



Compaq Presario CQ57 Notebook PC

Maintenance and Service Guide

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Third Edition: August 2011

First Edition: March 2011

Document Part Number: 638662-003

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).

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1 Product description

| Category | Description | Computer models equipped with an AMD processor | Computer models equipped with an Intel processor |
|---------------------|---|--|--|
| Product Name | Compaq Presario CQ57 Notebook PC | √ | √ |
| Processors | AMD® E450 1.65-GHz processor (dual core, 18 W) | √ | |
| | AMD E350 1.60-GHz processor (dual core, 18 W) | √ | |
| | AMD E300 1.30-GHz processor (dual core, 18 W) | √ | |
| | AMD C50 1.00-GHz processor (1.0-MB L2 cache, dual core, 9 W) | √ | |
| | Intel Core i5-2430M 2.40-GHz processor (1333-MHz FSB, 3.0-MB L3 cache, dual core, 35 W; not supported on computer models equipped with Windows 7 Starter 32-bit operating system) | | √ |
| | Intel Core i3-2330M 2.20-GHz processor (1333-MHz FSB, 3.0-MB L3 cache, dual core, 35 W; not supported on computer models equipped with Windows 7 Starter 32-bit operating system) | | √ |
| | Intel Core i3-370M 2.40-GHz processor (1066-MHz FSB, 3.0-MB L3 cache, dual core, 35 W; not supported on computer models equipped with Windows 7 Starter 32-bit operating system) | | √ |
| | Intel Pentium P6300 2.26-GHz processor (3.0-MB L3 cache, dual core, 35 W) | | √ |
| | Intel Pentium P6200 2.13-GHz processor (3.0-MB L3 cache, dual core, 35 W) | | √ |
| | Intel Pentium B960 2.20-GHz processor (2.0-MB L2 cache, dual core, TJ85, 35 W; not supported on computer models equipped with Windows 7 Starter 32-bit operating system) | | √ |

| Category | Description | Computer models equipped with an AMD processor | Computer models equipped with an Intel processor |
|-----------------|--|--|--|
| | Intel Pentium B950 2.10-GHz processor (2.0-MB L2 cache, dual core, TJ85, 35 W; not supported on computer models equipped with Windows 7 Starter 32-bit operating system) | | √ |
| | Intel Celeron B800 1.50-GHz processor (2.0-MB L3 cache, dual core, 35 W) | | √ |
| | Intel Celeron B710 1.50-GHz processor (1.0-MB L3 cache, single core, 35 W) | | √ |
| | Intel Celeron DC T3500 2.10-GHz processor (1.0-MB L2 cache, 800-MHz FSB) | | √ |
| | Intel Celeron DC T3300 2.00-GHz processor (1.0-MB L2 cache, 800-MHz FSB) | | √ |
| | Intel Celeron SC C925 2.30-GHz processor (1.0-MB L2 cache, 800-MHz FSB) | | √ |
| | Intel Celeron SC C900 2.20-GHz processor (1.0-MB L2 cache, 800-MHz FSB) | | √ |
| Chipset | AMD A50M fusion controller hub (FCH) | √ | |
| | Northbridge: | | √ |
| | <ul style="list-style-type: none"> Intel HM65 Express Chipset Intel HM55 Express Chipset | | |
| Graphics | AMD Radeon™ HD 6320M discrete-class graphics supporting DX11 | √ | |
| | AMD Radeon™ HD 6310M discrete-class graphics supporting DX11 | | |
| | Support for high-definition DVD playback with HD-decode and DX10 and DX11 support | | |
| | Internal graphics: | | √ |
| | <ul style="list-style-type: none"> Intel HD 3000 graphics on computer models equipped with an Intel Core i5 or i3 processor Intel HD graphics on computer models equipped with an Intel Celeron or Pentium processor | | |
| | Discrete graphics: AMD Radeon HD 6370M Graphics with 512-MB of discrete video memory (64M×16 DDR3 900 MHz × 4 PCs) | | √ |

| Category | Description | Computer models equipped with an AMD processor | Computer models equipped with an Intel processor |
|--------------------|--|--|--|
| | Switchable discrete graphics (not supported on computer models equipped with Windows 7 Starter OS): AMD Radeon HD 6470M Graphics with 512-MB of discrete video memory (64M×16 DDR3 900 MHz × 4 PCs) or AMD Radeon HD 6470M Graphics with 1024-MB of discrete video memory (128M×16 DDR3 900 MHz × 4 PCs) | | √ |
| | Support for high-definition DVD playback with HD-decode ,and DX10 (UMA) and DX11 (discrete) support | | √ |
| Panel | 15.6-in, high-definition (HD), light-emitting diode (LED), SVA BrightView (1366×768) display; typical brightness: 200 nits All display assemblies include 1 or 2 wireless local area network (WLAN) antenna cables Supports 16:9 ultra wide aspect ratio | √ | √ |
| Memory | 2 customer-accessible/upgradable memory module slots | √ | √ |
| | Supports dual-channel memory | √ | √ |
| | Supports up to 8192 GB of system RAM | √ | √ |
| | DDR3/1333-MHz | √ | √ |
| | Supports the following configurations: <ul style="list-style-type: none"> • 8192-MB total system memory (4096×2; not supported on a 32-bit operating system) • 4096-MB total system memory (4096×1 or 2048×2; not supported with Windows® 7 Starter OS) • 3072-MB total system memory (2048×1 + 1024×1; not supported with Windows® 7 Starter OS) • 2048-MB total system memory (2048×1 or 1024×2) • 1024-MB total system memory (1024×1; not supported on a 64-bit operating system) | √ | √ |
| Hard drives | Supports 6.35-cm (2.5-in) hard drives in 9.5-mm (.37-in) and 7.0-mm (.28-in) thicknesses | √ | √ |
| | Customer-accessible | √ | √ |
| | Serial ATA | √ | √ |

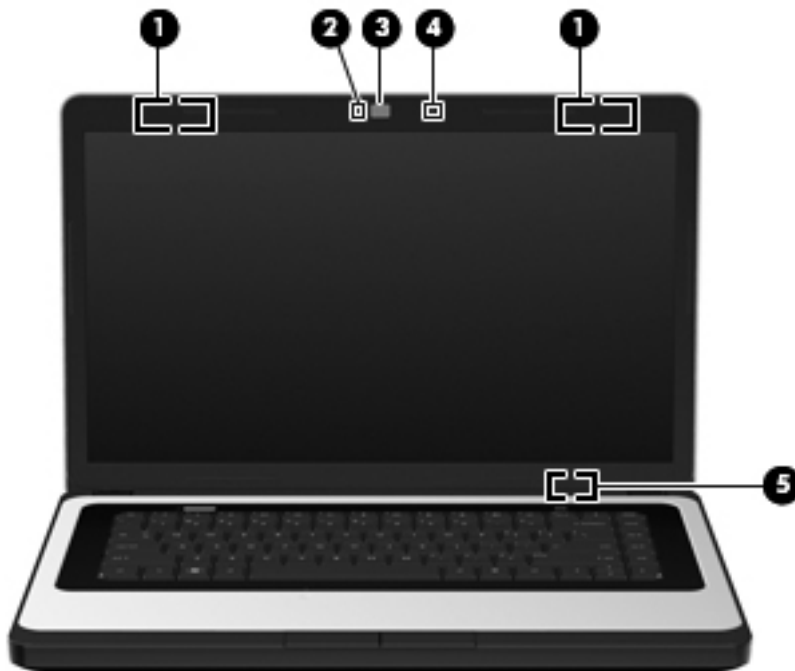
| Category | Description | Computer models equipped with an AMD processor | Computer models equipped with an Intel processor |
|---|--|--|--|
| | Supports the following hard drives: <ul style="list-style-type: none"> • 500-GB, 5400-rpm • 320-GB, 5400-rpm • 250-GB, 5400-rpm | √ | √ |
| Optical drive (select models only) | Fixed | √ | √ |
| | Serial ATA | √ | √ |
| | 12.7-mm tray load | √ | √ |
| | Support for the following optical drives (select models only): <ul style="list-style-type: none"> • DVD±RW and CD-RW Super Multi Double-Layer Combo Drive with LightScribe • DVD±RW and CD-RW Drive • DVD-ROM Drive | √ | √ |
| Audio and video | Single digital microphone | √ | √ |
| | HD audio | √ | √ |
| | Presario-branded Altec/Lansing speakers | √ | √ |
| | Supports Microsoft Premium requirements | √ | √ |
| | HP VGA webcam (select models only, fixed, no tilt with activity LED, 640×480 by 24 frames per second) | √ | √ |
| Ethernet | Integrated 10/100 network interface card (NIC) | √ | √ |
| Wireless | Integrated wireless local area network (WLAN) options by way of wireless module | √ | √ |
| | One or two WLAN antennas built into display assembly | √ | √ |

| Category | Description | Computer models equipped with an AMD processor | Computer models equipped with an Intel processor |
|-----------------------------------|--|--|--|
| | <p>Support for the following WLAN formats:</p> <ul style="list-style-type: none"> Atheros 9485GN 802.11b/g/n 1×1 WiFi and 3012 Bluetooth 4.0 Combo Adapter Atheros AR9002WB-1NGB 802.11b/g/n 1×1 WiFi and Bluetooth 2.1+EDR Combo Adapter (BT3.0+HS ready) Broadcom 4313GN 802.11b/g/n 1×1 WiFi and 20702 Bluetooth 4.0 Combo Adapter Ralink 5390GN 802.11b/g/n 1×1 WiFi Adapter Realtek 8188BC8 802.11a/b/g/n 2×2 WiFi and Bluetooth 3.0+HS Combo Adapter Realtek 8188GN 802.11b/g/n 1×1 WiFi Adapter | √ | √ |
| External media card | <p>HP Multi-Format Digital Media Reader supports the following digital card formats:</p> <ul style="list-style-type: none"> MultiMediaCard (MMC) Secure Digital (SD) Memory Card Secure Digital High Capacity (SDHC) Memory Card | √ | √ |
| Ports | <ul style="list-style-type: none"> 3-pin AC power Audio-in (mono microphone) Audio-out (stereo headphone) HDMI version 1.4 supporting 1920 × 1200 @ 60Hz RJ-45 (Ethernet, includes link and activity lights) USB 2.0 (3 ports) VGA (Dsub 15 pin) supporting 2048×1536 external resolution @ 85 Hz, 1920 × 1200 external resolution @ 60Hz, hot plug and unplug and auto-detection for correct output to wide-aspect vs. standard aspect video | √ | √ |
| Keyboard/ pointing devices | Full-size 14-in, textured, pocket, keyboard with full numeric keypad | √ | √ |

| Category | Description | Computer models equipped with an AMD processor | Computer models equipped with an Intel processor |
|---------------------------|--|--|--|
| | TouchPad with multi-touch gestures, 2-finger scrolling, and pinch-zoom enabled | √ | √ |
| | Taps enabled by default | √ | √ |
| Power requirements | 65-W RC V HP Smart AC adapter with localized cable plug support (3-wire plug with ground pin, supports 3-pin DC connector) | √ | |
| | 90-W PFC RC V EM HP Smart AC adapter with localized cable plug support (3-wire plug with ground pin, supports 3-pin DC connector) | | √ |
| | 90-W PFC RC V HP Smart AC adapter with localized cable plug support (3-wire plug with ground pin, supports 3-pin DC connector) | | |
| | 65-W RC V EM HP Smart AC adapter with localized cable plug support (3-wire plug with ground pin, supports 3-pin DC connector) | | |
| | Support for the following batteries: | √ | √ |
| | <ul style="list-style-type: none"> 6-cell, 55-Whr, 2.55-Ah Li-ion battery 6-cell, 47-Whr, 2.20-Ah Li-ion battery | | |
| Security | Security cable slot | √ | √ |
| Operating system | Preinstalled: | √ | √ |
| | <ul style="list-style-type: none"> Windows 7 Home Basic (64- and 32-bit) Windows 7 Home Premium (64-bit) Windows 7 Professional (64-bit) Windows 7 Starter (32-bit, not supported on computer models equipped with a 500-GB hard drive) FreeDOS | | |
| Serviceability | End-user replaceable parts: | √ | √ |
| | <ul style="list-style-type: none"> AC adapter Battery Hard drive Memory modules (2) Optical drive WLAN module | | |

2 External component identification

Display



| Item | Component | Description |
|------|---------------------|--|
| (1) | WLAN antennas (2)* | Send and receive wireless signals to communicate with WLANs. NOTE: Select computer models only have one WLAN antenna. |
| (2) | Webcam light | On: The webcam is in use. |
| (3) | Webcam | Records video and captures still photographs. To use the webcam, select Start > All Programs > HP > HP MediaSmart > HP MediaSmart Webcam . |
| (4) | Internal microphone | Records sound. |

| Item | Component | Description |
|------|-------------------------|--|
| (5) | Internal display switch | 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. |

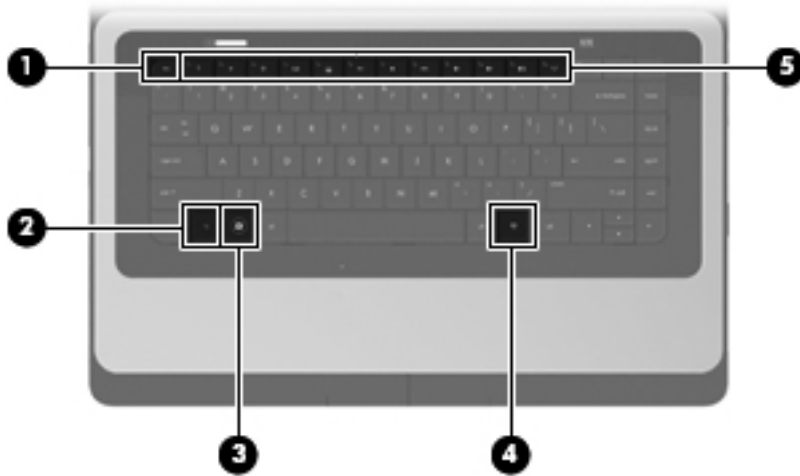
*The antennas are not visible from the outside of the computer. For optimal transmission, keep the areas immediately around the antennas free from obstructions. To see wireless regulatory notices, refer to the section of the *Regulatory, Safety, and Environmental Notices* that applies to your country or region. These notices are located in Help and Support.

Button



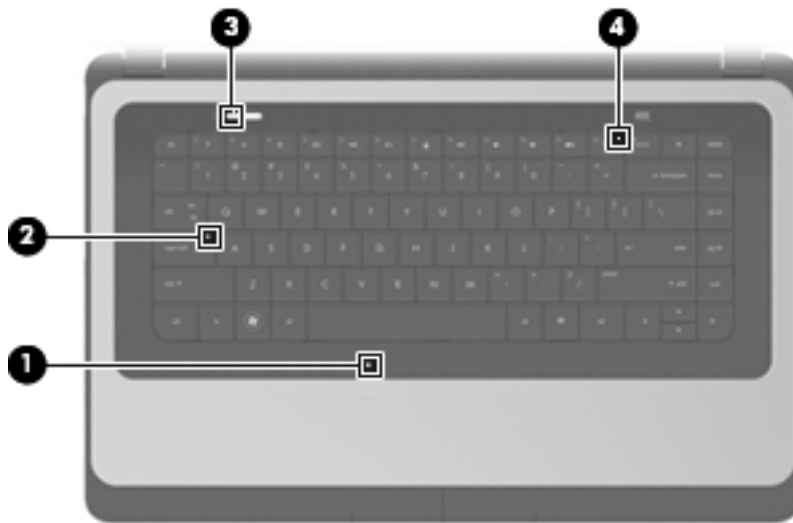
| Component | Description |
|--------------|---|
| Power button | <ul style="list-style-type: none"> When the computer is off, press the button to turn on the computer. When the computer is on, press the button briefly to initiate Sleep. When the computer is in the Sleep state, press the button briefly to exit Sleep. When the computer is in Hibernation, press the button briefly to exit Hibernation. <p>If the computer has stopped responding and Windows shutdown procedures are ineffective, press and hold the power button for at least 5 seconds to turn off the computer.</p> <p>To learn more about your power settings, select Start > Control Panel > System and Security > Power Options, or refer to the <i>HP Notebook Reference Guide</i>.</p> |

Keys



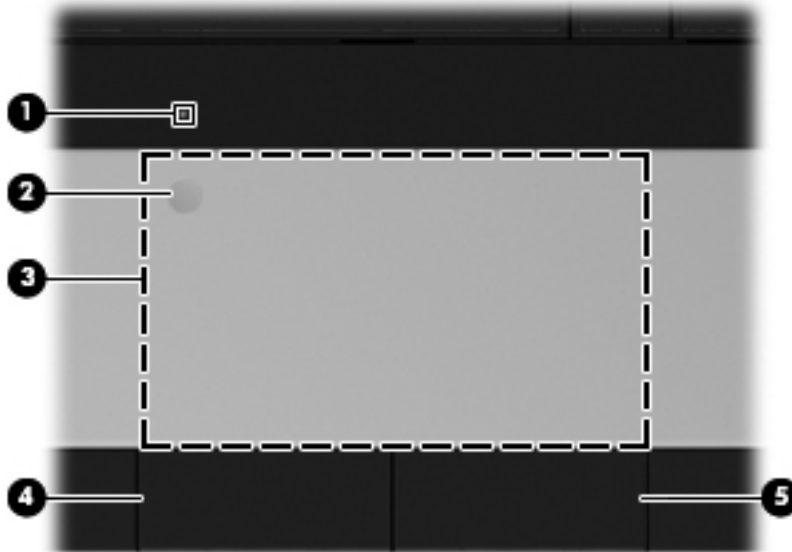
| Item | Component | Description |
|------|--------------------------|--|
| (1) | <code>esc</code> key | Displays system information when pressed in combination with the <code>fn</code> key. |
| (2) | <code>fn</code> key | Displays system information when pressed in combination with the <code>esc</code> key. |
| (3) | Windows logo key | Displays the Windows Start menu. |
| (4) | Windows applications key | Displays a shortcut menu for items beneath the pointer. |
| (5) | Action keys | Execute frequently used system functions. |

Lights



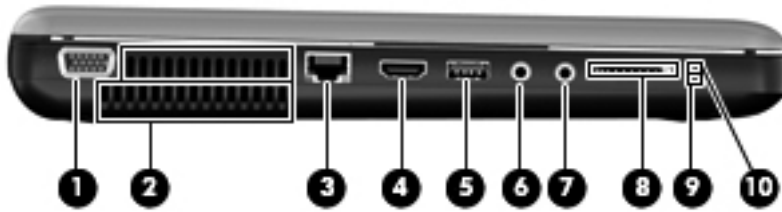
| Item | Component | Description |
|------|-----------------|--|
| (1) | TouchPad light | <ul style="list-style-type: none">• Amber: The TouchPad is off.• Off: The TouchPad is on. |
| (2) | Caps lock light | <ul style="list-style-type: none">• White: Caps lock is on.• Off: Caps lock is off. |
| (3) | Power light | <ul style="list-style-type: none">• White: The computer is on.• Blinking white: The computer is in the Sleep state.• Off: The computer is off. |
| (4) | Wireless light | <ul style="list-style-type: none">• White: An integrated wireless device, such as a WLAN device and/or a Bluetooth device, is on.• Amber: All wireless devices are off. |

TouchPad



| Item | Component | Description |
|------|------------------------|---|
| (1) | TouchPad light | <ul style="list-style-type: none">• Amber: The TouchPad is off.• On: The TouchPad is on. |
| (2) | TouchPad on/off button | Turns the TouchPad on and off. Quickly double-tap the TouchPad on/off button to turn the TouchPad on and off. |
| (3) | TouchPad zone | Moves the pointer and selects or activates items on the screen. |
| (4) | Left TouchPad button | Functions like the left button on an external mouse. |
| (5) | Right TouchPad button | Functions like the right button on an external mouse. |

Left side



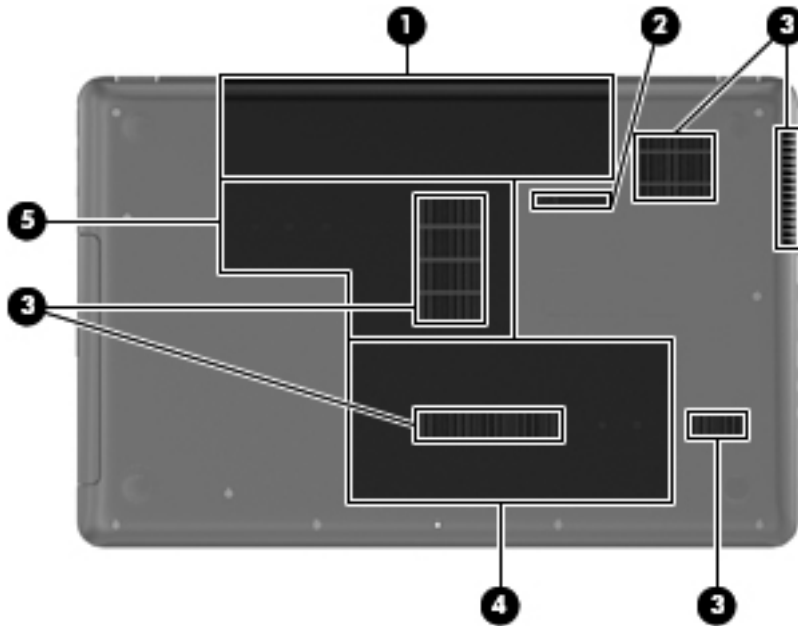
| Item | Component | Description |
|------|--------------------------------|--|
| (1) | External monitor port | Connects an external VGA monitor or projector. |
| (2) | Vents (2) | Enable airflow to cool internal components. NOTE: The computer fan starts up automatically to cool internal components and prevent overheating. It is normal for the internal fan to cycle on and off during routine operation. |
| (3) | RJ-45 (network) jack | Connects a network cable. |
| (4) | HDMI port (select models only) | Connects an optional video or audio device, such as a high-definition television, or any compatible digital or audio component. |
| (5) | USB port | Connect optional USB devices. |
| (6) | Audio-in (microphone) jack | Connects an optional computer headset microphone, stereo array microphone, or monaural microphone. |
| (7) | Audio-out (headphone) jack | Produce sound when connected to optional powered stereo speakers, headphones, ear buds, a headset, or television audio. 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> . When a device is connected to the jack, the computer speakers are disabled. |
| (8) | Digital Media Slot | Supports the following digital card formats: <ul style="list-style-type: none"> • MultiMediaCard • Secure Digital (SD) Memory Card • Secure Digital High Capacity (SDHC) Memory Card |
| (9) | Drive light | Blinking white: The hard drive is being accessed. |
| (10) | Power light | <ul style="list-style-type: none"> • White: The computer is on. • Blinking white: The computer is in the Sleep state. • Off: The computer is off. |

Right side



| Item | Component | Description |
|------|------------------------------------|---|
| (1) | Optical drive (select models only) | Reads and writes to an optical disc. |
| (2) | Optical drive light | <ul style="list-style-type: none">On: The optical drive is in use.Off: The optical drive is idle. |
| (3) | USB ports (2) | Connect optional USB devices. |
| (4) | Power connector | Connects an AC adapter. |
| (5) | AC adapter light | <ul style="list-style-type: none">White: The computer is connected to external power and the battery is fully charged.Amber: A battery is charging. |
| (6) | Security cable slot | Attaches an optional security cable to the computer. NOTE: The security cable is designed to act as a deterrent, but it may not prevent the computer from being mishandled or stolen. |

Bottom

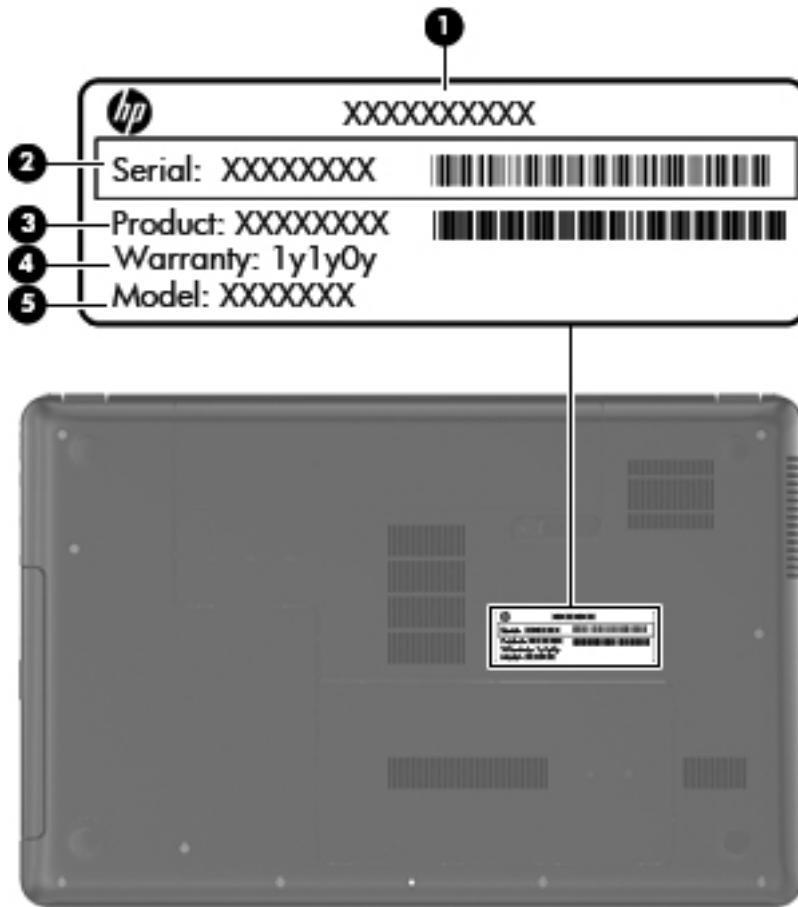


| Item | Component | Description |
|------|---------------------------|---|
| (1) | Battery bay | Holds the battery. |
| (2) | Battery release latch | Releases the battery from the battery bay. |
| (3) | Vents (5) | Enable airflow to cool internal components. NOTE: The computer fan starts up automatically to cool internal components and prevent overheating. It is normal for the internal fan to cycle on and off during routine operation. |
| (4) | Hard drive bay | Holds the hard drive. |
| (5) | Memory module compartment | Contains the memory module slots. |

3 Illustrated parts catalog

Service tag

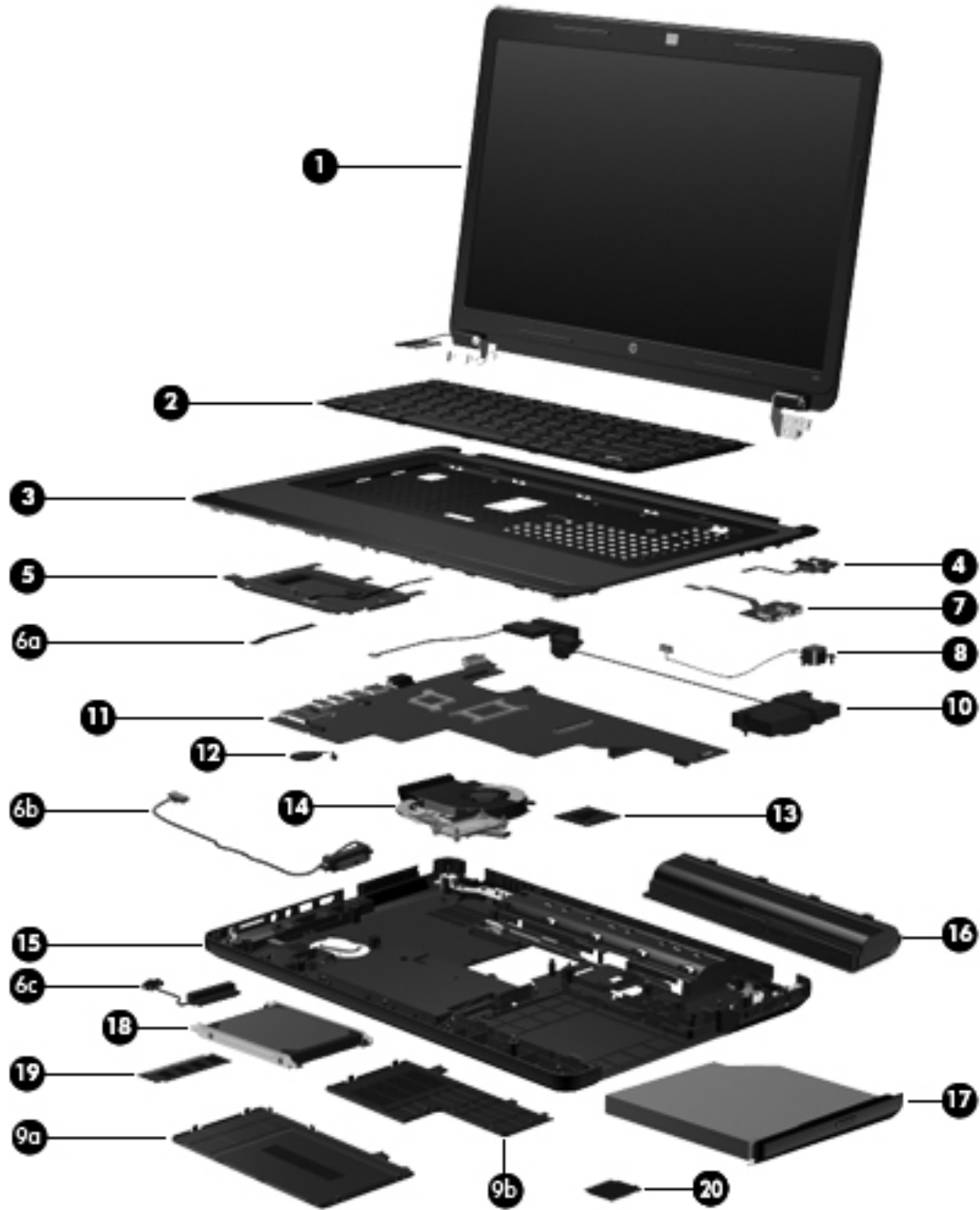
When ordering parts or requesting information, provide the computer serial number and model description provided on the service tag.



| Item | Component | Description |
|------|---------------------|--|
| (1) | Product name | This is the product name affixed to the front of the computer. |
| (2) | Serial number (s/n) | This is an alphanumeric identifier that is unique to each product. |

| Item | Component | Description |
|-------------|----------------------------------|---|
| (3) | Part number/Product number (p/n) | This number provides specific information about the product's hardware components. The part number helps a service technician determine what components and parts are needed. |
| (4) | Warranty period | This number describes the duration of the warranty period for the computer. |
| (5) | Model description | This is the alphanumeric identifier used to locate documents, drivers, and support for the computer. |

Computer major components



| Item | Component | Spare part number |
|--|---|-------------------|
| (1) | 15.6-in, high definition (HD), light-emitting diode (LED), BrightView display assembly (includes microphone and wireless antenna transceivers and cables): | |
| | Equipped with webcam | 645095-001 |
| | Not equipped with webcam | 645094-001 |
| NOTE: For more display assembly spare part information, see Display assembly subcomponents on page 23 . | | |

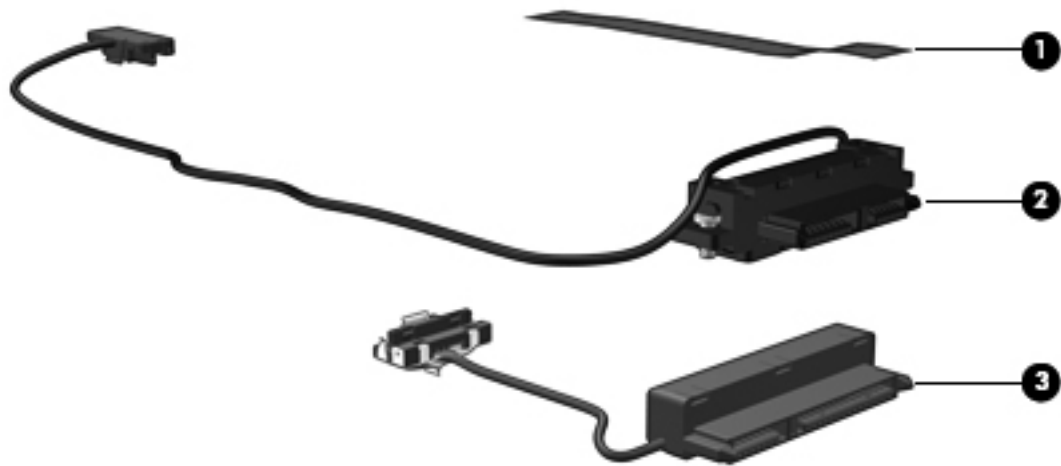
| Item | Component | Spare part number |
|-------------|---|--------------------------|
| (2) | Keyboard (includes keyboard cable): | |
| | For use with all computer models: | |
| | For use in Belgium | 646125-A41 |
| | For use in Bulgaria | 646125-261 |
| | For use in Canada | 646125-121 |
| | For use in the Czech Republic | 646125-221 |
| | For use in Denmark, Finland, and Norway | 646125-DH1 |
| | For use in France | 646125-051 |
| | For use in Germany | 646125-041 |
| | For use in Greece | 646125-DJ1 |
| | For use in Hungary | 646125-211 |
| | For use in Israel | 646125-BB1 |
| | For use in Italy | 646125-061 |
| | For use in Latin America | 646125-161 |
| | For use in the Netherlands | 646125-B31 |
| | For use in Portugal | 646125-131 |
| | For use in Russia | 646125-251 |
| | For use in Saudi Arabia | 646125-171 |
| | For use in Slovenia | 646125-BA1 |
| | For use in Spain | 646125-071 |
| | For use in Switzerland | 646125-BG1 |
| | For use in Turkey | 646125-141 |
| | For use in the United Kingdom | 646125-031 |
| | For use in the United States | 646125-001 |
| | For use only with computer models equipped with an Intel processor: | |
| | For use in India | 646125-D61 |
| | For use in Japan | 646125-291 |
| | For use in South Korea | 646125-AD1 |
| | For use in Taiwan | 646125-AB1 |
| (3) | Top cover (includes TouchPad and TouchPad cable) | 646136-001 |
| (4) | Power button board (includes cable) | 646129-001 |
| (5) | TouchPad button board (includes bracket and cable) | 646130-001 |

| Item | Component | Spare part number |
|------|---|-------------------|
| | Cable Kit , includes: | 646119-001 |
| (6a) | TouchPad cable | |
| (6b) | Optical drive connector cable | |
| (6c) | Hard drive connector cable | |
| | NOTE: See Cable Kit on page 22 for more Cable Kit spare part information. | |
| (7) | USB board (includes cable) | 646128-001 |
| (8) | Power connector cable | 646121-001 |
| | Plastics Kit , includes: | 646131-001 |
| (9a) | Hard drive compartment cover (includes one captive screw, secured by a C-clip) | |
| (9b) | Memory module/wireless module compartment cover (includes one captive screw, secured by a C-clip) | |
| | NOTE: See Plastics Kit on page 26 for more Plastics Kit spare part information. | |
| (10) | Speaker Kit (includes left and right speakers and cable) | 647315-001 |
| (11) | System board (includes replacement thermal material): | |
| | For use only with computer models equipped with an AMD E450 1.65-GHz processor (dual core, 18 W) and a graphics subsystem with UMA video memory | 657323-001 |
| | For use only with computer models equipped with an AMD E350 1.60-GHz processor (dual core, 18 W) and a graphics subsystem with UMA video memory (for use only with computer models in the United States) | 647320-001 |
| | For use only with computer models equipped with an AMD E300 1.30-GHz processor (dual core, 18 W) and a graphics subsystem with UMA video memory | 657324-001 |
| | For use only with computer models equipped with an AMD C50 1.00-GHz processor (1.0-MB L2 cache, dual core, 9 W) and a graphics subsystem with UMA video memory (for use only with computer models in the United States) | 653985-001 |
| | For use only with computer models equipped with an Intel Core i5 or i3 processor and a graphics subsystem with discrete video memory | 646179-001 |
| | For use only with computer models equipped with an Intel Core i5 or i3 processor and a graphics subsystem with UMA video memory | 646177-001 |
| | For use only with computer models equipped with an Intel Pentium processor and a graphics subsystem with discrete video memory | 646176-001 |
| | For use only with computer models equipped with an Intel Pentium processor and a graphics subsystem with UMA video memory | 646175-001 |
| | For use only with computer models equipped with an Intel Celeron processor | 646174-001 |
| | Thermal Material Kit (includes replacement thermal paste and pads): | |
| | For use only with computer models equipped with an AMD processor | 650277-001 |
| | For use only with computer models equipped with an Intel processor | 646135-001 |
| (12) | RTC battery (includes cable and double-sided tape) | 646132-001 |
| (13) | Processor (includes replacement thermal material): | |

| Item | Component | Spare part number |
|-------------|---|--------------------------|
| | Intel Core i5-2430M 2.40-GHz processor (1333-MHz FSB, 3.0-MB L3 cache, dual core, 35 W; not supported on computer models equipped with Windows 7 Starter 32-bit operating system) | 653341-001 |
| | Intel Core i3-2330M 2.20-GHz processor (1333-MHz FSB, 3.0-MB L3 cache, dual core, 35 W; not supported on computer models equipped with Windows 7 Starter 32-bit operating system) | 653339-001 |
| | Intel Core i3-370M 2.40-GHz processor (1066-MHz FSB, 3.0-MB L3 cache, dual core, 35 W; not supported on computer models equipped with Windows 7 Starter 32-bit operating system) | 613584-001 |
| | Intel Pentium P6300 2.26-GHz processor (3.0-MB L3 cache, dual core, 35 W) | 635500-001 |
| | Intel Pentium P6200 2.13-GHz processor (3.0-MB L3 cache, dual core, 35 W) | 625831-001 |
| | Intel Pentium B960 2.20-GHz processor (2.0-MB L2 cache, dual core, TJ85, 35 W; not supported on computer models equipped with Windows 7 Starter 32-bit operating system) | 664662-001 |
| | Intel Pentium B950 2.10-GHz processor (2.0-MB L2 cache, dual core, TJ85, 35 W; not supported on computer models equipped with Windows 7 Starter 32-bit operating system) | 653338-001 |
| | Intel Celeron B800 1.50-GHz processor (2.0-MB L3 cache, dual core, 35 W) | 664661-001 |
| | Intel Celeron B710 1.50-GHz processor (1.0-MB L3 cache, single core, 35 W) | 664660-001 |
| | Intel Celeron DC T3500 2.10-GHz processor (1.0-MB L2 cache, 800-MHz FSB) | 625830-001 |
| | Intel Celeron DC T3300 2.00-GHz processor (1.0-MB L2 cache, 800-MHz FSB) | 592399-001 |
| | Intel Celeron SC C925 2.30-GHz processor (1.0-MB L2 cache, 800-MHz FSB) | 636636-001 |
| | Intel Celeron SC C900 2.20-GHz processor (1.0-MB L2 cache, 800-MHz FSB) | 534419-001 |
| (14) | Fan/heat sink assembly (includes replacement thermal material): | |
| | For use only with computer models equipped with an AMD processor | 647316-001 |
| | For use only with computer models equipped with an Intel Core i5 or i3 processor and a graphics subsystem with discrete video memory | 646182-001 |
| | For use only with computer models equipped with an Intel Core i5 or i3 processor and a graphics subsystem with UMA video memory | 646183-001 |
| | For use only with computer models equipped with an Intel Pentium processor and a graphics subsystem with discrete video memory | 646180-001 |
| | For use only with computer models equipped with an Intel Pentium processor and a graphics subsystem with UMA video memory | 646181-001 |
| | For use only with computer models equipped with an Intel Celeron processor and a graphics subsystem with UMA video memory | 646184-001 |
| (15) | Base enclosure (includes battery release latch, heat sink, replacement thermal material, and 4 rubber feet) | 646114-001 |
| (16) | Battery: | |
| | 6-cell, 55-Whr, 2.55-Ah Li-ion battery | 593554-001 |

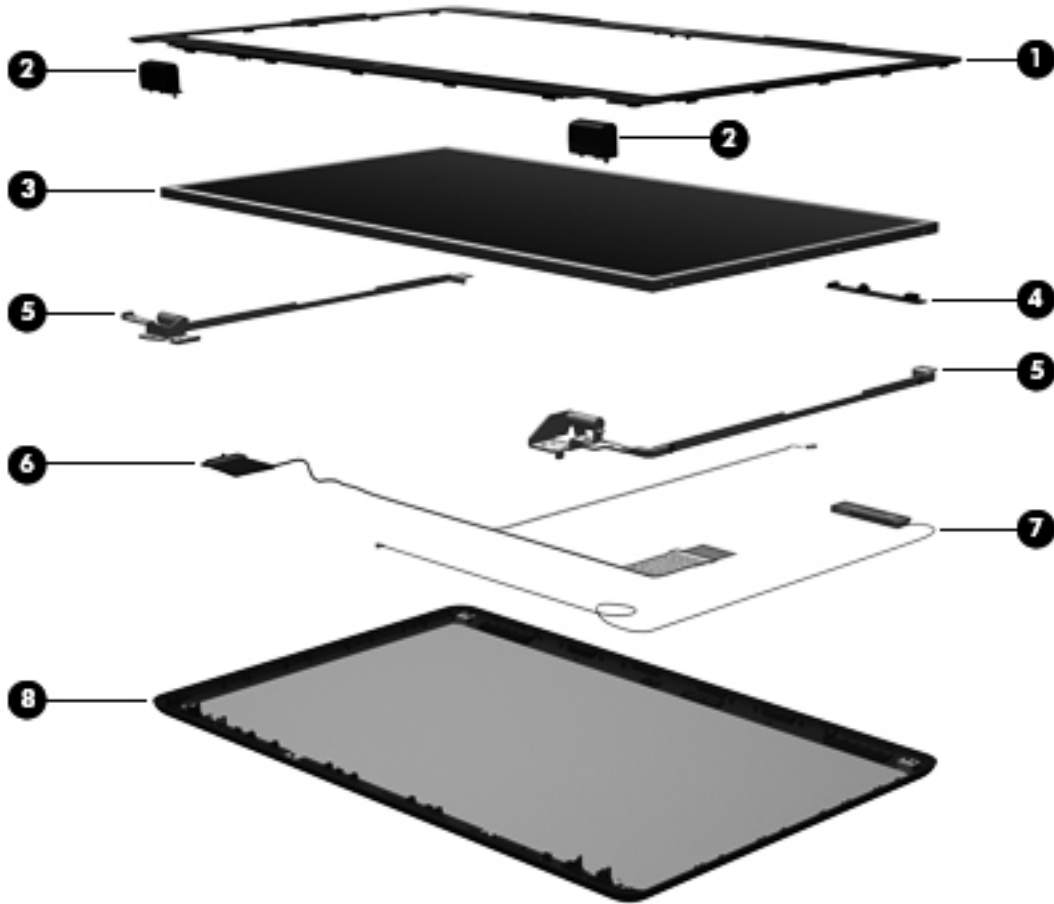
| Item | Component | Spare part number |
|-------------|---|--------------------------|
| | 6-cell, 47-Whr, 2.20-Ah Li-ion battery | 593553-001 |
| (17) | Optical drive (select models only; includes bezel and bracket): | |
| | DVD±RW and CD-RW Super Multi Double-Layer Combo Drive with LightScribe | 646126-001 |
| | DVD±RW and CD-RW Drive | 659879-001 |
| | DVD-ROM Drive | 659638-001 |
| | Optical drive slot space saver | 659632-001 |
| (18) | Hard drive (2.5-in, 7.0-mm, SATA; does not include hard drive connector cable, hard drive bracket, or screws): | |
| | 500-GB, 5400-rpm | 634932-001 |
| | 320-GB, 5400-rpm | 622643-001 |
| | 250-GB, 5400-rpm | 622641-001 |
| | Hard Drive Hardware Kit (not illustrated, includes hard drive bracket and screws) | 646122-001 |
| (19) | Memory modules (2, PC3, 10600, 1333-MHz): | |
| | 4 GB | 621569-001 |
| | 2 GB | 621565-001 |
| | 1 GB | 639738-001 |
| (20) | WLAN module: | |
| | Atheros 9485GN 802.11b/g/n 1×1 WiFi and 3012 Bluetooth 4.0 Combo Adapter | 655795-001 |
| | Atheros AR9002WB-1NGB 802.11b/g/n 1×1 WiFi and Bluetooth 2.1+EDR Combo Adapter (BT3.0+HS ready) | 593127-001 |
| | Broadcom 4313GN 802.11b/g/n 1×1 WiFi and 20702 Bluetooth 4.0 Combo Adapter | 657325-001 |
| | Ralink 5390GN 802.11b/g/n 1×1 WiFi Adapter | 630703-001 |
| | Realtek 8188BC8 802.11a/b/g/n 2×2 WiFi and Bluetooth 3.0+HS Combo Adapter | 602993-001 |
| | Realtek 8188GN 802.11b/g/n 1×1 WiFi Adapter | 640926-001 |

Cable Kit



| Item | Component | Spare part number |
|------|-------------------------------|-------------------|
| | Cable Kit , includes: | 646119-001 |
| (1) | TouchPad cable | |
| (2) | Optical drive connector cable | |
| (3) | Hard drive connector cable | |

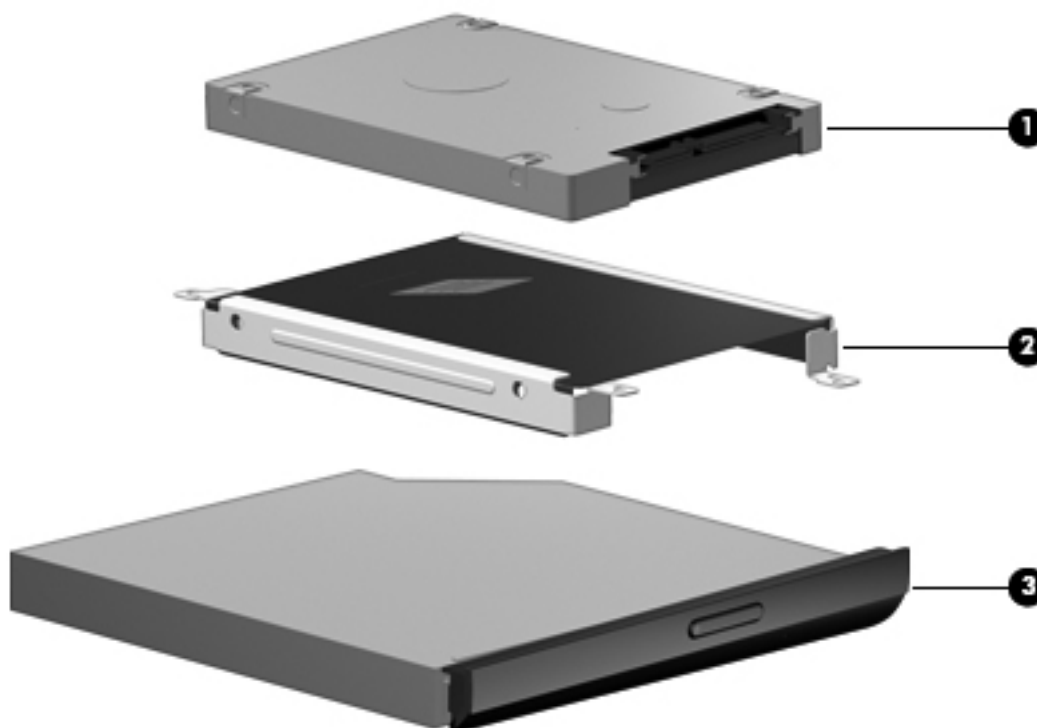
Display assembly subcomponents



| Item | Component | Spare part number |
|------|--|-------------------|
| (1) | Display bezel: | |
| | For use with computer models equipped with a webcam and a microphone | 646117-001 |
| | For use with computer models equipped only with a microphone | 646118-001 |
| (2) | Display hinge covers (2) | 646124-001 |
| (3) | 15.6-in, HD, LED, BrightView display panel | 645096-001 |
| (4) | Webcam/microphone module | 646138-001 |
| | Microphone module | 645980-001 |
| (5) | Display Hinge Kit (includes left and right display hinges and brackets) | 646123-001 |
| (6) | Display Cable Kit (includes display panel cable and webcam/microphone module cable) | 646120-001 |
| (7) | Antenna Kit (includes left and right wireless antenna cables and transceivers) | 646111-001 |

| Item | Component | Spare part number |
|------|--|-------------------|
| (8) | Display enclosure | 646113-001 |
| | Display Screw Kit (not illustrated, includes Mylar screw covers and screws) | 646134-001 |

Mass storage devices



| Item | Component | Spare part number |
|------|---|-------------------|
| (1) | Hard drive (2.5-in, 7.0-mm, SATA; does not include hard drive connector cable, hard drive bracket, or screws): | |
| | 500-GB, 5400-rpm | 634932-001 |
| | 320-GB, 5400-rpm | 622643-001 |
| | 250-GB, 5400-rpm | 622641-001 |
| | Hard Drive Hardware Kit , includes: | 646122-001 |
| (2) | Hard drive bracket | |
| | Screws (not illustrated) | |
| (3) | Optical drive (includes bezel and bracket): | |
| | DVD±RW and CD-RW Super Multi Double-Layer Combo Drive with LightScribe (select models only) | 646126-001 |
| | DVD±RW and CD-RW Drive | 659879-001 |

| Item | Component | Spare part number |
|------|--------------------------------|-------------------|
| | DVD-ROM Drive | 659638-001 |
| | Optical drive slot space saver | 659632-001 |

Miscellaneous parts

| Component | Spare part number |
|---|-------------------|
| HP Smart AC adapter: | |
| 65-W RC V HP Smart AC adapter for use with all computer models | 609939-001 |
| For use only with computer models equipped with an Intel processor: | |
| 90-W PFC RC V EM HP Smart AC adapter | 609940-001 |
| 90-W PFC RC V HP Smart AC adapter | 609947-001 |
| 65-W RC V EM HP Smart AC adapter | 609948-001 |
| Power cord (3-pin, black, 1.83-m): | |
| For use with all computer models: | |
| For use in Argentina | 490371-D01 |
| For use in Denmark | 490371-081 |
| For use in Europe | 490371-021 |
| For use in Italy | 490371-061 |
| For use in Israel | 490371-BB1 |
| For use in North America | 490371-001 |
| For use in South Africa | 490371-AR1 |
| For use in Switzerland | 490371-111 |
| For use in the United Kingdom and Singapore | 490371-031 |
| For use only with computer models equipped with an Intel processor: | |
| For use in Australia | 490371-011 |
| For use in India | 490371-D61 |
| For use in Italy | 490371-061 |
| For use in Japan | 490371-291 |
| For use in the People's Republic of China | 490371-AA1 |
| For use in South Korea | 490371-AD1 |
| Screw Kit | 646133-001 |

Plastics Kit



| Item | Component | Spare part number |
|------|---|-------------------|
| | Plastics Kit , includes: | 646131-001 |
| (1) | Hard drive compartment cover (includes one captive screw, secured by a C-clip) | |
| (2) | Memory module/wireless module compartment cover (includes one captive screw, secured by a C-clip) | |

Sequential part number listing

| Spare part number | Description |
|-------------------|--|
| 490371-001 | Power cord for use with all computer models in North America (3-pin, black, 1.83-m) |
| 490371-011 | Power cord for use only with computer models equipped with an Intel processor in Australia (3-pin, black, 1.83-m) |
| 490371-021 | Power cord for use with all computer models in Europe (3-pin, black, 1.83-m) |
| 490371-031 | Power cord for use with all computer models in the United Kingdom and Singapore (3-pin, black, 1.83-m) |
| 490371-061 | Power cord for use only with computer models equipped with an Intel processor in Italy (3-pin, black, 1.83-m) |
| 490371-081 | Power cord for use with all computer models in Denmark (3-pin, black, 1.83-m) |
| 490371-111 | Power cord for use with all computer models in Switzerland (3-pin, black, 1.83-m) |
| 490371-291 | Power cord for use only with computer models equipped with an Intel processor in Japan (3-pin, black, 1.83-m) |
| 490371-AA1 | Power cord for use only with computer models equipped with an Intel processor in the People's Republic of China (3-pin, black, 1.83-m) |
| 490371-AD1 | Power cord for use only with computer models equipped with an Intel processor in South Korea (3-pin, black, 1.83-m) |
| 490371-AR1 | Power cord for use with all computer models in South Africa (3-pin, black, 1.83-m) |
| 490371-BB1 | Power cord for use with all computer models in Israel (3-pin, black, 1.83-m) |
| 490371-DO1 | Power cord for use with all computer models in Argentina (3-pin, black, 1.83-m) |
| 490371-D61 | Power cord for use only with computer models equipped with an Intel processor in India (3-pin, black, 1.83-m) |
| 534419-001 | Intel Celeron SC C900 2.20-GHz processor (1.0-MB L2 cache, 800-MHz FSB; includes replacement thermal material) |
| 592399-001 | Intel Celeron DC T3300 2.00-GHz processor (1.0-MB L2 cache, 800-MHz FSB; includes replacement thermal material) |
| 593127-001 | Atheros AR9002WB-1NGB 802.11b/g/n 1x1 WiFi and Bluetooth 2.1+EDR Combo Adapter (BT3.0+HS ready) |
| 593553-001 | 6-cell, 47-Whr, 2.20-Ah Li-ion battery |
| 593554-001 | 6-cell, 55-Whr, 2.55-Ah Li-ion battery |
| 602993-001 | Realtek 8188BC8 802.11a/b/g/n 2x2 WiFi and Bluetooth 3.0+HS Combo Adapter |
| 609939-001 | 65-W RC V HP Smart AC adapter for use will all computer models |
| 609940-001 | 90-W PFC RC V EM HP Smart AC adapter for use only with computer models equipped with an Intel processor |
| 609947-001 | 90-W PFC RC V HP Smart AC adapter for use only with computer models equipped with an Intel processor |

| Spare part number | Description |
|-------------------|---|
| 609948-001 | 65-W RC V EM HP Smart AC adapter for use only with computer models equipped with an Intel processor |
| 613584-001 | Intel Core i3-370M 2.40-GHz processor (1066-MHz FSB, 3.0-MB L3 cache, dual core, 35 W; includes replacement thermal material; not supported on computer models equipped with Windows 7 Starter 32-bit operating system) |
| 621565-001 | 2-GB memory module (PC3, 10600, 1333-MHz) |
| 621569-001 | 4-GB memory module (PC3, 10600, 1333-MHz) |
| 622641-001 | 250-GB, 5400-rpm hard drive (2.5-in, 7.0-mm, SATA; does not include hard drive connector cable, hard drive bracket, or screws) |
| 622643-001 | 320-GB, 5400-rpm hard drive (2.5-in, 7.0-mm, SATA; does not include hard drive connector cable, hard drive bracket, or screws) |
| 625830-001 | Intel Celeron DC T3500 2.10-GHz processor (1.0-MB L2 cache, 800-MHz FSB; includes replacement thermal material) |
| 625831-001 | Intel Pentium P6200 2.13-GHz processor (3.0-MB L3 cache, dual core, 35 W; includes replacement thermal material) |
| 630703-001 | Ralink 5390GN 802.11b/g/n 1×1 WiFi Adapter |
| 634932-001 | 500-GB, 5400-rpm hard drive (2.5-in, 7.0-mm, SATA; does not include hard drive connector cable, hard drive bracket, or screws) |
| 635500-001 | Intel Pentium P6300 2.26-GHz processor (3.0-MB L3 cache, dual core, 35 W; includes replacement thermal material) |
| 636636-001 | Intel Celeron SC C925 2.30-GHz processor (1.0-MB L2 cache, 800-MHz FSB; includes replacement thermal material) |
| 639738-001 | 1-GB memory module (PC3, 10600, 1333-MHz) |
| 640926-001 | Realtek 8188GN 802.11b/g/n 1×1 WiFi Adapter |
| 645094-001 | 15.6-in, HD, LED, BrightView display assembly not equipped with a webcam (includes microphone and wireless antenna transceivers and cables) |
| 645095-001 | 15.6-in, HD, LED, BrightView display assembly equipped with a webcam (includes microphone and wireless antenna transceivers and cables) |
| 645096-001 | 15.6-in, HD, LED, BrightView display panel |
| 645980-001 | Microphone module |
| 646111-001 | Antenna Kit (includes left and right wireless antenna cables and transceivers) |
| 646113-001 | Display enclosure |
| 646114-001 | Base enclosure (includes battery release latch, heat sink, replacement thermal material, and 4 rubber feet) |
| 646117-001 | Display bezel for use with computer models equipped with a webcam and a microphone |
| 646118-001 | Display bezel for use with computer models equipped only with a microphone |
| 646119-001 | Cable Kit (includes TouchPad cable, optical drive connector cable, and hard drive connector cable) |

NOTE: See [Cable Kit on page 22](#) for more Cable Kit spare part information.

| Spare part number | Description |
|--------------------------|--|
| 646120-001 | Display Cable Kit (includes display panel cable and webcam/microphone module cable) |
| 646121-001 | Power connector cable |
| 646122-001 | Hard Drive Hardware Kit (includes hard drive bracket and screws) |
| 646123-001 | Display Hinge Kit (includes left and right display hinges and brackets) |
| 646124-001 | Display hinge covers |
| 646125-001 | Keyboard for use with all computer models in the United States (includes keyboard cable) |
| 646125-031 | Keyboard for use with all computer models in the United Kingdom and Singapore (includes keyboard cable) |
| 646125-041 | Keyboard for use with all computer models in Germany (includes keyboard cable) |
| 646125-051 | Keyboard for use with all computer models in France (includes keyboard cable) |
| 646125-061 | Keyboard for use with all computer models in Italy (includes keyboard cable) |
| 646125-071 | Keyboard for use with all computer models in Spain (includes keyboard cable) |
| 646125-121 | Keyboard for use with all computer models in Canada (includes keyboard cable) |
| 646125-131 | Keyboard for use with all computer models in Portugal (includes keyboard cable) |
| 646125-141 | Keyboard for use with all computer models in Turkey (includes keyboard cable) |
| 646125-161 | Keyboard for use with all computer models in Latin America (includes keyboard cable) |
| 646125-171 | Keyboard for use with all computer models in Saudi Arabia (includes keyboard cable) |
| 646125-211 | Keyboard for use with all computer models in Hungary (includes keyboard cable) |
| 646125-221 | Keyboard for use with all computer models in the Czech Republic (includes keyboard cable) |
| 646125-251 | Keyboard for use with all computer models in Russia (includes keyboard cable) |
| 646125-261 | Keyboard for use with all computer models in Bulgaria (includes keyboard cable) |
| 646125-291 | Keyboard for use only with computer models equipped with an Intel processor in Japan (includes keyboard cable) |
| 646125-A41 | Keyboard for use with all computer models in Belgium (includes keyboard cable) |
| 646125-AB1 | Keyboard for use only with computer models equipped with an Intel processor in Taiwan (includes keyboard cable) |
| 646125-AD1 | Keyboard for use only with computer models equipped with an Intel processor in South Korea (includes keyboard cable) |
| 646125-B31 | Keyboard for use with all computer models in the Netherlands (includes keyboard cable) |
| 646125-BA1 | Keyboard for use with all computer models in Slovenia (includes keyboard cable) |
| 646125-BB1 | Keyboard for use with all computer models in Israel (includes keyboard cable) |
| 646125-BG1 | Keyboard for use with all computer models in Switzerland (includes keyboard cable) |
| 646125-D61 | Keyboard for use only with computer models equipped with an Intel processor in India (includes keyboard cable) |

| Spare part number | Description |
|--------------------------|---|
| 646125-DH1 | Keyboard for use with all computer models in Denmark, Finland, and Norway (includes keyboard cable) |
| 646125-DJ1 | Keyboard for use with all computer models in Greece (includes keyboard cable) |
| 646126-001 | DVD±RW and CD-RW Super Multi Double-Layer Combo Drive with LightScribe (select models only) |
| 646128-001 | USB board (includes cable) |
| 646129-001 | Power button board (includes cable) |
| 646130-001 | TouchPad button board (includes bracket and cable) |
| 646131-001 | Plastics Kit (includes hard drive compartment cover and memory module/wireless module compartment cover) |
| | NOTE: See Plastics Kit on page 26 for more Plastics Kit spare part information. |
| 646132-001 | RTC battery (includes cable and double-sided tape) |
| 646133-001 | Screw Kit |
| 646134-001 | Display Screw Kit (includes Mylar screw covers and screws) |
| 646135-001 | Thermal Material Kit for use only with computer models equipped with an Intel processor (includes replacement thermal paste and pads) |
| 646136-001 | Top cover (includes TouchPad and TouchPad cable) |
| 646138-001 | Webcam/microphone module |
| 646174-001 | System board for use only with computer models equipped with an Intel Celeron processor (includes replacement thermal material) |
| 646175-001 | System board for use only with computer models equipped with an Intel Pentium processor and a graphics subsystem with UMA video memory (includes replacement thermal material) |
| 646176-001 | System board for use only with computer models equipped with an Intel Pentium processor and a graphics subsystem with discrete video memory (includes replacement thermal material) |
| 646177-001 | System board for use only with computer models equipped with an Intel Core i5 or i3 processor and a graphics subsystem with UMA video memory (includes replacement thermal material) |
| 646179-001 | System board for use only with computer models equipped with an Intel Core i5 or i3 processor and a graphics subsystem with discrete video memory (includes replacement thermal material) |
| 646180-001 | Fan/heat sink assembly for use only with computer models equipped with an Intel Pentium processor and a graphics subsystem with discrete video memory (includes replacement thermal material) |
| 646181-001 | Fan/heat sink assembly for use only with computer models equipped with an Intel Pentium processor and a graphics subsystem with UMA video memory (includes replacement thermal material) |
| 646182-001 | Fan/heat sink assembly for use only with computer models equipped with an Intel Core i5 or i3 processor and a graphics subsystem with discrete video memory (includes replacement thermal material) |
| 646183-001 | Fan/heat sink assembly for use only with computer models equipped with an Intel Core i5 or i3 processor and a graphics subsystem with UMA video memory (includes replacement thermal material) |
| 646184-001 | Fan/heat sink assembly for use only with computer models equipped with an Intel Celeron processor and a graphics subsystem with UMA video memory (includes replacement thermal material) |

| Spare part number | Description |
|--------------------------|---|
| 647315-001 | Speaker Kit (includes left and right speakers and cable) |
| 647316-001 | Fan/heat sink assembly for use only with computer models equipped with an AMD processor (includes replacement thermal material) |
| 647320-001 | System board for use only with computer models equipped with an AMD E350 1.60-GHz processor (dual core, 18 W) and a graphics subsystem with UMA video memory (includes replacement thermal material; for use only with computer models in the United States) |
| 650277-001 | Thermal Material Kit for use only with computer models equipped with an AMD processor (includes replacement thermal paste and pads) |
| 653338-001 | Intel Pentium B950 2.10-GHz processor (2.0-MB L2 cache, dual core, TJ85, 35 W; includes replacement thermal paste and pads; not supported on computer models equipped with Windows 7 Starter 32-bit operating system) |
| 653339-001 | Intel Core i3-2330M 2.20-GHz processor (1333-MHz FSB, 3.0-MB L3 cache, dual core, 35 W; includes replacement thermal paste and pads; not supported on computer models equipped with Windows 7 Starter 32-bit operating system) |
| 653341-001 | Intel Core i5-2430M 2.40-GHz processor (1333-MHz FSB, 3.0-MB L3 cache, dual core, 35 W; includes replacement thermal paste and pads; not supported on computer models equipped with Windows 7 Starter 32-bit operating system) |
| 653985-001 | System board for use only with computer models equipped with an AMD C50 1.00-GHz processor (1.0-MB L2 cache, dual core, 9 W) and a graphics subsystem with UMA video memory (includes replacement thermal paste and pads; for use only with computer models in the United States) |
| 655795-001 | Atheros 9485GN 802.11b/g/n 1×1 WiFi and 3012 Bluetooth 4.0 Combo Adapter |
| 657323-001 | System board for use only with computer models equipped with an AMD E450 1.65-GHz processor (dual core, 18 W) and a graphics subsystem with UMA video memory (includes replacement thermal paste and pads) |
| 657324-001 | System board for use only with computer models equipped with an AMD E300 1.60-GHz processor (dual core, 18 W) and a graphics subsystem with UMA video memory (includes replacement thermal paste and pads) |
| 657325-001 | Broadcom 4313GN 802.11b/g/n 1×1 WiFi and 20702 Bluetooth 4.0 Combo Adapter |
| 659632-001 | Optical drive slot space saver |
| 659638-001 | DVD-ROM Drive |
| 659879-001 | DVD±RW and CD-RW Drive |
| 664660-001 | Intel Celeron B710 1.50-GHz processor (1.0-MB L3 cache, single core, 35 W; includes replacement thermal paste and pads) |
| 664661-001 | Intel Celeron B800 1.50-GHz processor (2.0-MB L3 cache, dual core, 35 W; includes replacement thermal paste and pads) |
| 664662-001 | Intel Pentium B960 2.20-GHz processor (2.0-MB L2 cache, dual core, TJ85, 35 W; includes replacement thermal paste and pads; not supported on computer models equipped with Windows 7 Starter 32-bit operating system) |

4 Removal and replacement procedures

Preliminary replacement requirements


Tools required

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


- Flat-bladed screwdriver
- Magnetic screwdriver
- Phillips P0 and P1 screwdrivers

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 computer, 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 computer, be sure that cables are placed in their proper locations during the reassembly process. Improper cable placement can damage the computer.

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.

Drive handling

⚠ CAUTION: Drives are fragile components that must be handled with care. To prevent damage to the computer, damage to a drive, or loss of information, observe these precautions:

Before removing or inserting a hard drive, 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.

Before handling a drive, be sure that you are discharged of static electricity. While handling a drive, avoid touching the connector.

Before removing a diskette drive or optical drive, be sure that a diskette or disc is not in the drive and be sure that the optical drive tray is closed.

Handle drives on surfaces covered with at least one inch of shock-proof foam.

Avoid dropping drives from any height onto any surface.

After removing a hard drive, an optical drive, or a diskette drive, place it in a static-proof bag.

Avoid exposing an internal hard drive to products that have magnetic fields, such as monitors or speakers.

Avoid exposing a drive to temperature extremes or liquids.

If a drive must be mailed, place the drive in a bubble pack mailer or other suitable form of protective packaging and label the package "FRAGILE."

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 computer 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, screwdrivers, 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 |

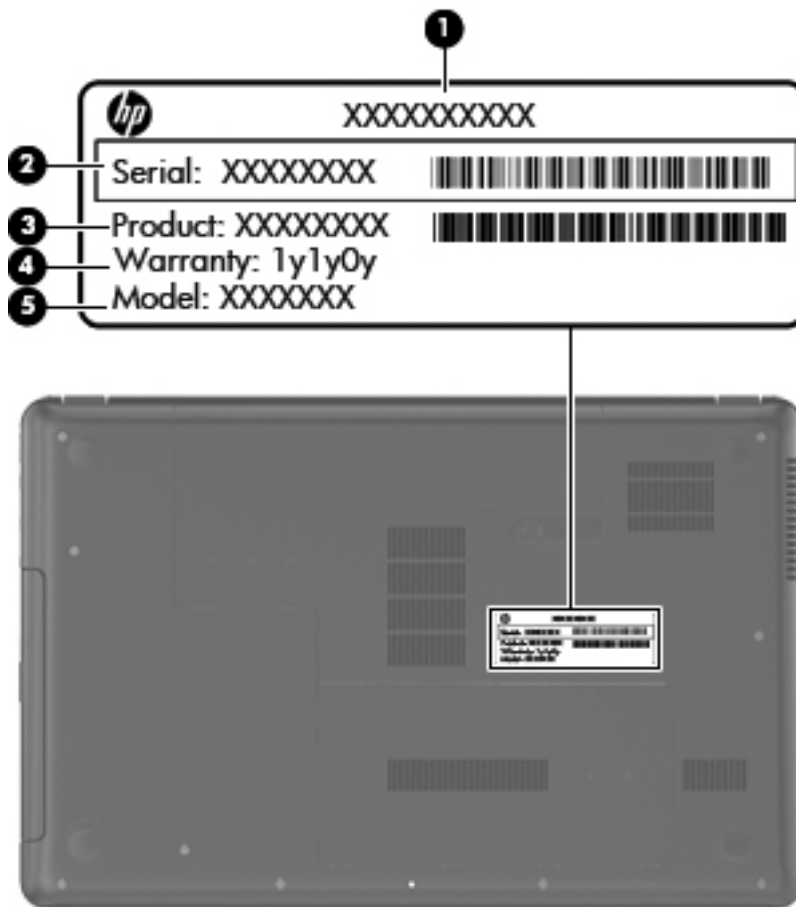
Component replacement procedures

This chapter provides removal and replacement procedures.

There are as many as 75 screws that must be removed, replaced, or loosened when servicing the computer. Make special note of each screw size and location during removal and replacement.

Service tag

When ordering parts or requesting information, provide the computer serial number and model number provided on the service tag.

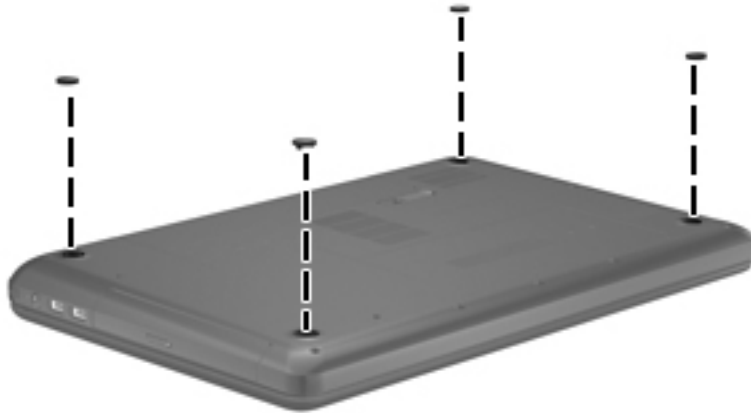


| Item | Component | Description |
|------|----------------------------------|---|
| (1) | Product name | This is the product name affixed to the front of the computer. |
| (2) | Serial number (s/n) | This is an alphanumeric identifier that is unique to each product. |
| (3) | Part number/Product number (p/n) | This number provides specific information about the product's hardware components. The part number helps a service technician determine what components and parts are needed. |

| Item | Component | Description |
|------|-------------------|--|
| (4) | Warranty period | This number describes the duration of the warranty period for the computer. |
| (5) | Model description | This is the alphanumeric identifier used to locate documents, drivers, and support for the computer. |

Computer feet

The computer feet are adhesive-backed rubber pads. There are 4 rubber feet that attach to the base enclosure in the locations illustrated below.



Battery

| Description | Spare part number |
|--|-------------------|
| 6-cell, 55-Whr, 2.55-Ah Li-ion battery | 593554-001 |
| 6-cell, 47-Whr, 2.20-Ah Li-ion battery | 593553-001 |

Before disassembling the computer, 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.

Remove the battery:

1. Slide the battery release latch **(1)** to release the battery.
2. Pivot the front edge of the battery **(2)** up and back.
3. Remove the battery **(3)** from the computer.



To insert the battery:

1. Align the tabs on the rear edge of the battery with the notches on the rear edge of the battery bay.
2. Pivot the front edge of the battery down into the battery bay until it is seated. (The battery release latch will automatically lock into place.)

Optical drive (select models only)



NOTE: The optical drive spare part kit includes a bezel and bracket.

| Description | Spare part number |
|--|-------------------|
| DVD±RW and CD-RW Super Multi Double-Layer Combo Drive with LightScribe | 646126-001 |
| DVD±RW and CD-RW Drive | 659879-001 |
| DVD-ROM Drive | 659638-001 |
| Optical drive slot space saver | 659632-001 |

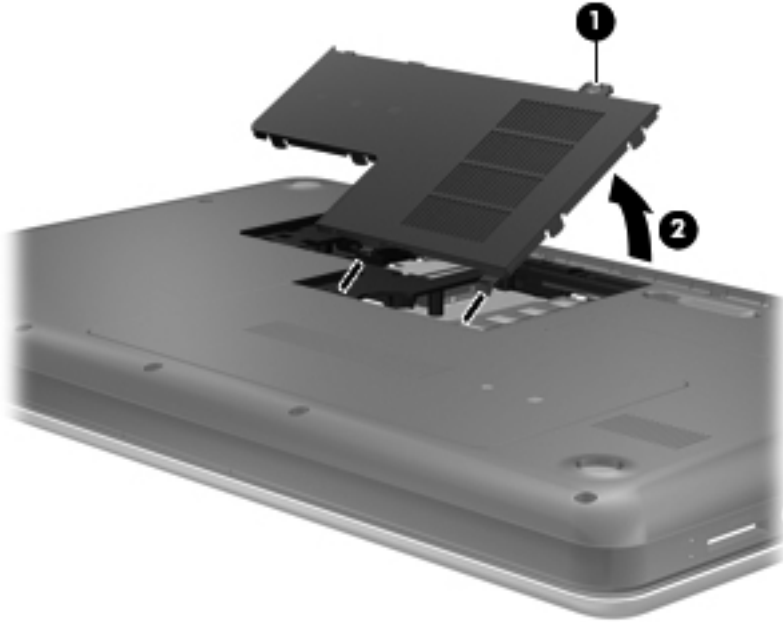
Before removing the optical drive, follow these steps:

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 battery (see [Battery on page 39](#)).

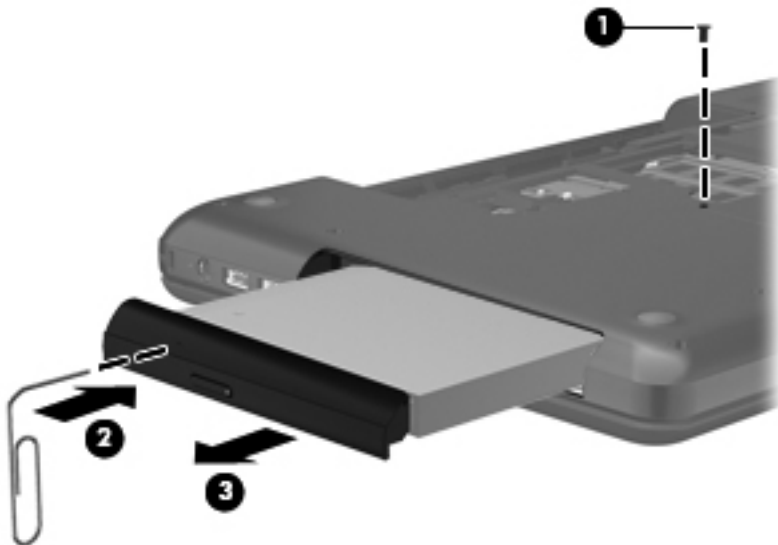
Remove the optical drive:

1. Loosen the captive screw **(1)** that secures the memory module/wireless module compartment cover to the computer.

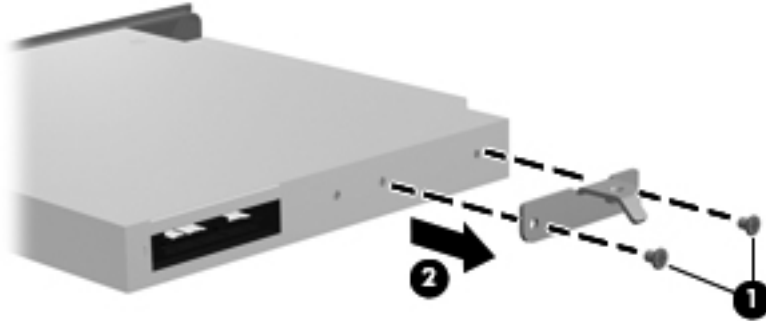
2. Lift the rear edge of the memory module/wireless module compartment cover **(2)** up and forward until it rests at an angle.



3. Remove the memory module/wireless module compartment cover. The memory module/wireless module compartment cover is available in the Plastics Kit, spare part number 646131-001.
4. Remove the Phillips PM2.5×6.0 screw **(1)** that secures the optical drive to the computer.
5. Insert an unbent paper clip or similar thin tool into the optical drive tab access **(2)** to release the optical drive tray from the optical drive.
6. Remove the optical drive **(3)** by sliding it out of the optical drive bay.



7. If it is necessary to replace the optical drive bracket, position the optical drive with the rear panel toward you.
8. Remove the two Phillips PM2.0×3.0 screws **(1)** that secure the bracket to the optical drive.
9. Remove the optical drive bracket **(2)**.



Reverse this procedure to reassemble and install the optical drive.

WLAN module

| Description | Spare part number |
|---|-------------------|
| Atheros 9485GN 802.11b/g/n 1×1 WiFi and 3012 Bluetooth 4.0 Combo Adapter | 655795-001 |
| Atheros AR9002WB-1NGB 802.11b/g/n 1×1 WiFi and Bluetooth 2.1+EDR Combo Adapter (BT3.0+HS ready) | 593127-001 |
| Broadcom 4313GN 802.11b/g/n 1×1 WiFi and 20702 Bluetooth 4.0 Combo Adapter | 657325-001 |
| Ralink 5390GN 802.11b/g/n 1×1 WiFi Adapter | 630703-001 |
| Realtek 8188BC8 802.11a/b/g/n 2×2 WiFi and Bluetooth 3.0+HS Combo Adapter | 602993-001 |
| Realtek 8188GN 802.11b/g/n 1×1 WiFi Adapter | 640926-001 |

⚠ 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 battery (see [Battery on page 39](#)).
5. Remove the memory module/wireless module compartment cover (see [Optical drive \(select models only\) on page 40](#)).

Remove the WLAN module:


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

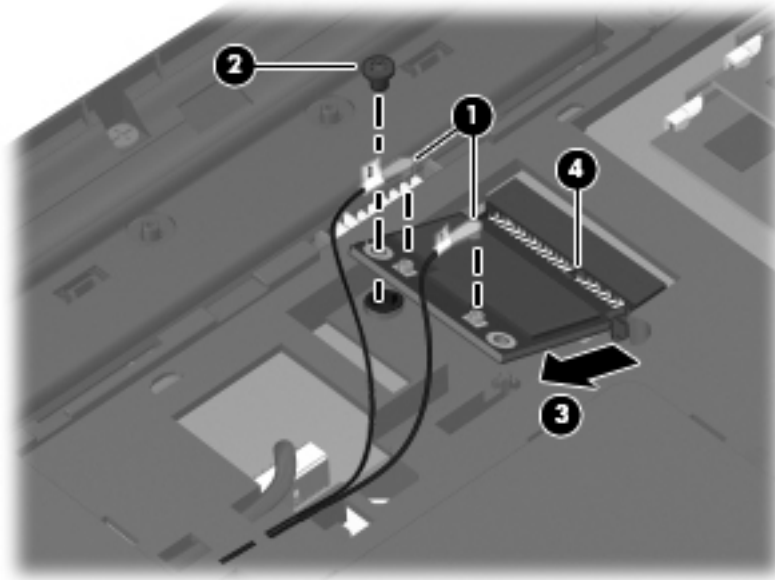



NOTE: The #1 WLAN antenna cable is connected to the WLAN module #1 terminal. The #2 WLAN antenna cable is connected to the WLAN module #2 terminal.

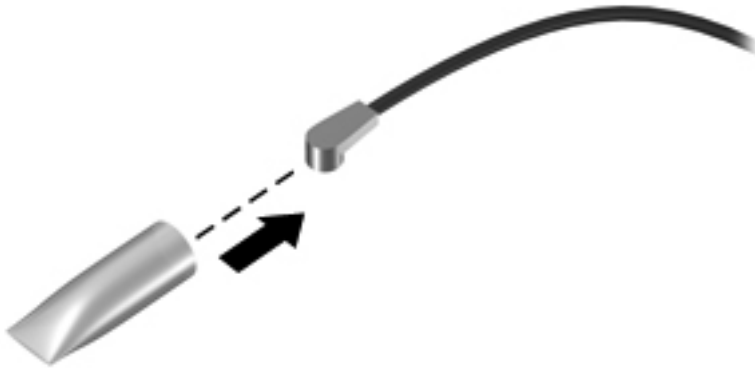
2. Remove the Phillips PM2.0×3.0 screw **(2)** that secures the WLAN module to the system board. (The WLAN module tilts up.)

3. Remove the WLAN module by pulling the module away from the slot at an angle **(3)**.

 **NOTE:** The WLAN module is designed with a notch **(4)** to prevent incorrect installation into the WLAN module socket.



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



Reverse this procedure to install the WLAN module.

Memory module

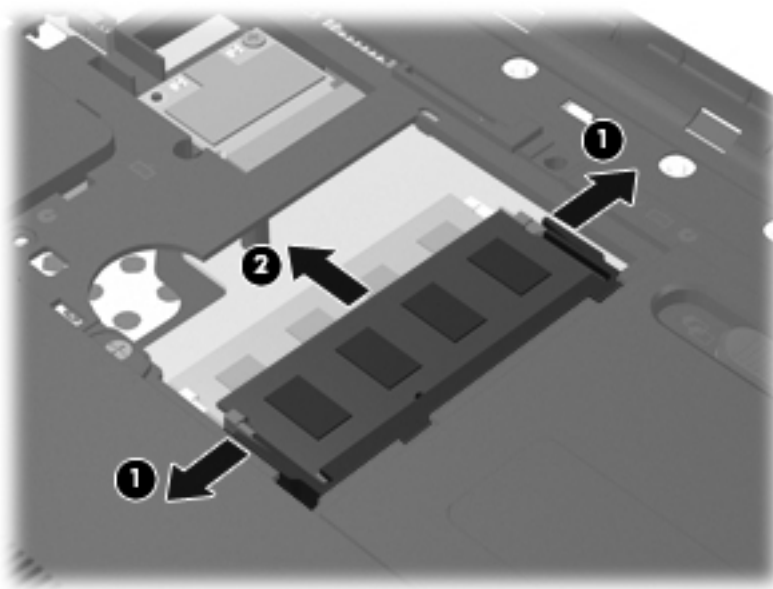
| Description | Spare part number |
|-----------------------------|-------------------|
| 4-GB (PC3, 10600, 1333-MHz) | 621569-001 |
| 2-GB (PC3, 10600, 1333-MHz) | 621565-001 |
| 1-GB (PC3, 10600, 1333-MHz) | 639738-001 |

Before removing a 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 battery (see [Battery on page 39](#)).
5. Remove the memory module/wireless module compartment cover (see [Optical drive \(select models only\) on page 40](#)).

Remove the memory module:

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



Reverse this procedure to install a memory module.

Hard drive



NOTE: The hard drive spare part kit does not include the hard drive connector cable, bracket, or screws. The hard drive connector cable is included in the Cable Kit, spare part number 646119-001. The hard drive bracket and screws are included in the Hard Drive Hardware Kit, spare part number 646122-001.

| Description | Spare part number |
|------------------|-------------------|
| 500-GB, 5400-rpm | 634932-001 |
| 320-GB, 5400-rpm | 622643-001 |
| 250-GB, 5400-rpm | 622641-001 |

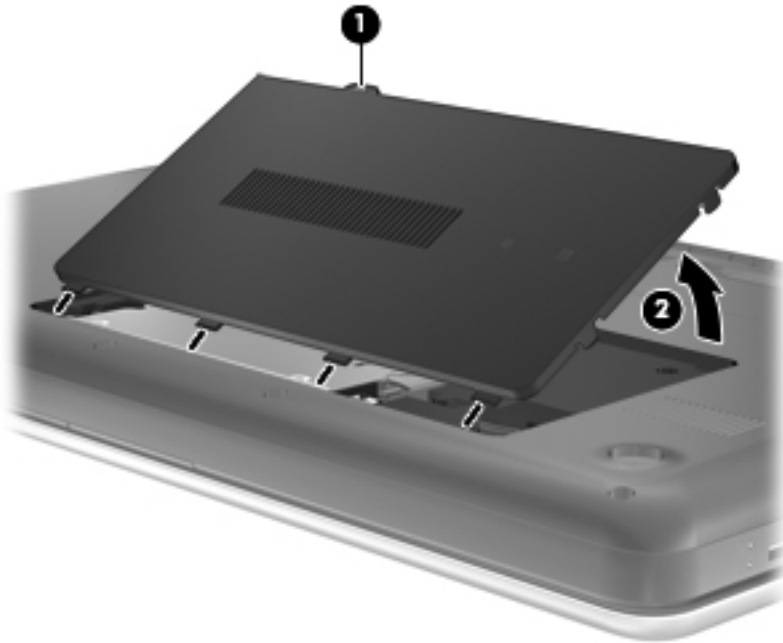
Before removing the hard drive, follow these steps:

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 battery (see [Battery on page 39](#)).
5. Remove the memory module/wireless module compartment cover (see [Optical drive \(select models only\) on page 40](#)).

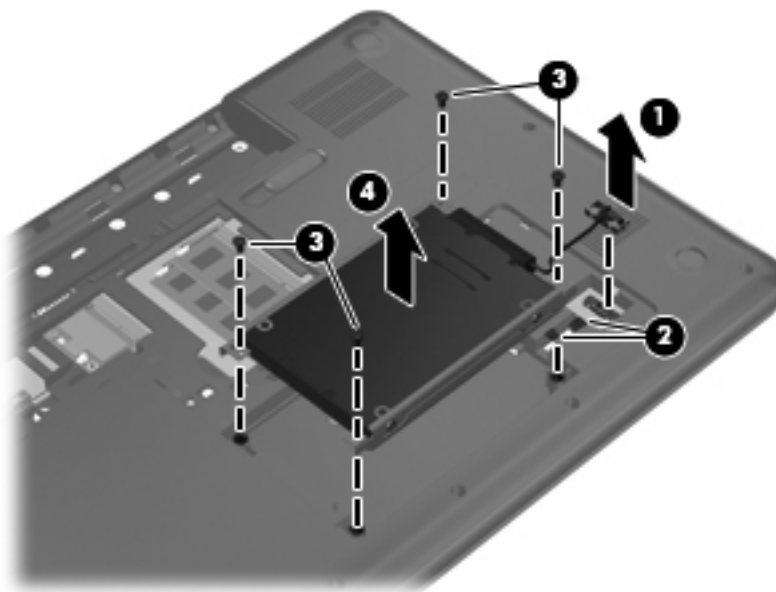
Remove the hard drive:

1. Loosen the captive screw **(1)** that secures the hard drive compartment cover to the computer.

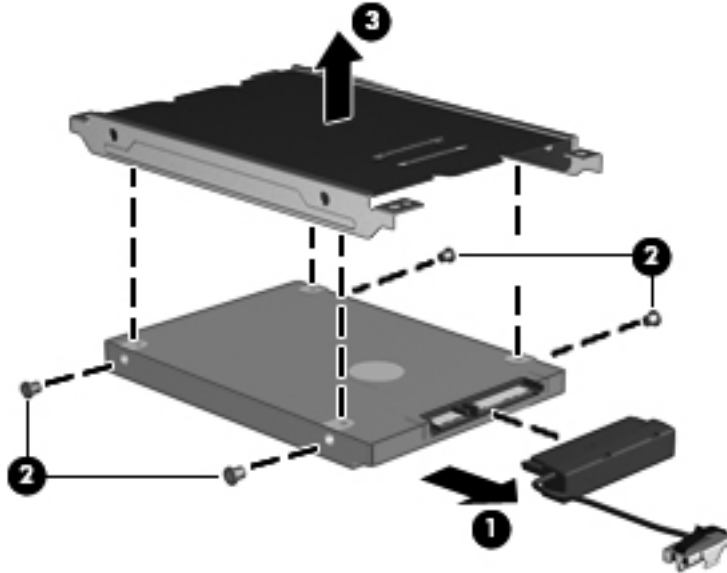
2. Lift the rear edge of the hard drive compartment cover **(2)** up and forward until it rests at an angle.



3. Remove the hard drive compartment cover. The hard drive compartment cover is available in the Plastics Kit, spare part number 646131-001.
4. Disconnect the hard drive connector cable **(1)** from the system board.
5. Release the hard drive connector cable from the clips **(2)** built into the base enclosure.
6. Remove the four Phillips PM 2.5×6.0 screws **(3)** that secure the hard drive to the computer.
7. Remove the hard drive **(4)**.



8. If it is necessary to replace the hard drive connector cable **(1)**, the hard drive screws **(2)**, or the hard drive bracket **(3)**, remove and replace the components.



Reverse this procedure to reassemble and install the hard drive.

Keyboard



NOTE: The keyboard spare part kit includes a keyboard cable.

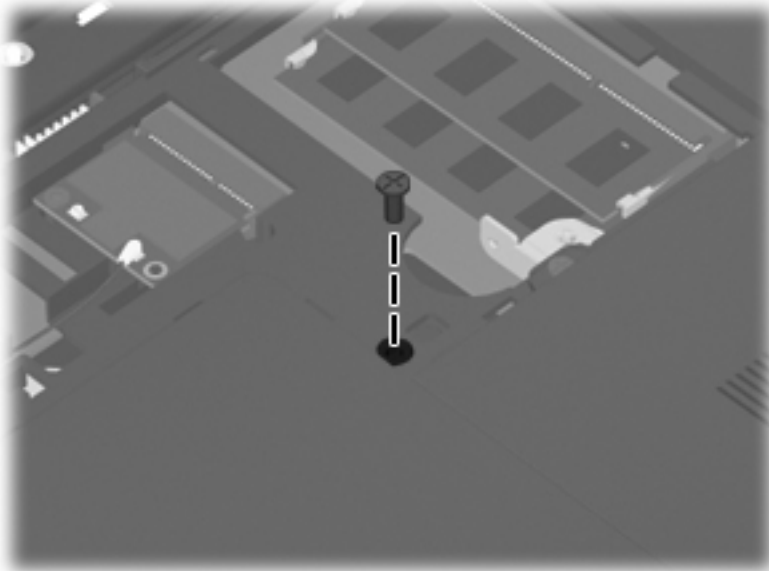
| Description | Spare part number | Description | Spare part number |
|---|-------------------|-------------------------------|-------------------|
| For use with all computer models: | | | |
| For use in Belgium | 646125-A41 | For use in Latin America | 646125-161 |
| For use in Bulgaria | 646125-261 | For use in the Netherlands | 646125-B31 |
| For use in Canada | 646125-121 | For use in Portugal | 646125-131 |
| For use in the Czech Republic | 646125-221 | For use in Russia | 646125-251 |
| For use in Denmark, Finland, and Norway | 646125-DH1 | For use in Saudi Arabia | 646125-171 |
| For use in France | 646125-051 | For use in Slovenia | 646125-BA1 |
| For use in Germany | 646125-041 | For use in Spain | 646125-071 |
| For use in Greece | 646125-DJ1 | For use in Switzerland | 646125-BG1 |
| For use in Hungary | 646125-211 | For use in Turkey | 646125-141 |
| For use in Israel | 646125-BB1 | For use in the United Kingdom | 646125-031 |
| For use in Italy | 646125-061 | For use in the United States | 646125-001 |
| For use only with computer models equipped with an Intel processor: | | | |
| For use in India | 646125-D61 | For use in South Korea | 646125-AD1 |
| For use in Japan | 646125-291 | For use in Taiwan | 646125-AB1 |

Before removing the keyboard, 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 battery (see [Battery on page 39](#)).
5. Remove the memory module/wireless module compartment cover (see [Optical drive \(select models only\) on page 40](#)).
6. Remove the hard drive compartment cover (see [Hard drive on page 46](#)).

Remove the keyboard:

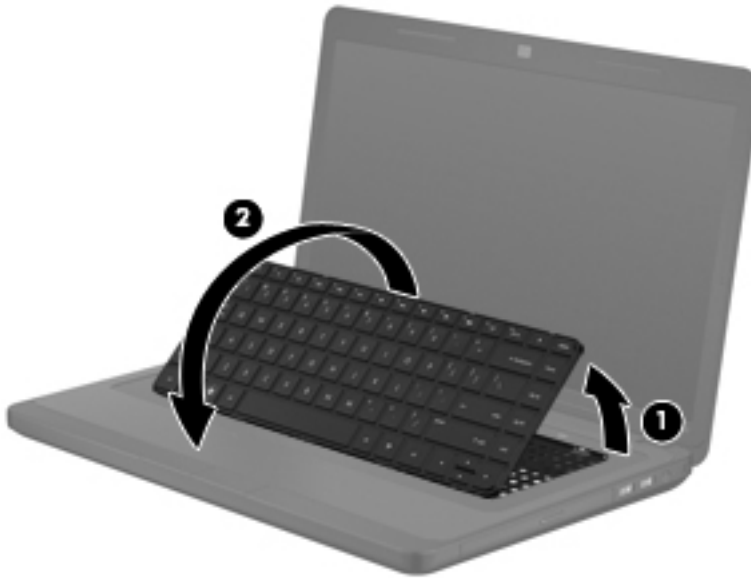
1. Remove the Phillips PM2.5×6.0 screw that secures the keyboard to the computer.



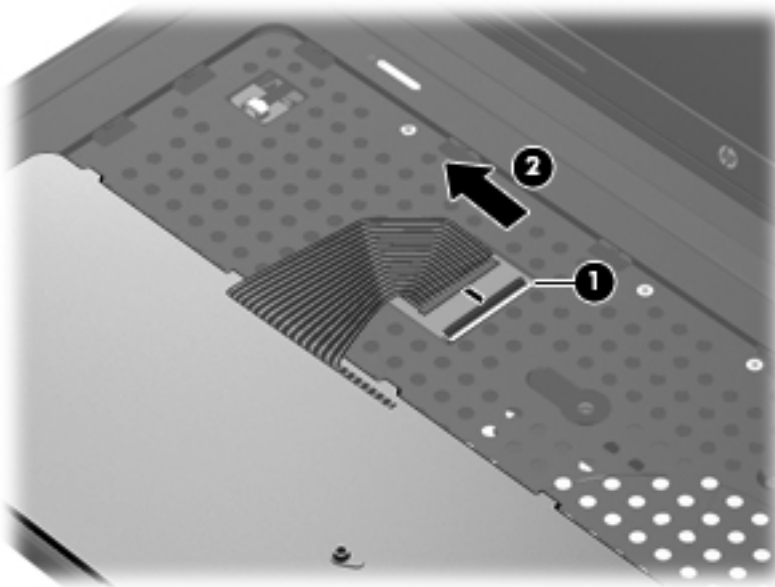
2. Rest and secure the computer on its left side.
3. Partially open the computer.
4. Insert a screw driver or similar thin tool into the keyboard release hole, and then press on the back of the keyboard until the keyboard disengages from the computer.



5. Turn the computer right-side up with the front toward you.
6. Lift the rear edge of the keyboard **(1)**, and then swing the keyboard up and forward **(2)** until it rests upside down on the palm rest.




7. Release the zero insertion force (ZIF) connector **(1)** to which the keyboard cable is attached, and then disconnect the keyboard cable **(2)** from the system board.



8. Remove the keyboard.

Reverse this procedure to install the keyboard.

Top cover

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

| Description | Spare part number |
|---|-------------------|
| Top cover (includes TouchPad and TouchPad cable) | 646136-001 |

Before removing the top cover, follow these steps:

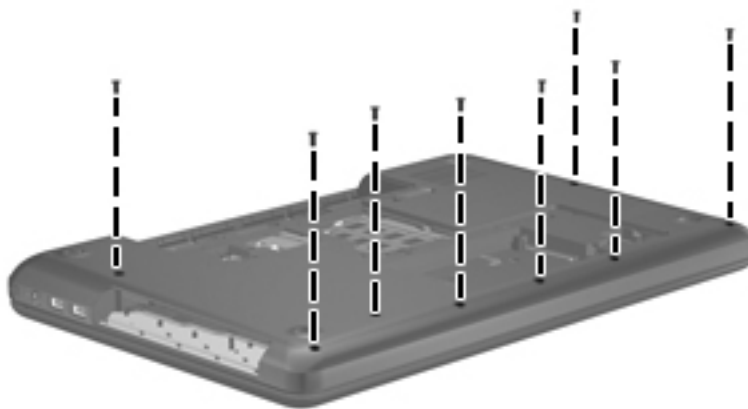
1. Shut down the computer. If you are unsure whether the computer is off or in Hibernation, turn the computer on, and then shut it down through the operating system.
2. Disconnect all external devices connected to the computer.
3. Disconnect the power from the computer by first unplugging the power cord from the AC outlet and then unplugging the AC adapter from the computer.
4. Remove the battery (see [Battery on page 39](#)).
5. Remove the optical drive (see [Optical drive \(select models only\) on page 40](#)).
6. Remove the keyboard (see [Keyboard on page 49](#)).

When replacing the top cover, be sure that the following components are removed from the defective top cover and installed on the replacement top cover:

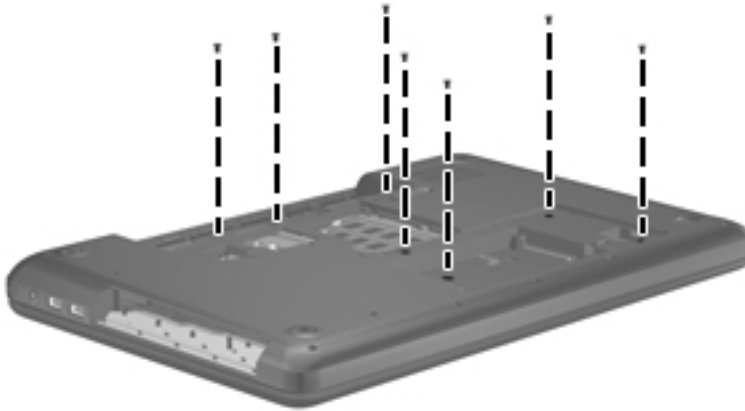
- Power button board and cable (see [Power button board on page 56](#))
- TouchPad button board and cable (see [TouchPad button board on page 57](#))

Remove the top cover:

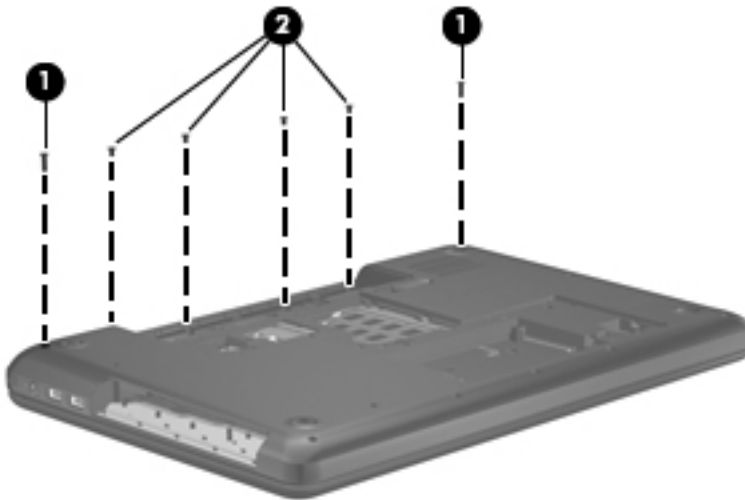
1. Close the computer.
2. Turn the computer upside down, with the front toward you.
3. Remove the eight Phillips PM2.5×6.0 screws on the surface of the base enclosure that secure the top cover to the computer.



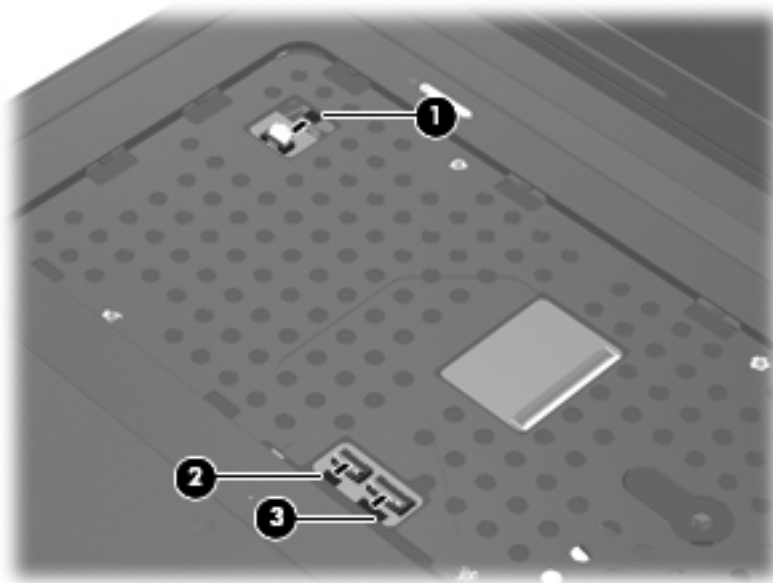
4. Remove the seven Phillips PM2.5×6.0 screws in the battery bay and the hard drive bay that secure the top cover to the computer.



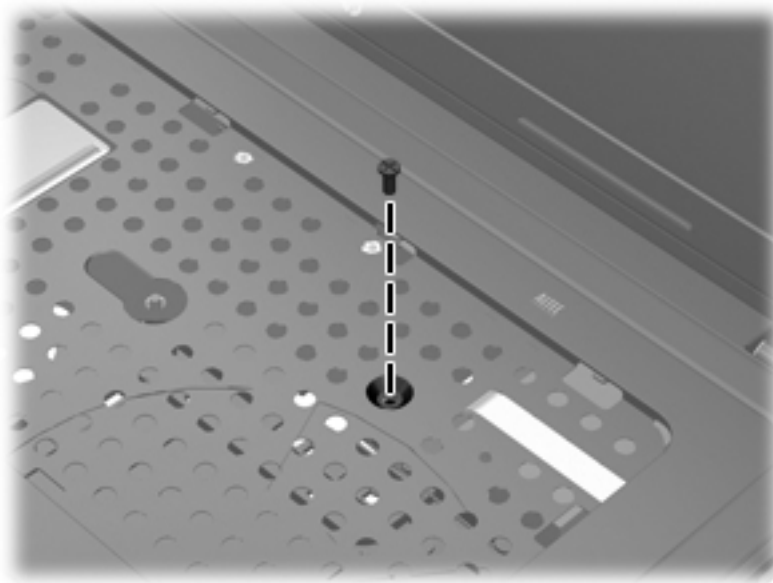
5. Remove the two Phillips PM2.5×9.0 screws **(1)** and the three Phillips PM2.0×3.0 screws **(2)** in the battery bay that secure the top cover to the computer.



6. Turn the computer right-side up, with the front toward you.
7. Open the computer.
8. Release the ZIF connectors to which the following cables are attached, and then disconnect the cables from the system board:
 - Power button board cable **(1)** (included with the power button board spare part kit, spare part number 646129-001)
 - TouchPad button board cable **(2)** (included with the TouchPad button board spare part kit, spare part number 646130-001)
 - TouchPad cable **(3)** (included in the Cable Kit, spare part number 646119-001)

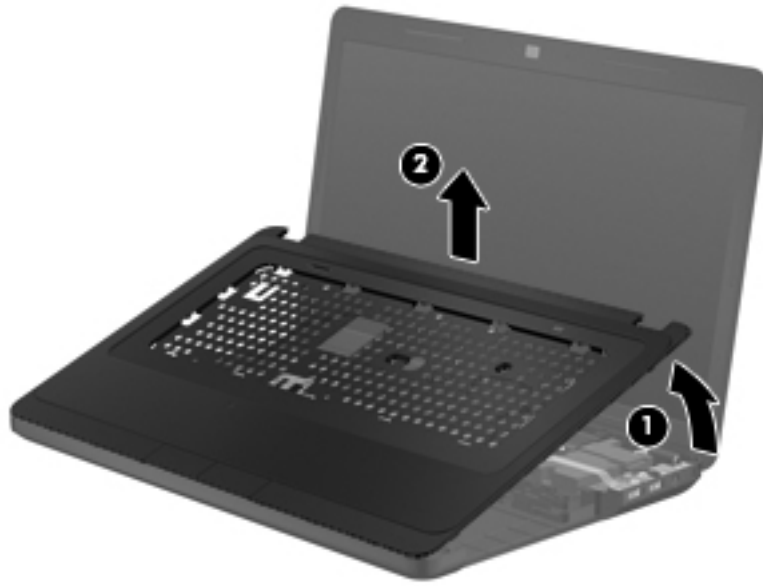


9. Remove the Phillips PM2.5×6.0 screw that secures the top cover to the computer.



10. Lift the rear edge of the top cover **(1)** until the left and right sides disengage from the base enclosure.

11. Remove the top cover **(2)**.



Reverse this procedure to install the top cover.

Power button board

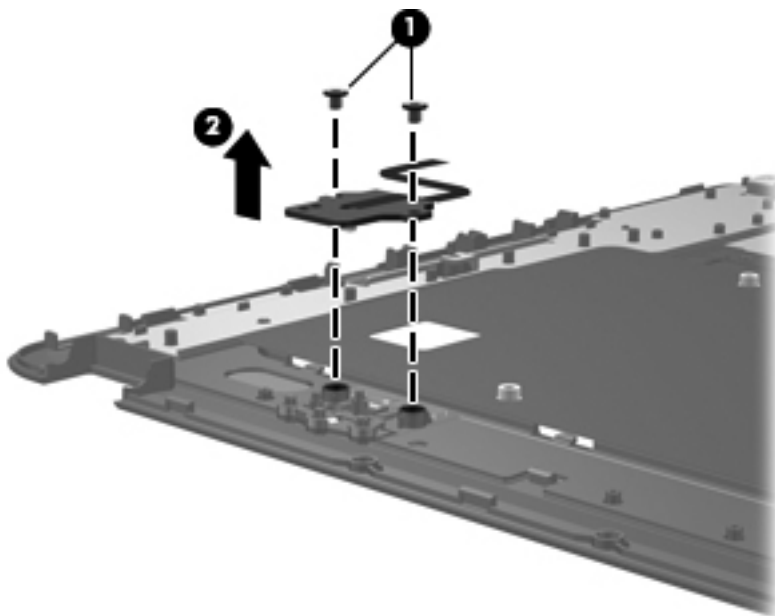
| Description | Spare part number |
|-------------------------------------|-------------------|
| Power button board (includes cable) | 646129-001 |

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 battery (see [Battery on page 39](#)), and then remove the following components:
 - Optical drive (see [Optical drive \(select models only\) on page 40](#))
 - Keyboard (see [Keyboard on page 49](#))
 - Top cover (see [Top cover on page 52](#))

Remove the power button board:

1. Turn the top cover upside down, with the top toward you.
2. Remove the two Phillips PM2.0×3.0 screws **(1)** that secure the power button board to the top cover.
3. Remove the power button board and cable **(2)**.



Reverse this procedure to install the power button board and cable.

TouchPad button board

| Description | Spare part number |
|--|-------------------|
| TouchPad button board (includes cable) | 646130-001 |

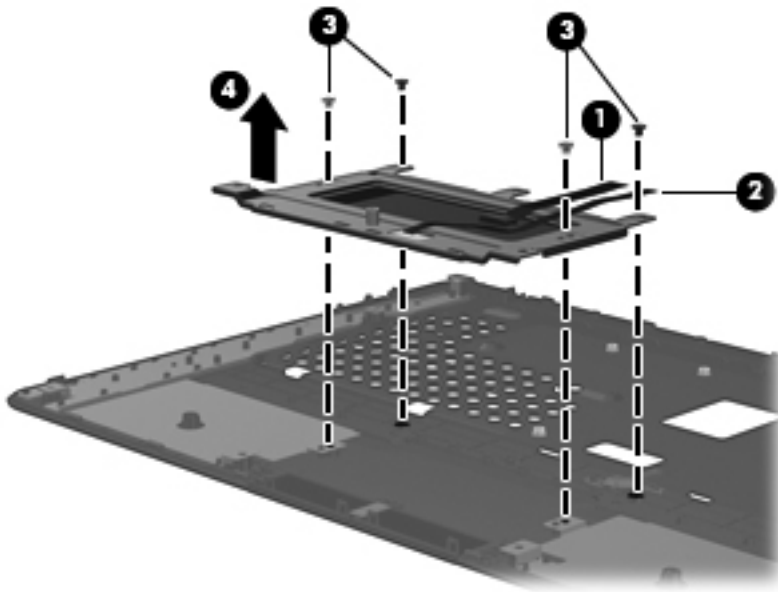
Before removing the TouchPad button board, follow these steps:

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 battery (see [Battery on page 39](#)), and then remove the following components:
 - Optical drive (see [Optical drive \(select models only\) on page 40](#))
 - Keyboard (see [Keyboard on page 49](#))
 - Top cover (see [Top cover on page 52](#))

Remove the TouchPad button board and cable:

1. Turn the top cover upside down, with the top toward you.
2. Release the TouchPad board cable **(1)** and the TouchPad button board cable **(2)** from the top cover. (The TouchPad board cable and the TouchPad button board cable are attached to the top cover with double-sided tape.)
3. Remove the four Phillips PM2.0×4.0 screws **(3)** that secure the TouchPad button board to the top cover.

4. Remove the TouchPad button board (4) and cables from the top cover.



Reverse this procedure to install the TouchPad button board and cable.

USB board

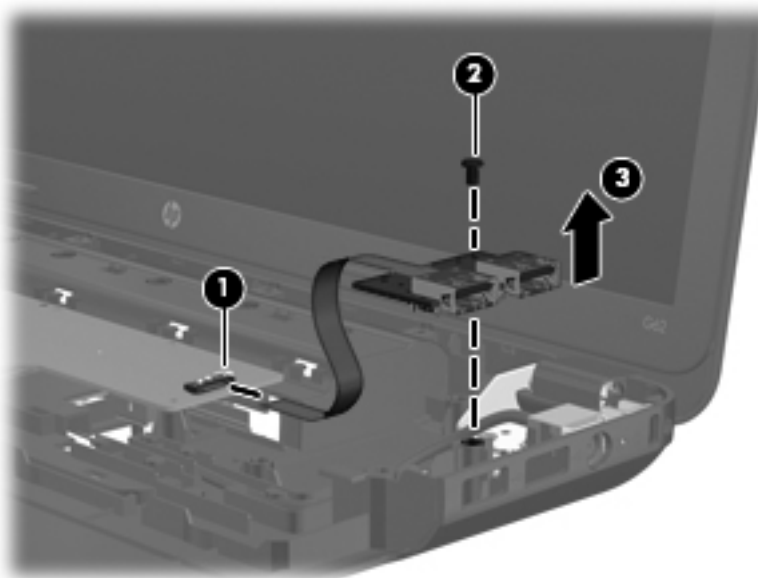
| Description | Spare part number |
|----------------------------|-------------------|
| USB board (includes cable) | 646128-001 |

Before removing the USB 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 battery (see [Battery on page 39](#)), and then remove the following components:
 - Optical drive (see [Optical drive \(select models only\) on page 40](#))
 - Keyboard (see [Keyboard on page 49](#))
 - Top cover (see [Top cover on page 52](#))

Remove the USB board:

1. Release the ZIF connector **(1)** to which the USB board cable is connected, and then disconnect the USB board cable **(2)** from the system board.
2. Remove the Phillips PM2.5×6.0 screw **(2)** that secures the USB board to the base enclosure.
3. Remove the USB board **(3)** and cable.



Reverse this procedure to install the USB board.

Power connector cable

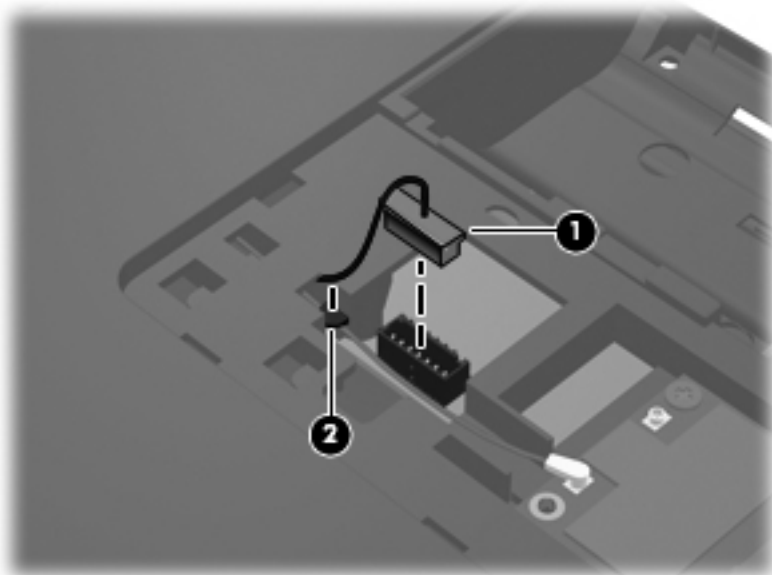
| Description | Spare part number |
|-----------------------|-------------------|
| Power connector cable | 641394-001 |

Before removing the power connector cable, follow these steps:

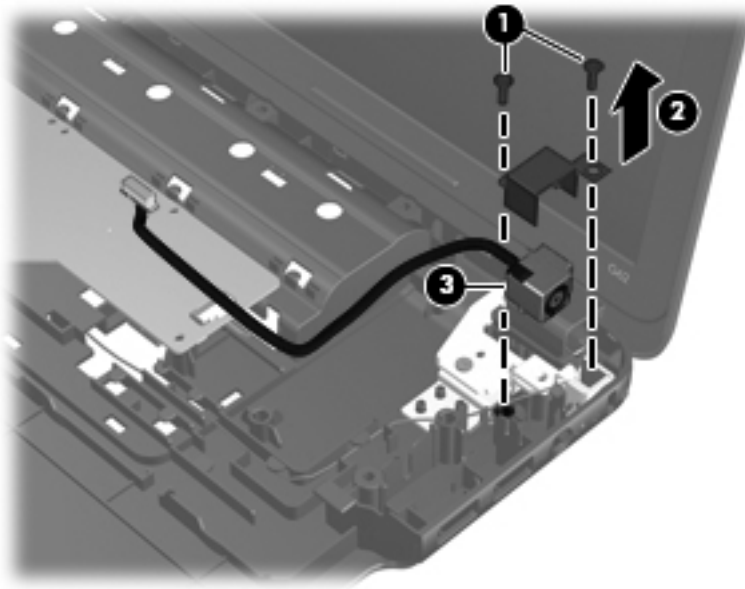
1. Shut down the computer. If you are unsure whether the computer is off or in Hibernation, turn the computer on, and then shut it down through the operating system.
2. Disconnect all external devices connected to the computer.
3. Disconnect the power from the computer by first unplugging the power cord from the AC outlet and then unplugging the AC adapter from the computer.
4. Remove the battery (see [Battery on page 39](#)), and then remove the following components:
 - Optical drive (see [Optical drive \(select models only\) on page 40](#))
 - Keyboard (see [Keyboard on page 49](#))
 - Top cover (see [Top cover on page 52](#))
 - USB board (see [USB board on page 59](#))

Remove the power connector cable:

1. Close the computer.
2. Turn the computer upside down, with the front toward you.
3. Disconnect the power connector cable **(1)** from the system board.
4. Release the power connector cable from the clips **(2)** built into the base enclosure.



5. Turn the computer right-side up, with the front toward you.
6. Open the computer.
7. Remove the two Phillips PM2.5×6.0 screws **(1)** that secure the power connector and bracket to the computer.
8. Remove the power connector bracket **(2)**.
9. Remove the power connector **(3)**.



Reverse this procedure to install the power connector cable.

Speakers

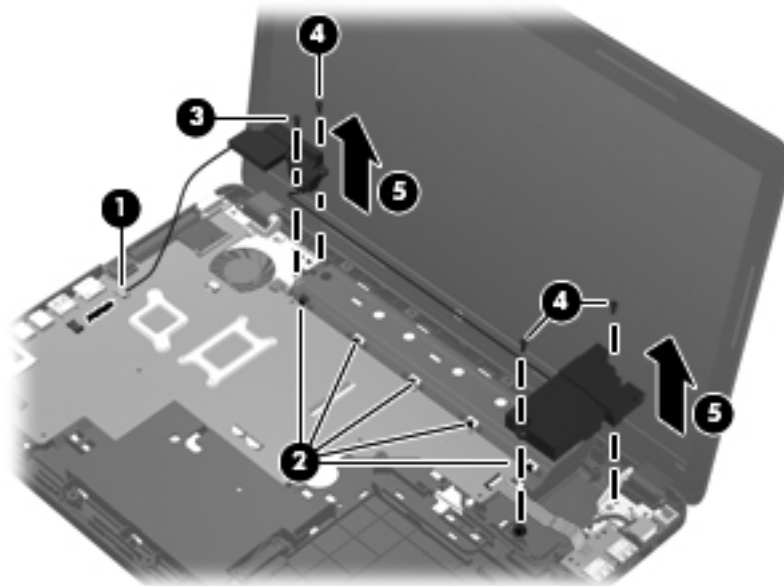
| Description | Spare part number |
|--|-------------------|
| Speaker Kit (includes left and right speakers and cable) | 647315-001 |

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 battery (see [Battery on page 39](#)), and then remove the following components:
 - Optical drive (see [Optical drive \(select models only\) on page 40](#))
 - Keyboard (see [Keyboard on page 49](#))
 - Top cover (see [Top cover on page 52](#))
 - USB board (see [USB board on page 59](#))


Remove the speakers:

1. Disconnect the speaker cable **(1)** from the system board.
2. Release the speaker cables **(2)** from the clips built into the base enclosure. Remove the Phillips PM2.5×9.0 screw **(3)** and the three Phillips PM2.5×6.0 screws **(4)** that secure the speakers to the computer. Remove the speakers **(5)**.



Reverse this procedure to install the speakers.

Optical drive connector cable

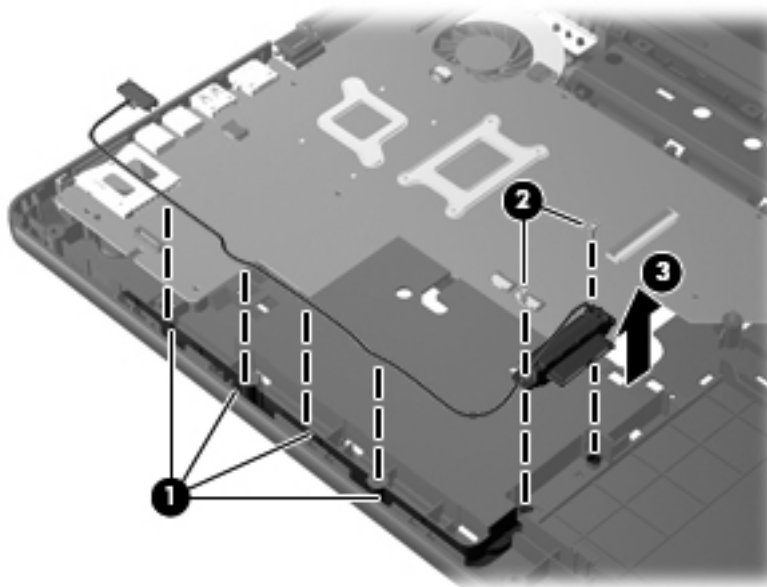
 **NOTE:** The optical drive connector cable is included in the Cable Kit, spare part number 646119-001.

Before removing the optical drive 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 battery (see [Battery on page 39](#)), and then remove the following components:
 - Optical drive (see [Optical drive \(select models only\) on page 40](#))
 - Keyboard (see [Keyboard on page 49](#))
 - Top cover (see [Top cover on page 52](#))

Remove the optical drive connector cable:

1. Release the optical drive cable from the clips **(1)** built into the base enclosure.
2. Remove the two Phillips PM2.0×5.0 screws **(2)** that secure the optical drive connector to the base enclosure.
3. Remove the optical drive connector **(3)** from the base enclosure.



Reverse this procedure to install the optical drive connector cable.


Display assembly

| Description | Spare part number |
|--|-------------------|
| 15.6-in, HD, LED, BrightView display assembly (includes microphone and wireless antenna transceivers and cables) | |
| Equipped with webcam | 645095-001 |
| Not equipped with webcam | 645094-001 |

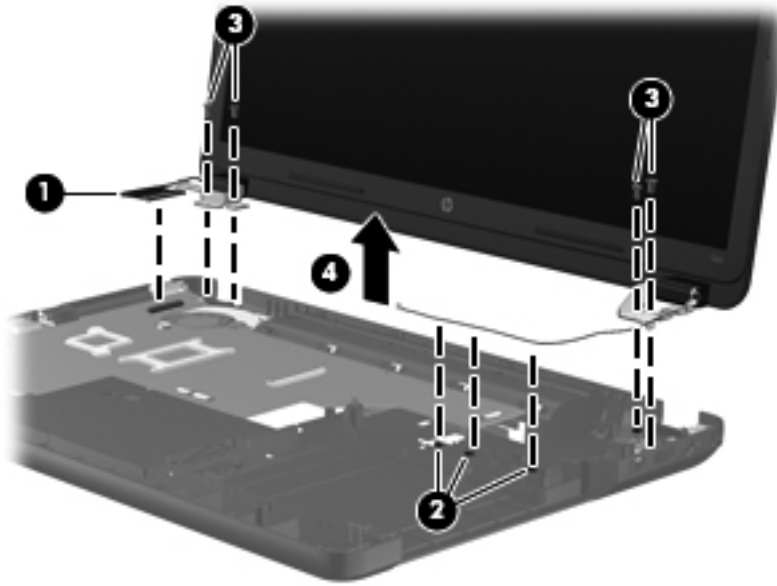
Before removing the display assembly, follow these steps:

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 battery (see [Battery on page 39](#)), and then remove the following components:
 - Optical drive (see [Optical drive \(select models only\) on page 40](#))
 - WLAN module (see [WLAN module on page 43](#))
 - Keyboard (see [Keyboard on page 49](#))
 - Top cover (see [Top cover on page 52](#))
 - USB board (see [USB board on page 59](#))
 - Power connector cable (see [Power connector cable on page 60](#))

Remove the display assembly:

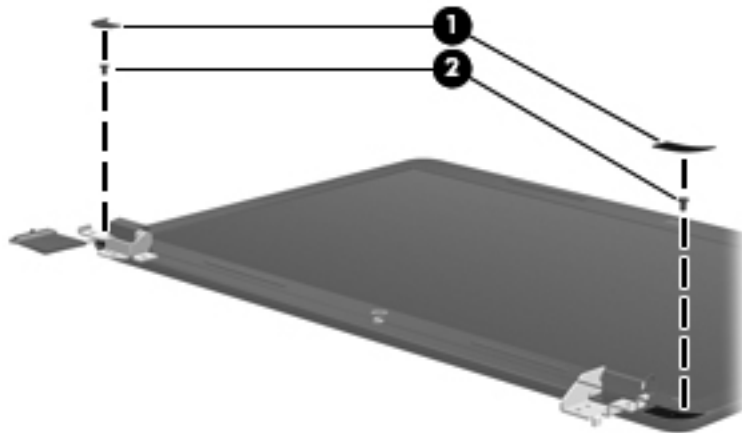
1. Disconnect the display panel cable **(1)** from the system board.
 2. Release the wireless antenna cables from the clips **(2)** built into the base enclosure.
-
-  **CAUTION:** Support the display assembly when removing the following screws. Failure to support the display assembly can result in damage to the display assembly and other computer components.
-
3. Remove the four Phillips PM2.5×6.0 screws **(3)** that secure the display assembly to the computer.

4. Remove the display assembly (4).

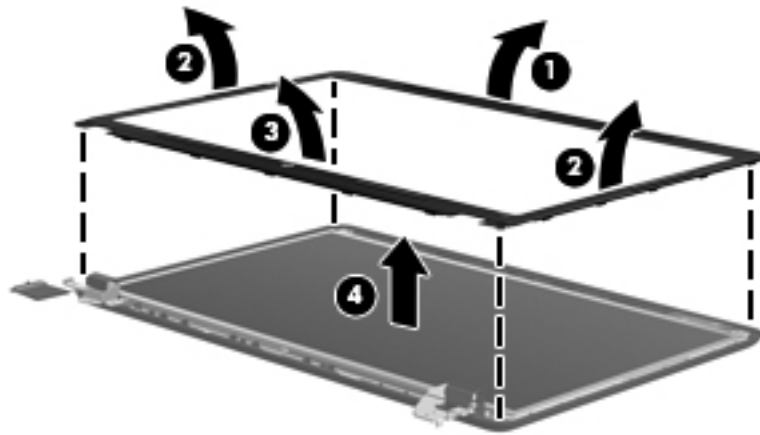


5. If it is necessary to replace the display bezel or any of the display assembly subcomponents:

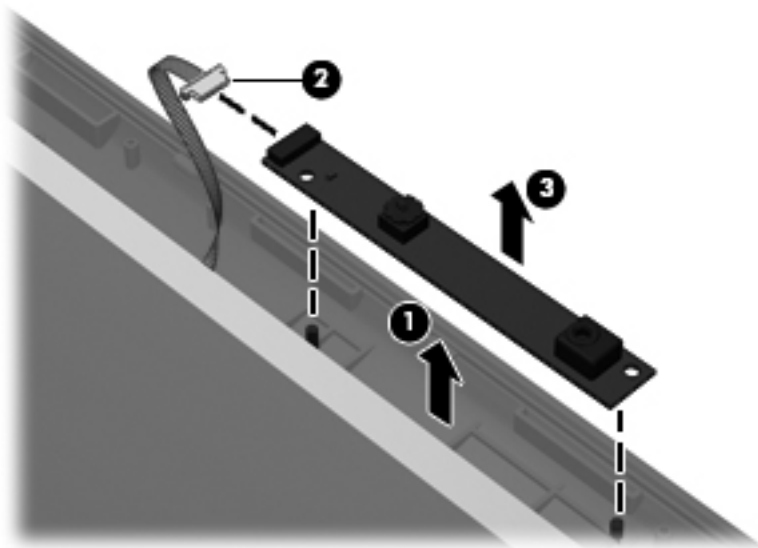
- a. Remove the two Mylar screw covers (1) and the two Phillips PM2.5×4.0 screws (2) that secure the display bezel to the display assembly. The Mylar screw covers are available in the Display Screw Kit, spare part number 646134-001.



- b. Flex the inside edges of the top edge (1), the left and right sides (2), and the bottom edge (3) of the display bezel until the bezel disengages from the display enclosure.
- c. Remove the display bezel (4). The display bezel is available using the following spare part numbers:
- 646117-001 — For use with computer models equipped with a webcam and a microphone
 - 646118-001 — For use with computer models equipped only with a microphone

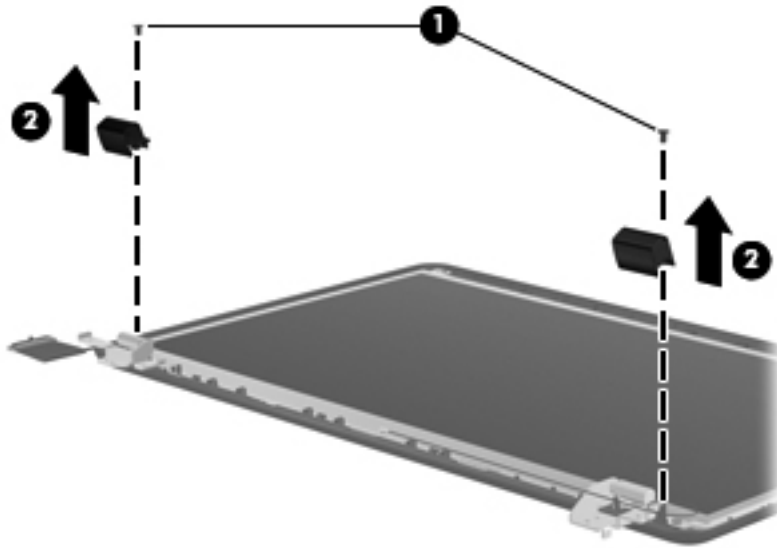


6. If it is necessary to replace the webcam/microphone module or microphone module:
 - a. Detach and release the module **(1)** as far as the module cable allows. (The module is attached to the display enclosure with double-sided tape.)
 - b. Disconnect the module cable **(2)** from the module.
 - c. Remove the webcam/microphone module **(3)** or microphone module. The webcam/microphone module is available using spare part number 646138-001. The microphone module is available using spare part number 645980-001.



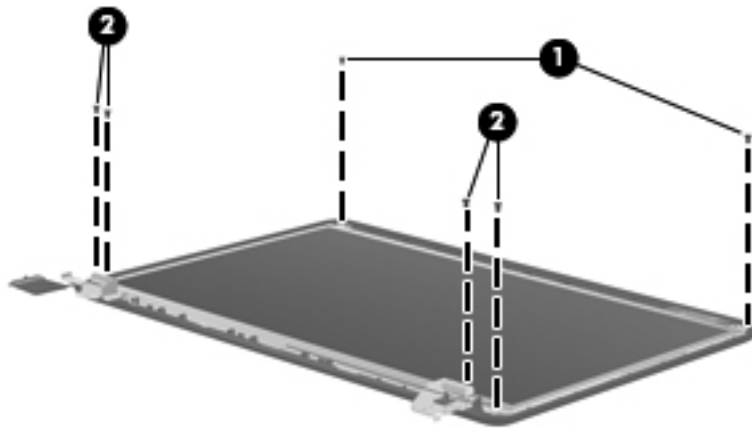
7. If it is necessary to replace the hinge covers:
 - a. Remove the two Phillips PM2.5×5.0 **(1)** screws that secure the hinge covers to the display enclosure.

- b. Remove the hinge covers (2). The hinge covers are available using spare part number 646124-001.

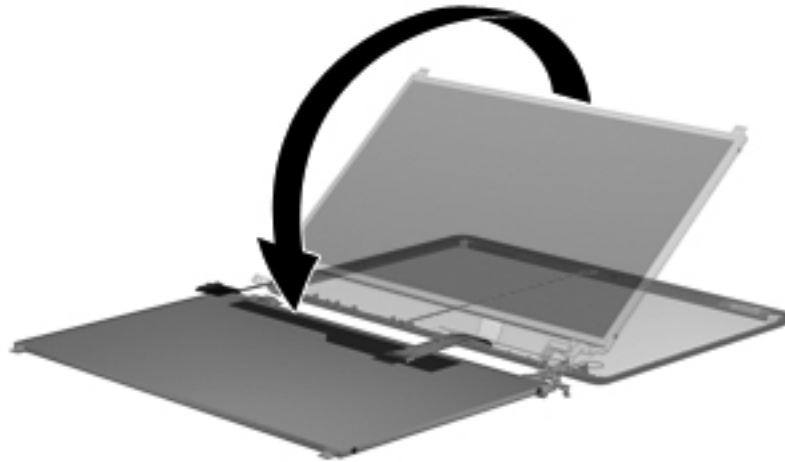


8. If it is necessary to replace the display panel:

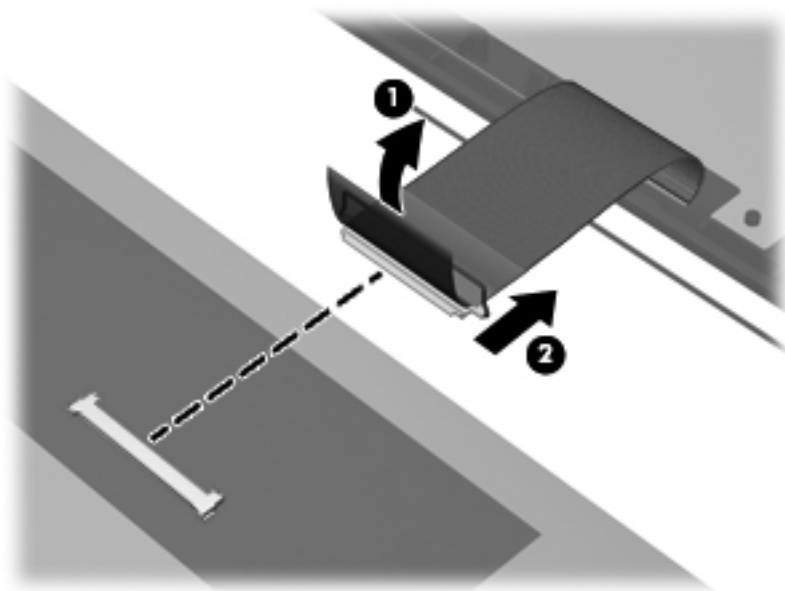
- a. Remove the two Phillips PM2.5×4.0 screws (1) and four Phillips PM2.5×5.0 screws (2) that secure the display panel to the display enclosure.



- b.** Lift the top edge of the display panel, and then swing it up and forward until it rests upside down in front of the display enclosure.

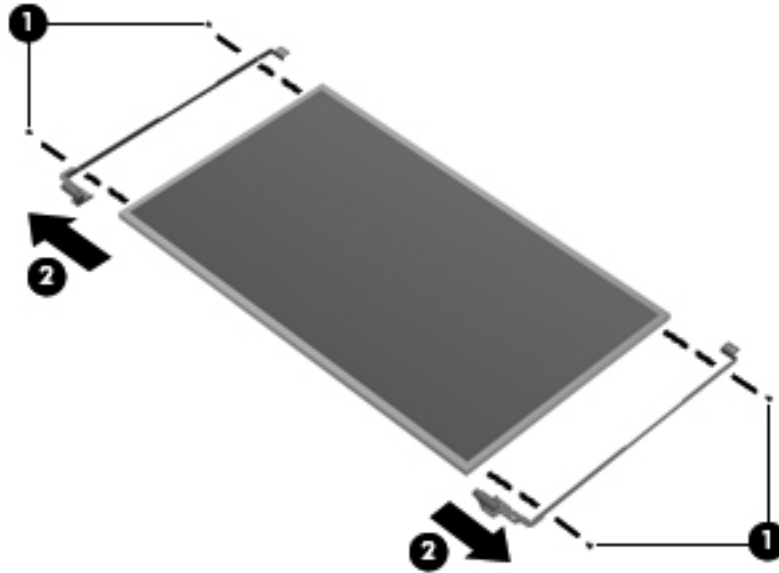


- c.** Release the adhesive strip **(1)** that secures the display panel cable to the display panel, and then disconnect the display panel cable **(2)** from the display panel.



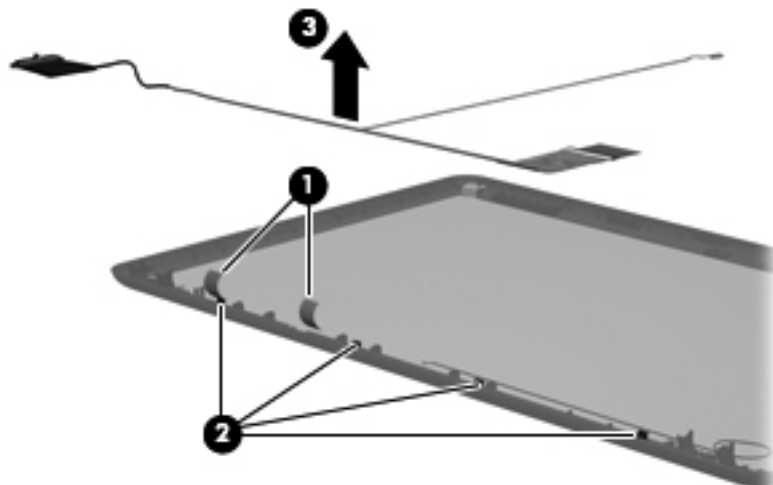
- d.** Remove the display panel. The display panel is available using spare part number 645096-001.
- 9.** If it is necessary to replace the display hinges:
 - a.** Remove the four Phillips PM2.0x3.0 screws **(1)** that secure the display hinges to the display panel.

- b. Remove the display hinges (**2**). The display hinges include the display hinges and brackets and are available using spare part number 646123-001.

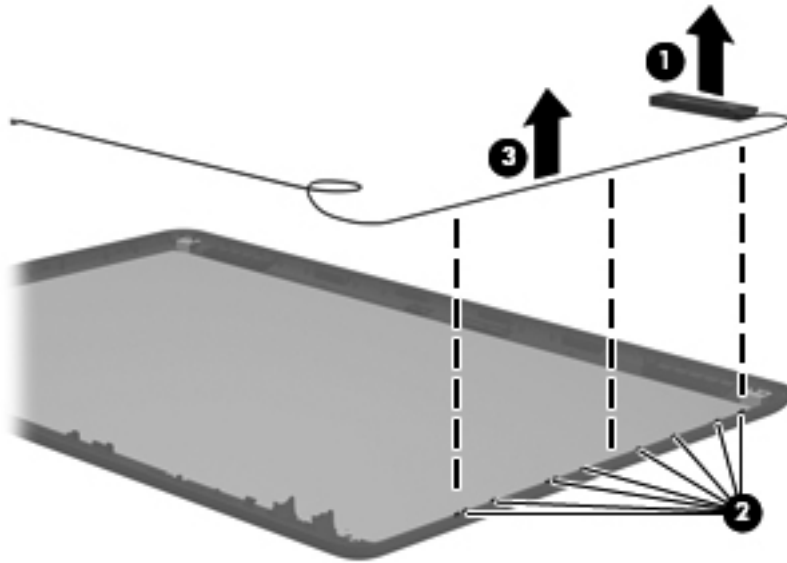


10. If it is necessary to replace the display panel cable:

- a. Release the tabs (**1**) built into the display enclosure shielding that secure the display panel cable to the display enclosure.
- b. Release the display panel cable from the clips (**2**) built into the display enclosure.
- c. Remove the display panel cable (**3**). The display panel cable includes the webcam/microphone module cable and is available in the Display Cable Kit, spare part number 646120-001.



- 11.** If it is necessary to replace the wireless antenna cable and transceiver:
 - a.** Release the wireless antenna transceiver **(1)** from the display enclosure. (The wireless antenna transceiver is attached to the display enclosure with double-sided tape.)
 - b.** Release the wireless antenna cable from the clips **(2)** built into the display enclosure.
 - c.** Remove the wireless antenna cable and transceiver **(3)**. The wireless antenna cable and transceiver are available in the Antenna Kit, spare part number 646111-001.



Reverse this procedure to reassemble and install the display assembly.

System board



NOTE: The system board spare part kit includes replacement thermal material. Replacement thermal material is also available in the Thermal Material Kit, spare part numbers 650277-001 (for use only with computer models equipped with an AMD processor) and 646135-001 (for use only with computer models equipped with an Intel processor).

| Description | Spare part number |
|---|-------------------|
| For use only with computer models equipped with an AMD E450 1.65-GHz processor (dual core, 18 W) and a graphics subsystem with UMA video memory | 657323-001 |
| For use only with computer models equipped with an AMD E350 1.60-GHz processor (dual core, 18 W) and a graphics subsystem with UMA video memory (for use only with computer models in the United States) | 647320-001 |
| For use only with computer models equipped with an AMD E300 1.30-GHz processor (dual core, 18 W) and a graphics subsystem with UMA video memory | 657324-001 |
| For use only with computer models equipped with an AMD C50 1.00-GHz processor (1.0-MB L2 cache, dual core, 9 W) and a graphics subsystem with UMA video memory (for use only with computer models in the United States) | 653985-001 |
| For use only with computer models equipped with an Intel Core i5 or i3 processor and a graphics subsystem with discrete video memory | 646179-001 |
| For use only with computer models equipped with an Intel Core i5 or i3 processor and a graphics subsystem with UMA video memory | 646177-001 |
| For use only with computer models equipped with an Intel Pentium processor and a graphics subsystem with discrete video memory | 646176-001 |
| For use only with computer models equipped with an Intel Pentium processor and a graphics subsystem with UMA video memory | 646175-001 |
| For use only with computer models equipped with an Intel Celeron processor | 646174-001 |

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 battery (see [Battery on page 39](#)).
5. Remove the optical drive (see [Optical drive \(select models only\) on page 40](#)).
6. Remove the WLAN module (see [WLAN module on page 43](#)).

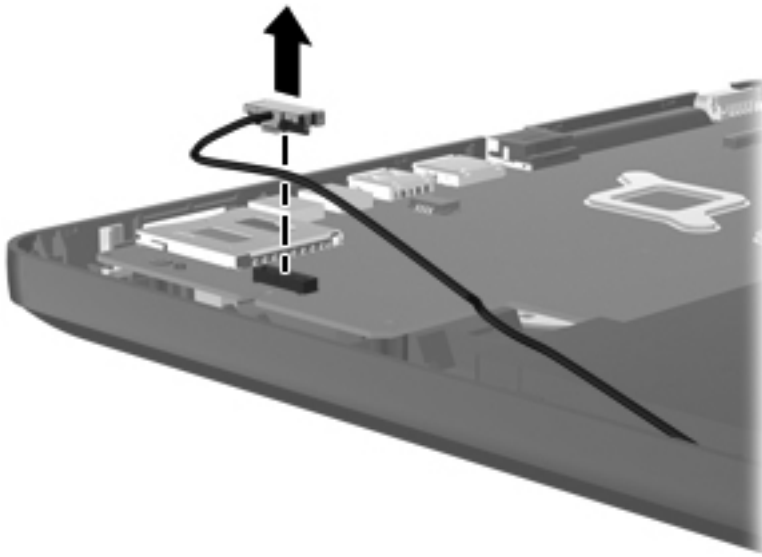
7. Disconnect the hard drive connector cable from the system board (see [Hard drive on page 46](#)).
8. Remove the following components:
 - Keyboard (see [Keyboard on page 49](#))
 - Top cover (see [Top cover on page 52](#))
 - USB board (see [USB board on page 59](#))
 - Power connector cable (see [Power connector cable on page 60](#))
 - Display assembly (see [Display assembly on page 64](#))

When replacing the system board, be sure that the following components are removed from the defective system board and installed on the replacement system board:

- Memory module (see [Memory module on page 45](#))
- RTC battery (see [RTC battery on page 74](#))
- Fan and heat sink (see [Fan/heat sink assembly on page 76](#))
- Processor (see [Processor on page 82](#))

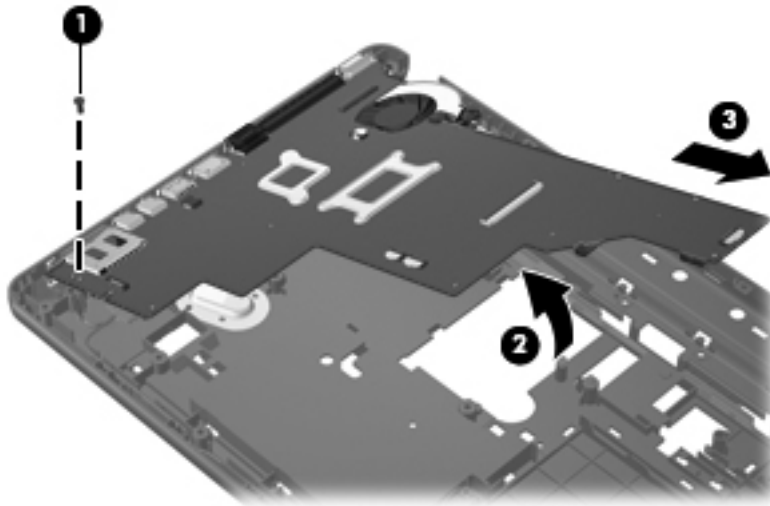
Remove the system board:

1. Disconnect the optical drive connector cable from the system board.

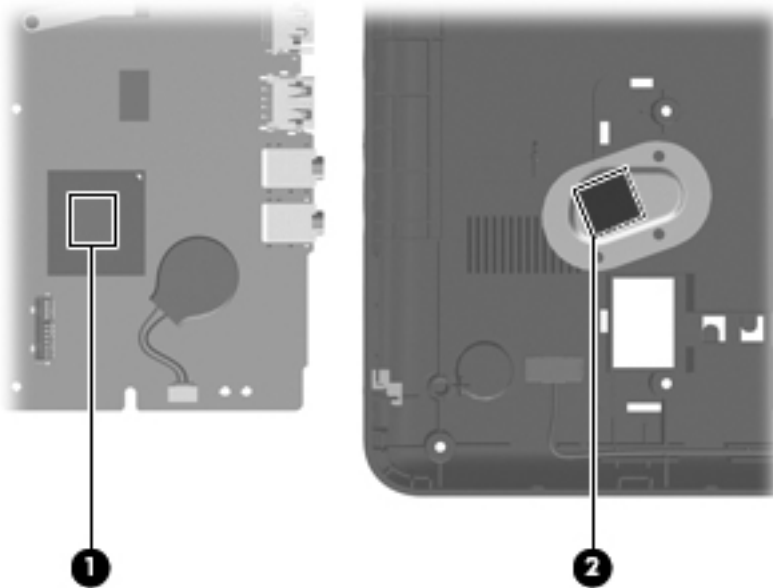


2. Remove the Phillips PM2.5×6.0 screw **(1)** that secures the system board to the base enclosure.
3. Lift the right side of the system board **(2)** until it rests at an angle.

4. Remove the system board **(3)** by sliding it up and to the right at an angle.



NOTE: A heat sink is attached to the base enclosure to service a component on the bottom of the system board. The thermal material must be thoroughly cleaned from the surfaces of the system board **(1)** and the heat sink **(2)** attached to the base enclosure each time the system board is removed. Replacement thermal material is included with all base enclosure and system board spare part kits.



Reverse this procedure to install the system board.

RTC battery

| Description | Spare part number |
|--|-------------------|
| RTC battery (includes cable and double-sided tape) | 646132-001 |

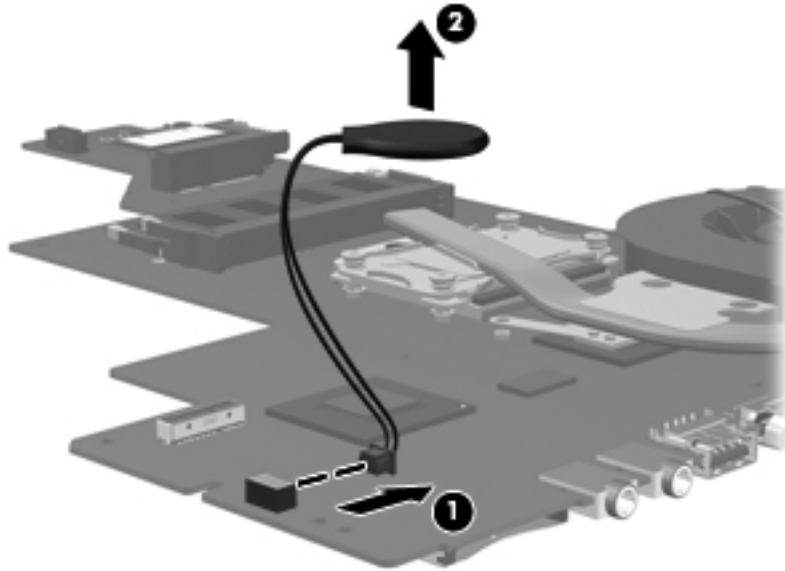
Before removing the RTC battery, follow these steps:

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 battery (see [Battery on page 39](#)), and then remove the following components:
 - Optical drive (see [Optical drive \(select models only\) on page 40](#))
 - WLAN module (see [WLAN module on page 43](#))
 - Keyboard (see [Keyboard on page 49](#))
 - Top cover (see [Top cover on page 52](#))
 - USB board (see [USB board on page 59](#))
 - Power connector cable (see [Power connector cable on page 60](#))
 - Display assembly (see [Display assembly on page 64](#))
 - System board (see [System board on page 71](#))

Remove the RTC battery:

1. Turn the system board upside down, with the front toward you.
2. Disconnect the RTC battery cable **(1)** from the system board.


3. Detach the RTC battery **(2)** from the system board. (The RTC battery is attached to the system board with double-sided tape.)




4. Remove the RTC battery.

Reverse this procedure to install the RTC battery.

Fan/heat sink assembly

 **NOTE:** The fan/heat sink assembly spare part kit includes replacement thermal material. Replacement thermal material is also available in the Thermal Material Kit, spare part numbers 650277-001 (for use only with computer models equipped with an AMD processor) and 646135-001 (for use only with computer models equipped with an Intel processor).

| Description | Spare part number |
|--|-------------------|
| For use only with computer models equipped with an AMD processor | 647316-001 |
| For use only with computer models equipped with an Intel Core i5 or i3 processor and a graphics subsystem with discrete video memory | 646182-001 |
| For use only with computer models equipped with an Intel Core i5 or i3 processor and a graphics subsystem with UMA video memory | 646183-001 |
| For use only with computer models equipped with an Intel Pentium processor and a graphics subsystem with discrete video memory | 646180-001 |
| For use only with computer models equipped with an Intel Pentium processor and a graphics subsystem with UMA video memory | 646181-001 |
| For use only with computer models equipped with an Intel Celeron processor and a graphics subsystem with UMA video memory | 646184-001 |

 **NOTE:** To properly ventilate the computer, allow at least 7.6 cm (3 in) of clearance on the left side of the computer. The computer uses an electric fan for ventilation. The fan is controlled by a temperature sensor and is designed to turn on automatically when high temperature conditions exist. These conditions are affected by high external temperatures, system power consumption, power management/battery conservation configurations, battery fast charging, and software requirements. Exhaust air is displaced through the ventilation grill located on the left side of the computer.

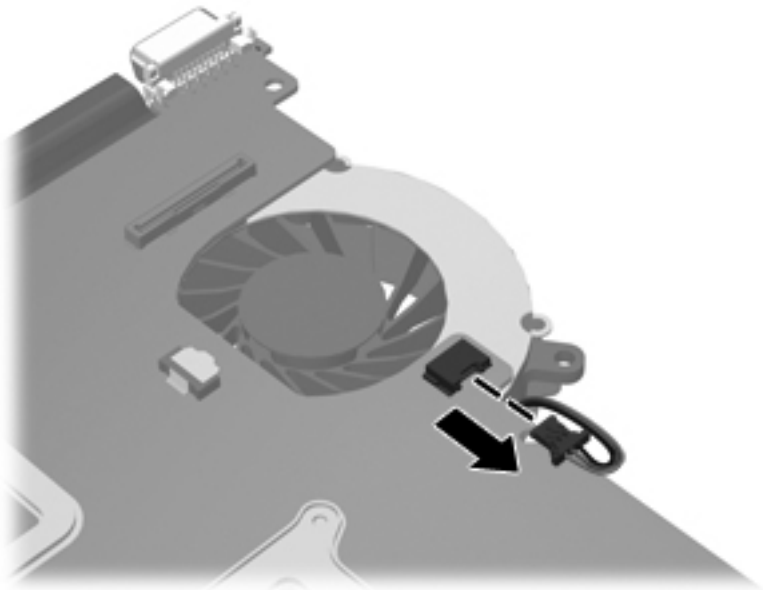
Before removing the fan/heat sink assembly, follow these steps:

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 battery (see [Battery on page 39](#)), and then remove the following components:
 - Optical drive (see [Optical drive \(select models only\) on page 40](#))
 - WLAN module (see [WLAN module on page 43](#))
 - Keyboard (see [Keyboard on page 49](#))
 - Top cover (see [Top cover on page 52](#))
 - USB board (see [USB board on page 59](#))
 - Power connector cable (see [Power connector cable on page 60](#))


- Display assembly (see [Display assembly on page 64](#))
- System board (see [System board on page 71](#))


Remove the fan/heat sink assembly:

1. Disconnect the fan cable from the system board.




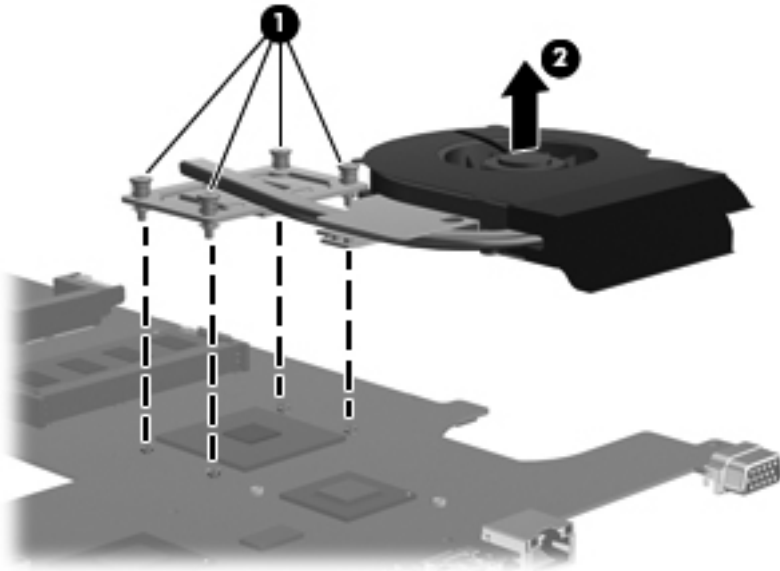
2. Turn the system board upside down, with the front toward you.
3. Loosen the captive screws **(1)** that secure the fan/heat sink assembly to the system board.


 **NOTE:** The number of screws used to secure the fan/heat sink assembly to the system board varies by computer model.

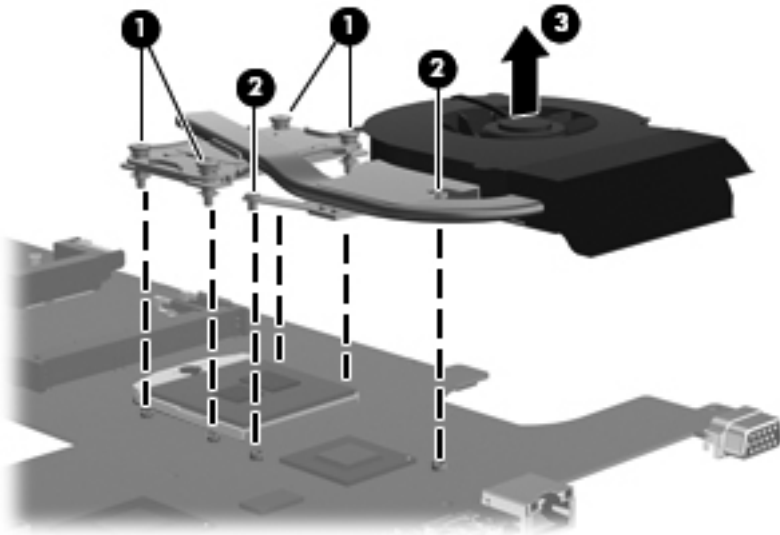
 **NOTE:** Due to the adhesive quality of the thermal material located between the heat sink and system board components, it may be necessary to move the heat sink from side to side to detach it.


4. Remove the fan and heat sink **(2)**.

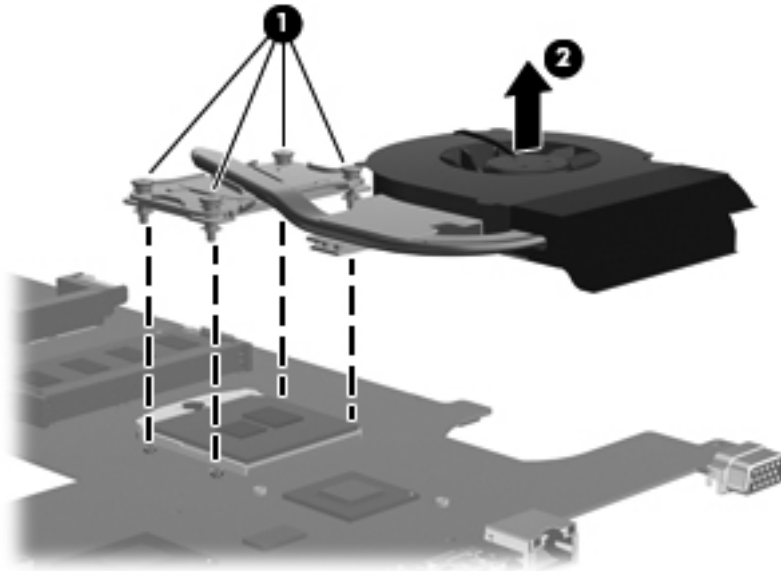
 **NOTE:** The following illustration shows the fan/heat sink assembly removal process on a computer model equipped with an AMD processor.




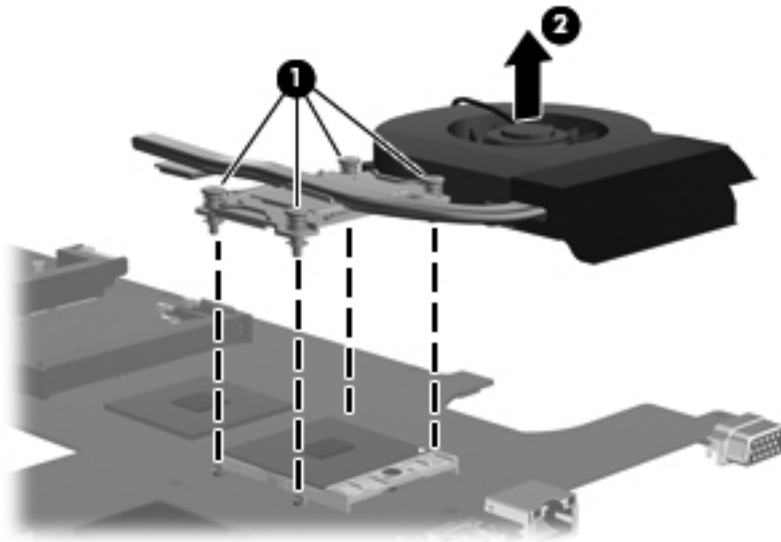
 **NOTE:** The following illustration shows the fan/heat sink assembly removal process on a computer model equipped with an Intel processor, the Intel HM65 or HM55 chipset, and a graphics subsystem with discrete memory.



 **NOTE:** The following illustration shows the fan/heat sink assembly removal process on a computer model equipped with an Intel processor, the Intel HM65 or HM55 chipset, and a graphics subsystem with UMA memory.

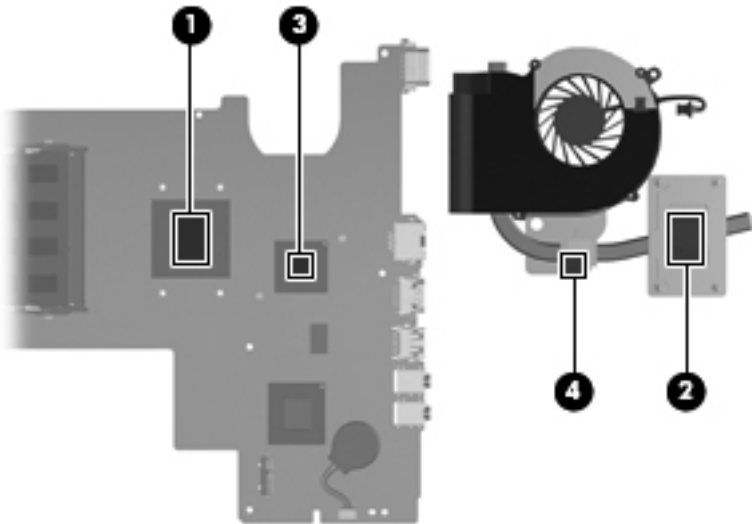


 **NOTE:** The following illustration shows the fan/heat sink assembly removal process on a computer model equipped with an Intel processor, the Intel HM45 chipset, and a graphics subsystem with UMA memory.




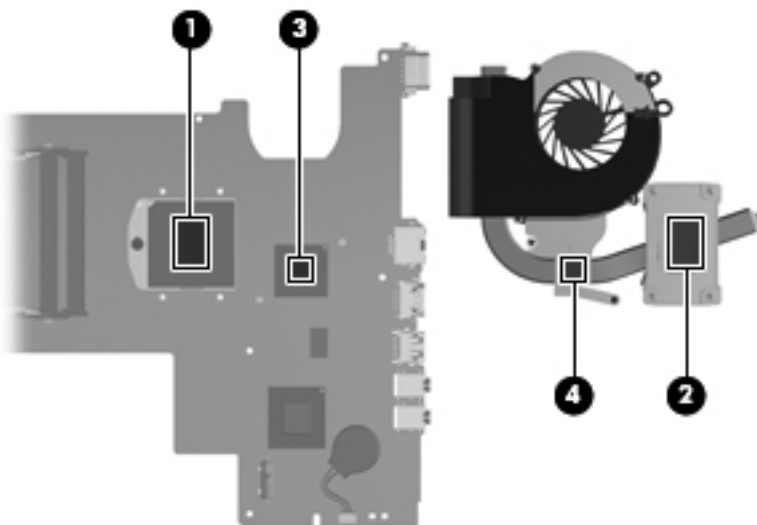
The thermal material must be thoroughly cleaned from the surfaces of the heat sink and the system board components each time the heat sink is removed. Replacement thermal material is included with the base enclosure, fan/heat sink assembly, processor, and system board spare part kits. Replacement thermal material is also available in the Thermal Material Kit, spare part numbers 650277-001 (for use only with computer models equipped with an AMD processor) and 646135-001 (for use only with computer models equipped with an Intel processor).

 **NOTE:** The following illustration shows the replacement thermal material locations on a computer model equipped with an AMD processor.




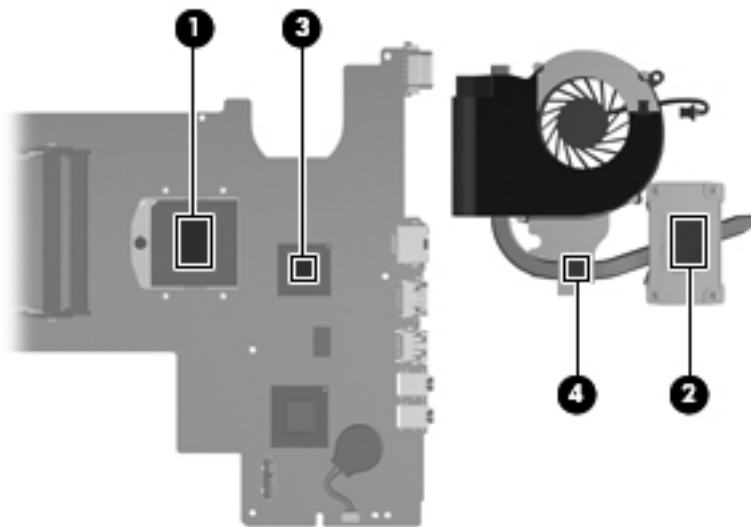
- Thermal paste is used on the processor **(1)** and the heat sink section **(2)** that services it
- A thermal pad is used on the Northbridge chip **(3)** and the heat sink section **(4)** that services it

 **NOTE:** The following illustration shows the replacement thermal material locations on a computer model equipped with an Intel Pentium processor and a graphics subsystem with discrete memory.




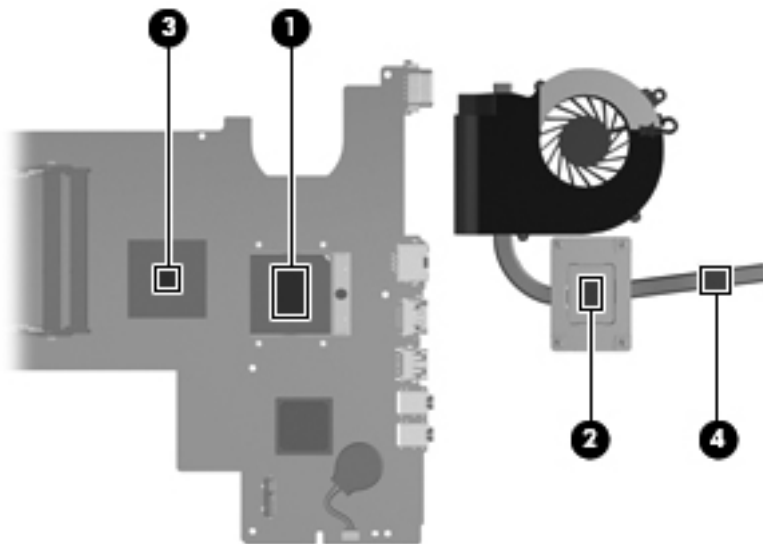
- Thermal paste is used on the processor **(1)** and the heat sink section **(2)** that services it
- A thermal pad is used on the graphics subsystem chip **(3)** and the heat sink section **(4)** that services it

 **NOTE:** The following illustration shows the replacement thermal material locations on a computer model equipped with an Intel Pentium processor and a graphics subsystem with UMA memory.




- Thermal paste is used on the processor **(1)** and the heat sink section **(2)** that services it
- A thermal pad is used on the Northbridge chip **(3)** and the heat sink section **(4)** that services it


 **NOTE:** The following illustration shows the replacement thermal material locations on a computer model equipped with an Intel Celeron processor.



- Thermal paste is used on the processor **(1)** and the heat sink section **(2)** that services it
 - A thermal pad is used on the Northbridge chip **(3)** and the heat sink section **(4)** that services it
- Reverse this procedure to reassemble and install the fan/heat sink assembly.

Processor

 **NOTE:** This section applies only to computer models equipped with an Intel processor.

 **NOTE:** The processor spare part kit includes replacement thermal material. Replacement thermal material is also available in the Thermal Material Kit, spare part numbers 650277-001 (for use only with computer models equipped with an AMD processor) and 646135-001 (for use only with computer models equipped with an Intel processor).

| Description | Spare part number |
|---|-------------------|
| Intel Core i5-2430M 2.40-GHz processor (1333-MHz FSB, 3.0-MB L3 cache, dual core, 35 W; not supported on computer models equipped with Windows 7 Starter 32-bit operating system) | 653341-001 |
| Intel Core i3-2330M 2.20-GHz processor (1333-MHz FSB, 3.0-MB L3 cache, dual core, 35 W; not supported on computer models equipped with Windows 7 Starter 32-bit operating system) | 653339-001 |
| Intel Core i3-370M 2.40-GHz processor (1066-MHz FSB, 3.0-MB L3 cache, dual core, 35 W; not supported on computer models equipped with Windows 7 Starter 32-bit operating system) | 613584-001 |
| Intel Pentium P6300 2.26-GHz processor (3.0-MB L3 cache, dual core, 35 W) | 635500-001 |
| Intel Pentium P6200 2.13-GHz processor (3.0-MB L3 cache, dual core, 35 W) | 625831-001 |
| Intel Pentium B960 2.20-GHz processor (2.0-MB L2 cache, dual core, TJ85, 35 W; not supported on computer models equipped with Windows 7 Starter 32-bit operating system) | 664662-001 |
| Intel Pentium B950 2.10-GHz processor (2.0-MB L2 cache, dual core, TJ85, 35 W; not supported on computer models equipped with Windows 7 Starter 32-bit operating system) | 653338-001 |
| Intel Celeron B800 1.50-GHz processor (2.0-MB L3 cache, dual core, 35 W) | 664661-001 |
| Intel Celeron B710 1.50-GHz processor (1.0-MB L3 cache, single core, 35 W) | 664660-001 |
| Intel Celeron DC T3500 2.10-GHz processor (1.0-MB L2 cache, 800-MHz FSB) | 625830-001 |
| Intel Celeron DC T3300 2.00-GHz processor (1.0-MB L2 cache, 800-MHz FSB) | 592399-001 |
| Intel Celeron SC C925 2.30-GHz processor (1.0-MB L2 cache, 800-MHz FSB) | 636636-001 |
| Intel Celeron SC C900 2.20-GHz processor (1.0-MB L2 cache, 800-MHz FSB) | 534419-001 |


Before removing the processor, follow these steps:

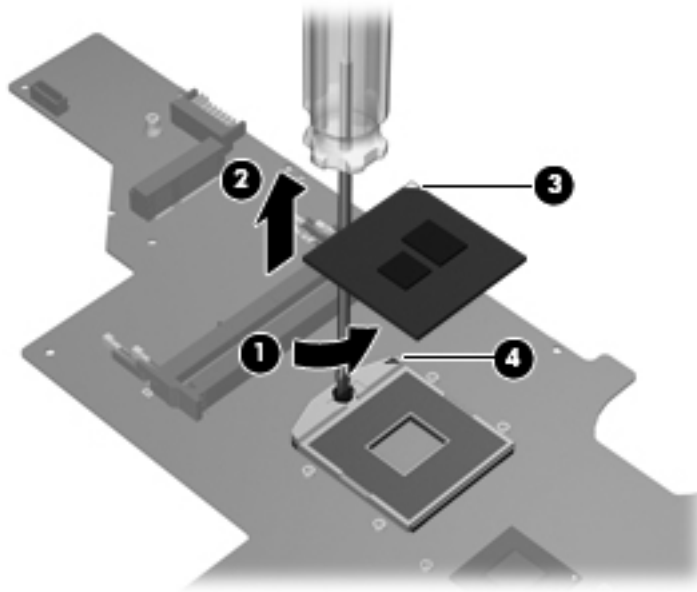
1. Shut down the computer. If you are unsure whether the computer is off or in Hibernation, turn the computer on, and then shut it down through the operating system.
2. Disconnect all external devices connected to the computer.
3. Disconnect the power from the computer by first unplugging the power cord from the AC outlet and then unplugging the AC adapter from the computer.
4. Remove the battery (see [Battery on page 39](#)), and then remove the following components:
 - Optical drive (see [Optical drive \(select models only\) on page 40](#))
 - Hard drive (see [Hard drive on page 46](#))

- WLAN module (see [WLAN module on page 43](#))
- Keyboard (see [Keyboard on page 49](#))
- Top cover (see [Top cover on page 52](#))
- System board (see [System board on page 71](#))
- Fan and heat sink (see [Fan/heat sink assembly on page 76](#))

Remove the processor:

1. Use a flat-bladed screw driver to turn the processor locking screw one-half turn counterclockwise **(1)**, until you hear a click.
2. Lift the processor **(2)** straight up, and then remove it.

 **NOTE:** The gold triangle **(3)** on the processor must be aligned with the triangle icon **(4)** embossed on the processor socket when you install the processor.




Reverse this procedure to install the processor.


5 Setup Utility (BIOS) and System Diagnostics

Using Setup Utility

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 includes settings for the types of peripherals installed, the startup sequence of the computer, and the amount of system and extended memory.

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

Starting Setup Utility

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

To start Setup Utility, follow these steps:

1. Turn on or restart the computer, and then press **esc** while the “Press the ESC key for Startup Menu” message is displayed at the bottom of the screen.
2. Press **f10** to enter Setup Utility.

Changing the language of Setup Utility

1. Start Setup Utility.
2. Use the arrow keys to select **System Configuration > Language**, and then press **enter**.
3. Use the arrow keys to select a language, and then press **enter**.
4. When a confirmation prompt with your language selected is displayed, press **enter**.
5. To save your change and exit Setup Utility, use the arrow keys to select **Exit > Exit Saving Changes**, and then press **enter**.

Your change takes effect immediately.

Navigating and selecting in Setup Utility

To navigate and select in Setup Utility, follow these steps:

1. Turn on or restart the computer, and then press **esc** while the “Press the ESC key for Startup Menu” message is displayed at the bottom of the screen.
 - 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 click the item.
 - To scroll up and down, click 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.
 - To close open dialog boxes and return to the main Setup Utility screen, press **esc**, and then follow the on-screen instructions.
2. Press **f10** to enter Setup Utility.

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


- To exit Setup Utility menus without saving your changes, press the **esc** key, and then follow the on-screen instructions.
– or –
Use the arrow keys to select **Exit > Exit Discarding Changes**, and then press **enter**.
- To save your changes and exit Setup Utility menus, press **f10**, and then follow the on-screen instructions.
– or –
Use the tab key and the arrow keys to select **Exit > Exit Saving Changes**, and then press **enter**.

Your changes go into effect when the computer restarts.

Displaying system information

1. Start Setup Utility.
2. Select the **Main** menu. System information such as the system time and date, and identification information about the computer is displayed.
3. To exit Setup Utility without changing any settings, use the arrow keys to select **Exit > Exit Discarding Changes**, and then press **enter**.

Restoring factory settings in Setup Utility

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


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

1. Turn on or restart the computer, and then press **esc** while the “Press the ESC key for Startup Menu” message is displayed at the bottom of the screen.
2. Press **f10** to enter Setup Utility.
3. Use the arrow keys to select **Exit > Load Setup Defaults**.
4. Follow the on-screen instructions.
5. To save your changes and exit, press **f10**, and then follow the on-screen instructions.

– or –

Use the arrow keys to select **Exit > Exit Saving Changes**, 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.

Exiting Setup Utility

- To exit Setup Utility and save your changes from the current session:
If the Setup Utility menus are not visible, press **esc** to return to the menu display. Then use the arrow keys to select **Exit > Exit Saving Changes**, and then press **enter**.
- To exit Setup Utility without saving your changes from the current session:
If the Setup Utility menus are not visible, press **esc** to return to the menu display. Then use the arrow keys to select **Exit > Exit Discarding Changes**, and then press **enter**.

Updating the BIOS

Updated versions of the BIOS may be available on the HP Web site.

Most BIOS updates on the HP Web site 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 those currently installed on the computer, you need to know the version of the system BIOS currently installed.

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

1. Start Setup Utility (BIOS).
2. Use the arrow keys to select **Main**.
3. To exit Setup Utility (BIOS) without saving your changes, use the tab key and the arrow keys to select **Exit > Exit Discarding Changes**, and then press **enter**.

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 or Hibernation.

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

1. **Windows 7**—Select **Start > Help and Support > Maintain**.


Windows XP—Select **Start > Help and Support**, and then select the software and drivers update.

2. Follow the on-screen instructions to identify your computer and access the BIOS update you want to download.
3. At the download area, follow these steps:
 - a. Identify the BIOS update that is later than 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 displayed on the screen after the download is complete. If no instructions are displayed, follow these steps:

1. **Windows 7**—Open Windows Explorer by selecting **Start > Computer**.
Windows XP—Open Windows Explorer by selecting **Start > My Computer**.
2. Double-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.

Using System Diagnostics


System Diagnostics allows you to run diagnostic tests to determine if the computer hardware is functioning properly. The following diagnostic tests are available in System Diagnostics:

- Start-up test—This test analyzes the main computer components that are required to start the computer.
- Run-in test—This test repeats the start-up test and checks for intermittent problems that the start-up test does not detect.
- Hard disk test—This test analyzes the physical condition of the hard drive, and then checks all data in every sector of the hard drive. If the test detects a damaged sector, it attempts to move the data to a good sector.
- Memory test—This test analyzes the physical condition of the memory modules. If it reports an error, replace the memory modules immediately.
- Battery test—This test analyzes the condition of the battery. If the battery fails the test, contact HP support to report the issue and purchase a replacement battery.

You can also view system information and error logs in the System Diagnostics window.

To start System Diagnostics:

1. Turn on or restart the computer. While the “Press the ESC key for Startup Menu” message is displayed in the lower-left corner of the screen, press **esc**. When the Startup Menu is displayed, press **f2**.
2. Click the diagnostic test you want to run, and then follow the on-screen instructions.

 **NOTE:** If you need to stop a diagnostics test while it is running, press **esc**.

6 Specifications

Computer specifications

| | Metric | U.S. |
|--|---|---------------------|
| Dimensions | | |
| Depth | 24.7 cm | 9.7 in |
| Width | 37.6 cm | 14.8 in |
| Height (front to back) | 3.1 to 3.6 cm | 1.2 to 1.4 in |
| Weight | 2.49 kg | 5.49 lb |
| Input power | | |
| Operating voltage | 18.5 V dc @ 3.5 A - 65 W or 19.0 V dc @ 4.74 A - 90 W | |
| Operating current | 3.5 A - 65 W or 4.74 A - 90 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.

15.6-inch display specifications

| | Metric | U.S. |
|--------------------------------|--|-------------|
| Dimensions | | |
| Height | 19.6 cm | 7.72 in |
| Width | 34.7 cm | 13.66 in |
| Diagonal | 39.8 cm | 15.67 in |
| Number of colors | Up to 16.8 million | |
| Contrast ratio | 200:1 (typical) | |
| Brightness | 200 nits (typical) | |
| Pixel resolution | | |
| Pitch | 0.197 × 0.197 mm | |
| Format | 1366 × 768 | |
| Configuration | RGB vertical stripe | |
| Backlight | LED | |
| Character display | 80 × 25 | |
| Total power consumption | 2.0 W | |
| Viewing angle | ±65° horizontal, ±50° vertical (typical) | |

Hard drive specifications

| | 500-GB* | 320-GB* | 250-GB* |
|--|-----------------------------|--------------|--------------|
| Dimensions | | | |
| Height | 9.5 mm | 9.5 mm | 7.0 mm |
| Length | 100.4 mm | 100.4 mm | 100.4 mm |
| Width | 69.9 mm | 69.9 mm | 69.9 mm |
| Weight | 110 g | 110 g | 110 g |
| Interface type | SATA | SATA | SATA |
| Transfer rate | | | |
| Synchronous (maximum) | 1.1 GB/sec | 1.1 GB/sec | 1.1 GB/sec |
| Security | ATA security | ATA security | ATA security |
| Seek times (typical read, including setting) | | | |
| Single track | 1.5 ms | 1.5 ms | 1.5 ms |
| Average (read/write) | 11/13 ms | 11/13 ms | 11/13 ms |
| Maximum | 22 ms | 22 ms | 22 ms |
| Logical blocks | 976,773,168 | 628,142,448 | 488,397,168 |
| Disk rotational speed | 5400 rpm | 5400 rpm | 5400 rpm |
| Operating temperature | 0°C to 60°C (32°F to 140°F) | | |
| *1 GB = 1 billion bytes when referring to hard drive storage capacity. Actual accessible capacity is less. | | | |
| NOTE: Certain restrictions and exclusions apply. Contact technical support for details. | | | |

7 Backup and recovery

Your computer includes tools provided by the operating system and HP to help you safeguard your information and restore it if ever needed.


This chapter provides information on the following topics:


- Creating a set of recovery discs or a recovery flash drive (Recovery Manager software feature)
- Performing a system restore (from the partition, recovery discs, or a recovery flash drive)
- Backing up your information
- Recovering a program or driver

Restore

In the event of hard drive failure, to restore your system to its factory image you will need a set of recovery discs or a recovery flash drive that you can create using HP Recovery Manager. HP recommends that you use this software to create either a set of recovery discs or a recovery flash drive immediately after software setup.


If for some other reason you need to restore your system, this can be achieved using the HP Recovery partition (select models only), without the need for recovery discs or a recovery flash drive. To check for the presence of a recovery partition, click **Start**, right-click **Computer**, click **Manage**, and then click **Disk Management**. If the recovery partition is present, a Recovery drive is listed in the window.


 **CAUTION:** HP Recovery Manager (partition, or discs/flash drive) restores only software that was preinstalled at the factory. Software not provided with this computer must be reinstalled manually.

 **NOTE:** Recovery discs have been included if your computer does not have a recovery partition.

Creating restore media


HP recommends that you create either a set of recovery discs or a recovery flash drive to be sure that you can restore your computer to its original factory state if the hard drive fails, or if for any reason you cannot restore using the recovery partition tools. Create these discs or the flash drive after setting up the computer for the first time.

 **NOTE:** HP Recovery Manager allows the creation of only one set of recovery discs or one recovery flash drive. Handle these discs or flash drive carefully and keep them in a safe place.


 **NOTE:** If your computer does not include an integrated optical drive, you can use an optional external optical drive (purchased separately) to create recovery discs, or you can purchase recovery discs for your computer from the HP Web site. If you use an external optical drive, it must be connected directly to a USB port on the computer, not to a USB port on an external device, such as a USB hub.

Guidelines:

- Purchase high-quality DVD-R, DVD+R, DVD-R DL, or DVD+R DL discs.

 **NOTE:** Read-write discs, such as CD-RW, DVD±RW, and double-layer DVD±RW discs, are not compatible with the Recovery Manager software.

- The computer must be connected to AC power during this process.
- Only one set of recovery discs or one recovery flash drive can be created per computer.

 **NOTE:** If you are creating recovery discs, number each disc before inserting into the optical drive.


- If necessary, you can exit the program before you have finished creating the recovery discs or recovery flash drive. The next time you open Recovery Manager, you will be prompted to continue the backup creation process.

To create a set of recovery discs or a recovery flash drive:

1. Select **Start > All Programs > Recovery Manager > Recovery Media Creation**.
2. Follow the on-screen instructions.

Performing a system restore

Recovery Manager software allows you to repair or restore the computer to its original factory state. Recovery Manager works from recovery discs, a recovery flash drive, or from a dedicated recovery partition (select models only) on the hard drive.

 **NOTE:** A system restore needs to be performed if the computer hard drive has failed or if all attempts to correct any functional computer issues fail. A system restore should be used as a final attempt to correct computer issues.

Note the following when performing a system restore:

- You can restore only the system that you have previously backed up. HP recommends that you use HP Recovery Manager to create either a set of recovery discs or a recovery flash drive as soon as you set up the computer.
- Windows has its own built-in repair features, such as System Restore. If you have not already tried these features, try them before using Recovery Manager.
- Recovery Manager restores only software that was preinstalled at the factory. Software not provided with this computer must be downloaded from the manufacturer's Web site or reinstalled from the disc provided by the manufacturer.

Restoring using the dedicated recovery partition (select models only)

When using the dedicated recovery partition, there is an option to back up pictures, music and other audio, videos and movies, recorded TV shows, documents, spreadsheets and presentations, e-mails, Internet favorites and settings during this process.

To restore the computer from the recovery partition, follow these steps:


1. Access Recovery Manager in either of the following ways:
 - Select **Start > All Programs > Recovery Manager > Recovery Manager**.
 - or –
 - Turn on or restart the computer, and then press **esc** while the “Press the ESC key for Startup Menu” message is displayed at the bottom of the screen. Then, press **f11** while the “F11 (System Recovery)” message is displayed on the screen.
2. Click **System Recovery** in the **Recovery Manager** window.
3. Follow the on-screen instructions.

Restoring using the restore media

1. If possible, back up all personal files.
2. Insert the first recovery disc into the optical drive on your computer or an optional external optical drive, and then restart the computer.

– or –

Insert the recovery flash drive into a USB port on your computer, and then restart the computer.

 **NOTE:** If the computer does not automatically restart in the Recovery Manager, the computer boot order needs to be changed.

3. Press **f9** at system bootup.
4. Select the optical drive or the flash drive.
5. Follow the on-screen instructions.

Changing the computer boot order

To change the boot order for recovery discs:

1. Restart the computer.
2. Press **esc** while the computer is restarting, and then press **f9** for boot options.
3. Select **Internal CD/DVD ROM Drive** from the boot options window.


To change the boot order for recovery flash drive:

1. Insert the flash drive into a USB port.
2. Restart the computer.
3. Press **esc** while the computer is restarting, and then press **f9** for boot options.
4. Select the flash drive from the boot options window.

Backing up and recovering your information


It is very important to back up your files and keep any new software in a safe place. As you add new software and data files, continue to create backups on a regular basis.

How completely you are able to recover your system depends on how recent your backup is.

 **NOTE:** A recovery from your most recent backup needs to be performed if the computer has a virus attack or if any major system components fail. In order to correct computer issues, a recovery should first be attempted before a system restore is attempted.

You can back up your information to an optional external hard drive, a network drive, or discs. Back up your system at the following times:

- At regularly scheduled times

 **TIP:** Set reminders to back up your information periodically.

- Before the computer is repaired or restored
- Before you add or modify hardware or software

Guidelines:

- Create system restore points using the Windows System Restore feature, and periodically copy them to an optical disc or an external hard drive. For more information on using system restore points, refer to **Using Windows system restore points**.
- Store personal files in the Documents library and back up this folder periodically.
- Save customized settings in a window, toolbar, or menu bar by taking a screen shot of your settings. The screen shot can be a time-saver if you have to re-enter your preferences.

To create a screen shot:

1. Display the screen you want to save.
2. Copy the screen image:

To copy only the active window, press **alt+fn+prt sc**.

To copy the entire screen, press **fn+prt sc**.

3. Open a word-processing document, and then select **Edit > Paste**. The screen image is added to the document.
4. Save and print the document.


Using Windows Backup and Restore

Guidelines:

- Be sure that the computer is connected to AC power before you start the backup process.
- Allow enough time to complete the backup process. Depending on file sizes, it may take over an hour.


To create a backup:

1. Select **Start > Control Panel > System and Security > Backup and Restore**.
2. Follow the on-screen instructions to schedule and create a backup.

 **NOTE:** Windows includes the User Account Control feature to improve the security of the computer. You may be prompted for your permission or password for tasks such as installing software, running utilities, or changing Windows settings. Refer to Help and Support for more information.

Using Windows system restore points


A system restore point allows you to save and name a snapshot of your hard drive at a specific point in time. You can then recover back to that point if you want to reverse subsequent changes.

 **NOTE:** Recovering to an earlier restore point does not affect data files saved or e-mails created since the last restore point.

You also can create additional restore points to provide increased protection for your files and settings.

When to create restore points

- Before you add or modify software or hardware
- Periodically, whenever the computer is functioning optimally

 **NOTE:** If you revert to a restore point and then change your mind, you can reverse the restoration.

Create a system restore point

1. Select **Start > Control Panel > System and Security > System**.
2. In the left pane, click **System Protection**.
3. Click the **System Protection** tab.
4. Follow the on-screen instructions.

Restore to a previous date and time

To revert to a restore point (created at a previous date and time), when the computer was functioning optimally, follow these steps:

1. Select **Start > Control Panel > System and Security > System**.
2. In the left pane, click **System Protection**.
3. Click the **System Protection** tab.
4. Click **System Restore**.
5. Follow the on-screen instructions.

8 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 **1.5 m** (5.0 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 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 |
| South Korea | EK | 4 |
| Sweden | SEMKO | 1 |
| Switzerland | SEV | 1 |
| Taiwan | BSMI | 4 |
| The United Kingdom | BSI | 1 |
| The United States | UL | 2 |

1. The flexible cord must be Type HO5VV-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.

9 Recycling

Battery

When a 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 computer battery disposal.

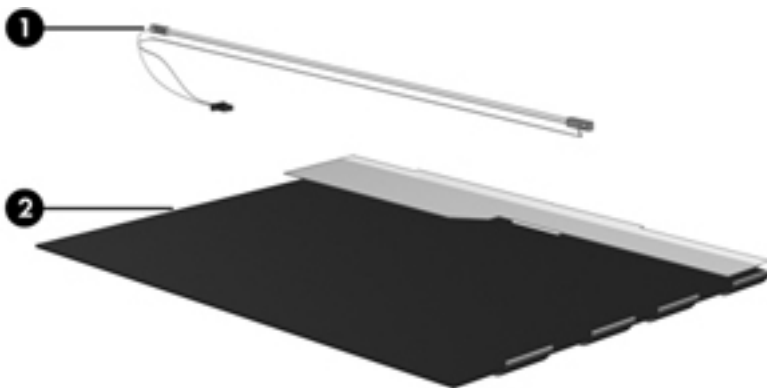
Display

⚠ **WARNING!** The backlight contains mercury. Caution must be exercised when removing and handling the backlight to avoid damaging this component and causing exposure to the mercury.

⚠ **CAUTION:** The procedures in this chapter can result in damage to display components. The only components intended for recycling purposes are the liquid crystal display (LCD) panel and the backlight. When you remove these components, handle them carefully.

📄 **NOTE:** Materials Disposal. This HP product contains mercury in the backlight in the display assembly that might require special handling at end-of-life. Disposal of mercury may be regulated because of environmental considerations. For disposal or recycling information, contact your local authorities, or see the Electronic Industries Alliance (EIA) Web site at <http://www.eiai.org>.

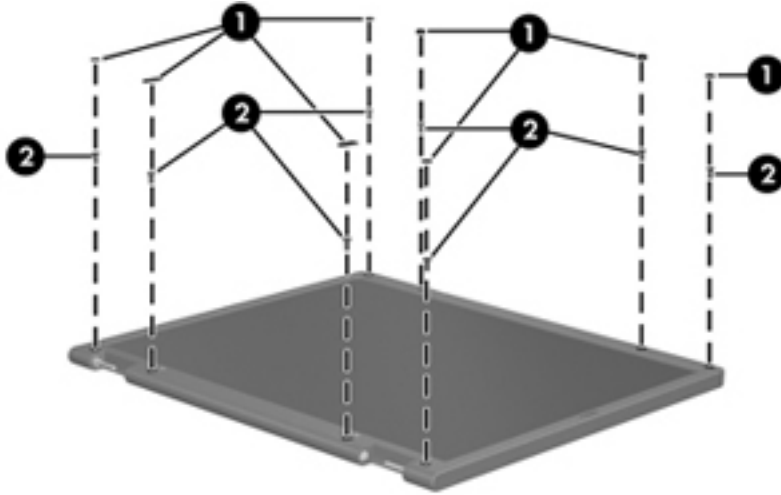
This section provides disassembly instructions for the display assembly. The display assembly must be disassembled to gain access to the backlight **(1)** and the liquid crystal display (LCD) panel **(2)**.



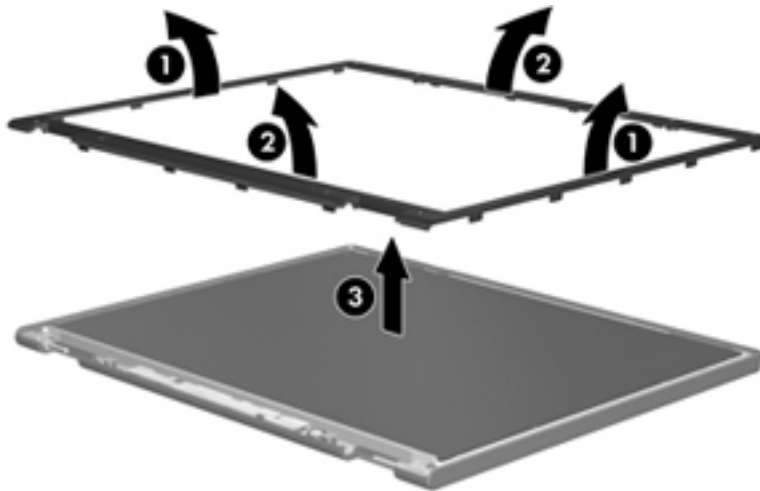
📄 **NOTE:** The procedures provided in this chapter are general disassembly instructions. Specific details, such as screw sizes, quantities, and locations, and component shapes and sizes, can vary from one computer model to another.

Perform the following steps:

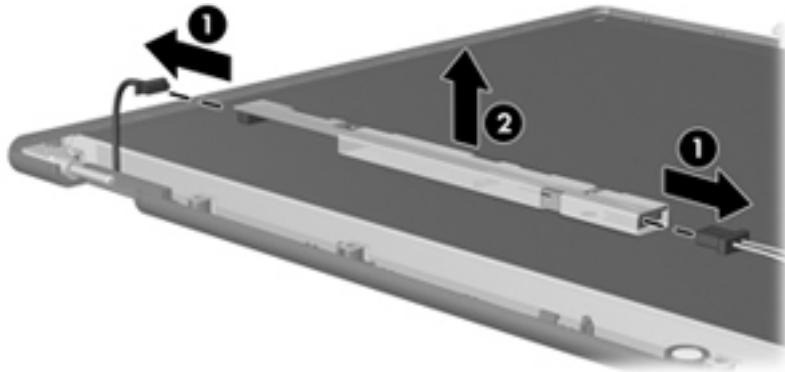
1. Remove all screw covers **(1)** and screws **(2)** that secure the display bezel to the display assembly.



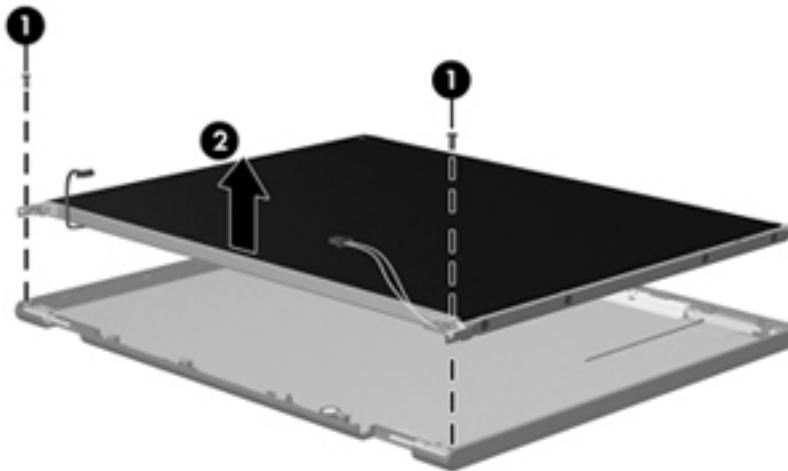
2. Lift up and out on the left and right inside edges **(1)** and the top and bottom inside edges **(2)** of the display bezel until the bezel disengages from the display assembly.
3. Remove the display bezel **(3)**.



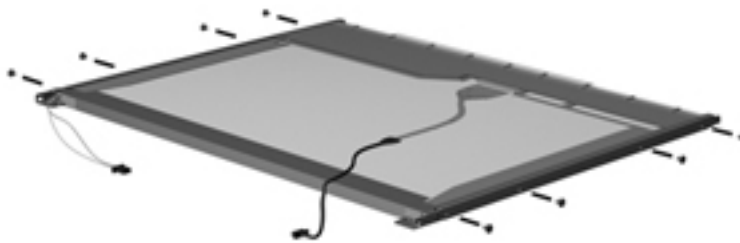
4. Disconnect all display panel cables **(1)** from the display inverter and remove the inverter **(2)**.



5. Remove all screws **(1)** that secure the display panel assembly to the display enclosure.
6. Remove the display panel assembly **(2)** from the display enclosure.

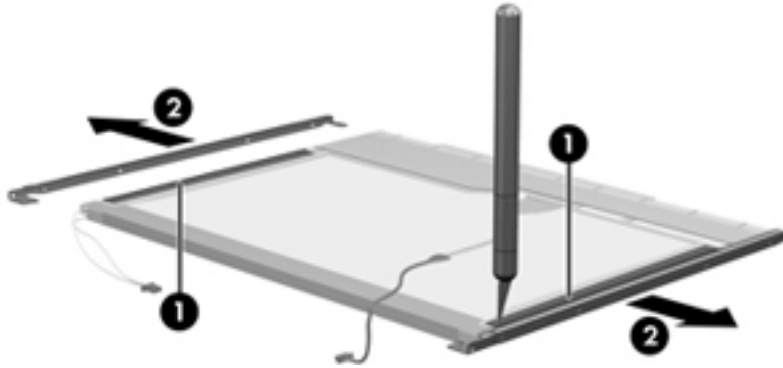


7. Turn the display panel assembly upside down.
8. Remove all screws that secure the display panel frame to the display panel.



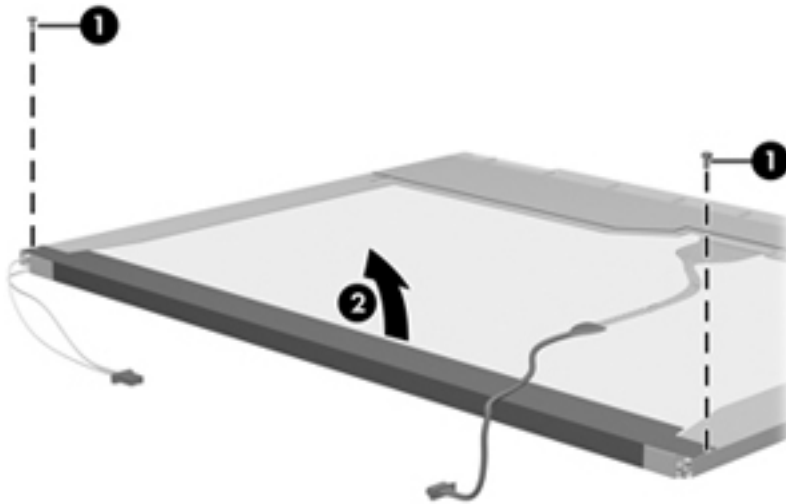
9. Use a sharp-edged tool to cut the tape **(1)** that secures the sides of the display panel to the display panel frame.

10. Remove the display panel frame **(2)** from the display panel.



11. Remove the screws **(1)** that secure the backlight cover to the display panel.

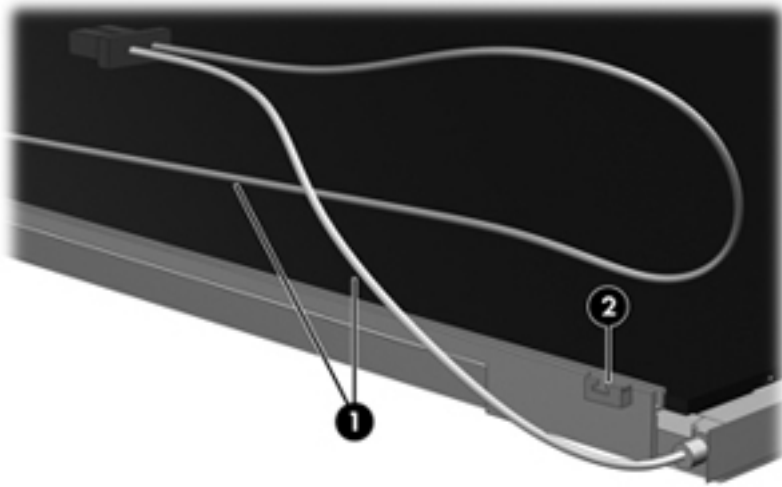
12. Lift the top edge of the backlight cover **(2)** and swing it outward.



13. Remove the backlight cover.

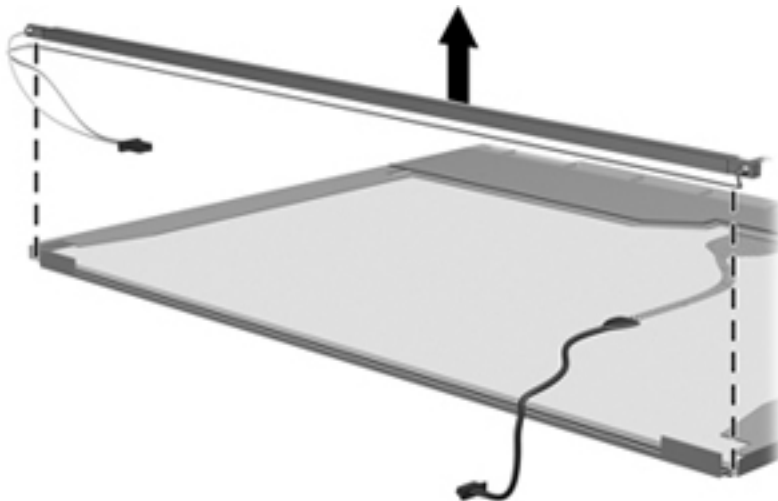
14. Turn the display panel right-side up.

15. Remove the backlight cables (1) from the clip (2) in the display panel.



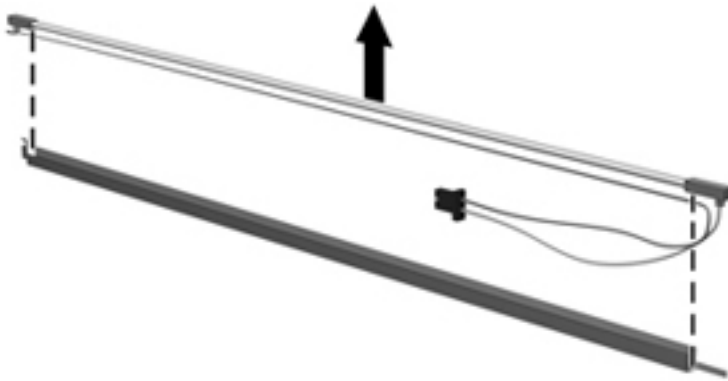
16. Turn the display panel upside down.

17. Remove the backlight frame from the display panel.



⚠ WARNING! The backlight contains mercury. Exercise caution when removing and handling the backlight to avoid damaging this component and causing exposure to the mercury.

18. Remove the backlight from the backlight frame.

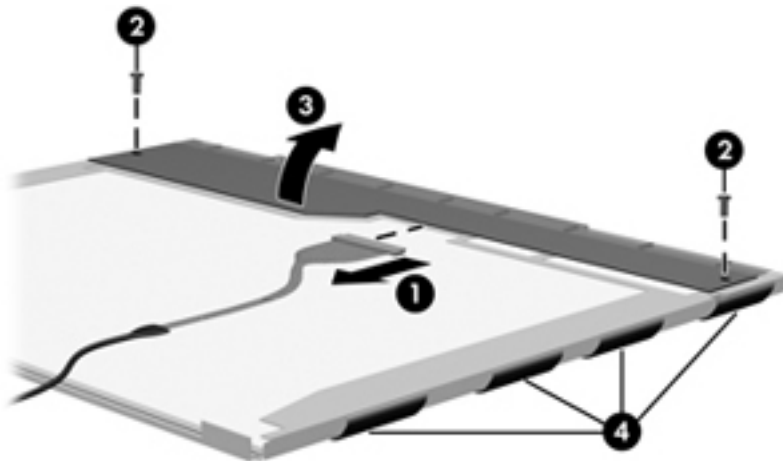


19. Disconnect the display cable **(1)** from the LCD panel.

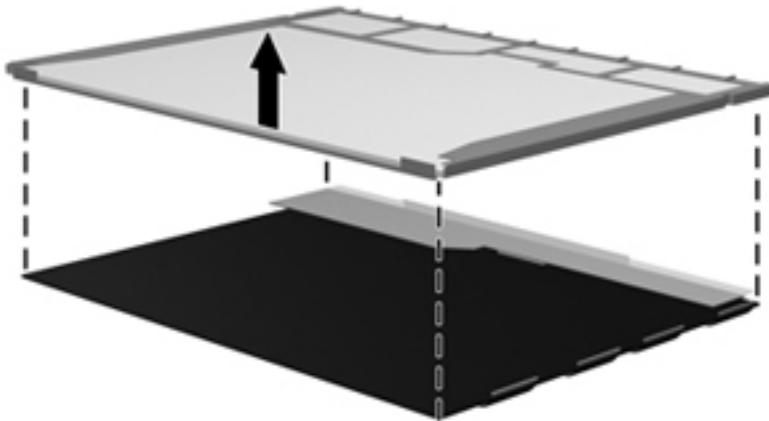
20. Remove the screws **(2)** that secure the LCD panel to the display rear panel.

21. Release the LCD panel **(3)** from the display rear panel.

22. Release the tape **(4)** that secures the LCD panel to the display rear panel.



23. Remove the LCD panel.



24. Recycle the LCD panel and backlight.

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