



## HP 10 G2 2301 Tablet

**Maintenance and Service Guide**  
**IMPORTANT! This document is intended for HP**  
**authorized service providers only.**

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#### **Product notice**

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


#### **Software terms**

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

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

## Safety warning notice

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 **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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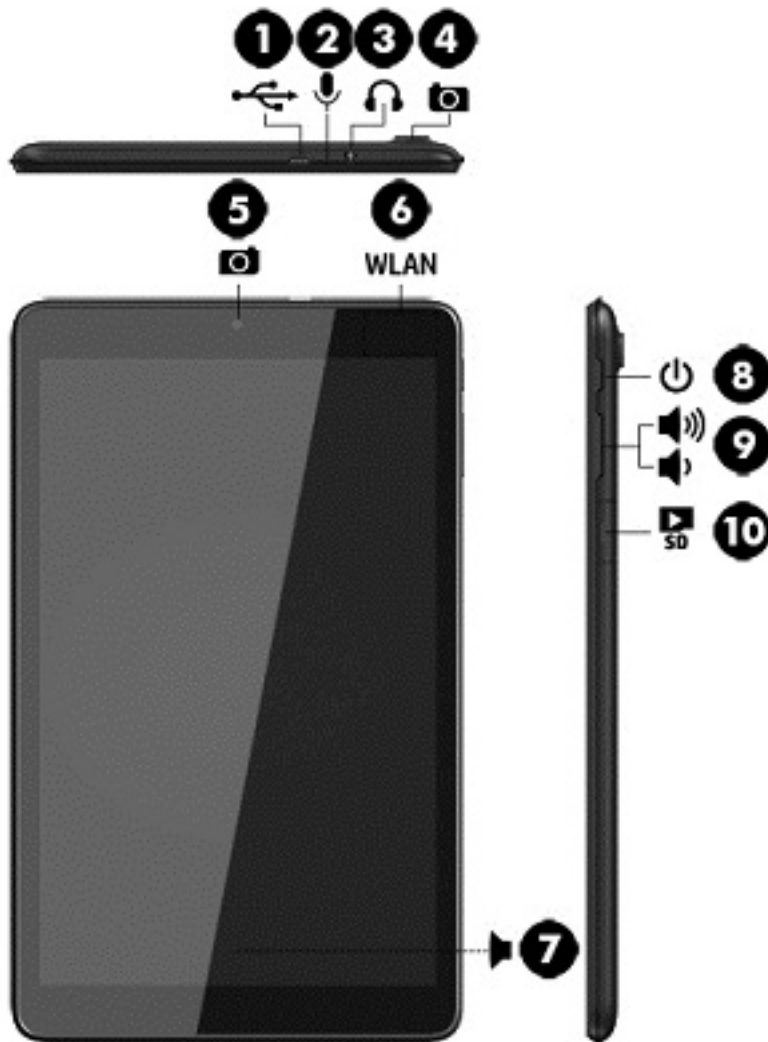
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# 1 Product description

Category	Description
<b>Product Name</b>	HP 10 G2 Tablet
<b>Processor</b>	MTK 8127 Quad core 1.3 GHz,
<b>Panel</b>	10.1 in display, 800 x 1280, touch screen display assembly
<b>Memory</b>	1 GB RAM memory, integrated on system board
<b>Storage</b>	16 GB eMMC, integrated on system board Supports external microSD up to 64 GB
<b>Audio and video</b>	Microphone Speaker 5.0 MP full-frame HD video, rear-facing webcam 2.0 MP full-frame HD video, front-facing webcam Supports AAC, AMR, FLAC, MP3, and OGG, audio formats
<b>Sensor</b>	Accelerometer/G-sensor
<b>Wireless networking</b>	<b>Integrated wireless option:</b> WLAN 802.11 b/g/n with one antenna <b>Bluetooth®:</b> 4.0+LE
<b>External expansion</b>	Integrated microSD Card Reader expandable to 64GB
<b>Ports</b>	<ul style="list-style-type: none"><li>• Audio: headphone jack, 3.5 mm</li><li>• MicroSD Card Reader</li><li>• Micro USB 2.0</li></ul>
<b>Power requirements</b>	4060 mAh battery, USB charging 10W, 5V 2A adapter with Micro USB cable and localized cable plug support
<b>Operating system</b>	<b>Preinstalled:</b> Google™ Android 5.0 Lollipop operating system
<b>Serviceability</b>	<b>End user replaceable parts:</b> <ul style="list-style-type: none"><li>• AC adapter</li><li>• USB cable</li><li>• Keyboard</li></ul>

## 2 External component identification



Component	Description
(1) Micro-B USB 2.0 port	Permits you to connect to power using micro-B USB extension cable. You can use the cable to connect to a USB power source or AC adapter.
(2) Microphone	Receives sound.
(3) Audio-out (headphone) jack	Connects optional powered stereo speakers, headphones, earbuds, a headset, or a television audio cable. Also connects an optional headset microphone. This jack does not support optional microphone-only devices.

**WARNING!** To reduce the risk of personal injury, adjust the volume before putting on headphones, earbuds, or a headset.




Component	Description
	<p><b>NOTE:</b> When a device is connected to the jack, the tablet speakers are disabled.</p> <p><b>NOTE:</b> Be sure that the tablet cable has a 4-conductor connector that supports both audio-out (headphone) and audio-in (microphone).</p>
<b>(4)</b>	Rear camera Records video and captures photographs.
<b>(5)</b>	Front camera Records video and captures photographs.
<b>(6)</b>	WLAN (wireless local area network) antenna Sends and receives wireless signals to communicate with WLANs.  <b>NOTE:</b> The antennas are not visible from the outside of the tablet. For optimal transmission, keep the areas immediately around the antennas free from obstructions. For wireless regulatory notices, see the section of the <i>Product Notices</i> that apply to your country or region.
<b>(7)</b>	Speaker Produces sound.
<b>(8)</b>	Power button <ul style="list-style-type: none"> <li>• When the tablet is off, press the button to turn on the tablet.</li> <li>• When the tablet is on, press the button briefly to initiate Sleep.</li> <li>• When the tablet is in the Sleep state, press the button briefly to exit Sleep.</li> </ul> <p><b>CAUTION:</b> Pressing and holding down the power button without waiting for the <b>Power off</b> message can result in the loss of unsaved information.</p>
<b>(9)</b>	Volume button Press to increase or decrease sound.
<b>(10)</b>	MicroSD card reader Reads optional microSD cards that store, manage, share, or access information.

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## 3 Illustrated parts catalog

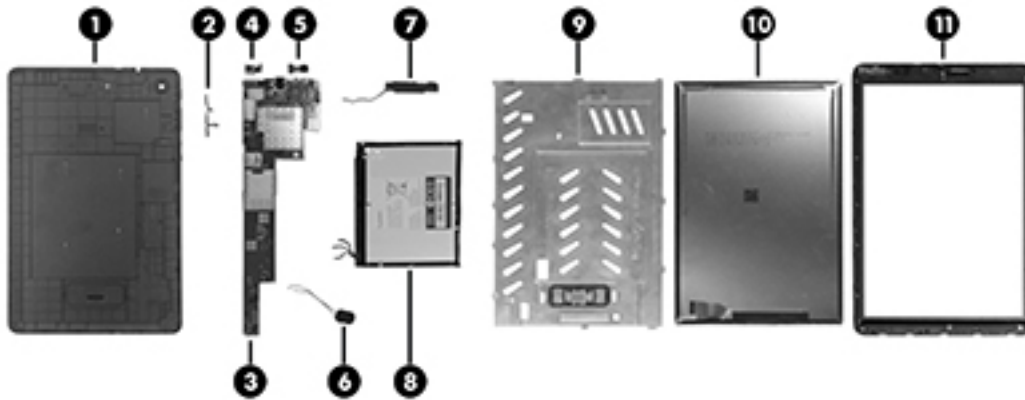
### Locating the serial number, product number, and model number

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

The model number **(1)**, product number **(2)**, and Regulatory Model Number (RMN) **(3)** of your tablet are located on the back cover of the tablet. You may need the information when you travel internationally or when you contact support.



## Tablet major components



Item	Component	Spare part number
(1)	<b>Back cover</b>	829927-001
(2)	<b>Power/volume button board</b>	833752-001
	<b>Power/volume button board cable</b>	833748-001
(3)	<b>System board</b> equipped with MTK 8127 Quad core 1.3 GHz,, 1 GB RAM memory, and 16 GB eMMC hard drive	829931-001
(4)	<b>Rear-facing webcam</b> (includes cable)	833745-001
(5)	<b>Front-facing webcam</b> (includes cable)	833744-001
(6)	<b>Speaker Kit</b> (includes cable)	833747-001
(7)	<b>Antenna board</b>	833747-001
(8)	<b>Battery</b> , 4060 mAh, USB-charging (includes cable)	829928-001
(9)	<b>Middle frame</b>	833743-001
	<b>Speaker frame</b> (attached to middle frame)	833753-001
(10)	<b>Display panel</b> , 10.1 in, 800 x 1280, touch screen	829929-001
(11)	<b>Front cover</b> , 10.1 in, 800 x 1280, touch screen	833741-001

## Miscellaneous parts

Component	Spare part number
<b>AC adapter</b>	745229-001
Keyboard in black finish for use in the United States	827801-001
Keyboard in red finish for use in the United States	827802-001
Keyboard in blue finish for use in the United States	827803-001
Keyboard in purple finish for use in the United States	827804-001
Screen protector	829157-001

<b>Component</b>	<b>Spare part number</b>
<b>Micro USB connector</b>	833751-001
<b>Micro USB cable</b>	829926-001
<b>Miscellaneous Kit</b>	833742-001
<b>Screw Kit</b>	833746-001
Tablet, 10.1 IPS, 16 GB, in black finish	829930-001

## Sequential part number listing

<b>Spare part number</b>	<b>Description</b>
745229-001	AC adapter
827801-001	Keyboard in black finish for use in the United States
827802-001	Keyboard in red finish for use in the United States
827803-001	Keyboard in blue finish for use in the United States
827804-001	Keyboard in purple finish for use in the United States
829157-001	Screen protector
829926-001	Micro USB cable
829927-001	Back cover
829928-001	Battery, 4060 mAh, USB-charging (includes cable)
829929-001	Display panel assembly, 10.1 in, LED, touch screen,
829930-001	Tablet, 10.1 IPS, 16 GB, in black finish
829931-001	System board equipped with MTK 8127 Quad core 1.3 GHz,, 1 GB RAM memory, and 16 GB eMMC hard drive
833741-001	Front cover
833742-001	Miscellaneous Kit
833743-001	Middle frame
833744-001	Front-facing webcam (includes cable)
833745-001	Rear-facing webcam (includes cable)
833746-001	Screw Kit
833747-001	Speaker Kit (includes cable)
833752-001	Volume/power button
833753-001	Speaker frame (attached to middle frame)

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# 4 Removal and replacement preliminary requirements

## Tools required


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

- Magnetic screw driver
- Phillips screw driver, 1.4, 0.3, 2.5
- Plastic case utility tool

## Service considerations

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


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

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## Plastic parts


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 **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.

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## Cables and connectors

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

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

## Grounding guidelines

### Electrostatic discharge damage

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

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

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

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

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

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

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

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

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

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

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

## Packaging and transporting guidelines

Follow these grounding guidelines when packaging and transporting equipment:

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

## Workstation guidelines

Follow these grounding workstation guidelines:

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

## Equipment guidelines

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

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

The following grounding equipment is recommended to prevent electrostatic damage:

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


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


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



# 5 Removal and replacement procedures for Authorized Service Provider parts

## Tablet component replacement procedures

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

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

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

There are as many as 15 screws that must be removed, replaced, and/or loosened when servicing the tablet. Make special note of each screw size and location during removal and replacement.


## Back cover

Description	Spare part number
Back cover	829927-001
Display panel assembly, 10.1 IPS touch screen,	829929-001

Before disassembling the tablet, follow these steps:

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

Remove the back cover:

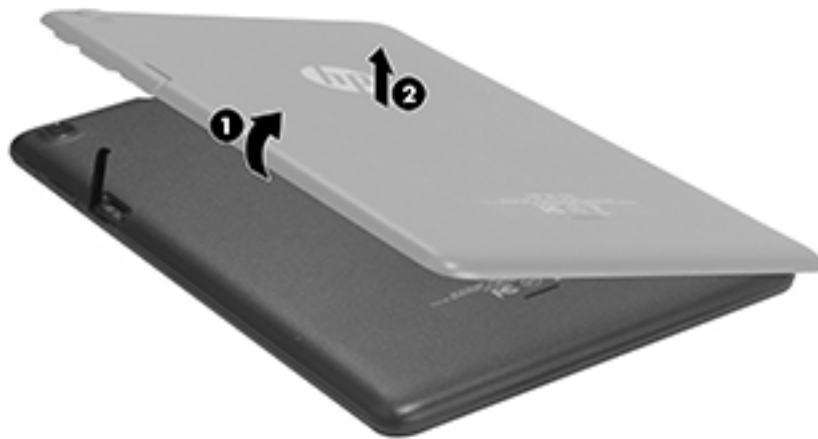
 **CAUTION:** Before turning the display panel assembly upside down, make sure the work surface is clear of tools, screws, and any other foreign objects. Failure to follow this caution can result in damage to the display panel assembly.

1. Open the microSD card cover **(1)** on the right side of the tablet.

2. Remove one Phillips screw **(2)**, and then use a nylon pry tool **(3)** to press the volume button.



3. Move the nylon pry tool around the edges of the tablet to disconnect the clips and release the back cover from the display panel assembly.
4. Lift the cover **(1)**, and then remove it **(2)**.



Reverse this procedure to install the back cover.

# Battery

Description	Spare part number
Battery, 4060 mAh, USB-charging (includes cable)	829928-001

Before removing the battery, follow these steps:

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

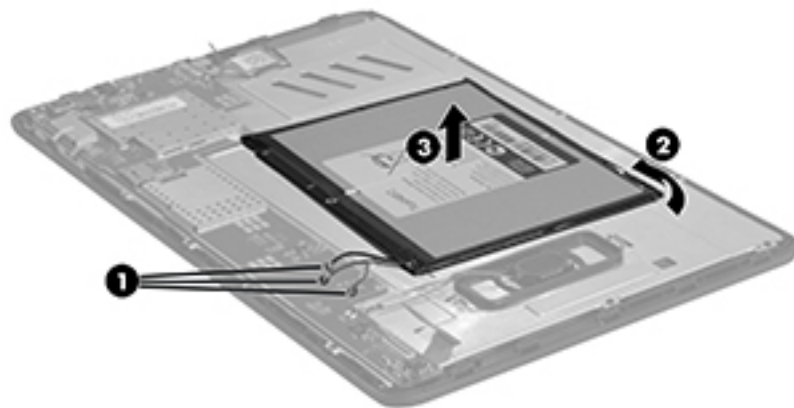
**WARNING!** To reduce potential safety issues, use only the battery provided with the tablet, a replacement battery provided by HP, or a compatible battery purchased from HP.

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

Remove the battery:

1. Do not disconnect the battery cables **(1)** from the system board.
2. Lift the battery **(2)** from the system board, and then remove the battery **(3)** without bending it.

**CAUTION:** Protect the battery cables to prevent shorting the battery.



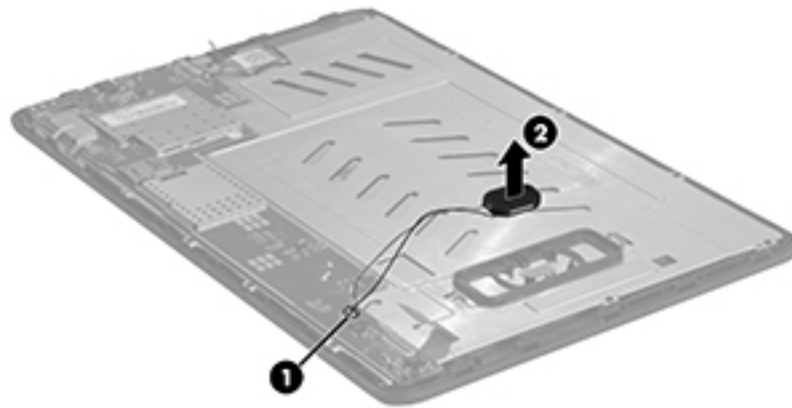
Reverse this procedure to install the battery.

## Speaker

Description	Spare part number
Speaker Kit (includes cable)	833747-001

Before removing the speaker, follow these steps:

1. Turn off the tablet. If you are unsure whether the tablet is off, turn the tablet on, and then shut it down through the operating system.
  2. Disconnect the power from the tablet by unplugging the power adapter cord from the tablet.
  3. Disconnect all external devices from the tablet.
  4. Remove the back cover (see [Back cover on page 11](#)).
  5. Remove the battery (see [Battery on page 13](#)).
- ▲ Remove the speaker **(2)** from the speaker frame without detaching the soldered connection **(1)** from the system board.



Reverse this procedure to install the speaker.

## Rear-facing webcam

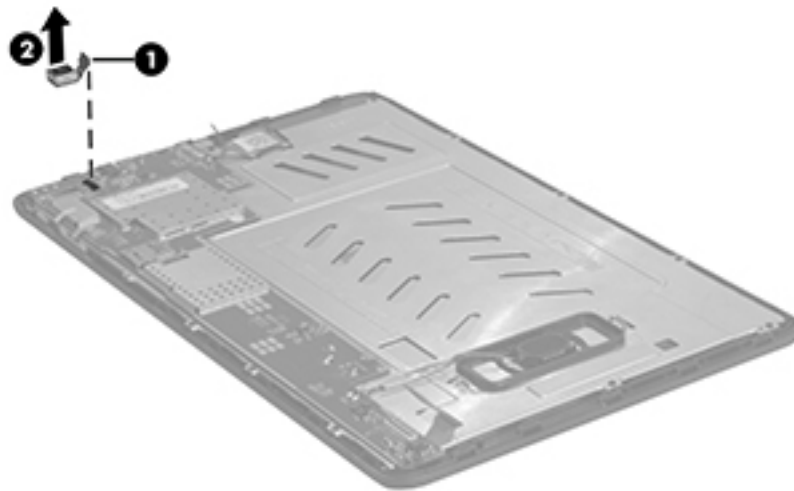
Description	Spare part number
Rear-facing webcam (includes cable)	833745-001

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

1. Turn off the tablet. If you are unsure whether the tablet is off, turn the tablet on, and then shut it down through the operating system.
2. Disconnect the power from the tablet by unplugging the power adapter cord from the tablet.
3. Disconnect all external devices from the tablet.
4. Remove the back cover (see [Back cover on page 11](#)).
5. Remove the battery (see [Battery on page 13](#)).
6. Remove the speaker (see [Speaker on page 14](#)).

Remove the rear-facing webcamera:

1. Release the ZIF connector **(1)** that secures the rear-facing webcamera to the system board.
2. Remove the rear-facing webcamera **(2)**.



Reverse this procedure to install the rear-facing webcamera.

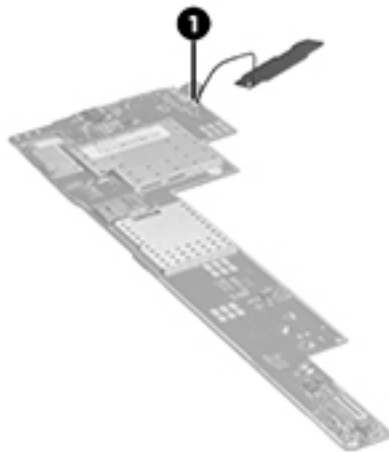
## Antenna board

Before removing the antenna board, follow these steps:

1. Turn off the tablet. If you are unsure whether the tablet is off, turn the tablet on, and then shut it down through the operating system.
2. Disconnect the power from the tablet by unplugging the power adapter cord from the tablet.
3. Disconnect all external devices from the tablet.
4. Remove the back cover (see [Back cover on page 11](#)).
5. Remove the battery (see [Battery on page 13](#)).
6. Remove the speaker (see [Speaker on page 14](#)).
7. Remove the rear-facing webcam (see [Rear-facing webcam on page 14](#)).

Remove the antenna board:

- ▲ Remove the antenna board **(1)** without detaching the soldered connection.



Reverse this procedure to install the antenna board.

## Touch screen board and display cable

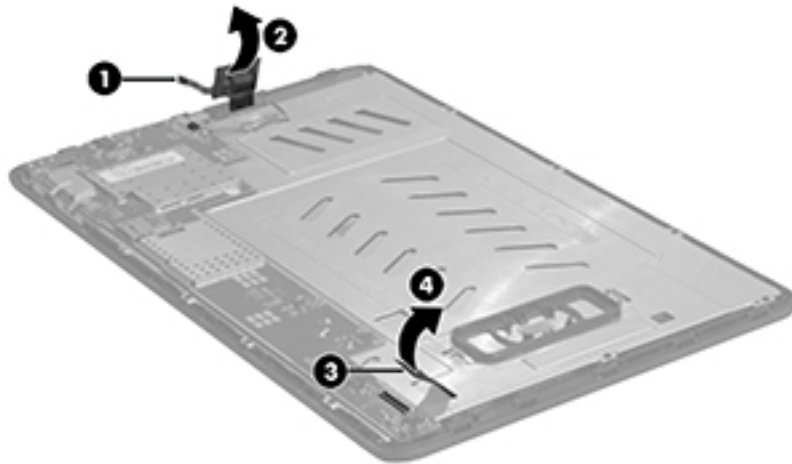
Description	Spare part number
Touch screen board (includes cable)	829930-001

Before removing the touch screen board, follow these steps:

1. Turn off the tablet. If you are unsure whether the tablet is off, turn the tablet on, and then shut it down through the operating system.
2. Disconnect the power from the tablet by unplugging the power adapter cord from the tablet.
3. Disconnect all external devices from the tablet.
4. Remove the back cover (see [Back cover on page 11](#)).
5. Remove the battery (see [Battery on page 13](#)).
6. Remove the speaker (see [Speaker on page 14](#)).
7. Remove the rear-facing webcam (see [Rear-facing webcam on page 14](#)).
8. Remove the antenna board (see [Antenna board on page 16](#)).

Remove the touch screen board:

1. Release the ZIF connector **(1)**, loosen cable from channels, and then remove the touch screen board **(2)** without detaching the soldered connection.



2. Disconnect the display cable **(3)** from the middle frame **(4)**.

Reverse this procedure to install the touch screen board.

## Power/volume button board

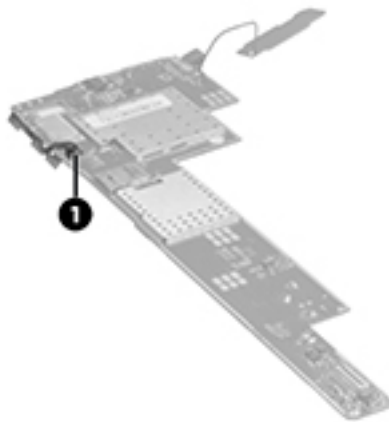
Description	Spare part number
Power/volume button board ((includes cable)	833752-001

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

1. Turn off the tablet. If you are unsure whether the tablet is off, turn the tablet on, and then shut it down through the operating system.
2. Disconnect the power from the tablet by unplugging the power adapter cord from the tablet.
3. Disconnect all external devices from the tablet.
4. Remove the back cover (see [Back cover on page 11](#)).
5. Remove the battery (see [Battery on page 13](#)).
6. Remove the speaker (see [Speaker on page 14](#)).
7. Remove the rear-facing webcam (see [Rear-facing webcam on page 14](#)).
8. Remove the antenna board (see [Antenna board on page 16](#)).
9. Remove the touch screen board (see [Touch screen board and display cable on page 17](#)).

Remove the power/volume button board:

- ▲ Disconnect the power/volume button board **(1)** from the system board and remove it.



Reverse this procedure to install the power/volume button board.



# System board

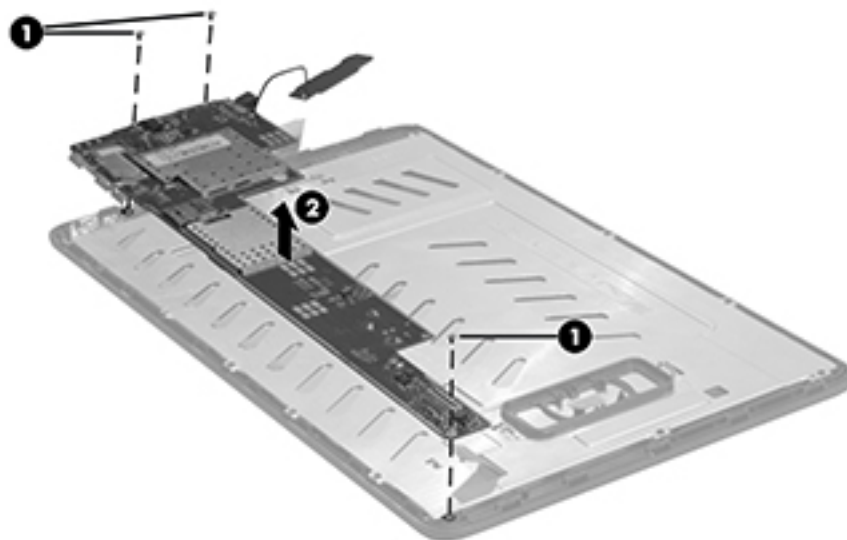
Description	Spare part number
System board equipped with MTK 8127 Quad core 1.3 GHz,, 1 GB RAM memory, and 16 GB eMMC hard drive	829931-001

Before removing the system board, follow these steps:

1. Turn off the tablet. If you are unsure whether the tablet is off, turn the tablet on, and then shut it down through the operating system.
2. Disconnect the power from the tablet by unplugging the power adapter cord from the tablet.
3. Disconnect all external devices from the tablet.
4. Remove the battery (see [Battery on page 13](#)).
5. Remove the speaker (see [Speaker on page 14](#)).
6. Remove the rear-facing webcam (see [Rear-facing webcam on page 14](#)).
7. Remove the antenna board (see [Antenna board on page 16](#)).
8. Remove the touch screen board (see [Touch screen board and display cable on page 17](#)).
9. Remove the power/volume button board (see [Power/volume button board on page 18](#)).

Remove the system board:

1. Remove the three Phillips screws (1) that secure the system board to the display panel assembly.
2. Carefully remove the system board (2), which is held with tape.



Reverse this procedure to install the system board.

## Front-facing webcam

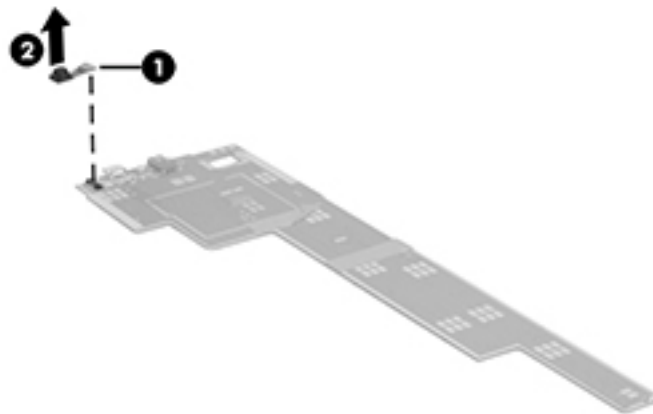
Description	Spare part number
Front-facing webcam (includes cable)	833744-001

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

1. Turn off the tablet. If you are unsure whether the tablet is off, turn the tablet on, and then shut it down through the operating system.
2. Disconnect the power from the tablet by unplugging the power adapter cord from the tablet.
3. Disconnect all external devices from the tablet.
4. Remove the battery (see [Battery on page 13](#)).
5. Remove the speaker (see [Speaker on page 14](#)).
6. Remove the rear-facing webcam (see [Rear-facing webcam on page 14](#)).
7. Remove the antenna board (see [Antenna board on page 16](#)).
8. Remove the touch screen board (see [Touch screen board and display cable on page 17](#)).
9. Remove the power/volume button board (see [Power/volume button board on page 18](#)).
10. Remove the system board (see [System board on page 19](#)).

Remove the front-facing webcam:

1. Release the ZIF connector **(1)** that secures the front-facing webcam cable to the system board.
2. Remove the front-facing webcam **(2)** from the display panel assembly.



Reverse this procedure to install the front-facing webcam.

# Middle frame

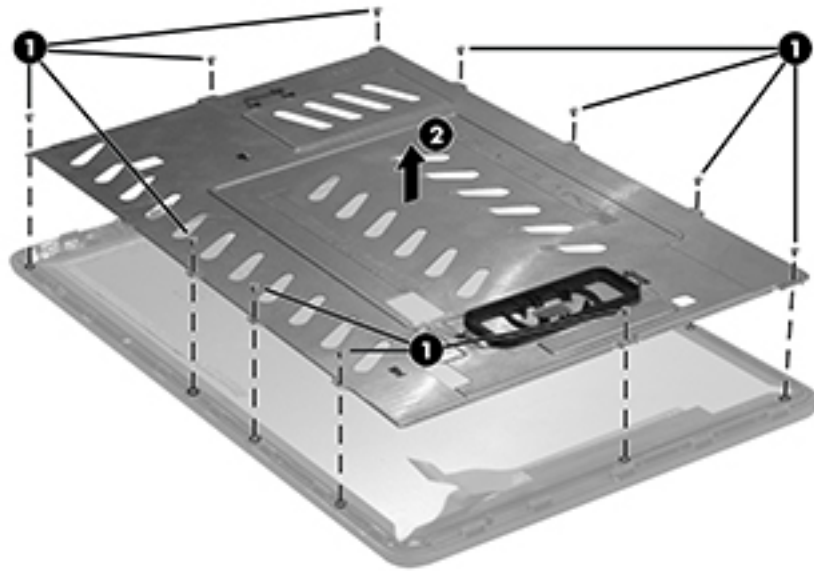
Description	Spare part number
Middle frame	833743-001
Speaker frame (attached to middle frame)	833753-001

Before removing the middle frame, follow these steps:

1. Turn off the tablet. If you are unsure whether the tablet is off, turn the tablet on, and then shut it down through the operating system.
2. Disconnect the power from the tablet by unplugging the power adapter cord from the tablet.
3. Disconnect all external devices from the tablet.
4. Remove the back cover (see [Back cover on page 11](#)).
5. Remove the battery (see [Battery on page 13](#)).
6. Remove the speaker (see [Speaker on page 14](#)).
7. Remove the rear-facing webcam (see [Rear-facing webcam on page 14](#)).
8. Remove the antenna board (see [Antenna board on page 16](#)).
9. Remove the touch screen board (see [Touch screen board and display cable on page 17](#)).
10. Remove the power/volume button board (see [Power/volume button board on page 18](#)).
11. Remove the system board (see [System board on page 19](#)).
12. Remove the front-facing webcam (see [Front-facing webcam on page 20](#)).

Remove the middle frame:

- ▲ Remove 11 Phillips screws **(1)**, and then remove the middle frame **(2)**.



Reverse this procedure to install the middle frame.


# 6 Specifications

	Metric	U.S.
<b>Dimensions</b> (portrait orientation)		
Height	<b>11.07 cm</b>	4.36 in
Width	<b>19.27 cm</b>	7.59 in
Depth	<b>0.99 cm</b>	0.37 in
Weight (lowest weight configuration)	<b>0.36 kg</b>	0.79 lb
<b>Input power</b>		
The tablet operates on DC power, which can be supplied by an AC or a DC power source. The AC power source must be rated at 100-240 V, 50/60 Hz, 0.3-1.0 A.		
<b>NOTE:</b> The tablet can operate on DC power using an industry-standard micro-B USB cable. The HP 5V 2A adapter included with your tablet is recommended for charging the tablet.		
<b>Temperature</b>		
Operating	<b>5°C to 35°C</b>	41°F to 95°F
Nonoperating	<b>-20°C to 60°C</b>	-4°F to 140°F
<b>Relative humidity</b> (non-condensing)		
Operating	10% to 90%	
Nonoperating	5% to 95%	
<b>Maximum altitude</b> (unpressurized)		
Operating	<b>-15 m to 3,048 m</b>	-50 ft to 10,000 ft
Nonoperating	<b>-15 m to 12,192 m</b>	-50 ft to 40,000 ft
<b>NOTE:</b> Applicable product safety standards specify thermal limits for plastic surfaces. The device operates well within this range of temperatures.		

# 7 Backing up and recovering your data

## Automatically updating apps

Some online marketplaces update your apps automatically. Some keep a record of your purchases as well as your last synced settings. If you should need to perform a recovery on your tablet, this record will be available to retrieve all of your settings, favorites, and apps.

 **NOTE:** The auto-update feature is a setting in the online marketplace, not on your tablet. The online marketplace available to you will vary based on your tablet and country.

## Manually updating apps, widgets, and the operating system

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


If you download the latest versions of HP and third-party apps and widgets, the operating system will download updates automatically and notify you when it is ready to install these updates. For more information:

1. Go to <http://www.hp.com/support>, and follow the on-screen instructions to select your country and your product.
2. Follow the on-screen instructions to access your Android operating system software.

## Back up and reset

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

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


1. Swipe down twice from the top edge, and then touch the **Settings** icon .
2. Under **Personal**, touch **Back up & reset**.
3. Under **Backup & restore**, select one or more of the following:
  - **Back up my data**—Touch **Back up my data** to enable backing up app data, Wi-Fi passwords, and other settings to Internet servers.
  - **Backup account**—Select an email account for backing up data.
  - **Automatic restore**—Touch **Automatic restore** to enable backed up settings and data to be restored when an app is reinstalled.

# Factory data reset


## Resetting with the tablet turned on

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

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

1. Swipe down twice from the top edge, and then touch the **Settings** icon .
2. Under **Personal**, touch **Back up & reset**.
3. Under **Personal data**, touch **Factory data reset**.

---

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

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4. Touch **RESET TABLET**.
5. If you set a lock screen password for your tablet, enter your password when prompted.
6. Touch **ERASE EVERYTHING** to begin the reset.

The tablet turns off. When the reset is complete, the tablet starts.


## Resetting with the tablet turned off

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

---

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

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 **NOTE:** The touch screen is disabled when the tablet is in recovery mode. Use the volume up (+) and volume down (-) buttons to navigate up or down in the recovery menu.

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1. To provide enough power to complete the factory reset process, charge the tablet for at least half an hour, and then disconnect the AC adapter from the tablet.
2. If a microSD card is installed in the tablet, remove the card before resetting the tablet.
3. With the tablet turned off, press and hold the volume up (+) button and the power button at the same time.
4. When the system recovery menu appears, use the volume down (-) button to highlight **wipe data/factory reset**.
5. Press the power button to select.

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

6. Use the volume down (-) button to highlight **Yes -- delete all user data**.


7. Press the power button to begin the reset.  
A recovery system screen shows the reset process.
8. When the screen displays the message **Data wipe complete**, press the volume down (-) button to highlight **reboot system now**, and then press the power button to select.  
the tablet restarts.

## Starting up using the recovery menu


If your tablet is unable to boot into the operating system, you can perform a system recovery by directly accessing the Recovery menu.

1. Turn off your tablet, and then plug in the AC adapter.
2. With the tablet turned off, press and hold the volume up (+) button and the power button at the same time.
3. When the system recovery menu appears, use the volume (+) up and volume (-) down buttons to highlight **wipe data/factory reset**, and then press the power button to confirm the selection.
4. Use the volume (+) up and volume (-) down buttons to highlight **Yes — delete all user data**, and then press the power button to confirm the selection.
5. Use the volume (+) up and volume (-) down buttons to highlight **reboot system now**, and then press the power button to confirm the selection.

## Updating the tablet using an over-the-air (OTA) update

1. Turn off your tablet and, if a battery powered device, plug in the AC adapter.
2. Turn on your tablet, and then connect to the Internet.
3. Swipe down twice from the top edge, and then touch the **Settings** icon .
4. Touch **About tablet**, touch **System updates**, and then touch **CHECK FOR UPDATE**.
5. Follow the on-screen instructions to finish the process. The tablet may restart as updates are applied.

## Updating the tablet using a file-based update

 **NOTE:** Before performing the following procedure, plug in the AC adapter for your tablet, if one has been provided.

1. Download the latest operating system restore image for your tablet.
  - a. Go to <http://www.hp.com/support>, and follow the on-screen instructions to select your country and your product.
  - b. Follow the on-screen instructions to access your Android operating system software.
2. Locate **update.zip** and copy it to a microSD card.
3. Turn off the tablet, and then insert the microSD card containing the **update.zip** file.
4. To power on the tablet, press and hold the volume up (+) button and the power button.
5. Select **apply update from sdcard**.
6. Follow the on-screen instructions to finish the process and restart the tablet.



## 8 Power adapter requirements

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

The 2-conductor power adapter included with the tablet meets the requirements for use in the country or region where the equipment is purchased.

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

### Requirements for all countries

The following requirements are applicable to all countries and regions:

- The length of the adapter cord set must be at least **1.0 m** (3.3 ft) and no more than **2.0 m** (6.5 ft).
- All power adapters must be approved by an acceptable accredited agency responsible for evaluation in the country or region where the adapter will be used.

### Requirements for specific countries and regions

Country/region	Accredited agency
Argentina	IRAM
Australia	SAA
Austria	OVE
Belgium	CEBEC
Brazil	ABNT
Canada	CSA
Chile	IMQ
Denmark	DEMKO
Finland	FIMKO
France	UTE
Germany	VDE
India	ISI
Israel	SII
Italy	IMQ
Japan	JIS
The Netherlands	KEMA
New Zealand	SANZ

<b>Country/region</b>	<b>Accredited agency</b>
Norway	NEMKO
The People's Republic of China	CCC
Saudi Arabia	SASO
Singapore	PSB
South Africa	SABS
South Korea	KTL
Sweden	SEMKO
Switzerland	SEV
Taiwan	BSMI
Thailand	TISI
The United Kingdom	ASTA
The United States	UL

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## 9 Recycling

When a non-rechargeable or rechargeable battery has reached the end of its useful life, do not dispose of the battery in general household waste. Follow the local laws and regulations in your area for battery disposal.

HP encourages customers to recycle used electronic hardware, HP original print cartridges, and rechargeable batteries. For more information about recycling programs, see the HP Web site at <http://www.hp.com/recycle>.

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