Product notice

This user 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. This computer may require upgraded and/or separately purchased hardware, drivers and/or software to take full advantage of Windows functionality. Go to http://www.microsoft.com for details.

Software terms

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

For any further information or to request a full refund of the price of the computer, please contact your seller.
Safety warning notice

⚠️ WARNING! To reduce the possibility of heat-related injuries or of overheating the device, do not place
the device directly on your lap or obstruct the device air vents. Use the device only on a hard, flat surface. Do
not allow another hard surface, such as an adjoining optional printer, or a soft surface, such as pillows or rugs
or clothing, to block airflow. Also, do not allow the AC adapter to contact the skin or a soft surface, such as
pillows or rugs or clothing, during operation. The device and the AC adapter comply with the user-accessible
surface temperature limits defined by the International Standard for Safety of Information Technology
Equipment (IEC 60950-1).
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1 Product description

Product Name

<table>
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<tr>
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<th>720 G2 models</th>
<th>820 G2 models</th>
</tr>
</thead>
<tbody>
<tr>
<td>HP EliteBook 720 G2 Notebook PC</td>
<td></td>
<td>×</td>
</tr>
<tr>
<td>HP EliteBook 820 G2 Notebook PC</td>
<td>×</td>
<td></td>
</tr>
</tbody>
</table>

Chipset

<table>
<thead>
<tr>
<th>Description</th>
<th>720 G2 models</th>
<th>820 G2 models</th>
</tr>
</thead>
<tbody>
<tr>
<td>Intel® processor controller hub (PCH), soldered on circuit (SoC)</td>
<td>×</td>
<td>×</td>
</tr>
</tbody>
</table>

Processor

<table>
<thead>
<tr>
<th>Description</th>
<th>720 G2 models</th>
<th>820 G2 models</th>
</tr>
</thead>
<tbody>
<tr>
<td>5th Generation Intel® processors:</td>
<td>×</td>
<td>×</td>
</tr>
<tr>
<td>❖ Intel Core i3-5010U 2.1-GHz 3-MB L3 Cache, 15W</td>
<td></td>
<td></td>
</tr>
<tr>
<td>❖ Intel Core i5-5200U 2.2-GHz (max turbo frequency 2.7-GHz), 3 MB L3 cache, 15W</td>
<td></td>
<td></td>
</tr>
<tr>
<td>❖ Intel Core i5-5300U 2.3-GHz (max turbo frequency 2.9-GHz), 3-MB L3 Cache, 15W</td>
<td></td>
<td></td>
</tr>
<tr>
<td>❖ Intel Core i7-5500U 2.4-GHz (max turbo frequency 3.0-GHz), 4-MB L3 Cache, 15W</td>
<td></td>
<td>×</td>
</tr>
<tr>
<td>❖ Intel Core i7-5600U 2.6-GHz (max turbo frequency 3.2-GHz), 4-MB L3 Cache, 15W</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Panel

<table>
<thead>
<tr>
<th>Description</th>
<th>720 G2 models</th>
<th>820 G2 models</th>
</tr>
</thead>
<tbody>
<tr>
<td>12.5&quot; high definition (HD), AntiGlare (AG), light-emitting diode (LED), SVA, 45% CG, 200 nits, eDP 1.2, flat, (1366x768)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>12.5&quot; HD AG SVA 45% CG 200 nits eDP 1.2 flat (1366x768) with camera</td>
<td>×</td>
<td></td>
</tr>
<tr>
<td>12.5&quot; FHD AG UWVA 50% CG 300 nits eDP 1.3 ultra slim (1920 x 1080)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>12.5&quot; FHD UWVA 50% CG 300 nits eDP 1.3 ultra slim (1920 x 1080) with camera</td>
<td></td>
<td></td>
</tr>
<tr>
<td>12.5&quot; FHD UWVA 50% CG 300 nits eDP 1.3 ultra slim (1920 x 1080) capacitive touch enabled with camera (includes chemically-strengthened Gorilla Glass 3 top cover)</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
### Graphics

<table>
<thead>
<tr>
<th>Description</th>
<th>720 G2 models</th>
<th>820 G2 models</th>
</tr>
</thead>
<tbody>
<tr>
<td>Intel HD Graphics 5500</td>
<td>×</td>
<td>×</td>
</tr>
<tr>
<td>UMA configurations support up to 3 displays through the Quest 2 Dock</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Memory

<table>
<thead>
<tr>
<th>Description</th>
<th>720 G2 models</th>
<th>820 G2 models</th>
</tr>
</thead>
<tbody>
<tr>
<td>Two customer-accessible/upgradable memory module slots</td>
<td>×</td>
<td>×</td>
</tr>
<tr>
<td>Support for DDR3L 1600-MHz PCL3-12800 dual channel memory</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Support for 16384-MB of system memory in the following configurations:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>● 16384-MB total system memory (8192 MB × 2)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>● 12288-MB total system memory (8192 MB + 4096 MB)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>● 8192-MB total system memory (4096 MB × 2 or 8192 MB × 1)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>● 6144-MB total system memory (4096 MB + 2048 MB)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>● 4096-MB total system memory (4096 MB × 1 or 2048 MB × 2)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>● 2048-MB total system memory (2048 MB × 1)</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Flash cache

<table>
<thead>
<tr>
<th>Description</th>
<th>720 G2 models</th>
<th>820 G2 models</th>
</tr>
</thead>
<tbody>
<tr>
<td>Support for 32-GB solid-state drive (M.2 form factor)</td>
<td>×</td>
<td>×</td>
</tr>
<tr>
<td>Intel SRT (Smart Response Technology)</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### MiniCard solid-state drive

<table>
<thead>
<tr>
<th>Description</th>
<th>720 G2 models</th>
<th>820 G2 models</th>
</tr>
</thead>
<tbody>
<tr>
<td>256-GB solid-state drive (2260/PCIe M.2 form factor)</td>
<td>×</td>
<td>×</td>
</tr>
<tr>
<td>120-GB solid-state drive (2242/SATA-3 M.2 form factor)</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
## Primary storage

<table>
<thead>
<tr>
<th>Description</th>
<th>720 G2 models</th>
<th>820 G2 models</th>
</tr>
</thead>
<tbody>
<tr>
<td>Support for <strong>6.35-cm</strong> (2.5-in) hard drives in <strong>7.0-mm</strong> (.28-in) thickness</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Support for the following hard drives:</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>• 1-TB, 5400-rpm, SATA, 7.0-mm hard drive</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• 500-GB, 7200-rpm, SATA, 7.0-mm hard drive</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• 500-GB, 7200-rpm, SED, 7.0-mm hard drive</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• 500-GB, 5400-rpm, SATA, SED, FIPS-140-2, 7.0-mm hard drive</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• 500-GB, 5400-rpm + 8GB MLC SSHD</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• 320-GB, 7200-rpm, SATA, 7.0-mm hard drive</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Support for the following <strong>6.35-cm</strong> (2.5-in) solid-state drives:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• 512-GB, SATA-3, solid-state drive, TLC</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• 512-GB, SATA-3, solid-state drive</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• 512-GB, SATA-3, SED, Opal 2, solid-state drive</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• 256-GB, SATA-3, SED, Opal 1, solid-state drive</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• 256-GB, SATA-3, SED, Opal 2, solid-state drive</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• 256-GB, SATA-3, TLC, solid-state drive</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• 240-GB, SATA-3, solid-state drive</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• 180-GB, SATA-3, SED, Opal 2, solid-state drive</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• 180-GB, SATA-3, SED, Opal 1, solid-state drive</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• 180-GB, SATA-3, solid-state drive</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• 128-GB, SATA-3, solid-state drive</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• 128-GB, SATA-3, TLC, solid-state drive</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• 512-GB, SATA-3, SED, Opal 2, solid-state drive</td>
<td></td>
<td>X</td>
</tr>
</tbody>
</table>

## Audio and video

<table>
<thead>
<tr>
<th>Description</th>
<th>720 G2 models</th>
<th>820 G2 models</th>
</tr>
</thead>
<tbody>
<tr>
<td>Webcam, 720p</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Supports “No camera” option</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Dual array microphones</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Stereo speakers (2)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Realtek ALC3228 HD audio with DTS Studio sound</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
## Ethernet

<table>
<thead>
<tr>
<th>Description</th>
<th>720 G2 models</th>
<th>820 G2 models</th>
</tr>
</thead>
<tbody>
<tr>
<td>Intel I218LM Gigabit Network Connection with iAMT</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>S3/S4/S5 wake on LAN</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

## Wireless networking

<table>
<thead>
<tr>
<th>Description</th>
<th>720 G2 models</th>
<th>820 G2 models</th>
</tr>
</thead>
<tbody>
<tr>
<td>Integrated wireless local area network (WLAN) options by way of wireless module</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Two WLAN antennas built into display assembly</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Support for the following WLAN formats:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Intel Dual Band Wireless-AC 3160</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Intel Dual Band Wireless-AC 7265 802.11 ac 2×2 WiFi + Bluetooth 4.0 WLAN module</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Intel Dual Band Wireless-N 7265AN 802.11 a/b/g/n 2×2 WiFi + Bluetooth 4.0 Combo Adapter</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Integrated wireless wide area network (WWAN) options by way of wireless module (select models only)</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Two WWAN antennas built into display assembly (select models only)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Support for the following WWAN formats:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• HP hs3110 HSPA+ Mobile Broadband Module</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• HP lt4112 LTE/HPSA+ Mobile Broadband Module</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• HP lt4111 LTE/EV-DO/HSPA+ Mobile Broadband Module</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Integrated NFC module</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>NFC antenna</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Supports &quot;No NFC&quot; option</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

## External expansion

<table>
<thead>
<tr>
<th>Description</th>
<th>720 G2 models</th>
<th>820 G2 models</th>
</tr>
</thead>
<tbody>
<tr>
<td>SD media reader slot</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Support for SD, SDHC, SDXC</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Push-push insertion/removal</td>
<td></td>
<td></td>
</tr>
<tr>
<td>SIM slot (populated with WWAN; tool-less user-accessible)</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
**Ports**

<table>
<thead>
<tr>
<th>Description</th>
<th>720 G2 models</th>
<th>820 G2 models</th>
</tr>
</thead>
<tbody>
<tr>
<td>AC adapter, HP Smart Adapter</td>
<td></td>
<td><strong>X</strong></td>
</tr>
<tr>
<td>Audio-in (mono microphone)/audio-out (stereo headphone) combo jack</td>
<td></td>
<td><strong>X</strong></td>
</tr>
<tr>
<td>DisplayPort 1.2</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Docking</td>
<td></td>
<td></td>
</tr>
<tr>
<td>RJ-45 (Ethernet)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>USB 3.0 charging (1)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>USB 3.0 (2)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>VGA (Dsub 15 pin) supporting: 1920×1200 external resolution @ 75 Hz, hot plug and unplug and autodetection for correct output to wide-aspect vs. standard aspect video</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Docking**

<table>
<thead>
<tr>
<th>Description</th>
<th>720 G2 models</th>
<th>820 G2 models</th>
</tr>
</thead>
<tbody>
<tr>
<td>HP UltraSlim Docking Station</td>
<td></td>
<td><strong>X</strong></td>
</tr>
<tr>
<td>HP Docking Station</td>
<td><strong>X</strong></td>
<td><strong>X</strong></td>
</tr>
</tbody>
</table>

**Keyboard/pointing devices**

<table>
<thead>
<tr>
<th>Description</th>
<th>720 G2 models</th>
<th>820 G2 models</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dual point, spill-resistant (with drain) keyboard with DuraKeys, optional backlight</td>
<td></td>
<td><strong>X</strong></td>
</tr>
</tbody>
</table>

**Touchpad Requirements:** Glass with chemical etched surface, on/off button, support for 2-way scroll, Taps enabled as default, Gestures enabled by default (2-finger scrolling, 2-finger zoom (pinch))

**Power requirements**

<table>
<thead>
<tr>
<th>Description</th>
<th>720 G2 models</th>
<th>820 G2 models</th>
</tr>
</thead>
<tbody>
<tr>
<td>Support for the following batteries:</td>
<td></td>
<td><strong>X</strong></td>
</tr>
<tr>
<td>3-cell, 46-WHr, 4.15-AHr, Li-ion battery</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3-cell, 26-WHr, 2.37-AHr, Li-ion battery</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Support for the following AC adapters:</td>
<td></td>
<td><strong>X</strong></td>
</tr>
<tr>
<td>65-W HP Smart adapter EM</td>
<td></td>
<td></td>
</tr>
<tr>
<td>45-W, 2-prong, 7.4 mm, DC jack AC adapter</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
### Security

<table>
<thead>
<tr>
<th>Description</th>
<th>720 G2 Models</th>
<th>820 G2 Models</th>
</tr>
</thead>
<tbody>
<tr>
<td>Support for the following:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>45-W HP Smart adapter</td>
<td>×</td>
<td>×</td>
</tr>
<tr>
<td>3-wire plug, 1.0 m</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3-wire plug, 1.8 m</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2-wire plug, 1.0 m</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Fingerprint reader</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Security Lock</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Integrated smart card reader (active)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Trusted Platform Module (TPM) 1.2 (Infineon; soldered down)</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Operating System

<table>
<thead>
<tr>
<th>Description</th>
<th>720 G2 Models</th>
<th>820 G2 Models</th>
</tr>
</thead>
<tbody>
<tr>
<td>Preinstalled:</td>
<td></td>
<td>×</td>
</tr>
<tr>
<td>Windows® 10 Home 64</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Windows 10 Home 64 Single Language</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Windows 10 Home 64 Chinese Market</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Windows 10 Home 64 Chinese Market – CPPP</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Windows 10 Home 64 High-end</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Windows 10 Home 64 High-end Single Language</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Windows 10 Home 64 High-end Chinese Market</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Windows 10 Professional 64</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Windows 10 Professional 64 Downgrade Windows 7 32</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Windows 10 Professional 64 Downgrade Windows 7 64</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Windows 8.1 Chinese Market 64-bit (available only with People's Republic of China country localization)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Windows 8.1 Emerging Market 64-bit</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Windows 8.1 Multi-language 64-bit</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Description</td>
<td>720 G2 models</td>
<td>820 G2 models</td>
</tr>
<tr>
<td>-----------------------------------------------------------------------------</td>
<td>---------------</td>
<td>---------------</td>
</tr>
<tr>
<td>● Windows 8.1 Professional 64-bit DPK with Windows 7 Professional 64-bit Image</td>
<td></td>
<td></td>
</tr>
<tr>
<td>● Windows 8.1 Professional 64-bit DPK with Windows 7 Professional 64-bit–MSNA</td>
<td></td>
<td></td>
</tr>
<tr>
<td>● Windows 8.1 Professional 64-bit DPK with Windows 7 Professional 32-bit image</td>
<td></td>
<td></td>
</tr>
<tr>
<td>● Windows 8.1 Professional 64-bit DPK with Windows 7 Professional 32-bit–MSNA</td>
<td></td>
<td></td>
</tr>
<tr>
<td>● Windows 8.1 Core for Higher Education (ML)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>● Windows 8.1 Professional 64-bit</td>
<td></td>
<td></td>
</tr>
<tr>
<td>● Windows 8.1 Professional 64-bit–MSNA</td>
<td></td>
<td></td>
</tr>
<tr>
<td>● Windows 8.1 Professional for Education 64-bit</td>
<td></td>
<td></td>
</tr>
<tr>
<td>● Windows 7 Professional 32-bit, Service Pack 1 (available only if 4096-MB of total system memory [4096-MB × 1] or less is selected)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>● Windows 7 Professional 64-bit, Service Pack 1</td>
<td></td>
<td></td>
</tr>
<tr>
<td>● Windows 7 Professional 64-bit, Service Pack 1–MSNA</td>
<td></td>
<td></td>
</tr>
<tr>
<td>● Ubuntu Linux (not available with WWAN or touch)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>● Ubuntu Kylin Linux (not available with WWAN or touch)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>● NeoKylin Linux 32 bit (not available with WWAN or touch)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>● FreeDOS 2.0</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Restore Media—DRDVD:**

- Windows 10 (available with any Windows 10 operating system, required with any Windows 10 Professional downgrade operating system)
- Windows 8.1 (available with any Windows 8.1 operating system, required with any Windows 8.1 Professional downgrade operating system)
- Windows 7 (available with any Windows 7 or Windows 8.1 Professional downgrade operating system)

**Restore Media—OSDVD:**

- Windows 10 OSDVD Downgrade RTF
- Windows 8.1 Professional (Update) 64-bit
- Windows 7 Professional 64-bit (available with any Windows 7 or Windows 8.1 Professional downgrade operating system)
- Windows 7 Professional 32-bit (available with any Windows 7 or Windows 8.1 Professional downgrade operating system)

**Restore Media—SRDVD:**

- Ubuntu Linux
- Ubuntu Kylin Linux
- SRDVD Neokylin Linux

**Certified:**

- Microsoft WHQL

**Web-only support:**

- Windows 10 Enterprise
- Windows 8.1 Enterprise 64
- Windows 8.1 Professional 64
## Serviceability

### Description

<table>
<thead>
<tr>
<th>Description</th>
<th>720 G2 models</th>
<th>820 G2 models</th>
</tr>
</thead>
<tbody>
<tr>
<td>End user replaceable parts:</td>
<td>×</td>
<td>×</td>
</tr>
<tr>
<td>• AC adapter</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Battery (system)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Hard drive</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Keyboard</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Memory module</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Solid-state drive</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• WLAN module</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• WWAN module</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• M.2 (NGFF) Flash cache / SSD</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
2 External component identification

Display

NOTE: Your computer may look slightly different from the illustration in this section.

<table>
<thead>
<tr>
<th>Component</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>(1) WLAN antennas*</td>
<td>Send and receive wireless signals to communicate with wireless local area networks (WLAN).</td>
</tr>
<tr>
<td>(2) WWAN antennas* (select models only)</td>
<td>Send and receive wireless signals to communicate with wireless wide area networks (WWAN).</td>
</tr>
<tr>
<td>(3) Internal microphones</td>
<td>Record sound.</td>
</tr>
<tr>
<td>(4) Webcam light</td>
<td>On: The webcam is in use.</td>
</tr>
<tr>
<td>(5) Webcam</td>
<td>Records video and captures photographs. Some models allow you to video conference and chat online using streaming video. To use the webcam:</td>
</tr>
<tr>
<td>Windows 7:</td>
<td>Select Start &gt; All Programs &gt; Communication and Chat &gt; CyberLink YouCam.</td>
</tr>
<tr>
<td>Windows 8.1:</td>
<td>Access HP Support Assistant. To access HP Support Assistant, from the Start screen, select the HP Support Assistant app.</td>
</tr>
<tr>
<td>Windows 10:</td>
<td>Type camera in the taskbar search box, and then select Camera.</td>
</tr>
</tbody>
</table>
Component | Description
--- | ---
(6) Internal display switch | Turns off the display or initiates Sleep if the display is closed while the power is on.

**NOTE:** The display switch is not visible from the outside of the computer.

*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:

**Windows 7:** Select Start > Help and Support > User Guides.

**Windows 8.1:** From the Start screen, type support, and then select the HP Support Assistant app.

**Windows 10:** Select Start, select All apps, select HP Help and Support, and then select HP Documentation.

---

**Front**

---

Component | Description
--- | ---
(1) Wireless light | On: An integrated wireless device, such as a wireless local area network (WLAN) device and/or a Bluetooth® device, is on.

**NOTE:** On some models, the wireless light is amber when all wireless devices are off.

(2) Power light | - On: The computer is on.
- Blinking: The computer is in the Sleep state, a power-saving 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.

**NOTE:** For select models, the Intel® Rapid Start Technology feature is enabled at the factory. Rapid Start Technology allows your computer to resume quickly from inactivity.

(3) AC adapter/Battery light | - White: The computer is connected to external power and the battery is charged from 90 to 99 percent.
- Amber: The computer is connected to external power and the battery is charged from 0 to 90 percent.
- Blinking amber: A battery that is the only available power source has reached a low battery level. When the battery reaches a critical battery level, the battery light begins blinking rapidly.
<table>
<thead>
<tr>
<th>Component</th>
<th>Description</th>
</tr>
</thead>
</table>
| (4) Hard drive light | ● Off: The battery is fully charged.  
● Blinking white: The hard drive is being accessed.  
● Amber: HP 3D DriveGuard has temporarily parked the hard drive. |

**Right**

![Right Diagram]

<table>
<thead>
<tr>
<th>Component</th>
<th>Description</th>
</tr>
</thead>
</table>
| (1) Audio-out (headphone)/Audio-in (microphone) jack | Connects optional powered stereo speakers, headphones, earbuds, or a headset. Also connects an optional headset microphone. This jack does not support optional microphone-only devices.  
**WARNING!** To reduce the risk of personal injury, adjust the volume before putting on headphones, earbuds, or a headset. For additional safety information, see the *Regulatory, Safety, and Environmental Notices*.  
To access this document:  
**Windows 7:**  
Select **Start > Help and Support > User Guides.**  
**Windows 8.1:**  
From the Start screen, type **support**, and then select the **HP Support Assistant** app.  
—or—  
From the Windows desktop, click the question mark icon in the notification area, at the far right of the taskbar.  
**Windows 10:**  
Select **Start**, select **All apps**, select **HP Help and Support**, and then select **HP Documentation.**  
**NOTE:** When a device is connected to the jack, the computer speakers are disabled.  
**NOTE:** Be sure that the device cable has a 4-conductor connector that supports both audio-out (headphone) and audio-in (microphone). |
<p>| (2) DisplayPort | Connects an optional digital display device, such as a high-performance monitor or projector. |
| (3) USB 3.0 ports | Connect optional USB devices, such as a keyboard, mouse, external drive, printer, scanner or USB hub. |</p>
<table>
<thead>
<tr>
<th>Component</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>(4) Memory card reader</td>
<td>Reads optional memory cards that store, manage, share, or access information.</td>
</tr>
</tbody>
</table>
| (5) RJ-45 (network) jack/lights | Connects a network cable.  
  - Green (left): The network is connected.  
  - Amber (right): Activity is occurring on the network. |
| (6) Docking connector | Connects an optional docking device.                                          |
| (7) Power connector | Connects an AC adapter.                                                      |

**Left**

<table>
<thead>
<tr>
<th>Component</th>
<th>Description</th>
</tr>
</thead>
</table>
| (1) Security cable slot | Attaches an optional security cable to the computer.  
  **NOTE:** The security cable is designed to act as a deterrent, but it may not prevent the computer from being mishandled or stolen. |
| (2) Vents       | 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) External monitor port | Connects an external VGA monitor or projector. |
### Component Description

<table>
<thead>
<tr>
<th>Component</th>
<th>Description</th>
</tr>
</thead>
</table>
| (4) | USB 3.0 charging (powered) port  
| | Connects an optional USB device, such as a keyboard, mouse, external drive, printer, scanner or USB hub. Standard USB ports will not charge all USB devices or will charge using a low current. Some USB devices require power and require you to use a powered port.  
| | **NOTE:** USB charging ports can also charge select models of cell phones and MP3 players, even when the computer is off. |
| (5) | Smart card reader  
| | Supports optional smart cards. |

### Top TouchPad

<table>
<thead>
<tr>
<th>Component</th>
<th>Description</th>
</tr>
</thead>
</table>
| (1) | Pointing stick  
| | Moves the pointer and selects or activates items on the screen. |
| (2) | Left pointing stick button  
| | Functions like the left button on an external mouse. |
| (3) | TouchPad on/off button  
| | Turns the TouchPad on and off. |
| (4) | TouchPad zone  
| | Reads your finger gestures to move the pointer or activate items on the screen.  
| | **NOTE:** The TouchPad also supports edge-swipe gestures. |
| (5) | Left TouchPad button  
| | Functions like the left button on an external mouse. |
| (6) | Right pointing stick button  
| | Functions like the right button on an external mouse. |
| (7) | Right TouchPad button  
| | Functions like the right button on an external mouse. |
## Lights

**NOTE:** Your computer may look slightly different from the illustration in this section.

<table>
<thead>
<tr>
<th>Component</th>
<th>Description</th>
</tr>
</thead>
</table>
| (1) Power light   | - **On:** The computer is on.  
                   | - **Blinking:** The computer is in the Sleep state, a power-saving 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.  
                   | **NOTE:** For select models, the Intel® Rapid Start Technology feature is enabled at the factory. Rapid Start Technology allows your computer to resume quickly from inactivity. |
| (2) Caps lock light | **On:** Caps lock is on, which switches the keys to all capital letters. |
| (3) TouchPad light | - **On:** The TouchPad is off.  
                   | - **Off:** The TouchPad is on. |
| (4) Microphone mute light | - **Amber:** microphone sound is off.  
                   | - **Off:** microphone sound is on. |
| (5) Num lock light | **On:** Num lock is on. |
| (6) Wireless light | **On:** An integrated wireless device, such as a wireless local area network (WLAN) device and/or a Bluetooth® device, is on.  
                   | **NOTE:** On some models, the wireless light is amber when all wireless devices are off. |
| (7) Mute light    | - **Amber:** Computer sound is off.  
                   | - **Off:** Computer sound is on. |
## Buttons, speakers, and fingerprint reader (select models only)

<table>
<thead>
<tr>
<th>Component</th>
<th>Description</th>
</tr>
</thead>
</table>
| (1) Power button | - 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.  

**CAUTION:** Pressing and holding down the power button will result in the loss of unsaved information.  
If the computer has stopped responding and Windows shutdown procedures are ineffective, press and hold the power button for at least 5 seconds to turn off the computer.  

**NOTE:** For select models, the Intel® Rapid Start Technology feature is enabled at the factory. Rapid Start Technology allows your computer to resume quickly from inactivity.  
To learn more about your power settings, see your power options:  
**Windows 7:** Select **Start > Control Panel > System and Security > Power Options.**  
**Windows 8.1:** From the Start screen, type **power**, select **Power and sleep settings**, and then select **Power and sleep** from the list of applications.  
**Windows 10:** Type **power** in the taskbar search box, and then select **Power and sleep settings.**  
- or -  
Right-click the **Start** button, and then select **Power Options.** |
<p>| (2) Speakers | Produce sound. |</p>
<table>
<thead>
<tr>
<th>Component</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>(3)</td>
<td>Wireless button</td>
</tr>
<tr>
<td>(4)</td>
<td>Volume mute button</td>
</tr>
<tr>
<td>(5)</td>
<td>Fingerprint reader (select models only)</td>
</tr>
</tbody>
</table>

### Keys

**NOTE:** Your computer may look slightly different from the illustration in this section.

![Keyboard Diagram](image)

<table>
<thead>
<tr>
<th>Component</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>(1)</td>
<td>esc key</td>
</tr>
<tr>
<td>(2)</td>
<td>fn key</td>
</tr>
</tbody>
</table>
| (3)       | Windows key | Windows 7: Displays the Windows Start menu.  
Windows 8.1: 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.  
Windows 10: Opens the Windows Start menu.  
**NOTE:** Pressing the Windows key again will close the Start menu. |
| (4)       | Function keys | Execute frequently used system functions when pressed in combination with the fn key. |
| (5)       | Embedded numeric keypad | When the keypad is turned on, it can be used like an external numeric keypad.  
Each key on the keypad performs the function indicated by the icon in the upper-right corner of the key. |
<table>
<thead>
<tr>
<th>Component</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>(6) ![Image](131x682 to 156x707)</td>
<td>Windows applications key</td>
</tr>
<tr>
<td></td>
<td><strong>Windows 7</strong>: Displays a shortcut menu for items beneath the cursor.</td>
</tr>
<tr>
<td></td>
<td><strong>Windows 8.1</strong>: Displays options for a selected object.</td>
</tr>
<tr>
<td></td>
<td><strong>Windows 10</strong>: Displays options for a selected object.</td>
</tr>
<tr>
<td>(7) <img src="104x700" alt="Image" /> <img src="274x708" alt="Image" /> num lk key</td>
<td>Turns the embedded numeric keypad on and off when pressed in combination with the fn key.</td>
</tr>
<tr>
<td></td>
<td>Alternates between the navigational and numeric functions on the embedded numeric keypad.</td>
</tr>
</tbody>
</table>
### Component Identification

<table>
<thead>
<tr>
<th>Component</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>(1) Accessory battery connector (select models only)</td>
<td>Connects an optional accessory battery.</td>
</tr>
<tr>
<td>(2) Service door</td>
<td>Provides access to the hard drive bay, the wireless LAN (WLAN) module slot, the WWAN module slot, and the memory module slots.</td>
</tr>
</tbody>
</table>

**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 computer functionality, and then contact support through HP Support Assistant.

To access Help and Support in **Windows 7**, select **Start > Help and Support**.

To access HP Support Assistant in **Windows 8.1**, from the Start screen, select the **HP Support Assistant** app.

**Windows 10:** Type **support** in the taskbar search box, and then select the **HP Support Assistant** app.

- or -

Click the question mark icon in the taskbar.
<table>
<thead>
<tr>
<th>Component</th>
<th>Description</th>
</tr>
</thead>
</table>
| (3) ![Service door release latch](image) | Service door release latch  
Releases the service door. |
| (4) ![Service door release lock](image) | Service door release lock  
Locks the service door. |
| (5) ![Vents](image) | 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. |
| (6) ![SIM slot](image) | SIM slot (select models only)  
Supports a wireless subscriber identity module (SIM). The SIM slot is located inside the battery bay. |

### Locating the serial number, product number, and model number

The serial number, product number, and model number of your computer are located on the rear of the computer. You may need the information when you travel internationally or when you contact support.
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 major components
<table>
<thead>
<tr>
<th>Item</th>
<th>Component</th>
<th>Spare part number</th>
</tr>
</thead>
<tbody>
<tr>
<td>(1)</td>
<td><strong>Display assembly:</strong> The TouchScreen display assembly is spared as a whole unit replacement.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>12.5-in, AntiGlare, FHD, LED, UWVA, TouchScreen display assembly</td>
<td>781838-001</td>
</tr>
<tr>
<td></td>
<td>The non-TouchScreen display assembly is spared at the subcomponent level only. For more display assembly spare part information, see <a href="#">Display assembly components on page 26</a>.</td>
<td></td>
</tr>
<tr>
<td>(2)</td>
<td><strong>Keyboard</strong> with backlight (includes backlight cable and keyboard cable):</td>
<td></td>
</tr>
<tr>
<td></td>
<td>For use in models with a backlight keyboard:</td>
<td></td>
</tr>
<tr>
<td></td>
<td>For use in Belgium</td>
<td>776452-A41</td>
</tr>
<tr>
<td></td>
<td>For use in Brazil</td>
<td>776452-201</td>
</tr>
<tr>
<td></td>
<td>For use in Bulgaria</td>
<td>776452-261</td>
</tr>
<tr>
<td></td>
<td>For use in Canada</td>
<td>776452-081</td>
</tr>
<tr>
<td></td>
<td>For use in the Czech Republic and Slovakia</td>
<td>776452-F1</td>
</tr>
<tr>
<td></td>
<td>For use in Denmark</td>
<td>776452-081</td>
</tr>
<tr>
<td></td>
<td>For use in France</td>
<td>776452-051</td>
</tr>
<tr>
<td></td>
<td>For use in Germany</td>
<td>776452-041</td>
</tr>
<tr>
<td></td>
<td>For use in Greece</td>
<td>776452-151</td>
</tr>
<tr>
<td></td>
<td>For use in Hungary</td>
<td>776452-211</td>
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<td>For use in Iceland</td>
<td>776452-001</td>
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<td>For use in India</td>
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<td>For use in Israel</td>
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<td>For use in Japan</td>
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<td>For use in Latin America</td>
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<td></td>
<td>For use in the Netherlands</td>
<td>776452-B31</td>
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<td></td>
<td>For use in Northwest Africa</td>
<td>776452-FP1</td>
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<td>For use in Norway</td>
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<td>For use in Portugal</td>
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<td>For use in Russia</td>
<td>776452-251</td>
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<td></td>
<td>For use in Saudi Arabia</td>
<td>776452-171</td>
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<td>For use in Slovenia</td>
<td>776452-8A1</td>
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<tr>
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<td>For use in South Korea</td>
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<td>For use in Spain</td>
<td>776452-071</td>
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<td></td>
<td>For use in Sweden and Finland</td>
<td>776452-B71</td>
</tr>
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<td></td>
<td>For use in Switzerland</td>
<td>776452-BG1</td>
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<td>Item</td>
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<tr>
<td>For use in Taiwan</td>
<td>776452-AB1</td>
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<td>For use in Thailand</td>
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<td>For use in Turkey</td>
<td>776452-141</td>
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<td>For use in the United Kingdom</td>
<td>776452-031</td>
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<tr>
<td>For use in the United States</td>
<td>776452-001</td>
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</table>

**Keyboard** without backlight (includes keyboard cable):

<table>
<thead>
<tr>
<th>Item</th>
<th>Component</th>
<th>Spare part number</th>
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<tbody>
<tr>
<td>For use in Belgium</td>
<td>776451-A41</td>
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<td>For use in Brazil</td>
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<td>For use in Bulgaria</td>
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<td>For use in Canada</td>
<td>776451-D81</td>
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<tr>
<td>For use in the Czech Republic and Slovakia</td>
<td>776451-FL1</td>
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<tr>
<td>For use in Denmark</td>
<td>776451-081</td>
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<tr>
<td>For use in France</td>
<td>776451-051</td>
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<tr>
<td>For use in Germany</td>
<td>776451-041</td>
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<tr>
<td>For use in Greece</td>
<td>776451-151</td>
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<td>For use in Hungary</td>
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<td>For use in Iceland</td>
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<td>For use in India</td>
<td>776451-D61</td>
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<td>For use in Latin America</td>
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<tr>
<td>For use in the Netherlands</td>
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<td>For use in Northwest Africa</td>
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<td>For use in Portugal</td>
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<td>For use in Romania</td>
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<td>For use in Russia</td>
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<tr>
<td>For use in Saudi Arabia</td>
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<td>For use in Slovenia</td>
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<td>For use in South Korea</td>
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<tr>
<td>For use in Spain</td>
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<tr>
<td>For use in Sweden and Finland</td>
<td>776451-B71</td>
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<tr>
<td>Item</td>
<td>Component</td>
<td>Spare part number</td>
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<td>Item</td>
<td></td>
</tr>
<tr>
<td>15</td>
<td>Item</td>
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</tbody>
</table>

**RTC battery** (includes cable and double-sided adhesive)  
Spare part number: 702853-001

**Top cover**  
Spare part number: 783215-001

**Power button board** (includes cable)  
Spare part number: 730552-001

**NFC module**  
Spare part number: 781862-001

**Card reader board** (includes cable)  
Spare part number: 781841-001

**Fingerprint reader board** (includes bracket and cable)  
Spare part number: 730554-001

**Speaker assembly** (includes left and right speakers and cables)  
Spare part number: 730555-001

**TouchPad** (includes cable)  
Spare part number: 781859-001

For use in models without NFC  
Spare part number: 781859-001

For use in models with NFC; includes NFC antenna  
Spare part number: 781860-001

**Heat sink** (includes replacement thermal material):  
Spare part number: 730556-001

**Fan** (includes cable):  
Spare part number: 730547-001

**System board**, equipped with:  
(includes a graphics subsystem with UMA memory and replacement thermal material)

All system boards use the following part numbers:

xxxxxx-001: Windows 7 or non-Windows operating systems  
xxxxxx-501: Windows 8.1 Standard operating system  
xxxxxx-601: Windows 8.1 or Windows 10 operating system

Intel Core i7-5600U processor  
Spare part number: 781858-xxx

Intel Core i7-5500U processor  
Spare part number: 781857-xxx

Intel Core i5-5300U processor  
Spare part number: 781856-xxx

Intel Core i5-5200U processor  
Spare part number: 781855-xxx

Intel Core i3-5010U processor  
Spare part number: 781854-xxx

**Base enclosure** (includes RJ-45 cover, rubber feet, and service cover eject latch assembly):  
Spare part number: 765603-001

**Rubber Kit** (not illustrated, includes base enclosure rubber screw covers)  
Spare part number: 730550-001

**Hard drive** (does not include hard drive bracket, hard drive connector adapter, or screws):  

**NOTE:** The hard drive bracket, hard drive connector adapter, and screws are included in the Hard Drive Hardware Kit, spare part number 730539-001.

1-TB, 5400-rpm, SATA, 7.0-mm hard drive  
Spare part number: 762990-001
<table>
<thead>
<tr>
<th>Item</th>
<th>Component</th>
<th>Spare part number</th>
</tr>
</thead>
<tbody>
<tr>
<td>500-GB, 7200-rpm, SATA, 7.0-mm hard drive</td>
<td>703267-001</td>
<td></td>
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<tr>
<td>500-GB, 7200-rpm, SED, 7.0-mm hard drive</td>
<td>703268-001</td>
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<tr>
<td>500-GB, 5400-rpm, SATA, FIPS, 7.0-mm hard drive</td>
<td>730946-001</td>
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<tr>
<td>500-GB, 5400-rpm, SATA, 7.0-mm, hybrid SSD hard drive</td>
<td>732000-001</td>
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<tr>
<td>320-GB, 7200-rpm, SATA, 7.0-mm hard drive</td>
<td>778184-001</td>
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<tr>
<td><strong>Battery:</strong></td>
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<td></td>
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<tr>
<td>3-cell, 46-WHr, 4.15-AHr, Li-ion battery</td>
<td>717378-001</td>
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<tr>
<td>3-cell, 26-WHr, 2.50-AHr, Li-ion battery</td>
<td>717377-001</td>
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<tr>
<td><strong>Memory module (PCL3, 12800, 1600-MHz):</strong></td>
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<tr>
<td>8 GB</td>
<td>693374-001</td>
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<tr>
<td>4 GB</td>
<td>691740-001</td>
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<tr>
<td><strong>WWAN module:</strong></td>
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<tr>
<td>HP hs3110 HSPA+ Mobile Broadband Module</td>
<td>822828-001</td>
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<tr>
<td>HP lt4112 LTE/HSPA+ Mobile Broadband Module</td>
<td>790198-001</td>
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<tr>
<td>HP lt4211 LTE/EV-DO/HSPA+ Mobile Broadband Module</td>
<td>793116-001</td>
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<tr>
<td><strong>Solid-state drive:</strong></td>
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<tr>
<td><strong>NOTE:</strong> M.2 drive shown</td>
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<tr>
<td>512-GB, SATA-3, solid-state drive</td>
<td>781850-001</td>
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<tr>
<td>512-GB, SATA-3, solid-state drive, TLC</td>
<td>834733-001</td>
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<tr>
<td>256-GB, SATA-3, SED, Opal 2, solid-state drive</td>
<td>781849-001</td>
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<tr>
<td>256-GB, SATA-3, SATA-3, TLC, solid-state drive</td>
<td>798956-001</td>
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<tr>
<td>256-GB, M.2, PCIe, solid-state drive</td>
<td>781853-001</td>
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<tr>
<td>240-GB, SATA-3, solid-state drive</td>
<td>781847-001</td>
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<tr>
<td>180-GB, SATA-3, SED, Opal 2, solid-state drive</td>
<td>781846-001</td>
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<tr>
<td>180-GB, SATA-3, solid-state drive</td>
<td>781843-001</td>
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<tr>
<td>128-GB, SATA-3, TLC, solid-state drive</td>
<td>798955-001</td>
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<tr>
<td>128-GB, SATA-3, solid-state drive</td>
<td>781842-001</td>
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<tr>
<td>120-GB, SATA-3, M.2, solid-state drive</td>
<td>781852-001</td>
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<tr>
<td>32-GB, SATA-3, M.2, solid-state drive</td>
<td>781851-001</td>
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<tr>
<td><strong>WLAN module:</strong></td>
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<tr>
<td>Intel Dual Band Wireless-AC 7265AN 802.11 a/b/g/n 2×2 WiFi + Bluetooth 4.0 WLAN module</td>
<td>756748-001</td>
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<tr>
<td>Intel Dual Band Wireless-N 7265 802.11 a/c 2×2 WiFi + Bluetooth 4.0 Combo Adapter</td>
<td>756749-001</td>
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<tr>
<td>Intel Dual Band Wireless-N 7265 802.11 a/c 2×2 WiFi + Bluetooth 4.0 Combo Adapter for use in Indonesia</td>
<td>783721-001</td>
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<tr>
<td>Intel Dual Band Wireless-AC 3160 802.11 a/b/g/n+a/c 2×2 WiFi Adapter</td>
<td>784644-001</td>
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Plastics Kit

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<tr>
<th>Item</th>
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<tbody>
<tr>
<td>(21)</td>
<td>Service cover (includes rubber feet):</td>
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<tr>
<td></td>
<td>For use in 820 G2 models</td>
<td>781836-001</td>
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<tr>
<td></td>
<td>For use in 720 G2 models</td>
<td>790080-001</td>
</tr>
<tr>
<td></td>
<td>For use only on RCTO models</td>
<td>797517-001</td>
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Plastics Kit, includes:

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<th>Item</th>
<th>Component</th>
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</thead>
<tbody>
<tr>
<td>(1)</td>
<td>Card reader bezel</td>
<td>730562-001</td>
</tr>
<tr>
<td>(2)</td>
<td>Display cable connector bracket</td>
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</tr>
<tr>
<td>(3)</td>
<td>Fingerprint reader cover</td>
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<tr>
<td>(4)</td>
<td>RJ-45 cover</td>
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<tr>
<td>(5a)</td>
<td>Service cover release latch actuator</td>
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</tr>
<tr>
<td>(5b)</td>
<td>Service cover release latch arm</td>
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</tr>
<tr>
<td></td>
<td>Service cover release latch spring (not illustrated)</td>
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</table>
## Display assembly components

**NOTE:** The display assembly components listed in this section are for use only on computer models equipped with a non-TouchScreen display assembly.

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<thead>
<tr>
<th>Item</th>
<th>Component</th>
<th>Spare part number</th>
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</thead>
<tbody>
<tr>
<td>(1)</td>
<td>Display bezel:</td>
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</tr>
<tr>
<td></td>
<td>For use on 720 G2 models with an HD display panel</td>
<td>786930-001</td>
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<tr>
<td></td>
<td>For use on 720 G2 models with an FHD display panel</td>
<td>790381-001</td>
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<tr>
<td></td>
<td>For use on 820 G2 models with an HD display panel</td>
<td>730544-001</td>
</tr>
<tr>
<td></td>
<td>For use on 820 G2 models with an FHD display panel</td>
<td>781837-001</td>
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<tr>
<td>(2)</td>
<td>Webcam/microphone module (includes double-sided adhesive):</td>
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<td></td>
<td></td>
<td>781861-001</td>
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<tr>
<td>Item</td>
<td>Component</td>
<td>Spare part number</td>
</tr>
<tr>
<td>------</td>
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<td>------------------</td>
</tr>
<tr>
<td>Microphone module <em>(includes double-sided adhesive)</em></td>
<td>730795-001</td>
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<tr>
<td><strong>(3)</strong> Display panel:</td>
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<tr>
<td></td>
<td>12.5-in, AG, FHD, LED, UWVA display panel</td>
<td>781864-001</td>
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<tr>
<td></td>
<td>12.5-in, AG, HD, LED, SVA display panel</td>
<td>781863-001</td>
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<tr>
<td><strong>(4)</strong> Display Hinge Kit <em>(includes left and right display hinges):</em></td>
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<tr>
<td></td>
<td>For use only on computer models equipped with an FHD display</td>
<td>775895-001</td>
</tr>
<tr>
<td></td>
<td>For use only on computer models equipped with an HD display</td>
<td>730543-001</td>
</tr>
<tr>
<td><strong>(5)</strong> Display Cable Kit <em>(includes display panel cable and webcam/microphone module cable)</em></td>
<td>730537-001</td>
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<tr>
<td><strong>Antenna Kit, includes:</strong></td>
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<td></td>
</tr>
<tr>
<td><strong>(6)</strong> WLAN antenna cables and transceivers</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>(7)</strong> WWAN antenna cables and transceivers</td>
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<td></td>
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<tr>
<td></td>
<td>For use only on computer models equipped with an HD display</td>
<td>781834-001</td>
</tr>
<tr>
<td></td>
<td>For use only on computer models equipped with an FHD display</td>
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<tr>
<td><strong>(8)</strong> Display enclosure:</td>
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<td></td>
<td>For use only on computer models equipped with an HD display</td>
<td>775893-001</td>
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<tr>
<td></td>
<td>For use only on computer models equipped with an FHD display</td>
<td>730561-001</td>
</tr>
<tr>
<td><strong>Display Panel Support Kit</strong> <em>(not illustrated, includes display enclosure, WLAN antenna cables and transceivers, and WWAN antenna cables and transceivers):</em></td>
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<td></td>
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<tr>
<td></td>
<td>For use only on computer models equipped with an HD display</td>
<td>781839-001</td>
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<tr>
<td></td>
<td>For use only on computer models equipped with an FHD display</td>
<td>781840-001</td>
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## Mass storage devices

<table>
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<th>Component</th>
<th>Spare part number</th>
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</thead>
<tbody>
<tr>
<td>(1)</td>
<td><strong>Hard drive</strong> (does not include hard drive bracket, hard drive connector adapter, or screws):</td>
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</tr>
<tr>
<td></td>
<td><strong>NOTE:</strong> The hard drive bracket, hard drive connector adapter, and screws are included in the Hard Drive Hardware Kit, spare part number 730539-001.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>1-TB, 5400-rpm, SATA, 7.0-mm hard drive</td>
<td>762990-001</td>
</tr>
<tr>
<td></td>
<td>500-GB, 7200-rpm, SATA, 7.0-mm hard drive</td>
<td>703267-001</td>
</tr>
<tr>
<td></td>
<td>500-GB, 7200-rpm, SED, 7.0-mm hard drive</td>
<td>703268-001</td>
</tr>
<tr>
<td></td>
<td>500-GB, 5400-rpm, SATA, FIPS, 7.0-mm hard drive</td>
<td>730946-001</td>
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<tr>
<td></td>
<td>500-GB, 5400-rpm, SATA, 7.0-mm, hybrid SSD hard drive</td>
<td>732000-001</td>
</tr>
<tr>
<td></td>
<td>320-GB, 7200-rpm, SATA, 7.0-mm hard drive</td>
<td>778184-001</td>
</tr>
<tr>
<td></td>
<td><strong>Solid-state drive, 2.5-inch</strong> (does not include hard drive bracket, hard drive connector adapter, or screws):</td>
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<tr>
<td></td>
<td><strong>NOTE:</strong> The hard drive bracket, hard drive connector adapter, and screws are included in the Hard Drive Hardware Kit.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>512-GB, SATA-3, solid-state drive</td>
<td>781850-001</td>
</tr>
<tr>
<td></td>
<td>512-GB, SATA-3, solid-state drive, TLC</td>
<td>834733-001</td>
</tr>
<tr>
<td></td>
<td>256-GB, SATA-3, SED, Opal 2, solid-state drive</td>
<td>781849-001</td>
</tr>
<tr>
<td></td>
<td>256-GB, SATA-3, TLC, solid-state drive</td>
<td>798956-001</td>
</tr>
<tr>
<td></td>
<td>256-GB, M.2, PCIe, solid-state drive</td>
<td>781853-001</td>
</tr>
<tr>
<td></td>
<td>240-GB, SATA-3, solid-state drive</td>
<td>781847-001</td>
</tr>
<tr>
<td></td>
<td>180-GB, SATA-3, SED, Opal 2, solid-state drive</td>
<td>781846-001</td>
</tr>
<tr>
<td></td>
<td>180-GB, SATA-3, solid-state drive</td>
<td>781843-001</td>
</tr>
<tr>
<td>Item</td>
<td>Component</td>
<td>Spare part number</td>
</tr>
<tr>
<td>------</td>
<td>-----------</td>
<td>------------------</td>
</tr>
<tr>
<td>128-GB, SATA-3, TLC, solid-state drive</td>
<td></td>
<td>798955-001</td>
</tr>
<tr>
<td>128-GB, SATA-3, solid-state drive</td>
<td></td>
<td>781842-001</td>
</tr>
<tr>
<td><strong>M.2 solid-state drive</strong> (not illustrated)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>120-GB, SATA-3, M.2 solid-state drive</td>
<td></td>
<td>781852-001</td>
</tr>
<tr>
<td>32-GB, SATA-3, M.2, solid-state drive</td>
<td></td>
<td>781851-001</td>
</tr>
<tr>
<td><strong>Hard drive hardware kit</strong> (does not include hard drive bracket, hard drive connector adapter, or screws):</td>
<td></td>
<td>730539-001</td>
</tr>
<tr>
<td><strong>NOTE:</strong> The hard drive bracket, hard drive connector adapter, and screws are included in the Hard Drive Hardware Kit.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>(2a)</td>
<td>Hard drive bracket</td>
<td></td>
</tr>
<tr>
<td>(2b)</td>
<td>Hard drive connector adapter</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Hard drive screws (not illustrated)</td>
<td></td>
</tr>
</tbody>
</table>

### Miscellaneous parts

<table>
<thead>
<tr>
<th>Component</th>
<th>Spare part number</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>AC adapter:</strong></td>
<td></td>
</tr>
<tr>
<td>65-W HP Smart adapter (EM, RC/V, 3-wire, 4.5-mm)</td>
<td>693710-001</td>
</tr>
<tr>
<td>65-W HP Smart adapter (non-PFC, 3-wire, 4.5-mm)</td>
<td>693711-001</td>
</tr>
<tr>
<td>45-W HP Smart adapter (non-PFC, RC, 7.4-mm)</td>
<td>744893-001</td>
</tr>
<tr>
<td>45-W HP Smart adapter (non-PFC, RC, 3-wire, 4.5-mm)</td>
<td>721092-001</td>
</tr>
<tr>
<td>45-W HP Smart adapter (non-PFC, RC, 2-wire, 4.5-mm)</td>
<td>742437-001</td>
</tr>
<tr>
<td><strong>65-W, 3-pin to standard connector</strong> (converts 3-pin Smart power connector to standard/legacy power connector)</td>
<td>414135-001</td>
</tr>
<tr>
<td><strong>Smart AC adapter dongle, 7.4mm</strong></td>
<td>734734-001</td>
</tr>
<tr>
<td><strong>HP DisplayPort-to-HDMI 1.4 adapter</strong></td>
<td>749288-001</td>
</tr>
<tr>
<td><strong>Carrying case:</strong></td>
<td></td>
</tr>
<tr>
<td>HP Essential top-load carrying case</td>
<td>679921-001</td>
</tr>
<tr>
<td>HP business top-load carrying case</td>
<td>718550-001</td>
</tr>
<tr>
<td><strong>HP 2013 UltraSlim Docking Station</strong></td>
<td>732252-001</td>
</tr>
<tr>
<td><strong>HP Mobile Connect SIM module</strong></td>
<td>714749-001</td>
</tr>
<tr>
<td><strong>Lock:</strong></td>
<td></td>
</tr>
<tr>
<td>HP docking station cable lock</td>
<td>575921-001</td>
</tr>
<tr>
<td>HP ultraslim keyed cable lock</td>
<td>703372-001</td>
</tr>
<tr>
<td><strong>Mouse:</strong></td>
<td></td>
</tr>
<tr>
<td>HP comfort-grip wireless mouse</td>
<td>691922-001</td>
</tr>
<tr>
<td>Component</td>
<td>Spare part number</td>
</tr>
<tr>
<td>-----------------------------------------------</td>
<td>-------------------</td>
</tr>
<tr>
<td>HP USB laser mouse</td>
<td>674318-001</td>
</tr>
<tr>
<td>HP USB travel mouse</td>
<td>757770-001</td>
</tr>
<tr>
<td><strong>Power cord</strong> (3-pin, black, 1.83-m):</td>
<td></td>
</tr>
<tr>
<td>For use in Argentina</td>
<td>490371-001</td>
</tr>
<tr>
<td>For use in Australia</td>
<td>490371-011</td>
</tr>
<tr>
<td>For use in Brazil</td>
<td>490371-202</td>
</tr>
<tr>
<td>For use in Denmark</td>
<td>490371-081</td>
</tr>
<tr>
<td>For use in Europe</td>
<td>490371-021</td>
</tr>
<tr>
<td>For use in India</td>
<td>490371-061</td>
</tr>
<tr>
<td>For use in Israel</td>
<td>490371-BB1</td>
</tr>
<tr>
<td>For use in Italy</td>
<td>490371-061</td>
</tr>
<tr>
<td>For use in Japan</td>
<td>490371-291</td>
</tr>
<tr>
<td>For use in North America</td>
<td>490371-001</td>
</tr>
<tr>
<td>For use in the People's Republic of China</td>
<td>490371-AA1</td>
</tr>
<tr>
<td>For use in South Africa</td>
<td>490371-AR1</td>
</tr>
<tr>
<td>For use in South Korea</td>
<td>490371-AD1</td>
</tr>
<tr>
<td>For use in Switzerland</td>
<td>490371-111</td>
</tr>
<tr>
<td>For use in Taiwan</td>
<td>490371-AB1</td>
</tr>
<tr>
<td>For use in Thailand</td>
<td>490371-201</td>
</tr>
<tr>
<td>For use in the United Kingdom and Singapore</td>
<td>490371-031</td>
</tr>
<tr>
<td><strong>Power cord</strong> (3-pin, black, 1.00-m):</td>
<td></td>
</tr>
<tr>
<td>For use in Argentina</td>
<td>755530-001</td>
</tr>
<tr>
<td>For use in Australia</td>
<td>755530-011</td>
</tr>
<tr>
<td>For use in Brazil</td>
<td>755530-202</td>
</tr>
<tr>
<td>For use in Denmark</td>
<td>755530-081</td>
</tr>
<tr>
<td>For use in Europe</td>
<td>755530-021</td>
</tr>
<tr>
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<td>For use in Italy</td>
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<tr>
<td>For use in Japan</td>
<td>755530-291</td>
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<td>For use in North America</td>
<td>755530-001</td>
</tr>
<tr>
<td>For use in the People's Republic of China</td>
<td>755530-AA1</td>
</tr>
<tr>
<td>For use in South Africa</td>
<td>755530-AR1</td>
</tr>
<tr>
<td>For use in South Korea</td>
<td>755530-AD1</td>
</tr>
<tr>
<td>Component</td>
<td>Spare part number</td>
</tr>
<tr>
<td>----------------------------------------------------------</td>
<td>-------------------</td>
</tr>
<tr>
<td>For use in Switzerland</td>
<td>755530-111</td>
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<td>For use in Taiwan</td>
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<tr>
<td>For use in Thailand</td>
<td>755530-201</td>
</tr>
<tr>
<td>For use in the United Kingdom and Singapore</td>
<td>755530-031</td>
</tr>
<tr>
<td><strong>Power cord</strong> for use in Japan (2-pin, black, 1.00-m):</td>
<td>762689-291</td>
</tr>
<tr>
<td><strong>Screw Kit</strong></td>
<td>730553-001</td>
</tr>
<tr>
<td><strong>Mylar tape</strong></td>
<td>828770-001</td>
</tr>
<tr>
<td><strong>Pointing stick covers, black (20 pieces)</strong></td>
<td>804089-001</td>
</tr>
</tbody>
</table>
4 Removal and replacement preliminary requirements

Tools required

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

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

Service considerations

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

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

Plastic parts

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

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

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

Drive handling

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

Before removing or inserting a hard drive, shut down the computer. If you are unsure whether the computer is off or in Hibernation, turn the computer on, and then shut it down through the operating system.

Before handling a drive, be sure that you are discharged of static electricity. While handling a drive, avoid touching the connector.

Before removing a diskette drive or optical drive, be sure that a diskette or disc is not in the drive and be sure that the optical drive tray is closed.

Handle drives on surfaces covered with at least one inch of shock-proof foam.

Avoid dropping drives from any height onto any surface.

After removing a hard drive, an optical drive, or a diskette drive, place it in a static-proof bag.

Avoid exposing an internal hard drive to products that have magnetic fields, such as monitors or speakers.

Avoid exposing a drive to temperature extremes or liquids.

If a drive must be mailed, place the drive in a bubble pack mailer or other suitable form of protective packaging and label the package “FRAGILE.”

Grounding guidelines

Electrostatic discharge damage

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

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

An electronic device exposed to ESD may not be affected at all and can work perfectly throughout a normal cycle. Or the device may function normally for a while, then degrade in the internal layers, reducing its life expectancy.
⚠️ **CAUTION:** To prevent damage to the computer when you are removing or installing internal components, observe these precautions:

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

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

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

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

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

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

<table>
<thead>
<tr>
<th>Event</th>
<th>Relative humidity</th>
</tr>
</thead>
<tbody>
<tr>
<td>Typical electrostatic voltage levels</td>
<td></td>
</tr>
<tr>
<td></td>
<td>10%</td>
</tr>
<tr>
<td>Walking across carpet</td>
<td>35,000 V</td>
</tr>
<tr>
<td>Walking across vinyl floor</td>
<td>12,000 V</td>
</tr>
<tr>
<td>Motions of bench worker</td>
<td>6,000 V</td>
</tr>
<tr>
<td>Removing DIPS from plastic tube</td>
<td>2,000 V</td>
</tr>
<tr>
<td>Removing DIPS from vinyl tray</td>
<td>11,500 V</td>
</tr>
<tr>
<td>Removing DIPS from Styrofoam</td>
<td>14,500 V</td>
</tr>
<tr>
<td>Removing bubble pack from PCB</td>
<td>26,500 V</td>
</tr>
<tr>
<td>Packing PCBs in foam-lined box</td>
<td>21,000 V</td>
</tr>
</tbody>
</table>
Packaging and transporting guidelines

Follow these grounding guidelines when packaging and transporting equipment:

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

Workstation guidelines

Follow these grounding workstation guidelines:

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

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

- When seated, wear a wrist strap connected to a grounded system. Wrist straps are flexible straps with a minimum of one megohm ±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 computerop 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.

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

NOTE: The Customer Self-Repair program is not available in all locations. Installing a part not supported by the Customer Self-Repair program may void your warranty. Check your warranty to determine if Customer Self-Repair is supported in your location.

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.

Component replacement procedures

This chapter provides removal and replacement procedures for Authorized Service Provider only parts. There are as many as 15 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.

Service cover

NOTE: The service cover spare part kit includes rubber feet.

<table>
<thead>
<tr>
<th>Description</th>
<th>Spare part number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service cover for use in 820 G2 models</td>
<td>781836-001</td>
</tr>
<tr>
<td>Service cover for use in 720 G2 models</td>
<td>790080-001</td>
</tr>
<tr>
<td>Service cover for use only on RCTO models</td>
<td>797517-001</td>
</tr>
</tbody>
</table>

Before removing the 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.

Remove the service cover:

1. Turn the computer upside down, with the rear toward you.
2. Slide the service cover release latch (1) to gain access to the service cover security screw.
3. Remove the Phillips PM2.0×4.5 security screw (2) (if present).

NOTE: The service cover includes a threaded receptacle for storing the security screw.

4. Slide the service cover release latch a second time (3) to release the service cover.
5. Release the service cover (4) by sliding it forward.
6. Remove the service cover (5).

Reverse this procedure to install the service cover.
Battery

<table>
<thead>
<tr>
<th>Description</th>
<th>Spare part number</th>
</tr>
</thead>
<tbody>
<tr>
<td>3-cell, 46-WHr, 4.15-AHr, Li-ion battery</td>
<td>717378-001</td>
</tr>
<tr>
<td>3-cell, 26-WHr, 2.50-AHr, Li-ion battery</td>
<td>717377-001</td>
</tr>
</tbody>
</table>

Before removing the battery, 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 service cover (see Service cover on page 37).

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

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

Remove the battery:

1. Slide the battery lock latches (1) to unlock the battery.
2. Use the release tab (2) to lift the rear edge of the battery (3) until the battery rests at an angle.

3. Remove the battery.

Reverse this procedure to install the battery.
### Hard drive/solid-state drive

**NOTE:** Hard drive or solid-state drive spare part kits do not include the hard drive bracket, hard drive connector adapter, or screws. The hard drive bracket, hard drive connector adapter, and screws are included in the Hard Drive Hardware Kit, spare part number 730539-001.

<table>
<thead>
<tr>
<th>Description</th>
<th>Spare part number</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Hard drive</strong> (does not include hard drive bracket, hard drive connector adapter, or screws):</td>
<td></td>
</tr>
<tr>
<td>NOTE: The hard drive bracket, hard drive connector adapter, and screws are included in the Hard Drive Hardware Kit, spare part number 730539-001.</td>
<td></td>
</tr>
<tr>
<td>1-TB, 5400-rpm, SATA, 7.0-mm hard drive</td>
<td>762990-001</td>
</tr>
<tr>
<td>500-GB, 7200-rpm, SATA, 7.0-mm hard drive</td>
<td>703267-001</td>
</tr>
<tr>
<td>500-GB, 7200-rpm, SED, 7.0-mm hard drive</td>
<td>703268-001</td>
</tr>
<tr>
<td>500-GB, 5400-rpm, SATA, FIPS, 7.0-mm hard drive</td>
<td>730946-001</td>
</tr>
<tr>
<td>500-GB, 5400-rpm, SATA, 7.0-mm, hybrid SSD hard drive</td>
<td>732000-001</td>
</tr>
<tr>
<td>320-GB, 7200-rpm, SATA, 7.0-mm hard drive</td>
<td>778184-001</td>
</tr>
<tr>
<td><strong>Solid-state drive, 2.5-inch</strong> (does not include hard drive bracket, hard drive connector adapter, or screws):</td>
<td></td>
</tr>
<tr>
<td>NOTE: The hard drive bracket, hard drive connector adapter, and screws are included in the Hard Drive Hardware Kit.</td>
<td></td>
</tr>
<tr>
<td>512-GB, SATA-3, solid-state drive</td>
<td>781850-001</td>
</tr>
<tr>
<td>512-GB, SATA-3, solid-state drive, TLC</td>
<td>834733-001</td>
</tr>
<tr>
<td>256-GB, SATA-3, SED, Opal 2, solid-state drive</td>
<td>781849-001</td>
</tr>
<tr>
<td>256-GB, SATA-3, TLC, solid-state drive</td>
<td>798956-001</td>
</tr>
<tr>
<td>256-GB, M.2, PCIe, solid-state drive</td>
<td>781853-001</td>
</tr>
<tr>
<td>240-GB, SATA-3, solid-state drive</td>
<td>781847-001</td>
</tr>
<tr>
<td>180-GB, SATA-3, SED, Opal 2, solid-state drive</td>
<td>781846-001</td>
</tr>
<tr>
<td>180-GB, SATA-3, solid-state drive</td>
<td>781843-001</td>
</tr>
<tr>
<td>128-GB, SATA-3, TLC, solid-state drive</td>
<td>798955-001</td>
</tr>
<tr>
<td>128-GB, SATA-3, solid-state drive</td>
<td>781842-001</td>
</tr>
</tbody>
</table>

Before removing the battery, 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 service cover (see Service cover on page 37).
5. Remove the battery (see Battery on page 39).

Remove the hard drive:

1. Loosen the four Phillips captive screws (1) that secure the hard drive to the computer.
2. Use the release tab (2) to remove the hard drive.

3. If it is necessary to disassemble the hard drive, perform the following steps:
   a. Position the hard drive with the rear toward you.
   b. Remove the four Phillips PM2.75×3.5 screws (1) that secure the hard drive bracket to the hard drive.
   c. Remove the hard drive bracket (2) from the hard drive.
d. Remove the hard drive connector adapter (3) from the hard drive.

The hard drive bracket, hard drive connector adapter, and screws are available in the Hard Drive Hardware Kit, spare part number 730539-001.

Reverse this procedure to reassemble and install the hard drive.
## WWAN module

<table>
<thead>
<tr>
<th>Description</th>
<th>Spare part number</th>
</tr>
</thead>
<tbody>
<tr>
<td>HP hs3110 HSPA+ Mobile Broadband Module</td>
<td>822828-001</td>
</tr>
<tr>
<td>HP lt4112 LTE/HSPA+ Mobile Broadband Module</td>
<td>790198-001</td>
</tr>
<tr>
<td>HP lt4111 LTE/EV-D0/HSPA+ Mobile Broadband Module</td>
<td>793116-001</td>
</tr>
</tbody>
</table>

Before removing the WWAN module, 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 service cover (see Service cover on page 37).
5. Remove the battery (see Battery on page 39).

Remove the WWAN module:

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

   **NOTE:** The WWAN antenna cable labeled “5” connects to the WWAN module “Main” terminal labeled “5”. The WWAN antenna cable labeled “6” connects to the WWAN module “Aux/GPS” terminal labeled “6”.

2. Remove the Phillips PM2.0×2.5 screw (2) that secures the WWAN module to the system board. (The WWAN module tilts up.)
3. Remove the WWAN module (3) by pulling the module away from the slot at an angle.

   **NOTE:** If the WWAN antenna cables are not connected to the terminals on the WWAN module, protective sleeves should be installed on the antenna connectors, as shown in the following illustration.
Reverse this procedure to install the WWAN module.
M.2 solid-state drive

<table>
<thead>
<tr>
<th>Description</th>
<th>Spare part number</th>
</tr>
</thead>
<tbody>
<tr>
<td>120-GB, SATA-3, M.2, solid-state drive</td>
<td>781852-001</td>
</tr>
<tr>
<td>32-GB, SATA-3, M.2, solid-state drive</td>
<td>781851-001</td>
</tr>
</tbody>
</table>

Before removing the solid-state drive, 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 service cover (see Service cover on page 37).
5. Remove the battery (see Battery on page 39).

Remove the solid-state drive:

1. Remove the Phillips PM2.0×2.5 screw (1) that secures the solid-state drive to the system board. (The solid-state drive tilts up.)
2. Remove the solid-state drive (2) by pulling the drive away from the slot at an angle.

Reverse this procedure to install the solid-state drive.
## WLAN module

<table>
<thead>
<tr>
<th>Description</th>
<th>Spare part number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Intel Dual Band Wireless-AC 7265AN 802.11 a/b/g/n 2×2 WiFi + Bluetooth 4.0 WLAN module</td>
<td>756748-001</td>
</tr>
<tr>
<td>Intel Dual Band Wireless-N 7265 802.11 a/c 2×2 WiFi + Bluetooth 4.0 Combo Adapter</td>
<td>756749-001</td>
</tr>
<tr>
<td>Intel Dual Band Wireless-N 7265 802.11 a/c 2×2 WiFi + Bluetooth 4.0 Combo Adapter for use in Indonesia</td>
<td>783721-001</td>
</tr>
<tr>
<td>Intel Dual Band Wireless-AC 3160 802.11 a/b/g/n+a/c 2×2 WiFi Adapter</td>
<td>784644-001</td>
</tr>
</tbody>
</table>

Before removing the WLAN module, 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 service cover (see Service cover on page 37).
5. Remove the battery (see Battery on page 39).

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 PM2.0×2.0 screw (2) that secures the WLAN module to the system board. (The WLAN module tilts up.)

3. Remove the WLAN module (3) by pulling the module away from the slot at an angle.

   **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.
Memory module

<table>
<thead>
<tr>
<th>Description</th>
<th>Spare part number</th>
</tr>
</thead>
<tbody>
<tr>
<td>8 GB (PCL3, 12800, 1600-MHz)</td>
<td>693374-001</td>
</tr>
<tr>
<td>4 GB (PCL3, 12800, 1600-MHz)</td>
<td>691740-001</td>
</tr>
</tbody>
</table>

Before removing the memory module, 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 service cover (see Service cover on page 37).
5. Remove the battery (see Battery on page 39).

Remove the memory module:

1. Spread the retaining tabs (1) on each side of the memory module slot to release the memory module. (The memory module tilts up.)
2. Remove the memory module (2) by pulling the module away from the slot at an angle.

Reverse this procedure to install a memory module.
### Keyboard

Keyboard with backlight (includes backlight cable and keyboard cable):

<table>
<thead>
<tr>
<th>For use in country or region</th>
<th>Spare part number</th>
<th>For use in country or region</th>
<th>Spare part number</th>
</tr>
</thead>
<tbody>
<tr>
<td>For use in Belgium</td>
<td>776452-A41</td>
<td>For use in Northwest Africa</td>
<td>776452-FP1</td>
</tr>
<tr>
<td>For use in Brazil</td>
<td>776452-201</td>
<td>For use in Norway</td>
<td>776452-091</td>
</tr>
<tr>
<td>For use in Bulgaria</td>
<td>776452-261</td>
<td>For use in Portugal</td>
<td>776452-131</td>
</tr>
<tr>
<td>For use in Canada</td>
<td>776452-DB1</td>
<td>For use in Romania</td>
<td>776452-271</td>
</tr>
<tr>
<td>For use in the Czech Republic and Slovakia</td>
<td>776452-FL1</td>
<td>For use in the Russia</td>
<td>776452-251</td>
</tr>
<tr>
<td>For use in Denmark</td>
<td>776452-081</td>
<td>For use in Saudi Arabia</td>
<td>776452-171</td>
</tr>
<tr>
<td>For use in France</td>
<td>776452-051</td>
<td>For use in Slovenia</td>
<td>776452-BA1</td>
</tr>
<tr>
<td>For use in Germany</td>
<td>776452-041</td>
<td>For use in South Korea</td>
<td>776452-AD1</td>
</tr>
<tr>
<td>For use in Greece</td>
<td>776452-151</td>
<td>For use in Spain</td>
<td>776452-071</td>
</tr>
<tr>
<td>For use in Hungary</td>
<td>776452-211</td>
<td>For use in Sweden and Finland</td>
<td>776452-B71</td>
</tr>
<tr>
<td>For use in Iceland</td>
<td>776452-DD1</td>
<td>For use in Switzerland</td>
<td>776452-BG1</td>
</tr>
<tr>
<td>For use in India</td>
<td>776452-D61</td>
<td>For use in Taiwan</td>
<td>776452-AB1</td>
</tr>
<tr>
<td>For use in Israel</td>
<td>776451-2B1</td>
<td>For use in Thailand</td>
<td>776452-281</td>
</tr>
<tr>
<td>For use in Italy</td>
<td>776451-061</td>
<td>For use in Turkey</td>
<td>776452-141</td>
</tr>
<tr>
<td>For use in Japan</td>
<td>776451-291</td>
<td>For use in the United Kingdom</td>
<td>776452-031</td>
</tr>
<tr>
<td>For use in Latin America</td>
<td>776451-161</td>
<td>For use in the United States</td>
<td>776452-001</td>
</tr>
<tr>
<td>For use in the Netherlands</td>
<td>776451-B31</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Keyboard without backlight (includes keyboard cable):

<table>
<thead>
<tr>
<th>For use in country or region</th>
<th>Spare part number</th>
<th>For use in country or region</th>
<th>Spare part number</th>
</tr>
</thead>
<tbody>
<tr>
<td>For use in Belgium</td>
<td>776451-A41</td>
<td>For use in Northwest Africa</td>
<td>776451-FP1</td>
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<tr>
<td>For use in Brazil</td>
<td>776451-201</td>
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<td>776451-271</td>
</tr>
<tr>
<td>For use in the Czech Republic and Slovakia</td>
<td>776451-FL1</td>
<td>For use in the Russia</td>
<td>776451-251</td>
</tr>
<tr>
<td>For use in Denmark</td>
<td>776451-081</td>
<td>For use in Saudi Arabia</td>
<td>776451-171</td>
</tr>
<tr>
<td>For use in France</td>
<td>776451-051</td>
<td>For use in Slovenia</td>
<td>776451-BA1</td>
</tr>
<tr>
<td>For use in Germany</td>
<td>776451-041</td>
<td>For use in South Korea</td>
<td>776451-AD1</td>
</tr>
<tr>
<td>For use in Greece</td>
<td>776451-151</td>
<td>For use in Spain</td>
<td>776451-071</td>
</tr>
<tr>
<td>For use in Hungary</td>
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<tr>
<td>For use in Iceland</td>
<td>776451-DD1</td>
<td>For use in Switzerland</td>
<td>776451-BG1</td>
</tr>
<tr>
<td>For use in India</td>
<td>776451-D61</td>
<td>For use in Taiwan</td>
<td>776451-AB1</td>
</tr>
<tr>
<td>For use in Israel</td>
<td>776451-BB1</td>
<td>For use in Thailand</td>
<td>776451-281</td>
</tr>
<tr>
<td>For use in country or region</td>
<td>Spare part number</td>
<td>For use in country or region</td>
<td>Spare part number</td>
</tr>
<tr>
<td>-----------------------------</td>
<td>-------------------</td>
<td>-----------------------------</td>
<td>-------------------</td>
</tr>
<tr>
<td>For use in Italy</td>
<td>776451-061</td>
<td>For use in Turkey</td>
<td>776451-141</td>
</tr>
<tr>
<td>For use in Japan</td>
<td>776451-291</td>
<td>For use in the United Kingdom</td>
<td>776451-031</td>
</tr>
<tr>
<td>For use in Latin America</td>
<td>776451-161</td>
<td>For use in the United States</td>
<td>776451-001</td>
</tr>
<tr>
<td>For use in the Netherlands</td>
<td>776451-B31</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Before removing the keyboard, 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 service cover (see Service cover on page 37).
5. Remove the battery (see Battery on page 39).

Remove the keyboard:

1. Loosen the two captive screws that secure the keyboard to the computer.
2. Partially open the computer.
3. Rest and secure the computer on its left side.
4. Insert a thin, plastic tool into the keyboard release hole next to the fan, and then press on the back of the keyboard until the keyboard disengages from the computer.

5. Open the computer as far as it will open.

6. Lift the rear edge of the keyboard (1) until it rests at an angle.

7. Slide the keyboard (2) toward the display until the tabs on the front edge of the keyboard disengage from the top cover.
8. Swing the rear edge of the keyboard (3) up and forward until it rests upside down on the palm rest.

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

10. Release the ZIF connector (3) to which the keyboard cable is attached, and then disconnect the keyboard cable (4) from the system board.

11. Release the ZIF connector (5) to which the pointing stick cable is attached, and then disconnect the pointing stick cable (6) from the system board.

**NOTE:** Step 9 applies only to computer models equipped with a keyboard with backlight.
12. Remove the keyboard (7).

Reverse this procedure to install the keyboard.
6 Removal and replacement procedures for Authorized Service Provider parts

**NOTE:** Components described in this chapter should only be accessed by an authorized service provider. Accessing these parts can damage the computer or void the warranty.

**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](http://partsurfer.hp.com), select your country or region, and then follow the on-screen instructions.

## Component replacement procedures

This chapter provides removal and replacement procedures for Authorized Service Provider only parts.

There are as many as 54 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.

### Unlocking the device and disabling Always On Remote Management (select HP devices only)

HP Touchpoint Manager (HPTM) is a complete cloud-based solution for managing devices. For select HP devices with the Windows operating system, the Always On Remote Management (AORM) feature is automatically activated when HP Touchpoint Manager software is installed.

AORM can perform a secure BIOS level lock and can also securely erase internal drives (except for encrypted self-encrypting drives). The HP Touchpoint Manager website ([http://www.hptouchpointmanager.com](http://www.hptouchpointmanager.com)) provides access to the AORM lock feature. The device must be unlocked using an authorized PIN from the same website before you can access HP Computer Setup and start the Windows operating system.

**IMPORTANT:** A service agent cannot retrieve the PIN from the HP Touchpoint Manager website. If a locked device is returned for service, the agent must contact the customer to obtain the PIN to unlock the device. If a PIN is not available, the entire system board must be replaced.

Before returning the device for service, be sure to unlock the device using the PIN from the HP Touchpoint Manager website ([http://www.hptouchpointmanager.com](http://www.hptouchpointmanager.com)), and also disable the AORM feature in HP Computer Setup.

To disable AORM:

1. Access HP Computer Setup (F10).
   a. Turn on or restart the computer, and then press `esc` while the “Press the ESC key for Startup Menu” message is displayed at the bottom of the screen.
   b. Press `f10` to enter Computer Setup.

   **NOTE:** If the BIOS is protected with an Administrator password, enter the password.

2. Select Advanced and then select **HP Touchpoint Manager Options**.
3. Clear the **Allow Activation** check box.
4. Select **Save changes and exit**.
RTC battery

<table>
<thead>
<tr>
<th>Description</th>
<th>Spare part number</th>
</tr>
</thead>
<tbody>
<tr>
<td>RTC battery (includes cable and double-sided adhesive)</td>
<td>702853-001</td>
</tr>
</tbody>
</table>

Before removing the RTC battery, 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 service cover (see Service cover on page 37).
5. Remove the battery (see Battery on page 39).
6. Remove the keyboard (see Keyboard on page 50).

Remove the RTC battery:

1. Disconnect the RTC battery cable (1) from the system board.
2. Detach the RTC battery (2) from the top cover. (The RTC battery is attached to the top cover with double-sided adhesive.)
3. Remove the RTC battery and cable.

Reverse this procedure to install the RTC battery.
Before removing the top cover, 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 service cover (see Service cover on page 37), and then remove the following components:
   a. Battery (see Battery on page 39)
   b. Hard drive (see Hard drive/solid-state drive on page 41)
   c. Keyboard (see Keyboard on page 50)

**NOTE:** When replacing the top cover, be sure that the following components are removed from the defective top cover and installed on the replacement top cover:

Remove the top cover:

1. Close the computer.
2. Turn the computer upside down with the front toward you.
3. Remove the Phillips PM2.0×3.25 screw (1) that secures the display panel cable bracket and display panel cable to the system board.
4. Remove the display panel cable bracket (2).
5. Disconnect the display panel cable (3) from the system board.

6. Remove the following rubber screw covers:
   (1) This screw cover has a “1” marking on the inside of the cover
   (2) These screw covers have a “2” marking on the inside of the cover
   (3) These screw covers have a “3” marking on the inside of the cover

7. Remove the card reader bezel (4) from the card reader slot.
8. Remove the ten Torx T8M2.5×6.5 screws that secure the top cover to the base enclosure.

9. Remove the following screws that secure the top cover to the base enclosure:

   (1) One Phillips PM2.0×6.5 screw
   (2) Three Phillips PM2.5×4.5 screws
   (3) Two Phillips PM2.0×3.0 screws

10. Remove the two Phillips PM2.5×4.5 screws (1) that secure the top cover to the base enclosure.
11. Remove the top cover (2).

Reverse this procedure to install the top cover.
Display assembly

NOTE: The TouchScreen display assembly is spared as a whole unit replacement. The non-TouchScreen display assembly is spared at the subcomponent level only. For more display assembly spare part information, see the individual removal subsections.

<table>
<thead>
<tr>
<th>Description</th>
<th>Spare part number</th>
</tr>
</thead>
<tbody>
<tr>
<td>12.5-in, AntiGlare, FHD, LED, UWVA, TouchScreen display assembly</td>
<td>781838-001</td>
</tr>
</tbody>
</table>

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 service cover (see Service cover on page 37), and then remove the following components:
   a. Battery (see Battery on page 39)
   b. Hard drive (see Hard drive/solid-state drive on page 41)
   c. Keyboard (see Keyboard on page 50)
   d. Top cover (see Top cover on page 57)

Remove the display assembly:

1. Release the display panel cable from the routing clips (1) and channel built into the base enclosure.
2. Release the wireless antenna cables from the routing clips (2) and channel built into the base enclosure.
3. Remove the four Phillips PM2.5×4.5 screws (1) that secure the display assembly to the base enclosure.
4. Remove the display assembly (2).

5. If it is necessary to replace the display bezel or any of the display assembly subcomponents:
   a. Flex the inside edges of the top edge (1), the left and right sides (2), and the bottom edge (3) of the display bezel until the bezel disengages from the display enclosure.
   b. Remove the display bezel (4).

   The display bezel is available using the following spare part numbers:
   - 786930-001: For use on 720 G2 models with an HD display panel
   - 790381-001: For use on 720 G2 models with an FHD display panel
   - 730544-001: For use on 820 G2 models with an HD display panel
   - 781837-001: For use on 820 G2 models with an FHD display panel
6. If it is necessary to replace the display panel:
   a. Remove the six Phillips PM2.0×3.25 screws (1) that secure the display panel to the display enclosure.

   **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.

   b. Lift the top edge of the display panel (2) and swing it up and forward until it rests upside down in front of the display enclosure.

   c. Release the adhesive strip (1) that secures the display panel cable connector to the display panel.
d. Disconnect the display panel cable (2) from the display panel.

![Diagram showing steps](image)

e. Remove the display panel.

The display panel is available using the following spare part numbers:

- 781864-00: 12.5-in, AG, FHD, LED, UWVA display panel
- 781863-001: 12.5-in, AG, HD, LED, SVA display panel

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

a. Detach the webcam/microphone module (1) from the display enclosure. (The webcam/microphone module is attached to the display enclosure with double-sided adhesive.)

b. Disconnect the webcam/microphone module cable (2) from the webcam/microphone module.
c. Remove the webcam/microphone module (3).

The webcam/microphone module is available using spare part number 781861-001. The microphone module is available using spare part number 730795-001.

8. If it is necessary to replace the display panel cable:
   a. Detach the display panel cable (1) from the display enclosure. (The display panel cable is attached to the display enclosure with double-sided adhesive.)
   b. Release the display panel cable from the clip (2) built into the display enclosure.
   c. Remove the display panel cable (3).

   The display panel cable is included in the Display Cable Kit, spare part number 730537-001, and includes the webcam/microphone module cable.

9. If it is necessary to replace the display hinges:
   a. Release the grounding tape (1) that secures the display hinges to the display enclosure.
   b. Remove the six Phillips PM2.0×3.0 broad head screws (2) that secure the display hinges to the display enclosure.
c. Remove the display hinges (3).

The display hinges are included in the Display Hinge Kits, spare part numbers 775895-001 (for use only on computer models equipped with an FHD display) and 730543-001 (for use only on computer models equipped with an HD display).

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

a. Detach the WLAN antenna transceivers (1) from the display enclosure. (The WLAN antenna transceivers are attached to the display enclosure with double-sided adhesive.)

b. Release the WLAN antenna cables from the clips (2) built into the left and right sides of the display enclosure.
c. Remove the WLAN antenna cables and transceivers (3).

The WLAN antenna cables and transceivers are included in the Antenna Kits, spare part numbers 781834-001 (for use only on computer models equipped with an HD display) and 781835-001 (for use only on computer models equipped with an FHD display).

11. If it is necessary to replace the WWAN antenna cables and transceivers:
   a. Detach the WWAN antenna transceivers (1) from the display enclosure. (The WWAN antenna transceivers are attached to the display enclosure with double-sided adhesive.)
   b. Release the WWAN antenna cables from the clips (2) built into the left and right sides of the display enclosure.
   c. Remove the WWAN antenna cables and transceivers (3).

The WWAN antenna cables and transceivers are included in the Antenna Kits, spare part numbers 781834-001 (for use only on computer models equipped with an HD display) and 781835-001 (for use only on computer models equipped with an FHD display).

Reverse this procedure to reassemble install the display assembly.
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 service cover (see Service cover on page 37), and then remove the following components:
   a. Battery (see Battery on page 39)
   b. Hard drive (see Hard drive/solid-state drive on page 41)
   c. Keyboard (see Keyboard on page 50)
   d. Top cover (see Top cover on page 57)

Remove the TouchPad:

1. Turn the top cover upside down with the front toward you.

2. Release the ZIF connector (1) to which the TouchPad cable is attached, and then disconnect the TouchPad cable from the card reader board.

3. Remove the two Phillips PM2.0×3.25 screws (2) that secure the TouchPad to the top cover.

4. Remove the TouchPad and cable (3).
Reverse this procedure to install the TouchPad.

**NFC module**

<table>
<thead>
<tr>
<th>Description</th>
<th>Spare part number</th>
</tr>
</thead>
<tbody>
<tr>
<td>NFC module</td>
<td>781862-001</td>
</tr>
</tbody>
</table>

Before removing the NFC module, 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 service cover (see Service cover on page 37), and then remove the following components:
   a. Battery (see Battery on page 39)
   b. Hard drive (see Hard drive/solid-state drive on page 41)
   c. Keyboard (see Keyboard on page 50)
   d. Top cover (see Top cover on page 57)

Remove the NFC module:

1. Turn the top cover upside down with the front toward you.
2. Disconnect the bottom cable (1) and top cable (2) from the NFC module.
3. Remove the NFC module (3).

Reverse this procedure to install the NFC module.
Card reader board

<table>
<thead>
<tr>
<th>Description</th>
<th>Spare part number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Card reader board (includes cable)</td>
<td>781841-001</td>
</tr>
</tbody>
</table>

Before removing the card reader board, 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 service cover (see Service cover on page 37), and then remove the following components:
   a. Battery (see Battery on page 39)
   b. Hard drive (see Hard drive/solid-state drive on page 41)
   c. Keyboard (see Keyboard on page 50)
   d. Top cover (see Top cover on page 57)

Remove the card reader board:

1. Turn the top cover upside down with the front toward you.
2. Release the ZIF connector (1) to which the card reader board cable is attached, and then disconnect the card reader board cable (2) from the system board.

3. Turn the top cover upside down with the front toward you.
4. Release the ZIF connector (1) to which the TouchPad cable is attached, and then disconnect the TouchPad cable from the card reader board.
5. Release the card reader board cable (2) through the opening in the top cover.
6. Remove the three Phillips PM2.0×2.0 broad head screws (3) that secure the card reader board to the top cover.

7. Remove the card reader board and cable (4).

8. Remove the card reader board and cable.

Reverse this procedure to install the card reader board.
Heat sink

NOTE: The heat sink spare part kit includes replacement thermal material.

<table>
<thead>
<tr>
<th>Description</th>
<th>Spare part number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Heat sink</td>
<td>730556-001</td>
</tr>
</tbody>
</table>

Before removing the heat sink, 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 service cover (see Service cover on page 37), and then remove the following components:
   a. Battery (see Battery on page 39)
   b. Hard drive (see Hard drive/solid-state drive on page 41)
   c. Keyboard (see Keyboard on page 50)
   d. Top cover (see Top cover on page 57)

Remove the heat sink:

1. Turn the top cover upside down with the front toward you.
2. Detach the heat sink shroud (1) from the fan. (The heat sink shroud is attached to the fan with double-sided adhesive.)
3. Following the 1 through 4 sequence stamped into the heat sink, loosen the four Phillips captive screws (2) that secure the heat sink to the system board.
4. Remove the heat sink (3).

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

**NOTE:** The thermal material must be thoroughly cleaned from the surfaces of the heat sink and the system board components each time the heat sink is removed. Replacement thermal material is included with the heat sink and system board spare part kits. 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.
**Fan**

<table>
<thead>
<tr>
<th>Description</th>
<th>Spare part number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fan (includes cable)</td>
<td>730547-001</td>
</tr>
</tbody>
</table>

Before removing the fan, 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 service cover (see Service cover on page 37), and then remove the following components:
   a. Battery (see Battery on page 39)
   b. Hard drive (see Hard drive/solid-state drive on page 41)
   c. Keyboard (see Keyboard on page 50)
   d. Top cover (see Top cover on page 57)
   e. Heat sink (see Heat sink on page 72)

Remove the fan:

1. Turn the top cover upside down with the front toward you.
2. Disconnect the fan cable (1) from the system board.
3. Loosen the two Phillips captive screws (2) that secure the fan to the system board.
4. Remove the fan (3).
NOTE: The thermal material must be thoroughly cleaned from the surfaces of the heat sink and the system board components each time the heat sink is removed. Replacement thermal material is included with the heat sink and system board spare part kits. Thermal paste is used on the processor (1) and the heat sink section (2) that services it.

Reverse this procedure to install the fan.
**System board**

*NOTE:* The system board spare part kit includes the battery connector bracket and replacement thermal material.

All system boards use the following part numbers:

- xxxxxxx-001: Windows 7 or non-Windows operating systems
- xxxxxxx-501: Windows 8.1 Standard operating system
- xxxxxxx-601: Windows 8.1 or Windows 10 operating system

<table>
<thead>
<tr>
<th>Description</th>
<th>Spare part number</th>
</tr>
</thead>
<tbody>
<tr>
<td>System board for use only on computer models equipped with:</td>
<td></td>
</tr>
<tr>
<td>Intel Core i7-5600U processor</td>
<td>781858-xxx</td>
</tr>
<tr>
<td>Intel Core i7-5500U processor</td>
<td>781857-xxx</td>
</tr>
<tr>
<td>Intel Core i5-5300U processor</td>
<td>781856-xxx</td>
</tr>
<tr>
<td>Intel Core i5-5200U processor</td>
<td>781855-xxx</td>
</tr>
<tr>
<td>Intel Core i3-5010U processor</td>
<td>781854-xxx</td>
</tr>
</tbody>
</table>

Before removing the system board, 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 service cover (see *Service cover on page 37*), and then remove the following components:
   a. Battery (see *Battery on page 39*)
   b. Hard drive (see *Hard drive/solid-state drive on page 41*)
   c. Keyboard (see *Keyboard on page 50*)
   d. RTC battery (see *RTC battery on page 56*)
   e. Top cover (see *Top cover on page 57*)
   f. Heat sink (see *Heat sink on page 72*)
   g. Fan (see *Fan on page 74*)

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

- WWAN module (see *WWAN module on page 44*)
- Solid-state drive (see *M.2 solid-state drive on page 46*)
- WLAN module (see *WLAN module on page 47*)
- Memory modules (see *Memory module on page 49*)

Remove the system board:
1. Turn the top cover upside down with the front toward you.

2. 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.

3. Release the ZIF connector (2) to which the fingerprint reader board cable is attached, and then disconnect the fingerprint reader board cable from the system board.

4. Disconnect the speaker cable (1) from the system board.
5. Remove the three Phillips PM2.0×3.0 screws (2) that secure the system board to the top cover.

6. Lift up on the right side of the system board (1) until it rests at an angle.

7. Remove the system board (2) by sliding it up and to the right at an angle.

Reverse this procedure to install the system board.
Fingerprint reader board

<table>
<thead>
<tr>
<th>Description</th>
<th>Spare part number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fingerprint reader board (includes bracket and cable)</td>
<td>730554-001</td>
</tr>
</tbody>
</table>

Before removing the fingerprint reader board, 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 service cover (see Service cover on page 37), and then remove the following components:
   a. Battery (see Battery on page 39)
   b. Hard drive (see Hard drive/solid-state drive on page 41)
   c. Keyboard (see Keyboard on page 50)
   d. Top cover (see Top cover on page 57)

Remove the fingerprint reader board:

1. Turn the top cover upside down with the front toward you.
2. Detach the fingerprint reader board cable (1) from the top cover. (The fingerprint reader board cable is attached to the top cover with double-sided adhesive.)
3. Remove the three Phillips PM2.0×2.5 screws (2) that secure the fingerprint reader board and bracket to the top cover.
4. Remove the fingerprint reader board bracket (3).
5. Remove the fingerprint reader board (4).

Reverse this procedure to install the fingerprint reader board.

### Speaker assembly

<table>
<thead>
<tr>
<th>Description</th>
<th>Spare part number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Speaker assembly (includes left and right speakers and cables)</td>
<td>730555-001</td>
</tr>
</tbody>
</table>

Before removing the speaker 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 service cover (see Service cover on page 37), and then remove the following components:
   - Battery (see Battery on page 39)
   - Hard drive (see Hard drive/solid-state drive on page 41)
   - Keyboard (see Keyboard on page 50)
   - Top cover (see Top cover on page 57)
   - System board (see System board on page 76)

Remove the speaker assembly:

1. Release the four clips (1) built into the top cover that secure the speaker assembly to the top cover.
2. Remove the speaker assembly (2).

Reverse this procedure to install the speaker assembly.
Power button board

<table>
<thead>
<tr>
<th>Description</th>
<th>Spare part number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Power button board (includes cable)</td>
<td>730552-001</td>
</tr>
</tbody>
</table>

Before removing the power button board, 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 service cover (see Service cover on page 37), and then remove the following components:
   a. Battery (see Battery on page 39)
   b. Hard drive (see Hard drive/solid-state drive on page 41)
   c. Keyboard (see Keyboard on page 50)
   d. Top cover (see Top cover on page 57)
   e. System board (see System board on page 76)

Remove the power button board:

1. Remove the two Phillips PM2.0×3.25 screws (1) that secure the power button board to the top cover.
2. Remove the power button board (2) and cable.

Reverse this procedure to install the power button board.
Using Computer Setup

Computer Setup, 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). Computer Setup includes settings for the types of devices installed, the startup sequence of the computer, and the amount of system and extended memory.

NOTE: Use extreme care when making changes in Computer Setup. Errors can prevent the computer from operating properly.

Starting Computer Setup

NOTE: An external keyboard or mouse connected to a USB port can be used with Computer Setup only if USB legacy support is enabled.

To start Computer Setup, follow these steps:

1. Turn on or restart the computer, and then press esc while the “Press the ESC key for Startup Menu” message is displayed at the bottom of the screen.

2. Press f10 to enter Computer Setup.

Navigating and selecting in Computer Setup

To navigate and select in Computer Setup, follow these steps:

1. Turn on or restart the computer, and then press esc while the “Press the ESC key for Startup Menu” message is displayed at the bottom of the screen.

NOTE: You can use either a pointing device (TouchPad, pointing stick, or USB mouse) or the keyboard to navigate and make selections in Computer Setup.

2. Press f10 to enter Computer Setup.

   • To select a menu or a menu item, use the tab key and the keyboard arrow keys and then press enter, or use a pointing device to click the item.

   • To scroll up and down, click the up arrow or the down arrow in the upper-right corner of the screen, or use the up arrow key or the down arrow key on the keyboard.

   • To close open dialog boxes and return to the main Computer Setup screen, press esc, and then follow the on-screen instructions.

To exit Computer Setup menus, choose one of the following methods:

• To exit Computer Setup menus without saving your changes:

   Click the Exit icon in the lower-right corner of the screen, and then follow the on-screen instructions.

   – or –
Use the arrow keys to select **Main > Ignore Changes and Exit**, and then press *enter*.

- To save your changes and exit Computer Setup menus:
  - Click the **Save** icon in the lower-right corner of the screen, and then follow the on-screen instructions.
  - or –
  - Use the arrow keys to select **Main > Save Changes and Exit**, and then press *enter*.

Your changes go into effect when the computer restarts.

### Restoring factory settings in Computer Setup

**NOTE:** Restoring defaults will not change the hard drive mode.

To return all settings in Computer Setup to the values that were set at the factory, follow these steps:

1. Turn on or restart the computer, and then press *esc* while the “Press the ESC key for Startup Menu” message is displayed at the bottom of the screen.

2. Press *f10* to enter Computer Setup.

3. Use a pointing device or the arrow keys to select **Main > Restore Defaults**.

4. Follow the on-screen instructions.

5. To save your changes and exit, click the **Save** icon in the lower-right corner of the screen, and then follow the on-screen instructions.

  - or –

  Use the arrow keys to select **Main > Save Changes and Exit**, and then press *enter*.

Your changes go into effect when the computer restarts.

**NOTE:** Your password settings and security settings are not changed when you restore the factory settings.

### 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 Computer Setup.


2. Use a pointing device or the arrow keys to select **Main > System Information**.

3. To exit Computer Setup without saving your changes, click the **Exit** icon in the lower-right corner of the screen, and then follow the on-screen instructions.

  - or –
Use the arrow keys to select Main > Ignore Changes and Exit, and then press enter.

**Downloading a BIOS update**

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

- Do not disconnect power on 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. Access Help and Support by selecting Start > Help and Support.
2. Select Updates and tune-ups, and then select Check for HP updates now.
3. 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. 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. Select Start > Computer.
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 MultiBoot

About the boot device order

As the computer starts, the system attempts to boot from enabled devices. The MultiBoot utility, which is enabled at the factory, controls the order in which the system selects a boot device. Boot devices can include optical drives, diskette drives, a network interface card (NIC), hard drives, and USB devices. Boot devices contain bootable media or files that the computer needs to start and operate properly.

**NOTE:** Some boot devices must be enabled in Computer Setup before they can be included in the boot order.

You can change the order in which the computer searches for a boot device by changing the boot order in Computer Setup. You can also press `esc` while the “Press the ESC key for Startup Menu” message is displayed at the bottom of the screen, and then press `f9`. Pressing `f9` displays a menu that shows the current boot devices and allows you to select a boot device. Or, you can use MultiBoot Express to set the computer to prompt you for a boot location each time the computer turns on or restarts.

Choosing MultiBoot preferences

You can use MultiBoot in the following ways:

- To set a new boot order that the computer uses each time it is turned on, by changing the boot order in Computer Setup.
- To dynamically choose the boot device, by pressing `esc` while the “Press the ESC key for Startup Menu” message is displayed at the bottom of the screen, and then pressing `f9` to enter the Boot Device Options menu.
- To use MultiBoot Express to set variable boot orders. This feature prompts you for a boot device each time the computer is turned on or restarted.

Setting a new boot order in Computer Setup

To start Computer Setup and set a boot device order that the computer uses each time it is turned on or restarted, follow these steps:

1. Turn on or restart the computer, and then press `esc` while the “Press the ESC key for Startup Menu” message is displayed at the bottom of the screen.
2. Press `f10` to enter Computer Setup.
3. Use a pointing device or the arrow keys to select the **Legacy Boot Order** list, and then press `enter`.
4. To move the device up in the boot order, use a pointing device to click the up arrow, or press the `+` key.
   - or –
   To move the device down in the boot order, use a pointing device to click the down arrow, or press the `-` key.
5. To save your changes and exit Computer Setup, click the **Save** icon in the lower-left corner of the screen, and then follow the on-screen instructions.
   - or –
   Use the arrow keys to select **Main > Save Changes and Exit**, and then press `enter`.

Dynamically choosing a boot device using the `f9` prompt

To dynamically choose a boot device for the current startup sequence, follow these steps:
1. Open the Select Boot Device menu by turning on or restarting the computer, and then pressing `esc` while the “Press the ESC key for Startup Menu” message is displayed at the bottom of the screen.


3. Use a pointing device or the arrow keys to select a boot device, then press `enter`.

**Setting a MultiBoot Express prompt**

To start Computer Setup and set the computer to display the MultiBoot startup location menu each time the computer is started or restarted, follow these steps:

1. Turn on or restart the computer, and then press `esc` while the “Press the ESC key for Startup Menu” message is displayed at the bottom of the screen.

2. Press `f10` to enter Computer Setup.

3. Use a pointing device or the arrow keys to select **System Configuration > Boot Options**, and then press `enter`.

4. In the **MultiBoot Express Popup Delay (Sec)** field, enter the length of time in seconds that you want the computer to display the startup location menu before it defaults to the current MultiBoot setting. (When 0 is selected, the Express Boot startup location menu is not displayed.)

5. To save your changes and exit Computer Setup, click the **Save** icon in the lower-left corner of the screen, and then follow the on-screen instructions.

   – or –

   Use the arrow keys to select **Main > Save Changes and Exit**, and then press `enter`.

Your changes go into effect when the computer restarts.

**Entering MultiBoot Express preferences**

When the Express Boot menu is displayed during startup, you have the following choices:

- To specify a boot device from the Express Boot menu, select your preference within the allotted time, and then press `enter`.

- To prevent the computer from defaulting to the current MultiBoot setting, press any key before the allotted time expires. The computer will not start until you select a boot device and press `enter`.

- To allow the computer to start according to the current MultiBoot settings, wait for the allotted time to expire.
8  Computer Setup (BIOS) and MultiBoot in Windows 8.1

Using Computer Setup

Computer Setup, 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). Computer Setup includes settings for the types of devices installed, the startup sequence of the computer, and the amount of system and extended memory.

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

Starting Computer Setup

**NOTE:** An external keyboard or mouse connected to a USB port can be used with Computer Setup only if USB legacy support is enabled.

To start Computer Setup, follow these steps:

1. Turn on or restart the computer, and then press `esc` while the “Press the ESC key for Startup Menu” message is displayed at the bottom of the screen.

2. Press `f10` to enter Computer Setup.

Navigating and selecting in Computer Setup

To navigate and select in Computer Setup, follow these steps:

1. Turn on or restart the computer, and then press `esc` while the “Press the ESC key for Startup Menu” message is displayed at the bottom of the screen.

**NOTE:** You can use either a pointing device (TouchPad, pointing stick, or USB mouse) or the keyboard to navigate and make selections in Computer Setup.

2. Press `f10` to enter Computer Setup.

- To select a menu or a menu item, use the `tab` key and the keyboard arrow keys and then press `enter`, or use a pointing device to click the item.
- To scroll up and down, click the up arrow or the down arrow in the upper-right corner of the screen, or use the up arrow key or the down arrow key on the keyboard.
- To close open dialog boxes and return to the main Computer Setup screen, press `esc`, and then follow the on-screen instructions.

To exit Computer Setup menus, choose one of the following methods:

- To exit Computer Setup menus without saving your changes:
  
  Click the **Exit** icon in the lower-right corner of the screen, and then follow the on-screen instructions.

  - or -
Use the arrow keys to select **Main > Ignore Changes and Exit**, and then press **enter**.

- To save your changes and exit Computer Setup menus:
  
  Click the **Save** icon in the lower-right corner of the screen, and then follow the on-screen instructions.
  
  — or —

  Use the arrow keys to select **Main > Save Changes and Exit**, and then press **enter**.

Your changes go into effect when the computer restarts.

**Restoring factory settings in Computer Setup**

**NOTE:** Restoring defaults will not change the hard drive mode.

To return all settings in Computer Setup to the values that were set at the factory, follow these steps:

1. Turn on or restart the computer, and then press **esc** while the “Press the ESC key for Startup Menu” message is displayed at the bottom of the screen.

2. Press **f10** to enter Computer Setup.

3. Use a pointing device or the arrow keys to select **Main > Restore Defaults**.

4. Follow the on-screen instructions.

5. To save your changes and exit, click the **Save** icon in the lower-right corner of the screen, and then follow the on-screen instructions.

  — or —

  Use the arrow keys to select **Main > Save Changes and Exit**, and then press **enter**.

Your changes go into effect when the computer restarts.

**NOTE:** Your password settings and security settings are not changed when you restore the factory settings.

**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 Computer Setup.


2. Use a pointing device or the arrow keys to select **Main > System Information**.

3. To exit Computer Setup without saving your changes, click the **Exit** icon in the lower-right corner of the screen, and then follow the on-screen instructions.

  — or —
Use the arrow keys to select **Main > Ignore Changes and Exit**, and then press **enter**.

**Downloading a BIOS update**

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

- Do not disconnect power on 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 **support**, 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. 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 MultiBoot

About the boot device order

As the computer starts, the system attempts to boot from enabled devices. The MultiBoot utility, which is enabled at the factory, controls the order in which the system selects a boot device. Boot devices can include optical drives, diskette drives, a network interface card (NIC), hard drives, and USB devices. Boot devices contain bootable media or files that the computer needs to start and operate properly.

**NOTE:** Some boot devices must be enabled in Computer Setup before they can be included in the boot order.

You can change the order in which the computer searches for a boot device by changing the boot order in Computer Setup. You can also press `esc` while the “Press the ESC key for Startup Menu” message is displayed at the bottom of the screen, and then press `f9`. Pressing `f9` displays a menu that shows the current boot devices and allows you to select a boot device. Or, you can use MultiBoot Express to set the computer to prompt you for a boot location each time the computer turns on or restarts.

Choosing MultiBoot preferences

You can use MultiBoot in the following ways:

- To set a new boot order that the computer uses each time it is turned on, by changing the boot order in Computer Setup.

- To dynamically choose the boot device, by pressing `esc` while the “Press the ESC key for Startup Menu” message is displayed at the bottom of the screen, and then pressing `f9` to enter the Boot Device Options menu.

- To use MultiBoot Express to set variable boot orders. This feature prompts you for a boot device each time the computer is turned on or restarted.

Setting a new boot order in Computer Setup

To start Computer Setup and set a boot device order that the computer uses each time it is turned on or restarted, follow these steps:

1. Turn on or restart the computer, and then press `esc` while the “Press the ESC key for Startup Menu” message is displayed at the bottom of the screen.

2. Press `f10` to enter Computer Setup.

3. Use a pointing device or the arrow keys to select one of the following options:

   - **Advanced > Boot Options > UEFI Boot Order > UEFI Hybrid**
   - **Advanced > Boot Options > UEFI Boot Order > UEFI Native Boot mode**
   - **Advanced > Boot Options > Legacy Boot Order > Legacy Boot Mode**

   Press `enter`.

4. To move the device up in the boot order, use a pointing device to click the up arrow, or press the `+` key.

   – or –
To move the device down in the boot order, use a pointing device to click the down arrow, or press the - key.

5. To save your changes and exit Computer Setup, click the **Save** icon in the lower-left corner of the screen, and then follow the on-screen instructions.

   – or –

   Use the arrow keys to select **Main > Save Changes and Exit**, and then press **enter**.

**Dynamically choosing a boot device using the f9 prompt**

To dynamically choose a boot device for the current startup sequence, follow these steps:

1. Open the Select Boot Device menu by turning on or restarting the computer, and then pressing **esc** while the “Press the ESC key for Startup Menu” message is displayed at the bottom of the screen.

2. Press **f9**.

3. Use a pointing device or the arrow keys to select a boot device, then press **enter**.

**Setting a MultiBoot Express prompt**

To start Computer Setup and set the computer to display the MultiBoot startup location menu each time the computer is started or restarted, follow these steps:

1. Turn on or restart the computer, and then press **esc** while the “Press the ESC key for Startup Menu” message is displayed at the bottom of the screen.

2. Press **f10** to enter Computer Setup.

3. Use a pointing device or the arrow keys to select **Advanced > Boot Options > MultiBoot Express Boot Popup Delay (Sec)**, and then press **enter**.

4. In the **MultiBoot Express Popup Delay (Sec)** field, enter the length of time in seconds that you want the computer to display the startup location menu before it defaults to the current MultiBoot setting. (When 0 is selected, the Express Boot startup location menu is not displayed.)

5. To save your changes and exit Computer Setup, click the **Save** icon in the lower-left corner of the screen, and then follow the on-screen instructions.

   – or –

   Use the arrow keys to select **Main > Save Changes and Exit**, and then press **enter**.

Your changes go into effect when the computer restarts.

**Entering MultiBoot Express preferences**

When the Express Boot menu is displayed during startup, you have the following choices:

- To specify a boot device from the Express Boot menu, select your preference within the allotted time, and then press **enter**.

- To prevent the computer from defaulting to the current MultiBoot setting, press any key before the allotted time expires. The computer will not start until you select a boot device and press **enter**.

- To allow the computer to start according to the current MultiBoot settings, wait for the allotted time to expire.
9 Computer Setup (BIOS), TPM, and HP Sure Start in Windows 10

Using Computer Setup

Computer Setup, 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). Computer Setup includes settings for the types of devices installed, the startup sequence of the computer, and the amount of system and extended memory.

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

Starting Computer Setup

**NOTE:** An external keyboard or mouse connected to a USB port can be used with Computer Setup only if USB legacy support is enabled.

To start Computer Setup, follow these steps:

▲ Start Computer Setup.

● Computers or tablets with keyboards:
  ▲ Turn on or restart the computer, and when the HP logo appears, press f10 to enter Computer Setup.

● Tablets without keyboards:
  ▲ Turn off the tablet. Press the power button in combination with the volume down button until the Startup menu is displayed, and then tap F10 to enter Computer Setup.

Navigating and selecting in Computer Setup

● To select a menu or a menu item, use the tab key and the keyboard arrow keys and then press enter, or use a pointing device to select the item.

**NOTE:** On tablets without keyboards, you can use your finger to make selections.

● To scroll up and down, select the up arrow or the down arrow in the upper-right corner of the screen, or use the up arrow key or the down arrow key on the keyboard.

● To close open dialog boxes and return to the main Computer Setup screen, press esc, and then follow the on-screen instructions.
To exit Computer Setup menus, choose one of the following methods:

- To exit Computer Setup menus without saving your changes:
  
  Select the **Exit** icon in the lower-right corner of the screen, and then follow the on-screen instructions.
  
  – or –

  Select **Main**, select **Ignore Changes and Exit**, and then press enter.

- To save your changes and exit Computer Setup menus:

  Select the **Save** icon in the lower-right corner of the screen, and then follow the on-screen instructions.
  
  – or –

  Select **Main**, select **Save Changes and Exit**, and then press enter.

Your changes go into effect when the computer restarts.

**Restoring factory settings in Computer Setup**

**NOTE:** Restoring defaults will not change the hard drive mode.

To return all settings in Computer Setup to the values that were set at the factory, follow these steps:

1. Start Computer Setup. See **Starting Computer Setup on page 93**.
2. Select **Main**, and then select **Apply Factory Defaults and Exit**.

  **NOTE:** On select products, the selections may display **Restore Defaults** instead of **Apply Factory Defaults and Exit**.

3. Follow the on-screen instructions.
4. To save your changes and exit, select the **Save** icon in the lower-right corner of the screen, and then follow the on-screen instructions.

  – or –

  Select **Main**, select **Save Changes and Exit**, and then press enter.

Your changes go into effect when the computer restarts.

**NOTE:** Your password settings and security settings are not changed when you restore the factory settings.

**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 decide whether you need to update Computer Setup (BIOS), first determine the BIOS version on your computer.

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

2. Select Main, and then select System Information.

3. To exit Computer Setup without saving your changes, select the Exit icon in the lower-right corner of the screen, and then follow the on-screen instructions.

   – or –

   Select Main, select Ignore Changes and Exit, and then press enter.

To check for later BIOS versions, see Downloading a BIOS update on page 95.

### 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 on 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. Type support in the taskbar search box, and then select the HP Support Assistant app.

   – or –

   Select the question mark icon in the taskbar.

2. Select Updates, and then select Check for updates and messages.

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. Make a note of the date, name, or other identifier. You may need this information to locate the update later, after it has been downloaded to your hard drive.

   b. Follow the on-screen instructions to download your selection to the hard drive.

      Make a note of the path to the location on your hard drive where the BIOS update is downloaded. You will need to access this path when you are ready to install the update.

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

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

   1. Type file in the taskbar search box, and then select File Explorer.

   2. Select 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 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.

Changing the boot order using the f9 prompt

To dynamically choose a boot device for the current startup sequence, follow these steps:

1. Access the Boot Device Options menu:
   - Computers or tablets with keyboards:
     ▲ Turn on or restart the computer, and when the HP logo appears, press f9 to enter the Boot Device Options menu.
   - Tablets without keyboards:
     ▲ Turn off the tablet. Press the power button in combination with the volume down button until the Startup menu is displayed, and then tap F9 to enter the Boot Device Options menu.

2. Select a boot device, then press enter.

TPM BIOS settings (select products only)

IMPORTANT: Before enabling Trusted Platform Module (TPM) functionality on this system, you must ensure that your intended use of TPM complies with relevant local laws, regulations and policies, and approvals or licenses must be obtained if applicable. For any compliance issues arising from your operation/usage of TPM which violates the above mentioned requirement, you shall bear all the liabilities wholly and solely. HP will not be responsible for any related liabilities.

TPM provides additional security for your computer. You can modify the TPM settings in Computer Setup (BIOS).

NOTE: If you change the TPM setting to Hidden, TPM is not visible in the operating system.

To access TPM settings in Computer Setup:


2. Select Security, select TPM Embedded Security, and then follow the on-screen instructions.

Using HP Sure Start (select products only)

Select computer models are configured with HP Sure Start, a technology that continuously monitors the computer’s BIOS for attacks or corruption. If the BIOS becomes corrupted or is attacked, HP Sure Start automatically restores the BIOS to its previously safe state, without user intervention.

HP Sure Start is configured and already enabled so that most users can use the HP Sure Start default configuration. The default configuration can be customized by advanced users.

To access the latest documentation on HP Sure Start, go to http://www.hp.com/support, and select your country. Select Drivers & Downloads, and then follow the on-screen instructions.
HP PC Hardware Diagnostics (UEFI) 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.

**NOTE:** To start BIOS on a convertible computer, your computer must be in notebook mode and you must use the keyboard attached to your tablet. The on-screen keyboard, which displays in tablet mode, cannot access BIOS.

To start HP PC Hardware Diagnostics UEFI:

1. Start BIOS:
   - Computers or tablets with keyboards:
     - Turn on or restart the computer, quickly press `esc`.
   - Tablets without keyboards:
     - Turn on or restart the tablet, and then quickly hold down the volume down button.
     - or -
     - Turn on or restart the tablet, and then quickly hold down the Windows button.

2. Press or tap `f2`.

   The BIOS searches three places for the diagnostic tools, in the following order:
   - 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 98](#).
   - Hard drive
   - BIOS

3. When the diagnostic tool opens, select the type of diagnostic test you want to run, and then follow the on-screen instructions. On a tablet, press the volume down button to stop a diagnostic test.

   **NOTE:** If you need to stop a diagnostic test on computers or tablets with a keyboard, press `esc`.
Downloading HP PC Hardware Diagnostics (UEFI) to a USB device

There are two options to download HP PC Hardware Diagnostics to a USB device:

**Download the latest UEFI version:**

2. In the HP PC Hardware Diagnostics section, click the **Download** link, and then select **Run**.

**Download any version of UEFI for a specific product:**

1. Go to [http://www.hp.com/support](http://www.hp.com/support), and then select your country. The HP Support page is displayed.
2. Click **Drivers & Downloads**.
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, and then select your operating system.
5. In the **Diagnostic** section, follow the on-screen instructions to select and download the UEFI version you want.
11 Backup and recovery in Windows 7

Your computer includes HP and Windows tools to help you safeguard your information and retrieve it if you ever need to. These tools will help you return your computer to a proper working state, all with simple steps. This section provides information about the following processes:

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

Creating recovery media and backups

Recovery after a system failure is only as good as your most recent backup.

1. After you successfully set up the computer, create HP Recovery media. This step creates a Windows 7 operating system DVD and a Driver Recovery DVD. The Windows DVD can be used to reinstall the original operating system in cases where the hard drive is corrupted or has been replaced. The Driver Recovery DVD installs specific drivers and applications. See Creating recovery media with HP Recovery Disc Creator on page 99.

2. Use Windows Backup and Recovery tools to perform the following:
   - Back up individual files and folders
   - Back up your entire hard drive (select models only)
   - Create system repair discs (select models only) with the installed optical drive (select models only) or an optional external optical drive
   - Create system restore points

**NOTE:** This guide describes an overview of backing up, restoring, and recovering options. For more details about the tools provided, see Help and Support. To access Help and Support, select Start > Help and Support.

**NOTE:** HP recommends that you print the recovery procedures and save them for later use, in case of system instability.

Guidelines

- When creating recovery media or backing up to discs, use any of the following types of discs (purchased separately): DVD+R, DVD+R DL, DVD-R, DVD-R DL, or DVD±RW. The discs you use will depend on the type of optical drive you are using.

- Be sure that the computer is connected to AC power before you start the recovery media creation process or the backup process.

Creating recovery media with HP Recovery Disc Creator

HP Recovery Disc Creator is a software program that offers an alternative way to create recovery media. After you successfully set up the computer, you can create recovery media using HP Recovery Disc Creator. This recovery media allows you to reinstall your original operating system as well as select drivers and
applications if the hard drive becomes corrupted. HP Recovery Disc Creator can create two kinds of recovery DVDs:

- Windows 7 operating system DVD—Installs the operating system without additional drivers or applications.
- Driver Recovery DVD—Installs specific drivers and applications only, in the same way that the HP Software Setup utility installs drivers and applications.

Creating recovery media

**NOTE:** The Windows 7 operating system DVD can be created only once. Thereafter, the option to create that media will not be available after you create a Windows DVD.

To create the Windows DVD:

1. Select **Start > All Programs > Productivity and Tools > HP Recovery Disc Creator**.
2. Select **Windows disk**.
3. From the drop-down menu, select the drive for burning the recovery media.
4. Click the **Create** button to start the burning process.

After the Windows 7 operating system DVD has been created, create the Driver Recovery DVD:

1. Select **Start > All Programs > Productivity and Tools > HP Recovery Disc Creator**.
2. Select **Driver disk**.
3. From the drop-down menu, select the drive for burning the recovery media.
4. Click the **Create** button to start the burning process.

Backing up your information

You should create system repair media and your initial backup immediately after initial system setup. As you add new software and data files, you should continue to back up your system on a regular basis to maintain a reasonably current backup. You should also create Windows system repair media (select models only) which can be used to start up (boot) the computer and repair the operating system in case of system instability or failure. Your initial and subsequent backups allow you to restore your data and settings if a failure occurs.

You can back up your information to an optional external hard drive, a network drive, or discs.

Note the following when backing up:

- Store personal files in the Documents library, and back it up regularly.
- Back up templates that are stored in their associated directories.
- Save customized settings that appear in a window, toolbar, or menu bar by taking a screen shot of your settings. The screen shot can be a time-saver if you have to reset your preferences.
- When backing up to discs, number each disc after removing it from the drive.

**NOTE:** For detailed instructions on various backup and restore options, perform a search for these topics in Help and Support. To access Help and Support, select **Start > Help and Support**.

**NOTE:** Windows includes the User Account Control feature to improve the security of your computer. You may be prompted for your permission or password for tasks such as installing software, running utilities, or changing Windows settings. Refer to Help and Support. To access Help and Support, select **Start > Help and Support**.
To create a backup using Windows Backup and Restore:

**NOTE:** The backup process may take over an hour, depending on file size and the speed of the computer.

1. Select **Start > All Programs > Maintenance > Backup and Restore.**
2. Follow the on-screen instructions to set up your backup, create a system image (select models only), or create system repair media (select models only).

### Performing a system recovery

In case of system failure or instability, the computer provides the following tools to recover your files:

- **Windows recovery tools:** You can use Windows Backup and Restore to recover information you have previously backed up. You can also use Windows Startup Repair to fix problems that might prevent Windows from starting correctly.
- **f11 recovery tools (select models only):** You can use the f11 recovery tools to recover your original hard drive image. The image includes the Windows operating system and software programs installed at the factory.

**NOTE:** If you are unable to boot (start up) your computer and you cannot use the system repair media you previously created (select models only), you must purchase Windows 7 operating system media to reboot the computer and repair the operating system. For additional information, see Using Windows 7 operating system media on page 102.

### Using the Windows recovery tools

Using the Windows recovery tools, you can:

- Recover individual files
- Restore the computer to a previous system restore point
- Recover information using recovery tools

**NOTE:** For detailed instructions on various recovery and restore options, perform a search for these topics in Help and Support. To access Help and Support, select **Start > Help and Support.**

**NOTE:** Windows includes the User Account Control feature to improve the security of your computer. You may be prompted for your permission or password for tasks such as installing software, running utilities, or changing Windows settings. Refer to Help and Support. To access Help and Support, select **Start > Help and Support.**

To recover information you previously backed up:

1. Select **Start > All Programs > Maintenance > Backup and Restore.**
2. Follow the on-screen instructions to recover your system settings, your computer (select models only), or your files.

To recover your information using Startup Repair, follow these steps:

**CAUTION:** Some Startup Repair options will completely erase and reformat the hard drive. All files you have created and any software installed on the computer are permanently removed. When reformating is complete, the recovery process restores the operating system, as well as the drivers, software, and utilities from the backup used for recovery.
1. If possible, back up all personal files.

2. If possible, check for the presence of the Windows partition.

   To check for the Windows partition, select **Start > Computer**.

   **NOTE:** If the Windows partition is not listed, you must recover your operating system and programs using the Windows 7 operating system DVD and the Driver Recovery media. For additional information, see **Using Windows 7 operating system media on page 102**.

3. If the Windows partition is listed, restart the computer, and then press **f8** before the Windows operating system loads.

4. Select **Startup Repair**.

5. Follow the on-screen instructions.

   **NOTE:** For additional information on recovering information using the Windows tools, select **Start > Help and Support**.

---

**Using f11 recovery tools (select models only)**

**CAUTION:** Using **f11** completely erases hard drive contents and reformats the hard drive. All files that you have created and any software that you have installed on the computer are permanently removed. The **f11** recovery tool reinstalls the operating system and HP programs and drivers that were installed at the factory. Software not installed at the factory must be reinstalled.

To recover the original hard drive image using **f11**:

1. If possible, back up all personal files.

2. If possible, check for the presence of the HP Recovery partition: click **Start**, right-click **Computer**, click **Manage**, and then click **Disk Management**.

   **NOTE:** If the HP Recovery partition is not listed, you must recover your operating system and programs using the Windows 7 operating system media and the Driver Recovery media. For additional information, see **Using Windows 7 operating system media on page 102**.

3. If the HP Recovery partition is listed, restart the computer, and then press **esc** while the “Press the ESC key for Startup Menu” message is displayed at the bottom of the screen.

4. Press **f11** while the “Press <F11> for recovery” message is displayed on the screen.

5. Follow the on-screen instructions.

---

**Using Windows 7 operating system media**

If you cannot use the recovery media you previously created using the HP Recovery Disc Creator (select models only), you must purchase a Windows 7 operating system DVD to reboot the computer and repair the operating system.

To order a Windows 7 operating system DVD, go to the HP website. For U.S. support, go to [http://www.hp.com/support](http://www.hp.com/support). For worldwide support, go to [http://welcome.hp.com/country/us/en/wwcontact_us.html](http://welcome.hp.com/country/us/en/wwcontact_us.html). You can also order the DVD by calling support. For contact information, see the **Worldwide Telephone Numbers** booklet included with the computer.

**CAUTION:** Using a Windows 7 operating system DVD completely erases hard drive contents and reformats the hard drive. All files that you have created and any software that you have installed on the computer are permanently removed. When reformating is complete, the recovery process helps you restore the operating system, as well as drivers, software, and utilities.
To initiate recovery using a Windows 7 operating system DVD:

**NOTE:** This process takes several minutes.

1. If possible, back up all personal files.
2. Restart the computer, and then insert the Windows 7 operating system DVD into the optical drive before the Windows operating system loads.
3. When prompted, press any keyboard key.
4. Follow the on-screen instructions.
5. Click **Next**.
6. Select **Repair your computer**.
7. Follow the on-screen instructions.

After the repair is completed:

1. Eject the Windows 7 operating system DVD and then insert the **Driver Recovery** DVD.
2. Install the Hardware Enabling Drivers first, and then install Recommended Applications.
To protect your information, use Windows backup and restore utilities to back up individual files and folders, back up your entire hard drive, create system repair media (select models only) by using the installed optical drive (select models only) or an optional external optical drive, or create system restore points. In case of system failure, you can use the backup files to restore the contents of your computer.

From the Start screen, type restore, click Settings, and then select from the list of displayed options.

**NOTE:** For detailed instructions on various backup and restore options, perform a search for these topics in Windows Help and Support.

In case of system instability, HP recommends that you print the recovery procedures and save them for later use.

**NOTE:** Windows includes the User Account Control feature to improve the security of your computer. You may be prompted for your permission or password for tasks such as installing software, running utilities, or changing Windows settings. For more information, see Windows Help and Support.

### Backing up your information

Recovery after a system failure is as good as your most recent backup. You should create system repair media and your initial backup immediately after initial system setup. As you add new software and data files, you should continue to back up your system on a regular basis to maintain a reasonably current backup.

For more information on the Windows backup features, see Windows Help and Support.

### Performing a system recovery

In case of system failure or instability, the computer provides the following tools to recover your files:

- **Windows recovery tools:** You can use Windows Backup and Restore to recover information you have previously backed up. You can also use Windows Automatic Repair to fix problems that might prevent Windows from starting correctly.
- **f11 recovery tools:** You can use the f11 recovery tools to recover your original hard drive image. The image includes the Windows operating system and software programs installed at the factory.

**NOTE:** If you are unable to boot (start up) your computer and you cannot use the system repair media you previously created (select models only), you must purchase Windows operating system media to reboot the computer and repair the operating system. For additional information, see Using Windows operating system media (purchased separately) on page 106.

### Using the Windows recovery tools

To recover information you previously backed up, see Windows Help and Support for steps on restoring files and folders.

To recover your information using Automatic Repair, follow these steps:
**CAUTION:** Some Startup Repair options will completely erase and reformat the hard drive. All files you have created and any software installed on the computer are permanently removed. When reformatting is complete, the recovery process restores the operating system, as well as the drivers, software, and utilities from the backup used for recovery.

1. If possible, back up all personal files.
2. If possible, check for the presence of the Recovery Image partition and the Windows partition.
   - From the Start screen, type `file`, and then click File Explorer.
   - or –
   - From the Start screen, type `pc`, and then select This PC.

**NOTE:** If the Windows partition and the Recovery Image partition are not listed, you must recover your operating system and programs using the Windows operating system DVD and the Driver Recovery media (both purchased separately). For additional information, see Using Windows operating system media (purchased separately) on page 106.

3. If the Windows partition and the Recovery Image partition are listed, restart the computer by pressing and holding the `shift` key while clicking Restart.
4. Select Troubleshoot, then select Advanced Options, and then select Startup Repair.
5. Follow the on-screen instructions.

**NOTE:** For additional information on recovering information using the Windows tools, perform a search for these topics in Windows Help and Support.

### Using f11 recovery tools

**CAUTION:** Using f11 completely erases hard drive contents and reformats the hard drive. All files that you have created and any software that you have installed on the computer are permanently removed. The f11 recovery tool reinstalls the operating system and HP programs and drivers that were installed at the factory. Software not installed at the factory must be reinstalled.

To recover the original hard drive image using f11:

1. If possible, back up all personal files.
2. If possible, check for the presence of the Recovery Image partition: From the Start screen, type `pc`, and then select This PC.

**NOTE:** If the Recovery Image partition is not listed, you must recover your operating system and programs using the Windows operating system media and the Driver Recovery media (both purchased separately). For additional information, see Using Windows operating system media (purchased separately) on page 106.

3. If the Recovery Image partition is listed, restart the computer, and then press `esc` while the “Press the ESC key for Startup Menu” message is displayed at the bottom of the screen.
4. Press f11 while the “Press <F11> for recovery” message is displayed on the screen.
5. Follow the on-screen instructions.
Using Windows operating system media (purchased separately)

To order a Windows operating system DVD, contact 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.

⚠️ CAUTION: Using a Windows operating system media completely erases hard drive contents and reformats the hard drive. All files that you have created and any software that you have installed on the computer are permanently removed. When reformatting is complete, the recovery process helps you restore the operating system, as well as drivers, software, and utilities.

To initiate a full install of the operating system using a Windows operating system DVD:

ℹ️ NOTE: This process takes several minutes.

1. If possible, back up all personal files.
2. Insert the Windows operating system DVD into the optical drive, and then restart the computer.
3. When prompted, press any keyboard key.
4. Follow the on-screen instructions.

After the installation is completed:

1. Eject the Windows operating system media and then insert the Driver Recovery media.
2. Install the Hardware Enabling Drivers first, and then install Recommended Applications.

Using Windows Refresh or Windows Reset

When your computer is not working properly and you need to regain system stability, the Windows Refresh option allows you to start fresh and keep what is important to you.

The Windows Reset option allows you to perform detailed reformatting of your computer, or remove personal information before you give away or recycle your computer. For more information on these features, see Windows Help and Support.

Using HP Software Setup

HP Software Setup can be used to reinstall drivers or select software that has been corrupted or deleted from the system.

1. From the Start screen, type HP Software Setup.
2. Open HP Software Setup.
3. Follow the on-screen directions to reinstall drivers or select software.
13 Backup and recovery in Windows 10

This chapter provides information about the following processes. The information in the chapter is standard procedure for most products.

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

For additional information, refer to the HP support assistant app.

▲ Type support in the taskbar search box, and then select the HP Support Assistant app.

– or –

Click the question mark icon in the taskbar.

IMPORTANT: If you will be performing recovery procedures on a tablet, the tablet battery must be at least 70% charged before you start the recovery process.

IMPORTANT: For a tablet with a detachable keyboard, connect the keyboard to the keyboard dock before beginning any recovery process.

Creating recovery media and backups

The following methods of creating recovery media and backups are available on select products only. Choose the available method according to your computer model.

- Use HP Recovery Manager to create HP Recovery media after you successfully set up the computer. 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. For information on creating recovery media, see Creating HP Recovery media (select products only) on page 107. For information on the recovery options that are available using the recovery media, see Using Windows tools on page 108.

- Use Windows tools to create system restore points and create backups of personal information.

For more information, see Recovering using HP Recovery Manager on page 109.

NOTE: If storage is 32 GB or less, Microsoft System Restore is disabled by default.

Creating HP Recovery media (select products only)

If possible, check for the presence of the Recovery partition and the Windows partition. From the Start menu, select File Explorer, and then select This PC.

- If your computer does not list the Windows partition and the Recovery partition, 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 on the HP website. Go to http://www.hp.com/support, select your country or region, and follow the on-screen instructions.
You can use Windows tools to create system restore points and create backups of personal information, see Using Windows tools on page 108.

- If your computer does list the Recovery partition and the Windows partition, you can use HP Recovery Manager 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 reinstall the original operating system and software programs that were 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 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 media 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. 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. If you cannot create DVD media yourself, you can obtain recovery discs for your computer from HP. See the Worldwide Telephone Numbers booklet included with the computer. You can also find contact information on the HP website. Go to http://www.hp.com/support, select your country or region, and follow the on-screen instructions.
  - Be sure that the computer is connected to AC power before you begin creating the recovery media.
  - The creation process can take 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.

To create HP Recovery media:

- **IMPORTANT:** For a tablet with a detachable keyboard, connect the keyboard to the keyboard dock before beginning these steps.

1. Type recovery in the taskbar search box, and then select HP Recovery Manager.
2. Select Create recovery media, and then follow the on-screen instructions.

If you ever need to recover the system, see Recovering using HP Recovery Manager on page 109.

### Using Windows tools

You can create recovery media, system restore points, and backups of personal information using Windows tools.

- **NOTE:** If storage is 32 GB or less, Microsoft System Restore is disabled by default.

For more information and steps, see the Get started app.

- Select the Start button, and then select the Get started app.
**Restore and recovery**

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

**IMPORTANT:** Not all methods are available on all products.

- Windows offers several options for restoring from backup, refreshing the computer, and resetting the computer to its original state. For more information see the Get started app.
  
  ▲ Select the Start button, and then select the Get started app.

- If you need to correct a problem with a preinstalled application or driver, use the Reinstall drivers and/or applications option (select products only) of HP Recovery Manager to reinstall the individual application or driver.
  
  ▲ Type recovery in the taskbar search box, select HP Recovery Manager, select Reinstall drivers and/or applications, and then follow the on-screen instructions.

- If you want to recover the Windows partition to original factory content, you can choose the System Recovery option from the HP Recovery partition (select products only) or use the HP Recovery media. For more information, see Recovering using HP Recovery Manager on page 109. If you have not already created recovery media, see Creating HP Recovery media (select products only) on page 107.

- On select products, if you want to recover the computer's original factory partition and content, or if you have replaced the hard drive, you can use the Factory Reset option of HP Recovery media. For more information, see Recovering using HP Recovery Manager on page 109.

- On select products, if you want 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 products only) on page 111.

**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 either created or that you obtained from HP, or by using the HP Recovery partition (select products only). If you have not already created recovery media, see Creating HP Recovery media (select products only) on page 107.

**What you need to know before you get started**

- 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.

**IMPORTANT:** 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 (select products only) on page 107.

- To use the Factory Reset option (select products only), you must use HP Recovery media. If you have not already created recovery media, see Creating HP Recovery media (select products only) on page 107.

- If your computer does not allow the creation of HP Recovery media or 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 want to retain.

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

**NOTE:** Only the options available for your computer display when you start the recovery process.

- System Recovery—Reinstalls the original operating system, and then configures the settings for the programs that were installed at the factory.
- 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 products only) allows System Recovery only.

**Using the HP Recovery partition (select products only)**

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

To start HP Recovery Manager from the HP Recovery partition:

**IMPORTANT:** For a tablet with a detachable keyboard, connect the keyboard to the keyboard dock before beginning these steps (select products only).

1. Type recovery in the taskbar search box, select Recovery Manager, and then select HP Recovery Environment.
   - or-
   For computers or tablets with keyboards attached, press f11 while the computer boots, or press and hold f11 as you press the power button.
   For tablets without keyboards:
   Turn on or restart the tablet, and then quickly hold down the volume down button; then select f11.
   - or -
   Turn on or restart the tablet, and then quickly hold down the Windows button; then select f11.

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, 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 111.

3. Follow the on-screen instructions.
Changing the computer boot order

If your 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 to an optical drive or a USB flash drive.

To change the boot order:

**IMPORTANT:** For a tablet with a detachable keyboard, connect the keyboard to the keyboard dock before beginning these steps.

1. Insert the HP Recovery media.
2. Access BIOS:
   - For computers or tablets with keyboards attached:
     ▲ Turn on or restart the computer or tablet, quickly press `esc`, and then press `f9` for boot options.
   - For tablets without keyboards:
     ▲ Turn on or restart the tablet, and then quickly hold down the volume down button; then select `f9`.
     - or -
     Turn on or restart the tablet, and then quickly hold down the Windows button; then select `f9`.
3. Select the optical drive or USB flash drive from which you want to boot.
4. Follow the on-screen instructions.

Removing the HP Recovery partition (select products 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 will not be able to perform System Recovery or create HP recovery media from the HP Recovery partition. So before you remove the Recovery partition, create HP Recovery media; see Creating HP Recovery media (select products only) on page 107.

**NOTE:** The Remove Recovery Partition option is only available on products that support this function.

Follow these steps to remove the HP Recovery partition:

1. Type `recovery` in the taskbar search box, and then select HP Recovery Manager.
2. Select Remove Recovery Partition, and then follow the on-screen instructions.
# 14 Specifications

<table>
<thead>
<tr>
<th>Dimensions</th>
<th>Metric</th>
<th>U.S.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Width</td>
<td>31.0 cm</td>
<td>12.2 in</td>
</tr>
<tr>
<td>Depth</td>
<td>21.5 cm</td>
<td>8.5 in</td>
</tr>
<tr>
<td>Height</td>
<td>2.1 cm</td>
<td>0.83 in</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Weight</th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Equipped with 3-cell (26 Whr) battery, FHD, no fingerprint reader, 1 SODIMM, WLAN, lightest M.2 SSD primary storage module, no camera, no WWAN, non-touch</td>
<td>1.36 kg</td>
<td>2.99 lb</td>
</tr>
<tr>
<td>Equipped with 3-cell (26 Whr) battery, FHD, no fingerprint reader, 1 SODIMM, WLAN, lightest M.2 SSD primary storage module, no camera, no WWAN, touch</td>
<td>1.52 kg</td>
<td>3.35 lb</td>
</tr>
<tr>
<td>Equipped with 3-cell (46 Whr) battery, FHD, no fingerprint reader, 1 SODIMM, WLAN, lightest M.2 SSD primary storage module, no camera, no WWAN, non-touch</td>
<td>1.47 kg</td>
<td>3.25 lb</td>
</tr>
<tr>
<td>Equipped with 3-cell (46 Whr) battery, FHD, no fingerprint reader, 1 SODIMM, WLAN, lightest M.2 SSD primary storage module, no camera, no WWAN, touch</td>
<td>1.61 kg</td>
<td>3.55 lb</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Input power</th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Operating voltage and current</td>
<td>19.5 V dc @ 2.31 A - 45 W</td>
<td>19.5 V dc @ 3.33 A - 65 W</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Temperature</th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Operating</td>
<td>5°C to 35°C</td>
<td>41°F to 95°F</td>
</tr>
<tr>
<td>Nonoperating</td>
<td>-20°C to 60°C</td>
<td>-4°F to 140°F</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Relative humidity</th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Operating</td>
<td>10% to 90%</td>
<td></td>
</tr>
<tr>
<td>Nonoperating</td>
<td>5% to 95%</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Maximum altitude</th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Operating</td>
<td>-15 m to 3,048 m</td>
<td>-50 ft to 10,000 ft</td>
</tr>
<tr>
<td>Nonoperating</td>
<td>-15 m to 12,192 m</td>
<td>-50 ft to 40,000 ft</td>
</tr>
</tbody>
</table>

**NOTE:** Applicable product safety standards specify thermal limits for plastic surfaces. The device operates well within this range of temperatures.
**15 Statement of memory volatility**

The purpose of this chapter is to provide general information regarding nonvolatile memory in HP Business PCs. This chapter also provides general instructions for restoring nonvolatile memory that can contain personal data after the system has been powered off and the hard drive has been removed.

HP Business PC products that use Intel®-based or AMD®-based system boards contain volatile DDR memory. The amount of nonvolatile memory present in the system depends upon the system configuration. Intel-based and AMD-based system boards contain nonvolatile memory subcomponents as originally shipped from HP, assuming that no subsequent modifications have been made to the system and assuming that no applications, features, or functionality have been added to or installed on the system.

Following system shutdown and removal of all power sources from an HP Business PC system, personal data can remain on volatile system memory (DIMMs) for a finite period of time and will also remain in nonvolatile memory. Use the steps below to remove personal data from the PC, including the nonvolatile memory found in Intel-based and AMD-based system boards.

1. Follow steps (a) through (j) below to restore the nonvolatile memory that can contain personal data. Restoring or reprogramming nonvolatile memory that does not store personal data is neither necessary nor recommended.

   a. Turn on or restart the computer, and then press `esc` while the "Press the ESC key for Startup Menu" message is displayed at the bottom of the screen.

      **NOTE:** If the system has a BIOS administrator password, enter the password at the prompt.

   b. Select **Main**, select **Restore Defaults**, and then select **Yes** to load defaults.

   c. Select the **Security** menu, select **Restore Security Level Defaults**, and then select **Yes** to restore security level defaults.

   d. If an asset or ownership tag is set, select the **Security** menu and scroll down to the **Utilities** menu. Select **System IDs**, and then select **Asset Tracking Number**. Clear the tag, and then make the selection to return to the prior menu.

   e. If a DriveLock password is set, select the **Security** menu, and scroll down to **Hard Drive Tools** under the **Utilities** menu. Select **Hard Drive Tools**, select **DriveLock**, then uncheck the checkbox for **DriveLock password on restart**. Select **OK** to proceed.

   f. If an Automatic DriveLock password is set, select the **Security** menu, scroll down to **Hard Drive Tools** under the **Utilities** menu. Select **Hard Drive Tools**, scroll down to **Automatic DriveLock**, then select the desired hard drive and disable protection. At the automatic drive lock warning screen, select **Yes** to continue. Repeat this procedure if more than one hard drive has an Automatic DriveLock password.

   g. Select the **Main** menu, and then select **Reset BIOS Security to factory default**. Click **Yes** at the warning message.

   h. Select the **Main** menu, select **Save Changes and Exit**, select **Yes** to save changes and exit, and then select **Shutdown**.
i. Reboot the system. If the system has a Trusted Platform Module (TPM) and/or fingerprint reader, one or two prompts will appear—one to clear the TPM and the other to Reset Fingerprint Sensor; press or tap F1 to accept or F2 to reject.

j. Remove all power and system batteries for at least 24 hours.

2. Complete one of the following:

● Remove and retain the storage drive.

– or –

● Clear the drive contents by using a third party utility designed to erase data from an SSD.

– or –

● Clear the contents of the drive by using the following BIOS Setup Secure Erase command option steps:

**IMPORTANT:** If you clear data using Secure Erase, it cannot be recovered.

a. Turn on or restart the computer, and then press esc while the "Press the ESC key for Startup Menu" message is displayed at the bottom of the screen.

b. Select the Security menu and scroll down to the Utilities menu.

c. Select Hard Drive Tools.

d. Under Utilities, select Secure Erase, select the hard drive storing the data you want to clear, and then follow the on-screen instructions to continue.

– or –

● Clear the contents of the drive by using the following Disk Sanitizer command steps:

**IMPORTANT:** If you clear data using Disk Sanitizer, it cannot be recovered.

**NOTE:** The amount of time it takes for Disk Sanitizer to run can take several hours. Plug the computer into an AC outlet before starting.

a. Turn on or restart the computer, and then press esc while the "Press the ESC key for Startup Menu" message is displayed at the bottom of the screen.

b. Select the Security menu and scroll down to the Utilities menu.

c. Select Hard Drive Tools.

d. Under Utilities, select Disk Sanitizer, select the hard drive storing the data you want to clear, and then follow the on-screen instructions to continue.
## Nonvolatile memory usage

<table>
<thead>
<tr>
<th>Nonvolatile Memory Type</th>
<th>Amount (Size)</th>
<th>Does this memory store customer data?</th>
<th>Does this memory retain data when power is removed?</th>
<th>What is the purpose of this memory?</th>
<th>How is data input into this memory?</th>
<th>How is this memory write-protected?</th>
</tr>
</thead>
<tbody>
<tr>
<td>HP Sure Start flash (select models only)</td>
<td>2 MBytes</td>
<td>No</td>
<td>Yes</td>
<td>Provides protected backup of critical System BIOS code, EC firmware, and critical PC configuration data for select platforms that support HP Sure Start. For more information, see Using HP Sure Start (select models only) on page 118.</td>
<td>Data cannot be written to this device via the host processor. The content is managed solely by the HP Sure Start Embedded Controller.</td>
<td>This memory is protected by the HP Sure Start Embedded Controller.</td>
</tr>
<tr>
<td>Real Time Clock (RTC) battery backed-up CMOS configuration memory</td>
<td>256 Bytes</td>
<td>No</td>
<td>Yes</td>
<td>Stores system date and time and noncritical data. RTC battery backed-up CMOS is programmed using the Computer Setup (BIOS), or changing the Microsoft Windows date &amp; time.</td>
<td>This memory is not write-protected.</td>
<td></td>
</tr>
<tr>
<td>Controller (NIC) EEPROM</td>
<td>64 KBytes (not customer accessible)</td>
<td>No</td>
<td>Yes</td>
<td>Stores NIC configuration and NIC firmware. NIC EEPROM is programmed using a utility from the NIC vendor that can be run from DOS. A utility is required to write data to this memory and is available from the NIC vendor. Writing data to this ROM in an inappropriate manner will render the NIC non-functional.</td>
<td>Data cannot be written to this memory when the module is installed in a PC. The specific write-protection method varies by memory vendor.</td>
<td></td>
</tr>
<tr>
<td>DIMM Serial Presence Detect (SPD) configuration data</td>
<td>256 Bytes per memory module, 128 Bytes programmable (not customer accessible)</td>
<td>No</td>
<td>Yes</td>
<td>Stores memory module information. DIMM SPD is programmed by the memory vendor.</td>
<td>Data cannot be written to this memory when the module is installed in a PC. The specific write-protection method varies by memory vendor.</td>
<td></td>
</tr>
<tr>
<td>System BIOS</td>
<td>4 MBytes to 5 MBytes</td>
<td>Yes</td>
<td>Yes</td>
<td>Stores system BIOS code and PC configuration data. System BIOS code is programmed at the factory. Code is updated when the system BIOS is updated. Configuration data and settings are input using the Computer Setup (BIOS) or a custom utility. System BIOS code is programmed at the factory. Code is updated when the system BIOS is updated. Configuration data and settings are input using the Computer Setup (BIOS) or a custom utility. <strong>NOTE:</strong> Writing data to this ROM in an inappropriate manner can render the PC non-functional. A utility is required for writing data to this memory and is available on the HP website; go to <a href="http://www.hp.com/support">http://www.hp.com/support</a>, and select your country. Select Drivers &amp;</td>
<td>System BIOS code is programmed at the factory. Code is updated when the system BIOS is updated. Configuration data and settings are input using the Computer Setup (BIOS) or a custom utility. System BIOS code is programmed at the factory. Code is updated when the system BIOS is updated. Configuration data and settings are input using the Computer Setup (BIOS) or a custom utility. <strong>NOTE:</strong> Writing data to this ROM in an inappropriate manner can render the PC non-functional. A utility is required for writing data to this memory and is available on the HP website; go to <a href="http://www.hp.com/support">http://www.hp.com/support</a>, and select your country. Select Drivers &amp;</td>
<td><strong>NOTE:</strong> Writing data to this ROM in an inappropriate manner can render the PC non-functional. A utility is required for writing data to this memory and is available on the HP website; go to <a href="http://www.hp.com/support">http://www.hp.com/support</a>, and select your country. Select Drivers &amp;</td>
</tr>
<tr>
<td>Nonvolatile Memory Type</td>
<td>Amount (Size)</td>
<td>Does this memory store customer data?</td>
<td>Does this memory retain data when power is removed?</td>
<td>What is the purpose of this memory?</td>
<td>How is data input into this memory?</td>
<td>How is this memory write-protected?</td>
</tr>
<tr>
<td>-------------------------</td>
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<td>-----------------------------------------------------</td>
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<td>-----------------------------------</td>
</tr>
<tr>
<td>Intel Management Engine Firmware  (present in only specific ZBook and EliteBook models. For more information, go to <a href="http://www.hp.com/support">http://www.hp.com/support</a>, and select your country. Select Drivers &amp; Downloads, and then follow the on-screen instructions.)</td>
<td>1.5 MBytes or 5 MBytes</td>
<td>Yes</td>
<td>Yes</td>
<td>Stores Management Engine Code, Settings, Provisioning Data and iAMT third-party data store.</td>
<td>Management Engine Code is programmed at the factory. Code is updated via Intel secure firmware update utility. Unique Provisioning Data can be entered at the factory or by an administrator using the Management Engine (MEBx) setup utility. The third party data store contents can be populated by a remote management console or local applications that have been registered by an administrator to have access to the space.</td>
<td>The Intel chipset is configured to enforce hardware protection to block all direct read/write access to this area. An Intel utility is required for updating the firmware. Only firmware updates digitally signed by Intel can be applied using this utility.</td>
</tr>
<tr>
<td>Bluetooth flash</td>
<td>2 Mbit</td>
<td>No</td>
<td>Yes</td>
<td>Stores Bluetooth configuration and firmware.</td>
<td>Bluetooth flash is programmed at the factory. Tools for writing data to this memory are not publicly available but can be obtained from the silicon vendor.</td>
<td>A utility is required for writing data to this memory and is made available through newer versions of the driver whenever the flash requires an upgrade.</td>
</tr>
<tr>
<td>802.11 WLAN EEPROM</td>
<td>4 Kbit to 8 Kbit</td>
<td>No</td>
<td>Yes</td>
<td>Stores configuration and calibration data.</td>
<td>802.11 WLAN EEPROM is programmed at the factory. Tools for writing data to this memory are not made public.</td>
<td>A utility is required for writing data to this memory and is typically not made available to the public unless a firmware upgrade is necessary to address a unique issue.</td>
</tr>
<tr>
<td>Web camera</td>
<td>64 Kbit</td>
<td>No</td>
<td>Yes</td>
<td>Stores webcam configuration and firmware.</td>
<td>Webcam memory is programmed using a utility from the device manufacturer that can be run from Windows.</td>
<td>A utility is required for writing data to this memory and is typically not made available to the public unless a firmware upgrade is necessary to address a unique issue.</td>
</tr>
<tr>
<td>Fingerprint reader</td>
<td>512 KByte flash</td>
<td>Yes</td>
<td>Yes</td>
<td>Stores fingerprint templates.</td>
<td>Fingerprint reader memory is programmed by user enrollment in HP ProtectTools Security Manager.</td>
<td>Only a digitally signed application can make the call to write to the flash.</td>
</tr>
</tbody>
</table>
Questions and answers

1. How can the BIOS settings be restored (returned to factory settings)?

   **IMPORTANT:** Restore defaults does not securely erase any data on your hard drive. See question and answer 6 for steps to securely erase data.
   
   Restore defaults does not reset the Custom Secure Boot keys. See question and answer 7 for information about resetting the keys.
   
   a. Turn on or restart the computer, and then press `esc` while the "Press the ESC key for Startup Menu" message is displayed at the bottom of the screen.
   
   b. Select **Main**, and then select **Restore defaults**.
   
   c. Follow the on-screen instructions.
   
   d. Select **Main**, select **Save Changes and Exit**, and then follow the on-screen instructions.

2. What is a UEFI BIOS, and how is it different from a legacy BIOS?

   The Unified Extensible Firmware Interface (UEFI) BIOS is an industry-standard software interface between the platform firmware and an operating system (OS). It is a replacement for the older BIOS architecture, but supports much of the legacy BIOS functionality.

   Like the legacy BIOS, the UEFI BIOS provides an interface to display the system information and configuration settings and to change the configuration of your computer before an OS is loaded. BIOS provides a secure run-time environment that supports a Graphic User Interface (GUI). In this environment, you can use either a pointing device (Touchscreen, TouchPad, pointing stick, or USB mouse) or the keyboard to navigate and make menu and configuration selections. The UEFI BIOS also contains basic system diagnostics.

   The UEFI BIOS provides functionality beyond that of the legacy BIOS. In addition, the UEFI BIOS works to initialize the computer’s hardware before loading and executing the OS; the run-time environment allows the loading and execution of software programs from storage devices to provide more functionality, such as advanced hardware diagnostics (with the ability to display more detailed system information) and advanced firmware management and recovery software.

   HP has provided options in Computer Setup (BIOS) to allow you to run in legacy BIOS, if required by the operating system. Examples of this requirement would be if you upgrade or downgrade the OS.

3. Where does the UEFI BIOS reside?

   The UEFI BIOS resides on a flash memory chip. A utility is required to write to the chip.

4. What kind of configuration data is stored on the DIMM Serial Presence Detect (SPD) memory module? How would this data be written?

   The DIMM SPD memory contains information about the memory module, such as size, serial number, data width, speed/timing, voltage, and thermal information. This information is written by the module manufacturer and stored on an EEPROM. This EEPROM cannot be written to when the memory module is installed in a PC. Third-party tools do exist that can write to the EEPROM when the memory module is not installed in a PC. Various third-party tools are available to read SPD memory.

5. What is meant by “Restore the nonvolatile memory found in Intel-based system boards”?

   This message relates to clearing the Real Time Clock (RTC) CMOS memory that contains PC configuration data.

6. How can the BIOS security be reset to factory defaults and data erased?
IMPORTANT:  Reseting will result in the loss of information.

These steps will not reset Custom Secure Boot Keys. See question and answer 7 for information about resetting the keys.

a.  Turn on or restart the computer, and then press esc while the "Press the ESC key for Startup Menu" message is displayed at the bottom of the screen.

b.  Select Main, and then select Reset BIOS Security to Factory Default.

c.  Follow the on-screen instructions.

d.  Select Main, select Save Changes and Exit, and then follow the on-screen instructions.

7.  How can the Custom Secure Boot Keys be reset?

Secure Boot is a feature to ensure that only authenticated code can start on a platform. If you enabled Secure Boot and created Custom Secure Boot Keys, simply disabling Secure Boot will not clear the keys. You must also select to clear the Custom Secure Boot Keys. Use the same Secure Boot access procedure you used to create the Custom Secure Boot Keys, but make the selection to clear or delete all Secure Boot Keys.

a.  Turn on or restart the computer, and then press esc while the "Press the ESC key for Startup Menu" message is displayed at the bottom of the screen.

b.  Select the Security menu, select Secure Boot Configuration, and then follow the on-screen instructions.

c.  At the Secure Boot Configuration window, select Secure Boot, select Clear Secure Boot Keys, and then follow the on-screen instructions to continue.

Using HP Sure Start (select models only)

Select computer models are configured with HP Sure Start, a technology that continuously monitors your computer’s BIOS for attacks or corruption. If the BIOS becomes corrupted or is attacked, HP Sure Start restores the BIOS to its previously safe state, without user intervention. Those select computer models ship with HP Sure Start configured and enabled. HP Sure Start is configured and already enabled so that most users can use the HP Sure Start default configuration. The default configuration can be customized by advanced users.

To access the latest documentation on HP Sure Start, go to http://www.hp.com/support, and select your country. Select Drivers & Downloads, and then follow the on-screen instructions.
16 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 specific countries and regions

<table>
<thead>
<tr>
<th>Country/region</th>
<th>Accredited agency</th>
<th>Applicable note number</th>
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<td>Austria</td>
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<td>Canada</td>
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<td>The People's Republic of China</td>
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Requirements for all countries
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<th>Country/region</th>
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<td>South Korea</td>
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<td>The United Kingdom</td>
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<td>The United States</td>
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</tr>
</tbody>
</table>

1. The flexible cord must be Type H05VV-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.
17 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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