

# Memory Module Replacement Instructions



816855-001



## 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.

## Tools needed

Phillips #2 screwdriver

Small screws are easily lost. Remove screws over a surface that enables you to retrieve them if they fall.

## 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

The computer uses either DDR4-2133 or DDR3-1600 DIMMs (dual-inline memory modules).

DDR4 DIMMs must meet the following requirements:

- 240-pin DDR4 DIMM
- DDR4-2133 SDRAM
- Unbuffered, non-ECC (64-bit) DIMMs
- 1.5 V memory only
- 32 GB maximum installable memory

DDR3 DIMMs must meet the following requirements:

- 240-pin DDR3 DIMM
- DDR3-1600 SDRAM
- Unbuffered, non-ECC (64-bit) DIMMs
- 1.5 V memory only
- 32 GB maximum installable memory

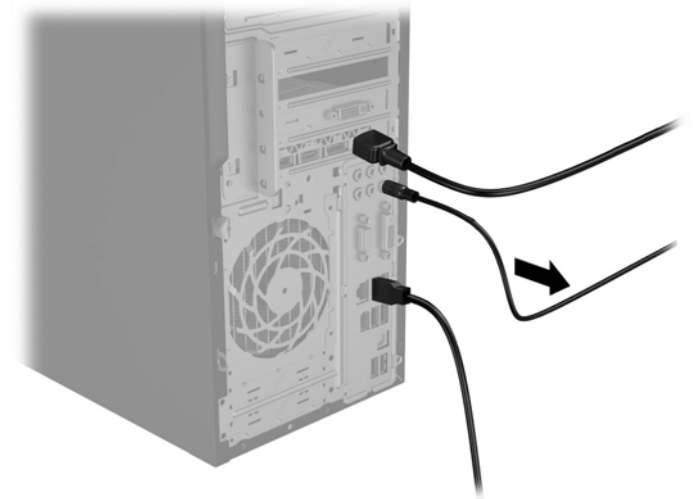
Because the memory uses dual channels, you must use the same memory modules type for both sockets.

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

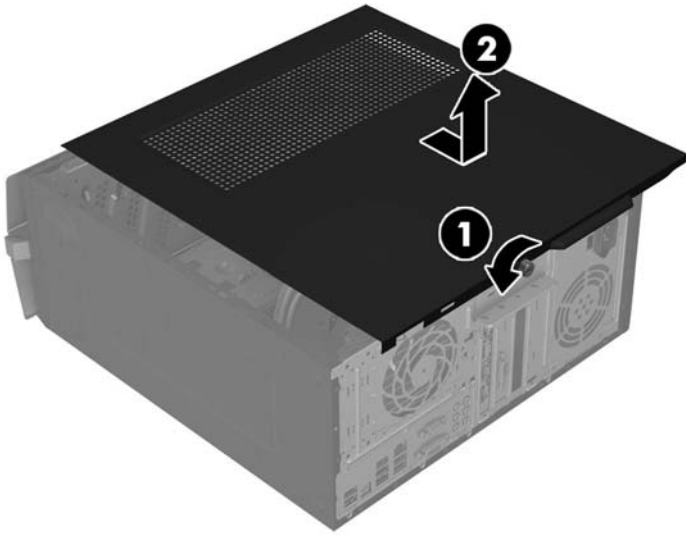
**NOTE:** Memory performance might vary due to different system configurations.

## Removing the memory module

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

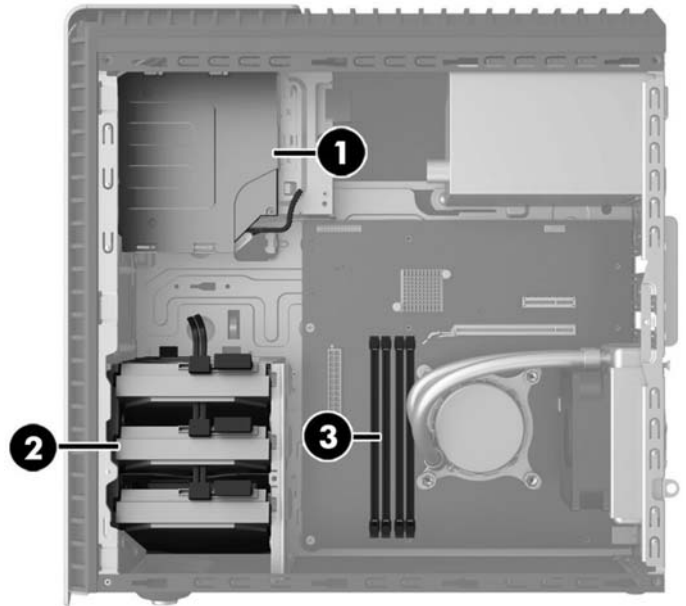


2. Remove the access panel by loosening the Phillips screw (1), sliding the access panel back, and the lifting it off the computer (2).

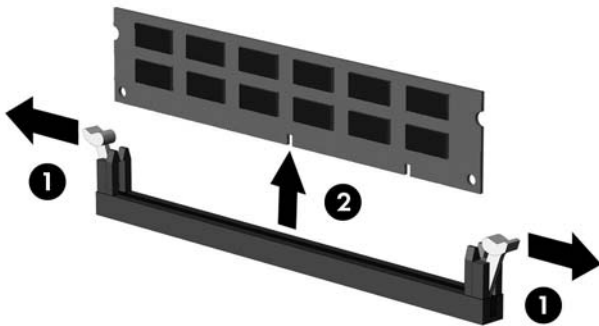


3. Locate the memory modules:

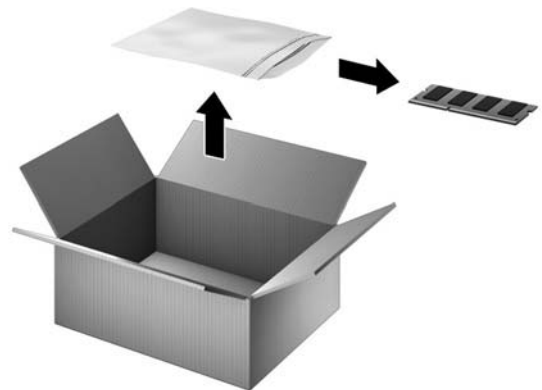
1. Optical drive
2. Hard drive
3. **Memory modules**



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.

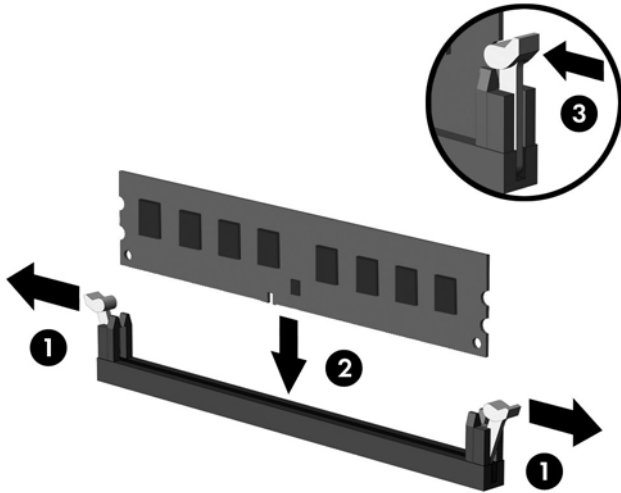


5. Touch the replacement memory module bag to the metal of the computer, and then remove replacement memory module from the bag.

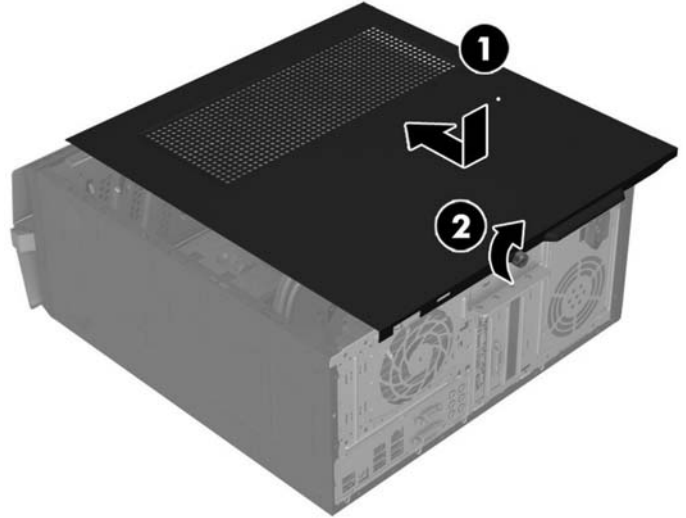


## Replacing the memory module

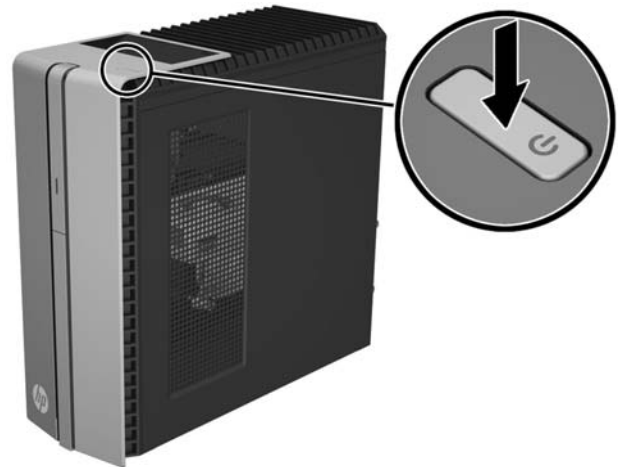
1. Open both latches of the memory module socket (1), and then insert the memory module into the socket (2).  
**NOTE:** Memory modules are notched to prevent incorrect insertion.



2. Position the access panel on the computer, and then slide it into place (1). Tighten the 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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