

HP Laptop 14-dq0012dx



**Do more from anywhere.
All-day long.**

Designed to keep you productive and entertained from anywhere, the HP 14-inch diagonal laptop combines long lasting battery life with a thin and portable, micro-edge bezel design.

Product overview

- **Take it anywhere. See more.** With its thin and light design, 6.5 mm micro-edge bezel display, and 79% screen to body ratio⁽⁴⁰⁾ – take this PC anywhere and see and do more.
- **Reliable performance for every day:** Powerful enough for your busiest days, this PC features an Intel® processor and reliable flash-based storage at a great value.
- **Powered up and productive. All day long.** With a long battery life and fast-charge technology, this laptop lets you work, watch, and stay connected all day. Integrated precision touchpad with multi-touch support speeds up both navigation and productivity.
- **Make the most out of your 365:** Bring your ideas to life. Your creativity now gets a boost with Microsoft 365. Office – Word, Excel, and Power Point – now includes smart assistance features that help make your writing more readable, your data clearer and your presentations more visually powerful. One year subscription included.⁽⁶⁵⁾

Key specifications

- **Operating system:** Windows 10 Home (S mode)^(1b)
- **Processor:** Intel® Celeron® N4020^(2b)
- **Display:** 14.0-inch diagonal, HD (1366 x 768), touch, micro-edge, BrightView⁽³³⁾
- **Memory:** 4 GB DDR4-2400 MHz RAM (1 x 4 GB)
- **Internal storage:** 64 GB eMMC^(4d)
- **Graphics:** Intel® UHD Graphics 600⁽¹⁴⁾
- **Battery life:**
 - Up to 11 hours and 30 minutes (video playback)⁽⁷⁵⁾
 - Up to 9 hours (wireless streaming)⁽⁸⁰⁾
- **Camera:** HP True Vision 720p HD camera with integrated dual array digital microphones⁽⁸⁹⁾
- **Product weight:** 3.24 lb⁽⁷⁶⁾

Product features

- **Windows 10 Home (S mode):** Experience the most secure Windows ever built with fast boot times, increased responsiveness, and added protection against phishing and malware.^(1b)
- **Micro-edge display:** With virtually no bezel encircling the display, an ultra-wide viewing experience provides for seamless multi-monitor set-ups.
- **Screen to body ratio:** Revolutionize your display and see more of what you love with this slim bezel design. Enjoy an immersive multimedia experience with a maximized viewing area.
- **Sleek design:** Easily take this thin and light PC from room to room or on the road.

Additional product features

- **Dual-core Intel® Celeron® processor:** The perfect combination of performance, power consumption, and value helps your device run smoothly.
- **Intel® UHD Graphics:** Smoothly stream 4K content and play your favorite games.⁽⁹⁾⁽¹²⁾
- **64 GB eMMC storage:** An embedded multimedia card provides reliable flash-based storage.
- **HP Fast Charge:** Go from 0 to 50% charge in approximately 45 minutes.⁽⁷⁸⁾
- **Wi-Fi 5 (1x1) (802.11a/b/g/n/ac) Wi-Fi and Bluetooth® 4.2:** Stay connected to Wi-Fi and to Bluetooth® accessories with wireless technology.^{(19a)(26)}
- **Dual array microphones:** With two microphones and advanced noise reduction software, you'll always sound crystal clear when you video chat or record.⁽⁹⁾
- **HP True Vision HD Camera:** Video chat with vibrant clarity, even in low light.⁽⁸⁹⁾

Energy efficiency your way

HP is committed to global citizenship and environmental responsibility. Do the environment—and your wallet—a favor when you use the HP Laptop that meets strict energy-efficiency and helps reduce your carbon footprint.

- ENERGY STAR® certified⁽⁶²⁾
- EPEAT® Silver registered⁽²⁷⁾

Warranty and support

Our Customer Support Team consistently provides quick, responsive assistance in the U.S., Canada and Latin America.

Included with your product:

- **HP's Hardware Limited Warranty:** Full warranty details are included with your product.
- **Technical Support:** Complimentary limited technical support including initial setup support, is available from HP via multiple contact methods for 90 (ninety) days from date of purchase.

Support Options:

- **HP Support Assistant - HPSA:** Optimized to enhance your support experience. Help for your PC and HP printers whenever you need it.⁽⁵⁶⁾
- **Online Support:** For technical support with this product, visit HP Customer Support <http://support.hp.com>.⁽⁹⁾
- **Social Media Support:** To find solutions, ask questions, and share tips, join us on the HP Support Community at community.hp.com, on Twitter at twitter.com/HPSupport, and Facebook at facebook.com/HPSupport.⁽⁹⁾



Specifications

Operating system	• Windows 10 Home (S mode)^(1b)
Processor	• Intel® Celeron® N4020 ^(2b) • Dual-Core
Processor speed	• 1.1 GHz base frequency, up to 2.8 GHz burst frequency ^(2c)
Processor cache	• 4 MB L2 Cache
Memory	• 4 GB DDR4-2400 MHz RAM (1 x 4 GB)
Accessible memory slots	• Memory slot not user accessible
Video graphics	• Intel® UHD Graphics 600 ⁽¹⁴⁾
Internal storage	• 64 GB eMMC ^(4d)
Finish and features	• Top cover: Pale rose gold • Keyboard deck: Natural silver with a vertical brushed pattern
Camera	• HP True Vision 720p HD camera with integrated dual array digital microphones ⁽⁸⁹⁾
Display	• 14.0-inch diagonal, HD (1366 x 768), touch, micro-edge, BrightView, 220 nits, 45% NTSC ⁽²⁰⁾⁽³³⁾
Screen to body ratio	• 79.0% ⁽⁴⁰⁾
Wireless connectivity	• Realtek RTL8821CE-M 802.11a/b/g/n/ac (1x1) ^(19a) Wi-Fi® and Bluetooth® 4.2 combo ⁽²⁶⁾ • MU-MIMO supported
Digital media	• 1 Multi-format SD media card reader
Sound	• HD Audio with stereo speakers
Integrated keyboard	• Full-size, natural silver keyboard • HP Imagepad with multi-touch gesture support
External notebook ports	• 1 SuperSpeed USB Type-C® 5Gbps signaling rate ⁽⁴²⁾ • 2 SuperSpeed USB Type-A 5Gbps signaling rate • 1 Headphone/microphone combo • 1 AC Smart pin • 1 HDMI 1.4b
Dimensions	• Unpackaged: 12.76 in (W) x 8.86 in (D) x 0.71 in (H) • Packaged: 19.02 in (L) x 2.72 in (W) x 12.00 in (H)
Weight	• Unpackaged: 3.24 lb ⁽⁷⁶⁾ • Packaged: 4.25 lb
Power	• 3-cell, 41 Wh Li-ion ⁽²¹⁾ • 45 W Smart AC power adapter
Battery life	• Up to 11 hours and 30 minutes (video playback) ⁽⁷⁵⁾ • Up to 9 hours (wireless streaming) ⁽⁸⁰⁾
Warranty and support	• 1-year limited hardware warranty. Additional information available at www.support.hp.com ⁽⁹⁾ • 90 days limited technical support for software and initial setup (from date of purchase) ⁽⁵³⁾

Learn more at hp.com

^(1b) Not all features are available in all editions or versions of Windows. Systems may require upgraded and/or separately purchased hardware, drivers, software or BIOS update to take full advantage of Windows functionality. Windows 10 is automatically updated, which is always enabled. ISP fees may apply and additional requirements may apply over time for updates. See microsoft.com. Windows 10 Home (S mode) works exclusively with apps from the Microsoft Store within Windows. Certain default settings, features, and apps cannot be changed. Some accessories and apps compatible with Windows 10 may not work (including some antivirus, PDF Writers, driver utilities and accessibility apps) and performance may vary, even if you switch to Windows 10 Home configuration (fee may apply). You can't switch back to Windows 10 Home (S mode). Learn more at Windows.com/Windows10SFAQ. ^(2b) Multi-core is designed to improve performance of certain software products. Not all customers or software applications will necessarily benefit from use of this technology. Performance and clock frequency will vary depending on application workload and your hardware and software configurations. Intel's numbering, branding and/or naming is not a measurement of higher performance. Intel, Pentium, Intel Core, Celeron, Iris Xe, Intel logo and the Intel Inside logo are trademarks of Intel Corporation in the U.S. and other countries. ^(2c) Burst frequency performance varies depending on hardware, software and overall system configuration. GHz refers to internal clock speed of the processor. Other factors besides clock speed may impact system and application performance. ^(4d) For storage drives, GB = 1 billion bytes. Actual formatted capacity is less. Up to 5.1 GB of disk is reserved for system recovery software. ⁽⁹⁾ Wireless access point and internet service required and sold separately. Availability of public wireless access points limited. ⁽¹²⁾ Graphics output may be limited based on the maximum resolution of the display. ⁽¹⁴⁾ Shared video memory (UMA) uses part of the total system memory for video performance. System memory dedicated to video performance is not available for other use by other programs. ^(19a) Wireless access point and internet service required and sold separately. Availability of public wireless access points limited. Wi-Fi 5 (802.11ac) is backwards compatible with prior Wi-Fi 5 specs. ⁽²⁰⁾ All performance specifications represent the typical specifications provided by HP's component manufacturers; actual performance may vary either higher or lower. ⁽²¹⁾ Actual battery Watt-hours (Wh) will vary from design capacity. Battery capacity will naturally decrease with shelf life, time, usage, environment, temperature, system configuration, loaded apps, features, power management settings and other factors. ⁽²²⁾ 100GB of free online storage for one year from date of registration. For complete details and terms of use, including cancellation policies, visit the website at dropbox.com. Internet service required and not included. ⁽²³⁾ HP BIOS Protection works with Windows 10 that ships with your PC. ^(25a) The OneDrive cloud storage offer is available only with the included Microsoft 365 Personal subscription for a limited time. Check the activation card inside the package for details. For more information, go to OneDrive.com/windowsoffer. ⁽²⁶⁾ Bluetooth® is a trademark owned by its proprietor and used by Hewlett-Packard Company under license. ⁽²⁷⁾ Based on U.S. EPEAT® registration according to IEEE 1680.1-2018 EPEAT®. EPEAT® status varies by country. Visit www.epeat.net for more information. ⁽³²⁾ See Microsoft website for details. Actual Skype application must be downloaded from skype.com. ⁽³³⁾ High-definition (HD) content is required to view high definition images. ⁽⁴⁰⁾ Percent of active plus nonactive viewing area to active viewing area plus border. Measure with lid vertical to the desk. ⁽⁴²⁾ USB Type-C® and USB-C® are trademarks of USB Implementers Forum. ⁽⁵³⁾ Call 1.800.474.6836 or support.hp.com for more information on Care Packs available after standard warranty expires. After standard warranty expires, an incident fee may apply. ⁽⁵⁶⁾ For more information visit hp.com/go/hpsupportassistant. (Link will vary outside of the U.S.) HP Support Assistant is only available on Windows-based PCs. Internet connection required for updating and connecting to HP Support. ⁽⁶²⁾ ENERGY STAR and the ENERGY STAR mark are registered trademarks owned by the U.S. Environmental Protection Agency. ⁽⁶⁵⁾ Microsoft 365 Personal 1-year subscription included. Activation required within 6-months of Windows activation date. Microsoft 365 Family and Microsoft 365 Personal have non-commercial rights and are meant for personal use only. See microsoft.com for full details. ⁽⁷⁵⁾ Battery life tested by HP using continuous FHD video playback, 1080p (1920x1080) resolution, 150 nits brightness, system audio level at 17%, player audio level at 100%, played full-screen from local storage, headphone attached, wireless on but not connected. Actual battery life will vary depending on configuration and maximum capacity will naturally decrease with time and usage. ⁽⁷⁶⁾ Weight and system dimensions may fluctuate due to configuration and manufacturing variances. ⁽⁷⁸⁾ Recharges your battery up to 50% within 45 minutes when the system is off (using "shut down" command). Recommended for use with the HP adapter provided with the notebook, not recommended with a smaller capacity battery charger. After charging has reached 50% capacity, charging speed will return to normal speed. Charging time may vary +/-10% due to System tolerance. ⁽⁸⁰⁾ Battery life tested by HP using continuous Netflix video playback, Windows 10 Netflix app, 150 nits brightness, system audio level 17%, headphone attached, played full-screen, wireless on. Actual battery life will vary depending on configuration and maximum capacity will naturally decrease with time and usage. ⁽⁸⁹⁾ Features may require software or other 3rd party applications to provide the described functionality. Internet service required and not included. Actual product may vary from image shown. © Copyright 2021 HP Development Company, L.P. The information contained herein is subject to change without notice. The only warranties for HP products and services are set forth in the express warranty statements accompanying such products and services. Nothing shall be construed as constituting an additional warranty. HP shall not be liable for technical or editorial errors or omissions contained herein. All other trademarks are the property of their respective owners. 03/05/2021_r1 jr

Software

Communication and chat	• Skype minutes included: 60 minutes of phone calls per month with your Office 365 subscription. ⁽³²⁾
HP Help and support	• myHP: myHP provides a simple setup and registration experience that welcomes you to your new HP PC. Customize, optimize, and secure your device with tips and tricks and easy-to-access settings, and receive helpful messages and information to keep things running smoothly. • HP BIOS Protection: Get peace of mind knowing your PC BIOS is protected. HP BIOS Protection automatically checks its health and recovers itself. ⁽²³⁾ • HP Support Assistant: Included with your computer, this free self-help tool makes it easier than ever to get help with your HP PC and printers. ⁽⁵⁶⁾
Productivity and tools	• Microsoft 365: Bring your ideas to life. Your creativity now gets a boost with Microsoft 365. Office - Word, Excel, and Power Point - now includes smart assistance features that help make your writing more readable, your data clearer and your presentations more visually powerful. One year subscription included. ⁽⁶⁵⁾ • Microsoft OneDrive: Get 1TB of free cloud storage for one year included with your subscription of Microsoft 365, so you can securely store and share your favorite photos, videos, documents, files, and more. ^(25a) • Dropbox cloud storage: Store and synchronize your content online with Dropbox. Get 100GB of storage for one year to access, manage, and share your photos, music, and files from anywhere with Internet access. ⁽⁹⁾⁽²²⁾

Additional Information

Product number	• 42B69UA#ABA
Ad embargo date	• 04/25/2021
UPC Code	• 195908831310
Country of origin	• China
Pallet information	• Dimensions: 42.32 in (H) x 39.37 in (W) x 47.24 in (L) • Total weight: 476.70 lb • Layers: 3 • Products per layer: 34
Battery regulatory data	• Transportation or storage regulations: Y • UN# and proper shipping name: UN3481 - Lithium ion batteries packed with equipment • Number of batteries: 1 • Primary battery regulated material: 210g • Primary battery watt hours: 41 • Applicable CPSC regulations: N

