



HP Slate7 Beats Special Edition

Maintenance and Service Guide

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Product notice

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

Software terms

By installing, copying, downloading, or otherwise using any software product preinstalled on this tablet, you agree to be bound by the terms of the HP End User License Agreement (EULA). If you do not accept these license terms, your sole remedy is to return the entire unused product (hardware and software) within 14 days for a refund subject to the refund policy of your place of purchase.

For any further information or to request a full refund of the tablet, please contact your local point of sale (the seller).

Safety warning notice

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

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1 Product description

Category	Description
Product Name	HP Slate7 Beats Special Edition
Processor	NVIDIA® Tegra 4 A15 1.80-GHz quad core processor
Panel	<p>Display: 7-in, high-definition (HD), in-plane switching (IPS), liquid crystal display (LCD) with light-emitting display (LED) backlight (1280×800)</p> <p>Touch: High-speed, 10-point, capacitive DirectTouch with 2-mm tip passive stylus included</p> <p>Contrast ratio: 800-tgyps/560 min, transparency ratio of touch panel is round 85%</p>
Graphics	NVIDIA-design graphics
Memory	Supports 1.0-GB DDR3L 1600 system memory
Mass storage	Supports a 16.0-GB eMMC solid-state drive
Audio and video	Beats Audio Stereo speakers (2) One microphone 5.0-MP, auto-focus, rear-facing webcamera VGA front-facing webcamera
Sensor	<p>Axis sensor: 9-axis (accelerometer, compass, gyro)</p> <p>GPS sensor: GPS/GLONASS</p> <p>Light sensor: Ambient light sensor for backlight control</p> <p>Proximity sensor: yes</p> <p>Hall sensor: yes</p>
Wireless networking	<p>3G: No</p> <p>Wifi: 802.11b/g/n direct</p> <p>BT: 4.0 LE</p> <p>Wifi: Direct</p>
External expansion	Integrated micro SD Card Reader expandable to 32-GB

Category	Description
Ports	<ul style="list-style-type: none">• Audio: headphone/microphone combo jack• Micro SD Card Reader• Micro USB port
Power requirements	Supports a 4100-mAh, USB charging, (non-removable) Supports a 5V-2A (10W) AC adapter with DC plug and USB charging cable
Operating system	Preinstalled: Android 4.4.2 (Kit Kat)
Serviceability	End user replaceable parts: USB cable and AC Adapter

2 Illustrated parts catalog

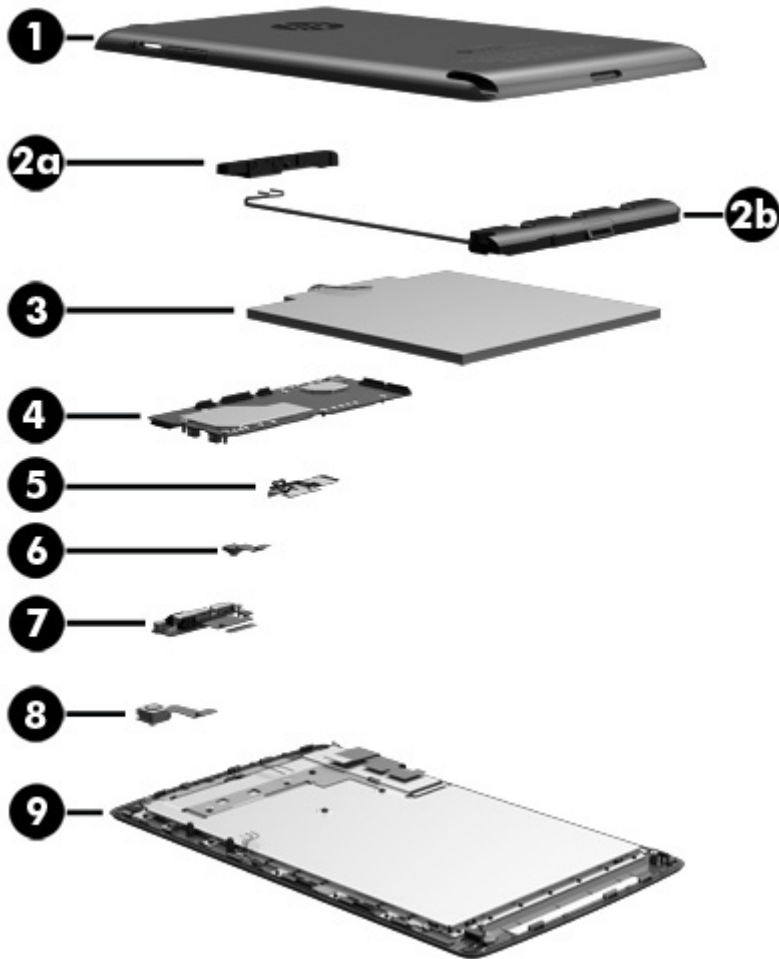
 **NOTE:** HP continually improves and changes product parts. For complete and current information on supported parts for your tablet, go to <http://partsurfer.hp.com>, select your country or region, and then follow the on-screen instructions.

Locating the serial number, product number, and model number

The serial number and product number of your tablet are located on the back cover of the tablet. You may need the information when you travel internationally or when you contact support.



Tablet major components



Item	Component	Spare part number
(1)	Back cover	767523-001
	Speaker Kit , includes:	767529-001
(2a)	Top speaker and cable	
(2b)	Bottom speaker and cable	
(3)	Battery , 4100-mAh, USB-charging (includes cable and double-sided adhesive)	743203-001
(4)	System board equipped with an NVIDIA Tegra 4 A15 1.80-GHz quad core processor, a graphics subsystem with UMA memory, 1.0-GB DDR3L 1600 system memory, and a 16-GB eMMC hard drive	767530-001
(5)	Antenna Kit (includes wireless antenna cable, transceiver, and double-sided adhesive)	745162-001
(6)	Front-facing webcam (includes cable and double-sided adhesive)	743884-001
(7)	I/O board (includes cable)	767527-001

Item	Component	Spare part number
	I/O Hardware Kit (not illustrated, includes I/O board bracket)	745164-001
(8)	Rear-facing webcam (includes cable)	743885-001
(9)	7.0-in HD, IPS, LCD, TouchScreen display panel assembly with LED backlight (1280×800) (includes display panel cable and TouchScreen cable)	767528-001

Miscellaneous parts

Component	Spare part number
5V-2A (10W) AC adapter:	
For use only in Europe	747779-001
For use only in North America	745229-001
For use only in the United Kingdom	747780-001
HP Slate7 Beats Special Edition Tablet equipped with an NVIDIA Tegra 4 A15 1.80-GHz quad core processor, a 7.0-in HD, IPS, LCD, TouchScreen display with LED backlight (1280×800), a graphics subsystem with UMA memory, 1.0-GB DDR3L 1600 system memory, and a 16-GB eMMC hard drive	767526-001
Screw Kit	743206-001
Stylus	749221-001
Stylus tip	759962-001
USB extension cable	745230-001

Sequential part number listing

Spare part number	Description
743203-001	Battery, 4100-mAh, USB-charging (includes cable and double-sided adhesive)
743206-001	Screw Kit
743884-001	Front-facing webcam (includes cable and and double-sided adhesive)
743885-001	Rear-facing webcam (includes cable)
745162-001	Antenna Kit (includes wireless antenna cable, transceiver, and double-sided adhesive)
745164-001	I/O Hardware Kit (includes I/O board bracket)
745229-001	5V-2A (10W) AC adapter for use only in North America
745230-001	USB extension cable
747779-001	5V-2A (10W) AC adapter for use only in the United Kingdom
747780-001	5V-2A (10W) AC adapter for use only in Europe

Spare part number	Description
749221-001	Stylus
759962-001	Stylus tip
767523-001	Back cover
767526-001	HP Slate7 Beats Special Edition Tablet equipped with an NVIDIA Tegra 4 A15 1.80-GHz quad core processor, a 7.0-in HD, IPS, LCD, TouchScreen display with LED backlight (1280×800), a graphics subsystem with UMA memory, 1.0-GB DDR3L 1600 system memory, and a 16-GB eMMC hard drive
767527-001	I/O board
767528-001	7.0-in HD, IPS, LCD, TouchScreen display panel assembly with LED backlight (1280×800) (includes display panel cable and TouchScreen cable)
767529-001	Speaker Kit (includes left and right speakers and cables)
767530-001	System board equipped with an NVIDIA Tegra 4 A15 1.80-GHz quad core processor, a graphics subsystem with UMA memory, 1.0-GB DDR3L 1600 system memory, and a 16-GB eMMC hard drive

3 Removal and replacement preliminary requirements


Tools required

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


- Magnetic screw driver
- Phillips PO screw driver
- Plastic case utility tool

Service considerations


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

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

Plastic parts

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

Cables and connectors

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

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

Grounding guidelines

Electrostatic discharge damage

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

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

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

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

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

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

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

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

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

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

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

Packaging and transporting guidelines

Follow these grounding guidelines when packaging and transporting equipment:

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

Workstation guidelines

Follow these grounding workstation guidelines:

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

Equipment guidelines

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

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

The following grounding equipment is recommended to prevent electrostatic damage:


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


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

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

4 Removal and replacement procedures

Tablet component replacement procedures

 **CAUTION:** Tablet components described in this chapter should only be accessed by an authorized service provider. Accessing these parts can damage the tablet and void the warranty.

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

This chapter provides removal and replacement procedures for authorized service provider only parts.

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

Back cover

Description	Spare part number
Back cover	767523-001
7.0-in HD, IPS, LCD, TouchScreen display panel assembly with LED backlight (1280×800) (includes display panel cable and TouchScreen cable)	767528-001

Before disassembling the tablet, follow these steps:

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

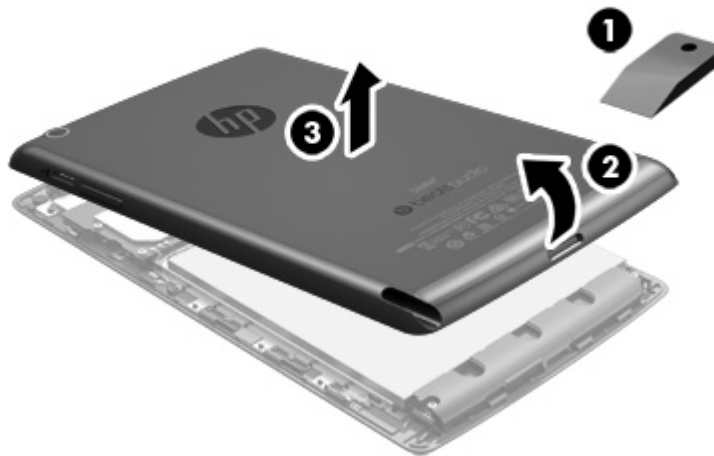
Remove the back cover:

CAUTION: Before turning the display panel assembly upside down, make sure the work surface is clear of tools, screws, and any other foreign objects. Failure to follow this caution can result in damage to the display panel assembly.

1. Place the tablet on a flat surface, display panel side down, with the volume control buttons toward you.

CAUTION: When inserting the plastic tool into the tablet as described in Step 2, make sure not to insert the tool into the volume control buttons area. Failure to follow this caution can result in damage to the tablet.

2. Insert a case utility tool **(1)** between the back cover and the display panel assembly. The first insertion point should be near the rear right corner of the tablet.
3. Lift the bottom edge of the back cover **(2)** until it separates from the display panel assembly.
4. Remove the back cover **(3)**.




Reverse this procedure to install the back cover.


Battery

Description	Spare part number
Battery, 4100-mAh, USB-charging (includes cable and double-sided adhesive)	743203-001

Before removing the battery, follow these steps:

1. Turn off the tablet. If you are unsure whether the tablet is off or in Hibernation, turn the tablet on, and then shut it down through the operating system.
2. Disconnect the power from the tablet by unplugging the power cord from the tablet.
3. Disconnect all external devices from the tablet.
4. Remove the back cover (see [Back cover on page 11](#)).

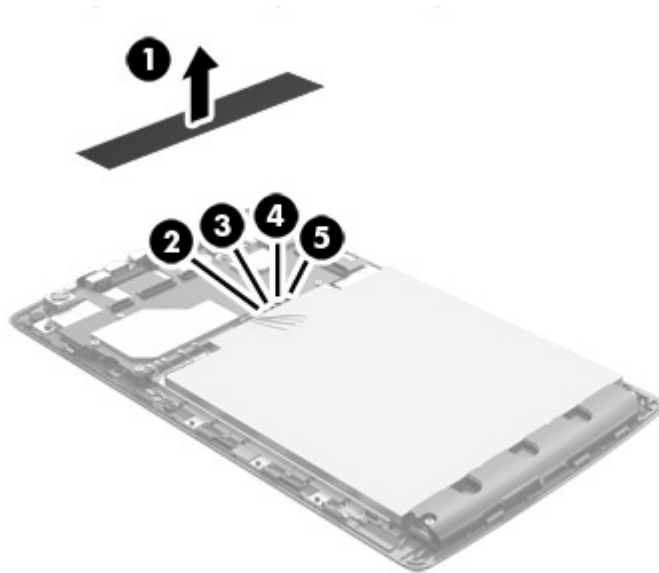
 **WARNING!** To reduce potential safety issues, use only the battery provided with the tablet, a replacement battery provided by HP, or a compatible battery purchased from HP.

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

Remove the battery:

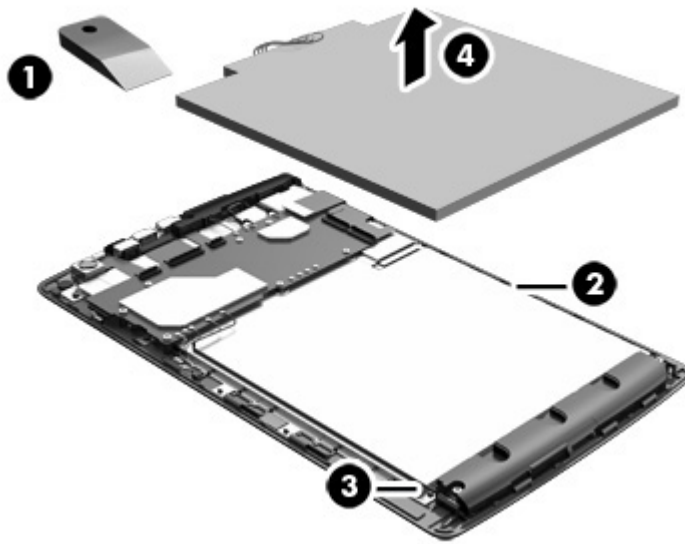
1. Remove the shielding material **(1)** that protects the battery cables.

2. Unsolder the battery cables from the system board in the following sequence:
 - (2) Black battery cable
 - (3) White battery cable
 - (4) Green battery cable
 - (5) Red battery cable



3. Insert a case utility tool under the top edge of the battery and detach the battery **(1)** from the display panel assembly. (The battery is attached to the display panel assembly with double-sided adhesive.)
4. Insert a case utility tool under the right edge of the battery and detach the battery **(2)** from the display panel assembly.
5. Insert a case utility tool under the bottom edge of the battery and detach the battery **(3)** from the display panel assembly.

6. Remove the battery (4).



7. Remove the battery.

Reverse this procedure to install the battery.

Speakers


Description	Spare part number
Speaker Kit (includes top and bottom speakers and cables)	767529-001

Before removing the speakers, follow these steps:

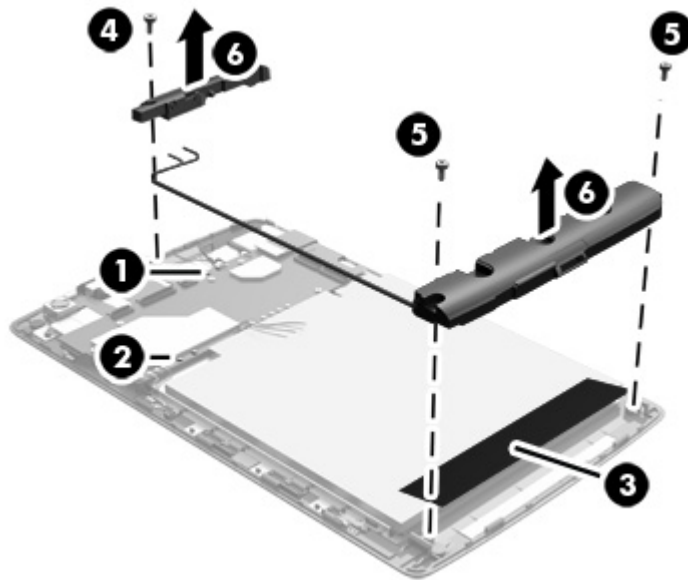
1. Turn off the tablet. If you are unsure whether the tablet is off or in Hibernation, turn the tablet on, and then shut it down through the operating system.
2. Disconnect the power from the tablet by unplugging the power cord from the tablet.
3. Disconnect all external devices from the tablet.
4. Remove the back cover (see [Back cover on page 11](#)).
5. Disconnect the battery cable from the system board (see [Battery on page 13](#)).

Remove the speakers:

1. Unsolder the top speaker cables **(1)** from the system board speaker connectors.
2. Unsolder the bottom speaker cables **(2)** from the system board speaker connectors.

 **NOTE:** When installing the speakers, the red speaker cables should be soldered to the system board “positive” terminals. The black speaker cables should be soldered to the system board “negative” terminals.

3. Remove the tape **(3)** that covers the bottom speaker.
4. Remove the Phillips PM1 .2×4.5 screw **(4)** that secures the top speaker to the display panel assembly.
5. Remove the two Phillips PM1 .6×4.1 screws **(5)** that secure the bottom speaker to the display panel assembly.
6. Remove the speakers **(6)**.



7. Remove the speakers and cables.

Reverse this procedure to install the speakers.

System board

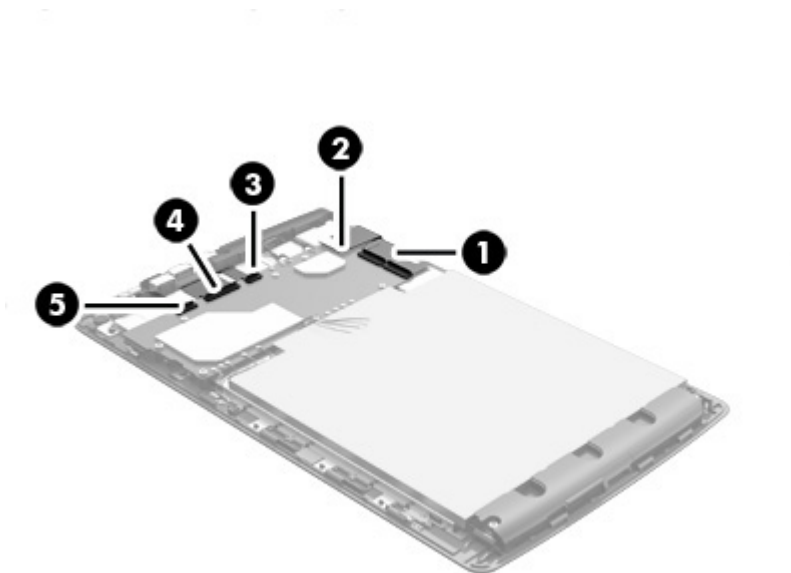
Description	Spare part number
System board equipped with an NVIDIA Tegra 4 A15 1.80-GHz quad core processor, a graphics subsystem with UMA memory, 1.0-GB DDR3L 1600 system memory, and a 16-GB eMMC hard drive	767530-001

Before removing the system board, follow these steps:

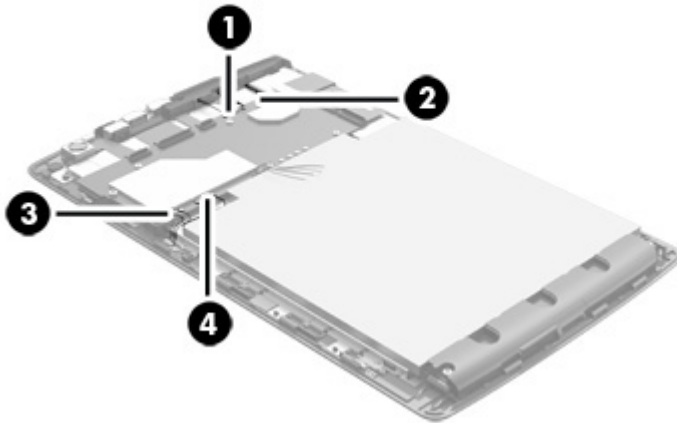
1. Turn off the tablet. If you are unsure whether the tablet is off or in Hibernation, turn the tablet on, and then shut it down through the operating system.
2. Disconnect the power from the tablet by unplugging the power cord from the tablet.
3. Disconnect all external devices from the tablet.
4. Remove the back cover (see [Back cover on page 11](#)).
5. Disconnect the battery cable from the system board (see [Battery on page 13](#)).

Remove the system board:

1. Disconnect the following cables from the system board:
 - (1) Display panel cable
 - (2) TouchScreen zero insertion force (ZIF) connectors and cables (2)
 - (3) Front-facing webcam ZIF connector and cable
 - (4) I/O board ZIF connector and cable
 - (5) Rear-facing webcam ZIF connector and cable

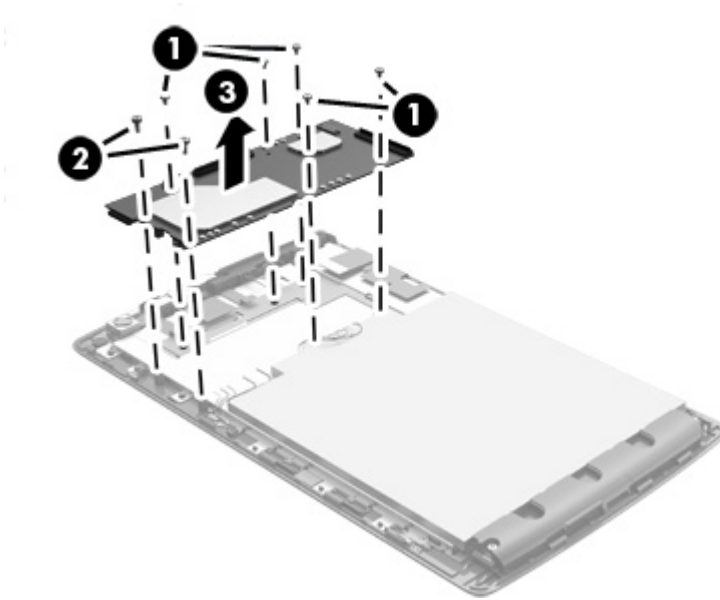


2. Disconnect the following cables from the system board:
 - (1) Antenna cables, (must be unsoldered, see [Antenna on page 19](#))
 - (2) Top speaker cables, (must be unsoldered, see [Speakers on page 15](#))
 - (3) Bottom speaker cables, (must be unsoldered, see [Speakers on page 15](#))
 - (4) Unidentified component cables (must be unsoldered in red, white, black sequence)



3. Remove the five Phillips PM1.4×2.5 screws (1) that secure the system board to the display panel assembly.
4. Remove the two Phillips PM1.6×4.1 screws (1) that secure the system board to the display panel assembly.

5. Remove the system board **(3)**.



Reverse this procedure to install the system board.

Antenna

Description	Spare part number
Antenna Kit (includes wireless antenna cable, transceiver, and double-sided adhesive)	745162-001

Before removing the antenna, follow these steps:

1. Turn off the tablet. If you are unsure whether the tablet is off or in Hibernation, turn the tablet on, and then shut it down through the operating system.
2. Disconnect the power from the tablet by unplugging the power cord from the tablet.
3. Disconnect all external devices from the tablet.
4. Remove the back cover (see [Back cover on page 11](#)).
5. Disconnect the battery cable from the system board (see [Battery on page 13](#)).
6. Remove the top speaker (see [Speakers on page 15](#)).

Remove the antenna:

1. Unsolder the antenna cable **(1)** from the system board antenna connector.

2. Detach the antenna transceiver **(2)** from the display panel assembly. (The antenna transceiver is attached to the display panel assembly with double-sided adhesive.)



3. Remove the antenna transceiver and cable.

Reverse this procedure to install the antenna.

Front-facing webcam

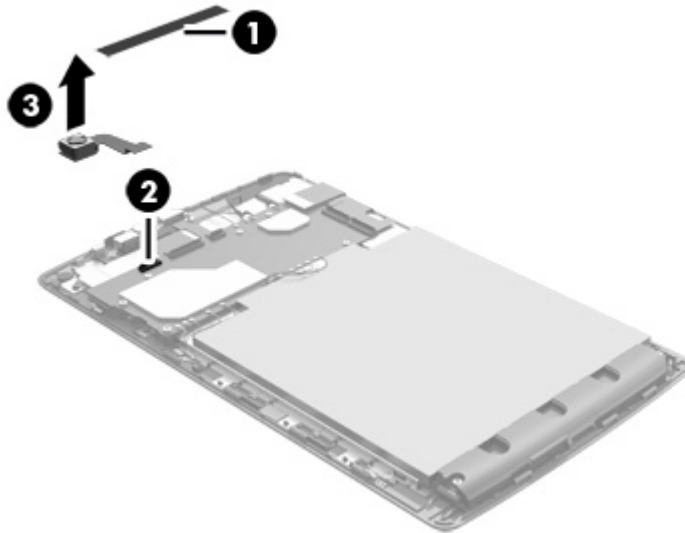
Description	Spare part number
Front-facing webcam (includes cable and double-sided adhesive)	743884-001

Before removing the front-facing webcam, follow these steps:

1. Turn off the tablet. If you are unsure whether the tablet is off or in Hibernation, turn the tablet on, and then shut it down through the operating system.
2. Disconnect the power from the tablet by unplugging the power cord from the tablet.
3. Disconnect all external devices from the tablet.
4. Remove the back cover (see [Back cover on page 11](#)).
5. Disconnect the battery cable from the system board (see [Battery on page 13](#)).
6. Remove the top speaker (see [Speakers on page 15](#)).

Remove the front-facing webcam:

1. Detach the grounding tape **(1)** that secures the front-facing webcam cable to the display panel assembly.
2. Release the ZIF connector **(2)** to which the front-facing webcam cable is attached, and then disconnect the front-facing webcam cable from the system board.
3. Detach the front-facing webcam **(3)** from the display panel assembly. (The front-facing webcam is attached to the display panel assembly with double-sided adhesive.)



4. Remove the front-facing webcam and cable.

Reverse this procedure to install the front-facing webcam.

I/O board

Description	Spare part number
I/O board (includes cable)	767527-001


Before removing the I/O board, follow these steps:

1. Turn off the tablet. If you are unsure whether the tablet is off or in Hibernation, turn the tablet on, and then shut it down through the operating system.
2. Disconnect the power from the tablet by unplugging the power cord from the tablet.
3. Disconnect all external devices from the tablet.
4. Remove the back cover (see [Back cover on page 11](#)).

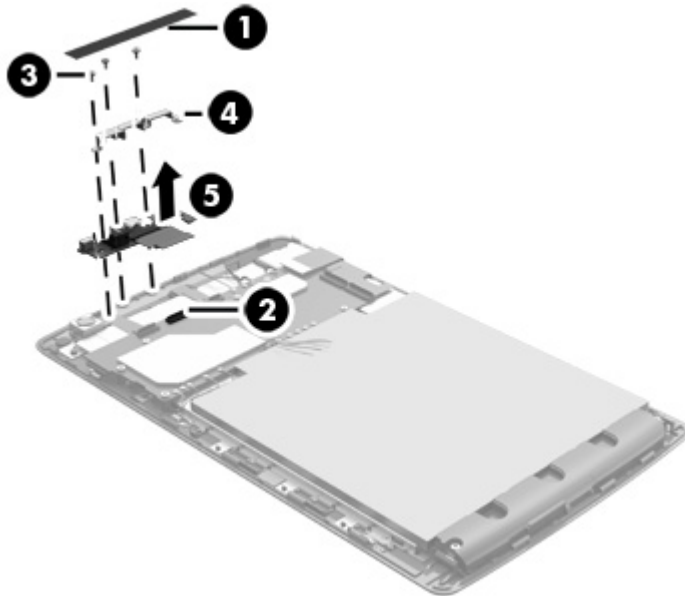
5. Disconnect the battery cable from the system board (see [Battery on page 13](#)).
6. Remove the top speaker (see [Speakers on page 15](#)).

Remove the I/O board:

1. Detach the grounding tape **(1)** that secures the I/O board cable to the display panel assembly.
2. Release the ZIF connector **(2)** to which the I/O board cable is attached, and then disconnect the I/O board cable from the system board.
3. Remove the three Phillips PM1 .2×4.5 screws **(3)** that secure the I/O board bracket and I/O board to the display panel assembly.
4. Remove the I/O board bracket **(4)**.

 **NOTE:** The I/O board bracket is included in the I/O Hardware Kit, spare part number 745164-001.

5. Remove the I/O board and cable **(5)**.



Reverse this procedure to install the I/O board.

Rear-facing webcam

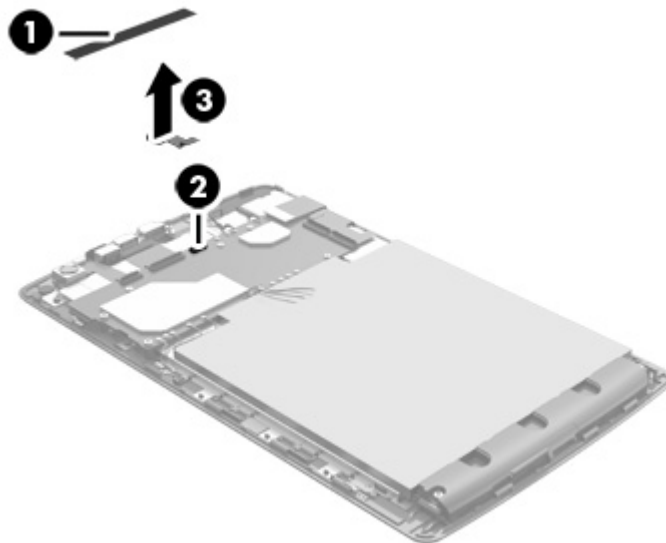
Description	Spare part number
Rear-facing webcam (includes cable)	753193-001

Before removing the rear-facing webcam, follow these steps:

1. Turn off the tablet. If you are unsure whether the tablet is off or in Hibernation, turn the tablet on, and then shut it down through the operating system.
2. Disconnect the power from the tablet by unplugging the power cord from the tablet.
3. Disconnect all external devices from the tablet.
4. Remove the back cover (see [Back cover on page 11](#)).
5. Disconnect the battery cable from the system board (see [Battery on page 13](#)).
6. Remove the top speaker (see [Speakers on page 15](#)).

Remove the rear-facing webcam:

1. Detach the grounding tape **(1)** that secures the rear-facing webcam cable to the display panel assembly.
2. Release the ZIF connector **(2)** to which the rear-facing webcam cable is attached, and then disconnect the rear-facing webcam cable from the system board.
3. Release the rear-facing webcam **(3)** from the molding built into the display panel assembly.



4. Remove the rear-facing webcam and cable.

Reverse this procedure to install the rear-facing webcam.

5 Specifications

	Metric	U.S.
Dimensions		
Width	20.0 cm	7.9 in
Depth	12.0 cm	4.7 in
Height	0.94 cm	0.37 in
Weight (lowest weight configuration)	0.32 g	0.71 lb
Input power		
The tablet operates on DC power, which can be supplied by an AC or a DC power source. The AC power source must be rated at 100–240 V, 50/60 Hz.		
NOTE: The tablet can operate on DC power using an industry-standard micro-A or micro-B USB cable. The HP 5V 2A adapter included with your tablet is recommended for charging the tablet.		
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 (non-condensing)		
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.		

6 Backing up and recovering your data

Updating apps, widgets, and the operating system


HP recommends that you update your apps, widgets, and the operating system on a regular basis to the latest versions. Updates can resolve issues and bring new features and options to your tablet. Technology is always changing, and updating apps, widgets, and the operating system allows your tablet to run the latest technology available. For example, older apps and widgets might not work well with the most recent operating system.

If you download the latest versions of HP and third-party apps and widgets, the operating system will download system updates automatically and notify you when it is ready to install these updates. If you want to update the operating system manually, go to <http://www.hp.com/support>.

Back up and reset

HP strongly encourages that you periodically back up your personal data on your tablet to another tablet, a dedicated storage device, or to the cloud using one of several commercially available solutions.


You can select preferences for backing up and restoring your data in case of loss.


1. Touch .
2. Under **PERSONAL**, touch **Back up & reset**.
3. Under **BACKUP & RESTORE**, select one or more of the following:
 - **Back up my data**—Select the check box to enable backing up app data, Wi-Fi passwords, and other settings to Internet servers, or clear the check box to disable this feature.
 - **Backup account**—Select an email account for backing up data.
 - **Automatic restore**—Select the check box to enable backed up settings and data to be restored when an app is reinstalled, or clear the check box to disable this feature.

Factory data reset

If the tablet starts normally, and if you are able to sign in to the owner account (the first account added to the device), follow the steps in this section.

To reset all settings and delete all data on the device:


1. Touch .
2. Under **PERSONAL**, touch **Back up & reset**.
3. Under **PERSONAL DATA**, select **Factory data reset**.

 **CAUTION:** All data saved on your device is deleted when you perform a factory reset. All apps are uninstalled. It may be possible to restore data in your email account. Back up all important files with an external storage device or to the cloud using one of several commercially available solutions, before resetting the tablet.

4. Touch **Reset tablet**.
5. If you set a lock screen password for your tablet, enter your password when prompted.
6. Touch **Erase everything** to begin the reset.

Resetting with the tablet powered off

If the tablet does not start normally, or if you do not remember the lock screen password, you can reset the tablet without turning it on.

 **CAUTION:** All data saved on your device is deleted when you perform a factory reset. All apps are uninstalled, but it may be possible to restore data in your email account. Back up all important files with an external storage device or to the cloud using one of several commercially available solutions, before resetting the tablet.

1. Disconnect the AC adapter from the tablet.
2. With the tablet powered off, press and hold the volume up (+) button and the power button at the same time.
3. When the system recovery menu appears, use the volume down (-) button to highlight **Wipe data/factory reset**.
4. Press the power button to select.

The screen displays **Confirm wipe of all user data? THIS CAN NOT BE UNDONE**

5. Use the volume down (-) button to highlight **Yes -- delete all user data**.
6. Press the power button to begin the reset.
A recovery system screen shows the reset process.
7. When the screen displays the message **Data wipe complete**, highlight **reboot system now**, and then press the power button to select.

The tablet will reboot.

7 Power cord set requirements

The wide-range input feature of the tablet 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 tablet 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 tablet is used.

Requirements for all countries

The following requirements are applicable to all countries and regions:

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

Requirements for specific countries and regions

Country/region	Accredited agency	Applicable note number
Australia	EANSW	1
Austria	OVE	1
Belgium	CEBC	1
Canada	CSA	2
Denmark	DEMKO	1
Finland	FIMKO	1
France	UTE	1

Country/region	Accredited agency	Applicable note number
Germany	VDE	1
Italy	IMQ	1
Japan	METI	3
The Netherlands	KEMA	1
Norway	NEMKO	1
The People's Republic of China	COC	5
South Korea	EK	4
Sweden	CEMKO	1
Switzerland	SEV	1
Taiwan	BSMI	4
The United Kingdom	BSI	1
The United States	UL	2

1. The flexible cord must be Type HO5VV-F, 3-conductor, 1.0-mm² conductor size. Power cord set fittings (appliance coupler and wall plug) must bear the certification mark of the agency responsible for evaluation in the country or region where it will be used.
2. The flexible cord must be Type SPT-3 or equivalent, No. 18 AWG, 3-conductor. The wall plug must be a two-pole grounding type with a NEMA 5-15P (15 A, 125 V) or NEMA 6-15P (15 A, 250 V) configuration.
3. The appliance coupler, flexible cord, and wall plug must bear a "T" mark and registration number in accordance with the Japanese Dentori Law. The flexible cord must be Type VCT or VCTF, 3-conductor, 1.00-mm² conductor size. The wall plug must be a two-pole grounding type with a Japanese Industrial Standard C8303 (7 A, 125 V) configuration.
4. The flexible cord must be Type RVV, 3-conductor, 0.75-mm² conductor size. Power cord set fittings (appliance coupler and wall plug) must bear the certification mark of the agency responsible for evaluation in the country or region where it will be used.
5. The flexible cord must be Type VCTF, 3-conductor, 0.75-mm² conductor size. Power cord set fittings (appliance coupler and wall plug) must bear the certification mark of the agency responsible for evaluation in the country or region where it will be used.

8 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>.

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