

REDEFINING EXCELLENCE

Precise Attention to Detail. Uncompromising Quality. Breakthrough Design.



Visit www.hp.com/go/whyhpnotebooks for more information.

1. MIL-STD-810G testing was not intended to demonstrate fitness for U.S. Department of Defense contracts or for military use. Test results are not a guarantee of future performance under these test conditions.
2. HP QuickWeb is accessible when the notebook is off in Windows Vista or Windows 7-based systems. Internet access is required. Timing may vary depending on the system configuration. To enable the feature following the removal of the battery, reboot the notebook prior to subsequent use. Not available on most HP Minis.
3. Up to 32 hours of battery life requires an HP EliteBook 8460p configured with an Intel Graphics Media Accelerator HD, optional solid-state drive, 9-cell primary battery, and separately purchased HP Ultra-Capacity Battery. Battery life will vary depending on the product model, configuration, loaded applications, features, use, wireless functionality, and power management settings. The maximum capacity of the battery will naturally decrease with time and usage. See MobileMark07 battery benchmark (www.bapco.com/products/mobilemark2007) for additional details.
4. Brominated flame retardant and polyvinyl chloride-free (BFR/PVC-free) on notebooks including Broadcom WLAN that are non-WWAN; meeting the evolving definition of "BFR/PVC-free" as set forth in the iNEMI Position Statement on the Definition of "Low-Halogen" Electronics (BFR/CFR/PVC-Free). Plastic parts contain < 1000ppm (0.1%) of bromine (if the Br source is from BFRs) and < 1000ppm (0.1%) of chlorine (if the Cl source is from CFRs or PVC or PVC copolymers). Power supply and power cords are not BFR/PVC-free. Service parts after purchase may not be BFR/PVC-free.
5. EPEAT registration varies by country; see epeat.net for registration status.
6. Configurations that have a Microsoft operating system are ENERGY STAR qualified and are identified with the ENERGY STAR suffix on HP websites and on energystar.gov.
7. Power calculations and cost calculations are estimates. Results will vary based on variables, which include information provided by the user, time PC is in different power states (on, standby, hibernate, off), time PC is on battery or AC, hardware configuration, variable electricity rates, and utilities provider. HP advises customers to use information reported by HP Power Assistant for reference only and to validate impact in their environment. Environmental calculations were based on U.S. EPA eGrid 2007 data found at www.epa.gov/egrid/. Regional results will vary. Requires Microsoft Windows.
8. For the use cases outlined in the DOD 5220.22-M Supplement.

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DESIGN AND ENGINEERING

INTRODUCING HP ELITEBOOK NOTEBOOK PCs

Choose HP EliteBooks if you're seeking a top-of-the-line, business-rugged notebook offering premier design and enhanced manageability features. Whether you buy thousands, hundreds, or only one, you get a business notebook you can depend on – and consistent quality from first to last.



DESIGNING A BETTER BUSINESS NOTEBOOK

The HP EliteBooks embody a new era of design innovation.

OPTIMAL USABILITY

Chassis dimensions, screen size, and input areas have been streamlined and optimized for the ultimate user experience.

A HOLISTIC APPROACH TO FORM AND SURFACES

Strategically positioned and aligned peripheral I/O ports on the side of the chassis improve accessibility and streamline notebook appearance.

RICH METAL FINISHES

Finishes and colors provide a high sense of value and quality.

AN EYE TOWARD THE ENVIRONMENT

Materials and manufacturing methods emphasize material recyclability and the reduction of substances of concern.

DESIGN TO WITHSTAND THE TEST OF TIME

Modern and progressive design resists trends and design fatigue – providing timeless appeal and robust construction to withstand years of use and look just as good as the day you bought it.

BUSINESS-RUGGED DESIGN

Inspired by aerospace craftsmanship and materials, HP EliteBook notebook PCs blend modern design and precision engineering, yielding a beautiful product that makes no compromises on manageability, durability or performance.



Our 2011 EliteBooks are the most robust business notebooks HP has ever created, and most are engineered to meet tough U.S. military standards (MIL-STD-810G) for drop, vibration, dust, temperature, and altitude.¹ For example, the HP EliteBook 8460p has been subjected to the following punishment:

DROP TEST: We drop the notebook 26 times on each side, edge, and corner to make sure it's ready to take the daily abuse and occasional accidents you're going to throw its way. We do this from a height of 76cm (30 in), which is consistent with many of the minor bumps of daily life.

VIBRATION TEST: Since notebooks are meant to be as mobile as you are, we simulate the vibrations of 1000 miles of ground transportation. HP EliteBooks are designed to handle many of the stresses of constant travel to help you stay on the move.

DUST TEST: Dust is blasted at the notebook for six straight hours to make sure internal and external components won't fail in harsh environments. HP EliteBooks are ready for the office, the outback or most anywhere you roam.

HIGH TEMPERATURE TEST: The notebook is placed in an oven and baked at 60°C (140°F) to mimic extreme heat conditions. If you accidentally leave your notebook in a car out in the sun all day long, you can be confident that your HP EliteBook is designed to deliver on our business-rugged promise.

LOW TEMPERATURE TEST: We know there are times when notebooks face the most extreme weather, so we put ours in a freezer set at -29°C (-20°F). If you work in a cold geographical location, or if your business has you in refrigerated buildings, you can still rely on your HP EliteBook.

TEMPERATURE SHOCK TEST: We subject the notebook to sudden temperature changes greater than 10°C (18°F) within one minute. Even if you're constantly moving between climate controlled buildings and outdoor work sites, your HP EliteBook is all about helping you move your business forward.

ALTITUDE: The notebook sits in a chamber that simulates the pressure of an altitude of 15,000 ft (4,572 m). You can work in the mountains or in a helicopter, and your HP EliteBook can help with the challenge.



PRECISION ALUMINUM-ALLOY HINGES with hardened steel pin axles are designed to withstand the stress of frequent opening and closing.

TITANIUM ALLOY DISPLAY LATCHES tightly lock the top and bottom of the notebook for added protection against shock and side impacts.

EASY ACCESS DOOR offers tool-free access to key system components through a single magnesium panel you can remove by sliding a single latch.

BOTTOM-CASE DRAIN draws liquids away from key components to lessen damage from minor spills.

LABEL-FREE BOTTOM CASE offers an elegant, clutter-free presentation.

HP DURACASE

Solid construction, built-in durability and a wear- and smudge-resistant anodized finish offer mobile professionals a highly dependable business notebook PC. Enhanced durability means lower notebook failure, longer notebook lifespan and most importantly, enhanced workforce productivity. HP DuraCase is available on all HP EliteBooks except tablet models.

The cold-forged magnesium bottom case and precision-stamped alloy chassis provide a durable, lightweight metal support structure designed to withstand an enormous amount of physical impact and pressure common in business and enterprise environments. Precision aluminum alloy hinges and cast titanium alloy display latches help protect your system from shock and side impacts when you're on the go.

PRECISION-STAMPED ALLOY CHASSIS is a single piece of aluminum that forms the keyboard deck and sides of the notebook, which greatly enhances the overall rigidity of the system.

MAGNESIUM/ALUMINUM DISPLAY ENCLOSURE consists of an aluminum outer cover bonded to a magnesium-alloy substructure for exceptional strength and impact protection.

ANODIZED ALUMINUM PALM-REST SURFACE provides an attractive, scratch-resistant working surface.

HP FITTIGHT

Battery lock system keeps your battery secure even when your notebook is subjected to shock, drops, or side impacts, reducing the risk of jostling or ejecting the battery.

HP DISPLAYSAFE FRAME

Enhanced business notebook panel protection offers a full, double-shot rubber frame that acts as a shock-absorbing barrier. It helps protect the display panel from scuffs and scratches caused by shock and vibration, or from being packed too tightly in the carrying case. The new frame design is more aesthetically pleasing than previous versions.

CHEMICALLY-STRENGTHENED GLASS TOUCHPAD

Boasting smudge and wear resistance, the generously-sized, chemically-strengthened glass touchpad allows your fingers to glide effortlessly. Offering gesture recognition, our new touchpad lets you take advantage of next-generation touch controls and rotate, pinch, and zoom in and out with ease. The glass is highly recyclable.

QUICK-ACCESS BUTTONS

Wireless, mute, HP QuickWeb² and – on certain models – calculator quick-access buttons give you one-touch access to some of the most commonly used PC functions.

COMMITMENT TO QUALITY



COMMITMENT TO QUALITY

At HP, we make a quality commitment and stand by it. We follow through with our promises. We believe that we can always make improvements – and then we do. And that belief pushes our quality standards ever higher. Our goal is to make our products – and your user experience – the highest possible quality with the lowest total cost of ownership. That's why we look beyond quality and reliability of the product when it comes to our HP EliteBook PCs – we devote abundant resources to the overall solution and the customer experience, as well.

LEGACY OF INNOVATION AND EXPERTISE

Being a world leader in PC technology carries huge responsibility and great rewards – and we welcome both. Operating in 170 countries, we have strong sales, service, and support capabilities worldwide. We also have a network of sales and service partners around the globe – all of them among the very best in the industry.

HP has a long history of continuous improvement in quality across products, solutions, and experiences. For more than 20 years, HP has been making advances in next-generation computing and emerging mobile computing technologies.

We continue to generate significant improvements in product design, quality, and reliability. Our total patent portfolio now stands at 32,000 – one of the largest in the world. We spend \$3.5 billion in research and development every year to constantly raise industry standards and improve the overall performance and reliability of our products and your experience.

// WE FOCUS ON A HIGH LEVEL OF ACHIEVEMENT AND CONTRIBUTION. OUR CUSTOMERS EXPECT HP PRODUCTS AND SERVICES TO BE OF THE HIGHEST QUALITY AND TO PROVIDE LASTING VALUE. //

— BILL HEWLETT, FOUNDER

LEADERS IN QUALITY

Don't take our word for it. According to many third parties and independent research firms, HP is an industry leader in quality.

- HP scored highest in completeness of vision with best ability to execute in Gartner's Desktop and Notebook Magic Quadrants, 2010
- STAR Award for Service Excellence in Innovative Support from the Technology Services Industry Association (TSIA), 2010



- Excellence in Service Operations Certification from TSIA, 2010
- China Best Contact Center of the Year 2010 award from 51CallCenter for HP Global Solution Center (Dalian)
- Technology Business Research Inc. (TBR) Notebook Study, November 2010
 - “Overall satisfaction rating up by double the magnitude of competitors in 3Q10.”
 - “Customer loyalty up substantially in past two periods...”
- TBR Notebook Study, September 2010
 - “During 2Q10, HP's performances strengthened by magnitudes substantially greater than those of Lenovo or Dell.”
- TBR Notebook Study, May 2010
 - “Most noteworthy include its satisfaction scores for hardware reliability and repair time.”
- TBR Notebook Study, November 2009
 - “Certainly, HP's current status relative to customer satisfaction with hardware quality/reliability is a strong one, with a mean rating well above the typical 6.0 mark...”



HARD DRIVE SOLUTIONS

Operational shock is a leading cause of premature hard drive failure in every brand of notebook PC, and it can happen at any time while a notebook is powered up. When your PC gets bumped against a doorway, or dropped a short distance, there's a lot more at stake than the hardware itself. An everyday incident could damage your hard drive and cause a loss of the data.



HP 3D DRIVEGUARD

HP 3D DriveGuard helps protect the information on your hard drive from accidental damage caused by short drops, rough handling, excessive vibration, and other everyday wear and tear. Two protection policies are designed to help defend your data at all times, whether you're working quietly or walking quickly.

- Ready state: For routine use, when the notebook is open and you are working on a plane, train or some other place, HP 3D DriveGuard automatically parks the hard drive head if the notebook experiences a sudden movement, a drop or some other significant change in its physical state.

- Enhanced state. When you're on the move and the lid is closed on your business notebook, HP 3D DriveGuard parks the drive head indefinitely. This lets you transport your PC safely whether you're in standby mode or not.

HP 3D DriveGuard combines several active and passive design features to help mitigate the risks of drive failure and data loss.

- Mounting the hard drive firmly to the notebook frame helps absorb shock from bumps, drops, and other impacts. This hard-mount solution reduces the transmission of shock to the hard drive by as much as 50 percent.
- A three-axis digital accelerometer provides additional protection. Any sudden movement signals a potential risk to the hard drive; the motion sensor temporarily parks the drive head and stops the hard drive before it can be damaged.
- Intelligent sensitivity automatically adjusts protection policies – Ready or Enhanced – for your current operating state.
- An external LED indicator reassures you that your hard drive is parked when you're on the move.
- Advanced power management settings help ensure that the hard drive occasionally spins down according to manufacturer specifications.
- Hard drive self-tests are available within our BIOS setup.

BATTERY SOLUTIONS

// WHEN IT COMES TO BATTERIES, SAFETY AND RELIABILITY ARE NON-NEGOTIABLE AT HP. OUR AIM IS TO EXCEED CUSTOMER EXPECTATIONS THROUGH THE MOST EXTENSIVE TESTING IN THE INDUSTRY. QUALIFYING A NEW SUPPLIER CAN TAKE SEVERAL MONTHS, BUT THE END RESULT IS A TOP-QUALITY PRODUCT. //

— JOHN A. WOZNAK, PH.D. DISTINGUISHED TECHNOLOGIST HP NOTEBOOK ENGINEERING

HP uses several approaches to improve battery performance and your overall user experience.

- Stringent battery vendor quality standards and rigorous testing procedures
- Industry-standard Lithium-Ion battery technology
- Industry-leading battery life (up to 32 total hours between charges on a properly configured HP EliteBook 8460p using an HP Ultra-Capacity Battery)³
- Advanced power management features and settings
- Active participation in the IEEE Standard 1625 Committee (“Standards for Rechargeable Batteries for Portable Computing”)



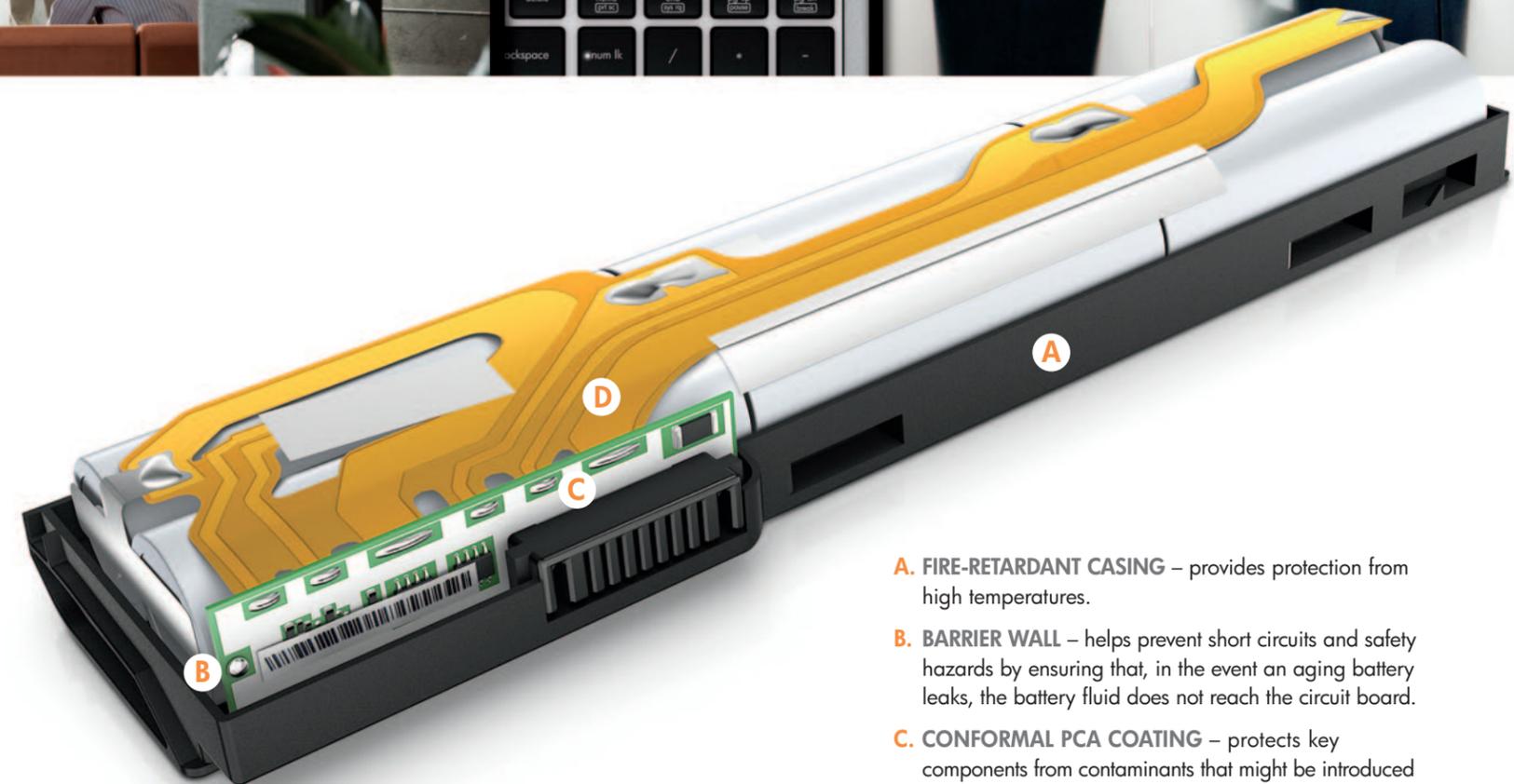
HP LONG LIFE BATTERIES

Our new family of HP Long Life Batteries provides up to three years of battery life, backed by the industry's first three-year limited warranty. With a lifespan up to twice that of a conventional Lithium-Ion notebook battery, the HP Long Life Battery delivers reliable performance and helps reduce your total cost of ownership (TCO).

HP has always employed strict quality controls in designing, constructing, and using batteries in our business notebooks, and these controls are revised continually as battery technologies improve.

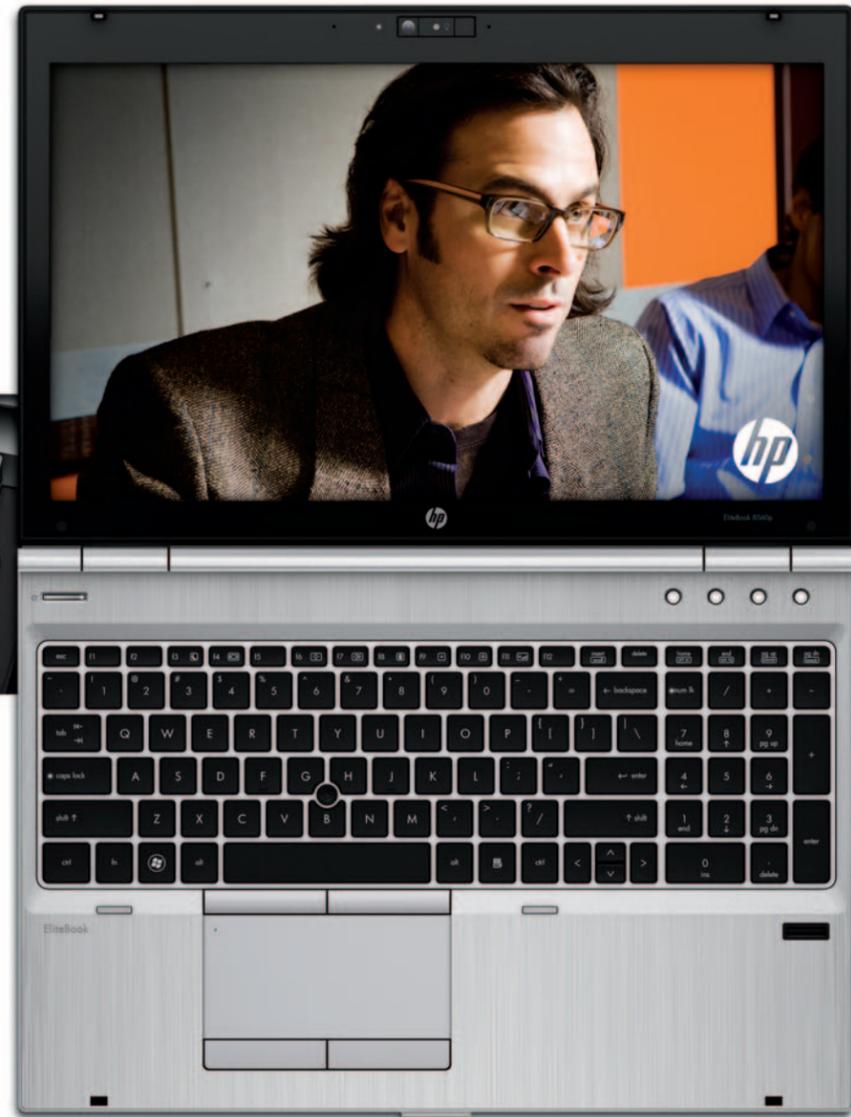
Components and materials are carefully chosen and critically tested for safety and reliability, and battery packs are designed with multiple redundant safety features.

Our quality testing is extensive and thorough. Battery cells are first tested individually, then tested again after they are assembled into battery packs, and then re-tested with the batteries placed in-system. Cells are charged at different rates and in different environmental conditions. The process can take up to a year, and most cells require process or design improvements before they meet HP standards.



- A. FIRE-RETARDANT CASING** – provides protection from high temperatures.
- B. BARRIER WALL** – helps prevent short circuits and safety hazards by ensuring that, in the event an aging battery leaks, the battery fluid does not reach the circuit board.
- C. CONFORMAL PCA COATING** – protects key components from contaminants that might be introduced during the assembly process.
- D. FLEXIBLE CIRCUIT INTERCONNECTS** – help prevent latent failures by eliminating discrete wires that could be pinched during assembly.

TESTING AND QUALIFICATION



ENHANCED SYSTEM BOARDS

Shock-absorbing properties built into the system board have proved effective in maintaining the integrity of the board's delicate connections to surrounding systems, making them more resistant to shock and the stress of mobility. These system board enhancements have significantly reduced replacement rates compared to models without them.

SPILL-RESISTANT KEYBOARD WITH DRAIN

An internal drain system, including a thin layer of Mylar film under the keyboard, effectively channels minor spills away from sensitive electronics, helping to protect key components and avoid costly downtime, repair, and replacement.

HP TOTAL TEST PROCESS

Every HP EliteBook PC is subjected to the HP Total Test Process – 100,000 total hours of testing, covering 50,000 individual steps. This comprehensive, rigorous testing helps ensure superior quality and reliability in a wide range of applications and operating environments.

- Drop, shock, and vibration testing
- Hard drive testing
- Keyboard and button testing
- Display panel testing
- Electrical testing
- Mechanical testing
- Environmental testing
- U.S. military reliability testing (MIL-STD-810G)¹

SYSTEM ARCHITECTURE

We spend a considerable amount of time, energy, and resources on software testing – approximately 20,000 man-hours. We receive constant feedback from the field, and we strive to improve software to make it more reliable and easier to use.

- Integration testing involves more than 30,000 steps and 240 industry-standard hardware and software products per operating system.
- Approximately 7,000 total docking tests are performed on each platform to ensure quality and reliability throughout the lifecycle.
- Wide Area Testing (WAT) validates HP hardware as well as industry standard hardware and software in typical customer environments.
- Software Integration Test (SIT) ensures a quality interaction among drivers, applications, OS and ROM.
- Windows Hardware Quality Lab (WHQL) confirms component and system compliance with the Microsoft Windows Logo Program.
- OS Integration Test (OSIT) validates new operating systems and service pack updates for compatibility.

We also perform higher reliability demonstration testing (RDT) on drives to simulate the actual customer environment. We look at the thermal map of the entire system in a holistic way. Our top priorities include the battery pack, hard drive and optical drive to continuously meet higher standards.

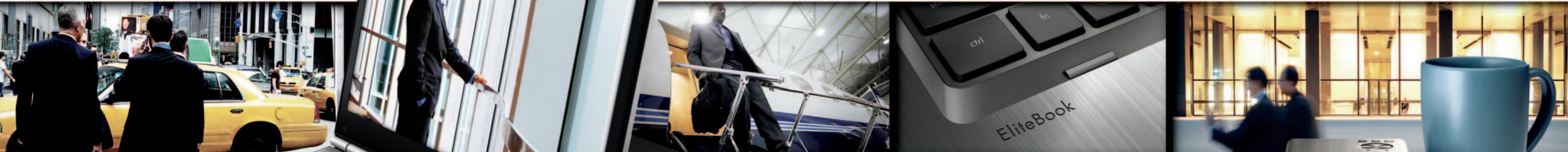
ACCESSORIES

We offer a full portfolio of notebook accessories designed to complement the HP business notebook product line. All of our accessories are rigorously tested and backed by our world-class global services and solutions, so you can count on them to work seamlessly with your HP Business Notebook PCs.

HP DOCKING STATIONS FOR HP BUSINESS NOTEBOOK PCs

HP docking solutions enable notebook users to benefit from the freedom and flexibility of mobile computing as well as the comfort and productivity of a fully-equipped office desktop. With a monitor, mouse, keyboard, and other desktop peripherals connected to a docking station, mobile users can work comfortably in the office and go at a moment's notice.

- HP Docking Station supports four USB connections and the latest display technologies, including DisplayPort. The proprietary HP Docking Station Cable Lock is a simple, embedded security solution for securing both the docking station and a connected notebook PC.
- HP Advanced Docking Station includes all of the standard HP Docking Station features, plus additional display, eSATA, and USB ports and an Upgrade Bay for an integrated hard drive or optical drive.



HP NOTEBOOK PROJECTION COMPANION

Weighing less than a pound and smaller than a paperback book, this ultra-compact projector is an ideal accessory for mobile professionals – perfect for important presentations and small settings. But don't be fooled by its size. The projector uses Digital Light Processing (DLP) technology to provide vibrant colors, sharp images, and crisp text, delivering a high-resolution SVGA (858 x 600) image and exceptional brightness of 100 lumens.

- Key accessories such as internal and external batteries, memory and AC adapters are subjected to rigorous and extensive notebook testing processes.
- New accessories like keyboards, mice, hubs, external hard drives and optical drives are tested with each new and current notebook to confirm full compatibility.

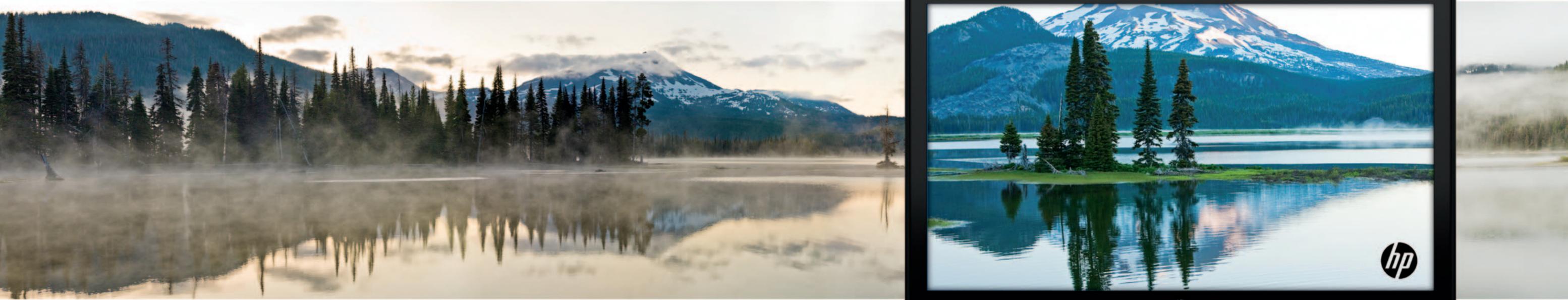


HP PROFESSIONAL SERIES CASES

Sleek, stylish, and functional, this extended family of carrying cases provides a sophisticated, professional appearance while protecting your HP Business Notebook PC from the rigors of weather and constant travel. And with seven different case styles, there's an option for everyone.

ENVIRONMENTAL RESPONSIBILITY

HP is also an industry leader when it comes to helping to reduce our impact on the environment. Among other awards and recognitions, HP was rated first place by Newsweek magazine's Green Rankings published in September 2009 – their first-ever report based on companies' actual environmental footprint, policies, and practices. HP Business Notebook PCs are designed to reduce their impact on the environment by reducing substances of concern, using fewer resources, reducing energy consumption, and designing for recyclability.



FEWER SUBSTANCES OF CONCERN

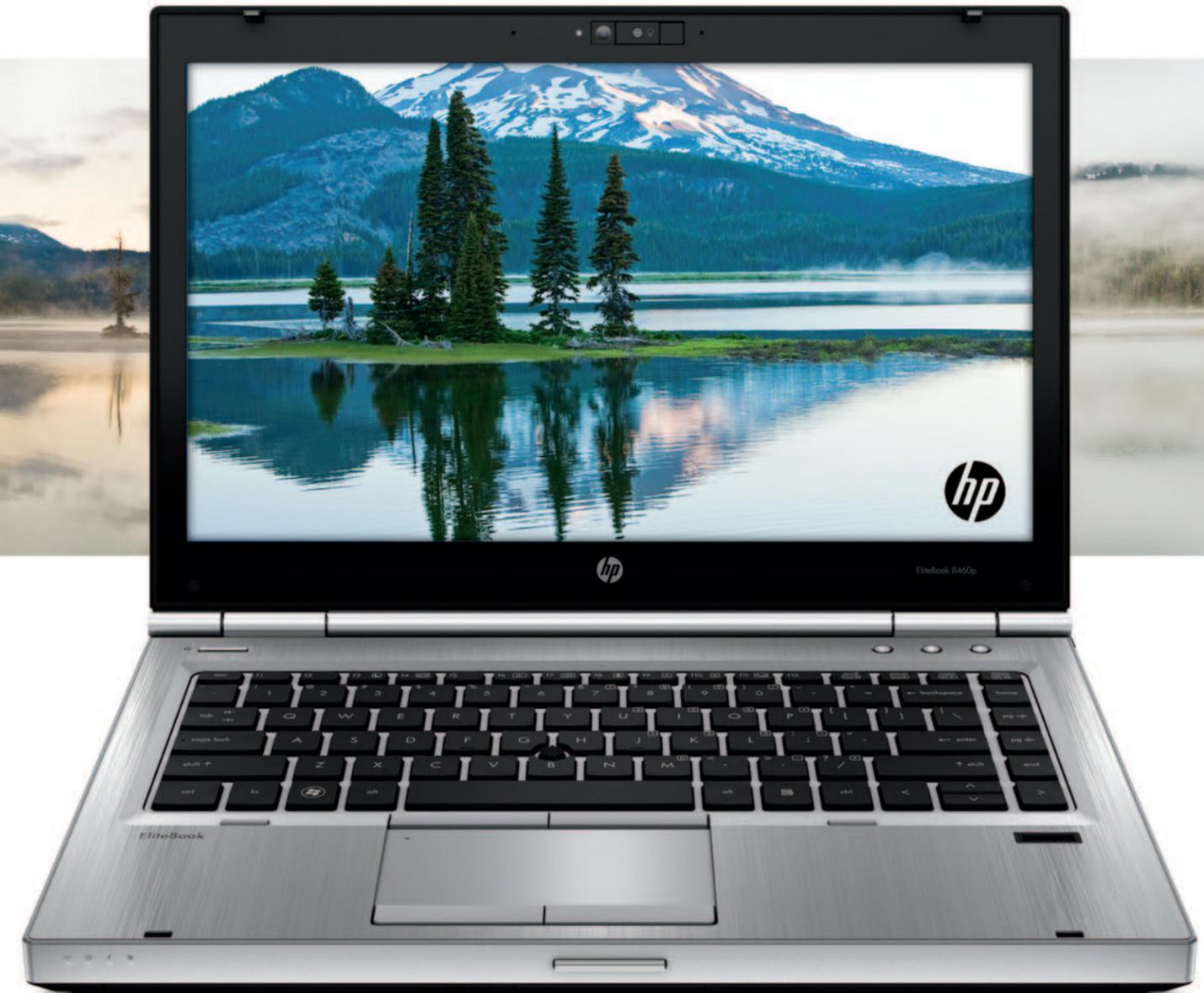
HP makes a continual, concerted effort to identify substances of concern and find acceptable substitutes, using recycled and recyclable components whenever possible. Select HP EliteBooks are BFR/PVC-free,⁴ and LED-backlit displays are mercury-free. All HP Business Notebooks are EPEAT[®] Gold⁵ registered in the United States.

IMPROVED ENERGY EFFICIENCY

Energy-efficient notebooks help reduce the impact on the environment, reduce utility expenses, and extend battery runtime. ENERGY STAR[®] qualified configurations are available for our entire product line.⁶ And HP Power Assistant helps you monitor and control energy consumption with comprehensive reporting – including estimated time, watts, energy cost, and carbon footprint.⁷ HP even offers a free online carbon calculator to help you estimate how power-saving solutions lower your energy use and carbon footprint.

REDUCE, REUSE, RECYCLE

HP offers a variety of programs for returning, recycling, and donating equipment safely and responsibly. Over 90 percent (by weight) of every HP Business Notebook is recyclable or recoverable, for a smaller environmental footprint. HP Disk Sanitizer permanently erases all sensitive data from a hard drive, so it can be donated or repurposed without the worry of compromising business-critical information.⁸



TOTAL CUSTOMER EXPERIENCE

USER EXPERIENCE

Our driving ambition is for every customer to be completely satisfied with the quality of our products, services, and solutions. Your relationship with us goes beyond our products – it begins long before your decision to invest in HP technology, and it extends to every interaction you have with HP. We call this the Total Customer Experience (TCE), and it's different for everyone because it's shaped and defined by countless unique impressions, perceptions, and experiences. That's why our passion for quality and TCE affects everything we do. We have dedicated teams who focus exclusively on TCE and quality.



MEASUREMENTS AND RESULTS

HP takes a hard-line approach to measuring quality – we're pretty tough on ourselves. We're completely committed to producing the best possible technology and providing the highest levels of service, so we hold ourselves to a very high standard. We relentlessly scrutinize our business practices and development processes for potential areas of improvement. We think the end results speak for themselves: We've realized a 33 percent reduction in Annual Service Event Rate (ASER) over the past six years.

EARLY WARNING AND DETECTION

The HP Notebook Quality System employs numerous improvement initiatives that help provide early warning and detection of potential troubles, contain any problems that do occur, and deliver consistent quality improvements over time.

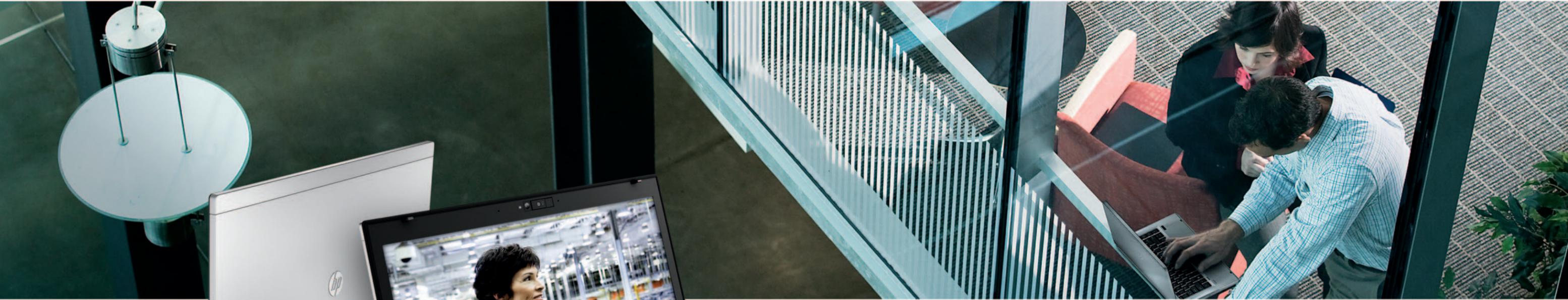
RAPID ISSUE RESPONSE AND RESOLUTION

One of the reasons HP receives such consistently high scores on industry surveys is the quality of our flexible, personal service. Years of forthright communication with our customers have earned our sales organization a reputation for responsiveness and integrity that's unmatched in the technology industry. When problems do occur, we have proven processes and procedures for managing them effectively with minimal disruption.

// WE PROVIDE PRODUCTS, SERVICES, AND SOLUTIONS OF THE HIGHEST QUALITY AND DELIVER MORE VALUE TO OUR CUSTOMERS TO EARN THEIR RESPECT AND LOYALTY. //

— HP QUALITY POLICY STATEMENT

SERVICE AND SUPPORT



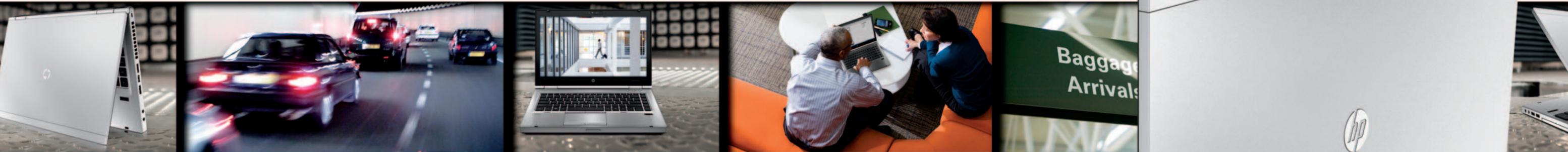
HP INSTANT SUPPORT

HP Support Services cover your needs at every stage of your computing technology's lifecycle and help maximize the initial return on investment – all while reducing loss of productivity. Extended service contracts are available.

HP TOTAL CARE

HP Support Services offers extended service contracts that go beyond standard warranties. These services cover your needs at every stage of your computing technology's lifecycle and help maximize the initial return on investment – all while reducing loss of productivity.

CONTINUOUS IMPROVEMENT



We're positively obsessed with the quality of our business notebooks. Relentless improvement is the driving force behind our products, our processes, and our business. We continually evaluate design improvements and incorporate innovative solutions to help make our notebooks a more robust and more dependable tool for your business. At every step – from design and development through production and testing and on into the workplace – we're alert for any opportunity to improve quality, and everything we learn goes into making the next generation of HP Business Notebooks all it can be.

The best information about the quality of the user experience comes from the users themselves, so our customers are a vital resource. We look carefully at customer surveys and service calls, focus groups and field research, sales meetings, and so much more – gathering critical feedback that influences our designs, inspires new features, and improves the overall quality of our products and services.

We never stop. We never stop talking to you, answering your questions, listening to your ideas, and solving your problems. We never stop testing our products, raising our standards, designing new features, developing new technologies, and looking for better materials and suppliers. We never stop perfecting our PCs, building better business notebooks, and working to deliver a Total Customer Experience that's second to none.

