



## Refurbishing a Laptop with Screen Share - Moishe House 27th Feb 2024

### Step 1: Get the stuff you need

- Make sure you have a silver HP laptop. You know you've got the right one if it DOESN'T have a Screen Share sticker on it.
- Grab a black charger, USB stick, purple Screen Share sticker and a white label. Stick the white label on the top of the laptop. This is your notes section.
- Plug in the laptop.

### Step 2: Diagnostic stage 1

- Let the laptop charge for a couple of minutes. You might here a bleep. If you do, write down POST on the white label. This means something isn't right with the laptop. That's okay, we'll sort it (together).
- Check the laptop physically. Does it look damaged? Has it got all the screws in it? Does the hinge allow the laptop to turn 180\* back on itself?

### Step 3: Install Windows 10 on the device

- Make sure the laptop is connected to a power source and is TURNED OFF.
- Insert the USB into one of the ports.
- Press the power button on the side of the laptop once and only once. Give the laptop time to warm up.
- The computer should run an automatic Windows 10 install. First you will see messages from HP, perhaps a loading wheel. Let it run.
- You will see a purple screen and some flickering, probably a restart. Let it flow
- You know Windows is installed when you see the Screen Share UK login screen. Log in by entering the password 'hello'.

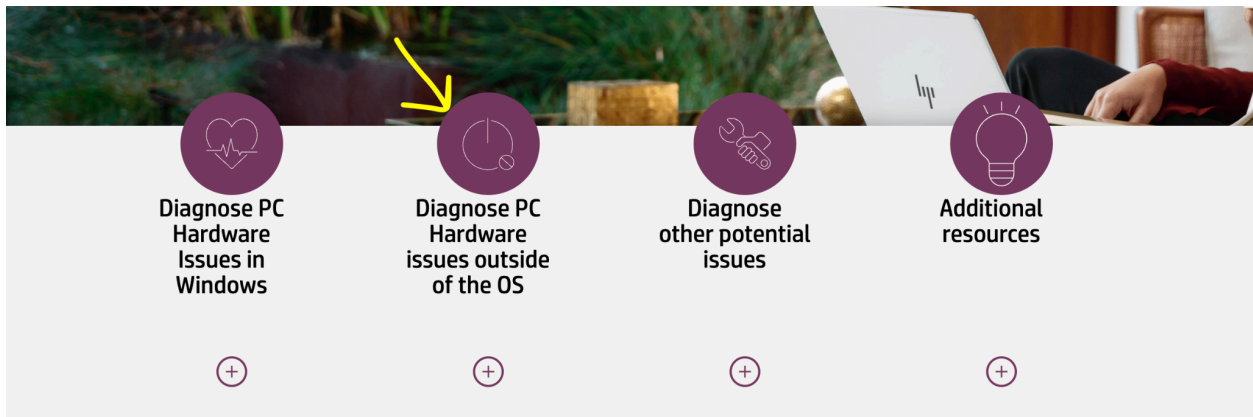


- Sometimes the operating system doesn't 'catch' and you see a black screen with 'HP Diagnostics' or 'No boot drive' message. That's cool. Turn off the device, reinsert the USB and try again. It should catch.

#### Step 4: Install Diagnostic Software

This stage is the downloading of diagnostic software. It's really important we do a full test so that the refugee who receives this device feels like it's a valuable gift rather than a hand-me-down.

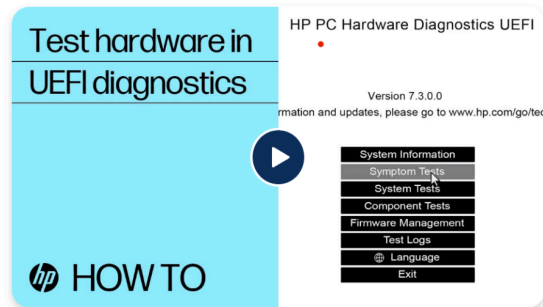
- Connect to the Wifi
- Open Microsoft Edge and search 'HP PC Diagnostics Windows' in the search bar.
- Click the 'HP PC Hardware Diagnostics | HP Support' link. The URL is: <https://support.hp.com/gb-en/help/hp-pc-hardware-diagnostics>
- Scroll down a bit to the second option of four horizontal options entitled 'Diagnose PC Hardware issues outside of the OS'. Click it, Scroll down and press the blue download button on the right hand side of the page.





## Need to Diagnose issues outside of the Operating System?

The HP PC Hardware Diagnostics UEFI Tool is a comprehensive set of tests for identifying, isolating and diagnosing hardware issues. The tool executes (in the UEFI environment) outside of the operating system allowing hardware failures to be isolated from issues that could be caused by the operating system or other software components.



Video: Learn how to boot windows

### Computer won't boot? Try UEFI Diagnostics

The HP PC Hardware Diagnostics UEFI application is a comprehensive set of tests to help identify, isolate, and diagnose possible HP Personal Computer hardware issues. This tool runs outside of the Operating System, is easy to use, and in just a few simple steps can greatly assist in troubleshooting hardware problems quickly.

HP PC Hardware Diagnostics UEFI – v10.3.0.0

[Download](#)

- The software will start downloading (progress in the top right corner of your browser)
- When it completes, click open file and follow the Wizard to full installation.
- Not sure what to press? The answers are 'Yes', 'Next', 'I accept the terms in the license agreement', 'Next', 'Okay', 'Next', UEFI Partition on hard drive (recommended), 'Install', 'Finish'
- When You have installed the software, turn off the computer.

### Step 5: Launch Diagnostic Software and test the battery.

- Turn on the computer and press F2 repeatedly immediately after pressing the power button. Press F2 repeatedly about twice a second. This should tell the computer to access the diagnostic software.
- Select your preferred language, select 'Yes' and then use the arrows (or the touchscreen) to select 'Component tests'. Select 'Power', 'Battery', 'Run once'.



- Note what the battery result is at the top. It might be green and say PASSED, or it might say CALIBRATE or WEAK. Write down the result in one word in small writing on the white sticker on the front of the laptop.
- View more details by selecting 'Battery details'. **The key figure you are looking for is the percentage next to FULL CHARGE CAPACITY.(on the right). Write that number down next to the result of the test on the white sticker.**

### **Step 6: Run a System Fast Test and a Keyboard Test**

- Press back (top right, arrow) and select 'System Tests'. Run the 'Fast Test'. Select 'Run Once'. Give it a few minutes to run. This is checking the systems etc so it doesn't suddenly break.
- The results of the test will start to appear. Once all of the tests have finished, review it quickly. If it's all green, that's great, write 'TESTS PASSED' on the sticker' If there are any errors, write the error on the white sticker and tell Moses.
- When you press continue it will invite you to do a second test. Don't worry about this one. Return to the menu.
- Select Keyboard and run the Keyboard Test. When you see the keyboard, press 'OK'. Do the Keyboard test by pressing all the keys on the keyboard and checking something comes up. The most important ones are the letters and numbers and ENTER key. You should have mostly blues. You won't be able to do 'pg up', 'pg down', 'home' or 'end' and that's okay. If any OTHER keys don't work, write down the key on your white sticker. End the test by pressing 'Skip' and 'save logs'.
- Return to the Menu and 'component tests' and run the 'system board' test (both the System Board and Charging Port options) and the Audio Test (both the audio playback test and the microphone record test') For the Microphone Record Test select the 'Internal Mic' option.
- Turn off the laptop

### **Step 6: Replace the battery or Run Updates.**

If the battery has less than 70% capacity, we need to replace the battery. If it doesn't need replacing, skip to Step 7.



To replace the battery:

- Make sure the laptop is turned off and collect a new battery from Moses
- Remove the back of the laptop with screwdrivers. Make sure to use the correct screwdriver head, either with the screwdriver kit or with the screwdrivers in the new battery kit.
- You may need to use a spudger to lever the cover off. Be confident but careful.
- Disconnect the battery by carefully removing the white connector from the motherboard. A screwdriver can help peek it out. Little by little, 'left side, right side, left side, right side' is a good approach.
- Once the battery is disconnected, remove the screws which connect the battery to the motherboard. **Make sure not to thread the screws. If you turning the screwdriver but the screw isn't moving, stop and ask for help. You will need different screwheads/screwdrivers for the laptops back cover and the battery**
- Once the battery is disconnected and the screws are removed, take out the battery and place it in the new battery pack box.
- Replace the battery by first inserting the connector in the port and carefully pushing the moldable multicoloured wires to one side. Now place the battery in place.
- You may notice the laptop turning on. If this happens, stop, open the laptop and hold down the power button until the laptop turns off. You don't want to operate on a laptop which is turned on.
- Return the screws to the battery, connecting them to the laptop. Again, be careful not to thread the screws.
- Once the laptop battery has been replaced, write 'battery replaced - calibration needed' on the white sticker.



### **Step 7: Run the updates**

Turn on the computer and in the search bar search 'check for updates'. Run all the possible updates including 'view optional updates'. This will require a few resets and take about ten minutes. Once you have run the updates, including HP Firmware, write 'updates complete' on the sticker.

### **Step 8: Clean and prepare**

- Once the tech is sorted, clean the laptop physically with the laptop cleaner kit. Do not spray liquid directly onto the laptop. Spray the cloth and then wipe the laptop.
- Make sure the laptop has a purple screen share sticker on it. Write DONE in capitals on the white sticker!

**You're done!**