



Maintenance and Service Guide

OMEN Transcend 14 inch Gaming Laptop
PC

Model numbers: 14-fb0xxx

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 products. Some features might not be available on your computer.

Not all features are available in all editions or versions of Windows. Systems might require upgraded and/or separately purchased hardware, drivers, software, or BIOS update to take full advantage of Windows functionality. Windows is automatically updated, which is always enabled. High-speed internet and Microsoft account required. ISP fees might apply and additional requirements might apply over time for updates. See <http://www.windows.com>. **If your product ships with Windows in S Mode:** Windows in S Mode works exclusively with apps from the Microsoft Store within Windows. Certain default settings, features, and apps cannot be changed. Some accessories and apps that are compatible with Windows might not work (including some antivirus, PDF writers, driver utilities, and accessibility apps), and performance might vary, even if you switch out of S Mode. If you switch to Windows, you cannot switch back to S Mode. Learn more at Windows.com/SmodeFAQ.

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

Safety warning notice

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

-
- ⚠ WARNING!** To reduce the possibility of heat-related injuries or of overheating the computer, do not place the computer directly on your lap or obstruct the computer air vents. Use the computer only on a hard, flat surface. Do not allow another hard surface, such as an adjoining optional printer, or a soft surface, such as pillows or rugs or clothing, to block airflow. Also, do not allow the AC adapter to come into contact with the skin or a soft surface, such as pillows or rugs or clothing, during operation. The computer and the AC adapter comply with the user-accessible surface temperature limits defined by applicable safety standards.
-

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1 Product description

This table provides detailed product information.

Table 1-1 Product components and their descriptions

Category	Description
Product Name	OMEN Transcend 14 Inch Gaming Laptop PC Model numbers: 14-fb0xxx
Processors	Intel® Core® Ultra 9 185H (5.1 GHz, 14 cores, 24 MB Intel Smart Cache, 45 W) Intel Core Ultra 7 155H (4.8 GHz, 16 cores, 24 MB Intel Smart Cache, 28 W)
Graphics	Internal graphics Intel Arc™ Integrated Graphics Discrete graphics NVIDIA® GeForce RTX™ 4070 NVIDIA GeForce RTX 4060 NVIDIA GeForce RTX 4050 Hybrid graphics Supports HD decode, DX12, and HDMI Supports Optimus® Supports GPU Performance Scaling (GPS) MR compatible (60 Hz frame rate) MR-certified with MSFT logo badge (90 Hz frame rate) Supports VR
Display	14.0 inch (35.6 cm), direct bonding, active matrix organic light-emitting diode (AMOLED), VRR 2.8K (2880 × 1800), 100% DCI-P3, BrightView, narrow bezel, low blue light, ultra wide viewing angle (UWVA), embedded DisplayPort™ (eDP) 1.4 + panel self-refresh (PSR), 120 Hz (VRR) EyeSafe label Flicker free Microsoft® HDR streaming capable Microsoft Dynamic Refresh Rate (DRR)
Memory	Integrated, not customer accessible or upgradeable, supporting 32 GB or 16 GB of RAM LPDDR5x-7467

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

Category	Description
Primary storage	PCIe, Non-Volatile Memory express (NVMe), M.2 2280 solid-state drives
	2 TB, PCIe-4 × 4, triple layer cell (TLC)
	2 TB, PCIe-4 × 4, TLC (only available in China)
	1 TB, PCIe-4 × 4, TLC
	1 TB, PCIe-4 × 4, TLC (only available in China)
	512 GB, PCIe-4 × 4, TLC
Audio and video	Dual speakers
	Supports speaker swap
	Supports DTS: X Ultra
	Support for HP Audio Boost 2.0
	Supports XiaoWei
	Supports HyperX Cloud III Wireless Black/Red Gaming Headset
Video	HP True Vision FHD Camera: with indicator LED, 1× infrared (IR) LED, USB 2.0, HD BSI sensor, f2.0, WDR/TNR, 80° narrow field-of-view (NFOV)
	Dual-array digital microphone with appropriate software: beam forming, echo cancellation, noise suppression
	1080p by 30 frames per second (fps)
	Supports Windows Hello
Wireless	Compatible with Miracast® devices
	Supports Modern Standby (Connected)
	Intel Bluetooth® Audio Offload
	Wi-Fi BIOS SAR
	Dynamic antenna gain
	UNII-4 5 GHz channel
	Bluetooth LE Audio
	Integrated wireless module
	Intel AX211 Wi-Fi® 6E Bluetooth 5.3 WLAN
	Intel Wi-Fi 7 BE200 + Bluetooth 5.4 (802.11be 2 × 2, 320 MHz)

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

Category	Description
Ports	Audio-out (headphone)/audio-in (microphone) combo jack
	HDMI 2.1 supporting up to 8 K @ 60 Hz with HDCP 2.3
	(2) USB 3.2 Gen 2 Type A (support HP Sleep & Charge; right side)
	USB 3.2 Gen 2 Type-C® (rear), supports:
	<ul style="list-style-type: none"> • 10 Gbps • Data transfer • Power Delivery: 140 W input • HP Sleep & Charge • DisplayPort 1.4 out up to 8 K @ 60 Hz and HDMI 1.4 out through adapter capable of HDMI 2.1 • HDMI 2.1 out up to 8K @ 60 Hz with HDCP 2.3 through adapter
	USB Gen4® Type-C Thunderbolt™ (left), supports:
	<ul style="list-style-type: none"> • Thunderbolt 4 • Data transfer • Power Delivery: 100 W input • HP Sleep & Charge • DisplayPort 1.4 out through adapter • HDMI 2.1 out up to 8 K @ 60 Hz with HDCP 2.3 through adapter capable of HDMI 2.1
Keyboard/pointing devices	Keyboard
	Ceramic white or shadow black
	4-zone RGB lighting or per-key RGB lighting
	Touchpad
	Clickpad with image sensor
	Multitouch gestures enabled
	Precision touchpad support
	Supports modern touchpad gestures
Taps enabled as default	
Power requirements	Battery (polymer, HP Long Life)
	6 cell, 71 Whr
	HP Fast Charge Technology
	Battery life enhancement
	Smart AC adapters (USB-C®, slim, straight)
	140 W
	Power cord
C5, premium, 1 m (3.3 ft), right angle	

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

Category	Description
Security	Supports Trusted Platform Module (TPM) 2.0, discrete
Sensors	IR thermal sensor
Operating system	Windows® 11 Pro
	Windows 11 Pro High End
	Windows 11 Pro High End China
	Windows 11 Pro China
	Windows 11 Pro Value
	Windows 11 Pro Value China
	Windows 11 Pro Entry
	Windows 11 Pro Entry China
	Windows 11 Home 64 Desktop AIO Chinese Market CPPP
	Windows 11 Home in S Mode for Developed Markets (ML)
	Windows 11 Home in S Mode for Emerging Markets (EM/SL)
	Windows 11 Home in S Mode for China Market
	Windows 11 Home in S Mode for APAC Markets
	Windows 11 Home in S Mode for Africa Markets
	Windows 11 Home in S Mode for Indonesia Market
	Windows 11 Home in S Mode for India Market
	Windows 11 Home for Developed Market (ML)
	Windows 11 Home for Developed Market (ML)
	Windows 11 Home for Emerging Market (EM/SL)
	Windows 11 Home for China Market
	Windows 11 Home for India Market
	Windows 11 Home for Indonesia Market
	Windows 11 Home for APAC Market
	Windows 11 Home for Africa PPP Market
Serviceability	End user replaceable parts
	AC adapter
	Bottom cover
	Solid-state drive
	Headset
	Headset adapter

2 Getting to know your computer



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

Right side

Identify the components on the right side of the computer.



Table 2-1 Right-side components and their descriptions

Component	Description
(1) 	USB 10 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. NOTE: Use a standard USB Type-A charging cable or cable adapter (purchased separately) when charging a small external device.
(2) 	USB 10 Gbps port with HP Sleep and Charge Connects a USB device, provides high-speed data transfer, and charges small devices (such as a smartphone), even when the computer is off. NOTE: Use a standard USB Type-A charging cable or cable adapter (purchased separately) when charging a small external device.

Left side

Identify the components on the left side of the computer.

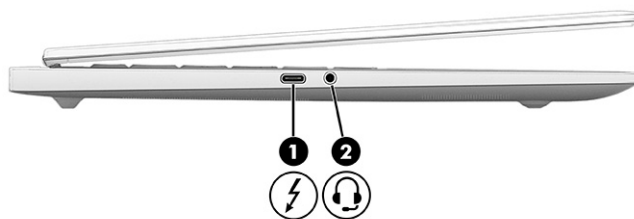


Table 2-2 Left-side components and their descriptions

Component	Description
(1)  USB Type-C® 100 W power connector and Thunderbolt™ port with HP Sleep and Charge and DisplayPort™ output	<p>Connects an AC adapter that has a USB Type-C connector, supplying power to the computer and, if needed, charging the computer battery.</p> <p>- and -</p> <p>Connects a USB device, provides high-speed data transfer, and charges small devices (such as a smartphone), even when the computer is off.</p> <p>NOTE: Use a standard USB Type-C charging cable or cable adapter (purchased separately) when charging a small external device.</p> <p>- and -</p> <p>Connects a display device that has a USB Type-C connector, providing DisplayPort output.</p> <p>NOTE: Your computer might also support a Thunderbolt docking station.</p> <p>NOTE: To ensure that your computer operates at full performance and can charge the battery when using resource-intensive applications, use the AC adapter that ships with your computer. Connect the AC adapter to the USB Type-C power connector on the rear of the computer.</p> <p>You can use an optional 100 W, 20 V USB Type-C adapter or power bank when running light-load tasks. System-off charging is supported only when you use a 20 V USB Type-C adapter or power bank.</p>
(2)  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>WARNING! To reduce the risk of personal injury, adjust the volume before putting on headphones, earbuds, or a headset. For additional safety information, see the <i>Regulatory, Safety, and Environmental Notices</i>.</p> <p>To access this guide:</p> <ul style="list-style-type: none">■ Select the Search icon in the taskbar, type HP Documentation in the search box, and then select HP Documentation. <p>NOTE: When a device is connected to the jack, the computer speakers are disabled.</p>

Rear

Identify the rear components.

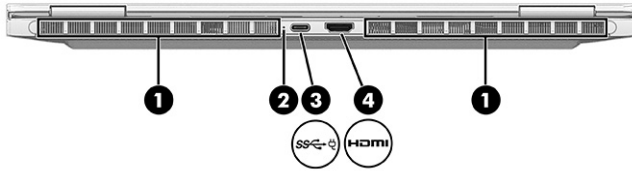




Table 2-3 Rear components and their descriptions


Component	Description
(1) Vents (2)	<p>Enable airflow to cool internal components.</p> <p>NOTE: The computer fan starts up automatically to cool internal components and prevent overheating. It is normal for the internal fan to cycle on and off during routine operation.</p>
(2) AC adapter and battery light	<ul style="list-style-type: none"> White: The AC adapter is connected and the battery is fully charged. Blinking amber: The AC adapter is disconnected and the battery has reached a low battery level. Amber: The AC adapter is connected and the battery is charging. Off: The battery is not charging.
(3)  USB Type-C 140 W power connector and 10 Gbps port with DisplayPort output	<p>Connects an AC adapter that has a USB Type-C connector, supplying power to the computer and, if needed, charging the computer battery.</p> <p>- and -</p> <p>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.</p> <p>NOTE: Use a standard USB Type-C charging cable or cable adapter (purchased separately) when charging a small external device.</p> <p>- and -</p> <p>Connects a display device that has a USB Type-C connector, providing DisplayPort output.</p> <p>NOTE: To ensure that your computer operates at full performance and can charge the battery when using resource-intensive applications, use the AC adapter that ships with your computer. Connect the AC adapter to the USB Type-C power connector on the rear of the computer.</p> <p>You can use an optional 100 W, 20 V USB Type-C adapter or power bank when running light-load tasks. System-off charging is supported only when you use a 20 V USB Type-C adapter or power bank.</p>
(4)  HDMI port	<p>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.</p>

Display

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

Low blue light mode (select products only)

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

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

IMAX Enhanced Mode (select products only)

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


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

Wake-on-voice (select products only)

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

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

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

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

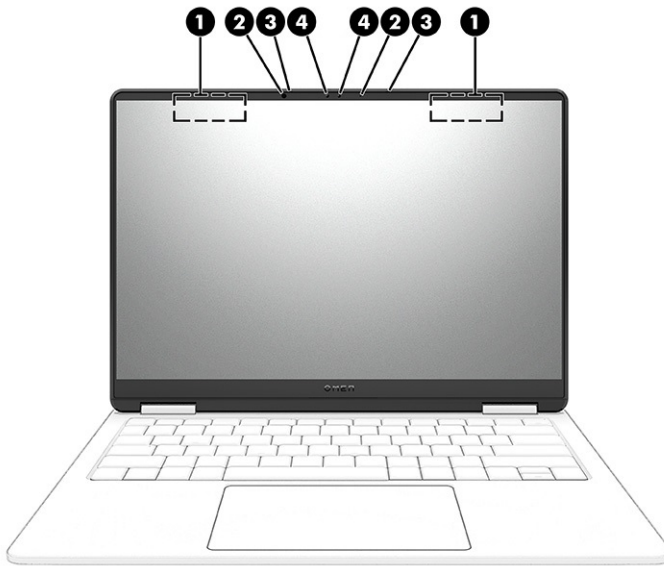


Table 2-4 Display components and their descriptions

Component	Description
(1) WLAN antennas (2)*	Send and receive wireless signals to communicate with wireless local area networks (WLANs).
(2) Camera lights (2)	On: One or more cameras are in use.
(3) Internal microphones (2)	Record sound.
(4) Cameras (2)	Allow you to video chat, record video, and record still images. Some cameras also allow a facial recognition logon to Windows®, instead of a password logon.

NOTE: Camera functions vary depending on the camera hardware and software installed on your product.

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

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

To access this guide:

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

Keyboard area

Keyboards can vary by language.



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

Touchpad settings and components

Learn the touchpad settings and components.

Touchpad settings

Learn how to adjust touchpad settings.

Adjusting touchpad settings

Use these steps to adjust touchpad settings and gestures.

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

Turning on the touchpad

Follow these steps to turn on the touchpad.

1. Select the **Search** icon in the taskbar, type `touchpad settings` in the search box, and then press `enter`.
2. Using an external mouse, click the **touchpad** button.

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

Touchpad components

Identify the touchpad components.

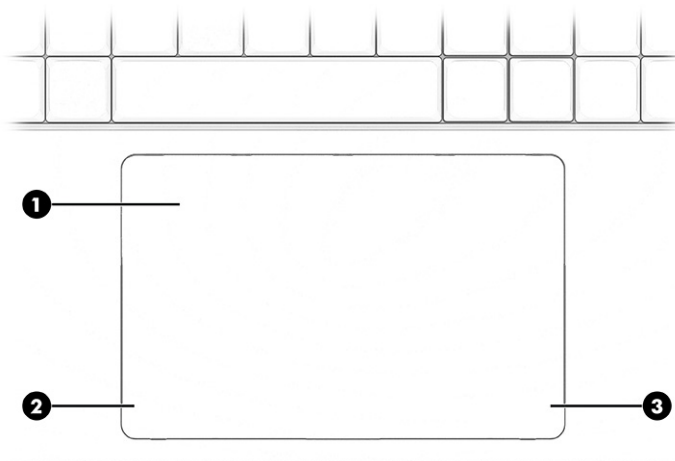


Table 2-5 Touchpad components and their descriptions

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

Lights

Identify the lights on the computer.

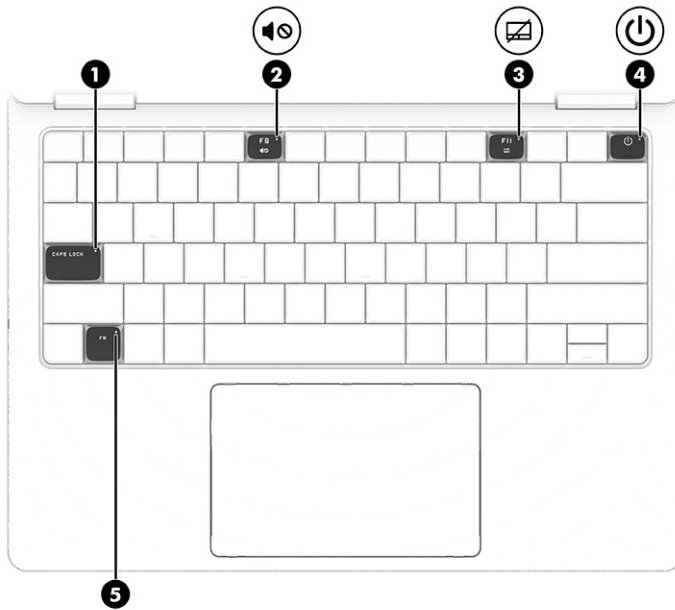




Table 2-6 Lights and their descriptions

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

Special keys

Identify the special keys.

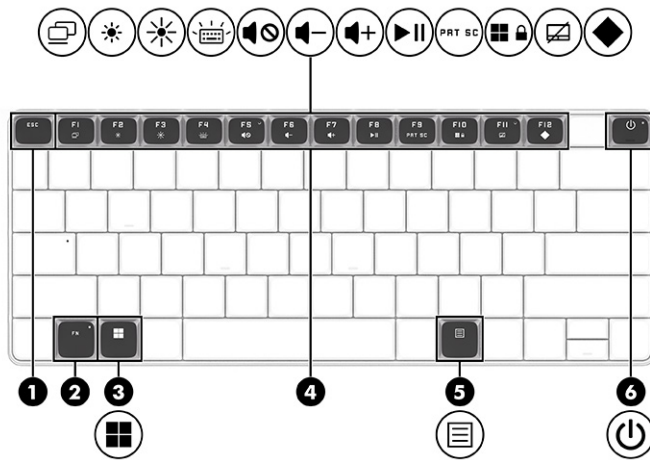







Table 2-7 Special keys and their descriptions

Component	Description
(1)  esc key	Displays system information when pressed in combination with the fn key.
(2) fn key	Executes specific functions when pressed in combination with another key.
(3)  Windows key	Opens the Start menu. NOTE: Pressing the Windows key again will close the Start menu.
(4) Action keys	Execute frequently used system functions as defined by the icon symbols on f1 through f12 function keys.
(5)  Windows application key	Displays options for a selected object.
(6)  Power button	<ul style="list-style-type: none"> When the computer is off, press the button briefly to turn on the computer. When the computer is on, press the button briefly to initiate Sleep. When the computer is in the Sleep state, press the button briefly to exit Sleep (select products only). When the computer is in Hibernation, press the button briefly to exit Hibernation. <p>IMPORTANT: Pressing and holding down the power button results in the loss of unsaved information.</p> <p>If the computer has stopped responding and shutdown procedures are ineffective, press and hold the power button down for at least 10 seconds to turn off the computer.</p> <p>To learn more about your power and sleep settings:</p> <ul style="list-style-type: none"> Right-click the Power icon , and then select Power and sleep settings.

Bottom

Identify the bottom components.

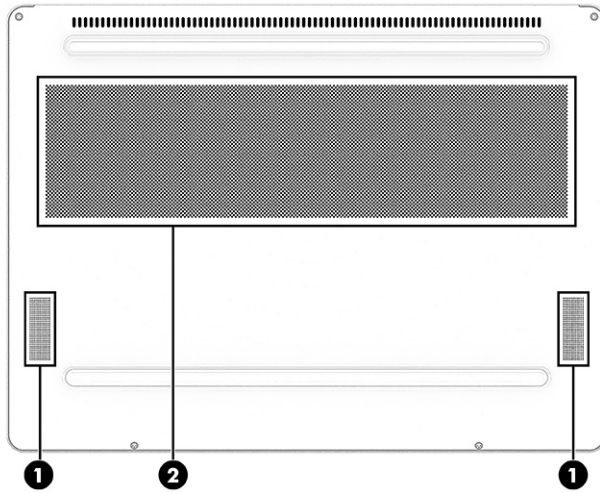


Table 2-8 Bottom components and their descriptions

Component	Description
(1) Speakers (2)	Produce sound.
(2) Vent	Enables airflow to cool internal components. NOTE: The computer fan starts up automatically to cool internal components and prevent overheating. It is normal for the internal fan to cycle on and off during routine operation.

Labels

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

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

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

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



Table 2-9 Service label components

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

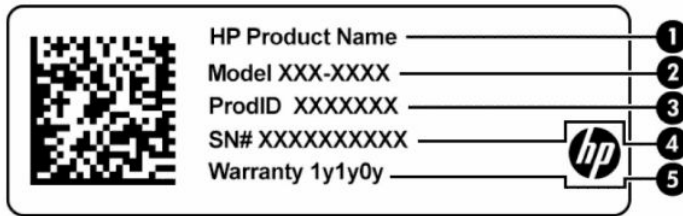


Table 2-10 Service label components

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

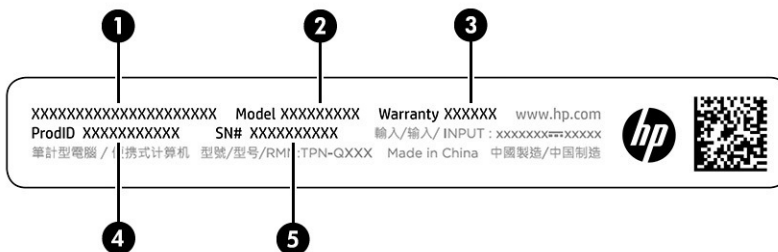


Table 2-11 Service label components

Component	
(1)	HP product name

Table 2-11 Service label components (continued)

Component	
(2)	Model number
(3)	Warranty period
(4)	Product ID
(5)	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 in which the devices have been approved for use.

3 Illustrated parts catalog

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

Computer major components

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

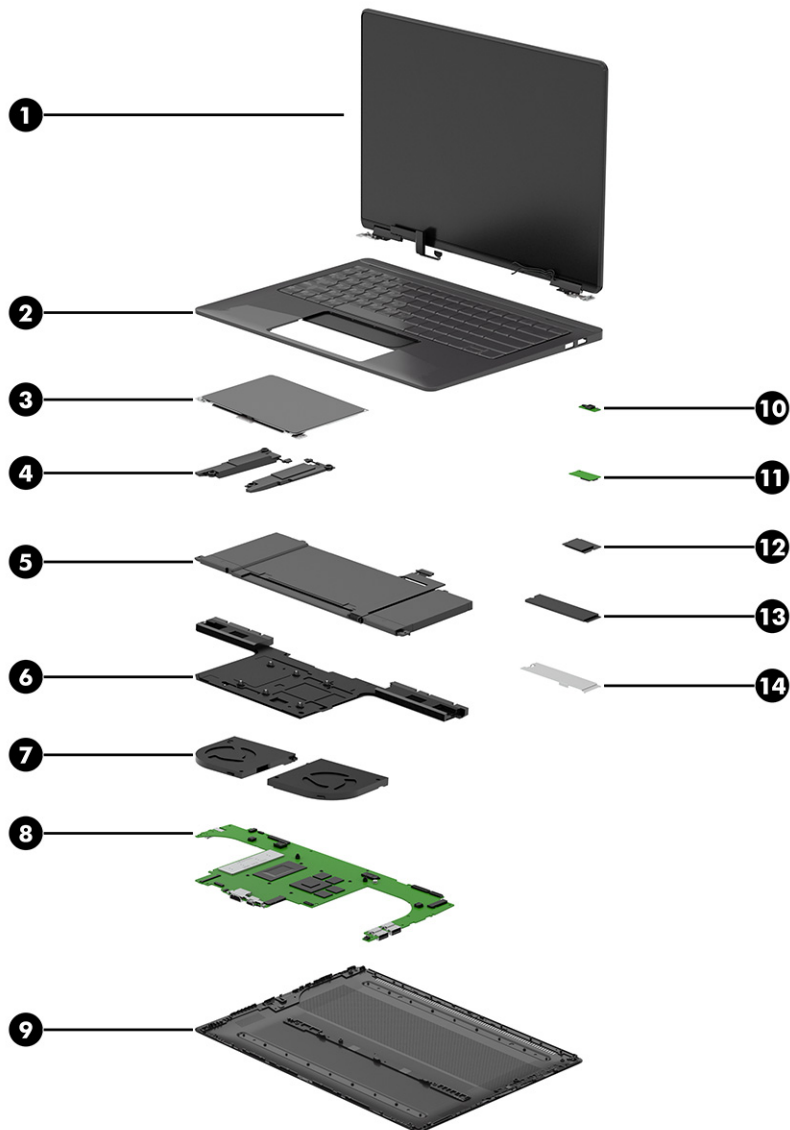


Table 3-1 Computer major component descriptions and part numbers

Item	Component	Spare part number
(1)	Display assembly NOTE: Display assemblies are offered as spare parts only at a subcomponent level. For more information, see Display assembly subcomponents on page 18 .	not available as a spare part
(2)	Top cover with keyboard	
	Ceramic white, 4-zone lighting	N84273-001
	Ceramic white, per-key lighting	N84274-001
	Shadow black, 4-zone lighting	N84275-001
	Shadow black, per-key lighting	N84276-001
(3)	Touchpad (does not include bracket) NOTE: The touchpad cable is available using spare part number N84249-001.	
	Ceramic white	N84261-001
	Shadow black	N84262-001
(4)	Speakers, left and right	N84264-001
(5)	Battery (6 cell, 71 Whr)	N66005-002
(6)	Heat sink NOTE: Thermal grease and gap filler is available as spare part number N86911-001.	N84255-001
(7)	Fans (left and right)	N84254-001
(8)	System board (includes processor and integrated system memory) All system boards use the following part numbers: xxxxxx-001: Non-Windows operating systems xxxxxx-601: Windows operating system	
	Intel Core Ultra 9 185H processor, 32 GB of integrated system memory, NVIDIA GeForce RTX 4070 graphics	N86907-xx1
	Intel Core Ultra 9 185H processor, 32 GB of integrated system memory, NVIDIA GeForce RTX 4060 graphics	N93255-xx1
	Intel Core Ultra 9 185H processor, 16 GB of integrated system memory, NVIDIA GeForce RTX 4070 graphics	N84267-xx1
	Intel Core Ultra 9 185H processor, 32 GB of integrated system memory, NVIDIA GeForce RTX 4070 graphics (for use in the People's Republic of China)	N86908-xx1
	Intel Core Ultra 9 185H processor, 32 GB of integrated system memory, NVIDIA GeForce RTX 4060 graphics (for use in the People's Republic of China)	N93256-xx1
	Intel Core Ultra 9 185H processor, 16 GB of integrated system memory, NVIDIA GeForce RTX 4070 graphics (for use in the People's Republic of China)	N93601-xx1
	Intel Core Ultra 7 155H processor, 16 GB of integrated system memory, NVIDIA GeForce RTX 4060 graphics	N84268-xx1
	Intel Core Ultra 7 155H processor, 16 GB of integrated system memory, NVIDIA GeForce RTX 4050 graphics	N84269-xx1
	Intel Core Ultra 7 155H processor, 16 GB of integrated system memory, NVIDIA GeForce RTX 4060 graphics (for use in the People's Republic of China)	N86909-xx1

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

Item	Component	Spare part number
	Intel Core Ultra 7 155H processor, 16 GB of integrated system memory, NVIDIA GeForce RTX 4050 graphics (for use in the People's Republic of China)	N86910-xx1
(9)	Bottom cover (includes rubber feet)	
	Ceramic white	N84245-001
	Shadow black	N84246-001
(10)	IR sensor board	N84259-001
	The IR sensor board cable is available using spare part number N84248-001.	
(11)	Headphone (ULL) module	N84260-001
	NOTE: The headphone module antenna is available in the wireless antenna kit using spare part number N84241-001. The headphone module cable for connection to the system board is available as spare part number N84250-001.	
(12)	WLAN module	
	NOTE: The WLAN antenna plastic antenna protector is available as spare part number N84258-001.	
	Intel AX211 Wi-Fi 6E Bluetooth 5.3 WLAN	N91851-001
	Intel Wi-Fi 7 BE200 + Bluetooth 5.4 (802.11be 2 × 2, 320 MHz)	N91852-001
(13)	Solid-state drive	
	NOTE: The solid-state drive thermal pad is available using spare part number N84256-001.	
	2 TB, TLC	M52027-001
	2 TB, TLC (only for use in China)	N77396-001
	1 TB, TLC	M16560-001
	1 TB, TLC (only for use in China)	N77395-001
	512 GB, TLC	M17436-001
(14)	Solid-state drive cover	not available as a spare part

Display assembly subcomponents

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

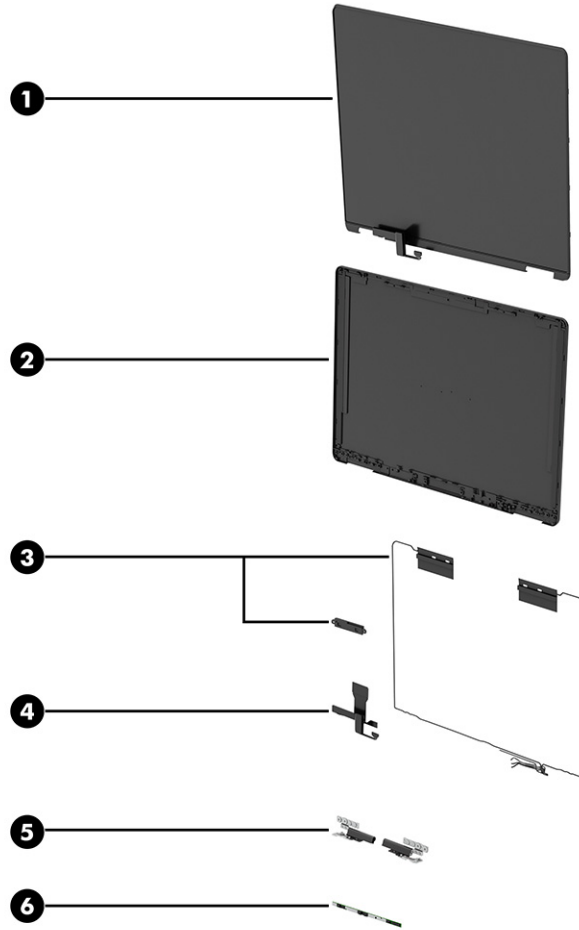


Table 3-2 Display component descriptions and part numbers

Item	Component	Spare part number
(1)	Display panel	
	NOTE: Panel tape is available as spare part number N84332-001.	
	Ceramic white	N84271-001
	Shadow black	N84272-001
(2)	Display back cover (includes wireless antennas)	
	Ceramic white	N84243-001
	Shadow black	N84244-001
(3)	Wireless antenna kit (includes wireless antennas and headset antenna)	N84241-001
(4)	Display cable	N84247-001
(5)	Hinge covers (left and right)	
	Ceramic white	N84252-001
	Shadow black	N84253-001
(5)	Hinges (left and right)	N84251-001

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

Item	Component	Spare part number
(6)	Camera module (includes foil and rubber)	N84266-001

Miscellaneous parts

To identify the miscellaneous parts, use this table.

Table 3-3 Miscellaneous part descriptions and part numbers

Component	Spare part number
Slim AC adapter (140 W, nPFC, USB-C)	N22282-001
Screw Kit	N84265-001
Protective Tape Kit (includes keyboard membrane tape, touchpad tape, and conductive tape)	N84257-001
Solid-state drive thermal pad	N84256-001
HP USB external DVD-RW drive	747080-001
Display panel adhesive	N84332-001
Power cords (C5, premium, straight, 1.0 m [3.3 ft])	
Australia	L22327-001
Denmark	L22322-001
Europe (Austria, Belgium, Finland, France, Germany, the Netherlands, Norway, and Sweden)	L22321-001
India	L22624-001
Italy	L30813-001
Israel	L22323-001
Japan	L22330-001
North America	L22319-001
People's Republic of China	L21930-001
South Africa	L22325-001
South Korea	L22328-001
Switzerland	L22324-001
Taiwan	L22329-001
Thailand	L22326-001
Thailand + ADP bundle	M85421-001
United Kingdom	L22320-001

4 Removal and replacement procedures preliminary requirements

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


Tools required

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

- Tweezers
- Nonconductive, nonmarking pry tool
- Magnetic Phillips P1 screwdriver

Service considerations

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


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

Plastic parts

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

Cables and connectors


Handle cables with extreme care to avoid damage.

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

Apply only the tension required to unseat or seat the cables during removal and insertion. Handle cables by the connector whenever possible. In all cases, avoid bending, twisting, or tearing cables. Be sure that cables are routed so that they cannot be caught or snagged as you remove or replace parts. Handle flex cables with extreme care; these cables tear easily.

Drive handling

Note the following guidelines when handling drives.

 **IMPORTANT:** Drives are fragile components. Handle them with care. To prevent damage to the computer, damage to a drive, or loss of information, observe these precautions:


- Before removing or inserting a hard drive, shut down the computer. If you are unsure whether the computer is off or in Hibernation, 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 23](#).
 - 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	Relative humidity		
	55%	40%	10%
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

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



NOTE: 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, a strap must be worn snug against bare skin. The ground cord must be connected and fit 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

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**.
 - or -
 - Select the **HP Easy Clean** icon in the taskbar.
 - or -
 - 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 25](#) 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 26](#) 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 27](#).


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

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

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

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

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

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

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

See [Cleaning your computer with a disinfectant on page 26](#) 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 25](#), [Caring for wood veneer \(select products only\) on page 27](#), 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 25](#) 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 26](#) for sanitizing guidelines to help prevent the spread of harmful bacteria and viruses.

Packaging and transporting guidelines

Follow these grounding guidelines when packaging and transporting equipment:

- To avoid hand contact, transport products in static-safe tubes, bags, or boxes.
- Protect ESD-sensitive parts and assemblies with conductive or approved containers or packaging.
- Keep ESD-sensitive parts in their containers until the parts arrive at static-free workstations.
- Place items on a grounded surface before removing items from their containers.
- Always be properly grounded when touching a component or assembly.
- Store reusable ESD-sensitive parts from assemblies in protective packaging or nonconductive foam.

- Use transporters and conveyors made of antistatic belts and roller bushings. Be sure that mechanized equipment used for moving materials is wired to ground and that proper materials are selected to avoid static charging. When grounding is not possible, use an ionizer to dissipate electric charges.

Accessing support information

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

Table 4-3 Support information locations



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


Table 4-3 Support information locations (continued)

Service consideration	Path to access information
Repair professionals	To locate repair professionals: <ol style="list-style-type: none"><li data-bbox="703 310 932 331">1. Go to www.hp.com.<li data-bbox="703 359 1362 380">2. Place the cursor over Support resources to display more options.<li data-bbox="703 407 1091 428">3. Select Authorized service providers.
Component and diagnosis information, failure detection, and required action	To locate diagnosis information and actions: <ol style="list-style-type: none"><li data-bbox="703 506 1203 527">1. Go to http://www.hp.com/go/techcenter/pcdiags.<li data-bbox="703 554 932 575">2. Select Get Support.<li data-bbox="703 602 1445 648">3. Near the bottom of the window, select Notebook PCs, and then select your location.

5 Removal and replacement procedures for authorized service provider parts


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

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

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

Component replacement procedures

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

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

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

Preparation for disassembly

To remove and replace computer components, use these procedures:

For initial safety procedures, see [Removal and replacement procedures preliminary requirements on page 21](#).

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

Bottom cover

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

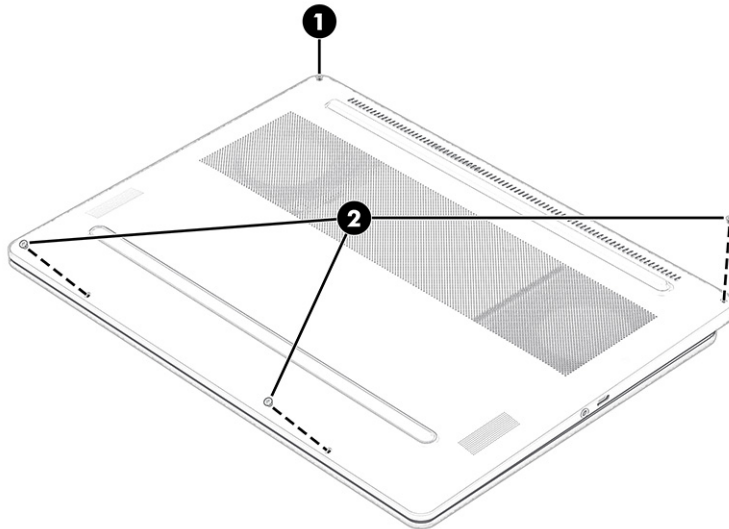
Table 5-1 Bottom cover description and part number

Description	Spare part number
Bottom cover, ceramic white	N84245-001
Bottom cover, shadow black	N84246-001

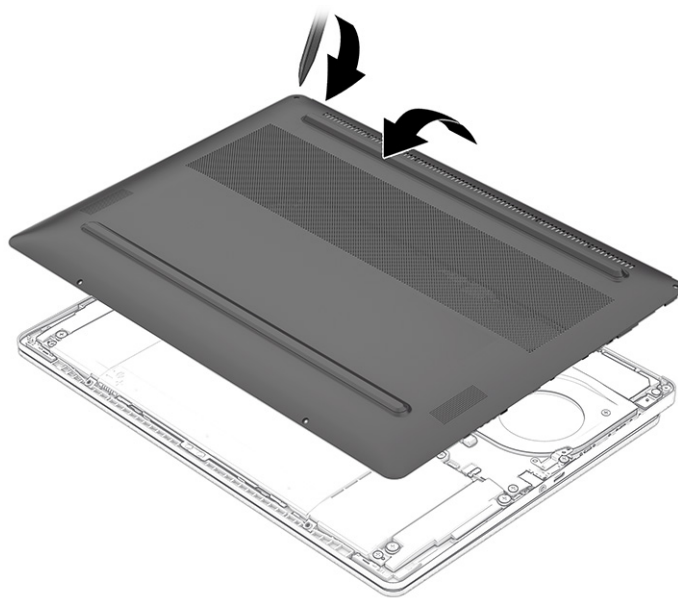
Before removing the bottom cover, prepare the computer for disassembly (see [Preparation for disassembly on page 30](#)).

Remove the bottom cover:

1. Loosen the captive Phillips screw **(1)** and remove the three Phillips M1.6 × 2.0 screws **(2)** from the bottom cover. The cover lifts up near the captive screw.



2. Starting in the top, left corner, use a pry tool to release the cover, and then remove the cover from the computer.




To install the bottom cover, reverse the removal procedures.

Battery

To remove the battery, use this procedure and illustration.

Table 5-2 Battery description and part number


Description	Spare part number
6 cell, 71 Whr	N66005-002


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

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

Before removing the battery, follow these steps:

1. Prepare the computer for disassembly (see [Preparation for disassembly on page 30](#)).
2. Remove the bottom cover (see [Bottom cover on page 30](#)).

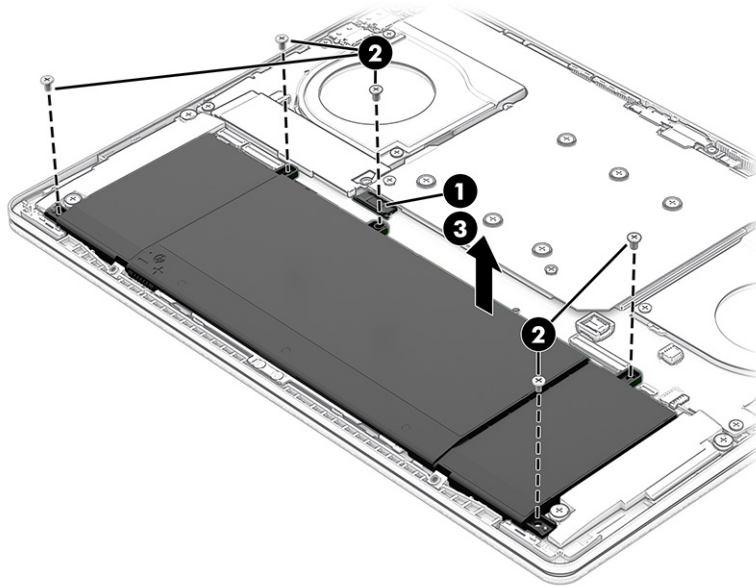
 **WARNING!** To reduce potential safety issues, use only the user-replaceable battery provided with the computer, a replacement battery provided by HP, or a compatible battery purchased from HP.

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

Remove the battery:

1. Disconnect the battery cable **(1)** from the system board.
2. Remove the five Phillips M2.0 × 4.0 screws **(2)** that secure the battery to the computer.

3. Remove the battery from the computer (3).



To install the battery, reverse the removal procedures.

Display subcomponents (without removing the display)

You can remove some display subcomponents without removing the entire display assembly from the computer. To remove the display panel and camera module, use these procedures and illustrations.

To remove display subcomponents that require that you remove the display from the computer, see [Display assembly on page 49](#).

Before removing the display subcomponents, follow these steps:

1. Prepare the computer for disassembly (see [Preparation for disassembly on page 30](#)).
2. Remove the bottom cover (see [Bottom cover on page 30](#)).
3. Disconnect the battery cable from the system board (see [Battery on page 31](#)).

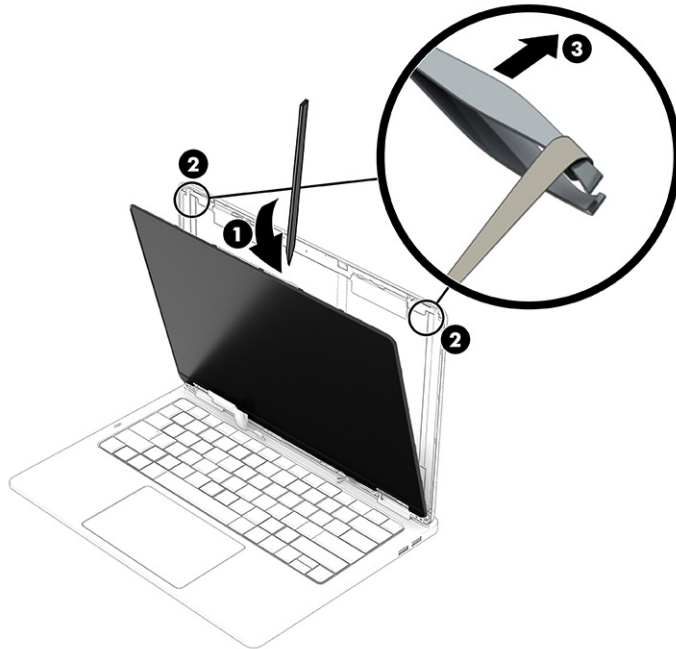
Remove the display assembly subcomponents:



NOTE: The display assembly can remain attached to the computer for these procedures.

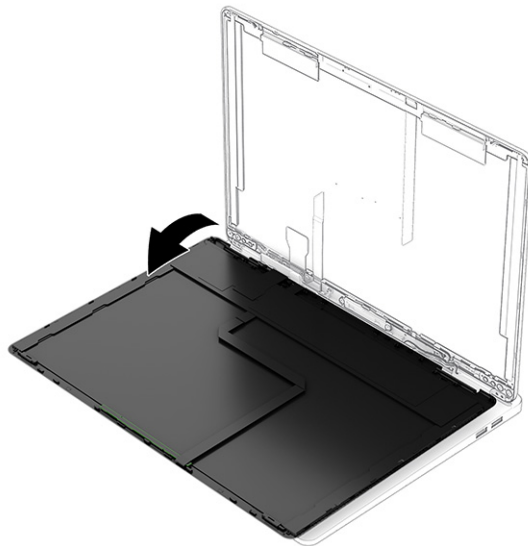
1. To remove the display panel:
 - a. The display panel is secured to the display enclosure with tape that is installed under the left and right sides of the panel. The top of the panel is secured to the rear cover only with hooks. To remove the panel, use a tool (1) to pry the top of the panel away from the top of the display rear cover.

- b. Use tweezers to grasp the end of the tape on both sides of the panel (2). While turning the tweezers, wrap the tape around the tweezers as you continue to pull the tape out (3) from behind the display panel. You must pull the tape multiple times before it is completely removed.



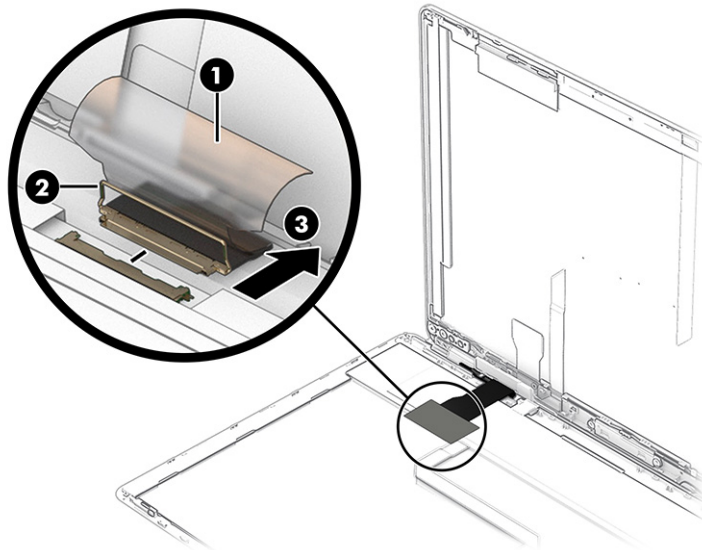
Display panel tape is available in the Adhesive Panel Kit as spare part number N84332-001.

- c. Rotate the panel over onto the keyboard, noting that hooks secure the bottom of the panel to the display rear cover.



- d. Lift the conductive tape (1) off the LVDS connector on the bottom of the panel.
- e. Lift the locking bar (2) off the connector

- f. Disconnect the cable (3).

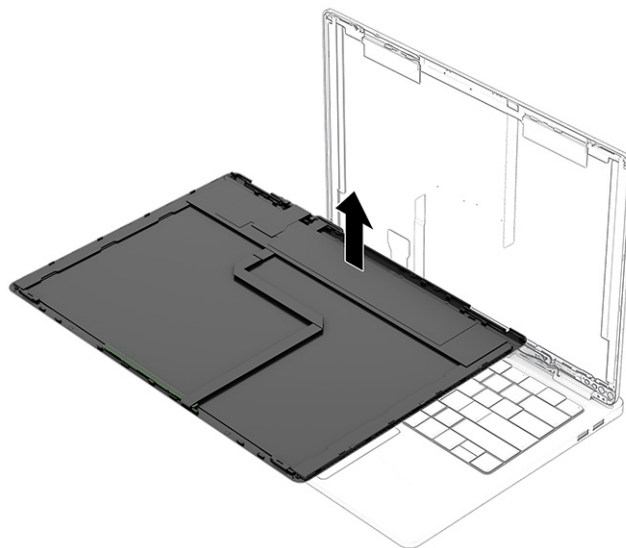


Display panels are available as spare part numbers:

N84271-001: Ceramic white

N84272-001: Shadow black

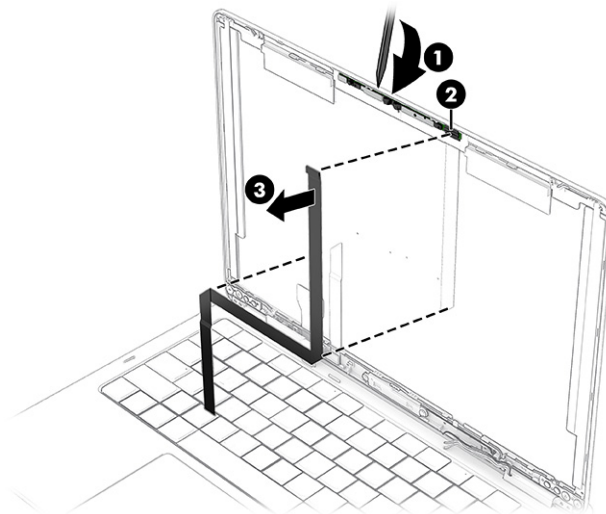
- g. Remove the display panel.



- 2. To remove the camera module:

- a. Use a tool to release the module (1) from the display back cover.
- b. Disconnect the cable from the camera module ZIF connector (2).

- c. Lift the cable **(3)** off the display rear cover.



The camera module is available as spare part number N84266-001.

To install the display components with the display attached to the computer, reverse these procedures.

Solid-state drive

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

Table 5-3 Solid-state drive descriptions and part numbers

Description	Spare part number
2 TB, TLC	M52027-001
2 TB, TLC (only for use in China)	N77396-001
1 TB, TLC	M16560-001
1 TB, TLC (only for use in China)	N77395-001
512 GB, TLC	M17436-001
Solid-state drive thermal pad	N84256-001

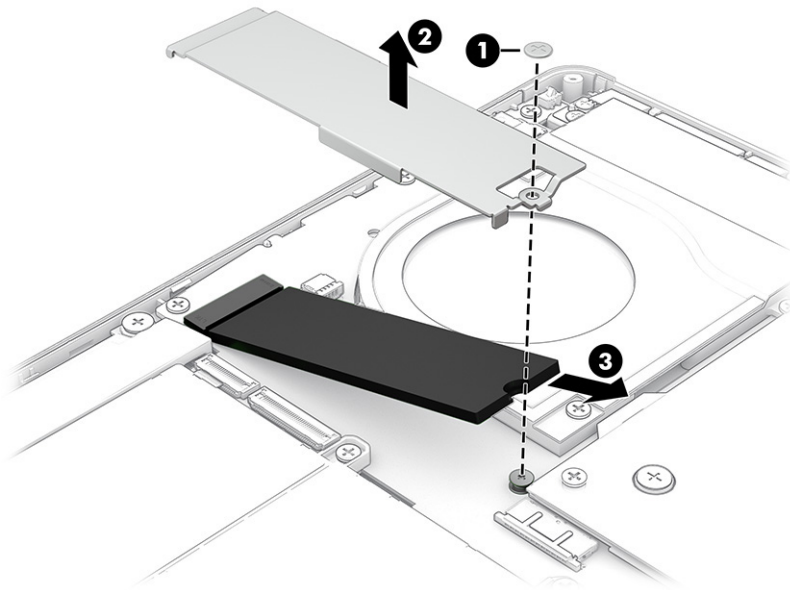
Before removing the solid-state drive, follow these steps:

1. Prepare the computer for disassembly (see [Preparation for disassembly on page 30](#)).
2. Remove the bottom cover (see [Bottom cover on page 30](#)).
3. Disconnect the battery cable from the system board (see [Battery on page 31](#)).

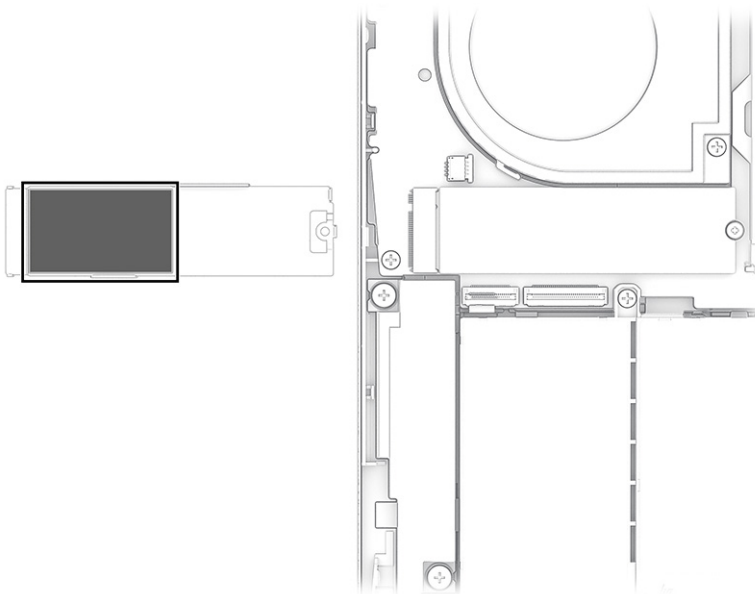
Remove the solid-state drive:

1. Remove the Phillips M2.0 × 3.0 screw **(1)** that secures the solid-state drive cover.
2. Lift the cover **(2)** off the drive.


3. Pull the drive out of the socket (3).



4. When installing a solid-state drive, be sure a thermal pad is installed on the bottom of the solid-state drive cover.



To install the solid-state drive, reverse the removal procedures.

 **NOTE:** Solid-state drives are designed with a notch to prevent incorrect insertion.

Fans

To remove the fans, use these procedures and illustrations.

Table 5-4 Fan descriptions and part numbers

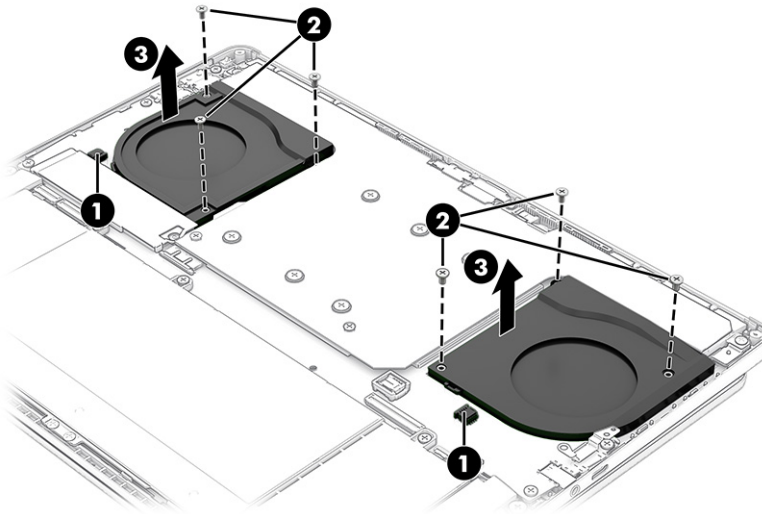
Description	Spare part number
Fans (left and right)	N84254-001

Before removing the fans, follow these steps:

1. Prepare the computer for disassembly (see [Preparation for disassembly on page 30](#)).
2. Remove the bottom cover (see [Bottom cover on page 30](#)).
3. Disconnect the battery cable from the system board (see [Battery on page 31](#)).

Remove the fans:

1. Disconnect the fan cables (1) from the system board.
2. Remove three Phillips 2.0 × 4.0 screws (2) from each fan.
3. Remove the fans (3).



To install the fans, reverse this procedure.

Speakers

To remove the speakers, use this procedure and illustration.

Table 5-5 Speaker description and part number

Description	Spare part number
Speakers (left and right)	N84264-001


Before removing the speakers, follow these steps:

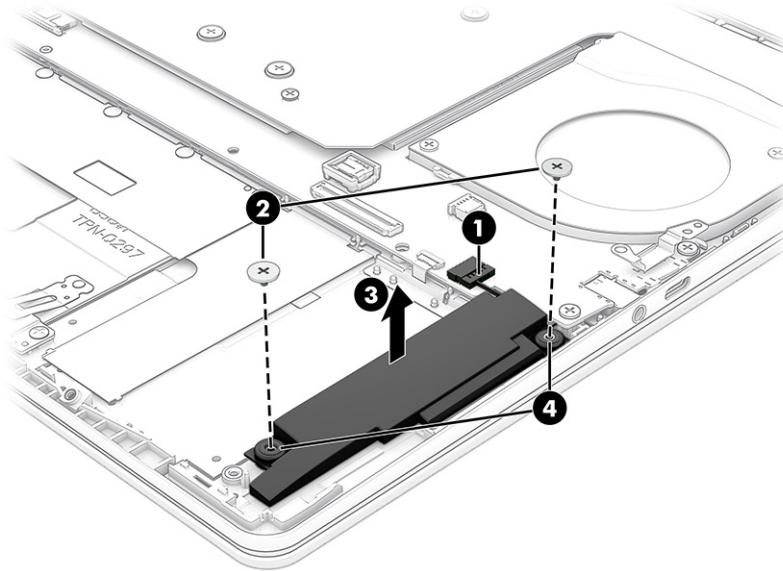
1. Prepare the computer for disassembly (see [Preparation for disassembly on page 30](#)).
2. Remove the bottom cover (see [Bottom cover on page 30](#)).

3. Remove the battery (see [Battery on page 31](#)).


Remove the speakers:

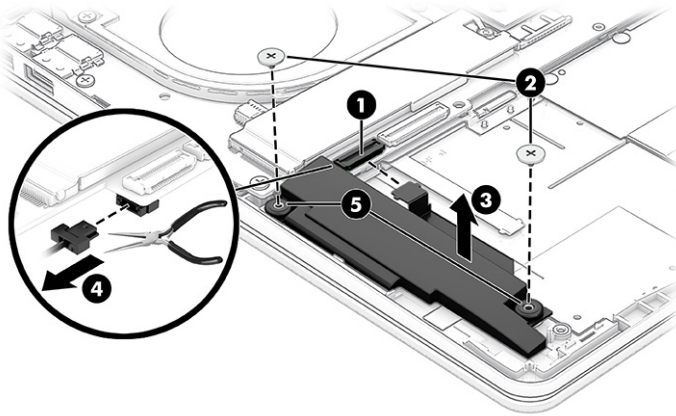
1. **Left speaker:** Disconnect the speaker cable (1) from the system board.
2. Remove the two Phillips M1.6 × 2.5 screws (3) that secure the speaker.
3. Remove the speaker from the computer (3).

 **NOTE:** When removing the speaker, make note of the location of the two rubber isolators (4). The absence of or damage to these isolators can result in degraded speaker performance.



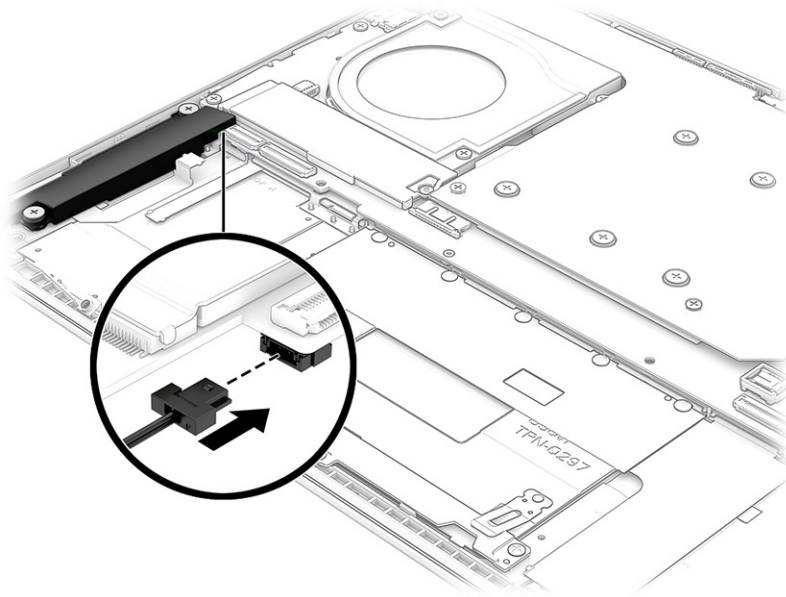
4. **Right speaker:** (Models with 4-zone keyboard lighting) Disconnect the backlight cable (1) from the system board.
5. Remove the two Phillips M1.6 × 2.5 screws (2) that secure the speaker.
6. Lift the speaker (3) up.
7. Use needle-nose pliers to disconnect the speaker cable (4) from the bottom of the system board.

 **NOTE:** When removing the speaker, make note of the location of the two rubber isolators (5). The absence of or damage to these isolators can result in degraded speaker performance.



To install the speakers, reverse this procedure.

Use tweezers to plug the speaker cable into the bottom of the system board.



Touchpad

To remove the touchpad, use this procedure and illustration.

Table 5-6 Touchpad description and part number

Description	Spare part number
Touchpad, ceramic white	N84261-001
Touchpad, shadow black	N84262-001
Touchpad cable	N84249-001

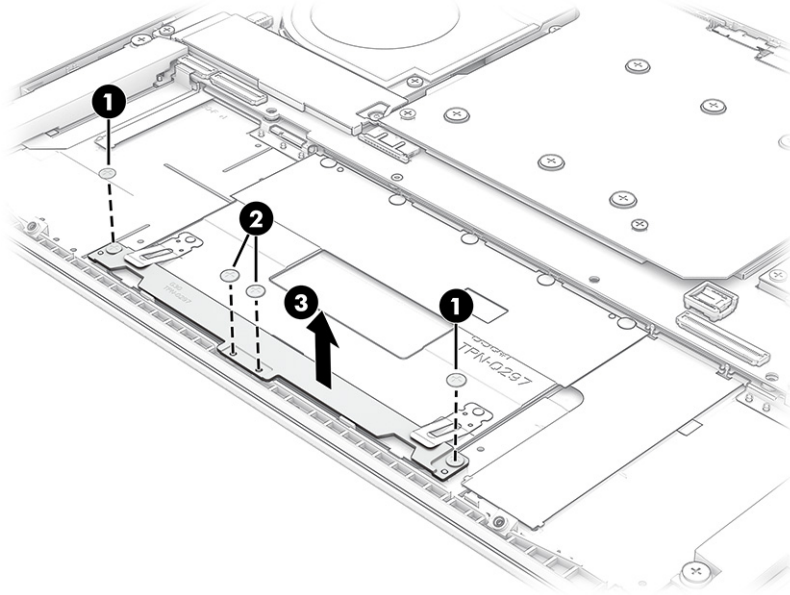
Before removing the touchpad, follow these steps:

1. Prepare the computer for disassembly (see [Preparation for disassembly on page 30](#)).

2. Remove the bottom cover (see [Bottom cover on page 30](#)).
3. Remove the battery (see [Battery on page 31](#)).

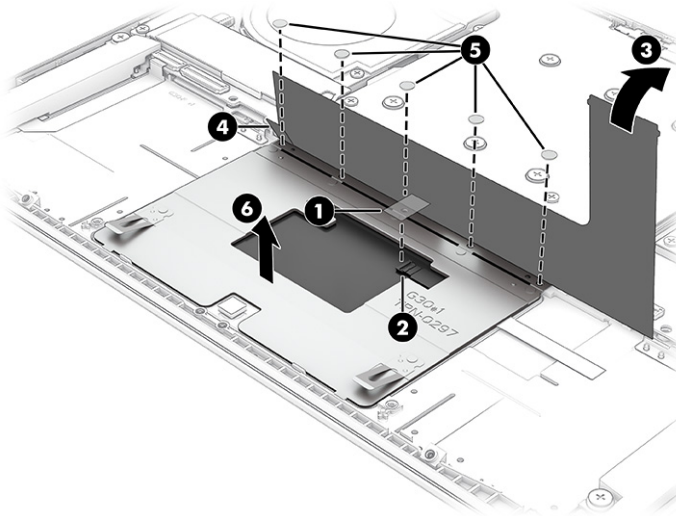
Remove the touchpad:

1. Remove the two Phillips M2.0 × 3.0 screws **(1)** and the two Phillips M1.6 × 2.5 screws **(2)** from the touchpad bracket.
2. Remove the bracket **(3)**.



3. Remove the tape **(1)** from the connector on the touchpad.
4. Disconnect the cable from the connector **(2)** on the touchpad.
5. (Models with 4-zone keyboard lighting) Lift the keyboard cable **(3)** that covers the screws at the top of the touchpad.
6. Lift the conductive tape **(4)** from the left screw.
7. Remove the five Phillips M1.2 × 1.2 screws **(5)** from the touchpad.

8. Remove the touchpad **(6)**.



To install the touchpad, reverse this procedure.

Heat sink

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

Table 5-7 Heat sink descriptions and part numbers

Description	Spare part number
Heat sink	N84255-001
Thermal grease and gap filler	N86911-001

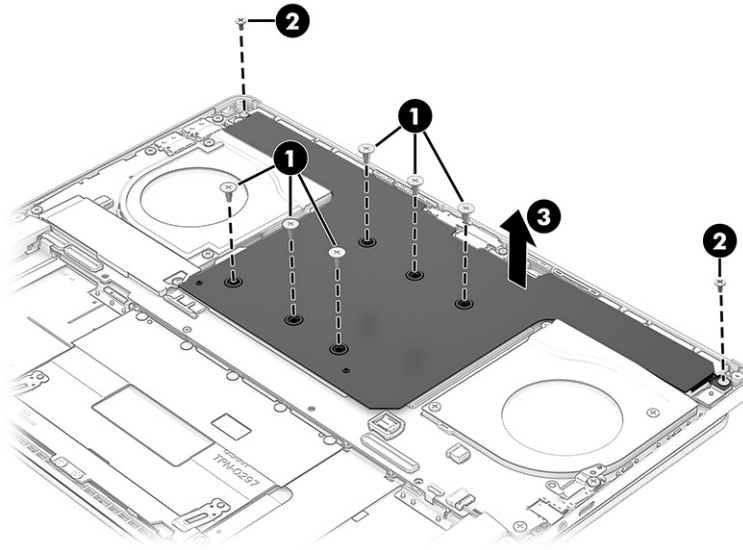
Before removing the heat sink, follow these steps:

1. Prepare the computer for disassembly (see [Preparation for disassembly on page 30](#)).
2. Remove the bottom cover (see [Bottom cover on page 30](#)).
3. Disconnect the battery cable from the system board (see [Battery on page 31](#)).

Remove the heat sink:

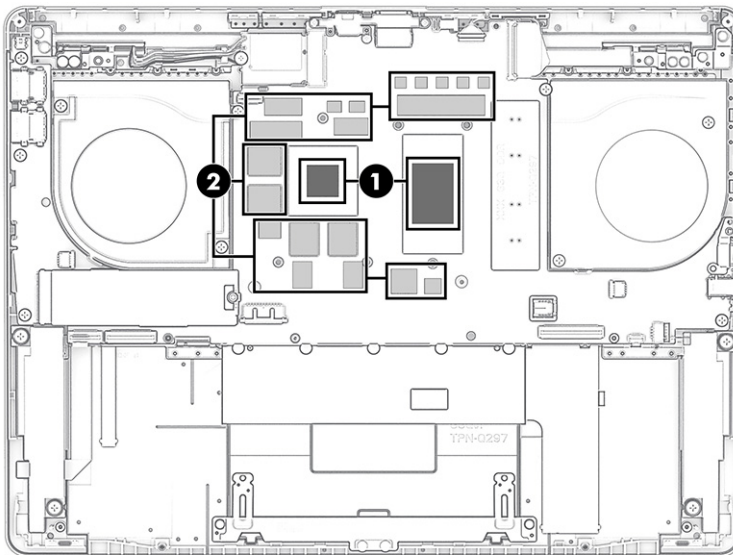
1. Remove the six Phillips 3.0 × 7.0 screws **(1)** and the two Phillips 2.5 × 4.0 screws **(2)** from the heat sink

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




3. Thoroughly clean the thermal paste from the surfaces of the heat sink and the system board components each time the heat sink is removed. Replacement thermal material is included with the heat sink and system board spare part kits.

Gray thermal grease **(1)** and white thermal grease **(2)** is used on specific system board components and shown in the following illustration.



To install the heat sink, reverse this procedure.


 **NOTE:** When installing the heat sink, be sure to install the screws in the order shown on the heat sink.

WLAN module

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

Table 5-8 WLAN module descriptions and part numbers

Description	Spare part number
Intel AX211 Wi-Fi 6E Bluetooth 5.3 WLAN	N91851-001
Intel Wi-Fi 7 BE200 + Bluetooth 5.4 (802.11be 2 × 2, 320 MHz)	N91852-001
WLAN antenna plastic antenna protector	N84258-001


 **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.

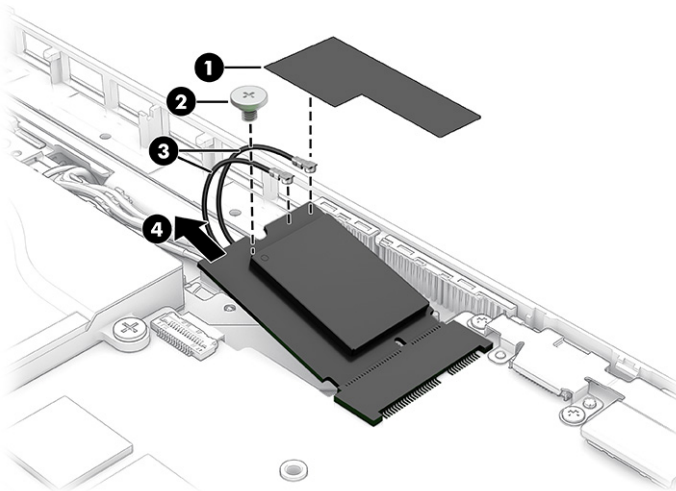
Before removing the WLAN module, follow these steps:

1. Prepare the computer for disassembly (see [Preparation for disassembly on page 30](#)).
2. Remove the bottom cover (see [Bottom cover on page 30](#)).
3. Disconnect the battery cable from the system board (see [Battery on page 31](#)).
4. Remove the heat sink (see [Heat sink on page 42](#)).

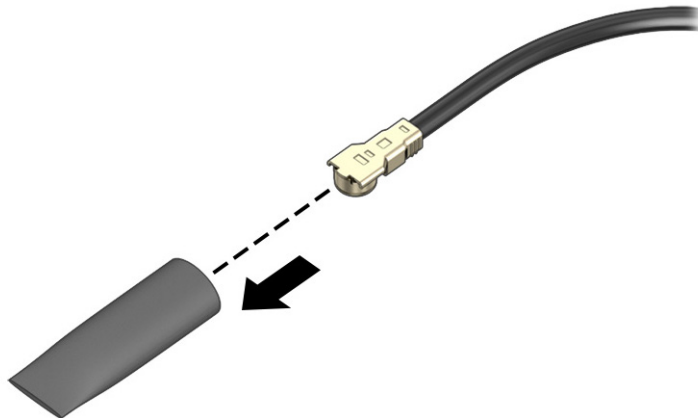
Remove the WLAN module:

1. Lift the cloth protector **(1)** that covers the antenna connectors.
2. Remove the Phillips M2.0 × 2.5 screw **(2)** that secures the WLAN module.
3. Carefully disconnect the antenna cables **(3)** from the module.
4. Pull the WLAN module **(4)** out of the connector.

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



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



To install a WLAN module, reverse this procedure.

Headphone (ULL) module

To remove the headphone module from the computer, use this procedure and illustration.

Table 5-9 Headphone (ULL) module description and part number

Description	Spare part number
Headphone (ULL) module	N84260-001
Headphone module cable	N84250-001

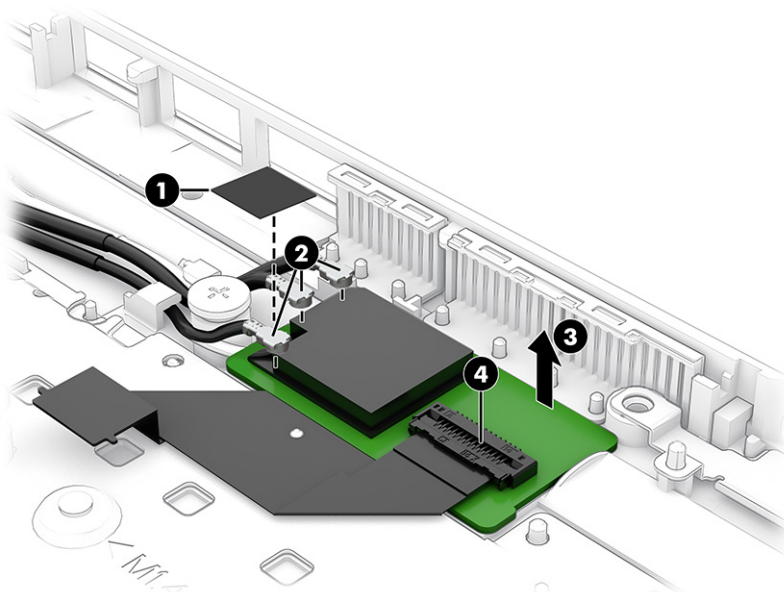
Before removing the headphone module, follow these steps:

1. Prepare the computer for disassembly (see [Preparation for disassembly on page 30](#)).
2. Remove the bottom cover (see [Bottom cover on page 30](#)).
3. Remove the battery (see [Battery on page 31](#)).
4. Remove the heat sink (see [Heat sink on page 42](#)).
5. Remove the WLAN module (see [WLAN module on page 43](#)).

Remove the headphone module cover:

1. Remove the plastic protector **(1)** that covers the antenna connectors on the headphone module.
2. Disconnect the antenna cables **(2)** from the module.
3. Lift the module up **(3)**.

4. Disconnect the cable from the ZIF connector (4) on the module.



To install the headphone module, reverse the removal procedures.

System board

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

Table 5-10 System board descriptions and part numbers

Description	Spare part number
System board (includes processor and integrated system memory)	
All system boards use the following part numbers:	
xxxxxx-001: Non-Windows operating systems	
xxxxxx-601: Windows operating system	
Intel Core Ultra 9 185H processor, 32 GB of integrated system memory, NVIDIA GeForce RTX 4070 graphics	N86907-xx1
Intel Core Ultra 9 185H processor, 32 GB of integrated system memory, NVIDIA GeForce RTX 4060 graphics	N93255-xx1
Intel Core Ultra 9 185H processor, 16 GB of integrated system memory, NVIDIA GeForce RTX 4070 graphics	N84267-xx1
Intel Core Ultra 9 185H processor, 32 GB of integrated system memory, NVIDIA GeForce RTX 4070 graphics (for use in the People's Republic of China)	N86908-xx1
Intel Core Ultra 9 185H processor, 32 GB of integrated system memory, NVIDIA GeForce RTX 4060 graphics (for use in the People's Republic of China)	N93256-xx1
Intel Core Ultra 9 185H processor, 16 GB of integrated system memory, NVIDIA GeForce RTX 4070 graphics (for use in the People's Republic of China)	N93601-xx1
Intel Core Ultra 7 155H processor, 16 GB of integrated system memory, NVIDIA GeForce RTX 4060 graphics	N84268-xx1
Intel Core Ultra 7 155H processor, 16 GB of integrated system memory, NVIDIA GeForce RTX 4050 graphics	N84269-xx1

Table 5-10 System board descriptions and part numbers (continued)

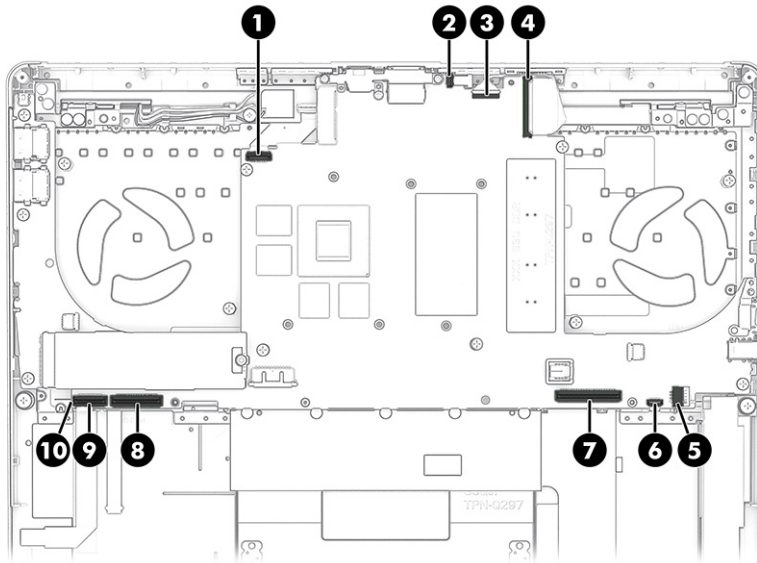
Description	Spare part number
Intel Core Ultra 7 155H processor, 16 GB of integrated system memory, NVIDIA GeForce RTX 4060 graphics (for use in the People's Republic of China)	N86909-xx1
Intel Core Ultra 7 155H processor, 16 GB of integrated system memory, NVIDIA GeForce RTX 4050 graphics (for use in the People's Republic of China)	N86910-xx1

Before removing the system board, follow these steps:

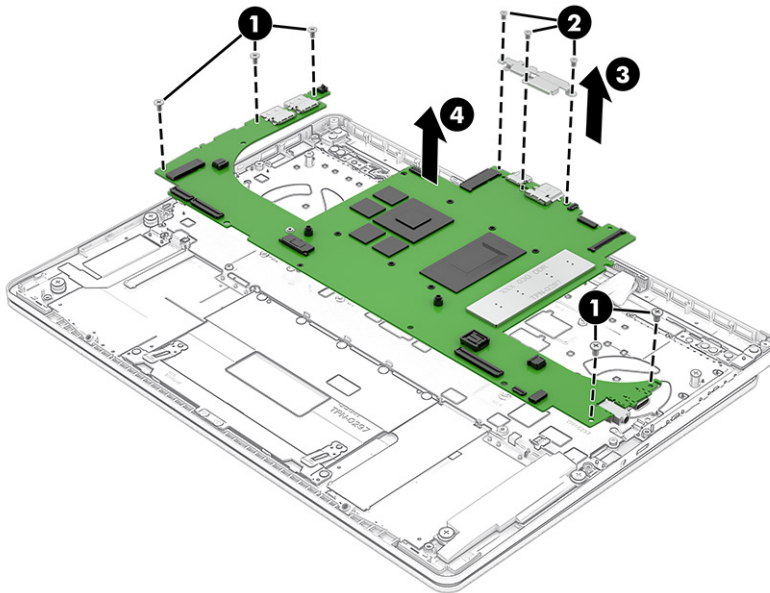
1. Prepare the computer for disassembly (see [Preparation for disassembly on page 30](#)).
2. Remove the bottom cover (see [Bottom cover on page 30](#)).
3. Remove the battery (see [Battery on page 31](#)).
4. Remove the solid-state drive (see [Solid-state drive on page 36](#)).
5. Remove the fans (see [Fans on page 37](#)).
6. Remove the WLAN module (see [WLAN module on page 43](#)).

Remove the system board:

1. Disconnect the following cables from the system board:
 - Headphone (ULL) board cable (ZIF) **(1)**
 - IR board cable (ZIF) **(2)**
 - OLED cable **(3)**
 - Display cable **(4)**
 - Left speaker cable **(5)**
 - Touchpad cable (ZIF) **(6)**
 - 4-zone keyboard cable (ZIF) **(7)** (select products only)
 - Per-key keyboard backlight cable (ZIF) **(8)** (select products only)
 - 4-zone keyboard backlight cable (ZIF) **(9)** (select products only)
 - Right speaker cable (ZIF) **(10)** (under system board)



2. Remove five Phillips M2.0 × 4.0 screws (1) from the system board.
3. Remove three Phillips M2.0 × 3.5 screws (2) from the system board.
4. Remove from the I/O bracket (3) from the system board.
5. Remove the system board from the computer (4).



To install the system board, reverse this procedure.

Infrared (IR) board

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

Table 5-11 IR board description and part number

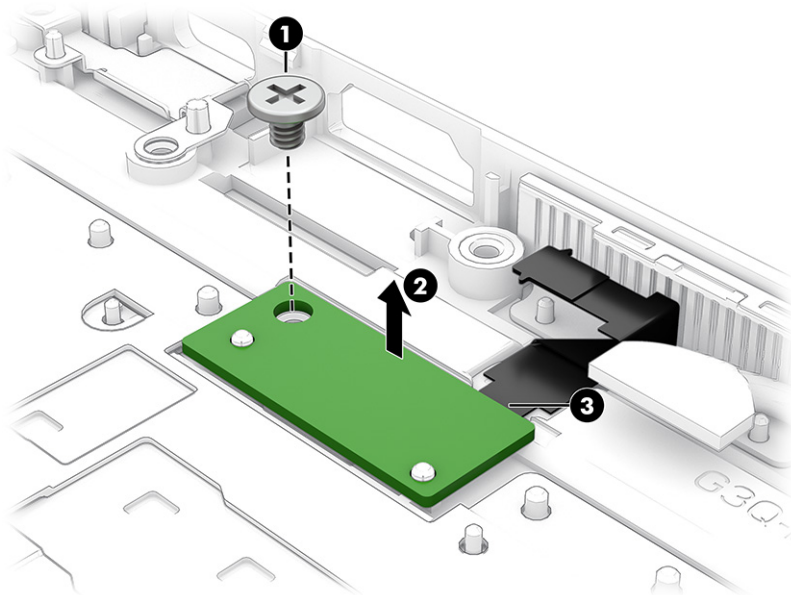
Description	Spare part number
IR board sensor board	N84259-001
IR board cable	N84248-001

Before removing the IR board, follow these steps:

1. Prepare the computer for disassembly (see [Preparation for disassembly on page 30](#)).
2. Remove the bottom cover (see [Bottom cover on page 30](#)).
3. Remove the battery (see [Battery on page 31](#)).
4. Remove the fans (see [Fans on page 37](#)).
5. Remove the WLAN module (see [WLAN module on page 43](#)).
6. Remove the system board (see [System board on page 46](#)).

Remove the IR board:


1. Remove the Phillips M2.0 × 2.5 screw **(1)** that secures the board to the computer.
2. Lift the board **(2)** up to access the cable underneath.
3. Disconnect the cable **(3)** from the board.



To install the IR board, reverse this procedure.

Display assembly

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

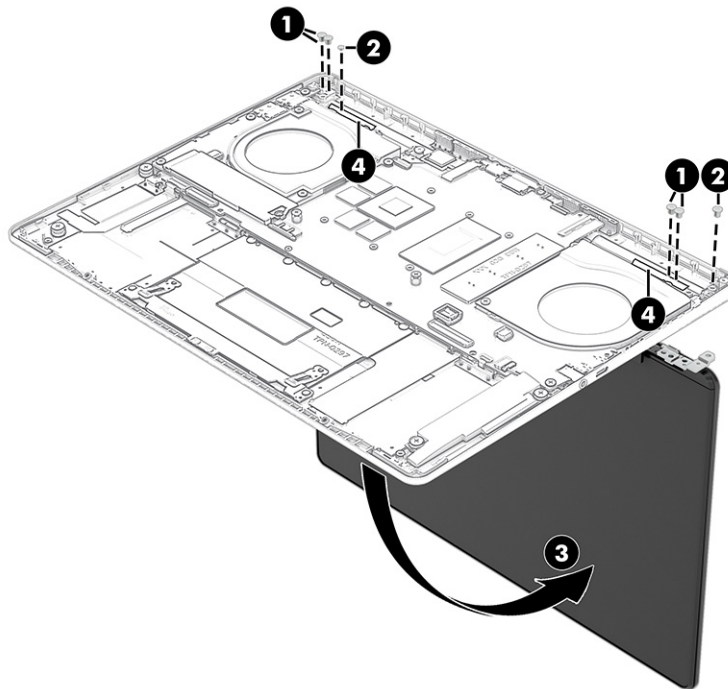
 **NOTE:** The display assembly is spared at the subcomponent level. For display assembly spare part information, see the individual removal subsections.

Before removing the display panel, follow these steps:

1. Prepare the computer for disassembly (see [Preparation for disassembly on page 30](#)).
2. Remove the bottom cover (see [Bottom cover on page 30](#)).
3. Disconnect the battery cable from the system board (see [Battery on page 31](#)).

Remove the display assembly:

1. Remove the two Phillips M2.5 × 3.0 screws **(1)** and the Phillips M1.0 × 1.2 screw **(2)** from each display hinge.
2. Open the display **(3)** to 90°.
3. Separate the display from the computer while guiding the cables through the holes **(4)** in the top cover.

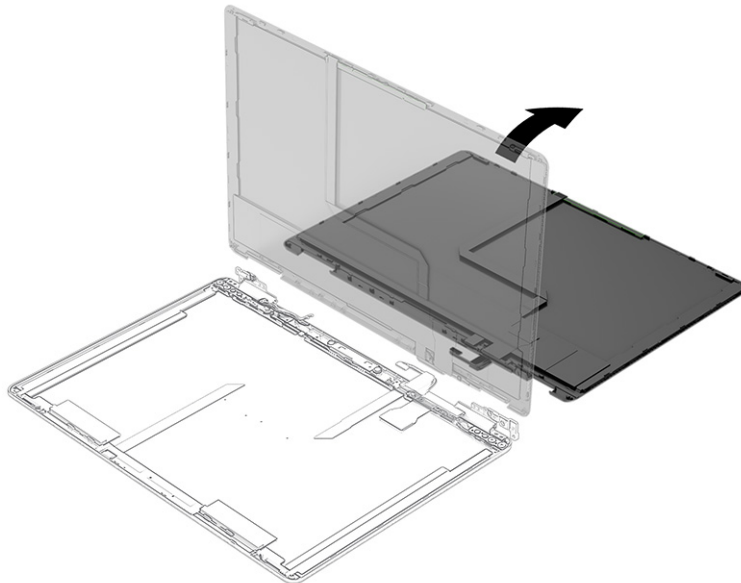


4. To remove the display panel:
 - a. The display panel is secured to the display enclosure with tape that is installed under the left and right sides of the panel. The top of the panel is secured to the rear cover only with hooks. To remove the panel, use a tool **(1)** to pry the top of the panel away from the top of the display rear cover.
 - b. Use tweezers to grasp the end of the tape on both sides of the panel **(2)**. While turning the tweezers **(3)**, wrap the tape around the tweezers as you continue to pull the tape out **(4)** from behind the display panel. You must pull the tape multiple times before it is completely removed.

Display panel tape is available in the Adhesive Panel Kit as spare part number N84332-001.

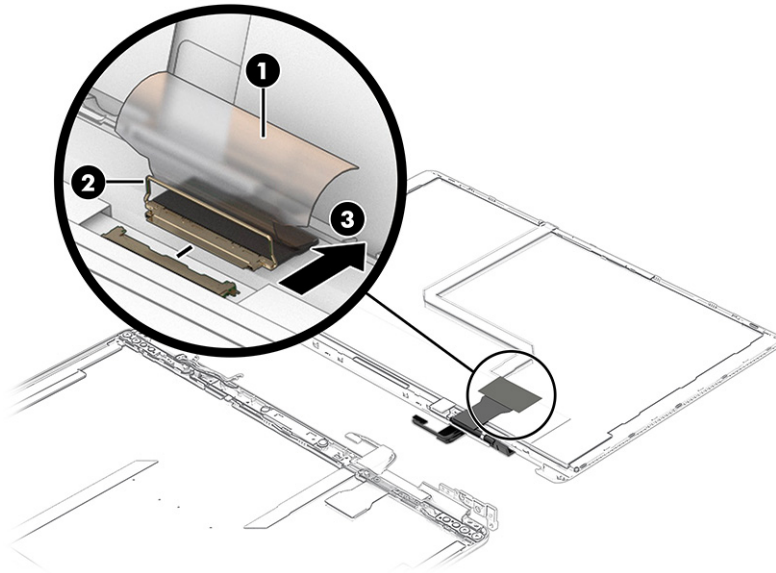


- c. Rotate the panel over onto the keyboard, noting that hooks secure the bottom of the panel to the display rear cover.



- d. Lift the conductive tape (1) off the LVDS connector on the bottom of the panel.
- e. Lift the locking bar (2) off the connector

- f. Disconnect the cable **(3)**.

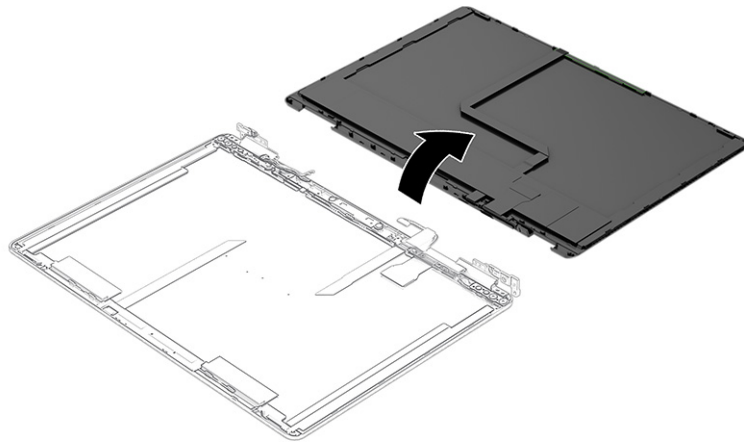


Display panels are available as spare part numbers:

N84271-001: Ceramic white

N84272-001: Shadow black

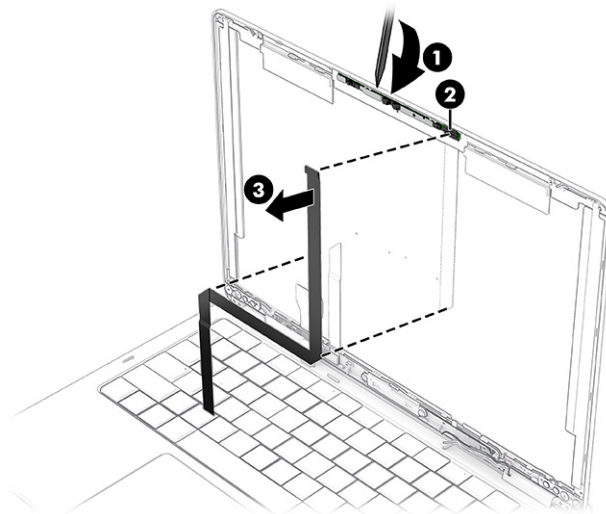
- g. Remove the display panel.



- 5. To remove the camera module:

- a. Use a tool to release the module **(1)** from the display back cover.
- b. Disconnect the cable from the camera module ZIF connector **(2)**.

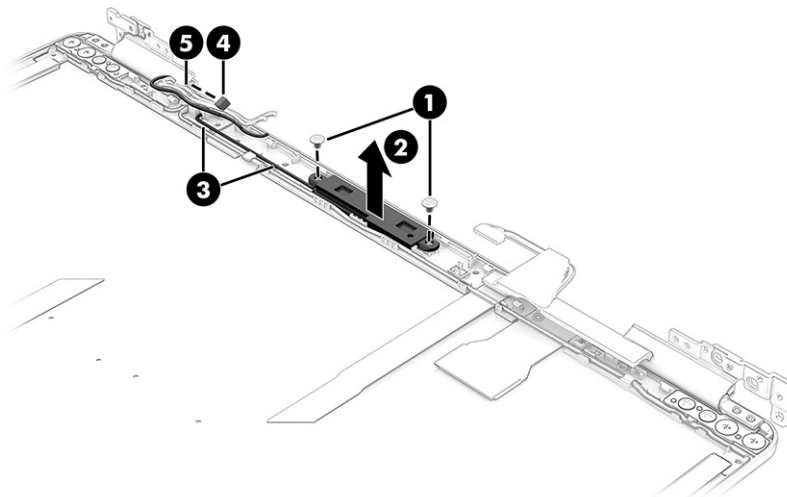
- c. Lift the cable (3) off the display rear cover.



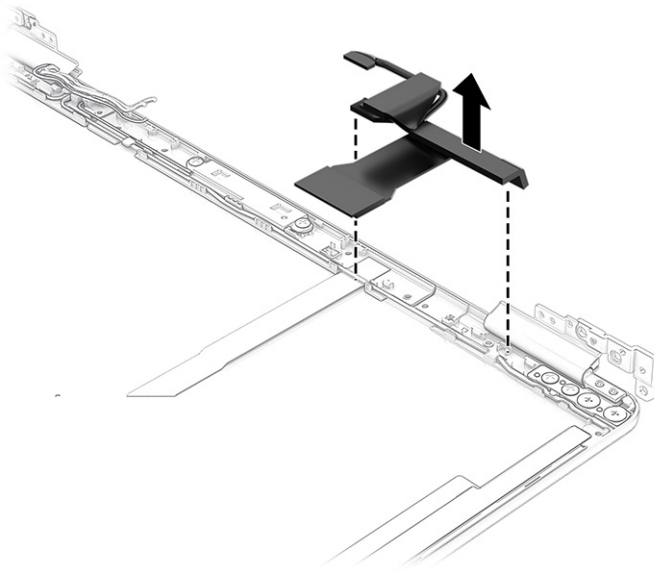
The camera module is available as spare part number N84266-001.

- 6. To remove the headset antenna:
 - a. Remove the two Phillips M2.0 ×2.5 screws (1) from the antenna.
 - b. Remove the antenna (2).
 - c. Remove the antenna cables from the clips (3) along the bottom of the display rear cover.
 - d. Remove the rubber piece (4) from the hinge cover.
 - e. Remove the antenna cable (5) from the hinge.

The headset antenna is available as part of the wireless antenna kit as spare part number N84241-001.

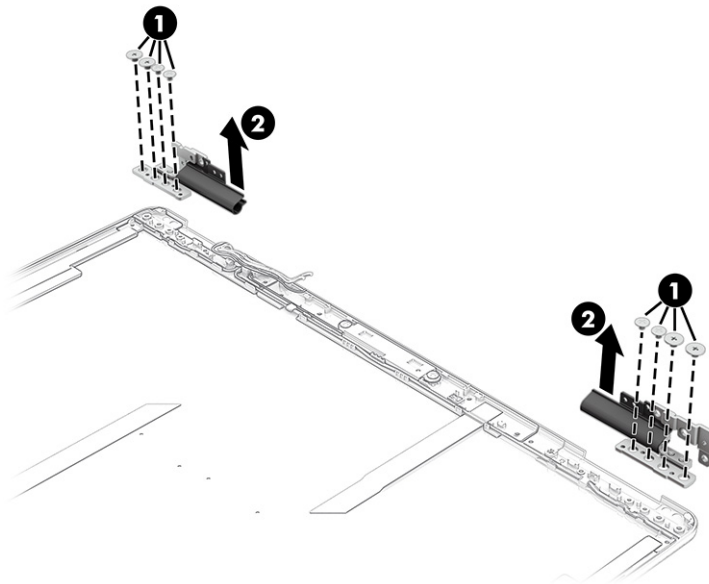


7. To remove the display cable, remove the cable from the left hinge in the display rear cover.

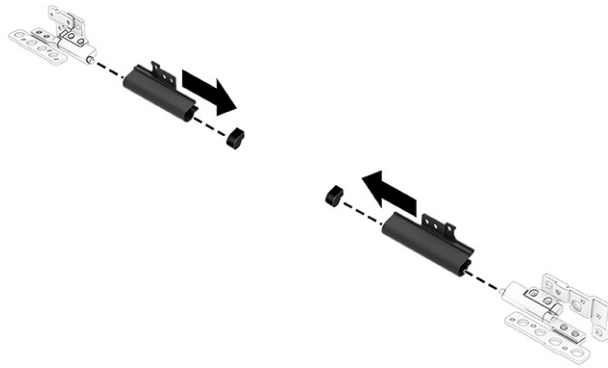


The display cable is available as spare part number N84247-001.

8. To remove the hinges from the display rear cover:
 - a. Remove the three Phillips M2.0 × 3.0 broadhead screws (1) from each hinge.
 - b. Remove the hinges (2) from the display rear cover.



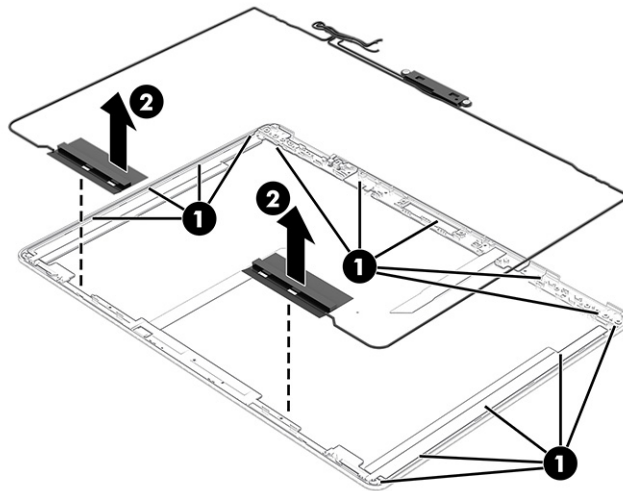
- c. To remove the hinge covers, pull the rubber inserts and hinge covers off the hinges.



Display hinges are available as spare part number N84251-001.

Display hinge covers are available as spare part number N84252-001 for ceramic white and N84253-001 for shadow black.

9. Release the wireless antenna cables from the retention clips (1) built into the display back cover, and then peel the wireless antennas (2) off the display back cover.



The wireless cables and antennas are available as spare part number N84241-001. 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. In this section, the first table provides the main spare part number for the top covers with keyboards. The second table provides the country codes.

Table 5-12 Top cover with keyboard descriptions and part numbers


Description	Spare part number
Top cover with keyboard, ceramic white, 4-zone lighting	N84273-001
Top cover with keyboard, ceramic white, per-key lighting	N84274-001
Top cover with keyboard, shadow black, 4-zone lighting	N84275-001
Top cover with keyboard, shadow black, per-key lighting	N84276-001

Table 5-13 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


6 Using Setup Utility (BIOS)

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

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

Starting Setup Utility (BIOS)

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

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

- Turn on or restart the computer and quickly press **f10**.

- or -

Turn on or restart the computer, quickly press **esc**, and then press **f10** when the Start menu is displayed.

Updating Setup Utility (BIOS)

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

Determining the BIOS version

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

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

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

- or -

Select the question mark icon in the taskbar.


 2. Under **My notebook**, select **Specifications**.
- Setup Utility (BIOS)
 1. Start Setup Utility (BIOS) (see [Starting Setup Utility \(BIOS\) on page 57](#)).

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


To check for later BIOS versions, see [Preparing for a BIOS update on page 58](#).

Preparing for a BIOS update

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

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

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

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

Downloading a BIOS update

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

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

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

Installing a BIOS update

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

1. Select the **Search** icon in the taskbar, type `file` in the search box, and then select **File Explorer**.

2. Select your hard drive designation. The hard drive designation is typically Local Disk (C:).
3. Using the hard drive path you recorded earlier, open the folder that contains the update.
4. Double-click the file that has an .exe extension (for example, *filename.exe*).

The BIOS installation begins.


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




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

7 Backing up, restoring, and recovering

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

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


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

Backing up information and creating recovery media

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

Using Windows tools for backing up

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


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


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

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

For details:

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

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

 **IMPORTANT:** HP recommends that you follow the [Restoring and recovery methods on page 61](#) to restore your computer before you obtain and use the HP recovery discs. Using a recent backup can return your machine to a working state sooner than using the HP recovery discs. After the system is restored, reinstalling all the operating system software released since your initial purchase can be a lengthy process.

Restoring and recovering your system

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

HP recommends that you attempt to restore your system using the [Restoring and recovery methods on page 61](#).

Creating a system restore


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

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

Restoring and recovery methods

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


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

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

3. Recover using HP Recovery media. For more information, see [Recovering using HP Recovery media on page 61](#).

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


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

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

Recovering using HP Recovery media


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

For details, see [Using the HP Cloud Recovery Download Tool to create recovery media \(select products only\) on page 60](#).

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


To recover your system:

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

 **NOTE:** HP recommends that you follow the [Restoring and recovery methods on page 61](#) to restore your computer before you obtain and use the HP recovery discs. Using a recent backup can return your machine to a working state sooner than using the HP recovery discs. After the system is restored, reinstalling all the operating system software released since your initial purchase can be a lengthy process.

Changing the computer boot order

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

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

To change the boot order:

1. Insert the HP Recovery media.
2. Access the system **Startup** menu.
 - For computers or tablets with keyboards attached, turn on or restart the computer or tablet, quickly press **esc**, and then press **f9** for boot options.
 - For tablets without keyboards, turn on or restart the tablet, quickly press and hold the volume up button, and then select **f9**.

– or –

Turn on or restart the tablet, quickly press and hold the volume down button, and then select **f9**.
3. Select the optical drive or USB flash drive from which you want to boot, and then follow the on-screen instructions.

Using HP Sure Recover (select products only)

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

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

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

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

8 Using HP PC Hardware Diagnostics

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

Using HP PC Hardware Diagnostics Windows (select products only)

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

If HP PC Hardware Diagnostics Windows is not installed on your computer, you must download and install it. To download HP PC Hardware Diagnostics Windows, see [Downloading HP PC Hardware Diagnostics Windows on page 64](#).

Using an HP PC Hardware Diagnostics Windows hardware failure ID code

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

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

Accessing HP PC Hardware Diagnostics Windows

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

Accessing HP PC Hardware Diagnostics Windows from HP Support Assistant

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

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

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



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

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

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

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



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

Downloading HP PC Hardware Diagnostics Windows

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

Downloading the latest HP PC Hardware Diagnostics Windows version from HP

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

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

The tool downloads to the selected location.

Downloading the HP PC Hardware Diagnostics Windows from the Microsoft Store

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

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

The tool downloads to the selected location.

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

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



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

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

The tool downloads to the selected location.

Installing HP PC Hardware Diagnostics Windows

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

Using HP PC Hardware Diagnostics UEFI

HP PC Hardware Diagnostics Unified Extensible Firmware Interface (UEFI) allows you to run diagnostic tests to determine whether the computer hardware is functioning properly. The tool runs outside the operating system so that it can isolate hardware failures from issues that are caused by the operating system or other software components.



NOTE: For some products, you must use a Windows computer and a USB flash drive to download and create the HP UEFI support environment because only .exe files are provided. For more information, see [Downloading HP PC Hardware Diagnostics UEFI to a USB flash drive on page 66](#).

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

Using an HP PC Hardware Diagnostics UEFI hardware failure ID code

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

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

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

Starting HP PC Hardware Diagnostics UEFI

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

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

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

- a. Connected USB flash drive



NOTE: To download the HP PC Hardware Diagnostics UEFI tool to a USB flash drive, see [Downloading the latest HP PC Hardware Diagnostics UEFI version on page 67](#).

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

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

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



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

To disable fast boot:

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

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

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



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



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

Downloading HP PC Hardware Diagnostics UEFI to a USB flash drive

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

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



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

Downloading the latest HP PC Hardware Diagnostics UEFI version

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

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

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

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



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

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

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

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

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

Downloading Remote HP PC Hardware Diagnostics UEFI

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

Downloading the latest Remote HP PC Hardware Diagnostics UEFI version

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

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

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

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



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

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

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

Customizing Remote HP PC Hardware Diagnostics UEFI settings

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

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

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

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

Your changes take effect when the computer restarts.

9 Specifications

This chapter provides specifications for your computer system.

Computer specifications

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

Table 9-1 Computer specifications

	Metric	U.S.
Dimensions		
Width	313.0 mm	12.3 in
Depth	233.5 mm	9.2 in
Height, front	16.9 mm	0.7 in
Height, rear	18.0 mm	0.7 in
Weight	1755 g	3.9 lbs
Input power		
Operating voltage and current	19.5 V DC @ 7.2 A - 140 W	
Temperature		
Operating	5°C to 35°C	41°F to 95°F
Nonoperating	-20°C to 60°C	-4°F to 140°F
Relative humidity (noncondensing)		
Operating	10% to 90%	
Nonoperating	5% to 95%	
Maximum altitude (unpressurized)		
Operating	-15 m to 3,048 m	-50 ft to 10,000 ft
Nonoperating	-15 m to 12,192 m	-50 ft to 40,000 ft
NOTE: Applicable product safety standards specify thermal limits for plastic surfaces. The device operates well within this range of temperatures.		

Display specifications

This section provides specifications for your display.

Table 9-2 Display specifications

	Metric	U.S.
Active diagonal size	35.6 cm	14.0 in
Resolution	2880 × 1800 (2.8K)	
Surface treatment	BrightView	
Brightness	400 nits	
Viewing angle	UWVA	
Backlight	AMOLED	
Display panel interface	eDP	

Solid-state drive specifications

This section provides specifications for your solid-state drives.

Table 9-3 Solid-state drive specifications

	512 GB*	1 TB*	2 TB*
Dimensions			
Height	1.0 mm	1.0 mm	1.0 mm
Length	50.8 mm	50.8 mm	50.8 mm
Width	28.9 mm	28.9 mm	28.9 mm
Weight	< 10 g	< 10 g	< 10 g
Interface type			
Ready time, maximum (to not busy)	< 1.0 ms	< 1.0 ms	< 1.0 ms
Access times, logical	0.1 ms	0.1 ms	0.1 ms
Transfer rate			
Sequential read	up to 2150 MBps	Up to 300,000 IOPs	Up to 300,000 IOPs
Random read	Up to 300,000 IOPs	Up to 300,000 IOPs	Up to 300,000 IOPs
Sequential write	up to 1550 MBps	up to 1550 MBps	up to 2500 MBps
Random write	Up to 100,000 IOPs	Up to 100,000 IOPs	Up to 125,000 IOPs
Total logical sectors	1,000,215,216	1,500,336,388	2,985,523,121
Operating temperature	0°C to 70°C (32°F to 158°F)		
*1 GB = 1 billion bytes when referring to hard drive storage capacity. Actual accessible capacity is less. Actual drive specifications might differ slightly.			
NOTE: Certain restrictions and exclusions apply. Contact support for details.			

10 Power cord set requirements

This chapter provides power cord requirements for countries and regions.

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

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

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

Requirements for all countries

These power cord requirements are applicable to all countries and regions.

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

Requirements for specific countries and regions

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

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

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

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

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

1. The flexible cord must be Type HO5VV-F, three-conductor, 0.75 mm² conductor size. Power cord set fittings (appliance coupler and wall plug) must bear the certification mark of the agency responsible for evaluation in the country or region where it will be used.
2. The flexible cord must be Type SVT/SJT or equivalent, No. 18 AWG, three-conductor. The wall plug must be a two-pole grounding type with a NEMA 5-15P (15 A, 125 V AC) or NEMA 6-15P (15 A, 250 V AC) configuration. CSA or C-UL mark. UL file number must be on each element.
3. The appliance coupler, flexible cord, and wall plug must bear a T mark and registration number in accordance with the Japanese Dentori Law. The flexible cord must be Type VCTF, three-conductor, 0.75 mm² or 1.25 mm² conductor size. The wall plug must be a two-pole grounding type with a Japanese Industrial Standard C8303 (7 A, 125 V AC) configuration.
4. The flexible cord must be Type RVV, three-conductor, 0.75 mm² conductor size. Power cord set fittings (appliance coupler and wall plug) must bear the CCC certification mark.
5. The flexible cord must be Type HO5VV-F three-conductor, 0.75 mm² conductor size. KTL logo and individual approval number must be on each element. Approval number and logo must be printed on a flag label.
6. The flexible cord must be Type HVCTF three-conductor, 1.25 mm² conductor size. Power cord set fittings (appliance coupler, cable, and wall plug) must bear the BSMI certification mark.
7. For 127 V AC, the flexible cord must be Type SVT or SJT 3-conductor, 18 AWG, with plug NEMA 5-15P (15 A, 125 V AC), with UL and CSA or C-UL marks. For 240 V AC, the flexible cord must be Type HO5VV-F three-conductor, 0.75 mm² or 1.00 mm² conductor size, with plug BS 1363/A with BSI or ASTA marks.

11 Recycling

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

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

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