**, and then select **Safety and Comfort Guide**.

How to Check Warranty and Support Entitlement

Your warranty is available on the hard drive (some models). To access your warranty:

- On select models, the warranty is available on the hard drive.
 - In Windows 10 and Windows 10 IoT Enterprise for Retail
Select the **Start** button, select **All Apps**, select **HP Help and Support**, and then select **Warranty**.
 - In other versions of Windows
Select the **Start** button, select **All Programs**, select **HP Help and Support**, and then select **Warranty**.
- You may check your warranty entitlement by entering your product model number and serial number at:
<http://www.hp.com/support/warranty-lookuptool>
- HP Care Pack Services registration can be checked at:

<http://www.hp.com/go/lookuptool/>

Table of contents

1 Installing and customizing the software	1
Installing the Windows operating system	1
Downloading Windows updates	1
Installing or upgrading device drivers (Windows systems)	2
Customizing the monitor display (Windows systems)	2
Accessing disk image (ISO) files	3
2 Protecting the software	4
3 Using HP Diagnostic Solutions	5
Vision Diagnostics (select models only)	5
Accessing Vision Diagnostics (select models only)	5
HP PC Hardware Diagnostics (select models only)	6
Why run HP PC Hardware Diagnostics	6
How to access and run HP PC Hardware Diagnostics	6
Downloading HP PC Hardware Diagnostics to a USB device	7
4 Turning off the computer	8
5 Finding more information	9
6 Before you call for technical support	10
7 Helpful hints	12
8 Basic troubleshooting	13
Interpreting POST diagnostic front panel LEDs and audible codes	13
9 Backing up, restoring, and recovering in Windows IoT 10 Enterprise	14
Creating recovery media and backups	14
Creating HP Recovery media (select models only)	14
Using Windows tools	15
Restore and recovery	15
Recovering using HP Recovery Manager	16
What you need to know before you get started	16

Using the HP Recovery partition (select models only)	17
Using HP Recovery media to recover	17
Changing the computer boot order	17
Removing the HP Recovery partition (select models only)	18
10 Backing up, restoring, and recovering in Windows 8.1 Pro and Windows Embedded 8.1 Industry Pro Retail	19
Creating recovery media and backups	19
Restoring and recovering using Windows tools	20
Using Reset when the system is not responding	20
Recovery using the Windows recovery USB flash drive	20
Recovery using Windows operating system media (purchased separately)	21
11 Backing up, restoring, and recovering in Windows 7 Professional, Windows Embedded Standard 7, and Windows Embedded POSReady 7	22
Creating recovery media	22
Creating recovery media using HP Recovery Manager (select models only)	23
Creating recovery discs with HP Recovery Disc Creator (select models only)	24
Creating recovery discs	24
Backing up your information	24
System Restore	25
System Recovery	25
System Recovery when Windows is responding	26
System Recovery when Windows is not responding	26
System Recovery using recovery media (select models only)	27
Using HP Recovery Disc operating system discs (select models only)	27
12 Using, updating, and maintaining your PC operating systems (Windows 10 Pro, Windows 10 IoT Enterprise for Retail, Windows 8.1 Pro, Windows Embedded 8.1 Industry Pro Retail, Windows Embedded Standard 7, and Windows Embedded POSReady 7)	29

1 Installing and customizing the software

If your computer was not shipped with a Microsoft operating system, some portions of this documentation do not apply. Additional information is available in online help after you install the operating system.

 **CAUTION:** Do not add optional hardware or third-party devices to the computer until the operating system is successfully installed. Doing so may cause errors and prevent the operating system from installing properly.

Installing the Windows operating system

The first time you turn on the computer, the operating system is installed automatically. This process takes about 5 to 10 minutes, depending on which operating system is being installed. Carefully read and follow the instructions on the screen to complete the installation.

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

 **NOTE:** If the computer shipped with more than one operating system language on the hard drive, the installation process could take up to 60 minutes.

Downloading Windows updates

1. To set up your Internet connection, select the **Start** button, select **Internet Explorer**, and then follow the instructions on the screen.
2. Locate and install updates and service packs.
 - Windows 10 Pro and Windows 10 IoT Enterprise for Retail
 - **a.** Type `update` or `windows update` in the taskbar search box and select **Check for updates**.
 - **b.** Swipe from the right of the screen, select **All settings** and then select **Update & security**.
– or –
 - **▲** Select the **Action Center** icon in the notification area, at the far right of the taskbar, select **All settings** and then select **Update & security**.
 - Windows 8.1 Pro and Windows Embedded 8.1 Industry Pro Retail
 - a.** Point to the upper-right or lower-right corner of the Start screen to display the charms.
 - b.** Select **Settings**, select **Change PC Settings**, and then select **Windows Update** and follow the instructions on the screen.
 - Windows 7 Professional, Windows Embedded Standard 7, and Windows Embedded POSReady 7
 - a.** Select the **Start** button, select **All Programs**, and then select **Windows Update**.

- The **Windows Update** screen appears.
 - b.** Select **view available updates** and make sure all critical updates are selected.
 - c.** Select the **Install** button and follow the instructions on the screen.
- Windows XP and Windows Embedded POSReady 2009
 - a.** Select the **Start** button, select **All Programs**, and then select **Windows Update**.
You will be directed to the **Windows Update website**.
 - b.** If you see one or more pop-up windows that ask you to install a program from <http://www.microsoft.com>, select **Yes** to install the program.
 - c.** Follow the instructions on the Microsoft website to scan for updates and install critical updates and service packs.

It is recommended that you install all of the critical updates and service packs.

- 3.** After the updates have been installed, Windows will prompt you to reboot the machine. Be sure to save any files or documents that you may have open before rebooting. Then select **Yes** to reboot the machine.
- 4.** Run Windows Update monthly thereafter.

Installing or upgrading device drivers (Windows systems)

When installing optional hardware devices after the operating system installation is complete, you must also install the drivers for each of the devices.

If prompted for the i386 directory, replace the path specification with `C:\i386`, or use the **Browse** button in the dialog box to locate the i386 folder. This action points the operating system to the appropriate drivers.

Obtain the latest support software, including support software for the operating system from <http://www.hp.com/support>. Select your country and language, select **Drivers & Downloads**, enter the model number of the computer, and select the **Go** button.

Customizing the monitor display (Windows systems)

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

You can customize display settings for the Start screen and desktop.

- Windows 10 Pro and Windows 10 IoT Enterprise for Retail
 - To customize the display settings:
 - a.** Type `display` or `display settings` in the taskbar search box and select **Display settings**.
– or –
Right-click the desktop and select **Display settings**.
 - b.** Select the **Action Center** icon in the notification area, at the far right of the taskbar, select **All settings** and then select **System**.
 - To personalize the display settings:
 - ▲ Type `personalize` in the taskbar search box and select **Personalization**.

2 Protecting the software

To protect the software from loss or damage, keep a backup copy of all system software, applications, and related files stored on the hard drive. Refer to the operating system or backup utility documentation for instructions on making backup copies of your data files.

If you cannot create system recovery CDs or DVDs, you can order a recovery USB flash drive from the HP support center. To obtain the support center telephone number for your region see <http://www.hp.com/support/contactHP>.

3 Using HP Diagnostic Solutions

The HP diagnostic strategy has changed over time. Vision Diagnostics was used on Retail units in a Windows environment until October of 2012. Since November 2012, HP is utilizing HP PC Hardware Diagnostics, which are diagnostics used outside the Windows environment.

Vision Diagnostics (select models only)

 **NOTE:** Vision Diagnostics is included on CD with some computer models only.

The Vision Diagnostics utility allows you to view information about the hardware configuration of the computer and perform hardware diagnostic tests on the subsystems of the computer. The utility simplifies the process of effectively identifying, diagnosing, and isolating hardware issues.

The Survey tab is displayed when you invoke Vision Diagnostics. This tab shows the current configuration of the computer. From the Survey tab, there is access to several categories of information about the computer. Other tabs provide additional information, including diagnostic test options and test results. The information in each screen of the utility can be saved as an html file and stored on a diskette or USB flash drive.

Use Vision Diagnostics to determine if all the devices installed on the computer are recognized by the system and functioning properly. Running tests is optional but recommended after installing or connecting a new device.

You should run tests, save the test results, and print them so that you have printed reports available before placing a call to the Customer Support Center.

 **NOTE:** Third party devices may not be detected by Vision Diagnostics.

Accessing Vision Diagnostics (select models only)

To access Vision Diagnostics, you must copy the utility onto a USB flash drive then boot to the USB flash drive.

 **NOTE:** Vision Diagnostics is included with some computer models only.

If you have already downloaded Vision Diagnostics to a USB flash drive, then begin the following procedure at step 2.

1. Select the **Start** button, select **All Programs**, select **HP Help and Support**, select **HP Vision Diagnostics USB Creation**, and then follow the wizard prompts to install Vision Diagnostics on the USB flash drive.
2. While the computer is on, insert the USB flash drive into a USB port on the computer.
3. Shut down the operating system and turn off the computer.
4. Turn on the computer. The system will boot into Vision Diagnostics.

 **NOTE:** If the system does not boot to the USB flash drive, you may need to change the boot order in the Computer Setup utility. Refer to the *Maintenance and Service Guide* (English only) for more information.

5. At the boot menu, select either the **Vision Diagnostics** utility to test the various hardware components in the computer or the **HP Memory Test** utility to test memory only.

 **NOTE:** The HP Memory Test is a comprehensive memory diagnostic utility that is run as a stand-alone application, outside of Vision Diagnostics.

6. If running **Vision Diagnostics**, select the appropriate language and select **Continue**.
7. In the End User License Agreement page, select **Agree** if you agree with the terms. The Vision Diagnostics utility launches with the Survey tab displayed.

HP PC Hardware Diagnostics (select models only)

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

Why run HP PC Hardware Diagnostics

The HP PC Hardware Diagnostic tools simplify the process of diagnosing hardware issues and expedite the support process when issues are found. The tools save time by pinpointing the component that needs to be replaced.

- **Isolate true hardware failures:** The diagnostics run outside of the operating system so they effectively isolate hardware failures from issues that may be caused by the operating system or other software components.
- **Failure ID:** When a failure is detected that requires hardware replacement, a 24-digit Failure ID is generated. This ID can then be provided to the call agent, who will either schedule support or provide replacement parts.

How to access and run HP PC Hardware Diagnostics

 **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 drive

 **NOTE:** To download the HP PC Hardware Diagnostics (UEFI) tool to a USB drive, see [Downloading HP PC Hardware Diagnostics to a USB device on page 7](#).

- 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 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. In the HP PC Hardware Diagnostics section, click the **Download** link, and then select **Run**.

Download any version of UEFI for a specific product

1. Go to <http://www.hp.com/support>, and then select your country. The HP Support page is displayed.
2. Click **Drivers & Downloads**.
3. Use the categories listed to find your product.

– or –

Click **Find Now** to let HP automatically detect your product.

4. Select your computer, and then select your operating system.
5. In the **Diagnostic** section, follow the on-screen instructions to select and download the UEFI version you want.

4 Turning off the computer

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

- Windows 10 IoT Enterprise
 - ▲ Select the **Start** button, select the **Power** icon, and then select **Shut down**.
- Windows 8.1 Pro and Windows Embedded 8.1 Industry Pro Retail
 - ▲ Point to the upper-right or lower-right corner of the Start screen to display the charms, select **Settings**, select **Power**, and then select **Shut down**.
- Windows 7 Professional, Windows Embedded Standard 7, and Windows Embedded POSReady 7
 - ▲ Select the **Start** button and then select **Shut Down**.

Depending on the operating system, pressing the power button may cause the computer to enter a low-power or “standby” state instead of automatically turning the power off. This allows you to conserve energy without closing software applications; later, you can start using the computer immediately without having to restart the operating system and without losing any data.

 **CAUTION:** Manually forcing the computer off will cause the loss of any unsaved data.

To force the computer off manually and bypass the “standby state,” press and hold the power button for four seconds.

On some models, you can reconfigure the power button to work in On/Off mode by running Computer Setup. Refer to the *Maintenance and Service Guide* (English only) for more information about using the Computer Setup utility.

5 Finding more information

Various publications are available on the computer hard drive. To access the publications:

- In Windows 10 Pro and Windows 10 IoT Enterprise for Retail
Select the **Start** button, select **All Apps**, select **HP Help and Support**, and then select **HP Documentation**.
- In other versions of Windows
Select the **Start** button, select **All Programs**, and then select **HP User Manuals**.



NOTE: Not all of the publications listed are included on all models.

- *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, 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.

6 Before you call for technical 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 touching.

If you are having problems with the computer, try the appropriate solutions below to try to isolate the exact problem before calling for technical support.

- Run the HP Diagnostic Solution.
- Run the Drive Protection System (DPS) Self-Test in Computer Setup. Refer to the *Maintenance and Service Guide* (English only) for more information.



NOTE: The Drive Protection System (DPS) Self-Test software is available on some models only.

- Check the power LED on the front of the computer to see if it is flashing or 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, change out the monitor with a monitor that you know is functioning properly.
- If you are working on a network, plug another computer with a different cable into the network connection. There may be a problem with the network plug or cable.
- If you recently added new hardware, remove the hardware and see if the computer functions properly.
- If you recently installed new software, uninstall the software and see if the computer functions properly.
- Boot the computer to the Safe Mode to see if it will boot without all of the drivers loaded. When booting the operating system, use “Last Known Configuration.”
- Refer to the comprehensive online technical support at <http://www.hp.com/support>.
- Refer to [Helpful hints on page 12](#) in this guide for more general suggestions.
- Refer to the comprehensive *Maintenance and Service Guide* (English only) for more detailed information.

To assist you in resolving problems online, HP Support Wizard provides you with self-solve diagnostics. If you need to contact HP support, use HP Support Wizard's online chat feature. Access HP Support Wizard at: <http://www.hp.com/go/ispe>.

Access the HP Support Center at <http://www.hp.com/go/bizsupport> for the latest online support information, software and drivers, proactive notification, and worldwide community of peers and HP experts.

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

- Be in front of your computer when you call.
- Write down the computer serial number and product ID number, and the monitor serial number before calling.
- Spend time troubleshooting the problem with the service technician.
- Remove any hardware that was recently added to your system.
- Remove any software that was recently installed.



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

7 Helpful hints

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.
- Press and hold any key. If the system beeps, then the keyboard should be 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 suspend 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, then plug it in again. The computer will restart if automatic start on power loss is set in Computer Setup. If it does not restart, press the power button to start the computer.
- 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 model printer.
- Remove all removable 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.
- If the system has multiple video sources (embedded, PCI, or PCI-Express adapters) installed (embedded video on some models only) and a single monitor, the monitor must be plugged into the monitor connector on the source selected as the primary input source. During boot, the other monitor connectors are disabled and if the monitor is connected into these ports, the monitor will not function. You can select which source will be the default input source in Computer Setup.

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

8 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 **Troubleshooting**, enter the model number of the computer, and press the **Go** button.

Interpreting POST diagnostic front panel LEDs and audible codes

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

9 Backing up, restoring, and recovering in Windows IoT 10 Enterprise

This chapter provides information about the following processes. The information in the chapter is standard procedure for most models.

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

For additional information, refer to Help and Support.

- ▲ Select the **Start** button, select **All Apps**, and then select **HP Help and Support**.

Creating recovery media and backups

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

- Use HP Recovery Manager after you successfully set up the computer. This step creates a backup of the HP Recovery partition on the computer. The backup can be used to reinstall the original operating system in cases where the hard drive is corrupted or has been replaced. For information on creating recovery media, see [Creating HP Recovery media \(select models only\) on page 14](#). For information on the recovery options that are available using the recovery media, see [Recovering using HP Recovery Manager on page 16](#).
- Use Windows tools to create system restore points and create backups of personal information.

For more information, see [Using Windows tools on page 15](#).

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

Creating HP Recovery media (select models only)

 **IMPORTANT:** If your computer does not list a Create Recovery Media option, you can obtain recovery media for your system from support. You can find contact information from the HP website. Go to <http://www.hp.com/support>, select your country or region, and follow the on-screen instructions.

HP Recovery Manager is a software program that allows you to create recovery media (using either a flash drive or set of DVDs) after you successfully set up the computer. HP Recovery media can be used to perform system recovery if the hard drive becomes corrupted. System recovery reinstalls the original operating system and the software programs installed at the factory and then configures the settings for the programs. HP Recovery media can also be used to customize the system or restore the factory image if you replace the hard drive.

- Only one set of recovery media can be created. Handle these recovery tools carefully, and keep them in a safe place.
- HP Recovery Manager examines the computer and determines the required storage capacity for the media that will be required.
- To create recovery discs, your computer must have an optical drive with DVD writer capability, and you must use only high-quality blank DVD-R, DVD+R, DVD-R DL, or DVD+R DL discs. Do not use rewritable

discs such as CD±RW, DVD±RW, double-layer DVD±RW, or BD-RE (rewritable Blu-ray) discs; they are not compatible with HP Recovery Manager software. Or, instead, you can use a high-quality blank USB flash drive.

- If your computer does not include an integrated optical drive with DVD writer capability, but you would like to create DVD recovery media, you can use an external optical drive (purchased separately) to create recovery discs. If you use an external optical drive, it must be connected directly to a USB port on the computer; the drive cannot be connected to a USB port on an external device, such as a USB hub. If you cannot create the DVD media yourself, you can obtain recovery discs for your computer from HP. You can find contact information from the HP website. Go to <http://www.hp.com/support>, select your country or region, and follow the on-screen instructions.
- Be sure that the computer is connected to AC power before you begin creating the recovery media.
- The creation process can take an hour or more. Do not interrupt the creation process.
- If necessary, you can exit the program before you have finished creating all of the recovery DVDs. HP Recovery Manager will finish burning the current DVD. The next time you start HP Recovery Manager, you will be prompted to continue.

To create HP Recovery media:

1. Type `recovery` in the taskbar search box, and then select **HP Recovery Manager**.
2. Select **Yes** to allow this app to make changes to your PC.
3. Select **Create Recovery Media**, and then follow the on-screen instructions.

If you ever need to recover the system, see [Recovering using HP Recovery Manager on page 16](#).

Using Windows tools

You can use Windows tools to create system restore points and create backups of personal information.



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

For more information and steps, see Help and Support.

- ▲ Select the **Start** button, select **All Apps**, and then select **HP Help and Support**.

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 models.

- Windows offers several options for restoring or recovering your system. For more information see Help and Support.
 - ▲ Select the **Start** button, select **All Apps**, and then select **HP Help and Support**.
- If you need to correct a problem with a preinstalled application or driver, use the Reinstall drivers and/or applications option of HP Recovery Manager to reinstall the individual application or driver.
 - ▲ Type `recovery` in the taskbar search box, select **HP Recovery Manager**, select **Reinstall drivers and/or applications**, and then follow the on-screen instructions.
- On select models, if you want to reset your computer using a minimized image, you can choose the HP Minimized Image Recovery option from the HP Recovery partition or HP Recovery media. Minimized

Image Recovery installs only drivers and hardware-enabling applications. Other applications included in the image continue to be available for installation through the Reinstall drivers and/or applications option in HP Recovery Manager.

For more information, see [Recovering using HP Recovery Manager on page 16](#).

- If you want to recover the Windows partition to original factory content, you can choose the System Recovery option from the HP Recovery partition (select models only) or use the HP Recovery media. For more information, see [Recovering using HP Recovery Manager on page 16](#). If you have not already created recovery media, see [Creating HP Recovery media \(select models only\) on page 14](#).
- On select models, if you want to recover the computer's original factory partition and content, or if you have replaced the hard drive, you can use the Factory Reset option of HP Recovery media. For more information, see [Recovering using HP Recovery Manager on page 16](#).
- On select models, if you want to remove the recovery partition to reclaim hard drive space, HP Recovery Manager offers the Remove Recovery Partition option.

For more information, see [Removing the HP Recovery partition \(select models only\) on page 18](#).

Recovering using HP Recovery Manager

HP Recovery Manager software allows you to recover the computer to its original factory state by using the HP Recovery media that you either created or that you obtained from HP, or by using the HP Recovery partition (select models only). If you have not already created recovery media, see [Creating HP Recovery media \(select models only\) on page 14](#).

What you need to know before you get started

- HP Recovery Manager recovers only software that was installed at the factory. For software not provided with this computer, you must either download the software from the manufacturer's website or reinstall the software from the media provided by the manufacturer.



IMPORTANT: Recovery through HP Recovery Manager should be used as a final attempt to correct computer issues.

- 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 \(select models only\) on page 14](#).
- To use the Factory Reset option (select models only), you must use HP Recovery media. If you have not already created recovery media, see [Creating HP Recovery media \(select models only\) on page 14](#).
- 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. You can find contact information from the HP website. Go to <http://www.hp.com/support>, select your country or region, and follow the on-screen instructions.



IMPORTANT: HP Recovery Manager does not automatically provide backups of your personal data. Before beginning recovery, back up any personal data you want to retain.

Using HP Recovery media, you can choose from one of the following recovery options:



NOTE: Only the options available for your computer display when you start the recovery process.

- System Recovery—Reinstalls the original operating system, and then configures the settings for the programs that were installed at the factory.
- Minimized Image Recovery (select models only)—Reinstalls the operating system and all hardware-related drivers and software, but not other software applications.
- Factory Reset—Restores the computer to its original factory state by deleting all information from the hard drive and re-creating the partitions. Then it reinstalls the operating system and the software that was installed at the factory.

The HP Recovery partition (select models only) allows System Recovery and Minimized Image Recovery (select models only).

Using the HP Recovery partition (select models only)

The HP Recovery partition allows you to perform a system recovery or, on select models, minimized image recovery without the need for recovery discs or a recovery USB flash drive. This type of recovery can be used only if the hard drive is still working.

To start HP Recovery Manager from the HP Recovery partition:

1. Type `recovery` in the taskbar search box, select **HP Recovery Manager**, and then select **HP Recovery Environment**.
– or –
Press **f11** while the computer boots, or press and hold **f11** as you press the power button.
2. Select **Troubleshoot** from the boot options menu.
3. Select **Recovery Manager**, and then follow the on-screen instructions.

Using HP Recovery media to recover

You can use HP Recovery media to recover the original system. This method can be used if your system does not have an HP Recovery partition or if the hard drive is not working properly.

1. If possible, back up all personal files.
2. Insert the HP Recovery media, and then restart the computer.



NOTE: If the computer does not automatically restart in HP Recovery Manager, change the computer boot order. See [Changing the computer boot order on page 17](#).

3. Follow the on-screen instructions.

Changing the computer boot order

If your computer does not restart in HP Recovery Manager, you can change the computer boot order, which 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.

To change the boot order:

1. Insert the HP Recovery media.
2. Start Computer Setup:
 - ▲ Turn on or restart the computer or tablet, 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.
4. Follow the on-screen instructions.

Removing the HP Recovery partition (select models only)

HP Recovery Manager software allows you to remove the HP Recovery partition to free up hard drive space.



IMPORTANT: After you remove the HP Recovery partition, you can no longer use the Windows Refresh option or the Windows option to remove everything and reinstall Windows. In addition, you will not be able to perform System Recovery or Minimized Image Recovery from the HP Recovery partition. So before you remove the Recovery partition, create HP Recovery media; see [Creating HP Recovery media \(select models only\) on page 14](#).

Follow these steps to remove the HP Recovery partition:

1. Type `recovery` in the taskbar search box, select **HP Recovery Manager**.
2. Select **Remove Recovery Partition**, and then follow the on-screen instructions.

10 Backing up, restoring, and recovering in Windows 8.1 Pro and Windows Embedded 8.1 Industry Pro Retail

Your computer includes tools provided by HP and Windows to help you safeguard your information and retrieve it if you ever need to. These tools will help you return your computer to a proper working state or even back to the original factory state, all with simple steps.

This section provides information about the following processes:

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



NOTE: This section describes an overview of backing up, restoring, and recovering options. For more details about the tools provided, see Help and Support. From the Start screen, type `help`, and then select **Help and Support**.

Creating recovery media and backups

Recovery after a system failure is only as good as your most recent backup.

1. After you successfully set up the computer, create recovery media. This step creates a backup of the recovery partition on the computer. The backup can be used to reinstall the original operating system in cases where the hard drive is corrupted or has been replaced.



NOTE: There is no recovery partition on systems with a 32GB SSD. For those systems, you must use the recovery media in the box or that can be obtained from HP Services.

You will use a USB flash drive to create a bootable recovery drive that can be used to troubleshoot a computer that is unable to start. The USB flash drive can be used to reinstall the original operating system and the programs that were installed at the factory.



NOTE: Any information on the USB flash drive will be erased before the recovery media is created.

- To create the Windows 8.1 or Industry 8.1 recovery media, from the Start screen, type `recovery drive`, then select **Create a recovery drive**. Follow the on-screen instructions to continue.
 - To create the Windows 8 recovery media, from the Start screen, type `recovery drive`, select **Settings**, then select **Create a recovery drive**. Follow the on-screen instructions to continue.
2. Use the Windows tools to create system restore points and create backups of personal information. For more information and steps, see Help and Support. From the Start screen, type `help`, and then select **Help and Support**.

Restoring and recovering using Windows tools

Windows offers several options for restoring from backup, refreshing the computer, and resetting the computer to its original state. For more information and steps, see Help and Support. From the Start screen, type `help`, and then select **Help and Support**.

Using Reset when the system is not responding

-
-  **NOTE:** You may be prompted by User Account Control for your permission or password when you perform certain tasks. To continue a task, select the appropriate option. For information about User Account Control, see Help and Support. From the Start screen, type `help`, and then select **Help and Support**.
-  **IMPORTANT:** Reset does not provide backups of your information. Before using Reset, back up any personal information you wish to retain.
-

If Windows recovery steps are not working and the system is not responding, use these steps to start Reset:

1. If possible, back up all personal files.
2. If possible, check for the presence of the HP Recovery partition:
 - For Windows 8.1 or Industry 8.1, from the Start screen, type `pc`, and then select **This PC**.
 - For Windows 8, from the Start screen, type `c`, and then select **Computer**.

 **NOTE:** If the HP Recovery partition is not listed, or you cannot check for its presence, you must recover using the recovery media you created; see [Recovery using the Windows recovery USB flash drive on page 20](#). Or you must use the Windows operating system media and the *Driver Recovery* media (purchased separately); see [Recovery using Windows operating system media \(purchased separately\) on page 21](#).

3. If the HP Recovery partition is listed, restart the computer, and then press `esc` while the HP logo is displayed. The computer Startup Menu displays.
4. Press `f11` to select the System Recovery option.
5. Choose your keyboard layout.
6. Select **Troubleshoot**.
7. Select **Reset**.
8. Follow the on-screen instructions to continue.

Recovery using the Windows recovery USB flash drive

To recover your system using the recovery USB flash drive you previously created:

 **NOTE:** If you did not create a recovery USB flash drive or the one you created does not work, see [Recovery using Windows operating system media \(purchased separately\) on page 21](#).

1. If possible, back up all personal files.
2. Insert the recovery USB flash drive you created into a USB port on your computer.
3. Restart the computer and as soon as you see the HP logo screen, press `f9` to display a list of boot devices. Use the arrow keys to select your USB flash drive from the UEFI Boot Sources list. Press `Enter` to boot from that device.
4. Choose your keyboard layout.

5. Select **Troubleshoot**.
6. Select **Refresh your PC**.
7. Follow the on-screen instructions.

Recovery using Windows operating system media (purchased separately)

To order a Windows operating system DVD, contact support. Go to <http://www.hp.com/support>, select your country or region, and follow the on-screen instructions.

 **CAUTION:** Using Windows operating system media completely erases the hard drive contents and reformats the hard drive. All files that you have created and any software that you have installed on the computer are permanently removed. When reformatting is complete, the recovery process helps you restore the operating system, as well as drivers, software, and utilities.

To initiate recovery using Windows operating system media:

 **NOTE:** This process takes several minutes.

1. If possible, back up all personal files.
2. Restart the computer, and then follow the instructions provided with the Windows operating system media to install the operating system.
3. When prompted, press any keyboard key.
4. Follow the on-screen instructions.

After the repair is completed and the Windows desktop appears:

1. Remove the Windows operating system media, and then insert the *Driver Recovery* media.
2. Install the Hardware Enabling Drivers first, and then install Recommended Applications.

11 Backing up, restoring, and recovering in Windows 7 Professional, Windows Embedded Standard 7, and Windows Embedded POSReady 7

Your computer includes tools provided by HP and Windows to help you safeguard your information and retrieve it if you ever need to. These tools will help you return your computer to a proper working state or even back to the original factory state, all with simple steps.

This section provides information about the following processes:

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

 **NOTE:** This section describes an overview of backing up, restoring, and recovering options. For more details about the Windows Backup and Restore tools provided, see Help and Support. To access Help and Support, select the **Start** button and then select **Help and Support**.

Recovery after a system failure is only as good as your most recent backup.

1. After you successfully set up the computer, create recovery media. This media can be used to reinstall the original operating system in cases where the hard drive is corrupted or has been replaced. See [Creating recovery media on page 22](#).
2. As you add hardware and software programs, create system restore points. A system restore point is a snapshot of certain hard drive contents saved by Windows System Restore at a specific time. A system restore point contains information that Windows uses, such as registry settings. Windows creates a system restore point for you automatically during a Windows update and during other system maintenance (such as a software update, security scanning, or system diagnostics). You can also manually create a system restore point at any time. For more information and steps for creating specific system restore points, see Help and Support. To access Help and Support, select the **Start** button and then select **Help and Support**.
3. As you add photos, video, music, and other personal files, create a backup of your personal information. If files are accidentally deleted from the hard drive and they can no longer be restored from the Recycle Bin, or if files become corrupted, you can restore the files that you backed up. In case of system failure, you can use the backup files to restore the contents of your computer. See [Backing up your information on page 24](#).

 **NOTE:** HP recommends that you print the recovery procedures and save them for later use, in case of system instability.

Creating recovery media

After you successfully set up the computer, create recovery media. The media can be used to reinstall the original operating system in cases where the hard drive is corrupted or has been replaced.

There are two types of recovery media. To determine which steps to follow for your computer:

1. Select the **Start** button.
2. Select **All Programs**.
 - If **Security and Protection** is listed, continue with the steps in [Creating recovery media using HP Recovery Manager \(select models only\) on page 23](#).
 - If **Productivity and Tools** is listed, continue with the steps in [Creating recovery discs with HP Recovery Disc Creator \(select models only\) on page 24](#).

Creating recovery media using HP Recovery Manager (select models only)

- To create recovery discs, your computer must have a DVD writer. Use DVD+R or DVD-R discs (purchased separately). The discs you use will depend on the type of optical drive you are using.

 **NOTE:** DVD+R DL, DVD-R DL, or DVD±RW disc are not supported.

- You have the option of creating a recovery USB flash drive instead, using a high-quality USB drive.
- If you are creating recovery discs, be sure to use high-quality discs. It is normal for the system to reject defective discs. You will be prompted to insert a new blank disc to try again.
- The number of discs in the recovery-disc set depends on your computer model (typically 3 to 6 DVDs). The Recovery Media Creation program tells you the specific number of blank discs needed to make the set. If you are using a USB flash drive, the program will tell you the size of the drive required to store all the data (minimum of 8 GB).

 **NOTE:** The process of creating recovery media is lengthy. You can quit the process at any time. The next time you initiate the process, it resumes where it left off.

 **NOTE:** Do not use media cards for creating recovery media. The system may not be able to boot up from a media card and you may not be able to run system recovery.

To create recovery discs:

1. Close all open programs.
2. Select the **Start** button, select **All Programs**, select **Security and Protection**, select **Recovery Manager**, and then select **HP Recovery Media Creation**. If prompted, select **Yes** to allow the program to continue.
3. Select **Create recovery media using blank DVD(s)** and then select **Next**.
4. Follow the on-screen instructions. Label each disc after you make it (for example, Recovery 1, Recovery 2), and then store the discs in a secure place.

To create a recovery USB flash drive:

 **NOTE:** You must use a USB flash drive with a capacity of at least 8 GB.

 **NOTE:** Recovery Media Creation formats the USB flash drive, deleting any files on it.

1. Close all open programs.
2. Insert the USB flash drive into a USB port on the computer.
3. Select the **Start** button, select **All Programs**, select **Security and Protection**, select **Recovery Manager**, and then select **Recovery Media Creation**.
4. Select **Create recovery media with a USB flash drive** and then select **Next**.

5. Select the USB flash drive from the list of media. The program will let you know how much storage is required to create the recovery drive. If the USB flash drive does not have enough storage capacity, it will appear grayed out, and you must replace it with a larger USB flash drive. Select **Next**.
6. Follow the on-screen instructions. When the process is complete, label the USB flash drive and store it in a secure place.

Creating recovery discs with HP Recovery Disc Creator (select models only)

HP Recovery Disc Creator is a software program that offers an alternative way to create recovery discs on select models. After you successfully set up the computer, you can create recovery discs using HP Recovery Disc Creator. The recovery discs allow you to reinstall your original operating system as well as select drivers and applications if the hard drive becomes corrupted. HP Recovery Disc Creator creates two kinds of recovery discs:

- Operating system DVD—Installs the operating system without additional drivers or applications.
- *Driver Recovery* DVD—Installs specific drivers and applications only, in the same way that the HP Software Setup utility installs drivers and applications.

To create recovery discs, your computer must have a DVD writer. Use any of the following types of discs (purchased separately): DVD+R, DVD+R DL, DVD-R, DVD-R DL, or DVD±RW. The discs you use will depend on the type of optical drive you are using.

Creating recovery discs



NOTE: The operating system DVD can be created only once. The option to create that media will not be available after you create a Windows DVD.

To create the Windows DVD:

1. Select the **Start** button, select **All Programs**, select **Productivity and Tools**, and then select **HP Recovery Disc Creator**.
2. Select **Windows disk**.
3. From the drop-down menu, select the drive for burning the recovery media.
4. Select the **Create** button to start the burning process. Label the disc after you create it, and store it in a secure place.

After the operating system DVD has been created, create the *Driver Recovery* DVD:

1. Select the **Start** button, select **All Programs**, select **Productivity and Tools**, and then select **HP Recovery Disc Creator**.
2. Select **Driver disk**.
3. From the drop-down menu, select the drive for burning the recovery media.
4. Select the **Create** button to start the burning process. Label the disc after you create it, and store it in a secure place.

Backing up your information

You should create your initial backup immediately after initial system setup. As you add new software and data files, you should continue to back up your system on a regular basis to maintain a reasonably current backup. Your initial and subsequent backups allow you to restore your data and settings if a failure occurs.

You can back up your information to an optional external hard drive, a network drive, or discs.

Note the following when backing up:

- Store personal files in the Documents library, and back it up regularly.
- Back up templates that are stored in their associated directories.
- Save customized settings that appear in a window, toolbar, or menu bar by taking a screen shot of your settings. The screen shot can be a time-saver if you have to reset your preferences.
- When backing up to discs, number each disc after removing it from the drive.

 **NOTE:** For detailed instructions on various backup and restore options, perform a search for these topics in Help and Support. To access Help and Support, select the **Start** button and then select **Help and Support**.

 **NOTE:** You may be prompted by User Account Control for your permission or password when you perform certain tasks. To continue a task, select the appropriate option. For information about User Account Control, see Help and Support: Select the **Start** button and then select **Help and Support**.

To create a backup using Windows Backup and Restore:

 **NOTE:** The backup process may take over an hour, depending on file size and the speed of the computer.

1. Select the **Start** button, select **All Programs**, select **Maintenance**, and then select **Backup and Restore**.
2. Follow the on-screen instructions to set up your backup.

System Restore

If you have a problem that might be due to software that you installed on your computer, or if you want to restore the system to a previous state without losing any personal information, use System Restore to return the computer to a previous restore point.

 **NOTE:** Always use this System Restore procedure before you use the System Recovery feature.

To start System Restore:

1. Close all open programs.
2. Select the **Start** button, right-click **Computer**, and then select **Properties**.
3. Select **System protection**, select **System Restore**, select **Next**, and then follow the on-screen instructions.

System Recovery

 **WARNING!** This procedure will delete all user information. To prevent loss of information, be sure to back up all user information so you can restore it after recovery.

System Recovery completely erases and reformats the hard disk drive, deleting all data files that you have created, and then reinstalls the operating system, programs, and drivers. However, you must reinstall any software that was not installed on the computer at the factory. This includes software that came on media included in the computer accessory box, and any software programs you installed after purchase. Any personal files must be restored from backups you made.

If you were not able to create system recovery DVDs or USB flash drive, you can order a recovery disc set from support. Go to <http://www.hp.com/support>, select your country or region, and follow the on-screen instructions.



NOTE: Always use the System Restore procedure before you use the System Recovery program. See [System Restore on page 25](#).

You must choose one of the following methods to perform a System Recovery:

- Recovery image — Run System Recovery from a recovery image stored on your hard disk drive. The recovery image is a file that contains a copy of the original factory-shipped software. To perform a System Recovery from a recovery image, see [System Recovery when Windows is responding on page 26](#) or [System Recovery when Windows is not responding on page 26](#).
- Recovery media — Run System Recovery from recovery media that you have created from files stored on your hard disk drive or purchased separately. See [System Recovery using recovery media \(select models only\) on page 27](#).

System Recovery when Windows is responding



CAUTION: System Recovery deletes all data and programs you created or installed. Before you begin, back up any important data to a CD or DVD or to a USB flash drive.



NOTE: In some cases, you must use recovery media for this procedure. If you have not already created this media, follow the instructions in [Creating recovery media on page 22](#).

If the computer is working and the operating system is responding, use these steps to perform a System Recovery:

1. Turn off the computer.
2. Disconnect all peripheral devices from the computer except the monitor, keyboard, and mouse.
3. Turn on the computer.
4. When Windows has loaded, select the **Start** button, and then select **All Programs**.
 - If **Security and Protection** is listed, continue with step 5.
 - If **Productivity and Tools** is listed, follow the steps in [System Recovery when Windows is not responding on page 26](#).
5. Select **Security and Protection**, select **Recovery Manager**, and then select **Recovery Manager**. If prompted, select **Yes** to allow the program to continue.
6. Under **I need help immediately**, select **System Recovery**.
7. Select **Yes** and then select **Next**. Your computer restarts.
8. When the computer restarts, you will see the Recovery Manager welcome screen again. Under **I need help immediately**, select **System Recovery**. If you are prompted to back up your files, and you have not done so, select **Back up your files first (recommended)**, and then select **Next**. Otherwise, select **Recover without backing up your files**, and then select **Next**.
9. System Recovery begins. After System Recovery is complete, select **Finish** to restart the computer.
10. When Windows has loaded, shut down the computer, reconnect all peripheral devices, and then turn the computer back on.

System Recovery when Windows is not responding



CAUTION: System Recovery deletes all data and programs you created or installed.

If Windows is not responding, but the computer is working, follow these steps to perform a System Recovery.

1. Turn off the computer. If necessary, press and hold the power button until the computer turns off.
2. Disconnect all peripheral devices from the computer, except the monitor, keyboard, and mouse.
3. Press the power button to turn on the computer.
4. As soon as you see the HP logo screen, repeatedly press the **f11** key on your keyboard until the *Windows is Loading Files...* message appears on the screen.
5. At the HP Recovery Manager screen, follow the on-screen instructions to continue.
6. When Windows has loaded, shut down the computer, reconnect all peripheral devices, and then turn the computer back on.

System Recovery using recovery media (select models only)

Use the steps provided in this section if you created recovery media using [Creating recovery media using HP Recovery Manager \(select models only\) on page 23](#). If you used HP Recovery Disc Creator to create an operating system DVD and a *Driver Recovery* DVD, use the steps in [Using HP Recovery Disc operating system discs \(select models only\) on page 27](#).

 **CAUTION:** System Recovery deletes all data and programs you have created or installed. Back up any important data to a CD or DVD or to a USB flash drive.

To perform a System Recovery using recovery media:

1. If you are using a set of DVDs, insert the first recovery disc into the DVD drive tray, and close the tray. If you are using a recovery USB flash drive, insert it into a USB port.
2. Select the **Start** button and then select **Shut Down**.

– or –

If the computer is not responding, press and hold the power button for approximately 5 seconds or until the computer turns off.
3. Disconnect all peripheral devices from the computer except the monitor, keyboard, and mouse.
4. Press the power button to turn on the computer, and press **Esc** as the computer is powering on to display the startup menu.
5. Use the arrow keys to select the boot menu, and press **Enter**. Use the arrow keys to select the location where the recovery media is inserted (USB or DVD). Press **Enter** to boot from that device.
6. If Recovery Manager asks if you want to run System Recovery from Media or Hard Drive, select **Media**. On the Welcome screen, under **I need help immediately**, select **Factory Reset**.
7. If you are prompted to back up your files, and you have not done so, select **Back up your files first (recommended)**, and then select **Next**. Otherwise, select **Recover without backing up your files** and then select **Next**.
8. If you are prompted to insert the next recovery disc, do so.
9. When Recovery Manager is finished, remove the recovery disc or the recovery USB flash drive from the system.
10. Select **Finish** to restart the computer.

Using HP Recovery Disc operating system discs (select models only)

Use the steps provided in this section if you used HP Recovery Disc Creator to create an operating system DVD and a *Driver Recovery* DVD. If you created recovery media using [Creating recovery media using HP Recovery](#)

[Manager \(select models only\) on page 23](#). use the steps in [System Recovery using recovery media \(select models only\) on page 27](#).

If you cannot use the recovery discs you previously created using the HP Recovery Disc Creator (select models only), you must purchase an operating system DVD to reboot the computer and repair the operating system.

To order an operating system DVD, contact support. Go to <http://www.hp.com/support>, select your country or region, and follow the on-screen instructions.

 **CAUTION:** Using a Windows Embedded Standard 7 or Windows Embedded POSReady 7 operating system DVD completely erases the hard drive contents and reformats the hard drive. All files that you have created and any software that you have installed on the computer are permanently removed. When reformatting is complete, the recovery process helps you restore the operating system, as well as drivers, software, and utilities.

To initiate recovery using a Windows Embedded Standard 7 or Windows Embedded POSReady 7 operating system DVD:

 **NOTE:** This process takes several minutes.

1. If possible, back up all personal files.
2. Restart the computer, and then insert the operating system DVD into the optical drive before the Windows operating system loads.

 **NOTE:** If the computer does not boot to the DVD, restart the computer and press **Esc** as the computer is powering on to see the startup menu. Use the arrow keys to select the boot menu and press **Enter**. Use the arrow keys to select the location where the recovery DVD is inserted. Press **Enter** to boot from that device.

3. When prompted, press any keyboard key.
4. Follow the on-screen instructions.
5. Select **Next**.
6. Select **Install now**.
7. Follow the on-screen instructions.

After the repair is completed:

1. Eject the operating system DVD and then insert the *Driver Recovery* DVD.
2. Follow the on-screen instructions to install the Hardware Enabling Drivers first, and then install Recommended Applications.

12 Using, updating, and maintaining your PC operating systems (Windows 10 Pro, Windows 10 IoT Enterprise for Retail, Windows 8.1 Pro, Windows Embedded 8.1 Industry Pro Retail, Windows Embedded Standard 7, and Windows Embedded POSReady 7)

You can access a centralized PC management location and manage your PC, including the following:

- View or change your computer name and other system settings
- Add a device or printer and change other system settings
- Get help and support for your specific model
- Install HP support software for your computer
- Purchase supplies and accessories for your computer

To access the management location:

- Windows 10 Pro and Windows 10 IoT Enterprise for Retail
 - ▲ Type `settings` in the taskbar search box and then select **All settings**.
 - or –
 - ▲ Swipe in from the right of the screen, and then select **All settings**.
 - or –
 - ▲ Select the **Action Center** icon in the notification area, at the far right of the taskbar, and then select **All settings**.
- Windows 8.1 Pro and Windows Embedded 8.1 Industry Pro Retail
 - ▲ Point to the upper-right or lower-right corner of the Start screen to display the charms, select **Settings**, and then select **Change PC Settings**.
- Windows Embedded 7 or Windows Embedded POSReady 7
 - ▲ Select the **Start** button, select **Devices and Printers**, and then double-click the picture of your PC.