

# Memory Module Replacement Instructions



## Before you begin

Observe the following requirements before removing and replacing memory.

**WARNING:** Never open the cover with the power cord attached or power applied. You might damage your computer or be injured by the spinning fan blades.

**WARNING:** Avoid touching sharp edges in the computer.

**WARNING:** Keep your hands and tools away from the moving fan.

**CAUTION:** Static electricity can damage the electronic components inside the computer. Discharge static electricity by touching the metal cage of the computer before touching any internal parts or electronic components.

## Troubleshooting

If the computer displays a memory error after you have turned it back on, turn the computer off and unplug the power cord. Then open up the memory compartment and make sure the memory card is firmly seated. To install it correctly, make sure it is inserted all the way into the slot, and then push down on it to snap it into place.

## Memory compatibility

### Models with 6<sup>th</sup> generation Intel processors

The computer uses uDIMMs (unbuffered dual-inline memory modules) that must meet the following requirements:

- 288-pin
- DDR4-2133
- 1.2 V
- 16 GB maximum installable memory

### Models with AMD processors

The computer uses uDIMMs (unbuffered dual-inline memory modules) that must meet the following requirements:

- 240-pin
- DDR3-1600
- 1.5 V
- 8 GB maximum installable memory

Because the memory uses dual channels, you must use the same memory module type for both sockets.

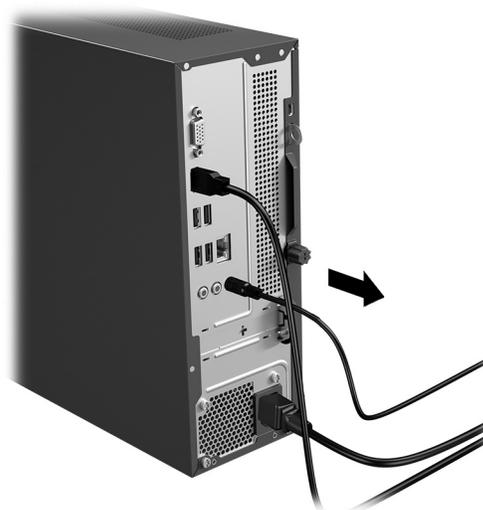
**NOTE:** The actual memory transfer speed might vary, based on the processor used in your computer.

**NOTE:** Memory performance might vary due to different system configurations.

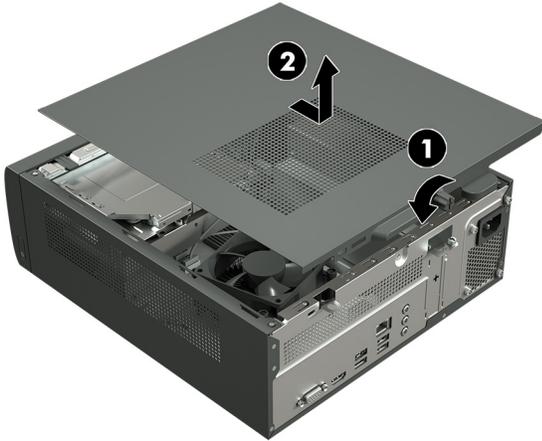
**NOTE:** Computer appearance and features may vary by model.

## Removing the memory module

1. Disconnect the power cord and all attached cables from the back of the computer.

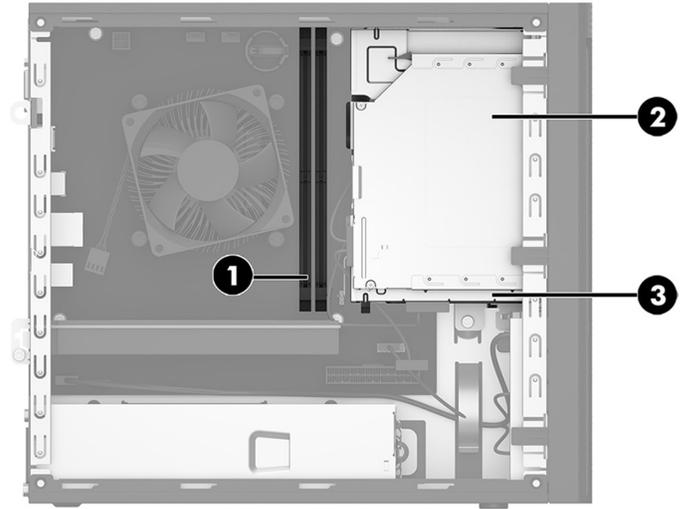


2. Remove the access panel by loosening the captive Phillips screw (1), sliding the access panel back, and then lifting it off the computer (2).

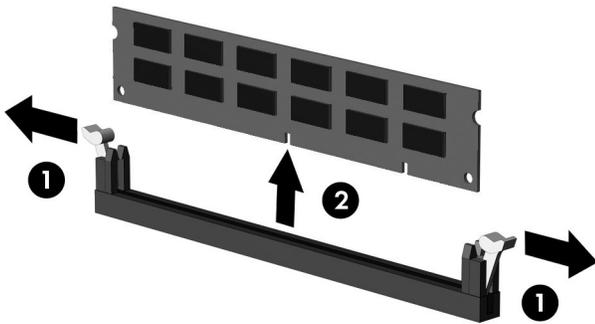


3. Locate the memory modules:

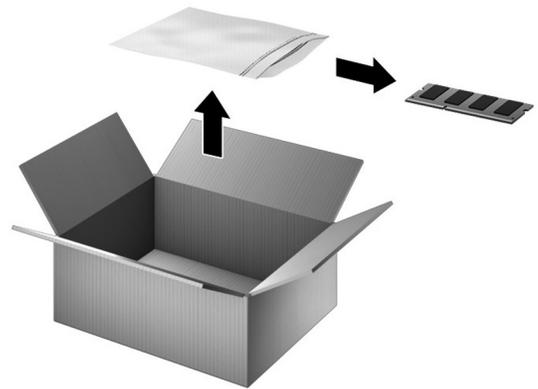
1. Memory modules
2. Optical drive
3. Hard drive



4. Open both latches of the memory module socket (1), and then lift the module from the socket (2). Use the same procedure to remove all memory modules.

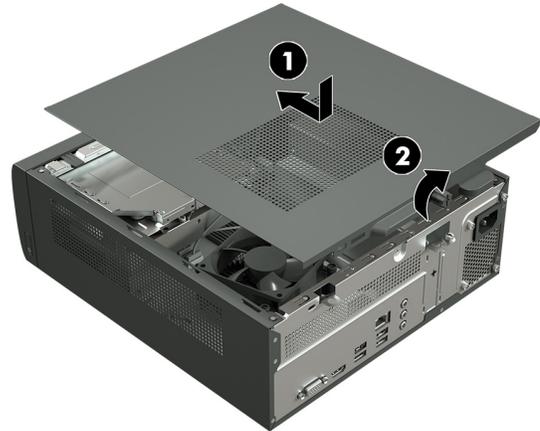
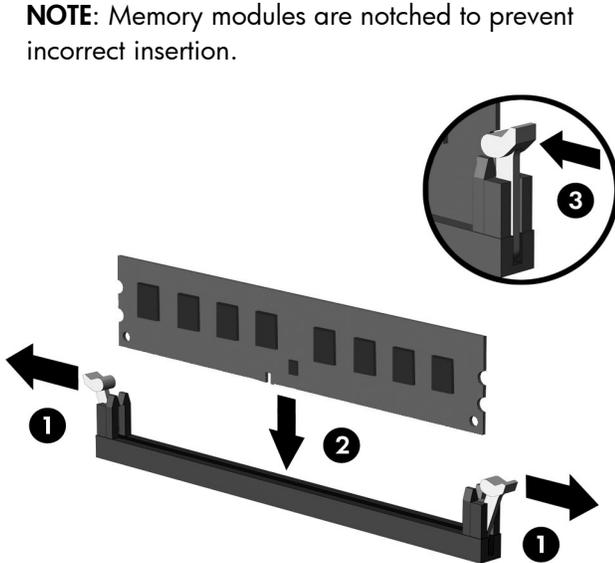


5. Touch the replacement memory module bag to the metal of the computer, and then remove the replacement memory module from the bag.

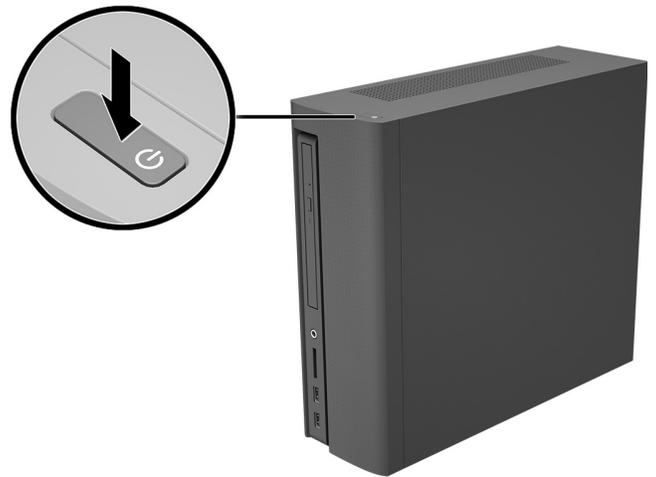


## Replacing the memory module

1. Open both latches of the memory module socket (1), and then insert the memory module into the socket (2). Push the module down into the socket, ensuring that the module is fully inserted and properly seated. Make sure the latches are in the closed position (3).
2. Position the access panel on the computer and slide it into place (1). Tighten the captive screw in the rear of the cover (2).



3. Plug the power cord and any additional cables into the back of the computer.
4. Press the power button to turn on the computer.



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