Memory Module Replacement Instructions

852270-001

Before you begin

Observe the following requirements before removing and replacing memory.

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

WARNING: Avoid touching sharp edges inside the computer.

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

Troubleshooting

If the computer displays a memory error after you have turned it back on, turn the computer off and unplug the power cord. Open up the memory compartment and make sure the memory module is inserted all the way into the slot, and then press down on it to be sure it is firmly seated.

Memory compatibility

Models with 6th generation Intel processors

The computer uses SODIMMs (small outline dual in-line memory modules) that must meet the following requirements:

- 204-pin
- DDR4-2133
- Unbuffered, non-ECC (64-bit)
- 1.2 V
- 16 GB maximum installable memory

Models with AMD processors

The computer uses SODIMMs (small outline dual in-line memory modules) that must meet the following requirements:

- 204-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.

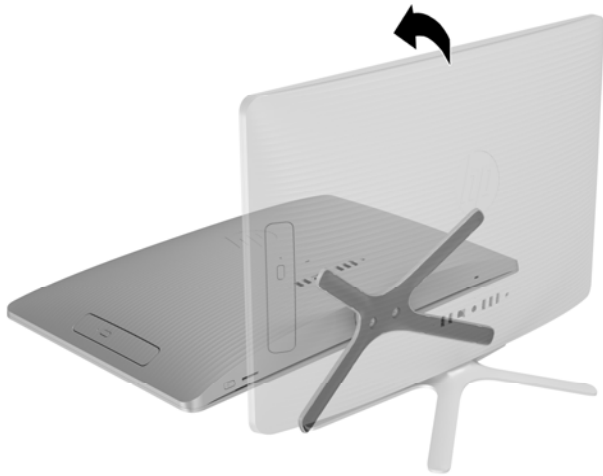**NOTE**: Memory performance might vary due to different system configurations.

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. Using caution, lay the computer down on a flat surface covered with a soft cloth.

3. To remove the stand, loosen the two captive screws in the bottom of the stand, and then remove the stand from the computer.
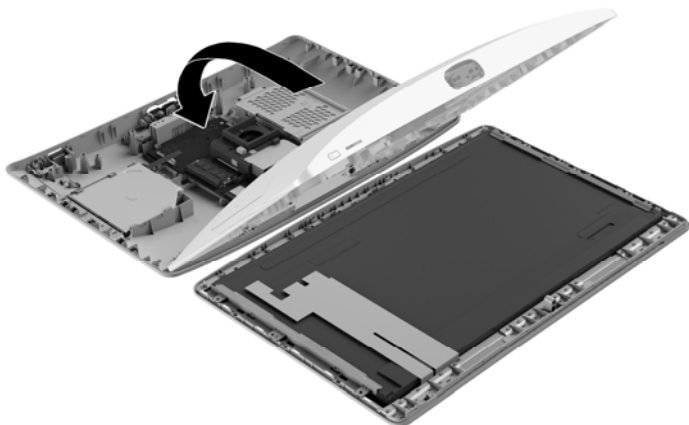
4. To remove the rear cover, remove the Phillips screw located at the bottom of the cover

5. Starting with the gap at the top of the cover, pry the top **(1)**, left edge **(2)**, and right edge **(3)** of the cover away from the display assembly in the order shown.

6. To avoid damaging the cable that connects the system board to the rear cover, carefully lift the bottom edge of the cover, and then rotate the cover until it rests upside down next to the display assembly.
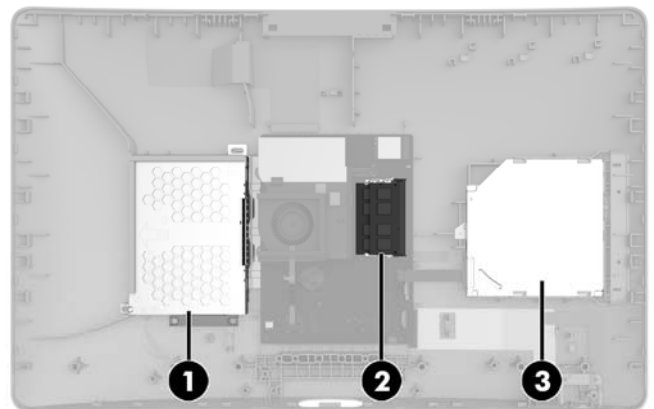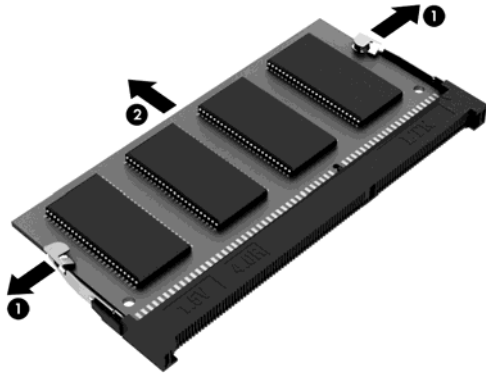
7. Locate the memory modules:
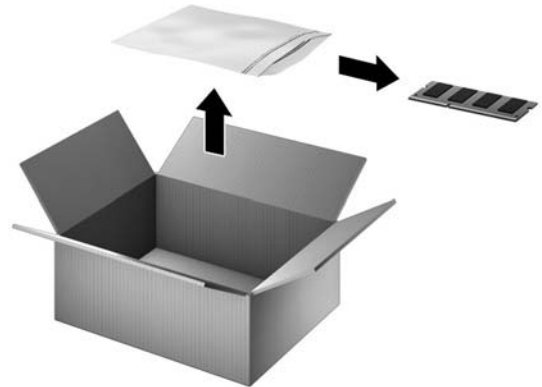
   Hard drive (1)

   Memory modules (2)

   Optical drive (3)

8. Spread the two retention clips outward **(1)** until the memory module tilts up at a 45-degree angle. Remove the module **(2)**. Use the same procedure to remove both memory modules.
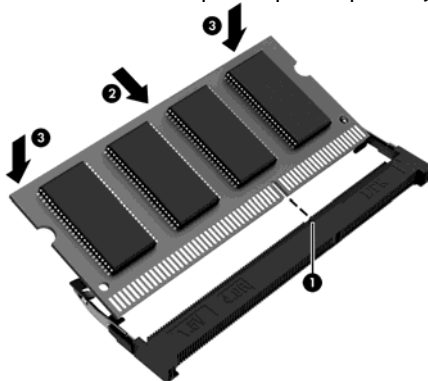

9. Touch the replacement memory module bag to the metal of the computer, and then remove the replacement memory module from the bag.

Replacing the memory module

1. Align the notched edge of the module **(1)** with the tab in the slot, and then press the module into the slot at an angle until it is seated **(2)**. Press down on the module until the side retention clips snap into place **(3)**.

2. Grasp the bottom edge of the cover and carefully rotate the cover toward the display assembly.

3. Align the cover with the computer and press it down until it snaps into place**.**
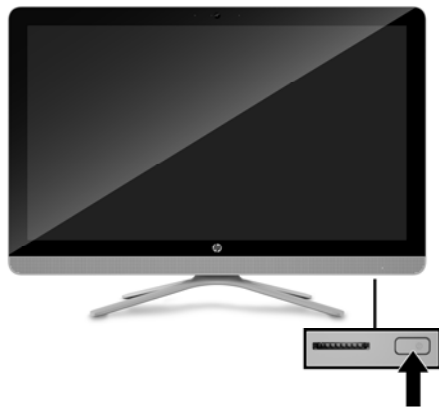

4. Replace the Phillips screw.

5. Align the stand with the holes on the bottom of the computer, and then tighten the two captive screws.

6. Plug the power cord and any additional cables into the back of the computer.

7. Press the power button to turn on the computer.

PRINTER: Replace this box with Printed- In (PI) Statement(s) as per spec.

NOTE: This box is simply a placeholder. PI Statement(s) do not have to fit inside the box but should be placed in this area.