HP ZBook 15u G3 Mobile Workstation
HP EliteBook 850 G3 Notebook PC
HP EliteBook 848 G3 Notebook PC
HP EliteBook 840 G3 Notebook PC

Maintenance and Service Guide
Product notice

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

Not all features are available in all editions of Windows 10 or Windows 8. This computer may require upgraded and/or separately purchased hardware, drivers and/or software to take full advantage of Windows 10 or Windows 8 functionality. See http://www.microsoft.com for details.

The information contained herein is subject to change without notice. The only warranties for HP products and services are set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty. HP shall not be liable for technical or editorial errors or omissions contained herein.

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Important Notice about Customer Self-Repair Parts

⚠️ CAUTION: Your computer includes Customer Self-Repair parts and parts that should only be accessed by an authorized service provider. See Chapter 5, “Removal and replacement procedures for Customer Self-Repair parts,” for details. Accessing parts described in Chapter 6, “Removal and replacement procedures for Authorized Service Provider only parts,” can damage the computer or void your warranty.
Important Notice about Customer Self-Repair Parts
**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

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</table>
| **Product Name** | HP ZBook 15u G3 Mobile Workstation  
HP EliteBook 850 G3 Notebook PC  
HP EliteBook 848 G3 Notebook PC  
HP EliteBook 840 G3 Notebook PC |

Sixth-generation Intel® Core™ processors:
- Intel Core i7-6600U
- Intel Core i7-6500U
- Intel Core i5-6300U
- Intel Core i5-6200U
- Intel Core i3-6100U (not available on mobile workstation)

**Chipset**
- Integrated with processor
  - Intel Skylake Premium Chipset for products with Intel processors

**Internal graphics:**
- Up to three independent displays supported with docking solution
  - Intel HD Graphics 520

**External graphics:**
- Up to three independent displays supported with docking solution
  - AMD FirePro W4190M 128-bit GDDR5, 18 W (mobile workstation only)
  - AMD Radeon R7 M365X 64-bit GDDR5, 18 W (HP EliteBook 850 G3 only)

**Panel**
- 39.6-cm (15.6-in), eDP 1.2 slim, high-definition (HD), AntiGlare (AG), SVA (1366 x 768) display with and without webcam (not available on mobile workstation)
- 39.6-cm (15.6-in), eDP 1.2 slim, full high-definition (FHD), AntiGlare (AG), SVA (1920 x 1080) display with and without webcam
- 39.6-cm (15.6-in), DP 1.2 slim, full high-definition (FHD), AntiGlare (AG), SVA (1920 x 1080) display with touch and webcam (not available on mobile workstation)
- 35.6-cm (14-in), eDP 1.2 slim, high-definition (HD), AntiGlare (AG), SVA (1366 x 768) display with and without webcam
- 35.6-cm (14-in), eDP 1.2 slim, full high-definition (FHD), AntiGlare (AG), SVA (1920 x 1080) display with and without webcam
- 35.6-cm (14-in), eDP + PSR 1.2 slim, quarter high-definition (QHD), AntiGlare (AG), UWVA (2560 x 1440) display with and without webcam
- 35.6-cm (14-in), eDP 1.2 slim, full high-definition (FHD), AntiGlare (AG), SVA (1920 x 1080) display with touch and webcam

All display assemblies include two wireless local area network (WLAN) antenna cables and NFC antenna

WWAN models include two wireless wide area network (WWAN) antenna cables
### Category

<table>
<thead>
<tr>
<th>Description</th>
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<tbody>
<tr>
<td>39.6-cm (15.6-in), eDP 1.2 slim, full high-definition (FHD), AntiGlare (AG), UWVA (1920 x 1080) display with and without webcam (mobile workstation only)</td>
</tr>
<tr>
<td>39.6-cm (15.6-in), eDP 1.4 + PSR 1.2 slim, ultra high-definition (UHD), AntiGlare (AG), UWVA (3480 x 2160) display with and without webcam (mobile workstation only)</td>
</tr>
<tr>
<td>39.6-cm (15.6-in), eDP 1.3 + PSR 1.2 slim, ultra high-definition (UHD), AntiGlare (AG), UWVA (3480 x 2160) display with and without webcam (not available on mobile workstation)</td>
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</tbody>
</table>

- Two memory module slots
- Memory is customer accessible.
- DDR4 PC4-17000 (2133 MHz) dual channel support
- Supports up to 32 GB of system RAM (mobile workstation)
- Supports up to 16 GB of system RAM
  - 32768 MB (16384 MB×2) (mobile workstation only)
  - 16384 MB (16384 MB×1) (mobile workstation only)
  - 16384 MB (8192 MB×2)
  - 12288 MB (8192 MB×1 + 4096 MB×1) (not available on mobile workstation or in Brazil on the 35.6-cm)
  - 8192 MB (8192 MB×1 or 4096 MB×2)
  - 4096 MB (4096 MB×1)

### Hard drive

#### HDDs:
- Supports **6.35 cm** (2.5 in) hard drives in **7.0 mm** (.28 in) thicknesses (all hard drives use the same bracket)
- Serial ATA
  - 1 TB, 5400 rpm, 7.0 mm
  - 500 GB, 7200 rpm, 7.0 mm, self-encrypting (FIPS-140-2; Opal 2)
  - 500 GB, 7200 rpm, 7.0 mm, self-encrypting (Opal 2)
  - 500 GB, 7200 rpm, 7.0 mm
  - 500 GB, 7.0 mm, hybrid, 8 GB cache

#### SSDs:
- (not available on the mobile workstation)
  - M.2 (2280) 512 GB SATA-3 TLC
  - M.2 (2280) 256 GB PCIe-3×4 SS NVMe
  - M.2 (2280) 256 GB SATA-3 self-encrypting (Opal 2) MLC
  - M.2 (2280) 256 GB SATA-3 TLC
  - M.2 (2280) 240 GB SATA-3 MLC DS
  - M.2 (2280) 180 GB SATA-3 self-encrypting (Opal 2) MLC
  - M.2 (2280) 180 GB SATA-3 MLC
  - M.2 (2280) 128 GB SATA-3 TLC

#### 2.5” SSD (Brazil and 35.6-cm only)
- 256 GB SATA-3 TLC
- M.2 (2280) 128 GB SATA-3 TLC

#### SSDs:
- (mobile workstation only)
<table>
<thead>
<tr>
<th>Category</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Serial ATA</td>
<td>• M.2 (2280) 256 GB SATA-3 self-encrypting (Opal 2)</td>
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<tr>
<td></td>
<td>• M.2 (2280) 240 GB SATA-3 MLC</td>
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<tr>
<td></td>
<td>• M.2 (2280) 180 GB SATA-3 self-encrypting (Opal 2) MLC</td>
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<td></td>
<td>• M.2 (2280) 180 GB SATA-3 MLC</td>
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<tr>
<td>PCIe: (mobile workstation only)</td>
<td>• 512 GB NVMe</td>
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<td></td>
<td>• 512 GB NVMe</td>
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<tr>
<td>2.5&quot; SSD</td>
<td>• 256 GB SATA-3 self-encrypting (Opal 2)</td>
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<tr>
<td>Audio and video</td>
<td>Supports:</td>
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<td></td>
<td>DTS Studio Sound</td>
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<tr>
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<td>Conexant smart amplifier and ambient noise suppression</td>
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<td>Noise reduction</td>
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<tr>
<td></td>
<td>Dual-array microphone</td>
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<td></td>
<td>Dual speakers</td>
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<td></td>
<td>Webcamara (720p)</td>
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<td></td>
<td>• Intel 1219LM 10/100/1000 Ethernet with iAMT</td>
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<tr>
<td></td>
<td>• Intel WGI219V 10/100/1000 Ethernet non vPro</td>
</tr>
<tr>
<td></td>
<td>S3/S4/S5 Wake-on-LAN</td>
</tr>
<tr>
<td>WLAN</td>
<td>Integrated wireless local area network (WLAN) options by way of wireless module</td>
</tr>
<tr>
<td></td>
<td>Two WLAN antennas built into display assembly</td>
</tr>
<tr>
<td></td>
<td>Integrated wireless personal area network (PAN) supported by Bluetooth® 4.0 or Bluetooth 4.2 combo card</td>
</tr>
<tr>
<td></td>
<td>Supports the following WLAN formats:</td>
</tr>
<tr>
<td></td>
<td>• Intel Dual Band Wireless-AC 8260NGW 802.11a/b/g/n+ac non-vPro 2x2 WiFi + BT 4.2 combo adapter (i7-6500U, i5-6200U, i3-6100U)</td>
</tr>
<tr>
<td></td>
<td>• Intel Dual Band Wireless-AC 8260NGW 802.11a/b/g/n+ac 2x2 WiFi + BT 4.2 combo adapter (i7-6600U, i5-6300U)</td>
</tr>
<tr>
<td></td>
<td>• Intel Dual Band Wireless-AC 3165 802.11ac 1x1 WiFi + BT 4.0 combo adapter (i7-6500U, i5-6200U, i3-6100U)</td>
</tr>
<tr>
<td></td>
<td>Supports no WLAN option</td>
</tr>
<tr>
<td></td>
<td>Compatible with Miracast-certified devices</td>
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<tr>
<td>NFC</td>
<td>Supports the following NFC formats:</td>
</tr>
<tr>
<td></td>
<td>Integrated NFC Galapagos NXP NPC100 12C NCI 10 mm x 25 mm module</td>
</tr>
<tr>
<td></td>
<td>NFC antenna</td>
</tr>
<tr>
<td></td>
<td>Supports no NFC option</td>
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<tr>
<td>Category</td>
<td>Description</td>
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<tr>
<td><strong>WWAN</strong></td>
<td>Integrated wireless wide area network (WWAN) options by way of wireless module</td>
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<td></td>
<td>Two WWAN antennas built into display assembly</td>
</tr>
<tr>
<td></td>
<td>Supports the following WWAN formats:</td>
</tr>
<tr>
<td></td>
<td>● HP lt4120 LTE/EVDO/HSPA+ Snapdragon X5 LTE Mobile Broadband Module</td>
</tr>
<tr>
<td></td>
<td>● HP hs31110 HSPA + Intel Mobile Broadband Module</td>
</tr>
<tr>
<td></td>
<td>Supports no WWAN option</td>
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<td>DisplayPort</td>
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<td>RJ-45</td>
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<td>Docking connector</td>
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<td>Audio-out (headphone)/audio-in (microphone) combo jack</td>
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<td>AC port</td>
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<td><strong>Keyboard/pointing devices</strong></td>
<td><strong>Keyboard:</strong> Dura keys, backlit, spill resistant with drain</td>
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<td></td>
<td>Spill resistant with drain</td>
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<td></td>
<td>Dura keys, backlit, spill resistant with drain, for products with separate numeric keypad</td>
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<td>Spill resistant with drain, for products with separate numeric keypad</td>
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<td><strong>TouchPad:</strong> Gestures enabled by default: two-finger scrolling, two-finger pinch-zoom</td>
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<td></td>
<td>Supports Trusted Platform Module (TPM) 1.2 or 2.0 (Infineon, soldered down)</td>
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<td></td>
<td>Integrated Smart Card reader (active)</td>
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<td></td>
<td>Preboot authentication (password, smart card)</td>
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<td>Category</td>
<td>Description</td>
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<tr>
<td><strong>Operating system</strong></td>
<td><strong>Preinstalled:</strong></td>
</tr>
<tr>
<td></td>
<td>• Windows® 7 Professional 64-bit</td>
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<td>• Windows 10 Home 64 Chinese Market (CPPP)</td>
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<td>• Windows 10 Home 64 High-end</td>
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<td>• Windows 10 Professional 64 with downgrade to Windows 7 32-bit</td>
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<td>• NeoKylin Linux 64</td>
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<td>(not available on mobile workstation)</td>
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<td><strong>Restore Media–DR/SR-DVD</strong></td>
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<td>• Windows 8.1</td>
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<td><strong>Restore Media–OS-DVD</strong></td>
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<td>• Windows 8.1 64-bit</td>
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<td>• Windows 8.1 Country Specific 64-bit</td>
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<td>• Windows 8.1 Emerging Market 64-bit</td>
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<td>(mobile workstation only)</td>
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<td>Windows 8.1 Emerging Markets 64</td>
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<td>Windows 8.1 Multilingual 64</td>
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<td>Windows 8.1 Professional 64</td>
</tr>
<tr>
<td></td>
<td>Windows 8.1 China 64</td>
</tr>
<tr>
<td></td>
<td>Windows 7 Professional 32-bit</td>
</tr>
</tbody>
</table>

**Serviceability**

**End user replaceable parts:**

- AC adapter
- Battery
- Hard drive
- SSD
- Memory module
- WLAN
- WWAN
- Keyboard
## External component identification

### Right

<table>
<thead>
<tr>
<th>Component</th>
<th>Description</th>
</tr>
</thead>
</table>
| (1)       | USB Type-C (charging) port | Connects any USB device with a Type-C connector.  
**NOTE:** USB Type-C ports charge products such as cell phones, laptops, tablets, and MP3 players, even when the computer is off. Also, some USB Type-C ports connect DisplayPort, VGA, HDMI and other video devices to provide video output.  
**NOTE:** Adapters (purchased separately) may be required. |
| (2)       | Dual-Mode DisplayPort | Connects an optional digital display device, such as a high-performance monitor or projector. |
| (3)       | Memory card reader | Reads optional memory cards that store, manage, share, or access information. |
| (4)       | Audio-out (headphone)/Audio-in (microphone) combo 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. For additional safety information, refer to the *Regulatory, Safety, and Environmental Notices*.  
To access this guide:  
**Windows 10:** Select the *Start* button, select *All apps*, select *HP Help and Support*, and then select *HP Documentation*.  
**Windows 8 or Windows 7:** Select the *HP Support Assistant* app on the Start screen, select *My computer*, and then select *User guides*.  
**NOTE:** When a device is connected to the jack, the computer speakers are disabled. |
<p>| (5)       | USB 3.0 port | Connects an optional USB device, 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>(6)</td>
<td>RJ-45 (network) jack/status lights</td>
</tr>
<tr>
<td></td>
<td>Connects a network cable.</td>
</tr>
<tr>
<td></td>
<td>● Green (left): The network is connected.</td>
</tr>
<tr>
<td></td>
<td>● Amber (right): Activity is occurring on the network.</td>
</tr>
<tr>
<td>(7)</td>
<td>Docking connector</td>
</tr>
<tr>
<td></td>
<td>Connects an optional docking device.</td>
</tr>
<tr>
<td>(8)</td>
<td>SIM card slot</td>
</tr>
<tr>
<td></td>
<td>Supports a wireless subscriber identity module (SIM) card.</td>
</tr>
<tr>
<td>(9)</td>
<td>Power connector</td>
</tr>
<tr>
<td></td>
<td>Connects an AC adapter.</td>
</tr>
<tr>
<td>Component</td>
<td>Description</td>
</tr>
<tr>
<td>-----------------</td>
<td>-----------------------------------------------------------------------------</td>
</tr>
</tbody>
</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 (2) | Enable airflow to cool internal components.  
**NOTE:** The computer fan starts up automatically to cool internal components and prevent overheating. It is normal for the internal fan to cycle on and off during routine operation. |
| **(3)** External monitor port | Connects an external VGA monitor or projector. |
| **(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. |
## Display

<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 (WLANs).</td>
</tr>
<tr>
<td>(2) WWAN antennas*</td>
<td>Send and receive wireless signals to communicate with wireless wide area networks (WWANs).</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: ▲ Type camera in the taskbar search box, and then select Camera.</td>
</tr>
</tbody>
</table>

*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 10:**

Select the Start button, select All apps, select HP Help and Support, and then select HP Documentation.

**Windows 8 or Windows 7:**

Select the HP Support Assistant app on the Start screen, select My computer, and then select User guides.
<table>
<thead>
<tr>
<th>Component</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>(1) pointing stick (select products only)</td>
<td>Moves the pointer and selects or activates items on the screen.</td>
</tr>
<tr>
<td>(2) left pointing stick button (select products only)</td>
<td>Functions like the left button on an external mouse.</td>
</tr>
</tbody>
</table>
| (3) touchpad on/off button/touchpad light | Turns the touchpad on and off.  
  - On: The touchpad is off.  
  - Off: The touchpad is on. |
| (4) touchpad zone | Reads your finger gestures to move the pointer or activate items on the screen. |
| (5) left touchpad button | Functions like the left button on an external mouse. |
| (6) right pointing stick button (select products only) | Functions like the right button on an external mouse. |
| (7) right touchpad button | Functions like the right button on an external mouse. |
## Lights

**NOTE:** Refer to the illustration that most closely matches your computer.

<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. |
| (2) Microphone mute light | - Amber: microphone sound is off.  
                          - Off: microphone sound is on. |
| (3) Num lock light   | On: Num lock is on.                                                                                                                        |
| (4) 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. |
| (5) Mute light       | - Amber: Computer sound is off.  
                          - Off: Computer sound is on. |
| (6) Caps lock light  | On: Caps lock is on, which switches the key input to all capital letters.                                                                  |
| (7) TouchPad light   | - On: The TouchPad is off.                                                                                                                  |
### Component Description

- **Off:** The TouchPad is on.

<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. |
| **(2)** Microphone mute light | - Amber: microphone sound is off.  
- Off: microphone sound is on. |
| **(3)** Num lock light | On: Num lock is on. |
| **(4)** 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. |
| **(5)** Mute light | - Amber: Computer sound is off.  
- Off: Computer sound is on. |
### Component Description

<table>
<thead>
<tr>
<th>Component</th>
<th>Caps lock light</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>(6)</td>
<td></td>
<td>On: Caps lock is on, which switches the key input to all capital letters.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Component</th>
<th>TouchPad light</th>
<th>Description</th>
</tr>
</thead>
</table>
| (7)       |                 | • On: The TouchPad is off.  
    • Off: The TouchPad is on. |

### Buttons, speakers, and fingerprint reader

<table>
<thead>
<tr>
<th>Component</th>
<th>Power button</th>
<th>Description</th>
</tr>
</thead>
</table>
| (1)       |              | • 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 results in the loss of unsaved information.  
If the computer has stopped responding and shutdown procedures are ineffective, press and hold the power button for at least 15 seconds to turn off the computer.  
To learn more about your power settings, see your power options.
<table>
<thead>
<tr>
<th>Component</th>
<th>Description</th>
</tr>
</thead>
</table>
| ▲ | 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**. |
| (2) | Speakers | Produce sound. |
| (3) | Wireless button | Turns the wireless feature on or off but does not establish a wireless connection.  

A wireless network must be set up before a wireless connection is possible. |
| (4) | Volume mute button (select products only) | Mutes and restores speaker sound. |
| (5) | Fingerprint reader (select products only) | Allows a fingerprint logon to Windows, instead of a password logon. |
**Keys**

NOTE: Refer to the illustration that most closely matches your computer.

<table>
<thead>
<tr>
<th>Component</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>(1) esc key</td>
<td>Displays system information when pressed in combination with the fn key.</td>
</tr>
<tr>
<td>(2) fn key</td>
<td>Executes frequently used system functions when pressed in combination with</td>
</tr>
<tr>
<td></td>
<td>a function key, the num lock key, or the esc key.</td>
</tr>
<tr>
<td></td>
<td>See Using the hot keys on page 17</td>
</tr>
<tr>
<td>(3) Windows key</td>
<td>Opens the <strong>Start</strong> menu.</td>
</tr>
<tr>
<td></td>
<td><strong>NOTE:</strong> Pressing the Windows key again will close the <strong>Start</strong> menu.</td>
</tr>
<tr>
<td>(4) Embedded numeric keypad</td>
<td>A numeric keypad superimposed over the keyboard alphabet keys that enables</td>
</tr>
<tr>
<td></td>
<td>you to add, subtract, and perform other numeric tasks. When num lock is on,</td>
</tr>
<tr>
<td></td>
<td>the keypad can be used like an external numeric keypad.</td>
</tr>
<tr>
<td>(5) Windows application key</td>
<td>Displays options for a selected object.</td>
</tr>
<tr>
<td>(6) num lock key</td>
<td>Turns the embedded numeric keypad on and off.</td>
</tr>
<tr>
<td>Component</td>
<td>Description</td>
</tr>
<tr>
<td>---------------------------</td>
<td>--------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>(1) esc key</td>
<td>Displays system information when pressed in combination with the fn key.</td>
</tr>
<tr>
<td>(2) fn key</td>
<td>Executes frequently used system functions when pressed in combination with a function key, the num lock key, or the esc key. See Using the hot keys on page 17</td>
</tr>
<tr>
<td>(3) Windows key</td>
<td>Opens the Start menu.</td>
</tr>
<tr>
<td></td>
<td><strong>NOTE:</strong> Pressing the Windows key again will close the Start menu.</td>
</tr>
<tr>
<td>(4) num lock key</td>
<td>Alternates between the navigational and numeric functions on the integrated numeric keypad.</td>
</tr>
<tr>
<td>(5) Integrated numeric keypad</td>
<td>A separate keypad to the right of the alphabet keyboard that enables you to add, subtract, and perform other numeric tasks. When num lock is on, the integrated keypad can be used like an external numeric keypad.</td>
</tr>
</tbody>
</table>

### Using the hot keys

To use a hot key:

▲ Press the fn key, and then press the correct function key represented by the icons below.

<table>
<thead>
<tr>
<th>Press fn+function key</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>🌙</td>
<td>Initiates Sleep, which saves your information in system memory. The display and other system components turn off and power is conserved.</td>
</tr>
<tr>
<td></td>
<td>To exit Sleep, briefly press the power button.</td>
</tr>
<tr>
<td></td>
<td><strong>CAUTION:</strong> To reduce the risk of information loss, save your work before initiating Sleep.</td>
</tr>
<tr>
<td>🌚</td>
<td>Turns the backlight keyboard off or on.</td>
</tr>
<tr>
<td></td>
<td><strong>NOTE:</strong> To conserve battery power, turn off this feature.</td>
</tr>
<tr>
<td>🎨</td>
<td>Switches the screen image among display devices connected to the system. For example, if a monitor is connected to the computer, repeatedly pressing fn+f4 alternates the screen image from computer display to monitor display to simultaneous display on both the computer and the monitor.</td>
</tr>
</tbody>
</table>
### Press fn+function key Description

<table>
<thead>
<tr>
<th>Key</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="star.png" alt="Star" /></td>
<td>Decreases the screen brightness incrementally as long as you hold down the key.</td>
</tr>
<tr>
<td><img src="star.png" alt="Star" /></td>
<td>Increases the screen brightness incrementally as long as you hold down the key.</td>
</tr>
<tr>
<td><img src="volume-down.png" alt="Volume Down" /></td>
<td>Decreases speaker volume incrementally while you hold down the key.</td>
</tr>
<tr>
<td><img src="volume-up.png" alt="Volume Up" /></td>
<td>Increases speaker volume incrementally while you hold down the key.</td>
</tr>
<tr>
<td><img src="microphone.png" alt="Microphone" /></td>
<td>Mutes the microphone.</td>
</tr>
<tr>
<td>R</td>
<td>Pauses or breaks an operation. This replaces the break key.</td>
</tr>
<tr>
<td>C</td>
<td>Locks cell. This replaces the scroll lock key.</td>
</tr>
<tr>
<td>S</td>
<td>Sends a programming query. This replaces the sys rq key.</td>
</tr>
</tbody>
</table>
### Bottom

<table>
<thead>
<tr>
<th>Component</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>(1) Docking connector</td>
<td>Connects an optional docking device.</td>
</tr>
<tr>
<td>(2) Vents (2)</td>
<td>Enable airflow to cool internal components. <strong>NOTE:</strong> 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.</td>
</tr>
</tbody>
</table>
**Front**

<table>
<thead>
<tr>
<th>Component</th>
<th>Description</th>
</tr>
</thead>
</table>
| (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. |
| (3)       | Battery light | When AC power is connected:  
• White: The battery charge is greater than 90 percent.  
• Amber: The battery charge is from 0 to 90 percent.  
• Off: The battery is not charging.  
When AC power is disconnected (battery not charging):  
• Blinking amber: The battery has reached a low battery level. When the battery has reached a critical battery level, the battery light begins blinking rapidly.  
• Off: The battery is not charging. |
| (4)       | Drive light   | • Blinking white: The hard drive is being accessed.  
• Amber: HP 3D DriveGuard has temporarily parked the hard drive. |

**Locating system information**

Important system information is located on the bottom edge of the tablet or on the keyboard base. You may need the information when travelling internationally or when you contact support:

(1): Serial number  
(2): Product number  
(3): Model number  
(4): Warranty period
**IMPORTANT:** Check the following locations for the labels described in this section: the bottom of the computer, inside the battery bay, under the service door, or on the back of the display.

- **Service label**—Provides important information to identify your computer. When contacting support, you will probably be asked for the serial number, and possibly for the product number or the model number. Locate these numbers before you contact support.

  Your service label will resemble one of the examples shown below. Refer to the illustration that most closely matches the service label on your computer.

  ![Service label example](image1)

<table>
<thead>
<tr>
<th>Component</th>
<th>(1) Serial number</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>(2) Product number</td>
</tr>
<tr>
<td></td>
<td>(3) Warranty period</td>
</tr>
<tr>
<td></td>
<td>(4) Model number (select products only)</td>
</tr>
</tbody>
</table>

- **Regulatory label(s)**—Provide(s) regulatory information about the computer.
- **Wireless certification label(s)**—Provide(s) information about optional wireless devices and the approval markings for the countries or regions in which the devices have been approved for use.

Using Windows, briefly press the **fn**+**esc** key combination to display the System Information screen, which provides the product name and serial number of your computer, as well as information about the memory, processor, BIOS, and keyboard.
3  Illustrated parts catalog

Computer major components

**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.

**NOTE:** Details about your computer, including model, serial number, product key, and length of warranty, are on the service tag at the bottom of your computer. See [Locating system information on page 20](#) for details.

<table>
<thead>
<tr>
<th>Item</th>
<th>Component</th>
<th>Spare part number</th>
</tr>
</thead>
<tbody>
<tr>
<td>(1)</td>
<td>Display assembly: Display assembly: Non-touch display assemblies are spared at the subcomponent level only. For more non-touch display assembly spare part information, see <a href="#">Display assembly subcomponents on page 25</a>.</td>
<td></td>
</tr>
<tr>
<td>(2)</td>
<td>Keyboard (see <a href="#">Keyboard on page 50</a>)</td>
<td></td>
</tr>
<tr>
<td>(3)</td>
<td>Top cover</td>
<td></td>
</tr>
<tr>
<td>Item</td>
<td>Component</td>
<td>Spare part number</td>
</tr>
<tr>
<td>------</td>
<td>-----------</td>
<td>------------------</td>
</tr>
<tr>
<td>Top cover for HP EliteBook 848 and HP EliteBook 840</td>
<td>821173-001</td>
<td></td>
</tr>
<tr>
<td>Top cover for HP EliteBook 850</td>
<td>821191-001</td>
<td></td>
</tr>
<tr>
<td>Top cover for HP ZBook 15u</td>
<td>821155-001</td>
<td></td>
</tr>
</tbody>
</table>

(4) **Power button board**

For 14” computers | 821169-001 |
For 15” computers | 821190-001 |

(5) **TouchPad**

Touchpad button board for HP EliteBook 848 and HP EliteBook 840 | 821171-001 |
Touchpad button board w/NFC antenna (not for HP ZBook 15u) | 821172-001 |
Touchpad button board for HP EliteBook 850 | 836620-001 |
Touchpad button board for HP ZBook 15u | 821153-001 |
Touchpad button board w/NFC antenna for HP ZBook 15u | 821154-001 |

(6) **Hard drive** (does not include hard drive connector cable or hard drive rubber bracket):

1 TB, 5400 rpm, 7 mm | 762990-001 |
500 GB, 7200 rpm, 7 mm, FIPS | 820572-001 |
500 GB, 7200 rpm, 7 mm, Opal-2 | 820573-001 |
500 GB, 7200 rpm, 7 mm | 703267-001 |
500 GB, 5400 rpm, 7 mm, hybrid, 8 GB cache | 732000-001 |

(7) **Smart card reader board** (includes cable)

Not available with mobile workstation | 821167-001 |
Mobile workstation only | 821188-001 |

(8) **Hard drive hardware kit** | 821665-001 |

(9) **NFC module** (antenna spared with touchpad) | 821666-001 |

(10) **Speakers** (includes cable) | 821170-001 |

(11) **Fingerprint reader assembly** (includes cable and bracket) | 821165-001 |

(12) **USB/audio board** (includes cable)

For HP EliteBook 850 | 836619-001 |
For HP EliteBook 848 and HP EliteBook 840 | 837846-001 |

(13) **System board** (includes processor and replacement thermal material, see **System board on page 72**)

(14) **Solid-state drive (SSD)**

512 GB, PCIe 3x4 | 823959-001 |
256 GB, PCIe 3x4 | 823958-001 |
256 GB, SATA-3 self-encrypting drive Opal-Z MLC | 823957-001 |
256 GB, SATA-3 TLC (not available on mobile workstation) | 823956-001 |
<table>
<thead>
<tr>
<th>Item</th>
<th>Component</th>
<th>Spare part number</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>180 GB, SATA-3, self-encrypting drive Opal-2 MLC</td>
<td>823955-001</td>
</tr>
<tr>
<td></td>
<td>180 GB, SATA-3 MLC</td>
<td>823954-001</td>
</tr>
<tr>
<td></td>
<td>128 GB, SATA-3 TLC (not available on mobile workstation)</td>
<td>823953-001</td>
</tr>
<tr>
<td>(15)</td>
<td>Heat sink/fan assembly</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Heat sink/thermal module with fans for 14&quot; computers</td>
<td>821163-001</td>
</tr>
<tr>
<td></td>
<td>Heat sink/thermal module with fans for 15&quot; computers with UMA graphics</td>
<td>821184-001</td>
</tr>
<tr>
<td></td>
<td>Heat sink/thermal module with fans for 15&quot; computers with discrete graphics</td>
<td>821185-001</td>
</tr>
<tr>
<td>(16)</td>
<td>WLAN/Bluetooth combo card</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Intel Dual Band Wireless-AC 3165 802.11ac 1x1 WiFi + BT 4.0 combo adapter (not available on mobile workstation)</td>
<td>806723-001</td>
</tr>
<tr>
<td></td>
<td>Intel Dual Band Wireless-AC 8260NGW 802.11a/g/n/ac 2x2 WiFi + BT 4.2 combo adapter</td>
<td>806721-001</td>
</tr>
<tr>
<td></td>
<td>Intel Dual Band Wireless-AC 8260NGW 802.11a/b/g/n+ac non-vPro 2x2 WiFi + BT 4.2 combo adapter</td>
<td>806722-001</td>
</tr>
<tr>
<td>(17)</td>
<td>WWAN module</td>
<td></td>
</tr>
<tr>
<td></td>
<td>HP lt4120 LTE/EVDO/HSPA+ SnapdragonT X5 LTE Mobile Broadband Module</td>
<td>800870-001</td>
</tr>
<tr>
<td></td>
<td>HP hs31110 HSPA + Intel Mobile Broadband Module</td>
<td>822828-001</td>
</tr>
<tr>
<td>(18)</td>
<td>Memory module</td>
<td></td>
</tr>
<tr>
<td></td>
<td>4-GB (2133-MHz, DDR4) for computers with Intel processors</td>
<td>820569-001</td>
</tr>
<tr>
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<td>8-GB (2133-MHz, DDR4) for computers with Intel processors</td>
<td>820570-001</td>
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<tr>
<td></td>
<td>16-GB (2133-MHz, DDR4) for mobile workstation</td>
<td>820571-001</td>
</tr>
<tr>
<td>(19)</td>
<td>RTC battery</td>
<td>665733-001</td>
</tr>
<tr>
<td>(20)</td>
<td>Internal base plate</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Internal base plate for 14&quot; computers</td>
<td>821164-001</td>
</tr>
<tr>
<td></td>
<td>Internal base plate for 15&quot; computers</td>
<td>821186-001</td>
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<tr>
<td>(21)</td>
<td>Battery</td>
<td>800513-001</td>
</tr>
<tr>
<td>(22)</td>
<td>Bottom cover</td>
<td></td>
</tr>
<tr>
<td></td>
<td>For 14&quot; computers</td>
<td>821162-001</td>
</tr>
<tr>
<td></td>
<td>For 15&quot; computers</td>
<td>821181-001</td>
</tr>
<tr>
<td></td>
<td>For mobile workstation</td>
<td>821150-001</td>
</tr>
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</table>
## Display assembly subcomponents

<table>
<thead>
<tr>
<th>Item</th>
<th>Component</th>
<th>Spare part number</th>
</tr>
</thead>
<tbody>
<tr>
<td>(1)</td>
<td>Bezel</td>
<td></td>
</tr>
<tr>
<td></td>
<td>For HP EliteBook 848 and HP EliteBook 840</td>
<td>821160-001</td>
</tr>
<tr>
<td></td>
<td>For HP EliteBook 850</td>
<td>821183-001</td>
</tr>
<tr>
<td></td>
<td>For HP ZBook 15u</td>
<td>821152-001</td>
</tr>
<tr>
<td>(2)</td>
<td>Left hinge cover (a) and right hinge cover (b) (spared with hinges)</td>
<td></td>
</tr>
<tr>
<td>(3)</td>
<td>Left hinge (a) and right hinge (b)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>For 14” computers</td>
<td>821166-001</td>
</tr>
<tr>
<td></td>
<td>For 15” computers</td>
<td>821187-001</td>
</tr>
<tr>
<td>(4)</td>
<td>Microphone module</td>
<td></td>
</tr>
<tr>
<td></td>
<td>For HP EliteBook 850, HP EliteBook 848, and HP EliteBook 840</td>
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</tr>
<tr>
<td></td>
<td>For HP ZBook 15u</td>
<td>821189-001</td>
</tr>
<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>(5)</td>
<td><strong>Webcam module</strong> (includes microphone)</td>
<td>821676-001</td>
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<tr>
<td>(6)</td>
<td><strong>Display/webcam cable</strong></td>
<td>xxxxxxxx-001</td>
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<tr>
<td></td>
<td>For 14” computers</td>
<td>821174-001</td>
</tr>
<tr>
<td></td>
<td>For 15” computers</td>
<td>821192-001</td>
</tr>
<tr>
<td>(7)</td>
<td><strong>WLAN antenna</strong> (spared with back cover)</td>
<td></td>
</tr>
<tr>
<td>(8)</td>
<td><strong>WWAN antenna</strong> (spared with back cover)</td>
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<tr>
<td>(9)</td>
<td><strong>Raw panel</strong></td>
<td></td>
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<td></td>
<td>HD for HP EliteBook 848 and HP EliteBook 840</td>
<td>823950-001</td>
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<tr>
<td></td>
<td>FHD for HP EliteBook 848 and HP EliteBook 840</td>
<td>823951-001</td>
</tr>
<tr>
<td></td>
<td>QHD for HP EliteBook 848 and HP EliteBook 840</td>
<td>823952-001</td>
</tr>
<tr>
<td></td>
<td>HD for HP EliteBook 850</td>
<td>824515-001</td>
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<td></td>
<td>FHD for HP EliteBook 850</td>
<td>824516-001</td>
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<td>UHD for HP EliteBook 850</td>
<td>824517-001</td>
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<td>FHD SVA for HP ZBook 15u</td>
<td>827869-001</td>
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<td></td>
<td>FHD UVWA for HP ZBook 15u</td>
<td>827870-001</td>
</tr>
<tr>
<td></td>
<td>UHD for HP ZBook 15u</td>
<td>827871-001</td>
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<tr>
<td>(10)</td>
<td><strong>Back cover</strong> (includes antennas)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>For HP EliteBook 848 and HP EliteBook 840</td>
<td>821161-001</td>
</tr>
<tr>
<td></td>
<td>For HP EliteBook 850 with HD raw panel</td>
<td>821180-001</td>
</tr>
<tr>
<td></td>
<td>For HP EliteBook 850 with FHD raw panel</td>
<td>839527-001</td>
</tr>
<tr>
<td></td>
<td>For HP ZBook 15u with HD raw panel</td>
<td>821151-001</td>
</tr>
<tr>
<td></td>
<td>For HP ZBook 15u with FHD raw panel</td>
<td>839528-001</td>
</tr>
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</table>

**Plastics kit**

![Plastics kit image]
<table>
<thead>
<tr>
<th>Item</th>
<th>Component</th>
<th>Spare part number</th>
</tr>
</thead>
<tbody>
<tr>
<td>(1)</td>
<td>Fingerprint reader blank</td>
<td>821175-001</td>
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<tr>
<td>(2)</td>
<td>SD card blank</td>
<td>821193-001</td>
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</table>

### Mass storage devices

<table>
<thead>
<tr>
<th>Item</th>
<th>Component</th>
<th>Spare part number</th>
</tr>
</thead>
<tbody>
<tr>
<td>(1)</td>
<td>Hard drive</td>
<td>821193-001</td>
</tr>
<tr>
<td></td>
<td>1 TB, 5400 rpm, 7 mm</td>
<td>762990-001</td>
</tr>
<tr>
<td></td>
<td>500 GB, 7200 rpm, 7 mm, FIPS</td>
<td>820572-001</td>
</tr>
<tr>
<td></td>
<td>500 GB, 7200 rpm, 7 mm, Opal-2</td>
<td>820573-001</td>
</tr>
<tr>
<td></td>
<td>500 GB, 7200 rpm, 7 mm</td>
<td>703267-001</td>
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<tr>
<td></td>
<td>500 GB, 5400 rpm, 7 mm, hybrid, 8 GB cache</td>
<td>732000-001</td>
</tr>
<tr>
<td>(2)</td>
<td>Hard drive hardware kit</td>
<td>821665-001</td>
</tr>
<tr>
<td>(3)</td>
<td>SSD</td>
<td>821665-001</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>512 GB, PCIe 3x4</td>
<td>823959-001</td>
<td></td>
</tr>
<tr>
<td>256 GB, PCIe 3x4</td>
<td>823958-001</td>
<td></td>
</tr>
<tr>
<td>256 GB, SATA-3 self-encrypting drive Opal-2 MLC</td>
<td>823957-001</td>
<td></td>
</tr>
<tr>
<td>256 GB, SATA-3 TLC (not available on mobile workstation)</td>
<td>823956-001</td>
<td></td>
</tr>
<tr>
<td>180 GB, SATA-3, self-encrypting drive Opal-2 MLC</td>
<td>823955-001</td>
<td></td>
</tr>
<tr>
<td>180 GB, SATA-3 MLC</td>
<td>823954-001</td>
<td></td>
</tr>
<tr>
<td>128 GB, SATA-3 TLC (not available on mobile workstation)</td>
<td>823953-001</td>
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### Miscellaneous parts

<table>
<thead>
<tr>
<th>Component</th>
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<tbody>
<tr>
<td>AC adapter:</td>
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</tr>
<tr>
<td>45 W HP Smart AC adapter, nPFC, slim for HP EliteBook 850, HP EliteBook 848, and HP EliteBook 840</td>
<td>741727-001</td>
</tr>
<tr>
<td>45 W HP Smart AC adapter, nPFC, 2P for HP EliteBook 850, HP EliteBook 848, and HP EliteBook 840</td>
<td>742436-001</td>
</tr>
<tr>
<td>65 W HP Smart AC adapter, nPFC, S-3P for HP ZBook 15u and HP EliteBook 850</td>
<td>710412-001</td>
</tr>
<tr>
<td>65 W HP Smart AC adapter, nPFC, emerging markets</td>
<td>714657-001</td>
</tr>
<tr>
<td>65 W HP Smart AC adapter for HP ZBook 15u, HP EliteBook 848, and HP EliteBook 840</td>
<td>693711-001</td>
</tr>
<tr>
<td><strong>HP Mobile Connect</strong> for HP EliteBook 850</td>
<td>714749-001</td>
</tr>
<tr>
<td><strong>HP DisplayPort to HDMI cable</strong> for 14” computers</td>
<td>749288-001</td>
</tr>
<tr>
<td><strong>HP Essential Top Load Case</strong> for 14” computers</td>
<td>679921-001</td>
</tr>
<tr>
<td><strong>Cable lock docking station</strong> for HP EliteBook 848 and HP EliteBook 840</td>
<td>575921-001</td>
</tr>
<tr>
<td><strong>HP USB Laser Mouse</strong> for 14” computers</td>
<td>674318-001</td>
</tr>
<tr>
<td><strong>HP USB Travel Mouse</strong> for 14” computers</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 (not available with HP EliteBook 850)</td>
<td>490371-001</td>
</tr>
<tr>
<td>For use in Australia (not available with HP EliteBook 850)</td>
<td>490371-011</td>
</tr>
<tr>
<td>For use in Brazil (not available with HP EliteBook 850)</td>
<td>490371-022</td>
</tr>
<tr>
<td>For use in Denmark (not available with HP EliteBook 850)</td>
<td>490371-081</td>
</tr>
<tr>
<td>For use in Europe (not available with HP EliteBook 850)</td>
<td>490371-021</td>
</tr>
<tr>
<td>For use in India (not available with HP EliteBook 850)</td>
<td>490371-061</td>
</tr>
<tr>
<td>For use in Israel (not available with HP EliteBook 850)</td>
<td>490371-881</td>
</tr>
<tr>
<td>For use in Italy (not available with HP EliteBook 850, HP EliteBook 848, or HP EliteBook 840)</td>
<td>490371-061</td>
</tr>
<tr>
<td>For use in Japan (not available with HP EliteBook 850)</td>
<td>490371-291</td>
</tr>
<tr>
<td>For use in North America</td>
<td>490371-001</td>
</tr>
<tr>
<td>Component</td>
<td>Spare part number</td>
</tr>
<tr>
<td>------------------------------------------------------------</td>
<td>-------------------</td>
</tr>
<tr>
<td>For use in the People's Republic of China (not available with HP EliteBook 850)</td>
<td>490371-AA1</td>
</tr>
<tr>
<td>For use in South Africa (not available with HP EliteBook 850)</td>
<td>490371-AR1</td>
</tr>
<tr>
<td>For use in South Korea (not available with HP EliteBook 850)</td>
<td>490371-AD1</td>
</tr>
<tr>
<td>For use in Switzerland (not available with HP EliteBook 850)</td>
<td>490371-111</td>
</tr>
<tr>
<td>For use in Taiwan (not available with HP EliteBook 850)</td>
<td>490371-AB1</td>
</tr>
<tr>
<td>For use in Thailand (not available with HP EliteBook 850)</td>
<td>490371-201</td>
</tr>
<tr>
<td>For use in the United Kingdom (not available with HP EliteBook 850, HP EliteBook 848, or HP EliteBook 840)</td>
<td>490371-031</td>
</tr>
<tr>
<td><strong>Power cord (3-pin, black, 1 m):</strong></td>
<td></td>
</tr>
<tr>
<td>For use in Argentina (HP EliteBook 848 and HP EliteBook 840)</td>
<td>755530-001</td>
</tr>
<tr>
<td>For use in Australia (HP EliteBook 848 and HP EliteBook 840)</td>
<td>755530-011</td>
</tr>
<tr>
<td>For use in Brazil (HP EliteBook 848 and HP EliteBook 840)</td>
<td>755530-202</td>
</tr>
<tr>
<td>For use in Denmark (HP EliteBook 848 and HP EliteBook 840)</td>
<td>755530-081</td>
</tr>
<tr>
<td>For use in Europe (HP EliteBook 848 and HP EliteBook 840)</td>
<td>755530-021</td>
</tr>
<tr>
<td>For use in India (HP EliteBook 848 and HP EliteBook 840)</td>
<td>755530-D61</td>
</tr>
<tr>
<td>For use in Israel (HP EliteBook 848 and HP EliteBook 840)</td>
<td>755530-BB1</td>
</tr>
<tr>
<td>For use in Japan (HP EliteBook 848 and HP EliteBook 840)</td>
<td>755530-291</td>
</tr>
<tr>
<td>For use in North America (not available with mobile workstation)</td>
<td>755530-001</td>
</tr>
<tr>
<td>For use in the People's Republic of China (HP EliteBook 848 and HP EliteBook 840)</td>
<td>755530-AA1</td>
</tr>
<tr>
<td>For use in South Africa (HP EliteBook 848 and HP EliteBook 840)</td>
<td>755530-AR1</td>
</tr>
<tr>
<td>For use in South Korea (HP EliteBook 848 and HP EliteBook 840)</td>
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<tr>
<td>For use in Switzerland (HP EliteBook 848 and HP EliteBook 840)</td>
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</tr>
<tr>
<td>For use in Taiwan (HP EliteBook 848 and HP EliteBook 840)</td>
<td>755530-AB1</td>
</tr>
<tr>
<td>For use in Thailand (HP EliteBook 848 and HP EliteBook 840)</td>
<td>755530-201</td>
</tr>
<tr>
<td><strong>Power cord (2-pin, black, 1 m): For use in Japan with HP EliteBook 848 and HP EliteBook 840</strong></td>
<td>762689-291</td>
</tr>
<tr>
<td><strong>Screw kit</strong></td>
<td>821664-001</td>
</tr>
</tbody>
</table>
4 Removal and replacement procedures
preliminary requirements

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

- Phillips P0 screwdriver

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.
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.

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

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>10%</th>
<th>40%</th>
<th>55%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Walking across carpet</td>
<td>35,000 V</td>
<td>15,000 V</td>
<td>7,500 V</td>
</tr>
<tr>
<td>Walking across vinyl floor</td>
<td>12,000 V</td>
<td>5,000 V</td>
<td>3,000 V</td>
</tr>
<tr>
<td>Motions of bench worker</td>
<td>6,000 V</td>
<td>800 V</td>
<td>400 V</td>
</tr>
<tr>
<td>Removing DIPS from plastic tube</td>
<td>2,000 V</td>
<td>700 V</td>
<td>400 V</td>
</tr>
<tr>
<td>Removing DIPS from vinyl tray</td>
<td>11,500 V</td>
<td>4,000 V</td>
<td>2,000 V</td>
</tr>
<tr>
<td>Removing DIPS from Styrofoam</td>
<td>14,500 V</td>
<td>5,000 V</td>
<td>3,500 V</td>
</tr>
<tr>
<td>Removing bubble pack from PCB</td>
<td>26,500 V</td>
<td>20,000 V</td>
<td>7,000 V</td>
</tr>
<tr>
<td>Packing PCBs in foam-lined box</td>
<td>21,000 V</td>
<td>11,000 V</td>
<td>5,000 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 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.

<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>
This chapter provides 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.

### Component replacement procedures

**NOTE:** Details about your computer, including model, serial number, product key, and length of warranty, are on the service tag at the bottom of your computer. See [Locating system information on page 20](#) for details.

**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.

There are as many as 22 screws that must be removed, replaced, and/or loosened when servicing Customer Self-Repair parts. Make special note of each screw size and location during removal and replacement.

### Bottom cover

<table>
<thead>
<tr>
<th>Description</th>
<th>Spare part number</th>
</tr>
</thead>
<tbody>
<tr>
<td>For 14&quot; computers</td>
<td>821162-001</td>
</tr>
<tr>
<td>For 15&quot; computers</td>
<td>821181-001</td>
</tr>
<tr>
<td>For mobile workstation</td>
<td>821150-001</td>
</tr>
</tbody>
</table>

Before removing the bottom 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.

Remove the bottom cover:

1. Turn the computer upside down on a flat surface.
2. Remove the 10 rubber plugs (1) and the SD card blank (2) from the bottom cover.

NOTE: The 15” computer has one more rubber plug.

3. Remove the screws that secure the bottom cover to the computer.

14” computers

a. Remove the 10 Phillips PM2.5x5.0 screws in the following order.
b. After you remove the PM2.5×5.0 screws (1), remove the 1 PM2.0×7.0 screw (2).

— or —

15" computers

a. Remove the 11 Phillips PM2.5x5.0 screws in the following order.
b. After you remove the PM2.5×5.0 screws (1), remove the 1 PM2.0×7.0 screw (2).

4. Pry up on the top (near the display hinge) of the bottom cover to disengage it from the computer.

Reverse the removal procedures to install the bottom cover.

**NOTE:** There are five different sizes of rubber plugs. Be sure that you reinstall them over the correct screws.

The rubber-plug sizes are as follows.

The rubber-plug locations for 15" computers are as follows.
The rubber-plug locations for 14" computers are as follows.
Battery

<table>
<thead>
<tr>
<th>Description</th>
<th>Spare part number</th>
</tr>
</thead>
<tbody>
<tr>
<td>3-cell, 46 WHr, 4.08 Ah Li-ion battery</td>
<td>800513-001</td>
</tr>
</tbody>
</table>

Before removing the battery, follow these steps:

1. Shut down the computer. If you are unsure whether the computer is off or in Hibernation, turn the computer on, and then shut it down through the operating system.
2. Disconnect all external devices connected to the computer.
3. Disconnect the power from the computer by first unplugging the power cord from the AC outlet, and then unplugging the AC adapter from the computer.
4. Remove the bottom cover (see Bottom cover on page 35).

To remove the battery:

⚠️ **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 and shut down the computer through Windows before removing the battery.

▲ Loosen the two captive screws (1) and remove the battery from the computer (2).

Reverse the removal procedures to install the battery.
Hard drive

<table>
<thead>
<tr>
<th>Description</th>
<th>Spare part number</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 TB, 5400 rpm, 7 mm</td>
<td>762990-001</td>
</tr>
<tr>
<td>500 GB, 7200 rpm, 7 mm, FIPS</td>
<td>820572-001</td>
</tr>
<tr>
<td>500 GB, 7200 rpm, 7 mm, Opal-2</td>
<td>820573-001</td>
</tr>
<tr>
<td>500 GB, 7200 rpm, 7 mm</td>
<td>703267-001</td>
</tr>
<tr>
<td>500 GB, 5400 rpm, 7 mm, hybrid, 8 GB cache</td>
<td>732000-001</td>
</tr>
</tbody>
</table>

Before removing the hard drive, follow these steps:

1. Shut down the computer. If you are unsure whether the computer is off or in Hibernation, turn the computer on, and then shut it down through the operating system.
2. Disconnect all external devices connected to the computer.
3. Disconnect the power from the computer by first unplugging the power cord from the AC outlet, and then unplugging the AC adapter from the computer.
4. Remove the bottom cover (see Bottom cover on page 35).
5. Remove the battery (see Battery on page 40).

To remove a hard drive:

1. Loosen the 4 captive screws (1) that secure the hard drive to the chassis.
2. Slide the hard drive (2) away from the center of the computer to disengage it from the connector.
3. Lift to remove the hard drive from the bay (3).
4. To remove the hard drive cover and bracket from the hard drive, lift the Mylar cover up off the drive, remove the 4 Phillips PM3.0×3.0 screws (1) that secure the bracket to the drive, and then lift the bracket up and off the hard drive (2).

Reverse this procedure to install a hard drive.
Before removing the SSD, 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 bottom cover (see Bottom cover on page 35).

5. Disconnect the battery (see Battery on page 40).

Remove the SSD:

1. Remove the Phillips PM2.0×3.0 screw (1) that secures the drive to the system board.

2. Remove the drive (2) by pulling it away from the connector.

**NOTE:** mSATA drives are designed with notches to prevent incorrect insertion.

Reverse this procedure to reassemble and install the mSATA drive.
Memory modules

NOTE: Primary and expansion memory is installed in a side-by-side configuration in the bottom of the computer.

If only one memory module is installed, it must be installed in the socket labeled 1.

<table>
<thead>
<tr>
<th>Description</th>
<th>Spare part number</th>
</tr>
</thead>
<tbody>
<tr>
<td>4-GB (2133-MHz, DDR4) for computers with Intel processors</td>
<td>820569-001</td>
</tr>
<tr>
<td>8-GB (2133-MHz, DDR4) for computers with Intel processors</td>
<td>820570-001</td>
</tr>
<tr>
<td>16-GB (2133-MHz, DDR4) for mobile workstation</td>
<td>820571-001</td>
</tr>
</tbody>
</table>

Update BIOS before adding memory modules

Before adding new memory, make sure you update the computer to the latest BIOS.

⚠️ CAUTION: Failure to update the computer to the latest BIOS prior to installing new memory may result in various system problems.

To update BIOS:
2. Click Support & Drivers > click Drivers & Software.
3. In the Enter a product name/number box, type the computer model information, and then click Search.
4. Click the link for the computer model.
5. Select the operating system, and then click Next.
6. Under Step 2: Select a Download, click the BIOS link.
7. Click the link for the most recent BIOS.
8. Click the Download button, and then follow the on-screen instructions.

Before removing the memory module, follow these steps:
1. Shut down the computer. If you are unsure whether the computer is off or in Hibernation, turn the computer on, and then shut it down through the operating system.
2. Disconnect all external devices connected to the computer.
3. Disconnect the power from the computer by first unplugging the power cord from the AC outlet, and then unplugging the AC adapter from the computer.
4. Remove the bottom cover (see Bottom cover on page 35).
5. Remove the battery (see Battery on page 40).

Remove the memory module:
1. Spread the retaining tabs (1) on each side of the memory module slot to release the memory module. (The edge of the module opposite the slot rises away from the computer.)
2. Remove the memory module (2) by pulling the module away from the slot at an angle.

**NOTE:** Memory modules are designed with a notch to prevent incorrect insertion into the memory module slot.

**NOTE:** The computer uses two memory sockets. The socket labeled 2 houses the expansion memory module and the socket labeled 1 houses the primary memory module. The removal procedure is the same for both memory sockets.

Reverse this procedure to install a memory module.
**WLAN/Bluetooth combo card**

The computer uses a card that provides both WLAN and Bluetooth functionality.

The WLAN module and WWAN module are not interchangeable.

<table>
<thead>
<tr>
<th>Description</th>
<th>Spare part number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Intel Dual Band Wireless-AC 3165 802.11ac 1x1 WiFi + BT 4.0 combo adapter</td>
<td>806723-001</td>
</tr>
<tr>
<td>(not available on mobile workstation)</td>
<td></td>
</tr>
<tr>
<td>Intel Dual Band Wireless-AC 8260NGW 802.11a/g/n+ac 2x2 WiFi + BT 4.2 combo</td>
<td>806721-001</td>
</tr>
<tr>
<td>adapter</td>
<td></td>
</tr>
<tr>
<td>Intel Dual Band Wireless-AC 8260NGW 802.11a/b/g/n+ac non-vPro 2x2 WiFi + BT</td>
<td>806722-001</td>
</tr>
<tr>
<td>4.2 combo adapter</td>
<td></td>
</tr>
</tbody>
</table>

Before removing the WLAN module, follow these steps:

1. Shut down the computer. If you are unsure whether the computer is off or in Hibernation, turn the computer on, and then shut it down through the operating system.
2. Disconnect all external devices connected to the computer.
3. Disconnect the power from the computer by first unplugging the power cord from the AC outlet, and then unplugging the AC adapter from the computer.
4. Remove the bottom cover (see **Bottom cover on page 35**).
5. Remove the battery (see **Battery on page 40**).

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”. If the computer is equipped with an 802.11a/b/g/n WLAN module, the yellow WLAN antenna cable connects to the middle terminal on the WLAN module.

2. Remove the one Phillips PM2.5×3.0 screw (**2**) that secures the WLAN module to the computer. (The edge of the module opposite the slot rises away from the computer.)
3. Remove the WLAN module by pulling the module away from the slot at an angle (3).

![Image](image1.png)

**NOTE:** WLAN modules are designed with a notch to prevent incorrect insertion.

![Image](image2.png)

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

Reverse this procedure to install the WLAN module.
**WWAN module**

The WLAN module and WWAN module are not interchangeable.

The WWAN module is available on select models only.

<table>
<thead>
<tr>
<th>Description</th>
<th>Spare part number</th>
</tr>
</thead>
<tbody>
<tr>
<td>HP lt4120 LTE/EVDO/HSPA+ Snapdragon X5 LTE Mobile Broadband Module</td>
<td>800870-001</td>
</tr>
<tr>
<td>HP hs31110 HSPA + Intel Mobile Broadband Module</td>
<td>822828-001</td>
</tr>
</tbody>
</table>

Before removing the WWAN module, follow these steps:

1. Shut down the computer. If you are unsure whether the computer is off or in Hibernation, turn the computer on, and then shut it down through the operating system.

2. Disconnect all external devices connected to the computer.

3. Disconnect the power from the computer by first unplugging the power cord from the AC outlet, and then unplugging the AC adapter from the computer.

4. Remove the bottom cover (see **Bottom cover on page 35**).

5. Remove the battery (see **Battery on page 40**).

Remove the WWAN module:

1. Position the computer upside-down.

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

   **NOTE:** The red WWAN antenna cable is connected to the WWAN module “Main” terminal. The blue WWAN antenna cable is connected to the WWAN module “Aux” terminal.

3. Remove the one Phillips PM2.5×3.0 screws (2) that secure the WWAN module to the computer. (The edge of the module opposite the slot rises away from the computer.)
4. Remove the WWAN module (3) by pulling the module away from the slot at an angle.

**NOTE:** WWAN modules are designed with a notch to prevent incorrect insertion.

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

Reverse this procedure to install the WWAN module.
### Keyboard

In this section, the first table provides the main spare part number for the keyboards. The second table provides the country codes.

#### Description

<table>
<thead>
<tr>
<th>Description</th>
<th>Spare part number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Keyboard, no backlight for HP EliteBook 848 and HP EliteBook 840</td>
<td>821176-xx1</td>
</tr>
<tr>
<td>Keyboard, backlit for HP EliteBook 848 and HP EliteBook 840</td>
<td>821177-xx1</td>
</tr>
<tr>
<td>Keyboard, no backlight for HP EliteBook 850</td>
<td>821194-xx1</td>
</tr>
<tr>
<td>Keyboard, backlit for HP EliteBook 850</td>
<td>821195-xx1</td>
</tr>
<tr>
<td>Keyboard, no backlight for HP ZBook 15u</td>
<td>821156-xx1</td>
</tr>
<tr>
<td>Keyboard, backlit for HP ZBook 15u</td>
<td>821157-xx1</td>
</tr>
</tbody>
</table>

#### For use in country or region

<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>
<th>For use in country or region</th>
<th>Spare part number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Belgium</td>
<td>-A41</td>
<td>India</td>
<td>-D61</td>
<td>Saudi Arabia</td>
<td>-171</td>
</tr>
<tr>
<td>Brazil</td>
<td>-201</td>
<td>Israel</td>
<td>-B81</td>
<td>Slovenia</td>
<td>-BA1</td>
</tr>
<tr>
<td>Bulgaria</td>
<td>-261</td>
<td>Italy</td>
<td>-061</td>
<td>South Korea</td>
<td>-AD1</td>
</tr>
<tr>
<td>Canada</td>
<td>-DB1</td>
<td>Japan</td>
<td>-291</td>
<td>Spain</td>
<td>-071</td>
</tr>
<tr>
<td>Czech Republic and Slovakia</td>
<td>-FL1</td>
<td>Latin America</td>
<td>-161</td>
<td>Sweden and Finland</td>
<td>-B71</td>
</tr>
<tr>
<td>Denmark</td>
<td>-081</td>
<td>The Netherlands</td>
<td>-B31</td>
<td>Switzerland</td>
<td>-BG1</td>
</tr>
<tr>
<td>Denmark, Finland, and Norway</td>
<td>-DH1</td>
<td>Northern Africa</td>
<td>-FP1</td>
<td>Taiwan</td>
<td>-A81</td>
</tr>
<tr>
<td>France</td>
<td>-051</td>
<td>Norway</td>
<td>-091</td>
<td>Thailand</td>
<td>-281</td>
</tr>
<tr>
<td>Germany</td>
<td>-041</td>
<td>Portugal</td>
<td>-131</td>
<td>Turkey</td>
<td>-141</td>
</tr>
<tr>
<td>Greece</td>
<td>-151</td>
<td>Romania</td>
<td>-271</td>
<td>United Kingdom</td>
<td>-031</td>
</tr>
<tr>
<td>Hungary</td>
<td>-211</td>
<td>Russia</td>
<td>-251</td>
<td>United States</td>
<td>-001</td>
</tr>
<tr>
<td>Iceland</td>
<td>-DD1</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Before removing the keyboard, follow these steps:

1. Shut down the computer. If you are unsure whether the computer is off or in Hibernation, turn the computer on, and then shut it down through the operating system.
2. Disconnect all external devices connected to the computer.
3. Disconnect the power from the computer by first unplugging the power cord from the AC outlet, and then unplugging the AC adapter from the computer.
4. Remove the bottom cover (see Bottom cover on page 35).
5. Remove the battery (see Battery on page 40).
Remove the keyboard:

1. On 14” computers, remove the 2 Phillips PM2.5×5.0 screws that secure the keyboard to the computer (1).

   **NOTE:** The screws are labeled with a keyboard symbol.

   — or —

   On 15” computers, remove the four Phillips PM2.5×5.0 screws that secure the keyboard to the computer (1).
2. Position the computer upright with the front toward you.

3. Open the computer as far as possible.

4. Insert a screwdriver or similar thin tool into the hole beside the heat sink/fan assembly, and then press on the back of the keyboard until it disengages from the computer (2). Rotate the top of the keyboard upward, and then lift the keyboard up at an angle to disengage the tabs at the bottom of the keyboard.

**NOTE:** Cables connect the bottom of the keyboard to the system board. Make sure not to prematurely pull the keyboard cables out of the system board connectors.
5. Slide the keyboard slightly downward toward the palm rest to disengage the top of the keyboard from the top cover (1). Remove the keyboard backlight cable (2), pointing stick cable (3), and keyboard cable (4).

6. Remove the keyboard (5).

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

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

⚠️ CAUTION: 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.

⚠️ CAUTION: This computer does not have user-replaceable parts. Only HP authorized service providers should perform the removal and replacement procedures described here. Accessing the internal part could damage the computer or void the warranty.

Component replacement procedures

 carta NOTE: Details about your computer, including model, serial number, product key, and length of warranty, are on the service tag at the bottom of your computer. See Locating system information on page 20 for details.

 carta 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.

There are as many as 45 screws that must be removed, replaced, and/or loosened when servicing Authorized Service Provider only parts. Make special note of each screw size and location during removal and replacement.
RTC battery

<table>
<thead>
<tr>
<th>Description</th>
<th>Spare part number</th>
</tr>
</thead>
<tbody>
<tr>
<td>RTC battery</td>
<td>665733-001</td>
</tr>
</tbody>
</table>

Before removing the RTC battery, follow these steps:

1. Shut down the computer. If you are unsure whether the computer is off or in Hibernation, turn the computer on, and then shut it down through the operating system.
2. Disconnect all external devices connected to the computer.
3. Disconnect the power from the computer by first unplugging the power cord from the AC outlet, and then unplugging the AC adapter from the computer.
4. Remove the bottom cover (see Bottom cover on page 35).
5. Remove the battery (see Battery on page 40).

Remove the RTC battery:

1. Remove the RTC battery cable from the system board (1).
2. Lift the mylar cover (2).
3. Using a flat tool, pry the battery out of the socket (3).

Reverse this procedure to install the RTC battery.
Internal base plate

<table>
<thead>
<tr>
<th>Description</th>
<th>Spare part number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Internal base plate for 14” computers</td>
<td>821164-001</td>
</tr>
<tr>
<td>Internal base plate for 15” computers</td>
<td>821186-001</td>
</tr>
</tbody>
</table>

Before removing the internal base plate, follow these steps:

1. Shut down the computer. If you are unsure whether the computer is off or in Hibernation, turn the computer on, and then shut it down through the operating system.
2. Disconnect all external devices connected to the computer.
3. Disconnect the power from the computer by first unplugging the power cord from the AC outlet, and then unplugging the AC adapter from the computer.
4. Remove the bottom cover (see Bottom cover on page 35).
5. Remove the battery (see Battery on page 40).

Remove the internal base plate:

1. On 14” computers, remove 4 Phillips PM2.0x7.0 screws (1) and 6 PM2.5x2.5 screws (2).

   – or –

   On 15” computers, remove 3 Phillips PM2.0x7.0 screws (1) and 6 PM2.5x5.0 screws (2).
2. On 14” computers, remove 9 Phillips PM2.5x5.0 screws (1), and then remove the base plate from the computer (2).

– or –

On 15” computers, remove 8 Phillips PM2.5x2.5 screws (3), and then remove the base plate from the computer (4).

Reverse this procedure to install the internal base plate.
Heat sink/fan assembly

NOTE: The heat sink/fan assembly 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/thermal module with fans for 14” computers</td>
<td>821163-001</td>
</tr>
<tr>
<td>Heat sink/thermal module with fans for 15” computers with UMA graphics</td>
<td>821184-001</td>
</tr>
<tr>
<td>Heat sink/thermal module with fans for 15” computers with discrete graphics</td>
<td>821185-001</td>
</tr>
</tbody>
</table>

Before removing the heat sink/fan 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. Bottom cover (see Bottom cover on page 35).

5. Remove the battery (see Battery on page 40).

6. Remove the internal base plate (see Internal base plate on page 56).

Remove the heat sink/fan assembly:

▲ On 14” computers, loosen the six captive screws on the fan and heat sink following the sequence stamped on the heat sink (1), disconnect the fan cable (2), and then remove the heat sink/fan assembly from the system board (3).

⚠️ CAUTION: Take extreme care when removing the heat sink and fan assembly. The heatpipes between the fans are very fragile and can be easily damaged and bent during removal.
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, processor, and system board spare part kits.

– or –

On 15" computers, disconnect the fan cable (1), loosen the eight captive screws on the fan and heat sink following the sequence stamped on the heat sink (2), and then remove the heat sink/fan assembly from the system board (3).

⚠️ CAUTION: Take extreme care when removing the heat sink and fan assembly. The heatpipes between the fans are very fragile and can be easily damaged and bent during removal.
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, processor, and system board spare part kits.

Reverse this procedure to install the heat sink/fan assembly.
Fingerprint reader assembly

<table>
<thead>
<tr>
<th>Description</th>
<th>Spare part number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fingerprint reader assembly (includes cable, bracket, and bezel)</td>
<td>821165-001</td>
</tr>
</tbody>
</table>

Before removing the fingerprint reader assembly, follow these steps:

1. Shut down the computer. If you are unsure whether the computer is off or in Hibernation, turn the computer on, and then shut it down through the operating system.
2. Disconnect all external devices connected to the computer.
3. Disconnect the power from the computer by first unplugging the power cord from the AC outlet, and then unplugging the AC adapter from the computer.
4. Remove the bottom cover (see Bottom cover on page 35).
5. Remove the battery (see Battery on page 40).
6. Remove the following components:
   a. Keyboard (see Keyboard on page 50)
   b. Hard drive (Hard drive on page 41)
   c. Internal base plate (Internal base plate on page 56)

Remove the fingerprint reader assembly:

1. Disconnect the fingerprint reader board cable from the system board (1).
2. Lift the mylar cover, and then remove it from the computer (2).
3. Slide the bracket right, and then lift it off the top cover (3).
4. Remove the fingerprint reader board and cable assembly from the top cover (4).

Reverse this procedure to install the fingerprint reader assembly.

**Power button board**

<table>
<thead>
<tr>
<th>Description</th>
<th>Spare part number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Power button board assembly for 14&quot; computers</td>
<td>821169-001</td>
</tr>
<tr>
<td>Power button board assembly for 15&quot; computers</td>
<td>821190-001</td>
</tr>
</tbody>
</table>

Before removing the power button board, follow these steps:

1. Shut down the computer. If you are unsure whether the computer is off or in Hibernation, turn the computer on, and then shut it down through the operating system.
2. Disconnect all external devices connected to the computer.
3. Disconnect the power from the computer by first unplugging the power cord from the AC outlet, and then unplugging the AC adapter from the computer.
4. Remove the bottom cover (see Bottom cover on page 35).
5. Remove the battery (see Battery on page 40).
6. Remove the following components:
   a. Keyboard (see Keyboard on page 50)
   b. Hard drive (Hard drive on page 41)
   c. Internal base plate (Internal base plate on page 56)

Remove the power button board from a 14" computer:
1. Disconnect the cable from the system board (1).
2. Remove the Phillips PM2.5×2.5 screw (2) that secures the power button board to the top cover.
3. Push the lever left (3).
4. Slide the power button board left from beneath the hinge (4).

Remove the power button board from a 15” computer:
1. Disconnect the cable from the system board (1).
2. Remove the Phillips PM2.5×2.5 screw (2) that secures the power button board to the top cover.
3. Remove the 3 Phillips PM2.5×5.0 screws (3) that secure the hinge to the top cover.
4. Lift the hinge (4).
5. Push the lever left, and then slide the power button board left (5).

Reverse this procedure to install the power button board.
## Touchpad button board

<table>
<thead>
<tr>
<th>Description</th>
<th>Spare part number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Touchpad button board for HP EliteBook 840 and HP EliteBook 840</td>
<td>821171-001</td>
</tr>
<tr>
<td>Touchpad button board w/NFC antenna (not for HP ZBook 15u)</td>
<td>821172-001</td>
</tr>
<tr>
<td>Touchpad button board for HP EliteBook 850</td>
<td>836620-001</td>
</tr>
<tr>
<td>Touchpad button board for HP ZBook 15u</td>
<td>821153-001</td>
</tr>
<tr>
<td>Touchpad button board w/NFC antenna for HP ZBook 15u</td>
<td>821154-001</td>
</tr>
</tbody>
</table>

Before removing the touchpad button board, follow these steps:

1. Shut down the computer. If you are unsure whether the computer is off or in Hibernation, turn the computer on, and then shut it down through the operating system.
2. Disconnect all external devices connected to the computer.
3. Disconnect the power from the computer by first unplugging the power cord from the AC outlet, and then unplugging the AC adapter from the computer.
4. Remove the bottom cover (see *Bottom cover on page 35*).
5. Remove the battery (see *Battery on page 40*).
6. Remove the following components:
   a. Keyboard (see *Keyboard on page 50*)
   b. Hard drive (see *Hard drive on page 41*)
   c. Internal base plate (see *Internal base plate on page 56*)

Remove the touchpad button board:

1. Disconnect the cable from the touchpad to the smart card reader board (1), and then disconnect the NFC antenna from the NFC module (2).
2. Lift the tape (3), and then remove the 2 Phillips PM2.5x2.5 screws (4) that secure the touchpad button board to the top cover.
3. Lift the top of the touchpad button board up, and then pull it forward to remove it from the slot (5).

Reverse this procedure to install the touchpad board.
### NFC module

<table>
<thead>
<tr>
<th>Description</th>
<th>Spare part number</th>
</tr>
</thead>
<tbody>
<tr>
<td>NFC (Near Field Communication) module</td>
<td>821666-001</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 bottom cover (see [Bottom cover on page 35](#)).
5. Remove the battery (see [Battery on page 40](#)).
6. Remove the following components:
   a. Keyboard (see [Keyboard on page 50](#))
   b. Hard drive (see [Hard drive on page 41](#))
   c. Internal base plate (see [Internal base plate on page 56](#))

Remove the NFC module:

1. Disconnect the system board cable (1) and the NFC antenna (2) from the NFC module.
2. Pry the NFC module from the smart card reader, and lift it from the computer (3).

**NOTE:** The NFC antenna is spared with the touchpad.

Reverse the removal procedures to install the NFC module.
### Smart card reader board

<table>
<thead>
<tr>
<th>Description</th>
<th>Spare part number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Smart card reader board (not available with mobile workstation)</td>
<td>821167-001</td>
</tr>
<tr>
<td>Smart card reader board (mobile workstation only)</td>
<td>821188-001</td>
</tr>
</tbody>
</table>

Before removing the card reader board, follow these steps:

1. Shut down the computer. If you are unsure whether the computer is off or in Hibernation, turn the computer on, and then shut it down through the operating system.
2. Disconnect all external devices connected to the computer.
3. Disconnect the power from the computer by first unplugging the power cord from the AC outlet, and then unplugging the AC adapter from the computer.
4. Remove the bottom cover (see Bottom cover on page 35).
5. Remove the battery (see Battery on page 40).
6. Remove the following components:
   a. Keyboard (see Keyboard on page 50)
   b. Hard drive (Hard drive on page 41)
   c. Internal base plate (Internal base plate on page 56)
   d. NFC module (see NFC module on page 68)

Remove the smart card reader board:

NOTE: Before you remove the smart card reader, make sure nothing (memory card or plastic insert) is installed.

1. Disconnect the cable from the board (1).
2. Disconnect the cable from the touchpad (2).
3. Lever the plastic tab left (3), and then slide the smart card reader board left to remove it from the top cover (4).

Reverse this procedure to install the card reader board.
### USB/audio board

<table>
<thead>
<tr>
<th>Description</th>
<th>Spare part number</th>
</tr>
</thead>
<tbody>
<tr>
<td>USB/audio board for HP EliteBook 850</td>
<td>836619-001</td>
</tr>
<tr>
<td>USB/audio board for HP EliteBook 848 and HP EliteBook 840</td>
<td>837846-001</td>
</tr>
</tbody>
</table>

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

1. Shut down the computer. If you are unsure whether the computer is off or in Hibernation, turn the computer on, and then shut it down through the operating system.
2. Disconnect all external devices connected to the computer.
3. Disconnect the power from the computer by first unplugging the power cord from the AC outlet, and then unplugging the AC adapter from the computer.
4. Remove the bottom cover (see Bottom cover on page 35).
5. Remove the battery (see Battery on page 40).
6. Remove the following components:
   a. Keyboard (see Keyboard on page 50)
   b. Hard drive (Hard drive on page 41)
   c. Internal base plate (Internal base plate on page 56)

Remove the USB/audio board:

1. Disconnect the cable from the board (1).
2. Remove the 2 Phillips PM2.5×5.0 screws (2) that secure the USB/audio board to the computer.
3. Lift the board off the top cover (3).

Reverse this procedure to install the USB/audio board.
System board

NOTE: All system board spare part kits include replacement thermal material.

All system boards use the following part numbers:

xxxxxxx-001: Non-Windows operating systems
xxxxxxx-601: Windows operating system

<table>
<thead>
<tr>
<th>Description</th>
<th>Spare part number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Intel i7-6600U for HP EliteBook 848 and HP EliteBook 840; UMA graphics memory</td>
<td>826808-xxx</td>
</tr>
<tr>
<td>Intel i7-6500U for HP EliteBook 848 and HP EliteBook 840; UMA graphics memory</td>
<td>826807-xxx</td>
</tr>
<tr>
<td>Intel i5-6300U for HP EliteBook 848 and HP EliteBook 840; UMA graphics memory</td>
<td>826806-xxx</td>
</tr>
<tr>
<td>Intel i5-6200U for HP EliteBook 848 and HP EliteBook 840; UMA graphics memory</td>
<td>826805-xxx</td>
</tr>
<tr>
<td>Intel i3-6100U for HP EliteBook 848 and HP EliteBook 840; UMA graphics memory</td>
<td>826804-xxx</td>
</tr>
<tr>
<td>Intel i7-6600U for HP EliteBook 850; UMA graphics memory</td>
<td>832424-xxx</td>
</tr>
<tr>
<td>Intel i7-6500U for HP EliteBook 850; UMA graphics memory</td>
<td>832423-xxx</td>
</tr>
<tr>
<td>Intel i5-6300U for HP EliteBook 850; UMA graphics memory</td>
<td>832422-xxx</td>
</tr>
<tr>
<td>Intel i5-6200U for HP EliteBook 850; UMA graphics memory</td>
<td>832421-xxx</td>
</tr>
<tr>
<td>Intel i3-6100U for HP EliteBook 850; UMA graphics memory</td>
<td>832420-xxx</td>
</tr>
<tr>
<td>Intel i7-6600U for HP EliteBook 850; discrete graphics memory</td>
<td>832429-xxx</td>
</tr>
<tr>
<td>Intel i7-6500U for HP EliteBook 850; discrete graphics memory</td>
<td>832428-xxx</td>
</tr>
<tr>
<td>Intel i5-6300U for HP EliteBook 850; discrete graphics memory</td>
<td>832427-xxx</td>
</tr>
<tr>
<td>Intel i5-6200U for HP EliteBook 850; discrete graphics memory</td>
<td>832426-xxx</td>
</tr>
<tr>
<td>Intel i3-6100U for HP EliteBook 850; discrete graphics memory</td>
<td>832425-xxx</td>
</tr>
<tr>
<td>Intel i7-6600U for HP ZBook 15u; discrete graphics memory</td>
<td>839236-xxx</td>
</tr>
<tr>
<td>Intel i7-6500U for HP ZBook 15u; discrete graphics memory</td>
<td>839235-xxx</td>
</tr>
<tr>
<td>Intel i5-6300U for HP ZBook 15u; discrete graphics memory</td>
<td>839234-xxx</td>
</tr>
<tr>
<td>Intel i5-6200U for HP ZBook 15u; discrete graphics memory</td>
<td>839233-xxx</td>
</tr>
</tbody>
</table>

Before removing the system board, follow these steps:

1. Shut down the computer. If you are unsure whether the computer is off or in Hibernation, turn the computer on, and then shut it down through the operating system.

2. Disconnect all external devices connected to the computer.

3. Disconnect the power from the computer by first unplugging the power cord from the AC outlet, and then unplugging the AC adapter from the computer.

4. Remove the bottom cover (see Bottom cover on page 35).

5. Remove the battery (see Battery on page 40).

6. Remove the following components:
a. Keyboard (see Keyboard on page 50)
b. Hard drive (see Hard drive on page 41)
c. Internal base plate (see Internal base plate on page 56)
d. Fingerprint reader assembly (see Fingerprint reader assembly on page 62)
e. Power button board (see Power button board on page 63)
f. USB/audio board (see USB/audio board on page 71)
g. Smart card reader board (see Smart card reader board on page 69)

When replacing the system board, be sure to remove the following components from the defective system board and install on the replacement system board:

- Memory modules (see Memory modules on page 44)
- WLAN/Bluetooth module (see WLAN/Bluetooth combo card on page 46)
- WWAN module (see WWAN module on page 48)
- SSD (see SSD on page 43)
- RTC battery (see RTC battery on page 55)
- Heat sink/ fan assembly (see Heat sink/ fan assembly on page 59)

Remove the system board:

1. Disconnect the following cables from the system board:
   
   (1) Speaker cable
   
   (2) Display cable
   
   (3) Webcam cable (select products only)
2. On a 14” computer, remove the 2 Phillips PM2.5×5.0 screws (1) that secure the system board to the computer.

– or –

On a 15” computer, remove the 1 Phillips PM2.5×5.0 screws (1) that secures the system board to the computer.

3. Lift the right side of the system board up at an angle (2).

4. Pull the system board up and toward the right to remove it from the computer (3).

Reverse this procedure to install the system board.
**Speaker assembly**

<table>
<thead>
<tr>
<th>Description</th>
<th>Spare part number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Speaker assembly (includes cable)</td>
<td>821170-001</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 bottom cover (see **Bottom cover on page 35**).
5. Remove the battery (see **Battery on page 40**).
6. Remove the keyboard (see **Keyboard on page 50**).
7. Remove the heat sink/fan assembly (see **Heat sink/fan assembly on page 59**).
8. Remove the system board (see **System board on page 72**).

Remove the speaker assembly:

1. Remove the two Phillips PM2.5x2.5 screws that secure the speakers to the computer (1).
2. Remove the speaker (2) from the computer.

Reverse this procedure to install the speakers.
Display assembly

<table>
<thead>
<tr>
<th>Description</th>
<th>Spare part number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Display panel assembly, touch screen for HP EliteBook 848 and HP EliteBook 840</td>
<td>821178-001</td>
</tr>
<tr>
<td>Display panel assembly, touch screen for HP EliteBook 850</td>
<td>821196-001</td>
</tr>
<tr>
<td>Display panel assembly, touch screen for HP ZBook 15u</td>
<td>827872-001</td>
</tr>
</tbody>
</table>

Before removing the display assembly, follow these steps:

1. Shut down the computer. If you are unsure whether the computer is off or in Hibernation, turn the computer on, and then shut it down through the operating system.
2. Disconnect all external devices connected to the computer.
3. Disconnect the power from the computer by first unplugging the power cord from the AC outlet, and then unplugging the AC adapter from the computer.
4. Remove the bottom cover (see Bottom cover on page 35).
5. Remove the battery (see Battery on page 40).
6. Remove the following components:
   a. WLAN module (see WLAN/Bluetooth combo card on page 46)
   b. WWAN module (see WWAN module on page 48)

Remove the display assembly:

1. Position the computer upside down.
2. Disconnect the display cable from the system board.
3. Remove the WLAN antennas and WWAN antennas (if equipped) from the routing path along the base of the computer.
4. On a 14" computer, remove the 5 Phillips PM2.5×5.0 screws (1) from the display hinges.

– or –

On a 15" computer, remove the 4 Phillips PM2.5×5.0 screws (1) from the display hinges.

5. Lift the display assembly straight up and remove it (2).
**CAUTION:** When installing the display assembly, be sure that the wireless antenna cables are routed and arranged properly.

Failure to properly route the antennas can result in degradation of the computer's wireless performance.

6. If you need to remove the display bezel, flex the top (1) of the bezel, the inside edges of the left and right sides (2), and then the bottom (3) of the bezel until it disengages from the display enclosure.

**NOTE:** Make sure the hinges are not bent (see hinge position in following image) when you remove the bezel.

7. Remove the display bezel (4).

The display bezel is available using spare part number 821152-001 for HP ZBook 15u, 821183-001 for HP EliteBook 850, and 821160-001 for HP EliteBook 848 and HP EliteBook 840.

8. If it is necessary to replace the webcam or microphone module, gently pull the module away from the double-sided tape on the display enclosure (1), and then disconnect the cable from the module (2).

The webcam module is available using spare part number 821676-001. The microphone module is available using spare part number 821168-001 (or 821189-001 for the mobile workstation).
9. If it is necessary to remove the display panel from the enclosure, remove the 4 Phillips PM2.0×3.0 screws that secure the panel to the display enclosure, and then lift the top of the panel upward.

(HP EliteBook 848 and HP EliteBook 840 only) The raw display panel is available using spare part number 823950-001 for HD panels, 823951-001 for FHD panels, and 823952-001 for QHD panels.

(HP EliteBook 850 only) The raw display panel is available using spare part number 824515-001 for HD panels, 824516-001 for FHD panels, and 824517-001 for UHD panels.

(HP ZBook 15u only) The raw display panel is available using spare part number 827869-001 for FHD SVA panels, 827870-001 for FHD UVWA panels, and 827871-001 for UHD panels.

10. Rotate the display panel all the way over (1), disconnect the display cable from the rear of the panel (2), and then remove the display panel from the enclosure.

11. If it is necessary to replace the display hinges, remove the 1 Phillips PM2.0×3.0 screw (1) that secure the hinge covers to the display enclosure, and then remove the hinge covers (2).
12. Remove the 6 Phillips PM2.5x2.5 screws that secure the hinges to the display enclosure (3), and then remove the display hinges from the display enclosure (4).

Display hinges are available in the Display Hinge Kit using spare part number 821166-001 for 14” computers and 821187-001 for 15” computers.

13. If it is necessary to replace the display/webcam cable, lift the display/webcam cable assembly (1) from the routing (2) and disconnect the cable if needed (3).

The display cable is available in the Cable Kit using spare part number 821174-001 for 14” computers and 821192-001 for 15” computers.

Reverse this procedure to reassemble and install the display assembly.
Top cover

<table>
<thead>
<tr>
<th>Description</th>
<th>Spare part number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Top cover for HP EliteBook 848 and HP EliteBook 840</td>
<td>821173-001</td>
</tr>
<tr>
<td>Top cover for HP EliteBook 850</td>
<td>821191-001</td>
</tr>
<tr>
<td>Top cover for HP ZBook 15u</td>
<td>821155-001</td>
</tr>
</tbody>
</table>

Before removing the top cover, follow these steps:

1. Shut down the computer. If you are unsure whether the computer is off or in Hibernation, turn the computer on, and then shut it down through the operating system.
2. Disconnect all external devices connected to the computer.
3. Disconnect the power from the computer by first unplugging the power cord from the AC outlet, and then unplugging the AC adapter from the computer.
4. Remove all other components.

Reverse this procedure to install the top cover.
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 82**.
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 84.

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.
8 Computer Setup (BIOS), TPM, and HP Sure Start in Windows 8

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 87**.
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 89.

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. 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. From the Start screen, type `file`, 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:

1. Start Computer Setup. See **Starting Computer Setup on page 82**.
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.
9 Computer Setup (BIOS), TPM, and HP Sure Start in Windows 7

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:

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 94.

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 > All Programs > HP Help and Support > HP Support Assistant.

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. Select **Start > Computer**.
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:

1. Start Computer Setup. See **Starting Computer Setup on page 82**.
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 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.

When HP PC Hardware Diagnostics (UEFI) detects a failure that requires hardware replacement, a 24-digit Failure ID is generated. This ID can then be provided to support to help determine how to correct the problem.

**NOTE:** To start diagnostics on a convertible computer, your computer must be in notebook mode and you must use the keyboard attached.

To start HP PC Hardware Diagnostics (UEFI), follow these steps:

1. Turn on or restart the computer, quickly press `esc`.

   **NOTE:** The HP PC Hardware Diagnostics (UEFI) download instructions are provided in English only, and you must use a Windows computer to download and create the HP UEFI support environment because only .exe files are offered.

2. Press or tap `f2`.

   The BIOS searches three places for the diagnostic tools, in the following order:
   a. Connected USB drive
   b. Hard drive
   c. BIOS

3. When the diagnostic tool opens, select the type of diagnostic test you want to run, and then follow the on-screen instructions.

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

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

**NOTE:** The HP PC Hardware Diagnostics (UEFI) download instructions are provided in English only, and you must use a Windows computer to download and create the HP UEFI support environment because only .exe files are offered.

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, 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  Backing up and recovering 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 99. For information on the recovery options that are available using the recovery media, see Using Windows tools on page 100.

- 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 101.

**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](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 100.

- 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 reconfigures 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:

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 101.

Using Windows tools

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

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

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

1. 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 101*. If you have not already created recovery media, see *Creating HP Recovery media (select products only) on page 99*.

- 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 101*.

- 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 104*.

**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 99*.

**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 99*.

- 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 99*.

- 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 103.

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 99.

**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.
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, 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 107.

### 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 107.

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 107.

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:

📝 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 Backing up and recovering 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 109.

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.

In case of system failure, you can use the backup files to restore the contents of your computer. See Backing up your information on page 110.

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 112.

### 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 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 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 112**.

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 112**.

3. If the HP Recovery partition is listed, restart the computer, and then press **f11** before the Windows operating system loads.

4. 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/wwwcontact_us.html](http://welcome.hp.com/country/us/en/wwwcontact_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 reformatting 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.
14 Specifications

Input power

The power information in this section may be helpful if you plan to travel internationally with the computer.

The computer 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. Although the computer can be powered from a standalone DC power source, it should be powered only with an AC adapter or a DC power source supplied and approved by HP for use with this computer.

The computer can operate on DC power within the following specifications.

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

**NOTE:** This product is designed for IT power systems in Norway with phase-to-phase voltage not exceeding 240 V rms.

**NOTE:** The computer operating voltage and current can be found on the system regulatory label.

Operating environment

<table>
<thead>
<tr>
<th>Factor</th>
<th>Metric</th>
<th>U.S.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Temperature</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Operating (writing to optical disc)</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>
<tr>
<td><strong>Relative humidity</strong> (noncondensing)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Operating</td>
<td>10% to 90%</td>
<td>10% to 90%</td>
</tr>
<tr>
<td>Nonoperating</td>
<td>5% to 95%</td>
<td>5% to 95%</td>
</tr>
<tr>
<td><strong>Maximum altitude</strong> (unpressurized)</td>
<td></td>
<td></td>
</tr>
<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>
15  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>
</tr>
</thead>
<tbody>
<tr>
<td>Australia</td>
<td>EANSW</td>
<td>1</td>
</tr>
<tr>
<td>Austria</td>
<td>OVE</td>
<td>1</td>
</tr>
<tr>
<td>Belgium</td>
<td>CEBC</td>
<td>1</td>
</tr>
<tr>
<td>Canada</td>
<td>CSA</td>
<td>2</td>
</tr>
<tr>
<td>Denmark</td>
<td>DEMKO</td>
<td>1</td>
</tr>
<tr>
<td>Finland</td>
<td>FIMKO</td>
<td>1</td>
</tr>
<tr>
<td>France</td>
<td>UTE</td>
<td>1</td>
</tr>
<tr>
<td>Germany</td>
<td>VDE</td>
<td>1</td>
</tr>
<tr>
<td>Italy</td>
<td>IMQ</td>
<td>1</td>
</tr>
<tr>
<td>Japan</td>
<td>METI</td>
<td>3</td>
</tr>
<tr>
<td>The Netherlands</td>
<td>KEMA</td>
<td>1</td>
</tr>
<tr>
<td>Norway</td>
<td>NEMKO</td>
<td>1</td>
</tr>
<tr>
<td>The People's Republic of China</td>
<td>COC</td>
<td>5</td>
</tr>
<tr>
<td>South Korea</td>
<td>EK</td>
<td>4</td>
</tr>
</tbody>
</table>

Requirements for all countries
<table>
<thead>
<tr>
<th>Country/region</th>
<th>Accredited agency</th>
<th>Applicable note number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sweden</td>
<td>SEMKO</td>
<td>1</td>
</tr>
<tr>
<td>Switzerland</td>
<td>SEV</td>
<td>1</td>
</tr>
<tr>
<td>Taiwan</td>
<td>BSMI</td>
<td>4</td>
</tr>
<tr>
<td>The United Kingdom</td>
<td>BSI</td>
<td>1</td>
</tr>
<tr>
<td>The United States</td>
<td>UL</td>
<td>2</td>
</tr>
</tbody>
</table>

1. The flexible cord must be Type 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.
16 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:](image)

   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:
     - or –
     • Clear the contents of the drive by using the following Disk Sanitizer command 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.

     **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 <a href="http://www.hp.com/support">Using HP Sure Start (select models only) on page 122</a>.</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.</td>
<td>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></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. 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>
<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. Configuration data and settings are input using the Computer Setup (BIOS) or a custom utility.</td>
<td>NOTE: 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></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>
<td>---------------------------------</td>
<td>----------------------------------</td>
<td>----------------------------------</td>
<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:** Resetting 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](http://www.hp.com/support), and select your country. Select **Drivers & Downloads**, and then follow the on-screen instructions.
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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