



HP Pavilion Notebook PC (model numbers 14-av001 through 14-av099)

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

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Product notice

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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. This computer may require upgraded and/or separately purchased hardware, drivers and/or software to take full advantage of Windows 10 functionality. See <http://www.microsoft.com> for details.

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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).

Table of contents

1 Product description	1
2 External component identification	3
Locating hardware	3
Locating software	3
Display	4
Buttons and speakers	5
Keys	6
Lights	7
TouchPad	8
Left side	9
Right side	10
Bottom	11
3 Illustrated parts catalog	12
Service tag	12
Computer major components	13
Display components	16
Miscellaneous parts	18
4 Removal and replacement procedures preliminary requirements	19
Tools required	19
Service considerations	19
Plastic parts	19
Cables and connectors	19
Drive handling	20
Grounding guidelines	21
Electrostatic discharge damage	21
Packaging and transporting guidelines	22
Workstation guidelines	22
Equipment guidelines	23
5 Removal and replacement procedures	24
Component replacement procedures	24
Bottom cover	24
Battery	26

Hard drive	27
Memory module	28
WLAN module	29
Card reader board	31
Fan	33
System board	34
Heat sink	36
TouchPad cable	38
Speakers	39
Power connector cable	40
Display assembly	41
6 Using Setup Utility (BIOS)	50
Starting Setup Utility (BIOS)	50
Updating Setup Utility (BIOS)	50
Determining the BIOS version	50
Downloading a BIOS update	51
7 Using HP PC Hardware Diagnostics (UEFI)	52
Downloading HP PC Hardware Diagnostics (UEFI) to a USB device	52
8 Specifications	54
Computer specifications	54
9 Backing up, restoring, and recovering	56
Creating recovery media and backups	56
Creating HP Recovery media (select products only)	56
Using Windows tools	57
Restore and recovery	58
Recovering using HP Recovery Manager	58
What you need to know before you get started	58
Using the HP Recovery partition (select products only)	59
Using HP Recovery media to recover	59
Changing the computer boot order	60
Removing the HP Recovery partition (select products only)	61
10 Power cord set requirements	62
Requirements for all countries	62
Requirements for specific countries and regions	62

11 Recycling	64
Index	65

1 Product description

Category	Description
Product Name	HP Pavilion Notebook PC (model numbers 14-av001 through 14-av099)
Processors	AMD™ A10-8700P 1.80-GHz (turbo up to 3.20-GHz) processor (1600-MHz FSB, 2.0-MB L2 cache, quad core, 15-W) AMD A8-7410 2.20-GHz (turbo up to 2.50-GHz) processor (1600-MHz FSB, 2.0-MB L2 cache, quad core, 15-W)
Chipset	AMD integrated soldered-on-chip (SOC) fusion controller hub (FCH)
Graphics	Internal graphics: AMD Radeon™ R6 Graphics on computer models equipped with an AMD A10-8700P processor AMD Radeon R5 Graphics on computer models equipped with an AMD A8-7410 processor Universal memory architecture (UMA) graphics Support for HD decode, DX12, and high-definition multimedia interface (HDMI) Support for Freesync technology
Panel	14.0-in, full high-definition (FHD), liquid crystal display (LCD), BrightView (1920×1080), UWVA, eDP 1.4, slim-flat (3.0-mm); typical brightness: 250 nits 14.0-in, high-definition (HD), LCD, BrightView (1366×768), SVA, eDP 1.4, slim-flat (3.0-mm); typical brightness: 220 nits
Memory	Two SODIMM slots, non-accessible/non-upgradeable Support for DDR4-2133 dual channel Support for up to 16.0-GB maximum system memory in the following configurations: <ul style="list-style-type: none">• 16384-MB: 8192-MB × 2• 12288-MB: 8192-MB × 1 + 4096-MB × 1• 8192-MB: 8192-MB × 1 or 4096-MB × 2• 6144-MB: 4096-MB × 1 + 2048-MB × 1• 4096-MB: 4096-MB × 1 or 2048-MB × 2
Hard drive	Support for all 9.5-mm and 7.0-mm, SATA, 2.5-in hard drives Support for Accelerometer hard drive protection Support for the following hard drive configurations: <ul style="list-style-type: none">• 2-TB, 5400-rpm, 9.5-mm hard drive• 1-TB, 5400-rpm, 9.5-mm hard drive• 500-GB, 7200-rpm, 7.2-mm hard drive
Audio and video	HP Wide Vision HD webcam with indicator light, 720p by 30 frames per second, BSI sensor, f2.0, 88° wide field of vision Support for B & O Play Dual speakers

Category	Description
Audio and video <i>(continued)</i>	<p>Integrated dual-array microphones with appropriate beam-forming, echo-cancellation, and noise suppression software</p> <p>Support for Smart Amp</p> <p>Support for voice recognition</p>
Ethernet	Integrated 10/100 network interface controller (NIC)
Wireless	<p>Integrated wireless local area network (WLAN) options by way of wireless module</p> <p>Support for the Realtek RTL8723BE 802.11b/g/n 1×1 WiFi + Bluetooth 4.0 Combo Adapter</p> <p>Two WLAN antennas</p> <p>Compatible with Miracast-certified devices</p>
External media cards	Micro-Secure Digital (SD) media reader slot
Ports	<ul style="list-style-type: none"> • Audio-in (mono microphone)/audio-out (stereo headphone) combination • AC Smart Pin adapter plug • High-definition multimedia interface (HDMI) v1.4 supporting up to 1920×1080 (4K/2K) @ 60 Hz • RJ-45/Ethernet • USB 2.0 port • USB 3.0 port
Keyboard/pointing devices	<p>Textured, island-style, non-backlit keyboard</p> <p>TouchPad requirements:</p> <ul style="list-style-type: none"> • ClickPad with image sensor • Multitouch gestures enabled • Support for Windows modern trackpad gestures • Taps enabled as default
Power requirements	<p>Support for 45-W HP Smart AC adapter (RC, 4.5-mm, slim)</p> <p>Support for a C5 receptacle, 1.0-m (3.2-ft), 3-wire conductor power cord</p> <p>Support for a 3-cell, 41-Wh, 3.61-Ah, Li-ion battery</p>
Security	<p>Support for Trusted Platform Module (TPM) 2.0</p> <p>Support for security cable lock</p>
Operating system	<p>Preinstalled: Windows 10 and Windows 10 Professional</p> <p>For Developed Market (ML): Windows 10 Home ML and Windows 10 Home High End ML</p> <p>For Emerging Market (EM/SL):</p> <ul style="list-style-type: none"> • Windows 10 Home China Language Edition/CPPP • Windows 10 Home EM/SL • Windows 10 Home High End/SEAP • Windows 10 Home High End EM/SL/China • Windows 10 Home Single Language Edition/SEAP
Serviceability	End user replaceable part: AC adapter

2 External component identification

Locating hardware

To find out what hardware is installed on your computer:

- ▲ Type `device manager` in the taskbar search box, and then select the **Device Manager** app.

A list displays all the devices installed on your computer.

For information about system hardware components and the system BIOS version number, press `fn+esc` (select products only).

Locating software

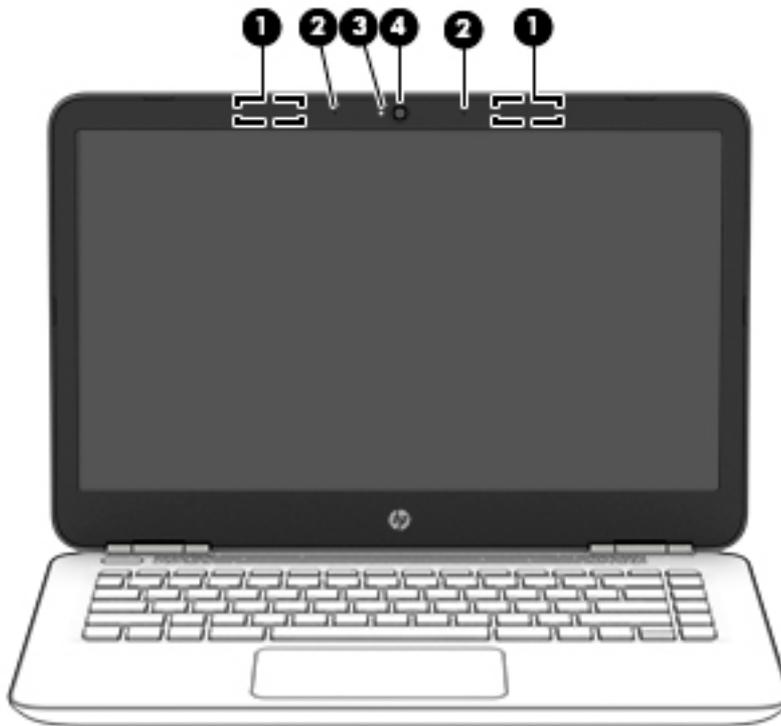
To find out what software is installed on your computer:

- ▲ Select the **Start** button, and then select **All apps**.

– or –

Right-click the **Start** button, and then select **Programs and Features**.

Display



Item	Component	Description
(1)	WLAN antennas*	Send and receive wireless signals to communicate with WLANs.
(2)	Internal microphones	Record sound.
(3)	Webcam light	On: The webcam is in use.
(4)	Webcam	Allows you to video chat, record video, or record still images. Some also provide HD or 3D capability, apps for gaming, or facial recognition software like Windows Hello. To use your webcam: <ul style="list-style-type: none">▲ Type <code>camera</code> in the taskbar search box, and then select Camera.

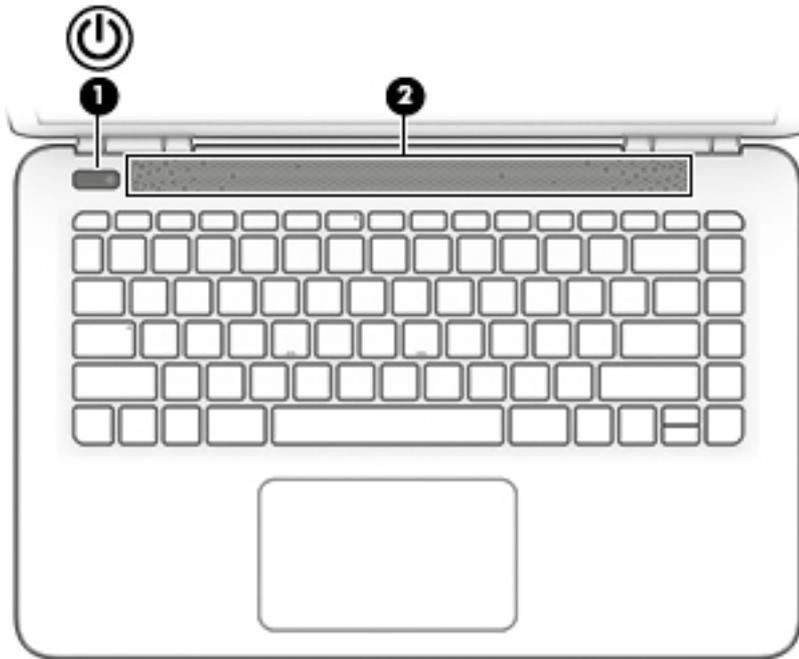
*The antennas are not visible from the outside of the computer. For optimal transmission, keep the areas immediately around the antennas free from obstructions.

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:

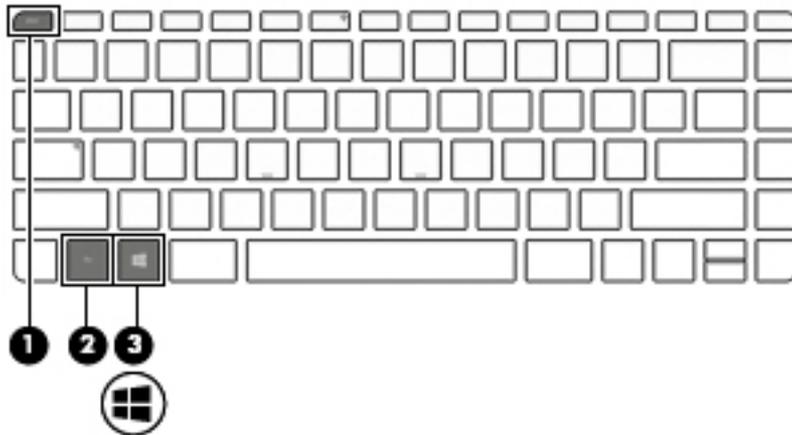
- ▲ Select the **Start** button, select **All apps**, select **HP Help and Support**, and then select **HP Documentation**.

Buttons and speakers



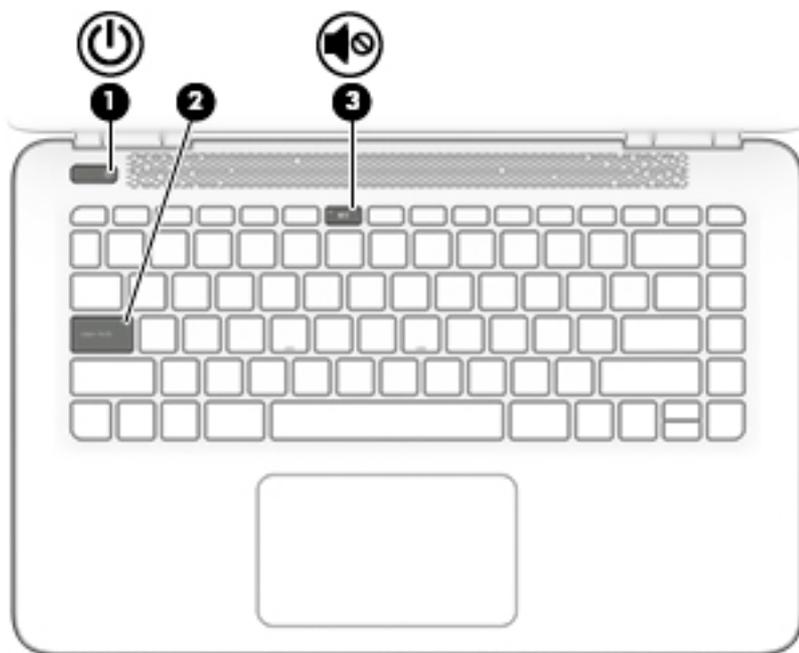
Item	Component	Description
(1)	Power button	<ul style="list-style-type: none">• When the computer is off, press the button to turn on the computer.• When the computer is on, press the button briefly to initiate Sleep.• When the computer is in the Sleep state, press the button briefly to exit Sleep.•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

Keys



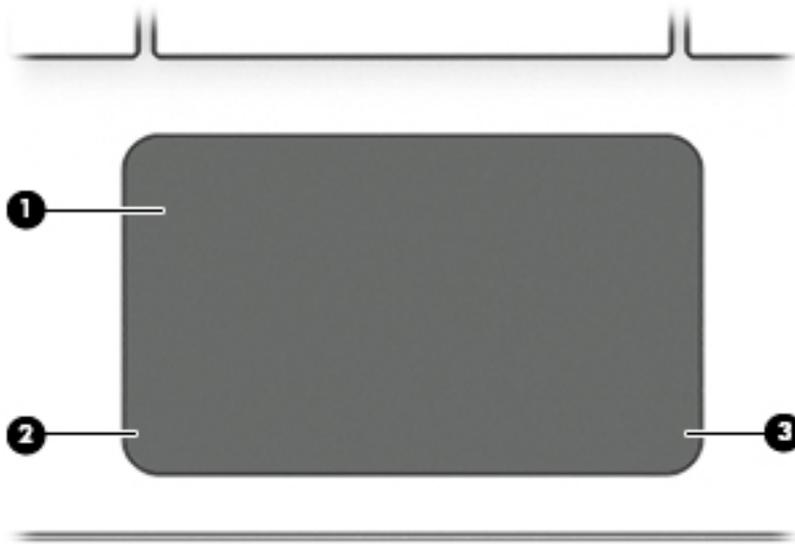
Item	Component	Description
(1)	esc key	Displays system information when pressed in combination with the fn key.
(2)	fn key	Displays system information when pressed in combination with the esc key.
(3)	Windows key	Opens the Start menu. NOTE: Pressing the Windows key again will close the Start menu.

Lights



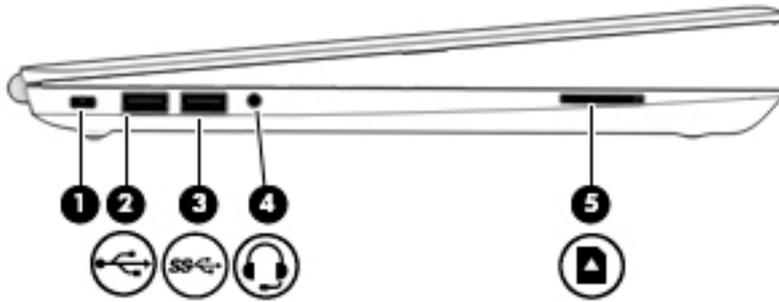
Item	Component	Description
(1)	Power light	<ul style="list-style-type: none">• On: The computer is on.• Blinking: The computer is in the Sleep state, a power-saving state. The computer shuts off power to the display and other unneeded components.• Off: The computer is off or in Hibernation. Hibernation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

TouchPad



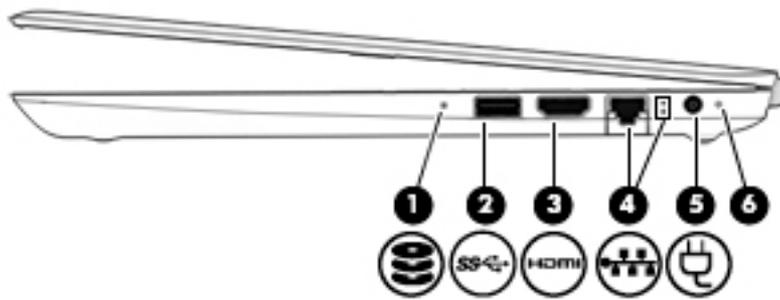
Item	Component	Description
(1)	TouchPad zone	Reads your finger gestures to move the pointer or activate items on the screen.
(2)	Left TouchPad button	Functions like the left button on an external mouse.
(3)	Right TouchPad button	Functions like the right button on an external mouse.

Left side



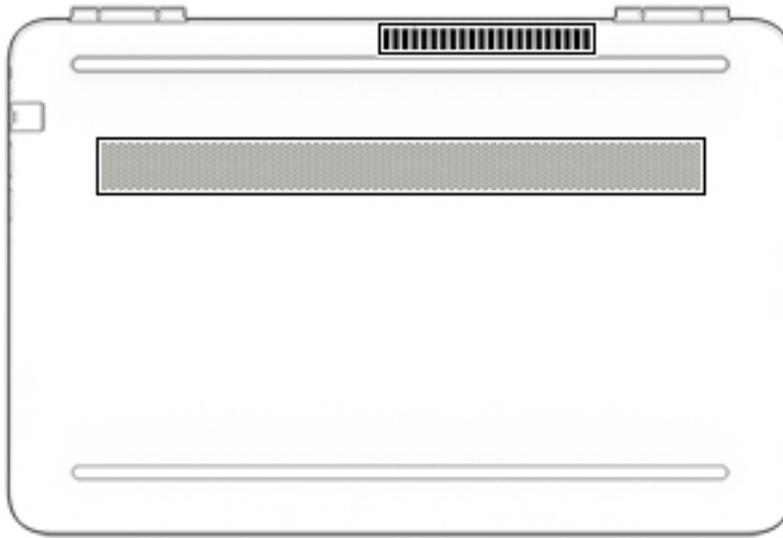
Item	Component	Description
(1)	Security cable slot	<p>Attaches an optional security cable to the computer.</p> <p>NOTE: The security cable is designed to act as a deterrent, but it may not prevent the computer from being mishandled or stolen.</p>
(2)	USB 2.0 port	<p>Connects an optional USB device, such as a keyboard, mouse, external drive, printer, scanner, or USB hub.</p>
(3)	USB 3.0 port	<p>Connects an optional USB device, such as a keyboard, mouse, external drive, printer, scanner, or USB hub.</p>
(4)	Audio-out (headphone)/Audio-in (microphone) combo jack	<p>Connects optional powered stereo speakers, headphones, earbuds, a headset, or a television audio cable. Also connects</p> <p>WARNING! To reduce the risk of personal injury, adjust the volume before putting on headphones, earbuds, or a headset. For additional safety information, refer to the <i>Regulatory, Safety, and Environmental Notices</i>.</p> <p>To access this guide:</p> <ul style="list-style-type: none"> ▲ Select the Start button, select All apps, select HP Help and Support, and then select HP Documentation. <p>NOTE: When a device is connected to the jack, the computer speakers are disabled.</p>
(5)	Memory card reader	<p>Reads optional memory cards that enable you to store, manage, share, or access information.</p> <p>To insert a card:</p> <ol style="list-style-type: none"> 1. Hold the card label-side up, with connectors facing the computer. 2. Insert the card into the memory card reader, and then press in on the card until it is firmly seated. <p>To remove a card:</p> <ul style="list-style-type: none"> ▲ Press in on the card, and then remove it from the memory card reader.

Right side



Item	Component	Description
(1)	Drive light (select products only)	<ul style="list-style-type: none">• Blinking white: The hard drive is being accessed.• Amber: HP 3D DriveGuard has temporarily parked the hard drive.
(2)	USB 3.0 port	Connects an optional USB device, such as a keyboard, mouse, external drive, printer, scanner, or USB hub.
(3)	HDMI port	Connects an optional video or audio device, such as a high-definition television, any compatible digital or audio component, or a high-speed HDMI device.
(4)	RJ-45 (network) jack/status lights	Connects a network cable. <ul style="list-style-type: none">• White: The network is connected.• Amber: Activity is occurring on the network
(5)	Power connector	Connects an AC adapter.
(6)	AC adapter and battery light	<ul style="list-style-type: none">• White: The AC adapter is connected and the battery is fully charged.• Blinking white: The AC adapter is disconnected and the battery has reached a low battery level.• Amber: The AC adapter is connected and the battery is charging.• Off: The battery is not charging.

Bottom

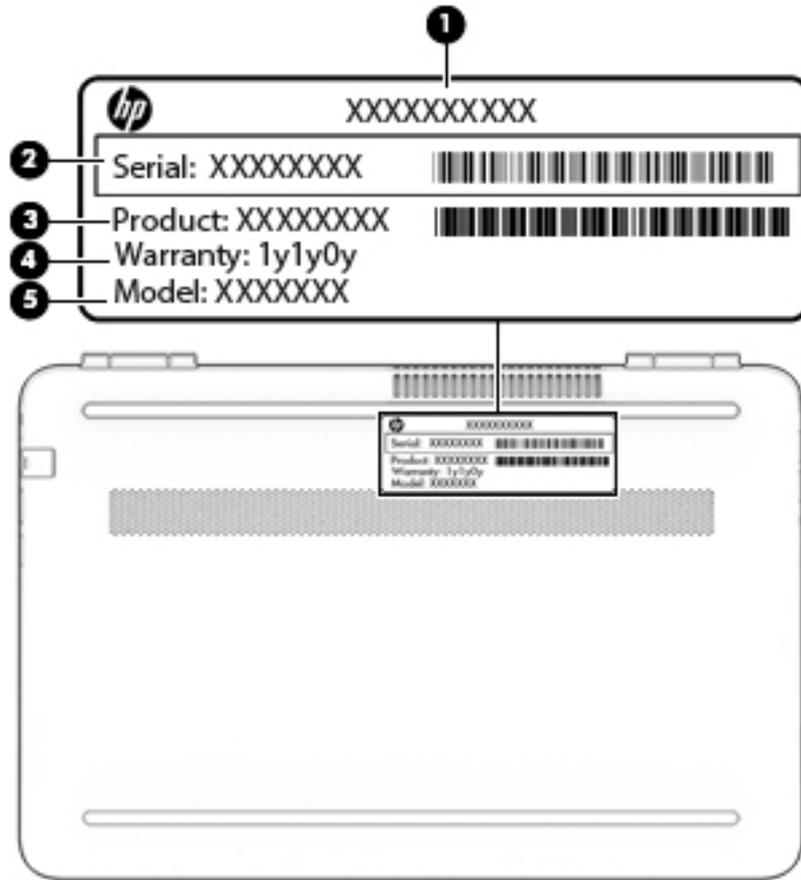


Component	Description
Vents (2)	Enable airflow to cool internal components. NOTE: The computer fan starts up automatically to cool internal components and prevent overheating. It is normal for the internal fan to cycle on and off during routine operation.

3 Illustrated parts catalog

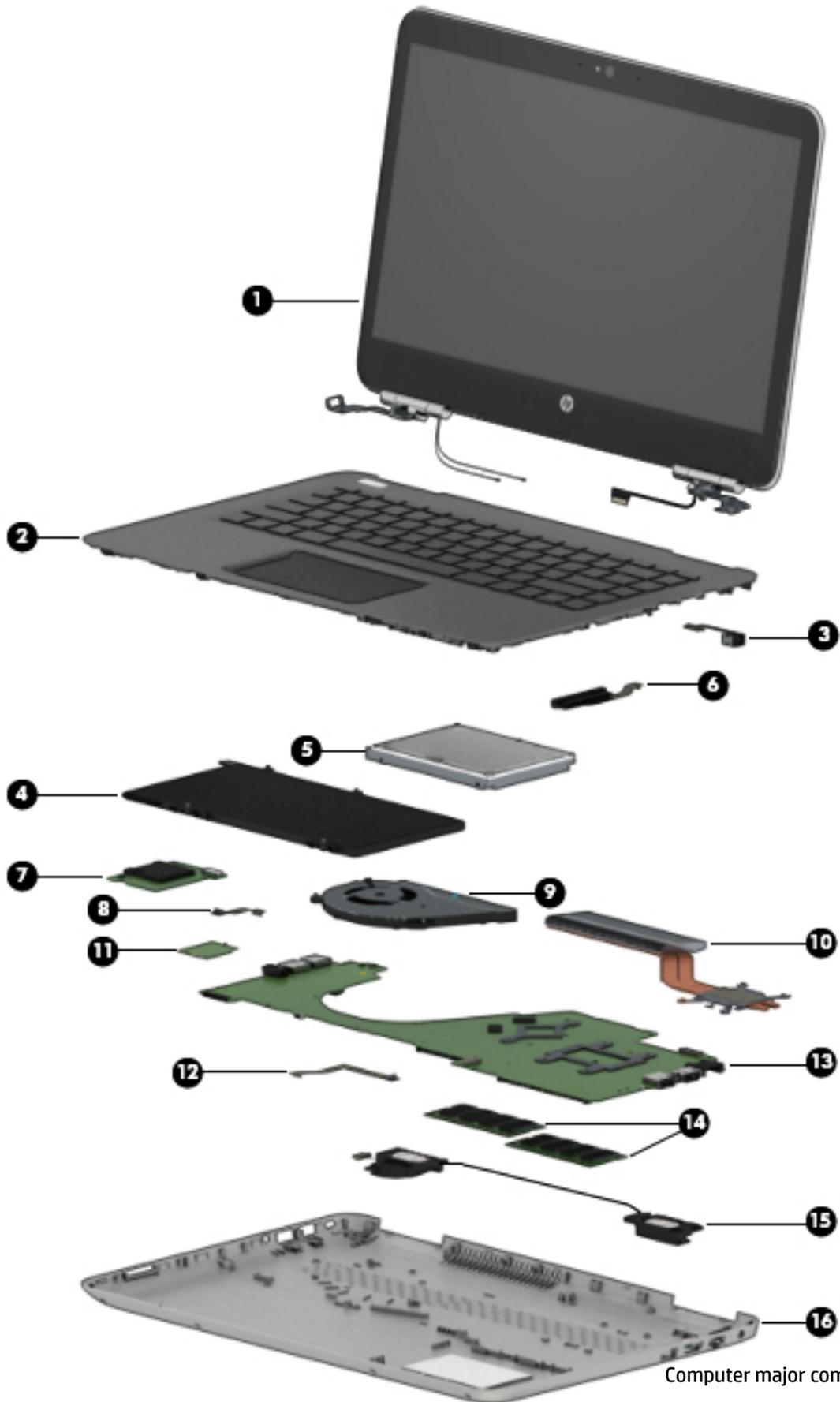
Service tag

When ordering parts or requesting information, provide the computer serial number and model number provided on the service tag.



Item	Description	Function
(1)	Model description	This is the alphanumeric identifier used to locate documents, drivers, and support for the computer.
(2)	Serial number (s/n)	This is an alphanumeric identifier that is unique to each product.
(3)	Part number/Product number (p/n)	This number provides specific information about the product's hardware components. The part number helps a service technician to determine what components and parts are needed.
(4)	Warranty period	This number describes the duration of the warranty period for the computer.

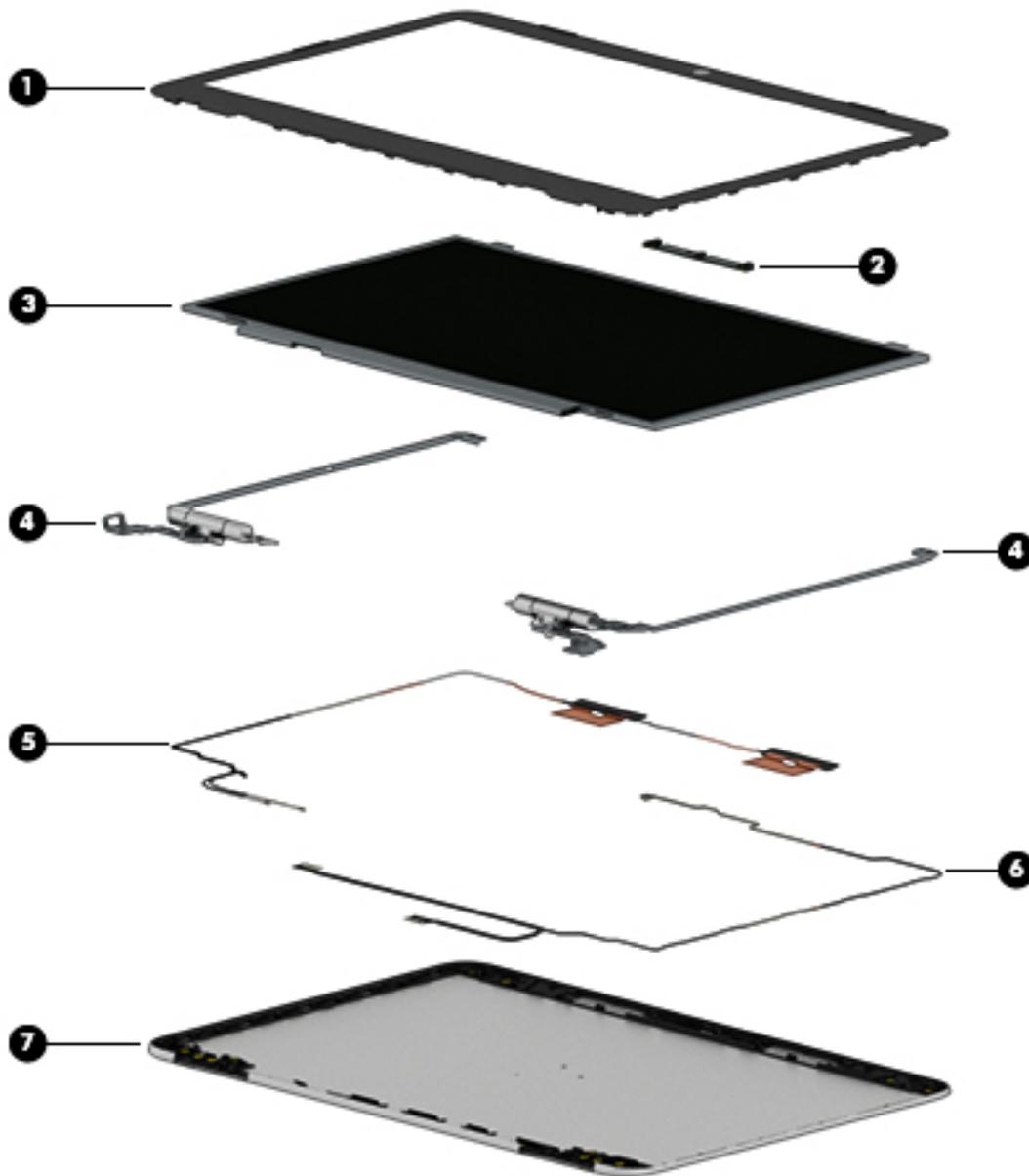
Computer major components



Item	Component	Spare part number
(1)	Display assembly: The display assembly is spared at the subcomponent level only. For more display assembly spare part information, see Display components on page 16 .	
(2)	Keyboard/top cover (includes keyboard cable):	
	In cardinal red finish	856188-161
	In modern gold finish	856187-161
	In natural silver finish	856186-161
(3)	Power connector cable	808155-010
(4)	Battery (3-cell, 41-Wh, 3.61-Ah, Li-ion battery; includes cable)	849908-850
(5)	Hard drive:	
	NOTE: The hard drive spare part kit does not include the hard drive brackets or the hard drive cable. The hard drive brackets are not spared. The hard drive cable is available using spare part number 856205-001.	
	2-TB, 5400-rpm, SATA, 9.5-mm hard drive	801808-005
	1-TB, 5400-rpm, SATA, 9.5-mm hard drive	778192-005
	500-GB, 5400-rpm, SATA, 7.0-mm hard drive	778186-005
(6)	Hard drive cable (includes double-sided adhesive)	856205-001
(7)	Card reader board	863315-001
(8)	Card reader board cable (includes double-sided adhesive)	856204-001
(9)	Fan (includes cable)	856206-001
(10)	Heat sink (includes replacement thermal material)	860260-001
(11)	Realtek RTL8723BE 802.11b/g/n 1×1 WiFi + Bluetooth 4.0 Combo Adapter	855106-855
(12)	TouchPad cable (includes double-sided adhesive)	856203-001
(13)	System board (includes processor and replacement thermal material):	
	Equipped with an AMD A10-8700P 1.80-GHz (turbo up to 3.20-GHz) processor (1600-MHz FSB, 2.0-MB L2 cache, quad core, 15-W), an AMD Radeon R6 Graphics subsystem with UMA video memory, and the Windows 10 Professional operating system	860261-601
	Equipped with an AMD A10-8700P 1.80-GHz (turbo up to 3.20-GHz) processor (1600-MHz FSB, 2.0-MB L2 cache, quad core, 15-W), an AMD Radeon R6 Graphics subsystem with UMA video memory, and a non-Windows operating system	860261-001
	Equipped with an AMD A8-7410 2.20-GHz (turbo up to 2.50-GHz) processor (1600-MHz FSB, 2.0-MB L2 cache, quad core, 15-W), an AMD Radeon R5 Graphics subsystem with UMA memory, and the Windows 10 Professional operating system	860262-001
	Equipped with an AMD A8-7410 2.20-GHz (turbo up to 2.50-GHz) processor (1600-MHz FSB, 2.0-MB L2 cache, quad core, 15-W), an AMD Radeon R5 Graphics subsystem with UMA memory, and a non-Windows operating system	860262-001
(14)	Memory modules (PC3L, 12800, 1600):	
	8-GB	693374-005
	4-GB	691740-005
	2-GB	691739-005
(15)	Speakers (includes cable)	856220-001

Item	Component	Spare part number
(16)	Bottom cover (includes front rubber feet, retention magnets, shielding, and vents):	
	In cardinal red finish	856198-001
	In modern gold finish	856197-001
	In natural silver finish	856196-001
	Rubber Kit (not illustrated, includes bottom cover rubber foot strip and screw covers):	
	In cardinal red finish	856218-001
	In modern gold finish	856217-001
	In natural silver finish	856216-001

Display components



Item	Component	Spare part number
(1)	Display bezel	856199-001
(2)	Webcam/microphone module (includes double-sided adhesive)	846006-003
(3)	Display panel:	
	14.0-in, FHD, LCD, BrightView (1920×1080), UWVA, eDP, slim-flat (3.0-mm), display panel	847660-001
	14.0-in, HD, LCD, BrightView (1366×768), SVA, eDP, slim-flat (3.0-mm), display panel	847664-001
(4)	Display hinges (2)	856207-001
	Display hinge caps (2, not illustrated)	856211-001

Item	Component	Spare part number
(5)	Antenna Kit (includes antenna auxiliary and main cables and transceivers)	856192-001
(6)	Display panel cable (includes webcam/microphone module cable, adhesive support strip, and double-sided adhesive):	856200-001
(7)	Back cover:	
	In cardinal red finish	856195-001
	In modern gold finish	856194-001
	In natural silver finish	856193-001

Miscellaneous parts

Component	Spare part number
45-W HP Smart AC adapter (RC, 4.5-mm, slim)	741553-850
HP external DVD±RW DL SuperMulti Drive	747080-001
HP HDMI-to-VGA adapter	701943-001
Power cord (C5 receptacle, 1.0-m (3.2-ft), 3-wire conductor):	
For use in Argentina	401300-007
For use in Italy	213352-008
For use in North America	213349-009
Screw Kit	856219-001

4 Removal and replacement procedures preliminary requirements

Tools required

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

- Case utility tool or similar plastic, flat-edged tool
- Flat-bladed screwdriver
- Magnetic screwdriver
- Phillips P00, P0, and P1 screwdrivers
- Torx T4 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 parts. Apply pressure only at the points designated in the maintenance instructions.

Cables and connectors

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

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

Drive handling

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

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

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

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

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

Avoid dropping drives from any height onto any surface.

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.

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

Packaging and transporting guidelines

Follow these grounding guidelines when packaging and transporting equipment:

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

Workstation guidelines

Follow these grounding workstation guidelines:

- Cover the workstation with approved static-shielding material.
- Use a wrist strap connected to a properly grounded work surface and use properly grounded tools and equipment.
- Use conductive field service tools, such as cutters, 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 $\pm 10\%$ resistance in the ground cords. To provide proper ground, wear a strap snugly against the skin at all times. On grounded mats with banana-plug connectors, use alligator clips to connect a wrist strap.
- When standing, use foot straps and a grounded floor mat. Foot straps (heel, toe, or boot straps) can be used at standing workstations and are compatible with most types of shoes or boots. On conductive floors or dissipative floor mats, use foot straps on both feet with a minimum of one megohm resistance between the operator and ground. To be effective, the conductive must be worn in contact with the skin.

The following grounding equipment is recommended to prevent electrostatic damage:

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

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

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

5 Removal and replacement procedures

 **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.

Component replacement procedures

 **NOTE:** Details about the computer, including model, serial number, product key, and length of warranty, are on the service tag on the back of the computer. See [Service tag on page 12](#) for details.

This chapter provides removal and replacement procedures.

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

Bottom cover

Description	Spare part number
In cardinal red finish	856198-001
In modern gold finish	856197-001
In natural silver finish	856196-001

Before disassembling the computer, follow these steps:

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

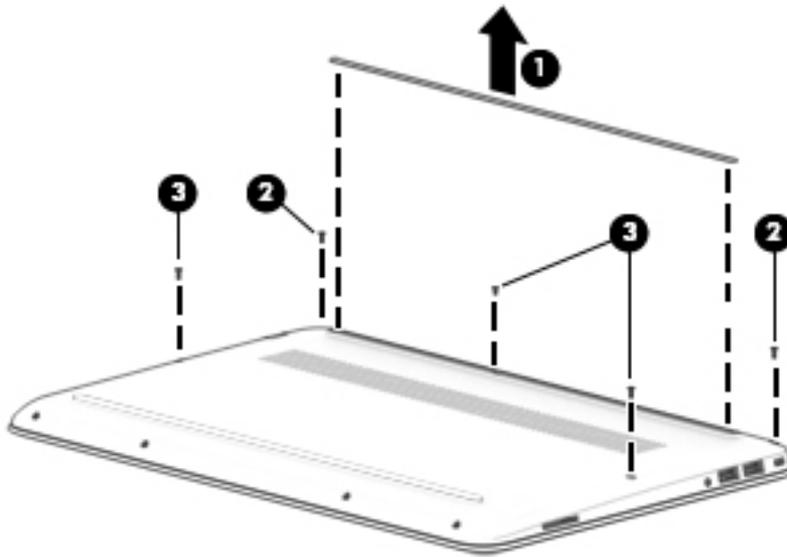
Remove the bottom cover:

1. Close the computer.
2. Turn the computer upside down with the front toward you.
3. Remove the rear rubber foot strip **(1)**.

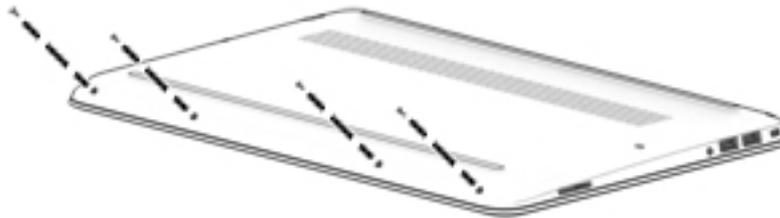
The rear rubber foot strip is included in the Rubber Kit, using the following spare part numbers:

- 856218-001 – in cardinal red finish
- 856217-001 – in modern gold finish
- 856216-001 – in natural silver finish

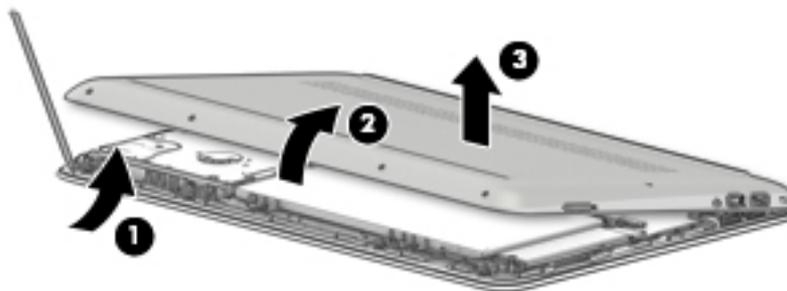
4. Remove the two Phillips M2.5×5.7 screws **(2)** and the three Phillips M2.0×5.7 screws **(3)** that secure the bottom cover to the computer.



5. Remove the four Phillips M2.0×5.7 screws that secure the bottom cover to the computer.



6. Insert a case utility tool **(1)** or similar plastic, flat-edged tool between the bottom cover and the computer.
7. Release the bottom cover front edge **(2)** and swing it up and back until it releases.
8. Remove the bottom cover **(3)**.



Reverse this procedure to install the bottom cover.

Battery

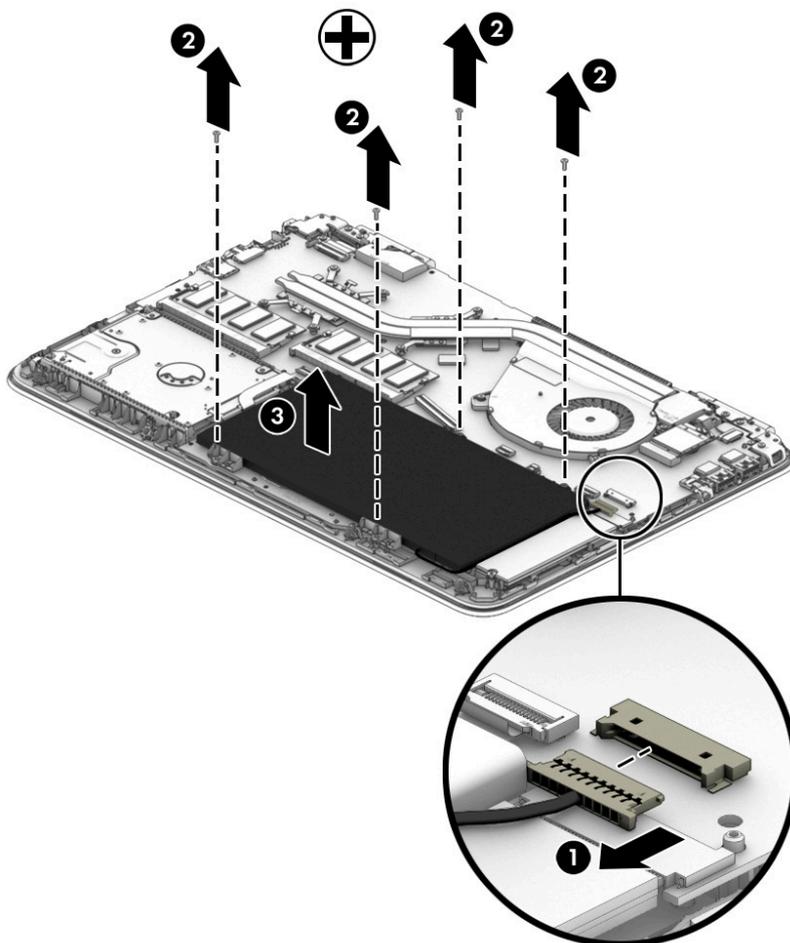
Description	Spare part number
3-cell, 41-Wh, 3.61-Ah, Li-ion battery (includes cable)	849908-850

Before removing the battery, follow these steps:

1. Turn off the computer. If you are unsure whether the computer is off or in Hibernation, turn the computer on, and then shut it down through the operating system.
2. Disconnect the power from the computer by unplugging the power cord from the computer.
3. Disconnect all external devices from the computer.
4. Remove the bottom cover (see [Bottom cover on page 24](#)).

Remove the battery:

1. Disconnect the battery cable (1) from the system board.
2. Remove the six Phillips M2.0×5.7 screws (2) that secure the battery to the keyboard/top cover.
3. Remove the battery (3).



Reverse this procedure to install the battery.

Hard drive



NOTE: The hard drive spare part kit does not include the hard drive brackets or the hard drive cable. The hard drive brackets are not spared separately. The hard drive cable is available using spare part number 856205-001.

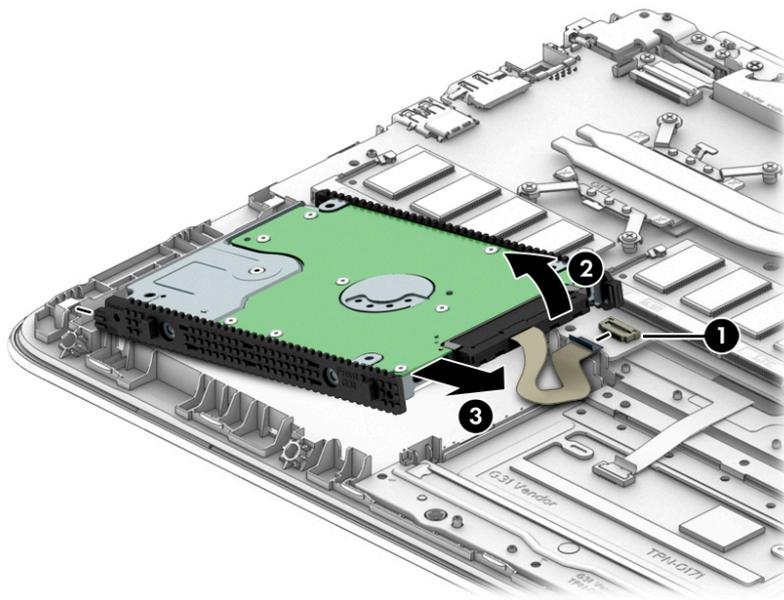
Description	Spare part number
2-TB, 5400-rpm, SATA, 9.5-mm hard drive	801808-005
1-TB, 5400-rpm, SATA, 9.5-mm hard drive	778192-005
500-GB, 5400-rpm, SATA, 7.0-mm hard drive	778186-005

Before removing the hard drive, follow these steps:

1. Turn off the computer. If you are unsure whether the computer is off or in Hibernation, turn the computer on, and then shut it down through the operating system.
2. Disconnect the power from the computer by unplugging the power cord from the computer.
3. Disconnect all external devices from the computer.
4. Remove the bottom cover (see [Bottom cover on page 24](#)).
5. Disconnect the battery cable from the system board (see [Battery on page 26](#)).

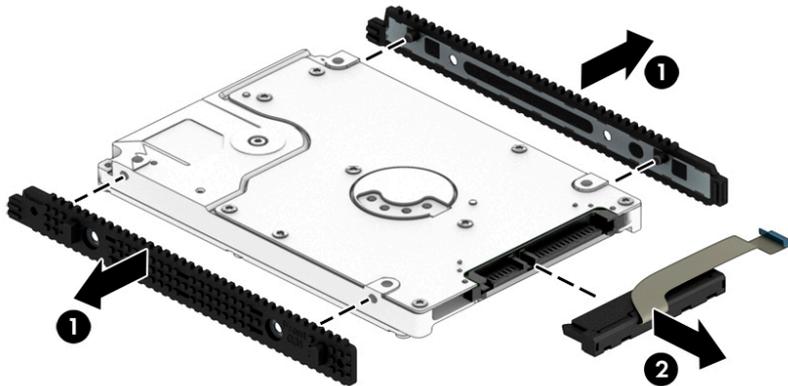
Remove the hard drive:

1. Release the zero insertion force (ZIF) connector **(1)** to which the hard drive cable is connected, and then disconnect the hard drive cable from the system board.
2. Lift the right side of the hard drive **(2)** until it rests at an angle.
3. Remove the hard drive **(3)** by sliding it up and to the right at angle.



4. If it is necessary to replace the hard drive bracket, remove the left and right brackets **(1)**.

5. If it is necessary to replace the hard drive cable, slide the cable **(2)** off of the front end of the hard drive.



Reverse this procedure to reassemble and install the hard drive.

Memory module

Description	Spare part number
8-GB (PC3L, 12800, 1600)	693374-005
4-GB (PC3L, 12800, 1600)	691740-005
2-GB (PC3L, 12800, 1600)	691739-005

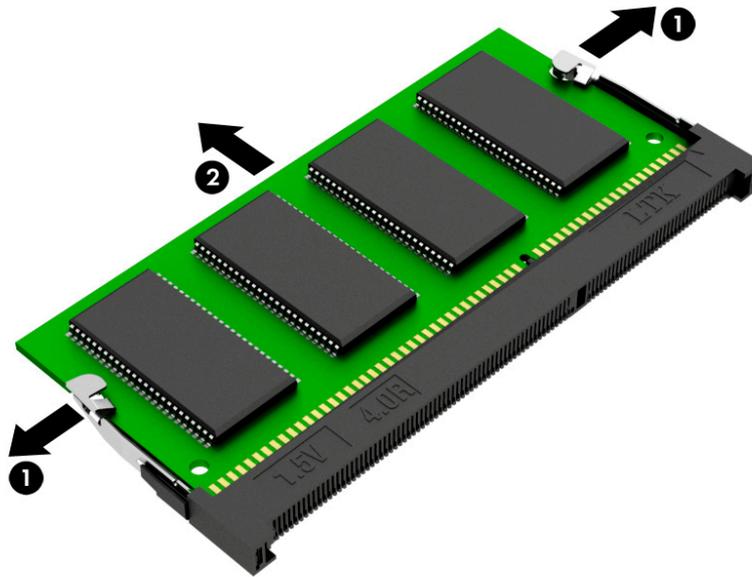
Before removing a memory module, follow these steps:

1. Turn off the computer. If you are unsure whether the computer is off or in Hibernation, turn the computer on, and then shut it down through the operating system.
2. Disconnect the power from the computer by unplugging the power cord from the computer.
3. Disconnect all external devices from the computer.
4. Remove the bottom cover (see [Bottom cover on page 24](#)).
5. Disconnect the battery cable from the system board (see [Battery on page 26](#)).

Remove the memory module:

1. Spread the retaining tabs **(1)** on each side of the memory module slot to release the memory module. (The memory module tilts up.)

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



Reverse this procedure to install a memory module.

WLAN module

Description	Spare part number
Realtek RTL8723BE 802.11b/g/n 1×1 WiFi + Bluetooth 4.0 Combo Adapter	855106-855

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

Before removing the WLAN module, follow these steps:

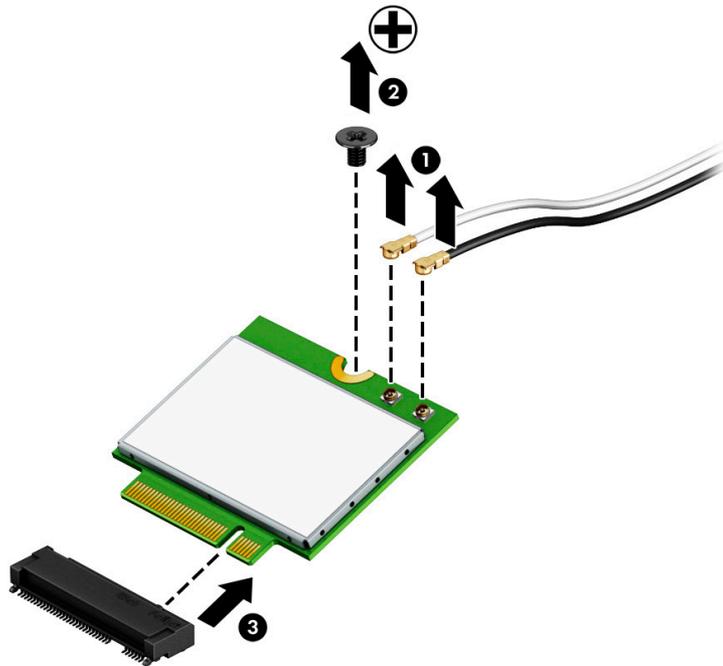
1. Turn off the computer. If you are unsure whether the computer is off or in Hibernation, turn the computer on, and then shut it down through the operating system.
2. Disconnect the power from the computer by unplugging the power cord from the computer.
3. Disconnect all external devices from the computer.
4. Remove the bottom cover (see [Bottom cover on page 24](#)).
5. Disconnect the battery cable from the system board (see [Battery on page 26](#)).

Remove the WLAN module:

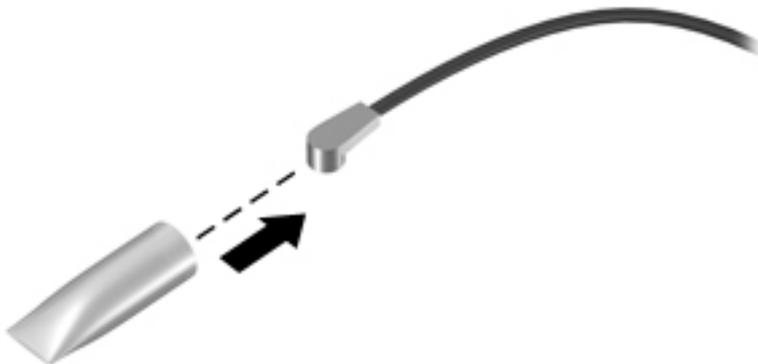
1. Disconnect the WLAN antenna cables (**1**) from the terminals on the WLAN module.

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

2. Remove the Phillips PM2.0×3.8 screw **(2)** that secures the WLAN module to the computer. (The WLAN module tilts up.)
3. Remove the WLAN module **(3)** by pulling the module away from the slot at an angle.



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



Reverse this procedure to install the WLAN module.

Card reader board



NOTE: The card reader board spare part kit does not include the card reader board cable. The card reader board cable is available using spare part number 856204-001.

Description	Spare part number
Card reader board	863315-001

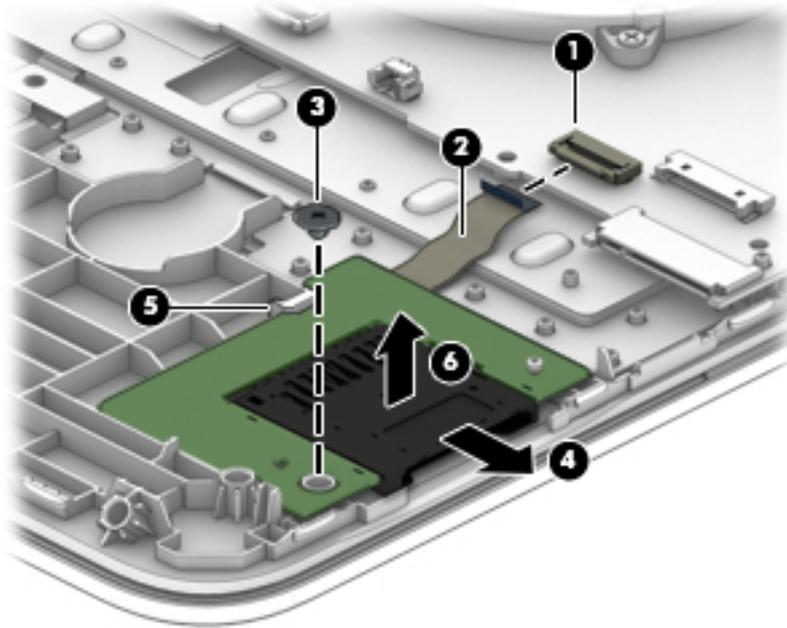
Before removing the card reader board, follow these steps:

1. Turn off the computer. If you are unsure whether the computer is off or in Hibernation, turn the computer on, and then shut it down through the operating system.
2. Disconnect the power from the computer by unplugging the power cord from the computer.
3. Disconnect all external devices from the computer.
4. Remove the bottom cover (see [Bottom cover on page 24](#)).
5. Remove the battery (see [Battery on page 26](#)).

Remove the card reader board:

1. Release the ZIF connector **(1)** to which the card reader board cable is connected, and then disconnect the card reader board cable from the system board.
2. Detach the card reader board cable **(2)** from the keyboard/top cover. (The card reader board cable is attached to the keyboard/top cover with double-sided adhesive.)
3. Remove the Phillips PM2.0×2.2 broad head screw **(3)** that secures the card reader board to the keyboard/top cover.
4. Release the card reader board **(4)** by sliding it to the right until it clears the retention clip **(5)** built into the keyboard/top cover.

5. Remove the card reader board (6).



Reverse this procedure to install the card reader board.

Fan

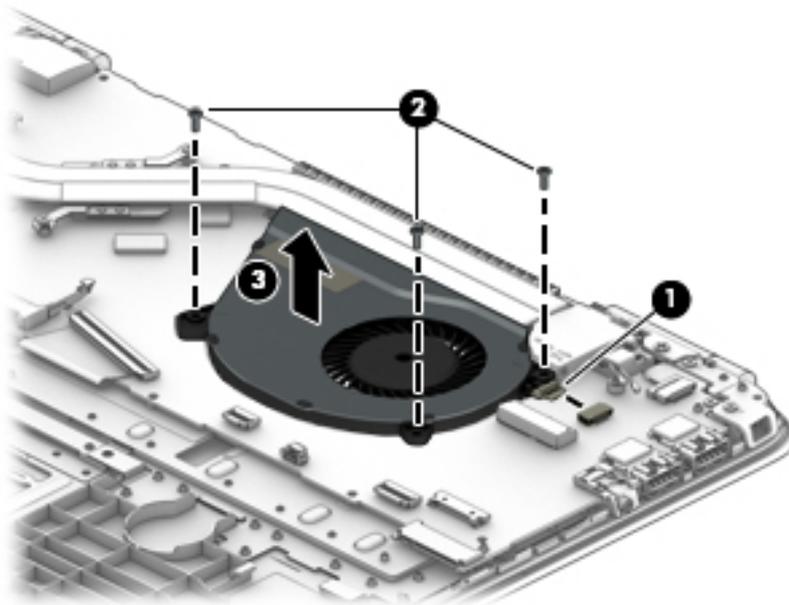
Description	Spare part number
Fan (includes cable)	856206-001

Before removing the fan, follow these steps:

1. Turn off the computer. If you are unsure whether the computer is off or in Hibernation, turn the computer on, and then shut it down through the operating system.
2. Disconnect the power from the computer by unplugging the power cord from the computer.
3. Disconnect all external devices from the computer.
4. Remove the bottom cover (see [Bottom cover on page 24](#)).
5. Remove the battery (see [Battery on page 26](#)).
6. Remove the WLAN module (see [WLAN module on page 29](#)).

Remove the fan:

1. Disconnect the fan cable **(1)** from the system board.
2. Remove the three Phillips PM2.0×5.7 screws **(2)** that secure the fan to the keyboard/top cover.
3. Remove the fan **(3)**.



Reverse this procedure to install the fan.

System board



NOTE: The system board spare part kit includes the processor and replacement thermal material.

Description	Spare part number
Equipped with an AMD A10-8700P 1.80-GHz (turbo up to 3.20-GHz) processor (1600-MHz FSB, 2.0-MB L2 cache, quad core, 15-W), an AMD Radeon R6 Graphics subsystem with UMA video memory, and the Windows 10 Professional operating system	860261-601
Equipped with an AMD A10-8700P 1.80-GHz (turbo up to 3.20-GHz) processor (1600-MHz FSB, 2.0-MB L2 cache, quad core, 15-W), an AMD Radeon R6 Graphics subsystem with UMA video memory, and a non-Windows operating system	860261-001
Equipped with an AMD A8-7410 2.20-GHz (turbo up to 2.50-GHz) processor (1600-MHz FSB, 2.0-MB L2 cache, quad core, 15-W), an AMD Radeon R5 Graphics subsystem with UMA memory, and the Windows 10 Professional operating system	860262-001
Equipped with an AMD A8-7410 2.20-GHz (turbo up to 2.50-GHz) processor (1600-MHz FSB, 2.0-MB L2 cache, quad core, 15-W), an AMD Radeon R5 Graphics subsystem with UMA memory, and a non-Windows operating system	860262-001

Before removing the system board, follow these steps:

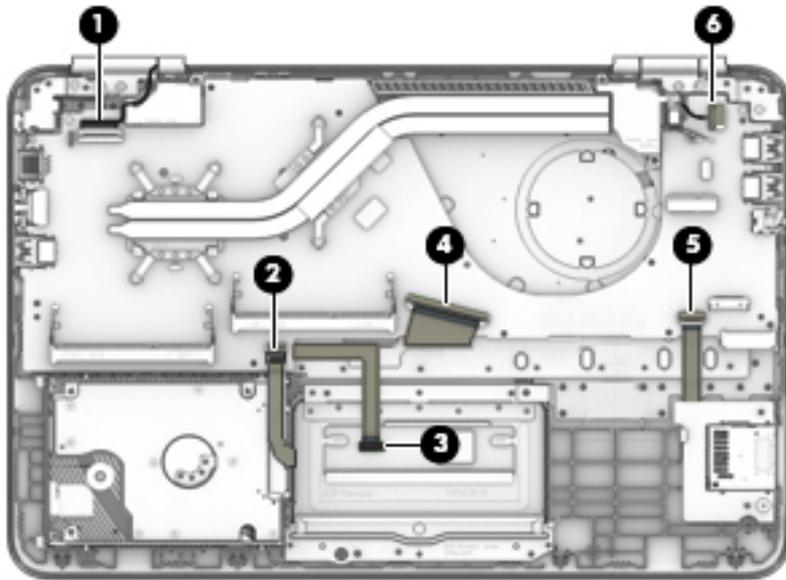
1. Turn off the computer. If you are unsure whether the computer is off or in Hibernation, turn the computer on, and then shut it down through the operating system.
2. Disconnect the power from the computer by unplugging the power cord from the computer.
3. Disconnect all external devices from the computer.
4. Remove the bottom cover (see [Bottom cover on page 24](#)), and then remove the following components:
 - a. Battery (see [Battery on page 26](#))
 - b. WLAN module (see [WLAN module on page 29](#))
 - c. Fan (see [Fan on page 33](#))



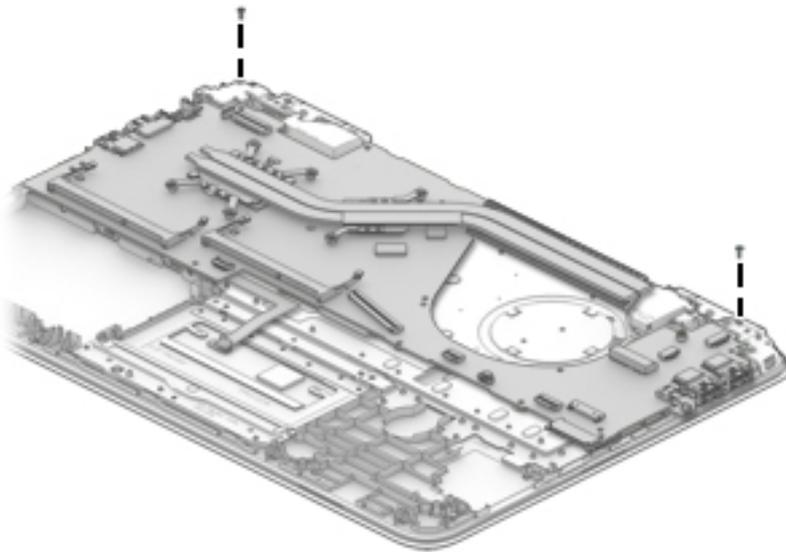
NOTE: When replacing the system board, be sure that the memory module(s) (see [Memory module on page 28](#)) and the heat sink (see [Heat sink on page 36](#)) are removed from the defective system board and installed on the replacement system board.

Remove the system board:

1. Disconnect the following cables from the system board:
 - (1) Display panel ZIF connector cable
 - (2) Hard drive ZIF connector cable
 - (3) TouchPad ZIF connector cable
 - (4) Keyboard ZIF connector cable
 - (5) Card reader board ZIF connector cable
 - (6) Speaker cable

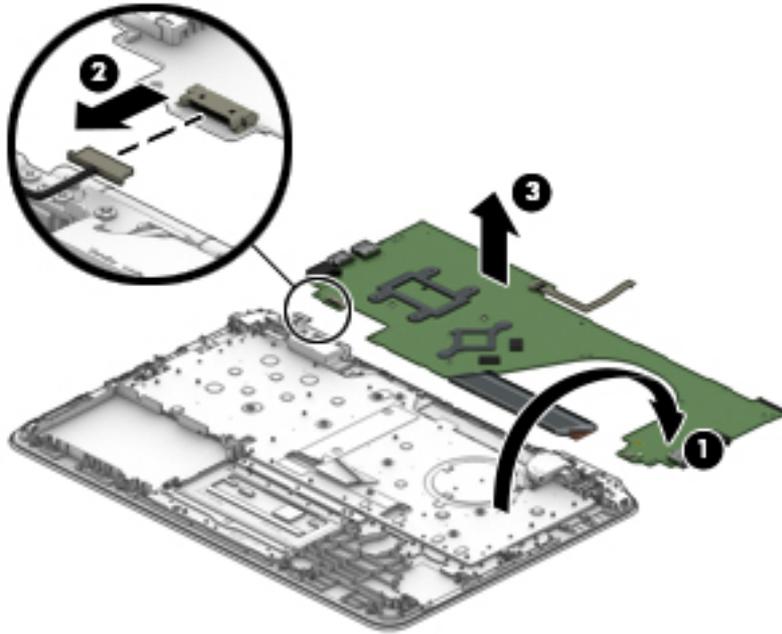


2. Remove the two Phillips PM2.0×5.7 screws that secure the system board to the keyboard/top cover.



3. Release the system board **(1)** by lifting the front edge and swinging it up and back until it rests upside down behind the computer.
4. Disconnect the power connector cable **(2)** from the system board.

5. Remove the system board (3).



Reverse this procedure to install the system board.

Heat sink

Description	Spare part number
Heat sink (includes replacement thermal material)	860260-001

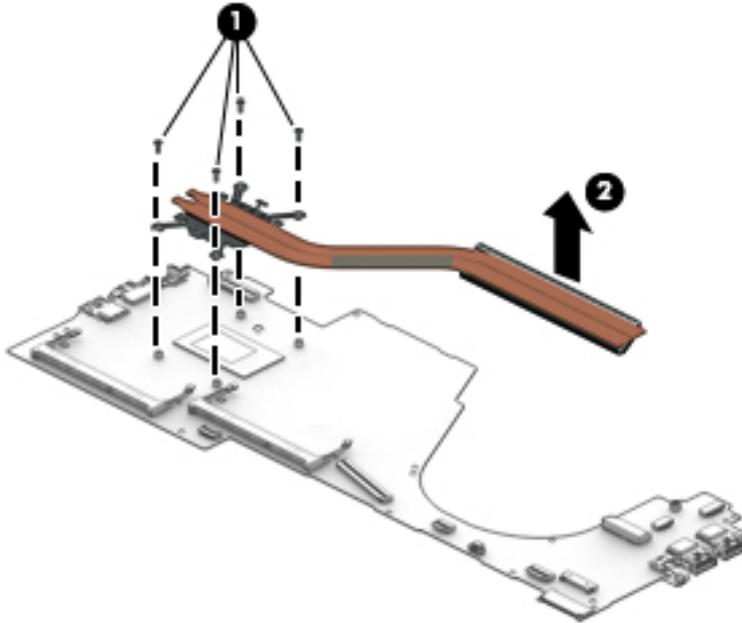
Before removing the heat sink, follow these steps:

1. Turn off the computer. If you are unsure whether the computer is off or in Hibernation, turn the computer on, and then shut it down through the operating system.
2. Disconnect the power from the computer by unplugging the power cord from the computer.
3. Disconnect all external devices from the computer.
4. Remove the bottom cover (see [Bottom cover on page 24](#)), and then remove the following components:
 - a. Battery (see [Battery on page 26](#))
 - b. WLAN module (see [WLAN module on page 29](#))
 - c. Fan (see [Fan on page 33](#))
 - d. System board (see [System board on page 34](#))

Remove the heat sink:

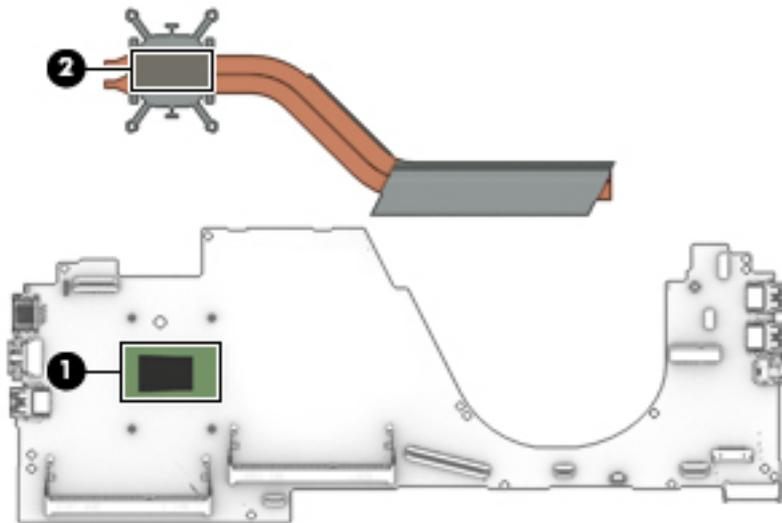
1. Remove the four Phillips PM2.0×6.2 screws (1) that secure the heat sink to the system board.

2. Remove the heat sink (2).



 **NOTE:** The thermal material must be thoroughly cleaned from the surfaces of the heat sink and the system board each time the heat sink is removed.

Thermal material is used on the processor (1) and the heat sink section (2) that services it.



Reverse this procedure to install the heat sink.

TouchPad cable

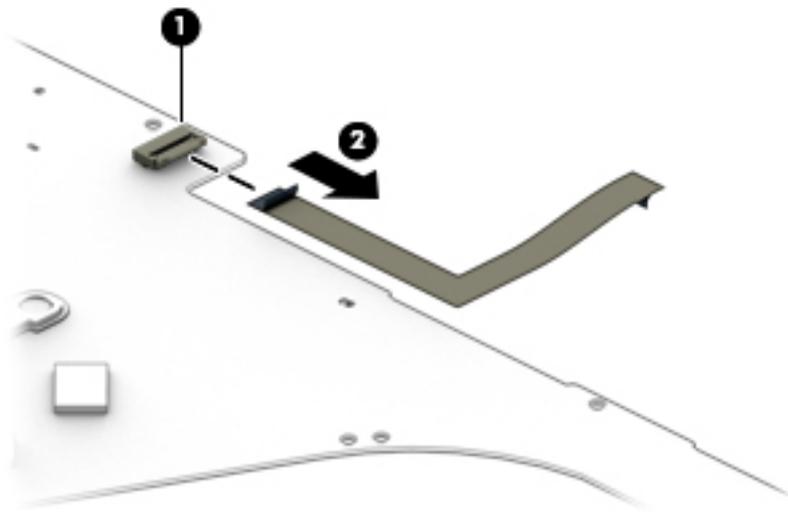
Description	Spare part number
TouchPad cable (includes double-sided adhesive)	856203-001

Before removing the TouchPad cable, 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 24](#)), and then remove the following components:
 - a. Battery (see [Battery on page 26](#))
 - b. WLAN module (see [WLAN module on page 29](#))
 - c. Fan (see [Fan on page 33](#))
 - d. System board (see [System board on page 34](#))

Remove the TouchPad cable:

- ▲ Release the ZIF connector **(1)** to which the TouchPad cable is connected, and then disconnect the TouchPad cable **(2)** from the system board.



Reverse this procedure to install the TouchPad cable.

Speakers

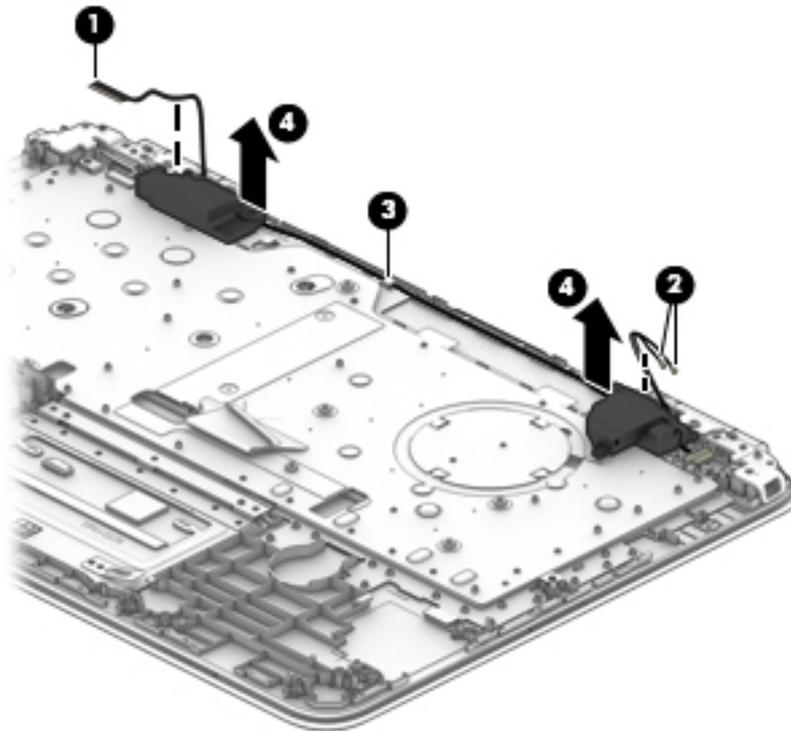
Description	Spare part number
Speakers (includes cables)	856220-001

Before removing the speakers, 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 24](#)), and then remove the following components:
 - a. Battery (see [Battery on page 26](#))
 - b. WLAN module (see [WLAN module on page 29](#))
 - c. Fan (see [Fan on page 33](#))
 - d. System board (see [System board on page 34](#))

Remove the speakers:

1. Release the display panel cable from the routing channel **(1)** built into the left speaker.
2. Release the wireless antenna cables from the routing channel **(2)** built into the right speaker.
3. Release the speaker cables from the routing clips **(3)** and channel built into the keyboard/top cover.
4. Remove the speakers **(4)**.



Reverse this procedure to install the speakers.

Power connector cable

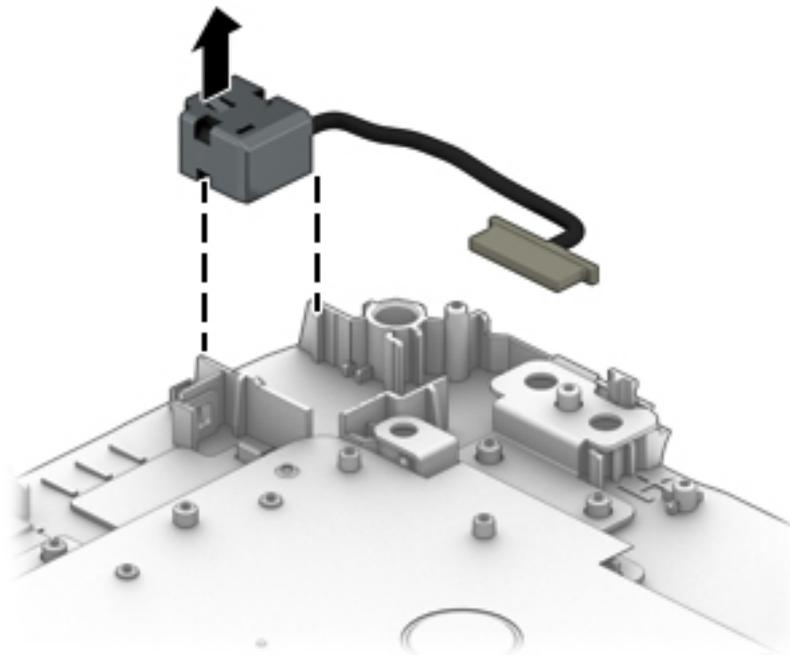
Description	Spare part number
Power connector cable	808155-010

Before removing the power connector cable, 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 24](#)), and then remove the following components:
 - a. Battery (see [Battery on page 26](#))
 - b. WLAN module (see [WLAN module on page 29](#))
 - c. Fan (see [Fan on page 33](#))
 - d. System board (see [System board on page 34](#))

Remove the power connector cable:

- ▲ Remove the power connector cable.



Reverse this procedure to install the power connector cable.

Display assembly

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

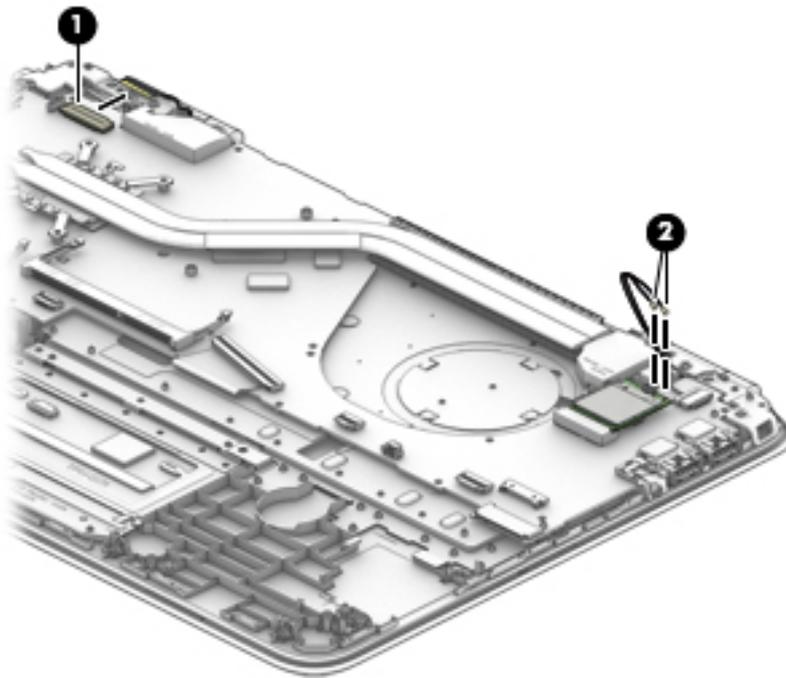
Before removing the display assembly, follow these steps:

1. Turn off the computer. If you are unsure whether the computer is off or in Hibernation, turn the computer on, and then shut it down through the operating system.
2. Disconnect the power from the computer by unplugging the power cord from the computer.
3. Disconnect all external devices from the computer.
4. Remove the bottom cover (see [Bottom cover on page 24](#)).
5. Disconnect the battery cable from the system board (see [Battery on page 26](#)).

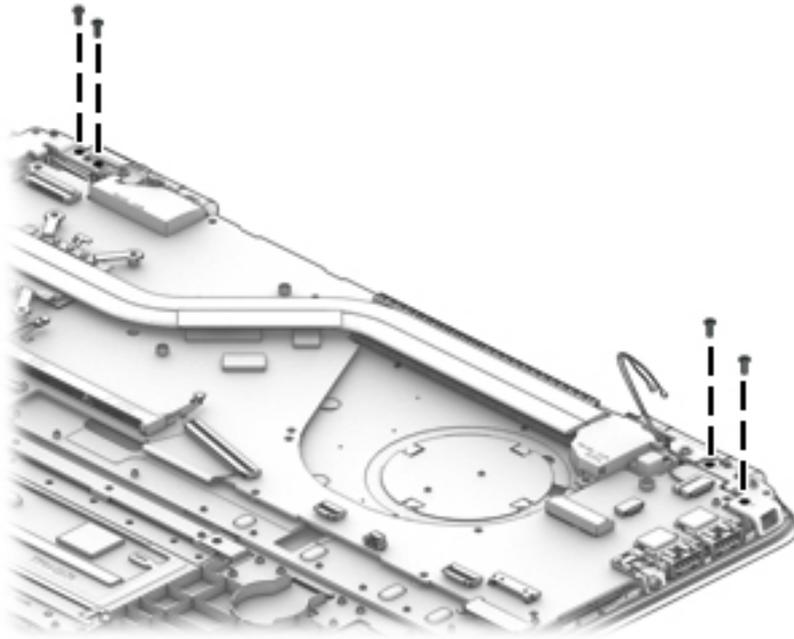
Remove the display assembly:

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

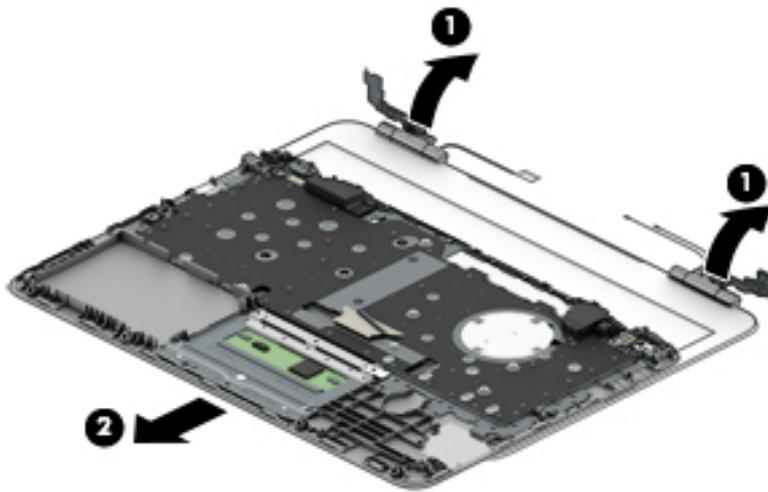
 **NOTE:** The WLAN antenna cable labeled “1/MAIN” connects to the WLAN module “Main” terminal. The WLAN antenna cable labeled “2/AUX” connects to the WLAN module “Aux” terminal.



3. Remove the four Phillips PM2.5×5.7 screws that secure the display assembly to the keyboard/top cover.



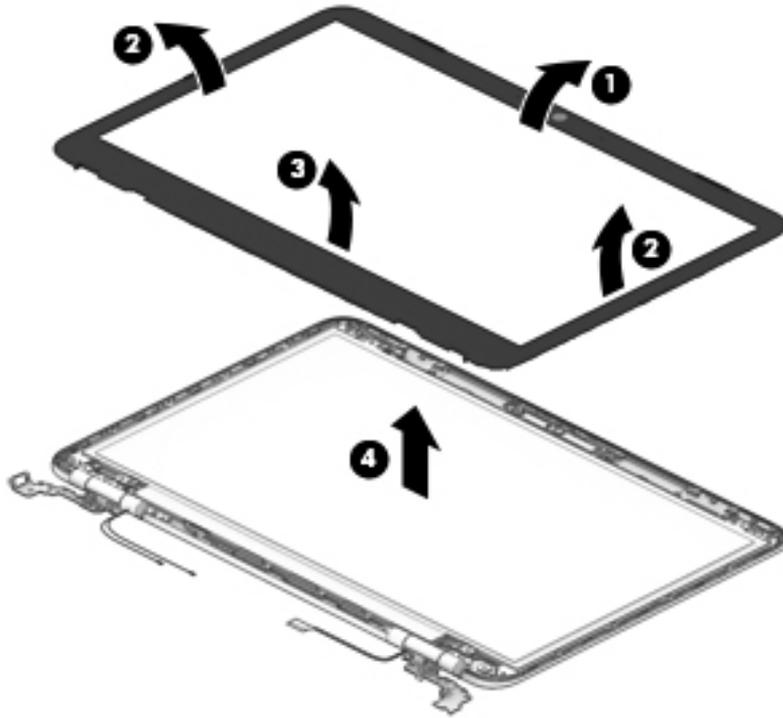
4. Release the display hinges (1) by swinging them up and back.
5. Slide the keyboard/top cover (2) forward and separate it from the display assembly.



6. If it is necessary to replace the display bezel:
 - a. Flex the inside edges of the top edge (1), left (2) and right edges, and bottom edge (3) of the display bezel until the bezel disengages from the display back cover.

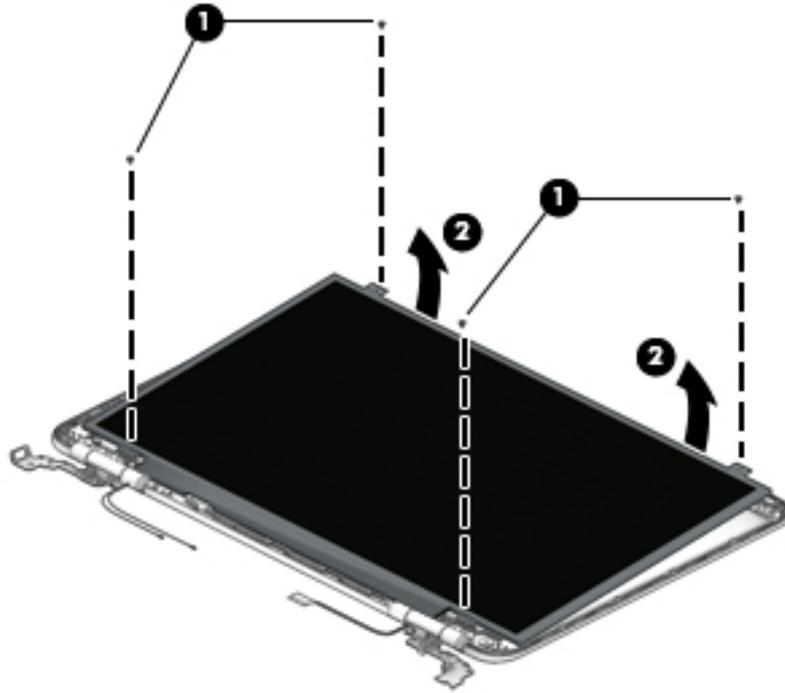
- b.** Remove the display bezel **(4)**.

The display bezel is available using spare part number 856199-001.



- 7.** If it is necessary to replace the display panel:
 - a.** Remove the display bezel.

- b. Remove the four Phillips PM2.0×2.9 screws that secure the display panel to the display back cover.

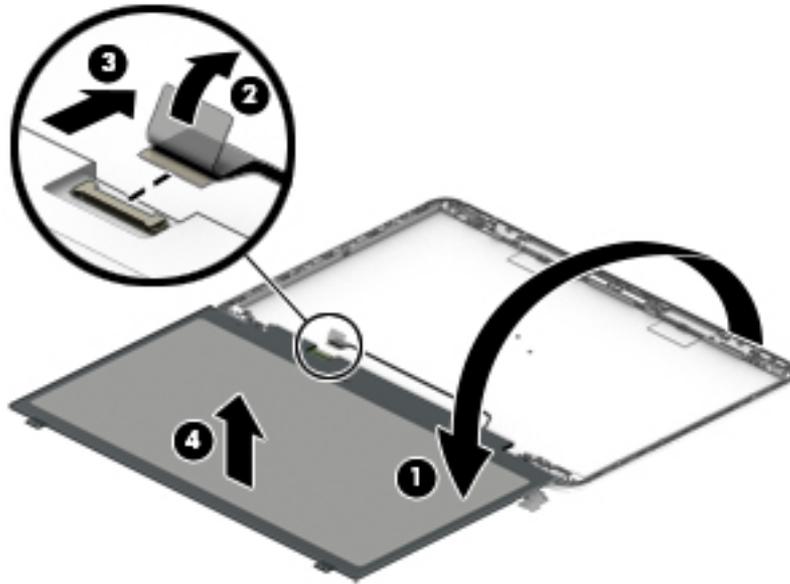


⚠ CAUTION: Before turning the display panel upside down, make sure the work surface is clear of tools, screws, and any other foreign objects. Failure to follow this caution can result in damage to the display panel.

- c. Lift the top edge of the display panel **(1)** and swing it up and forward until it rests upside down in front of the display back cover.
- d. Release the adhesive strip **(2)** that secures the display panel cable connector to the display panel.
- e. Disconnect the display panel cable **(3)** from the display panel.

- f. Remove the display panel **(4)**.

The display panel is available using the following spare part numbers 847660-001 (14.0-in, FHD, LCD, BrightView (1920×1080), UWVA, eDP, slim-flat (3.0-mm) display panel) and 847664-001 (14.0-in, HD, LCD, BrightView (1366×768), SVA, eDP, slim-flat (3.0-mm) display panel).



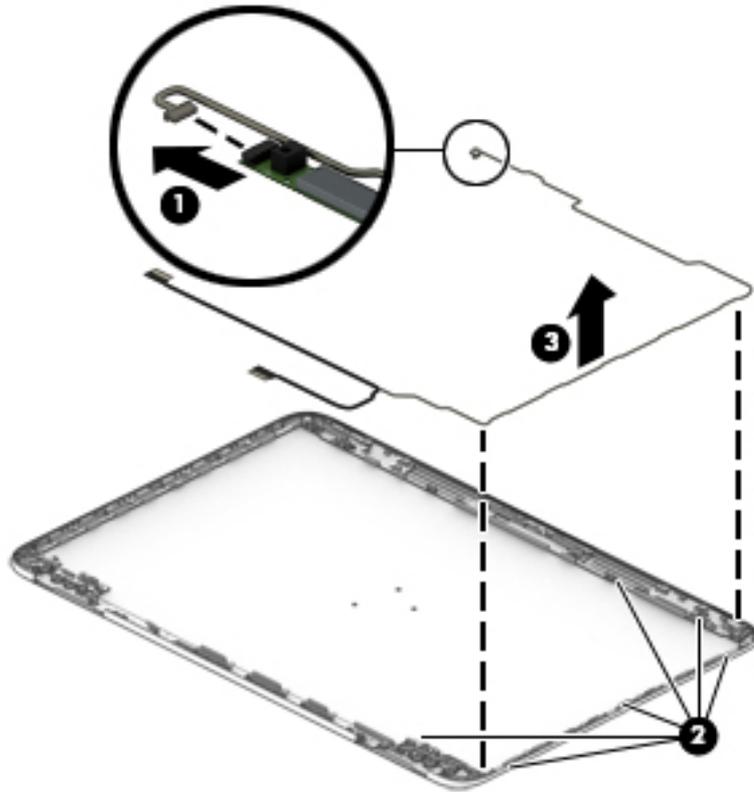
8. If it is necessary to replace the display panel cable:

 **NOTE:** The display panel cable includes the webcam/microphone module cable.

- a. Remove the display bezel.
- b. Remove the display panel.
- c. Disconnect the display panel cable **(1)** from the webcam/microphone module.
- d. Release the display panel cable from the routing clips **(2)** and channels built into the top, right, and bottom edges of the display back cover.

- e. Remove the display panel cable (3).

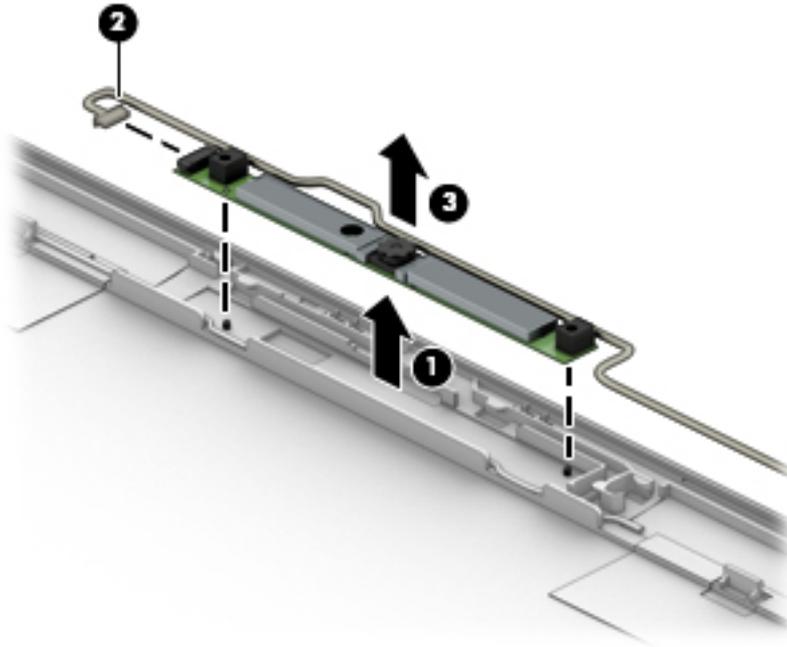
The display panel cable is available using the following spare part number 856200-001.



9. If it is necessary to replace the webcam/microphone module:
 - a. Remove the display bezel.
 - b. Remove the display panel.
 - c. Detach the webcam/microphone module (1) from the display back cover. (The webcam/microphone module is secured to the display back cover with double-sided adhesive.)
 - d. Disconnect the webcam/microphone module cable (2) from the webcam/microphone module.

- e. Remove the webcam/microphone module **(3)**.

The webcam/microphone module is available using spare part number 846006-003.

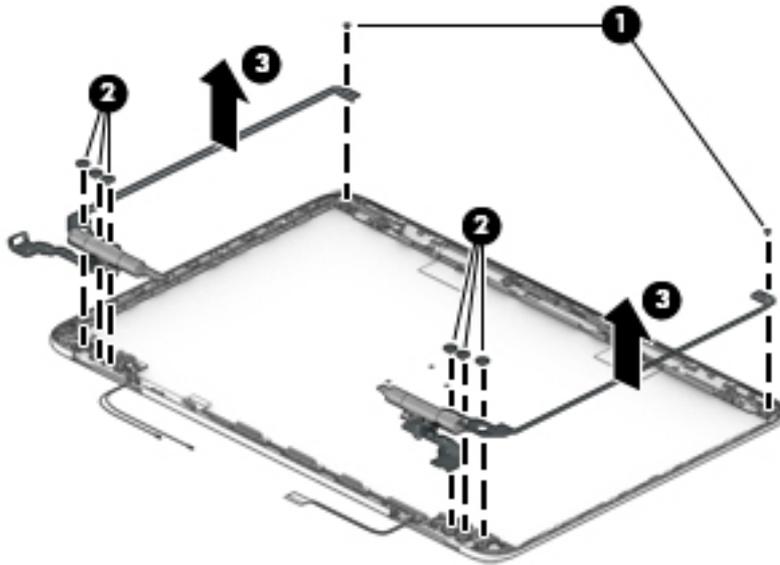


10. If it is necessary to replace the display hinges:

- a. Remove the display bezel.
- b. Remove the display panel.
- c. Remove the two Phillips PM2.0×2.9 screws **(1)** that secure the display hinges to the display back cover.
- d. Remove the six Phillips PM2.5×3.2 screws **(2)** that secure the display hinges to the display back cover.

- e. Remove the display hinges (3).

The display hinges are available using spare part number 856207-001.



- 11. If it is necessary to replace the antenna:

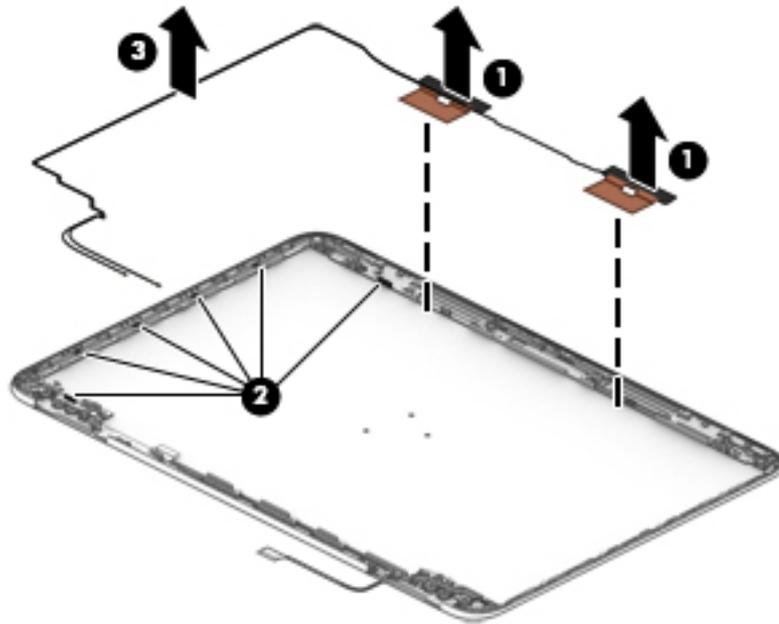


NOTE: The antenna includes the auxiliary and main antenna cables and transceivers.

- a. Remove the display bezel.
- b. Remove the display panel.
- c. Detach the antenna transceivers (1) from the display back cover. (The antenna transceivers are attached to the display back cover with double-sided adhesive.)
- d. Release the antenna cables from the routing clips (2) and channels built into the top, left, and bottom edges of the display back cover.

- e. Remove the antenna cables **(3)**.

The antenna are available using spare part number 856192-001.



Reverse this procedure to reassemble and install the display assembly.

6 Using Setup Utility (BIOS)

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

 **NOTE:** To start Setup Utility on convertible computers, your computer must be in notebook mode and you must use the keyboard attached to your notebook.

Starting Setup Utility (BIOS)

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

- ▲ Turn on or restart the computer, quickly press `esc`, and then press `f10`.

Updating Setup Utility (BIOS)

Updated versions of Setup Utility (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 Setup Utility (BIOS), first determine the BIOS version on your computer.

To reveal the BIOS version information (also known as *ROM date* and *System BIOS*), use one of these options.

- HP Support Assistant
 1. Type `support` in the taskbar search box, and then select the **HP Support Assistant** app.
– or –
Click the question mark icon in the taskbar.
 2. Select **My PC**, and then select **Specifications**.
- Setup Utility (BIOS)
 1. Start Setup Utility (BIOS) (see [Starting Setup Utility \(BIOS\) on page 50](#)).
 2. Select **Main**, select **System Information**, and then make note of the BIOS version.
 3. Select **Exit**, select **No**, and then follow the on-screen instructions.

To check for later BIOS versions, see [Downloading a BIOS update on page 51](#).

Downloading a BIOS update

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

- Do not disconnect power from the computer by unplugging the power cord from the AC outlet.
- Do not shut down the computer or initiate Sleep.
- Do not insert, remove, connect, or disconnect any device, cable, or cord.

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

1. Type `support` in the taskbar search box, and then select the **HP Support Assistant** app.
– or –
Click the question mark icon in the taskbar.
2. Click **Updates**, and then click **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. If the update is more recent than your BIOS version, 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.

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

1. Type `file` in the taskbar search box, and then select **File Explorer**.
2. Click your hard drive designation. The hard drive designation is typically Local Disk (C:).
3. Using the hard drive path you recorded earlier, open the folder 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.

7 Using HP PC Hardware Diagnostics (UEFI)

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

When HP PC Hardware Diagnostics (UEFI) detects a failure that requires hardware replacement, a 24-digit Failure ID code is generated. This ID code 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, and quickly press *esc*.
2. Press *f2*.

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

- a. Connected USB drive

 **NOTE:** To download the HP PC Hardware Diagnostics (UEFI) tool to a USB drive, see [Downloading HP PC Hardware Diagnostics \(UEFI\) to a USB device on page 52](#).

- 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

1. Go to <http://www.hp.com/go/techcenter/pcdiags>. The HP PC Diagnostics home page is displayed.
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. Use the categories listed to find your product.

– 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.

8 Specifications

Computer specifications

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 that is supplied and approved by HP for use with this computer.

The computer can operate on DC power within the following specifications. Operating voltage and current varies by platform. The voltage and current for your computer is located on the regulatory label.

	Metric	U.S.
Dimensions		
Width	33.86 cm	13.30 in
Depth	22.43 cm	8.83 in
Height	1.95 cm	0.77 in
Weight (equipped with a hard drive)	1.78 kg	3.92 lbs
Weight (equipped with a solid-state drive)	1.71 kg	3.77 lbs
Input power		
Operating voltage and current	5 V dc @ 2 A / 12 V dc @ 3 A / 15 V dc @ 3 A – 45 W USB-C	
	5 V dc @ 3 A / 9 V dc @ 3 A / 10 V dc @ 3.75 A / 12 V dc @ 3.75 A / 15 V dc @ 3 A / 20 V dc @ 2.25 A - 45 W USB-C	
	5 V dc @ 3 A / 9 V dc @ 3 A / 10 V dc @ 5.0 A / 12 V dc @ 5.0 A / 15 V dc @ 4.33 A / 20 V dc @ 3.25 A - 65 W USB-C	
	5 V dc @ 3 A / 9 V dc @ 3 A / 10 V dc @ 5.0 A / 12 V dc @ 5.0 A / 15 V dc @ 5.0 A / 20 V dc @ 4.5 A - 90 W USB-C	
	19.5 V dc @ 2.31 A – 45 W	
	19.5 V dc @ 3.33 A – 65 W	
	19.5 V dc @ 4.62 A – 90 W	
	19.5 V dc @ 6.15 A – 120 W	
	19.5 V dc @ 7.70 A – 150 W	
	19.5 V dc @ 10.3 A – 200 W	
NOTE: This product is designed for IT power systems in Norway with phase-to-phase voltage not exceeding 240 V rms.		
Temperature		
Operating	5°C to 35°C	41°F to 95°F
Non-operating	-20°C to 60°C	-4°F to 140°F
Relative humidity (non-condensing)		

	Metric	U.S.
Operating	10% to 90%	
Non-operating	5% to 95%	
Maximum altitude (unpressurized)		
Operating	-15 m to 3,048 m	-50 ft to 10,000 ft
Non-operating	-15 m to 12,192 m	-50 ft to 40,000 ft
NOTE: Applicable product safety standards specify thermal limits for plastic surfaces. The device operates well within this range of temperatures.		

9 Backing up, restoring, and recovering

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 56](#). For information on the recovery options that are available using the recovery media, see [Using Windows tools on page 57](#).
- 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 58](#).



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

Creating HP Recovery media (select products only)

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

- If your computer does not list the Windows partition and the Recovery partition, you can obtain recovery media for your system from support. See the *Worldwide Telephone Numbers* booklet included with the computer. You can also find contact information on the HP website. Go to <http://www.hp.com/support>, select your country or region, and follow the on-screen instructions.

You can use Windows tools to create system restore points and create backups of personal information, see [Using Windows tools on page 57](#).

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

To create HP Recovery media:

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

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

If you ever need to recover the system, see [Recovering using HP Recovery Manager on page 58](#).

Using Windows tools

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

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

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

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

Restore and recovery

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

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

- Windows offers several options for restoring from backup, refreshing the computer, and resetting the computer to its original state. For more information see the Get started app.
 - ▲ Select the **Start** button, and then select the **Get started** app.
- If you need to correct a problem with a preinstalled application or driver, use the Reinstall drivers and/or applications option (select products only) of HP Recovery Manager to reinstall the individual application or driver.
 - ▲ Type `recovery` in the taskbar search box, select **HP Recovery Manager**, select **Reinstall drivers and/or applications**, and then follow the on-screen instructions.
- If you want to recover the Windows partition to original factory content, you can choose the System Recovery option from the HP Recovery partition (select products only) or use the HP Recovery media. For more information, see [Recovering using HP Recovery Manager on page 58](#). If you have not already created recovery media, see [Creating HP Recovery media \(select products only\) on page 56](#).
- 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 58](#).
- 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 61](#).

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 56](#).

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 56](#).
- 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 56](#).
- 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 60](#).

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 56](#).

 **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.

10 Power cord set requirements

The wide-range input feature of the slate 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 slate 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 slate 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 slate. Requirements for all countries 113

Requirements for specific countries and regions

Country/region	Accredited agency	Applicable note number
Australia	EANSW	1
Austria	OVE	1
Belgium	CEBC	1
Canada	CSA	2
Denmark	DEMKO	1
Finland	FIMKO	1
France	UTE	1
Germany	VDE	1
Italy	IMQ	1
Japan	METI	3
The Netherlands	KEMA	1
Norway	NEMKO	1
The People's Republic of China	COC	5

Country/region	Accredited agency	Applicable note number
South Korea	EK	4
Sweden	CEMKO	1
Switzerland	SEV	1
Taiwan	BSMI	4
The United Kingdom	BSI	1
The United States	UL	2

1. The flexible cord must be Type 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.

11 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>.

Index

A

- AC adapter light 10
- AC adapter, spare part number 18
- antenna 4
 - removal 48
 - spare part number 17, 49
- audio, product description 1, 2
- audio-in jack 9
- audio-out jack 9

B

- back cover, spare part numbers 17
- backups 56
- battery
 - removal 26
 - spare part number 14, 26
- battery light 10
- BIOS
 - determining version 50
 - downloading an update 51
 - starting the Setup Utility 50
 - updating 50
- boot order
 - changing 60
- bottom components 11
- bottom cover
 - removal 24
 - spare part numbers 15, 24
- button components 5
- buttons
 - power 5
 - TouchPad 8

C

- caps lock light 7
- card reader board
 - removal 31
 - spare part number 14, 31
- card reader board cable, spare part number 14, 31
- chipset, product description 1
- components
 - bottom 11
 - buttons 5
 - display 4

- keys 6
 - left side 9
 - lights 7
 - right side 10
 - speakers 5
 - TouchPad 8

- computer
 - major components 13
 - specifications 54

D

- display assembly, removal 41
- display bezel
 - removal 42
 - spare part number 16, 43
- display components 4, 16
- display panel
 - product description 1
 - removal 43
 - spare part numbers 16, 45
- display panel cable
 - removal 45
 - spare part number 17, 46
- drive light 10
- DVD±RW DL SuperMulti Drive, spare part number 18

E

- esc key 6
- Ethernet, product description 2

F

- fan
 - removal 33
 - spare part number 14, 33
- fn key 6
- foot
 - removal 24
 - spare part numbers 24

G

- graphics, product description 1

H

- hard drive
 - product description 1
 - removal 27
 - spare part numbers 14, 27
- hard drive bracket
 - removal 27
- hard drive cable
 - removal 28
 - spare part number 27
 - spare part numbers 14
- HDMI port 10
- HDMI-to-VGA adapter, spare part number 18
- headphone jack 9
- heat sink
 - removal 36
 - spare part number 14, 36
- hinge
 - removal 47
 - spare part number 16, 48
- hinge cap, spare part number 16
- HP PC Hardware Diagnostics (UEFI) using 52
- HP Recovery Manager
 - correcting boot problems 60
 - starting 59
- HP Recovery media
 - creating 56
 - recovery 59
- HP Recovery partition
 - recovery 59
 - removing 61

J

- jacks
 - audio-in 9
 - audio-out 9
 - headphone 9
 - microphone 9
 - network 10
 - RJ-45 10

K

- key components 6

- keyboard, product description 2
- keyboard/top cover, spare part numbers 14
- keys
 - esc 6
 - fn 6
 - Windows 6

- L**
- left-side components 9
- light components 7
- lights
 - AC adapter 10
 - battery 10
 - caps lock 7
 - drive 10
 - mute 7
 - network status 10
 - power 7
 - RJ-45 status 10
 - webcam 4
- locating information
 - hardware 3
 - software 3

- M**
- memory card 9
- memory card reader 9
- memory module
 - removal 28
 - spare part numbers 14, 28
- memory, product description 1
- microphone
 - location 4
 - product description 1, 2
- microphone jack 9
- minimized image recovery 59
- minimized image, creating 58
- miscellaneous parts 18
- model name 1
- mute light 7

- N**
- network jack 10
- network status lights 10

- O**
- operating system, product description 2
- optical drive, spare part number 18
- original system recovery 58

- P**
- pointing device, product description 2
- ports
 - HDMI 10
 - product description 2
 - USB 2.0 9
 - USB 3.0 9, 10
- power button 5
- power connector 10
- power connector cable
 - removal 40
 - spare part number 14, 40
- power cord
 - set requirements 62
 - spare part numbers 18
- power light 7
- power requirements, product description 2
- processor, product description 1
- product description
 - audio 1, 2
 - chipset 1
 - display panel 1
 - Ethernet 2
 - external media cards 2
 - graphics 1
 - hard drive 1
 - keyboard 2
 - memory 1
 - microphone 1, 2
 - operating system 2
 - pointing device 2
 - ports 2
 - power requirements 2
 - processors 1
 - product name 1
 - security 2
 - serviceability 2
 - video 1, 2
 - wireless 2
- product name 1

- R**
- recover
 - options 58
- recovery
 - discs 57, 59
 - HP Recovery Manager 58
 - media 59

- starting 59
- supported discs 57
- system 58
- USB flash drive 59
- using HP Recovery media 57
- recovery media
 - creating 56
 - creating using HP Recovery Manager 57
- recovery partition
 - removing 61
- removal/replacement procedures 24
- right-side components 10
- RJ-45 jack 10
- RJ-45 status lights 10
- Rubber Kit, spare part numbers 15, 24

- S**
- Screw Kit, spare part number 18
- security cable slot 9
- security, product description 2
- service tag 12
- serviceability, product description 2
- slots
 - memory card reader 9
 - security cable 9
- speaker components 5
- speakers
 - location 5
 - removal 39
 - spare part number 14, 39
- specifications 54
- supported discs, recovery 57
- system board
 - removal 34
 - spare part numbers 14, 34
- system recovery 58
- system restore point
 - creating 57
- system restore point, creating 56

- T**
- TouchPad
 - buttons 8
- TouchPad cable
 - removal 38
 - spare part number 14, 38
- TouchPad components 8

TouchPad zone 8

U

USB 2.0 port 9

USB 3.0 port 9, 10

V

vents 11

video, product description 1, 2

W

webcam 4

webcam light 4

webcam/microphone module

removal 46

spare part number 16, 47

Windows

system restore point 56, 57

Windows key 6

Windows tools

using 57

wireless antenna 4

removal 48

spare part number 17, 49

wireless, product description 2

WLAN antenna 4

removal 48

spare part number 17, 49

WLAN module

removal 29

spare part number 14, 29