



Maintenance and Service Guide

SUMMARY

This guide provides information about spare parts, removal and replacement of parts, security, backing up, and more.

© Copyright 2021 HP Development Company, L.P.

AMD is a trademark of Advanced Micro Devices, Inc. Bluetooth is a trademark owned by its proprietor and used by HP Inc. under license. Intel, Core, Iris, Optane, Thunderbolt, vPro, and XMM are trademarks of Intel Corporation or its subsidiaries in the U.S. and/or other countries. Microsoft and Windows are either registered trademarks or trademarks of Microsoft Corporation in the United States and/or other countries. Qualcomm and Snapdragon are trademarks of Qualcomm Incorporated, registered in the United States and other countries, used with permission. TILE and the TILE design are trademarks of Tile, Inc. USB Type-C and USB-C are registered trademarks of USB Implementers Forum. DisplayPort™ and the DisplayPort™ logo are trademarks owned by the Video Electronics Standards Association (VESA®) in the United States and other countries. Miracast is a registered trademark of Wi-Fi Alliance.

The information contained herein is subject to change without notice. The only warranties for HP products and services are set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty. HP shall not be liable for technical or editorial errors or omissions contained herein.

First Edition: January 2021

Document Part Number: M48357-001

Product notice

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

Not all features are available in all editions or versions of Windows. Systems may require upgraded and/or separately purchased hardware, drivers, software or BIOS update to take full advantage of Windows functionality. Windows 10 is automatically updated, which is always enabled. ISP fees may apply and additional requirements may apply over time for updates. Go to <http://www.microsoft.com> for details.

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

Software terms

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

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

Safety warning notice

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

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

Table of contents

1 Product description	1
2 Components	5
Right	5
Left	6
Display	7
Top cover	8
Keyboard area	9
Touchpad	9
Touchpad settings	9
Adjusting touchpad settings	9
Turning on the touchpad	9
Touchpad components	9
Lights	10
Speakers and fingerprint reader	11
Special keys	11
Bottom	12
Rear	13
Labels	13
Using a SIM card (select products only)	15
Determining the correct SIM card size for your computer	15
Inserting a nano SIM card	15
Using Tile	16
3 Illustrated parts catalog	17
Computer major components	17
Cable Kit	19
Miscellaneous parts	20
4 Removal and replacement procedures preliminary requirements	22
Tools required	22
Service considerations	22
Plastic parts	22
Cables and connectors	22
Drive handling	22
Electrostatic discharge information	23

Generating static electricity	23
Preventing electrostatic damage to equipment	24
Personal grounding methods and equipment	24
Grounding the work area	25
Recommended materials and equipment	25
Cleaning your computer	26
Enabling HP Easy Clean (select products only)	26
Removing dirt and debris from your computer	26
Cleaning your computer with a disinfectant	27
Caring for wood veneer (select products only)	28
Packaging and transporting guidelines	28
Accessing support information	28

5 Removal and replacement procedures for authorized service provider parts 30

Component replacement procedures	30
Preparation for disassembly	30
Bottom cover	30
Battery	31
Solid-state drive	33
WWAN module	36
Heat sink and fan assembly	38
Extend cable	39
Fingerprint reader board	40
Audio board	41
Touchpad	42
Speakers	43
USB board	44
Power button board	45
System board	46
WWAN antennas and cables	48
Display assembly	49
Top cover with keyboard	51

6 Backing up, restoring, and recovering 53

Backing up information and creating recovery media	53
Using Windows tools for backing up	53
Using the HP Cloud Recovery Download Tool to create recovery media (select products only)	53
Restoring and recovering your system	53
Creating a system restore	54
Restoring and recovery methods	54
Recovering using HP Recovery media	54

Changing the computer boot order	54
Using HP Sure Recover (select products only)	55
7 Computer Setup (BIOS), TPM, and HP Sure Start	56
Using Computer Setup	56
Navigating and selecting in Computer Setup	56
Restoring factory settings in Computer Setup	56
Updating the BIOS	57
Determining the BIOS version	57
Preparing for a BIOS update	57
Downloading a BIOS update	57
Installing a BIOS update	58
Changing the boot order using the f9 prompt	58
TPM BIOS settings (select products only)	58
Using HP Sure Start (select products only)	59
8 Using HP PC Hardware Diagnostics	60
Using HP PC Hardware Diagnostics Windows (select products only)	60
Using an HP PC Hardware Diagnostics Windows hardware failure ID code	60
Accessing HP PC Hardware Diagnostics Windows	60
Accessing HP PC Hardware Diagnostics Windows from HP Help and Support (select products only)	60
Accessing HP PC Hardware Diagnostics Windows from Support Assistant	61
Accessing HP PC Hardware Diagnostics Windows from the Start menu (select products only)	61
Downloading HP PC Hardware Diagnostics Windows	61
Downloading the latest HP PC Hardware Diagnostics Windows version from HP	61
Downloading the HP PC Hardware Diagnostics Windows from the Microsoft Store	61
Downloading HP Hardware Diagnostics Windows by product name or number (select products only)	62
Installing HP PC Hardware Diagnostics Windows	62
Using HP PC Hardware Diagnostics UEFI	62
Using an HP PC Hardware Diagnostics UEFI hardware failure ID code	62
Starting HP PC Hardware Diagnostics UEFI	63
Downloading HP PC Hardware Diagnostics UEFI to a USB flash drive	63
Downloading the latest HP PC Hardware Diagnostics UEFI version	63
Downloading HP PC Hardware Diagnostics UEFI by product name or number (select products only)	63
Using Remote HP PC Hardware Diagnostics UEFI settings (select products only)	64
Downloading Remote HP PC Hardware Diagnostics UEFI	64
Downloading the latest Remote HP PC Hardware Diagnostics UEFI version	64

Downloading Remote HP PC Hardware Diagnostics UEFI by product name or number	64
Customizing Remote HP PC Hardware Diagnostics UEFI settings	64

9 Specifications	66
Computer specifications	66
33.8 cm (13.3 in) display specifications	66
Solid-state drive specifications	67
10 Statement of memory volatility	68
Current BIOS steps	68
Nonvolatile memory usage	70
Questions and answers	72
Using HP Sure Start (select products only)	73
11 Recycling	74
12 Power cord set requirements	75
Requirements for all countries	75
Requirements for specific countries and regions	75
Index	77

1 Product description

This table provides detailed product information.

Table 1-1 Product components and their descriptions

Category	Description
Product Name	HP Elite Dragonfly G2 Notebook PC
Processors	Intel® processors - Intel Core™ i7-1185G7 (3.00 GHz base frequency, up to 4.30 GHz with Intel Turbo Boost Technology, 12 MB cache, 4 cores) - Intel Core i7-1165G7 (2.80 GHz base frequency, up to 4.70 GHz with Intel Turbo Boost Technology, 12 MB cache, 4 cores) - Intel Core i5-1145G7 (2.60 GHz base frequency, up to 4.40 GHz with Intel® Turbo Boost Technology, 8 MB cache, 4 cores) - Intel Core i3-1125G4 (2.00 GHz base frequency, up to 3.70 GHz with Intel Turbo Boost Technology, 8 MB cache, 4 cores) - Intel Core i3-1115G4 (3.00 GHz base frequency, up to 4.10 GHz with Intel Turbo Boost Technology, 6 MB cache, 2 cores)
Graphics	Internal graphics - Intel® Iris® Xe Graphics (Core i5 and Core i7) - Intel UHD Graphics (Core i3)
Display	33.8 cm (13.3 in), WLED, full high definition (FHD) (1920 × 1080), narrow bezel, UWVA, BrightView, bent 400 nits, 72% CG, eDP 1.4 + PSR2, low power 1000 nits, 72% CG, eDP 1.4 + PSR 33.8 cm (13.3 in), ultra high definition (UHD) (3840 × 2160), narrow bezel, UWVA, BrightView, bent 400 nits, HDR-400, sRGB 95, eDP 1.4 + PSR2
Memory	Non upgradable integrated memory supporting up to 32 GB of RAM - LPDDR4-4266 dual-channel support - Supports the following configurations: • 32 GB • 16 GB • 8 GB
Primary storage	M.2 2280 solid-state drives, PCIe, NVMe 2 TB, PCIe-Gen3 × 4, TLC 1 TB, PCIe-Gen3 × 4, TLC 512 GB, PCIe-3 × 2 × 2 + 32 GB Optane™ memory module

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

Category	Description
	512 GB, PCIe-Gen3 × 4, TLC, self-encrypted, OPAL2
	512 GB, TLC
	512 GB, value
	256 GB, TLC
	256 GB, PCIe-Gen3 × 4, TLC, self-encrypted, OPAL2
	256 GB, value
	128 GB, PCIe-3 × 2, PCIe, TLC
	eMMC v5.0
	32 GB
Audio and video	Stereo speakers (2)
	Microphone (dual array)
	Camera, HD + IR (infrared) 720p
	Camera privacy cover
Wireless	Wireless Local Area Network (WLAN) (select products only)
	Intel Wi-Fi 6 AX201 + Bluetooth 5 (vPro®) (802.11ax 2 × 2, MU-MIMO, supporting gigabit file transfer speeds)
	Intel Wi-Fi 6 AX201 + Bluetooth 5 (non-vPro) (802.11ax 2 × 2, MU-MIMO, supporting gigabit file transfer speeds)
	Compatible with Miracast® devices
	UEFI Wi-Fi
	Supports HP Connection Optimizer (with data analytics) - Remote manageability for Connection Optimizer via MIK
	Supports HP Extended Range Wireless LAN
	Supports HP LAN-Wireless Protection (WLAN/LAN switching)
	Supports Dynamic Antenna Gain (EU only)
	Supports Indonesia New Band
	Supports Time Average Power
	Supports Time Average Power for WLAN
	Supports Dynamic Antenna Gain
	Wireless Wide Area Network (WWAN) (select products only)
	Intel XMM™ 7360 LTE-Advanced (Cat 9)
	- Antennas configured in display
	- Compatible with programmable, removable eSIM
	Qualcomm® Snapdragon® X55 LTE + 5G (Cat 20)
	- Antennas configured in base

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

Category	Description
	- Includes eSIM module
Ports	HDMI 2.0
	Audio-out (headphone)/audio-in (microphone) combo jack
	USB Type A SuperSpeed port with HP Sleep and Charge
	(2) USB Type-C® power connectors and Thunderbolt™ ports with HP Sleep and Charge
Sensors	Hall sensor
	Accelerometer + Gyroscope + eCompass
	Ambient light sensor
	HP Sure Platform
	Thermal sensor
	Magnetometer
Keyboard/pointing devices	Keyboard
	Backlit, spill resistant, premium
	Backlit, spill resistant, premium, privacy
Power requirements	Battery (li polymer)
	4 cell, 56 Whr
	2 cell, 38 Whr
	HP long life
	HP Fast Charge Technology
	Smart AC adapters
	65 W, straight, slim, nPFC, USB Type-C
	65 W, straight, standard, nPFC, USB Type-C, 1.8 m (6 ft)
	Power cord
	C5, 1.0 m (3.3 ft) premium
	C5, 1.0 m (3.3 ft) conventional
Security	Trusted Platform Module (TPM) 2.0
	Fingerprint sensor (select products only)
	Camera privacy cover
	Nano security cable lock
Digital pen (select products only)	WACOM AES 2.0 Pen with app launch button
	WACOM AES 2.0 Pen with app launch button G3
	WACOM AES Active Pen
Operating system	Windows® 10 Enterprise 64

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

Category	Description
	Windows 10 Enterprise 64 LTSC 1809 (RS5)
	Windows 10 Home 64
	Windows 10 Home 64 Advanced
	Windows 10 Home 64 Advanced Single Language
	Windows 10 Home 64 High-End Chinese Market CPPP
	Windows 10 Home 64 Plus
	Windows 10 Home 64 Plus Single Language
	Windows 10 Home 64 Plus Single Language Africa Market PPP
	Windows 10 Home 64 Plus Single Language APAC EM PPP
	Windows 10 Home 64 Plus Single Language India Market PPP
	Windows 10 Home 64 Plus Single Language Indonesia Market PPP
	Windows 10 Pro 64
	Windows 10 Pro CBB 1909
	Windows 10 Pro 64 Chinese Market
	Windows 10 Pro 64 StF MSNA Plus
	FreeDOS 3.0
Serviceability	End user replaceable parts
	AC adapter

2 Components

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

Right

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

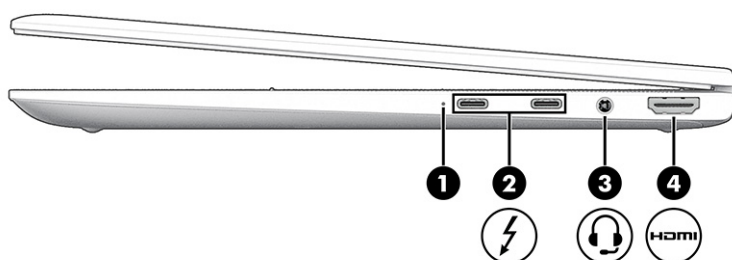


Table 2-1 Right-side components and their descriptions

Component		Description
(1)	Battery light	When AC power is connected: • White: The battery charge is greater than 90%. • Amber: The battery charge is from 0 to 90%. • Off: The battery is not charging. When AC power is disconnected (battery not charging): • Blinking amber: The battery has reached a low battery level. When the battery has reached a critical battery level, the battery light begins blinking rapidly. • Off: The battery is not charging.
(2)	 USB Type-C® power connectors and Thunderbolt™ ports with HP Sleep and Charge (2)	Connects an AC adapter that has a USB Type-C connector, supplying power to the computer and, if needed, charging the computer battery. – and – Connects a USB device, provides high-speed data transfer, and charges small devices (such as a smartphone), even when the computer is off. NOTE: Use a standard USB Type-C charging cable or cable adapter (purchased separately) when charging a small external device. – and – Connects a display device that has a USB Type-C connector, providing DisplayPort™ output. NOTE: Your computer might also support a Thunderbolt docking station.

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

Component	Description
(3)  Audio-out (headphone)/Audio-in (microphone) combo jack	Connects optional powered stereo speakers, headphones, earbuds, a headset, or a television audio cable. Also connects an optional headset microphone. This jack does not support optional standalone microphones. WARNING! To reduce the risk of personal injury, adjust the volume before putting on headphones, earbuds, or a headset. For additional safety information, see the <i>Regulatory, Safety, and Environmental Notices</i>. To access this guide: ▲ Type HP Documentation in the taskbar search box, and then select HP Documentation. NOTE: When a device is connected to the jack, the computer speakers are disabled.
(4)  HDMI port	Connects an optional video or audio device, such as a high-definition television, any compatible digital or audio component, or a high-speed High Definition Multimedia Interface (HDMI) device.

Left

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

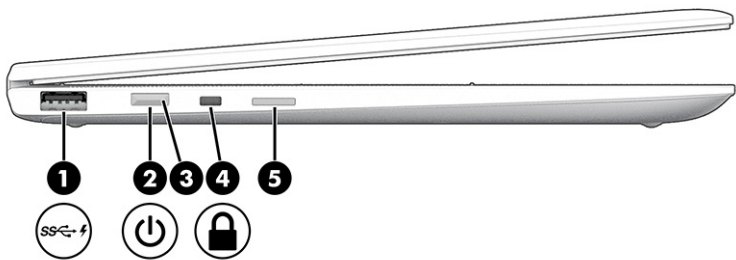


Table 2-2 Left-side components and their descriptions

Component	Description
(1)  USB SuperSpeed port with HP Sleep and Charge	Connects a USB device, provides high-speed data transfer, and charges small devices (such as a smartphone), even when the computer is off. NOTE: Use a standard USB Type-A charging cable or cable adapter (purchased separately) when charging a small external device.
(2)  Power button	• When the computer is off, press the button briefly to turn on the computer. • When the computer is on, press the button briefly to initiate Sleep. • When the computer is in the Sleep state, press the button briefly to exit Sleep (select products only). • When the computer is in Hibernation, press the button briefly to exit Hibernation.

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

Component		Description
		IMPORTANT: Pressing and holding down the power button results in the loss of unsaved information. If the computer has stopped responding and shutdown procedures are ineffective, press and hold the power button for at least 4 seconds to turn off the computer. To learn more about your power settings, see your power options. ▲ Right-click the Power meter icon  and then select Power Options.
(3)	Power light	- On: The computer is on. - Blinking (select products only): The computer is in the Sleep state, a power-saving state. The computer shuts off power to the display and other unnecessary components. - Off: Depending on your computer model, the computer is off, in Hibernation, or in Sleep. Hibernation is the power-saving state that uses the least amount of power.
(4)	 Security cable slot	Attaches an optional security cable to the computer. NOTE: The security cable is designed to act as a deterrent, but it might not prevent the computer from being mishandled or stolen.
(5)	Nano SIM card slot (select products only)	Supports a wireless subscriber identity module (SIM) card.

Display

Use the illustration and table to identify the display components.

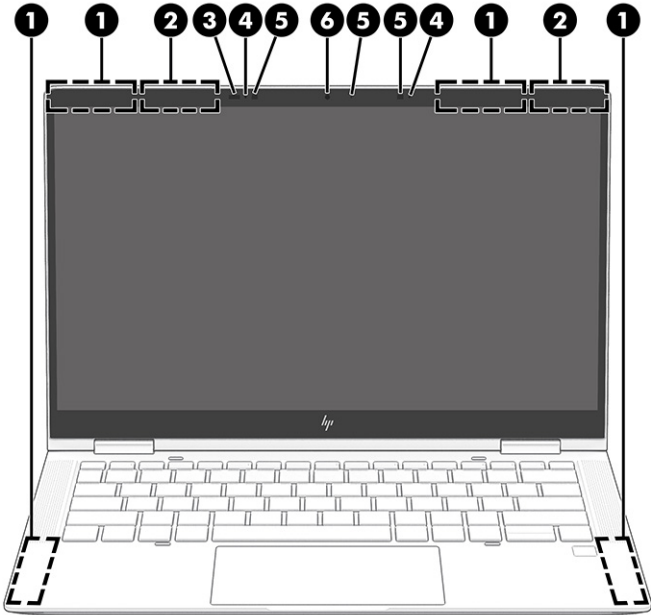


Table 2-3 Display components and their descriptions

Component		Description
(1)	WWAN antennas (select products only)*	Send and receive wireless signals to communicate with wireless wide area networks (WWANs).
(2)	WLAN antennas*	Send and receive wireless signals to communicate with wireless local area networks (WLANs).
(3)	Ambient light sensors (2)	Adjust the brightness of the display, depending on the ambient light.
(4)	Internal microphones (2)	Record sound.
(5)	Camera light(s)	On: One or more cameras are in use.
(6)	Camera(s)	Allow(s) you to video chat, record video, and record still images. Some cameras also allow a facial recognition logon to Windows, instead of a password logon. NOTE: Camera functions vary depending on the camera hardware and software installed on your product.

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

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

To access this guide:

▲ Type `HP Documentation` in the taskbar search box, and then select **HP Documentation**.

Top cover

Use the illustration and table to identify the top cover component.

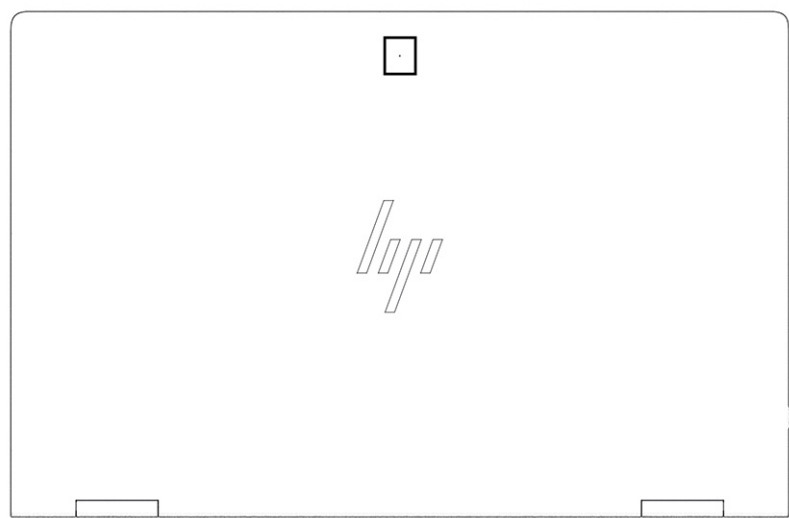


Table 2-4 Top cover component and its description

Component	Description
Internal microphone	Records sound.

Keyboard area

Keyboards can vary by language.

Touchpad

The touchpad settings and components are described here.

Touchpad settings

You learn how to adjust the touchpad settings and components here.

Adjusting touchpad settings

Use these steps to adjust touchpad settings and gestures.

1. Type `touchpad settings` in the taskbar search box, and then press [enter](#).
2. Choose a setting.

Turning on the touchpad

Follow these steps to turn on the touchpad.

1. Type `touchpad settings` in the taskbar search box, and then press [enter](#).
2. Using an external mouse, click the **Touchpad** button.

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

Touchpad components

Use the illustration and table to identify the touchpad components.

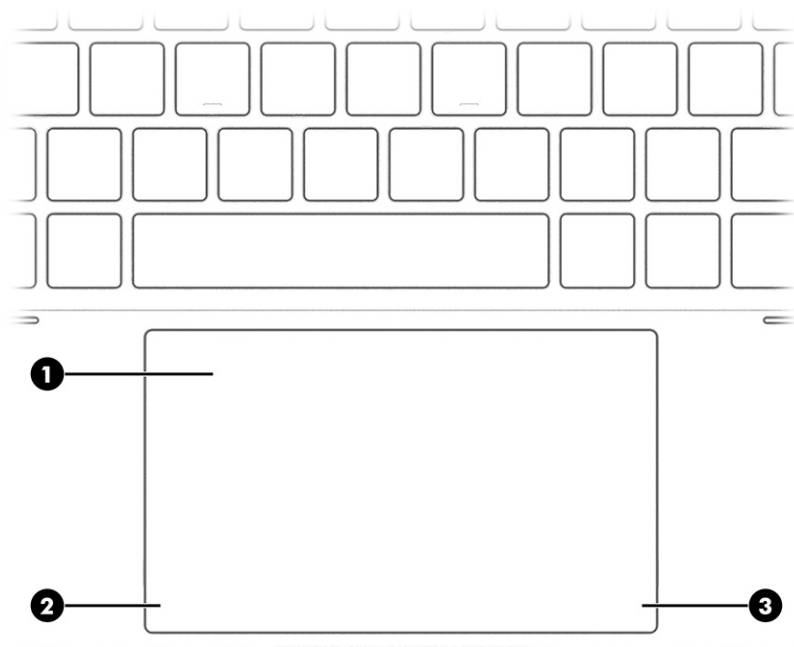


Table 2-5 Touchpad components and their descriptions

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

Lights

Use the illustration and table to identify the lights on the computer.

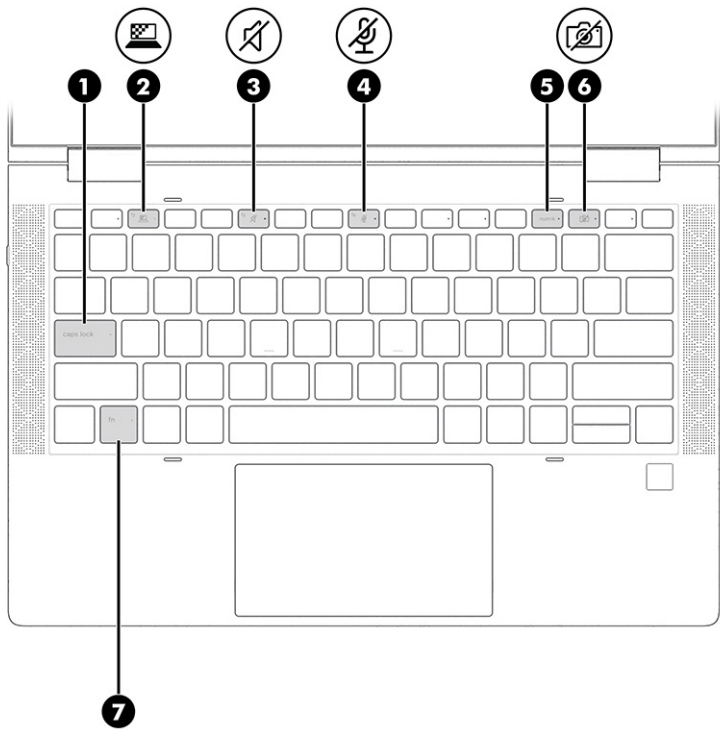


Table 2-6 Lights and their descriptions

Component		Description
(1)	Caps lock light	On: Caps lock is on, which switches the key input to all capital letters.
(2)	 Privacy key light	On: Privacy screen is on, which helps prevent side-angle viewing.
(3)	 Mute light	- On: Computer sound is off. - Off: Computer sound is on.
(4)	 Microphone mute light	- On: Microphone is off. - Off: Microphone is on.
(5)	 Num lk light	On: Num lk is on.

Table 2-6 Lights and their descriptions (continued)

Component		Description
(6)	 Camera privacy light	- On: The camera is off. - Off: The camera is on.
(7)	Fn lock light	On: The fn key is locked.

Speakers and fingerprint reader

Fingerprint readers can be located on the touchpad, on a side panel of the computer, or on the top cover below the keyboard.

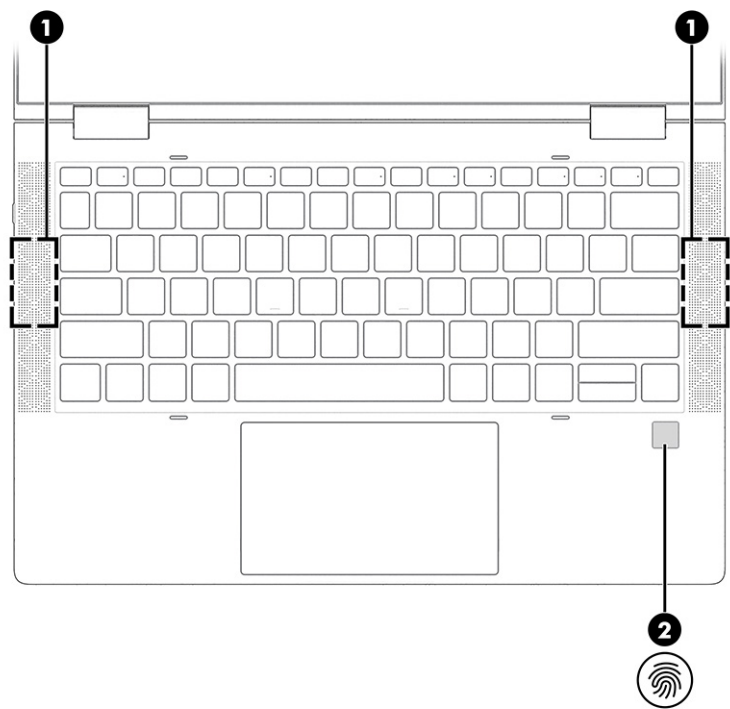


Table 2-7 Speakers and fingerprint reader and their descriptions

Component		Description
(1)	Speakers (2)	Produce sound.
(2)	Fingerprint reader	Allows a fingerprint logon to Windows, instead of a password logon. ▲ Touch your finger to the fingerprint reader. IMPORTANT: To prevent fingerprint logon issues, make sure when you register your fingerprint that all sides of your finger are registered by the fingerprint reader.

Special keys

Use the illustration and table to identify the special keys.

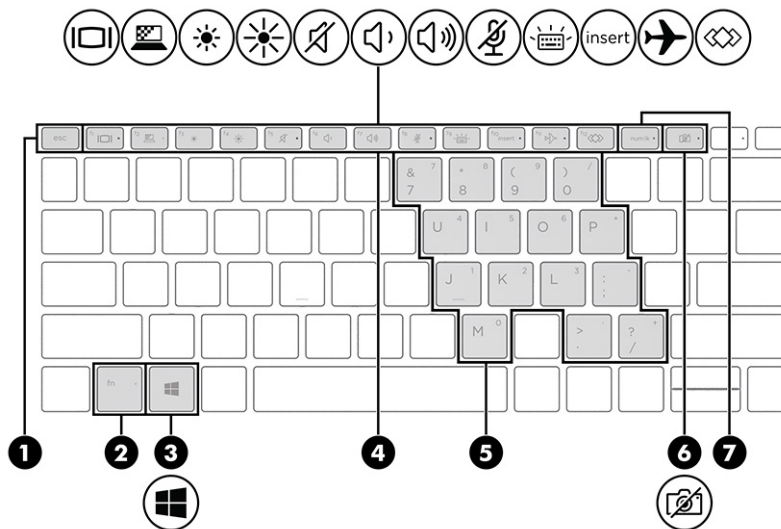


Table 2-8 Special keys and their descriptions

Component		Description
(1)	esc key	Displays system information when pressed in combination with the fn key.
(2)	fn key	Executes frequently used system functions when pressed in combination with another key. Such key combinations are called <i>hot keys</i> .
(3)	 Windows key	Opens the Start menu. NOTE: Pressing the Windows key again will close the Start menu.
(4)	Action keys	Execute frequently used system functions.
(5)	Embedded numeric keypad	A numeric keypad superimposed over the keyboard alphabet keys. When num lk is pressed, the keypad can be used like an external numeric keypad. Each key on the keypad performs the function indicated by the icon in the upper-right corner of the key. NOTE: If the keypad function is active when the computer is turned off, that function is reinstated when the computer is turned back on.
(6)	 Camera privacy key	Turns the camera off and on.
(7)	num lk key	Turns the embedded numeric keypad on and off.

Bottom

Use the illustration and table to identify the bottom components.

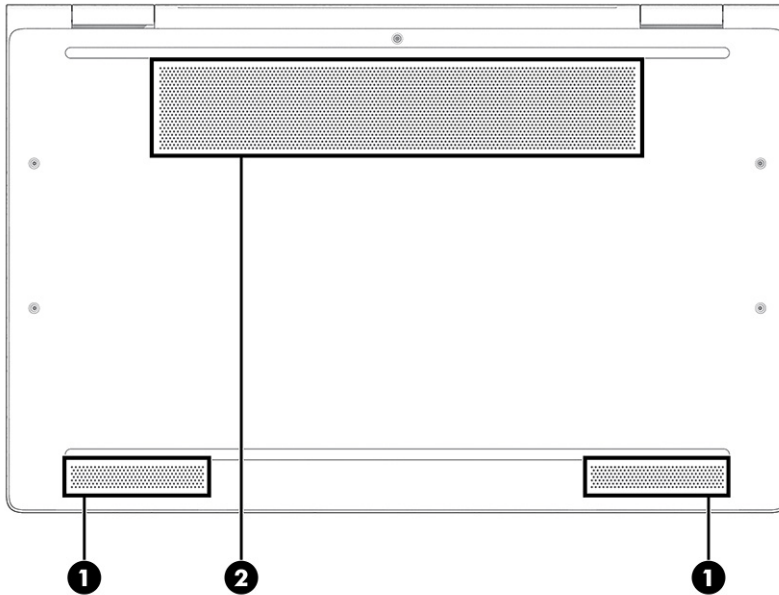


Table 2-9 Bottom components and their descriptions

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

Rear

Use the illustration and table to identify the rear component.



Table 2-10 Rear component and its description

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

Labels

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



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

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

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

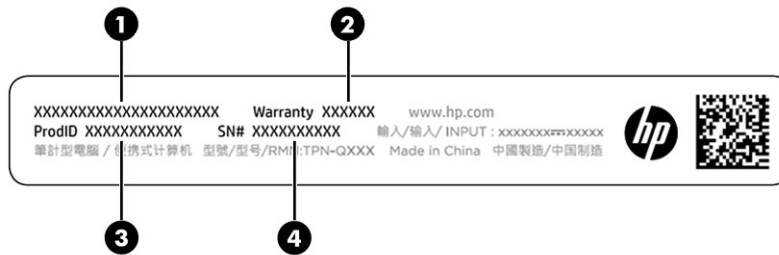


Table 2-11 Service label components

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

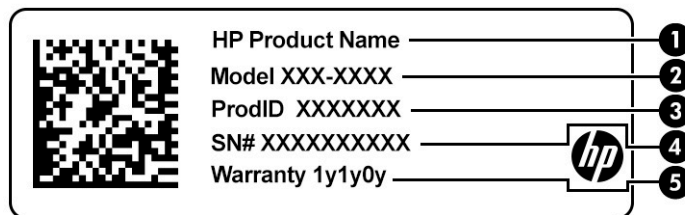


Table 2-12 Service label components

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

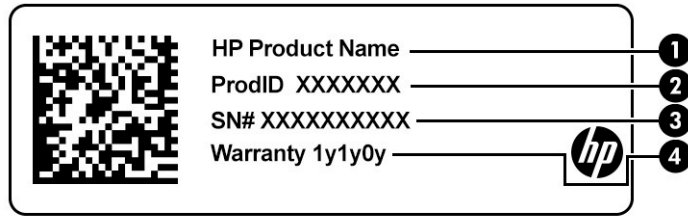


Table 2-13 Service label components

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

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

Using a SIM card (select products only)

Use these instructions to insert a SIM card.

 **IMPORTANT:** You can damage the SIM card if you insert the wrong size card or insert it or the SIM card tray in the wrong direction. The card might also become stuck in the slot. Do not use SIM card adapters. To prevent damage to the SIM card or connectors, use minimal force when inserting or removing a SIM card.

Determining the correct SIM card size for your computer

Before purchasing a SIM card, follow these instructions to determine the correct SIM card size for your computer.

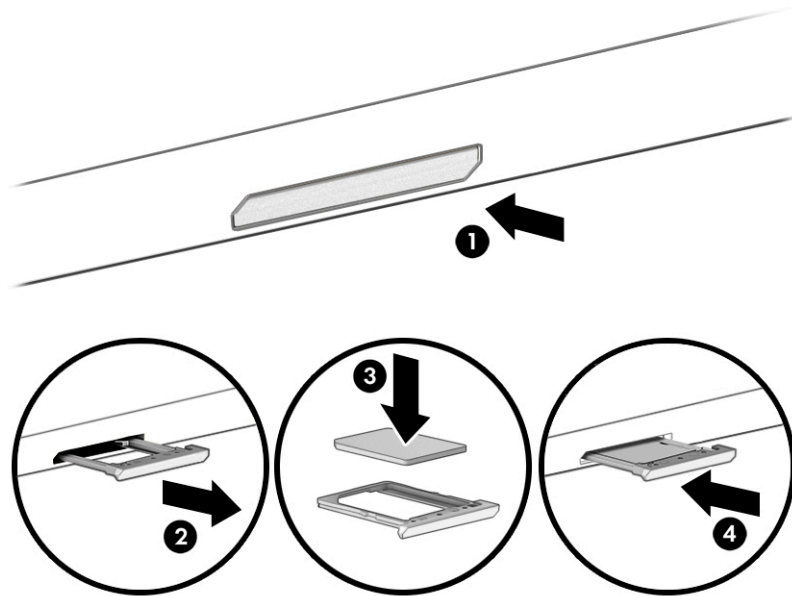
1. Go to <http://www.hp.com/support>, and then search for your computer by product name or number.
2. Select **Product Information**.
3. Refer to the listed options to determine which card to purchase.

Inserting a nano SIM card

To insert a nano SIM card, follow these steps.

1. Position the computer display-side up on a flat surface.
2. Press in gently on the SIM card access tray to disengage the SIM lock, and the tray will pop out of the slot (1).
3. Remove the tray (2) from the computer and insert the card (3).

4. Replace the tray in the computer. Press in gently on the tray **(4)** until it is firmly seated.



To remove the SIM card, press in gently on the SIM card access tray to disengage the SIM lock, and the tray will pop out of the slot. Remove the SIM card. Replace the tray in the computer and press in gently on the tray until it is firmly seated.

Using Tile

Some computers include a Tile™ Bluetooth® device that can help find your computer even when it is off or in the Sleep state. The Tile device operates in combination with the Tile software on your computer.



NOTE: The limit of the Tile Bluetooth signal is approximately 76 m (250 feet).

To use the Tile features on your computer:

1. Select the **Start** menu, and then select the **Tile** app.
2. Follow the on-screen instructions to create a Tile account and activate your Tile features.

3 Illustrated parts catalog

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

Computer major components

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

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

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

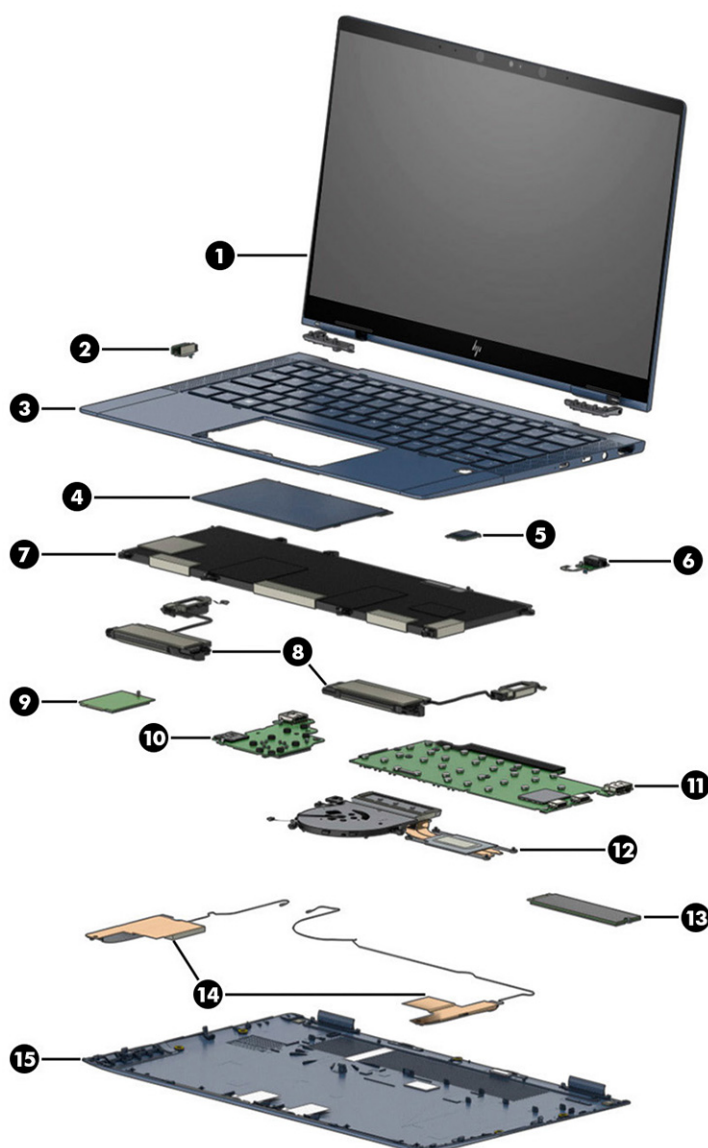


Table 3-1 Computer major component descriptions and part numbers

Item	Component	Spare part number
(1)	Display assembly	
	FHD, BrightView, 400 nits, WLAN/4G	M42271-001
	FHD, antiglare, 1000 nits, privacy WLAN/4G	M42272-001
	UHD, BrightView, HDR-400, WLAN/4G	M42273-001
	FHD, BrightView, 400 nits, 5G	M44359-001
	FHD, antiglare, 1000 nits, privacy, 5G	M44360-001
	UHD, BrightView, HDR-400, 5G	M44361-001
(2)	Power button board (includes cable)	M42274-001
(3)	Top cover with keyboard	
	NOTE: For a detailed list of country codes, see Top cover with keyboard on page 51 .	
	Backlit	M42280-xx1
	Backlit, for use in privacy models	M42281-xx1
(4)	Touchpad	M42279-001
	NOTE: The touchpad cable is available in the Cable Kit as spare part number M42293-001 for models without WWAN and M48385-001 for models with WWAN.	
(5)	Fingerprint reader (includes cable)	M42269-001
	NOTE: The fingerprint reader bracket is available in the Hardware Kit as spare part number M42270-001 for models without WWAN and M48386-001 for models with WWAN.	
(6)	Audio board (includes cable)	M42275-001
(7)	Battery	
	4 cell, 56 Whr	L52581-005
	2 cell, 38 Whr	L71760-005
(8)	Speaker	L74101-001
(9)	WWAN module	
	Intel XMM 7360 LTE-Advanced (Cat 9)	L70670-005
	Qualcomm Snapdragon X55 LTE + 5G	M49195-005
(10)	USB board	
	NOTE: The USB board cables are available in the Cable Kit as spare part number M42293-001 for models without WWAN and M48385-001 for models with WWAN.	
	Models without WWAN	M42276-001
	Models with WWAN	M42277-001
(11)	System board (includes integrated processor)	
	NOTE: All system board spare part kits include replacement thermal material.	
	All system boards use the following part numbers:	
	xxxxxx-001: Non-Windows operating systems	

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

Item	Component	Spare part number
	xxxxxx-601: Windows operating system	
	Intel Core i7-1185G7 processor with 32 GB of system memory (OSR)	M42292-xx1
	Intel Core i7-1185G7 processor with 16 GB of system memory (OSR)	M42291-xx1
	Intel Core i7-1165G7 processor with 32 GB of system memory	M42290-xx1
	Intel Core i7-1165G7 processor with 16 GB of system memory	M42289-xx1
	Intel Core i5-1145G7 processor with 16 GB of system memory (OSR)	M42288-xx1
	Intel Core i5-1145G7 processor with 16 GB of system memory	M42287-xx1
	Intel Core i5-1145G7 processor with 8 GB of system memory (OSR)	M42286-xx1
	Intel Core i5-1145G7 processor with 8 GB of system memory	M42285-xx1
	Intel Core i5-1135G7 processor with 16 GB of system memory	M42284-xx1
	Intel Core i5-1135G7 processor with 8 GB of system memory	M42283-xx1
	Intel Core i3-1115G4 processor with 8 GB of system memory	M42282-xx1
(12)	Heat sink and fan assembly	
	Standard	M42267-001
	Titanium	M42268-001
(13)	Solid-state drive	
	2 TB, PCIe-3 × 4, TLC	L85358-002
	1 TB, PCIe-3 × 4, TLC	L85348-002
	512 GB, PCIe-3 × 4, TLC	L85360-002
	512 GB, PCIe-3 × 4, TLC, self-encrypting	L85368-002
	512 GB, PCIe, value	L85364-002
	512 GB solid-state drive + 32 GB Optane memory	L85366-002
	256 GB, PCIe-3 × 4, TLC	L85350-002
	256 GB, PCIe-3 × 4, TLC, self-encrypting	M07245-002
	256 GB, PCIe, value	L85354-002
	128 GB, PCIe-3 × 2, TLC	M06792-002
(14)	WWAN antennas	M48385-001
	WWAN antenna for top cover	M42265-001
(15)	Bottom cover	M42266-001

Cable Kit

To identify the contents of the Cable Kit, use this table.

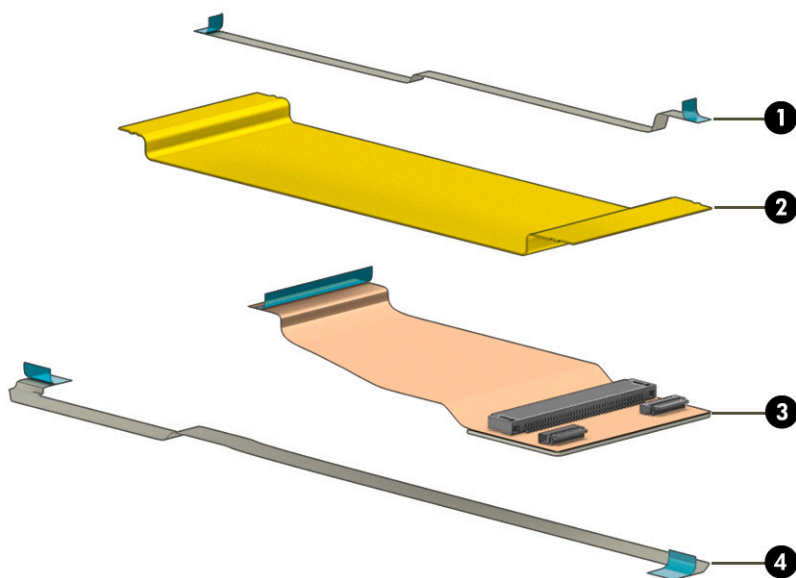


Table 3-2 Cable Kit content descriptions and part number

Component	Spare part number
Cable Kit for use in models with WWAN , includes the following cables:	M48385-001
(1) WWAN cable	
(2) USB board cable (WWAN)	
(3) Extend cable	
(4) Touchpad cable	
Thermal grease (not illustrated)	
Cable Kit for use in models without WWAN	M42293-001
USB board cable (WLAN; not illustrated)	
Extend cable	
Touchpad cable	
Thermal grease (not illustrated)	

Miscellaneous parts

To identify the miscellaneous parts, use this table.

Table 3-3 Miscellaneous part descriptions and part numbers

Component	Spare part number
AC adapters	
65 W, nPFC, USB-C®, 1.8 m (6.0 ft)	L67440-001
65 W, nPFC, USB-C, 1.8 m (6.0 ft), slim	L04650-850
Pen (HP AES 2.0 pen with app button)	L57042-001

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

Component	Spare part number
Screw Kit	L74100-001
Cable Kit for use in models without WWAN (includes touchpad cable, WLAN USB cable, extend cable, and thermal grease)	M42293-001
Cable Kit for use in models with WWAN (includes WWAN antenna, touchpad cable, WWAN USB cable, extend cable, and thermal grease)	M48385-001
Hardware Kit for use in models without WWAN (includes fingerprint reader bracket, security lock bracket, solid-state drive insulator, nano SIM tray, USB Type-C insulator, system board insulator, audio washer insulator, rubber, insulator [21 mm × 8 mm], and thermal grease)	M42270-001
Hardware Kit for use in models with WWAN (includes fingerprint reader bracket, security lock bracket, solid-state drive insulator, nano SIM tray, system board ZIF shield, WWAN board ZIF shield, top antenna frame, bottom gasket, absorber, USB Type-C insulator, system board insulator, audio washer insulator, rubber, insulator [21 mm × 8 mm], and thermal grease)	M48386-001
System board support kit (includes absorber shield and processor insulator)	M48387-001
Power cord (C5, conventional, 1.0 m [3.3 ft])	
India	L19363-001
People's Republic of China	L19368-001
Power cord (C5, premium, 1.8 m [5.9 ft])	
Argentina	L30811-001
Australia	L22327-001
Brazil	L30812-001
Denmark	L22322-001
Europe (Austria, Belgium, Finland, France, Germany, the Netherlands, Norway, and Sweden)	L22321-001
Israel	L22323-001
Italy	L30813-001
Japan	L22330-001
North America	L22319-001
South Africa	L22325-001
South Korea	L22328-001
Switzerland	L22324-001
Taiwan	L22329-001
Thailand	L22326-001
The United Kingdom	L22320-001
Duckhead, premium	
Brazil	L50818-001

4 Removal and replacement procedures preliminary requirements

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

Tools required

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

- Nonconductive, nonmarking pry tool
- Magnetic Phillips P1 screwdriver

Service considerations

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



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

Plastic parts

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

Cables and connectors

Handle cables with extreme care to avoid damage.



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

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

Drive handling

Note the following guidelines when handling drives.



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

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

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

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

Handle drives on surfaces covered with at least 2.54 cm (1 inch) of shock-proof foam.

Avoid dropping drives from any height onto any surface.

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

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

Avoid exposing a drive to temperature extremes or liquids.

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

Electrostatic discharge information

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

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



IMPORTANT: To prevent damage to the device when you remove or install internal components, observe these precautions:

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

Before touching an electronic component, discharge static electricity by using the guidelines described [Personal grounding methods and equipment on page 24](#).

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

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

Generating static electricity

Follow these static electricity guidelines.

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

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

Event	Relative humidity		
	55%	40%	10%
Walking across carpet	7,500 V	15,000 V	35,000 V

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

	Relative humidity		
	3,000 V	5,000 V	12,000 V
Walking across vinyl floor	3,000 V	5,000 V	12,000 V
Motions of bench worker	400 V	800 V	6,000 V
Removing DIPs (dual in-line packages) from plastic tube	400 V	700 V	2,000 V
Removing DIPs from vinyl tray	2,000 V	4,000 V	11,500 V
Removing DIPs from polystyrene foam	3,500 V	5,000 V	14,500 V
Removing bubble pack from PCB (printed circuit board)	7,000 V	20,000 V	26,500 V
Packing PCBs in foam-lined box	5,000 V	11,000 V	21,000 V
Multiple electric components can be packaged together in plastic tubes, trays, or polystyrene foam.			



NOTE: As little as 700 V can degrade a product.

Preventing electrostatic damage to equipment

Many electronic components are sensitive to ESD. Circuitry design and structure determine the degree of sensitivity. The following packaging and grounding precautions are necessary to prevent static electricity damage to electronic components.

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

Personal grounding methods and equipment

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

- **Wrist straps** are flexible straps with a maximum of 1 M Ω $\pm$ 10% resistance in the ground cords. To provide proper ground, a strap must be worn snug against bare skin. The ground cord must be connected and fit snugly into the banana plug connector on the grounding mat or workstation.
- **Heel straps/Toe straps/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 them on both feet with a maximum of 1 M Ω $\pm$ 10% resistance between the operator and ground.

Table 4-2 Static shielding protection levels

Static shielding protection levels	
Method	Voltage
Antistatic plastic	1,500

Table 4-2 Static shielding protection levels (continued)

Static shielding protection levels	
Carbon-loaded plastic	7,500
Metallized laminate	15,000

Grounding the work area

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

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

Recommended materials and equipment

HP recommends certain materials and equipment to prevent static electricity.

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

- Transparent metallized shielding bags
- Transparent shielding tubes

Cleaning your computer

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

Enabling HP Easy Clean (select products only)

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

1. Start HP Easy Clean in one of the following ways:
 - Select the **Start** menu, and then select **HP Easy Clean**.
– or –
 - Select the **HP Easy Clean** icon in the taskbar.
– or –
 - Select **Start**, and then select the **HP Easy Clean** tile.
2. Now that your device is disabled for a short period, see [Removing dirt and debris from your computer on page 26](#) for the recommended steps to clean the high-touch, external surfaces on your computer. After you remove the dirt and debris, you can also clean the surfaces with a disinfectant. See [Cleaning your computer with a disinfectant on page 27](#) for guidelines to help prevent the spread of harmful bacteria and viruses.

Removing dirt and debris from your computer

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

For computers with wood veneer, see [Caring for wood veneer \(select products only\) on page 28](#).

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

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

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

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

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

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

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

See [Cleaning your computer with a disinfectant on page 27](#) for recommended steps to clean the high-touch, external surfaces on your computer to help prevent the spread of harmful bacteria and viruses.

Cleaning your computer with a disinfectant

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

After cleaning the external surfaces of your computer using the steps in [Removing dirt and debris from your computer on page 26](#), [Caring for wood veneer \(select products only\) on page 28](#), or both, you might also choose to clean the surfaces with a disinfectant. A disinfectant that is within HP's cleaning guidelines is an alcohol solution consisting of 70% isopropyl alcohol and 30% water. This solution is also known as rubbing alcohol and is sold in most stores.

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

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

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

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

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

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

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

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

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

Caring for wood veneer (select products only)

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

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

See [Removing dirt and debris from your computer on page 26](#) for the recommended steps to clean the high-touch, external surfaces on your computer. After you remove the dirt and debris, you can also clean the surfaces with a disinfectant. See [Cleaning your computer with a disinfectant on page 27](#) for sanitizing guidelines to help prevent the spread of harmful bacteria and viruses.

Packaging and transporting guidelines

Follow these grounding guidelines when packaging and transporting equipment.

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

Accessing support information

Use this information to find the HP support that you need.

Table 4-3 Support information locations

Service consideration	Path to access information
Records of reported failure incidents stored on the computer	Windows: Pre-operating system failures are logged in the BIOS Event Log. To view the BIOS Event Log: 1. Press the power button. 2. Immediately and repeatedly press esc when the power button light turns white.

Table 4-3 Support information locations (continued)

Service consideration	Path to access information
	NOTE: If you do not press esc at the appropriate time, you must restart the computer and again repeatedly press esc when the power button light turns white to access the utility. - Press f10 to enter the BIOS setup. (On commercial products) Under the Main tab, select BIOS event log, and then select View BIOS Event Log. - or - (On consumer products) Under the Main tab, select System Log. Post operating system failures are logged in the Event Viewer. - Turn on the computer and allow the operating system to open. - Click the search icon  in the taskbar. - Type <code>Event Viewer</code>, and then press enter. - Select the log from the left panel. Details display in the right panel. Chrome: - Go to support.google.com/chrome. - Search <code>collect Chrome device logs</code>.
Technical bulletins	To locate technical bulletins: - Go to www.hp.com. - Place the cursor over Problem solving to display more options. - Select Support & Troubleshooting. - Type the serial number, product number, or product name to go to the product support page. - Select Advisories to view technical bulletins.
Repair professionals	To locate repair professionals: - Go to www.hp.com. - Place the cursor over Support resources to display more options. - Select Authorized service providers.
Component and diagnosis information, failure detection, and required action	To locate diagnosis information and actions: - Go to http://www.hp.com/go/techcenter/pcdiags. - Select Get Support. - Near the bottom of the window, select Notebook PCs, and then select your location.

5 Removal and replacement procedures for authorized service provider parts

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

 **IMPORTANT:** Components described in this chapter should be accessed only by an authorized service provider. Accessing these parts can damage the computer or void the warranty.

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

Component replacement procedures

To remove and replace computer components, use these procedures.

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

You must remove, replace, or loosen as many as 45 screws when you service the parts described in this chapter. Make special note of each screw size and location during removal and replacement.

Preparation for disassembly

To remove and replace computer components, use these procedures.

See [Removal and replacement procedures preliminary requirements on page 22](#) for initial safety procedures.

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

Bottom cover

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

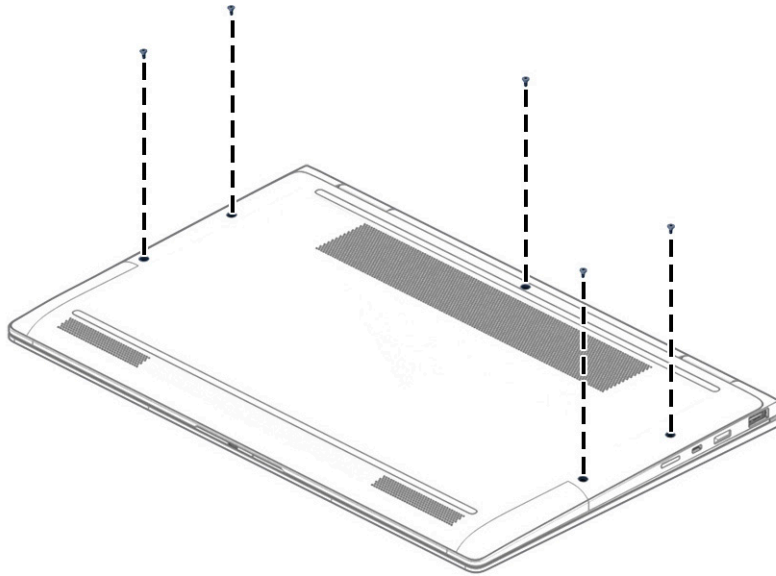
Table 5-1 Bottom cover description and part number

Description	Spare part number
Bottom cover	M42266-001

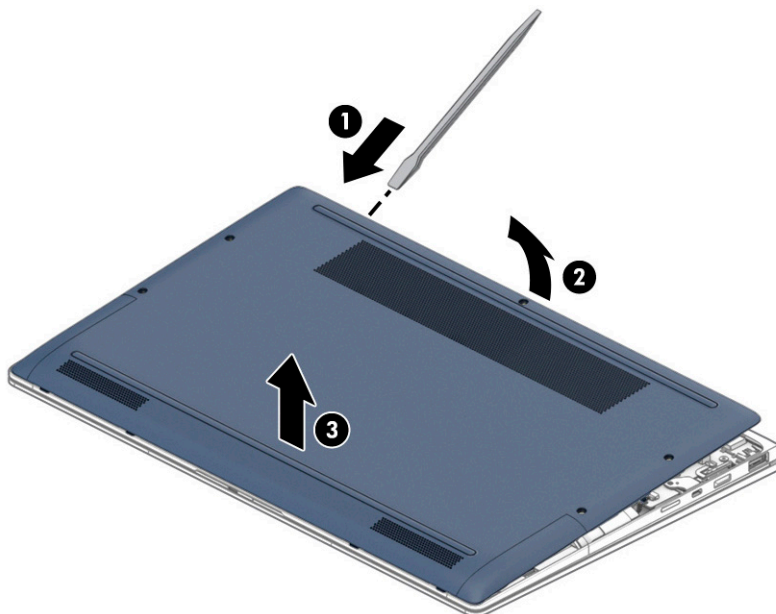
Before removing the bottom cover, prepare the computer for disassembly ([Preparation for disassembly on page 30](#)).

Remove the bottom cover:

1. Remove the five Torx T5 2.0 × 7.0 screws that secure the bottom cover to the computer.



2. Insert a nonmarking, nonconductive, thin tool near the hinge **(1)** and pull up to release the cover **(2)**.
3. Remove the bottom cover from the computer **(3)**.



To replace the bottom cover, reverse the removal procedures.

Battery

To remove the battery, use this procedure and illustration.

Table 5-2 Battery description and part number

Description	Spare part number
Battery, 4 cell, 56 Whr	L52581-005
Battery, 2 cell, 38 Whr	L71760-005

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

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

Before removing the battery, follow these steps:

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

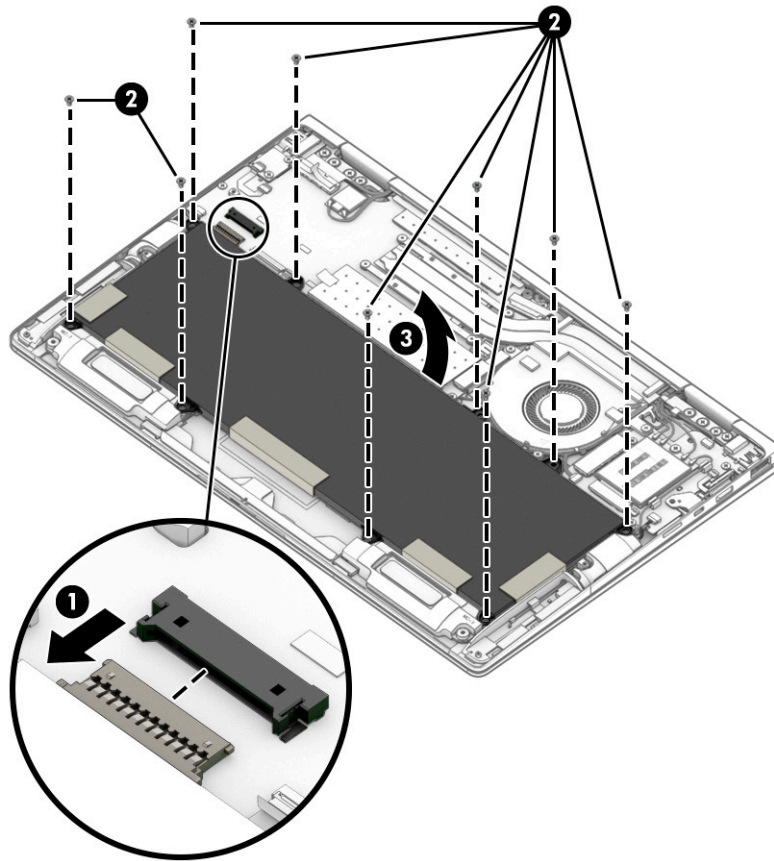
 **WARNING!** To reduce potential safety issues, use only the user-replaceable battery provided with the computer, a replacement battery provided by HP, or a compatible battery purchased from HP.

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

Remove the battery:

1. Disconnect the battery cable from the system board **(1)**.
2. Remove the nine Phillips M2.0 × 3.0 screws **(2)** that secure the battery to the computer.

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



To insert the battery, reverse the removal procedures.

Solid-state drive

To remove the M.2 solid-state drive, use this procedure and illustration.

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

Description	Spare part number
2 TB, PCIe-3 × 4, TLC	L85358-002
1 TB, PCIe-3 × 4, TLC	L85348-002
512 GB, PCIe-3 × 4, TLC	L85360-002
512 GB, PCIe-3 × 4, TLC, self-encrypting	L85368-002
512 GB, PCIe, value	L85364-002
512 GB solid-state drive + 32 GB Optane memory	L85366-002
256 GB, PCIe-3 × 4, TLC	L85350-002
256 GB, PCIe-3 × 4, TLC, self-encrypting	M07245-002

Table 5-3 Solid-state drive descriptions and part numbers (continued)

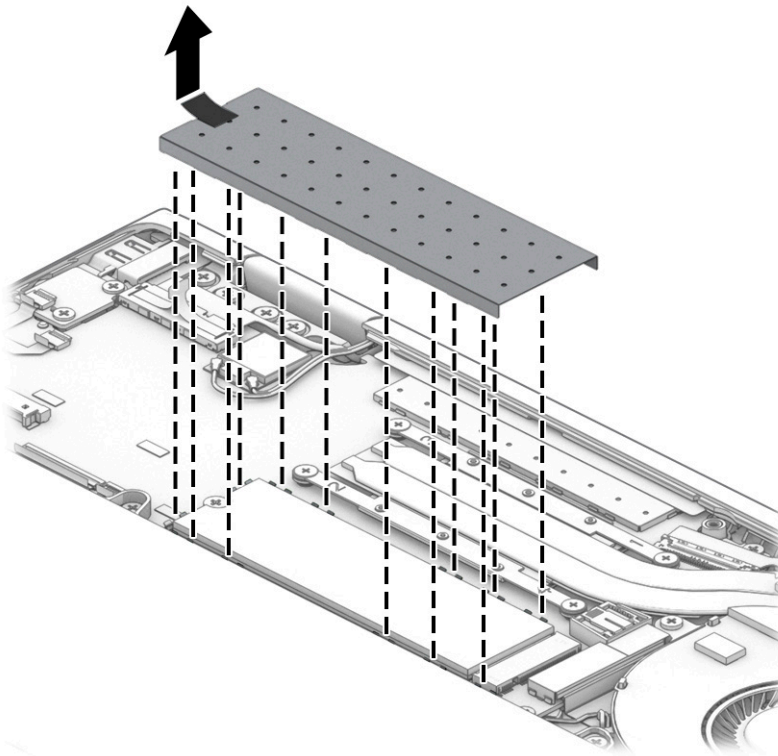
Description	Spare part number
256 GB, PCIe, value	L85354-002
128 GB, PCIe-3 × 2, TLC	M06792-002

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

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

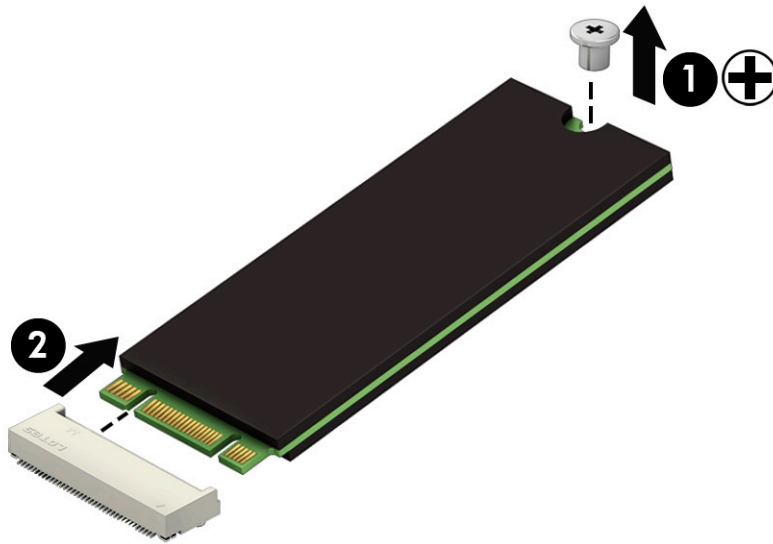
Remove the solid-state drive:

1. Use the tab to lift the metal cover from the solid-state drive.



2. Remove the Phillips M2.0 × 2.5 screw **(1)** that secures the drive to the computer.

3. Pull the drive away from the socket to remove it **(2)**.

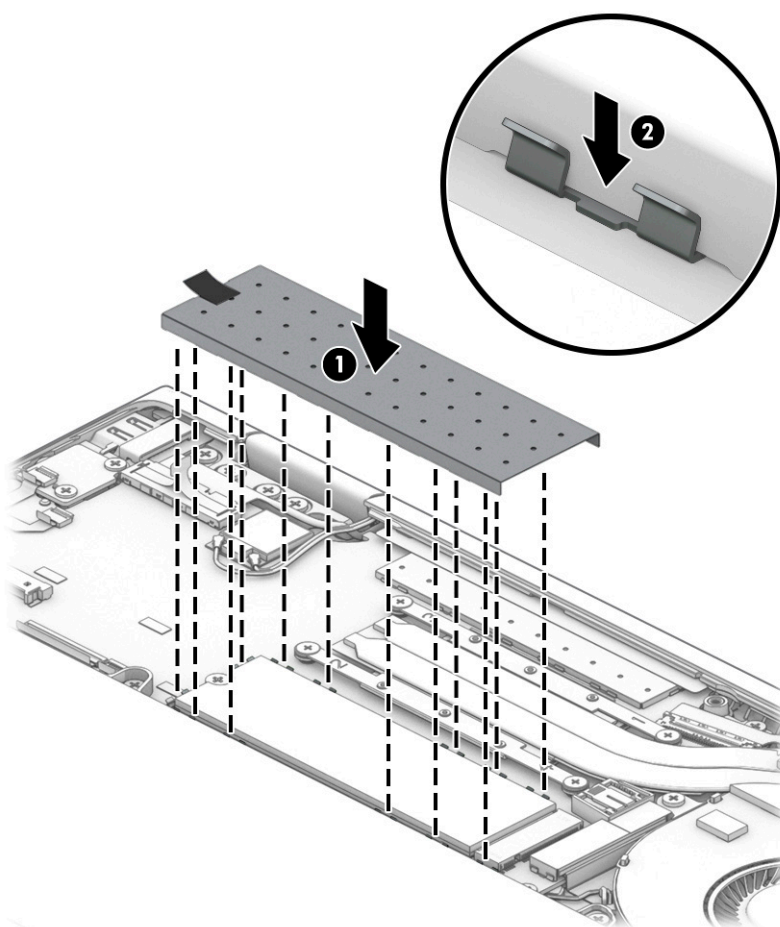


To install the solid-state drive, reverse the removal procedures.



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

When replacing the cover over the solid-state drive, position the cover over the drive **(1)**, and then insert the edges of the cover into the clips **(2)** that secure it to the system board.



WWAN module

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

Table 5-4 WWAN module descriptions and part numbers

Description	Spare part number
Intel XMM 7360 LTE-Advanced (Cat 9)	L70670-005
Qualcomm Snapdragon X55 LTE + 5G	M49195-005



IMPORTANT: To prevent an unresponsive system, replace the wireless module only with a wireless module authorized for use in the computer by the governmental agency that regulates wireless devices in your country or region. If you replace the module and then receive a warning message, remove the module to restore device functionality, and then contact technical support.

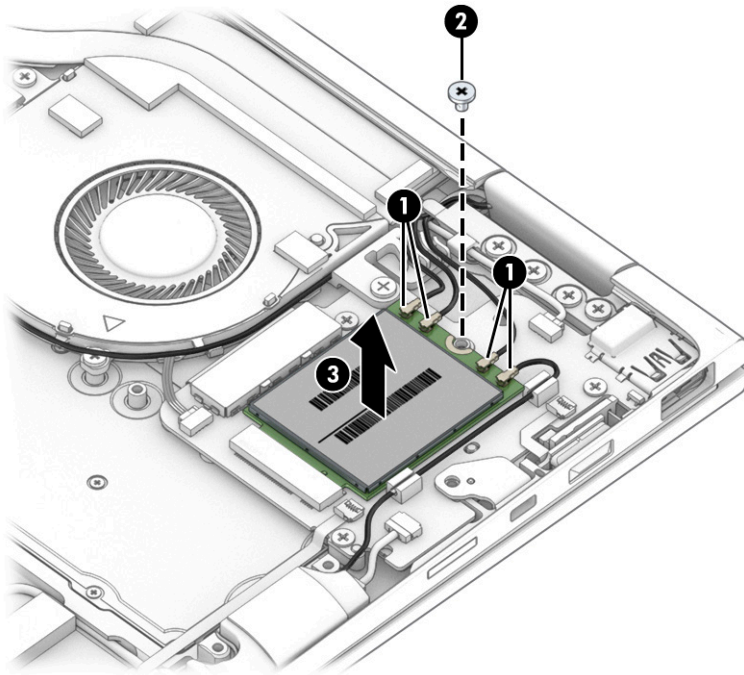
Before removing the WWAN module, follow these steps:

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

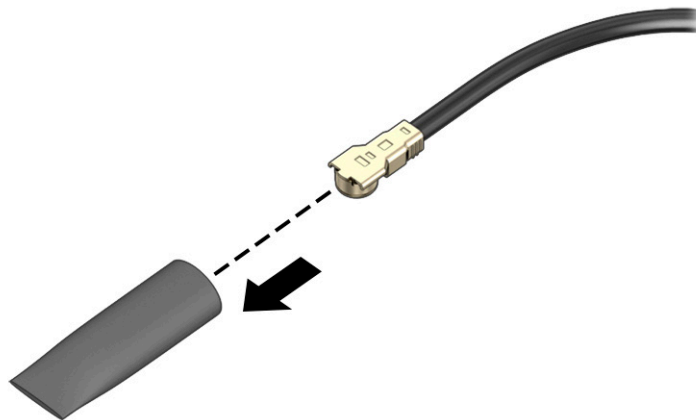
Remove the WWAN module:

1. Disconnect the WWAN antenna cables (1) from the terminals on the WWAN module.
The number of antennas can vary.
2. Remove the Phillips M2.0 × 2.0 screw (2) that secures the WWAN module to the bottom cover. (The WWAN module tilts up.)
3. Remove the WWAN module (3) by pulling the module away from the slot at an angle.

 **NOTE:** When viewed with the antenna terminals at the top of the module, the white WWAN antenna cables connects to the terminal to the left of the black WWAN antenna cables.



4. If the WWAN antenna is not connected to the terminal on the WWAN module, a protective sleeve must be installed on the antenna connector, as shown in the following illustration.



Reverse this procedure to install the WWAN module.

Heat sink and fan assembly

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

Table 5-5 Heat sink and fan assembly descriptions and part numbers

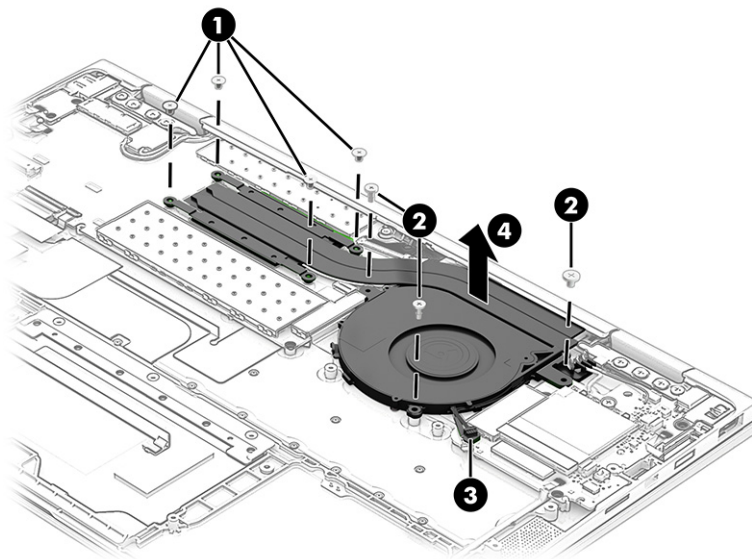
Description	Spare part number
Heat sink and fan assembly, standard	M42267-001
Heat sink and fan assembly, titanium	M42268-001

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

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

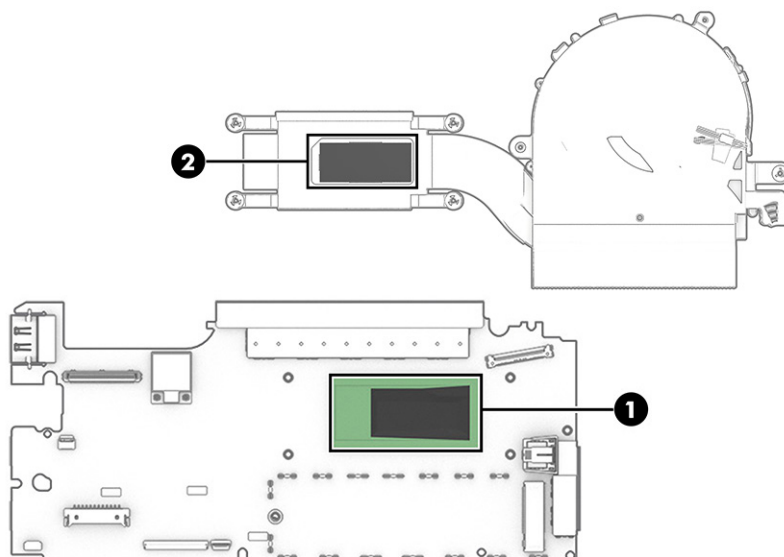
Remove the heat sink and fan assembly:

1. Remove the four Phillips M2.0 × 3.0 screws **(1)** that secure the heat sink to the computer.
2. Remove the three Phillips M2.0 × 3.0 screws **(2)** that secure the fan to the computer.
3. Disconnect the fan cable from the system board **(3)**.
4. Remove the fan and heat sink assembly from the computer **(4)**.



5. Thoroughly clean the thermal material from the surfaces of the heat sink and the system board components each time the heat sink is removed. Replacement thermal material is included with the heat sink and system board spare part kits. The following illustration shows the replacement thermal material locations.

Thermal material is used on the system board **(1)** and heat sink **(2)**.



Reverse this procedure to install the heat sink.

Extend cable

To remove the extend cable, use this procedure and illustration.

Table 5-6 Extend cable description and part number

Description	Spare part number
Extend cable (available in the Cable Kit, models with WWAN)	M48385-001
Extend cable (available in the Cable Kit, models without WWAN)	M42293-001

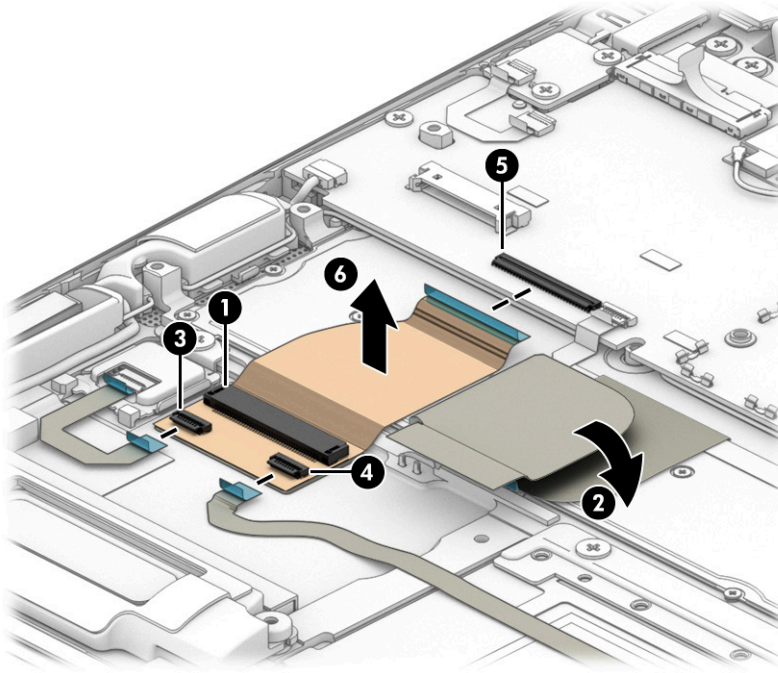
Before removing the extend cable, follow these steps:

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

Remove the extend cable:

1. Disconnect the keyboard cable from the ZIF connector on the extend cable **(1)**, and then move the keyboard cable aside **(2)**.
2. Disconnect the fingerprint reader cable from the ZIF connector on the extend cable **(3)**.
3. Disconnect the touchpad cable from the ZIF connector on the extend cable **(4)**.
4. Disconnect the extend cable from the ZIF connector on the system board **(5)**.

5. Peel the extend cable off computer chassis to remove it **(6)**.



Reverse this procedure to install the extend cable.

Fingerprint reader board

To remove the fingerprint reader board, use this procedure and illustration.

Table 5-7 Fingerprint reader board description and part number

Description	Spare part number
Fingerprint reader board	M42269-001
Fingerprint reader bracket (available in Hardware Kit, models without WWAN)	M42270-001
Fingerprint reader bracket (available in Hardware Kit, models with WWAN)	M48386-001

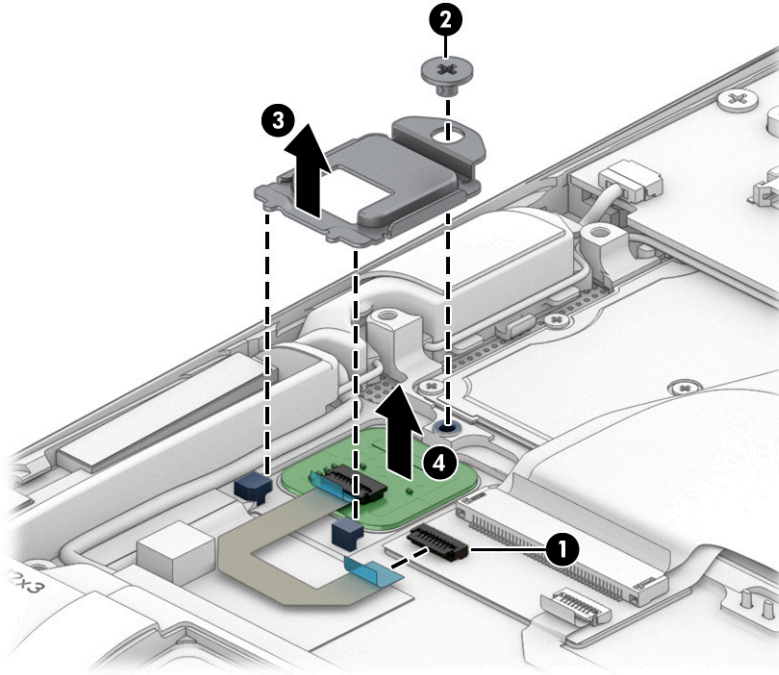
Before removing the fingerprint reader board, follow these steps:

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

Remove the fingerprint reader board:

1. Disconnect the cable from the ZIF connector on the system board **(1)**.
2. Remove the Phillips M2.0 x 2.0 screw **(2)** that secures the fingerprint reader bracket to the computer, and then remove the bracket **(3)**.

3. Remove the fingerprint reader board from the computer (4).



Reverse this procedure to install the fingerprint reader board.

Audio board

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

Table 5-8 Audio board description and part number

Description	Spare part number
Audio board (includes cable)	M42275-001

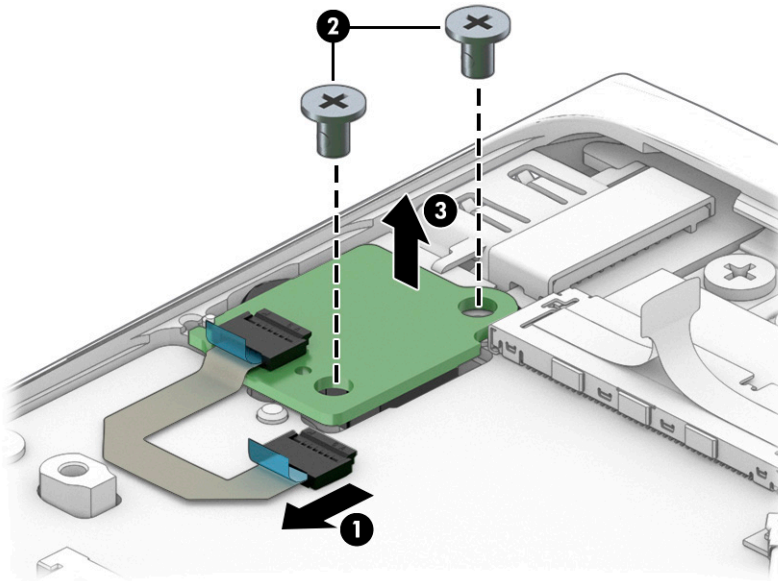
Before removing the audio board, follow these steps:

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

Remove the audio board:

1. Disconnect the cable from the ZIF connector on the system board (1).

2. Remove the two Phillips M2.0 × 3.0 screws **(2)**, and then remove the audio board from the computer **(3)**.



Reverse this procedure to install the audio board.

Touchpad

To remove the touchpad, use this procedure and illustration.

Table 5-9 Touchpad description and part number

Description	Spare part number
Touchpad	M42279-001
Touchpad cable (included in Cable Kit, models without WWAN)	M42293-001
Touchpad cable (included in Cable Kit, models with WWAN)	M48385-001

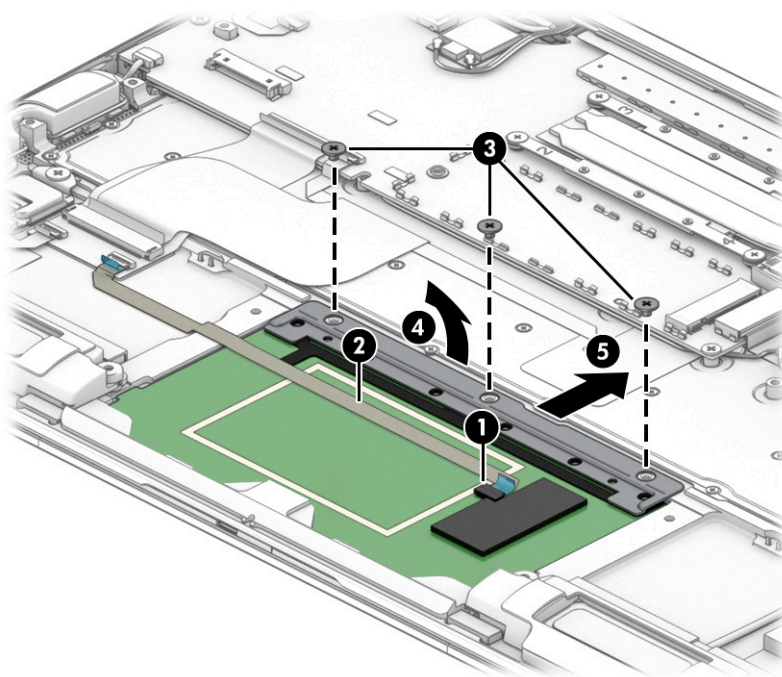
Before removing the touchpad, follow these steps:

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

Remove the touchpad:

1. Disconnect the touchpad cable from the touchpad ZIF connector **(1)**, and then release the cable from the adhesive that secures it to the touchpad **(2)**.
2. Remove the three Phillips M2.0 × 2.0 screws **(3)** that secure the touchpad to the computer.

3. Rotate the top of the touchpad upward to a 20° to 30° angle **(4)**, and then pull the touchpad away from the computer at an angle **(5)**.



Reverse this procedure to install the touchpad.

Speakers

To remove the speakers, use this procedure and illustration.

Table 5-10 Speakers description and part number

Description	Spare part number
Speakers	L74101-001

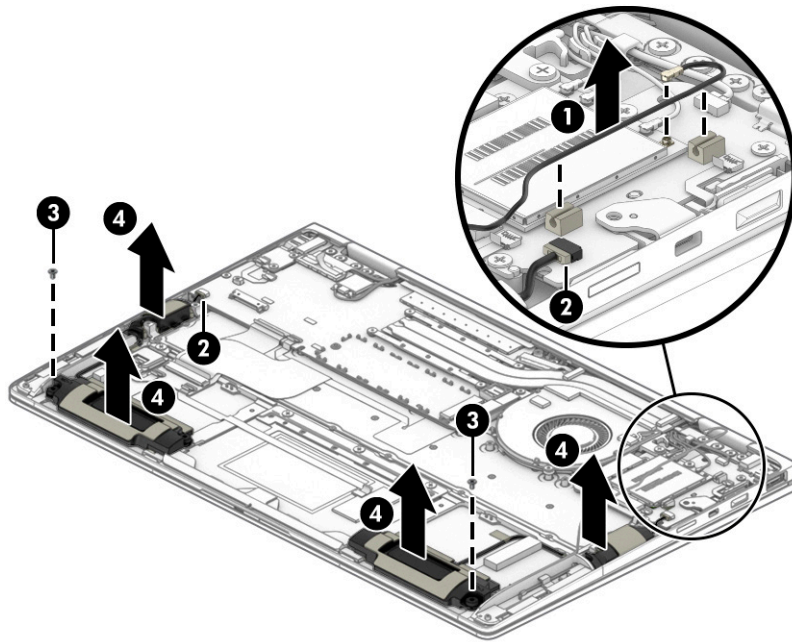
Before removing the speakers, follow these steps:

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

Remove the speakers:

1. Disconnect the WWAN antenna cable from the WWAN module and remove it from the clips on the board **(1)**.
2. Disconnect the cable from the system board for each speaker **(2)**.
3. Remove the Phillips M2.0 × 3.0 screw that secures each large speaker **(3)**.

4. Remove the speakers from the computer (4).



Reverse this procedure to install the speakers.

USB board

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

Table 5-11 USB board description and part number

Description	Spare part number
USB board (models without WWAN)	M42276-001
USB board (models with WWAN)	M42277-001
USB board cable (available in the Cable Kit for models without WWAN)	M42293-001
USB board cable (available in the Cable Kit for models with WWAN)	M48385-001

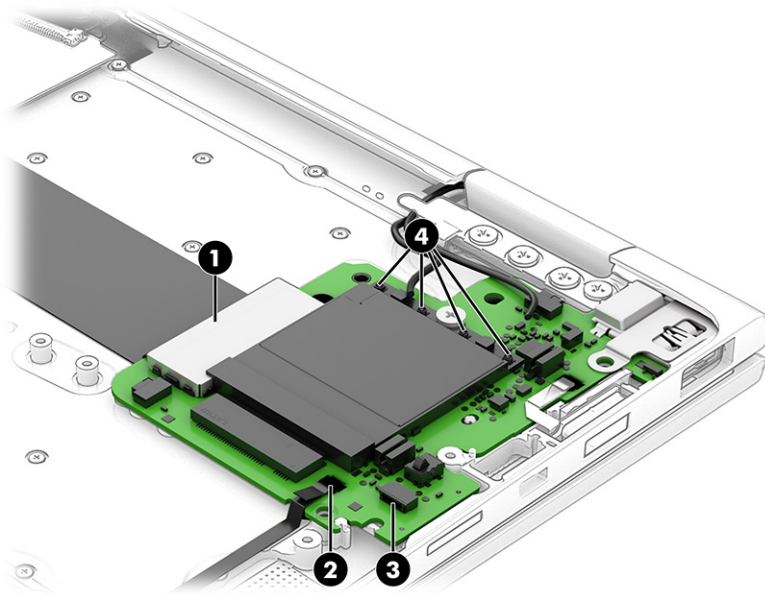
Before removing the USB board, follow these steps:

1. Prepare the computer for disassembly ([Preparation for disassembly on page 30](#)).
2. Remove the bottom cover ([Bottom cover on page 30](#)).
3. Disconnect the battery cable from the system board (see [Battery on page 31](#)).
4. Remove the heat sink and fan assembly ([Heat sink and fan assembly on page 38](#)).
5. Remove the power button board ([Power button board on page 45](#)).

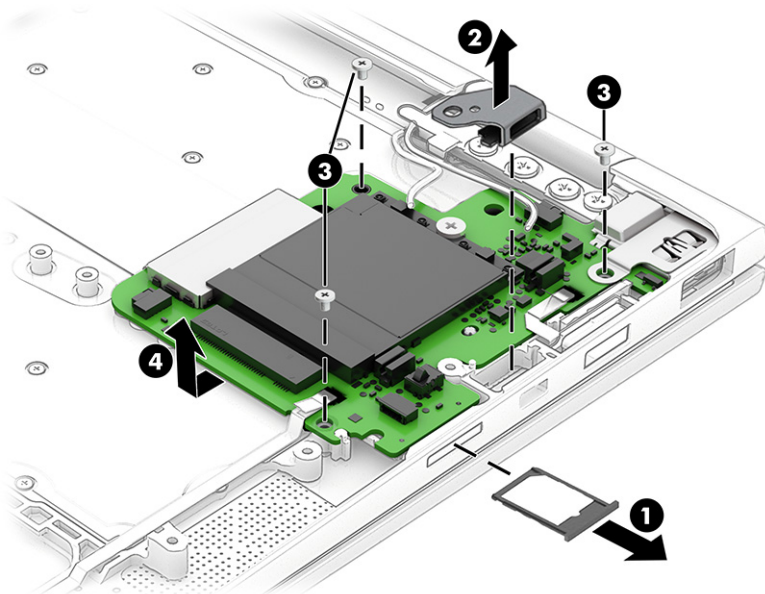
Remove the USB board:

1. Disconnect the large, flat cable from the ZIF connector on the USB board (2).
2. Disconnect the touch cable from the connector on the USB board (2).

3. Disconnect the speaker cable from the ZIF connector on the USB board (3).
4. Disconnect the antennas from the WWAN module (4).



5. Remove the SIM card holder from the slot on the side of the computer (1).
6. Remove the security lock metal bracket from the side of the board (2).
7. Remove the three Phillips M2.0 × 3.0 screws (3) that secure the board to the computer.
8. Lift the bottom of the board, and then pull it out from under the ledge on the top of the computer to remove it (4).



Reverse this procedure to install the USB board.

Power button board

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

Table 5-12 Power button board description and part number

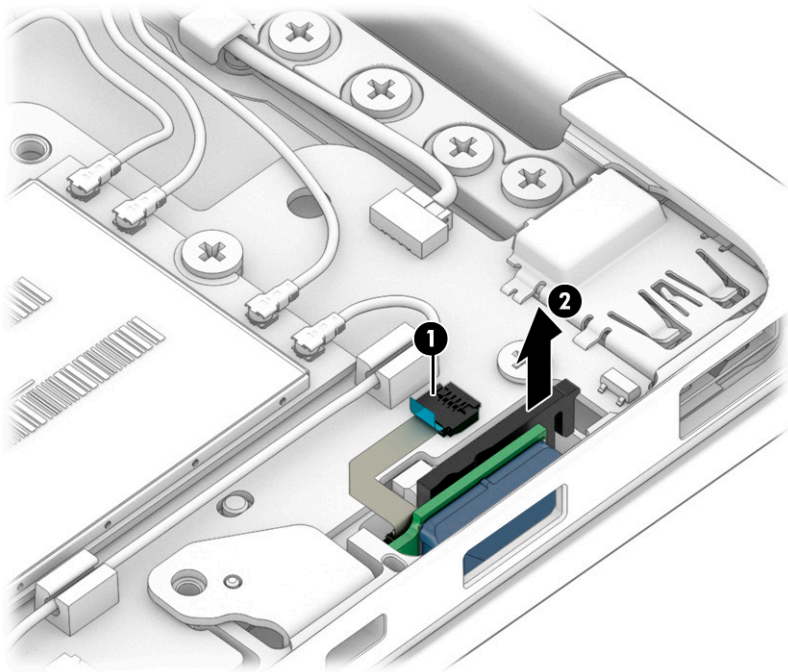
Description	Spare part number
Power button board (includes cable)	M42274-001

Before removing the power button board, follow these steps:

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

Remove the power button board:

- ▲ Disconnect the power button board cable from the ZIF connector on the USB board (1), and then lift the power button board and plastic support piece from the slot on the side of the computer (2).



Reverse this procedure to install the power button board.

System board

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

Table 5-13 System board descriptions and part numbers

Description	Spare part number
System board (includes integrated processor)	
All system boards use the following part numbers:	
xxxxxx-001: Non-Windows operating systems	
xxxxxx-601: Windows operating system	

Table 5-13 System board descriptions and part numbers (continued)

Description	Spare part number
Intel Core i7-1185G7 processor with 32 GB of system memory (OSR)	M42292-xx1
Intel Core i7-1185G7 processor with 16 GB of system memory (OSR)	M42291-xx1
Intel Core i7-1165G7 processor with 32 GB of system memory	M42290-xx1
Intel Core i7-1165G7 processor with 16 GB of system memory	M42289-xx1
Intel Core i5-1145G7 processor with 16 GB of system memory (OSR)	M42288-xx1
Intel Core i5-1145G7 processor with 16 GB of system memory	M42287-xx1
Intel Core i5-1145G7 processor with 8 GB of system memory (OSR)	M42286-xx1
Intel Core i5-1145G7 processor with 8 GB of system memory	M42285-xx1
Intel Core i5-1135G7 processor with 16 GB of system memory	M42284-xx1
Intel Core i5-1135G7 processor with 8 GB of system memory	M42283-xx1
Intel Core i3-1115G4 processor with 8 GB of system memory	M42282-xx1

Before removing the system board, follow these steps:

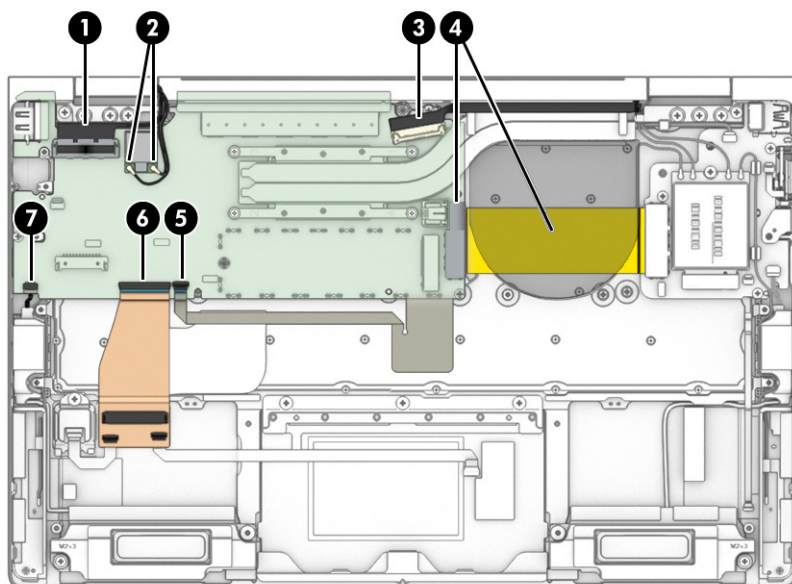
1. Prepare the computer for disassembly ([Preparation for disassembly on page 30](#)).
2. Remove the bottom cover ([Bottom cover on page 30](#)).
3. Disconnect the battery cable from the system board (see [Battery on page 31](#)).
4. Remove the audio board (see [Audio board on page 41](#)).

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

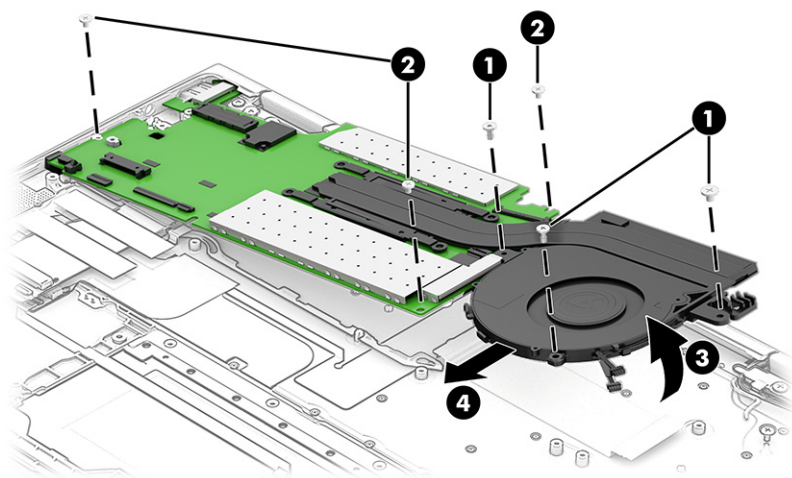
- Solid-state drive (see [Solid-state drive on page 33](#)).
- Heat sink and fan assembly ([Heat sink and fan assembly on page 38](#)).

Remove the system board:

1. Disconnect the following cables from the system board:
 - Display cable (ZIF) **(1)**
 - WLAN antennas **(2)**
 - Display cable **(3)**
 - USB board cable (ZIF) **(4)**
 - Keyboard backlight cable (ZIF) **(5)**
 - Extend cable (ZIF) **(6)**
 - Speakers **(7)**



2. Remove the three Phillips M2.0 × 3.0 screws **(1)** that secure the fan to the computer.
3. Remove the three Phillips M2.0 × 3.0 screws **(2)** that secure the system board to the computer.
4. Rotate the system board up **(3)**, and then pull the heat sink out from under the lip at the top of the computer **(4)**.



Reverse this procedure to install the system board.

WWAN antennas and cables

To remove the WWAN antennas and cables, use this procedure and illustration.

Table 5-14 WWAN antennas and cables description and part number

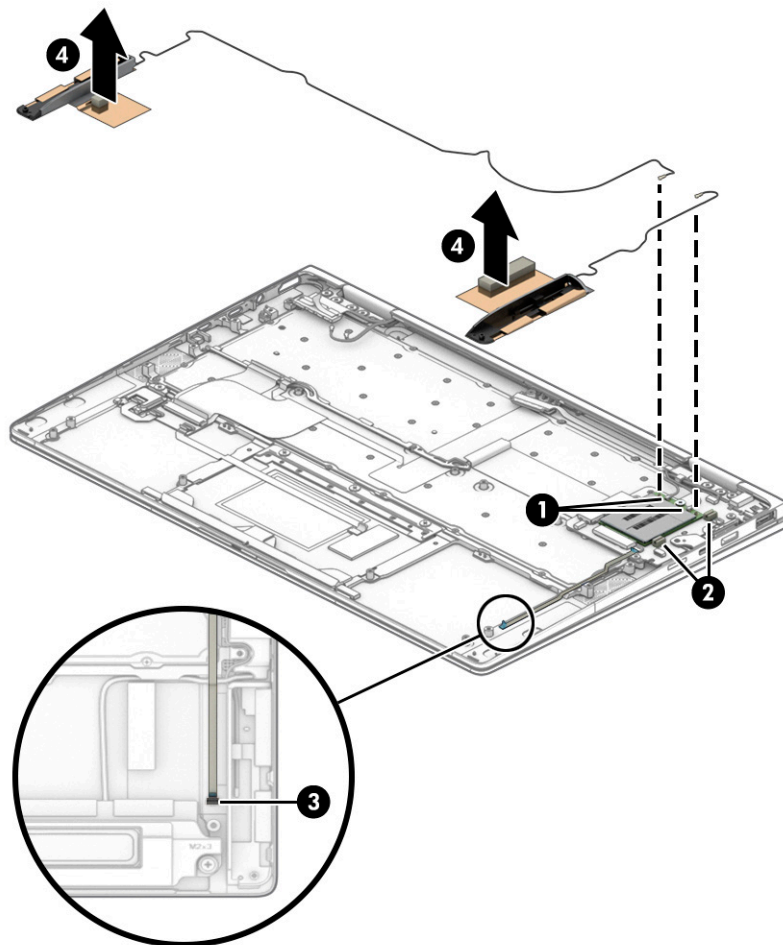
Description	Spare part number
WWAN antennas and cables	M48385-001

Before removing the WWAN antennas and cables, follow these steps:

1. Prepare the computer for disassembly ([Preparation for disassembly on page 30](#)).
2. Remove the bottom cover ([Bottom cover on page 30](#)).
3. Remove the battery (see [Battery on page 31](#)).
4. Remove the heat sink and fan assembly (see [Heat sink and fan assembly on page 38](#)).
5. Remove the system board (see [System board on page 46](#)).
6. Remove the speaker assembly (see [Speakers on page 43](#)).

Remove the WWAN antennas and cables:

1. Disconnect the antenna cables from the WWAN module (1), and then remove the cables from the clips on the USB board (2).
2. Disconnect the cable from the ZIF connector on the WWAN antenna (3).
3. Peel the antennas off the computer (4) to remove them.



Reverse this procedure to install the WWAN antennas and cables.

Display assembly

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

Table 5-15 Display description and part number

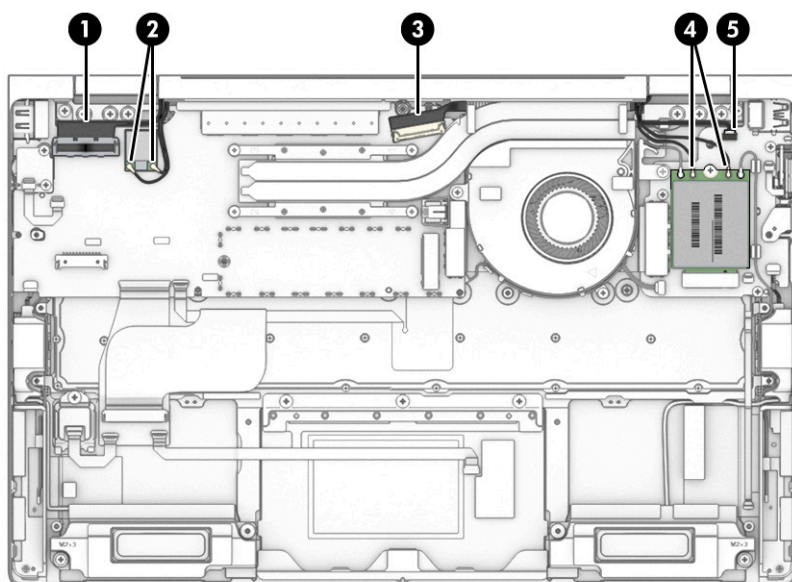
Description	Spare part number
FHD, BrightView, 400 nits, WLAN/4G	M42271-001
FHD, antiglare, 1000 nits, privacy WLAN/4G	M42272-001
UHD, BrightView, HDR-400, WLAN/4G	M42273-001
FHD, BrightView, 400 nits, 5G	M44359-001
FHD, antiglare, 1000 nits, privacy, 5G	M44360-001
UHD, BrightView, HDR-400, 5G	M44361-001

Before removing the display panel, follow these steps:

1. Prepare the computer for disassembly ([Preparation for disassembly on page 30](#)).
2. Remove the bottom cover ([Bottom cover on page 30](#)).
3. Disconnect the battery cable from the system board (see [Battery on page 31](#)).
4. Remove the USB board ([USB board on page 44](#)).
5. Remove the power button board ([Power button board on page 45](#)).

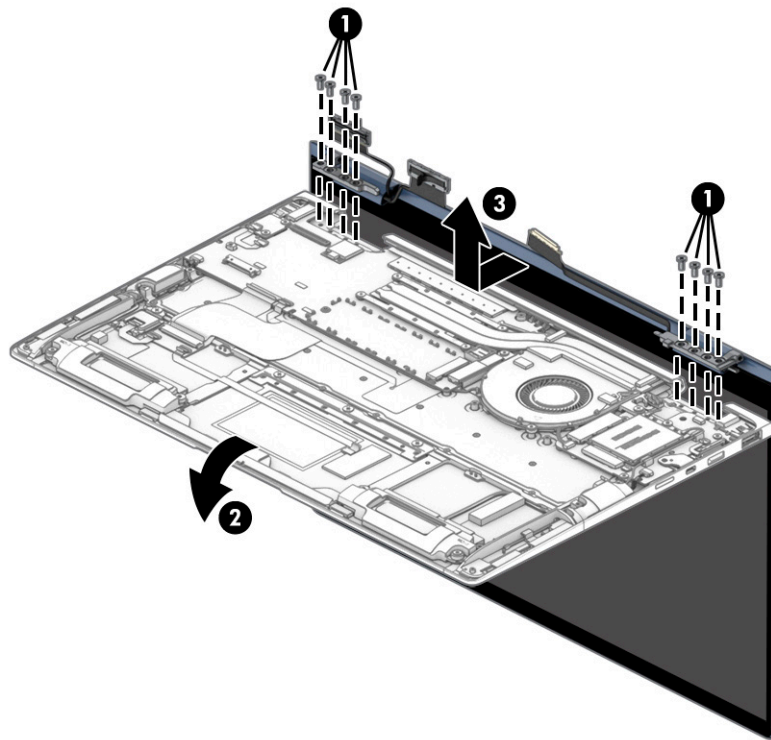
Remove the display assembly:

1. Disconnect the display cable from the system board **(1)**.
2. Disconnect the antenna cables from the WLAN module **(2)**.
3. Disconnect the display cable from the system board **(3)**.
4. Disconnect the antenna cables from the WWAN module **(4)**.
5. Disconnect the touch cable from the USB board **(5)**.



6. Remove the four Phillips M2.5 × 4.0 screws **(1)** from each hinge.

7. Rotate the display around so that it is at a 90° angle from the bottom of the computer (2), and then pull the display away from the computer (3).



Reverse this procedure install the display assembly.

Top cover with keyboard

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

Table 5-16 Top cover with keyboard descriptions and part numbers

Description	Spare part number
Top cover with keyboard, backlit	M42280-xx1
Top cover with keyboard, backlit, for use in privacy models	M42281-xx1

Table 5-17 Spare part country codes

For use in country or region	Spare part number	For use in country or region	Spare part number	For use in country or region	Spare part number
Belgium	-A41	Hungary	-211	Saudi Arabia	-171
Brazil	-201	Iceland	-DD1	Slovenia	-BA1
Bulgaria	-261	India	-D61	South Korea	-AD1
Chile	-161	Israel	-BB1	Spain	-071
Czech Republic/Slovakia	-FL1	Italy	-061	Switzerland	-BG1

Table 5-17 Spare part country codes (continued)

For use in country or region	Spare part number	For use in country or region	Spare part number	For use in country or region	Spare part number
Denmark	-081	Japan	-291	Taiwan	-AB1
Denmark, Finland, and Norway	-DH1	The Netherlands	-B31	Thailand	-281
French Canada	-DB1	Northern Africa	-FP1	Turkey	-141
Finland/Sweden	-B71	Norway	-091	Turkey-F	-541
France	-051	Portugal	-131	Ukraine	-BD1
Germany	-041	Romania	-271	United Kingdom	-031
Greece	-151	Russia	-251	United States	-001

6 Backing up, restoring, and recovering

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

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

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

Backing up information and creating recovery media

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

Using Windows tools for backing up

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

 **IMPORTANT:** Windows is the only option that allows you to back up your personal information. Schedule regular backups to avoid information loss.

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

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

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

For details:

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

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

 **IMPORTANT:** HP recommends that you follow the [Restoring and recovery methods on page 54](#) to restore your computer before you obtain and use the HP recovery discs. Using a recent backup can return your machine to a working state sooner than using the HP recovery discs. After the system is restored, reinstalling all the operating system software released since your initial purchase can be a lengthy process.

Restoring and recovering your system

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

HP recommends that you attempt to restore your system using the [Restoring and recovery methods on page 54](#).

Creating a system restore

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

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

Restoring and recovery methods

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

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

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

3. Recover using HP Recovery media. For more information, see [Recovering using HP Recovery media on page 54](#).

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

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

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

Recovering using HP Recovery media

You can use HP Recovery media to recover the original operating system and software programs that were installed at the factory. On select products, it can be created on a bootable USB flash drive using the HP Cloud Recovery Download Tool.

For details, see [Using the HP Cloud Recovery Download Tool to create recovery media \(select products only\) on page 53](#).

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

To recover your system:

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

 **NOTE:** HP recommends that you follow the [Restoring and recovery methods on page 54](#) to restore your computer before you obtain and use the HP recovery discs. Using a recent backup can return your machine to a working state sooner than using the HP recovery discs. After the system is restored, reinstalling all the operating system software released since your initial purchase can be a lengthy process.

Changing the computer boot order

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

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

To change the boot order:

1. Insert the HP Recovery media.
2. Access the system **Startup** menu.
 - For computers or tablets with keyboards attached, turn on or restart the computer or tablet, quickly press **esc**, and then press **f9** for boot options.
 - For tablets without keyboards, turn on or restart the tablet, quickly press and hold the volume up button, and then select **f9**.
– or –
Turn on or restart the tablet, quickly press and hold the volume down button, and then select **f9**.
3. Select the optical drive or USB flash drive from which you want to boot, and then follow the on-screen instructions.

Using HP Sure Recover (select products only)

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

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

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

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

7 Computer Setup (BIOS), TPM, and HP Sure Start

HP provides several tools to help set up and protect your computer.

Using Computer Setup

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



NOTE: Use extreme care when making changes in Computer Setup. Errors can prevent the computer from operating properly.

To start Computer Setup, turn on or restart the computer, and when the HP logo appears, press **F10** to enter Computer Setup.

Navigating and selecting in Computer Setup

You can navigate and select in Computer Setup using one or more methods.

- 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 select the item.
- To scroll up and down, select 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 on the keyboard.
- To close open dialog boxes and return to the main Computer Setup screen, press **esc**, and then follow the on-screen instructions.

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

- To exit Computer Setup menus without saving your changes, select **Main**, select **Ignore Changes and Exit**, and then select **Yes**.



NOTE: If you are using arrow keys to highlight your choice, you must then press **enter**.

- To save your changes and exit Computer Setup menus, select **Main**, select **Save Changes and Exit**, and then select **Yes**.



NOTE: If you are using arrow keys to highlight your choice, you must then press **enter**.

Your changes go into effect when the computer restarts.

Restoring factory settings in Computer Setup

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



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

1. Start Computer Setup. See [Using Computer Setup on page 56](#).
2. Select **Main**, select **Apply Factory Defaults and Exit**, and then select **Yes**.

 **NOTE:** If you are using arrow keys to highlight your choice, you must then press [enter](#).

 **NOTE:** On select products, the selections might display **Restore Defaults** instead of **Apply Factory Defaults and Exit**.

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.

Updating the BIOS

Updated versions of the BIOS might be available on the HP website. Most BIOS updates on the HP website are packaged in compressed files called *SoftPaqs*.

Some download packages contain a file named Readme.txt, which contains information regarding installing and troubleshooting the file.

Determining the BIOS version

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

You can access BIOS version information (also known as *ROM date* and *System BIOS*) by pressing **fn+esc** (if you are already in Windows) or by using Computer Setup.

1. Start Computer Setup. See [Using Computer Setup on page 56](#).
2. Select **Main**, and then select **System Information**.
3. To exit Computer Setup menus without saving your changes, select **Main**, select **Ignore Changes and Exit**, and then select **Yes**.

 **NOTE:** If you are using arrow keys to highlight your choice, you must then press [enter](#).

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

Preparing for a BIOS update

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

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

Do not disconnect power on the computer by unplugging the power cord from the AC outlet.

Do not shut down the computer or initiate Sleep.

Do not insert, remove, connect, or disconnect any device, cable, or cord.

Downloading a BIOS update

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

1. Type `support` in the taskbar search box, and then select the HP Support Assistant app.
– or –
Select the question mark icon in the taskbar.
2. Select **Updates**, and then select **Check for updates and messages**.
3. Follow the on-screen instructions.
4. At the download area, follow these steps:
 - a. Identify the most recent BIOS update and compare it to the BIOS version currently installed on your computer. Make a note of the date, name, or other identifier. You might need this information to locate the update later, after it has been downloaded to your hard drive.
 - b. Follow the on-screen instructions to download your selection to the hard drive.
Make a note of the path to the location on your hard drive where the BIOS update is downloaded. You will need to access this path when you are ready to install the update.



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

Installing a BIOS update

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

1. Type `file` in the taskbar search box, and then select **File Explorer**.
2. Select your hard drive designation. The hard drive designation is typically Local Disk (C:).
3. Using the hard drive path you recorded earlier, open the folder that contains the update.
4. Double-click the file that has an .exe extension (for example, *filename.exe*).
The BIOS installation begins.
5. Complete the installation by following the on-screen instructions.



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

Changing the boot order using the f9 prompt

To dynamically choose a boot device for the current startup sequence, follow these steps.

1. Access the Boot Device Options menu:
 - Turn on or restart the computer, and when the HP logo appears, press **f9** to enter the Boot Device Options menu.
2. Select a boot device, press **enter**, and then follow the on-screen instructions.

TPM BIOS settings (select products only)

TPM provides additional security for your computer. You can modify the TPM settings in Computer Setup (BIOS).



IMPORTANT: Before enabling Trusted Platform Module (TPM) functionality on this system, you must ensure that your intended use of TPM complies with relevant local laws, regulations and policies, and approvals or licenses must be obtained if applicable. For any compliance issues arising from your operation or usage of TPM that violates the previously mentioned requirement, you shall bear all the liabilities wholly and solely. HP will not be responsible for any related liabilities.



NOTE: If you change the TPM setting to Hidden, TPM is not visible in the operating system.

To access TPM settings in Computer Setup:

1. Start Computer Setup. See [Using Computer Setup on page 56](#).
2. Select **Security**, select **TPM Embedded Security**, and then follow the on-screen instructions.

Using HP Sure Start (select products only)

Select computer models are configured with HP Sure Start, a technology that monitors the computer's BIOS for attacks or corruption. If the BIOS becomes corrupted or is attacked, HP Sure Start automatically restores the BIOS to its previously safe state, without user intervention.

HP Sure Start is configured and already enabled so that most users can use the HP Sure Start default configuration. Advanced users can customize the default configuration.

To access the latest documentation on HP Sure Start, go to <http://www.hp.com/support>. Select **Find your product**, and then follow the on-screen instructions.

8 Using HP PC Hardware Diagnostics

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

Using HP PC Hardware Diagnostics Windows (select products only)

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

If HP PC Hardware Diagnostics Windows is not installed on your computer, first you must download and install it. To download HP PC Hardware Diagnostics Windows, see [Downloading HP PC Hardware Diagnostics Windows on page 61](#).

Using an HP PC Hardware Diagnostics Windows hardware failure ID code

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

▲ You have several options after you receive a failure ID:

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

Accessing HP PC Hardware Diagnostics Windows

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

Accessing HP PC Hardware Diagnostics Windows from HP Help and Support (select products only)

After HP PC Hardware Diagnostics Windows is installed, follow these steps to access it from HP Help and Support.

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



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

Accessing HP PC Hardware Diagnostics Windows from Support Assistant

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

1. Type `support` in the taskbar search box, and then select the **HP Support Assistant** app.
– or –
Select the question mark icon in the taskbar.
2. Select **Troubleshooting and fixes**.
3. Select **Diagnostics**, and then select **HP PC Hardware Diagnostics Windows**.
4. When the tool opens, select the type of diagnostic test that you want to run, and then follow the on-screen instructions.



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

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

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

1. Select the **Start** button.
2. Right-click **HP PC Hardware Diagnostics for Windows**, select **More**, and then select **Run as administrator**.
3. When the tool opens, select the type of diagnostic test that you want to run, and then follow the on-screen instructions.



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

Downloading HP PC Hardware Diagnostics Windows

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

Downloading the latest HP PC Hardware Diagnostics Windows version from HP

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

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

The tool downloads to the selected location.

Downloading the HP PC Hardware Diagnostics Windows from the Microsoft Store

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

1. Select the Microsoft Store app on your desktop or enter `Microsoft Store` in the taskbar search box.
2. Enter `HP PC Hardware Diagnostics Windows` in the **Microsoft Store** search box.
3. Follow the on-screen directions.

The tool downloads to the selected location.

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

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



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

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

The tool downloads to the selected location.

Installing HP PC Hardware Diagnostics Windows

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

Using HP PC Hardware Diagnostics UEFI

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



NOTE: For Windows 10 S computers, you must use a Windows computer and a USB flash drive to download and create the HP UEFI support environment because only .exe files are provided. For more information, see [Downloading HP PC Hardware Diagnostics UEFI to a USB flash drive on page 63](#).

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

Using an HP PC Hardware Diagnostics UEFI hardware failure ID code

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

For assistance in solving the problem:

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

– or –

Contact support, and provide the failure ID code.



NOTE: To start diagnostics on a convertible computer, your computer must be in notebook mode, and you must use the attached keyboard.



NOTE: If you need to stop a diagnostic test, press [esc](#).

Starting HP PC Hardware Diagnostics UEFI

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

1. Turn on or restart the computer, and quickly press [esc](#).
2. Press [f2](#).

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

- a. Connected USB flash drive



NOTE: To download the HP PC Hardware Diagnostics UEFI tool to a USB flash drive, see [Downloading the latest HP PC Hardware Diagnostics UEFI version on page 63](#).

- b. Hard drive
- c. BIOS

3. When the diagnostic tool opens, select a language, select the type of diagnostic test you want to run, and then follow the on-screen instructions.

Downloading HP PC Hardware Diagnostics UEFI to a USB flash drive

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

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



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

Downloading the latest HP PC Hardware Diagnostics UEFI version

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

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

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

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



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

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

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

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

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

Downloading Remote HP PC Hardware Diagnostics UEFI

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

Downloading the latest Remote HP PC Hardware Diagnostics UEFI version

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

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

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

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



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

1. Go to <http://www.hp.com/support>.
2. Select **Software and Drivers**, select your type of product, enter the product name or number in the search box that is displayed, select your computer, and then select your operating system.
3. In the **Diagnostics** section, follow the on-screen instructions to select and download the **Remote UEFI** version for the product.

Customizing Remote HP PC Hardware Diagnostics UEFI settings

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

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

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

1. Turn on or restart the computer, and when the HP logo appears, press **F10** to enter Computer Setup.
2. Select **Advanced**, and then select **Settings**.

3. Make your customization selections.
4. Select **Main**, and then **Save Changes and Exit** to save your settings.

Your changes take effect when the computer restarts.

9 Specifications

This chapter provides specifications for your computer.

Computer specifications

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

Table 9-1 Computer specifications

	Metric	U.S.
Dimensions		
Width	304.3 mm	11.98 in
Depth	197.5 mm	7.78 in
Height	16.1 mm	0.63 in
Weight	0.99 kg	2.20 lbs
Input power		
Operating voltage and current	19.5 V dc @ 3.33 A – 65 W	
Temperature		
Operating	5°C to 35°C	41°F to 95°F
Nonoperating	–20°C to 60°C	–4°F to 140°F
Relative humidity (noncondensing)		
Operating	10% to 90%	
Nonoperating	5% to 95%	
Maximum altitude (unpressurized)		
Operating	–15 m to 3,048 m	–50 ft to 10,000 ft
Nonoperating	–15 m to 12,192 m	–50 ft to 40,000 ft
NOTE: Applicable product safety standards specify thermal limits for plastic surfaces. The device operates well within this range of temperatures.		

33.8 cm (13.3 in) display specifications

This section provides specifications for your display.

Table 9-2 Display specifications

	Metric	U.S.
Active diagonal size	33.8 cm	13.3 in

Table 9-2 Display specifications (continued)

	Metric	U.S.
Resolution	3840 × 2160 (UHD) 1920 × 1080 (FHD)	
Surface treatment	BrightView	
Brightness	400 nits (FHD, UHD panels) 1000 nits (FHD privacy panels)	
Viewing angle	UWVA	
Backlight	WLED	
Display panel interface	eDP 1.4	

Solid-state drive specifications

This section provides specifications for your solid-state drives.

Table 9-3 Solid-state drive specifications

	128 GB*	256 GB*	512 GB*	1 TB*	2 TB*
Dimensions					
Height	1.0 mm	1.0 mm	1.0 mm	1.0 mm	1.0 mm
Length	50.8 mm	50.8 mm	50.8 mm	50.8 mm	50.8 mm
Width	28.9 mm	28.9 mm	28.9 mm	28.9 mm	28.9 mm
Weight	< 10 g	< 10 g	< 10 g	< 10 g	< 10 g
Interface type	PCIe	PCIe	PCIe	PCIe	PCIe
Ready time, maximum (to not busy)	1.0 ms	1.0 ms	< 1.0 ms	1.0 ms	1.0 ms
Access times, logical	1.0 ms	0.1 ms	0.1 ms	0.1 ms	0.1 ms
Transfer rate					
Sequential read	up to 2150 MB/s	up to 2150 MB/s	up to 2150 MB/s	up to 2150 MB/s	up to 2150 MB/s
Random read	Up to 300,000 IOPs	Up to 300,000 IOPs	Up to 300,000 IOPs	Up to 300,000 IOPs	Up to 300,000 IOPs
Sequential write	up to 1550 MB/s	up to 1550 MB/s	up to 1550 MB/s	up to 1550 MB/s	up to 1550 MB/s
Random write	Up to 100,000 IOPs	Up to 100,000 IOPs	Up to 100,000 IOPs	Up to 100,000 IOPs	Up to 100,000 IOPs
Total logical sectors	234,441,648	468,883,296	1,000,215,216	1,500,336,388	3,000,672,776
Operating temperature	0°C to 70°C (32°F to 158°F)				
*1 GB = 1 billion bytes when referring to hard drive storage capacity. Actual accessible capacity is less. Actual drive specifications can differ slightly.					
NOTE: Certain restrictions and exclusions apply. Contact support for details.					

10 Statement of memory volatility

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

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

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

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



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

Current BIOS steps

Use these instructions to restore nonvolatile memory.

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

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



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

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



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

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



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

- f. If an asset or ownership tag is set, select the **Security** menu and scroll down to the **Utilities** menu. Select **System IDs**, and then select **Asset Tracking Number**. Clear the tag, and then make the selection to return to the prior menu.

- g. If a DriveLock password is set, select the **Security** menu, and scroll down to **Hard Drive Utilities** under the **Utilities** menu. Select **Hard Drive Utilities**, select **DriveLock**, and then clear the check box for **DriveLock password on restart**. Select **OK** to proceed.
- h. Select the **Main** menu, and then select **Reset BIOS Security to factory default**. Select **Yes** at the warning message. The computer reboots.
- i. During the reboot, press **esc** while the "Press the ESC key for Startup Menu" message is displayed at the bottom of the screen.



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

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

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

- a. Turn on or restart the computer, and then quickly press **esc**.
- b. Select the **Security** menu and scroll down to the **esc** menu.
- c. Select **Hard Drive Utilities**.
- d. Under **Utilities**, select **Secure Erase**, select the hard drive storing the data you want to clear, and then follow the on-screen instructions to continue.

– or –

Clear the contents of the drive using the following Disk Sanitizer commands steps:

- i. Turn on or restart the computer, and then quickly press **esc**.
- ii. Select the **Security** menu and scroll down to the **Utilities** menu.
- iii. Select **Hard Drive Utilities**.
- iv. Under **Utilities**, select **Disk Sanitizer**, select the hard drive with the data that you want to clear, and then follow the on-screen instructions to continue.



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

Nonvolatile memory usage

Use this table to troubleshooting nonvolatile memory usage.

Table 10-1 Troubleshooting steps for nonvolatile memory usage

Nonvolatile memory type	Amount (Size)	Does this memory store customer data?	Does this memory retain data when power is removed?	What is the purpose of this memory?	How is data entered into this memory?	How is this memory write-protected?
HP Sure Start flash (select models only)	8 MB	No	Yes	Provides protected backup of critical System BIOS code, EC firmware, and critical computer configuration data for select platforms that support HP Sure Start. For more information, see Using HP Sure Start (select products only) on page 73 .	Data cannot be written to this device via the host processor. The content is managed solely by the HP Sure Start Embedded Controller.	This memory is protected by the HP Sure Start Embedded Controller.
Real Time Clock (RTC) battery backed-up CMOS configuration memory	256 bytes	No	Yes	Stores system date and time and noncritical data.	RTC battery backed-up CMOS is programmed using Computer Setup (BIOS), or by changing the Windows date & time.	This memory is not write-protected.
Controller (NIC) EEPROM	64 KB (not customer accessible)	No	Yes	Stores NIC configuration and NIC firmware.	NIC EEPROM is programmed using a utility from the NIC vendor that can be run from DOS.	A utility must be used to write data to this memory and is available from the NIC vendor. Writing data to this ROM in an inappropriate manner will render the NIC non-functional.
DIMM Serial Presence Detect (SPD) configuration data	256 bytes per memory module, 128 bytes programmable (not customer accessible)	No	Yes	Stores memory module information.	DIMM SPD is programmed by the memory vendor.	Data cannot be written to this memory when the module is installed in a computer. The specific write-protection method varies by memory vendor.
System BIOS	9 MB	Yes	Yes	Stores system BIOS code and computer configuration data.	System BIOS code is programmed at the factory. Code is updated when the system BIOS is updated. Configuration data and settings are entered using the Computer Setup (BIOS) or a custom utility.	NOTE: Writing data to this ROM in an inappropriate manner can render the computer non-functional. A utility must be used for writing data to this memory and is available

Table 10-1 Troubleshooting steps for nonvolatile memory usage (continued)

Nonvolatile memory type	Amount (Size)	Does this memory store customer data?	Does this memory retain data when power is removed?	What is the purpose of this memory?	How is data entered into this memory?	How is this memory write-protected?
						on the HP website; go to http://www.hp.com/support . Select Find your product , and then follow the on-screen instructions.
Intel Management Engine Firmware (present only in select Elite or Z models. For more information, go to http://www.hp.com/support . Select Identify your product for manuals and specific product information , and then follow the on-screen instructions.)	1.5 MB or 7 MB	Yes	Yes	Stores Management Engine Code, Settings, Provisioning Data and iAMT third-party data store.	Management Engine Code is programmed at the factory. Code is updated via Intel secure firmware update utility. Unique Provisioning Data can be entered at the factory or by an administrator using the Management Engine (MEBx) setup utility. The third-party data store contents can be populated by a remote management console or local applications that have been registered by an administrator to have access to the space.	The Intel chipset is configured to enforce hardware protection to block all direct read-write access to this area. An Intel utility must be used for updating the firmware. Only firmware updates digitally signed by Intel can be applied using this utility.
Bluetooth flash (select products only)	2 megabits	No	Yes	Stores Bluetooth configuration and firmware.	Bluetooth flash is programmed at the factory. Tools for writing data to this memory are not publicly available but can be obtained from the silicon vendor.	A utility must be used for writing data to this memory and is made available through newer versions of the driver whenever the flash requires an upgrade.
802.11 WLAN EEPROM	4 kilobits to 8 kilobits	No	Yes	Stores configuration and calibration data.	802.11 WLAN EEPROM is programmed at the factory. Tools for writing data to this memory are not made public.	A utility must be used for writing data to this memory and is typically not made available to the public unless a firmware upgrade is necessary to address a unique issue.
Camera (select products only)	64 kilobits	No	Yes	Stores camera configuration and firmware.	Camera memory is programmed using a utility from the device manufacturer that can be run from Windows.	A utility must be used for writing data to this memory and is typically not made available to the public unless a firmware upgrade is necessary to address a unique issue.
Fingerprint reader (select products only)	512 KB flash	Yes	Yes	Stores fingerprint templates.	Fingerprint reader memory is programmed by user enrollment in HP ProtectTools Security Manager.	Only a digitally signed application can make the call to write to the flash.

Questions and answers

Use this section to answer your questions about nonvolatile memory.

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



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

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

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

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

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

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

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

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

3. Where is the UEFI BIOS located?

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

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

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

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

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

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



IMPORTANT: Resetting results in the loss of information.

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

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

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

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

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

Using HP Sure Start (select products only)

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

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

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

11 Recycling

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

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

12 Power cord set requirements

This chapter provides power cord requirements for countries and regions.

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

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

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

Requirements for all countries

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

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

Requirements for specific countries and regions

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

Table 12-1 Power cord requirements for specific countries and regions

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

Table 12-1 Power cord requirements for specific countries and regions (continued)

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

1. The flexible cord must be Type H05VV-F, three-conductor, 0.75 mm² conductor size. Power cord set fittings (appliance coupler and wall plug) must bear the certification mark of the agency responsible for evaluation in the country or region where it will be used.
2. The flexible cord must be Type SVT/SJT or equivalent, No. 18 AWG, three-conductor. The wall plug must be a two-pole grounding type with a NEMA 5-15P (15 A, 125 V ac) or NEMA 6-15P (15 A, 250 V ac) configuration. CSA or C-UL mark. UL file number must be on each element.
3. The appliance coupler, flexible cord, and wall plug must bear a T mark and registration number in accordance with the Japanese Dentori Law. The flexible cord must be Type VCTF, three-conductor, 0.75 mm² or 1.25 mm² conductor size. The wall plug must be a two-pole grounding type with a Japanese Industrial Standard C8303 (7 A, 125 V ac) configuration.
4. The flexible cord must be Type RVV, three-conductor, 0.75 mm² conductor size. Power cord set fittings (appliance coupler and wall plug) must bear the CCC certification mark.
5. The flexible cord must be Type H05VV-F three-conductor, 0.75 mm² conductor size. KTL logo and individual approval number must be on each element. Approval number and logo must be printed on a flag label.
6. The flexible cord must be Type HVCTF three-conductor, 1.25 mm² conductor size. Power cord set fittings (appliance coupler, cable, and wall plug) must bear the BSMI certification mark.
7. For 127 V ac, the flexible cord must be Type SVT or SJT 3-conductor, 18 AWG, with plug NEMA 5-15P (15 A, 125 V ac), with UL and CSA or C-UL marks. For 240 V ac, the flexible cord must be Type H05VV-F three-conductor, 0.75 mm² or 1.00 mm² conductor size, with plug BS 1363/A with BSI or ASTA marks.

Index

A

AC adapters, spare part numbers 20
action keys
 identifying 12
ambient light sensors, identifying 8
audio board
 removal 41
 spare part number 41
audio-out (headphone)/audio-in
 (microphone) combo jack,
 identifying 6

B

backup, creating 53
backups 53
battery light 5
BIOS
 determining version 57
 downloading an update 57, 58
 updating 57
Bluetooth label 13
boot order
 changing using the f9 prompt
 58
boot order, changing 54
bottom 13
bottom cover
 removal 30
 spare part number 30
buttons
 left touchpad 10
 power 6
 right touchpad 10

C

Cable Kit
 spare part number 19
camera 8
 identifying 8
camera light, identifying 8
camera privacy key
 identifying 12
camera privacy light, identifying 11
caps lock light, identifying 10
caring for your computer 26

cautions

electrostatic discharge 22, 23
cleaning your computer 26
 caring for wood veneer 28
 disinfecting 27
 HP Easy Clean 26
 removing dirt and debris 26

components

bottom 12
display 7
keyboard area 9
left side 6
rear 13
right side 5
top cover 8

computer major components 17

Computer Setup

navigating and selecting 56
restoring factory settings 56
starting 56

computer specifications 66

connector, power 5

D

display
 specifications 66
display components 7

E

electrostatic discharge (ESD) 22, 23
 preventing damage 22, 23, 24
embedded numeric keypad,
 identifying 12
esc key, identifying 12
extend cable
 removal 39
 spare part number 39

F

fingerprint reader 11
fingerprint reader board
 removal 40
 spare part numbers 40
fn key, identifying 12
fn lock light, identifying 11

G

grounding methods 22, 23, 24
guidelines
 packaging 22, 28
 transporting 22, 28
 workstation 22

H

hard drive
 specifications 66
HDMI port
 identifying 6
heat sink and fan assembly
 removal 38
 spare part numbers 38
HP PC Hardware Diagnostics UEFI
 downloading 63
 failure ID code 62
 starting 63
 using 62
HP PC Hardware Diagnostics Windows
 accessing 60, 61
 downloading 61
 failure ID code 60
 installing 62
 using 60
HP Recovery media
 recovery 54
HP Sure Recover 55
HP Sure Start 68, 73

I

illustrated parts catalog 17
internal microphones, identifying 8

J

jacks
 audio-out (headphone)/audio-in
 (microphone) combo 6

K

keyboard
 product description 3
keypad, embedded numeric 12

- keys
 - action 12
 - camera privacy 12
 - esc 12
 - fn 12
 - num lk 12
 - Windows 12
- L**
- labels
 - Bluetooth 13
 - regulatory 13
 - serial number 13
 - service 13
 - wireless certification 13
 - WLAN 13
- left side components 6
- lights
 - AC adapter and battery 5
 - battery 5
 - camera 8
 - camera privacy 11
 - caps lock 10
 - fn lock 11
 - microphone mute 10
 - mute 10
 - num lk 10
 - power 7
 - privacy key 10
- M**
- memory
 - nonvolatile 68
 - volatile 68
- microphone mute light, identifying 10
- mute light, identifying 10
- N**
- nano SIM card slot, identifying 7
- nano SIM card, inserting 15
- nonvolatile memory 68
- num lk light, identifying 10
- P**
- packaging guidelines 22, 28
- Plastics Kit, spare part number 20
- pointing device, product
 - description 3
- ports
 - HDMI 6
- product description 3
- USB SuperSpeed port with HP
 - Sleep and Charge 6
- USB Type-C power connector and Thunderbolt port with HP Sleep and Charge 5
- power button board
 - removal 45
 - spare part number 45
- power button, identifying 6
- power connector
 - identifying USB Type-C 5
- power cord
 - requirements for all countries 75
 - requirements for specific countries and regions 75
 - set requirements 75
- power cords, spare part numbers 20
- power light, identifying 7
- privacy key light 10
- product description
 - keyboard 3
 - pointing device 3
 - ports 3
 - sensors 3
- product name and number,
 - computer 13
- R**
- recovery 53
 - discs 54
 - media 54
 - USB flash drive 54
- recovery media 53
 - creating using HP Cloud Recovery Download Tool 53
 - creating using Windows tools 53
- regulatory information
 - regulatory label 13
 - wireless certification labels 13
- Remote HP PC Hardware Diagnostics
 - UEFI settings
 - customizing 64
 - using 64
- removal and replacement
 - procedures 30
 - solid-state drive 33
- removing personal data from volatile
 - system memory 68
- restoring 53
- restoring and recovery methods 54
- right side components 5
- Rubber Kit, spare part number 20
- S**
- Screw Kit, spare part number 20
- security cable slot, identifying 7
- sensors
 - product description 3
 - serial number, computer 13
 - service labels, locating 13
- setup utility
 - navigating and selecting 56
 - restoring factory settings 56
- SIM card slot, identifying 7
- SIM card, correct size 15
- SIM card, inserting 15
- slots
 - nano SIM card 7
 - security cable 7
- solid-state drive
 - removal and replacement 33
 - specifications 67
- spare part country codes 51
- speakers
 - identifying 11, 13
 - removal 43
 - spare part numbers 43
- special keys, using 11
- specifications
 - computer 66
 - display 66
 - hard drive 66
 - solid-state drive 67
- static electricity 22, 23
- support information 28
- Sure Start
 - using 59
- system board
 - removal 46
 - spare part numbers 46
- system memory, removing personal
 - data from volatile 68
- system restore 54
- system restore point, creating 53

T

- Tile 16
- top cover with keyboard
 - spare part numbers 51
- touchpad
 - removal 42
 - settings 9
 - spare part number 42
- touchpad buttons
 - identifying 10
- touchpad zone, identifying 10
- TPM settings 58
- transporting guidelines 22, 28
- traveling with the computer 13

U

- USB board
 - removal 44
 - spare part number 44
- USB SuperSpeed port with HP Sleep and Charge, identifying 6
- USB Type-C power connector and Thunderbolt port with HP Sleep and Charge, identifying 5

V

- vents, identifying 13

W

- Windows
 - backup 53
 - recovery media 53
 - system restore point 53
- Windows key, identifying 12
- Windows tools, using 53
- wireless antennas, identifying 8
- wireless certification label 13
- WLAN antennas, identifying 8
- WLAN device 13
- WLAN label 13
- workstation guidelines 22
- WWAN antennas and cables
 - removal 48
 - spare part number 48
- WWAN antennas, identifying 8
- WWAN module
 - removal 36
 - spare part numbers 36