



Maintenance and Service Guide

HP Elite Slice G2

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Product notice

This user 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. This computer may require upgraded and/or separately purchased hardware, drivers and/or software to take full advantage of Windows functionality. Go to <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 60950-1).

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1 Product features

HP Elite Slice for Meeting Rooms G2 features



The Elite Slice G2 features Bang & Olufsen audio and wireless communication for Intel Unite or Microsoft Skype Room System (SRS) conferencing software. Four speakers are on the Elite Slice G2, one in each corner and four microphones are on the top.

Top components

The Elite Slice G2 top components enable call control with capacitive touch buttons for conference calls.



Item	Component	Item	Component
1	Answer/Call	4	Volume up
2	Mute	5	Reject/Disconnect call
3	Volume down		

Rear components



Item	Component	Item	Component
1	Power button	5	USB ports (2)
2	Power jack	6	Dual-Mode DisplayPort (D++) port
3	RJ-45 (network) jack	7	HDMI port
4	USB type C port with Alt Mode	8	Security cable slot

Side components

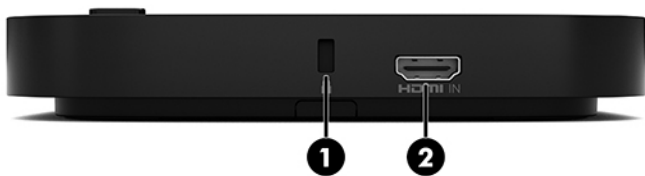


Item	Component	Item	Component
1	USB Type-C port (disabled from factory, enabled through system BIOS)	2	Audio-out (headphone)/Audio-in (microphone) combo jack

HP Video Ingest Module

The Video Ingest Module is required for the Microsoft SRS. This module enables a video source to be connected to the SRS.

The Video Ingest Module does not support Intel Unite software.

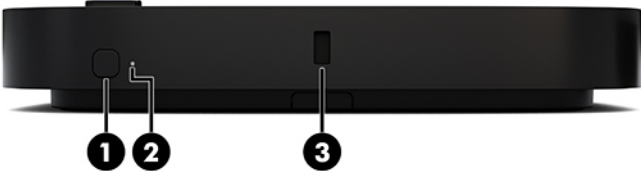


Item	Component	Item	Component
1	Security cable slot	2	HDMI-in port

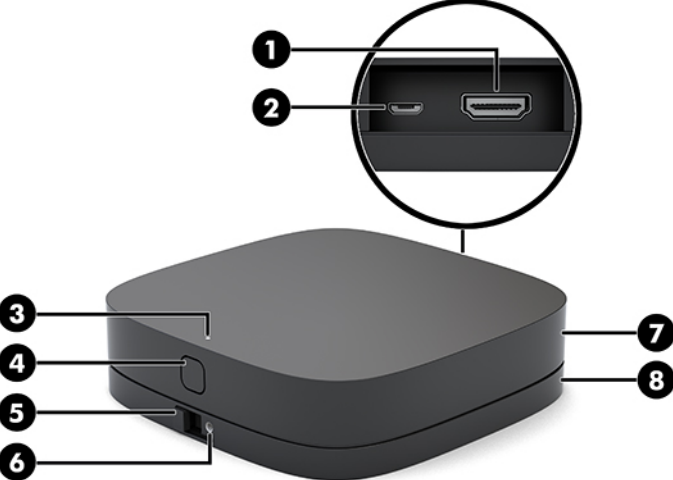
HP Wireless Display Module (optional)

The Elite Slice G2 may be ordered with the optional Wireless Display Module. The wireless receiver transceiver included with the module can be attached to a display. The Wireless Display Module can transmit a signal up to 10 meters to the transceiver in the room.

 **TIP:** For the best performance, be sure the line of sight between the wireless receiver transceiver and the Wireless Display Module is optimal.



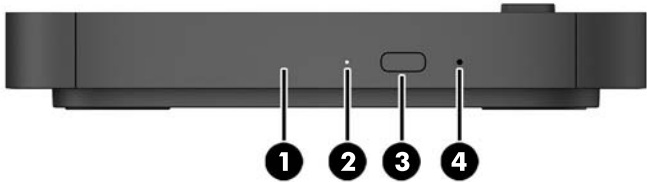
Item	Component	Item	Component
1	Sync button	3	Security cable slot
2	Sync LED		



Item	Component	Item	Component
1	HDMI port	5	Mounting plate release button
2	USB Type A power connector	6	Security screw
3	Sync LED	7	Wireless receiver transceiver
4	Sync button	8	Wireless receiver transceiver VESA plate

HP Optical Disc Drive (ODD) Module (optional)

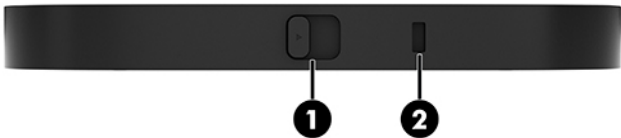
The ODD Module (available as an after-market option) may be ordered to add optical drive functionality. Additional optical drive modules may be connected to an Elite Slice G2 configuration, depending upon the power supply and the total number of powered modules.



Item	Component	Item	Component
1	Optical drive disc tray	3	Optical drive eject button
2	Optical drive light	4	Manual eject hole

HP Slice VESA plate (optional)

The optional Slice VESA plate enables the Elite Slice G2 assembly to be mounted onto a table. The Elite Slide G2 should not be mounted to a wall or under a desk.



Item	Component	Item	Component
1	Quick release latch	2	Security cable slot

Connecting or removing modules

Additional modules may be connected to the Elite Slice G2. Modules should be attached to the Base Module in the following order, from top to bottom:

- Video Ingest Module (required for the Microsoft SRS only)
- Wireless Display Module (optional)
- ODD Module (optional)
- VESA plate (optional)

Connecting modules

Connecting modules

⚠ CAUTION: Before connecting modules, turn off the Elite Slice G2 and disconnect it from any AC power source.

Modules cannot be “hot-plugged” or “hot-swapped.”

1. Remove/disengage the security cable, if one is attached.
2. Remove all removable media, such as USB flash drives.
3. Turn off the Elite Slice G2 properly through the operating system, and then turn off any external devices.
4. Disconnect the AC power cord from the Elite Slice G2 and disconnect any external devices.
5. If the VESA plate is connected, slide the quick release latch to the unlocked position and remove the VESA plate.
6. Align the module connection port on the underside of the Elite Slice G2 with the module expansion connector on the new module and press the computer down firmly.



You should hear a quiet click when the modules lock together. The module locks into place and hides the release latch of the module above it.

Repeat until all modules have been connected.

Connecting the optional Slice VESA plate

If the VESA plate is connected, the Elite Slice G2 can be mounted onto a table.

⚠ CAUTION: Before connecting the VESA plate, turn off the Elite Slice G2 and disconnect it from any AC power source.

1. Slide the quick release latch on the VESA plate to the unlocked position. Position the connected modules over the VESA plate.

The VESA plate does not have a module expansion connector. Be sure that the ports of the Elite Slice G2 and the quick release latch and security cable slot of the VESA plate are all on the same side.

2. Press the modules down onto the VESA plate.



3. Slide the quick release latch on the back of the VESA plate to the locked position to lock all modules together.

CAUTION: There are four tabs in the VESA plate. When you position the Elite Slice G2 configuration correctly onto the VESA plate and slide the quick release latch to the locked position, the four tabs lock the VESA plate to the Elite Slice G2 assembly. If the VESA plate is not correctly oriented, the quick release latch cannot be moved to the locked position and the modules are not secured.



4. Install a security cable in the VESA plate security cable slot to prevent the quick release latch from being unlocked and the modules from being separated.

NOTE: The security cable is designed to act as a deterrent, but it may not prevent the computer from being mishandled or stolen.

Removing modules

CAUTION: Before disconnecting modules, turn off the Elite Slice G2 and disconnect it from any AC power source.

Modules cannot be “hot-plugged” or “hot-swapped.”

Modules must be removed one at a time, starting at the bottom. Removing the Base Module exposes the release latch of the module above it.

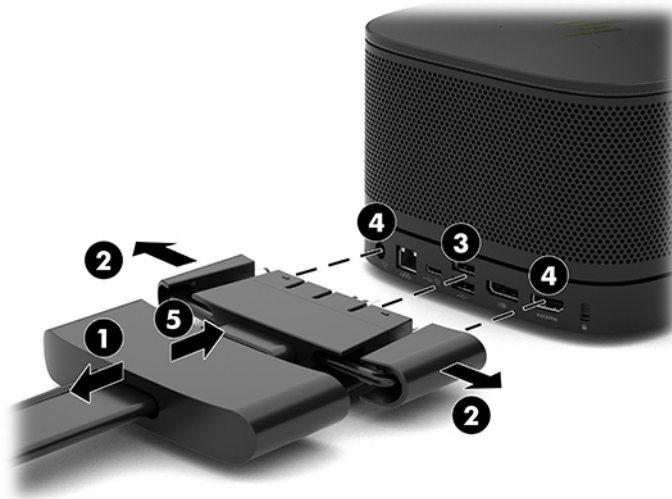
1. Remove/disengage the security cable, if one is attached.
2. Remove all removable media, such as USB flash drives.
3. Turn off the Elite Slice G2 properly through the operating system, and then turn off any external devices.
4. Disconnect the AC power cord from the Elite Slice G2 and disconnect any external devices.
5. If the VESA plate is connected, slide the quick release latch on the back of the VESA plate to the unlocked position and lift the module stack off the VESA plate.
6. Beginning at the bottom, remove additional modules by pressing the release latch (1) on the underside of each module until it releases the module (2) above it.



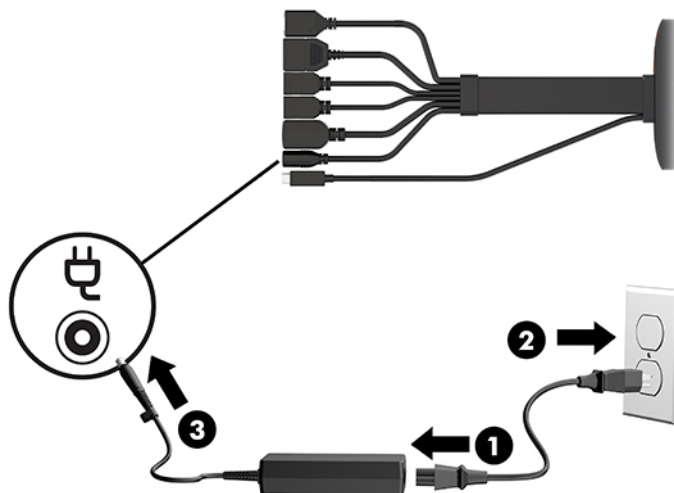
Connecting AC power

The Elite Slice G2 employs the HP Cable and Port Cover to supply power to the elements of the conferencing solution.

1. Connect the Cable and Port Cover to the Elite Slice G2:
 - a. Pull the port cover down (1) to expose the cable connectors.
 - b. Pull the first and last connectors out (2) to each side.
 - c. Beginning with the HDMI connector and finishing with the NIC connector, plug all middle connectors into the rear ports (3) on the Elite Slice G2.
 - d. Connect side cables (4).
 - e. Push the port cover back over the cable connectors (5) to protect and secure the connectors.



2. Connect remaining equipment, such as a CoRC or a display, to the Cable and Port Cover.
3. Connect the AC power cord to the power adapter (1) and the other end to an AC outlet (2).
4. Connect the power supply connector to the power connector on the Cable and Port Cover (3).




Regulatory information and serial number location

Each computer has a unique serial number and a product ID number laser-etched on the base cover of the Elite Slice G2. A copy of these labels is inside the case. Keep these numbers available for use when contacting support for assistance.

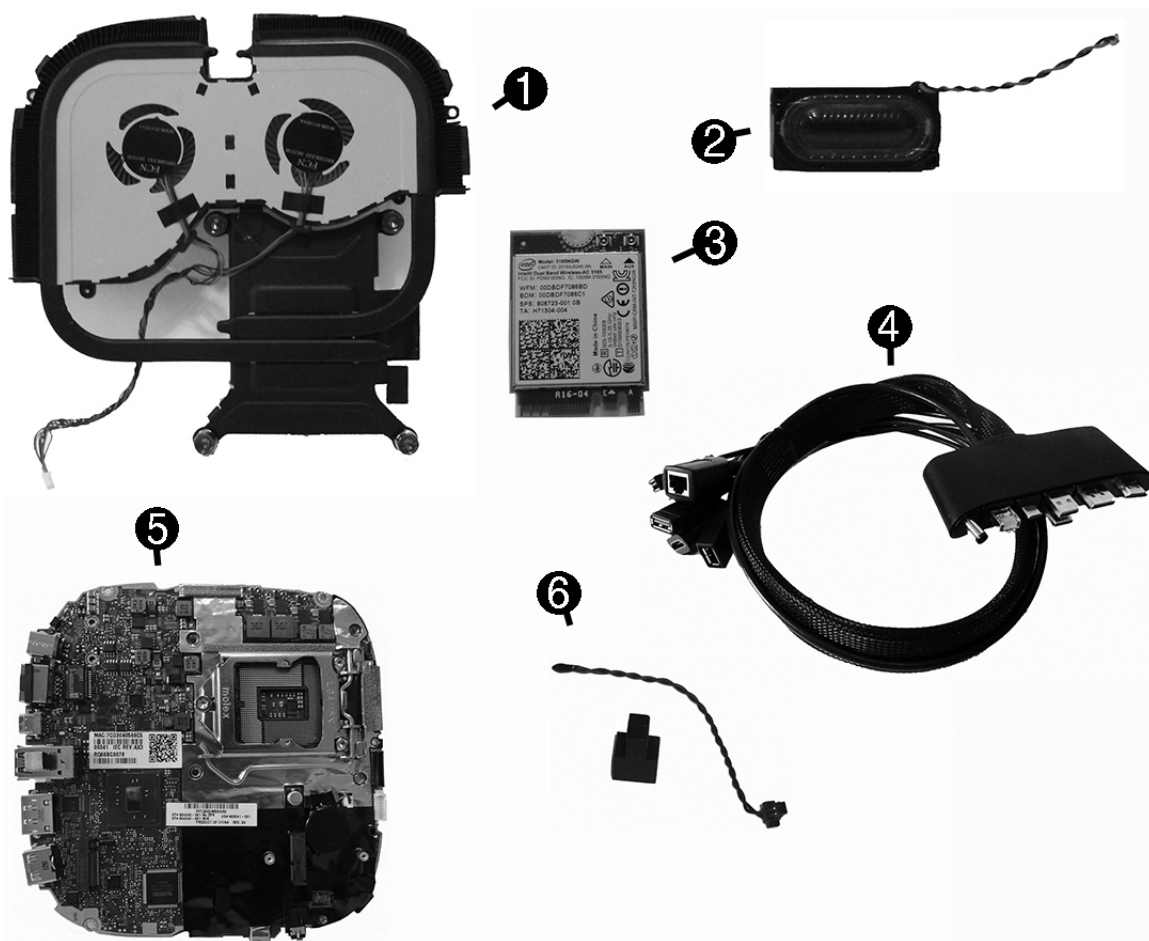


Item	Component	Item	Component
1	Regulatory label	3	Module connector
2	Regulatory and service information		

2 Illustrated parts catalog

 **NOTE:** HP continually improves and changes product parts. For complete and current information on supported parts for your computer, go to <http://partsurfer.hp.com>, select your country or region, and then follow the on-screen instructions.

Major components



Item	Description
(1)	Fan sink
(2)	Speaker
(3)	WLAN module:
	Intel® Dual Band Wireless-AC 7265 NV
	Intel Dual Band Wireless-AC 8260 + Bluetooth 4.0
	Intel Dual Band Wireless-AC 8260 + Bluetooth 4.0 (non-vPro)

Item	Description
(4)	HP Cable and Port Cover
(5)	System board (includes replacement thermal material)
(6)	Ambient sensor cable kit
x	Display module dongle
x	External power supply
	65 W, nPFC
	90 W, PFC
x	Power cord, C5
x	Mouse
	USB, laser
	USB, optical
	USB, premium
	USB, antimicrobial
x	Keyboards
	USB slim
	Wireless (keyboard + mouse)
	Premium
	USB, Smart card

x not illustrated

Keyboard country codes

For use in country or region	Spare part number	For use in country or region	Spare part number	For use in country or region	Spare part number
Belgium	-181	Internationally	-L31	Russia	-251
BHCSY	-B41	Israel	-BB1	Saudi Arabia	-171, -DE1
Bulgaria	-261	Italy	-061	Spain	-071
Canada (French)	-121	Latin America	-161	Switzerland	-101, -111
Denmark	-081	Norway	-091	Taiwan	-AB1
France	-051	People's Republic of China	-AA1	Turkey	-141
Germany	-041	Portugal	-131	United Kingdom	-031
Greece	-151	Romania	-271	United States	-001
Hungary	-211				

Modules (whole units)

Description
HP Slice G2 Base Module
HP Video Ingest Module
HP Wireless Display Module
Audio Module
Center of Room Module

Memory modules and processors

Description
Memory modules (DDR4-2400-MHz)
8-GB
4-GB
Intel Core processors
Intel Core i5-7500T, 2.7 GHz, 6-MB L2 cache, 35 W
Intel Core i5-7400T, 2.4 GHz, 6-MB L2 cache, 35 W
Intel Core i3-7100T, 3.4 GHz, 3-MB L2 cache, 35 W

Adapters

Description
DisplayPort to HDMI 1.4
DisplayPort to HDMI 2.0
DisplayPort to DVI
USB Type-C to VGA
USB Type-C to DisplayPort
USB Type-C to HDMI
USB Type-C to USB 3.0
USB -Type C to USB Type-A hub

Solid-state drives (2.5-inch and M.2)

Description
Solid-state drive, M.2
256 GB, PCIe, NVMe, TLC
256 GB, PCIe, NVMe, value
Solid-state drive, 2.5-inch
256 GB, SATA-3, TLC
128 GB, SATA-3, TLC

3 Routine care, SATA drive guidelines, and disassembly preparation

This chapter provides general service information for the computer. Adherence to the procedures and precautions described in this chapter is essential for proper service.

CAUTION: When the computer is plugged into an AC power source, voltage is always applied to the system board. You must disconnect the power cord from the power source before opening the computer to prevent system board or component damage.

Electrostatic discharge information

A sudden discharge of static electricity from your finger or other conductor can destroy static-sensitive devices or microcircuitry. Often the spark is neither felt nor heard, but damage occurs. An electronic device exposed to electrostatic discharge (ESD) may not appear to be affected at all and can work perfectly throughout a normal cycle. The device may function normally for a while, but it has been degraded in the internal layers, reducing its life expectancy.

Networks built into many integrated circuits provide some protection, but in many cases, the discharge contains enough power to alter device parameters or melt silicon junctions.

Generating static

The following table shows how humidity affects the electrostatic voltage levels generated by different activities. A product can be degraded by 700 volts.

- Different activities generate different amounts of static electricity.
- Static electricity increases as humidity decreases.

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

Preventing electrostatic damage to equipment

Many electronic components are sensitive to ESD. Circuitry design and structure determine the degree of sensitivity. The following packaging and grounding precautions are necessary to prevent damage to electric components and accessories.

- To avoid hand contact, transport products in static-safe containers such as tubes, bags, or boxes.
- Protect all electrostatic-sensitive parts and assemblies with conductive or approved containers or packaging.
- Keep electrostatic-sensitive parts in their containers until they arrive at static-free stations.
- Place items on a grounded surface before removing them from their containers.
- Always be properly grounded when touching a sensitive component or assembly.
- Avoid contact with pins, leads, or circuitry.
- Place reusable electrostatic-sensitive parts from assemblies in protective packaging or conductive foam.

Personal grounding methods and equipment

Use the following equipment to prevent static electricity damage to equipment:

- **Wrist straps** are flexible straps with a maximum of one-megohm \pm 10% resistance in the ground cords. To provide proper ground, a strap must be worn snugly against bare skin. The ground cord must be connected to the banana plug connector on the grounding mat or workstation and fit snugly into it.
- **Heel straps/Toe straps/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 them on both feet with a maximum of one-megohm \pm 10% resistance between the operator and ground.

Static Shielding Protection Levels	
Method	Voltage
Antistatic plastic	1,500
Carbon-loaded plastic	7,500
Metallized laminate	15,000

Grounding the work area

To prevent static damage at the work area, observe the following precautions:

- Cover the work surface with approved static-dissipative material. Provide a wrist strap connected to the work surface and use properly grounded tools and equipment.
- Use static-dissipative mats, foot straps, or air ionizers to give added protection.
- Handle electrostatic-sensitive components, parts, and assemblies by the case or PCB laminate. Handle them only at static-free work areas.
- Turn off power and input signals before inserting and removing connectors or test equipment.
- Use fixtures made of static-safe materials when fixtures must directly contact dissipative surfaces.
- Keep work area free of nonconductive materials such as ordinary plastic assembly aids and Styrofoam.
- Use field service tools, such as cutters, screwdrivers, and vacuums, that are conductive.

Recommended materials and equipment

The following grounding equipment is recommended to prevent electrostatic damage:

- Antistatic tape
- Antistatic smocks, aprons, or sleeve protectors
- Conductive bins and other assembly or soldering aids
- Conductive foam
- Conductive tabletop workstations with ground cords of one-megohm +/- 10% resistance
- Static-dissipative table or floor mats with hard ties to ground
- Field service kits
- Static awareness labels
- Wrist straps and footwear straps providing one-megohm +/- 10% resistance
- Material handling packages
- Conductive plastic bags
- Conductive plastic tubes
- Conductive tote boxes
- Opaque shielding bags
- Transparent metallized shielding bags
- Transparent shielding tubes

Operating guidelines

To prevent overheating and to help prolong the life of the computer:

- Keep the computer away from excessive moisture, direct sunlight, and extremes of heat and cold.
- Operate the computer on a sturdy, level surface. Leave a 10.2 cm (4-inch) clearance on all vented sides of the computer and above the monitor to permit the required airflow.
- Never restrict the airflow into the computer by blocking any vents or air intakes. Do not place the keyboard, with the keyboard feet down, directly against the front of the desktop unit as this also restricts airflow.
- Occasionally clean the air vents on all vented sides of the computer. Lint, dust, and other foreign matter can block the vents and limit the airflow. Be sure to unplug the computer before cleaning the air vents.
- Never operate the computer with the cover or side panel removed.
- Do not stack computers on top of each other or place computers so near each other that they are subject to each other's re-circulated or preheated air.
- If the computer is to be operated within a separate enclosure, intake and exhaust ventilation must be provided on the enclosure, and the same operating guidelines listed above will still apply.
- Keep liquids away from the computer and keyboard.

- Never cover the ventilation slots on the monitor with any type of material.
- Install or enable power management functions of the operating system or other software, including sleep states.

Routine care

General cleaning safety precautions

1. Never use solvents or flammable solutions to clean the computer.
2. Never immerse any parts in water or cleaning solutions; apply any liquids to a clean cloth and then use the cloth on the component.
3. Always unplug the computer when cleaning with liquids or damp cloths.
4. Always unplug the computer before cleaning the keyboard, mouse, or air vents.
5. Disconnect the keyboard before cleaning it.
6. Wear safety glasses equipped with side shields when cleaning the keyboard.

Cleaning the computer case

Follow all safety precautions in [General cleaning safety precautions on page 18](#) before cleaning the computer.

To clean the computer case, follow the procedures described below:


- To remove light stains or dirt, use plain water with a clean, lint-free cloth or swab.
- For stronger stains, use a mild dishwashing liquid diluted with water. Rinse well by wiping the surface with a cloth or swab dampened with clear water.
- For stubborn stains, use isopropyl (rubbing) alcohol. No rinsing is needed; alcohol will evaporate quickly without leaving a residue.
- After cleaning, always wipe the unit with a clean, lint-free cloth.
- Occasionally clean the air vents on the computer. Lint and other foreign matter can block the vents and limit the airflow.

Cleaning the keyboard

Follow all safety precautions in [General cleaning safety precautions on page 18](#) before cleaning the keyboard.


To clean the tops of the keys or the keyboard body, follow the procedures described in [Cleaning the computer case on page 18](#).

When cleaning debris from under the keys, review all rules in [General cleaning safety precautions on page 18](#) before following these procedures:

 **CAUTION:** Use safety glasses equipped with side shields before attempting to clean debris from under the keys.

- Visible debris underneath or between the keys may be removed by vacuuming or shaking.
- Canned, pressurized air may be used to clean debris from under the keys. Caution should be used as too much air pressure can dislodge lubricants applied under the wide keys.

- If you want to remove a key, use a specially designed key puller to prevent damage to the keys. This tool is available through many electronics supply outlets.

 **CAUTION:** Never remove a wide, level key (like the space bar) from the keyboard. If these keys are improperly removed or installed, the keyboard may not function properly.

- Cleaning under a key may be done with a swab moistened with isopropyl alcohol and then squeezed out. Be careful not to wipe away lubricants necessary for proper key functions. Use tweezers to remove any fibers or dirt in confined areas. Allow the parts to air dry before reassembly.

Cleaning the monitor

- Wipe the monitor screen with a towelette designed for cleaning monitors or with a clean cloth moistened with water. Do not use sprays or aerosols directly on the screen; the liquid may seep into the housing and damage a component. Never use solvents or flammable liquids on the monitor.
- To clean the monitor body follow the procedures in [Cleaning the computer case on page 18](#).

Cleaning the mouse

Before cleaning the mouse, ensure that the power to the computer is turned off.

- Clean the mouse ball by first removing the retaining plate and the ball from the housing. Pull out any debris from the ball socket and wipe the ball with a clean, dry cloth before reassembly.
- To clean the mouse body, follow the procedures in [Cleaning the computer case on page 18](#).

Service considerations

Listed below are some of the considerations that you should keep in mind during the disassembly and assembly of the computer.

Tools and software requirements

To service the computer, you need the following:

- Torx T-15 screwdriver
- Flat-bladed screwdriver (may sometimes be used in place of the Torx screwdriver)
- Phillips #2 screwdriver
- Diagnostics software

Screws

The screws used in the computer are not interchangeable. They may have standard or metric threads and may be of different lengths. If an incorrect screw is used during the reassembly process, it can damage the unit. HP strongly recommends that all screws removed during disassembly be kept with the part that was removed, then returned to their proper locations.


 **CAUTION:** Metric screws have a black finish. U.S. screws have a silver finish and are used on hard drives only.


CAUTION: As each subassembly is removed from the computer, it should be placed away from the work area to prevent damage.

Lithium coin cell battery

The battery that comes with the computer provides power to the real-time clock and has a minimum lifetime of about three years.

See the appropriate removal and replacement chapter for the chassis you are working on in this guide for instructions on the replacement procedures.

 **WARNING!** This computer contains a lithium battery. There is a risk of fire and chemical burn if the battery is handled improperly. Do not disassemble, crush, puncture, short external contacts, dispose in water or fire, or expose it to temperatures higher than 140°F (60°C). Do not attempt to recharge the battery.

 **NOTE:** Batteries, battery packs, and accumulators should not be disposed of together with general household waste. In order to forward them for recycling or proper disposal, please use the public collection system or return them to HP.

4 Removal and replacement procedures – HP Elite Slice Base Module

Adherence to the procedures and precautions described in this chapter is essential for proper service. After completing all necessary removal and replacement procedures, run the Diagnostics utility to verify that all components operate properly.

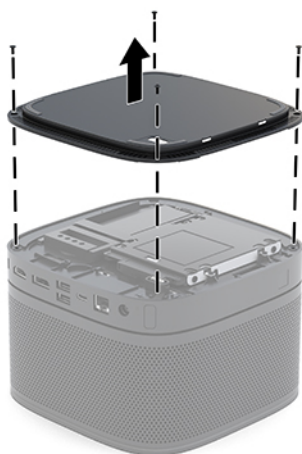
 **NOTE:** Not all features listed in this guide are available on all computers.

 **NOTE:** HP continually improves and changes product parts. For complete and current information on supported parts for your computer, go to <http://partsurfer.hp.com>, select your country or region, and then follow the on-screen instructions.

Access panel

The Elite Slice G2 access panel must be removed to access internal components (see [Removing modules on page 8](#)).

1. Remove the Elite Slice G2 from any additional modules.
2. Place the computer upside down on a flat surface covered with a soft cloth to protect the computer from scratches or other damage.
3. Loosen the four captive screws securing the access panel, and lift the panel off the computer.



To replace the access panel, reverse the removal procedures.

Memory

Description
Memory modules (PC4-2400-MHz)
8-GB
4-GB

The memory module slots on the system board can be populated with up to two industry-standard memory modules. At least one small outline, dual inline memory module (SODIMM) is preinstalled. To achieve the maximum memory support, you can populate the system board with up to 32 GB (16 GB x 2) of memory.



NOTE: Dual channel memory is recommended for Microsoft Skype Room Systems for better performance.

Memory module specifications

For proper system operation, the SODIMMs must adhere to the following specifications:

- industry-standard 288-pins
- unbuffered non-ECC PC4-17000 DDR4-2133 MHz-compliant
- 1.2 volt DDR4-SDRAM SODIMMs
- Support CAS latency 15 DDR4 2400 MHz (15-15-15 timing)
- Contain the mandatory Joint Electronic Device Engineering Council (JEDEC) specification

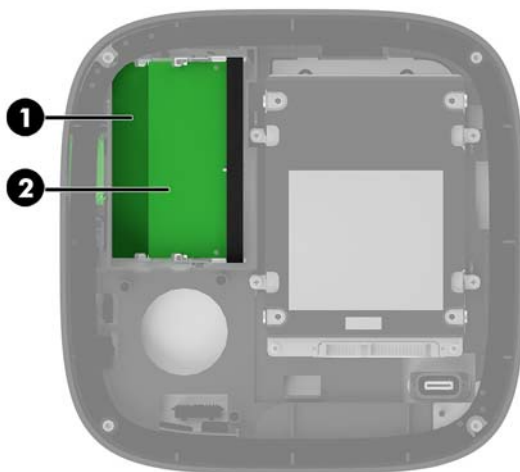
The computer supports the following:

- 512-Mbit, 1-Gbit, and 2-Gbit non-ECC memory technologies
- Single-sided and double-sided SODIMMS
- SODIMMs constructed with x8 and x16 devices



NOTE: To avoid compatibility issues, HP recommends that you use only HP memory modules in this computer. The system will not operate properly if you install unsupported DIMM memory. DIMMs constructed with x4 SDRAM are not supported.

Populating memory module slots



There are two memory module slots, one slot per channel. The slots are labeled DIMM1 and DIMM3. The DIMM1 slot operates in memory channel B. The DIMM3 slot operates in memory channel A.

Item	Description	System Board Label	Slot Color
1	Memory 1 slot, Channel B	DIMM1	Black
2	Memory 3 slot, Channel A	DIMM3	Black

The system automatically operates in single-channel mode, dual-channel mode, or flex mode, depending on how the memory modules are installed.

- The system operates in single-channel mode if only one memory module slot is populated.
- The system operates in higher-performing, dual-channel mode if the capacity of the memory modules in Channel A and Channel B are equal.
- The system operates in flex mode if the capacity of the memory modules in Channel A and Channel B are not equal. In flex mode, the channel populated with the least amount of memory determines the total amount of memory that is assigned to dual-channel operation, and the remainder is assigned to single-channel operation. In flex mode, install the memory module with the larger capacity in the DIMM3 slot (Channel A).
- In any mode, the maximum operational speed is determined by the slowest memory module in the system.

Installing system memory modules



IMPORTANT: You must disconnect the AC power cord and wait approximately 30 seconds for the power to drain before adding or removing memory modules. Regardless of the power-on state, voltage is always supplied to the memory modules as long as the computer is plugged into an active AC outlet. Adding or removing memory modules while voltage is present may cause irreparable damage to the memory modules or system board.

The memory module slots have gold-plated metal contacts. When upgrading the memory, it is important to use memory modules with gold-plated metal contacts to prevent corrosion and/or oxidation resulting from having incompatible metals in contact with each other.

Static electricity can damage the electronic components of the computer or optional cards. Before beginning these procedures, ensure that you are discharged of static electricity by briefly touching a grounded metal object. For more information, see [Electrostatic discharge information on page 15](#).


When handling a memory module, be careful not to touch any of the contacts. Doing so may damage the module.

1. Remove the access panel (see [Access panel on page 21](#)).
2. To remove a memory module, press outward on the two latches on each side of the memory module (**1**), and then pull the memory module out of the slot (**2**).



3. Insert the new memory module into the slot at approximately a 30° angle **(1)**, and then press the memory module **(2)** into the slot so that the latches lock it in place.



 **NOTE:** A memory module can be installed in only one way. Match the notch on the module with the tab on the memory module slot.

4. Replace the access panel.

The computer automatically recognizes the additional memory when you turn on the computer.

2.5-inch, solid-state drive (SSD)

The computer offers both 2.5-inch and M.2 solid-state drives, which are installed in different locations.

An M.2 solid-state drive socket is available on the system board under the fan sink. For more information about removing an M.2 solid-state drive, see [M.2 PCIe solid state drive \(SSD\) on page 38](#).

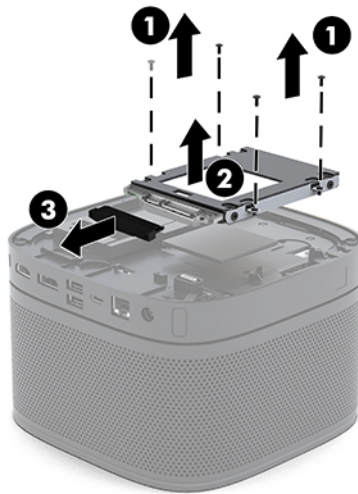
Description
Solid-state drive, 256 GB, SATA-3, TLC
Solid-state drive, 128 GB, SATA-3, TLC



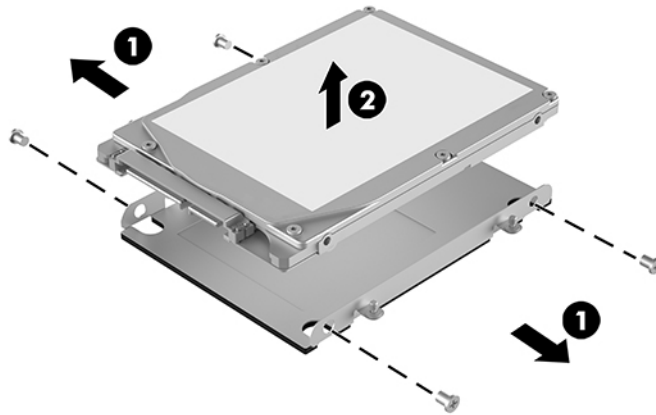
NOTE: Back up the solid-state drive before you remove it so that you can transfer the data to the new solid-state drive.

To add an solid-state drive instead of replacing one, purchase a 4-screw after-market option kit to obtain the screws required to mount the drive.

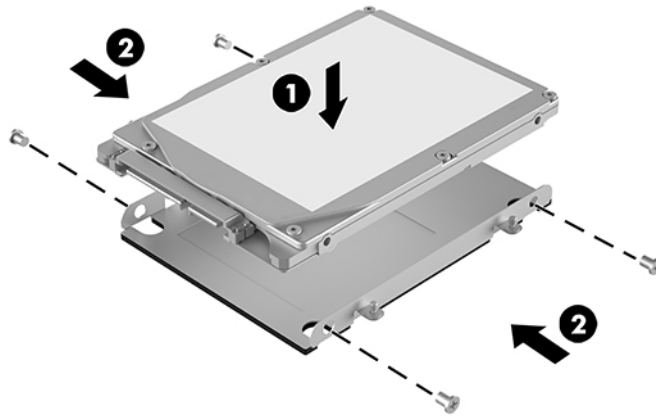
1. Remove the access panel (see [Access panel on page 21](#)).
2. Remove the four screws **(1)** attaching the solid-state drive cage to the system board and lift the cage **(2)** out of the chassis.
3. Pull the tab **(3)** to disconnect the solid-state drive power-and-data cable from the solid-state drive.



4. Remove the screws **(1)** securing the solid-state drive in the cage and lift the solid-state drive **(2)** out of the cage.

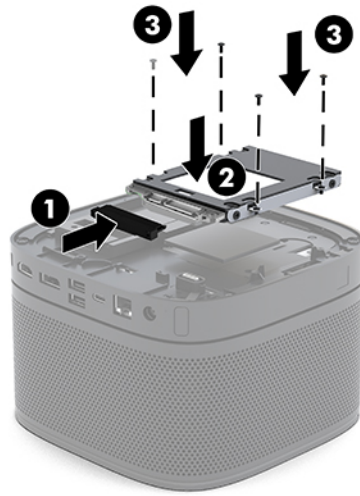


5. Position the new solid-state drive over the drive cage with the solid-state drive connectors at the end with the thermal patch and the circuit board side facing the closed side of the drive cage.
6. Set the new solid-state drive **(1)** into the cage. Be sure the label side of the solid-state drive is visible.
7. Fasten the four screws **(2)** to secure the solid-state drive in the cage.



8. Connect the power-and-data cable **(1)** to the solid-state drive.
9. Set the drive cage **(2)** in the chassis. Be sure that the solid-state drive connectors are facing the back of the chassis.

10. Align the drive cage tabs with the screw posts in the chassis and fasten the four screws **(3)** to secure the solid-state drive.



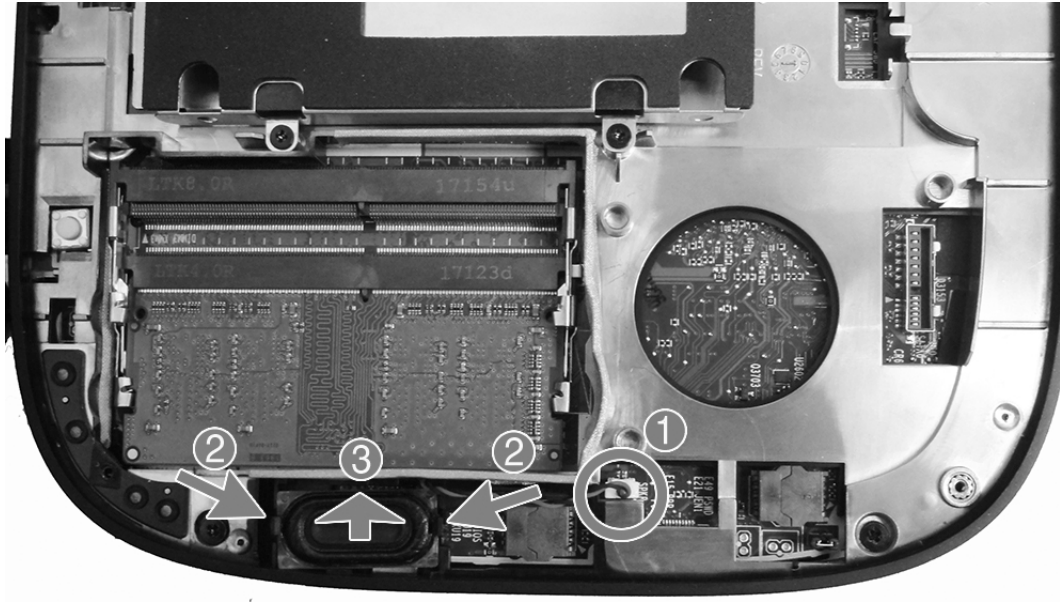
11. Replace the access panel.

Speaker

A single speaker is located near the memory modules.

To remove the speaker:

1. Remove the access panel ([Access panel on page 21](#)).
2. Disconnect the speaker cable from the system board connector **(1)**.
3. Pull the two tabs on each side of the speaker away from the speaker **(2)**.
4. Lift the speaker from the computer **(3)**.

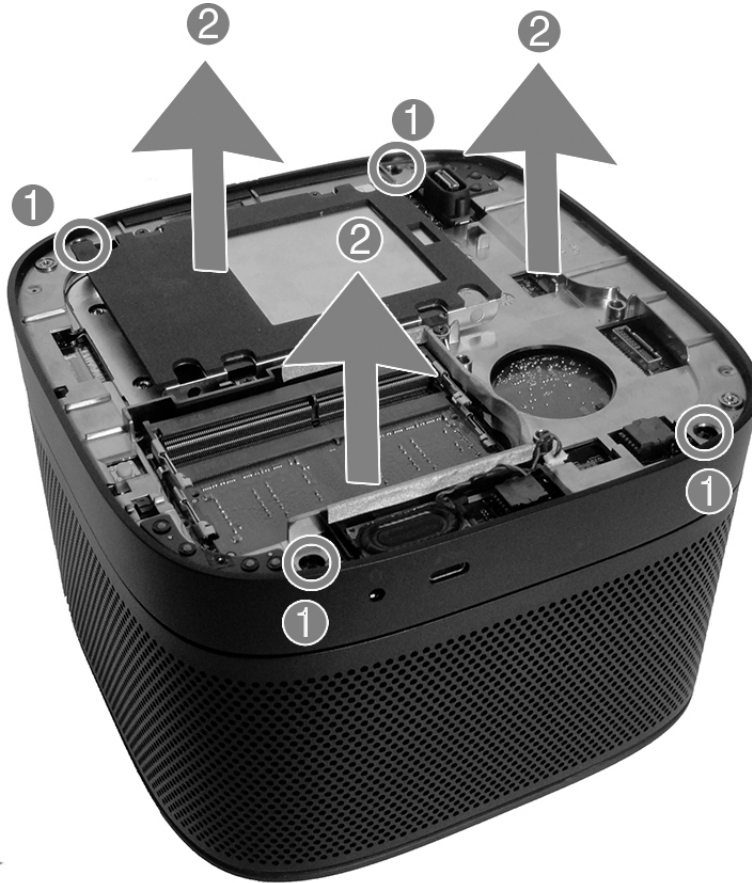


To install the speaker, reverse the removal procedures.

Base Module

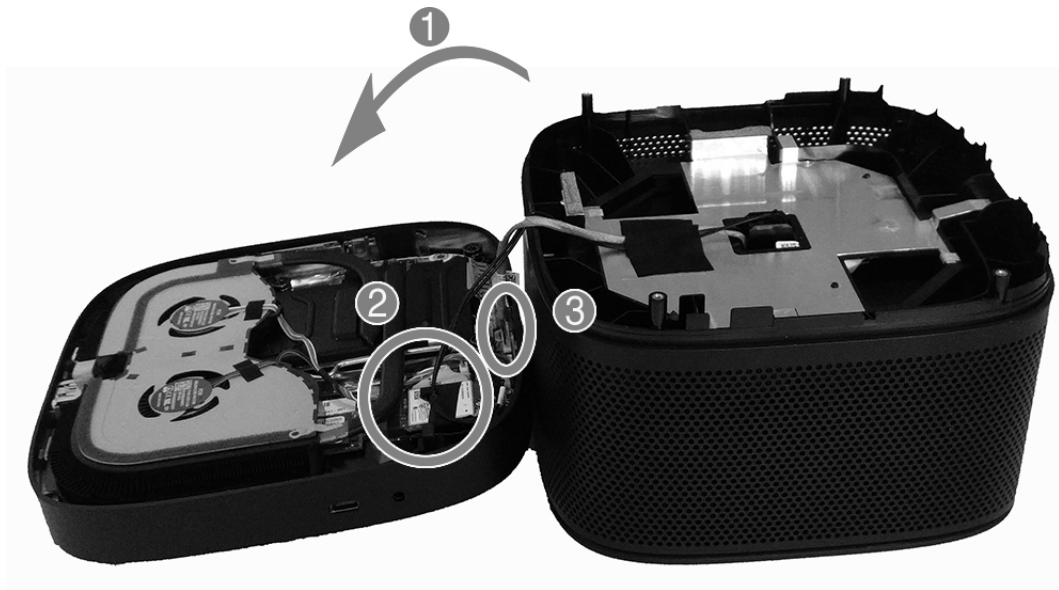
To remove the Base Module from the Audio Module:

1. Remove the access panel ([Access panel on page 21](#)).
2. Loosen the four Phillips screws **(1)** that secure the Base Module to the Audio Module.
3. Lift the Base Module up **(2)**. Note that cables connect components in the Base Module to the Audio Module. After releasing the Base Module, rotate it and place it upside down next to the Audio Module.



4. Place the Base Module upside down next to the Audio Module **(1)**.

5. Disconnect the antenna cables from the WLAN module **(2)** and the Audio Module cable from the system board **(3)**.



To install the Base Module, reverse the removal procedures.

WLAN module

Description

Intel Dual Band Wireless-AC 7265 NV

Intel Dual Band Wireless-AC 8260 + Bluetooth 4.0

Intel Dual Band Wireless-AC 8260 + Bluetooth 4.0 (non-vPro)

The WLAN module is secured with one Phillips screw and has two connected antennas.

To remove the WLAN module:

1. Remove the access panel ([Access panel on page 21](#)).
2. Remove the Base Module ([Base Module on page 30](#)).
3. Locate the WLAN module on the system board.



4. Disconnect both antenna cables from the WLAN module **(1)**.



NOTE: You may need to use a small tool, such as tweezers, to disconnect and connect the antenna cables.

5. Remove the Phillips screw **(2)** that secures the module to the system board.

6. Grasp the WLAN module by the sides and pull it out of the socket **(3)**.




To install the WLAN module, reverse the removal procedure.



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

RTC battery

The battery that comes with the computer provides power to the real-time clock. When replacing the battery, use a battery equivalent to the battery originally installed in the computer. The computer comes with a 3-volt lithium coin cell battery.


 **WARNING!** The computer contains an internal lithium manganese dioxide battery. There is a risk of fire and burns if the battery is not handled properly. To reduce the risk of personal injury:

Do not attempt to recharge the battery.


Do not expose to temperatures higher than 60°C (140°F).

Do not disassemble, crush, puncture, short external contacts, or dispose of in fire or water.

Replace the battery only with the HP spare designated for this product.

 **CAUTION:** Before replacing the battery, it is important to back up the computer CMOS settings. When the battery is removed or replaced, the CMOS settings will be cleared.

Static electricity can damage the electronic components of the computer or optional equipment. Before beginning these procedures, ensure that you are discharged of static electricity by briefly touching a grounded metal object.

 **NOTE:** The lifetime of the lithium battery can be extended by plugging the computer into a live AC wall socket. The lithium battery is only used when the computer is NOT connected to AC power.

HP encourages customers to recycle used electronic hardware, HP original print cartridges, and rechargeable batteries. For more information about recycling programs, go to <http://www.hp.com/recycle>.

To remove the RTC battery:

1. Remove the access panel ([Access panel on page 21](#)).
2. Remove the Base Module ([Base Module on page 30](#)).
3. Remove the WLAN module ([WLAN module on page 32](#)).
4. Remove the WLAN module ([WLAN module on page 32](#)).

5. Disconnect the battery cable from the system board **(1)**, and then lift the battery off the system board **(2)**.



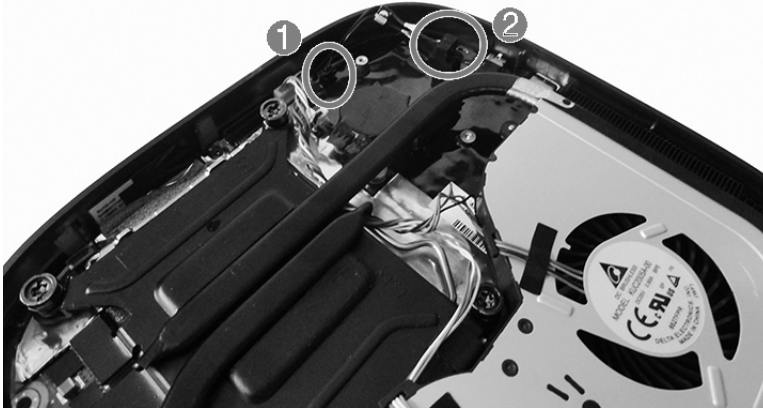
To install an RTC battery, reverse the removal procedure.

Ambient sensor

The ambient sensor is located on the system board.

To remove the ambient sensor:

1. Remove the access panel ([Access panel on page 21](#)).
2. Remove the Base Module ([Base Module on page 30](#)).
3. Disconnect the cable from the system board connector **(1)**.
4. Remove the sensor from the holder attached to the system board **(2)**.



To install the ambient sensor, reverse the removal procedures.

Fan sink

⚠ CAUTION: If the computer will power on, before removing the fan sink, turn on the computer until it warms the fan sink. Warming the fan sink lessens the bond between the heat sink and the processor, thereby making separating them easier.

Make sure not to pull the processor out of the socket when you lift the fan sink, especially if you cannot warm the fan sink prior to removal. Inadvertently removing the processor can damage the pins.

To remove the fan sink:

1. Remove the access panel ([Access panel on page 21](#)).
2. Remove the Base Module ([Base Module on page 30](#)).
3. In the order indicated on the fan sink, loosen the four captive Torx screws **(1)**.

⚠ CAUTION: Be sure to loosen the screws in the order indicated by the numbers stamped on the fan sink.

CAUTION: To reduce a degradation in thermal performance, be sure not to touch the thermal grease on the surface of the processor or the fan sink.

4. Disconnect the fan cable from the system board **(2)**.
5. Remove the fan sink from the chassis **(3)**.



To replace the fan sink, reverse the removal procedures.

M.2 PCIe solid state drive (SSD)

The computer offers both 2.5-inch and M.2 solid-state drives, which are installed in different locations.

An M.2 solid-state drive socket is available on the system board under the fan sink. For more information about removing a 2.5-inch solid-state drive, see [2.5-inch, solid-state drive \(SSD\) on page 26](#).

Description
256 GB, PCIe, NVMe, TLC
256 GB, PCIe, NVMe, value

To remove the solid-state drive:

1. Remove the access panel ([Access panel on page 21](#)).
2. Remove the Base Module ([Base Module on page 30](#)).
3. Remove the fan sink ([Fan sink on page 37](#)).
4. Locate the solid state drive on the system board.



5. Remove the screw securing the solid state drive to the system board.

6. Grasp the solid state drive by the sides and carefully pull it out of the socket.



Reverse these procedures to install a solid-state drive.

Processor

Description

Intel Core i5-7500T, 2.7 GHz, 6-GB L2 cache, 35 W

Intel Core i5-7400T, 2.4 GHz, 6-GB L2 cache, 35 W

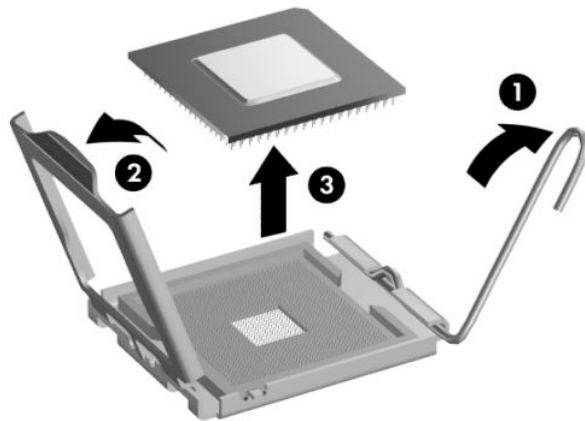
Intel Core i3-7100T, 3.4 GHz, 3-GB L2 cache, 35 W

To remove the processor:

1. Remove the access panel ([Access panel on page 21](#)).
2. Remove the Base Module ([Base Module on page 30](#)).
3. Remove the fan sink ([Fan sink on page 37](#)).
4. Rotate the locking lever to its full open position **(1)**.
5. Raise and rotate the microprocessor retainer to its fully open position **(2)**.
6. Lift the processor **(3)** straight up and remove it.

CAUTION: Do NOT handle the pins in the processor socket. These pins are very fragile and handling them could cause irreparable damage. Once pins are damaged it may be necessary to replace the system board.

The fan sink must be installed within 24 hours of installing the processor to prevent damage to the processor's solder connections.



Reverse the removal procedure to install a new processor.




NOTE: After installing a new processor onto the system board, update the system ROM to ensure that the latest version of the BIOS is being used on the computer. The latest system BIOS can be found at: <http://h18000.www1.hp.com/support/files>.

System board

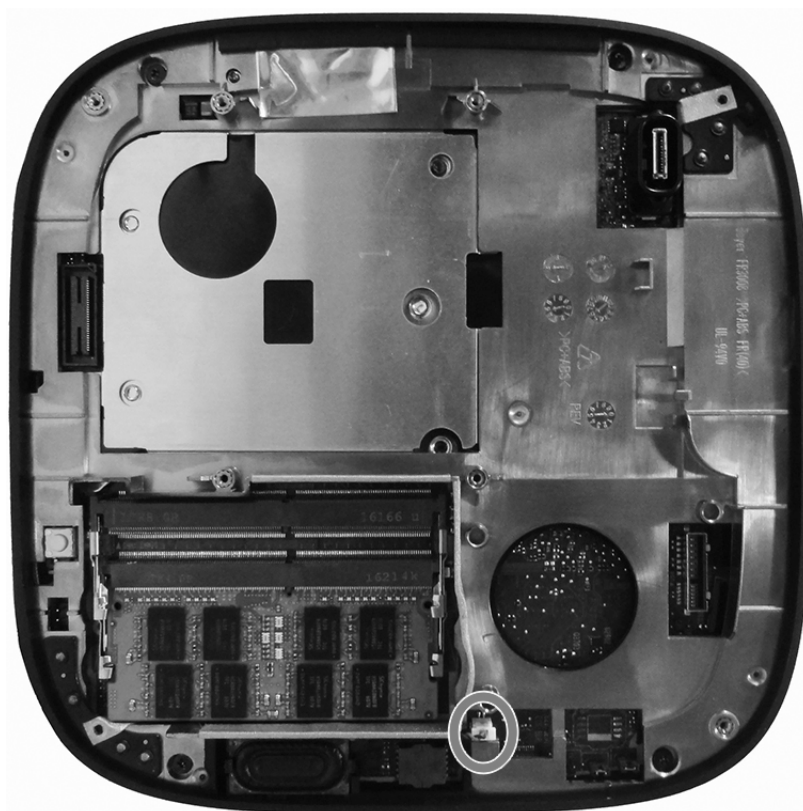
Removing the system board

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

 **NOTE:** System board appearance may vary.

To remove the system board:

1. Remove the access panel ([Access panel on page 21](#)).
2. Remove the memory modules ([Memory on page 22](#)).
3. Remove the Base Module ([Base Module on page 30](#)).
4. Remove the WLAN module ([WLAN module on page 32](#)).
5. Remove the fan sink ([Fan sink on page 37](#)).
6. Remove the M.2 solid-state drive ([M.2 PCIe solid state drive \(SSD\) on page 38](#)).
7. Remove the processor ([Processor on page 40](#)).
8. Position the computer with the memory sockets facing upward.
9. Disconnect the speaker cable from the system board.



10. Position the computer with the processor socket facing upward.

11. Remove the Phillips M2.0 x 5.0 screw.



12. While flexing the sides of the chassis to allow the connectors to disengage from the chassis, lift the system board out of the chassis.



To install the system board, reverse the removal procedures.



NOTE: When replacing the system board, you must change the chassis serial number in the BIOS.

Updating SMBIOS information

When replacing the system board, you must reprogram the SMBIOS information on the affected computer. Failure to reprogram the board will result in eventual failure, such as an activation failure (need to reactivate the system) or a system recovery failure.

To update SMBIOS information in Computer Setup:

1. Turn on or restart the computer.
2. Press **Esc** while the “Press the ESC key for Startup Menu” message is displayed at the bottom of the screen.



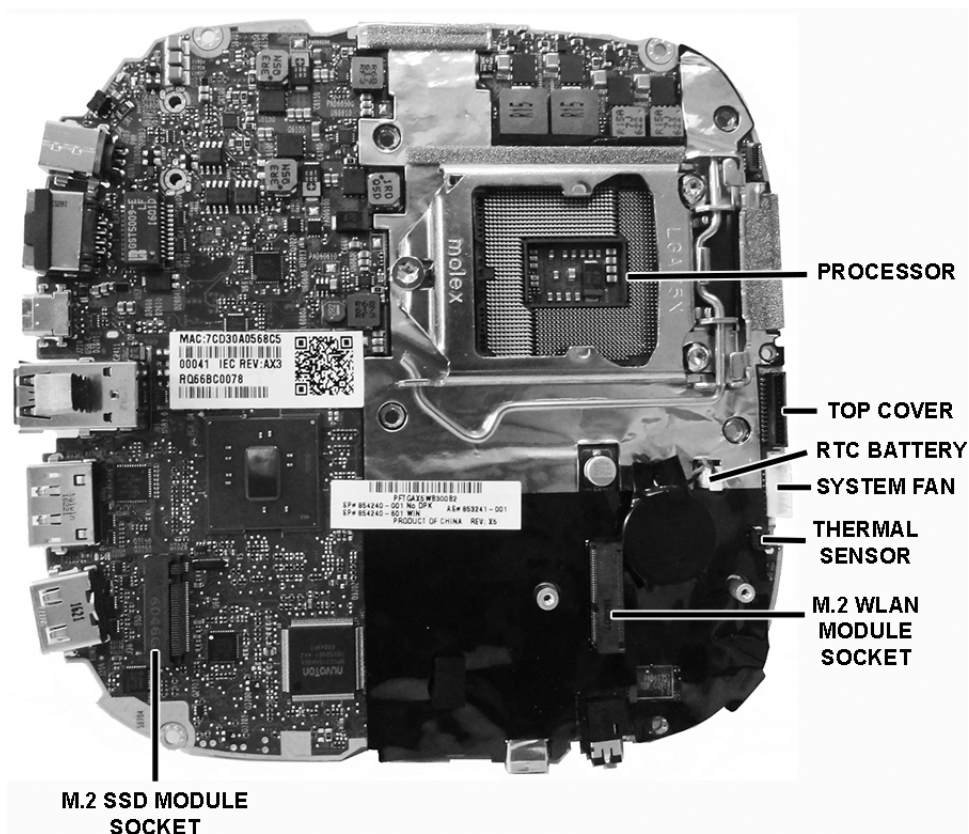
NOTE: If you do not press **Esc** at the appropriate time, you must restart the computer and again press **Esc** when the monitor light turns green to access the utility.

3. Press **F10** to enter Computer Setup.
4. Go to **Main > Set Machine Unique Data**.
5. Verify that all fields have appropriate data.

System ID setup page

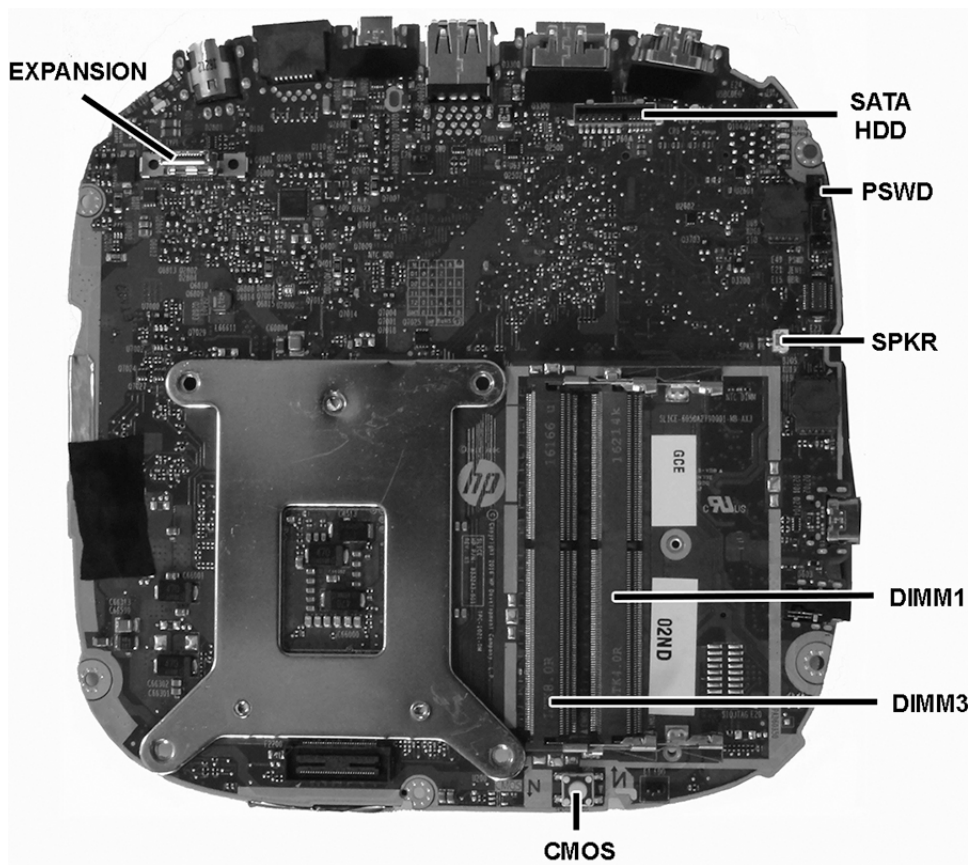
Setup Field Name	Comment	Label
Feature Byte	<p>Enter the Feature Byte string. The feature byte string is case sensitive.</p> <p>The label includes spaces after every four characters. You can enter or ignore these spaces – their only purpose is to help with data entry. There is a character limitation of 40 bytes per line. When you reach this limit, go to the next line to continue data entry. BIOS ignores the spaces and lines.</p> <p>If you make an error during data entry, the data will not validate, and the computer asks you to correct your data input.</p>	Flexbuild
Build ID	The Build ID of the unit.	Flexbuild
Serial Number	Enter the Serial Number of Unit.	Support
SKU Number	Enter the SKU or Product Number including Localization Code.	Support
Product Family	Pre-populated.	Support
System Board CT Number	Pre-populated. Also listed under the barcode on the system board label.	Support
Product Name	Enter the Model name/number or marketing name.	Flexbuild

System board callouts, front



Sys Bd Label	Color	Component	Sys Bd Label	Color	Component
PROCESSOR	Silver	Processor socket	THERMAL SENSOR	Black	Thermal module
TOP COVER	Black	Custom top connector	M.2 WLAN MODULE SOCKET	Black	WLAN module socket
RTC BATTERY	White	RTC battery connector	M.2 SSD MODULE SOCKET	Black	Solid-state module socket
SYSTEM FAN	White	System fan connector			

System board callouts, rear



Sys Bd Label	Color	Component	Sys Bd Label	Color	Component
EXPANSION	Black	Slice docking connector	DIMM1	Black	Primary memory socket
SATA HDD	Black	Hard drive connector	DIMM3	Black	Secondary memory socket
PSWD	Black	Password header and jumper	CMOS	Yellow	CMOS reset button
SPKR	Black	Speaker connector			

5 Computer Setup (F10) Utility

Computer Setup (F10) Utilities

Use Computer Setup (F10) Utility to do the following:

- Change settings from the defaults or restore the settings to default values.
- View the system configuration, including settings for processor, graphics, memory, audio, storage, communications, and input devices.
- Modify the boot order of bootable devices such as hard drives, optical drives, or USB flash media devices.
- Enter the Asset Tag or property identification number assigned by the company to this computer.
- Enable the power-on password prompt during system restarts (warm boots) as well as during power-on.
- Establish an administrator password that controls access to the Computer Setup (F10) Utility and the settings described in this section.
- Establish minimum requirements for valid passwords, including length and required types of characters.
- Secure integrated I/O functionality, including the serial, USB, or audio, or embedded NIC, so that they cannot be used until they are unsecured.
- Enable or disable different types of boot sources.
- Configure features such as Secure Boot, power management, virtualization support, and language and keyboard type used in Setup and POST.
- Replicate the system setup by saving system configuration information on a USB device and restoring it on one or more computers.
- Enable or disable DriveLock security or securely erase a hard drive (when supported by drive).

Using Computer Setup (F10) Utilities

Computer Setup can be accessed only by turning the computer on or restarting the system. To access the Computer Setup Utilities menu, complete the following steps:

1. Turn on or restart the computer.
2. Repeatedly press **F10** when the monitor light turns green to access the utility.

You can also press **Esc** to a menu that allows you to access different options available at startup, including the Computer Setup utility.



NOTE: If you do not press **F10** at the appropriate time, you must restart the computer and again repeatedly press **F10** when the monitor light turns green to access the utility.

3. A choice of four headings appears in the Computer Setup Utilities menu: Main, Security, Advanced, and UEFI Drivers.



NOTE: Selecting UEFI Drivers restarts the computer into the 3rd party option ROM management application. You can access this application directly by pressing **F3** during startup.

4. Use the arrow (left and right) keys to select the appropriate heading. Use the arrow (up and down) keys to select the option you want, then press **Enter**. To return to the Computer Setup Utilities menu, press **Esc**.
5. To apply and save changes, select **Main > Save Changes and Exit**.
 - If you have made changes that you do not want applied, select **Ignore Changes and Exit**.
 - To restore settings from the Advanced and Main menus to original values, select **Apply Factory Defaults and Exit**.
 - To restore settings from the Advanced and Main menus to those previously saved by **Save Custom Defaults**, select **Apply Custom Defaults and Exit**. If no custom defaults have been saved, then factory defaults are used.



NOTE: Settings in the **Security** menu are not modified by **Apply Defaults**. Those values are reset by **Restore Security Settings to Factory Defaults** at the bottom of the **Security** menu.



NOTE: Not all settings shown in the following sections are available for all models



CAUTION: Do NOT turn the computer power OFF while the BIOS is saving the Computer Setup (F10) changes because the settings could become corrupted. It is safe to turn off the computer only after exiting the F10 Setup screen.

Computer Setup—Main



NOTE: Support for specific Computer Setup options may vary depending on the hardware configuration.

Table 5-1 Computer Setup—Main

Option	Description
System Information	<p>Lists all information in following list if Advanced System Information is selected. Lists smaller subset if Basic System Information is selected.</p> <ul style="list-style-type: none">• Product name• Installed memory size• Processor type• Processor cache size (L1/L2/L3)• Processor speed• MicroCode Revision• Processor Stepping• DIMM size (for each installed module)• Memory speed• System BIOS version• ME Firmware version (Intel only)• Integrated Video BIOS version• Super I/O Firmware version• USB Type-C Controller(s) Firmware Version• Born On Date• Serial Number• SKU number• UUID (Universally Unique Identifier)• Asset Tracking Number• Feature Byte• Build ID• Product Family• System Board ID• System Board CT• Integrated MAC Address
System Diagnostics	<p>If the hard drive has the HP Advanced Diagnostics installed, the application will launch. If HP Advanced Diagnostics is not installed, then a basic version built into the BIOS will provide the capability to view information or perform the functions:</p> <ul style="list-style-type: none">• System Information• System Tests• Component Tests• Test Logs

Table 5-1 Computer Setup—Main (continued)

Option	Description
Update System BIOS	<p>Lets you update the system BIOS from www.hp.com or another network server, from a removable USB drive, or from a file located on the hard drive.</p> <ul style="list-style-type: none"> • ‘Check HP.com for BIOS Updates’ or ‘Check the Network for BIOS Updates’ The string that appears here depends on the setting in ‘BIOS Update Preferences’. • Lock BIOS Version If this option is checked, the system is locked to the current BIOS version and updates are not allowed. • BIOS Update Preferences Allows the administrator to select the source of network updates (www.hp.com or another network server) and allows configuration of a periodic check for updates, including policies for: <ul style="list-style-type: none"> ■ Check for updates and prompt the user to accept or reject the update at that time ■ Check for updates and install all new versions ■ Check for updates and install only new versions marked important • Network Configuration Settings • Update BIOS Using Local Media Lets you access files on either USB storage or the hard drive. The HP BIOS Update and Recovery application included in BIOS Softpaqs at www.hp.com will copy the BIOS file to the correct location on the hard drive or USB device.
Change Date and Time	Lets you change system date and time settings.
System IDs	<p>Lets you set the following values:</p> <ul style="list-style-type: none"> • Asset Tracking Number • Ownership Tag
Replicated Setup	<p>Backup current settings to USB device Saves system configuration to a formatted USB flash media device.</p> <p>Restore current settings from USB device Restores system configuration from a USB flash media device.</p> <p>NOTE: To protect system security, this feature does not support replicating passwords. Use BIOS Configuration Utility instead.</p>
Save Custom Defaults	Saves the current system configuration settings as the custom default set.
Apply Custom Defaults and Exit	Applies the custom default settings to the computer after rebooting. Does not apply to options in the Security menu.
Apply Factory Defaults and Exit	Restores the factory system configuration settings to the computer after rebooting. Does not apply to options in the Security menu.
Ignore Changes and Exit	Exits Computer Setup without applying or saving any changes.
Save Changes and Exit	Saves changes to current system configuration, exits Computer Setup, and reboots.

Computer Setup—Security



NOTE: Support for specific Computer Setup options may vary depending on the hardware configuration.

Table 5-2 Computer Setup—Security

Option	Description
Create BIOS Administrator Password	<p>Lets you set and enable a BIOS administrator password, which includes the following privileges:</p> <ul style="list-style-type: none">• Prevent others from changing BIOS policies• Full access to BIOS policy and settings• Unlock the computer when a power-on (user) password is set <p>NOTE: Creating a BIOS user disables the Fast Boot option.</p> <p>NOTE: If the administrator password is set, it is required to change Computer Setup options, update the BIOS, and make changes to BIOS settings using tools in Windows.</p>
Change BIOS Administrator Password (This section is only active if a BIOS administrator password is set.)	<p>Lets you change the BIOS administrator password.</p> <p>You must know the current password to be able to change it.</p>
Create POST Power-On Password	<p>Lets you set and enable a BIOS power-on password. The power-on password prompt appears after a power cycle or reboot. If the user does not enter the correct power-on password or administrator password, the unit will not boot.</p>
Change BIOS Power-On Password (This selection is active only if a BIOS power-on password is set.)	<p>Lets you change the BIOS power-on password.</p> <p>You must know the current password to be able to change it.</p>
Password Policies	<p>Let you set the guidelines for a valid password. Options include:</p> <ul style="list-style-type: none">• Password minimum length• Requires at least one symbol• Requires at least one number• Requires at least one upper case character• Requires at least one lower case character• Allow spaces <p>Clear Password Jumper</p> <p>Select 'Honor' to allow or 'Ignore' to not allow the absence of the password jumper to clear the passwords at boot up. Default is 'Honor'.</p>
Security Configuration	<p>TPM Embedded Security</p> <ul style="list-style-type: none">• TPM Device Lets you set the Trusted Platform Module as available or hidden.• TPM State Select to enable the TPM.• TPM Clear Select to reset the TPM to an unowned state. After the TPM is cleared, it is also turned off. To temporarily suspend TPM operations, turn the TPM off instead of clearing it.

Table 5-2 Computer Setup—Security (continued)

Option	Description
	<p>CAUTION: Clearing the TPM resets it to factory defaults and turns it off. You will lose all created keys and data protected by those keys.</p> <p>BIOS Sure Start</p> <ul style="list-style-type: none"> Verify Boot Block on every Boot Select to check validity of boot block region each boot. If not selected, boot block region will be validated on power cycles. Data Recovery Policy Select 'Automatic' or 'Manual' to set data recovery policy. 'Manual' lets you select whether or not to execute recovery of a corrupted region if it is detected. <p>Trusted Execution Technology (TXT)</p> <p>Select to enable TXT. You must enable VTx, VTd, and TPM before you can enable TXT.</p>
Hard Drive Utilities	<p>DriveLock</p> <p>Allows you to assign or modify a master or user password for hard drives. When this feature is enabled, the user is prompted to provide one of the DriveLock passwords during POST. If neither is successfully entered, the hard drive will remain inaccessible until one of the passwords is successfully provided during a subsequent cold-boot sequence.</p> <p>NOTE: This selection will only appear when at least one drive that supports the DriveLock feature is attached to the system.</p> <p>CAUTION: Be aware that these settings take place immediately. A save is not necessary.</p> <p>CAUTION: Be sure to document the DriveLock password. Losing a DriveLock password will render a drive permanently locked.</p> <p>After you select a drive, the following options are available:</p> <p><i>Set DriveLock Master Password.</i> Sets the drive's master password but does not enable DriveLock.</p> <p><i>Enable DriveLock.</i> Sets the drive's user password and enables DriveLock.</p> <p>Secure Erase</p> <p>Lets you select a hard drive to completely erase.</p> <p>Once a hard drive has been erased with a program that utilizes Secure Erase firmware commands, no file recovery program, partition recovery program, or other data recovery method will be able to extract data from the drive.</p>
System Management Command	<p>Allows authorized personnel to reset security settings during a service event. Default is enabled.</p>
Restore Security Settings to Factory Defaults	<p>This action resets security devices, clears BIOS passwords (not including DriveLock), and restores settings in the Security menu to factory defaults.</p>

Computer Setup—Advanced



NOTE: Support for specific Computer Setup options may vary depending on the hardware configuration.

Table 5-3 Computer Setup—Advanced (for advanced users)

Option	Heading
Display Language	Lets you select the language of the menus in F10 Setup and the keyboard layout.
Scheduled Power-On	This feature wakes the system up from a powered off state at a specified date and time.
Boot Options	<p>Select the devices that the computer can boot from, as well as other options, including:</p> <ul style="list-style-type: none">• Startup Menu Delay(sec). Enabling this feature will add a user-specified delay to the POST process. One purpose for the delay is to provide additional time to activate hotkeys such as Esc for the Startup Menu or F10 for Computer Setup.• Fast Boot. Default is enabled.• USB Storage Boot. The optical drive module is considered a USB storage device. Default is enabled.• Network (PXE) Boot. Default is enabled.• NetClone BIOS Boot. Default is disabled.• After Power Loss. Default is Power Off.<ul style="list-style-type: none">■ Power off—causes the computer to remain powered off when power is restored.■ Power on—causes the computer to power on automatically as soon as power is restored.■ Previous state—causes the computer to power on automatically as soon as power is restored, if it was on when power was lost. <p>NOTE: If the system is configured to 'Power On from Keyboard Ports' (see Power Management Options), then this setting is forced to 'Power On'.</p> <ul style="list-style-type: none">• Prompt on Memory Size Change. Default is enabled.• Prompt on Fixed Storage Change. Default is disabled.• Audio Alerts During Boot. Default is enabled. When disabled, most audible beeps from errors, warnings, and password prompts during boot up are suppressed.• UEFI Boot Order.<p>Default is enabled. Specify the order in which UEFI boot sources (such as a internal hard drive, USB hard drive, USB optical drive, or internal optical drive) are checked for a bootable operating system image.</p><p>UEFI boot sources always have precedence over legacy boot sources.</p><p>NOTE: If more than one optical drive is present, the system boots from the first bootable optical drive found (assuming CD-ROM is the first valid boot device in the boot order).</p>• Legacy Boot Order<p>Specify the order in which legacy boot sources (such as a network interface card, internal hard drive, USB optical drive, or internal optical drive) are checked for a bootable operating system image.</p><p>Specify the order of attached hard drives. The first hard drive in the order will have priority in the boot sequence and will be recognized as drive C (if any devices are attached).</p> <p>NOTE: To drag a device to a preferred place, press Enter.</p> <p>NOTE: MS-DOS drive lettering assignments may not apply after a non-MS-DOS operating system has started.</p>

Shortcut to Temporarily Override Boot Order

Table 5-3 Computer Setup—Advanced (for advanced users) (continued)

Option	Heading
	<p>To boot one time from a device other than the default device specified in Boot Order, restart the computer and press Esc (to access the Startup menu) and then F9 (Boot Menu), or only F9 (skipping the Startup menu) when the monitor light turns green. After POST is completed, a list of bootable devices is displayed. Use the arrow keys to select the preferred bootable device and press Enter. The computer then boots from the selected non-default device for this one time.</p>
Secure Boot Configuration	<p>Configure Legacy Support and Secure Boot</p> <p>Legacy Support – Lets you turn off all legacy support on the computer, including booting to DOS, running legacy graphics cards, booting to legacy devices, and so on.</p> <p>Secure Boot – Lets you make sure an operating system is legitimate before booting to it, making Windows resistant to malicious modification from preboot to full OS booting, preventing firmware attacks. UEFI and Windows Secure Boot only allow code signed by pre-approved digital certificates to run during the firmware and OS boot process.</p> <p>Default is 'Legacy Support Disable and Secure Boot Enable'.</p> <p>Secure Boot Key Management</p> <p>Lets you manage the custom key settings.</p> <p>Import Custom Secure Boot Keys</p> <p>Lets you import custom boot keys. Clearing keys will disable secure boot. Default is disabled.</p> <p>Clear Secure Boot Keys</p> <p>Lets you delete any previously loaded custom boot keys. Clearing keys will disable secure boot. Default is disabled.</p> <p>Reset Secure Boot keys to factory defaults</p> <p>Default is disabled.</p> <p>Enable MS UEFI CA key</p> <p>Disabling this setting alters the Secure Boot key list to further restrict the allowed software components. Set this option to 'disable' to support Device Guard.</p>
System Options	<p>Turbo-boost (enable/disable)</p> <p>Lets you enable Intel Turbo Boost technology. Default is enabled.</p> <p>Hyperthreading (enable/disable)</p> <p>Lets you control Intel processor capability that allows the processor to execute multiple threads simultaneously.. Default is enabled.</p> <p>Multi-processor (enable/disable)</p> <p>Lets you control multiprocessor capability. Default is enabled.</p> <p>Virtualization Technology (VTx) (Intel only)</p> <p>Controls the virtualization features of the processor. Changing this setting requires turning the computer off and then back on. Default is disabled.</p> <p>Virtualization Technology for Directed I/O (VTd) (Intel only)</p> <p>Controls virtualization DMA remapping features of the chipset. Changing this setting requires turning the computer off and then back on. Default is disabled.</p> <p>M.2 WLAN/BT (enable/disable)</p> <p>Lets you disable the wireless module.</p> <p>M.2 SSD (enable/disable)</p>

Table 5-3 Computer Setup—Advanced (for advanced users) (continued)

Option	Heading
	<p>Lets you disable the solid-state drive.</p> <p>Allow PCIe/PCI SERR# Interrupt (enable/disable)</p> <p>Allows PCI devices to report PCI/PCIe System Error signals, such as address parity errors, data parity errors, and critical errors other than parity. Default is enabled.</p> <p>Optical Disk Drive (enable/disable)</p> <p>Lets you disable the optical drive modules. Default is enabled.</p> <p>Power Button Override (disable/4 sec/15 sec)</p> <p>Lets you disable or enable and select the number of seconds you have to hold down the power button for it to force the system to power off. Default is '4 sec'.</p> <p>NOTE: If you hold down the power button to power off the system, the following features are not properly initialized until the system is restarted and shut down using the operating system:</p> <ul style="list-style-type: none"> • Wake on LAN from S5 (off state) • Power on from keyboard ports • Power on from cover buttons • S5 maximum power savings (< 0.5W power draw in S5) • BIOS power on (scheduled power on) <p>Allow Expansion Modules (enable/disable)</p> <p>Lets you disable all powered modules. Default is enabled.</p> <p>Top Cover Function (enable/disable)</p> <p>Lets you disable or enable top cover functionality. Default is enabled.</p> <p>Power On from Cover Buttons (enable/disable)</p> <p>When enabled, the buttons on the collaboration cover will power on the system. Default is disabled. This feature will not function if S5 Maximum Power Savings is enabled.</p>
Built-In Device Options	<p>Embedded LAN Controller</p> <p>Select to show the device in the operating system. Default is enabled.</p> <p>Wake On LAN</p> <p>Lets you either disable the Wake On LAN feature, or configure where the computer boots, including the network or hard drive. Default is Boot to Hard Drive.</p> <p>Video Memory Size</p> <p>Use this option to manage graphics memory allocation. The value you choose is allocated permanently to graphics and is unavailable to the operating system.</p> <p>M.2 USB/Bluetooth</p> <p>Select to show the device in the operating system. Default is enabled.</p> <p>Audio Device</p> <p>Select to show the device in the operating system. Default is enabled.</p> <p>Internal Speakers (does not affect external speakers or audio module)</p> <p>Clear to disable the chassis speaker or speakers. This function is applicable to normal audio playback in the operating system and does not affect the error or warning beeps during POST. Default is enabled.</p> <p>Headphone Output</p>

Table 5-3 Computer Setup—Advanced (for advanced users) (continued)

Option	Heading
	<p>Clear to disable the headphone jack. Default is enabled.</p> <p>Increase Idle Fan Speed(%)</p> <p>Sets idle fan speed percentage. This setting only changes the minimum fan speed. The fan is still automatically controlled.</p>
Port Options	<p>Allows you to hide devices in the following ports from the operating system:</p> <ul style="list-style-type: none"> • SATA0 • Rear Legacy USB Ports • Left USB Type-C Port • Rear USB Type-C Port <p>USB Legacy Port Charging</p> <p>Clear to disable charging function on the lower rear USB 3.0 port. Default is enabled.</p> <p>Left USB Type-C Downstream Charging</p> <p>Clear to disable charging function on the side USB Type-C port. Default is enabled.</p> <p>NOTE: Charging from the rear Type-C port cannot be disabled as that would also prevent using it to power the system.</p> <p>Restrict USB Devices</p> <p>Specify the following categories of USB devices to enable:</p> <ul style="list-style-type: none"> • Allow all USB devices • Allow only keyboard and mouse • Allow all but storage devices and hubs. <p>NOTE: This will disable all modules as they use hubs.</p> <p>When some devices are restricted, the system will disable USB ports that do not meet the allowed criteria. This feature is usually combined with similar policies within the operating system since USB devices can be moved to different ports. The ports disabled by the BIOS will remain disabled until the system is restarted.</p> <p>USB Type-C Controller Firmware Update</p> <p>Clear to prevent BIOS from updating Type-C controller firmware when a BIOS update includes a more recent version.</p>
Option ROM Launch Policy	<p>These policies control whether Legacy Option ROMs or UEFI drivers are loaded. Default is 'All UEFI'.</p> <p>Configure Option ROM Launch Policy</p> <ul style="list-style-type: none"> • All legacy • All UEFI • All UEFI except video
Power Management Options	<p>Runtime Power Management (enable/disable)</p> <p>Allows certain operating systems to reduce processor voltage and frequency when the current software load does not require the full capabilities of the processor. Default is enabled.</p> <p>Extended Idle Power States (enable/disable)</p> <p>Allows certain operating systems to decrease the processors power consumption when the processor is idle. Default is enabled.</p>

Table 5-3 Computer Setup—Advanced (for advanced users) (continued)

Option	Heading
	<p>S5 Maximum Power Savings (enable/disable)</p> <p>Enabling this feature reduces the power of the system as much as possible in the S5 (off) state. Power is removed from the wake up circuitry, charging ports, the expansion slots, and any management features while in S5. Default is disabled.</p> <p>Power on from the keyboard ports or collaboration cover buttons will not function if S5 Maximum Power Savings is enabled.</p> <p>SATA Power Management (enable/disable)</p> <p>Enables or disables SATA bus and/or device power management. Default is enabled.</p> <p>PCI Express Power Management (enable/disable)</p> <p>Enabling this option permits the PCI Express links to use Active Power State Management (ASPM) to enter lower power states while not in use. Default is enabled.</p> <p>Power On from Keyboard Ports (enable/disable)</p> <p>When enabled, this feature allows a key press to power on the system when it is off (S5 state). If using a USB keyboard, it must be plugged into one of the rear USB 3.0 ports labeled with the keyboard icon. Default is disabled.</p> <p>Unique Sleep State Blink Rates (enable/disable)</p> <p>This feature is designed to provide a visual indication of what sleep state the system is in. Each sleep state has a unique blink pattern. Default is disabled.</p> <p>NOTE: A normal shutdown goes to the S4 state unless 'Fast Startup' is disabled in the operating system.</p> <p>S0 (On) = Solid white LED.</p> <p>S3 (Stand By)= 3 blinks at 1Hz (50% duty cycle) followed by a pause of 2 seconds (white LED) — repeated cycles of 3 blinks and a pause.</p> <p>S4 (Hibernation)= 4 blinks at 1Hz (50% duty cycle) followed by a pause of 2 seconds (white LED) — repeated cycles of 4 blinks and a pause.</p> <p>S5 (Soft Off) = LED is off.</p>
Remote Management Options	<p>Active Management (AMT) (Intel only) (enable/disable). Default is enabled.</p> <p>Allows you to discover, repair, and protect networked computing devices.</p> <p>USB Key Provisioning Support (enable/disable) Default is disabled.</p> <p>USB Redirection Support (enable/disable). Default is enabled.</p> <p>USB redirection allows USB devices plugged into a client computer to be transparently redirected to the guest operating system.</p> <p>Unconfigure AMT on next boot (Do Not Apply/Apply). Default is 'Do Not Apply'.</p> <p>SOL Terminal Emulation Mode (ANSI / VT100). Default is ANSI.</p> <p>SOL terminal emulation mode is only activated during remote AMT redirection operations. The emulation options allow administrators to select which mode works best with their console.</p> <p>Show Unconfigure ME Confirmation Prompt (enable/disable). Default is enabled.</p> <p>Verbose Boot Messages (enable/disable). Default is enabled.</p> <p>Verbose boot shows additional logging information during the boot. mainly for debugging if something goes wrong during bootup.</p> <p>Watchdog Timer (enable/disable). Default is disabled.</p> <p>Allows you to set amount of time for a operating system and BIOS watchdog alert to be sent if the timers are not deactivated. BIOS watchdog is deactivated by BIOS and would indicate that a halt occurred during</p>

Table 5-3 Computer Setup—Advanced (for advanced users) (continued)

Option	Heading
	execution if the alert is sent to the management console. An operating system alert is deactivated by the operating system image and would indicate that a hang occurred during its initialization.
	<ul style="list-style-type: none">• OS Watchdog Timer (min.) – (5/10/15/20/25). Default is 5 min.• BIOS Watchdog Timer (min.) – (5/10/15/20/25). Default is 5 min.
	CIRA Timeout (min.) (1/2/3/4/Never)
	CIRA is Customer Initiated Remote Assistance, an Intel service to help users employing Active Management Technology (AMT).

Recovering the configuration settings

This method of recovery requires that you first perform the **Save to Removable Media** command with the Computer Setup (F10) Utility before **Restore** is needed. (See [Computer Setup—Main on page 49](#) in the Computer Setup—File table.)

The **Save to Removable Media** option creates a file named HPSETUP.TXT on an inserted USB flash media device. This file can be edited to change the settings on Restore. An asterisk (*) marks the selected option for a setting.



NOTE: It is recommended that you save any modified computer configuration settings to a USB flash media device and save the device for possible future use.

To restore the configuration, insert the USB flash media device with the saved configuration and perform the **Restore from Removable Media** command with the Computer Setup (F10) Utility. (See [Computer Setup—Main on page 49](#) in the Computer Setup—File table.)

6 Troubleshooting without diagnostics

This chapter provides information on how to identify and correct minor problems, such as USB devices, hard drive, optical drive, graphics, audio, memory, and software problems. If you encounter problems with the computer, refer to the tables in this chapter for probable causes and recommended solutions.



NOTE: For information on specific error messages that may appear on the screen during Power-On Self-Test (POST) at startup, refer to [POST error messages and diagnostic front panel LEDs and audible codes on page 74](#).

Safety and comfort



WARNING! Misuse of the computer or failure to establish a safe and comfortable work environment may result in discomfort or serious injury. Refer to the *Safety & Comfort Guide* at <http://www.hp.com/ergo> for more information on choosing a workspace and creating a safe and comfortable work environment. For more information, refer to the *Safety & Regulatory Information* guide.

Before you call for technical support

If you are having problems with the computer, try the appropriate solutions below to try to isolate the exact problem before calling for technical support.

- Check the LED on the power button (rear of computer) to see if it is flashing red/white patterns.
- Run the HP diagnostic tool.
- Run the hard drive self-test in Computer Setup. Refer to [Computer Setup \(F10\) Utility on page 47](#) for more information.
- Check the Power LED on the front of the computer to see if it is flashing red. The flashing lights are error codes that will help you diagnose the problem. Refer to [POST error messages and diagnostic front panel LEDs and audible codes on page 74](#) for more information.
- If the screen is blank, plug the monitor into a different video port on the computer if one is available. Or, replace the monitor with a monitor that you know is functioning properly.
- If you are working on a network, plug another computer with a different cable into the network connection. There may be a problem with the network plug or cable.
- If you recently added new hardware, remove the hardware and see if the computer functions properly.
- If you recently installed new software, uninstall the software and see if the computer functions properly.
- Boot the computer to the Safe Mode to see if it will boot without all of the drivers loaded. When booting the operating system, use “Last Known Configuration.”
- Refer to the comprehensive online technical support at <http://www.hp.com/support>.
- Refer to [Helpful hints on page 60](#) in this guide.


To assist you in resolving problems online, HP Instant Support Professional Edition provides you with self-solve diagnostics. If you need to contact HP support, use HP Instant Support Professional Edition's online chat feature. Access HP Instant Support Professional Edition at: <http://www.hp.com/go/ispe>.

Access the Business Support Center (BSC) at <http://www.hp.com/go/bizsupport> for the latest online support information, software and drivers, proactive notification, and worldwide community of peers and HP experts.

If it becomes necessary to call for technical assistance, be prepared to do the following to ensure that your service call is handled properly:

- Be in front of your computer when you call.
- Write down the computer serial number, product ID number, and monitor serial number before calling.
- Spend time troubleshooting the problem with the service technician.
- Remove any hardware that was recently added to your system.
- Remove any software that was recently installed.
- Restore the system from the Recovery Disc Set that you created or restore the system to its original factory condition in System Software Requirement Disks (SSRD).

 **CAUTION:** Restoring the system will erase all data on the hard drive. Be sure to back up all data files before running the restore process.

 **NOTE:** For sales information and warranty upgrades (Care Packs), call your local authorized service provider or dealer.

Helpful hints

If you encounter problems with the computer, monitor, or software, see the following list of general suggestions before taking further action:

- Check the LED on the power button (rear of computer) to see if it is flashing red/white patterns.
- Check that the computer and monitor are plugged into a working electrical outlet.
- Check that the voltage select switch (some models) is set to the appropriate voltage for your region (115V or 230V).
- Check that the computer is turned on and the white power light is on.
- Check that the monitor is turned on and the green monitor light is on.
- Check the Power LED on the front of the computer to see if it is flashing red. The flashing lights are error codes that will help you diagnose the problem. Refer to [POST error messages and diagnostic front panel LEDs and audible codes on page 74](#) for more information.
- Turn up the brightness and contrast controls of the monitor if the monitor is dim.
- Press and hold any key. If the system beeps, then the keyboard should be operating correctly.
- Check all cable connections for loose connections or incorrect connections.
- Wake the computer by pressing any key on the keyboard or pressing the power button. If the system remains in suspend mode, shut down the computer by pressing and holding the power button for at least four seconds then press the power button again to restart the computer. If the system will not shut down, unplug the power cord, wait a few seconds, then plug it in again. The computer will restart if it is set to power on automatically as soon as power is restored in Computer Setup. If it does not restart, press the power button to start the computer.
- Reconfigure the computer after installing a non-Plug and Play expansion board or other option. See [Solving hardware installation problems on page 67](#) for instructions.

- Be sure that all the needed device drivers have been installed. For example, if you are using a printer, you need a driver for that model printer.
- Remove all bootable media (CD/DVD or USB device) from the system before turning it on.
- If you have installed an operating system other than the factory-installed operating system, check to be sure that it is supported on the system.
- If the system has multiple video sources (embedded, PCI, or PCI-Express adapters) installed (embedded video on some models only) and a single monitor, the monitor must be plugged into the monitor connector on the source selected as the primary VGA adapter. During boot, the other monitor connectors are disabled and if the monitor is connected into these ports, the monitor will not function. You can select which source will be the default VGA source in Computer Setup.

⚠ CAUTION: When the computer is plugged into an AC power source, there is always voltage applied to the system board. You must disconnect the power cord from the power source before opening the computer to prevent system board or component damage.

Solving general problems

You may be able to easily resolve the general problems described in this section. If a problem persists and you are unable to resolve it yourself or if you feel uncomfortable about performing the operation, contact an authorized dealer or reseller.

⚠ WARNING! When the computer is plugged into an AC power source, voltage is always applied to the system board. To reduce the risk of personal injury from electrical shock and/or hot surfaces, be sure to disconnect the power cord from the wall outlet and allow the internal system components to cool before touching.

Cannot access the Computer Setup (F10) Utility when booting the computer.

Cause	Solution
The Computer Setup (F10) Utility is set to “fast boot” causing the F10 access screen to display too briefly when booting the computer.	<p>Before turning on the computer, press and hold F10. Turn on the computer and continue to hold F10 until the Computer Setup (F10) Utility is displayed.</p> <p>– or –</p> <p>Follow the Windows instructions for rebooting the computer into the Computer Setup (F10) Utility.</p>

Computer appears locked up and will not turn off when the power button is pressed.

Cause	Solution
Software control of the power switch is not functional.	<ol style="list-style-type: none"> 1. Press and hold the power button for at least four seconds until the computer turns off. 2. Disconnect the power cord from the electrical outlet.

Computer will not respond to keyboard or mouse.

Cause	Solution
Computer is in Sleep state.	To resume from Sleep state, press the power button.

Computer will not respond to keyboard or mouse.

Cause	Solution
	CAUTION: When attempting to resume from Sleep state, do not hold down the power button for more than four seconds. Otherwise, the computer will shut down and you will lose any unsaved data.
System has locked up.	Restart computer.

Computer date and time display is incorrect.

Cause	Solution
RTC (real-time clock) battery may need to be replaced. NOTE: Connecting the computer to a live AC outlet prolongs the life of the RTC battery.	Reset the date and time under Control Panel (Computer Setup can also be used to update the RTC date and time). If the problem persists, replace the RTC battery. See the Removal and Replacement section for instructions on installing a new battery, or contact an authorized dealer or reseller for RTC battery replacement. To access Control Panel in Windows® 7, select Start , and then select Control Panel . To access Control Panel in Windows 10, type <code>control panel</code> in the taskbar search box, and then select Control Panel.

There is no sound or sound volume is too low.

Cause	Solution
System volume may be set low or muted.	<ol style="list-style-type: none">1. Check the Computer Setup settings to make sure the internal system speaker is not muted (this setting does not affect the external speakers).2. Make sure the external speakers are properly connected and powered on and that the speakers' volume control is set correctly.3. Use the system volume control available in the operating system to make sure the speakers are not muted or to increase the volume.

Poor performance.

Cause	Solution
Processor is too hot.	<ol style="list-style-type: none">1. Make sure airflow to the computer is not blocked. Leave a 10.2-cm (4-inch) clearance on all vented sides of the computer and above the monitor to permit the required airflow.2. Make sure fans are connected and working properly (some fans only operate when needed).3. Make sure the processor heat sink is installed properly.
Hard drive is full.	Transfer data from the hard drive to create more space on the hard drive.

Poor performance.

Cause	Solution
Low on memory.	Add more memory.
Hard drive fragmented.	Defragment hard drive.
Program previously accessed did not release reserved memory back to the system.	Restart the computer.
Virus resident on the hard drive.	Run virus protection program.
Too many applications running.	<ol style="list-style-type: none">1. Close unnecessary applications to free up memory.2. Add more memory.3. Some applications run in the background and can be closed by right-clicking on their corresponding icons in the task tray. To prevent these applications from launching at startup: In Windows 7:<ol style="list-style-type: none">a. Go to Start > All Programs > Accessories > Runb. Type <code>msconfig</code>, and then press Enter.c. On the Startup tab of the System Configuration Utility, clear applications that you do not want to launch automatically, and then click OK. In Windows 10:<ol style="list-style-type: none">a. Type <code>msconfig</code> in the taskbar search box, and then select msconfig.b. On the Startup tab of the System Configuration Utility, click Open Task Manager.c. Select applications that you do not want to launch automatically, and then click Disable.
Some software applications, especially games, are stressful on the graphics subsystem.	<ol style="list-style-type: none">1. Lower the display resolution for the current application or consult the documentation that came with the application for suggestions on how to improve performance by adjusting parameters in the application.2. Add more memory.3. Upgrade the graphics solution.
Cause unknown.	Restart the computer.

Computer powered off automatically and the Power LED flashes red four times and then white two times.

Cause	Solution
Processor thermal protection activated: A fan may be blocked or not turning. OR The heat sink is not properly attached to the processor.	<ol style="list-style-type: none">1. Ensure that the computer air vents are not blocked and the processor cooling fan is running.2. Open the access panel, press the power button, and see if the processor fan (or other system fan) spins. If the fan does not spin, make sure the fan cable is plugged onto the system board header.3. If fan is plugged in and not spinning, replace it.

Solving power problems

Common causes and solutions for power problems are listed in the following table.

Computer powered off automatically and the Power LED flashes Red two times, once every second, followed by a two second pause, and the computer beeps two times. (Beeps stop after fifth iteration but LEDs continue flashing.)

Cause	Solution
Processor thermal protection activated: A fan may be blocked or not turning. OR The heat sink is not properly attached to the processor.	<ol style="list-style-type: none">1. Ensure that the computer air vents are not blocked and the processor cooling fan is running.2. Open the access panel, press the power button, and see if the processor fan spins. If the fan does not spin, make sure the fan cable is plugged onto the system board header.3. If fan is plugged in and not spinning, replace it.

Solving audio problems

If the computer has audio features and you encounter audio problems, see the common causes and solutions listed in the following table.

Sound cuts in and out.

Cause	Solution
Processor resources are being used by other open applications.	Shut down all open processor-intensive applications.

Sound does not come out of the speaker or headphones.

Cause	Solution
Software volume control is turned down or muted.	Double-click the Speaker icon on the taskbar, then make sure that Mute is not selected and use the volume slider to adjust the volume.
Audio is hidden in Computer Setup.	Enable the audio in Computer Setup: Advanced > Built-in Device Options .
The external speakers are not turned on.	Turn on the external speakers.
Computer is in Sleep state.	Press the power button to resume from Sleep state. CAUTION: When attempting to resume from Sleep state, do not hold down the power button for more than four seconds. Otherwise, the computer will shut down and you will lose any unsaved data.
Internal speaker is disabled in Computer Setup.	Enable the internal speaker in Computer Setup. Select Advanced > Built-in Device Options .
The application is set to use a different audio device than speakers.	Some graphics cards support audio over the DisplayPort connection (if applicable), so multiple audio devices may be listed in Device Manager. Make sure the correct device is being used. To access Device Manager in Windows 10, type <code>device manager</code> in the taskbar search box, and then select Device Manager from the list of applications.

Sound does not come out of the speaker or headphones.

Cause	Solution
Some applications can select which audio output device is used.	Make sure the application has selected the correct audio device.
The operating system controls may be set to use a different audio device as the default output device than what is expected.	Set the operating system to use the correct audio device.

Sound from headphones is not clear or muffled.

Cause	Solution
Audio jack is not properly configured for headphones.	Disconnect and reconnect the headphones into the universal jack, and then select 'headphones' or 'headset' when prompted.

Computer appears to be locked up while recording audio.

Cause	Solution
Storage may be full.	Before recording, make sure there is enough free space on the hard disk. You can also try recording the audio file in a compressed format.

Line-in jack is not functioning properly.

Cause	Solution
Jack has been reconfigured in the audio driver or application software.	In the audio driver or application software, reconfigure the jack or set the jack to its default value.

There is no sound or sound volume is too low.

Cause	Solution
The application is set to use a different audio device than speakers.	Some graphics cards support audio over the DisplayPort connection (if applicable), so multiple audio devices may be listed in Device Manager. Make sure the correct device is being used. To access Device Manager in Windows 10, type <code>device manager</code> in the taskbar search box, and then select Device Manager from the list of applications.
Some applications can select which audio output device is used.	Make sure the application has selected the correct audio device.
The operating system controls may be set to use a different audio device as the default output device than what is expected.	Set the operating system to use the correct audio device.

Solving keyboard and mouse problems

If you encounter keyboard or mouse problems, see the documentation that came with the equipment and to the common causes and solutions listed in the following table.

A wireless keyboard/mouse is not working correctly. Symptoms include lagging mouse movement, jumpy mouse/keyboard, or no function of mouse/keyboard and external drive.

Cause	Solution
Connected USB 3.0 devices can interfere with the wireless keyboard USB receiver.	Connect the wireless keyboard USB receiver to a USB 2.0 port that is separated from ports with USB 3.0 devices using an external USB hub.

Keyboard commands and typing are not recognized by the computer.

Cause	Solution
Keyboard connector is not properly connected.	Shut down the computer, reconnect the keyboard, and then restart the computer.
Program in use has stopped responding to commands.	Shut down your computer using the mouse and then restart the computer.
Keyboard needs repairs.	See the Worldwide Limited Warranty for terms and conditions.
Computer is in Sleep state.	Press the power button to resume from Sleep state. CAUTION: When attempting to resume from Sleep state, do not hold down the power button for more than four seconds. Otherwise, the computer will shut down and you will lose any unsaved data.

Mouse does not respond to movement or is too slow.

Cause	Solution
Mouse connector is not properly plugged into the back of the computer.	Shut down the computer using the keyboard. Windows 10: <ol style="list-style-type: none">1. Press the Ctrl and Esc keys at the same time (or press the Windows logo key) to display the Start menu.2. Use the arrow keys to scroll to and select the power icon at the top right on the menu, and then press Enter.3. Use the arrow keys to select Shut Down, and then press Enter.4. After the shutdown is complete, plug the mouse connector into the back of the computer (or the keyboard) and restart.
Program in use has stopped responding to commands.	Shut down the computer using the keyboard then restart the computer.
Mouse may need cleaning.	Remove the roller ball cover on the mouse and clean the internal components.
Mouse may need repair.	See the Worldwide Limited Warranty for terms and conditions.
Computer is in Sleep state.	Press the power button to resume from Sleep state.

Mouse does not respond to movement or is too slow.

Cause	Solution
	CAUTION: When attempting to resume from Sleep state, do not hold down the power button for more than four seconds. Otherwise, the computer will shut down and you will lose any unsaved data.


Mouse will only move vertically, horizontally, or movement is jerky.

Cause	Solution
Mouse roller ball or the rotating encoder shafts that make contact with the ball are dirty.	Remove roller ball cover from the bottom of the mouse and clean the internal components with a mouse cleaning kit available from most computer stores.

Solving hardware installation problems

You may need to reconfigure the computer when you add or remove hardware, such as an additional drive or expansion card. If you install a Plug and Play device, Windows automatically recognizes the device and configures the computer. If you install a non-Plug and Play device, you must reconfigure the computer after completing installation of the new hardware. In Windows, use the **Add Hardware Wizard** and follow the instructions that appear on the screen.

To open the Add Hardware Wizard, open a Command Prompt and open hdwwiz.exe.

 **WARNING!** When the computer is plugged into an AC power source, voltage is always applied to the system board. To reduce the risk of personal injury from electrical shock and/or hot surfaces, be sure to disconnect the power cord from the wall outlet and allow the internal system components to cool before touching.

A new device is not recognized as part of the system.

Cause	Solution
Device is not seated or connected properly.	Ensure that the device is properly and securely connected and that pins in the connector are not bent down.
Cable(s) of new external device are loose or power cables are unplugged.	Ensure that all cables are properly and securely connected and that pins in the cable or connector are not bent down.
Power switch of new external device is not turned on.	Turn off the computer, turn on the external device, then turn on the computer to integrate the device with the computer system.
When the system advised you of changes to the configuration, you did not accept them.	Reboot the computer and follow the instructions for accepting the changes.
USB ports on the computer are disabled in Computer Setup.	Run the Computer Setup utility and ensure that Device available is selected for appropriate USB ports under Advanced > Port Options .

Computer will not start.

Cause	Solution
Wrong memory modules were used in the upgrade or memory modules were installed in the wrong location.	<ol style="list-style-type: none">1. Review the documentation that came with the system to determine if you are using the correct memory modules and to verify the proper installation. NOTE: DIMM1 or XMM1 must always be installed. DIMM1 must be installed before DIMM3.2. Observe the beeps and LED lights on the front of the computer. Beeps and flashing LEDs are codes for specific problems.3. If you still cannot resolve the issue, contact Customer Support.

Power LED flashes red three times and then white two times.

Cause	Solution
Memory is installed incorrectly or is bad.	<p>CAUTION: To avoid damage to the DIMMs or the system board, you must unplug the computer power cord before attempting to reseat, install, or remove a DIMM module.</p> <ol style="list-style-type: none">1. Reseat DIMMs. Power on the system.2. Replace DIMMs one at a time to isolate the faulty module. NOTE: DIMM1 or XMM1 must always be installed. DIMM1 must be installed before DIMM3.3. Replace third-party memory with HP memory.4. Replace the system board.

Solving Network Problems

Some common causes and solutions for network problems are listed in the following table. These guidelines do not discuss the process of debugging the network cabling.

Network driver does not detect network controller.

Cause	Solution
Network controller is disabled.	<ol style="list-style-type: none">1. Run Computer Setup and enable network controller.2. Enable the network controller in the operating system using Device Manager. To access Device Manager in Windows 10, type <code>device manager</code> in the taskbar search box, and then select Device Manager from the list of applications.
Incorrect network driver.	Check the network controller documentation for the correct driver or obtain the latest driver from the manufacturer's Web site.

Network status link light never flashes.

NOTE: The network status link light is supposed to flash when there is network activity.

Cause	Solution
No active network is detected.	Check cabling and network equipment for proper connection.
Network controller is not set up properly.	Check for the device status within Windows, such as Device Manager for driver load and the Network Connections applet within Windows for link status. To access Device Manager in Windows 10, type <code>device manager</code> in the taskbar search box, and then select Device Manager from the list of applications.
Network controller is disabled.	<ol style="list-style-type: none">1. Run Computer Setup and enable network controller.2. Enable the network controller in the operating system using Device Manager. To access Device Manager in Windows 10, type <code>device manager</code> in the taskbar search box, and then select Device Manager from the list of applications.
Network driver is not properly loaded.	Reinstall network drivers.
System cannot autosense the network.	Disable auto-sensing capabilities and force the system into the correct operating mode.

Diagnostics reports a failure.

Cause	Solution
The cable is not securely connected.	Ensure that the cable is securely attached to the network connector and that the other end of the cable is securely attached to the correct device.
There is a problem with the cable or a device at the other end of the cable.	Ensure that the cable and device at the other end are operating correctly.
The network controller is defective.	Contact an authorized service provider.

Diagnostics passes, but the computer does not communicate with the network.

Cause	Solution
Network drivers are not loaded, or driver parameters do not match current configuration.	Make sure the network drivers are loaded and that the driver parameters match the configuration of the network controller. Make sure the correct network client and protocol is installed.
The network controller is not configured for this computer.	Select the Network and Sharing Center icon in the Control Panel and configure the network controller. To access Control Panel in Windows 10, type <code>control panel</code> in the taskbar search box, and then select Control Panel from the list of applications.

Network controller stopped working when an expansion board was added to the computer.

Cause	Solution
The network controller requires drivers.	Verify that the drivers were not accidentally deleted when the drivers for a new expansion board were installed.

Network controller stops working without apparent cause.


Cause	Solution
The files containing the network drivers are corrupted.	Reinstall the network drivers using Windows recovery tools in Windows 10. If necessary, download the softpaq from the web (from a different computer).
The cable is not securely connected.	Ensure that the cable is securely attached to the network connector and that the other end of the cable is securely attached to the correct device.
The network controller is defective.	Contact an authorized service provider.

System setup utility reports unprogrammed EEPROM.


Cause	Solution
Unprogrammed EEPROM.	Contact an authorized service provider.

Solving memory problems

If you encounter memory problems, some common causes and solutions are listed in the following table.

 **CAUTION:** Power may still be supplied to the DIMMs when the computer is turned off (depending on the Management Engine (ME) settings). To avoid damage to the DIMMs or the system board, you must unplug the computer power cord before attempting to reseal, install, or remove a memory module.

For those systems that support ECC memory, HP does not support mixing ECC and non-ECC memory. Otherwise, the computer will not boot the operating system.

 **NOTE:** The memory count will be affected by configurations with the Management Engine (ME) enabled. The ME uses 8MB of system memory in single channel mode or 16MB of memory in dual-channel mode to download, decompress, and execute the ME firmware for Out-of-Band (OOB), third-party data storage, and other management functions.

System will not boot or does not function properly after installing additional memory modules.

Cause	Solution
A memory module is not installed in the DIMM1 or XMM1 socket.	Ensure that a memory module is installed in the DIMM1 or XMM1 socket on the system board. This socket must be populated with a memory module.
Memory module is not the correct type or speed grade for the system or the new memory module is not seated properly.	Replace module with the correct industry-standard device for the computer. On some models, ECC and non-ECC memory modules cannot be mixed.

Out of memory error.

Cause	Solution
You have run out of memory to run the application.	Check the application documentation to determine the memory requirements.

Memory count during POST is wrong.

Cause	Solution
The memory modules may not be installed correctly.	Check that the memory modules have been installed correctly and that proper modules are used.
Integrated graphics may use system memory.	No action required.

Insufficient memory error during operation.

Cause	Solution
Too many Terminate and Stay Resident programs (TSRs) are installed.	Delete any TSRs that you do not need.
You have run out of memory for the application.	Check the memory requirements for the application or add more memory to the computer.

Power LED flashes Red five times, once every second, followed by a two second pause, and the computer beeps five times. (Beeps stop after fifth iteration but LEDs continue flashing.)

Cause	Solution
Memory is installed incorrectly or is bad.	<ol style="list-style-type: none">1. Reseat DIMMs. Power on the system.2. Replace DIMMs one at a time to isolate the faulty module.3. Replace third-party memory with HP memory.4. Replace the system board.

Solving USB flash drive problems

If you encounter USB flash drive problems, common causes and solutions are listed in the following table.

USB flash drive is not seen as a drive letter in Windows.

Cause	Solution
The drive letter after the last physical drive is not available.	Change the default drive letter for the flash drive in Windows.

USB flash drive not found (identified).

Cause	Solution
The device is attached to a USB port that has been hidden in Computer Setup.	Run the Computer Setup utility and enable USB ports in Advanced > Port Options .
The device was not properly seated before power-up.	Ensure the device is fully inserted into the USB port before applying power to the system

System will not boot from USB flash drive.

Cause	Solution
Boot order is not correct.	Run the Computer Setup utility and change boot sequence in Advanced > Boot Options .
USB Storage Boot is disabled in the Computer Setup utility.	Run the Computer Setup utility and enable booting to removable media in Advanced > Boot Options .

The computer boots to DOS after making a bootable flash drive.

Cause	Solution
Flash drive is bootable.	Install the flash drive only after the operating system boots.
Flash drive is defective.	Try a different flash drive.

Solving Internet access problems

If you encounter Internet access problems, consult your Internet Service Provider (ISP) or refer to the common causes and solutions listed in the following table.

Unable to connect to the Internet.

Cause	Solution
Internet Service Provider (ISP) account is not set up properly.	Verify Internet settings or contact your ISP for assistance.
Web browser is not set up properly.	Verify that the Web browser is installed and set up to work with your ISP.
Cable/DSL modem is not plugged in.	Plug in cable/DSL modem. You should see a “power” LED light on the front of the cable/DSL modem.
Cable/DSL service is not available or has been interrupted due to bad weather.	Try connecting to the Internet at a later time or contact your ISP. (If the cable/DSL service is connected, the “cable” LED light on the front of the cable/DSL modem will be on.)
The CAT5 UTP cable is disconnected.	Connect the CAT5 UTP cable between the cable modem and the computer’s RJ-45 connector. (If the connection is good, the “PC” LED light on the front of the cable/DSL modem will be on.)
IP address is not configured properly.	Contact your ISP for the correct IP address.
Cookies are corrupted. (A “cookie” is a small piece of information that a Web server can store temporarily with the Web browser.	Windows 10:

Unable to connect to the Internet.

Cause	Solution
This is useful for having the browser remember some specific information that the Web server can later retrieve.)	<ol style="list-style-type: none">1. Type <code>control panel</code> in the taskbar search box, and then select Control Panel from the list of applications.2. Click Internet Options.3. In the Browsing history section, click the Delete button.4. Select the Cookies and website data check box and click the Delete button.

Cannot automatically launch Internet programs.

Cause	Solution
You must log on to your ISP before some programs will start.	Log on to your ISP and launch the desired program.

Solving software problems

Most software problems occur as a result of the following:

- The application was not installed or configured correctly.
- There is insufficient memory available to run the application.
- There is a conflict between applications.
- Be sure that all the needed device drivers have been installed.
- If you have installed an operating system other than the factory-installed operating system, check to be sure it is supported on the system.

If you encounter software problems, see the applicable solutions listed in the following table.

Computer will not continue and the HP logo does not display.

Cause	Solution
ROM issue - POST error has occurred.	Observe the beeps and LED lights on the front of the computer. See POST error messages and diagnostic front panel LEDs and audible codes on page 74 to determine possible causes. See the Worldwide Limited Warranty for terms and conditions.

“Illegal Operation has Occurred” error message is displayed.

Cause	Solution
Software being used is not Microsoft-certified for your version of Windows.	Verify that the software is certified by Microsoft for your version of Windows (see program packaging for this information).
Configuration files are corrupt.	If possible, save all data, close all programs, and restart the computer.

7 POST error messages and diagnostic front panel LEDs and audible codes

This appendix lists the error codes, error messages, and the various indicator light and audible sequences that you may encounter during Power-On Self-Test (POST) or computer restart, the probable source of the problem, and steps you can take to resolve the error condition.

POST Message Disabled suppresses most system messages during POST, such as memory count and non-error text messages. If a POST error occurs, the screen will display the error message. To manually switch to the POST Messages Enabled mode during POST, press any key (except **F10**, **F11**, or **F12**). The default mode is POST Message Disabled.

The speed at which the computer loads the operating system and the extent to which it is tested are determined by the POST mode selection.

Quick Boot is a fast startup process that does not run all of the system level tests, such as the memory test. Full Boot runs all of the ROM-based system tests and takes longer to complete.

Full Boot may also be enabled to run every 1 to 30 days on a regularly scheduled basis. To establish the schedule, reconfigure the computer to the Full Boot Every x Days mode, using Computer Setup.



NOTE: For more information on Computer Setup, see [Computer Setup \(F10\) Utility on page 47](#).

POST numeric codes and text messages

This section covers those POST errors that have numeric codes associated with them. The section also includes some text messages that may be encountered during POST.



NOTE: The computer will beep once after a POST text message is displayed on the screen.

Control panel message	Description	Recommended action
002-Option ROM Checksum Error	System ROM or expansion board option ROM checksum.	<ol style="list-style-type: none">1. Verify the correct ROM.2. Flash the ROM if needed.3. If an expansion board was recently added, remove it to see if the problem remains.4. Clear CMOS. (See Password security and resetting CMOS on page 82.)5. If the message disappears, there may be a problem with the expansion card.6. Replace the system board.
003-System Board Failure	DMA or timers.	<ol style="list-style-type: none">1. Clear CMOS. (See Password security and resetting CMOS on page 82.)2. Remove expansion boards.3. Replace the system board.
005-Real-Time Clock Power Loss	Invalid time or date in configuration memory.	Reset the date and time under Control Panel (Computer Setup can also be used). If the

Control panel message	Description	Recommended action
	RTC (real-time clock) battery may need to be replaced.	problem persists, replace the RTC battery. See the Removal and Replacement section for instructions on installing a new battery.
008—Microcode Patch Error	Processor is not supported by the BIOS.	<ol style="list-style-type: none"> 1. Upgrade BIOS to proper version. 2. Change the processor.
009—PMM Allocation Error during MEBx Download	Memory error during POST execution of the Management Engine (ME) BIOS Extensions option ROM.	<ol style="list-style-type: none"> 1. Reboot the computer. 2. Unplug the power cord, re-seat the memory modules, and reboot the computer. 3. If the memory configuration was recently changed, unplug the computer, restore the original memory configuration, and reboot the computer. 4. If the error persists, replace the system board.
00A—Product Information Not Valid	The product information programmed into the system board is missing or invalid.	Use Computer Setup to update this information.
00B—MEBx Module did not checksum correctly	Memory error during POST execution of the Management Engine (ME) BIOS Extensions option ROM.	<ol style="list-style-type: none"> 1. Reboot the computer. 2. Unplug the power cord, re-seat the memory modules, and reboot the computer. 3. If the memory configuration was recently changed, unplug the power cord, restore the original memory configuration, and reboot the computer. 4. If the error persists, replace the system board.
00C—PMM Deallocation Error during MEBx Cleanup	Memory error during POST execution of the Management Engine (ME) BIOS Extensions option ROM.	<ol style="list-style-type: none"> 1. Reboot the computer. 2. Unplug the power cord, re-seat the memory modules, and reboot the computer. 3. If the memory configuration was recently changed, unplug the power cord, restore the original memory configuration, and reboot the computer. 4. If the error persists, replace the system board.
00D—Setup Error during MEBx Execution	MEBx selection or exit resulted in a setup failure.	<ol style="list-style-type: none"> 1. Reboot the computer. 2. Unplug the power cord, re-seat the memory modules, and reboot the computer. 3. If the memory configuration was recently changed, unplug the power cord, restore the original memory configuration, and reboot the computer. 4. If the error persists, replace the system board.

Control panel message	Description	Recommended action
00E-Inventory Error during MEBx Execution	BIOS information passed to the MEBx resulted in a failure.	<ol style="list-style-type: none"> 1. Reboot the computer. 2. If the error persists, update to the latest BIOS version. 3. If the error still persists, replace the system board.
00F-Interface Error during MEBx Execution	MEBx operation experienced a hardware error during communication with the ME.	<ol style="list-style-type: none"> 1. Reboot the computer. 2. If the error persists, update to the latest BIOS version. 3. If the error still persists, replace the system board.
100-Front Audio Not Connected	Front audio cable has been detached or unseated from system board.	Reconnect or replace front audio cable.
2E1-MemorySize Error	Memory amount has changed since the last boot (memory added or removed).	The system memory size is different from the last startup. The most common reason is the removal of memory from the system board. Press the F1 key to save the memory changes. If this message persists, verify that the memory modules are installed correctly.
2E2-Memory Error	Memory module configuration failed during boot up.	<ol style="list-style-type: none"> 1. Ensure memory modules are correctly installed. 2. Verify proper memory module type. 3. Remove and replace the identified faulty memory module(s). 4. If the error persists after replacing memory modules, replace the system board.
2E3-Incompatible Memory Module in Memory Socket(s) X, X, ...	A memory module in memory socket identified in the error message is missing critical SPD information, or is incompatible with the chipset.	<ol style="list-style-type: none"> 1. Verify proper memory module type. 2. Try another memory socket. 3. Replace with a supported module.
2E4-DIMM Configuration Warning	The current memory configuration is not optimized.	Rearrange the DIMMs so that each channel has the same amount of memory.
2E5-ECC Memory Module Detected on Unsupported Platform	Recently added memory module(s) support ECC memory error correction.	<ol style="list-style-type: none"> 1. If additional memory was recently added, remove it to see if the problem remains. 2. Check product documentation for memory support information.
2E6-Memory Not Configured Correctly for Proper MEBx Execution	DIMM1 is not installed.	Make sure there is a memory module in the DIMM1 socket and that it is properly seated.
300-Configuration Change Warning	The storage device configuration will be updated as shown.	Not applicable
301-Hard Disk 1: SMART Hard Drive Detects Imminent Failure	Hard drive is about to fail. (Some hard drives have a hard drive firmware patch that will fix an erroneous error message.)	<ol style="list-style-type: none"> 1. Determine if hard drive is giving correct error message. Run the Drive Protection System test under using F2 Diagnostics when booting the computer. 2. Apply hard drive firmware patch if applicable. (Available at http://www.hp.com/support.)

Control panel message	Description	Recommended action
		<ol style="list-style-type: none"> 3. Back up contents and replace hard drive.
302-Hard Disk 2: SMART Hard Drive Detects Imminent Failure	Hard drive is about to fail. (Some hard drives have a hard drive firmware patch that will fix an erroneous error message.)	<ol style="list-style-type: none"> 1. Determine if hard drive is giving correct error message. Run the Drive Protection System test under using F2 Diagnostics when booting the computer. 2. Apply hard drive firmware patch if applicable. (Available at http://www.hp.com/support.) 3. Back up contents and replace hard drive.
309 – 30C: Hard Disk 3–6: SMART Hard Drive Detects Imminent Failure	Hard drive is about to fail. (Some hard drives have a hard drive firmware patch that will fix an erroneous error message.)	<ol style="list-style-type: none"> 1. Determine if hard drive is giving correct error message. Run the Drive Protection System test under using F2 Diagnostics when booting the computer. 2. Apply hard drive firmware patch if applicable. (Available at http://www.hp.com/support.) 3. Back up contents and replace hard drive.
3F0–Boot Device Not Found	Boot device not found.	Insert boot device or load operating system.
3F1–Hard Disk 1 Error	Hard disk 1 error.	<ol style="list-style-type: none"> 1. Check and/or replace cables. 2. Clear CMOS. (See Password security and resetting CMOS on page 82.) 3. Replace the hard disk drive.
3F2–Hard Disk 2 Error	Hard disk 2 error.	<ol style="list-style-type: none"> 1. Check and/or replace cables. 2. Clear CMOS. (See Password security and resetting CMOS on page 82.) 3. Replace the hard disk drive.
400-Serial Port A Address Conflict Detected	Both external and internal serial ports are assigned to the same resources.	<ol style="list-style-type: none"> 1. Remove any serial port expansion cards. 2. Clear CMOS. (See Password security and resetting CMOS on page 82.) 3. Reconfigure card resources and/or run Computer Setup or Windows utilities.
401-Serial Port B Address Conflict Detected	Both external and internal serial ports are assigned to the same resources.	<ol style="list-style-type: none"> 1. Remove any serial port expansion cards. 2. Clear CMOS. (See Password security and resetting CMOS on page 82.) 3. Reconfigure card resources and/or run Computer Setup or Windows utilities.
402-Serial Port C Address Conflict Detected	Both external and internal serial ports are assigned to the same resources.	<ol style="list-style-type: none"> 1. Remove any serial port expansion cards. 2. Clear CMOS. (See Password security and resetting CMOS on page 82.) 3. Reconfigure card resources and/or run Computer Setup or Windows utilities.
403-Serial Port D Address Conflict Detected	Both external and internal serial ports are assigned to the same resources.	<ol style="list-style-type: none"> 1. Remove any serial port expansion cards. 2. Clear CMOS. (See Password security and resetting CMOS on page 82.)

Control panel message	Description	Recommended action
		<ol style="list-style-type: none"> Reconfigure card resources and/or run Computer Setup or Windows utilities.
419-Out of Memory Space for Option ROMs	Recently added PCI expansion card contains an option ROM too large to download during POST.	<ol style="list-style-type: none"> If a PCI expansion card was recently added, remove it to see if the problem remains.
41A-Front USB1/USB2 Not Connected	Front USB cable has been detached or unseated from system board.	Reconnect or replace front USB cable.
41B-Device in PCI Express Slot Failed To Initialize	There is an incompatibility or problem with a PCIe device and the system or PCIe link could not be configured to a valid bus width or speed.	Try rebooting the system. If the error reoccurs, the device may not work with this system
43A-USB Type-C I2C Not Connected	Cable is required between I2C on card and USB-C on the system board.	Install cable between I2C on card and USB-C on the system board.
43B-More Than One USB type-C Cards Are Installed	More than one USB type-C card is installed.	Remove USB type-C card so only one is installed.
500-BIOS Recovery	A system BIOS recovery has occurred.	Not applicable.
60x – HP Battery Alert	<p>The system has detected the storage capacity of the battery stated below to be very low.</p> <p>Primary (internal) Battery (601)</p> <p>Secondary (internal) Battery (602)</p>	For optimal performance, this battery may need to be replaced.
640 – Power Limit Reached	Active covers and expansion modules are not supported with the currently available power	Reconfigure or install a higher rated power source.
641 – Expansion Limit Reached	Maximum of four modules can be powered	Reconfigure the system.
70x-Wireless Mode Not Supported	The system has detected a wireless module installed in the system that is not supported and has been disabled.	Replace with a supported module.
800-Keyboard Error	Keyboard failure.	<ol style="list-style-type: none"> Reconnect keyboard with computer turned off. Check connector for bent or missing pins. Ensure that none of the keys are depressed. Replace keyboard.
801-Keyboard or System Unit Error	Keyboard failure.	<ol style="list-style-type: none"> Reconnect the keyboard with computer turned off. Ensure that none of the keys are depressed. Replace the keyboard. Replace the system board.
900-CPU Fan Not Detected	CPU fan is not connected or may have malfunctioned.	<ol style="list-style-type: none"> Reseat CPU fan. Reseat fan cable. Replace CPU fan.
901-Chassis, Rear Chassis, or Front Chassis Fan not Detected	Chassis, rear chassis, or front chassis fan is not connected or may have malfunctioned.	<ol style="list-style-type: none"> Reseat chassis, rear chassis, or front chassis fan. Reseat fan cable.

Control panel message	Description	Recommended action
		<ol style="list-style-type: none"> 3. Replace chassis, rear chassis, or front chassis fan.
903-Computer Cover Has Been Removed Since Last System Startup		N/A
904-SATA Cabling Error	One or more SATA devices are improperly attached. For optimal performance, the SATA 0 and SATA 1 ports should be used for hard drives before other ports.	Ensure SATA connectors are used in ascending order. For one device, use SATA 0. For two devices, use SATA 0 and SATA 1. For three devices, use SATA 0, SATA 1, and SATA 2.
90B-Fan Failure	The system has detected that a cooling fan is not operating correctly.	<ol style="list-style-type: none"> 1. Reseat fan. 2. Reseat fan cable. 3. Replace fan.
90D-System Temperature	Thermal shutdown occurred. The system BIOS has detected your machine was previously shut down to avoid overheating. Overheating may occur if the cooling vents are blocked or the operating temperature exceeds the system specifications. The machine should return to normal operation once the situation is resolved.	Make sure system has proper airflow.
90E-Power Supply Fan Not detected	Power supply fan is not connected or may have malfunctioned.	<ol style="list-style-type: none"> 1. Reseat power supply fan. 2. Reseat fan cable. 3. Replace power supply fan.
910-Filter Warning	Airflow filter is dirty.	Replace the airflow filter.
940-Unsupported Module	Only HP modules are supported. Unrecognized modules will not be enabled.	Only use supported HP modules.

Interpreting system validation diagnostic front panel LEDs and audible codes

During the system validation phase that occurs at system startup, the BIOS validates the functionality of the following subsystems and conditions:

- AC adapter
- System board power
- Processor failure
- BIOS corruption
- Memory failure
- Graphics failure
- System board failure
- BIOS authentication failure

If an error is detected, specific patterns of long and short blinks, accompanied by long and short beeps (where applicable) are used to identify the error. These patterns will make up a two part code:

- Major – the category of the error
- Minor – the specific error within the category



NOTE: Single beep/blink codes are not used.

Number of long beeps/blinks	Error category
1	Not used
2	BIOS
3	Hardware
4	Thermal
5	System board

Patterns of blink/beep codes are determined by using the following parameters:

- 1 second pause occurs after the last major blink.
- 2 second pause occurs after the last minor blink.
- Beep error code sequences occur for the first 5 iterations of the pattern and then stop.
- Blink error code sequences continue until the computer is unplugged or the power button is pressed.



NOTE: Not all diagnostic lights and audible codes are available on all models.

The red LED blinks to represent the major error category (long blinks). The white LED blinks to represent the minor error category (short blinks). For example, '3.5' indicates 3 long red blinks and 5 short white blinks to communicate the processor is not detected.

Category	Major/minor code	Description
BIOS	2.2	The main area (DXE) of BIOS has become corrupted and there is no recovery binary image available.
	2.3	The embedded controller policy requires the user to enter a key sequence.
	2.4	The embedded controller is checking or recovering the boot block.
Hardware	3.2	The embedded controller has timed out waiting for BIOS to return from memory initialization.
	3.3	The embedded controller has timed out waiting for BIOS to return from graphics initialization.
	3.4	The system board displays a power failure (crowbar).*
	3.5	The processor is not detected.*
	3.6	The processor does not support an enabled feature.
Thermal	4.2	A processor over temperature condition has been detected.*
	4.3	An ambient temperature over temperature condition has been detected.
	4.4	An MXM over temperature condition has been detected.
System board	5.2	The embedded controller cannot find valid firmware.
	5.3	The embedded controller has timed out waiting for the BIOS.

Category	Major/minor code	Description
	5.4	The embedded controller has timed out waiting for BIOS to return from system board initialization.
	5.5	The embedded controller rebooted the system after a possible lockup condition had been detected through the use of a System Health Timer, Automated System Recovery Timer, or other mechanism.
* Indicates hardware triggered event; all other events are controlled by the BIOS.		


8 Password security and resetting CMOS

This computer supports security password features, which can be established through the Computer Setup Utilities menu.


This computer supports two security password features that are established through the Computer Setup Utilities menu: administrator password and power-on password. When you establish only an administrator password, any user can access all the information on the computer except Computer Setup. When you establish only a power-on password, the power-on password is required to access Computer Setup and any other information on the computer. When you establish both passwords, only the administrator password will give you access to Computer Setup.

When both passwords are set, the administrator password can also be used in place of the power-on password as an override to log in to the computer. This is a useful feature for a network administrator.

If you forget one or both passwords, you can clear all passwords by powering off the system, opening the cover, temporarily removing the PSWD jumper, and booting once. This will erase the administrator and power-on passwords. You must restore the jumper to create new passwords.

 **CAUTION:** Pushing the CMOS button with power removed will reset the BIOS settings to factory defaults. It may be useful to back up the BIOS settings or save them as custom defaults before resetting them in case they are needed later. Back up can be performed in Computer Setup or using the BiosConfigUtility tool available from www.hp.com. See [Computer Setup \(F10\) Utility on page 47](#) for information on backing up the BIOS settings.

Resetting the password jumper


 **CAUTION:** Stringent security is a mode where there is no physical bypass of the password function. If enabled, removing the password jumper will be ignored. To enable this mode, change the security setting **Clear Password Jumper** in Password Policies to **Ignore**.


If you lose or forget the password when in stringent security mode, the system can only be reset by System Management Command. This is a way for HP Service and Support to provide a secure method to access the BIOS and command a password reset for a specifically identified unit under the direction of the owner. This scenario may not be covered under warranty.

To prevent needing a customer service event to restore access to the system, record your configured administrator and power-on passwords in a safe place away from your computer.

To disable the power-on or administrator password features, or to clear the power-on or administrator passwords, complete the following steps:


1. Shut down the operating system properly, then turn off the computer and any external devices, and disconnect the power cord from the power outlet.
2. With the power cord disconnected, press the power button again to drain the system of any residual power.

 **WARNING!** To reduce the risk of personal injury from electrical shock and/or hot surfaces, be sure to disconnect the power cord from the wall outlet, and allow the internal system components to cool before touching.

 **CAUTION:** When the computer is plugged in, the power supply always has voltage applied to the system board even when the unit is turned off. Failure to disconnect the power cord can result in damage to the system.

Static electricity can damage the electronic components of the computer or optional equipment. Before beginning these procedures, ensure that you are discharged of static electricity by briefly touching a grounded metal object. See the *Safety & Regulatory Information* guide for more information.

3. Remove the access panel.
4. Locate the header and jumper.

 **NOTE:** The password jumper is green so that it can be easily identified. For assistance locating the password jumper and other system board components, see the system board components image at [System board on page 41](#).

5. Remove the jumper from pins 1 and 2.
6. Place the jumper on either pin 1 or 2, but not both, so that it does not get lost.
7. Replace the access panel and reconnect the external equipment.
8. Plug in the computer and turn on power. Allow the operating system to start. This clears the current passwords and disables the password features.
9. Shut down the computer, unplug the power, and disconnect the external equipment.
10. Remove the access panel.
11. Place the jumper on pins 1 and 2.
12. Replace the access panel.
13. Reconnect the external equipment and plug in the computer.

Clearing and resetting the BIOS

The CMOS button resets BIOS settings to default, but does not clear the passwords or affect any of the other Security settings. On Intel systems with advanced manageability features, the CMOS button will also partially unprovision AMT.

1. Turn off the computer and any external devices, and disconnect the power cord from the power outlet.
2. Disconnect the keyboard, monitor, and any other external equipment connected to the computer.

⚠ WARNING! To reduce the risk of personal injury from electrical shock and/or hot surfaces, be sure to disconnect the power cord from the wall outlet, and allow the internal system components to cool before touching.

⚠ CAUTION: When the computer is plugged in, the power supply always has voltage applied to the system board even when the unit is turned off. Failure to disconnect the power cord can result in damage to the system.

Static electricity can damage the electronic components of the computer or optional equipment. Before beginning these procedures, ensure that you are discharged of static electricity by briefly touching a grounded metal object. See the *Safety & Regulatory Information* guide for more information.

3. Remove the access panel.

⚠ CAUTION: Pushing the CMOS button will reset CMOS values to factory defaults. It is important to back up the computer CMOS settings before resetting them in case they are needed later. Back up is easily done through Computer Setup. See [Computer Setup \(F10\) Utility on page 47](#) for information on backing up the CMOS settings.

4. Locate, press, and hold the CMOS button in for five seconds.

📝 NOTE: Make sure you have disconnected the AC power cord from the wall outlet. The CMOS button will not clear CMOS if the power cord is connected.



📝 NOTE: For assistance locating the CMOS button and other system board components, see the system board components image at [System board on page 41](#).

5. Replace the access panel.

6. Reconnect the external devices.
7. Plug in the computer and turn on power.



NOTE: You will receive POST error messages after clearing CMOS and rebooting advising you that configuration changes have occurred. Use Computer Setup to reset any special system setups along with the date and time.

For instructions on Computer Setup, see [Computer Setup \(F10\) Utility on page 47](#).

9 Using HP PC Hardware Diagnostics

Using HP PC Hardware Diagnostics Windows

HP PC Hardware Diagnostics Windows is a Windows-based utility that allows you to run diagnostic tests to determine whether the computer hardware is functioning properly. The tool runs within the Windows operating system in order to diagnose hardware failures.

If HP PC Hardware Diagnostics Windows is not installed on your computer, first you must download and install it. To download HP PC Hardware Diagnostics Windows, see [Downloading HP PC Hardware Diagnostics Windows on page 86](#).

After HP PC Hardware Diagnostics Windows is installed, follow these steps to access it from HP Help and Support or HP Support Assistant.

1. To access HP PC Hardware Diagnostics Windows from HP Help and Support:
 - a. Select the **Start** button, and then select **HP Help and Support**.
 - b. Right-click **HP PC Hardware Diagnostics Windows**, select **More**, and then select **Run as administrator**.


– or –

To access HP PC Hardware Diagnostics Windows from HP Support Assistant:

 - a. Type `support` in the taskbar search box, and then select the **HP Support Assistant** app.

– or –

Select the question mark icon in the taskbar.

 - b. Select **Troubleshooting and fixes**.
 - c. Select **Diagnostics**, and then select **HP PC Hardware Diagnostics Windows**.
 2. When the 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 at any time, select **Cancel**.
-
3. When HP PC Hardware Diagnostics Windows detects a failure that requires hardware replacement, a 24-digit Failure ID code is generated. For assistance in correcting the problem, contact support, and then provide the Failure ID code.

Downloading HP PC Hardware Diagnostics Windows

- The HP PC Hardware Diagnostics Windows download instructions are provided in English only.
- You must use a Windows computer to download this tool because only .exe files are provided.

Downloading the latest HP PC Hardware Diagnostics Windows version

To download HP PC Hardware Diagnostics Windows, follow these steps:

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, select **Download**, and then select the installation location:
To run the tool on your computer, download it to the computer desktop.
– or –
To run the tool from a USB flash drive, download it to a USB flash drive.
3. Select **Run**.

Downloading HP Hardware Diagnostics Windows by product name or number (select products only)



NOTE: For some products, it may be necessary to download the software to a USB flash drive by using the product name or number.

To download HP PC Hardware Diagnostics Windows by product name or number (select products only), follow these steps:

1. Go to <http://www.hp.com/support>.
2. Select **Get software and drivers**, and then enter the product name or number.
3. In the **HP PC Hardware Diagnostics** section, select **Download**, and then select the installation location:
To run the tool on your computer, download it to the computer desktop.
– or –
To run the tool from a USB flash drive, download it to a USB flash drive.
4. Select **Run**.

Installing HP PC Hardware Diagnostics Windows

To install HP PC Hardware Diagnostics Windows, follow these steps:

- ▲ Navigate to the folder on your computer or the flash drive where the .exe file was downloaded, double-click the .exe file, and then follow the on-screen instructions.

Using HP PC Hardware Diagnostics UEFI

HP PC Hardware Diagnostics UEFI (Unified Extensible Firmware Interface) 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.

If your PC will not boot into Windows, you can use HP PC Hardware Diagnostics UEFI to diagnose hardware issues.

When HP PC Hardware Diagnostics UEFI detects a failure that requires hardware replacement, a 24-digit Failure ID code is generated. For assistance in correcting the problem, contact support, and provide the Failure ID code.



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

 **NOTE:** If you need to stop a diagnostic test, press [esc](#).

Starting HP PC Hardware Diagnostics UEFI

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 flash drive



NOTE: To download the HP PC Hardware Diagnostics UEFI tool to a USB flash drive, see [Downloading the latest HP PC Hardware Diagnostics UEFI version on page 88](#).

- 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.

Downloading HP PC Hardware Diagnostics UEFI to a USB flash drive

Downloading HP PC Hardware Diagnostics UEFI to a USB flash drive can be useful in the following situations:

- HP PC Hardware Diagnostics UEFI is not included in the preinstall image.
- HP PC Hardware Diagnostics UEFI is not included in the HP Tool partition.
- The hard drive is damaged.



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 provided.

Downloading the latest HP PC Hardware Diagnostics UEFI version

To download the latest HP PC Hardware Diagnostics UEFI version to a USB flash drive:

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 UEFI** section, select **Download UEFI Diagnostics**, and then select **Run**.

Downloading HP PC Hardware Diagnostics UEFI by product name or number (select products only)



NOTE: For some products, it may be necessary to download the software to a USB flash drive by using the product name or number.


To download HP PC Hardware Diagnostics UEFI by product name or number (select products only) to a USB flash drive:

1. Go to <http://www.hp.com/support>.
2. Enter the product name or number, select your computer, and then select your operating system.
3. In the **Diagnostics** section, follow the on-screen instructions to select and download the specific UEFI Diagnostics version for your computer.

Using Remote HP PC Hardware Diagnostics UEFI settings (select products only)

Remote HP PC Hardware Diagnostics UEFI is a firmware (BIOS) feature that downloads HP PC Hardware Diagnostics UEFI to your computer. It can then execute the diagnostics on your computer, and it may upload results to a preconfigured server. For more information on Remote HP PC Hardware Diagnostics UEFI, go to <http://www.hp.com/go/techcenter/pcdiags>, and then select **Find out more**.

Downloading Remote HP PC Hardware Diagnostics UEFI


 **NOTE:** HP Remote PC Hardware Diagnostics UEFI is also available as a Softpaq that can be downloaded to a server.

Downloading the latest Remote HP PC Hardware Diagnostics UEFI version

To download the latest Remote HP PC Hardware Diagnostics UEFI version, follow these steps:

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 UEFI** section, select **Download Remote Diagnostics**, and then select **Run**.

Downloading Remote HP PC Hardware Diagnostics UEFI by product name or number

 **NOTE:** For some products, it may be necessary to download the software by using the product name or number.

To download HP Remote PC Hardware Diagnostics UEFI by product name or number, follow these steps:

1. Go to <http://www.hp.com/support>.
2. Select **Get software and drivers**, enter the product name or number, select your computer, and then select your operating system.
3. In the **Diagnostics** section, follow the on-screen instructions to select and download the **Remote UEFI** version for the product.

Customizing Remote HP PC Hardware Diagnostics UEFI settings

Using the Remote HP PC Hardware Diagnostics setting in Computer Setup (BIOS), you can perform the following customizations:

- Set a schedule for running diagnostics unattended. You can also start diagnostics immediately in interactive mode by selecting **Execute Remote HP PC Hardware Diagnostics**.
- Set the location for downloading the diagnostic tools. This feature provides access to the tools from the HP website or from a server that has been preconfigured for use. Your computer does not require the traditional local storage (such as a disk drive or USB flash drive) to run remote diagnostics.
- Set a location for storing the test results. You can also set the user name and password settings used for uploads.
- Display status information about the diagnostics run previously.

To customize Remote HP PC Hardware Diagnostics UEFI settings, follow these steps:

1. Turn on or restart the computer, and when the HP logo appears, press **F10** to enter Computer Setup.
2. Select **Advanced**, and then select **Settings**.

3. Make your customization selections.
4. Select **Main**, and then **Save Changes and Exit** to save your settings.

Your changes take effect when the computer restarts.

10 Backing up, restoring, and recovering

This chapter provides information about the following processes, which are standard procedure for most products:

- **Backing up your personal information**—You can use Windows tools to back up your personal information (see [Using Windows tools on page 91](#)).
- **Creating a restore point**—You can use Windows tools to create a restore point (see [Using Windows tools on page 91](#)).
- **Creating recovery media** (select products only)—You can use HP Recovery Manager or HP Cloud Recovery Download Tool (select products only) to create recovery media (see [Creating HP Recovery media \(select products only\) on page 91](#)).
- **Restoring and recovery**—Windows offers several options for restoring from backup, refreshing the computer, and resetting the computer to its original state (see [Using Windows tools on page 91](#)).
- **Removing the Recovery Partition**—To remove the Recovery partition to reclaim hard drive space (select products only), select the **Remove Recovery Partition** option of HP Recovery Manager. For more information, see [Removing the HP Recovery partition \(select products only\) on page 95](#).

Using Windows tools



IMPORTANT: Windows is the only option that allows you to back up your personal information. Schedule regular backups to avoid information loss.

You can use Windows tools to back up personal information and create system restore points and recovery media, allowing you to restore from backup, refresh the computer, and reset the computer to its original state.



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

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

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



NOTE: You must be connected to the Internet to access the Get Help app.

Creating HP Recovery media (select products only)

After you have successfully set up the computer, use HP Recovery Manager to create a backup of the HP Recovery partition on the computer. This backup is called HP Recovery media. In cases where the hard drive is corrupted or has been replaced, the HP Recovery media can be used to reinstall the original operating system.

To check for the presence of the Recovery partition in addition to the Windows partition, right-click the **Start** button, select **File Explorer**, and then select **This PC**.



NOTE: If your computer does not list the Recovery partition in addition to the Windows partition, contact support to obtain recovery discs. Go to <http://www.hp.com/support>, select your country or region, and then follow the on-screen instructions.

On select products, you can use the HP Cloud Recovery Download Tool to create HP Recovery media on a bootable USB flash drive. For more information, see [Using the HP Cloud Recovery Download Tool to create recovery media on page 93](#).

Using HP Recovery Manager to create recovery media



NOTE: If you cannot create recovery media yourself, contact support to obtain recovery discs. Go to <http://www.hp.com/support>, select your country or region, and then follow the on-screen instructions.

Before you begin

Before you begin, note the following:

- 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 media storage capacity.
- To create recovery media, use one of the following options:



NOTE: If the computer does not have a recovery partition, HP Recovery Manager displays the Windows Create a Recovery Drive feature. Follow the on-screen instructions to create a recovery image on a blank USB flash drive or hard drive.

- If your computer has an optical drive with DVD writer capability, be sure to 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, which are not compatible with HP Recovery Manager software.
- If your computer does not include an integrated optical drive with DVD writer capability, you can use an external optical drive (purchased separately) to create recovery discs, as described above. If an external optical drive is used, you must connect it directly to a USB port on the computer. It cannot be connected to a USB port on an external device, such as a USB hub.
- To create a recovery flash drive, use a high-quality blank USB flash drive.
- 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 this process.
- If necessary, you can exit the program before you have finished creating all of the recovery media. HP Recovery Manager will finish the current DVD or flash drive. The next time you start HP Recovery Manager, you will be prompted to continue.

Creating the recovery media

To create HP Recovery media using HP Recovery Manager:



IMPORTANT: For a tablet with a detachable keyboard, connect the tablet to the keyboard base 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 need to recover the system, see [Recovering using HP Recovery Manager on page 93](#).


Using the HP Cloud Recovery Download Tool to create recovery media

To create HP Recovery media using the HP Cloud Recovery Download Tool:

1. Go to <http://www.hp.com/support>.
2. Select **Software and Drivers**, and then follow the on-screen instructions.

Restoring and recovery

Restoring and recovery can be performed using one or more of the following options: Windows tools, HP Recovery Manager, or the HP Recovery partition.

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


Restoring, resetting, and refreshing using Windows tools

Windows offers several options for restoring, resetting, and refreshing the computer. For details, see [Using Windows tools on page 91](#).

Restoring using HP Recovery Manager and the HP Recovery partition

You can use HP Recovery Manager and the HP Recovery partition (select products only) to restore the computer to the original factory state:


- **Resolving problems with preinstalled applications or drivers**—To correct a problem with a preinstalled application or driver:
 1. Type `recovery` in the taskbar search box, and then select **HP Recovery Manager**.
 2. Select **Reinstall drivers and/or applications**, and then follow the on-screen instructions.
- **Using System Recovery**—To recover the Windows partition to original factory content, select 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 93](#). If you have not already created recovery media, see [Creating HP Recovery media \(select products only\) on page 91](#).
- **Using Factory Reset** (select products only)—Restores the computer to its original factory state by deleting all information from the hard drive and recreating the partitions and then reinstalling the operating system and the software that was installed at the factory (select products only). To use the **Factory Reset** option, you must use HP Recovery media. If you have not already created recovery media, see [Creating HP Recovery media \(select products only\) on page 91](#).

 **NOTE:** If you have replaced the hard drive in the computer, you can use the Factory Reset option to install the operating system and the software that was installed at the factory.


Recovering using HP Recovery Manager

You can use HP Recovery Manager software 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 HP Recovery media, see [Creating HP Recovery media \(select products only\) on page 91](#).

 **IMPORTANT:** HP Recovery Manager does not automatically provide backups of your personal data. Before beginning recovery, back up any personal data that you want to retain. See [Using Windows tools on page 91](#).

IMPORTANT: Recovery through HP Recovery Manager should be used as a final attempt to correct computer issues.

 **NOTE:** When you start the recovery process, only the options available for your computer are displayed.

Before you begin, note the following:


- 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.
- If the computer hard drive fails, HP Recovery media must be used. This media is created using HP Recovery Manager. See [Creating HP Recovery media \(select products only\) on page 91](#).
- If your computer does not allow the creation of HP Recovery media or if the HP Recovery media does not work, contact support to obtain recovery media. Go to <http://www.hp.com/support>, select your country or region, and then follow the on-screen instructions.

Recovering using the HP Recovery partition (select products only)

The HP Recovery partition allows you to perform a system recovery without recovery discs or a recovery USB flash drive. This type of recovery can be used only if the hard drive is still working.

The HP Recovery partition (select products only) allows System Recovery only.

To start HP Recovery Manager from the HP Recovery partition:

 **IMPORTANT:** For a tablet with a detachable keyboard, connect the tablet to the keyboard base before beginning these steps (select products only).

1. Type `recovery` in the taskbar search box, select **HP Recovery Manager**, and then select **Windows 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, quickly hold down the volume up button, and then select **f11**.

2. Select **Troubleshoot** from the boot options menu.
3. Select **Recovery Manager**, and then follow the on-screen instructions.

 **NOTE:** If your computer does not automatically restart in HP Recovery Manager, change the computer boot order, and then follow the on-screen instructions. See [Changing the computer boot order on page 95](#).

Recovering using HP Recovery media

If your computer does not have an HP Recovery partition or if the hard drive is not working properly, you can use HP Recovery media to recover the original operating system and software programs that were installed at the factory.

- ▲ Insert the HP Recovery media, and then restart the computer.



NOTE: If your computer does not automatically restart in HP Recovery Manager, change the computer boot order, and then follow the on-screen instructions. See [Changing the computer boot order on page 95](#).

Changing the computer boot order

If your computer does not restart in HP Recovery Manager, you can change the computer boot order. This 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, depending on the location of your HP Recovery media.

To change the boot order:



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

1. Insert the HP Recovery media.
2. Access the system **Startup** menu.

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, quickly hold down the volume up button, and then select **f9**.

– or –

Turn on or restart the tablet, quickly hold down the volume down button, and then select **f9**.

3. Select the optical drive or USB flash drive from which you want to boot, and then 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 (select products only) 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. Before removing the Recovery partition, create HP Recovery media. See [Creating HP Recovery media \(select products only\) on page 91](#).

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.

A Power cord set requirements

The power supplies on some computers have external power switches. The voltage select switch feature on the computer permits it to operate from any line voltage between 100-120 or 220-240 volts AC. Power supplies on those computers that do not have external power switches are equipped with internal switches that sense the incoming voltage and automatically switch to the proper voltage.

The power cord set received with the computer meets the requirements for use in the country where you purchased the equipment.


Power cord sets for use in other countries must meet the requirements of the country where you use the computer.

General Requirements

The requirements listed below are applicable to all countries:

1. The power cord must be approved by an acceptable accredited agency responsible for evaluation in the country where the power cord set will be installed.
2. The power cord set must have a minimum current capacity of 10A (7A Japan only) and a nominal voltage rating of 125 or 250 volts AC, as required by each country's power system.
3. The diameter of the wire must be a minimum of 0.75 mm² or 18AWG, and the length of the cord must be between 1.8 m (6 feet) and 3.6 m (12 feet).

The power cord should be routed so that it is not likely to be walked on or pinched by items placed upon it or against it. Particular attention should be paid to the plug, electrical outlet, and the point where the cord exits from the product.

 **WARNING!** Do not operate this product with a damaged power cord set. If the power cord set is damaged in any manner, replace it immediately.

Japanese Power Cord Requirements

For use in Japan, use only the power cord received with this product.

 **CAUTION:** Do not use the power cord received with this product on any other products.

Country-Specific Requirements

Additional requirements specific to a country are shown in parentheses and explained below.

Country	Accrediting Agency	Country	Accrediting Agency
Australia (1)	EANSW	Italy (1)	IMQ
Austria (1)	OVE	Japan (3)	METI
Belgium (1)	CEBC	Norway (1)	NEMKO
Canada (2)	CSA	Sweden (1)	SEMKO
Denmark (1)	DEMKO	Switzerland (1)	SEV
Finland (1)	SETI	United Kingdom (1)	BSI
France (1)	UTE	United States (2)	UL
Germany (1)	VDE		

1. The flexible cord must be Type H05VV-F, 3-conductor, 0.75mm² 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 where it will be used.
2. The flexible cord must be Type SVT or equivalent, No. 18 AWG, 3-conductor. The wall plug must be a two-pole grounding type with a NEMA 5-15P (15A, 125V) or NEMA 6-15P (15A, 250V) configuration.
3. Appliance coupler, flexible cord, and wall plug must bear a "T" mark and registration number in accordance with the Japanese Dentori Law. Flexible cord must be Type VCT or VCTF, 3-conductor, 0.75 mm² conductor size. Wall plug must be a two-pole grounding type with a Japanese Industrial Standard C8303 (7A, 125V) configuration.

B Statement of memory volatility

The purpose of this chapter is to provide general information regarding nonvolatile memory in HP Business computers. This chapter also provides general instructions for restoring nonvolatile memory that can contain personal data after the system has been powered off and the hard drive has been removed.

HP Business computer products that use Intel®-based or AMD®-based system boards contain volatile DDR memory. The amount of nonvolatile memory present in the system depends upon the system configuration. Intel-based and AMD-based system boards contain nonvolatile memory subcomponents as originally shipped from HP, assuming that no subsequent modifications have been made to the system and assuming that no applications, features, or functionality have been added to or installed on the system.

Following system shutdown and removal of all power sources from an HP Business computer system, personal data can remain on volatile system memory (DIMMs) for a finite period of time and will also remain in nonvolatile memory. Use the steps below to remove personal data from the computer, including the nonvolatile memory found in Intel-based and AMD-based system boards.



NOTE: If your tablet has a keyboard base, connect to the keyboard base before beginning steps in this chapter.

Current BIOS steps

1. Follow steps (a) through (l) below to restore the nonvolatile memory that can contain personal data. Restoring or reprogramming nonvolatile memory that does not store personal data is neither necessary nor recommended.

- a. Turn on or restart the computer, and then press **esc** while the "Press the ESC key for Startup Menu" message is displayed at the bottom of the screen.



NOTE: If the system has a BIOS administrator password, enter the password at the prompt.

- b. Select **Main**, select **Apply Factory Defaults and Exit**, and then select **Yes** to load defaults.
The computer will reboot.

- c. During the reboot, press **esc** while the "Press the ESC key for Startup Menu" message is displayed at the bottom of the screen.



NOTE: If the system has a BIOS administrator password, enter the password at the prompt.

- d. Select the **Security** menu, select **Restore Security Settings to Factory Defaults**, and then select **Yes** to restore security level defaults.
The computer will reboot.


- e. During the reboot, press **esc** while the "Press the ESC key for Startup Menu" message is displayed at the bottom of the screen.



NOTE: If the system has a BIOS administrator password, enter the password at the prompt.

- f. If an asset or ownership tag is set, select the **Security** menu and scroll down to the **Utilities** menu. Select **System IDs**, and then select **Asset Tracking Number**. Clear the tag, and then make the selection to return to the prior menu.

- g. If a DriveLock password is set, select the **Security** menu, and scroll down to **Hard Drive Utilities** under the **Utilities** menu. Select **Hard Drive Utilities**, select **DriveLock**, then uncheck the checkbox for **DriveLock password on restart**. Select **OK** to proceed.
 - h. Select the **Main** menu, and then select **Reset BIOS Security to factory default**. Click **Yes** at the warning message.

The computer will reboot.
 - i. During the reboot, press **esc** while the "Press the ESC key for Startup Menu" message is displayed at the bottom of the screen.
-
-  **NOTE:** If the system has a BIOS administrator password, enter the password at the prompt.
-
- j. Select the **Main** menu, select **Apply Factory Defaults and Exit**, select **Yes** to save changes and exit, and then select **Shutdown**.
 - k. Reboot the system. If the system has a Trusted Platform Module (TPM) and/or fingerprint reader, one or two prompts will appear—one to clear the TPM and the other to Reset Fingerprint Sensor; press or tap **F1** to accept or **F2** to reject.
 - l. Remove all power and system batteries for at least 24 hours.
2. Complete one of the following:
- Remove and retain the storage drive.
 - or –
 - Clear the drive contents by using a third party utility designed to erase data from an SSD.
 - or –
 - Clear the contents of the drive by using the following BIOS Setup Secure Erase command option steps:



IMPORTANT: If you clear data using Secure Erase, it cannot be recovered.

- a. Turn on or restart the computer, and then press **esc** while the "Press the ESC key for Startup Menu" message is displayed at the bottom of the screen.
- b. Select the **Security** menu and scroll down to the **Utilities** menu.
- c. Select **Hard Drive Utilities**.
- d. Under **Utilities**, select **Secure Erase**, select the hard drive storing the data you want to clear, and then follow the on-screen instructions to continue.

Nonvolatile memory usage

Nonvolatile Memory Type	Amount (Size)	Does this memory store customer data?	Does this memory retain data when power is removed?	What is the purpose of this memory?	How is data input into this memory?	How is this memory write-protected?
HP Sure Start flash (select models only)	8 MBytes	No	Yes	Provides protected backup of critical System BIOS code, EC firmware, and critical computer configuration data for select platforms that support HP Sure Start. For more information, see Using HP Sure Start (select models only) on page 103 .	Data cannot be written to this device via the host processor. The content is managed solely by the HP Sure Start Embedded Controller.	This memory is protected by the HP Sure Start Embedded Controller.
Real Time Clock (RTC) battery backed-up CMOS configuration memory	256 Bytes	No	Yes	Stores system date and time and noncritical data.	RTC battery backed-up CMOS is programmed using the Computer Setup (BIOS), or changing the Microsoft Windows date & time.	This memory is not write-protected.
Controller (NIC) EEPROM	64 KBytes (not customer accessible)	No	Yes	Stores NIC configuration and NIC firmware.	NIC EEPROM is programmed using a utility from the NIC vendor that can be run from DOS.	A utility is required to write data to this memory and is available from the NIC vendor. Writing data to this ROM in an inappropriate manner will render the NIC non-functional.
DIMM Serial Presence Detect (SPD) configuration data	256 Bytes per memory module, 128 Bytes programmable (not customer accessible)	No	Yes	Stores memory module information.	DIMM SPD is programmed by the memory vendor.	Data cannot be written to this memory when the module is installed in a computer. The specific write-protection method varies by memory vendor.
System BIOS	9 MBytes	Yes	Yes	Stores system BIOS code and computer configuration data.	System BIOS code is programmed at the factory. Code is updated when the system BIOS is updated. Configuration data and settings are input using the Computer Setup (BIOS) or a custom utility.	NOTE: Writing data to this ROM in an inappropriate manner can render the computer non-functional. A utility is required for writing data to this memory and is available on the HP website; go to http://www.hp.com/support . Select Find your

Nonvolatile Memory Type	Amount (Size)	Does this memory store customer data?	Does this memory retain data when power is removed?	What is the purpose of this memory?	How is data input into this memory?	How is this memory write-protected?
						product , and then follow the on-screen instructions.
Intel Management Engine Firmware (present only in select Elite or Z models. For more information, go to http://www.hp.com/support . Select Find your product , and then follow the on-screen instructions.)	1.5 MBytes or 7 MBytes	Yes	Yes	Stores Management Engine Code, Settings, Provisioning Data and iAMT third-party data store.	Management Engine Code is programmed at the factory. Code is updated via Intel secure firmware update utility. Unique Provisioning Data can be entered at the factory or by an administrator using the Management Engine (MEBx) setup utility. The third party data store contents can be populated by a remote management console or local applications that have been registered by an administrator to have access to the space.	The Intel chipset is configured to enforce hardware protection to block all direct read/write access to this area. An Intel utility is required for updating the firmware. Only firmware updates digitally signed by Intel can be applied using this utility.
Bluetooth flash (select products only)	2 Mbit	No	Yes	Stores Bluetooth configuration and firmware.	Bluetooth flash is programmed at the factory. Tools for writing data to this memory are not publicly available but can be obtained from the silicon vendor.	A utility is required for writing data to this memory and is made available through newer versions of the driver whenever the flash requires an upgrade.
802.11 WLAN EEPROM	4 Kbit to 8 Kbit	No	Yes	Stores configuration and calibration data.	802.11 WLAN EEPROM is programmed at the factory. Tools for writing data to this memory are not made public.	A utility is required for writing data to this memory and is typically not made available to the public unless a firmware upgrade is necessary to address a unique issue.
Webcam (select products only)	64 Kbit	No	Yes	Stores webcam configuration and firmware.	Webcam memory is programmed using a utility from the device manufacturer that can be run from Windows.	A utility is required for writing data to this memory and is typically not made available to the public unless a firmware upgrade is necessary to address a unique issue.
Fingerprint reader (select products only)	512 KByte flash	Yes	Yes	Stores fingerprint templates.	Fingerprint reader memory is programmed by user enrollment in HP ProtectTools Security Manager.	Only a digitally signed application can make the call to write to the flash.

Questions and answers

1. How can the BIOS settings be restored (returned to factory settings)?



IMPORTANT: Restore defaults does not securely erase any data on your hard drive. See question and answer 6 for steps to securely erase data.

Restore defaults does not reset the Custom Secure Boot keys. See question and answer 7 for information about resetting the keys.

- a. Turn on or restart the computer, and then press **esc** while the "Press the ESC key for Startup Menu" message is displayed at the bottom of the screen.
- b. Select **Main**, and then select **Apply Factory Defaults and Exit**.
- c. Follow the on-screen instructions.
- d. Select **Main**, select **Save Changes and Exit**, and then follow the on-screen instructions.

2. What is a UEFI BIOS, and how is it different from a legacy BIOS?

The Unified Extensible Firmware Interface (UEFI) BIOS is an industry-standard software interface between the platform firmware and an operating system (OS). It is a replacement for the older BIOS architecture, but supports much of the legacy BIOS functionality.

Like the legacy BIOS, the UEFI BIOS provides an interface to display the system information and configuration settings and to change the configuration of your computer before an OS is loaded. BIOS provides a secure run-time environment that supports a Graphic User Interface (GUI). In this environment, you can use either a pointing device (Touchscreen, TouchPad, pointing stick, or USB mouse) or the keyboard to navigate and make menu and configuration selections. The UEFI BIOS also contains basic system diagnostics.

The UEFI BIOS provides functionality beyond that of the legacy BIOS. In addition, the UEFI BIOS works to initialize the computer's hardware before loading and executing the OS; the run-time environment allows the loading and execution of software programs from storage devices to provide more functionality, such as advanced hardware diagnostics (with the ability to display more detailed system information) and advanced firmware management and recovery software.

HP has provided options in Computer Setup (BIOS) to allow you to run in legacy BIOS, if required by the operating system. Examples of this requirement would be if you upgrade or downgrade the OS.

3. Where does the UEFI BIOS reside?

The UEFI BIOS resides on a flash memory chip. A utility is required to write to the chip.

4. What kind of configuration data is stored on the DIMM Serial Presence Detect (SPD) memory module? How would this data be written?

The DIMM SPD memory contains information about the memory module, such as size, serial number, data width, speed/timing, voltage, and thermal information. This information is written by the module manufacturer and stored on an EEPROM. This EEPROM cannot be written to when the memory module is installed in a computer. Third-party tools do exist that can write to the EEPROM when the memory module is not installed in a computer. Various third-party tools are available to read SPD memory.

5. What is meant by "Restore the nonvolatile memory found in Intel-based system boards"?

This message relates to clearing the Real Time Clock (RTC) CMOS memory that contains computer configuration data.

6. How can the BIOS security be reset to factory defaults and data erased?



IMPORTANT: Resetting will result in the loss of information.

These steps will not reset Custom Secure Boot Keys. See question and answer 7 for information about resetting the keys.

- a. Turn on or restart the computer, and then press **esc** while the "Press the ESC key for Startup Menu" message is displayed at the bottom of the screen.
- b. Select **Main**, and then select **Reset Security to Factory Defaults**.
- c. Follow the on-screen instructions.
- d. Select **Main**, select **Save Changes and Exit**, and then follow the on-screen instructions.

7. How can the Custom Secure Boot Keys be reset?

Secure Boot is a feature to ensure that only authenticated code can start on a platform. If you enabled Secure Boot and created Custom Secure Boot Keys, simply disabling Secure Boot will not clear the keys. You must also select to clear the Custom Secure Boot Keys. Use the same Secure Boot access procedure you used to create the Custom Secure Boot Keys, but make the selection to clear or delete all Secure Boot Keys.

- a. Turn on or restart the computer, and then press **esc** while the "Press the ESC key for Startup Menu" message is displayed at the bottom of the screen.
- b. Select the **Security** menu, select **Secure Boot Configuration**, and then follow the on-screen instructions.
- c. At the **Secure Boot Configuration** window, select **Secure Boot**, select **Clear Secure Boot Keys**, and then follow the on-screen instructions to continue.

Using HP Sure Start (select models only)

Select computer models are configured with HP Sure Start, a technology that continuously monitors your computer's BIOS for attacks or corruption. If the BIOS becomes corrupted or is attacked, HP Sure Start restores the BIOS to its previously safe state, without user intervention. Those select computer models ship with HP Sure Start configured and enabled. HP Sure Start is configured and already enabled so that most users can use the HP Sure Start default configuration. The default configuration can be customized by advanced users.

To access the latest documentation on HP Sure Start, go to <http://www.hp.com/support>. Select **Find your product**, and then follow the on-screen instructions.

C Specifications

	U.S.	Metric
Dimensions		
Height	6.5 in	165 mm
Width	6.5 in	165 mm
Depth	4.33 in	110 mm
Approximate Weight		
	3.34 lb	1.52 kg
Temperature Range		
Operating	50° to 95°F	10° to 35°C
Nonoperating	-22° to 140°F	-30° to 60°C
NOTE: Operating temperature is derated 1.0° C per 300 m (1000 ft) to 3000 m (10,000 ft) above sea level; no direct sustained sunlight. Maximum rate of change is 10° C/Hr. The upper limit may be limited by the type and number of options installed.		
Relative Humidity (noncondensing)		
Operating	10-90%	10-90%
Nonoperating (38.7°C max wet bulb)	5-95%	5-95%
Maximum Altitude (unpressurized)		
Operating	16,404 ft	5000 m
Nonoperating	50,000 ft	15,240 m
Power Supply		
Operating Voltage Range	90-264 VAC	
Rated Voltage Range	100-240 VAC	
Rated Line Frequency	50-60 Hz	
Operating Line Frequency	47-63 Hz	
Output		
	65 W or 90 W	

¹ This system utilizes an active power factor corrected power supply. This allows the system to pass the CE mark requirements for use in the countries of the European Union. The active power factor corrected power supply also has the added benefit of not requiring an input voltage range select switch.

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