



HP Pavilion x360 Convertible PC (model numbers: 13-s000 through 13-s099)

Maintenance and Service Guide
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Product notice

This guide describes features that are common to most models. Some features may not be available on your computer.

Not all features are available in all editions of Windows 10 or Windows 8. This computer may require upgraded and/or separately purchased hardware, drivers, and/or software to take full advantage of Windows 10 or Windows 8 functionality. See for <http://www.microsoft.com> details.

Safety warning notice


 **WARNING!** To reduce the possibility of heat-related injuries or of overheating the device, do not place the device directly on your lap or obstruct the device air vents. Use the device only on a hard, flat surface. Do not allow another hard surface, such as an adjoining optional printer, or a soft surface, such as pillows or rugs or clothing, to block airflow. Also, do not allow the AC adapter to contact the skin or a soft surface, such as pillows or rugs or clothing, during operation. The device and the AC adapter comply with the user-accessible surface temperature limits defined by the International Standard for Safety of Information Technology Equipment (IEC 60950).

Table of contents

1 Product description	1
2 External component identification	4
Display	5
Keys	6
Lights	7
TouchPad	8
Left side	9
Right side	10
Bottom	11
3 Illustrated parts catalog	13
Locating the warranty information, model number, serial number, and product number	13
Computer major components	14
Display assembly components	18
Miscellaneous parts	19
4 Removal and replacement preliminary requirements	20
Tools required	20
Service considerations	20
Plastic parts	20
Cables and connectors	20
Grounding guidelines	21
Electrostatic discharge damage	21
Packaging and transporting guidelines	22
Workstation guidelines	22
5 Removal and replacement procedures	24
Keyboard/top cover	24
Battery	27
Hard drive	29
Connector board	30
WLAN module	31
System board	33
Fan/heat sink assembly	37
Memory module	38

Speakers	40
Display assembly	41
Power button board	48
Power connector cable	49
6 Computer Setup (BIOS), TPM, and HP Sure Start – Windows 10	51
Using Computer Setup	51
Starting Computer Setup	51
Navigating and selecting in Computer Setup	52
Restoring factory settings in Computer Setup	52
Updating the BIOS	53
Determining the BIOS	53
Downloading a BIOS update	53
Changing the boot order using the f9 prompt	54
TPM BIOS settings (select products only)	55
Using HP Sure Start (select products only)	55
7 HP PC Hardware Diagnostics (UEFI) – Windows 10	56
Downloading HP PC Hardware Diagnostics (UEFI) to a USB device	57
8 Using Setup Utility (BIOS) – Windows 8	58
Starting Setup Utility (BIOS)	58
Updating the BIOS	58
Determining the BIOS version	58
Downloading a BIOS update	59
9 Using HP PC Hardware Diagnostics (UEFI) – Windows 8	60
Downloading HP PC Hardware Diagnostics (UEFI) to a USB device	60
10 Specifications	62
11 Backup and recovery – Windows 10	63
Creating recovery media and backups	63
Creating HP Recovery media (select products only)	64
Using Windows Tools	65
Restore and recovery	65
Recovering using HP Recovery Manager	66
What you need to know before you get started	66
Using the HP Recovery partition (select products only)	67
Using HP Recovery media to recover	67

Changing the computer boot order	68
Removing the HP Recovery partition (select products only)	68
12 Backing up, restoring, and recovering – Windows 8	69
Creating recovery media and backups	69
Creating HP Recovery media (select models only)	70
Using Windows tools	71
Restore and recovery	71
Recovering using HP Recovery Manager	71
What you need to know before you get started	72
Using the HP Recovery partition (select models only)	73
Using HP Recovery media to recover	73
Changing the computer boot order	73
Removing the HP Recovery partition (select models only)	74
13 Power cord set requirements	75
Requirements for all countries	75
Requirements for specific countries and regions	75
14 Recycling	77
Index	78

1 Product description

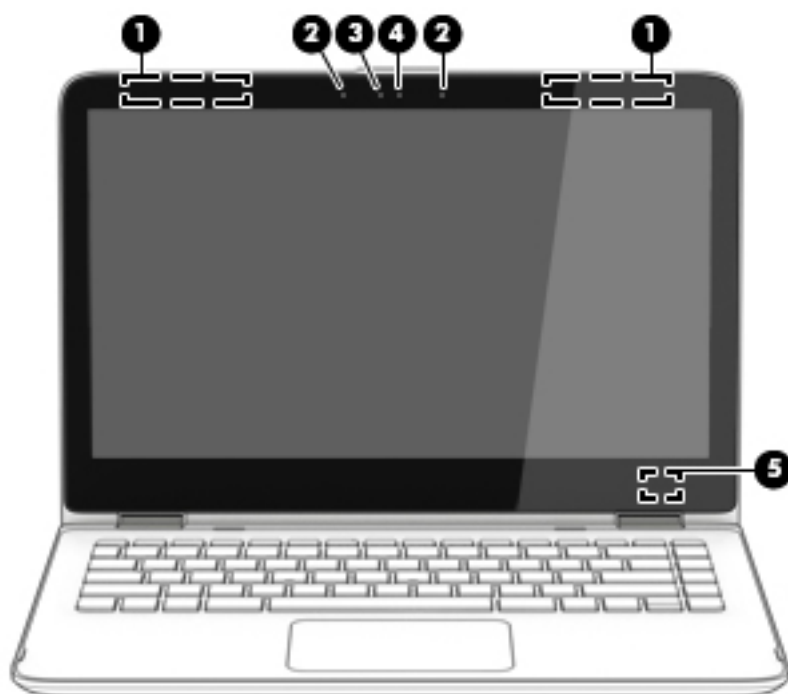
Category	Description
Product Name	HP Pavilion x360 Convertible PC (model numbers: 13-s000 through 13-s099)
Processor	<ul style="list-style-type: none">Intel™ Core® i5-6200U 2.30-GHz (SC turbo up to 2.80-GHz) processor (1600-MHz FSB, 3.00-MB L3 cache, dual core, 15-W [dynamic PL1 to 8.5-W])Intel Core i5-5200U 2.20-GHz (SC turbo up to 2.70-GHz) processor (1600-MHz FSB, 3.00-MB L3 cache, dual core, 15-W)Intel Core i3-6100U 2.30-GHz processor (1600-MHz FSB, 3.00-MB L3 cache, dual core, 15-W [dynamic PL1 to 8.5-W])Intel Core i3-5010U 2.10-GHz processor (1600-MHz FSB, 3.00-MB L3 cache, dual core, 15-W)
Chipset	Intel LP processor controller hub (PCH)
Graphics	Internal Graphics: Intel HD Graphics 5500 Support for DX11, HD decode, and HDMI
Panel	13.3-in (1920×1080), full high-definition (FHD), light-emitting diode (LED), AntiGlare, TouchScreen with flush glass and MultiTouch enabled; 16:9 ultra-wide aspect ratio; typical brightness: 220 nits; slim (3.0-mm), In-plane switching (IPS), eDP; 13.3-in (1366×768), high-definition (HD), LED, AntiGlare, TouchScreen with flush glass and MultiTouch enabled; 16:9 ultra-wide aspect ratio; typical brightness: 220 nits; slim (3.0-mm), UWVA, eDP
Memory	2 SODIMM slots DDR3L-1600 Support for DDR3L-1600 Support for dual channel Supports up to 16384-MB maximum on-board system memory
Hard drive	Support for 6.35-cm (2.5-in) hard drives in 7.2-mm (.28-in) and 7.0-mm (.28-in) thicknesses Support for Accelerometer hard drive protection Support for the following single hard drive configurations: <ul style="list-style-type: none">1-TB, 5400-rpm, 7.2-mm750-GB, 5400-rpm, 7.2-mm500-GB, 5400-rpm, 7.0-mm Support for 500-GB, 5400-rpm, 7.0-mm + 8-GB NAND Hybrid hard drive Support for M2 SATA-3 next generation form factor (NGFF) 128-MB triple-level cell (TLC) solid-state drive
Optical drive	9.5-mm tray load, SATA, external, USB, DVD±RW DL SuperMulti Drive
Audio and video	Webcam: HP TrueVision HD, fixed (no tilt), with activity light, 1280×720 by 30 frames per second Dual digital microphones with appropriate echo-cancellation and noise-suppression software

Category	Description
Audio and video <i>(continued)</i>	Two speakers
Sensors	Accelerometer eCompass Gyroscope Sensor hub
Ethernet	Integrated 10/100 network interface card (NIC)
Wireless	<p>Integrated wireless local area network (WLAN) option by way of wireless module</p> <p>Support for the following WLAN modules:</p> <ul style="list-style-type: none"> Intel Dual Band Wireless-AC 3160 802.11 ac 1×1 WiFi + Bluetooth 4.0 Combo Adapter Intel 3165NGWG 1 ac 1×1 + Bluetooth 4.0 LE PCIe+USB NGFF 2230 Worldwide Combo Adapter Realtek RTL8723BE 802.11b/g/n 1×1 Wi-Fi + Bluetooth 4.0 Combo Adapter <p>Support for Intel WiDi 5.1</p> <p>Compatible with Miracast-certified devices</p>
External media cards	HP multifunction Micro Digital Media Reader Slot with push-push technology. Reads data from and writes data to digital memory cards such as Secure Digital (SD).
Ports	<ul style="list-style-type: none"> AC adapter HP Smart plug (4.5mm barrel) Audio: one combo audio-out (headphone)/audio-in (microphone) jack, supports jack auto-detection High-definition multimedia interface (HDMI) v.1.4, supporting up to 1080p, 1920×1080 at 60 Hz RJ45/Ethernet USB 3.0 (2) USB 2.0
Keyboard/pointing devices	<p>Full-size, textured, island-style keyboard,</p> <p>Touchpad requirements:</p> <ul style="list-style-type: none"> Clickpad with image sensor Taps enabled as default Multi-touch gestures enabled Support for Windows 8.1 modern TouchPad gestures
Power requirements	<p>Support for 45-W HP Smart adapter (non-PFC, RC, 3-wire, 4.5-mm) AC adapter</p> <p>Support for a 3-cell, 48-WHr, 4.2-AHr, Li-ion battery (includes cable)</p>
Security	<p>Support for security cable lock</p> <p>Support for Trust Platform Module (TPM) 2.0</p>
Operating system	<p>Microsoft Windows 10</p> <p>Microsoft Windows 8.1</p> <p>FreeDOS</p>

Category	Description
Operating system <i>(continued)</i>	Ubuntu
Serviceability	End user replaceable parts: AC adapter

2 External component identification

Display



Item	Component	Description
(1)	WLAN antennas (2)*	Send and receive wireless signals to communicate with WLANs.
(2)	Internal microphones (2)	Record sound.
(3)	Webcam light	On: The webcam is in use.
(4)	Webcam	Records video and captures photographs. Some models allow you to video conference and chat online using streaming video. For information on using the webcam: <ul style="list-style-type: none">• Windows 10 – Type <code>camera</code> in the taskbar search box, and then select Camera.• Windows 8 – Access HP Support Assistant. To access HP Support Assistant on the Start screen, select the HP Support Assistant app.
(5)	Windows button	Turns off the display and initiates Sleep if the display is closed while the power is on. NOTE: The internal display switch is not visible from the outside of the computer.

*The antennas are not visible on the outside of the computer. For optimal transmission, keep the areas immediately around the antennas free from obstructions.

For wireless regulatory notices, see the section of the *Regulatory, Safety, and Environmental Notices* that applies to your country or region.

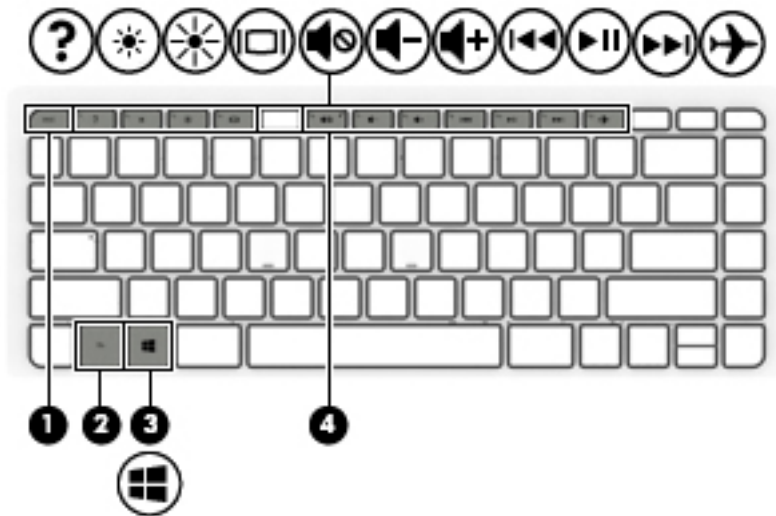
To access this guide:

Windows 10:

Select the **Start** button, select **All apps**, select **HP Help and Support**, and then select **HP Documentation**.

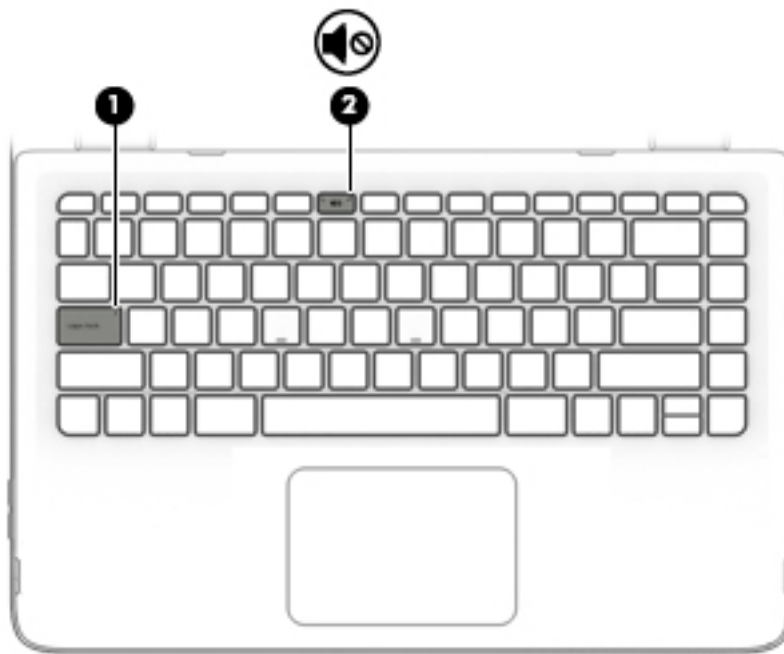
Item	Component	Description
Windows 8:		
▲ Select the HP Support Assistant app on the Start screen, select My computer , and then select User guides .		

Keys



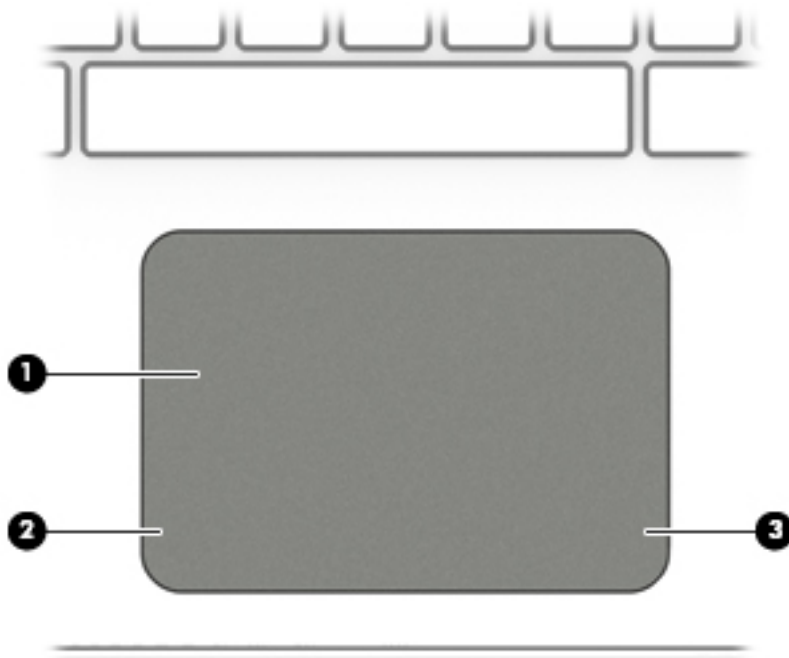
Item	Component	Description
(1)	esc key	Displays system information when pressed in combination with the fn key.
(2)	fn key	Executes frequently used system functions when pressed in combination with the esc key.
(3)	Windows key	Returns you to the Start screen from an open app or the Windows desktop. NOTE: Pressing the Windows key again will return you to the previous screen.
(4)	Action keys	Execute frequently used system functions.

Lights



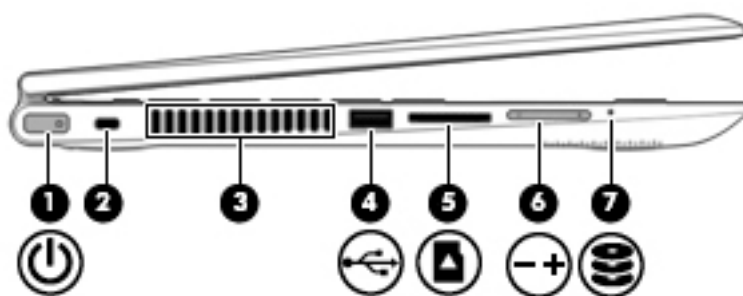
Item	Component	Description
(1)	Caps lock light	On: Caps lock is on, which switches the keys to all capital letters.
(2)	Mute light	<ul style="list-style-type: none">• Amber: Computer sound is off.• Off: Computer sound is on.

TouchPad



Item	Component	Description
(1)	TouchPad zone	Reads your finger gestures to move the pointer or activate items on the screen.
(2)	Left TouchPad button	Functions like the left button on an external mouse.
(3)	Right TouchPad button	Functions like the right button on an external mouse.

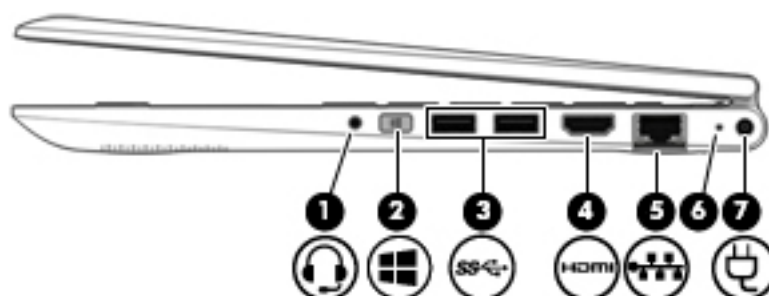
Left side



Item	Component	Description
(1)	Power button	<ul style="list-style-type: none"> When the tablet is off, press the button to turn on the tablet. When the tablet is on, press the button briefly to initiate Sleep. When the tablet is in the Sleep state, press the button briefly to exit Sleep. When the tablet is in Hibernation, press the button briefly to exit Hibernation. <p>CAUTION: Pressing and holding down the power button will result in the loss of unsaved information.</p> <p>If the tablet has stopped responding and Windows shutdown procedures are ineffective, press and hold the power button down for at least 5 seconds to turn off the tablet.</p> <p>To learn more about your power settings:</p> <p>Windows 10: Type <code>power</code> in the taskbar search box, and then select Power and sleep settings.</p> <p>– or –</p> <p>Right-click the Start button, and then select Power Options.</p> <p>Windows 8: See your power options. From the Start screen, type <code>power</code>, select Settings, and then select Power Options.</p>
(2)	Security cable slot	<p>Attaches an optional security cable to the computer.</p> <p>NOTE: The security cable is designed to act as a deterrent, but it may not prevent the computer from being mishandled or stolen.</p>
(3)	Vent	<p>Enable airflow to cool internal components.</p> <p>NOTE: The computer fan starts up automatically to cool internal components and prevent overheating. It is normal for the internal fan to cycle on and off during routine operation.</p>
(4)	USB 2.0 port	<p>Connects an optional USB device, such as a keyboard, mouse, external drive, printer, scanner or USB hub.</p>
(5)	Memory card reader	<p>Reads optional memory cards that enable you to store, manage, share or access information.</p> <p>To insert a card:</p> <ul style="list-style-type: none"> ▲ Hold the card label-side up, with connectors facing the slot, insert the card into the slot, and then push in on the card until it is firmly seated.

Item	Component	Description
		To remove a card: ▲ Press in on the card until it pops out.
(6)	Volume button	Controls speaker volume on the tablet. <ul style="list-style-type: none"> To increase speaker volume, press the + edge of the button. To decrease speaker volume, press the – edge of the button.
(7)	Hard drive light	<ul style="list-style-type: none"> Blinking white: The hard drive is being accessed. Amber: HP 3D DriveGuard has temporarily parked the hard drive.

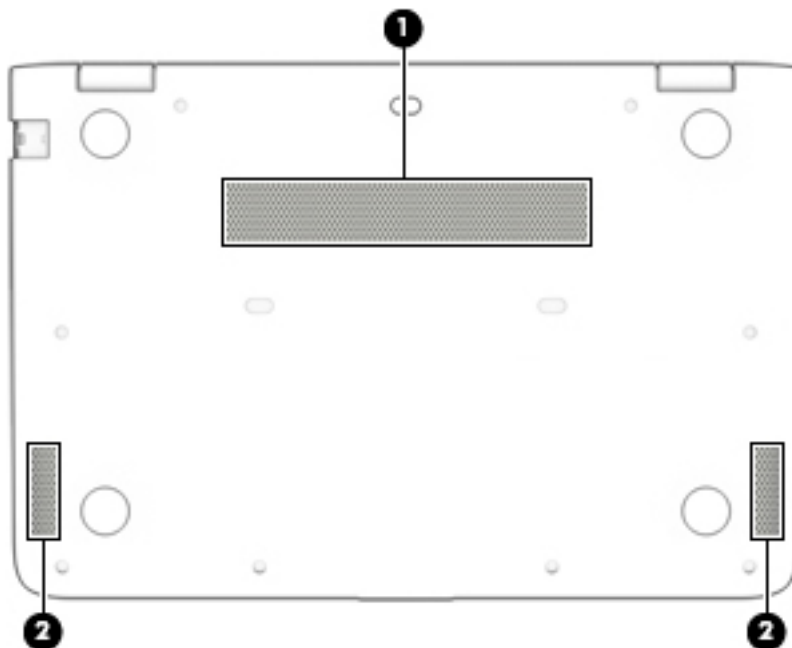
Right side



Item	Component	Description
(1)	Audio-out (headphone)/Audio-in (microphone) jack	<p>Connects optional powered stereo speakers, headphones, earbuds, a headset, or a television audio cable. Also connects an optional headset microphone. This jack does not support optional microphone-only devices.</p> <p>NOTE: When a device is connected to the jack, the computer speakers are disabled.</p> <p>NOTE: Be sure that the device cable has a 4-conductor connector that supports both audio-out (headphone) and audio-in (microphone).</p> <p>WARNING! To reduce the risk of personal injury, adjust the volume before putting on headphones, earbuds, or a headset. For additional safety information, refer to the <i>Regulatory, Safety, and Environmental Notices</i>.</p> <p>To access this guide:</p> <p>Windows 10:</p> <p>Select the Start button, select All apps, select HP Help and Support, and then select HP Documentation.</p> <p>Windows 8:</p> <p>▲ Select the HP Support Assistant app on the Start screen, select My computer, and then select User guides.</p>
(2)	Windows button	Returns you to the Start screen from an open app or the Windows desktop.

Item	Component	Description
		NOTE: Pressing the Windows key again will return you to the previous screen.
(3)	USB 3.0 ports	Connect an optional USB device, such as a keyboard, mouse, external drive, printer, scanner or USB hub.
(4)	HDMI port	Connects an optional video or audio device, such as a high-definition television, any compatible digital or audio component, or a high-speed High-Definition Multimedia Interface (HDMI) device.
(5)	RJ-45 (network) jack/status lights	Connects a network cable. <ul style="list-style-type: none"> White: The network is connected. Amber: Activity is occurring on the network.
(6)	AC adapter light	<ul style="list-style-type: none"> White: The computer is connected to external power and the battery is fully charged. Blinking white: The AC adapter is disconnected and the battery has reached a low battery level. Amber: The computer is connected to external power and the battery is charging. Off: The battery is not charging.
(7)	Power connector	Connects an AC adapter.

Bottom



Item	Component	Description
(1)	Vents (2)	Enable airflow to cool internal components.

Item	Component	Description
		NOTE: The computer fan starts up automatically to cool internal components and prevent overheating. It is normal for the internal fan to cycle on and off during routine operation.
(2)	Speakers (2)	Produce sound.

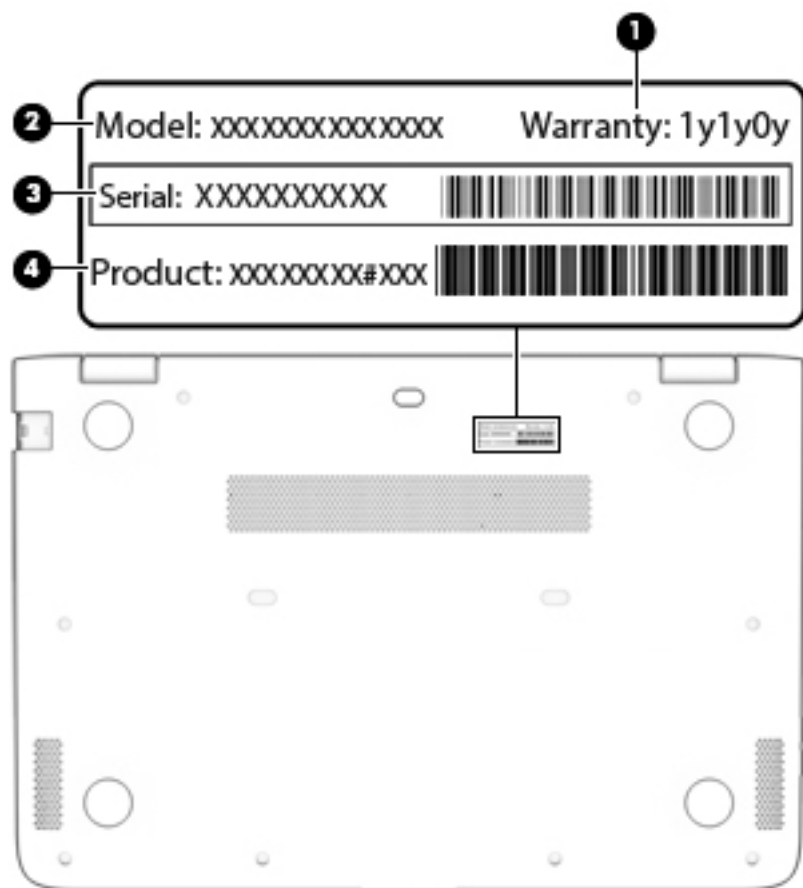
3 Illustrated parts catalog



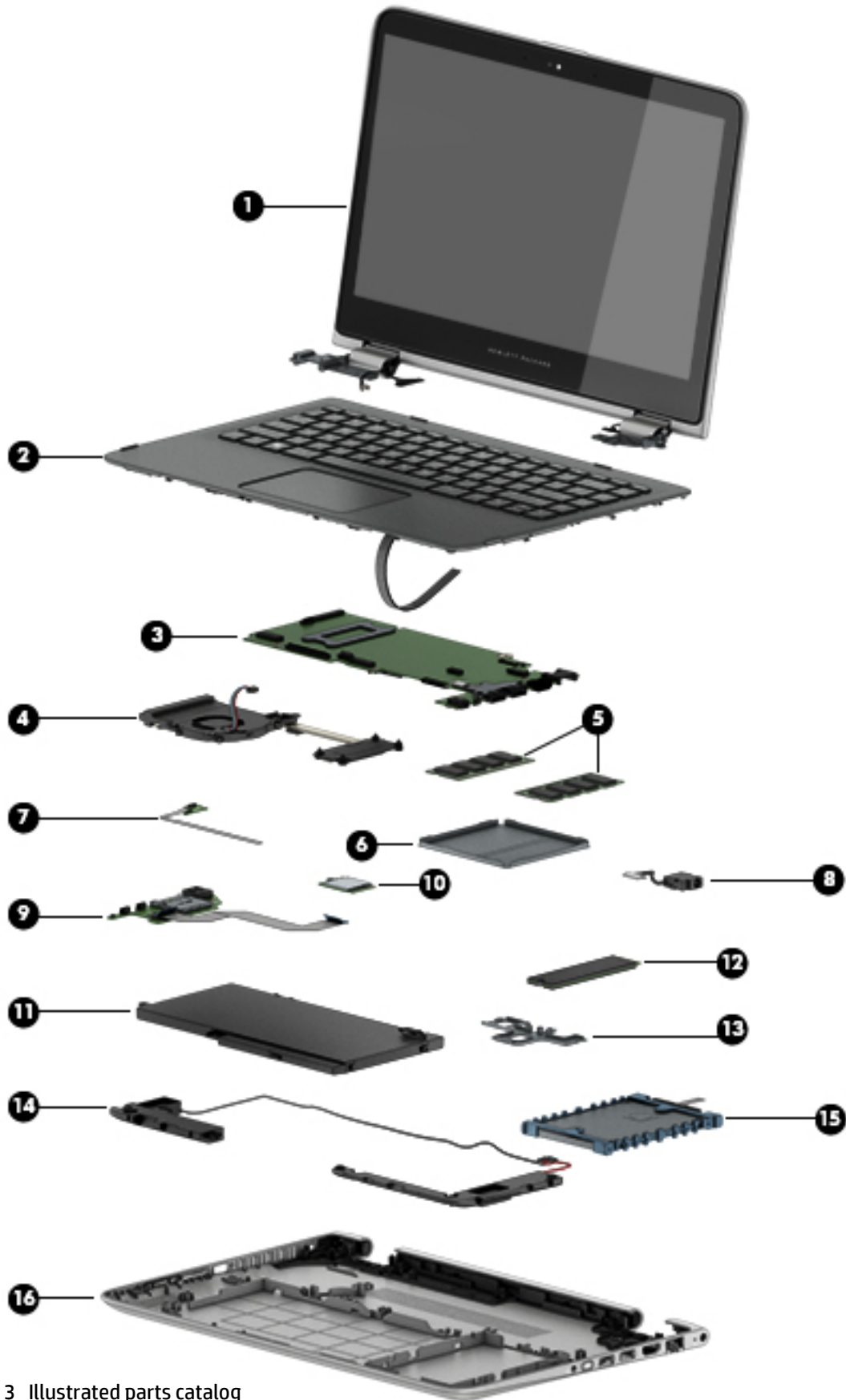
NOTE: HP continually improves and changes product parts. For complete and current information on supported parts for your computer, go to <http://partsurfer.hp.com>, select your country or region, and then follow the on-screen instructions.

Locating the warranty information, model number, serial number, and product number

The warranty information **(1)**, model number **(2)**, serial number **(3)**, and product number **(4)** are located on the bottom of the computer. You may need this information when you travel internationally or when you contact support.



Computer major components

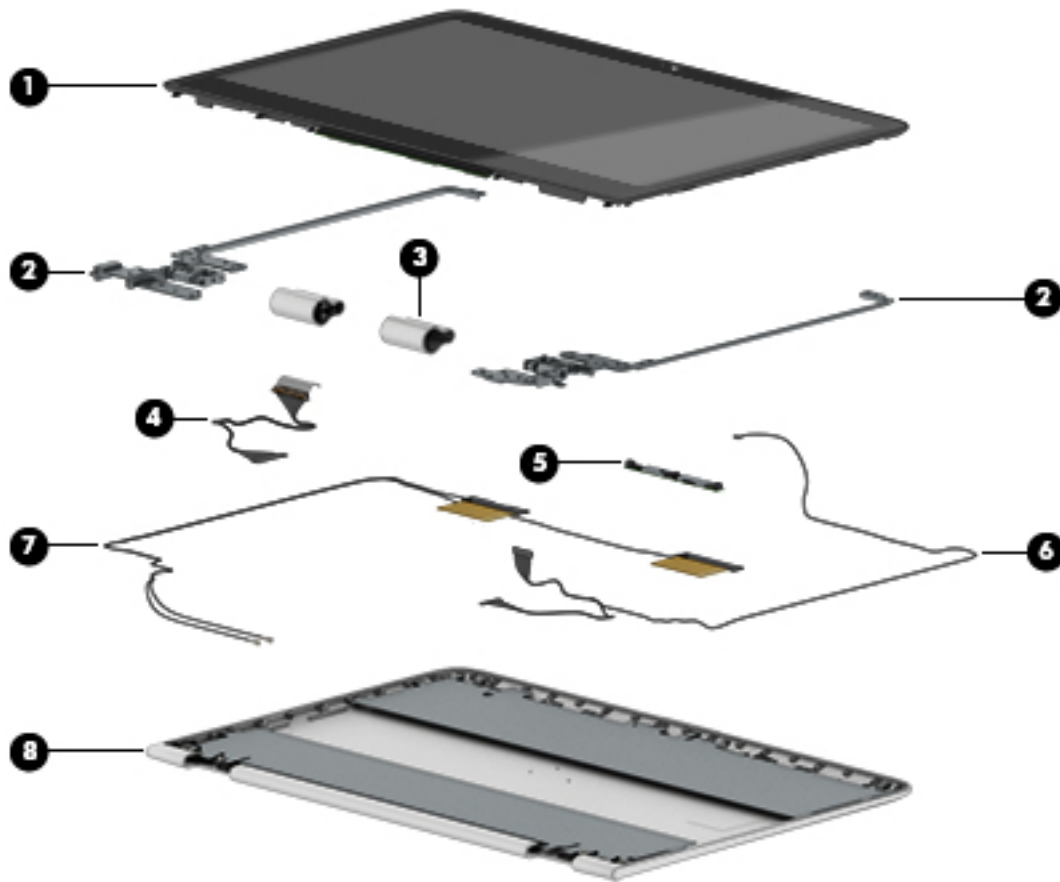


Item	Component	Spare part number
(1)	Display assembly: The display assembly is spared at the subcomponent level only. For more display assembly spare part information, see Display assembly components on page 18 .	
(2)	Keyboard/top cover (includes keyboard cable and TouchPad and TouchPad cable):	
	For use in Belgium	809829-A41
	For use in Brazil	809829-201
	For use in Bulgaria	809829-261
	For use in Canada	809829-DB1
	For use in the Czech Republic and Slovakia	809829-FL1
	For use in Denmark, Finland, and Norway	809829-DH1
	For use in France	809829-051
	For use in Germany	809829-041
	For use in Greece	809829-151
	For use in Hungary	809829-211
	For use in Israel	809829-BB1
	For use in Italy	809829-061
	For use in Latin America	809829-161
	For use in the Netherlands	809829-B31
	For use in Portugal	809829-131
	For use in Romania	809829-271
	For use in Russia	809829-251
	For use in Saudi Arabia	809829-171
	For use in Slovenia	809829-BA1
	For use in Spain	809829-071
	For use in Switzerland	809829-BG1
	For use in Turkey	809829-141
	For use in the United Kingdom and Singapore	809829-031
	For use in the United States	809829-001
(3)	System board (includes a graphics subsystem with UMA memory, the memory shield, and replacement thermal material):	
	Equipped with an Intel Core i5-6200U 2.30-GHz (SC turbo up to 2.80-GHz) processor (1600-MHz FSB, 3.00-MB L3 cache, dual core, 15-W [dynamic PL1 to 8.5-W]), a solid-state drive slot, and the Windows 10 or Windows 8 Professional operating system	827824-601
	Equipped with an Intel Core i5-6200U 2.30-GHz (SC turbo up to 2.80-GHz) processor (1600-MHz FSB, 3.00-MB L3 cache, dual core, 15-W [dynamic PL1 to 8.5-W]), a solid-state drive slot, and a non-Windows operating system	827824-001
	Equipped with an Intel Core i5-6200U 2.30-GHz (SC turbo up to 2.80-GHz) processor (1600-MHz FSB, 3.00-MB L3 cache, dual core, 15-W [dynamic PL1 to 8.5-W]) and the Windows 10 or Windows 8 Professional operating system	827823-601

Item	Component	Spare part number
	Equipped with an Intel Core i5-6200U 2.30-GHz (SC turbo up to 2.80-GHz) processor (1600-MHz FSB, 3.00-MB L3 cache, dual core, 15-W [dynamic PL1 to 8.5-W]) and a non-Windows operating system	827823-001
	Equipped with an Intel Core i5-5200U 2.20-GHz (SC turbo up to 2.70-GHz) processor (1600-MHz FSB, 3.00-MB L3 cache, dual core, 15-W), a solid-state drive slot, and the Windows 10 or Windows 8 Professional operating system	809842-601
	Equipped with an Intel Core i5-5200U 2.20-GHz (SC turbo up to 2.70-GHz) processor (1600-MHz FSB, 3.00-MB L3 cache, dual core, 15-W), a solid-state drive slot, and the Windows 10 or Windows 8 Standard operating system	809842-501
	Equipped with an Intel Core i5-5200U 2.20-GHz (SC turbo up to 2.70-GHz) processor (1600-MHz FSB, 3.00-MB L3 cache, dual core, 15-W), a solid-state drive slot, and a non-Windows 8 operating system	809842-001
	Equipped with an Intel Core i5-5200U 2.20-GHz (SC turbo up to 2.70-GHz) processor (1600-MHz FSB, 3.00-MB L3 cache, dual core, 15-W) and the Windows 10 or Windows 8 Professional operating system	809841-601
	Equipped with an Intel Core i5-5200U 2.20-GHz (SC turbo up to 2.70-GHz) processor (1600-MHz FSB, 3.00-MB L3 cache, dual core, 15-W) and the Windows 10 or Windows 8 Standard operating system	809841-501
	Equipped with an Intel Core i5-5200U 2.20-GHz (SC turbo up to 2.70-GHz) processor (1600-MHz FSB, 3.00-MB L3 cache, dual core, 15-W) and a non-Windows 8 operating system	809841-001
	Equipped with an Intel Core i3-6100U 2.30-GHz processor (1600-MHz FSB, 3.00-MB L3 cache, dual core, 15-W [dynamic PL1 to 8.5-W]) and the Windows 10 or Windows 8 Professional operating system	827821-601
	Equipped with an Intel Core i3-6100U 2.30-GHz processor (1600-MHz FSB, 3.00-MB L3 cache, dual core, 15-W [dynamic PL1 to 8.5-W]) and a non-Windows operating system	827821-001
	Equipped with an Intel Core i3-5010U 2.10-GHz processor (1600-MHz FSB, 3.00-MB L3 cache, dual core, 15-W) and the Windows 10 or Windows 8 Professional operating system	809840-601
	Equipped with an Intel Core i3-5010U 2.10-GHz processor (1600-MHz FSB, 3.00-MB L3 cache, dual core, 15-W) and the Windows 10 or Windows 8 Standard operating system	809840-501
	Equipped with an Intel Core i3-5010U 2.10-GHz processor (1600-MHz FSB, 3.00-MB L3 cache, dual core, 15-W) and a non-Windows 8 operating system	809840-001
(4)	Fan/heat sink assembly (includes fan cable, 4 captive screws [secured by C-clips], and replacement thermal material)	809825-001
(5)	Memory module (PC3L, 12800, 1600):	
	8 GB	693374-005
	4 GB	691740-005
	2 GB	691739-005
(6)	Memory shield (included with the system board spare part kit)	
(7)	Power button board (includes cable)	809830-001
(8)	Power connector cable	809824-001
(9)	Connector board (includes cable, SD card slot, USB port, and double-sided adhesive)	809831-001
(10)	WLAN module:	
	Intel Dual Band Wireless-AC 3160 802.11 ac 1×1 WiFi + Bluetooth 4.0 Combo Adapter	784644-005

Item	Component	Spare part number
	Intel 3165NGWG 1 ac 1×1 + Bluetooth 4.0 LE PCIe+USB NGFF 2230 Worldwide Combo Adapter	806723-005
	Realtek RTL8723BE 802.11b/g/n 1×1 Wi-Fi + Bluetooth 4.0 Combo Adapter for use in all countries and regions except Brazil	792610-005
	Realtek RTL8723BE 802.11b/g/n 1×1 Wi-Fi + Bluetooth 4.0 Combo Adapter for use only in Brazil	792610-205
(11)	Battery , 3-cell, 48-WHr, 4.2-AHr, Li-ion (includes cable)	796356-005
(12)	Solid-state drive: NOTE: The solid-state drive bracket and solid-state drive connector adapter are included in the solid-state drive Hardware Kit, spare part number 809826-001.	
	128-GB, M2, SATA3, supporting TLC	809839-001
	128-GB, M2, SATA3	834166-001
(13)	Solid-state drive bracket: The solid-state drive bracket and solid-state drive connector adapter are included in the solid-state drive Hardware Kit, spare part number 809826-001.	
(14)	Speaker Kit (includes left and right speakers and cables)	809838-001
(15)	Hard drive (5400-rpm, SATA, 7.0-mm, does not include hard drive bracket or hard drive connector adapter): NOTE: The hard drive bracket and hard drive connector adapter are included in the Hard Drive Hardware Kit, spare part number 808238-001.	
	1-TB	762990-005
	750-GB	752099-005
	500-GB	778186-005
	500-GB, Hybrid 8-GB	732000-005
(16)	Base enclosure:	
	For use only on computer models in natural silver finish	809819-001
	For use only on computer models in sunset red finish	809820-001
	For use only on computer models in violet purple finish	809821-001
	Rubber Kit (not illustrated, includes base enclosure rear feet, screw plugs, screws covers, and display bezel screw covers):	
	For use only on computer models in natural silver finish	809834-001
	For use only on computer models in sunset red finish	809835-001
	For use only on computer models in violet purple finish	809836-001

Display assembly components



Item	Description	Spare part number
(1)	Display panel assembly (13.3-in, LED, AG, LVDS, eDP, TouchScreen; includes display bezel):	
	FHD, (1920×1080), UWVA, IPS, display panel assembly	809833-001
	HD, (1366×768), UWVA display panel assembly	809832-001
(2)	Display Hinge Kit (includes left and right display hinges)	809827-001
(3)	Display hinge covers (includes left and right display hinge covers and cable retainers):	
	For use only on computer models in natural silver finish	809540-001
	For use only on computer models in sunset red finish	809541-001
	For use only on computer models in violet purple finish	809828-001
(4)	Display panel cable:	
	For use only on computer models equipped with the FHD, (1920×1080), UWVA, IPS, display panel assembly, spare part number 809833-001	810712-001
	For use only on computer models equipped with the HD, (1366×768), UWVA display panel assembly, spare part number 809832-001	809822-001
(5)	Webcam/microphone module (includes double-sided adhesive)	809843-001
(6)	Webcam/microphone module cable	809823-001

Item	Description	Spare part number
(7)	Antenna Kit (includes wireless antenna cables and transceivers)	809815-001
(8)	Display back cover	
	For use only on computer models in natural silver finish	809816-001
	For use only on computer models in sunset red finish	809817-001
	For use only on computer models in violet purple finish	809818-001

Miscellaneous parts

Component	Spare part number
AC adapter:	
65-W HP Smart adapter (non-PFC, EM, 4.5-mm)	714657-001
45-W HP Smart adapter (non-PFC, RC, 4.5-mm)	741727-001
HP HDMI-to-VGA adapter	701943-001
HP USB external DVD-RW Drive	747080-001
HP value sleeve	781917-001
Power cord (3-pin, black, 1.00-m):	
For use in Argentina	755530-D01
For use in Brazil	755530-202
For use in Denmark	755530-081
For use in Europe	755530-021
For use in India	755530-D61
For use in Israel	755530-BB1
For use in Italy	755530-061
For use in North America	755530-001
For use in South Africa	755530-AR1
For use in Switzerland	755530-111
For use in the United Kingdom and Singapore	755530-031
Rubber Kit (includes base enclosure rear feet, screw plugs, screws covers, and display bezel screw covers)	
For use only on computer models in natural silver finish	809834-001
For use only on computer models in sunset red finish	809835-001
For use only on computer models in violet purple finish	809836-001
Screw Kit	809837-001

4 Removal and replacement preliminary requirements

Tools required

You will need the following tools to complete the removal and replacement procedures:

- Flat-bladed screw driver
- Magnetic screw driver
- Phillips P0 screw driver

Service considerations

The following sections include some of the considerations that you must keep in mind during disassembly and assembly procedures.



NOTE: As you remove each subassembly from the tablet, place the subassembly (and all accompanying screws) away from the work area to prevent damage.

Plastic parts



CAUTION: Using excessive force during disassembly and reassembly can damage plastic parts. Use care when handling the plastic parts. Apply pressure only at the points designated in the maintenance instructions.

Cables and connectors



CAUTION: When servicing the tablet, be sure that cables are placed in their proper locations during the reassembly process. Improper cable placement can damage the tablet.

Cables must be handled with extreme care to avoid damage. Apply only the tension required to unseat or seat the cables during removal and insertion. Handle cables by the connector whenever possible. In all cases, avoid bending, twisting, or tearing cables. Be sure that cables are routed in such a way that they cannot be caught or snagged by parts being removed or replaced. Handle flex cables with extreme care; these cables tear easily.


Grounding guidelines

Electrostatic discharge damage

Electronic components are sensitive to electrostatic discharge (ESD). Circuitry design and structure determine the degree of sensitivity. Networks built into many integrated circuits provide some protection, but in many cases, ESD contains enough power to alter device parameters or melt silicon junctions.

A discharge of static electricity from a finger or other conductor can destroy static-sensitive devices or microcircuitry. Even if the spark is neither felt nor heard, damage may have occurred.

An electronic device exposed to ESD may not be affected at all and can work perfectly throughout a normal cycle. Or the device may function normally for a while, then degrade in the internal layers, reducing its life expectancy.

 **CAUTION:** To prevent damage to the tablet when you are removing or installing internal components, observe these precautions:


Keep components in their electrostatic-safe containers until you are ready to install them.

Before touching an electronic component, discharge static electricity by using the guidelines described in this section.

Avoid touching pins, leads, and circuitry. Handle electronic components as little as possible.

If you remove a component, place it in an electrostatic-safe container.

The following table shows how humidity affects the electrostatic voltage levels generated by different activities.

 **CAUTION:** A product can be degraded by as little as 700 V.

Typical electrostatic voltage levels			
Event	Relative humidity		
	10%	40%	55%
Walking across carpet	35,000 V	15,000 V	7,500 V
Walking across vinyl floor	12,000 V	5,000 V	3,000 V
Motions of bench worker	6,000 V	800 V	400 V
Removing DIPS from plastic tube	2,000 V	700 V	400 V
Removing DIPS from vinyl tray	11,500 V	4,000 V	2,000 V
Removing DIPS from Styrofoam	14,500 V	5,000 V	3,500 V
Removing bubble pack from PCB	26,500 V	20,000 V	7,000 V
Packing PCBs in foam-lined box	21,000 V	11,000 V	5,000 V

Packaging and transporting guidelines

Follow these grounding guidelines when packaging and transporting equipment:

- To avoid hand contact, transport products in static-safe tubes, bags, or boxes.
- Protect ESD-sensitive parts and assemblies with conductive or approved containers or packaging.
- Keep ESD-sensitive parts in their containers until the parts arrive at static-free workstations.
- Place items on a grounded surface before removing items from their containers.
- Always be properly grounded when touching a component or assembly.
- Store reusable ESD-sensitive parts from assemblies in protective packaging or nonconductive foam.
- Use transporters and conveyors made of antistatic belts and roller bushings. Be sure that mechanized equipment used for moving materials is wired to ground and that proper materials are selected to avoid static charging. When grounding is not possible, use an ionizer to dissipate electric charges.

Workstation guidelines

Follow these grounding workstation guidelines:

- Cover the workstation with approved static-shielding material.
- Use a wrist strap connected to a properly grounded work surface and use properly grounded tools and equipment.
- Use conductive field service tools, such as cutters, screw drivers, and vacuums.
- When fixtures must directly contact dissipative surfaces, use fixtures made only of static-safe materials.
- Keep the work area free of nonconductive materials, such as ordinary plastic assembly aids and Styrofoam.
- Handle ESD-sensitive components, parts, and assemblies by the case or PCM laminate. Handle these items only at static-free workstations.
- Avoid contact with pins, leads, or circuitry.
- Turn off power and input signals before inserting or removing connectors or test equipment.

Equipment guidelines

Grounding equipment must include either a wrist strap or a foot strap at a grounded workstation.

- When seated, wear a wrist strap connected to a grounded system. Wrist straps are flexible straps with a minimum of one megohm $\pm 10\%$ resistance in the ground cords. To provide proper ground, wear a strap snugly against the skin at all times. On grounded mats with banana-plug connectors, use alligator clips to connect a wrist strap.
- When standing, use foot straps and a grounded floor mat. Foot straps (heel, toe, or boot straps) can be used at standing workstations and are compatible with most types of shoes or boots. On conductive floors or dissipative floor mats, use foot straps on both feet with a minimum of one megohm resistance between the operator and ground. To be effective, the conductive must be worn in contact with the skin.


The following grounding equipment is recommended to prevent electrostatic damage:

- Antistatic tape
- Antistatic smocks, aprons, and sleeve protectors
- Conductive bins and other assembly or soldering aids
- Nonconductive foam
- Conductive tabletop workstations with ground cords of one megohm resistance
- Static-dissipative tables or floor mats with hard ties to the ground
- Field service kits
- Static awareness labels
- Material-handling packages
- Nonconductive plastic bags, tubes, or boxes
- Metal tote boxes
- Electrostatic voltage levels and protective materials


The following table lists the shielding protection provided by antistatic bags and floor mats.

Material	Use	Voltage protection level
Antistatic plastics	Bags	1,500 V
Carbon-loaded plastic	Floor mats	7,500 V
Metallized laminate	Floor mats	5,000 V


5 Removal and replacement procedures

 **NOTE:** This chapter provides removal and replacement procedures for Authorized Service Provider only components. Components described in this chapter should only be accessed by an authorized service provider. Accessing these components can damage the computer or void the warranty.

There are as many as 51 screws that must be removed, replaced, and/or loosened when servicing the computer. Make special note of each screw size and location during removal and replacement.

 **NOTE:** HP continually improves and changes product parts. For complete and current information on supported parts for your computer, go to <http://partsurfer.hp.com>, select your country or region, and then follow the on-screen instructions.

Keyboard/top cover

 **NOTE:** The keyboard/top cover spare part kit includes the keyboard cable, TouchPad, and TouchPad cable.

For use in country or region	Spare part number	For use in country or region	Spare part number
For use in Belgium	809829-A41	For use in Latin America	809829-161
For use in Brazil	809829-201	For use in the Netherlands	809829-B31
For use in Bulgaria	809829-261	For use in Portugal	809829-131
For use in Canada	809829-DB1	For use in Romania	809829-271
For use in the Czech Republic and Slovakia	809829-FL1	For use in Russia	809829-251
For use in Denmark, Finland, and Norway	809829-DH1	For use in Saudi Arabia	809829-171
For use in France	809829-051	For use in Slovenia	809829-BA1
For use in Germany	809829-041	For use in Spain	809829-071
For use in Greece	809829-151	For use in Switzerland	809829-BG1
For use in Hungary	809829-211	For use in Turkey	809829-141
For use in Israel	809829-BB1	For use in the United Kingdom and Singapore	809829-031
For use in Italy	809829-061	For use in the United States	809829-001

Before disassembling the computer, follow these steps:

1. Turn off the computer. If you are unsure whether the computer is off or in Hibernation, turn the computer on, and then shut it down through the operating system.
2. Disconnect the power from the computer by unplugging the power cord from the computer.
3. Disconnect all external devices from the computer.

Remove the keyboard/top cover:

1. Close the computer.
2. Turn the computer upside down with the front toward you.
3. Remove the following components:

(1) Two bottom cover rear feet

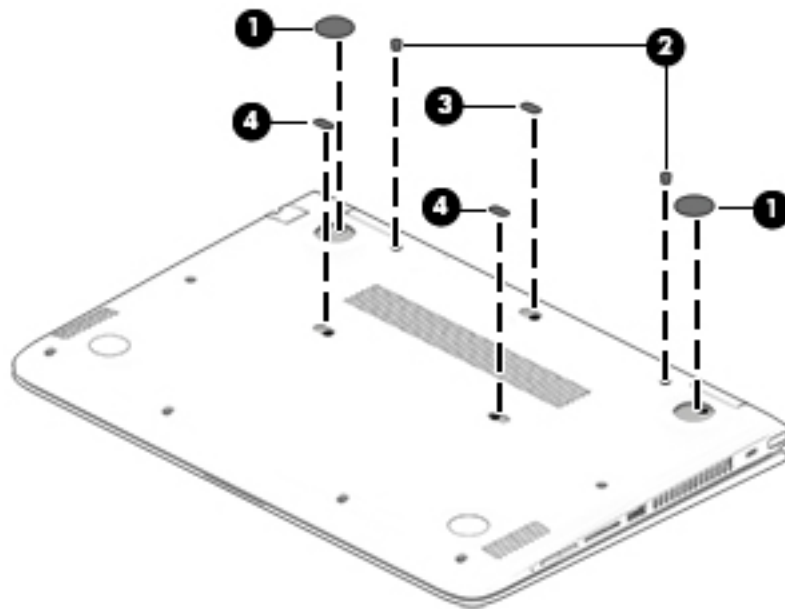
(2) Two rubber screw plugs

(3) One rubber screw cover

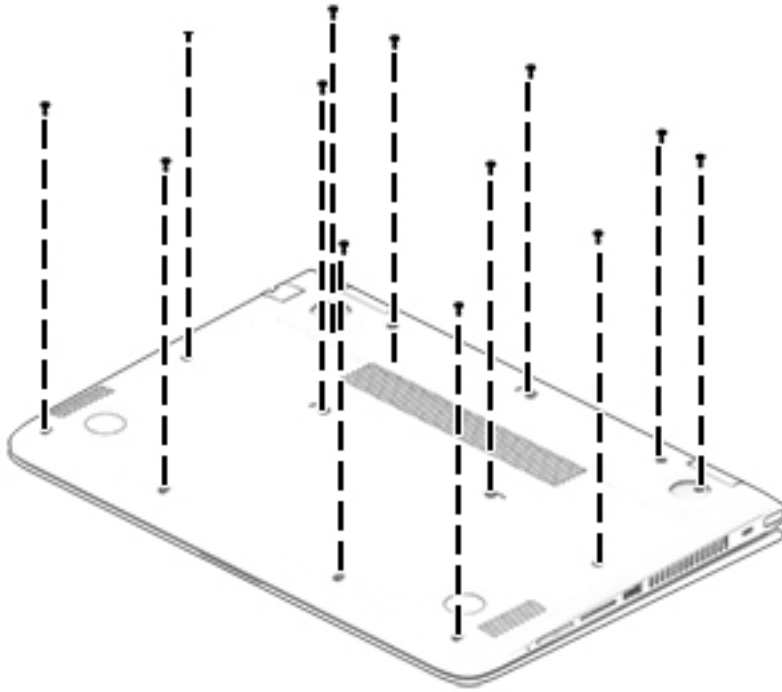
(4) Two plastic screw covers

The bottom cover rear feet, screw plugs, and screws covers are included in the Rubber Kits, using the following spare part numbers:

- 809834-001 – For use only on computer models in natural silver finish
- 809835-001 – For use only on computer models in sunset red finish
- 809836-001 – For use only on computer models in violet purple finish



4. Remove the 13 Phillips PM2.5×6.6 screws that secure the keyboard/top cover to the bottom cover.

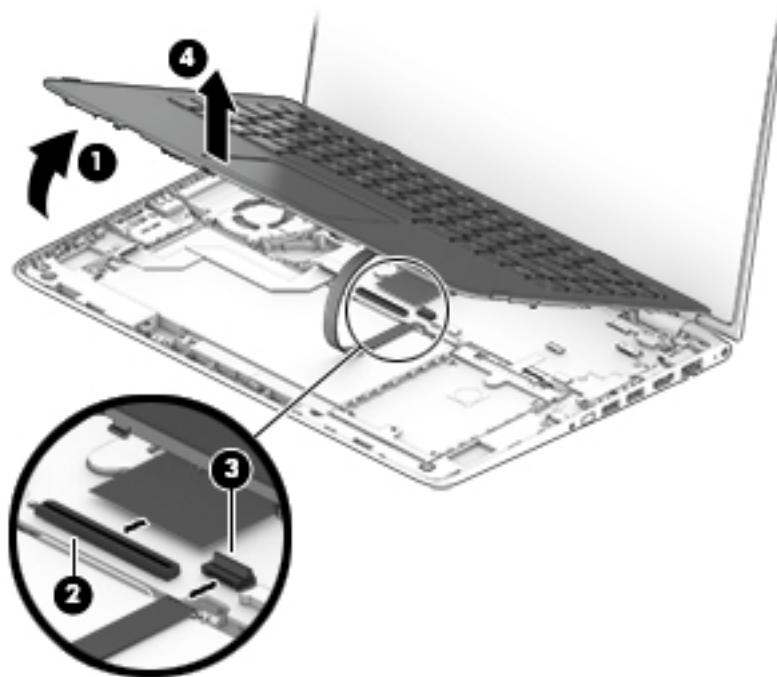


5. Turn the computer right side up with the front toward you.
6. Open the computer.

⚠ CAUTION: Do not completely separate the keyboard/top cover from the bottom cover in the next step. There are 2 ribbon cables connecting the keyboard/top cover to the system board that can be damaged if too much separation is achieved.

7. Lift the front edge **(1)** of the keyboard/top cover until it separates from the bottom cover.
8. Release the zero insertion force (ZIF) connector **(2)** to which the keyboard cable is attached, and then disconnect the keyboard cable from the system board.
9. Release the ZIF connector **(3)** to which the TouchPad cable is attached, and then disconnect the TouchPad cable from the system board.

10. Remove the keyboard/top cover (4).



Reverse this procedure to install the keyboard/top cover.

Battery

Description	Spare part number
Battery, 3-cell, 48-WHr, 4.2-AHr, Li-ion (includes cable)	796356-005

Before removing the battery, follow these steps:

1. Shut down the computer. If you are unsure whether the computer is off or in Hibernation, turn the computer on, and then shut it down through the operating system.
2. Disconnect all external devices connected to the computer.
3. Disconnect the power from the computer by first unplugging the power cord from the AC outlet and then unplugging the AC adapter from the computer.
4. Remove the keyboard/top cover (see [Keyboard/top cover on page 24](#)).

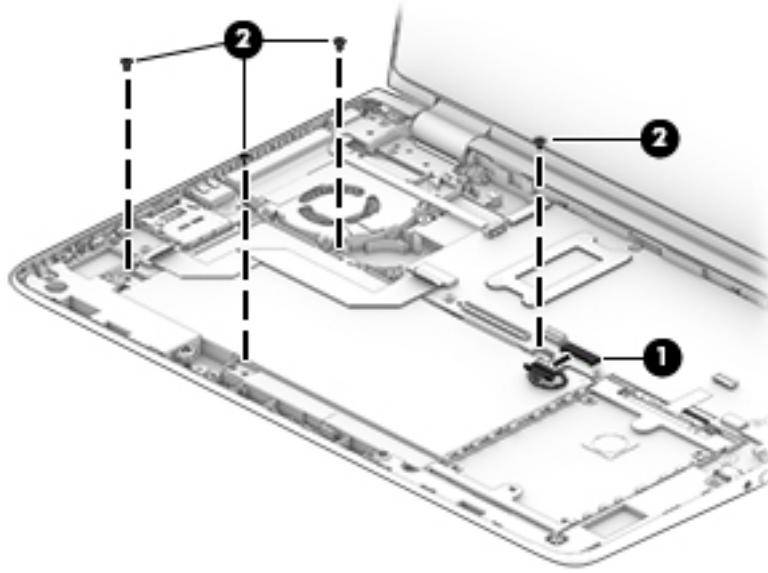
WARNING! To reduce potential safety issues, use only the battery provided with the computer, a replacement battery provided by HP, or a compatible battery purchased from HP.

CAUTION: Removing a battery that is the sole power source for the computer can cause loss of information. To prevent loss of information, save your work or shut down the computer through Windows before removing the battery.

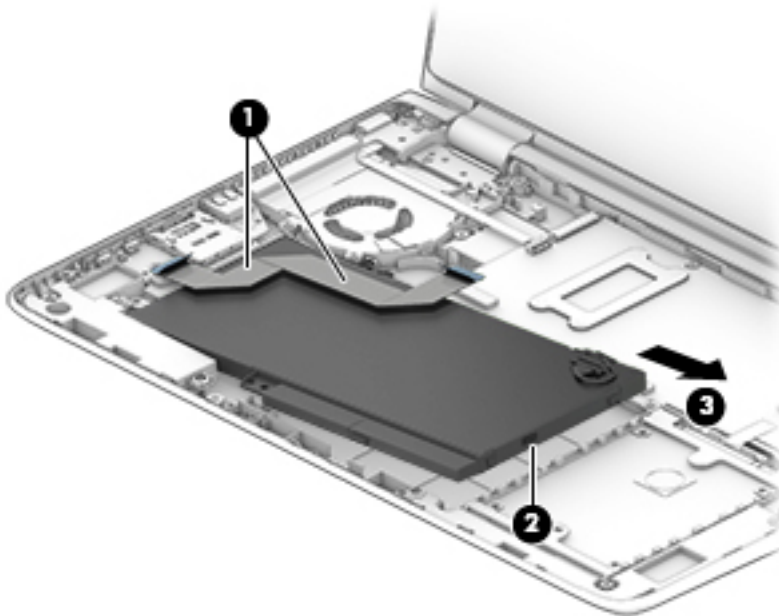
Remove the battery:

1. Disconnect the battery cable (1) from the system board.

2. Remove the four PM2.5×4.4 screws **(1)** that secure the battery to the base enclosure.




3. Detach the connector board cable **(1)** from the battery. (The connector board cable is attached to the battery with double-sided adhesive.)
4. Use the release slot **(2)** on the right side of the battery to lift the right side of the battery until it rests at an angle.
5. Remove the battery **(3)** by sliding it up and to the right.



Reverse this procedure to install the battery.

Hard drive

 **NOTE:** The hard drive spare kit does not include the hard drive bracket or hard drive connector adapter. The hard drive bracket and hard drive connector adapter are included in the Hard Drive Hardware Kit, spare part number 808238-001.

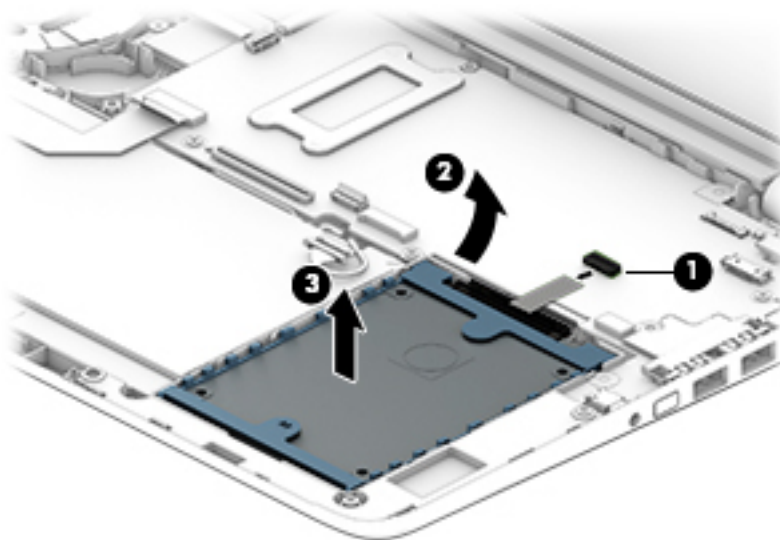
Description	Spare part number
1-TB, 5400-rpm	762990-005
750-GB, 5400-rpm	752099-005
500-GB, 5400-rpm	778186-005
500-GB, 5400-rpm, Hybrid 8-GB	732000-005

Before removing the hard drive, follow these steps:

1. Shut down the computer. If you are unsure whether the computer is off or in Hibernation, turn the computer on, and then shut it down through the operating system.
2. Disconnect all external devices connected to the computer.
3. Disconnect the power from the computer by first unplugging the power cord from the AC outlet and then unplugging the AC adapter from the computer.
4. Remove the keyboard/top cover (see [Keyboard/top cover on page 24](#)).
5. Disconnect the battery cable from the system board (see [Battery on page 27](#)).

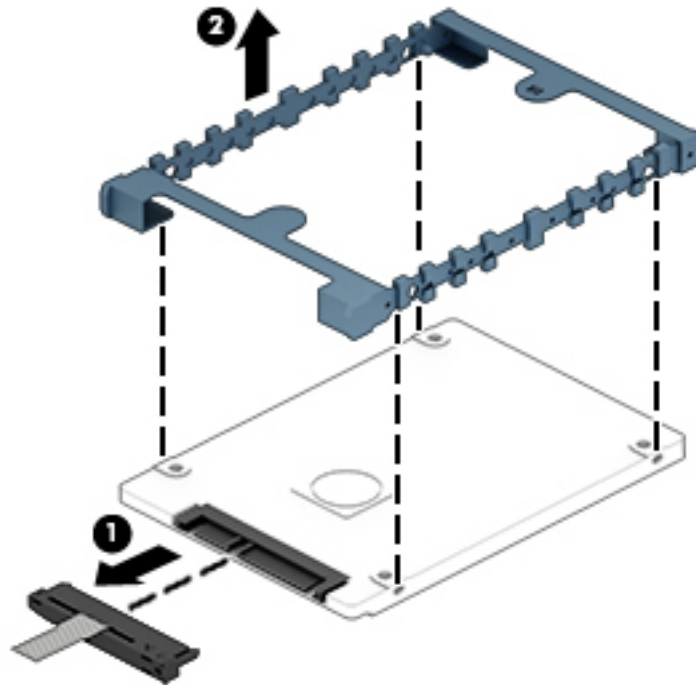
Remove the hard drive:

1. Release the ZIF connector **(1)** to which the hard drive cable is attached, and then disconnect the hard drive cable from the system board.
2. Lift the rear edge of the hard drive **(2)** until it rests at an angle.
3. Remove the hard drive **(3)** by sliding it up and back at an angle.



4. If it is necessary to replace the hard drive connector adapter, slide the adapter **(1)** off of the front end of the hard drive.
5. If it is necessary to replace the hard drive bracket, release the sides of the bracket from the hard drive, and then lift the bracket straight up **(2)** and remove the bracket from the hard drive.

The hard drive bracket and hard drive connector adapter are included in the Hard Drive Hardware Kit, spare part number 808238-001



Reverse this procedure to reassemble and install the hard drive.

Connector board

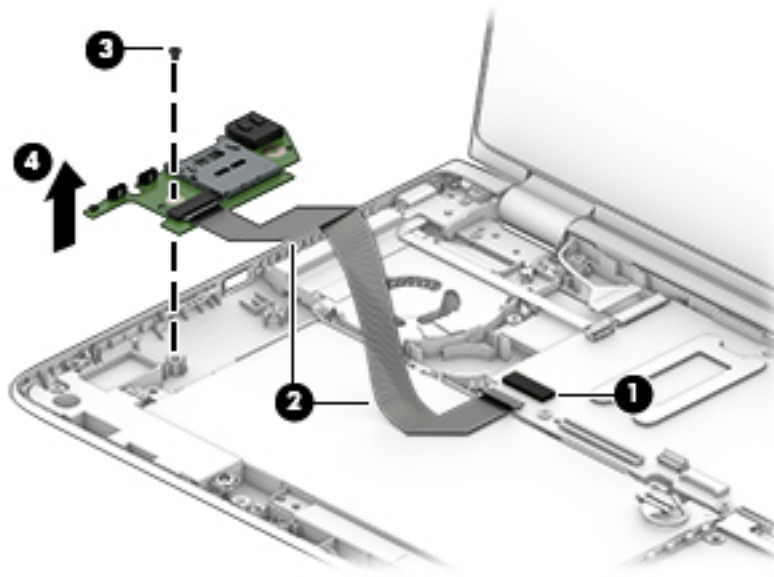
Description	Spare part number
Connector board (includes cable, SD card slot, USB port, and double-sided adhesive)	809831-001

Before removing the connector board, follow these steps:

1. Turn off the computer. If you are unsure whether the computer is off or in Hibernation, turn the computer on, and then shut it down through the operating system.
2. Disconnect the power from the computer by unplugging the power cord from the computer.
3. Disconnect all external devices from the computer.
4. Remove the keyboard/top cover (see [Keyboard/top cover on page 24](#)).
5. Disconnect the battery cable from the system board (see [Battery on page 27](#)).

Remove the connector board:

1. Release the ZIF connector **(1)** to which the connector board cable is attached, and then disconnect the connector board cable from the system board.
2. Detach the connector board cable **(2)** from the battery. (The connector board cable is attached to the battery with double-sided adhesive.)
3. Remove the Phillips PM2.5×4.4 screw **(3)** that secures the connector board to the base enclosure.
4. Remove the connector board **(4)**.



Reverse this procedure to install the connector board.

WLAN module

Description	Spare part number
Intel Dual Band Wireless-AC 3160 802.11 ac 1×1 Wi-Fi + Bluetooth 4.0 Combo Adapter	784644-005
Intel 3165NGWG 1 ac 1×1 + Bluetooth 4.0 LE PCIe+USB NGFF 2230 Worldwide Combo Adapter	806723-005
Realtek RTL8723BE 802.11b/g/n 1×1 Wi-Fi + Bluetooth 4.0 Combo Adapter for use in all countries and regions except Brazil	792610-005
Realtek RTL8723BE 802.11b/g/n 1×1 Wi-Fi + Bluetooth 4.0 Combo Adapter for use only in Brazil	792610-205

CAUTION: To prevent an unresponsive system, replace the wireless module only with a wireless module authorized for use in the computer by the governmental agency that regulates wireless devices in your country or region. If you replace the module and then receive a warning message, remove the module to restore device functionality, and then contact technical support.


Before removing the WLAN module, follow these steps:

1. Shut down the computer. If you are unsure whether the computer is off or in Hibernation, turn the computer on, and then shut it down through the operating system.
2. Disconnect all external devices connected to the computer.

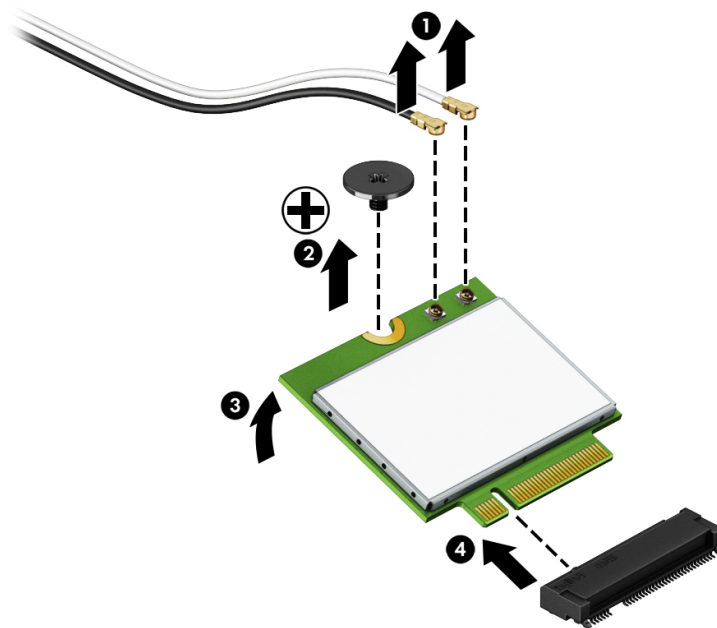
3. Disconnect the power from the computer by first unplugging the power cord from the AC outlet and then unplugging the AC adapter from the computer.
4. Remove the keyboard/top cover (see [Keyboard/top cover on page 24](#)).
5. Disconnect the battery cable from the system board (see [Battery on page 27](#)).


Remove the WLAN module:

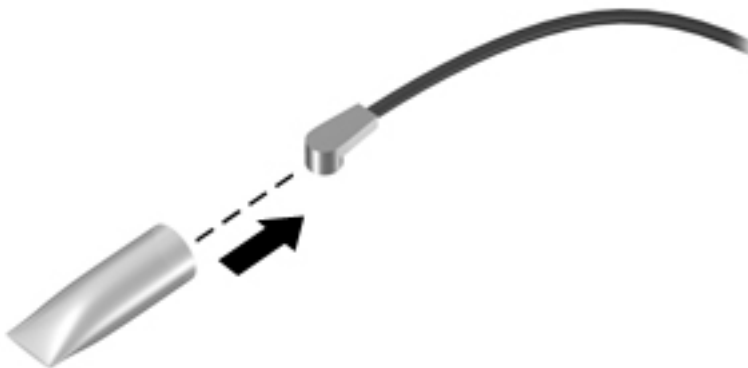
1. Disconnect the WLAN antenna cables **(1)** from the terminals on the WLAN module.

 **NOTE:** The WLAN antenna cable labeled “1” connects to the WLAN module “Main” terminal labeled “1”. The WLAN antenna cable labeled “2” connects to the WLAN module “Aux” terminal labeled “2”.

2. Remove the Phillips PM2.0×4.1 screw **(2)** that secures the WLAN module to the base enclosure. (The WLAN module tilts up **(3)**.)
3. Remove the WLAN module **(4)** by pulling the module away from the slot at an angle.



 **NOTE:** If the WLAN antenna cables are not connected to the terminals on the WLAN module, protective sleeves should be installed on the antenna connectors, as shown in the following illustration.



Reverse this procedure to install the WLAN module.

System board

Description	Spare part number
Equipped with an Intel Core i5-6200U 2.30-GHz (SC turbo up to 2.80-GHz) processor (1600-MHz FSB, 3.00-MB L3 cache, dual core, 15-W [dynamic PL1 to 8.5-W]), a solid-state drive slot, and the Windows 10 or Windows 8 Professional operating system	827824-601
Equipped with an Intel Core i5-6200U 2.30-GHz (SC turbo up to 2.80-GHz) processor (1600-MHz FSB, 3.00-MB L3 cache, dual core, 15-W [dynamic PL1 to 8.5-W]), a solid-state drive slot, and a non-Windows operating system	827824-001
Equipped with an Intel Core i5-6200U 2.30-GHz (SC turbo up to 2.80-GHz) processor (1600-MHz FSB, 3.00-MB L3 cache, dual core, 15-W [dynamic PL1 to 8.5-W]) and the Windows 10 or Windows 8 Professional operating system	827823-601
Equipped with an Intel Core i5-6200U 2.30-GHz (SC turbo up to 2.80-GHz) processor (1600-MHz FSB, 3.00-MB L3 cache, dual core, 15-W [dynamic PL1 to 8.5-W]) and a non-Windows operating system	827823-001
Equipped with an Intel Core i5-5200U 2.20-GHz (SC turbo up to 2.70-GHz) processor (1600-MHz FSB, 3.00-MB L3 cache, dual core, 15-W), a solid-state drive slot, and the Windows 10 or Windows 8 Professional operating system	809842-601
Equipped with an Intel Core i5-5200U 2.20-GHz (SC turbo up to 2.70-GHz) processor (1600-MHz FSB, 3.00-MB L3 cache, dual core, 15-W), a solid-state drive slot, and the Windows 10 or Windows 8 Standard operating system	809842-501
Equipped with an Intel Core i5-5200U 2.20-GHz (SC turbo up to 2.70-GHz) processor (1600-MHz FSB, 3.00-MB L3 cache, dual core, 15-W), a solid-state drive slot, and a non-Windows 8 operating system	809842-001
Equipped with an Intel Core i5-5200U 2.20-GHz (SC turbo up to 2.70-GHz) processor (1600-MHz FSB, 3.00-MB L3 cache, dual core, 15-W) and the Windows 10 or Windows 8 Professional operating system	809841-601
Equipped with an Intel Core i5-5200U 2.20-GHz (SC turbo up to 2.70-GHz) processor (1600-MHz FSB, 3.00-MB L3 cache, dual core, 15-W) and the Windows 10 or Windows 8 Standard operating system	809841-501
Equipped with an Intel Core i5-5200U 2.20-GHz (SC turbo up to 2.70-GHz) processor (1600-MHz FSB, 3.00-MB L3 cache, dual core, 15-W) and a non-Windows 8 operating system	809841-001
Equipped with an Intel Core i3-6100U 2.30-GHz processor (1600-MHz FSB, 3.00-MB L3 cache, dual core, 15-W [dynamic PL1 to 8.5-W]) and the Windows 10 or Windows 8 Professional operating system	827821-601
Equipped with an Intel Core i3-6100U 2.30-GHz processor (1600-MHz FSB, 3.00-MB L3 cache, dual core, 15-W [dynamic PL1 to 8.5-W]) and a non-Windows operating system	827821-001
Equipped with an Intel Core i3-5010U 2.10-GHz processor (1600-MHz FSB, 3.00-MB L3 cache, dual core, 15-W) and the Windows 10 or Windows 8 Professional operating system	809840-601
Equipped with an Intel Core i3-5010U 2.10-GHz processor (1600-MHz FSB, 3.00-MB L3 cache, dual core, 15-W) and the Windows 10 or Windows 8 Standard operating system	809840-501
Equipped with an Intel Core i3-5010U 2.10-GHz processor (1600-MHz FSB, 3.00-MB L3 cache, dual core, 15-W) and a non-Windows 8 operating system	809840-001

Before removing the system board, follow these steps:

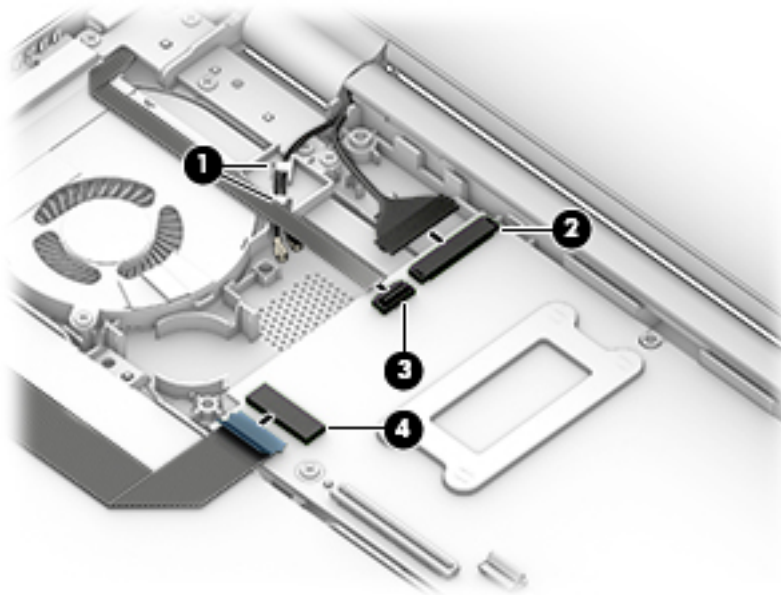
1. Shut down the computer. If you are unsure whether the computer is off or in Hibernation, turn the computer on, and then shut it down through the operating system.
2. Disconnect all external devices connected to the computer.

3. Disconnect the power from the computer by first unplugging the power cord from the AC outlet and then unplugging the AC adapter from the computer.
4. Remove the keyboard/top cover (see [Keyboard/top cover on page 24](#)).
5. Disconnect the battery cable from the system board (see [Battery on page 27](#)).
6. Remove the WLAN module (see [WLAN module on page 31](#)).

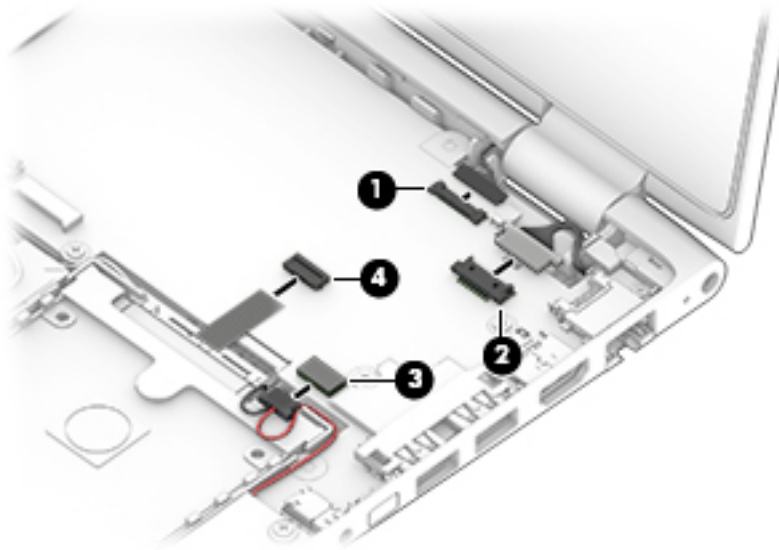
When replacing the system board, be sure that the fan/heat sink assembly (see [Fan/heat sink assembly on page 37](#)) and the memory modules (see [Memory module on page 38](#)) are removed from the defective system board and installed on the replacement system board.

Remove the system board:

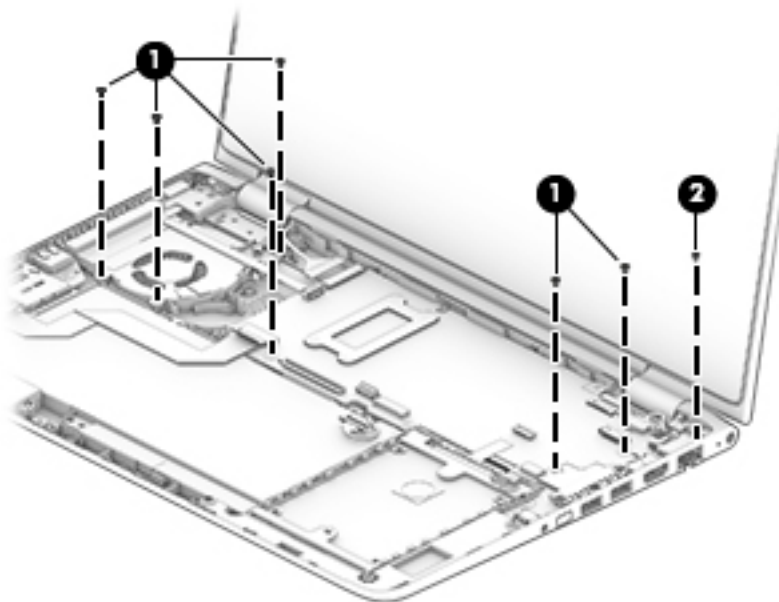
1. Release the wireless antenna cables from the retention clips **(1)** built into the fan/heat sink assembly.
2. Disconnect the following cables from the system board:
 - (2)** Display panel cable from the ZIF connector on the system board
 - (3)** Power button board cable from the ZIF connector on the system board
 - (4)** Connector board cable from the ZIF connector on the system board



3. Disconnect the following cables from the system board:
 - (1) Webcam/microphone cable
 - (2) Power connector cable
 - (3) Speaker cable
 - (4) Hard drive cable from the ZIF connector on the system board

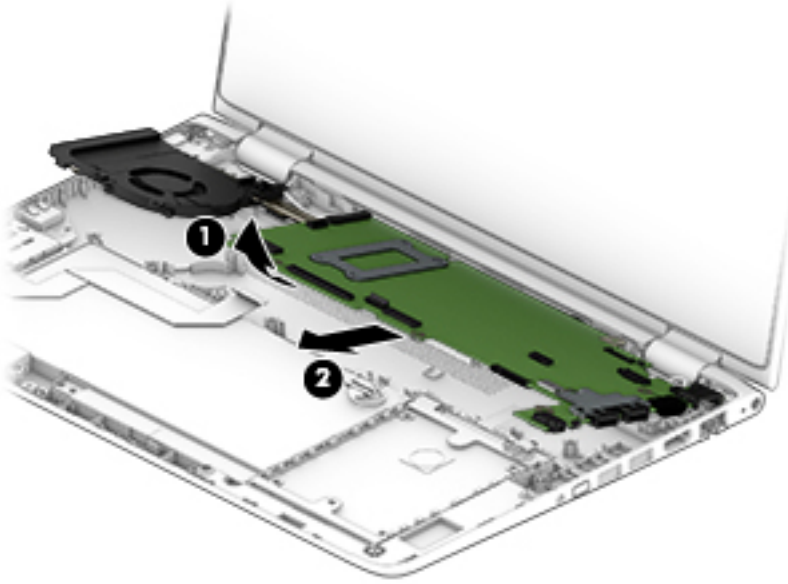


4. Remove the six Phillips PM2.5×4.4 screws (1) and the Phillips PM2.0×4.1 screw (2) that secure the system board to the base enclosure.



5. Lift the front edge of the system board (1) until it rests at an angle.

6. Remove the system board **(2)** by sliding it up and forward at an angle.



Reverse this procedure to install the system board.

Fan/heat sink assembly

Description	Spare part number
Fan/heat sink assembly (includes fan cable, 4 captive screws [secured by C-clips], and replacement thermal material)	809825-001

Before removing the fan/heat sink assembly, follow these steps:

1. Shut down the computer. If you are unsure whether the computer is off or in Hibernation, turn the computer on, and then shut it down through the operating system.
2. Disconnect all external devices connected to the computer.
3. Disconnect the power from the computer by first unplugging the power cord from the AC outlet and then unplugging the AC adapter from the computer.
4. Remove the keyboard/top cover (see [Keyboard/top cover on page 24](#)).
5. Disconnect the battery cable from the system board (see [Battery on page 27](#)).
6. Remove the WLAN module (see [WLAN module on page 31](#)).
7. Remove the system board (see [System board on page 33](#)).

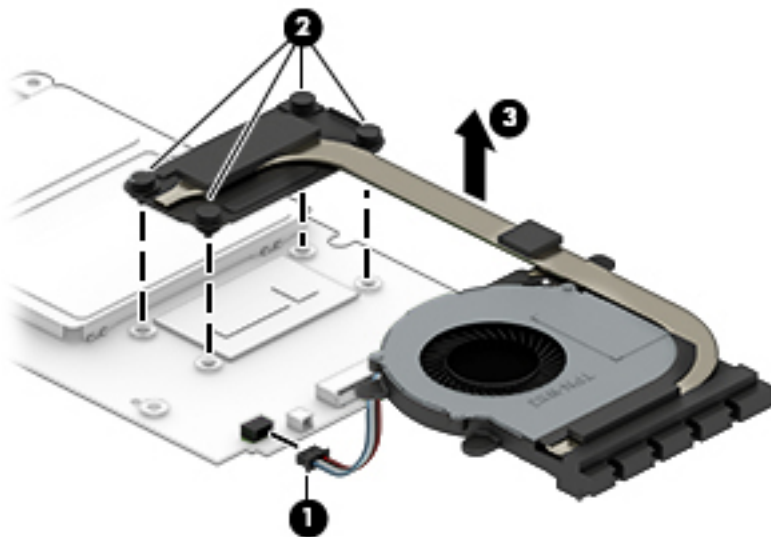
Remove the fan/heat sink assembly:


1. Turn the system board upside down with the front toward you.
2. Disconnect the fan cable (1) from the system board.
3. Loosen the four captive screws (2) that secure the fan/heat sink assembly to the system board.

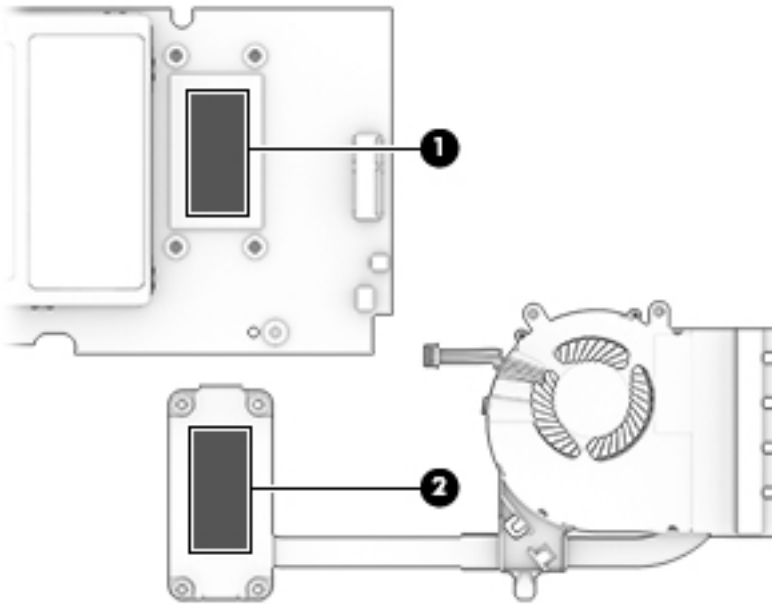


NOTE: Due to the adhesive quality of the thermal material located between the fan/heat sink assembly and system board components, it may be necessary to move the fan/heat sink assembly from side to side to detach it.

4. Remove the fan/heat sink assembly (3).



 **NOTE:** The thermal material must be thoroughly cleaned from the surfaces of the fan/heat sink assembly and the system board each time the fan/heat sink assembly is removed. Thermal paste is used on the processor **(1)** and the fan/heat sink assembly section **(2)** that services it.



Reverse this procedure to install the fan/heat sink assembly.

Memory module

Description	Spare part number
8-GB (PCL3, 12800, 1600)	693374-005
4-GB (PCL3, 12800, 1600)	691740-005
2-GB (PCL3, 12800, 1600)	691739-005

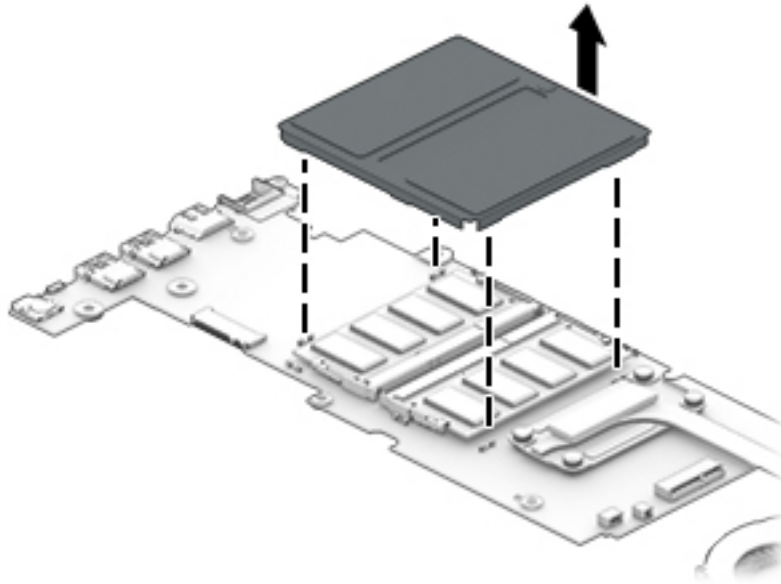
Before removing the memory module, follow these steps:

1. Shut down the computer. If you are unsure whether the computer is off or in Hibernation, turn the computer on, and then shut it down through the operating system.
2. Disconnect all external devices connected to the computer.
3. Disconnect the power from the computer by first unplugging the power cord from the AC outlet and then unplugging the AC adapter from the computer.
4. Remove the keyboard/top cover (see [Keyboard/top cover on page 24](#)).
5. Disconnect the battery cable from the system board (see [Battery on page 27](#)).
6. Remove the WLAN module (see [WLAN module on page 31](#)).
7. Remove the system board (see [System board on page 33](#)).

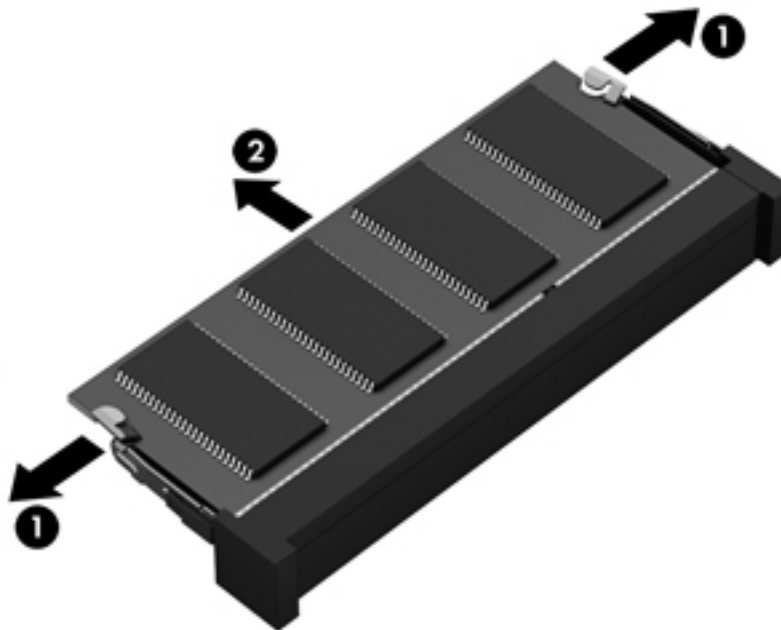
Remove the memory module:

1. Turn the system board upside down with the front toward you.

2. Remove the memory shield that covers the memory module slots.



3. Spread the retaining tabs **(1)** on each side of the memory module slot to release the memory module. (The memory module tilts up.)
4. Remove the memory module **(2)** by pulling it away from the slot at an angle.



Reverse this procedure to install a memory module.

Speakers


Description	Spare part number
Speaker Kit (includes left and right speakers and cables)	809838-001

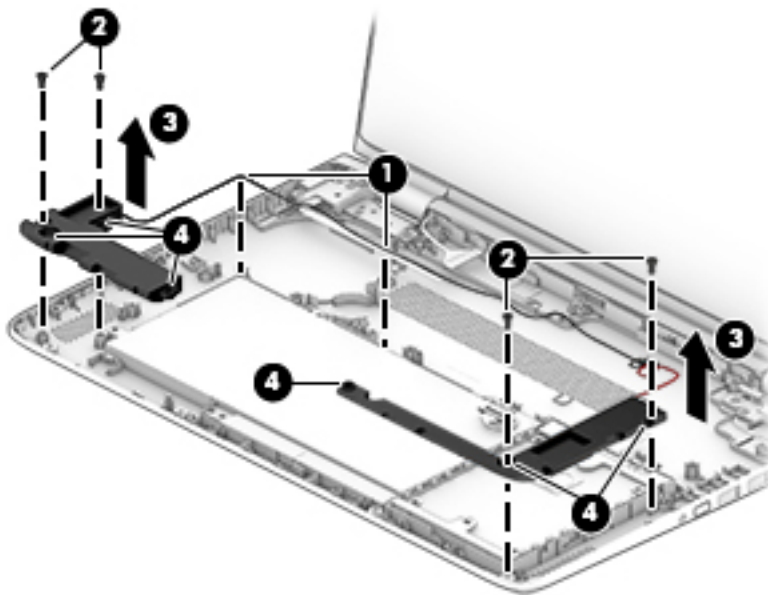
Before removing the speakers, follow these steps:

1. Shut down the computer. If you are unsure whether the computer is off or in Hibernation, turn the computer on, and then shut it down through the operating system.
2. Disconnect all external devices connected to the computer.
3. Disconnect the power from the computer by first unplugging the power cord from the AC outlet and then unplugging the AC adapter from the computer.
4. Remove the keyboard/top cover (see [Keyboard/top cover on page 24](#)).
5. Disconnect the battery cable from the system board (see [Battery on page 27](#)).
6. Remove the WLAN module (see [WLAN module on page 31](#)).
7. Remove the system board (see [System board on page 33](#)).

Remove the speakers:


1. Release the speaker cables from the retention clips **(1)** built into the base enclosure.
2. Remove the three Phillips PM2.0×5.8 shoulder screws **(2)** that secure the speakers to the base enclosure.
3. Remove the speakers **(3)**.

 **NOTE:** When removing the speakers, make note of the location of the six rubber isolators **(4)**. Removal of or damage to these isolators can cause degradation to speaker performance.



Reverse this procedure to install the speakers.

Display assembly

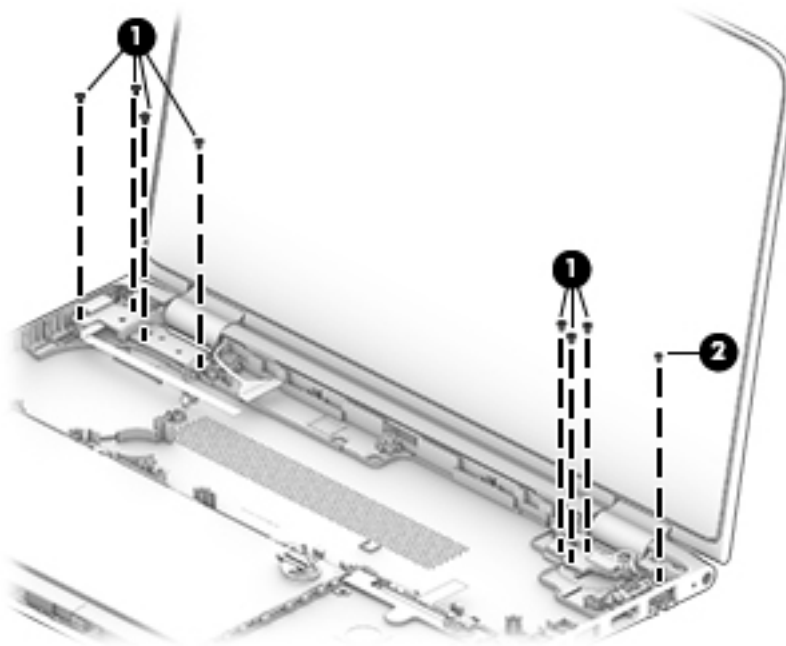
 **NOTE:** The display assembly is spared at the subcomponent level only. For display assembly spare part information, see the individual removal subsections.

Before removing the display assembly, follow these steps:

1. Turn off the computer. If you are unsure whether the computer is off or in Hibernation, turn the computer on, and then shut it down through the operating system.
2. Disconnect the power from the computer by unplugging the power cord from the computer.
3. Disconnect all external devices from the computer.
4. Remove the keyboard/top cover (see [Keyboard/top cover on page 24](#)).
5. Disconnect the battery cable from the system board (see [Battery on page 27](#)).
6. Remove the WLAN module (see [WLAN module on page 31](#)).
7. Remove the system board (see [System board on page 33](#)).

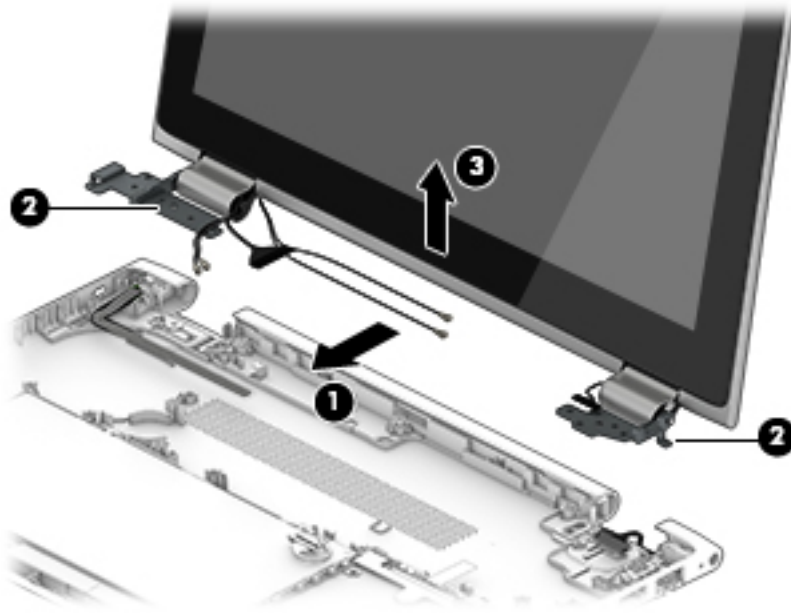
Remove the display assembly:

1. Open the computer to the interactive position, as shown in the following illustration.
2. Remove the seven Phillips PM2.5×4.4 screws **(1)** and the Phillips PM2.0×4.1 screw **(2)** that secure the display assembly to the base enclosure.



3. Slide the display assembly **(1)** forward until the display hinges **(2)** clear the base enclosure.

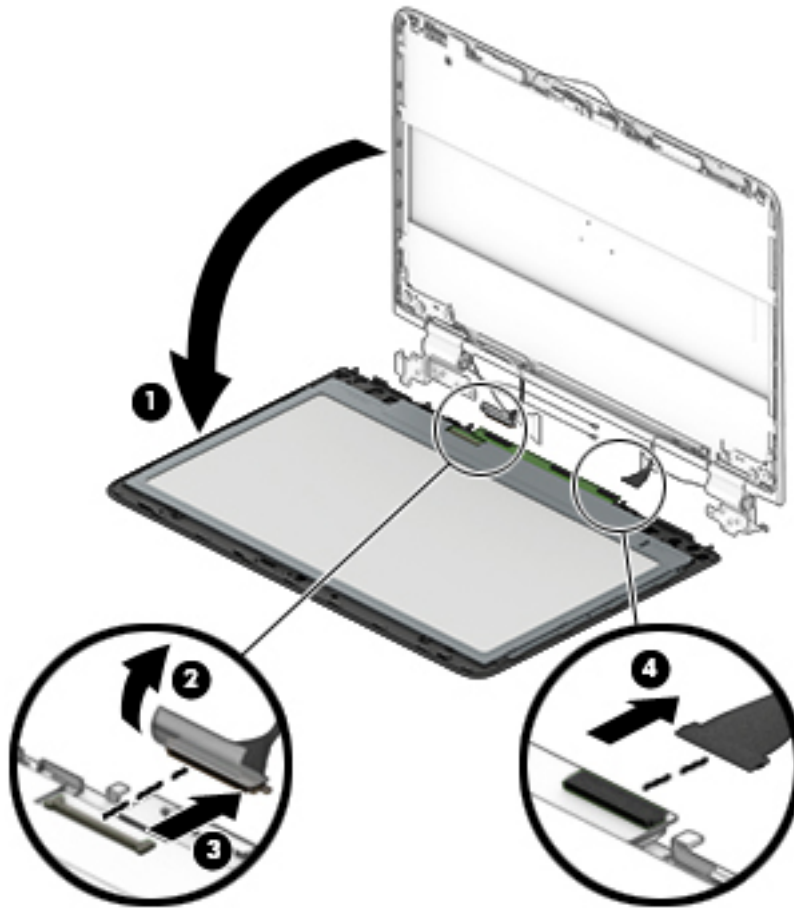
4. Remove the display assembly **(3)**.



5. If it is necessary to replace the display panel assembly or any of the display assembly internal components:
- Release the top edge of the display panel assembly **(1)** by pulling it away from the display enclosure.
 - Release the adhesive support strip **(2)** that secures the display panel cable to the display panel assembly.
 - Disconnect the display panel cable **(3)** from the display panel assembly.
 - Disconnect the TouchScreen cable **(4)** from the TouchScreen board.

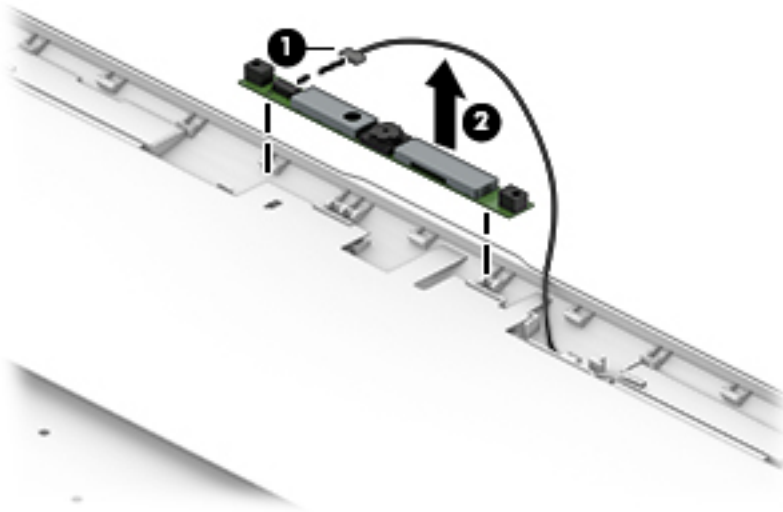
- e. Remove the display panel assembly **(5)**.

The display panel assembly includes the display bezel and the display panel and is available using spare part numbers 809833-001 (FHD, (1920×1080), UWVA, IPS, display panel assembly) and 809832-001 (HD, (1366×768), UWVA display panel assembly).



- 6. If it is necessary to replace the webcam/microphone module:
 - a. Remove the display panel assembly.
 - b. Detach the webcam/microphone module **(1)** from the display back cover. (The webcam/microphone module is attached to the display back cover with double-sided adhesive.)

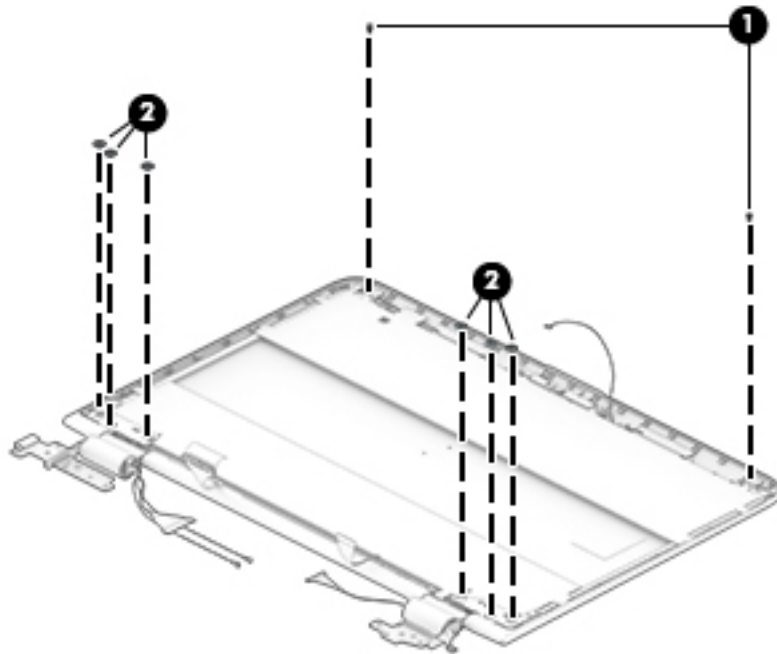
- c. Disconnect the webcam/microphone module cable **(2)** from the webcam/microphone module.



- d. Remove the webcam/microphone module.
The webcam/microphone module is available using spare part number 809843-001.

7. If it is necessary to replace the display hinges:

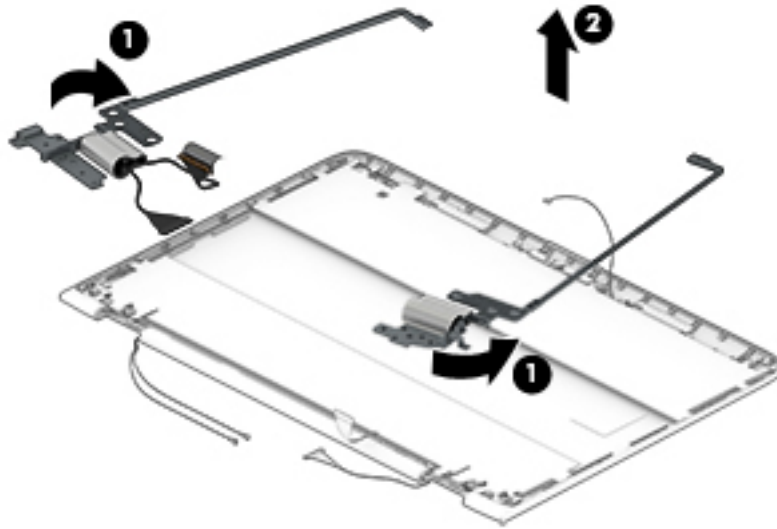
- a. Remove the display panel assembly.
- b. Remove the two Phillips PM2.0×2.8 screws **(1)** that secure the display hinges to the display enclosure.
- c. Remove the six Phillips PM2.5×3.6 broad head screws **(2)** that secure the display hinges to the display enclosure.



- d. Rotate the display hinges **(1)** inward until the hinges are clear of the display back cover.

- e. Remove the display hinges (2).

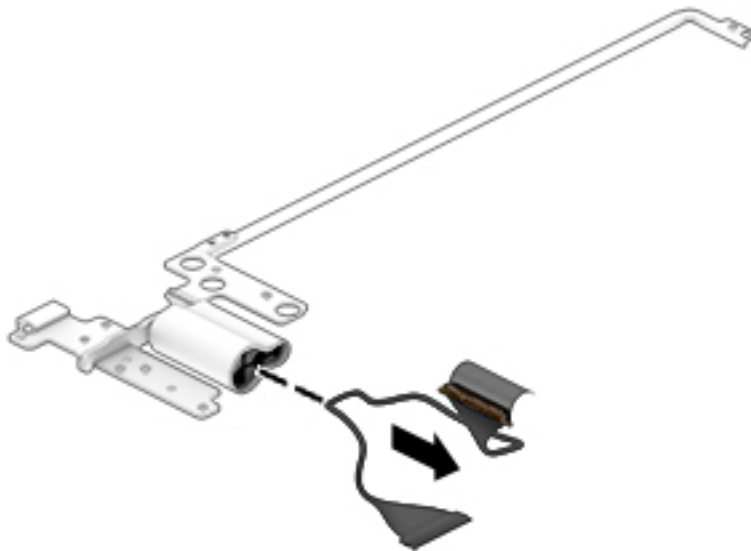
The display hinges are included in the Display Hinge Kit, spare part number 809827-001.



- 8. If it is necessary to replace the display panel cable:

- a. Remove the display panel assembly.
- b. Remove the display hinges.
- c. Remove the display panel cable from the left display hinge.

The display panel cable is available using spare part numbers 810712-001 (for use only on computer models equipped with the FHD, (1920×1080), UWVA, IPS, display panel assembly, spare part number 809833-001) and 809822-001-001 (for use only on computer models equipped with the HD, (1366×768), UWVA display panel assembly, spare part number 809832-001).

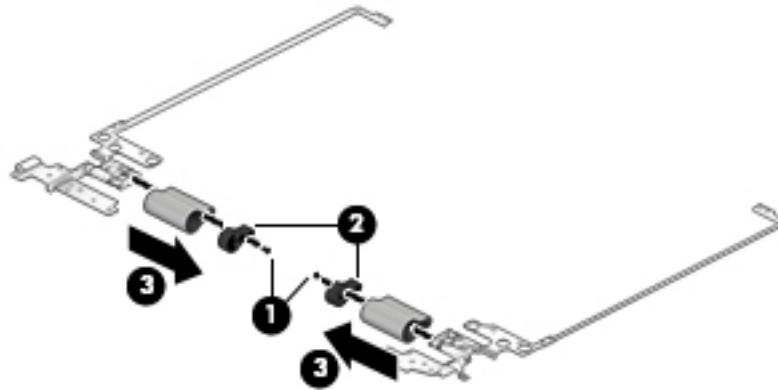


- 9. If it is necessary to replace the display hinge covers:

- a. Remove the display panel assembly.
- b. Remove the display hinges.
- c. Remove the Phillips PM2.0×4.1 screw **(1)** that secures the display hinge cover to the display hinge.
- d. Remove the rubber cable retainer **(2)** from inside the hinge cover.
- e. Remove the display hinge cover **(3)**.

The display hinge covers are available using the following spare part numbers:

- 809540-001 – For use only on computer models in natural silver finish
- 809541-001 – For use only on computer models in sunset red finish
- 809828-001 – For use only on computer models in violet purple finish

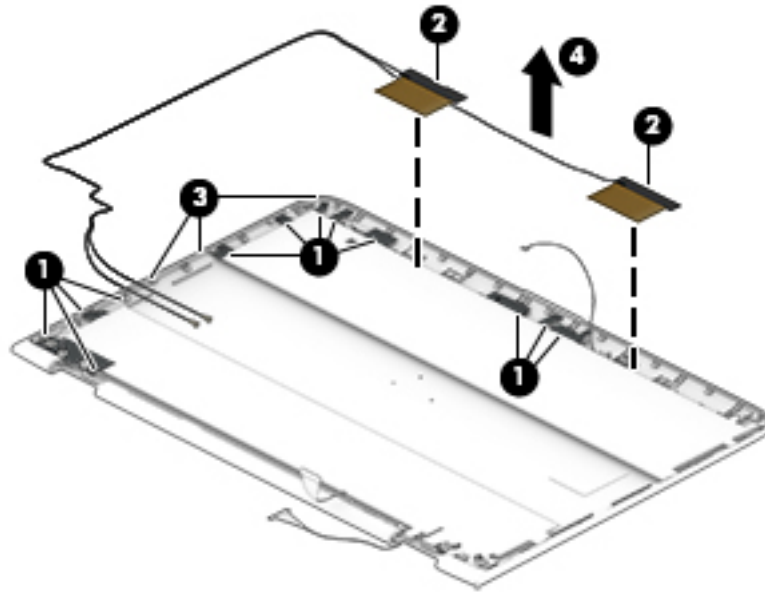


10. If it is necessary to replace the WLAN antenna cables and transceivers:

- a. Remove the display panel assembly.
- b. Remove the left display hinge.
- c. Release the tabs **(1)** on the top edge, left side, and left hinge area of the display enclosure that secure the WLAN antenna cables.
- d. Detach the WLAN antenna transceivers **(2)** from the display enclosure. (The WLAN antenna transceivers are attached to the display enclosure with double-sided adhesive.)
- e. Release the WLAN antenna cables from the retention clips **(3)** and channels built into the left edge of the display enclosure.

- f. Remove the WLAN antenna cables and transceivers **(4)**.

The WLAN antenna cables and transceivers are included in the Antenna Kit, spare part number 809815-001.

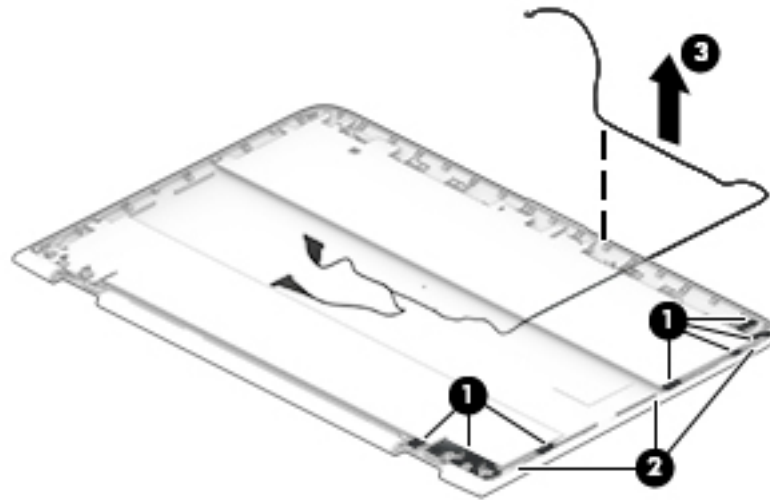


11. If it is necessary to replace the webcam/microphone module cable:

- a. Remove the display panel assembly.
- b. Remove the right display hinge.
- c. Remove the WLAN antenna cables and transceivers.
- d. Release the tabs **(1)** on the top edge, right side, and right hinge area of the display enclosure that secure the webcam/microphone cable.
- e. Release the webcam/microphone module cable from the retention clips **(2)** and channels built into the right edge of the display enclosure.

- f. Remove the webcam/microphone module cable **(3)**.

The webcam/microphone module cable is available using spare part number 809823-001.



Reverse this procedure to reassemble and install the display assembly.

Power button board

Description	Spare part number
Power button board (includes cable)	809830-001

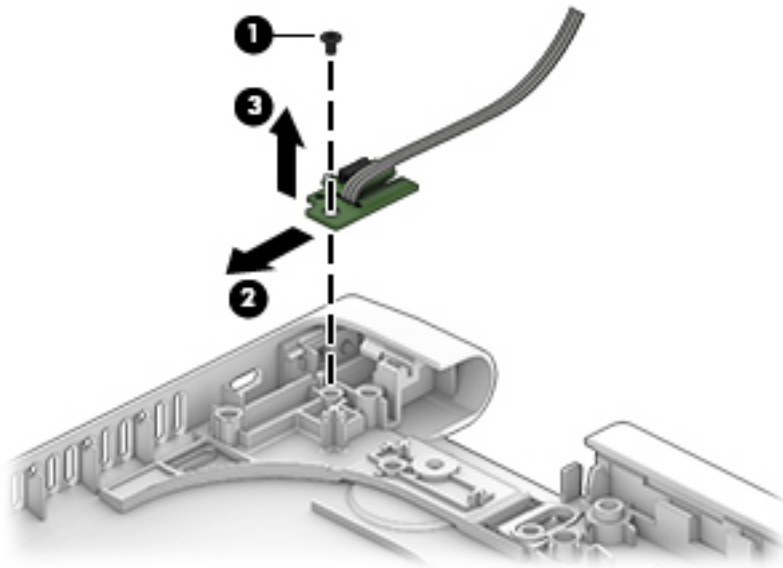
Before removing the power button board, follow these steps:

1. Shut down the computer. If you are unsure whether the computer is off or in Hibernation, turn the computer on, and then shut it down through the operating system.
2. Disconnect all external devices connected to the computer.
3. Disconnect the power from the computer by first unplugging the power cord from the AC outlet and then unplugging the AC adapter from the computer.
4. Remove the keyboard/top cover (see [Keyboard/top cover on page 24](#)).
5. Disconnect the battery cable from the system board (see [Battery on page 27](#)).
6. Remove the WLAN module (see [WLAN module on page 31](#)).
7. Remove the system board (see [System board on page 33](#)).
8. Remove the display assembly (see [Display assembly on page 41](#)).

Remove the power button board:

1. Remove the Phillips PM2.0×4.1 screw **(1)** that secures the power button board to the base enclosure.
2. Slide the power button board **(2)** forward until it is clear of the base enclosure.

3. Remove the power button board **(3)** and cable.



Reverse this procedure to install the power button board.

Power connector cable

Description	Spare part number
Power connector cable	809824-001

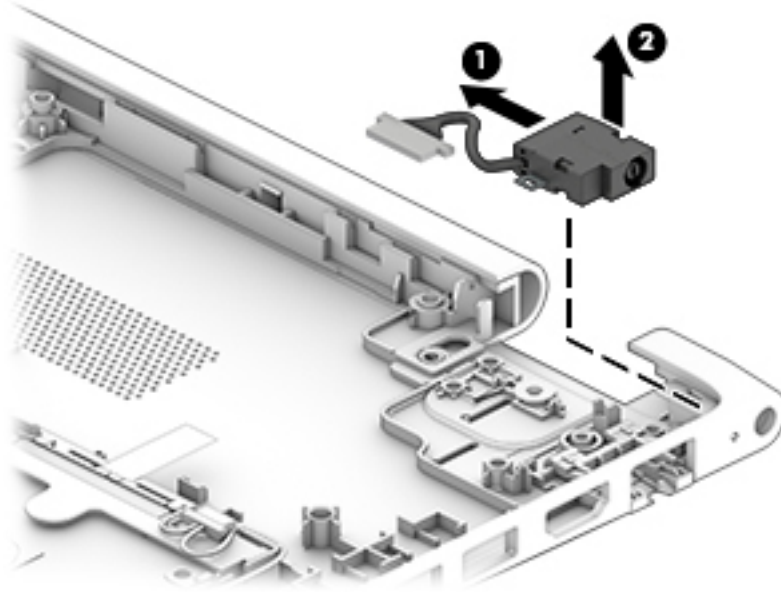
Before removing the power connector cable, follow these steps:

1. Shut down the computer. If you are unsure whether the computer is off or in Hibernation, turn the computer on, and then shut it down through the operating system.
2. Disconnect all external devices connected to the computer.
3. Disconnect the power from the computer by first unplugging the power cord from the AC outlet and then unplugging the AC adapter from the computer.
4. Remove the keyboard/top cover (see [Keyboard/top cover on page 24](#)).
5. Disconnect the battery cable from the system board (see [Battery on page 27](#)).
6. Remove the WLAN module (see [WLAN module on page 31](#)).
7. Remove the system board (see [System board on page 33](#)).
8. Remove the display assembly (see [Display assembly on page 41](#)).

Remove the power connector cable:

1. Slide the power connector cable **(1)** out of the cavity in the base enclosure.

2. Remove the power connector cable (2).



Reverse this procedure to install the power connector cable.

6 Computer Setup (BIOS), TPM, and HP Sure Start – Windows 10

Using Computer Setup

Computer Setup, or Basic Input/Output System (BIOS), controls communication between all the input and output devices on the system (such as disk drives, display, keyboard, mouse, and printer). Computer Setup includes settings for the types of devices installed, the startup sequence of the computer, and the amount of system and extended memory.



NOTE: Use extreme care when making changes in Computer Setup. Errors can prevent the computer from operating properly.

Starting Computer Setup



NOTE: An external keyboard or mouse connected to a USB port can be used with Computer Setup only if USB legacy support is enabled.

To start Computer Setup, follow these steps:

- ▲ Start Computer Setup.
 - Computers or tablets with keyboards:
 - ▲ Turn on or restart the computer, and when the HP logo appears, press **F10** to enter Computer Setup.
 - Tablets without keyboards:
 - ▲ Turn off the tablet. Press the power button in combination with the volume down button until the Startup menu is displayed, and then tap **F10** to enter Computer Setup.

Navigating and selecting in Computer Setup

- To select a menu or a menu item, use the **tab** key and the keyboard arrow keys and then press **enter**, or use a pointing device to select the item.



NOTE: On tablets without keyboards, you can use your finger to make selections.

- To scroll up and down, select the up arrow or the down arrow in the upper-right corner of the screen, or use the up arrow key or the down arrow key on the keyboard.
- To close open dialog boxes and return to the main Computer Setup screen, press **esc**, and then follow the on-screen instructions.

To exit Computer Setup menus, choose one of the following methods:

- To exit Computer Setup menus without saving your changes:
Select the **Exit** icon in the lower-right corner of the screen, and then follow the on-screen instructions.
– or –
Select **Main**, select **Ignore Changes and Exit**, and then press **enter**.
- To save your changes and exit Computer Setup menus:
Select the Save icon in the lower-right corner of the screen, and then follow the on-screen instructions.
– or –
Select **Main**, select **Save Changes and Exit**, and then press **enter**.

Your changes go into effect when the computer restarts.

Restoring factory settings in Computer Setup



NOTE: Restoring defaults will not change the hard drive mode.

To return all settings in Computer Setup to the values that were set at the factory, follow these steps:

1. Start Computer Setup. See [Starting Computer Setup on page 51](#).
2. Select **Main**, and then select **Apply Factory Defaults and Exit**.



NOTE: On select products, the selections may display **Restore Defaults** instead of **Apply Factory Defaults and Exit**.

3. Follow the on-screen instructions.
4. To save your changes and exit, select the **Save** icon in the lower-right corner of the screen, and then follow the on-screen instructions.
– or –
Select **Main**, select **Save Changes and Exit**, and then press **enter**.

Your changes go into effect when the computer restarts.



NOTE: Your password settings and security settings are not changed when you restore the factory settings.

Updating the BIOS

Updated versions of the BIOS may be available on the HP website.

Most BIOS updates on the HP website are packaged in compressed files called SoftPaqs.

Some download packages contain a file named Readme.txt, which contains information regarding installing and troubleshooting the file.

Determining the BIOS

To decide whether you need to update Computer Setup (BIOS), first determine the BIOS version on your computer.

BIOS version information (also known as *ROM date* and *System BIOS*) can be accessed by pressing **fn+esc** (if you are already in Windows) or by using Computer Setup.


1. Start Computer Setup. See [Starting Computer Setup on page 51](#).
2. Select **Main**, and then select **System Information**.
3. To exit Computer Setup without saving your changes, select the Exit icon in the lower-right corner of the screen, and then follow the on-screen instructions.

– or –

Select **Main**, select **Ignore Changes and Exit**, and then press **enter**.

To check for later BIOS versions, see [Downloading a BIOS update on page 53](#).

Downloading a BIOS update

 **CAUTION:** To reduce the risk of damage to the computer or an unsuccessful installation, download and install a BIOS update only when the computer is connected to reliable external power using the AC adapter. Do not download or install a BIOS update while the computer is running on battery power, docked in an optional docking device, or connected to an optional power source. During the download and installation, follow these instructions:

Do not disconnect power on the computer by unplugging the power cord from the AC outlet.

Do not shut down the computer or initiate Sleep.

Do not insert, remove, connect, or disconnect any device, cable, or cord.

1. Type **support** in the taskbar search box, and then select the **HP Support Assistant** app.
– or –
Select the question mark icon in the taskbar.
2. Select **Updates**, and then select **Check for updates and messages**.
3. Follow the on-screen instructions.
4. At the download area, follow these steps:
 - a. Identify the most recent BIOS update and compare it to the BIOS version currently installed on your computer. Make a note of the date, name, or other identifier. You may need this information to locate the update later, after it has been downloaded to your hard drive.
 - b. Follow the on-screen instructions to download your selection to the hard drive.
Make a note of the path to the location on your hard drive where the BIOS update is downloaded. You will need to access this path when you are ready to install the update.



NOTE: If you connect your computer to a network, consult the network administrator before installing any software updates, especially system BIOS updates.

BIOS installation procedures vary. Follow any instructions that are revealed on the screen after the download is complete. If no instructions are revealed, follow these steps:

1. Type `file` in the taskbar search box, and then select **File Explorer**.
2. Select your hard drive designation. The hard drive designation is typically Local Disk (C:).
3. Using the hard drive path you recorded earlier, open the folder that contains the update.
4. Double-click the file that has an `.exe` extension (for example, `filename.exe`).

The BIOS installation begins.

5. Complete the installation by following the on-screen instructions.




NOTE: After a message on the screen reports a successful installation, you can delete the downloaded file from your hard drive.

Changing the boot order using the f9 prompt


To dynamically choose a boot device for the current startup sequence, follow these steps:

1. Access the Boot Device Options menu:
 - Computers or tablets with keyboards:
 - ▲ Turn on or restart the computer, and when the HP logo appears, press **f9** to enter the Boot Device Options menu.
 - Tablets without keyboards:
 - ▲ Turn off the tablet. Press the power button in combination with the volume down button until the Startup menu is displayed, and then tap **F9** to enter the Boot Device Options menu.
2. Select a boot device, then press **enter**.

TPM BIOS settings (select products only)

 **IMPORTANT:** Before enabling Trusted Platform Module (TPM) functionality on this system, you must ensure that your intended use of TPM complies with relevant local laws, regulations and policies, and approvals or licenses must be obtained if applicable. For any compliance issues arising from your operation/usage of TPM which violates the above mentioned requirement, you shall bear all the liabilities wholly and solely. HP will not be responsible for any related liabilities.

TPM provides additional security for your computer. You can modify the TPM settings in Computer Setup (BIOS).

 **NOTE:** If you change the TPM setting to Hidden, TPM is not visible in the operating system.

To access TPM settings in Computer Setup:

1. Start Computer Setup. See [Starting Computer Setup on page 51](#).
2. Select **Security**, select **TPM Embedded Security**, and then follow the on-screen instructions.

Using HP Sure Start (select products only)


Select computer models are configured with HP Sure Start, a technology that continuously monitors the computer's BIOS for attacks or corruption. If the BIOS becomes corrupted or is attacked, HP Sure Start automatically restores the BIOS to its previously safe state, without user intervention.

HP Sure Start is configured and already enabled so that most users can use the HP Sure Start default configuration. The default configuration can be customized by advanced users.

To access the latest documentation on HP Sure Start, go to <http://www.hp.com/support>, and select your country. Select **Drivers & Downloads**, and then follow the on-screen instructions.

7 HP PC Hardware Diagnostics (UEFI) – Windows 10

HP PC Hardware Diagnostics is a Unified Extensible Firmware Interface (UEFI) that allows you to run diagnostic tests to determine whether the computer hardware is functioning properly. The tool runs outside the operating system so that it can isolate hardware failures from issues that are caused by the operating system or other software components.

 **NOTE:** To start BIOS on a convertible computer, your computer must be in notebook mode and you must use the keyboard attached to your tablet. The on-screen keyboard, which displays in tablet mode, cannot access BIOS.

To start HP PC Hardware Diagnostics UEFI:


1. Start BIOS:

- Computers or tablets with keyboards:
 - ▲ Turn on or restart the computer, quickly press [esc](#).
- Tablets without keyboards:
 - ▲ Turn on or restart the tablet, and then quickly hold down the volume down button.
 - or –
 - Turn on or restart the tablet, and then quickly hold down the Windows button.

2. Press or tap [f2](#).

The BIOS searches three places for the diagnostic tools, in the following order:


a. Connected USB drive

 **NOTE:** To download the HP PC Hardware Diagnostics (UEFI) tool to a USB drive, see [Downloading HP PC Hardware Diagnostics \(UEFI\) to a USB device on page 57](#).

b. Hard drive

c. BIOS

3. When the diagnostic tool opens, select the type of diagnostic test you want to run, and then follow the on-screen instructions. On a tablet, press the volume down button to stop a diagnostic test.

 **NOTE:** If you need to stop a diagnostic test on computers or tablets with a keyboard, press [esc](#).

Downloading HP PC Hardware Diagnostics (UEFI) to a USB device

There are two options to download HP PC Hardware Diagnostics to a USB device:

Download the latest UEFI version:

1. Go to <http://www.hp.com/go/techcenter/pcdiags>. The HP PC Diagnostics home page is displayed.
2. In the HP PC Hardware Diagnostics section, click the **Download** link, and then select **Run**.

Download any version of UEFI for a specific product:

1. Go to <http://www.hp.com/support>, and then select your country. The HP Support page is displayed.
2. Click **Drivers & Downloads**.
3. In the text box, enter the product name, and then click **Go**.

– or –


Click **Find Now** to let HP automatically detect your product.


4. Select your computer, and then select your operating system.
5. In the **Diagnostic** section, follow the on-screen instructions to select and download the UEFI version you want.

8 Using Setup Utility (BIOS) – Windows 8

Setup Utility, or Basic Input/Output System (BIOS), controls communication between all the input and output devices on the system (such as disk drives, display, keyboard, mouse, and printer). Setup Utility (BIOS) includes settings for the types of devices installed, the startup sequence of the computer, and the amount of system and extended memory.

Starting Setup Utility (BIOS)

 **CAUTION:** Use extreme care when making changes in Setup Utility (BIOS). Errors can prevent the computer from operating properly.

 **NOTE:** If your tablet has a keyboard base, connect the tablet to the keyboard base before beginning the steps in this chapter.

- Computers or tablets with keyboards:
 - ▲ Turn on or restart the computer, quickly press **esc**, and then press **f10**.
- Tablets without keyboards:
 1. Turn on or restart the tablet, and then quickly hold down the volume down button.
- or -
Turn on or restart the tablet, and then quickly hold down the Windows button.
 2. Tap **f10**.

Updating the BIOS

Updated versions of the BIOS may be available on the HP website.

Most BIOS updates on the HP website are packaged in compressed files called *SoftPaqs*.

Some download packages contain a file named *Readme.txt*, which contains information regarding installing and troubleshooting the file.


Determining the BIOS version

To determine whether available BIOS updates contain later BIOS versions than the one currently installed on the computer, you need to know the version of the system BIOS that is installed.


BIOS version information (also known as *ROM date* and *System BIOS*) can be revealed from the Start screen by typing **support**, selecting the **HP Support Assistant** app, selecting **My Computer**, and then selecting **System Information**, or by using Setup Utility (BIOS).

1. Start Setup Utility (BIOS) (see [Starting Setup Utility \(BIOS\) on page 58](#)).
2. Select **Main**, and then make note of your BIOS version.
3. Select **Exit**, select **Exit Discarding Changes**, and then follow the on-screen instructions.

Downloading a BIOS update

 **CAUTION:** To reduce the risk of damage to the computer or an unsuccessful installation, download and install a BIOS update only when the computer is connected to reliable external power using the AC adapter. Do not download or install a BIOS update while the computer is running on battery power, docked in an optional docking device, or connected to an optional power source. During the download and installation, follow these instructions:

- Do not disconnect power from the computer by unplugging the power cord from the AC outlet.
- Do not shut down the computer or initiate Sleep.
- Do not insert, remove, connect, or disconnect any device, cable, or cord.

 **NOTE:** If your computer is connected to a network, consult the network administrator before installing any software updates, especially system BIOS updates.


1. From the Start screen, type *support*, and then select the **HP Support Assistant** app.
– or –
From the Windows desktop, click the question mark icon in the taskbar area of the Windows desktop.
2. Click **Updates and tune-ups**, and then click **Check for HP updates now**.
3. Follow the on-screen instructions.
4. At the download area, follow these steps:
 - a. Identify the most recent BIOS update and compare it to the BIOS version currently installed on your computer. If the update is more recent than your BIOS, make a note of the date, name, or other identifier. You may need this information to locate the update later, after it has been downloaded to your hard drive.
 - b. Follow the on-screen instructions to download your selection to the hard drive.

If the update is more recent than your BIOS, make a note of the path to the location on your hard drive where the BIOS update is downloaded. You will need to access this path when you are ready to install the update.

BIOS installation procedures vary. Follow any instructions that appear on the screen after the download is complete. If no instructions appear, follow these steps:

1. From the Start screen, type *file*, and then select **File Explorer**.
– or –
From the Windows desktop, right-click the **Start** button, and then select **File Explorer**.
2. Click your hard drive designation. The hard drive designation is typically Local Disk (C:).
3. Using the hard drive path you recorded earlier, open the folder on your hard drive that contains the update.
4. Double-click the file that has an .exe extension (for example, *filename.exe*).

The BIOS installation begins.
5. Complete the installation by following the on-screen instructions.

 **NOTE:** After a message on the screen reports a successful installation, you can delete the downloaded file from your hard drive.

9 Using HP PC Hardware Diagnostics (UEFI) – Windows 8

HP PC Hardware Diagnostics is a Unified Extensible Firmware Interface (UEFI) utility that allows you to run diagnostic tests to determine whether the computer hardware is functioning properly. The tool runs outside the operating system so that it can isolate hardware failures from issues that are caused by the operating system or other software components.

To start HP PC Hardware Diagnostics (UEFI):

1. Start Setup Utility:

- Computers or tablets with keyboards:
 - ▲ Turn on or restart the computer, quickly press **esc**.
- Tablets without keyboards:
 - ▲ Turn on or restart the tablet, and then quickly hold down the volume down button.
 - or -
 - Turn on or restart the tablet, and then quickly hold down the Windows button.

2. Press or tap **f2.**

The BIOS searches 3 places for the diagnostic tools, in the following order:

a. Connected USB drive



NOTE: To download the HP PC Hardware Diagnostics (UEFI) tool to a USB drive, see [Downloading HP PC Hardware Diagnostics \(UEFI\) to a USB device on page 60](#).

b. Hard drive

c. BIOS

3. When the diagnostic tool opens, use the keyboard arrow keys to select the type of diagnostic test you want to run, and then follow the on-screen instructions.



NOTE: If you need to stop a diagnostic test, press or tap **esc**.

Downloading HP PC Hardware Diagnostics (UEFI) to a USB device



NOTE: Instructions for downloading HP PC Hardware Diagnostics (UEFI) are provided in English only.

There are two options to download HP PC Hardware Diagnostics to a USB device:

Option 1: HP PC Diagnostics homepage—Provides access to the latest UEFI version

- 1.** Go to <http://hp.com/go/techcenter/pcdiags>.
- 2.** Click the UEFI **Download** link, and then select **Run**.

Option 2: Support and Drivers pages—Provide downloads for a specific product for earlier and later versions

1. Go to <http://www.hp.com>.
2. Point to **Support**, located at the top of the page, and then click **Download Drivers**.
3. In the text box, enter the product name, and then click **Go**.
– or –
Click **Find Now** to let HP automatically detect your product.
4. Select your computer model, and then select your operating system.
5. In the **Diagnostic** section, click **HP UEFI Support Environment**.
– or –
Click **Download**, and then select **Run**.

10 Specifications

	Metric	U.S.
Tablet dimensions		
Width	32.7 cm	12.89 in
Depth	22.4 cm	8.82 in
Height	2.3 cm	0.91 in
Weight (equipped with a hard drive)	1.77 kg	3.89 lbs
Weight (equipped with a solid-state drive)	1.66 kg	3.67 lbs
Input power		
Operating voltage and current	19.5 V dc @ 2.31 A – 45 W	
	19.5 V dc @ 3.33 A – 65 W	
	19.5 V @ 3.33 A – 65 W	
	19.5 V @ 4.62 A – 90 W	
	19.5 V @ 6.15 A – 120 W	
	19.5 V @ 7.69 A – 150 W	
Temperature		
Operating	5°C to 35°C	41°F to 95°F
Nonoperating	-20°C to 60°C	-4°F to 140°F
Relative humidity (noncondensing)		
Operating	10% to 90%	
Nonoperating	5% to 95%	
Maximum altitude (unpressurized)		
Operating	-15 m to 3,048 m	-50 ft to 10,000 ft
Nonoperating	-15 m to 12,192 m	-50 ft to 40,000 ft
NOTE: Applicable product safety standards specify thermal limits for plastic surfaces. The device operates well within this range of temperatures.		

11 Backup and recovery – Windows 10

This chapter provides information about the following processes. The information in the chapter is standard procedure for most products.

- Creating recovery media and backups
- Restoring and recovering your system

For additional information, refer to the HP support assistant app.

▲ Type `support` in the taskbar search box, and then select the **HP Support Assistant** app.

– or –

Click the question mark icon in the taskbar.



IMPORTANT: If you will be performing recovery procedures on a tablet, the tablet battery must be at least 70% charged before you start the recovery process.

IMPORTANT: For a tablet with a detachable keyboard, connect the keyboard to the keyboard dock before beginning any recovery process.

Creating recovery media and backups

The following methods of creating recovery media and backups are available on select products only. Choose the available method according to your computer model.

- Use HP Recovery Manager to create HP Recovery media after you successfully set up the computer. This step creates a backup of the HP Recovery partition on the computer. The backup can be used to reinstall the original operating system in cases where the hard drive is corrupted or has been replaced. For information on creating recovery media, see [Creating HP Recovery media \(select products only\) on page 64](#). For information on the recovery options that are available using the recovery media, see [Using Windows Tools on page 65](#).
- Use Windows tools to create system restore points and create backups of personal information.

For more information, see [Recovering using HP Recovery Manager on page 66](#).



NOTE: If storage is 32 GB or less, Microsoft System Restore is disabled by default.

Creating HP Recovery media (select products only)

If possible, check for the presence of the Recovery partition and the Windows partition. From the **Start** menu, select **File Explorer**, and then select **This PC**.

- If your computer does not list the Windows partition and the Recovery partition, you can obtain recovery media for your system from support. See the *Worldwide Telephone Numbers* booklet included with the computer. You can also find contact information on the HP website. Go to <http://www.hp.com/support>, select your country or region, and follow the on-screen instructions.

You can use Windows tools to create system restore points and create backups of personal information, see *Using Windows tools on page 61*.

- If your computer does list the Recovery partition and the Windows partition, you can use HP Recovery Manager to create recovery media after you successfully set up the computer. HP Recovery media can be used to perform system recovery if the hard drive becomes corrupted. System recovery reinstalls the original operating system and software programs that were installed at the factory and then configures the settings for the programs. HP Recovery media can also be used to customize the system or restore the factory image if you replace the hard drive.
 - Only one set of recovery media can be created. Handle these recovery tools carefully, and keep them in a safe place.
 - HP Recovery Manager examines the computer and determines the required storage capacity for the media that will be required.
 - To create recovery discs, your computer must have an optical drive with DVD writer capability, and you must use only high-quality blank DVD-R, DVD+R, DVD-R DL, or DVD+R DL discs. Do not use rewritable discs such as CD±RW, DVD±RW, double-layer DVD±RW, or BD-RE (rewritable Blu-ray) discs; they are not compatible with HP Recovery Manager software. Or, instead, you can use a high-quality blank USB flash drive.
 - If your computer does not include an integrated optical drive with DVD writer capability, but you would like to create DVD recovery media, you can use an external optical drive (purchased separately) to create recovery discs. If you use an external optical drive, it must be connected directly to a USB port on the computer; the drive cannot be connected to a USB port on an external device, such as a USB hub. If you cannot create DVD media yourself, you can obtain recovery discs for your computer from HP. See the *Worldwide Telephone Numbers* booklet included with the computer. You can also find contact information on the HP website. Go to <http://www.hp.com/support>, select your country or region, and follow the on-screen instructions.
 - Be sure that the computer is connected to AC power before you begin creating the recovery media.
 - The creation process can take an hour or more. Do not interrupt the creation process.
 - If necessary, you can exit the program before you have finished creating all of the recovery DVDs. HP Recovery Manager will finish burning the current DVD. The next time you start HP Recovery Manager, you will be prompted to continue.

To create HP Recovery media:



IMPORTANT: For a tablet with a detachable keyboard, connect the keyboard to the keyboard dock before beginning these steps.

1. Type `recovery` in the taskbar search box, and then select **HP Recovery Manager**.
2. Select **Create recovery media**, and then follow the on-screen instructions.

If you ever need to recover the system, see [Recovering using HP Recovery Manager on page 66](#).

Using Windows Tools

You can create recovery media, system restore points, and backups of personal information using Windows tools.



NOTE: If storage is 32 GB or less, Microsoft System Restore is disabled by default.

For more information and steps, see the Get started app.

- ▲ Select the **Start** button, and then select the **Get started** app.

Restore and recovery

There are several options for recovering your system. Choose the method that best matches your situation and level of expertise:



IMPORTANT: Not all methods are available on all products.

- Windows offers several options for restoring from backup, refreshing the computer, and resetting the computer to its original state. For more information see the Get started app.
 - ▲ Select the **Start** button, and then select the **Get started** app.
- If you need to correct a problem with a preinstalled application or driver, use the Reinstall drivers and/or applications option (select products only) of HP Recovery Manager to reinstall the individual application or driver.
 - ▲ Type `recovery` in the taskbar search box, select **HP Recovery Manager**, select **Reinstall drivers and/or applications**, and then follow the on-screen instructions.
- If you want to recover the Windows partition to original factory content, you can choose the System Recovery option from the HP Recovery partition (select products only) or use the HP Recovery media. For more information, see Recovering using [Recovering using HP Recovery Manager on page 66](#). If you have not already created recovery media, see [Creating HP Recovery media \(select products only\) on page 64](#).
- On select products, if you want to recover the computer's original factory partition and content, or if you have replaced the hard drive, you can use the Factory Reset option of HP Recovery media. For more information, see [Recovering using HP Recovery Manager on page 66](#).
- On select products, if you want to remove the recovery partition to reclaim hard drive space, HP Recovery Manager offers the Remove Recovery Partition option.

For more information, see Removing the [Removing the HP Recovery partition \(select products only\) on page 68](#).

Recovering using HP Recovery Manager

HP Recovery Manager software allows you to recover the computer to its original factory state by using the HP Recovery media that you either created or that you obtained from HP, or by using the HP Recovery partition (select products only). If you have not already created recovery media, see [Creating HP Recovery media \(select products only\) on page 64](#).

What you need to know before you get started

- HP Recovery Manager recovers only software that was installed at the factory. For software not provided with this computer, you must either download the software from the manufacturer's website or reinstall the software from the media provided by the manufacturer.



IMPORTANT: Recovery through HP Recovery Manager should be used as a final attempt to correct computer issues.

- To use the Factory Reset option (select products only), you must use HP Recovery media. If you have not already created recovery media, see [Creating HP Recovery media \(select products only\) on page 64](#).
- If your computer does not allow the creation of HP Recovery media or if the HP Recovery media does not work, you can obtain recovery media for your system from support. See the *Worldwide Telephone Numbers* booklet included with the computer. You can also find contact information from the HP website. Go to <http://www.hp.com/support>, select your country or region, and follow the on-screen instructions.



IMPORTANT: HP Recovery Manager does not automatically provide backups of your personal data. Before beginning recovery, back up any personal data you want to retain.

Using HP Recovery media, you can choose from one of the following recovery options:



NOTE: Only the options available for your computer display when you start the recovery process.

- **System Recovery**—Reinstalls the original operating system, and then configures the settings for the programs that were installed at the factory.
- **Factory Reset**—Restores the computer to its original factory state by deleting all information from the hard drive and re-creating the partitions. Then it reinstalls the operating system and the software that was installed at the factory.

The HP Recovery partition (select products only) allows System Recovery only.

Using the HP Recovery partition (select products only)

The HP Recovery partition allows you to perform a system recovery without the need for recovery discs or a recovery USB flash drive. This type of recovery can be used only if the hard drive is still working.

To start HP Recovery Manager from the HP Recovery partition:



IMPORTANT: For a tablet with a detachable keyboard, connect the keyboard to the keyboard dock before beginning these steps (select products only).

1. Type `recovery` in the taskbar search box, select **Recovery Manager**, and then select **HP Recovery Environment**.

– or –

For computers or tablets with keyboards attached, press **f11** while the computer boots, or press and hold **f11** as you press the power button.

For tablets without keyboards:

Turn on or restart the tablet, and then quickly hold down the volume down button; then select **f11**.

– or –

Turn on or restart the tablet, and then quickly hold down the Windows button; then select **f11**.

2. Select **Troubleshoot** from the boot options menu.
3. Select **Recovery Manager**, and then follow the on-screen instructions.

Using HP Recovery media to recover

You can use HP Recovery media to recover the original system. This method can be used if your system does not have an HP Recovery partition or if the hard drive is not working properly.

1. If possible, back up all personal files.
2. Insert the HP Recovery media, and then restart the computer.



NOTE: If the computer does not automatically restart in HP Recovery Manager, change the computer boot order. See [Changing the computer boot order on page 68](#).

3. Follow the on-screen instructions.

Changing the computer boot order

If your computer does not restart in HP Recovery Manager, you can change the computer boot order, which is the order of devices listed in BIOS where the computer looks for startup information. You can change the selection to an optical drive or a USB flash drive.

To change the boot order:



IMPORTANT: For a tablet with a detachable keyboard, connect the keyboard to the keyboard dock before beginning these steps.

1. Insert the HP Recovery media.
2. Access BIOS:

For computers or tablets with keyboards attached:

- ▲ Turn on or restart the computer or tablet, quickly press **esc**, and then press **f9** for boot options.

For tablets without keyboards:

- ▲ Turn on or restart the tablet, and then quickly hold down the volume down button; then select **f9**.
– or –

Turn on or restart the tablet, and then quickly hold down the Windows button; then select **f9**.

3. Select the optical drive or USB flash drive from which you want to boot.
4. Follow the on-screen instructions.

Removing the HP Recovery partition (select products only)

HP Recovery Manager software allows you to remove the HP Recovery partition to free up hard drive space.



IMPORTANT: After you remove the HP Recovery partition, you will not be able to perform System Recovery or create HP recovery media from the HP Recovery partition. So before you remove the Recovery partition, create HP Recovery media; see [Creating HP Recovery media \(select products only\) on page 64](#).



NOTE: The Remove Recovery Partition option is only available on products that support this function.

Follow these steps to remove the HP Recovery partition:

1. Type `recovery` in the taskbar search box, and then select **HP Recovery Manager**.
2. Select **Remove Recovery Partition**, and then follow the on-screen instructions.

12 Backing up, restoring, and recovering – Windows 8

This chapter provides information about the following processes. The information in the chapter is standard procedure for most models.

- Creating recovery media and backups
- Restoring and recovering your system

For additional information, refer to Help and Support.

▲ From the Start screen, type `help`, and then select **Help and Support**.



IMPORTANT: If you will be using F11 startup recovery or USB media recovery to recover your system, the tablet battery must have at least 70% battery power remaining before starting the recovery process.

Creating recovery media and backups

The following methods of creating recovery media and backups are available on select models only. Choose the available method according to your computer model.

- Use HP Recovery Manager after you successfully set up the computer to create HP Recovery media. This step creates a backup of the HP Recovery partition on the computer. The backup can be used to reinstall the original operating system in cases where the hard drive is corrupted or has been replaced. For information on creating recovery media, see [Creating HP Recovery media \(select models only\) on page 70](#). For information on the recovery options that are available using the recovery media, see [Recovering using HP Recovery Manager on page 71](#).
- Use Windows tools to create system restore points and create backups of personal information.

For more information, see [Using Windows tools on page 71](#).



NOTE: If storage is 32 GB or less, Microsoft System Restore is disabled by default.

Creating HP Recovery media (select models only)



IMPORTANT: If your computer does not list a Create recovery media option, you can obtain recovery media for your system from support. See the *Worldwide Telephone Numbers* booklet included with the computer. You can also find contact information from the HP website. Go to <http://www.hp.com/support>, select your country or region, and follow the on-screen instructions.

HP Recovery Manager is a software program that allows you to create recovery media after you successfully set up the computer. HP Recovery media can be used to perform system recovery if the hard drive becomes corrupted. System recovery reinstalls the original operating system and the software programs installed at the factory and then configures the settings for the programs. HP Recovery media can also be used to customize the system or restore the factory image if you replace the hard drive.

- Only one set of recovery media can be created. Handle these recovery tools carefully, and keep them in a safe place.
- HP Recovery Manager examines the computer and determines the required storage capacity for the media that will be required.
- To create recovery discs, your computer must have an optical drive with DVD writer capability, and you must use only high-quality blank DVD-R, DVD+R, DVD-R DL, or DVD+R DL discs. Do not use rewritable discs such as CD±RW, DVD±RW, double-layer DVD±RW, or BD-RE (rewritable Blu-ray) discs; they are not compatible with HP Recovery Manager software. Or, instead, you can use a high-quality blank USB flash drive.
- If your computer does not include an integrated optical drive with DVD writer capability, but you would like to create DVD recovery media, you can use an external optical drive (purchased separately) to create recovery discs, or you can obtain recovery discs for your computer from support. See the *Worldwide Telephone Numbers* booklet included with the computer. You can also find contact information from the HP website. Go to <http://www.hp.com/support>, select your country or region, and follow the on-screen instructions. If you use an external optical drive, it must be connected directly to a USB port on the computer; the drive cannot be connected to a USB port on an external device, such as a USB hub.
- Be sure that the computer is connected to AC power before you begin creating the recovery media.
- The creation process can take an hour or more. Do not interrupt the creation process.
- If necessary, you can exit the program before you have finished creating all of the recovery DVDs. HP Recovery Manager will finish burning the current DVD. The next time you start HP Recovery Manager, you will be prompted to continue, and the remaining discs will be burned.

To create HP Recovery media:

1. From the Start screen, type `recovery`, and then select **HP Recovery Manager**.
2. Select **Create recovery media**, and then follow the on-screen instructions.

If you ever need to recover the system, see [Recovering using HP Recovery Manager on page 71](#).

Using Windows tools

You can create system restore points and create backups of personal information using Windows tools.



NOTE: If storage is 32 GB or less, Microsoft System Restore is disabled by default.

For more information and steps, see Help and Support.

- ▲ From the Start screen, type `help`, and then select **Help and Support**.

Restore and recovery

There are several options for recovering your system. Choose the method that best matches your situation and level of expertise:



IMPORTANT: Not all methods are available on all models.

- Windows offers several options for restoring from backup, refreshing the computer, and resetting the computer to its original state. For more information see Help and Support.
 - ▲ From the Start screen, type `help`, and then select **Help and Support**.
- If you need to correct a problem with a preinstalled application or driver, use the Reinstall drivers and/or applications option of HP Recovery Manager to reinstall the individual application or driver.
 - ▲ From the Start screen, type `recovery`, select **HP Recovery Manager**, select **Reinstall drivers and/or applications**, and then follow the on-screen instructions.
- On select models, if you want to reset your computer using a minimized image, you can choose the HP Minimized Image Recovery option from the HP Recovery partition or HP Recovery media. Minimized Image Recovery installs only drivers and hardware-enabling applications. Other applications included in the image continue to be available for installation through the Reinstall drivers and/or applications option in HP Recovery Manager.

For more information, see [Recovering using HP Recovery Manager on page 71](#).

- If you want to recover the Windows partition to original factory content, you can choose the System Recovery option from the HP Recovery partition (select models only) or use the HP Recovery media. For more information, see [Recovering using HP Recovery Manager on page 71](#). If you have not already created recovery media, see [Creating HP Recovery media \(select models only\) on page 70](#).
- On select models, if you want to recover the computer's original factory partition and content, or if you have replaced the hard drive, you can use the Factory Reset option of HP Recovery media. For more information, see [Recovering using HP Recovery Manager on page 71](#).
- On select models, if you want to remove the recovery partition to reclaim hard drive space, HP Recovery Manager offers the Remove Recovery Partition option.

For more information, see [Removing the HP Recovery partition \(select models only\) on page 74](#).

Recovering using HP Recovery Manager

HP Recovery Manager software allows you to recover the computer to its original factory state by using the HP Recovery media that you either created or that you obtained from support, or by using the HP Recovery partition (select models only). If you have not already created recovery media, see [Creating HP Recovery media \(select models only\) on page 70](#).

What you need to know before you get started

- HP Recovery Manager recovers only software that was installed at the factory. For software not provided with this computer, you must either download the software from the manufacturer's website or reinstall the software from the media provided by the manufacturer.



IMPORTANT: Recovery through HP Recovery Manager should be used as a final attempt to correct computer issues.

- HP Recovery media must be used if the computer hard drive fails. If you have not already created recovery media, see [Creating HP Recovery media \(select models only\) on page 70](#).
- To use the Factory Reset option (select models only), you must use HP Recovery media. If you have not already created recovery media, see [Creating HP Recovery media \(select models only\) on page 70](#).
- If your computer does not allow the creation of HP Recovery media or if the HP Recovery media does not work, you can obtain recovery media for your system from support. See the *Worldwide Telephone Numbers* booklet included with the computer. You can also find contact information from the HP website. Go to <http://www.hp.com/support>, select your country or region, and follow the on-screen instructions.



IMPORTANT: HP Recovery Manager does not automatically provide backups of your personal data. Before beginning recovery, back up any personal data you want to retain.

Using HP Recovery media, you can choose from one of the following recovery options:



NOTE: Only the options available for your computer display when you start the recovery process.

- System Recovery—Reinstalls the original operating system, and then configures the settings for the programs that were installed at the factory.
- Minimized Image Recovery (select models only)—Reinstalls the operating system and all hardware-related drivers and software, but not other software applications.
- Factory Reset—Restores the computer to its original factory state by deleting all information from the hard drive and re-creating the partitions. Then it reinstalls the operating system and the software that was installed at the factory.

The HP Recovery partition (select models only) allows System Recovery and Minimized Image Recovery (select models only).

Using the HP Recovery partition (select models only)

The HP Recovery partition allows you to perform a system recovery or minimized image recovery (select models only) without the need for recovery discs or a recovery USB flash drive. This type of recovery can be used only if the hard drive is still working.

To start HP Recovery Manager from the HP Recovery partition:



IMPORTANT: For tablets with a detachable keyboard, connect the keyboard to the keyboard dock before beginning these steps (select models only).

1. From the Start screen, type *recovery*, select **Recovery Manager**, and then select **HP Recovery Environment**.

- or -

Press **f11** while the computer boots, or press and hold **f11** as you press the power button.

2. Select **Troubleshoot** from the boot options menu.
3. Select **Recovery Manager**, and then follow the on-screen instructions.

Using HP Recovery media to recover

You can use HP Recovery media to recover the original system. This method can be used if your system does not have an HP Recovery partition or if the hard drive is not working properly.

1. If possible, back up all personal files.
2. Insert the HP Recovery media, and then restart the computer.



NOTE: If the computer does not automatically restart in HP Recovery Manager, change the computer boot order. See [Changing the computer boot order on page 73](#).

3. Follow the on-screen instructions.

Changing the computer boot order

If your computer does not restart in HP Recovery Manager, you can change the computer boot order, which is the order of devices listed in BIOS where the computer looks for startup information. You can change the selection for an optical drive or a USB flash drive.

To change the boot order:



IMPORTANT: For tablets with a detachable keyboard, connect the keyboard to the keyboard dock before beginning these steps (select models only).

1. Insert the HP Recovery media.
2. Start Computer Setup:

For computers or tablets with keyboards attached:

- ▲ Turn on or restart the computer or tablet, quickly press **esc**, and then press **f9** for boot options.

For computers or tablets without keyboards attached:

- ▲ Turn on or restart the computer, quickly press the volume down button, and then tap **f9** for boot options.

- or -

Turn on or restart the computer, quickly press the Windows button, and then tap **F9** for boot options.

3. Select the optical drive or USB flash drive from which you want to boot.
4. Follow the on-screen instructions.

Removing the HP Recovery partition (select models only)

HP Recovery Manager software allows you to remove the HP Recovery partition to free up hard drive space.



IMPORTANT: After you remove the HP Recovery partition, you can no longer use the Windows Refresh option or the Windows option to remove everything and reinstall Windows. In addition, you will not be able to perform System Recovery or Minimized Image Recovery from the HP Recovery partition. So before you remove the Recovery partition, create HP Recovery media; see [Creating HP Recovery media \(select models only\) on page 70](#).

Follow these steps to remove the HP Recovery partition:

1. From the Start screen, type `recovery`, and then select **HP Recovery Manager**.
2. Select **Remove Recovery Partition**, and then follow the on-screen instructions.

13 Power cord set requirements

The wide-range input feature of the computer permits it to operate from any line voltage from 100 to 120 volts AC, or from 220 to 240 volts AC.

The 3-conductor power cord set included with the computer meets the requirements for use in the country or region where the equipment is purchased.

Power cord sets for use in other countries and regions must meet the requirements of the country or region where the computer is used.

Requirements for all countries

The following requirements are applicable to all countries and regions:

- The length of the power cord set must be at least 1.0 m (3.3 ft) and no more than 2.0 m (6.5 ft).
- All power cord sets must be approved by an acceptable accredited agency responsible for evaluation in the country or region where the power cord set will be used.
- The power cord sets must have a minimum current capacity of 10 amps and a nominal voltage rating of 125 or 250 V AC, as required by the power system of each country or region.
- The appliance coupler must meet the mechanical configuration of an EN 60 320/IEC 320 Standard Sheet C13 connector for mating with the appliance inlet on the back of the computer. Requirements for all countries 113

Requirements for specific countries and regions

Country/region	Accredited agency	Applicable note number
Australia	EANSW	1
Austria	OVE	1
Belgium	CEBC	1
Canada	CSA	2
Denmark	DEMKO	1
Finland	FIMKO	1
France	UTE	1
Germany	VDE	1
Italy	IMQ	1
Japan	METI	3
The Netherlands	KEMA	1
Norway	NEMKO	1
The People's Republic of China	COC	5

Country/region	Accredited agency	Applicable note number
South Korea	EK	4
Sweden	CEMKO	1
Switzerland	SEV	1
Taiwan	BSMI	4
The United Kingdom	BSI	1
The United States	UL	2

1. The flexible cord must be Type H05VV-F, 3-conductor, 1.0-mm² conductor size. Power cord set fittings (appliance coupler and wall plug) must bear the certification mark of the agency responsible for evaluation in the country or region where it will be used.
2. The flexible cord must be Type SPT-3 or equivalent, No. 18 AWG, 3-conductor. The wall plug must be a two-pole grounding type with a NEMA 5-15P (15 A, 125 V) or NEMA 6-15P (15 A, 250 V) configuration.
3. The appliance coupler, flexible cord, and wall plug must bear a “T” mark and registration number in accordance with the Japanese Dentori Law. The flexible cord must be Type VCT or VCTF, 3-conductor, 1.00-mm² conductor size. The wall plug must be a two-pole grounding type with a Japanese Industrial Standard C8303 (7 A, 125 V) configuration.
4. The flexible cord must be Type RVV, 3-conductor, 0.75-mm² conductor size. Power cord set fittings (appliance coupler and wall plug) must bear the certification mark of the agency responsible for evaluation in the country or region where it will be used.
5. The flexible cord must be Type VCTF, 3-conductor, 0.75-mm² conductor size. Power cord set fittings (appliance coupler and wall plug) must bear the certification mark of the agency responsible for evaluation in the country or region where it will be used.

14 Recycling

When a non-rechargeable or rechargeable battery has reached the end of its useful life, do not dispose of the battery in general household waste. Follow the local laws and regulations in your area for battery disposal.

HP encourages customers to recycle used electronic hardware, HP original print cartridges, and rechargeable batteries. For more information about recycling programs, see the HP Web site at <http://www.hp.com/recycle>.

Index

- A**
- AC adapter light 11
 - AC adapter, spare part numbers 19
 - action keys 6
 - antenna
 - location 5
 - removal 46
 - spare part number 19, 47
 - Antenna Kit, spare part number 19, 47
 - audio, product description 1, 2
 - audio-in jack 10
 - audio-out jack 10
- B**
- backups 69
 - base enclosure, spare part numbers 17
 - battery
 - removal 27
 - spare part number 17, 27
 - BIOS
 - determining version 58
 - downloading an update 59
 - starting the Setup Utility 58
 - updating 58
 - boot order
 - changing 73
 - bottom components 11
 - buttons
 - power 9
 - TouchPad 8
 - volume 10
 - Windows 5, 10
- C**
- cables, service considerations 20
 - caps lock light 7
 - chipset, product description 1
 - components
 - bottom 11
 - display 5
 - keys 6
 - left side 9
 - lights 7
 - right side 10
 - TouchPad 8
 - computer
 - major components 14
 - specifications 62
 - connector board
 - removal 30
 - spare part number 16, 30
 - connectors
 - power 11
 - service considerations 20
- D**
- display assembly, removal 41
 - display back cover, spare part numbers 19
 - Display Hinge Kit, spare part number 18, 45
 - display panel assembly
 - removal 42
 - spare part numbers 18, 43
 - display panel cable
 - removal 45
 - spare part numbers 18, 45
 - display, exterior components 5
 - DVD-RW Drive, spare part number 19
- E**
- electrostatic discharge 21
 - equipment guidelines 23
 - esc key 6
 - Ethernet, product description 2
 - external media cards, product description 2
- F**
- fan/heat sink assembly
 - removal 37
 - spare part number 16, 37
 - fn key 6
- G**
- graphics, product description 1
 - grounding guidelines 21
- H**
- guidelines
 - equipment 23
 - grounding 21
 - packaging 22
 - transporting 22
 - workstation 22
 - hard drive
 - product description 1
 - removal 29
 - spare part numbers 17, 29
 - hard drive bracket
 - removal 30
 - spare part number 29
 - hard drive connector adapter
 - removal 30
 - spare part number 29
 - hard drive light 10
 - HDMI port 11
 - HDMI-to-VGA adapter, spare part number 19
 - headphone jack 10
 - hinge
 - removal 44
 - spare part number 18, 45
 - hinge cover
 - removal 45
 - spare part numbers 18, 46
 - HP PC Hardware Diagnostics (UEFI)
 - downloading 60
 - HP Recovery Manager
 - correcting boot problems 73
 - starting 73
 - HP Recovery media
 - creating 70
 - recovery 73
 - HP Recovery partition
 - recovery 73
 - removing 74
- J**
- jacks
 - audio-in 10
 - audio-out 10

- headphone 10
- microphone 10
- network 11
- RJ-45 11

K

- keyboard/top cover
 - removal 24
 - spare part numbers 15, 24
- keys
 - action 6
 - components 6
 - esc 6
 - fn 6
 - Windows 6

L

- left-side components 9
- lights
 - AC adapter 11
 - caps lock 7
 - components 7
 - hard drive 10
 - mute 7
 - network status 11
 - RJ-45 status 11
 - webcam 5

M

- memory card reader 9
- memory module
 - removal 38
 - spare part numbers 16, 38
- memory, product description 1
- microphone
 - location 5
 - product description 1, 2
- microphone jack 10
- minimized image recovery 73
- minimized image, creating 71
- model name 1
- mute light 7

N

- network jack 11
- network status light 11

O

- operating system, product description 2, 3

- optical drive
 - product description 1
 - spare part number 19
- original system recovery 71

P

- packaging guidelines 22
- plastic parts, service considerations 20
- ports
 - HDMI 11
 - product description 2
 - USB 2.0 9
 - USB 3.0 11
- power button 9
- power button board
 - removal 48
 - spare part number 16, 48
- power connector 11
- power connector cable
 - removal 49
 - spare part number 16, 49
- power cord
 - set requirements 75
 - spare part numbers 19
- power requirements, product description 2
- processor, product description 1
- product description
 - audio 1, 2
 - chipset 1
 - display panel 1
 - Ethernet 2
 - external media cards 2
 - graphics 1
 - hard drive 1
 - memory 1
 - microphone 1, 2
 - operating system 2, 3
 - optical drive 1
 - ports 2
 - power requirements 2
 - processors 1
 - product name 1
 - security 2
 - sensors 2
 - serviceability 3
 - video 1, 2
 - wireless 2
- product name 1

R

- recover
 - options 71
- recovery
 - discs 70, 73
 - HP Recovery Manager 71
 - media 73
 - starting 73
 - supported discs 70
 - system 71
 - USB flash drive 73
 - using HP Recovery media 70
- recovery media
 - creating 70
 - creating using HP Recovery Manager 70
- recovery partition
 - removing 74
- removal/replacement procedures 24
- right-side components 10
- RJ-45 jack 11
- RJ-45 status light 11
- Rubber Kit, spare part numbers 17, 19

S

- Screw Kit, spare part number 19
- security cable slot 9
- security, product description 2
- sensors, product description 2
- service considerations
 - cables 20
 - connectors 20
 - plastic parts 20
- serviceability, product description 3
- sleeve, spare part number 19
- solid-state drive
 - spare part numbers 17
- solid-state drive bracket
 - spare part number 17
- solid-state drive connector adapter
 - spare part number 17
- Solid-State Drive Hardware Kit, spare part number 17
- Speaker Kit, spare part number 17, 40
- speakers
 - location 12

- removal 40
- spare part number 17, 40
- supported discs, recovery 70
- system board
 - removal 33
 - spare part numbers 33
- system recovery 71
- system restore point
 - creating 71
- system restore point, creating 69

- WLAN module
 - removal 31
 - spare part numbers 16, 31
- workstation guidelines 22

T

- tools required 20
- TouchPad button 8
- TouchPad components 8
- TouchPad zone 8
- transporting guidelines 22

U

- USB 2.0 port 9
- USB 3.0 ports 11

V

- vents 9, 11
- video, product description 1, 2
- volume button 10

W

- webcam light 5
- webcam, location 5
- webcam/microphone module
 - removal 43
 - spare part number 18, 44
- webcam/microphone module cable
 - removal 47
 - spare part number 18, 48
- Windows
 - system restore point 69, 71
- Windows button 5, 10
- Windows key 6
- Windows tools
 - using 71
- wireless antenna
 - location 5
 - removal 46
 - spare part number 19, 47
- wireless, product description 2
- WLAN antenna
 - location 5
 - removal 46
 - spare part number 19, 47