



HP 14 Notebook PC
Compaq 14 Notebook PC
HP 240 G3 Notebook PC
HP 245 G3 Notebook PC
HP 246 G3 Notebook PC

Maintenance and Service Guide

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Fourth Edition: November 2014

First Edition: March 2014

Document Part Number: 764382-004

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 on all editions of Windows 8. This computer may require upgraded and/or separately purchased hardware, drivers, and/or software to take full advantage of Windows 8 functionality. See <http://www.microsoft.com> for details.

This computer may require upgraded and/or separately purchased hardware and/or a DVD drive to install the Windows 7 software and take full advantage of Windows 7 functionality. See <http://windows.microsoft.com/en-us/windows7/get-know-windows-7> for details.

Safety warning notice

 **WARNING!** To reduce the possibility of heat-related injuries or of overheating the device, do not place the device directly on your lap or obstruct the device air vents. Use the device only on a hard, flat surface. Do not allow another hard surface, such as an adjoining optional printer, or a soft surface, such as pillows or rugs or clothing, to block airflow. Also, do not allow the AC adapter to contact the skin or a soft surface, such as pillows or rugs or clothing, during operation. The device and the AC adapter comply with the user-accessible surface temperature limits defined by the International Standard for Safety of Information Technology Equipment (IEC 60950).

Table of contents

1 Product description	1
2 External component identification	7
Display	7
Front	8
Right side	8
Left side	9
Top	11
TouchPad	11
Lights	12
Button	13
Keys	14
Bottom	15
Labels	16
3 Illustrated parts catalog	19
Computer major components	19
Display assembly subcomponents	27
Mass storage devices	29
Miscellaneous parts	29
Sequential part number listing	30
4 Removal and replacement procedures	45
Preliminary replacement requirements	45
Tools required	45
Service considerations	45
Plastic parts	45
Cables and connectors	45
Drive handling	46
Grounding guidelines	46
Electrostatic discharge damage	46
Packaging and transporting guidelines	47
Component replacement procedures	49
Battery	49
Display subcomponents (bezel, webcam, panel)	50
Optical drive	53

Service cover	55
Memory module	56
Keyboard	57
Top cover	60
Power button board	65
TouchPad button board	66
USB board	67
Hard drive	68
WLAN module	71
Power connector cable	73
Fan	74
Display assembly	76
System board	83
Speakers	89
Heat sink assembly	91
RTC battery	94

5 Using Setup Utility (BIOS) and HP PC Hardware Diagnostics (UEFI) in Windows 8 97

Starting Setup Utility (BIOS)	97
Updating the BIOS	97
Determining the BIOS version	97
Downloading a BIOS update	98
Using HP PC Hardware Diagnostics (UEFI)	98
Downloading HP PC Hardware Diagnostics (UEFI) to a USB device	99

6 Using Setup Utility (BIOS) and System Diagnostics in Windows 7 101

Starting Setup Utility (BIOS)	101
Updating the BIOS	101
Determining the BIOS version	101
Downloading a BIOS update	102
Using HP PC Hardware Diagnostics (UEFI)	102
Downloading HP PC Hardware Diagnostics (UEFI) to a USB device	103

7 Computer Setup (BIOS) and HP PC Hardware Diagnostics (UEFI) in SUSE Linux 105

Starting Computer Setup	105
Using Computer Setup	105
Navigating and selecting in Computer Setup	105
Restoring factory settings in Computer Setup	106
Updating the BIOS	106
Determining the BIOS version	106

Downloading a BIOS update	107
Using HP PC Hardware Diagnostics (UEFI)	107
Downloading HP PC Hardware Diagnostics (UEFI) to a USB device	108
8 Specifications	109
Computer specifications	109
35.6-cm (14.0-in) display specifications	110
Hard drive specifications	111
DVD±RW SuperMulti DL Drive specifications	112
9 Backing up, restoring, and recovering in Windows 8	113
Creating recovery media and backups	113
Creating HP Recovery media	113
Restore and recovery	114
Recovering using HP Recovery Manager	115
What you need to know	115
Using the HP Recovery partition (select models only)	115
Using HP Recovery media to recover	116
Changing the computer boot order	116
Removing the HP Recovery partition	116
10 Backing up, restoring, and recovering in Windows 7	117
Creating backups	117
Creating recovery media to recover the original system	117
What you need to know	117
Creating the recovery media	118
Creating system restore points	118
What you need to know	118
Creating a system restore point	118
Backing up system and personal information	118
Tips for a successful backup	119
What you need to know	119
Creating a backup using Windows Backup and Restore	119
Restore and recovery	120
Restoring to a previous system restore point	120
Restoring specific files	120
Restoring specific files using Windows Backup and Restore	120
Recovering the original system using HP Recovery Manager	120
What you need to know	120
Recovering using HP Recovery partition (select models only)	121

Recovering using the recovery media	121
Changing the computer boot order	121
11 Backup and Recovery in SUSE Linux	123
Backing up your information	123
Performing a system recovery	123
12 Statement of Volatility	125
Non-volatile memory usage	127
Questions and answers	129
13 Power cord set requirements	131
Requirements for all countries	131
Requirements for specific countries and regions	132
14 Recycling	135
Index	137

1 Product description

Category	Description	HP/ CPQ14 (Intel)	HP/ CPQ14 (AMD)	HP 240/246 G3	HP 245 G3
Product name	HP 14 Notebook PC	√	√		
	Compaq 14 Notebook PC	√	√		
	HP 240 G3 Notebook PC			√	
	HP 245 G3 Notebook PC				√
	HP 246 G3 Notebook PC			√	
	Processors	Intel 5th generation processors:	√		√
	Intel Core i5-5200U (2.2 GHz, SC turbo up to 2.7 GHz, 3-MB L3 Cache, 1600MHz)				
	Intel Core i3-5010U (2.1 GHz, 3-MB L3 Cache, 1600MHz)				
	Intel Core i3-5005U (2.0 GHz, 3-MB L3 Cache, 1600MHz)				
	Intel 4th generation processors:				
	Intel Core i3-4030U (1.9GHz, 3-MB L3 Cache, 1600MHz)				
	Intel Core i5-4210U (1.7-GHz, 3-MB L3 cache, 1600-MHz)				
	Intel Core i3-4010U (1.7-GHz, 3-MB L3 cache, 1600-MHz)				
	Intel Core i3-4005U (1.7-GHz, 3-MB L3 Cache, 1600MHz)				
	Intel Core i3-3217U (1.8GHz, 3-MB L3 Cache, 1600MHz)				
	Intel Bay Trail M processors:				
	Intel Pentium® N3540 (2.16-GHz, SC turbo up to 2.66 GHz, 2-MB L2 Cache, 1333MHz)				
	Intel Pentium N3530 (2.58-GHz, 2-MB L2 Cache, 1333MHz)				
	Intel Pentium N3520 (2.17-GHz, 2-MB L2 Cache, 1333MHz)				
	Intel Celeron® N2840 (2.58-GHz, SC turbo up to 2.58 GHz, 2-MB L2 Cache, 1333MHz)				
	Intel Celeron N2830 (2.42-GHz, 2-MB L2 Cache, 1333MHz)				
	Intel Celeron N2815 (1.86-GHz, 1-MB L2 Cache, 1066MHz)				
	AMD processors:		√		√
	A8-6410 (2.0GHz, up to 2.4GHz, 2MB L2), Quad 15W, Max DDR3L-1600				
	A4-6310 (1.8GHz, 2MB L2), Quad 15W, Max DDR3L-1600				
	A4-6210 (1.8GHz, 2MB L2), Quad 15W, Max DDR3L-1600				
	E2-6110 (1.5GHz, 2MB L2), Quad 15W, Max DDR3L-1600				
	E1-6010 (1.35GHz, 1MB L2), Dual 10W, Max DDR3L-1333				
	AMD A6-5200 (2.0GHz, 2MB L2, 1600MHz DDR3L), Quad 25W				

Category	Description	HP/ CPQ14 (Intel)	HP/ CPQ14 (AMD)	HP 240/246 G3	HP 245 G3
	AMD A4-5000 (1.5GHz, 2MB L2, 1600MHz DDR3L), Quad 15W				
	AMD E2-3800 (1.3GHz, 2MB L2, 1600MHz DDR3L), Quad 15W				
	A4-5050 (Quad-core Processor 1.55GHz)				
	E1-2150 (Dual-core Processor 1.05GHz)				
Chipset	Intel Lynx Point-LP PCH	√		√	
	Intel HM76 Express Chipset				
	Intel Bay Trail M				
	Integrated SOC FCH		√		√
Graphics	Internal graphics:*	√		√	
	Intel HD Graphics 5500 (5th generation processors)				
	Intel HD Graphics 4400 (4th generation processors)				
	Intel HD Graphics (Bay Trail processors)				
	*HP 246 G3 models offer only external graphics.				
	External graphics:				
	Nvidia 820M N15V-GM 1 GB or 2 GB VRAM				
	GPU power management enabled at launch				
	Support DX11				
	Support dynamic switching				
	Support HD Decode and HDMI				
	Internal Graphics:		√		√
	AMD Radeon™ HD 8400 Graphics				
	AMD Radeon HD 8330 Graphics				
	AMD Radeon HD 8210 Graphics				
	AMD Radeon R5 Graphics				
	AMD Radeon R3 Graphics				
	AMD Radeon R2 Graphics				
	Switchable Discrete Graphics:		√		√
	AMD Sun LE (18W) Radeon™ HD 8570M with up to 1024MB of dedicated video memory (support for A4-6300/ A4-5050/E1-6010)				
	AMD Sun LE (18W) Radeon™ HD 8570M with up to 2048MB of dedicated video memory (support for A8-6500/ A4-6300/ E1-6050/ A4-5000/ A4-5050/ E1-2100)				
Panel	35.6-cm (14.0-in), high-definition (HD), WLED, SVA, BrightView (1366×768) display, flat 3.6 mm; typical brightness: 200 nits	√	√	√	√
	35.6-cm (14.0-in), HD, WLED, BrightView (1366×768) display, slim, SVA; typical brightness: 200 nits (for eTP2 touch solution only)				
	Touchscreen, multitouch enabled				

Category	Description	HP/ CPQ14 (Intel)	HP/ CPQ14 (AMD)	HP 240/246 G3	HP 245 G3
	Supports LVDS				
Memory	2 customer-accessible/upgradable memory module slot	√		√	
	Supports dual-channel memory				
	DDR3L-1600-MHz Single Channel Support				
	DDR3L-1333-MHz Single Channel Support (DDR3-1600 downgrade to DDR3-1333)				
	DDR3L-1066-MHz Single Channel Support (DDR3-1600 downgrade to DDR3-1066)				
	Supports up to 16 GB of system RAM in the following configurations:				
	<ul style="list-style-type: none"> • 16384-MB total system memory (8192×2) • 12288-MB total system memory (8192+4096) • 8192-MB total system memory (8192×1) • 8192-MB total system memory (4096×2) • 6144-MB total system memory (4096+2048) • 4096-MB total system memory (4096×1) • 4096-MB total system memory (2048×2) • 2048-MB total system memory (2048×1) 				
	1 customer-accessible/upgradable memory module slot		√		√
	Supports single-channel memory				
	DDR3L-1600-MHz Single Channel Support				
	DDR3L-1333-MHz Single Channel Support (DDR3-1600 downgrade to DDR3-1333)				
	Supports up to 8 GB of system RAM in the following configurations:				
	<ul style="list-style-type: none"> • 8192-MB total system memory (8192×1) • 4096-MB total system memory (4096×1) • 2048-MB total system memory (2048×1) 				
Hard drives	Supports 6.35-cm (2.5-in) hard drives in 9.5-mm (.37-in) and 7.0-mm (.28-in) thicknesses	√	√	√	√
	Serial ATA				
	Supports the following hard drives:				
	<ul style="list-style-type: none"> • 1-TB, 5400-rpm, 9.5-mm • 750-GB, 5400-rpm, 9.5-mm • 500-GB, 7200-rpm, 7.0-mm • 500-GB, 5400-rpm, 9.5-mm or 7.0-mm • 320-GB, 5400-rpm, 9.5-mm or 7.0-mm 				
Optical drive	Fixed, serial ATA, 9.5-mm tray load	√	√	√	√
	DVD+/-RW Double-Layer SuperMulti				

Category	Description	HP/ CPQ14 (Intel)	HP/ CPQ14 (AMD)	HP 240/246 G3	HP 245 G3
	Supports zero power optical drive				
Audio/video	Single digital microphone	√	√	√	√
	HD audio				
	Dual speakers				
	HP TrueVision HD webcam (fixed, no tilt with activity LED, 1280×720 by 30 frames per second)				
Ethernet	Integrated 10/100 network interface card (NIC)	√	√	√	√
Wireless	Integrated wireless local area network (WLAN) options by way of wireless module	√	√	√	√
	One or two WLAN antennas built into display assembly				
	Compatible with Miracast-certified devices				
	Single antenna support				
	Support for the following WLAN formats:				
	<ul style="list-style-type: none"> Realtek RTL8188EE 802.11bgn 1x1 Wi-Fi Adapter Qualcomm Atheros AR9485 802.11bgn 1x1 Wi-Fi Adapter Ralink RT3290LE 802.11bgn 1x1 Wi-Fi + BT 4.0 Combo Adapter QCA 9565 802.11bgn 1x1 Wi-Fi + BT4.0 Combo Adapter Broadcom BCM43142 802.11 bgn 1x1 Wi-Fi + BT4.0 HMC Combo Adapter Realtek RT8723BE 802.11bgn 1x1 Wi-Fi + BT4.0 Combo Adapter 				
	<ul style="list-style-type: none"> Broadcom BCM43142 802.11 bgn 1x1 Wi-Fi + BT4.0 HMC Combo Adapter Realtek RT8723BE 802.11bgn 1x1 Wi-Fi + BT4.0 Combo Adapter_WW 		√	√	√
External media card	HP Multi-Format Digital Media Reader	√	√	√	√
	Support SD/SDHC/SDXC				
	Push-Pull Insertion/Removal				
Ports	HDMI version 1.4 supporting 1920 ×1200 @ 60Hz	√	√	√	√
	Hot Plug/unplug and auto detect for correct output to wide-aspect vs. standard aspect video				
	RJ-45 (Ethernet, includes link and activity lights)				
	USB 3.0 (1 port)				
	USB 2.0 (2 ports)				
	AC Smart Pin adapter plug				
	Headphone/microphone in combo jack				
Keyboard/pointing devices	Full-size "island style" keyboard with numeric keypad	√	√	√	√

Category	Description	HP/ CPQ14 (Intel)	HP/ CPQ14 (AMD)	HP 240/246 G3	HP 245 G3
	TouchPad with multi-touch gestures, 2-finger scrolling, and pinch-zoom enabled	√	√	√	√
	Taps enabled by default				
	Support Win8.1 + D212 Modern Trackpad Gestures				
	Support PS/2, profile sensor (reserve for SMBus)				
Power requirements	AC adapters:	√	√	√	√
	AC Adapter 65-W Smart nPFC, 3 pin, RC 4.5mm connector - non slim for use in discrete models				
	AC Adapter 45-W Smart nPFC, 3 pin, RC 4.5mm connector - non slim for use in UMA models				
	AC Adapter 65-W EM Smart nPFC, 3 pin, RC 4.5mm connector, 90 degree plug design for use in India/China				
	1 meter power cord				
	4-cell, 41-Whr Li-ion battery	√	√	√	√
	3-cell, 31-Whr Li-ion battery				
Security	Kensington Security Lock	√		√	
	Support Intel Anti-Theft				
	Support Intel IPT				
	OTP support				
	Kensington Security Lock		√		√
Operating system	Preinstalled:	√	√	√	√
	• Windows 8.1				
	• Ubuntu				
	• FreeDOS 2.0				
Serviceability	End-user replaceable parts:	√	√	√	√
	• AC adapter				
	• Battery				
	• Memory				
	• Optical drive				
	• Keyboard				

2 External component identification

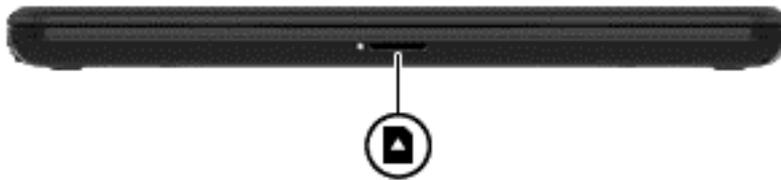
Display



Component	Description
(1) WLAN antennas (1 or 2)* (select models only)	Send and receive wireless signals to communicate with wireless local area networks (WLANs).
(2) Webcam light	On: The webcam is in use.
(3) Webcam	Records video and captures photographs. Some models allow you to video conference and chat online using streaming video. To use the webcam in Windows 8, from the Start screen, type <code>camera</code> , and then select Camera from the list of applications. To use the webcam in Windows 7, select Start > All Programs > Communication and Chat > CyberLink YouCam .
(4) Internal microphone	Records sound.
(5) Internal display switch	Turns off the display and initiates Sleep if the display is closed while the power is on. NOTE: The internal display switch is not visible from the outside of the computer.

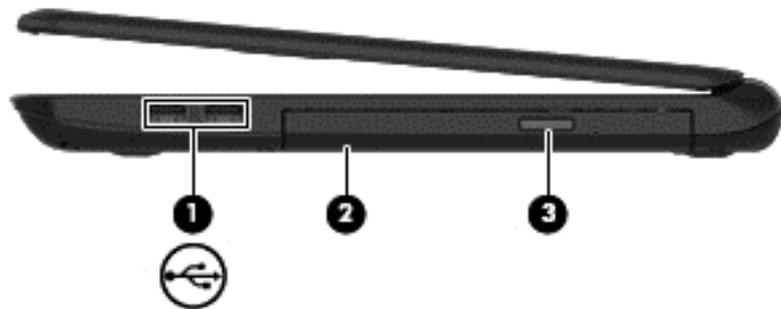
*The antennas are not visible from the outside of the computer. For optimal transmission, keep the areas immediately around the antennas free from obstructions. For wireless regulatory notices, see the section of the *Regulatory, Safety, and Environmental Notices* that applies to your country or region. To access this guide in Windows 8, from the Start screen, type `support`, and then select the **HP Support Assistant** app.

Front



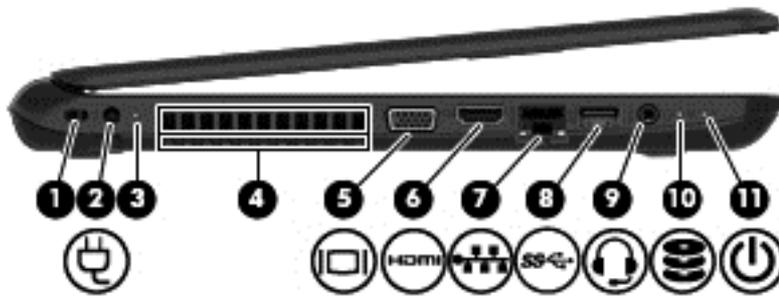
Component	Description
 Memory card reader	<p>Reads optional memory cards that store, manage, share, or access information.</p> <p>To insert a card:</p> <p>Hold the card label-side up, with connectors facing the slot, insert the card into the slot, and then push in on the card until it is firmly seated.</p> <p>To remove a card:</p> <p>Pull the card out of the slot.</p>

Right side



Component	Description
(1)  USB 2.0 ports (2)	<p>Connect an optional USB device, such as a keyboard, mouse, external drive, printer, scanner or USB hub.</p>
(2) Optical drive	<p>Depending on your computer model, reads an optical disc or reads and writes to an optical disc.</p> <p>NOTE: For disc compatibility information, go to the Help and Support web page. Follow the web page instructions to select your computer model. Select Support & Drivers, and then select Product Information.</p>
(3) Optical drive eject button	<p>Releases the disc tray.</p>

Left side



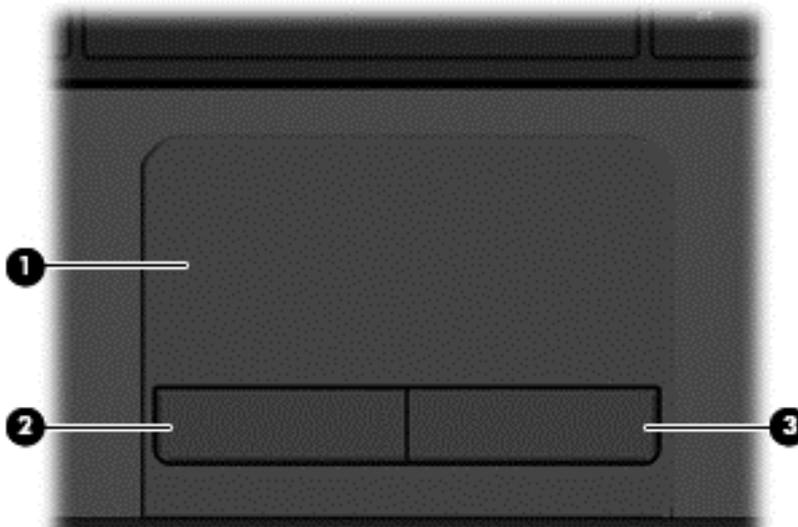
Component	Description
(1)	Security cable slot
(2)	Power connector
(3)	AC adapter light
(4)	Vent
(5)	External monitor port (select models only)
(6)	HDMI port
(7)	RJ-45 (network) jack/status lights
(8)	USB 3.0 port
(9)	Audio-out (headphone)/Audio-in (microphone) jack

Component	Description
(1)	Attaches an optional security cable to the computer. NOTE: The security cable is designed to act as a deterrent, but it may not prevent the computer from being mishandled or stolen.
(2)	Connects an AC adapter.
(3)	<ul style="list-style-type: none"> White: The AC adapter is connected and the battery is charged. Amber: The AC adapter is connected and the battery is charging. Off: The computer is using battery power.
(4)	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.
(5)	Connects an external VGA monitor or projector.
(6)	Connects an optional video or audio device, such as a high-definition television, any compatible digital or audio component, or a high-speed HDMI device.
(7)	Connects a network cable. <ul style="list-style-type: none"> White: The network is connected. Amber: Activity is occurring on the network.
(8)	Connects an optional USB device, such as a keyboard, mouse, external drive, printer, scanner or USB hub.
(9)	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 microphone-only devices.

Component	Description
	<p>WARNING! To reduce the risk of personal injury, adjust the volume before putting on headphones, earbuds, or a headset. For additional safety information, refer to the <i>Regulatory, Safety, and Environmental Notices</i>. To access this guide in Windows 8, from the Start screen, type <code>support</code>, and then select the HP Support Assistant app.</p> <p>NOTE: When a device is connected to the jack, the computer speakers are disabled.</p> <p>NOTE: Be sure that the device cable has a 4-conductor connector that supports both audio-out (headphone) and audio-in (microphone).</p>
<p>(10)  Hard drive light</p>	<p>Blinking white: The hard drive is being accessed.</p>
<p>(11)  Power light</p>	<ul style="list-style-type: none"> • On: The computer is on. • Blinking: The computer is in the Sleep state, a power-saving state. The computer shuts off power to the display and other unneeded components. • Off: The computer is off or in Hibernation. Hibernation is a power-saving state that uses the least amount of power. <p>NOTE: For select models, the Intel® Rapid Start Technology feature is enabled at the factory. Rapid Start Technology allows your computer to resume quickly from inactivity.</p>

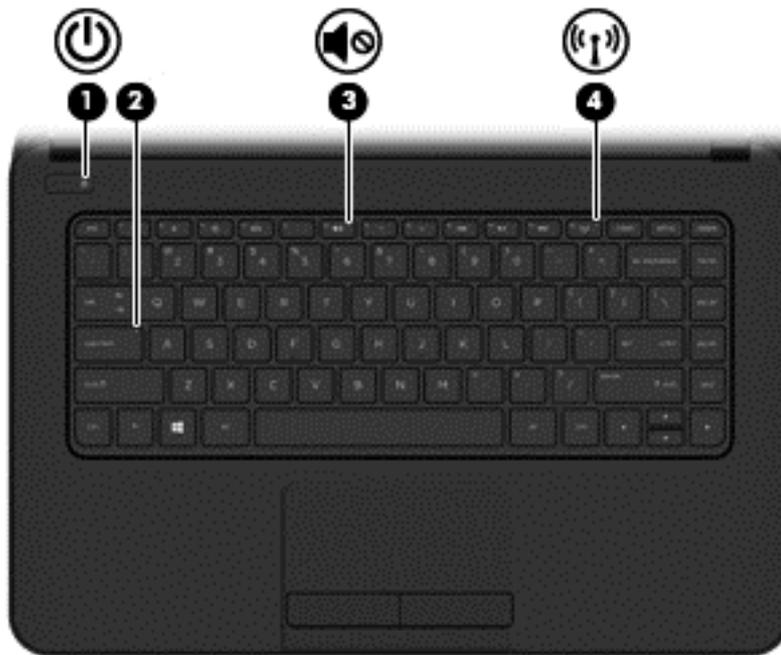
Top

TouchPad



Component	Description
(1) TouchPad zone	Moves the on-screen pointer and selects or activates items on the screen. NOTE: The TouchPad also supports edge-swipe gestures.
(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



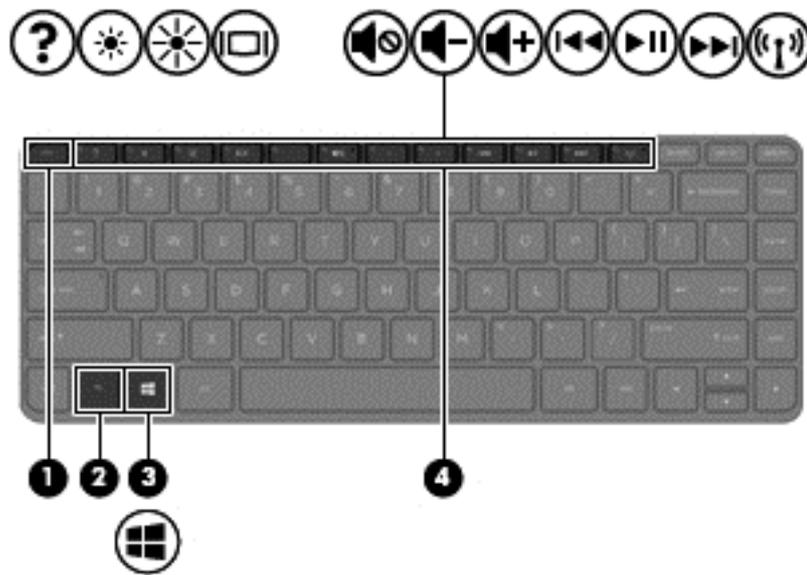
Component	Description
(1)  Power light	<ul style="list-style-type: none">• On: The computer is on.• Blinking: The computer is in the Sleep state, a power-saving state. The computer shuts off power to the display and other unneeded components.• Off: The computer is off or in Hibernation. Hibernation is a power-saving state that uses the least amount of power.
(2) Caps lock light	On: Caps lock is on, which switches the keys to all capital letters.
(3)  Mute light	<ul style="list-style-type: none">• Amber: Computer sound is off.• Off: Computer sound is on.
(4)  Wireless light	On: An integrated wireless device, such as a wireless local area network (WLAN) device and/or a Bluetooth® device, is on. NOTE: On some models, the wireless light is amber when all wireless devices are off.

Button



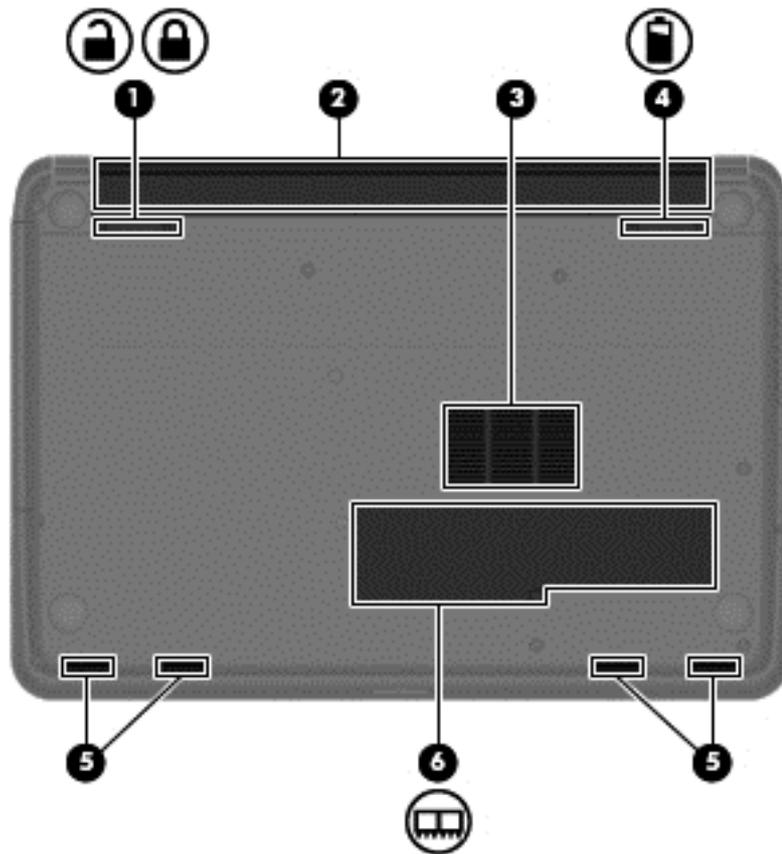
Component	Description
 Power button	<ul style="list-style-type: none">• When the computer is off, press the button to turn on the computer.• When the computer is on, press the button briefly to initiate Sleep.• When the computer is in the Sleep state, press the button briefly to exit Sleep.• When the computer is in Hibernation, press the button briefly to exit Hibernation. <p>CAUTION: Pressing and holding down the power button will result in the loss of unsaved information.</p> <p>If the computer has stopped responding and Windows® shutdown procedures are ineffective, press and hold the power button down for at least 5 seconds to turn off the computer.</p> <p>NOTE: For select models, the Intel® Rapid Start Technology feature is enabled at the factory. Rapid Start Technology allows your computer to resume quickly from inactivity.</p> <p>To learn more about your power settings, see your power options.</p> <p>In Windows 8, from the Start screen, type <code>power</code>, select Power and sleep settings, and then select Power and sleep from the list of applications.</p> <p>In Windows 7, select Start > Control Panel > System and Security > Power Options,</p>

Keys



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 the spacebar or the esc key.
(3)  Windows key	Windows 8: Returns you to the Start screen from an open app or the Windows desktop. NOTE: Pressing the Windows key again will return you to the previous screen. Windows 7: Displays the Windows Start menu.
(4) Action keys	Execute frequently used system functions.

Bottom



Component	Description
(1)  	Battery lock and unlock latch Locks and unlocks the battery in the battery bay.
(2)	Battery bay Holds the battery.
(3)	Vent Enable airflow to cool internal components. NOTE: The computer fan starts up automatically to cool internal components and prevent overheating. It is normal for the internal fan to cycle on and off during routine operation.
(4) 	Battery release latch Releases the battery.
(5)	Speaker openings (4) Produce sound.
(6) 	Service cover (select models only) Provides access to the memory module slots.

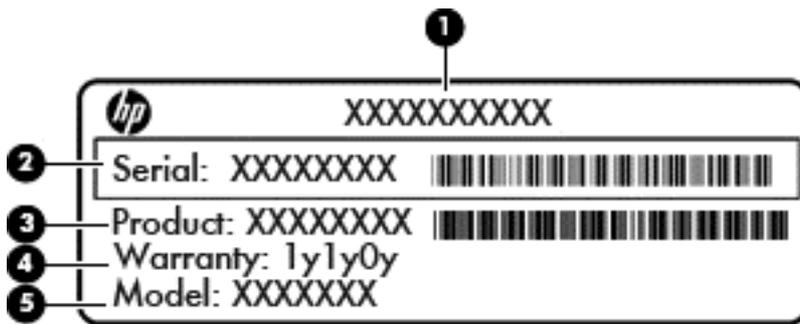
Labels

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

IMPORTANT: All labels described in this section will be located in one of 2 places depending on your computer model: Affixed to the bottom of the computer, or located in the battery bay.

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

NOTE: Your service labels will resemble one of the examples shown below. Refer to the illustration that most closely matches the service label on your computer.



Component

- (1) Product name
- (2) Serial number
- (3) Product number
- (4) Warranty period
- (5) Model number (select models only)



Component

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

Component

(4) Model number (select models only)

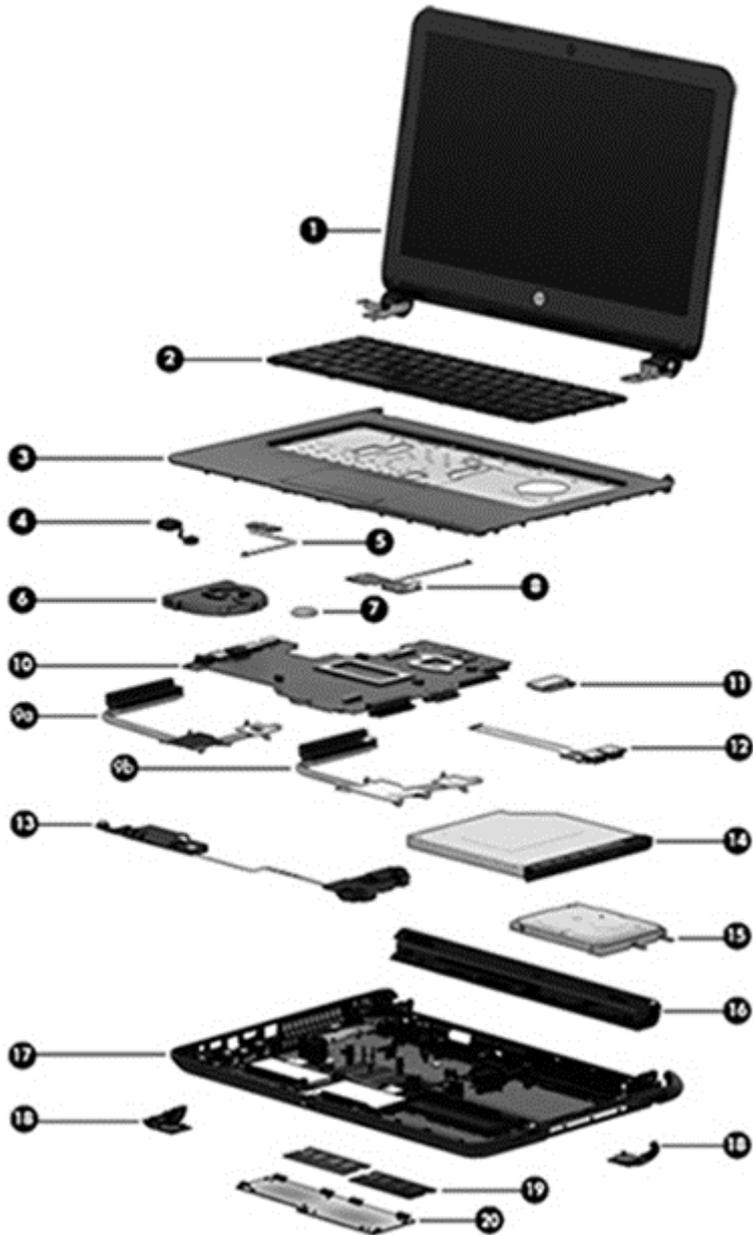
(5) Revision number

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

3 Illustrated parts catalog

Computer major components

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



Item	Component	Spare part number
(1)	Display assembly (35.6-cm [14.0-in] HD, anti-glare, WLED)	
	NOTE: For display assembly spare part information, see Display assembly subcomponents on page 27 .	
(2)	Keyboard	
	For use in the United States	757922-001
	For use in the United Kingdom	757922-031
	For use in France	757922-051
	For use in Spain	757922-071
	For use in Portugal	757922-131
	For use in Turkey	757922-141
	For use in Latin America	757922-161
	For use in Saudi Arabia	757922-171
	For use in Brazil	757922-201
	For use in Russia	757922-251
	For use in Thailand	757922-281
	For use in Japan	757922-291
	For use in Taiwan	757922-AB1
	For use in South Korea	757922-AD1
	For use in the Netherlands	757922-B31
	For use in Israel	757922-BB1
	For use in Switzerland	757922-BG1
	For use in French Canada	757922-DB1
	For use in Denmark, Finland, and Norway	757922-DH1
	For use in the Czech Republic and Slovakia	757922-FL1
(3)	Top cover (includes touchpad)	
	For use in HP 14 and Compaq 14 models:	
	• Black	757613-001
	• Gray	758618-001
	• White	758911-001
	• Red	758912-001
	• Blue	758913-001
	• Silver	760247-001
	For use in HP 245 G3 models:	
	• Top cover	758618-001
	For use in HP 240/246 G3 models:	

Item	Component	Spare part number
	<ul style="list-style-type: none"> Top cover 	773067-001
(4)	Power connector cable	760104-001
(5)	Touchpad button board (includes cables)	757609-001
(6)	Fan	753894-001
(7)	RTC battery	759981-001
(8)	Power button board (includes cable)	757607-001
(9a)	For use in models with Intel processors and discrete graphics	757602-001
	For use in models with an Intel Core i3-3217U processor and discrete graphics	766502-001
	For use in models with AMD processors and discrete graphics	766567-001
(9b)	For use in models with Intel processors and UMA graphics	757603-001
	For use in models with Intel Pentium and Celeron processors and UMA graphics	766504-001
	For use in models with an Intel Core i3-3217U processor and UMA graphics	766503-001
	For use in models with AMD processors and UMA graphics	766568-001
(10)	<p>System board (includes replacement thermal materials):</p> <p>All Intel system boards use the following part numbers:</p> <p>xxxxxx-001: Without the Windows operating system</p> <p>xxxxxx-501: Windows 8.1 Standard</p> <p>xxxxxx-601: Windows 8.1 Professional</p>	
	HP 14, Compaq 14, and HP 240/246 G3 models with Intel processors:	
	NOTE: HP 246 G3 models offer only discrete graphics.	
	Non-touch screen models with an Intel Core i5-5200U processor and 2 GB of discrete graphics	762240-xxx
	Non-touch screen models with an Intel Core i3-5010U processor and 2 GB of discrete graphics	801857-xxx
	Non-touch screen models with an Intel Core i3-5010U processor and UMA graphics	801855-xxx
	Non-touch screen models with an Intel Core i3-5005U processor and 2 GB of discrete graphics	791095-xxx
	Non-touch screen models with an Intel Core i3-5005U processor and 1 GB of discrete graphics	791094-xxx
	Non-touch screen models with an Intel Core i3-5005U processor and UMA graphics	791093-xxx
	Non-touch screen models with an Intel Core i5-4210U processor and UMA graphics	755835-xxx
	Non-touch screen models with an Intel Core i3-4030U processor and 2 GB of discrete graphics	779080-xxx
	Non-touch screen models with an Intel Core i3-4030U processor and 1 GB of discrete graphics	779079-xxx
	Non-touch screen models with an Intel Core i3-4030U processor and UMA graphics	779078-xxx
	Non-touch screen models with an Intel Core i3-4010U processor and 1 GB of discrete graphics	778116-xxx
	Non-touch screen models with an Intel Core i3-4010U processor and UMA graphics	755831-xxx
	Non-touch screen models with an Intel Core i3-4005U processor and 2 GB of discrete graphics	755832-xxx
	Non-touch screen models with an Intel Core i3-4005U processor and UMA graphics	765364-xxx

Item	Component	Spare part number
	Non-touch screen models with an Intel Pentium N3540 processor and UMA graphics	788003-xxx
	Touch screen models with an Intel Pentium N3540 processor and UMA graphics	788208-xxx
	Non-touch screen models with an Intel Celeron N2920 processor and UMA graphics	790213-xxx
	Non-touch screen models with an Intel Celeron N2840 processor and UMA graphics	788004-xxx
	Non-touch screen models with an Intel Celeron N2820 processor and UMA graphics	790212-xxx
	Non-touch screen models with an Intel Celeron N2805 processor and UMA graphics	790211-xxx
HP 14 and Compaq 14 models with Intel processors:		
	Non-touch screen models with an Intel Core i5-5200U processor and 1 GB of discrete graphics	791096-xxx
	Non-touch screen models with an Intel Core i5-5200U processor and UMA graphics	776890-xxx
	Non-touch screen models with an Intel Core i3-5010U processor and 1 GB of discrete graphics	801856-xxx
	Non-touch screen models with an Intel Core i5-4210U processor and 2 GB of discrete graphics	755834-xxx
	Touch screen models with an Intel Core i5-4210U processor and 2 GB of discrete graphics	757610-xxx
	Non-touch screen models with an Intel Core i5-4210U processor and 1 GB of discrete graphics	788210-xxx
	Touch screen models with an Intel Core i5-4030U processor and 2 GB of discrete graphics	784981-xxx
	Touch screen models with an Intel Core i3-4010U processor and 2 GB of discrete graphics	758614-xxx
	Non-touch screen models with an Intel Core i3-4010U processor and 2 GB of discrete graphics	755833-xxx
	Touch screen models with an Intel Core i3-4010U processor and 1 GB of discrete graphics	758613-xxx
	Touch screen models with an Intel Core i3-4005U processor and UMA graphics	773153-xxx
	Non-touch screen models with an Intel Core i3-4005U processor and 1 GB of discrete graphics	773154-xxx
	Touch screen models with an Intel Core i3-4005U processor and 2 GB of discrete graphics	755836-xxx
	Non-touch screen models with an Intel Core i3-3217U processor and UMA graphics	755829-xxx
	Non-touch screen models with an Intel Core i3-3217U processor and 1 GB of discrete graphics	755830-xxx
	Touch screen models with an Intel Core i3-3217U processor and UMA graphics	762239-xxx
	Touch screen models with an Intel Pentium N3530 processor and UMA graphics	764051-xxx
	Non-touch screen models with an Intel Pentium N3520 processor and UMA graphics	755837-xxx
	Non-touch screen models with an Intel Celeron N2830 processor and UMA graphics	764050-xxx
	Non-touch screen models with an Intel Celeron N2815 processor and UMA graphics	755838-xxx
HP 240/246 G3 models:		
NOTE: HP 246 G3 models offer only discrete graphics.		
	Non-touch screen models with an Intel Pentium N3530 processor and UMA graphics	775631-xxx
	Non-touch screen, GLAN models with an Intel Core i5-4210U processor and UMA graphics	795135-xxx
	Non-touch screen, GLAN models with an Intel Core i3-4030 processor and UMA graphics	795136-xxx
	Non-touch screen, GLAN models with an Intel Core i5-4005U processor and UMA graphics	794733-xxx
	Non-touch screen models with an Intel Core i3-3217U processor and 1 GB of discrete graphics	766646-xxx

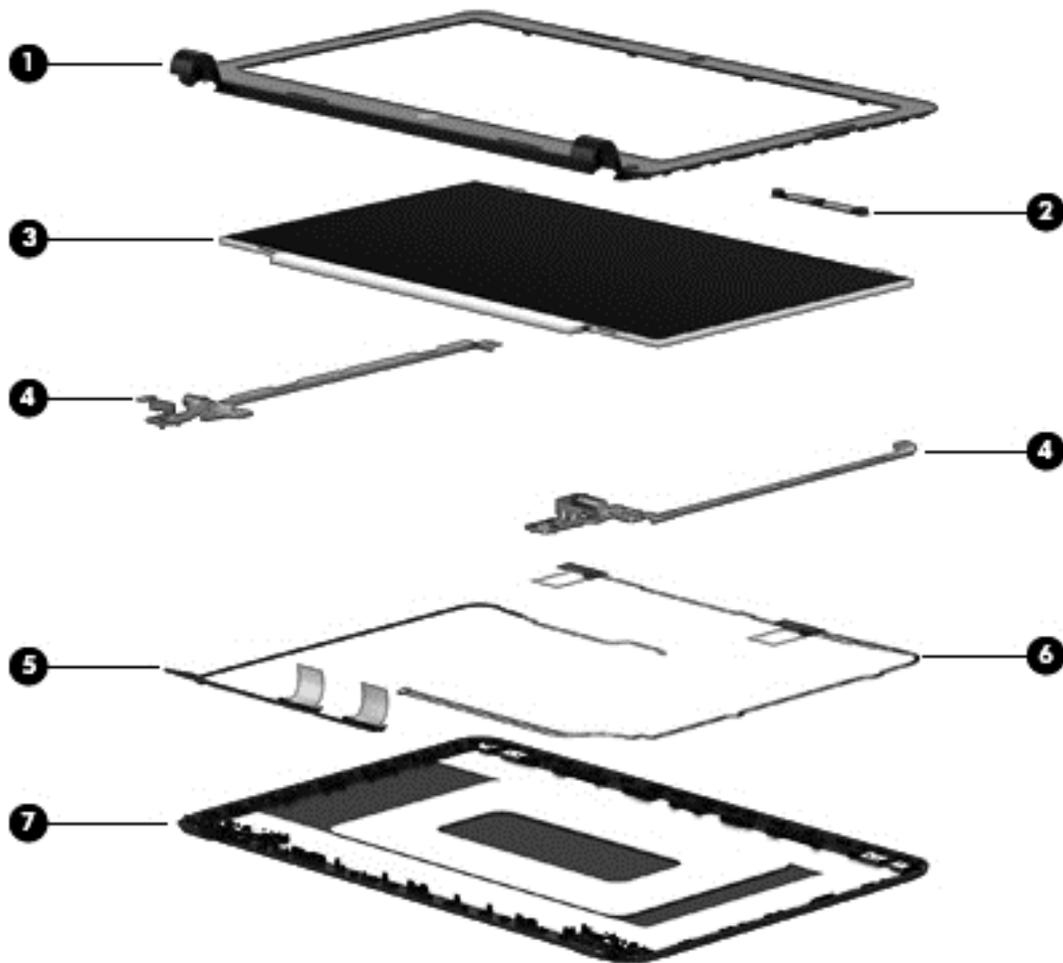
Item	Component	Spare part number
	Non-touch screen models with an Intel Core i3-3217U processor and UMA graphics	766645-xxx
	Non-touch screen, GLAN models with an Intel Core i3-3217U processor and UMA graphics	795137-xxx
	Touch screen models with an Intel Core i3-3217U processor and UMA graphics	776462-xxx
	Non-touch screen models with an Intel Pentium N3530 processor and UMA graphics	775629-xxx
	Non-touch screen models with an Intel Celeron N2830 processor and UMA graphics	775632-xxx
	Non-touch screen models with an Intel Celeron N2815 processor and UMA graphics	775630-xxx
HP 14, Compaq 14, and HP 245 G3 models with AMD processors		
	AMD A8-6410 processor with UMA graphics without a touch screen	
	• Without Windows 8	764170-001
	• Windows 8 Standard	764170-501
	AMD A8-6410 processor with UMA graphics memory and a touch screen	
	• Without Windows 8	764171-001
	• Windows 8 Standard	764171-501
	AMD A8-6410 processor with 2 GB of discrete graphics memory without a touch screen	
	• Without Windows 8	764176-001
	• Windows 8 Standard	764176-501
	AMD A4-6210 processor with UMA graphics without a touch screen	
	• Without Windows 8	764172-001
	• Windows 8 Standard	764172-501
	AMD A4-6210 processor with 2 GB of discrete graphics memory without a touch screen	
	• Without Windows 8	764171-001
	• Windows 8 Standard	764171-501
	AMD A4-6210 processor with 1 GB of discrete graphics memory without a touch screen	
	• Without Windows 8	764175-001
	• Windows 8 Standard	764175-501
	AMD E2-6110 processor with UMA graphics without a touch screen	
	• Without Windows 8	764173-001
	• Windows 8 Standard	764173-501
	AMD E1-6010 processor with UMA graphics without a touch screen	
	• Without Windows 8	764174-001
	• Windows 8 Standard	764174-501
	AMD E1-6010 processor with 2 GB of discrete graphics memory without a touch screen	
	• Without Windows 8	764178-001
	• Windows 8 Standard	764178-501

Item	Component	Spare part number
	AMD E1-6010 processor with 1 GB of discrete graphics memory without a touch screen	
	• Without Windows 8	776931-001
	• Windows 8 Standard	776931-501
	AMD A6-5200 processor with UMA graphics without a touch screen	
	• Without Windows 8	762422-001
	• Windows 8 Standard	762422-501
	• Windows 8 Professional	762422-601
	AMD A6-5200 processor with UMA graphics memory and a touch screen	
	• Without Windows 8	762423-001
	• Windows 8 Standard	762423-501
	AMD A4-5050 processor with UMA graphics without a touch screen	
	• Without Windows 8	762425-001
	• Windows 8 Standard	762425-501
	AMD A4-5050 processor with 2 GB of discrete graphics memory without a touch screen	
	• Without Windows 8	762430-001
	• Windows 8 Standard	762430-501
	AMD A4-5050 processor with 1 GB of discrete graphics memory without a touch screen	
	• Without Windows 8	762428-001
	• Windows 8 Standard	762428-501
	AMD A4-5000 processor with UMA graphics without a touch screen	
	• Without Windows 8	762427-001
	• Windows 8 Standard	762427-501
	• Windows 8 Professional	762427-601
	AMD A4-5000 processor with 2 GB of discrete graphics memory without a touch screen	
	• Without Windows 8	762431-001
	• Windows 8 Standard	762431-501
	AMD E2-3800 processor with UMA graphics without a touch screen	
	• Without Windows 8	762421-001
	• Windows 8 Standard	762421-501
	• Windows 8 Professional	762421-601
	AMD E1-2150 processor with UMA graphics without a touch screen	
	• Without Windows 8	762426-001
	• Windows 8 Standard	762426-501
	AMD E1-2100 processor with UMA graphics without a touch screen	

Item	Component	Spare part number
	<ul style="list-style-type: none"> Without Windows 8 	762424-001
	<ul style="list-style-type: none"> Windows 8 Standard 	762424-501
	<ul style="list-style-type: none"> Windows 8 Professional 	762424-601
	AMD E1-2100 processor with 2 GB of discrete graphics memory without a touch screen	
	<ul style="list-style-type: none"> Without Windows 8 	762429-001
	<ul style="list-style-type: none"> Windows 8 Standard 	762429-501
	HP 245 G3 models:	
	AMD A4-5000 processor and 1 GB of discrete graphics without a touch screen:	
	<ul style="list-style-type: none"> Without Windows 8 	766011-001
	<ul style="list-style-type: none"> Windows 8 Standard 	766011-501
	<ul style="list-style-type: none"> Windows 8 Professional 	766011-601
	AMD A6-6310 processor and UMA graphics memory with a touch screen:	
	<ul style="list-style-type: none"> Without Windows 8 	793101-001
	<ul style="list-style-type: none"> Windows 8 Standard 	793101-501
	<ul style="list-style-type: none"> Windows 8 Professional 	793101-601
	Heat sink assembly (includes replacement thermal materials):	
(11)	WLAN module:	
	Atheros AR9485 802.11b/g/n 1x1 WiFi Adapter	675794-005
	Ralink RT3290LE 802.11bgn 1x1 Wi-Fi and Bluetooth 4.0 Combo Adapter	690020-005
	Atheros AR9565 802.11bgn 1x1 WiFi + BT4.0 combo Adapter for use in Brazil	712639-205
	Realtek RTL8188EE 802.11bgn Wi-Fi Adapter	709848-005
	Realtek RT8723BE 802.11bgn 1x1 Wi-Fi + BT4.0 Combo Adapter	753077-005
(12)	USB board (includes cable)	757608-001
(13)	Speakers (includes left and right speakers and cable)	757612-001
(14)	Optical drive (DVD+/-RW Double-Layer SuperMulti)	
	For use in HP 14 and Compaq 14 models	757606-001
	For use in HP 240/246 and 245 G3 models	766899-001
(15)	Hard drive (SATA; does not include bracket):	
	NOTE: The hard drive bracket is available using spare part number 758615-001.	
	1-GB, 5400-rpm	778192-005
	750-GB, 5400-rpm (HP 14 and Compaq 14 models only)	778190-001
	750-GB, 5400-rpm (HP 240/246 and HP 245 G3 models only)	634250-005
	500-GB, 5400-rpm (HP 14 and Compaq 14 models only)	778188-001
	500-GB, 5400-rpm (HP 240/246 and HP 245 G3 models only)	669299-005

Item	Component	Spare part number
	500-GB, 5400-rpm, 7 mm (HP 240/246 G3 models only)	683802-005
(16)	Battery:	
	4-cell, 41-Whr, 2.8-Ah Li-ion battery	740715-001
	3-cell, 31-Whr, 2.8-Ah Li-ion battery	746641-001
	Base enclosure kit , includes:	
	<ul style="list-style-type: none"> • For use in HP 14 and Compaq 14 models 	757598-001
	<ul style="list-style-type: none"> • For use in HP 240/246 and HP 245 G3 models 	766898-001
(17)	Base enclosure	
(18)	Left and right rear covers	
	Lock bracket (not illustrated)	
(19)	Memory module (PC3L, 12800, 1600-MHz):	
	8-GB	693374-001
	4 GB	691740-001
	2 GB	691739-001
(20)	Service cover	758616-001

Display assembly subcomponents



Item	Component	Spare part number
(1)	Display bezel (includes Mylar screw covers):	
	For use with HP 14 models	757599-001
	For use with HP 240/246 G3 models	766009-001
	For use with HP 245 G3 models	766900-001
	For use with Compaq 14 models	757600-001
(2)	Webcam/microphone module	
	HD	757614-001
	VGA	781623-001
(3)	Raw display panel (35.6-cm [14.0-in], HD, WLED, BrightView)	
	Non-touch screen, HP 14 and Compaq 14 models	760105-001
	Non-touch screen, HP 240/246 G3 models	766010-001
	Touch screen, Compaq 14 models	757611-001

Item	Component	Spare part number
	Touch screen, HP 14 models	760106-001
	Touch screen, HP 245 G3 models	778156-001
(4)	Hinges (left and right)	
	Non-touch screen models	757605-001
	Touch screen models	766585-001
(5)	Display cable (includes display panel cable and webcam/microphone cable)	
	Non-touch screen models	757601-001
	Touch screen models	757597-001
(6)	Antennas (includes wireless antenna cables and transceivers)	
	Non-touch screen models	757596-001
	Touch screen models	766589-001
(7)	Display enclosure:	
	Models without a touch screen:	
	<ul style="list-style-type: none"> • For use in HP 240/246 and HP 245 G3 models 	766896-001
	<ul style="list-style-type: none"> • For use in HP 240/246 and HP 245 G3 models 	766897-001
	<ul style="list-style-type: none"> • For use in silver HP 14 models 	757604-001
	<ul style="list-style-type: none"> • For use in black HP 14 models 	758603-001
	<ul style="list-style-type: none"> • For use in white HP 14 models 	758604-001
	<ul style="list-style-type: none"> • For use in red HP 14 models 	758605-001
	<ul style="list-style-type: none"> • For use in blue HP 14 models 	758606-001
	<ul style="list-style-type: none"> • For use in gray Compaq 14 non-touch screen models 	758607-001
	<ul style="list-style-type: none"> • For use in gray Compaq 14 touch screen models 	791174-001
	<ul style="list-style-type: none"> • For use in gray HP 14 models 	760102-001
	Models with a touch screen:	
	<ul style="list-style-type: none"> • For use in black HP 14 and Compaq 14 models 	758608-001
	<ul style="list-style-type: none"> • For use in white HP 14 and Compaq 14 models 	758609-001
	<ul style="list-style-type: none"> • For use in red HP 14 and Compaq 14 models 	758610-001
	<ul style="list-style-type: none"> • For use in blue HP 14 and Compaq 14 models 	758611-001
	<ul style="list-style-type: none"> • For use in silver HP 14 and Compaq 14 models 	760246-001
	<ul style="list-style-type: none"> • For use in gray HP 14 and Compaq 14 models 	760103-001

Mass storage devices

Item	Component	Spare part number
(1)	Optical drive (DVD+/-RW Double-Layer SuperMulti)	
	For use in HP 14 and Compaq 14 models	757606-001
	For use in HP 240/246 and 245 G3 models	766899-001
(2)	Hard drive, SATA ; does not include bracket):	
	1-GB, 5400-rpm	778192-005
	750-GB, 5400-rpm (HP 14 and Compaq 14 models only)	778190-005
	750-GB, 5400-rpm (HP 240/246 and HP 245 G3 models only)	634250-005
	500-GB, 5400-rpm (HP 14 and Compaq 14 models only)	778188-005
	500-GB, 5400-rpm (HP 240/246 and HP 245 G3 models only)	669299-005
	500-GB, 5400-rpm, 7 mm (HP 240/246 G3 models only)	683802-005
	Hard Drive Hardware Kit (includes bracket and screws)	758615-001

Miscellaneous parts

Component	Spare part number
HP Smart AC adapter:	
65-W non-PFC EM HP Smart AC adapter (for use in the People's Republic of China and India only)	714657-001
65-W non-PFC EM HP Smart AC adapter	710412-001
45-W non-PFC, non-slim HP Smart AC adapter (for use in all countries and regions except for the People's Republic of China and India)	741427-001
Power cord (3-pin, black, 1.83-m):	
For use in Argentina	490371-D01
For use in Australia	490371-011
For use in Brazil	490371-202
For use in Europe, the Middle East, and Africa	490371-021
For use in India	490371-D61
For use in Israel	490371-BB1
For use in Italy	490371-061
For use in Japan	490371-291
For use in North America	490371-001
For use in the People's Republic of China	490371-AA1
For use in South Africa	490371-AR1
For use in South Korea	490371-AD1

Component	Spare part number
For use in Taiwan	490371-AB1
For use in Thailand	490371-201
For use in the United Kingdom and Singapore	490371-031
Power cord (3-pin, black, 1.0-m):	
For use in Argentina	755530-D01
For use in Australia	755530-011
For use in Brazil	755530-202
For use in Denmark	755530-081
For use in Europe, the Middle East, and Africa	755530-021
For use in India	755530-D61
For use in Italy	755530-061
For use in Japan	755530-291
For use in North America	755530-001
For use in the People's Republic of China	755530-AA1
For use in South Korea	755530-AD1
For use in Switzerland	755530-111
For use in Taiwan	755530-AB1
For use in Thailand	755530-201
For use in the United Kingdom and Singapore	755530-031
Rubber feet for use on HP 14 and Compaq 14 models	766505-001
Screw Kit	758617-001

Sequential part number listing

Spare part number	Description
490371-001	Power cord for use in North America (3-pin, black, 1.83-m)
490371-011	Power cord for use in Australia (3-pin, black, 1.83-m)
490371-021	Power cord for use in Europe, the Middle East, and Africa (3-pin, black, 1.83-m)
490371-031	Power cord for use in the United Kingdom and Singapore (3-pin, black, 1.83-m)
490371-061	Power cord for use in Denmark (3-pin, black, 1.83-m)
490371-201	Power cord for use in Thailand (3-pin, black, 1.83-m)
490371-202	Power cord for use in Brazil (3-pin, black, 1.83-m)
490371-291	Power cord for use in Japan (3-pin, black, 1.83-m)
490371-AA1	Power cord for use in the People's Republic of China (3-pin, black, 1.83-m)

Spare part number	Description
490371-AB1	Power cord for use in Taiwan (3-pin, black, 1.83-m)
490371-AD1	Power cord for use in South Africa (3-pin, black, 1.83-m)
490371-AR1	Power cord for use in South Korea (3-pin, black, 1.83-m)
490371-BB1	Power cord for use in Israel (3-pin, black, 1.83-m)
490371-D01	Power cord for use in Argentina (3-pin, black, 1.83-m)
490371-D61	Power cord for use in India (3-pin, black, 1.83-m)
683802-005	500-GB, 5400-rpm, 7 mm (HP 240/246 G3 models only; does not include cable or bracket)
634250-005	750-GB, 5400-rpm hard drive (HP 240/246 and HP 245 G3 models only; does not include cable or bracket)
669299-005	500-GB, 5400-rpm hard drive (HP 240/246 and HP 245 G3 models only; does not include cable or bracket)
675794-005	Atheros AR9485 802.11b/g/n 1x1 WiFi Adapter
690020-005	Ralink RT3290LE 802.11bgn 1x1 Wi-Fi and Bluetooth 4.0 Combo Adapter
691739-001	2-GB memory module (PC3L, 12800, 1600-MHz)
691740-001	4-GB memory module (PC3L, 12800, 1600-MHz)
693374-001	8-GB memory module (PC3L, 12800, 1600-MHz)
709848-005	Realtek RTL8188EE 802.11bgn Wi-Fi Adapter
710412-001	65-W non-PFC EM HP Smart AC adapter
714657-001	65-W non-PFC EM HP Smart AC adapter (for use in the People's Republic of China and India only)
712639-205	Atheros AR9565 802.11bgn 1x1 WiFi + BT4.0 combo Adapter for use in Brazil
740715-001	4-cell, 41-Whr, 2.8-Ah Li-ion battery
741427-001	45-W non-PFC, non-slim HP Smart AC adapter (for use in all countries and regions except for the People's Republic of China and India)
746641-001	3-cell, 31-Whr, 2.8-Ah Li-ion battery
753077-005	Realtek RT8723BE 802.11bgn 1x1 Wi-Fi + BT4.0 Combo Adapter
753894-001	Fan
755530-001	Power cord for use in North America (3-pin, black, 1.00-m)
755530-011	Power cord for use in Australia (3-pin, black, 1.00-m)
755530-021	Power cord for use in Europe (3-pin, black, 1.83-m)
755530-031	Power cord for use in the United Kingdom and Singapore (3-pin, black, 1.83-m)
755530-061	Power cord for use in Italy (3-pin, black, 1.00-m)
755530-081	Power cord for use in Denmark (3-pin, black, 1.00-m)
755530-111	Power cord for use in Switzerland (3-pin, black, 1.00-m)
755530-201	Power cord for use in Thailand (3-pin, black, 1.00-m)
755530-202	Power cord for use in Brazil (3-pin, black, 1.00-m)
755530-291	Power cord for use in Japan (3-pin, black, 1.00-m)

Spare part number	Description
755530-AA1	Power cord for use in the People's Republic of China (3-pin, black, 1.00-m)
755530-AB1	Power cord for use in Taiwan (3-pin, black, 1.00-m)
755530-AD1	Power cord for use in South Korea (3-pin, black, 1.00-m)
755530-D01	Power cord for use in Argentina (3-pin, black, 1.00-m)
755530-D61	Power cord for use in India (3-pin, black, 1.00-m)
755829-001	System board for use in non-touch screen models with an Intel Core i3-3217U processor and UMA graphics in HP 14 and Compaq 14 models without Windows 8
755829-501	System board for use in non-touch screen models with an Intel Core i3-3217U processor and UMA graphics in HP 14 and Compaq 14 models with Windows 8 Standard
755829-601	System board for use in non-touch screen models with an Intel Core i3-3217U processor and UMA graphics in HP 14 and Compaq 14 models with Windows 8 Professional
755830-001	System board for use in non-touch screen models with an Intel Core i3-3217U processor and 1 GB of discrete graphics in HP 14 and Compaq 14 models without Windows 8
755830-501	System board for use in non-touch screen models with an Intel Core i3-3217U processor and 1 GB of discrete graphics in HP 14 and Compaq 14 models with Windows 8 Standard
755830-601	System board for use in non-touch screen models with an Intel Core i3-3217U processor and 1 GB of discrete graphics in HP 14 and Compaq 14 models with Windows 8 Professional
755831-001	System board for use in non-touch screen HP 14, Compaq 14, and HP 240/246 G3 models without Windows 8 and equipped with an Intel Core i3-4010U processor and UMA graphics (includes replacement thermal materials)
755831-501	System board for use in non-touch screen HP 14, Compaq 14, and HP 240/246 G3 models with Windows 8 Standard and equipped with an Intel Core i3-4010U processor and UMA graphics (includes replacement thermal materials)
755831-601	System board for use in non-touch screen HP 14, Compaq 14, and HP 240/246 G3 models with Windows 8 Professional and equipped with an Intel Core i3-4010U processor and UMA graphics (includes replacement thermal materials)
755832-001	System board for use in non-touch screen HP 14, Compaq 14, and HP 240/246 G3 models without Windows 8 and equipped with an Intel Core i3-4010U processor and 1 GB of discrete graphics (includes replacement thermal materials)
755832-501	System board for use in non-touch screen HP 14, Compaq 14, and HP 240/246 G3 models with Windows 8 Standard and equipped with an Intel Core i3-4010U processor and 1 GB of discrete graphics (includes replacement thermal materials)
755832-601	System board for use in non-touch screen HP 14, Compaq 14, and HP 240/246 G3 models with Windows 8 Professional and equipped with an Intel Core i3-4010U processor and 1 GB of discrete graphics (includes replacement thermal materials)
755833-001	System board for use in non-touch screen models with an Intel Core i3-4005U processor and 2 GB of discrete graphics in HP 14 and Compaq 14 models without Windows 8
755833-501	System board for use in non-touch screen models with an Intel Core i3-4005U processor and 2 GB of discrete graphics in HP 14 and Compaq 14 models with Windows 8 Standard
755833-601	System board for use in non-touch screen models with an Intel Core i3-4005U processor and 2 GB of discrete graphics in HP 14 and Compaq 14 models with Windows 8 Professional
755834-001	System board for use in non-touch screen models with an Intel Core i5-4210U processor and 2 GB of discrete graphics in HP 14 and Compaq 14 models without Windows 8
755834-501	System board for use in non-touch screen models with an Intel Core i5-4210U processor and 2 GB of discrete graphics in HP 14 and Compaq 14 models with Windows 8 Standard

Spare part number	Description
755834-601	System board for use in non-touch screen models with an Intel Core i5-4210U processor and 2 GB of discrete graphics in HP 14 and Compaq 14 models with Windows 8 Professional
755835-001	System board for use in non-touch screen HP 14, Compaq 14, and HP 240/246 G3 models without Windows 8 and equipped with an Intel Core i5-4210U processor and UMA graphics (includes replacement thermal materials)
755835-501	System board for use in non-touch screen HP 14, Compaq 14, and HP 240/246 G3 models with Windows 8 Standard and equipped with an Intel Core i5-4210U processor and UMA graphics (includes replacement thermal materials)
755835-601	System board for use in non-touch screen HP 14, Compaq 14, and HP 240/246 G3 models with Windows 8 Professional and equipped with an Intel Core i5-4210U processor and UMA graphics (includes replacement thermal materials)
755836-001	System board for use in touch screen models with an Intel Core i3-4005U processor and 2 GB of discrete graphics in HP 14 and Compaq 14 models without Windows 8
755836-501	System board for use in touch screen models with an Intel Core i3-4005U processor and 2 GB of discrete graphics in HP 14 and Compaq 14 models with Windows 8 Standard
755836-601	System board for use in touch screen models with an Intel Core i3-4005U processor and 2 GB of discrete graphics in HP 14 and Compaq 14 models with Windows 8 Professional
755837-001	System board for use in non-touch screen models with an Intel Pentium N3520 processor and UMA graphics in HP 14 and Compaq 14 models without Windows 8
755837-501	System board for use in non-touch screen models with an Intel Pentium N3520 processor and UMA graphics in HP 14 and Compaq 14 models with Windows 8 Standard
755837-601	System board for use in non-touch screen models with an Intel Pentium N3520 processor and UMA graphics in HP 14 and Compaq 14 models with Windows 8 Professional
755838-001	System board for use in non-touch screen models with an Intel Celeron N2815 processor and UMA graphics in HP 14 and Compaq 14 models without Windows 8
755838-501	System board for use in non-touch screen models with an Intel Celeron N2815 processor and UMA graphics in HP 14 and Compaq 14 models with Windows 8 Standard
755838-601	System board for use in non-touch screen models with an Intel Celeron N2815 processor and UMA graphics in HP 14 and Compaq 14 models with Windows 8 Professional
757596-001	Antennas for use in non-touch screen models (includes wireless antenna cables and transceivers)
757597-001	Display cable for use in touch screen models (includes display panel cable and webcam/microphone cable)
757598-001	Base enclosure for use in HP 14 and Compaq 14 (includes left and right rear covers and lock bracket)
757599-001	Display bezel for use with HP 14 models
757600-001	Display bezel for use with Compaq 14 models
757601-001	Display cable for use in non-touch screen models (includes display panel cable and webcam/microphone cable)
757602-001	Heat sink assembly for use in models with Intel processors and discrete graphics (includes replacement thermal materials)
757603-001	Heat sink assembly for use in models with Intel processors and UMA graphics (includes replacement thermal materials)
757604-001	Display enclosure for use in silver HP 14 models
757605-001	Hinges for use in models without a touch screen (left and right)
757606-001	DVD+/-RW Double-Layer SuperMulti Drive for use in HP 14 and Compaq 14 models
757607-001	Power button board (includes cable)

Spare part number	Description
757608-001	USB board (includes cable)
757609-001	TouchPad button board (includes cables)
757610-001	System board for use in touch screen models with an Intel Core i5-4210U processor and 2 GB of discrete graphics in HP 14 and Compaq 14 models without Windows 8
757610-501	System board for use in touch screen models with an Intel Core i5-4210U processor and 2 GB of discrete graphics in HP 14 and Compaq 14 models with Windows 8 Standard
757610-601	System board for use in touch screen models with an Intel Core i5-4210U processor and 2 GB of discrete graphics in HP 14 and Compaq 14 models with Windows 8 Professional
757611-001	Raw display panel for use in Compaq 14 models, touch screen
757612-001	Speakers (includes left and right speakers and cable)
757613-001	Top cover for use in black HP 14 and Compaq 14 models (includes touchpad)
757614-001	Webcam/microphone module, HD
757922-001	Keyboard for use in the United States
757922-031	Keyboard for use in the United Kingdom
757922-041	Keyboard for use in Germany
757922-051	Keyboard for use in France
757922-071	Keyboard for use in Spain
757922-131	Keyboard for use in Portugal
757922-141	Keyboard for use in Turkey
757922-151	Keyboard for use in Greece
757922-161	Keyboard for use in Latin America
757922-171	Keyboard for use in Saudi Arabia
757922-201	Keyboard for use in Brazil
757922-211	Keyboard for use in Hungary
757922-251	Keyboard for use in Russia
757922-261	Keyboard for use in Bulgaria
757922-271	Keyboard for use in Romania
757922-281	Keyboard for use in Thailand
757922-291	Keyboard for use in Japan
757922-AB1	Keyboard for use in Taiwan
757922-AD1	Keyboard for use in South Korea
757922-B31	Keyboard for use in the Netherlands
757922-BA1	Keyboard for use in Slovenia
757922-BB1	Keyboard for use in Israel
757922-BG1	Keyboard for use in Switzerland

Spare part number	Description
757922-DB1	Keyboard for use in French Canada
757922-DH1	Keyboard for use in Denmark, Finland, and Norway
757922-FL1	Keyboard for use in the Czech Republic and Slovakia
758603-001	Display enclosure for use in black HP 14 models
758604-001	Display enclosure for use in white HP 14 models
758605-001	Display enclosure for use in red HP 14 models
758606-001	Display enclosure for use in blue HP 14 models
758607-001	Display enclosure for use in gray Compaq 14 non-touch screen models
758608-001	Display enclosure for use in black HP 14 and Compaq 14 models with a touch screen
758609-001	Display enclosure for use in white HP 14 and Compaq 14 models with a touch screen
758610-001	Display enclosure for use in red HP 14 and Compaq 14 models with a touch screen
758611-001	Display enclosure for use in blue HP 14 and Compaq 14 models with a touch screen
758613-001	System board for use in touch screen models with an Intel Core i3-4010U processor and 1 GB of discrete graphics in HP 14 and Compaq 14 models without Windows 8
758613-501	System board for use in touch screen models with an Intel Core i3-4010U processor and 1 GB of discrete graphics in HP 14 and Compaq 14 models with Windows 8 Standard
758613-601	System board for use in touch screen models with an Intel Core i3-4010U processor and 1 GB of discrete graphics in HP 14 and Compaq 14 models with Windows 8 Professional
758614-001	System board for use in touch screen models with an Intel Core i3-4010U processor and 2 GB of discrete graphics in HP 14 and Compaq 14 models without Windows 8
758614-501	System board for use in touch screen models with an Intel Core i3-4010U processor and 2 GB of discrete graphics in HP 14 and Compaq 14 models with Windows 8 Standard
758614-601	System board for use in touch screen models with an Intel Core i3-4010U processor and 2 GB of discrete graphics in HP 14 and Compaq 14 models with Windows 8 Professional
758615-001	Hard Drive Hardware Kit (includes bracket and screws)
758616-001	Service cover
758617-001	Screw Kit
758618-001	Top cover for use in gray HP 14, Compaq 14, and HP 245 G3 models (includes touchpad)
758911-001	Top cover for use in white HP 14 and Compaq 14 models (includes touchpad)
758912-001	Top cover for use in red models (includes touchpad)
758913-001	Top cover for use in blue HP 14 and Compaq 14 models (includes touchpad)
759981-001	RTC battery
760102-001	Display enclosure for use in gray HP 14 and Compaq 14 HP models without a touch screen
760103-001	Display enclosure for use in gray HP 14 and Compaq 14 models with a touch screen
760104-001	Power connector cable
760105-001	Raw display panel for use in HP 14 and Compaq 14 models, non-touch screen

Spare part number	Description
760106-001	Raw display panel for use in HP 14 models, touch screen
760246-001	Display enclosure for use in silver HP 14 and Compaq 14 models with a touch screen
760247-001	Top cover for use in silver models (includes touchpad)
762239-001	System board for use in touch screen models with an Intel Core i3-3217U processor and UMA graphics in HP 14 and Compaq 14 models without Windows 8
762239-501	System board for use in touch screen models with an Intel Core i3-3217U processor and UMA graphics in HP 14 and Compaq 14 models with Windows 8 Standard
762239-601	System board for use in touch screen models with an Intel Core i3-3217U processor and UMA graphics in HP 14 and Compaq 14 models with Windows 8 Professional
762240-001	System board for use in non-touch screen models with an Intel Core i5-5200U processor and 2 GB of discrete graphics in HP 14, Compaq 14, and HP 240/246 G3 models without Windows 8
762240-501	System board for use in non-touch screen models with an Intel Core i5-5200U processor and 2 GB of discrete graphics in HP 14, Compaq 14, and HP 240/246 G3 models with Windows 8 Standard
762240-601	System board for use in non-touch screen models with an Intel Core i5-5200U processor and 2 GB of discrete graphics in HP 14, Compaq 14, and HP 240/246 G3 models with Windows 8 Professional
762421-001	System board for use in models with an AMD E2-3800 processor, with UMA graphics, without a touch screen, and without Windows 8
762421-501	System board for use in models with an AMD E2-3800 processor, with UMA graphics, without a touch screen, with Windows 8 Standard
762421-601	System board for use in models with an AMD E2-3800 processor, with UMA graphics, without a touch screen, with Windows 8 Professional
762422-001	System board for use in models with an AMD A6-5200 processor, with UMA graphics, without a touch screen, without Windows 8
762422-501	System board for use in models with an AMD A6-5200 processor, with UMA graphics, without a touch screen, with Windows 8 Standard
762422-601	System board for use in models with an AMD A6-5200 processor, with UMA graphics, without a touch screen, with Windows 8 Professional
762423-001	System board for use in models with an AMD A6-5200 processor, with UMA graphics, with a touch screen, with a touch screen, without Windows 8
762423-501	System board for use in models with an AMD A6-5200 processor, with UMA graphics, with a touch screen, with a touch screen, with Windows 8 Standard
762424-001	System board for use in models with an AMD E1-2100 processor, with UMA graphics, without a touch screen, without Windows 8
762424-501	System board for use in models with an AMD E1-2100 processor, with UMA graphics, without a touch screen, with Windows 8 Standard
762424-601	System board for use in models with an AMD E1-2100 processor, with UMA graphics, without a touch screen, with Windows 8 Professional
762425-001	System board for use in models with an AMD A4-5050 processor, with UMA graphics, without a touch screen, without Windows 8
762425-501	System board for use in models with an AMD A4-5050 processor, with UMA graphics, without a touch screen, with Windows 8 Standard
762426-001	System board for use in models with an AMD E1-2150 processor, with UMA graphics, without a touch screen, without Windows 8

Spare part number	Description
762426-501	System board for use in models with an AMD E1-2150 processor, with UMA graphics, without a touch screen, with Windows 8 Standard
762427-001	System board for use in models with an AMD A4-5000 processor, with UMA graphics, without a touch screen, without Windows 8
762427-501	System board for use in models with an AMD A4-5000 processor, with UMA graphics, without a touch screen, with Windows 8 Standard
762427-601	System board for use in models with an AMD A4-5000 processor, with UMA graphics, without a touch screen, with Windows 8 Professional
762428-001	System board for use in models with an AMD A4-5050 processor, with 1 GB of discrete graphics, without a touch screen, without Windows 8
762428-501	System board for use in models with an AMD A4-5050 processor, with 1 GB of discrete graphics, without a touch screen, with Windows 8 Standard
762429-001	System board for use in models with an AMD E1-2100 processor, with 2 GB of discrete graphics, without a touch screen, without Windows 8
762429-501	System board for use in models with an AMD E1-2100 processor, with 2 GB of discrete graphics, without a touch screen, with Windows 8 Standard
762430-001	System board for use in models with an AMD A4-5050 processor, with 2 GB of discrete graphics, without a touch screen, without Windows 8
762430-501	System board for use in models with an AMD A4-5050 processor, with 2 GB of discrete graphics, without a touch screen, with Windows 8 Standard
762431-001	System board for use in models with an AMD A4-5000 processor, with 2 GB of discrete graphics, without a touch screen, without Windows 8
762431-501	System board for use in models with an AMD A4-5000 processor, with 2 GB of discrete graphics, without a touch screen, with Windows 8 Standard
764050-001	System board for use in non-touch screen models with an Intel Celeron N2830 processor and UMA graphics in HP 14 and Compaq 14 models without Windows 8
764050-501	System board for use in non-touch screen models with an Intel Celeron N2830 processor and UMA graphics in HP 14 and Compaq 14 models with Windows 8 Standard
764050-601	System board for use in non-touch screen models with an Intel Celeron N2830 processor and UMA graphics in HP 14 and Compaq 14 models with Windows 8 Professional
764051-001	System board for use in touch screen models with an Intel Pentium N3530 processor and UMA graphics in HP 14 and Compaq 14 models without Windows 8
764051-501	System board for use in touch screen models with an Intel Pentium N3530 processor and UMA graphics in HP 14 and Compaq 14 models with Windows 8 Standard
764051-601	System board for use in touch screen models with an Intel Pentium N3530 processor and UMA graphics in HP 14 and Compaq 14 models with Windows 8 Professional
764170-001	System board for use in models with an AMD A8-6410 processor, with UMA graphics, without a touch screen, without Windows 8
764170-501	System board for use in models with an AMD A8-6410 processor, with UMA graphics, without a touch screen, with Windows 8 Standard
764171-001	System board for use in models with an AMD A8-6410 processor, with UMA graphics, with a touch screen, with Windows 8
764171-501	System board for use in models with an AMD A8-6410 processor, with UMA graphics, with a touch screen, with a touch screen, with Windows 8 Standard

Spare part number	Description
764172-001	System board for use in models with an AMD A4-6210 processor, with UMA graphics, without a touch screen, without Windows 8
764172-501	System board for use in models with an AMD A4-6210 processor, with UMA graphics, without a touch screen, with Windows 8 Standard
764173-001	System board for use in models with an AMD E2-6110 processor, with UMA graphics, without a touch screen, without Windows 8
764173-501	System board for use in models with an AMD E2-6110 processor, with UMA graphics, without a touch screen, with Windows 8 Standard
764174-001	System board for use in models with an AMD E1-6010 processor, with UMA graphics, without a touch screen, without Windows 8
764174-501	System board for use in models with an AMD E1-6010 processor, with UMA graphics, without a touch screen, with Windows 8 Standard
764175-001	System board for use in models with an AMD A4-6210 processor, with 1 GB of discrete graphics, without a touch screen, without Windows 8
764175-501	System board for use in models with an AMD A4-6210 processor, with 1 GB of discrete graphics, without a touch screen, with Windows 8 Standard
764176-001	System board for use in models with an AMD A8-6410 processor, with 2 GB of discrete graphics, without a touch screen, without Windows 8
764176-501	System board for use in models with an AMD A8-6410 processor, with 2 GB of discrete graphics, without a touch screen, with Windows 8 Standard
764177-001	System board for use in models with an AMD A4-6210 processor, with 2 GB of discrete graphics, without a touch screen, without Windows 8
764177-501	System board for use in models with an AMD A4-6210 processor, with 2 GB of discrete graphics, without a touch screen, with Windows 8 Standard
764178-001	System board for use in models with an AMD E1-6010 processor, with 2 GB of discrete graphics, without a touch screen, without Windows 8
764178-501	System board for use in models with an AMD E1-6010 processor, with 2 GB of discrete graphics, without a touch screen, with Windows 8 Standard
765364-001	System board for use in non-touch screen HP 14, Compaq 14, and HP 240 G3 models with an Intel Core i3-4005U processor, with UMA graphics, without a touch screen, without Windows 8
765364-501	System board for use in non-touch screen HP 14, Compaq 14, and HP 240 G3 models with an Intel Core i3-4005U processor, with UMA graphics, without a touch screen, with Windows 8 Standard
765364-601	System board for use in non-touch screen HP 14, Compaq 14, and HP 240 G3 models with an Intel Core i3-4005U processor, with UMA graphics, without a touch screen, with Windows 8 Professional
766009-001	Display bezel for use with HP 240/246 G3 models
766010-001	Raw display panel for use in HP 240/246 G3 models, non-touch screen
766011-001	System board for use in HP 245 G3 models with an AMD A4-5000 processor and 1 GB of discrete graphics, without Windows 8
766011-501	System board for use in HP 245 G3 models with an AMD A4-5000 processor and 1 GB of discrete graphics, with Windows 8 Standard
766011-601	System board for use in HP 245 G3 models with an AMD A4-5000 processor and 1 GB of discrete graphics, with Windows 8 Professional
766502-001	Heat sink for use in models with an Intel Core 3217U processor and discrete graphics

Spare part number	Description
766503-001	Heat sink for use in models with an Intel Core 3217U processor and UMA graphics
766504-001	Heat sink for use in models with Intel Pentium and Celeron processors and UMA graphics
766505-001	Rubber feet for use on HP 14 and Compaq 14 models
766567-001	Heat sink assembly for use in models with AMD processors and discrete graphics (includes replacement thermal materials)
766568-001	Heat sink assembly for use in models with AMD processors and UMA graphics (includes replacement thermal materials)
766585-001	Hinges for use in models with a touch screen (left and right)
766589-001	Antennas for use in touch screen models (includes wireless antenna cables and transceivers)
766645-001	System board for use in non-touch screen models with an Intel Core i3-3217U processor and UMA graphics in HP 240 G3 models without Windows 8
766645-501	System board for use in non-touch screen models with an Intel Core i3-3217U processor and UMA graphics in HP 240 G3 models with Windows 8 Standard
766645-601	System board for use in non-touch screen models with an Intel Core i3-3217U processor and UMA graphics in HP 240 G3 models with Windows 8 Professional
766646-001	System board for use in non-touch screen models with an Intel Core i3-3217U processor and 1 GB of discrete graphics in HP 240/246 G3 models without Windows 8
766646-501	System board for use in non-touch screen models with an Intel Core i3-3217U processor and 1 GB of discrete graphics in HP 240/246 G3 models with Windows 8 Standard
766646-601	System board for use in non-touch screen models with an Intel Core i3-3217U processor and 1 GB of discrete graphics in HP 240/246 G3 models with Windows 8 Professional
766896-001	Display enclosure for use in HP 240/246 and HP 245 G3 models
766897-001	Display enclosure for use in HP 240/246 and HP 245 G3 models
766898-001	Base enclosure for use in HP 240/246 and HP 245 G3 (includes left and right rear covers and lock bracket)
766899-001	DVD+/-RW Double-Layer SuperMulti Drive for use in HP 240/246 and 245 G3 models
766900-001	Display bezel for use with HP 245 G3 models
773067-001	Top cover for use in HP 240/246 G3 models (includes touchpad)
773153-001	System board for use in touch screen models with an Intel Core i3-4005U processor and UMA graphics in HP 14 and Compaq 14 models without Windows 8
773153-501	System board for use in touch screen models with an Intel Core i3-4005U processor and UMA graphics in HP 14 and Compaq 14 models with Windows 8 Standard
773153-601	System board for use in touch screen models with an Intel Core i3-4005U processor and UMA graphics in HP 14 and Compaq 14 models with Windows 8 Professional
773154-001	System board for use in non-touch screen models with an Intel Core i3-4005U processor and 1 GB of discrete graphics in HP 14 and Compaq 14 models without Windows 8
773154-501	System board for use in non-touch screen models with an Intel Core i3-4005U processor and 1 GB of discrete graphics in HP 14 and Compaq 14 models with Windows 8 Standard
773154-601	System board for use in non-touch screen models with an Intel Core i3-4005U processor and 1 GB of discrete graphics in HP 14 and Compaq 14 models with Windows 8 Professional

Spare part number	Description
775629-001	System board for use in non-touch screen models with an Intel Pentium N3520 processor and UMA graphics in HP 240 G3 models without Windows 8
775629-501	System board for use in non-touch screen models with an Intel Pentium N3520 processor and UMA graphics in HP 240 G3 models with Windows 8 Standard
775629-601	System board for use in non-touch screen models with an Intel Pentium N3520 processor and UMA graphics in HP 240 G3 models with Windows 8 Professional
775630-001	System board for use in non-touch screen models with an Intel Celeron N2815 processor and UMA graphics in HP 240 G3 models without Windows 8
775630-501	System board for use in non-touch screen models with an Intel Celeron N2815 processor and UMA graphics in HP 240 G3 models with Windows 8 Standard
775630-601	System board for use in non-touch screen models with an Intel Celeron N2815 processor and UMA graphics in HP 240 G3 models with Windows 8 Professional
775631-001	System board for use in HP 240 G3 models without Windows 8 and equipped with an Intel Pentium N3530 processor and UMA graphics (includes replacement thermal materials)
775631-501	System board for use in HP 240 G3 models with Windows 8 Standard and equipped with an Intel Pentium N3530 processor and UMA graphics (includes replacement thermal materials)
775631-601	System board for use in HP 240 G3 models with Windows 8 Professional and equipped with an Intel Pentium N3530 processor and UMA graphics (includes replacement thermal materials)
775632-001	System board for use in HP 240 G3 models without Windows 8 and equipped with an Intel Celeron N2830 processor and UMA graphics (includes replacement thermal materials)
775632-501	System board for use in HP 240 G3 models with Windows 8 Standard and equipped with an Intel Celeron N2830 processor and UMA graphics (includes replacement thermal materials)
775632-601	System board for use in HP 240 G3 models with Windows 8 Professional and equipped with an Intel Celeron N2830 processor and UMA graphics (includes replacement thermal materials)
776462-001	System board for use in touch screen models with an Intel Core i3-3217U processor and UMA graphics in HP 240 models without Windows 8
776462-501	System board for use in touch screen models with an Intel Core i3-3217U processor and UMA graphics in HP 240 models with Windows 8 Standard
776462-601	System board for use in touch screen models with an Intel Core i3-3217U processor and UMA graphics in HP 240 models with Windows 8 Professional
776890-001	System board for use in non-touch screen models with an Intel Core i5-5200U processor and UMA graphics in HP 14 and Compaq 14 models without Windows 8
776890-501	System board for use in non-touch screen models with an Intel Core i5-5200U processor and UMA graphics in HP 14 and Compaq 14 models with Windows 8 Standard
776890-601	System board for use in non-touch screen models with an Intel Core i5-5200U processor and UMA graphics in HP 14 and Compaq 14 models with Windows 8 Professional
776931-001	System board for use in models with an AMD E1-6010 processor, with 1 GB of discrete graphics, without a touch screen, without Windows 8
776931-501	System board for use in models with an AMD E1-6010 processor, with 1 GB of discrete graphics, without a touch screen, with Windows 8 Standard
778116-001	System board for use in non-touch screen models with an Intel Core i5-5200U processor and UMA graphics in HP 14, Compaq 14, and HP 240 G3 models without Windows 8
778116-501	System board for use in non-touch screen models with an Intel Core i5-5200U processor and UMA graphics in HP 14, Compaq 14, and HP 240 G3 models with Windows 8 Standard

Spare part number	Description
778116-601	System board for use in non-touch screen models with an Intel Core i5-5200U processor and UMA graphics in HP 14, Compaq 14, and HP 240 G3 models with Windows 8 Professional
778156-001	Raw display panel for use in HP 245 G3 models, touch screen
778188-005	750-GB, 5400-rpm hard drive (HP 14 and Compaq 14 models only; does not include cable or bracket)
778190-005	500-GB, 5400-rpm hard drive (HP 14 and Compaq 14 models only; does not include cable or bracket)
778192-005	1-TB, 5400-rpm hard drive (does not include cable or bracket)
779078-001	System board for use in non-touch screen models with an Intel Core i3-4030U processor and UMA graphics in HP 14, Compaq 14, and HP 240 G3 models without Windows 8
779078-501	System board for use in non-touch screen models with an Intel Core i3-4030U processor and UMA graphics in HP 14, Compaq 14, and HP 240 G3 models with Windows 8 Standard
779078-601	System board for use in non-touch screen models with an Intel Core i3-4030U processor and UMA graphics in HP 14, Compaq 14, and HP 240 G3 models with Windows 8 Professional
779079-001	System board for use in non-touch screen models with an Intel Core i3-4030U processor and 1 GB of discrete graphics in HP 14, Compaq 14, and HP 240/246 G3 models without Windows 8
779079-501	System board for use in non-touch screen models with an Intel Core i3-4030U processor and 1 GB of discrete graphics in HP 14, Compaq 14, and HP 240/246 G3 models with Windows 8 Standard
779079-601	System board for use in non-touch screen models with an Intel Core i3-4030U processor and 1 GB of discrete graphics in HP 14, Compaq 14, and HP 240/246 G3 models with Windows 8 Professional
779080-001	System board for use in non-touch screen models with an Intel Core i3-4030U processor and 2 GB of discrete graphics in HP 14, Compaq 14, and HP 240/246 G3 models without Windows 8
779080-501	System board for use in non-touch screen models with an Intel Core i3-4030U processor and 2 GB of discrete graphics in HP 14, Compaq 14, and HP 240/246 G3 models with Windows 8 Standard
779080-601	System board for use in non-touch screen models with an Intel Core i3-4030U processor and 2 GB of discrete graphics in HP 14, Compaq 14, and HP 240/246 G3 models with Windows 8 Professional
784981-001	System board for use in touch screen models with an Intel Core i3-4030U processor and 2 GB of discrete graphics in HP 14, Compaq 14, and HP 240/246 G3 models without Windows 8
784981-501	System board for use in touch screen models with an Intel Core i3-4030U processor and 2 GB of discrete graphics in HP 14, Compaq 14, and HP 240/246 G3 models with Windows 8 Standard
784981-601	System board for use in touch screen models with an Intel Core i3-4030U processor and 2 GB of discrete graphics in HP 14, Compaq 14, and HP 240/246 G3 models with Windows 8 Professional
788003-001	System board for use in non-touch screen models with an Intel Pentium N3540 processor and UMA graphics in HP 14, Compaq 14, and HP 240 G3 models without Windows 8
788003-501	System board for use in non-touch screen models with an Intel Pentium N3540 processor and UMA graphics in HP 14, Compaq 14, and HP 240 G3 models with Windows 8 Standard
788003-601	System board for use in non-touch screen models with an Intel Pentium N3540 processor and UMA graphics in HP 14, Compaq 14, and HP 240 G3 models with Windows 8 Professional
788004-001	System board for use in non-touch screen models with an Intel Celeron N2840 processor and UMA graphics in HP 14, Compaq 14, and HP 240 G3 models without Windows 8
788004-501	System board for use in non-touch screen models with an Intel Celeron N2840 processor and UMA graphics in HP 14, Compaq 14, and HP 240 G3 models with Windows 8 Standard
788004-601	System board for use in non-touch screen models with an Intel Celeron N2840 processor and UMA graphics in HP 14, Compaq 14, and HP 240 G3 models with Windows 8 Professional

Spare part number	Description
788208-001	System board for use in touch screen models with an Intel Pentium N3540 processor and UMA graphics in HP 14, Compaq 14, and HP 240 G3 models without Windows 8
788208-501	System board for use in touch screen models with an Intel Pentium N3540 processor and UMA graphics in HP 14, Compaq 14, and HP 240 G3 models with Windows 8 Standard
788208-601	System board for use in touch screen models with an Intel Pentium N3540 processor and UMA graphics in HP 14, Compaq 14, and HP 240 G3 models with Windows 8 Professional
788210-001	System board for use in non-touch screen models with an Intel Core i5-4210U processor and 1 GB of discrete graphics in HP 14 and Compaq 14 models without Windows 8
788210-501	System board for use in non-touch screen models with an Intel Core i5-4210U processor and 1 GB of discrete graphics in HP 14 and Compaq 14 models with Windows 8 Standard
788210-601	System board for use in non-touch screen models with an Intel Core i5-4210U processor and 1 GB of discrete graphics in HP 14 and Compaq 14 models with Windows 8 Professional
790211-001	System board for use in non-touch screen models with an Intel Celeron N2805 processor and UMA graphics in HP 14, Compaq 14, and HP 240 G3 models without Windows 8
790211-501	System board for use in non-touch screen models with an Intel Celeron N2805 processor and UMA graphics in HP 14, Compaq 14, and HP 240 G3 models with Windows 8 Standard
790211-601	System board for use in non-touch screen models with an Intel Celeron N2805 processor and UMA graphics in HP 14, Compaq 14, and HP 240 G3 models with Windows 8 Professional
790212-001	System board for use in non-touch screen models with an Intel Celeron N2820 processor and UMA graphics in HP 14, Compaq 14, and HP 240 G3 models without Windows 8
790212-501	System board for use in non-touch screen models with an Intel Celeron N2820 processor and UMA graphics in HP 14, Compaq 14, and HP 240 G3 models with Windows 8 Standard
790212-601	System board for use in non-touch screen models with an Intel Celeron N2820 processor and UMA graphics in HP 14, Compaq 14, and HP 240 G3 models with Windows 8 Professional
790213-001	System board for use in non-touch screen models with an Intel Celeron N2920 processor and UMA graphics in HP 14, Compaq 14, and HP 240 G3 models without Windows 8
790213-501	System board for use in non-touch screen models with an Intel Celeron N2920 processor and UMA graphics in HP 14, Compaq 14, and HP 240 G3 models with Windows 8 Standard
790213-601	System board for use in non-touch screen models with an Intel Celeron N2920 processor and UMA graphics in HP 14, Compaq 14, and HP 240 G3 models with Windows 8 Professional
791093-001	System board for use in non-touch screen models with an Intel Core i3-5005U processor and UMA graphics in HP 14, Compaq 14, and HP 240 G3 models without Windows 8
791093-501	System board for use in non-touch screen models with an Intel Core i3-5005U processor and UMA graphics in HP 14, Compaq 14, and HP 240 G3 models with Windows 8 Standard
791093-601	System board for use in non-touch screen models with an Intel Core i3-5005U processor and UMA graphics in HP 14, Compaq 14, and HP 240 G3 models with Windows 8 Professional
791094-001	System board for use in non-touch screen models with an Intel Core i3-5005U processor and 1 GB of discrete graphics in HP 14, Compaq 14, and HP 240/246 G3 models without Windows 8
791094-501	System board for use in non-touch screen models with an Intel Core i3-5005U processor and 1 GB of discrete graphics in HP 14, Compaq 14, and HP 240/246 G3 models with Windows 8 Standard
791094-601	System board for use in non-touch screen models with an Intel Core i3-5005U processor and 1 GB of discrete graphics in HP 14, Compaq 14, and HP 240/246 G3 models with Windows 8 Professional
791095-001	System board for use in non-touch screen models with an Intel Core i3-5005U processor and 2 GB of discrete graphics in HP 14, Compaq 14, and HP 240/246 G3 models without Windows 8

Spare part number	Description
791095-501	System board for use in non-touch screen models with an Intel Core i3-5005U processor and 2 GB of discrete graphics in HP 14, Compaq 14, and HP 240/246 G3 models with Windows 8 Standard
791095-601	System board for use in non-touch screen models with an Intel Core i3-5005U processor and 2 GB of discrete graphics in HP 14, Compaq 14, and HP 240/246 G3 models with Windows 8 Professional
791096-001	System board for use in non-touch screen models with an Intel Core i5-5200U processor and 1 GB of discrete graphics in HP 14 and Compaq 14 models without Windows 8
791096-501	System board for use in non-touch screen models with an Intel Core i5-5200U processor and 1 GB of discrete graphics in HP 14 and Compaq 14 models with Windows 8 Standard
791096-601	System board for use in non-touch screen models with an Intel Core i5-5200U processor and 1 GB of discrete graphics in HP 14 and Compaq 14 models with Windows 8 Professional
791174-001	Display enclosure for use in gray Compaq 14 touch screen models
793101-001	System board for use in HP 245 G3 models with a touch screen and an AMD A6-6310 processor and UMA graphics, without Windows 8
793101-501	System board for use in HP 245 G3 models with a touch screen and an AMD A6-6310 processor and UMA graphics, with Windows 8 Standard
793101-601	System board for use in HP 245 G3 models with a touch screen and an AMD A6-6310 processor and UMA graphics, with Windows 8 Professional
794733-001	System board for use in non-touch screen, GLAN models with an Intel Core i3-4005U processor and UMA graphics in HP 240 G3 models without Windows 8
794733-501	System board for use in non-touch screen, GLAN models with an Intel Core i3-4005U processor and UMA graphics in HP 240 G3 models with Windows 8 Standard
794733-601	System board for use in non-touch screen, GLAN models with an Intel Core i3-4005U processor and UMA graphics in HP 240 G3 models with Windows 8 Professional
795135-001	System board for use in non-touch screen, GLAN models with an Intel Core i5-4210U processor and UMA graphics in HP 240 G3 models without Windows 8
795135-501	System board for use in non-touch screen, GLAN models with an Intel Core i5-4210U processor and UMA graphics in HP 240 G3 models with Windows 8 Standard
795135-601	System board for use in non-touch screen, GLAN models with an Intel Core i5-4210U processor and UMA graphics in HP 240 G3 models with Windows 8 Professional
795136-001	System board for use in non-touch screen, GLAN models with an Intel Core i3-4030U processor and UMA graphics in HP 240 G3 models without Windows 8
795136-501	System board for use in non-touch screen, GLAN models with an Intel Core i3-4030U processor and UMA graphics in HP 240 G3 models with Windows 8 Standard
795136-601	System board for use in non-touch screen, GLAN models with an Intel Core i3-4030U processor and UMA graphics in HP 240 G3 models with Windows 8 Professional
795137-001	System board for use in non-touch screen, GLAN models with an Intel Core i3-3217U processor and UMA graphics in HP 240 G3 models without Windows 8
795137-501	System board for use in non-touch screen, GLAN models with an Intel Core i3-3217U processor and UMA graphics in HP 240 G3 models with Windows 8 Standard
795137-601	System board for use in non-touch screen, GLAN models with an Intel Core i3-3217U processor and UMA graphics in HP 240 G3 models with Windows 8 Professional
801855-001	System board for use in non-touch screen models with an Intel Core i3-5010U processor and UMA graphics in HP 14, Compaq 14, and HP 240 G3 models without Windows 8

Spare part number	Description
801855-501	System board for use in non-touch screen models with an Intel Core i3-5010U processor and UMA graphics in HP 14, Compaq 14, and HP 240 G3 models with Windows 8 Standard
801855-601	System board for use in non-touch screen models with an Intel Core i3-5010U processor and UMA graphics in HP 14, Compaq 14, and HP 240 G3 models with Windows 8 Professional
801856-001	System board for use in non-touch screen models with an Intel Core i3-5010U processor and 1 GB of discrete graphics in HP 14 and Compaq 14 models without Windows 8
801856-501	System board for use in non-touch screen models with an Intel Core i3-5010U processor and 1 GB of discrete graphics in HP 14 and Compaq 14 models with Windows 8 Standard
801856-601	System board for use in non-touch screen models with an Intel Core i3-5010U processor and 1 GB of discrete graphics in HP 14 and Compaq 14 models with Windows 8 Professional
801857-001	System board for use in non-touch screen models with an Intel Core i3-5010U processor and 2 GB of discrete graphics in HP 14, Compaq 14, and HP 240/246 G3 models without Windows 8
801857-501	System board for use in non-touch screen models with an Intel Core i3-5010U processor and 2 GB of discrete graphics in HP 14, Compaq 14, and HP 240/246 G3 models with Windows 8 Standard
801857-601	System board for use in non-touch screen models with an Intel Core i3-5010U processor and 2 GB of discrete graphics in HP 14, Compaq 14, and HP 240/246 G3 models with Windows 8 Professional

4 Removal and replacement procedures

Preliminary replacement requirements

Tools required

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

- Flat-bladed screwdriver
- Magnetic screwdriver
- Phillips P0 and P1 screwdrivers

Service considerations

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

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

Plastic parts

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

Cables and connectors

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

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

Drive handling

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

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

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

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

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

Avoid dropping drives from any height onto any surface.

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

Avoid exposing 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.”

Grounding guidelines

Electrostatic discharge damage

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

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

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

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

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

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

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

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

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

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

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

Packaging and transporting guidelines

Follow these grounding guidelines when packaging and transporting equipment:

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

Workstation guidelines

Follow these grounding workstation guidelines:

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

- Avoid contact with pins, leads, or circuitry.
- Turn off power and input signals before inserting or removing connectors or test equipment.

Equipment guidelines

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

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

The following grounding equipment is recommended to prevent electrostatic damage:

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

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

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

Component replacement procedures

This chapter provides removal and replacement procedures.

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

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

Battery

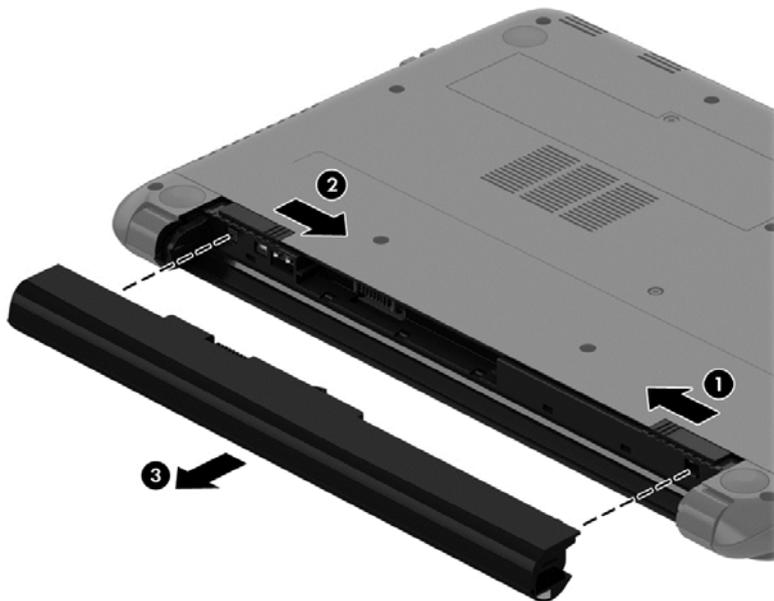
Description	Spare part number
4-cell, 41-Whr, 2.8-Ah Li-ion battery	740715-001
3-cell, 31-Whr, 2.8-Ah Li-ion battery	746641-001

Before disassembling the computer, follow these steps:

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

To remove the battery:

1. Position the computer upside down on a flat surface.
2. Slide the battery lock latch **(1)**, and then slide the battery release latch **(2)** to release the battery.
3. Remove the battery from the computer **(3)**.



Display subcomponents (bezel, webcam, panel)

This section describes removing display subcomponents that do not require that you remove the entire display assembly from the computer. You can remove the display bezel, webcam/microphone module, and display panel while the display assembly is still attached to the computer.

To remove the remaining display subcomponents, you must remove the entire display assembly from the computer. See [Display assembly on page 76](#) for more information about removing the display assembly in its entirety.

Description	Spare part number
Raw display panel for use in HP 14 and Compaq 14 models without a touch screen	760105-001
Raw display panel for use in HP 240 G3 models without a touch screen	766010-001
Raw display panel for use in HP 245 G3 models with a touch screen	778156-001
Raw display panel for use in HP 14 models, touch screen	760106-001
Raw display panel for use in Compaq 14 models, touch screen	757611-001
Display bezel for use with HP 14 models	757599-001
Display bezel for use with HP 240/246 G3 models	766009-001
Display bezel for use with HP 245 G3 models	766900-001
Display bezel for use with Compaq 14 models	757600-001
Webcam/microphone module, HD	757614-001
Webcam/microphone module, VGA	781623-001

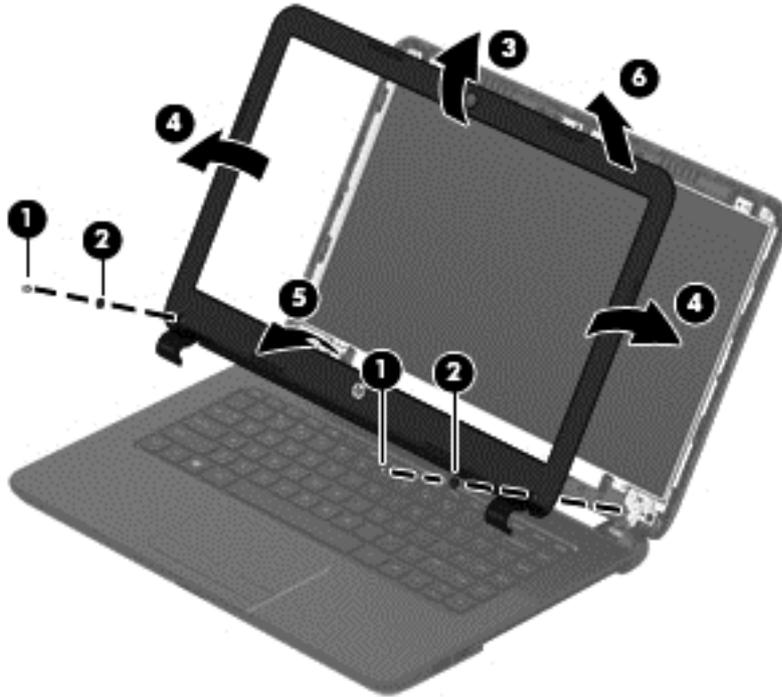
Before removing display subcomponents while the display assembly is still attached to the computer, follow these steps:

1. Shut down the computer. If you are unsure whether the computer is off or in Hibernation, turn the computer on, and then shut it down through the operating system.
2. Disconnect all external devices connected to the computer.
3. Disconnect the power from the computer by first unplugging the power cord from the AC outlet and then unplugging the AC adapter from the computer.
4. Remove the battery (see [Battery on page 49](#)).

To remove the display bezel, webcam/microphone module, and raw display panel:

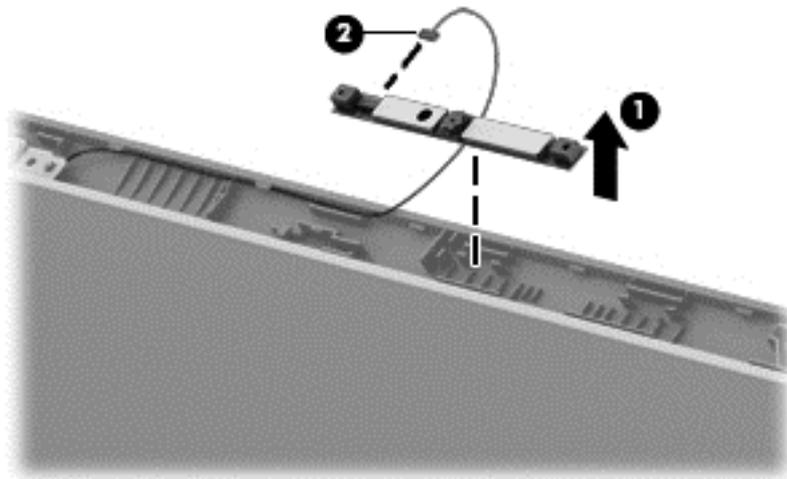
1. Position the computer upright with the front toward you, and then open it.
2. Remove the two Mylar covers **(1)** and two Phillips PM2.0×3.0 screws **(2)** that secure the bezel to the display.
3. Flex the inside of the top edge **(3)**, the left and right sides **(4)**, and the bottom edge **(5)** of the display bezel until the bezel disengages from the display enclosure.

4. Remove the display bezel.



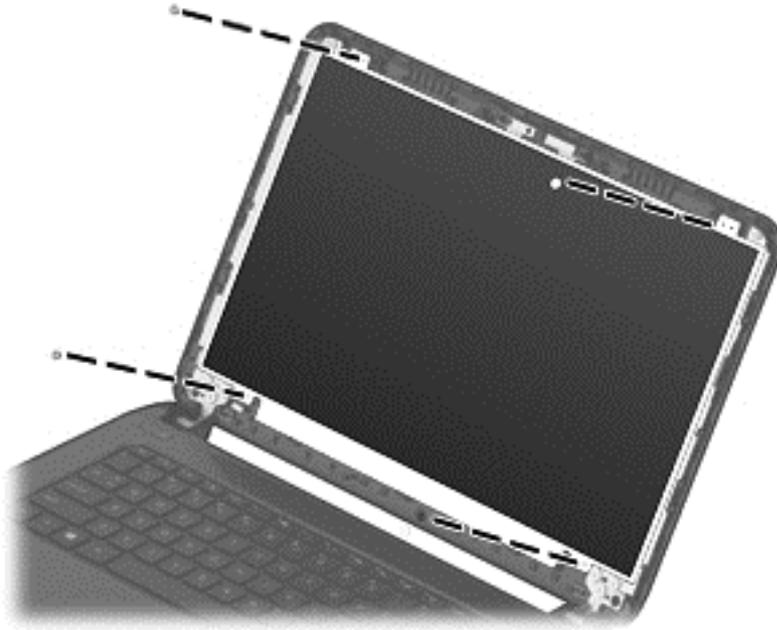
5. To remove the webcam/microphone module:

- a. Position the display assembly with the top edge toward you.
- b. Lift to disengage the adhesive that secures the webcam/microphone module to the display, and then lift the module enough to access the cable connection on the module (1).
- c. Disconnect the cable (2) from the module.

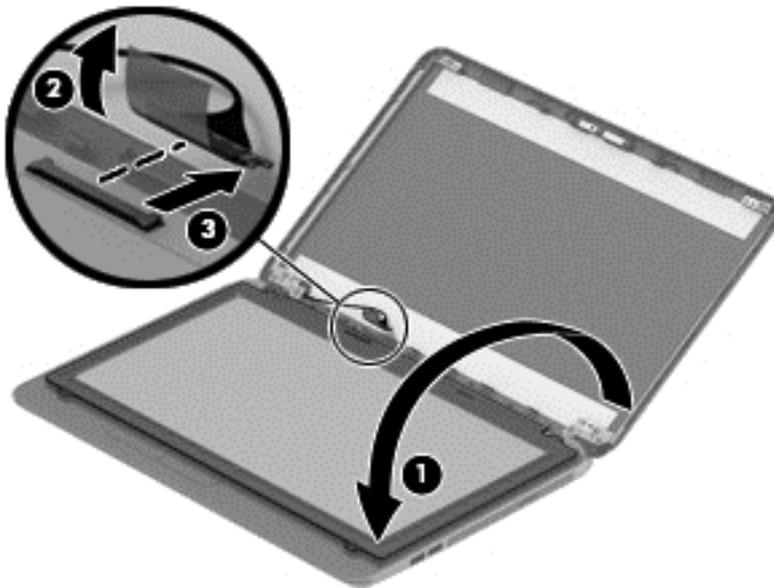


6. To remove the display panel:

- a. Remove the four Phillips PM2.0×3.0 screws that secure the display panel to the enclosure.



- b.** Rotate the display panel onto the keyboard to gain access to the display cable connection on the back of the panel **(1)**.
- c.** On the back of the display panel, release the adhesive strip **(2)** that secures the display panel cable to the display panel, and then disconnect the cable **(3)**.



Reverse this procedure to reassemble and install the display bezel, webcam/microphone module, and display panel.

Optical drive

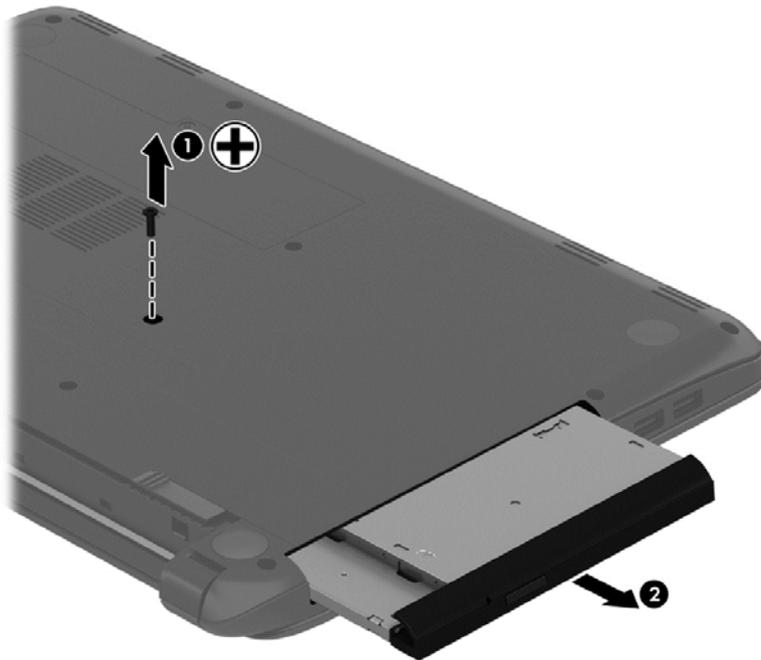
Description	Spare part number
DVD+/-RW Double-Layer SuperMulti Drive for use in HP 14 and Compaq 14 models	757606-001
DVD+/-RW Double-Layer SuperMulti Drive for use in HP 240/246 and HP 245 G3 models	766899-001

Before removing the optical drive, follow these steps:

1. Shut down the computer. If you are unsure whether the computer is off or in Hibernation, turn the computer on, and then shut it down through the operating system.
2. Disconnect all external devices connected to the computer.
3. Disconnect the power from the computer by first unplugging the power cord from the AC outlet and then unplugging the AC adapter from the computer.
4. Remove the battery (see [Battery on page 49](#)).

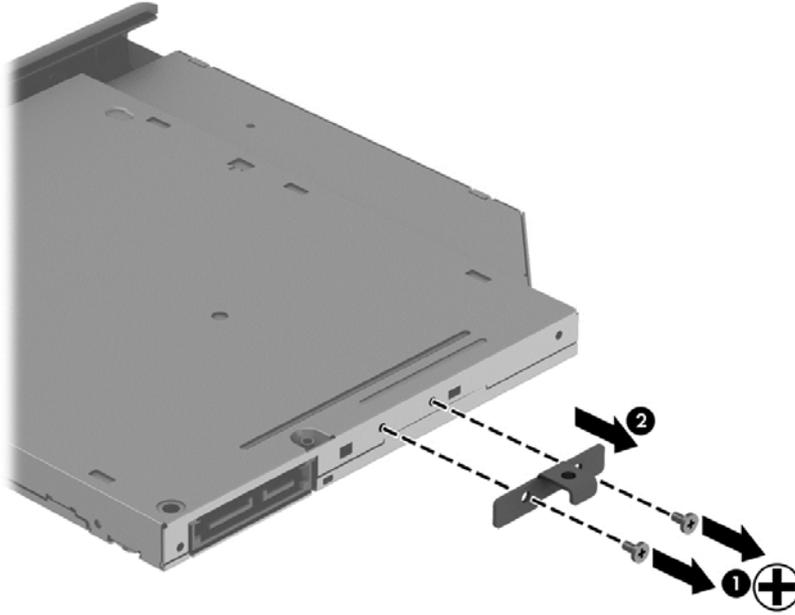
To remove the optical drive:

1. Remove the Phillips PM2.5×8.0 screw **(1)** that secures the optical drive to the computer.
2. Remove the optical drive **(2)** by sliding it out of the optical drive bay.



3. If it is necessary to replace the optical drive bracket on the rear of the optical drive, position the optical drive with the rear panel toward you.
4. Remove the two Phillips PM2.0×3.0 screws **(1)** that secure the bracket to the optical drive.

5. Remove the optical drive bracket **(2)**.



Reverse this procedure to reassemble and install the optical drive.

Service cover

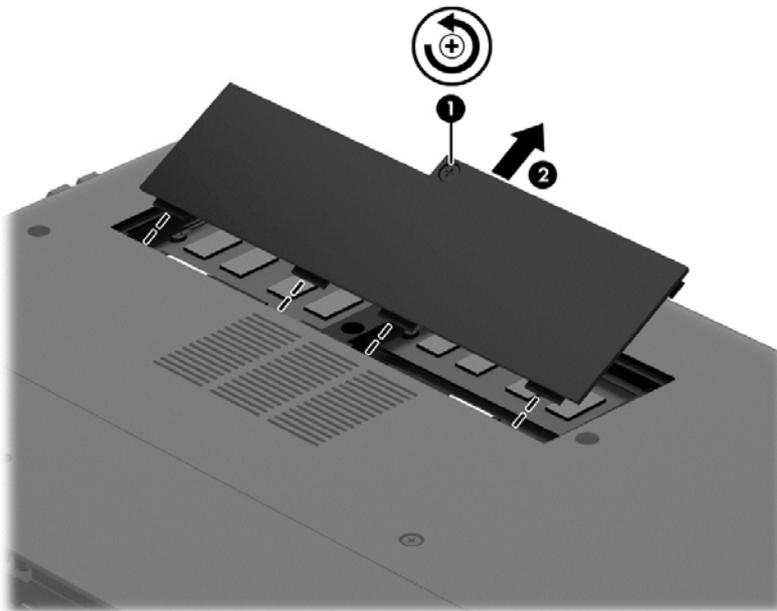
Description	Spare part number
Service cover	758616-001

Before removing the service cover, follow these steps:

1. Shut down the computer. If you are unsure whether the computer is off or in Hibernation, turn the computer on, and then shut it down through the operating system.
2. Disconnect all external devices connected to the computer.
3. Disconnect the power from the computer by first unplugging the power cord from the AC outlet and then unplugging the AC adapter from the computer.
4. Remove the battery (see [Battery on page 49](#)).

To remove the service cover:

1. Loosen the Phillips service cover screw **(1)**.
2. Lift up and remove the service cover **(2)**.



Reverse this procedure to install the service cover.

Memory module

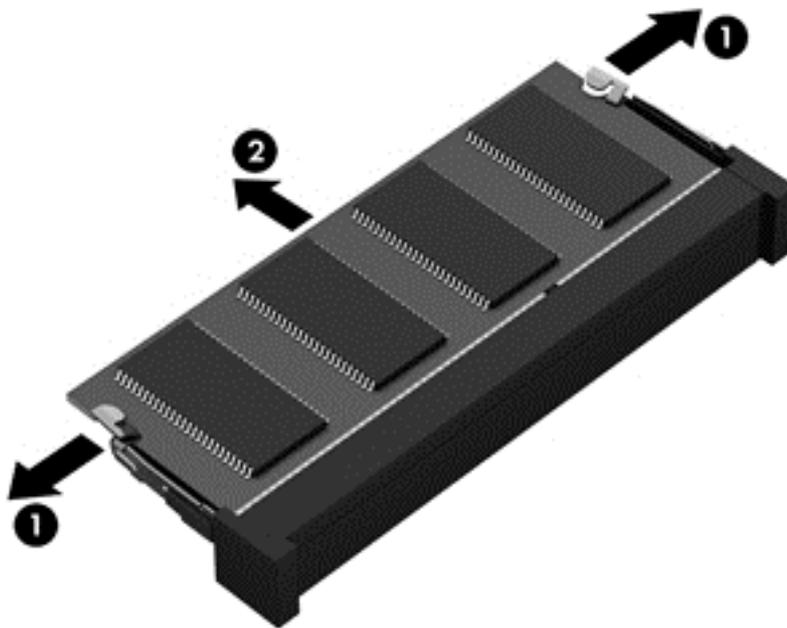
Description	Spare part number
8-GB (PC3L, 12800, 1600-MHz)	693374-001
4-GB (PC3L, 12800, 1600-MHz)	691740-001
2-GB (PC3L, 12800, 1600-MHz)	691739-001

Before removing a memory module, follow these steps:

1. Shut down the computer. If you are unsure whether the computer is off or in Hibernation, turn the computer on, and then shut it down through the operating system.
2. Disconnect all external devices connected to the computer.
3. Disconnect the power from the computer by first unplugging the power cord from the AC outlet and then unplugging the AC adapter from the computer.
4. Remove the battery (see [Battery on page 49](#)).
5. Remove the service cover (see [Service cover on page 55](#)).

To remove a memory module:

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



Reverse this procedure to install a memory module.

Keyboard

Description	Spare part number
Keyboard for use in the United States	757922-001
Keyboard for use in the United Kingdom	757922-031
Keyboard for use in France	757922-051
Keyboard for use in Spain	757922-071
Keyboard for use in Portugal	757922-131
Keyboard for use in Turkey	757922-141
Keyboard for use in Latin America	757922-161
Keyboard for use in Saudi Arabia	757922-171
Keyboard for use in Brazil	757922-201
Keyboard for use in Russia	757922-251
Keyboard for use in Thailand	757922-281
Keyboard for use in Japan	757922-291
Keyboard for use in Taiwan	757922-AB1
Keyboard for use in South Korea	757922-AD1
Keyboard for use in the Netherlands	757922-B31
Keyboard for use in Israel	757922-BB1
Keyboard for use in Switzerland	757922-BG1
Keyboard for use in French Canada	757922-DB1
Keyboard for use in Denmark, Finland, and Norway	757922-DH1
Keyboard for use in the Czech Republic and Slovakia	757922-FL1

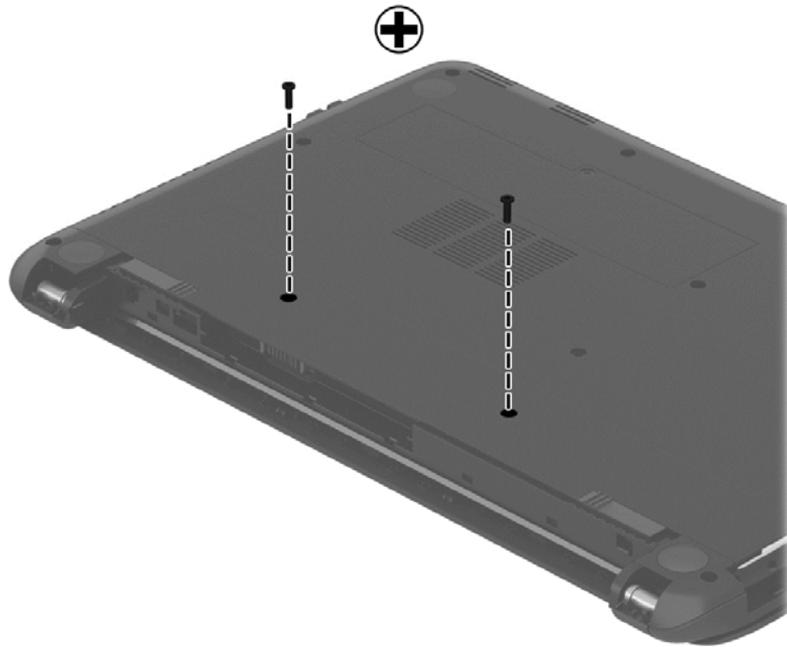
Before removing the keyboard, follow these steps:

1. Shut down the computer. If you are unsure whether the computer is off or in Hibernation, turn the computer on, and then shut it down through the operating system.
2. Disconnect all external devices connected to the computer.
3. Disconnect the power from the computer by first unplugging the power cord from the AC outlet and then unplugging the AC adapter from the computer.
4. Remove the battery (see [Battery on page 49](#)).

To remove the keyboard:

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

2. Remove the two Phillips PM2.5×5.0 screws that secure the keyboard to the computer.



3. Position the computer upright with the front toward you.
4. Lift to rotate up the top of the keyboard (1), and then lift the keyboard (2) to disengage it from the computer.

 **NOTE:** You may need to use a flat tool to pry up under the top of the keyboard to disengage it.



5. Rotate the keyboard over onto the palm rest **(1)**, and then lift the ZIF connector **(2)** and disconnect the keyboard cable from the system board **(3)**.



Reverse this procedure to install the keyboard.

Top cover



NOTE: The top cover spare part kit includes the TouchPad.

Description	Spare part number
Top cover for use in black HP 14 and Compaq 14 models (includes touchpad)	757613-001
Top cover for use in gray HP 14 and Compaq 14 models (includes touchpad)	758618-001
Top cover for use in white HP 14 and Compaq 14 models (includes touchpad)	758911-001
Top cover for use in red HP 14 and Compaq 14 models (includes touchpad)	758912-001
Top cover for use in blue HP 14 and Compaq 14 models (includes touchpad)	758913-001
Top cover for use in silver HP 14 and Compaq 14 models (includes touchpad)	760247-001
Top cover for use in HP 245 G3 models	758618-001
Top cover for use in HP 240/246 G3 models	773067-001

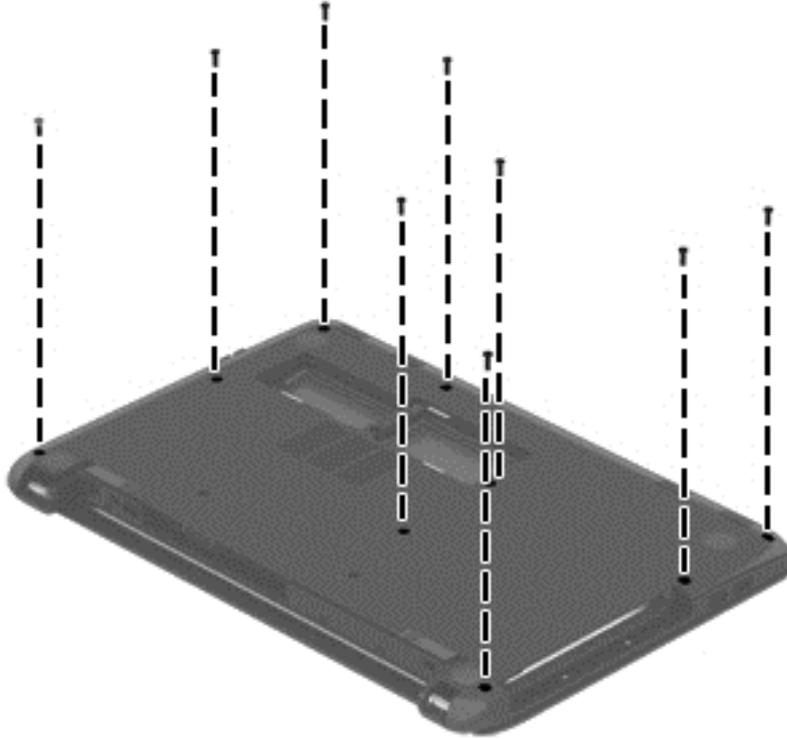
Before removing the top cover, follow these steps:

1. Shut down the computer. If you are unsure whether the computer is off or in Hibernation, turn the computer on, and then shut it down through the operating system.
2. Disconnect all external devices connected to the computer.
3. Disconnect the power from the computer by first unplugging the power cord from the AC outlet and then unplugging the AC adapter from the computer.
4. Remove the battery (see [Battery on page 49](#)), and then remove the following components:
 - Service cover (see [Service cover on page 55](#))
 - Keyboard (see [Keyboard on page 57](#))

To remove the top cover:

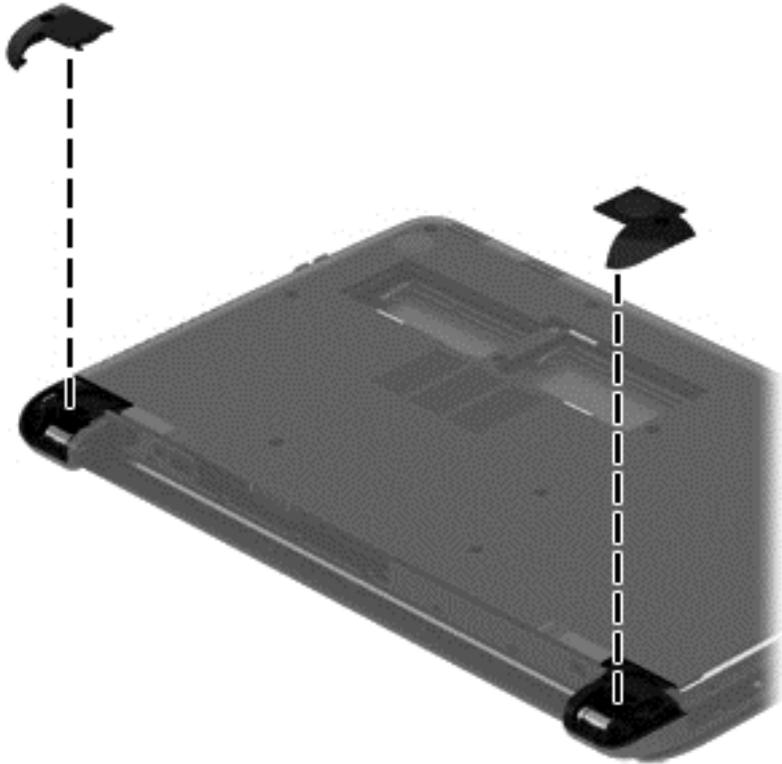
1. Position the computer upside down.

2. Remove the nine Phillips PM2.5×8.0 screws that secure the top cover to the computer.

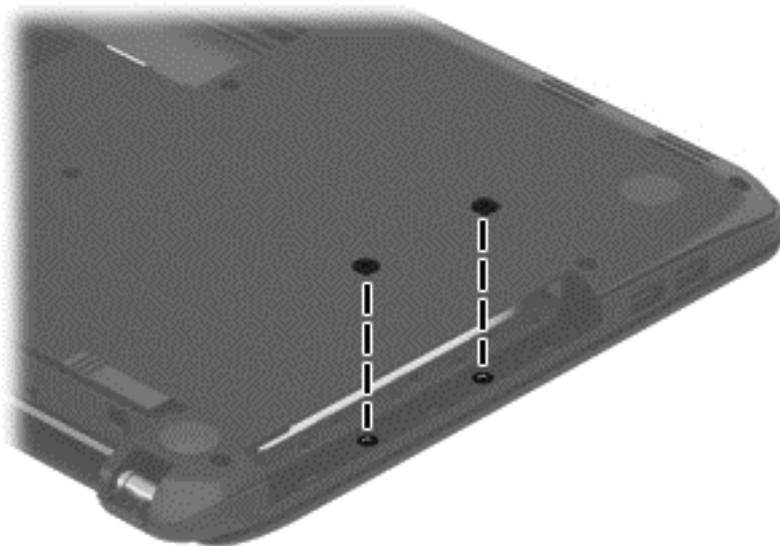


3. Remove the rear covers from the computer.

The rear covers are included in the base enclosure kit, spare part number 757598-001 for HP 14 and Compaq 14 models, 766898-001 for HP 240/246 and HP 245 G3 models.

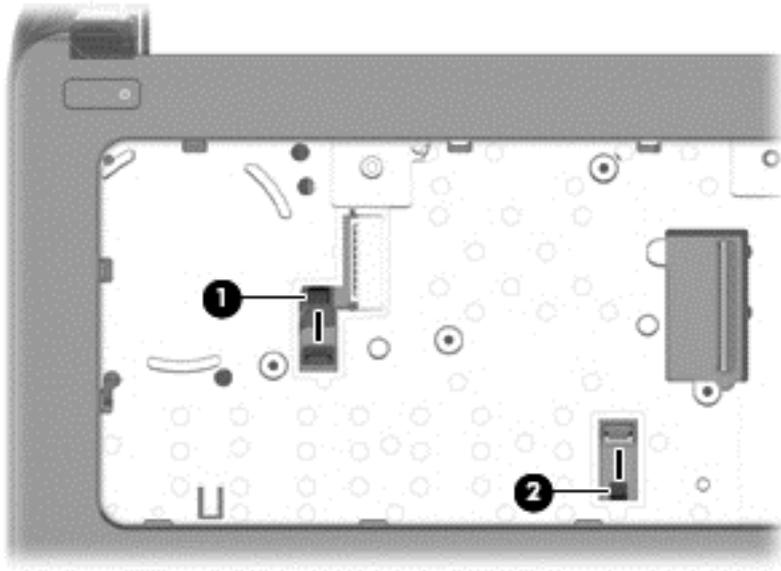


4. Remove the two Phillips broadhead PM2.0×2.0 screws from the optical drive bay that secure the top cover to the computer.

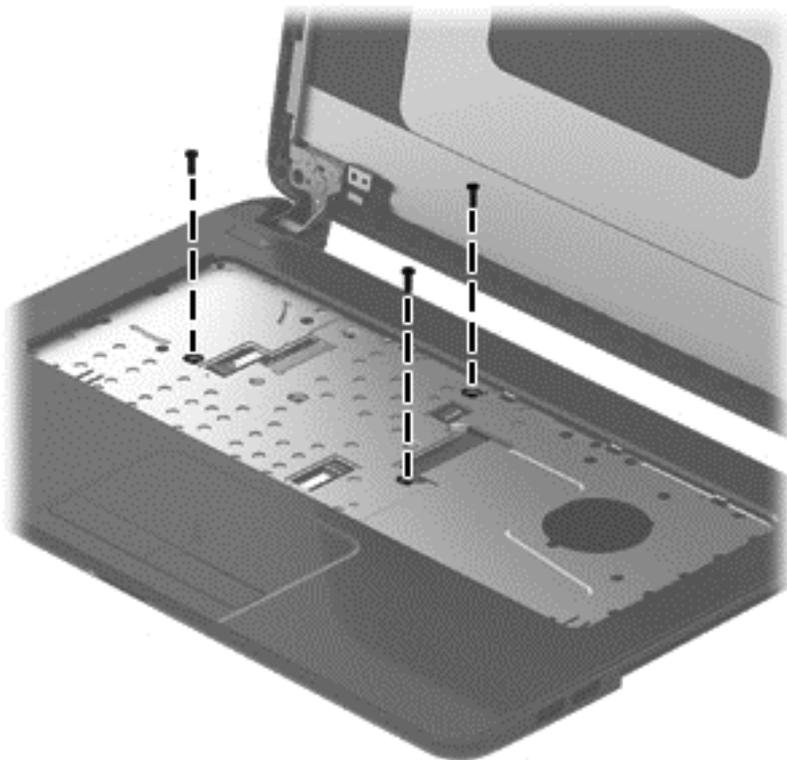


5. Position the computer upright with the front toward you.

6. Disconnect the power button board cable (1) and the touchpad button board cable (2).



7. Remove the three Phillips PM2.5×4.0 screws that secure the top cover to the computer.

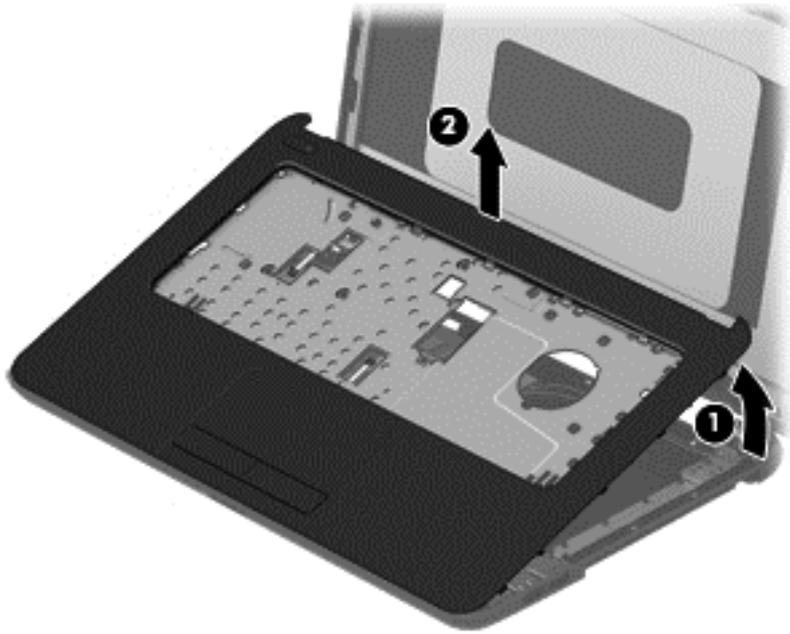


8. Lift the rear edge of the top cover (1) until it disengage from the base enclosure.



NOTE: The top cover may be very tightly secured to the computer.

9. Remove the top cover (2).



Reverse this procedure to install the top cover.

Power button board

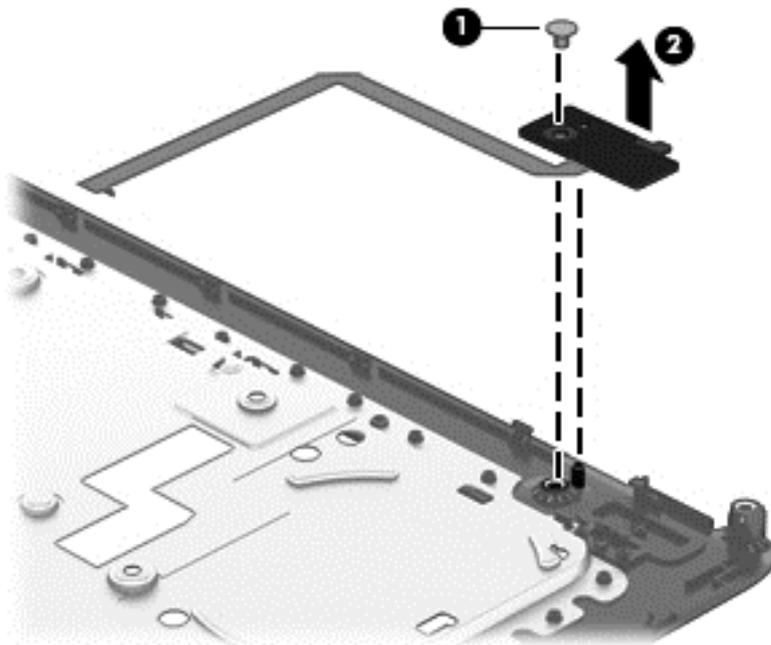
Description	Spare part number
Power button board (includes cable)	757607-001

Before removing the power button board, follow these steps:

1. Shut down the computer. If you are unsure whether the computer is off or in Hibernation, turn the computer on, and then shut it down through the operating system.
2. Disconnect all external devices connected to the computer.
3. Disconnect the power from the computer by first unplugging the power cord from the AC outlet and then unplugging the AC adapter from the computer.
4. Remove the battery (see [Battery on page 49](#)), and then remove the following components:
 - Service cover (see [Service cover on page 55](#))
 - Keyboard (see [Keyboard on page 57](#))
 - Top cover (see [Top cover on page 60](#))

To remove the power button board:

1. Position the top cover upside down.
2. Remove the Phillips PM2.0×3.0 screw **(1)** that secures the power button board to the top cover.
3. Lift the board and cable up and remove from the top cover **(2)**.



Reverse this procedure to install the power button board and cable.

TouchPad button board

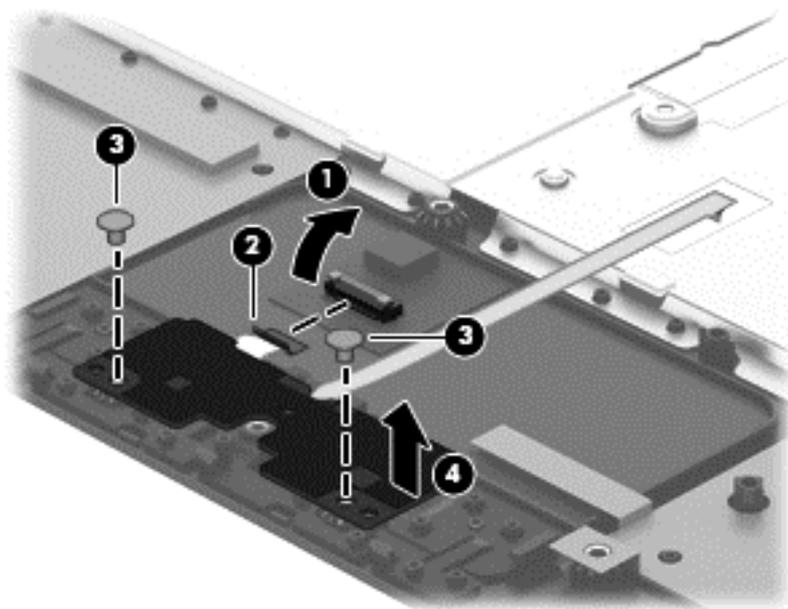
Description	Spare part number
TouchPad button board (includes cables)	757609-001

Before removing the TouchPad button board, follow these steps:

1. Shut down the computer. If you are unsure whether the computer is off or in Hibernation, turn the computer on, and then shut it down through the operating system.
2. Disconnect all external devices connected to the computer.
3. Disconnect the power from the computer by first unplugging the power cord from the AC outlet and then unplugging the AC adapter from the computer.
4. Remove the battery (see [Battery on page 49](#)), and then remove the following components:
 - Service cover (see [Service cover on page 55](#))
 - Keyboard (see [Keyboard on page 57](#))
 - Top cover (see [Top cover on page 60](#))

To remove the TouchPad button board:

1. Position the top cover upside down with the front toward you.
2. Lift the ZIF connector **(1)**, and then disconnect the touchpad board cable from the touchpad **(2)**.
3. Remove the two Phillips PM2.0×3.0 screws **(3)** that secure the TouchPad button board to the top cover.
4. Remove the TouchPad button board and cable **(4)**.



Reverse this procedure to install the TouchPad button board and cable.

USB board

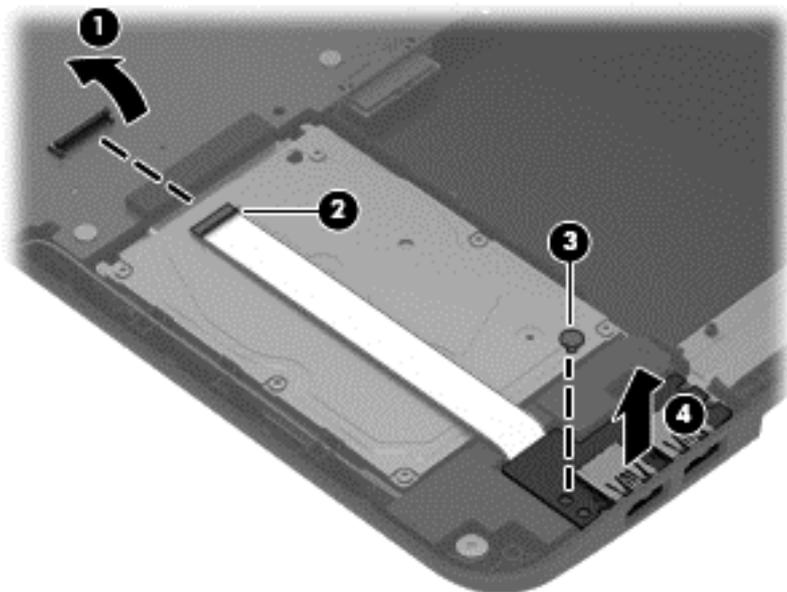
Description	Spare part number
USB board (includes cable)	757608-001

Before removing the USB board, follow these steps:

1. Shut down the computer. If you are unsure whether the computer is off or in Hibernation, turn the computer on, and then shut it down through the operating system.
2. Disconnect all external devices connected to the computer.
3. Disconnect the power from the computer by first unplugging the power cord from the AC outlet and then unplugging the AC adapter from the computer.
4. Remove the battery (see [Battery on page 49](#)), and then remove the following components:
 - Service cover (see [Service cover on page 55](#))
 - Keyboard (see [Keyboard on page 57](#))
 - Top cover (see [Top cover on page 60](#))

To remove the USB board:

1. Position the computer upright.
2. Lift the ZIF connector **(1)**, and then disconnect the USB board cable from the system board **(2)**.
3. Remove the Phillips PM2.5×3.0 screw **(3)** that secures the USB board to the base enclosure.
4. Remove the USB board **(4)**.



Reverse this procedure to install the USB board.

Hard drive



NOTE: The hard drive spare part kit does not include the hard drive bracket.

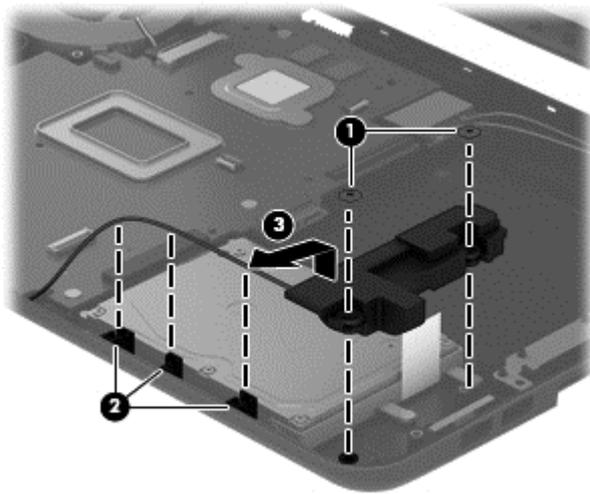
Description	Spare part number
1-GB, 5400-rpm	778192-005
750-GB, 5400-rpm (HP 14 and Compaq 14 models only)	778190-005
750-GB, 5400-rpm (HP 240/246 and HP 245 G3 models only)	634250-005
500-GB, 5400-rpm (HP 14 and Compaq 14 models only)	778188-005
500-GB, 5400-rpm (HP 240/246 and HP 245 G3 models only)	669299-005
500-GB, 5400-rpm, 7 mm (HP 240/246 G3 models only)	683802-005
Hard Drive Hardware Kit (includes bracket and screws)	758615-001

Before removing the hard drive, follow these steps:

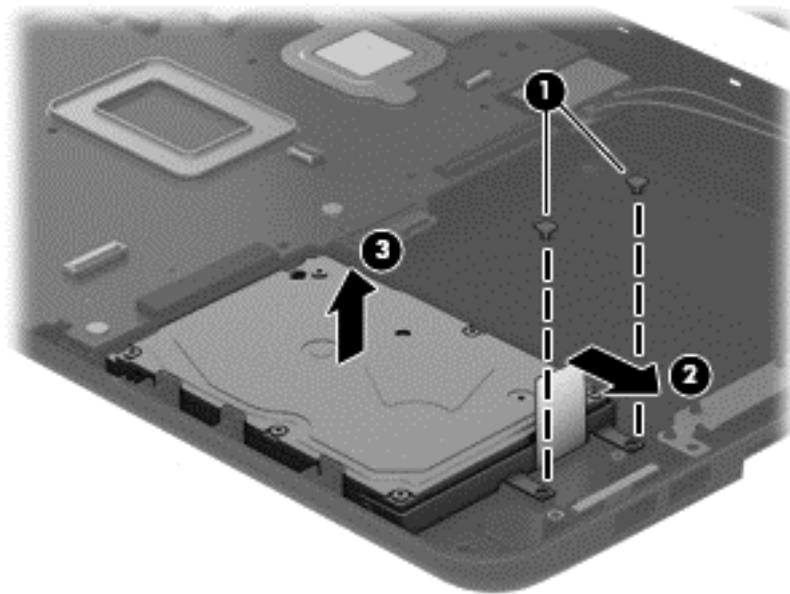
1. Shut down the computer. If you are unsure whether the computer is off or in Hibernation, turn the computer on, and then shut it down through the operating system.
2. Disconnect all external devices connected to the computer.
3. Disconnect the power from the computer by first unplugging the power cord from the AC outlet and then unplugging the AC adapter from the computer.
4. Remove the battery (see [Battery on page 49](#)), and then remove the following components:
 - Service cover (see [Service cover on page 55](#))
 - Keyboard (see [Keyboard on page 57](#))
 - Top cover (see [Top cover on page 60](#))
 - USB board (see [USB board on page 67](#))

To remove the hard drive:

1. Remove the right speaker by removing the two Phillips broadhead PM2.0×2.0 screws **(1)**, removing the speaker cable from the clips in the chassis **(2)**, and lifting the speaker from the base enclosure **(3)**.

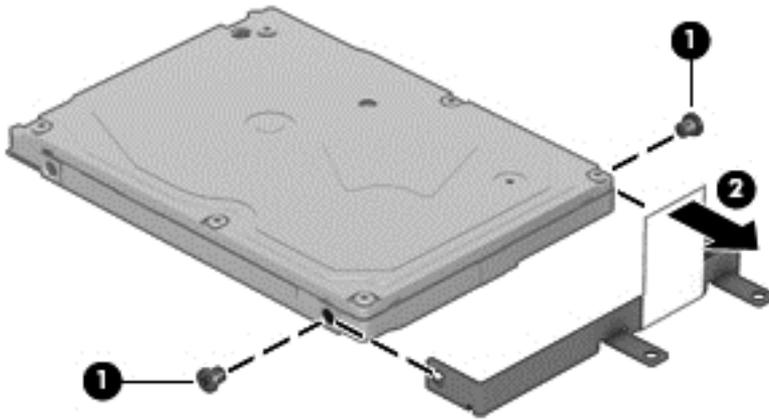


2. Remove the two Phillips PM2.5×3.0 screws **(1)** that secure the hard drive to the computer.
3. Slide the hard drive to disengage it from the connector **(2)**.
4. Lift the hard drive from the computer **(3)**.



5. To remove the hard drive bracket, remove the two Phillips PM3.0×4.0 screws **(1)** that secure the bracket to the hard drive.

6. Remove the hard drive bracket from the hard drive (2).



Reverse this procedure to reassemble and install the hard drive.

WLAN module

Description	Spare part number
Atheros AR9485 802.11b/g/n 1x1 WiFi Adapter	675794-005
Ralink RT3290LE 802.11bgn 1x1 Wi-Fi and Bluetooth 4.0 Combo Adapter	690020-005
Atheros AR9565 802.11bgn 1x1 WiFi + BT4.0 combo Adapter for use in Brazil	712639-205
Realtek RTL8188EE 802.11bgn Wi-Fi Adapter	709848-005
Realtek RT8723BE 802.11bgn 1x1 Wi-Fi + BT4.0 Combo Adapter	753077-005

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

Before removing the WLAN module, follow these steps:

1. Shut down the computer. If you are unsure whether the computer is off or in Hibernation, turn the computer on, and then shut it down through the operating system.
2. Disconnect all external devices connected to the computer.
3. Disconnect the power from the computer by first unplugging the power cord from the AC outlet and then unplugging the AC adapter from the computer.
4. Remove the battery (see [Battery on page 49](#)), and then remove the following components:
 - Service cover (see [Service cover on page 55](#))
 - Keyboard (see [Keyboard on page 57](#))
 - Top cover (see [Top cover on page 60](#))

To remove the WLAN module:

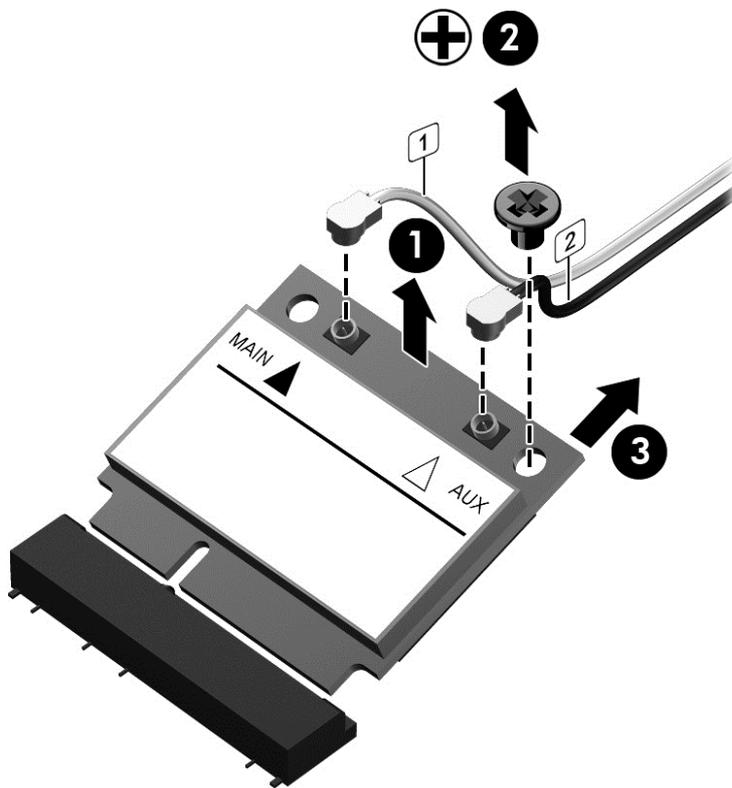
1. Disconnect the WLAN antenna cables **(1)** from the terminals on the WLAN module.



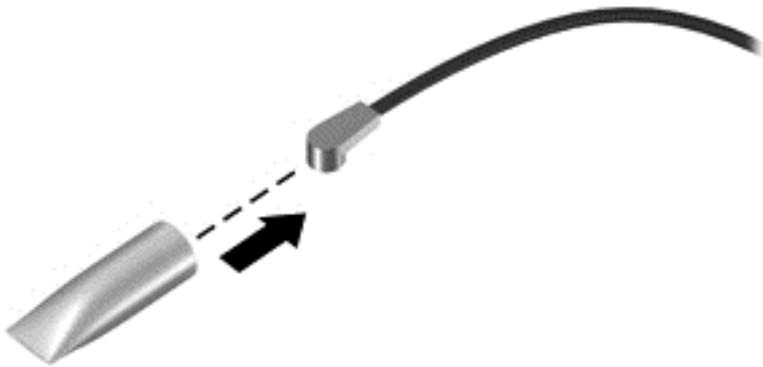
NOTE: The #1 WLAN antenna cable is connected to the WLAN module Main terminal. The #2 WLAN antenna cable is connected to the WLAN module Aux terminal.

2. Remove the Phillips PM2.0×3.0 screw **(2)** that secures the WLAN module to the system board. (The WLAN module tilts up.)

3. Remove the WLAN module by pulling the module away from the connector (3).



 **NOTE:** If the WLAN antennas are not connected to the terminals on the WLAN module, the protective sleeves must be installed on the antenna connectors, as shown in the following illustration.



Reverse this procedure to install the WLAN module.

Power connector cable

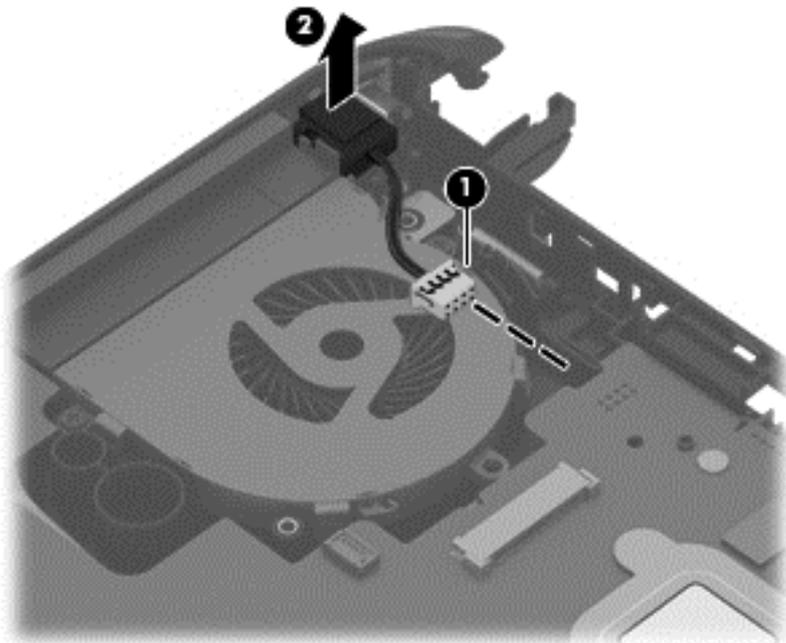
Description	Spare part number
Power connector cable	760104-001

Before removing the power connector cable, follow these steps:

1. Shut down the computer. If you are unsure whether the computer is off or in Hibernation, turn the computer on, and then shut it down through the operating system.
2. Disconnect all external devices connected to the computer.
3. Disconnect the power from the computer by first unplugging the power cord from the AC outlet and then unplugging the AC adapter from the computer.
4. Remove the battery (see [Battery on page 49](#)), and then remove the following components:
 - Service cover (see [Service cover on page 55](#))
 - Keyboard (see [Keyboard on page 57](#))
 - Top cover (see [Top cover on page 60](#))

To remove the power connector cable:

1. Position the computer upright.
2. Disconnect the power connector cable **(1)** from the system board.
3. Remove the power connector cable **(2)**.



Reverse this procedure to install the power connector cable.

Fan

Description	Spare part number
Fan	753894-001



NOTE: To properly ventilate the computer, allow at least **7.6 cm** (3.0 in) of clearance on the left side of the computer. The computer uses an electric fan for ventilation. The fan is controlled by a temperature sensor and is designed to turn on automatically when high temperature conditions exist. These conditions are affected by high external temperatures, system power consumption, power management/battery conservation configurations, battery fast charging, and software requirements. Exhaust air is displaced through the ventilation grill located on the left side of the computer.

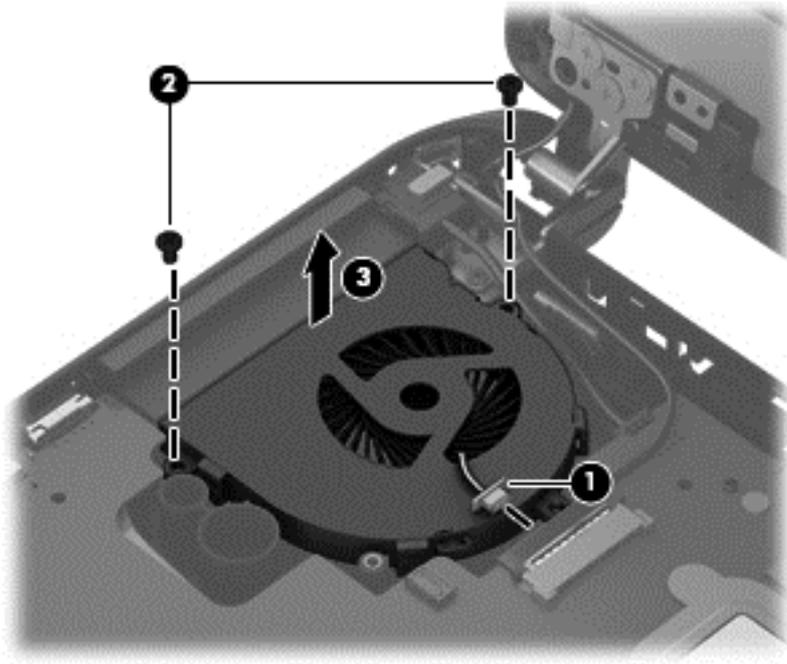
Before removing the fan/heat sink assembly, follow these steps:

1. Shut down the computer. If you are unsure whether the computer is off or in Hibernation, turn the computer on, and then shut it down through the operating system.
2. Disconnect all external devices connected to the computer.
3. Disconnect the power from the computer by first unplugging the power cord from the AC outlet and then unplugging the AC adapter from the computer.
4. Remove the battery (see [Battery on page 49](#)), and then remove the following components:
 - Service cover (see [Service cover on page 55](#))
 - Keyboard (see [Keyboard on page 57](#))
 - Top cover (see [Top cover on page 60](#))

To remove the fan:

1. Position the computer upright and open it.
2. Disconnect the fan cable **(1)** from the bottom of the system board.
3. Remove the two Phillips PM1.0×4.0 screws **(2)** that secure the fan to the computer.

4. Remove the fan from the computer (3).



Reverse this procedure to install the fan.

Display assembly

This section describes removing the display assembly in its entirety and disassembling all the display subcomponents.

If you only need to remove the display bezel, webcam/microphone module, or display panel, you do not need to remove the entire display assembly from the computer. See [Display subcomponents \(bezel, webcam, panel\) on page 50](#) for more information about removing the display subcomponents that do not require that you remove the entire display assembly from the computer.

Description	Spare part number
Display assembly (35.6-cm [14.0-in] HD, anti-glare, touchscreen, for use in black HP 14 models)	747121-001
Raw display panel for use in HP 14 and Compaq 14 models	760105-001
Antennas for use in non-touch screen models (includes wireless antenna cables and transceivers)	757596-001
Antennas for use in touch screen models (includes wireless antenna cables and transceivers)	766589-001
Display bezel for use in HP 14 models	757599-001
Display bezel for use with HP 240/246 G3 models	766009-001
Display bezel for use with HP 245 G3 models	766900-001
Display bezel for use in Compaq 15 models	757600-001
Display cable for use in non-touch screen models (includes display panel cable and webcam/microphone cable)	757601-001
Display cable for use in touch screen models (includes display panel cable and webcam/microphone cable)	757597-001
Display enclosure for use in silver HP 14 models without a touch screen	757604-001
Display enclosure for use in HP 240/246 G3 models without a touch screen	766897-001
Display enclosure for use in black HP 14 models without a touch screen	758603-001
Display enclosure for use in white HP 14 models without a touch screen	758604-001
Display enclosure for use in red HP 14 models without a touch screen	758605-001
Display enclosure for use in blue HP 14 models without a touch screen	758606-001
Display enclosure for use in gray HP 14 models without a touch screen	760102-001
Display enclosure for use in gray HP 14 models with a touch screen	760103-001
Display enclosure for use in gray Compaq 14 models without a touch screen	758607-001
Display enclosure for use in gray Compaq 14 models with a touch screen	791174-001
Display enclosure for use in black HP 14 and Compaq 14 models with a touch screen	758608-001
Display enclosure for use in white HP 14 and Compaq 14 models with a touch screen	758609-001
Display enclosure for use in red HP 14 and Compaq 14 models with a touch screen	758610-001
Display enclosure for use in blue HP 14 and Compaq 14 models with a touch screen	758611-001
Display enclosure for use in silver HP 14 and Compaq 14 models with a touch screen	760246-001
Hinges for use in models without a touch screen (left and right)	757605-001
Hinges for use in models with a touch screen (left and right)	766585-001

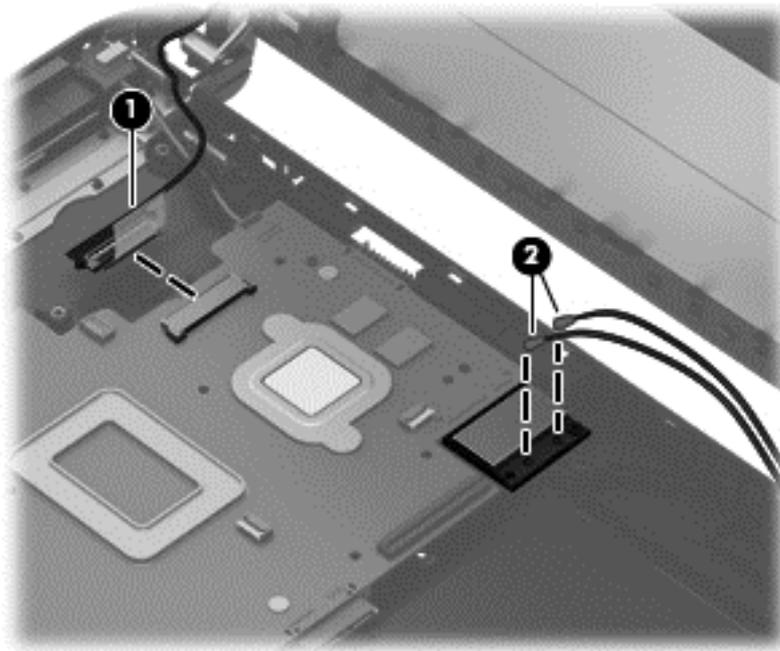
Description	Spare part number
Webcam/microphone module, HD	757614-001
Webcam/microphone module, VGA	781623-001

Before removing the display assembly, follow these steps:

1. Shut down the computer. If you are unsure whether the computer is off or in Hibernation, turn the computer on, and then shut it down through the operating system.
2. Disconnect all external devices connected to the computer.
3. Disconnect the power from the computer by first unplugging the power cord from the AC outlet and then unplugging the AC adapter from the computer.
4. Remove the battery (see [Battery on page 49](#)), and then remove the following components:
 - Service cover (see [Service cover on page 55](#))
 - Keyboard (see [Keyboard on page 57](#))
 - Top cover (see [Top cover on page 60](#))
 - Fan (see [Fan on page 74](#))

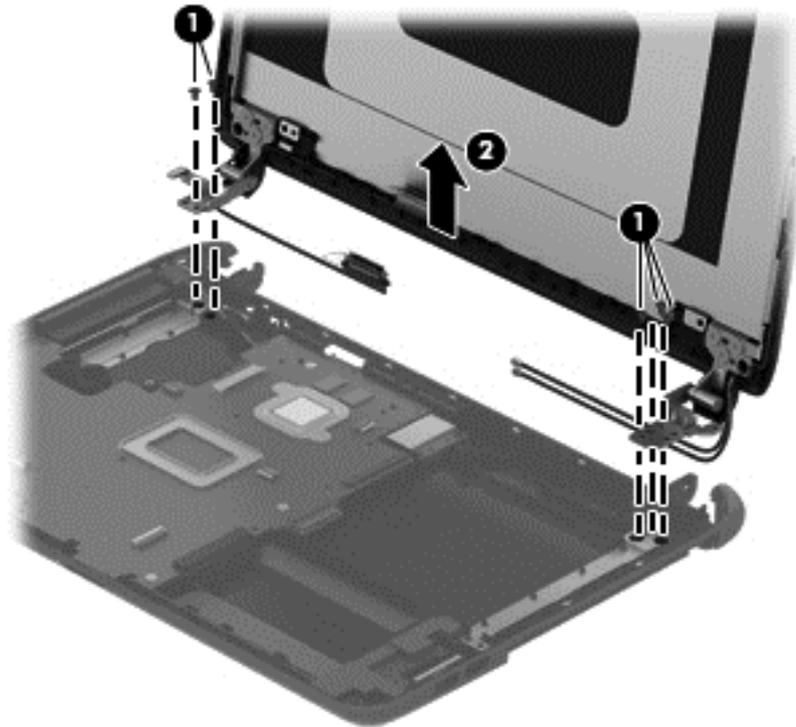
To remove the display assembly:

1. Disconnect the display panel cable from the system board **(1)** and remove the cable from the routing channel in the left side of the base enclosure.
2. Release the wireless antenna cables from the WLAN module **(2)** and remove the cables from the routing channel in the right side of the base enclosure.



⚠ CAUTION: Support the display assembly when removing the following screws. Failure to support the display assembly can result in damage to the display assembly and other computer components.

3. Remove the six Phillips PM2.5×4.0 screws **(1)** (three from each hinge) that secure the display assembly to the computer.
4. Remove the display assembly **(2)**.

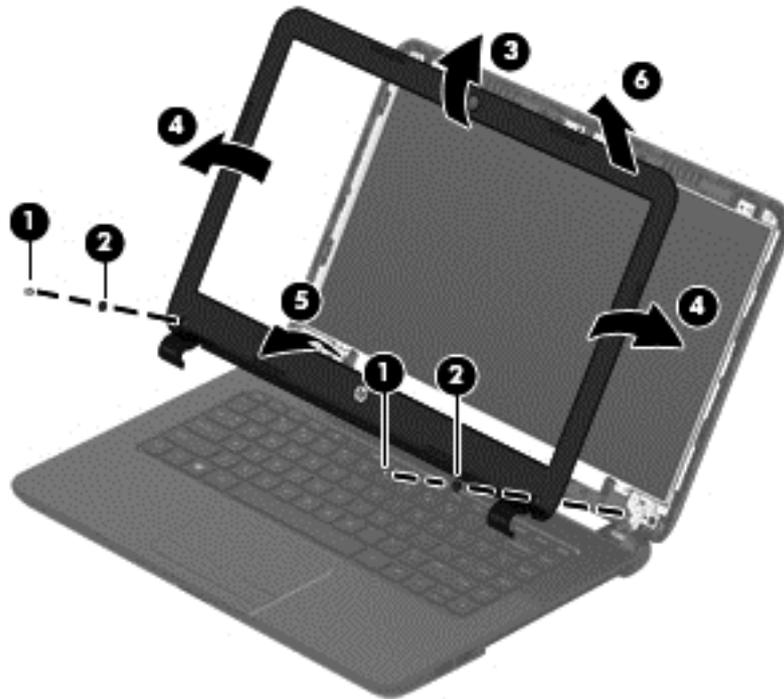


If it is necessary to replace any of the display assembly subcomponents:

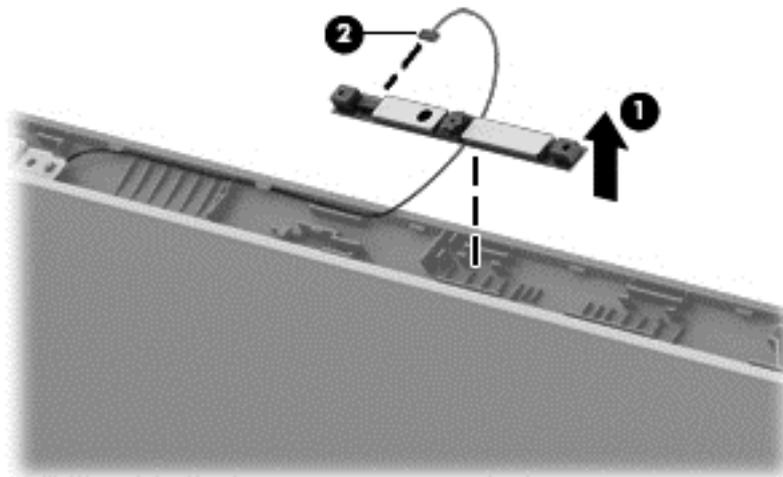
1. To remove the display bezel:
 - a. Remove the two Mylar covers **(1)** and two Phillips PM2.0×3.0 screws **(2)** that secure the bezel to the display.
 - b. Flex the inside of the top edge **(3)**, the left and right sides **(4)**, and the bottom edge **(5)** of the display bezel until the bezel disengages from the display enclosure.

- c. Remove the display bezel.

 **NOTE:** In this procedure, the display will NOT be connected to the computer, as shown in the following image.

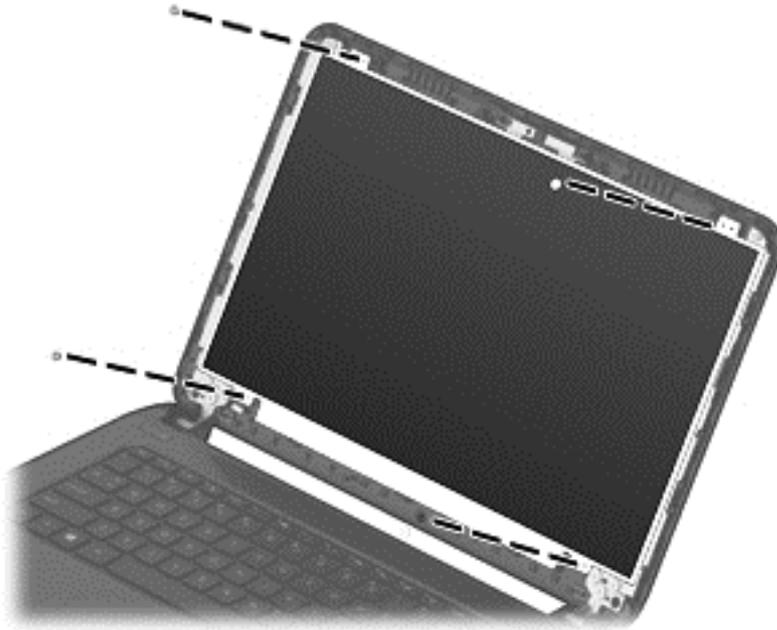


2. To remove the webcam/microphone module:
 - a. Position the display assembly with the top edge toward you.
 - b. Disconnect the cable (1) from the module.
 - c. Remove the webcam/microphone module (2). (The module is attached to the display enclosure with double-sided tape.)



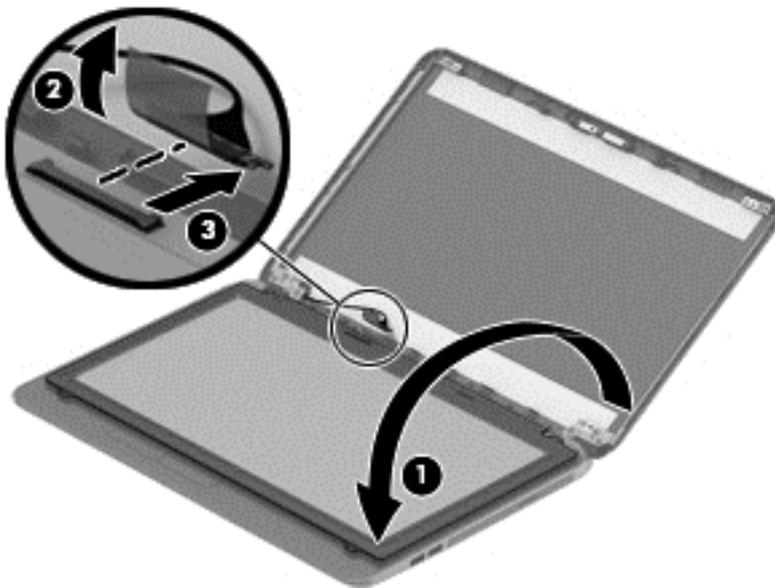
3. To remove the display panel:
 - a. Remove the four Phillips PM2.0×3.0 screws that secure the display panel to the enclosure.

 **NOTE:** In this procedure, the display will NOT be connected to the computer, as shown in the following image.



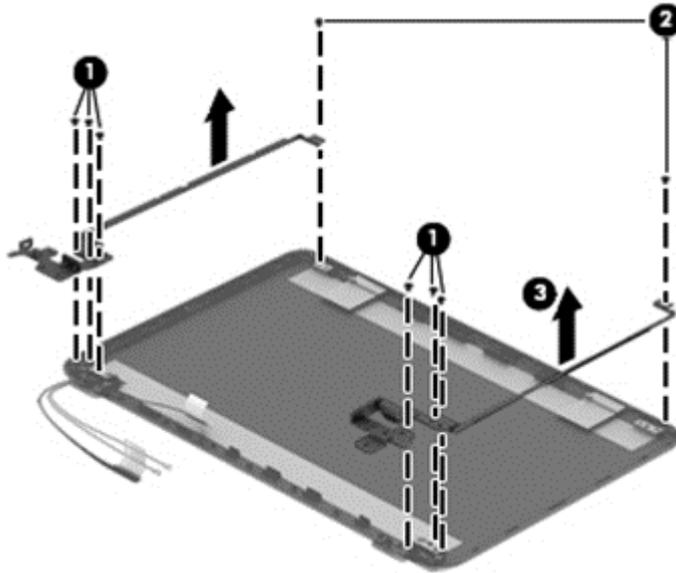
- b. Rotate the display panel onto the keyboard to gain access to the display cable connection on the back of the panel **(1)**.
- c. On the back of the display panel, release the adhesive strip **(2)** that secures the display panel cable to the display panel, and then disconnect the cable **(3)**.

 **NOTE:** In this procedure, the display will NOT be connected to the computer, as shown in the following image.



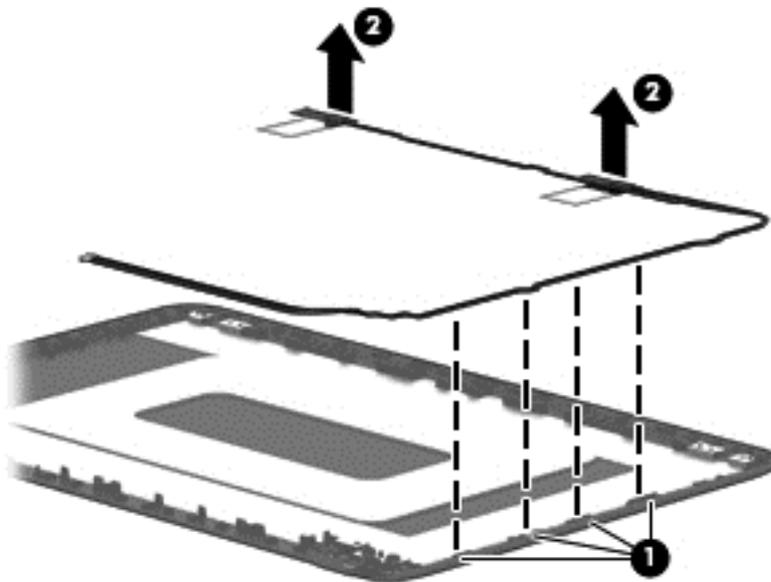
4. To remove the display hinges:

- a. Remove the six broadhead Phillips PM2.5×2.5 screws **(1)** and the two Phillips PM2.0×2.5 screws **(2)** that secure the display hinges to the display enclosure.
- b. Remove the display hinges **(3)**.

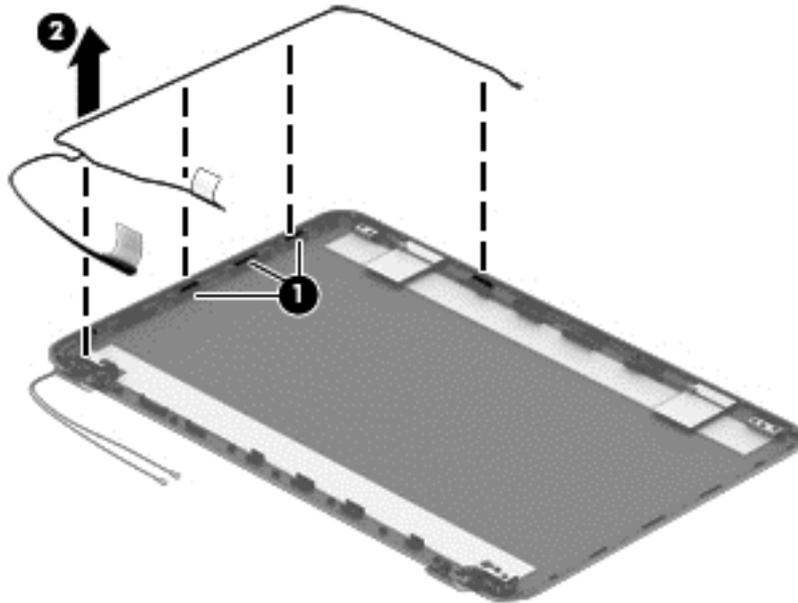


5. To remove the wireless antenna cables and transceivers, release the wireless antenna cables from the clips built into the display enclosure **(1)**, and then lift the antenna cables from the display enclosure **(2)**.

 **NOTE:** The number of antenna cables may vary.



6. To remove the display/webcam cable, remove the cable from the clips built into the display enclosure (1), and then remove the cable from the display enclosure (2).



 **NOTE:** If replacing the display enclosure, be sure that the subcomponents (including the webcam/microphone module, the antenna receivers, and all associated cables and hardware) are transferred to the new enclosure.

Reverse this procedure to reassemble and install the display assembly.

System board



NOTE: The system board spare part kit includes replacement thermal materials.

All Intel system boards use the following part numbers:

xxxxxx-001: Without the Windows operating system

xxxxxx-501: Windows 8.1 Standard

xxxxxx-601: Windows 8.1 Professional

Description	Spare part number
HP 14, Compaq 14, and HP 240/246 G3 models with Intel processors:	
NOTE: HP 246 G3 models offer only discrete graphics.	
Non-touch screen models with an Intel Core i5-5200U processor and 2 GB of discrete graphics	762240-xxx
Non-touch screen models with an Intel Core i3-5010U processor and 2 GB of discrete graphics	801857-xxx
Non-touch screen models with an Intel Core i3-5010U processor and UMA graphics	801855-xxx
Non-touch screen models with an Intel Core i3-5005U processor and 2 GB of discrete graphics	791095-xxx
Non-touch screen models with an Intel Core i3-5005U processor and 1 GB of discrete graphics	791094-xxx
Non-touch screen models with an Intel Core i3-5005U processor and UMA graphics	791093-xxx
Non-touch screen models with an Intel Core i5-4210U processor and UMA graphics	755835-xxx
Non-touch screen models with an Intel Core i3-4030U processor and 2 GB of discrete graphics	779080-xxx
Non-touch screen models with an Intel Core i3-4030U processor and 1 GB of discrete graphics	779079-xxx
Non-touch screen models with an Intel Core i3-4030U processor and UMA graphics	779078-xxx
Non-touch screen models with an Intel Core i3-4010U processor and 1 GB of discrete graphics	778116-xxx
Non-touch screen models with an Intel Core i3-4010U processor and UMA graphics	755831-xxx
Non-touch screen models with an Intel Core i3-4005U processor and 2 GB of discrete graphics	755832-xxx
Non-touch screen models with an Intel Core i3-4005U processor and UMA graphics	765364-xxx
Non-touch screen models with an Intel Pentium N3540 processor and UMA graphics	788003-xxx
Touch screen models with an Intel Pentium N3540 processor and UMA graphics	788208-xxx
Non-touch screen models with an Intel Celeron N2920 processor and UMA graphics	790213-xxx
Non-touch screen models with an Intel Celeron N2840 processor and UMA graphics	788004-xxx
Non-touch screen models with an Intel Celeron N2820 processor and UMA graphics:	790212-xxx
Non-touch screen models with an Intel Celeron N2805 processor and UMA graphics:	790211-xxx
HP 14 and Compaq 14 models with Intel processors:	
Non-touch screen models with an Intel Core i5-5200U processor and 1 GB of discrete graphics	791096-xxx
Non-touch screen models with an Intel Core i5-5200U processor and UMA graphics	776890-xxx
Non-touch screen models with an Intel Core i3-5010U processor and 1 GB of discrete graphics	801856-xxx
Non-touch screen models with an Intel Core i5-4210U processor and 2 GB of discrete graphics	755834-xxx

Description	Spare part number
Touch screen models with an Intel Core i5-4210U processor and 2 GB of discrete graphics	757610-xxx
Non-touch screen models with an Intel Core i5-4210U processor and 1 GB of discrete graphics	788210-xxx
Touch screen models with an Intel Core i5-4030U processor and 2 GB of discrete graphics	784981-xxx
Touch screen models with an Intel Core i3-4010U processor and 2 GB of discrete graphics	758614-xxx
Non-touch screen models with an Intel Core i3-4010U processor and 2 GB of discrete graphics	755833-xxx
Touch screen models with an Intel Core i3-4010U processor and 1 GB of discrete graphics:	758613-xxx
Touch screen models with an Intel Core i3-4005U processor and UMA graphics	773153-xxx
Non-touch screen models with an Intel Core i3-4005U processor and 1 GB of discrete graphics	773154-xxx
Touch screen models with an Intel Core i3-4005U processor and 2 GB of discrete graphics	755836-xxx
Non-touch screen models with an Intel Core i3-3217U processor and UMA graphics	755829-xxx
Non-touch screen models with an Intel Core i3-3217U processor and 1 GB of discrete graphics	755830-xxx
Touch screen models with an Intel Core i3-3217U processor and UMA graphics	762239-xxx
Touch screen models with an Intel Pentium N3530 processor and UMA graphics	764051-xxx
Non-touch screen models with an Intel Pentium N3520 processor and UMA graphics	755837-xxx
Non-touch screen models with an Intel Celeron N2830 processor and UMA graphics	764050-xxx
Non-touch screen models with an Intel Celeron N2815 processor and UMA graphics	755838-xxx
HP 240/246 G3 models:	
NOTE: HP 246 G3 models offer only discrete graphics.	
Non-touch screen models with an Intel Pentium N3530 processor and UMA graphics	775631-xxx
Non-touch screen, GLAN models with an Intel Core i5-4210U processor and UMA graphics	795135-xxx
Non-touch screen, GLAN models with an Intel Core i3-4030 processor and UMA graphics	795136-xxx
Non-touch screen, GLAN models with an Intel Core i5-4005U processor and UMA graphics	794733-xxx
Non-touch screen models with an Intel Core i3-3217U processor and 1 GB of discrete graphics	766646-xxx
Non-touch screen models with an Intel Core i3-3217U processor and UMA graphics	766645-xxx
Non-touch screen, GLAN models with an Intel Core i3-3217U processor and UMA graphics:	795137-xxx
Touch screen models with an Intel Core i3-3217U processor and UMA graphics	776462-xxx
Non-touch screen models with an Intel Pentium N3530 processor and UMA graphics	775629-xxx
Non-touch screen models with an Intel Celeron N2830 processor and UMA graphics	775632-xxx
Non-touch screen models with an Intel Celeron N2815 processor and UMA graphics	775630-xxx
HP 14, Compaq 14, and HP 245 G3 models with AMD processors	
AMD A8-6410 processor with UMA graphics without a touch screen	
• Without Windows 8	764170-001
• Windows 8 Standard	764170-501
AMD A8-6410 processor with UMA graphics memory and a touch screen	

Description	Spare part number
• Without Windows 8	764171-001
• Windows 8 Standard	764171-501
AMD A8-6410 processor with 2 GB of discrete graphics memory without a touch screen	
• Without Windows 8	764176-001
• Windows 8 Standard	764176-501
AMD A4-6210 processor with UMA graphics without a touch screen	
• Without Windows 8	764172-001
• Windows 8 Standard	764172-501
AMD A4-6210 processor with 2 GB of discrete graphics memory without a touch screen	
• Without Windows 8	764171-001
• Windows 8 Standard	764171-501
AMD A4-6210 processor with 1 GB of discrete graphics memory without a touch screen	
• Without Windows 8	764175-001
• Windows 8 Standard	764175-501
AMD E2-6110 processor with UMA graphics without a touch screen	
• Without Windows 8	764173-001
• Windows 8 Standard	764173-501
AMD E1-6010 processor with UMA graphics without a touch screen	
• Without Windows 8	764174-001
• Windows 8 Standard	764174-501
AMD E1-6010 processor with 2 GB of discrete graphics memory without a touch screen	
• Without Windows 8	764178-001
• Windows 8 Standard	764178-501
AMD E1-6010 processor with 1 GB of discrete graphics memory without a touch screen	
• Without Windows 8	776931-001
• Windows 8 Standard	776931-501
AMD A6-5200 processor with UMA graphics without a touch screen	
• Without Windows 8	762422-001
• Windows 8 Standard	762422-501
• Windows 8 Professional	762422-601
AMD A6-5200 processor with UMA graphics memory and a touch screen	
• Without Windows 8	762423-001
• Windows 8 Standard	762423-501
AMD A4-5050 processor with UMA graphics without a touch screen	

Description	Spare part number
• Without Windows 8	762425-001
• Windows 8 Standard	762425-501
AMD A4-5050 processor with 2 GB of discrete graphics memory without a touch screen	
• Without Windows 8	762430-001
• Windows 8 Standard	762430-501
AMD A4-5050 processor with 1 GB of discrete graphics memory without a touch screen	
• Without Windows 8	762428-001
• Windows 8 Standard	762428-501
AMD A4-5000 processor with UMA graphics without a touch screen	
• Without Windows 8	762427-001
• Windows 8 Standard	762427-501
• Windows 8 Professional	762427-601
AMD A4-5000 processor with 2 GB of discrete graphics memory without a touch screen	
• Without Windows 8	762431-001
• Windows 8 Standard	762431-501
AMD E2-3800 processor with UMA graphics without a touch screen	
• Without Windows 8	762421-001
• Windows 8 Standard	762421-501
• Windows 8 Professional	762421-601
AMD E1-2150 processor with UMA graphics without a touch screen	
• Without Windows 8	762426-001
• Windows 8 Standard	762426-501
AMD E1-2100 processor with UMA graphics without a touch screen	
• Without Windows 8	762424-001
• Windows 8 Standard	762424-501
• Windows 8 Professional	762424-601
AMD E1-2100 processor with 2 GB of discrete graphics memory without a touch screen	
• Without Windows 8	762429-001
• Windows 8 Standard	762429-501
HP 245 G3 models:	
AMD A4-5000 processor and 1 GB of discrete graphics memory without a touch screen:	
• Without Windows 8	766011-001
• Windows 8 Standard	766011-501
• Windows 8 Professional	766011-601

Description	Spare part number
AMD A6-6310 processor and UMA graphics memory with a touch screen:	
<ul style="list-style-type: none"> Without Windows 8 	793101-001
<ul style="list-style-type: none"> Windows 8 Standard 	793101-501
<ul style="list-style-type: none"> Windows 8 Professional 	793101-601

Before removing the system board, follow these steps:

1. Shut down the computer. If you are unsure whether the computer is off or in Hibernation, turn the computer on, and then shut it down through the operating system.
2. Disconnect all external devices connected to the computer.
3. Disconnect the power from the computer by first unplugging the power cord from the AC outlet and then unplugging the AC adapter from the computer.
4. Remove the battery (see [Battery on page 49](#)).
5. Remove the following components:
 - Service cover (see [Service cover on page 55](#))
 - Keyboard (see [Keyboard on page 57](#))
 - Top cover (see [Top cover on page 60](#))
 - USB board (see [USB board on page 67](#))
 - Hard drive (see [Hard drive on page 68](#))

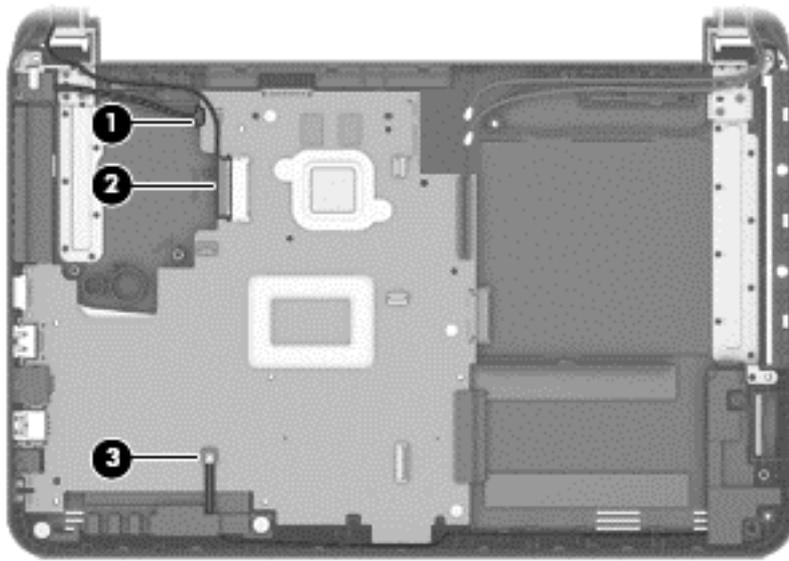


NOTE: When replacing the system board, be sure that the following components are removed from the defective system board and installed on the replacement system board:

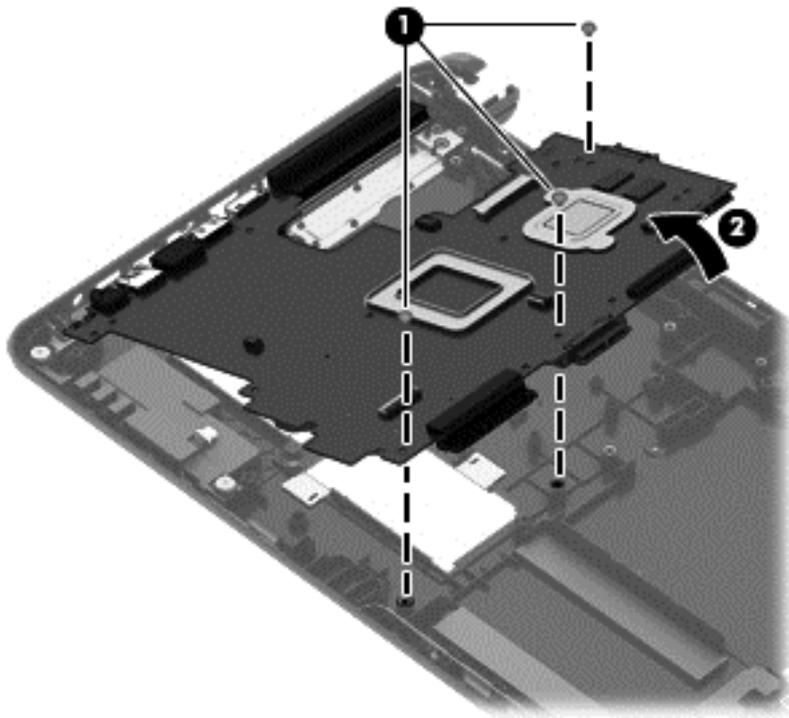
- Memory module (see [Memory module on page 56](#))
- Heat sink assembly (see [Heat sink assembly on page 91](#))
- WLAN module (see [WLAN module on page 71](#))

To remove the system board:

1. Position the computer upright, and then disconnect the following cables from the system board:
 - (1): Power connector cable
 - (2): Display cable
 - (3): Speaker cable



2. Remove the three Phillips PM2.5×4.0 screws **(1)** that secure the system board to the computer.
3. Lift the right side of the system board **(2)**, and then pull the board away from the computer to remove it.



Reverse this procedure to install the system board.

Speakers

Description	Spare part number
Speakers (includes left and right speakers and cable)	757612-001

Before removing the speakers, follow these steps:

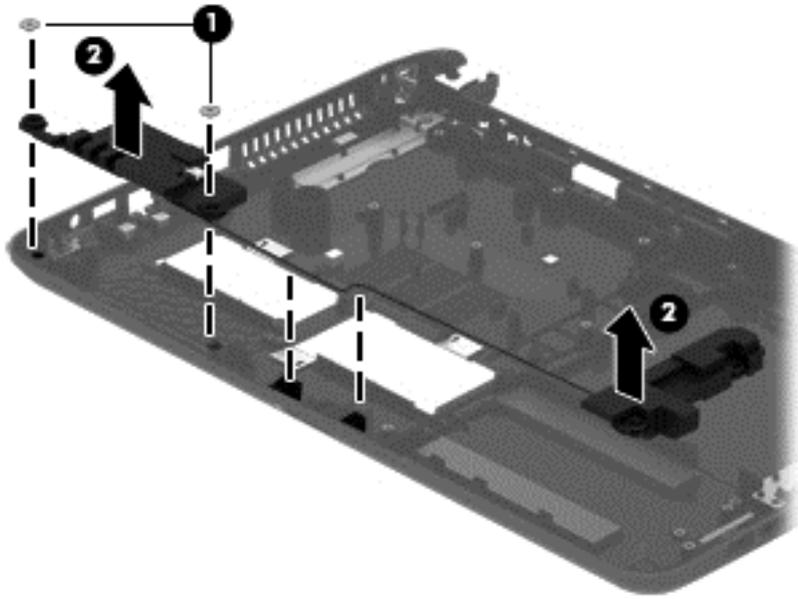
1. Shut down the computer. If you are unsure whether the computer is off or in Hibernation, turn the computer on, and then shut it down through the operating system.
2. Disconnect all external devices connected to the computer.
3. Disconnect the power from the computer by first unplugging the power cord from the AC outlet and then unplugging the AC adapter from the computer.
4. Remove the battery (see [Battery on page 49](#)), and then remove the following components:
 - Service cover (see [Service cover on page 55](#))
 - Keyboard (see [Keyboard on page 57](#))
 - Top cover (see [Top cover on page 60](#))
 - WLAN module (see [WLAN module on page 71](#))
 - USB board (see [USB board on page 67](#))
 - Hard drive (see [Hard drive on page 68](#))
 - System board (see [System board on page 83](#))

To remove the speakers:

1. The right speaker was removed when removing the hard drive ([Hard drive on page 68](#)).
2. Remove the two Phillips broadhead PM2.0×2.0 screws **(1)** that secure the left speaker to the computer.

3. Lift the speakers from the base enclosure (2).

 **NOTE:** Note the rubber gaskets around each screw. When installing the speakers, make sure the gaskets are installed correctly.



Reverse this procedure to install the speakers.

Heat sink assembly



NOTE: The heat sink assembly spare part kit includes replacement thermal materials.

Description	Spare part number
Heat sink for use in models with Intel processors and discrete graphics	757602-001
Heat sink for use in models with Intel processors and UMA graphics	757603-001
Heat sink for use in models with Intel Pentium and Celeron processors and UMA graphics	766504-001
Heat sink for use in models with an Intel Core i3-3217U processor and UMA graphics	766503-001
Heat sink for use in models with an Intel Core i3-3217U processor and discrete graphics	766502-001
Heat sink for use in models with AMD processors and discrete graphics	766567-001
Heat sink for use in models with AMD processors and UMA graphics	766568-001



NOTE: To properly ventilate the computer, allow at least **7.6 cm (3.0 in)** of clearance on the left side of the computer. The computer uses an electric fan for ventilation. The fan is controlled by a temperature sensor and is designed to turn on automatically when high temperature conditions exist. These conditions are affected by high external temperatures, system power consumption, power management/battery conservation configurations, battery fast charging, and software requirements. Exhaust air is displaced through the ventilation grill located on the left side of the computer.

Before removing the heat sink assembly, follow these steps:

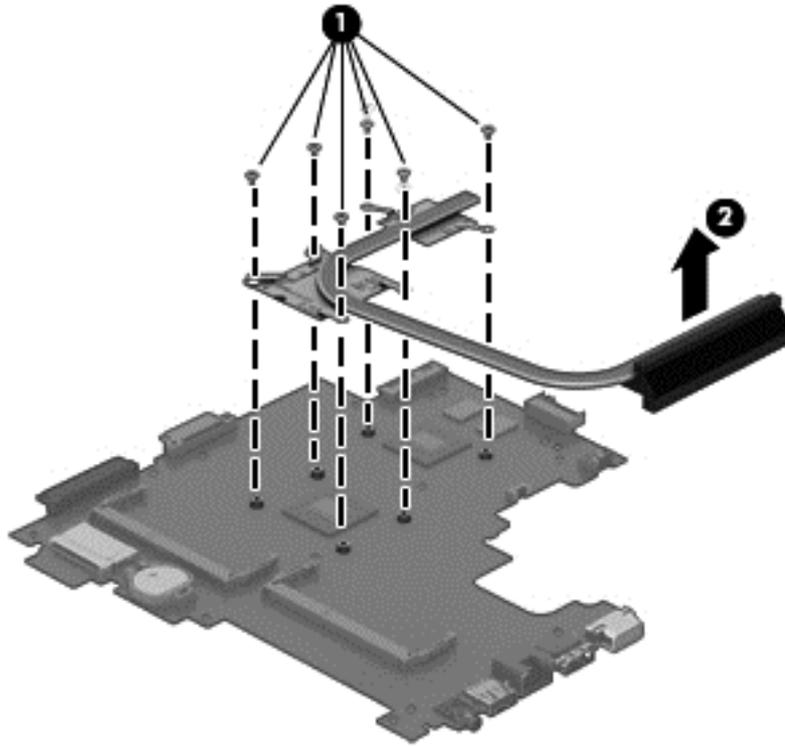
1. Shut down the computer. If you are unsure whether the computer is off or in Hibernation, turn the computer on, and then shut it down through the operating system.
2. Disconnect all external devices connected to the computer.
3. Disconnect the power from the computer by first unplugging the power cord from the AC outlet and then unplugging the AC adapter from the computer.
4. Remove the battery (see [Battery on page 49](#)), and then remove the following components:
 - Service cover (see [Service cover on page 55](#))
 - Keyboard (see [Keyboard on page 57](#))
 - Top cover (see [Top cover on page 60](#))
 - WLAN module (see [WLAN module on page 71](#))
 - USB board (see [USB board on page 67](#))
 - Hard drive (see [Hard drive on page 68](#))
 - System board (see [System board on page 83](#))

To remove the heat sink assembly:

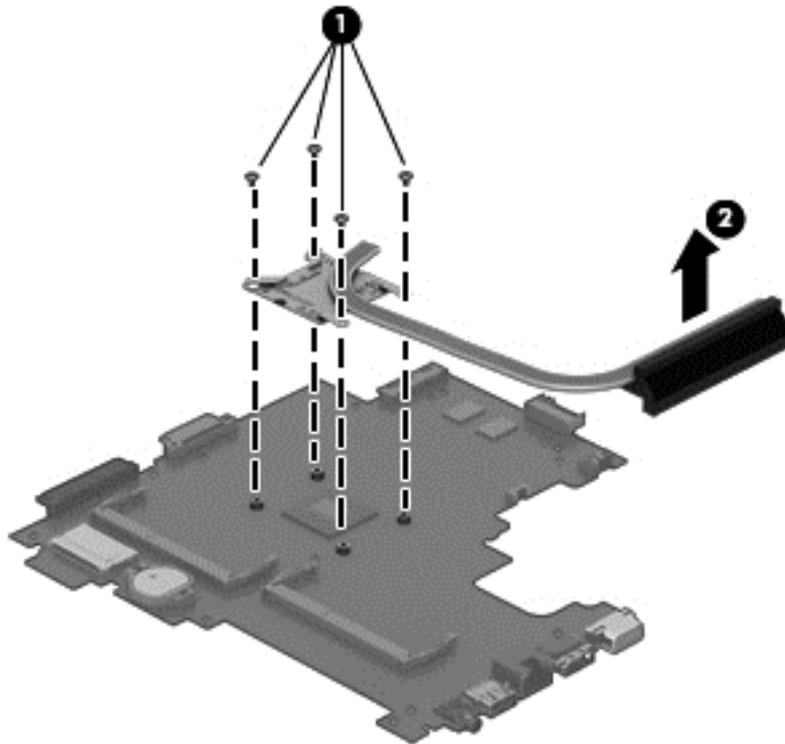
1. Position the system board upside down.
2. Remove the PM2.0×3.0 screws **(1)** that secure the heat sink assembly to the system board.

3. Remove the heat sink assembly (2) from the system board.

Discrete heat sink:



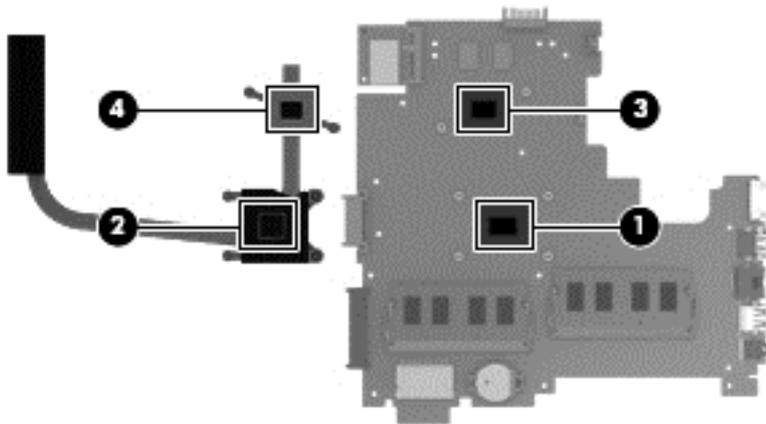
UMA heat sink:



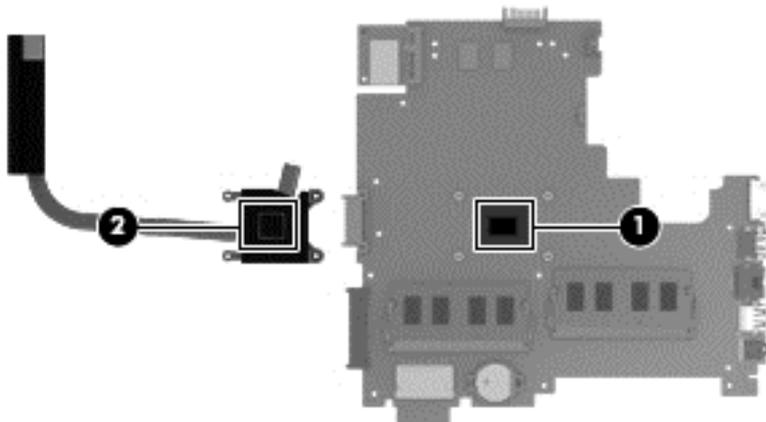
The thermal material must be thoroughly cleaned from the surfaces of the heat sink and the system board components each time the heat sink is removed. Replacement thermal material is included with the heat sink, processor, and system board spare part kits.

The following illustrations show replacement thermal material locations.

- **Discrete graphics:** Thermal paste is used on the processor and associated heat sink area **(1)(2)**, as well as the graphics chip and associated heat sink area **(3)(4)**.



- **UMA graphics:** Thermal paste is used on the processor **(1)** and the heat sink **(2)**.



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

RTC battery

Description	Spare part number
RTC battery	759981-001

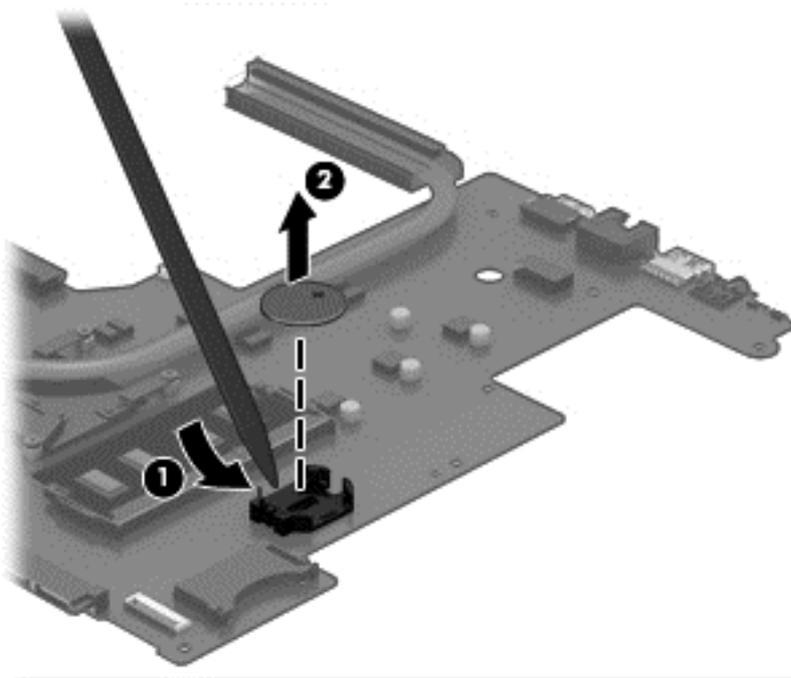
Before removing the RTC battery, follow these steps:

1. Shut down the computer. If you are unsure whether the computer is off or in Hibernation, turn the computer on, and then shut it down through the operating system.
2. Disconnect all external devices connected to the computer.
3. Disconnect the power from the computer by first unplugging the power cord from the AC outlet and then unplugging the AC adapter from the computer.
4. Remove the battery (see [Battery on page 49](#)), and then remove the following components:
 - Service cover (see [Service cover on page 55](#))
 - Keyboard (see [Keyboard on page 57](#))
 - Top cover (see [Top cover on page 60](#))
 - WLAN module (see [WLAN module on page 71](#))
 - USB board (see [USB board on page 67](#))
 - Hard drive (see [Hard drive on page 68](#))
 - System board (see [System board on page 83](#))

To remove the RTC battery:

1. Position the system board upside down.

2. Using a thin tool or screwdriver, disengage the battery from the socket **(1)**, and then remove the battery **(2)**.



Reverse this procedure to install the RTC battery.

5 Using Setup Utility (BIOS) and HP PC Hardware Diagnostics (UEFI) in Windows 8

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

Starting Setup Utility (BIOS)

To start Setup Utility (BIOS), turn on or restart the computer, quickly press **esc**, and then press **f10**.

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

Updating the BIOS

Updated versions of the BIOS may 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 determine whether available BIOS updates contain later BIOS versions than those currently installed on the computer, you need to know the version of the system BIOS currently installed.

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

1. Start Setup Utility (BIOS) (see [Starting Setup Utility \(BIOS\) on page 97](#)).
2. Use the arrow keys to select **Main**.
3. To exit Setup Utility (BIOS) without saving your changes, use the arrow keys to select **Exit**, select **Exit Discarding Changes**, and then press **enter**.
4. Select **Yes**.

Downloading a BIOS update

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

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

Do not shut down the computer or initiate Sleep.

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

1. From the Start screen, type `hp support assistant`, and then select the **HP Support Assistant** app.
2. Click **Updates and tune-ups**, and then click **Check for HP updates now**.
3. Follow the on-screen instructions.
4. At the download area, follow these steps:
 - a. Identify the most recent BIOS update and compare it to the BIOS version currently installed on your computer. If the update is more recent than your BIOS, make a note of the date, name, or other identifier. You may 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.

If the update is more recent than your BIOS, 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.

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

1. From the Start screen, type `file`, and then select **File Explorer**.
2. Click 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 on your hard drive 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.

Using HP PC Hardware Diagnostics (UEFI)

HP PC Hardware Diagnostics is a Unified Extensible Firmware Interface (UEFI) that 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.

To start HP PC Hardware Diagnostics UEFI:

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

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

- a. Connected USB drive



NOTE: To download the HP PC Hardware Diagnostics (UEFI) tool to a USB drive, see [Downloading HP PC Hardware Diagnostics \(UEFI\) to a USB device on page 99](#).

- b. Hard drive
- c. BIOS

2. When the diagnostic tool opens, use the keyboard arrow keys to select the type of diagnostic test you want to run, and then follow the on-screen instructions.



NOTE: If you need to stop a diagnostic test, press **esc**.

Downloading HP PC Hardware Diagnostics (UEFI) to a USB device



NOTE: Instructions for downloading HP PC Hardware Diagnostics (UEFI) are provided in English only.

There are two options to download HP PC Hardware Diagnostics to USB device.

Option 1: HP PC Diagnostics homepage—Provides access to the latest UEFI version

1. Go to <http://www.hp.com/go/techcenter/pcdiags>.
2. Click the **UEFI Download** link, and then select **Run**.

Option 2: Support and Drivers pages—Provides downloads for a specific product for earlier and later versions.

1. Go to <http://www.hp.com>.
2. Point to Support, located at the top of the page, and then click **Download Drivers**.
3. In the text box, enter the product name, and then click **Go**.

– or –

Click **Find Now** to let HP automatically detect your product.

4. Select your computer model, and then select your operating system.
5. In the **Diagnostic** section, click **HP UEFI Support Environment**.
6. Click **Download**, and then select **Run**.

6 Using Setup Utility (BIOS) and System Diagnostics in Windows 7

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

Starting Setup Utility (BIOS)

To start Setup Utility (BIOS), follow these steps:

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

Information about how to navigate in Setup Utility (BIOS) is located at the bottom of the screen.



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

Updating the BIOS

Updated versions of the BIOS may 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 determine whether available BIOS updates contain later BIOS versions than those currently installed on the computer, you need to know the version of the system BIOS currently installed.

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

1. Start Setup Utility (BIOS).
2. Use the arrow keys to select **Main**.
3. To exit Setup Utility (BIOS) without saving your changes, use the tab key and the arrow keys to select **Exit > Exit Discarding Changes**, and then press **enter**.

Downloading a BIOS update

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

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

Do not shut down the computer or initiate Sleep or Hibernation.

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

1. Select **Start > Help and Support > Maintain**.
2. Follow the on-screen instructions to identify your computer and access the BIOS update you want to download.
3. At the download area, follow these steps:
 - a. Identify the BIOS update that is later than the BIOS version currently installed on your computer. Make a note of the date, name, or other identifier. You may 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.

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. Open Windows Explorer by selecting **Start > Computer**.
2. Double-click 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 on your hard drive 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.

Using HP PC Hardware Diagnostics (UEFI)

HP PC Hardware Diagnostics is a Unified Extensible Firmware Interface (UEFI) that 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.

To start HP PC Hardware Diagnostics UEFI:

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

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

- a. Connected USB drive



NOTE: To download the HP PC Hardware Diagnostics (UEFI) tool to a USB drive, see [Downloading HP PC Hardware Diagnostics \(UEFI\) to a USB device on page 103](#).

- b. Hard drive
- c. BIOS

2. When the diagnostic tool opens, use the keyboard arrow keys to select the type of diagnostic test you want to run, and then follow the on-screen instructions.



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

Downloading HP PC Hardware Diagnostics (UEFI) to a USB device



NOTE: Instructions for downloading HP PC Hardware Diagnostics (UEFI) are provided in English only.

There are two options to download HP PC Hardware Diagnostics to USB device.

Option 1: HP PC Diagnostics homepage—Provides access to the latest UEFI version

1. Go to <http://www.hp.com/go/techcenter/pcdiags>.
2. Click the **UEFI Download** link, and then select **Run**.

Option 2: Support and Drivers pages—Provides downloads for a specific product for earlier and later versions.

1. Go to <http://www.hp.com>.
2. Point to Support, located at the top of the page, and then click **Download Drivers**.
3. In the text box, enter the product name, and then click **Go**.

– or –

Click **Find Now** to let HP automatically detect your product.

4. Select your computer model, and then select your operating system.
5. In the **Diagnostic** section, click **HP UEFI Support Environment**.
6. Click **Download**, and then select **Run**.

7 Computer Setup (BIOS) and HP PC Hardware Diagnostics (UEFI) in SUSE Linux

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

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

Starting Computer Setup

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

To start Computer Setup, follow these steps:

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

Using Computer Setup

Navigating and selecting in Computer Setup

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

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

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

2. Press `f10` to enter Computer Setup.

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

- To exit Computer Setup menus without saving your changes, click the **Exit** icon in the lower-left corner of the screen, and then follow the on-screen instructions.

– or –

Use the **tab** key and the arrow keys to select **File > Ignore Changes and Exit**, and then press **enter**.

– or –

- To save your changes and exit Computer Setup menus, click the **Save** icon in the lower-left corner of the screen, and then follow the on-screen instructions.

– or –

Use the **tab** key and the arrow keys to select **File > Save Changes and Exit**, and then press **enter**.

Your changes go into effect when the computer restarts.

Restoring factory settings in Computer Setup



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

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

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

– or –

Use the arrow keys to select **File > Save Changes and Exit**, and then press **enter**.

Your changes go into effect when the computer restarts.



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

Updating the BIOS

Updated versions of the BIOS may be available on the HP Web site.

Most BIOS updates on the HP Web site 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 determine whether available BIOS updates contain later BIOS versions than those currently installed on the computer, you need to know the version of the system BIOS currently installed.

BIOS version information (also known as *ROM date* and *System BIOS*) can be displayed as follows:

1. Start Computer Setup.
2. Use a pointing device or the arrow keys to select **File > System Information**.
3. To exit Computer Setup without saving your changes, click the **Exit** icon in the lower-left corner of the screen, and then follow the on-screen instructions.

– or –

Use the **tab** key and the arrow keys to select **File > Ignore Changes and Exit**, and then press **enter**.

 **NOTE:** You can also determine the BIOS version by turning on or restarting the computer, pressing the **esc** key while the “Press the ESC key for Startup Menu” message is displayed at the bottom of the screen, and then pressing the **f1** key. Follow the on-screen instructions to exit this screen.

Downloading a BIOS update

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

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

Do not shut down the computer or initiate Suspend or Hibernation.

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

1. Open your web browser. For U.S. support, go to <http://www.hp.com/go/contactHP>. For worldwide support, go to http://welcome.hp.com/country/us/en/wwcontact_us.html.
2. Follow the on-screen instructions to identify your computer and access the BIOS update you want to download.
3. Click the option for software and driver downloads, type your computer model number in the product box, and then press **enter**. Follow the on-screen instructions to identify your computer and access the BIOS update you want to download.
4. Click your specific product from the models listed.
5. Click the appropriate operating system.
6. Go to the BIOS section and download the BIOS software package.
7. Follow the installation instructions as provided with the downloaded BIOS software package.

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

Using HP PC Hardware Diagnostics (UEFI)

HP PC Hardware Diagnostics is a Unified Extensible Firmware Interface (UEFI) that 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.

To start HP PC Hardware Diagnostics UEFI:

1. Turn on or restart the computer, quickly press **esc**, and then press **F2**.

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

- a. Connected USB drive

 **NOTE:** To download the HP PC Hardware Diagnostics (UEFI) tool to a USB drive, see [Downloading HP PC Hardware Diagnostics \(UEFI\) to a USB device on page 108](#).

b. BIOS

2. When the diagnostic tool opens, use the keyboard arrow keys to select the type of diagnostic test you want to run, and then follow the on-screen instructions.

 **NOTE:** If you need to stop a diagnostic test, press *esc*.

Downloading HP PC Hardware Diagnostics (UEFI) to a USB device

 **NOTE:** Instructions for downloading HP PC Hardware Diagnostics (UEFI) are provided in English only.

There are two options to download HP PC Hardware Diagnostics to USB device.

Option 1: HP PC Diagnostics homepage—Provides access to the latest UEFI version

1. Go to <http://www.hp.com/go/techcenter/pcdiags>.
2. Click the **UEFI Download** link, and then select **Run**.

Option 2: Support and Drivers pages—Provides downloads for a specific product for earlier and later versions.

1. Go to <http://www.hp.com>.
2. Point to Support, located at the top of the page, and then click **Download Drivers**.
3. In the text box, enter the product name, and then click **Go**.

– or –

Click **Find Now** to let HP automatically detect your product.

4. Select your computer model, and then select your operating system.
5. In the **Diagnostic** section, click **HP UEFI Support Environment**.
6. Click **Download**, and then select **Run**.

8 Specifications

Computer specifications

	Metric	U.S.
Dimensions (touch models)		
Depth	244 mm	9.61 in
Width	345 mm	13.58 in
Height	25.3 mm	1.00 in
Weight (with 3 cell battery)	1910 g	4.21 lb
Input power		
Operating voltage and current	18.5 V dc @ 3.5 A or 19.5 V dc @ 3.33 A – 65 W 19 V dc @ 4.74 A or 19.5 V dc @ 4.62 A – 90 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.		

35.6-cm (14.0-in) display specifications

	Metric	U.S.
Dimensions		
Height	17.6 cm	6.93 in
Width	31.2 cm	12.28 in
Diagonal	35.7 cm	14.06 in
Number of colors	Up to 16.8 million	
Contrast ratio	200:1 (typical)	
Brightness	200 nits (typical)	
Pixel resolution		
Pitch	0.197 × 0.197 mm	
Format	1366 × 768	
Configuration	RGB vertical stripe	
Backlight	LED	
Character display	80 × 25	
Total power consumption	2.0 W	
Viewing angle	±65° horizontal, ±50° vertical (typical)	

Hard drive specifications

	1-TB*	750-GB* (9.5 mm)	500-GB* (7.0 mm)
Dimensions			
Height	9.5 mm	9.5 mm	7.0 mm or 9.5 mm
Length	100.4 mm	100.4 mm	100.6 mm
Width	69.9 mm	69.9 mm	70.1 mm
Weight	115.0 g	115.0 g	92.0 g
Interface type	SATA	SATA	SATA
Transfer rate			
Synchronous (maximum)	300 MB/sec	300 MB/sec	300 MB/sec
Security	ATA security	ATA security	ATA security
Seek times (typical read, including setting)			
Single track	1.4 ms	1.5 ms	3 ms
Average (read/write)	10 ms	11 ms	13 ms
Maximum	12 ms	14 ms	24 ms
Logical blocks	1,938,921,461	1,465,149,168	1,048,576,000
Disk rotational speed	5400 rpm	5400 rpm	5400 rpm
Operating temperature	0°C to 60°C (32°F to 140°F)		
*1 GB = 1 billion bytes when referring to hard drive storage capacity. Actual accessible capacity is less.			
NOTE: Certain restrictions and exclusions apply. Contact technical support for details.			

DVD±RW SuperMulti DL Drive specifications

Applicable disc	Read: CD-DA, CD+(E)G, CD-MIDI, CD-TEXT, CD-ROM, CD-ROM XA, MIXED MODE CD, CD-I, CD-I Bridge (Photo-CD, Video CD), Multisession CD (Photo-CD, CD-EXTRA, Portfolio, CD-R, CD-RW), CD-R, CD-RW, DVD-ROM (DVD-5, DVD-9, DVD-10, DVD-18), DVD-R, DVD-RW, DVD+R, DVD+RW, DVD-RAM	Write: CD-R and CD-RW DVD+R, DVD+RW, DVD-R, DVD-RW, DVD-RAM
Center hole diameter	1.5 cm (0.59 in)	
Disc diameter		
Standard disc	12 cm (4.72 in)	
Mini disc	8 cm (3.15 in)	
Disc thickness	1.2 mm (0.047 in)	
Track pitch	0.74 µm	
Access time	CD	DVD
Random	< 175 ms	< 230 ms
Full stroke	< 285 ms	< 335 ms
Audio output level	Line-out, 0.7 Vrms	
Cache buffer	2 MB	
Data transfer rate		
24X CD-ROM	3,600 KB/sec	
8X DVD-ROM	10,800 KB/sec	
24X CD-R	3,600 KB/sec	
16X CD-RW	2,400 KB/sec	
8X DVD+R	10,800 KB/sec	
4X DVD+RW	5,400 KB/sec	
8X DVD-R	10,800 KB/sec	
4X DVD-RW	5,400 KB/sec	
2.4X DVD+R(9)	2,700 KB/sec	
5X DVD-RAM	6,750 KB/sec	
Transfer mode	Multiword DMA Mode	
Startup time	< 15 seconds	
Stop time	< 6 seconds	

9 Backing up, restoring, and recovering in Windows 8

This chapter provides information about the following processes:

- Creating recovery media and backups
- Restoring and recovering your system

Creating recovery media and backups

1. After you successfully set up the computer, create HP Recovery media. This step creates a backup of the HP Recovery partition on the computer. The backup can be used to reinstall the original operating system in cases where the hard drive is corrupted or has been replaced.

HP Recovery media you create will provide the following recovery options:

- **System Recovery**—Reinstalls the original operating system and the programs that were installed at the factory.
- **Minimized Image Recovery**—Reinstalls the operating system and all hardware-related drivers and software, but not other software applications.
- **Factory Reset**—Restores the computer to its original factory state by deleting all information from the hard drive and re-creating the partitions. Then it reinstalls the operating system and the software that was installed at the factory.

See [Creating HP Recovery media on page 113](#).

2. Use the Windows tools to create system restore points and create backups of personal information. For more information and steps, see Help and Support. From the Start screen, type `help`, and then select **Help and Support**.

Creating HP Recovery media

HP Recovery Manager is a software program that offers a way to create recovery media after you successfully set up the computer. HP Recovery media can be used to perform system recovery if the hard drive becomes corrupted. System recovery reinstalls the original operating system and the software programs installed at the factory, and then configures the settings for the programs. HP Recovery media can also be used to customize the system or restore the factory image if you replace the hard drive.

- Only one set of HP Recovery media can be created. Handle these recovery tools carefully, and keep them in a safe place.
- HP Recovery Manager examines the computer and determines the required storage capacity for the blank USB flash drive or the number of blank DVD discs that will be required.
- To create recovery discs, your computer must have an optical drive with DVD writer capability, and you must use only high-quality blank DVD-R, DVD+R, DVD-R DL, or DVD+R DL discs. Do not use rewritable discs such as CD±RW, DVD±RW, double-layer DVD±RW, or BD-RE (rewritable Blu-ray) discs; they are not compatible with HP Recovery Manager software. Or instead you can use a high-quality blank USB flash drive.

- If your computer does not include an integrated optical drive with DVD writer capability, but you would like to create DVD recovery media, you can use an external optical drive (purchased separately) to create recovery discs, or you can obtain recovery discs for your computer from support. See the *Worldwide Telephone Numbers* booklet included with the computer. You can also find contact information from the HP website. Go to <http://www.hp.com/support>, select your country or region, and follow the on-screen instructions. If you use an external optical drive, it must be connected directly to a USB port on the computer; the drive cannot be connected to a USB port on an external device, such as a USB hub.
- Be sure that the computer is connected to AC power before you begin creating the recovery media.
- The creation process can take up to an hour or more. Do not interrupt the creation process.
- If necessary, you can exit the program before you have finished creating all of the recovery DVDs. HP Recovery Manager will finish burning the current DVD. The next time you start HP Recovery Manager, you will be prompted to continue, and the remaining discs will be burned.

To create HP Recovery media:



IMPORTANT: For tablets, connect to the keyboard dock before beginning these steps (select models only).

1. From the Start screen, type `recovery`, and then select **HP Recovery Manager**.
2. Select **Recovery Media Creation**, and then follow the on-screen instructions.

If you ever need to recover the system, see [Recovering using HP Recovery Manager on page 115](#).

Restore and recovery

There are several options for recovering your system. Choose the method that best matches your situation and level of expertise:

- Windows offers several options for restoring from backup, refreshing the computer, and resetting the computer to its original state. For more information and steps, see Help and Support. From the Start screen, type `help`, and then select **Help and Support**.
- If you need to correct a problem with a preinstalled application or driver, use the Drivers and Applications Reinstall option of HP Recovery Manager to reinstall the individual application or driver.

From the Start screen, type `recovery`, select **HP Recovery Manager**, select **Drivers and Applications Reinstall**, and then follow the on-screen instructions.

- If you want to reset your computer using a minimized image, you can choose the HP Minimized Image Recovery option from the HP Recovery partition (select models only) or HP Recovery media. Minimized Image Recovery installs only drivers and hardware-enabling applications. Other applications included in the image continue to be available for installation through the Drivers and Applications Reinstall option in HP Recovery Manager.

For more information, see [Recovering using HP Recovery Manager on page 115](#).

- If you want to recover the computer's original factory partitioning and content, you can choose the System Recovery option from the HP Recovery partition (select models only) or use the HP Recovery media that you have created. For more information, see [Recovering using HP Recovery Manager on page 115](#). If you have not already created recovery media, see [Creating HP Recovery media on page 113](#).

- If you have replaced the hard drive, you can use the Factory Reset option of HP Recovery media to restore the factory image to the replacement drive. For more information, see [Recovering using HP Recovery Manager on page 115](#).
- If you wish to remove the recovery partition to reclaim hard drive space, HP Recovery Manager offers the Remove Recovery Partition option.

For more information, see [Removing the HP Recovery partition on page 116](#).

Recovering using HP Recovery Manager

HP Recovery Manager software allows you to recover the computer to its original factory state by using the HP Recovery media that you created or by using the HP Recovery partition (select models only). If you have not already created recovery media, see [Creating HP Recovery media on page 113](#).

Using HP Recovery media, you can choose from one of the following recovery options:

- System Recovery—Reinstalls the original operating system, and then configures the settings for the programs that were installed at the factory.
- Minimized Image Recovery (select models only)—Reinstalls the operating system and all hardware-related drivers and software, but not other software applications.
- Factory Reset—Restores the computer to its original factory state by deleting all information from the hard drive and re-creating the partitions. Then it reinstalls the operating system and the software that was installed at the factory.

The HP Recovery partition (select models only) allows System Recovery and Minimized Image Recovery.

What you need to know

- HP Recovery Manager recovers only software that was installed at the factory. For software not provided with this computer, you must either download the software from the manufacturer's website or reinstall the software from the media provided by the manufacturer.
- Recovery through HP Recovery Manager should be used as a final attempt to correct computer issues.
- HP Recovery media must be used if the computer hard drive fails. If you have not already created recovery media, see [Creating HP Recovery media on page 113](#).
- To use the Factory Reset option, you must use HP Recovery media. If you have not already created recovery media, see [Creating HP Recovery media on page 113](#).
- If the HP Recovery media does not work, you can obtain recovery media for your system from support. See the *Worldwide Telephone Numbers* booklet included with the computer. You can also find contact information from the HP website. Go to <http://www.hp.com/support>, select your country or region, and follow the on-screen instructions.

 **IMPORTANT:** HP Recovery Manager does not automatically provide backups of your personal data. Before beginning recovery, back up any personal data you wish to retain.

Using the HP Recovery partition (select models only)

The HP Recovery partition (select models only) allows you to perform a system recovery or minimized image recovery without the need for recovery discs or a recovery USB flash drive. This type of recovery can only be used if the hard drive is still working.

To start HP Recovery Manager from the HP Recovery partition:

 **IMPORTANT:** For tablets, connect to the keyboard dock before beginning these steps (select models only).

1. Press **f11** while the computer boots.
– or –
Press and hold **f11** as you press the power button.
2. Choose your keyboard layout.
3. Select **Troubleshoot** from the boot options menu.
4. Select **Recovery Manager**, and then follow the on-screen instructions.

Using HP Recovery media to recover

You can use HP Recovery media to recover the original system. This method can be used if your system does not have an HP Recovery partition or if the hard drive is not working properly.

1. If possible, back up all personal files.
2. Insert the HP Recovery media that you created, and then restart the computer.



NOTE: If the computer does not automatically restart in HP Recovery Manager, change the computer boot order. See [Changing the computer boot order on page 116](#).

3. Follow the on-screen instructions.

Changing the computer boot order

If computer does not restart in HP Recovery Manager, you can change the computer boot order, which is the order of devices listed in BIOS where the computer looks for startup information. You can change the selection for an optical drive or a USB flash drive.

To change the boot order:

1. Insert the HP Recovery media you created.
2. Restart the computer, quickly press **esc**, and then press **f9** for boot options.
3. Select the optical drive or USB flash drive you want to boot from.
4. Follow the on-screen instructions.

Removing the HP Recovery partition

HP Recovery Manager software allows you to remove the HP Recovery partition to free up hard drive space.



IMPORTANT: After you remove the HP Recovery partition, you can no longer use the Windows Refresh option, the Windows option to remove everything and reinstall Windows, or the HP Recovery Manager option. So before you remove the Recovery partition, create HP Recovery media; see [Creating HP Recovery media on page 113](#).

Follow these steps to remove the HP Recovery partition:

1. From the Start screen, type `recovery`, and then select **HP Recovery Manager**.
2. Select **Remove Recovery Partition**, and then follow the on-screen instructions.

10 Backing up, restoring, and recovering in Windows 7

Your computer includes tools provided by the operating system and HP to help you safeguard your information and retrieve it if ever needed.

Creating backups

1. Use HP Recovery Manager to create recovery media immediately after you set up the working computer.
2. As you add hardware and software programs, create system restore points.
3. As you add photos, video, music, and other personal files, create a backup of your system and personal information.

Creating recovery media to recover the original system

After you successfully set up the computer, you should create recovery discs or a recovery flash drive using HP Recovery Manager. You will need these recovery discs or recovery flash drive to perform a system recovery should the hard drive become corrupted. A system recovery reinstalls the original operating system, and then configures the settings for the default programs.

What you need to know

- Only one set of recovery media can be created. Handle these recovery tools carefully, and keep them in a safe place.
- HP Recovery Manager examines the computer and determines the required storage capacity for the flash drive or the number of blank DVD discs that will be required.

Use DVD-R, DVD+R, DVD-R DL, DVD+R DL discs or a flash drive. Do not use rewriteable discs such as CD ±RW, DVD±RW, double-layer DVD±RW, and BD-RE (rewritable Blu-ray) discs; they are not compatible with HP Recovery Manager software.
- If your computer does not include an integrated optical drive, you can use an optional external optical drive (purchased separately) to create recovery discs, or you can obtain recovery discs for your computer from the HP website. If you use an external optical drive, it must be connected directly to a USB port on the computer, not to a USB port on an external device, such as a USB hub.
- Be sure that the computer is connected to AC power before you begin creating the recovery media.
- The creation process can take up to an hour or more. Do not interrupt the creation process.
- Store the recovery media in a safe location, separate from the computer.
- If necessary, you can exit the program before you have finished creating the recovery media. The next time you open HP Recovery Manager, you will be prompted to continue the process.

Creating the recovery media

1. Select **Start** and type `recovery` in the search field. Select **Recovery Manager** from the list. Allow the action to continue, if prompted.
2. Click **Recovery Media Creation**.
3. Follow the on-screen instructions to continue.

To recover, see [Recovering the original system using HP Recovery Manager on page 120](#).

Creating system restore points

A system restore point is a snapshot of certain hard drive contents saved by Windows System Restore at a specific time. A restore point contains information such as registry settings that Windows uses. Restoring to a previous restore point allows you to reverse changes that have been made to the system since the restore point was created.

Restoring to an earlier system restore point does not affect data files saved or emails created since the last restore point, but it does affect software you may have installed.

For example, if you download a photo from a digital camera and then restore the computer to the state it was on the previous day, the photo remains on the computer.

However, if you install photo viewing software and then restore your computer to the state it was on the previous day, the software will be uninstalled, and you won't be able to use it.

What you need to know

- If you restore to a restore point and then change your mind, you can undo the restoration.
- You should create system restore points:
 - Before you add or change software or hardware
 - Periodically, whenever the computer is running normally
- System Restore also saves shadow copies of files that have been changed since the last restore point was created. For more information about using shadow copies to restore, see Help and Support.

Creating a system restore point

1. Select **Start > Control Panel > System and Security > System**.
2. In the left pane, click **System Protection**.
3. Click the **System Protection** tab.
4. Click **Create**, and follow the on-screen instructions.

To restore, see [Restoring to a previous system restore point on page 120](#).

Backing up system and personal information

Your computer stores information that is important to you, such as files, emails, and photos, and you will want to keep that information even if you download a virus or the system stops working properly. How completely you are able to recover your files depends on how recent your backup is. As you add new software and data files, you should create backups on a regular basis.

Tips for a successful backup

- Number backup discs before inserting them into the optical drive.
- Store personal files in the Documents, Music, Pictures, and Videos libraries, and back up these folders periodically.
- Save customized settings in a window, toolbar, or menu bar by taking a screen shot of your settings. The screen shot can be a time-saver if you have to re-enter your preferences.

To create a screen shot:

1. Display the screen you want to save.
2. Copy the screen image:
To copy only the active window, press **alt+prt sc**.
To copy the entire screen, press **prt sc**.
3. Open a word-processing document or graphics editing program, and then select **Edit > Paste**. The screen image is added to the document.
4. Save and print the document.

What you need to know

- You can back up your information to an optional external hard drive, a flash drive, a network drive, or discs.
- Connect the computer to AC power during backups.
- Allow enough time for the backup. Depending on files sizes, it may take more than an hour.
- Verify the amount of free space on your backup storage device before you back up.
- You should back up:
 - Before adding or changing software or hardware.
 - Before the computer is repaired or restored.
 - On a regular schedule to be sure you have recent copies of personal information.
 - After you add many files—for example, if you saved videos from a birthday party.
 - Before using antivirus software to remove a malicious program.
 - After adding information that is hard to replace, such as pictures, videos, music, project files, or data records.

Creating a backup using Windows Backup and Restore

Windows allows you to back up files using Windows Backup and Restore. You can select the level you want to back up, from individual folders to drives. The backups are compressed to save space. To back up:

1. Select **Start > Control Panel > System and Security > Backup and Restore**.
2. Follow the on-screen instructions to schedule and create a backup.



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

To restore, see [Restoring specific files using Windows Backup and Restore on page 120](#).

Restore and recovery

Restoring to a previous system restore point

Sometimes installing a software program causes your computer or Windows to behave unpredictably. Usually uninstalling the software fixes the problems. If uninstalling does not fix the problems, you can restore the computer to a previous system restore point (created at an earlier date and time).

To restore to a previous system restore point, when the computer was running correctly:

1. Select **Start > Control Panel > System and Security > System**.
2. In the left pane, click **System Protection**.
3. Click the **System Protection** tab.
4. Click **System Restore**, and follow the on-screen instructions.

Restoring specific files

If files are accidentally deleted from the hard disk and they can no longer be restored from the Recycle Bin, or if files become corrupt, restoring specific files is useful. Restoring specific files is also useful if you ever choose to recover the original system using HP Recovery Manager. You can only restore specific files that you have backed up before.

Restoring specific files using Windows Backup and Restore

Windows allows you to restore files that were backed up using Windows Backup and Restore:

1. Select **Start > Control Panel > System and Security > Backup and Restore**.
2. Follow the on-screen instructions to restore your backup.



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

Recovering the original system using HP Recovery Manager

HP Recovery Manager software allows you to repair or recover the computer to its original factory state.

What you need to know

- HP Recovery Manager recovers only software that was installed at the factory. For software not provided with this computer, you must either download the software from the manufacturer's website or reinstall the software from the disc provided by the manufacturer.
- A system recovery should be used as a final attempt to correct computer issues. If you have not already tried restore points (see [Restoring to a previous system restore point on page 120](#)) and partial restores (see [Restoring specific files on page 120](#)), try them before using HP Recovery Manager to recover your system.
- A system recovery must be performed if the computer hard drive fails or if all attempts to correct any functional computer issues fail.

- If the recovery media do not work, you can obtain recovery discs for your system from the HP website.
- The Minimized Image Recovery option is recommended for advanced users only. All hardware-related drivers and software are re-installed, but other software applications are not. Do not interrupt the process until it is complete, otherwise the recovery will fail.

Recovering using HP Recovery partition (select models only)

The HP Recovery partition (select models only), allows you to restore your system without the need for recovery discs or a recovery flash drive. This type of recovery can only be used if the hard drive is still working.

To check for the presence of a recovery partition, select **Start**, right-click **Computer** then select **Manage > Disk Management**. If the recovery partition is present, a Recovery drive is listed in the window.



NOTE: Recovery discs have been included if your computer did not ship with a recovery partition.

1. Access HP Recovery Manager in either of the following ways:
 - Select **Start** and type `recovery` in the search field. Select **Recovery Manager** from the list.
 - or –
 - Turn on or restart the computer, and then press `esc` while the “Press the ESC key for Startup Menu” message is displayed at the bottom of the screen. Then press `f11` while the “F11 (System Recovery)” message is displayed on the screen.
2. Click **System Recovery** in the **HP Recovery Manager** window.
3. Follow the on-screen instructions.

Recovering using the recovery media

1. If possible, back up all personal files.
2. Insert the first recovery disc into the optical drive on your computer or an optional external optical drive, and then restart the computer.
- or –

Insert the recovery flash drive into a USB port on your computer, and then restart the computer.



NOTE: If the computer does not automatically restart in HP Recovery Manager, change the computer boot order. See [Changing the computer boot order on page 121](#).

3. Press `f9` at system bootup.
4. Select the optical drive or the flash drive.
5. Follow the on-screen instructions.

Changing the computer boot order

To change the boot order for recovery discs:

1. Restart the computer.
2. Press `esc` while the computer is restarting, and then press `f9` for boot options.
3. Select **Internal CD/DVD ROM Drive** from the boot options window.

To change the boot order for a recovery flash drive:

1. Insert the flash drive into a USB port.
2. Restart the computer.
3. Press `esc` while the computer is restarting, and then press `f9` for boot options.
4. Select the flash drive from the boot options window.

11 Backup and Recovery in SUSE Linux

Recovery after a system failure is as good as your most recent backup. As you add new software and data files, you should continue to back up your system on a regular basis to maintain a reasonably current backup.

Backing up your information

You should back up your computer files on a regular schedule to maintain a current backup. You can manually back up your information to an optional external drive, a network drive, or discs. Back up your system at the following times:

- At regularly scheduled times
- Before the computer is repaired or restored
- Before you add or modify hardware or software

To back up your home directory files using **Backup Manager Settings**:

1. Select **Computer > More Applications > Tools > Backup Manager Settings**, and click **Backup my home directory**.
2. Click **Storage Destination Location**, and then select a location to back up your information.
3. Click **Schedule**, and then select a time schedule to perform backups at a regularly scheduled time.

To immediately back up your information, click the **Backup Now** check box.



NOTE: Before you back up your information, be sure you have designated a location to save the backup files.

4. Click **Save and Backup** to start the backup and to save the backup settings.

To restore backup files:

1. Select **Computer > More Applications > Tools > Backup Manager Restore**.
2. Click **Backup Source**, and then select the location of the backup files.
3. Click **Restore Destination**, and then select the destination to restore the files.
4. Select the **Optical Disk** option.
5. Under **Restore Point**, click the time and date of the backup.



NOTE: If multiple backups have been performed, click **Use the latest version** to restore the latest version.

6. Click **Restore** to start restoring the files, or click **Cancel** to cancel the operation.

Performing a system recovery

Recovery allows you to repair or restore the computer to its original factory state. You can create an HP Factory Image Restore DVD, using an installed or an external DVD±RW optical drive. You can also restore the computer to its factory condition from the HP dedicated recovery partition on the hard drive.

 **CAUTION:** Using Recovery completely erases hard drive contents and reformats the hard drive. All files you have created and any software installed on the computer are permanently removed. The recovery tool reinstalls the original operating system and HP programs and drivers that were installed at the factory. Software, drivers, and updates not installed by HP must be manually reinstalled. Personal files must be restored from a backup.

To restore the computer using the HP Factory Image Restore DVD, you must first create the recovery disc. To create the recovery disc:

 **NOTE:** HP recommends that you create the HP Factory Image Restore DVD in the event of a system failure.

1. Select **Computer > More Applications**.
2. In the left pane, click **Tools**, and then click **Create HP Factory Image Restore DVD** in the right pane.
3. Follow the on-screen instructions to create an image file to burn a recovery disc.

To restore the computer from the recovery disc, follow these steps:

1. If possible, back up all personal files.
2. Insert the HP Factory Image Restore DVD into the optical drive and restart the computer.
3. As the computer is restarting, press **f9** to open the Computer Setup boot option menu.
4. Press the down arrow to select **Restore SLED HP-BNB preload image** from the **Linux boot** menu, and then press **enter**.
5. Using the arrow keys, select **Yes** when prompted: **Do you want to start the System-Restore?**
6. Follow the on-screen instructions.

 **NOTE:** You can also restore the computer from the partition by restarting the computer, and then pressing the **f11** key.

If you are unable to boot (start up) your computer from the hard drive partition with the primary operating system or from the recovery partition, and you did not create a system recovery disc, you must purchase a *SUSE Linux Enterprise Desktop Operating System DVD* to reinstall the operating system. For additional information, see the *Worldwide Telephone Numbers* booklet.

12 Statement of Volatility

The purpose of this document is to provide general information regarding non-volatile memory in industry-standards based HP Business Notebook PC systems and provide general instructions for restoring nonvolatile memory that can contain personal data after the system has been powered off and the hard drive has been removed.

HP Business Notebook PC 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 assuming that no subsequent modifications have been made to the system and assuming that no applications, features, or functionality have been added to or installed on the system.

Following system shutdown and removal of all power sources from an HP Business Notebook PC system, personal data can remain on volatile system memory (DIMMs) for a finite period of time and will also remain in nonvolatile memory. The steps below will remove personal data from the notebook PC, including the nonvolatile memory found in Intel-based and AMD-based system boards. Some of these steps are disclosed in the Maintenance & Service Guides available for HP PC products available on the product support pages at www.hp.com.

1. Follow steps (a) through (i) below 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. Enter BIOS (F10) Setup by powering on the system and pressing **F10** when prompted near the bottom of the display, or press the **ESC** key to display the start up menu, then press **F10**. If the system has a BIOS administrator password, enter the password at the prompt.
 - b. Select the **File** menu, then **Restore Defaults**.
 - c. Select the **System Configuration** menu, then **Restore Security Defaults**.
 - d. 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 the tag that has been set. Press the spacebar once to clear the tag, then press **Enter** to return to the prior menu.
 - e. If a DriveLock password is set, select the **Security** menu, scroll down to **DriveLock**, then select **DriveLock password**. Select the desired hard drive. Click **Disable protection**, enter the existing master DriveLock password, then press **Enter** to confirm and return to the prior menu. Repeat this procedure if more than one hard drive has a DriveLock password.
 - f. If an Automatic DriveLock password is set, select the **Security** menu, scroll down to **Automatic DriveLock**, then select the desired hard drive and disable protection. Repeat this procedure if more than one hard drive has an Automatic DriveLock password.
 - g. Select the **File** menu, then **Reset BIOS Security to factory default**. Click **yes** at the warning message.
 - h. Select the **File** menu, then **Save Changes and Exit**.
 - i. Reboot the system. If the system has a Trusted Platform Module (TPM) and/or fingerprint sensor, one or two prompts will appear. One to clear the TPM and the other to Reset Fingerprint Sensor; press **F1** to accept or **F2** to reject.

If the HP notebook model number ends in a 'p' or 'w' and includes Intel® Centrino with VPro™, reboot the PC and enter BIOS Setup by pressing **F10** when prompted. Select **System**

Configuration, then **AMT Options**. Then select **Unconfigure AMT** on next boot. Select **Save** then **Yes**. Select the **File** menu, and then select **Save Changes and Exit**. Reboot the system and confirm that you want to unconfigure AMT.

- j. If the optional Intel® Anti-Theft Technology (AT) was activated, contact the provider to deactivate it.
 - k. If the optional Absolute® Software Computrace® management and tracking service was activated on the notebook PC, contact the provider to deactivate it.
 - l. Remove all power and system batteries for at least 24 hours.
2. Remove and retain the storage drive or clear the contents of the drive.

a. Hard Disk Drive (HDD)

Clear the HDD contents by using the HP Disk Sanitizer® utility or a third party application that, ideally, is U.S. Department of Defense (DOD) 5220.22-M approved.

To run HP Disk Sanitizer, enter BIOS Setup by powering on the system and pressing **F10** when prompted near the bottom of the display, or press **ESC** to display the start up menu, then press **F10**. Select the **Security** menu and scroll down to the **Utilities** menu. Select **Disk Sanitizer** and select the desired drive. For a higher level of protection, select **Optimum**.



NOTE: This process will take a long time, and the amount of time varies based on the hard drive capacity.

b. Solid State Drive (SSD)

Clear the SSD contents by using the BIOS Setup Secure Erase command option, or by using a third party utility designed to erase data from an SSD. To run Secure Erase, enter BIOS Setup by powering on the system and pressing **F10** when prompted near the bottom of the display. Select the **Security** menu and scroll down to the **Utilities** menu. Select **Secure Erase** and select the desired hard drive.

Non-volatile memory usage

Non Volatile 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 input into this memory?	How is this memory write protected?
Real Time Clock (RTC) battery backed-up CMOS configuration memory (CMOS)	256 Bytes	No	Yes	Stores system date and time and limited keyboard controller data.	Using the F10 Setup utility or changing the Microsoft® Windows® date & time.	This memory is not write-protected. HP recommends password protecting the F10 Setup utility.
Controller (NIC) EEPROM	64 Kbytes (not customer accessible)	No	Yes	Store NIC configuration and NIC firmware.	Using a utility from the NIC vendor that can be run from DOS.	A utility is required to write data to this memory and is available from NIC vendor. Writing data to this ROM in an inappropriate manner will render the NIC nonfunctional.
Keyboard ROM	64 Kbytes (not customer accessible)	No	Yes	Stores firmware code (keyboard, mouse, & battery management).	Programmed at the factory. Code is updated when the system BIOS is updated.	A utility is required for writing data to this memory and is available on the HP website. Writing data to this ROM in an inappropriate manner can render the PC nonfunctional.
DIMM Serial Presence Detect (SPD) configuration data	256 Bytes per memory module, 128 Bytes programmable (not customer accessible)	No	Yes	Stores memory module information.	Programmed by the memory vendor.	Data cannot be written to this memory when the module is installed in a PC. The specific write protection method varies by memory vendor.
System BIOS	4 to 5 MBytes	Yes	Yes	Store system BIOS code and PC configuration data.	System BIOS code is programmed at the factory. Code is updated when the system BIOS is updated. Configuration data and settings are input using the F10 setup utility or a custom utility.	A utility is required for writing data to this memory and is available on the HP website. Writing data to this ROM in an inappropriate manner can render the PC nonfunctional.
Intel Management Engine Firmware (present only in models ending in a 'p' or 'w' or with Intel Centrino Pro technology)	1.5 or 5MByte	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	The Intel chipset is configured to enforce HW protection to block all direct read/write access to this area. An Intel utility is required for updating the firmware. Only firmware updates digitally signed by

					third party data store contents can populated by a remote management console or local applications registered by an administrator to have access to the space.	Intel can be applied using this utility.
Bluetooth flash	2Mbit	No	Yes	Stores Bluetooth configuration and firmware.	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 is required for writing data to this memory and is made available through newer versions of the driver if the flash requires an upgrade.
802.11 WLAN EEPROM	4kb to 8kb	No	Yes	Stores configuration and calibration data.	Programmed at the factory. Tools for writing data to this memory are not made public.	A utility is required 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.
Web camera	64K bit	No	Yes	Store Web Cam configuration and firmware.	Using a utility from the device manufacturer that can be run from Windows.	A utility is required 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	512kByte Flash	Yes	Yes	Stores fingerprint templates.	By enrolling in HP ProtectTools Security Manager.	Only a digitally signed application can make the call to write to the flash.

Questions and answers

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

- a. Turn on or restart the computer and press **F10** when prompted near the bottom of the display.
- b. Select **File**, then select **Restore defaults**.
- c. Follow the on-screen instructions.
- d. Select **File**, save changes and exit, then press **Enter**.

2. 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/timing, voltage and thermal information. This information is written by the module manufacturer and stored on an EEPROM. This EEPROM cannot be written to when the memory module is installed in a PC. Third party tools do exist that can write to the EEPROM when the memory module is not installed in a PC. There are various third party tools available to read SPD memory.

3. Does the “Firmware Hub for System BIOS” contain the BIOS program? Is this chip writable, and if so how?

The Firmware Hub does contain the BIOS program and is writable. A utility is required to perform the write function.

4. In some PC systems, the Firmware Hub for System BIOS is a flash memory chip so that updates can be written by the customer. Is this true for these BIOS chips?

Yes, they are flash memory chips.

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

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

6. Does resetting the CMOS configuration memory return the PC back to factory defaults?

The process of resetting the CMOS will return certain system settings to factory default but will not reset many of the system data and configuration defaults to their factory settings. To return these system data and configuration defaults to factory settings, refer to question and answer 1 and follow the instructions for returning the BIOS settings to factory defaults.

13 Power cord set requirements

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

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

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

Requirements for all countries

The following requirements are applicable to all countries and regions:

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

Requirements for specific countries and regions

Country/region	Accredited agency	Applicable note number
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
India	ISI	1
Israel	SII	1
Italy	IMQ	1
Japan	JIS	3
The Netherlands	KEMA	1
New Zealand	SANZ	1
Norway	NEMKO	1
The 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
The United Kingdom	ASTA	1
The United States	UL	2

1. The flexible cord must be Type H05VV-F, 3-conductor, 0.75mm² 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.

Country/region	Accredited agency	Applicable note number
		<p>2. The flexible cord must be Type SVT/SJT or equivalent, No. 18 AWG, 3-conductor. The wall plug must be a two-pole grounding type with a NEMA 5-15P (15 A, 125 V ac) or NEMA 6-15P (15 A, 250 V ac) configuration. CSA or C-UL mark. UL file number must be on each element.</p>
		<p>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, 3-conductor, 0.75mm² or 1.25mm² conductor size. The wall plug must be a two-pole grounding type with a Japanese Industrial Standard C8303 (7 A, 125 V ac) configuration.</p>
		<p>4. The flexible cord must be Type RVV, 3-conductor, 0.75mm² conductor size. Power cord set fittings (appliance coupler and wall plug) must bear the CCC certification mark.</p>
		<p>5. The flexible cord must be Type H05VV-F 3X0.75mm² conductor size. KTL logo and individual approval number must be on each element. Corset approval number and logo must be printed on a flag label.</p>
		<p>6. The flexible cord must be Type HVCTF 3X1.25mm² conductor size. Power cord set fittings (appliance coupler, cable, and wall plug) must bear the BSMI certification mark.</p>
		<p>7. For 127 V ac, the flexible cord must be Type SVT or SJT 3 x 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 3X0.75/1.00mm² conductor size, with plug BS 1363/A with BSI or ASTA marks.</p>

14 Recycling

When a non-rechargeable 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 Web site at <http://www.hp.com/recycle>.

Index

A

- AC adapter 9
- action keys
 - identifying 14
- antennas
 - illustrated 28
 - removing 81, 82
 - spare part number 33, 39
- audio, product description 4
- audio-out (headphone)/audio-in (microphone) jack 9

B

- backup 123
- backups 113, 117
- base enclosure
 - illustrated 26
 - spare part number 33, 39
- battery
 - illustrated 26
 - removing 49
 - spare part number 31
- battery bay, identifying 15
- battery lock and unlock latch, identifying 15
- battery release latch 15
- BIOS
 - determining version 97, 101, 106
 - downloading an update 98, 102, 107
 - updating 97, 101, 106
- Bluetooth label 17
- boot order
 - changing 121
 - changing HP Recovery Manager 116
- bottom 17
- buttons
 - left TouchPad 11
 - power 13
 - right TouchPad 11

C

- cables, service considerations 45

- caps lock light, identifying 12
- chipset, product description 2
- components
 - bottom 15
 - display 7
 - front side 8
 - left side 9
 - right side 8
 - top 11
- computer major components, illustrated 19
- Computer Setup
 - navigating and selecting 105
 - restoring factory settings 106
- computer specifications 109
- connector, power 9
- connectors, service considerations 45

D

- deleted files
 - restoring 114, 120
- display assembly
 - illustrated 20
 - removing 50, 76
 - spare part numbers 20, 76
- display assembly subcomponents
 - illustrated 27
 - removing 50, 76
- display bezel
 - illustrated 27
 - removing 50, 78
 - spare part number 33
- display cable
 - illustrated 28
 - removing 80
 - spare part number 33
- display enclosure
 - illustrated 28
 - removing 82
 - spare part number 33, 39
- display panel
 - illustrated 27
 - product description 2

- removing 51, 79, 80
- spare part number 35, 38
- display specifications 110
- DVD±RW SuperMulti DL Drive specifications 112

E

- electrostatic discharge 46
- equipment guidelines 48
- esc key, identifying 14
- Ethernet, product description 4
- external media cards 4
- external monitor port, identifying 9

F

- fan
 - illustrated 21, 31
 - removing 74
- fn key, identifying 14

G

- graphics, product description 2
- grounding guidelines 46
- guidelines
 - equipment 48
 - grounding 46
 - packaging 47
 - transporting 47
 - workstation 47

H

- hard drive
 - illustrated 25, 29
 - precautions 46
 - product description 3
 - removing 68
 - spare part number 31, 41
 - specifications 111
- hard drive bracket
 - removing 69
 - spare part number 25, 29, 35, 68
- hard drive light 10
- HDMI port
 - identifying 9

- heat sink assembly
 - illustrated 25
 - removing 25, 91
 - spare part number 33, 39, 91
- hinges
 - illustrated 28
 - removing 51, 79, 80
 - spare part number 33, 39
- HP PC Hardware Diagnostics (UEFI)
 - downloading 99, 103, 108
 - using 99, 102
- HP Recovery Manager 120
 - correcting boot problems 116
 - starting 115
- HP Recovery media
 - creating 113
 - recovery 116
- HP Recovery partition
 - recovery 115
 - removing 116
- I**
- internal display switch, identifying 7
- internal microphone, identifying 7
- J**
- jacks
 - audio-out (headphone)/audio-in (microphone) 9
 - network 9
 - RJ-45 (network) 9
- K**
- keyboard
 - illustrated 20
 - product description 4
 - removing 57
- keys
 - action 14
 - esc 14
 - fn 14
 - Windows 14
- L**
- labels
 - Bluetooth 17
 - regulatory 17
 - serial number 16
 - service 16
- wireless certification 17
- WLAN 17
- latch, battery release 15
- legacy support, USB 105
- lights
 - AC adapter 9
 - caps lock 12
 - hard drive 10
 - mute 12
 - power 10, 12
 - RJ-45 (network) status 9
 - wireless 12
- M**
- mass storage devices
 - illustrated 29
 - precautions 46
- memory card reader, identifying 8
- memory module
 - identifying 15
 - illustrated 26
 - product description 3
 - removing 56
 - spare part number 31
- microphone
 - product description 4
- minimized image
 - creating 115
- minimized image recovery 115
- model name 1
- mute light, identifying 12
- N**
- network jack, identifying 9
- O**
- operating system 5
- optical drive
 - illustrated 25, 29
 - precautions 46
 - product description 3
 - removing 53
 - spare part number 33, 39, 53
 - specifications 112
- optical drive rear bracket
 - removing 53
- optical drive, identifying 8
- original system recovery 115, 120
- P**
- packaging guidelines 47
- plastic parts, service considerations 45
- pointing device 4
- ports
 - external monitor 9
 - HDMI 9
 - product description 4
 - USB 2.0 8
 - USB 3.0 9
- power button board
 - illustrated 21
 - removing 65
 - spare part number 33
- power button, identifying 13
- power connector cable
 - illustrated 21
 - removing 73
 - spare part number 35
- power connector, identifying 9
- power cord
 - requirements for all countries 131
 - requirements for specific countries and regions 132
 - set requirements 131
 - spare part number 30, 31
- power lights, identifying 10, 12
- power requirements 5
- processor
 - product description 1
- product description
 - audio 4
 - chipset 2
 - display panel 2
 - Ethernet 4
 - external media cards 4
 - graphics 2
 - hard drive 3
 - keyboard 4
 - memory module 3
 - microphone 4
 - operating system 5
 - optical drive 3
 - pointing device 4
 - ports 4
 - power requirements 5
 - processor 1
 - product name 1
 - security 5
 - serviceability 5

- video 4
- wireless 4
- product name 1
- product name and number, computer 16

R

- recovering from the recovery discs 121
- recovering the original system 120
- recovery 120, 123
 - discs 113, 116
 - HP Recovery Manager 115, 120
 - media 116
 - options 114
 - starting 115
 - supported discs 113
 - system 115
 - USB flash drive 116
 - using HP Recovery media 114
- recovery discs 117
- recovery media 117
 - creating 113
 - creating using HP Recovery Manager 114
- recovery partition
 - removing 116
- recovery, system 120
- regulatory information
 - regulatory label 17
 - wireless certification labels 17
- removal/replacement
 - preliminaries 45
 - procedures 49
- restore
 - Windows File History 114
- restore points 118
- restoring the original system
 - creating recovery media 117
- RJ-45 (network) jack, identifying 9
- RJ-45 (network) status lights, identifying 9
- RTC battery
 - illustrated 21
 - removing 94

S

- Screw Kit, spare part number 35
- security cable slot, identifying 9
- security, product description 5

- serial number, computer 16
- service considerations
 - cables 45
 - connectors 45
 - plastic parts 45
- service cover
 - identifying 15
 - illustrated 26
 - removing 55
 - spare part number 35
- service labels
 - locating 16
- serviceability, product description 5
- slots
 - memory card 8
 - security cable 9
- speakers
 - illustrated 25
 - removing 89
 - spare part number 34
- specifications
 - computer 109
 - display 110
 - DVD±RW SuperMulti DL Drive 112
 - hard drive 111
 - optical drive 112
- supported discs 117
- recovery 113
- system board
 - removing 83
 - spare part number 21, 32, 33, 40
- system recovery 115, 120
- system restore point
 - creating 113
- system restore points 118
 - creating 118

T

- tools required 45
- top cover
 - illustrated 20
 - removing 60
 - spare part number 34
- TouchPad
 - buttons 11
- TouchPad button board
 - removing 66
 - spare part number 21, 34, 66

- TouchPad zone, identifying 11
- transporting guidelines 47
- traveling with the computer 17

U

- USB 2.0 ports, identifying 8
- USB 3.0 port, identifying 9
- USB board
 - removing 67
 - spare part number 25, 34
- USB legacy support 105

V

- vents, identifying 9, 15
- video, product description 4

W

- webcam
 - identifying 7
- webcam light, identifying 7
- webcam/microphone cable
 - illustrated 28
 - removing 51, 79, 80
 - spare part number 33
- webcam/microphone module
 - illustrated 27
 - removing 51, 79
 - spare part number 34, 50, 77
- Windows
 - File History 114
 - restoring files 114
 - system restore point 113
- Windows Backup and Restore
 - restoring files 120
- Windows key, identifying 14
- wireless antennas
 - illustrated 28
 - removing 81, 82
 - spare part number 33, 39
- wireless certification label 17
- wireless light 12
- wireless, product description 4
- WLAN antennas, identifying 7
- WLAN device 17
- WLAN label 17
- WLAN module
 - illustrated 25
 - removing 71
 - spare part number 31
- workstation guidelines 47

