



Hardware Reference Guide

HP EliteOne 800 G2 23 inch All-in-One Business PC
HP EliteOne 705 G2 23 inch All-in-One Business PC
HP ProOne 600 G2 21 inch All-in-One Business PC
HP ProOne 400 G2 20 inch All-in-One Business PC

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First Edition: June 2015

Document part number: 822874-001

About This Book

This guide provides basic information for upgrading this computer model.

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

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

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

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1 Product features

Overview



 **NOTE:** For the latest specifications or additional specifications on this product, go to [http://www.hp.com/go/quickspecs/](http://www.hp.com/go/quickspecs) and search for your specific display model to find the model-specific QuickSpecs.

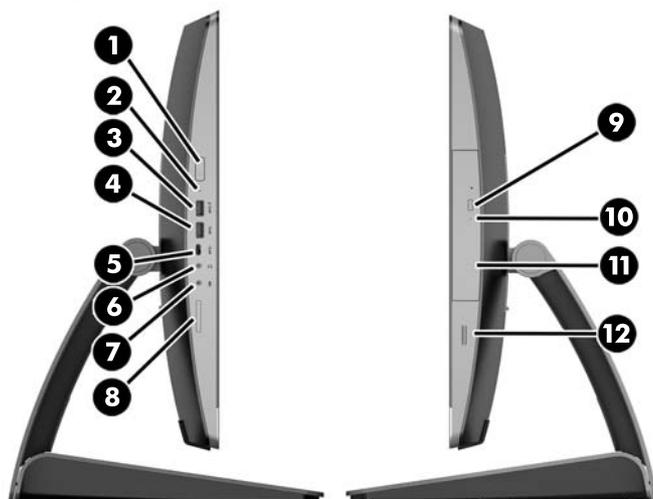
EliteOne 800

Front components



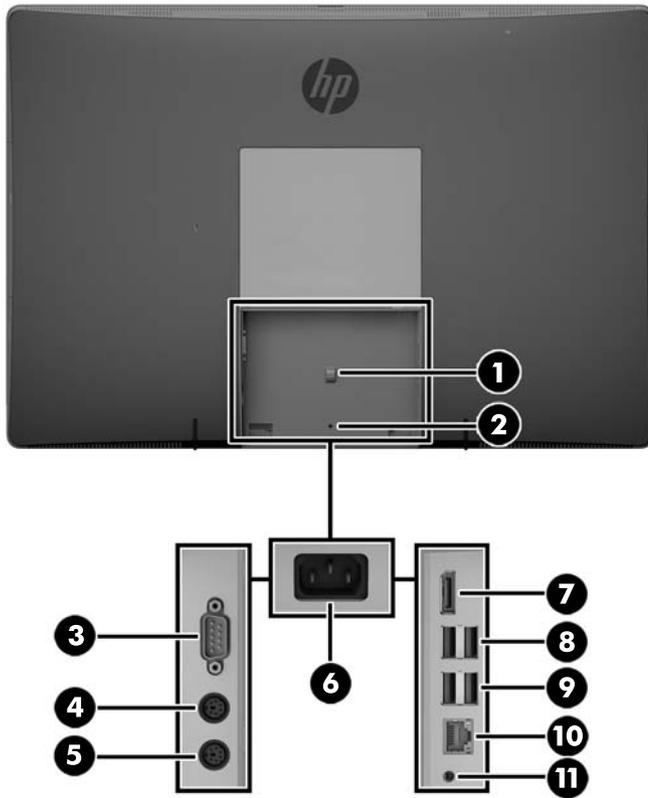
Component		Component	
1	Dual microphone array (optional)	4	Webcam (optional)
2	Webcam activity LED (with optional webcam)	5	16:9 widescreen LED-backlit LCD display
3	Webcam privacy shutter slide switch	6	High-performance stereo speakers

Side components



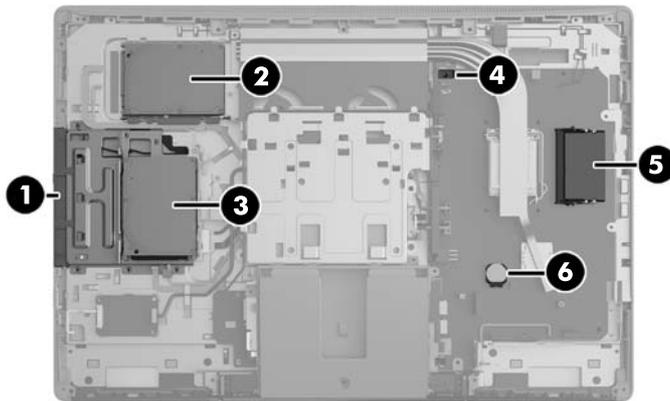
Component		Component	
1	Power button	7	Microphone/line in jack
2	hard disk drive activity LED	8	HP SD media card reader (optional)
3	USB 3.0 port, fast-charging	9	Optical disc drive eject button
4	USB 3.0 port	10	Optical disc drive activity LED
5	USB 3.0 Type C port	11	Tray-load optical disc drive
6	Headset/line out jack	12	Fingerprint reader (Touch model only)

Rear components



Component		Component	
1	Power cable retention loop	7	DisplayPort connector
2	Port cover security screw hole	8	(2) USB 3.0 ports
3	Serial port (optional)	9	(2) USB 3.0 ports with wake-up functionality
4	PS/2 keyboard connector (optional)	10	RJ-45 Gigabit Ethernet port
5	PS/2 mouse connector (optional)	11	Stereo audio line out
6	Power connector		

Internal components



Component	Component
1 Optical disc drive	4 Hood sensor
2 Secondary hard disk drive	5 Memory
3 Primary hard disk drive	6 RTC Battery

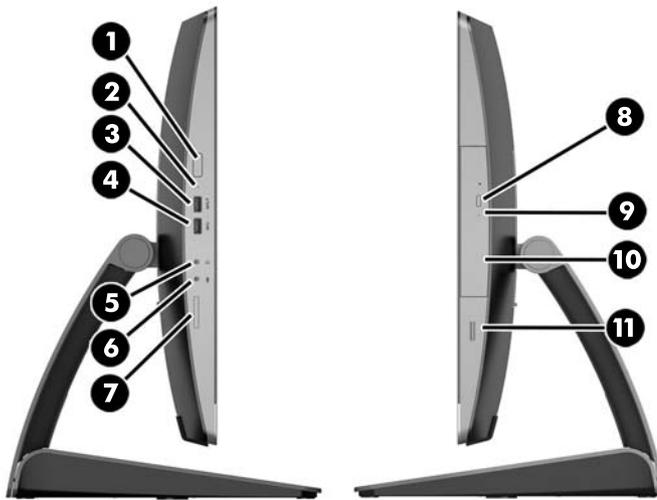
EliteOne 705

Front components



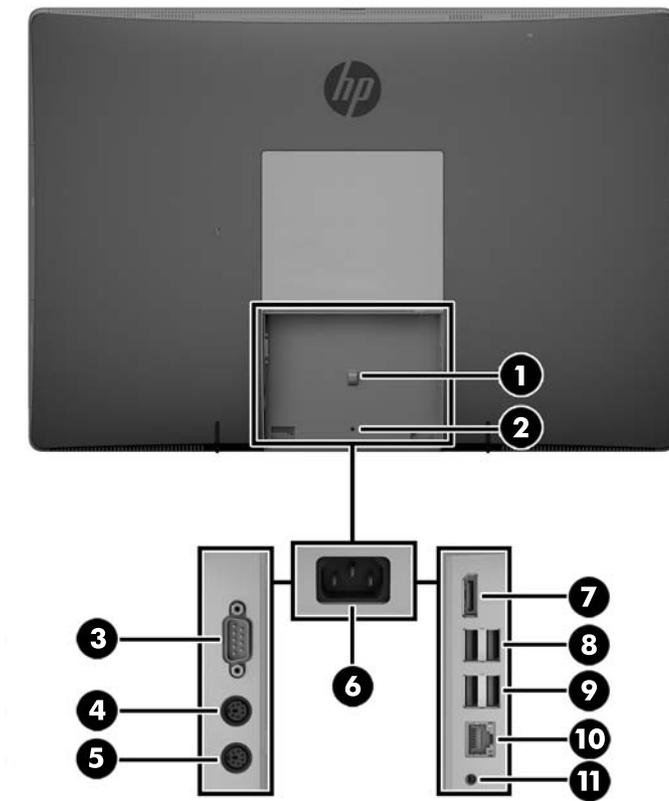
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Side components



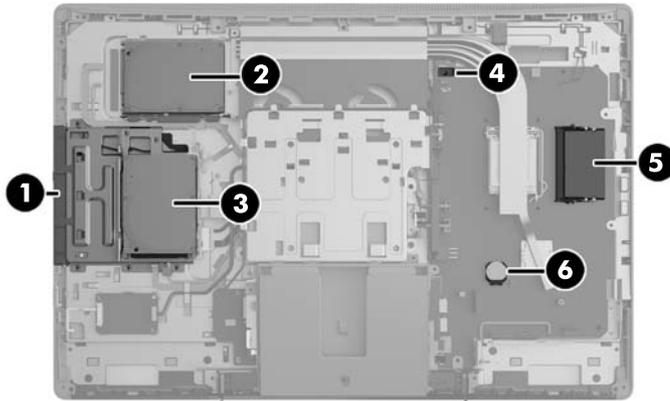
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4	USB 3.0 port	10	Tray-load optical disc drive
5	Headset/line out jack	11	Fingerprint reader (Touch model only)
6	Microphone/line in jack		

Rear components



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Internal components



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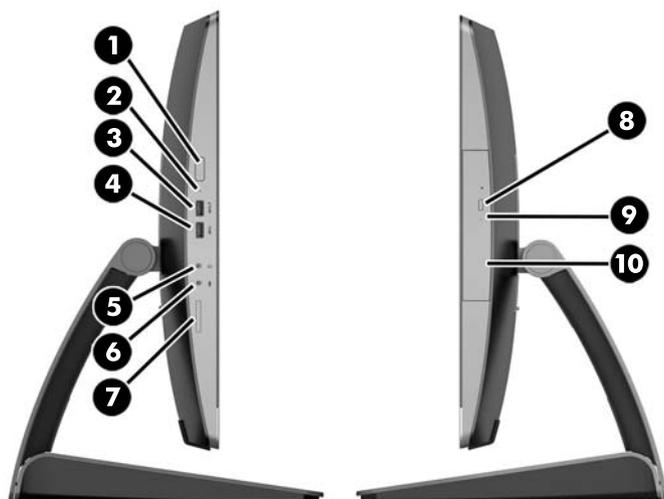
ProOne 600

Front components



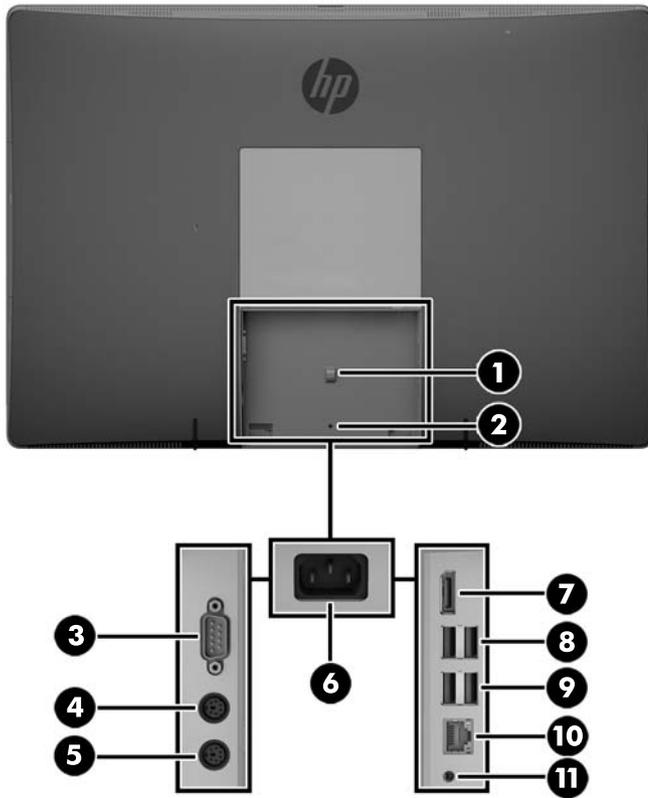
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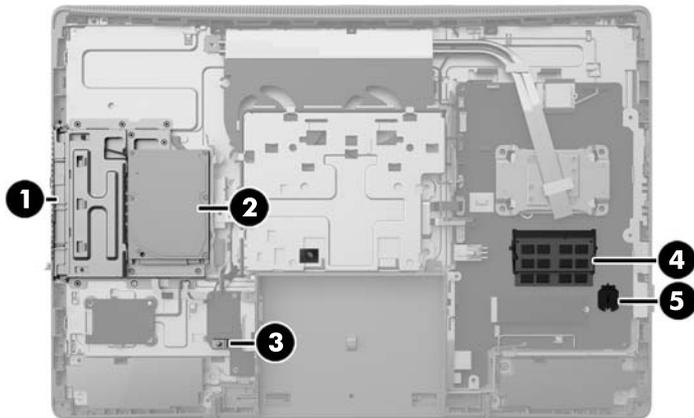
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Rear components



Component		Component	
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5	PS/2 mouse connector (optional)	11	Stereo audio line out
6	Power connector		

Internal components



Component	Component
1 Optical disc drive	4 Memory
2 hard disk drive	5 RTC Battery
3 Hood sensor	

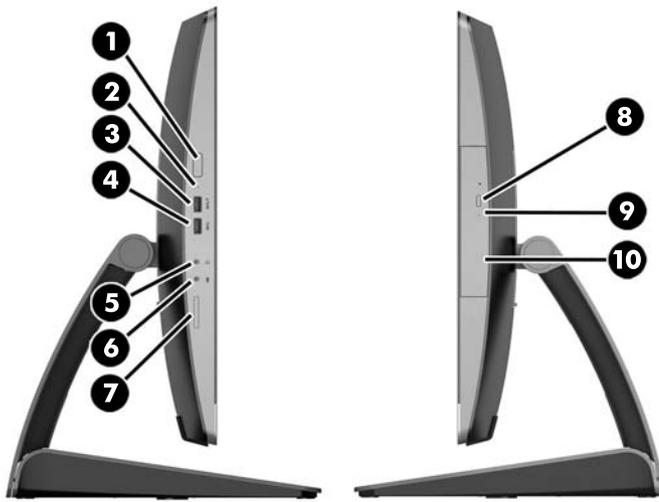
ProOne 400

Front components



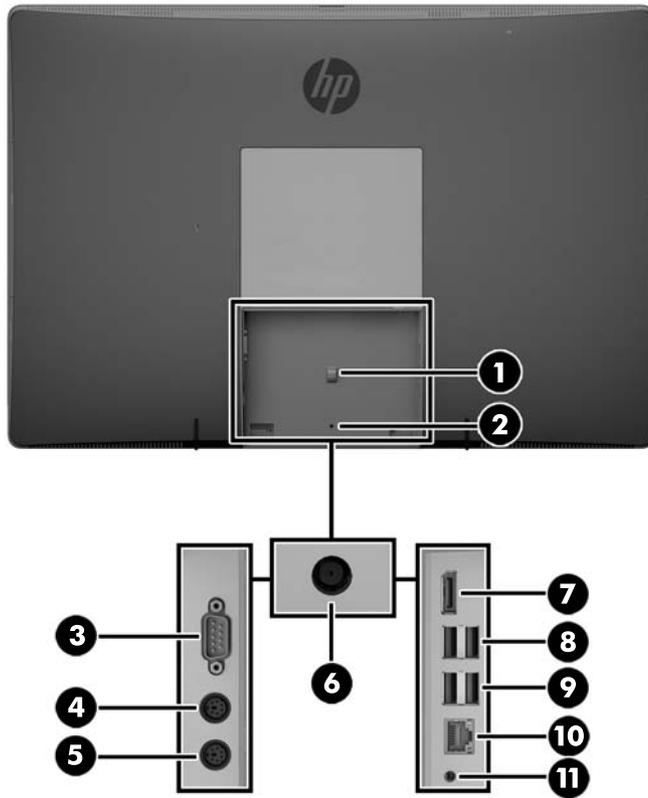
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Side components



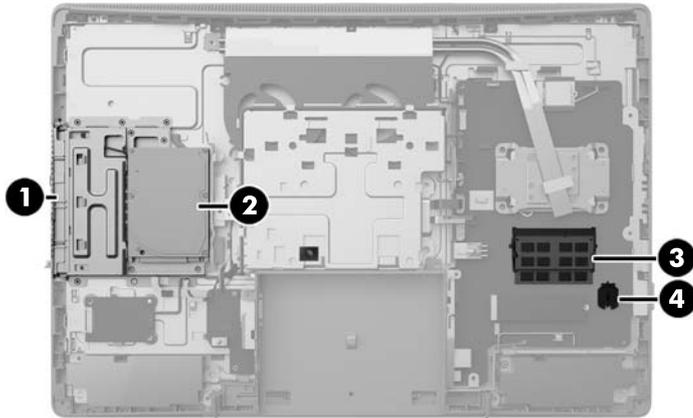
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Rear components



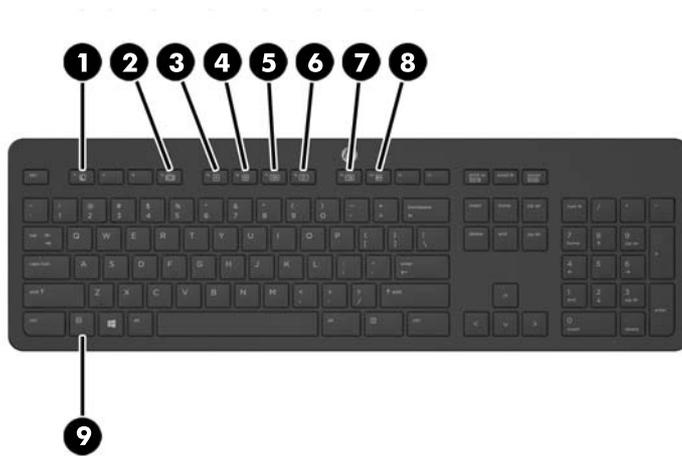
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4	PS/2 keyboard connector (optional)	10	RJ-45 Gigabit Ethernet port
5	PS/2 mouse connector (optional)	11	Stereo audio line out
6	Power connector		

Internal components



Component		Component	
1	Optical disc drive	3	Memory
2	hard disk drive	4	RTC Battery

Keyboard features

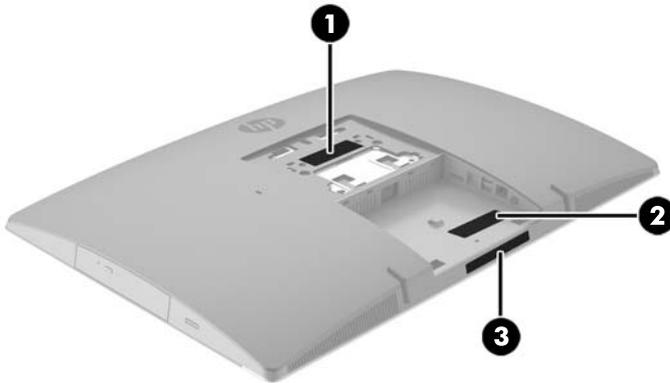


Component		Component	
1	Sleep	6	Mute Volume
2	Fast Reverse	7	Decrease Volume
3	Play/Pause	8	Increase Volume
4	Stop	9	Function
5	Fast Forward		

Labels

The labels affixed to the computer provide information you may need when you troubleshoot system problems or travel internationally with the computer.

 **IMPORTANT:** All labels described in this section will be located under the stand or affixed to the bottom of the computer.



1. Microsoft® Certificate of Authenticity label (select models only prior to Windows 8)—Contains the Windows Product Key. You may need the Product Key to update or troubleshoot the operating system. HP platforms preinstalled with Windows 8 or Windows 8.1 do not have the physical label, but have a Digital Product Key electronically installed.

 **NOTE:** This Digital Product Key is automatically recognized and activated by Microsoft Operating Systems on a reinstall of the Windows 8 or Windows 8.1 operating system with HP-approved recovery methods.

2. Service label—Provides important information to identify your computer. When contacting support, you will probably be asked for the serial number, and possibly for the product number or the model number. Locate these numbers before you contact support.



Component

-
- | | |
|-----|-----------------|
| (1) | Serial number |
| (2) | Product number |
| (3) | Warranty period |
-

3. Serial number label

2 Setup

Overview

Set up the computer in the following order:

- Attach a stand. See [Attaching and removing a stand on page 18](#)

Or

Attach the computer to a mounting fixture. See [Attaching the computer to a mounting fixture on page 23](#).

- Connect the cables for peripherals and power. See [Connecting and disconnecting cables on page 24](#).
- Connect an additional display, if desired. See [Connecting a display on page 25](#).
- Install and secure the rear port cover. See [Installing the rear port cover on page 27](#).
- Select a comfortable computer position and viewing angle. See [Positioning the computer on page 29](#).
- Install a cable lock for security. See [Installing a cable lock on page 32](#).
- Turn on the power. See [Connecting power on page 33](#).
- The mouse and keyboard are synchronized at the factory. Should you ever need to synchronize the mouse and keyboard again, see [Synchronizing the optional wireless keyboard and mouse on page 34](#).

Attaching and removing a stand

Three stands are available for the computer:

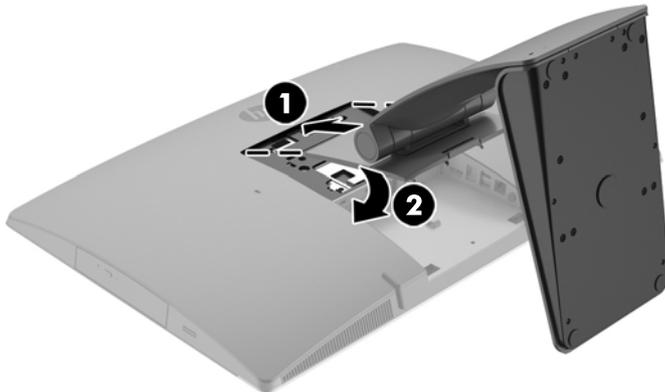
- [Attaching and removing a recline stand](#)
- [Attaching and removing an adjustable-height stand](#)
- [Attaching and removing an easel stand](#)

Attaching and removing a recline stand

Attaching a recline stand

To install the stand:

1. Place the computer face down on a soft flat surface. HP recommends that you set down a blanket, towel, or other soft cloth to protect the bezel and screen surface from scratches or other damage.
2. Engage the hooks in the top of the stand in the two large holes in the upper part of the back of the computer (1).
3. Lower the stand onto the computer and press down until it clicks into place (2).



Removing a recline stand

To remove the stand:

1. Remove all removable media, such as optical discs or USB flash drives, from the computer.
2. Turn off the computer properly through the operating system, then turn off any external devices.
3. Disconnect the AC power cord from the AC outlet and disconnect any external devices.
4. Place the computer face down on a soft flat surface. HP recommends that you set down a blanket, towel, or other soft cloth to protect the bezel and screen surface from scratches or other damage.
5. Remove the rear port cover, if it is installed. For instructions, see [Removing the rear port cover on page 27](#).
6. Press the release latch under the stand (1).

7. Lift the stand up (2), and then pull the stand hooks out of the computer (3).

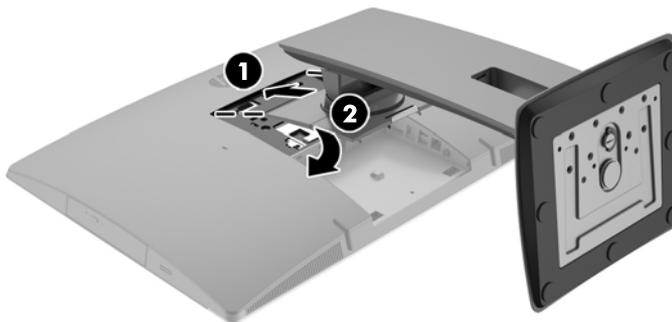


Attaching and removing a adjustable-height stand

Attaching a adjustable-height stand

To install the stand:

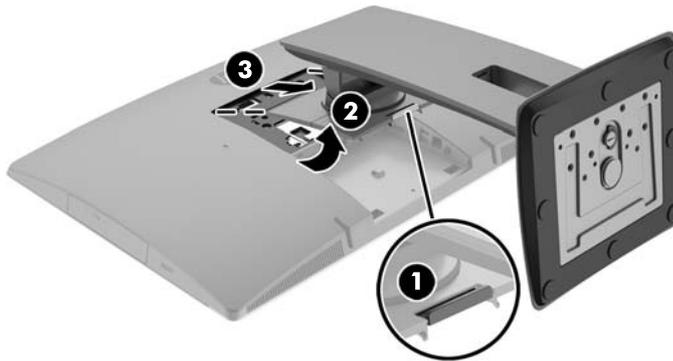
1. Place the computer face down on a soft flat surface. HP recommends that you set down a blanket, towel, or other soft cloth to protect the bezel and screen surface from scratches or other damage.
2. Engage the hooks in the top of the stand in the two large holes in the upper part of the back of the computer (1).
3. Lower the stand onto the computer (2) and press down until it clicks into place (3).



Removing a adjustable-height stand

To remove the stand:

1. Remove all removable media, such as optical discs or USB flash drives, from the computer.
2. Turn off the computer properly through the operating system, then turn off any external devices.
3. Disconnect the AC power cord from the AC outlet and disconnect any external devices.
4. Place the computer face down on a soft flat surface. HP recommends that you set down a blanket, towel, or other soft cloth to protect the bezel and screen surface from scratches or other damage.
5. Remove the rear port cover, if it is installed. For instructions, see [Removing the rear port cover on page 27](#).
6. Press the release latch under the stand (1).
7. Lift the stand up (2), and then pull the stand hooks out of the computer (3).



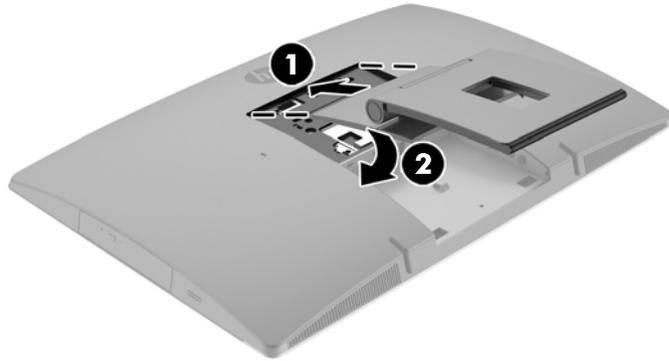
Attaching and removing an easel stand

Attaching an easel stand

To install the stand:

1. Place the computer face down on a soft flat surface. HP recommends that you set down a blanket, towel, or other soft cloth to protect the bezel and screen surface from scratches or other damage.
2. Engage the hooks in the top of the stand in the two large holes in the upper part of the back of the computer (1).

3. Lower the stand onto the computer and press down until it clicks into place (2).

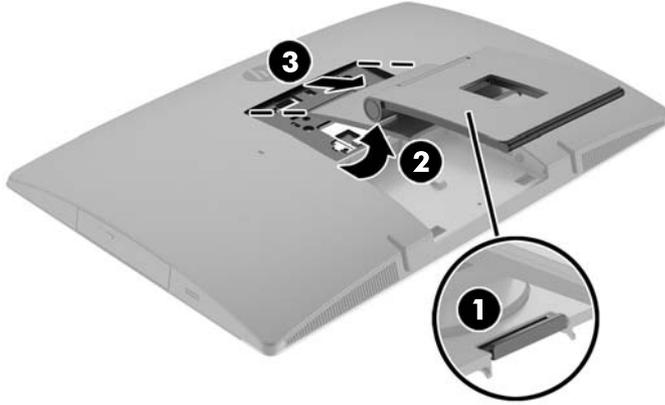


Removing an easel stand

To remove the stand:

1. Remove all removable media, such as optical discs or USB flash drives, from the computer.
2. Turn off the computer properly through the operating system, then turn off any external devices.
3. Disconnect the AC power cord from the AC outlet and disconnect any external devices.
4. Place the computer face down on a soft flat surface. HP recommends that you set down a blanket, towel, or other soft cloth to protect the bezel and screen surface from scratches or other damage.
5. Remove the rear port cover, if it is installed. For instructions, see [Removing the rear port cover on page 27](#).
6. Press the release latch under the stand (1).

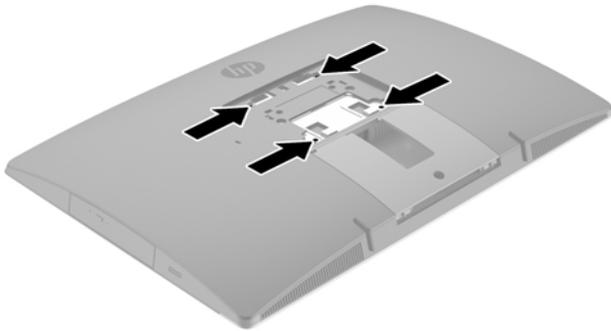
7. Lift the stand up (2), and then pull the stand hooks out of the computer (3).



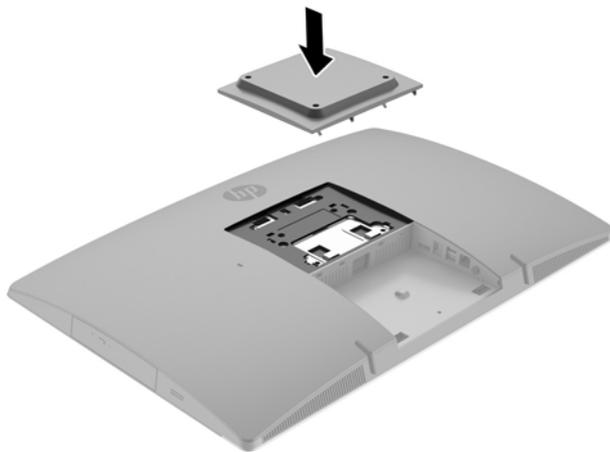
Attaching the computer to a mounting fixture

The computer can be attached to a wall, swing arm, or other mounting fixture.

 **NOTE:** This apparatus is intended to be supported by UL or CSA Listed wall mount bracket.



1. Press the supplied VESA trim plate onto the VESA opening until it snaps into place.



2. To attach the computer to a swing arm (sold separately), insert the four 20 mm screws that are supplied with the computer through the holes on the swing arm plate and into the mounting holes on the computer.

 **CAUTION:** This computer supports the VESA industry standard 100 mm mounting holes. To attach a third-party mounting solution to the computer, four 4 mm, 0.7 pitch, and 20 mm long screws are required. These screws are supplied with the computer. Longer screws must not be used because they may damage the computer. It is important to verify that the manufacturer's mounting solution is compliant with the VESA standard and is rated to support the weight of the computer. For best performance, it is important to use the power and other cables provided with the computer.

To attach the computer to other mounting fixtures, follow the instructions included with the mounting fixture to ensure that the computer is safely attached.

Connecting and disconnecting cables

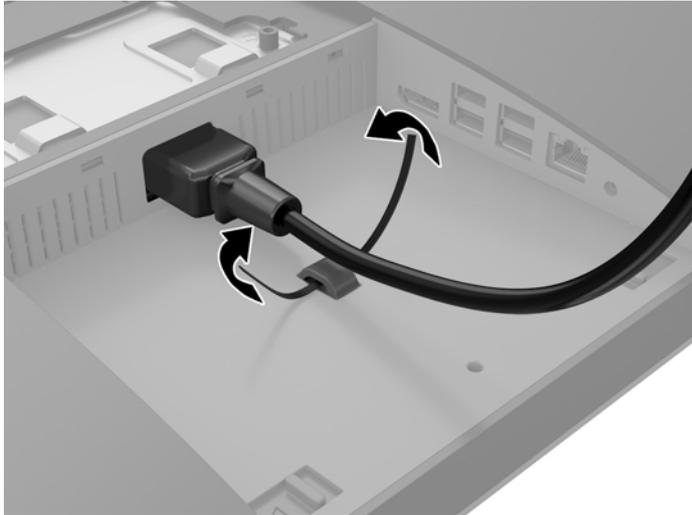
Connecting cables

1. Place the computer face down on a soft flat surface. HP recommends that you set down a blanket, towel, or other soft cloth to protect the bezel and screen surface from scratches or other damage.
2. If the rear port cover is installed, remove the cover.
3. Route the power and all peripheral cables through the opening in the base of the stand.

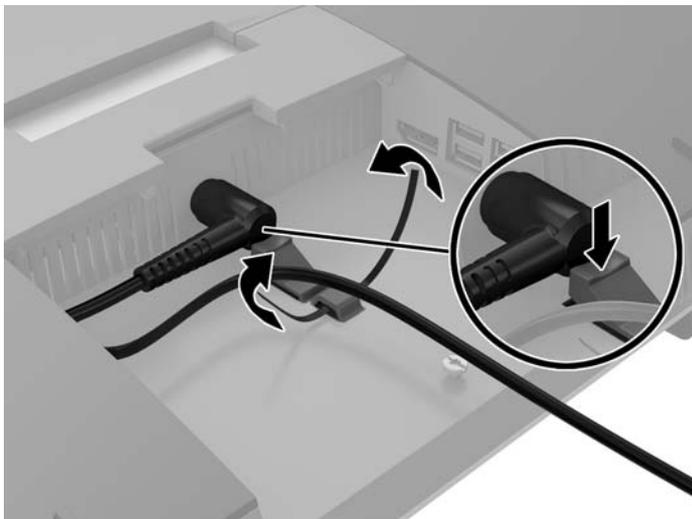


4. Connect the peripheral cables to the appropriate ports.
5. Connect the AC power cord to the power connector on the rear of the computer.

6. If desired, you may use a wire tie (not provided) through the power cable retention loop to secure the power cord.



If your computer model is a ProOne 400, you may further secure the plug by pressing it into the slot below the power connector until it is locked into place.



Connecting a display

The DisplayPort connector on the rear of the computer allows you to connect a display to the computer.

If you are adding a display that has a DisplayPort connector, then no DisplayPort video adapter is required. If you are adding a display that does not have a DisplayPort connector, you can purchase a DisplayPort video adaptor from HP for your configuration.

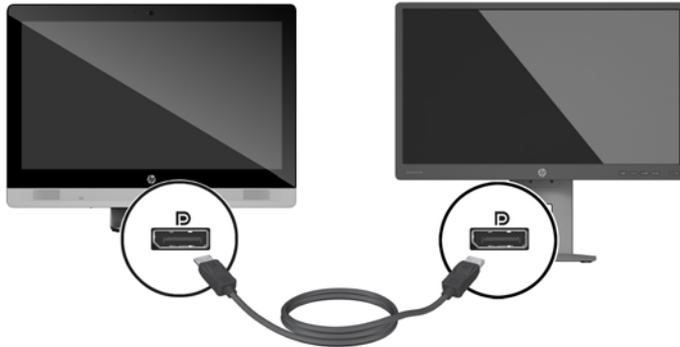
DisplayPort adapters and video cables are purchased separately. HP offers the following adapters:

- DisplayPort to VGA adapter
- DisplayPort to DVI adapter
- DisplayPort to HDMI adapter

To connect a display:

1. Turn off power to the computer and the display that you are connecting to the computer.
2. Remove the rear port cover on the computer.
3. If your display has a DisplayPort connector, connect a DisplayPort cable directly between the DisplayPort connector on the rear of the computer and the DisplayPort connector on the display.
4. If your display does not have a DisplayPort connector, connect a DisplayPort video adapter to the DisplayPort connector of the computer. Then connect a cable (VGA, DVI, or HDMI, depending on your application) between the adapter and a display.

 **NOTE:** When a DisplayPort adaptor is used, the rear port cover cannot be installed unless a DisplayPort extender cable is used in conjunction with the adaptor.



5. Replace the rear port cover on the computer.
6. Turn on power to the computer and the display.

 **NOTE:** Use the graphics card software or the Windows Display Settings to configure the display as a mirrored image of the computer display or an extension of the computer display.

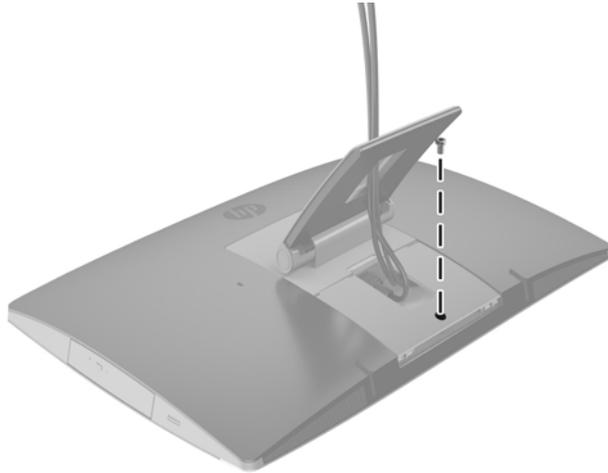
Disconnecting cables

1. You may need to remove the cable lock, if one is installed on the rear of the computer.
2. Place the computer face down on a soft flat surface. HP recommends that you set down a blanket, towel, or other soft cloth to protect the bezel and screen surface from scratches or other damage.
3. If the rear port cover is installed, remove the cover.
4. Disconnect the cables from the ports.

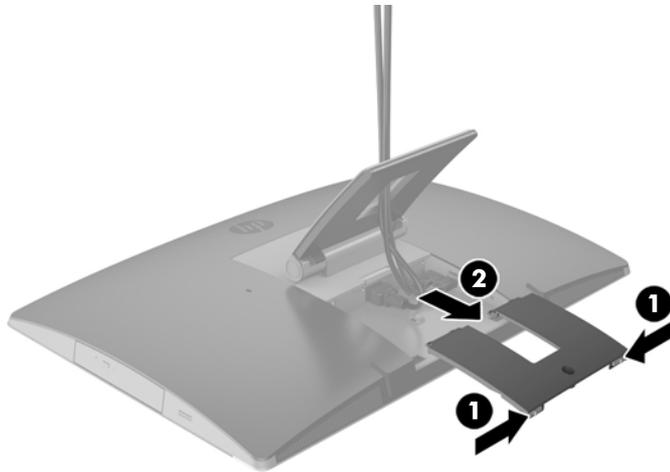
Removing and installing the rear port cover

Removing the rear port cover

1. Place the computer face down on a soft flat surface. HP recommends that you set down a blanket, towel, or other soft cloth to protect the bezel and screen surface from scratches or other damage.
2. If the security lock screw is secured, unscrew it with a T15 tamper-resistant Torx security screwdriver.



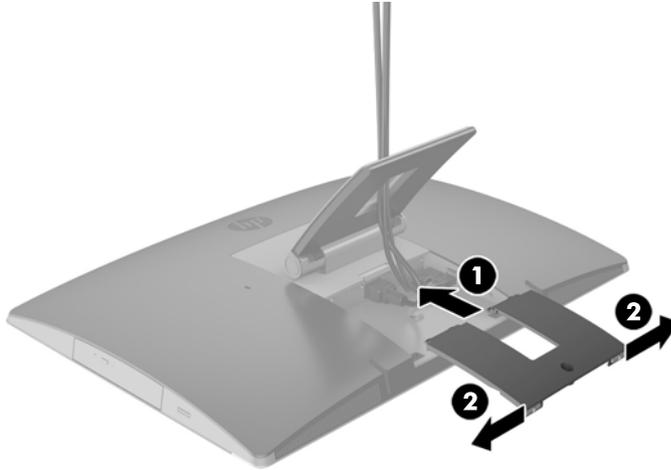
3. Press the two tabs toward each other to disengage the port cover from the chassis (1).
4. Pull the port cover toward the bottom and off the computer (2).



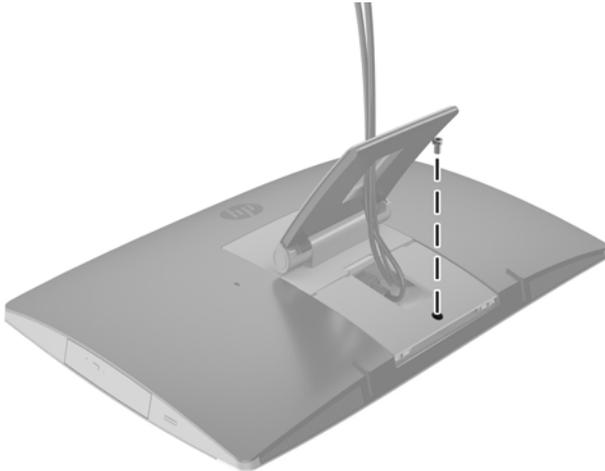
Installing the rear port cover

1. Be sure that all cables are connected.
2. Hold the port cover parallel to the computer and align the two tabs on the port cover with the slots in the top of the rear port compartment.
3. Slide the port cover in until the tabs click into place (1).

4. Press the latches out to lock the port cover into place (2).



5. You may prevent access to internal components and ports by securing the rear port cover. Use a T15 tamper-resistant Torx screwdriver to screw the captive screw into the chassis.



Positioning the computer

This computer may be shipped with a recline stand, a tilt/swivel and adjustable-height stand, or an easel stand.

- [Adjusting the recline stand](#)
- [Adjusting the adjustable-height stand](#)
- [Adjusting the easel stand](#)

Adjusting the recline stand

⚠ CAUTION: Use caution when reclining a computer if a cable lock is installed. The cable or the lock may interfere with the rotation or the angle of recline.

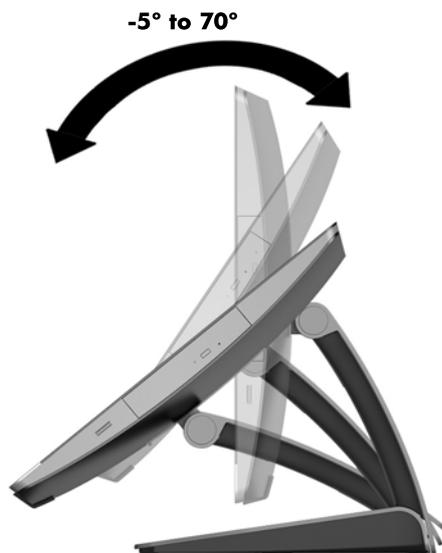
This stand allows you to position the computer from a reclining position to an upright position.

To adjust the computer position from the reclining position to an upright position:

1. Grasp both top and bottom of the computer and lift the computer to the highest point.
2. Press the bottom of the computer down and adjust to the appropriate tilt.

To adjust the computer position from an upright position to the reclining position:

1. Lift the bottom of the computer until it is level with the top.
2. Grasp both top and bottom of the computer and press down until the computer is in the desired position.



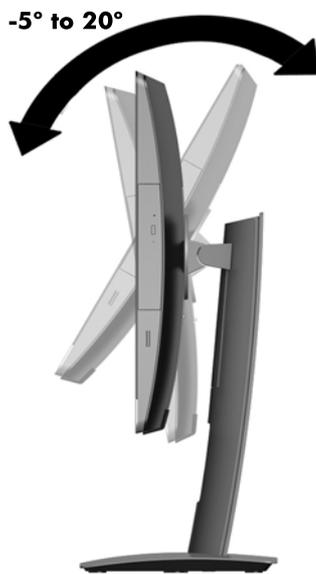
Adjusting the adjustable-height stand

CAUTION: Use caution when rotating or reclining a computer if a cable lock is installed. The cable or the lock may interfere with the rotation or the angle of recline.

This stand allows you to:

- Tilt the computer from -5° to 20° from the desktop
- Adjust the computer height within a range of 110 mm (4.3 in)
- Rotate the computer from the landscape to portrait view

To tilt the computer, grasp the top and bottom of the computer and adjust to the appropriate tilt.



To change the height of the computer, grasp both sides of the computer and lift or lower to the appropriate height.

To recline the computer:

IMPORTANT: In portrait mode, the recline is limited if a cable lock is installed.

1. Move the stand next to the edge of the desk.

2. Grasp both sides of the computer and lower the computer to your preferred position.

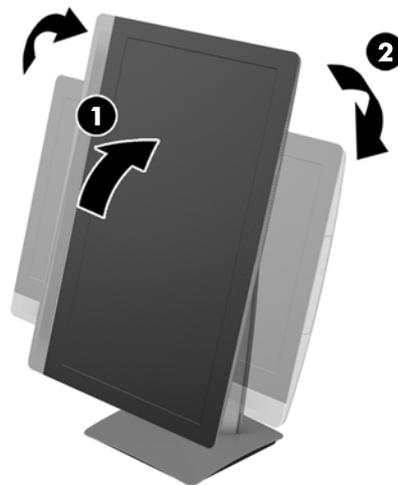


3. Grasp the top and bottom of the computer and tilt the computer to the desired position.

CAUTION: When changing the computer orientation between landscape and portrait, be sure that the HP logo on the front of the computer is either on the bottom or the right side.

To change from landscape to portrait view:

1. Lift the computer to the highest position to provide clearance.
2. Grasp the upper right and lower left corners of the computer and lift the lower left corner until the computer is in the portrait position.



To change from portrait to landscape view:

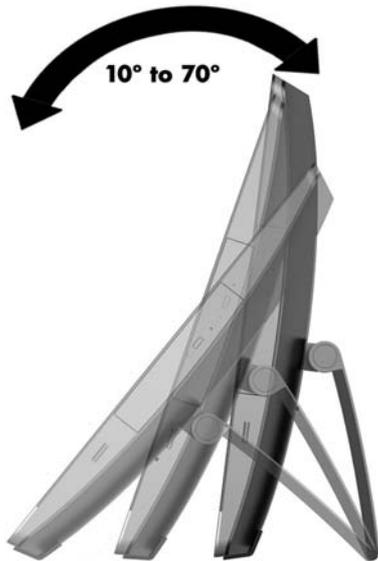
1. Lift the computer to the highest position to provide clearance.
2. Grasp the upper left and lower right corners of the computer and lift the lower right corner until the computer is in the landscape position.

Adjusting the easel stand

This adjustable stand allows you to change the computer tilt from 10 degrees to 70 degrees to set it to a comfortable eye level.

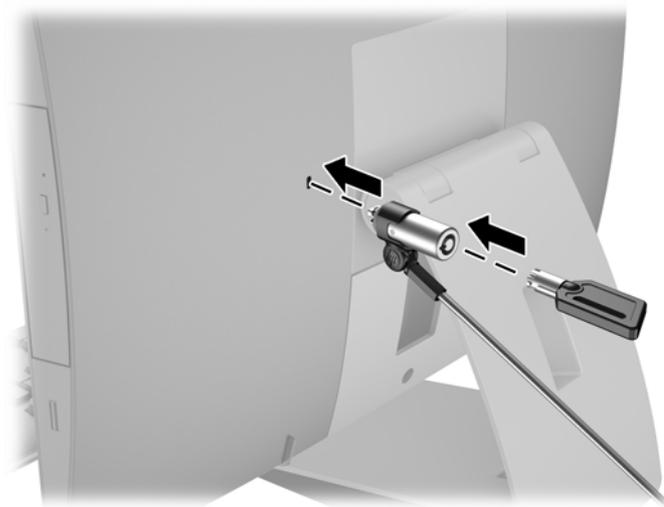
⚠ CAUTION: Hold the computer steady when adjusting the easel to avoid tipping the computer.

Grasp the sides of the computer and press the top of the computer down to open the stand and increase the tilt. Raise the top of the computer up to bring the stand in and decrease the tilt.



Installing a cable lock

A cable lock is a key lock device that has a wire cable attached. You attach one end of the cable to your desk (or other stationary object) and the other end of the cable to the cable lock slot on the computer. Secure the cable lock with the key.

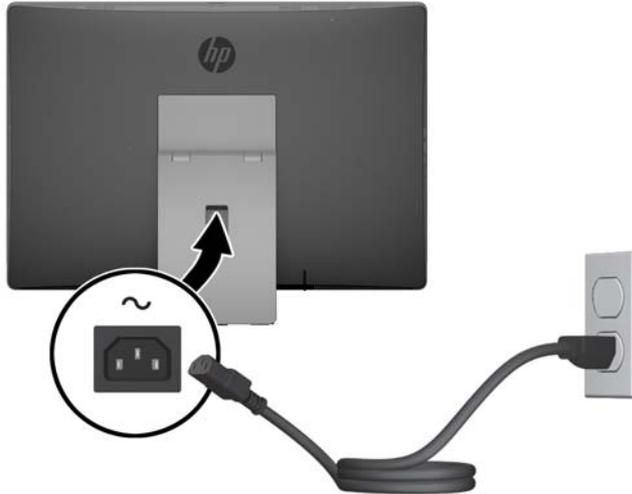


⚠ CAUTION: Use caution when rotating or reclining a computer if a cable lock is installed. The cable or the lock may interfere with the rotation or the angle of recline.

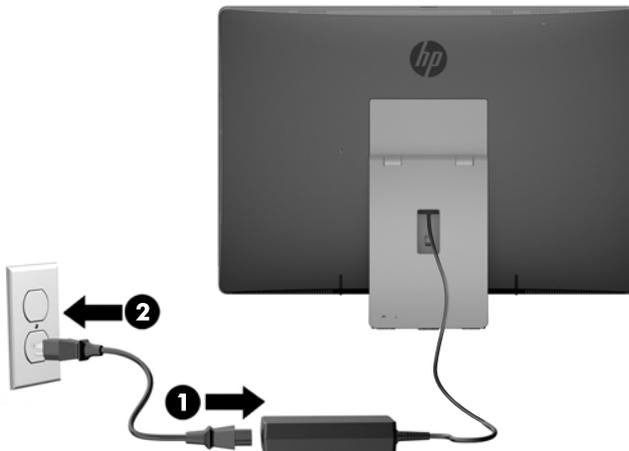
Connecting and disconnecting power

Connecting power

1. If you have an EliteOne 800, EliteOne 705, or ProOne 600, plug the AC power plug into a AC outlet.



2. If you have a ProOne 400:
 - a. Connect the female end of the power cord to the power adapter (1).
 - b. Plug the AC power plug into a AC outlet (2).



3. Press the power button on the side of the computer to turn it on.

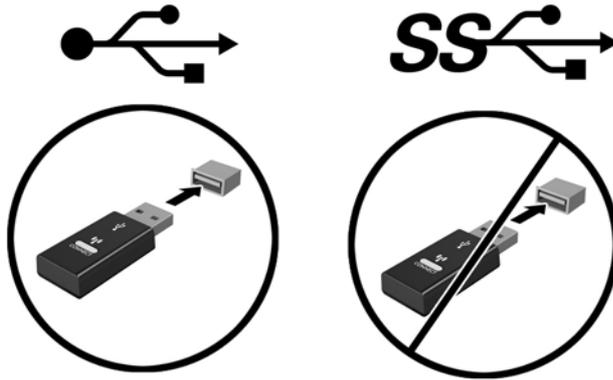
Disconnecting power

1. Remove all removable media, such as optical discs or USB flash drives, from the computer.
2. Turn off the computer properly through the operating system, then turn off any external devices.
3. Disconnect the AC power cord from the AC outlet and disconnect any external devices.

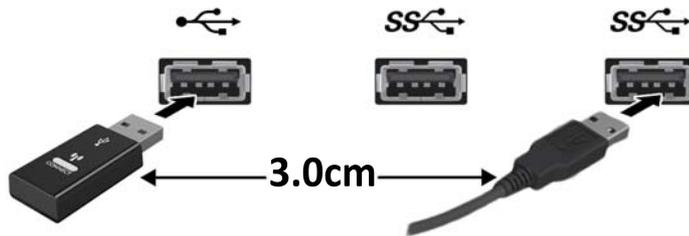
Synchronizing the optional wireless keyboard and mouse

The mouse and keyboard are synchronized at the factory. If they do not work, remove and replace the batteries. If the mouse and keyboard are still not synchronized, then follow this procedure to manually re-synchronize the pair.

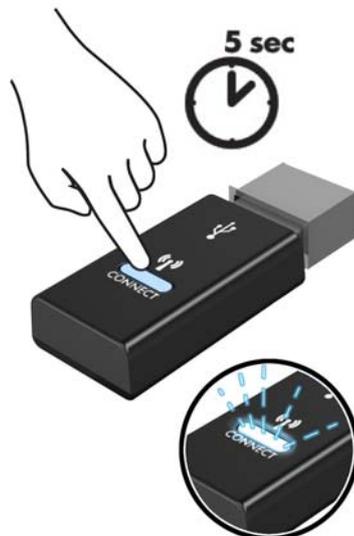
1.



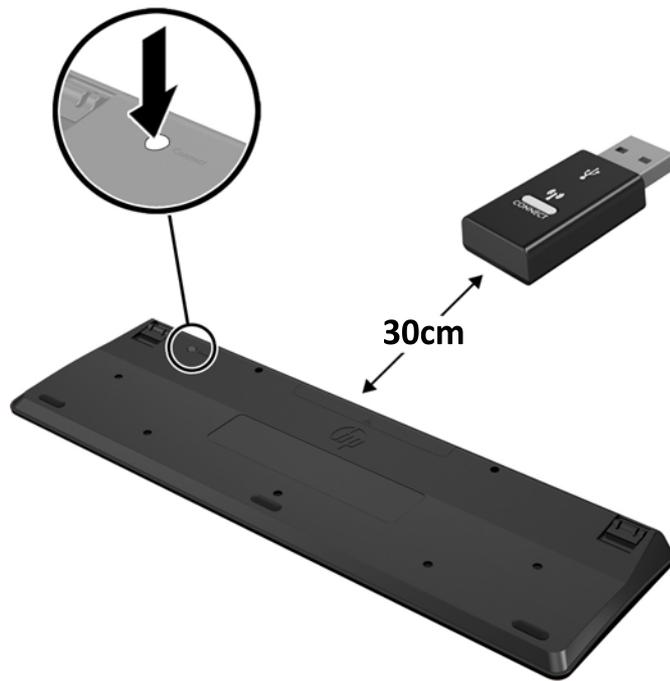
2.



3.



4.



5.



NOTE: If the mouse and keyboard still do not work, then remove and replace the batteries. If the mouse and keyboard are still not synchronized, then synchronize the keyboard and mouse again.

3 Hardware repair and upgrade

Warnings and cautions

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

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

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

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

Do not disable the AC power cord 3 pin attachment plug. The 3 pin attachment plug is an important safety feature.

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

For your safety, do not place anything on AC power cords or cables. Arrange them so that no one may accidentally step on or trip over them. Do not pull on a cord or cable. When unplugging from the AC outlet, grasp the cord by the plug.

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

⚠ WARNING! Computers that are inappropriately situated on dressers, bookcases, shelves, desks, speakers, chests, or carts may fall over and cause personal injury.

Care should be taken to route all cords and cables connected to the computer so that they cannot be pulled, grabbed, or tripped over.

⚠ WARNING! Energized and moving parts inside.

Disconnect power to the equipment before removing any access panels.

Replace and secure all access panels before reenergizing the equipment.

⚠ CAUTION: Static electricity can damage the electrical components of the computer or optional equipment. Before beginning these procedures, be sure that you are discharged of static electricity by briefly touching a grounded metal object. See [Electrostatic discharge on page 61](#) for more information.

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

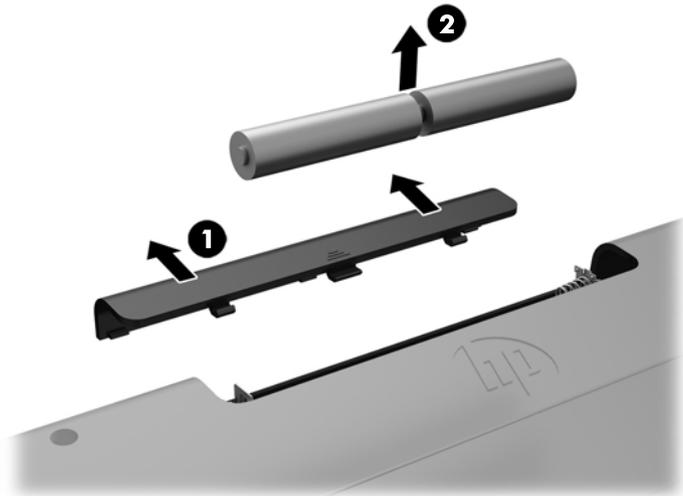
Additional information

For more information on removing and replacing hardware components, the Computer Setup utility, and troubleshooting, refer to the *Maintenance and Service Guide* (available in English only) for your computer model at <http://www.hp.com>.

Removing batteries from the optional wireless keyboard or mouse

 **NOTE:** The wireless keyboard and mouse are optional components.

To remove batteries from the wireless keyboard, remove the battery door on the underside of the keyboard (1) and lift the batteries out of the battery compartment (2).



To remove batteries from the wireless mouse, remove the battery door on the underside of the mouse (1) and lift the batteries out of the battery compartment (2).



Removing and installing memory

The computer comes with small outline dual inline memory modules (SODIMMs).

SODIMMs

The memory sockets on the system board can be populated with up to two industry-standard SODIMMs. These memory sockets are populated with at least one preinstalled SODIMM.

SODIMM specifications

For proper system operation, the SODIMMs must meet the following qualifications:

	EliteOne 800 and ProOne 600	EliteOne 705	ProOne 400
SODIMM	1.2 volt DDR4-SDRAM SODIMMs	1.5 volt DDR3-SDRAM SODIMMs	1.35 volt DDR3L-SDRAM SODIMMs
Compliance	unbuffered non-ECC PC4-10600 DDR4-2133 MHz-compliant	unbuffered non-ECC PC3-10600 DDR3-1600 MHz-compliant	unbuffered non-ECC PC3-10600 DDR3-1600 MHz-compliant
Pins	industry-standard 260 pin containing the mandatory Joint Electronic Device Engineering Council (JEDEC) specification	industry-standard 204 pin containing the mandatory Joint Electronic Device Engineering Council (JEDEC) specification	industry-standard 204 pin containing the mandatory Joint Electronic Device Engineering Council (JEDEC) specification
Support	support CAS latency 11 DDR4 2133 MHz (11-11-11 timing)	support CAS latency 11 DDR3 1600 MHz (11-11-11 timing)	support CAS latency 11 DDR3 1600 MHz (11-11-11 timing)
Slots	2	2	2
Maximum Memory	32 GB	16 GB	16 GB
Supported	1 Gbit, 2 Gbit, and 4 Gbit non-ECC memory technologies single-sided and double-sided SODIMMs		
Note	The system will not operate properly if you install unsupported SODIMM memory. SODIMMs constructed with x8 and x16 SDRAMs are supported; SODIMMs constructed with x4 SDRAMs are not supported.		

HP offers upgrade memory for this computer and advises that the consumer purchase it to avoid compatibility issues with unsupported third-party memory.

Populating SODIMM sockets

The system will automatically operate in single channel mode, dual channel mode, or flex mode, depending on how the SODIMMs are installed. Refer to the following table to identify the SODIMM channel locations.

Location	System board label	Channel
Lower Socket	SODIMM1	Channel B
Upper Socket	SODIMM3	Channel A

- The system will operate in single channel mode if the SODIMM sockets are populated in one channel only.
- The system will operate in flex mode if the memory capacity of the SODIMM in Channel A is not equal to the memory capacity of the SODIMM in Channel B. In flex mode, the channel populated with the least amount of memory describes the total amount of memory assigned to dual channel and the remainder is assigned to single channel. If one channel will have more memory than the other, the larger amount should be assigned to channel A.
- The system will operate in a higher-performing dual channel mode if the memory capacity of the SODIMM in Channel A is equal to the memory capacity of the SODIMM in Channel B.
- In any mode, the maximum operational speed is determined by the slowest SODIMM in the system.

Installing SODIMMs

There are two memory sockets on the system board. To remove or install memory modules:

1. Remove all removable media, such as optical discs or USB flash drives, from the computer.
2. Turn off the computer properly through the operating system, then turn off any external devices.
3. Disconnect the AC power cord from the AC outlet and disconnect any external devices.

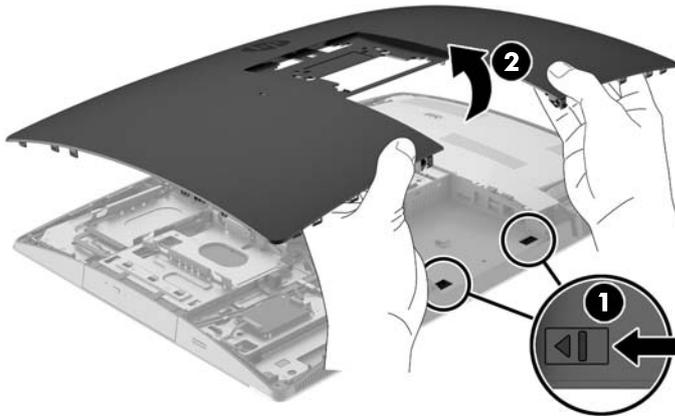
⚠ CAUTION: You must disconnect the AC power cord and wait approximately 30 seconds for the power to drain before adding or removing memory modules. Regardless of the power-on state, voltage is always supplied to the memory modules as long as the computer is plugged into an active AC outlet. Adding or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

4. Remove/disengage any security devices that prohibit opening the computer.
5. Place the computer face down on a soft flat surface. HP recommends that you set down a blanket, towel, or other soft cloth to protect the bezel and screen surface from scratches or other damage.
6. Remove the rear port cover.
See [Removing the rear port cover on page 27](#).
7. Disconnect cables connected to the computer.
See [Disconnecting cables on page 26](#).
8. Remove the stand.
See [Attaching and removing a stand on page 18](#).

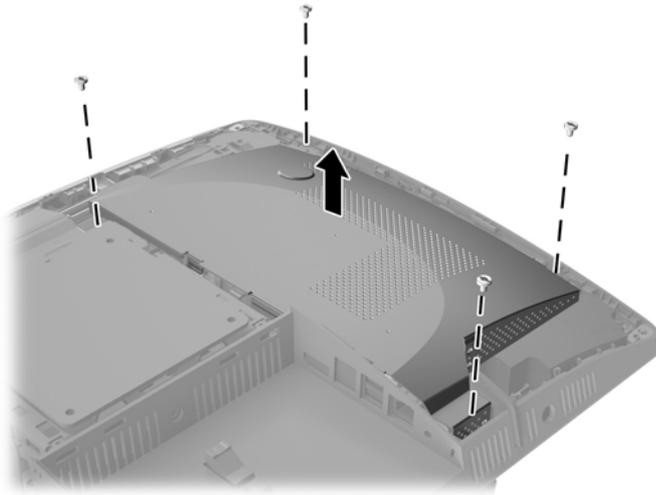
9. If your computer model is a ProOne 400, use a flat blade or Torx screwdriver to turn the access panel screws one quarter turn to the left to release the access panel.



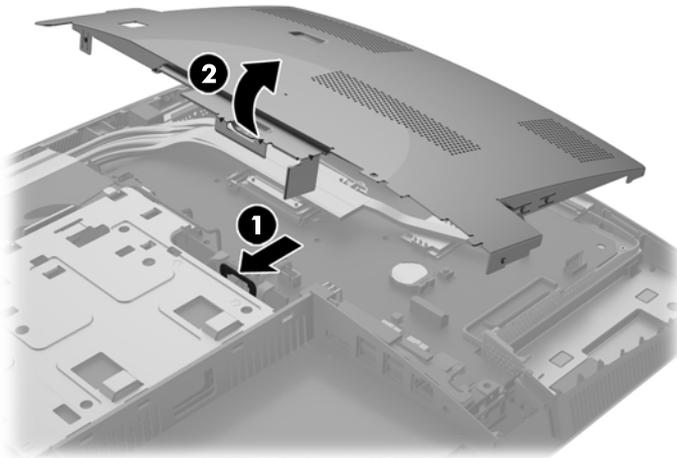
10. Slide the access panel latches toward each other (1).
11. Lift the access panel off the computer (2).



12. If your computer model is a ProOne 400, remove the 4 screws securing the electromagnetic interference (EMI) shield to the chassis.



13. Push the EMI shield latch toward the center of the computer (1) to release the EMI shield, and then lift the shield off the computer (2).



14. To remove a memory module, press outward on the two latches on each side of the SODIMM (1), then pull the SODIMM out of the socket (2).

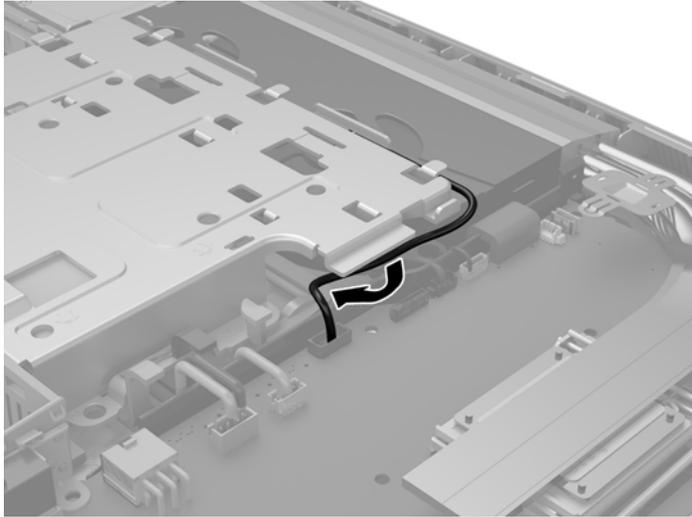


15. To install a memory module, slide the SODIMM into the socket at approximately a 30° angle (1), then press the SODIMM down (2) so that the latches lock it in place.

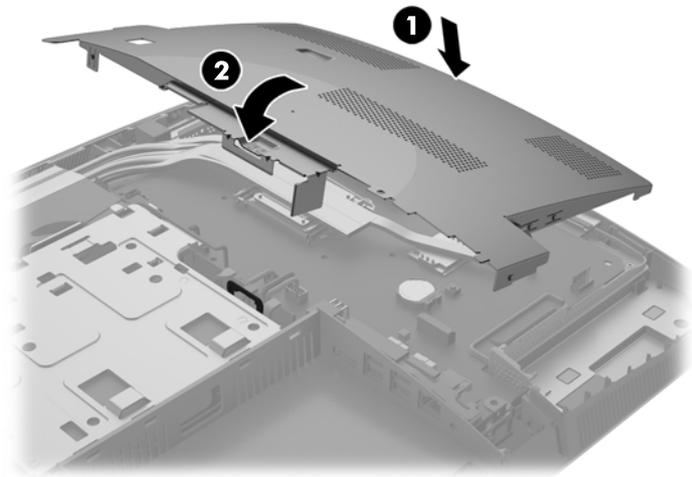


 **NOTE:** A memory module can be installed in only one way. Match the notch on the module with the tab on the memory socket.

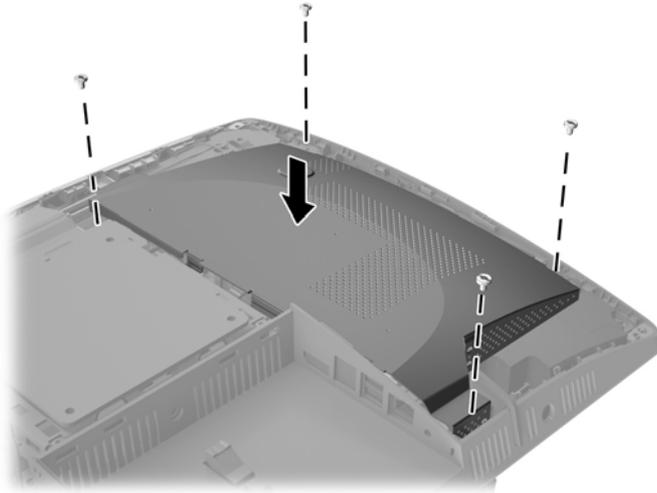
16. Be sure that the cables around the EMI shield are out of the way and will not be pinched by the EMI shield.



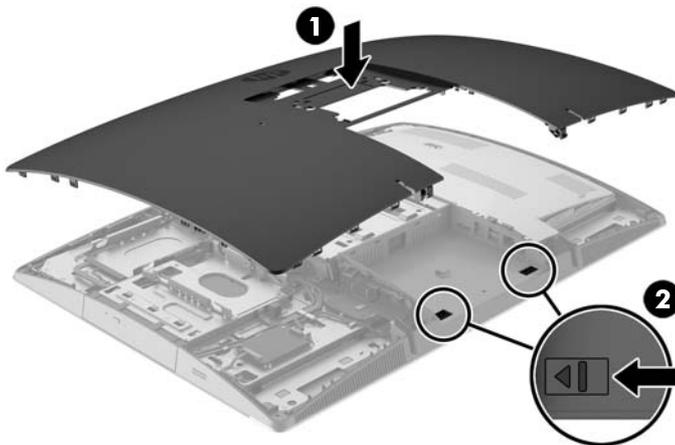
17. Engage the three tabs on the right side of the EMI shield with the slots in the computer (1), and then press the left side of the shield down until the latch engages (2).



18. If your computer model is a ProOne 400, screw in 4 screws to secure the EMI shield to the chassis.



19. To replace the access panel, align the latches with the slots in the rear port compartment. Set the access panel down (1) and press in the tabs around all sides of the panel until it is in place.
20. Push the latches toward the sides of the computer to lock the access panel in place (2).



21. If your computer model is a ProOne 400, use a flat blade or Torx screwdriver to turn the access panel screws one quarter turn to the right to secure the access panel.



22. Install the stand.
See [Attaching and removing a stand on page 18](#).
23. Connect all cables to the computer.
See [Connecting cables on page 24](#).
24. Install the rear port cover.
See [Installing the rear port cover on page 27](#).
25. Lock any security devices that were disengaged when the access panel was removed.
26. Place the computer in the upright position.
27. Plug the AC power plug into a AC outlet.
28. Turn on the computer. The computer automatically recognizes the additional memory when you turn on the computer.

Replacing the RTC Battery

The RTC Battery is located on the system board on the lower right side of the fan. The battery that comes with the computer provides power to the real-time clock. When replacing the battery, use a battery equivalent to the battery originally installed in the computer. The computer comes with a 3 V lithium coin cell battery.

 **WARNING!** The computer contains an internal lithium manganese dioxide battery. There is a risk of fire and burns if the battery is not handled properly. To reduce the risk of personal injury:

Do not attempt to recharge the battery.

Do not expose to temperatures higher than 60°C (140°F).

Do not disassemble, crush, puncture, short external contacts, or dispose of in fire or water.

Replace the battery only with the HP spare designated for this product.

 **CAUTION:** Before replacing the battery, it is important to back up the computer CMOS settings. When the battery is removed or replaced, the CMOS settings will be cleared.

Static electricity can damage the electronic components of the computer or optional equipment. Before beginning these procedures, be sure that you are discharged of static electricity by briefly touching a grounded metal object.

 **NOTE:** The lifetime of the lithium battery can be extended by plugging the computer into a live AC wall socket. The lithium battery is only used when the computer is NOT connected to AC power.

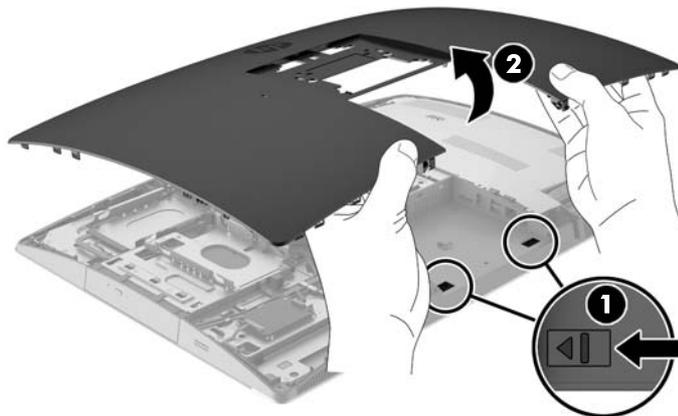
HP encourages customers to recycle used electronic hardware, HP original print cartridges, and rechargeable batteries. For more information about recycling programs, go to <http://www.hp.com/recycle>.

1. Remove all removable media, such as optical discs or USB flash drives, from the computer.
2. Turn off the computer properly through the operating system, then turn off any external devices.
3. Disconnect the AC power cord from the AC outlet and disconnect any external devices.
4. Remove/disengage any security devices that prohibit opening the computer.
5. Place the computer face down on a soft flat surface. HP recommends that you set down a blanket, towel, or other soft cloth to protect the bezel and screen surface from scratches or other damage.
6. Remove the rear port cover.
See [Removing the rear port cover on page 27](#).
7. Disconnect cables connected to the computer.
See [Disconnecting cables on page 26](#).
8. Remove the stand.
See [Attaching and removing a stand on page 18](#).

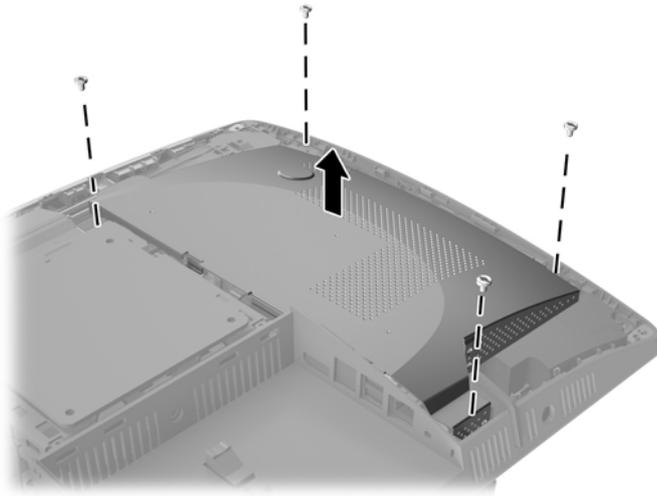
9. If your computer model is a ProOne 400, use a flat blade or Torx screwdriver to turn the access panel screws one quarter turn to the left to release the access panel.



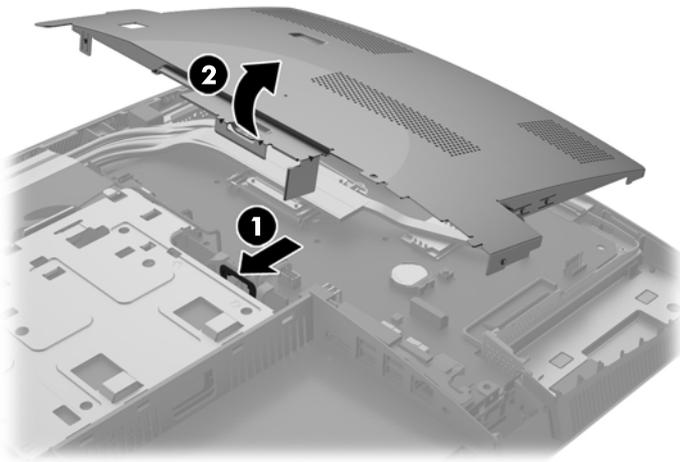
10. Slide the access panel latches toward each other (1).
11. Lift the access panel off the computer (2).



- 12.** If your computer model is a ProOne 400, remove the 4 screws securing the EMI shield to the chassis.

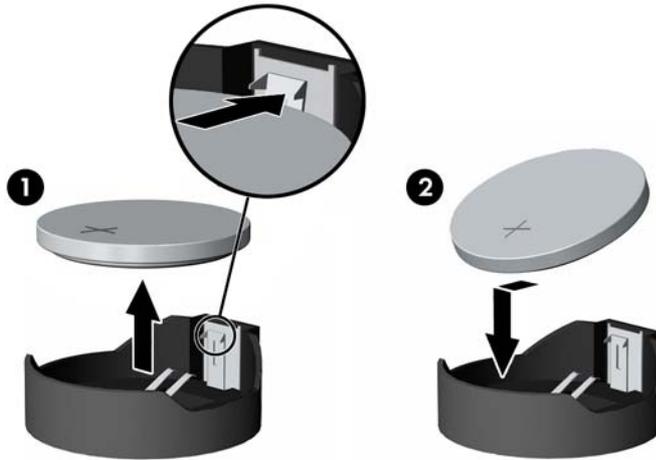


- 13.** Push the EMI shield latch toward the center of the computer (1) to release the EMI shield, and then lift the shield off the computer (2).

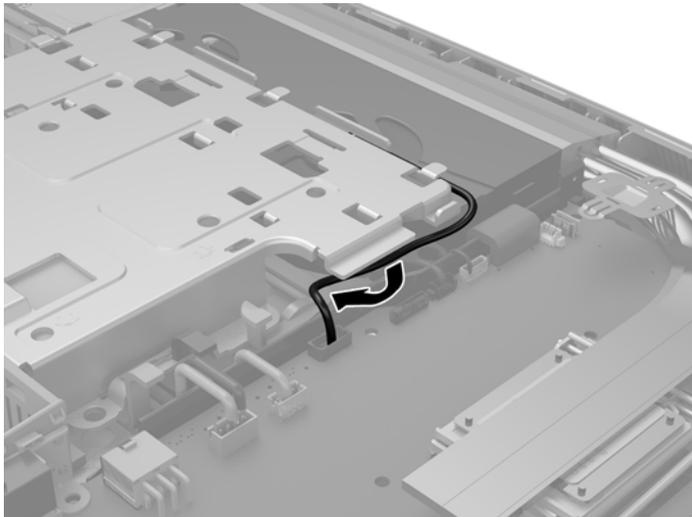


- 14.** To release the battery from its holder, squeeze the metal clamp that extends above one edge of the battery. When the battery pops up, lift it out (1).

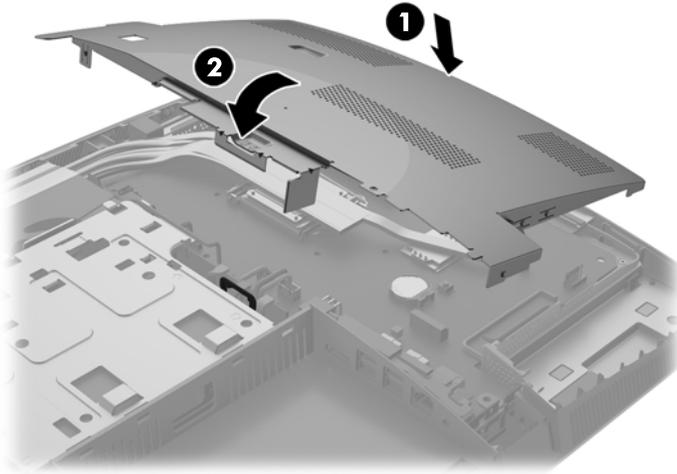
15. To insert the new battery, slide one edge of the replacement battery under the holder's lip with the positive side up. Push the other edge down until the clamp snaps over the other edge of the battery (2).



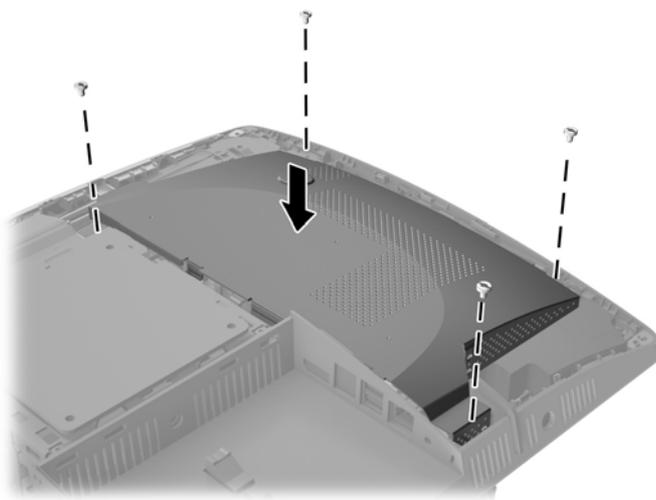
16. Be sure that the cables around the electromagnetic interference shield are out of the way and will not be pinched by the EMI shield.



17. Engage the three tabs on the right side of the EMI shield with the slots in the computer (1), and then press the left side of the shield down until the latch engages (2).

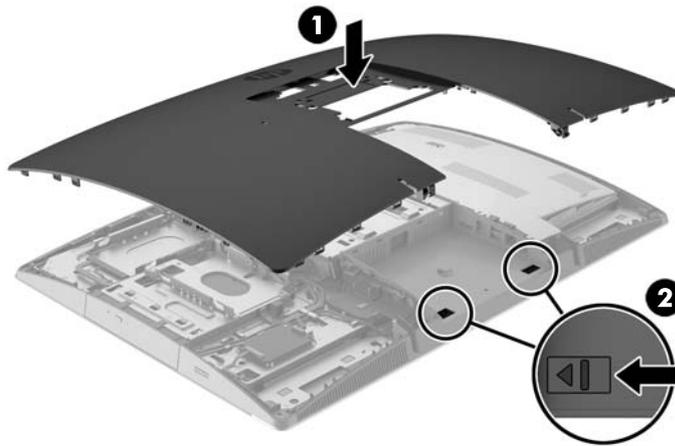


18. If your computer model is a ProOne 400, screw in 4 screws to secure the EMI shield to the chassis.



19. To replace the access panel, align the latches with the slots in the rear port compartment. Set the access panel down (1) and press in the tabs around all sides of the panel until it is in place.

- 20.** Push the latches toward the sides of the computer to lock the access panel in place (2).



- 21.** If your computer model is a ProOne 400, use a flat blade or Torx screwdriver to turn the access panel screws one quarter turn to the right to secure the access panel.



- 22.** Install the stand.
See [Attaching and removing a stand on page 18](#).
- 23.** Connect all cables to the computer.
See [Connecting cables on page 24](#).
- 24.** Install the rear port cover.
See [Installing the rear port cover on page 27](#).
- 25.** Lock any security devices that were disengaged when the access panel was removed.
- 26.** Place the computer in the upright position.
- 27.** Plug the AC power plug into a AC outlet.

28. Turn on the computer.
29. Reset the date and time, your passwords, and any special system setups using Computer Setup.

Replacing drives

Replacing a hard disk drive

The hard disk drive is located on the left side of the computer.

One 2.5 inch primary hard disk drive (HDD) is installed in the computer. Some models may have a secondary 2.5 inch HDD installed on top of the optical disc drive (ODD).

Removing a 2.5 inch hard disk drive

1. Remove all removable media, such as optical discs or USB flash drives, from the computer.
2. Turn off the computer properly through the operating system, then turn off any external devices.
3. Disconnect the AC power cord from the AC outlet and disconnect any external devices.

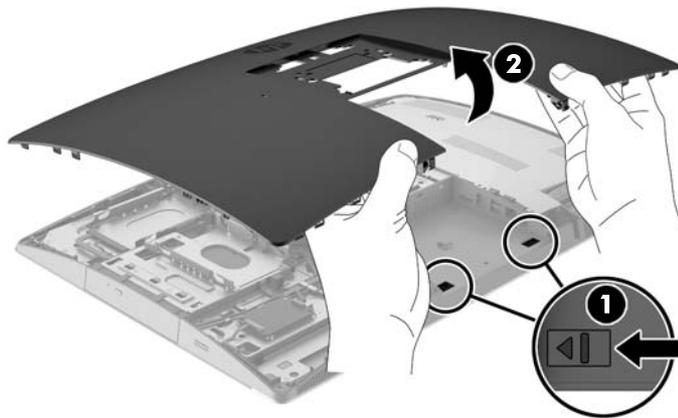
 **CAUTION:** Regardless of the power-on state, voltage is always present on the system board as long as the system is plugged into an active AC outlet. You must disconnect the AC power cord to avoid damage to the internal components of the computer.

4. Place the computer face down on a soft flat surface. HP recommends that you set down a blanket, towel, or other soft cloth to protect the bezel and screen surface from scratches or other damage.
5. Remove/disengage any security devices that prohibit opening the computer.
6. Remove the rear port cover.
See [Removing the rear port cover on page 27](#).
7. Disconnect cables connected to the computer.
See [Disconnecting cables on page 26](#).
8. Remove the stand.
See [Attaching and removing a stand on page 18](#).

9. If your computer model is a ProOne 400, use a flat blade or Torx screwdriver to turn the access panel screws one quarter turn to the left to release the access panel.

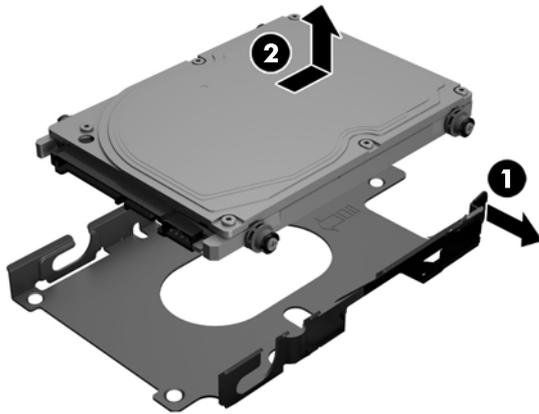


10. Slide the access panel latches toward each other (1).
11. Lift the access panel off the computer (2).

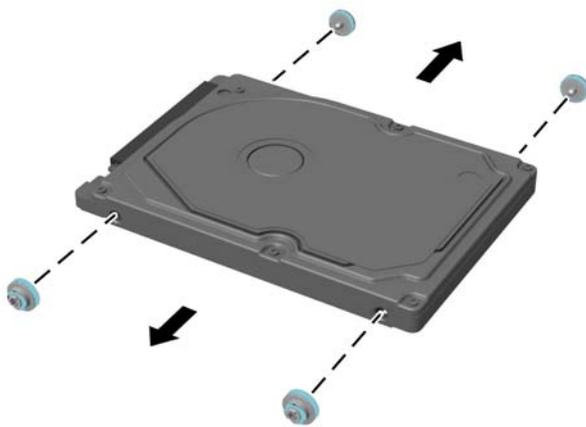


12. Disconnect the power and data cables from the HDD.
13. Pull the HDD cage latch away from the 2.5 inch HDD to release the drive (1).

14. Slide the HDD toward the latch and lift the HDD out of the drive cage (2).



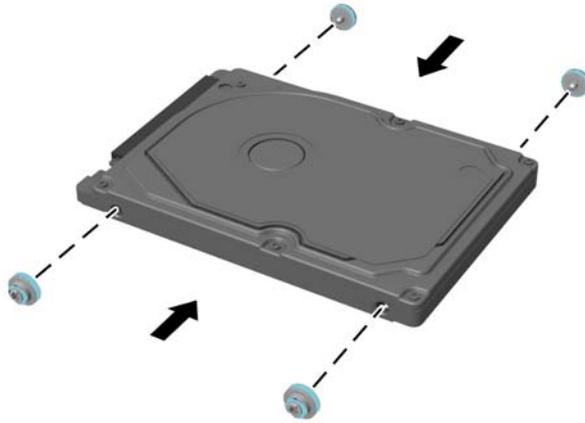
15. Remove the four mounting screws from the 2.5 inch HDD. Be sure to keep the screws together with the blue rubber grommets to use to install a replacement drive.



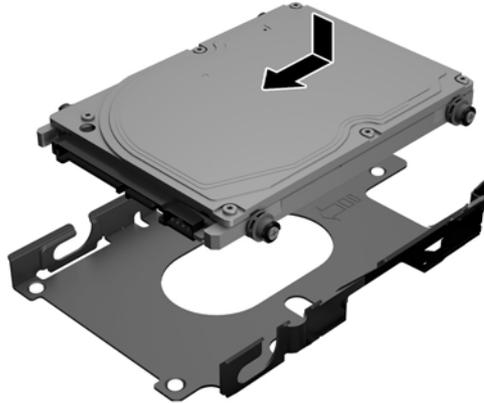
For instructions on installing a HDD, see [Installing a 2.5 inch hard disk drive on page 55](#).

Installing a 2.5 inch hard disk drive

1. Fasten four mounting screws with grommets onto the 2.5 inch HDD.

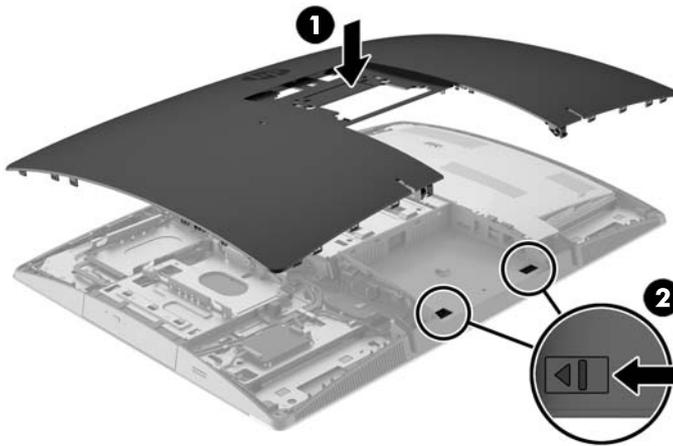


2. Position the 2.5 inch drive above the drive cage with the connectors facing the power and data cables next to the drive cage.
3. Place the 2.5 inch HDD into the drive cage and slide it toward the cables until the cage snaps into place.



4. Connect the power and data cables to the HDD.
5. To replace the access panel, align the latches with the slots in the rear port compartment. Set the access panel down (1) and press in the tabs around all sides of the panel until it is in place.

6. Push the latches toward the sides of the computer to lock the access panel in place (2).



7. If your computer model is a ProOne 400, use a flat blade or Torx screwdriver to turn the access panel screws one quarter turn to the right to secure the access panel.



8. Install the stand.
See [Attaching and removing a stand on page 18](#).
9. Connect all cables to the computer.
See [Connecting cables on page 24](#).
10. Install the rear port cover.
See [Installing the rear port cover on page 27](#).
11. Lock any security devices that were disengaged when the access panel was removed.
12. Place the computer in the upright position.
13. Plug the AC power plug into a AC outlet.
14. Turn on the computer.

Replacing the optical disc drive

The ODD is located above the HDD on the left side of the computer (when viewed from behind).

1. Remove all removable media, such as optical discs or USB flash drives, from the computer.
2. Turn off the computer properly through the operating system, then turn off any external devices.
3. Disconnect the AC power cord from the AC outlet and disconnect any external devices.

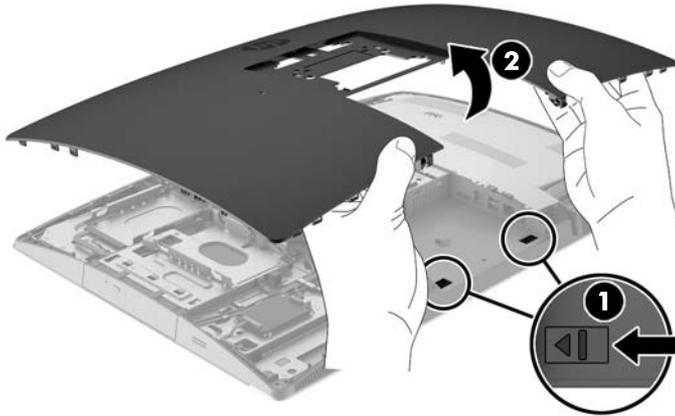
⚠ CAUTION: Regardless of the power-on state, voltage is always present on the system board as long as the system is plugged into an active AC outlet. You must disconnect the AC power cord to avoid damage to the internal components of the computer.

4. Remove/disengage any security devices that prohibit opening the computer.
5. Place the computer face down on a soft flat surface. HP recommends that you set down a blanket, towel, or other soft cloth to protect the bezel and screen surface from scratches or other damage.
6. Remove the rear port cover.
See [Removing the rear port cover on page 27](#).
7. Disconnect cables connected to the computer.
See [Disconnecting cables on page 26](#).
8. Remove the stand.
See [Attaching and removing a stand on page 18](#).
9. If your computer model is a ProOne 400, use a flat blade or Torx screwdriver to turn the access panel screws one quarter turn to the left to release the access panel.

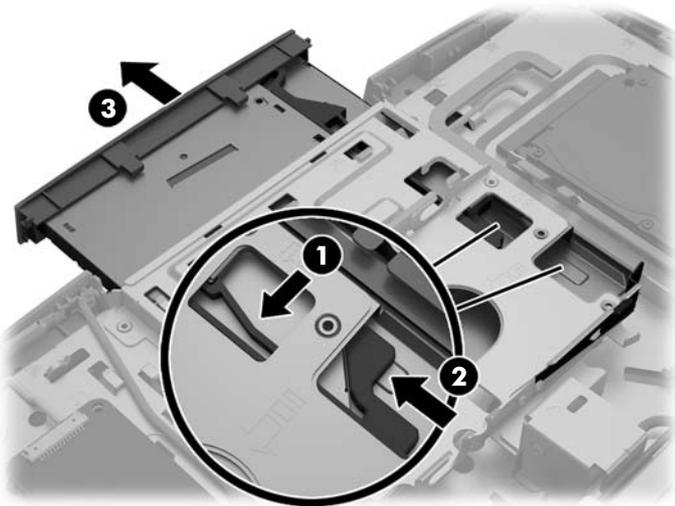


10. Slide the access panel latches toward each other (1).

11. Lift the access panel off the computer (2).

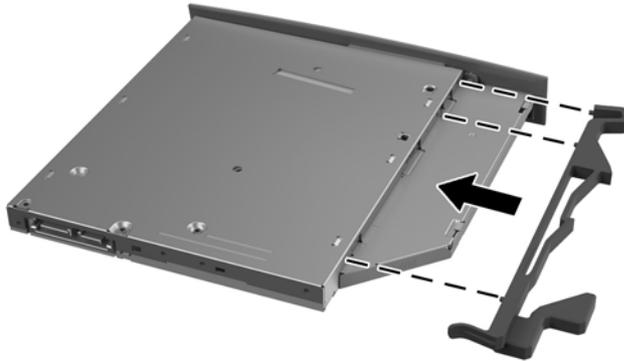


12. Push and hold the tab (1) while pushing in the latch (2) at the back of the ODD enclosure and slide the drive (3) out of the chassis.



13. Pull the latch off the ODD.

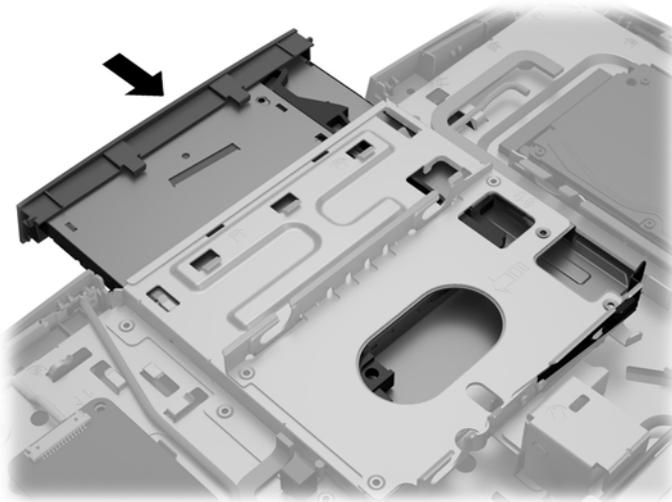
14. Align the three pins on the latch with the holes in the new ODD and press the latch firmly onto the new drive.



 **NOTE:** You must reuse the latch removed from the old ODD.

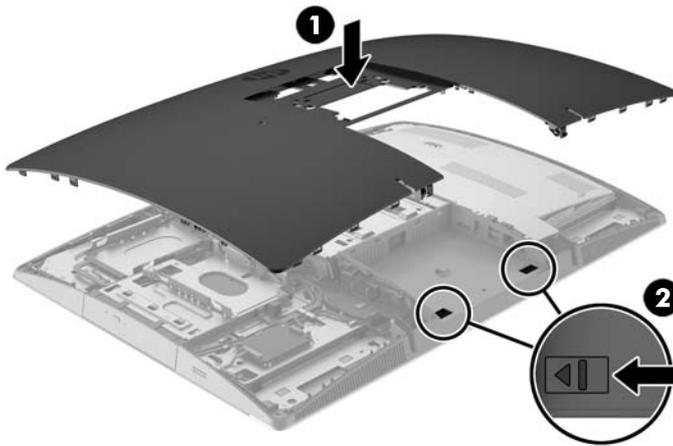
15. Align the new ODD with the opening in the side of the computer. Push the drive in firmly until it snaps into place.

 **NOTE:** The ODD can be installed in only one way.



16. To replace the access panel, align the latches with the slots in the rear port compartment. Set the access panel down (1) and press in the tabs around all sides of the panel until it is in place.

17. Push the latches toward the sides of the computer to lock the access panel in place (2).



18. If your computer model is a ProOne 400, use a flat blade or Torx screwdriver to turn the access panel screws one quarter turn to the right to secure the access panel.



19. Install the stand.
See [Attaching and removing a stand on page 18](#).
20. Connect all cables to the computer.
See [Connecting cables on page 24](#).
21. Install the rear port cover.
See [Installing the rear port cover on page 27](#).
22. Lock any security devices that were disengaged when the access panel was removed.
23. Place the computer in the upright position.
24. Plug the AC power plug into a AC outlet.
25. Turn on the computer.

A Electrostatic discharge

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

Preventing electrostatic damage

To prevent electrostatic damage, observe the following precautions:

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

Grounding methods

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

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

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



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

B Computer operating guidelines, routine care, and shipping preparation

Computer operating guidelines and routine care

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

- Keep the computer away from excessive moisture, direct sunlight, and extremes of heat and cold.
- Operate the computer on a sturdy, level surface. Leave a 10.2 cm (4 in) clearance on all vented sides of the computer to permit the required airflow.
- Never restrict the airflow into the computer by blocking any vents or air intakes.
- Never operate the computer with any of the access panels removed.
- Do not place computers so near each other that they are subject to each other's recirculated or preheated air.
- If the computer is to be operated within a separate enclosure, intake and exhaust ventilation must be provided on the enclosure, and the same operating guidelines listed above will still apply.
- Keep liquids away from the computer and keyboard.
- Never cover the ventilation slots with any type of material.
- Install or enable power management functions of the operating system or other software, including sleep states.
- When cleaning the computer turn off power to the computer and unplug the AC power cord before you do any of the following:
 - Wipe the exterior of the computer with a soft, damp cloth as needed. Using cleaning products may discolor or damage the finish.
 - Do not use cleaners that contain any petroleum based materials such as benzene, thinner, or any volatile substance to clean the screen or cabinet. These chemicals may damage the computer.
 - Wipe the screen with a soft, clean antistatic cloth. For more difficult cleaning situations, use a 50/50 mix of water and Isopropyl alcohol. Spray the cleaner onto a cloth and use the damp cloth to gently wipe the screen surface. Never spray the cleaner directly on the screen surface. It may run behind the bezel and damage the electronics.
 - Occasionally clean the air vents on all vented sides of the computer. Lint, dust, and other foreign matter can block the vents and limit the airflow.

Optical disc drive precautions

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

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

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

Shipping preparation

Follow these suggestions when preparing to ship the computer:

1. Back up the HDD files on optical media or external USB drives. Be sure that the backup media is not exposed to electrical or magnetic impulses while stored or in transit.



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

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



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

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

C Accessibility

HP designs, produces, and markets products and services that can be used by everyone, including people with disabilities, either on a stand-alone basis or with appropriate assistive devices.

Supported assistive technologies

HP products support a wide variety of operating system assistive technologies and can be configured to work with additional assistive technologies. Use the Search feature on your device to locate more information about assistive features.



NOTE: For additional information about a particular assistive technology product, contact customer support for that product.

Contacting support

We are constantly refining the accessibility of our products and services and welcome feedback from users. If you have an issue with a product or would like to tell us about accessibility features that have helped you, please contact us at (888) 259-5707, Monday through Friday, 6 a.m. to 9 p.m. Mountain Time. If you are deaf or hard-of-hearing and use TRS/VRS/WebCapTel, contact us if you require technical support or have accessibility questions by calling (877) 656-7058, Monday through Friday, 6 a.m. to 9 p.m. Mountain Time.

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