

HP Laptop 14-fq0020nr



Power through from anywhere

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

- **View more, carry less:** See more of your screen on the 6.5 mm micro-edge bezel display. A thin and light design makes it easy to take this PC anywhere.
- **Dependable performance:** Tackle your busiest days with the performance of an AMD processor. Save more of what you love with abundant storage for all your photos, videos and documents.
- **Stay connected:** Long-lasting battery life and HP Fast Charge technology lets you work, watch, and stay connected all day.
- **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.

Key specifications

- **Operating system:** Windows 10 Home in S mode^(1b)
- **Processor:** AMD 3020e^(2a)
- **Display:** 14.0-inch diagonal, HD (1366 x 768), micro-edge, BrightView⁽³³⁾
- **Memory:** 4 GB DDR4-2400 SDRAM (1 x 4 GB)
- **Internal storage:** 64 GB eMMC^(4d)
- **Graphics:** AMD Radeon™ Graphics⁽¹⁴⁾
- **Battery life:**
 - Up to 10 hours and 30 minutes (video playback)⁽⁷⁵⁾
 - Up to 9 hours (wireless streaming)⁽⁸⁰⁾
- **Wireless:** Realtek RTL8822CE 802.11a/b/g/n/ac (2x2)^(19a) Wi-Fi® and Bluetooth® 5.0 combo⁽²⁶⁾
- **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 in 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:** See more, do more from anywhere with a less than 7 mm micro-edge bezel display.
- **Sleek design:** Easily take this thin and light PC from room to room or on the road.
- **AMD 3020e Mobile Processor:** Step into a great entry-level laptop experience for web browsing, writing emails, creating documents and spreadsheets, and enjoy streaming HD entertainment.⁽⁹⁾
- **64 GB eMMC storage:** An embedded multimedia card provides reliable flash-based storage.
- **High-definition display:** Enjoy your entertainment with the great quality and high-definition detail of 1 million pixels.⁽³³⁾
- **AMD Radeon™ graphics:** Whether it's games or movies, experience high performance for all your entertainment.

Additional product features

- **HP Fast Charge:** Go from 0 to 50% charge in approximately 45 minutes.⁽⁷⁸⁾
- **DDR4 RAM:** With higher bandwidth, you get more of a boost in performance.
- **Wi-Fi 5 (2x2) & Bluetooth® 5.0:** With a Wi-Fi 5 (2x2) (802.11a/b/g/n/ac) WLAN adapter and Bluetooth® 5.0, all your connections are rock solid.^{(19a)(26)}
- **Tuned stereo speakers:** HP custom tunes the dual speaker setup in every notebook for exceptional stereo quality.

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⁾
- Low Halogen⁽⁶¹⁾
- Mercury-free display backlights
- Arsenic-free display glass

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⁾

Extend your coverage:

- **SmartFriend, part of HP Care:** Experts are available 24/7 to handle any tech issue, on any device, from any brand. Visit www.hp.com/go/smartfriend to learn more or call toll-free 1-844-814-1800 to get started.⁽⁹⁵⁾
- **Care Packs, part of HP Care:** Extend protection beyond the standard limited warranty. For more info, visit www.hp.com/go/carepack-services or call toll-free at 1-877-232-8009.⁽⁸³⁾



Specifications

Operating system	• Windows 10 Home in S mode^(1b)
Processor	• AMD 3020e ^(2a) • Dual-Core
Processor speed	• 1.2 GHz base clock, up to 2.6 GHz max boost clock ^(2d)
Processor cache	• 4 MB L3 cache
Memory	• 4 GB DDR4-2400 SDRAM (1 x 4 GB)
Accessible memory slots	• Memory slot not user accessible
Video graphics	• AMD Radeon™ Graphics ⁽¹⁴⁾
Internal storage	• 64 GB eMMC ^(4d)
Finish and features	• Top cover: Jet black in a matte finish • Keyboard deck: Jet black in a matte finish
Camera	• HP True Vision 720p HD camera with integrated dual array digital microphones ⁽⁶⁹⁾
Display	• 14.0-inch diagonal, HD (1366 x 768), micro-edge, BrightView, 220 nits, 45% NTSC ⁽²⁰⁾⁽³³⁾
Screen to body ratio	• 79% ⁽⁴⁰⁾
Wireless connectivity	• Realtek RTL8822CE 802.11a/b/g/n/ac (2x2) ^(19a) Wi-Fi® and Bluetooth® 5.0 combo ⁽²⁶⁾ • MU-MIMO supported
Digital media	• Multi-format SD media card reader
Sound	• HD Audio with stereo speakers
Integrated keyboard	• Full-size, jet black 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: 17.68 in (L) x 2.72 in (W) x 12.01 in (H)
Weight	• Unpackaged: 3.24 lb ⁽⁷⁶⁾ • Packaged: 3.77 lb
Power	• 3-cell, 41 Wh Li-ion battery • 45 W Smart AC power adapter
Battery life	• Up to 10 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 in 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 in S mode. Learn more at Windows.com/Windows10FAQ. ^(2a) 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. AMD's numbering is not a measurement of clock speed. AMD and Radeon are trademarks of Advanced Micro Devices, Inc. ^(2d) Max Boost clock 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. ⁽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. ⁽²²⁾ New Dropbox users are eligible to get 25 GB of Dropbox space free for 12 months from date of registration. For complete details and terms of use, including cancellation policies, visit the Dropbox website at dropbox.com. ⁽²³⁾ Detects BIOS damage and recovers last settings. ^(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⁾ EPEAT® Silver registered where applicable. EPEAT registration varies by country. See epeat.net for registration status by country. Search keyword generator on HP's 3rd party option store for solar generator accessories at hp.com/go/options. ⁽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 90 days. After 90 days, 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. ⁽⁶¹⁾ External power supplies, power cords, cables and peripherals are not Low Halogen. Service parts obtained after purchase may not be Low Halogen. ⁽⁶²⁾ ENERGY STAR and the ENERGY STAR mark are registered trademarks owned by the U.S. Environmental Protection Agency. ⁽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. ⁽⁸³⁾ Service levels and response times for Care Packs may vary depending on your geographic location. Restrictions and limitations apply. Service starts at date of hardware purchase. HP Care Packs are sold separately. For details, visit hp.com/go/carepack-services. ⁽⁸⁹⁾ Features may require software or other 3rd party applications to provide the described functionality. Internet service required and not included. ⁽⁹⁵⁾ HP SmartFriend will support any major brand of computer and tablet running Microsoft Windows, OS, iOS, Android, and Chrome OS. 24x7 support is available in English and in the US & Canada (excluding the Province of Quebec) only. Service availability varies by country/region. Internet connection required for remote support. Remote support not available for tablets. Not all service plans cover support for tablets. HP SmartFriend sold separately or as an add-on feature. Actual product may vary from image shown on datasheet. © Copyright 2020 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 property of their respective owners. 07/16/2020_r3 jr

Software

Communication and chat	• Skype minutes included: 60 Skype minutes per month for 1-year included. ⁽³²⁾
HP help and support	• 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 Jumpstarts: Get access to great HP solutions and learn about valuable features that come with your new HP PC. • 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⁾
Books, music, photos and videos	• Netflix: Watch movies and TV on your PC with subscription. ⁽⁹⁾
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. • 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 25GB 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	• 1F6E6UA#ABA
Ad embargo date	• 09/06/2020
UPC Code	• 195122313104
Country of origin	• China
Pallet information	• Dimensions: 41.13 in (H) x 38.03 in (W) x 46.22 in (L) • Total weight: 418.50 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

