



# Maintenance and Service Guide

HP 200 G3 AiO Business PC

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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.

## About This Book

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 **WARNING!** Text set off in this manner indicates that failure to follow directions could result in bodily harm or loss of life.

 **CAUTION:** Text set off in this manner indicates that failure to follow directions could result in damage to equipment or loss of information.

 **NOTE:** Text set off in this manner provides important supplemental information.

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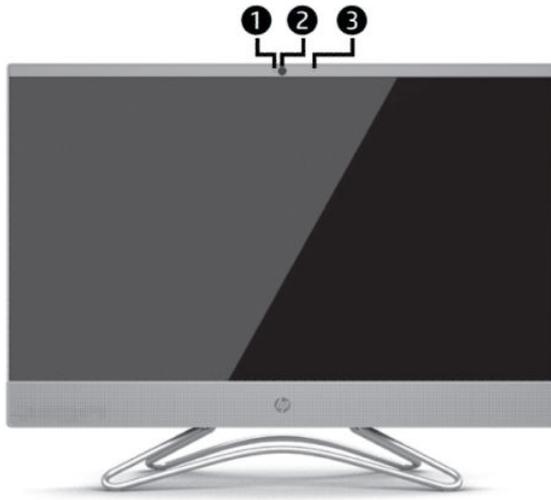
# 1 Product features

## Standard configuration features

Features may vary depending on the model. For support assistance and to learn more about the hardware and software installed on the computer model, run the HP Support Assistant utility.

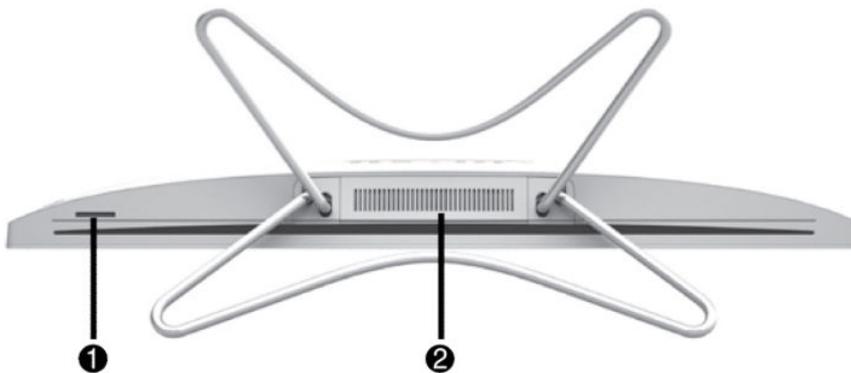


## Front components



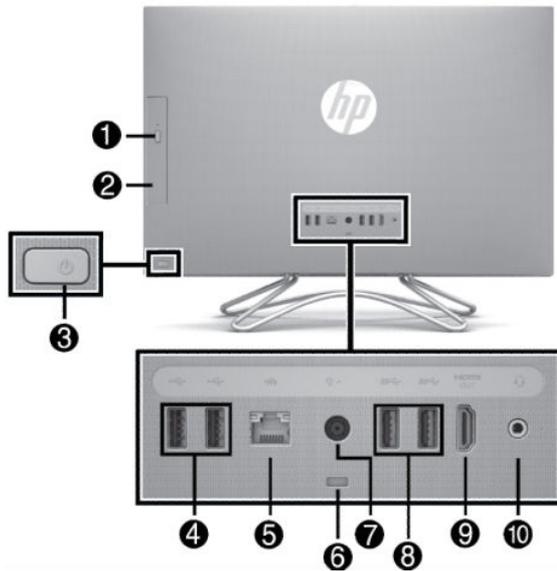
Item	Description
(1)	Camera light
(2)	Camera
(3)	Internal microphone

## Bottom components



Item	Description
(1)	 Memory card reader
(2)	Vent

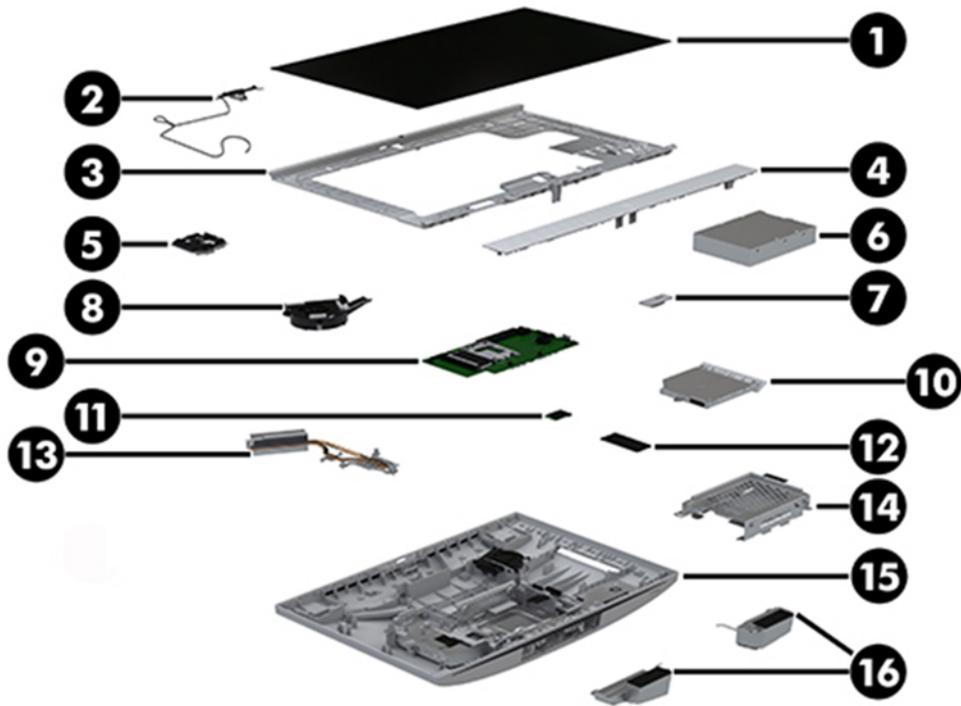
## Rear panel components



Item	Description	Item	Description
(1)	Optical drive eject button (select products only)	(6)	 Security cable slot
(2)	Optical drive (select products only)	(7)	 Power cord connector
(3)	 Power button	(8)	 USB 3.0 ports
(4)	 USB 2.0 ports (2)	(9)	 HDMI port
(5)	 RJ-45 network connector	(10)	 Audio-out (headphone)/Audio-in (microphone) combo jack

## 2 Illustrated parts catalog

### Computer major components



Item	Description
(1)	Display panel
(2)	Card reader/power button board
(3)	Display bezel
(4)	Speaker cover
(5)	Graphics card
(6)	Hard drive (3.5 in)
	2-TB, 7200-rpm
	1-TB, 7200-rpm
	500-GB, 7200-rpm
(7)	Camera module (includes bracket)
	Camera shutter (not illustrated)
(8)	Fan
(9)	System board (includes integrated processor; includes replacement thermal material)
	Intel® Core i5-8250U

Item	Description
	Intel Core i3-8130U
<b>(10)</b>	<b>DVD±RW Super-Multi drive</b>
	<b>Optical drive bezel</b> (not illustrated)
	<b>Optical drive bezel blank</b> (for use in models without an optical drive; not illustrated)
<b>(11)</b>	<b>Intel Centrino® Wireless-N 2230, Single Band, 802.11b/g/n, 2×2, Wi-Fi + Bluetooth 4.2 Combo Adapter</b>
<b>(12)</b>	<b>Solid-state drives</b> (M.2 2280)
	256 GB, PCIe
	256 GB, TLC, SATA-3
	128 GB, PCIe
	128 GB, TLC, SATA-3
<b>(13)</b>	<b>Heat sink</b> (includes replacement thermal material)
<b>(14)</b>	<b>Hard drive cover</b>
<b>(15)</b>	<b>Rear cover</b>
<b>(16)</b>	<b>Speaker Kit</b> (includes left and right speakers and cables)
	<b>Memory modules</b> (PC4-2400, SODIMM, 1.2 V; not illustrated)
	8-GB
	4-GB
	<b>Stand assembly</b> (includes caps; not illustrated)

## Cables

Description
<b>Low-voltage differential signalling (LVDS) cable</b>
<b>Backlight cable</b>
<b>Hard drive cable</b>
<b>Optical drive cable</b>
<b>Card reader/power board cable</b>
<b>Wireless antenna cables</b>
<b>Camera cable</b>

## Miscellaneous parts

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**Description**

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**Power cord** with C5 receptacle, 1.00-meter (3.28-feet)

For use in Argentina

For use in India

For use in the United Kingdom

For use in the United States

**AC adapter** (65-W HP Smart AC adapter, non-PFC, 7.4 mm)

**Keyboard** (USB, HP branded)

For use in Latin America

For use in the United States

**Keyboard** (USB, unbranded)

For use in the Czech Republic

For use in France

For use in Romania

For use in Russia

For use in Saudi Arabia

For use in Turkey

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**Mouse**

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HP USB optical mouse

HP USB mouse, hardened

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# 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. The power cord must be disconnected 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 10](#) 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 10](#) 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 10](#).

When cleaning debris from under the keys, review all rules in [General cleaning safety precautions on page 10](#) before following these procedures:

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

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- 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.

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**⚠ 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 10](#).

## 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 10](#).

## 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.

---

## Cables and connectors

Most cables used throughout the unit are flat, flexible cables. These cables must be handled with care to avoid damage. Apply only the tension required to seat or unseat the cables during insertion or removal from the connector. Handle cables by the connector whenever possible. In all cases, avoid bending or twisting the cables, and ensure that the cables are routed in such a way that they cannot be caught or snagged by parts being removed or replaced.

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

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## Hard Drives

Handle hard drives as delicate, precision components, avoiding all physical shock and vibration. This applies to failed drives as well as replacement spares.

- If a drive must be mailed, place the drive in a bubble-pack mailer or other suitable protective packaging and label the package “Fragile: Handle With Care.”
- Do not remove hard drives from the shipping package for storage. Keep hard drives in their protective packaging until they are actually mounted in the computer.
- Avoid dropping drives from any height onto any surface.
- If you are inserting or removing a hard drive, turn off the computer. Do not remove a hard drive while the computer is on or in standby mode.
- Before handling a drive, ensure that you are discharged of static electricity. While handling a drive, avoid touching the connector.
- Do not use excessive force when inserting a drive.
- Avoid exposing a hard drive to liquids, temperature extremes, or products that have magnetic fields such as monitors or speakers.

## 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.

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## SATA hard drives

<b>Serial ATA Hard Drive Characteristics</b>	
Number of pins/conductors in data cable	7/7
Number of pins in power cable	15
Maximum data cable length	39.37 in (100 cm)
Data interface voltage differential	400-700 mV
Drive voltages	3.3 V, 5 V, 12 V
Jumpers for configuring drive	N/A
Data transfer rate	6.0 Gb/s

## SMART ATA drives

The Self Monitoring Analysis and Recording Technology (SMART) ATA drives for HP personal computers have built-in drive failure prediction that warns the user or network administrator of an impending failure (crash) of the hard drive. The SMART drive tracks fault prediction and failure indication parameters such as reallocated sector count, spin retry count, and calibration retry count. If the drive determines that a failure is imminent, it generates a fault alert.

---

## 4 Removal and replacement procedures

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.

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### Preparation for disassembly

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 **WARNING!** Voltage is always present on the system board when the computer is plugged into an active AC outlet. To avoid possible personal injury and damage to the equipment the power cord should be disconnected from the computer and/or the AC outlet before opening the computer.

---

See [Routine care, SATA drive guidelines, and disassembly preparation on page 7](#) for initial safety procedures.

1. Remove/disengage any security devices that prohibit opening the computer.
2. Remove all removable media, such as compact discs or USB flash drives, from the computer.
3. Turn off the computer properly through the operating system, then turn off any external devices.
4. Disconnect the power cord from the power outlet and disconnect any external devices.

---

 **CAUTION:** Turn off the computer before disconnecting any cables.

Regardless of the power-on state, voltage is always present on the system board as long as the system is plugged into an active AC outlet. In some systems the cooling fan is on even when the computer is in the “Standby,” or “Suspend” modes. The power cord should always be disconnected before servicing a unit.

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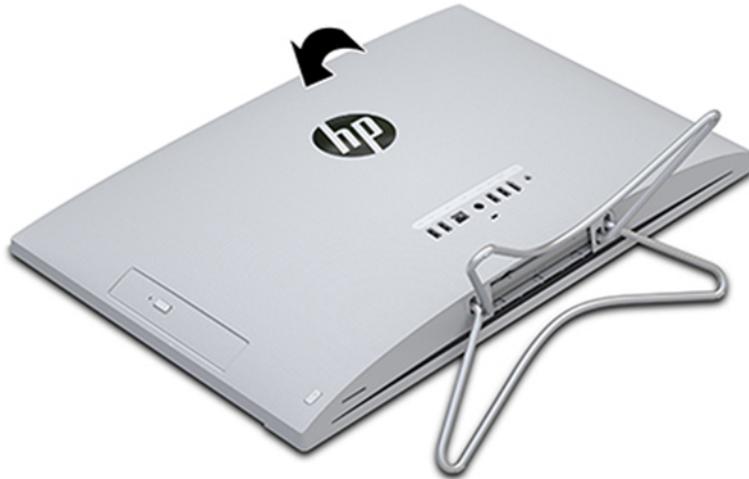
 **NOTE:** During disassembly, label each cable as you remove it, noting its position and routing. Keep all screws with the removed components.

---

## Stand assembly

1. Prepare the computer for disassembly (see [Preparation for disassembly on page 14](#)).
2. Using caution, lay the computer down on a flat surface covered with a soft cloth.

**CAUTION:** Before positioning the computer with the display assembly facing down, make sure the work surface is clear of tools, screws, and any other foreign objects. Failure to follow this caution can result in damage to the display.



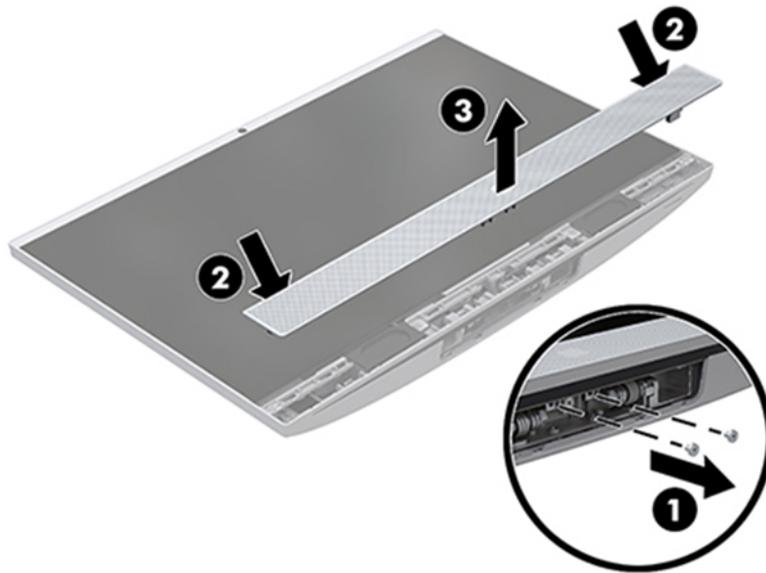
3. Slide the rubber hinge caps so they are positioned about an inch up the stand **(1)**.
4. Loosen the captive Phillips screws **(2)** from under both caps that secure the stand to the computer.
5. Pry the rectangular plastic hinge cover off the computer **(3)**.
6. Remove the stand from the computer **(4)**.



Reverse this procedure to install the stand assembly.

## Display

1. Prepare the computer for disassembly (see [Preparation for disassembly on page 14](#)).
2. Remove the stand assembly (see [Stand assembly on page 15](#)).
3. Position the computer with the display facing upward.
4. Remove the two Phillips screws **(1)** that secure the speaker cover to the computer.
5. Pry along the inside edge of the speaker cover to disengage **(2)**, and then lift the cover off the computer **(3)**.



6. Remove the four Phillips screws under the speaker cover that secure the display to the computer.



7. Remove the Phillips screw under the stand that secures the display to the computer **(1)**.

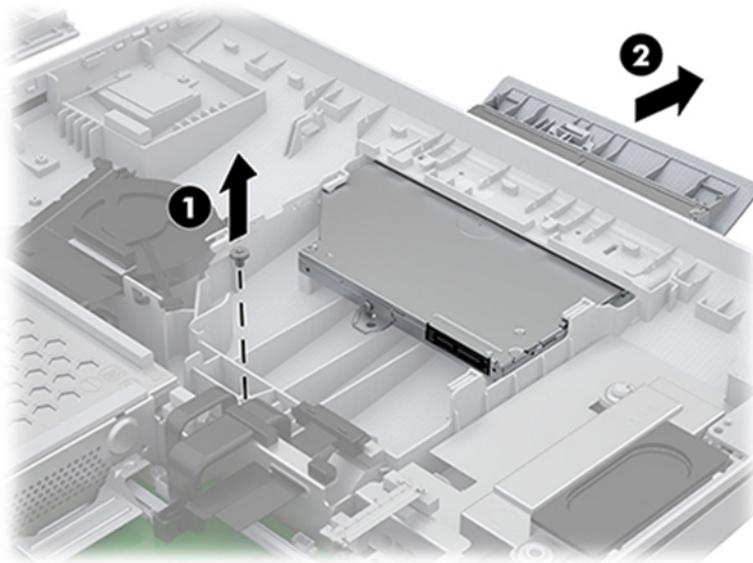
8. Rotate the display up and over and place it facedown next to the computer **(2)**. Note that a cable connects the display to the computer.



Reverse this procedure to install the display.

## Optical drive

1. Prepare the computer for disassembly (see [Preparation for disassembly on page 14](#)).
2. Remove the stand assembly (see [Stand assembly on page 15](#)).
3. Remove the display (see [Display on page 16](#)).
4. Remove the Phillips screw that secures the drive to the computer **(1)**.
5. Slide the drive out of the computer **(2)**.



6. If replacing the optical drive, remove the bracket from the rear of the old drive and install on the new drive. Remove the Phillips screw that secures the bracket to the rear of the drive, and then remove the bracket.



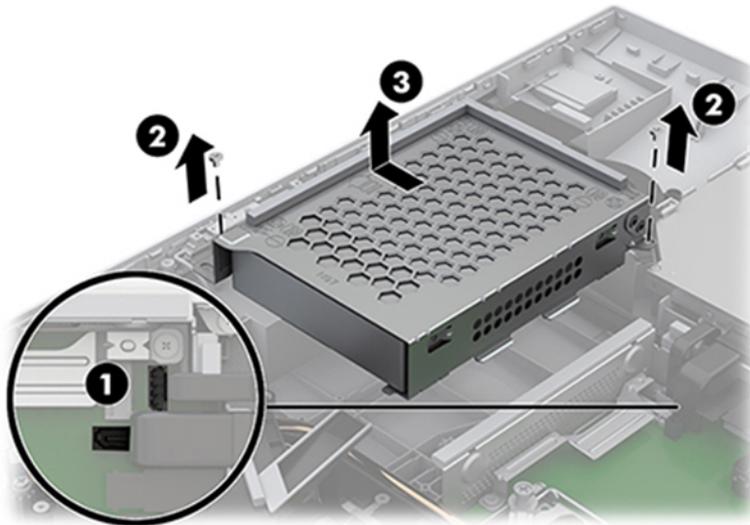
7. If it is necessary remove the bezel from the drive, rotate the bezel off the front of the optical drive.



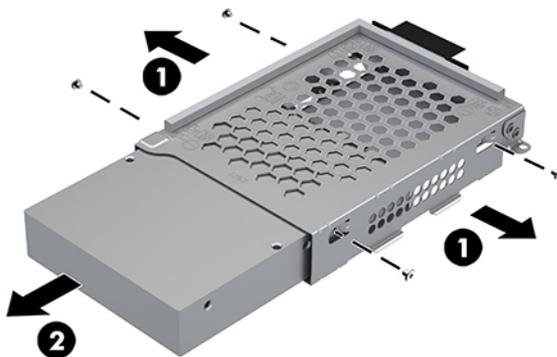
Reverse this procedure to reassemble and install the optical drive.

## Hard drive

1. Prepare the computer for disassembly (see [Preparation for disassembly on page 14](#)).
2. Remove the stand assembly (see [Stand assembly on page 15](#)).
3. Remove the display (see [Display on page 16](#)).
4. Disconnect the two hard drive cables from the system board **(1)**.
5. Remove the two Phillips screws that secure the drive cage **(2)**, and then remove the drive cage from the computer **(3)**.



6. Remove the four Phillips screws from the sides of the hard drive cage **(1)**.
7. Slide the hard drive out of the drive cage **(2)**.



Reverse this procedure to install the hard drive and hard drive cage.

## Memory module

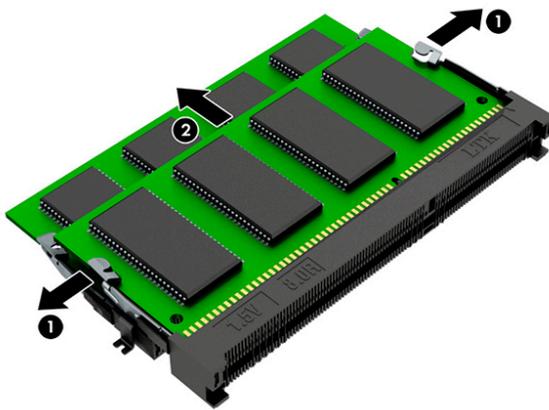
1. Prepare the computer for disassembly (see [Preparation for disassembly on page 14](#)).
2. Remove the stand assembly (see [Stand assembly on page 15](#)).
3. Remove the display (see [Display on page 16](#)).
4. Spread the two retention clips outward **(1)** until the memory module tilts up at a 45-degree angle.
5. Grasp the edge of the memory module **(2)**, and then gently pull the module out of the slot. Use the same procedure to remove both memory modules.

---

**⚠ CAUTION:** To prevent damage to the memory module, hold the memory module by the edges only. Do not touch the components on the memory module.

---

To protect a memory module after removal, place it in an electrostatic-safe container.



Reverse this procedure to install a memory module.

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**📌 IMPORTANT:** Memory modules are in a stacked configuration. If only one module is installed it must be in the bottom memory socket.

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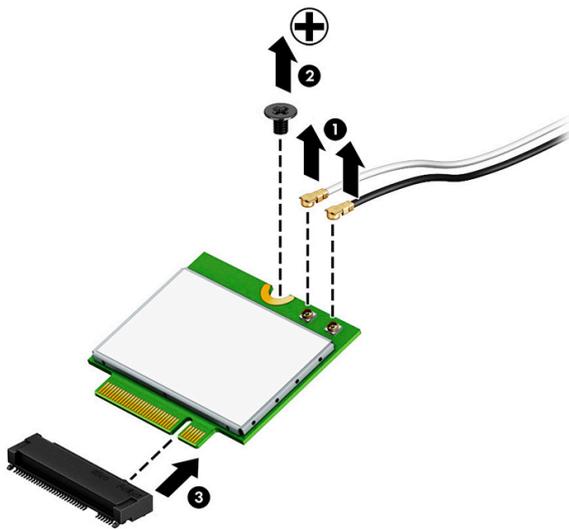
## WLAN module

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

1. Prepare the computer for disassembly (see [Preparation for disassembly on page 14](#)).
2. Remove the stand assembly (see [Stand assembly on page 15](#)).
3. Remove the display (see [Display on page 16](#)).
4. Disconnect the antenna cables from the module **(1)**.

**NOTE:** Either one or two antenna cables may be connected to the WLAN module.

5. Remove the Phillips M2.0×3.0 screw **(2)**, and then pull the module out of the socket **(3)**.

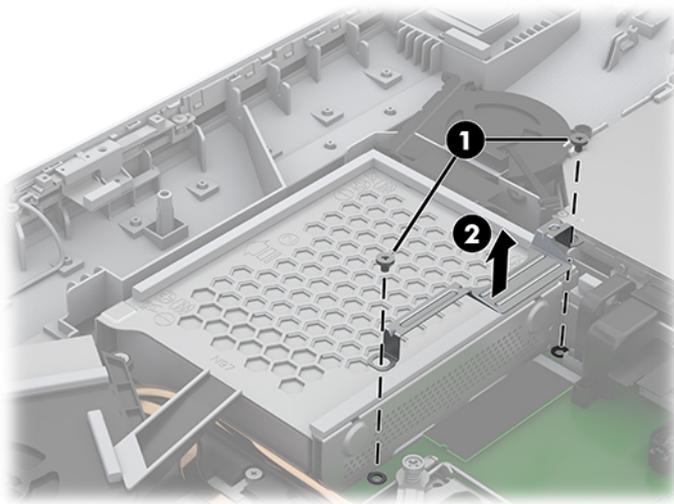


Reverse this procedure to reassemble and install the WLAN module.

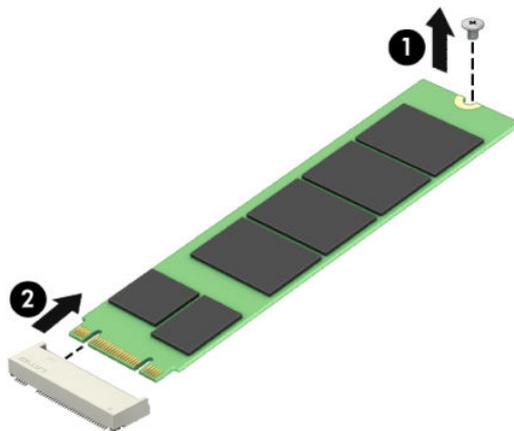
## Optane memory module

 **IMPORTANT:** The Optane memory module installs into the same M.2 connector as the solid-state drive. Both the Optane memory module and the solid-state drive cannot be installed at the same time.

1. Prepare the computer for disassembly (see [Preparation for disassembly on page 14](#)).
2. Remove the stand assembly (see [Stand assembly on page 15](#)).
3. Remove the display (see [Display on page 16](#)).
4. Remove the two Phillips screws that secure the M.2 module bracket to the system board **(1)**.
5. Remove the bracket from the computer **(2)**.



6. Remove the Phillips screw **(1)**, and then pull the Optane memory module away from the connector **(2)**.

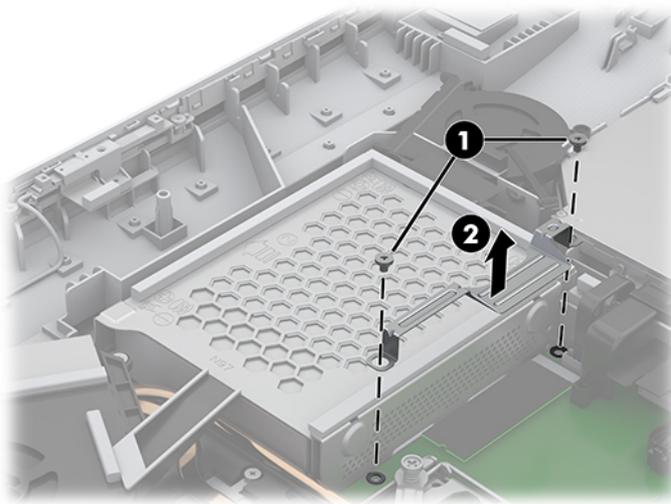


Reverse this procedure to install the Optane memory module.

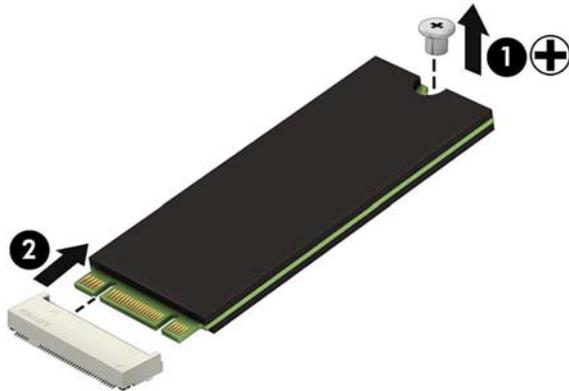
## Solid-state drive

 **IMPORTANT:** The solid-state drive installs into the same M.2 connector as the Optane memory module. Both the solid-state drive and the Optane memory module cannot be installed at the same time.

1. Prepare the computer for disassembly (see [Preparation for disassembly on page 14](#)).
2. Remove the stand assembly (see [Stand assembly on page 15](#)).
3. Remove the display (see [Display on page 16](#)).
4. Remove the two Phillips screws that secure the M.2 module bracket to the system board **(1)**.
5. Remove the bracket from the computer **(2)**.



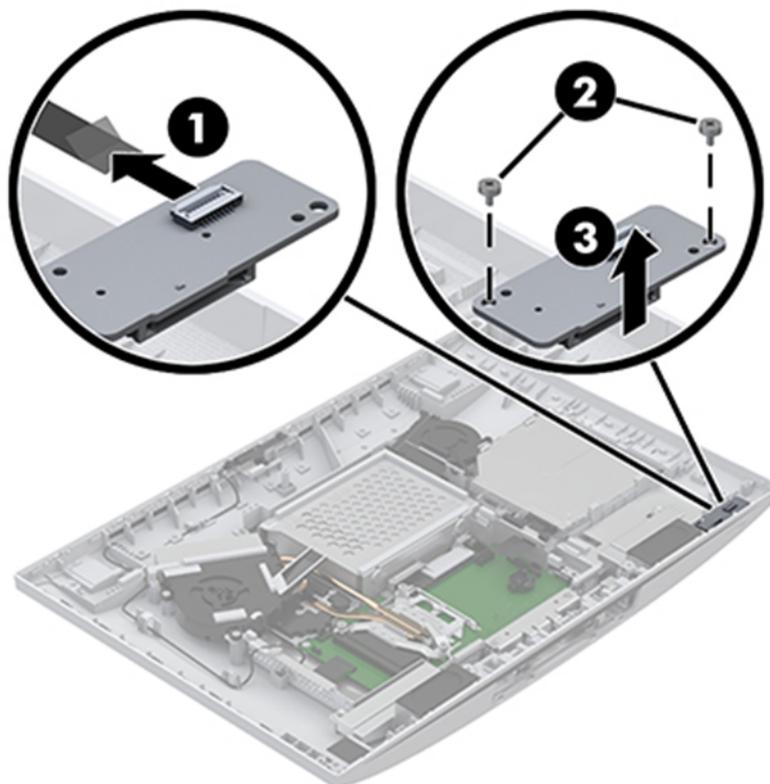
6. Remove the Phillips screw **(1)**, and then pull the drive away from the connector **(2)**.



Reverse this procedure to install the solid-state drive.

## Power button/card reader board

1. Prepare the computer for disassembly (see [Preparation for disassembly on page 14](#)).
2. Remove the stand assembly (see [Stand assembly on page 15](#)).
3. Remove the display (see [Display on page 16](#)).
4. Disconnect the cable from the ZIF connector on the power button/card reader board **(1)**.
5. Remove the two Phillips screws **(2)**, and then lift the board out of the computer **(3)**.

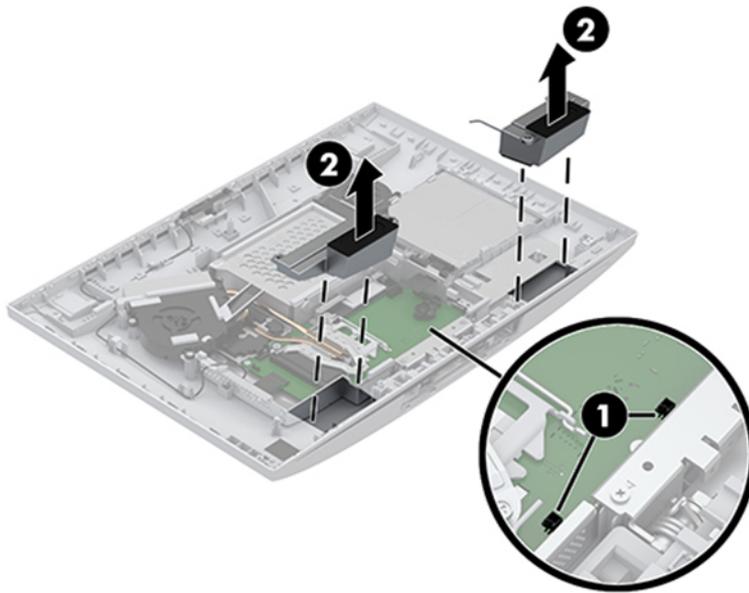


Reverse this procedure to install the power button/card reader board.

## Speakers

1. Prepare the computer for disassembly (see [Preparation for disassembly on page 14](#)).
2. Remove the stand assembly (see [Stand assembly on page 15](#)).
3. Remove the display (see [Display on page 16](#)).
4. Disconnect the speaker cables from the system board (one cable per speaker) **(1)**.
5. Lift the speakers out of the computer **(2)**.

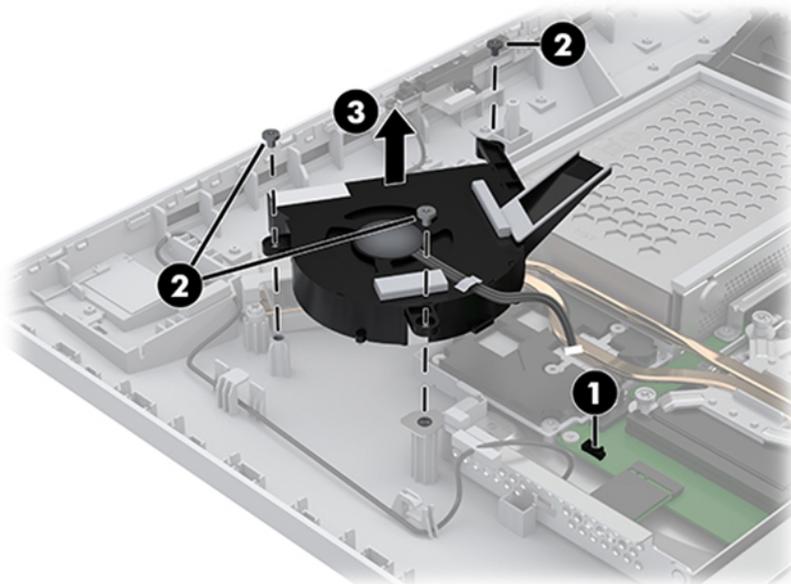
 **NOTE:** Each speaker has two holes that contain rubber gaskets that help secure the speakers to posts. Make sure the gaskets are installed properly before installing the speakers.



Reverse this procedure to install the speakers.

## Fan

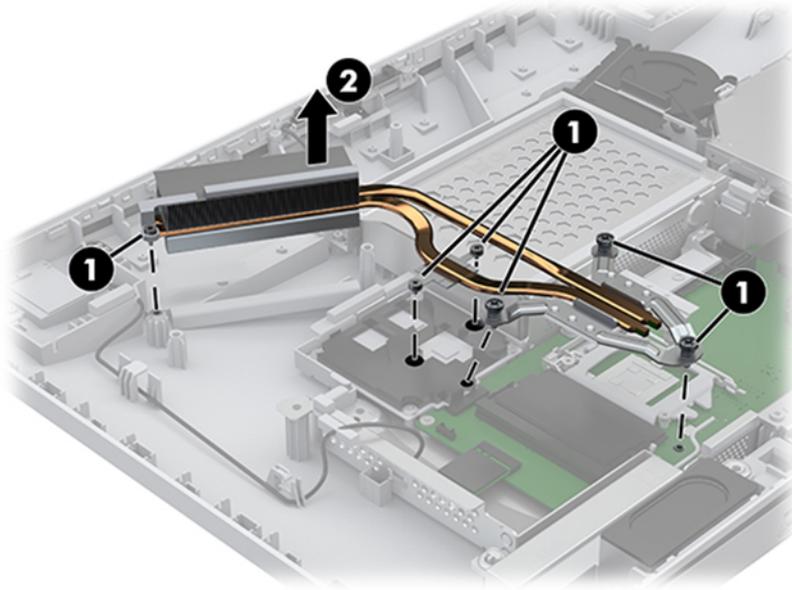
1. Prepare the computer for disassembly (see [Preparation for disassembly on page 14](#)).
2. Remove the stand assembly (see [Stand assembly on page 15](#)).
3. Remove the display (see [Display on page 16](#)).
4. Disconnect the fan cable from the system board **(1)**.
5. Remove the three Phillips screws that secure the fan to the computer **(2)**.
6. Lift the fan out of the computer **(3)**.



Reverse this procedure to install the fan.

## Heat sink

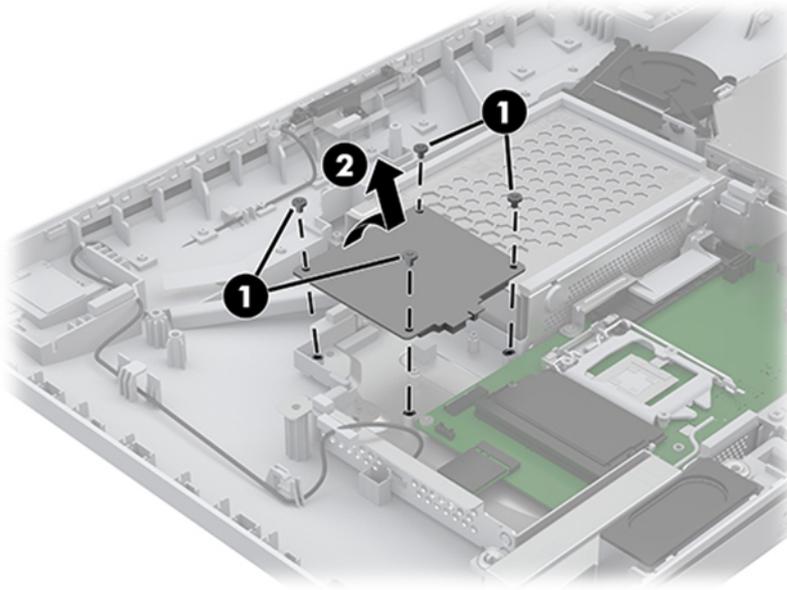
1. Prepare the computer for disassembly (see [Preparation for disassembly on page 14](#)).
2. Remove the stand assembly (see [Stand assembly on page 15](#)).
3. Remove the display (see [Display on page 16](#)).
4. Remove the fan (see [Fan on page 27](#)).
5. In the order indicated on the heat sink, loosen the six captive Phillips screws **(1)**.
6. Lift the heat sink out of the computer **(2)**.



Reverse this procedure to install the heat sink.

## Discrete graphics card

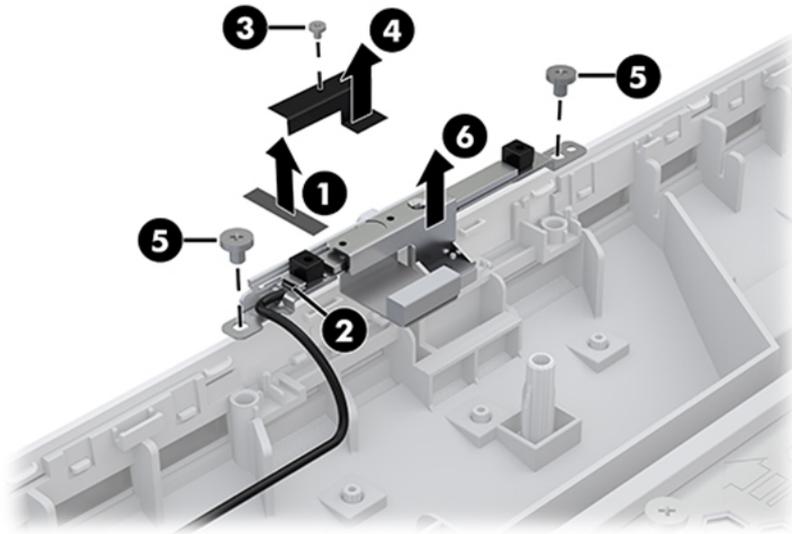
1. Prepare the computer for disassembly (see [Preparation for disassembly on page 14](#)).
2. Remove the stand assembly (see [Stand assembly on page 15](#)).
3. Remove the display (see [Display on page 16](#)).
4. Remove the fan (see [Fan on page 27](#)).
5. Remove the heat sink (see [Heat sink on page 28](#)).
6. Remove the four Phillips screws that secure the card to the system board **(1)**.
7. Rotate the front of the card upward, and then pull the card away from the connector and out of the computer **(2)**.



Reverse this procedure to install the discrete graphics card.

## Camera

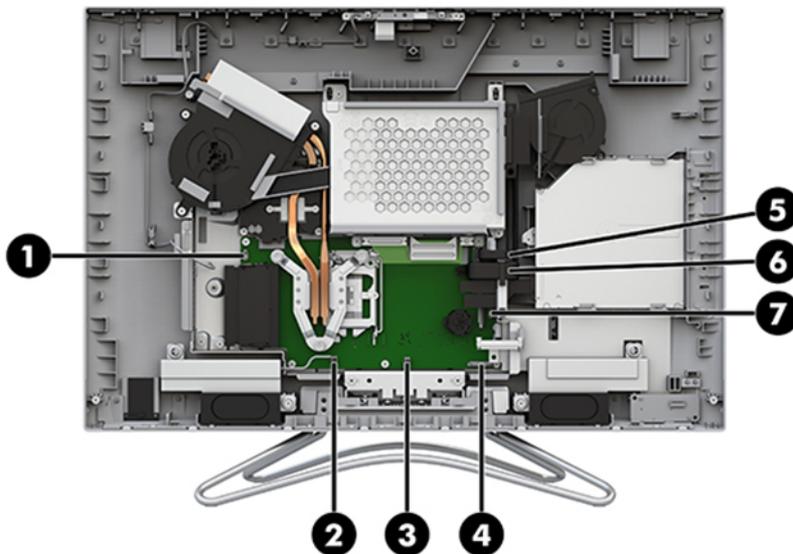
1. Prepare the computer for disassembly (see [Preparation for disassembly on page 14](#)).
2. Remove the stand assembly (see [Stand assembly on page 15](#)).
3. Remove the display (see [Display on page 16](#)).
4. Lift the tape from on top of the connector on the camera **(1)**.
5. Disconnect cable from camera **(2)**.
6. Remove the small Phillips screw that secures the shutter **(3)**.
7. Lift the shutter off the camera **(4)**.
8. Remove the two Phillips screws that secure the camera **(5)**.
9. Lift the camera out of the computer **(6)**.



Reverse this procedure to install the camera.

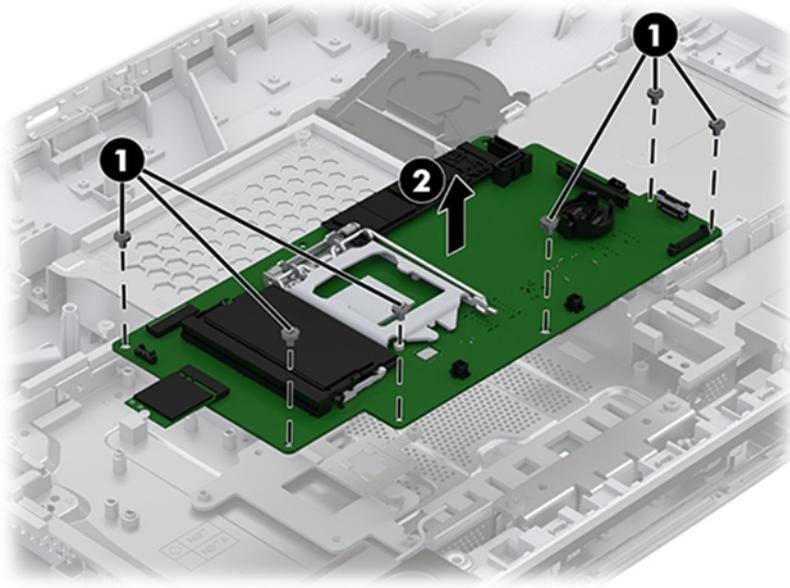
# System board

1. Prepare the computer for disassembly (see [Preparation for disassembly on page 14](#)).
2. Remove the stand assembly (see [Stand assembly on page 15](#)).
3. Remove the display (see [Display on page 16](#)).
4. Remove the hard drive (see [Hard drive on page 20](#)).
5. Remove the fan (see [Fan on page 27](#)).
6. Remove the heat sink (see [Heat sink on page 28](#)).
7. If replacing the system board, make sure to remove the following components from the old system board and install on the new system board:
  - Memory modules ([Memory module on page 21](#))
  - Solid-state drive ([Solid-state drive on page 24](#)) or Optane memory module ([Optane memory module on page 23](#))
  - WLAN module ([WLAN module on page 22](#))
8. Disconnect the following cables from the system board:
  - (1): Camera cable
  - (2): Left speaker cable
  - (3): Right speaker cable
  - (4): Card reader board cable
  - (5): Hard drive power cable
  - (6): Hard drive data cable
  - (7): Optical drive cable



9. Remove the six Phillips screws that secure the system board to the computer (1).

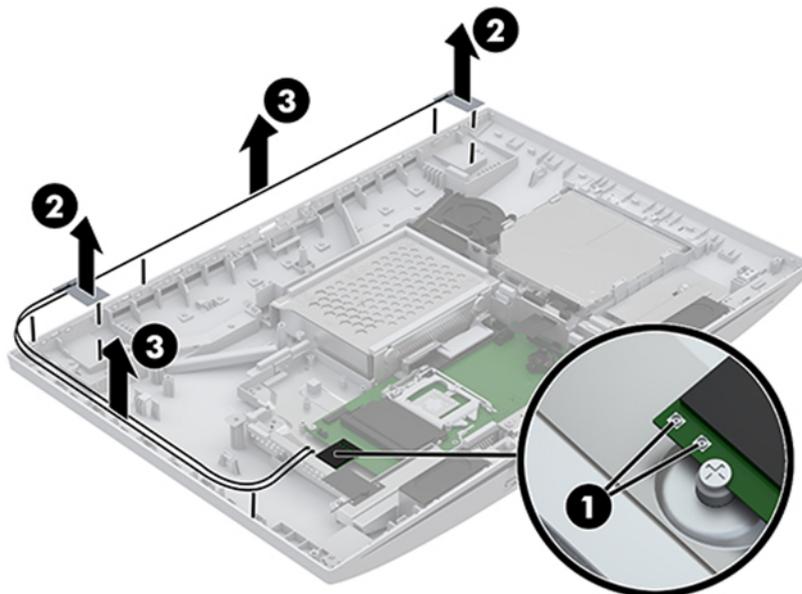
10. Lift the system board out of the computer (2).



Reverse this procedure to install the system board.

## Antennas

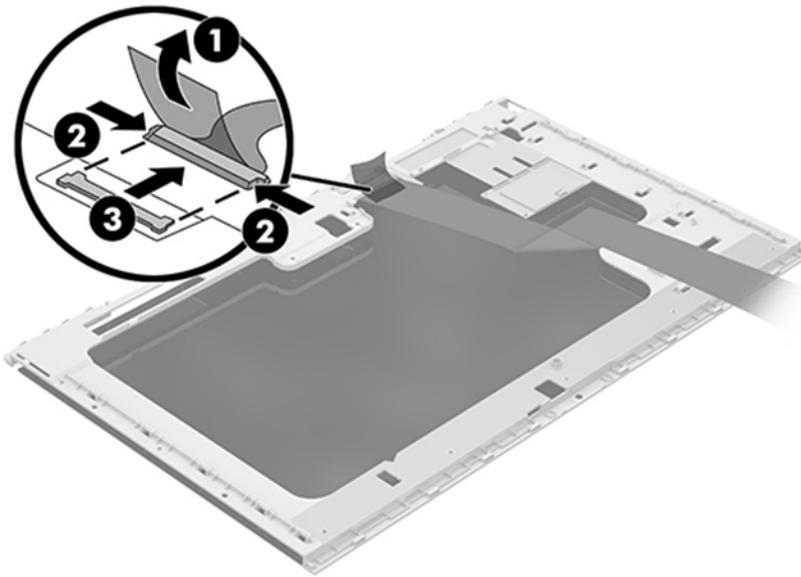
1. Prepare the computer for disassembly (see [Preparation for disassembly on page 14](#)).
2. Remove the stand assembly (see [Stand assembly on page 15](#)).
3. Remove the display (see [Display on page 16](#)).
4. Disconnect the antenna cables from the WLAN module (**1**).
5. Peel each antenna off the computer (**2**).
6. Remove the cables from the clips and routing paths inside of the computer (**3**).



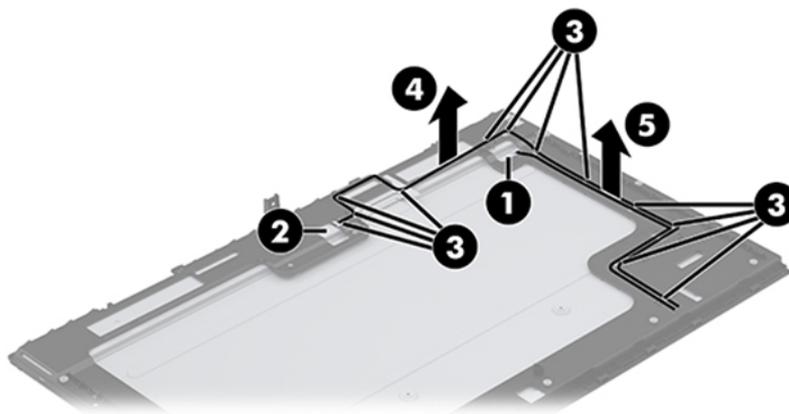
Reverse this procedure to install the antennas.

## Display cables

1. Prepare the computer for disassembly (see [Preparation for disassembly on page 14](#)).
2. Remove the stand assembly (see [Stand assembly on page 15](#)).
3. Remove the display (see [Display on page 16](#)).
4. Remove the main display cable by lifting the tape from on top of the connector **(1)**.
5. Squeeze the latches on each side of the connector **(2)**, and then pull the cable out of the connector **(3)**.



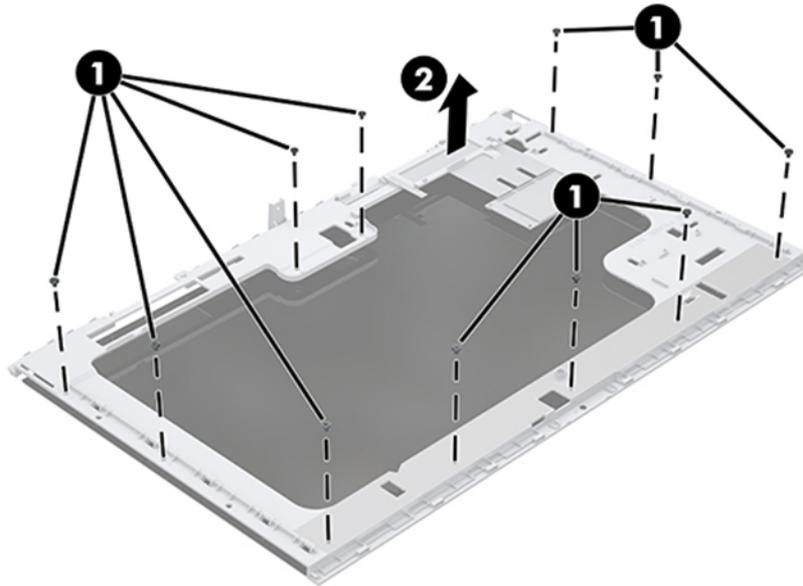
6. Disconnect the backlight cable from the display panel **(1)**.
7. Disconnect the touch cable from the display panel **(2)**.
8. Remove from the cables from the clips in the bezel **(3)**.
9. Remove the backlight cable **(4)** and the touch cable **(5)** from the bezel.



Reverse this procedure to install the display cables.

## Display bezel

1. Prepare the computer for disassembly (see [Preparation for disassembly on page 14](#)).
2. Remove the stand assembly (see [Stand assembly on page 15](#)).
3. Remove the display (see [Display on page 16](#)).
4. Disconnect the main cable from the display (see [Display cables on page 34](#)).
5. Remove the 11 Phillips screws that secure the bezel to the display panel (**1**).
6. Lift the bezel off the display panel (**2**).



Reverse this procedure to install the display bezel.

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# 5 Computer Setup (F10) Utility

## Computer Setup (F10) Utilities

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

- Change factory default settings.
- Set the system date and time.
- Set, view, change, or verify 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.
- Enable Quick Boot, which is faster than Full Boot but does not run all of the diagnostic tests run during a Full Boot. You can set the system to:
  - always Quick Boot (default);
  - periodically Full Boot (from every 1 to 30 days); or
  - always Full Boot.
- Select Post Messages Enabled or Disabled to change the display status of Power-On Self-Test (POST) messages. Post Messages Disabled suppresses most POST messages, such as memory count, product name, and other non-error text messages. If a POST error occurs, the error is displayed regardless of the mode selected. To manually switch to Post Messages Enabled during POST, press any key (except **F1** through **F12**).
- Establish an Ownership Tag, the text of which is displayed each time the system is turned on or restarted.
- 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 a setup password that controls access to the Computer Setup (F10) Utility and the settings described in this section.
- Secure integrated I/O functionality, including the serial, USB, or parallel ports, audio, or embedded NIC, so that they cannot be used until they are unsecured.
- Enable or disable removable media boot ability.
- Solve system configuration errors detected but not automatically fixed during the Power-On Self-Test (POST).
- Replicate the system setup by saving system configuration information on a USB device and restoring it on one or more computers.
- Execute self-tests on a specified ATA hard drive (when supported by drive).
- Enable or disable DriveLock security (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.

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3. A choice of five headings appears in the Computer Setup Utilities menu: File, Storage, Security, Power, and Advanced.
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 **File > Save Changes and Exit**.
  - If you have made changes that you do not want applied, select **Ignore Changes and Exit**.
  - To reset to factory settings or previously saved default settings (some models), select **Apply Defaults and Exit**. This option will restore the original factory system defaults.



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

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

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## Computer Setup—File



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

Option	Description
<b>System Information</b>	Lists: <ul style="list-style-type: none"><li>• Manufacturer</li><li>• Product name</li><li>• SKU number</li><li>• Serial number</li><li>• System family</li><li>• Born on date</li><li>• System board CT number</li><li>• BIOS revision</li><li>• BIOS date</li><li>• Processor type</li><li>• Processor speed</li><li>• Installed memory size/speed, number of channels (single or dual) (if applicable)</li></ul>
<b>About</b>	Displays copyright notice.
<b>System Log</b>	Displays the system log.
<b>Set Time and Date</b>	Allows you to set system time and date.
<b>Default Setup</b>	<b>Save Current Settings as Default</b> Saves the current system configuration settings as the default. <b>Restore Factory Settings as Default</b> Restores the factory system configuration settings as the default.
<b>Apply Defaults and Exit</b>	Applies the currently selected default settings and clears any established passwords.
<b>Ignore Changes and Exit</b>	Exits Computer Setup without applying or saving any changes.
<b>Save Changes and Exit</b>	Saves changes to system configuration or default settings and exits Computer Setup.

## Computer Setup—Storage



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

Option	Description
<b>Device Configuration</b>	<p>Lists all installed BIOS-controlled storage devices.</p> <p>When a device is selected, detailed information and options are displayed. The following options may be presented:</p> <ul style="list-style-type: none"><li>• <b>Hard Disk:</b> Size, model, firmware version, serial number, connector color.<ul style="list-style-type: none"><li>– M.2: Size, model,</li><li>– SATA1: Size, model</li></ul></li><li>• <b>CD-ROMr</b> (not included for USB CD-ROM).</li></ul>
<b>Storage Options</b>	<p><b>SATA Emulation</b></p> <p>Allows you to choose how the SATA controller and devices are accessed by the operating system. There are three supported options: IDE, RAID, and AHCI (default).</p> <p><b>CAUTION:</b> SATA emulation changes may prevent access to existing hard drive data and degrade or corrupt established volumes.</p> <p>RAID - Allows DOS and boot access to RAID volumes. Use this mode with the RAID device driver loaded in the operating system to take advantage of RAID features.</p> <p>AHCI (default option) - Allows operating systems with AHCI device drivers loaded to take advantage of more advanced features of the SATA controller.</p> <p><b>NOTE:</b> The RAID/AHCI device driver must be installed prior to attempting to boot from a RAID/AHCI volume. If you attempt to boot from a RAID/AHCI volume without the required device driver installed, the system will crash (blue screen). RAID volumes may become corrupted if they are booted to after disabling RAID.</p>
<b>Boot Order</b>	<p>Allows you to:</p> <ul style="list-style-type: none"><li>• <b>UEFI Boot Sources:</b> 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. Each device on the list may be individually excluded from or included for consideration as a bootable operating system source.</li></ul> <p>UEFI boot sources always have precedence over legacy boot sources.</p> <ul style="list-style-type: none"><li>• <b>Legacy Boot Sources:</b> 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. Each device on the list may be individually excluded from or included for consideration as a bootable operating system source.</li></ul> <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><b>NOTE:</b> To drag a device to a preferred place, press <b>Enter</b>. To remove the device from consideration as a bootable device, press <b>F5</b>.</p> <p>You can use <b>F5</b> to disable individual boot items, as well as disable UEFI boot and/or legacy boot.</p> <p><b>NOTE:</b> MS-DOS drive lettering assignments may not apply after a non-MS-DOS operating system has started.</p> <p><b>Shortcut to Temporarily Override Boot Order</b></p> <p>To boot <b>one time</b> from a device other than the default device specified in Boot Order, restart the computer and press <b>Esc</b> (to access the boot menu) and then <b>F9</b> (Boot Order), or only <b>F9</b> (skipping the boot 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 <b>Enter</b>. The computer then boots from the selected non-default device for this one time.</p>

## Computer Setup—Security



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

Option	Description
<b>Setup Password</b>	<p>Allows you to set and enable a setup (administrator) password.</p> <p><b>NOTE:</b> If the setup password is set, it is required to change Computer Setup options, flash the ROM, and make changes to certain plug and play settings under Windows.</p>
<b>Power-On Password</b>	<p>Allows you to set and enable a 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, the unit will not boot.</p>
<b>Password Options</b>  (This selection appears only if a power-on password or setup password is set.)	<p>Allows you to enable/disable:</p> <ul style="list-style-type: none"><li>• Lock Legacy Resources (determines whether or not Windows Device Manager is allowed to change resource settings for serial and parallel ports).</li><li>• Stringent security (enabling the stringent password disables the ability to reset the password by moving the jumper on the system board). Default is disabled.</li></ul> <p><b>CAUTION:</b> If you enable the stringent security feature and you forget the setup password or the power-on password, the computer is inaccessible and can no longer be used.</p> <p>If you lose or forget the password, the system board must be replaced. This scenario is not covered under warranty.</p> <p>To prevent the computer from becoming permanently unusable, record your configured setup password or power-on password in a safe place away from your computer. Without these passwords, the computer cannot be unlocked.</p> <ul style="list-style-type: none"><li>• Setup Browse Mode (appears if a setup password is set) (allows viewing, but not changing, the F10 Setup Options without entering setup password). Default is enabled.</li><li>• Password prompt on F9 &amp; F12 (requires setup password to use these boot functions). Default is enabled.</li><li>• Network Server Mode. Default is disabled.</li></ul>
<b>Device Security</b>	<p>Allows you to set Device Available/Device Hidden (default is Device Available) for:</p> <ul style="list-style-type: none"><li>• System audio</li></ul> <p><b>NOTE:</b> Set this value to 'Device hidden' to disable all system volume.</p> <ul style="list-style-type: none"><li>• Network controller</li></ul> <p><b>NOTE:</b> You must disable AMT before trying to hide the network controller.</p> <ul style="list-style-type: none"><li>• SATA ports (varies by model)</li></ul>
<b>USB Security</b>	<p>Allows you to set Enabled/Disabled (default is Enabled) for:</p> <ul style="list-style-type: none"><li>• Rear USB Ports</li><li>• Internal USB Ports</li></ul>
<b>Slot Security</b>	<p>Allows you to disable any M.2 slot. Default is enabled.</p>
<b>Network Boot</b>	<p>Enables/disables the computer's ability to boot from an operating system installed on a network server. Default is enabled.</p>
<b>System IDs</b>	<p>Displays the following:</p> <ul style="list-style-type: none"><li>• Product name.</li><li>• Serial number.</li></ul>

	<ul style="list-style-type: none"> <li>• Universal Unique Identifier (UUID) number. The UUID can only be updated if the current chassis serial number is invalid. (These ID numbers are normally set in the factory and are used to uniquely identify the system.)</li> <li>• SKU number.</li> <li>• System family.</li> <li>• Feature byte.</li> <li>• Build ID.</li> <li>• Keyboard locale setting for System ID entry.</li> </ul>
<p><b>System Security</b> (these options are hardware dependent)</p>	<p>Data Execution Prevention (enable/disable) - Helps prevent operating system security breaches. Default is enabled.</p> <p>TPM - A Trusted Platform Module (TPM) is a specialized chip on a computer that stores RSA encryption keys specific to the host system for hardware authentication. Each TPM chip contains an RSA key pair called the Endorsement Key (EK).</p> <p>- TPM Device (available/hidden). Lets you set the Trusted Platform Module as available or hidden. Default is available.</p> <p>- TPM state (enable/disable) - Select to enable the TPM.</p> <p>- Clear TPM (yes/no). 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.</p> <p><b>IMPORTANT:</b> 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>Intel Software Guard Extensions (SGX) (enable/disable) - Intel SGX is a set of CPU instruction codes that allows user-level code to allocate private regions of memory, called enclaves, that are protected from processes running at higher privilege levels.</p> <p>Virtuallization Technology (VTx/VTd) (enable/disable) – Enables the virtualization features of the processor. Changing this setting requires turning the computer off and then back on. Default is disabled.</p> <p>Restore Security Settings to Factory Settings (Do not reset/Reset) - Resetting to factory defaults will erase all security keys and leave the device in a disabled state. Changing this setting requires that you restart the computer. Default is Do not reset.</p>
<p><b>Secure Boot Configuration</b></p>	<ul style="list-style-type: none"> <li>• Legacy Support—Enable/Disable. Allows you to turn off all legacy support on the computer, including booting to DOS, running legacy graphics cards, booting to legacy devices, and so on. If set to disable, legacy boot options in <b>Storage &gt; Boot Order</b> are not displayed. Default is enabled.</li> <li>• Secure Boot—Enable/Disable. Allows you to 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. Default is disabled. Secure Boot enabled also sets <b>Legacy Support</b> to disabled.</li> <li>• Key Management—This option lets you manage the custom key settings. <ul style="list-style-type: none"> <li>– Clear Secure Boot Keys—Don't Clear/Clear. Allows you to delete any previously loaded custom boot keys. Default is Don't Clear.</li> <li>– Key Ownership—HP Keys/Custom Keys. Selecting Custom Mode allows you to modify the contents of the secure boot signature databases and the platform key (PK) that verifies kernels during system start up, allowing you to use alternative operating systems. Selecting HP Keys causes the computer boot using the preloaded HP-specific boot keys. Default is HP Keys.</li> </ul> </li> <li>• Fast Boot—Enable/Disable. Fast boot disables the ability to interrupt boot, such as pressing f keys to access items before the operating system loads. Default is disabled.</li> </ul>

## Computer Setup—Power



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

Option	Description
<b>OS Power Management</b>	<ul style="list-style-type: none"><li>• Runtime Power Management— Enable/Disable. 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.</li><li>• Idle Power Savings—Extended/Normal. Allows certain operating systems to decrease the processors power consumption when the processor is idle. Default is extended.</li></ul>
<b>Hardware Power Management</b>	SATA Power Management – Enables or disables SATA bus and/or device power management. Default is enabled.
<b>Thermal</b>	CPU Fan Speed—Display current fan speed.

## Computer Setup—Advanced



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

Option	Heading
<b>Power-On Options</b>	<p>Allows you to set:</p> <ul style="list-style-type: none"><li>• POST messages (enable/disable). Enabling this feature will cause the system to display POST error messages, which are error messages displayed on the monitor during the Power On Self Test if the BIOS encounters some kind of problem while starting the PC. A POST error message will only display on screen if the computer is capable of booting this far. If the POST detects an error before this point, a beep code is generated instead. Default is disabled.</li><li>• After Power Loss (off/on/previous state). Default is Power off. Setting this option to:<ul style="list-style-type: none"><li>– Power off—causes the computer to remain powered off when power is restored.</li><li>– Power on—causes the computer to power on automatically as soon as power is restored.</li><li>– Previous state—causes the computer to power on automatically as soon as power is restored, if it was on when power was lost.</li></ul></li></ul> <p><b>NOTE:</b> If you turn off power to the computer using the switch on a power strip, you will not be able to use the suspend/sleep feature or the Remote Management features.</p> <ul style="list-style-type: none"><li>• POST Delay (in seconds). Enabling this feature will add a user-specified delay to the POST process. This delay is sometimes needed for hard disks on some PCI cards that spin up very slowly, so slowly that they are not ready to boot by the time POST is finished. The POST delay also gives you more time to select <b>F10</b> to enter Computer (F10) Setup. Default is None.</li><li>• Remote Wakeup Boot Source (remote server/local hard drive). Default is Local hard drive.</li></ul>
<b>BIOS Power-On</b>	Allows you to set the computer to turn on automatically at a time you specify.
<b>Bus Options</b>	<p>Allows you to enable or disable:</p> <ul style="list-style-type: none"><li>• PCI SERR# Generation. Default is enabled.</li><li>• PCI VGA Palette Snooping, which sets the VGA palette snooping bit in PCI configuration space; only needed when more than one graphics controller is installed. Default is disabled.</li></ul>
<b>Device Options</b>	<p>Allows you to set:</p> <ul style="list-style-type: none"><li>• Num Lock State at Power-On (off/on). Default is off.</li><li>• Multi-Processor (enable/disable). Default is enabled.</li></ul>

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- Hyper-Threading (enable/disable). Default is enabled.
  - NIC PXE Option ROM Download (enable/disable). Default is enabled.
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## 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—File on page 38](#) in the Computer Setup—File table.)



**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—File on page 38](#) in the Computer Setup—File table.)

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## 6 Troubleshooting without diagnostics

This chapter provides information on how to identify and correct minor problems, such as USB devices, hard 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 65](#).

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### 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.

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### 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.

- Run the HP diagnostic tool.
- Run the hard drive self-test in Computer Setup. Refer to [Computer Setup \(F10\) Utility on page 36](#) 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 65](#) 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 45](#) 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).

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 **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.

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## Helpful hints

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

- 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 65](#) 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 57](#) 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.	Before turning on the computer, press and hold <b>F10</b> . Turn on the computer and continue to hold <b>F10</b> until the Computer Setup (F10) Utility is displayed.  - or -  Follow the Windows instructions for rebooting the computer into the Computer Setup (F10) Utility.

### 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"> <li>1. Press and hold the power button for at least four seconds until the computer turns off.</li> <li>2. Disconnect the power cord from the electrical outlet.</li> </ol>

### Computer will not respond to keyboard or mouse.

Cause	Solution
Computer is in Sleep state.	To resume from Sleep state, press the power button.  <b>CAUTION:</b> 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. <b>NOTE:</b> Connecting the computer to a live AC outlet prolongs the life of the RTC battery.	Reset the date and time under <b>Control Panel</b> (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 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"><li>1. Check the Computer Setup settings to make sure the internal system speaker is not muted (this setting does not affect the external speakers).</li><li>2. Make sure the external speakers are properly connected and powered on and that the speakers' volume control is set correctly.</li><li>3. Use the system volume control available in the operating system to make sure the speakers are not muted or to increase the volume.</li></ol>

### Poor performance.

Cause	Solution
Processor is too hot.	<ol style="list-style-type: none"><li>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.</li><li>2. Make sure fans are connected and working properly (some fans only operate when needed).</li><li>3. Make sure the processor heat sink is installed properly.</li></ol>
Hard drive is full.	Transfer data from the hard drive to create more space on the hard drive.
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"><li>1. Close unnecessary applications to free up memory.</li><li>2. Add more memory.</li><li>3. Some applications run in the background and can be closed by right-clicking on their corresponding icons in the task</li></ol>

### Poor performance.

Cause	Solution
	tray. To prevent these applications from launching at startup:  In Windows 10:  <b>a.</b> Type <code>msconfig</code> in the taskbar search box, and then select <b>msconfig</b> .  <b>b.</b> On the <b>Startup</b> tab of the System Configuration Utility, click <b>Open Task Manager</b> .  <b>c.</b> Select applications that you do not want to launch automatically, and the click <b>Disable</b> .
Some software applications, especially games, are stressful on the graphics subsystem.	<b>1.</b> 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.  <b>2.</b> Add more memory.  <b>3.</b> 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.	<b>1.</b> Ensure that the computer air vents are not blocked and the processor cooling fan is running.  <b>2.</b> 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.  <b>3.</b> If fan a plugged in and not spinning, replace it.

### System does not power on and the LEDs on the front of the computer are not flashing.

Cause	Solution
System unable to power on.	Press and hold the power button for less than 4 seconds. If the hard drive LED turns white, then:  <b>1.</b> If equipped with a voltage selector, check that the voltage selector (located on the rear of the power supply) is set to the appropriate voltage. Proper voltage setting depends on your region.  <b>2.</b> Remove the expansion cards one at a time until the 5V_aux light on the system board turns on.  <b>3.</b> Replace the system board.  OR  Press and hold the power button for less than 4 seconds. If the hard drive LED does not turn on white then:

**System does not power on and the LEDs on the front of the computer are not flashing.**

Cause	Solution
	<ol style="list-style-type: none"><li>1. Check that the unit is plugged into a working AC outlet.</li><li>2. Open the access panel and check that the power button cable is properly connected to the system board.</li><li>3. Check that the power supply cables are properly connected to the system board.</li><li>4. Check to see if the 5V_aux light on the system board is turned on. If it is turned on, then replace the power button assembly.</li><li>5. If the 5V_aux light on the system board is off, then replace the power supply.</li><li>6. Replace the system board.</li></ol>

## Solving power problems

**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.) 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"><li>1. Ensure that the computer air vents are not blocked and the processor cooling fan is running.</li><li>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.</li><li>3. If fan a plugged in and not spinning, replace it.</li></ol>

## Solving hard drive problems

**Hard drive error occurs.**

Cause	Solution
Hard disk has bad sectors or has failed.	<ol style="list-style-type: none"><li>1. In Windows 10, type <i>file</i> in the taskbar search box, and then select <b>File Explorer</b> from the list of applications. In the left column, expand <b>This PC</b>, right-click on a drive, select <b>Properties</b>, and then select the <b>Tools</b> tab. Under <b>Error checking</b> click <b>Check</b>.</li><li>2. Use a utility to locate and block usage of bad sectors. If necessary, reformat the hard disk.</li></ol>

### Disk transaction problem.

Cause	Solution
Either the directory structure is bad or there is a problem with a file.	In Windows 10, type <code>file</code> in the taskbar search box, and then select <b>File Explorer</b> from the list of applications. In the left column, expand <b>This PC</b> , right-click on a drive, select <b>Properties</b> , and then select the <b>Tools</b> tab. Under <b>Error checking</b> click <b>Check</b> .

### Drive not found (identified).

Cause	Solution
Cable could be loose.	Check cable connections.
The system may not have automatically recognized a newly installed device.	See reconfiguration directions in the <a href="#">Solving hardware installation problems on page 57</a> section. If the system still does not recognize the new device, check to see if the device is listed within Computer Setup. If it is listed, the probable cause is a driver problem. If it is not listed, the probable cause is a hardware problem.  If this is a newly installed drive, run the Computer Setup utility and try adding a POST delay under <b>Advanced &gt; Boot Options</b> .
The device is attached to a SATA port that has been hidden in Computer Setup.	Run the Computer Setup utility and ensure <b>Device Available</b> is selected for the device's SATA port in <b>Advanced &gt; Port Options</b> .
Drive responds slowly immediately after power-up.	Run Computer Setup and increase the POST Delay in <b>Advanced &gt; Boot Options</b> .

### Nonsystem disk/NTLDR missing message.

Cause	Solution
The system is trying to start from the hard drive but the hard drive may have been damaged.	▲ Perform Drive Protection System (DPS) testing in system ROM.
System files missing or not properly installed.	<ol style="list-style-type: none"><li>1. Insert bootable media and restart the computer.</li><li>2. Boot to the windows installation media and select the recovery option. If only a restore kit is available, then select the <b>File Backup Program</b> option, and then restore the system.</li><li>3. Install system files for the appropriate operating system.</li></ol>
Hard drive boot has been disabled in Computer Setup.	Run the Computer Setup utility and enable the hard drive entry in the <b>Advanced &gt; Boot Options</b> list.
Bootable hard drive is not attached as first in a multi-hard drive configuration.	If attempting to boot from a hard drive, ensure it is attached to the system board dark blue SATA connector.
Bootable hard drive is not listed first in the Boot Order.	Run the Computer Setup utility and select <b>Advanced &gt; Boot Options</b> and ensure the bootable hard drive is listed immediately under the <b>Hard Drive</b> entry.

### Computer will not boot from hard drive.

Cause	Solution
The device is attached to a SATA port that has been hidden in Computer Setup.	<ol style="list-style-type: none"><li>1. Check SATA cable connections.</li><li>2. Run the Computer Setup utility and ensure <b>Device Available</b> is selected for the device's SATA port in <b>Advanced &gt; Port Options</b>.</li></ol>
Boot order is not correct.	Run the Computer Setup utility and change boot sequence in <b>Advanced &gt; Boot Options</b> .
Hard drive is damaged.	Observe if the front panel Power LED is blinking RED and if any beeps are heard. See <a href="#">POST error messages and diagnostic front panel LEDs and audible codes on page 65</a> to determine possible causes for the blinking red and beep codes.  See the Worldwide Limited Warranty for terms and conditions.

### Computer seems to be locked up.

Cause	Solution
Program in use has stopped responding to commands.	<ol style="list-style-type: none"><li>1. Use the task manager to close programs that do not respond.</li><li>2. Attempt the normal Windows "Shut Down" procedure. If this fails, press the power button for four or more seconds to turn off the power. To restart the computer, press the power button again.</li></ol>

## Solving media card reader problems

### Media card will not work in a digital camera after formatting it in Windows.

Cause	Solution
By default, Windows will format any media card with a capacity greater than 32MB with the FAT32 format. Some digital cameras use the FAT (FAT16 & FAT12) format and can not operate with a FAT32 formatted card.	Either format the media card in the digital camera or select FAT file system to format the media card in a computer with Windows.

### A write-protected or locked error occurs when attempting to write to the media card.

Cause	Solution
Media card is locked. Locking the media card is a safety feature that prevents writing to and deleting from an SD/Memory Stick/PRO card.	If using an SD card, make sure that the lock tab located on the right of the SD card is not in the locked position. If using a Memory Stick/PRO card, make sure that the lock tab located on the bottom of the Memory Stick/PRO card is not in the locked position.

### Can not write to the media card.

Cause	Solution
The media card is a read-only memory (ROM) card.	Check the manufacturer's documentation included with your card to see if it writable. Refer to the previous section for a list of compatible cards.
Media card is locked. Locking the media card is a safety feature that prevents writing to and deleting from an SD/Memory Stick/PRO card.	If using an SD card, make sure that the lock tab located on the right of the SD card is not in the locked position. If using a Memory Stick/PRO card, make sure that the lock tab located on the bottom of the Memory Stick/PRO card is not in the locked position.

### Unable to access data on the media card after inserting it into a slot.

Cause	Solution
The media card is not inserted properly, is inserted in the wrong slot, or is not supported.	Ensure that the card is inserted properly with the gold contact on the correct side. The green LED will light if inserted properly.

### Do not know how to remove a media card correctly.

Cause	Solution
The computer's software is used to safely eject the card.	In Windows 10, type <code>file</code> in the taskbar search box, and then select <b>File Explorer</b> from the list of applications. In the left column, expand <b>This PC</b> , right-click on the corresponding drive icon, and then select <b>Eject</b> . Pull the card out of the slot.  <b>NOTE:</b> Never remove the card when the green LED is flashing

### After installing the media card reader and booting to Windows, the reader and the inserted cards are not recognized by the computer.

Cause	Solution
The operating system needs time to recognize the device if the reader was just installed into the computer and you are turning the PC on for the first time.	Wait a few seconds so that the operating system can recognize the reader and the available ports, and then recognize the media inserted in the reader.

### After inserting a media card in the reader, the computer attempts to boot from the media card.

Cause	Solution
The inserted media card has boot capability.	<ol style="list-style-type: none"><li>1. If you do not want to boot from the media card, remove it during boot or do not select the option to boot from the inserted media card during the boot process.</li><li>2. During POST (Power On Self-Test), press <b>F9</b> to modify the boot menu.</li><li>3. Change the boot sequence in F10 Computer Setup.</li></ol>

# 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 <b>Speaker</b> icon on the taskbar, then make sure that <b>Mute</b> is not selected and use the volume slider to adjust the volume.
Audio is hidden in Computer Setup.	Enable the audio in Computer Setup: <b>Advanced &gt; Built-in Device Options</b> .
The external speakers are not turned on.	Turn on the external speakers.
The audio device may be connected to the wrong jack.	Ensure that the device is connected to the correct jack on the computer. The rear audio jack output is the green receptacle. The speakers should be plugged into the line-out jack and the headphones should be plugged into the headphone jack.
External speakers plugged into the wrong audio jack on a recently installed sound card.	See the sound card documentation for proper speaker connection. The rear audio jack output is the green receptacle.
Headphones or devices connected to the line-out connector mute the internal speaker.	Turn on and use headphones or external speakers, if connected, or disconnect headphones or external speakers.
Computer is in Sleep state.	Press the power button to resume from Sleep state. <b>CAUTION:</b> 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 <b>Advanced &gt; Built-in Device Options</b> .
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 <b>Device Manager</b> 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.

**Sound from headphones is not clear or muffled.**

Cause	Solution
Headphones are plugged into the rear audio output connector. The rear audio output connector is for powered audio devices and is not designed for headphone use.	Plug the headphones into the headphone connector on the front of the computer.

**Computer appears to be locked up while recording audio.**

Cause	Solution
The hard disk 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 <b>Device Manager</b> 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 printer problems

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

**Printer will not print.**

Cause	Solution
Printer is not turned on and online.	Turn the printer on and make sure it is online.
The correct printer drivers for the application are not installed.	<ol style="list-style-type: none"><li>1. Install the correct printer driver for the application.</li><li>2. Try printing using the MS-DOS command: <code>DIR C:\ &gt; [printer port]</code></li></ol>

### Printer will not print.

Cause	Solution
	where [printer port] is the address of the printer being used. If the printer works, reload the printer driver.  To run MS-DOS commands, press the Windows key + r, type cmd in the <b>Open</b> box, and then click <b>OK</b> .
If you are on a network, you may not have made the connection to the printer.	Make the proper network connections to the printer.
Printer may have failed.	Run printer self-test.

### Printer will not turn on.

Cause	Solution
The cables may not be connected properly.	Reconnect all cables and check the power cord and electrical outlet.

### Printer prints garbled information.

Cause	Solution
The correct printer driver for the application is not installed.	Install the correct printer driver for the application.
The cables may not be connected properly.	Reconnect all cables.
Printer memory may be overloaded.	Reset the printer by turning it off for one minute, then turn it back on.

### Printer will not print.

Cause	Solution
The printer may be out of paper.	Check the paper tray and refill it if it is empty.

## 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
If your computer is equipped with USB 3.0 ports, 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. If you still experience interference, you may have to place the connectors farther apart 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 to the back of the computer, 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.  <b>CAUTION:</b> 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"><li>1. Press the <b>Ctrl</b> and <b>Esc</b> keys at the same time (or press the <b>Windows logo</b> key) to display the <b>Start</b> menu.</li><li>2. Use the <b>arrow</b> keys to scroll to and select the power icon at the top right on the menu, and then press <b>Enter</b>.</li><li>3. Use the <b>arrow</b> keys to select <b>Shut Down</b>, and then press <b>Enter</b>.</li><li>4. After the shutdown is complete, plug the mouse connector into the back of the computer (or the keyboard) and restart.</li></ol>
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.  <b>CAUTION:</b> 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.

**Table 6-1 Solving hardware installation problems**

<b>A new device is not recognized as part of the system.</b>	
<b>Cause</b>	<b>Solution</b>
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.
A plug and play board may not automatically configure when added if the default configuration conflicts with other devices.	Use Windows Device Manager to deselect the automatic settings for the board and choose a basic configuration that does not cause a resource conflict. You can also use Computer Setup to reconfigure or disable devices to resolve the resource conflict.  To access Device Manager in Windows 10, type <code>device manager</code> in the taskbar search box, and then select <b>Device Manager</b> from the list of applications.
USB ports on the computer are disabled in Computer Setup.	Run the Computer Setup utility and ensure that <b>Device available</b> is selected for appropriate USB ports under <b>Advanced &gt; Port Options</b> .

<b>Computer will not start.</b>	
<b>Cause</b>	<b>Solution</b>
Wrong memory modules were used in the upgrade or memory modules were installed in the wrong location.	<ol style="list-style-type: none"><li>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.  <b>NOTE:</b> DIMM1 or XMM1 must always be installed. DIMM1 must be installed before DIMM2, and DIMM3 must be installed before DIMM4.</li><li>2. Observe the beeps and LED lights on the front of the computer. Beeps and flashing LEDs are codes for specific problems.</li></ol>

### Computer will not start.

Cause	Solution
	<ol style="list-style-type: none"><li>3. If you still cannot resolve the issue, contact Customer Support.</li></ol>

### Power LED flashes Red three times and then white two times.

Cause	Solution
Memory is installed incorrectly or is bad.	<p><b>CAUTION:</b> 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"><li>1. Reseat DIMMs. Power on the system.</li><li>2. Replace DIMMs one at a time to isolate the faulty module.</li></ol> <p><b>NOTE:</b> DIMM1 or XMM1 must always be installed. DIMM1 must be installed before DIMM2, and DIMM3 must be installed before DIMM4</p> <ol style="list-style-type: none"><li>3. Replace third-party memory with HP memory.</li><li>4. Replace the system board.</li></ol>

## 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.

**Table 6-2 Solving network problems**

### Network driver does not detect network controller.

Cause	Solution
Network controller is disabled.	<ol style="list-style-type: none"><li>1. Run Computer Setup and enable network controller.</li><li>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 <b>Device Manager</b> from the list of applications.</li></ol>
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 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.

**Table 6-2 Solving network problems (continued)****Network status link light never flashes.****NOTE:** The network status light is supposed to flash when there is network activity.

Cause	Solution
Network controller is not set up properly.	<p>Check for the device status within Windows, such as Device Manager for driver load and the Network Connections applet within Windows for link status.</p> <p>To access Device Manager in Windows 10, type <code>device manager</code> in the taskbar search box, and then select <b>Device Manager</b> from the list of applications.</p>
Network controller is disabled.	<ol style="list-style-type: none"> <li>1. Run Computer Setup and enable network controller.</li> <li>2. Enable the network controller in the operating system using Device Manager.</li> </ol> <p>To access Device Manager in Windows 10, type <code>device manager</code> in the taskbar search box, and then select <b>Device Manager</b> from the list of applications.</p>
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.
The cable is attached to the incorrect connector.	Ensure that the cable is attached to the correct connector.
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.	<p>Make sure the network drivers are loaded and that the driver parameters match the configuration of the network controller.</p> <p>Make sure the correct network client and protocol is installed.</p>
The network controller is not configured for this computer.	<p>Select the <b>Network and Sharing Center</b> icon in the <b>Control Panel</b> and configure the network controller.</p> <p>To access Control Panel in Windows 10, type <code>control panel</code> in the taskbar search box, and then select <b>Control Panel</b> from the list of applications.</p>

### 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.

### Cannot connect to network server when attempting Remote System Installation.

Cause	Solution
The network controller is not configured properly.	Verify Network Connectivity, that a DHCP Server is present, and that the Remote System Installation Server contains the NIC drivers for your NIC.

### 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 reseat, 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 8 MB of system memory in single channel mode or 16 MB 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.**

<b>Cause</b>	<b>Solution</b>
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.**

<b>Cause</b>	<b>Solution</b>
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.**

<b>Cause</b>	<b>Solution</b>
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.**

<b>Cause</b>	<b>Solution</b>
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.)**

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

## 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 <b>Advanced &gt; Port Options</b> .
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 <b>Advanced &gt; Boot Options</b> .
Removable Media Boot is disabled in the Computer Setup utility.	Run the Computer Setup utility and enable booting to removable media in <b>Advanced &gt; Boot Options</b> . Ensure USB is enabled in <b>Storage &gt; Boot Order</b> .

### 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 connected component problems

If you encounter problems with devices connected to the front panel, refer to the common causes and solutions listed in the following table.

### A USB device, headphone, or microphone is not recognized by the computer.

Cause	Solution
Device is not properly connected.	<ol style="list-style-type: none"><li>1. Turn off the computer.</li><li>2. Reconnect the device to the front of the computer and restart the computer.</li></ol>
The device does not have power.	If the USB device requires AC power, be sure one end is connected to the device and one end is connected to a live outlet.
The correct device driver is not installed.	<ol style="list-style-type: none"><li>1. Install the correct driver for the device.</li><li>2. You might need to reboot the computer.</li></ol>
The cable from the device to the computer does not work.	<ol style="list-style-type: none"><li>1. If possible, replace the cable.</li><li>2. Restart the computer.</li></ol>
The device is not working.	<ol style="list-style-type: none"><li>1. Replace the device.</li><li>2. Restart the computer.</li></ol>
USB ports on the computer are disabled in Computer Setup.	Run the Computer Setup utility and ensure that the USB ports are set to <b>Enabled</b> in <b>Security &gt; USB Security</b> .

## 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: <ol style="list-style-type: none"><li>1. Type <code>control panel</code> in the taskbar search box, and then select <b>Control Panel</b> from the list of applications.</li></ol>

**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"><li>2. Click <b>Internet Options</b>.</li><li>3. In the <b>Browsing history</b> section, click the <b>Delete</b> button.</li><li>4. Select the <b>Cookies and website data</b> check box and click the <b>Delete</b> button.</li></ol>

**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 <a href="#">POST error messages and diagnostic front panel LEDs and audible codes on page 65</a> 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 36](#).

## 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"><li>1. Verify the correct ROM.</li><li>2. Flash the ROM if needed.</li><li>3. If an expansion board was recently added, remove it to see if the problem remains.</li><li>4. Clear CMOS. (See <a href="#">Password security and resetting CMOS on page 70</a>.)</li><li>5. If the message disappears, there may be a problem with the expansion card.</li><li>6. Replace the system board.</li></ol>
003-System Board Failure	DMA or timers.	<ol style="list-style-type: none"><li>1. Clear CMOS. (See <a href="#">Password security and resetting CMOS on page 70</a>.)</li><li>2. Remove expansion boards.</li><li>3. Replace the system board.</li></ol>
008-Microcode Patch Error	Processor is not supported by the BIOS.	<ol style="list-style-type: none"><li>1. Upgrade BIOS to proper version.</li><li>2. Change the processor.</li></ol>

Control panel message	Description	Recommended action
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"> <li>1. Reboot the computer.</li> <li>2. Unplug the power cord, re-seat the memory modules, and reboot the computer.</li> <li>3. If the memory configuration was recently changed, unplug the power cord, restore the original memory configuration, and reboot the computer.</li> <li>4. If the error persists, replace the system board.</li> </ol>
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 <b>F1</b> 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"> <li>1. Ensure memory modules are correctly installed.</li> <li>2. Verify proper memory module type.</li> <li>3. Remove and replace the identified faulty memory module(s).</li> <li>4. If the error persists after replacing memory modules, replace the system board.</li> </ol>
2E4-DIMM Configuration Warning	The current memory configuration is not optimized.	Rearrange the DIMMs so that each channel has the same amount of memory.
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"> <li>1. Determine if hard drive is giving correct error message. Run the Drive Protection System test under using F2 Diagnostics when booting the computer.</li> <li>2. Apply hard drive firmware patch if applicable. (Available at <a href="http://www.hp.com/support">http://www.hp.com/support</a>.)</li> <li>3. Back up contents and replace hard drive.</li> </ol>
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"> <li>1. Determine if hard drive is giving correct error message. Run the Drive Protection System test under using F2 Diagnostics when booting the computer.</li> <li>2. Apply hard drive firmware patch if applicable. (Available at <a href="http://www.hp.com/support">http://www.hp.com/support</a>.)</li> <li>3. Back up contents and replace hard drive.</li> </ol>
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"> <li>1. Determine if hard drive is giving correct error message. Run the Drive Protection</li> </ol>

Control panel message	Description	Recommended action
		<p>System test under using F2 Diagnostics when booting the computer.</p> <ol style="list-style-type: none"> <li>Apply hard drive firmware patch if applicable. (Available at <a href="http://www.hp.com/support">http://www.hp.com/support</a>.)</li> <li>Back up contents and replace hard drive.</li> </ol>
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"> <li>Check and/or replace cables.</li> <li>Clear CMOS. (See <a href="#">Password security and resetting CMOS on page 70</a>.)</li> <li>Replace the hard disk drive.</li> </ol>
3F2–Hard Disk 2 Error	Hard disk 2 error.	<ol style="list-style-type: none"> <li>Check and/or replace cables.</li> <li>Clear CMOS. (See <a href="#">Password security and resetting CMOS on page 70</a>.)</li> <li>Replace the hard disk drive.</li> </ol>
419–Out of Memory Space for Option ROMs	Recently added PCI expansion card contains an option ROM too large to download during POST.	▲ 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.
500–BIOS Recovery	A system BIOS recovery has occurred.	Not applicable.
800–Keyboard Error	Keyboard failure.	<ol style="list-style-type: none"> <li>Reconnect keyboard with computer turned off.</li> <li>Check connector for bent or missing pins.</li> <li>Ensure that none of the keys are depressed.</li> <li>Replace keyboard.</li> </ol>
801–Keyboard or System Unit Error	Keyboard failure.	<ol style="list-style-type: none"> <li>Reconnect the keyboard with computer turned off.</li> <li>Ensure that none of the keys are depressed.</li> <li>Replace the keyboard.</li> <li>Replace the system board.</li> </ol>
900–CPU Fan Not Detected	CPU fan is not connected or may have malfunctioned.	<ol style="list-style-type: none"> <li>Reseat CPU fan.</li> <li>Reseat fan cable.</li> <li>Replace CPU fan.</li> </ol>
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"> <li>Reseat chassis, rear chassis, or front chassis fan.</li> <li>Reseat fan cable.</li> <li>Replace chassis, rear chassis, or front chassis fan.</li> </ol>

Control panel message	Description	Recommended action
90B-Fan Failure	The system has detected that a cooling fan is not operating correctly.	<ol style="list-style-type: none"> <li>1. Reseat fan.</li> <li>2. Reseat fan cable.</li> <li>3. Replace fan.</li> </ol>
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"> <li>1. Reseat power supply fan.</li> <li>2. Reseat fan cable.</li> <li>3. Replace power supply fan.</li> </ol>

## 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

Number of long beeps/blinks	Error category
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
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.
	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 CLR\_PSWD jumper, and booting once. This will erase the administrator and power-on passwords. You must restore the jumper to create new passwords.

The computer's configuration memory (CMOS) stores information about the computer's configuration.

The CMOS jumper resets CMOS but does not clear the power-on and setup passwords.

---

 **CAUTION:** Resetting the CMOS 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](http://www.hp.com). See [Computer Setup \(F10\) Utility on page 36](#) for information on backing up the BIOS settings.

---

Resetting CMOS 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, resetting CMOS will also partially unprovision AMT.

---

 **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.

 **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.

 **CAUTION:** 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 36](#) for information on backing up the CMOS settings.

---

## Resetting CMOS and/or the password jumper

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 CMOS/PSWD jumper, and booting once. This will erase the administrator and power-on passwords. You must restore the jumper to create new passwords.

---

 **CAUTION:** Resetting the CMOS 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](http://www.hp.com). See [Computer Setup \(F10\) Utility on page 36](#) for information on backing up the BIOS settings.

---

Resetting CMOS 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, resetting CMOS will also partially unprovision AMT.

---

 **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.

 **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.

---

To clear CMOS, 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 stand assembly (see [Stand assembly on page 15](#)).
4. Remove the display (see [Display on page 16](#)).
5. Locate the header and jumper labeled CMOS/PSWD.

 **NOTE:** The password jumper is blue so that it can be easily identified.

---

6. Remove the jumper from pins 1 and 2.
7. To reset CMOS, place the jumper on pins 3 and 4. To clear passwords, place the jumper on pins 5 and 6.
8. Replace the access panel and reconnect the external equipment.
9. Plug in the computer and turn on power. Allow the operating system to start. This clears the current passwords and disables the password features.
10. Shut down the computer, unplug the power, and disconnect the external equipment.
11. Remove the access panel.
12. Place the jumper on pins 1 and 2.
13. Replace the access panel.
14. Reconnect the external equipment and plug in the computer.

## Changing a Setup or Power-on password

To change the power-on or setup password, complete the following steps:

1. Turn on or restart the computer.  
To change the Setup password, go to step 2.  
To change the Power-on password, go to step 3.
2. To change the Setup password, as soon as the computer turns on:
  - Press the Esc key while “Press the ESC key for Startup Menu” message is displayed.
  - Press the F10 key to enter Computer Setup.

3. When the key icon appears, type your current password, a slash (/) or alternate delimiter character, your new password, another slash (/) or alternate delimiter character, and your new password again as shown:

*current password/new password/new password*



---

**NOTE:** Type the new password carefully since the characters do not appear on the screen.

4. Press **Enter**.

The new password will take effect the next time the computer is restarted.

## Deleting a Setup or Power-on password

To delete the power-on or setup password, complete the following steps:

1. Turn on or restart the computer.  
To delete the Setup password, go to step 2.  
To delete the Power-on password, go to step 3.
2. To delete the Setup password, as soon as the computer turns on:
  - Press the Esc key while “Press the ESC key for Startup Menu” message is displayed.
  - Press the F10 key to enter Computer Setup.
3. When the key icon appears, type your current password, a slash (/) or alternate delimiter character, your new password, another slash (/) or alternate delimiter character, and your new password again as shown:  
*current password/*
4. Press **Enter**.

# 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 74](#).

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 76](#).

---

- 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

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

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### 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

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 **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 79](#)).
- **Creating a restore point**—You can use Windows tools to create a restore point (see [Using Windows tools on page 79](#)).
- **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 79](#)).
- **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 79](#)).
- **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 83](#).

## Using Windows tools

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 **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 81](#).

## Using HP Recovery Manager to create recovery media

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 **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 81](#).

## 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 79](#).

### 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 81](#). If you have not already created recovery media, see [Creating HP Recovery media \(select products only\) on page 79](#).
- **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 79](#).

---

 **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 79](#).

---

 **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 79](#).

---

**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 79](#).
- 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 83](#).

---

## 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 83](#).

---

## 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 79](#).

---

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 Battery replacement

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>.

---

1. Remove/disengage any security devices that prohibit opening the computer.
2. Remove all removable media, such as compact discs or USB flash drives, from the computer.
3. Turn off the computer properly through the operating system, then turn off any external devices.
4. Disconnect the power cord from the power outlet and disconnect any external devices.

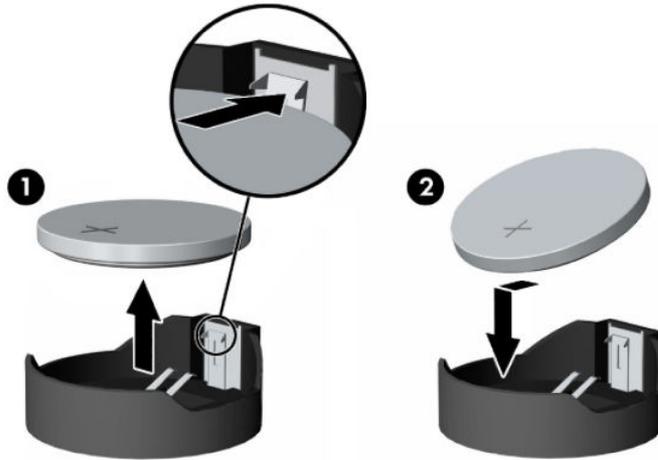
---

 **CAUTION:** Regardless of the power-on state, voltage is always present on the system board as long as the system is plugged into an active AC outlet. You must disconnect the power cord to avoid damage to the internal components of the computer.

---

5. Remove the stand assembly (see [Stand assembly on page 15](#)).
6. Remove the display (see [Display on page 16](#)).
7. Locate the battery and battery holder on the system board.
8. To release the battery from its holder, squeeze the metal clamp that extends above one edge of the battery. When the battery pops up, lift it out **(1)**.

9. To insert the new battery, slide one edge of the replacement battery under the holder's lip with the positive side up. Push the other edge down until the clamp snaps over the other edge of the battery (2).



10. Replace the access panel.
11. Plug in the computer and turn on power to the computer.
12. Reset the date and time, your passwords, and any special system setups using Computer Setup.
13. Lock any security devices that were disengaged when the access panel was removed.

## 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.



## 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 <a href="#">Using HP Sure Start (select models only) on page 91</a> .	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.	<b>NOTE:</b> 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 <a href="http://www.hp.com/support">http://www.hp.com/support</a> . Select <b>Find your</b>

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?
Intel Management Engine Firmware (present only in select Elite or Z models. For more information, go to <a href="http://www.hp.com/support">http://www.hp.com/support</a> . Select <b>Find your product</b> , 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.	<b>product</b> , and then follow the on-screen instructions.  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 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 mm<sup>2</sup> 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, 0.75mm<sup>2</sup> 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 mm<sup>2</sup> conductor size. Wall plug must be a two-pole grounding type with a Japanese Industrial Standard C8303 (7A, 125V) configuration.

# D Specifications

Item	Value	Value	Value
<b>Dimensions</b>	<b>Without stand</b>	<b>Basic stand</b>	<b>Adjustable Height Stand</b>
Width	22.0 in (560.0 mm)	22.0 in (560.0 mm)	22.0 in (560.0 mm)
Depth	1.98 in (50.3 mm)	6.0 in (153.4 mm)	7.7 in (194.8 mm)
Height	15.3 in (389 mm)	17.2 in (437.2 mm)	20.8 in (528.9 mm)
<b>Approximate Weight</b>	19.3 lb (8.74 kg)– 19.7 lbs (8.94 kg)	24.1 lb (10.91 kg)– 24.5 lbs (11.11 kg)	33.4 lb (15.17 kg)– 33.9 lbs (15.37 kg)
<b>Temperature Range</b>			
Operating		50° to 95°F (10° to 35°C)	
Nonoperating		-22° to 140°F (-30° to 60°C)	
<b>Relative Humidity (non-condensing)</b>			
Operating		10-90% at ambient	
Non-operating		5-95% at ambient	
<b>Maximum Altitude (unpressurized)</b>			
Operating		0 - 16,404 ft (0 - 5,000 m)	
Non-operating		0 - 50,000 ft (0 - 15,240 m)	
<b>Power Supply</b>			
Rated Voltage Range		100-240 V	
Rated Line Frequency		50-60 Hz	
<b>Max Operating Power</b>		180 W	

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