



HP Pavilion x360 Convertible PC

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 computer.

Not all features are available in all editions of Windows 8. This computer may require upgraded and/or separately purchased hardware, drivers, and/or software to take full advantage of Windows 8 functionality. See for <http://www.microsoft.com> details.

Safety warning notice

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

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1 Product description

Category	Description	Computer models equipped with an AMD processor	Computer models equipped with an Intel processor
Product Name	HP Pavilion x360 Convertible PC	×	×
Processor	<ul style="list-style-type: none"> • AMD® A8-6410 2.00-GHz (SC turbo up to 2.40-GHz) processor (1600-MHz FSB, 2.00-MB L2 cache, quad core, 15 W) • AMD A6-6310 1.80-GHz (SC turbo up to 2.40-GHz) processor (1600-MHz FSB, 2.00-MB L2 cache, quad core, 15 W) • Intel® Core® i5-4210U 1.70-GHz (SC turbo up to 2.70-GHz) processor (1600-MHz FSB, 3.00-MB L3 cache, dual core, 15 W) • Intel Core i3-4030U 1.90-GHz processor (1600-MHz FSB, 3.00-MB L3 cache, dual core, 15 W) 	×	×
Chipset	AMD integrated soldered-on-circuit (SOC) fusion controller hub (FCH)	×	
	Intel integrated SOC FCH		×
Graphics	<p>Internal Graphics: AMD Radeon™ R5 Graphics on computer models equipped with an AMD A8-6410 processor; AMD Radeon R4 Graphics on computer models equipped with an AMD A6-6310 processor;</p> <p>Support for DX11, HD decode, and HDMI</p>	×	

Category	Description	Computer models equipped with an AMD processor	Computer models equipped with an Intel processor
Graphics <i>(continued)</i>	<p>Internal Graphics: Intel HD Graphics 4400</p> <p>Support for DX11, HD decode, and HDMI</p>		×
Panel	<p>13.3-in (1368×768), AntiGlare, high-definition (HD), light-emitting diode (LED), low-voltage differential-signalling (LVDS), WUXGA, TouchScreen with flush glass and MultiTouch enabled; 16:9 ultra-wide aspect ratio; typical brightness: 200 nits; ultraslim (2.5-mm)</p>	×	×
Memory	<p>2 SODIMM slots DDR3L-1600MHz</p> <p>Support for DDR3L-1600MHz</p> <p>Support for dual channel</p> <p>Supports up to 8096-MB maximum on-board system memory</p>	×	×

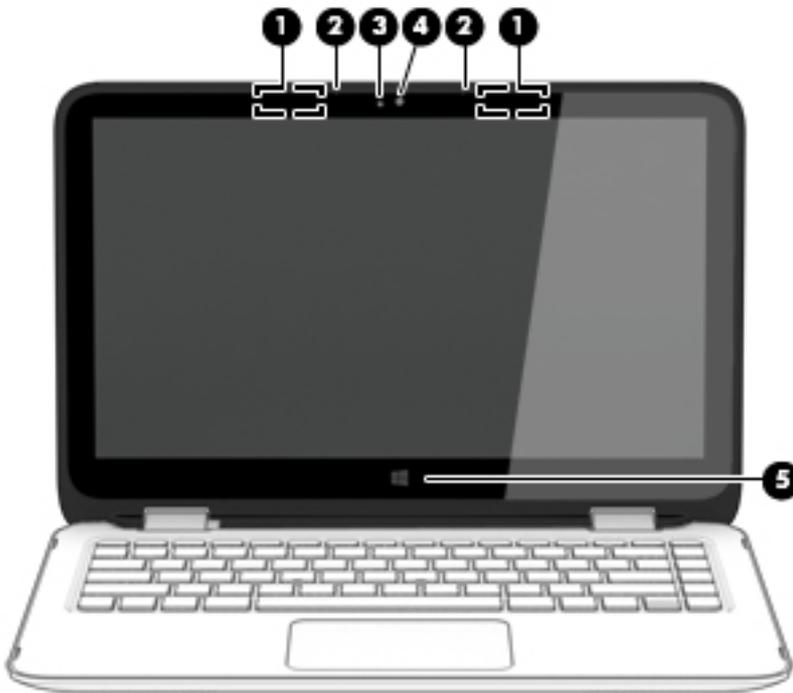
Category	Description	Computer models equipped with an AMD processor	Computer models equipped with an Intel processor
Hard drive	<p>Support for 6.35-cm (2.5-in) hard drives in 7.2-mm (.28-in) and 7.0-mm (.28-in) thicknesses</p> <p>Support for Accelerometer hard drive protection</p> <p>Support for the following single hard drive configurations:</p> <ul style="list-style-type: none"> • 1-TB, 5400-rpm, 7.2-mm • 750-GB, 5400-rpm, 7.2-mm • 500-GB, 5400-rpm, 7.0-mm <p>Support for 500-GB, 5400-rpm, 7.0-mm + 8-GB NAND Hybrid hard drive</p> <p>Support for M2 SATA-3 next generation form factor (NGFF) solid-state drives in the following configurations:</p> <ul style="list-style-type: none"> • 256-MB multi-level cell (MLC) • 256-MB triple-level cell (TLC) • 128-MB (MLC) • 128-MB (TLC) 	×	×
Optical drive	9.5-mm tray load, SATA, external, USB, DVD±RW DL SuperMulti Drive	×	×
Audio and video	<p>Webcam: HP TrueVision HD, fixed (no tilt), with activity light, 1280×720 by 30 frames per second</p> <p>Dual digital microphones with appropriate echo-cancellation and noise-suppression software</p> <p>Beats audio</p> <p>Two speakers</p>	×	×
Sensors	<p>Accelerometer</p> <p>eCompass</p> <p>Gyroscope</p>	×	×

Category	Description	Computer models equipped with an AMD processor	Computer models equipped with an Intel processor
Ethernet	Integrated 10/100 network interface card (NIC)	×	×
Wireless	<p>Integrated wireless local area network (WLAN) options by way of wireless module</p> <p>One built-in WLAN antenna (in display assembly)</p> <p>Support for the following WLAN modules:</p> <ul style="list-style-type: none"> • Intel Dual Band Wireless-AC 3160 802.11ac 1×1 WiFi + BT 4.0 Combo Adapter • Qualcomm Atheros AR9565 802.11b/g/n 1×1 WiFi + BT 4.0 Combo Adapter 	×	×
External media cards	HP multiformat Micro Digital Media Reader Slot with push-push technology. Reads data from and writes data to digital memory cards such as Secure Digital (SD).	×	×
Ports	<ul style="list-style-type: none"> • AC adapter HP Smart plug (4.5mm barrel) • Audio: one combo audio-out (headphone)/audio-in (microphone) jack, supports jack auto-detection • High-definition multimedia interface (HDMI) v.1.4, supporting up to 1080p, 1920×1080 at 60 Hz • RJ45/Ethernet • USB 3.0 (2) • USB 2.0 	×	×

Category	Description	Computer models equipped with an AMD processor	Computer models equipped with an Intel processor
Keyboard/pointing devices	<p>Full-size, textured, chiclet-style keyboard,</p> <p>Touchpad requirements:</p> <ul style="list-style-type: none"> • Clickpad with image sensor • Taps enabled as default • Multi-touch gestures enabled • Ability to turn on and off • Support for Microsoft® Windows® 8.1 modern TouchPad gestures • Support for PS/2, SMBus • Default on for 2-finger scroll and pinch 	×	×
Power requirements	<p>Support for 65-W HP Smart adapter (non-PFC, EM, 3-wire, 4.5-mm) and 45-W HP Smart adapter (non-PFC, RC, 3-wire, 4.5-mm) AC adapters</p> <p>Support for a 3-cell, 43-WHr, 2.83-AHr, Li-ion battery (includes cable)</p>	×	×
Security	<p>Support for security cable lock</p> <p>Support for Trust Platform Module (TPM)</p>	×	×
Operating system	Microsoft Windows 8.1 Standard	×	×
Serviceability	End user replaceable parts: AC adapter	×	×

2 External component identification

Display

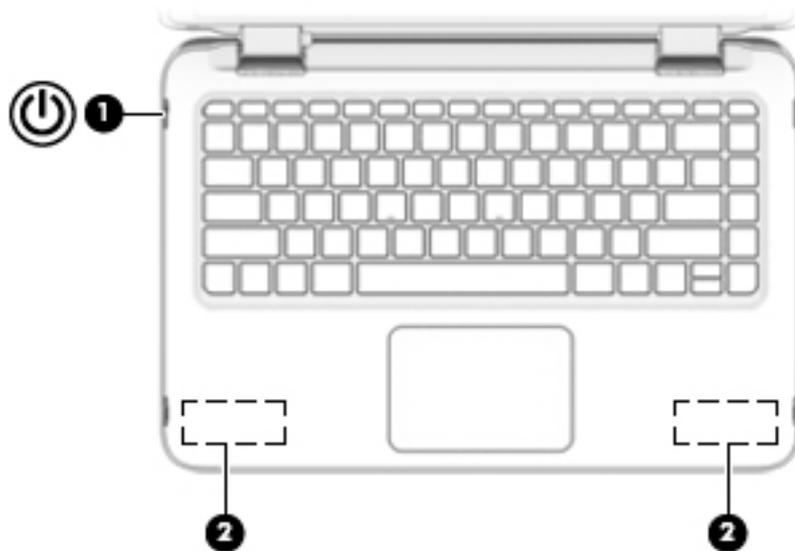


Item	Component	Description
(1)	WLAN antennas (2)*	Send and receive wireless signals to communicate with WLANs.
(2)	Internal microphones (2)	Record sound.
(3)	Webcam light	On: The webcam is in use.
(4)	Webcam	Records video and captures photographs. Some models allow you to video conference and chat online using streaming video. To use the webcam, from the Start screen, type <code>camera</code> , and then select Camera from the list of applications.

Item	Component	Description
(5)	Windows button	Returns you to the Start screen from an open app or the Windows desktop. NOTE: Pressing the Windows button again will return you to the previous screen.

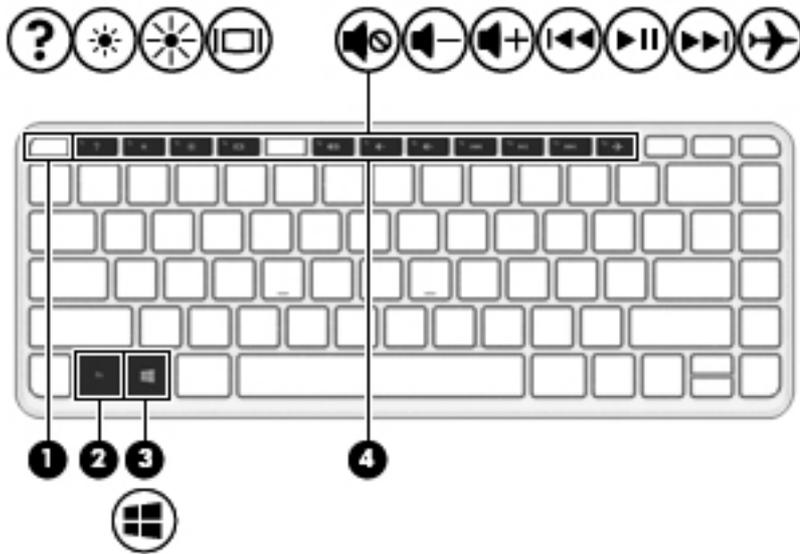
*The antennas are not visible from the outside of the computer. For optimal transmission, keep the areas immediately around the antennas free from obstructions. For wireless regulatory notices, see the section of the *Regulatory, Safety, and Environmental Notices* that applies to your country or region. To access this guide, from the Start screen, type `support`, and then select the **HP Support Assistant** app.

Buttons and speakers



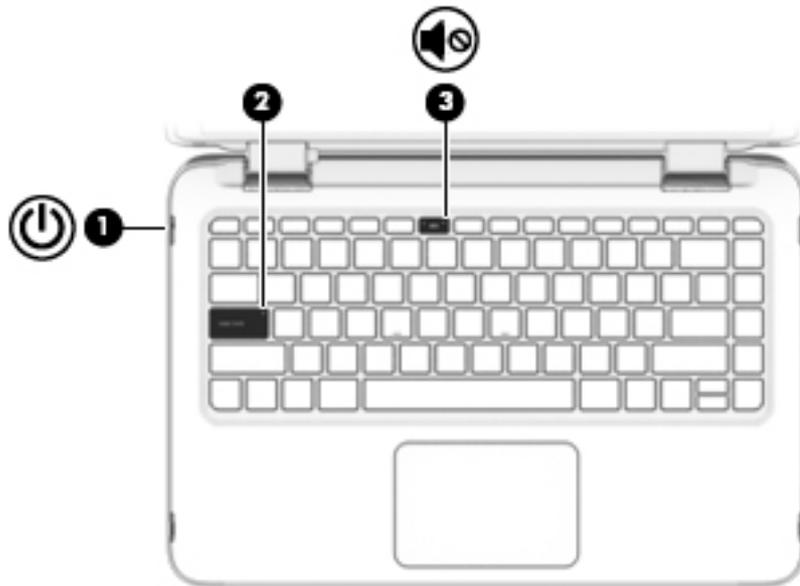
Item	Component	Description
(1)	Power button	<ul style="list-style-type: none">• When the computer is off, press the button to turn on the computer.• When the computer is on, press the button briefly to initiate Sleep.• When the computer is in the Sleep state, press the button briefly to exit Sleep.• When the computer is in Hibernation, press the button briefly to exit Hibernation. <p>CAUTION: Pressing and holding down the power button will result in the loss of unsaved information.</p> <p>If the computer has stopped responding and Windows shutdown procedures are ineffective, press and hold the power button down for at least 5 seconds to turn off the computer.</p> <p>To learn more about your power settings, see your power options. From the Start screen, type <code>power</code>, select Power and sleep settings, and then select Power and sleep from the list of applications.</p>
(2)	Speakers (2)	Produce sound.

Keys



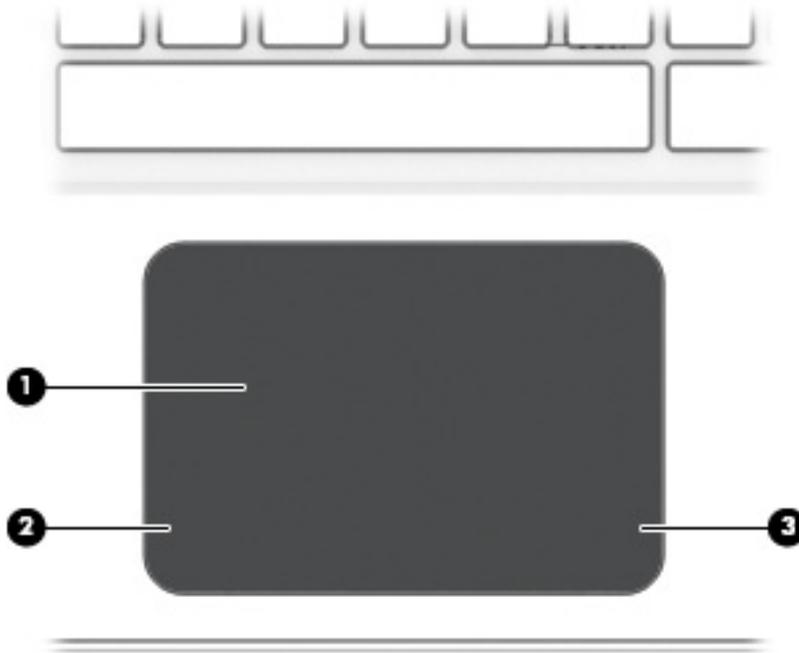
Item	Component	Description
(1)	esc key	Displays system information when pressed in combination with the fn key.
(2)	fn key	Executes frequently used system functions when pressed in combination with the b key or the esc key.
(3)	Windows key	Returns you to the Start screen from an open app or the Windows desktop. NOTE: Pressing the Windows key again will return you to the previous screen.
(4)	Action keys	Execute frequently used system functions.

Lights



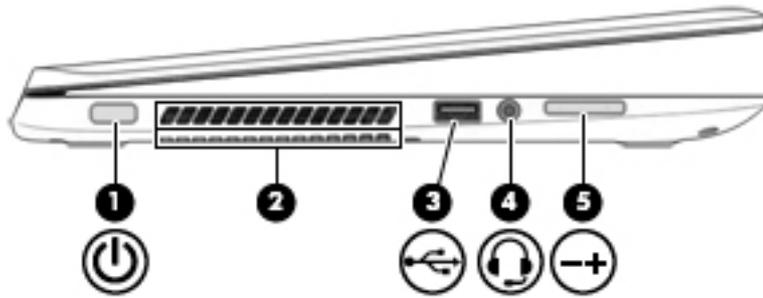
Item	Component	Description
(1)	Power light	<ul style="list-style-type: none">• On: The computer is on.• Blinking: The computer is in the Sleep state, a powersaving state. The computer shuts off power to the display and other unneeded components.• Off: The computer is off or in Hibernation. Hibernation is a power-saving state that uses the least amount of power.
(2)	Caps lock light	On: Caps lock is on, which switches the keys to all capital letters.
(3)	Mute light	<ul style="list-style-type: none">• Amber: Computer sound is off.• Off: Computer sound is on.

TouchPad



Item	Component	Description
(1)	TouchPad zone	Reads your finger gestures to move the pointer or activate items on the screen. NOTE: The TouchPad also supports edge-swipe gestures.
(2)	Left TouchPad button	Functions like the left button on an external mouse.
(3)	Right TouchPad button	Functions like the right button on an external mouse.

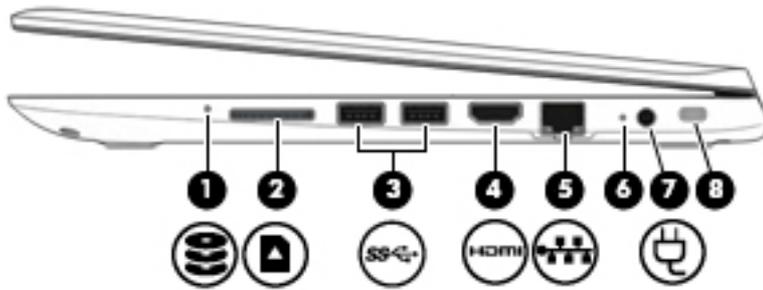
Left side



Item	Component	Description
(1)	Power button	<ul style="list-style-type: none">• When the computer is off, press the button to turn on the computer.• When the computer is on, press the button briefly to initiate Sleep.• When the computer is in the Sleep state, press the button briefly to exit Sleep.• When the computer is in Hibernation, press the button briefly to exit Hibernation. <p>CAUTION: Pressing and holding down the power button will result in the loss of unsaved information.</p> <p>If the computer has stopped responding and Windows shutdown procedures are ineffective, press and hold the power button down for at least 5 seconds to turn off the computer.</p> <p>To learn more about your power settings, see your power options. From the Start screen, type <code>power</code>, select Power and sleep settings, and then select Power and sleep from the list of applications.</p>
(2)	Vents (2)	Enable airflow to cool internal components. NOTE: The computer fan starts up automatically to cool internal components and prevent overheating. It is normal for the internal fan to cycle on and off during routine operation.
(3)	USB 2.0 port	Connects an optional USB device, such as a keyboard, mouse, external drive, printer, scanner or USB hub.

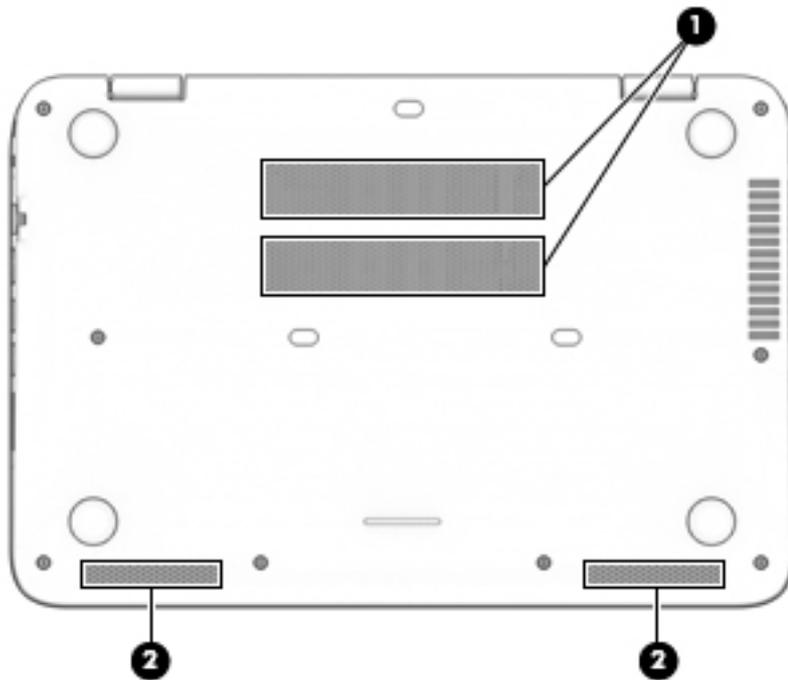
Item	Component	Description
(4)	Audio-out (headphone)/Audio-in (microphone) jack	<p data-bbox="876 226 1461 338">Connects optional powered stereo speakers, headphones, earbuds, a headset, or a television audio cable. Also connects an optional headset microphone. This jack does not support optional microphone-only devices.</p> <p data-bbox="876 369 1461 537">WARNING! To reduce the risk of personal injury, adjust the volume before putting on headphones, earbuds, or a headset. For additional safety information, refer to the <i>Regulatory, Safety, and Environmental Notices</i>. To access this guide, from the Start screen, type <code>support</code>, and then select the HP Support Assistant app.</p> <p data-bbox="876 569 1377 623">NOTE: When a device is connected to the jack, the computer speakers are disabled.</p> <p data-bbox="876 655 1406 730">NOTE: Be sure that the device cable has a 4-conductor connector that supports both audio-out (headphone) and audio-in (microphone).</p>
(5)	Volume button	<p data-bbox="876 762 1110 785">Controls speaker volume.</p> <p data-bbox="876 816 1437 840">To decrease speaker volume, press the – edge of the button.</p> <p data-bbox="876 871 1437 894">To increase speaker volume, press the + edge of the button.</p>

Right side



Item	Component	Description
(1)	Hard drive light	<ul style="list-style-type: none"> Blinking white: The hard drive is being accessed. Amber: HP 3D DriveGuard has temporarily parked the hard drive.
(2)	Memory card reader	<p>Reads optional memory cards that store, manage, share, or access information.</p> <p>To insert a card: Hold the card label-side up, with connectors facing the slot, insert the card into the slot, and then push in on the card until it is firmly seated.</p> <p>To remove a card:</p> <p>Press in on the card it until it pops out.</p>
(3)	USB 3.0 ports (2)	Each USB 3.0 port connects an optional USB device, such as a keyboard, mouse, external drive, printer, scanner or USB hub.
(4)	HDMI port	Connects an optional video or audio device, such as a highdefinition television, any compatible digital or audio component, or a high-speed HDMI device.
(5)	RJ-45 (network) jack/status lights	<p>Connects a network cable.</p> <ul style="list-style-type: none"> White: The network is connected. Amber: Activity is occurring on the network.
(6)	AC adapter light	<ul style="list-style-type: none"> On: The AC adapter is connected and the battery is charged. Off: The computer is using battery power.
(7)	Power connector	Connects an AC adapter.
(8)	Security cable slot	<p>Attaches an optional security cable to the computer.</p> <p>The security cable is designed to act as a deterrent, but it may not prevent the computer from being mishandled or stolen.</p>

Bottom



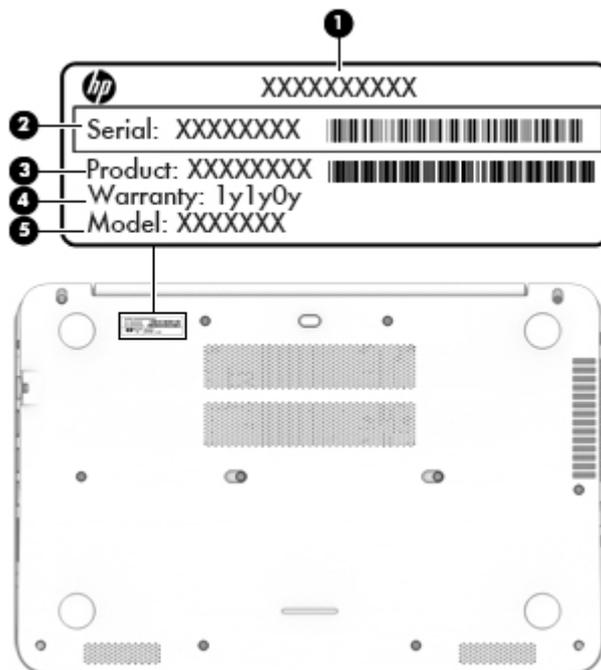
Item	Component	Description
(1)	Vents (2)	Enable airflow to cool internal components. NOTE: The computer fan starts up automatically to cool internal components and prevent overheating. It is normal for the internal fan to cycle on and off during routine operation.
(2)	Speakers (2)	Produce sound.

3 Illustrated parts catalog

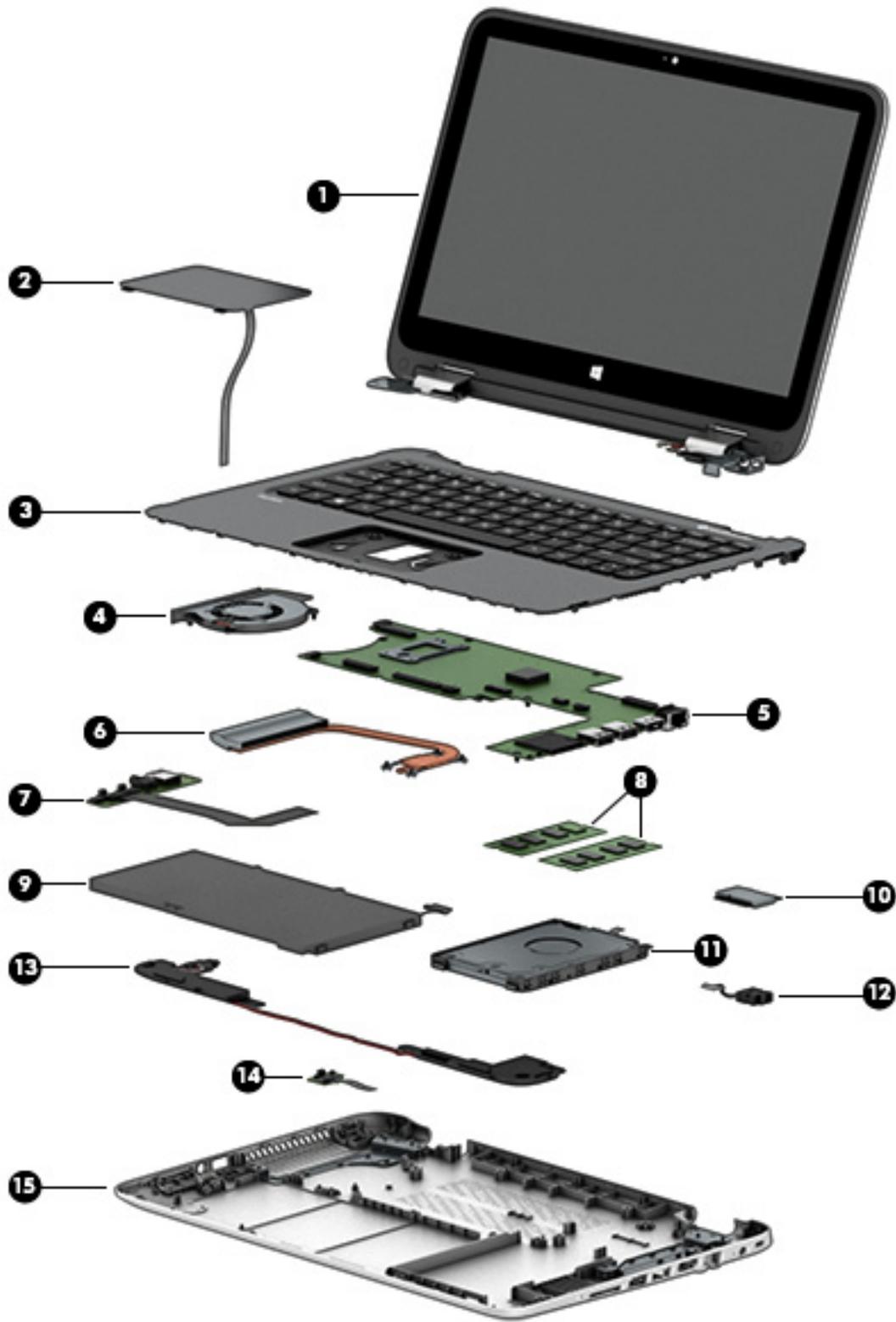
 **NOTE:** HP continually improves and changes product parts. For complete and current information on supported parts for your computer, go to <http://partsurfer.hp.com>, select your country or region, and then follow the on-screen instructions.

Locating the serial number, product number, and model number

The product name **(1)**, serial number **(2)**, product number **(3)**, warranty information **(4)**, and model name **(5)** are located on the bottom of the computer. You may need this information when you travel internationally or when you contact support.



Computer major components



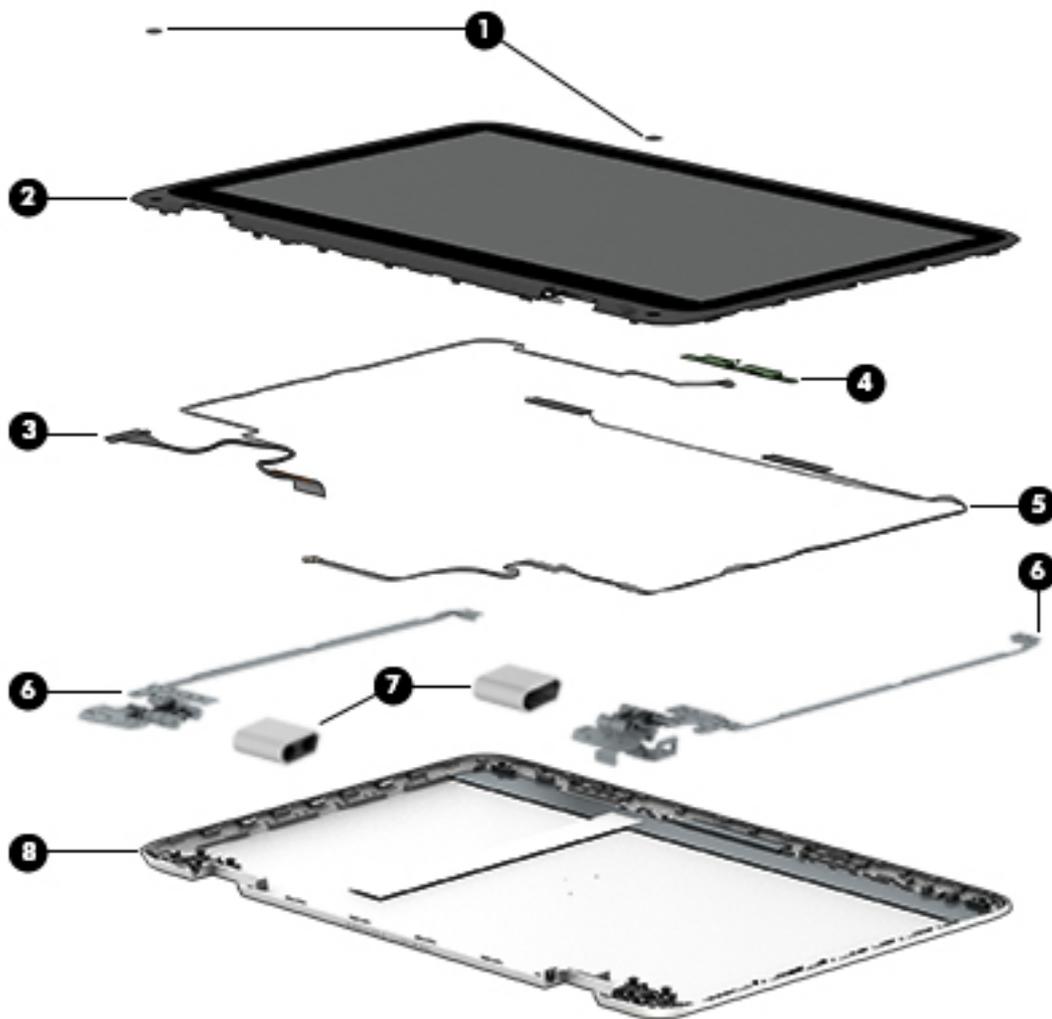
Item	Component	Spare part number
(1)	Display assembly: The display assembly is spared at the subcomponent level only. For more display assembly spare part information, see Display assembly components on page 21 .	
(2)	TouchPad (includes cable):	
	For use only on computer models equipped with an AMD processor	774393-001
	For use only on computer models equipped with an Intel processor	783028-001
(3)	Keyboard/top cover (includes keyboard cable):	
	For use on all computer models:	
	For use in Canada	767823-DB1
	For use in the Czech Republic and Slovakia	767823-FL1
	For use in Denmark, Finland, and Norway	767823-DH1
	For use in France	767823-051
	For use in Germany	767823-041
	For use in Latin America	767823-161
	For use in the Netherlands	767823-B31
	For use in Russia	767823-251
	For use in Spain	767823-071
	For use in Switzerland	767823-BG1
	For use in the United Kingdom and Singapore	767823-031
	For use in the United States	767823-001
	For use only on computer models equipped with an Intel processor:	
	For use in Belgium	767823-A41
	For use in Bulgaria	767823-261
	For use in Greece	767823-151
	For use in Hungary	767823-211
	For use in Israel	767823-BB1
	For use in Italy	767823-061
	For use in Portugal	767823-131
	For use in Romania	767823-271
	For use in Saudi Arabia	767823-171
	For use in Slovenia	767823-BA1
	For use in Turkey	767823-141
(4)	Fan (includes cable)	768021-001
(5)	System board (includes a graphics subsystem with UMA memory and replacement thermal material):	

Item	Component	Spare part number
	Equipped with an AMD A8-6410 2.00-GHz (SC turbo up to 2.40-GHz) processor (1600-MHz FSB, 2.00-MB L2 cache, quad core, 15 W) and the Windows 8 Standard operating system	769075-501
	Equipped with an AMD A8-6410 2.00-GHz (SC turbo up to 2.40-GHz) processor (1600-MHz FSB, 2.00-MB L2 cache, quad core, 15 W) and a non-Windows 8 Standard operating system	769075-001
	Equipped with an AMD A6-6310 1.80-GHz (SC turbo up to 2.40-GHz) processor (1600-MHz FSB, 2.00-MB L2 cache, quad core, 15 W), a graphics subsystem with UMA memory, and the Windows 8 Standard operating system	769076-501
	Equipped with an AMD A6-6310 1.80-GHz (SC turbo up to 2.40-GHz) processor (1600-MHz FSB, 2.00-MB L2 cache, quad core, 15 W), a graphics subsystem with UMA memory, and a non-Windows 8 operating system	769076-001
	Equipped with an Intel Core i5-4210U 1.70-GHz (SC turbo up to 2.70-GHz) processor (1600-MHz FSB, 3.00-MB L3 cache, dual core, 15 W) and the Windows 8 Standard operating system	767820-501
	Equipped with an Intel Core i5-4210U 1.70-GHz (SC turbo up to 2.70-GHz) processor (1600-MHz FSB, 3.00-MB L3 cache, dual core, 15 W) and a non-Windows 8 operating system	767820-001
	Equipped with an Intel Core i3-4030U 1.90-GHz processor (1600-MHz FSB, 3.00-MB L3 cache, dual core, 15 W) and the Windows 8 Standard operating system	767822-501
	Equipped with an Intel Core i3-4030U 1.90-GHz processor (1600-MHz FSB, 3.00-MB L3 cache, dual core, 15 W) and a non-Windows 8 operating system	767822-001
(6)	Heat sink (includes replacement thermal material and 4 captive screws, secured by C-clips):	
	For use only on computer models equipped with an AMD processor	769236-001
	For use only on computer models equipped with an Intel processor	768022-001
(7)	Audio/USB board (includes audio jack, cable, and USB port)	768011-001
(8)	Memory modules (2, PCL3, 12800, 1600-MHz):	
	8 GB	693374-005
	4 GB	691740-005
	2 GB	691739-005
(9)	Battery , 3-cell, 43-WHr, 2.83-AHr, Li-ion (includes cable)	761230-005
(10)	WLAN module:	
	Intel Dual Band Wireless-AC 3160 802.11ac 1x1 WiFi + BT 4.0 Combo Adapter for use only on computer models equipped with an Intel processor	710662-005
	Qualcomm Atheros AR9565 802.11b/g/n 1x1 WiFi + BT 4.0 Combo Adapter for use on all computer models	733476-005
(11)	Hard drive (SATA, 7.0-mm, does not include hard drive bracket or hard drive connector adapter):	
	NOTE: The hard drive bracket and hard drive connector adapter are included in the Hard Drive Hardware Kit, spare part number 783027-001.	
	1-TB, 5400-rpm	762990-005

Item	Component	Spare part number
	750-GB, 5400-rpm	752099-005
	500-GB, 5400-rpm	683802-006
	500-GB, 5400-rpm, Hybrid 8-GB	732000-005
(12)	Power connector cable	768012-001
(13)	Speakers (includes left and right speakers and cables)	768024-001
(14)	Power button board (includes cable)	768009-001
(15)	Bottom cover:	
	For use only on computer models equipped with an AMD processor:	
	In natural silver finish for use in Europe, the Middle East, and Africa	784138-001
	In natural silver finish for use in Latin America and North America	784139-001
	In vibrant red finish for use in Europe, the Middle East, and Africa	784136-001
	In vibrant red finish for use in Latin America and North America	784137-001
	For use only on computer models equipped with an Intel processor:	
	In natural silver finish for use only on computer models equipped with an Intel Dual Band Wireless-AC 3160 802.11ac 1x1 WiFi + BT 4.0 Combo Adapter in Europe, the Middle East, and Africa	785449-001
	In natural silver finish for use only on computer models equipped with an Intel Dual Band Wireless-AC 3160 802.11ac 1x1 WiFi + BT 4.0 Combo Adapter in Latin America and North America	785451-001
	In natural silver finish for use only on computer models equipped with a Qualcomm Atheros AR9565 802.11b/g/n 1x1 WiFi + BT 4.0 Combo Adapter in Europe, the Middle East, and Africa	784130-001
	In natural silver finish for use only on computer models equipped with a Qualcomm Atheros AR9565 802.11b/g/n 1x1 WiFi + BT 4.0 Combo Adapter in Latin America and North America	768016-001
	In vibrant red finish for use only on computer models equipped with an Intel Dual Band Wireless-AC 3160 802.11ac 1x1 WiFi + BT 4.0 Combo Adapter in Europe, the Middle East, and Africa	785448-001
	In vibrant red finish for use only on computer models equipped with an Intel Dual Band Wireless-AC 3160 802.11ac 1x1 WiFi + BT 4.0 Combo Adapter in Latin America and North America	785450-001
	In vibrant red finish for use only on computer models equipped with a Qualcomm Atheros AR9565 802.11b/g/n 1x1 WiFi + BT 4.0 Combo Adapter in Europe, the Middle East, and Africa	784129-001
	In vibrant red finish for use only on computer models equipped with a Qualcomm Atheros AR9565 802.11b/g/n 1x1 WiFi + BT 4.0 Combo Adapter in Latin America and North America	768015-001
	Rubber Kit (not illustrated, includes bottom cover screw covers, computer feet, and display bezel screw covers):	

Item	Component	Spare part number
	For use only on computer models in natural silver finish	768019-001
	For use only on computer models in vibrant red finish	768018-001

Display assembly components



Item	Description	Spare part number
(1)	Display bezel screw covers: The display bezel screw covers are included in the Rubber Kits, spare part numbers 768019-001 (for use only on computer models in natural silver finish) and 768018-001 (for use only on computer models in vibrant red finish).	
(2)	Display panel 13.3-in, AG, HD, WLED, TouchScreen (includes display bezel)	768042-001
(3)	Display panel cable	768031-001
(4)	Webcam/microphone module (includes double-sided adhesive)	768040-001
(5)	Antenna Kit (includes wireless antenna cables and transceivers)	768033-001

Item	Description	Spare part number
(6)	Display Hinge Kit (includes left and right display hinges)	768036-001
(7)	Display hinge covers (includes left and right display hinge covers):	
	In natural silver finish	768038-001
	In vibrant red finish	768037-001
(8)	Display back cover	
	In natural silver finish	768030-001
	In vibrant red finish	768029-001

Miscellaneous parts

Component	Spare part number
AC adapter:	
65-W HP Smart adapter (non-PFC, EM, 3-wire, 4.5-mm) for use only on computer models equipped with an Intel processor	714657-001
45-W HP Smart adapter (non-PFC, RC, 3-wire, 4.5-mm) for use on all computer models	741727-001
HP 14-in value sleeve	781917-001
HP HDMI-to-VGA adapter	701943-001
HP synaptics active pen	773175-001
HP USB external DVD-RW Drive	747080-001
Power cord (3-pin, black, 1.00-m):	
For use on all computer models:	
For use in Argentina	755530-D01
For use in Denmark	755530-081
For use in Europe	755530-021
For use in Italy	755530-061
For use in North America	755530-001
For use in Switzerland	755530-111
For use in the United Kingdom and Singapore	755530-031
For use only on computer models equipped with an Intel processor:	
For use in Australia	755530-011
For use in India	755530-D61
For use in Israel	755530-BB1

Component	Spare part number
For use in the People's Republic of China	755530-AA1
For use in South Africa	755530-AR1
For use in South Korea	755530-AD1
For use in Taiwan	755530-AB1
For use in Thailand	755530-201
Rubber Kit (includes bottom cover screw covers, computer feet, and display bezel screw covers)	
For use only on computer models in natural silver finish	768019-001
For use only on computer models in vibrant red finish	768018-001
Screw Kit	768041-001

Sequential part number listing

Spare part number	Description
683802-006	500-GB, 5400-rpm, SATA, 7.0-mm hard drive (does not include hard drive bracket or hard drive connector adapter) NOTE: The hard drive bracket and hard drive connector adapter are included in the Hard Drive Hardware Kit, spare part number 768020-001.
691739-005	2-GB memory module (PCL3, 12800, 1600-MHz)
691740-005	4-GB memory module (PCL3, 12800, 1600-MHz)
693374-005	8-GB memory module (PCL3, 12800, 1600-MHz)
701943-001	HP HDMI-to-VGA adapter
710662-005	Intel Dual Band Wireless-AC 3160 802.11 ac 1×1 WiFi + Bluetooth 4.0 Combo Adapter for use only on computer models equipped with an Intel processor
714657-001	65-W HP Smart adapter for use only on computer models equipped with an Intel processor (non-PFC, EM, 3-wire, 4.5-mm)
732000-005	500-GB, 5400-rpm, SATA, Hybrid 8-GB, 7.0-mm hard drive (does not include hard drive bracket or hard drive connector adapter) NOTE: The hard drive bracket and hard drive connector adapter are included in the Hard Drive Hardware Kit, spare part number 768020-001.
733476-005	Qualcomm Atheros AR9565 802.11 bgn 1×1 WiFi + Bluetooth 4.0 Combo Adapter for use on all computer models
741727-001	45-W HP Smart adapter (non-PFC, RC, 3-wire, 4.5-mm) for use on all computer models
747080-001	HP USB external DVD-RW Drive

Spare part number	Description
752099-005	750-GB, 5400-rpm, SATA, 7.0-mm hard drive (does not include hard drive bracket or hard drive connector adapter) NOTE: The hard drive bracket and hard drive connector adapter are included in the Hard Drive Hardware Kit, spare part number 768020-001.
755530-001	Power cord for use on all computer models in North America (3-pin, black, 1.00-m)
755530-011	Power cord for use only on computer models equipped with an Intel processor in Australia (3-pin, black, 1.00-m)
755530-021	Power cord for use on all computer models in Europe (3-pin, black, 1.00-m)
755530-031	Power cord for use on all computer models in the United Kingdom and Singapore (3-pin, black, 1.00-m)
755530-061	Power cord for use on all computer models in Italy (3-pin, black, 1.00-m)
755530-081	Power cord for use on all computer models in Denmark (3-pin, black, 1.00-m)
755530-111	Power cord for use on all computer models in Switzerland (3-pin, black, 1.00-m)
755530-201	Power cord for use only on computer models equipped with an Intel processor in Thailand (3-pin, black, 1.00-m)
755530-AA1	Power cord for use only on computer models equipped with an Intel processor in the People's Republic of China (3-pin, black, 1.00-m)
755530-AB1	Power cord for use only on computer models equipped with an Intel processor in Taiwan (3-pin, black, 1.00-m)
755530-AD1	Power cord for use only on computer models equipped with an Intel processor in South Korea (3-pin, black, 1.00-m)
755530-AR1	Power cord for use only on computer models equipped with an Intel processor in South Africa (3-pin, black, 1.00-m)
755530-BB1	Power cord for use only on computer models equipped with an Intel processor in Israel (3-pin, black, 1.00-m)
755530-D01	Power cord for use on all computer models in Argentina (3-pin, black, 1.00-m)
755530-D61	Power cord for use only on computer models equipped with an Intel processor in India (3-pin, black, 1.00-m)
761230-005	3-cell, 43-WHr, 2.83-AHr, Li-ion battery (includes cable)
762990-005	1-TB, 5400-rpm, SATA, 7.0-mm hard drive (does not include hard drive bracket or hard drive connector adapter) NOTE: The hard drive bracket and hard drive connector adapter are included in the Hard Drive Hardware Kit, spare part number 768020-001.
767763-001	128-GB, SATA-3, multi-level cell, solid-state drive (for use only on computer models equipped with an Intel processor)
767764-001	128-GB, SATA-3, triple-level cell, solid-state drive (for use only on computer models equipped with an Intel processor)
767820-001	System board equipped with an Intel Core i5-4210U 1.70-GHz (SC turbo up to 2.70-GHz) processor (1600-MHz FSB, 3.00-MB L3 cache, dual core, 15 W), a graphics subsystem with UMA memory, and a non-Windows 8 operating system (includes replacement thermal material)

Spare part number	Description
767820-501	System board equipped with an Intel Core i5-4210U 1.70-GHz (SC turbo up to 2.70-GHz) processor (1600-MHz FSB, 3.00-MB L3 cache, dual core, 15 W), a graphics subsystem with UMA memory, and the Windows 8 Standard operating system (includes replacement thermal material)
767822-001	System board equipped with an Intel Core i3-4030U 1.90-GHz processor (1600-MHz FSB, 3.00-MB L3 cache, dual core, 15 W), a graphics subsystem with UMA memory, and a non-Windows 8 operating system (includes replacement thermal material)
767822-501	System board equipped with an Intel Core i3-4030U 1.90-GHz processor (1600-MHz FSB, 3.00-MB L3 cache, dual core, 15 W), a graphics subsystem with UMA memory, and the Windows 8 Standard operating system (includes replacement thermal material)
767823-001	Keyboard/top cover with metallic finish for use on all computer models in the United States (includes keyboard cable)
767823-031	Keyboard/top cover with metallic finish for use on all computer models in the United Kingdom and Singapore (includes keyboard cable)
767823-041	Keyboard/top cover with metallic finish for use on all computer models in Germany (includes keyboard cable)
767823-051	Keyboard/top cover with metallic finish for use on all computer models in France (includes keyboard cable)
767823-061	Keyboard/top cover with metallic finish for use only on computer models equipped with an Intel processor in Italy (includes keyboard cable)
767823-071	Keyboard/top cover with metallic finish for use on all computer models in Spain (includes keyboard cable)
767823-131	Keyboard/top cover with metallic finish for use only on computer models equipped with an Intel processor in Portugal (includes keyboard cable)
767823-141	Keyboard/top cover with metallic finish for use only on computer models equipped with an Intel processor in Turkey (includes keyboard cable)
767823-151	Keyboard/top cover with metallic finish for use only on computer models equipped with an Intel processor in Greece (includes keyboard cable)
767823-161	Keyboard/top cover with metallic finish for use on all computer models in Latin America (includes keyboard cable)
767823-171	Keyboard/top cover with metallic finish for use only on computer models equipped with an Intel processor in Saudi Arabia (includes keyboard cable)
767823-211	Keyboard/top cover with metallic finish for use only on computer models equipped with an Intel processor in Hungary (includes keyboard cable)
767823-251	Keyboard/top cover with metallic finish for use on all computer models in Russia (includes keyboard cable)
767823-261	Keyboard/top cover with metallic finish for use only on computer models equipped with an Intel processor in Bulgaria (includes keyboard cable)
767823-271	Keyboard/top cover with metallic finish for use only on computer models equipped with an Intel processor in Romania (includes keyboard cable)
767823-A41	Keyboard/top cover with metallic finish for use only on computer models equipped with an Intel processor in Belgium (includes keyboard cable)

Spare part number	Description
767823-B31	Keyboard/top cover with metallic finish for use on all computer models in the Netherlands (includes keyboard cable)
767823-BA1	Keyboard/top cover with metallic finish for use only on computer models equipped with an Intel processor in Slovenia (includes keyboard cable)
767823-BB1	Keyboard/top cover with metallic finish for use only on computer models equipped with an Intel processor in Israel (includes keyboard cable)
767823-BG1	Keyboard/top cover with metallic finish for use on all computer models in Switzerland (includes keyboard cable)
767823-DB1	Keyboard/top cover with metallic finish for use on all computer models in Canada (includes keyboard cable)
767823-DH1	Keyboard/top cover with metallic finish for use on all computer models in Denmark, Finland, and Norway (includes keyboard cable)
767823-FL1	Keyboard/top cover with metallic finish for use on all computer models in the Czech Republic and Slovakia (includes keyboard cable)
768009-001	Power button board (includes cable)
768011-001	Audio/USB board (includes cable)
768012-001	Power connector cable
768015-001	Bottom cover in vibrant red finish for use only on computer models equipped with a Qualcomm Atheros AR9565 802.11b/g/n 1×1 WiFi + BT 4.0 Combo Adapter in North America and Latin America
768016-001	Bottom cover in natural silver finish for use only on computer models equipped with a Qualcomm Atheros AR9565 802.11b/g/n 1×1 WiFi + BT 4.0 Combo Adapter in North America and Latin America
768018-001	Rubber Kit for use only on computer models in vibrant red finish
768019-001	Rubber Kit for use only on computer models in natural silver finish
768020-001	Hard Drive Hardware Kit (includes hard drive bracket and hard drive connector adapter)
768021-001	Fan (includes cable)
768022-001	Heat sink for use only on computer models equipped with an Intel processor (includes replacement thermal material and 4 captive screws, secured by C-clips)
768024-001	Speaker (includes left and right speakers and cables)
768029-001	Display back cover in vibrant red finish
768030-001	Display back cover in vibrant natural silver
768031-001	Display panel cable
768033-001	Antenna Kit (includes wireless antenna cables and transceivers)
768036-001	Display Hinge Kit (includes left and right display hinges)
768037-001	Display hinge cover in vibrant red finish (includes left and right display hinge covers)
768038-001	Display hinge cover in natural silver finish (includes left and right display hinge covers)

Spare part number	Description
768040-001	Webcam/microphone module (includes double-sided adhesive)
768041-001	Screw Kit
768042-001	13.3-in, AG, HD, WLED, TouchScreen display panel (includes display bezel)
769075-001	System board equipped with an AMD A8-6410 2.00-GHz (SC turbo up to 2.40-GHz) processor (1600-MHz FSB, 2.00-MB L2 cache, quad core, 15 W), a graphics subsystem with UMA memory, and a non-Windows 8 operating system (includes replacement thermal material)
769075-501	System board equipped with an AMD A8-6410 2.00-GHz (SC turbo up to 2.40-GHz) processor (1600-MHz FSB, 2.00-MB L2 cache, quad core, 15 W), a graphics subsystem with UMA memory, and the Windows 8 Standard operating system (includes replacement thermal material)
769076-001	System board equipped with an AMD A6-6310 1.80-GHz (SC turbo up to 2.40-GHz) processor (1600-MHz FSB, 2.00-MB L2 cache, quad core, 15 W), a graphics subsystem with UMA memory, and a non-Windows 8 operating system (includes replacement thermal material)
769076-501	System board equipped with an AMD A6-6310 1.80-GHz (SC turbo up to 2.40-GHz) processor (1600-MHz FSB, 2.00-MB L2 cache, quad core, 15 W), a graphics subsystem with UMA memory, and the Windows 8 Standard operating system (includes replacement thermal material)
769236-001	Heat sink for use only on computer models equipped with an AMD processor (includes replacement thermal material and 4 captive screws, secured by C-clips)
773175-001	HP synaptics active pen
774393-001	TouchPad for use only on computer models equipped with an AMD processor (includes cable)
774545-001	Solid-state Drive Hardware Kit (for use only on computer models equipped with an Intel processor)
781917-001	HP 14-in value sleeve
781942-001	256-GB, SATA-3, multi-level cell, solid-state drive (for use only on computer models equipped with an Intel processor)
781943-001	256-GB, SATA-3, triple-level cell, solid-state drive (for use only on computer models equipped with an Intel processor)
783028-001	TouchPad for use only on computer models equipped with an Intel processor (includes cable)
784129-001	Bottom cover in vibrant red finish for use only on computer models equipped with a Qualcomm Atheros AR9565 802.11b/g/n 1x1 WiFi + BT 4.0 Combo Adapter in Europe, the Middle East, and Africa
784130-001	Bottom cover in natural silver finish for use only on computer models equipped with a Qualcomm Atheros AR9565 802.11b/g/n 1x1 WiFi + BT 4.0 Combo Adapter in Europe, the Middle East, and Africa
784136-001	Bottom cover in vibrant red finish for use only on computer models equipped with an AMD processor in Europe, the Middle East, and Africa
784137-001	Bottom cover in vibrant red finish for use only on computer models equipped with an AMD processor in Latin America and North America
784138-001	Bottom cover in natural silver finish for use only on computer models equipped with an AMD processor in Europe, the Middle East, and Africa
784139-001	Bottom cover in natural silver finish for use only on computer models equipped with an AMD processor in Latin America and North America

Spare part number	Description
785448-001	Bottom cover in vibrant red finish for use only on computer models equipped with an Intel Dual Band Wireless-AC 3160 802.11ac 1×1 WiFi + BT 4.0 Combo Adapter in Europe, the Middle East, and Africa
785449-001	Bottom cover in natural silver finish for use only on computer models equipped with an Intel Dual Band Wireless-AC 3160 802.11ac 1×1 WiFi + BT 4.0 Combo Adapter in Europe, the Middle East, and Africa
785450-001	Bottom cover in vibrant red finish for use only on computer models equipped with an Intel Dual Band Wireless-AC 3160 802.11ac 1×1 WiFi + BT 4.0 Combo Adapter in Latin America and North America
785451-001	Bottom cover in natural silver finish for use only on computer models equipped with an Intel Dual Band Wireless-AC 3160 802.11ac 1×1 WiFi + BT 4.0 Combo Adapter in Latin America and North America

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 PO 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.

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

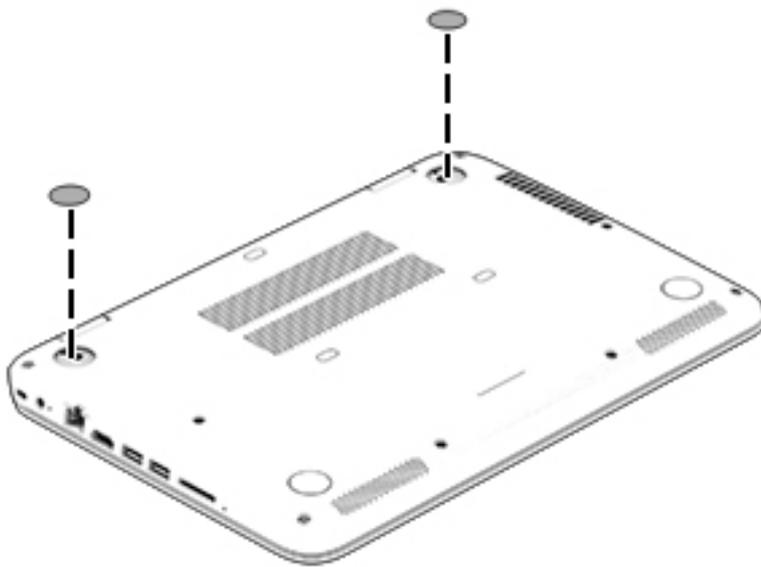
 **NOTE:** This chapter provides removal and replacement procedures for Authorized Service Provider only components. Components described in this chapter should only be accessed by an authorized service provider. Accessing these components can damage the computer or void the warranty.

There are as many as 52 screws that must be removed, replaced, and/or loosened when servicing the computer. Make special note of each screw size and location during removal and replacement.

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

Computer feet

The computer feet are adhesive-backed rubber pads. There are 2 rubber feet that attach to the bottom cover in the locations illustrated below. The feet are included in the Rubber Kits, spare part numbers 768019-001 (for use on computers in natural silver finish) and 768018-001 (for use on computers in vibrant red finish).



Keyboard/top cover

For use in country or region	Spare part number	For use in country or region	Spare part number
For use on all computer models:			
For use in Canada	767823-DB1	For use in the Netherlands	767823-B31
For use in the Czech Republic and Slovakia	767823-FL1	For use in Russia	767823-251
For use in Denmark, Finland, and Norway	767823-DH1	For use in Spain	767823-071
For use in France	767823-051	For use in Switzerland	767823-BG1
For use in Germany	767823-041	For use in the United Kingdom and Singapore	767823-031
For use in Latin America	767823-161	For use in the United States	767823-001
For use only on computer models equipped with an Intel processor:		For use in Italy	767823-061
For use in Belgium	767823-A41	For use in Portugal	767823-131
For use in Bulgaria	767823-261	For use in Romania	767823-271
For use in Greece	767823-151	For use in Saudi Arabia	767823-171
For use in Hungary	767823-211	For use in Slovenia	767823-BA1
For use in Israel	767823-BB1	For use in Turkey	767823-141

Before disassembling the computer, follow these steps:

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

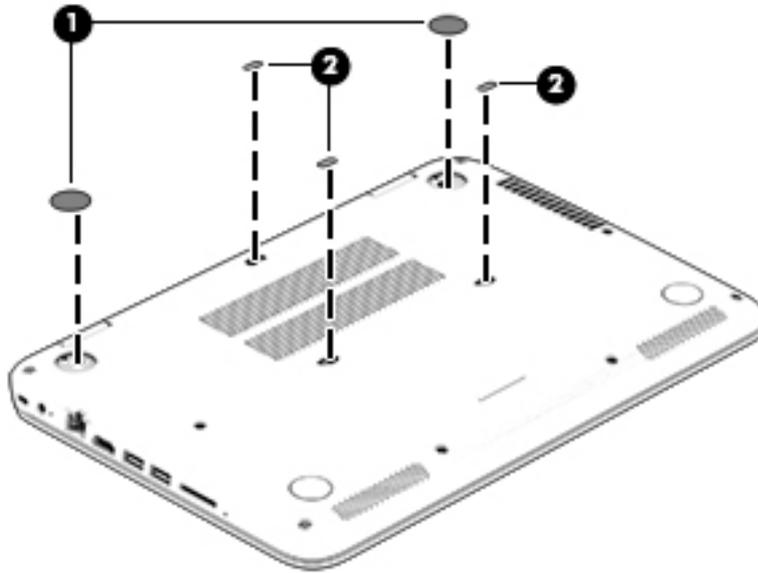
 **NOTE:** When replacing the keyboard/top cover, be sure that the TouchPad assembly (see [TouchPad on page 37](#)) is removed from the defective keyboard/top cover and installed on the replacement keyboard/top cover.

Remove the keyboard/top cover:

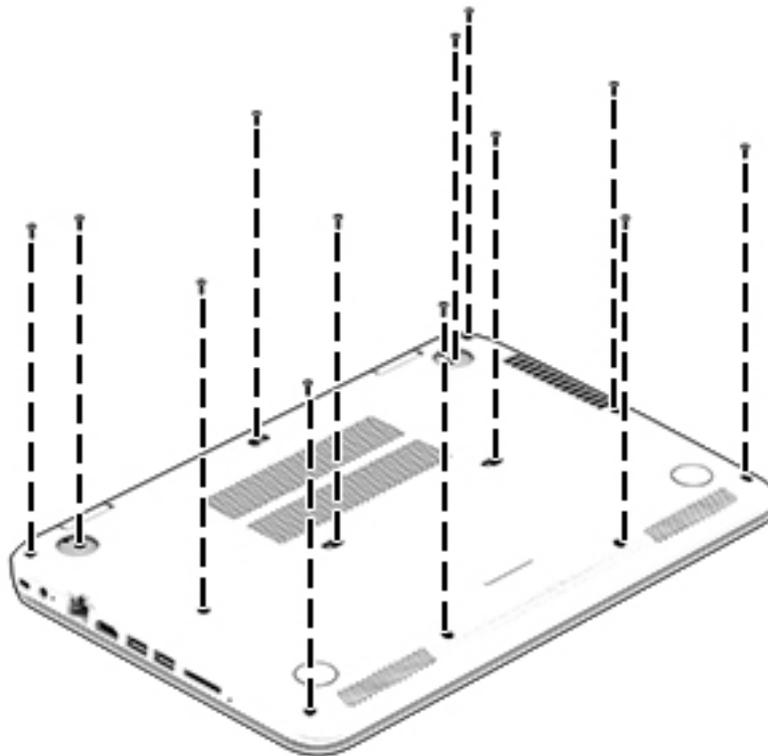
1. Close the computer.
2. Turn the computer upside down with the front toward you.
3. Remove the two computer rear feet **(1)**.

4. Remove the three screw covers (2).

The computer rear feet and the screw covers are included in the Rubber Kit, spare part number 768044-001.



5. Remove the 13 Phillips PM2.4x5.7 screws that secure the keyboard/top cover to the bottom cover.



6. Turn the computer right side up, with the front toward you.

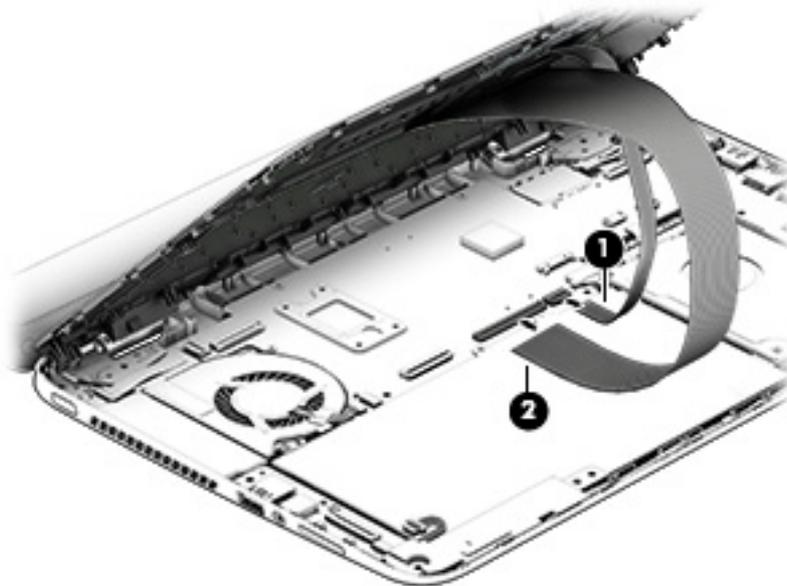
7. Open the computer.

⚠ CAUTION: Do not completely separate the keyboard/top cover from the bottom cover in the next step. There are 2 ribbon cables connecting the keyboard/top cover to the system board that can be damaged if too much separation is achieved.

8. Lift the front edge **(1)** of the keyboard/top cover until it **(2)** separates from the bottom cover.



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



11. Remove the keyboard/top cover.

Reverse this procedure to install the keyboard/top cover.

TouchPad

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

Description	Spare part number
For use only on computer models equipped with an AMD processor	774393-001
For use only on computer models equipped with an Intel processor	783028-001

Before removing the TouchPad, follow these steps:

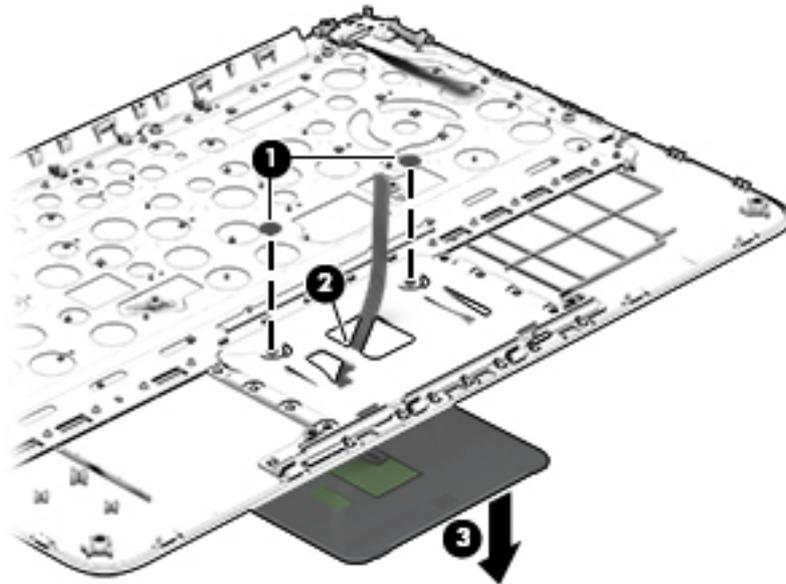
1. Turn off the computer. If you are unsure whether the computer is off or in Hibernation, turn the computer on, and then shut it down through the operating system.
2. Disconnect the power from the computer by unplugging the power cord from the computer.
3. Disconnect all external devices from the computer.
4. Remove the keyboard/top cover (see [Keyboard/top cover on page 34](#)).

Remove the TouchPad:

1. Turn the keyboard/top cover upside down with the front toward you.
2. Remove the two Phillips PM1.9×2.4 broad head screws **(1)** that secure the TouchPad to the keyboard/top cover.

 **NOTE:** When removing the TouchPad, make sure the cable is released through the opening **(2)** in the keyboard/top cover.

3. Remove the TouchPad and cable **(3)** by releasing them from the top surface of the keyboard/top cover.



4. Remove the TouchPad.

Reverse this procedure to install the TouchPad.

Battery

Description	Spare part number
Battery, 3-cell, 43-WHr, 2.83-AHr, Li-ion (includes cable)	761230-005

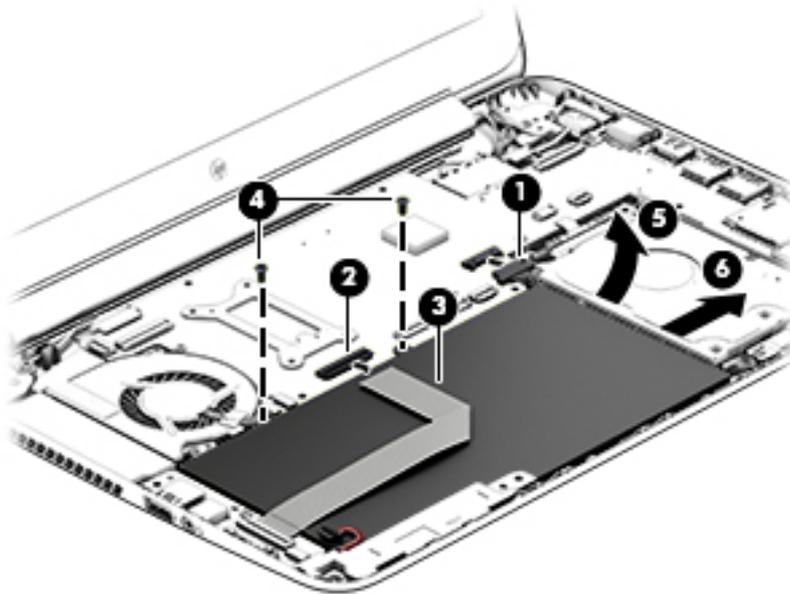
Before removing the battery, follow these steps:

1. Shut down the computer. If you are unsure whether the computer is off or in Hibernation, turn the computer on, and then shut it down through the operating system.
2. Disconnect all external devices connected to the computer.
3. Disconnect the power from the computer by first unplugging the power cord from the AC outlet and then unplugging the AC adapter from the computer.
4. Remove the keyboard/top cover (see [Keyboard/top cover on page 34](#)).

Remove the battery:

1. Disconnect the battery cable **(1)** from the system board.
2. Release the ZIF connector **(2)** to which the audio/USB board cable is attached, and then disconnect the audio/USB board cable from the system board.

3. Detach the audio/USB board cable (3) from the battery. (The audio/USB board cable is attached to the battery with double-sided adhesive.)
4. Remove the two PM2.4x5.7 screws (4) that secure the battery to the bottom cover.
5. Lift the right side of the battery (5) until it rests at an angle.
6. Remove the battery (6) by sliding it up and to the right.



Reverse this procedure to install the battery.

Hard drive

 **NOTE:** The hard drive spare kit does not include the hard drive bracket or hard drive connector adapter. The hard drive bracket and hard drive connector adapter are included in the Hard Drive Hardware Kit, spare part number 768020-001.

Description	Spare part number
1-TB, 5400-rpm	762990-005
750-GB, 5400-rpm	752099-005
500-GB, 5400-rpm	683802-006
500-GB, 5400-rpm, Hybrid 8-GB	732000-005

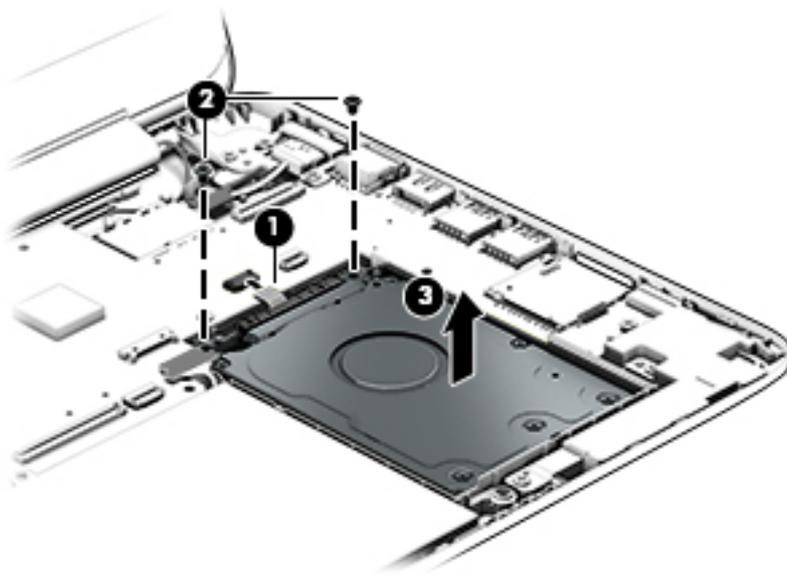
Before removing the hard drive, follow these steps:

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

3. Disconnect the power from the computer by first unplugging the power cord from the AC outlet and then unplugging the AC adapter from the computer.
4. Remove the keyboard/top cover (see [Keyboard/top cover on page 34](#)).
5. Disconnect the battery cable from the system board (see [Battery on page 38](#)).

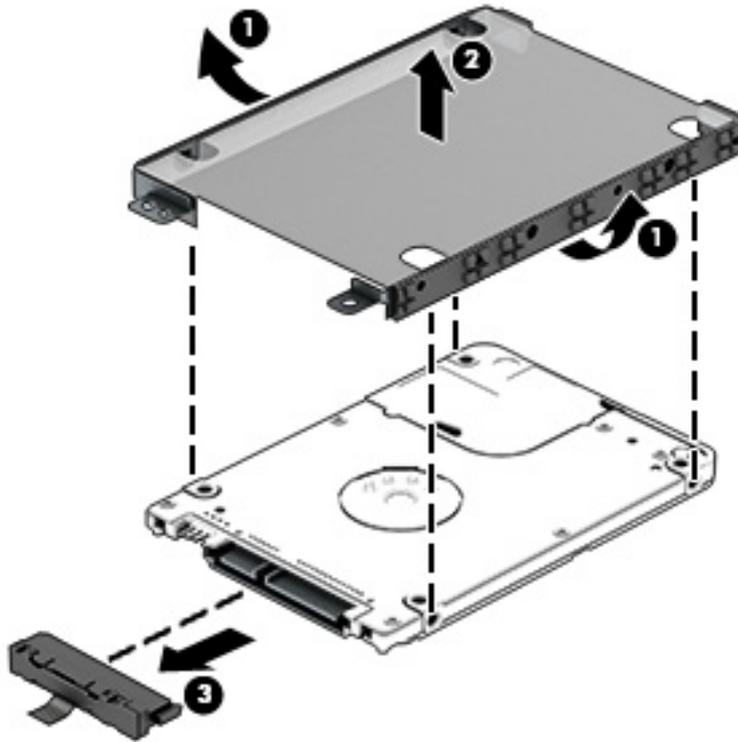
Remove the hard drive:

1. Release the ZIF connector **(1)** to which the hard drive cable is attached, and then disconnect the hard drive cable from the system board.
2. Remove the two PM2.4x3.8 screws **(2)** that secure the hard drive to the bottom cover.
3. Remove the hard drive **(3)**.



4. If it is necessary to replace the hard drive bracket, release the sides **(1)** of the bracket from the hard drive, and then lift the bracket straight up **(2)** and remove the bracket from the hard drive.

5. If it is necessary to replace the hard drive connector adapter, slide the adapter **(3)** off of the front end of the hard drive.



Reverse this procedure to reassemble and install the hard drive.

WLAN module

Description	Spare part number
Qualcomm Atheros AR9565 802.11b/g/n 1x1 WiFi + BT 4.0 Combo Adapter for use on all computer models	733476-005
Intel Dual Band Wireless-AC 3160 802.11ac 1x1 WiFi + BT 4.0 Combo Adapter for use only on computer models equipped with an Intel processor	710662-005

CAUTION: To prevent an unresponsive system, replace the wireless module only with a wireless module authorized for use in the computer by the governmental agency that regulates wireless devices in your country or region. If you replace the module and then receive a warning message, remove the module to restore device functionality, and then contact technical support.

Before removing the WLAN module, follow these steps:

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

3. Disconnect the power from the computer by first unplugging the power cord from the AC outlet and then unplugging the AC adapter from the computer.
4. Remove the keyboard/top cover (see [Keyboard/top cover on page 34](#)).
5. Disconnect the battery cable from the system board (see [Battery on page 38](#)).

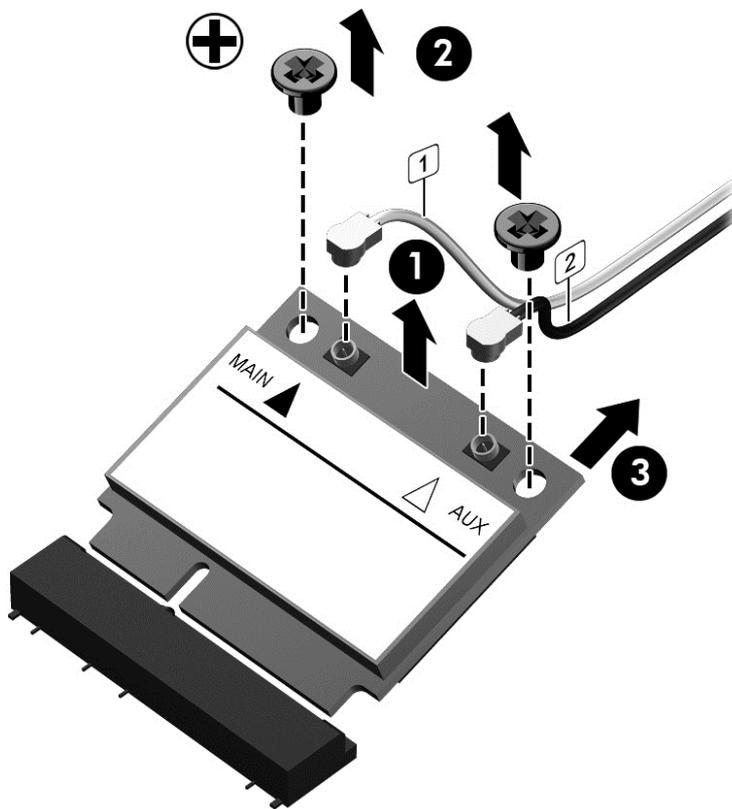
Remove the WLAN module:

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

 **NOTE:** The WLAN antenna cable labeled “1” connects to the WLAN module “Main” terminal labeled “1”. The WLAN antenna cable labeled “2” connects to the WLAN module “Aux” terminal labeled “2”.

2. Remove the Phillips PM2.4×3.8 screw **(2)** that secures the WLAN module to the bottom cover. (The WLAN module tilts up.)
3. Remove the WLAN module **(3)** by pulling the module away from the slot at an angle.

 **NOTE:** WLAN modules are designed with a notch (4) to prevent incorrect insertion of the WLAN module into the WLAN module slot.



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



Reverse this procedure to install the WLAN module.

Audio/USB board

Description	Spare part number
Audio/USB board (includes audio jack, cable, and USB port)	768011-001

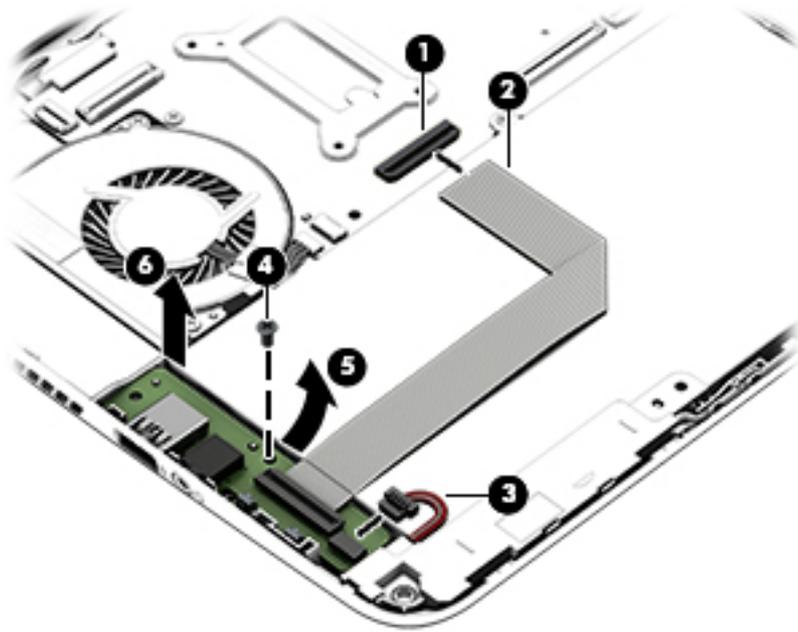
Before removing the audio/USB board, follow these steps:

1. Shut down the computer. If you are unsure whether the computer is off or in Hibernation, turn the computer on, and then shut it down through the operating system.
2. Disconnect all external devices connected to the computer.
3. Disconnect the power from the computer by first unplugging the power cord from the AC outlet and then unplugging the AC adapter from the computer.
4. Remove the keyboard/top cover (see [Keyboard/top cover on page 34](#)).
5. Disconnect the battery cable from the system board (see [Battery on page 38](#)).

Remove the audio/USB board:

1. Release the ZIF connector **(1)** to which the audio/USB board cable is attached, and then disconnect the audio/USB board cable from the system board.
2. Detach the audio/USB board cable **(2)** from the battery. (The audio/USB board cable is attached to the battery with double-sided adhesive.)
3. Disconnect the speaker cable **(3)** from the audio/USB board.
4. Remove the Phillips PM2.4×3.7 screw **(4)** that secures the audio/USB board to the bottom cover.
5. Lift the right edge of the audio/USB board **(5)** and swing it up until it rests at an angle.

6. Remove the audio/USB board (6) by sliding it up and to the right at an angle.



Reverse this procedure to install the audio/USB board.

Fan

Description	Spare part number
Fan (includes cable)	768021-001

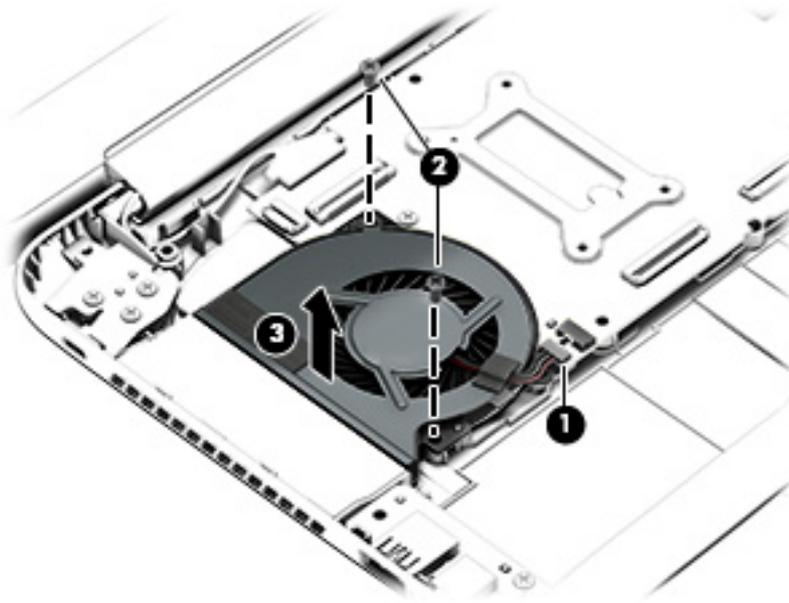
NOTE: To properly ventilate the computer, allow at least 7.6 cm (3 in) of clearance on the left side of the computer. The computer uses an electric fan for ventilation. The fan is controlled by a temperature sensor and is designed to turn on automatically when high temperature conditions exist. These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

Before removing the fan, follow these steps:

1. Shut down the computer. If you are unsure whether the computer is off or in Hibernation, turn the computer on, and then shut it down through the operating system.
2. Disconnect all external devices connected to the computer.
3. Disconnect the power from the computer by first unplugging the power cord from the AC outlet and then unplugging the AC adapter from the computer.
4. Remove the keyboard/top cover (see [Keyboard/top cover on page 34](#)).
5. Remove the battery (see [Battery on page 38](#)).

Remove the fan:

1. Disconnect the fan cable **(1)** from the system board.
2. Remove the two Phillips PM2.4×5.7 screws **(2)** that secure the fan to the bottom cover.
3. Remove the fan **(3)**.



Reverse this procedure to install the fan.

Speakers

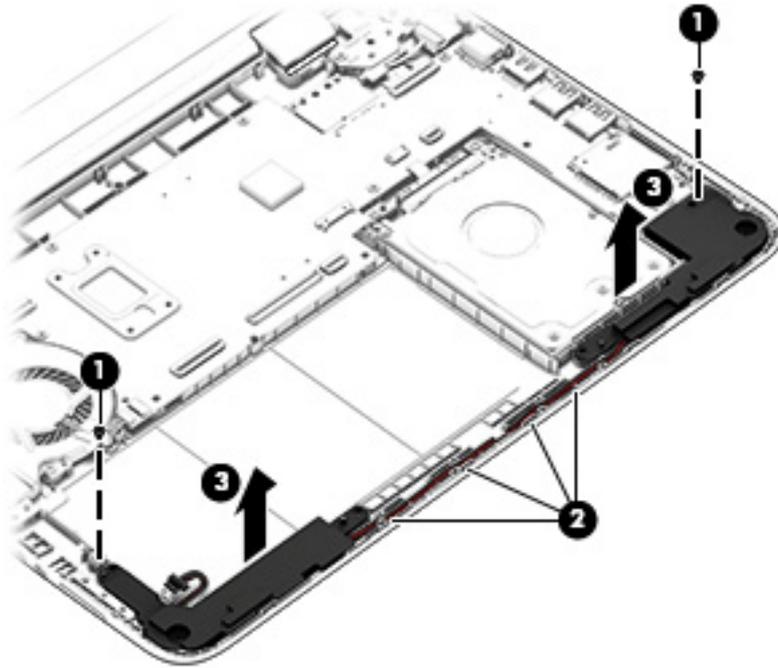
Description	Spare part number
Speakers (include left and right speakers and cables)	768024-001

Before removing the speakers, follow these steps:

1. Shut down the computer. If you are unsure whether the computer is off or in Hibernation, turn the computer on, and then shut it down through the operating system.
2. Disconnect all external devices connected to the computer.
3. Disconnect the power from the computer by first unplugging the power cord from the AC outlet and then unplugging the AC adapter from the computer.
4. Remove the keyboard/top cover (see [Keyboard/top cover on page 34](#)).
5. Remove the battery (see [Battery on page 38](#)).
6. Remove the audio/USB board (see [Audio/USB board on page 43](#)).

Remove the speakers:

1. Remove the two Phillips PM2.4×3.7 screws **(1)** that secure the speakers to the bottom cover.
2. Release the speakers cables from the retention clips **(2)** built into the bottom cover.
3. Remove the speakers **(3)**.



Reverse this procedure to install the speakers.

Power button board

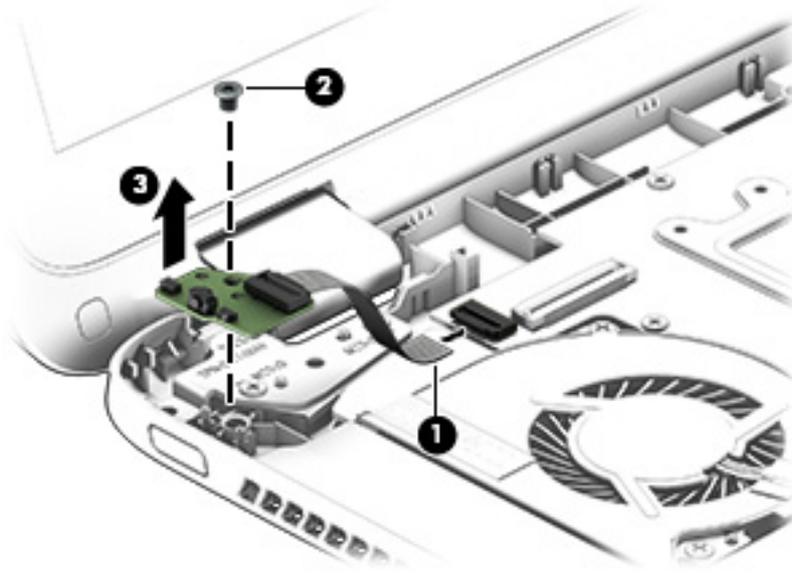
Description	Spare part number
Power button board (includes cable)	768009-001

Before removing the power button board, follow these steps:

1. Shut down the computer. If you are unsure whether the computer is off or in Hibernation, turn the computer on, and then shut it down through the operating system.
2. Disconnect all external devices connected to the computer.
3. Disconnect the power from the computer by first unplugging the power cord from the AC outlet and then unplugging the AC adapter from the computer.
4. Remove the keyboard/top cover (see [Keyboard/top cover on page 34](#)).
5. Remove the battery (see [Battery on page 38](#)).

Remove the power button board:

1. Release the ZIF connector **(1)** to which the power button board cable is attached, and then disconnect the power button board cable from the system board.
2. Remove the Phillips PM2.4×3.7 screw **(2)** that secures the power button board to the bottom cover.
3. Remove the power button board **(3)** and cable.



Reverse this procedure to install the power button board.

Display assembly

 **NOTE:** The display assembly is spared at the subcomponent level only. For display assembly spare part information, see the individual removal subsections.

Before removing the display assembly, follow these steps:

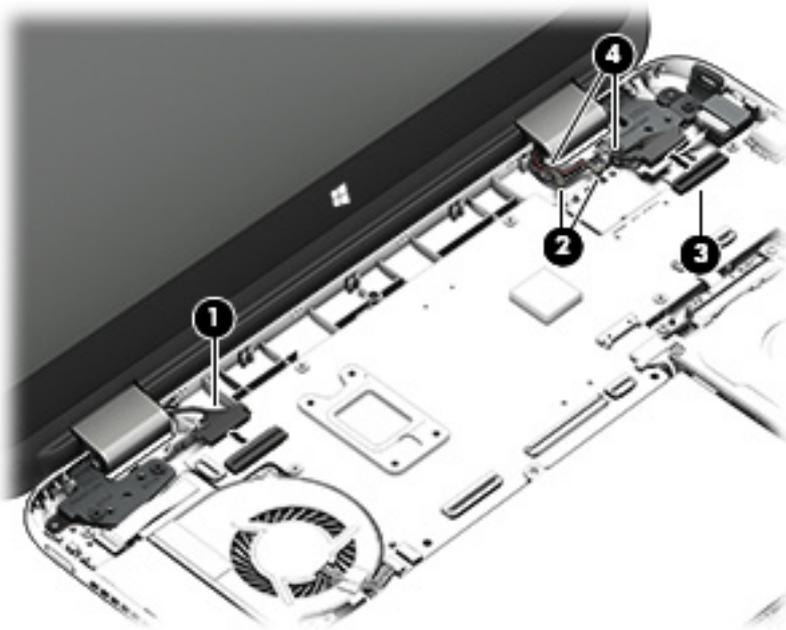
1. Turn off the computer. If you are unsure whether the computer is off or in Hibernation, turn the computer on, and then shut it down through the operating system.
2. Disconnect the power from the computer by unplugging the power cord from the computer.
3. Disconnect all external devices from the computer.
4. Remove the keyboard/top cover (see [Keyboard/top cover on page 34](#)).
5. Disconnect the battery cable from the system board (see [Battery on page 38](#)).

Remove the display assembly:

1. Release the ZIF connector **(1)** to which the display panel cable is attached, and then disconnect the display panel cable from the system board.
2. Disconnect the WLAN antenna cables **(2)** from the terminals on the WLAN module.

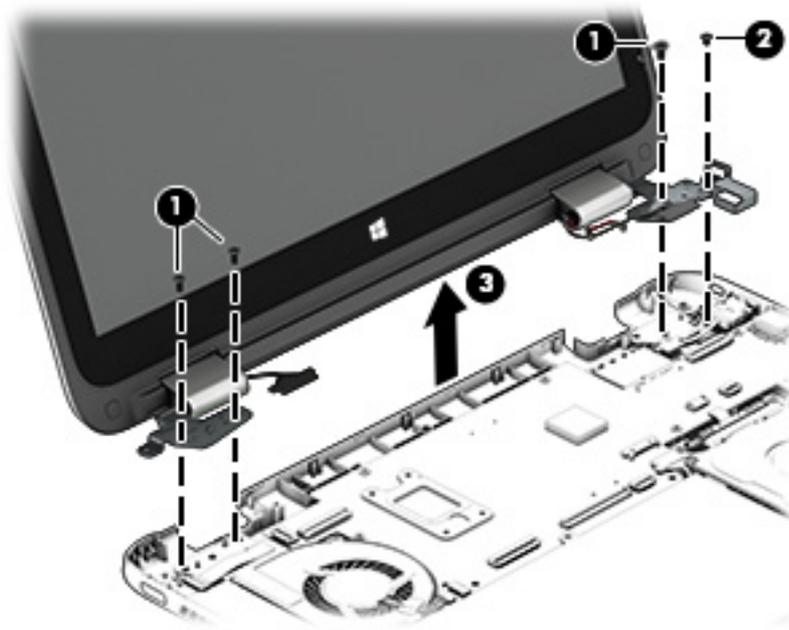
 **NOTE:** The WLAN antenna cable labeled "1" connects to the WLAN module "Main" terminal labeled "1". The WLAN antenna cable labeled "2" connects to the WLAN module "Aux" terminal labeled "2".

3. Release the ZIF connector **(3)** to which the display TouchScreen cable is attached, and then disconnect the display TouchScreen cable from the system board.
4. Release the display TouchScreen cable from the routing clip **(4)** built into the bottom cover.



5. Remove the three Phillips PM2.5×5.7 screws **(1)** and the Phillips PM2.5×3.3 screw **(2)** that secure the display assembly to the bottom cover.

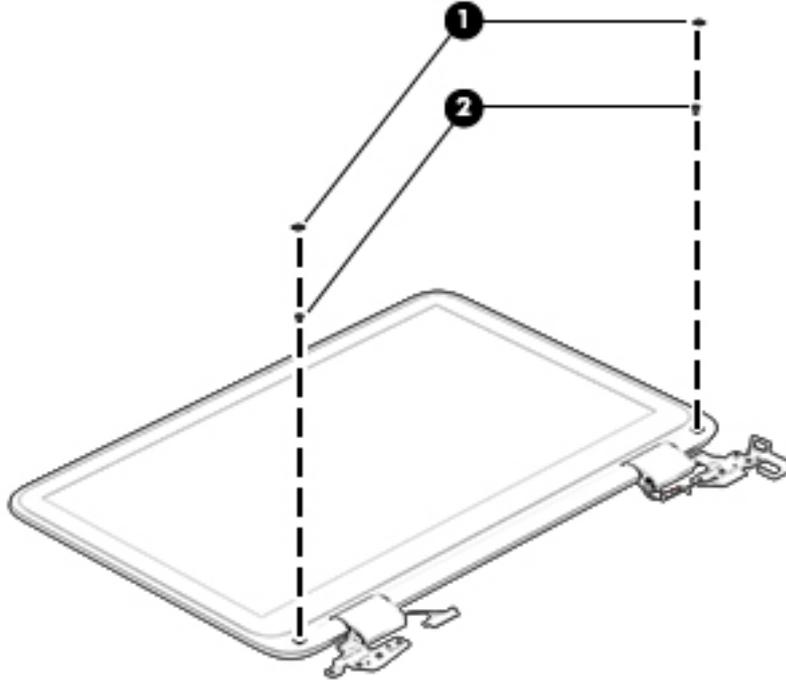
6. Remove the display assembly **(3)**.



7. If it is necessary to replace the display panel or any of the display assembly internal components:
 - a. Remove the display bezel screw covers **(1)**.

The screw covers are included in the Rubber Kits, spare part numbers 768019-001 (for use only on computer models in natural silver finish) and 768018-001 (for use only on computer models in vibrant red finish).

- b. Remove the two Phillips PM1.9×3.0 screws **(2)** that secure the display panel to the display assembly.



8. Release the top edge of the display panel **(1)** by pulling it away from the back cover.
9. Release the display panel cable **(2)** from the left display hinge.

10. Release the display TouchScreen cable **(3)** from the right display hinge.



11. Remove the display panel.

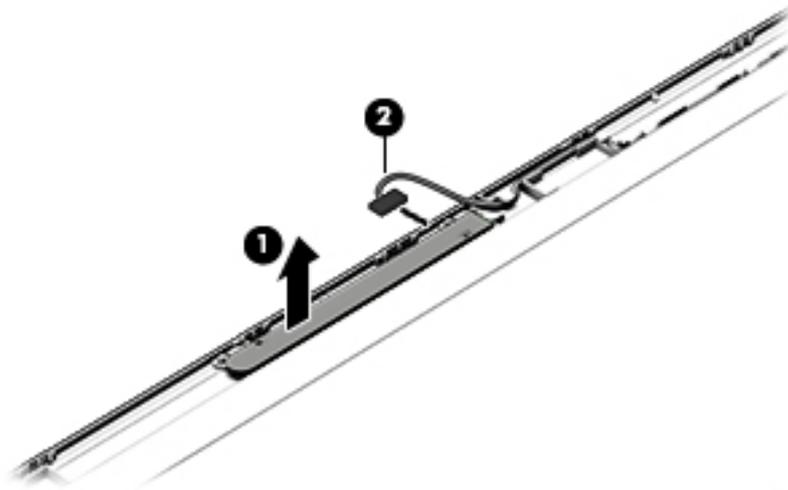
The display panel is available using spare part number 768042-001.

12. If it is necessary to replace the webcam/microphone module:

⚠ CAUTION: Before turning the display panel 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.

- a. Turn the display panel upside down with the bottom toward you.
- b. Detach the webcam/microphone module **(1)** from the display back cover. (The webcam/microphone module is attached to the display back cover with double-sided adhesive.)

- c. Disconnect the webcam/microphone module cable **(2)** from the webcam/microphone module.



- d. Remove the webcam/microphone module.

The webcam/microphone module is available using spare part number 768040-001.

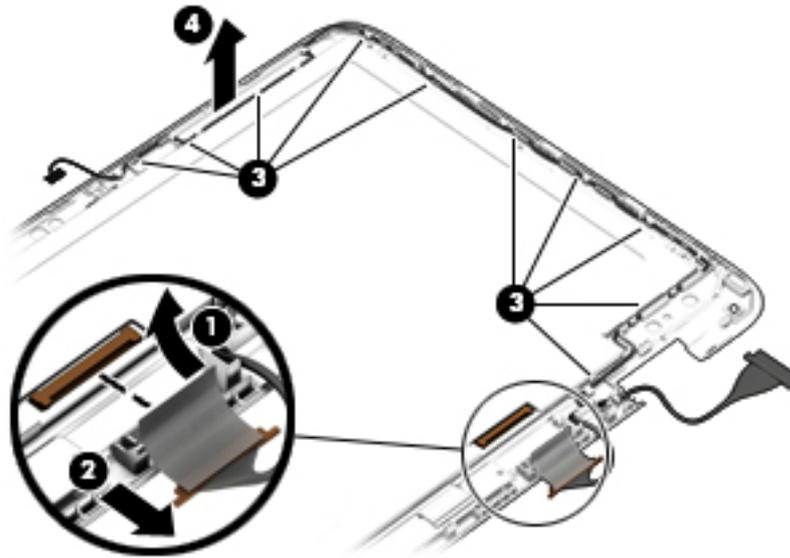
13. If it is necessary to replace the display panel cable:

CAUTION: Before turning the display panel 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.

- a. Turn the display panel upside down with the bottom toward you.
- b. Release the adhesive strip **(1)** that secures the display panel cable connector to the display panel.
- c. Disconnect the display panel cable **(2)** from the display panel.
- d. Release the display panel cable from the retention clips **(3)** and channel built into the display back cover.

- e. Remove the display panel cable (4).

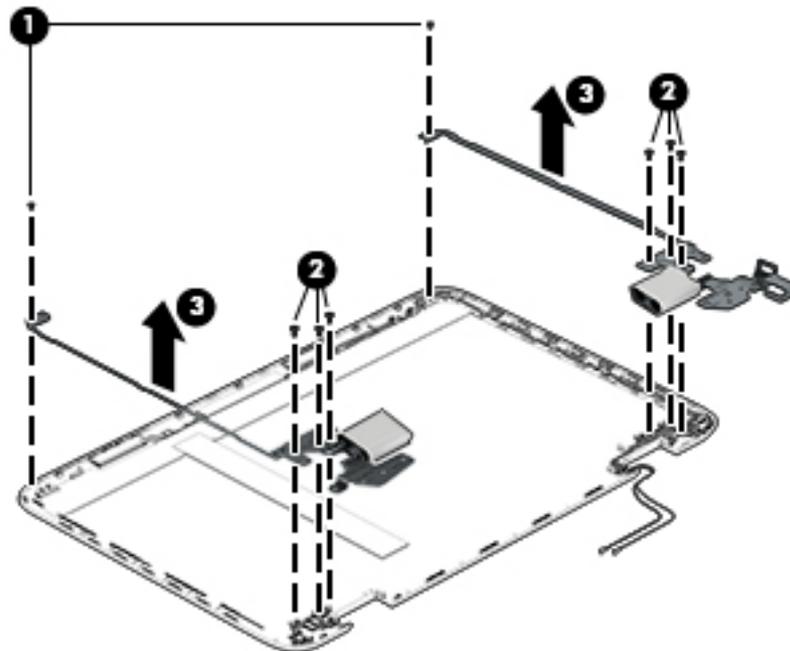
The display panel cable is available using spare part number 768031-001.



14. If it is necessary to replace the display hinges:

- a. Remove the Phillips PM1.9×2.7 screws (1) that secure the display hinges to the display back cover.
- b. Remove the three Phillips PM2.4×4.7 screws (2) that secure the display hinges to the display back cover.
- c. Remove the display hinges (3).

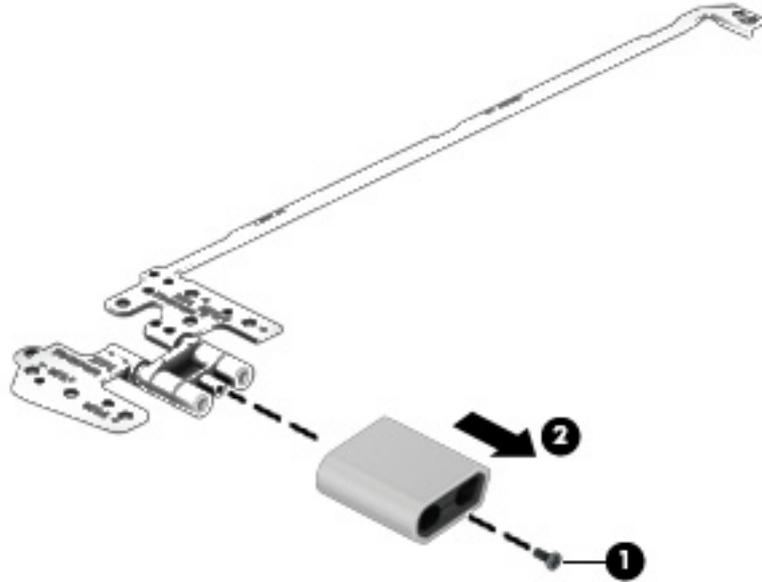
The display hinges are included in the Display Hinge Kit, spare part number 768036-001.



15. If it is necessary to replace the display hinge covers:

- a.** Remove the Phillips PM1.9×5.5 screw **(1)** that secures the display hinge cover to the display hinge.
- b.** Remove the display hinge cover **(2)**.

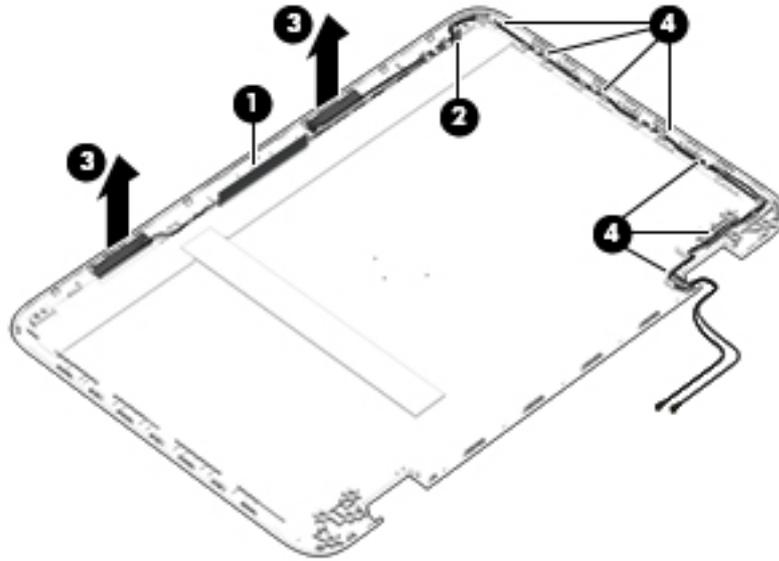
The display hinge covers are available using spare part numbers 768038-001 (in natural silver finish) and 768037-001 (in vibrant red finish).



16. If it is necessary to replace the WLAN antenna cables and transceivers:

- a.** Release the shielding material **(1)** that secures the WLAN antenna cables to the display back cover.
- b.** Release the shielding tape **(2)** that secures the WLAN antenna cables to the display back cover.
- c.** Detach the WLAN antenna transceivers **(3)** from the display back cover. (The WLAN antenna transceivers are attached to the display back cover with double-sided adhesive.)

- d. Release the WLAN antenna cables from the retention clips (4) and channels built into the top edge and right side of the display back cover.



- e. Remove the WLAN antenna cables and transceivers.

The WLAN antenna cables and transceivers are included in the Antenna Kit, spare part number 768033-001.

Reverse this procedure to reassemble and install the display assembly.

Power connector cable

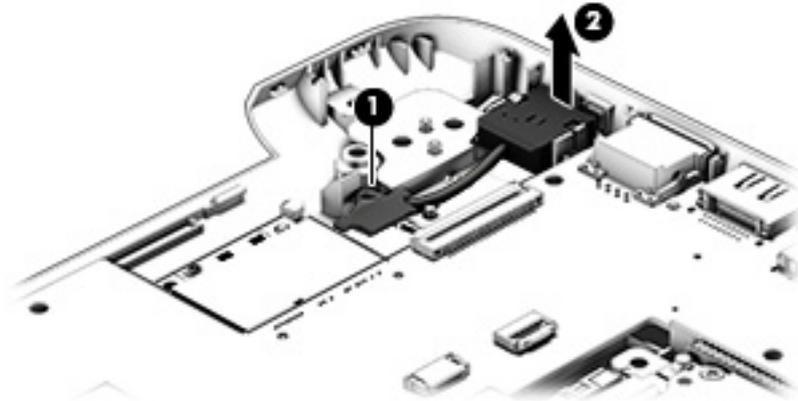
Description	Spare part number
Power connector cable	768012-001

Before removing the power connector cable, follow these steps:

1. Shut down the computer. If you are unsure whether the computer is off or in Hibernation, turn the computer on, and then shut it down through the operating system.
2. Disconnect all external devices connected to the computer.
3. Disconnect the power from the computer by first unplugging the power cord from the AC outlet and then unplugging the AC adapter from the computer.
4. Remove the keyboard/top cover (see [Keyboard/top cover on page 34](#)).
5. Disconnect the battery cable from the system board (see [Battery on page 38](#)).
6. Remove the display assembly (see [Display assembly on page 47](#)).

Remove the power connector cable:

1. Disconnect the power connector cable **(1)** from the system board.
2. Release the power connector **(2)** from the retention clips built into the bottom cover.



3. Remove the power connector cable.

Reverse this procedure to install the power connector cable.

System board

Description	Spare part number
Equipped with an AMD A8-6410 2.00-GHz (SC turbo up to 2.40-GHz) processor (1600-MHz FSB, 2.00-MB L2 cache, quad core, 15 W) and the Windows 8 Standard operating system	769075-501
Equipped with an AMD A8-6410 2.00-GHz (SC turbo up to 2.40-GHz) processor (1600-MHz FSB, 2.00-MB L2 cache, quad core, 15 W) and a non-Windows 8 Standard operating system	769075-001
Equipped with an AMD A6-6310 1.80-GHz (SC turbo up to 2.40-GHz) processor (1600-MHz FSB, 2.00-MB L2 cache, quad core, 15 W), a graphics subsystem with UMA memory, and the Windows 8 Standard operating system	769076-501
Equipped with an AMD A6-6310 1.80-GHz (SC turbo up to 2.40-GHz) processor (1600-MHz FSB, 2.00-MB L2 cache, quad core, 15 W), a graphics subsystem with UMA memory, and a non-Windows 8 operating system	769076-001
Equipped with an Intel Core i5-4210U 1.70-GHz (SC turbo up to 2.70-GHz) processor (1600-MHz FSB, 3.00-MB L3 cache, dual core, 15 W) and the Windows 8 Standard operating system	767820-501
Equipped with an Intel Core i5-4210U 1.70-GHz (SC turbo up to 2.70-GHz) processor (1600-MHz FSB, 3.00-MB L3 cache, dual core, 15 W) and a non-Windows 8 operating system	767820-001
Equipped with an Intel Core i3-4030U 1.90-GHz processor (1600-MHz FSB, 3.00-MB L3 cache, dual core, 15 W) and the Windows 8 Standard operating system	767822-501
Equipped with an Intel Core i3-4030U 1.90-GHz processor (1600-MHz FSB, 3.00-MB L3 cache, dual core, 15 W) and a non-Windows 8 operating system	767822-001

Before removing the system board, follow these steps:

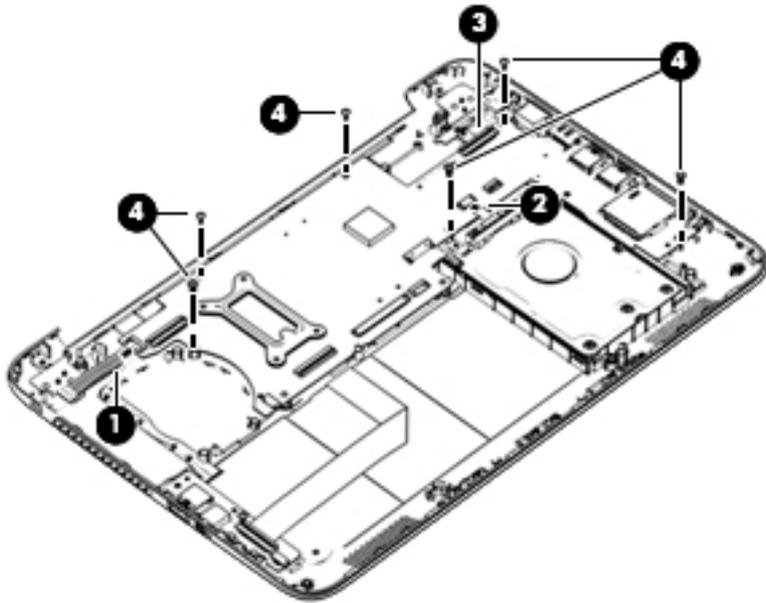
1. Shut down the computer. If you are unsure whether the computer is off or in Hibernation, turn the computer on, and then shut it down through the operating system.
2. Disconnect all external devices connected to the computer.
3. Disconnect the power from the computer by first unplugging the power cord from the AC outlet and then unplugging the AC adapter from the computer.
4. Remove the keyboard/top cover (see [Keyboard/top cover on page 34](#)), and then remove the following components:
 - a. Battery (see [Battery on page 38](#))
 - b. WLAN module (see [WLAN module on page 41](#))
 - c. Fan (see [Fan on page 44](#))
 - d. Audio/USB board (see [Audio/USB board on page 43](#))

When replacing the system board, be sure that the heat sink (see [Heat sink on page 59](#)) and the memory modules (see [Memory module on page 61](#)) are removed from the defective system board and installed on the replacement system board.

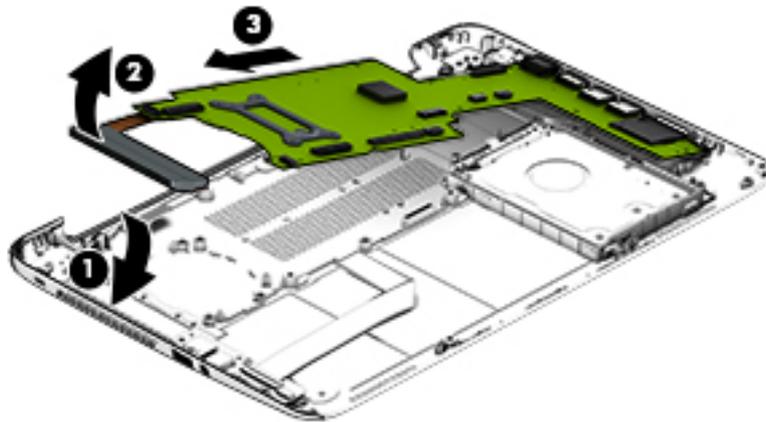
Remove the system board:

1. Release the ZIF connector **(1)** to which the power button board cable is attached, and then disconnect the power button board cable from the system board.
2. Release the ZIF connector **(2)** to which the hard drive cable is attached, and then disconnect the hard drive cable from the system board.
3. Disconnect the power connector cable **(3)** from the system board.

4. Remove the six Phillips PM2.4x5.7 screws **(4)** that secure the system board to the bottom cover.



5. Flex the left side of the bottom cover **(1)** until the heat sink has clearance for release.
6. Lift the left side of the heat sink **(2)** and system board until it rests at an angle.
7. Remove the heat sink **(3)** and system board by sliding them up and to the left at an angle.



Reverse this procedure to install the system board.

Heat sink



NOTE: The heat sink spare part kit includes replacement thermal material and 4 captive screws, secured by C-clips.

Description	Spare part number
For use only on computer models equipped with an AMD processor	769236-001
For use only on computer models equipped with an Intel processor	768022-001

Before removing the heat sink, follow these steps:

1. Shut down the computer. If you are unsure whether the computer is off or in Hibernation, turn the computer on, and then shut it down through the operating system.
2. Disconnect all external devices connected to the computer.
3. Disconnect the power from the computer by first unplugging the power cord from the AC outlet and then unplugging the AC adapter from the computer.
4. Remove the keyboard/top cover (see [Keyboard/top cover on page 34](#)), and then remove the following components:
 - a. Battery (see [Battery on page 38](#))
 - b. WLAN module (see [WLAN module on page 41](#))
 - c. Fan (see [Fan on page 44](#))
 - d. Audio/USB board (see [Audio/USB board on page 43](#))
 - e. Speakers (see [Speakers on page 45](#))
 - f. Display assembly (see [Display assembly on page 47](#))
 - g. System board (see [System board on page 56](#))

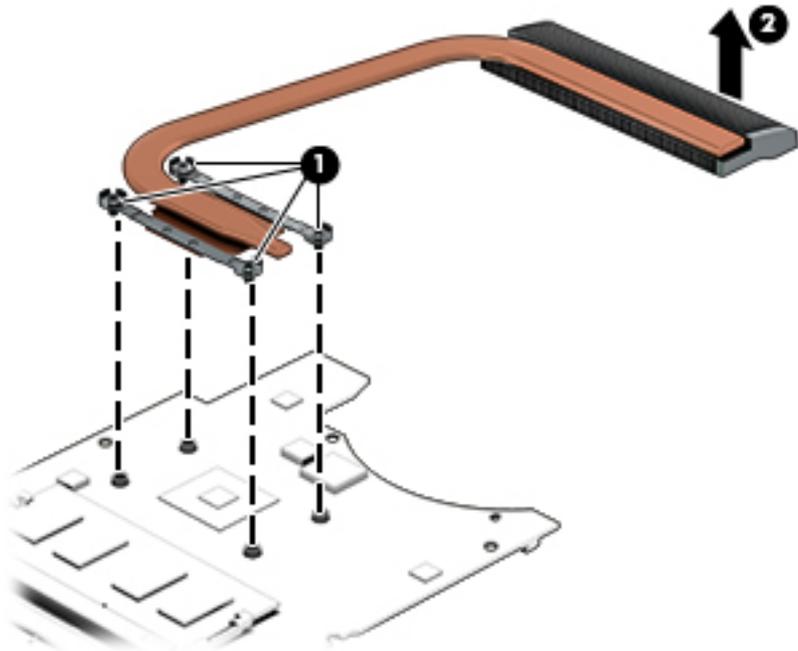
Remove the heat sink:

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

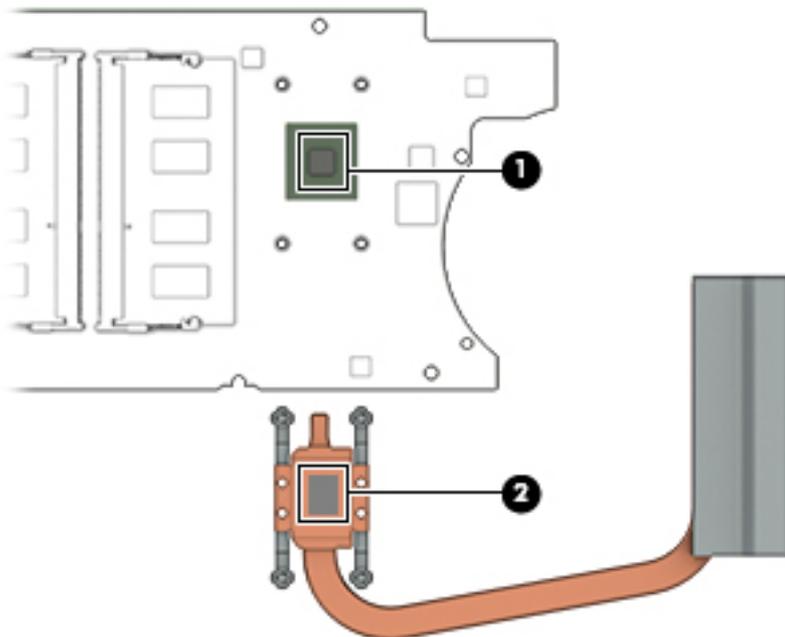


NOTE: Due to the adhesive quality of the thermal material located between the heat sink and system board components, it may be necessary to move the heat sink from side to side to detach it.

3. Remove the heat sink **(2)**.



 **NOTE:** The thermal material must be thoroughly cleaned from the surfaces of the heat sink and the system board each time the heat sink is removed. Thermal paste is used on the processor **(1)** and the heat sink section **(2)** that services it.



Reverse this procedure to install the heat sink.

Memory module

Description	Spare part number
8-GB (PCL3, 12800, 1600-MHz)	693374-005
4-GB (PCL3, 12800, 1600-MHz)	691740-005
2-GB (PCL3, 12800, 1600-MHz)	691739-005

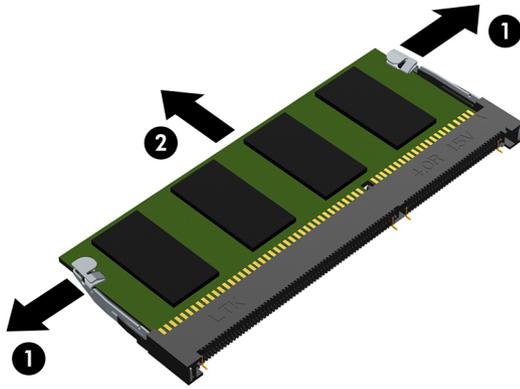
Before removing the memory module, follow these steps:

1. Shut down the computer. If you are unsure whether the computer is off or in Hibernation, turn the computer on, and then shut it down through the operating system.
2. Disconnect all external devices connected to the computer.
3. Disconnect the power from the computer by first unplugging the power cord from the AC outlet and then unplugging the AC adapter from the computer.
4. Remove the keyboard/top cover (see [Keyboard/top cover on page 34](#)), and then remove the following components:
 - a. Battery (see [Battery on page 38](#))
 - b. WLAN module (see [WLAN module on page 41](#))
 - c. Fan (see [Fan on page 44](#))
 - d. Audio/USB board (see [Audio/USB board on page 43](#))
 - e. Speakers (see [Speakers on page 45](#))
 - f. Display assembly (see [Display assembly on page 47](#))
 - g. System board (see [System board on page 56](#))

Remove the memory module:

1. Turn the system board upside down with the front toward you.
2. Spread the retaining tabs **(1)** on each side of the memory module slot to release the memory module. (The memory module tilts up.)

3. Remove the memory module **(2)** by pulling it away from the slot at an angle.



Reverse this procedure to install a memory module.

6 Using Setup Utility (BIOS) and HP PC Hardware Diagnostics (UEFI)

Setup Utility, or Basic Input/Output System (BIOS), controls communication between all the input and output devices on the system (such as disk drives, display, keyboard, mouse, and printer). Setup Utility (BIOS) includes settings for the types of devices installed, the startup sequence of the computer, and the amount of system and extended memory.

Starting Setup Utility (BIOS)

To start Setup Utility (BIOS), turn on or restart the computer, quickly press **esc**, and then press **f10**.

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

Updating the BIOS

Updated versions of the BIOS may be available on the HP website.

Most BIOS updates on the HP website are packaged in compressed files called *SoftPaqs*.

Some download packages contain a file named *Readme.txt*, which contains information regarding installing and troubleshooting the file.

Determining the BIOS version

To determine whether available BIOS updates contain later BIOS versions than those currently installed on the computer, you need to know the version of the system BIOS currently installed.

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

1. Start Setup Utility (BIOS) (see [Starting Setup Utility \(BIOS\) on page 63](#)).
2. Use the arrow keys to select **Main**.
3. To exit Setup Utility (BIOS) without saving your changes, use the arrow keys to select **Exit**, select **Exit Discarding Changes**, and then press **enter**.
4. Select **Yes**.

Downloading a BIOS update

 **CAUTION:** To reduce the risk of damage to the computer or an unsuccessful installation, download and install a BIOS update only when the computer is connected to reliable external power using the AC adapter. Do not download or install a BIOS update while the computer is running on battery power, docked in an optional docking device, or connected to an optional power source. During the download and installation, follow these instructions:

Do not disconnect power from the computer by unplugging the power cord from the AC outlet.

Do not shut down the computer or initiate Sleep.

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

1. From the Start screen, type `hp support assistant`, and then select the **HP Support Assistant** app.
2. Click **Updates and tune-ups**, and then click **Check for HP updates now**.
3. Follow the on-screen instructions.
4. At the download area, follow these steps:
 - a. Identify the most recent BIOS update and compare it to the BIOS version currently installed on your computer. If the update is more recent than your BIOS, make a note of the date, name, or other identifier. You may need this information to locate the update later, after it has been downloaded to your hard drive.
 - b. Follow the on-screen instructions to download your selection to the hard drive.

If the update is more recent than your BIOS, make a note of the path to the location on your hard drive where the BIOS update is downloaded. You will need to access this path when you are ready to install the update.

 **NOTE:** If you connect your computer to a network, consult the network administrator before installing any software updates, especially system BIOS updates.

BIOS installation procedures vary. Follow any instructions that are revealed on the screen after the download is complete. If no instructions are revealed, follow these steps:

1. From the Start screen, type `file`, and then select **File Explorer**.
2. Click your hard drive designation. The hard drive designation is typically Local Disk (C:).
3. Using the hard drive path you recorded earlier, open the folder on your hard drive that contains the update.
4. Double-click the file that has an `.exe` extension (for example, `filename.exe`). The BIOS installation begins.
5. Complete the installation by following the on-screen instructions.

 **NOTE:** After a message on the screen reports a successful installation, you can delete the downloaded file from your hard drive.

Using HP PC Hardware Diagnostics (UEFI)

HP PC Hardware Diagnostics is a Unified Extensible Firmware Interface (UEFI) that allows you to run diagnostic tests to determine whether the computer hardware is functioning properly. The tool runs outside the operating system so that it can isolate hardware failures from issues that are caused by the operating system or other software components.

To start HP PC Hardware Diagnostics UEFI:

1. Turn on or restart the computer, quickly press **esc**, and then press **f2**.

The BIOS searches three places for the diagnostic tools, in the following order:

- a. Connected USB drive

 **NOTE:** To download the HP PC Hardware Diagnostics (UEFI) tool to a USB drive, see [Downloading HP PC Hardware Diagnostics \(UEFI\) to a USB device on page 65](#).

- b. Hard drive

- c. BIOS

2. When the diagnostic tool opens, use the keyboard arrow keys to select the type of diagnostic test you want to run, and then follow the on-screen instructions.

 **NOTE:** If you need to stop a diagnostic test, press **esc**.

Downloading HP PC Hardware Diagnostics (UEFI) to a USB device

 **NOTE:** Instructions for downloading HP PC Hardware Diagnostics (UEFI) are provided in English only.

1. Go to <http://www.hp.com>.
2. Point to **Support**, located at the top of the page, and then click **Download Drivers**.
3. In the text box, enter the product name, and then click **Go**.

– or –

Click **Find Now** to let HP automatically detect your product.

4. Select your computer model, and then select your operating system.
5. In the **Diagnostic** section, click **HP UEFI Support Environment**.

– or –

Click **Download**, and then select **Run**.

7 Specifications

	Metric	U.S.
Tablet dimensions		
Width	33.32 cm	13.11 in
Depth	22.44 cm	8.84 in
Height (front to rear)	0.69 to 2.14 cm	0.27 to 0.84 in
Weight (equipped with hard drive)	1.70 kg	3.75 lbs
Weight (equipped with solid-state drive)	1.55 kg	3.42 lbs
Input power		
Operating voltage and current	19.5 V dc @ 2.31 A – 45 W	
	19.5 V dc @ 3.33 A – 65 W (select models only)	
Temperature		
Operating	5°C to 35°C	41°F to 95°F
Nonoperating	-20°C to 60°C	-4°F to 140°F
Relative humidity (noncondensing)		
Operating	10% to 90%	
Nonoperating	5% to 95%	
Maximum altitude (unpressurized)		
Operating	-15 m to 3,048 m	-50 ft to 10,000 ft
Nonoperating	-15 m to 12,192 m	-50 ft to 40,000 ft
NOTE: Applicable product safety standards specify thermal limits for plastic surfaces. The device operates well within this range of temperatures.		

8 Backing up, restoring, and recovering

This chapter provides information about the following processes:

- Creating recovery media and backups
- Restoring and recovering your system

Creating recovery media and backups

1. After you successfully set up the computer, create HP Recovery media. This step creates a backup of the HP Recovery partition on the computer. The backup can be used to reinstall the original operating system in cases where the hard drive is corrupted or has been replaced.

HP Recovery media you create will provide the following recovery options:

- System Recovery—Reinstalls the original operating system and the programs that were installed at the factory.
- Minimized Image Recovery—Reinstalls the operating system and all hardware-related drivers and software, but not other software applications.
- Factory Reset—Restores the computer to its original factory state by deleting all information from the hard drive and re-creating the partitions. Then it reinstalls the operating system and the software that was installed at the factory.

See [Creating HP Recovery media on page 68](#).

2. Use the Windows tools to create system restore points and create backups of personal information. For more information and steps, see Help and Support. From the Start screen, type `help`, and then select **Help and Support**.

Creating HP Recovery media

HP Recovery Manager is a software program that offers a way to create recovery media after you successfully set up the computer. HP Recovery media can be used to perform system recovery if the hard drive becomes corrupted. System recovery reinstalls the original operating system and the software programs installed at the factory, and then configures the settings for the programs. HP Recovery media can also be used to customize the system or restore the factory image if you replace the hard drive.

- Only one set of HP Recovery media can be created. Handle these recovery tools carefully, and keep them in a safe place.
- HP Recovery Manager examines the computer and determines the required storage capacity for the blank USB flash drive or the number of blank DVD discs that will be required.
- To create recovery discs, your computer must have an optical drive with DVD writer capability, and you must use only high-quality blank DVD-R, DVD+R, DVD-R DL, or DVD+R DL discs. Do not use rewritable discs such as CD±RW, DVD±RW, double-layer DVD±RW, or BD-RE (rewritable Blu-ray) discs; they are not compatible with HP Recovery Manager software. Or instead you can use a high-quality blank USB flash drive.
- If your computer does not include an integrated optical drive with DVD writer capability, but you would like to create DVD recovery media, you can use an external optical drive (purchased separately) to create recovery discs, or you can obtain recovery discs for your computer from support. See the **Worldwide Telephone Numbers** booklet included with the computer. You can also find contact information from the HP website. Go to <http://www.hp.com/support>, select your country or region, and follow the on-screen instructions. If you use an external optical drive, it must be connected directly to a USB port on the computer; the drive cannot be connected to a USB port on an external device, such as a USB hub.
- Be sure that the computer is connected to AC power before you begin creating the recovery media.
- The creation process can take up to an hour or more. Do not interrupt the creation process.
- If necessary, you can exit the program before you have finished creating all of the recovery DVDs. HP Recovery Manager will finish burning the current DVD. The next time you start HP Recovery Manager, you will be prompted to continue, and the remaining discs will be burned.

To create HP Recovery media:

1. From the Start screen, type `recovery`, and then select **HP Recovery Manager**.
2. Select **Recovery Media Creation**, and then follow the on-screen instructions.

If you ever need to recover the system, see [Recovering using HP Recovery Manager on page 70](#).

Restore and recovery

There are several options for recovering your system. Choose the method that best matches your situation and level of expertise:

- Windows offers several options for restoring from backup, refreshing the computer, and resetting the computer to its original state. For more information and steps, see Help and Support. From the Start screen, type `help`, and then select **Help and Support**.
- If you need to correct a problem with a preinstalled application or driver, use the Drivers and Applications Reinstall option of HP Recovery Manager to reinstall the individual application or driver.

From the Start screen, type `recovery`, select **HP Recovery Manager**, select **Drivers and Applications Reinstall**, and then follow the on-screen instructions.

- If you want to reset your computer using a minimized image, you can choose the HP Minimized Image Recovery option from the HP Recovery partition (select models only) or HP Recovery media. Minimized Image Recovery installs only drivers and hardware-enabling applications. Other applications included in the image continue to be available for installation through the Drivers and Applications Reinstall option in HP Recovery Manager.

For more information, see [Recovering using HP Recovery Manager on page 70](#).

- If you want to recover the computer's original factory partitioning and content, you can choose the System Recovery option from the HP Recovery partition (select models only) or use the HP Recovery media that you have created. For more information, see [Recovering using HP Recovery Manager on page 70](#). If you have not already created recovery media, see [Creating HP Recovery media on page 68](#).
- If you have replaced the hard drive, you can use the Factory Reset option of HP Recovery media to restore the factory image to the replacement drive. For more information, see [Recovering using HP Recovery Manager on page 70](#).
- If you wish to remove the recovery partition to reclaim hard drive space, HP Recovery Manager offers the Remove Recovery Partition option.

For more information, see [Removing the HP Recovery partition \(select models only\) on page 72](#).

Recovering using HP Recovery Manager

HP Recovery Manager software allows you to recover the computer to its original factory state by using the HP Recovery media that you created or by using the HP Recovery partition (select models only). If you have not already created recovery media, see [Creating HP Recovery media on page 68](#).

Using HP Recovery media, you can choose from one of the following recovery options:

- System Recovery—Reinstalls the original operating system, and then configures the settings for the programs that were installed at the factory.
- Minimized Image Recovery (select models only)—Reinstalls the operating system and all hardware-related drivers and software, but not other software applications.
- Factory Reset—Restores the computer to its original factory state by deleting all information from the hard drive and re-creating the partitions. Then it reinstalls the operating system and the software that was installed at the factory.

The HP Recovery partition (select models only) allows System Recovery and Minimized Image Recovery.

What you need to know

- HP Recovery Manager recovers only software that was installed at the factory. For software not provided with this computer, you must either download the software from the manufacturer's website or reinstall the software from the media provided by the manufacturer.
- Recovery through HP Recovery Manager should be used as a final attempt to correct computer issues.
- HP Recovery media must be used if the computer hard drive fails. If you have not already created recovery media, see [Creating HP Recovery media on page 68](#).
- To use the Factory Reset option, you must use HP Recovery media. If you have not already created recovery media, see [Creating HP Recovery media on page 68](#).
- If the HP Recovery media does not work, you can obtain recovery media for your system from support. See the Worldwide Telephone Numbers booklet included with the computer. You can also find contact information from the HP website. Go to <http://www.hp.com/support>, select your country or region, and follow the on-screen instructions.



IMPORTANT: HP Recovery Manager does not automatically provide backups of your personal data. Before beginning recovery, back up any personal data you wish to retain.

Using the HP Recovery partition (select models only)

The HP Recovery partition (select models only) allows you to perform a system recovery or minimized image recovery without the need for recovery discs or a recovery USB flash drive. This type of recovery can only be used if the hard drive is still working.

To start HP Recovery Manager from the HP Recovery partition:

1. Press **f11** while the computer boots.
– or –
Press and hold **f11** as you press the power button.
2. Select **Troubleshoot** from the boot options menu.
3. Select **Recovery Manager**, and then follow the on-screen instructions.

Using HP Recovery media to recover

You can use HP Recovery media to recover the original system. This method can be used if your system does not have an HP Recovery partition or if the hard drive is not working properly.

1. If possible, back up all personal files.
2. Insert the HP Recovery media that you created, and then restart the computer.



NOTE: If the computer does not automatically restart in HP Recovery Manager, change the computer boot order. See [Changing the computer boot order on page 71](#).

3. Follow the on-screen instructions.

Changing the computer boot order

If computer does not restart in HP Recovery Manager, you can change the computer boot order, which is the order of devices listed in BIOS where the computer looks for startup information. You can change the selection for an optical drive or a USB flash drive.

To change the boot order:

1. Insert the HP Recovery media you created.
2. Restart the computer, quickly press **esc**, and then press **f9** for boot options.
3. Select the optical drive or USB flash drive you want to boot from.
4. Follow the on-screen instructions.

Removing the HP Recovery partition (select models only)

HP Recovery Manager software allows you to remove the HP Recovery partition to free up hard drive space.



IMPORTANT: After you remove the HP Recovery partition, you can no longer use the Windows Refresh option or the Windows option to remove everything and reinstall Windows. In addition, you will not be able to perform System Recovery or Minimized Image Recovery from the HP Recovery partition. So before you remove the Recovery partition, create HP Recovery media; see [Creating HP Recovery media on page 68](#).

Follow these steps to remove the HP Recovery partition:

1. From the Start screen, type `recovery`, and then select **HP Recovery Manager**.
2. Select **Remove Recovery Partition**, and then follow the on-screen instructions.

9 Power cord set requirements

The wide-range input feature of the computer permits it to operate from any line voltage from 100 to 120 volts AC, or from 220 to 240 volts AC.

The 3-conductor power cord set included with the computer meets the requirements for use in the country or region where the equipment is purchased.

Power cord sets for use in other countries and regions must meet the requirements of the country or region where the computer is used.

Requirements for all countries

The following requirements are applicable to all countries and regions:

- The length of the power cord set must be at least 1.0 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 computer.
- Requirements for all countries 113

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

Country/region	Accredited agency	Applicable note number
France	UTE	1
Germany	VDE	1
Italy	IMQ	1
Japan	METI	3
The Netherlands	KEMA	1
Norway	NEMKO	1
The People's Republic of China	COC	5
South Korea	EK	4
Sweden	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.

10 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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