升級與維護手冊
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此手冊提供的指示將引導您升級您的 HP TouchSmart PC 的記憶體與硬碟。

安全資訊
本產品尚未進行「IT」電源系統（按照 IEC 60950 標準，不直接接地的交流電配電系統）連接的評估。

警告：在安裝及將系統接上電源系統之前，請先參閱《有限保固、支援及系統復原手冊》中的「其他安全資訊」一節。

警告：請避免碰觸電腦內部銳利的邊緣。

開始之前
您參閱產品規格了解系統升級可能性的資訊，再決定是否為電腦升級或進行維護，請到 http://www.hp.com/support 參閱產品資訊。

在嘗試升級或維護 HP TouchSmart PC 之前，請閱讀下列事項：

■ 這些程序是假設您已熟悉與個人電腦相關的技術術語，熟悉使用和修改電子設備的安全操作並確實遵守這些法規。

■ 請記錄並妥善保存電腦的型號和序號、所有安裝選項，以及關於電腦的其他資訊。這麼一來需要時就可以隨時查閱這些資訊，而不需再打開電腦查看。
建議您在處理電腦時使用防靜電的腕帶並站立在導電泡棉墊上。

拆開與裝回 HP TouchSmart PC 時，Hewlett-Packard 建議您使用尖端帶有磁性的螺絲起子，以更簡易地拆卸與鎖回螺絲。

警告：拆卸記憶體外蓋或背板時，請務必中斷 HP TouchSmart PC 與電源的連接。若沒有執行這些動作就拆開 HP TouchSmart PC 或進行任何程序，可能會導致人身傷害或裝備的損壞。

找出 HP TouchSmart PC 的組件

請參閱下列圖示找出 HP TouchSmart PC 的組件。

A：光碟機外蓋          D：電源變壓器接頭          G：接頭外蓋
B：背板          E：無線鍵盤和滑鼠接收器
C：電腦底座          F：記憶體外蓋
拆開 HP TouchSmart PC

為了避免人身傷害及設備損壞，在拆開 HP TouchSmart PC 之前，請務必依照順序完成下列步驟：

1. 移除 HP TouchSmart PC 的所有媒體（CD、DVD、記憶卡、USB 裝置以及外接式硬碟）。
2. 拔除任何與電腦連接的外接式裝置。

警告事項：靜電會損壞 HP TouchSmart PC 或選購設備的電子元件。請碰觸一下接地金屬物體，確保您已釋放出靜電。

警告：為了降低電擊或觸及過熱表面等人身傷害的風險，請務必從牆上電源插座拔下電源線，並讓內部系統組件先冷卻一下再觸碰。

3. 點選 Windows Vista [ 開始 ] 按鈕™，然後點選 [ 關機 ]。

4. 系統完全關閉後，自 HP TouchSmart PC 的背部中斷電源變壓器 (A) 的連接。

![電源變壓器連接位置圖](image.png)
5. 用您的手指伸進外蓋 (A) 左下角的間隔，然後輕拉拆卸接頭外蓋。

6. 拔除所有連接在 HP TouchSmart PC 背部的連接線。
7 將電腦面朝下放置在柔軟、平坦的表面。若要保護觸控螢幕面板避免刮傷或其他損壞，HP 建議在電腦下鋪一塊毯子、毛巾或其他軟布（A）。

8 稍微施壓拉起電腦底座直到與電腦成大約 90 度 (B) 角的筆直位置，然後將門鎖往左移動直到鎖定位置 (C)。

9 利用無線鍵盤與滑鼠接收器上的凹口，將接收器拉出電腦背部。
10 拆卸將記憶體外蓋固定在電腦背部的螺絲 (A)。

11 輕輕拿起記憶體外蓋的底部邊緣以退出外蓋 (B)，然後將外蓋輕推到電腦底部 (C) 再完全拆卸外蓋。

警告：請小心，機殼內部的邊緣非常尖銳。

若要升級您的硬碟，請參閱第 12 頁的「拆卸並安裝硬碟」。
新增記憶體

您的 HP TouchSmart PC 中有隨機存取記憶體 (RAM)，可以暫時儲存電腦上的資料和指令。HP TouchSmart PC 隨附一或兩個記憶體模組供您替換。

開始之前

請留意下列要求再進行拆卸與替換記憶體模組。

主機板含有 SO-DIMM（小型雙插入式記憶體模組）專用的插槽。下列圖示中圖圈位置即為記憶體模組配對插槽。

若要判定您 HP TouchSmart PC 使用的記憶體模組之類型和速度，以及取得特定記憶體模組的資訊和規格，請到：http://www.hp.com/support。

⚠ 警告事項：使用錯誤的記憶體模組類型可能會使電腦受損。
拆卸記憶體模組

1. 完成準備為 HP TouchSmart PC 升級的程序。請參閱第 3 頁的 「拆開 HP TouchSmart PC」。

警告事項：處理記憶體模組時，請小心不要碰到任何接點。碰觸接點可能會損壞模組。

警告事項：請勿將記憶體模組從插槽中拔出。請使用固定夾鎮移除模組。

2. 將固定夾的兩個門鎖從記憶體模組往外扳開。一次推一個可能比較不費力。記憶體模組會以某個角度彈起。兩個記憶體模組都可使用相同程序進行拆卸。
3. 從記憶體插槽中拿起記憶體模組。請記住配對插槽在接頭邊緣的位置。

4. 將記憶體模組存放在防靜電包裝袋中。
安裝記憶體模組

您升級 HP TouchSmart PC 所使用的記憶體，必須和電腦原廠安裝的記憶體類型、速度相同。兩個記憶體模組的容量必須相同，才能達到最佳效能。兩個記憶體模組都可使用下列的相同程序進行安裝。

警告事項：處理記憶體模組時，請小心不要碰到任何接點，碰觸接點可能會損壞模組。

1. 拆卸記憶體模組，請參閱第 8 頁的「拆卸記憶體模組」。
2. 將記憶體模組與插槽對齊，接頭邊緣的配對插槽才會與您刚才拆卸的模組位於相同位置。

注意事項：插槽是有配對的，如果模組凹槽與插槽無法吻合，請將記憶體模組翻面。
3 將記憶體模組推進記憶體凹槽的底部，直到金色邊緣幾乎完全沒入凹槽裡，然後再壓下記憶體模組外緣讓固定夾卡入鎖定位置。

警告事項：記憶體模組必須完全插入凹槽才能卡入鎖定位置，否則無法正常運作。在下列圖示中，記憶體模組的安裝方式不正確 (A)，因為仍可看見金色邊緣。

4 裝回 HP TouchSmart PC。請參閱第 23 頁的「裝回 HP TouchSmart PC」。

注意事項：如果替換或新增記憶體模組後，螢幕顯示為空白，表示記憶體安裝方式或類型錯誤。請拆卸並重新安裝記憶體模組。
拆卸並安裝硬碟

您可以替換或升級硬碟。

本電腦的硬碟為序列 ATA (進階附接技術規格) 硬碟，並使用窄型資料傳輸線。

⚠️ 警告事項：請將您硬碟上的個人檔案備份至某外接式的儲存裝置（如 DVD），然後再拆卸硬碟，否則資料可能會遺失。在替換硬碟後，您必須使用復原光碟執行「系統復原」以載入原廠安裝的檔案。如需更多關於復原程序的資訊，請參閱 HP TouchSmart PC 隨附的《有限保固、支援及系統復原手冊》。

拆卸硬碟

1. 完成準備為 HP TouchSmart PC 升級的程序。請參閱第 3 頁的「拆開 HP TouchSmart PC」。

⚠️ 警告：為了降低電擊或觸及過熱表面等人身傷害的風險，請務必從牆上電源插座拔下電源線，並讓內部系統組件先冷卻一下再觸碰。

2. 拆卸四顆將電腦底座固定在電腦底部的螺絲，以拆卸底座。
3 用手指或螺絲起子掀開光碟機外蓋的下緣，然後轉動外蓋，將它從電腦上拆卸下來。外蓋由一些卡榫與兩個導梢固定，請小心不要過度施力導致外蓋破裂。

4 請確定無線鍵盤與滑鼠接收器 (A) 已經移除。請參閱第 3 頁的「拆開 HP TouchSmart PC」。拆卸將背板固定在機殼上的九顆螺絲。四顆螺絲位於背板下緣，兩顆位於光碟機兩邊，另外三顆則位於接頭區。
5. 從記憶體外蓋的內側下緣掀起背板，將雙手置於背板底部掀起背板，然後往上轉動到最大角度。

6. 將背板拉離電腦。
7 拆卸將光碟機固定到機殼的螺絲，然後將光碟機推向電腦中央以免阻礙硬碟拆卸。您不需拆卸光碟機連接線。

8 取下將硬碟架固定到機殼的螺絲。
9 將硬碟架往電腦上方推動，然後將架子從電腦主體拉開。

10 按下連接線閂鎖，以將電源線與資料連接線從硬碟上拔除。
11 拆下將硬碟固定到硬碟架的四顆螺絲，接著將硬碟從硬碟架中推出。
安裝硬碟

1. 如有需要，請拆卸硬碟機。請參閱第 12 頁的「拆卸硬碟」。
2. 將硬碟推進硬碟架，然後裝回四顆螺絲。

3. 將電源線和資料連接線接到硬碟。
4 當直放下硬碟架，將架上的四個鉤對齊機殼背面的四個孔，然後將硬碟架推向電腦底端直到進入機殼托架裡。

5 裝回將硬碟架固定到機殼的螺絲。
6 將光碟機勾與機殼上的孔對齊，然後把光碟機推向電腦的外緣。

7 裝回將光碟機固定到機殼的螺絲。
8 裝回背板。將背板上方的鉤與電腦上方的孔對齊。背板上的螺絲孔應該與電腦背部的螺絲孔對齊。

9 按下上方、側邊以及下緣，將蓋板卡進定位。
10 裝回將背板固定在電腦上的九顆螺絲。四顆螺絲位於背板下緣，兩顆位於光碟機兩邊，另外三顆則位於接頭區。

警告事項：您必須裝回光碟機四周的螺絲，確保光碟機插槽正確地對齊背板。

11 裝回光碟機外蓋時，請將光碟機外蓋底端邊緣的卡榫對齊電腦的孔，然後將上緣卡進定位。

12 請按照第 23 頁的「裝回 HP TouchSmart PC」所述步驟。
裝回 HP TouchSmart PC

為了避免人身傷害及設備損壞，在裝回 HP TouchSmart PC 之後，請務必依照順序完成下列步驟：

1. 若先前已移除，請裝回電腦底座。將底座的四個螺絲孔對齊於電腦背部的四個孔上，然後裝回將底座固定在電腦上的螺絲。

2. 裝回記憶體外蓋。將記憶體外蓋對齊於電腦底座兩支架與螺絲孔的上方，並將外蓋推向底座進入定位(A)。將記憶體外蓋下緣的兩邊往下壓，並卡進定位(B)。按壓下緣的中間部份，確定所有的外蓋都已推到底。
3. 裝回將記憶體外蓋固定在電腦上的螺絲。

4. 略微將電腦底座推至鎖定的位置之後 (A)，用一隻手扶著避免開鎖之後底座彈回，然後以另一隻手打開電腦底座上的鎖 (B)。
5 裝回鍵盤與滑鼠接收器。

6 請將電腦直立放置在平坦表面上，底座則置於安全與開放的位置。
7 請將電源變壓器連接到電腦背部，然後將電源線重新連接到電源上。

8 重新連接所有連接線，然後將外蓋邊緣的三個卡榫對齊電腦上的孔來裝回接頭外蓋，然後往內轉動將外蓋卡回定位。

警告：為了降低電擊、火災或設備損壞的風險，請勿將電信或電話連接線插入至網路介面卡 (NIC)（標示為區域網路）。

9 重新連接外接式裝置。

10 開啓 HP TouchSmart PC 以及連接的所有裝置。
Upgrading and Servicing Guide
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This guide provides instructions for upgrading the memory and the hard disk drive in your HP TouchSmart PC.

Safety Information

This product has not been evaluated for connection to an “IT” power system (an AC distribution system with no direct connection to the earth, according to IEC 60950).

WARNING: Please read “Additional Safety Information” in the Limited Warranty, Support, and System Recovery Guide before installing and connecting your system to the electrical power system.

WARNING: Avoid touching sharp edges inside the computer.

Before You Begin

Before you decide to upgrade or service the computer, refer to the product specifications for system upgradability information. Go to http://www.hp.com/support for product information.

Read the following items before attempting to upgrade or service the HP TouchSmart PC.

- These procedures assume familiarity with the general terminology associated with personal computers, and with the safety practices and regulatory compliance required for using and modifying electronic equipment.
- Write down and save the computer model and serial numbers, all installed options, and other information about the computer. It is easier to consult this information than to open and examine the computer.
It is recommended that you use an antistatic wrist strap and stand on a conductive foam pad when working on the computer.

Hewlett-Packard recommends that you use a magnetic-tipped screwdriver when opening and closing the HP TouchSmart PC, to make it easier to remove and install the screws.

**WARNING:** Always disconnect the HP TouchSmart PC from the power source before removing the memory cover or the back cover. Failure to do so before you open the HP TouchSmart PC or perform any procedures can result in personal injury or equipment damage.

**Locating Components of the HP TouchSmart PC**

Refer to the following illustration to locate components of the HP TouchSmart PC.

- **A:** Optical disc drive cover
- **B:** Back cover
- **C:** Computer stand
- **D:** Power adapter connector
- **E:** Wireless keyboard and mouse receiver
- **F:** Memory cover
- **G:** Connector cover
Opening the HP TouchSmart PC

To avoid injury and equipment damage, always complete the following steps in order, when opening the HP TouchSmart PC:

1. Remove any media (CD, DVD, memory cards, USB devices, and external hard disk drives) from the HP TouchSmart PC.
2. Disconnect any external devices that are connected to the computer.

![CAUTION: Static electricity can damage the electronic components of the HP TouchSmart PC or optional equipment. Ensure that you are discharged of static electricity by briefly touching a grounded metal object.](image)

3. Tap the Windows Vista start button™, and then tap Shut Down.

![WARNING: To reduce the risk of personal injury from electrical shock or hot surfaces, disconnect the power cord from the wall outlet, and allow the internal system components to cool before touching them.](image)

4. After the system has completely shut down, disconnect the power adapter [A] from the back of the HP TouchSmart PC.
5 Remove the connector cover by inserting your finger under the gap on the bottom-left side of the cover (A), and then pulling gently.

6 Disconnect all other attached cables from the back of the HP TouchSmart PC.
7 Place the computer face-down on a soft flat surface. HP recommends that you set down a blanket, towel, or other soft cloth (A) to protect the touch screen surface from scratches or other damage.

8 Apply additional pressure to lift the computer stand as far as it will go to an upright position, about 90 degrees (B) from the computer, and then move the latch to the left until it is in the locked position (C).

9 Using the notch on the wireless keyboard and mouse receiver, pull the receiver out of and away from the back of the computer.
10 Remove the screw (A) that secures the memory cover to the back of the computer.

11 Pull up the memory cover slightly on the bottom edge to release it (B), then, gently slide the cover down toward the bottom of the computer (C), and then remove it.

WARNING: Beware of sharp edges inside the chassis.

To upgrade your hard disk drive, see “Removing and Installing the Hard Disk Drive” on page 12.
Adding Memory

Your HP TouchSmart PC comes with random access memory (RAM), which temporarily stores data and instructions on your computer. The HP TouchSmart PC ships with one or two memory modules that you can replace.

Before you begin

Observe the following requirements before removing and replacing the memory module.
The motherboard contains sockets for SO-DIMMs (small outline dual in-line memory modules). A memory module with the key slot circled is shown in the following illustration.

To determine which type and speed of memory module your HP TouchSmart PC uses, and for specific memory module information and specifications, go to http://www.hp.com/support

⚠️ CAUTION: Using the wrong type of memory module could damage the computer.
Removing a memory module

1. Complete the procedures to prepare the HP TouchSmart PC. See “Opening the HP TouchSmart PC” on page 3.

   CAUTION: When handling a memory module, be careful not to touch any of the contacts. Doing so may damage the module.

   CAUTION: Do not pull the memory module out of the socket. Use the latches of the retaining clips to remove the module.

2. Push the two latches of the retaining clips away from the memory module. It may be easier to push one latch at a time. The memory module pops up at an angle. Both memory modules can be removed by using the same procedure.
3 Lift the memory module from the memory socket. Note the location of the key slot on the connector edge.

4 Store the memory module in antistatic packaging.
Installing a memory module

Upgrade the memory in your HP TouchSmart PC with memory of the same type and speed as the memory originally installed. The capacity for both memory modules must match for optimal performance. Both memory modules can be installed by using the same procedure listed below.

**CAUTION:** When handling a memory module, be careful not to touch any of the contacts. Doing so may damage the module.

1. Remove the memory module. See “Removing a memory module” on page 8.
2. Align the memory module with the socket, so that the key slot on the connector edge is the same as the module that you removed.

**NOTE:** The sockets are keyed. If the module slot does not match the socket, turn the memory module over.
3 Slide the memory module all the way into the memory slot, until the gold edge is almost completely hidden in the slot, and then push down the outer edge of the memory module until the retaining clips snap into place.

CAUTION: The memory module must be inserted all the way into the slot before it is snapped down into place; otherwise it will not work properly. In the following illustration, a memory module is installed incorrectly (A), with the gold edge showing.

4 Close the HP TouchSmart PC. See “Closing the HP TouchSmart PC” on page 23.

NOTE: If a blank screen is displayed after you replace or add a memory module, the memory is installed incorrectly, or it is the wrong type of memory. Remove and reinstall the memory module.
Removing and Installing the Hard Disk Drive

You can replace or upgrade the hard disk drive.

The hard disk drive is a Serial ATA (advanced technology attachment) drive, which uses a narrow data cable.

⚠️ CAUTION: Before removing the hard disk drive, back up any personal files on the hard disk drive to an external storage device, such as a DVD. Failure to do so may result in data loss. After replacing the hard disk drive, you need to run System Recovery using recovery discs to load the factory-installed files. For details about the recovery procedure, refer to the Limited Warranty, Support, and System Recovery Guide included with your HP TouchSmart PC.

Removing the hard disk drive

1 Complete the procedures to prepare the HP TouchSmart PC. See “Opening the HP TouchSmart PC” on page 3.

⚠️ WARNING: To reduce the risk of personal injury from electrical shock or hot surfaces, disconnect the power cord from the wall outlet, and allow the internal system components to cool before touching them.

2 Remove the computer stand by removing the four screws that secure it to the back of the computer.
3 Remove the optical disc drive cover by lifting the bottom edge with your finger or a screwdriver, and then rotating the cover out and away from the computer. There are several tabs and two guide pins holding the cover in place, so be careful not to break the cover by applying too much force.

4 Make sure the wireless keyboard and mouse receiver (A) has been removed. See “Opening the HP TouchSmart PC” on page 3. Remove the nine screws that secure the back cover to the chassis. Four of the screws are located along the bottom edge of the back cover, two are located on the sides of the optical drive, and three are located in the connector area.
5 Lift the back cover up from the bottom inside edge of the memory cover area to release it, place both hands under the bottom edge of the cover and lift it up, and then rotate the back cover up as far as it will go.

6 Lift away the back cover from the computer.
7 Remove the screw that secures the optical disc drive to the chassis, and then slide the drive toward the center of the computer to move it out of the way. You do not need to remove the optical drive cables.

8 Remove the screw that secures the hard disk drive cage to the chassis.
9 Slide the hard disk drive cage toward the top of the computer, and then pull it away from the computer.

10 Disconnect the power and data cables by pressing the latches and then removing them from the drive.
11 Remove the four screws that secure the hard disk drive to the cage, and then slide the hard disk drive out of the cage.
Installing a hard disk drive

1. If necessary, remove the hard disk drive. See “Removing the hard disk drive” on page 12.
2. Slide the hard disk drive into the cage, and then replace the four screws.
3. Connect the power and data cables to the hard disk drive.
4 Lower the hard disk drive cage straight down, align the four hooks on the cage with the four holes on the back of the chassis, and then slide the cage toward the bottom of the computer until it rests against the bracket on the chassis.

5 Replace the screw that secures the hard disk drive cage to the chassis.
6 Align the hooks on the optical disc drive with the holes on the computer, and then slide the optical disc drive toward the outer edge of the computer.

7 Replace the screw that secures the optical disc drive to the chassis.
8 Replace the back cover. Align the hooks at the top edge of the back cover with the holes on the top of the computer. The screw holes on the back cover should be aligned with the screw holes on the back of the computer.

9 Press the top, side, and then bottom edges to snap the cover into place.
10 Replace the nine screws that secure the back cover to the computer. Four of the screws are located along the bottom edge of the back cover, two are located on the sides of the optical drive, and three are located in the connector area.

\[\text{\textbf{CAUTION: You must replace the screws on each side of the optical disc drive to ensure that the drive slot is aligned properly with the back cover.}}\]

11 Replace the optical disc drive cover by aligning the tabs on the bottom edge of the optical drive cover with the hole on the computer, and then snapping the top edge into place.

12 Follow the steps in “Closing the HP TouchSmart PC” on page 23.
Closing the HP TouchSmart PC

To avoid injury and equipment damage, always complete the following steps in order, after closing the HP TouchSmart PC:

1. If you removed it, replace the computer stand. Align the four screw holes of the stand over the four holes on the back of the computer, and then replace the four screws that secure the stand to the computer.

2. Replace the memory cover. Align the memory cover over the two legs of the computer stand and the screw hole and slide toward the stand and into place (A). Push down on both sides of the bottom edge of the memory cover to snap it into place (B). Push in the middle of the bottom edge to make sure the entire cover is pushed all the way down.
3 Replace the screw that secures the memory cover to the computer.

4 Push the computer stand back slightly beyond the locked position (A), holding it with one hand so it does not snap back when the lock is released, and then release the lock on the computer stand (B) with the other hand.
5 Replace the keyboard and mouse receiver.

6 Place the computer upright on a flat surface with the stand in a safe and open position.
7 Attach the power adapter to the back of the computer and then reconnect the power cord to the power source.

8 Reconnect all other cables, and then replace the connector cover by aligning the three tabs on the side edge of the cover with the holes on the computer, and then rotating inward to snap it into place.

9 Reconnect external devices.

10 Turn on the HP TouchSmart PC and all devices connected to it.

WARNING: To reduce the risk of electrical shock, fire, or equipment damage, do not plug telecommunications or telephone cables into the network interface card (NIC) (labeled as LAN).