



Hardware Reference Guide

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Product notice

This user guide describes features that are common to most models. Some features may not be available on your computer.

Not all features are available in all editions or versions of Windows. Systems may require upgraded and/or separately purchased hardware, drivers, software or BIOS update to take full advantage of Windows functionality. Windows 10 is automatically updated, which is always enabled. ISP fees may apply and additional requirements may apply over time for updates. See <http://www.microsoft.com>.

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About This Guide

This guide provides basic information for upgrading the HP ProDesk Business PC.

-  **WARNING!** Indicates a hazardous situation that, if not avoided, **could** result in serious injury or death.
 -  **CAUTION:** Indicates a hazardous situation that, if not avoided, **could** result in minor or moderate injury.
 -  **IMPORTANT:** Indicates information considered important but not hazard-related (for example, messages related to property damage). Warns the user that failure to follow a procedure exactly as described could result in loss of data or in damage to hardware or software. Also contains essential information to explain a concept or to complete a task.
 -  **NOTE:** Contains additional information to emphasize or supplement important points of the main text.
 -  **TIP:** Provides helpful hints for completing a task.
-

Table of contents

1 Product features	1
Standard configuration features	1
Front panel components	2
Rear panel components	3
vPro systems	3
Non-vPro systems	4
Serial number location	5
2 Hardware upgrades	6
Serviceability features	6
Warnings and cautions	6
Preparation for disassembly	6
Removing the computer access panel	7
Replacing the computer access panel	8
Removing the front bezel	9
Removing a slim optical drive bezel blank	9
Replacing the front bezel	10
System board connectors	11
Upgrading system memory	12
Installing a memory module	12
Removing or installing an expansion card	15
Drive positions	19
Removing and installing drives	19
Removing a 9.5 mm slim optical drive	21
Installing a 9.5 mm slim optical drive	23
Removing a hard drive	25
Installing a hard drive	26
Installing a security lock	30
Security cable lock	30
Padlock	30
HP Business PC Security Lock V2	31
Front bezel security	36
Appendix A Battery replacement	37

Appendix B Electrostatic discharge	41
Preventing electrostatic damage	41
Grounding methods	41
Appendix C Computer operating guidelines, routine care and shipping preparation	42
Computer operating guidelines and routine care	42
Optical drive precautions	43
Operation	43
Cleaning	43
Safety	43
Shipping preparation	43
Appendix D Accessibility	44
Accessibility	44
Finding the technology tools you need	44
Our commitment	44
International Association of Accessibility Professionals (IAAP)	44
Finding the best assistive technology	45
Assessing your needs	45
Accessibility for HP products	45
Standards and legislation	46
Standards	46
Mandate 376 – EN 301 549	46
Web Content Accessibility Guidelines (WCAG)	46
Legislation and regulations	46
United States	47
21st Century Communications and Video Accessibility Act (CVAA)	47
Canada	47
Europe	48
United Kingdom	48
Australia	48
Worldwide	48
Useful accessibility resources and links	49
Organizations	49
Educational institutions	49
Other disability resources	49
HP links	49
Contacting support	50
Index	51

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 your computer model, run the HP Support Assistant utility.



Front panel components

Drive configuration may vary by model. Some models have a bezel blank covering the optical drive bay.

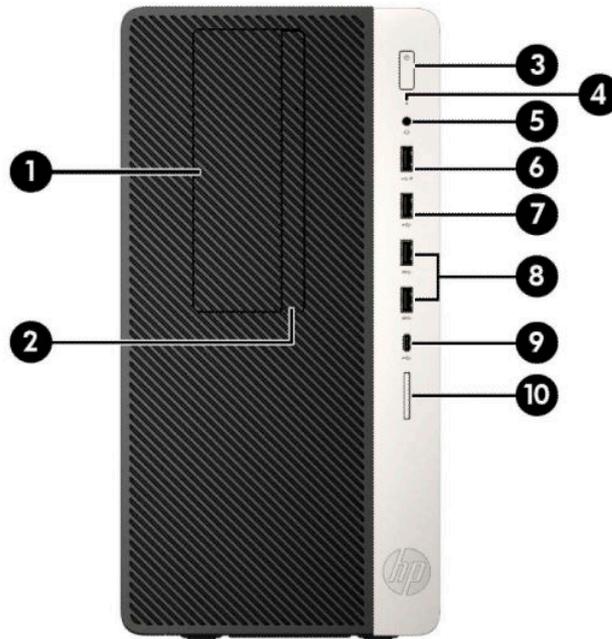


Table 1-1 Front panel components

Component	Component
1 5.25-inch drive bay (behind bezel)	6 USB Type-C SuperSpeed Plus port with HP Sleep and Charge**
2 Slim optical drive (optional)	7 USB port
3 Dual-state power button	8 USB SuperSpeed ports (2)
4 Hard drive activity light	9 USB Type-C charging port
5 Audio-out (headphone)/Audio-in (microphone) combo jack*	10 Memory card reader

* When a device is plugged into the combo jack, a dialog box is displayed. Select the type of device that is connected.

** This port connects a USB device, provides high-speed data transfer, and even when the computer is off, charges products such as a cell phone, camera, activity tracker, or smartwatch.

Rear panel components

Refer to the following images and tables for the rear components on vPro and non-vPro systems.

vPro systems

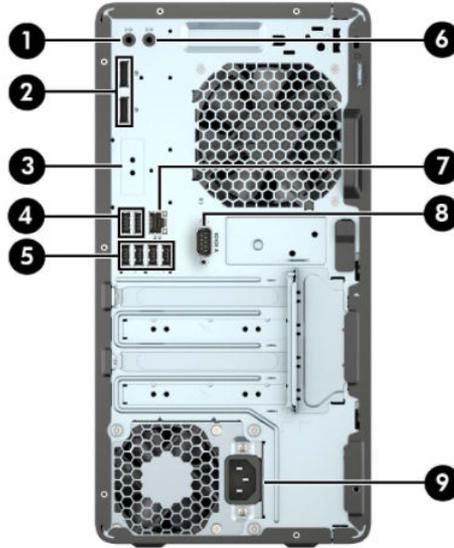


Table 1-2 Rear panel components

Component	Component
1  Audio-in jack	6  Audio-out jack for powered audio devices
2  Dual-Mode DisplayPort monitor connectors (2)	7  RJ-45 (network) jack
3 Optional port	8  Serial port (select products only)
4  USB ports with HP Sleep and Charge (2)*	9 Power cord connector
5  USB SuperSpeed ports (4)*	

* These ports connect a USB device, provide high-speed data transfer, and even when the computer is off, charge products such as a cell phone, camera, activity tracker, or smartwatch.

NOTE: If using a USB keyboard, HP recommends connecting the keyboard to one of the USB ports with the Wake from S4/S5 feature.

When a graphics card is installed in one of the system board slots, the video connectors on the graphics card and/or the integrated graphics on the system board may be used. The specific graphics card installed and software configuration will determine the behavior.

The system board graphics can be disabled by changing settings in Computer Setup.

Non-vPro systems

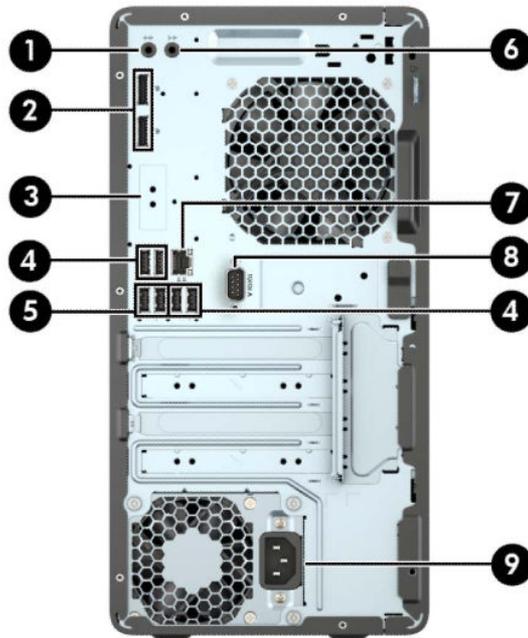


Table 1-3 Rear panel components

Component	Component
1  Audio-in jack	6  Audio-out jack for powered audio devices
2  Dual-Mode DisplayPort monitor connectors (2)	7  RJ-45 (network) jack
3 Optional port	8  Serial port (select products only)
4  USB ports with Wake from S4/S5 (4)	9 Power cord connector
5  USB SuperSpeed ports (2)	

NOTE: If using a USB keyboard, HP recommends connecting the keyboard to one of the USB ports with the Wake from S4/S5 feature.

When a graphics card is installed in one of the system board slots, the video connectors on the graphics card and/or the integrated graphics on the system board may be used. The specific graphics card installed and software configuration will determine the behavior.

The system board graphics can be disabled by changing settings in Computer Setup.

Serial number location

Each computer has a unique serial number and a product ID number that are located on the exterior of the computer. Keep these numbers available for use when contacting support for assistance.



2 Hardware upgrades

Serviceability features

The computer includes features that make it easy to upgrade and service. A Torx T15 or flat-bladed screwdriver is needed for some of the installation procedures described in this chapter.

Warnings and cautions

Before performing upgrades be sure to carefully read all of the applicable instructions, cautions, and warnings in this guide.

 **WARNING!** To reduce the risk of personal injury from electrical shock, hot surfaces, or fire:

Disconnect the power cord from the AC outlet and allow the internal system components to cool before you touch them.

Do not plug telecommunications or telephone connectors into the network interface controller (NIC) receptacles.

Do not disable the power cord grounding plug. The grounding plug is an important safety feature.

Plug the power cord into a grounded (earthed) outlet that is easily accessible at all times.

To reduce the risk of serious injury, read the *Safety & Comfort Guide*. It describes proper workstation setup, and proper posture, health, and work habits for computer users. The *Safety & Comfort Guide* also provides important electrical and mechanical safety information. The *Safety & Comfort Guide* is available on the Web at <http://www.hp.com/ergo>.

 **WARNING!** Energized and moving parts inside.

Disconnect power to the equipment before removing the enclosure.

Replace and secure the enclosure before re-energizing the equipment.

 **IMPORTANT:** Static electricity can damage the electrical 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 [Electrostatic discharge on page 41](#) for more information.

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

Preparation for disassembly

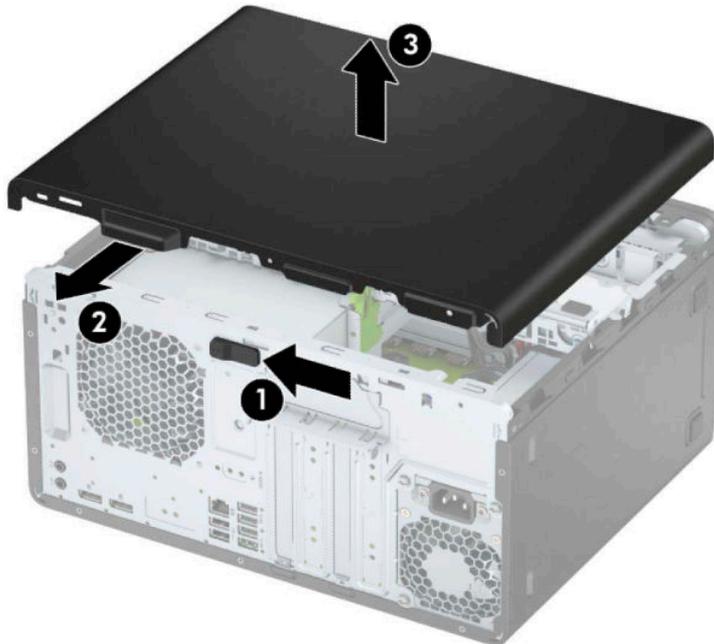
1. Remove/disengage any security devices that prohibit opening the computer.
2. Remove all removable media, such as compact discs or USB flash drives, from the computer.
3. Turn off the computer properly through the operating system, and then turn off any external devices.
4. Disconnect the power cord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

 **IMPORTANT:** 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.

Removing the computer access panel

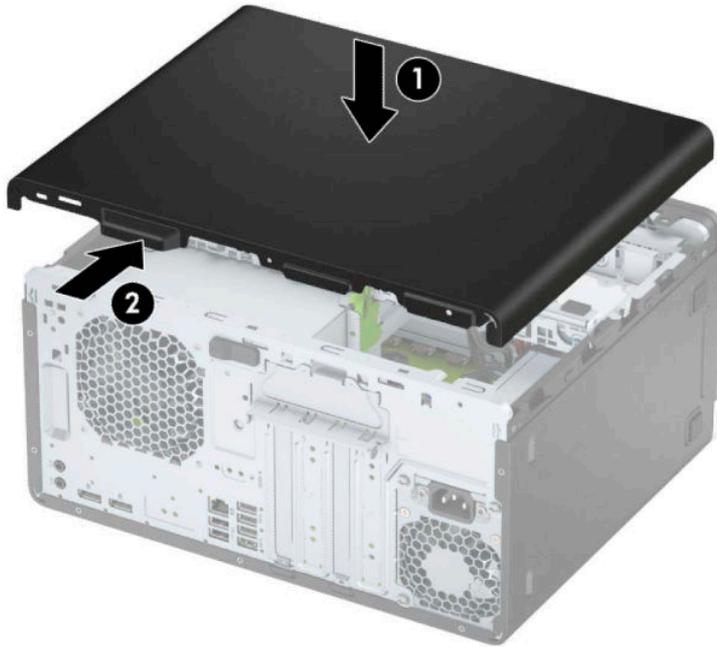
To access internal components, you must remove the access panel:

1. Prepare the computer for disassembly (see [Preparation for disassembly on page 6](#)).
2. Slide the access panel lock (1) to the left, slide the panel toward the rear of the computer (2), and then lift it off the chassis (3).



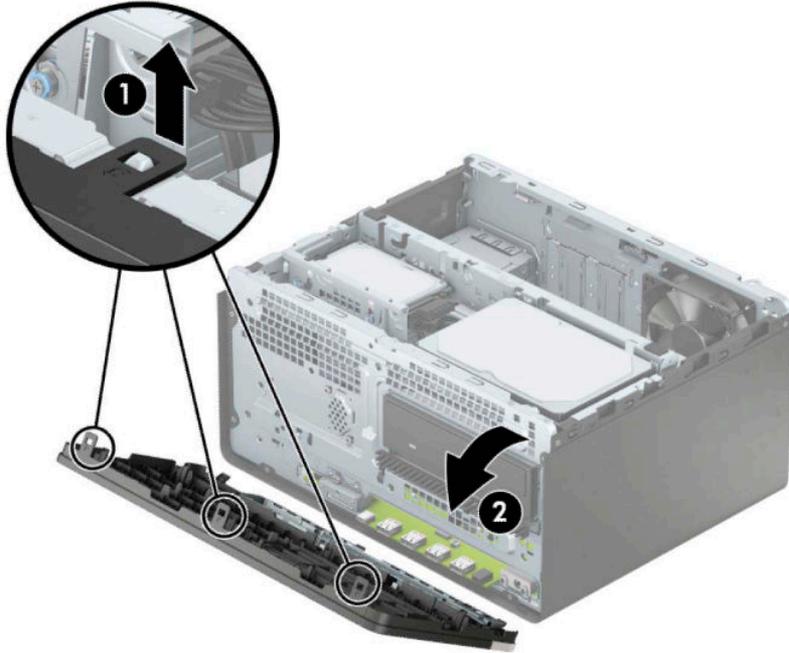
Replacing the computer access panel

Place the panel on the computer (1), and then slide it forward (2) until it clicks into place.



Removing the front bezel

1. Prepare the computer for disassembly (see [Preparation for disassembly on page 6](#)).
2. Remove the computer access panel. See [Removing the computer access panel on page 7](#).
3. Lift up the three tabs on the side of the bezel (1), and then rotate the bezel off the chassis (2).

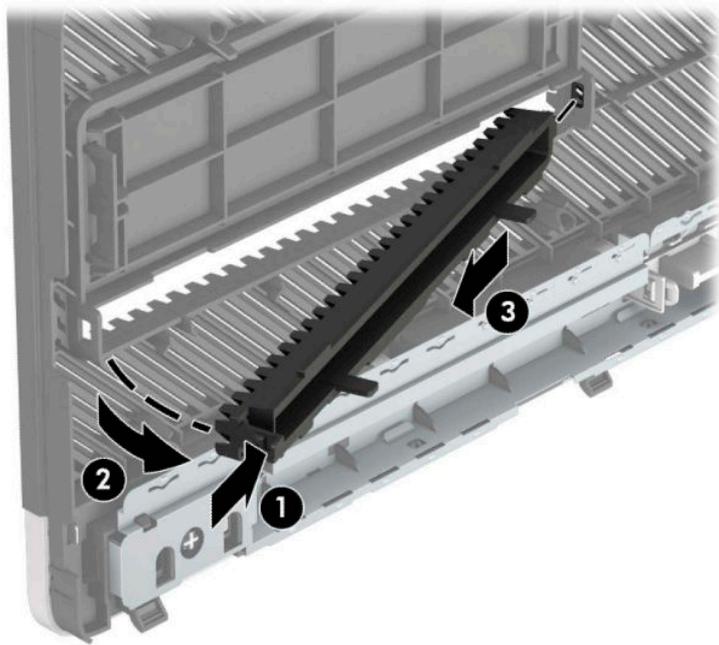


Removing a slim optical drive bezel blank

On some models, there is a bezel blank covering the slim optical drive bay. Remove the bezel blank before installing an optical drive. To remove the bezel blank:

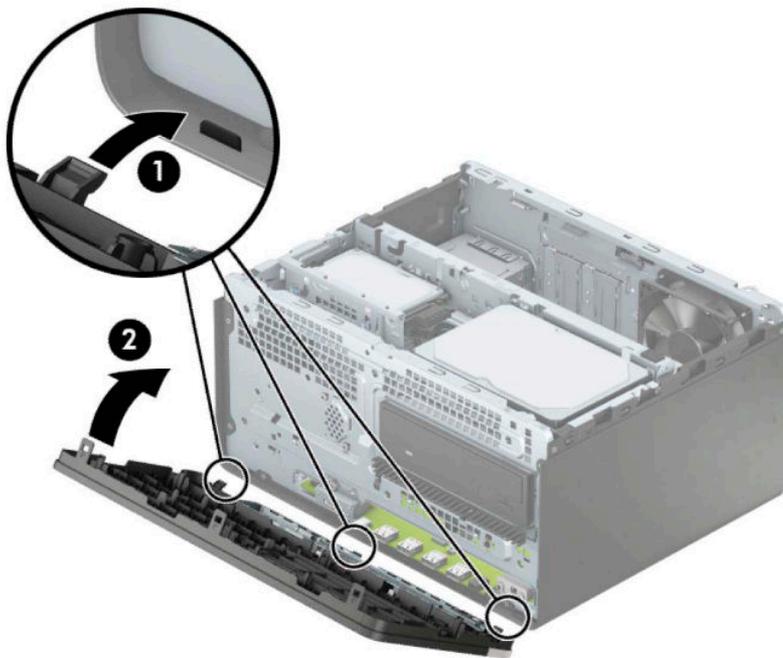
1. Remove the computer access panel and front bezel. See [Removing the computer access panel on page 7](#) and [Removing the front bezel on page 9](#).

2. To remove the bezel blank, press to the side (1), swing out from the main bezel (2), and then remove the blank (3) from the bezel.



Replacing the front bezel

Insert the three hooks on the bottom edge of the bezel into the rectangular holes on the chassis (1), and then rotate the top side of the bezel (2) onto the chassis and snap it into place.



System board connectors

Refer to the following illustration and table to identify the system board connectors for your model.

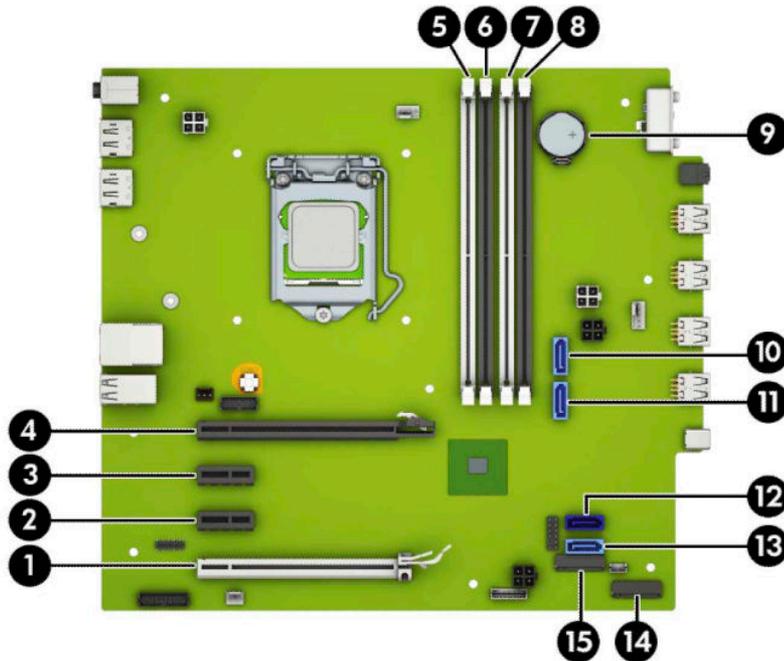


Table 2-1 System board connectors

No.	System board connector	System board label	Color	Component
1	PCI Express ×16 downshifted to a ×4	×4PCIEXP	White	Expansion card
2	PCI Express ×1	×1PCIEXP2	Black	Expansion card
3	PCI Express ×1	×1PCIEXP1	Black	Expansion card
4	PCI Express ×16	×16PCIEXP	Black	Expansion card
5	DIMM4 (Channel A)	DIMM4	White	Memory module
6	DIMM3 (Channel A)	DIMM3	Black	Memory module
7	DIMM2 (Channel B)	DIMM2	White	Memory module
8	DIMM1 (Channel B)	DIMM1	Black	Memory module
9	Battery	BAT	Black	Battery
10	SATA 3.0	SATA2	Light blue	Any SATA Device other than the Primary Hard Drive
11	SATA 3.0	SATA1	Light blue	Any SATA device other than the primary hard drive
12	SATA 3.0	SATA0	Dark blue	Primary hard drive
13	SATA 3.0	SATA3	Light blue	Any SATA device other than the primary hard drive
14	M.2 SSD	SSD	Black	M.2 SSD storage card
15	M.2 WLAN	WLAN	Black	M.2 WLAN card

Upgrading system memory

The computer comes with double data rate 4 synchronous dynamic random access memory (DDR4-SDRAM) dual inline memory modules (DIMMs).

The memory sockets on the system board are populated with at least one preinstalled memory module. To achieve the maximum memory support, you can populate the system board with up to 64 GB of memory configured in a high-performing dual-channel mode.

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

- Industry-standard 288-pin
- Unbuffered non-ECC PC4-19200 DDR4-2400/2666 MHz-compliant
- 1.2 volt DDR4-SDRAM memory modules
- CAS latency 17 DDR4 2400/2666 MHz (17-17-17 timing)
- Mandatory JEDEC SPD information

The computer supports the following:

- 512 Mb, 1 Gb, 2 Gb, and 4 Gb non-ECC memory technologies
- Single-sided and double-sided memory modules
- Memory modules constructed with ×8 and ×16 DDR devices; memory modules constructed with ×4 SDRAM are not supported



NOTE: The system does not operate properly if you install unsupported memory modules.

Installing a memory module

There are four memory sockets on the system board, with two sockets per channel. The sockets are labeled DIMM1, DIMM2, DIMM3, and DIMM4. Sockets DIMM1 and DIMM2 operate in memory channel B. Sockets DIMM3 and DIMM4 operate in memory channel A.

The system will automatically operate in single-channel mode, dual-channel mode, or flex mode, depending on how the DIMMs are installed.



NOTE: Single-channel and unbalanced dual-channel memory configurations will result in inferior graphics performance.

- The system will operate in single-channel mode if the DIMM sockets are populated in one channel only.
- The system will operate in a higher-performing dual-channel mode if the total memory capacity of the DIMMs in Channel A is equal to the total memory capacity of the DIMMs in Channel B. The technology and device width can vary between the channels. For example, if Channel A is populated with two 1 GB DIMMs and Channel B is populated with one 2 GB DIMM, the system will operate in dual-channel mode.
- The system will operate in flex mode if the total memory capacity of the DIMMs in Channel A is not equal to the total memory capacity of the DIMMs in Channel B. In flex mode, the channel populated with the least amount of memory describes the total amount of memory assigned to dual channel and the remainder is assigned to single channel. For optimal speed, the channels should be balanced so that the largest amount of memory is spread between the two channels. If one channel will have more memory than the other, the larger amount should be assigned to Channel A. For example, if you are populating the sockets with one 2 GB DIMM, and three 1 GB DIMMs, Channel A should be populated with the 2 GB

DIMM and one 1 GB DIMM, and Channel B should be populated with the other two 1 GB DIMMs. With this configuration, 4 GB will run as dual-channel and 1 GB will run as single-channel.

- In any mode, the maximum operational speed is determined by the slowest DIMM in the system.

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

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

Static electricity can damage the electronic components of the computer or optional cards. Before beginning these procedures, ensure that you are discharged of static electricity by briefly touching a grounded metal object. For more information, refer to [Electrostatic discharge on page 41](#).

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

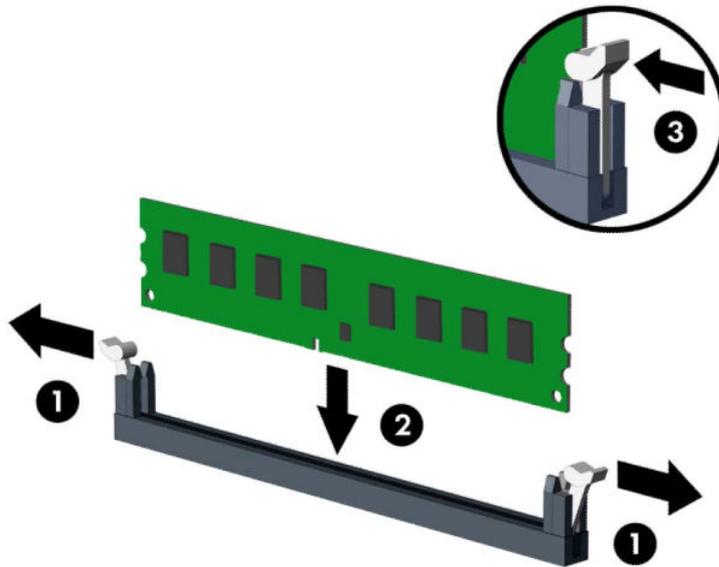
-
1. Prepare the computer for disassembly (see [Preparation for disassembly on page 6](#)).

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

2. Remove the computer access panel. See [Removing the computer access panel on page 7](#).

 **CAUTION:** To reduce risk of personal injury from hot surfaces, allow the internal system components to cool before you touch them.

3. Open both latches (1) of the memory module socket, and insert the memory module into the socket (2). Press the module down into the socket, ensuring that the module is fully inserted and properly seated. Make sure that the latches are in the closed position (3).



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

Populate the black DIMM sockets before the white DIMM sockets.

For maximum performance, populate the sockets so that the memory capacity is spread as equally as possible between Channel A and Channel B.

4. Repeat step 3 to install any additional modules.
5. Replace the computer access panel.
6. Reconnect the power cord and any external devices, and then turn on the computer. The computer should automatically recognize the additional memory.
7. Lock any security devices that were disengaged when the access panel was removed.

Removing or installing an expansion card

The computer has three PCI Express ×1 expansion sockets and one PCI Express ×16 expansion socket.

 **NOTE:** You can install a PCI Express ×1, ×8, or ×16 expansion card in the PCI Express ×16 socket.

For dual graphics card configurations, the first (primary) card must be installed in the PCI Express ×16 socket.

To remove, replace, or add an expansion card:

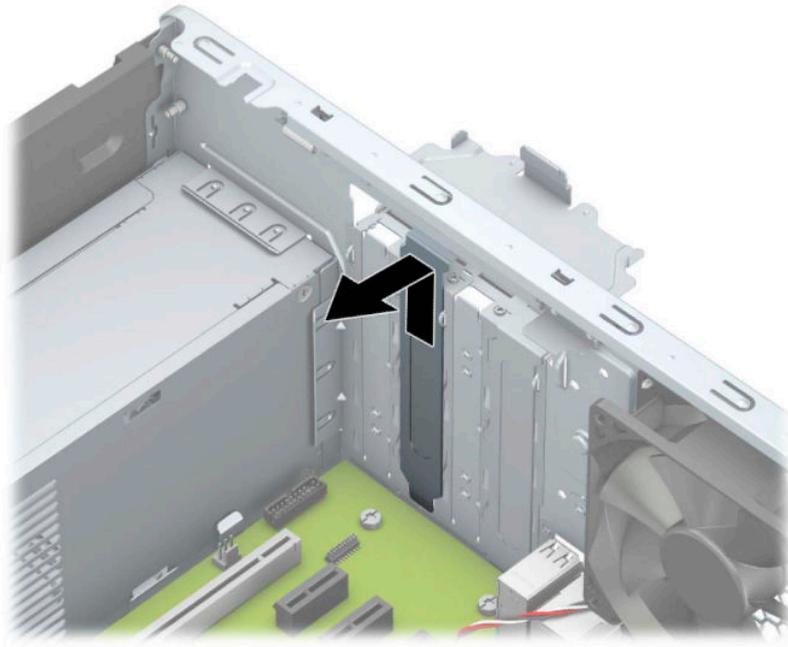
1. Prepare the computer for disassembly (see [Preparation for disassembly on page 6](#)).
2. Remove the computer access panel. See [Removing the computer access panel on page 7](#).
3. Release the slot cover retention latch that secures the slot covers by lifting the tab on the latch and rotating the latch to the open position.



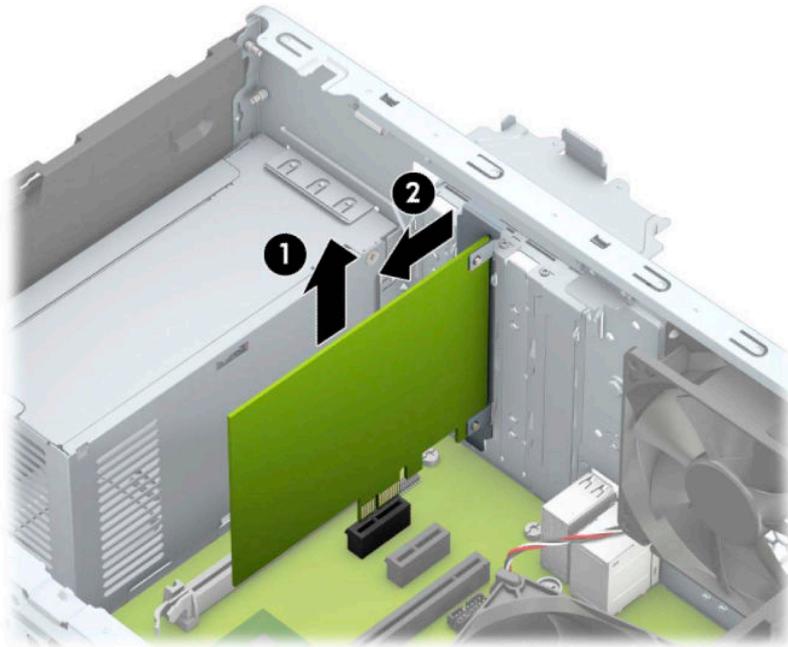
4. Locate the correct vacant expansion socket on the system board and the corresponding expansion slot on the back of the computer chassis.
5. Before installing an expansion card, remove the expansion slot cover or the existing expansion card.

 **NOTE:** Before removing an installed expansion card, disconnect any cables that may be attached to the expansion card.

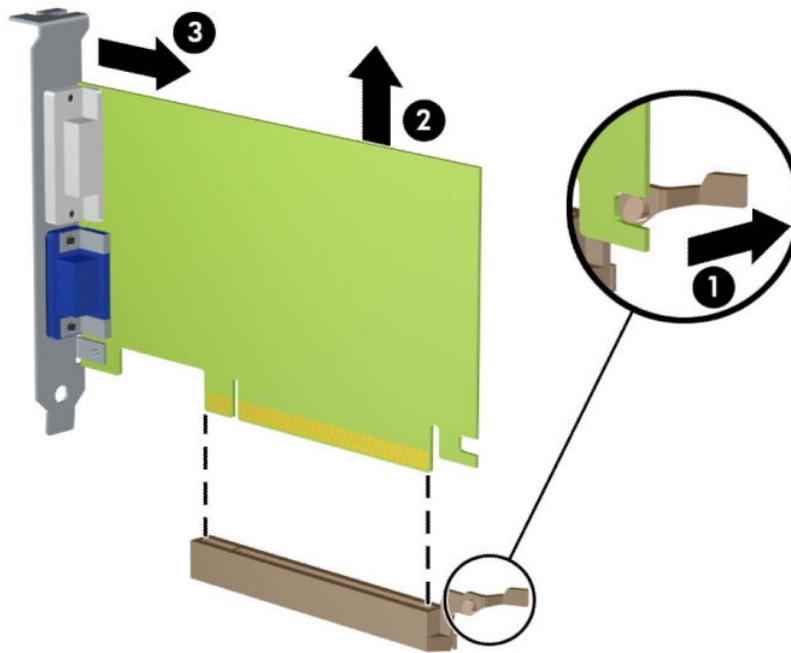
- a. If you are installing an expansion card in a vacant socket, you must slide one of the expansion slot covers up and out of the chassis or use a flat-bladed screwdriver to pry out one of the metal shields on the rear panel that covers the expansion slot. Be sure to remove the appropriate shield for the expansion card you are installing.



- b.** If you are removing a PCI Express ×1 card, hold the card at each end and carefully rock it back and forth until the connectors pull free from the socket. Lift the card (1) straight up then away from the inside of the chassis (2) to remove it. Be sure not to scrape the card against other components.



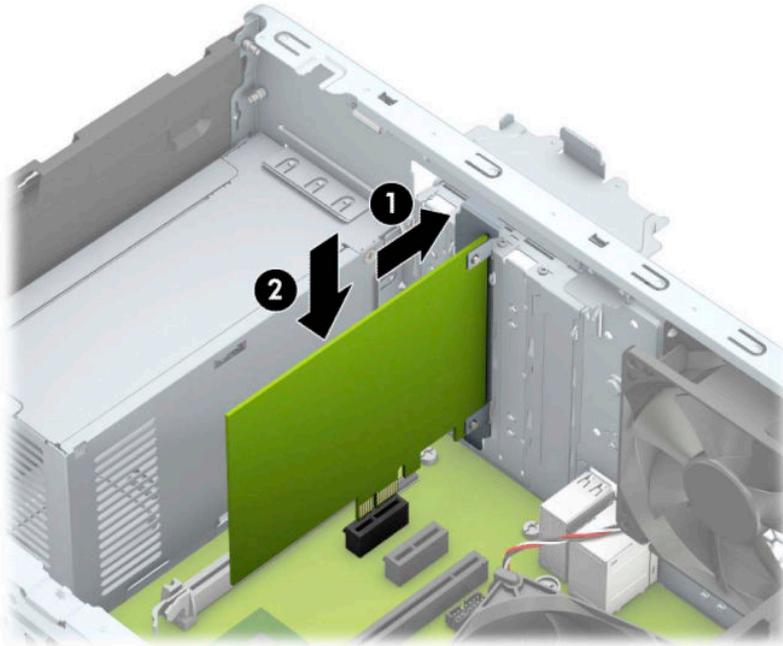
- c. If you are removing a PCI Express ×16 card, pull the retention arm (1) on the back of the expansion socket away from the card and carefully rock the card back and forth until the connectors pull free from the socket. Lift the card (2) straight up and then away from the inside of the chassis (3) to remove it. Be sure not to scrape the card against other components.



6. Store the removed card in anti-static packaging.
7. If you are not installing a new expansion card, install an expansion slot cover to close the open slot.

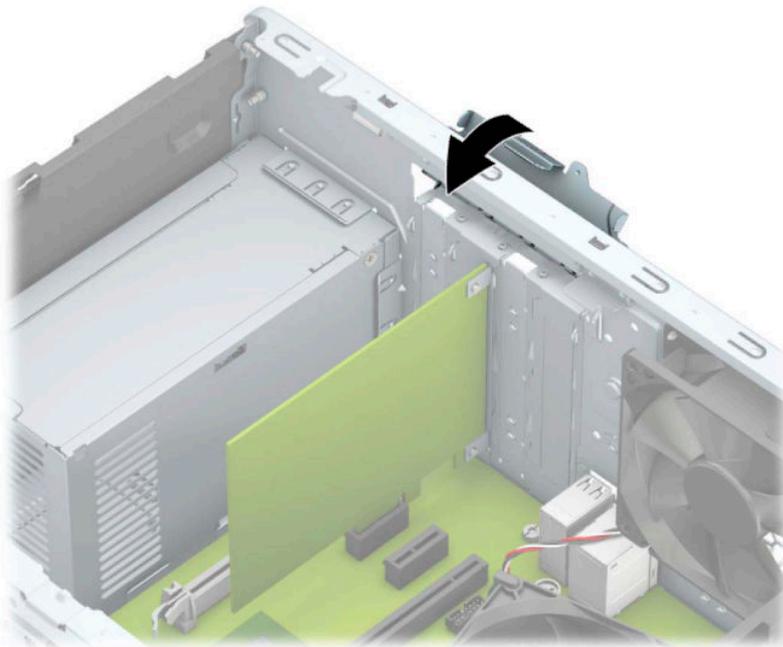
CAUTION: After removing an expansion card, you must replace it with a new card or expansion slot cover for proper cooling of internal components during operation.

8. To install a new expansion card, hold the card just above the expansion socket on the system board and then move the card toward the rear of the chassis (1) so that the bottom of the bracket on the card slides into the small slot on the chassis. Press the card straight down into the expansion socket on the system board (2).



 **NOTE:** When installing an expansion card, press firmly on the card so that the whole connector seats properly in the expansion card socket.

9. Rotate the slot cover retention latch back in place to secure the expansion card.



10. Connect external cables to the installed card, if needed. Connect internal cables to the system board, if needed.

11. Replace the computer access panel.
12. Reconnect the power cord and any external devices, and then turn on the computer.
13. Lock any security devices that were disengaged when the computer access panel was removed.
14. Reconfigure the computer, if necessary.

Drive positions

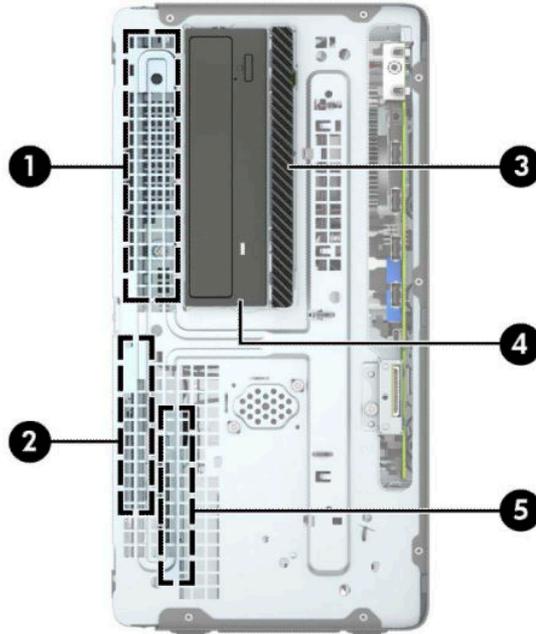


Table 2-2 Drive positions

Component	
1	5.25-inch half-height hard drive bay
2	3.5-inch primary hard drive bay
3	9.5 mm slim optical drive bay
4	5.25-inch optical drive bay
5	3.5-inch secondary hard drive bay

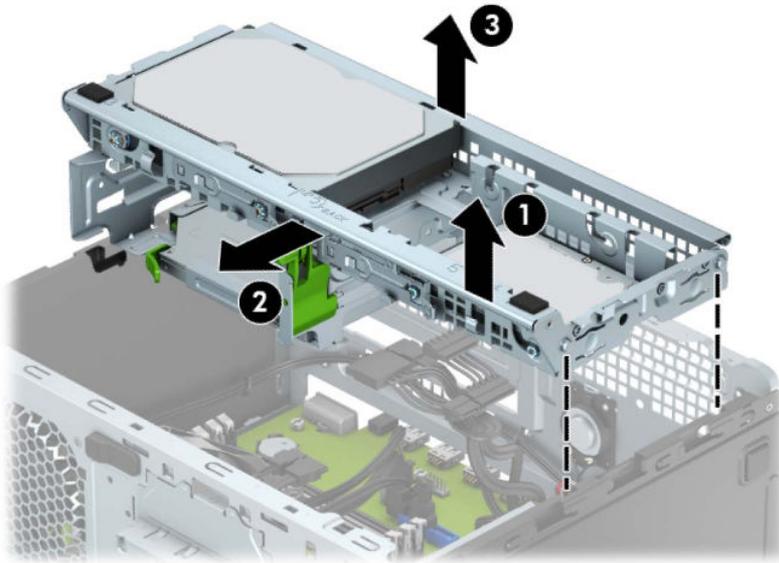
NOTE: The drive configuration on your computer may be different than the drive configuration shown above.

To verify the type and size of the storage devices installed in the computer, run Computer Setup.

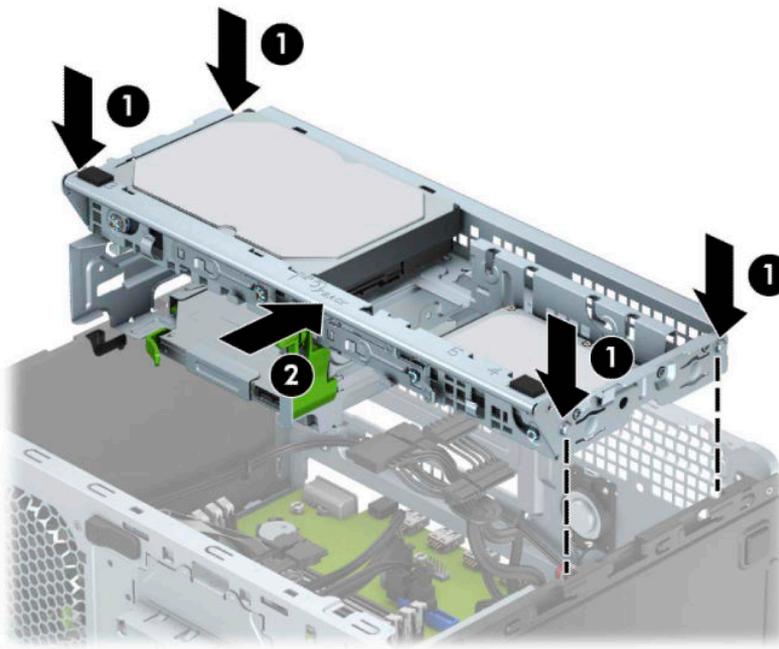
Removing and installing drives

When installing drives, follow these guidelines:

- The primary Serial ATA (SATA) hard drive must be connected to the dark blue primary SATA connector on the system board labeled SATA0.
- Connect secondary hard drives and optical drives to one of the light blue SATA connectors on the system board (labeled SATA1 and SATA2).
- To remove the drives, lift the rear (1) of the drive cage to unlock it. Slide the drive cage (2) back to release it. Lift the drive cage to remove it (3).



- To reinstall the drive cage, lower the cage into the slots (1) provided, and then slide the cage toward the front of the computer (2).



 **IMPORTANT:** To prevent loss of work and damage to the computer or drive:

If you are inserting or removing a drive, shut down the operating system properly, turn off the computer, and unplug the power cord. Do not remove a 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. For more information about preventing electrostatic damage, refer to [Electrostatic discharge on page 41](#).

Handle a drive carefully; do not drop it.

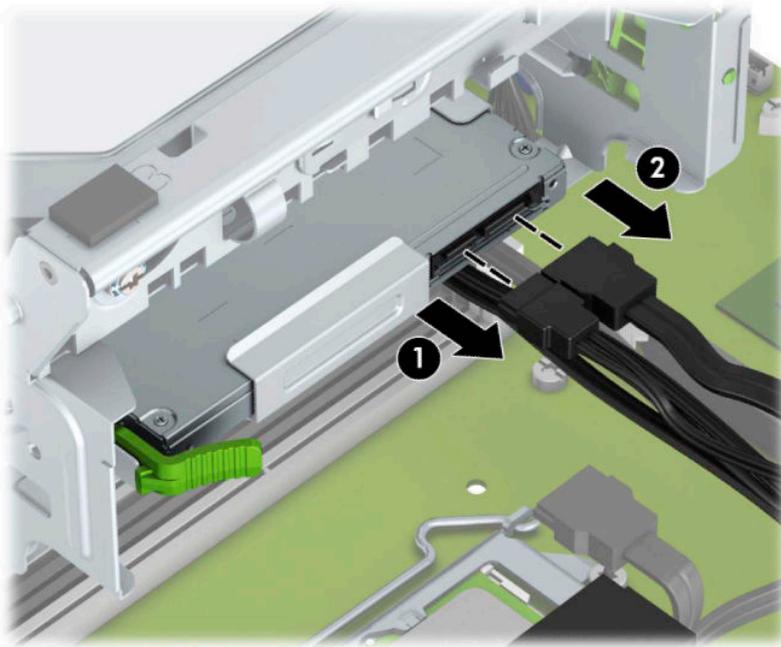
Do not use excessive force when inserting a drive.

Avoid exposing a hard drive to liquids, temperature extremes, or products that have magnetic fields such as monitors or speakers.

If a drive must be mailed, place the drive in a bubble-pack mailer or other protective packaging and label the package “Fragile: Handle With Care.”

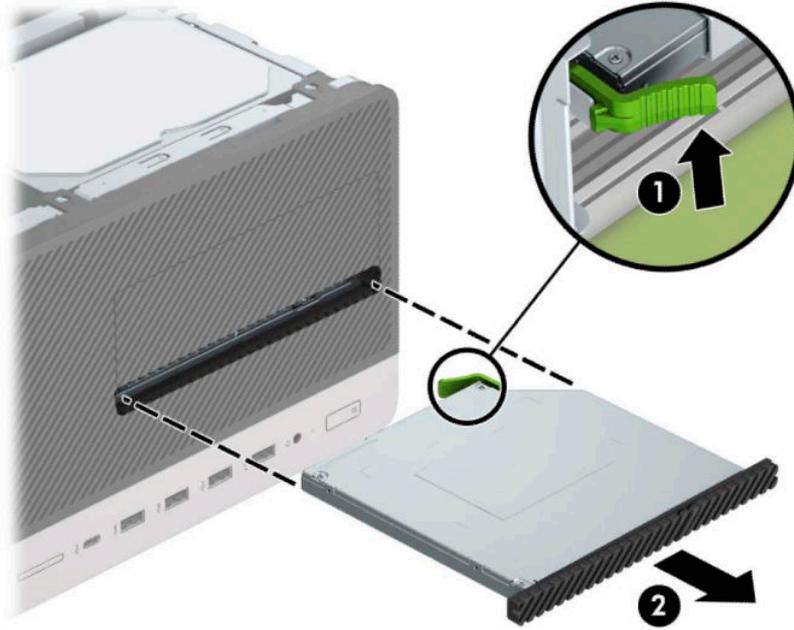
Removing a 9.5 mm slim optical drive

1. Prepare the computer for disassembly (see [Preparation for disassembly on page 6](#)).
2. Remove the computer access panel. See [Removing the computer access panel on page 7](#).
3. Disconnect the power cable (1) and data cable (2) from the rear of the optical drive.



 **IMPORTANT:** When removing the cables, pull the tab or connector instead of the cable itself to avoid damaging the cable.

4. Press the release lever on the back of the drive (1), and then slide the drive through the front bezel (2).

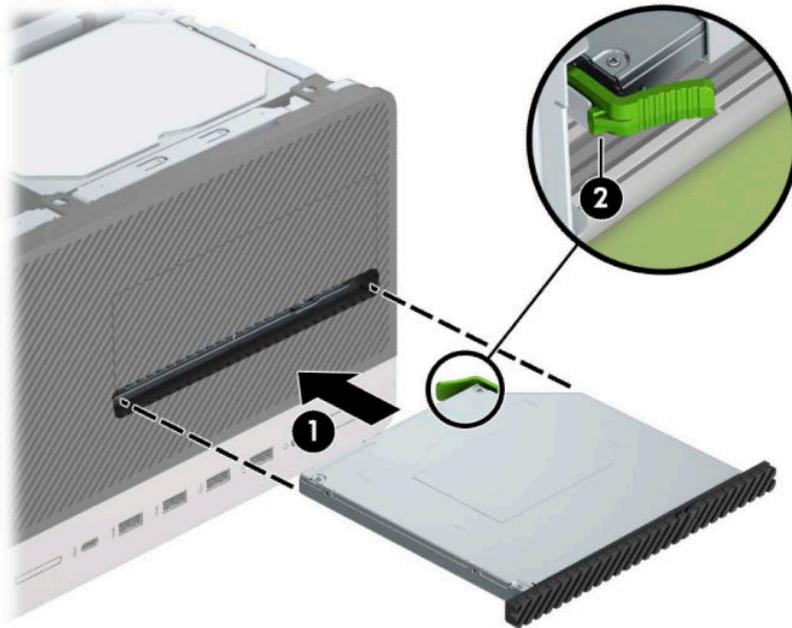


Installing a 9.5 mm slim optical drive

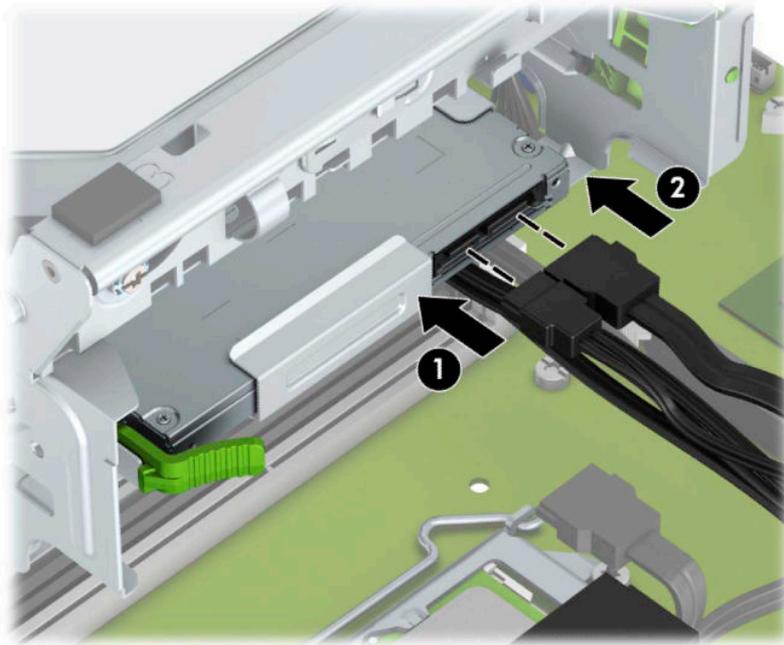
1. Prepare the computer for disassembly (see [Preparation for disassembly on page 6](#)).
2. Remove the computer access panel. See [Removing the computer access panel on page 7](#).
3. If you are installing a slim optical drive in a bay covered by a bezel blank, remove the front bezel and then remove the bezel blank. See [Removing a slim optical drive bezel blank on page 9](#) for more information.
4. Follow the instructions for removing the optical drive if one was installed. Refer to [Removing a 9.5 mm slim optical drive on page 21](#).
5. Align the small pin on the release latch with the small hole on the side of the drive and press the latch firmly onto the drive.



- Slide the optical drive through the front bezel (1) all the way into the bay so that the green latch locks onto the chassis frame (2).



- Connect the power cable (1) and data cable (2) to the rear of the optical drive.



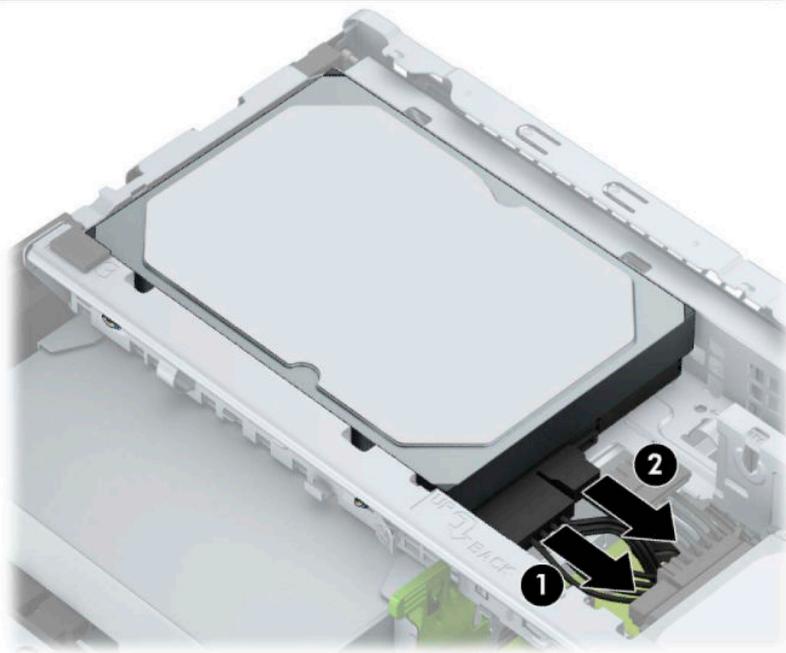
- If installing a new drive, connect the opposite end of the data cable to one of the light blue SATA connectors (labeled SATA1 or SATA2) on the system board.
- Replace the front bezel if it was removed.
- Replace the computer access panel.

11. Reconnect the power cord and any external devices, and then turn on the computer.
12. Lock any security devices that were disengaged when the access panel was removed.

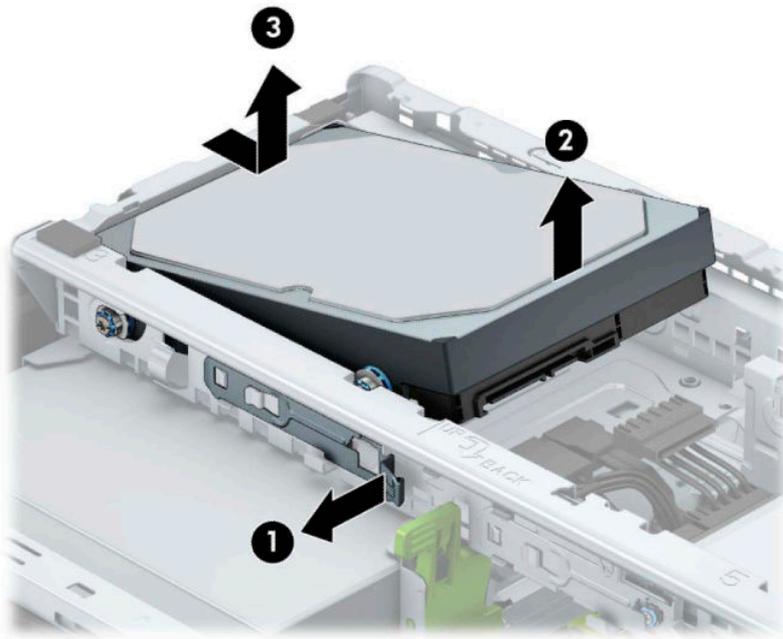
Removing a hard drive

 **NOTE:** Before you remove the old hard drive, be sure to back up the data from the old hard drive so that you can transfer the data to the new hard drive.

1. Prepare the computer for disassembly (see [Preparation for disassembly on page 6](#)).
2. Remove the computer access panel. See [Removing the computer access panel on page 7](#).
3. Disconnect the power cable (1) and data cable (2) from the rear of the hard drive.

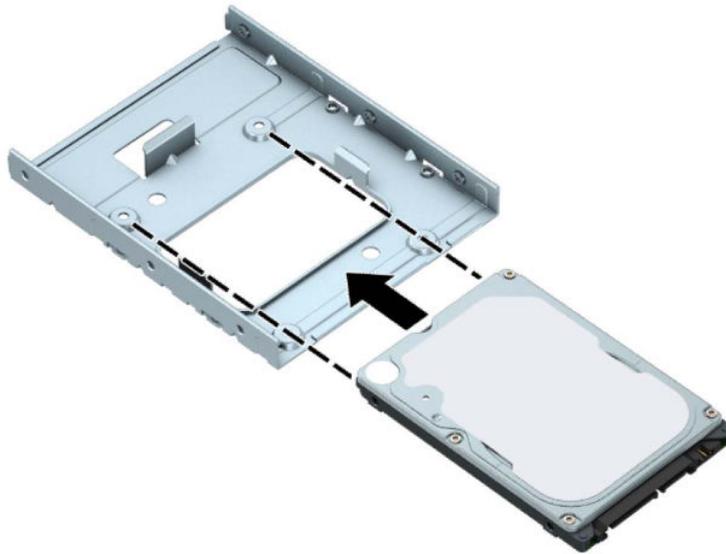


4. Pull the latch (1) next to the drive outward, rotate the drive (2) up, and slide the drive out of the cage (3).

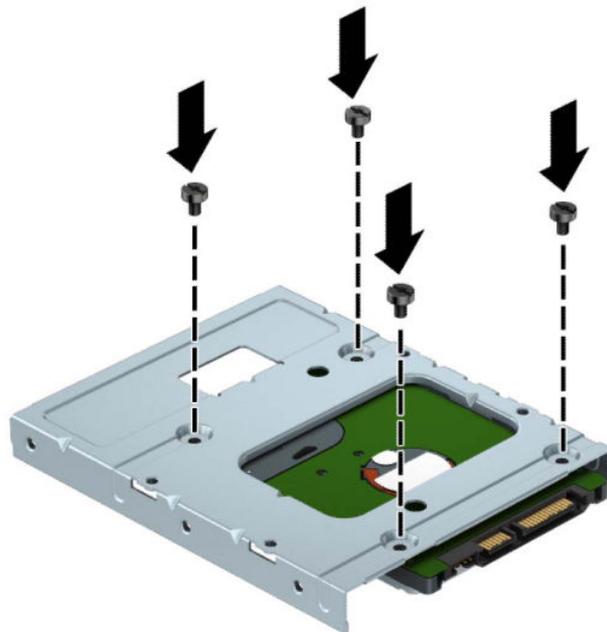


Installing a hard drive

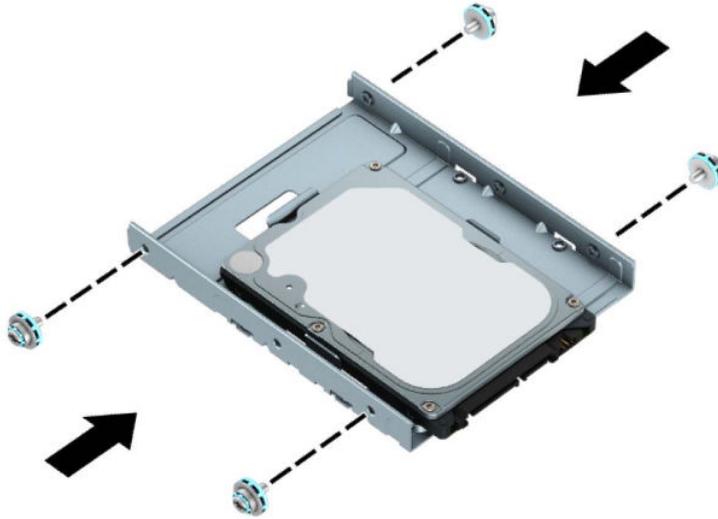
1. Prepare the computer for disassembly (see [Preparation for disassembly on page 6](#)).
2. Remove the computer access panel. See [Removing the computer access panel on page 7](#).
3. You can install a 3.5-inch hard drive or a 2.5-inch hard drive with a 3.5-inch adapter bracket similar to the example shown below.
 - Slide the 2.5-inch drive into the bay adapter bracket, ensuring that the connector on the drive is fully inserted into the connector on the adapter bracket.



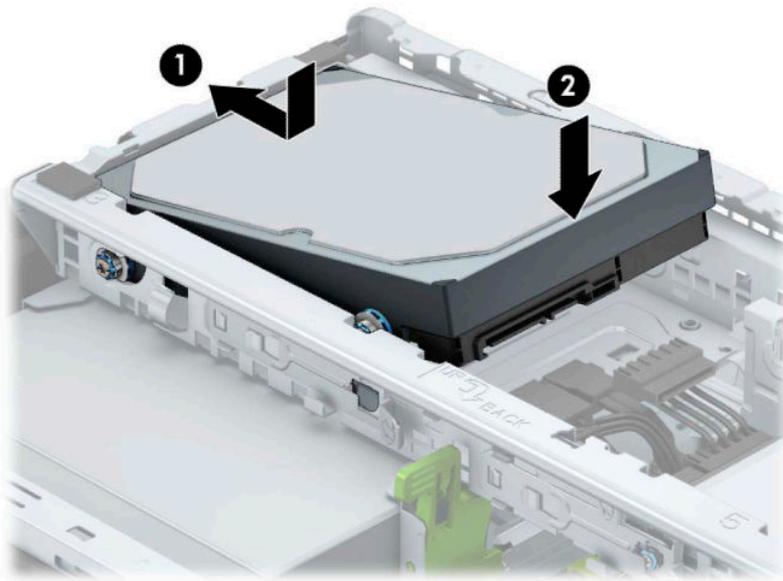
- Secure the drive to the bay adapter bracket by installing four black M3 adapter bracket screws through the sides of the bracket into the drive.



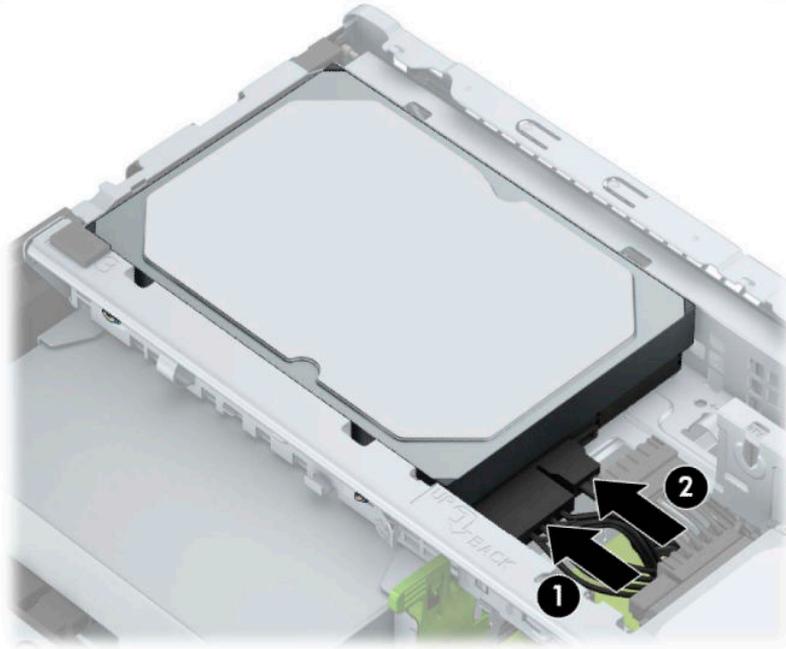
4. Install four mounting screws into the sides of the 3.5-inch drive or the 2.5-inch drive adapter bracket (two on each side).



5. Slide the end of the drive into the cage (1), then lower the drive (2) fully.



6. Connect the power cable (1) and data cable (2) to the rear of the hard drive.



7. If installing a new drive, connect the opposite end of the data cable to the appropriate system board connector.

 **NOTE:** You must connect the primary hard drive data cable to the dark blue connector labeled SATA0 to avoid any hard drive performance problems. If you are adding a second hard drive, connect the data cable to one of the light blue SATA connector labeled SATA1 and SATA2.

8. Replace the computer access panel.
9. Reconnect the power cord and any external devices, and then turn on the computer.
10. Lock any security devices that were disengaged when the access panel was removed.

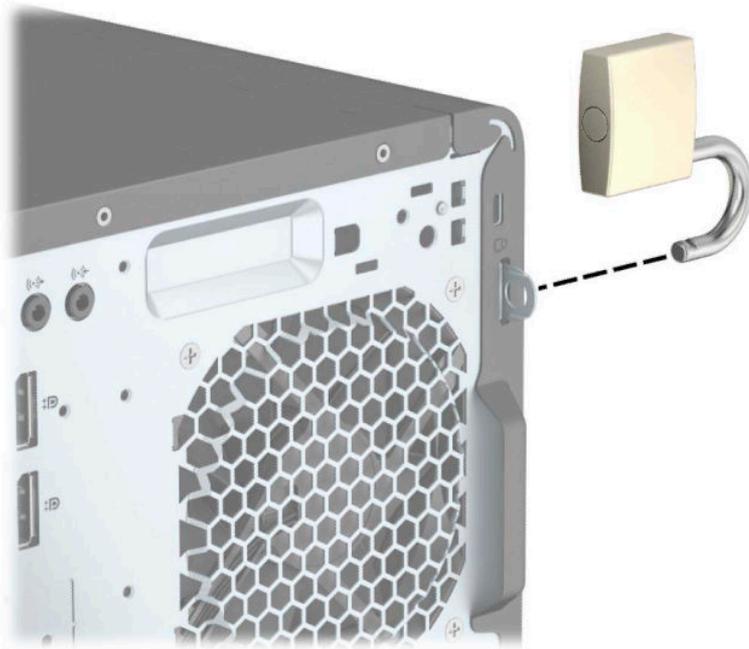
Installing a security lock

The security locks displayed below and on the following pages can be used to secure the computer.

Security cable lock

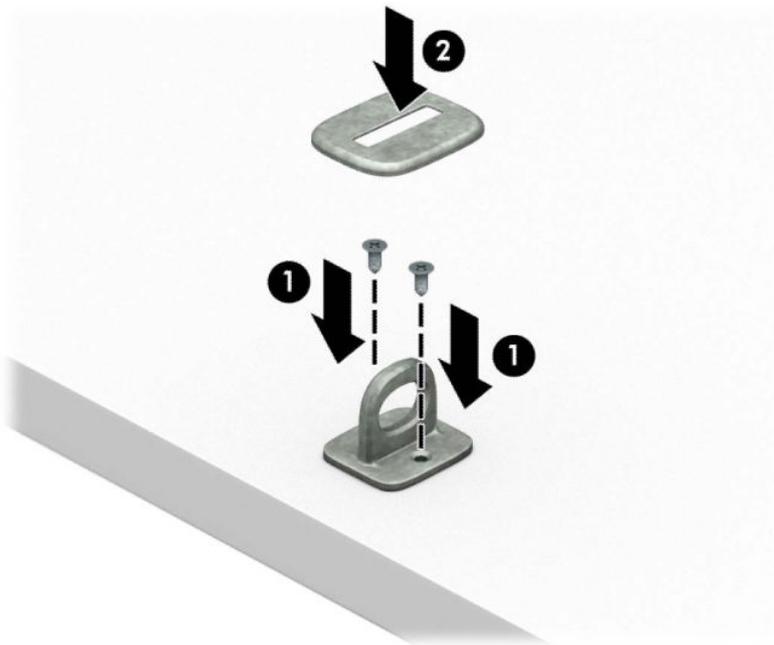


Padlock



HP Business PC Security Lock V2

1. Attach the security cable fastener to a desktop using the appropriate screws for your environment (screws not provided) (1), and then snap the cover onto the base of the cable fastener (2).



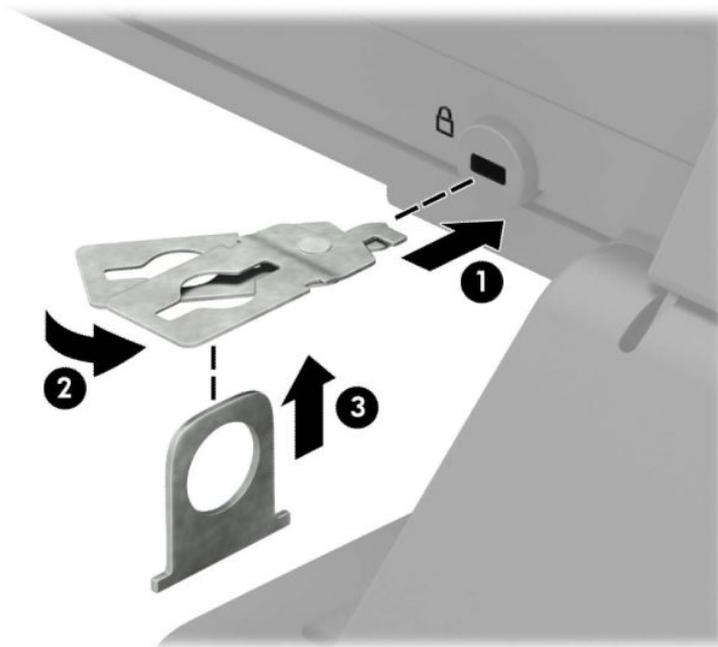
2. Loop the security cable around a stationary object.



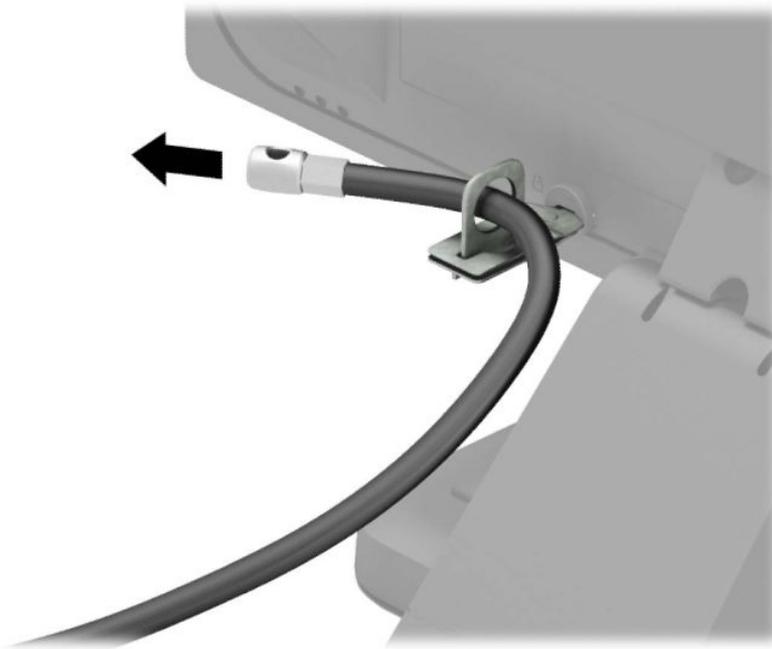
3. Slide the security cable through the security cable fastener.



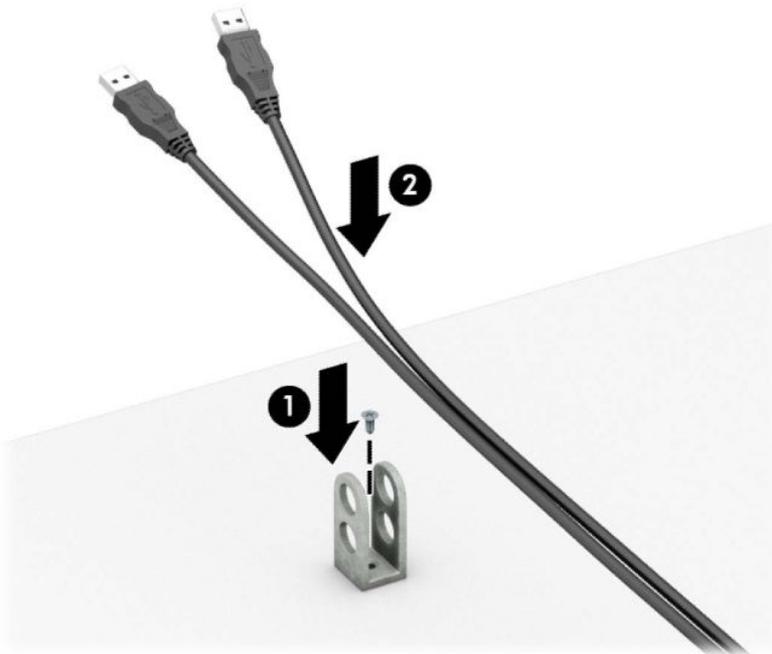
4. Pull the two scissor hands of the monitor lock apart and insert the lock into the security slot on the rear of the monitor (1), close the scissor hands together to secure the lock (2) in place, and then slide the cable guide (3) through the center of the monitor lock.



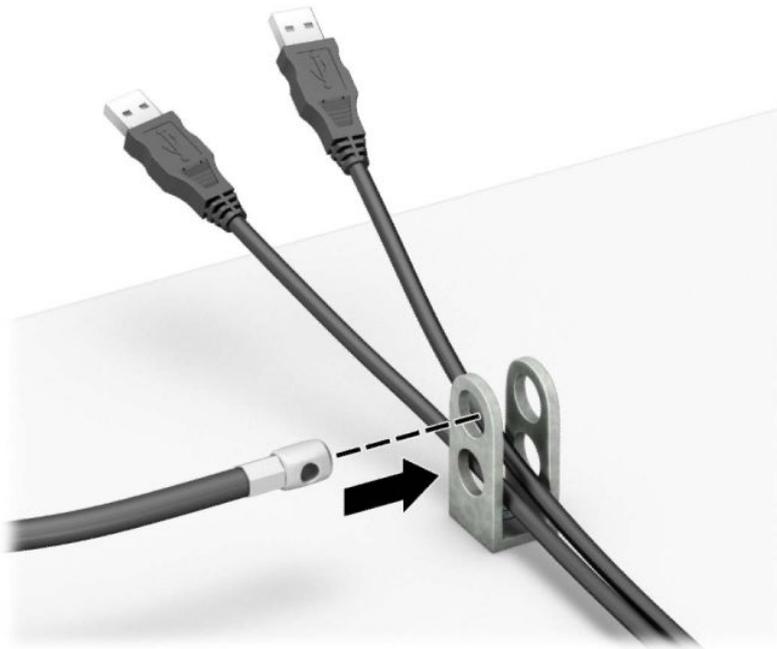
5. Slide the security cable through the security guide installed on the monitor.



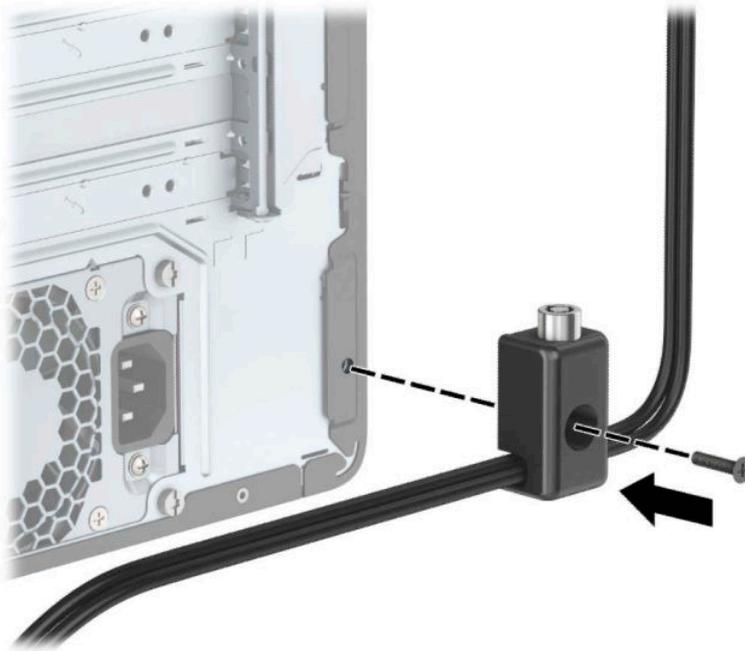
6. Attach the accessory cable fastener to a desktop using the appropriate screw for your environment (screw not provided) (1), and then place the accessory cables into the base of the fastener (2).



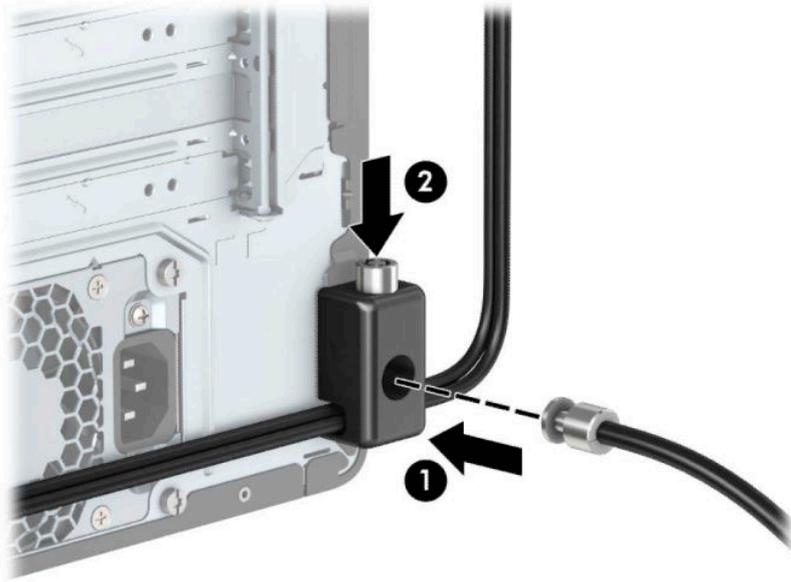
7. Slide the security cable through the holes in the accessory cable fastener.



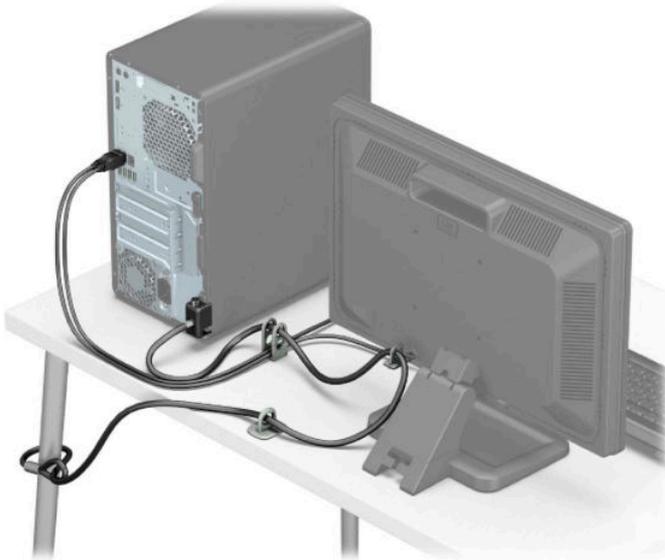
8. Screw the lock to the chassis using the screw provided.



9. Insert the plug end of the security cable into the lock (1), and then press the button (2) in to engage the lock. Use the key provided to disengage the lock.



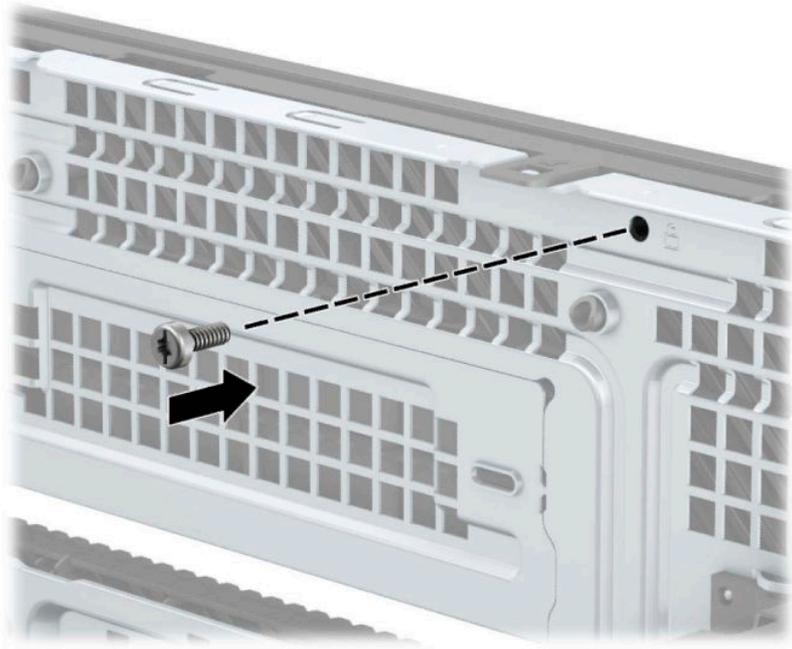
10. When you have completed all steps, all of the devices at your workstation will be secured.



Front bezel security

The front bezel can be secured in place by installing a screw through the front of the chassis into the front bezel.

1. Prepare the computer for disassembly (see [Preparation for disassembly on page 6](#)).
2. Remove the computer access panel. See [Removing the computer access panel on page 7](#).
3. Install a 6-32 screw through the front of the chassis and into the screw hole located below the center bezel release tab.



4. Replace the computer access panel.
5. Reconnect the power cord and any external devices, and then turn on the computer.
6. Lock any security devices that were disengaged when the access panel was removed.

A Battery replacement

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

 **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.

 **IMPORTANT:** 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>.

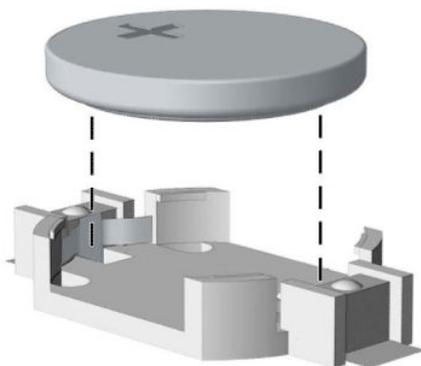
1. Prepare the computer for disassembly (see [Preparation for disassembly on page 6](#)).
2. Remove the computer access panel. See [Removing the computer access panel on page 7](#).
3. Locate the battery and battery holder on the system board.

 **NOTE:** On some computer models, it may be necessary to remove an internal component to gain access to the battery.

4. Depending on the type of battery holder on the system board, complete the following instructions to replace the battery.

Type 1

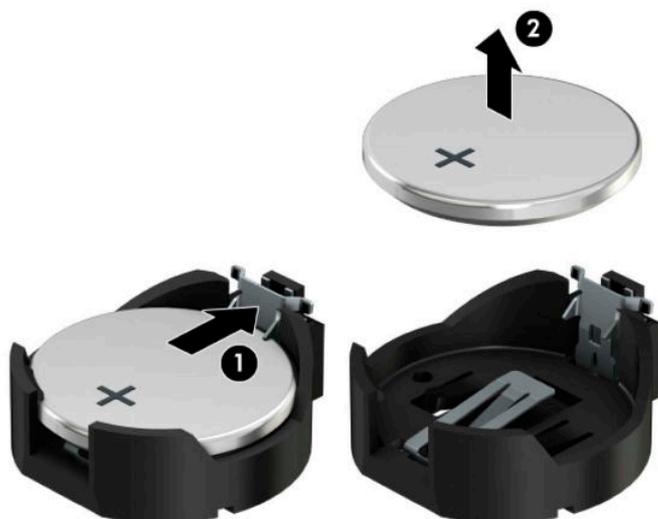
- a. Lift the battery out of its holder.



- b.** Slide the replacement battery into position, positive side up. The battery holder automatically secures the battery in the proper position.

Type 2

- a.** To release the battery from its holder, squeeze the metal clamp (1) that extends above one edge of the battery. When the battery (2) pops up, lift it out.

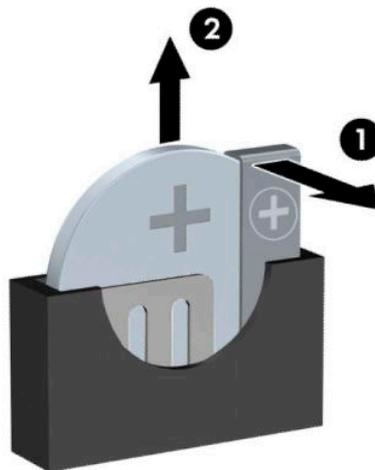


- b. To insert the new battery, slide one edge of the replacement battery under the lip of the holder (1) with the positive side up. Press the other edge down until the clamp snaps over the other edge of the battery (2).



Type 3

- a. Pull back on the clip (1) that is holding the battery in place, and remove the battery (2).
- b. Insert the new battery and position the clip back into place.



 **NOTE:** After the battery has been replaced, use the following steps to complete this procedure.

5. Replace the computer access panel.
6. Reconnect the power cord and any external devices, and then turn on the computer.

7. Reset the date and time, your passwords, and any special system setups using Computer Setup.
8. Lock any security devices that were disengaged when the computer access panel was removed.

B Electrostatic discharge

A discharge of static electricity from a finger or other conductor may damage system boards or other static-sensitive devices. This type of damage may reduce the life expectancy of the device.

Preventing electrostatic damage

To prevent electrostatic damage, observe the following precautions:

- Avoid hand contact by transporting and storing products in static-safe containers.
- Keep electrostatic-sensitive parts in their containers until they arrive at static-free workstations.
- Place parts on a grounded surface before removing them from their containers.
- Avoid touching pins, leads, or circuitry.
- Always be properly grounded when touching a static-sensitive component or assembly.

Grounding methods

There are several methods for grounding. Use one or more of the following methods when handling or installing electrostatic-sensitive parts:

- Use a wrist strap connected by a ground cord to a grounded workstation or computer chassis. Wrist straps are flexible straps with a minimum of 1 megohm +/- 10 percent resistance in the ground cords. To provide proper ground, wear the strap snug against the skin.
- Use heelstraps, toestraps, or bootstraps at standing workstations. Wear the straps on both feet when standing on conductive floors or dissipating floor mats.
- Use conductive field service tools.
- Use a portable field service kit with a folding static-dissipating work mat.

If you do not have any of the suggested equipment for proper grounding, contact an HP authorized dealer, reseller, or service provider.



NOTE: For more information on static electricity, contact an HP authorized dealer, reseller, or service provider.

C Computer operating guidelines, routine care and shipping preparation

Computer operating guidelines and routine care

Follow these guidelines to properly set up and care for the computer and monitor:

- 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.
- Never operate the computer with the access panel or any of the expansion card slot covers 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.
- Turn off the computer before you do either of the following:
 - Wipe the exterior of the computer with a soft, damp cloth as needed. Using cleaning products may discolor or damage the finish.
 - 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.

Optical drive precautions

Be sure to observe the following guidelines while operating or cleaning the optical drive.

Operation

- Do not move the drive during operation. This may cause it to malfunction during reading.
- Avoid exposing the drive to sudden changes in temperature, as condensation may form inside the unit. If the temperature suddenly changes while the drive is on, wait at least one hour before you turn off the power. If you operate the unit immediately, it may malfunction while reading.
- Avoid placing the drive in a location that is subject to high humidity, extreme temperatures, mechanical vibration, or direct sunlight.

Cleaning

- Clean the panel and controls with a soft, dry cloth or a soft cloth lightly moistened with a mild detergent solution. Never spray cleaning fluids directly on the unit.
- Avoid using any type of solvent, such as alcohol or benzene, which may damage the finish.

Safety

If any object or liquid falls into the drive, immediately unplug the computer and have it checked by an authorized HP service provider.

Shipping preparation

Follow these suggestions when preparing to ship the computer:

1. Back up the hard drive files to an external storage device. Be sure that the backup media is not exposed to electrical or magnetic impulses while stored or in transit.



NOTE: The hard drive locks automatically when the system power is turned off.

2. Remove and store all removable media.
3. Turn off the computer and external devices.
4. Disconnect the power cord from the electrical outlet, then from the computer.
5. Disconnect the system components and external devices from their power sources, then from the computer.



NOTE: Ensure that all boards are seated properly and secured in the board slots before shipping the computer.

6. Pack the system components and external devices in their original packing boxes or similar packaging with sufficient packing material to protect them.

D Accessibility

Accessibility

HP is working to weave diversity, inclusion and work/life into the fabric of our company, so it is reflected in everything we do. Here are some examples of how we are putting differences to work to create an inclusive environment focused on connecting people to the power of technology throughout the world.

Finding the technology tools you need

Technology can unleash your human potential. Assistive technology removes barriers and helps you create independence at home, at work, and in the community. Assistive technology helps increase, maintain, and improve the functional capabilities of electronic and information technology. For more information, see [Finding the best assistive technology on page 45](#).

Our commitment

HP is committed to providing products and services that are accessible for people with disabilities. This commitment supports our company's diversity objectives and helps us ensure that the benefits of technology are available to all.

Our accessibility goal is to design, produce, and market products and services that can be effectively used by everyone, including people with disabilities, either on a stand-alone basis or with appropriate assistive devices.

To achieve our goal, this Accessibility Policy establishes seven key objectives to guide our actions as a company. All HP managers and employees are expected to support these objectives and their implementation in accordance with their roles and responsibilities:

- Raise the level of awareness of accessibility issues within our company, and provide our employees with the training they need to design, produce, market, and deliver accessible products and services.
- Develop accessibility guidelines for products and services, and hold product development groups accountable for implementing these guidelines where competitively, technically, and economically feasible.
- Involve people with disabilities in the development of accessibility guidelines, and in the design and testing of products and services.
- Document accessibility features and make information about our products and services publicly available in an accessible form.
- Establish relationships with leading assistive technology and solution providers.
- Support internal and external research and development that will improve assistive technology relevant to our products and services.
- Support and contribute to industry standards and guidelines for accessibility.

International Association of Accessibility Professionals (IAAP)

IAAP is a not-for-profit association focused on advancing the accessibility profession through networking, education, and certification. The objective is to help accessibility professionals develop and advance their careers and to better enable organizations to integrate accessibility into their products and infrastructure.

HP is a founding member, and we joined to participate with other organizations to advance the field of accessibility. This commitment supports our company's accessibility goal of designing, producing, and marketing products and services that can be effectively used by people with disabilities.

IAAP will make our profession strong by globally connecting individuals, students, and organizations to learn from one another. If you are interested in learning more, go to <http://www.accessibilityassociation.org> to join the online community, sign up for newsletters, and learn about membership options.

Finding the best assistive technology

Everyone, including people with disabilities or age-related limitations, should be able to communicate, express themselves, and connect with the world using technology. HP is committed to increasing accessibility awareness within HP and with our customers and partners. Whether it's large fonts that are easy on the eyes, voice recognition that lets you give your hands a rest, or any other assistive technology to help with your specific situation—a variety of assistive technologies make HP products easier to use. How do you choose?

Assessing your needs

Technology can unleash your potential. Assistive technology removes barriers and helps you create independence at home, at work, and in the community. Assistive technology (AT) helps increase, maintain, and improve the functional capabilities of electronic and information technology.

You may choose from many AT products. Your AT assessment should allow you to evaluate several products, answer your questions, and facilitate your selection of the best solution for your situation. You will find that professionals qualified to do AT assessments come from many fields, including those licensed or certified in physical therapy, occupational therapy, speech/language pathology, and other areas of expertise. Others, while not certified or licensed, may also provide evaluation information. You will want to ask about the individual's experience, expertise, and fees to determine if they are appropriate for your needs.

Accessibility for HP products

The following links provide information about accessibility features and assistive technology, if applicable, included in various HP products. These resources will help you select the specific assistive technology features and product(s) most appropriate for your situation.

- [HP Elite x3—Accessibility Options \(Windows 10 Mobile\)](#)
- [HP PCs—Windows 7 Accessibility Options](#)
- [HP PCs—Windows 8 Accessibility Options](#)
- [HP PC's—Windows 10 Accessibility Options](#)
- [HP Slate 7 Tablets—Enabling Accessibility Features on Your HP Tablet \(Android 4.1/Jelly Bean\)](#)
- [HP SlateBook PCs—Enabling Accessibility Features \(Android 4.3, 4.2/Jelly Bean\)](#)
- [HP Chromebook PCs—Enabling Accessibility Features on Your HP Chromebook or Chromebox \(Chrome OS\)](#)
- [HP Shopping—peripherals for HP products](#)

If you need additional support with the accessibility features on your HP product, see [Contacting support on page 50](#).

Additional links to external partners and suppliers that may provide additional assistance:

- [Microsoft Accessibility information \(Windows 7, Windows 8, Windows 10, Microsoft Office\)](#)
- [Google Products accessibility information \(Android, Chrome, Google Apps\)](#)

- [Assistive Technologies sorted by impairment type](#)
- [Assistive Technologies sorted by product type](#)
- [Assistive Technology vendors with product descriptions](#)
- [Assistive Technology Industry Association \(ATIA\)](#)

Standards and legislation

Standards

Section 508 of the Federal Acquisition Regulation (FAR) standards was created by the US Access Board to address access to information and communication technology (ICT) for people with physical, sensory, or cognitive disabilities. The standards contain technical criteria specific to various types of technologies, as well as performance-based requirements which focus on functional capabilities of covered products. Specific criteria cover software applications and operating systems, web-based information and applications, computers, telecommunications products, video and multi-media, and self-contained closed products.

Mandate 376 – EN 301 549

The EN 301 549 standard was created by the European Union within Mandate 376 as the basis for an online toolkit for public procurement of ICT products. The standard specifies the functional accessibility requirements applicable to ICT products and services, together with a description of the test procedures and evaluation methodology for each accessibility requirement.

Web Content Accessibility Guidelines (WCAG)

Web Content Accessibility Guidelines (WCAG) from the W3C's Web Accessibility Initiative (WAI) helps web designers and developers create sites that better meet the needs of people with disabilities or age-related limitations. WCAG advances accessibility across the full range of web content (text, images, audio, and video) and web applications. WCAG can be precisely tested, is easy to understand and use, and allows web developers flexibility for innovation. WCAG 2.0 has also been approved as [ISO/IEC 40500:2012](#).

WCAG specifically addresses barriers to accessing the web experienced by people with visual, auditory, physical, cognitive, and neurological disabilities, and by older web users with accessibility needs. WCAG 2.0 provides characteristics of accessible content:

- **Perceivable** (for instance, by addressing text alternatives for images, captions for audio, adaptability of presentation, and color contrast)
- **Operable** (by addressing keyboard access, color contrast, timing of input, seizure avoidance, and navigability)
- **Understandable** (by addressing readability, predictability, and input assistance)
- **Robust** (for instance, by addressing compatibility with assistive technologies)

Legislation and regulations

Accessibility of IT and information has become an area of increasing legislative importance. This section provides links to information about key legislation, regulations, and standards.

- [United States](#)
- [Canada](#)
- [Europe](#)

- [United Kingdom](#)
- [Australia](#)
- [Worldwide](#)

United States

Section 508 of the Rehabilitation Act specifies that agencies must identify which standards apply to the procurement of ICT, perform market research to determine the availability of accessible products and services, and document the results of their market research. The following resources provide assistance in meeting Section 508 requirements:

- www.section508.gov
- [Buy Accessible](#)

The U.S. Access Board is currently updating the Section 508 standards. This effort will address new technologies and other areas where the standards need to be modified. For more information, go to [Section 508 Refresh](#).

Section 255 of the Telecommunications Act requires telecommunications products and services to be accessible to people with disabilities. FCC rules cover all hardware and software telephone network equipment and telecommunications equipment used in the home or office. Such equipment includes telephones, wireless handsets, fax machines, answering machines, and pagers. FCC rules also cover basic and special telecommunications services, including regular telephone calls, call waiting, speed dialing, call forwarding, computer-provided directory assistance, call monitoring, caller identification, call tracing, and repeat dialing, as well as voice mail and interactive voice response systems that provide callers with menus of choices. For more information, go to [Federal Communication Commission Section 255 information](#).

21st Century Communications and Video Accessibility Act (CVAA)

The CVAA updates federal communications law to increase the access of persons with disabilities to modern communications, updating accessibility laws enacted in the 1980s and 1990s to include new digital, broadband, and mobile innovations. Regulations are enforced by the FCC and documented as 47 CFR Part 14 and Part 79.

- [FCC Guide on the CVAA](#)

Other U.S. legislation and initiatives

- [Americans with Disabilities Act \(ADA\), Telecommunications Act, the Rehabilitation Act and others](#)

Canada

The Accessibility for Ontarians with Disabilities Act was established to develop and implement accessibility standards to make goods, services, and facilities accessible to Ontarians with disabilities and to provide for the involvement of persons with disabilities in the development of the accessibility standards. The first standard of the AODA is the customer service standard; however, standards for transportation, employment, and information and communication are also being developed. The AODA applies to the Government of Ontario, the Legislative Assembly, every designated public sector organization, and to every other person or organization that provides goods, services, or facilities to the public or other third parties and that has at least one employee in Ontario; and accessibility measures must be implemented on or before January 1, 2025. For more information, go to [Accessibility for Ontarians with Disability Act \(AODA\)](#).

Europe

EU Mandate 376 ETSI Technical Report ETSI DTR 102 612: "Human Factors (HF); European accessibility requirements for public procurement of products and services in the ICT domain (European Commission Mandate M 376, Phase 1)" has been released.

Background: The three European Standardization Organizations have set up two parallel project teams to carry out the work specified in the European Commission "Mandate 376 to CEN, CENELEC and ETSI, in Support of Accessibility Requirements for Public Procurement of Products and Services in the ICT Domain."

ETSI TC Human Factors Specialist Task Force 333 has developed ETSI DTR 102 612. Further details about the work performed by STF333 (e.g., Terms of Reference, specification of the detailed work tasks, time plan for the work, previous drafts, listing of comments received and means to contact the task force) can be found at the [Special Task Force 333](#).

The parts relating to the assessment of suitable testing and conformity schemes were carried out by a parallel project, detailed in CEN BT/WG185/PT. For further information, go to the CEN project team website. The two projects are closely coordinated.

- [CEN project team](#)
- [European Commission mandate for e-accessibility \(PDF 46KB\)](#)

United Kingdom

The Disability Discrimination Act of 1995 (DDA) was enacted to ensure that websites are accessible to blind and disabled users in the United Kingdom.

- [W3C UK Policies](#)

Australia

The Australian government has announced their plan to implement [Web Content Accessibility Guidelines 2.0](#).

All Australian government websites will require Level A compliance by 2012, and Double A by 2015. The new standard replaces WCAG 1.0, which was introduced as a mandated requirement for agencies in 2000.

Worldwide

- [JTC1 Special Working Group on Accessibility \(SWG-A\)](#)
- [G3ict: The Global Initiative for Inclusive ICT](#)
- [Italian accessibility legislation](#)
- [W3C Web Accessibility Initiative \(WAI\)](#)

Useful accessibility resources and links

The following organizations may be good resources for information about disabilities and age-related limitations.



NOTE: This is not an exhaustive list. These organizations are provided for informational purposes only. HP assumes no responsibility for information or contacts you may encounter on the Internet. Listing on this page does not imply endorsement by HP.

Organizations

- American Association of People with Disabilities (AAPD)
- The Association of Assistive Technology Act Programs (ATAP)
- Hearing Loss Association of America (HLAA)
- Information Technology Technical Assistance and Training Center (ITTATC)
- Lighthouse International
- National Association of the Deaf
- National Federation of the Blind
- Rehabilitation Engineering & Assistive Technology Society of North America (RESNA)
- Telecommunications for the Deaf and Hard of Hearing, Inc. (TDI)
- W3C Web Accessibility Initiative (WAI)

Educational institutions

- California State University, Northridge, Center on Disabilities (CSUN)
- University of Wisconsin - Madison, Trace Center
- University of Minnesota computer accommodations program

Other disability resources

- ADA (Americans with Disabilities Act) Technical Assistance Program
- Business & Disability network
- EnableMart
- European Disability Forum
- Job Accommodation Network
- Microsoft Enable
- U.S. Department of Justice - A Guide to disability rights Laws

HP links

[Our contact webform](#)

[HP comfort and safety guide](#)

[HP public sector sales](#)

Contacting support



NOTE: Support is in English only.

- Customers who are deaf or hard of hearing that have questions about technical support or accessibility of HP products:
 - Use TRS/VRS/WebCapTel to call (877) 656-7058 Monday through Friday, 6 a.m. to 9 p.m. Mountain Time.
- Customers with other disabilities or age-related limitations who have questions about technical support or accessibility of HP products, choose one of the following options:
 - Call (888) 259-5707 Monday through Friday, 6 a.m. to 9 p.m. Mountain Time.
 - Complete the [Contact form for people with disabilities or age-related limitations](#).

Index

A

- access panel
 - removal 7
 - replacement 8
- accessibility 44
- accessibility needs assessment 45
- assistive technology (AT)
 - finding 45
 - purpose 44
- AT (assistive technology)
 - finding 45
 - purpose 44

B

- battery replacement 37

C

- computer operating guidelines 42
- customer support, accessibility 50

D

- disassembly 6
- drives
 - cable connections 19
 - installation 19
 - locations 19

E

- electrostatic discharge, preventing damage 41
- expansion card
 - installation 15
 - removal 15

F

- front bezel
 - blank removal 9
 - removal 9
 - replacement 10
 - security 36
- front panel components 2

H

- hard drive
 - installation 26
 - removal 25
- HP Assistive Policy 44

I

- installation guidelines 6
- installing
 - battery 37
 - computer access panel 8
 - drive cables 19
 - expansion card 15
 - hard drive 26
 - memory 12
 - optical drive 23
- International Association of Accessibility Professionals 44

L

- locks
 - cable lock 30
 - front bezel 36
 - HP Business PC Security Lock 31
 - padlock 30

M

- memory
 - installation 12
 - socket population 12

O

- optical drive
 - removal 21
- optical drive
 - cleaning 43
 - installation 23
 - precautions 43

P

- product ID location 5

R

- rear panel components 3

removing

- battery 37
- bezel blank 9
- computer access panel 7
- expansion card 15
- front bezel 9
- hard drive 25
- optical drive 21
- resources, accessibility 49

S

- Section 508 accessibility standards 46, 47
- security
 - cable lock 30
 - front bezel 36
 - HP Business PC Security Lock 31
 - padlock 30
- serial number location 5
- shipping preparation 43
- standards and legislation, accessibility 46
- system board connectors 11

V

- ventilation guidelines 42