Q. What is needed to install HP Refresh software?

A. You will need a minimum of 2 computers.

Computer #1: (Fully functioning computer that will be used to create the USB Flash Drive that will reimage the donated computer)
- A computer that meets these requirements in order to download software:
  - Windows 10 or Windows 7
  - USB port (to create the USB boot drive)
- USB flash drive (4GB or larger). For best results, the drive should be USB 3.0 compliant.

Computer #2: (Donated Computer)
- A computer that meets these requirements in order to be wiped and reimaged:
  - 64-bit x86 processor or equivalent
  - At least 2 GB of memory (RAM)
  - USB port
- Hard drive (4GB or larger)

Note: If you are using a USB 2.0-compliant drive or USB 2.0-compliant port, this process might take longer than it would be on a USB 3.0-compliant drive and port.

Q. How do I get started with HP Refresh for my student?

A. Go to the HP Refresh Program website and download the HP Refresh software. Follow the procedures in the Installation Guide to perform the installation process.

Q: Do I need to be connected to power when I run through the set-up process?

A: Yes, the computer needs to be connected to power to avoid disruptions.

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Q. How can I tell which USB port on my computer is USB 3.0?

A. Most, but not all USB 3.0 ports are blue if you look inside the port. It might also be indicated by a logo similar to the following:

Q. What happens if my hardware does not meet the minimum requirements or I run into another hardware issue?
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A. The software is designed to run on almost any modern hardware. If it does not work on your current computer, try using a different computer.

Q. What is a USB Flash Drive?
A. There are multiple terms for USB Flash Drives, USB Thumb Drive, USB Drive, USB Storage, Pen Drive, USB Sticks, Memory Sticks all are interchangeable terms.

Q. Will HP be providing USB Flash Drives?
A. No. HP is providing the instructions to enable local volunteers to create a bootable USB Flash Drive.

Q: What type of USB should I purchase?
A: A minimum of 4GB, with a traditional USB connector (e.g. e.g. USB Flash Drives with USB-C connectors will require an adapter to connect to majority of PC’s).

Q. Should I purchase USB 2.0, USB 3.0 or USB 3.1 Flash Drive.
A. USB 3.1 and USB 3.0 are backwards compatible with USB 2.0. Purchasing a new USB 3.0 or USB 3.1 has the added benefit of being faster for newer PC’s (typically introduced in 2009 or later).

Q. I copied the HP Refresh Software to the USB Flash Drive, but when I try to use it nothing happens.
A. It is possible that you missed one of the installation steps. Please refer to the installation guide.

Q. What is a “bootable” USB Flash Drive?
A. A bootable USB Flash Drive includes the necessary components to enable a computer to boot or start from a USB drive.

Q. Will creating the bootable USB flash drive erase my computer?
A. No, creating the USB Flash drive will not erase your computer. However, do NOT test the USB Flash Drive on the computer you are using to create the USB Flash drives.

Q. I just erased the drive on a computer, but someone needs it back.
A. HP Refresh software makes it impossible to recover data from the system.

Q. I just loaded HP Refresh Software on a desktop computer but it cannot connect to the local Wi-Fi®.
A. Few desktop computers have a Wi-Fi® radio standard. You will need to connect desktop computers to the Internet using a LAN Cable.

Q. Do I need to make any changes to the BIOS settings to install and use HP Refresh?
A. No. However, when you are booting to the USB flash drive, you will be prompted to enter the boot menu. The method to do this can be different for every brand of computer, as well as different models within the same brand. Usually one of the following keys will work:

- HP – F9, F12, or ESC
- Dell – F12 or F8
- Lenovo – F12 or F11
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**Q. If I need help using the software, how do I contact HP support?**

A. There is a group of HP Certified Support Volunteers ready to help you. Ask your questions [here](#).

**Q. My computer is showing an incorrect date. Why does it say the date is January 1, 1970?**

A. You might have a dead battery in your computer that needs to be replaced. Most desktop computers have a CR2032 battery (basically a watch battery).

**Q. Does HP Refresh Software support MAC?**

A. No, HP Refresh Software supports only windows-based PCs.

**Q. I don’t have a Wi-Fi® card on my computer. Can HP Refresh Software make my computer Wi-Fi® compatible?**

A. HP Refresh Software does not have the capability to add Wi-Fi®. You can use the ethernet cable to access the internet. Alternately, you have an option to add Wi-Fi® card if your device supports it.

**Q. What do I do if my hardware is not usable, e.g. broken keyboard, cracked screen, no USB port, doesn’t power on?**

A. Donated hardware may not be re-usable, so you will need to acquire another functioning device.