



HP 17 Laptop PC

Maintenance and Service 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 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.

Software terms

By installing, copying, downloading, or otherwise using any software product preinstalled on this computer, you agree to be bound by the terms of the HP End User License Agreement (EULA). If you do not accept these license terms, your sole remedy is to return the entire unused product (hardware and software) within 14 days for a full refund subject to the refund policy of your seller.

For any further information or to request a full refund of the price of the computer, please contact your seller.

Important Notice about Customer Self-Repair Parts

 **CAUTION:** Your computer includes Customer Self-Repair parts and parts that should only be accessed by an authorized service provider. See Chapter 5, "Removal and replacement procedures for Customer Self-Repair parts," for details. Accessing parts described in Chapter 6, "Removal and replacement procedures for Authorized Service Provider only parts," can damage the computer or void your warranty.

Safety warning notice


 **WARNING!** To reduce the possibility of heat-related injuries or of overheating the device, do not place the device directly on your lap or obstruct the device air vents. Use the device only on a hard, flat surface. Do not allow another hard surface, such as an adjoining optional printer, or a soft surface, such as pillows or rugs or clothing, to block airflow. Also, do not allow the AC adapter to contact the skin or a soft surface, such as pillows or rugs or clothing, during operation. The device and the AC adapter comply with the user-accessible surface temperature limits defined by the International Standard for Safety of Information Technology Equipment (IEC 60950-1).

Table of contents

1 Product description	1
2 Getting to know your computer	5
Right side	5
Left side	6
Display	7
Keyboard area	8
TouchPad	8
Lights	9
Button and speakers	10
Special keys	11
Action keys	12
Bottom	13
Labels	14
3 Illustrated parts catalog	15
Computer major components	15
Cables	19
Display assembly subcomponents	20
Mass storage devices	22
Miscellaneous parts	24
4 Removal and replacement procedures preliminary requirements	25
Tools required	25
Service considerations	25
Plastic parts	25
Cables and connectors	26
Drive handling	26
Grounding guidelines	27
Electrostatic discharge damage	27
Packaging and transporting guidelines	28
Workstation guidelines	28
Equipment guidelines	29
5 Removal and replacement procedures for Customer Self-Repair parts	30
Component replacement procedures	30

Optical drive	31
---------------------	----

6 Removal and replacement procedures for Authorized Service Provider parts 34

Component replacement procedures	34
Bottom cover	35
Battery	37
Memory	39
Hard drive	41
Optane memory module	43
Solid-state drive	44
Solid-state drive bracket and connector board	45
WLAN module	46
System board hook	47
USB board	48
Optical drive board	49
TouchPad button board	50
TouchPad module	51
Power connector cable (DC-in)	53
Fan	54
Heat sink assembly	55
System board	59
Speakers	63
Display assembly	64
Top cover with keyboard	73

7 Using Setup Utility (BIOS) 74

Starting Setup Utility (BIOS)	74
Updating Setup Utility (BIOS)	74
Determining the BIOS version	74
Downloading a BIOS update	75

8 Using HP PC Hardware Diagnostics 76

Using HP PC Hardware Diagnostics Windows	76
Downloading HP PC Hardware Diagnostics Windows	76
Downloading the latest HP PC Hardware Diagnostics Windows version	77
Downloading HP Hardware Diagnostics Windows by product name or number (select products only)	77
Installing HP PC Hardware Diagnostics Windows	77
Using HP PC Hardware Diagnostics UEFI	77
Starting HP PC Hardware Diagnostics UEFI	78

Downloading HP PC Hardware Diagnostics UEFI to a USB flash drive	78
Downloading the latest HP PC Hardware Diagnostics UEFI version	78
Downloading HP PC Hardware Diagnostics UEFI by product name or number (select products only)	78
Using Remote HP PC Hardware Diagnostics UEFI settings (select products only)	79
Downloading Remote HP PC Hardware Diagnostics UEFI	79
Downloading the latest Remote HP PC Hardware Diagnostics UEFI version	79
Downloading Remote HP PC Hardware Diagnostics UEFI by product name or number	79
Customizing Remote HP PC Hardware Diagnostics UEFI settings	79
9 Backing up, restoring, and recovering	81
Creating recovery media and backups	81
Creating HP Recovery media (select products only)	81
Using Windows tools	82
Restore and recovery	83
Recovering using HP Recovery Manager	83
What you need to know before you get started	83
Using the HP Recovery partition (select products only)	84
Using HP Recovery media to recover	84
Changing the computer boot order	85
Removing the HP Recovery partition (select products only)	86
10 Specifications	87
Computer specifications	87
43.9-cm (17.3-in) display specifications	88
M.2 SATA solid-state drive specifications	88
M.2 PCIe solid-state drive specifications	89
Hard drive specifications	90
11 Power cord set requirements	91
Requirements for all countries	91
Requirements for specific countries and regions	91
12 Recycling	93
Index	94

1 Product description

Category	Description
Product Name	HP 17 Laptop PC Model numbers: 17-by0000~17-by0999 17g-cr0000~17g-cr0999 17q-cs0000~17q-cs0999 17t-by000
Processor	8th-generation Intel® Core™ processors: Intel Core i7-8550U Intel Core i5-8250U Intel Core i3-8130U 7th-generation Intel Core processors: Intel Core i7-7500U Intel Core i3-7020U Intel Pentium® and Celeron® processors: Intel Pentium Silver N5000 Intel Celeron N4000
Graphics	Supports HD decode, DX12, HDMI Internal graphics: Intel UHD Graphics 620 (8th generation Intel processors) Intel UHD Graphics 605 (Intel Pentium processors) Intel UHD Graphics 600 (Intel Celeron processors) Intel HD Graphics 620 (7th generation Intel processors) External graphics: AMD Radeon 530 with up to 4 GB of dedicated video memory AMD Radeon 530 with up to 2 GB of dedicated video memory AMD Radeon 520 with up to 2 GB of dedicated video memory
Panel	43.9-cm (17.3-in), WLED, eDP, flat: High definition+ (HD+)(1600×900), BrightView, SVA, 220 nits HD+ (1600×900), anti glare, SVA, 220 nits HD+ (1600×900), BrightView, SVA, 220 nits, Touch on Panel (TOP)

Category	Description
	Full high-definition (FHD) (1920×1080), anti glare, UWVA, 300 nits
	Touch solution with bezel, multi-touch enabled
Memory	Two memory module slots (7th and 8th generation Intel Core processors):
	Memory is non-customer accessible/non-upgradeable
	DDR4-2400 dual channel support (8th generation Intel processors)
	DDR4-2133 dual channel support (7th generation Intel processors)
	Supports up to 16 GB of system RAM in the following configurations:
	<ul style="list-style-type: none"> • 16384 MB (8192 MB×2) • 12288 MB (8192 MB×1 + 4096 MB×1) • 8192 MB (8192 MB×1) • 4096 MB (4096 MB×1)
	One memory module slot (Intel Pentium and Celeron processors):
	Memory is non-customer accessible/non-upgradeable
	DDR4-2400 dual channel support
	Supports up to 8 GB of system RAM in the following configurations:
	<ul style="list-style-type: none"> • 8192 MB (8192 MB×1) • 4096 MB (4096 MB×1)
Primary storage	Single hard drive configurations, 6.35 cm (2.5-in), 7.0 mm/7.2 mm/9.5 mm, SATA hard drives:
	2 TB, 5400 rpm, 9.5 mm
	2 TB, 5400 rpm, 7.2 mm
	1 TB, 5400 rpm, 9.5 mm
	1 TB, 5400 rpm, 7.2 mm
	500 GB, 5400 rpm, 7.0 mm
	M.2, SATA-3, solid-state drives:
	256 GB, TLC
	128 GB, TLC
	PCIe, NVMe, M.2 solid-state drives (7th and 8th generation Intel Core processors):
	512 GB
	256 GB
	Dual storage configurations (7th and 8th generation Intel Core processors):
	256 GB, PCIe, solid-state drive + 1 TB, 5400 rpm hard drive
	256 GB, SATA-3, TLC, solid-state drive + 1 TB, 5400 rpm hard drive
	128 GB, SATA-3, TLC, solid-state drive + 1 TB, 5400 rpm hard drive
	Optane configuration (Intel 7th and 8th generation processors with UMA graphics memory):

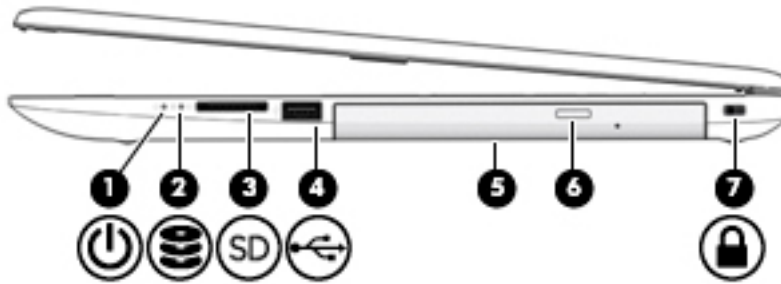
Category	Description
	16 GB, PCIe, Optane solid-state drive + 1 TB, 5400 rpm hard drive
Optical drive	9.0 mm tray load - SATA - Fixed (not modular) DVD+/-RW Double-Layer Writer
Camera	HP TrueVision HD Camera - indicator LED, USB2.0, HD BSI sensor, f2.0, WDR 720p by 30 frames per second Single digital microphone HP Webcam - VGA camera, indicator LED, USB 2.0, f2.4 640×480 by 30 frames per second Single digital microphone
Audio	Audio Application Name: HP Audio Control Dual speakers
Ethernet	Ethernet Integrated 10/100/1000 NIC
Wireless networking	Compatible with Miracast-certified devices Integrated Wireless options with dual antennas (M.2/PCIe): Realtek RTL8822BE 802.11 ac 2×2 WiFi + Bluetooth 4.2 Combo Adapter (MU-MIMO supported) Integrated Wireless options with single antenna (M.2/PCIe): Realtek RTL8821CE 802.11 ac 1×1 WiFi + Bluetooth 4.2 Combo Adapter (MU-MIMO supported) Realtek RTL8723DE 802.11 bgn 1×1 WiFi + Bluetooth 4.2 Combo Adapter
External media cards	HP Multi-Format Digital Media Card Reader Supports SD/SDHC/SDXC Push-pull insertion/removal
Internal card expansion	One M.2 slot for solid-state drive (7th and 8th generation Intel Core processors) One M.2 slot for WLAN
Ports	USB 2.0 port (right side) (2) USB 3.1 Gen 1 ports (left side) HDMI v1.4b supporting: up to 1920×1080 @ 60Hz Hot plug/unplug and auto detect for correct output to wide-aspect vs. standard aspect video (auto adjust panel resolution to fit embedded panel and external monitor connected) RJ-45/Ethernet Audio-out (headphone)/audio-in (microphone) combo jack AC Smart Pin adapter plug
Keyboard/pointing devices	Keyboard: Full-size, textured, island-style keyboard with numeric keypad Full-size, two coat paint, backlit, island-style keyboard with numeric keypad (tranquil pink, pale rose gold, and white do not have backlight)








Category	Description
	Full-size, four coat paint, backlit, island-style keyboard with numeric keypad
	TouchPad:
	Multitouch gestures enabled
	Support Modern Trackpad Gestures
	Taps enabled by default
Power requirements	Battery:
	3-cell Prismatic/Polymer battery, 41 Whr
	Supports battery fast charge
	AC adapter, barrel type:
	65 W Smart, nPFC, right angle, 4.5 mm (models with discrete graphics)
	65 W Smart, nPFC, 4.5 mm, EM
	45 W Smart, nPFC, right angle, 4.5 mm (models with UMA graphics)
	Power cord (C5):
	1 m, conventional
Security	Kensington Security Lock
	Supports Trusted Platform Module (TPM) 2.0
Operating system	FreeDOS 2.0
	Windows 10 Home 64
	Windows 10 Home 64 Chinese Market CPPP
	Windows 10 Home 64 High-End Chinese Market CPPP
	Windows 10 Home 64 Plus
	Windows 10 Home 64 QVC
	Windows 10 Home 64 Single Language
	Windows 10 Home 64 Single Language India Market PPP
	Windows 10 Home 64 Single Language Value India Market (Intel Pentium and Celeron processors only)
	Windows 10 Home 64 Value Notebook Single Language (Intel Pentium and Celeron processors only)
	Windows 10 Home 64 Value Notebook Single Language SEAP
	Windows 10 Home 64 Value Notebook Single Language select GEO (Intel Pentium and Celeron processors only)
	Windows 10 Home 64 Value Notebook Web/Kiosk
	Windows 10 Home 64 Web/Kiosk
	Windows 10 Pro 64
Serviceability	End user replaceable parts:
	AC adapter
	Optical drive

2 Getting to know your computer

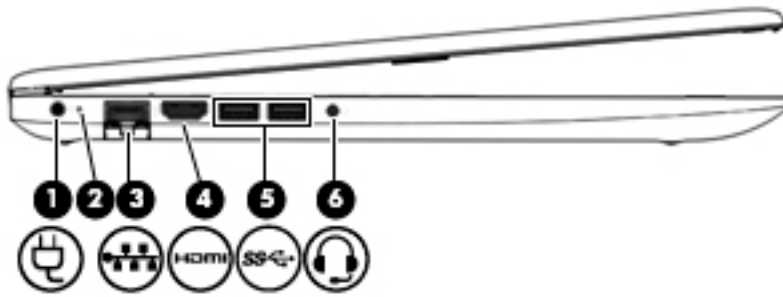
Your computer features top-rated components. This chapter provides details about your components, where they're located, and how they work.






Right side



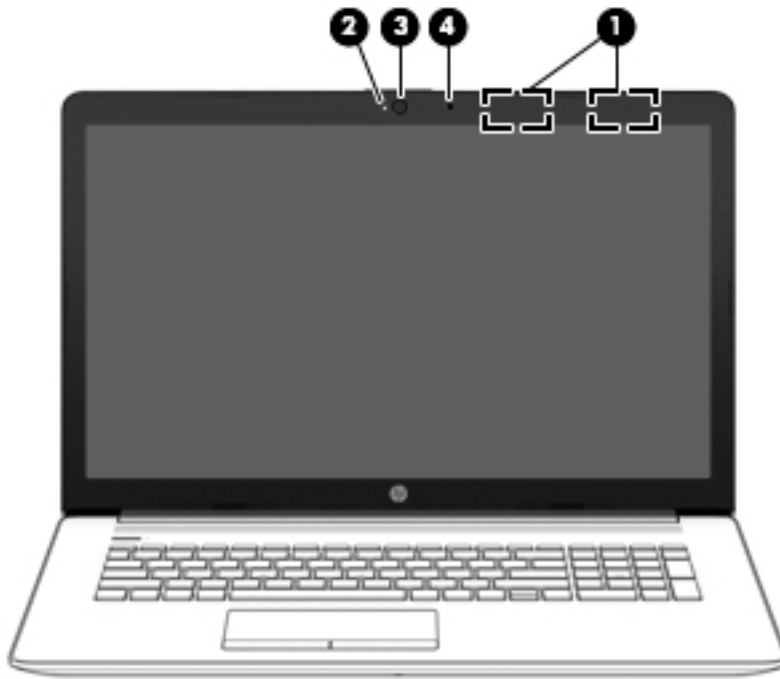
Component	Description
(1)  Power light	<ul style="list-style-type: none">On: The computer is on.Blinking: The computer is in the Sleep state, a power-saving state. The computer shuts off power to the display and other unneeded components.Off: The computer is off or in Hibernation. Hibernation is a power-saving state that uses the least amount of power.
(2)  Drive light	<ul style="list-style-type: none">Blinking white: The hard drive is being accessed.
(3)  Memory card reader	Reads optional memory cards that enable you to store, manage, share, or access information. To insert a card: <ol style="list-style-type: none">Hold the card label-side up, with connectors facing the computer.Insert the card into the memory card reader, and then press in on the card until it is firmly seated. To remove a card: <ul style="list-style-type: none">▲ Pull the card out of the memory card reader.
(4)  USB port	Connects a USB device, such as a cell phone, camera, activity tracker, or smartwatch, and provides data transfer.
(5)  Optical drive	Depending on your computer model, reads an optical disc or reads and writes to an optical disc.
(6)  Optical drive eject button	Releases the optical drive disc tray.
(7)  Security cable slot	Attaches an optional security cable to the computer. NOTE: The security cable is designed to act as a deterrent, but it may not prevent the computer from being mishandled or stolen.

Left side



Component	Description
(1) 	Power connector Connects an AC adapter.
(2)	AC adapter and battery light <ul style="list-style-type: none"> White: The AC adapter is connected and the battery is fully charged. Blinking white: The AC adapter is disconnected and the battery has reached a low battery level. Amber: The AC adapter is connected and the battery is charging. Off: The battery is not charging.
(3) 	RJ-45 (network) jack/status lights Connects a network cable. <ul style="list-style-type: none"> White: The network is connected. Amber: Activity is occurring on the network.
(4) 	HDMI port Connects an optional video or audio device, such as a high-definition television, any compatible digital or audio component, or a high-speed High-Definition Multimedia Interface (HDMI) device.
(5) 	USB SuperSpeed ports (2) Connect a USB device, such as a cell phone, camera, activity tracker, or smartwatch, and provide high-speed data transfer.
(6) 	Audio-out (headphone)/Audio-in (microphone) combo jack Connects optional powered stereo speakers, headphones, earbuds, a headset, or a television audio cable. Also connects an optional headset microphone. This jack does not support optional standalone microphones. <p>WARNING! To reduce the risk of personal injury, adjust the volume before putting on headphones, earbuds, or a headset. For additional safety information, refer to the <i>Regulatory, Safety, and Environmental Notices</i>.</p> <p>To access this guide:</p> <ul style="list-style-type: none"> ▲ Select the Start button, select HP Help and Support, and then select HP Documentation. <p>NOTE: When a device is connected to the jack, the computer speakers are disabled.</p>

Display



Component	Description
(1) WLAN antennas* (1 or 2 depending on model)	Send and receive wireless signals to communicate with wireless local area networks (WLANs).
(2) Camera light	On: The camera is in use.
(3) Camera	Allows you to video chat, record video, and record still images. Some cameras also allow a facial recognition logon to Windows, instead of a password logon.. NOTE: Camera functions vary depending on the camera hardware and software installed on your product.
(4) Internal microphone	Records sound.

*The antennas are not visible from the outside of the computer. For optimal transmission, keep the areas immediately around the antennas free from obstructions.

For wireless regulatory notices, see the section of the *Regulatory, Safety, and Environmental Notices* that applies to your country or region.

To access this guide:

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

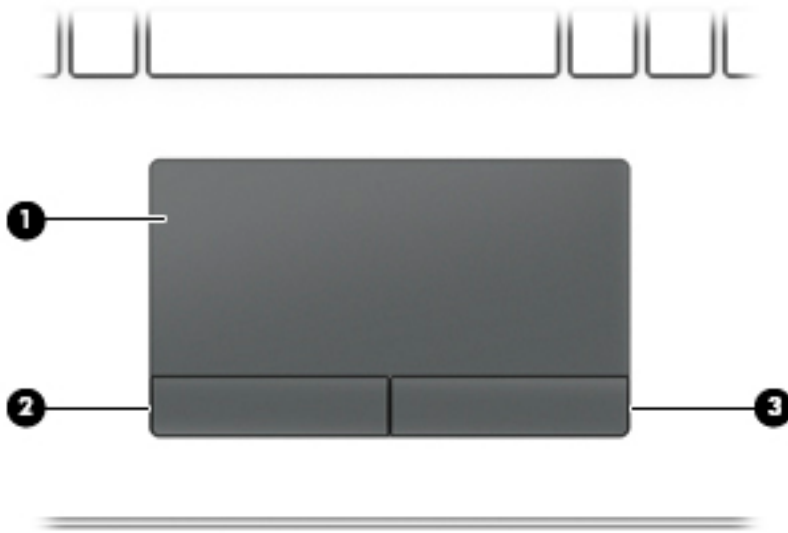
– or –

Click the question mark icon in the taskbar.

2. Select **My PC**, select the **Specifications** tab, and then select **User Guides**.

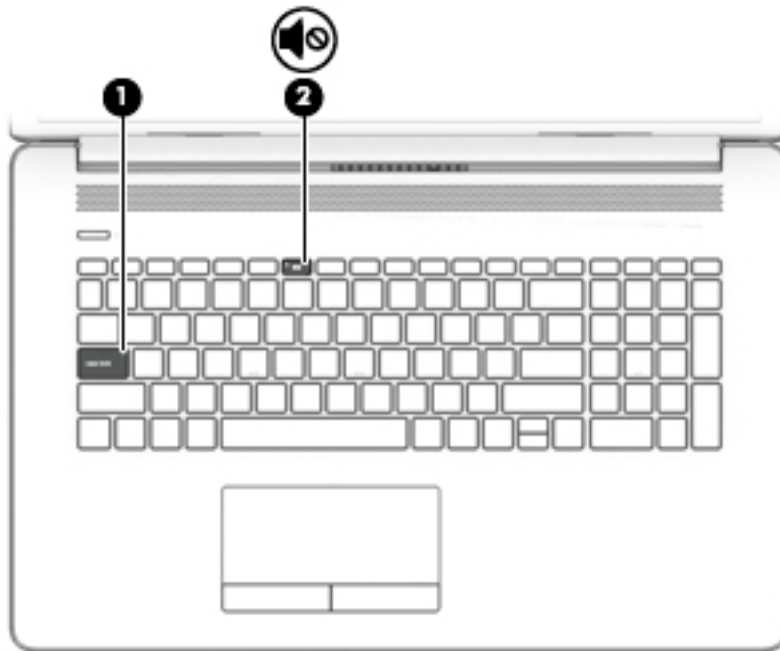
Keyboard area


TouchPad



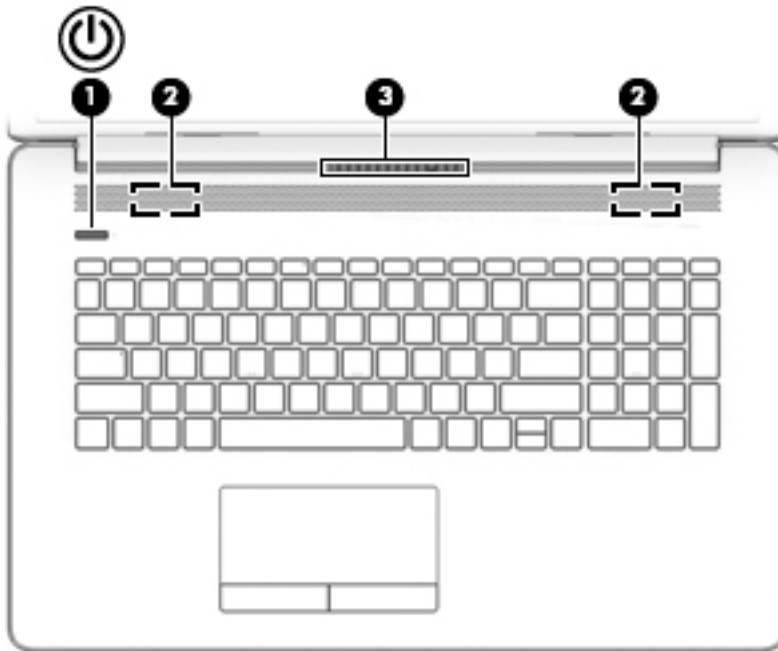
Component		Description
(1)	TouchPad zone	Reads your finger gestures to move the pointer or activate items on the screen.
(2)	Left TouchPad button	Functions like the left button on an external mouse.
(3)	Right TouchPad button	Functions like the right button on an external mouse.



Lights



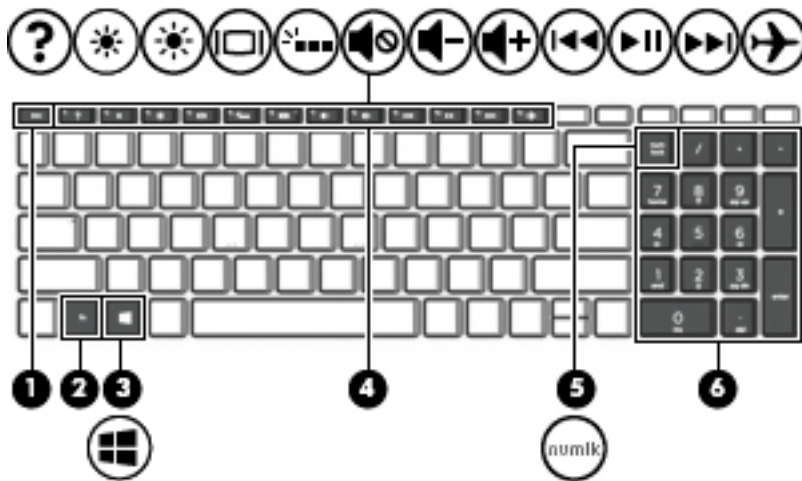
Component	Description
(1) Caps lock light	On: Caps lock is on, which switches the key input to all capital letters.
(2)  Mute light	<ul style="list-style-type: none">• On: Computer sound is off.• Off: Computer sound is on.


Button and speakers



Component	Description
(1)  Power button	<ul style="list-style-type: none"> • When the computer is off, press the button to turn on the computer. • When the computer is on, press the button briefly to initiate Sleep. • When the computer is in the Sleep state, press the button briefly to exit Sleep. • When the computer is in Hibernation, press the button briefly to exit Hibernation. <p>CAUTION: Pressing and holding down the power button results in the loss of unsaved information.</p> <p>If the computer has stopped responding and shutdown procedures are ineffective, press and hold the power button down for at least 5 seconds to turn off the computer.</p> <p>To learn more about your power settings, see your power options:</p> <ul style="list-style-type: none"> ▲ Right-click the Power icon , and then select Power Options.
(2) Speakers (2)	Produce sound.
(3) Vent	Enables airflow to cool internal components. <p>NOTE: The computer fan starts up automatically to cool internal components and prevent overheating. It is normal for the internal fan to cycle on and off during routine operation.</p>

Special keys















Component	Description
(1) <code>esc</code> key	Displays system information when pressed in combination with the <code>fn</code> key.
(2) <code>fn</code> key	Executes specific functions when pressed in combination with another key.
(3)  Windows key	Opens the Start menu. NOTE: Pressing the Windows key again will close the Start menu.
(4) Action keys	Execute frequently used system functions. NOTE: On select products, the <code>f5</code> action key turns the keyboard backlight feature off or on.
(5) <code>num lock</code> key	Alternates between the navigational and numeric functions on the integrated numeric keypad.
(6) Integrated numeric keypad	A separate keypad to the right of the alphabet keyboard. When <code>num lock</code> is pressed, the keypad can be used like an external numeric keypad. NOTE: If the keypad function is active when the computer is turned off, that function is reinstated when the computer is turned back on.

Action keys

An action key performs the function indicated by the icon on the key. To determine which keys are on your product, see [Special keys on page 11](#).

▲ To use an action key, press and hold the key.

Icon	Description
	Opens the “How to get help in Windows 10” webpage.
	Decreases the screen brightness incrementally as long as you hold down the key.
	Increases the screen brightness incrementally as long as you hold down the key.
	Switches the screen image between display devices connected to the system. For example, if a monitor is connected to the computer, repeatedly pressing this key alternates the screen image from the computer display to the monitor display to a simultaneous display on both the computer and the monitor.
	Turns the keyboard backlight off or on. NOTE: To conserve battery power, turn off this feature.
	Mutes or restores speaker sound.
	Decreases speaker volume incrementally while you hold down the key.
	Increases speaker volume incrementally while you hold down the key.
	Plays the previous track of an audio CD or the previous section of a DVD or a Blu-ray Disc (BD).
	Starts, pauses, or resumes playback of an audio CD, a DVD, or a BD.
	Plays the next track of an audio CD or the next section of a DVD or a BD.
	Turns the airplane mode and wireless feature on or off. NOTE: The airplane mode key is also referred to as the wireless button. NOTE: A wireless network must be set up before a wireless connection is possible.


Bottom



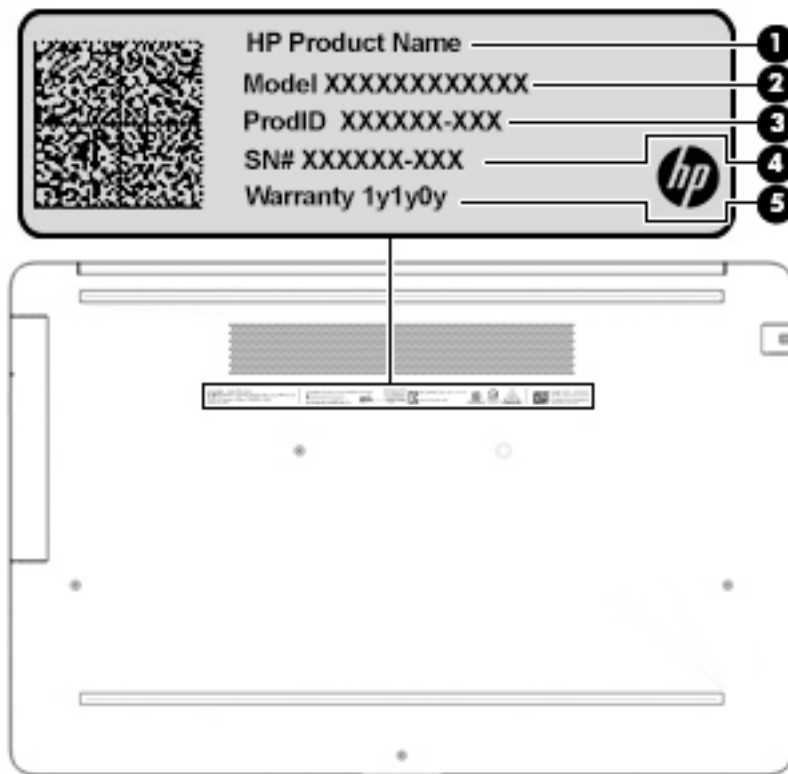
Component	Description
Vent	Enables airflow to cool internal components. NOTE: The computer fan starts up automatically to cool internal components and prevent overheating. It is normal for the internal fan to cycle on and off during routine operation.

Labels

The labels affixed to the computer provide information you may need when you troubleshoot system problems or travel internationally with the computer. Labels may be in paper form or imprinted on the product.

 **IMPORTANT:** Check the following locations for the labels described in this section: the bottom of the computer, inside the battery bay, under the service door, on the back of the display, or on the bottom of a tablet kickstand.

- Service label—Provides important information to identify your computer. When contacting support, you may be asked for the serial number, the product number, or the model number. Locate this information before you contact support.



Component


-
- | | |
|-----|-----------------|
| (1) | HP product name |
| (2) | Model number |
| (3) | Product ID |
| (4) | Serial number |
| (5) | Warranty period |
-

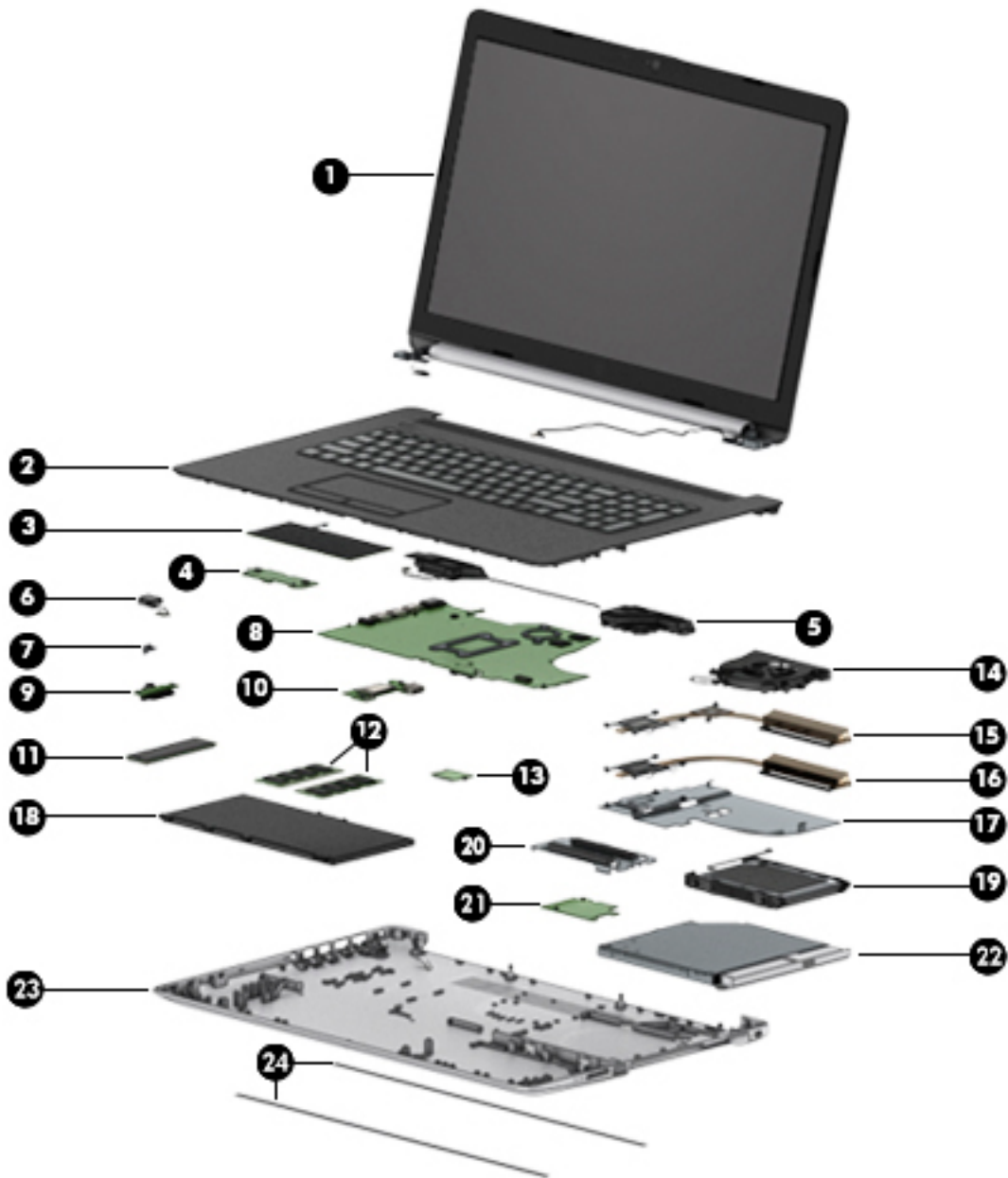
- Regulatory label(s)—Provide(s) regulatory information about the computer.
- Wireless certification label(s)—Provide(s) information about optional wireless devices and the approval markings for the countries or regions in which the devices have been approved for use.

3 Illustrated parts catalog

Computer major components

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

 **NOTE:** Details about your computer, including model, serial number, product key, and length of warranty, are on the service tag at the bottom of your computer. See [Labels on page 14](#) for details.

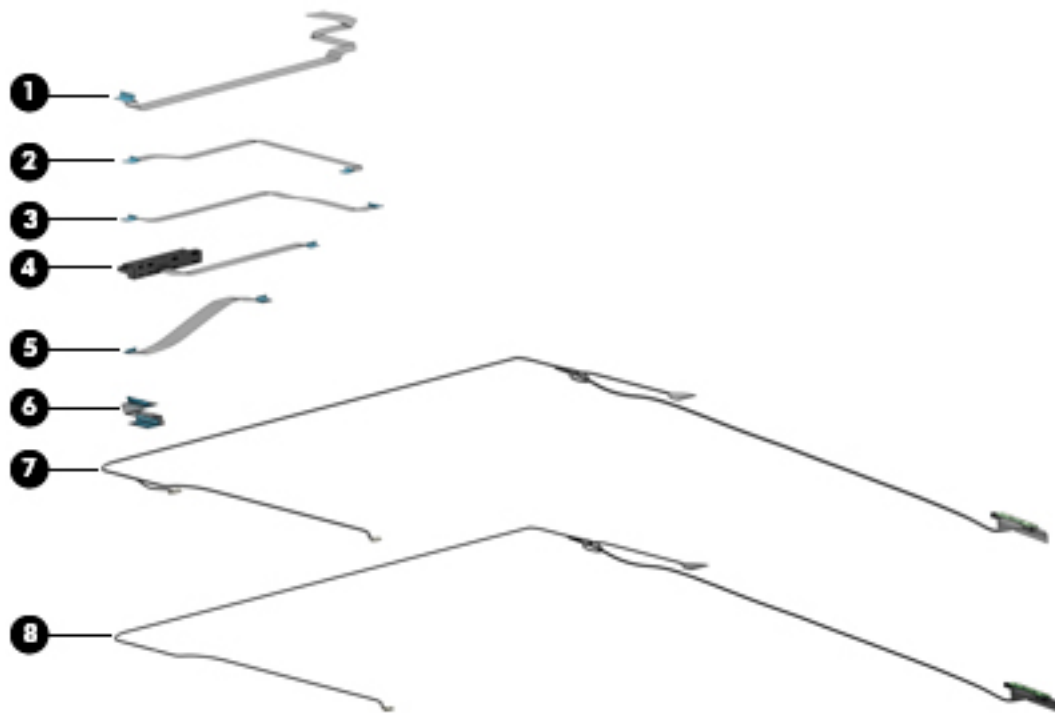


Item	Component	Spare part number
(1)	Display NOTE: Displays are not spared as whole units. Display subcomponent spare parts are available. For spare part information, see Display assembly subcomponents on page 20 .	Not spared
(2)	Top cover/keyboard NOTE: For a detailed list of country codes, see Top cover with keyboard on page 73 .	
	Keyboard, no backlight, jet black	L22751-xx1
	Keyboard, no backlight, snow white	L22752-xx1
	Keyboard, no backlight, ash silver	L22750-xx1
	Keyboard, backlit, ash silver	L22749-xx1
	Keyboard, no backlight, tranquil pink (available only with -001 United States keyboards)	L26985-001
	Keyboard, no backlight, iridescent pale rose gold (available only with -001 United States keyboards)	L26986-001
	Keyboard, no backlight, iridescent ceramic white (available only with -001 United States keyboards)	L26987-001
	Keyboard, backlit, tranquil pink (available only with -001 United States keyboards)	L28089-001
	Keyboard, backlit, iridescent pale rose gold (available only with -001 United States keyboards)	L28090-001
	Keyboard, backlit, iridescent ceramic white (available only with -001 United States keyboards)	L28091-001
(3)	TouchPad module	L28085-001
(4)	TouchPad button board	L22539-001
(5)	Speakers (includes cable)	L22580-001
(6)	Power connector cable (DC-in)	L22528-001
(7)	System board hook	L22748-001
(8)	System board NOTE: All system board spare part kits include replacement thermal material. All system boards use the following part numbers: xxxxxx-001: Non-Windows operating systems xxxxxx-601: Windows operating system For use in models with discrete graphics memory:	
	• Intel Core i7-8550U processor with 4 GB of AMD Radeon 530 graphics memory	L22746-xx1
	• Intel Core i5-8250U processor with 2 GB of AMD Radeon 530 graphics memory	L22747-xx1
	• Intel Core i5-8250U processor with 2 GB of AMD Radeon 520 graphics memory	L22742-xx1
	• Intel Core i7-7500U processor with 2 GB of AMD Radeon 520 graphics memory	L22743-xx1
	• Intel Core i3-7020U processor with 2 GB of AMD Radeon 520 graphics memory	L22744-xx1
	• Intel Pentium N5000 processor with 2 GB of AMD Radeon 520 graphics memory	L22745-xx1

Item	Component	Spare part number
	For use in models with UMA graphics memory:	
	• Intel Core i7-8550U processor	L22735-xx1
	• Intel Core i5-8250U processor	L22736-xx1
	• Intel Core i3-8130U processor	L22737-xx1
	• Intel Core i7-7500U processor	L22738-xx1
	• Intel Core i3-7020U processor	L22739-xx1
	• Intel Pentium N5000 processor	L22740-xx1
	• Intel Celeron N4000 processor	L22741-xx1
(9)	Optical drive board	L22540-001
(10)	USB board	L22538-001
(11)	Solid-state drive	
	NOTE: For spare part information, see Mass storage devices on page 22 .	
(12)	Memory modules (2400 MHz DDR4)	
	8 GB	862398-855
	4 GB	862397-855
(13)	WLAN module	
	Realtek RTL8822BE 802.11 ac 2x2 WiFi + Bluetooth 4.2 Combo Adapter (MU-MIMO supported)	924813-855
	Realtek RTL8821CE 802.11 ac 1x1 WiFi + Bluetooth 4.2 Combo Adapter (MU-MIMO supported)	L17365-005
	Realtek RTL8723DE 802.11 bgn 1x1 WiFi + Bluetooth 4.2 Combo Adapter	L21480-005
(14)	Fan	L22529-001
	Fan insert (for use in models without a fan; not illustrated)	L29669-001
	Heat sink	
(15)	For use in models with Intel Core processors and discrete graphics	L22531-001
(16)	For use in models with Intel Core processors and integrated UMA graphics	L22530-001
(17)	For use in fanless models with Intel Pentium and Celeron processors	L22532-001
(18)	Battery (3-cell, 48 WHr)	L11119-855
(19)	Hard drive	
	NOTE: For spare part information, see Mass storage devices on page 22 .	
(20)	Solid-state drive bracket	L22535-001
(21)	Solid-state drive board	L24487-001
(22)	DVD+/-RW Double-Layer Writer	L22537-001
(23)	Bottom cover	
	Jet black	L22515-001

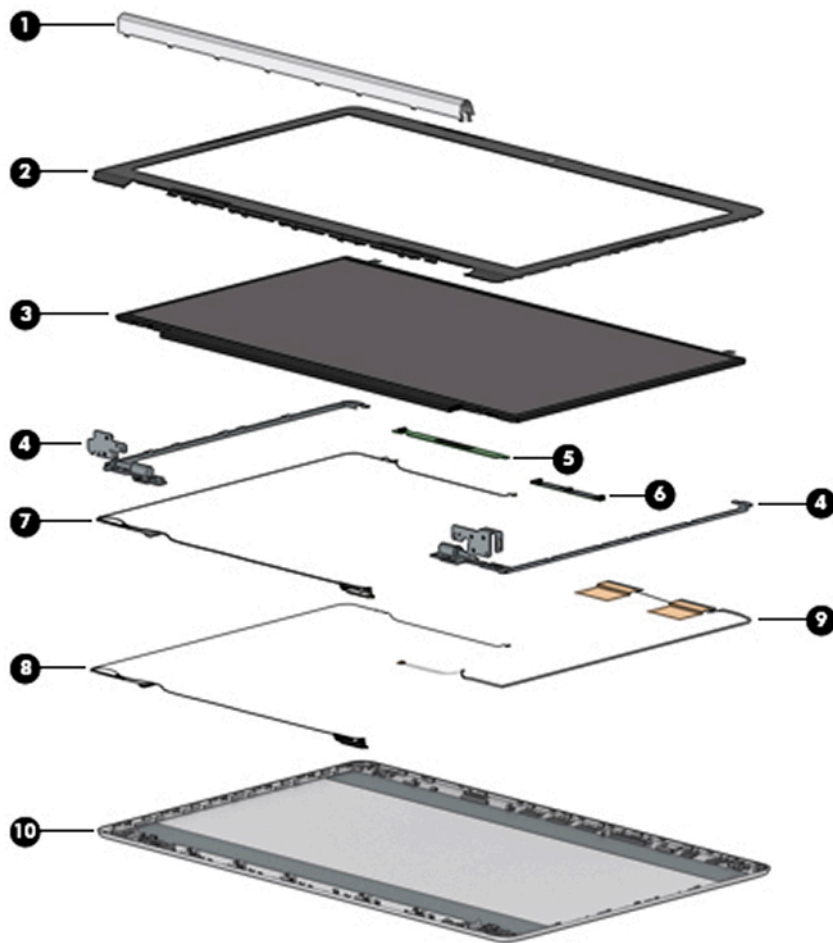
Item	Component	Spare part number
	Natural silver	L22508-001
	Pale gold	L22509-001
	Scarlet red	L22510-001
	Twilight blue	L22513-001
	Smoke gray	L22512-001
	Snow white	L22516-001
	Serenity mint	L22511-001
	Maroon burgundy	L22514-001
	Tranquil pink	L25492-001
	Iridescent pale rose gold	L25493-001
	Iridescent ceramic white	L25494-001
(24)	Rubber feet	
	Front feet:	
	• Jet black	L22565-001
	• Snow white	L22567-001
	• Serenity mint	L22569-001
	• Pale gold	L22571-001
	• Scarlet red	L22573-001
	• Twilight blue	L22575-001
	• Maroon burgundy	L22577-001
	• Tranquil pink	L25501-001
	Rear feet:	
	• Jet black	L22566-001
	• Snow white	L22568-001
	• Serenity mint	L22570-001
	• Pale gold	L22572-001
	• Scarlet red	L22574-001
	• Twilight blue	L22576-001
	• Maroon burgundy	L22578-001
	• Tranquil pink	L25502-001

Cables



Item	Component	Spare part number
(1)	USB board cable	L22522-001
(2)	TouchPad cable	L22525-001
(3)	TouchPad button board cable	L22523-001
(4)	Hard drive cable	L22526-001
(5)	Solid-state drive cable	L22527-001
(6)	Optical drive board cable	L22524-001
(7)	Display cable, touch, HD	L22521-001
(8)	Display cable, non-touch	
	FHD panel	L22520-001
	HD panel	L22519-001

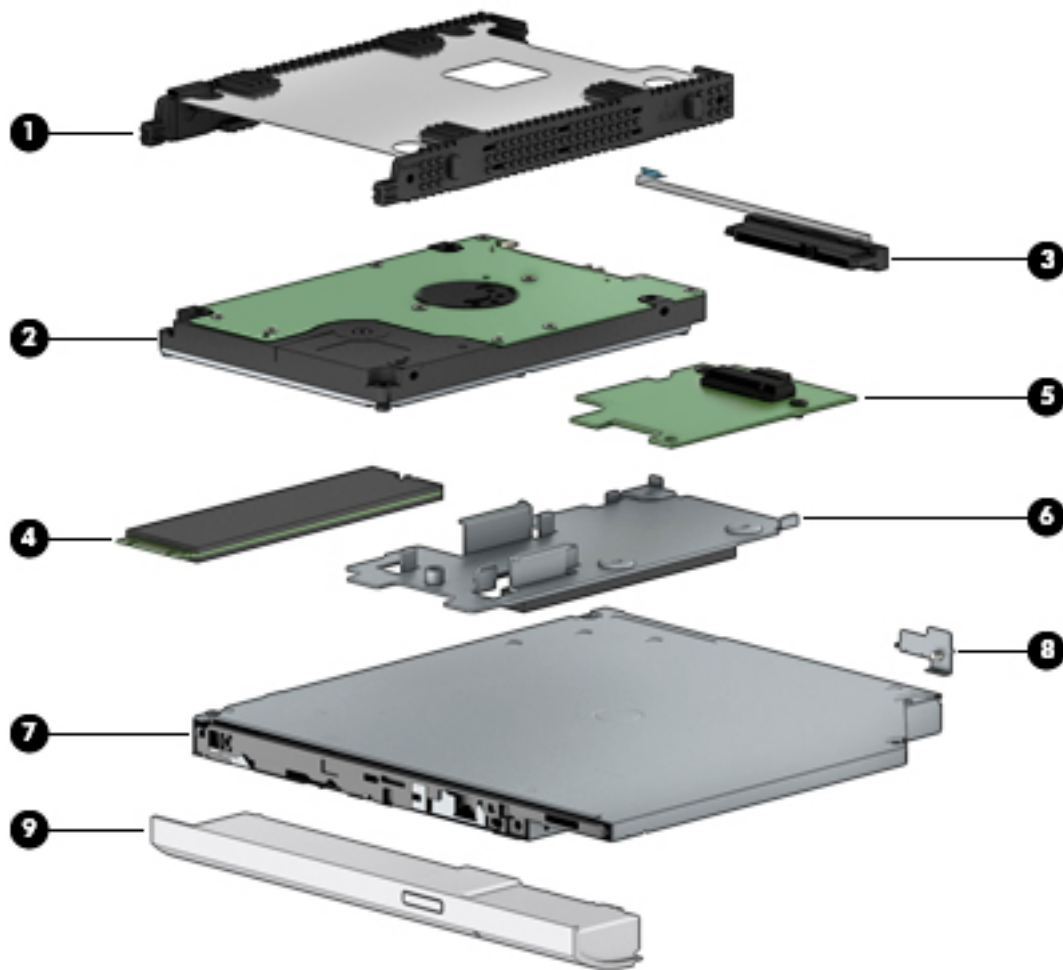
Display assembly subcomponents



Item	Component	Spare part number
(1)	Hinge cover	
	Jet black	L22559-001
	Natural silver	L22552-001
	Pale gold	L22553-001
	Scarlet red	L22554-001
	Twilight blue	L22557-001
	Smoke gray	L22556-001
	Snow white	L22560-001
	Serenity mint	L22555-001
	Maroon burgundy	L22558-001
	Tranquil pink	L25498-001
	Iridescent pale rose gold	L25499-001
Iridescent ceramic white	L25500-001	

Item	Component	Spare part number
(2)	Display bezel	
	Non-touch models	L22517-001
	Touch models	L22518-001
(3)	Display panel	
	HD, BrightView, SVA, non-touch	L22561-001
	HD, anti glare, SVA, non-touch	L22562-001
	HD, BrightView, SVA, touch-on panel (TOP)	L22563-001
	FHD, anti glare, UWVA, non-touch	L22564-001
(4)	Hinge Kit (includes left and right hinges)	L22536-001
(5)	Touch control board	L22541-001
(6)	Camera module	
	HD camera	L22587-001
	VGA camera	L22588-001
	Display cable	
(7)	Non-touch, HD	L22519-001
	Non-touch, FHD (not illustrated)	L22520-001
(8)	Touch, HD (not illustrated)	L22521-001
(9)	WLAN antenna cable (included in Antenna Kit)	
	Single antenna	L22498-001
	Dual antennas	L22497-001
(10)	Back cover	
	Jet black	L22506-001
	Natural silver	L22499-001
	Pale gold	L22500-001
	Scarlet red	L22501-001
	Twilight blue	L22504-001
	Smoke gray	L22503-001
	Snow white	L22507-001
	Serenity mint	L22502-001
	Twilight blue	L22504-001
	Maroon burgundy	L22505-001
	Tranquil pink	L25489-001
	Iridescent pale rose gold	L25490-001
	Iridescent ceramic white	L25491-001

Mass storage devices



Item	Component	Spare part number
(1)	Hard drive cover	L22534-001
(2)	Hard drive, 7 mm	
	2 TB, 5400 rpm	912487-855
	1 TB, 5400 rpm	762990-005
	500 GB, 5400 rpm	778186-005
(3)	Hard drive cable	L22526-001
(4)	Solid-state drive (M.2)	
	512 GB, PCIe, NVMe	L22584-001
	256 GB, PCIe, NVMe	L22583-001
	256 GB, SATA-3, TLC	L22582-001
	128 GB, SATA-3, TLC	L22581-001
	Optane memory module, 16 GB	L22585-001

Item	Component	Spare part number
(5)	Solid-state drive board	L24487-001
(6)	Solid-state drive bracket	L22535-001
(7)	DVD+/-RW Double-Layer Writer	L22537-001
(8)	Optical drive bracket	L22533-001
(9)	Optical drive bezel	
	Natural silver	L22543-001
	Pale gold	L22544-001
	Scarlet red	L22545-001
	Serenity mint	L22546-001
	Smoke gray	L22547-001
	Twilight blue	L22548-001
	Maroon burgundy	L22549-001
	Jet black	L22550-001
	Snow white	L22551-001
	Tranquil pink	L25495-001
	Iridescent pale rose gold	L25496-001
	Iridescent ceramic white	L25497-001

Miscellaneous parts

Component	Spare part number
AC adapter	
65 W AC adapter, nPFC, S-3P, 4.5 mm	710412-001
65 W AC adapter, nPFC, SMART, RC, 4.5 mm, EM	913691-850
45 W AC adapter, nPFC, SMART, RC, 4.5 mm, non-slim	741727-001
Power cord, C5, conventional, 1.0 m	
For use in Australia	L19358-001
For use in Denmark	L19360-001
For use in Europe	L19361-001
For use in India	L19363-001
For use in Israel	L19362-001
For use in Japan	L19365-001
For use in North America	L19367-001
For use in the People's Republic of China	L19368-001
For use in South Korea	L19366-001
For use in Switzerland	L19370-001
For use in Thailand	L19371-001
For use in the United Kingdom	L19373-001
Power adapter, C5, for use in Japan	226768-001
Screw Kit	L22579-001
HP HDMI to VGA Adapter	701943-001

4 Removal and replacement procedures preliminary requirements


Tools required

You will need the following tools to complete the removal and replacement procedures:


- Phillips P1 magnetic screwdriver
- Plastic, non-marking pry tool

Service considerations

The following sections include some of the considerations that you must keep in mind during disassembly and assembly procedures.

 **NOTE:** As you remove each subassembly from the computer, place the subassembly (and all accompanying screws) away from the work area to prevent damage.

Plastic parts

 **CAUTION:** Using excessive force during disassembly and reassembly can damage plastic parts. Use care when handling the plastic

Cables and connectors

⚠ CAUTION: When servicing the computer, be sure that cables are placed in their proper locations during the reassembly process. Improper cable placement can damage the computer.

Cables must be handled with extreme care to avoid damage. Apply only the tension required to unseat or seat the cables during removal and insertion. Handle cables by the connector whenever possible. In all cases, avoid bending, twisting, or tearing cables. Be sure that cables are routed in such a way that they cannot be caught or snagged by parts being removed or replaced. Handle flex cables with extreme care; these cables tear easily.

Drive handling

⚠ CAUTION: Drives are fragile components that must be handled with care. To prevent damage to the computer, damage to a drive, or loss of information, observe these precautions:

Before removing or inserting a hard drive, shut down the computer. If you are unsure whether the computer is off or in Hibernation, turn the computer on, and then shut it down through the operating system.

Before handling a drive, be sure that you are discharged of static electricity. While handling a drive, avoid touching the connector.

Before removing an optical drive, be sure that a disc is not in the drive and be sure that the optical drive tray is closed.

Handle drives on surfaces covered with at least one inch of shock-proof foam.

Avoid dropping drives from any height onto any surface.

After removing a hard drive or an optical drive, place it in a static-proof bag.

Avoid exposing an internal hard drive to products that have magnetic fields, such as monitors or speakers.

Avoid exposing a drive to temperature extremes or liquids.

If a drive must be mailed, place the drive in a bubble pack mailer or other suitable form of protective packaging and label the package “FRAGILE.”

Grounding guidelines

Electrostatic discharge damage

Electronic components are sensitive to electrostatic discharge (ESD). Circuitry design and structure determine the degree of sensitivity. Networks built into many integrated circuits provide some protection, but in many cases, ESD contains enough power to alter device parameters or melt silicon junctions.

A discharge of static electricity from a finger or other conductor can destroy static-sensitive devices or microcircuitry. Even if the spark is neither felt nor heard, damage may have occurred.

An electronic device exposed to ESD may not be affected at all and can work perfectly throughout a normal cycle. Or the device may function normally for a while, then degrade in the internal layers, reducing its life expectancy.

CAUTION: To prevent damage to the computer when you are removing or installing internal components, observe these precautions:

Keep components in their electrostatic-safe containers until you are ready to install them.

Before touching an electronic component, discharge static electricity by using the guidelines described in this section.

Avoid touching pins, leads, and circuitry. Handle electronic components as little as possible.

If you remove a component, place it in an electrostatic-safe container.

The following table shows how humidity affects the electrostatic voltage levels generated by different activities.

CAUTION: A product can be degraded by as little as 700 V.

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

Packaging and transporting guidelines

Follow these grounding guidelines when packaging and transporting equipment:

- To avoid hand contact, transport products in static-safe tubes, bags, or boxes.
- Protect ESD-sensitive parts and assemblies with conductive or approved containers or packaging.
- Keep ESD-sensitive parts in their containers until the parts arrive at static-free workstations.
- Place items on a grounded surface before removing items from their containers.
- Always be properly grounded when touching a component or assembly.
- Store reusable ESD-sensitive parts from assemblies in protective packaging or nonconductive foam.
- Use transporters and conveyors made of antistatic belts and roller bushings. Be sure that mechanized equipment used for moving materials is wired to ground and that proper materials are selected to avoid static charging. When grounding is not possible, use an ionizer to dissipate electric charges.

Workstation guidelines

Follow these grounding workstation guidelines:

- Cover the workstation with approved static-shielding material.
- Use a wrist strap connected to a properly grounded work surface and use properly grounded tools and equipment.
- Use conductive field service tools, such as cutters, screwdrivers, and vacuums.
- When fixtures must directly contact dissipative surfaces, use fixtures made only of static safe materials.
- Keep the work area free of nonconductive materials, such as ordinary plastic assembly aids and plastic foam.
- Handle ESD-sensitive components, parts, and assemblies by the case or PCM laminate. Handle these items only at static-free workstations.
- Avoid contact with pins, leads, or circuitry.
- Turn off power and input signals before inserting or removing connectors or test equipment.

Equipment guidelines

Grounding equipment must include either a wrist strap or a foot strap at a grounded workstation.

- When seated, wear a wrist strap connected to a grounded system. Wrist straps are flexible straps with a minimum of one megohm $\pm 10\%$ resistance in the ground cords. To provide proper ground, wear a strap snugly against the skin at all times. On grounded mats with banana-plug connectors, use alligator clips to connect a wrist strap.
- When standing, use foot straps and a grounded floor mat. Foot straps (heel, toe, or 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 foot straps on both feet with a minimum of one megohm resistance between the operator and ground. To be effective, the conductive equipment must be worn in contact with the skin.

The following grounding equipment is recommended to prevent electrostatic damage:


- Antistatic tape
- Antistatic smocks, aprons, and sleeve protectors
- Conductive bins and other assembly or soldering aids
- Nonconductive foam
- Conductive tabletop workstations with ground cords of one megohm resistance
- Static-dissipative tables or floor mats with hard ties to the ground
- Field service kits
- Static awareness labels
- Material-handling packages
- Nonconductive plastic bags, tubes, or boxes
- Metal tote boxes
- Electrostatic voltage levels and protective materials

The following table lists the shielding protection provided by antistatic bags and floor mats.


Material	Use	Voltage protection level
Antistatic plastics	Bags	1,500 V
Carbon-loaded plastic	Floor mats	7,500 V
Metallized laminate	Floor mats	5,000 V

5 Removal and replacement procedures for Customer Self-Repair parts

This chapter provides removal and replacement procedures for Customer Self-Repair parts.

 **NOTE:** The Customer Self-Repair program is not available in all locations. Installing a part not supported by the Customer Self-Repair program may void your warranty. Check your warranty to determine if Customer Self-Repair is supported in your location.

Component replacement procedures

 **NOTE:** Details about your computer, including model, serial number, product key, and length of warranty, are on the service tag at the bottom of your computer. See [Labels on page 14](#) for details.

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

Optical drive

Description	Spare part number
DVD+/-RW Double-Layer Writer	L22537-001
Optical drive bracket	L22533-001
Optical drive bezel	
Natural silver	L22543-001
Pale gold	L22544-001
Scarlet red	L22545-001
Serenity mint	L22546-001
Smoke gray	L22547-001
Twilight blue	L22548-001
Maroon burgundy	L22549-001
Jet black	L22550-001
Snow white	L22551-001
Tranquil pink	L25495-001
Iridescent pale rose gold	L25496-001
Iridescent ceramic white	L25497-001

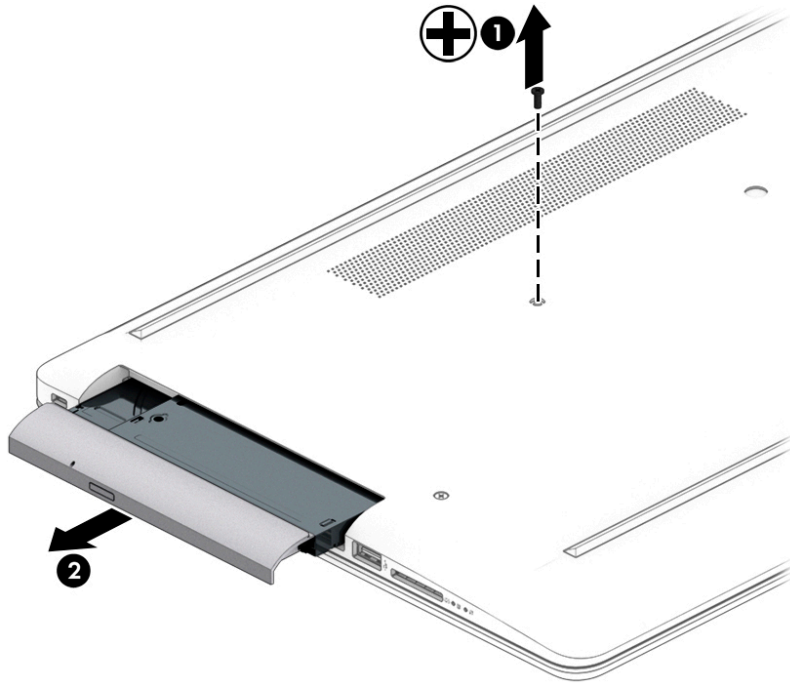
Before removing the optical drive, follow these steps:

1. Shut down the computer.
2. Disconnect all external devices connected to the computer.
3. Disconnect the power from the computer by first unplugging the power cord from the AC outlet and then unplugging the AC adapter from the computer.

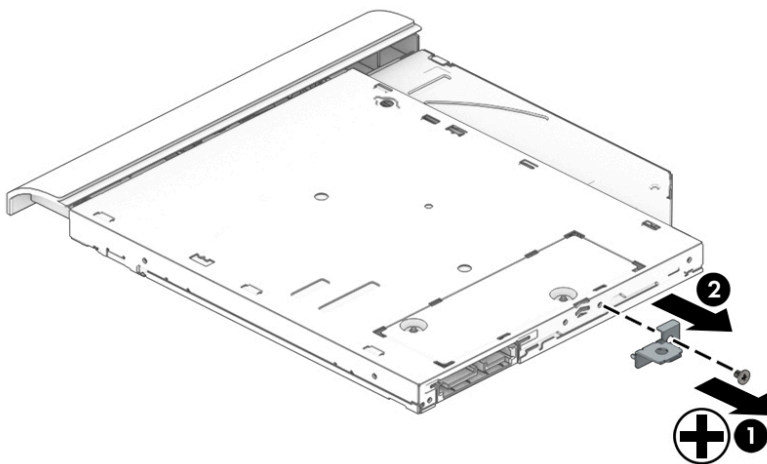
Remove the optical drive:

1. Remove the Phillips M2.5×6.0 screw **(1)** that secures the drive to the computer.

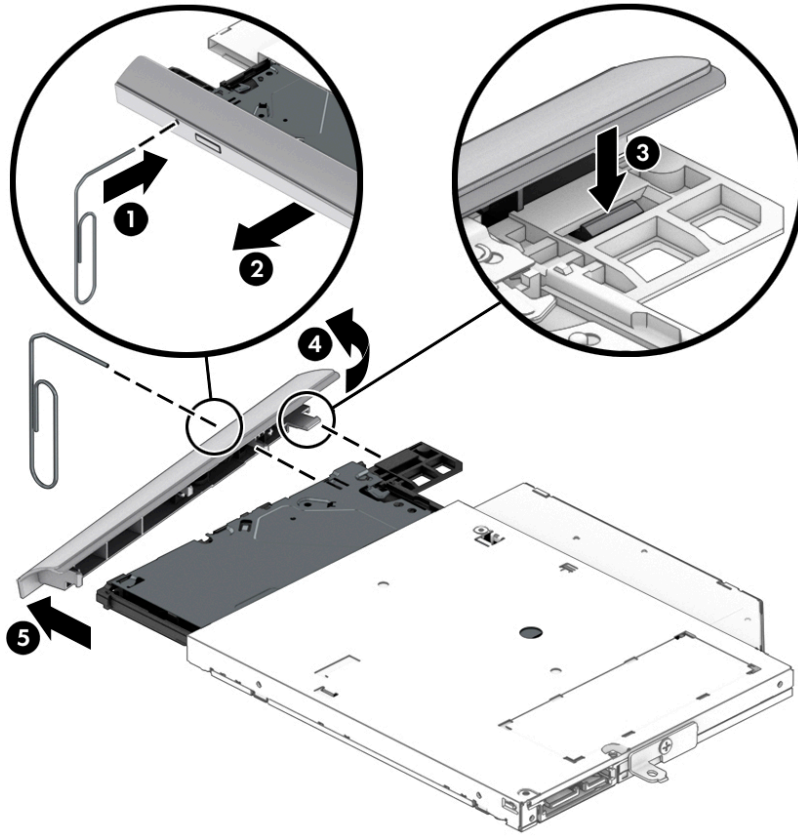
2. Slide the optical drive out of the computer (2).



3. If it is necessary to remove the bracket from the rear of the optical drive, remove the Phillips M2.0×3.0 screw (1), and then remove the bracket from the drive (2).




4. If it is necessary to remove the bezel from the front of the optical drive:
 - a. Insert a paper clip into the release hole on the front of the bezel (1). The left side of the bezel rotates outward (2).
 - b. Press the tab to release the bezel from the drive (3).
 - c. Rotate the side of the bezel (4), and then remove it (5).




Reverse this procedure to reassemble and install the optical drive.

6 Removal and replacement procedures for Authorized Service Provider parts

This chapter provides removal and replacement procedures for Authorized Service Provider only parts.

 **CAUTION:** Components described in this chapter should only be accessed by an authorized service provider. Accessing these parts can damage the computer or void the warranty.

Component replacement procedures

 **NOTE:** Details about your computer, including model, serial number, product key, and length of warranty, are on the service tag at the bottom of your computer. See [Labels on page 14](#) for details.

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

There are as many as 42 screws that must be removed, replaced, and/or loosened when servicing Authorized Service Provider only parts. Make special note of each screw size and location during removal and replacement.

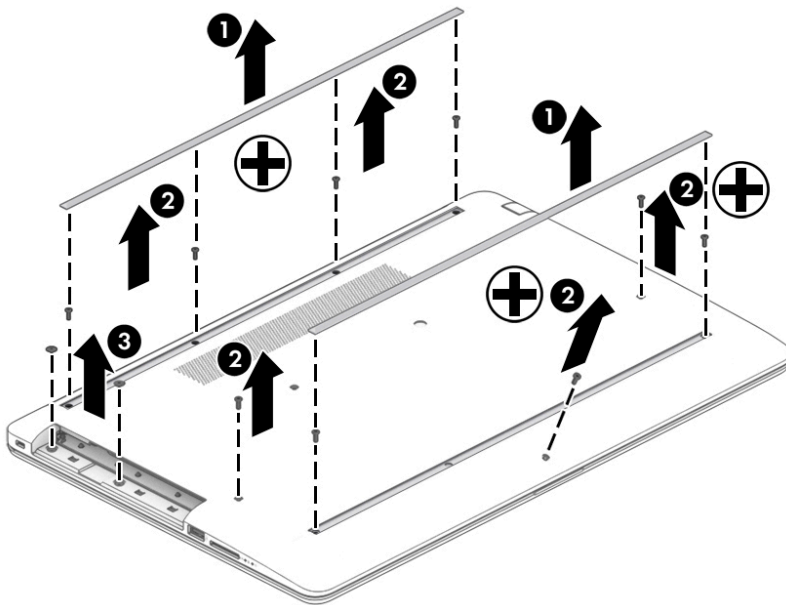
Bottom cover

Description	Spare part number
Bottom cover:	
• Jet black	L22515-001
• Natural silver	L22508-001
• Pale gold	L22509-001
• Scarlet red	L22510-001
• Twilight blue	L22513-001
• Smoke gray	L22512-001
• Snow white	L22516-001
• Serenity mint	L22511001
• Maroon burgundy	L22514-001
• Tranquil pink	L25492-001
• Iridescent pale rose gold	L25493-001
• Iridescent ceramic white	L25494-001
Front feet:	
• Jet black	L22565-001
• Snow white	L22567-001
• Serenity mint	L22569-001
• Pale gold	L22571-001
• Scarlet red	L22573-001
• Twilight blue	L22575-001
• Maroon burgundy	L22577-001
• Tranquil pink	L25501-001
Rear feet:	
• Jet black	L22566-001
• Snow white	L22568-001
• Serenity mint	L22570-001
• Pale gold	L22572-001
• Scarlet red	L22574-001
• Twilight blue	L22576-001
• Maroon burgundy	L22578-001
• Tranquil pink	L25502-001

1. Turn off the computer. If you are unsure whether the computer is off or in Hibernation, turn the computer on, and then shut it down through the operating system.
2. Disconnect the power from the computer by unplugging the power cord from the computer.
3. Disconnect all external devices from the computer.
4. Remove the optical drive (see [Optical drive on page 31](#)).

Remove the bottom cover:

1. Peel the rubber feet off the bottom of the computer (1).
2. Remove the nine Phillips M2.5×6.0 screws (2) and the two Phillips broad head M2.0×2.0 screws (3) from the optical drive bay.



3. Starting near the optical drive bay (1), pry the bottom cover up to remove it (2).



Reverse this procedure to install the bottom cover.

Battery

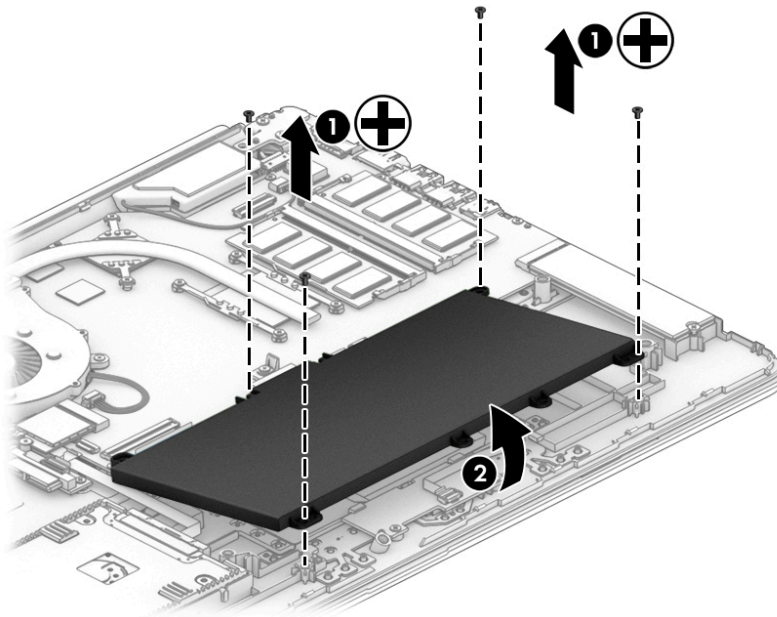
Description	Spare part number
Battery (3-cell, 48 Wh)	L11119-855

Before removing the battery, follow these steps:

1. Shut down the computer.
2. Disconnect all external devices connected to the computer.
3. Disconnect the power from the computer by first unplugging the power cord from the AC outlet and then unplugging the AC adapter from the computer.
4. Remove the optical drive (see [Optical drive on page 31](#)).
5. Remove the bottom cover (see [Bottom cover on page 35](#)).

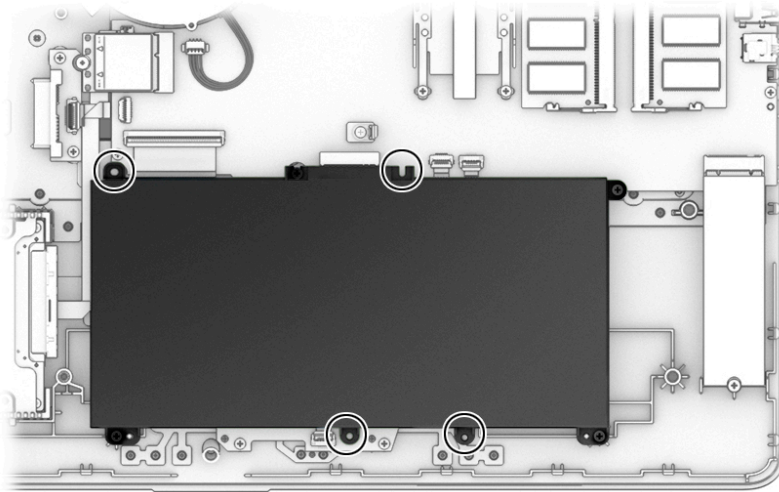
Remove the battery:

1. Remove the four Phillips M2.0×3.0 screws **(1)** that secure the battery to the computer.
2. Remove the battery from the computer **(2)**.



Reverse this procedure to install the battery.

When installing the battery, be sure to install screws in the proper locations. The following image shows the locations around the battery that have holes but do NOT require screws.



Memory

Description	Spare part number
Memory module, 8 GB	862398-855
Memory module, 4 GB	862397-855

Before removing the memory modules, follow these steps:

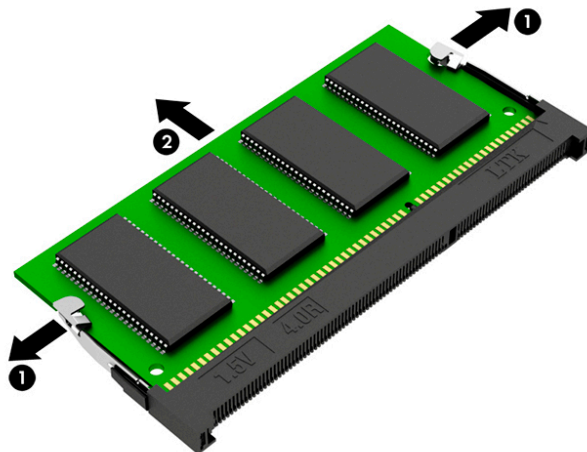
1. Shut down the computer.
2. Disconnect all external devices connected to the computer.
3. Disconnect the power from the computer by first unplugging the power cord from the AC outlet and then unplugging the AC adapter from the computer.
4. Remove the optical drive (see [Optical drive on page 31](#)).
5. Remove the bottom cover (see [Bottom cover on page 35](#)).
6. Remove the battery (see [Battery on page 37](#)).

Remove the memory modules:

1. Spread the two retention clips outward **(1)** until the memory module tilts up at a 45-degree angle.
2. 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.

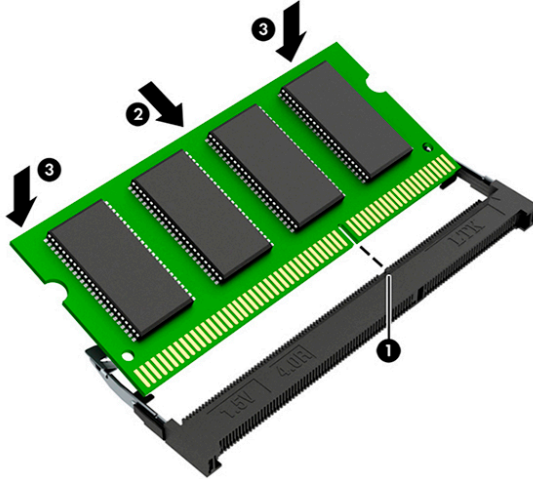


Install the memory modules:

IMPORTANT: To prevent damage to the memory module, hold the memory module by the edges only. Do not touch the components on the memory module. Do not bend the memory module.

1. Align the notched edge of the memory module with the tab in the memory module slot **(1)**.
2. Press the module into the slot until seated **(2)**.

3. Gently press down on the module edges until the side retention clips snap into place **(3)**.



Hard drive

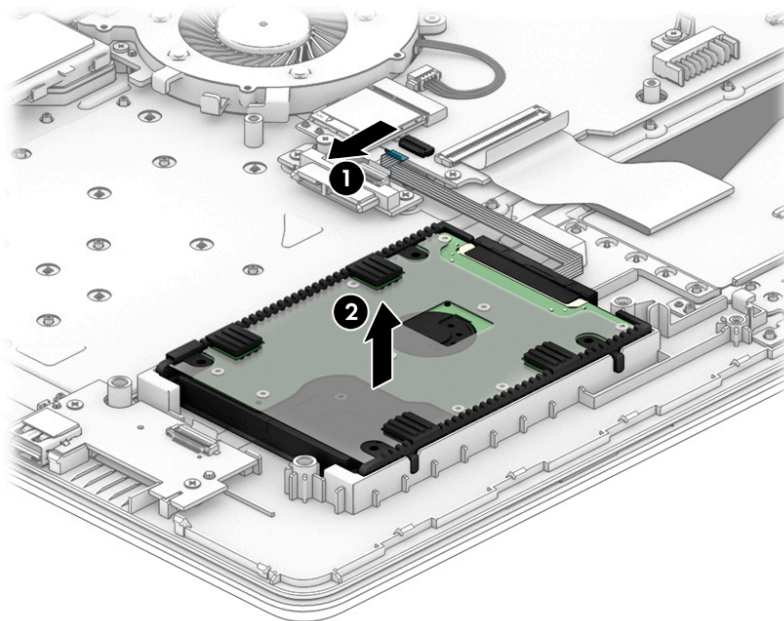
Description	Spare part number
Hard drive, 2 TB, 5400 rpm, 7 mm	912487-855
Hard drive, 1 TB, 5400 rpm, 7 mm	762990-005
Hard drive, 500 GB, 5400 rpm, 7 mm	778186-005
Hard drive cover	L22534-001

Before removing the hard drive, follow these steps:

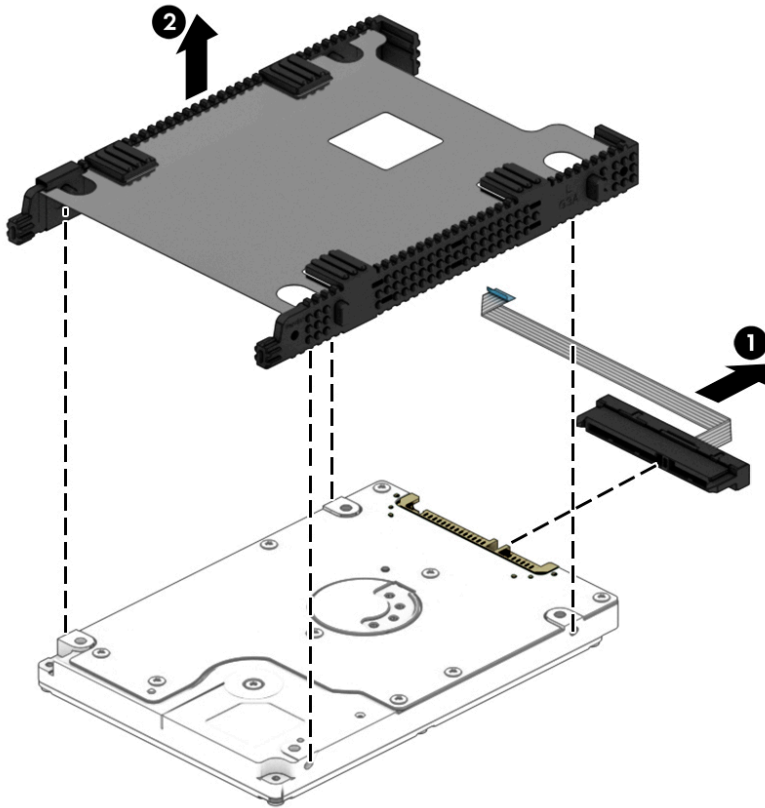
1. Shut down the computer.
2. Disconnect all external devices connected to the computer.
3. Disconnect the power from the computer by first unplugging the power cord from the AC outlet and then unplugging the AC adapter from the computer.
4. Remove the optical drive (see [Optical drive on page 31](#)).
5. Remove the bottom cover (see [Bottom cover on page 35](#)).
6. Remove the battery (see [Battery on page 37](#)).

Remove the hard drive:

1. Disconnect the hard drive cable from the system board ZIF connector **(1)**.
2. Lift the hard drive out of the computer **(2)**.




3. If it is necessary to disassemble the hard drive, pull the connector off the rear of the drive (1), and then lift the cover off the drive (2).



Reverse this procedure to reassemble and install the hard drive.

Optane memory module

 **IMPORTANT:** The M.2 connector that supports the Optane memory module can also support a solid-state drive. You cannot simultaneously install both an Optane memory module and a solid-state drive in the computer.

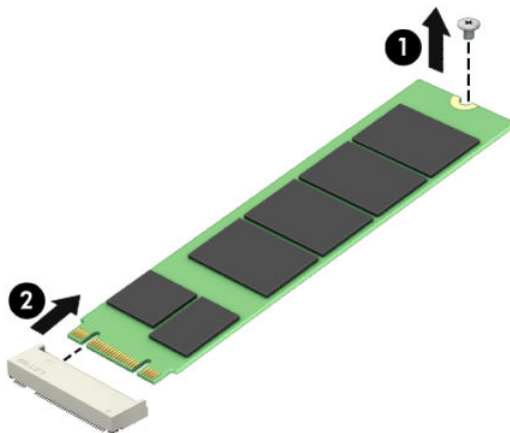
Description	Spare part number
Optane memory module, 16 GB	Lxxxxx-001

Before removing the Optane memory module, follow these steps:

1. Shut down the computer.
2. Disconnect all external devices connected to the computer.
3. Disconnect the power from the computer by first unplugging the power cord from the AC outlet and then unplugging the AC adapter from the computer.
4. Remove the optical drive (see [Optical drive on page 31](#)).
5. Remove the bottom cover (see [Bottom cover on page 35](#)).
6. Remove the battery (see [Battery on page 37](#)).


Remove the Optane memory module:

- ▲ Remove the Phillips M2.0×3.0 screw **(1)**, and then pull the solid-state drive module from the socket **(2)**.



Reverse this procedure to install the Optane memory module.

Solid-state drive

 **IMPORTANT:** The M.2 connector that supports a solid-state drive can also support an Optane memory module. You cannot simultaneously install both an Optane memory module and a solid-state drive in the computer.

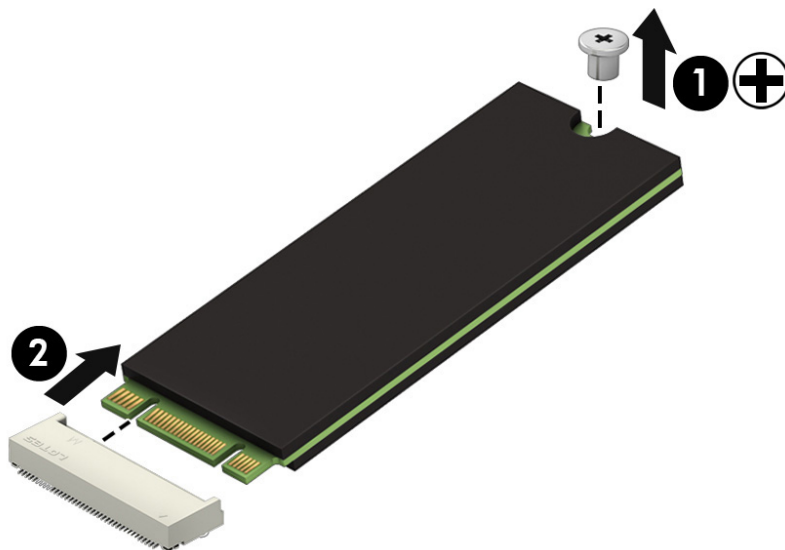
Description	Spare part number
512 GB, PCIe, NVMe	L22584-001
256 GB, PCIe, NVMe	L22583-001
256 GB, SATA-3, TLC	L22582-001
128 GB, SATA-3, TLC	L22581-001

Before removing the solid-state drive, follow these steps:

1. Shut down the computer.
2. Disconnect all external devices connected to the computer.
3. Disconnect the power from the computer by first unplugging the power cord from the AC outlet and then unplugging the AC adapter from the computer.
4. Remove the optical drive (see [Optical drive on page 31](#)).
5. Remove the bottom cover (see [Bottom cover on page 35](#)).
6. Remove the battery (see [Battery on page 37](#)).

Remove the solid-state drive:

- ▲ Remove the Phillips M2.0×3.0 screw **(1)**, and then pull the solid-state drive module from the socket **(2)**.



Reverse this procedure to install the solid-state drive.

Solid-state drive bracket and connector board

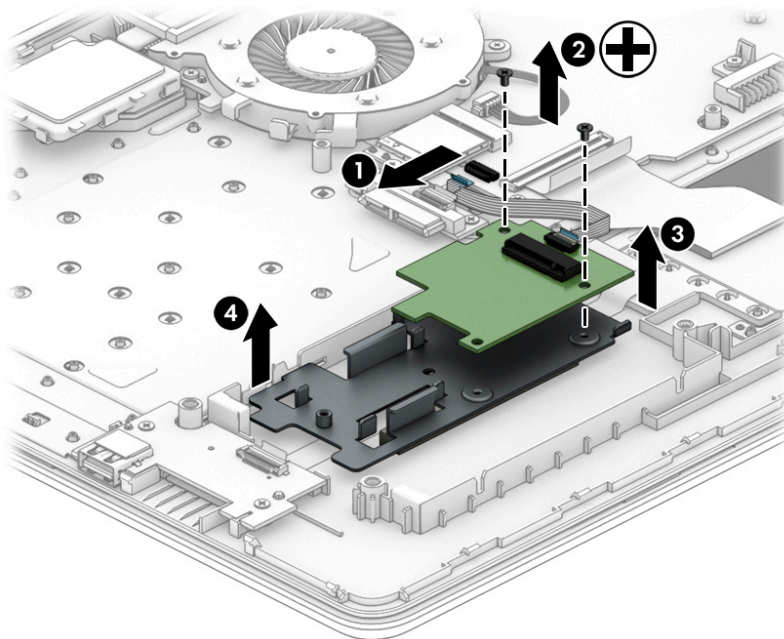
Description	Spare part number
Solid-state drive bracket	L22535-001
Solid-state drive connector board	L22542-001
Solid-state drive cable	L22527-001

Before removing the solid-state drive bracket and connector board, follow these steps:

1. Shut down the computer.
2. Disconnect all external devices connected to the computer.
3. Disconnect the power from the computer by first unplugging the power cord from the AC outlet and then unplugging the AC adapter from the computer.
4. Remove the optical drive (see [Optical drive on page 31](#)).
5. Remove the bottom cover (see [Bottom cover on page 35](#)).
6. Remove the battery (see [Battery on page 37](#)).
7. Remove the solid-state drive (see [Solid-state drive on page 44](#)).

Remove the solid-state drive bracket and connector board:

1. Disconnect the cable from the system board ZIF connector **(1)**.
2. Remove the two Phillips M2.0×3.0 screws **(2)** that secure the board and bracket to the computer.
3. Remove the board from the computer **(3)**.
4. Remove the bracket from the computer **(4)**.



Reverse this procedure to install the solid-state drive bracket and connector board.

WLAN module

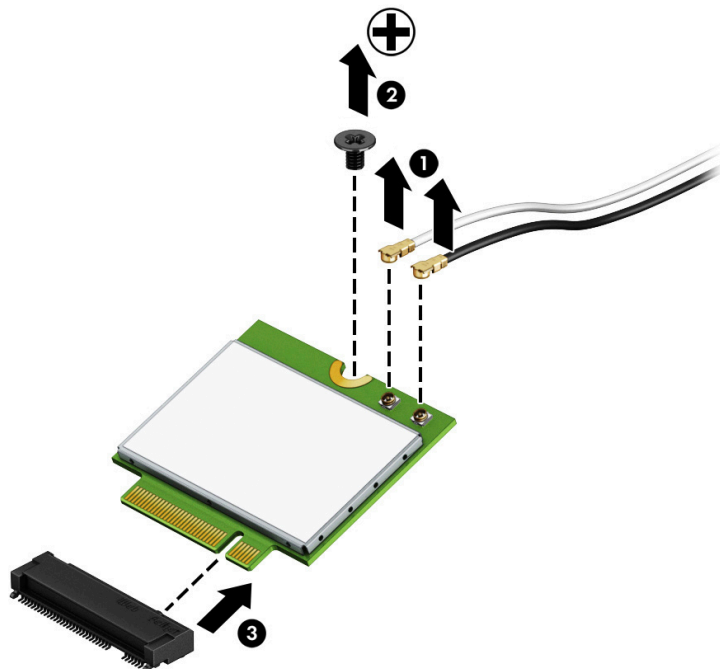
Description	Spare part number
Realtek RTL8822BE 802.11 ac 2x2 WiFi + Bluetooth 4.2 Combo Adapter (MU-MIMO supported)	924813-855
Realtek RTL8821CE 802.11 ac 1x1 WiFi + Bluetooth 4.2 Combo Adapter (MU-MIMO supported)	L17365-005
Realtek RTL8723DE 802.11 bgn 1x1 WiFi + Bluetooth 4.2 Combo Adapter	L21480-005

Before removing the WLAN, follow these steps:

1. Shut down the computer.
2. Disconnect all external devices connected to the computer.
3. Disconnect the power from the computer by first unplugging the power cord from the AC outlet and then unplugging the AC adapter from the computer.
4. Remove the optical drive (see [Optical drive on page 31](#)).
5. Remove the bottom cover (see [Bottom cover on page 35](#)).
6. Remove the battery (see [Battery on page 37](#)).

Remove the WLAN module:

1. Disconnect the two antenna cables from the module **(1)**.
2. Remove the Phillips M2.0×3.0 screw **(2)**, and then pull the module out of the socket **(3)**.



Reverse this procedure to install the WLAN module.

System board hook

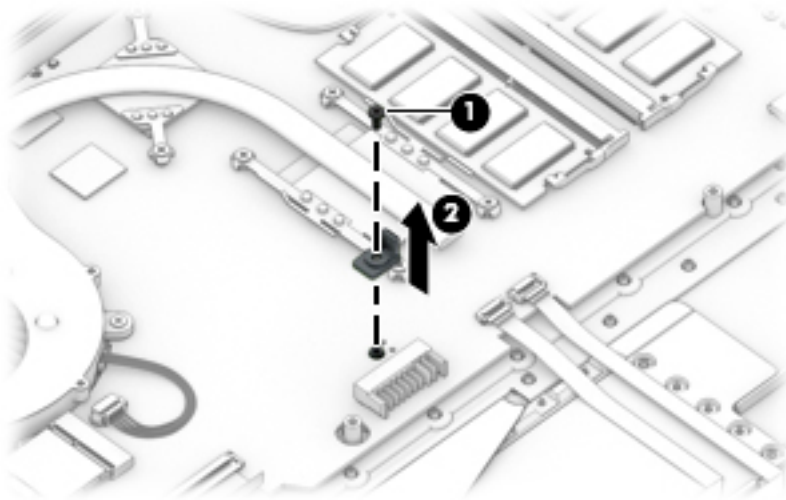
Description	Spare part number
System board hook	L22748-001

Before removing the system board hook, follow these steps:

1. Turn off the computer. If you are unsure whether the computer is off or in Hibernation, turn the computer on, and then shut it down through the operating system.
2. Disconnect the power from the computer by unplugging the power cord from the computer.
3. Disconnect all external devices from the computer.
4. Remove the optical drive (see [Optical drive on page 31](#)).
5. Remove the bottom cover (see [Bottom cover on page 35](#)).
6. Remove the battery (see [Battery on page 37](#)).

Remove the system board hook:

1. Remove the Phillips M2.0×3.0 screw **(1)** that secures the hook to the computer.
2. Remove the system board hook from the computer **(2)**.



Reverse this procedure to install the system board hook.

USB board

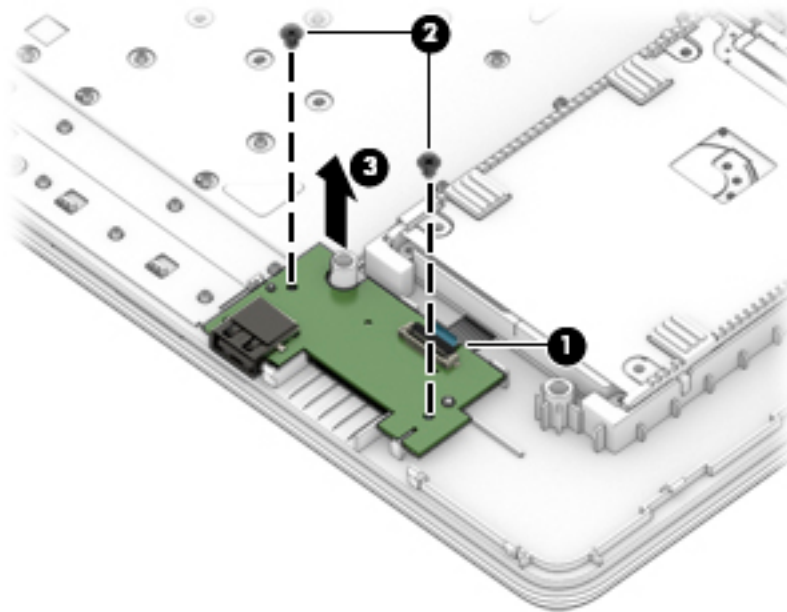
Description	Spare part number
USB board	L22538-001
USB board cable	L22522-001

Before removing the USB board, follow these steps:

1. Turn off the computer. If you are unsure whether the computer is off or in Hibernation, turn the computer on, and then shut it down through the operating system.
2. Disconnect the power from the computer by unplugging the power cord from the computer.
3. Disconnect all external devices from the computer.
4. Remove the optical drive (see [Optical drive on page 31](#)).
5. Remove the bottom cover (see [Bottom cover on page 35](#)).
6. Remove the battery (see [Battery on page 37](#)).

Remove the USB board:

1. Disconnect the cable from the ZIF connector on the USB board **(1)**.
2. Remove the two Phillips M2.0×3.0 screws **(2)**, and then remove the board from the computer **(3)**.



Reverse this procedure to replace the USB board.

Optical drive board

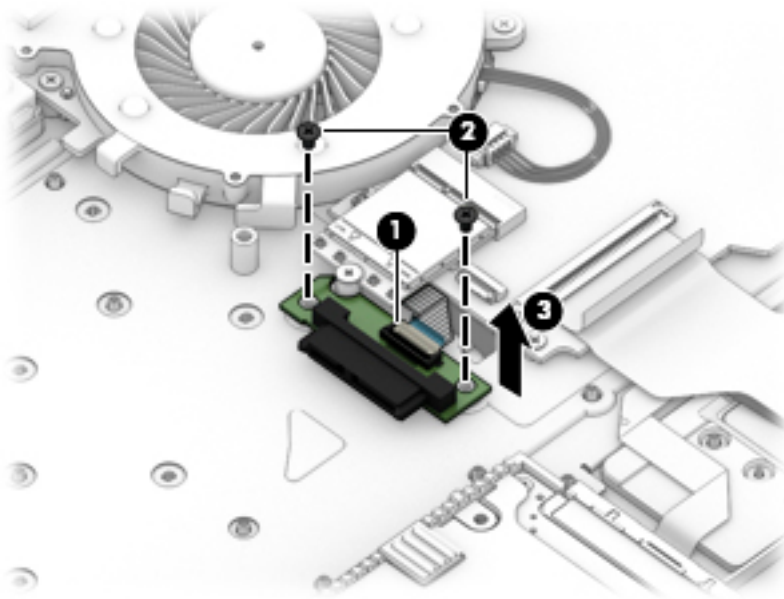
Description	Spare part number
Optical drive board	L22540-001
Optical drive board cable	L22524-001

Before removing the optical drive board, follow these steps:

1. Turn off the computer. If you are unsure whether the computer is off or in Hibernation, turn the computer on, and then shut it down through the operating system.
2. Disconnect the power from the computer by unplugging the power cord from the computer.
3. Disconnect all external devices from the computer.
4. Remove the optical drive (see [Optical drive on page 31](#)).
5. Remove the bottom cover (see [Bottom cover on page 35](#)).
6. Remove the battery (see [Battery on page 37](#)).

Remove the optical drive board:

1. Disconnect the cable from the ZIF connector on the optical drive board **(1)**.
2. Remove the two Phillips M2.0×3.0 screws **(2)**, and then remove the board from the computer **(3)**.



Reverse this procedure to replace the optical drive board.

TouchPad button board

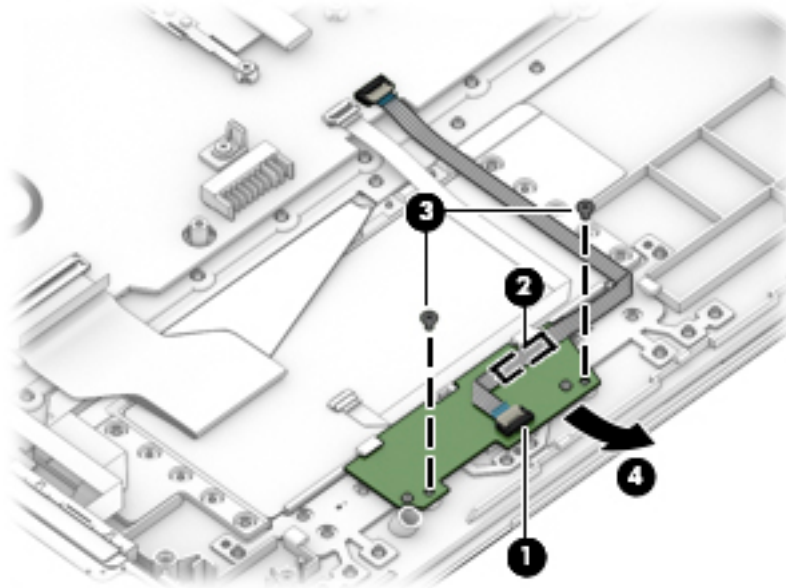
Description	Spare part number
TouchPad button board	L22539-001
TouchPad button board cable	L22523-001

Before removing the TouchPad button board, follow these steps:

1. Shut down the computer.
2. Disconnect all external devices connected to the computer.
3. Disconnect the power from the computer by first unplugging the power cord from the AC outlet and then unplugging the AC adapter from the computer.
4. Remove the optical drive (see [Optical drive on page 31](#)).
5. Remove the bottom cover (see [Bottom cover on page 35](#)).
6. Remove the battery (see [Battery on page 37](#)).

Remove the TouchPad button board:

1. Disconnect the cable from the ZIF connector on the TouchPad button board **(1)**.
2. Lift the cable to remove it from the adhesive that secures it to the board **(2)**.
3. Remove the two Phillips M2.0×2.0 screws **(3)** that secure the board to the computer.
4. Remove the TouchPad button board from the computer **(4)**.



Reverse this procedure to install the TouchPad button board.

TouchPad module

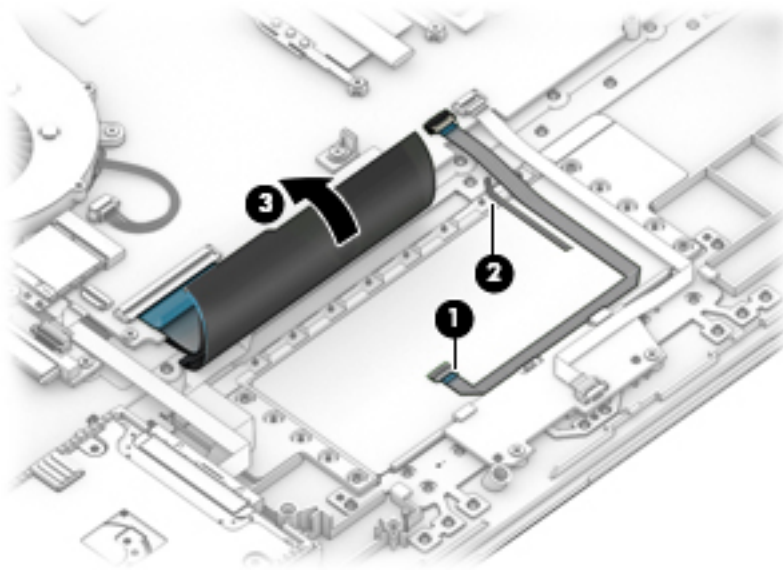
Description	Spare part number
TouchPad module	L28085-001
TouchPad module cable	L22525-001

Before removing the TouchPad module, follow these steps:

1. Shut down the computer.
2. Disconnect all external devices connected to the computer.
3. Disconnect the power from the computer by first unplugging the power cord from the AC outlet and then unplugging the AC adapter from the computer.
4. Remove the optical drive (see [Optical drive on page 31](#)).
5. Remove the bottom cover (see [Bottom cover on page 35](#)).
6. Remove the battery (see [Battery on page 37](#)).


To remove the TouchPad module:

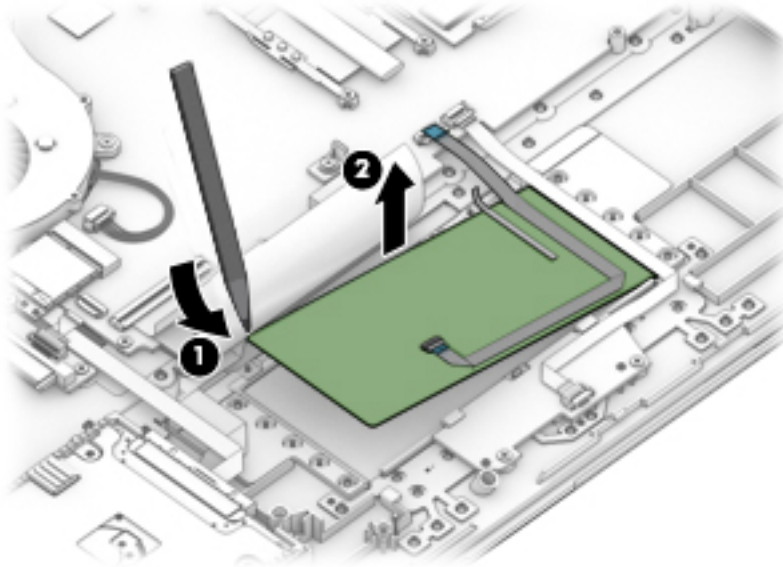
1. Disconnect the cable from the ZIF connector on the TouchPad **(1)**.
2. Lift the tape from the TouchPad **(2)**.
3. Lift the tape up to gain access to the TouchPad **(3)**.



4. Starting in the corner, use a plastic, non-marking tool to pry up the TouchPad module to disengage the adhesive that secures it to the top cover **(1)**

5. Working around each edge, pry the TouchPad module loose, and then remove it from the computer **(2)**.

 **NOTE:** The TouchPad module may be very tight and difficult to remove.



Reverse this procedure to install the TouchPad module.

Power connector cable (DC-in)

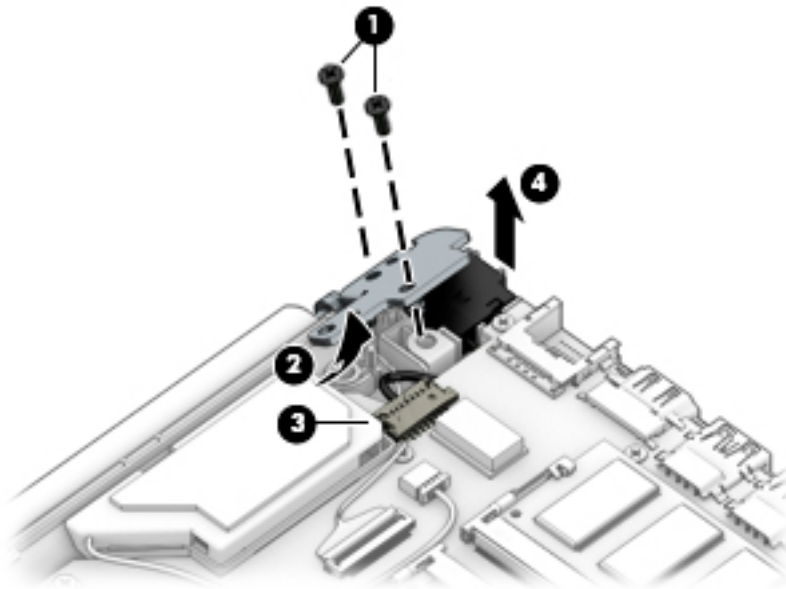
Description	Spare part number
Power connector cable	L22528-001

Before removing the power connector cable, follow these steps:

1. Turn off the computer. If you are unsure whether the computer is off or in Hibernation, turn the computer on, and then shut it down through the operating system.
2. Disconnect the power from the computer by unplugging the power cord from the computer.
3. Disconnect all external devices from the computer.
4. Remove the optical drive (see [Optical drive on page 31](#)).
5. Remove the bottom cover (see [Bottom cover on page 35](#)).
6. Remove the battery (see [Battery on page 37](#)).

Remove the power connector cable:

1. Remove the two Phillips M2.5×6.0 screws from the right display hinge (1), and then rotate the hinge up from on top of the power connector (2).
2. Disconnect the power connector cable from the system board (3).
3. Remove the power connector cable from the computer (4).



Reverse this procedure to install the power connector cable.

Fan

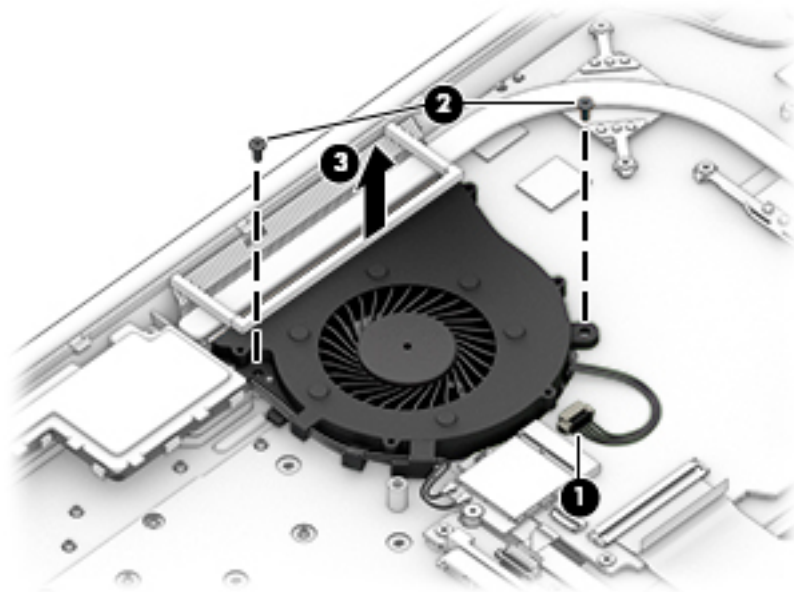
Description	Spare part number
Fan	L22529-001

Before removing the fan, follow these steps:

1. Shut down the computer.
2. Disconnect all external devices connected to the computer.
3. Disconnect the power from the computer by first unplugging the power cord from the AC outlet and then unplugging the AC adapter from the computer.
4. Remove the optical drive (see [Optical drive on page 31](#)).
5. Remove the bottom cover (see [Bottom cover on page 35](#)).
6. Remove the battery (see [Battery on page 37](#)).

Remove the fan:

1. Disconnect the fan cable from the system board **(1)**.
2. Remove the two Phillips M2.5×3.0 screws **(2)** that secure the fan to the computer.
3. Lift the fan from the computer **(3)**.



Reverse this procedure to install the fan.

Heat sink assembly

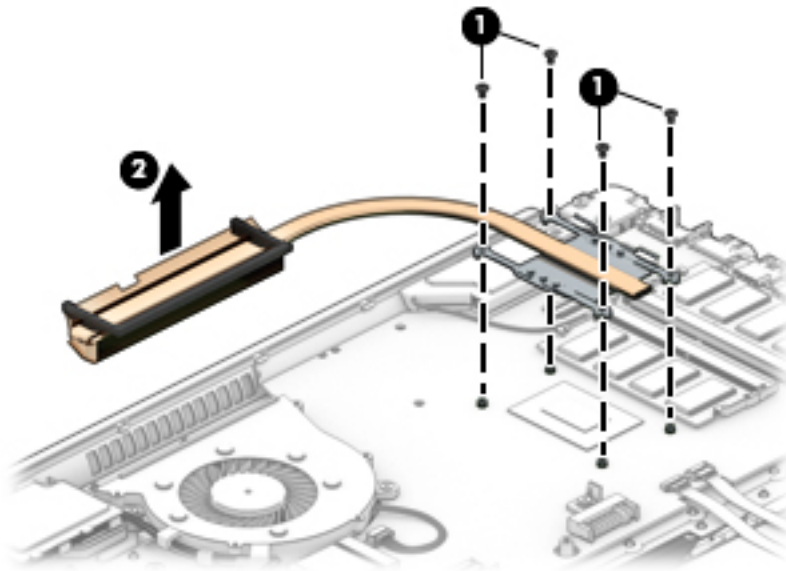
Description	Spare part number
Heat sink for use in models with Intel Core processors and integrated UMA graphics	L22531-001
Heat sink for use in models with Intel Core processors and discrete graphics	L22530-001
Heat plate for use in fanless models with Intel Pentium and Celeron processors	L22532-001

Before removing the heat sink, follow these steps:

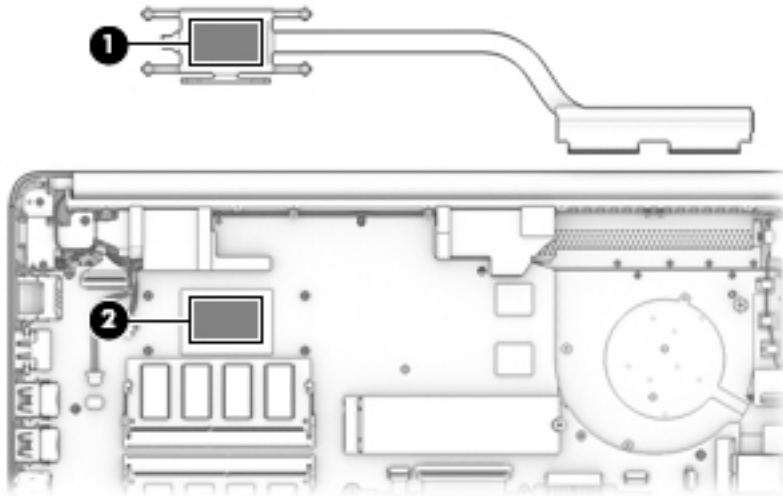
1. Shut down the computer.
2. Disconnect all external devices connected to the computer.
3. Disconnect the power from the computer by first unplugging the power cord from the AC outlet and then unplugging the AC adapter from the computer.
4. Remove the optical drive (see [Optical drive on page 31](#)).
5. Remove the bottom cover (see [Bottom cover on page 35](#)).
6. Remove the battery (see [Battery on page 37](#)).

To remove the heat sink assembly from products with integrated UMA graphics:

1. In the order indicated on the heat sink assembly, remove the four Phillips M2.0×3.0 screws **(1)** that secure the heat sink to the computer.
2. Lift the heat sink assembly from the computer **(2)**.

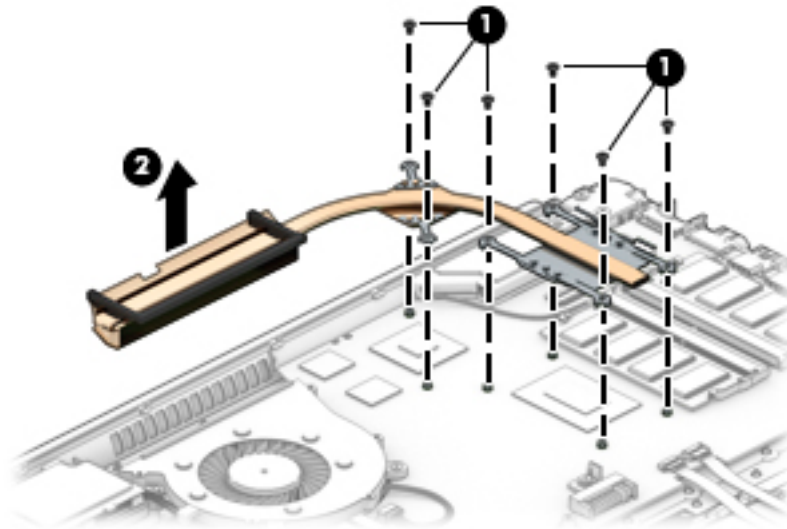


3. Thoroughly clean the thermal material from the surface of the heat sink **(1)** and its associated system board component **(2)** each time the heat sink is removed. Replacement thermal material is included with the heat sink and system board spare part kits.

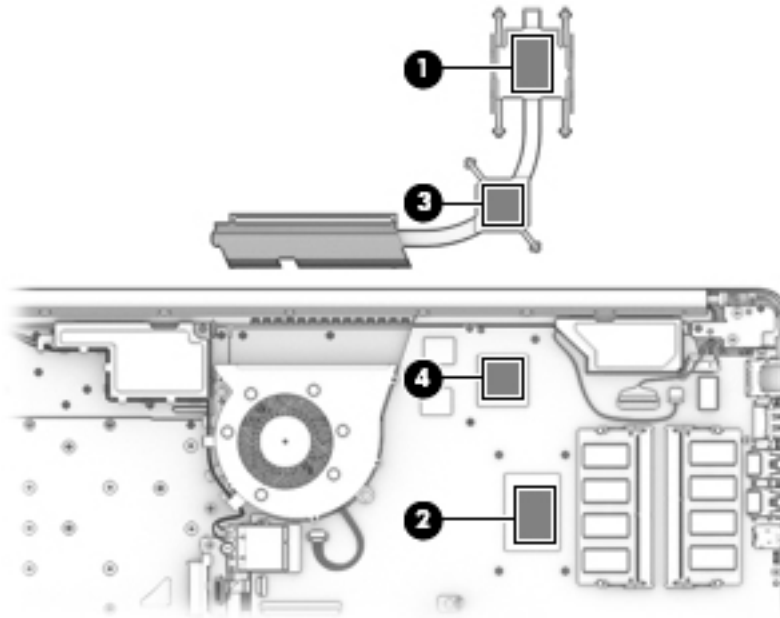


To remove the heat sink assembly from products with discrete graphics:

1. In the order indicated on the heat sink assembly, remove the six Phillips M2.0×3.0 screws **(1)** that secure the heat sink to the computer.
2. Lift the heat sink assembly from the computer **(2)**.

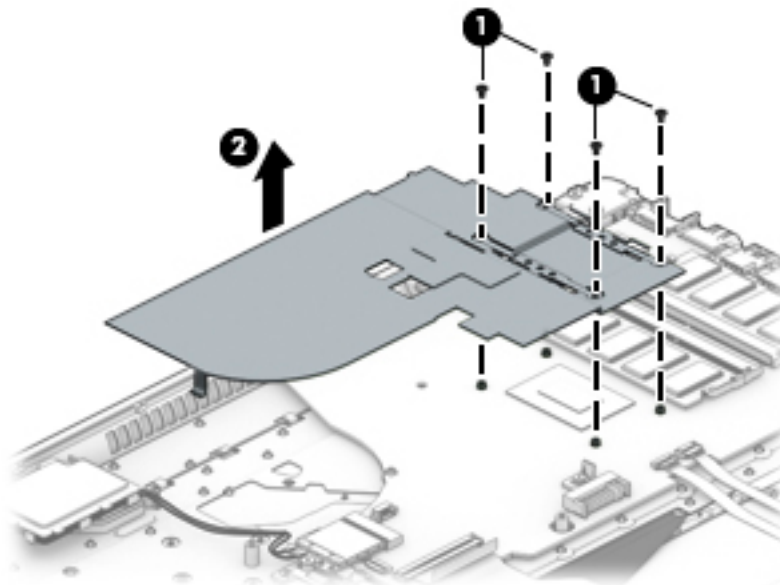


3. Thoroughly clean the thermal material from the surfaces of the heat sink **(1)(3)** and associated system board components **(2)(4)** each time the heat sink is removed. Replacement thermal material is included with the heat sink and system board spare part kits.

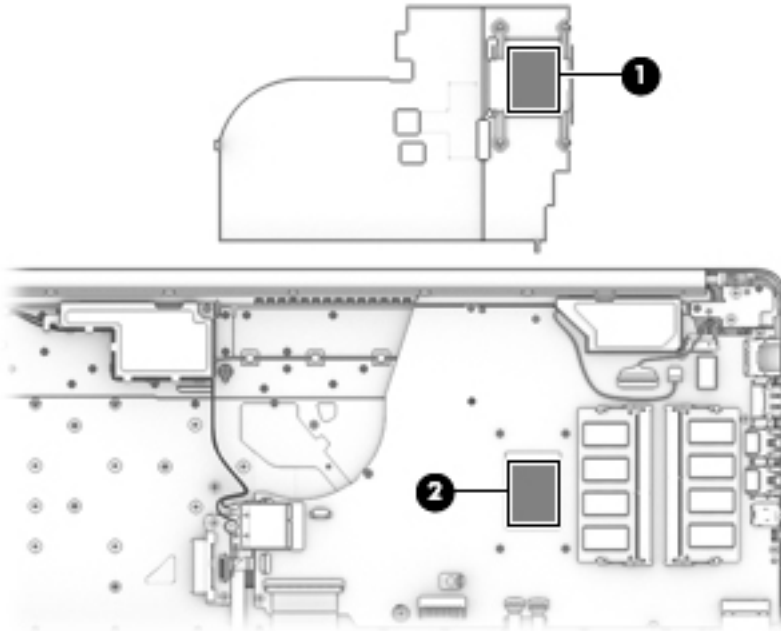


To remove the heat plate from fanless models:

1. In the order indicated on the heat plate, remove the four Phillips M2.0×3.0 screws **(1)** that secure the heat plate to the computer.
2. Lift the heat plate from the computer **(2)**.



3. Thoroughly clean the thermal material from the surface of the heat plate **(1)** and associated system board component **(2)** each time the heat plate is removed. Replacement thermal material is included with the heat plate and system board spare part kits.



Reverse this procedure to install the heat plate or heat sink assembly.

System board



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

All system boards use the following part numbers:

xxxxxx-001: Non-Windows operating systems

xxxxxx-601: Windows operating system

Description	Spare part number
System board for use in models with discrete graphics memory:	
• Intel Core i7-8550U processor with 4 GB of AMD Radeon 530 graphics memory	L22746-xx1
• Intel Core i5-8250U processor with 2 GB of AMD Radeon 530 graphics memory	L22747-xx1
• Intel Core i5-8250U processor with 2 GB of AMD Radeon 520 graphics memory	L22742-xx1
• Intel Core i7-7500U processor with 2 GB of AMD Radeon 520 graphics memory	L22743-xx1
• Intel Core i3-7020U processor with 2 GB of AMD Radeon 520 graphics memory	L22744-xx1
• Intel Pentium N5000 processor with 2 GB of AMD Radeon 520 graphics memory	L22745-xx1
System board for use in models with UMA graphics memory:	
• Intel Core i7-8550U processor	L22735-xx1
• Intel Core i5-8250U processor	L22736-xx1
• Intel Core i3-8130U processor	L22737-xx1
• Intel Core i7-7500U processor	L22738-xx1
• Intel Core i3-7020U processor	L22739-xx1
• Intel Pentium N5000 processor	L22740-xx1
• Intel Celeron N4000 processor	L22741-xx1

Before removing the system board, follow these steps:

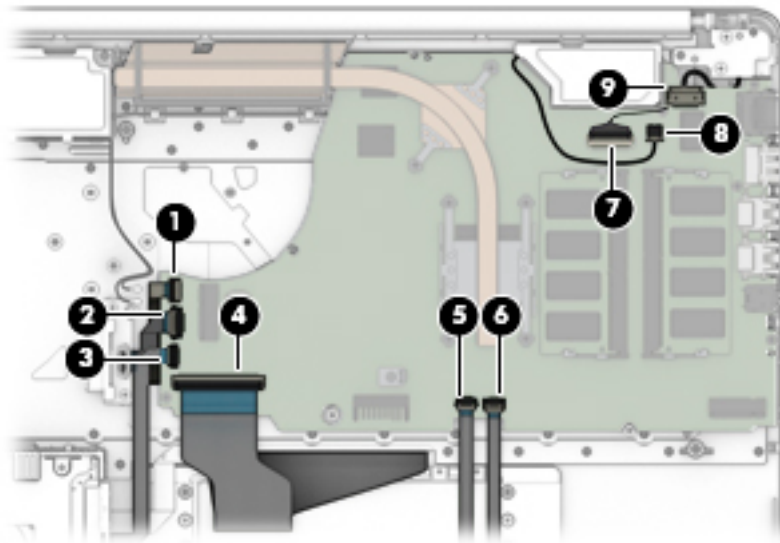
1. Shut down the computer.
2. Disconnect all external devices connected to the computer.
3. Disconnect the power from the computer by first unplugging the power cord from the AC outlet and then unplugging the AC adapter from the computer.
4. Remove the following components:
 - a. Optical drive (see [Optical drive on page 31](#))
 - b. Bottom cover (see [Bottom cover on page 35](#))
 - c. Battery (see [Battery on page 37](#))
 - d. Hard drive (see [Hard drive on page 41](#))
 - e. Solid-state drive (see [Solid-state drive on page 44](#)) or Optane memory module (see [Optane memory module on page 43](#))
 - f. WLAN module (see [WLAN module on page 46](#))

- g. Memory modules (see [Memory on page 39](#))
- h. Fan (see [Fan on page 54](#))

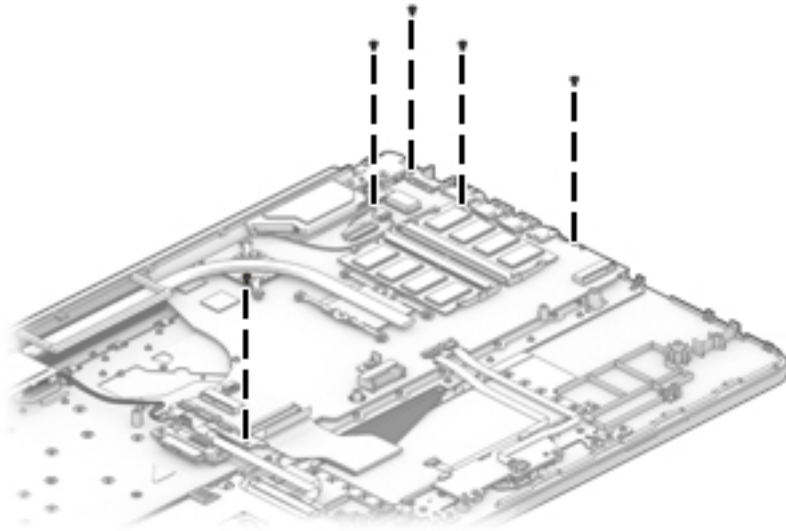
Remove the system board:

 **IMPORTANT:** Make special note of each screw size and location during removal and replacement

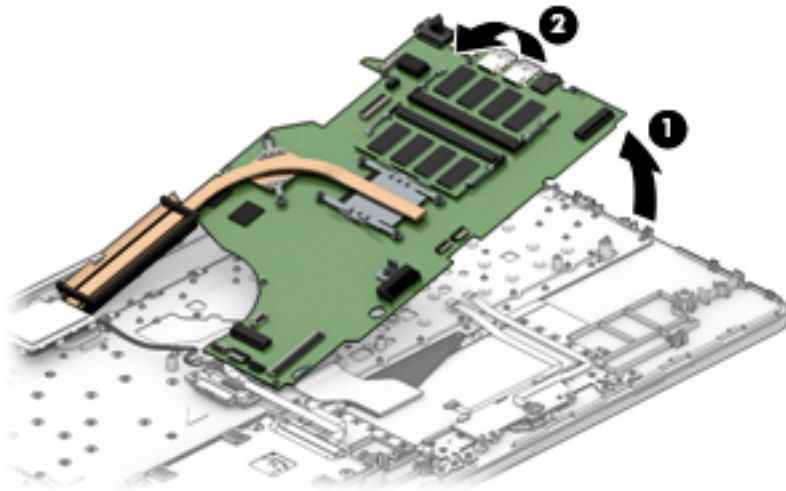
1. Disconnect the following cables from the system board:
 - (1): Backlight cable
 - (2): Optical drive board cable
 - (3): Hard drive cable
 - (4): Keyboard cable
 - (5): TouchPad cable
 - (6): TouchPad button board cable
 - (7): Display cable
 - (8): Speaker cable
 - (9): Power connector cable



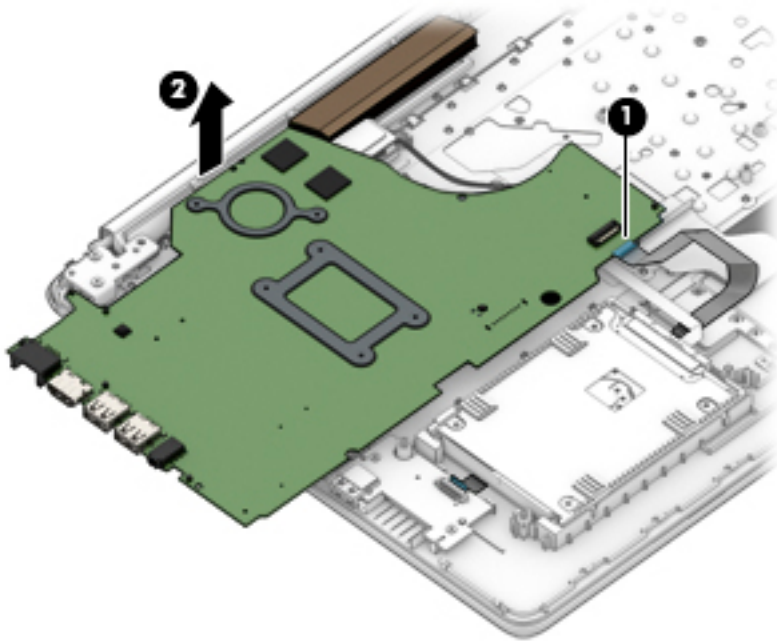
2. Remove the five Phillips M2.0×3.0 screws that secure the system board to the computer.



3. Lift the right side of the system board (1), and then turn the system board upside down (2) to access the connector underneath.



4. Disconnect the USB board cable from the ZIF connector on the system board **(1)**, and then remove the system board from the computer **(2)**.



Reverse this procedure to install the system board.

Speakers

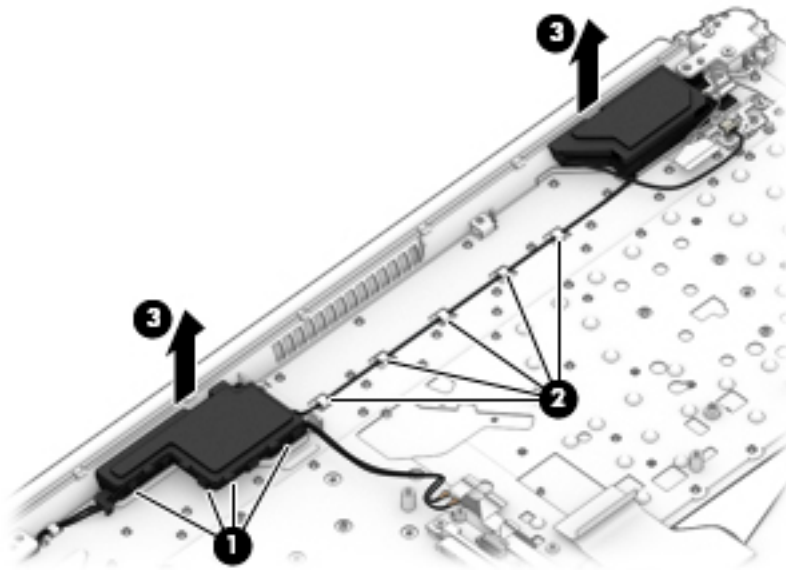
Description	Spare part number
Speaker Kit	L22580-001

Before removing the speakers, follow these steps:

1. Shut down the computer.
2. Disconnect all external devices connected to the computer.
3. Disconnect the power from the computer by first unplugging the power cord from the AC outlet and then unplugging the AC adapter from the computer.
4. Remove the optical drive (see [Optical drive on page 31](#)).
5. Remove the bottom cover (see [Bottom cover on page 35](#)).
6. Remove the battery (see [Battery on page 37](#)).
7. Remove the system board (see [System board on page 59](#)).

Remove the speakers:

1. Remove the antenna cables from the clips in the left speaker **(1)**.
2. Remove the speaker cable from the clips built into the computer **(2)**, and then remove the speakers from the computer **(3)**.



Reverse this procedure to install the speakers.

Display assembly

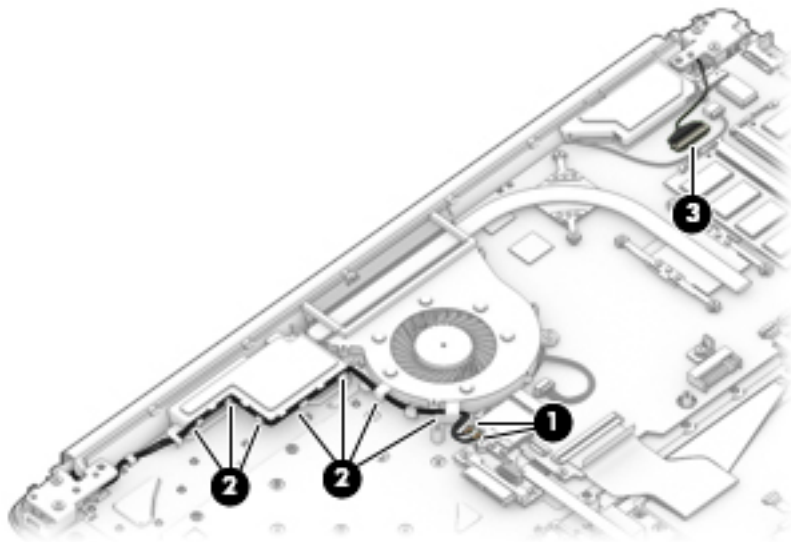
Full hinge-up displays are not spared. Displays are spared only at the subcomponent level.

Before removing the display panel, follow these steps:

1. Shut down the computer. If you are unsure whether the computer is off or in Hibernation, turn the computer on, and then shut it down through the operating system.
2. Disconnect all external devices connected to the computer.
3. Disconnect the power from the computer by first unplugging the power cord from the AC outlet, and then unplugging the AC adapter from the computer.
4. Remove the optical drive (see [Optical drive on page 31](#)).
5. Remove the bottom cover (see [Bottom cover on page 35](#)).
6. Remove the battery (see [Battery on page 37](#)).

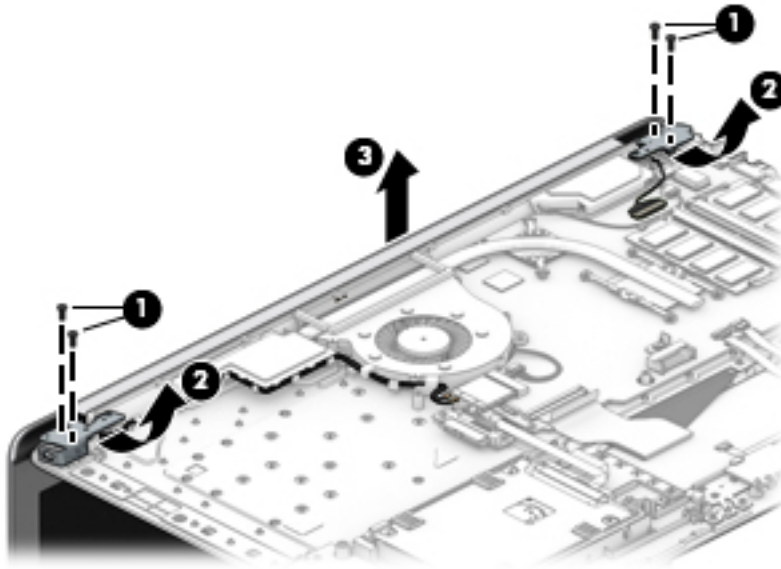
Remove the display assembly:

1. Disconnect the antenna cables from the WLAN module **(1)**.
2. Remove the antenna cables from the clips in the speaker and fan **(2)**.
3. Disconnect the display cable from the system board **(3)**.



4. Remove the four Phillips M2.5×6.0 screws **(1)** from the display hinges.
5. Rotate the hinges upward **(2)**.

6. Separate the display from the computer **(3)**.

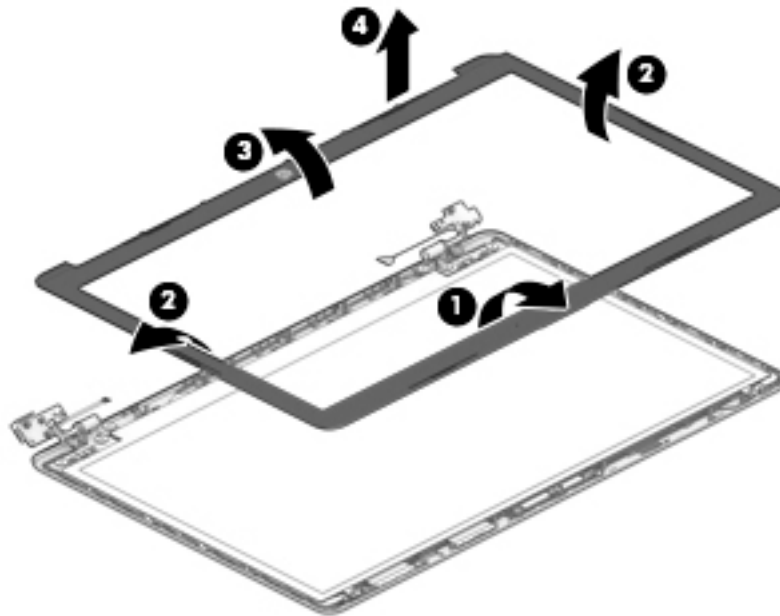


Remove the display assembly subcomponents:

1. If it is necessary to replace the display bezel:

- a. If you need to remove the display bezel, flex the top **(1)** of the bezel, the inside edges of the left and right sides **(2)**, and then the bottom **(3)** of the bezel until it disengages from the display enclosure.
- b. Remove the bezel **(4)**.

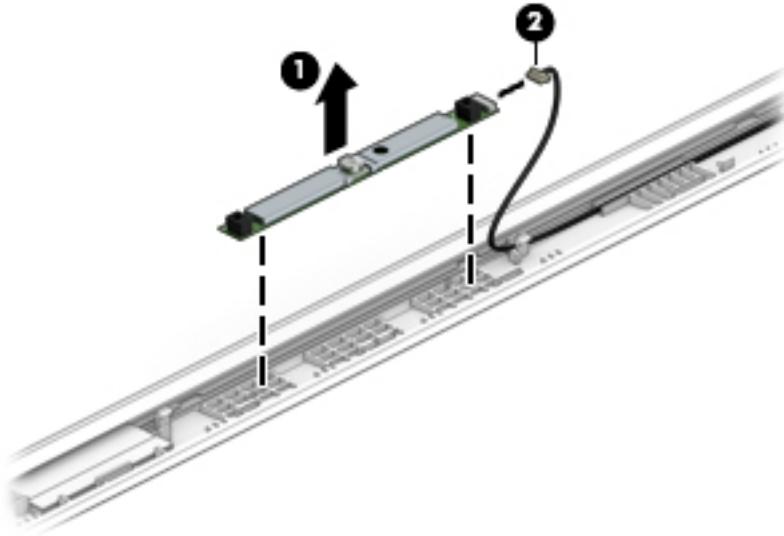
The display bezel is available using spare part number L22517-001 for non-touch models and L22518-001 for touch models.



2. If it is necessary to replace the camera/microphone module:

- a. Detach the camera module **(1)** from the display back cover. (The module is attached with double-sided adhesive.)
- b. Disconnect the cable **(2)** from the camera/microphone module.

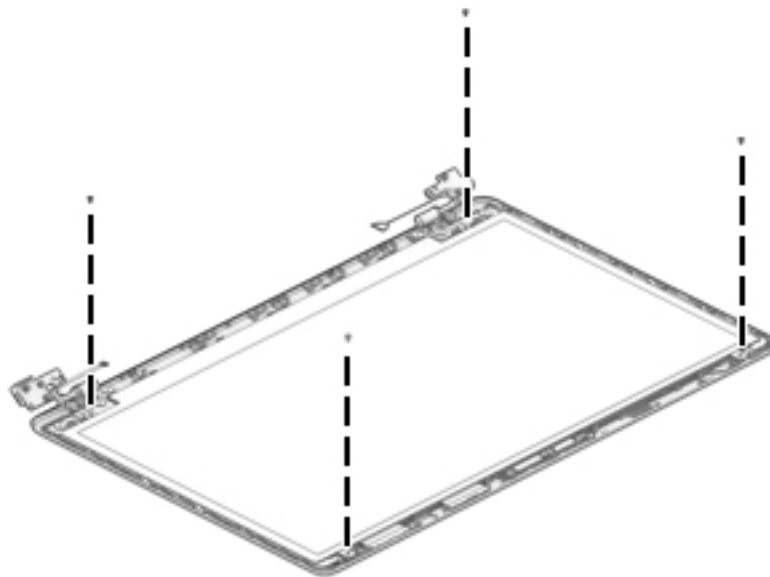
The HD camera module is available using spare part number L22587-001. The VGA camera module is available using spare part number L22588-001.



3. If it is necessary to replace the display panel:

- a. **Non-touch panel:**

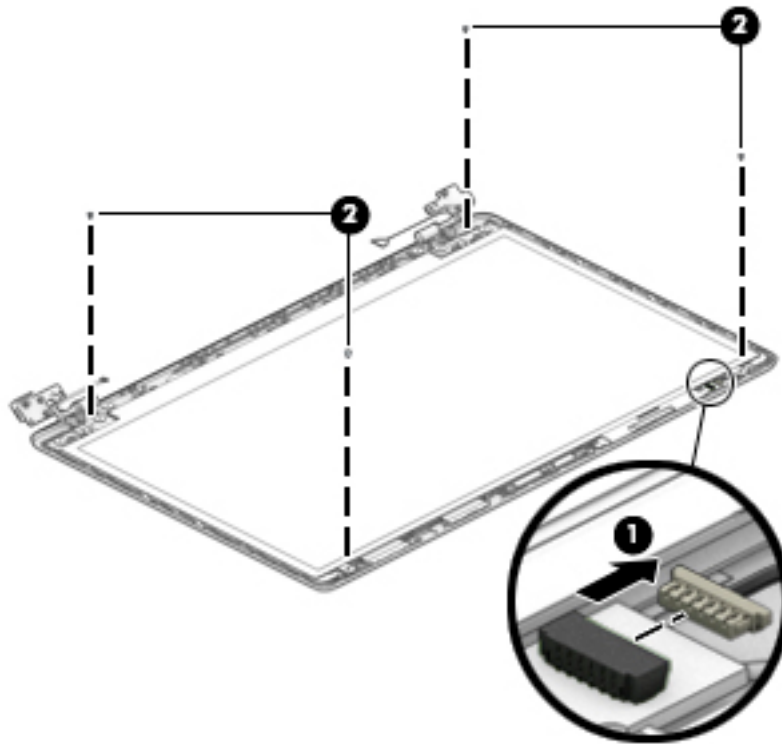
Remove the four Phillips M2.0×3.0 screws that secure the panel to the display enclosure.



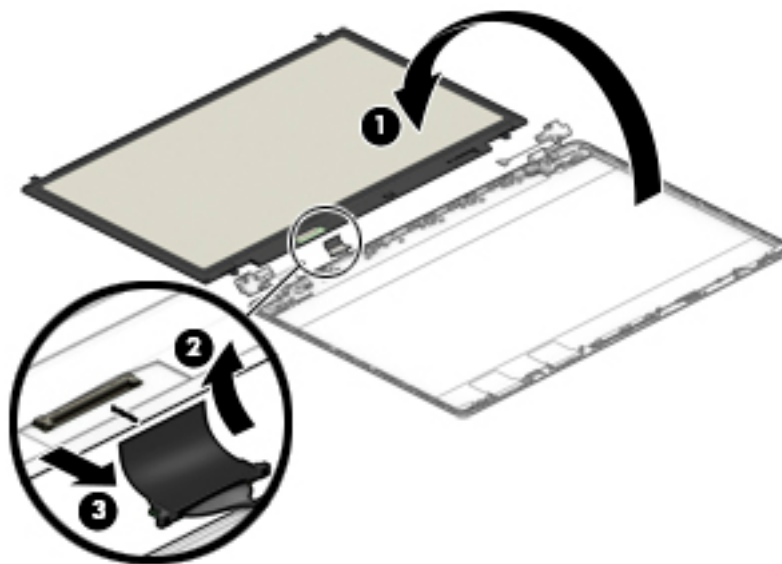
Touch panel:

- b. Disconnect the cable from the touch board **(1)**.

- c. Remove the four Phillips M2.0×3.0 screws that secure the panel to the display enclosure (2).



- d. Swing the top edge of the display panel forward and position the panel upside down next to the display enclosure (1).
- e. Release the adhesive support strip (2) that secures the display panel cable connector to the display panel.
- f. Disconnect the display panel cable (3) from the display panel.



- g. Remove the display panel.

Raw display panels are available using the following spare part numbers:

L22561-001: HD, BrightView, non-touch

L22562-001: HD, anti glare, non-touch

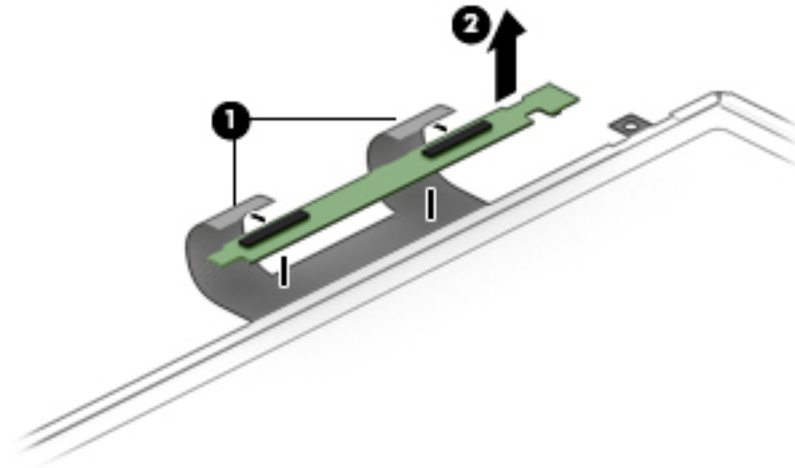
L22563-001: HD, touch-on panel (TOP)

L22564-001: FHD, anti glare, non-touch

4. If it is necessary to replace the touch control board from the display:

- a. Disconnect the cables from the two ZIF connectors on the touch control board **(1)**.
- b. Pull the board to disengage it from the adhesive used to secure it to the cables **(2)**.

The touch control board is available using spare part number L22539-001 for models with an HD display panel and L23195-001 for models with an FHD display panel.



5. If it is necessary to replace the hinge cover, pull either side of hinge cover to disengage it from the display enclosure, and then remove the hinge cover from the display enclosure.

Hinge covers are available using the following spare part numbers:

L22559-001: Jet black

L22552-001: Natural silver

L22553-001: Pale gold

L22554-001: Scarlet red

L22557-001: Twilight blue

L22556-001: Smoke gray

L22560-001: Snow white

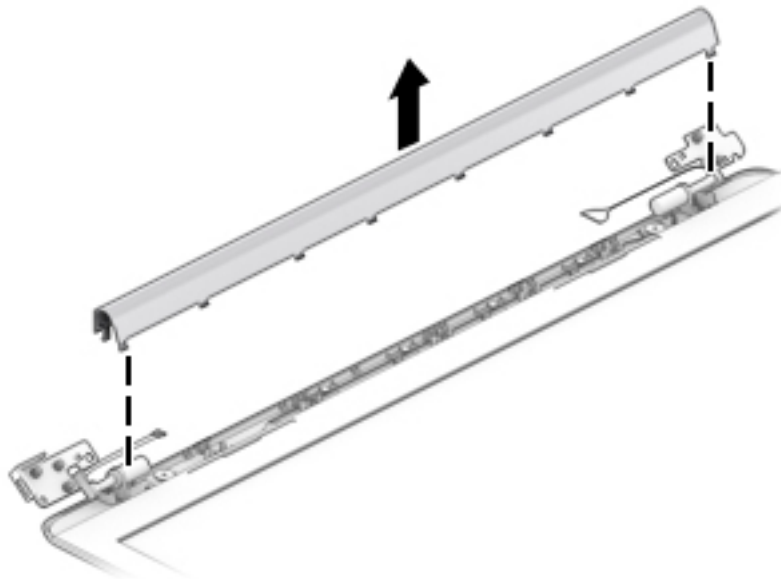
L22555-001: Serenity mint

L22558-001: Maroon burgundy

L25498-001: Tranquil pink

L25499-001: Iridescent pale rose gold

L25500-001: Iridescent ceramic white

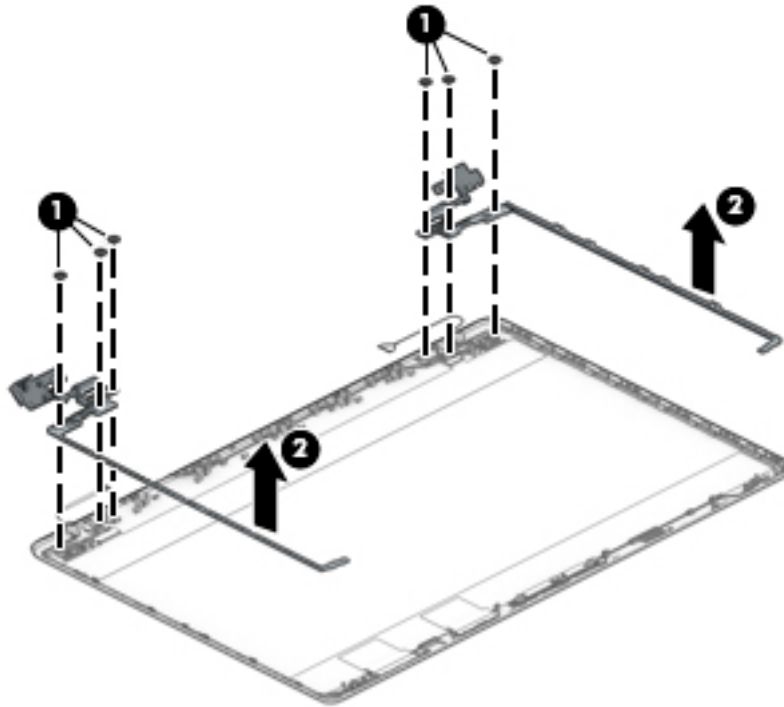


When replacing the hinge cover, make sure the hinges rotate downward as far as they can go. Align the cover, and then start from above and rotate the cover downward onto the hinges. Make sure the clips snap into place along the bottom of the display cover.

6. If it is necessary to replace the display hinges:
 - a. Remove the six Phillips M2.5×2.5 broad head screws **(1)** from the bottom of the hinges.

- b.** Remove the display hinges **(2)**.

The display hinges are available using spare part number L22536-001.



- 7.** If it is necessary to replace the display panel cable:

- a.** Release the cable from the retention clips and routing channel built into the bottom edge and side of the display enclosure **(1)**.

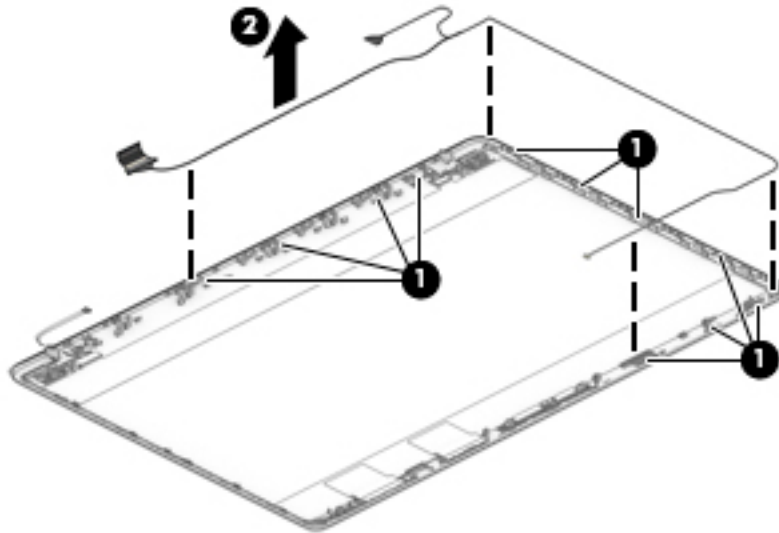
- b. Remove the display panel cable (2).

The display panel cable is available using the following spare part numbers:

L22519-001: HD, non-touch display

L22520-001: FHD, non-touch display

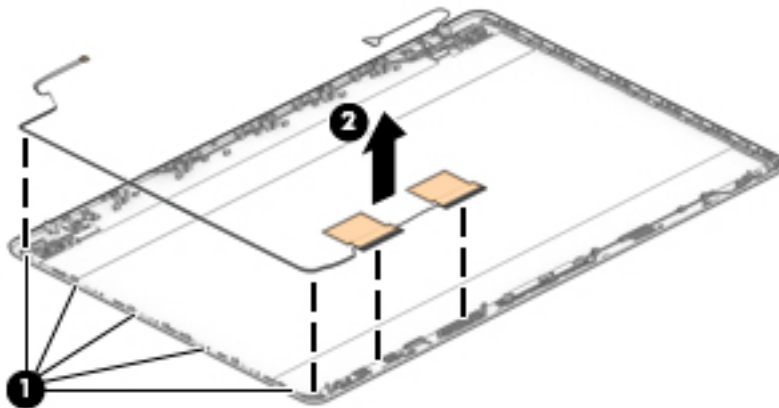
L22521-001: HD, touch display



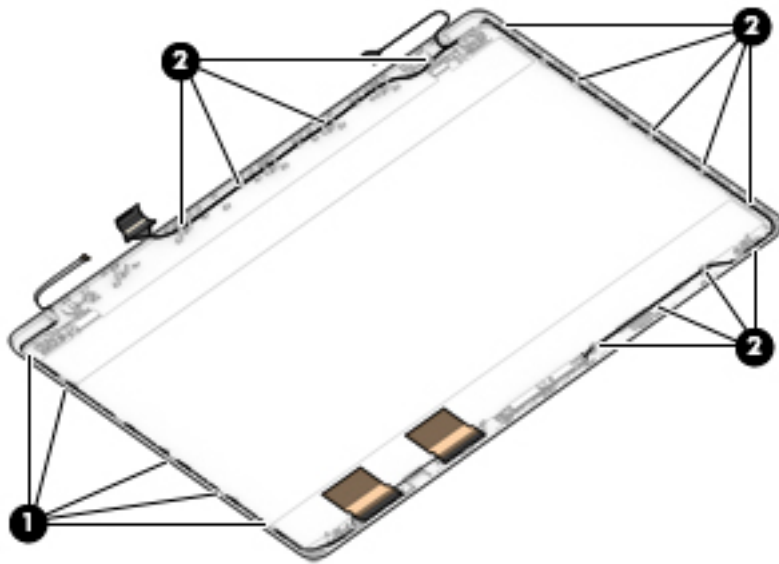
- 8. If it is necessary to replace the wireless antenna cables and transceivers:

- a. Release the wireless antenna cables from the retention clips and routing channel built into the sides of the display enclosure (1).
- b. Release the antenna from the display enclosure (2).

Antennas are available using spare part number L22498-001 for single antenna models and L22497-001 for dual antenna models.



Use the following image to determine proper cable routing in the display of the antenna cable (1) and display cable (2).



The display rear cover is available using the following spare part numbers:

L22506-001: Jet black

L22499-001: Natural silver

L22500-001: Pale gold

L22501-001: Scarlet red, for models with an HD display panel

L22504-001: Twilight blue

L22503-001: Smoke gray

L22507-001: Snow white

L22502-001: Serenity mint

L22505-001: Maroon burgundy

L25489-001: Tranquil blue

L25491-001: Iridescent ceramic white

L25490-001: Iridescent pale rose gold

Reverse these procedures to reassemble and install the display assembly components.

Top cover with keyboard

The top cover with keyboard remains after removing all other spared parts from the computer.


In this section, the first table provides the main spare part number for the keyboards. The second table provides the country codes.

Description	Spare part number
Keyboard, no backlight, jet black	L22751-xx1
Keyboard, no backlight, snow white	L22752-xx1
Keyboard, no backlight, ash silver	L22750-xx1
Keyboard, backlit, ash silver	L22749-xx1
Keyboard, no backlight, tranquil pink (available only with -001 United States keyboards)	L26985-001
Keyboard, no backlight, iridescent pale rose gold (available only with -001 United States keyboards)	L26986-001
Keyboard, no backlight, iridescent ceramic white (available only with -001 United States keyboards)	L26987-001
Keyboard, backlit, tranquil pink (available only with -001 United States keyboards)	L28089-001
Keyboard, backlit, iridescent pale rose gold (available only with -001 United States keyboards)	L28090-001
Keyboard, backlit, iridescent ceramic white (available only with -001 United States keyboards)	L28091-001

For use in country or region	Spare part number	For use in country or region	Spare part number	For use in country or region	Spare part number
Belgium	-A41	Italy	-061	South Korea	-AD1
Bulgaria	-261	Latin America	-161	Spain	-071
Canada	-DB1	The Netherlands	-B31	Switzerland	-BG1
Denmark, Finland, and Norway	-DH1	Portugal	-131	Taiwan	-AB1
France	-051	Romania	-271	Thailand	-281
Germany	-041	Russia	-251	Turkey	-141
Greece	-151	Saudi Arabia	-171	United Kingdom	-031
Hungary	-211	Slovenia	-BA1	United States	-001
Israel	-BB1				

7 Using Setup Utility (BIOS)

Setup Utility, or Basic Input/Output System (BIOS), controls communication between all the input and output devices on the system (such as disk drives, display, keyboard, mouse, and printer). Setup Utility (BIOS) includes settings for the types of devices installed, the startup sequence of the computer, and the amount of system and extended memory.

 **NOTE:** To start Setup Utility on convertible computers, your computer must be in notebook mode and you must use the keyboard attached to your notebook.

Starting Setup Utility (BIOS)

 **CAUTION:** Use extreme care when making changes in Setup Utility (BIOS). Errors can prevent the computer from operating properly.

- ▲ Turn on or restart the computer, quickly press `esc`, and then press `f10`.

Updating Setup Utility (BIOS)

Updated versions of Setup Utility (BIOS) may be available on the HP website.

Most BIOS updates on the HP website are packaged in compressed files called *SoftPaqs*.

Some download packages contain a file named `Readme.txt`, which contains information regarding installing and troubleshooting the file.

Determining the BIOS version


To decide whether you need to update Setup Utility (BIOS), first determine the BIOS version on your computer.

To reveal the BIOS version information (also known as *ROM date* and *System BIOS*), use one of these options.


- HP Support Assistant
 1. Type `support` in the taskbar search box, and then select the **HP Support Assistant** app.
– or –
Click the question mark icon in the taskbar.
 2. Select **My PC**, and then select **Specifications**.
- Setup Utility (BIOS)
 1. Start Setup Utility (BIOS) (see [Starting Setup Utility \(BIOS\) on page 74](#)).
 2. Select **Main**, select **System Information**, and then make note of the BIOS version.
 3. Select **Exit**, select **No**, and then follow the on-screen instructions.

To check for later BIOS versions, see [Downloading a BIOS update on page 75](#).

Downloading a BIOS update

 **CAUTION:** To reduce the risk of damage to the computer or an unsuccessful installation, download and install a BIOS update only when the computer is connected to reliable external power using the AC adapter. Do not download or install a BIOS update while the computer is running on battery power, docked in an optional docking device, or connected to an optional power source. During the download and installation, follow these instructions:

- Do not disconnect power from the computer by unplugging the power cord from the AC outlet.
- Do not shut down the computer or initiate Sleep.
- Do not insert, remove, connect, or disconnect any device, cable, or cord.

 **NOTE:** If your computer is connected to a network, consult the network administrator before installing any software updates, especially system BIOS updates.


1. Type `support` in the taskbar search box, and then select the **HP Support Assistant** app.
– or –
Click the question mark icon in the taskbar.
2. Click **Updates**, and then click **Check for updates and messages**.
3. Follow the on-screen instructions.
4. At the download area, follow these steps:
 - a. Identify the most recent BIOS update and compare it to the BIOS version currently installed on your computer. If the update is more recent than your BIOS version, make a note of the date, name, or other identifier. You may need this information to locate the update later, after it has been downloaded to your hard drive.
 - b. Follow the on-screen instructions to download your selection to the hard drive.

Make a note of the path to the location on your hard drive where the BIOS update is downloaded. You will need to access this path when you are ready to install the update.

BIOS installation procedures vary. Follow any instructions that appear on the screen after the download is complete. If no instructions appear, follow these steps:

1. Type `file` in the taskbar search box, and then select **File Explorer**.
2. Click your hard drive designation. The hard drive designation is typically Local Disk (C:).
3. Using the hard drive path you recorded earlier, open the folder that contains the update.
4. Double-click the file that has an `.exe` extension (for example, `filename.exe`).

The BIOS installation begins.
5. Complete the installation by following the on-screen instructions.

 **NOTE:** After a message on the screen reports a successful installation, you can delete the downloaded file from your hard drive.

8 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 76](#).

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 78](#).

- b. Hard drive


- c. BIOS

3. When the diagnostic tool opens, select the type of diagnostic test you want to run, and then follow the on-screen instructions.

Downloading HP PC Hardware Diagnostics UEFI to a USB flash drive

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

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


 **NOTE:** The HP PC Hardware Diagnostics UEFI download instructions are provided in English only, and you must use a Windows computer to download and create the HP UEFI support environment because only .exe files are provided.

Downloading the latest HP PC Hardware Diagnostics UEFI version

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

1. Go to <http://www.hp.com/go/techcenter/pcdiags>. The HP PC Diagnostics home page is displayed.
2. In the **HP PC Hardware Diagnostics UEFI** section, select **Download UEFI Diagnostics**, and then select **Run**.

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

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


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

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

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

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

Downloading Remote HP PC Hardware Diagnostics UEFI


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

Downloading the latest Remote HP PC Hardware Diagnostics UEFI version

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

1. Go to <http://www.hp.com/go/techcenter/pcdiags>. The HP PC Diagnostics home page is displayed.
2. In the **HP PC Hardware Diagnostics UEFI** section, select **Download Remote Diagnostics**, and then select **Run**.

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

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

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

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

Customizing Remote HP PC Hardware Diagnostics UEFI settings

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

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

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

1. Turn on or restart the computer, and when the HP logo appears, press **f10** to enter Computer Setup.
2. Select **Advanced**, and then select **Settings**.

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

Your changes take effect when the computer restarts.

9 Backing up, restoring, and recovering

This chapter provides information about the following processes. The information in the chapter is standard procedure for most products.


- Creating recovery media and backups
- Restoring and recovering your system

For additional information, refer to the HP Support Assistant app.

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

– or –

Select the question mark icon in the taskbar.

 **IMPORTANT:** If you will be performing recovery procedures on a tablet, the tablet battery must be at least 70% charged before you start the recovery process.

IMPORTANT: For a tablet with a detachable keyboard, connect the tablet to the keyboard base before beginning any recovery process.

Creating recovery media and backups

The following methods of creating recovery media and backups are available on select products only. Choose the available method according to your computer model.

- Use HP Recovery Manager to create HP Recovery media after you successfully set up the computer. This step creates a backup of the HP Recovery partition on the computer. The backup can be used to reinstall the original operating system in cases where the hard drive is corrupted or has been replaced. For information on creating recovery media, see [Creating HP Recovery media \(select products only\) on page 81](#). For information on the recovery options that are available using the recovery media, see [Using Windows tools on page 82](#).
- Use Windows tools to create system restore points and create backups of personal information.

For more information, see [Recovering using HP Recovery Manager on page 83](#).

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

Creating HP Recovery media (select products only)

If possible, check for the presence of the Recovery partition and the Windows partition. From the **Start** menu, select **File Explorer**, and then select **This PC**.

- If your computer does not list the Windows partition and the Recovery partition, you can obtain recovery media for your system from support. See the *Worldwide Telephone Numbers* booklet included with the computer. You can also find contact information on the HP website. Go to <http://www.hp.com/support>, select your country or region, and follow the on-screen instructions.

You can use Windows tools to create system restore points and create backups of personal information, see [Using Windows tools on page 82](#).

- If your computer does list the Recovery partition and the Windows partition, you can use HP Recovery Manager to create recovery media after you successfully set up the computer. HP Recovery media can be used to perform system recovery if the hard drive becomes corrupted. System recovery reinstalls the original operating system and software programs that were installed at the factory and then configures the settings for the programs. HP Recovery media can also be used to customize the system or restore the factory image if you replace the hard drive.
 - 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 storage capacity for the media that will be required.
 - To create recovery discs, your computer must have an optical drive with DVD writer capability, and you must 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; they are not compatible with HP Recovery Manager software. Or, instead, you can use a high-quality blank USB flash drive.
 - If your computer does not include an integrated optical drive with DVD writer capability, but you would like to create DVD recovery media, you can use an external optical drive (purchased separately) to create recovery discs. If you use an external optical drive, it must be connected directly to a USB port on the computer; the drive cannot be connected to a USB port on an external device, such as a USB hub. If you cannot create DVD media yourself, you can obtain recovery discs for your computer from HP. See the *Worldwide Telephone Numbers* booklet included with the computer. You can also find contact information on the HP website. Go to <http://www.hp.com/support>, select your country or region, and follow the on-screen instructions.
 - 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 the creation process.
 - If necessary, you can exit the program before you have finished creating all of the recovery DVDs. HP Recovery Manager will finish burning the current DVD. The next time you start HP Recovery Manager, you will be prompted to continue.

To create HP Recovery media:



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 ever need to recover the system, see [Recovering using HP Recovery Manager on page 83](#).

Using Windows tools

You can create recovery media, system restore points, and backups of personal information using Windows tools.




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

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

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

Restore and recovery

There are several options for recovering your system. Choose the method that best matches your situation and level of expertise:

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

- Windows offers several options for restoring from backup, refreshing the computer, and resetting the computer to its original state. For more information see the Get started app.
 - ▲ Select the **Start** button, and then select the **Get started** app.
- If you need to correct a problem with a preinstalled application or driver, use the Reinstall drivers and/or applications option (select products only) of HP Recovery Manager to reinstall the individual application or driver.
 - ▲ Type `recovery` in the taskbar search box, select **HP Recovery Manager**, select **Reinstall drivers and/or applications**, and then follow the on-screen instructions.
- If you want to recover the Windows partition to original factory content, you can choose 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 83](#). If you have not already created recovery media, see [Creating HP Recovery media \(select products only\) on page 81](#).
- On select products, if you want to recover the computer's original factory partition and content, or if you have replaced the hard drive, you can use the Factory Reset option of HP Recovery media. For more information, see [Recovering using HP Recovery Manager on page 83](#).
- On select products, if you want to remove the Recovery partition to reclaim hard drive space, HP Recovery Manager offers the Remove Recovery Partition option.


For more information, see [Removing the HP Recovery partition \(select products only\) on page 86](#).

Recovering using HP Recovery Manager

HP Recovery Manager software allows you 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 recovery media, see [Creating HP Recovery media \(select products only\) on page 81](#).


What you need to know before you get started

- 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.


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

- HP Recovery media must be used if the computer hard drive fails. If you have not already created recovery media, see [Creating HP Recovery media \(select products only\) on page 81](#).
- To use the Factory Reset option (select products only), you must use HP Recovery media. If you have not already created recovery media, see [Creating HP Recovery media \(select products only\) on page 81](#).
- If your computer does not allow the creation of HP Recovery media or if the HP Recovery media does not work, you can obtain recovery media for your system from support. See the *Worldwide Telephone Numbers* booklet included with the computer. You can also find contact information from the HP

website. Go to <http://www.hp.com/support>, select your country or region, and follow the on-screen instructions.

 **IMPORTANT:** HP Recovery Manager does not automatically provide backups of your personal data. Before beginning recovery, back up any personal data you want to retain.

Using HP Recovery media, you can choose from one of the following recovery options:

 **NOTE:** Only the options available for your computer display when you start the recovery process.


- System Recovery—Reinstalls the original operating system, and then configures the settings for the programs that were installed at the factory.
- Factory Reset—Restores the computer to its original factory state by deleting all information from the hard drive and re-creating the partitions. Then it reinstalls the operating system and the software that was installed at the factory.

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

Using the HP Recovery partition (select products only)

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

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 **Recovery Manager**, and then select **HP 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, and then quickly hold down the volume up button; then select **f11**.

– or –

- Turn on or restart the tablet, and then quickly hold down the volume down button; then select **f11**.

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

Using HP Recovery media to recover

You can use HP Recovery media to recover the original system. This method can be used if your system does not have an HP Recovery partition or if the hard drive is not working properly.

1. If possible, back up all personal files.
2. Insert the HP Recovery media, and then restart the computer.

 **NOTE:** If the computer does not automatically restart in HP Recovery Manager, change the computer boot order. See [Changing the computer boot order on page 85](#).

3. Follow the on-screen instructions.

Changing the computer boot order

If your computer does not restart in HP Recovery Manager, you can change the computer boot order, which 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.

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

– or –

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

3. Select the optical drive or USB flash drive from which you want to boot.

4. 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 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 from the HP Recovery partition. So before you remove the Recovery partition, create HP Recovery media; see [Creating HP Recovery media \(select products only\) on page 81](#).



NOTE: The Remove Recovery Partition option is only available on products that support this function.

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.

10 Specifications

Computer specifications

	Metric	U.S.
Dimensions		
Length	272.2 mm	10.72 in
Width	414.8 mm	16.33 in
Height	24.5 mm	0.97 in
Weight (lowest configuration)	2.45 kg	5.41 lbs
HDD: add 36.6 g (0.08 lbs)		
HDD+SSD: add 44.6 g (0.10 lbs)		
Fan: add 65.6 g (0.14 lbs)		
Touch display: add 100 g (0.22 lbs)		
Input power		
Operating voltage	19.0 V dc @ 4.74 A – 90 W or 18.5 V dc @ 3.5 A - 65 W or 45 W	
Operating current	4.74 A or 3.5 A	
Temperature		
Operating (not writing to optical disc)	0°C to 35°C	32°F to 95°F
Operating (writing to optical disc)	5°C to 35°C	41°F to 95°F
Nonoperating	-20°C to 60°C	-4°F to 140°F
Relative humidity		
Operating	10% to 90%	
Nonoperating	5% to 95%	
NOTE: Applicable product safety standards specify thermal limits for plastic surfaces. The computer operates well within this range of temperatures.		

43.9-cm (17.3-in) display specifications

	Metric	U.S.
Active diagonal size	43.9-cm	17.3-in
Resolution	FHD: 1920×1080 HD+: 1600×900	
Surface treatment	Anti-glare BrightView	
Brightness	220 nits (HD+) 300 nits (FHD)	
Viewing angle	SVA (HD+ panels) UWVA (FHD panels)	
Backlight	LED	
Aspect ratio	16:9	
Display panel interface	eDP	

M.2 SATA solid-state drive specifications

	128-GB*	256-GB*
Height	1.35 mm	1.35 mm
Weight	< 10 g	< 10 g
Form factor	M.2 2280-D2-B-M	M.2 2280-D2-B-M
Transfer rate	up to 540 MB/sec	up to 540 MB/sec
Interface type	SATA-3	SATA-3
Ready time, maximum (to not busy)	1.0 ms	< 1.0 ms
Access times, logical	0.1 ms	0.1 ms
Total logical sectors	234,441,648	468,883,296
Operating temperature	0°C to 70°C (32°F to 158°F)	

*1 GB = 1 billion bytes when referring to hard drive storage capacity. Actual accessible capacity is less. Actual drive specifications may differ slightly.

NOTE: Certain restrictions and exclusions apply. Contact technical support for details.

M.2 PCIe solid-state drive specifications

	256-GB*	512-GB*
Dimensions		
Height	1 mm	1 mm
Length	50.8 mm	50.8 mm
Width	28.9 mm	28.9 mm
Weight	< 10 g	< 10 g
Interface type		
	ATA-7	ATA-7
Transfer rate		
Sequential Read	Up to 2150 MB/s	Up to 2150 MB/s
Random Read	Up to 300,000 IOPs	Up to 300,000 IOPs
Sequential Write	Up to 1260 MB/s	Up to 1550 MB/s
Random Write	Up to 100,000 IOPs	Up to 100,000 IOPs
Ready time, Maximum (to not busy)		
	1.0 s	1.0 s
Access times		
Logical	0.1 ms	0.1 ms
Total logical sectors		
	500,118,192	1,000,215,216
Operating temperature		
Operating	0° to 70°C (32°F to 158°F)	0° to 70°C (32°F to 158°F)
Non-operating	-40° to 80°C (-40°F to 176°F)	-40° to 85°C (-40°F to 185°F)

*1 GB = 1 billion bytes when referring to hard drive storage capacity. Actual accessible capacity is less.

NOTE: Certain restrictions and exclusions apply. Contact technical support for details.

Hard drive specifications

	2-TB*	1-TB*	500-GB*
Dimensions			
Height	7.2 mm or 9.5 mm	7.2 mm or 9.5 mm	7.0 mm
Length	100.4 mm	100.4 mm	100.6 mm
Width	69.9 mm	69.9 mm	70.1 mm
Weight	130.0 g	107.0 g	92.0 g
Interface type	SATA	SATA	SATA
Transfer rate			
Synchronous (maximum)	300 MB/sec	300 MB/sec	300 MB/sec
Security	ATA security	ATA security	ATA security
Seek times (typical read, including setting)			
Single track	2.0 ms	2.0 ms	3 ms
Average (read/write)	12 ms	12 ms	13 ms
Maximum	22 ms	22 ms	24 ms
Logical blocks	3,907,029,168	1,953,525,168	1,048,576,000
Disk rotational speed	5400 rpm	5400 rpm	5400 rpm
Operating temperature	0°C to 60°C (32°F to 140°F)		
*1 GB = 1 billion bytes when referring to hard drive storage capacity. Actual accessible capacity is less.			
NOTE: Certain restrictions and exclusions apply. Contact technical support for details.			

11 Power cord set requirements

The wide-range input feature of the computer permits it to operate from any line voltage from 100 to 120 volts AC, or from 220 to 240 volts AC.

The 3-conductor power cord set included with the computer meets the requirements for use in the country or region where the equipment is purchased.

Power cord sets for use in other countries and regions must meet the requirements of the country or region where the computer is used.

Requirements for all countries

The following requirements are applicable to all countries and regions:

- The length of the power cord set must be at least **1.0 m** (3.3 ft) and no more than **2.0 m** (6.5 ft).
- All power cord sets must be approved by an acceptable accredited agency responsible for evaluation in the country or region where the power cord set will be used.
- The power cord sets must have a minimum current capacity of 10 amps and a nominal voltage rating of 125 or 250 V AC, as required by the power system of each country or region.
- The appliance coupler must meet the mechanical configuration of an EN 60 320/IEC 320 Standard Sheet C13 connector for mating with the appliance inlet on the back of the computer.

Requirements for specific countries and regions

Country/region	Accredited agency	Applicable note number
Australia	EANSW	1
Austria	OVE	1
Belgium	CEBC	1
Canada	CSA	2
Denmark	DEMKO	1
Finland	FIMKO	1
France	UTE	1
Germany	VDE	1
Italy	IMQ	1
Japan	METI	3
The Netherlands	KEMA	1
Norway	NEMKO	1
The People's Republic of China	COC	5
South Korea	EK	4

Country/region	Accredited agency	Applicable note number
Sweden	SEMKO	1
Switzerland	SEV	1
Taiwan	BSMI	4
The United Kingdom	BSI	1
The United States	UL	2

1. The flexible cord must be Type H05VV-F, 3-conductor, 1.0-mm² 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 or region where it will be used.
2. The flexible cord must be Type SPT-3 or equivalent, No. 18 AWG, 3-conductor. The wall plug must be a two-pole grounding type with a NEMA 5-15P (15 A, 125 V) or NEMA 6-15P (15 A, 250 V) configuration.
3. The appliance coupler, flexible cord, and wall plug must bear a “T” mark and registration number in accordance with the Japanese Dentori Law. The flexible cord must be Type VCT or VCTF, 3-conductor, 1.00-mm² conductor size. The wall plug must be a two-pole grounding type with a Japanese Industrial Standard C8303 (7 A, 125 V) configuration.
4. The flexible cord must be Type RVV, 3-conductor, 0.75-mm² 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 or region where it will be used.
5. The flexible cord must be Type VCTF, 3-conductor, 0.75-mm² 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 or region where it will be used.

12 Recycling

When a non-rechargeable or rechargeable battery has reached the end of its useful life, do not dispose of the battery in general household waste. Follow the local laws and regulations in your area for battery disposal.

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

Index

- A**
 - AC adapter and battery light, identifying 6
 - AC adapter, spare part numbers 24
 - action keys
 - airplane mode 12
 - help 12
 - identifying 11, 12
 - keyboard backlight 12
 - mute 12
 - next track 12
 - pause 12
 - play 12
 - screen brightness 12
 - speaker volume 12
 - switch screen image 12
 - using 12
 - airplane mode key 12
 - antenna
 - removal 71
 - audio
 - adjusting volume 12
 - audio, product description 3
 - audio-out (headphone)/audio-in (microphone) combo jack, identifying 6
- B**
 - back cover
 - spare part number 21
 - backups 81
 - battery
 - removal 37
 - spare part number 17, 37
 - BIOS
 - determining version 74
 - downloading an update 75
 - starting the Setup Utility 74
 - updating 74
 - Bluetooth label 14
 - boot order
 - changing 85
 - bottom components 13
 - bottom cover
 - removal 35
 - spare part number 17, 35
 - buttons
 - left TouchPad 8
 - optical drive eject 5
 - power 10
 - right TouchPad 8
- C**
 - camera
 - identifying 7
 - product description 3
 - camera light, identifying 7
 - camera module
 - spare part number 21
 - camera/microphone module
 - spare part numbers 66
 - caps lock light, identifying 9
 - chipset, product description 1
 - components
 - bottom 13
 - display 7
 - keyboard area 8
 - left side 6
 - right side 5
 - computer major components 15
 - computer specifications 87
 - connector, power 6
- D**
 - Display assembly
 - spare part numbers 16
 - display assembly
 - removal 64
 - subcomponents 20
 - display assembly components
 - removal 64
 - spare part numbers 64
 - display bezel
 - removal 65
 - spare part numbers 21, 65
 - display cable, spare part number 21
 - display components 7
 - display panel
 - product description 1
 - removal 66
 - display panel cable
 - removal 70
 - spare part numbers 71
 - display specifications 88
 - drive light, identifying 5
 - DVD+/-RW Double-Layer Writer
 - spare part number 17, 23, 31
- E**
 - esc key, identifying 11
 - ethernet
 - product description 3
- F**
 - fan
 - removal 54
 - spare part number 17, 54
 - fn key, identifying 11
- G**
 - Get Help in Windows 10 action key 12
- H**
 - hard drive
 - product description 2
 - removal 41
 - spare part number 17, 22
 - spare part numbers 41
 - specifications 90
 - hard drive cable
 - spare part number 22
 - hard drive cover
 - spare part number 22
 - HDMI port
 - identifying 6
 - heat sink
 - spare part numbers 17
 - heat sink assembly
 - removal 55
 - spare part numbers 55

- hinge
 - removal 69
 - spare part number 70
 - hinge cover
 - spare part number 20
 - Hinge Kit
 - spare part number 21
 - HP PC Hardware Diagnostics UEFI
 - downloading 78
 - starting 78
 - using 77
 - HP PC Hardware Diagnostics Windows
 - downloading 76
 - installing 77
 - using 76
 - HP Recovery Manager
 - correcting boot problems 85
 - starting 84
 - HP Recovery media
 - creating 81
 - recovery 84
 - HP Recovery partition
 - recovery 84
 - removing 86
- I**
- integrated numeric keypad,
 - identifying 11
 - internal microphones, identifying 7
- J**
- jacks
 - audio-out (headphone)/audio-in (microphone) 6
 - network 6
 - RJ-45 (network) 6
- K**
- keyboard
 - product description 3
 - removal 73
 - spare part number 73
 - spare part numbers 16
 - keyboard backlight action key 12
 - keypad, integrated numeric 11
 - keys
 - action 11
 - airplane mode 12
 - esc 11
 - fn 11
 - num lock 11
 - Windows 11
- L**
- labels
 - Bluetooth 14
 - regulatory 14
 - serial number 14
 - service 14
 - wireless certification 14
 - WLAN 14
 - left side components 6
 - lights
 - AC adapter and battery 6
 - camera 7
 - caps lock 9
 - drive 5
 - mute 9
 - power 5
 - RJ-45 (network) status 6
- M**
- M.2 solid-state drive
 - specifications 89
 - memory
 - product description 2
 - removal 39
 - spare part number 17
 - spare part numbers 39
 - MicroSD memory card reader,
 - identifying 5
 - minimized image recovery 84
 - minimized image, creating 83
 - model name 1
 - mute light, identifying 9
 - mute volume action key 12
- N**
- network jack, identifying 6
 - next track action key 12
- O**
- operating system, product
 - description 4
 - Optane memory module
 - removal 43
 - spare part number 43
 - spare part numbers 43
 - optical drive
 - product description 3
 - removal 31
 - spare part numbers 31
 - optical drive board
 - removal 49
 - spare part number 17, 49
 - optical drive eject button,
 - identifying 5
 - optical drive, identifying 5
 - original system recovery 83
- P**
- panel
 - spare part numbers 21
 - pause action key 12
 - play action key 12
 - pointing device, product
 - description 3
 - ports
 - HDMI 6
 - product description 3
 - USB 5
 - USB SuperSpeed 6
 - power button, identifying 10
 - power connector
 - identifying 6
 - power connector cable
 - removal 53
 - spare part numbers 53
 - power cord
 - set requirements 91
 - power lights, identifying 5
 - power requirements, product
 - description 4
 - processor 1
 - product description
 - audio 3
 - camera 3
 - chipset 1
 - display panel 1
 - ethernet 3
 - external media cards 3
 - hard drive 2
 - keyboard 3
 - memory 2
 - operating system 4
 - optical drive 3
 - pointing device 3
 - ports 3
 - power requirements 4
 - processor 1

- product name 1
- security 4
- serviceability 4
- wireless networking 3
- product name 1
- product name and number, computer 14

R

- recover
 - options 83
- recovery
 - discs 82, 84
 - HP Recovery Manager 83
 - media 84
 - starting 84
 - supported discs 82
 - system 83
 - USB flash drive 84
 - using HP Recovery media 82
- recovery media
 - creating 81
 - creating using HP Recovery Manager 82
- recovery partition
 - removing 86
- regulatory information
 - regulatory label 14
 - wireless certification labels 14
- Remote HP PC Hardware Diagnostics UEFI settings
 - customizing 79
 - using 79
- removal/replacement
 - procedures 30, 34
- right side components 5
- RJ-45 (network) jack, identifying 6
- RJ-45 (network) status lights, identifying 6

S

- screen brightness action keys 12
- Screw Kit, spare part numbers 24
- security cable slot, identifying 5
- security, product description 4
- serial number, computer 14
- service labels, locating 14
- serviceability, product description 4

- slots
 - memory card reader 5
 - security cable 5
- solid-state drive
 - removal 44
 - spare part number 17, 22
 - spare part numbers 44
 - specifications 88
- solid-state drive bracket and connector board
 - removal 45
 - spare part numbers 45
- speaker volume action keys 12
- speakers
 - identifying 10
 - removal 63
 - spare part number 16
 - spare part numbers 63
- special keys, using 11
- specifications
 - computer 87
 - display 88
 - hard drive 90
 - M.2 solid-state drive 89
 - solid-state drive 88
- supported discs, recovery 82
- switch screen image action key 12
- system board
 - removal 59
 - spare part number 16
 - spare part numbers 59
- system board hook
 - removal 47
 - spare part number 16, 47
- system recovery 83
- system restore point
 - creating 82
- system restore point, creating 81

T

- top cover
 - removal 73
 - spare part number 73
- top cover/keyboard
 - spare part numbers 16
- touch control board
 - removal 68
 - spare part number 68
- TouchPad button board
 - removal 50

- spare part number 16
- spare part numbers 50
- TouchPad buttons
 - identifying 8
- TouchPad module
 - removal 51
 - spare part number 16, 51
- TouchPad zone, identifying 8
- traveling with the computer 14

U

- USB board
 - removal 48
 - spare part number 17, 48
- USB port, identifying 5
- USB SuperSpeed port, identifying 6

V

- vents, identifying 10, 13
- volume
 - adjusting 12
 - mute 12

W

- webcam/microphone module
 - removal 65
- Windows
 - system restore point 81, 82
- Windows key, identifying 11
- Windows tools
 - using 82
- wireless antenna
 - removal 71
- wireless certification label 14
- wireless networking
 - product description 3
- WLAN
 - removal 46
 - spare part numbers 46
- WLAN antenna
 - removal 71
- WLAN antennas, identifying 7
- WLAN cable
 - spare part number 21
- WLAN device 14
- WLAN label 14
- WLAN module
 - spare part number 17

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