HP 10 Plus 2201 Tablet and HP 10 2101 Tablet

Maintenance and Service Guide

IMPORTANT! This document is intended for HP authorized service providers only.
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).
# Table of contents

1 Product description ........................................................................................................................................... 1

2 External component identification .................................................................................................................. 3

3 Illustrated parts catalog ..................................................................................................................................... 4
   Locating the tablet part number and serial number .................................................................................. 4
   Tablet major components ......................................................................................................................... 5
   Miscellaneous parts .................................................................................................................................. 7
   Sequential part number listing ................................................................................................................ 8

4 Removal and replacement preliminary requirements .................................................................................. 10
   Tools required .............................................................................................................................................. 10
   Service considerations ................................................................................................................................ 10
      Plastic parts ........................................................................................................................................... 10
      Cables and connectors ........................................................................................................................... 10
      Drive handling ....................................................................................................................................... 11
   Grounding guidelines .................................................................................................................................. 11
      Electrostatic discharge damage ............................................................................................................. 11
      Packaging and transporting guidelines ............................................................................................... 13
         Workstation guidelines ........................................................................................................................... 13
         Equipment guidelines ........................................................................................................................... 14

5 Removal and replacement procedures ....................................................................................................... 15
   Back cover ................................................................................................................................................... 15
   Battery ....................................................................................................................................................... 16
   Speakers ..................................................................................................................................................... 18
   Wifi antenna ............................................................................................................................................ 19
   GPS antenna ............................................................................................................................................. 21
   Rear-facing webcam ................................................................................................................................... 23
   Front-facing webcam ................................................................................................................................ 25
   Microphone ............................................................................................................................................... 28
## 1 Product description

<table>
<thead>
<tr>
<th>Category</th>
<th>Description</th>
<th>HP 10 Plus 2201 Tablet</th>
<th>HP 10 2101 Tablet</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Product Name</strong></td>
<td>HP 10 Plus 2201 Tablet</td>
<td>×</td>
<td>×</td>
</tr>
<tr>
<td></td>
<td>HP 10 2101 Tablet</td>
<td>×</td>
<td>×</td>
</tr>
<tr>
<td><strong>Chipset/processor</strong></td>
<td>Allwinner A31 ARM Cortex-A7 quad core 1.0-GHz processor</td>
<td>×</td>
<td>×</td>
</tr>
<tr>
<td><strong>Graphics</strong></td>
<td>Mali400 MP2</td>
<td>×</td>
<td>×</td>
</tr>
<tr>
<td><strong>Panel</strong></td>
<td>10.1-in, 1920×1200, full high-definition (FHD), antiglare, 10-point MultiTouch, diagonal capacitive, wide-viewing angle, auto-rotate (selectable), tempered glass, light-emitting diode (LED) backlight, display panel</td>
<td>×</td>
<td></td>
</tr>
<tr>
<td></td>
<td>10.1-in, 1280×800, in-plane switching (IPS), antiglare, 10-point MultiTouch, diagonal capacitive, wide-viewing angle, auto-rotate (selectable), tempered glass, light-emitting diode (LED) backlight, display panel</td>
<td>×</td>
<td></td>
</tr>
<tr>
<td><strong>Memory</strong></td>
<td>Supports 2 GB, DDR3L, 1600-MHz system memory, integrated onto system board</td>
<td>×</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Supports 1 GB, DDR3L, 1600-MHz system memory, integrated onto system board</td>
<td>×</td>
<td></td>
</tr>
<tr>
<td><strong>Storage</strong></td>
<td>Supports 16 GB eMMC storage, integrated onto system board</td>
<td>×</td>
<td>×</td>
</tr>
<tr>
<td></td>
<td>Supports external Micro SD up to 32 GB</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Audio and video</strong></td>
<td>2.0-MP, fixed-focus, VGA, front-facing webcam</td>
<td>×</td>
<td>×</td>
</tr>
<tr>
<td></td>
<td>5.0-MP, HDR auto-focus, HD, rear-facing webcam</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>One microphone</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Integrated stereo speakers (2)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Category</td>
<td>Description</td>
<td>HP 10 Plus 2201 Tablet</td>
<td>HP 10 2101 Tablet</td>
</tr>
<tr>
<td>------------------</td>
<td>--------------------------------------------------</td>
<td>------------------------</td>
<td>------------------</td>
</tr>
<tr>
<td>Sensors</td>
<td>● Accelerometer</td>
<td>×</td>
<td>×</td>
</tr>
<tr>
<td></td>
<td>● G-sensor</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>● GPS</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Wireless</td>
<td>WLAN: 802.11 b/g/n, Miracast-compatible</td>
<td>×</td>
<td>×</td>
</tr>
<tr>
<td>Ports</td>
<td>● Micro USB 2.0 with OTG support</td>
<td>×</td>
<td>×</td>
</tr>
<tr>
<td></td>
<td>● Micro SD Card Reader slot</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>● Micro SIM slot</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>● Audio jack: 3.5-mm with microphone</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>● HDMI port</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Power requirements</td>
<td>Supports a 2-cell, 7700-mAh, USB-</td>
<td>×</td>
<td>×</td>
</tr>
<tr>
<td></td>
<td>charging battery</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Supports a 5-V/3-A USB cable AC adapter</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Operating system</td>
<td><strong>Preinstalled:</strong> Android 4.4.2</td>
<td>×</td>
<td>×</td>
</tr>
<tr>
<td>Serviceability</td>
<td><strong>End user replaceable parts:</strong> AC adapter and</td>
<td>×</td>
<td>×</td>
</tr>
<tr>
<td></td>
<td>USB cable</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
## 2 External component identification

<table>
<thead>
<tr>
<th>Item</th>
<th>Component</th>
<th>Item</th>
<th>Component</th>
</tr>
</thead>
<tbody>
<tr>
<td>(1)</td>
<td>Power button</td>
<td>(6)</td>
<td>Micro USB port</td>
</tr>
<tr>
<td>(2)</td>
<td>Volume control buttons</td>
<td>(7)</td>
<td>Micro HDMI port</td>
</tr>
<tr>
<td>(3)</td>
<td>Microphone</td>
<td>(8)</td>
<td>Micro SD Card Reader slot</td>
</tr>
<tr>
<td>(4)</td>
<td>Front-facing webcam</td>
<td>(9)</td>
<td>Speakers</td>
</tr>
<tr>
<td>(5)</td>
<td>Audio-out (headphone)/Audio-in (microphone) jack</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Locating the tablet part number and serial number

The tablet part number (1) and serial number (2) are located on the tablet back cover. This information may be needed when travelling internationally or when contacting support.
## Tablet major components

<table>
<thead>
<tr>
<th>Item</th>
<th>Component</th>
<th>Spare part number</th>
</tr>
</thead>
<tbody>
<tr>
<td>(1)</td>
<td><strong>Back cover</strong> (includes rear-facing webcam lens)</td>
<td>782396-001</td>
</tr>
<tr>
<td>(2)</td>
<td><strong>Speaker Kit</strong> (includes left and right speakers and cables)</td>
<td>784328-001</td>
</tr>
<tr>
<td></td>
<td><strong>Antenna Kit</strong>, includes:</td>
<td>784327-001</td>
</tr>
<tr>
<td>(3)</td>
<td>Wifi antenna cable and transceiver (includes double-sided adhesive)</td>
<td></td>
</tr>
<tr>
<td>(4)</td>
<td>GPS antenna cable and transceiver (includes double-sided adhesive)</td>
<td></td>
</tr>
<tr>
<td>(5)</td>
<td><strong>5.0-MP, HDR auto-focus, HD rear-facing webcam</strong> (includes cable and double-sided adhesive)</td>
<td>782649-001</td>
</tr>
<tr>
<td>(6)</td>
<td><strong>2.0-MP, fixed-focus, HD front-facing webcam</strong> (includes cable and double-sided adhesive)</td>
<td>782648-001</td>
</tr>
<tr>
<td>(7)</td>
<td><strong>Microphone</strong> (includes cable and double-sided adhesive)</td>
<td>756038-001</td>
</tr>
<tr>
<td>(8)</td>
<td><strong>Battery</strong>, 2-cell, 7700-mAh, USB-charging (includes cable and double-sided adhesive)</td>
<td>784326-001</td>
</tr>
<tr>
<td>(9)</td>
<td><strong>I/O bracket</strong></td>
<td>784324-001</td>
</tr>
<tr>
<td>(10)</td>
<td><strong>Display panel cable:</strong></td>
<td></td>
</tr>
<tr>
<td></td>
<td>For use only on HP 10 Plus 2201 Tablet models</td>
<td>782650-001</td>
</tr>
<tr>
<td></td>
<td>For use only on HP 10 2101 Tablet models</td>
<td>782647-001</td>
</tr>
<tr>
<td>(11)</td>
<td><strong>System board</strong> equipped 16-GB eMMC system storage</td>
<td></td>
</tr>
<tr>
<td>Item</td>
<td>Component</td>
<td>Spare part number</td>
</tr>
<tr>
<td>------</td>
<td>-----------</td>
<td>-------------------</td>
</tr>
<tr>
<td></td>
<td>Equipped with an Allwinner A31 ARM Cortex-A7 quad core 1.0-GHz processor, and 2.0-GB of system memory for use only on HP 10 Plus 2201 Tablet models</td>
<td>791104-001</td>
</tr>
<tr>
<td></td>
<td>Equipped with an Allwinner A31 ARM Cortex-A7 quad core 1.0-GHz processor, and 2.0-GB of system memory for use on all tablet models</td>
<td>784330-001</td>
</tr>
<tr>
<td></td>
<td>Equipped with an Allwinner A31 ARM Cortex-A7 quad core 1.0-GHz processor, and 1.0-GB of system memory for use only on HP 10 2101 Tablet models</td>
<td>791103-001</td>
</tr>
<tr>
<td>(12)</td>
<td>Display panel assembly (includes TouchScreen cable):</td>
<td></td>
</tr>
<tr>
<td></td>
<td>10.1-in, 1920×1200, FHD, antiglare, 10-point MultiTouch, diagonal capacitive, wide-viewing angle, auto-rotate (selectable), tempered glass, LED backlight, display panel assembly for use only on HP 10 Plus 2201 Tablet models</td>
<td>782399-001</td>
</tr>
<tr>
<td></td>
<td>10.1-in, 1280×800, IPS, antiglare, 10-point MultiTouch, diagonal capacitive, wide-viewing angle, auto-rotate (selectable), tempered glass, LED backlight, display panel assembly for use only on HP 10 2101 Tablet models</td>
<td>782397-001</td>
</tr>
</tbody>
</table>
## Miscellaneous parts

<table>
<thead>
<tr>
<th>Component</th>
<th>Spare part number</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>5-V/3-A AC adapter:</strong></td>
<td></td>
</tr>
<tr>
<td>For use in Argentina on all tablet models</td>
<td>757042-001</td>
</tr>
<tr>
<td>For use in Australia on all tablet models</td>
<td>757043-001</td>
</tr>
<tr>
<td>For use in the People’s Republic of China on all tablet models</td>
<td>757280-001</td>
</tr>
<tr>
<td>For use in Europe only on HP 10 Plus 2201 Tablet models</td>
<td>747779-001</td>
</tr>
<tr>
<td>For use in India on all tablet models</td>
<td>757282-001</td>
</tr>
<tr>
<td>For use in North America on all tablet models</td>
<td>745229-001</td>
</tr>
<tr>
<td>For use in the United Kingdom on all tablet models</td>
<td>747780-001</td>
</tr>
<tr>
<td><strong>Tablet:</strong></td>
<td></td>
</tr>
<tr>
<td>HP 10 Plus 2201 Tablet equipped with a 10.1-in, 1920×1200, FHD, antiglare, 10-point MultiTouch, diagonal capacitive, wide-viewing angle, auto-rotate (selectable), tempered glass, LED backlight, display panel; an Allwinner A31 ARM Cortex-A7 quad core 1.0-GHz processor; 2.0-GB of system memory, 16-GB eMMC system storage, and a 1-cell, 7700-mAh, lithium-polymer, USB-charging battery</td>
<td>780486-001</td>
</tr>
<tr>
<td>HP 10 2101 Tablet equipped with a 10.1-in, 1280×800, IPS, antiglare, 10-point MultiTouch, diagonal capacitive, wide-viewing angle, auto-rotate (selectable), tempered glass, LED backlight, display panel; an Allwinner A31 ARM Cortex-A7 quad core 1.0-GHz processor; 1.0-GB of system memory, 16-GB eMMC system storage, and a 1-cell, 7700-mAh, lithium-polymer, USB-charging battery</td>
<td>780485-001</td>
</tr>
<tr>
<td><strong>Screw Kit</strong></td>
<td>784325-001</td>
</tr>
<tr>
<td><strong>USB extension cable</strong></td>
<td>745230-001</td>
</tr>
</tbody>
</table>
## Sequential part number listing

<table>
<thead>
<tr>
<th>Spare part number</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>745229-001</td>
<td>5-V/3-A AC adapter for use in North America on all tablet models</td>
</tr>
<tr>
<td>745230-001</td>
<td>USB extension cable</td>
</tr>
<tr>
<td>747779-001</td>
<td>5-V/3-A AC adapter for use in Europe only on HP 10 Plus 2201 Tablet models</td>
</tr>
<tr>
<td>747780-001</td>
<td>5-V/3-A AC adapter for use in the United Kingdom on all tablet models</td>
</tr>
<tr>
<td>756038-001</td>
<td>Microphone</td>
</tr>
<tr>
<td>757042-001</td>
<td>5-V/3-A AC adapter for use in Argentina on all tablet models</td>
</tr>
<tr>
<td>757043-001</td>
<td>5-V/3-A AC adapter for use in Australia on all tablet models</td>
</tr>
<tr>
<td>757280-001</td>
<td>5-V/3-A AC adapter for use in the People’s Republic of China on all tablet models</td>
</tr>
<tr>
<td>757282-001</td>
<td>5-V/3-A AC adapter for use in India on all tablet models</td>
</tr>
<tr>
<td>780485-001</td>
<td>HP 10 2101 Tablet equipped with a 10.1-in, 1280×800, IPS, antiglare, 10-point MultiTouch, diagonal capacitive, wide-viewing angle, auto-rotate (selectable), tempered glass, LED backlight, display panel; an Allwinner A31 ARM Cortex-A7 quad core 1.0-GHz processor; 1.0-GB of system memory, 16-GB eMMC system storage, and a 1-cell, 7700-mAh, lithium-polymer, USB-charging battery</td>
</tr>
<tr>
<td>780486-001</td>
<td>HP 10 Plus 2201 Tablet equipped with a 10.1-in, 1920×1200, FHD, antiglare, 10-point MultiTouch, diagonal capacitive, wide-viewing angle, auto-rotate (selectable), tempered glass, LED backlight, display panel; an Allwinner A31 ARM Cortex-A7 quad core 1.0-GHz processor; 2.0-GB of system memory, 16-GB eMMC system storage, and a 1-cell, 7700-mAh, lithium-polymer, USB-charging battery</td>
</tr>
<tr>
<td>782396-001</td>
<td>Back cover (includes rear-facing webcam lens)</td>
</tr>
<tr>
<td>782397-001</td>
<td>10.1-in, 1280×800, IPS, antiglare, 10-point MultiTouch, diagonal capacitive, wide-viewing angle, auto-rotate (selectable), tempered glass, LED backlight, display panel assembly for use only on HP 10 2101 Tablet models (includes TouchScreen cable)</td>
</tr>
<tr>
<td>782399-001</td>
<td>10.1-in, 1920×1200, FHD, antiglare, 10-point MultiTouch, diagonal capacitive, wide-viewing angle, auto-rotate (selectable), tempered glass, LED backlight, display panel assembly for use only on HP 10 Plus 2201 Tablet models (includes TouchScreen cable)</td>
</tr>
<tr>
<td>782647-001</td>
<td>Display panel cable for use only on HP 10 2101 Tablet models</td>
</tr>
<tr>
<td>782648-001</td>
<td>2.0-MP, fixed-focus, HD front-facing webcam (includes cable and double-sided adhesive)</td>
</tr>
<tr>
<td>782649-001</td>
<td>5.0-MP, HDR auto-focus, HD rear-facing webcam (includes cable and double-sided adhesive)</td>
</tr>
<tr>
<td>782650-001</td>
<td>Display panel cable for use only on HP 10 Plus 2201 Tablet models</td>
</tr>
<tr>
<td>784324-001</td>
<td>I/O bracket</td>
</tr>
<tr>
<td>784325-001</td>
<td>Screw Kit</td>
</tr>
<tr>
<td>784326-001</td>
<td>Battery, 2-cell, 7700-mAh, USB-charging (includes cable and double-sided adhesive)</td>
</tr>
<tr>
<td>784327-001</td>
<td>Antenna Kit (includes GPS antenna cable and transceiver and Wifi antenna cable and transceiver)</td>
</tr>
<tr>
<td>784328-001</td>
<td>Speaker Kit (includes left and right speakers and cables)</td>
</tr>
<tr>
<td>Spare part number</td>
<td>Description</td>
</tr>
<tr>
<td>------------------</td>
<td>------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>784330-001</td>
<td>System board equipped with an Allwinner A31 ARM Cortex-A7 quad core 1.0-GHz processor, 2.0-GB of system memory, and 16-GB eMMC system storage for use on all tablet models</td>
</tr>
<tr>
<td>791103-001</td>
<td>System board equipped with an Allwinner A31 ARM Cortex-A7 quad core 1.0-GHz processor, 1.0-GB of system memory, and 16-GB eMMC system storage for use only on HP 10 2101 Tablet models</td>
</tr>
<tr>
<td>791104-001</td>
<td>System board equipped with an Allwinner A31 ARM Cortex-A7 quad core 1.0-GHz processor, 2.0-GB of system memory, and 16-GB eMMC system storage for use only on HP 10 Plus 2201 Tablet models</td>
</tr>
</tbody>
</table>
4 Removal and replacement preliminary requirements

Tools required

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

- Flat-bladed screw driver
- Magnetic screw driver
- Phillips P0 screw driver
- Phillips P00 screw driver

Service considerations

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

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

Plastic parts

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

Cables and connectors

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

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

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

- Before removing or inserting a drive, shut down 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.
- 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 drive, place it in a static-proof bag.
- Avoid exposing a 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 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.

<table>
<thead>
<tr>
<th>Event</th>
<th>Relative humidity</th>
</tr>
</thead>
<tbody>
<tr>
<td>Event</td>
<td>10%</td>
</tr>
<tr>
<td>Walking across carpet</td>
<td>35,000 V</td>
</tr>
<tr>
<td>Walking across vinyl floor</td>
<td>12,000 V</td>
</tr>
<tr>
<td>Motions of a bench worker</td>
<td>6,000 V</td>
</tr>
<tr>
<td>Removing DIPS from a plastic tube</td>
<td>2,000 V</td>
</tr>
<tr>
<td>Removing DIPS from a vinyl tray</td>
<td>11,500 V</td>
</tr>
<tr>
<td>Removing DIPS from Styrofoam</td>
<td>14,500 V</td>
</tr>
<tr>
<td>Removing bubble pack from PCB</td>
<td>26,500 V</td>
</tr>
<tr>
<td>Packing PCBs in a foam-lined box</td>
<td>21,000 V</td>
</tr>
</tbody>
</table>
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 non-conductive 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 non-conductive 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 ±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
- Non-conductive foam
- Conductive countertop 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
- Non-conductive 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.

<table>
<thead>
<tr>
<th>Material</th>
<th>Use</th>
<th>Voltage protection level</th>
</tr>
</thead>
<tbody>
<tr>
<td>Antistatic plastics</td>
<td>Bags</td>
<td>1,500 V</td>
</tr>
<tr>
<td>Carbon-loaded plastic</td>
<td>Floor mats</td>
<td>7,500 V</td>
</tr>
<tr>
<td>Metallized laminate</td>
<td>Floor mats</td>
<td>5,000 V</td>
</tr>
</tbody>
</table>
5 Removal and replacement procedures

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

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

There are as many as 10 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

<table>
<thead>
<tr>
<th>Description</th>
<th>Spare part number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Back cover (includes rear-facing webcam lens)</td>
<td>782396-001</td>
</tr>
</tbody>
</table>

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 positioning the tablet with display panel facing 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.

1. Position the tablet with the display panel facing down and the micro USB power connector toward you.

2. Use a case utility tool (1) or similar thin, plastic tool to separate the back cover from the display panel assembly.
3. Swing the back cover (2) up and back until it completely separates from the display panel assembly.

4. Remove the back cover (3).

Reverse this procedure to install the back cover.

**Battery**

<table>
<thead>
<tr>
<th>Description</th>
<th>Spare part number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Battery, 2-cell, 7700-mAh, USB-charging (includes cable and double-sided adhesive)</td>
<td>784326-001</td>
</tr>
</tbody>
</table>

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 15).

⚠️ **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 the operating system before removing the battery.
Remove the battery:

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

2. Release the tape (1) that secures the speaker and antenna cables to the battery.

3. Pull the battery adhesive release tabs (2) as far as they will go.

4. Remove the battery (3).
Reverse this procedure to install the battery.

Speakers

<table>
<thead>
<tr>
<th>Description</th>
<th>Spare part number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Speaker Kit (includes left and right speakers and cables)</td>
<td>784328-001</td>
</tr>
</tbody>
</table>

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 15).

Remove the speakers:

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

2. Unsolder the left speaker cables (1) from the contact points on the system board.
3. Unsolder the right speaker cables (2) from the contact points on the system board.

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

4. Release the tape (3) that secures the speaker cables to the battery.

5. Remove the four Phillips PM1.6×4.1 screws (4) that secure the speakers to the display panel assembly.

6. Remove the speakers (5).

Reverse this procedure to install the speakers.

**Wifi antenna**

**NOTE:** The Wifi antenna is included in the Antenna Kit, spare part number 784327-001.

Before removing the Wifi 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 15).
Remove the Wifi antenna:

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

2. Unsolder the Wifi antenna cable (1) from the contact point on the system board.

3. Release the tape (2) that secures the Wifi antenna cable to the battery.
4. Detach the Wifi antenna transceiver (3) from the display panel assembly. (The Wifi antenna transceiver is attached to the display panel assembly with double-sided adhesive.)

5. Remove the Wifi antenna cable and transceiver.

Reverse this procedure to install the Wifi antenna.

**GPS antenna**

**NOTE:** The GPS antenna is included in the Antenna Kit, spare part number 784327-001.

Before removing the GPS 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 15).
Remove the GPS antenna:

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

2. Unsolder the GPS antenna cable (1) from the contact point on the system board.

3. Release the tape (2) that secures the GPS antenna cable to the battery.
4. Detach the GPS antenna transceiver (3) from the display panel assembly. (The GPS antenna transceiver is attached to the display panel assembly with double-sided adhesive.)

5. Remove the GPS antenna cable and transceiver.
   Reverse this procedure to install the GPS antenna.

**Rear-facing webcam**

<table>
<thead>
<tr>
<th>Description</th>
<th>Spare part number</th>
</tr>
</thead>
<tbody>
<tr>
<td>5.0-MP, HDR auto-focus, HD rear-facing webcam (includes cable and double-sided adhesive)</td>
<td>782649-001</td>
</tr>
</tbody>
</table>

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 15).
Remove the rear-facing webcam:

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

2. Release the zero insertion force (ZIF) connector (1) to which the rear-facing webcam cable is attached, and then disconnect the rear-facing webcam cable from the system board.
3. Detach the rear-facing webcam (2) from the display panel assembly. (The rear-facing webcam is attached to the display panel assembly with double-sided adhesive.)

4. Remove the rear-facing webcam and cable.

Reverse this procedure to install the rear-facing webcam.

**Front-facing webcam**

<table>
<thead>
<tr>
<th>Description</th>
<th>Spare part number</th>
</tr>
</thead>
<tbody>
<tr>
<td>2.0-MP, fixed-focus, HD front-facing webcam (includes cable and double-sided adhesive)</td>
<td>782648-001</td>
</tr>
</tbody>
</table>

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 15](#)).
Remove the front-facing webcam:

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

2. Release the ZIF connector (1) 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 (2) 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.
Microphone

<table>
<thead>
<tr>
<th>Description</th>
<th>Spare part number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Microphone (includes cable and double-sided adhesive)</td>
<td>756038-001</td>
</tr>
</tbody>
</table>

Before removing the microphone, 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 15).

Remove the microphone:

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

2. Unsolder the microphone cables (1) from the contact points on the system board.

**NOTE:** When installing the microphone, the red microphone cable should be soldered to the system board “positive” terminal. The black microphone cable should be soldered to the system board “negative” terminal.
3. Detach the microphone (2) from the display panel assembly. (The microphone is attached to the display panel assembly with double-sided adhesive.)

4. Remove the microphone and cable.
   Reverse this procedure to install the microphone.

**Display panel cable**

<table>
<thead>
<tr>
<th>Description</th>
<th>Spare part number</th>
</tr>
</thead>
<tbody>
<tr>
<td>For use only on HP 10 Plus 2201 Tablet models</td>
<td>782650-001</td>
</tr>
<tr>
<td>For use only on HP 10 2101 Tablet models</td>
<td>782647-001</td>
</tr>
</tbody>
</table>

Before removing the display panel cable, 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 15).
Remove the display panel cable:

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

   **NOTE:** Steps 2 and 3 apply to HP 10 Plus 2201 Tablet models. See steps 4 and 5 for display panel cable removal instructions for HP 10 2101 Tablet models.

2. Release the system board ZIF connector (1) to which the display panel cable is attached, and then disconnect the display panel cable from the system board.

3. Release the display panel assembly ZIF connector (2) to which the display panel cable is attached, and then disconnect the display panel cable from the display panel assembly.
4. Remove the display panel cable (3).

![Image of display panel cable](image)

**NOTE:** Steps 4 and 5 apply to HP 10 2101 Tablet models. See steps 2 and 3 for display panel cable removal instructions for HP 10 Plus 2201 Tablet models.

5. Release the system board ZIF connector (1) to which the display panel cable is attached, and then disconnect the display panel cable from the system board.

6. Release the display panel assembly ZIF connector (2) to which the display panel cable is attached, and then disconnect the display panel cable from the display panel assembly.

7. Remove the display panel cable (3).

![Image of display panel cable](image)

Reverse this procedure to install the display panel cable.
## System board

<table>
<thead>
<tr>
<th>Description</th>
<th>Spare part number</th>
</tr>
</thead>
<tbody>
<tr>
<td>System board equipped 16-GB eMMC system storage</td>
<td></td>
</tr>
<tr>
<td>Equipped with an Allwinner A31 ARM Cortex-A7 quad core 1.0-GHz processor, and 2.0-GB of system memory for use only on HP 10 Plus 2201 Tablet models</td>
<td>791104-001</td>
</tr>
<tr>
<td>Equipped with an Allwinner A31 ARM Cortex-A7 quad core 1.0-GHz processor, and 2.0-GB of system memory for use on all tablet models</td>
<td>784330-001</td>
</tr>
<tr>
<td>Equipped with an Allwinner A31 ARM Cortex-A7 quad core 1.0-GHz processor, and 1.0-GB of system memory for use only on HP 10 2101 Tablet models</td>
<td>791103-001</td>
</tr>
</tbody>
</table>

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 15).
Remove the system board:

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

2. Disconnect the rear-facing webcam cable (1) from the system board.

3. Disconnect the front-facing webcam cable (2) from the system board.

4. Unsolder the microphone cables (3) from the contact points on the system board.

5. Unsolder the GPS antenna cable (4) from the contact point on the system board.
6. Unsolder the Wifi antenna cable (5) from the contact point on the system board.

7. Unsolder the left speaker cables (1) from the contact points on the system board.

8. Unsolder the right speaker cables (2) from the contact points on the system board.

9. Release the system board ZIF connector (3) (varying by tablet model) to which the display panel cable is attached, and then disconnect the display panel cable from the system board.

10. Release the system board ZIF connector (4) to which the TouchScreen cable is attached, and then disconnect the TouchScreen cable from the system board.

11. Remove the six Phillips PM1.6×4.1 screws (1) that secure the system board to the display panel assembly.
12. Remove the I/O bracket (2).

The I/O bracket is available using spare part number 784324-001.

13. Remove the system board (3).

Reverse this procedure to install the system board.
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

<table>
<thead>
<tr>
<th>Country/region</th>
<th>Accredited agency</th>
<th>Applicable note number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Australia</td>
<td>EANSW</td>
<td>1</td>
</tr>
<tr>
<td>Austria</td>
<td>OVE</td>
<td>1</td>
</tr>
<tr>
<td>Belgium</td>
<td>CEBC</td>
<td>1</td>
</tr>
<tr>
<td>Canada</td>
<td>CSA</td>
<td>2</td>
</tr>
<tr>
<td>Denmark</td>
<td>DEMKO</td>
<td>1</td>
</tr>
<tr>
<td>Finland</td>
<td>FIMKO</td>
<td>1</td>
</tr>
<tr>
<td>France</td>
<td>UTE</td>
<td>1</td>
</tr>
<tr>
<td>Country/region</td>
<td>Accredited agency</td>
<td>Applicable note number</td>
</tr>
<tr>
<td>----------------------------------------</td>
<td>-------------------</td>
<td>------------------------</td>
</tr>
<tr>
<td>Germany</td>
<td>VDE</td>
<td>1</td>
</tr>
<tr>
<td>Italy</td>
<td>IMQ</td>
<td>1</td>
</tr>
<tr>
<td>Japan</td>
<td>METI</td>
<td>3</td>
</tr>
<tr>
<td>The Netherlands</td>
<td>KEMA</td>
<td>1</td>
</tr>
<tr>
<td>Norway</td>
<td>NEMKO</td>
<td>1</td>
</tr>
<tr>
<td>The People’s Republic of China</td>
<td>COC</td>
<td>5</td>
</tr>
<tr>
<td>South Korea</td>
<td>EK</td>
<td>4</td>
</tr>
<tr>
<td>Sweden</td>
<td>CEMKO</td>
<td>1</td>
</tr>
<tr>
<td>Switzerland</td>
<td>SEV</td>
<td>1</td>
</tr>
<tr>
<td>Taiwan</td>
<td>BSMI</td>
<td>4</td>
</tr>
<tr>
<td>The United Kingdom</td>
<td>BSI</td>
<td>1</td>
</tr>
<tr>
<td>The United States</td>
<td>UL</td>
<td>2</td>
</tr>
</tbody>
</table>

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.
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, spare part numbers
7, 8
antenna
removal 19, 21
spare part number 5, 8, 19, 21
Antenna Kit, spare part number
5, 8, 19, 21
audio, product description 1
audio-in jack 3
audio-out jack 3
Audio, product description 1
Audio-out jack 3
Audio-in jack 3

B
back cover
removal 15
spare part number 5, 8, 15
battery
removal 16
spare part number 5, 8, 16
buttons
power 3
volume control 3

C
cables, service considerations 10
chipset, product description 1
connectors, service considerations 10

D
display panel assembly, spare part numbers
6, 8
display panel cable
removal 29
spare part numbers 5, 8, 29
display panel, product description 1

E
drives
precautions 11
preventing damage 11
E:
-electrostatic discharge 11
-equipment guidelines 14

F
front-facing webcam
location 3
removal 25
spare part number 5, 8, 25

G
GPS antenna
removal 21
spare part number 5, 8, 21
Grounding guidelines 11

H
HDMI port 3
headphone jack 3

I
I/O bracket
removal 35
spare part number 5, 8, 35
"I"

J
jacks
audio-in 3
audio-out 3
headphone 3
microphone 3

K
models
\

L

M
memory, product description 1
microphone
location 3
product description 1
removal 28
spare part number 5, 8, 28
microphone jack 3
model name 1

O
operating system, product description 2

P
packaging guidelines 13
plastic parts, service considerations 10
ports
HDMI 3
product description 2
USB 3
power button 3
power cord, set requirements 36
power requirements, product description 2
processor, product description 1
product description
audio 1
chipset 1
display panel 1
graphics 1
memory 1
microphone 1
operating system 2
ports 2
power requirements 2
processors 1
product name 1
sensors 2
serviceability 2
storage 1
video 1
wireless 2
product name 1

R
rear-facing webcam
  removal 23
  spare part number 5, 8, 23

S
Screw Kit, spare part number 7, 8
SD Card Reader slot 3
sensors, product description 2
service considerations
  cables 10
  connectors 10
  plastic parts 10
serviceability, product description 2
Speaker Kit, spare part number 5, 8, 18
speakers
  location 3
  removal 18
  spare part number 5, 8, 18
storage, product description 1
system board
  removal 32
  spare part numbers 5, 9, 32

T
tablet
  major components 5
  spare part numbers 7, 8
  transporting guidelines 13

U
USB extension cable, spare part number 7, 8
USB port 3

V
video, product description 1
volume control button 3

W
webcam
  removal 23, 25
  spare part numbers 5, 8, 23, 25
Wifi antenna
  removal 19
  spare part number 5, 8, 19
wireless, product description 2
  workstation guidelines 13

Index