HP Revolve Troubleshooting

**HP Revolve: Properly seating the battery**

**Remove the battery:**
1. Turn the computer upside down on a flat surface.
2. Slide the battery release latch (1) to release the battery.
3. Pivot the battery up and then remove the battery from the computer (2).

![Diagram of HP Revolve with arrows indicating steps to remove battery]

**To insert the battery:**
1. Turn the computer upside down on a flat surface.
2. Insert the battery (1) at a 45-degree angle into the battery bay until seated.
3. Pivot the battery downwards (2) until it is seated. The battery release latch automatically locks the battery into place.
**HP Revolve: The computer will not start up**

If the computer does not turn on when you press the power button, please try the following:

1. If the computer is plugged into an AC outlet, plug another electrical device into the outlet to be sure the outlet is providing adequate power.

2. Check you are using the HP AC adapter provided with the computer.

3. If the computer is plugged into an external power source other than an AC outlet (i.e. extension cord, surge protector) plug the computer into the AC outlet directly using the HP AC adapter.

If the computer continues to be unable to power-on after verifying the battery is properly connected and the AC adapter is functional, try removing and reseating the battery. Then press the power button three times consecutively. If it is still not responsive, students mail techsupport@southfayette.org or faculty submit a school dude help desk ticket.

**HP Revolve: The computer is on, but not responding**

If the computer is turned on, but not responding to software or keyboard commands:

1. Press and hold the power button until the laptop turns off.

2. Disconnect the computer from external power and remove the battery.
How to Check for and Install Windows Updates

Please make sure your laptop is plugged in and charging.

1. On the bottom left of your screen, left click the windows button:

2. Left click on the Settings icon:

3. In the Settings window, Click on ‘Update & Security.’ This will open the ‘Windows Update’ window. Even if it says ‘no updates available’, check for updates or restart your laptop (see below).

Windows Update

Update status

No updates are available. We’ll continue to check daily for newer updates.
Windows Update

Update status

Updates are available.

  Status: Awaiting restart

  Status: Awaiting restart

View installed update history

⚠️ Your device is scheduled to restart outside of active hours. (Active hours are 8:00 AM to 5:00 PM.)

Restart now

This process may take a long time and may need to be run several times. Continue to run updates, download, install and/or restart until it states your laptop is up to date. You should run updates until ‘laptop up to date’ message comes up two times in a row.

Please note that updates can take HOURS and require a restart with more HOURS to install.

*Do NOT turn off the laptop in the middle of updating.

Wireless icon (1st icon on the left): 📲 [Image]
Updating Chrome

Google Chrome is up to date
Version 80.0.3987.149 (Official Build) (64-bit)
Clear Cache and Cookies in Chrome

From the “Menu” button in the upper-right corner of the Chrome window, choose “More Tools” > “Clear browsing data…”. 
1. Select the “Clear browsing data” button, and Chrome will clear your cache.

Clear browsing data

Basic

<table>
<thead>
<tr>
<th>Time range</th>
<th>All time</th>
</tr>
</thead>
</table>

Advanced

Browsing history

☐ Clears history from all signed-in devices. Your Google Account may have other forms of browsing history at myactivity.google.com.

Cookies and other site data

☑ Signs you out of most sites. You’ll stay signed in to your Google Account so your synced data can be cleared.

☑ Cached images and files

Frees up 316 MB. Some sites may load more slowly on your next visit.

[Buttons: Cancel, Clear data]