



Maintenance and Service Guide

HP OmniBook Ultra 14 inch Laptop Next Gen AI PC

Model numbers: 14-fd0xxx

SUMMARY

This guide provides maintenance information about such topics as spare parts, removal and replacement of parts, security, and backing up.

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This guide describes features that are common to most products. Some features might not be available on your computer.

Not all features are available in all editions or versions of Windows. Systems might require upgraded and/or separately purchased hardware, drivers, software, or BIOS update to take full advantage of Windows functionality. Windows is automatically updated, which is always enabled. High-speed internet and Microsoft account required. ISP fees might apply and additional requirements might apply over time for updates. See <http://www.windows.com>. **If your product ships with Windows in S**

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

Safety warning notice

Reduce the possibility of heat-related injuries or of overheating the computer by following the practices described.

 **WARNING!** To reduce the possibility of heat-related injuries or of overheating the computer, do not place the computer directly on your lap or obstruct the computer air vents. Use the computer 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 come into contact with the skin or a soft surface, such as pillows or rugs or clothing, during operation. The computer and the AC adapter provided by HP comply with the user-accessible surface temperature limits defined by applicable safety standards.

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1 Product description

This table provides detailed product information.

Table 1-1 Product components and their descriptions

Category	Description
Product Name	HP OmniBook Ultra 14 inch Laptop Next Gen AI PC
	Model numbers: 14-fd0xxx
	CTO model number: 14z-fd000
Processors	AMD® Ryzen™ AI 9 HX 375 (5.1 GHz max boost, 12 core/24 thread, 36 MB cache, 28 W)
	AMD Ryzen AI 9 365 (5.0 GHz max boost, 10 core/20 thread, 34 MB cache, 28 W)
Graphics	Internal graphics
	AMD Radeon™ 890M Graphics (AI 9 HX 375 processor)
	AMD Radeon 880M Graphics (AI 9 365 processor)
Display	14.0 in (35.6 cm), 2.2K (2240 × 1400), 100% sRGB, BrightView, narrow bezel, low blue light, low power, ultrawide viewing angle (UWVA), embedded DisplayPort™ (eDP) 1.4 + panel self-refresh (PSR2), 300 nits
	16:10 Aspect Ratio
	Gorilla Glass
	Anti-Smudge
	Panel Certification, low blue light
	EyeSafe Label
	Flicker free
	Color Calibration with Delta E
	MSFT HDR Streaming Capable
Memory	On-board system memory, not accessible or upgradeable
	Supports 32 GB or 16 GB of RAM
	LPDDR5x-7500
Primary storage	PCIe, Non-Volatile Memory express (NVMe), M.2 2280 solid-state drives
	2 TB, PCIe-4 × 4, triple layer cell (TLC)
	1 TB, PCIe-4 × 4, TLC
	1 TB
	512 GB
Audio and video	Quad speakers
	Poly Studio
	Supports DTS:X Ultra

Table 1-1 Product components and their descriptions (continued)

Category	Description
	Support for HP Audio Boost 2.0
Video	HP Wide Vision 9 MP Camera: with shutter door, indicator LED, 1× infrared (IR) LED, MIPI, f1.8, 9 MP BSI sensor, WDR/TNR/HDR, 88° wide field-of-view (WFOV)
	Camera enhancement
	Microsoft Presence Sensing
	Gestures
	Health features
	Windows Hello and Human Presence Device (HPD)
	Dual-array digital microphone with appropriate software: beam forming, echo cancellation, noise suppression
Wireless	Integrated wireless module
	MediaTek Wi-Fi® 7 MT7925 Bluetooth® 5.4 (802.11be 2 × 2)
	Compatible with Miracast® devices
	Supports Modern Standby (Connected)
	Intel Bluetooth Audio Offload
	Bluetooth LE Audio
	Wi-Fi BIOS SAR
	Dynamic antenna gain
	UNII-4 5 GHz channel
Ports	Audio-out (headphone)/audio-in (microphone) combo jack
	USB 3.2 Gen 2 Type-A (left side, supports HP Sleep & Charge)
	USB Gen4® Type-C® Thunderbolt™ (right side) (2):
	<ul style="list-style-type: none"> • Thunderbolt 3 and Thunderbolt 4 • Data transfer • Power Delivery 3.0 • HP Sleep & Charge • DisplayPort® 2.1 out up to 8K @ 60 Hz • HDMI 2.1 out up to 8K @ 60 Hz with HDCP 2.2 through adapter
Keyboard/pointing devices	Keyboard
	Backlit, island style
	Fingerprint reader located on power button
	Audio mute on/off key
	Mic mute on/off key
	HP hubs key

Table 1-1 Product components and their descriptions (continued)

Category	Description
	Clickpad with image sensor
	Multitouch gestures enabled
	Precision touchpad support
	Taps enabled as default
Power requirements	Battery (polymer, HP Long Life)
	4 cell, 68 Whr
	HP Fast Charge Technology
	Smart AC adapters (USB-C®, slim, straight)
	65 W
	Power cord
	C5, premium, 1 m (3.3 ft)
Security	Supports Trusted Platform Module (TPM) 2.0, discrete
	Microphone mute
	Camera privacy cover
	Fingerprint reader
Sensors	Accelerometer
	IR thermal sensor
Operating system	Windows® 11 Pro
	Windows 11 Pro High End
	Windows 11 Pro High End China
	Windows 11 Pro China
	Windows 11 Pro Value
	Windows 11 Pro Value China
	Windows 11 Pro Entry
	Windows 11 Pro Entry China
	Windows 11 Home 64 Desktop AIO Chinese Market CPPP
	Windows 11 Home in S Mode for Developed Markets (ML)
	Windows 11 Home in S Mode for Emerging Markets (EM/SL)
	Windows 11 Home in S Mode for China Market
	Windows 11 Home in S Mode for APAC Markets
	Windows 11 Home in S Mode for Africa Markets
	Windows 11 Home in S Mode for Indonesia Market
	Windows 11 Home in S Mode for India Market
	Windows 11 Home for Developed Market (ML)

Table 1-1 Product components and their descriptions (continued)

Category	Description
	Windows 11 Home for Developed Market (ML)
	Windows 11 Home for Emerging Market (EM/SL)
	Windows 11 Home for China Market
	Windows 11 Home for India Market
	Windows 11 Home for Indonesia Market
	Windows 11 Home for APAC Market
	Windows 11 Home for Africa PPP Market
Serviceability	End user replaceable parts
	AC adapter

2 Getting to know your computer

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

Right side

Identify the components on the right side of the computer.

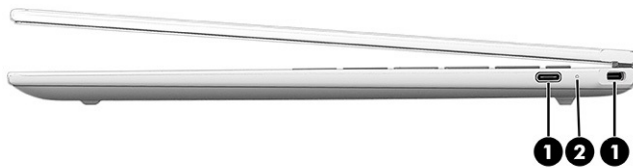


Table 2-1 Right-side components and their descriptions

Component	Description
(1) USB Type-C® power connectors and Thunderbolt™ ports with HP Sleep and Charge and DisplayPort™ output (2)	<p>Connect an AC adapter that has a USB Type-C connector, supplying power to the computer and, if needed, charging the computer battery.</p> <p>- and -</p> <p>Connect USB devices, provide high-speed data transfer, and charge small devices (such as a smartphone), even when the computer is off.</p> <p>NOTE: Use a standard USB Type-C charging cable or cable adapter (purchased separately) when charging a small external device.</p> <p>- and -</p> <p>Connect display devices that have a USB Type-C connector, providing DisplayPort output.</p> <p>NOTE: Your computer might also support a Thunderbolt docking station.</p>
(2) AC adapter and battery light	<ul style="list-style-type: none">• White: The AC adapter is connected and the battery is fully charged.• Blinking amber: The AC adapter is disconnected and the battery has reached a low battery level.• Amber: The AC adapter is connected and the battery is charging.• Off: The battery is not charging.

Left side

Identify the components on the left side of the computer.

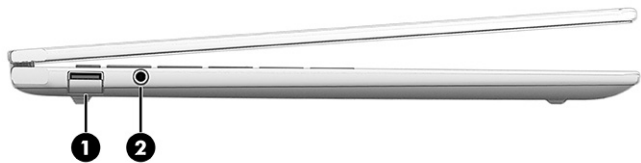


Table 2-2 Left-side components and their descriptions

Component	Description
(1) USB Type-A port with HP Sleep and Charge	Connects a USB device, provides high-speed data transfer, and charges small devices (such as a smartphone), even when the computer is off. NOTE: Use a standard USB Type-A charging cable or cable adapter (purchased separately) when charging a small external device.
(2) Audio-out (headphone)/Audio-in (microphone) combo jack	Connects optional powered stereo speakers, headphones, earbuds, a headset, or a television audio cable. Also connects an optional headset microphone. This jack does not support optional standalone microphones. WARNING! To reduce the risk of personal injury, adjust the volume before putting on headphones, earbuds, or a headset. For additional safety information, see the <i>Regulatory, Safety, and Environmental Notices</i> . To access this guide: <ul style="list-style-type: none">■ Select the Search icon in the taskbar, type HP Documentation in the search box, and then select HP Documentation. NOTE: When a device is connected to the jack, the computer speakers are disabled.

Display

The computer display can include essential components such as speakers, antennas, cameras, and microphones.

Low blue light mode (select products only)

Your computer display is shipped from the factory in low blue light mode for improved eye comfort and safety. Also, blue light mode automatically adjusts blue light emissions when you are using the computer at night or for reading.

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

IMAX Enhanced Mode (select products only)

Select computer models are configured with IMAX® Enhanced Mode, a solution built into the hardware and software to enhance the IMAX audio and video experience.

To access the latest setup documentation, go to <http://www.hp.com/support>, type **IMAX** in the **Search our knowledge library** search box, and then select **HP Consumer Notebook PCs - Enabling the IMAX features**.

Wake-on-voice (select products only)

Use the wake-on-voice feature to bring the computer out of the Sleep state quickly.

To access the wake-on-voice settings, follow these steps:

1. Select the **Search** icon in the taskbar, type **XiaoWei** in the search box, and then select **XiaoWei**.
2. When the tool opens, scan the QR code with your mobile device, which takes you to the settings page, where you can select your wake-on-voice features.
3. Follow the on-screen instructions.



NOTE: Allow the XiaoWei app to continue running on the computer.

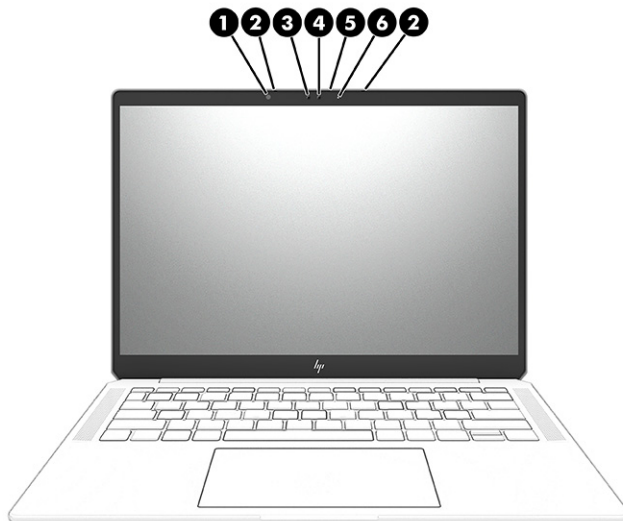


Table 2-3 Display components and their descriptions

	Component	Description
(1)	Infrared camera light	On: Infrared camera is in use.
(2)	Internal microphones (2)	Record sound.
(3)	Infrared camera	Allows you to video chat, record video, and record still images. Some cameras also allow a facial recognition logon to Windows®, instead of a password logon. NOTE: Camera functions vary depending on the camera hardware and software installed on your product.

Table 2-3 Display components and their descriptions (continued)

	Component	Description
(4)	Webcam	Allows you to video chat, record video, and record still images. Some cameras also allow a facial recognition logon to Windows, instead of a password logon. NOTE: Camera functions vary depending on the camera hardware and software installed on your product.
(5)	Manual camera shutter (select products only)	Allows you to open or close the camera shutter by sliding the latch. <ul style="list-style-type: none">• Slide it to the left to close the shutter.• Slide it to the right to open the shutter.
(6)	Webcam light	On: Webcam is in use.

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:

- Select the **Search** icon in the taskbar, type `HP Documentation` in the search box, and then select **HP Documentation**.

Keyboard area

Keyboards can vary by language.



NOTE: The keyboard area, including the function keys and (select products only) power key, is disabled in stand, tent, and tablet modes. To enable the keyboard, including the power key, change to the clamshell mode.

Touchpad settings and components

Learn the touchpad settings and components.

Adjusting touchpad settings

Use these steps to adjust touchpad settings and gestures.

1. Select the **Search** icon in the taskbar, type `touchpad settings` in the search box, and then press `enter`.
2. Choose a setting.

Turning on the touchpad

Follow these steps to turn on the touchpad.

1. Select the **Search** icon in the taskbar, type `touchpad settings` in the search box, and then press `enter`.

2. Using an external mouse, click the **touchpad** button.

If you are not using an external mouse, press the **Tab** key repeatedly until the pointer rests on the **touchpad** button. Then press the **spacebar** to select the button.

Touchpad components

Identify the touchpad components.

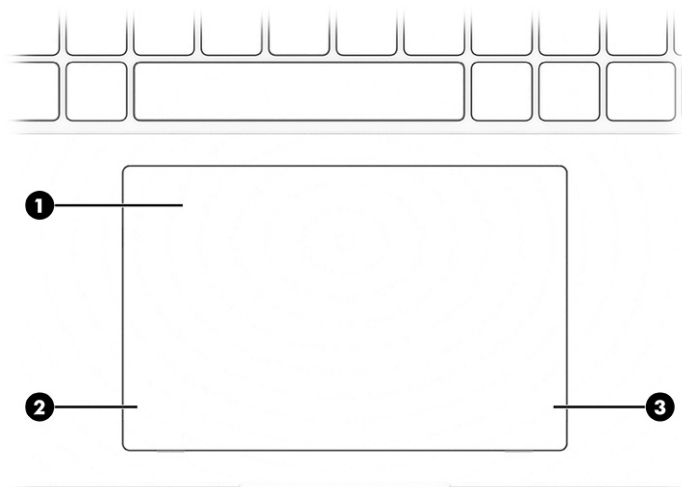


Table 2-4 Touchpad components and their descriptions

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

Lights

Identify the lights on the computer.

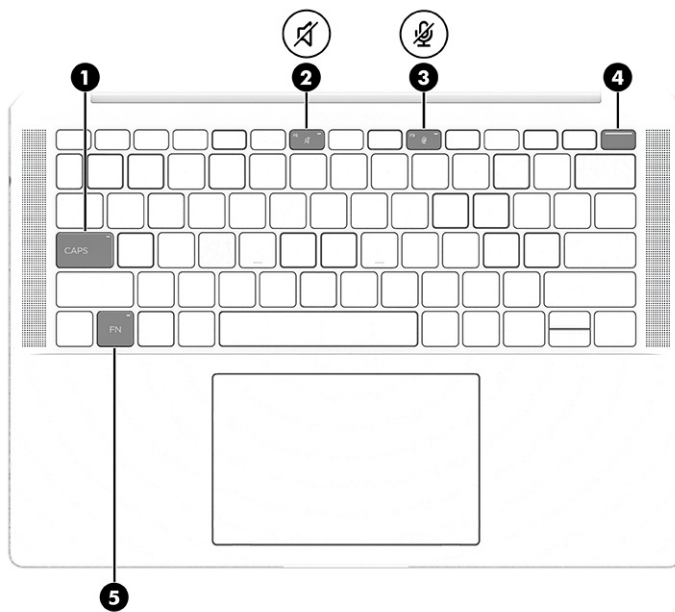





Table 2-5 Lights and their descriptions

	Component	Description
(1)	Caps lock light	On: Caps lock is on, which switches the key input to all capital letters.
(2)	 Mute light	<ul style="list-style-type: none"> On: Computer sound is off. Off: Computer sound is on.
(3)	 Microphone mute light	<ul style="list-style-type: none"> On: Microphone is off. Off: Microphone is on.
(4)	 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 unnecessary components. Off: Depending on your computer model, the computer is off, in Hibernation, or in Sleep. Hibernation is the power-saving state that uses the least amount of power.
(5)	Fn lock light	<ul style="list-style-type: none"> On: The fn key is locked. Off: The fn key is unlocked.

Buttons, speakers, and fingerprint reader

Identify the computer buttons, speakers, and fingerprint reader.

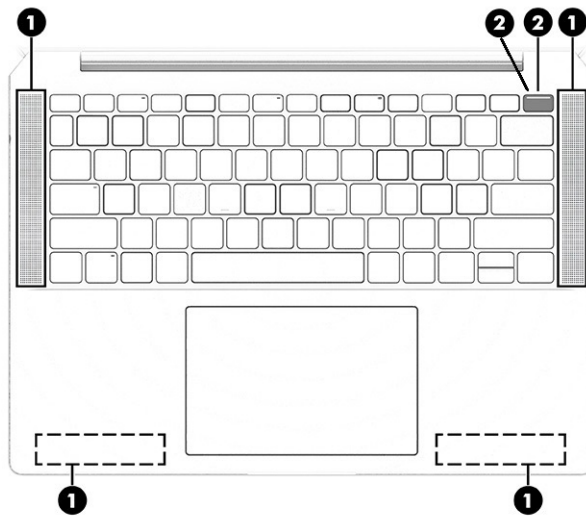





Table 2-6 Buttons, speakers, and fingerprint reader and their descriptions

	Component	Description
(1)	Speakers (4)	Produce sound.
(2)	<div>   </div> Power button/fingerprint reader	<p>Power button</p> <ul style="list-style-type: none"> When the computer is off, press the button briefly 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>IMPORTANT: Pressing and holding down the power button results in the loss of unsaved information.</p> <p>If the computer has stopped responding and shutdown procedures are ineffective, press and hold the power button down for at least 10 seconds to turn off the computer.</p> <p>To learn more about your power and sleep settings:</p> <ul style="list-style-type: none"> Right-click the Power icon , and then select Power and sleep settings. <p>Fingerprint reader</p> <p>Allows a fingerprint login to Windows, instead of a password login.</p> <ul style="list-style-type: none"> Touch your finger to the fingerprint reader. <p>IMPORTANT: To prevent fingerprint login issues, make sure when you register your fingerprint that all sides of your finger are registered by the fingerprint reader.</p>

Special keys

Identify the special keys.

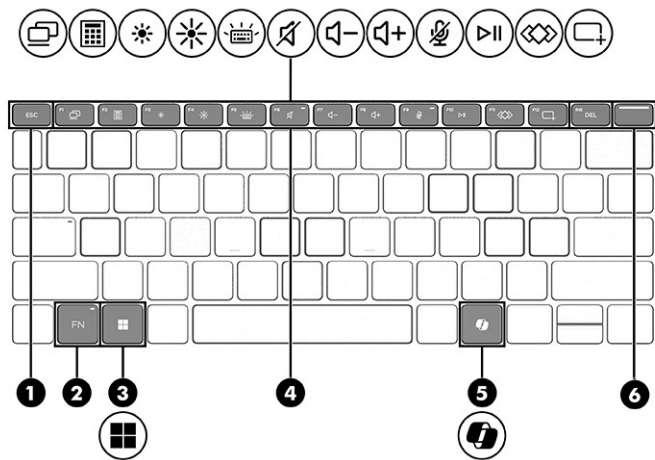




Table 2-7 Special keys and their descriptions

	Component	Description
(1)	esc key	Displays system information when pressed in combination with the fn key.
(2)	fn key	Executes specific functions when pressed in combination with another key.
(3)	Windows key	Opens the Start menu. NOTE: Pressing the Windows key again will close the Start menu.
(4)	Action keys	Execute frequently used system functions as defined by the icon symbols on f1 through f12 function keys.
(5)	Windows Copilot key	Opens Windows Copilot (select products only). NOTE: Copilot in Windows requires Windows 11. Some features require an NPU. Timing of feature delivery and availability varies by market and device. Requires Microsoft account to log in. Where Copilot is not available, the Copilot key will lead to the Bing search engine. See http://aka.ms/WindowsAIFeatures (in English).

Table 2-7 Special keys and their descriptions (continued)

	Component	Description
(6)	 Power button/Fingerprint reader	<p>Power button</p> <ul style="list-style-type: none">• When the computer is off, press the button briefly 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>IMPORTANT: Pressing and holding down the power button results in the loss of unsaved information.</p> <p>If the computer has stopped responding and shutdown procedures are ineffective, press and hold the power button down for at least 10 seconds to turn off the computer.</p> <p>To learn more about your power and sleep settings:</p> <ul style="list-style-type: none">■ Right-click the Power icon , and then select Power and sleep settings. <p>Fingerprint reader</p> <p>Allows a fingerprint logon to Windows, instead of a password logon.</p> <ul style="list-style-type: none">■ Swipe the upper-left corner of the touchpad. <p>IMPORTANT: To prevent fingerprint logon issues, make sure when you register your fingerprint that all sides of your finger are registered by the fingerprint reader.</p>

Bottom

Identify the bottom components.

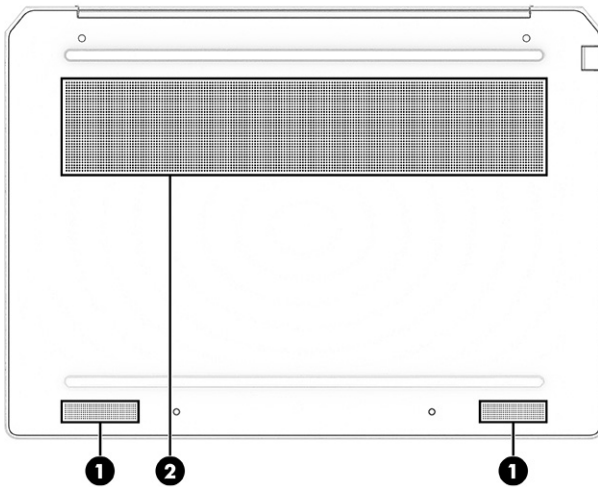



Table 2-8 Bottom components and their descriptions

	Component	Description
(1)	Speakers (2)	Produce sound.
(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.

Labels

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

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

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

Your service label will resemble the following example.



Table 2-9 Service label components

Component	
(1)	Serial number
(2)	Product ID
(3)	HP product name and model number

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

3 Illustrated parts catalog

Use this chapter to determine the spare parts that are available for the computer.

Computer major components

To identify the computer major components, use this illustration and table.

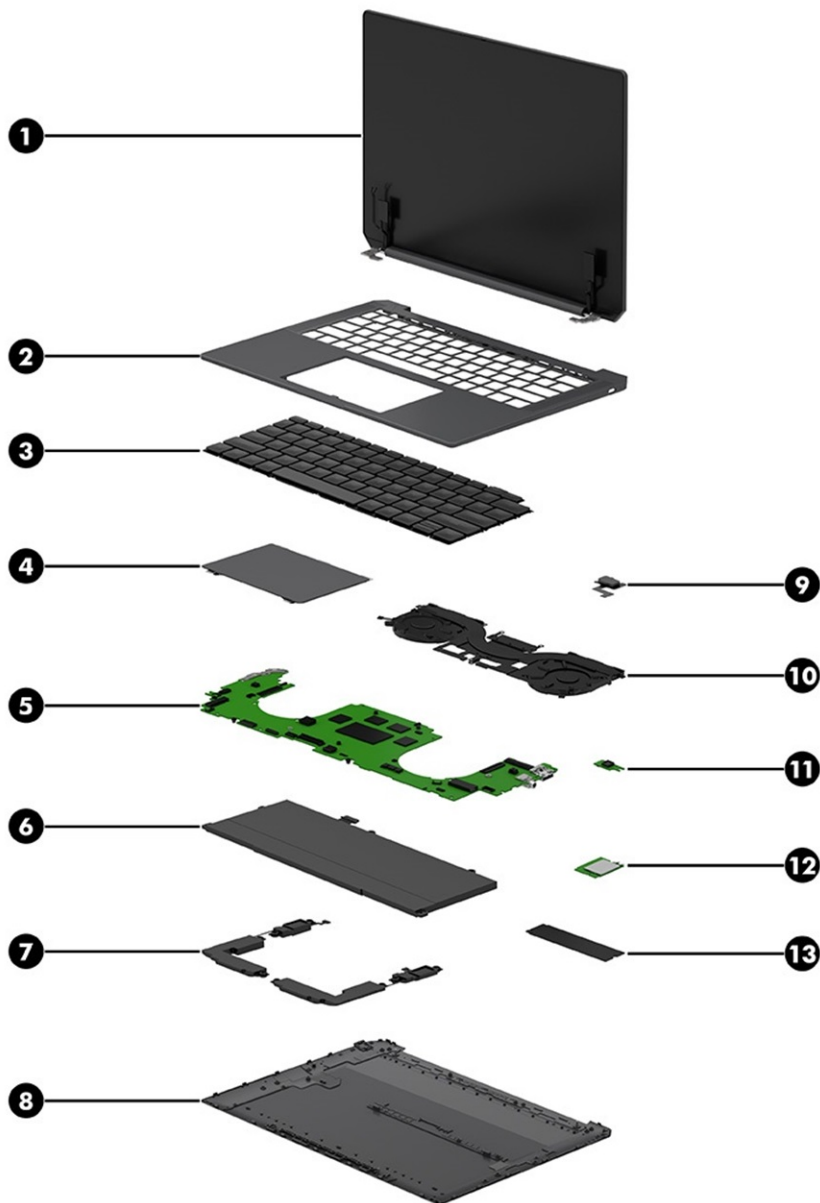


Table 3-1 Computer major component descriptions and part numbers

Item	Component	Spare part number
(1)	Display assembly NOTE: Display assemblies are offered as spare parts only at a subcomponent level. For more information, see Display assembly subcomponents on page 18 .	not available as a spare part
(2)	Top cover	P05308-001
	Top cover (for use in Japan)	P05308-291
(3)	Keyboard	
	Belgium	P05309-A41
	Denmark, Finland, and Norway	P05309-DH1
	French Canada	P05309-DB1
	Germany	P05309-041
	International	P05309-B31
	Japan	P05309-291
	United Kingdom	P05309-031
	United States	P05309-001
(4)	Touchpad	P05298-001
	NOTE: The touchpad cable is available using spare part number P05290-001.	
(5)	System board (includes processor; for use in models with the Windows operating system) NOTE: System board large size protective tape is available as spare part number P05305-001. Protective tape for system board connectors is available as spare part number P05292-001.	
	AMD Ryzen AI 9 HX 375 processor with 32 GB of integrated system memory	P09747-601
	AMD Ryzen AI 9 365 processor with 32 GB of integrated system memory	P05307-601
	AMD Ryzen AI 9 365 processor with 16 GB of integrated system memory	P05306-601
(6)	Battery (4 cell, 68 Whr)	P05286-001
(7)	Speakers (left and right)	P05300-001
(8)	Bottom cover	P05285-001
(9)	Power button/fingerprint reader board The power button/fingerprint reader board cable is available using spare part number P05287-001.	P08307-001
(10)	Heat sink with fans	P05293-001
(11)	IR sensor board The IR sensor board cable is available using spare part number P05289-001.	P05296-001
(12)	WLAN module (MediaTek Wi-Fi 7 MT7925 Bluetooth 5.4)	N64647-005
(13)	Solid-state drive (PCIe) NOTE: The solid state drive thermal pad is available as spare part number P05294-001.	
	2 TB, TLC	M52027-005

Table 3-1 Computer major component descriptions and part numbers (continued)

Item	Component	Spare part number
	1 TB, TLC	M16560-005
	1 TB	N45474-005
	512 GB	N45476-005

Display assembly subcomponents

To identify the display assembly subcomponents, use this illustration and table.

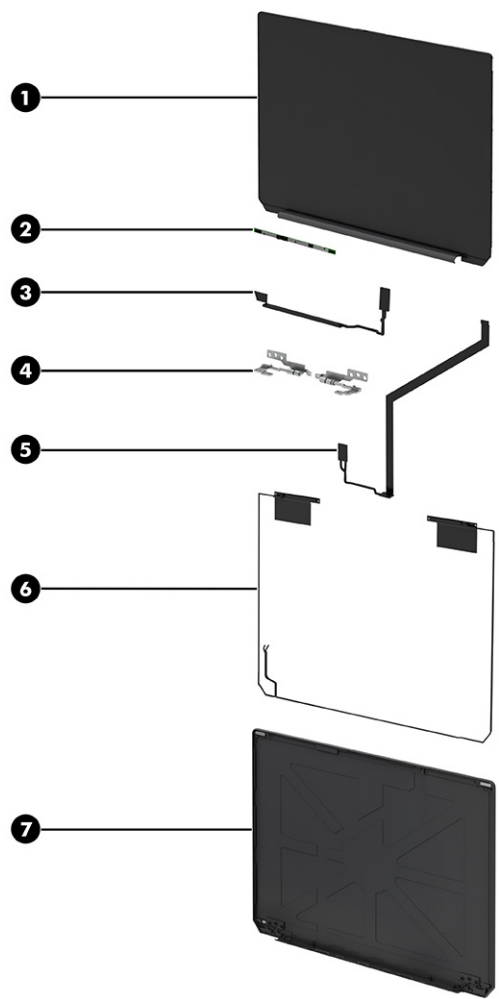


Table 3-2 Display component descriptions and part numbers

Item	Component	Spare part number
(1)	Display panel	P05303-001
NOTE: Panel adhesive is available as spare part number P05304-001.		

Table 3-2 Display component descriptions and part numbers (continued)

Item	Component	Spare part number
(2)	Camera module (includes rubber pieces)	P05301-001
(3)	Display panel cable	P05288-001
(4)	Hinges (left and right)	P05295-001
(5)	Camera cable	P05291-001
(6)	Wireless antenna kit	P05283-001
(7)	Display back cover (includes wireless antennas)	P05284-001
	Camera privacy cover (not illustrated)	P05302-001

Miscellaneous parts

To identify the miscellaneous parts, use this table.

Table 3-3 Miscellaneous part descriptions and part numbers

Component	Spare part number
Slim AC adapter (65 W, nPFC, USB-C)	M54350-001
Screw Kit	P05299-001
Protective Tape Kit	P05305-001
Protect Tape Kit, Connectors	P05292-001
Display panel adhesive	P05304-001
HP USB-C-to-HDMI 2.0 adapter	935325-001
Power cords (C5, premium, 1.0 m [3.3 ft])	
Australia	L22327-001
Denmark	L22322-001
Europe (Austria, Belgium, Finland, France, Germany, the Netherlands, Norway, and Sweden)	L22321-001
Japan	L22330-001
North America	L22319-001
	L42492-001
United Kingdom	L22320-001

4 Removal and replacement procedures preliminary requirements

Use this information to properly prepare to disassemble and reassemble the computer.

Tools required

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

- Tweezers
- Suction cups (to remove display panel)
- Heating device (to loosen display panel adhesive)
- Nonconductive, nonmarking pry tool
- Magnetic Phillips P1 screwdriver

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

Using excessive force during disassembly and reassembly can damage plastic parts.

Cables and connectors

Handle cables with extreme care to avoid damage.



IMPORTANT: 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.

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 so that they cannot be caught or snagged as you remove or replace parts. Handle flex cables with extreme care; these cables tear easily.

Drive handling

Note the following guidelines when handling drives.



IMPORTANT: Drives are fragile components. Handle them 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 or Sleep mode, turn the computer on, and then shut it down through the operating system.
 - Before handling a drive, be sure that you are discharged of static electricity. While handling a drive, avoid touching the connector.
 - Before removing an optical drive, be sure that a disc is not in the drive, and be sure that the optical drive tray is closed.
 - Handle drives on surfaces covered with at least 2.54 cm (1 inch) of shock-proof foam.
 - Avoid dropping drives from any height onto any surface.
 - After removing a hard drive or an optical drive, place it in a static-proof bag.
 - Avoid exposing an internal hard drive to products that have magnetic fields, such as monitors or speakers.
 - Avoid exposing a drive to temperature extremes or liquids.
 - If a drive must be mailed, place the drive in a bubble pack mailer or other suitable form of protective packaging, and label the package "FRAGILE."
-

Electrostatic discharge information

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

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



IMPORTANT: To prevent damage to the device when you remove or install 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 [Personal grounding methods and equipment on page 22](#).
 - 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.
-

Generating static electricity

Follow these static electricity guidelines:

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

Table 4-1 Static electricity occurrence based on activity and humidity

Event	55% relative humidity	40% relative humidity	10% relative humidity
Walking across carpet	7,500 V	15,000 V	35,000 V
Walking across vinyl floor	3,000 V	5,000 V	12,000 V
Motions of bench worker	400 V	800 V	6,000 V
Removing dual in-line packages (DIPs) from plastic tube	400 V	700 V	2,000 V
Removing DIPs from vinyl tray	2,000 V	4,000 V	11,500 V
Removing DIPs from polystyrene foam	3,500 V	5,000 V	14,500 V
Removing bubble pack from PCB (printed circuit board)	7,000 V	20,000 V	26,500 V
Packing PCBs in foam-lined box	5,000 V	11,000 V	21,000 V



NOTE: Multiple electric components can be packaged together in plastic tubes, trays, or polystyrene foam.

As little as 700 V of static electricity can degrade a product.

Preventing electrostatic damage to equipment

Many electronic components are sensitive to ESD. Circuitry design and structure determine the degree of sensitivity.

The following packaging and grounding precautions are necessary to prevent static electricity damage to electronic components:

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

Personal grounding methods and equipment

Using certain equipment can prevent static electricity damage to electronic components.

- **Wrist straps** are flexible straps with a maximum of 1 M Ω \pm 10% resistance in the ground cords. To provide proper ground, wear a strap snug against bare skin. Verify that the ground cord is connected and fits snugly into the banana plug connector on the grounding mat or workstation.

- You can use **heel straps, toe straps, and boot straps** at standing workstations. These straps are compatible with most types of shoes or boots. On conductive floors or dissipative floor mats, use them on both feet with a maximum of $1\text{ M}\Omega \pm 10\%$ resistance between the operator and ground.

Table 4-2 Static shielding protection levels

Method	Voltage
Antistatic plastic	1,500
Carbon-loaded plastic	7,500
Metallized laminate	15,000

Grounding the work area

To prevent static damage at the work area, follow these precautions:

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

Recommended materials and equipment

HP recommends certain materials and equipment to prevent static electricity:

- Antistatic tape
- Antistatic smocks, aprons, or sleeve protectors
- Conductive bins and other assembly or soldering aids
- Conductive foam
- Conductive tabletop workstations with ground cord of $1\text{ M}\Omega \pm 10\%$ resistance
- Static-dissipative table or floor mats with hard tie to ground
- Field service kits
- Static awareness labels
- Wrist straps and footwear straps providing $1\text{ M}\Omega \pm 10\%$ resistance

- Material handling packages
- Conductive plastic bags
- Conductive plastic tubes
- Conductive tote boxes
- Opaque shielding bags
- Transparent metallized shielding bags
- Transparent shielding tubes

Cleaning your computer

Cleaning your computer regularly removes dirt and debris so that your device continues to operate at its best. Use the following information to safely clean the external surfaces of your computer.

Enabling HP Easy Clean (select products only)

HP Easy Clean helps you to avoid accidental input while you clean the computer surfaces. This software disables devices such as the keyboard, touch screen, and touchpad for a preset amount of time so that you can clean all computer surfaces.


1. Start HP Easy Clean in one of the following ways:
 - Select the **Start** menu, and then select **HP Easy Clean**.
 - Select the **HP Easy Clean** icon in the taskbar.
 - Select **Start**, and then select the **HP Easy Clean** tile.
2. Now that your device is disabled for a short period, see [Removing dirt and debris from your computer on page 24](#) for the recommended steps to clean the high-touch, external surfaces on your computer. After you remove the dirt and debris, you can also clean the surfaces with a disinfectant. See [Cleaning your computer with a disinfectant on page 25](#) for guidelines to help prevent the spread of harmful bacteria and viruses.

Removing dirt and debris from your computer


Here are the recommended steps to clean dirt and debris from your computer.

For computers with wood veneer, see [Caring for wood veneer \(select products only\) on page 26](#).


1. Wear disposable gloves made of latex (or nitrile gloves, if you are latex-sensitive) when cleaning the surfaces.
2. Turn off your device and unplug the power cord and other connected external devices. Remove any installed batteries from items such as wireless keyboards.

 **CAUTION:** To prevent electric shock or damage to components, never clean a product while it is turned on or plugged in.

3. Moisten a microfiber cloth with water. The cloth should be moist, but not dripping wet.

 **IMPORTANT:** To avoid damaging the surface, avoid abrasive cloths, towels, and paper towels.

4. Wipe the exterior of the product gently with the moistened cloth.

 **IMPORTANT:** Keep liquids away from the product. Avoid getting moisture in any openings. If liquid makes its way inside your HP product, it can cause damage to the product. Do not spray liquids directly on the product. Do not use aerosol sprays, solvents, abrasives, or cleaners containing hydrogen peroxide or bleach that might damage the finish.

5. Start with the display (if applicable). Wipe carefully in one direction, and move from the top of the display to the bottom. Finish with any flexible cables, like power cord, keyboard cable, and USB cables.
6. Be sure that surfaces have completely air-dried before turning the device on after cleaning.
7. Discard the gloves after each cleaning. Clean your hands immediately after you remove the gloves.

See [Cleaning your computer with a disinfectant on page 25](#) for recommended steps to clean the high-touch, external surfaces on your computer to help prevent the spread of harmful bacteria and viruses.


Cleaning your computer with a disinfectant

The World Health Organization (WHO) recommends cleaning surfaces, followed by disinfection, as a best practice for preventing the spread of viral respiratory illnesses and harmful bacteria.


After cleaning the external surfaces of your computer using the steps in [Removing dirt and debris from your computer on page 24](#), [Caring for wood veneer \(select products only\) on page 26](#), or both, you might also choose to clean the surfaces with a disinfectant. A disinfectant that is within HP's cleaning guidelines is an alcohol solution consisting of 70% isopropyl alcohol and 30% water. This solution is also known as rubbing alcohol and is sold in most stores.


Follow these steps when disinfecting high-touch, external surfaces on your computer:

1. Wear disposable gloves made of latex (or nitrile gloves, if you are latex-sensitive) when cleaning the surfaces.
2. Turn off your device and unplug the power cord and other connected external devices. Remove any installed batteries from items such as wireless keyboards.


 **CAUTION:** To prevent electric shock or damage to components, never clean a product while it is turned on or plugged in.

3. Moisten a microfiber cloth with a mixture of 70% isopropyl alcohol and 30% water. The cloth should be moist, but not dripping wet.

 **CAUTION:** Do not use any of the following chemicals or any solutions that contain them, including spray-based surface cleaners: bleach, peroxides (including hydrogen peroxide), acetone, ammonia, ethyl alcohol, methylene chloride, or any petroleum-based materials, such as gasoline, paint thinner, benzene, or toluene.

 **IMPORTANT:** To avoid damaging the surface, avoid abrasive cloths, towels, and paper towels.

4. Wipe the exterior of the product gently with the moistened cloth.

 **IMPORTANT:** Keep liquids away from the product. Avoid getting moisture in any openings. If liquid makes its way inside your HP product, it can cause damage to the product. Do not spray liquids directly on the product. Do not use aerosol sprays, solvents, abrasives, or cleaners containing hydrogen peroxide or bleach that might damage the finish.

5. Start with the display (if applicable). Wipe carefully in one direction, and move from the top of the display to the bottom. Finish with any flexible cables, like power cord, keyboard cable, and USB cables.
6. Be sure that surfaces have completely air-dried before turning the device on after cleaning.
7. Discard the gloves after each cleaning. Clean your hands immediately after you remove the gloves.

Caring for wood veneer (select products only)

Your product might feature high-quality wood veneer. As with all natural wood products, proper care is important for best results over the life of the product. Because of the nature of natural wood, you might see unique variations in the grain pattern or subtle variations in color, which are normal.

- Clean the wood with a dry, static-free microfiber cloth or chamois.
- Avoid cleaning products containing substances such as ammonia, methylene chloride, acetone, turpentine, or other petroleum-based solvents.
- Do not expose the wood to sun or moisture for long periods of time.
- If the wood becomes wet, dry it by dabbing with an absorbent, lint-free cloth.
- Avoid contact with any substance that might dye or discolor the wood.
- Avoid contact with sharp objects or rough surfaces that might scratch the wood.

See [Removing dirt and debris from your computer on page 24](#) for the recommended steps to clean the high-touch, external surfaces on your computer. After you remove the dirt and debris, you can also clean the surfaces with a disinfectant. See [Cleaning your computer with a disinfectant on page 25](#) for sanitizing guidelines to help prevent the spread of harmful bacteria and viruses.

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.

Accessing support information

To find the HP support that you need, use this information.

Table 4-3 Support information locations



Service consideration	Path to access information
Records of reported failure incidents stored on the computer	<p>Windows®:</p> <p>Preoperating system failures are logged in the BIOS Event Log. To view the BIOS Event Log:</p> <ol style="list-style-type: none"> 1. Press the power button. 2. Immediately and repeatedly press esc when the power button light turns white. <p>NOTE: If you do not press esc at the appropriate time, you must restart the computer and again repeatedly press esc when the power button light turns white to access the utility.</p> <ol style="list-style-type: none"> 3. Press f10 to enter the BIOS setup. 4. Complete one of these tasks: <ul style="list-style-type: none"> • (On commercial products) Under the Main tab, select BIOS event log, and then select View BIOS Event Log. • (On consumer products) Under the Main tab, select System Log. <p>Post-operating system failures are logged in the Event Viewer.</p> <ol style="list-style-type: none"> 1. Turn on the computer and allow the operating system to open. 2. Select the search icon  in the taskbar. 3. Type <code>Event Viewer</code>, and then press enter. 4. Select the log from the left panel. Details display in the right panel. <p>Chrome™:</p> <ol style="list-style-type: none"> 1. Go to support.google.com/chrome. 2. Search <code>collect Chrome device logs</code>.
Technical bulletins	<p>To locate technical bulletins:</p> <ol style="list-style-type: none"> 1. Go to www.hp.com. 2. Place the cursor over Problem solving to display more options. 3. Select Support & Troubleshooting. 4. Type the serial number, product number, or product name to go to the product support page. 5. Select Advisories to view technical bulletins.
Repair professionals	<p>To locate repair professionals:</p> <ol style="list-style-type: none"> 1. Go to www.hp.com. 2. Place the cursor over Support resources to display more options. 3. Select Authorized service providers.


Table 4-3 Support information locations (continued)


Service consideration	Path to access information
Component and diagnosis information, failure detection, and required action	<p>To locate diagnosis information and actions:</p> <ol style="list-style-type: none">1. Go to http://www.hp.com/go/techcenter/pcdiags.2. Select Get Support.3. Near the bottom of the window, select Notebook PCs, and then select your location.

5 Removal and replacement procedures for authorized service provider parts

This chapter provides removal and replacement procedures for authorized service provider parts.


 **IMPORTANT:** Only an authorized service provider should access the components described in this chapter. Accessing these parts can damage the computer or void the warranty.

 **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.

 **NOTE:** The [HP Support YouTube Channel](#) (in English) has videos that provide step-by-step removal and replacement instructions for many common parts and models.

Component replacement procedures

To remove and replace computer components, use the procedures described in this section.

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

Make special note of each screw size and location during removal and replacement.

Preparation for disassembly

To remove and replace computer components, use these procedures:

For initial safety procedures, see [Removal and replacement procedures preliminary requirements on page 20](#).

1. Turn off the computer. If you are unsure whether the computer is off or in Hibernation or Sleep mode, 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.

Bottom cover

To remove the bottom cover, use this procedure and illustration.

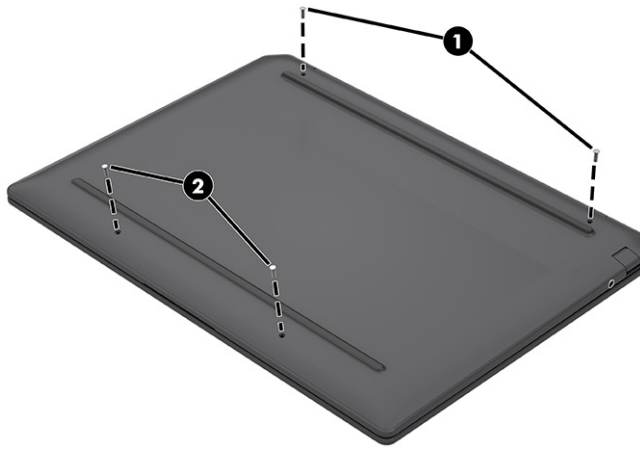
Table 5-1 Bottom cover description and part number

Description	Spare part number
Bottom cover	P05285-001

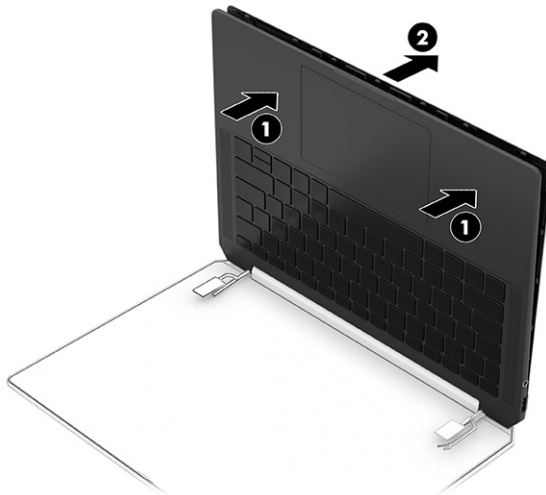
Before removing the bottom cover, prepare the computer for disassembly (see [Preparation for disassembly on page 29](#)).

Remove the bottom cover:

1. Remove the two Torx M2 × 7.0 screws (1) from the bottom cover.
2. Remove the two Torx M2 × 3.0 screws (2) from the bottom cover.



3. Press on the sides of the touchpad near the keyboard (1) as shown in the following illustration until the bottom cover releases from the computer (2). The cover remains on the computer.



4. Position the computer with the bottom cover facing upward.

5. Lift up on the back of the bottom cover to remove it from the computer.



To install the bottom cover, reverse the removal procedures.

Battery

To remove the battery, use this procedure and illustration.

Table 5-2 Battery description and part number

Description	Spare part number
4 cell, 68 Whr	P05286-001


⚠ WARNING! To avoid personal injury and damage to the product:

- Do *not* puncture, twist, or crack the battery.
- Do *not* cause an external puncture or rupture to the battery. They can cause a short inside the battery, which can result in battery thermal runaway.
- Do *not* handle or touch the battery enclosure with sharp objects such as tweezers or pliers, which might puncture the battery.
- Do *not* compress or squeeze the battery case with tools or heavy objects stacked on top of the case. These actions can apply undue force on the battery.
- Do *not* touch the connectors with any metallic surface or object, such as metal tools, screws, or coins, which can cause shorting across the connectors.

Before removing the battery, follow these steps:

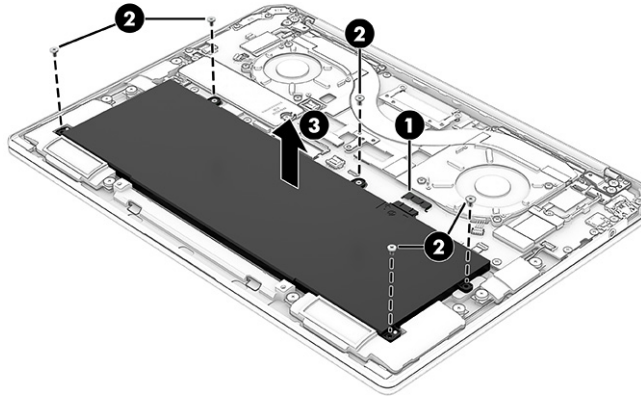
1. Prepare the computer for disassembly (see [Preparation for disassembly on page 29](#)).
2. Remove the bottom cover (see [Bottom cover on page 29](#)).

⚠ 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.


 **IMPORTANT:** Removing a 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 you remove the battery.

Remove the battery:

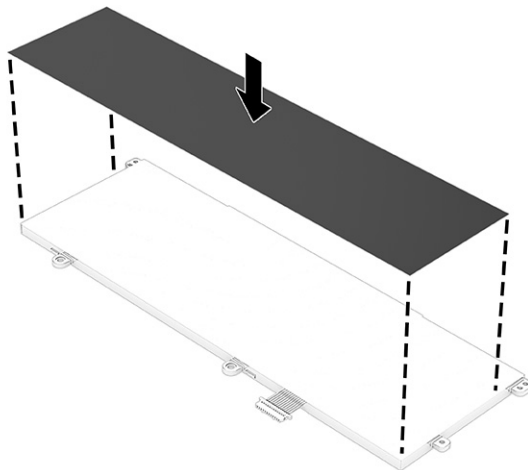
1. Disconnect the battery cable (1) from the system board.
2. Remove the five Phillips M2.0 × 3.5 screws (2) that secure the battery to the computer.
3. Remove the battery (3) from the computer.



To install the battery, reverse the removal procedures.

 **NOTE:** When replacing the battery, be sure to completely reassemble the computer and plug in the AC adapter before turning the computer on.

When installing a new battery, install protective tape on the back of the battery.



Display assembly

To remove and disassemble the display assembly, use these procedures and illustrations.



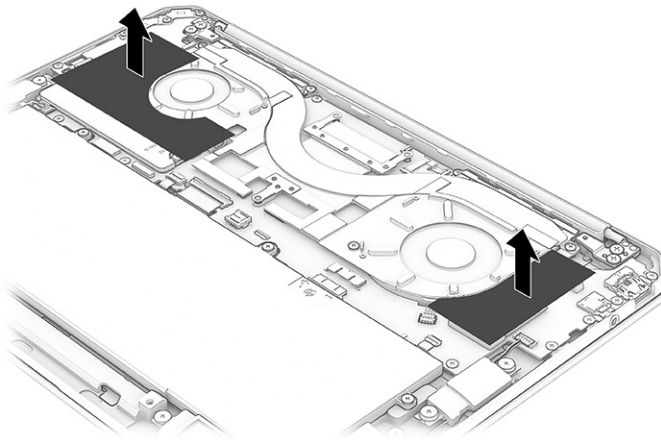
NOTE: The display assembly is only available as spare parts at the subcomponent level. For display assembly spare part information, see the individual removal subsections.

Before removing the display panel, follow these steps:

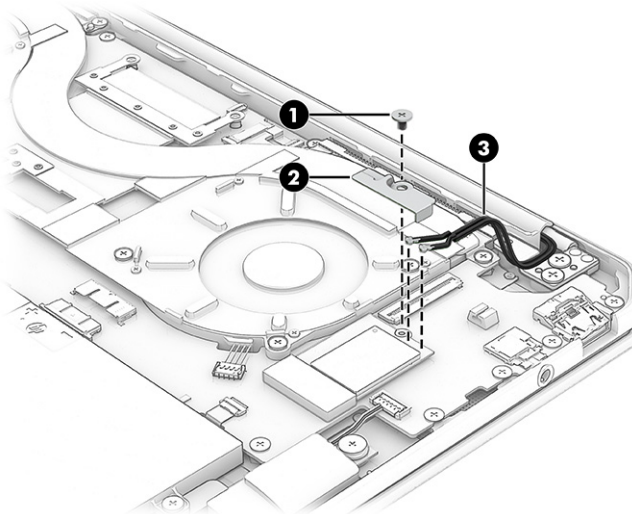
1. Prepare the computer for disassembly (see [Preparation for disassembly on page 29](#)).
2. Remove the bottom cover (see [Bottom cover on page 29](#)).
3. Disconnect the battery cable from the system board (see [Battery on page 31](#)).

Remove the display assembly:

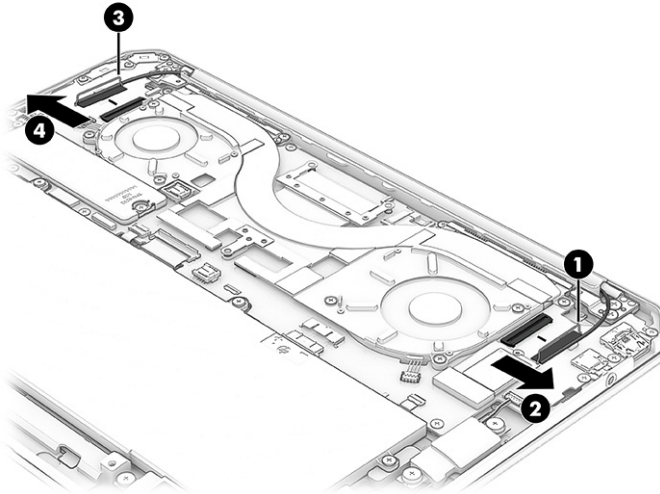
1. Lift the protective tape that covers the WLAN module and camera connector on one side and the display connector on the other side.



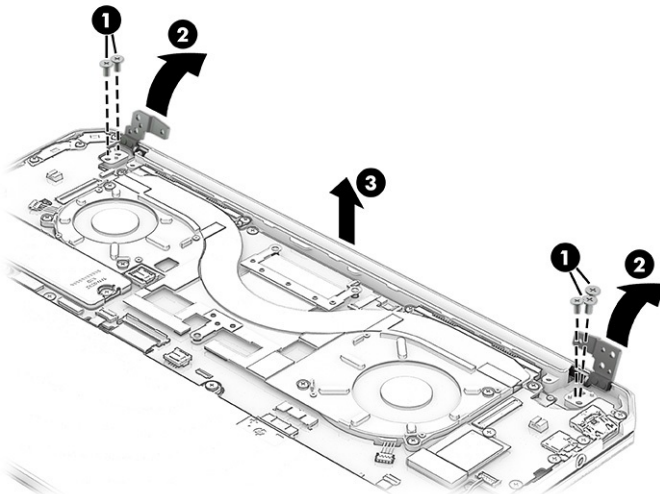
2. Remove the Phillips M2.0 × 2.0 screw (1) from the bracket over the antenna connectors on the WLAN module.
3. Remove the bracket (2).
4. Disconnect the antenna cables (3) in the WLAN module.



5. Lift the locking bar (1) on the display cable connector on the system board, and then disconnect the display cable (2).
6. Lift the locking bar (3) on the camera cable connector on the system board, and then disconnect the camera cable (4).



7. Remove the five Phillips M2.5 × 5.0 screws (1) that secure the display assembly to the computer.
8. Open the hinges (2) to just past 90°.
9. Separate the computer (3) from the display.



10. To remove the display panel:
 - a. Use a heating device to heat the display rear cover to loosen the panel adhesive.



NOTE: Heat the display to approximately 60°C.

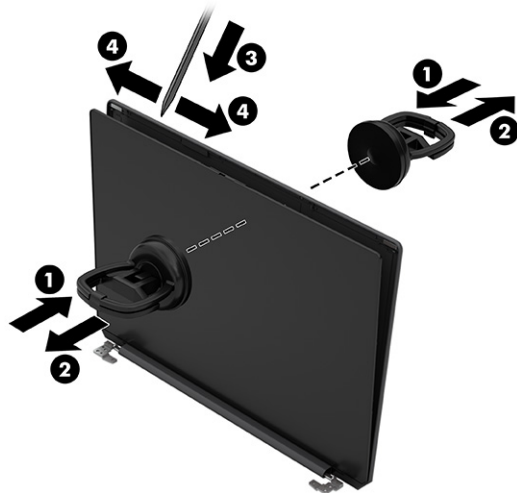


- b. Attach suction cups **(1)** to the top, middle of the display.



NOTE: Be sure not to place the suction cup over the camera module.

- c. Pull the suction cups apart **(2)** to create a gap between the panel and display rear cover.
- d. Insert a pry tool **(3)** into the gap, and then slide to tool back and forth **(4)** along the entire length of the top of the display to release the panel.

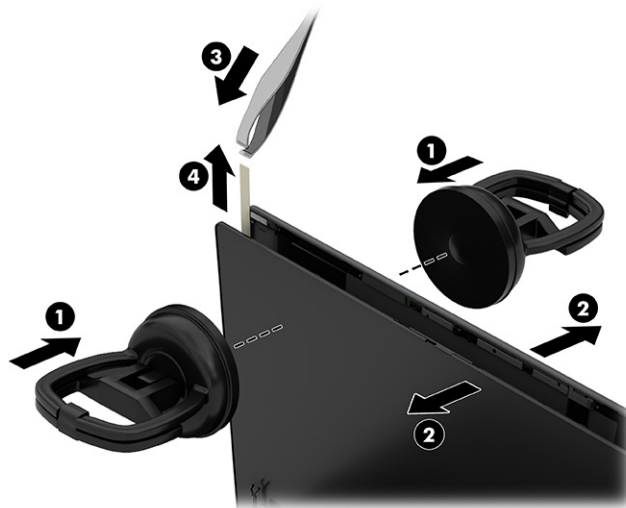


- e. Move the suction cups **(1)** to the top, right of the display.
- f. Pull the suction cups apart to create a gap **(2)** between the panel and display rear cover.

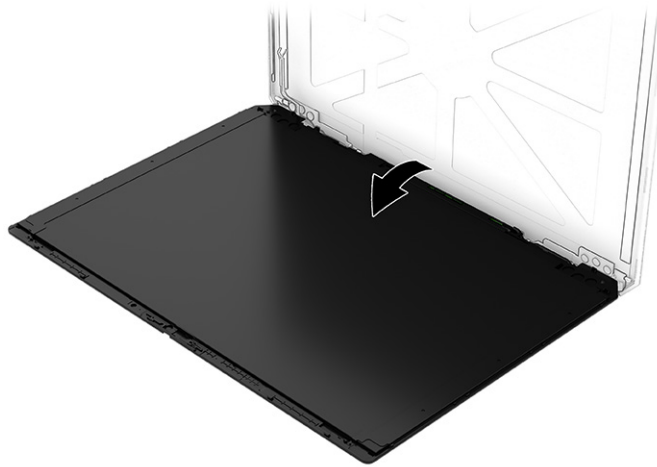
- g. Use tweezers (3) to pull the tape (4) out from behind the right side of the display panel.



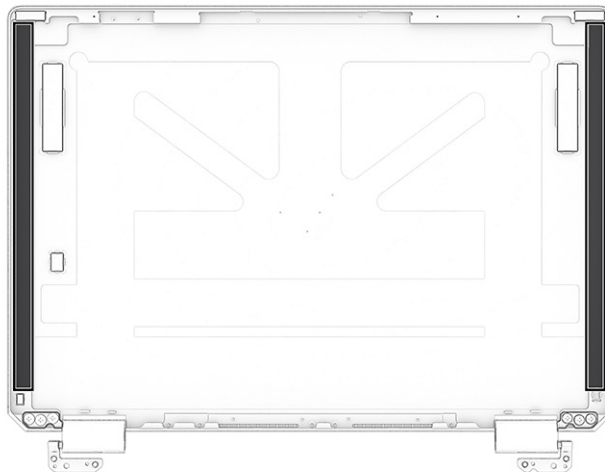
- h. Move the suction cups (1) to the top, left of the display.
- i. Pull the suction cups apart to create a gap (2) between the panel and display rear cover.
- j. Use tweezers (3) to pull the tape (4) out from behind the left side of the display panel.



- k. Rotate the panel over onto the keyboard to remove it.



- l. When installing a display panel, use the following illustration to determine tape installation locations on the inside of the display rear cover.

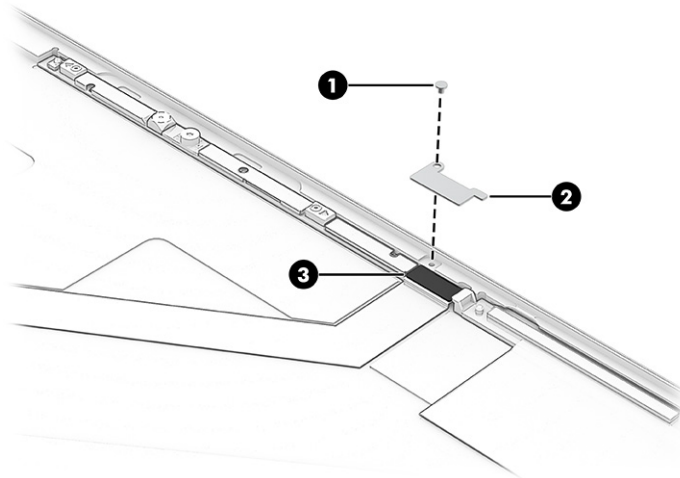


Display panels are available as spare part number P05303-001.

Display tape is available in the Display Adhesive Kit as spare part number P05304-001.

- 11. To remove the camera module:
 - a. Remove the Phillips M2.0 × 2.0 screw (1) from the camera bracket, and then remove the bracket (2).

- b. Disconnect the cable **(3)** from the camera module.



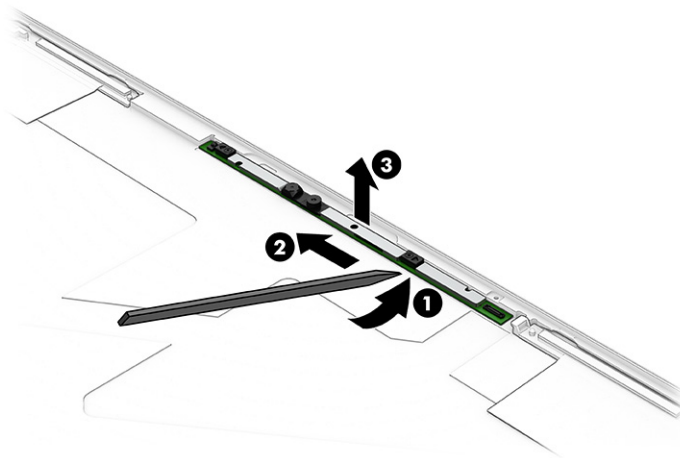
The camera module is available as spare part number P05301-001.

- c. Insert a thin tool **(1)** into one of the three gaps on the camera, and then slide the tool **(2)** to release the module.



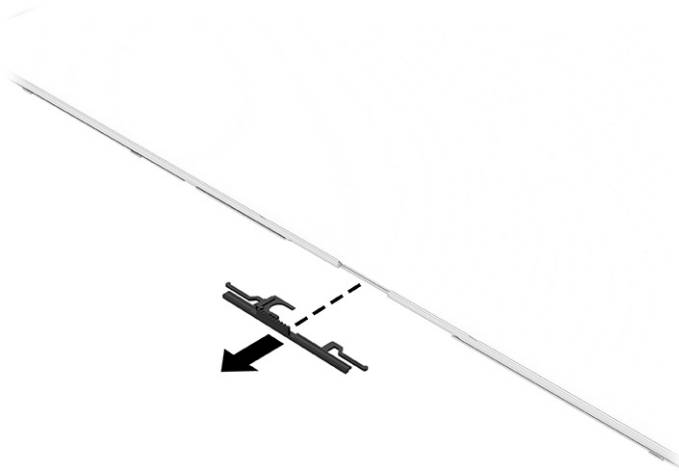
NOTE: To avoid damaging the camera module, be sure to use a thin pry tool.


- d. Remove the camera module **(3)**.



12. To remove the camera privacy cover:

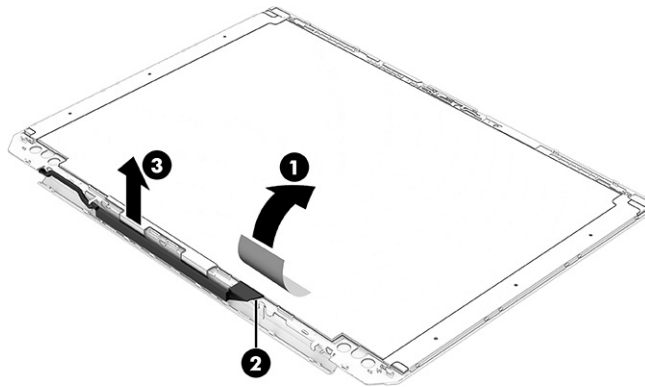
- Lift the cover off the display.



 **NOTE:** To replace the camera privacy cover, tilt the cover before inserting it into place.

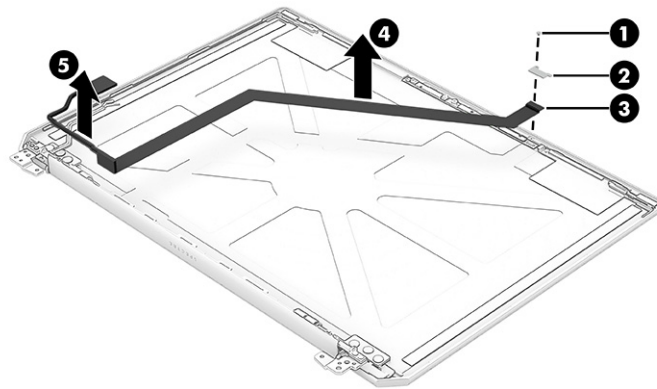
The camera privacy cover is available as spare part number P05302-001.

13. To remove the display cable:
 - a. Peel the conductive tape (1) off the LVDS connector on the bottom of the panel.
 - b. Disconnect the cable (2) from the panel.
 - c. Pull the cable out of the clips (3) on the bottom of the panel.



14. To remove the camera cable:
 - a. Remove the Phillips M2.0 × 2.0 screw (1) from the camera bracket, and then remove the bracket (2).
 - b. Disconnect the cable (3) from the camera module.
 - c. Peel the cable (4) off the inside of the display back cover.

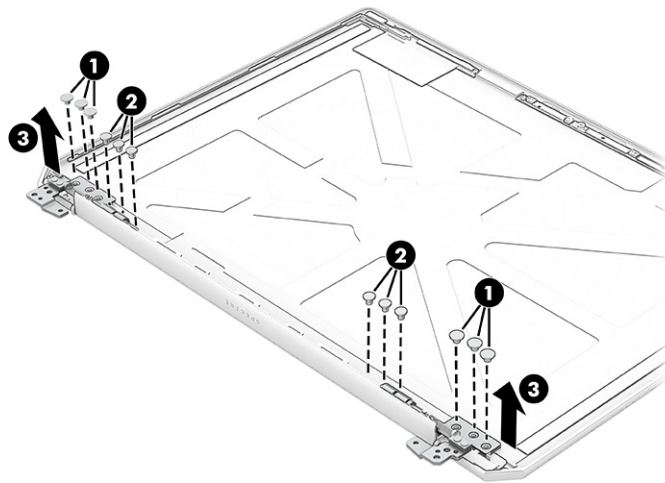
- d. Remove the cable (5) from the bottom of the display back cover.



The camera cable is available as spare part number P05291-001.

- 15. To remove the hinges from the display rear cover:

- a. Remove the three Phillips M2.0 × 2.0 screws (1) and three Phillips M1.4 × 2.0 screws (2) from each hinge.
- b. Remove the hinges (3) from the display back cover.

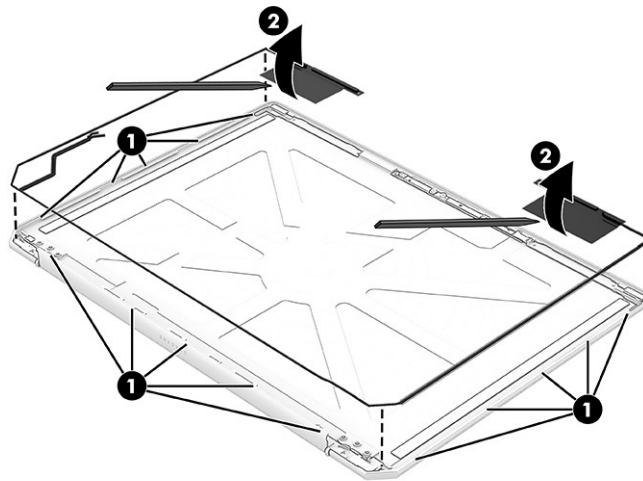


The display hinges are available as spare part number P05295-001.

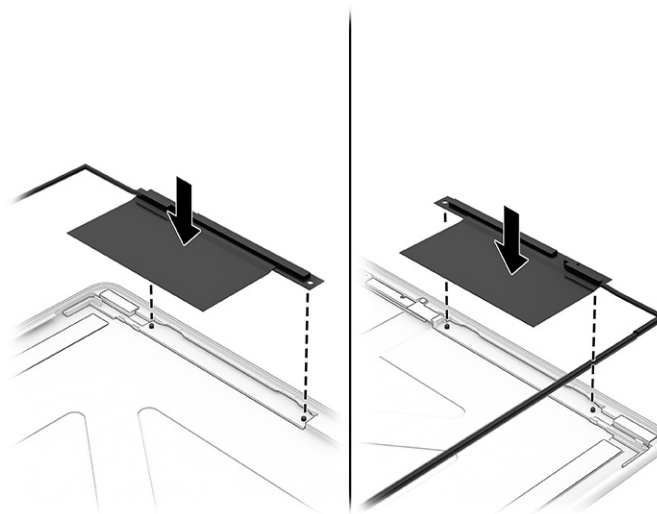
- 16. To remove the wireless antennas:

- a. Remove the cables (1) from their routing paths in the display back cover.

- b. Peel the bottom of the wireless antennas, and then insert and slide a tool (2) to release the antennas from the display back cover.



- c. When installing the wireless antennas, place the holes in the antennas onto the pins in the display back cover.



The wireless cables and antennas are available as spare part number P05283-001. The wireless cables and antennas are also included in the display rear cover spare part kit.

To reassemble and replace the display assembly, reverse these procedures.

Speakers

To remove the speakers, use this procedure and illustration.

Table 5-3 Speaker description and part number

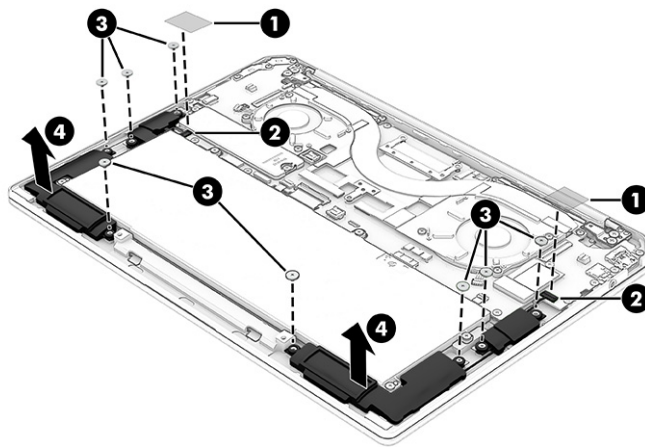
Description	Spare part number
Speakers (left and right)	P05300-001

Before removing the speakers, follow these steps:

1. Prepare the computer for disassembly (see [Preparation for disassembly on page 29](#)).
2. Remove the bottom cover (see [Bottom cover on page 29](#)).
3. Disconnect the battery cable from the system board (see [Battery on page 31](#)).

Remove the speakers:

1. Remove the clear plastic covers (1) from both speaker connectors on the system board.
2. Disconnect both speaker cables (2) from the system board.
3. Remove the eight Phillips M1.6 × 2.5 screws (3) that secure each speaker.
4. Remove the speakers (4) from the computer.



To install the speakers, reverse this procedure.

Touchpad

To remove the touchpad, use this procedure and illustration.

Table 5-4 Touchpad descriptions and part numbers

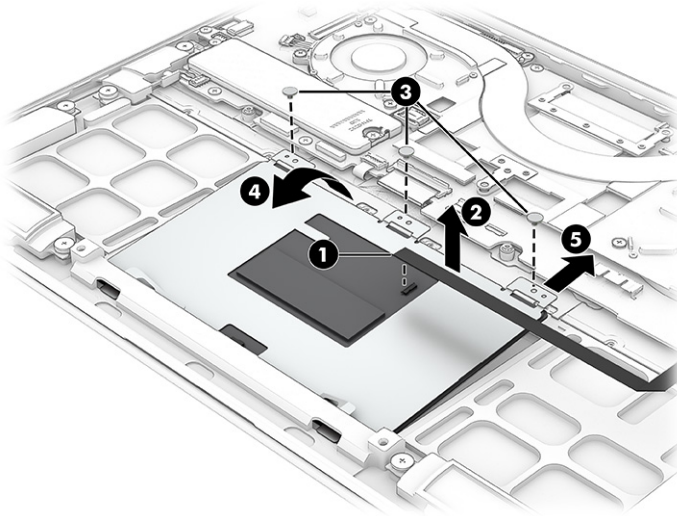
Description	Spare part number
Touchpad	P05298-001
Touchpad cable	P05290-001

Before removing the touchpad, follow these steps:

1. Prepare the computer for disassembly (see [Preparation for disassembly on page 29](#)).
2. Remove the bottom cover (see [Bottom cover on page 29](#)).
3. Remove the battery (see [Battery on page 31](#)).

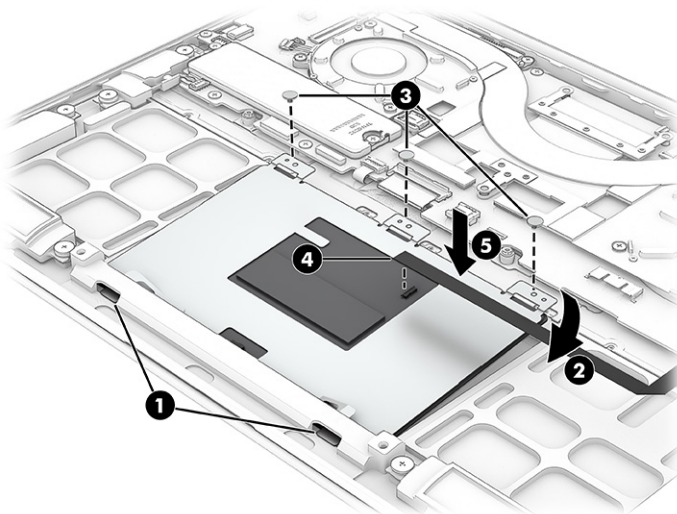
Remove the touchpad:

1. Remove the clear plastic covers from the system board touchpad cable connectors.
2. Disconnect both cables from the ZIF connectors (1) on the touchpad.
3. Peel the cable (2) off the touchpad.
4. Remove the three Phillips M1.6 × 2.0 screws (3) from the touchpad.
5. Lift the top of the touchpad (4), and then pull the touchpad (5) into the computer to remove it.



To install the touchpad:

1. Insert the tabs (1) in the bottom of the touchpad into the holes in the top cover.
2. Rotate the touchpad (2) down into place.
3. Install the three screws (3).
4. Connect the cable (4) to the touchpad.
5. Press the cable (5) down onto the touchpad.



Protective tape, system board

To remove the protective tape from the system board, use this procedure and illustration.

Table 5-5 Protective tape description and part number

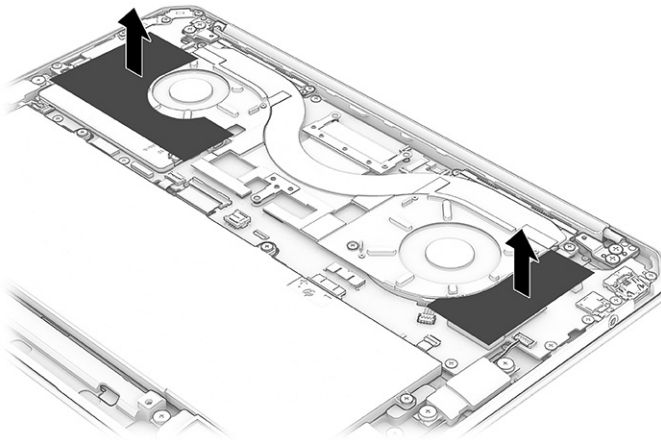
Description	Spare part number
Protective tape	P05305-001

Before removing the protective tape, follow these steps:

1. Prepare the computer for disassembly (see [Preparation for disassembly on page 29](#)).
2. Remove the bottom cover (see [Bottom cover on page 29](#)).

Remove the protective tape:

- Peel the protective tape off the system board.




To install protective tape, reverse this procedure.

WLAN module

To remove the WLAN module, use this procedure and illustration.

Table 5-6 WLAN module description and part number

Description	Spare part number
MediaTek Wi-Fi 7 MT7925 Bluetooth 5.4	N64647-005

 **IMPORTANT:** 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:

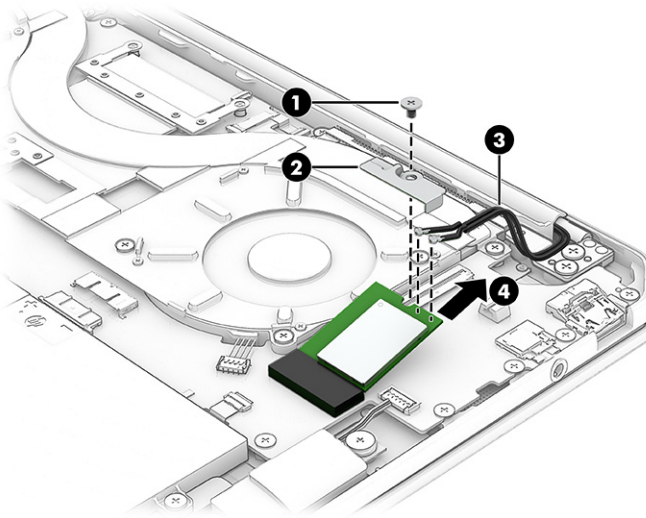
1. Prepare the computer for disassembly (see [Preparation for disassembly on page 29](#)).

2. Remove the bottom cover (see [Bottom cover on page 29](#)).
3. Disconnect the battery cable from the system board (see [Battery on page 31](#)).
4. Remove the protective tape from the system board (see [Protective tape, system board on page 44](#)).

Remove the WLAN module:

1. Remove the Phillips M2.0 × 2.0 screw **(1)** from the bracket, and then remove the bracket **(2)**.
2. Carefully disconnect the antenna cables **(3)** from the module.
3. Pull the WLAN module **(4)** out of the connector.

 **NOTE:** When connecting the antenna cables, be sure to match the number or letter on the cable with the appropriate connector on the module.



To install a WLAN module, reverse this procedure.

Heat sink and fan assembly

To remove the heat sink and fan assembly, use these procedures and illustrations.

Table 5-7 Heat sink and fan assembly description and part number


Description	Spare part number
Heat sink and fan assembly	P05293-001
Heat sink thermal pads	P05294-001

Before removing the heat sink and fan assembly, follow these steps:

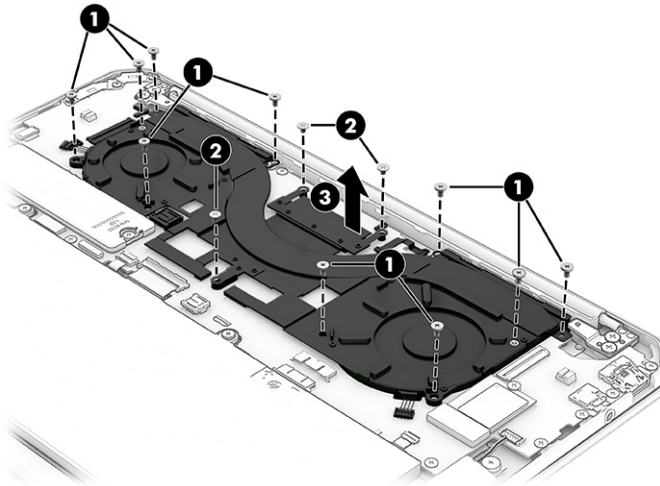
1. Prepare the computer for disassembly (see [Preparation for disassembly on page 29](#)).
2. Remove the bottom cover (see [Bottom cover on page 29](#)).
3. Disconnect the battery cable from the system board (see [Battery on page 31](#)).
4. Remove the protective tape from the system board (see [Protective tape, system board on page 44](#)).

Remove the heat sink and fan assembly:

1. Remove 10 Phillips 2.0 × 3.0 screws (1) from the fans.
2. Remove three Phillips 2.0 × 2.5 screws (2) from the heat sink.

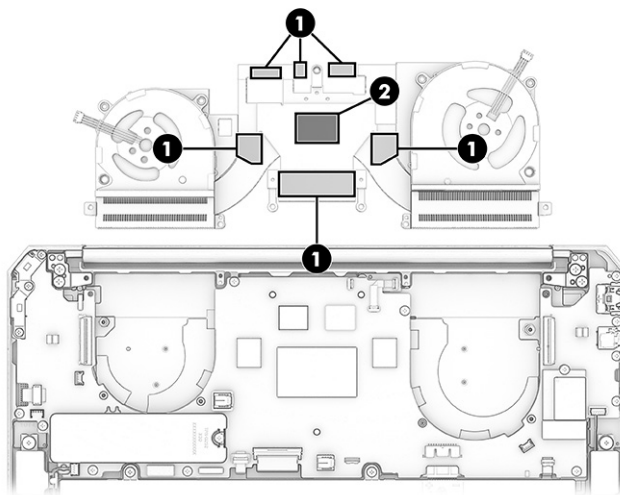
 **NOTE:** The heat sink has numbers next to the screws that indicate installation order. When removing the heat sink, remove the screws in reverse order from what is shown on the heat sink. When installing a heat sink, install the screws in the order shown on the heat sink.

3. Remove the heat and fan assembly (3).



4. Thoroughly clean the thermal paste 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 and system board spare part kits.

Gray thermal grease (1) and thermal pads (2) are used on the heat sink.



To install the heat sink and fan assembly, reverse this procedure.

Solid-state drive

To remove the solid-state drive (SSD), use this procedure and illustration.

Table 5-8 SSD descriptions and part numbers

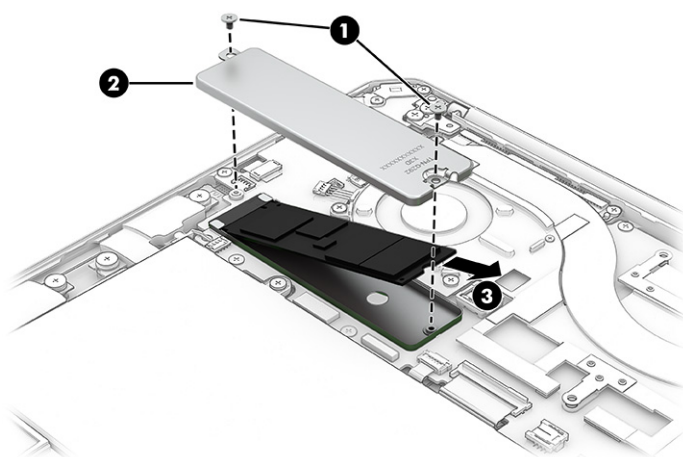
Description	Spare part number
2 TB, TLC	M52027-005
1 TB, TLC	M16560-005
1 TB	N45474-005
512 GB	N45476-005
SSD thermal pad	P05294-001

Before removing the SSD, follow these steps:

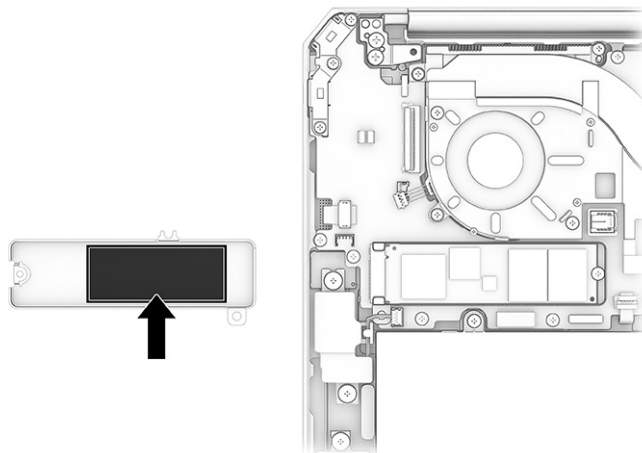
1. Prepare the computer for disassembly (see [Preparation for disassembly on page 29](#)).
2. Remove the bottom cover (see [Bottom cover on page 29](#)).
3. Disconnect the battery cable from the system board (see [Battery on page 31](#)).
4. Remove the protective tape from the system board (see [Protective tape, system board on page 44](#)).

Remove the SSD:

1. Remove two Phillips M2.0 × 2.5 screws (1) that secure the SSD cover.
2. Lift the cover (2) off the drive.
3. Pull the drive (3) out of the socket.



4. When installing an SSD, be sure a thermal pad is installed on the bottom of the SSD cover.



To install an SSD, reverse the removal procedures.



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

System board

To remove the system board, use these procedures and illustrations.

Table 5-9 System board descriptions and part numbers

Description	Spare part number
System board (includes processor and integrated system memory; for use in models with the Windows operating system)	
AMD Ryzen AI 9 HX 375 processor with 32 GB of integrated system memory	P09747-601
AMD Ryzen AI 9 365 processor with 32 GB of integrated system memory	P05307-601
AMD Ryzen AI 9 365 processor with 16 GB of integrated system memory	P05306-601
System board large size protective tape	P05305-001
Protective tape for system board connectors	P05292-001

Before removing the system board, follow these steps:

1. Prepare the computer for disassembly (see [Preparation for disassembly on page 29](#)).
2. Remove the bottom cover (see [Bottom cover on page 29](#)).
3. Remove the battery (see [Battery on page 31](#)).
4. Remove the protective tape from the system board (see [Protective tape, system board on page 44](#)).
5. Remove the heat sink and fan assembly (see [Heat sink and fan assembly on page 45](#)).

When you replace the system board, be sure to remove the following components (as applicable) from the defective system board and install them on the replacement system board:

- WLAN module (see [WLAN module on page 44](#)).
- Solid-state drive (see [Solid-state drive on page 47](#)).

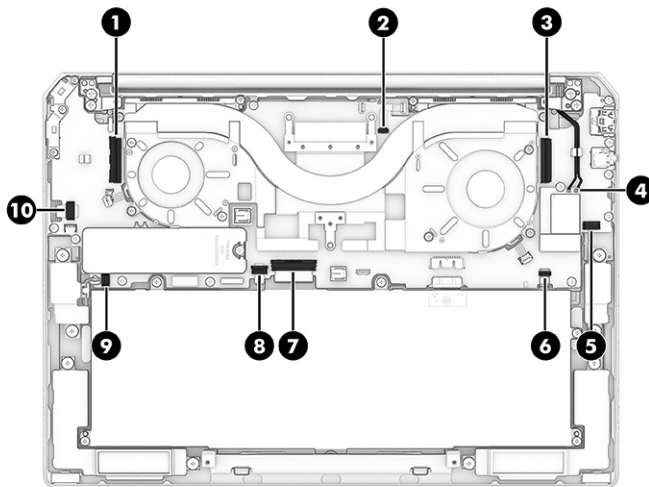
Remove the system board:

1. Disconnect the following cables from the system board:



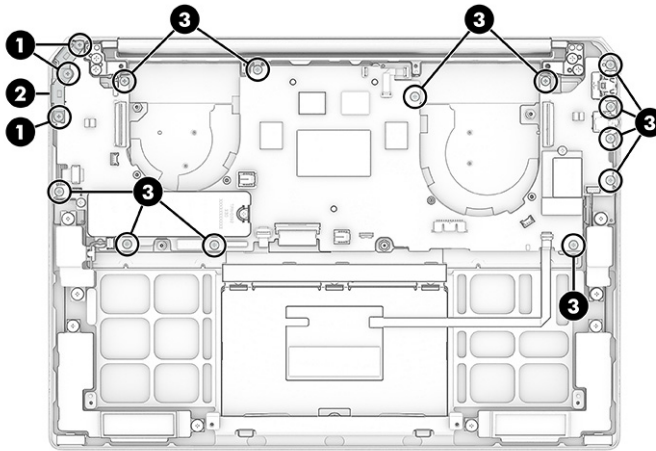
NOTE: Some connectors are covered by transparent tape.

- Camera cable **(1)**
- IR board cable (ZIF) **(2)**
- Display cable (ZIF) **(3)**
- Antenna cables from WLAN module **(4)**
- Speaker cable **(5)**
- Touchpad cable (ZIF) **(6)**
- Keyboard cable (ZIF) **(7)**
- Keyboard backlight cable (ZIF) **(8)**
- Speaker cable **(9)**
- Fingerprint reader/Power button cable (ZIF) **(10)**

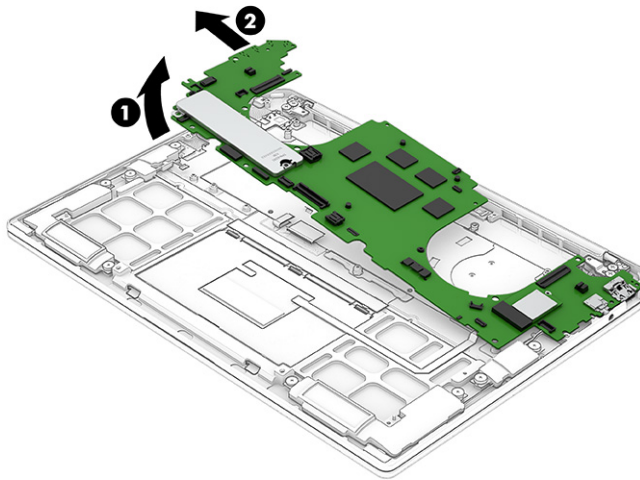


2. Remove three Phillips M2.0 × 3.5 screws **(1)** from the I/O bracket, and then remove the bracket **(2)**.

3. Remove 12 Phillips M2.0 × 3.0 screws (3) from the system board.



4. Lift the left side of the system board (1), and then pull the system board (2) left and away from the right-side connectors to remove it from the computer.



To install the system board, reverse this procedure.

Infrared (IR) sensor board

To remove the IR sensor board, use this procedure and illustration.

Table 5-10 IR sensor board descriptions and part numbers

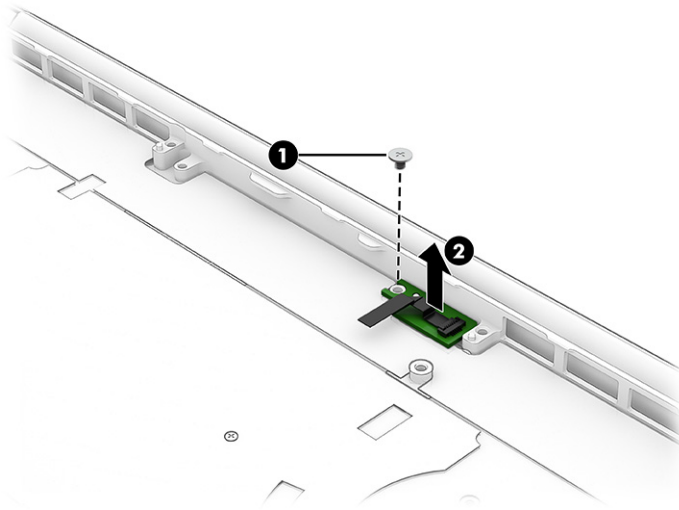
Description	Spare part number
IR sensor board	P05296-001
IR sensor cable	P05289-001

Before removing the IR sensor board, follow these steps:

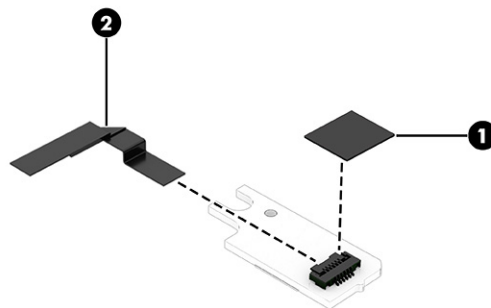
1. Prepare the computer for disassembly (see [Preparation for disassembly on page 29](#)).
2. Remove the bottom cover (see [Bottom cover on page 29](#)).
3. Remove the battery (see [Battery on page 31](#)).
4. Remove the protective tape from the system board (see [Protective tape, system board on page 44](#)).
5. Remove the heat sink and fan assembly (see [Heat sink and fan assembly on page 45](#)).
6. Remove the system board (see [System board on page 48](#)).

Remove the IR sensor board:

1. Remove the Phillips M2.0 × 2.0 screw **(1)** that secures the IR sensor board to the computer.
2. Remove the board **(2)**.



3. To disconnect the cable from the IR sensor board, lift the protective tape **(1)** from the connector, and then disconnect the cable **(2)** from the ZIF connector on the board.



To install the IR sensor board, reverse this procedure.

Power button/fingerprint reader board

To remove the power button board, use this procedure and illustration.

Table 5-11 Power button/fingerprint reader board descriptions and part numbers

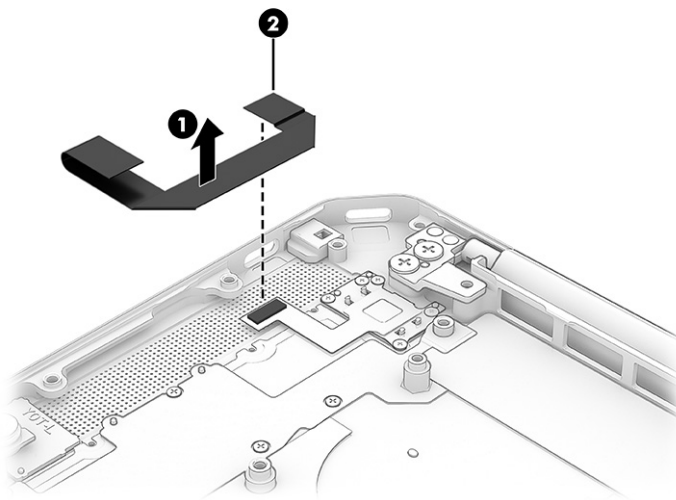
Description	Spare part number
Power button/fingerprint reader board	P08307-001
Power button/fingerprint reader board cable	P05287-001

Before removing the power button/fingerprint reader board, follow these steps:

1. Prepare the computer for disassembly (see [Preparation for disassembly on page 29](#)).
2. Remove the bottom cover (see [Bottom cover on page 29](#)).
3. Remove the battery (see [Battery on page 31](#)).
4. Remove the protective tape from the system board (see [Protective tape, system board on page 44](#)).
5. Remove the heat sink and fan assembly (see [Heat sink and fan assembly on page 45](#)).
6. Remove the system board (see [System board on page 48](#)).

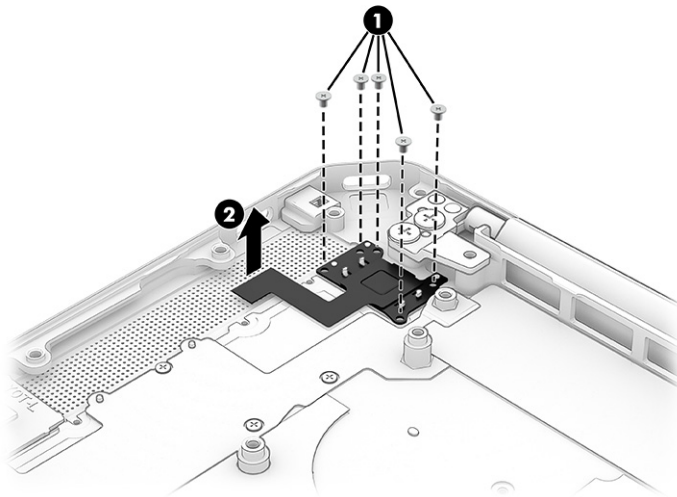
Remove the power button/fingerprint reader board:

1. Lift the power button/fingerprint reader board cable (1) to release it from the computer. The cable is secured with adhesive.
2. Disconnect the cable (2) from the board.



3. Remove the five Phillips M2.0 × 2.0 screws (1) that secure the board to the computer.

4. Remove the board (2).



To install the power button/fingerprint reader board, reverse this procedure.

Keyboard

To remove the keyboard, use these procedures and illustrations.

Table 5-12 Keyboard descriptions and part numbers

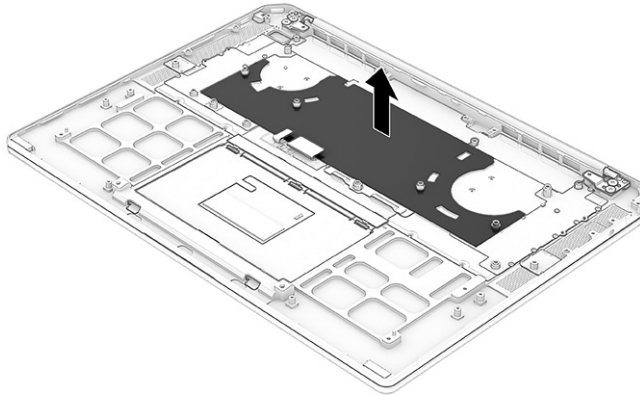
Description	Spare part number
Belgium	P05309-A41
Denmark, Finland, and Norway	P05309-DH1
French Canada	P05309-DB1
Germany	P05309-041
International	P05309-B31
Japan	P05309-291
United Kingdom	P05309-031
United States	P05309-001

Before removing the keyboard from the top cover, follow these steps:

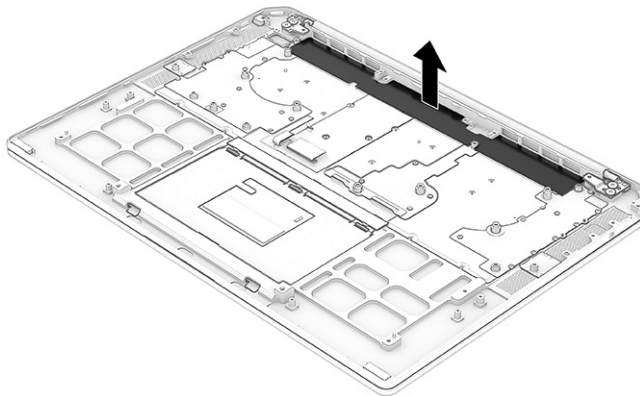
1. Prepare the computer for disassembly (see [Preparation for disassembly on page 29](#)).
2. Remove the bottom cover (see [Bottom cover on page 29](#)).
3. Remove the battery (see [Battery on page 31](#)).
4. Remove the protective tape from the system board (see [Protective tape, system board on page 44](#)).
5. Remove the heat sink and fan assembly (see [Heat sink and fan assembly on page 45](#)).
6. Remove the system board (see [System board on page 48](#)).

Remove the keyboard from the top cover:

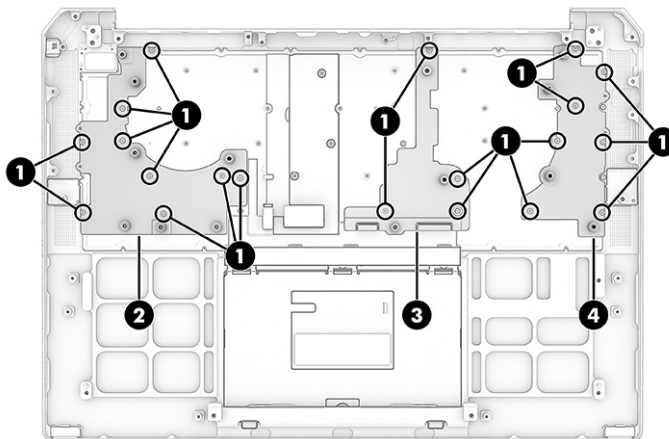
1. Peel the protective thermal shielding off the keyboard.



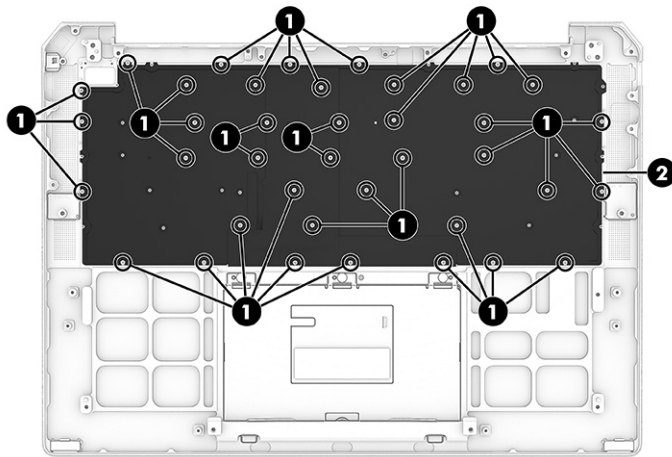
2. Peel the long graphite sheet off the keyboard.



3. Remove 20 Phillips M1.0 × 1.2 screws (1) from three keyboard brackets, and then remove the left (2), middle (3), and right brackets (4).



4. Remove 39 Phillips M1.0 × 1.0 screws from the keyboard, and then remove the keyboard.



The top cover spare part remains after removing the keyboard.

To install a keyboard, reverse this procedure.

6 Using Setup Utility (BIOS)

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



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

Starting Setup Utility (BIOS)

You have several ways to access the Setup Utility (BIOS).



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

Use one of these options:

- Turn on or restart the computer and quickly press **F10**.
- Turn on or restart the computer, quickly press **Esc**, and then press **F10** when the Start menu is displayed.

Updating Setup Utility (BIOS)

Updated versions of Setup Utility (BIOS) might be available on the HP website. Most BIOS updates on the HP website are packaged in compressed files called *SoftPaqs*. Some download packages contain a file named `Readme.txt`, which contains information regarding installing and troubleshooting the file.

Determining the BIOS version

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

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

- HP Support Assistant
 1. Select the **Search** icon in the taskbar, type `support` in the search box, and then select the **HP Support Assistant** app.

– or –

Select the question mark icon in the taskbar.

 2. Under **My notebook**, select **Specifications**.
- Setup Utility (BIOS)
 1. Start Setup Utility (BIOS) (see [Starting Setup Utility \(BIOS\) on page 56](#)).

2. Select **Main**, and then make note of the BIOS version.
 3. Select **Exit**, select one of the options, and then follow the on-screen instructions.
- In Windows, press **ctrl+alt+s**.

To check for later BIOS versions, see [Preparing for a BIOS update on page 57](#).

Preparing for a BIOS update

Be sure to follow all prerequisites before downloading and installing a BIOS update.



IMPORTANT: 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 HP AC adapter provided with the computer (select products only), a replacement AC adapter provided by HP, or an AC adapter with the power rating specified on the product label. Do not download or install a BIOS update while the computer is running on battery power, docked in an optional docking device, or connected to an optional power source. During the download and installation, follow these instructions:

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



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

Downloading a BIOS update

After you review the prerequisites, you can check for and download BIOS updates.

1. Perform one of these tasks:
 - Select the **Search** icon in the taskbar, type `support` in the search box, and then select the **HP Support Assistant** app.
 - Select the question mark icon in the taskbar.
2. Select **Updates**. The **Checking for Updates** window opens, and Windows checks for updates.
3. Follow the on-screen instructions.
4. At the download area, follow these steps:
 - a. Identify the most recent BIOS update and compare it to the BIOS version currently installed on your computer. If the update is more recent than your BIOS version, make a note of the date, name, or other identifier. You might need this information to locate the update later, after it has been downloaded to your hard drive.
 - b. Follow the on-screen instructions to download your selection to the hard drive.

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

Installing a BIOS update

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

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

The BIOS installation begins.


5. Complete the installation by following the on-screen instructions.




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

7 Backing up, restoring, and recovering

You can use Windows tools or HP software to back up your information, create a restore point, reset your computer, create recovery media, or restore your computer to its factory state. Performing these standard procedures can return your computer to a working state faster.

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


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

Backing up information and creating recovery media

These methods of creating recovery media and backups are available on select products only.

Using Windows tools for backing up

HP recommends that you back up your information immediately after initial setup. You can do this task either using Windows Backup locally with an external USB flash drive or using online tools.


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


Using the HP Cloud Recovery Download Tool to create recovery media (select products only)

You can use the HP Cloud Recovery Download Tool to create HP Recovery media on a bootable USB flash drive.

For details:

- Go to <http://www.hp.com>, search for HP Cloud Recovery, and then select the result that matches the type of computer that you have.

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

 **IMPORTANT:** HP recommends that you follow the [Restoring and recovery methods on page 60](#) to restore your computer before you obtain and use the HP recovery discs. Using a recent backup can return your machine to a working state sooner than using the HP recovery discs. After the system is restored, reinstalling all the operating system software released since your initial purchase can be a lengthy process.

Restoring and recovering your system

You have several tools available to recover your system both within and outside of Windows if the desktop cannot load.

HP recommends that you attempt to restore your system using the [Restoring and recovery methods on page 60](#).

Creating a system restore

System Restore is available in Windows. The System Restore software can automatically or manually create restore points, or snapshots, of the system files and settings on the computer at a particular point.

When you use System Restore, it returns your computer to its state at the time you made the restore point. Your personal files and documents should not be affected.

Restoring and recovery methods

After you run the first method, test to see whether the issue still exists before you proceed to the next method, which might now be unnecessary.

1. Run a Microsoft System Restore.
2. Run Reset this PC.



NOTE: The options **Remove everything** and then **Fully clean the drive** can take several hours to complete and leave no information on your computer. It is the safest way to reset your computer before you recycle it.

3. Recover using HP Recovery media. For more information, see [Recovering using HP Recovery media on page 60](#).

For more information about the first two methods, see the Get Help app:

- Select the **Start** button, select **All apps**, select the **Get Help** app, and then enter the task you want to perform.



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

Recovering using HP Recovery media

You can use HP Recovery media to recover the operating system and drivers that were installed at the factory. On select products, you can create recovery media on a bootable USB flash drive using the HP Cloud Recovery Download Tool.

For details, see [Using the HP Cloud Recovery Download Tool to create recovery media \(select products only\) on page 59](#).



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

To recover your system:

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



NOTE: HP recommends that you follow the [Restoring and recovery methods on page 60](#) to restore your computer before you obtain and use the HP recovery discs. Using a recent backup can return your machine to a working state sooner than using the HP recovery discs. After the system is restored, reinstalling all the operating system software released since your initial purchase can be a lengthy process.

Changing the computer boot order

If your computer does not restart using the HP Recovery media, you can change the computer boot order, which is the order of devices listed in BIOS for startup information. You can select an optical drive or a USB flash drive, depending on the location of your HP Recovery media.



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

To change the boot order:

1. Insert the HP Recovery media.
2. Access the system **Startup** menu.
 - For computers or tablets with keyboards attached, turn on or restart the computer or tablet, quickly press **esc**, and then press **f9** for boot options.
 - For tablets without keyboards, turn on or restart the tablet, and then quickly press and hold one of the following buttons:
 - Volume up
 - Volume down

Then select **f9**.
3. Select the optical drive or USB flash drive from which you want to boot, and then follow the on-screen instructions.

Using HP Sure Recover (select products only)

Select computer models are configured with HP Sure Recover, a PC operating system (OS) recovery solution built into the hardware and software. HP Sure Recover can fully restore the HP OS image without installed recovery software.

Using HP Sure Recover, an administrator or user can restore the system and install:

- Latest version of the operating system
- Platform-specific device drivers
- Software applications, in the case of a custom image

To access the latest documentation for HP Sure Recover, go to <http://www.hp.com/support>. Follow the on-screen instructions to find your product and locate your documentation.

8 Using HP PC Hardware Diagnostics

You can use the HP PC Hardware Diagnostics utility to determine whether your computer hardware is running properly. The three versions are HP PC Hardware Diagnostics Windows, HP PC Hardware Diagnostics UEFI (Unified Extensible Firmware Interface), and (for select products only) Remote HP PC Hardware Diagnostics UEFI, a firmware feature.

Using HP PC Hardware Diagnostics Windows (select products only)

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

If HP PC Hardware Diagnostics Windows is not installed on your computer, you must download and install it. To download HP PC Hardware Diagnostics Windows, see [Downloading HP PC Hardware Diagnostics Windows on page 63](#).

Using an HP PC Hardware Diagnostics Windows hardware failure ID code

When HP PC Hardware Diagnostics Windows detects a failure that requires hardware replacement, a 24-digit failure ID code is generated for select component tests. For interactive tests, such as keyboard, mouse, or audio and video palette, you must perform troubleshooting steps before you can receive a failure ID.

You have several options after you receive a failure ID:

- Select **Next** to open the Event Automation Service (EAS) page, where you can log the case.
- Scan the QR code with your mobile device, which takes you to the EAS page, where you can log the case.
- Select the box next to the 24-digit failure ID to copy your failure code and send it to support.

Accessing HP PC Hardware Diagnostics Windows

After HP PC Hardware Diagnostics Windows is installed, you can access it from HP Support Assistant or the Start menu.

Accessing HP PC Hardware Diagnostics Windows from HP Support Assistant

After HP PC Hardware Diagnostics Windows is installed, follow these steps to access it from HP Support Assistant:

1. Complete one of the following tasks:
 - Select the **Search** icon in the taskbar, type `support` in the search box, and then select the **HP Support Assistant** app.
 - Select the question mark icon in the taskbar.
2. Select **Fixes & Diagnostics**.

3. Select **Run hardware diagnostics**, and then select **Launch**.
4. When the tool opens, select the type of diagnostic test that you want to run, and then follow the on-screen instructions.



NOTE: To stop a diagnostic test, select **Cancel**.

Accessing HP PC Hardware Diagnostics Windows from the Start menu (select products only)

After HP PC Hardware Diagnostics Windows is installed, follow these steps to access it from the Start menu:

1. Select the **Start** button, and then select **All apps**.
2. Select **HP PC Hardware Diagnostics Windows**.
3. When the tool opens, select the type of diagnostic test that you want to run, and then follow the on-screen instructions.



NOTE: To stop a diagnostic test, select **Cancel**.

Downloading HP PC Hardware Diagnostics Windows

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

Downloading the latest HP PC Hardware Diagnostics Windows version from HP

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

1. Go to <http://www.hp.com/go/techcenter/pcdiags>. The HP PC Diagnostics home page is displayed.
2. Select **Download HP Diagnostics Windows**, and then select the specific Windows diagnostics version to download to your computer or a USB flash drive.

The tool downloads to the selected location.

Downloading the HP PC Hardware Diagnostics Windows from the Microsoft Store

You can download the HP PC Hardware Diagnostics Windows from the Microsoft Store:

1. Select the Microsoft Store app on your desktop or select the **Search** icon in the taskbar, and then type `Microsoft Store` in the search box.
2. Type `HP PC Hardware Diagnostics Windows` in the **Microsoft Store** search box.
3. Follow the on-screen directions.

The tool downloads to the selected location.

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

You can download HP PC Hardware Diagnostics Windows by product name or number.



NOTE: For some products, you might have to download the software to a USB flash drive by using the product name or number.

1. Go to <http://www.hp.com/support>.
2. Select **Software and Drivers**, select your type of product, and then enter the product name or number in the search box that is displayed.
3. In the **Diagnostics** section, select **Download**, and then follow the on-screen instructions to select the specific Windows diagnostics version to be downloaded to your computer or USB flash drive.

The tool downloads to the selected location.

Installing HP PC Hardware Diagnostics Windows

To install HP PC Hardware Diagnostics Windows, navigate to the folder on your computer or the USB flash drive where the .exe file downloaded, double-click the .exe file, and then follow the on-screen instructions.

Using HP PC Hardware Diagnostics UEFI

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



NOTE: For some products, you must use a Windows computer and a USB flash drive to download and create the HP UEFI support environment because only .exe files are provided. For more information, see [Downloading HP PC Hardware Diagnostics UEFI to a USB flash drive on page 65](#).

If your PC does not start in Windows, you can use HP PC Hardware Diagnostics UEFI to diagnose hardware issues.

Using an HP PC Hardware Diagnostics UEFI hardware failure ID code

When HP PC Hardware Diagnostics UEFI detects a failure that requires hardware replacement, a 24-digit failure ID code is generated.

For assistance in solving the problem, complete one of these tasks:

- Select **Contact HP**, accept the HP privacy disclaimer, and then use a mobile device to scan the failure ID code that appears on the next screen. The HP Customer Support - Service Center page appears with your failure ID and product number automatically filled in. Follow the on-screen instructions.
- Contact support, and provide the failure ID code.

Starting HP PC Hardware Diagnostics UEFI

To start HP PC Hardware Diagnostics UEFI, follow this procedure.

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

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

- a. Connected USB flash drive



NOTE: To download the HP PC Hardware Diagnostics UEFI tool to a USB flash drive, see [Downloading the latest HP PC Hardware Diagnostics UEFI version on page 66](#).

- b. Hard drive
 - c. BIOS
3. When the diagnostic tool opens, select the type of diagnostic test that you want to run, and then follow the on-screen instructions.

Starting HP PC Hardware Diagnostics UEFI through HP Hotkey Support software (select products only)

This section describes how to start HP PC Hardware Diagnostics UEFI through HP Hotkey Support software.



NOTE: You must disable fast boot to access HP PC Hardware Diagnostics UEFI from the HP System Information application.

To disable fast boot:

1. Turn on or restart the computer, and when the HP logo appears, press **f10** to enter Computer Setup.
2. Select **Advanced**, and then select **Boot Options**.
3. Clear **Fast Boot**.
4. Select **Save Changes and Exit**, and then select **Yes**.

To start HP PC Hardware Diagnostics UEFI through HP Hotkey Support software, follow this procedure:

1. From the **Start** menu, open the HP System Information Application or press **fn+esc**.
2. In HP System Information screen, select **Run System Diagnostics**, select **Yes** to run the application, and then select **Restart**.



IMPORTANT: To prevent loss of data, save your work in all open apps before restarting your computer.



NOTE: When the restart is complete, the computer opens the HP PC Hardware Diagnostics UEFI Application. Proceed with the troubleshooting tests.

Downloading HP PC Hardware Diagnostics UEFI to a USB flash drive

Downloading HP PC Hardware Diagnostics UEFI to a USB flash drive can be useful in some situations.

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



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

Downloading the latest HP PC Hardware Diagnostics UEFI version

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

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

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

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



NOTE: For some products, you might have to download the software to a USB flash drive by using the product name or number.

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

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

Remote HP PC Hardware Diagnostics UEFI is a firmware (BIOS) feature that downloads HP PC Hardware Diagnostics UEFI to your computer. It can then run the diagnostics on your computer, and it might upload results to a preconfigured server.

For more information about Remote HP PC Hardware Diagnostics UEFI, go to <http://www.hp.com/go/techcenter/pcdiags>, and then select **Find out more**.

Downloading Remote HP PC Hardware Diagnostics UEFI

Remote HP PC Hardware Diagnostics UEFI is also available as a SoftPaq that you can download to a server.

Downloading the latest Remote HP PC Hardware Diagnostics UEFI version

You can download the latest Remote HP PC Hardware Diagnostics UEFI version to a USB flash drive.

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

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

You can download Remote HP PC Hardware Diagnostics UEFI by product name or number.



NOTE: For some products, you might have to download the software by using the product name or number.

1. Go to <http://www.hp.com/support>.

2. Select **Software and Drivers**, select your type of product, enter the product name or number in the search box that is displayed, select your computer, and then select your operating system.
3. In the **Diagnostics** section, follow the on-screen instructions to select and download the **Remote UEFI** version for the product.

Customizing Remote HP PC Hardware Diagnostics UEFI settings

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

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

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

1. Turn on or restart the computer, and when the HP logo appears, press **f10** to enter Computer Setup.
2. Select **Advanced**, and then select **Settings**.
3. Make your customization selections.
4. Select **Main**, then select **Save Changes and Exit** to save your settings.

Your changes take effect when the computer restarts.

9 Specifications

This chapter provides specifications for your computer system.

Computer specifications

This section provides specifications for your computer. When you travel with your computer, the computer dimensions and weights, as well as input power ratings and operating specifications, provide helpful information.

Table 9-1 Computer specifications

	Metric	U.S.
Dimensions		
Width	315.1 mm	12.40 in
Depth	227.6 mm	8.96 in
Height	16.49 mm	0.65 in
Weight	1575 g	3.47 lb
Input power		
Operating voltage and current	5 V DC @ 3 A / 9 V DC @ 3 A / 12 V DC @ 5 A / 15 V DC @ 4.33 A / 20 V DC @ 3.25 A - 65 W USB-C	
	5 V DC @ 3 A / 9 V DC @ 3 A / 10 V DC @ 5 A / 12 V DC @ 5 A / 15 V DC @ 4.33 A / 20 V DC @ 3.25 A - 65 W USB-C	
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.

Display specifications

This section provides specifications for your display.

Table 9-2 Display specifications

	Metric	U.S.
Active diagonal size	35.6 cm	14.0 in
Resolution	2240 × 1400 (2.2K)	
Surface treatment	BrightView	
Brightness	300 nits	
Viewing angle	UWVA	
Backlight	LED	
Display panel interface	eDP	

Solid-state drive specifications

This section provides specifications for your solid-state drives.

Table 9-3 Solid-state drive specifications

	512 GB*	1 TB*	2 TB*
Dimensions			
Height	1.0 mm	1.0 mm	1.0 mm
Length	50.8 mm	50.8 mm	50.8 mm
Width	28.9 mm	28.9 mm	28.9 mm
Weight	< 10 g	< 10 g	< 10 g
Interface type			
Ready time, maximum (to not busy)	< 1.0 ms	< 1.0 ms	< 1.0 ms
Access times, logical	0.1 ms	0.1 ms	0.1 ms
Transfer rate			
Sequential read	up to 2150 MBps	Up to 300,000 IOPs	Up to 300,000 IOPs
Random read	Up to 300,000 IOPs	Up to 300,000 IOPs	Up to 300,000 IOPs
Sequential write	up to 1550 MBps	up to 1550 MBps	up to 2500 MBps
Random write	Up to 100,000 IOPs	Up to 100,000 IOPs	Up to 125,000 IOPs
Total logical sectors	1,000,215,216	1,500,336,388	2,985,523,121
Operating temperature	0°C to 70°C (32°F to 158°F)		

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

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

10 Power cord set requirements

This chapter provides power cord requirements for countries and regions.

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

The three-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 or regions must meet the requirements of the country and region where the computer is used.

Requirements for all countries

These power cord 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 A and a nominal voltage rating of 125 V AC 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

To determine power cord requirements for specific countries and regions, use this table.

Table 10-1 Power cord requirements for specific countries and regions

Country/region	Accredited agency	Applicable note number
Argentina	IRAM	1
Australia	SAA	1
Austria	OVE	1
Belgium	CEBEC	1
Brazil	ABNT	1
Canada	CSA	2
Chile	IMQ	1
Denmark	DEMKO	1
Finland	FIMKO	1
France	UTE	1

Table 10-1 Power cord requirements for specific countries and regions (continued)

Country/region	Accredited agency	Applicable note number
Germany	VDE	1
India	BIS	1
Israel	SII	1
Italy	IMQ	1
Japan	JIS	3
Netherlands	KEMA	1
New Zealand	SANZ	1
Norway	NEMKO	1
People's Republic of China	CCC	4
Saudi Arabia	SASO	7
Singapore	PSB	1
South Africa	SABS	1
South Korea	KTL	5
Sweden	SEMKO	1
Switzerland	SEV	1
Taiwan	BSMI	6
Thailand	TISI	1
United Kingdom	ASTA	1
United States	UL	2

1. The flexible cord must be Type HO5VV-F, three-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.
2. The flexible cord must be Type SVT/SJT or equivalent, No. 18 AWG, three-conductor. The wall plug must be a two-pole grounding type with a NEMA 5-15P (15 A, 125 V AC) or NEMA 6-15P (15 A, 250 V AC) configuration. CSA or C-UL mark. UL file number must be on each element.
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 VCTF, three-conductor, 0.75 mm² or 1.25 mm² conductor size. The wall plug must be a two-pole grounding type with a Japanese Industrial Standard C8303 (7 A, 125 V AC) configuration.
4. The flexible cord must be Type RVV, three-conductor, 0.75 mm² conductor size. Power cord set fittings (appliance coupler and wall plug) must bear the CCC certification mark.
5. The flexible cord must be Type HO5VV-F three-conductor, 0.75 mm² conductor size. KTL logo and individual approval number must be on each element. Approval number and logo must be printed on a flag label.
6. The flexible cord must be Type HVCTF three-conductor, 1.25 mm² conductor size. Power cord set fittings (appliance coupler, cable, and wall plug) must bear the BSMI certification mark.

7. For 127 V AC, the flexible cord must be Type SVT or SJT 3-conductor, 18 AWG, with plug NEMA 5-15P (15 A, 125 V AC), with UL and CSA or C-UL marks. For 240 V AC, the flexible cord must be Type H05VV-F three-conductor, 0.75 mm² or 1.00 mm² conductor size, with plug BS 1363/A with BSI or ASTA marks.

11 Recycling

When a nonrechargeable 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 website at <http://www.hp.com/recycle>.

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