



HP ENVY m6 Notebook PC

Maintenance and Service Guide

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Product notice

This 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 8. This computer may require upgraded and/or separately purchased hardware, drivers, and/or software to take full advantage of Windows 8 functionality. See for <http://www.microsoft.com> 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 refund subject to the refund policy of your place of purchase.

For any further information or to request a full refund of the computer, please contact your local point of sale (the seller).

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).

Table of contents

1 Product description	1
2 External component identification	8
Finding your hardware and software information	8
Locating hardware	8
Locating software	8
Display	9
Buttons and speakers	10
Keys	11
Lights	12
TouchPad	13
Left side	14
Right side	16
Bottom	17
3 Illustrated parts catalog	18
Service tag	18
Computer major components	19
Display assembly subcomponents	23
Mass storage devices	25
Miscellaneous parts	26
Sequential part number listing	26
4 Removal and replacement procedures preliminary requirements	31
Tools required	31
Service considerations	31
Plastic parts	31
Cables and connectors	32
Drive handling	32
Grounding guidelines	33
Electrostatic discharge damage	33

Packaging and transporting guidelines	34
Workstation guidelines	34
5 Removal and replacement procedures for Customer Self-Repair parts	36
Component replacement procedures	36
Battery	37
WLAN module	38
Hard drive	41
Memory module	43
6 Removal and replacement procedures for Authorized Service Provider parts	46
Component replacement procedures	46
RTC battery	46
Base enclosure	48
Display assembly	51
Fan	59
System board	60
Heat sink	65
Processor	67
Connector board	69
Power connector cable	71
Subwoofer	72
Speakers	74
TouchPad assembly	76
Power button board	78
Keyboard	79
7 Using Setup Utility (BIOS) and HP PC Hardware Diagnostics (UEFI)	82
Starting Setup Utility (BIOS)	82
Updating the BIOS	82
Determining the BIOS version	82
Downloading a BIOS update	83
Using HP PC Hardware Diagnostics (UEFI)	84
Downloading HP PC Hardware Diagnostics (UEFI) to a USB device	84
8 Specifications	85
Computer specifications	85
9 Backing up, restoring, and recovering	86
Creating recovery media and backups	86

Creating HP Recovery media	87
Restore and recovery	88
Recovering using HP Recovery Manager	88
What you need to know	89
Using the HP Recovery partition (select models only)	89
Using HP Recovery media to recover	90
Changing the computer boot order	90
Removing the HP Recovery partition	90
10 Power cord set requirements	91
Requirements for all countries	91
Requirements for specific countries and regions	92
11 Recycling	93
Index	94

1 Product description

Category	Description	Computer models equipped with an AMD processor	Computer models equipped with an Intel processor
Product Name	HP ENVY m6 Notebook PC	×	×
Processors	<ul style="list-style-type: none"> • AMD™ A10-5750M 2.50-GHz processor (turbo up to 3.50-GHz; 1600-MHz FSB, 4.0-MB L2 cache, 1600-MHz DDR3, quad core, 35 W) • AMD A10-7300 2.0-GHz processor (turbo up to 3.20-GHz; soldered on chip (SOC), 4.0-MB L2 cache, quad core, 19 W) 	×	
	Intel™ Core™ i5-4200M 2.50-GHz (SC turbo up to 3.10-GHz) processor (1600-MHz FSB, 3.0-MB L3 cache, dual core, 37 W)		×
Chipset	AMD A76M fusion controller hub	×	
	Intel HM87 express chipset		×
Graphics	<p>Internal graphics:</p> <ul style="list-style-type: none"> • AMD Radeon™ HD 8650G graphics on computer models equipped with an A10-5750M processor • AMD graphics on computer models equipped with an A10-7300 processor <p>Support for HD decode, DX11, HDMI , and PX7.0</p>	×	

Category	Description	Computer models equipped with an AMD processor	Computer models equipped with an Intel processor
Graphics <i>(continued)</i>	Intel HD Graphics 4600 Support for HD decode, DX11, and HDMI		x
Panel	<p>Support for the following display assemblies:</p> <ul style="list-style-type: none"> • 15.6-in, full high-definition (FHD), white light-emitting diode (WLED), AntiGlare (1920×1080), slim (3.2-mm), SVA, color gamut 60%, TN, typical brightness 300 nits, 16:9 aspect ratio • 15.6-in, high-definition (HD), white light-emitting diode (WLED), AntiGlare (1366×768), flat (3.8-mm), SVA, color gamut 45%, typical brightness 200 nits, 16:9 aspect ratio <p>Support for low-voltage differential signalling LVDS, co-layout with eDP 1.3+PSR)</p> <p>Touchscreen and MultiTouch enabled</p> <p>Airgap bonding</p>	x	x

Category	Description	Computer models equipped with an AMD processor	Computer models equipped with an Intel processor
Memory	<p>Two customer-accessible/upgradable memory module slots</p> <p>Support for DDR3L (1600-MHz) dual channel</p> <p>Support for 16834-MB of system RAM in the following configurations:</p> <ul style="list-style-type: none"> • 16834-MB (8192-MB×2) • 12288-MB (8192-MB+4096-MB) • 8192-MB (8192-MB×1, 4096-MB×2) • 6144-MB (4096-MB+2048-MB) • 4096-MB (4096-MB×1, 2048-MB×2) 	×	×
Hard drive	<p>Support for 6.35-cm (2.5-in) hard drives in 7.0-mm (.28-in) and 9.5-mm (.37-in) thickness</p> <p>Support for Accelerometer hard drive protection</p> <p>Support for the following hard drives:</p> <ul style="list-style-type: none"> • 1.5-TB, 5400-rpm, 9.5-mm • 1.0-TB, 5400-rpm, 9.5-mm • 750-GB, 5400-rpm, 9.5-mm • 750-GB, 5400-rpm, 9.5-mm, 8-GB Hybrid 	×	×

Category	Description	Computer models equipped with an AMD processor	Computer models equipped with an Intel processor
Hard drive <i>(continued)</i>	<p>Support for the following hard drives:</p> <ul style="list-style-type: none"> • 1.0-TB, 5400-rpm, 9.5-mm, 8-GB Hybrid • 500-GB, 5400-rpm, 9.5-mm • 500-GB, 5400-rpm, 9.5-mm, 8-GB Hybrid 		×
Audio and video	<p>Stereo speakers (2)</p> <p>Subwoofer</p> <p>Dual array digital microphones with appropriate beam-forming, echo-cancellation, noise-suppression software</p> <p>HD Audio</p> <p>Beats Audio</p> <p>Integrated HP TrueVision HD webcam (fixed [no tilt], activity LED, 1280×720 by 30 frames per second)</p>	×	×
Ethernet	Integrated 10/100/1000 network interface card (NIC)	×	×
Wireless	<p>Integrated wireless local area network (WLAN) options by way of wireless module</p> <p>Two WLAN antennas built into display assembly</p>	×	×
	Support for the Qualcomm Atheros AR9565 802.11b/g/n 1×1 WiFi + Bluetooth™ 4.0 Combo Adapter	×	

Category	Description	Computer models equipped with an AMD processor	Computer models equipped with an Intel processor
Wireless <i>(continued)</i>	<p>Support for the following WLAN modules:</p> <ul style="list-style-type: none"> • Broadcom BCM43142 802.11 bgn 1x1 Wi-Fi + BT4.0 HMC Combo Adapter • Intel Dual Band Wireless-AC 7260 802.11 ac 2x2 WiFi + BT 4.0 Combo Adapter • Intel Dual Band Wireless-AC 3160 802.11ac 1x1 WiFi + BT 4.0 Combo Adapter • Ralink RT3290LE 802.11b/g/n 1x1 WiFi and Bluetooth 4.0 Combo Adapter • Realtek RTL8188EE 802.11bgn Wi-Fi Adapter 		x
External media cards	<p>HP 2-in-1 multifunction Digital Media Reader Slot with push-push technology (uses the Realtek RTS5239-GR card reader controller). Reads data from and writes data to digital memory cards such as Secure Digital (SD™).</p>	x	x
Ports	<ul style="list-style-type: none"> • AC adapter, HP Smart • Audio-in (mono microphone)/audio-out (stereo headphone) combo jack • HDMI v1.4 supporting up to 1920x1080 @ 60Hz • RJ-45 (Ethernet) • USB: four USB 3.0 ports, one USB 2.0 port 	x	x

Category	Description	Computer models equipped with an AMD processor	Computer models equipped with an Intel processor
Keyboard/pointing devices	<p>Full-size, backlit, island-style keyboard with numeric keypad and DuraCoat, Clickpad with image sensor</p> <p>Gesture support: MultiTouch gestures enabled, two-finger scrolling, and pinch-zoom as default</p> <p>Taps enabled by default</p> <p>Support for Microsoft™ Windows™ 8 modern trackpad</p>	×	×
Power requirements	Support for the following AC adapters:		
	<ul style="list-style-type: none"> 65-W HP Smart AC adapter (non-PFC, 4.5-mm) 	×	×
	<ul style="list-style-type: none"> 45-W HP Smart AC adapter (non-PFC, RC, 4.5-mm) 	×	
	<ul style="list-style-type: none"> 120-W HP Slim AC adapter (PFC, S, 4.5-mm) 		×
	Support for the following batteries	×	×
	<ul style="list-style-type: none"> 6-cell, 62-Wh, 2.80-Ah, Li-ion battery 6-cell, 47-Wh, 2.20-Ah, Li-ion battery 		
Security	Support for the following: <ul style="list-style-type: none"> Security cable lock Trusted Platform Module (TPM) 	×	×

Category	Description	Computer models equipped with an AMD processor	Computer models equipped with an Intel processor
Operating system	Preinstalled: Microsoft Windows 8.1 Standard	x	x
Serviceability	End user replaceable parts: <ul style="list-style-type: none"> • AC adapter • Battery (system) • Hard drive • Memory modules (expansion and primary) • WLAN module 	x	x

2 External component identification

Finding your hardware and software information

Locating hardware

To find out what hardware is installed on your computer:

1. From the Start screen, type `control panel`, and then select **Control Panel**.
2. Select **System and Security**, select **System**, and then click **Device Manager** in the left column.

A list reveals all the devices installed in your computer.

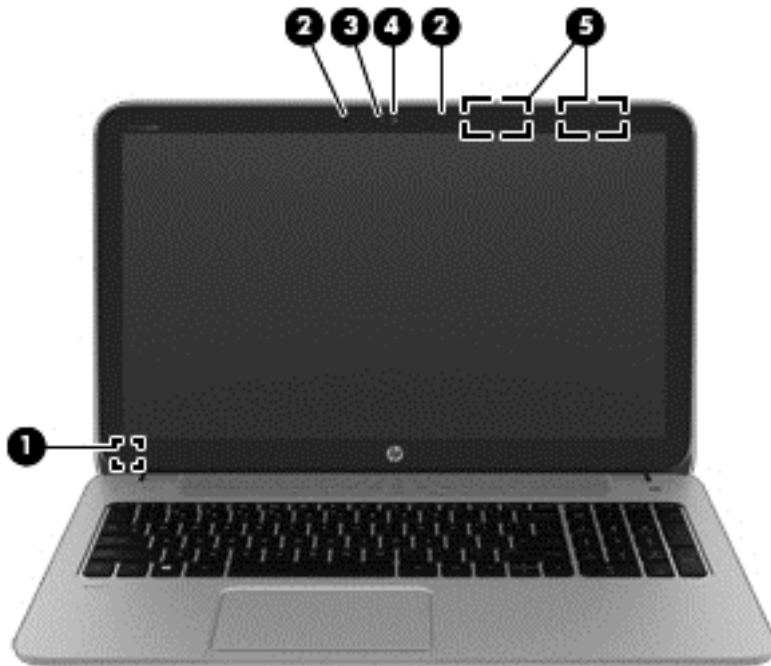
To find out information about system hardware components and the system BIOS version number, press `fn+esc`.

Locating software

To find out what software is installed on your computer:

- ▲ From the Start screen, click the down arrow in the lower-left corner of the screen.

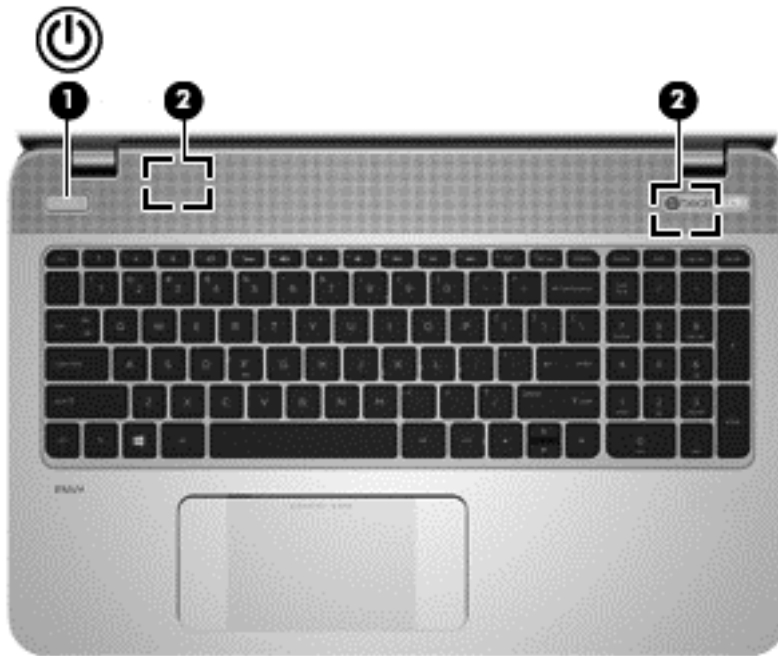
Display



Item	Component	Description
(1)	Internal display switch	Turns off the display and initiates Sleep if the display is closed while the power is on. NOTE: The internal display switch is not visible from the outside of the computer.
(2)	Internal microphones (2)	Record sound.
(3)	Webcam light	On: The webcam is in use.
(4)	Webcam	Records video and captures photographs. Some models allow you to video conference and chat online using streaming video. To use the webcam, from the Start screen, type <code>camera</code> , and then select Camera from the list of applications.
(5)	WLAN antennas (2)*	Send and receive wireless signals to communicate with WLANs.

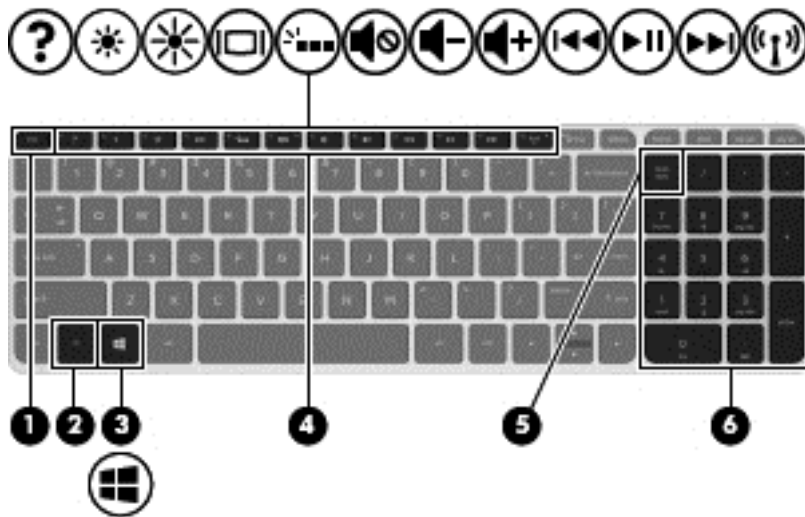
*The antennas are not visible from the outside of the computer. For optimal transmission, keep the areas immediately around the antennas free from obstructions. For wireless regulatory notices, see the section of the *Regulatory, Safety, and Environmental Notices* that applies to your country or region. To access this guide, from the Start screen, type `support`, and then select the **HP Support Assistant** app.

Buttons and speakers



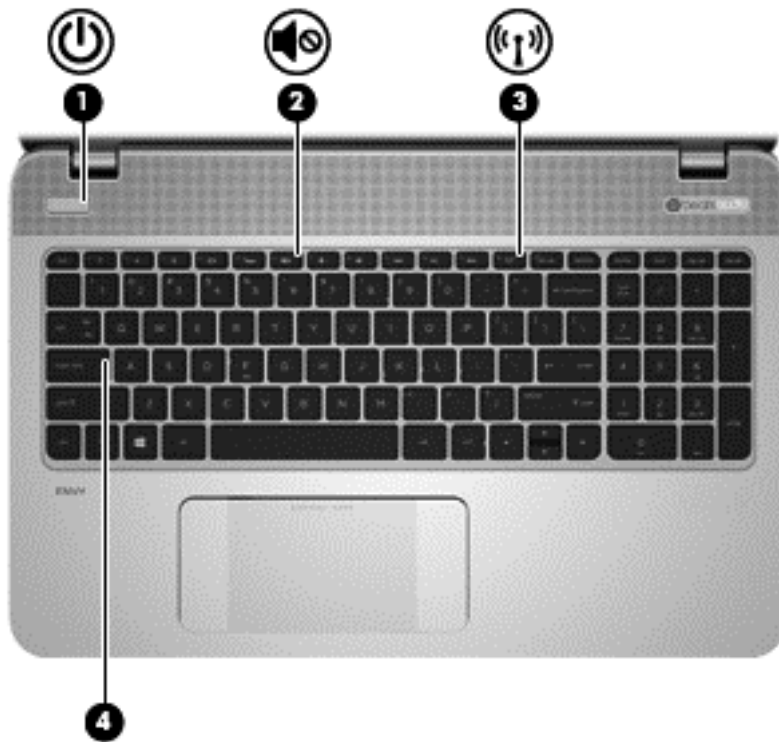
Item	Component	Description
(1)	Power button	<ul style="list-style-type: none">• When the computer is off, press the button to turn on the computer.• When the computer is on, press the button briefly to initiate Sleep.• When the computer is in the Sleep state, press the button briefly to exit Sleep.• When the computer is in Hibernation, press the button briefly to exit Hibernation. <p>CAUTION: Pressing and holding down the power button will result in the loss of unsaved information.</p> <p>If the computer has stopped responding and Windows 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. From the Start screen, type <code>power</code>, select Power and sleep settings, and then select Power and sleep from the list of applications.</p>
(2)	Speakers (2)	Produce sound.

Keys



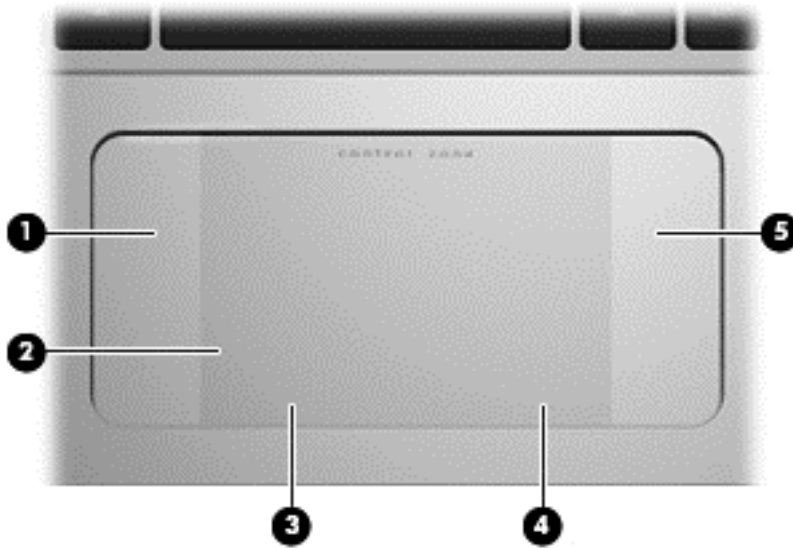
Item	Component	Description
(1)	<code>esc</code> key	Reveals system information when pressed in combination with the <code>fn</code> key.
(2)	<code>fn</code> key	Executes frequently used system functions when pressed in combination with the <code>b</code> key or the <code>esc</code> key.
(3)	Windows key	Returns you to the Start screen from an open app or the Windows desktop. NOTE: Pressing the Windows logo key again will return you to the previous screen.
(4)	Action keys	Execute frequently used system functions. NOTE: On select models, the <code>f5</code> action key turns the radiance backlight keyboard feature off or on.
(5)	<code>num lk</code> key	Turns the embedded numeric keypad on and off when pressed in combination with the <code>fn</code> key. Alternates between the navigational and numeric functions on the integrated numeric keypad.
(6)	Integrated numeric keypad	When <code>num lk</code> has been enabled, it can be used like an external numeric keypad.

Lights



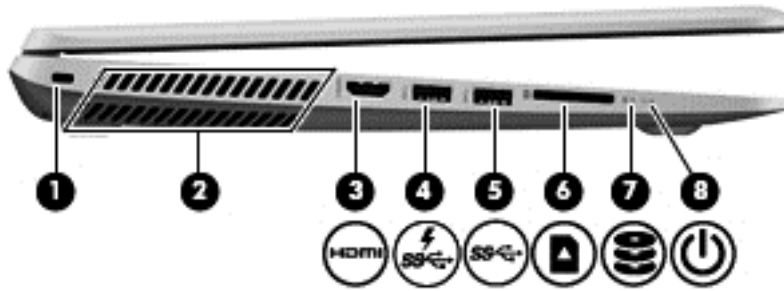
Item	Component	Description
(1)	Power light	<ul style="list-style-type: none">• On: The computer is on.• Blinking: The computer is in the Sleep state, a power-saving state. The computer shuts off power to the display and other unneeded components.• Off: The computer is off or in Hibernation. Hibernation is an energy-saving state that uses the least amount of power.
(2)	Mute light	<ul style="list-style-type: none">• Amber: Computer sound is off.• Off: Computer sound is on.
(3)	Wireless light	On: An integrated wireless device, such as a WLAN device and/or a Bluetooth device, is on. NOTE: On some models, the wireless light is amber when all wireless devices are off.
(4)	Caps lock light	On: Caps lock is on, which switches the keys to all capital letters.

TouchPad



Item	Component	Description
(1)	Left control zone	Textured area that allows you to perform additional gestures.
(2)	TouchPad zone	Moves the on-screen pointer and selects or activates items on the screen. NOTE: The TouchPad also supports edge-swipe gestures.
(3)	Left TouchPad button	Functions like the left button on an external mouse.
(4)	Right TouchPad button	Functions like the right button on an external mouse.
(5)	Right control zone	Textured area that allows you to perform additional gestures.

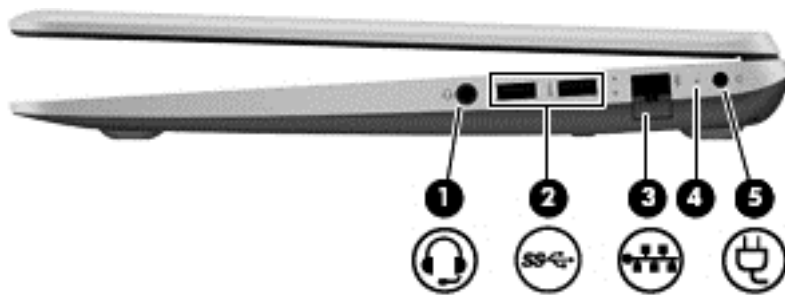
Left side



Item	Component	Description
(1)	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.
(2)	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.
(3)	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 HDMI device.
(4)	USB 3.0 charging port	Connects an optional USB device, such as a keyboard, mouse, external drive, printer, scanner or USB hub. Standard USB ports will not charge all USB devices or will charge using a low current. Some USB devices require power and require you to use a powered port. NOTE: USB charging ports can also charge select models of cell phones and MP3 players, even when the computer is off.
(5)	USB 3.0 port	Connects an optional USB device, such as a keyboard, mouse, external drive, printer, scanner or USB hub.
(6)	Memory card reader	Reads optional memory cards that store, manage, share, or access information. To insert a card: Hold the card label-side up, with connectors facing the slot, insert the card into the slot, and then push in on the card until it is firmly seated. To remove a card: Press in on the card it until it pops out.

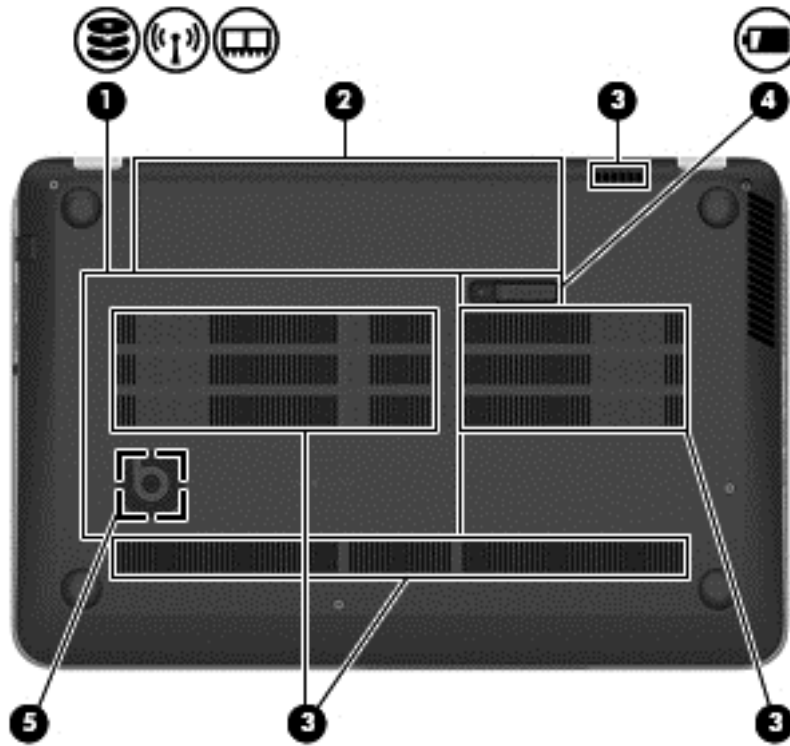
Item	Component	Description
(7)	Hard drive light	<ul style="list-style-type: none">• Blinking white: The hard drive is being accessed.• Amber: HP 3D DriveGuard has temporarily parked the hard drive.
(8)	Power light	<ul style="list-style-type: none">• On: The computer is on.• Blinking: The computer is 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.

Right side




Item	Component	Description
(1)	Audio-out (headphone) jack/Audio-in (microphone) jack	<p>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 microphone-only devices.</p> <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 Regulatory, Safety, and Environmental Notices. To access this guide, from the Start screen, type <code>support</code>, and then select the HP Support Assistant app.</p> <p>NOTE: When a device is connected to the jack, the computer speakers are disabled.</p> <p>NOTE: Be sure that the device cable has a 4-conductor connector that supports both audio-out (headphone) and audio-in (microphone).</p>
(2)	USB 2.0 ports (2)	Connect optional USB devices, such as a keyboard, mouse, external drive, printer, scanner or USB hub.
(3)	RJ-45 (network) jack RJ-45 (network) jack status light	<p>Connects a network cable.</p> <ul style="list-style-type: none"> • White: The network is connected. • Amber: Activity is occurring on the network.
(4)	AC adapter light	<ul style="list-style-type: none"> • On: The AC adapter is connected and the battery is charged. • Off: The computer is using battery power.
(5)	Power connector	Connects an AC adapter.

Bottom



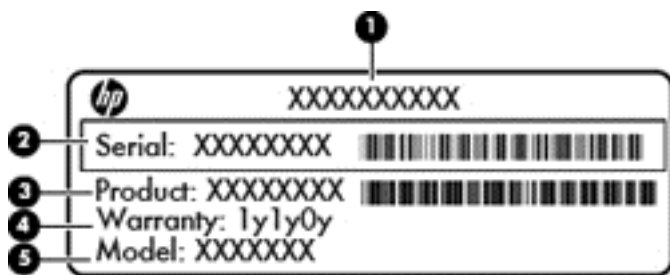
Item	Component	Description
(1)	Service cover	Provides access to the hard drive bay, the WLAN module slot, and the memory module slots. CAUTION: To prevent an unresponsive system, replace the wireless module only with a wireless module authorized for use in the computer by the governmental agency that regulates wireless devices in your country or region. If you replace the module and then receive a warning message, remove the module to restore computer functionality, and then contact support through Help and Support. From the Start screen, type <code>help</code> , and then select Help and Support .
(2)	Battery bay	Holds the battery.
(3)	Vents (4)	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.
(4)	Battery release latch	Releases the battery.
(5)	HP Triple Bass Reflex Subwoofer	Provides superior bass sound.

3 Illustrated parts catalog

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

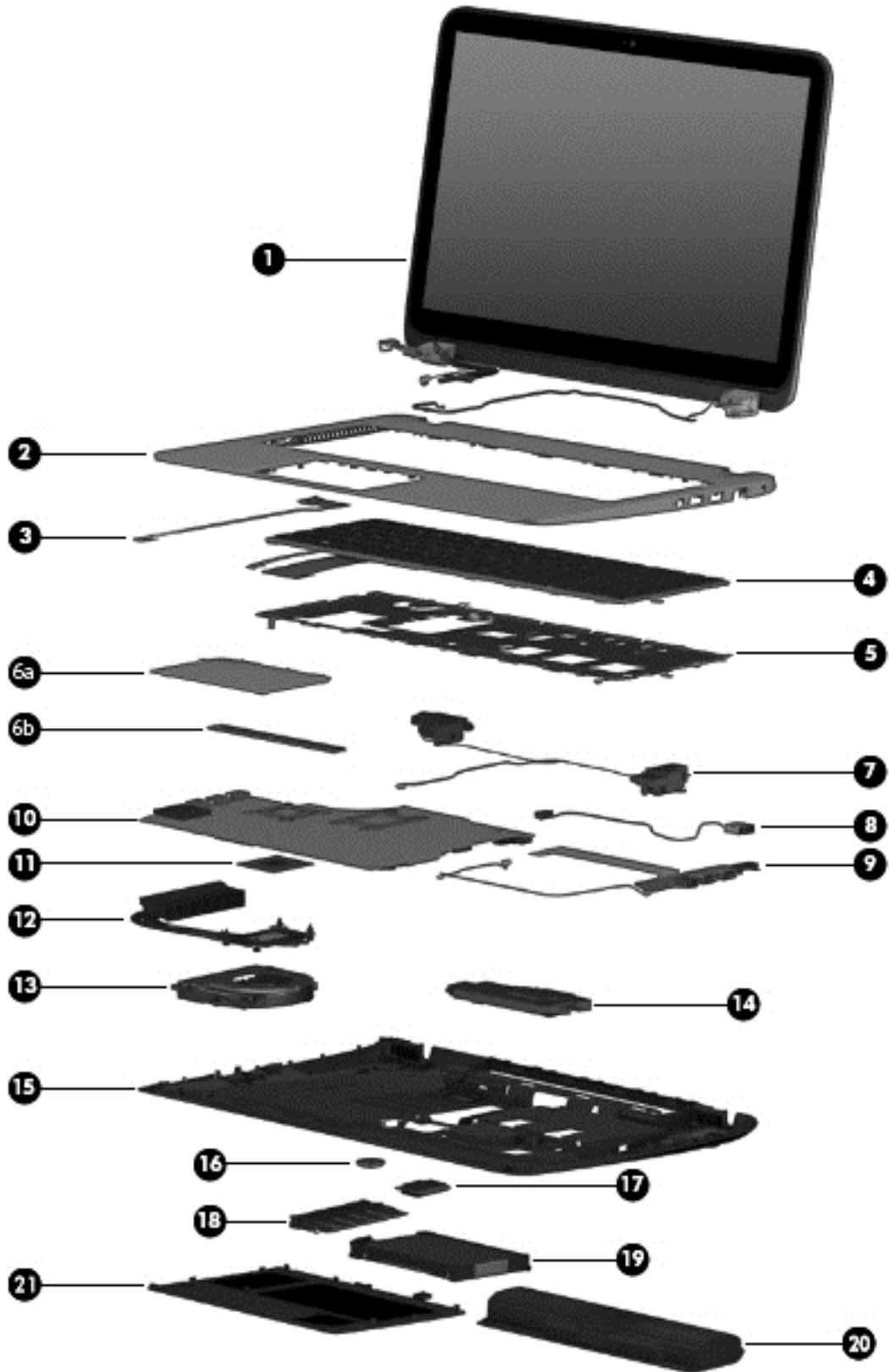
Service tag

When ordering parts or requesting information, provide the computer serial number and model number provided on the service tag.



Item	Description	Function
(1)	Product name	This is the product name affixed to the front of the computer.
(2)	Serial number (s/n)	This is an alphanumeric identifier that is unique to each product.
(3)	Part number/Product number (p/n)	This number provides specific information about the product's hardware components. The part number helps a service technician to determine what components and parts are needed.
(4)	Warranty period	This number describes the duration of the warranty period for the computer.
(5)	Model description	This is the alphanumeric identifier used to locate documents, drivers, and support for the computer.

Computer major components




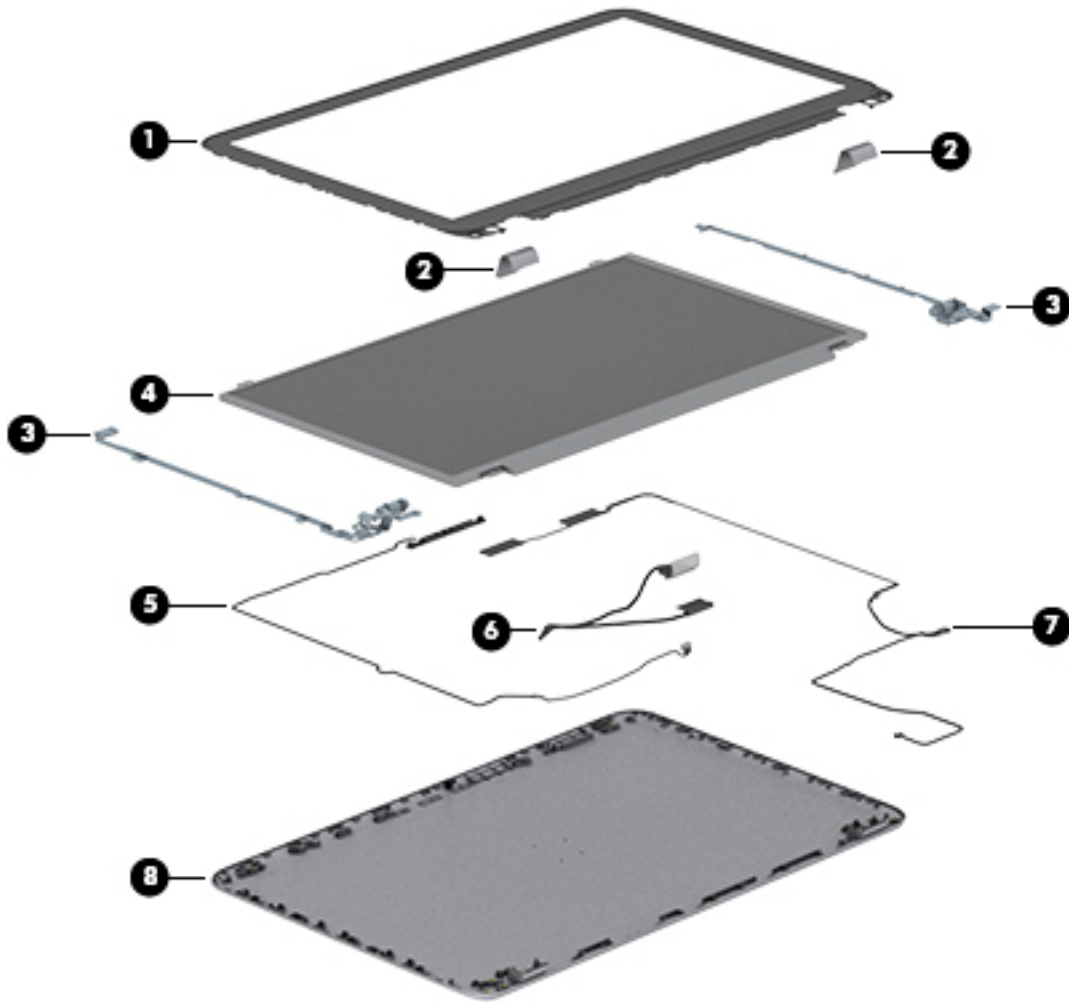
Item	Component	Spare part number
(1)	Display assembly (includes webcam/microphone module and wireless antenna cables):	
	15.6-in, BrightView, FHD, LED, TouchScreen display assembly for use on all computer models	720550-001
	15.6-in, BrightView, HD, LED, TouchScreen display assembly for use on all computer models	720549-001
	15.6-in, BrightView, FHD, LED, non-TouchScreen display assembly for use only on computer models equipped with an Intel processor	720552-001
	15.6-in, BrightView, HD, LED, non-TouchScreen display assembly for use only on computer models equipped with an Intel processor	720551-001
	The subcomponents for the non-TouchScreen display assembly are also available as spare part kits. For more display assembly spare part information, see Display assembly subcomponents on page 23).	
(2)	Top cover:	
	For use only on computer models equipped with an AMD processor	760040-001
	For use only on computer models equipped with an Intel processor	774153-001
(3)	Power button board (includes cable)	720553-001
(4)	Keyboard (includes keyboard cable and backlight cable):	
	For use in Canada	760743-DB1
	For use in the United States	760743-001
(5)	Keyboard shield	760037-001
(6a)	TouchPad assembly (includes TouchPad bracket (6b) , TouchPad button board, TouchPad, and cables)	760041-001
(7)	Speakers (include left and right speakers, 2 cables, and 4 isolators)	720561-001
(8)	Power connector cable	720537-001
(9)	Connector board (includes audio jack, RJ-45 jack, USB port, and 2 cables)	
	For use only on computer models equipped with an AMD processor	760038-001
	For use only on computer models equipped with an Intel processor and a graphics subsystem with discrete memory	765146-001
	For use only on computer models equipped with an Intel processor and a graphics subsystem with UMA memory	765145-001
(10)	System board (includes replacement thermal material):	
	For use only with an AMD A10-5750M 2.50-GHz processor (spare part number 713548-001); equipped with the Windows 8 Standard operating system	760042-501
	For use only with an AMD A10-5750M 2.50-GHz processor (spare part number 713548-001); equipped with a non-Windows 8 Standard operating system	760042-001
	Equipped with an AMD A10-7300 2.0-GHz processor (turbo up to 3.20-GHz; SOC, 4.0-MB L2 cache, quad core, 19 W) and the Windows 8 Standard operating system	760043-501

Item	Component	Spare part number
	Equipped with an AMD A10-7300 2.0-GHz processor (turbo up to 3.20-GHz; SOC, 4.0-MB L2 cache, quad core, 19 W) and a non-Windows 8 Standard operating system	760043-001
	For use only on computer models equipped with an Intel processor, a graphics subsystem with discrete memory, and the Windows 8 Professional operating system	765736-601
	For use only on computer models equipped with an Intel processor, a graphics subsystem with discrete memory, and the Windows 8 Professional Standard system	765736-501
	For use only on computer models equipped with an Intel processor, a graphics subsystem with discrete memory, and a non-Windows 8 operating system	765736-001
	For use only on computer models equipped with an Intel processor, a graphics subsystem with UMA memory, and the Windows 8 Professional operating system	760289-601
	For use only on computer models equipped with an Intel processor, a graphics subsystem with UMA memory, and the Windows 8 Standard operating system	760289-501
	For use only on computer models equipped with an Intel processor, a graphics subsystem with UMA memory, and a non-Windows 8 operating system	760289-001
(11)	Processor (includes replacement thermal material):	
	AMD A10-5750M 2.50-GHz processor (turbo up to 3.50-GHz; 1600-MHz FSB, 4.0-MB L2 cache, 1600-MHz DDR3, quad core, 35 W)	713548-001
	NOTE: This processor is intended only for use with system boards with spare part numbers 760042-501 and 760042-001.	
	Intel Core i5-4200M 2.50-GHz (SC turbo up to 3.10-GHz) processor (1600-MHz FSB, 3.0-MB L3 cache, dual core, 37 W)	737328-001
(12)	Heat sink (includes replacement thermal material):	
	For use only with system boards with spare part numbers 760043-501 and 760043-001.	764034-001
	For use only with system boards with spare part numbers 760042-501 and 760042-001.	720539-001
	For use only on computer models equipped with an Intel processor and a graphics subsystem with discrete memory	765737-001
	For use only on computer models equipped with an Intel processor and a graphics subsystem with UMA memory	720541-001
(13)	Fan (includes cable)	720235-001
(14)	Subwoofer (includes cable and 3 isolators)	720563-001
(15)	Base enclosure (includes 4 rubber feet, battery lock latch, battery release latch, and RJ-45 cover):	
	For use only on computer models equipped with an AMD processor	760035-001
	For use only on computer models equipped with an Intel processor	774152-001
	Rubber Kit (not illustrated, includes front and rear rubber feet, base enclosure screw cover, and display bezel rubber screw covers)	720559-001
(16)	RTC battery:	

Item	Component	Spare part number
	For use only on computer models equipped with an AMD processor	651948-001
	For use only on computer models equipped with an Intel processor	718440-001
(17)	WLAN module:	
	Qualcomm Atheros AR9565 802.11b/g/n 1×1 WiFi + BT 4.0 Combo Adapter for use only on computer models equipped with an AMD processor	733476-001
	For use only on computer models equipped with an Intel processor:	
	Broadcom BCM43142 802.11 bgn 1x1 Wi-Fi + BT4.0 HMC Combo Adapter	753076-001
	Intel Dual Band Wireless-AC 3160 802.11ac 1×1 WiFi + BT 4.0 Combo Adapter	710662-001
	Ralink RT3290LE 802.11b/g/n 1×1 WiFi and Bluetooth 4.0 Combo Adapter	690020-001
	Realtek RTL8188EE 802.11bgn Wi-Fi Adapter	709848-001
	Intel Dual Band Wireless-AC 7260 802.11 ac 2×2 WiFi + BT 4.0 Combo Adapter	756753-001
(18)	Memory module (PC3L, 12800, 1600-MHz):	
	8-GB	693374-001
	4-GB	691740-001
	2-GB	691739-001
(19)	Hard drive (does not include hard drive bracket or hard drive connector cable):	
	For use on all computer models:	
	1.5-TB, 5400-rpm, 9.5-mm	747375-001
	1.0-TB, 5400-rpm, 9.5-mm	676521-001
	750-GB, 5400-rpm, 9.5-mm	652012-001
	750-GB, 5400-rpm, 9.5-mm, 8-GB hybrid	732001-001
	For use only on computer models equipped with an Intel processor:	
	1.0-TB, 5400-rpm, SATA, 7.0-mm, hybrid 8-GB	731999-001
	500-GB, 5400-rpm, SATA, 9.5-mm	683802-001
	500-GB, 5400-rpm, SATA, 7.0-mm, hybrid 8-GB	732000-001
	Hard Drive Hardware Kit (not illustrated, includes hard drive bracket and hard drive connector cable)	720545-001
(20)	Battery:	
	6-cell, 62-Wh, 2.80-Ah, Li-ion battery	710417-001
	6-cell, 47-Wh, 2.20-Ah, Li-ion battery	710416-001
(21)	Service cover	720555-001

Display assembly subcomponents

 **NOTE:** The information in this section applies only to computer models equipped with an Intel processor.



Item	Description	Spare part number
(1)	Display bezel	720535-001
	Display hinges , includes:	720548-001
(2)	Left and right hinge covers	
(3)	Left and right hinges and brackets	
(4)	Display panel:	
	15.6-in, BrightView, FHD, LED, non-TouchScreen display panel	720557-001
	15.6-in, BrightView, HD, LED, non-TouchScreen display panel	720556-001
(5)	Webcam/microphone module (includes webcam/microphone module cable and double-sided adhesive)	720273-001

Item	Description	Spare part number
(6)	Display panel cable (includes display panel cable and webcam/microphone module cable)	720536-001
(7)	Antenna Kit (includes left and right wireless antenna cables and transceivers)	720532-001
(8)	Display enclosure	720533-001

Mass storage devices



Item	Component	Spare part number
(1)	External USB DVD±RW Double-Layer with SuperMulti Drive	747080-001
(2)	Hard drive (does not include hard drive bracket or hard drive connector cable):	
	For use on all computer models:	
	1.5-TB, 5400-rpm, 9.5-mm	747375-001
	1.0-TB, 5400-rpm, 9.5-mm	676521-001
	750-GB, 5400-rpm, 9.5-mm	652012-001
	750-GB, 5400-rpm, 9.5-mm, 8-GB hybrid	732001-001
	For use only on computer models equipped with an Intel processor:	
	1.0-TB, 5400-rpm, SATA, 7.0-mm, hybrid 8-GB	731999-001
	500-GB, 5400-rpm, SATA, 9.5-mm	683802-001

Item	Component	Spare part number
	500-GB, 5400-rpm, SATA, 7.0-mm, hybrid 8-GB	732000-001
	Hard Drive Hardware Kit , includes:	720545-001
(3)	Hard drive bracket	
(4)	Hard drive connector cable	

Miscellaneous parts

Component	Spare part number
AC adapter:	
45-W HP Smart AC adapter for use only on computer models equipped with an AMD processor (non-PFC, RC, 4.5-mm)	741727-001
120-W HP Slim AC adapter for use only on computer models equipped with an Intel processor (PFC, S, 4.5-mm)	710415-001
65-W HP Smart AC adapter (non-PFC, 4.5-mm) for use on all computer models	710412-001
HDMI-to-VGA adapter	701943-001
Power cord for use in North America (3-pin, black, 1.83-m):	490371-001
Screw Kit	720560-001

Sequential part number listing

Spare part number	Description
490371-001	Power cord (3-pin, black, 1.83-m)
651948-001	RTC battery for use only on computer models equipped with an AMD processor
652012-001	750-GB, 5400-rpm, SATA, 9.5-mm hard drive for use on all computer models (does not include hard drive bracket or hard drive connector cable) NOTE: The hard drive bracket and screws are included in the Hard Drive Hardware Kit, spare part number 720545-001.
676521-001	1.0-TB, 5400-rpm, SATA, 9.5-mm hard drive for use on all computer models (does not include hard drive bracket or hard drive connector cable) NOTE: The hard drive bracket and screws are included in the Hard Drive Hardware Kit, spare part number 720545-001.
683802-001	500-GB, 5400-rpm, SATA, 9.5-mm hard drive for use only on computer models equipped with an Intel processor (does not include hard drive bracket or hard drive connector cable) NOTE: The hard drive bracket and screws are included in the Hard Drive Hardware Kit, spare part number 720545-001.

Spare part number	Description
690020-001	Ralink RT3290LE 802.11b/g/n 1x1 WiFi and Bluetooth 4.0 Combo Adapter for use only on computer models equipped with an Intel processor
691739-001	2-GB memory module (PC3L, 12800, 1600-MHz)
691740-001	4-GB memory module (PC3L, 12800, 1600-MHz)
693374-001	8-GB memory module (PC3L, 12800, 1600-MHz)
701943-001	HDMI-to-VGA adapter
709848-001	Realtek RTL8188EE 802.11bgn Wi-Fi Adapter for use only on computer models equipped with an Intel processor
710412-001	65-W HP Smart AC adapter (non-PFC, 4.5-mm) for use on all computer models
710415-001	120-W HP Slim AC adapter for use only on computer models equipped with an Intel processor (PFC, S, 4.5-mm)
710416-001	6-cell, 47-Wh, 2.20-Ah, Li-ion battery
710417-001	6-cell, 62-Wh, 2.80-Ah, Li-ion battery
710662-001	Intel Dual Band Wireless-AC 3160 802.11ac 1x1 WiFi + BT 4.0 Combo Adapter for use only on computer models equipped with an Intel processor
713548-001	AMD A10-5750M 2.50-GHz processor (turbo up to 3.50-GHz; 1600-MHz FSB, 4.0-MB L2 cache, DDR3, quad core, 35 W) NOTE: This processor is intended only for use with system boards with spare part numbers 760042-501 and 760042-001.
718440-001	RTC battery for use only on computer models equipped with an Intel processor
720235-001	Fan (includes cable)
720237-001	Webcam/microphone module (for use only on computer models equipped with an Intel processor and a non-TouchScreen display assembly)
720532-001	Antenna Kit (for use only on computer models equipped with an Intel processor and a non-TouchScreen display assembly; includes left and right wireless antenna cables and transceivers)
720533-001	Display enclosure (for use only on computer models equipped with an Intel processor and a non-TouchScreen display assembly)
720535-001	Display bezel (for use only on computer models equipped with an Intel processor and a non-TouchScreen display assembly)
720536-001	Display panel cable (for use only on computer models equipped with an Intel processor and a non-TouchScreen display assembly; includes display panel cable and webcam/microphone module cable)
720537-001	Power connector cable
720539-001	Heat sink for use only with system boards with spare part numbers 760042-501 and 760042-001 (includes replacement material)
720541-001	Heat sink for use only on computer models equipped with an Intel processor and a graphic subsystem with discrete memory (includes replacement thermal material)
720545-001	Hard Drive Hardware Kit (includes hard drive bracket and hard drive connector cable)

Spare part number	Description
720547-001	Counterbalance weight
720548-001	Display Hinge Kit (for use only on computer models equipped with an Intel processor and a non-TouchScreen display assembly; includes left and right display hinges and hinge brackets)
720549-001	15.6-in, BrightView, HD, LED, TouchScreen display assembly for use on all computer models (includes webcam/microphone module and wireless antenna cables)
720550-001	15.6-in, BrightView, FHD, LED, TouchScreen display assembly for use on all computer models (includes webcam/microphone module and wireless antenna cables)
720551-001	15.6-in, BrightView, HD, LED, non-TouchScreen display assembly for use only on computer models equipped with an Intel processor (includes webcam/microphone module and wireless antenna cables)
720552-001	15.6-in, BrightView, FHD, LED, non-TouchScreen display assembly for use only on computer models equipped with an Intel processor (includes webcam/microphone module and wireless antenna cables)
720553-001	Power button board (includes cable)
720555-001	Service cover
720556-001	15.6-in, BrightView, HD, LED, non-TouchScreen display panel for use only on computer models equipped with an Intel processor
720557-001	15.6-in, BrightView, FHD, LED, non-TouchScreen display panel for use only on computer models equipped with an Intel processor
720559-001	Rubber Kit (includes front and rear rubber feet, base enclosure screw cover, and display bezel rubber screw covers)
720560-001	Screw Kit
720561-001	Speakers (include left and right speakers, 2 cables, and 4 isolators)
720562-001	Front speakers (include left and right front speakers, 2 cables, and 4 isolators)
720563-001	Subwoofer for use only on computer models equipped with an AMD processor (includes cable and 3 rubber isolators)
731999-001	1-TB, 5400-rpm, SATA, 7.0-mm, hybrid 8-GB hard drive for use only on computer models equipped with an Intel processor (does not include hard drive bracket or hard drive connector cable) NOTE: The hard drive bracket and screws are included in the Hard Drive Hardware Kit, spare part number 720545-001.
732000-001	500-GB, 5400-rpm, SATA, 7.0-mm, hybrid 8-GB hard drive for use only on computer models equipped with an Intel processor (does not include hard drive bracket or hard drive connector cable) NOTE: The hard drive bracket and screws are included in the Hard Drive Hardware Kit, spare part number 720545-001.
732001-001	750-GB, 5400-rpm, SATA, 9.5-mm 8-GB hybrid hard drive for use on all computer models (does not include hard drive bracket or hard drive connector cable) NOTE: The hard drive bracket and screws are included in the Hard Drive Hardware Kit, spare part number 720545-001.

Spare part number	Description
733476-001	Qualcomm Atheros AR9565 802.11b/g/n 1x1 WiFi + BT 4.0 Combo Adapter for use only on computer models equipped with an AMD processor
737328-001	Intel Core i5-4200M 2.50-GHz (SC turbo up to 3.10-GHz) processor (1 600-MHz FSB, 3.0-MB L3 cache, dual core, 37 W; includes replacement thermal material)
741727-001	45-W HP Smart AC adapter for use only on computer models equipped with an AMD processor (non-PFC, RC, 4.5-mm)
747080-001	External USB DVD±RW Double-Layer with SuperMulti Drive
747375-001	1.5-TB, 5400-rpm, SATA, 9.5-mm hard drive for use on all computer models (does not include hard drive bracket or hard drive connector cable) NOTE: The hard drive bracket and screws are included in the Hard Drive Hardware Kit, spare part number 720545-001.
753076-001	Broadcom BCM43142 802.11 bgn 1x1 Wi-Fi + BT4.0 HMC Combo Adapter
756753-001	Intel Dual Band Wireless-AC 7260 802.11 ac 2x2 Wi-Fi + BT 4.0 Combo Adapter
760035-001	Base enclosure for use only on computer models equipped with an AMD processor (includes 4 rubber feet, battery lock latch, battery release latch, and RJ-45 cover)
760037-001	Keyboard shield
760038-001	Connector board for use only on computer models equipped with an AMD processor (includes audio jack, RJ-45 jack, USB port, and 2 cables)
760040-001	Top cover for use only on computer models equipped with an AMD processor
760041-001	TouchPad assembly (includes TouchPad, TouchPad bracket, TouchPad button board, and cables)
760042-001	System board for use only with an AMD A10-5750M 2.50-GHz processor (spare part number 713548-001); equipped with a non-Windows 8 operating system (includes replacement thermal material)
760042-501	System board for use only with an AMD A10-5750M 2.50-GHz processor (spare part number 713548-001); equipped with the Windows 8 Standard operating system (includes replacement thermal material)
760043-001	System board equipped with an AMD A10-7300 2.0-GHz processor (turbo up to 3.20-GHz; SOC, 4.0-MB L2 cache, quad core, 19 W) and a non-Windows 8 operating system (includes replacement thermal material)
760043-501	System board equipped with an AMD A10-7300 2.0-GHz processor (turbo up to 3.20-GHz; SOC, 4.0-MB L2 cache, quad core, 19 W) and the Windows 8 Standard operating system (includes replacement thermal material)
760289-001	System board for use only on computer models equipped with an Intel processor, a graphics subsystem with UMA memory, and a non-Windows 8 operating system (includes replacement thermal material)
760289-501	System board for use only on computer models equipped with an Intel processor, a graphics subsystem with UMA memory, and the Windows 8 Standard operating system (includes replacement thermal material)
760289-601	System board for use only on computer models equipped with an Intel processor, a graphics subsystem with UMA memory, and the Windows 8 Professional operating system (includes replacement thermal material)

Spare part number	Description
760743-001	Keyboard in natural silver finish with backlight for use in the United States (includes backlight cable and keyboard cable)
760743-DB1	Keyboard in natural silver finish with backlight for use in Canada (includes backlight cable and keyboard cable)
764034-001	Heat sink for use only with system boards with spare part numbers 760043-501 and 760043-001 (includes replacement material)
765145-001	Connector board for use only on computer models equipped with an Intel processor and a graphics subsystem with UMA memory (includes audio jack, RJ-45 jack, USB port, and 2 cables)
765146-001	Connector board for use only on computer models equipped with an Intel processor and a graphics subsystem with discrete memory (includes audio jack, RJ-45 jack, USB port, and 2 cables)
765736-001	System board for use only on computer models equipped with an Intel processor, a graphics subsystem with discrete memory, and a non-Windows 8 operating system (includes replacement thermal material)
765736-501	System board for use only on computer models equipped with an Intel processor, a graphics subsystem with discrete memory, and the Windows 8 Standard operating system (includes replacement thermal material)
765736-601	System board for use only on computer models equipped with an Intel processor, a graphics subsystem with discrete memory, and the Windows 8 Professional operating system (includes replacement thermal material)
765737-001	Heat sink for use only on computer models equipped with an Intel processor and a graphics subsystem with discrete memory
774152-001	Base enclosure for use only on computer models equipped with an Intel processor (includes 4 rubber feet, battery lock latch, battery release latch, and RJ-45 cover)
774153-001	Top cover for use only on computer models equipped with an Intel processor

4 Removal and replacement procedures preliminary requirements


Tools required

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


- Flat-bladed screw driver
- Magnetic screw driver
- Phillips P0 and P1 screw drivers

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 parts. Apply pressure only at the points designated in the maintenance instructions.

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 a diskette drive or optical drive, be sure that a diskette or 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, an optical drive, or a diskette 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 Styrofoam	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, screw drivers, 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 Styrofoam.
- 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 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

 **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.

 **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.

Component replacement procedures

 **NOTE:** Please read and follow the procedures described here to access and replace Customer Self-Repair parts successfully.

 **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 Service tag on page 16 for details.

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

There are as many as 4 screws that must be removed, replaced, and/or loosened when servicing Customer Self-Repair parts. Make special note of each screw size and location during removal and replacement.

Battery

Description	Spare part number
6-cell, 62-Wh, 2.80-Ah, Li-ion battery	710417-001
6-cell, 47-Wh, 2.20-Ah, Li-ion battery	710416-001

Before removing the battery, 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.

Remove the battery:

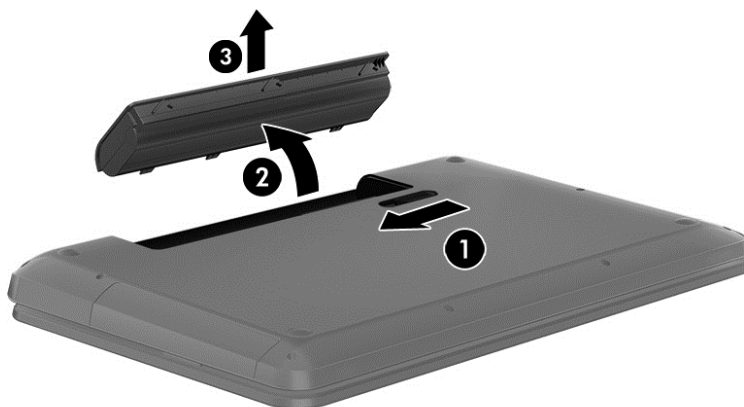
WARNING! To reduce potential safety issues, use only the user-replaceable battery provided with the computer, a replacement battery provided by HP, or a compatible battery purchased from HP.

CAUTION: Removing a user-replaceable battery that is the sole power source for the computer can cause loss of information. To prevent loss of information, save your work or shut down the computer through Windows before removing the battery.

1. Turn the computer upside down on a flat surface.
2. Slide the battery release latch **(1)** to release the battery.

NOTE: The battery release latch automatically returns to its original position.

3. Pivot the battery **(2)** upward.
4. Remove the battery **(3)** from the computer.



Reverse this procedure to install the battery.

WLAN module

Description	Spare part number
Qualcomm Atheros AR9565 802.11b/g/n 1x1 WiFi + BT 4.0 Combo Adapter for use only on computer models equipped with an AMD processor	733476-001
For use only on computer models equipped with an Intel processor:	
Broadcom BCM43142 802.11 bgn 1x1 Wi-Fi + BT4.0 HMC Combo Adapter	753076-001
Intel Dual Band Wireless-AC 7260 802.11 ac 2x2 WiFi + BT 4.0 Combo Adapter	756753-001
Intel Dual Band Wireless-AC 3160 802.11ac 1x1 WiFi + BT 4.0 Combo Adapter	710662-001
Ralink RT3290LE 802.11b/g/n 1x1 WiFi and Bluetooth 4.0 Combo Adapter	690020-001
Realtek RTL8188EE 802.11bgn Wi-Fi Adapter	709848-001

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

Before removing the WLAN module, follow these steps:

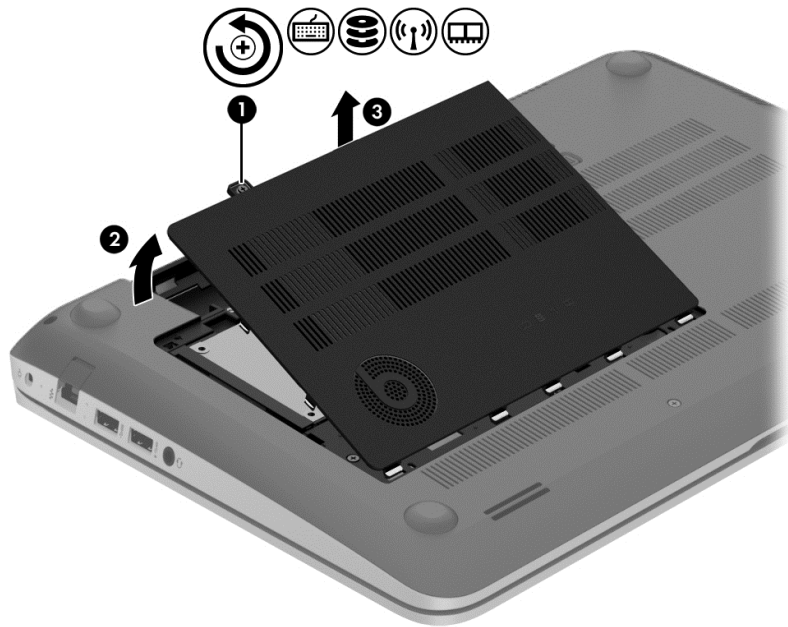
1. Turn off the computer. If you are unsure whether the computer is off or in Hibernation, turn the computer on, and then shut it down through the operating system.
2. Disconnect the power from the computer by unplugging the power cord from the computer.
3. Disconnect all external devices from the computer.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

Remove the WLAN module:


1. Close the computer.
2. Turn the computer upside down with the front toward you.
3. Loosen the Phillips PM2.5x5.0 captive screw **(1)** that secures the service cover to the computer.
4. Lift the back edge of the service cover **(2)** until it detaches from the computer.

5. Remove the service cover **(3)**.

The service cover is available using spare part number 720555-001.

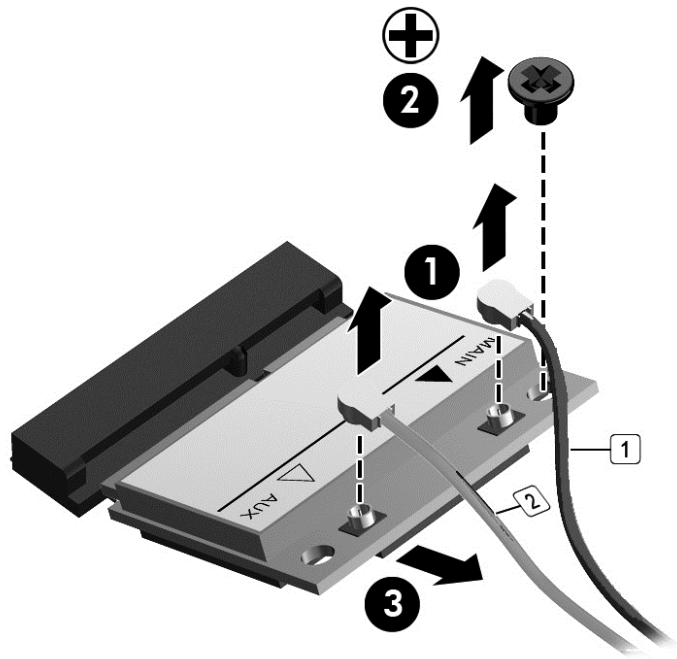



6. Disconnect the WLAN antenna cables **(1)** from the terminals on the WLAN module.

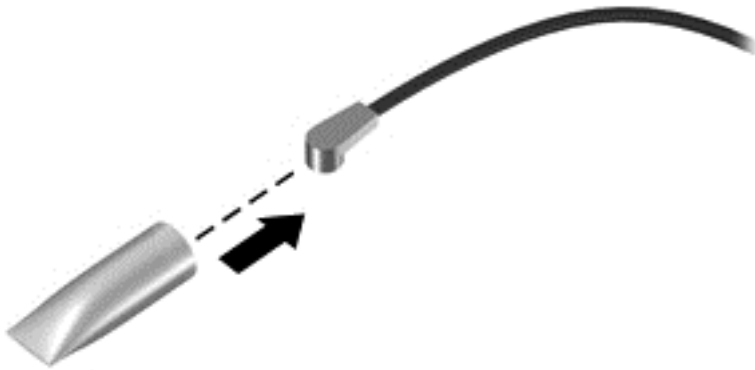
 **NOTE:** The WLAN antenna cable labeled "1" connects to the WLAN module "Main" terminal labeled "1". The WLAN antenna cable labeled "2" connects to the WLAN module "Aux" terminal labeled "2".

7. Remove the Phillips PM2.0×2.5 screw **(2)** that secures the WLAN module to the system board. (The WLAN module tilts up.)

8. Remove the WLAN module (3) by pulling the module away from the slot at an angle.




 **NOTE:** If the WLAN antenna cables are not connected to the terminals on the WLAN module, the protective sleeves must be installed on the antenna connectors, as shown in the following illustration.



Reverse this procedure to install the WLAN module.

Hard drive

 **NOTE:** The hard drive spare part kit does not include the hard drive bracket or hard drive connector cable. The hard drive bracket and hard drive connector cable are included in the Hard Drive Hardware Kit, spare part number 720545-001.

Description	Spare part number
For use on all computer models:	
1.5-TB, 5400-rpm, 9.5-mm	747375-001
1.0-TB, 5400-rpm, 9.5-mm	676521-001
750-GB, 5400-rpm, 9.5-mm	652012-001
750-GB, 5400-rpm, 9.5-mm, 8-GB hybrid	732001-001
For use only on computer models equipped with an Intel processor:	
1.0-TB, 5400-rpm, SATA, 7.0-mm, hybrid 8-GB	731999-001
500-GB, 5400-rpm, SATA, 9.5-mm	683802-001
500-GB, 5400-rpm, SATA, 7.0-mm, hybrid 8-GB	732000-001

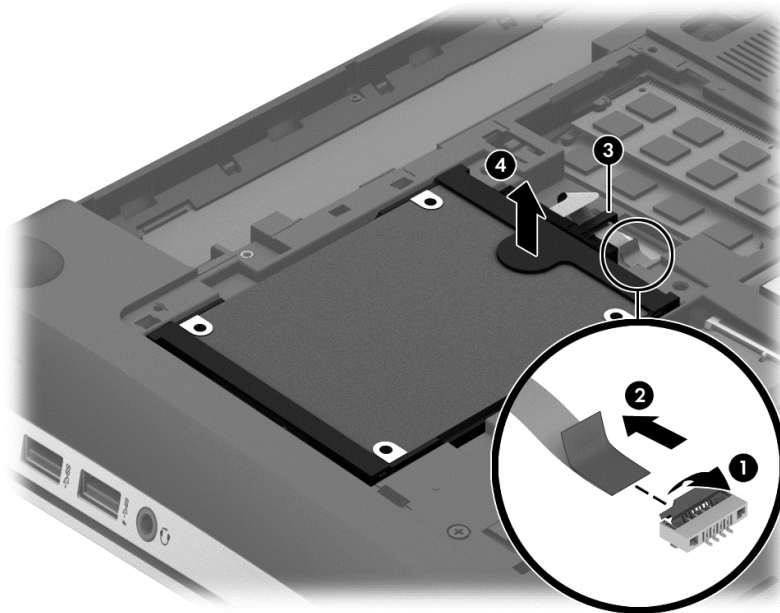
Before removing the hard drive, follow these steps:

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 battery (see [Battery on page 37](#)).
5. Remove the service cover (see [WLAN module on page 38](#)).

Remove the hard drive:

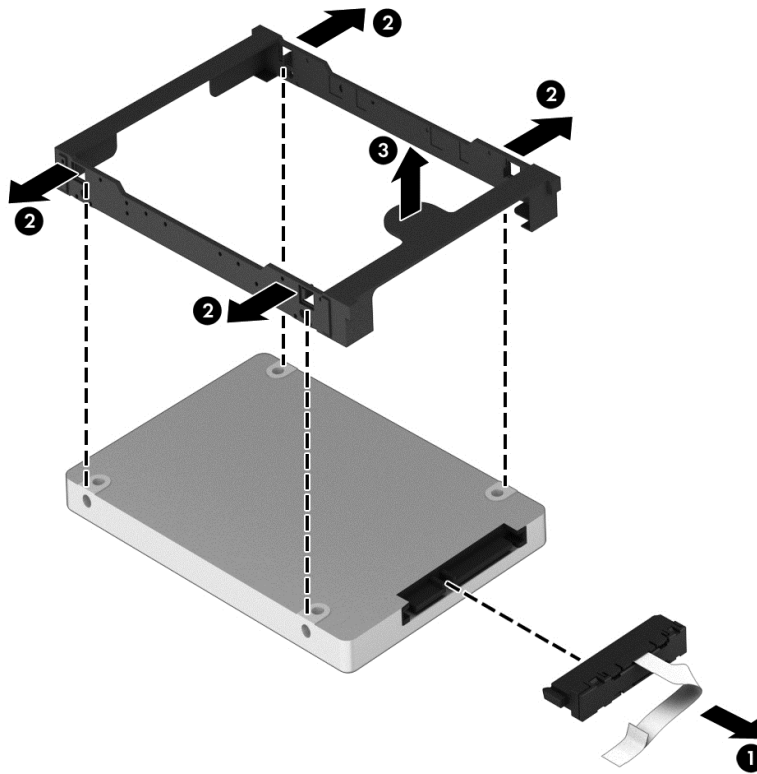
1. Release the zero insertion force (ZIF) connector **(1)** to which the hard drive connector cable is attached, and then disconnect the hard drive connector cable **(2)** from the system board.
2. Release the hard drive connector cable from the tab **(3)** in the base enclosure.

3. Lift up on the hard drive tab **(4)** to remove the hard drive from the hard drive bay.



4. If it is necessary to disassemble the hard drive, perform the following steps:
 - a. Position the hard drive with the connector toward you.
 - b. Disconnect the hard drive connector cable **(1)** from the hard drive.
 - c. Spread the left and right sides **(2)** of the hard drive bracket outward to separate the bracket from the hard drive.
 - d. Remove the hard drive bracket **(3)** from the hard drive.

The hard drive bracket and hard drive connector cable are available in the Hard Drive Hardware Kit, spare part number 718432-001.



Reverse this procedure to install the RTC battery.

Memory module

Description	Spare part number
8-GB (PC3L, 12800, 1600-MHz)	693374-001
4-GB (PC3L, 12800, 1600-MHz)	691740-001
2-GB (PC3L, 12800, 1600-MHz)	691739-001

Update BIOS before adding memory modules

Before adding new memory, make sure you update the computer to the latest BIOS.

CAUTION: Failure to update the computer to the latest BIOS prior to installing new memory may result in various system problems.

To update BIOS:

1. Navigate to www.hp.com.
2. Click **Support & Drivers > click Drivers & Software**.
3. In the **Enter a product name/number box**, type the computer model information, and then click **Search**.

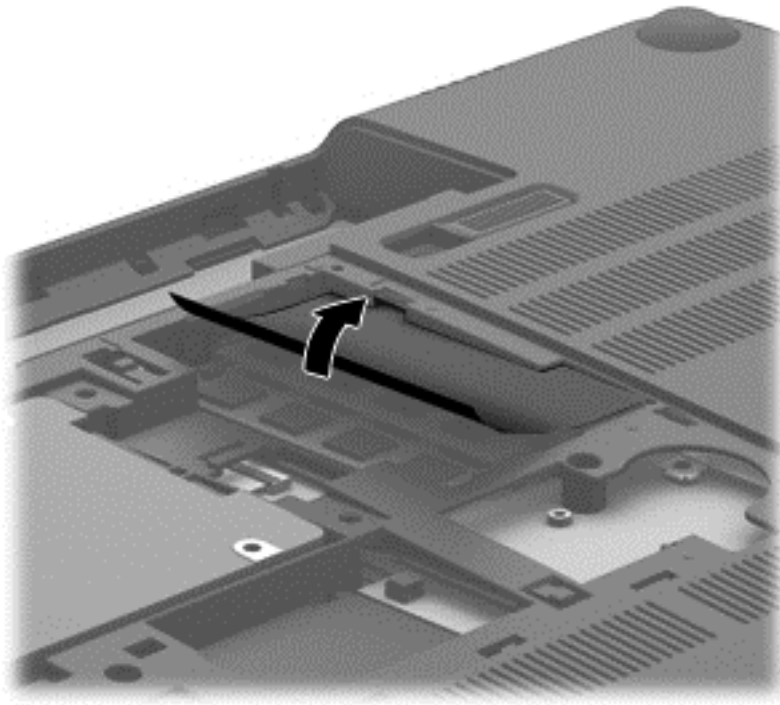
4. Click the link for the computer model.
5. Select the operating system, and then click **Next**.
6. Under **Step 2: Select a Download**, click the **BIOS** link.
7. Click the link for the most recent BIOS.
8. Click the **Download** button, and then follow the on-screen instructions.

Before removing a memory module, 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 battery (see [Battery on page 37](#)).
5. Remove the service cover (see [WLAN module on page 38](#)).

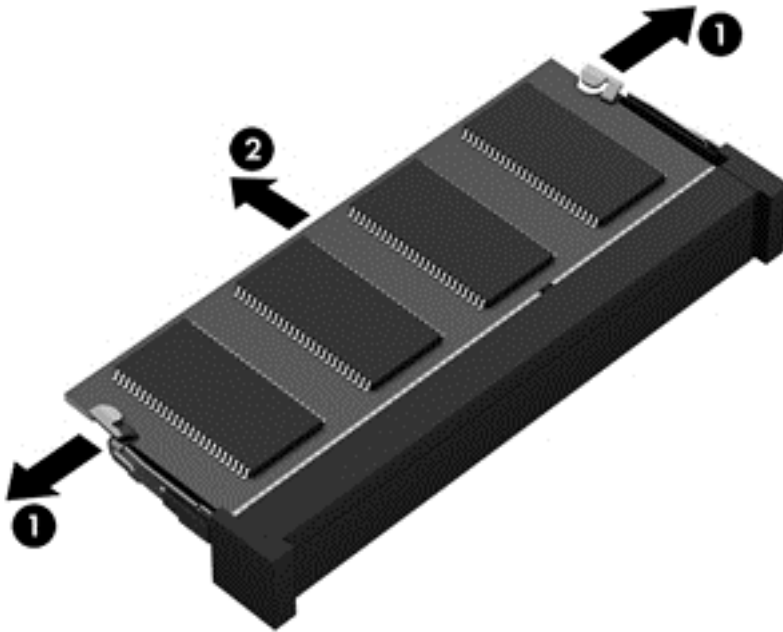
Remove the memory module:

1. Lift the left edge of the memory module shield and swing it up and to the right until the memory modules are accessible.




2. Spread the retaining tabs (**1**) on each side of the memory module slot to release the memory module. (The memory module tilts up.)

3. Remove the memory module **(2)** by pulling the module away from the slot at an angle.



Reverse this procedure to install a memory module.

6 Removal and replacement procedures for Authorized Service Provider 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.

 **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.

Component replacement procedures

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

There are as many as 94 screws that must be removed, replaced, and/or loosened when servicing the computer. Make special note of each screw size and location during removal and replacement.

RTC battery

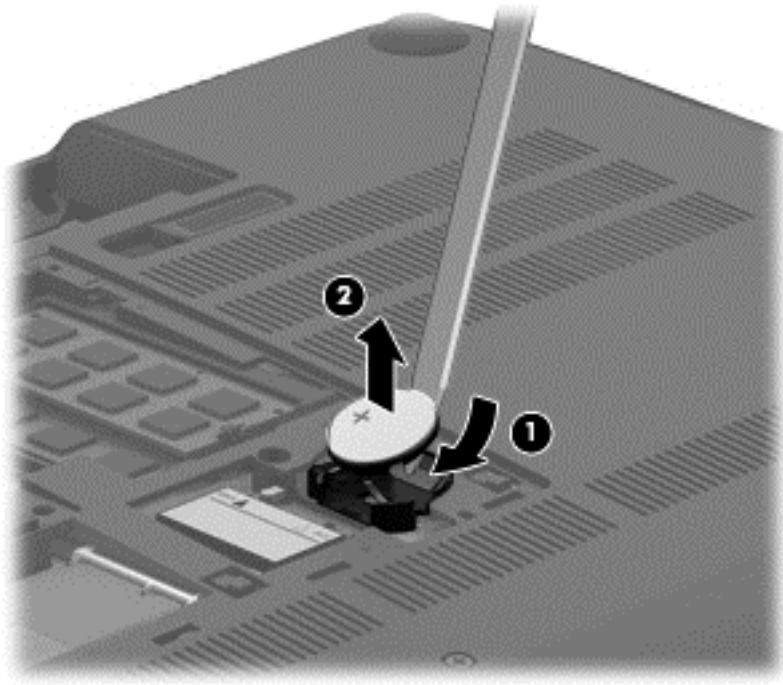
Description	Spare part number
For use only on computer models equipped with an AMD processor	651948-001
For use only on computer models equipped with an Intel processor	718440-001

Before removing the RTC battery, 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 battery (see [Battery on page 37](#)).
5. Remove the service cover (see [WLAN module on page 38](#)).

Remove the RTC battery:

- ▲ Use a thin, non-conductive tool **(1)** to remove the disc cell RTC battery **(2)** from the socket on the system board.



Reverse this procedure to install the RTC battery. When installing the disc cell RTC battery, make sure the "+" sign faces up.

Base enclosure

Description	Spare part number
For use only on computer models equipped with an AMD processor	760035-001
For use only on computer models equipped with an Intel processor	774152-001

Before removing the base enclosure, follow these steps:

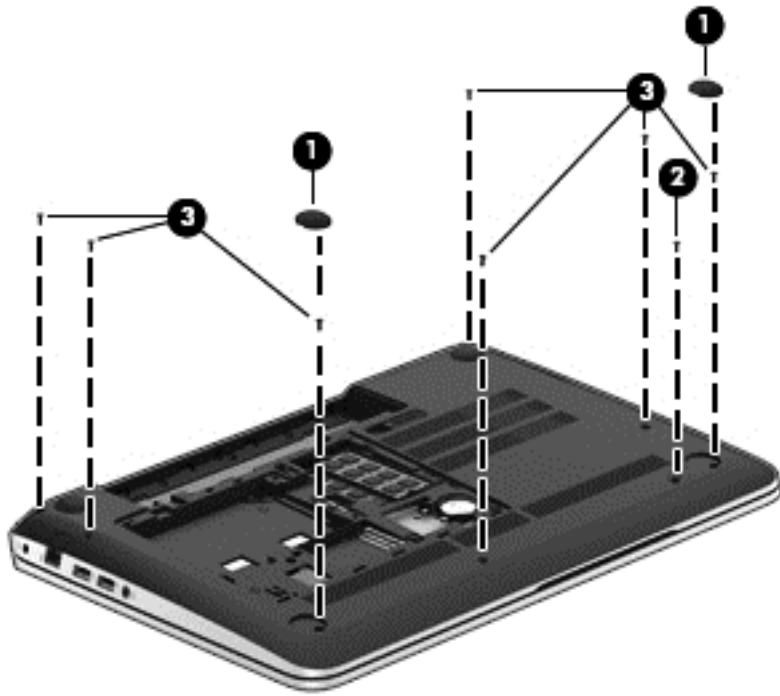
1. Turn off the computer. If you are unsure whether the computer is off or in Hibernation, turn the computer on, and then shut it down through the operating system.
2. Disconnect the power from the computer by unplugging the power cord from the computer.
3. Disconnect all external devices from the computer.
4. Remove the battery (see [Battery on page 37](#)).
5. Remove the solid-state drive (see [WLAN module on page 38](#)).
6. Remove the hard drive (see [Hard drive on page 41](#)).

Remove the base enclosure:

1. Remove the front rubber feet **(1)**.
2. Remove the screw cover **(2)**.

The front rubber feet and the screw cover are included in the Rubber Kit, spare part number 720559-001.

3. Remove the eight Phillips PM2.5×5.5 screws **(2)** that secure the base enclosure to the computer.

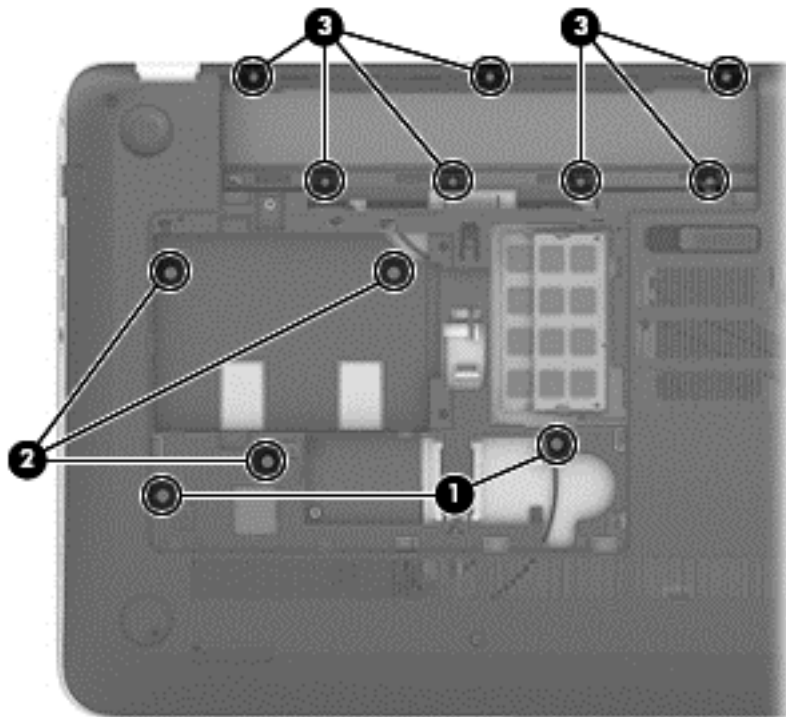


4. Remove the following screws:

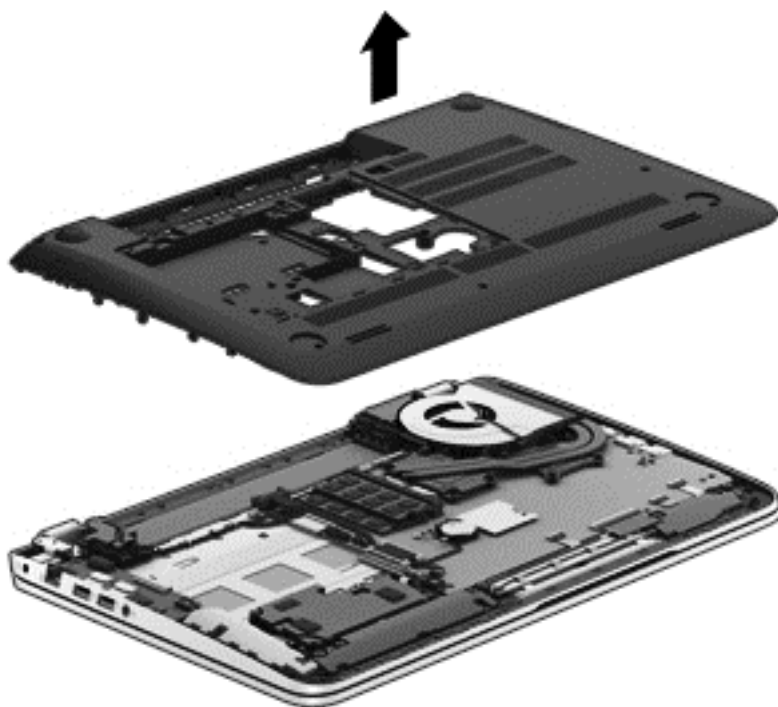
(1) Two Phillips PM2.5×5.5 screws under the front edge of the service cover

(2) Three Phillips PM2.5×3.0 screws in the hard drive bay

(3) Seven Phillips PM1.5×2.0 screws in the battery bay



5. Remove the base enclosure.



Reverse this procedure to install the base enclosure.

Display assembly

Description	Spare part number
15.6-in, BrightView, FHD, LED, TouchScreen display assembly for use on all computer models	720550-001
15.6-in, BrightView, HD, LED, TouchScreen display assembly for use on all computer models	720549-001
15.6-in, BrightView, FHD, LED, non-TouchScreen display assembly for use only on computer models equipped with an Intel processor	720552-001
15.6-in, BrightView, HD, LED, non-TouchScreen display assembly for use only on computer models equipped with an Intel processor	720551-001

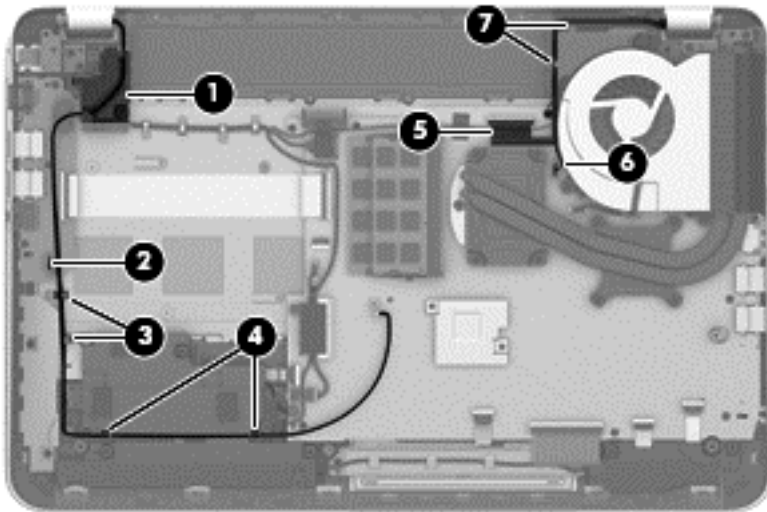
To remove the display assembly and access the display assembly subcomponents, follow these steps:

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 battery (see [Battery on page 37](#)).
5. Disconnect the wireless antenna cables from the WLAN module (see [WLAN module on page 38](#)).

6. Remove the hard drive (see [Hard drive on page 41](#)).
7. Remove the base enclosure (see [Base enclosure on page 48](#)).

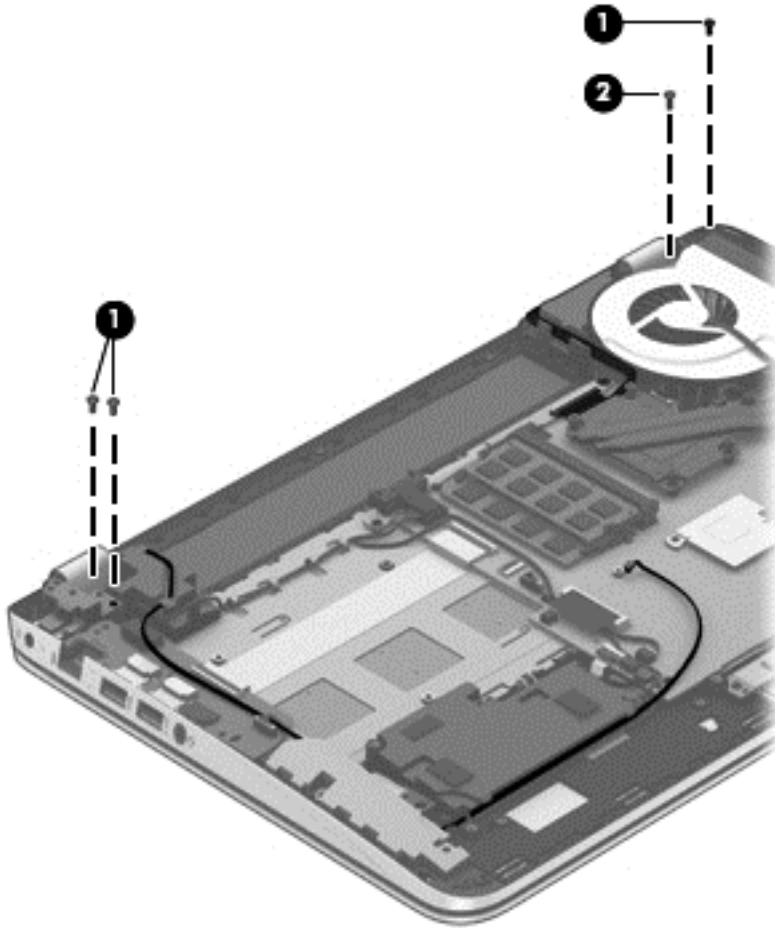
Remove the display assembly:

1. Release the wireless antenna cables from the retention clips built into the left rear speaker **(1)**, connector board **(2)**, and top cover **(3)**.
2. Release the wireless antenna cables from the retention clips **(4)** built into the subwoofer.
3. Release the ZIF connector to which the display panel cable is attached, and then disconnect the display panel cable **(5)** from the system board.
4. Disconnect the the webcam/microphone module cable **(6)** from the system board.
5. Release the display panel cable and the webcam/microphone module cable from the clips and routing channel built into the right rear speaker **(7)**.



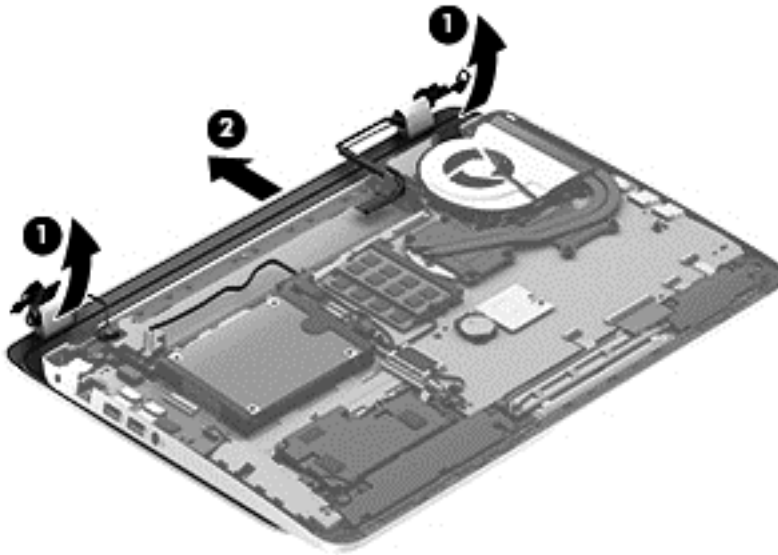
6. Remove the three Phillips PM2.5×4.5 screws **(1)** (two on the left hinge, one on the right hinge) that secure the display assembly to the top cover.

7. Remove the Phillips PM2.5×6.5 screw **(2)** on the right hinge that secures the display assembly to the top cover.



8. Open the display hinges **(1)** as far as they will open.

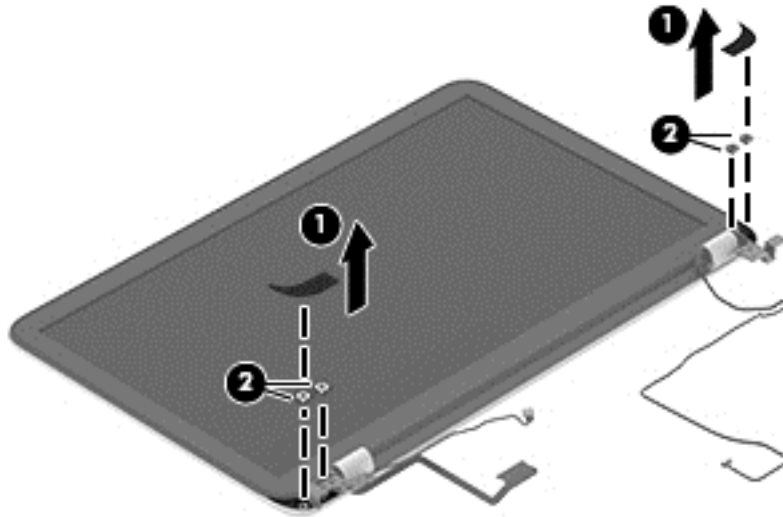
9. Remove the display assembly **(2)** from the computer.



 **NOTE:** Steps 10 through 16 apply only to computer models equipped with an Intel processor.

10. If it is necessary to replace the display bezel or any of the display assembly subcomponents:
 - a. Remove the two screw covers **(1)** and the four Phillips PM2.5×3.2 broad head screws **(2)** that secure the display bezel to the display assembly.

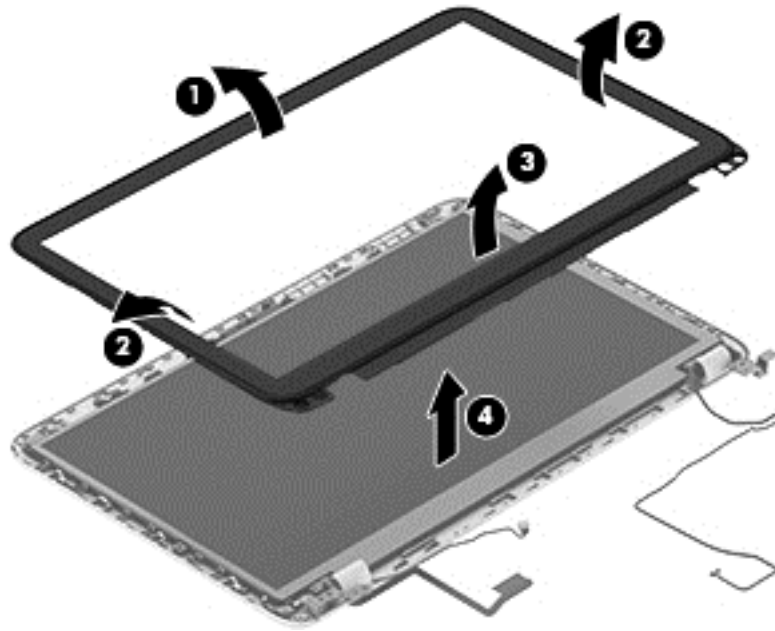
The screw covers are available in the Rubber Kit, spare part number 720559-001.



- b. Flex the inside edges of the top edge **(1)**, the left and right sides **(2)**, and the bottom edge **(3)** of the display bezel until the bezel disengages from the display enclosure.

- c. Remove the display bezel **(4)**.

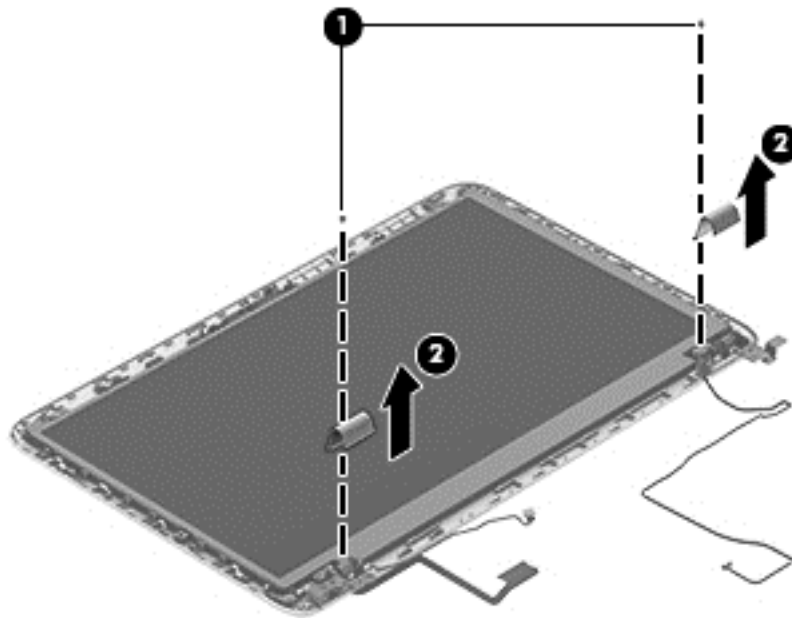
The display bezel is available using spare part number 720535-001.



- 11. If it is necessary to replace the display hinge covers:

- a. Remove the four Phillips PM2.0x2.9 screws **(1)** that secure the display hinge covers to the display enclosure.
- b. Remove the display hinge covers **(2)**.

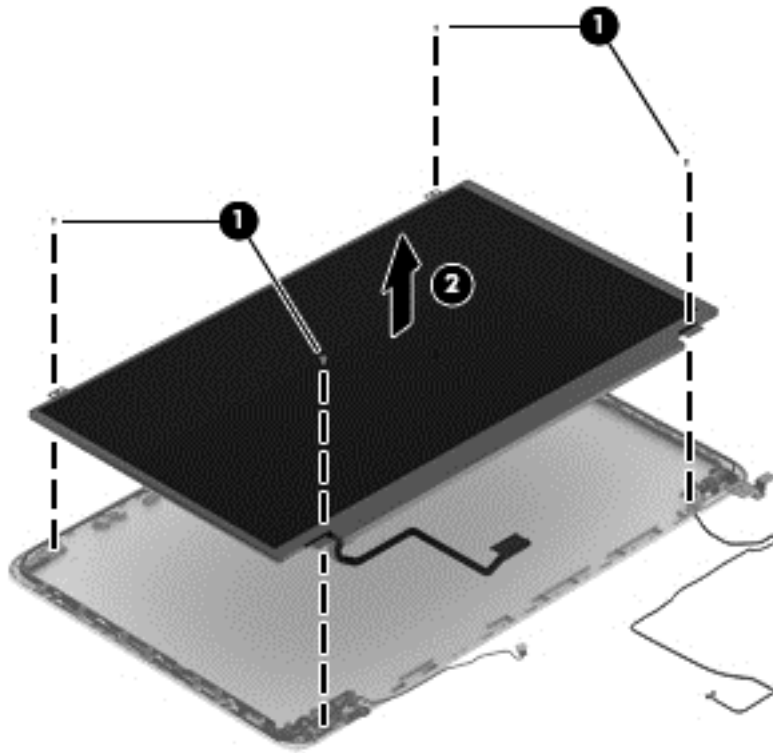
The display hinge covers are available using spare part number 720548-001.



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

- a.** Remove the four Phillips PM2.0x2.9 screws **(1)** that secure the display panel to the display enclosure.
- b.** Lift the display panel **(2)** straight up and remove it from the display enclosure.

The display panel is available using spare part numbers 720557-001 (15.6-in, BrightView, FHD, LED, non-TouchScreen display panel) and 720556-001 (15.6-in, BrightView, HD, LED, non-TouchScreen display panel).

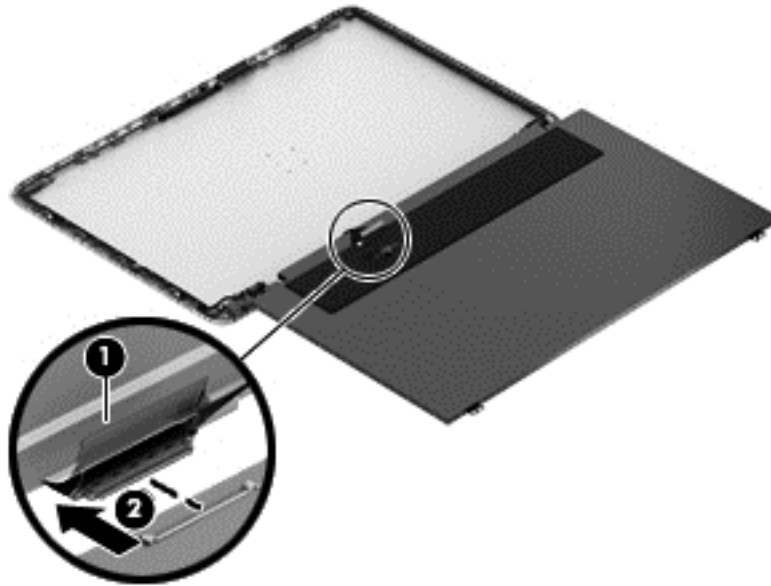


13. If it is necessary to replace the display panel cable:

⚠ CAUTION: Before turning the display panel upside down, make sure the work surface is clear of tools, screws, and any other foreign objects. Failure to follow this caution can result in damage to the display panel.

- a.** Turn the display panel upside down with the bottom edge toward you.

- b. Release the adhesive strip **(1)** that secures the display panel cable to the display panel, and then disconnect the display panel cable **(2)** from the display panel.



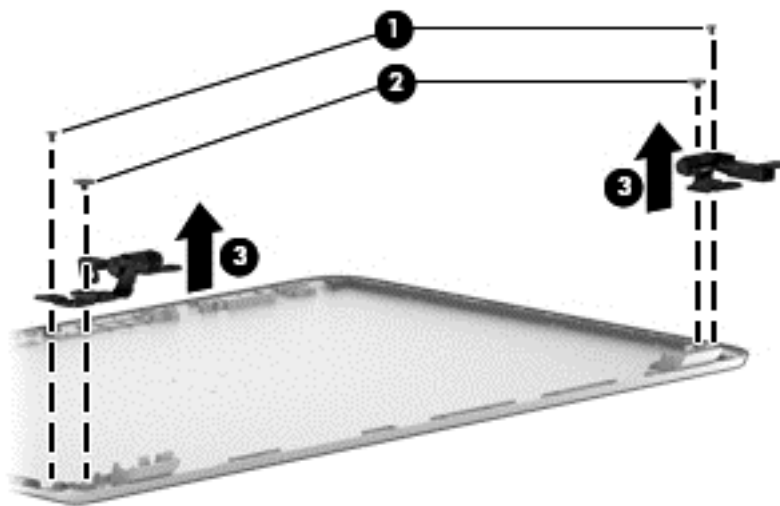
- c. Remove the display panel cable.

The display panel cable is available using spare part number 720536-001.

14. If it is necessary to replace the display hinges and brackets:

- a. Remove the two Phillips PM2.0×2.9 screws **(1)** and the two Phillips PM2.5×3.2 broad head screws **(2)** that secure the display hinges to the display enclosure.
- b. Remove the display hinges **(3)**.

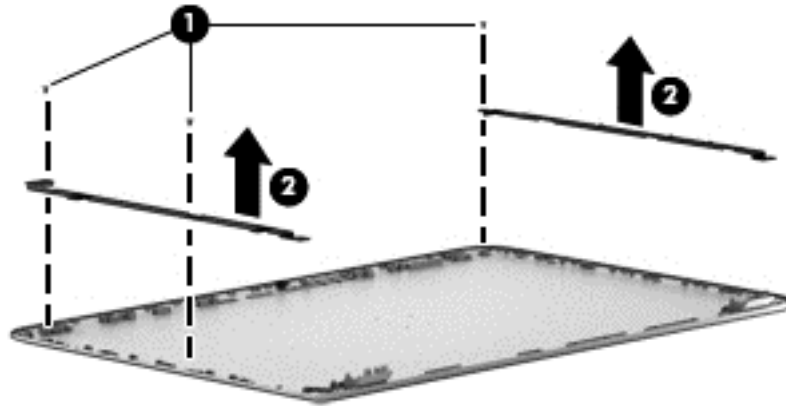
The display hinges are available using spare part number 720548-001.



- c. Remove the three Phillips PM2.0×2.9 screws **(1)** that secure the left and right display hinge brackets to the display enclosure.

- d. Remove the left and right display hinge brackets (2).

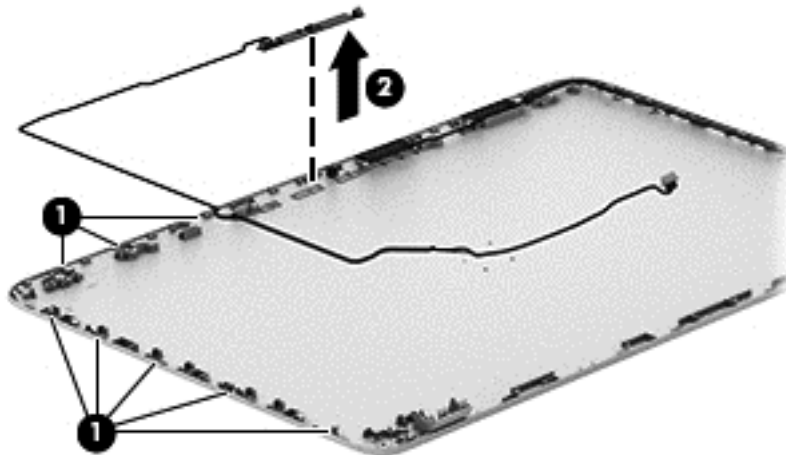
The display hinge brackets are available using spare part number 720548-001.



15. If it is necessary to replace the webcam/microphone module:

CAUTION: Handle the webcam/microphone module with caution. This module has a thin profile and is susceptible to damage when not handled carefully.

- Release the webcam/microphone module cable (1) from the clips and routing channel built into the left and top edges of the display enclosure.
- Detach the webcam/microphone module (2) from the display enclosure. (The webcam/microphone module is attached to the display enclosure with double-sided adhesive.)



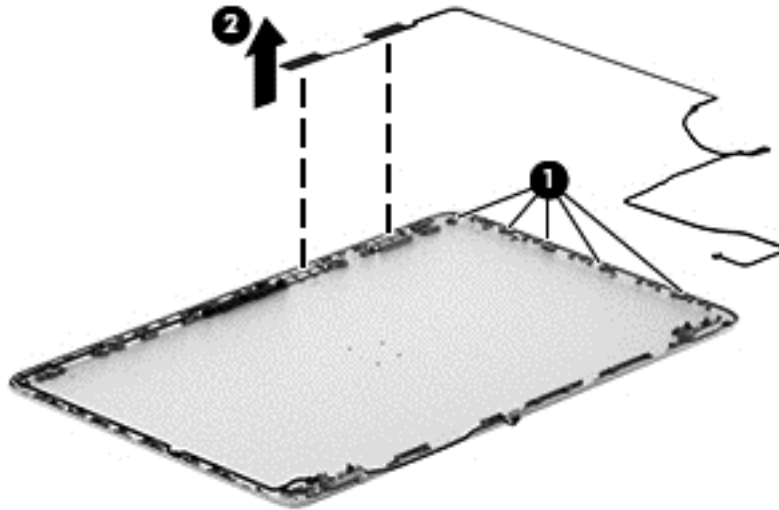
- Remove the webcam/microphone module.

The webcam/microphone module is available using spare part number 720273-001, and includes the webcam/microphone module cable.

16. If it is necessary to replace the wireless antenna:

- Release the wireless antenna cables from the clips (1) and routing channel built into the right edge of the display enclosure.

- b. Detach the wireless antenna transceivers **(2)** from the display enclosure. (The wireless antenna transceivers are attached to the display enclosure with double-sided adhesive.)



- c. Remove the wireless antenna.

The wireless antenna are available using spare part number 720532-001.

Reverse this procedure to reassemble and install the display assembly.

Fan

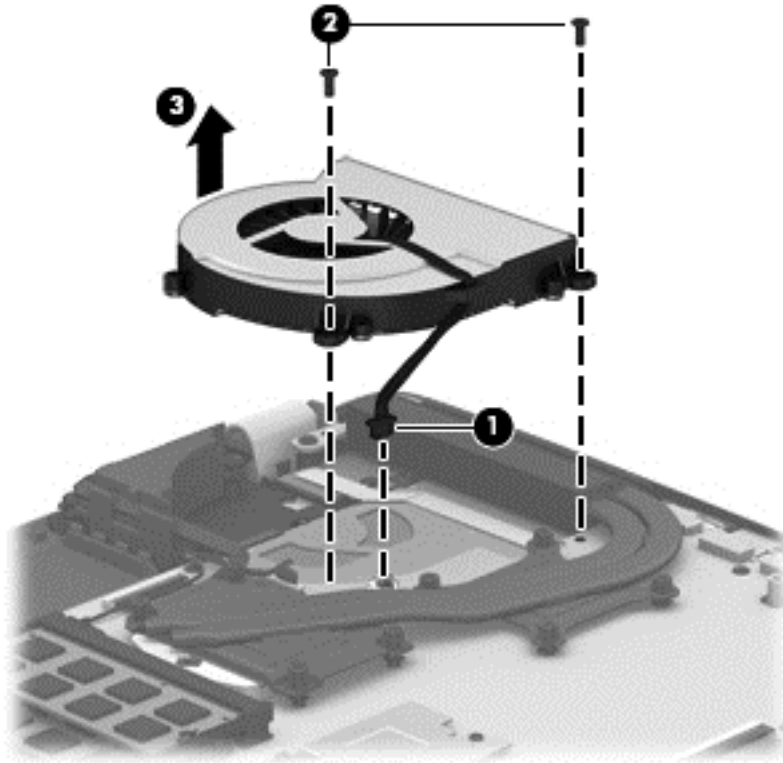
Description	Spare part number
Fan (includes cable)	720235-001

Before removing the fan, 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 battery (see [Battery on page 37](#)), and then remove the following components:
 - a. Service cover (see [WLAN module on page 38](#))
 - b. Hard drive (see [Hard drive on page 41](#))
 - c. Base enclosure (see [Base enclosure on page 48](#))
 - d. Display assembly (see [Display assembly on page 51](#))

Remove the fan:

1. Disconnect the fan cable **(1)** from the system board.
2. Remove the two Phillips PM2.5×4.5 screws **(2)** that secure the fan to the top cover.
3. Remove the fan **(3)**.



Reverse this procedure to install the fan.

System board




NOTE: The system board spare part kit includes replacement thermal material.

Description	Spare part number
For use only with an AMD A10-5750M 2.50-GHz processor (spare part number 713548-001); equipped with the Windows 8 Standard operating system	760042-501
For use only with an AMD A10-5750M 2.50-GHz processor (spare part number 713548-001); equipped with a non-Windows 8 Standard operating system	760042-001
Equipped with an AMD A10-7300 2.0-GHz processor (turbo up to 3.20-GHz; SOC, 4.0-MB L2 cache, quad core, 19 W) and the Windows 8 Standard operating system	760043-501
Equipped with an AMD A10-7300 2.0-GHz processor (turbo up to 3.20-GHz; SOC, 4.0-MB L2 cache, quad core, 19 W) and a non-Windows 8 Standard operating system	760043-001

Description	Spare part number
For use only on computer models equipped with an Intel processor, a graphics subsystem with discrete memory, and the Windows 8 Professional operating system	765736-601
For use only on computer models equipped with an Intel processor, a graphics subsystem with discrete memory, and the Windows 8 Professional Standard system	765736-501
For use only on computer models equipped with an Intel processor, a graphics subsystem with discrete memory, and a non-Windows 8 operating system	765736-001
For use only on computer models equipped with an Intel processor, a graphics subsystem with UMA memory, and the Windows 8 Professional operating system	760289-601
For use only on computer models equipped with an Intel processor, a graphics subsystem with UMA memory, and the Windows 8 Standard operating system	760289-501
For use only on computer models equipped with an Intel processor, a graphics subsystem with UMA memory, and a non-Windows 8 operating system	760289-001

Before removing the system board, follow these steps:

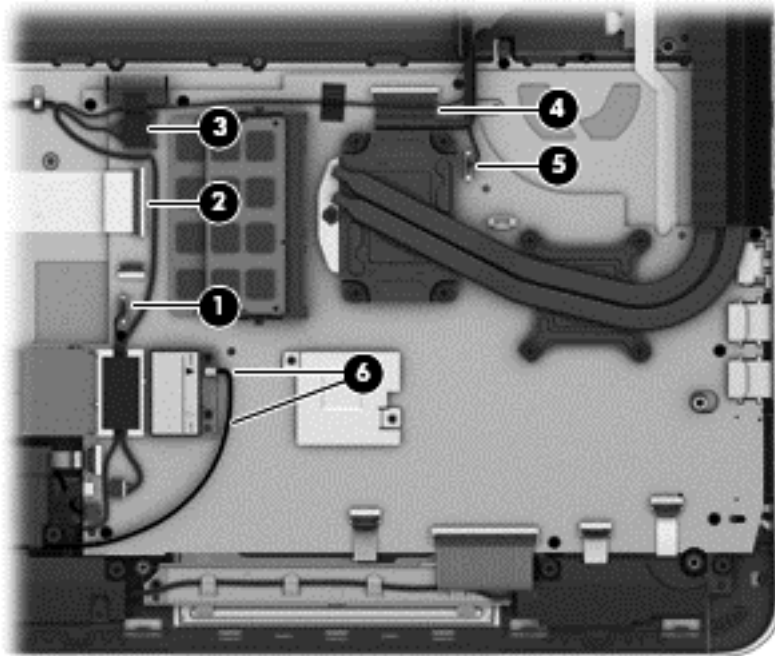
1. Turn off the computer. If you are unsure whether the computer is off or in Hibernation, turn the computer on, and then shut it down through the operating system.
2. Disconnect the power from the computer by unplugging the power cord from the computer.
3. Disconnect all external devices from the computer.
4. Remove the battery (see [Battery on page 37](#)), and then remove the following components:
 - a. Service cover (see [WLAN module on page 38](#))
 - b. Hard drive (see [Hard drive on page 41](#))
 - c. Base enclosure (see [Base enclosure on page 48](#))
 - d. Display assembly (see [Display assembly on page 51](#))
 - e. Fan (see [Fan on page 59](#))

 **NOTE:** When replacing the system board, be sure that the following components are removed from the defective system board and installed on the replacement system board:

- Memory module (see [Memory module on page 43](#))
- Heat sink (see [Heat sink on page 65](#))
- Processor (see [Processor on page 67](#))

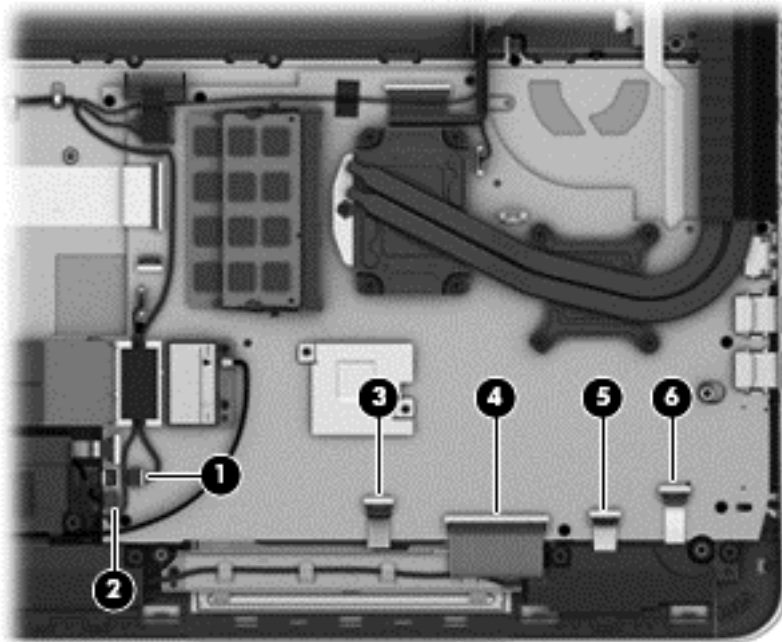
Remove the system board:

1. Disconnect the following cables from the system board:
 - (1) Connector board cable
 - (2) Connector board ribbon cable
 - (3) Power connector cable
 - (4) Display panel cable
 - (5) Webcam/microphone module cable
 - (6) Wireless antenna cables

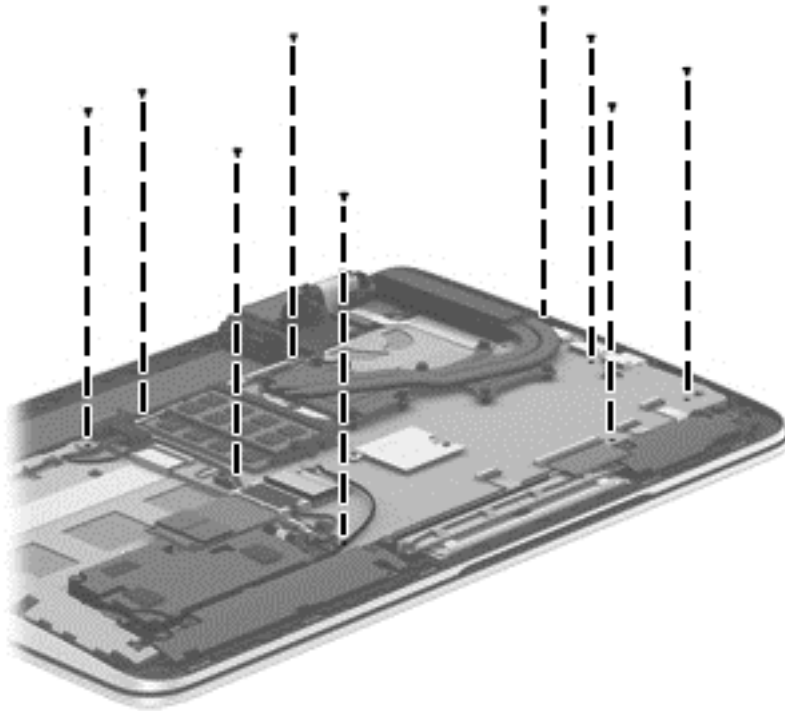


2. Disconnect the following cables from the system board:

- (1)** Speaker cable
- (2)** Subwoofer cable
- (3)** TouchPad cable
- (4)** Keyboard cable
- (5)** Keyboard backlight cable
- (6)** Power button board cable



3. Remove the nine Phillips PM2.0×2.9 screws that secure the system board to the top cover.



4. Lift the left side of the system board **(1)** until it rests at an angle.
5. Remove the system board **(2)** by sliding it up and to the left an angle.



Reverse this procedure to install the system board.

Heat sink



NOTE: The heat sink spare part kit includes replacement thermal material.

Description	Spare part number
For use only with system boards with spare part numbers 760043-501 and 760043-001.	764034-001
For use only with system boards with spare part numbers 760042-501 and 760042-001.	720539-001
For use only on computer models equipped with an Intel processor and a graphics subsystem with discrete memory	765737-001
For use only on computer models equipped with an Intel processor and a graphics subsystem with UMA memory	720541-001


Before removing the heat sink, follow these steps:

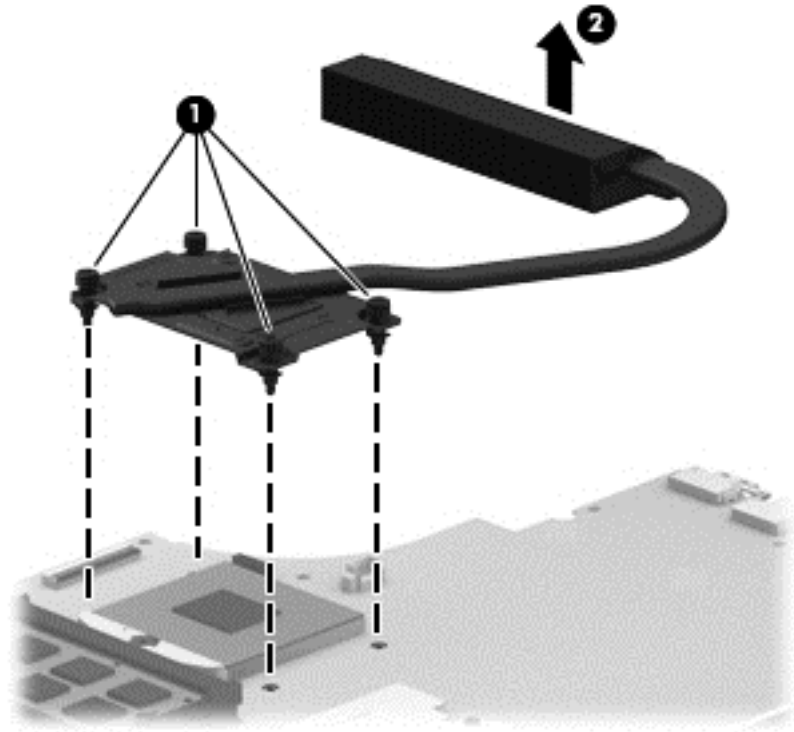
1. Turn off the computer. If you are unsure whether the computer is off or in Hibernation, turn the computer on, and then shut it down through the operating system.
2. Disconnect the power from the computer by unplugging the power cord from the computer.
3. Disconnect all external devices from the computer.
4. Remove the battery (see [Battery on page 37](#)), and then remove the following components:
 - a. Service cover (see [WLAN module on page 38](#))
 - b. Hard drive (see [Hard drive on page 41](#))
 - c. Base enclosure (see [Base enclosure on page 48](#))
 - d. Display assembly (see [Display assembly on page 51](#))
 - e. Fan (see [Fan on page 59](#))
 - f. System board (see [System board on page 60](#))


Remove the heat sink:

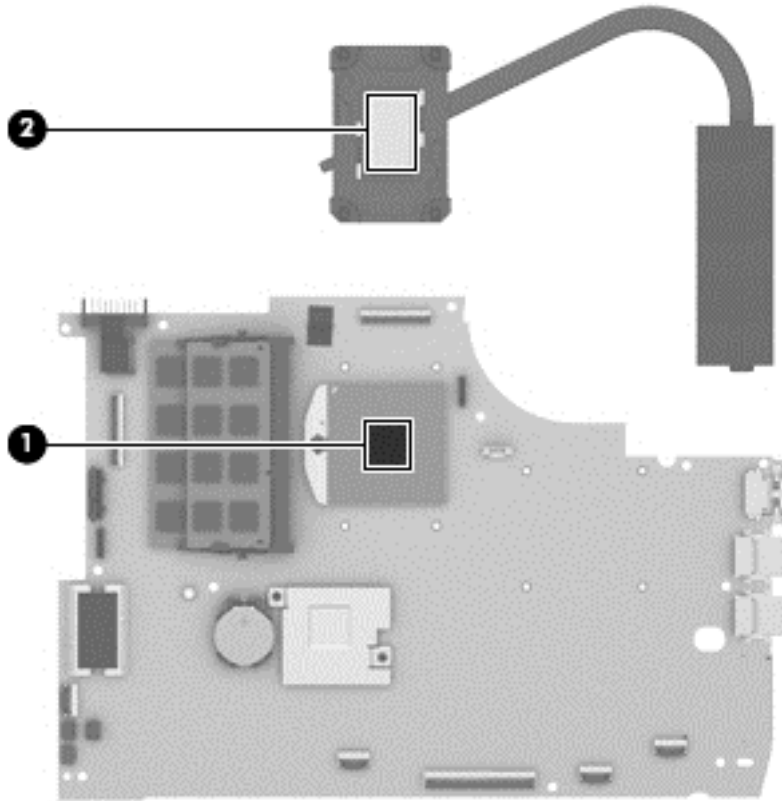
1. Turn the system board upside down, with the front toward you.
2. Following the 1 through 4 sequence stamped into the heat sink, loosen the four Phillips PM2.0×11.0 captive screws **(1)** that secure the heat sink to the system board.

3. Remove the heat sink **(2)**.

 **NOTE:** Due to the adhesive quality of the thermal material located between the heat sink and the system board components, it may be necessary to move the heat sink from side to side to detach it.




 **NOTE:** The thermal material must be thoroughly cleaned from the surfaces of the heat sink and the system board components each time the heat sink is removed. Replacement thermal material is included with the heat sink, processor, and system board spare part kits. Thermal paste is used on the processor **(1)** and the heat sink section **(2)** that services it.



Reverse this procedure to install the heat sink.

Processor

 **NOTE:** The processor spare part kit includes replacement thermal material.

Description	Spare part number
AMD A10-5750M 2.50-GHz processor (turbo up to 3.50-GHz; 1600-MHz FSB, 4.0- MB L2 cache, DDR3, quad core, 35 W)	713548-001
NOTE: This processor is intended only for use with system boards with spare part numbers 760042-501 and 760042-001.	
Intel Core i5-4200M 2.50-GHz (SC turbo up to 3.10-GHz) processor (1600-MHz FSB, 3.0-MB L3 cache, dual core, 37 W)	737328-001


Before removing the processor, follow these steps:

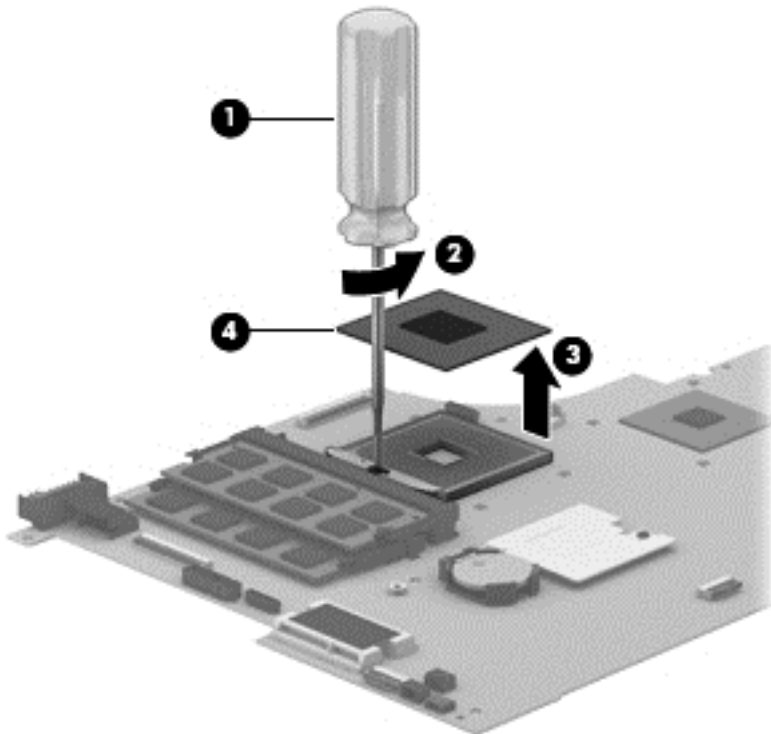
1. Turn off the computer. If you are unsure whether the computer is off or in Hibernation, turn the computer on, and then shut it down through the operating system.
2. Disconnect the power from the computer by unplugging the power cord from the computer.

3. Disconnect all external devices from the computer.
4. Remove the battery (see [Battery on page 37](#)), and then remove the following components:
 - a. Service cover (see [WLAN module on page 38](#))
 - b. Hard drive (see [Hard drive on page 41](#))
 - c. Base enclosure (see [Base enclosure on page 48](#))
 - d. Display assembly (see [Display assembly on page 51](#))
 - e. Fan (see [Fan on page 59](#))
 - f. System board (see [System board on page 60](#))
 - g. Heat sink (see [Heat sink on page 65](#))

Remove the processor:

1. Use a flat-bladed screw driver **(1)** to turn the processor locking screw one-half turn counterclockwise **(2)**, until you hear a click.
2. Lift the processor **(3)** straight up, and remove it.

 **NOTE:** The gold triangle **(4)** on the processor must be aligned with the triangle icon embossed on the processor socket when you install the processor.



Reverse this procedure to install the processor.

Connector board



NOTE: The connector board spare part kit includes the audio jack, RJ-45 jack, USB port, and 2 cables.

Description	Spare part number
For use only on computer models equipped with an AMD processor	760038-001
For use only on computer models equipped with an Intel processor and a graphics subsystem with discrete memory	765146-001
For use only on computer models equipped with an Intel processor and a graphics subsystem with UMA memory	765145-001

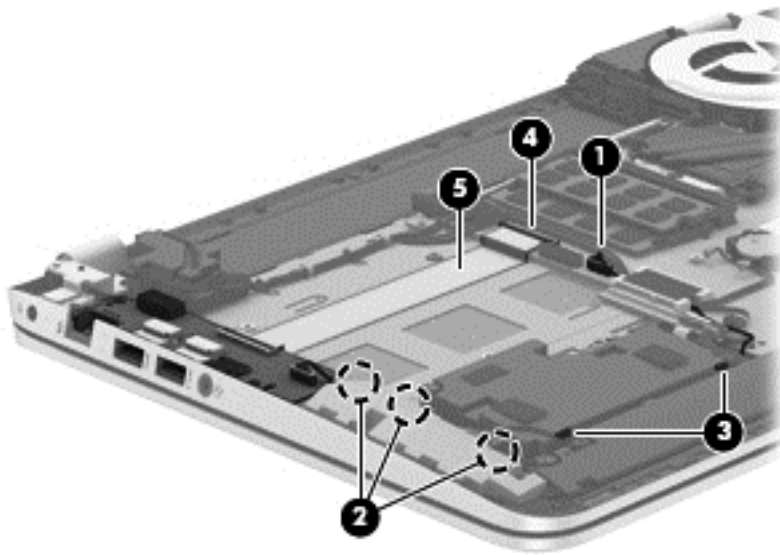
Before removing the connector board, follow these steps:

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 battery (see [Battery on page 37](#)), and then remove the following components:
 - a. Service cover (see [WLAN module on page 38](#))
 - b. Hard drive (see [Hard drive on page 41](#))
 - c. Base enclosure (see [Base enclosure on page 48](#))

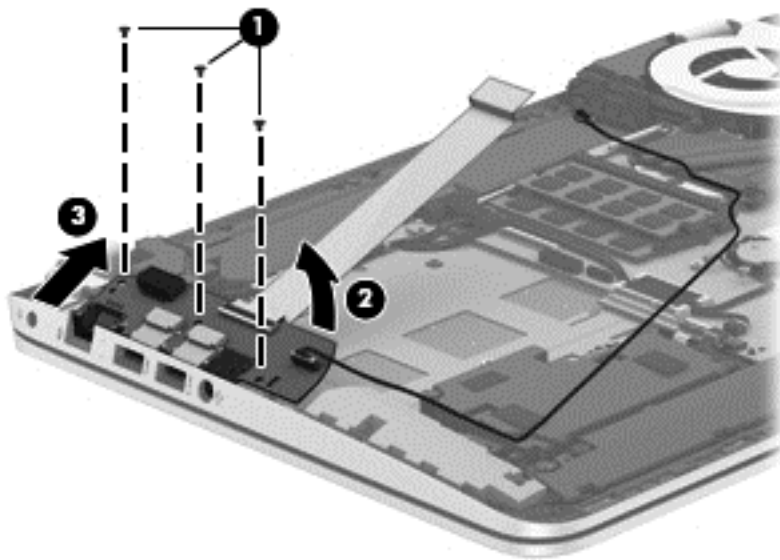
Remove the connector board:

1. Disconnect the connector board cable **(1)** from the system board.
2. Release the connector board cable from the retention clips built into the top cover **(2)** and the subwoofer **(3)**.
3. Release the ZIF connector **(4)** to which the connector board ribbon cable is attached, and then disconnect the connector board ribbon cable from the system board.

4. Detach the connector board ribbon cable **(5)** from the base enclosure. (The connector board ribbon cable is attached to the top cover with double-sided tape.)



5. Remove the three Phillips PM2.0×2.9 screws **(1)** that secure the connector board to the top cover.
6. Lift the right side of the connector board **(2)** until it rests at an angle.
7. Remove the connector board **(3)** by sliding it up and to the right at an angle.



Reverse this procedure to install the connector board.

Power connector cable

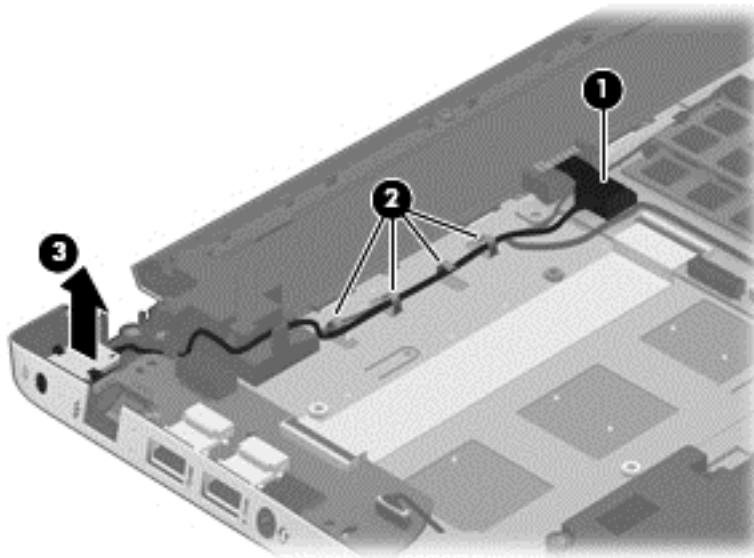
Description	Spare part number
Power connector cable	720537-001

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 battery (see [Battery on page 37](#)), and then remove the following components:
 - a. Service cover (see [WLAN module on page 38](#))
 - b. Hard drive (see [Hard drive on page 41](#))
 - c. Base enclosure (see [Base enclosure on page 48](#))

Remove the power connector cable:

1. Disconnect the power cable **(1)** from the system board.
2. Release the power connector cable from the clips **(2)** built into the keyboard shield.
3. Release the power connector **(3)** from the clips and mold built into the top cover.



4. Remove the power connector cable.

Reverse this procedure to install the power connector cable.

Subwoofer

Description	Spare part number
Subwoofer (includes cable and 3 isolators)	720563-001


Before removing the subwoofer, follow these steps:

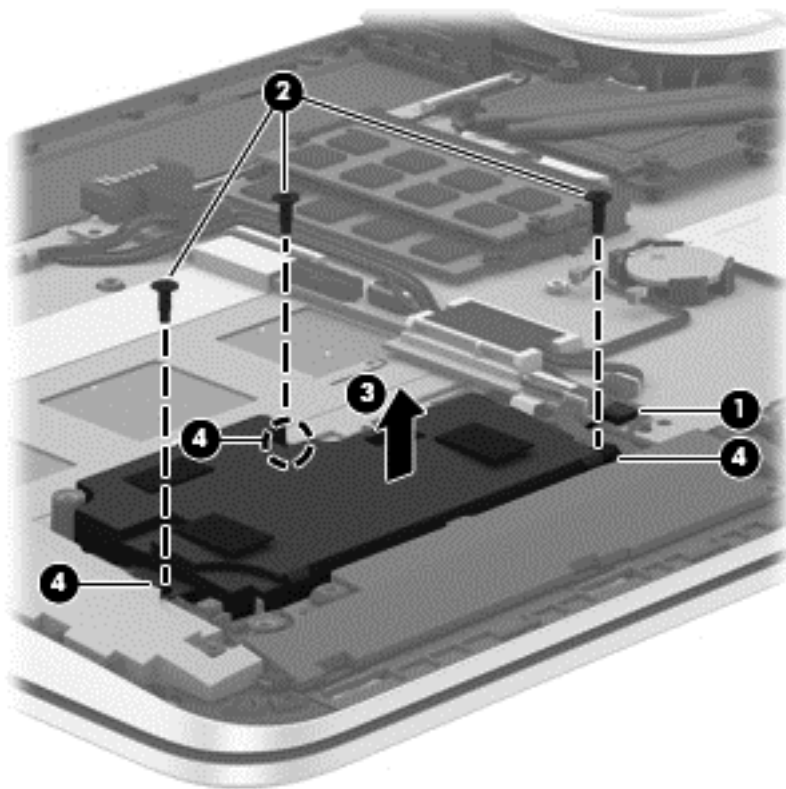
1. Turn off the computer. If you are unsure whether the computer is off or in Hibernation, turn the computer on, and then shut it down through the operating system.
2. Disconnect the power from the computer by unplugging the power cord from the computer.
3. Disconnect all external devices from the computer.
4. Remove the battery (see [Battery on page 37](#)), and then remove the following components:
 - a. Service cover (see [WLAN module on page 38](#))
 - b. Hard drive (see [Hard drive on page 41](#))
 - c. Base enclosure (see [Base enclosure on page 48](#))

Remove the subwoofer:

1. Disconnect the subwoofer cable **(1)** from the system board.
2. Remove the three Phillips PM2.5×6.2 screws **(2)** that secure the subwoofer to the top cover.

3. Remove the subwoofer **(3)**.

 **NOTE:** The subwoofer includes three rubber isolators **(4)**. These isolators are crucial to the performance of the subwoofer.



Reverse this procedure to install the subwoofer.

Speakers

Description	Spare part number
Speakers (include left and right speakers, 2 cables, and 4 isolators)	720561-001


Before removing the speakers, follow these steps:

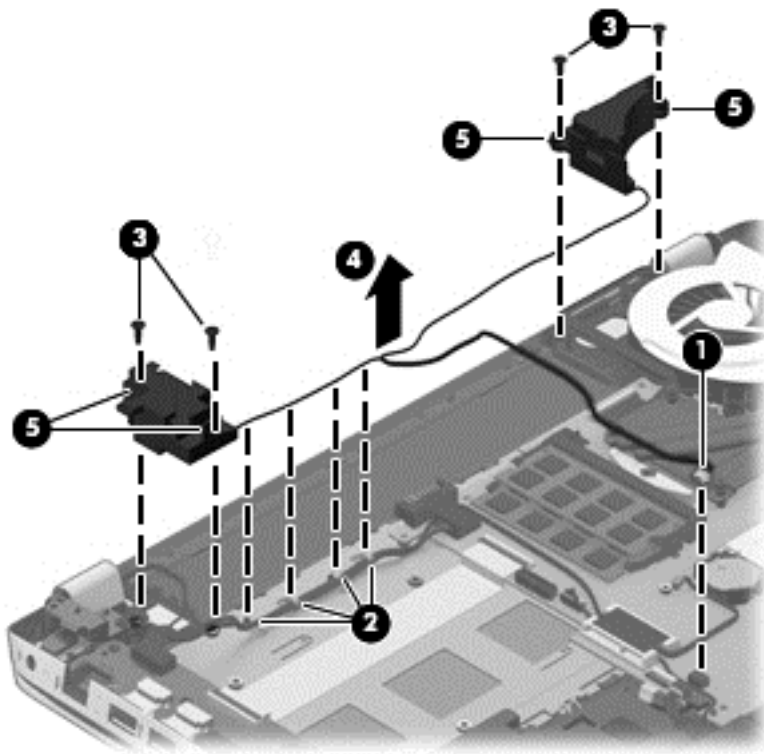
1. Turn off the computer. If you are unsure whether the computer is off or in Hibernation, turn the computer on, and then shut it down through the operating system.
2. Disconnect the power from the computer by unplugging the power cord from the computer.
3. Disconnect all external devices from the computer.
4. Remove the battery (see [Battery on page 37](#)), and then remove the following components:
 - a. Service cover (see [WLAN module on page 38](#))
 - b. Hard drive (see [Hard drive on page 41](#))
 - c. Base enclosure (see [Base enclosure on page 48](#))

Remove the speakers:

1. Disconnect the speaker cable **(1)** from the system board.
2. Release the speaker cables from the clips **(2)** and routing channel built into the top cover.
3. Remove the four Phillips PM2.5×6.2 screws **(3)** that secure the speakers to the top cover.

4. Remove the speakers (4).

 **NOTE:** The speakers includes four rubber isolators (5). These isolators are crucial to the performance of the speakers.



Reverse this procedure to install the speakers.

TouchPad assembly

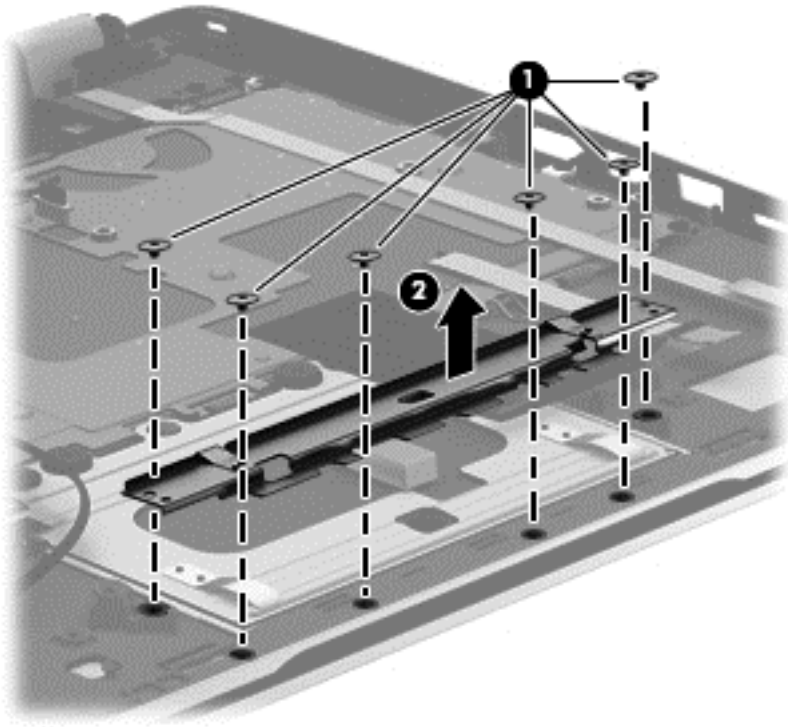
Description	Spare part number
TouchPad assembly (includes TouchPad bracket, TouchPad button board, TouchPad, and cables)	760041-001

Before removing the TouchPad, follow these steps:

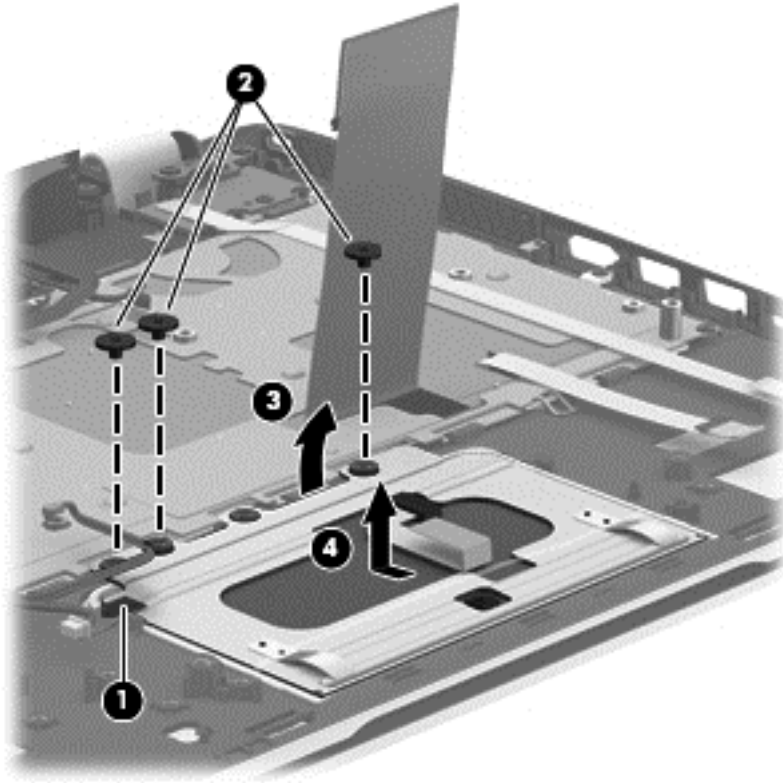
1. Turn off the computer. If you are unsure whether the computer is off or in Hibernation, turn the computer on, and then shut it down through the operating system.
2. Disconnect the power from the computer by unplugging the power cord from the computer.
3. Disconnect all external devices from the computer.
4. Remove the battery (see [Battery on page 37](#)), and then remove the following components:
 - a. Service cover (see [WLAN module on page 38](#))
 - b. Hard drive (see [Hard drive on page 41](#))
 - c. Base enclosure (see [Base enclosure on page 48](#))
 - d. System board (see [System board on page 60](#))

Remove the TouchPad:

1. Remove the six Phillips PM2.0×2.9 screws **(1)** that secure the TouchPad bracket to the top cover.
2. Remove the TouchPad bracket **(2)**.



3. Release the grounding tape **(1)** that connects the TouchPad to the top cover.
4. Remove the three Phillips PM2.5x2.5 broad head screws **(2)** that secure the TouchPad to the top cover.
5. Lift the rear edge of the TouchPad **(3)** until it rests at an angle.
6. Slide the TouchPad **(4)** toward the back of the top cover, and then lift the TouchPad straight up and remove it.



Reverse this procedure to install the TouchPad.

Power button board

Description	Spare part number
Power button board (includes cable)	720553-001

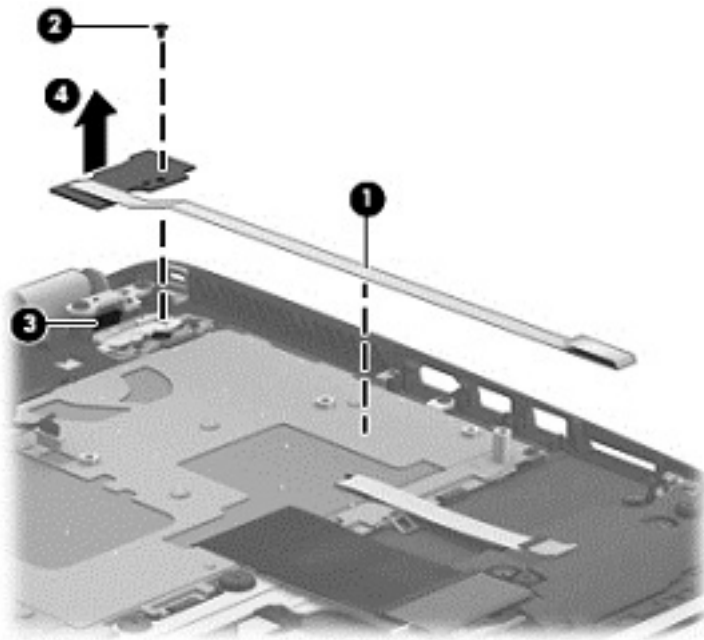
Before removing the power button board, follow these steps:

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 battery (see [Battery on page 37](#)), and then remove the following components:
 - a. Service cover (see [WLAN module on page 38](#))
 - b. Hard drive (see [Hard drive on page 41](#))
 - c. Base enclosure (see [Base enclosure on page 48](#))
 - d. System board (see [System board on page 60](#))

Remove the power button board:


1. Detach the power button board cable **(1)** from the top cover. (The power button board cable is attached to the top cover with double-sided tape.)
2. Remove the Phillips PM2.0×2.9 screw **(2)** that secures the power button board to the top cover.
3. Release the clip **(3)** that secures the power button board to the top cover.

4. Remove the power button board (4).



Reverse this procedure to install the power button board.

Keyboard

 **NOTE:** The keyboard spare part kit includes a keyboard cable.

For use in country/region		Spare part number	
Keyboard in natural silver finish with backlight (includes keyboard cable and backlight cable):			
For use in Canada	760743-DB1	For use in the United States	760743-DB1

Before removing the keyboard, 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 battery (see [Battery on page 37](#)), and then remove the following components:
 - a. Service cover (see [WLAN module on page 38](#))
 - b. Hard drive (see [Hard drive on page 41](#))
 - c. Base enclosure (see [Base enclosure on page 48](#))
 - d. System board (see [System board on page 60](#))

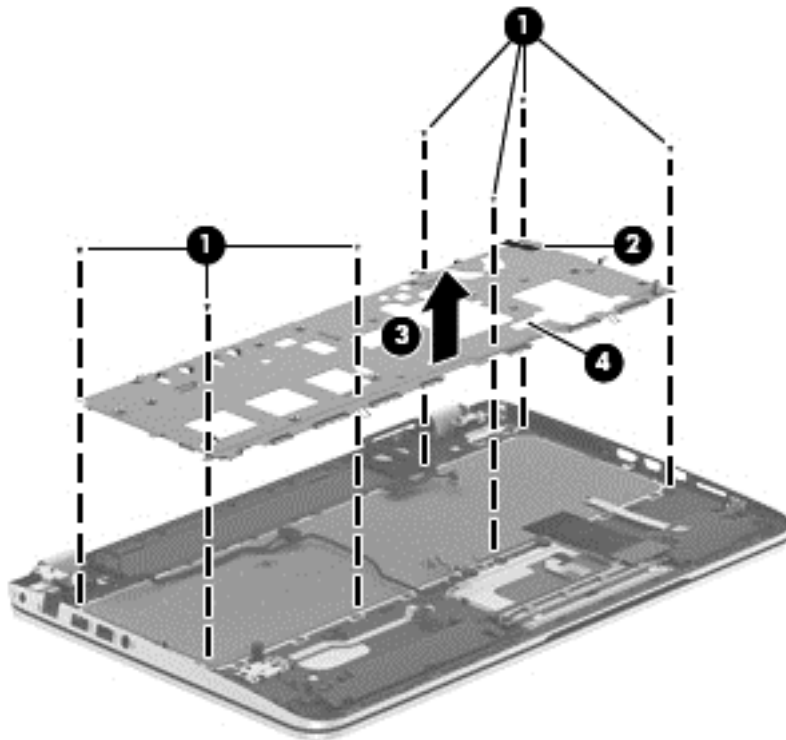
- e. Connector board (see [Connector board on page 69](#))
- f. Subwoofer (see [Subwoofer on page 72](#))
- g. Rear speaker (see [Speakers on page 74](#))
- h. Power button board (see [Power button board on page 78](#))

Remove the keyboard:

1. Remove the seven Phillips PM2.0×2.9 screws **(1)** that secure the keyboard shield to the computer.
2. Release the ground loop tape **(2)**.
3. Remove the keyboard shield **(3)**.

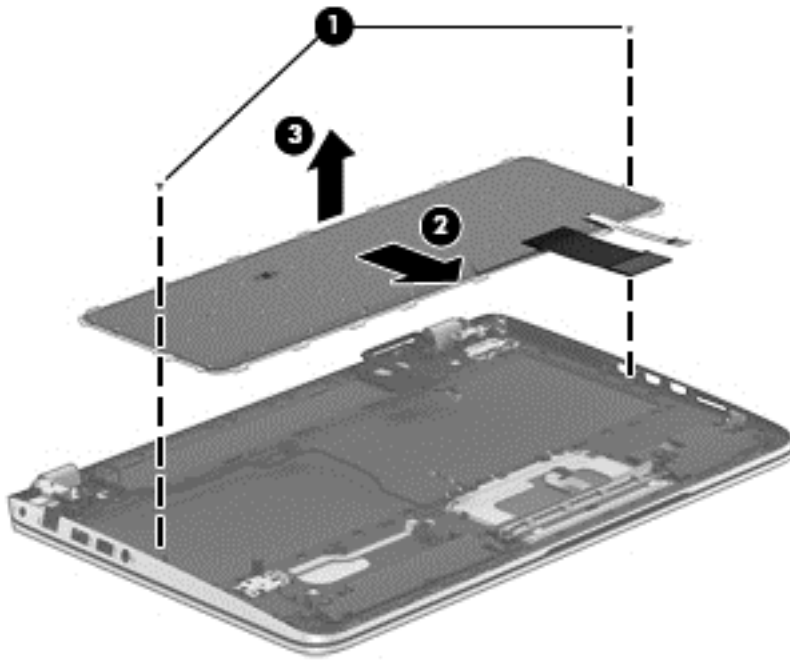
⚠ CAUTION: When removing the keyboard shield, make sure the keyboard cable and backlight cable are not damaged when being released through the opening in the keyboard shield.

The keyboard shield is available using spare part number 760037-001.



4. Partially open the computer.
5. Insert a thin tool into the keyboard release hole in the memory module compartment, and then press on the back of the keyboard until the keyboard disengages from the computer.
6. Turn the computer right-side up with the front toward you.
7. Remove the two Phillips PM2.0×2.9 screws **(1)** that secure the keyboard to the top cover.
8. Release the keyboard **(2)** by sliding it toward the TouchPad.

9. Remove the keyboard (3).




Reverse this procedure to install the keyboard.

7 Using Setup Utility (BIOS) and HP PC Hardware Diagnostics (UEFI)

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.

Starting Setup Utility (BIOS)

To start Setup Utility (BIOS), turn on or restart the computer, quickly press `esc`, and then press `f10`.

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

Updating the BIOS

Updated versions of the 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 determine whether available BIOS updates contain later BIOS versions than those currently installed on the computer, you need to know the version of the system BIOS currently installed.

BIOS version information (also known as *ROM date* and *System BIOS*) can be revealed by pressing `fn +esc` (if you are already in Windows) or by using Setup Utility (BIOS).

1. Start Setup Utility (BIOS).
2. Use the arrow keys to select **Main**.
3. To exit Setup Utility (BIOS) without saving your changes, use the arrow keys to select **Exit**, select **Exit Discarding Changes**, and then press **enter**.
4. Select **Yes**.

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.

1. From the Start screen, type `hp support assistant`, and then select the **HP Support Assistant** app.
2. Click **Updates and tune-ups**, and then click **Check for HP updates now**.
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, 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.


 **NOTE:** If the update is more recent than your BIOS, 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 are revealed on the screen after the download is complete. If no instructions are revealed, follow these steps:

1. From the Start screen, type `file`, 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 on your hard drive 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.

Using HP PC Hardware Diagnostics (UEFI)


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

To start HP PC Hardware Diagnostics UEFI:


1. Turn on or restart the computer, quickly press **esc**, and then press **f2**.

The BIOS searches three places for the diagnostic tools, in the following order:

- a. Connected USB drive
 - b. Hard drive
 - c. BIOS
2. When the diagnostic tool opens, click 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, press **esc**.

Downloading HP PC Hardware Diagnostics (UEFI) to a USB device

 **NOTE:** NOTE: Instructions for downloading HP PC Hardware Diagnostics (UEFI) are provided in English only.

1. Go to <http://www.hp.com>.
2. Click **Support & Drivers**, and then click the **Drivers & Downloads** tab.
3. Enter the product name in the text box, and then click **Go**.
4. Select your computer model, and then select your operating system.
5. In the **Diagnostic** section, click **HP UEFI Support Environment**.

– or –

Click **Download**, and then select **Run**.

8 Specifications

Computer specifications

	Metric	U.S.
Dimensions		
HP ENVY TouchSmart 15 Notebook PC		
Width	37.95 cm	14.94 in
Depth	25.07 cm	9.87 in
Height (front to rear)	1.89 to 2.99 cm	0.74 to 1.18 in
Weight	2.76 kg	6.08 lbs
Input power		
Operating voltage and current	19.5 V dc @ 3.33 A – 65 W 19.5 V dc @ 4.62 A – 90 W 19.5 V dc @ 6.15 A – 120 W (select models only)	
Temperature		
Operating	5°C to 35°C	41°F to 95°F
Nonoperating	-20°C to 60°C	-4°F to 140°F
Relative humidity (noncondensing)		
Operating	10% to 90%	
Nonoperating	5% to 95%	
Maximum altitude (unpressurized)		
Operating	-15 m to 3,048 m	-50 ft to 10,000 ft
Nonoperating	-15 m to 12,192 m	-50 ft to 40,000 ft
NOTE: Applicable product safety standards specify thermal limits for plastic surfaces. The device operates well within this range of temperatures.		

9 Backing up, restoring, and recovering

This chapter provides information about the following processes:

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

Creating recovery media and backups

1. After you successfully set up the computer, create HP Recovery media. 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.

HP Recovery media you create will provide the following recovery options:

- System Recovery—Reinstalls the original operating system and the programs that were installed at the factory
- Minimized Image Recovery—Reinstalls the operating system and all hardware-related drivers and software, but not other software applications
- 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.

See [Creating HP Recovery media on page 87](#).

2. Use the Windows tools to create system restore points and create backups of personal information. For more information and steps, see Help and Support. From the Start screen, type `help`, and then select **Help and Support**.

Creating HP Recovery media

HP Recovery Manager is a software program that offers a way 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 the software programs 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 HP 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 blank USB flash drive or the number of blank DVD discs 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, or you can obtain recovery discs for your computer 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. 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.
- Be sure that the computer is connected to AC power before you begin creating the recovery media.
- The creation process can take up to 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, and the remaining discs will be burned.

To create HP Recovery media:



IMPORTANT: For tablets, connect to the keyboard dock before beginning these steps (select models only).

1. From the Start screen, type `recovery`, and then select **HP Recovery Manager**.
2. Select **Recovery Media Creation**, and then follow the on-screen instructions.

If you ever need to recover the system, see [Recovering using HP Recovery Manager on page 88](#).

Restore and recovery

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

- Windows offers several options for restoring from backup, refreshing the computer, and resetting the computer to its original state. For more information and steps, see Help and Support. From the Start screen, type `help`, and then select **Help and Support**.
- If you need to correct a problem with a preinstalled application or driver, use the Drivers and Applications Reinstall option of HP Recovery Manager to reinstall the individual application or driver. From the Start screen, type `recovery`, select **HP Recovery Manager**, select **Drivers and Applications Reinstall**, and then follow the on-screen instructions.
- If you want to reset your computer using a minimized image, you can choose the HP Minimized Image Recovery option from the HP Recovery partition (select models only) or HP Recovery media. Minimized Image Recovery installs only drivers and hardware-enabling applications. Other applications included in the image continue to be available for installation through the Drivers and Applications Reinstall option in HP Recovery Manager. For more information, see [Recovering using HP Recovery Manager on page 88](#).
- If you want to recover the computer's original factory partitioning and content, you can choose the System Recovery option from the HP Recovery partition (select models only) or use the HP Recovery media that you have created. For more information, see [Recovering using HP Recovery Manager on page 88](#). If you have not already created recovery media, see [Creating HP Recovery media on page 87](#).
- If you have replaced the hard drive, you can use the Factory Reset option of HP Recovery media to restore the factory image to the replacement drive. For more information, see [Recovering using HP Recovery Manager on page 88](#).
- If you wish 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 on page 90](#).

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 created or by using the HP Recovery partition (select models only). If you have not already created recovery media, see [Creating HP Recovery media on page 87](#).

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

- System Recovery—Reinstalls the original operating system, and then configures the settings for the programs that were installed at the factory.
- Minimized Image Recovery (select models only)—Reinstalls the operating system and all hardware-related drivers and software, but not other software applications.
- 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 models only) allows System Recovery and Minimized Image Recovery.

What you need to know

- 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.
- 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 on page 87](#).
- To use the Factory Reset option, you must use HP Recovery media. If you have not already created recovery media, see [Creating HP Recovery media on page 87](#).
- 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 wish to retain.

Using the HP Recovery partition (select models only)

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

To start HP Recovery Manager from the HP Recovery partition:

1. Press **f11** while the computer boots.
– or –
Press and hold **f11** as you press the power button.
2. Choose your keyboard layout.
3. Select **Troubleshoot** from the boot options menu.
4. 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 that you created, 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 90](#).

3. Follow the on-screen instructions.

Changing the computer boot order


If 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 for an optical drive or a USB flash drive.

To change the boot order:

1. Insert the HP Recovery media you created.
2. Restart the computer, quickly press `esc`, and then press `f9` for boot options.
3. Select the optical drive or USB flash drive you want to boot from.
4. Follow the on-screen instructions.

Removing the HP Recovery partition

HP Recovery Manager software allows you to remove the HP Recovery partition to free up hard drive space.

 **IMPORTANT:** IMPORTANT: After you remove the HP Recovery partition, you can no longer use the Windows Refresh option, the Windows option to remove everything and reinstall Windows, or the HP Recovery Manager option. So before you remove the Recovery partition, create HP Recovery media; see [Creating HP Recovery media on page 87](#).

Follow these steps to remove the HP Recovery partition:

1. From the Start screen, type `recovery`, and then select **HP Recovery Manager**.
2. Select **Remove Recovery Partition**, and then follow the on-screen instructions.

10 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
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 HO5VV-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.

11 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 light 16
 - AC adapter, spare part numbers 26, 27, 29
 - action keys 11
 - antenna
 - locations 9
 - removal 58
 - spare part number 24, 27, 59
 - Antenna Kit, spare part number 24, 27, 59
 - audio, product description 4
 - audio-in jack 16
 - audio-out jack 16
- B**
 - base enclosure
 - removal 48
 - spare part numbers 21, 29, 30, 48
 - battery
 - removal 37
 - spare part numbers 22, 27, 37
 - battery bay 17
 - battery release latch 17
 - bottom components 17
 - button components 10
 - buttons
 - power 10
 - TouchPad 13
- C**
 - cables, service considerations 32
 - caps lock light 12
 - chipset, product description 1
 - components
 - bottom 17
 - buttons 10
 - display 9
 - keys 11
 - left-side 14
 - lights 12
 - right-side 16
 - speakers 10
 - TouchPad 13
 - computer
 - major components 19
 - specifications 85
 - connector board
 - removal 69
 - spare part numbers 20, 29, 30, 69
 - connectors, service considerations 32
 - counterbalance weight, spare part number 28
- D**
 - display assembly
 - removal 51
 - spare part numbers 20, 28, 51
 - display bezel
 - removal 54
 - spare part number 23, 27, 55
 - display components 9
 - display enclosure, spare part number 24, 27
 - Display Hinge Kit, spare part number 28
 - display panel
 - product description 2
 - removal 56
 - spare part numbers 23, 28, 56
 - display panel cable
 - removal 56
 - spare part number 24, 27, 57
 - display switch 9
 - drives, preventing damage 32
 - DVD±RW Double-Layer with SuperMulti Drive
 - precautions 32
 - spare part number 25, 29
- E**
 - electrostatic discharge 33
 - equipment guidelines 35
 - esc key 11
 - Ethernet, product description 4
- F**
 - fan
 - removal 59
 - spare part number 21, 27, 59
 - fn key 11
- G**
 - graphics, product description 1
 - grounding guidelines 33
 - guidelines
 - equipment 35
 - grounding 33
 - packaging 34
 - transporting 34
 - workstation 34
- H**
 - hard drive
 - precautions 32
 - product description 3
 - removal 41
 - spare part numbers 22, 25, 26, 28, 29, 41

- hard drive bracket
 - illustrated 26
 - removal 42
- hard drive connector cable
 - illustrated 26
 - removal 42
- Hard Drive Hardware Kit
 - contents 26
 - spare part number 22, 26, 27
- hard drive light 15
- HDMI port 14
- HDMI-to-VGA adapter, spare part number 26, 27
- headphone jack 16
- heat sink
 - removal 65
 - spare part numbers 21, 27, 30, 65
- hinge
 - removal 57
 - spare part number 23, 28, 57
- hinge bracket
 - removal 57
 - spare part number 58
- hinge cover
 - removal 55
 - spare part number 55

I

- integrated numeric keypad 11

J

- jacks
 - audio-in 16
 - audio-out 16
 - headphone 16
 - microphone 16
 - network 16
 - RJ-45 (network) 16

K

- key components 11
- keyboard
 - product description 6
 - removal 79
 - spare part numbers 20, 30, 79
- keyboard shield
 - removal 80
 - spare part number 20, 29, 80

- keys
 - action 11
 - esc 11
 - fn 11
 - integrated numeric keypad 11
 - num lk 11
 - Windows key 11

L

- left-side components 14
- light components 12
- lights
 - AC adapter 16
 - caps lock 12
 - hard drive 15
 - mute 12
 - power 12, 15
 - RJ-45 (network) status 16
 - webcam 9
 - wireless 12

M

- mass storage device
 - illustrated 25
 - precautions 32
 - spare part numbers 25
- memory card reader 14
- memory module
 - product description 3
 - removal 43
 - spare part numbers 22, 27, 43
- microphone
 - location 9
 - product description 4
- microphone jack 16
- model name 1
- mute light 12

N

- network jack 16
- num lk key 11

O

- operating system, product description 7
- optical drive
 - precautions 32
 - spare part number 25, 29

P

- packaging guidelines 34
- plastic parts, service considerations 31
- pointing device, product description 6
- ports
 - HDMI 14
 - product description 5
 - USB 3.0 14, 16
- power button 10
- power button board
 - removal 78
 - spare part number 20, 28, 78
- power connector 16
- power connector cable
 - removal 71
 - spare part number 20, 27, 71
- power cord
 - set requirements 91
 - spare part number 26
- power light 12, 15
- power requirements, product description 6
- processor
 - removal 67
 - spare part numbers 21, 27, 29, 67
- processor, product description 1
- product description
 - audio 4
 - chipset 1
 - display panel 2
 - Ethernet 4
 - external media cards 5
 - graphics 1
 - hard drive 3
 - keyboard 6
 - memory module 3
 - microphone 4
 - operating system 7
 - pointing device 6
 - ports 5
 - power requirements 6
 - processors 1
 - product name 1
 - security 6
 - serviceability 7
 - video 4
 - wireless 4

product name 1

R

removal/replacement

procedures 36, 46

right-side components 16

RJ-45 (network) jack 16

RJ-45 (network) jack status light
16

RTC battery

removal 46

spare part numbers 21, 26,
27, 46

rubber feet

removal 48

spare part number 48

Rubber Kit, spare part number

21, 28

S

Screw Kit, spare part number 26,
28

security cable slot, location 14

security, product description 6

service considerations

cables 32

connectors 32

plastic parts 31

service cover

location 17

removal 38

spare part number 22, 28, 39

service tag 18

serviceability, product description
7

speaker components 10

speakers

location 10

removal 72, 74

spare part numbers 20, 21,
28, 72, 74

specifications 85

subwoofer

location 17

removal 72

spare part number 21, 28, 72

system board

removal 60

spare part numbers 20, 29,
30, 60

T

tools required 31

top cover, spare part numbers
20, 29, 30

TouchPad assembly

removal 76

spare part number 20, 29, 76

TouchPad button 13

TouchPad components 13

TouchPad control zone 13

TouchPad zone 13

transporting guidelines 34

U

USB 3.0 port 14, 16

V

vent 14, 17

video, product description 4

W

webcam 9

webcam light 9

webcam/microphone module

removal 58

spare part number 23, 27, 58

Windows key 11

wireless antenna

locations 9

removal 58

spare part number 24, 27, 59

wireless light 12

wireless, product description 4

WLAN module

removal 38

spare part numbers 22, 27,
29, 38

workstation guidelines 34