HP Notebook PCs - Keyboard and TouchPad or ClickPad Guided Troubleshooter

This document applies to HP notebook computers.

The keyboard, TouchPad, or ClickPad on your laptop is not working as expected:

- Computer beeps when typing.
- Keyboard does not work or is slow to respond.
- Buttons on the TouchPad don't work.

Change TouchPad or ClickPad scroll settings

Dedicated horizontal and vertical scroll gestures allow you to scroll inside a program window. These are enabled and pre-configured by default. You can customize and adjust how you scroll using one finger or two fingers and how the TouchPad or ClickPad responds to gestures near the edge.

Adjust Single-Finger Scrolling

1. Search Windows for mouse button, then click the Mouse or Change mouse settings Control Panel setting in the results
2. Click to highlight Scrolling. If the checkbox next to Scrolling does not contain a check mark, click the checkbox until a check mark displays to enable scrolling.

Figure 1: Scrolling on the properties page
3. Click the **Settings** icon 🔄 to adjust scrolling settings. You can make the following adjustments:
   - **Scrolling Speed** - Adjusts the speed of scrolling.
   - **Set Scrolling Region** - Adjusts the size of the scrolling region. The scrolling region is defined by the cross-hatched area. Click and drag the small black squares to make the region larger or smaller.
   - **Enable vertical scrolling** - Allows scrolling by sliding your finger up or down the left side of the TouchPad in the left side scrolling region.
   - **Enable horizontal scrolling** - Allows scrolling by sliding your finger along the lower edge of the TouchPad in the lower scrolling region.
   - **Enable Chiral scrolling** - Allows scrolling continuously with one, smooth, circular motion on the TouchPad.
   - **Enable EdgeMotion when scrolling** - Continues scrolling when your finger reaches the edge of the TouchPad.
   - **Enable Coasting** - Continues scrolling after you lift your finger off the Touchpad.

Figure 2: Scrolling settings window
4. Click the **Close** button to return to the properties screen.
5. Click the **Apply** button to apply your changes, and then select **OK** to exit the properties screen.

**Adjust Two-Finger Scrolling**

Two-Finger Scrolling allows you to scroll vertically or horizontally from anywhere on the TouchPad surface, not just the designated scrolling area. Use the following steps to enable and customize Two-Finger Scrolling.

1. Search Windows for mouse button, then click the **Mouse** or **Change mouse settings** Control Panel setting in the results.
2. **Two-Finger Scrolling** is located under **MultiFinger Gestures**. If you do not see Two-Finger Scrolling, click the Arrow icon to the left of the **MultiFinger Gestures** checkbox.
3. If the checkbox next to **Two-Finger Scrolling** does not contain a check mark, click the checkbox until a check mark displays to enable scrolling.

**Figure 3: Two-Finger Scrolling on the properties page**
4. Click the **Settings** icon 🛠️ to adjust scrolling settings. You can make the following adjustments:

- **Scrolling Speed** - Adjusts the speed of scrolling.
- **Enable vertical scrolling** - Allows scrolling by sliding your fingers up or down on the TouchPad.
- **Enable horizontal scrolling** - Allows scrolling by sliding your fingers left or right on the TouchPad.
- **Enable reverse scrolling direction** - Changes the direction of scrolling.
- **Enable EdgeMotion when scrolling** - Continues scrolling when your fingers reach the edge of the TouchPad.
- **Enable Coasting** - Continues scrolling after you lift your fingers off the Touchpad.

**Figure 4: Two-Finger Scrolling settings window**
5. Click the **Close** button to return to the properties screen.
6. Click the **Apply** button to apply your changes, and then select **OK** to exit the properties screen.

**TouchPad edge behavior when scrolling**

Scrolling behavior at the edge of the TouchPad is controlled within the scrolling settings pages. Under the settings for single finger or two finger scrolling, you can enable or disable EdgeMotion when scrolling. When enabled, EdgeMotion simplifies long-distance pointer motions. When you reach the edge of the TouchPad, the pointer continues to move until you lift your fingers off the TouchPad. Customize EdgeMotion using the following steps.

1. Search Windows for mouse button, then click the **Mouse** or **Change mouse settings** Control Panel setting in the results
2. **EdgeMotion** is located under **Pointing**. If you do not see EdgeMotion, click the Arrow icon to the left of the **Pointing** checkbox.
3. Click to highlight EdgeMotion. If the checkbox next to **EdgeMotion** does not contain a check mark, click the checkbox until a check mark displays to enable edge scrolling.

**Figure 5: EdgeMotion on the properties page**
4. Click the **Settings** icon 🔄 to adjust edge scrolling settings.

You can make the following adjustments:

- **EdgeMotion** - Enables or disables EdgeMotion for specific tasks. Choose to use EdgeMotion always, or only when using the tap-and-drag gesture.
- **EdgeMotion Region** - Adjusts the size of the edge regions. The edge is defined by the cross-hatched area. Make the edge regions larger or smaller by clicking and dragging the small black squares.
- **EdgeMotion Speed** - Controls the speed of the edge scrolling. Use the slider to adjust the speed.

**Figure 6: EdgeMotion settings window**
5. Click the **Close** button to return to the properties screen.
6. Click the **Apply** button to apply your changes, and then select **OK** to exit the properties screen.

### Change TouchPad or ClickPad gesture settings

By default, all TouchPad gestures are enabled. However, you may find some gestures easier to perform and more helpful than others. If you have a problem with or do not wish to use an individual gesture, you can turn it off.

To disable a gesture:

1. Search Windows for mouse button, then click the **Mouse** or **Change mouse settings** Control Panel setting in the results.
2. Select a TouchPad gesture, or click the plus sign [+] beside a gesture to select a specific action.
3. Deselect the **Enable** field to turn off the settings for that gesture or action.

The gesture or action can be re-enabled when needed.

- **Slide your finger across the TouchPad to move the mouse cursor on the screen.**

- **Tap the TouchPad once to single-click and twice to double-click the mouse cursor.**

- **To rotate an image or portion of the screen, place two fingers on the TouchPad and then rotate them. TouchPad rotation only works in those applications that already have a rotate function, such as a photo browser.**
To drag-and-drop an item, tap the TouchPad twice to select the item, slide your finger to move it, then lift your finger to release it.

To scroll a window, a screen, or list, tap the TouchPad with two fingers, then swipe them from side to side or up and down. Lift your fingers to stop scrolling.

To zoom-in or -out while working in a window, place two fingers on the TouchPad and move them outward to zoom-in and inward to zoom-out. TouchPad zooming only works in those applications that already have zoom functions, such as a photo browser or word processor.

**Change TouchPad or ClickPad tapping settings**

Single- and double-tap gestures mimic the single- and double-click behavior on an external pointing device. Use the following steps to adjust and customize tapping.

1. Search Windows for mouse button, then click the **Mouse** or **Change mouse settings** Control Panel setting in the results.
2. Click the **TouchPad Settings** or the **ClickPad Settings** tab of Mouse Properties. If you have a Synaptics device, the tab includes the Synaptics icon and might vary from the graphic.

**Figure: Mouse properties screen**
3. Click to highlight **Tapping**. If the checkbox next to **Tapping** does not contain a check mark, click the checkbox until a check mark displays to enable tapping.

**Figure: Tapping on the properties page**
4. Click the Settings icon 🔄 to adjust the tapping settings. You can make the following adjustments:

- **Tap and Drag** - Adjusts how you use the TouchPad to drag items on the computer screen.

  TouchPad Disable Zones Settings - Allows using tapping to enable or disable the TouchPad

- **Top Left Action** - Adjusts the length of time the TouchPad is disabled.

**Figure: Tapping settings window**

### Adjust TouchPad or ClickPad sensitivity settings

1. Search Windows for 'mouse button', then click the **Mouse** or **Change mouse settings** Control Panel setting in the results.

2. On the **Device Settings**, **ClickPad Settings**, or **TouchPad Settings** tab, select your device from the **Devices** list, if present, then click **Settings**, **ClickPad Settings**, or **TouchPad Settings**.

**Figure: TouchPad or ClickPad device settings in Mouse Properties**
3. In the Properties window, click the arrow next to **Pointing**, click **Sensitivity**, then click the settings icon.

**Figure: Sensitivity setting in the ClickPad Properties window**
4. In the Sensitivity window, use the slider bar to change the touch pressure required to move the pointer, then click **Close**.

5. Enable the optional **Momentum** pointing option for trackball-like responsiveness from the TouchPad or ClickPad. Select the checkbox next to Momentum to enable the momentum options, then click the settings icon to adjust the glide distance.

6. Enable the optional **EdgeMotion** pointing option to simplify long-distance pointer motions. When enabled, when you reach the edge of the TouchPad, the pointer continues to move until you lift your fingers off the TouchPad or ClickPad. Click the settings icon to enable and adjust EdgeMotion regions and speed.

7. Enable the optional **Accessibility** pointing options to specify and limit how the pointer responds. Click the settings icon to enable and adjust sticky borders, slow motion, and constrained motion.
5. Click the Close button to return to the properties screen.
6. Click the Apply button to apply your changes, and then select OK to exit the properties screen.

HP PCs - No Power or No Boot Guided Troubleshooter

This document applies to HP desktop and notebook computers.

The computer won't turn on because it has no power, or it turns on but does not boot into Windows. Other problems might include:

- Nothing happens when you press the power button.
- Computer lights turn on, but the monitor remains blank.
- Computer stops at the HP or Compaq logo screen.
- Computer shows a black screen or a blue screen with an error message.
- An error message displays after Windows loads.

What do you see on the display?
If your computer powers on but fails to boot up, check the screen to help identify the cause. Depending on the issue, you might see a blue or a black screen with an error message, an HP logo, a Windows error, or nothing at all.

**Figure: Examples of startup error screens**

Respond to any instructions on the screen. If the issue is not resolved, select from the following error types to continue troubleshooting.

**Perform a power reset (Notebooks)**

A power reset (or hard restart) can restore computer functions by clearing all information from the computer memory without erasing any personal data. The reset might fix conditions such as Windows not responding, a blank display, software freezing, keyboard stops responding, or other external devices locking up.

1. Disconnect or remove any peripheral devices, start up the computer, test the computer by itself for issues, and then reconnect each peripheral device one at a time.

   If the issue persists, continue to the next step.

2. Turn off the computer.
3. Remove the computer from any port replicator or docking station.
4. Disconnect all external connected peripheral devices such as USB storage devices, external displays, and printers.
5. Unplug the AC adapter from the computer.
6. Turn the computer over and look for a battery compartment door to determine if your computer has a removable battery or not.
   - **If you see a battery compartment door**, your computer has a removable battery. Remove the battery, press and hold the power button for 15 seconds, reinsert the battery into the compartment, and then continue to the next step.
   - **If you do not see battery compartment door**, your computer does not have a removable battery. For most notebooks with non-removable batteries, press and hold the power button for 15 seconds to complete the reset, and then continue to the next step.
NOTE: The following models require different button presses to complete the reset:

- **HP ENVY 17 2D and 3D and ENVY 15-3000 series**: Press and hold the power and the Beats buttons for 8 to 10 seconds
- **HP Folio 13**: Press and hold the power button for 8 to 10 seconds
- **HP ENVY 14 SPECTRE**: Press and hold the power and the Mute buttons (on the right side of the palm rest) for 8 to 10 seconds
- **HP EliteBook Folio 1040 G1**: Press and hold the power and the Mute buttons at the same time for 15 seconds or until the computer restarts
- **HP EliteBook Folio 1040 G2**: Press and hold the power and the Mute buttons at the same time for 15 seconds

7. Reconnect the AC adapter to the computer, but do not connect any of the peripheral devices.
8. Turn on the computer.

   If a startup menu opens, use the arrow keys to select **Start Windows Normally**, and then press the **Enter** key.

9. After reconnecting any peripheral devices, run Windows Update and HP Support Assistant to update all device drivers.

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**HP Chromebook and Chromebox - Performing a System Recovery (Chrome OS)**

This document applies to HP Chromebook and Chromebox computers with Chrome OS.

If you see the error message `Chrome OS is missing or damaged`, or if there is another serious problem with your Chromebook or Chromebox, it may be necessary to reinstall the Chrome operating system.

Performing a recovery on your computer reinstalls the operating system and restores the original factory settings, removing all associated Google Accounts (including the owner) and clearing all local data from the hard drive. Locally saved files and saved networks are deleted for all accounts. The Google Accounts themselves, and any data synced to the web through your Google Drive, are not affected by a system recovery.

This document describes how to create recovery media, and how to use the recovery media to restore your Chromebook or Chromebox to its original condition. Follow the steps in this document to perform a system recovery on your computer.

Before you begin a Chrome recovery

Before beginning the Chrome recovery process, you need the following:

- **A USB flash drive or SD memory card**: You need 4 GB or greater capacity on your storage device to accommodate the recovery image. All data is erased from the device when creating the recovery media, so back up any files from the device before you begin.
- **A computer with Internet access**: To create the recovery media, use a Windows, Mac, or Chrome OS computer on which you have administrative rights and Internet access.
- **Chromebook power supply**: The Chromebook must be plugged in to a power source during recovery.
• **Chrome OS is missing or damaged screen**: If this message is not already displaying on your computer, trigger the screen manually:
  - **On a Chromebook**: With the computer turned on, hold down the Esc + F3 (Reload) keys, and press the power button. The device restarts, and the screen shows Chrome OS is missing or damaged.
  - **On a Chromebox**: Use a paperclip to press the Reset button on the back of the Chromebox. The device restarts, and the screen shows Chrome OS is missing or damaged.

This video shows how to perform a system recovery on your HP Chromebook
[Click here to see this video in full screen on YouTube.](#)

**Step 1: Install Chromebook Recovery Utility**

Chromebook Recovery Utility is an app from the Chrome Web Store that you can install on any Chromebook or Chromebox, or a computer running Windows or Mac OS. Follow the steps in this section to download and install Chromebook Recovery Utility.

1. Open the Chrome Web Store.
   - On a Chromebook or Chromebox, open the App Launcher and click Web Store.
   - On a computer running Windows or Mac, open the Google Chrome web browser, and then browse to the Chrome Web Store (in English).

   **note:**

   If you are creating the recovery media on a computer that is not running Chrome OS, you must use the Google Chrome web browser to install Chromebook Recovery Utility.

2. Search the Chrome Web Store for chrome recovery, and then click Chromebook Recovery Utility from the Apps list.
3. Click + FREE, and then click Add to download and install the app.

   **Figure : Confirm New App**

![Confirm New App](image)
The Chrome Recovery Utility app downloads and installs on your computer.

Step 2: Create the recovery media
Follow the steps in this section to create a recovery USB drive or SD card for your specific model of Chromebook or Chromebox using Chromebook Recovery Utility.

1. Click the Launcher icon, then click All Apps.

   In the apps window, click Recovery.

   Figure: Recovery in the Apps list

2. Click Get started.
3. Enter the Chromebook or Chromebox model number, or select your model from a list, and then click Continue.

   If the computer you are using to run the Recovery Utility is the same computer you are creating recovery media for, click What's this Chromebook's model number? to automatically identify your Chromebook or Chromebox.

   Figure: Identify your Chromebook
4. Insert the USB drive or SD card.
5. Click the drop-down menu and select the USB drive or SD card you inserted, and then click Continue.

**Figure: Select the recovery media**

6. Click Create now.

**note:**

All data and partitions on your recovery media will be deleted.
7. Wait while the Chromebook Recovery Utility downloads, unpacks, and then writes the recovery image to the recovery media. Do not remove the USB drive or SD card until the process is complete.

8. When the Success! Your recovery media is ready message displays, remove the recovery media and then click Done to exit the Chromebook Recovery Utility app.
Step 3: Recover Chrome OS
Follow the steps in this section to recover the Chrome operating system on your Chromebook or Chromebox using the recovery media you created.

1. Turn on your Chromebook or Chromebox and plug in the power cord.
2. With the Chrome OS is missing or damaged screen displaying, insert the recovery media into the Chromebook.

   The recovery process begins immediately.

3. Wait while Chrome verifies the integrity of the recovery media.

   note:

   If you need to cancel the recovery during the verification process, press and hold the power button until the Chromebook turns off. Do not disrupt the system recovery process after the verification step is complete.

Figure : Verifying the integrity of the recovery media
4. Wait while the system recovery completes.

If an error message displays (such as An unexpected error has occurred or You are using an out-of-date Chrome OS recovery image), you might need to run the Chrome Recovery Utility again, or use a different USB drive or SD card.

Figure: System recovery in progress

5. When the System recovery is complete message displays, remove the recovery media.

Figure: System recovery is complete

The Chromebook restarts with Chrome OS reinstalled.

Step 4: Setting up your Chromebook or Chromebox after recovery
After recovery is complete, perform the initial setup process by following the steps in the HP support document Setting Up Your HP Chromebook.

Step 5: Erase and reformat the recovery media

During the process of creating recovery media, the USB drive or SD card is formatted for use as a recovery tool. After you recover your Chromebook or Chromebox, the recovery media must be erased and reformatted before the full amount of space on the storage device is available for use. Use the steps in this section to erase the recovery media using the Chromebook Recovery Utility.

1. Click the Launcher icon 📱, then click All Apps 📊.

   In the apps window, click Recovery.

   **Figure : Recovery in the Apps list**

2. Click the settings icon, and then click Erase recovery media.

   **Figure : Erase recovery media**
3. Click the drop-down menu and select the USB drive or SD card you inserted, and then click Continue.

**Figure: Select the recovery media to erase**

4. Click Erase now.

**Figure: Erase now**
5. After the recovery media is erased, click Done to close Chromebook Recovery Utility, and then remove the USB drive or SD card.

The media is ready to be formatted using a formatting tool provided by your operating system.

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**HP Chromebooks - Chromebook Does Not Start (Chrome OS)**

**This document applies to HP Chromebook computers with Chrome OS.**

This document provides possible solutions to HP Chromebook startup issues, including the Chrome OS is missing or damaged error condition. Follow the steps in this document to help isolate the startup problem and find a solution.

If the Chromebook doesn't charge or turn on, view the following video.

**Step 1: Remove external devices**

If your Chromebook does not start, remove any and all USB devices, and remove memory cards from the card reader slot. Disconnect all non-essential devices (external hard drives and similar).

After you have removed all external devices, turn on the Chromebook. What happens?

- If the Chromebook starts, reconnect devices one at a time while restarting the computer to figure out which device is causing the problem. You are done.
- If the Chromebook still does not start or exhibits the same problem, do not reconnect anything, and continue troubleshooting.
Step 2: Find a fix that matches your Chromebook's symptom
If your Chromebook does not start, read from the following list of symptoms. If you find a symptom that matches your computer's condition, follow those instructions. You might be directed to another support document containing detailed troubleshooting procedures. If you cannot find a symptom that matches your computer's condition, proceed to Step 3: Perform a hard reboot.

"Chrome OS is missing or damaged" error screen displays
If your Chromebook does not start and you see the message Chrome OS is missing or damaged, perform a system recovery. See Performing a System Recovery on Your HP Chromebook for more information.

Figure: Chrome OS is missing or damaged

The Chromebook does not turn on (no noise or lights)
Video shared by Google about fixing the Chromebook that does not turn on or charge
If your Chromebook does not start, the LED lights on the computer do not illuminate, and the screen is black, follow these steps:

1. Verify the computer is receiving power from the AC adapter.
Verify that the AC adapter is not damaged and is connected correctly to a working wall outlet. Verify AC power is connected by examining the AC adapter, power cords, and connectors for damage.

Damaged components might require an HP certified repair or replacement.

2. **Use a different AC power adapter.**

If you have access to a different AC adapter that is designed for the Chromebook, connect the adapter and try to start the computer. If you own or have access to more than one notebook, verify that you are using the adapter that belongs to the Chromebook.

**caution:**

Using a power adapter that does not meet the power requirements or has the wrong type of connector might damage the computer. Connecting the wrong adapter to the Chromebook might cause the power LED lights to blink but not power the computer.

3. **Remove the battery and boot on AC power only** (for Chromebook models that feature a removable battery).

A discharged or defective battery might prevent the AC adapter from supplying enough power to start the computer. To verify that power from the AC adapter is available for computer: remove the battery, connect the AC power adapter, and press the power button. If available, try using a different AC adapter that is rated for the computer, and repeat this test.

- If LEDs do not glow, the AC adapter might need to be replaced.
- If LEDs glow and the computer boots, the battery might need to be replaced. See [HP Chromebook and Chromebox - Troubleshooting Hardware Issues Using Diagnostics](#) for steps to test the battery function.
- If LEDs glow but computer does not boot, see **Step 3: Perform a hard reboot**.

4. **Remove the AC adapter and boot on battery power only.**

A defective AC adapter might not charge the battery, and can prevent the Chromebook from booting on battery power only. To verify battery power is available for the computer: connect the AC power adapter, allow the battery to charge for 30 minutes or more, disconnect the power adapter, and then press the power button.

- If LEDs do not glow, there might be a problem with the battery.
- If LEDs glow and the computer boots, the AC adapter might need to be replaced.
- If tests of both the battery and the AC adapter fail, there might be a problem requiring service by HP.
- If LEDs glow, but the computer does not boot, see **Step 3: Perform a hard reboot**.

5. **Check the AC adapter to make sure that it is plugged in to the computer and the power outlet.**

Also check the adapter for signs of wear or damage. Replace a damaged adapter.

6. **Plug the adapter into a different power outlet and try to turn on the computer.**
7. If you have access to a different AC adapter that is designed for the Chromebook, connect the adapter and try to start the computer.
8. If these steps do not resolve the issue, see Step 3: Perform a hard reboot.

**LEDs blink but Chromebook does not start**

HP Chromebooks use blinking LEDs to identify startup errors. If your Chromebook does not start and you see the LEDs blinking (usually 1 - 8 blinks in a series), for additional support options contact HP Customer Support.

The codes are specific to individual computer models, and you will need to know your exact Chromebook model number when contacting HP.

**note:**

If a white LED near the AC power connector blinks when a new notebook computer is used for first time, the battery is still in Shipping Mode. To resolve, turn off the notebook, connect the AC power and allow the battery to charge for at least 30 minutes, and then start the computer.

**The Chromebook starts, but display is blank or unresponsive**

When you press the power button: LED lights blink or glow, but the display remains black, and the Chromebook does not start.

If the computer is on, but the display remains blank, see Step 3: Perform a hard reboot.

All other Chromebook startup problems

For all other startup problems, see Step 3: Perform a hard reboot.

**Step 3: Perform a hard reboot**

This video shows how to perform a hard reboot on your Chromebook.

Click here to see this video in full screen on YouTube.

A hard reboot can resolve many Chromebook startup issues. Follow these steps to perform a hard reboot:

1. Turn off the computer.
2. Disconnect all peripheral devices and remove all USB devices and media cards.
3. Disconnect the AC power adapter. If the Chromebook features a removable battery, remove the battery.
4. Press and hold the power button for at least 7 seconds.
5. Reconnect the AC power adapter.

   If you removed the battery, do not reconnect it at this time.

6. Turn on the computer.

   If the computer starts, you are done.
If the computer does not start, continue to the next step.

Step 4: Perform a system recovery
If the steps in this document have not resolved the startup problem with your Chromebook, perform a system recovery to reset the computer to its original factory-shipped state. For more information about Chrome OS system recovery, see Performing a System Recovery on Your HP Chromebook.