



HP 8 G21411 Tablet

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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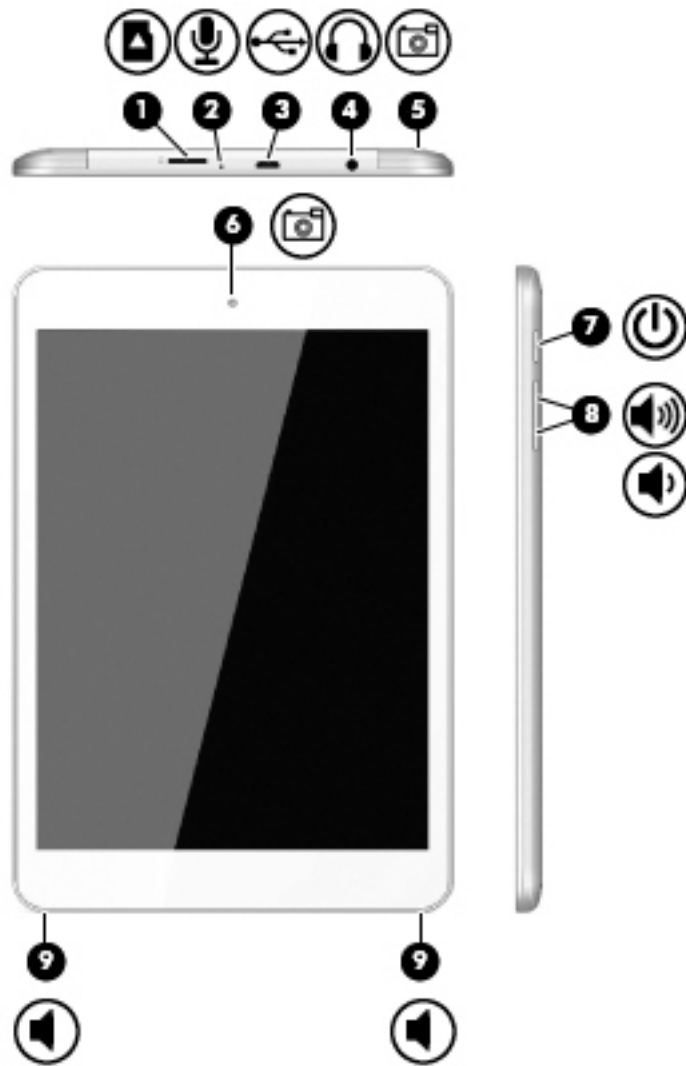
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1 Product description

Category	Description
Product Name	HP 8 G21411 Tablet
Processor	AllWinner® A33 ARM cortex-A7 1.20-GHz quad core processor
Panel	7.85-in, (1024×768), 5-point IPS capacitive TouchScreen display panel
Graphics	Mali400 MP2
Memory	Supports 1.0-GB DDR3 system memory
Mass storage	Supports a 16.0-GB Nand solid-state drive
Audio and video	Stereo speakers (2) One microphone on top of tablet Supports MP3, OGG, Flac, AAC, and AMR, audio formats 2.0-MP, fixed-focus, rear-facing webcam 0.3-MP, fixed-focus, front-facing webcam Supports MPEG1, MPEG2, MPEG4-XVID, H264, H263, WMV7/8/9, VC-1, VP8, AVS, MJPEG, VP6, WMV1/2, DIVX video formats Supports JPG, BMP, GIF and PNG photo formats
Sensor	Accelerometer G-sensor GPS
Wireless networking	Integrated wireless option: WLAN: 802.11b/g/n with WiFiDirect <ol style="list-style-type: none">Bluetooth Traditional Mode:<ol style="list-style-type: none">Bluetooth 3.0Bluetooth 3.0+HS, andOther backwards modesBluetooth 4.0 Dual Mode:<ol style="list-style-type: none">BLEMusic and voice (traditional mode)Bluetooth 4.0 Single Mode: BLE
External expansion	Integrated micro SD Card Reader expandable to 32-GB Tflash Storage up to 32-GB
Ports	<ul style="list-style-type: none">Audio: headphone/microphone combo jackMicro SD Card ReaderMicro USB port
Power requirements	Supports a 3950-mAh, Li-ion battery, USB charging

Category	Description
	Supports a 5-V, 2-A AC adapter with DC plug and localized cable plug support
Operating system	Preinstalled: Android 4.4.2
Serviceability	End user replaceable part: AC adapter and USB extension cable

2 External component identification

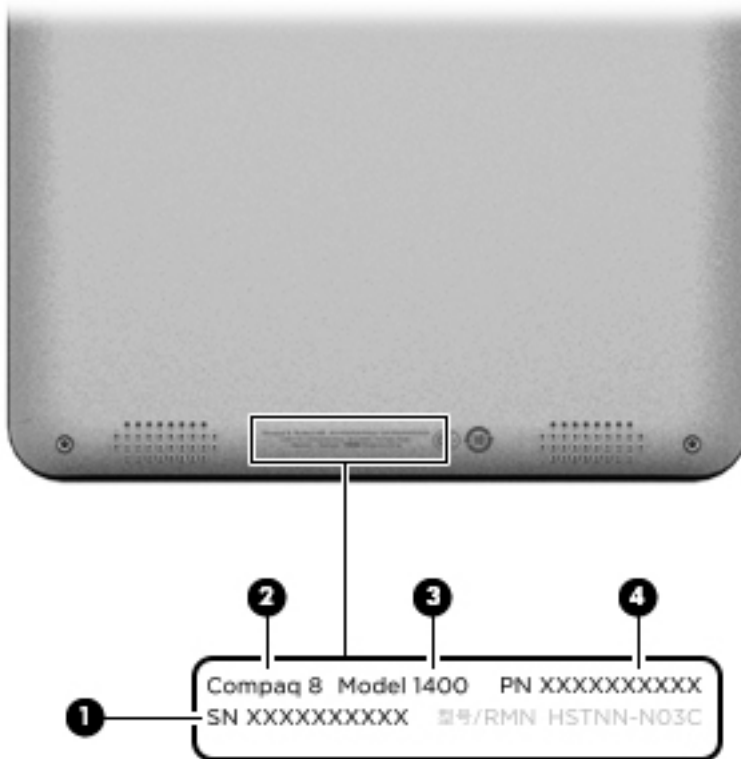


Item	Component	Item	Component
(1)	Micro SD Card Reader slot	(6)	Front-facing webcam
(2)	Microphone	(7)	Power button
(3)	Micro USB 2.0 port	(8)	Volume control buttons (2)
(4)	Audio-out (headphone)/Audio-in (microphone) jack	(9)	Speakers (2)
(5)	Rear-facing webcam		

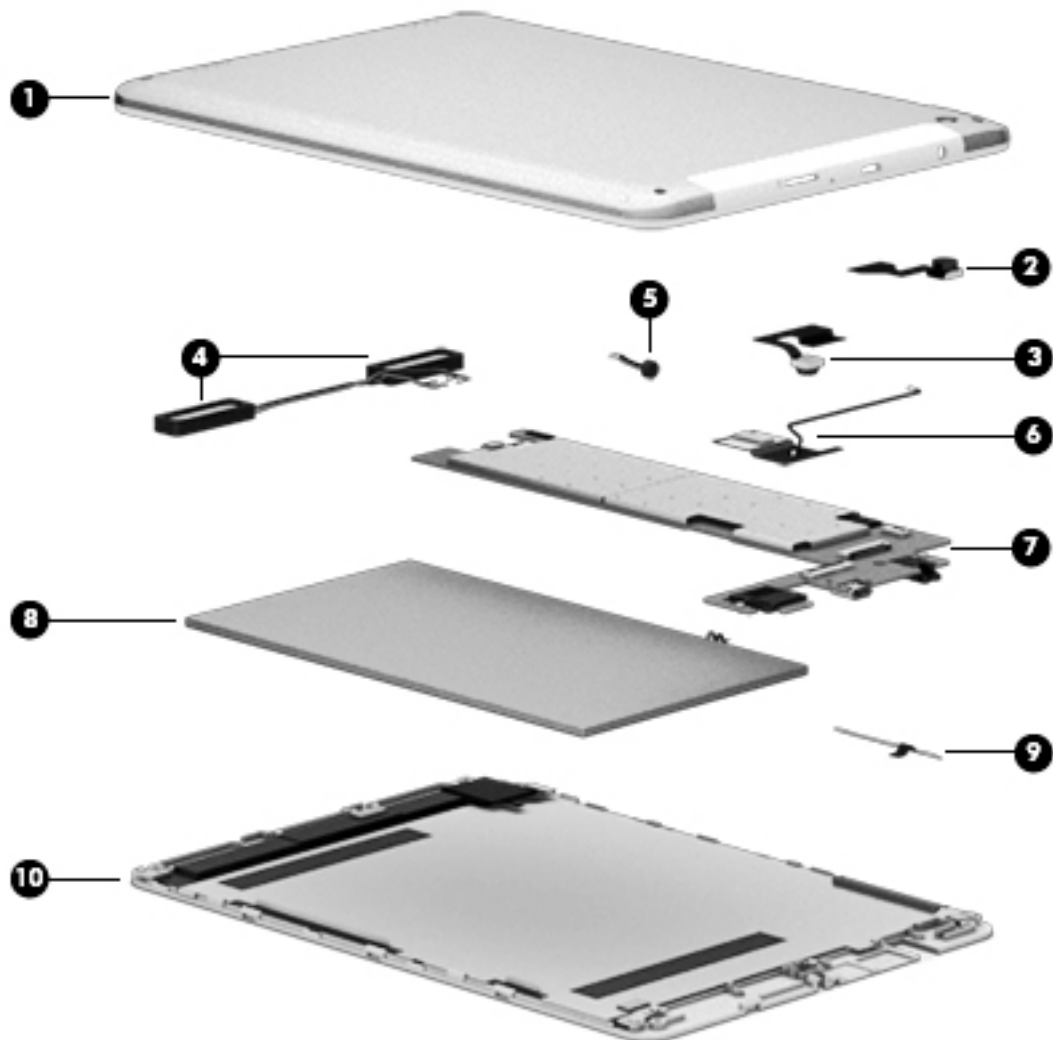
3 Illustrated parts catalog

Locating tablet serial number, product name, product number, and part number

The tablet serial number (1), product name (2), product number (3), and part number (4) are located on the back cover. This information is needed when travelling internationally or contacting customer support.



Tablet major components



Item	Component	Spare part number
(1)	Back cover (includes wireless antenna cable and transceiver)	785173-001
(2)	0.3-MP, fixed-focus, front-facing webcam (includes cable)	785181-001
(3)	2.0-MP, fixed-focus, rear-facing webcam (includes cable)	773139-001
(4)	Speaker Kit (includes top and bottom speakers and cables)	785179-001
(5)	Microphone (included with system board, spare part number 785180-001)	
(6)	Wireless antenna cable and transceiver (included with back cover, spare part number 785173-001)	
(7)	System board equipped with an AllWinner A33 ARM cortex-A7 1.20-GHz quad core processor, graphics subsystem with UMA memory, 1.0-GB DDR3 system memory, and a 16-GB Nand hard drive	785180-001
(8)	Battery , 3.7-V, 3950-mAh, LI (includes cable)	77233-001

Item	Component	Spare part number
(9)	Power/volume button board (includes cable)	785175-001
(10)	Display panel assembly (7.85-in, 1024×768, IPS, 5-point capacitive, TouchScreen; includes display panel cable and TouchScreen cable)	785177-001

Miscellaneous parts

Component	Spare part number
5.0-V, 2-A AC adapter:	
For use only in Argentina	757042-001
For use only in Australia	757043-001
For use only in Brazil	761437-001
For use only in Europe	747779-001
For use only in India	757282-001
For use only in North America	745229-001
For use only in the People's Republic of China	757280-001
For use only in the United Kingdom and Singapore	747780-001
HP 8 G21411 Tablet equipped with a 7.85-in, 1024×768, IPS, 5-point capacitive, TouchScreen display panel assembly, an AllWinner A33 ARM cortex-A7 1.20-GHz quad core processor, graphics subsystem with UMA memory, 1.0-GB DDR3 system memory, and a 16-GB Nand hard drive, and a 3.7-V, 3950-mAh, LI battery	
For use only in the Asia Pacific countries and regions	785174-371
For use only in Europe	785174-021
For use only in Latin America	785174-161
For use only in North America	785174-001
Screw Kit	785178-001
USB extension cable	779120-001

Sequential part number listing

Spare part number	Description
745229-001	5.0-V, 2-A AC adapter for use only in North America
747779-001	5.0-V, 2-A AC adapter for use only in Europe
747780-001	5.0-V, 2-A AC adapter for use only in the United Kingdom and Singapore
757042-001	5.0-V, 2-A AC adapter for use only in Argentina
757043-001	5.0-V, 2-A AC adapter for use only in Australia
757280-001	5.0-V, 2-A AC adapter for use only in the People's Republic of China

Spare part number	Description
757282-001	5.0-V, 2-A AC adapter for use only in India
761437-001	5.0-V, 2-A AC adapter for use only in Brazil
773139-001	2.0-MP, fixed-focus, rear-facing webcam (includes cable)
777233-001	Battery (3.7-V, 3950-mAh, LI, includes cable)
785173-001	Back cover (includes wireless antenna cable and transceiver)
785174-001	HP 8 G21411 Tablet equipped with a 7.85-in, 1024×768, IPS, 5-point capacitive, TouchScreen display panel assembly, an AllWinner A33 ARM cortex-A7 1.20-GHz quad core processor, graphics subsystem with UMA memory, 1.0-GB DDR3 system memory, and a 16-GB Nand hard drive, and a 3.7-V, 3950-mAh, LI battery for use only in North America
785174-021	HP 8 G21411 Tablet equipped with a 7.85-in, 1024×768, IPS, 5-point capacitive, TouchScreen display panel assembly, an AllWinner A33 ARM cortex-A7 1.20-GHz quad core processor, graphics subsystem with UMA memory, 1.0-GB DDR3 system memory, and a 16-GB Nand hard drive, and a 3.7-V, 3950-mAh, LI battery for use only in Europe
785174-161	HP 8 G21411 Tablet equipped with a 7.85-in, 1024×768, IPS, 5-point capacitive, TouchScreen display panel assembly, an AllWinner A33 ARM cortex-A7 1.20-GHz quad core processor, graphics subsystem with UMA memory, 1.0-GB DDR3 system memory, and a 16-GB Nand hard drive, and a 3.7-V, 3950-mAh, LI battery for use only in Latin America
785174-371	HP 8 G21411 Tablet equipped with a 7.85-in, 1024×768, IPS, 5-point capacitive, TouchScreen display panel assembly, an AllWinner A33 ARM cortex-A7 1.20-GHz quad core processor, graphics subsystem with UMA memory, 1.0-GB DDR3 system memory, and a 16-GB Nand hard drive, and a 3.7-V, 3950-mAh, LI battery for use only in Asia Pacific countries and regions
785175-001	Power/volume button board (includes cable)
785176-001	Cover Kit (includes top and bottom covers)
785177-001	Display panel assembly (7.85-in, 1024×768, IPS, 5-point capacitive, TouchScreen; includes display panel cable and TouchScreen cable)
785178-001	Screw Kit
785179-001	Speaker Kit (includes top and bottom speakers and cables)
785180-001	System board equipped with an AllWinner A33 ARM cortex-A7 1.20-GHz quad core processor, graphics subsystem with UMA memory, 1.0-GB DDR3 system memory, and a 16-GB Nand hard drive
785181-001	0.3-MP, fixed-focus, front-facing webcam (includes cable)
779120-001	USB extension cable

4 Removal and replacement preliminary requirements


Tools required

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


- Magnetic screw driver
- Phillips P0 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

5 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.

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

There are as many as 7 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 (includes wireless antenna cable and transceiver)	785173-001
Display panel assembly (7.85-in, 1024×768, IPS, 5-point capacitive, TouchScreen; includes display panel cable and TouchScreen cable)	785177-001

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.

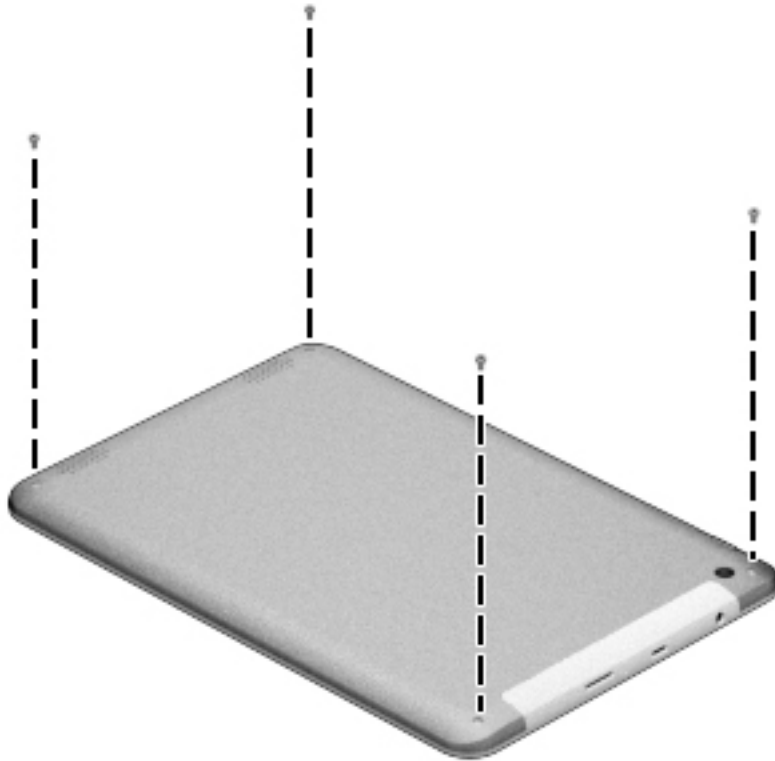
Remove the back cover:

⚠ 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 SD Card slot and 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.

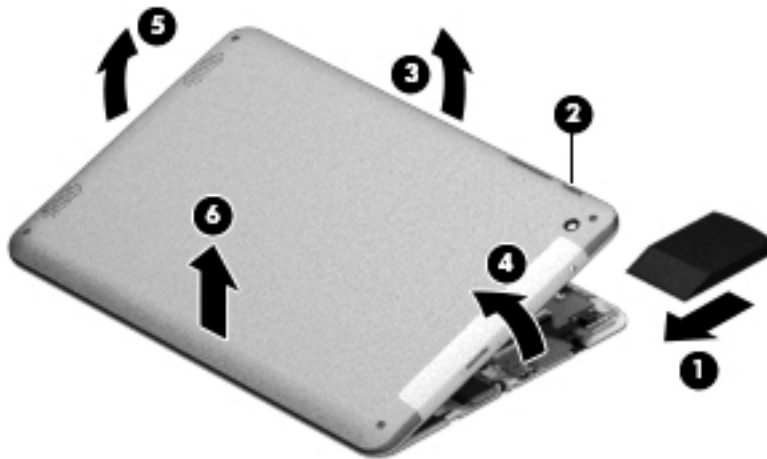
2. Remove the four Torx5 TM1.3×4.0 screws that secure the back cover to the display panel assembly.



⚠ CAUTION: When inserting the plastic tool into the tablet as described in Step 3, make sure not to insert the tool into the power button area. Failure to follow this caution can result in damage to the tablet.

3. Insert a thin, plastic tool **(1)** between the back cover and the display panel assembly. The first insertion point should be near the power button **(2)** in the rear right corner of the tablet.
4. Lift the left edge of the back cover **(3)** until it separates from the display panel assembly.
5. Lift the top edge of the back cover **(4)** until it separates from the display panel assembly.
6. Lift the bottom edge of the back cover **(5)** until it separates from the display panel assembly.

7. Remove the back cover (6).



Reverse this procedure to install the back cover.

Battery

Description	Spare part number
Battery 3.7-V, 3950-mAh, LI (includes cable)	777233-001

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 12](#)).

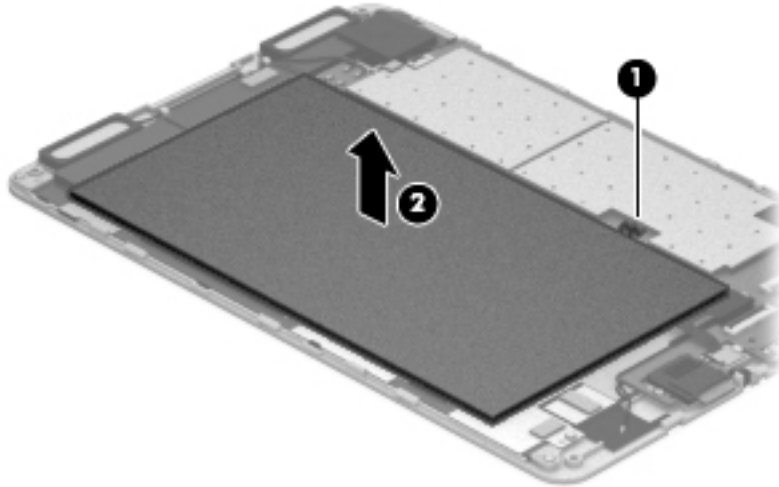
⚠ WARNING! To reduce potential safety issues, use only the battery provided with the tablet, a replacement battery provided by HP, or a compatible battery purchased from HP.

⚠ 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. Unsolder the battery cables (1) from the system board.

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



3. Remove the battery.

Reverse this procedure to install the battery.

Power/volume button board

Description	Spare part number
Power/volume button board (includes cable)	785175-001

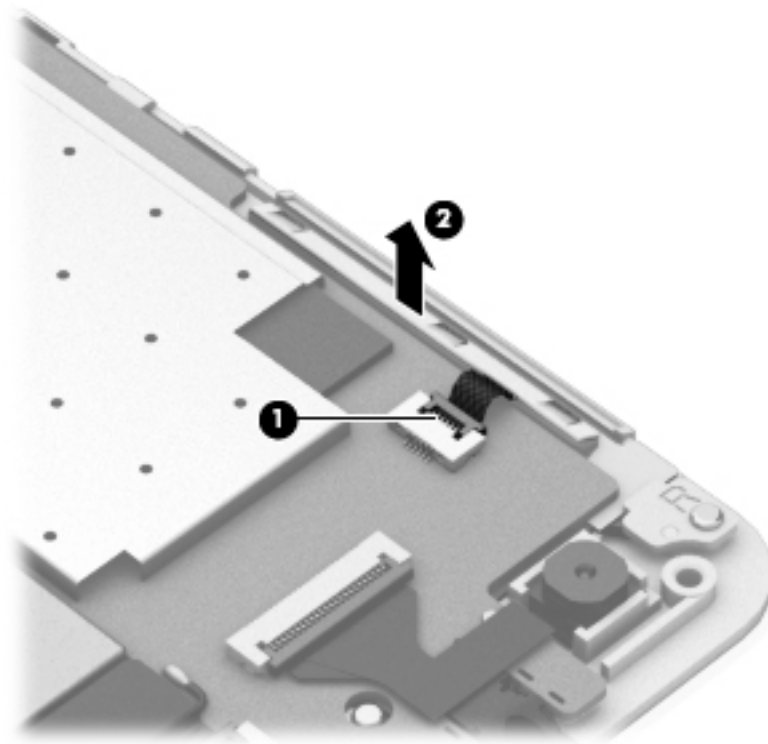
Before removing the power/volume button board, follow these steps:

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 12](#)).
5. Disconnect the battery cable from the system board (see [Battery on page 14](#)).

Remove the power/volume button board:

1. Release the zero insertion force (ZIF) connector (1) to which the power/volume button board cable is attached, and then disconnect the power/volume button board cable from the system board.

2. Detach the power/volume button board (2) from the display panel assembly. (The power/volume button board is attached to the display panel assembly with double-sided adhesive.)



3. Remove the power/volume button board and cable.
Reverse this procedure to install the power/volume button board.

Front-facing webcam

Description	Spare part number
0.3-MP, front-facing, webcam (includes cable)	785181-001

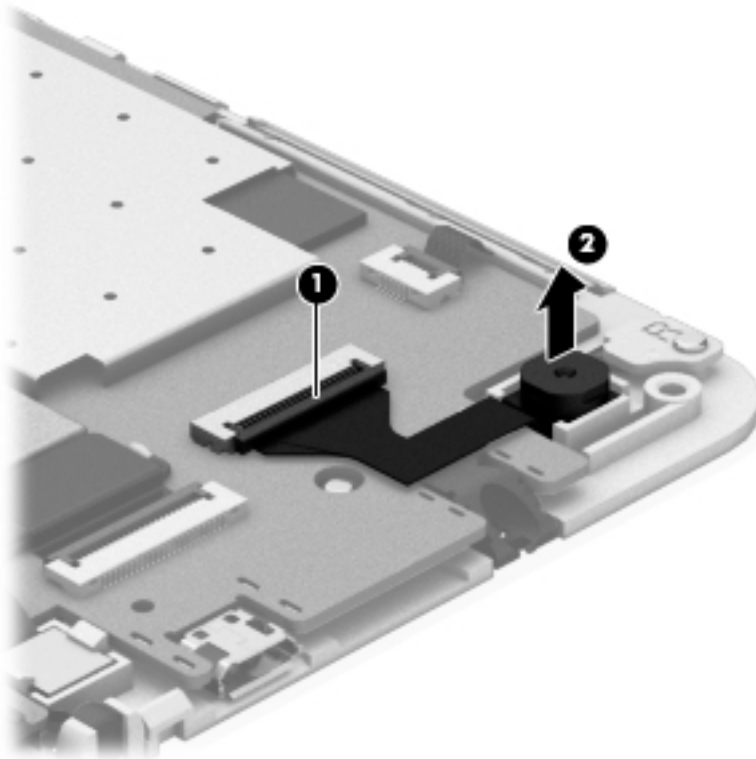
Before removing the front-facing webcam, follow these steps:

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 12](#)).
5. Disconnect the battery cable from the system board (see [Battery on page 14](#)).

Remove the front-facing webcam:

1. 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.

2. 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.)



3. Remove the front-facing webcam and cable.

Reverse this procedure to install the front-facing webcam.

Rear-facing webcam

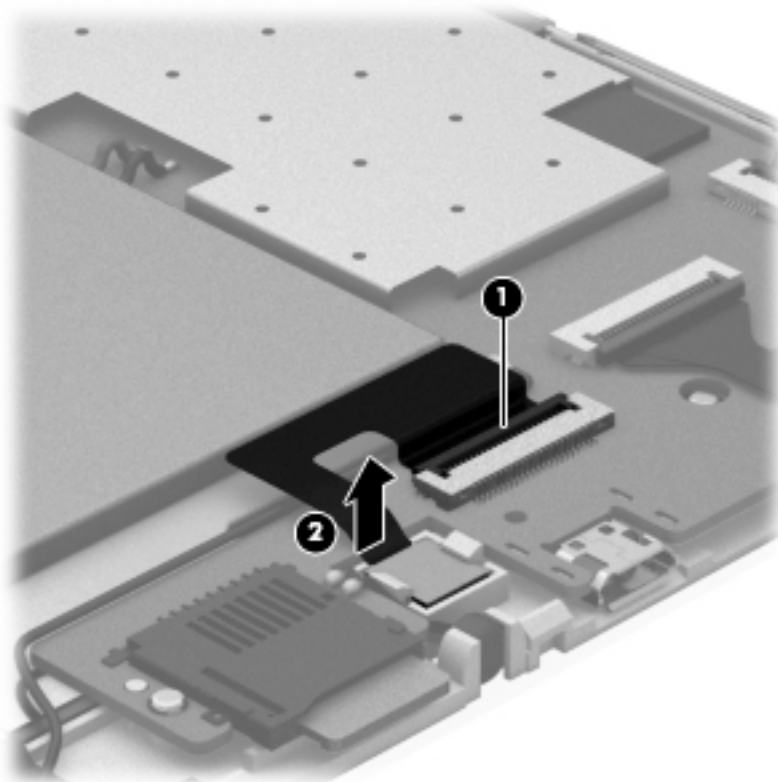
Description	Spare part number
2.0-MP, fixed-focus, rear-facing webcam (includes cable)	773139-001

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 12](#)).
5. Disconnect the battery cable from the system board (see [Battery on page 14](#)).

Remove the rear-facing webcam:

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



3. Remove the rear-facing webcam and cable.

Reverse this procedure to install the rear-facing webcam.

Speakers


Description	Spare part number
Speaker Kit (includes top and bottom speakers and cables)	785179-001

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 12](#)).
5. Disconnect the battery cable from the system board (see [Battery on page 14](#)).

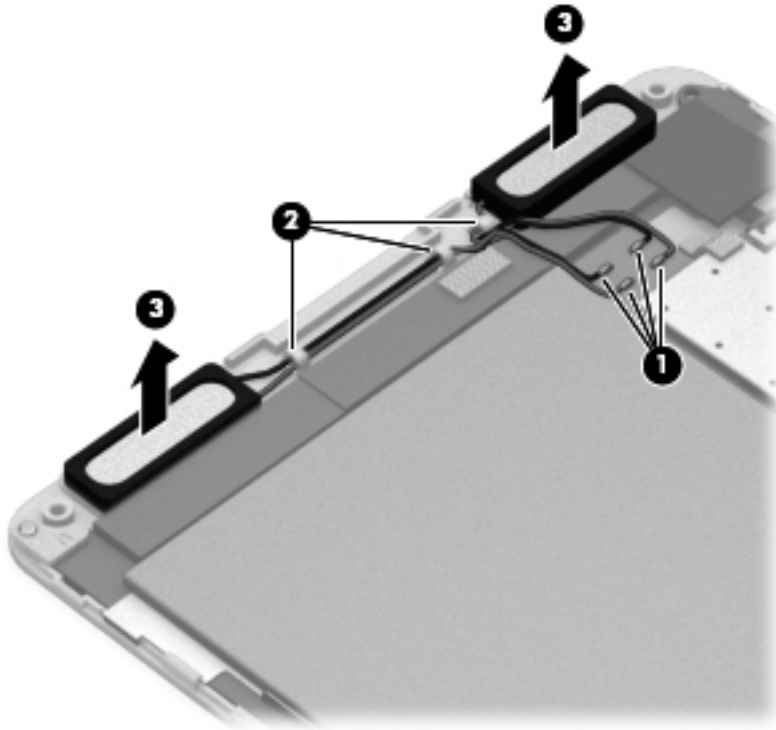
Remove the speakers:

1. Unsolder the speaker cables (1) 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.

2. Release the speaker cables (2) from the clips built into the display panel assembly.

3. Detach the speakers (3) from the display panel assembly. (The speakers are attached to the display panel assembly with double-sided adhesive.)



4. Remove the speakers and cables.

Reverse this procedure to install the speakers.

System board

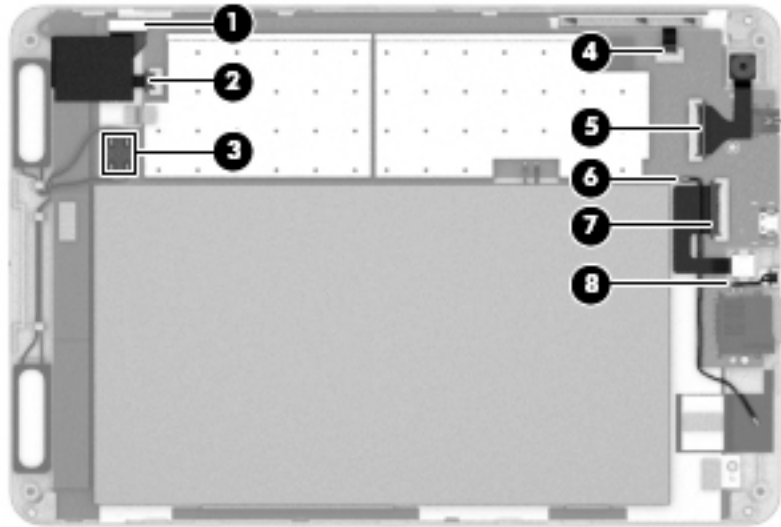
Description	Spare part number
System board (equipped with an AllWinner A33 ARM cortex-A7 1.20-GHz quad core processor, graphics subsystem with UMA memory, 1.0-GB DDR3 system memory, and a 16-GB Nand hard drive)	785180-001

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 12](#)).
5. Disconnect the battery cable from the system board (see [Battery on page 14](#)).

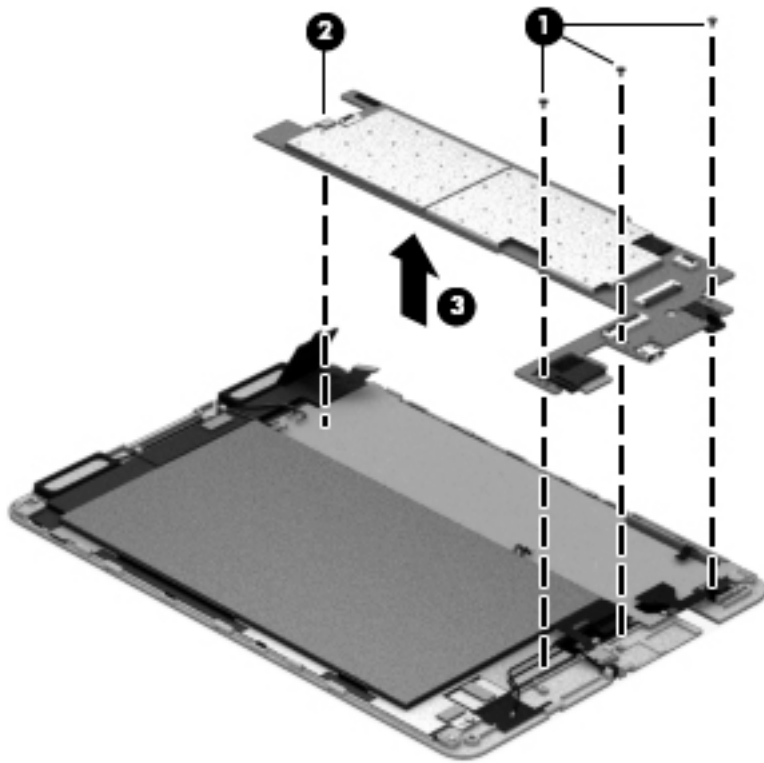
Remove the system board:

1. Disconnect the following cables from the system board:
 - (1) TouchScreen ZIF connector and cable
 - (2) Controller ZIF connector and cable
 - (3) Speaker cables (must be unsoldered, see [Speakers on page 19](#))
 - (4) Power/button board ZIF connector and cable
 - (5) Front-facing webcam cable
 - (7) Rear-facing webcam cable



2. Remove the three Phillips PM1.5×2.5 screws (1) that secure the system board to the display panel assembly.
3. Detach the left side of the system board (2) from the display panel assembly. (The left side of the system board is attached to the display panel assembly with double-sided adhesive.)

4. Remove the system board (3).



Reverse this procedure to install the system board.

6 Specifications

	Metric	U.S.
Dimensions		
Width	13.72 cm	5.40 in
Depth	20.20 cm	7.95 in
Height	0.80 cm	0.32 in
Weight (lowest weight configuration)	320 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.		

7 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.

Go to the QQ App store to download the latest versions of HP and third-party apps and widgets. The QQ App store displays the number of existing applications that you can update. If you want to update the operating system manually, go to <http://www.hp.com/support>.

Factory data reset

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

1. Touch , and then touch .
2. Under **PERSONAL**, touch **Back up & reset**.
3. Under **PERSONAL DATA**, select **Factory data reset**, and then follow the on-screen instructions.

8 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
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

Country/region	Accredited agency	Applicable note number
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.

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>.

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