

## 2 Long, then 3 Short

This can be either blinks and/or beeps:

- Red LED long blinks and/or system long beeps followed by
- White LED short blinks and/or system short beeps

### **WHAT THIS ERROR MEANS:**

Indicates potential BIOS failure: *The embedded controller policy requires the user to enter a key sequence.*

### **WHAT TO DO:**

To resolve the issue detected, you should be sure the battery is installed in the computer and it has sufficient power before continuing. Due to the design of the Embedded Controller/Keyboard Controller, the power supply must be disconnected and the computer must be powered with battery power to reset the Embedded Controller/Keyboard Controller.

1. Unplug the AC power from the computer.
2. Press and hold the power button for more than 12 seconds.
3. Release the power button.
4. The computer will power on and should boot normally after releasing the power button.
5. Re-connect the AC power to the computer.
6. If issue persists, please contact HP for support for repair.

### **WHERE TO GET ADDITIONAL HELP:**

Many of the problems associated with LED or beep codes require service or parts replacement. To find an HP authorized service provide, go to [www.hp.com/go/support](http://www.hp.com/go/support) .

BIOS - Basic Input/Output System