



# Maintenance and Service Guide

## HP Fortis Flip G1m 11 inch Chromebook

### **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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### Product notice

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

To access the latest user guides, go to <http://www.hp.com/support>, and follow the instructions to find your product. Then select **Manuals**.

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

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

## Important notice about Customer Self-Repair parts

Your computer includes Customer Self-Repair parts and parts that should be accessed only by an authorized service provider.



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**IMPORTANT:** See [Removal and replacement procedures for Customer Self-Repair parts on page 26](#) for details.

Accessing parts described in [Removal and replacement procedures for authorized service provider parts on page 33](#) can damage the computer or void your warranty.

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## Safety warning notice

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

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- ⚠ 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
<b>Product Name</b>	<b>HP Fortis Flip G1m 11 inch Chromebook™</b>
<b>Processors</b>	MediaTek MT8186 (2.05 GHz, 8 core)
<b>Display panel</b>	<b>11.6 in (29.5 cm), BrightView, 250 nits</b>  HD (1366 × 768), ultra wide viewing angle (UWVA), LED, 50% NTSC, embedded DisplayPort™ (eDP) 1.2 without Panel Self-Refresh (PSR), touch screen, Gorilla Glass 3
<b>Memory</b>	Supports the following configurations: <ul style="list-style-type: none"><li>• 8 GB, LPDDR4x-3600</li><li>• 4 GB, LPDDR4x-3733</li></ul> Memory is integrated and nonconfigurable
<b>Primary storage</b>	<b>Embedded MultiMedia Controller (eMMC) 5.0</b>  64 GB  32 GB
<b>Audio</b>	Dual speakers
<b>Video</b>	<b>HD camera with dual-array microphone</b>  <b>5 MP second camera</b> (select products only)
<b>Wireless</b>	<b>Wireless Local Area Network (WLAN)</b> (dual antennas)  MediaTek MT7921 Wi-Fi® 6 + Bluetooth® 5.3
<b>Ports</b>	USB 3.1 Gen 1 Type-C® (supports up to 1920 × 1080 @ 60 Hz; left side)  USB 3.1 Gen 1 Type-A (1 right side, 1 left side)  HDMI 1.4  Audio-out (headphone)/audio-in (microphone) combo jack
<b>Keyboard/pointing devices</b>	<b>Keyboard with clickpad</b>  Island style  Island style with pen cradle
<b>Power requirements</b>	<b>Battery</b>  41 Whr, 3 cell  Long life, fast charge  <b>Smart AC adapter</b> (USB Type-C)  65 W, straight, USB Type-C, 1.8 m (6 ft), halogen free

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

<b>Category</b>	<b>Description</b>
	45 W, nPFC, straight, USB Type-C, 1.8 m (6 ft)
	<b>Power cord</b>
	C5, conventional, power cord with sticker, 1.0 m (3.3 ft), halogen free
	C5, 1.0 m (3.3 ft)
<b>Security</b>	Dauntless Security Microcontroller
	Nano lock slot
	Camera privacy door
<b>Operating system</b>	Google Chrome™
	Google Chrome with Chrome Education Upgrade
	Google Chrome with Chrome Enterprise Upgrade
<b>Serviceability</b>	<b>End user replaceable parts</b>
	Battery
	AC adapter

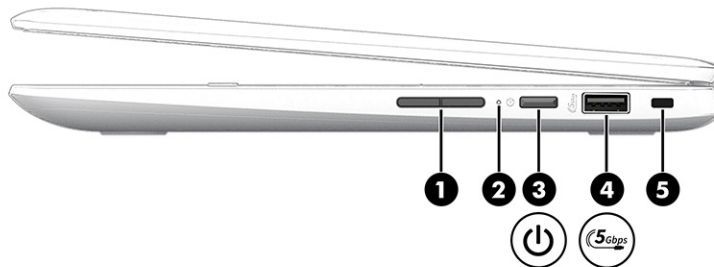


## 2 Components


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

### Right


Use the illustration and table to identify the components on the right side of the computer.



**Table 2-1** Right-side components and their descriptions

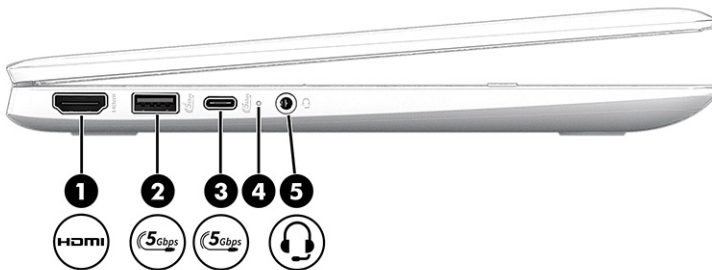
	Component	Description
(1)	Volume button	Controls speaker volume on the computer.
(2)	Power light	<ul style="list-style-type: none"><li>On: The computer is on.</li><li>Blinking: (select products only): The computer is in the Sleep state, a power-saving state. The computer shuts off power to the display and other unnecessary components.</li><li>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.</li></ul>
(3)	 Power button	<ul style="list-style-type: none"><li>When the computer is off, press the button briefly to turn on the computer.</li><li>When the computer is on, press the button briefly to initiate Sleep.</li><li>When the computer is in the Sleep state, press the button briefly to exit Sleep (select products only).</li><li>When the computer is in Hibernation, press the button briefly to exit Hibernation.</li></ul> <p><b>IMPORTANT:</b> Pressing and holding down the power button results in the loss of unsaved information.</p> <p>If the computer has stopped responding and shut down procedures are ineffective, press and hold the power button for at least 10 seconds to turn off the computer.</p>

**Table 2-1** Right-side components and their descriptions (continued)




	Component	Description
(4)	 USB 5 Gbps port	Connects a USB device, provides high-speed data transfer, and (for select products) charges small devices (such as a smartphone) when the computer is on or in sleep mode.  <b>NOTE:</b> Use a standard USB Type-A charging cable or cable adapter (purchased separately) when charging a small external device.
(5)	Security cable slot	Attaches an optional security cable to the computer.  <b>NOTE:</b> The security cable is designed to act as a deterrent, but it might not prevent the computer from being mishandled or stolen.

## Left


Use the illustration and table to identify the components on the left side of the computer.



**Table 2-2** Left-side components and their descriptions

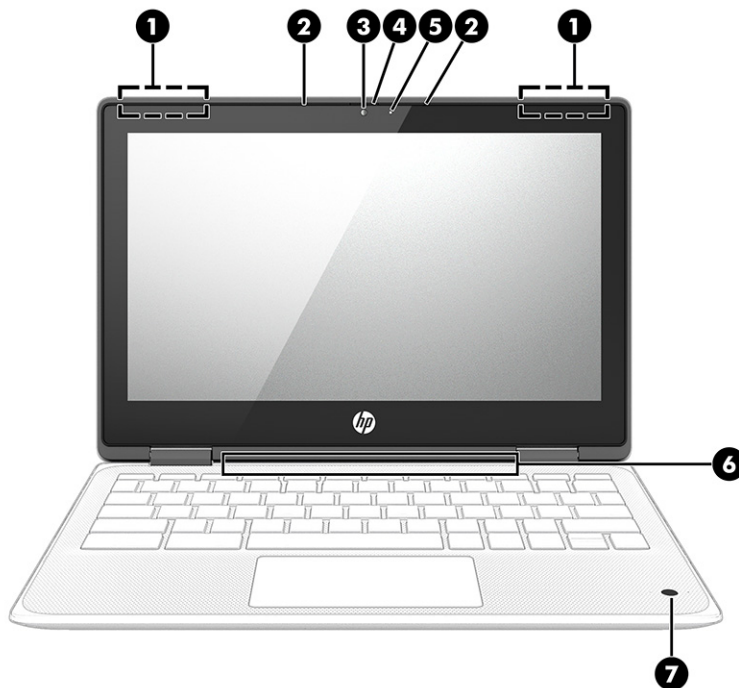
	Component	Description
(1)	 HDMI port (select products only)	Connects an optional video or audio device, such as a high-definition television, any compatible digital or audio component, or a high-speed High Definition Multimedia Interface (HDMI) device.
(2)	 USB 5 Gbps port	Connects a USB device, provides high-speed data transfer, and (for select products) charges small devices (such as a smartphone) when the computer is on or in sleep mode.  <b>NOTE:</b> Use a standard USB Type-A charging cable or cable adapter (purchased separately) when charging a small external device.
(3)	 USB Type-C 5 Gbps port	Connects a USB device, provides high-speed data transfer, and (for select products) charges small devices (such as a smartphone) when the computer is on or in sleep mode.  <b>NOTE:</b> Use a standard USB Type-C charging cable or cable adapter (purchased separately) when charging a small external device.

**Table 2-2 Left-side components and their descriptions (continued)**

	Component	Description
(4)	AC adapter and battery light	<ul style="list-style-type: none"> <li>• White: The AC adapter is connected and the battery is fully charged.</li> <li>• Amber: The AC adapter is connected and the battery is charging.</li> <li>• Blinking amber: The battery level is low.</li> <li>• Off: The battery is not charging.</li> </ul>
(5)	 Audio-out (headphone)/Audio-in (microphone) combo jack	<p>Connects optional powered stereo speakers, headphones, earbuds, a headset, or a television audio cable. Also connects an optional headset microphone. This jack does not support optional standalone microphones.</p> <p><b>WARNING!</b> 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>.</p> <p><b>NOTE:</b> When a device is connected to the jack, the computer speakers are disabled.</p>

## Display

Use the illustration and table to identify the components on the display.



**Table 2-3** Display components and their descriptions

	Component	Description
(1)	WLAN antennas*(2)	Send and receive wireless signals to communicate with wireless local area networks (WLANs).
(2)	Internal microphones (2)	Record sound.
(3)	Camera	Allows you to video chat, record video, and record still images.  <b>NOTE:</b> Camera functions vary depending on the camera hardware and software installed on your product.
(4)	Camera privacy cover	By default, the camera lens is uncovered, but you can slide the camera privacy cover to block the camera's view. To use the camera, slide the camera privacy cover in the opposite direction to reveal the lens.  <b>NOTE:</b> If you have both front-facing and rear-facing cameras, when one camera lens is revealed and ready to use, the other is concealed.
(5)	Camera light	On (white): The camera is in use.  On (amber): The switch turns off the camera.  Off: The software turns off the camera.
(6)	Digital pen (select products only)	Provides alternate input for the computer.
(7)	Camera (select products only)	Allows you to video chat, record video, and record still images.  <b>NOTE:</b> Camera functions vary depending on the camera hardware and software installed on your product.

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

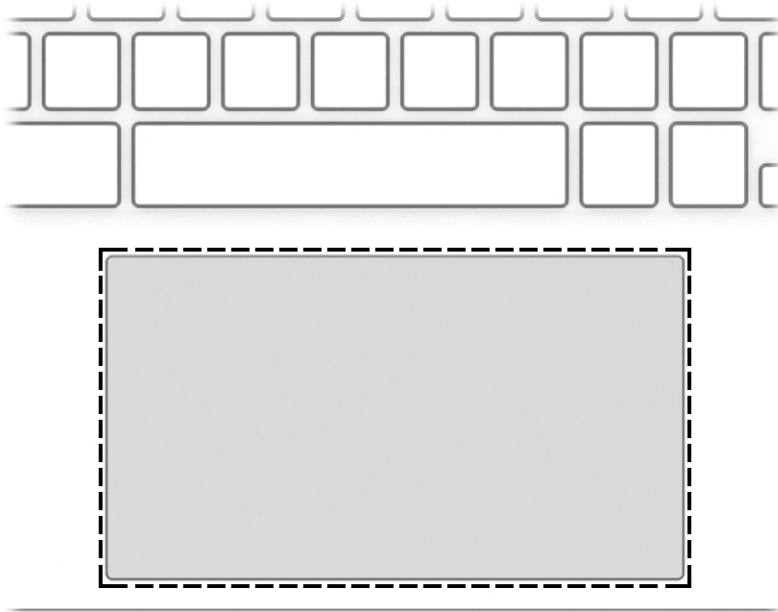
For wireless regulatory notices, see the section of the *Regulatory, Safety, and Environmental Notices* that applies to your country or region.

## Keyboard area

Keyboards can vary by language.

## Touchpad

The touchpad settings and components are described here.

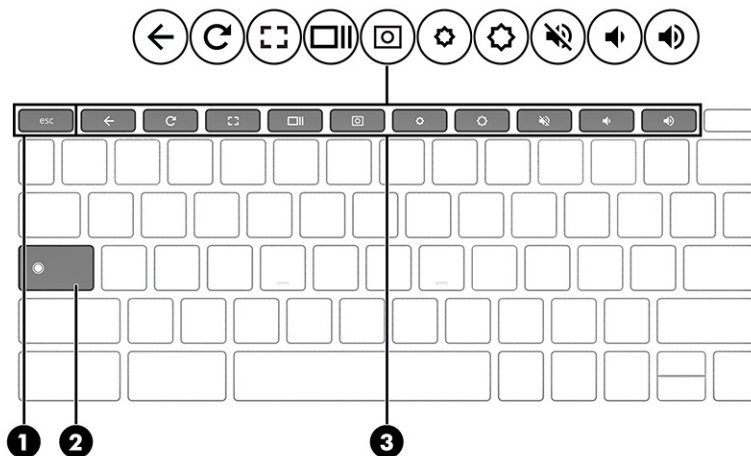


**Table 2-4** Touchpad component and description

Component	Description
Touchpad zone	Reads your finger gestures to move the pointer or activate items on the screen.

## Special keys

Use the illustration and table to locate the special keys.



**Table 2-5** Special keys and their descriptions

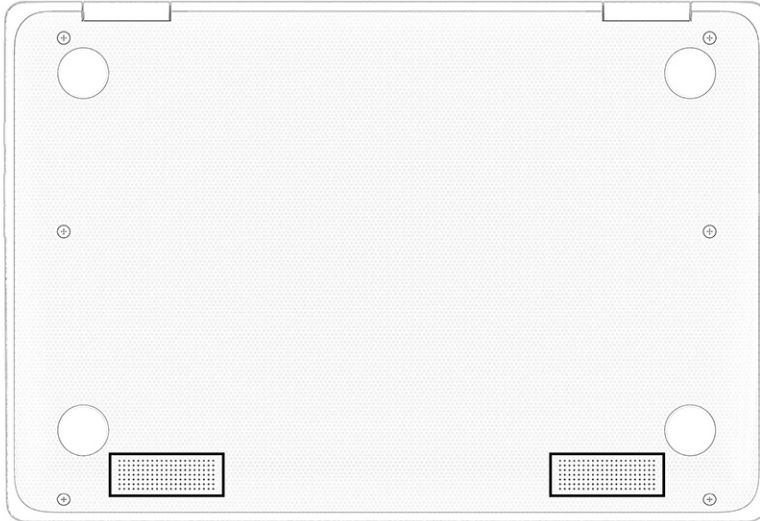
Component	Description
(1) <code>esc</code> key	Activates certain computer functions when pressed in combination with other keys, such as <code>tab</code> or <code>shift</code> .
(2) Search key	Runs the search function.

**Table 2-5** Special keys and their descriptions (continued)

Component	Description
(3) Action keys	Run frequently used system functions.

## Bottom

Use the illustration and table to identify the bottom components.




**Table 2-6** Bottom component and description

Components	Description
Speakers (2)	Produce sound.

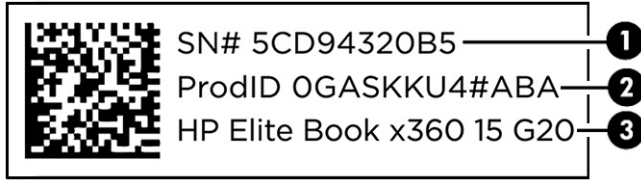
## Labels

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

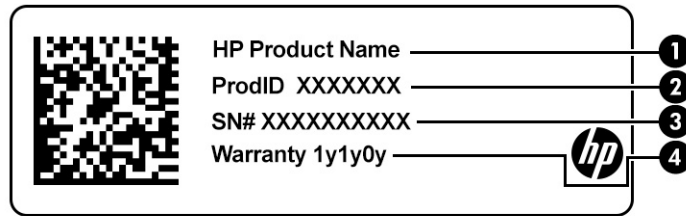
- Service label—Provides important information to identify your computer. When contacting support, you might be asked for the serial number, the product number, or the model number. Locate this information before you contact support.

Your service label will resemble one of the following examples. Refer to the illustration that most closely matches the service label on your computer.



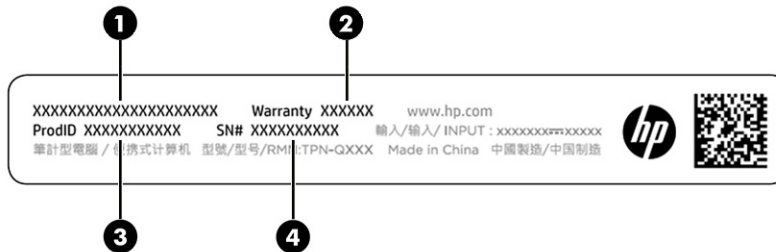
**Table 2-7 Service label components**

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



**Table 2-8 Service label components**

Component	
(1)	HP product name
(2)	Product ID
(3)	Serial number
(4)	Warranty period



**Table 2-9 Service label components**

Component	
(1)	HP product name

**Table 2-9 Service label components (continued)**

<b>Component</b>	
<b>(2)</b>	Warranty period
<b>(3)</b>	Product ID
<b>(4)</b>	Serial 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 where the devices have been approved for use.




# 3 Illustrated parts catalog

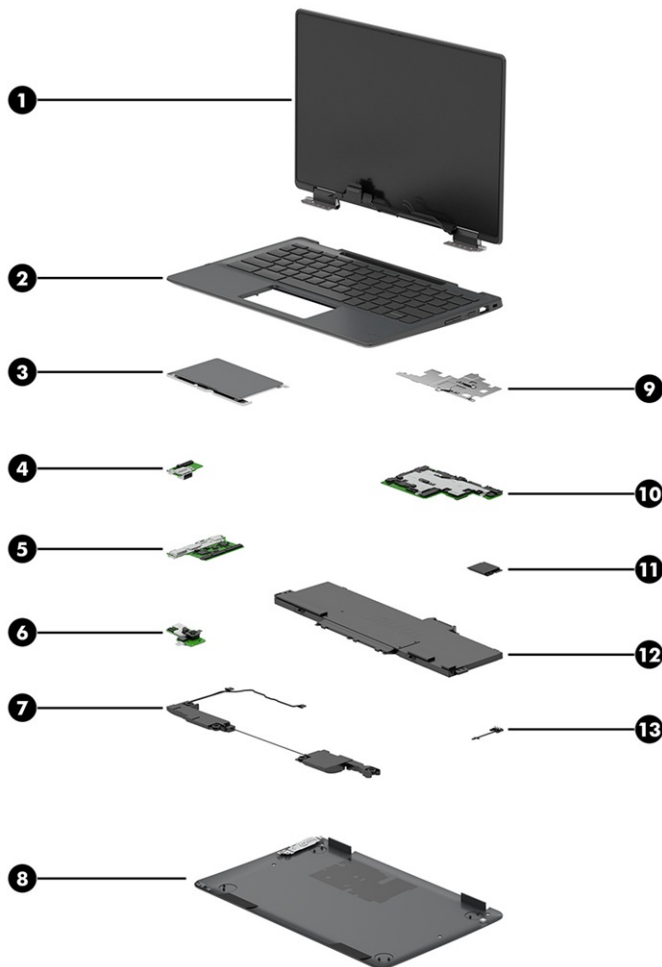
Use this chapter to determine the spare parts that are available for the computer.

## Chromebook major components

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

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

 **NOTE:** Details about your computer, including model, serial number, product key, and length of warranty, are on the service tag at the bottom of your computer.



**Table 3-1 Computer major component descriptions and part numbers**

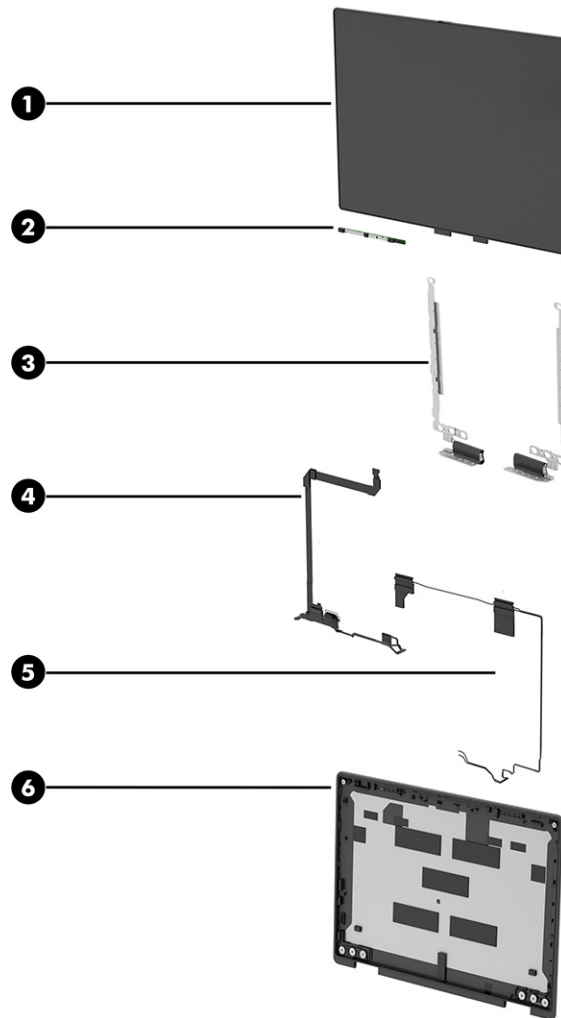
Item	Component	Spare part number
(1)	<b>Display assembly</b>  <b>NOTE:</b> Display assemblies are offered as spare parts only at a subcomponent level. For more information, see <a href="#">Display assembly subcomponents on page 13</a> .	
(2)	<b>Top cover with keyboard</b>  For a detailed list of country codes, see <a href="#">Top cover with keyboard on page 53</a> .	
	Models without second camera, without pen cradle	P20167-xx1
	Models with second camera	P20168-xx1
	Models without second camera, with pen cradle	P20169-xx1
	Models with second camera, with pen cradle	P20170-xx1
(3)	<b>Touchpad</b> (includes cable)  <b>NOTE:</b> Touchpad protective tape is available as spare part number P22927-001.  The touchpad bracket is available in the Bracket Kit as spare part number P22926-001.	P22935-001
(4)	<b>I/O board</b> (left, includes cables)  <b>NOTE:</b> I/O support brackets are available in the Bracket Kit as spare part number P22926-001.	
	fHDMI	P22944-001
	nHDMI	P23341-001
(5)	<b>I/O board</b> (right, includes cable)	
	fHDMI	P22944-001
	nHDMI	P23341-001
(6)	<b>Second camera</b>	P22929-001
(7)	<b>Speakers</b> (includes cable)	P22941-001
(8)	<b>Bottom cover</b>	
	fHDMI	P22942-001
	nHDMI	P23340-001
(9)	<b>Heat sink</b>  <b>NOTE:</b> The thermal pad kit is available as spare part number P23314-001.	P22934-001
(10)	<b>System board</b> (includes processor)	
	MediaTek MT8186 processor, 8 GB system memory, 64 GB eMMC memory	P20164-001
	MediaTek MT8186 processor, 8 GB system memory, 32 GB eMMC memory	P20161-001
	MediaTek MT8186 processor, 4 GB system memory, 64 GB eMMC memory	P20158-001
	MediaTek MT8186 processor, 4 GB system memory, 32 GB eMMC memory	P20155-001
(11)	<b>WLAN module</b> (MediaTek MT7921 Wi-Fi 6 + Bluetooth 5.3)  <b>NOTE:</b> WLAN module protective tape is available as spare part number N10779-001.	P22933-001
(12)	<b>Battery</b>	P22940-001

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

Item	Component	Spare part number
(13)	Pen charging module	P23315-001

## 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 (includes cable)	P22926-001
(2)	Camera module	P22928-001
(3)	Hinges (includes left and right display hinges)	P22939-001
(4)	Display cable (included in the Display Panel Kit)	P22930-001

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

Item	Component	Spare part number
(5)	<b>WWAN antennas and cables</b>	P22932-001
(6)	<b>Display back cover</b> (includes wireless antennas)	P22931-001
	<b>Touch control board</b> (includes cables; not illustrated)	P22936-001

## Miscellaneous parts

To identify the miscellaneous parts, use this table.

**Table 3-3** Miscellaneous part descriptions and part numbers

Component	Spare part number
<b>AC adapter</b>	
120 W (PFC, 4.5 mm)	M95377-001
120 W (PFC, 7.4 mm)	L89695-001
65 W (USB Type-C®, non-PFC 1.8 m [6 ft], halogen free)	N90678-001
45 W (USB Type-C, non-PFC 1.8 m [6 ft])	L43407-001
<b>HP USI Garaged Pen</b>	M88378-001
<b>Tips for HP USI Garaged Pen</b>	P25349-001
<b>Cable Kit</b> (includes I/O board cables, touchpad cable, touch cable, display cable, camera cable)	P22937-001
<b>Bracket Kit</b> (includes I/O brackets, USB-C® bracket, touchpad bracket, and inner WFC bracket)	P22926-001
<b>Plastics Kit</b> (includes touchpad protective tape, WFC cover, display hinge covers, hinge cover rubber stoppers, touch board conductive tape and adhesive)	P22927-001
<b>HP Thunderbolt 4 120W Dock</b> (with cable)	M97105-001
<b>HP Thunderbolt 4 120W cable, 0.8 m (2.6 ft)</b>	M88058-001
<b>USB-C to USB-A adapter</b>	L65254-001
<b>USB-C (male)-to-USB-C (male) cable, 1.0 m (3.3 ft)</b>	L65253-001
<b>HP Prelude Pro 15.6 Backpack</b>	M03617-001
<b>HP Prelude Pro 15.6 Top Load Case</b>	M03618-001
<b>HP Prelude 15.6 Backpack</b>	M16116-001
<b>HP Prelude 15.6 Top Load Case</b>	M16117-001
<b>HP USB-C Dock</b> (with cable)	L64086-001
<b>Screw Kit for HP USB-C Dock</b>	L64089-001
<b>Bottom case for HP USB-C Dock</b>	L65256-001
<b>Screw Kit</b>	P22943-001
<b>Duckhead power connector</b> (for use in Japan)	
Japan	L33157-001

**Table 3-3 Miscellaneous part descriptions and part numbers (continued)**

<b>Component</b>	<b>Spare part number</b>
<b>Power cord (C5, 1.0 m [3.3 ft], conventional with sticker)</b>	
For use in Argentina	L19357-001
For use in Australia	L19358-001
For use in Brazil	L19359-001
For use in Denmark	L19360-001
For use in Denmark (halogen free)	M79264-001
For use in Europe (bundle)	N16170-001
For use in Europe	L19361-001
For use in Europe (halogen free)	M79266-001
For use in India	L19363-001
For use in Italy	L19364-001
For use in Israel	L19362-001
For use in Israel (halogen free)	M82712-001
For use in Japan	L19365-001
For use in North America	L19367-001
For use in the People's Republic of China	L19368-001
For use in South Africa	L19369-001
For use in South Korea	L19366-001
For use in Switzerland	L19370-001
For use in Switzerland (halogen free)	M79265-001
For use in Taiwan	L19372-001
For use in Thailand (bundle)	M85418-001
For use in Thailand	L19371-001
For use in the United Kingdom	L19373-001
For use in the United Kingdom (halogen free)	M82711-001
<b>Power cord (C5, 1.8 m [6.0 ft], conventional with sticker)</b>	
For use in Argentina	L19357-002
For use in Australia	L19358-002
For use in Brazil	L19359-002
For use in Brazil (duckhead)	L19341-002
For use in Denmark	L19360-002
For use in Europe (bundle)	N16170-002
For use in Europe	L19361-002
For use in India	L19363-002

**Table 3-3** Miscellaneous part descriptions and part numbers (continued)

<b>Component</b>	<b>Spare part number</b>
For use in Italy	L19364-002
For use in Israel	L19362-002
For use in Japan	L19365-002
For use in North America	L19367-002
For use in the People's Republic of China	L19368-002
For use in South Africa	L19369-002
For use in South Korea	L19366-002
For use in Switzerland	L19370-002
For use in Taiwan	L19372-002
For use in Thailand (bundle)	M85418-002
For use in Thailand	L19371-002
For use in the United Kingdom	L19373-002

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## 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
- 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.

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

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### 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 19](#).
  - 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  $1\text{ M}\Omega \pm 10\%$  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 21](#) 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 22](#) 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 23](#).

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.

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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 22](#) 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 21](#), [Caring for wood veneer \(select products only\) on page 23](#), 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 21](#) 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 22](#) 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
<p>Records of reported failure incidents stored on the computer</p>	<p><b>Windows®:</b></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"> <li>1. Press the power button.</li> <li>2. Immediately and repeatedly press <b>esc</b> when the power button light turns white.</li> </ol> <p><b>NOTE:</b> If you do not press <b>esc</b> at the appropriate time, you must restart the computer and again repeatedly press <b>esc</b> when the power button light turns white to access the utility.</p> <ol style="list-style-type: none"> <li>3. Press <b>f10</b> to enter the BIOS setup.</li> <li>4. Complete one of these tasks: <ul style="list-style-type: none"> <li>• (On commercial products) Under the <b>Main</b> tab, select <b>BIOS event log</b>, and then select <b>View BIOS Event Log</b>.</li> <li>• (On consumer products) Under the <b>Main</b> tab, select <b>System Log</b>.</li> </ul> </li> </ol> <p>Post-operating system failures are logged in the Event Viewer.</p> <ol style="list-style-type: none"> <li>1. Turn on the computer and allow the operating system to open.</li> <li>2. Select the search icon  in the taskbar.</li> <li>3. Type <code>Event Viewer</code>, and then press <b>enter</b>.</li> <li>4. Select the log from the left panel. Details display in the right panel.</li> </ol> <p><b>Chrome™:</b></p> <ol style="list-style-type: none"> <li>1. Go to <a href="https://support.google.com/chrome">support.google.com/chrome</a>.</li> <li>2. Search <code>collect Chrome device logs</code>.</li> </ol>
<p>Technical bulletins</p>	<p>To locate technical bulletins:</p> <ol style="list-style-type: none"> <li>1. Go to <a href="https://www.hp.com">www.hp.com</a>.</li> <li>2. Place the cursor over <b>Problem solving</b> to display more options.</li> <li>3. Select <b>Support &amp; Troubleshooting</b>.</li> <li>4. Type the serial number, product number, or product name to go to the product support page.</li> <li>5. Select <b>Advisories</b> to view technical bulletins.</li> </ol>
<p>Repair professionals</p>	<p>To locate repair professionals:</p> <ol style="list-style-type: none"> <li>1. Go to <a href="https://www.hp.com">www.hp.com</a>.</li> <li>2. Place the cursor over <b>Support resources</b> to display more options.</li> <li>3. Select <b>Authorized service providers</b>.</li> </ol>


**Table 4-3 Support information locations (continued)**


Service consideration	Path to access information
Component and diagnosis information, failure detection, and required action	To locate diagnosis information and actions: <ol style="list-style-type: none"><li data-bbox="703 310 1203 331">1. Go to <a href="http://www.hp.com/go/techcenter/pcdiags">http://www.hp.com/go/techcenter/pcdiags</a>.</li><li data-bbox="703 363 938 384">2. Select <b>Get Support</b>.</li><li data-bbox="703 415 1445 457">3. Near the bottom of the window, select <b>Notebook PCs</b>, and then select your location.</li></ol>

---

# 5 Removal and replacement procedures for Customer Self-Repair parts

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


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


 **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 these procedures.

 **NOTE:** Details about your computer, including model, serial number, product key, and length of warranty, are on the service tag at the bottom of your computer.

 **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/>, 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 17](#).

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.

## Battery

The battery removal procedure differs depending on whether you are removing and replacing the existing battery or installing a new battery. To install a new battery, you must use a revive kit.

- To remove and replace the existing battery, see [Removing and reinstalling the same battery on page 27](#).
- To install a new battery, see [Installing a new battery on page 28](#).




## Removing and reinstalling the same battery

To remove the battery and reinstall it, use this procedure and illustration.

If you are replacing the battery you must use a revive kit. See [Installing a new battery on page 28](#).

**Table 5-1 Battery description and part number**


Description	Spare part number
3 cell, 41 Whr, Li-ion battery	P22940-001


 **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. Punctures 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 to 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 26](#)).
2. Remove the bottom cover (see [Bottom cover on page 33](#)).

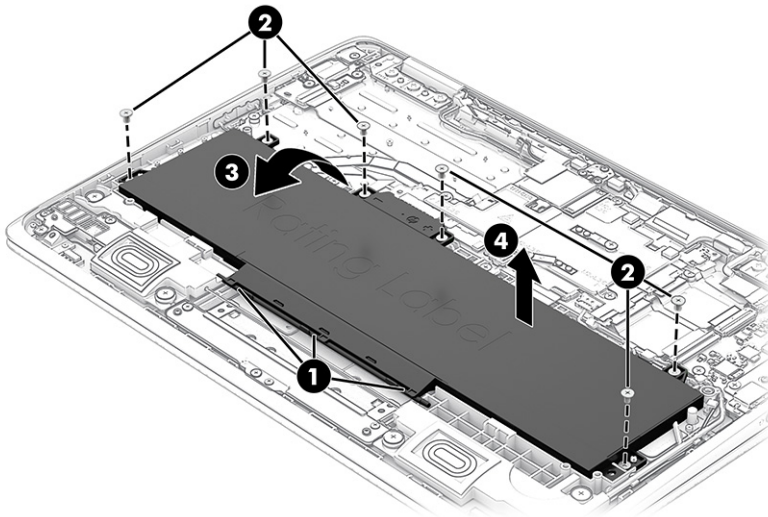
 **WARNING!** To reduce potential safety issues, use only the user-replaceable battery provided with the computer, a replacement battery provided by HP, or a compatible battery purchased from HP.

 **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:

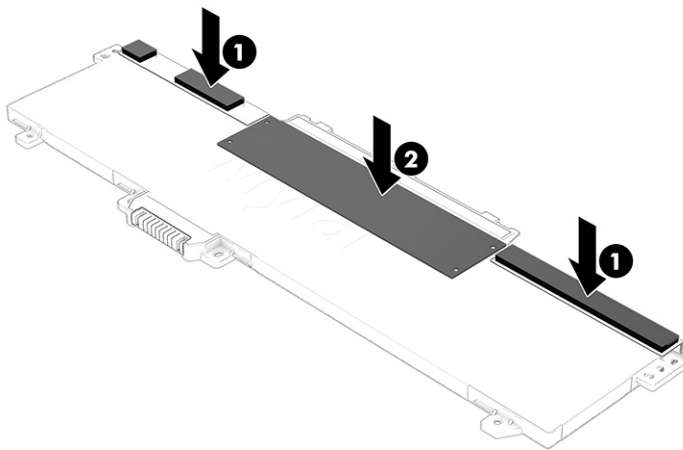
1. Remove the speaker cable from the clips **(1)** along the bottom of the battery.
2. Remove the six Phillips M2.0 × 4.0 screws **(2)** that secure the battery to the computer.

- Lift the top of the battery (3) up, and then remove the battery from the computer (4).



To reinstall the battery, reverse the removal procedures.

When installing a new battery, be sure to install two foam pieces (1) and one piece of protective tape (2) onto the battery as shown in the following illustration.



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

## Installing a new battery

To replace the battery, use these procedures and illustrations. You must use a revive kit to remove the old battery and install a new one. The revive kit includes an empty containment tray and a containment tray with a battery preinstalled.


**Table 5-2 Battery description and part number**

Description	Spare part number
3 cell, 41 Whr, Li-ion battery	P22940-001

Before starting this replacement procedure:

- Ensure other individuals are sufficiently clear of your workspace.
- Ensure your workspace is clear of any flammable material such as paper or oils.
- Locate the nearest ABC dry chemical fire-extinguisher for use in an emergency.

---

 **WARNING!** This procedure requires removing the battery or disconnecting the battery cable. Use care to avoid bending, twisting, or puncturing the battery regardless of its condition. Failure to follow this replacement guide or to use HP recommended tools might damage the system and/or cause a safety hazard.

- Do *not* remove the battery from the containment tray.
- Do *not* handle or touch the battery enclosure with sharp objects such as tweezers or pliers, which might puncture 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.

---

Should a part become stuck or difficult to remove when opening a unit where a swollen battery is suspected, or if the battery becomes stuck in the unit, stop, and contact HP Support for assistance. Do not try to remove a battery by force.

---


 **NOTE:** Screw locations, latch locations, and internal components might vary.


---

Before removing the battery, follow these steps:

1. Prepare the computer for disassembly (see [Preparation for disassembly on page 26](#)).
2. Remove the bottom cover (see [Bottom cover on page 33](#)).

---

 **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.

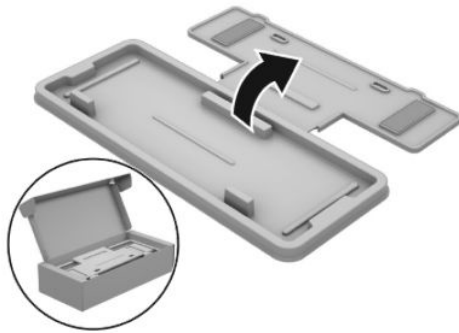
 **IMPORTANT:** Removing a battery that is the sole power source for the computer can cause loss of information. To prevent loss of information, save your work or shut down the computer through Windows before you remove the battery.

---

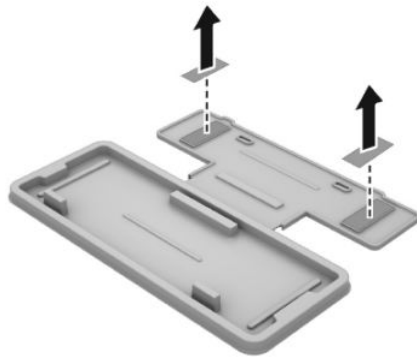
Remove the battery:

1. To remove the battery using the revive kit:

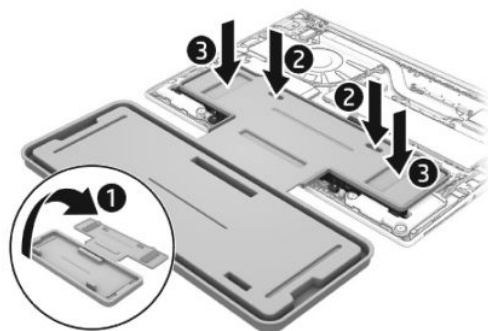
- a. Open the empty battery containment tray.



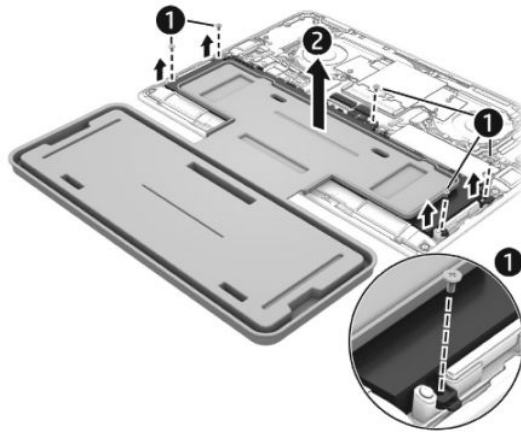
- b. Remove the backing from the adhesive on the tray.



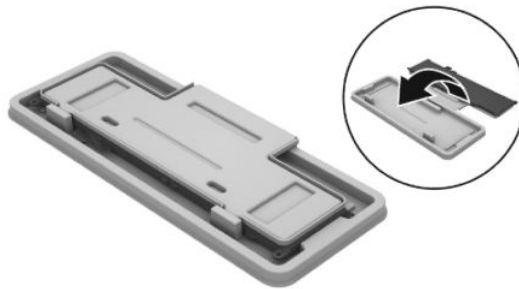
- c. Turn the tray (1) over so that the adhesive is facing down.
- d. Place the tray (2) centered on the battery.
- e. Press down on the indentations on the tray (3) to adhere it to the battery.




- f. Remove the Phillips screws (1) that secure the battery to the computer. Screw locations might vary.
- g. Lift the top of the tray (2) to remove the battery from the computer.



- h. Rotate the battery up and over into the cavity of the containment tray.




---

 **NOTE:** Please recycle responsibly. For more information about recycling programs, see the HP website at <http://www.hp.com/recycle>.

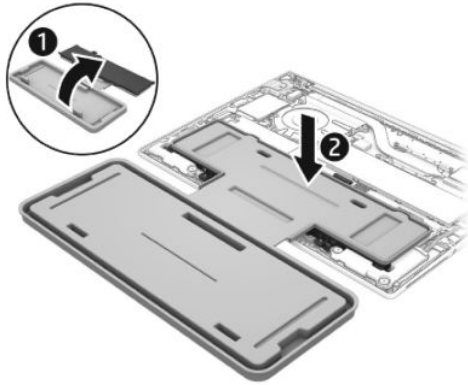
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- 2. To install the battery using the revive kit:
  - a. Open the containment tray that includes the new battery.
  - b. Turn the tray (1) over so the battery is facing downward, and then insert the battery (2) into the computer.

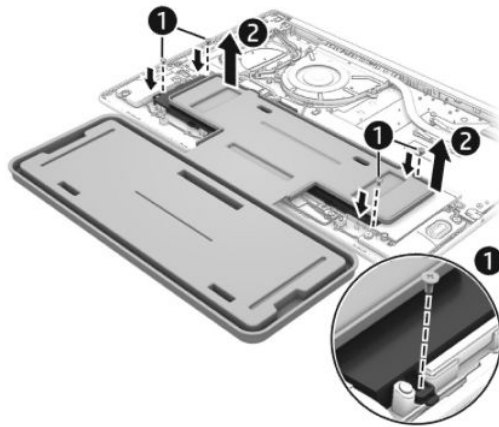
---

 **NOTE:** To avoid damage when inserting the battery into the computer, be sure that the power connector on the battery lines up and successfully mates with the connector on the system board.

---



- c. Install the screws (1) to secure the battery. Screw locations might vary.
- d. Lift the containment tray (2) off the battery,





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


---

## 6 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/>, 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 17](#).

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 6-1** Bottom cover descriptions and part numbers

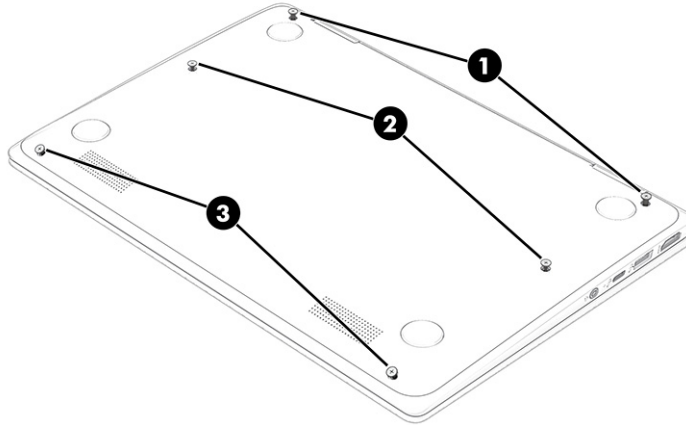
Description	Spare part number
fHDMI	P22942-001
nHDMI	P23340-001

---

Before removing the bottom cover, prepare the computer for disassembly ([Preparation for disassembly on page 26](#)).

Remove the bottom cover:

1. Position the computer upside down with the front toward you.
2. Remove the two Phillips M2.0 × 10.0 screws (1).
3. Loosen the two captive Phillips screws (2).
4. Remove the two Phillips M2.0 × 5.0 screws (3).



5. Separate the top edge of the bottom cover (1) from the computer.
6. Remove the bottom cover (2).



To install the bottom cover, reverse the removal procedures.



## Speakers

To remove the speakers, use this procedure and illustration.

**Table 6-2** Speakers description and part number

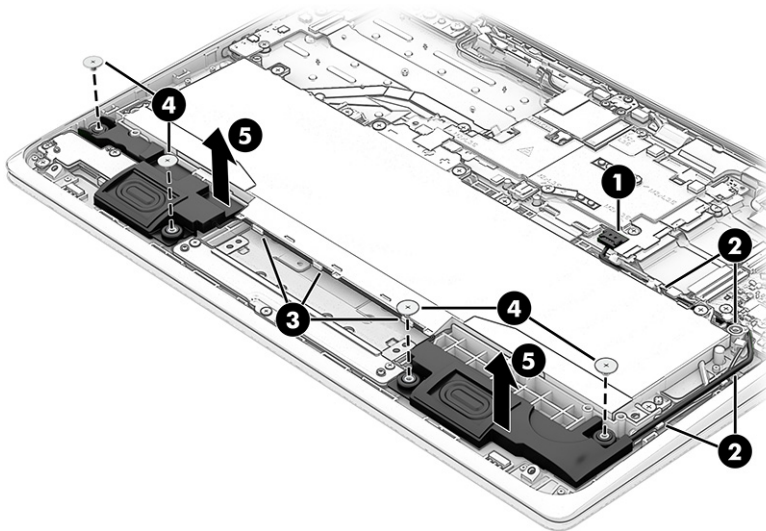
Description	Spare part number
Speakers (includes cable)	P22941-001

Before removing the speakers, follow these steps:

1. Prepare the computer for disassembly ([Preparation for disassembly on page 26](#)).
2. Remove the bottom cover (see [Bottom cover on page 33](#)).
3. Remove the battery (see [Removing and reinstalling the same battery on page 27](#)).

Remove the speakers:

1. Disconnect the speaker cable (1) from the system board.
2. Remove the cable from the clips (2) above and to the right of the battery.
3. Remove the cable from the clips (3) along the bottom of the battery.
4. Remove the two Phillips M1.6 × 2.5 screws (4) from each speaker.
5. Remove the speakers (5) from the computer.



To install the speakers, reverse this procedure.

## Second camera

To remove the second camera, use these procedures and illustrations.

**Table 6-3** Second camera description and part number

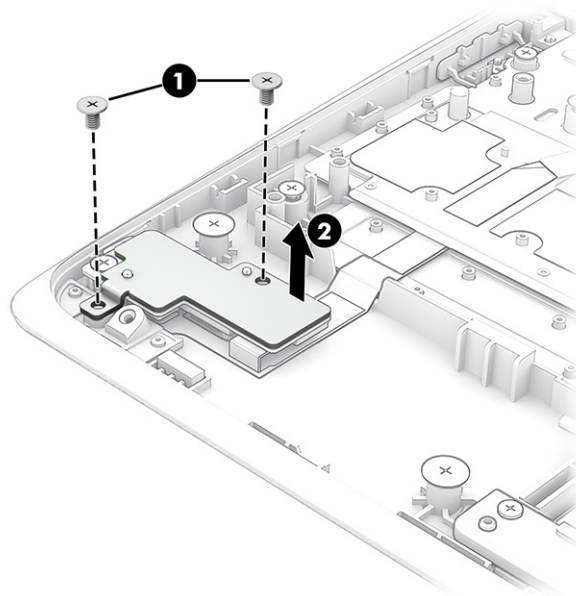
Description	Spare part number
Second camera	P22929-001

Before removing the second camera, follow these steps:

1. Prepare the computer for disassembly ([Preparation for disassembly on page 26](#)).
2. Remove the bottom cover (see [Bottom cover on page 33](#)).
3. Remove the battery (see [Removing and reinstalling the same battery on page 27](#)).

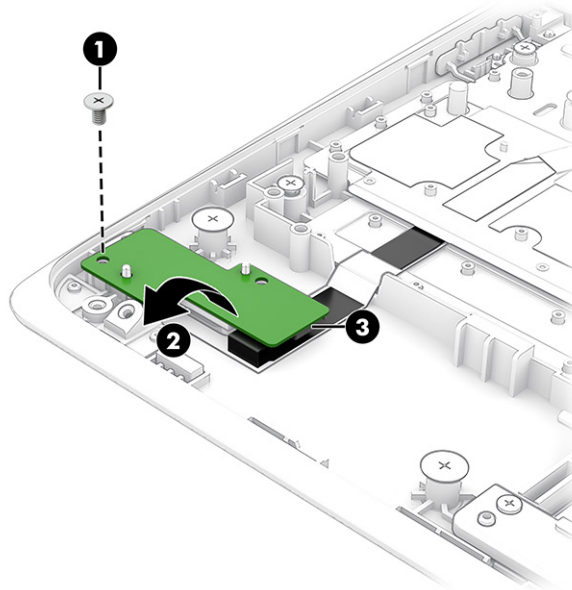
Remove the second camera:

1. Remove the two Phillips M2.0 × 3.5 screws **(1)** from the camera bracket.
2. Remove the bracket **(2)**.



3. Remove the Phillips M2.0 × 3.5 screw **(1)** from the board.

4. Turn the board upside down (2), and then disconnect the cable from the reverse ZIF connector (3) on the bottom of the board.



To install the second camera, reverse this procedure.

## Touchpad

To remove the touchpad, use this procedure and illustration.

**Table 6-4 Touchpad descriptions and part numbers**

Description	Spare part number
Touchpad (includes cable)	P22935-001
Touchpad bracket (included in the Bracket Kit)	P22926-001
Touchpad protective tape	P22927-001

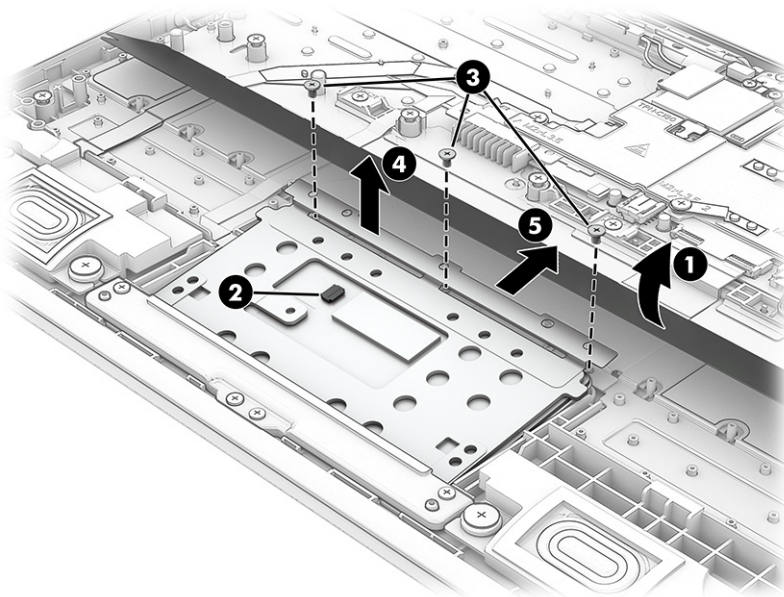
Before removing the touchpad, follow these steps:

1. Prepare the computer for disassembly (see [Preparation for disassembly on page 26](#)).
2. Remove the bottom cover (see [Bottom cover on page 33](#)).
3. Remove the battery (see [Removing and reinstalling the same battery on page 27](#)).

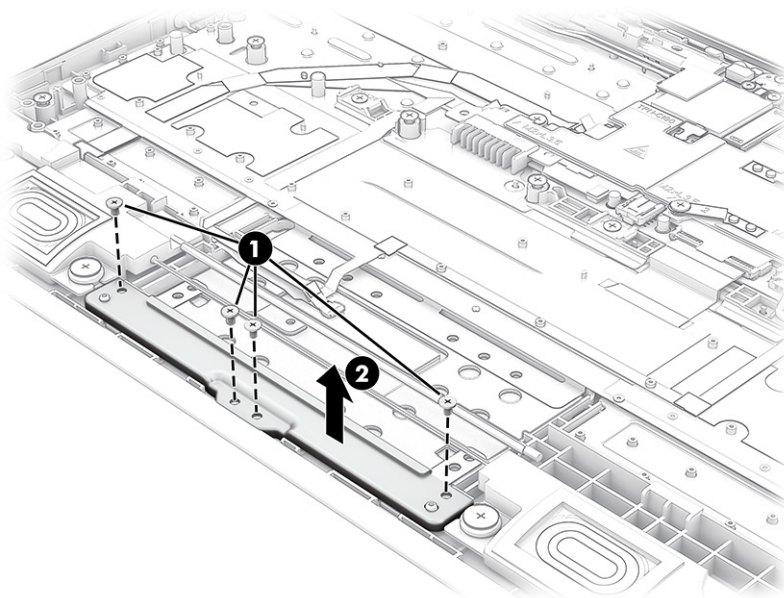
Remove the touchpad:

1. Lift the large piece of clear tape (1) that covers the touchpad and connector.
2. Disconnect the cable from the ZIF connector (2) on the touchpad.
3. Remove the three Phillips M1.6 × 2.5 screws (3) from the touchpad.

4. Lift the top of the touchpad (4) up, and then pull the touchpad (5) into the computer to remove it from under the bracket.



5. To remove the touchpad bracket, remove the four Phillips M1.6 × 2.5 screws (1) from the touchpad bracket, and then remove the bracket (2).



To install the touchpad, reverse this procedure.

## WLAN module

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

**Table 6-5 WLAN module descriptions and part numbers**

Description	Spare part number
MediaTek MT7921 Wi-Fi 6 + Bluetooth 5.3	P22933-001
WLAN module protective tape	N10779-001

**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.

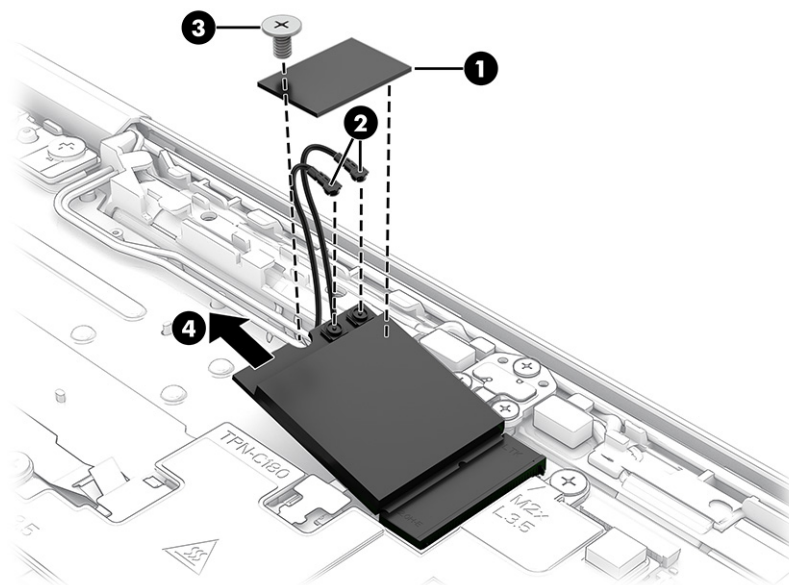
Before removing the WLAN module, follow these steps:

1. Prepare the computer for disassembly ([Preparation for disassembly on page 26](#)).
2. Remove the bottom cover (see [Bottom cover on page 33](#)).
3. Remove the battery (see [Removing and reinstalling the same battery on page 27](#)).

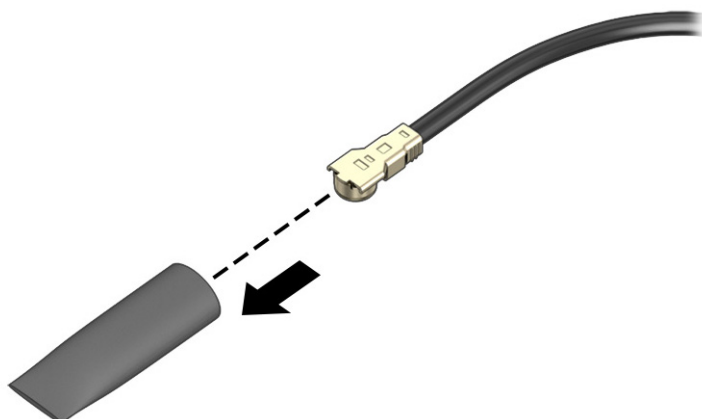
Remove the WLAN module:

1. Remove the plastic antenna protector (1) from the top of the module. The protector is secured with adhesive.
2. Disconnect the antenna cables (2) from the module terminals.
3. Remove the Phillips M2.0 × 3.0 screw (3) that secures from the WLAN module.
4. Remove the module (4) by pulling it away from the slot at an angle.

**NOTE:** WLAN modules are notched to prevent incorrect installation.



5. If the WLAN antenna is not connected to the terminal on the WLAN module, install a protective sleeve on the antenna connector, as shown in the following illustration.



To install the WLAN module, reverse this procedure.

## I/O boards

To remove the I/O boards, use these procedures and illustrations.

**Table 6-6 I/O board descriptions and part numbers**

Description	Spare part number
I/O boards, fHDMI (left and right, includes cables)	P22944-001
I/O boards, nHDMI (left and right, includes cables)	P23341-001
I/O support brackets (available in the Bracket Kit)	P22926-001

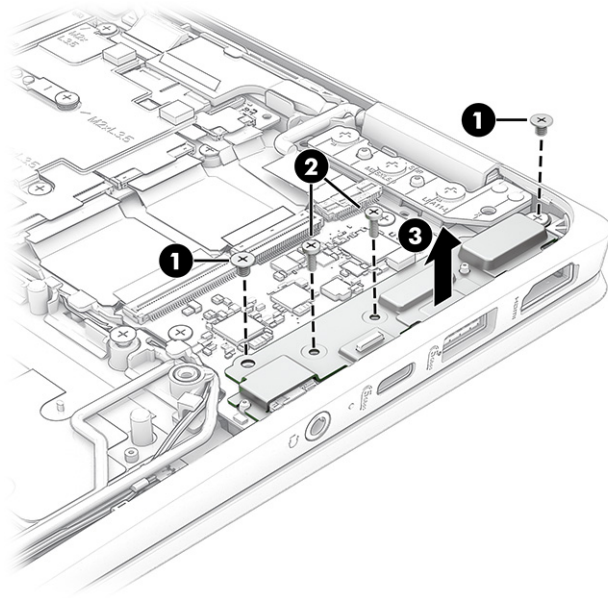
Before removing the I/O board, follow these steps:

1. Prepare the computer for disassembly ([Preparation for disassembly on page 26](#)).
2. Remove the bottom cover (see [Bottom cover on page 33](#)).
3. Remove the battery (see [Removing and reinstalling the same battery on page 27](#)).

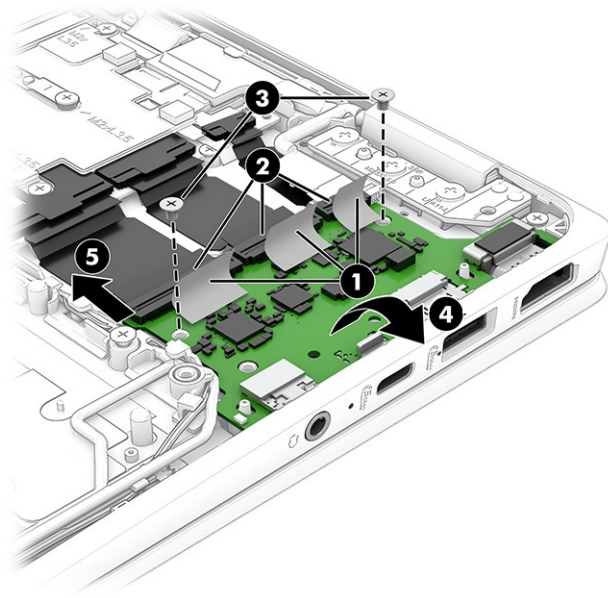
Remove the I/O boards:

1. To remove the large I/O board:
  - a. Remove the two outer Phillips M2.0 × 2.5 screws **(1)** that secure the bracket to the board.
  - b. Remove the two inner Phillips M1.4 × 4.0 screws **(2)** that secure the bracket to the board.

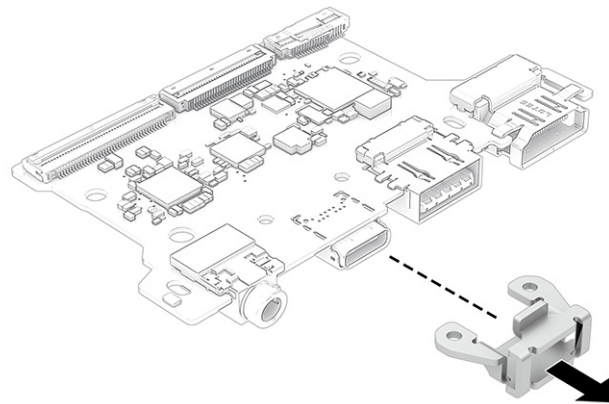
- c. Remove the bracket (3) from the board.



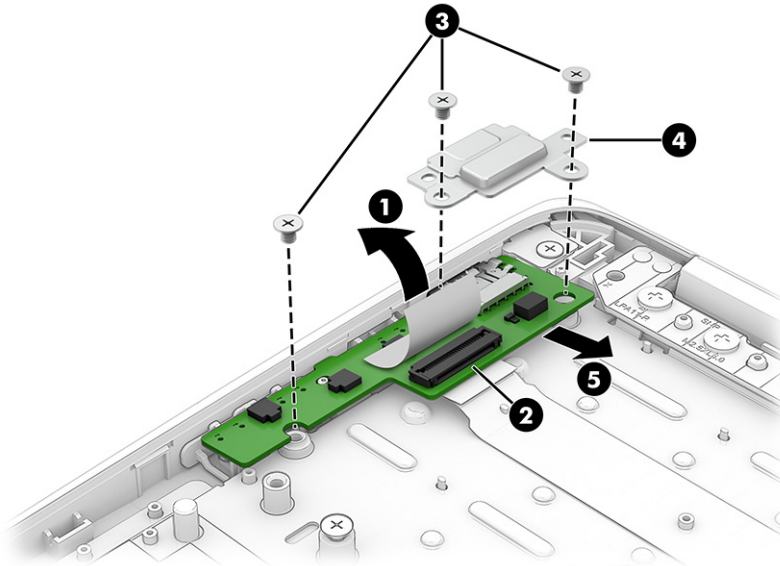
- d. Lift (do not remove) the tape (1) from the connectors on the board.
- e. Disconnect the cables from the ZIF connectors (2) on the board.
- f. Remove the two Phillips M2.0 × 2.5 screws (3) from the board.
- g. Lift the inside of the board (4) up, and then pull the board (5) into the computer to remove it.



- h. Pull the USB bracket off the board. Be sure to install the bracket on the replacement board.



- 2. To remove the small I/O board:
  - a. Lift (do not remove) the tape (1) from the connector on the board.
  - b. Disconnect the cable from the ZIF connector (2) on the board.
  - c. Remove the three Phillips M2.0 × 2.5 screws (3) from the bracket on the board, and then remove the bracket (4).
  - d. Lift the inside of the board up, and then pull the board (5) into the computer to remove it.



To install the I/O boards, reverse this procedure.

## Pen charging module

To remove the pen charging module, use these procedures and illustrations.



**Table 6-7 Pen charging module description and part number**

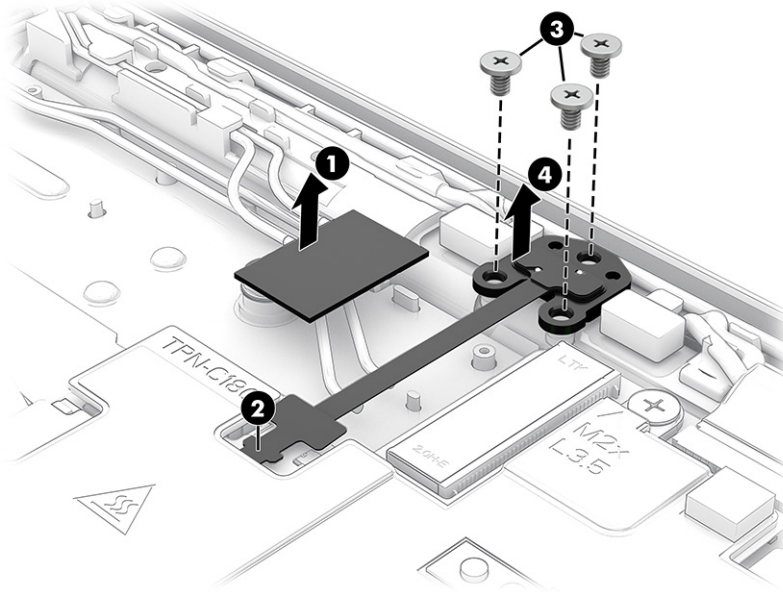
Description	Spare part number
Pen charging module	P23315-001

Before removing the pen charging module, follow these steps:

1. Prepare the computer for disassembly ([Preparation for disassembly on page 26](#)).
2. Remove the bottom cover (see [Bottom cover on page 33](#)).
3. Remove the battery (see [Removing and reinstalling the same battery on page 27](#)).

Remove the pen charging module:

1. Remove the plastic cover **(1)** from the system board connector for the module. The cover is secured with adhesive.
2. Disconnect the cable **(2)** from the system board.
3. Remove the three Phillips M1.6 × 2.5 screws **(3)** from the module.
4. Remove the module **(4)** from the computer.



To install the pen charging module, reverse this procedure.

## Heat sink

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

**Table 6-8 Heat sink descriptions and part numbers**

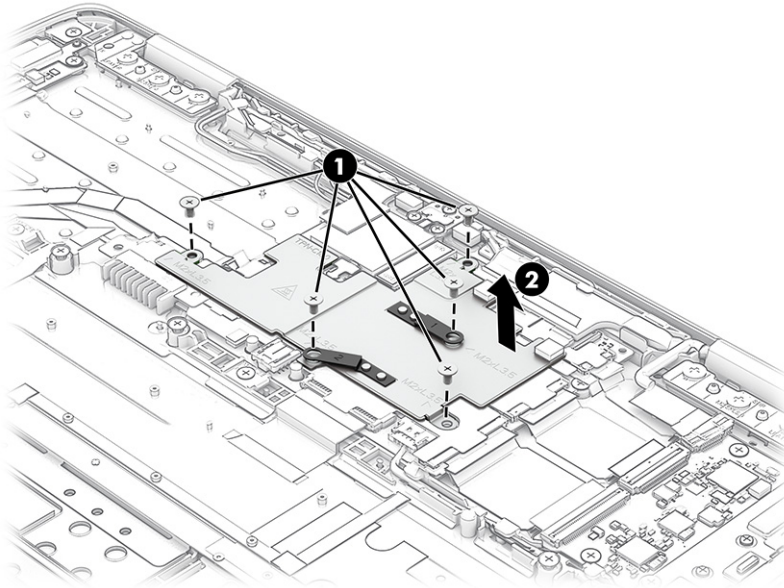
Description	Spare part number
Heat sink	P22934-001
Thermal pad kit	P23314-001

Before removing the heat sink, follow these steps:

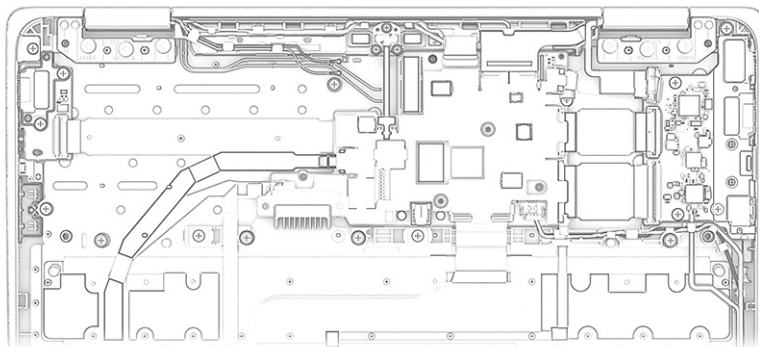
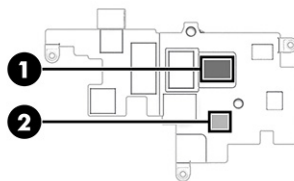
1. Prepare the computer for disassembly ([Preparation for disassembly on page 26](#)).
2. Remove the bottom cover (see [Bottom cover on page 33](#)).
3. Remove the battery (see [Removing and reinstalling the same battery on page 27](#)).

Remove the heat sink:

1. Remove the five Phillips M2.0 × 3.5 screws (1) that secure the heat sink to the system board.
2. Remove the heat sink (2).



3. Each time the heat sink is removed, thoroughly clean and replace the gray (1) and white (2) thermal material from the surface of the heat sink.



Reverse this procedure to install the heat sink.

## System board

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

**Table 6-9 System board descriptions and part numbers**

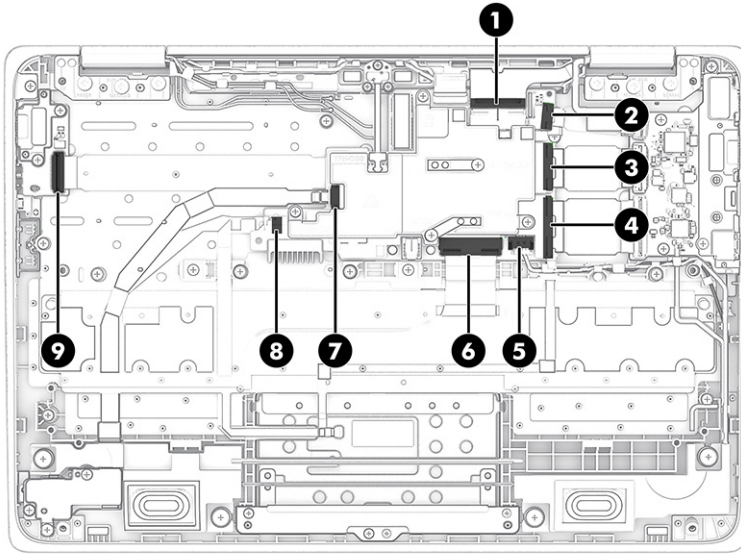
Description	Spare part number
<b>System board</b> (includes processor and the Chrome operating system)	
MediaTek MT8186 processor, 8 GB system memory, 64 GB eMMC memory	P20164-001
MediaTek MT8186 processor, 8 GB system memory, 32 GB eMMC memory	P20161-001
MediaTek MT8186 processor, 4 GB system memory, 64 GB eMMC memory	P20158-001
MediaTek MT8186 processor, 4 GB system memory, 32 GB eMMC memory	P20155-001

Before removing the system board, follow these steps:

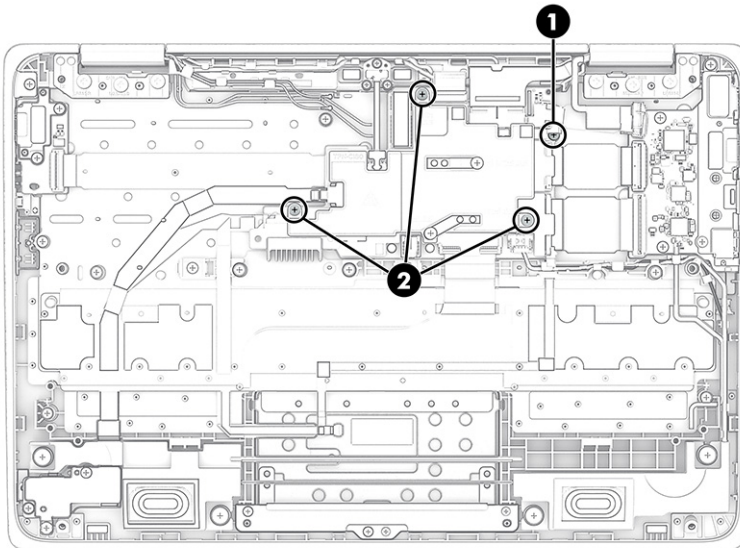
1. Prepare the computer for disassembly ([Preparation for disassembly on page 26](#)).
2. Remove the bottom cover (see [Bottom cover on page 33](#)).
3. Remove the battery (see [Removing and reinstalling the same battery on page 27](#)).
4. Remove the WLAN module (see [WLAN module on page 38](#)).

Remove the system board:

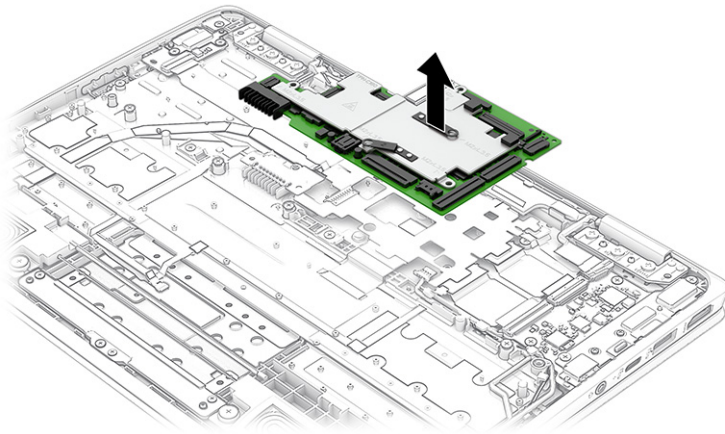
1. Disconnect the following cables from the system board:
  - Display cable (ZIF) **(1)**
  - Large I/O board cable (ZIF) **(2)**
  - Large I/O board cable (ZIF) **(3)**
  - Large I/O board cable (ZIF) **(4)**
  - Speaker cable **(5)**
  - Keyboard cable (ZIF) **(6)**
  - Touchpad cable (ZIF) **(7)**
  - Second camera cable (ZIF) **(8)**
  - Small I/O board cable (ZIF) **(9)**



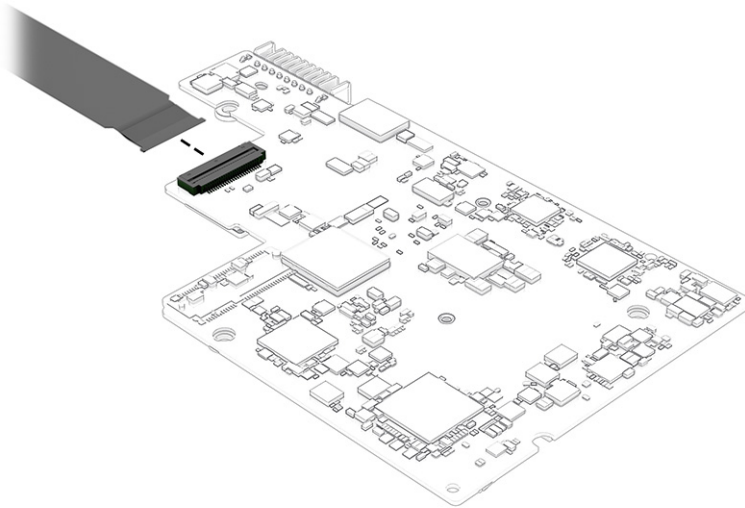
2. Remove the Phillips M2.0 × 2.0 screw **(1)** that secures the system board to the computer.
3. Remove three Phillips M2.0 × 3.5 screws **(2)** from the heat sink that secure the system board to the computer. You do not have to remove the heat sink to remove the system board.



4. Lift the system board straight up to remove it from the computer.




5. Turn the system board upside down, and then disconnect the I/O board cable.



To install the system board, reverse this procedure.

## Display assembly

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

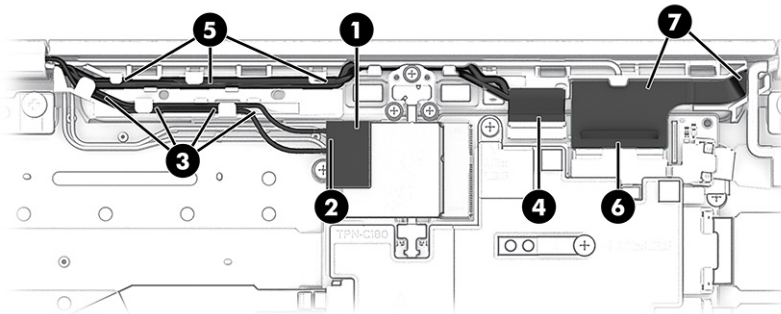
 **NOTE:** The display assembly is spared at the subcomponent level. For display assembly spare part information, see the individual removal subsections.

Before removing the display panel, follow these steps:

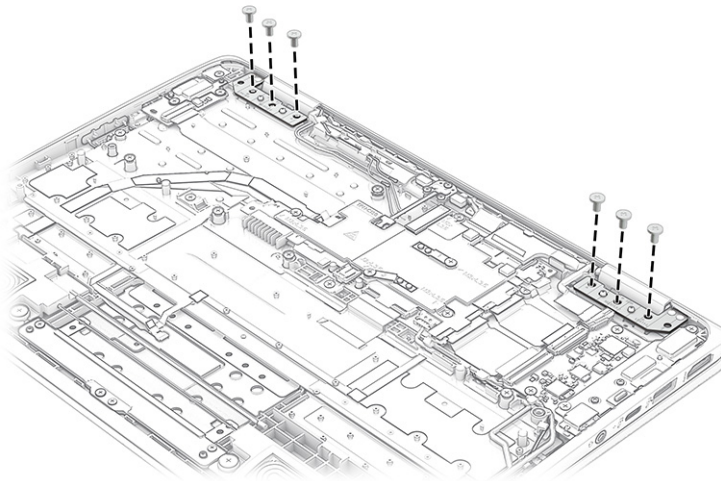
1. Prepare the computer for disassembly ([Preparation for disassembly on page 26](#)).
2. Remove the bottom cover (see [Bottom cover on page 33](#)).
3. Remove the battery (see [Removing and reinstalling the same battery on page 27](#)).

Remove the display assembly:

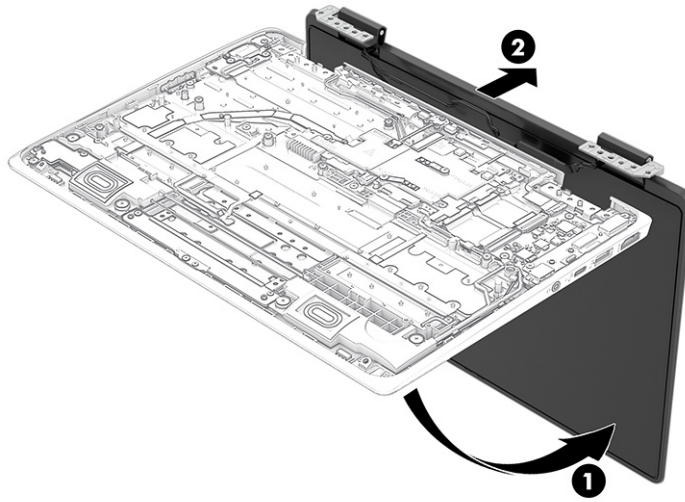
1. Remove the plastic antenna protector (1) from the WLAN module.
2. Disconnect the antenna cables (2) from the WLAN module.
3. Remove the antenna cables from the clips (3) along the top of the computer.
4. Disconnect the touch cable (4) from the system board, and then remove the cable from the clips (5) along the top of the computer.
5. Disconnect the display cable (6) from the ZIF connector on the system board.
6. Remove the display cable from the clips (7) along the top of the computer.



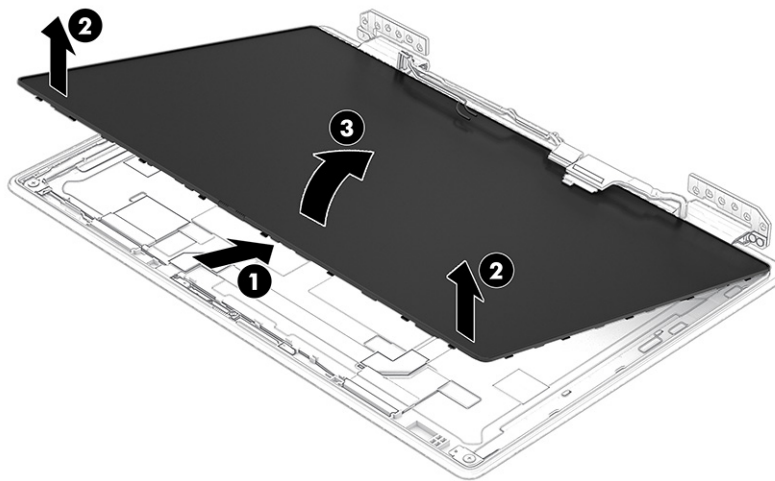
7. Remove the six Phillips M2.5 × 3.5 screws that secure the display assembly to the computer.



8. Open the display to 90° (1), and then separate the display (2) from the computer.

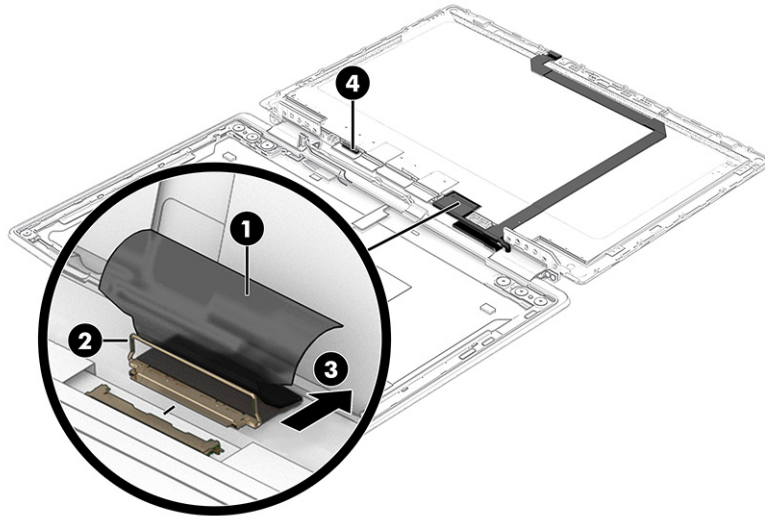


9. To remove the display panel from the display assembly:
- a. Use a tool or your fingers to separate the top of the panel (1) from the display rear cover.
  - b. Lift the top of the panel (2) up.
  - c. Rotate the panel (3) over next to the display rear cover.



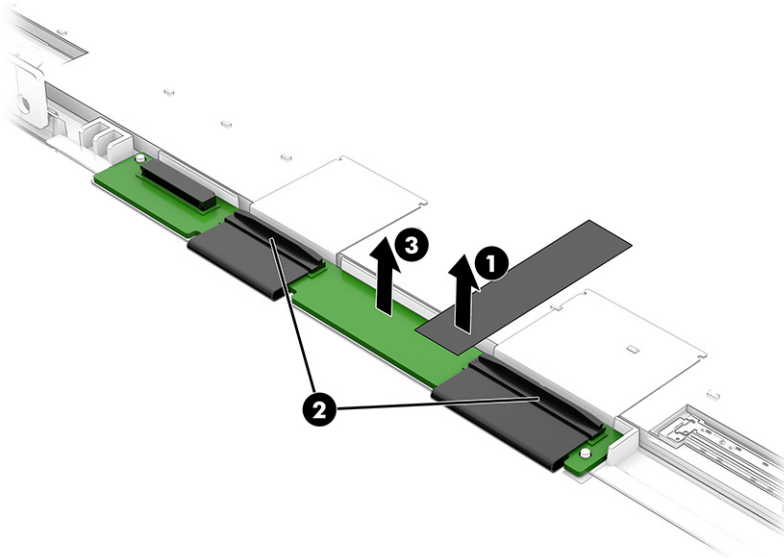
- d. Lift the conductive tape (1) from top of the connector on the back of the panel.
- e. Lift the locking bar (2).
- f. Disconnect the cable (3) from the display panel.

- g. Disconnect the touch cable from the connector **(4)** on the end of the touch control board.



The display panel is available as spare part number P22930-001.

10. To remove the touch control board from the bottom of the display panel:
- Peel the tape **(1)** off the board.
  - Disconnect the two cables from the reverse ZIF connectors **(2)** on the board.
  - Remove the board **(3)** from the panel.

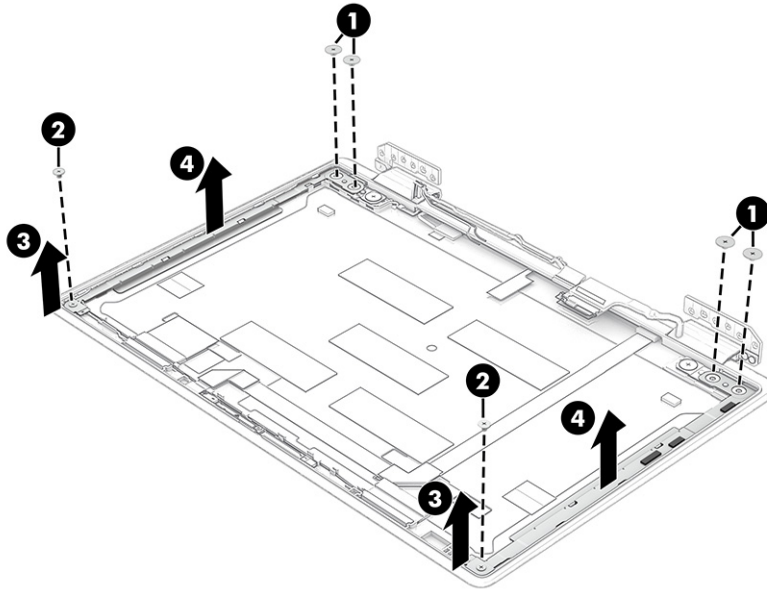


The touch control board including cables is available as spare part number P22936-001.

11. To remove the display brackets from the display rear cover:
- Remove the two Phillips M2.5 × 3.0 screws **(1)** from each hinge.
  - Remove the Phillips M2.0 × 2.5 screw **(2)** from the top of each bracket.

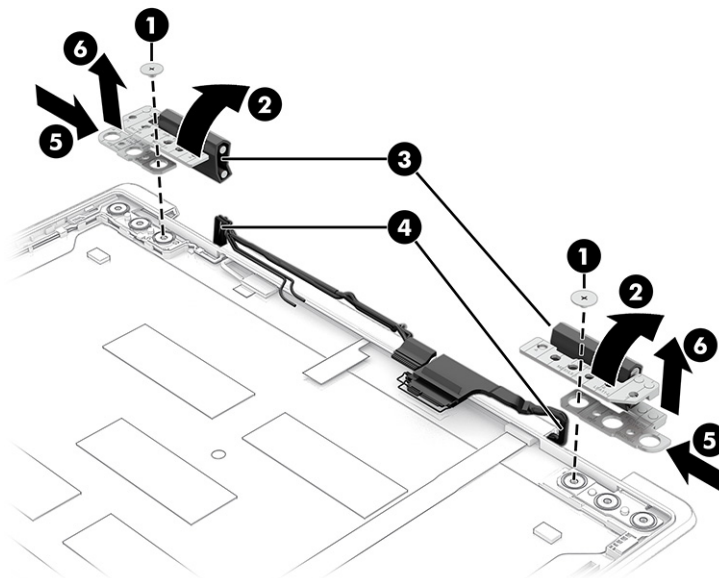


- c. Remove the small bracket (3) from the top of each hinge.
- d. Remove the brackets (4).



12. To remove the hinges from the display rear cover:

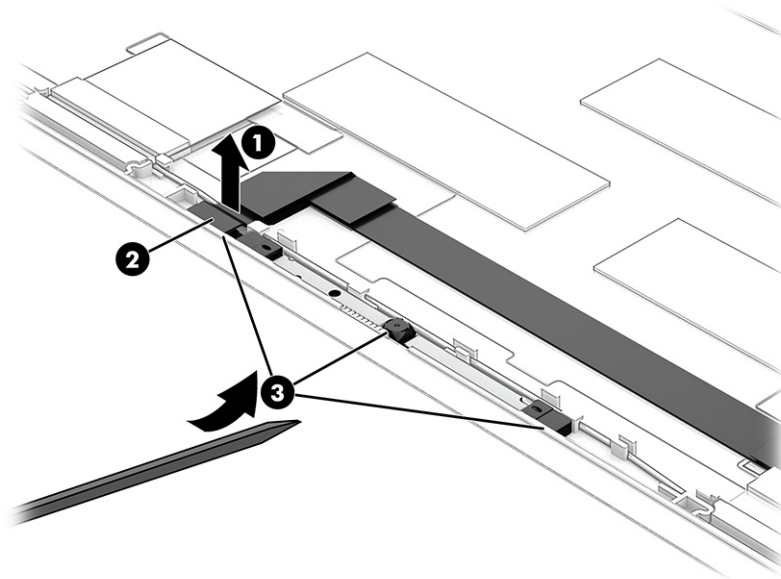
- a. Remove the Phillips M2.5 × 2.5 broad head screw (1) from each hinge.
- b. Rotate the hinges (2) to the closed position.
- c. Remove the rubber stoppers (3) from each hinge.
- d. Remove the cables (4) from each hinge.
- e. Pull the hinges (5) toward each other.
- f. Remove the hinges (6) from the display back cover.



The display hinges are available as spare part number P22939-001.

**13.** To remove the camera module:

- a.** Lift the cable **(1)** off the top of the connector on the camera module.
- b.** Disconnect the cable from the ZIF connector **(2)** on the module.
- c.** Insert a thin pry tool **(3)** under the module, and then pull the tool under the entire length of the module to release it.

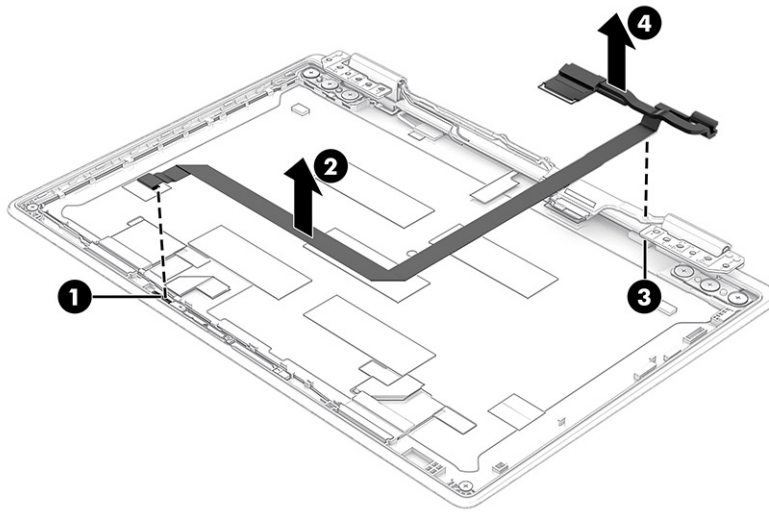


The camera module is available as spare part number P22928-001.

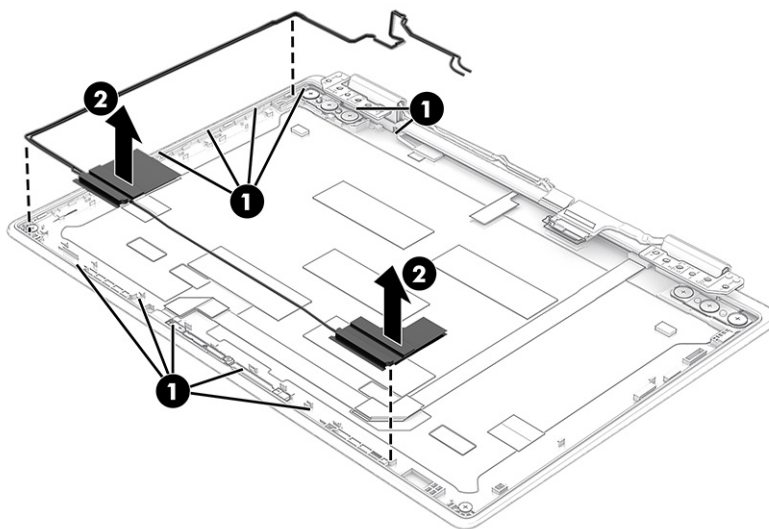
**14.** To remove the display/camera cable:

- a.** Disconnect the cable from the ZIF connector **(1)** on the camera module.
- b.** Peel the cable **(2)** off the inside of the display rear cover.
- c.** Remove the rubber stopper **(3)** from the left hinge.
- d.** Remove the cable **(4)** from the left hinge.

The display cable is included in the Display Panel Kit as spare part number P22930-001.



15. To remove the WLAN antennas and cables, release the cables from the clips (1) along the top and side on the display rear cover, and then peel the antennas (2) off the cover.



The WLAN wireless cables and antennas are available as spare part number P22932-001. 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.

## Top cover with keyboard

The top cover with keyboard remains after removing all other spare parts from the computer. The first table provides the main spare part number for the top cover with keyboards. The second table provides the keyboard country codes.

**Table 6-10 Top cover with keyboard descriptions and part numbers**

Description	Spare part number
<b>Top cover with keyboard</b>	
Models without second camera, without pen cradle	P20167-xx1
Models with second camera	P20168-xx1
Models without second camera, with pen cradle	P20169-xx1
Models with second camera, with pen cradle	P20170-xx1

**Table 6-11 Spare part country codes**

For use in country or region	Spare part number	For use in country or region	Spare part number	For use in country or region	Spare part number
Belgium	-A41	Hungary	-211	Saudi Arabia	-171
Brazil	-201	Iceland	-DD1	Slovenia	-BA1
Bulgaria	-261	India	-D61	South Korea	-AD1
Chile	-161	Israel	-BB1	Spain	-071
Czech Republic/Slovakia	-FL1	Italy	-061	Switzerland	-BG1
Denmark	-081	Japan	-291	Taiwan	-AB1
Denmark, Finland, and Norway	-DH1	The Netherlands	-B31	Thailand	-281
French Canada	-DB1	Northern Africa	-FP1	Turkey	-141
Finland/Sweden	-B71	Norway	-091	Turkey-F	-541
France	-051	Portugal	-131	Ukraine	-BD1
Germany	-041	Romania	-271	United Kingdom	-031
Greece	-151	Russia	-251	United States	-001

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# 7 Backing up, resetting, and recovering

This chapter provides information about the standard procedures of backing up your personal data, resetting your computer to original factory conditions, and recovering your operating system.

## Backing up

You can back up your data to an optional USB flash drive or SD memory card or through Google Drive™.

For detailed information about creating a backup, go to <http://www.support.google.com>.

## Resetting

A factory reset erases the information on your computer hard drive, including files in the Downloads folder. Before you reset, back up your files to an optional USB flash drive, to an SD memory card, or through Google Drive. The factory reset will not delete your files at these locations.

You might want to reset your computer in the following circumstances:

- You see the message "Reset this Chrome device."
- You are having problems with your user profile or settings.
- You restarted your computer, and it still doesn't work properly.
- You want to change the owner of your computer.

To reset your computer:

1. Under the **Settings** menu, select **Advanced**.
2. In the **Powerwash** section, select **Powerwash**.
3. Select **Restart**.
4. In the window that appears, select **Powerwash**, and then select **Continue**.
5. Follow the on-screen instructions to reset your computer, and sign in with your Google Account.



**NOTE:** The account you sign in with after you reset your computer is recognized as the owner account.

---


6. After you complete the reset, you can set up your computer and check to see whether the problem is fixed.


## Recovering

When your ChromeOS doesn't work properly, you can perform a recovery. A recovery reinstalls the operating system, software programs, and original factory settings. It deletes locally saved files and

saved networks for all accounts. A system recovery does not affect Google Accounts and data synced to Google Drive.

---

 **IMPORTANT:** Recovery permanently erases everything on your computer hard drive, including your downloaded files. If possible, back up your files before you recover your computer.

 **NOTE:** For more information about performing a system recovery on your computer, go to <http://www.support.google.com>.

---

Before you begin the recovery process, you need the following prerequisites:


- A USB flash drive or SD memory card with a capacity of 4 GB or greater. All data is erased from this storage device when the recovery media is created, so back up all files from the device before you begin.
- A computer with internet access. You must also have administrative rights to the computer.
- A computer AC adapter. The computer must be plugged into AC power during recovery.
- The “ChromeOS is missing or damaged” screen displaying on your computer. If this message is not already displayed:
  - Turn on the computer, press and hold the **esc+f3** keys, and then press the power button. The computer restarts, and the screen shows the “ChromeOS is missing or damaged” screen.

## Option 1: Recovering using an internet connection

Use these instructions to recover the Chrome operating system on your computer without recovery media:

1. Disconnect any external devices connected to your computer, plug in the power cord, and then turn on the computer.
2. To enter recovery mode, press and hold the **esc+f3** keys, and then press the power button. When the “ChromeOS is missing or damaged” screen appears, select **Recover using internet connection** and follow the on-screen instructions.

---

 **NOTE:** The computer must have internet access.

---


3. When the “System Recovery is complete” message appears, reboot your computer.

The computer restarts with ChromeOS reinstalled.

## Option 2: Installing the Chromebook Recovery Utility

The Chromebook Recovery Utility recovers the original operating system and software programs that were installed at the factory. You can install this utility from the Chrome Web Store on any computer.

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 **NOTE:** Use this option if you do not have Internet access on your computer.

---

To install the Chromebook Recovery Utility:

- Open the Chrome Web Store, search for `chrome recovery`, select **Chromebook Recovery Utility** from the Apps list, and follow the on-screen instructions.

## Creating recovery media

You can use recovery media to recover the original operating system and software programs that were installed at the factory.

To create recovery media:

1. Turn on a computer that has internet access.



---

**NOTE:** You must have administrative rights to the computer.

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2. Select the **Launcher** icon, and then select **All Apps**.
3. In the Apps window, select **Recovery**, and then select **Get started**.
4. Follow the on-screen instructions to create the recovery media.



---

**NOTE:** All data and partitions on your recovery media will be deleted. Do not remove the USB flash drive or SD memory card until the process is complete.

---

## Recovering the Chrome operating system with recovery media

Use these instructions to recover the Chrome operating system on your computer using the recovery media that you created.

1. Disconnect any external devices connected to your computer, plug in the power cord, and then turn on the computer.
2. To enter recovery mode, press and hold **esc+f3**, and then press the power button. When the “ChromeOS is missing or damaged” screen appears, insert the recovery media into your computer. The recovery process begins immediately.
3. Wait while Chrome verifies the integrity of the recovery media.



---

**NOTE:** If you need to cancel the recovery during the verification process, press and hold the power button until the computer turns off. Do not disrupt the system recovery process after the verification step is complete.



---

**NOTE:** If an error message is displayed, you might need to run the Chrome Recovery Utility again or use a different USB flash drive or SD memory card.

---

4. When the “System Recovery is complete” message appears, remove the recovery media.

The computer restarts with ChromeOS reinstalled.

## Setting up your computer after a reset or recovery

After a reset or recovery is complete, perform the initial setup process.

For details about setting up the computer, go to <http://www.support.google.com>.

## Erasing and reformatting the recovery media

When you create recovery media, the USB flash drive or SD memory card is formatted as a recovery tool. After recovery, you must erase the recovery media to reuse your storage device. Follow these steps to use the Chromebook Recovery Utility to erase the recovery media.

1. Select the **Launcher** icon, and then select **All Apps**.
2. In the apps window, select **Recovery**.
3. Select the **Settings** icon, and then select **Erase recovery media**.
4. Select the USB flash drive or SD memory card that you inserted, select **Continue**, and then select **Erase now**.
5. After the recovery media is erased, select **Done** to close the Chromebook Recovery Utility, and then remove the USB flash drive or SD memory card.

The media is ready to be formatted using a formatting tool provided by your operating system.



---

## 8 Statement of memory volatility


For general information regarding nonvolatile memory in HP business computers, and to restore nonvolatile memory that can contain personal data after the system has been turned off and the hard drive has been removed, use these instructions.

HP business computer products that use Intel®-based or AMD®-based system boards contain volatile DDR memory. The amount of nonvolatile memory present in the system depends upon the system configuration. Intel-based and AMD-based system boards contain nonvolatile memory subcomponents as originally shipped from HP, with the following assumptions:

- No subsequent modifications were made to the system.
- No applications, features, or functionality were added to or installed on the system.

Following system shutdown and removal of all power sources from an HP business computer system, personal data can remain on volatile system memory (DIMMs) for a finite period of time and also remains in nonvolatile memory. Use the following steps to remove personal data from the computer, including the nonvolatile memory found in Intel-based and AMD-based system boards.

---

 **NOTE:** If your tablet has a keyboard base, connect to the keyboard base before beginning steps in this chapter.

---

### Current BIOS steps

Use these instructions to restore nonvolatile memory.

1. Follow these steps to restore the nonvolatile memory that can contain personal data. Restoring or reprogramming nonvolatile memory that does not store personal data is neither necessary nor recommended.

- a. Turn on or restart the computer, and then quickly press **esc**.

---

 **NOTE:** If the system has a BIOS administrator password, type the password at the prompt.

---

- b. Select **Main**, select **Apply Factory Defaults and Exit**, and then select **Yes** to load defaults. The computer restarts.
- c. During the restart, press **esc** while the "Press the ESC key for Startup Menu" message is displayed at the bottom of the screen.


---

 **NOTE:** If the system has a BIOS administrator password, type the password at the prompt.

---

- d. Select the **Security** menu, select **Restore Security Settings to Factory Defaults**, and then select **Yes** to restore security level defaults. The computer restarts.
- e. During the restart, press **esc** while the "Press the ESC key for Startup Menu" message is displayed at the bottom of the screen.

---

 **NOTE:** If the system has a BIOS administrator password, type the password at the prompt.

---

- f. If an asset or ownership tag is set, select the **Security** menu and scroll down to the **Utilities** menu. Select **System IDs**, and then select **Asset Tracking Number**. Clear the tag, and then make the selection to return to the prior menu.
- g. If a DriveLock password is set, select the **Security** menu, and scroll down to **Hard Drive Utilities** under the **Utilities** menu. Select **Hard Drive Utilities**, select **DriveLock**, and then clear the check box for **DriveLock password on restart**. Select **OK** to proceed.
- h. Select the **Main** menu, and then select **Reset BIOS Security to factory default**. Select **Yes** at the warning message. The computer restarts.
- i. During the restart, press **esc** while the "Press the ESC key for Startup Menu" message is displayed at the bottom of the screen.



---

**NOTE:** If the system has a BIOS administrator password, type the password at the prompt.

---

- j. Select the **Main** menu, select **Apply Factory Defaults and Exit**, select **Yes** to save changes and exit, and then select **Shutdown**.
  - k. Restart the system. If the system has a Trusted Platform Module (TPM), fingerprint reader, or both, one or two prompts will appear—one to clear the TPM and the other to Reset Fingerprint Sensor. Press or tap **f1** to accept or **f2** to reject.
  - l. Remove all power and system batteries for at least 24 hours.
2. Complete one of the following tasks:
- Remove and retain the storage drive.
  - Clear the drive contents by using a third-party utility designed to erase data from an SSD.
  - Clear the contents of the drive by using the following BIOS Setup Secure Erase command option steps:




---

**NOTE:** If you clear data using Secure Erase, you cannot recover it.

---

- a. Turn on or restart the computer, and then quickly press **esc**.
- b. Select the **Security** menu and scroll down to the **esc** menu.
- c. Select **Hard Drive Utilities**.
- d. Finish by completing one of these tasks:
  - Under **Utilities**, select **Secure Erase**, select the hard drive storing the data you want to clear, and then follow the on-screen instructions to continue.
  - Clear the contents of the drive using the following Disk Sanitizer commands steps:
    - i. Turn on or restart the computer, and then quickly press **esc**.
    - ii. Select the **Security** menu and scroll down to the **Utilities** menu.
    - iii. Select **Hard Drive Utilities**.

- iv. Under **Utilities**, select **Disk Sanitizer**, select the hard drive with the data that you want to clear, and then follow the on-screen instructions to continue.

 **NOTE:** The amount of time it takes for Disk Sanitizer to run can take several hours. Plug the computer into an AC outlet before starting.

## Nonvolatile memory usage

Use this table to troubleshoot nonvolatile memory usage.

**Table 8-1** Troubleshooting information for nonvolatile memory usage

Description	Volatility description	Storage user data	How to erase
Primary storage device, holds the OS, applications, and application settings	Nonvolatile, 8-256 GB of eMMC or NVMe SSD storage, removable	Yes <sup>1</sup>	Follow instructions below under "Erase the Primary Storage Device."
System memory (RAM), holds transient data during system operation	Volatile, SODIMM socket. Removable (4 GB/8 GB/16 GB)	Yes	Unplug unit from power.
Permanent system BIOS settings	Nonvolatile; 16 KB; stored	No <sup>2</sup>	Follow instructions below under "Clearing BIOS Settings."
System boot ROM (BIOS)	Nonvolatile memory, 128 Mbit (16 MB) socketed, removable	No	Download the latest BIOS for your model from the HP website and follow the instructions to flash the BIOS that are on the website.
RTC (CMOS) RAM	Volatile memory, 256 bytes located in AMD embedded System on Chip (SoC)	No	<p><b>Desktop computers with a CMOS button:</b></p> <p>Unplug unit from main power, remove top cover and press the <b>Clear CMOS</b> button.</p> <p><b>Notebook and desktop computers without a CMOS button:</b></p> <ol style="list-style-type: none"> <li>1. Press and hold power button for 12 seconds.</li> <li>2. Press <b>Windows key + V</b>, and then press power button.</li> </ol>
Keyboard/mouse (ROM)	Nonvolatile, 2 KB embedded in the super I/O controller (SIO2)	Yes	N/A
Keyboard/mouse (RAM)	Volatile, 256 bytes embedded in the super I/O controller (SIO2)	No	Unplug unit from main power.
LOM EEPROM	Nonvolatile, 2 MB embedded in LAN controller	No	N/A
Trusted Platform Module (TPM)	Nonvolatile; 51 KB ROM for firmware and 38 KB system parametric data	No <sup>3</sup>	Follow instructions below under "Clearing TPM."

<sup>1</sup> Under typical operation, the only user data stored on the primary storage device are preferences for device configuration and settings for connections. However, the administrator can configure the system to allow users to store data locally.


<sup>2</sup> The only user data potentially stored in BIOS Settings are the ownership and asset tags, administrator password, and startup password.

<sup>3</sup> The Trusted Platform Module might contain encrypted passwords or certificates generated from user or administrator input.

## Questions and answers

Use this section to answer your questions about nonvolatile memory.

### 1. How can the BIOS settings be restored (returned to factory settings)?

 **IMPORTANT:** The restore defaults feature does not securely erase any information on your hard drive. See question and answer 6 for steps to securely erase information.

The restore defaults feature does not reset the Custom Secure Boot keys. See question and answer 7 for information about resetting the keys.

- a. Turn on or restart the computer, and then quickly press **esc**.
- b. Select **Main**, and then select **Apply Factory Defaults and Exit**.
- c. Follow the on-screen instructions.
- d. Select **Main**, select **Save Changes and Exit**, and then follow the on-screen instructions.

### 2. What is a UEFI BIOS, and how is it different from a legacy BIOS?

The Unified Extensible Firmware Interface (UEFI) BIOS is an industry-standard software interface between the platform firmware and an operating system (OS). It replaces the older BIOS architecture but supports much of the legacy BIOS functionality.

Like the legacy BIOS, the UEFI BIOS provides an interface to display the system information and configuration settings and to change the configuration of your computer before an OS is loaded. BIOS provides a secure runtime environment that supports a GUI. In this environment, you can use either a pointing device (touch screen, touchpad, pointing stick, or USB mouse) or the keyboard to navigate and make menu and configuration selections. The UEFI BIOS also contains basic system diagnostics.

The UEFI BIOS provides functionality beyond that of the legacy BIOS. In addition, the UEFI BIOS works to initialize the computer's hardware before loading and executing the OS; the runtime environment allows the loading and execution of software programs from storage devices to provide more functionality, such as advanced hardware diagnostics (with the ability to display more detailed system information) and advanced firmware management and recovery software.

HP has provided options in Computer Setup BIOS to allow you to run in legacy BIOS, if required by the operating system. Examples of this requirement would be if you upgrade or downgrade the OS.

### 3. Where is the UEFI BIOS located?

The UEFI BIOS is located on a flash memory chip. You must use a utility to write to the chip.

4. **What kind of configuration data is stored on the DIMM Serial Presence Detect (SPD) memory module? How would this data be written?**


The DIMM SPD memory contains information about the memory module, such as size, serial number, data width, speed and timing, voltage, and thermal information. This information is written by the module manufacturer and stored on an EEPROM. You cannot write to this EEPROM when the memory module is installed in a computer. Third-party tools do exist that can write to the EEPROM when the memory module is not installed in a computer. Various third-party tools are available to read SPD memory.

5. **What is meant by “Restore the nonvolatile memory found in Intel-based system boards”?**

This message relates to clearing the Real Time Clock (RTC) CMOS memory that contains computer configuration data.

6. **How can the BIOS security be reset to factory defaults and erase the data?**

---

 **IMPORTANT:** Resetting results in the loss of information.

These steps do not reset Custom Secure Boot Keys. See question and answer 7 for information about resetting the keys.

---

- a. Turn on or restart the computer, and then quickly press **esc**.
- b. Select **Main**, and then select **Reset Security to Factory Defaults**.
- c. Follow the on-screen instructions.
- d. Select **Main**, select **Save Changes and Exit**, and then follow the on-screen instructions.

7. **How can the Custom Secure Boot Keys be reset?**

Secure Boot is a feature to ensure that only authenticated code can start on a platform. If you enabled Secure Boot and created Custom Secure Boot Keys, disabling Secure Boot does not clear the keys. You must also select to clear the Custom Secure Boot Keys. Use the same Secure Boot access procedure that you used to create the Custom Secure Boot Keys, but select to clear or delete all Secure Boot Keys.

- a. Turn on or restart the computer, and then quickly press **esc**.
- b. Select the **Security** menu, select **Secure Boot Configuration**, and then follow the on-screen instructions.
- c. At the **Secure Boot Configuration** window, select **Secure Boot**, select **Clear Secure Boot Keys**, and then follow the on-screen instructions to continue.

## Using HP Sure Start (select products only)

Select computer models are configured with HP Sure Start, a technology that continuously monitors your computer's BIOS for attacks or corruption.

If the BIOS becomes corrupted or is attacked, HP Sure Start restores the BIOS to its previously safe state, without user intervention. Those select computer models ship with HP Sure Start configured and enabled. HP Sure Start is configured and already enabled so that most users can use the HP Sure Start default configuration. Advanced users can customize the default configuration.

To access the latest documentation on HP Sure Start, go to <http://www.hp.com/support>.

# 9 Specifications

This chapter provides specifications for your computer system.

## Computer specifications

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

**Table 9-1** Computer specifications

	Metric	U.S.
<b>Dimensions</b>		
Width	293.0 mm	11.53 in
Depth	199.5 mm	7.85 in
Height (front)	9.06 mm	0.36 in
Height (rear)	16.45 mm	0.65 in
<b>Weight</b>	1.3 kg	2.87 lb
<b>Input power</b>		
Operating voltage and current	5 V DC @ 2 A / 12 V DC @ 3 A / 15 V DC @ 3 A - 45 W USB-C	
	5 V DC @ 3 A / 9 V DC @ 3 A / 12 V DC @ 3.75 A / 15 V DC @ 3 A - 45 W USB-C	
	5 V DC @ 3 A / 9 V DC @ 3 A / 10 V DC @ 3.75 A / 12 V DC @ 3.75 A / 15 V DC @ 3 A / 20 V DC @ 2.25 A - 45 W USB-C	
	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	
<b>Temperature</b>		
Operating	5°C to 35°C	41°F to 95°F
Nonoperating	-20°C to 60°C	-4°F to 140°F
<b>Relative humidity</b> (noncondensing)		
Operating	10% to 90%	
Nonoperating	5% to 95%	
<b>Maximum altitude</b> (unpressurized)		
Operating	-15 m to 3,048 m	-50 ft to 10,000 ft

**Table 9-1 Computer specifications (continued)**

	<b>Metric</b>	<b>U.S.</b>
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.

## 29.5 cm (11.6 in) display specifications

This section provides specifications for your display.

**Table 9-2 Display specifications**

	<b>Metric</b>	<b>U.S.</b>
Active diagonal size	<b>29.5 cm</b>	11.6 in
Resolution	1366 × 768 (HD)	
Surface treatment	BrightView	
Brightness	250 nits	
Viewing angle	UWVA	
Backlight	LED	
Display panel interface	eDP	

# 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 mm<sup>2</sup> 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 mm<sup>2</sup> or 1.25 mm<sup>2</sup> 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 mm<sup>2</sup> conductor size. Power cord set fittings (appliance coupler and wall plug) must bear the CCC certification mark.
5. The flexible cord must be Type H05VV-F three-conductor, 0.75 mm<sup>2</sup> 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 mm<sup>2</sup> 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 mm<sup>2</sup> or 1.00 mm<sup>2</sup> 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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