



HP EliteBook 8570w Mobile Workstation

Maintenance and Service Guide

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Safety warning notice

⚠ 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 contact 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 the International Standard for Safety of Information Technology Equipment (IEC 60950).

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1 Product description

| Category | Description |
|---------------------|---|
| Product Name | HP EliteBook 8570w Mobile Workstation |
| Processors | Intel® Core™ processors |
| | i7-3820QM, 2.70 GHz (Turbo up to 3.70 GHz), quad-core processor, 1600 MHz, 8 MB L3 Cache, 8 threads, 45W |
| | i7-3720QM, 2.60GHz (Turbo up to 3.60 GHz), quad-core processor, 1600 MHz, 6 MB L3 Cache, 8 threads, 45W |
| | i7-3610QM, 2.30 GHz (Turbo up to 3.30 GHz), quad-core processor 1600 MHz, 6MB L3 Cache, 8 threads, 45W |
| | i7-3520M, 2.90GHz (Turbo up to 3.60 GHz), dual-core processor, 1600 MHz, 4MB L3 Cache, 4 threads, 35W |
| | i5-3360M, 2.80 GHz (Turbo up to 3.50 GHz), dual-core processor, 1600 MHz, 3 MB L3 Cache, 4 threads, 35W |
| | i5-3320M, 2.60 GHz (Turbo up to 3.30 GHz), dual-core processor, 1600 MHz, 3 MB L3 Cache, 4 threads, 35W |
| Chipset | Mobile Intel QM77 chipset |
| Graphics | Models feature the following graphics subsystem boards, supporting: <ul style="list-style-type: none">• Open GL• Display Port 1.2• Up to four total displays (NVIDIA)• Up to five total displays (AMD) |
| | NVIDIA® Quadro® K2000M (NVIDIA N14P-Q3 2GB DDR3) |
| | NVIDIA Quadro K1000M (NVIDIA N14P-Q1 2GB DDR3) |
| | AMD FirePro™ M4000 (Chelsea XT GL 1GB GDDR5) |
| Display | Display panel: <ul style="list-style-type: none">• Supports privacy filter• Wedge design |
| | 39.6 cm (15.6 in) High-Definition Plus (HD+) AntiGlare (AG) LED WVA (1600 x 900 resolution, 200nits, 60%CG) |
| | 39.6 cm (15.6 in) FHD AG LED WVA (1920 x 1080 resolution, 220nits, 60%CG) |

| Category | Description |
|------------------------------------|--|
| | <p>Display assembly(DreamColor):</p> <ul style="list-style-type: none"> • Supports privacy filter • Includes display panel cable, 3 WLAN antenna and cables, and 2 WWAN antenna and cables • Not available with HP Mobile Broadband |
| | <p>39.6 cm (15.6 in) FHD AG RGB LED UWVA Dream Color (1920 x 1080 resolution, 210nits, 109%CG)</p> |
| | <p>39.6 cm (15.6 in) FHD AG RGB LED UWVA Dream Color with webcam (1920 x 1080 resolution, 210nits, 109%CG)</p> |
| Memory | <p>In models that use quad-core processors, four SODIMM customer-accessible/upgradeable memory module slots supporting up to 32 GB of RAM</p> |
| | <p>In models that use dual-core processors, two SODIMM customer-accessible/upgradeable memory module slots supporting up to 16 GB of RAM</p> |
| | <p>PC3-12800, 1600-MHz, DDR3</p> |
| | <p>Supports dual-channel memory</p> |
| | <p>Supports the following configurations:</p> <ul style="list-style-type: none"> • 2048 MB Total System Memory (2048 x 1) • 4096 MB Total System Memory (4096 x 1) • 4096 MB Total System Memory (2048 x 2) • 8192 MB Total System Memory (8192 x 1) • 8192 MB Total System Memory (4096 x 2) • 8192 MB Total System Memory (2048 x 4) — only available with quad-core processors • 16384 MB Total System Memory (8192 x 2) • 16384 MB Total System Memory (4096 x 4) — only available with quad-core processors • 32768 MB Total System Memory (8192 x 4) — only available with quad-core processors |
| Primary location hard drive | <p>Customer-accessible</p> |
| | <p>Supports RAID 0/1</p> |
| | <p>Supports the following 7.0 mm, 9.5-mm SATA hard drives (6.35 cm (2.50 in))</p> <ul style="list-style-type: none"> • 750 GB, 7200 rpm • 500 GB, 7200 rpm • 500 GB, 7200 rpm Self Encrypting Drive • 320 GB, 7200 rpm |

| Category | Description |
|--------------------|--|
| | <p>Supports the following 6.35 cm (2.5 in) SATA III solid-state drives:</p> <ul style="list-style-type: none"> • 256 GB Self Encrypting Drive • 180 GB • 160 GB • 128 GB |
| Upgrade bay | <p>Fixed</p> <p>Customer-accessible</p> <p>Serial ATA</p> <p>Supports 500 GB, 7200 rpm drive and 256 GB SSD Self Encrypting Drive</p> <p>Supports the following 12.7 mm tray load optical drives:</p> <ul style="list-style-type: none"> • DVD-ROM Drive • DVD±RW and CD-RW SuperMulti Double Layer (DL) Drive • Blu-ray Disc ROM DVD±RW SuperMulti DL Combo Drive • Blu-ray Disc R/RE DVD±RW SuperMulti DL Drive <p>Supports “No Drive” option</p> |
| Microphone | Integrated dual-array microphone |
| Audio | <p>HD Audio w/ SRS Premium Sound</p> <p>Stereo speakers (2)</p> |
| Webcam | Integrated webcam (720p HD) |
| Modem | <p>56K V.92 MDC data/fax modem</p> <p>Modem cable not included</p> <p>Supports “No Modem” option</p> |
| Ethernet | <p>Intel 82579LM 10/100/1000 network interface card (NIC), with iAMT</p> <p>S3/S4/S5 wake on LAN</p> <p>NIC power down technology</p> <p>Ethernet cable not included</p> |
| Wireless | <p>Integrated WLAN options by way of wireless module:</p> <ul style="list-style-type: none"> • Intel Centrino® Advanced-N 6205, 802.11 a/b/g/n, 2 x 2 • Intel Centrino Ultimate-N 6300 802.11 a/b/g/n, 3x3 • Broadcom 43228 802.11 a/b/g/n, 2x2 <p>Three WLAN antennas built into display assembly</p> <p>Supports “no WLAN” option</p> |

| Category | Description |
|----------------------------|--|
| | <p>Integrated WWAN options by way of wireless module:</p> <ul style="list-style-type: none"> • HP un2430 EV-DO/HSPA Mobile Broadband Module supporting GPS (After Market Option available) • HP hs2350 HSPA+ Mobile Broadband Module supporting GPS (After Market Option not available) • HP li2522 EV-DO/LTE Mobile Broadband Module (available only for the 39.6 cm (15.6 in) FHD AG LED WVA display panel. U.S. only—After Market Option not available (Not available with Dreamcolor) • HP li2523 LTE HSPA+ Mobile Broadband Module (available only for the 39.6 cm (15.6 in) FHD AG LED WVA display panel. U.S. only—After Market Option not available (Not available with Dreamcolor) |
| | Three WWAN antennas built into display assembly |
| | Subscriber identity module (SIM) security (customer-accessible in battery bay) |
| | Supports “no WWAN” option |
| | <p>Integrated personal area network (PAN) options by way of Bluetooth® module:</p> |
| | HP Integrated Module with Bluetooth 2.1 Wireless Technology |
| | Supports “no WPAN” option |
| External media card | One ExpressCard/54 slot |
| | Integrated Media Card Reader supports Secure Digital Card (SD), SD High Capacity (SDHC), SD eXtended-Capacity (SDXC), MultiMediaCard (MMC), and MMC <i>plus</i> (MMC+) formats |
| Ports | Audio-in (stereo microphone) |
| | Audio-out (stereo headphone) |
| | DisplayPort 1.2 |
| | RJ-11 (modem) |
| | RJ-45 (Ethernet, includes link and activity lights) |
| | USB 3.0 (2) |
| | USB 2.0 (2) (1 charging port) |
| | eSATA/USB 2.0 combo |
| | VGA (Dsub 15-pin) |
| | 1394a |
| | Headphone Output (stereo) |
| | Docking connector |
| | Multi-pin AC |
| Docking | HP Docking Station |

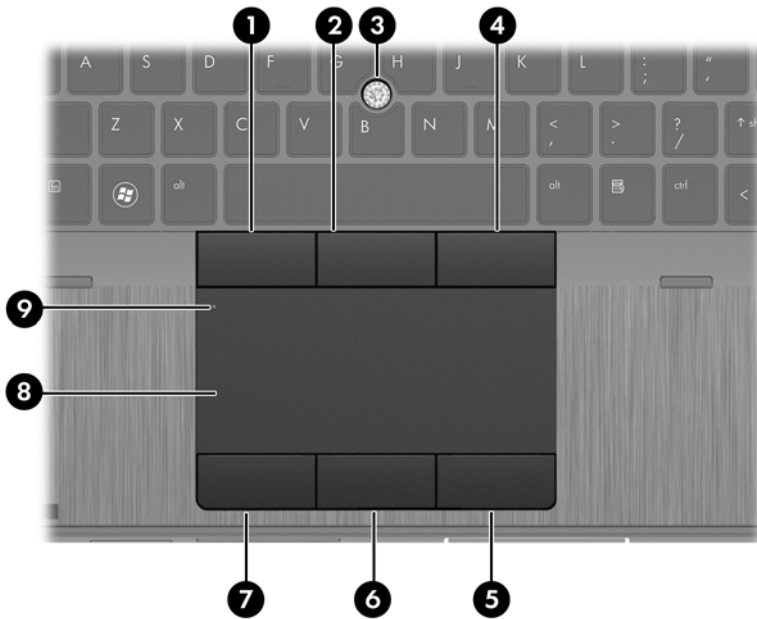
| Category | Description |
|----------------------------------|--|
| | HP Advanced Docking Station |
| Keyboard/pointing devices | Full-size keyboard with separate numeric keypad and TouchPad scroll zone |
| | Backlit full-size keyboard with separate numeric keypad and TouchPad scroll zone (select models only) |
| | Dual point (pointing stick and TouchPad) with 3 pointing stick buttons, 3 TouchPad buttons, and scroll zone |
| | Spill-resistant design, DuraKey coating |
| | Chemically strengthened glass cover on TouchPad |
| | Taps and gestures enabled by default: 2-finger scrolling, 2-finger zoom (pinch) |
| | Four launch buttons (Browser, wireless on/off, calculator, and mute volume) |
| Power requirements | AC adapter with localized cable plug support (3-wire plug with ground pin, supports 3-pin DC connector): |
| | <ul style="list-style-type: none"> • 200W SLIM Smart AC Adapter • 150W SLIM Smart AC Adapter • 120W SLIM Smart AC Adapter |
| | 8-cell 2.8 Ah (83 Wh) Li-ion battery |
| | 8-cell 2.8 Ah (75 Wh) Li-ion battery (1000 cycle 3 yr. warranty) |
| | Support for 9-cell (73 Wh) polymer HP ST09 Extended Life Battery (does not support HP Fast Charge) |
| | Support for 9-cell (100 Wh) cylindrical HP BB09 Ultra-Capacity Extended Life Battery (does not support HP Fast Charge) |
| | HP Fast Charge Technology |
| Security | Integrated fingerprint reader |
| | Full volume encryption |
| | Integrated smart card reader |
| | Security cable slot |
| | Trusted Platform Module (TPM) V.1.2 |
| | Preboot authentication (password, smart card) |
| Operating system | Preinstalled operating systems: |
| | Windows 7 Professional 64 |
| | Windows 7 Professional 32 |
| | Windows 7 Home Premium 64 |
| | FreeDOS |
| | Microsoft® Office preinstalled with operating system: |

| Category | Description |
|-----------------------|---|
| | Windows 7 Professional 32 with Microsoft® Office 2010 Starter |
| | Windows 7 Professional 64 with Microsoft Office 2010 Starter |
| | Web download: |
| | SRDVD Red Hat Enterprise Linux (RHEL) |
| | SRDVD SuSE Linux Enterprise (SLED) |
| Restore Media: | |
| | Windows 7 Professional 64 |
| | Windows 7 Professional 32 |
| | Windows 7 Home Premium 64 |
| | DRDVD Windows 7 |
| | Windows XP Professional 64 (available to service only) |
| | Web-only support: |
| | Windows XP Professional 32 |
| | Windows XP Professional 64 |
| | Windows 7 Enterprise 32 |
| | Windows 7 Enterprise 64 |
| | Windows 7 Ultimate 32 |
| | Windows 7 Ultimate 64 |
| | Certified: |
| | Microsoft WHQL |
| | SuSE Linux Enterprise (SLED) SP2 64 bit |
| | Red Hat Enterprise Linux (RHEL) 6.x 64 bit |
| Serviceability | End-user replaceable parts: |
| | AC adapter |
| | Battery (system) |
| | Hard drive/SSD |
| | Memory module |
| | Optical drive |
| | Mini-PCI components (WLAN, WWAN, SIM) |
| | Keyboard |

2 External Component Identification

Top









TouchPad



| Component | | Description |
|-----------|------------------------------|---|
| (1) | Left pointing stick button | Functions like the left button on an external mouse. |
| (2) | Center pointing stick button | Functions like the center button on an external mouse. |
| (3) | Pointing stick | Moves the pointer and selects or activates items on the screen. |
| (4) | Right pointing stick button | Functions like the right button on an external mouse. |
| (5) | Right TouchPad button | Functions like the right button on an external mouse. |
| (6) | Center TouchPad button | Functions like the center button on an external mouse. |
| (7) | Left TouchPad button | Functions like the left button on an external mouse. |
| (8) | TouchPad zone | Moves the pointer and selects or activates items on the screen. |
| (9) | TouchPad on/off button | Turns the TouchPad on and off when it is double-tapped. |




Lights






| Component | Description |
|---|--|
| (1)  | <ul style="list-style-type: none"> Amber: The TouchPad is off. Off: The TouchPad is on. |
| (2)  | On: Caps lock is on. |
| (3)  | <ul style="list-style-type: none"> On: The computer is on. Blinking: The computer is in the Sleep state. Off: The computer is off or in Hibernation. |
| (4)  | On: Num Lk is on. |
| (5)  | <ul style="list-style-type: none"> White: An integrated wireless device, such as a wireless local area network (WLAN) device and/or a Bluetooth® device, is on. Amber: All wireless devices are off. |
| (6)  | <ul style="list-style-type: none"> Amber: Computer sound is off. Off: Computer sound is on. |
| (7)  | <ul style="list-style-type: none"> On: The computer is on. Off: The computer is off or in Hibernation. |
| (8)  | <ul style="list-style-type: none"> On: The calculator function is on. Blinking: The calculator has been activated. |

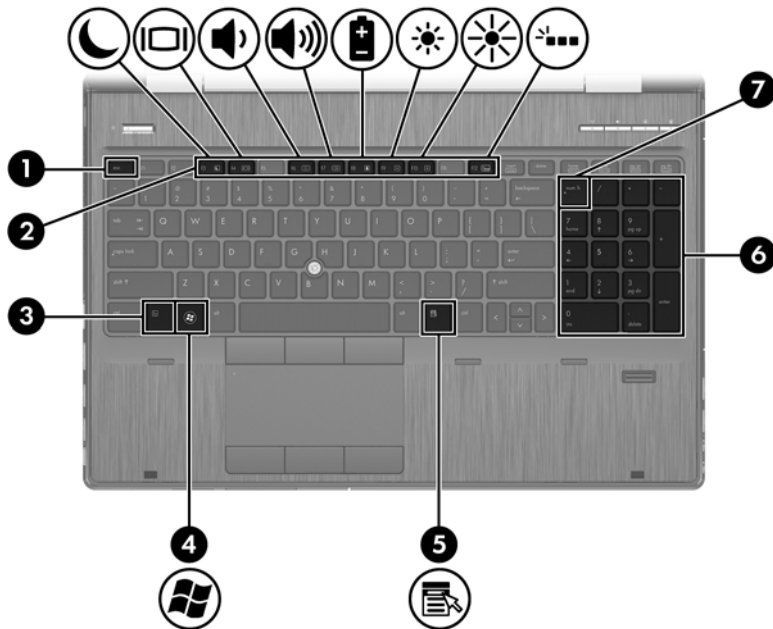
Buttons and fingerprint reader (select models only)





| Component | Description |
|--|--|
| (1)  Power button | <ul style="list-style-type: none"> • When the computer is off, press the button to turn on the computer. • When the computer is on, press the button briefly to initiate Sleep. • When the computer is in the Sleep state, press the button briefly to exit Sleep. • When the computer is in Hibernation, press the button briefly to exit Hibernation. <p>CAUTION: Pressing and holding down the power button will result in the loss of unsaved information.</p> <p>If the computer has stopped responding and Microsoft® Windows® shutdown procedures are ineffective, press and hold the power button for at least 5 seconds to turn off the computer.</p> <p>To learn more about your power settings:</p> <ul style="list-style-type: none"> • Select Start > Control Panel > System and Security > Power Options. • For more information, see the <i>HP Notebook Reference Guide</i>. |
| (2)  Wireless button | Turns the wireless feature on or off but does not establish a wireless connection. |
| (3)  Volume mute button | Mutes and restores speaker sound. |

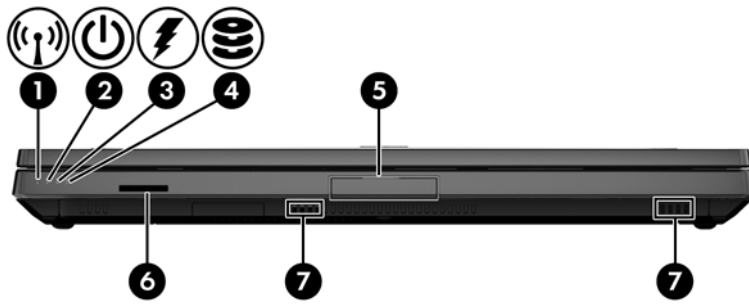
| Component | | Description |
|------------------|---|--|
| (4) |  Web browser button | When Windows is running, press the button to open the default Web browser. |
| (5) |  Calculator button | Activates the calculator function. |
| (6) |  Fingerprint reader (select models only) | Allows a fingerprint logon to Windows, instead of a password logon. |
| (7) | TouchPad on/off button | Turns the TouchPad on and off when it is double-tapped. |





Keys



| Component | Description |
|--|---|
| (1) <code>esc</code> key | Displays system information when pressed in combination with the <code>fn</code> key. |
| (2) Function keys | Execute frequently used system functions when pressed in combination with the <code>fn</code> key. . NOTE: <code>fn12</code> is for models with backlit keyboards. |
| (3) <code>fn</code> key | Executes frequently used system functions when pressed in combination with a function key, the <code>num lk</code> key, the <code>esc</code> key, or other keys. |
| (4)  Windows logo key | Displays the Windows Start menu. |
| (5)  Windows applications key | Displays a shortcut menu for items beneath the cursor. |
| (6) Integrated numeric keypad | When <code>num lk</code> has been enabled, it can be used like an external numeric keypad. To alternate between this numeric function and the navigational function (indicated by the directional arrows on the keys), press the <code>num lk</code> key. |
| (7) <code>num lk</code> key | Alternates between the navigational and numeric functions on the integrated numeric keypad. |

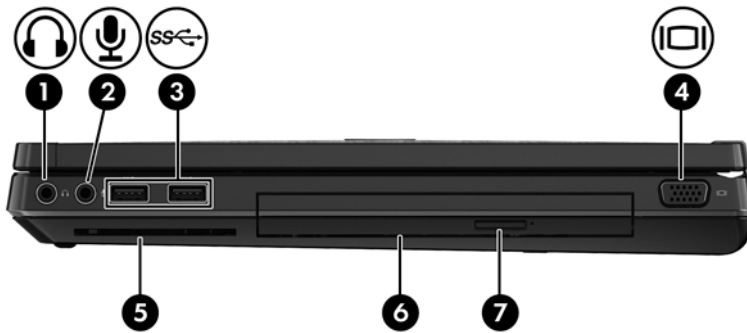
Front







| Component | Description |
|--|---|
| (1)  Wireless light | Turns the wireless feature on or off but does not establish a wireless connection. |
| (2)  Power light | <ul style="list-style-type: none"> On: The computer is on. Blinking: The computer is in the Sleep state. Off: The computer is off or in Hibernation. |
| (3)  AC adapter/Battery light | <ul style="list-style-type: none"> Amber: The computer is connected to external power and the battery is charged from 0 to 90 percent. White: The computer is connected to external power and the battery is charged from 90 to 99 percent. Blinking amber: A battery that is the only available power source has reached a low battery level. When the battery reaches a critical battery level, the battery light begins blinking rapidly. Off: The battery is fully charged. |
| (4)  Hard drive light | <ul style="list-style-type: none"> Blinking white: The hard drive is being accessed. Amber: HP 3D DriveGuard has temporarily parked the hard drive. <p>NOTE: For information on HP 3D DriveGuard, see the <i>HP Notebook Reference Guide</i>.</p> |
| (5) Display release latch | Opens the computer. |

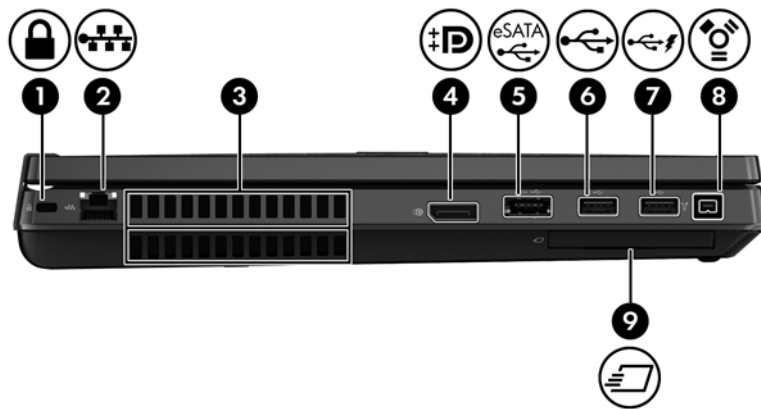
| Component | Description |
|-----------------------|---|
| (6) Media Card Reader | Supports the following digital card formats: <ul style="list-style-type: none"><li data-bbox="938 275 1139 302">• MultiMediaCard<li data-bbox="938 323 1262 350">• MultiMediaCardplus (MMC+)<li data-bbox="938 371 1214 399">• Secure Digital (SD) Card<li data-bbox="938 420 1283 447">• Secure Digital HC (SDHC) Card<li data-bbox="938 468 1278 495">• Secure Digital XC (SDXC) Card |
| (7) Speakers (2) | Produce SRS Premium Sound (select models only). NOTE: To use the SRS Premium Sound software, select Start > All Programs > SRS Premium Sound . |









Right



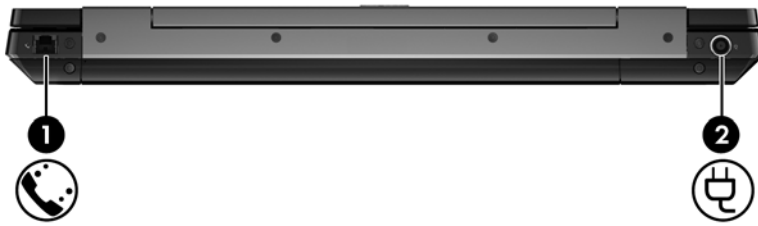
| Component | Description |
|--|--|
| <p>(1)  Audio-out (headphone) jack</p> | <p>Produces sound when connected to optional powered stereo speakers, headphones, earbuds, a headset, or television audio.</p> <p>WARNING! To reduce the risk of personal injury, adjust the volume before putting on headphones, earbuds, or a headset. For additional safety information, see the <i>Regulatory, Safety, and Environmental Notices</i>.</p> <p>NOTE: When a device is connected to the jack, the computer speakers are disabled.</p> |
| <p>(2)  Audio-in (microphone) jack</p> | <p>Connects an optional computer headset microphone, stereo array microphone, or monaural microphone.</p> |
| <p>(3)  USB 3.0 ports (2)</p> | <p>Connect optional USB 3.0 compatible devices and provide enhanced USB power performance.</p> |
| <p>(4)  External monitor port</p> | <p>Connects an external VGA monitor or projector.</p> |
| <p>(5) Smart card reader</p> | <p>Supports optional smart cards.</p> |
| <p>(6) Upgrade bay (optical drive shown)</p> | <p>The upgrade bay can hold a protective insert, a hard drive, or an optical drive that reads an optical disc.</p> <p>NOTE: On select models, the optical drive also writes to an optical disc.</p> |
| <p>(7) Optical drive eject button (select models only)</p> | <p>Releases the disc tray.</p> |



Left



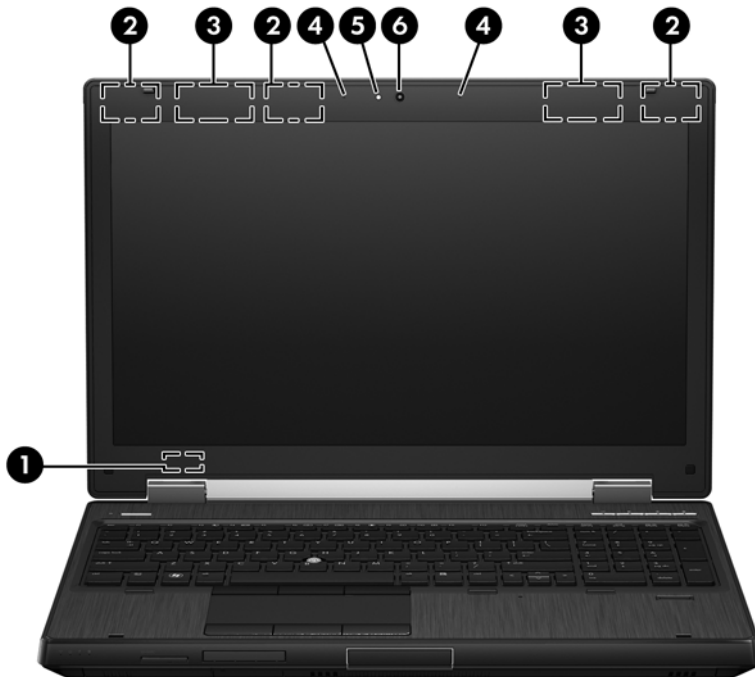
| Component | Description |
|---|--|
| (1)  | Security cable slot Attaches an optional security cable to the computer. NOTE: The security cable is designed to act as a deterrent, but it may not prevent the computer from being mishandled or stolen. |
| (2)  | RJ-45 (network) jack Connects a network cable. |
| (3) | Vents (2) Enable airflow to cool internal components. NOTE: The computer fan starts up automatically to cool internal components and prevent overheating. It is normal for the internal fan to cycle on and off during routine operation. |
| (4)  | DisplayPort Connects an optional digital display device, such as a high-performance monitor or projector. |
| (5)  | eSATA/USB 2.0 combo port Connects an optional high-performance eSATA component, such as an eSATA external hard drive, or connects an optional USB device. |
| (6)  | USB 2.0 port Connects an optional USB device. For more information about USB devices, see the <i>HP Notebook Reference Guide</i> . |
| (7)  | USB charging port Connects an optional USB 2.0 compatible device |
| (8)  | 1394 port Connects an optional IEEE 1394 or 1394a device, such as a camcorder. |
| (9)  | HP ExpressCard slot Supports optional ExpressCards. |

Rear



| Component | | Description |
|---|--------------------|-------------------------|
| (1)  | RJ-11 (modem) jack | Connects a modem cable. |
| (2)  | Power connector | Connects an AC adapter. |

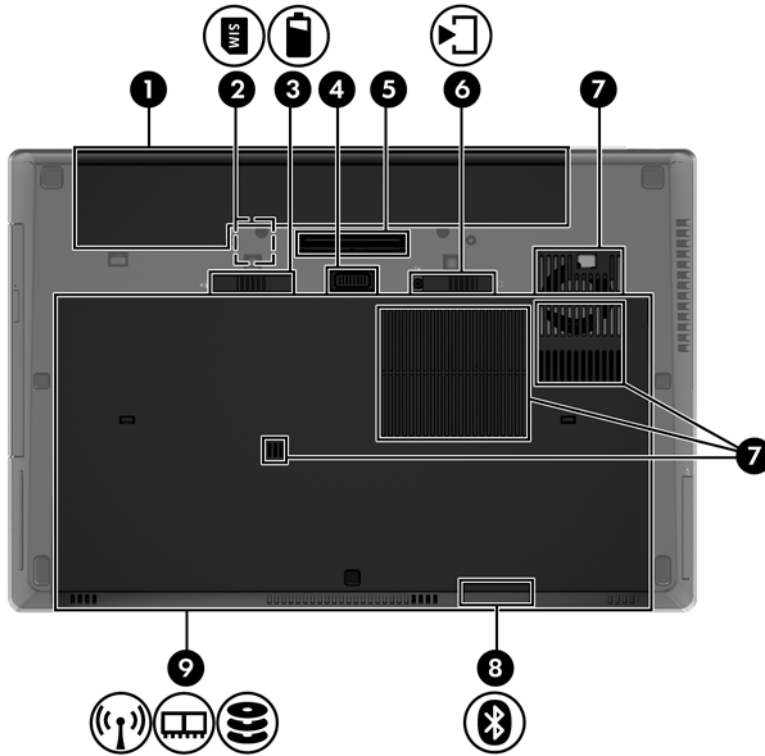
Display







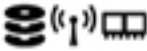
| Component | Description |
|---------------------------------------|--|
| (1) Internal display switch | Turns off the display or initiates Sleep if the display is closed while the power is on. NOTE: The display switch is not visible from the outside of the computer. |
| (2) WLAN antennas (3)* | Send and receive wireless signals to communicate with wireless local area networks (WLAN). |
| (3) WWAN antennas (2)* | Send and receive wireless signals to communicate with wireless wide area networks (WWAN). |
| (4) Internal microphones (2) | Record sound. |
| (5) Webcam light (select models only) | On: The webcam is in use. |
| (6) Webcam (select models only) | Records video and captures still photographs. To use the webcam, select Start > All Programs > Communication and Chat > HP Webcam . |

*The antennas are not visible from the outside of the computer. For optimal transmission, keep the areas immediately around the antennas free from obstructions. To see wireless regulatory notices, see the section of the *Regulatory, Safety, and Environmental Notices* that applies to your country or region. These notices are located in Help and Support.

Bottom



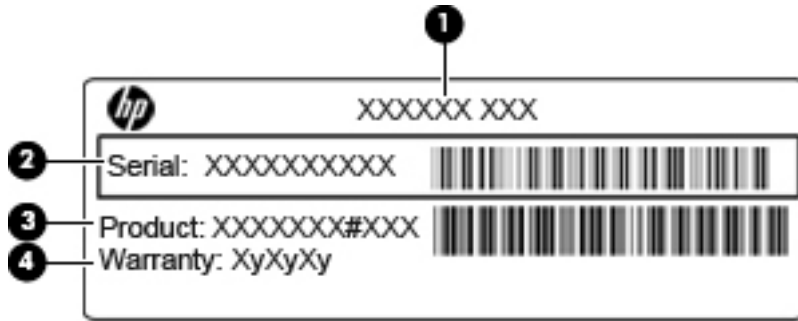
| Component | Description |
|---|--|
| (1) | Battery bay Holds the battery. |
| (2)  | SIM slot Supports a wireless subscriber identity module (SIM). The SIM slot is located inside the battery bay. |
| (3)  | Battery release latch Releases the battery. |
| (4) | Accessory battery connector Connects an optional accessory battery. |
| (5) | Docking connector Connects an optional docking device. |
| (6)  | Service door release latch Releases the service door from the computer. |
| (7) | Vents (4) Enable 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. |

| Component | Description |
|---|---|
| (8)  | Bluetooth compartment Contains a Bluetooth device (select models only). |
| (9)  | Service door Provides access to the hard drive, the wireless LAN (WLAN) module slot, the WWAN module slot, and the memory module slots. CAUTION: To prevent an unresponsive system, replace the wireless module only with a wireless module authorized for use in the computer by the governmental agency that regulates wireless devices in your country or region. If you replace the module and then receive a warning message, remove the module to restore computer functionality, and then contact technical support through Help and Support. |

3 Illustrated parts catalog

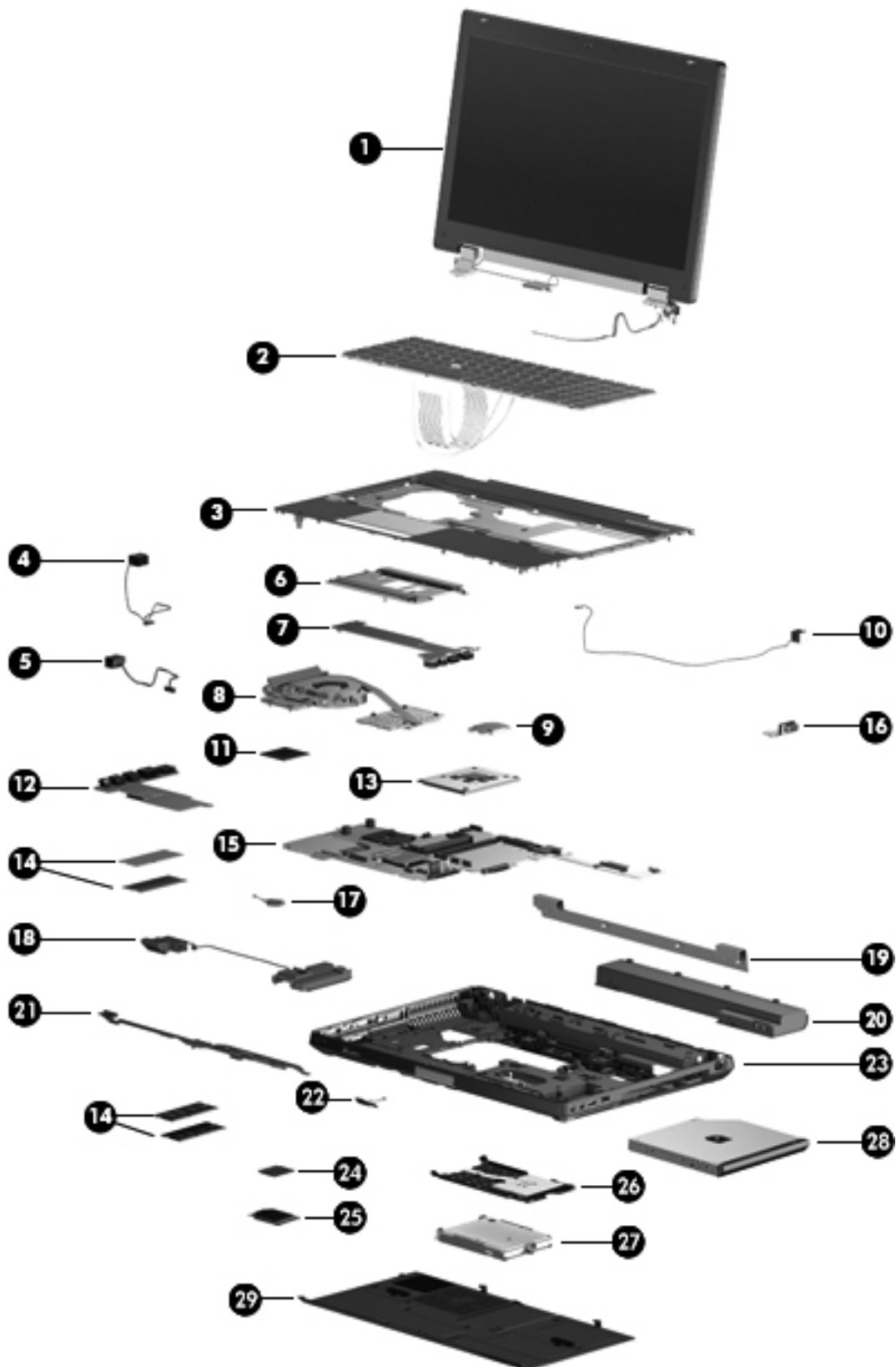
Service tag

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



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

Computer major components



| Item | Description | Spare part number |
|-------------|--|--------------------------|
| (1) | 39.6-cm (15.6 in) FHD RGB UWVA LCD display assembly with DreamColor | |
| | For use in computer models without webcams | 653277-001 |
| | For use in computer models with webcams | 653278-001 |
| (2) | Keyboard with pointing stick (includes pointing stick and pointing stick cable) | |
| | For use in Belgium | 652682-A41 |
| | Backlit keyboard, for use in Belgium | 652683-A41 |
| | For use in Brazil | 652682-201 |
| | For use in Bulgaria | 652682-261 |
| | Backlit keyboard, for use in Bulgaria | 652683-261 |
| | For use in the Czech Republic and Slovakia | 652682-A81 |
| | Backlit keyboard, for use in the Czech Republic and Slovakia | 652683-A81 |
| | For use in Denmark | 652682-081 |
| | Backlit keyboard, for use in Denmark | 652683-081 |
| | For use in France | 652682-051 |
| | Backlit keyboard, for use in France | 652683-051 |
| | For use in French Canada | 652682-121 |
| | Backlit keyboard, for use in French Canada | 652683-121 |
| | For use in Germany | 652682-041 |
| | Backlit keyboard, for use in Germany | 652683-041 |
| | For use in Greece | 652682-DJ1 |
| | Backlit keyboard, for use in Greece | 652683-DJ1 |
| | For use in Hungary | 652682-211 |
| | Backlit keyboard, for use in Hungary | 652683-211 |
| | For use in Iceland | 652682-DD1 |
| | Backlit keyboard, for use in Iceland | 652683-DD1 |
| | For use in Israel | 652682-BB1 |
| | Backlit keyboard, for use in Israel | 652683-BB1 |
| | For use in Italy | 652682-061 |
| | Backlit keyboard, for use in Italy | 652683-061 |
| | For use in Japan | 652682-291 |
| | For use in Latin America | 652682-161 |
| | Backlit keyboard, for use in Latin America | 652683-161 |

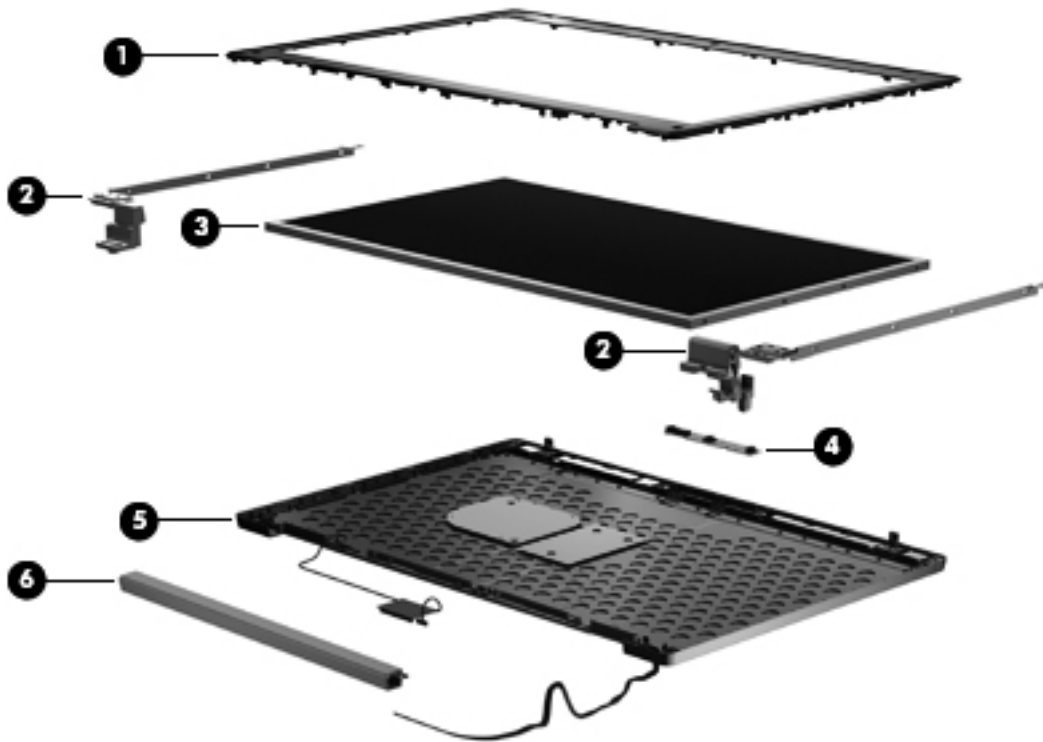
| Item | Description | Spare part number |
|-------------|--|--------------------------|
| | For international use | 652682-B31 |
| | Backlit keyboard, for international use | 652683-B31 |
| | For use in Norway | 652682-091 |
| | Backlit keyboard, for use in Norway | 652683-091 |
| | For use in Portugal | 652682-131 |
| | Backlit keyboard, for use in Portugal | 652683-131 |
| | For use in Russia | 652682-251 |
| | Backlit keyboard, for use in Russia | 652683-251 |
| | For use in Saudi Arabia | 652682-171 |
| | Backlit keyboard, for use in Saudi Arabia | 652683-171 |
| | For use in Slovenia | 652682-BA1 |
| | Backlit keyboard, for use in Slovenia | 652683-BA1 |
| | For use in South Korea | 652682-AD1 |
| | Backlit keyboard, for use in South Korea | 652683-AD1 |
| | For use in Spain | 652682-071 |
| | Backlit keyboard, for use in Spain | 652683-071 |
| | For use in Sweden and Finland | 652682-B71 |
| | Backlit keyboard, for use in Sweden and Finland | 652683-B71 |
| | For use in Switzerland | 652682-BG1 |
| | Backlit keyboard, for use in Switzerland | 652683-BG1 |
| | For use in Taiwan | 652682-AB1 |
| | Backlit keyboard, for use in Taiwan | 652683-AB1 |
| | For use in Thailand | 652682-281 |
| | Backlit keyboard, for use in Thailand | 652683-281 |
| | For use in Turkey | 652682-141 |
| | Backlit keyboard, for use in Turkey | 652683-141 |
| | For use in the United Kingdom | 652682-031 |
| | Backlit keyboard, for use in the United Kingdom | 652683-031 |
| | For use in the United States | 652682-001 |
| | Backlit keyboard, for use in the United States | 652683-001 |
| (3) | Top cover (includes TouchPad button and bracket) | 690645-001 |
| (4) | Power connector (included in the cable kit, spare part number 690623-001. For information about cable kit contents, see Cable kit on page 29.) | |

| Item | Description | Spare part number |
|-------------|---|--------------------------|
| (5) | RJ-45 (network) jack (included in the cable kit, spare part number 690623-001. For information about cable kit contents, see Cable kit on page 29 .) | |
| (6) | TouchPad button board (included with top cover, spare part number 690645-001) | |
| (7) | Audio/USB 3.0 board | 690636-001 |
| (8) | Fan and heat sink assembly | |
| | For use in computers with AMD FirePro M4000 graphics cards | 690628-001 |
| | use in computers with NVIDIA Quadro K2000M graphics cards | 690630-001 |
| | For use in computers with NVIDIA Quadro K1000M graphics cards | 690629-001 |
| (9) | Modem module (56k v.92 MDC data/fax modem) | 628824-001 |
| (10) | RJ-11 (modem) jack (included in the cable kit, spare part number 690623-001. For information about cable kit contents, see Cable kit on page 29 .) | |
| (11) | Processor | |
| | i7-3820QM, 2.70 GHz (Turbo up to 3.70 GHz), quad-core processor, 1600 MHz, 8 MB L3 Cache, 8 threads, 45W | 681284-002 |
| | i7-3720QM, 2.60GHz (Turbo up to 3.60 GHz), quad-core processor, 1600 MHz, 6 MB L3 Cache, 8 threads, 45W | 681283-002 |
| | i7-3610QM, 2.30 GHz (Turbo up to 3.30 GHz), quad-core processor 1600 bMHz, 6MB L3 Cache, 8 threads, 45W | 680646-002 |
| | i7-3520M, 2.90GHz (Turbo up to 3.60 GHz), dual-core processor, 1600 MHz, 4MB L3 Cache, 4 threads, 35W | 681954-002 |
| | i5-3360M, 2.80 GHz (Turbo up to 3.50 GHz), dual-core processor, 1600 MHz, 3 MB L3 Cache, 4 threads, 35W | 681953-002 |
| | i5-3320M, 2.60 GHz (Turbo up to 3.30 GHz), dual-core processor, 1600 MHz, 3 MB L3 Cache, 4 threads, 35W | 681952-002 |
| (12) | ExpressCard/USB 2.0 assembly board | 684793-001 |
| (13) | Graphics card (includes replacement thermal material) | |
| | NVIDIA Quadro K2000M (NVIDIA N14P-Q3 2GB DDR3) | 690637-001 |
| | NVIDIA Quadro K1000M (NVIDIA N14P-Q1 2GB DDR3) | 690638-001 |
| | AMD FirePro M4000 (Chelsea XT GL 1GB GDDR5) | 690639-001 |
| (14) | Memory modules | |
| | 8 GB (DDR3 1600 MHz PC3-12800) | 670034-001 |
| | 4 GB (DDR3 1600 MHz PC3-12800) | 641369-001 |
| | 2 GB (DDR3 1600 MHz PC3-12800) | 652972-001 |
| (15) | System board (includes replacement thermal material) | |

| Item | Description | Spare part number |
|-------------|---|--------------------------|
| | For use with dual-core processors in all countries except China and Russia | 690642-001 |
| | For use with quad-core processors in all countries except China and Russia | 690643-001 |
| | For use with dual-core processors in China and Russia only | 696440-001 |
| | For use with quad-core processors in China and Russia only | 696441-001 |
| (16) | VGA port | 690640-001 |
| (17) | RTC battery | 652650-001 |
| (18) | Speakers | 652669-001 |
| (19) | Logo nameplate | 652666-001 |
| (20) | Battery | |
| | 8-cell Li-ion 83-Wh battery | 632427-001 |
| | 8-cell Li-ion 75-Wh battery | 632425-001 |
| | 9-cell Li-ion 73-Wh extended life battery | 634089-001 |
| | 9-cell Li-ion 100-Wh ultra-capacity extended life battery | 634087-001 |
| (21) | Display latch | 652647-001 |
| (22) | Bluetooth module | 655792-001 |
| | NOTE: The Bluetooth module spare part kit does not include a Bluetooth module cable. The Bluetooth module cable is included in the cable kit, spare part number 690623-001. For information about cable kit contents, see Cable kit on page 29 . | |
| (23) | Base enclosure | 698946-001 |
| (24) | WLAN module | |
| | Intel Centrino Advanced N 6205,802.11 a/b/g/n 2x2 WiFi Adapter | 631954-001 |
| | Intel Centrino Ultimate-N 6300 802.11 a/b/g/n 3x3 WiFi Adapter | 572511-001 |
| | Broadcom 43228 802.11 a/b/g/n Wi-Fi 2x2 Adapter | 669832-001 |
| (25) | WWAN module | |
| | HP hs2350 HSPA+ Mobile Broadband Module | 668969-001 |
| | HP un2430 EV-DO/HSPA Mobile Broadband Module | 634400-001 |
| | HP lt2522 LTE/EV-DO Mobile Broadband Module | 675791-001 |
| | HP lt2523 LTE/HSPA+ Mobile Broadband Module | 675793-001 |
| (26) | Smart card reader (includes door and cable) | 652672-001 |
| (27) | Hard drive | |
| | 750 GB, 7200 rpm | 633252-001 |
| | 500 GB, 7200 rpm | 634925-001 |

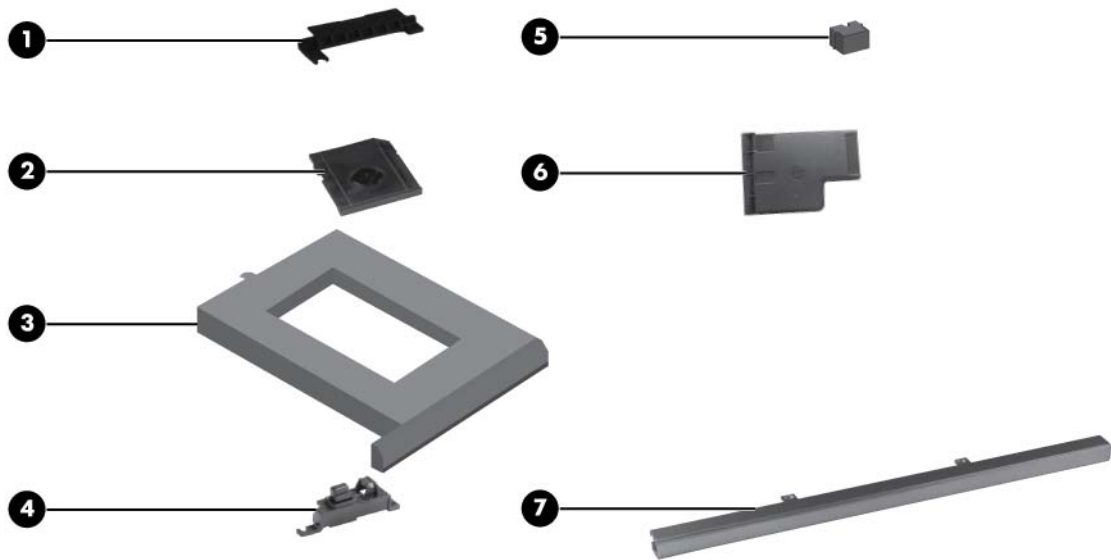
| Item | Description | Spare part number |
|-------------|--|--------------------------|
| | 500 GB, 7200 rpm , Self Encrypting hard drive (SED) | 683801-001 |
| | 320 GB, 7200 rpm, 7-mm | 634862-001 |
| | Solid-state drive | |
| | 256 GB SATA III solid-state drive (SSD) SED | 694683-001 |
| | 128 GB SATA III SSD | 653434-001 |
| | 180 GB SATA II SSD | 694684-001 |
| | 160 GB SATA II SSD | 694685-001 |
| | Hard Drive Hardware Kit (includes hard drive bracket and screws) | 644694-001 |
| (28) | Upgrade bay device | |
| | DVD-ROM Drive | 694687-001 |
| | DVD±RW and CD-RW SuperMulti DL Combo Drive | 694688-001 |
| | Blu-ray Disc ROM DVD±RW SuperMulti DL Combo Drive | 694689-001 |
| | Blu-ray Disc R/RE DVD±RW SuperMulti DL Drive | 694690-001 |
| | Upgrade bay bezel (not illustrated) | 655547-001 |
| (29) | Service door (with feet) | 652648-001 |
| | Cable kit (not illustrated). For information about cable kit contents, see Cable kit on page 29 . | 690623-001 |

Display components



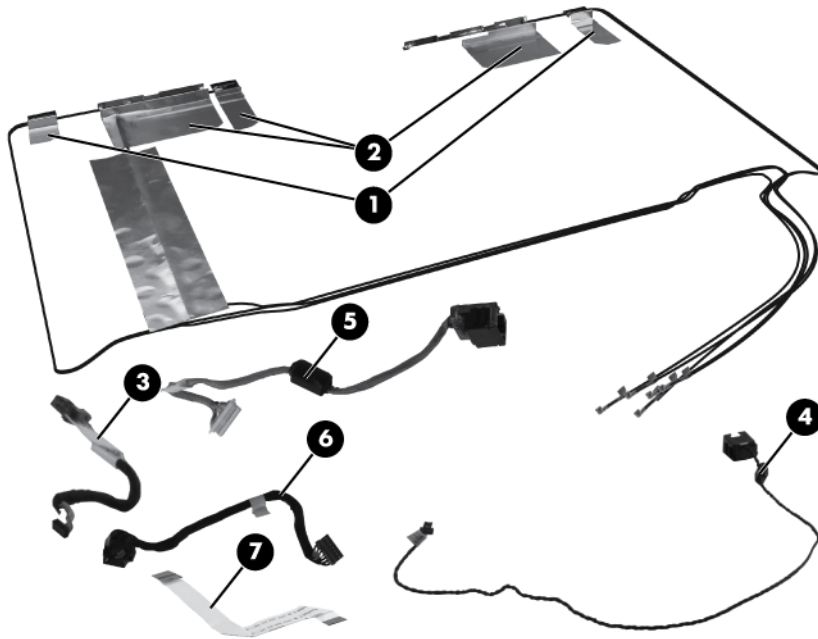
| Item | Description | Spare part number |
|------|--|-------------------|
| (1) | Display bezel | |
| | For use on computer models with a webcam | 690621-001 |
| | For use on computer models without a webcam | 690622-001 |
| (2) | Display hinges (includes left and right hinges) | 652646-001 |
| (3) | 39.6-cm (15.6 in) display panel | |
| | HD+ WVA display panel | 690644-001 |
| | FHD WVA display panel | 694681-001 |
| (4) | Webcam module | 699687-001 |
| (5) | Display cover (included in raw panel support kit, spare part number 690632-001) | |
| (6) | Cable routing tray (included with the plastics kit, spare part number 684794-001) | |
| | WLAN antennas and cables (not illustrated, included in the cable kit, spare part number 690623-001. For information about cable kit contents, see Cable kit on page 29.) | |
| | WWAN antennas and cables (not illustrated, included in the cable kit, spare part number 690623-001. For information about cable kit contents, see Cable kit on page 29.) | |

Plastics Kit



| Item | Description | Spare part number |
|----------------------|--|-------------------|
| Plastics Kit: | | 652664-001 |
| (1) | Battery cover | |
| (2) | SD Card blank | |
| (3) | Optical drive weight saver | |
| (4) | Display latch button | |
| (5) | RJ-11 jack cover | |
| (6) | ExpressCard blank | |
| (7) | Inverter cover (2 are included—one for models with DreamColor and one for models without DreamColor) | |

Cable kit



| Item | Description | Spare part number |
|------|------------------------|-------------------|
| | Cable kit: | 690623-001 |
| (1) | WWAN antenna | |
| (2) | WLAN antenna | |
| (3) | Bluetooth module cable | |
| (4) | RJ11 connector cable | |
| (5) | RJ45 connector cable | |
| (6) | Power connector cable | |
| (7) | TouchPad cable | |

Mass storage devices



| Item | Description | Spare part number |
|------------|---|-------------------|
| (1) | Optical drive | |
| | DVD±RW and CD-RW SuperMulti DL Combo Drive | 653020-001 |
| | Blu-ray Disc R/RE DVD±RW SuperMulti DL Drive | 653022-001 |
| | DVD-ROM Drive | 653019-001 |
| | Blu-ray Disc ROM DVD±RW SuperMulti DL Combo Drive | 653021-001 |
| | Hard drive bracket (included in the Hard Drive Hardware Kit, spare part number 644694-001) | |
| (2) | Hard drive | |
| | 750 GB, 7200 rpm | 633252-001 |
| | 500 GB, 7200 rpm | 634925-001 |
| | 500 GB, 7200 rpm , Self Encrypting hard drive (SED) | 683801-001 |
| | 320 GB, 7200 rpm, 7-mm | 634862-001 |
| | Hard Drive Hardware Kit (includes hard drive bracket and screws) | 644694-001 |
| | Solid-state drive (not shown) | |
| | 256 GB SATA III solid-state drive (SSD) SED | 694683-001 |
| | 128 GB SATA III SSD | 653434-001 |
| | 180 GB SATA II SSD | 694684-001 |

| Item | Description | Spare part number |
|-------------|--|--------------------------|
| | 160 GB SATA II SSD | 694685-001 |
| | Upgrade bay bezel (not illustrated, included in plastics kit, spare part number 684794-001) | |

Miscellaneous parts

| Description | Spare part number |
|---|-------------------|
| AC adapters | |
| 200-W AC adapter | 693708-001 |
| 150-W AC adapter | 693707-001 |
| 120-W AC adapter | 645156-001 |
| Power cords: | |
| For use in Argentina | 490371-D01 |
| For use in Australia | 490371-011 |
| For use in Brazil | 490371-202 |
| For use in Bulgaria | 490371-021 |
| For use in Denmark | 490371-081 |
| For use in India | 490371-D61 |
| For use in Israel | 490371-BB1 |
| For use in Japan | 490371-291 |
| For use in the People's Republic of China | 490371-AA1 |
| For use in South Africa | 490371-AR1 |
| For use in South Korea | 490371-AD1 |
| For use in Switzerland | 490371-111 |
| For use in Taiwan | 490371-AB1 |
| For use in Thailand | 490371-201 |
| For use in the United Kingdom and Singapore | 490371-031 |
| For use in the United States | 490371-001 |
| Power cord for use in North America (3-prong) | 491683-001 |
| Power cord for use in Australia (3-prong) | 491683-011 |
| Power cord for use in Europe, the Middle East, and Africa (3-prong) | 491683-021 |
| Power cord for use in the United Kingdom and Singapore (3-prong) | 491683-031 |
| Power cord for use in Denmark (3-prong) | 491683-081 |
| Power cord for use in Switzerland (3-prong) | 491683-111 |
| Power cord for use in Thailand (3-prong) | 491683-201 |
| Power cord for use in Brazil (3-prong)(3-prong) | 491683-202 |
| Power cord for use in Japan (3-prong) | 491683-291 |

| Description | Spare part number |
|--|--------------------------|
| Power cord for use in the People's Republic of China (3-prong) | 491683-AA1 |
| Power cord for use in Taiwan (3-prong) | 491683-AB1 |
| Power cord for use in India (3-prong) | 491683-D61 |
| Power cord for use in Saudi Arabia (3-prong) | 491683-171 |
| Power cord for use in South Korea (3-prong) | 491683-AD1 |
| Power cord for use in South Africa (3-prong) | 491683-AR1 |
| Power cord for use in Israel (3-prong) | 491683-BB1 |
| Power cord for use in Argentina (3-prong) | 491683-D01 |
| Power cord for use in Asia Pacific (3-prong) | 491683-D91 |
| Rubber Kit (includes rubber feet and rubber screw covers) | 652663-001 |
| Mouse | 390632-001 |
| Optical travel mouse | 434594-001 |
| Notebook combination lock | 591699-001 |
| Case , professional slim top load | 592923-001 |
| Screw Kit | 652661-001 |

Sequential part number listing

| Spare part number | Description |
|--------------------------|---|
| 390632-001 | Mouse |
| 434594-001 | Optical travel mouse |
| 490371-001 | Power cord for use in North America (3-pin) |
| 490371-011 | Power cord for use in Australia (3-pin) |
| 490371-021 | Power cord for use in Europe, the Middle East, and Africa (3-pin) |
| 490371-031 | Power cord for use in the United Kingdom and Singapore (3-pin) |
| 490371-081 | Power cord for use in Denmark (3-pin) |
| 490371-111 | Power cord for use in Switzerland (3-pin) |
| 490371-201 | Power cord for use in Thailand (3-pin) |
| 490371-202 | Power cord for use in Brazil (3-pin) |
| 490371-291 | Power cord for use in Japan (3-pin) |
| 490371-AA1 | Power cord for use in the People's Republic of China (3-pin) |
| 490371-AB1 | Power cord for use in Taiwan (3-pin) |
| 490371-AD1 | Power cord for use in South Korea (3-pin) |
| 490371-AR1 | Power cord for use in South Africa (3-pin) |
| 490371-BB1 | Power cord for use in Israel (3-pin) |
| 490371-D01 | Power cord for use in Argentina (3-pin) |
| 490371-D61 | Power cord for use in India (3-pin) |
| 490371-D91 | Power cord for use in AsiaPacific (3-pin) |
| 491683-001 | Power cord for use in North America (3-prong) |
| 491683-011 | Power cord for use in Australia (3-prong) |
| 491683-021 | Power cord for use in Europe, the Middle East, and Africa (3-prong) |
| 491683-031 | Power cord for use in the United Kingdom and Singapore (3-prong) |
| 491683-081 | Power cord for use in Denmark (3-prong) |
| 491683-111 | Power cord for use in Switzerland (3-prong) |
| 491683-171 | Power cord for use in Saudi Arabia (3-prong) |
| 491683-201 | Power cord for use in Thailand (3-prong) |
| 491683-202 | Power cord for use in Brazil (3-prong) |
| 491683-291 | Power cord for use in Japan (3-prong) |
| 491683-AA1 | Power cord for use in the People's Republic of China (3-prong) |

| Spare part number | Description |
|--------------------------|---|
| 491683-AB1 | Power cord for use in Taiwan (3-prong) |
| 491683-AD1 | Power cord for use in South Korea (3-prong) |
| 491683-AR1 | Power cord for use in South Africa (3-prong) |
| 491683-BB1 | Power cord for use in Israel (3-prong) |
| 491683-D01 | Power cord for use in Argentina (3-prong) |
| 491683-D61 | Power cord for use in India (3-prong) |
| 491683-D91 | Power cord for use in Asia Pacific (3-prong) |
| 572511-001 | Intel Centrino Ultimate-N 6300 802.11 3x3 a/g/n WiFi Adapter |
| 591699-001 | Notebook combination lock |
| 592923-001 | Case, professional slim top load |
| 626729-002 | HP Keyed cable lock |
| 628824-001 | 56k v.92 MDC data/fax modem module |
| 631954-001 | Intel Centrino Advanced N 6205, 2x2 a/b/g/n WiFi Adapter |
| 632425-001 | 8-cell, 2.8-Ah (75-Wh) Li-ion battery |
| 632427-001 | 8-cell, 2.8-Ah (83-Wh) Li-ion battery |
| 633252-001 | 750 GB, 7200 rpm hard drive (includes hard drive bracket and screws) |
| 634087-001 | 9-cell, 3.0-Ah (100-Wh) Li-ion ultra-capacity extended life battery |
| 634089-001 | 9-cell, 2.8-Ah (73-Wh) Li-ion extended life battery |
| 634400-001 | HP un2430 EV-DO/HSPA Mobile Broadband Module |
| 634862-001 | 320 GB, 7200 rpm hard drive (includes hard drive bracket and screws) |
| 634925-001 | 500 GB, 7200 rpm hard drive (includes hard drive bracket and screws) |
| 641369-001 | 4 GB PC3-12800, 1600 MHz, DDR3 |
| 644694-001 | Hard Drive Hardware Kit |
| 647600-001 | Board, MIC B series |
| 652646-001 | Display hinges (includes left and right hinges) |
| 652647-001 | Display latch with hook |
| 652648-001 | Service door |
| 652650-001 | RTC battery |
| 652657-001 | Display hinge covers (for use on computer models without DreamColor displays) |
| 652661-001 | Screw Kit |
| 652663-001 | Rubber Kit (includes rubber feet and rubber screw covers) |
| 652666-001 | Logo nameplate |

| Spare part number | Description |
|--------------------------|--|
| 652669-001 | Speakers |
| 652672-001 | Smart card reader (includes door and cable) |
| 652684-001 | Pointing stick cover |
| 652685-001 | PCH thermal material |
| 652687-001 | Smart card bracket |
| 652972-001 | 2 GB PC3-12800, 1600 MHz, DDR3 |
| 655547-001 | Drive upgrade bay |
| 655792-001 | HP Integrated Module with Bluetooth 2.1 Wireless Technology |
| 668969-001 | HP hs2350 HSPA+ Mobile Broadband Module |
| 669832-001 | Broadcom 43228 802.11a/b/g/n 2x2 Wi-Fi Adapter |
| 670034-001 | 8 GB PC3-12800, 1600 MHz, DDR3 |
| 675791-001 | HP lt2522 LTE/EV-DO Mobile Broadband Module |
| 675793-001 | HP lt2523 LTE/HSPA+ Mobile Broadband Module |
| 680646-002 | i7-3610QM, 2.30 GHz (Turbo up to 3.30 GHz), quad-core processor 1600 MHz, 6MB L3 Cache, 8 threads, 45W |
| 681283-002 | i7-3720QM, 2.60GHz (Turbo up to 3.60 GHz), quad-core processor, 1600 MHz, 6 MB L3 Cache, 8 threads, 45W |
| 681284-002 | i7-3820QM, 2.70 GHz (Turbo up to 3.70 GHz), quad-core processor, 1600 MHz, 8 MB L3 Cache, 8 threads, 45W |
| 681952-002 | i5-3320M, 2.60 GHz (Turbo up to 3.30 GHz), dual-core processor, 1600 MHz, 3 MB L3 Cache, 4 threads, 35W |
| 681953-002 | i5-3360M, 2.80 GHz (Turbo up to 3.50 GHz), dual-core processor, 1600 MHz, 3 MB L3 Cache, 4 threads, 35W |
| 681954-002 | i7-3520M, 2.90GHz (Turbo up to 3.60 GHz), dual-core processor, 1600 MHz, 4MB L3 Cache, 4 threads, 35W |
| 683801-001 | 500 GB, 7200 rpm , Self Encrypting hard drive (SED) |
| 684793-001 | ExpressCard/54 slot |
| 684794-001 | Plastics kit |
| 690621-001 | Display bezel for use on computer models with a webcam |
| 690622-001 | Display bezel for use on computer models without a webcam |
| 690623-001 | Cable kit |
| 690624-001 | LCD cable kit |
| 690626-001 | 39.6 cm (15.6 in) FHD AG RGB LED UWVA Dream Color with webcam |
| 690627-001 | 39.6 cm (15.6 in) FHD AG RGB LED UWVA Dream Color |

| Spare part number | Description |
|--------------------------|---|
| 690628-001 | Fan and heat sink assembly for use in computers with AMD FirePro M4000 graphics cards |
| 690629-001 | Fan and heat sink assembly for use in computers with NVIDIA Quadro K1000M graphics cards |
| 690630-001 | Fan and heat sink assembly for use in computers with NVIDIA Quadro K2000M graphics cards |
| 690631-001 | Integrated fingerprint reader |
| 690632-001 | Raw Panel Support Kit |
| 690633-001 | Battery Latch Kit |
| 690634-001 | Power button board |
| 690635-001 | Function button board |
| 690636-001 | Audio/USB 3.0 board |
| 690637-001 | NVIDIA Quadro K2000M (NVIDIA N14P-Q3 2GB DDR3) graphics card |
| 690638-001 | NVIDIA Quadro K1000M (NVIDIA N14P-Q1 2GB DDR3) graphics card |
| 690639-001 | AMD FirePro M4000 (Chelsea XT GL 1GB GDDR5) graphics card |
| 690640-001 | VGA (Dsub 15-pin) port |
| 690641-001 | I/O board |
| 690642-001 | System board (includes replacement thermal material and VGA support bracket) for use with dual-core processors in all countries except China and Russia |
| 690643-001 | System board (includes replacement thermal material and VGA support bracket) for use with quad-core processors in all countries except China and Russia |
| 690644-001 | 39.6 cm (15.6 in) High-Definition Plus (HD+) AntiGlare (AG) LED WVA |
| 690645-001 | Top cover (includes TouchPad button and bracket) |
| 690647-001 | Full-size backlit keyboard with separate numeric keypad and TouchPad scroll zone for use in the United States |
| 690647-031 | Full-size backlit keyboard with separate numeric keypad and TouchPad scroll zone for use in the United Kingdom |
| 690647-041 | Full-size backlit keyboard with separate numeric keypad and TouchPad scroll zone for use in Germany |
| 690647-051 | Full-size backlit keyboard with separate numeric keypad and TouchPad scroll zone for use in France |
| 690647-061 | Full-size backlit keyboard with separate numeric keypad and TouchPad scroll zone for use in Italy |
| 690647-081 | Full-size backlit keyboard with separate numeric keypad and TouchPad scroll zone for use in Denmark |
| 690647-091 | Full-size backlit keyboard with separate numeric keypad and TouchPad scroll zone for use in Norway |
| 690647-161 | Full-size backlit keyboard with separate numeric keypad and TouchPad scroll zone for use in Latin America |
| 690647-251 | Full-size backlit keyboard with separate numeric keypad and TouchPad scroll zone for use in Russia |
| 690647-281 | Full-size backlit keyboard with separate numeric keypad and TouchPad scroll zone for use in Thailand |
| 690647-A41 | Full-size backlit keyboard with separate numeric keypad and TouchPad scroll zone for use in Europe |
| 690647-AB1 | Full-size backlit keyboard with separate numeric keypad and TouchPad scroll zone for use in Taiwan |

| Spare part number | Description |
|--------------------------|---|
| 690647-AD1 | Full-size backlit keyboard with separate numeric keypad and TouchPad scroll zone for use in Korea |
| 690647-B31 | Full-size backlit keyboard with separate numeric keypad and TouchPad scroll zone for use internationally |
| 690647-B71 | Full-size backlit keyboard with separate numeric keypad and TouchPad scroll zone for use in Sweden and Finland |
| 690647-BG1 | Full-size backlit keyboard with separate numeric keypad and TouchPad scroll zone for use in Switzerland |
| 690647-D61 | Full-size backlit keyboard with separate numeric keypad and TouchPad scroll zone for use in India |
| 690647-DB1 | Full-size backlit keyboard with separate numeric keypad and TouchPad scroll zone for use in Canada |
| 690647-FL1 | Full-size backlit keyboard with separate numeric keypad and TouchPad scroll zone for use in the Czech Republic and Slovakia |
| 690648-001 | Full-size keyboard with separate numeric keypad and TouchPad scroll zone for use in the United States |
| 690648-031 | Full-size keyboard with separate numeric keypad and TouchPad scroll zone for use in the United Kingdom |
| 690648-041 | Full-size keyboard with separate numeric keypad and TouchPad scroll zone for use in Germany |
| 690648-051 | Full-size keyboard with separate numeric keypad and TouchPad scroll zone for use in France |
| 690648-061 | Full-size keyboard with separate numeric keypad and TouchPad scroll zone for use in Italy |
| 690648-071 | Full-size keyboard with separate numeric keypad and TouchPad scroll zone for use in Spain |
| 690648-081 | Full-size keyboard with separate numeric keypad and TouchPad scroll zone for use in Denmark |
| 690648-091 | Full-size keyboard with separate numeric keypad and TouchPad scroll zone for use in Norway |
| 690648-131 | Full-size keyboard with separate numeric keypad and TouchPad scroll zone for use in Portugal |
| 690648-141 | Full-size keyboard with separate numeric keypad and TouchPad scroll zone for use in Turkey |
| 690648-151 | Full-size keyboard with separate numeric keypad and TouchPad scroll zone for use in Greece |
| 690648-161 | Full-size keyboard with separate numeric keypad and TouchPad scroll zone for use in Latin America |
| 690648-171 | Full-size keyboard with separate numeric keypad and TouchPad scroll zone for use in Saudi Arabia |
| 690648-201 | Full-size keyboard with separate numeric keypad and TouchPad scroll zone for use in Brazil |
| 690648-211 | Full-size keyboard with separate numeric keypad and TouchPad scroll zone for use in Hungary |
| 690648-251 | Full-size keyboard with separate numeric keypad and TouchPad scroll zone for use in Russia |
| 690648-261 | Full-size keyboard with separate numeric keypad and TouchPad scroll zone for use in Bulgaria |
| 690648-271 | Full-size keyboard with separate numeric keypad and TouchPad scroll zone for use in Romania |
| 690648-281 | Full-size keyboard with separate numeric keypad and TouchPad scroll zone for use in Thailand |
| 690648-291 | Full-size keyboard with separate numeric keypad and TouchPad scroll zone for use in Japan |
| 690648-A41 | Full-size keyboard with separate numeric keypad and TouchPad scroll zone for use in Europe |
| 690648-AB1 | Full-size keyboard with separate numeric keypad and TouchPad scroll zone for use in Taiwan |
| 690648-AD1 | Full-size keyboard with separate numeric keypad and TouchPad scroll zone for use in Korea |
| 690648-B31 | Full-size keyboard with separate numeric keypad and TouchPad scroll zone for use internationally |

| Spare part number | Description |
|--------------------------|---|
| 690648-B71 | Full-size keyboard with separate numeric keypad and TouchPad scroll zone for use in Sweden and Finland |
| 690648-BA1 | Full-size keyboard with separate numeric keypad and TouchPad scroll zone for use in Slovenia |
| 690648-BB1 | Full-size keyboard with separate numeric keypad and TouchPad scroll zone for use in |
| 690648-BG1 | Full-size keyboard with separate numeric keypad and TouchPad scroll zone for use in Switzerland |
| 690648-D61 | Full-size keyboard with separate numeric keypad and TouchPad scroll zone for use in India |
| 690648-DB1 | Full-size keyboard with separate numeric keypad and TouchPad scroll zone for use in Canada |
| 690648-DD1 | Full-size keyboard with separate numeric keypad and TouchPad scroll zone for use in Iceland |
| 690648-FL1 | Full-size keyboard with separate numeric keypad and TouchPad scroll zone for use in the Czech Republic and Slovakia |
| 690648-FP1 | Full-size keyboard with separate numeric keypad and TouchPad scroll zone for use in Africa |
| 693707-001 | 150W SLIM Smart AC Adapter |
| 693708-001 | 200W SLIM Smart AC Adapter |
| 693709-001 | 120W SLIM Smart AC Adapter |
| 694681-001 | 39.6 cm (15.6 in) FHD AG LED WVA |
| 694682-001 | 24 GB flash cache |
| 694683-001 | 6.35 cm (2.5 in) SATA III solid-state 256 GB Self Encrypting Drive |
| 694684-001 | 6.35 cm (2.5 in) SATA III solid-state 180 GB drive |
| 694685-001 | 6.35 cm (2.5 in) SATA III solid-state 160 GB drive |
| 694686-001 | 6.35 cm (2.5 in) SATA III solid-state 128 GB drive |
| 694687-001 | 12.7 mm tray load DVD-ROM Drive |
| 694688-001 | 12.7 mm tray load DVD±RW and CD-RW SuperMulti Double Layer (DL) Drive |
| 694689-001 | 12.7 mm tray load Blu-ray Disc ROM DVD±RW SuperMulti DL Combo Drive |
| 694690-001 | 12.7 mm tray load Blu-ray Disc R/RE DVD±RW SuperMulti DL Drive |
| 696440-001 | System board (includes replacement thermal material and VGA support bracket) for use with dual-core processors in China and Russia only |
| 696441-001 | System board (includes replacement thermal material and VGA support bracket) for use with quad-core processors in China and Russia only |
| 698946-001 | Base Enclosure |
| 699687-001 | Webcam module |

4 Removal and replacement procedures

Preliminary replacement requirements

Tools required

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

- Flat-bladed screwdriver
- Phillips P0 and P1 screwdrivers
- Torx 8 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



CAUTION: Using excessive force during disassembly and reassembly can damage plastic parts. Use care when handling the plastic parts. Apply pressure only at the points designated in the maintenance instructions.

Cables and connectors

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

Cables must be handled with extreme care to avoid damage. Apply only the tension required to unseat or seat the cables during removal and insertion. Handle cables by the connector whenever possible. In all cases, avoid bending, twisting, or tearing cables. Be sure that cables are routed in such a way that they cannot be caught or snagged by parts being removed or replaced. Handle flex cables with extreme care; these cables tear easily.

Drive handling

⚠ CAUTION: Drives are fragile components that must be handled with care. To prevent damage to the computer, damage to a drive, or loss of information, observe these precautions:

Before removing or inserting a hard drive, shut down the computer. If you are unsure whether the computer is off or in Hibernation, turn the computer on, and then shut it down through the operating system.

Before handling a drive, be sure that you are discharged of static electricity. While handling a drive, avoid touching the connector.

Before removing a diskette drive or optical drive, be sure that a diskette or disc is not in the drive and be sure that the optical drive tray is closed.

Handle drives on surfaces covered with at least 2.5 cm (one inch) of shock-proof foam.

Avoid dropping drives from any height onto any surface.

After removing a hard drive, an optical drive, or a diskette drive, place it in a static-proof bag.

Avoid exposing a hard drive to products that have magnetic fields, such as monitors or speakers.

Avoid exposing a drive to temperature extremes or liquids.

If a drive must be mailed, place the drive in a bubble pack mailer or other suitable form of protective packaging and label the package "FRAGILE."

Grounding guidelines

Electrostatic discharge damage

Electronic components are sensitive to electrostatic discharge (ESD). Circuitry design and structure determine the degree of sensitivity. Networks built into many integrated circuits provide some protection, but in many cases, ESD contains enough power to alter device parameters or melt silicon junctions.

A discharge of static electricity from a finger or other conductor can destroy static-sensitive devices or microcircuitry. Even if the spark is neither felt nor heard, damage may have occurred.

An electronic device exposed to ESD may not be affected at all and can work perfectly throughout a normal cycle. Or the device may function normally for a while, and then degrade in the internal layers, reducing its life expectancy.

CAUTION: To prevent damage to the computer when you are removing or installing internal components, observe these precautions:

Keep components in their electrostatic-safe containers until you are ready to install them.

Use nonmagnetic tools.

Before touching an electronic component, discharge static electricity by using the guidelines described in this section.

Avoid touching pins, leads, and circuitry. Handle electronic components as little as possible.

If you remove a component, place it in an electrostatic-safe container.

The following table shows how humidity affects the electrostatic voltage levels generated by different activities.

CAUTION: A product can be degraded by as little as 700 V.

| Typical electrostatic voltage levels | | | |
|--------------------------------------|-------------------|----------|---------|
| Event | Relative humidity | | |
| | 10% | 40% | 55% |
| Walking across carpet | 35,000 V | 15,000 V | 7,500 V |
| Walking across vinyl floor | 12,000 V | 5,000 V | 3,000 V |
| Motions of bench worker | 6,000 V | 800 V | 400 V |
| Removing DIPS from plastic tube | 2,000 V | 700 V | 400 V |
| Removing DIPS from vinyl tray | 11,500 V | 4,000 V | 2,000 V |
| Removing DIPS from Styrofoam | 14,500 V | 5,000 V | 3,500 V |
| Removing bubble pack from PCB | 26,500 V | 20,000 V | 7,000 V |
| Packing PCBs in foam-lined box | 21,000 V | 11,000 V | 5,000 V |

Packaging and transporting guidelines

Follow these grounding guidelines when packaging and transporting equipment:

- To avoid hand contact, transport products in static-safe tubes, bags, or boxes.
- Protect ESD-sensitive parts and assemblies with conductive or approved containers or packaging.
- Keep ESD-sensitive parts in their containers until the parts arrive at static-free workstations.
- Place items on a grounded surface before removing items from their containers.
- Always be properly grounded when touching a component or assembly.
- Store reusable ESD-sensitive parts from assemblies in protective packaging or nonconductive foam.
- Use transporters and conveyors made of antistatic belts and roller bushings. Be sure that mechanized equipment used for moving materials is wired to ground and that proper materials are selected to avoid static charging. When grounding is not possible, use an ionizer to dissipate electric charges.

Workstation guidelines

Follow these grounding workstation guidelines:

- Cover the workstation with approved static-shielding material.
- Use a wrist strap connected to a properly grounded work surface and use properly grounded tools and equipment.
- Use conductive field service tools, such as cutters, screwdrivers, and vacuums.
- When fixtures must directly contact dissipative surfaces, use fixtures made only of static-safe materials.
- Keep the work area free of nonconductive materials, such as ordinary plastic assembly aids and Styrofoam.
- Handle ESD-sensitive components, parts, and assemblies by the case or PCM laminate. Handle these items only at static-free workstations.
- Avoid contact with pins, leads, or circuitry.
- Turn off power and input signals before inserting or removing connectors or test equipment.

Equipment guidelines

Grounding equipment must include either a wrist strap or a foot strap at a grounded workstation.

- When seated, wear a wrist strap connected to a grounded system. Wrist straps are flexible straps with a minimum of one megohm $\pm 10\%$ resistance in the ground cords. To provide proper ground, wear a strap snugly against the skin at all times. On grounded mats with banana-plug connectors, use alligator clips to connect a wrist strap.
- When standing, use foot straps and a grounded floor mat. Foot straps (heel, toe, or boot straps) can be used at standing workstations and are compatible with most types of shoes or boots. On conductive floors or dissipative floor mats, use foot straps on both feet with a minimum of one megohm resistance between the operator and ground. To be effective, the conductive strips must be worn in contact with the skin.

The following grounding equipment is recommended to prevent electrostatic damage:


- Antistatic tape
- Antistatic smocks, aprons, and sleeve protectors
- Conductive bins and other assembly or soldering aids
- Nonconductive foam
- Conductive tabletop workstations with ground cords of one megohm resistance
- Static-dissipative tables or floor mats with hard ties to the ground
- Field service kits
- Static awareness labels
- Material-handling packages
- Nonconductive plastic bags, tubes, or boxes
- Metal tote boxes
- Electrostatic voltage levels and protective materials

The following table lists the shielding protection provided by antistatic bags and floor mats.

| Material | Use | Voltage protection level |
|-----------------------|------------|---------------------------------|
| Antistatic plastic | Bags | 1,500 V |
| Carbon-loaded plastic | Floor mats | 7,500 V |
| Metallized laminate | Floor mats | 5,000 V |

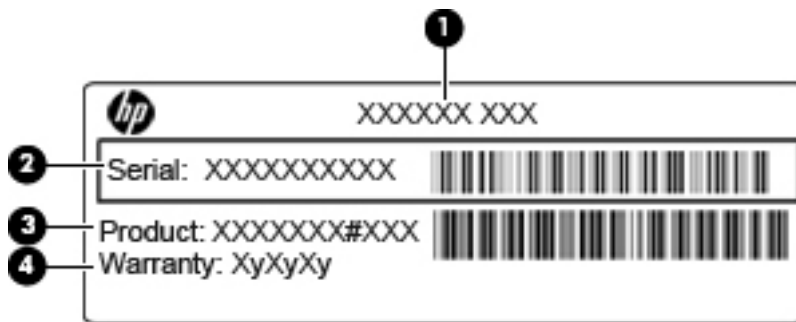
Component replacement procedures

This chapter provides removal and replacement procedures.

 **IMPORTANT:** There are as many as 95 screws and screw locks, in 15 different sizes, that must be removed, replaced, or loosened when servicing the computer. Make special note of each screw and screw lock size and location during removal and replacement.

Service tag

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



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

Battery

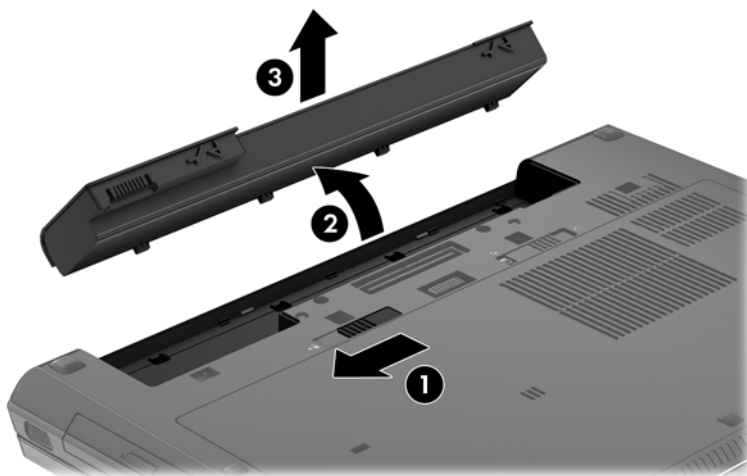
| Description | Spare part number |
|--|-------------------|
| 8-cell, 83-Wh Li-ion battery | 632427-001 |
| 8-cell, 75-Wh Li-ion battery | 632425-001 |
| 9-cell, 73-Wh Li-ion extended life battery | 634089-001 |
| 9-cell, 100-Wh Li-ion ultra-capacity extended life battery | 634087-001 |

Before disassembling the computer, follow these steps:

1. 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.
2. Disconnect all external devices connected to the computer.
3. Disconnect the power from the computer by first unplugging the power cord from the AC outlet, and then unplugging the AC adapter from the computer.

Remove the battery:


1. Turn the computer upside down on a flat surface, with the battery bay toward you.
2. Slide the battery release latch **(1)** to release the battery.
3. Rotate the battery **(2)** forward, and then remove it from the computer **(3)** from the computer.




Install the battery by inserting it into the battery bay until you hear a click.

Display panel (non-DreamColor)

| Description | Spare part number |
|-----------------------|-------------------|
| HD+ WVA display panel | 690644-001 |
| FHD WVA display panel | 694681-001 |

 **NOTE:** The display panel can be removed separately from the display assembly only on non-Dream Color Models. .

Before removing the display panel, follow these steps:

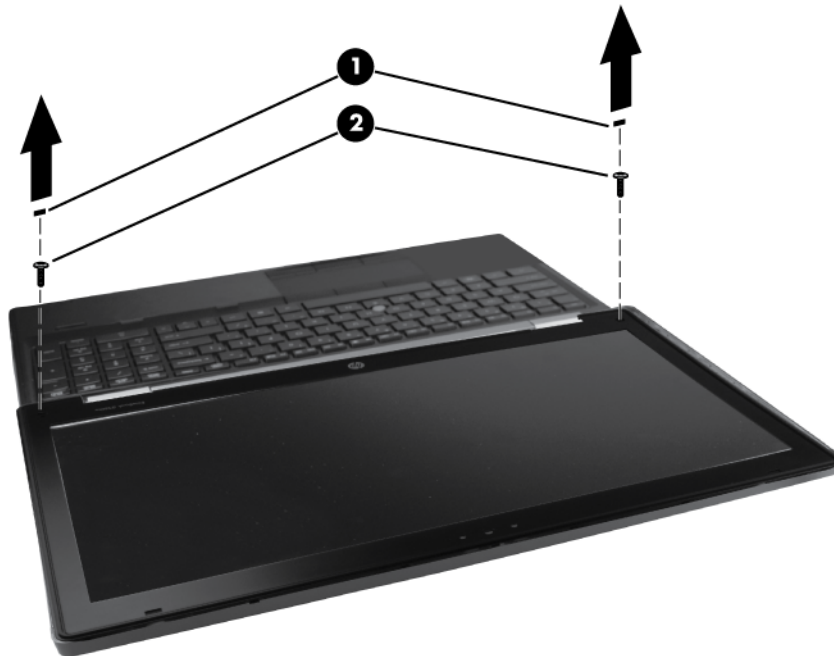
 **IMPORTANT:** Make special note of each screw and screw lock size and location during removal and replacement.

1. 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.
2. Disconnect all external devices connected to the computer.
3. Disconnect the power from the computer by first unplugging the power cord from the AC outlet and then unplugging the AC adapter from the computer.
4. Remove the battery (see [Battery on page 46](#)).

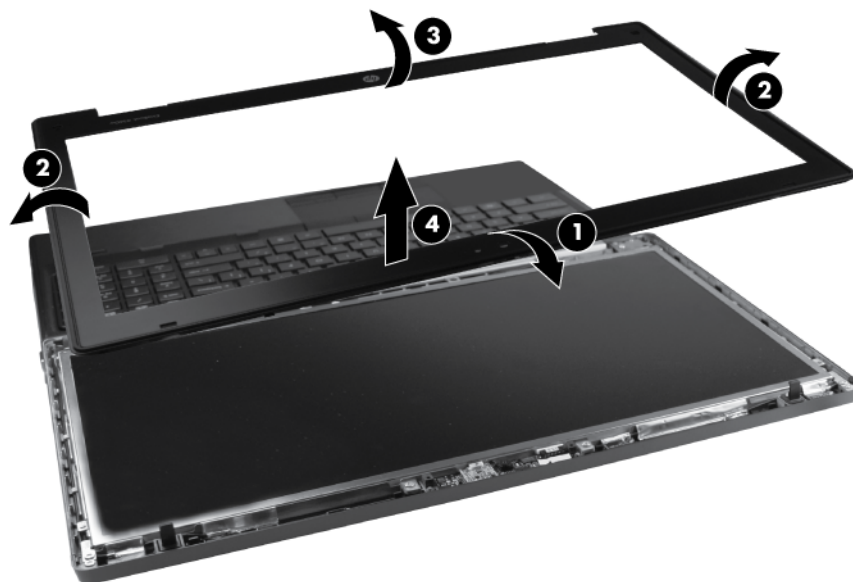
Remove the display panel:

1. Remove the display bezel:
 - a. Position the computer upright on a flat surface with the display panel open.
 - b. Remove the two rubber pads **(1)** that cover the display panel screws.

- c. Remove the two Torx 8 screws **(2)** that secure the display bezel to the display enclosure.



- d. Flex the top **(1)** of the bezel from the inside edge until it disengages from the display back cover.
- e. Flex the inside edge of the left side and the right side **(2)** of the bezel until it disengages from the display back cover.
- f. Flex the bottom **(3)** of the bezel from the inside edge until it disengages from the display back cover.
- g. Remove the display bezel from the display back cover **(4)**.

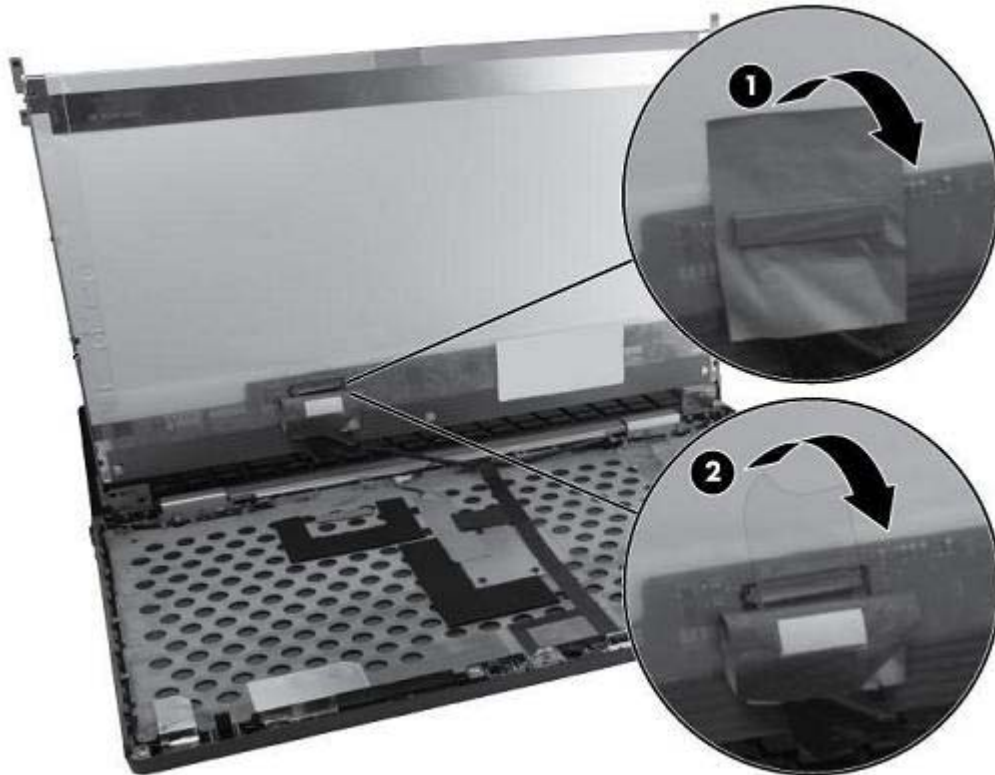


2. Remove the six Torx 8 screws **(1)** that secure the display panel to the display enclosure **(2)**.



3. Disengage the display panel from the base enclosure by closing the display enclosure to 45 degrees while holding the sides of the display panel.

4. Remove the two pieces of tape **(1)** and **(2)** that secure cables to the back of the display panel. Carefully disconnect the cable from the connector.




5. Remove the eight Phillips screws **(1)** that secure the display panel to the display hinges (four on either side).
6. Remove the display panel **(2)**.



Reverse this procedure to install the display panel.

SIM

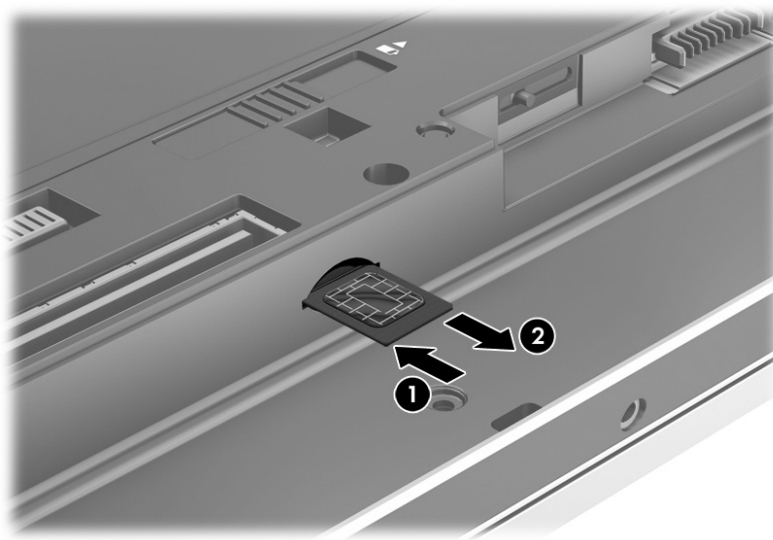
 **NOTE:** If there is a SIM inserted in the SIM slot, it must be removed before disassembling the computer. Be sure that the SIM is reinserted in the SIM slot after reassembling the computer.

Before removing the SIM, follow these steps:

1. 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.
2. Disconnect all external devices connected to the computer.
3. Disconnect the power from the computer by first unplugging the power cord from the AC outlet, and then unplugging the AC adapter from the computer.
4. Remove the battery (see [Battery on page 46](#)).

Remove the SIM:

1. Inside the battery bay, press in on the SIM **(1)**. (The module is partially ejected from the SIM slot.)
2. Remove the SIM **(2)** from the SIM slot.



Reverse this procedure to install the SIM.

Service door


| Description | Spare part number |
|--------------|-------------------|
| Service door | 652648-001 |

Before removing the service door, follow these steps:

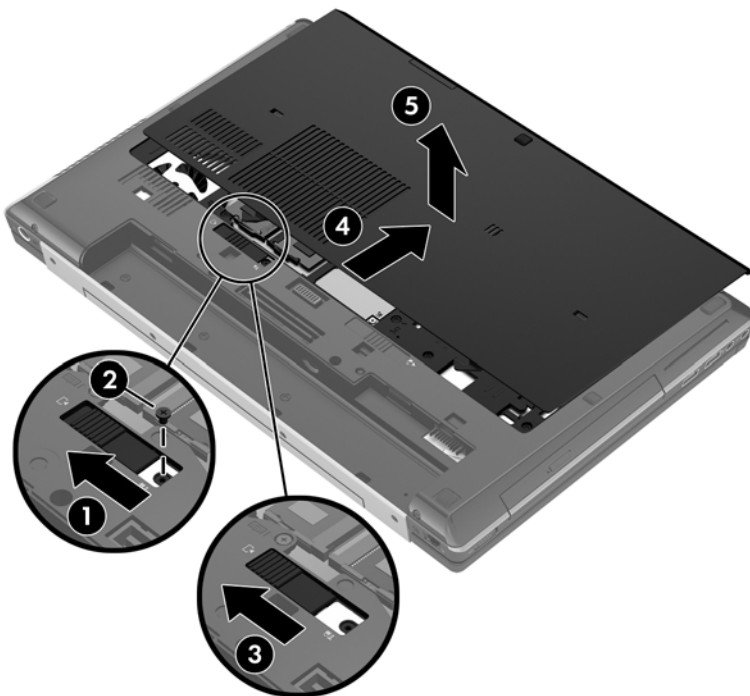
1. Shut down the computer. If you are unsure whether the computer is off or in Hibernation, turn the computer on, and then shut it down through the operating system.
2. Disconnect all external devices connected to the computer.
3. Disconnect the power from the computer by first unplugging the power cord from the AC outlet and then unplugging the AC adapter from the computer.
4. Remove the battery (see [Battery on page 46](#)).

Remove the service door:


1. Position the computer upside down, with the back of the computer toward you.
2. Slide the service door release latch to the left **(1)**, revealing the service door securing screw (if present). Remove this screw **(2)**.

 **NOTE:** There is a threaded receptacle on the inside of the service door for stowing this screw.

3. While sliding the service door release latch fully to the left **(3)**, slide the service door away from you **(4)**.
4. Remove the service door **(5)**.



Memory Modules (under service door)

 **NOTE:** A computer having a system board with spare part number 690643-001 or 696441-001 has four memory slots. In this case, the primary memory is located under the keyboard and expansion memory is located under the service door.

A computer having a system board with spare part number 690642-001 or 696440-001 has two memory module slots. In this case, the primary memory is located under the service door.

To access memory modules under the keyboard, see [Memory Modules \(under keyboard\) on page 74](#).

| Description | Spare part number |
|-------------------------------|-------------------|
| 8 GB (DDR3 1600MHz PC3-12800) | 670034-001 |
| 4 GB (DDR3 1600MHz PC3-12800) | 641369-001 |
| 2 GB (DDR3 1600MHz PC3-12800) | 652972-001 |


Before removing a memory module, follow these steps:

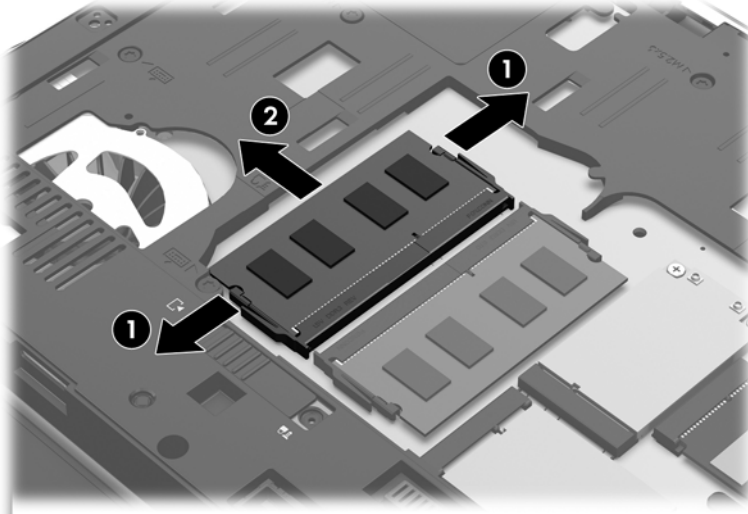
1. Shut down the computer. If you are unsure whether the computer is off or in Hibernation, turn the computer on, and then shut it down through the operating system.
2. Disconnect all external devices connected to the computer.
3. Disconnect the power from the computer by first unplugging the power cord from the AC outlet, and then unplugging the AC adapter from the computer.
4. Remove the battery (see [Battery on page 46](#)).
5. Remove the service door (see [Service door on page 52](#)).

Remove the memory module:

1. Position the computer upside down, with the front toward you.
2. Spread the retaining tabs **(1)** on each side of the memory module slot to release the memory module. (The edge of the module opposite the slot rises away from the computer.)

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

 **NOTE:** Memory modules are designed with a notch to prevent incorrect insertion into the memory module slot.



Reverse this procedure to install a memory module.

RTC battery

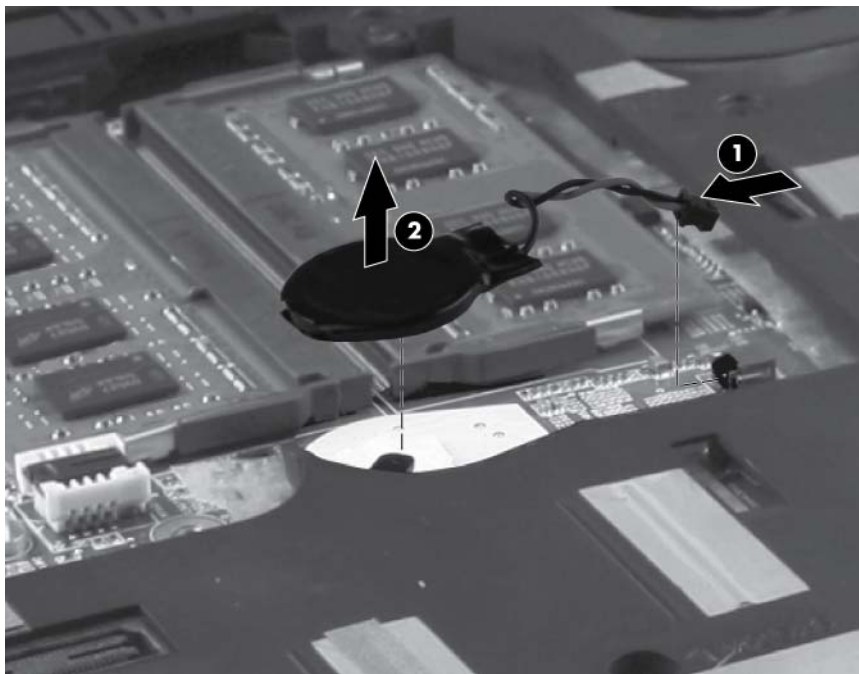
| Description | Spare part number |
|-------------|-------------------|
| RTC battery | 652650-001 |

Before removing the RTC battery, follow these steps:

1. 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.
2. Disconnect all external devices connected to the computer.
3. Disconnect the power from the computer by first unplugging the power cord from the AC outlet, and then unplugging the AC adapter from the computer.
4. Remove the battery (see [Battery on page 46](#)).
5. Remove the service door (see [Service door on page 52](#)).


Remove the RTC battery:

1. Position the computer upside down, with the front toward you.
2. Disconnect the RTC battery cable **(1)** from the system board.
3. Gently pull the battery **(2)** from the double-sided tape that secures it to the system board and remove it from the computer.



Reverse this procedure to install the RTC battery.

WLAN module


 **CAUTION:** The WLAN module and the WWAN module are not interchangeable.

| Description | Spare part number |
|--|-------------------|
| Broadcom 43228 802.11 a/b/g/n 2x2 Wi-Fi Adapter | 669832-001 |
| Intel Centrino Ultimate-N 6300 802.11 a/b/g/n 3x3 WiFi Adapter | 572511-001 |
| Intel Centrino Advanced N 6205, a/b/g/n 2x2 WiFi Adapter | 631954-001 |

Before removing the WLAN module, follow these steps:


1. 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.
2. Disconnect all external devices connected to the computer.
3. Disconnect the power from the computer by first unplugging the power cord from the AC outlet, and then unplugging the AC adapter from the computer.
4. Remove the battery (see [Battery on page 46](#)).
5. Remove the service door (see [Service door on page 52](#)).

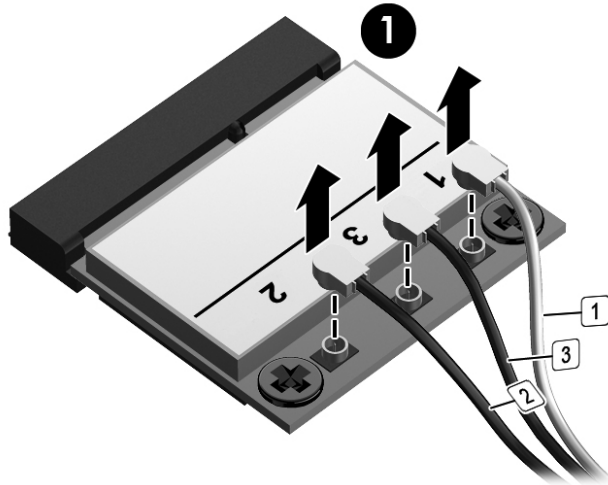
Remove the WLAN module:

 **IMPORTANT:** Make special note of each screw and screw lock size and location during removal and replacement.

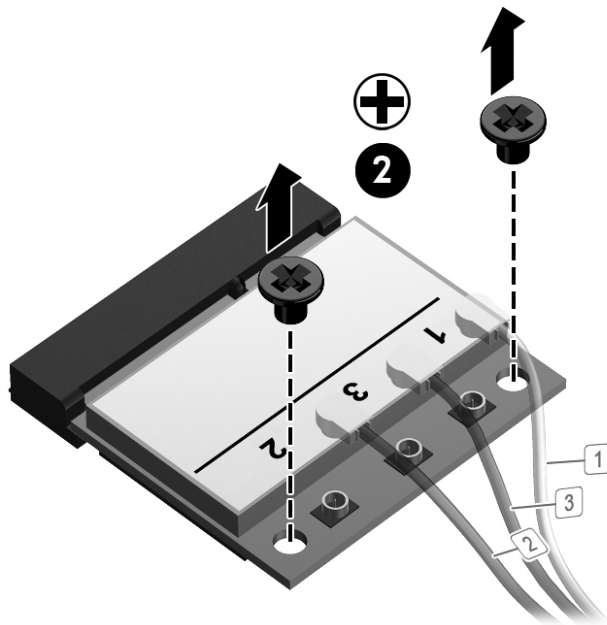
1. Position the computer upside down, with the front toward you.

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

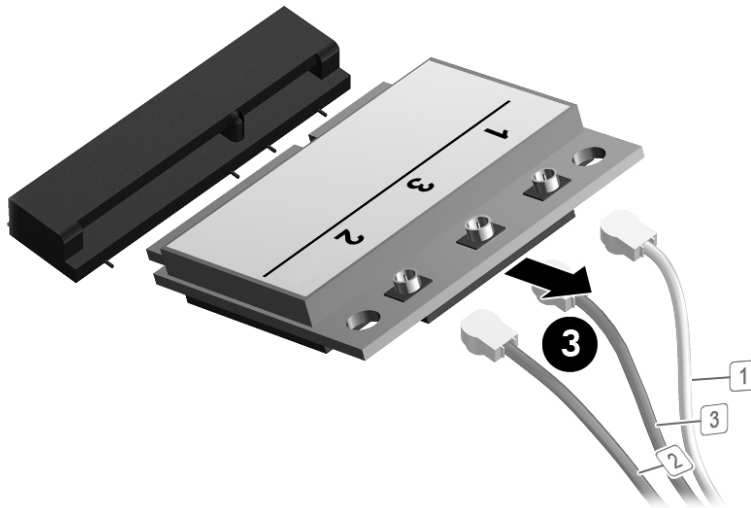
 **NOTE:** The WLAN antenna cable marked with **[1]** is connected to the WLAN module “Main” terminal. The WLAN antenna cable marked with **[2]** is connected to the WLAN module “Aux” terminal. If the computer is equipped with an 802.11 a/b/g/n WLAN module, the WLAN antenna cable marked with **[3]** is connected to the middle terminal on the WLAN module.




3. Remove the two Phillips screws **(2)** that secure the WLAN module to the computer. (The edge of the module opposite the slot rises away from the computer.)




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



 **NOTE:** WLAN modules are designed with a notch to prevent incorrect insertion.

Reverse this procedure to install the WLAN module.

WWAN module

 **CAUTION:** The WWAN module and the WLAN module are not interchangeable.

| Description | Spare part number |
|--|-------------------|
| HP hs2350 HSPA+ Mobile Broadband Module | 668969-001 |
| HP un2430 EV-DO/HSPA Mobile Broadband Module | 634400-001 |
| HP lt2522 LTE/EV-DO Mobile Broadband Module | 675791-001 |
| HP lt2523 LTE/HSPA+ Mobile Broadband Module | 675793-001 |

Before removing the WWAN module, follow these steps:

1. 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.
2. Disconnect all external devices connected to the computer.
3. Disconnect the power from the computer by first unplugging the power cord from the AC outlet, and then unplugging the AC adapter from the computer.
4. Remove the battery (see [Battery on page 46](#)).
5. Remove the service door (see [Service door on page 52](#)).

Remove the WWAN module:


1. Position the computer right-side up with front toward you.
2. Disconnect the WWAN antenna cables **(1)** and **(2)** from the terminals on the WWAN module.

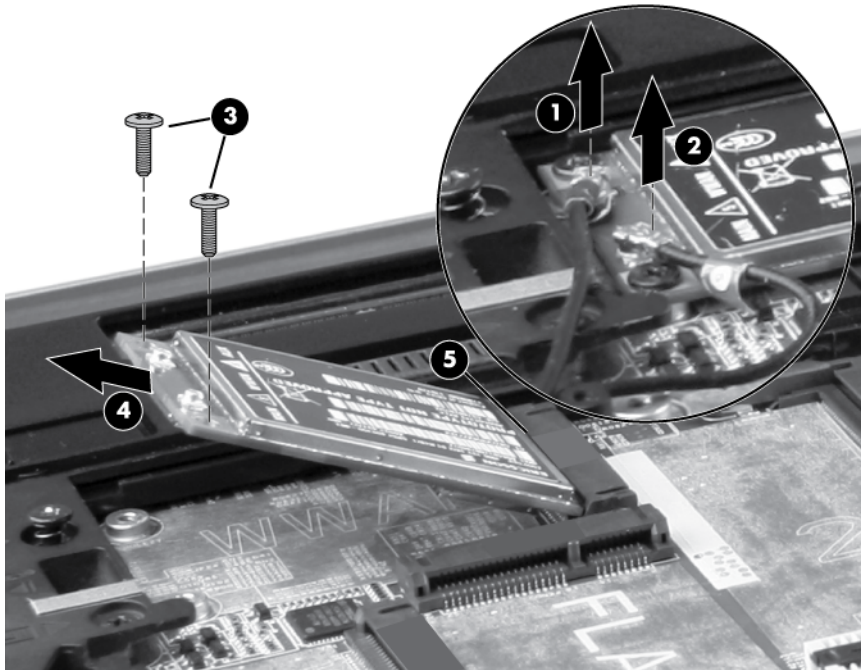


NOTE: The red WWAN antenna cable is connected to the WWAN module “Main” terminal. The blue WWAN antenna cable is connected to the WWAN module “Aux” terminal.

3. Remove the two Phillips screws **(3)** that secure the WWAN module to the computer. (The edge of the module opposite the slot rises away from the computer.)

4. Remove the WWAN module **(4)** by pulling the module away from the slot at an angle.

 **NOTE:** WWAN modules are designed with a notch **(5)** to prevent incorrect insertion.



Reverse this procedure to install the WWAN module.

Bluetooth module



NOTE: The Bluetooth module spare part kit does not include a Bluetooth module cable. The Bluetooth module cable is included in the cable kit, spare part number 690624-001. For information about cable kit contents, see [Cable kit on page 29](#).

| Description | Spare part number |
|------------------|-------------------|
| Bluetooth module | 655792-001 |

Before removing the Bluetooth module, follow these steps:

1. 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.
2. Disconnect all external devices connected to the computer.
3. Disconnect the power from the computer by first unplugging the power cord from the AC outlet, and then unplugging the AC adapter from the computer.
4. Remove the battery (see [Battery on page 46](#)).
5. Remove the service door (see [Service door on page 52](#)).

Remove the Bluetooth module:

1. Position the computer upside down, with the front toward you.
2. Remove the tape from the top of the Bluetooth module **(1)**.
3. Remove the tape from the Bluetooth cable **(2)**.
4. Disconnect the Bluetooth cable **(3)** from the system board.
5. Disconnect the Bluetooth module cable **(4)** from the Bluetooth module.

6. Remove the Bluetooth module.



Reverse this procedure to install the Bluetooth module.

Hard drive

| Description | Spare part number |
|--|-------------------|
| 750 GB, 7200 rpm hard drive | 633252-001 |
| 500 GB, 7200 rpm hard drive | 634925-001 |
| 500 GB, 7200 rpm , Self Encrypting hard drive (SED) | 683801-001 |
| 320 GB, 7200 rpm hard drive, 7-mm | 634862-001 |
| 256 GB SATA III solid-state drive (SSD) SED | 694683-001 |
| 128 GB SATA III SSD | 653434-001 |
| 180 GB SATA II SSD | 694684-001 |
| 160 GB SATA II SSD | 694685-001 |
| Hard Drive Hardware Kit (includes hard drive bracket and screws) | 644694-001 |

Before disassembling the computer, follow these steps:

1. 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.
2. Disconnect all external devices connected to the computer.
3. Disconnect the power from the computer by first unplugging the power cord from the AC outlet, and then unplugging the AC adapter from the computer.
4. Remove the battery (see [Battery on page 46](#)).
5. Remove the service door (see [Service door on page 52](#)).

Remove the hard drive:



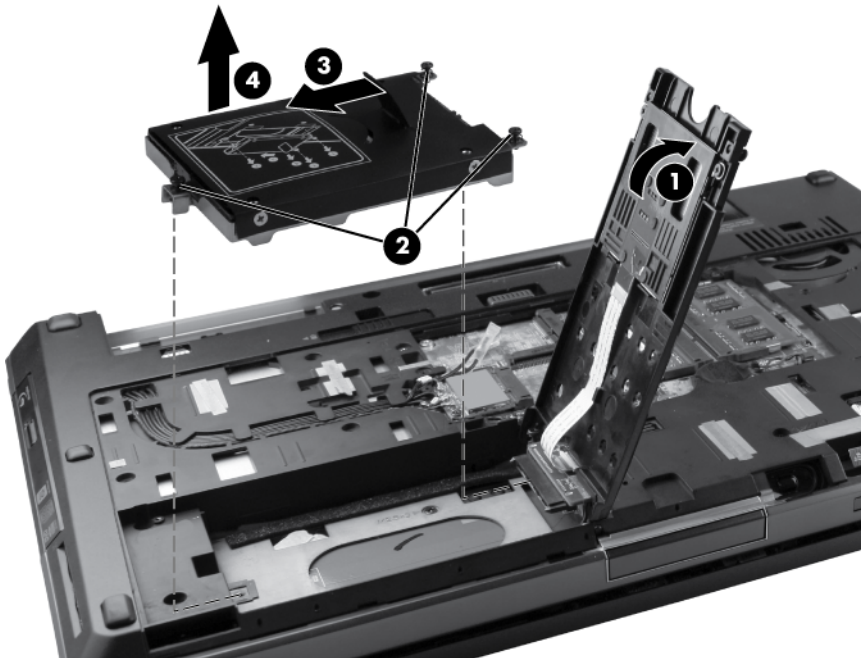
IMPORTANT: Make special note of each screw and screw lock size and location during removal and replacement.

1. Position the computer upside down, with the front toward you.
2. Remove the tape from the top of the smart card reader door **(1)**.

3. Loosen the two Phillips captive screws **(2)** that secure the smart card reader door to the computer.

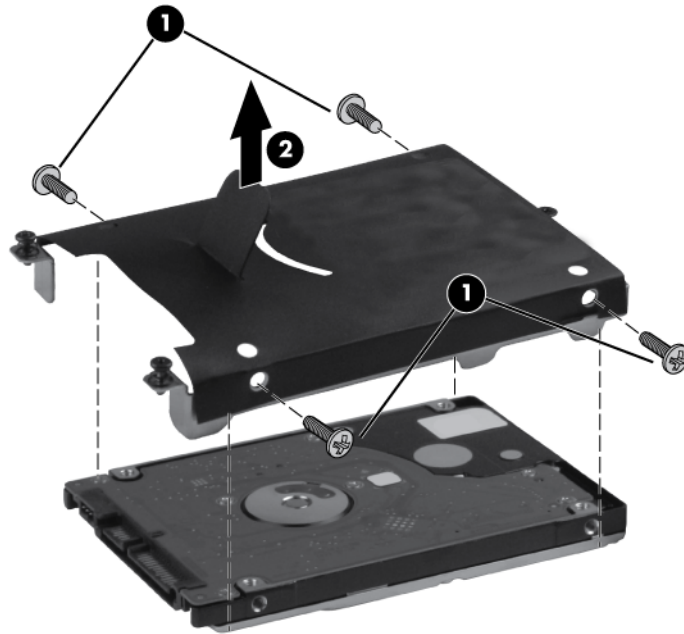


4. Open the smart card reader door until it rests on its hinges **(1)**.
5. Remove three Phillips spring-loaded screws **(2)** that secure the hard drive to the computer.
6. Grasp the tab on the hard drive, pull the hard drive to the left **(3)**, and remove the hard drive **(4)** from the hard drive bay.



7. If it is necessary to replace the hard drive bracket, remove the four Phillips hard drive bracket screws **(1)** from the sides of the hard drive.

8. Lift the bracket **(2)** straight up to remove it from the hard drive.




Reverse this procedure to reassemble and install the hard drive.

Smart card reader

| Description | Spare part number |
|---|-------------------|
| Smart card reader (includes door and cable) | 652672-001 |

Before removing the smart card reader, follow these steps:

 **IMPORTANT:** Make special note of each screw and screw lock size and location during removal and replacement.

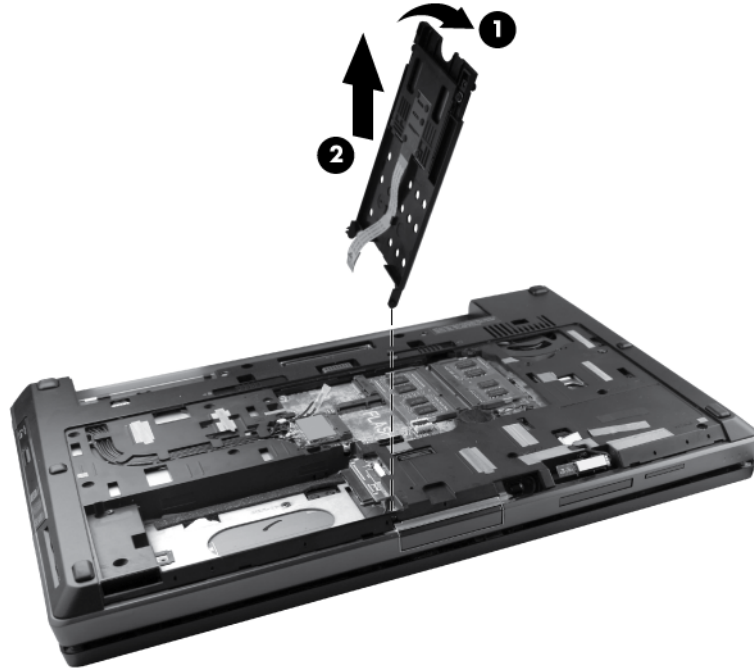
1. Shut down the computer. If you are unsure whether the computer is off or in Hibernation, turn the computer on, and then shut it down through the operating system.
2. Disconnect all external devices connected to the computer.
3. Disconnect the power from the computer by first unplugging the power cord from the AC outlet, and then unplugging the AC adapter from the computer.
4. Remove the battery (see [Battery on page 46](#)).
5. Remove the service door (see [Service door on page 52](#)).
6. Remove the hard drive (see [Hard drive on page 63](#)).

Remove the smart card reader:

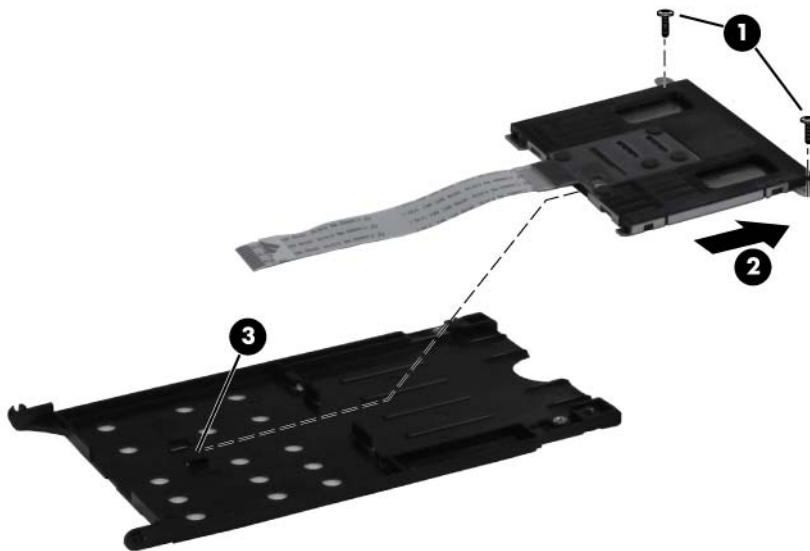
1. If you need to replace the smart card reader door, close the door **(1)**.
2. Open the zero insertion force (ZIF) connector for the smart card reader cable **(2)** and then disconnect the cable from the system board **(3)**.



3. Reopen the door, tilt the door towards you **(1)**, and then lift the smart card reader door straight up from the computer **(2)**.




4. If it is necessary to replace the smart card reader, remove the two Phillips screws **(1)** that secure the smart card reader to the smart card reader door.
5. Slide the smart card reader out of the smart card reader door **(2)** while allowing the cable to slide out of the door guide **(3)**.



Reverse this procedure to reassemble and install the smart card reader.

Upgrade bay device

Optical drive

 **NOTE:** Computer models may be equipped with an optical drive or an upgrade bay hard drive.

All optical drive spare part kits include an optical drive bezel.

To remove the optical drive, see below.


To remove the upgrade bay hard drive, see following section.

| Description | Spare part number |
|---|-------------------|
| DVD-ROM Drive | 694687-001 |
| DVD±RW and CD-RW SuperMulti DL Combo Drive | 694688-001 |
| Blu-ray Disc ROM DVD±RW SuperMulti DL Combo Drive | 694689-001 |
| Blu-ray Disc R/RE DVD±RW SuperMulti DL Drive | 694690-001 |

Before removing the optical drive, follow these steps:

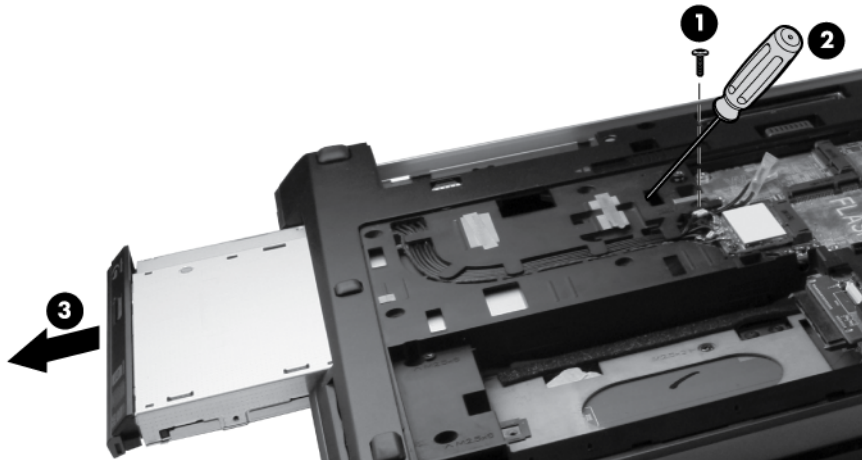
1. Shut down the computer. If you are unsure whether the computer is off or in Hibernation, turn the computer on, and then shut it down through the operating system.
2. Disconnect all external devices connected to the computer.
3. Disconnect the power from the computer by first unplugging the power cord from the AC outlet, and then unplugging the AC adapter from the computer.
4. Remove the battery (see [Battery on page 46](#)).
5. Remove the service door (see [Service door on page 52](#)).

Remove the optical drive:

 **IMPORTANT:** Make special note of each screw and screw lock size and location during removal and replacement.

1. Position the computer upside down with the front side toward you.
2. Remove the Phillips locking screw **(1)** that secures the optical drive to the computer.
3. Insert a small tool **(2)** into the drive release opening and press the optical drive tab to the left.

4. Remove the optical drive **(3)** from the computer.



5. If it is necessary to replace the optical drive bracket, position the optical drive with the rear toward you.
6. Remove the three Phillips screws **(1)** that secure the optical drive bracket to the optical drive.
7. Remove the optical drive bracket **(2)**.



Reverse this procedure to install an optical drive.

Upgrade bay hard drive


| Description | Spare part number |
|-------------------|-------------------|
| Upgrade bay bezel | 655547-001 |

Before removing the upgrade bay hard drive, follow these steps:

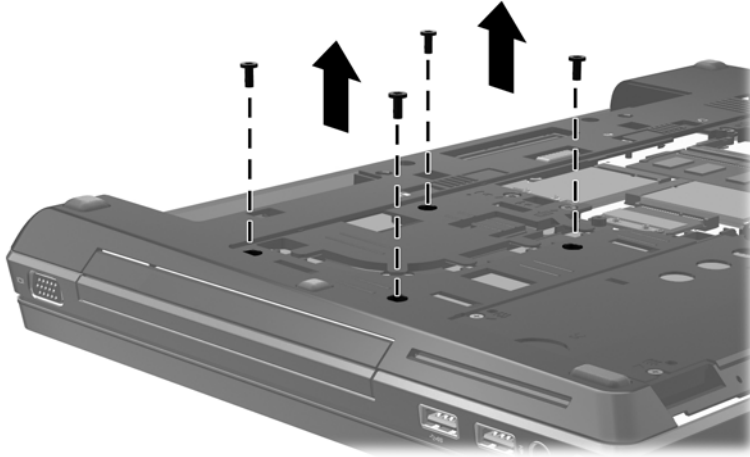
1. Shut down the computer. If you are unsure whether the computer is off or in Hibernation, turn the computer on, and then shut it down through the operating system.
2. Disconnect all external devices connected to the computer.
3. Disconnect the power from the computer by first unplugging the power cord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

4. Remove the battery (see [Battery on page 46](#)).
5. Remove the service door (see [Service door on page 52](#)).

Remove the upgrade bay hard drive:

 **IMPORTANT:** Make special note of each screw and screw lock size and location during removal and replacement.

1. Position the computer upside down with the front side toward you.
2. Remove the four Phillips screws securing the hard drive.

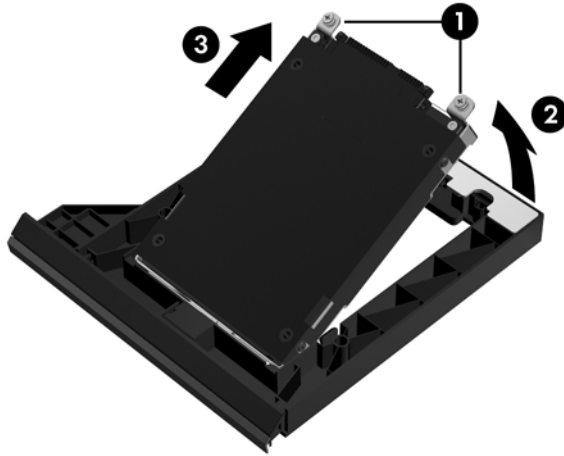


3. Remove the Phillips locking screw **(1)** that secures the upgrade bay bezel to the computer.
4. Insert a small tool **(2)** into the drive release opening and press the upgrade bay bezel tab to the left.
5. Remove the upgrade bay bezel **(3)** from the computer.



6. If it is necessary to remove the hard drive, position the upgrade bay bezel with the front toward you.
7. Loosen the two captive screws **(1)** that secure the hard drive to the bezel.

8. Lift the hard drive connector end up **(2)**. Lift the hard drive out at an angle **(3)**.




Reverse this procedure to install a hard drive in the upgrade bay.

Keyboard

 **NOTE:** For spare part numbers, see [Computer major components on page 21](#).

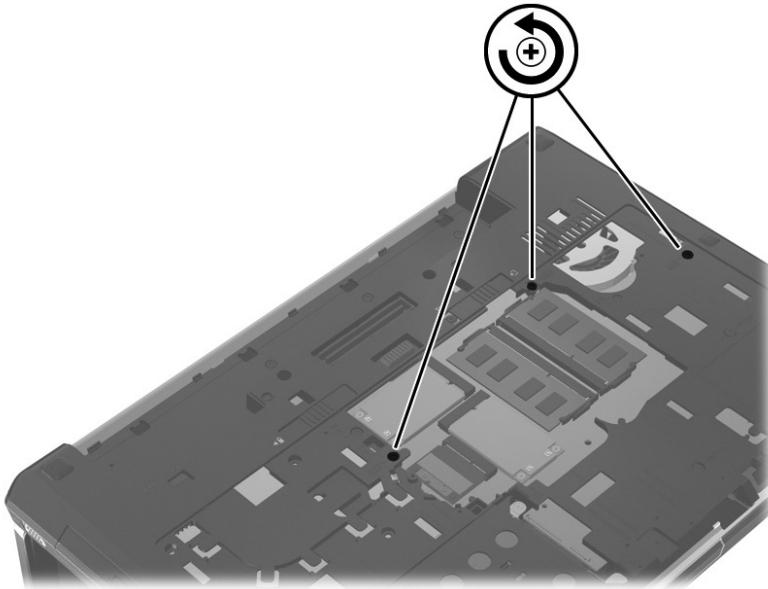
Before removing the keyboard, follow these steps:

 **IMPORTANT:** Make special note of each screw and screw lock size and location during removal and replacement.

1. 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.
2. Disconnect all external devices connected to the computer.
3. Disconnect the power from the computer by first unplugging the power cord from the AC outlet, and then unplugging the AC adapter from the computer.
4. Remove the battery (see [Battery on page 46](#)).
5. Remove the service door (see [Service door on page 52](#)).
6. Remove the Upgrade bay device (see [Upgrade bay device on page 68](#))


Remove the keyboard:

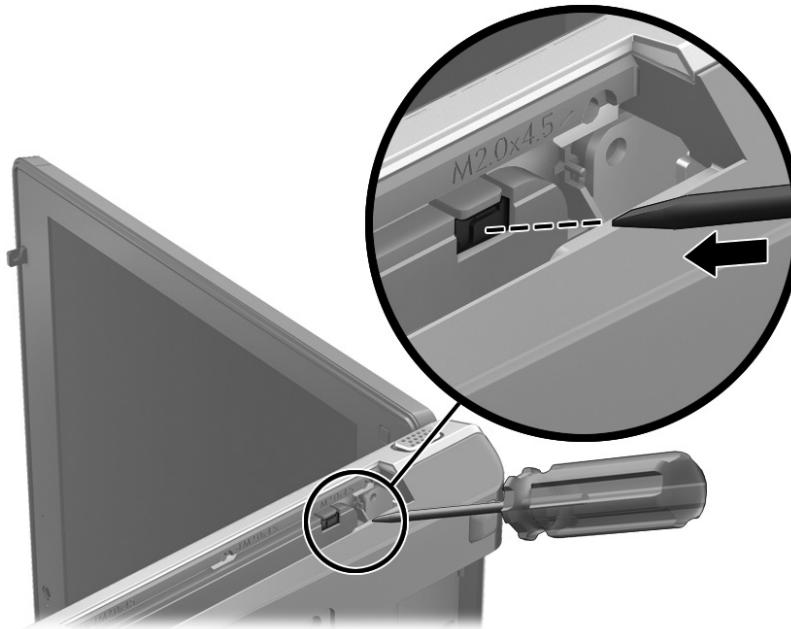
1. Turn the computer upside down, with the front toward you.
2. Loosen the three Phillips captive spring-loaded screws that secure the keyboard to the computer.



3. Open the computer and turn it on its side.


4. Insert a small, blunt tool into the release hole, and press on the keyboard until it disengages from the base enclosure.

 **NOTE:** The center of the keyboard is the release point. If the keyboard does not easily disengage, press on the keyboard through the opening in the upgrade bay area.



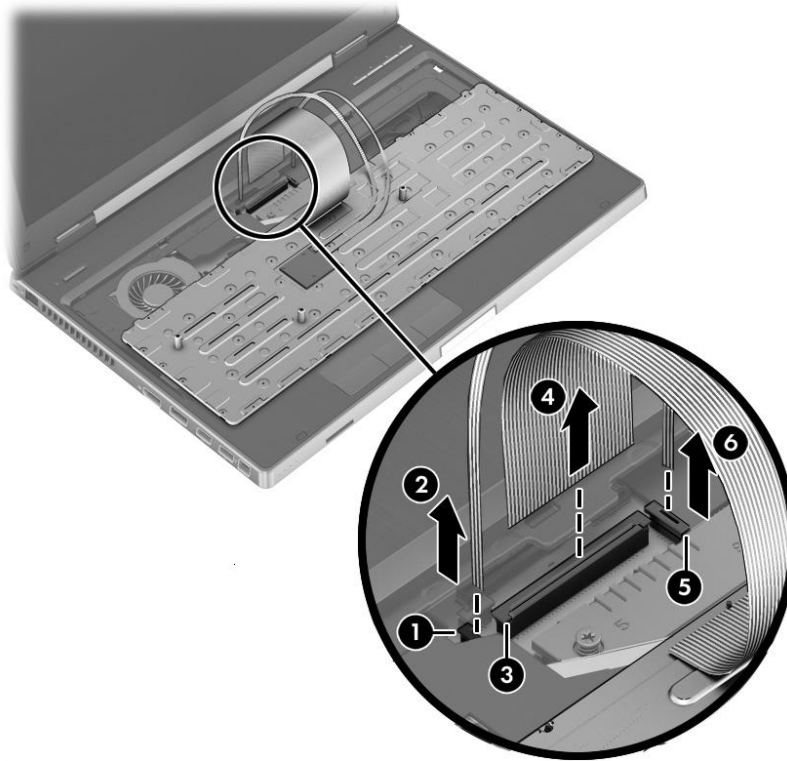
5. Turn the opened computer right-side up, with the front toward you.
6. Lift the rear edge of the keyboard and then rotate the keyboard **(3)** forward until it rests upside down on top of the TouchPad.



 **NOTE:** If you are accessing the memory modules below the keyboard, it is not necessary to remove the cables or keyboard.

7. Release the ZIF connector for the pointing stick cable **(1)** and then disconnect the cable from the system board **(2)**.
8. Release the ZIF connector for the keyboard cable **(3)**, and then disconnect the cable from the system board **(4)**.

- If so equipped, release the ZIF connector for the keyboard backlight cable (5) and then disconnect the cable from the system board (6).



- Remove the keyboard.

Reverse this procedure to install the keyboard.

Memory Modules (under keyboard)


NOTE: A computer having a system board with spare part number 690643-001 or 696441-001 has four memory slots. In this case, the primary memory is located under the keyboard and expansion memory is located under the service door.

A computer having a system board with spare part number 690642-001 or 696440-001 has two memory module slots. In this case, the primary memory is located under the service door.

To access memory modules under the service door, see [Memory Modules \(under service door\) on page 53](#)

| Description | Spare part number |
|-------------------------------|-------------------|
| 8 GB (DDR3 1600MHz PC3-12800) | 670034-001 |
| 4 GB (DDR3 1600MHz PC3-12800) | 641369-001 |
| 2 GB (DDR3 1600MHz PC3-12800) | 652972-001 |


Before removing a memory module, follow these steps:

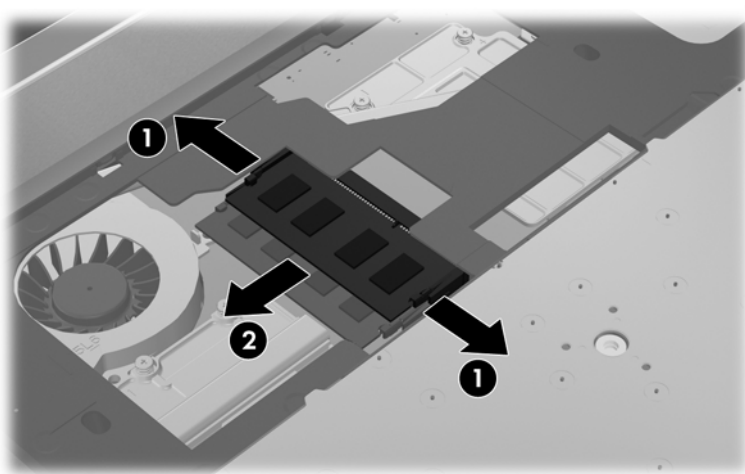
 **IMPORTANT:** Make special note of each screw and screw lock size and location during removal and replacement.

1. 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.
2. Disconnect all external devices connected to the computer.
3. Disconnect the power from the computer by first unplugging the power cord from the AC outlet, and then unplugging the AC adapter from the computer.
4. Remove the battery (see [Battery on page 46](#)).
5. Remove the service door (see [Service door on page 52](#)).
6. Remove the following components:
 - a. Upgrade bay device (see [Upgrade bay device on page 68](#)).
 - b. Keyboard (see [Keyboard on page 72](#)).

Remove the memory module:

1. Spread the retaining tabs **(1)** on each side of the memory module slot to release the memory module. (The edge of the module opposite the slot rises away from the computer.)
2. Remove the memory module **(2)** by pulling the module away from the slot at an angle.

 **NOTE:** Memory modules are designed with a notch to prevent incorrect insertion into the memory module slot.



Reverse this procedure to install memory module.

Top cover

The top covers include TouchPad button and bracket.

| Description | Spare part number |
|--|-------------------|
| For use on computer models with a fingerprint reader | 652652-001 |

Before removing the top cover, follow these steps:

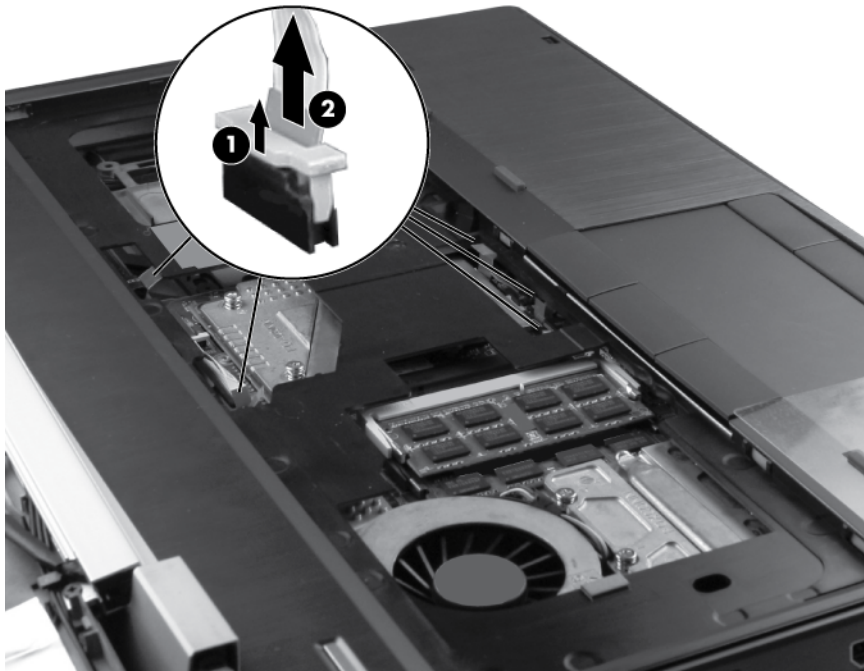


IMPORTANT: Make special note of each screw and screw lock size and location during removal and replacement.

1. 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.
2. Disconnect all external devices connected to the computer.
3. Disconnect the power from the computer by first unplugging the power cord from the AC outlet, and then unplugging the AC adapter from the computer.
4. Remove the battery (see [Battery on page 46](#)).
5. Remove the service door (see [Service door on page 52](#)).
6. Remove the following components:
 - a. Hard drive (see [Hard drive on page 63](#)).
 - b. Upgrade bay device (see [Upgrade bay device on page 68](#)).
 - c. Keyboard (see [Keyboard on page 72](#)).

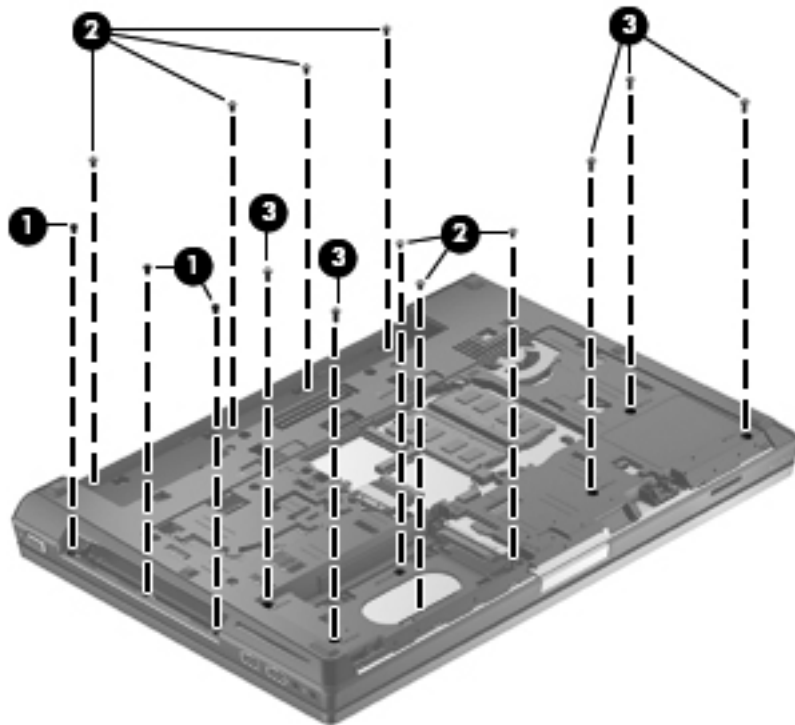
Remove the top cover:

1. Turn the computer right-side up.
2. Release the following ZIF connectors **(1)** and disconnect the corresponding cables **(2)** from the system board:
 - Power button ZIF connector
 - TouchPad ZIF cable
 - TouchPad buttons ZIF cable
 - Fingerprint reader ZIF cable
 - Application buttons ZIF cable

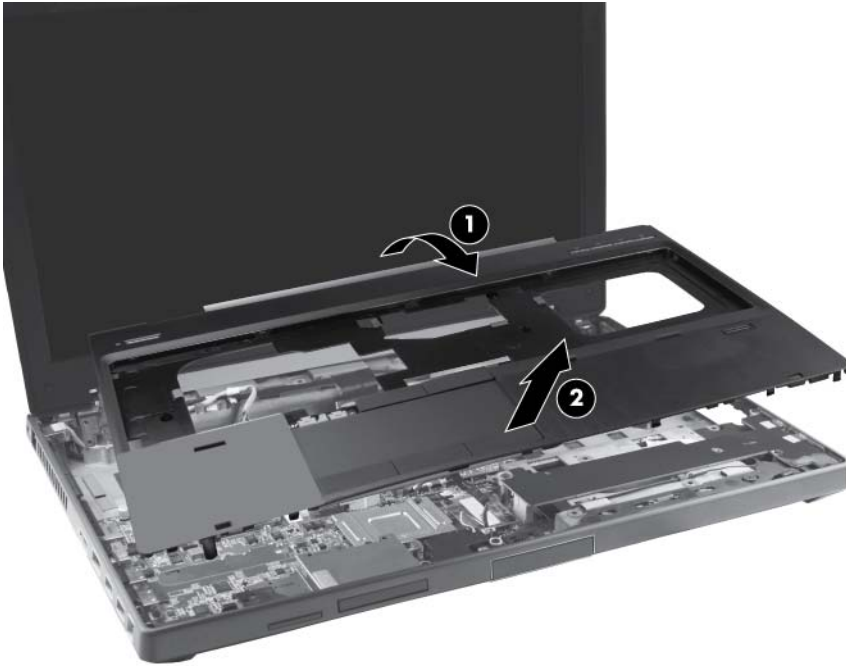


3. Remove the following screws that secure the top cover to the base enclosure:

- Three Phillips screws from the Upgrade bay **(1)**.
- Three Torx 8 screws in the hard drive bay and four Torx 8 screws in the battery bay **(2)**.
- Five Torx 8 screws from the front edge and middle of the computer **(3)**.



4. Pull up the back edge **(1)** of the top cover, and then lift the cover **(2)** away at an angle.



Reverse this procedure to install the top cover.

Power button board

| Description | Spare part number |
|--------------------|-------------------|
| Power button board | 690634-001 |

Before removing the power button board, follow these steps:



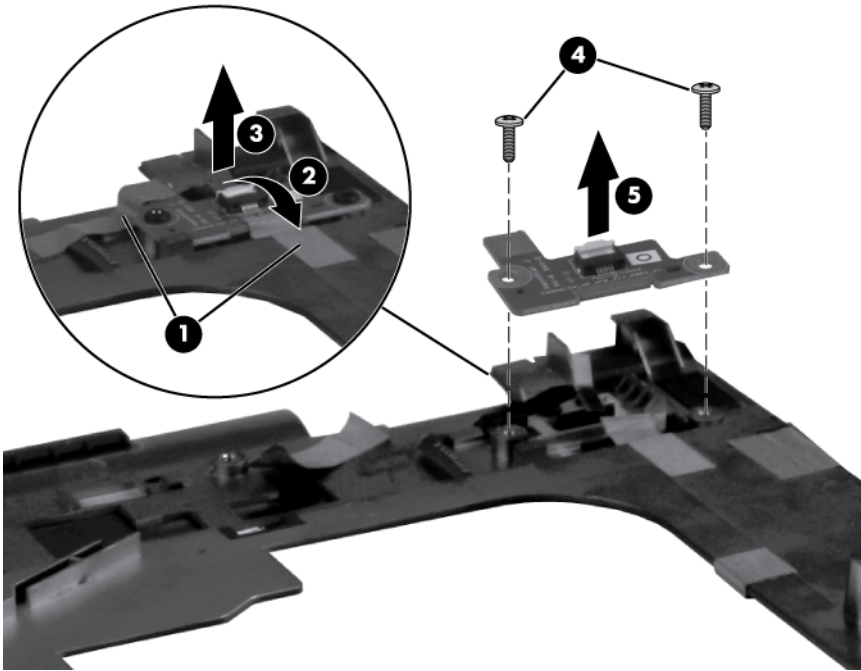
IMPORTANT: Make special note of each screw and screw lock size and location during removal and replacement.

1. 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.
2. Disconnect all external devices connected to the computer.
3. Disconnect the power from the computer by first unplugging the power cord from the AC outlet, and then unplugging the AC adapter from the computer.
4. Remove the battery (see [Battery on page 46](#)).
5. Remove the service door (see [Service door on page 52](#)).
6. Remove the following components:
 - a. Hard drive (see [Hard drive on page 63](#)).
 - b. Upgrade bay device (see [Upgrade bay device on page 68](#)).
 - c. Keyboard (see [Keyboard on page 72](#)).
 - d. Top cover (see [Top cover on page 76](#)).

Remove the power button board:

1. Position the top cover upside down, with the front toward you.
2. Remove the two pieces of tape from the top of the power button board **(1)**.
3. Release the ZIF connector **(2)** for the power button board cable and then disconnect the cable **(3)**.

4. Remove the two Torx 8 screws **(4)** that secure the power button board to the top cover and then remove the power button board **(5)**.



Reverse this procedure to install the power button board.

Function button board

| Description | Spare part number |
|--|-------------------|
| Function button board (includes cable) | 690635-001 |

Before removing the function button board, follow these steps:



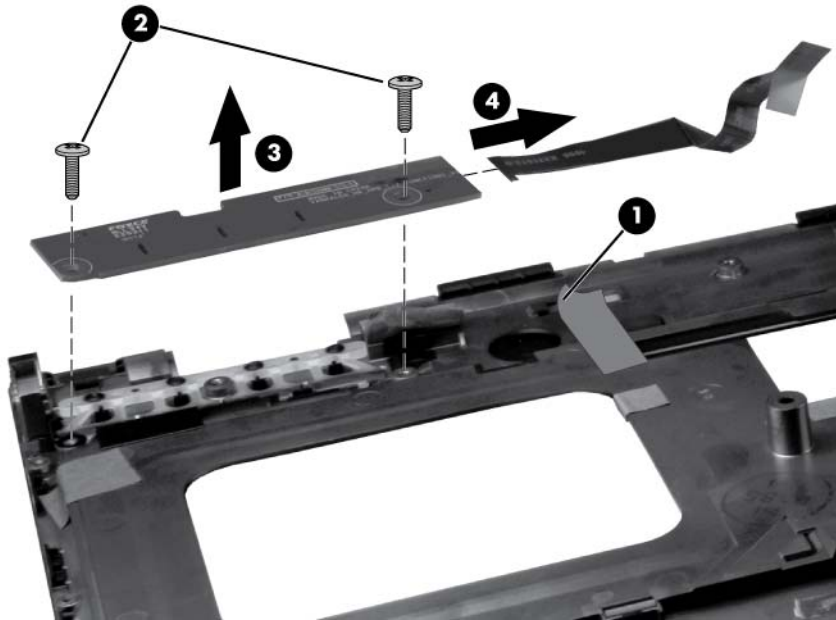
IMPORTANT: Make special note of each screw and screw lock size and location during removal and replacement.

1. 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.
2. Disconnect all external devices connected to the computer.
3. Disconnect the power from the computer by first unplugging the power cord from the AC outlet, and then unplugging the AC adapter from the computer.
4. Remove the battery (see [Battery on page 46](#)).
5. Remove the service door (see [Service door on page 52](#)).
6. Remove the following components:
 - a. Hard drive (see [Hard drive on page 63](#)).
 - b. Upgrade bay device (see [Upgrade bay device on page 68](#)).
 - c. Keyboard (see [Keyboard on page 72](#)).
 - d. Top cover (see [Top cover on page 76](#)).

Remove the function button board:

1. Position the top cover upside down, with the front toward you.
2. Remove the tape **(1)** from the top of the function button board.
3. Remove the two Torx 8 screws **(2)** that secure the function button board to the top cover.
4. Lift the function button board **(3)** from the top cover.

5. Disconnect the function button board cable (4) from the function button board.



Reverse this procedure to install the function button board.

Fingerprint reader board

| Description | Spare part number |
|---|-------------------|
| Fingerprint reader board (includes bracket) | 690631-001 |

Before removing the fingerprint reader board, follow these steps:



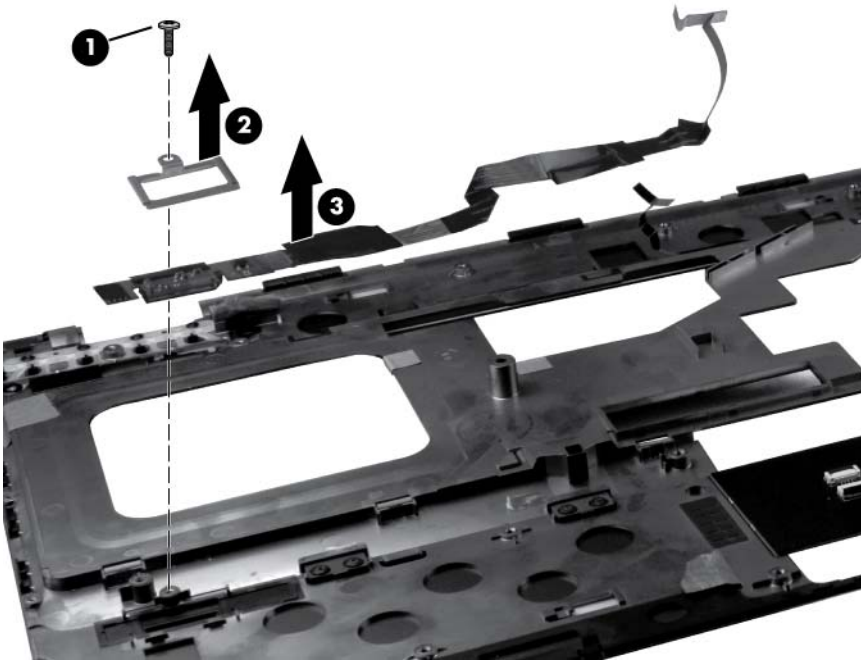
IMPORTANT: Make special note of each screw and screw lock size and location during removal and replacement.

1. 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.
2. Disconnect all external devices connected to the computer.
3. Disconnect the power from the computer by first unplugging the power cord from the AC outlet, and then unplugging the AC adapter from the computer.
4. Remove the battery (see [Battery on page 46](#)).
5. Remove the service door (see [Service door on page 52](#)).
6. Remove the following components:
 - a. Hard drive (see [Hard drive on page 63](#)).
 - b. Upgrade bay device (see [Upgrade bay device on page 68](#)).
 - c. Keyboard (see [Keyboard on page 72](#)).
 - d. Top cover (see [Top cover on page 76](#)).

Remove the fingerprint reader board:

1. Position the top cover upside down, with the front toward you.
2. Remove the Phillips screw **(1)** that secures the fingerprint reader board to the top cover.
3. Remove the fingerprint reader board bracket **(2)** from the fingerprint reader board.

4. Lift the fingerprint reader board **(3)** from the top cover.



Reverse this procedure to install the fingerprint reader board.

TouchPad button board

| Description | Spare part number |
|---|-------------------|
| TouchPad button board (included with top cover, spare part number 652652-001) | |

Before removing the TouchPad button board, follow these steps:



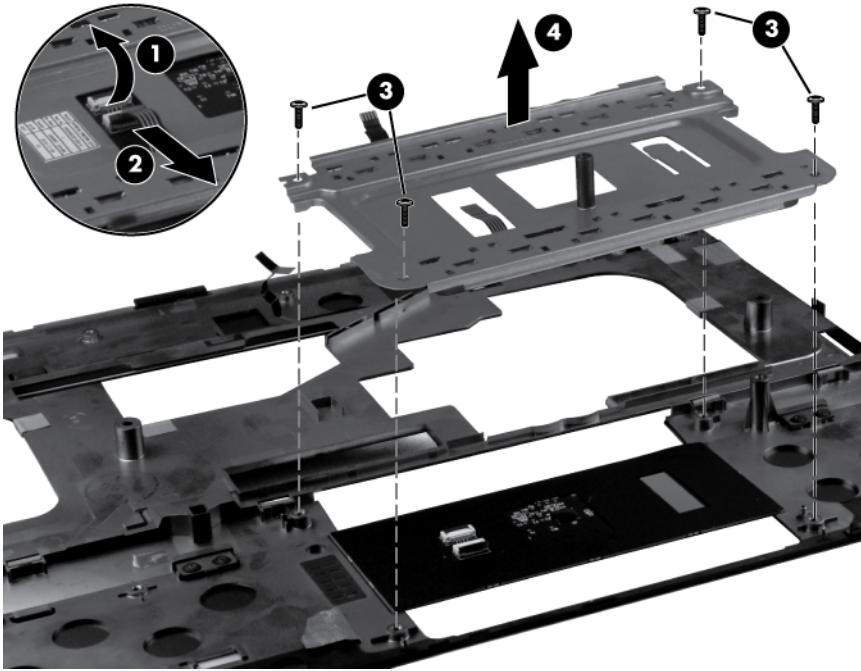
IMPORTANT: Make special note of each screw and screw lock size and location during removal and replacement.

1. 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.
2. Disconnect all external devices connected to the computer.
3. Disconnect the power from the computer by first unplugging the power cord from the AC outlet, and then unplugging the AC adapter from the computer.
4. Remove the battery (see [Battery on page 46](#)).
5. Remove the service door (see [Service door on page 52](#)).
6. Remove the following components:
 - a. Hard drive (see [Hard drive on page 63](#)).
 - b. Upgrade bay device (see [Upgrade bay device on page 68](#)).
 - c. Keyboard (see [Keyboard on page 72](#)).
 - d. Top cover (see [Top cover on page 76](#)).

Remove the TouchPad button board:

1. Position the top cover upside down, with the front toward you.
2. Release the ZIF connector **(1)** for the TouchPad button board cable and then disconnect the cable **(2)**.
3. Remove the four Torx 8 screws **(3)** that secure the TouchPad button board to the top cover.

4. Lift the TouchPad button board **(4)** from the top cover.



Reverse this procedure to install the TouchPad button board.

VGA port board

| Description | Spare part number |
|----------------|-------------------|
| VGA port board | 690641-001 |

Before removing the VGA port board, follow these steps:



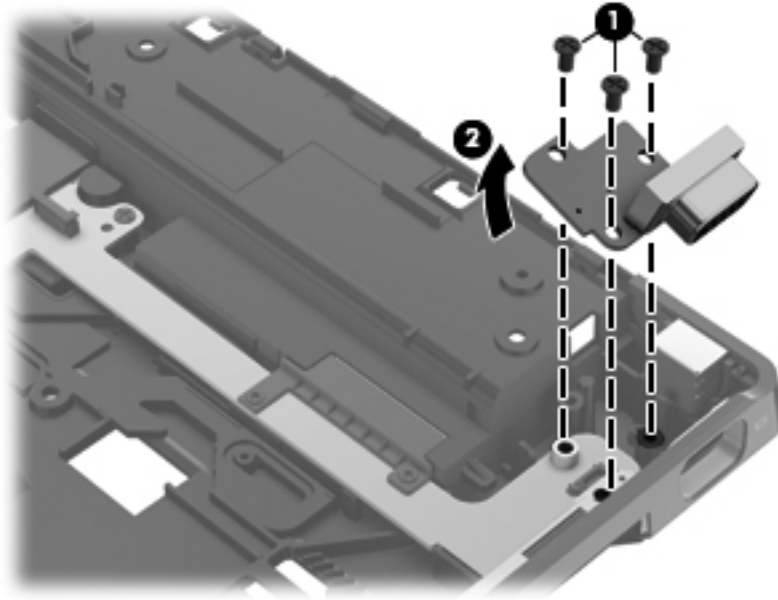
IMPORTANT: Make special note of each screw and screw lock size and location during removal and replacement.

1. 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.
2. Disconnect all external devices connected to the computer.
3. Disconnect the power from the computer by first unplugging the power cord from the AC outlet, and then unplugging the AC adapter from the computer.
4. Remove the battery (see [Battery on page 46](#)).
5. Remove the service door (see [Service door on page 52](#)).
6. Remove the following components:
 - a. Hard drive (see [Hard drive on page 63](#)).
 - b. Upgrade bay device (see [Upgrade bay device on page 68](#)).
 - c. Keyboard (see [Keyboard on page 72](#)).
 - d. Top cover (see [Top cover on page 76](#)).

Remove the VGA port board:

1. Position the computer right-side up with the front toward you.
2. Remove the Phillips screw **(1)** that secures the VGA port board to the base enclosure.
3. Remove the two Torx 8 screws **(2)** that secure the VGA port board to the base enclosure.

4. Lift and remove the VGA port board from the base enclosure.



Reverse this procedure to install the VGA port board.

Fan and heat sink assembly

| Description | Spare part number |
|--|-------------------|
| Fan and heat sink assembly for use in computers with AMD FirePro M4000 graphics cards | 690628-001 |
| Fan and heat sink assembly for use in computers with NVIDIA Quadro K2000M graphics cards | 690630-001 |
| Fan and heat sink assembly for use in computers with NVIDIA Quadro K1000M graphics cards | 690629-001 |

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



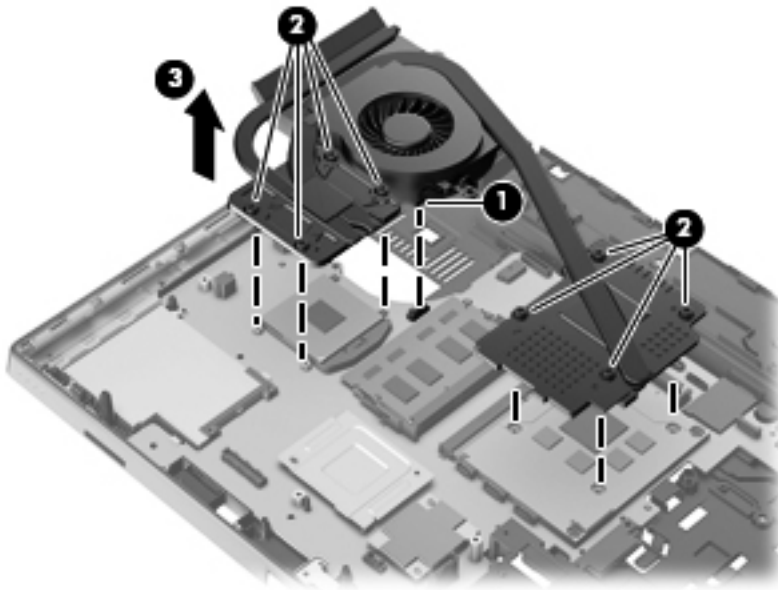
IMPORTANT: Make special note of each screw and screw lock size and location during removal and replacement.


1. 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.
2. Disconnect all external devices connected to the computer.
3. Disconnect the power from the computer by first unplugging the power cord from the AC outlet, and then unplugging the AC adapter from the computer.
4. Remove the battery (see [Battery on page 46](#)).
5. Remove the service door (see [Service door on page 52](#)).
6. Remove the following components:
 - a. Hard drive (see [Hard drive on page 63](#)).
 - b. Upgrade bay device (see [Upgrade bay device on page 68](#)).
 - c. Keyboard (see [Keyboard on page 72](#)).
 - d. Top cover (see [Top cover on page 76](#)).

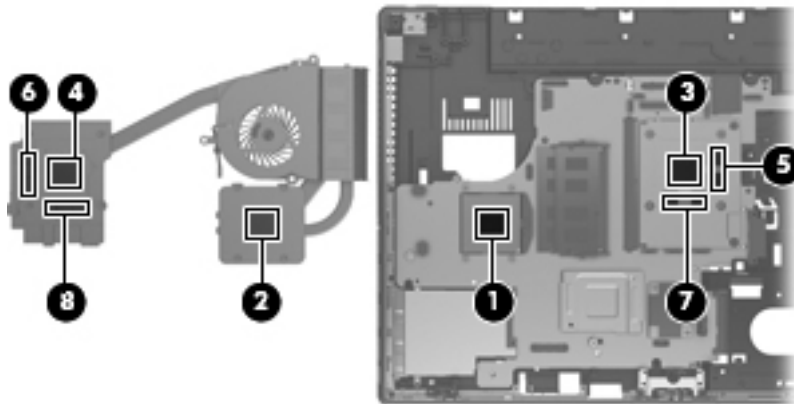
Remove the fan and heat sink assembly:

1. Position the computer right-side up, with the front toward you.
2. Disconnect the fan cable **(1)** from the system board.
3. Loosen the eight captive screws **(2)** that secure the video card heat sink to the base enclosure following the sequence embossed in the heat sinks.


- Lift the fan and heat sink assembly from the base enclosure **(3)**.



 **NOTE:** The thermal material must be thoroughly cleaned from the surfaces of the system board **(1)**, **(3)**, **(5)**, and **(7)** and the heat sinks **(2)**, **(4)**, **(6)**, and **(8)**, each time the heat sink is removed. Replacement thermal material is included with all heat sink and system board spare part kits.




Reverse this procedure to install the fan and heat sink assembly.

 **NOTE:** To properly ventilate the computer, allow at least a 7.6 cm (3 in) clearance on the left side of the computer.

The computer uses an electric fan for ventilation. The fan is controlled by a temperature sensor and is designed to turn on automatically when high temperature conditions exist. These conditions are affected by high external temperatures, system power consumption, power management/battery conservation configurations, battery fast charging, and software requirements. Exhaust air is displaced through the ventilation grill located on the left side of the computer.

Graphics card

 **NOTE:** All graphics card spare part kits include replacement thermal material.

| Description | Spare part number |
|--|-------------------|
| NVIDIA Quadro K2000M (NVIDIA N14P-Q3 2GB DDR3) | 690637-001 |
| NVIDIA Quadro K1000M (NVIDIA N14P-Q1 2GB DDR3) | 690638-001 |
| AMD FirePro M4000 (Chelsea XT GL 1GB GDDR5) | 690639-001 |

Before removing the graphics card, follow these steps:



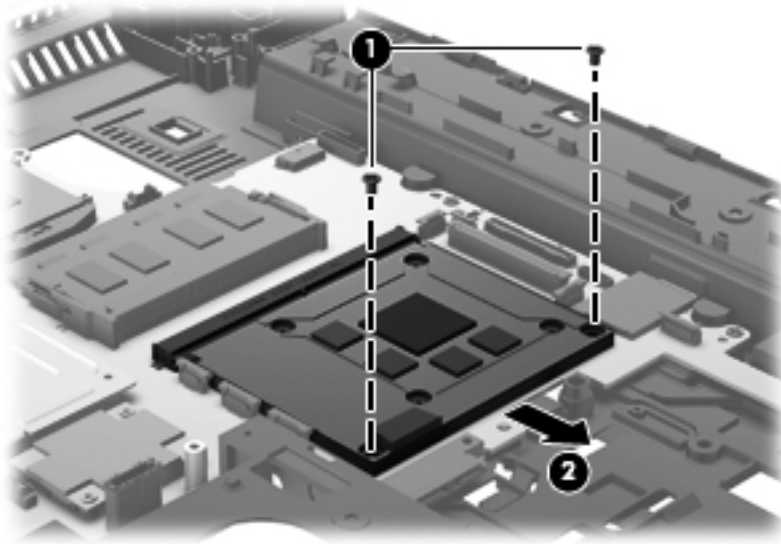
IMPORTANT: Make special note of each screw and screw lock size and location during removal and replacement.


1. 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.
2. Disconnect all external devices connected to the computer.
3. Disconnect the power from the computer by first unplugging the power cord from the AC outlet, and then unplugging the AC adapter from the computer.
4. Remove the battery (see [Battery on page 46](#)).
5. Remove the service door (see [Service door on page 52](#)).
6. Remove the following components:
 - a. Hard drive (see [Hard drive on page 63](#)).
 - b. Upgrade bay device (see [Upgrade bay device on page 68](#)).
 - c. Keyboard (see [Keyboard on page 72](#)).
 - d. Top cover (see [Top cover on page 76](#)).
 - e. Fan and heat sink assembly (see [Fan and heat sink assembly on page 89](#)).

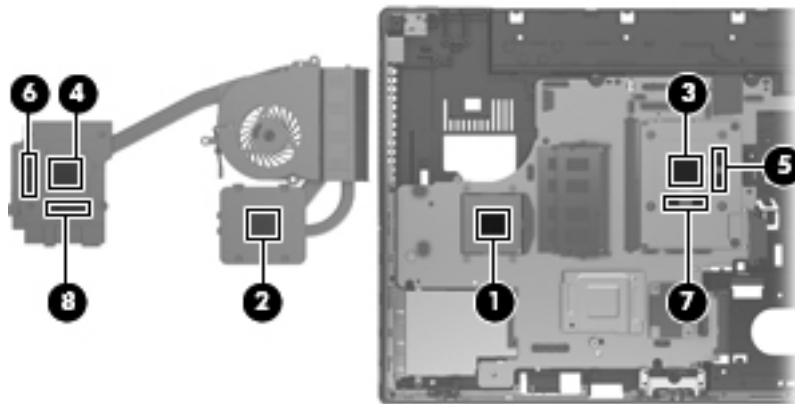
Remove the graphics card:

1. Position the computer right-side up, with the front toward you.
2. Remove the two Torx 8 screws **(1)** that secure the graphics card to the computer. (The edge of the board opposite the graphics card slot rises away from the computer.)

3. Remove the graphics card **(2)** by sliding it away from the slot at an angle.



 **NOTE:** The thermal material must be thoroughly cleaned from the surfaces of the system board **(1)**, **(3)**, **(5)**, and **(7)** and the heat sinks **(2)**, **(4)**, **(6)**, and **(8)**, each time the heat sink is removed. Replacement thermal material is included with all heat sink and system board spare part kits.




Reverse this procedure to install the graphics card.

Processor

 **NOTE:** All processor spare part kits include replacement thermal material.

| Description | Spare part number |
|--|-------------------|
| Intel Core processors | |
| i7-3820QM, 2.70 GHz (Turbo up to 3.70 GHz), quad-core processor, 1600 MHz, 8 MB L3 Cache, 8 threads, 45W | 681284-002 |
| i7-3720QM, 2.60GHz (Turbo up to 3.60 GHz), quad-core processor, 1600 MHz, 6 MB L3 Cache, 8 threads, 45W | 681283-002 |
| i7-3610QM, 2.30 GHz (Turbo up to 3.30 GHz), quad-core processor 1600 MHz, 6MB L3 Cache, 8 threads, 45W | 680646-002 |
| i7-3520M, 2.90GHz (Turbo up to 3.60 GHz), dual-core processor, 1600 MHz, 4MB L3 Cache, 4 threads, 35W | 681954-002 |
| i5-3360M, 2.80 GHz (Turbo up to 3.50 GHz), dual-core processor, 1600 MHz, 3 MB L3 Cache, 4 threads, 35W | 681953-002 |
| i5-3320M, 2.60 GHz (Turbo up to 3.30 GHz), dual-core processor, 1600 MHz, 3 MB L3 Cache, 4 threads, 35W | 681952-002 |


Before removing the processor, follow these steps:

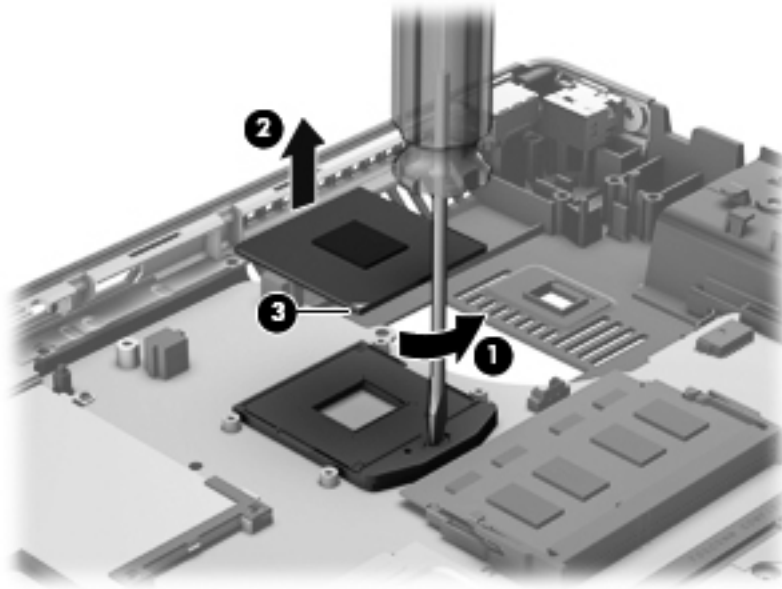
 **IMPORTANT:** Make special note of each screw and screw lock size and location during removal and replacement.

1. 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.
2. Disconnect all external devices connected to the computer.
3. Disconnect the power from the computer by first unplugging the power cord from the AC outlet, and then unplugging the AC adapter from the computer.
4. Remove the battery (see [Battery on page 46](#)).
5. Remove the service door (see [Service door on page 52](#)).
6. Remove the following components:
 - a. Hard drive (see [Hard drive on page 63](#)).
 - b. Upgrade bay device (see [Upgrade bay device on page 68](#)).
 - c. Keyboard (see [Keyboard on page 72](#)).
 - d. Top cover (see [Top cover on page 76](#)).
 - e. Fan and heat sink assembly (see [Fan and heat sink assembly on page 89](#)).

Remove the processor:

1. Position the computer right-side up, with the front toward you.
2. Use a flat-bladed screwdriver to turn the processor locking screw **(1)** one-half turn counterclockwise until you hear a click.
3. Lift the processor **(2)** straight up and remove it.

 **NOTE:** The gold triangle **(3)** on the processor must be aligned with the triangle embossed on the processor slot when you install the processor.




Reverse this procedure to install the processor.

Audio/USB 3.0 board

| Description | Spare part number |
|--|-------------------|
| Audio/USB 3.0 board (select models only) | 690636-001 |

Before removing the audio/USB 3.0 board, follow these steps:

 **IMPORTANT:** Make special note of each screw and screw lock size and location during removal and replacement.

1. 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.
2. Disconnect all external devices connected to the computer.
3. Disconnect the power from the computer by first unplugging the power cord from the AC outlet, and then unplugging the AC adapter from the computer.
4. Remove the battery (see [Battery on page 46](#)).
5. Remove the service door (see [Service door on page 52](#)).
6. Remove the following components:
 - a. Hard drive (see [Hard drive on page 63](#)).
 - b. Upgrade bay device (see [Upgrade bay device on page 68](#)).
 - c. Keyboard (see [Keyboard on page 72](#)).
 - d. Top cover (see [Top cover on page 76](#)).


Remove the audio/USB 3.0 board:

1. Turn the computer right-side up, with the front toward you.
2. Remove the three Torx 8 screws **(1)** that secure the audio/USB 3.0 board to the system board.
3. Disconnect the audio/USB 3.0 board **(2)** from the system board by lifting it out at an angle.




Reverse this procedure to install the audio/USB 3.0 board.

Modem module

 **NOTE:** The modem module spare part kit does not include a modem module cable. The modem module cable is included in the cable kit, spare part number 690623-001. For information about cable kit contents, see [Cable kit on page 29](#).

| Description | Spare part number |
|------------------------------------|-------------------|
| 56k v.92 MDC data/fax modem module | 628824-001 |

Before removing the modem module, follow these steps:

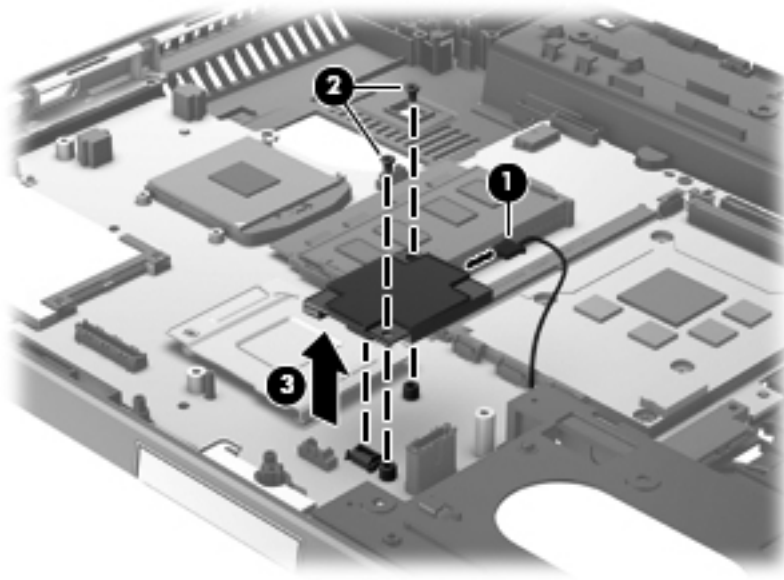
 **IMPORTANT:** Make special note of each screw and screw lock size and location during removal and replacement.

1. 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.
2. Disconnect all external devices connected to the computer.
3. Disconnect the power from the computer by first unplugging the power cord from the AC outlet, and then unplugging the AC adapter from the computer.
4. Remove the battery (see [Battery on page 46](#)).
5. Remove the service door (see [Service door on page 52](#)).
6. Remove the following components:
 - a. Hard drive (see [Hard drive on page 63](#)).
 - b. Upgrade bay device (see [Upgrade bay device on page 68](#)).
 - c. Keyboard (see [Keyboard on page 72](#)).
 - d. Top cover (see [Top cover on page 76](#)).
 - e. Audio/USB 3.0 board (see [Audio/USB 3.0 board on page 95](#)).

Remove the modem module:

1. Turn the computer right-side up, with the front toward you.
2. Disconnect the modem module cable **(1)** from the system board.
3. Remove the two Phillips barrel screws **(2)** that secure the modem module to the system board.

4. Disconnect the modem module **(3)** from the system board by lifting it straight up.



Reverse this procedure to install the modem module.

Speakers

| Description | Spare part number |
|-------------|-------------------|
| Speaker kit | 652669-001 |

Before removing the speakers, follow these steps:



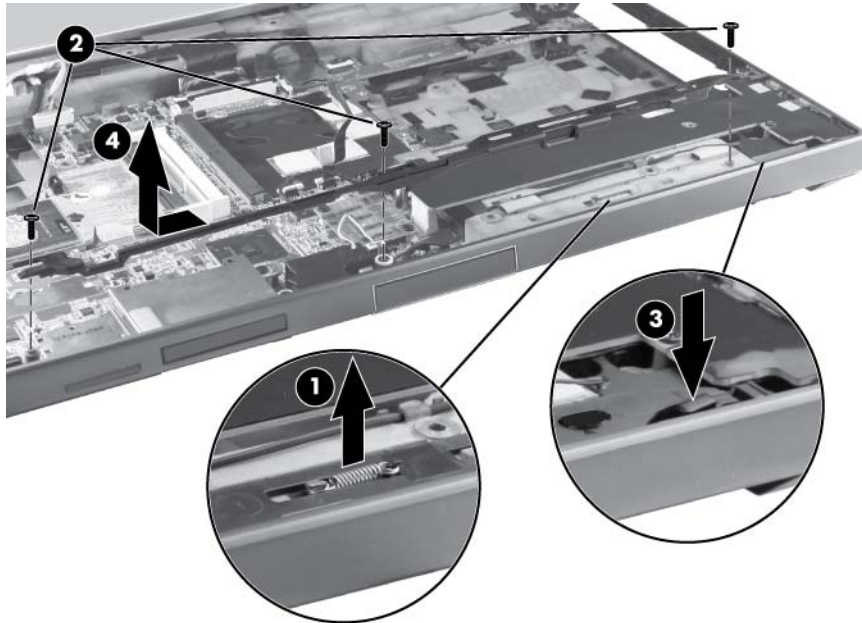
IMPORTANT: Make special note of each screw and screw lock size and location during removal and replacement.

1. 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.
2. Disconnect all external devices connected to the computer.
3. Disconnect the power from the computer by first unplugging the power cord from the AC outlet, and then unplugging the AC adapter from the computer.
4. Remove the battery (see [Battery on page 46](#)).
5. Remove the service door (see [Service door on page 52](#)).
6. Remove the following components:
 - a. Hard drive (see [Hard drive on page 63](#)).
 - b. Upgrade bay device (see [Upgrade bay device on page 68](#)).
 - c. Keyboard (see [Keyboard on page 72](#)).
 - d. Top cover (see [Top cover on page 76](#)).
 - e. Audio/USB 3.0 board (see [Audio/USB 3.0 board on page 95](#)).

Remove the speakers:

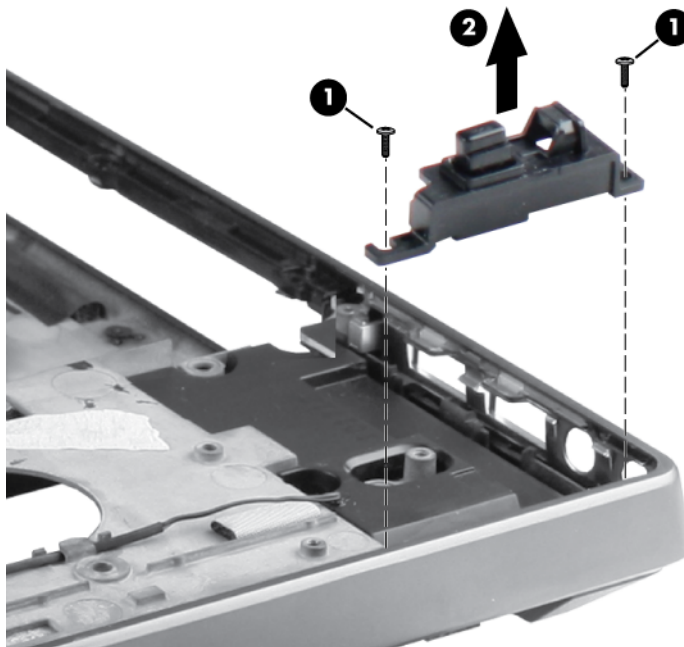
1. Position the computer right-side up, with the front toward you.
2. Remove the display latch:
 - a. Remove the spring **(1)** from the display latch lock.
 - b. Remove the three Phillips screws **(2)** from the display latch lock.
 - c. Push down the button **(3)** in the front right corner of the display latch lock.

- d. Slide the display latch lock to the left and remove by pulling straight up from the base enclosure **(4)**.



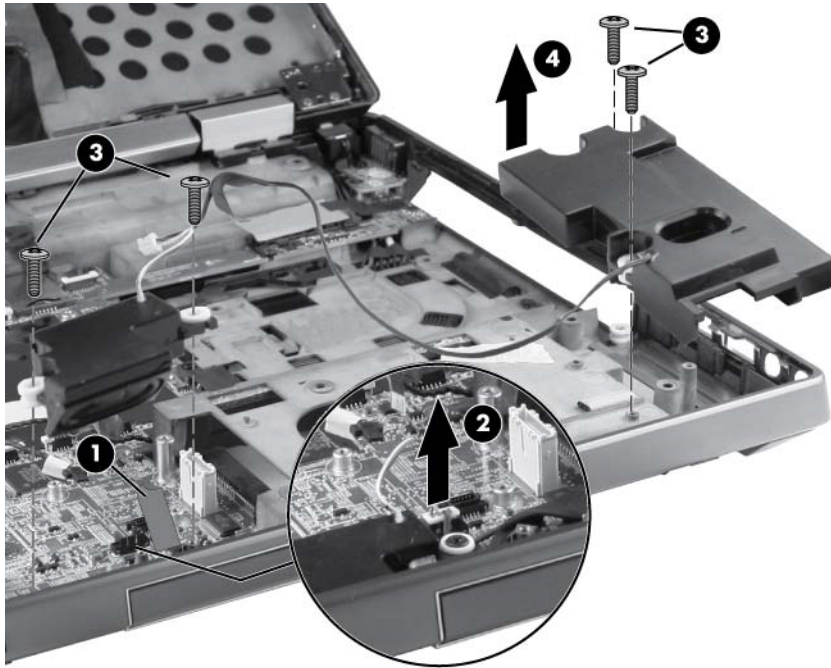
3. Remove the display latch spring buttons:

- a. In the lower right corner of the base enclosure, remove the two Torx 8 screws **(1)** that secure the display latch spring button to the base enclosure.
- b. Lift the right display latch spring button **(2)** straight up from the base enclosure.



4. Remove the tape **(1)** from the top of the speakers.
5. Disconnect the speaker cable **(2)** from the system board.

6. Remove the four Torx 8 screws **(3)** that secure the speakers to the base enclosure.
7. Remove the speakers **(4)** from the base enclosure.



Reverse this procedure to install the speakers.

ExpressCard/USB 2.0 assembly

| Description | Spare part number |
|------------------------------|-------------------|
| ExpressCard/USB 2.0 assembly | 652680-001 |

Before removing the ExpressCard/USB 2.0 assembly, follow these steps:



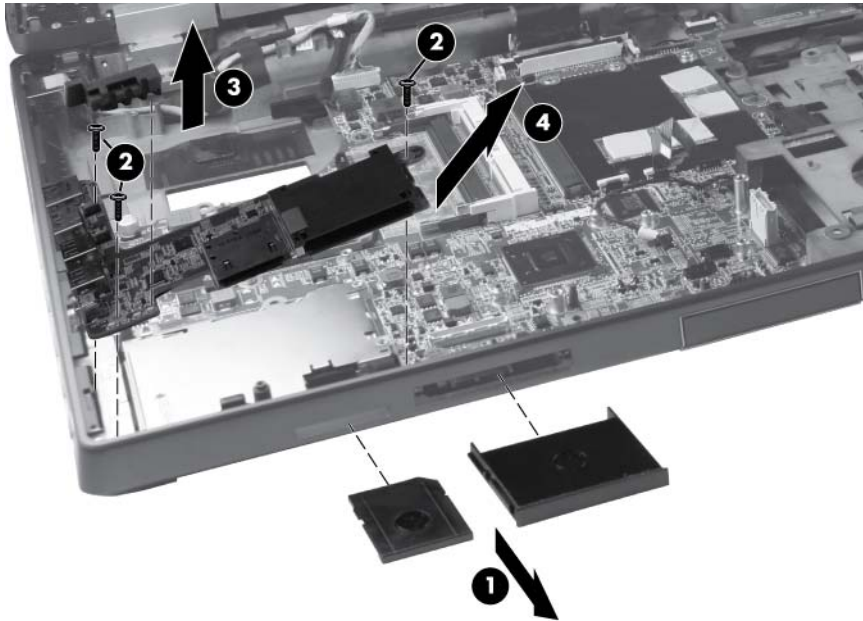
IMPORTANT: Make special note of each screw and screw lock size and location during removal and replacement.

1. 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.
2. Disconnect all external devices connected to the computer.
3. Disconnect the power from the computer by first unplugging the power cord from the AC outlet, and then unplugging the AC adapter from the computer.
4. Remove the battery (see [Battery on page 46](#)).
5. Remove the service door (see [Service door on page 52](#)).
6. Remove the following components:
 - a. Hard drive (see [Hard drive on page 63](#)).
 - b. Upgrade bay device (see [Upgrade bay device on page 68](#)).
 - c. Keyboard (see [Keyboard on page 72](#)).
 - d. Top cover (see [Top cover on page 76](#)).
 - e. Fan and heat sink assembly (see [Fan and heat sink assembly on page 89](#)).
 - f. Processor (see [Processor on page 93](#)).
 - g. Modem module (see [Modem module on page 97](#)).
 - h. Audio/USB 3.0 board (see [Audio/USB 3.0 board on page 95](#)).
 - i. Speakers (see [Speakers on page 99](#)).

Remove the ExpressCard/USB 2.0 assembly:

1. Position the computer right-side up, with the front toward you.
2. Remove the SD and CFast slot protective inserts **(1)**.
3. Remove the three Torx 8 screws **(2)** that secure the assembly to the system board.

4. Lift the assembly up **(3)** and remove the assembly from the base enclosure at a 45 degree angle **(4)**.



Reverse this procedure to install the ExpressCard/USB 2.0 assembly.

Northbridge chip heat sink

| Description | Spare part number |
|---|-------------------|
| Northbridge chip heat sink | |
| NOTE: The Northbridge chip heat sink is included with the base enclosure assembly, spare part number 698946-001. | |

Before removing the Northbridge chip heat sink, follow these steps:



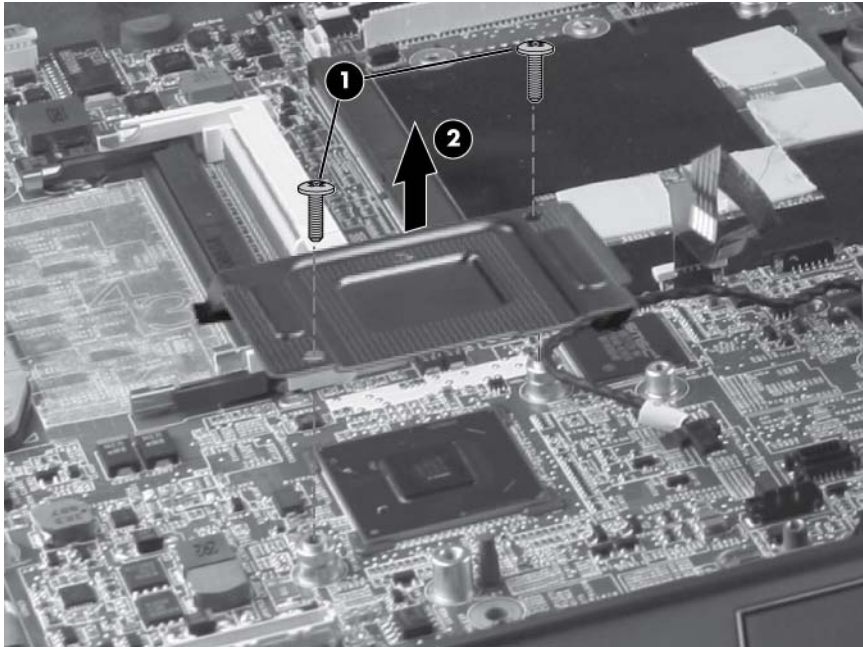
IMPORTANT: Make special note of each screw and screw lock size and location during removal and replacement.

1. 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.
2. Disconnect all external devices connected to the computer.
3. Disconnect the power from the computer by first unplugging the power cord from the AC outlet, and then unplugging the AC adapter from the computer.
4. Remove the battery (see [Battery on page 46](#)).
5. Remove the service door (see [Service door on page 52](#)).
6. Remove the following components:
 - a. Hard drive (see [Hard drive on page 63](#)).
 - b. Upgrade bay device (see [Upgrade bay device on page 68](#)).
 - c. Keyboard (see [Keyboard on page 72](#)).
 - d. Top cover (see [Top cover on page 76](#)).

Remove the Northbridge chip heat sink:


1. Position the computer right-side up, with the front toward you.
2. Remove the two Phillips screws **(1)** that secure the Northbridge chip heat sink to the system board.


3. Remove the Northbridge chip heat sink from the system board **(2)**.



Reverse this procedure to install the Northbridge chip heat sink.


System board

 **NOTE:** All system board spare part kits include replacement thermal material and VGA support bracket.

 **NOTE:** Models that support quad-core processors have four memory slots. Models that support dual-core processors have two memory slots.

| Description | Spare part number |
|---|-------------------|
| For use with dual-core processors | 690642-001 |
| For use with quad-core processors | 690643-001 |
| For use with dual-core processors in China and Russia | 696440-001 |
| For use with quad-core processors in China and Russia | 696441-001 |

Before removing the system board, follow these steps:

 **IMPORTANT:** Make special note of each screw and screw lock size and location during removal and replacement.

1. 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.
2. Disconnect all external devices connected to the computer.
3. Disconnect the power from the computer by first unplugging the power cord from the AC outlet, and then unplugging the AC adapter from the computer.
4. Remove the battery (see [Battery on page 46](#)).
5. Remove the service door (see [Service door on page 52](#)).
6. Remove the following components:
 - a. Hard drive (see [Hard drive on page 63](#)).
 - b. Upgrade bay device (see [Upgrade bay device on page 68](#)).
 - c. Keyboard (see [Keyboard on page 72](#)).
 - d. Top cover (see [Top cover on page 76](#)).
 - e. Fan and heat sink assembly (see [Fan and heat sink assembly on page 89](#)).
 - f. Audio/USB 3.0 board (see [Audio/USB 3.0 board on page 95](#)).
 - g. Speakers (see [Speakers on page 99](#)).
 - h. ExpressCard/USB 2.0 assembly (see [ExpressCard/USB 2.0 assembly on page 102](#)).

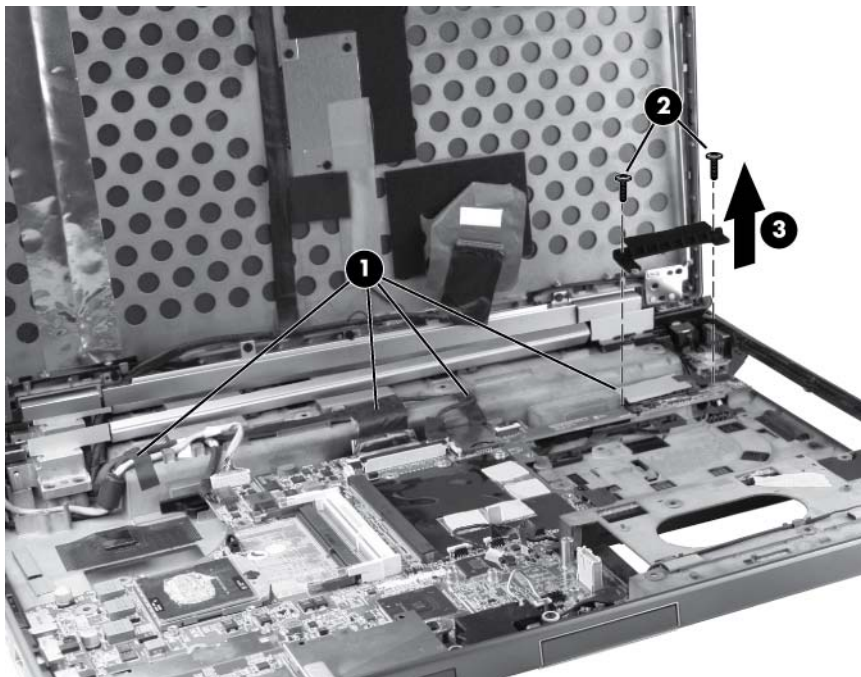
When replacing the system board, be sure that the following components are removed from the defective system board and installed on the replacement system board:

- Memory modules (see [Memory Modules \(under service door\) on page 53](#))
- WLAN module (see [WLAN module on page 56](#))

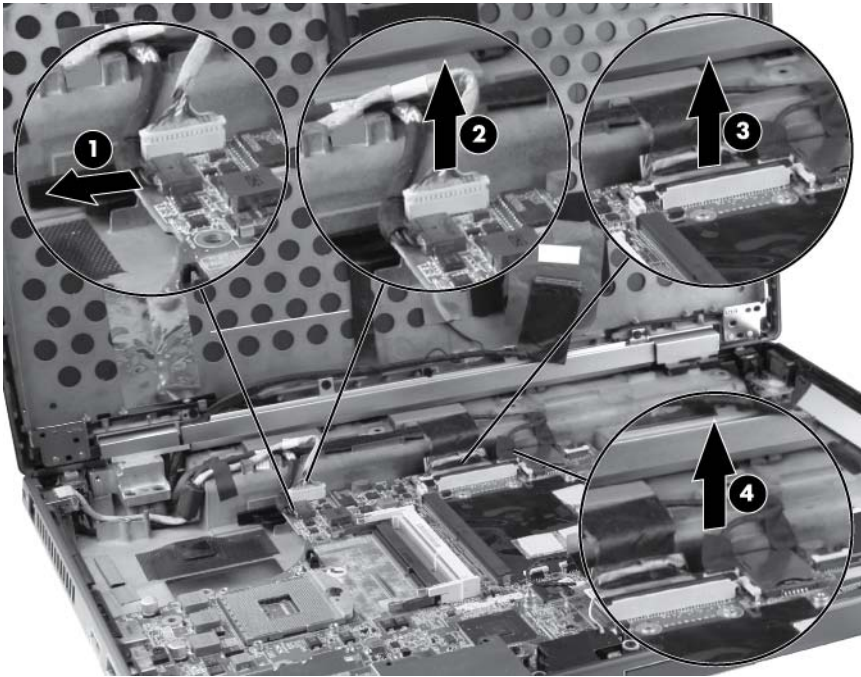
- WWAN module (see [WWAN module on page 59](#))
- Modem module (see [Modem module on page 97](#))
- Processor (see [Processor on page 93](#))
- Graphics card (see [Graphics card on page 90](#))
- Northbridge chip heat sink (see [Northbridge chip heat sink on page 104](#))

Remove the system board:

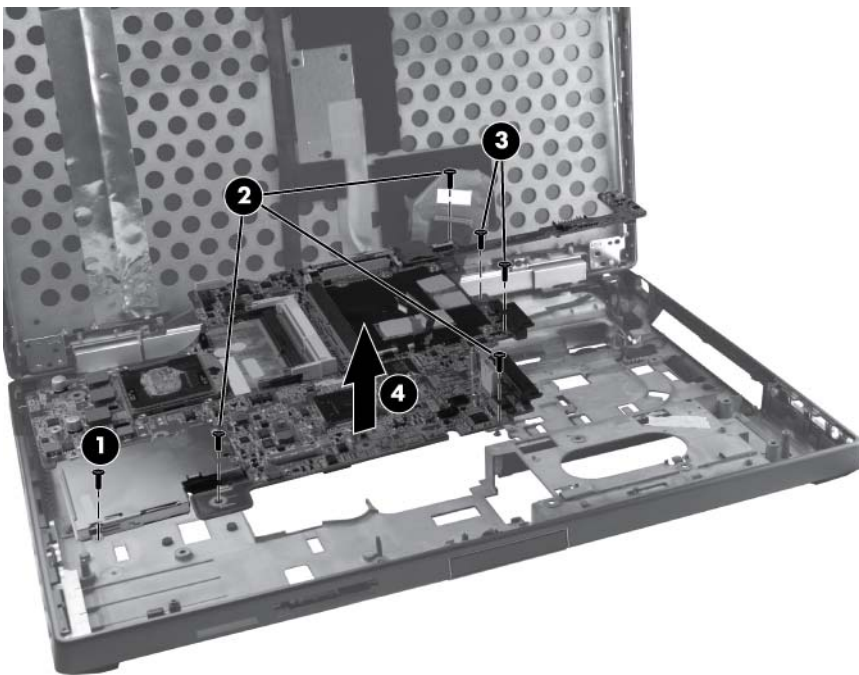
1. Position the computer right-side up, with the front toward you.
2. Remove the tape **(1)** that secures the cabling to the system board.
3. Remove the screws **(2)** that secure the plastic bracket to the system board, and then remove the bracket **(3)**.



4. Disconnect the power jack **(1)**, the network cable **(2)**, the display cable **(3)**, and the webcam cable **(4)**.




5. Remove the Phillips screw **(1)** that secures the smart card reader to the system board.
6. Remove the three Torx 8 screws **(2)** that secure the system board to the base enclosure.
7. Remove the two Torx 8 screws **(3)** that secure the system board to the optical drive connector.
8. Remove the system board **(4)** from the base enclosure.




Reverse this procedure to install the system board.

RJ-45 connector cable

 **NOTE:** The RJ-45 connector cable is included in the cable kit, spare part number 690623-001.

Before removing the RJ-45 connector cable, follow these steps:

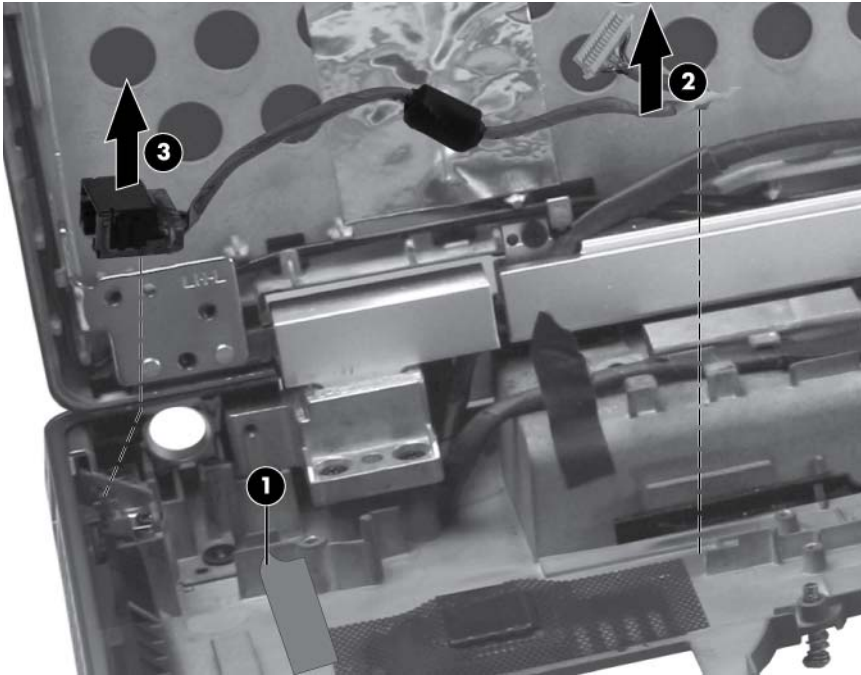
 **IMPORTANT:** Make special note of each screw and screw lock size and location during removal and replacement.

1. 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.
2. Disconnect all external devices connected to the computer.
3. Disconnect the power from the computer by first unplugging the power cord from the AC outlet, and then unplugging the AC adapter from the computer.
4. Remove the battery (see [Battery on page 46](#)).
5. Remove the service door (see [Service door on page 52](#)).
6. Remove the following components:
 - a. Hard drive (see [Hard drive on page 63](#)).
 - b. Upgrade bay device (see [Upgrade bay device on page 68](#)).
 - c. Keyboard (see [Keyboard on page 72](#)).
 - d. Top cover (see [Top cover on page 76](#)).
 - e. Fan and heat sink assembly (see [Fan and heat sink assembly on page 89](#)).
 - f. Audio/USB 3.0 board (see [Audio/USB 3.0 board on page 95](#)).
 - g. Speakers (see [Speakers on page 99](#)).
 - h. ExpressCard/USB 2.0 assembly (see [ExpressCard/USB 2.0 assembly on page 102](#)).
 - i. System board (see [System board on page 106](#)).

Remove the RJ-45 connector cable:


1. Position the computer right-side up, with the front toward you.
2. Remove the tape **(1)** from the top of the RJ-45 connector cable.
3. Remove the RJ-45 connector cable from the clips and routing channel **(2)** built into the base enclosure.

4. Remove the RJ-45 connector cable from the base enclosure **(3)**.




Reverse this procedure to install the RJ-45 connector cable.

Power connector cable

 **NOTE:** The power connector cable is included in the cable kit, spare part number 690623-001.

Before removing the power connector cable, follow these steps:

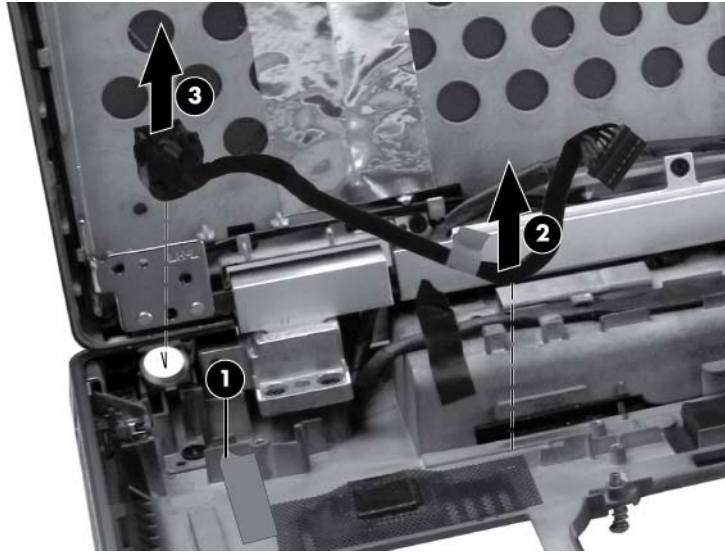
 **IMPORTANT:** Make special note of each screw and screw lock size and location during removal and replacement.

1. 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.
2. Disconnect all external devices connected to the computer.
3. Disconnect the power from the computer by first unplugging the power cord from the AC outlet, and then unplugging the AC adapter from the computer.
4. Remove the battery (see [Battery on page 46](#)).
5. Remove the service door (see [Service door on page 52](#)).
6. Remove the following components:
 - a. Hard drive (see [Hard drive on page 63](#)).
 - b. Upgrade bay device (see [Upgrade bay device on page 68](#)).
 - c. Keyboard (see [Keyboard on page 72](#)).
 - d. Top cover (see [Top cover on page 76](#)).
 - e. Fan and heat sink assembly (see [Fan and heat sink assembly on page 89](#)).
 - f. Audio/USB 3.0 board (see [Audio/USB 3.0 board on page 95](#)).
 - g. Speakers (see [Speakers on page 99](#)).
 - h. ExpressCard/USB 2.0 assembly (see [ExpressCard/USB 2.0 assembly on page 102](#)).
 - i. System board (see [System board on page 106](#)).

Remove the power connector cable:


1. Position the computer right-side up, with the front toward you.
2. Remove the tape **(1)** from the top of the power connector cable.
3. Lift the power connector cable **(2)** up from the routing in the rear of the base enclosure.

4. Remove the power connector cable from the enclosure **(3)**.




Reverse this procedure to install the power connector cable.

RJ-11 connector cable

 **NOTE:** The RJ-11 connector cable is included in the cable kit, spare part number 690623-001.

Before removing the RJ-11 connector cable, follow these steps:

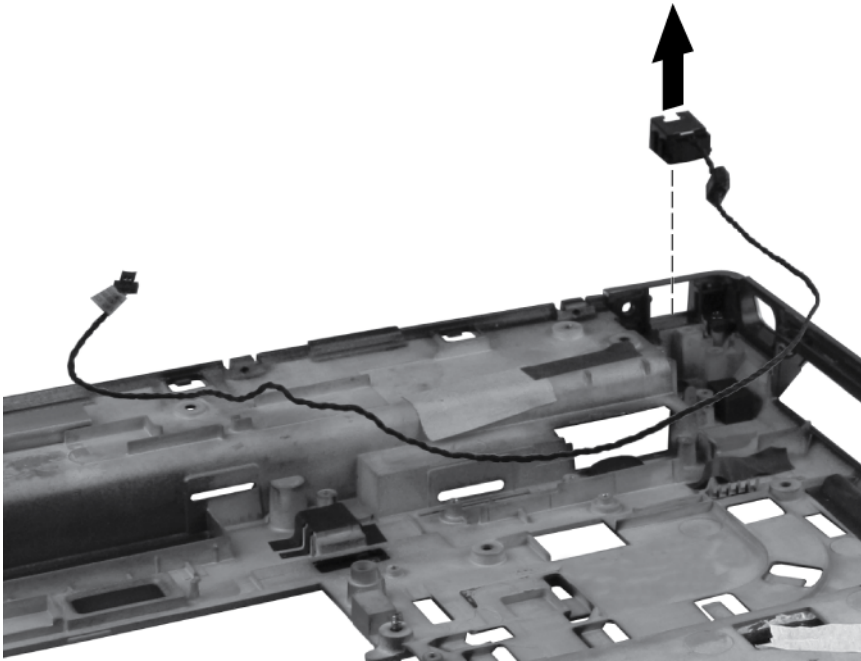
 **IMPORTANT:** Make special note of each screw and screw lock size and location during removal and replacement.

1. 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.
2. Disconnect all external devices connected to the computer.
3. Disconnect the power from the computer by first unplugging the power cord from the AC outlet, and then unplugging the AC adapter from the computer.
4. Remove the battery (see [Battery on page 46](#)).
5. Remove the service door (see [Service door on page 52](#)).
6. Remove the following components:
 - a. Hard drive (see [Hard drive on page 63](#)).
 - b. Upgrade bay device (see [Upgrade bay device on page 68](#)).
 - c. Keyboard (see [Keyboard on page 72](#)).
 - d. Top cover (see [Top cover on page 76](#)).
 - e. Fan and heat sink assembly (see [Fan and heat sink assembly on page 89](#)).
 - f. Audio/USB 3.0 board (see [Audio/USB 3.0 board on page 95](#)).
 - g. Speakers (see [Speakers on page 99](#)).
 - h. ExpressCard/USB 2.0 assembly (see [ExpressCard/USB 2.0 assembly on page 102](#)).
 - i. System board (see [System board on page 106](#)).

Remove the RJ-11 connector cable:


1. Position the computer right-side up, with the front toward you.

2. Remove the RJ-11 connector cable from the clips and routing channel built into the base enclosure.




3. Remove the RJ-11 connector cable from the base enclosure.
Reverse this procedure to install the RJ-11 connector cable.

Service door latch

 **NOTE:** The service door latch is included with the battery latch kit , spare part number 690633-001.

Before removing the service door latch, follow these steps:

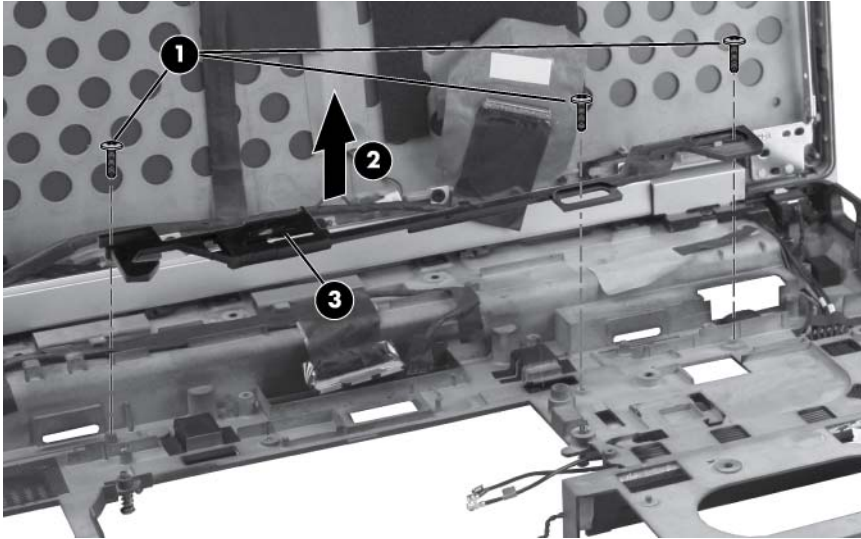
 **IMPORTANT:** Make special note of each screw and screw lock size and location during removal and replacement.

1. 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.
2. Disconnect all external devices connected to the computer.
3. Disconnect the power from the computer by first unplugging the power cord from the AC outlet, and then unplugging the AC adapter from the computer.
4. Remove the battery (see [Battery on page 46](#)).
5. Remove the service door (see [Service door on page 52](#)).
6. Remove the following components:
 - a. Hard drive (see [Hard drive on page 63](#)).
 - b. Upgrade bay device (see [Upgrade bay device on page 68](#)).
 - c. Keyboard (see [Keyboard on page 72](#)).
 - d. Top cover (see [Top cover on page 76](#)).
 - e. Fan and heat sink assembly (see [Fan and heat sink assembly on page 89](#)).
 - f. Audio/USB 3.0 board (see [Audio/USB 3.0 board on page 95](#)).
 - g. Speakers (see [Speakers on page 99](#)).
 - h. ExpressCard/USB 2.0 assembly (see [ExpressCard/USB 2.0 assembly on page 102](#)).
 - i. System board (see [System board on page 106](#)).
 - j. RJ-11 connector cable (see [RJ-11 connector cable on page 113](#)).

Remove the service door latch:


1. Position the computer right-side up with the front toward you.
2. Remove the three Phillips screws **(1)** that secure the service door latch to the base enclosure.

3. Remove the service door latch from the base enclosure **(2)**, ensuring that the spring **(3)** remains intact with the service door latch.




Reverse this procedure to install the service door latch.

Battery latch

 **NOTE:** The battery latch is included with the battery latch kit , spare part number 690633-001.


Before removing the battery latch, follow these steps:

 **IMPORTANT:** Make special note of each screw and screw lock size and location during removal and replacement.

1. 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.
2. Disconnect all external devices connected to the computer.
3. Disconnect the power from the computer by first unplugging the power cord from the AC outlet, and then unplugging the AC adapter from the computer.
4. Remove the battery (see [Battery on page 46](#)).
5. Remove the service door (see [Service door on page 52](#)).
6. Remove the following components:
 - a. Hard drive (see [Hard drive on page 63](#)).
 - b. Upgrade bay device (see [Upgrade bay device on page 68](#)).
 - c. Keyboard (see [Keyboard on page 72](#)).
 - d. Top cover (see [Top cover on page 76](#)).
 - e. Fan and heat sink assembly (see [Fan and heat sink assembly on page 89](#)).
 - f. Audio/USB 3.0 board (see [Audio/USB 3.0 board on page 95](#)).
 - g. Speakers (see [Speakers on page 99](#)).
 - h. ExpressCard/USB 2.0 assembly (see [ExpressCard/USB 2.0 assembly on page 102](#)).
 - i. System board (see [System board on page 106](#)).
 - j. RJ-11 connector cable (see [RJ-11 connector cable on page 113](#)).
 - k. Service door latch (see [Service door latch on page 115](#)).

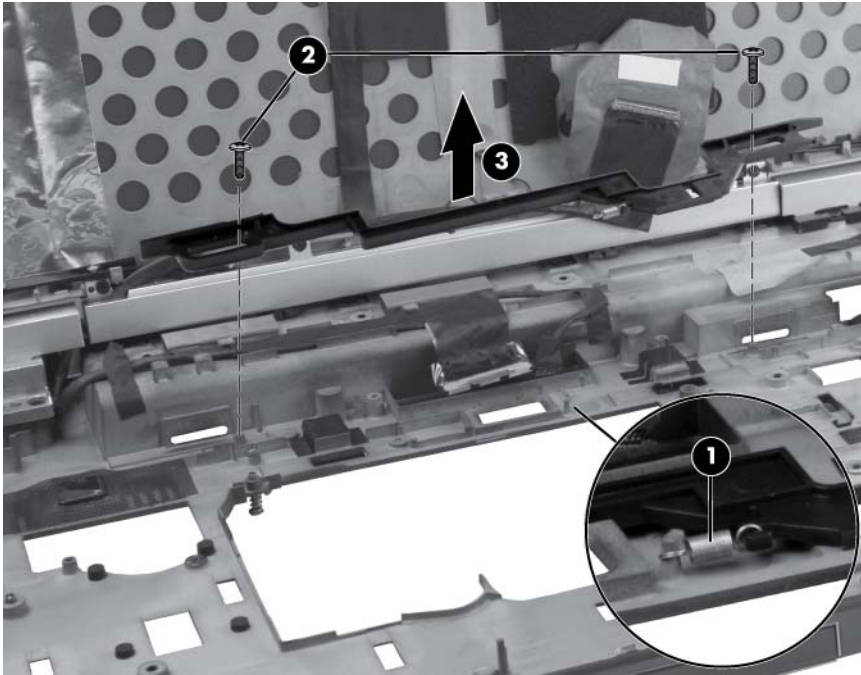
Remove the battery latch:

1. Position the computer right-side up with the front toward you.

 **CAUTION:** Ensure that the spring **(1)** remains intact while removing the battery latch.

2. Remove the two Phillips screws **(2)** that secure the battery latch to the base enclosure.


3. Remove the battery latch from the base enclosure (3).




Reverse this procedure to install the battery latch.

Display assembly

| Description | Spare part number |
|---|-------------------|
| 39.6-cm (15.6 in) FHD RGB UWVA LCD display assembly with DreamColor: | |
| For use in computer models without webcams | 690627-001 |
| For use in computer models with webcams | 690626-001 |

 **NOTE:** It is not necessary to remove the display panel in order to remove the display assembly. However, for access to the webcam module, WLAN module, or WWAN module, you must remove the display panel. For display panel removal instructions, see [Display panel \(non-DreamColor\) on page 47](#)

Before removing the display assembly, follow these steps:

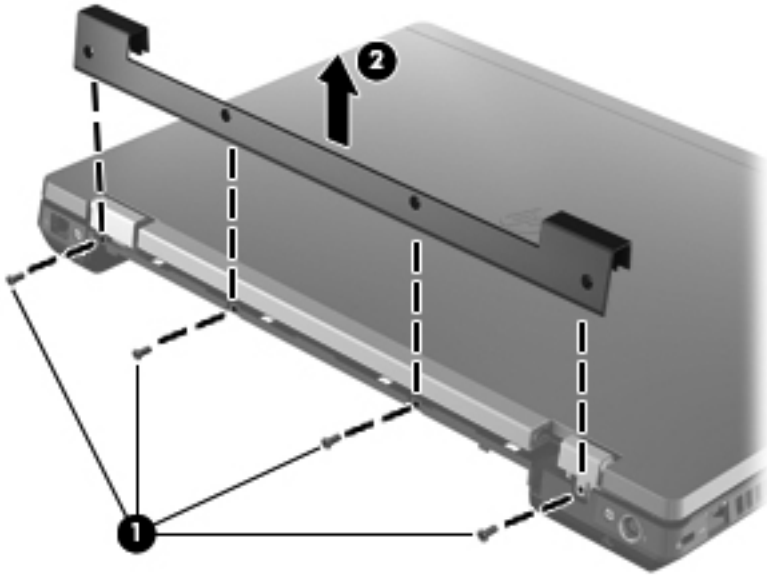
 **IMPORTANT:** Make special note of each screw and screw lock size and location during removal and replacement.

1. 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.
2. Disconnect all external devices connected to the computer.
3. Disconnect the power from the computer by first unplugging the power cord from the AC outlet, and then unplugging the AC adapter from the computer.
4. Remove the battery (see [Battery on page 46](#)).
5. (Optional) Remove the display panel (see [Display panel \(non-DreamColor\) on page 47](#))
6. Remove the service door (see [Service door on page 52](#))
7. Disconnect the wireless antenna cables from the WLAN module (see [WLAN module on page 56](#)) and the WWAN module (see [WWAN module on page 59](#)).
8. Remove the following components:
 - a. Hard drive (see [Hard drive on page 63](#)).
 - b. Upgrade bay device (see [Upgrade bay device on page 68](#)).
 - c. Keyboard (see [Keyboard on page 72](#)).
 - d. Top cover (see [Top cover on page 76](#)).

Remove the display assembly:

1. Position the computer right side up, with the display closed and the rear toward you.

2. Remove the four Torx 8 screws (1) that secure the logo nameplate to the base enclosure (2).

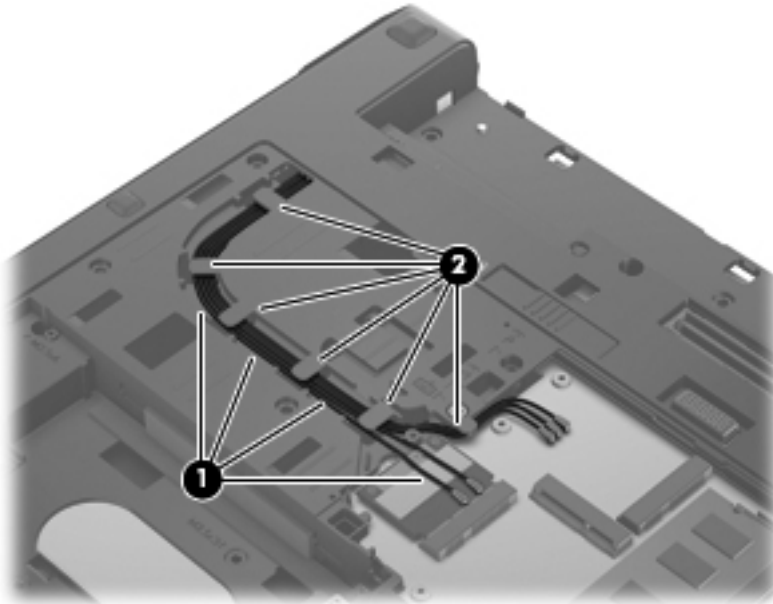


3. Remove the two each Torx 8 screws on the back of each hinge.

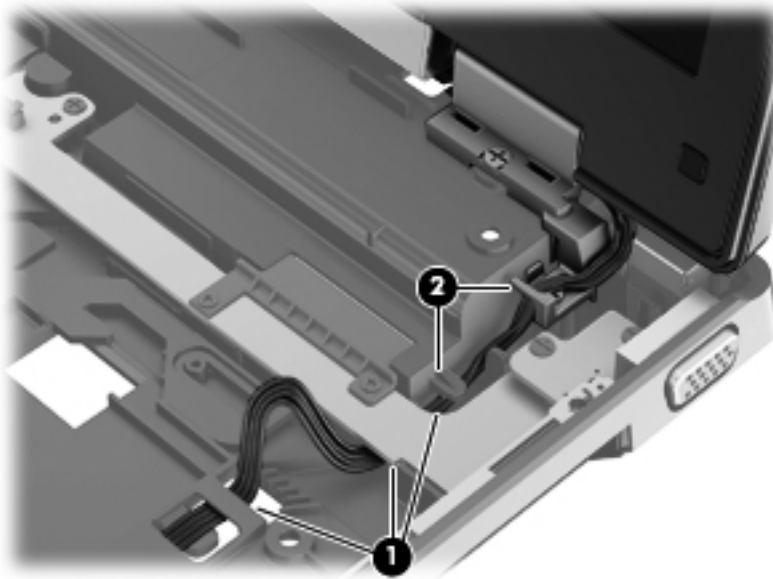


4. Position the computer upside down, with the front toward you.

5. Remove the WLAN and WWAN antenna cables **(1)** from the routing tabs **(2)** in the base enclosure.

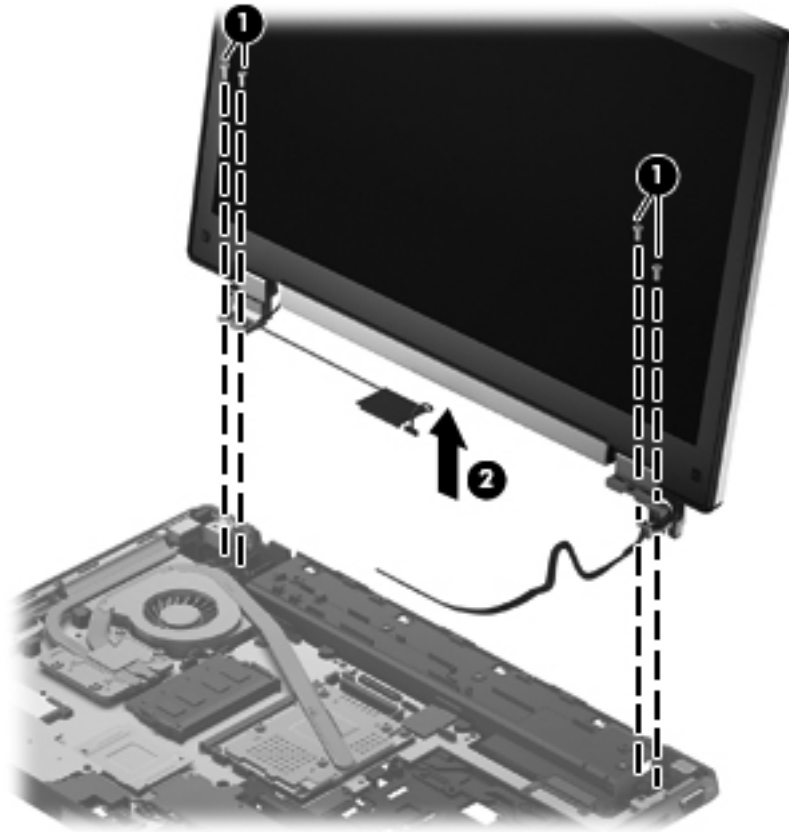



6. Thread the WLAN and WWAN antenna cables **(1)** through the hole and then back up underneath the system board, unhook the antenna cables from the retaining tabs **(2)**.



7. Remove the four Torx 8 screws **(1)** from the brackets.
8. Lift the display cable connector **(2)** straight up from the system board and carefully release the display cable from the cable routing slots in the base enclosure.

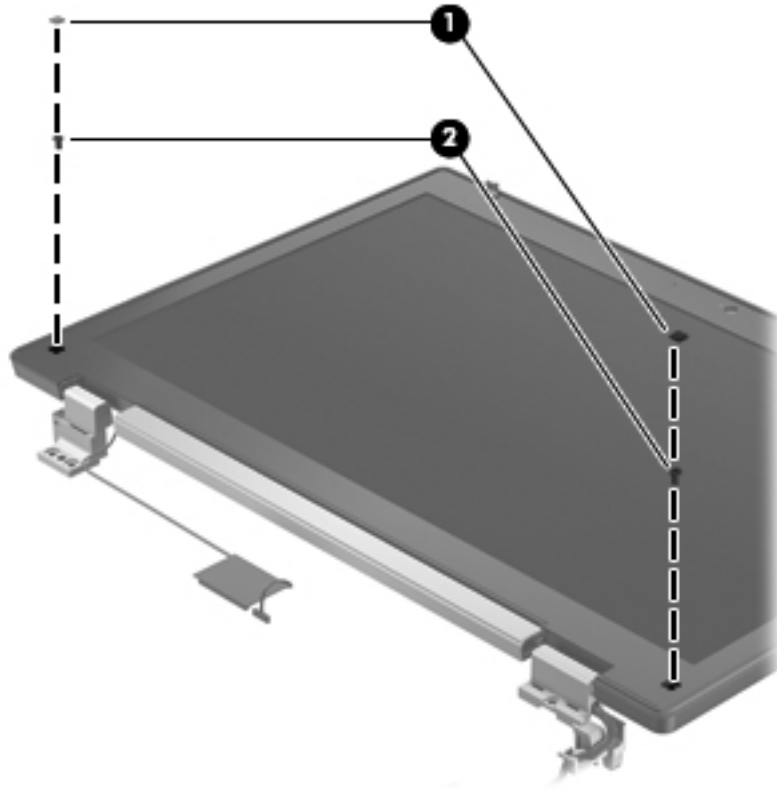
9. Lift the display assembly straight up from the base enclosure and remove it.



 **NOTE:** For a hinge-up display assembly replacement, reverse these procedures to reinstall the display assembly.

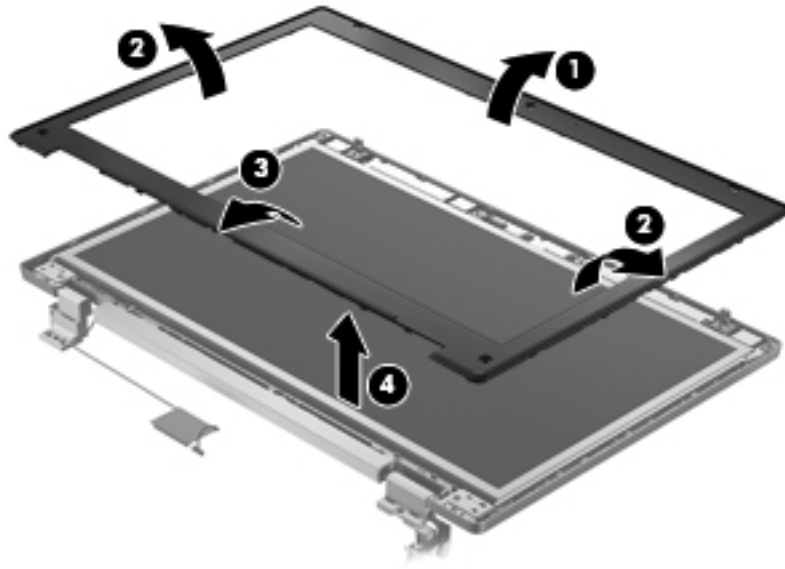
10. Remove the display bezel:
 - a. Remove the two rubber pads (**1**) that cover the display panel screws.

- b.** Remove the two Torx 8 screws **(2)** that secure the display bezel to the display enclosure.



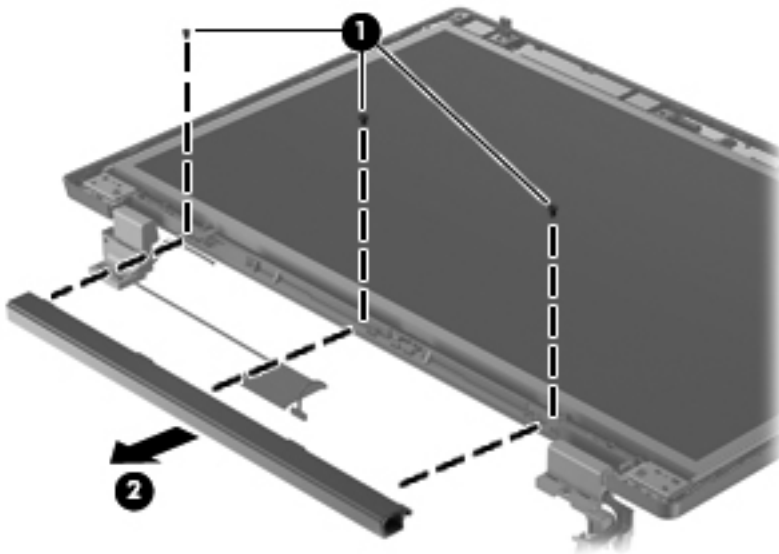
- c.** Flex the top **(1)** of the bezel from the inside edge until it disengages from the display back cover.
- d.** Flex the inside edge of the left side and the right side **(2)** of the bezel until it disengages from the display back cover.
- e.** Flex the bottom **(3)** of the bezel from the inside edge until it disengages from the display back cover.

- f. Remove the display bezel from the display back cover (4).

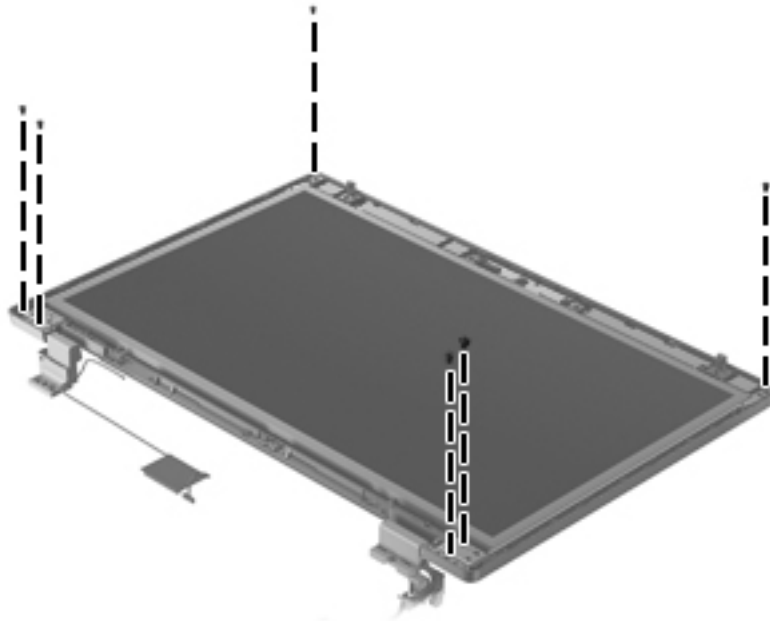


g.

11. If it is necessary to remove the cable routing tray, remove the three Phillips screws (1) that secure the cable routing tray to the display enclosure, then pull the cable routing tray towards you (2). The cable routing tray is available in the Plastics kit, spare part number 684794-001.

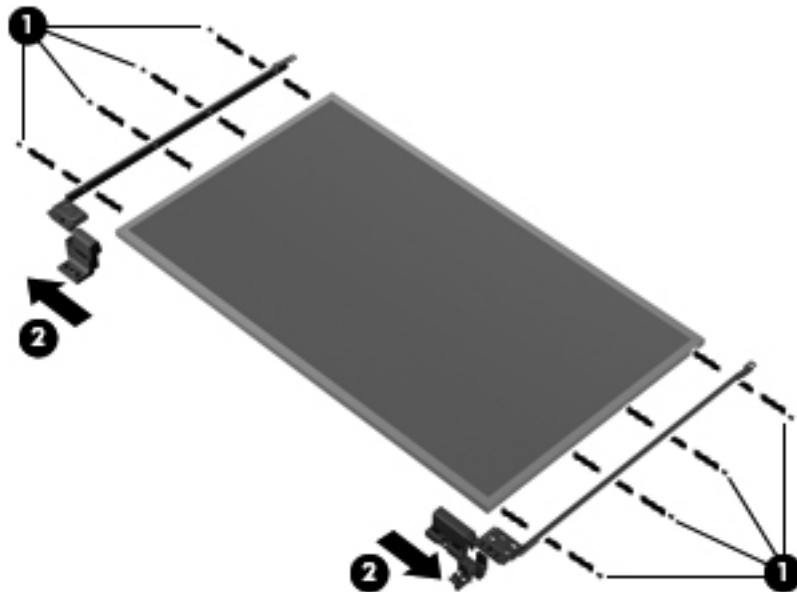


- 12.** Remove the six Torx 8 screws that secure the display panel to the display enclosure.

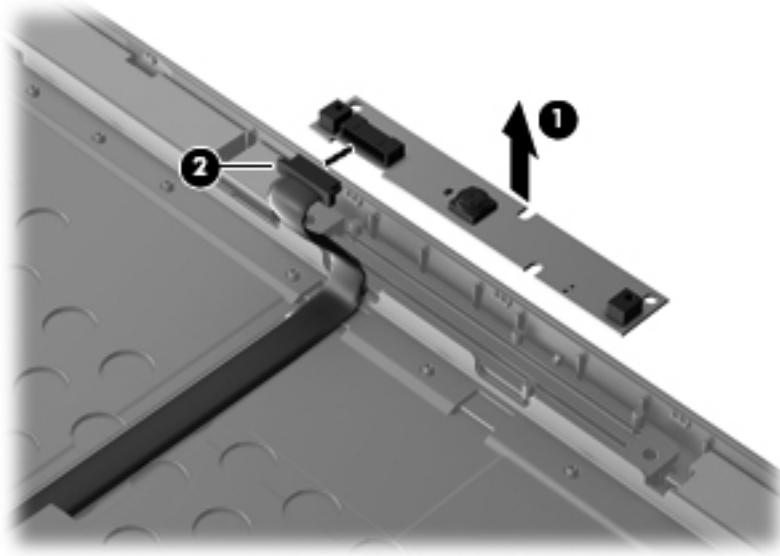


- 13.** If it is necessary to replace the display hinges, Remove the eight Phillips screws (1) that secure the display panel to the display hinges (four on either side). The left and right display hinges are available using spare part number 652646-001.

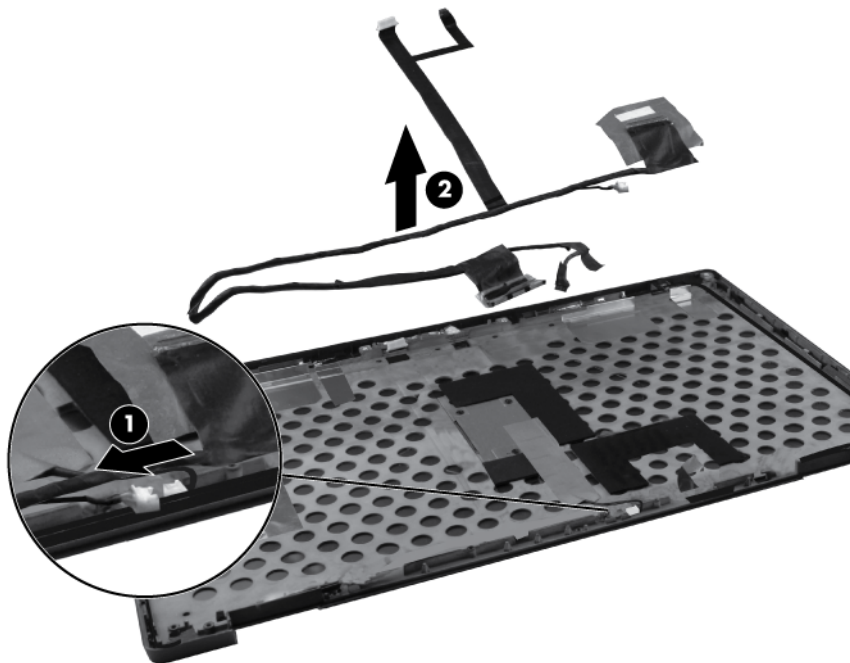
- a.** Remove the eight Phillips screws (1) that secure the display panel to the display hinges (four on either side).
- b.** Remove the display hinges (2).



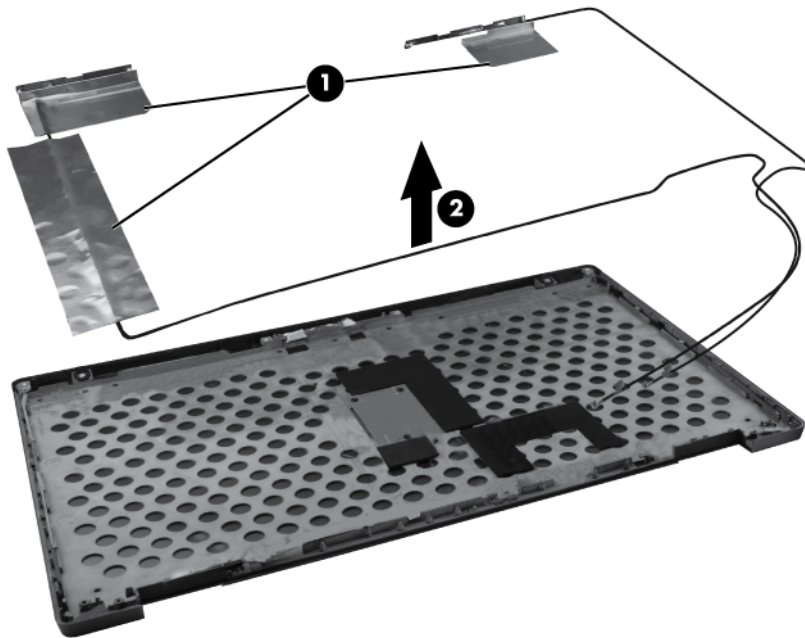
14. If it is necessary to replace the webcam module from the display enclosure, lift the webcam module straight up (1), then pull the connector for the webcam cable and disconnect the cable (2).



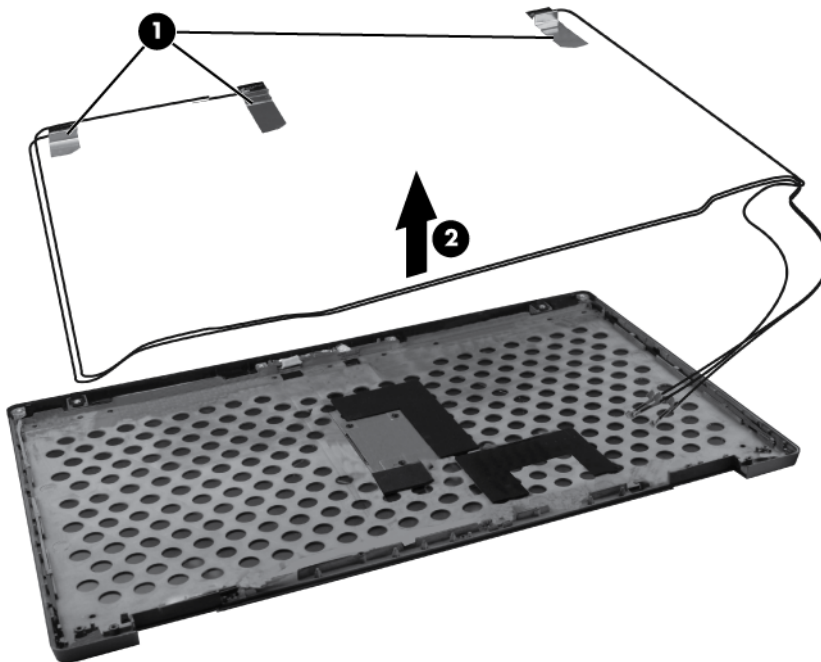
15. If it is necessary to replace the webcam cable, release the tape securing the cable to the display cover (1), and then remove the cable (2).



- 16.** If it is necessary to replace the WWAN antenna cables, detach the WWAN antenna transceivers **(1)** from the adhesive on the back cover, and then release the cables from the clips **(2)** that secure the cables to the display back cover.



- 17.** If it is necessary to replace the WLAN antenna cables, detach the WLAN antenna transceivers **(1)** from the adhesive on the back cover, and then release the cables from the clips **(2)** that secure the cables to the display back cover.




Reverse this procedure to reassemble and install the display assembly.

5 Computer Setup

Starting Computer Setup

Computer Setup is a preinstalled, ROM-based utility that can be used even when the operating system is not working or will not load.

 **NOTE:** Some of the Computer Setup menu items listed in this guide may not be supported by your computer.

 **NOTE:** An external keyboard or mouse connected to a USB port can be used with Computer Setup only if USB legacy support is enabled.

To start Computer Setup, follow these steps:

1. Turn on or restart the computer, and then press **esc** while the “Press the ESC key for Startup Menu” message is displayed at the bottom of the screen.
2. Press **f10** to enter BIOS Setup.


Using Computer Setup

Navigating and selecting in Computer Setup

The information and settings in Computer Setup are accessed from the File, Security, Diagnostics, and System Configuration menus.

To navigate and select in Computer Setup, follow these steps:

1. Turn on or restart the computer, and then press **esc** while the “Press the ESC key for Startup Menu” message is displayed at the bottom of the screen.
 - To select a menu or a menu item, use the tab key and the keyboard arrow keys, and then press **enter**, or use a pointing device to click the item.
 - To scroll up and down, click the up arrow or the down arrow in the upper-right corner of the screen, or use the up arrow key or the down arrow key.
 - To close open dialog boxes and return to the main Computer Setup screen, press **esc**, and then follow the on-screen instructions.

 **NOTE:** You can use either a pointing device (TouchPad, pointing stick, or USB mouse) or the keyboard to navigate and make selections in Computer Setup.


2. Press **f10** to enter BIOS Setup.
3. Select the **File**, **Security**, **Diagnostics**, or **System Configuration** menu.

To exit Computer Setup menus, choose one of the following methods:

- To exit Computer Setup menus without saving your changes, click the **Exit** icon in the lower-left corner of the screen, and then follow the on-screen instructions.
– or –
Use the tab key and the arrow keys to select **File > Ignore changes and exit**, and then press [enter](#).
- To save your changes and exit Computer Setup menus, click the **Save** icon in the lower-left corner of the screen, and then follow the on-screen instructions.
– or –
Use the tab key and the arrow keys to select **File > Save changes and exit**, and then press [enter](#).

Your changes go into effect when the computer restarts.

Restoring factory settings in Computer Setup

 **NOTE:** Restoring defaults will not change the hard drive mode.


To return all settings in Computer Setup to the values that were set at the factory, follow these steps:

1. Turn on or restart the computer, and then press [esc](#) while the “Press the ESC key for Startup Menu” message is displayed at the bottom of the screen.
2. Press [f10](#) to enter BIOS Setup.
3. Use a pointing device or the arrow keys to select **File > Restore defaults**.
4. Follow the on-screen instructions.
5. To save your changes and exit, click the **Save** icon in the lower-left corner of the screen, and then follow the on-screen instructions.

– or –

Use the arrow keys to select **File > Save changes and exit**, and then press [enter](#).

Your changes go into effect when the computer restarts.

 **NOTE:** Your password settings and security settings are not changed when you restore the factory settings.

Computer Setup menus

The menu tables in this section provide an overview of Computer Setup options.



NOTE: Some of the Computer Setup menu items listed in this chapter may not be supported by your computer.

File menu

| Select | To do this |
|--|---|
| System Information | <ul style="list-style-type: none">• View identification information for the computer and the batteries in the system.• View specification information for the processor, cache and memory size, system ROM, video revision, and keyboard controller version. |
| Set System Date and Time | Set or change the date and time on the computer. |
| System Diagnostics | Displays the following information: <ul style="list-style-type: none">• System Information<ul style="list-style-type: none">◦ Identification information for the computer and the batteries in the system.◦ Specification information for the processor, cache and memory size, system ROM, video revision, and keyboard controller version.• Start-up Test—Verifies the system components needed for starting the computer.• Run-In Test—Runs a comprehensive check on system memory.• Hard Disk Test—Runs a comprehensive self-test on any hard drive in the system.• Memory Test—Runs a comprehensive test on any memory installed in the computer.• Battery Test—Runs a comprehensive test on any batteries installed in the computer.• Error Log—Displays a log file if any errors have occurred. |
| Restore defaults | Replace the configuration settings in Computer Setup with the original factory settings. (Hard drive mode, password settings, and security settings are not changed when you restore the factory settings.) |
| Reset BIOS security to factory default | Restore the BIOS security settings to the factory default. |

| Select | To do this |
|-------------------------|---|
| Ignore changes and exit | Cancel any changes entered during the current session. Then, exit and restart the computer. |
| Save changes and exit | Save any changes entered during the current session. Then, exit and restart the computer. Your changes go into effect when the computer restarts. |

Security menu




NOTE: Some of the menu items listed in this section may not be supported by your computer.

| Select | To do this |
|---|---|
| Administrator Tools | |
| Setup BIOS Administrator Password | Set up a BIOS administrator password. |
| User Management (requires a BIOS administrator password) | |
| Create New BIOS User Account | <ul style="list-style-type: none"> Select from a list of BIOS users. Select from a list of ProtectTools users. |
| Password Policy (requires a BIOS administrator password) | Revise password policy criteria. |
| HP SpareKey | Enable/disable HP SpareKey (enabled by default). |
| Always Prompt for HP SpareKey Enrollment | Enable/disable HP SpareKey enrollment (enabled by default). |
| Fingerprint Reset on Reboot (if present) | Reset/clear the fingerprint reader ownership (select models only; disabled by default). |
| User Tools | |
| Change Password | Enter, change, or delete a BIOS administrator password. |
| HP SpareKey Enrollment | Enroll or reset HP SpareKey, which is a set of security questions and answers used if you forget your password. |
| Anti Theft | |
| AT-p | Enable/disable Anti-Theft Protection. |
| DriveLock Passwords | <ul style="list-style-type: none"> Enable/disable DriveLock on any computer hard drive (enabled by default). Change a DriveLock user password or master password. <p>NOTE: DriveLock settings are accessible only when you enter Computer Setup by turning on (not restarting) the computer.</p> |
| Automatic DriveLock | Enable/disable Automatic DriveLock support. |

| Select | To do this |
|-----------------------|---|
| TPM Embedded Security | <p>Enable/disable support for Trusted Platform Module (TPM) Embedded Security, which protects the computer from unauthorized access to owner functions available in Embedded Security for ProtectTools. For more information, refer to the ProtectTools software Help.</p> <p>NOTE: You must have a setup password to change this setting.</p> |
| Disk Sanitizer | <p>Run Disk Sanitizer to destroy all existing data on the primary hard drive or the drive in the upgrade bay.</p> <p>CAUTION: If you run Disk Sanitizer, the data on the selected drive is destroyed permanently.</p> |
| System IDs | <p>Enter a user-defined computer asset tracking number and ownership tag.</p> |

System Configuration menu

 **NOTE:** Some of the listed System Configuration options may not be supported by your computer.

| Select | To do this |
|--------------|--|
| Language | Change the Computer Setup language. |
| Boot Options | <ul style="list-style-type: none"> • Set a Startup Menu delay (in seconds). • Set the Multiboot Express Boot Popup delay (in seconds). • Enable/disable Custom Logo (disabled by default). • Enable/disable Display Diagnostic URL (enabled by default). • Enable/disable CD-ROM boot (disabled by default). • Enable/disable SD Card boot (enabled by default). • Enable/disable floppy boot (enabled by default). • Enable/disable PXE Internal NIC boot (enabled by default). • Enable/Disable Unified Extensible Firmware Interface (UEFI) Boot Mode (disabled by default). • Set the Legacy Boot Order. |

| Select | To do this |
|-----------------------|---|
| Device Configurations | <ul style="list-style-type: none"> • Enable/disable USB legacy support (enabled by default). When enabled, USB legacy support allows the following: <ul style="list-style-type: none"> ◦ Use of a USB keyboard in Computer Setup even when a Windows operating system is not running. ◦ Startup from bootable USB devices, including a hard drive, diskette drive, or optical drive connected by a USB port to the computer. • Select a parallel port mode: ECP (Enhanced Capabilities Port), standard, bidirectional, or EPP (Enhanced Parallel Port). • Enable/disable fan always on while connected to an AC outlet (enabled by default). • Enable/disable Data Execution Prevention (select models only). When enabled, the processor can disable some virus code execution, which helps to improve computer security (disabled by default). • SATA (Serial Advanced Technology Attachment) device mode. The following options are available: <ul style="list-style-type: none"> ◦ AHCI (Advanced Host Controller Interface) ◦ IDE (Integrated Drive Electronics) ◦ RAID (Redundant Array of Independent Disks) (select models only) <p>NOTE: Availability of these options varies by computer model.</p> • Enable/disable secondary battery fast charge (enabled by default). • Enable/disable HP QuickLook (enabled by default). • Enable/disable Preboot Authentication on HP QuickLook Boot (enabled by default). • Enable/disable HP QuickWeb (enabled by default). • Enable/disable HP QuickWeb: Write Protect (disabled by default). • Enable/disable Virtualization Technology (select models only; disabled by default). • Enable/disable TXT (Intel Trusted Execution Technology) (select models only; disabled by default). • Multi Core CPU (enabled by default). • Intel HT Technology (enabled by default). • Enable/disable Wake on USB (enabled by default). • Enable/disable Num lock state at boot (disabled by default). |

| Select | To do this |
|-------------------------|---|
| Built-In Device Options | <ul style="list-style-type: none">• Enable/disable the wireless button state (enabled by default).• Enable/disable embedded WLAN device radio (select models only; enabled by default).• Enable/disable the embedded Bluetooth device radio (enabled by default).• Enable/disable the Network Interface Controller (NIC) (enabled by default).• Enable/disable LAN/WLAN switching (disabled by default).• Set the wake on LAN state. Options include the following:<ul style="list-style-type: none">◦ Disabled◦ Boot to Network◦ Follow Boot Order• Enable/disable the Ambient Light Sensor.• Enable/disable the Notebook Upgrade Bay device (enabled by default).• Enable/disable the fingerprint device (enabled by default).• Enable/disable the integrated camera (enabled by default).• Enable/disable the Power Monitor Circuit (enabled by default).• Enable/disable the audio device (enabled by default).• Enable/disable a modem device (enabled by default).• Enable/disable the microphone (enabled by default).• Enable/disable the internal speakers (enabled by default). |

| Select | To do this |
|---------------------------|--|
| Port Options | <p>NOTE: All port options are enabled by default.</p> <ul style="list-style-type: none"> • Enable/disable the serial port. • Enable/disable the parallel port. • Enable/disable the flash media reader. • Enable/disable the USB port. <p>CAUTION: Disabling the USB port also disables MultiBay devices and ExpressCard devices on the advanced port replicator.</p> <ul style="list-style-type: none"> • Enable/disable the 1394 port. • Enable/disable the ExpressCard slot. • Enable/disable the smart card slot. • Enable/disable the eSATA port. |
| AMT Options | <ul style="list-style-type: none"> • Enable/disable Firmware Verbosity. • Enable/disable AMT Setup Prompt (Ctrl+P). • Enable/disable USB Key Provisioning Support. • Enable/disable Unconfigure AMT on next boot. • Select Terminal Emulation Mode. <ul style="list-style-type: none"> ◦ ANSI ◦ VT100 • Enable/disable Firmware Progress Event Support. • Enable/disable Initiate Intel CIRA. |
| Set Security Level | Change, view, or hide security levels for all BIOS menu items. |
| Restore Security Defaults | Restore the default security settings. |

6 Specifications

Computer specifications

| | Metric | U.S. |
|--|---|---------------------|
| Dimensions | | |
| Length | 25.1 cm | 9.86 in |
| Width | 37.4 cm | 14.72 in |
| Height (at front) | 3.4 cm | 1.34 in |
| Weight (equipped with 39.6-cm (15.6-in) HD+ display, NV Graphics, DVD drive, 1-GB DIMM, 160-GB hard drive, WLAN module, 8-cell battery) | 3.1 kg | 6.94 lbs |
| Input power | | |
| Operating voltage | 19.5V DC @ 6.15A - 120 W Slim Adapter | |
| | 19.5V DC @ 7.7A - 150 W Slim Adapter | |
| | 19.5V DC @ 10.3A - 200 W Slim Adapter | |
| Operating current | 4.74 A | |
| Temperature | | |
| Operating | 5°C to 35°C | 41°F to 95°F |
| Relative humidity | | |
| Operating | 10% to 90% | |
| Nonoperating | 5% to 95% | |
| Maximum altitude (unpressurized) | | |
| Operating (14.7 to 10.1 psia) | -15 m to 3,048 m | 50 ft to 10,000 ft |
| Nonoperating (14.7 to 4.4 psia) | -15 m to 12,192 m | -50 ft to 40,000 ft |
| Shock | | |
| Operating | 125 g, 2 ms, half-sine | |
| Nonoperating | 200 g, 2 ms, half-sine | |
| Random vibration | | |
| Operating | 0.75 g zero-to-peak, 10 Hz to 500 Hz, 0.25 oct/min sweep rate | |

| | Metric | U.S. |
|--------------|--|-------------|
| Nonoperating | 1.50 g zero-to-peak, 10 Hz to 500 Hz, 0.5 oct/min sweep rate | |

NOTE: Applicable product safety standards specify thermal limits for plastic surfaces. The computer operates well within this range of temperatures.

39.6-cm (15.6-in) HD+ display specifications

| | Metric | U.S. |
|--------------------------|---|-------------|
| Dimensions | | |
| Height | 19.4 cm | 7.59 in |
| Width | 34.4 cm | 13.54 in |
| Diagonal | 39.6 cm | 15.6 in |
| Surface treatment | Anti-glare | |
| Contrast ratio | 300:1 (typical) | |
| Refresh rate | 60 Hz | |
| Brightness | 200 nits (typical) | |
| Pixel resolution | | |
| Pitch | 0.252 mm | |
| Format | 1366 x 768 | |
| Configuration | RGB stripe | |
| Backlight | LED | |
| PPI | 100 ppi | |
| Viewing angle | 30/30/20/10 (Left/Right/Down/Up) (minimum) or 45/45/35/25 (Left/Right/Down/Up) (typical) | |

39.6-cm (15.6-in) FHD display specifications

| | Metric | U.S. |
|-------------------|---------------|-------------|
| Dimensions | | |
| Height | 19.4 cm | 7.59 in |
| Width | 34.4 cm | 13.54 in |
| Diagonal | 39.6 cm | 15.6 in |

| | Metric | U.S. |
|--------------------------|---|-------------|
| Surface treatment | Anti-glare | |
| Contrast ratio | 300:1 (typical) | |
| Refresh rate | 60 Hz | |
| Brightness | 220 nits (typical) | |
| Pixel resolution | | |
| Pitch | 0.179 × 0.179 mm | |
| Format | 1920 × 1080 | |
| Configuration | RGB stripe | |
| Backlight | White LED | |
| PPI | 142 ppi | |
| Viewing angle | 60/60/50/50 (Left/Right/Down/Up) (minimum) or 70/70/60/60 (Left/Right/Down/Up) (typical) | |

Hard drive specifications

| | 750 GB* | 500-GB* | 320-GB* |
|---|--------------------------------|--------------------------------|--------------------------------|
| Dimensions | | | |
| Height | 9.5 mm | 9.5 mm | 9.5 mm |
| Width | 70 mm | 70 mm | 70 mm |
| Weight | 115 g | 115 g | 115 g |
| Interface type | ATA-8, SATA 2.6, 3.0 Gb/s, NCQ | ATA-8, SATA 2.6, 3.0 Gb/s, NCQ | ATA-8, SATA 2.6, 3.0 Gb/s, NCQ |
| Transfer rate | 300 MB/sec | 300 MB/sec | 300 MB/sec |
| Security | ATA security | ATA security | ATA security |
| Seek times (typical read, including setting) | | | |
| Single track | 1.5 ms | 1.5 ms | 1.5 ms |
| Average | 11 ms | 11 ms | 11 ms |
| Maximum | 24 ms | 24 ms | 24 ms |
| Logical blocks | 1,465,149,168 | 976,773,168 | 625,142,448 |
| Disc rotational speed | 7200 rpm | 7200 rpm | 7200 rpm |
| Operating temperature | 32° to 140° F (0° to 60° C) | | |

| | 750 GB* | 500-GB* | 320-GB* |
|---|---------|---------|---------|
| *1 GB = 1 billion bytes when referring to hard drive storage capacity. Actual accessible capacity is less. Actual drive specifications may differ slightly. | | | |
| NOTE: Certain restrictions and exclusions apply. Contact technical support for details. | | | |

Solid state drive specifications

| | 256 GB* | 128 GB* |
|--|---------------------------|-------------|
| Dimensions | | |
| Height | 7.0 mm | |
| Width | 70 mm | |
| Weight | 73 g | |
| Interface type | SATA 3 (6 Gb/s) | |
| Security | ATA security | |
| Performance | | |
| Maximum sequential read | Up to 460 MB/s | 415 MB/s |
| Maximum sequential write | Up to 260 MB/s | 175 MB/s |
| Logical blocks | 500,118,192 | 250,069,680 |
| Operating temperature | 32° to 158°F (0° to 70°C) | |
| *1 GB = 1 billion bytes when referring to solid state drive storage capacity. Actual accessible capacity is less. Actual drive specifications may differ slightly. | | |
| NOTE: Certain restrictions and exclusions apply. Contact technical support for details. | | |

DVD±RW and CD-RW SuperMulti DL Combo Drive specifications

| Supported Media | Read: | Write: |
|-----------------|--|--|
| | CD-DA, CD-TEXT, CD-ROM, CD-ROM XA, MIXED MODE CD, CD-I, CD-I Bridge (Photo-CD, Video CD), Multisession CD (Photo-CD, CD-EXTRA, Portfolio, CD-R, CD-RW), CD-R, CD-RW, DVD-ROM (DVD-5, DVD-9, DVD-10, DVD-18), DVD-R, DVD-RW, DVD+R, DVD+RW, DVD-RAM | CD-R, CD-RW, DVD+R, DVD+RW, DVD-R, DVD-RW, DVD-RAM, DVD+R DL, DVD-R DL |
| Access time | CD | DVD |
| Random | <140ms | < 160 ms |

| | |
|--|---|
| Interface | Gen 1 SATA |
| Max data transfer rate | <ul style="list-style-type: none"> • 24X CD-ROM • 8X DVD • 24X CD-R • 24X CD-RW • 8X DVD+R • 8X DVD+RW • 8X DVD-R • 6X DVD-RW • 6X - DVD+R Dual Layer • 6X - DVD-R Dual Layer • 5X DVD-RAM |
| Transfer mode | UDMA Mode 5 |
| Max Media Capacity (read/write) | 8.5 GB |
| Transport | Tray Loading |

Blu-ray Disc ROM DVD±RW SuperMulti DL Combo Drive

| Supported Media | Read: | Write: | |
|------------------------|---|--|---------------|
| | CD-DA, , CD-TEXT, CD-ROM, CD-ROM XA, MIXED MODE CD, CD-I, CD-I Bridge (Photo-CD, Video CD), Multisession CD (Photo-CD, CD-EXTRA, Portfolio, CD-R, CD-RW), CD-R, CD-RW, DVD-ROM (DVD-5, DVD-9, DVD-10, DVD-18), DVD-R, DVD-RW, DVD+R, DVD+RW. DVD-RAM, BD-ROM, BD-R, BD-RE | CD-R, CD-RW, DVD+R, DVD+R DL, DVD+RW, DVD-R, DVD-R DL, DVD-RW, DVD-RAM | |
| Access time | CD-ROM | DVD_ROM | BD-ROM |
| Random | <190 ms | < 180ms | <230 ms |
| Interface | Gen 1 SATA | | |

| Supported Media | Read: | Write: |
|------------------------------------|---|---------------|
| Max data transfer rate | <ul style="list-style-type: none"> • 24X CD-ROM • 8X DVD • 24X CD-R • 24X CD-RW • 8X DVD+R • 8X DVD+RW • 8X DVD-R • 6X DVD-RW • 6X - DVD+R Dual Layer • 6X - DVD-R Dual Layer • 5X DVD-RAM | |
| Transfer mode | UDMA Mode 5 | |
| Max Media Capacity (read) | 50.0 GB | |
| Max Media Capacity (/write) | 8.5 GB | |
| Transport | Tray Loading | |

DVD-ROM Drive specifications

| | | |
|----------------------------------|--|------------|
| Supported Media | CD-DA, CD-TEXT, CD-ROM, CD-ROM XA, MIXED MODE CD, CD-I, CD-I Bridge (Photo-CD, Video CD), Multisession CD (Photo-CD, CD-EXTRA, Portfolio, CD-R, CD-RW), CD-R, CD-RW, DVD-ROM (DVD-5, DVD-9, DVD-10, DVD-18), DVD-R, DVD-RW, DVD+R, DVD+RW, DVD-RAM | |
| Access time | CD | DVD |
| Random | < 140 ms | < 160 ms |
| Interface | Gen 1 SATA | |
| Max data transfer rate | <ul style="list-style-type: none"> • 24X CD-ROM • 8X DVD | |
| Transfer mode | UDMA Mode 5 | |
| Max Media Capacity (read) | 8.5 GB | |
| Transport | Tray Loading | |

7 Backup and recovery

To protect your information, use Windows Backup and Restore to back up individual files and folders, back up your entire hard drive (select models only), create system repair discs (select models only) with the installed optical drive (select models only) or an optional external optical drive, or create system restore points. In case of system failure, you can use the backup files to restore the contents of your computer.

Windows Backup and Restore provides the following options:

- Creating a system repair disc (select models only) by using the installed optical drive (select models only) or an optional external optical drive
- Backing up your information
- Creating a system image (select models only)
- Scheduling automatic backups (select models only)
- Creating system restore points
- Recovering individual files
- Restoring the computer to a previous state
- Recovering information using recovery tools



NOTE: For detailed instructions, perform a search for these topics in Help and Support.

In case of system instability, HP recommends that you print the recovery procedures and save them for later use.



NOTE: Windows includes the User Account Control feature to improve the security of your computer. You may be prompted for your permission or password for tasks such as installing software, running utilities, or changing Windows settings. See Help and Support for more information.


Creating recovery media with HP Recovery Disc Creator

HP Recovery Disc Creator is a software program that offers an alternative way to create recovery media. After you successfully set up the computer, you can create recovery media using HP Recovery Disc Creator. This recovery media allows you to reinstall your original operating system as well as select drivers and applications if the hard drive becomes corrupted.

HP Recovery Disc Creator can create two kinds of recovery DVDs as follows:

- Windows DVD—Installs the operating system without additional drivers or applications.
- Driver DVD—Installs specific drivers and applications only, in the same way that the HP Software Setup utility installs drivers and applications.

Creating recovery media

 **NOTE:** The Windows DVD can be created only once. Thereafter, the option to create that media will not be available.

1. Select **Start > All Programs > Productivity and Tools > HP Recovery Disc Creator**.
2. Select **Driver DVD** or **Windows DVD**.
3. From the drop-down menu, select the drive for burning the recovery media.
4. Click the **Burn** button to start the burning process.


Backing up your information

Recovery after a system failure is as good as your most recent backup. Immediately after setting up the computer, you should create system repair discs (select models only) using the installed optical drive (select models only) or an optional external optical drive and back up your system. As you add new software and data files, you should continue to back up your system on a regular basis to maintain a reasonably current backup. The system repair discs (select models only) are used to start up (boot) the computer and repair the operating system in case of system instability or failure. Your initial and subsequent backups allow you to restore your data and settings if a failure occurs.

You can back up your information to an optional external hard drive, a network drive, or discs.


Note the following when backing up:


- Store personal files in the Documents library, and back it up regularly.
- Back up templates that are stored in their associated programs.
- Save customized settings that appear in a window, toolbar, or menu bar by taking a screen shot of your settings. The screen shot can be a time-saver if you have to reset your preferences.
- When backing up to discs, use any of the following types of discs (purchased separately): CD-R, CD-RW, DVD+R, DVD+R DL, DVD-R, DVD-R DL, or DVD±RW. The discs you use will depend on the type of optical drive you are using.

 **NOTE:** DVDs and DVDs with double-layer (DL) support store more information than CDs, so using them for backup reduces the number of recovery discs required.

- When backing up to discs, number each disc before inserting it into the external drive.

To create a backup using Backup and Restore:

 **NOTE:** Be sure that the computer is connected to AC power before you start the backup process.


 **NOTE:** The backup process may take over an hour, depending on file size and the speed of the computer.

1. Select **Start > All Programs > Maintenance > Backup and Restore**.
2. Follow the on-screen instructions to set up your backup, create a system image (select models only), or create a system repair disc (select models only).

Performing a system recovery

In case of system failure or instability, the computer provides the following tools to recover your files:

- Windows recovery tools: You can use Windows Backup and Restore to recover information you have previously backed up. You can also use Windows Startup Repair to fix problems that might prevent Windows from starting correctly.
- **f11** recovery tools: You can use the **f11** recovery tools to recover your original hard drive image. The image includes the Windows operating system and software programs installed at the factory.


 **NOTE:** If you are unable to boot (start up) your computer and you cannot use the system repair discs you previously created (select models only), you must purchase a Windows 7 operating system DVD to reboot the computer and repair the operating system. For additional information, see the Using a Windows 7 operating system DVD (purchased separately) section.

Using the Windows recovery tools

To recover information you previously backed up:

1. Select **Start > All Programs > Maintenance > Backup and Restore**.
2. Follow the on-screen instructions to recover your system settings, your computer (select models only), or your files.


To recover your information using Startup Repair, follow these steps:

 **CAUTION:** Some Startup Repair options completely erase hard drive contents and reformat the hard drive. All files you have created and any software installed on the computer are permanently removed. When reformatting is complete, the recovery process restores the operating system, as well as the drivers, software, and utilities from the backup used for recovery.


1. If possible, back up all personal files.
2. If possible, check for the presence of the Windows partition.

To check for the Windows partition, select **Start > Computer**.

3. If the Windows partition is listed, restart the computer, and then press **f8** before the Windows operating system loads.
4. Select **Startup Repair**.
5. Follow the on-screen instructions.


 **NOTE:** For additional information on recovering information using the Windows tools, perform a search for these topics in Help and Support.

Using **f11** recovery tools

 **CAUTION:** Using **f11** recovery tools completely erases hard drive contents and reformats the hard drive. All files you have created and any software installed on the computer are permanently removed. The **f11** recovery tool reinstalls the operating system and HP programs and drivers that were installed at the factory. Software not installed at the factory must be reinstalled.

To recover the original hard drive image using **f11**:


1. If possible, back up all personal files.
2. If possible, check for the presence of the HP Recovery partition: click **Start**, right-click **Computer**, click **Manage**, and then click **Disk Management**.

 **NOTE:** If the HP Recovery partition has been deleted, the **f11** restore option will not function. You must recover your operating system and programs using the Windows 7 operating system DVD and the Driver Recovery disc (both purchased separately) if the Windows partition and the HP Recovery partition are not listed. For additional information, see the Using a Windows 7 operating system DVD (purchased separately) section.


3. If the HP Recovery partition is listed, restart the computer, and then press **esc** while the “Press the ESC key for Startup Menu” message is displayed at the bottom of the screen.
4. Press **f11** while the “Press <F11>” for recovery” message is displayed on the screen.
5. Follow the on-screen instructions.

Using a Windows 7 operating system DVD (purchased separately)

To order a Windows 7 operating system DVD, go to the HP website. For U.S. support, go to <http://www.hp.com/go/contactHP>. For worldwide support, go to http://welcome.hp.com/country/us/en/wwcontact_us.html. You can also order the DVD by calling support. For contact information, see the *Worldwide Telephone Numbers* booklet included with the computer.

 **CAUTION:** Using a Windows 7 operating system DVD completely erases hard drive contents and reformats the hard drive. All files you have created and any software installed on the computer are permanently removed. When reformatting is complete, the recovery process helps you restore the operating system, as well as drivers, software, and utilities.

To initiate recovery using a Windows 7 operating system DVD:

 **NOTE:** This process takes several minutes.

1. If possible, back up all personal files.
2. Restart the computer, and then insert the Windows 7 operating system DVD into the optical drive before the Windows operating system loads.
3. When prompted, press any keyboard key.
4. Follow the on-screen instructions.
5. Click **Next**.
6. Select **Repair your computer**.
7. Follow the on-screen instructions.

After the repair is completed:

1. Eject the Windows 7 operating system DVD, and then insert the Driver Recovery disc.
2. Install the Hardware Enabling Drivers first, and then install Recommended Applications.

8 Power cord set requirements

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

The 3-conductor power cord set included with the computer meets the requirements for use in the country or region where the equipment is purchased.

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

Requirements for all countries and regions

The requirements listed below are applicable to all countries and regions:

- The length of the power cord set must be at least 1.5 m (5.0 ft) and no more than 2.0 m (6.5 ft).
- All power cord sets must be approved by an acceptable accredited agency responsible for evaluation in the country or region where the power cord set will be used.
- The power cord sets must have a minimum current capacity of 10 amps and a nominal voltage rating of 125 or 250 V AC, as required by the power system of each country or region.
- The appliance coupler must meet the mechanical configuration of an EN 60 320/IEC 320 Standard Sheet C13 connector for mating with the appliance inlet on the back of the computer.

Requirements for specific countries and regions

| Country/region | Accredited agency | Applicable note number |
|-----------------|-------------------|------------------------|
| Australia | EANSW | 1 |
| Austria | OVE | 1 |
| Belgium | CEBC | 1 |
| Canada | CSA | 2 |
| Denmark | DEMKO | 1 |
| Finland | FIMKO | 1 |
| France | UTE | 1 |
| Germany | VDE | 1 |
| Italy | IMQ | 1 |
| Japan | METI | 3 |
| The Netherlands | KEMA | 1 |
| Norway | NEMKO | 1 |

| Country/region | Accredited agency | Applicable note number |
|--------------------------------|-------------------|------------------------|
| The People's Republic of China | CCC | 5 |
| South Korea | EK | 4 |
| Sweden | SEMKO | 1 |
| Switzerland | SEV | 1 |
| Taiwan | BSMI | 4 |
| The United Kingdom | BSI | 1 |
| The United States | UL | 2 |

1. The flexible cord must be Type HO5VV-F, 3-conductor, 1.0-mm² conductor size. Power cord set fittings (appliance coupler and wall plug) must bear the certification mark of the agency responsible for evaluation in the country or region where it will be used.
2. The flexible cord must be Type SPT-3 or equivalent, No. 18 AWG, 3-conductor. The wall plug must be a two-pole grounding type with a NEMA 5-15P (15 A, 125 V) or NEMA 6-15P (15 A, 250 V) configuration.
3. The appliance coupler, flexible cord, and wall plug must bear a "T" mark and registration number in accordance with the Japanese Dentori Law. The flexible cord must be Type VCT or VCTF, 3-conductor, 1.00-mm² conductor size. The wall plug must be a two-pole grounding type with a Japanese Industrial Standard C8303 (7 A, 125 V) configuration.
4. The flexible cord must be Type RVV, 3-conductor, 0.75-mm² conductor size. Power cord set fittings (appliance coupler and wall plug) must bear the certification mark of the agency responsible for evaluation in the country or region where it will be used.
5. The flexible cord must be Type VCTF, 3-conductor, 0.75-mm² conductor size. Power cord set fittings (appliance coupler and wall plug) must bear the certification mark of the agency responsible for evaluation in the country or region where it will be used.

9 Recycling

Battery

When a 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 computer battery disposal.

Display

⚠ **WARNING!** The backlight contains mercury. Exercise caution when removing and handling the backlight to avoid damaging this component and causing exposure to the mercury.

⚠ **CAUTION:** The procedures in this chapter can result in damage to display components. The only components intended for recycling purposes are the LCD panel and the backlight. When you remove these components, handle them carefully.

📝 **NOTE: Materials Disposal.** This HP product contains mercury in the backlight in the display assembly that might require special handling at end-of-life. Disposal of mercury may be regulated because of environmental considerations. For disposal or recycling information, contact your local authorities, or see the Electronic Industries Alliance (EIA) Web site at <http://www.eiae.org>.

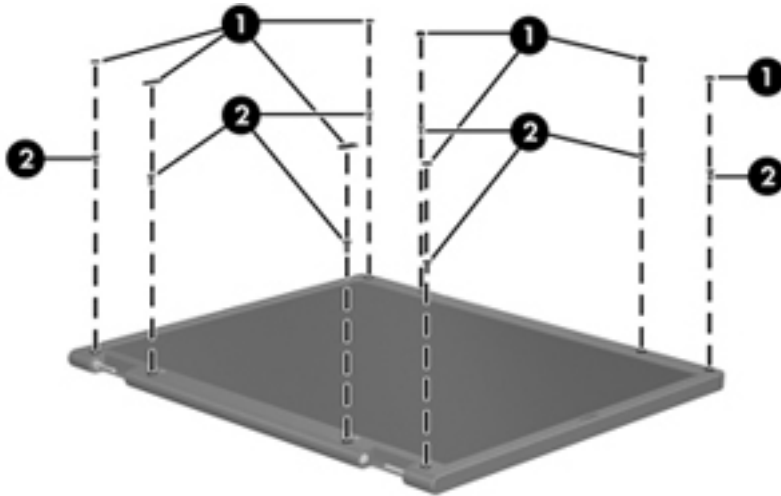
This section provides disassembly instructions for the display assembly. The display assembly must be disassembled to gain access to the backlight **(1)** and the liquid crystal display (LCD) panel **(2)**.



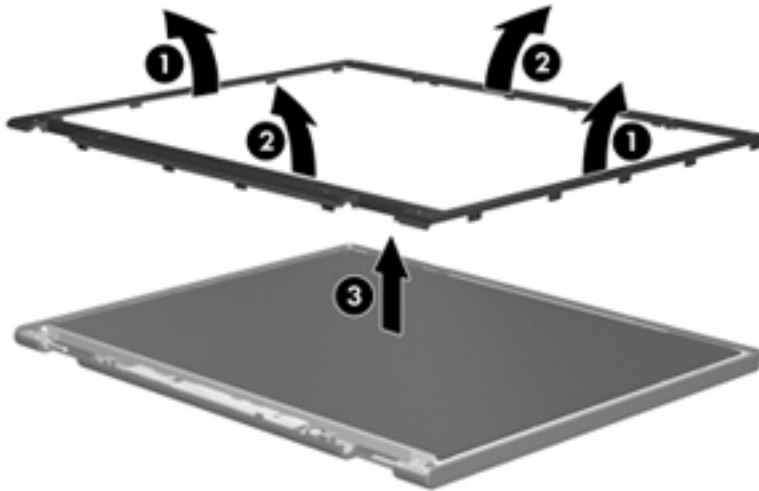
📝 **NOTE:** The procedures provided in this chapter are general disassembly instructions. Specific details, such as screw sizes, quantities, and locations, and component shapes and sizes, can vary from one computer model to another.

Perform the following steps to disassemble the display assembly:

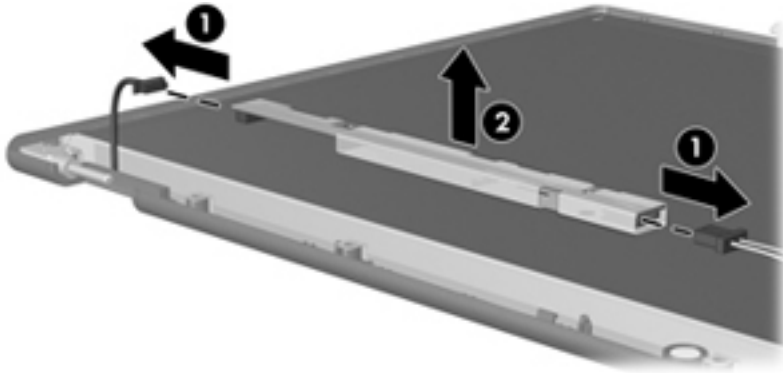
1. Remove all screw covers **(1)** and screws **(2)** that secure the display bezel to the display assembly.



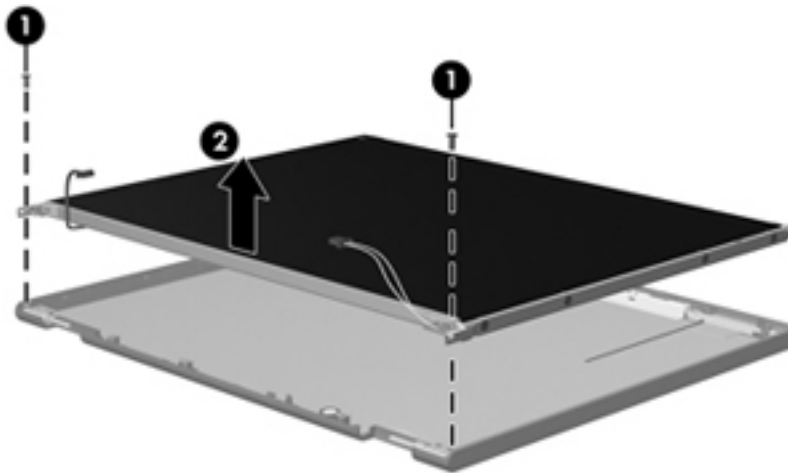
2. Lift up and out on the left and right inside edges **(1)** and the top and bottom inside edges **(2)** of the display bezel until the bezel disengages from the display assembly.
3. Remove the display bezel **(3)**.



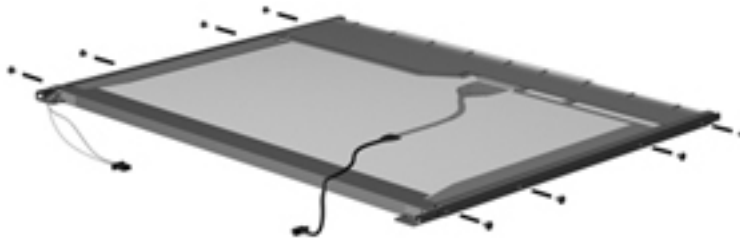
4. Disconnect all display panel cables **(1)** from the display inverter and remove the inverter **(2)**.



5. Remove all screws **(1)** that secure the display panel assembly to the display enclosure.
6. Remove the display panel assembly **(2)** from the display enclosure.

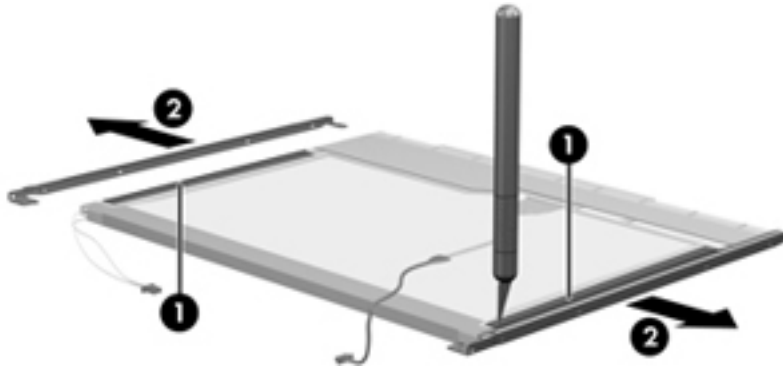


7. Turn the display panel assembly upside down.
8. Remove all screws that secure the display panel frame to the display panel.

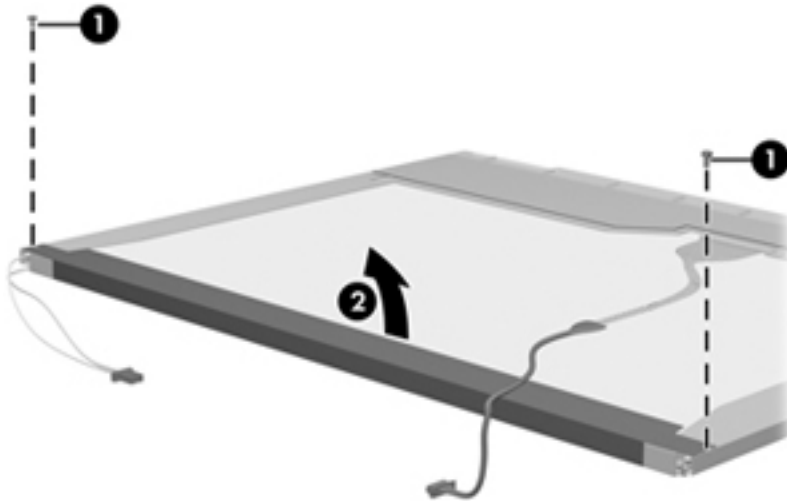


9. Use a sharp-edged tool to cut the tape **(1)** that secures the sides of the display panel to the display panel frame.

10. Remove the display panel frame (2) from the display panel.

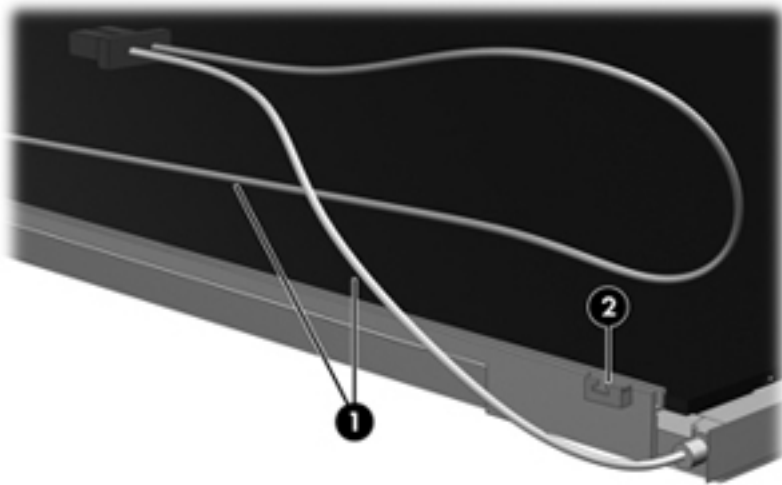


11. Remove the screws (1) that secure the backlight cover to the display panel.
12. Lift the top edge of the backlight cover (2) and swing it outward.



13. Remove the backlight cover.
14. Turn the display panel right-side up.

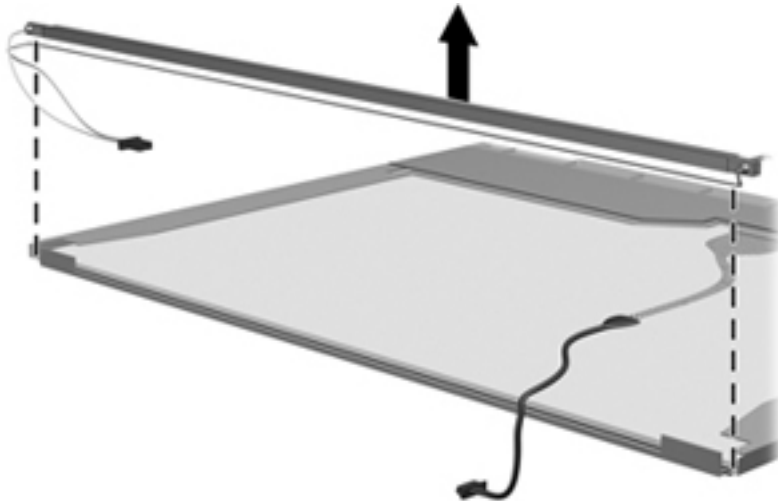
15. Remove the backlight cables (1) from the clip (2) in the display panel.



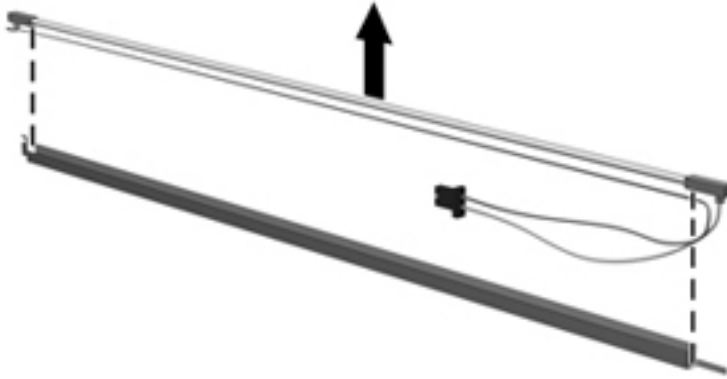
16. Turn the display panel upside down.

⚠ WARNING! The backlight contains mercury. Exercise caution when removing and handling the backlight to avoid damaging this component and causing exposure to the mercury.

17. Remove the backlight frame from the display panel.



18. Remove the backlight from the backlight frame.

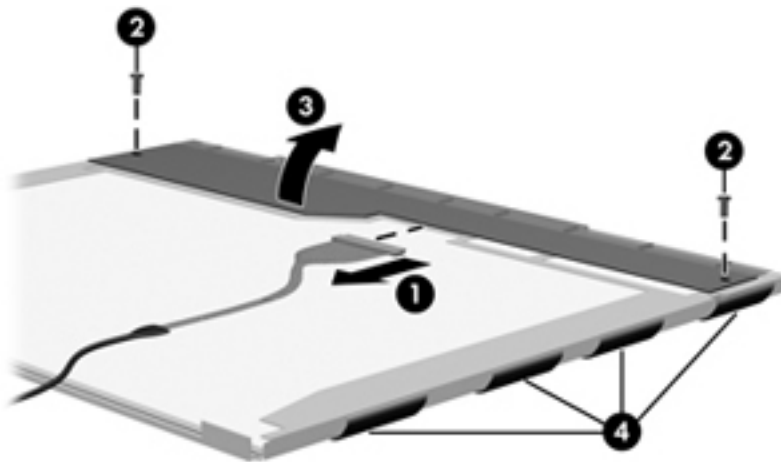


19. Disconnect the display panel cable **(1)** from the LCD panel.

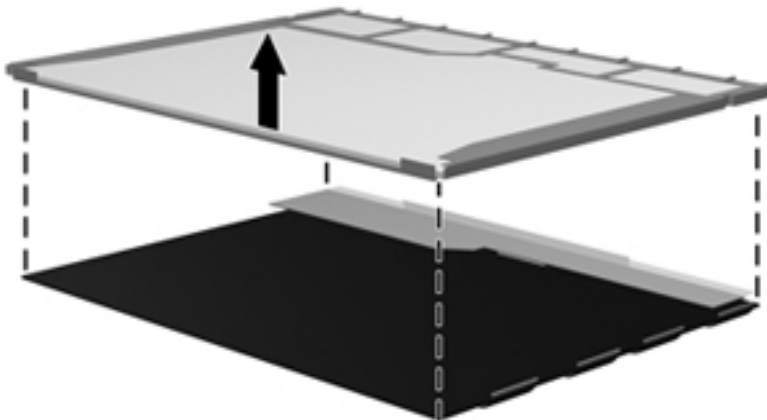
20. Remove the screws **(2)** that secure the LCD panel to the display rear panel.

21. Release the LCD panel **(3)** from the display rear panel.

22. Release the tape **(4)** that secures the LCD panel to the display rear panel.



23. Remove the LCD panel.



24. Recycle the LCD panel and backlight.

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