

Brief

# Reduce your downtime with HP PC Hardware Diagnostics



Check your HP PC for hardware failures using these comprehensive tests



## Diagnose hardware problems

Determine if your HP hardware is defective with HP PC Hardware Diagnostics – a proprietary tool that helps diagnose problems. The tool is built using the Unified Extensible Firmware Interface (UEFI) specification, and is non-Windows based. That means you can use HP PC Hardware Diagnostics even if a computer doesn't open to Windows.

HP PC Hardware Diagnostics comes preinstalled on all HP notebooks, desktops and workstations built on ARM, Intel and AMD platforms, but not on Android™ or Chrome™ devices.

### Save time by testing your hardware

Running these diagnostics tests allows you to:

- Quickly know if you have a hardware failure
- Simplify troubleshooting to streamline support calls to HP
- Avoid returns of working components

### Get the tools you need

If you are having issues with a system or suspect a component is failing, running HP's Diagnostics will provide you with tools that can help pinpoint the problem. Within moments, you can be testing a specific component – or multiple components.

- Products with a UEFI BIOS include the diagnostics within the BIOS
- The latest diagnostics can be quickly downloaded online
- The diagnostics can be accessed immediately on your hard drive

### Choose which tests to run

The menu-driven interface provides easy access to the hardware test of your choice, and running each hardware test is a simple one-click operation. You can also choose quick or extensive tests. Here's a partial list of hardware you can test:

- Processors
- Batteries (notebooks)
- Hard drives
- Optical drives
- Memory
- Video components
- System boards
- I/O devices

### Get started now

Download the latest version of HP PC Diagnostics, plus find more information and resources at [hp.com/go/techcenter/pcdiags](http://hp.com/go/techcenter/pcdiags).

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4AA5-3192ENW, June 2014