



HP Spectre^{XT}

Maintenance and Service Guide
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Safety warning notice

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

Table of contents

1 Product description	1
2 External component identification	3
Display	3
Button, speakers, and other components	4
Keys	6
Lights	7
TouchPad	8
Left side	9
Right side	10
Rear	12
Bottom	12
3 Illustrated parts catalog	13
Service tag	13
Computer major components	14
Display assembly subcomponents	17
Mass storage device	18
Miscellaneous parts	18
Sequential part number listing	19
4 Removal and replacement procedures	22
Preliminary replacement requirements	22
Tools required	22
Service considerations	22
Plastic parts	22
Cables and connectors	22
Drive handling	23
Grounding guidelines	23
Electrostatic discharge damage	23
Packaging and transporting guidelines	25
Component replacement procedures	26
Service label	27
Base enclosure	27
Battery	29
RTC battery	31

Solid-state drive	33
WLAN module	34
Fan	35
RJ-45 module cover	35
System board	37
Heat sink	40
Speakers	41
USB/Audio board	43
TouchPad module	45
TouchPad LED board	46
Power connector cable	47
Power button board	49
Display panel	51
Webcam assembly	55
Backlit keyboard	56
WLAN antenna cables	58
Top cover	59

5 Setup Utility (BIOS) and System Diagnostics 61

Using Setup Utility	61
Starting Setup Utility	61
Changing the language of Setup Utility	61
Navigating and selecting in Setup Utility	62
Displaying system information	62
Restoring factory settings in Setup Utility	63
Exiting Setup Utility	63
Updating the BIOS	63
Determining the BIOS version	64
Downloading a BIOS update	64
Using System Diagnostics	65

6 Specifications 66

Computer specifications	66
13.3-inch display specifications	66

7 Backup and recovery 68

Restoring the system	68
Creating restore media	68
Performing a system recovery	69
Using the dedicated recovery partition	69

Restoring using the restore media	71
Changing the computer boot order	71
Backing up and recovering your information	71
Using Windows Backup and Restore	72
Using Windows system restore points	73
When to create restore points	73
Create a system restore point	73
Restore to a previous date and time	73
8 Power cord set requirements	74
Requirements for all countries	74
Requirements for specific countries and regions	74
9 Recycling	76
Index	77

1 Product description

Category	Description
Product Name	HP ENVY Spectre XT Ultrabook PC
Processors	Intel® Core™ i7-3667U (2.0GHz, turbo up to 3.1GHz) 1600MHz/4M L3 Intel® Core™ i7-3517U (1.9GHz, turbo up to 3.0GHz) 1600MHz/4M L3 Intel® Core i5-3317U (1.7GHz, turbo up to 2.6GHz) 1600MHz/3M L3
Chipset	Intel® HM76 - Platform Controller Hub (PCH - Panther Point-M)
Graphics	Intel® HD Graphics 4000 discrete-class graphics. Supports BD and or HD-DVD playback with HD decode, and DX11 support and HDMI support
Panel	13.3" HD WLED BrightView (1366x768) (3.64mm) SVA at 45% Color Gamut Slim, Shuriken, 200 nits All display assemblies include 2 wireless local area network (WLAN) antenna cables. Supports 16:9 wide aspect ratio Support for non-flush glass panel cover (non-PMMA)
Memory	Supports up to 4GB max system memory (on-board) DDR3L - 1600MHz dual channel support Supports up to 4096MB (256M x 16 x 8PCs) - 1600 MHz
Drives	mSATA SSD configurations: <ul style="list-style-type: none">• 128-GB SSD• 256-GB SSD
Audio and video	Dual array digital microphones Two integrated stereo speakers HP TrueVision high-definition webcam (fixed, no tilt, 1280×720 by 30 frames per second)
Ethernet	Integrated 10/100/1000 GB network interface card (NIC)
Wireless	Integrated WLAN options by way of wireless module Two WLAN antennas built into display assembly Supports the following WLAN formats: <ul style="list-style-type: none">• Intel® Centrino® Advanced-N 6235 + Bluetooth combo w/* 2 Antennas (802.11 a/g/n)
External media card	Push-push insertion/removal

Category	Description
	<p>HP Multi-Format Digital Media Reader supports the following digital card formats:</p> <ul style="list-style-type: none"> • MultiMediaCard • Secure Digital (SD) Card • Secure Digital High-Capacity (SDHC) Card • Secure Digital Extended Capacity (SDxC) Card
Ports	<ul style="list-style-type: none"> • 3-pin AC power (non-smart pin) • Audio-in (mono microphone), supports jack detection • Audio-out (stereo headphone), supports jack detection • HDMI version 1.4b supporting 1920p, 1920 × 1200 @ 60Hz • RJ-45 (Ethernet, includes link and activity lights) • USB 3.0 port • USB 2.0 charging port
Backlit keyboard/ pointing devices	<p>97% Duracoat, island-style backlit keyboard, no spill-resistance (in black finish)</p> <p>Backlit, island-style keyboard (NA CTO only)</p> <p>TouchPad with multi-touch gestures</p> <p>Taps enabled as default</p>
Power requirements	<p>Supports the following HP AC adapters:</p> <ul style="list-style-type: none"> • 65-W (non-smart) PFC RC V EM 3-wire HP AC adapter <p>Supports the following batteries:</p> <ul style="list-style-type: none"> • 4-cell, 45WHr 3.05 AH Li-ion battery
Operating system	<p>Preinstalled:</p> <ul style="list-style-type: none"> • Windows 7 Home Premium (64-bit) • Windows 7 Professional (64-bit) • Windows 7 Ultimate (64-bit)
Serviceability	<p>End-user replaceable parts:</p> <ul style="list-style-type: none"> • AC adapter

2 External component identification


Display



Component	Description
(1) 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.
(2) WLAN antennas (2)*	Send and receive wireless signals to communicate with wireless local area networks (WLANs).
(3) Internal microphones (2)	Record sound.
(4) Webcam light	On: The webcam is in use.
(5) HP TrueVision HD Webcam	Records video, captures still photographs, and allows video conferences and online chat by means of streaming video. To use the webcam, select Start > All Programs > CyberLink YouCam .

Button, speakers, and other components

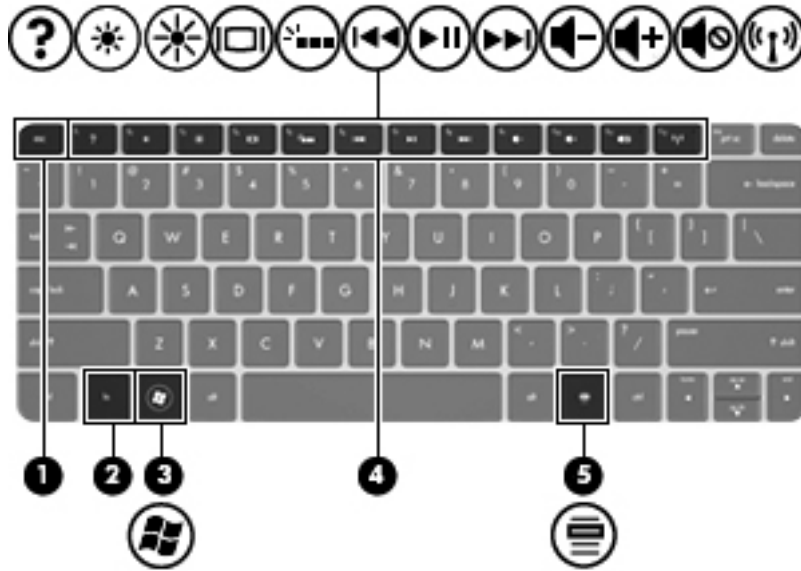




Component	Description
(1)  Power button	<ul style="list-style-type: none">• When the computer is off, press the button to turn on the computer.• When the computer is on, press the button briefly to initiate Sleep.• When the computer is in the Sleep state, press the button briefly to exit Sleep.• When the computer is in Hibernation, press the button down briefly to exit Hibernation. <p>CAUTION: Pressing and holding down the power button will result in the loss of unsaved information.</p> <p>If the computer has stopped responding and Microsoft® Windows® shutdown procedures are ineffective, press and hold the power button down for at least 5 seconds to turn off the computer.</p> <p>NOTE: For select models, the Intel® Rapid Start Technology feature is enabled at the factory. Rapid Start Technology allows your computer to resume quickly from inactivity. For more information, see the <i>User Guide</i>.</p> <p>To learn more about your power settings, select Start > Control Panel > System and Security > Power Options, or see the <i>User Guide</i>.</p>
(2) WLAN antennas (2)*	Send and receive wireless signals to communicate with wireless local area networks (WLANs).

Component	Description
(3) Speakers (2)	Produce sound.

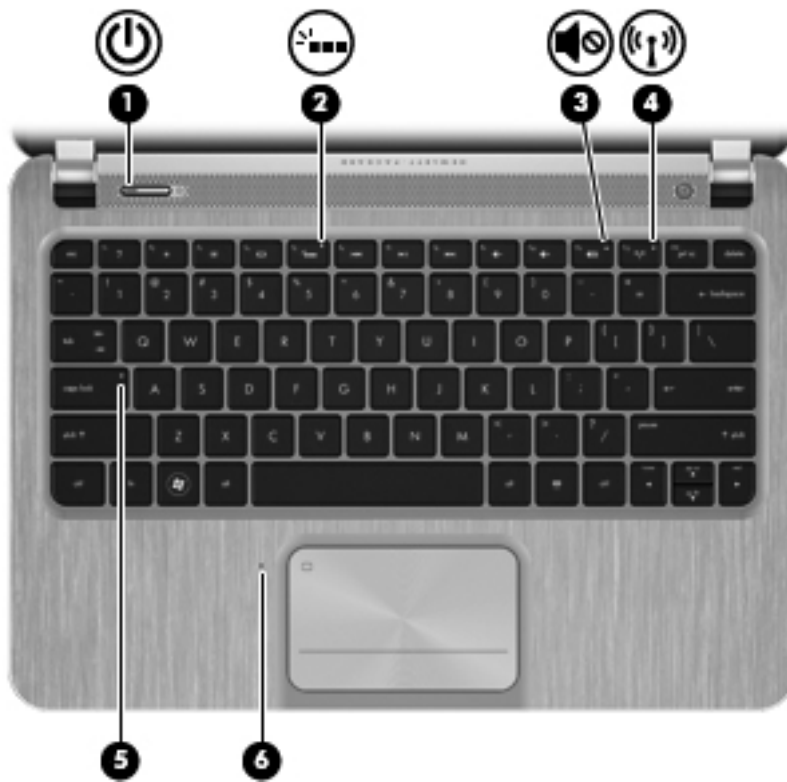
*The antennas are not visible from the outside of the computer. For optimal transmission, keep the areas immediately around the antennas free from obstructions. For wireless regulatory notices, see the section of the *Regulatory, Safety, and Environmental Notices* that applies to your country or region.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





Keys



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	Executes frequently used system functions when pressed in combination with the <code>b</code> key, the <code>spacebar</code> , or the <code>esc</code> key.
(3)  Windows logo key	Displays the Windows Start menu.
(4) Action keys	Execute frequently used system functions. NOTE: On select models, the <code>f5</code> action key turns the radiance backlight keyboard feature off or on.
(5)  Windows applications key	Displays a shortcut menu for items beneath the cursor.

Lights



Component	Description
(1)  Power light	<ul style="list-style-type: none"> • White: The computer is on. • Blinking white: The computer is in the Sleep state, which is an energy-saving mode. The computer shuts off power to the display and other unneeded components. • Off: The computer is off or in Hibernation. Hibernation is an energy-saving mode that uses the least amount of power. <p>NOTE: For select models, the Intel® Rapid Start Technology feature is enabled at the factory. Rapid Start Technology allows your computer to resume quickly from inactivity. For more information, see the <i>User Guide</i>.</p>
(2)  Backlit keyboard backlight indicator	<p>Indicates that the keyboard backlight feature off or on.</p> <p>NOTE: To conserve battery power, turn off this feature.</p>
(4)  Mute light	<ul style="list-style-type: none"> • Amber: Computer sound is off. • Off: Computer sound is on.
(4)  Wireless light	<ul style="list-style-type: none"> • White: An integrated wireless device, such as a wireless local area network (WLAN) device and/or a Bluetooth® device, is on. • Amber: All wireless devices are off.

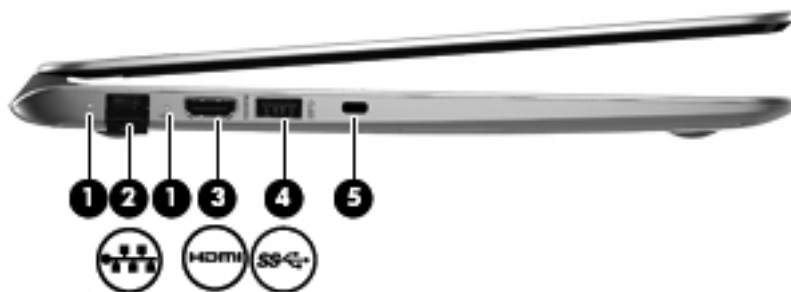
Component	Description
(5) Caps lock light	On: Caps lock is on, which switches the keys to all capital letters.
(6) TouchPad light	<ul style="list-style-type: none"> • On: The TouchPad is off. • Off: The TouchPad is on.





TouchPad



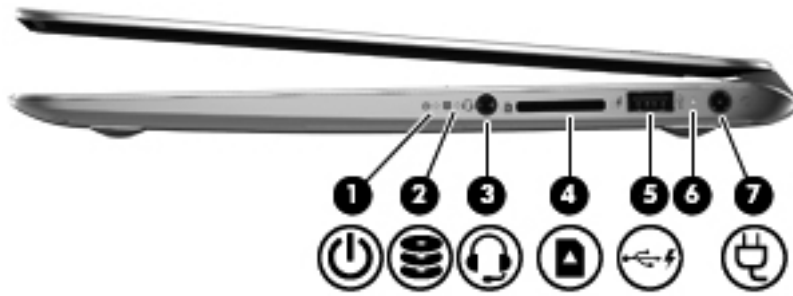
Component	Description
(1) TouchPad on/off button	Turns the TouchPad on or off.
(2) TouchPad light	<ul style="list-style-type: none"> • On: The TouchPad is off. • Off: The TouchPad is on.
(3) TouchPad zone	Moves the on-screen pointer and selects or activates items on the screen.
(4) Left TouchPad button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






Left side




Component	Description
(1) 	RJ-45 (network) lights (2) <ul style="list-style-type: none">• Green: The network is connected.• Amber: Activity is occurring on the network.
(2) 	RJ-45 (network) jack Connects a network cable.
(3) 	HDMI port Connects an optional video or audio device, such as a high-definition television, or any compatible digital or audio device.
(4) 	USB 3.0 port Connects an optional USB 3.0 device and provides enhanced USB power performance.
(5)	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.

Right side



Component	Description
(1) 	<p>Power light</p> <ul style="list-style-type: none"> White: The computer is on. Blinking white: The computer is in the Sleep state, which is an energy-saving mode. The computer shuts off power to the display and other unneeded components. Off: The computer is off or in Hibernation. Hibernation is an energy-saving mode that uses the least amount of power. <p>NOTE: For select models, the Intel® Rapid Start Technology feature is enabled at the factory. Rapid Start Technology allows your computer to resume quickly from inactivity. For more information, see the User Guide.</p>
(2) 	<p>Hard drive light</p> <ul style="list-style-type: none"> Blinking white: The hard drive is being accessed.
(3) 	<p>Audio-out (headphone) jack/Audio-in (microphone) jack</p> <p>Produces sound when connected to optional powered stereo speakers, headphones, earbuds, a headset, or television audio. Also connects an optional headset microphone.</p> <p>WARNING! To reduce the risk of personal injury, adjust the volume before using headphones, earbuds, or a headset. For additional safety information, refer to the <i>Regulatory, Safety, and Environmental Notices</i>.</p> <p>NOTE: When a device is connected to the jack, the computer speakers are disabled.</p> <p>NOTE: Be sure that the device cable has a 4-conductor connector that supports both audio-out (headphone) and audio-in (microphone).</p>
(4) 	<p>Digital Media Slot</p> <p>Supports the following digital card formats:</p> <ul style="list-style-type: none"> Secure Digital (SD) Memory Card Secure Digital Extended Capacity (SDxC) Memory Card Secure Digital High Capacity (SDHC) Memory Card Ultra High Speed MultiMediaCard (UHS/MMC)
(5) 	<p>USB 2.0 charging port</p> <p>Connects an optional USB device. The USB 2.0 charging port can also charge select models of cell phones and MP3 players, even when the computer is off.</p>

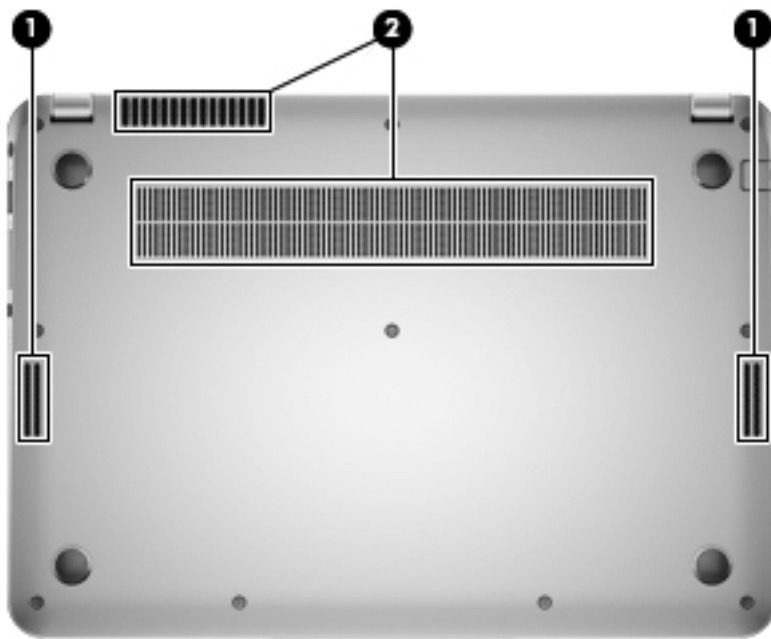
Component		Description
(6)	AC adapter light	<ul style="list-style-type: none">• White: The AC adapter is connected and the battery is charged.• Amber: The AC adapter is connected and the battery is charging.• Off: The computer is using DC power.
(7)	 Power connector	Connects an AC adapter.

Rear



Component	Description
Vent	Enables 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.

Bottom



Component	Description
(1) Speakers (4)	Produce sound. NOTE: Two of the speakers are not shown in this illustration.
(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 Illustrated parts catalog

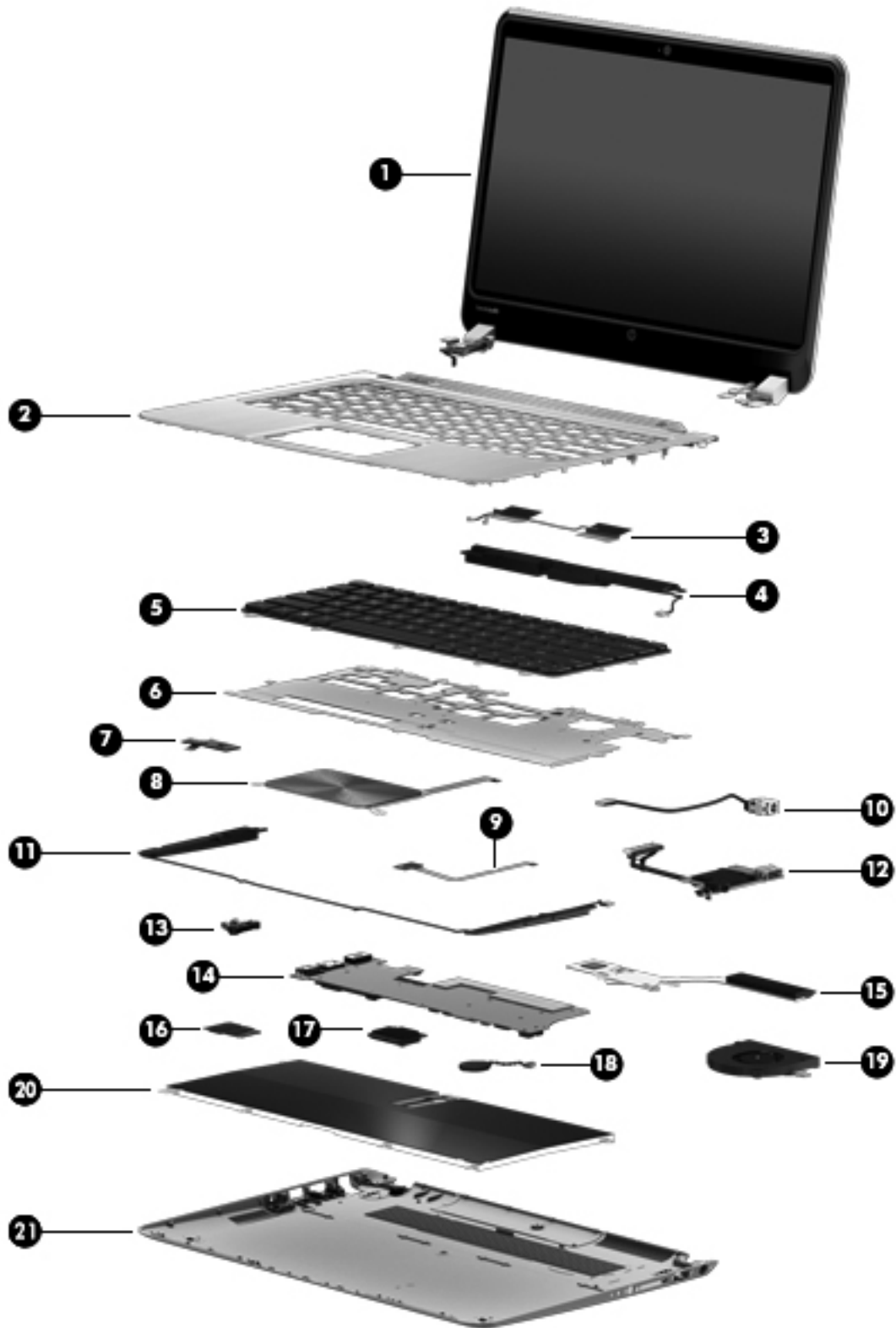
Service tag

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



Item	Description	Function
(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 to 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 (select models only)	This is the alphanumeric identifier used to locate documents, drivers, and support for the computer.

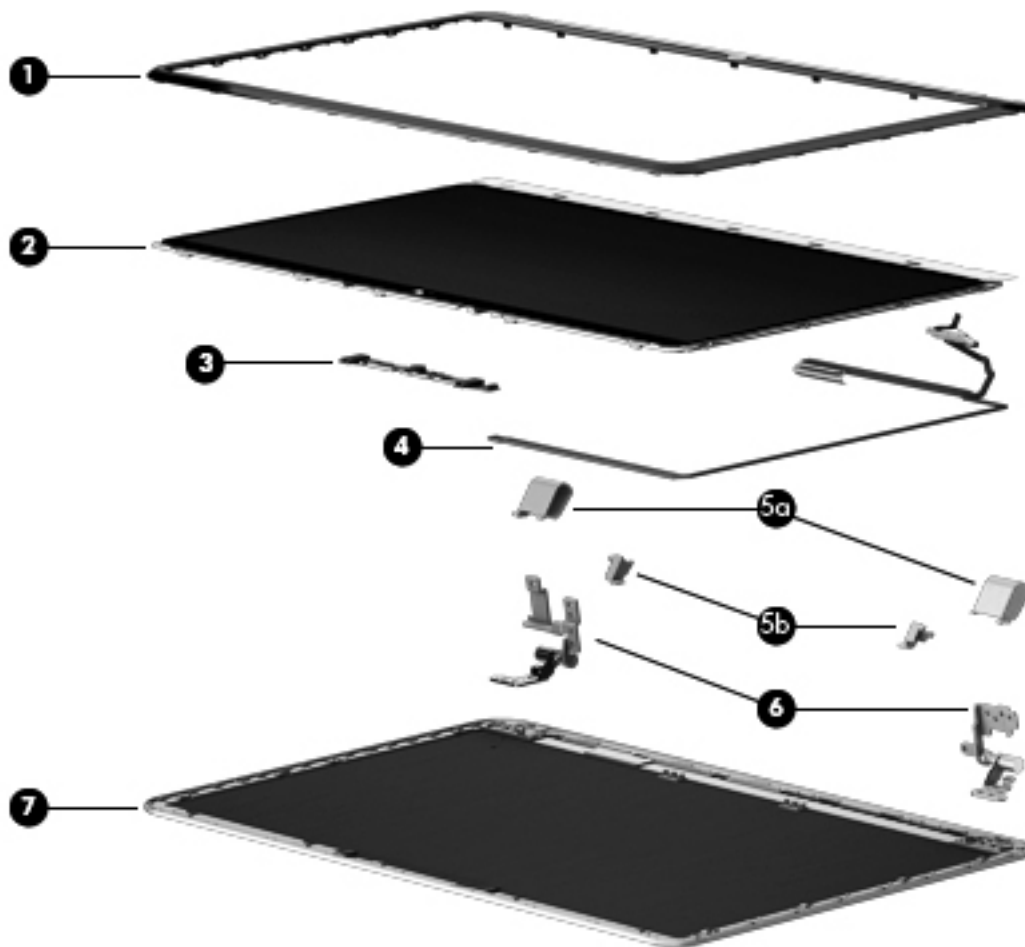
Computer major components



Item	Component	Spare part number
(1)	Display panel	692891-001
(2)	Top cover	689961-001 689962-001
(3)	Antenna	692885-001
(4)	Speaker kit (rear)	689952-001
(5)	Backlit keyboard (with backlight) (includes keyboard cable):	
	Backlit keyboard in black finish:	
	For use in the United States	689943-001
	For use in the United Kingdom and Singapore	689943-031
	For use in Germany	689943-041
	For use in France	689943-051
	For use in Italy	689943-061
	For use in Spain	689943-071
	For use in Canada	689943-121
	For use in Portugal	689943-131
	For use in Turkey	689943-141
	For use in Latin America	689943-161
	For use in Saudi Arabia	689943-171
	For use in Russia	689943-251
	For use in Thailand	689943-281
	For use in Belgium	689943-A41
	For use in Taiwan	689943-AB1
	For use in South Korea	689943-AD1
	For use in the Netherlands	689943-B31
	For use in Switzerland	689943-BG1
	For use in India	689943-D61
	For use in Denmark, Finland, Norway	689943-DH1
(6)	Backlit keyboard bracket	689939-001
(7)	Power button board	689944-001
(8)	TouchPad assembly (includes cable)	689946-001
(9)	TouchPad LED board	689945-001
(10)	Power connector cable	689944-001
(11)	Speakers (front)	689951-001
(12)	USB/Audio board (includes media card reader)	689947-001

Item	Component	Spare part number
(13)	RJ-45 cover	689948-001
(14)	System board	
	System board for use only with computer models equipped with an Intel 1.7GHz processor (includes processor and replacement thermal material).	689957-001
	System board for use only with computer models equipped with an Intel 1.9GHz processor (includes processor and replacement thermal material).	689958-001
	System board for use only with computer models equipped with an Intel 2.0GHz processor (includes processor and replacement thermal material).	689959-001
(15)	Heat sink	689938-001
(16)	Solid-state drive	
	128-GB, SSD	689953-001
	256-GB	689955-001
(17)	WLAN	670292-005
(18)	RTC battery:	686922-001
(19)	Fan	692890-001
(20)	Battery:	
	4-cell, 4.5WHr 3.05AH Li-ion battery	685989-001
(21)	Base enclosure	689934-001

Display assembly subcomponents



Item	Component	Spare part number
(1)	Display bezel	692888-001
(2)	13.3" HD, WLED, BrightView display panel	692891-001
(3)	Webcam/microphone module	689965-001
(4)	Display cable	692889-001
(5)	Hinge covers:	
	Hinge covers	689940-001
	Side hinge covers	689940-001
(6)	Hinge brackets	689940-001
(7)	Display enclosure	694726-001

Mass storage device



Item	Component	Spare part number
	Hard drive (mSATA solid-state drive)	
	128-GB solid-state (SSD) drive	689953-001
	256-GB solid-state (SSD) drive	689955-001
	Screws (not illustrated)	

Miscellaneous parts

Component	Spare part number
AC adapter (non-smart):	
65-W PFC RC V 2-wire AC adapter (non-smart) for use in all countries and regions	613149-001
Power cord (3-pin, black, 1.83-m):	
For use in North America	490371-001
For use in Australia	490371-011
For use in Europe	490371-021
For use in the United Kingdom and Singapore	490371-031
For use in Denmark, Norway, Finland	490371-081
For use in Switzerland	490371-111
For use in Thailand	490371-201
For use in Japan	490371-291

Component	Spare part number
For use in the People's Republic of China	490371-AA1
For use in Taiwan	490371-AB1
For use in South Korea	490371-AD1
For use in India	490371-D61
Screw Kit	689949-001


Sequential part number listing

Spare part number	Description
490371-001	Power cord for use in North America (3-pin, black, 1.83-m)
490371-011	Power cord for use in Australia (3-pin, black, 1.83-m)
490371-021	Power cord for use in Europe (3-pin, black, 1.83-m)
490371-031	Power cord for use in the United Kingdom and Singapore (3-pin, black, 1.83-m)
490371-081	Power cord for use in Denmark (3-pin, black, 1.83-m)
490371-111	Power cord for use in Switzerland (3-pin, black, 1.83-m)
490371-201	Power cord for use in Thailand (3-pin, black, 1.83-m)
490371-291	Power cord for use in Japan (3-pin, black, 1.83-m)
490371-AA1	Power cord for use in the People's Republic of China (3-pin, black, 1.83-m)
490371-AB1	Power cord for use in Taiwan (3-pin, black, 1.83-m)
490371-AD1	Power cord for use in South Korea (3-pin, black, 1.83-m)
490371-D61	Power cord for use in India (3-pin, black, 1.83-m)
613149-001	AC Adapter (non-smart) 65 W RC V 2-wire for use in all countries and regions except India
670292-005	Intel Centrino® Advanced-N 6235 + Bluetooth combo w/* 2 Antennas (802.11 a/g/n)
675458-001	Zipper tote bag
684976-001	Protective cover
685989-001	4-cell, 45WHr 3.05AH Li-ion battery
686922-001	RTC battery for use only with computer models without WWAN capability
689934-001	Base enclosure
689937-001	Power connector
689938-001	Heat sink
689939-001	Backlit keyboard bracket
689940-001	Display hinges
689943-001	Backlit keyboard in black finish for use in the United States (includes keyboard cable)

Spare part number	Description
689943-031	Backlit keyboard in black finish for use in the United Kingdom and Singapore (includes keyboard cable)
689943-041	Backlit keyboard in black finish for use in Germany (includes keyboard cable)
689943-051	Backlit keyboard in black finish for use in France (includes keyboard cable)
689943-061	Backlit keyboard in black finish for use in Italy (includes keyboard cable)
689943-071	Backlit keyboard in black finish for use in Spain (includes keyboard cable)
689943-121	Backlit keyboard in black finish for use in Canada (includes keyboard and cable)
689943-131	Backlit keyboard in black finish for use in Portugal (includes keyboard cable)
689943-141	Backlit keyboard in black finish for use in Turkey (includes keyboard cable)
689943-161	Backlit keyboard in black finish for use in Latin America (includes keyboard cable)
689943-171	Backlit keyboard in black finish for use in Saudi Arabia (includes keyboard cable)
689943-251	Backlit keyboard in black finish for use in Russia (includes keyboard cable)
689943-281	Backlit keyboard in black finish for use in Thailand (includes keyboard cable)
689943-A41	Backlit keyboard in black finish for use in Belgium (includes keyboard cable)
689943-AB1	Backlit keyboard in black finish for use in Taiwan (includes keyboard cable)
689943-AD1	Backlit keyboard in black finish for use in South Korea (includes keyboard cable)
689943-B31	Backlit keyboard in black finish for use in The Netherlands (includes keyboard cable)
689943-BG1	Backlit keyboard in black finish for use in Switzerland (includes keyboard cable)
689943-D61	Backlit keyboard in black finish for use in India (includes keyboard cable)
689943-DH1	Backlit keyboard in black finish for use in Denmark, Finland, Norway (includes keyboard cable)
689944-001	Power button board (includes cable)
689945-001	TouchPad LED board with cable
689946-001	TouchPad (includes cable)
689947-001	USB/Audio board with cable
689948-001	RJ-45 cover
689949-001	Screw Kit
689951-001	Speaker (front)
689952-001	Speaker (Rear)
689953-001	128-GB solid-state drive only (does not include bracket, connector cable, isolators, or screws)
689955-001	256-GB solid-state drive only (does not include bracket, connector cable, isolators, or screws)
689957-001	System board for use only with computer models equipped with an Intel 1.7GHz processor (includes processor and replacement thermal material)
689958-001	System board for use only with computer models equipped with an Intel 1.9GHz processor (includes processor and replacement thermal material)

Spare part number	Description
689959-001	System board for use only with computer models equipped with an Intel 2.0GHz processor (includes processor and replacement thermal material)
689960-001	Thermal pad
689961-001	Top cover in black finish for use in the United States
689962-001	Top cover in black finish for use in the United Kingdom
689965-001	Webcam (includes microphone)
692885-001	Antenna
692888-001	Display bezel
692889-001	Display cable
692890-001	Fan
692891-001	Display panel
694726-001	Display enclosure

4 Removal and replacement procedures

 **CAUTION:** This computer does not have user-replaceable parts. Only HP authorized service providers should perform the removal and replacement procedures described here. Accessing the internal part could damage the computer or void the warranty.

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

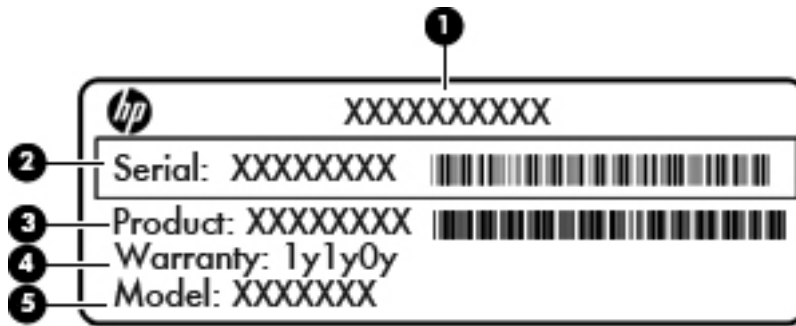
Component replacement procedures

This chapter provides removal and replacement procedures.

There are as many as 77 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 label

When ordering parts or requesting information, provide the computer serial number and model number provided on the service label, which is found on the bottom of the computer.



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.
(4)	Warranty period	This number describes the duration of the warranty period for the computer.
(5)	Model description (select models only)	This is the alphanumeric identifier used to locate documents, drivers, and support for the computer.

Base enclosure

Description	Spare part number
Base enclosure (Black)	689934-001

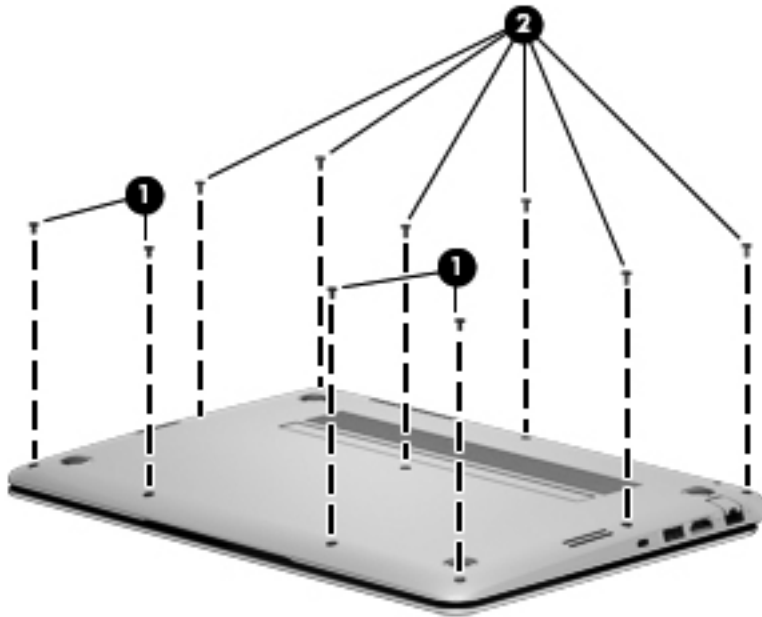
Before disassembling the computer, follow these steps:

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 base enclosure:

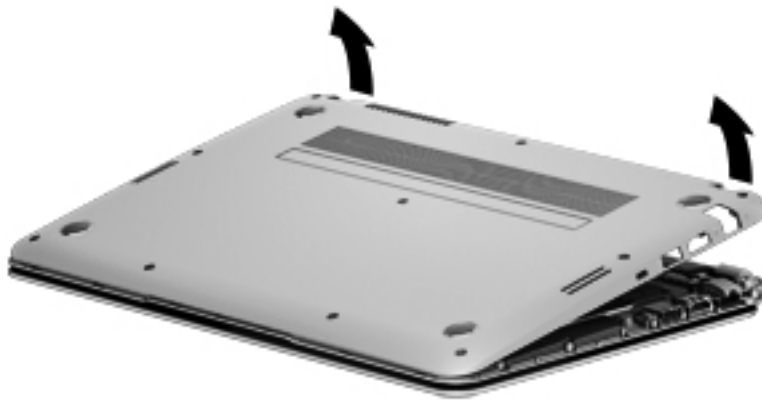
1. Turn the computer face down, and then remove the 4 Phillips PM 4.5 millimeter front-edge screws (1) from the base enclosure.

2. Remove the 6 remaining Phillips PM 5.5 millimeter screws (2) from the back and the middle of the base enclosure.



3. Separate the bottom enclosure from the unit at the rear edge and remove the bottom enclosure.

 **NOTE:** To remove the bottom enclosure, use a thin, non-conductive tool such as the HP Tool Shroud separator. This tool is available on the HP website.



Battery

Description	Spare part number
4-cell, 45WHr 3.05AH Li-ion battery	685989-001

Before removing the battery, follow these steps:

1. Shut down the computer. If you are unsure whether the computer is off or in Hibernation, turn the computer on, and then shut it down through the operating system.
2. Disconnect all external devices connected to the computer.
3. Disconnect the power from the computer by first unplugging the power cord from the AC outlet and then unplugging the AC adapter from the computer.
4. Remove the base enclosure (see [Base enclosure on page 27](#)).

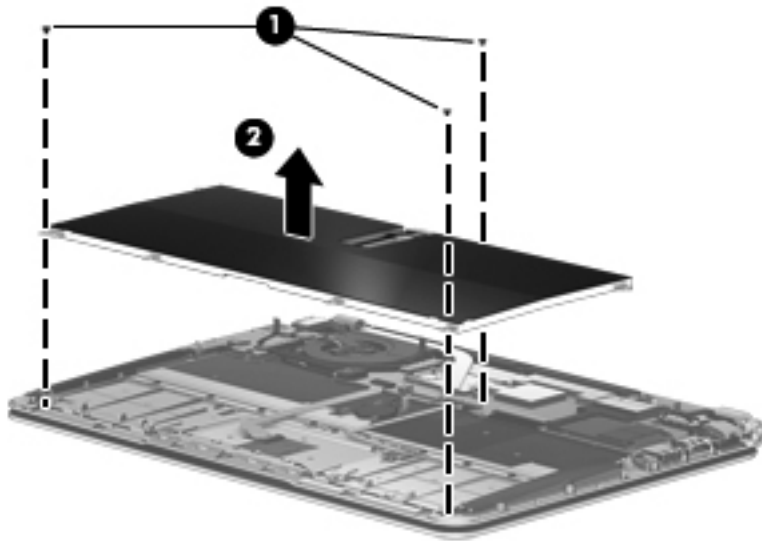
Remove the battery:

1. Turn the computer right-side up, with the front toward you.
2. Disconnect the battery cable.



3. Remove the 3 Phillips PM 2×2 screws (1) that secure the battery to the top cover.

4. Remove the battery from the computer (2).



Reverse this procedure to install the battery.

RTC battery


Description	Spare part number
RTC battery	686922-001

Before removing the RTC battery, follow these steps:

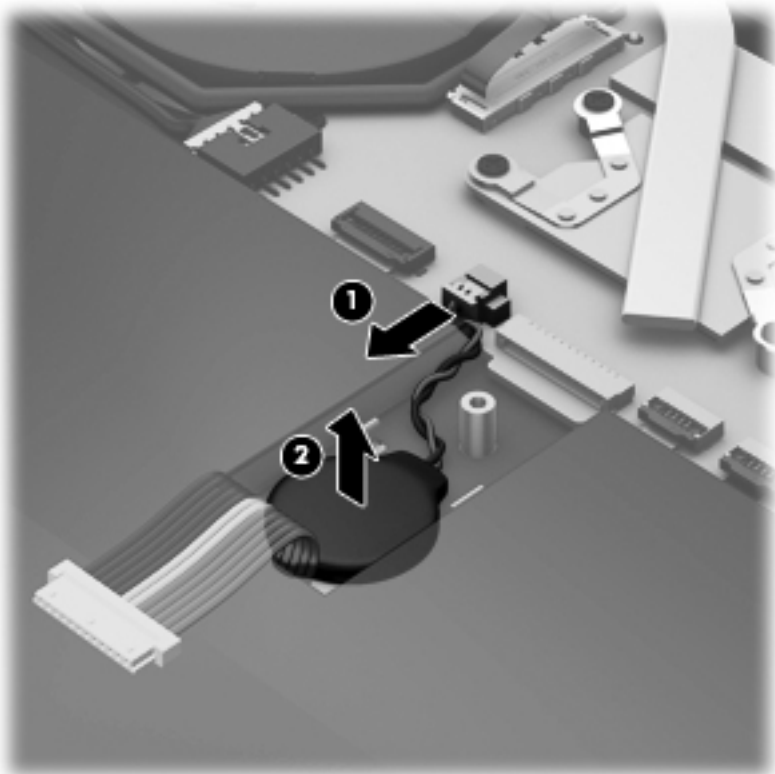
1. Shut down the computer. If you are unsure whether the computer is off or in Hibernation, turn the computer on, and then shut it down through the operating system.
2. Disconnect all external devices connected to the computer.
3. Disconnect the power from the computer by first unplugging the power cord from the AC outlet and then unplugging the AC adapter from the computer.
4. Remove the base enclosure (see [Base enclosure on page 27](#)).
5. Disconnect the battery cable (see [Battery on page 29](#)).

Remove the RTC battery:

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

 **NOTE:** Use a thin, non-conductive tool to remove the RTC battery from the socket on the system board.

2. Remove the RTC battery (2). (The RTC battery is attached to the system board by double-sided adhesive.)



Reverse this procedure to install the RTC battery on computer models. When installing the RTC battery, make sure the “+” sign faces up.

Solid-state drive

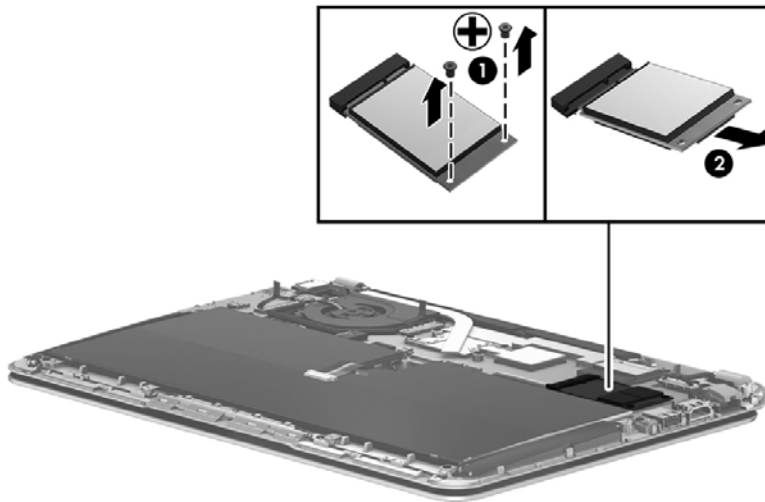
Description	Spare part number
128-GB mSATA solid-state drive (SSD)	689953-001
256-GB mSATA solid-state drive (SSD)	689955-001

Before removing the SSD, 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 base enclosure (see [Base enclosure on page 27](#)).
5. Disconnect the battery cable (see [Battery on page 29](#)).

Remove the solid-state drive:

1. Remove the 2 Phillips PM 2.0x2.0 screws (1) securing the solid-state drive to the top cover. The drive tilts upwards.
2. Remove the solid-state drive (2).



Reverse these procedures to reassemble and install the hard drive.

WLAN module

Description	Spare part number
Intel Centrino® Advanced-N 6235 + Bluetooth combo w/* 2 Antennas (802.11 a/g/n)	670292-005

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:

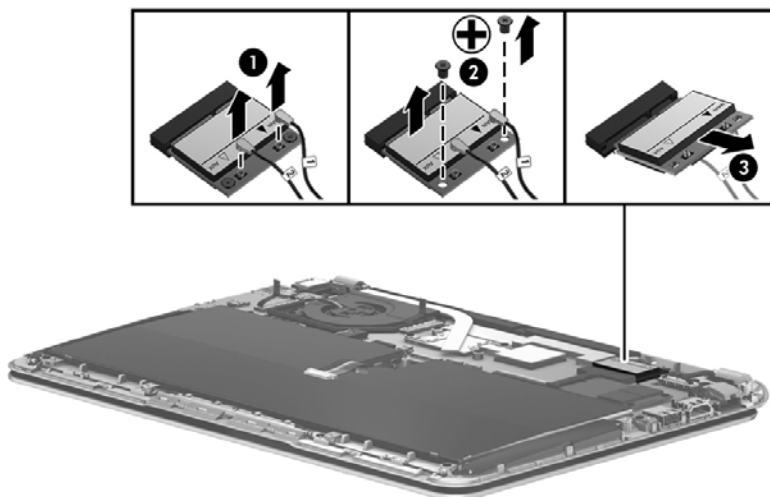
1. Shut down the computer. If you are unsure whether the computer is off or in Hibernation, turn the computer on, and then shut it down through the operating system.
2. Disconnect all external devices connected to the computer.
3. Disconnect the power from the computer by first unplugging the power cord from the AC outlet and then unplugging the AC adapter from the computer.
4. Remove the base enclosure (see [Base enclosure on page 27](#)).
5. Disconnect the battery cable (see [Battery on page 29](#)).

Remove the WLAN module:

1. Disconnect the #1 and #2 WLAN antenna cables from the WLAN module **(1)**.

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

2. Remove the 2 Phillips PM 2.0×3.0 screws **(2)** that secure the WLAN module to the top cover. (The WLAN module tilts up.)
3. Remove the WLAN module by pulling the module away from the slot at an angle **(3)**.



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.

Fan

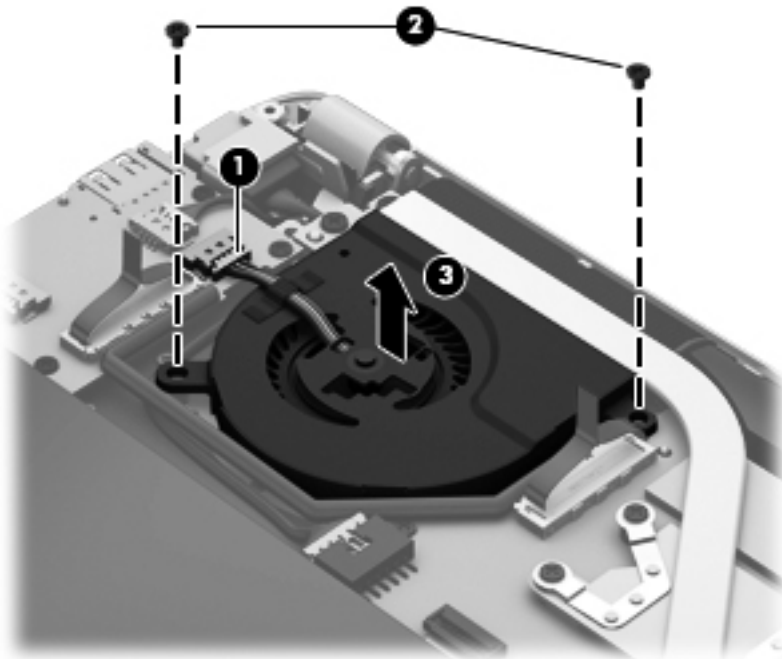
Description	Spare part number
Fan	692890-001


Before removing the fan:

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 base enclosure (see [Base enclosure on page 27](#)).

Remove the fan:

1. Disconnect the fan cable (1).
2. Remove the 2 Phillips PM 2.0x4.0 screws securing the fan to the top cover (2), and then lift the fan upwards (3).



 **NOTE:** You may need to remove the piece of tape on the underside of the heat sink that secures the fan to the unit.

RJ-45 module cover

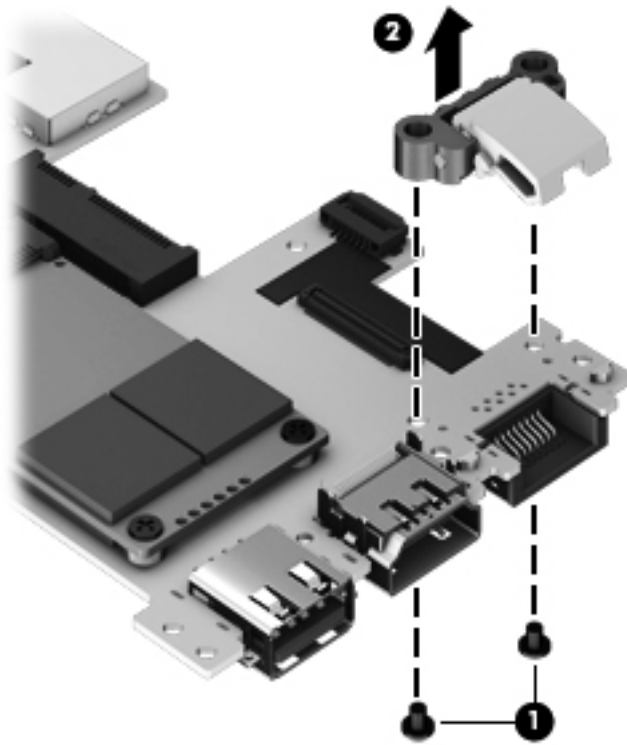
Description	Spare part number
RJ-45 module cover (plastics kit)	689948-001

Before removing the RJ-45 module cover:

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 base enclosure (see [Base enclosure on page 27](#)).
5. Disconnect the battery cable (see [Battery on page 29](#)).

Remove the RJ-45 module cover:

1. Remove the 2 Phillips PM screws securing the RJ-45 module cover (1).
2. Remove the cover (2).



System board



NOTE: The system board spare part kit includes replacement thermal material.

Description	Spare part number
For use only with computer models equipped with an Intel 1.7GHz processor, but not WWAN capability (includes replacement thermal material)	689957-001
For use only with computer models equipped with an Intel 1.9GHz processor, but not WWAN capability (includes replacement thermal material)	689958-001
For use only with computer models equipped with an Intel 2.0GHz processor, but not WWAN capability (includes replacement thermal material)	689959-001

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 base enclosure (see [Base enclosure on page 27](#)).
5. Remove the battery (see [Battery on page 29](#)).
6. Remove the WLAN module (see [WLAN module on page 34](#)).
7. Remove the fan (see [Fan on page 35](#)).

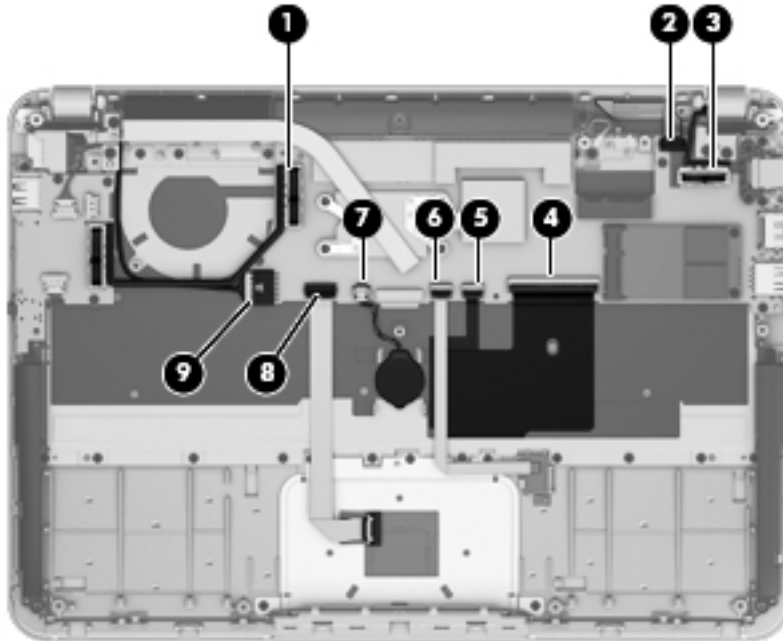
When replacing the system board, be sure that the following components are removed from the defective system board and installed on the replacement system board:

- RTC battery (see [RTC battery on page 31](#))
- Power connector cable (see [Power connector cable on page 47](#))
- Fan (see [Fan on page 35](#)).
- Heat sink (see [Heat sink on page 40](#))
- WLAN module see ([WLAN module on page 34](#)).
- Hard drive (see [Solid-state drive on page 33](#)).
- USB/Audio (see [USB/Audio board on page 43](#)),
- Display panel cable (see [Display panel on page 51](#)).
- RJ-45 cover (see [RJ-45 module cover on page 35](#)).

Remove the system board:

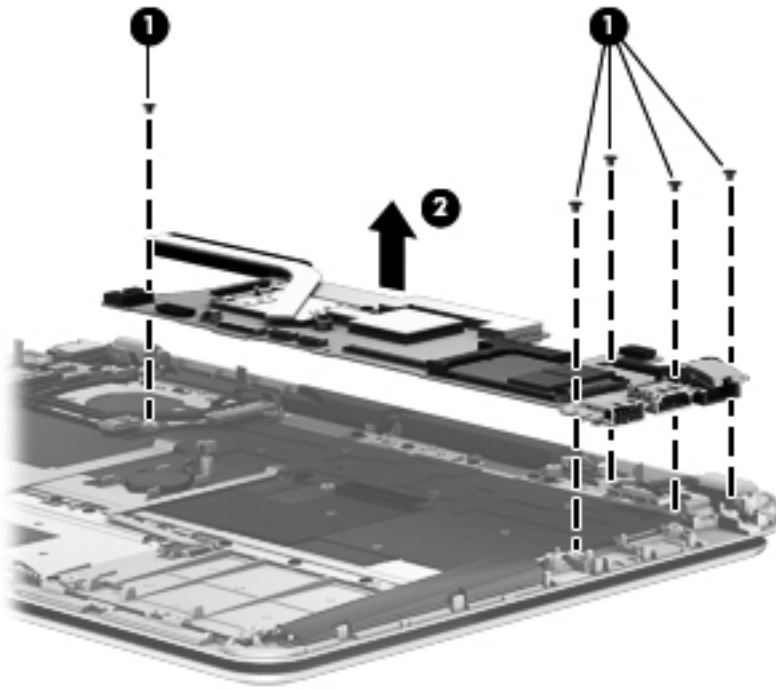
1. Remove the following cables:
 - USB/Audio board cable **(1)**
 - Power button board cable **(2)**
 - Display panel cable **(3)**

- Backlit keyboard cable (4)
- Backlit keyboard light cable (5)
- TouchPad LED cable (6)
- RTC cable (7)
- TouchPad cable (8)
- Power connector cable (9)



2. Remove the 5 Phillips PM 2.0x3.0 screws (1).

3. Remove the system board (2).



Reverse this procedure to install the system board.

Heat sink

Description	Spare part number
Heat sink	689938-001



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, 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 base enclosure (see [Base enclosure on page 27](#)).
5. Disconnect the battery cable (see [Battery on page 29](#)),
6. Remove the system board (see [System board on page 37](#)).

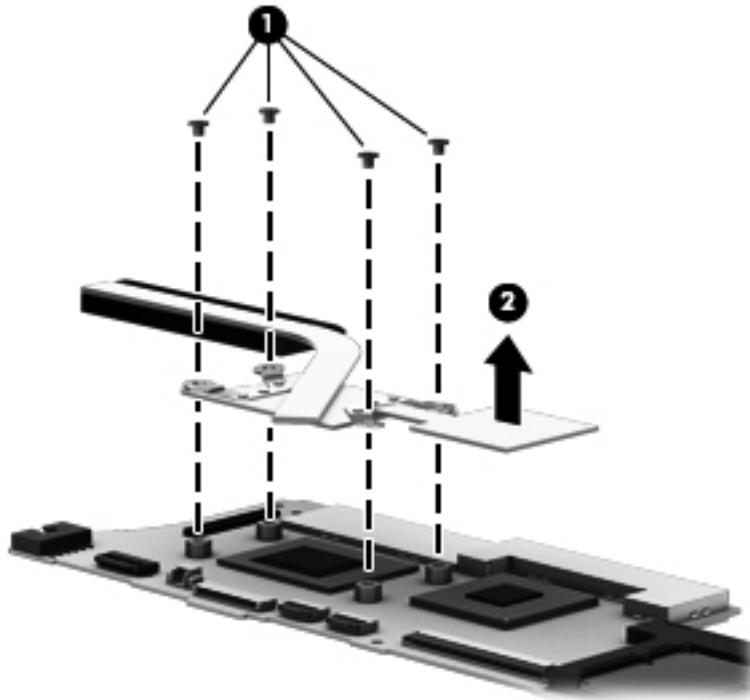
Remove the heat sink:

1. From the system board, remove the 4 Phillips PM screws securing the heat sink (1) to the system board.



CAUTION: These screws must be removed in the sequence that is marked on the heat sink so that the correct pressure is applied to the processor and other components.

2. Remove the heat sink (2).



Reverse this procedure to install the heat sink..

CAUTION: These screws must be installed in the sequence that is marked on the heat sink so that the correct pressure is applied to the processor and other components.

Speakers

Description	Spare part number
Speaker Kit, front (includes front speaker and cable)	689951-001
Speaker Kit, rear (includes front speaker and cable)	689952-001

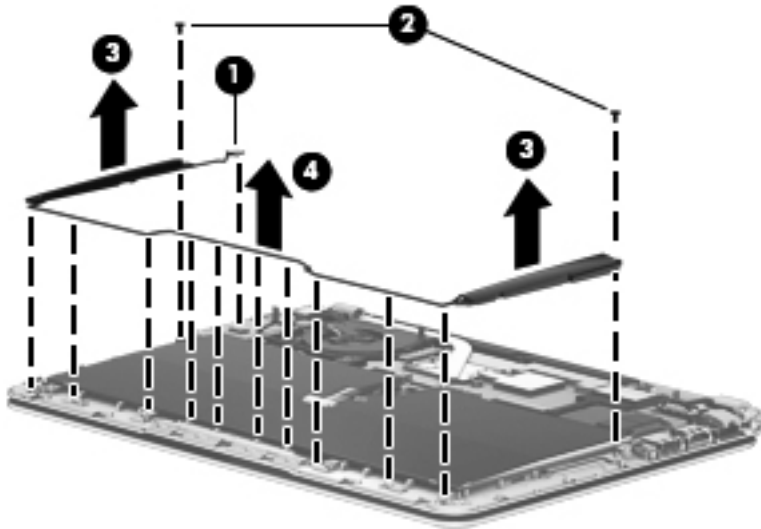
Before removing the front speakers, follow these steps:

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 base enclosure (see [Base enclosure on page 27](#)).
5. Disconnect the battery cable (see [Battery on page 29](#)).

Remove the front speakers:

1. Turn the computer, with the front edge toward you.
2. Disconnect the front speaker cable (1) from the USB/audio board.


3. Remove the Phillips PM screws securing each half of the front speaker (2).
4. Remove the speaker cables (3) that are routed on each side of the front area.
5. Remove the speakers (4).



Reverse this procedure to install the front speakers.

Before removing the rear speaker, follow these steps:

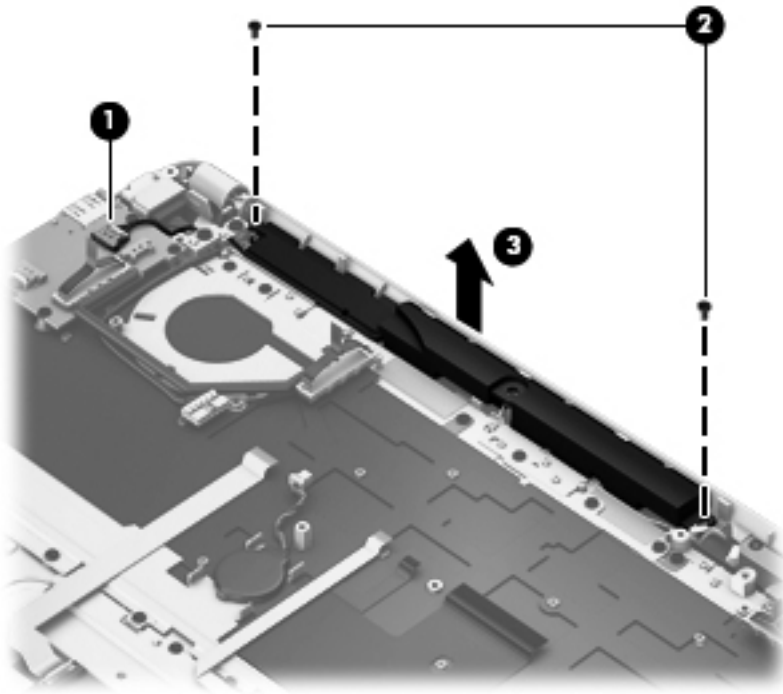
1. Shut down the computer. If you are unsure whether the computer is off or in Hibernation, turn the computer on, and then shut it down through the operating system.
2. Disconnect all external devices connected to the computer.
3. Disconnect the power from the computer by first unplugging the power cord from the AC outlet and then unplugging the AC adapter from the computer.
4. Remove the base enclosure (see [Base enclosure on page 27](#)).
5. Disconnect the battery cable (see [Battery on page 29](#)).
6. Remove the system board (see [System board on page 37](#)).

 **NOTE:** The heat sink overlaps the rear speakers so the system board must be removed before the rear speakers.

Remove the rear speakers

1. Disconnect the rear speaker cable from the USB/Audio board (1).

2. Remove the 2 Phillips PM 4.0 millimeter screws (2), and then remove the rear speakers (3).



USB/Audio board

Description	Spare part number
USB/Audio board (includes digital media card reader)	689947-001

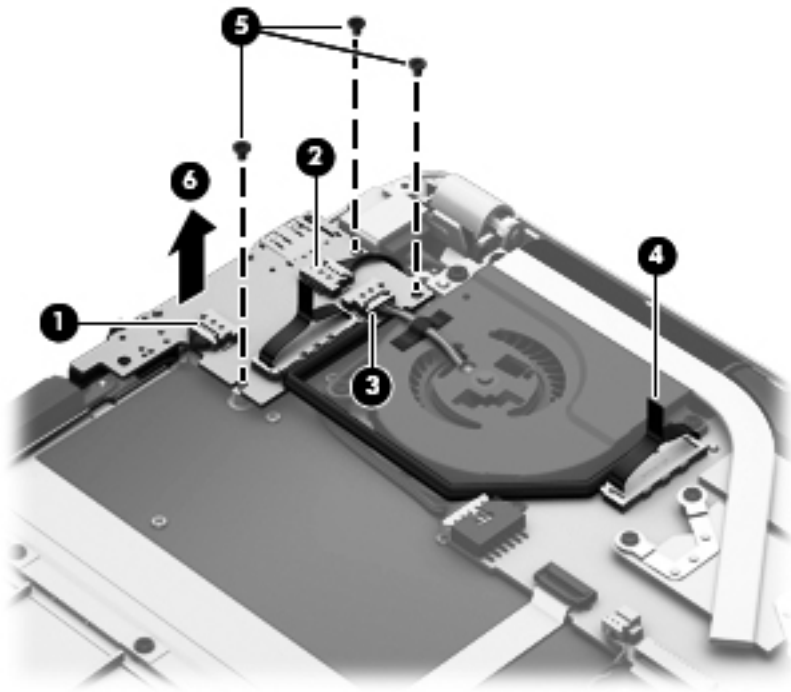
Before removing the USB/Audio board, follow these steps:

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 display panel (see [Display panel on page 51](#)).
5. Remove the base enclosure (see [Base enclosure on page 27](#)).
6. Disconnect the battery cable (see [Battery on page 29](#)).

Remove the USB/Audio board:

1. Disconnect the left front speaker cable (1).
2. Disconnect the right front speaker cable (2).
3. Disconnect the fan cable (3).
4. Disconnect the rear speaker cable (4).
5. Disconnect the 3 Phillips PM 4.5 millimeter screws securing the USB/Audio board (5).

6. Remove the USB/Audio board (6).



Reverse this procedure to install the USB/Audio board.

TouchPad module

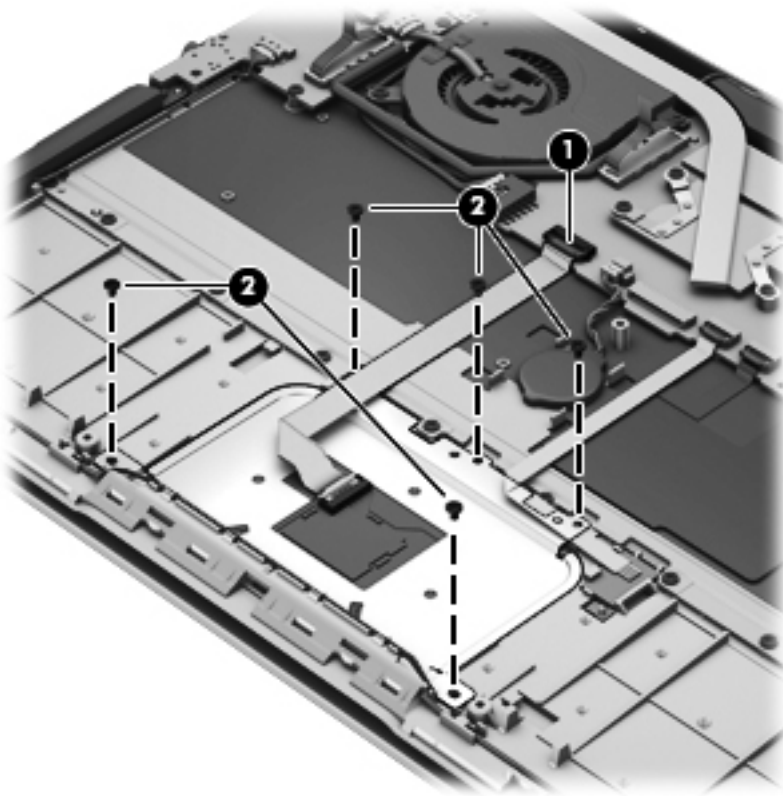
Description	Spare part number
TouchPad button board (includes cable)	689946-001

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 display panel (see [Display panel on page 51](#)).
5. Remove the base enclosure (see [Base enclosure on page 27](#)).

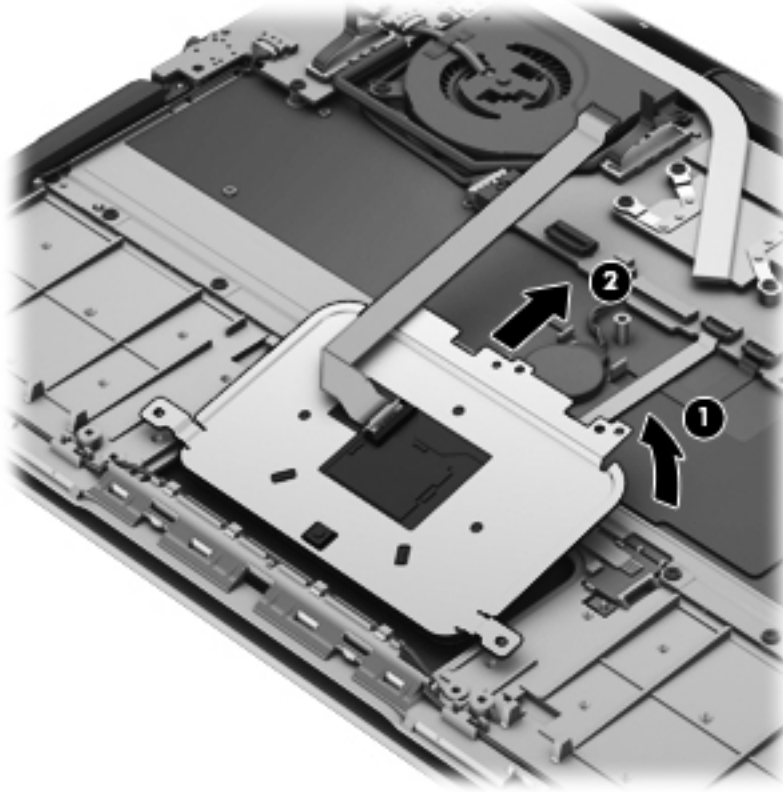
Remove the TouchPad button board and cable:

1. Turn the top cover upside down, with the back edge toward you.
2. Disconnect the TouchPad cable **(1)** that secures the TouchPad to the system board.
3. Remove the 5 Phillips PM screws **(2)** that secure the TouchPad button board to the top cover.



4. Lift the TouchPad button board **(1)**.

5. Remove the TouchPad button board and cable (2).



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

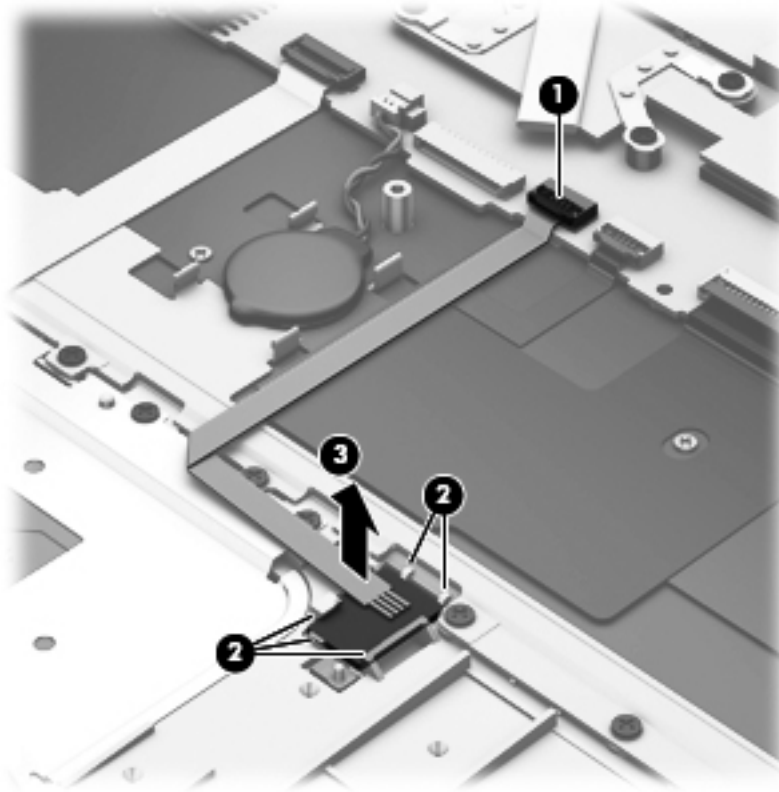
TouchPad LED board

Description	Spare part number
TouchPad LED board	689945-001

Remove the TouchPad LED board:

1. Disconnect the TouchPad LED board cable (1).

2. Unclip the TouchPad LED board (2), and then remove it (3).



Power connector cable

Description	Spare part number
Power connector cable (includes bracket)	689937-001

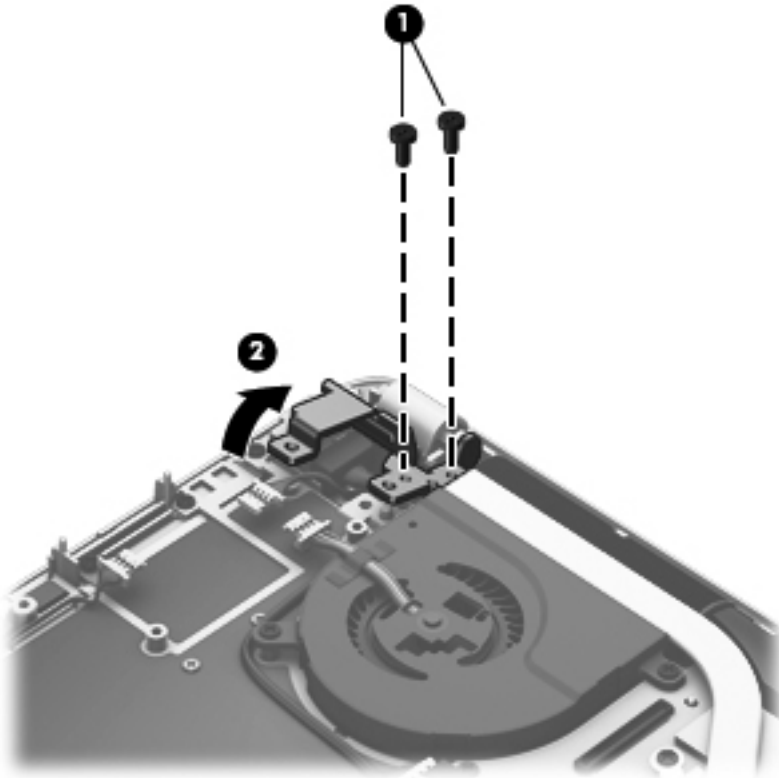
Before removing the power connector cable, follow these steps:

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 display panel (see [Display panel on page 51](#)).
5. Remove the base enclosure (see [Base enclosure on page 27](#)).
6. Disconnect the battery cable (see [Battery on page 29](#)).

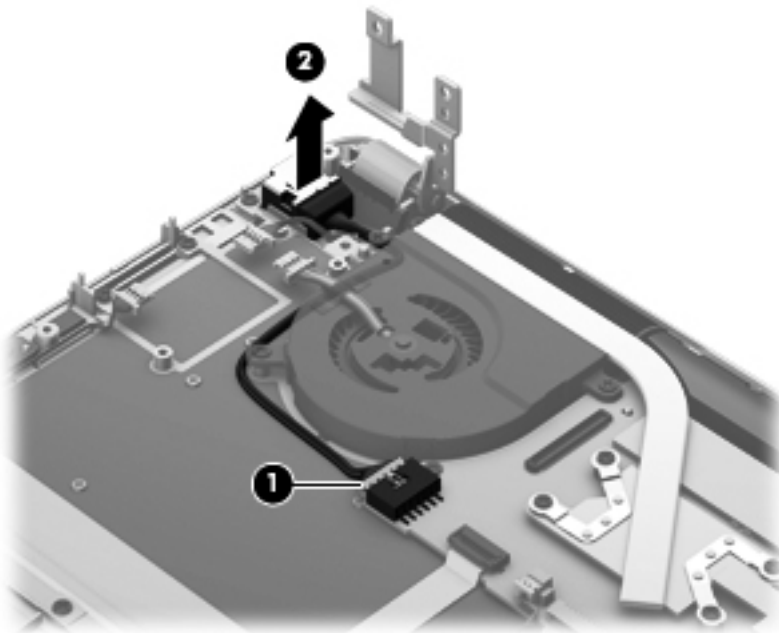
Remove the power connector cable:

1. Turn the computer, with the right side toward you.

2. Remove the 2 screws that secure the right hinge (1), and then rotate the hinge to the open position (2).



3. Disconnect the power connector cable (1), and then remove the power connector and cable (2).



Reverse this procedure to install the power connector and cable.

Power button board

Description	Spare part number
Power button board	689944-001


Before removing the Power button board, follow these steps:

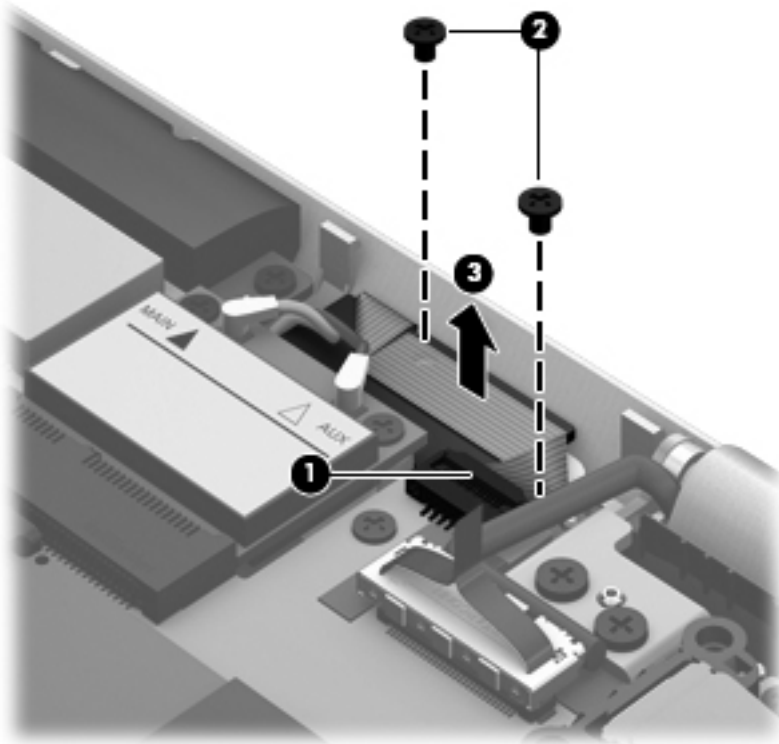
1. Shut down the computer. If you are unsure whether the computer is off or in Hibernation, turn the computer on, and then shut it down through the operating system.
2. Disconnect all external devices connected to the computer.
3. Disconnect the power from the computer by first unplugging the power cord from the AC outlet and then unplugging the AC adapter from the computer.
4. Remove the display panel (see [Display panel on page 51](#)).
5. Remove the base enclosure (see [Base enclosure on page 27](#)).
6. Disconnect the battery cable (see [Battery on page 29](#)).

Remove the Power button board and cable:

1. Turn the top cover upside down, with the back edge toward you.
2. Disconnect the Power button board cable **(1)**.
3. Remove the 2 Phillips PM screws securing the Power button board to the top cover **(2)**.

4. Remove the Power button board (3).

 **NOTE:** The Power button board's cable is soldered on. .



Display panel

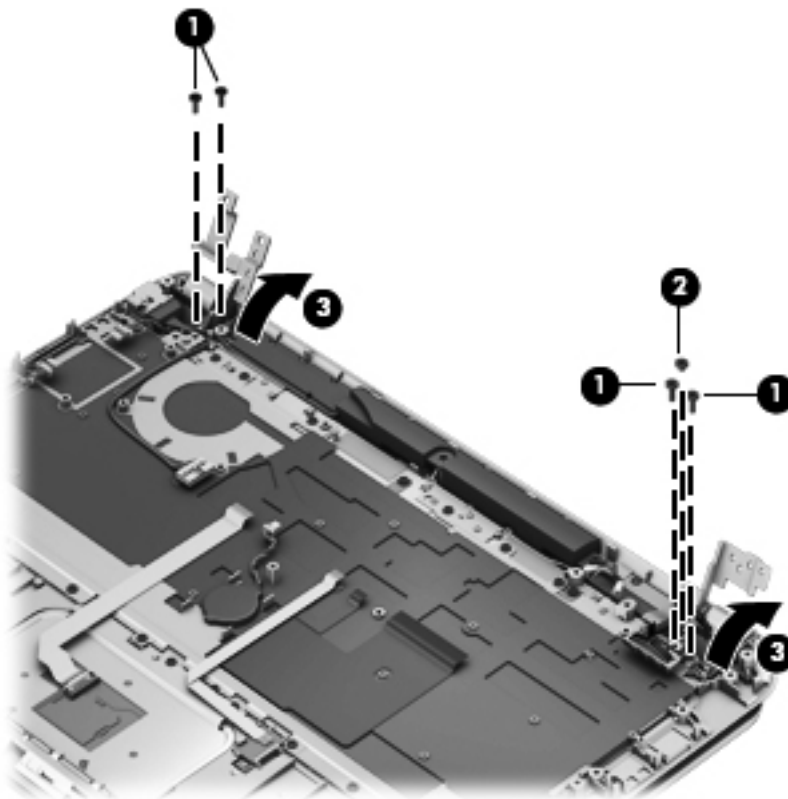
Description	Spare part number
13.3-in, LED, BrightView SVA display panel	692891-001


Before removing the display panel, 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.

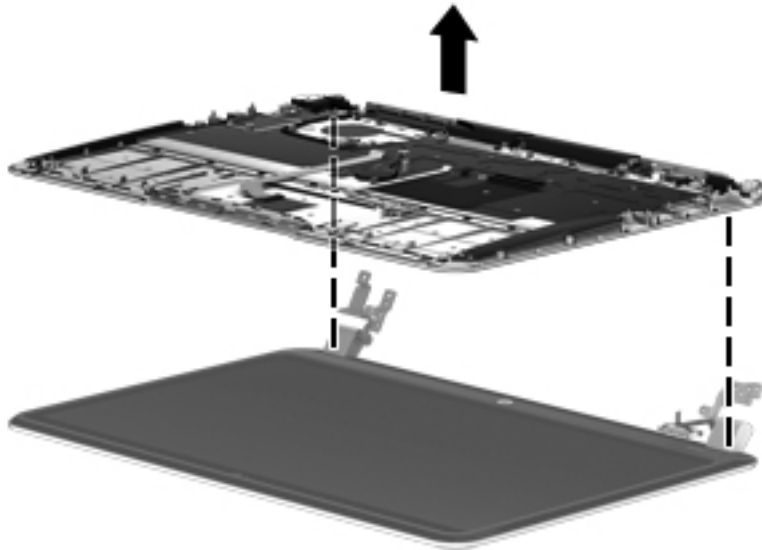
Remove the display panel:

1. Turn the computer right-side up, with the rear toward you.
2. Open the computer.
3. Remove the base enclosure (see [Base enclosure on page 27](#)).
4. Remove the 2 Phillips PM 5.0 millimeter screws on the left and right hinges (1).
5. Remove the Phillips PM 3.0 millimeter screw on the left hinge (2).
6. Rotate both hinges to the open position (3).

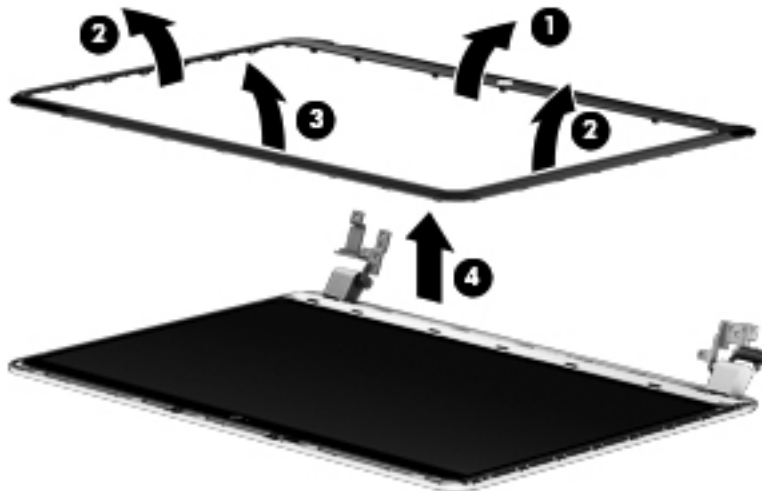


 **NOTE:** Support the display panel as you are removing the screws.


7. Remove the top cover from the display assembly.

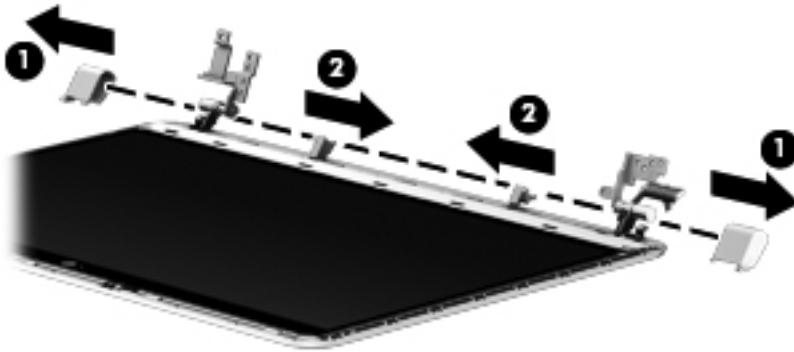


8. Loosen the bottom edge of the plastic bezel cover (1) from all four sides of the display panel.
9. Loosen the left and right side edges of the plastic bezel cover (2), and then loosen the top edge of the plastic bezel cover (3). Remove the plastic bezel cover (4).

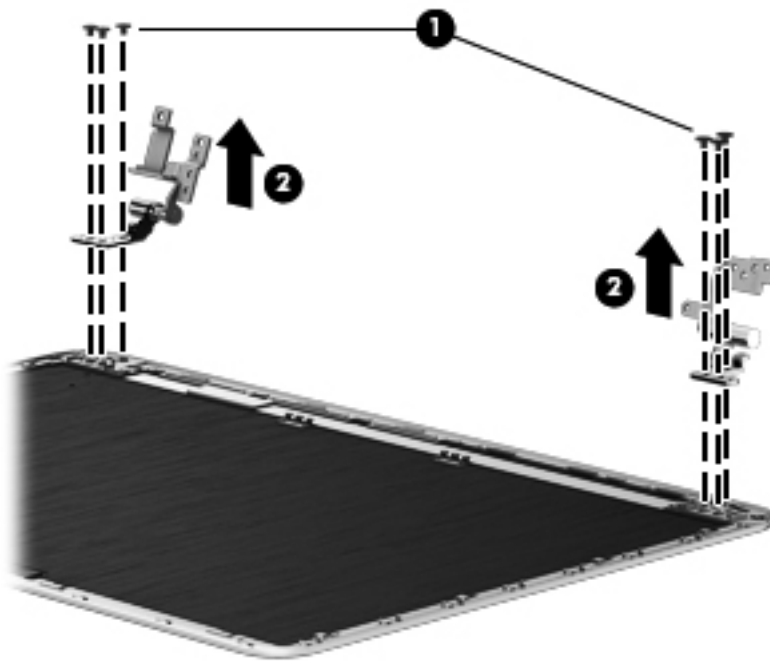


10. Slide the hinge covers outwards (1), and then release the secondary hinge covers (2).

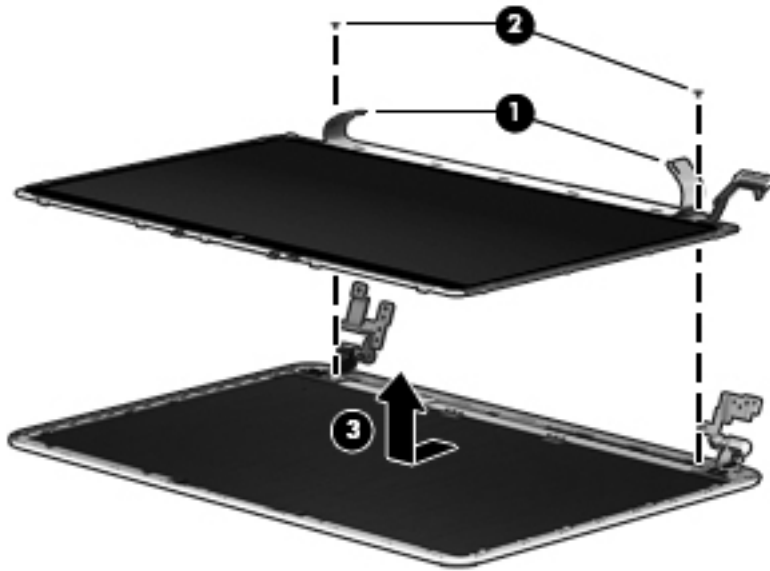
 **NOTE:** Remove any tabs or tape adhering to the display panel.



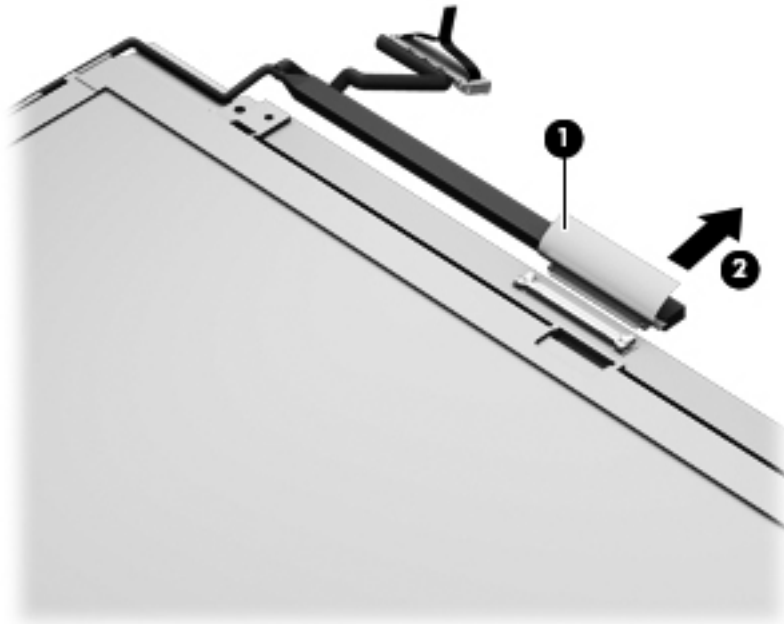
11. Remove the 6 Phillips PM screws (1) from the hinge brackets, and then remove the hinge brackets (2).



12. Rotate the hinges to the open position (1), and then remove the 2 Phillips PM screws (2). Remove the display panel (3).

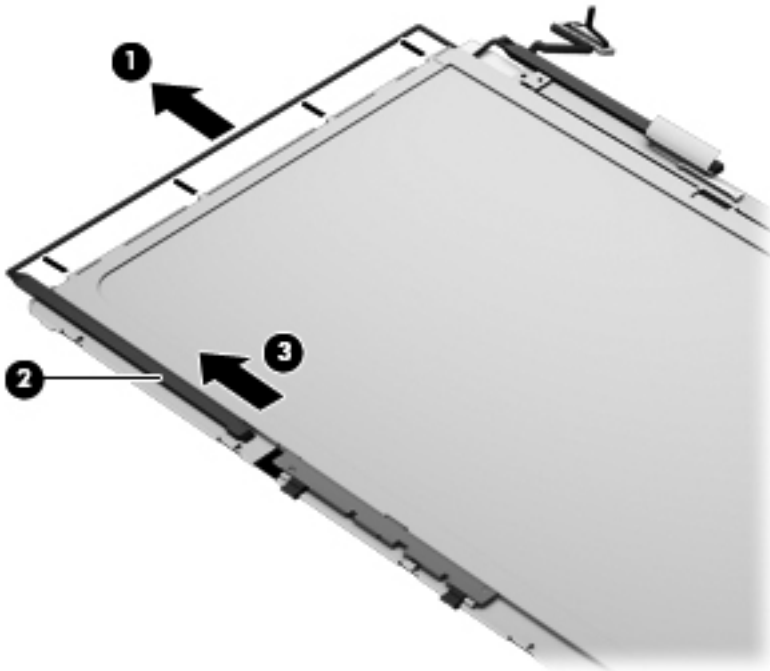


13. Remove the adhesive tape from the display panel cable connector (1).
14. Disconnect the display panel cable connector (2) from the display panel (2).



15. Remove the panel cable from the clips on the left edge (1), and then loosen the cable from the adhesive tape (2).

16. Disconnect the cable from the webcam (3).



Reverse this procedure to install the display panel.

Webcam assembly

Description	Spare part numbers
Webcam assembly	689965-001

Before removing the webcam assembly:


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 display panel (see [Display panel on page 51](#)).
5. Remove the base enclosure (see [Base enclosure on page 27](#)).
6. Disconnect the battery cable (see [Battery on page 29](#)).

Remove the webcam assembly:

- ▲ Lift the webcam from the display panel (1), and then remove the webcam assembly (2).



Backlit keyboard

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

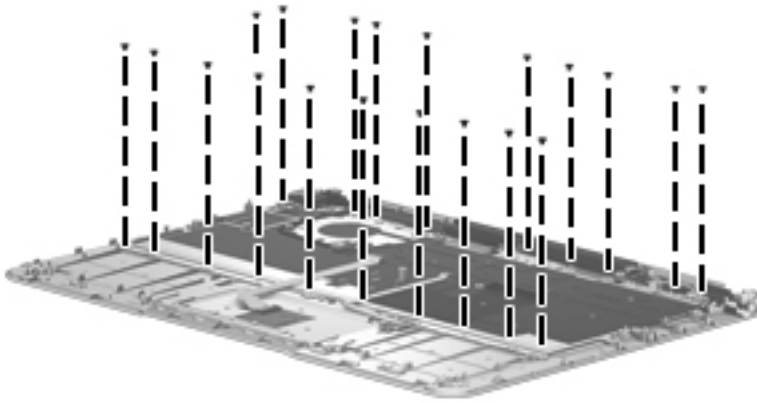
For use in country or region:	Spare part number:	For use in country or region:	Spare part number:
Backlit keyboard in black finish:			
For use in the United States	689943-001	For use in Taiwan	689943-AB1
For use in the United Kingdom and Singapore	689943-031	For use in South Korea	689943-AD1
For use in Germany	689943-041	For use in Saudi Arabia	689943-171
For use in France	689943-051	For use in Russia	689943-251
For use in Italy	689943-061	For use in Thailand	689943-281
For use in Spain	689943-071	For use in Belgium	689943-A41
For use in Canada	689943-121	For use in Canada	689943-DB1
For use in Portugal	689943-131	For use in The Netherlands	689943-B31
For use in Turkey	689943-141	For use in Switzerland	689943-BG1
For use in Latin America	689943-161	For use in India	689943-D61
For use in Denmark, Finland, Norway	689943-DH1		

Before removing the keyboard, follow these steps:

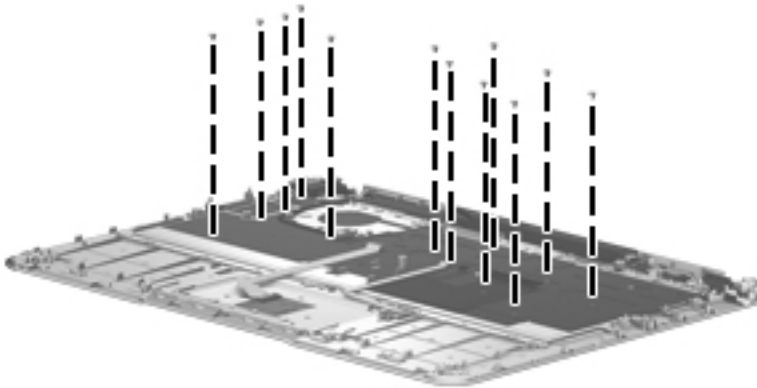
1. Shut down the computer. If you are unsure whether the computer is off or in Hibernation, turn the computer on, and then shut it down through the operating system.
2. Disconnect all external devices connected to the computer.
3. Disconnect the power from the computer by first unplugging the power cord from the AC outlet and then unplugging the AC adapter from the computer.
4. Remove the display panel (see [Display panel on page 51](#)).
5. Remove the base enclosure (see [Base enclosure on page 27](#)).

Remove the keyboard:

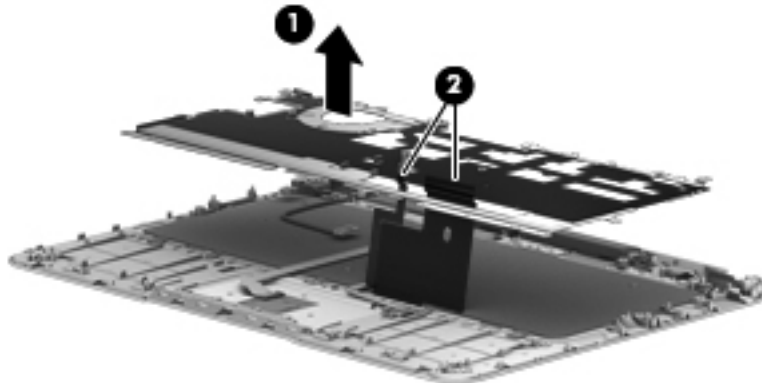
1. Turn the computer right-side up with the front facing you.
2. Remove the 20 black Phillips PM 2x2 screws that secure the keyboard bracket.



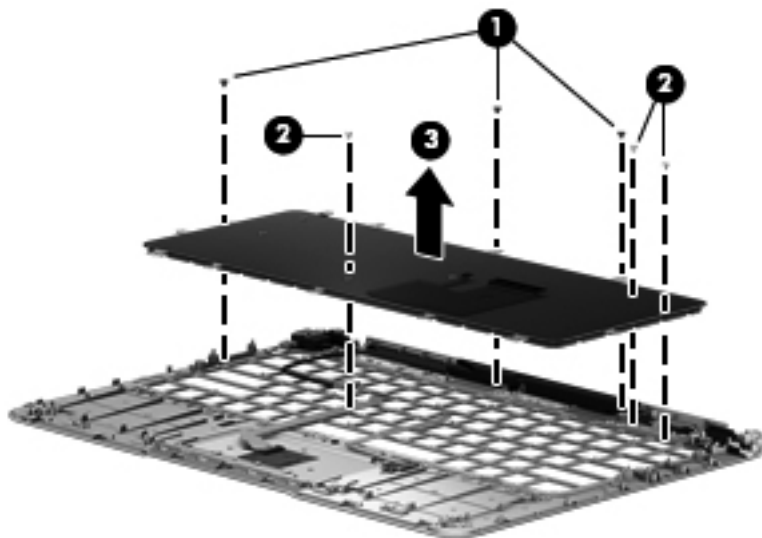
3. Remove the 12 silver Phillips PM 1.6x2 screws (2) that secure the keyboard bracket.



4. Remove the keyboard bracket (1). Make sure the keyboard cables are disengaged from the bracket as you remove the keyboard bracket (2). Make sure to push the keyboard cables through the bracket.



5. Remove the 3 black Phillips PM 2x2 screws (1), and then remove the 3 Phillips PM 1.6 screws (2).
6. Remove the keyboard (3).



Reverse this procedure to install the keyboard.

WLAN antenna cables

Description	Spare part numbers
WLAN antennas	670292-005


Before removing the antenna cables:

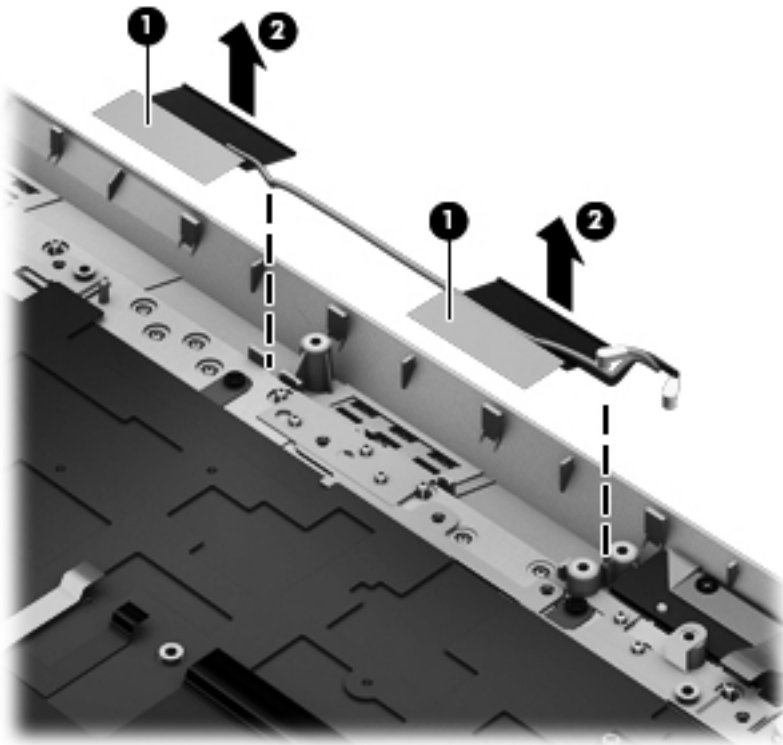
1. Shut down the computer. If you are unsure whether the computer is off or in Hibernation, turn the computer on, and then shut it down through the operating system.
2. Disconnect all external devices connected to the computer.

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 display panel (see [Display panel on page 51](#)).
5. Remove the base enclosure (see [Base enclosure on page 27](#)).
6. Disconnect the battery cable (see [Battery on page 29](#)).

Remove the WLAN antenna cables:

- ▲ Remove the WLAN antenna transceivers (1), and then remove the cables (2) from the right and left sides of the hinge.

 **NOTE:** Be careful when removing the cables.



Top cover

Description	Spare part number
Top cover	686097-001 (for use in the United States) 689962-001 (for use in the United Kingdom)

Before removing the top cover from the display panel, 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 top cover from the display:

- ▲ To remove the top cover from the display, see [Display panel on page 51](#).


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		
Width	29.16 cm	11.48 in
Depth	2.15 cm	8.46 in
Height (front to back)	2.11 to 3.19 cm	0.83 to 1.26 in
Weight		
With 6-cell battery	1.60 kg	3.53 lb
With 3-cell battery	1.46 kg	3.22 lb
Input power		
Operating voltage and current	18.5 V dc @ 3.5 A - 65 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.		

13.3-inch display specifications

	Metric	U.S.
Dimensions		
Height	16.50 cm	6.50 in
Width	25.34 cm	11.60 in
Diagonal	33.66 cm	13.30 in
Number of colors	262,144	

	Metric	U.S.
Contrast ratio	200:1 (typical)	
Brightness	200 nits (typical)	
Pixel resolution		
Pitch	0.197 mm × 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)	

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 (HP 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

Restoring the system

If the computer hard drive fails, you must use a set of recovery discs or a recovery flash drive to restore your system to its factory image. Ideally, you have already used HP Recovery Manager to create these tools immediately after software setup.


 **NOTE:** All references to the hard disk drive in this guide refer to the solid-state (SSD) drive


For issues other than hard drive failure, you can restore your system by using the HP Recovery partition, rather than by using 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.

Creating restore media


HP recommends that you create either a set of recovery discs or a recovery flash drive so 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 recovery tools carefully, and keep them in a safe place.

 **NOTE:** 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, double-layer DVD±RW, and BD-RE (rewritable Blu-ray) discs, are not compatible with the HP 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 it into an optional external optical drive (purchased separately).


- If necessary, you can exit the program before you have finished creating the recovery discs or recovery flash drive. The next time you open HP 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 > Security and Protection > HP Recovery Manager > HP Recovery Media Creation**.
2. Follow the on-screen instructions.

Performing a system recovery

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

 **NOTE:** A system restore must be performed if the computer hard drive fails 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 HP Recovery Manager to restore your system.
- HP Recovery Manager restores only software that was installed at the factory. For software not provided with this computer, you must either download the software from the manufacturer's Web site or reinstall the software from the disc provided by the manufacturer using an optional external optical drive (purchased separately).

Using the dedicated recovery partition


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 HP Recovery Manager in either of the following ways:
 - Select **Start > All Programs > Security and Protection > HP Recovery Manager > HP 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 **HP 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 an optional external optical drive (purchased separately), 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 HP Recovery Manager, the computer boot order needs to be changed.

3. Press **f9** at system bootup.
4. Select the external 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 using an optional external optical drive (purchased separately) or an external hard drive. For more information on using system restore points, refer to [Using Windows system restore points on page 73](#).
- 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+prt sc**.

To copy the entire screen, press **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. Click **Create**, and then 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 A 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
Argentina	IRAM	1
Australia	SAA	1
Austria	OVE	1
Belgium	CEBEC	1
Brazil	ABNT	1
Canada	CSA	2
Chile	IMQ	1
Denmark	DEMKO	1
Finland	FIMKO	1
France	UTE	1
Germany	VDE	1
India	ISI	1
Israel	SII	1
Italy	IMQ	1

Country/region	Accredited agency	Applicable note number
Japan	JIS	3
The Netherlands	KEMA	1
New Zealand	SANZ	1
Norway	NEMKO	1
The People's Republic of China	CCC	4
Saudi Arabia	SASO	7
Singapore	PSB	1
South Africa	SABS	1
South Korea	KTL	5
Sweden	SEMKO	1
Switzerland	SEV	1
Taiwan	BSMI	6
Thailand	TISI	1
The United Kingdom	ASTA	1
The United States	UL	2

1. The flexible cord must be Type HO5VV-F, 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.
2. The flexible cord must be Type SVT/SJT 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 ac) configuration. CSA or C-UL mark. UL file number must be on each element.
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 VCTF, 3-conductor, 0.75-mm² or 1.25-mm² conductor size. The wall plug must be a two-pole grounding type with a Japanese Industrial Standard C8303 (7 A, 125 V ac) 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 CCC certification mark.
5. The flexible cord must be Type H05VV-F 3X0.75-mm² conductor size. KTL logo and individual approval number must be on each element. Corset approval number and logo must be printed on a flag label.
6. The flexible cord must be Type HVCTF 3x1.25-mm² conductor size. Power cord set fittings (appliance coupler, cable, and wall plug) must bear the BSMI certification mark.
7. For 127 V ac, the flexible cord must be Type SVT or SJT 3 x 18 AWG, with plug NEMA 5-15P (15 A, 125 V ac), with UL and CSA or C-UL marks. For 240 V ac, the flexible cord must be Type H05VV-F 3x0.75-/1.00-mm² conductor size, with plug BS 1363/A with BSI or ASTA marks.

9 Recycling

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

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

Index

A

- AC adapter 11
- AC adapter, spare part numbers 18, 19
- action keys
 - identifying 6
- audio, product description 1
- audio-out (headphone) jacks 10

B

- backing up
 - customized window, toolbar, and menu bar settings 72
 - personal files 72
- base enclosure
 - removal 27
 - spare part numbers 27
- base enclosure, spare part number 19
- battery
 - removal 29
 - spare part numbers 16, 19, 29
- Blu-ray ROM DVD±R/RW Super Multi Double-Layer Drive
 - precautions 23
- buttons
 - power 4
 - TouchPad on/off 8

C

- cables, service considerations 22
- caps lock light, identifying 8
- chipset, product description 1
- components
 - bottom 12
 - display 3
 - left side 9
 - rear 12
 - right side 10
- computer major components 14
- computer part number 27
- computer specifications 66
- connector, power 11
- connectors, service considerations 22

D

- display
 - specifications 66
- display assembly
 - spare part numbers 51
- display panel
 - removal 51
- display panel, product description 1
- drives, preventing damage 23
- DVD±RW and CD-RW Super Multi Double-Layer Combo Drive
 - precautions 23

E

- electrostatic discharge 23
- equipment guidelines 26
- esc key, identifying 6
- Ethernet, product description 1
- external media cards, product description 1

F

- f11 70
- fan
 - removal 40
 - spare part number 40
- fn key, identifying 6

G

- graphics, product description 1
- grounding guidelines 23
- guidelines
 - equipment 26
 - grounding 23
 - packaging 25
 - transporting 25
 - workstation 25

H

- hard drive
 - precautions 23
 - product description 1
 - removal 33
 - spare part numbers 18, 33

- hard drive light 10
- hard drive, spare part numbers 16
- HDMI port, identifying 9
- HP Recovery Manager 69

I

- integrated webcam light, identifying 3
- internal display switch, identifying 3
- internal microphones, identifying 3

J

- jacks
 - audio-out (headphone) 10
 - network 9
 - RJ-45 (network) 9

K

- keyboard
 - product description 2
 - removal 56
 - spare part numbers 15, 19, 20, 56
- keys
 - action 6
 - esc 6
 - fn 6
 - Windows applications 6
 - Windows logo 6

L

- lights
 - AC adapter 11
 - caps lock 8
 - hard drive 10
 - mute 7
 - power 7, 10
 - TouchPad 8
 - webcam 3
 - wireless 7

M

- mass storage device
 - precautions 23
 - removal 33
 - spare part numbers 18, 33
- memory module
 - product description 1
- microphone
 - product description 1
- model description 27
- model name 1
- mute light, identifying 7

N

- network jack, identifying 9

O

- operating system, product description 2
- optical drive
 - precautions 23

P

- packaging guidelines 25
- plastic parts, service considerations 22
- pointing device, product description 2
- ports
 - HDMI 9
 - product description 2
 - USB 10
 - USB 3.0 9
- power button, identifying 4
- power connector cable
 - removal 47
- power connector, identifying 11
- power cord
 - set requirements 74
 - spare part numbers 18, 19
- power lights, identifying 7, 10
- power requirements, product description 2
- processor, product description 1
- product description
 - audio 1
 - chipset 1
 - display panel 1
 - Ethernet 1
 - external media cards 1
 - graphics 1

- hard drives 1
- keyboard 2
- memory module 1
- microphone 1
- operating system 2
- pointing device 2
- ports 2
- power requirements 2
- processors 1
- product name 1
- serviceability 2
- video 1
- wireless 1

- product name 1, 27
- product number 27

R

- recovering from the dedicated recovery partition 69
- recovering from the recovery discs 71
- recovery discs 68
- recovery, system 69
- removal/replacement
 - preliminaries 22
 - procedures 26
- restore points 73
- RJ-45 (network) jack, identifying 9
- RTC battery
 - removal 31
 - spare part numbers 16, 19, 31

S

- Screw Kit, spare part number 19, 20
- security cable slot, identifying 9
- serial number 27
- service considerations
 - cables 22
 - connectors 22
 - plastic parts 22
- service tag 13, 27
- serviceability, product description 2
- slots
 - security cable 9
- solid-state drive, spare part number 18, 20

- Speaker Kit, spare part number 41
- speakers
 - removal 41
 - spare part number 41
- speakers, identifying 5
- specifications
 - computer 66
 - display 66
- supported discs 68
- system board
 - removal 37
 - spare part numbers 16, 20, 21, 37
- system recovery 69
- system restore points 73

T

- tools required 22
- top cover
 - removal 59
 - spare part numbers 21, 59
- TouchPad button board
 - removal 45
 - spare part number 15, 45
- TouchPad light 8
- TouchPad on/off button 8
- Touchpad zone, identifying 8
- transporting guidelines 25

U

- USB 3.0 port, identifying 9
- USB ports, identifying 10
- USB/Audio board 15
- using system restore 73

V

- vents, identifying 12
- video, product description 1

W

- warranty period 27
- webcam light, identifying 3
- webcam, identifying 3
- Windows applications key, identifying 6
- Windows logo key, identifying 6
- wireless light 7
- wireless, product description 1
- WLAN antennas, identifying 3

WLAN module
 removal 34
 spare part numbers 19, 34
workstation guidelines 25

