



Maintenance & Service Guide

HP ProOne 400 G3 20 inch All-in-One Business PC

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Product notice

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


Not all features are available in all editions of Windows. This computer may require upgraded and/or separately purchased hardware, drivers and/or software to take full advantage of Windows functionality. Go to <http://www.microsoft.com> for details.


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About This Book

 **WARNING!** Text set off in this manner indicates that failure to follow directions could result in bodily harm or loss of life.

 **CAUTION:** Text set off in this manner indicates that failure to follow directions could result in damage to equipment or loss of information.


 **NOTE:** Text set off in this manner provides important supplemental information.

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1 Product features

Overview



⚠ CAUTION: When the All One (AiO) is mounted using a VESA arm, horizontal operation of the AiO is not supported and may lead to thermal issues.

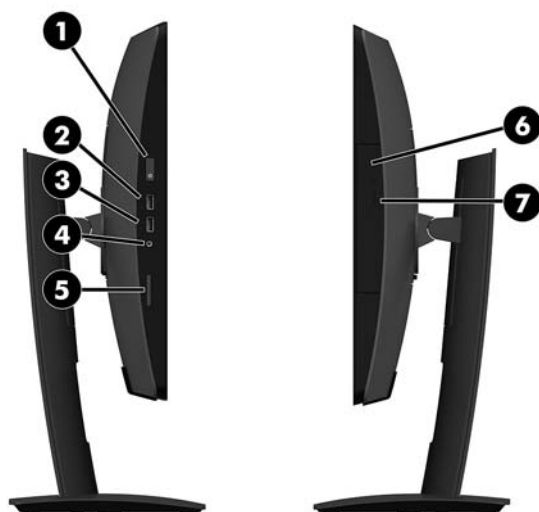
📝 NOTE: For the latest specifications or additional specifications on this product, go to [http://www.hp.com/go/quickspecs/](http://www.hp.com/go/quickspecs) and search for your specific display model to find the model-specific QuickSpecs.

Front components



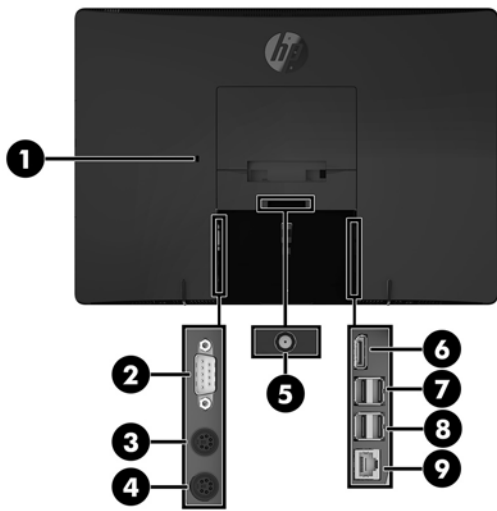
Component		Component	
1	Webcam LED	3	Webcam microphone
2	Webcam lens	4	Speakers

Side components



Component	Component
1 Power button	5 HP SD media card reader (optional)
2 USB Type-A charging ports	6 Optical disc drive
3 USB Type-A ports	7 Optical disc drive eject button
4 Headset jack	


Rear components




Component	Component
1 Security cable slot	6 DisplayPort port
2 Serial port	7 USB Type-A ports (2)
3 PS/2 keyboard connector	8 USB Type-A ports (2)
4 PS/2 mouse connector	9 RJ-45 (network) jack
5 Power connector	

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 under the stand or affixed to the bottom of the computer.

1. Microsoft® Certificate of Authenticity label (select models only prior to Windows 8)—Contains the Windows Product Key. You may need the Product Key to update or troubleshoot the operating system. HP platforms preinstalled with Windows 8 or Windows 8.1 do not have the physical label, but have a Digital Product Key electronically installed.

 **NOTE:** This Digital Product Key is automatically recognized and activated by Microsoft Operating Systems on a reinstall of the Windows 8 or Windows 8.1 operating system with HP-approved recovery methods.

2. 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.



Component

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

3. Serial number label

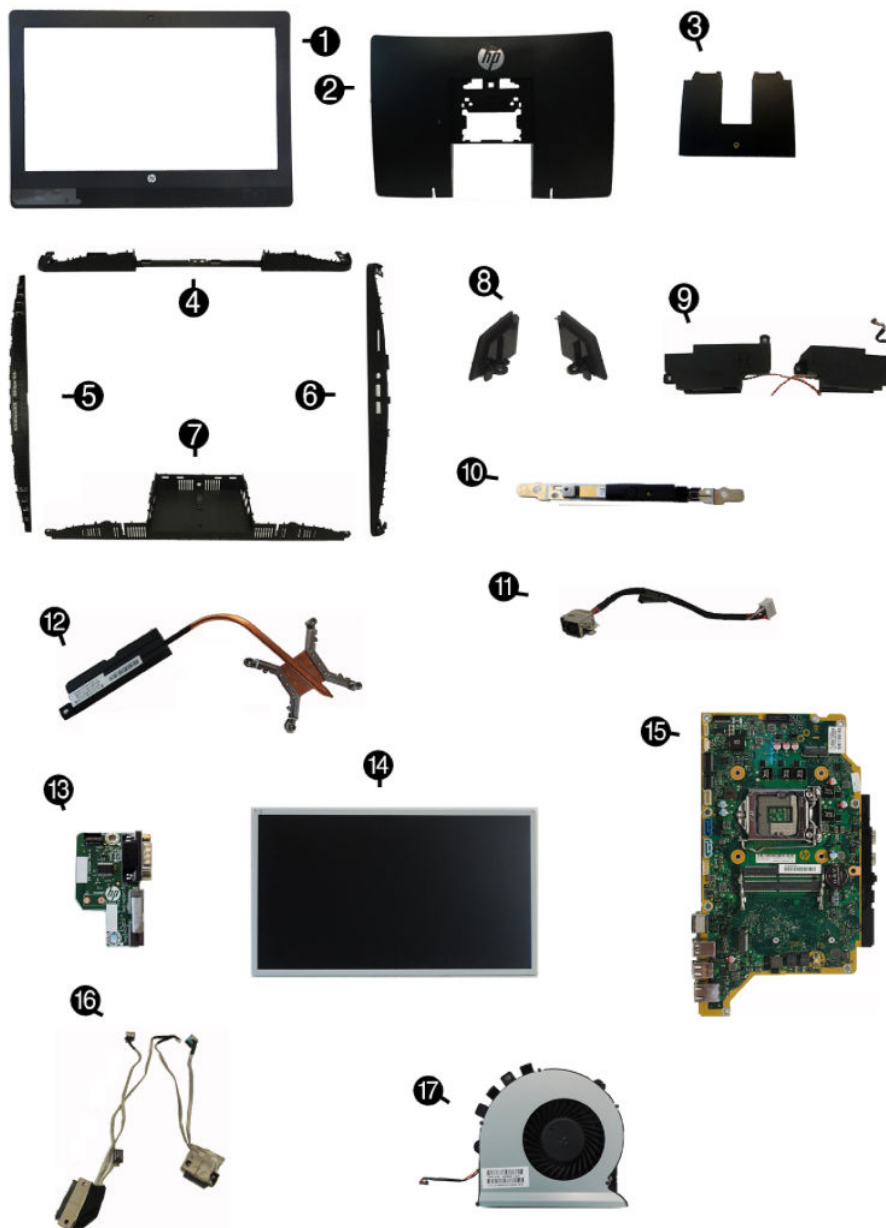


2 Illustrated parts catalog

Component appearance may vary.

 **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.

System parts



Item	Description
(1)	Front bezel (for use in non-touch models)
(2)	Rear cover (main)
(3)	Rear port cover
	Trims
(4)	Top trim
(5)	Left
(6)	Right
(7)	Bottom trim
(8)	Feet (left and right)
(9)	Speakers (left and right)
(10)	Webcam module
(11)	Power connector cable
(12)	Heat sink (thermal module) (includes replacement thermal material)
(13)	Serial port and PS/2 connector board
(14)	Display panel
(15)	System board
(16)	Drive cable
(17)	Fan
*	AC adapter, 90W
	Stands
*	Adjustable height
*	Easel
*	WLAN modules
	Intel Dual Band Wireless-AC 7265 NV
	Intel Centrino Wireless-N 2230
	Intel Dual Band Wireless-AC 3168
	802.11bgn, 1x1, single band, Bluetooth 4.1 combo module
*	Wireless antenna (for use with WLAN module)
*	Optical drive bezel blank (for use in models without an optical drive)
*	Optical drive bezel
*	Mylar cover (for use in models without speakers)
*	Card reader cover
*	Hard drive isolation grommets
*	Shutter button (for use in models without a camera)

Item	Description
*	VESA cover (for use in models without a stand)
*	HP keyed cable lock
*	Power cord

Mass storage devices

Description
Optical drive (does not include bezel)
DVD±RW drive
DVD-ROM drive
Hard drive
1 TB, hybrid SSD drive
1 TB, 7200 rpm
500 GB, 5400 rpm, hybrid SSD drive
500 GB, 7200 rpm hard drive, self-encrypting (SED)
500 GB, 7200 rpm hard drive
500 GB, 5400 rpm hard drive, FIPS
Solid-state drive (not illustrated)
1-TB solid-state drive, TLC
512-GB solid-state drive, PCIe, SS, TLC
512-GB solid-state drive, PCIe, DS
512-GB solid-state drive, SATA-3, OPAL 2.0, self-encrypting (SED), TLC
512-GB solid-state drive, SATA-3, FIPS, TLC
256-GB solid-state drive, PCIe
256-GB solid-state drive, PCIe, TLC
256-GB solid-state drive, SATA-3, TLC
256-GB solid-state drive, OPAL 2.0, self-encrypting (SED), TLC

Processors and memory modules

Description
Memory modules (SODIMM; PC4-2400)
16-GB
8-GB
4-GB
Intel Processors (include replacement thermal material)
Intel Core i7-7700T (2.9-GHz)
Intel Core i5-7600T (2.8-GHz)
Intel Core i3-7500T (2.7-GHz)
Intel Core i3-7300T (3.5-GHz)
Intel Core i3-7100T (3.4-GHz)
Intel Core i7-6700T (2.8-GHz)
Intel Core i5-6600T (2.7-GHz)
Intel Core i5-6500T (2.5-GHz)
Intel Core i3-6100T (3.2-GHz)
Intel Pentium G4600T (3.0-GHz)
Intel Pentium G4560T (2.9-GHz)
Intel Pentium G4400T (2.9-GHz)
Intel Celeron G3930T (2.7-GHz)
Intel Celeron G3900T (2.6-GHz)

Cables

Description
Backlight cable
SDC
INX
Serial port cable
Hard drive + optical drive SATA data cable
DVI cable
LVDS (display) cable
DisplayPort cable
Webcam cable
USB cable


Description
Power (DC-in) cable
Adapter, USB to serial
Adapter, DisplayPort to VGA
Adapter, DisplayPort to DVI
Adapter, DisplayPort to HDMI 1.4

Keyboards and mice

Description
Keyboard
USB
USB, slim
USB Washable
USB Essential
Conferencing
Wireless with mouse
Smartcard
PS/2, slim
Healthcare
Antimicrobial
Mouse
USB gray
USB Antimicrobial
USB/PS2 Washable
USB hardened
USB, optical
PS/2, optical
USB, laser

3 Routine care, SATA drive guidelines, and disassembly preparation

This chapter provides general service information for the computer. Adherence to the procedures and precautions described in this chapter is essential for proper service.

 **CAUTION:** When the computer is plugged into an AC power source, voltage is always applied to the system board. You must disconnect the power cord from the power source before opening the computer to prevent system board or component damage.

Electrostatic discharge information

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

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

Generating static

The following table shows that:

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

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

These are then multi-packaged inside plastic tubes, trays, or Styrofoam.



NOTE: 700 volts can degrade a product.

Preventing electrostatic damage to equipment

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

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

Personal grounding methods and equipment

Use the following equipment to prevent static electricity damage to equipment:

- **Wrist straps** are flexible straps with a maximum of one-megohm \pm 10% resistance in the ground cords. To provide proper ground, a strap must be worn snug against bare skin. The ground cord must be connected and fit snugly into the banana plug connector on the grounding mat or workstation.
- **Heel straps/Toe straps/Boot straps** can be used at standing workstations and are compatible with most types of shoes or boots. On conductive floors or dissipative floor mats, use them on both feet with a maximum of one-megohm \pm 10% resistance between the operator and ground.

Static Shielding Protection Levels

Method	Voltage
Antistatic plastic	1,500
Carbon-loaded plastic	7,500
Metallized laminate	15,000

Grounding the work area

To prevent static damage at the work area, use the following precautions:

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

Recommended materials and equipment

Materials and equipment that are recommended for use in preventing static electricity include:

- Antistatic tape
- Antistatic smocks, aprons, or sleeve protectors
- Conductive bins and other assembly or soldering aids
- Conductive foam
- Conductive tabletop workstations with ground cord of one-megohm \pm 10% resistance
- Static-dissipative table or floor mats with hard tie to ground
- Field service kits
- Static awareness labels
- Wrist straps and footwear straps providing one-megohm \pm 10% resistance

- Material handling packages
- Conductive plastic bags
- Conductive plastic tubes
- Conductive tote boxes
- Opaque shielding bags
- Transparent metallized shielding bags
- Transparent shielding tubes

Operating guidelines

To prevent overheating and to help prolong the life of the computer:

- Keep the computer away from excessive moisture, direct sunlight, and extremes of heat and cold.
- Operate the computer on a sturdy, level surface. Leave a 10.2-cm (4-inch) clearance on all vented sides of the computer and above the display to permit the required airflow.
- Never restrict the airflow into the computer by blocking any vents or air intakes. Do not place the keyboard, with the keyboard feet down, directly against the front of the desktop unit as this also restricts airflow.
- Occasionally clean the air vents on all vented sides of the computer. Lint, dust, and other foreign matter can block the vents and limit the airflow. Be sure to unplug the computer before cleaning the air vents.
- Never operate the computer with the cover or side panel removed.
- Do not stack computers on top of each other or place computers so near each other that they are subject to each other's re-circulated or preheated air.
- If the computer is to be operated within a separate enclosure, intake and exhaust ventilation must be provided on the enclosure, and the same operating guidelines listed above will still apply.
- Keep liquids away from the computer and keyboard.
- Never cover the ventilation slots on the display with any type of material.
- Install or enable power management functions of the operating system or other software, including sleep states.

Routine care

General cleaning safety precautions

1. Never use solvents or flammable solutions to clean the computer.
2. Never immerse any parts in water or cleaning solutions; apply any liquids to a clean cloth and then use the cloth on the component.
3. Always unplug the computer when cleaning with liquids or damp cloths.
4. Always unplug the computer before cleaning the keyboard, mouse, or air vents.
5. Disconnect the keyboard before cleaning it.
6. Wear safety glasses equipped with side shields when cleaning the keyboard.

Cleaning the Computer Case

Follow all safety precautions in [General cleaning safety precautions on page 14](#) before cleaning the computer.

To clean the computer case, follow the procedures described below:


- To remove light stains or dirt, use plain water with a clean, lint-free cloth or swab.
- For stronger stains, use a mild dishwashing liquid diluted with water. Rinse well by wiping it with a cloth or swab dampened with clear water.
- For stubborn stains, use isopropyl (rubbing) alcohol. No rinsing is needed as the alcohol will evaporate quickly and not leave a residue.
- After cleaning, always wipe the unit with a clean, lint-free cloth.
- Occasionally clean the air vents on the computer. Lint and other foreign matter can block the vents and limit the airflow.

Cleaning the keyboard


Follow all safety precautions in [General cleaning safety precautions on page 14](#) before cleaning the keyboard.

To clean the tops of the keys or the keyboard body, follow the procedures described in [Cleaning the Computer Case on page 15](#).

When cleaning debris from under the keys, review all rules in [General cleaning safety precautions on page 14](#) before following these procedures:

 **CAUTION:** Use safety glasses equipped with side shields before attempting to clean debris from under the keys.

- Visible debris underneath or between the keys may be removed by vacuuming or shaking.
- Canned, pressurized air may be used to clean debris from under the keys. Caution should be used as too much air pressure can dislodge lubricants applied under the wide keys.
- If you remove a key, use a specially designed key puller to prevent damage to the keys. This tool is available through many electronic supply outlets.

 **CAUTION:** Never remove a wide leveled key (like the space bar) from the keyboard. If these keys are improperly removed or installed, the keyboard may not function properly.

- Cleaning under a key may be done with a swab moistened with isopropyl alcohol and squeezed out. Be careful not to wipe away lubricants necessary for proper key functions. Use tweezers to remove any fibers or dirt in confined areas. Allow the parts to air dry before reassembly.

Cleaning the display

- Wipe the display screen with a clean cloth moistened with water or with a towelette designed for cleaning displays. Do not use sprays or aerosols directly on the screen; the liquid may seep into the housing and damage a component. Never use solvents or flammable liquids on the display.
- To clean the display body follow the procedures in [Cleaning the Computer Case on page 15](#).

Cleaning the mouse

Before cleaning the mouse, ensure that the power to the computer is turned off.

- Clean the mouse ball by first removing the retaining plate and the ball from the housing. Pull out any debris from the ball socket and wipe the ball with a clean, dry cloth before reassembly.
- To clean the mouse body, follow the procedures in [Cleaning the Computer Case on page 15](#).

Service considerations

Listed below are some of the considerations that you should keep in mind during the disassembly and assembly of the computer.

Tools and software Requirements

To service the computer, you need the following:

- Torx T-15 screwdriver
- Torx T-15 screwdriver with small diameter shank (for certain front bezel removal)
- Flat-bladed screwdriver (may sometimes be used in place of the Torx screwdriver)
- Phillips #2 screwdriver
- Diagnostics software
- Tamper-resistant T-15 wrench

Screws

The screws used in the computer are not interchangeable. They may have standard or metric threads and may be of different lengths. If an incorrect screw is used during the reassembly process, it can damage the unit. HP strongly recommends that all screws removed during disassembly be kept with the part that was removed, then returned to their proper locations.

CAUTION: Metric screws have a black finish. U.S. screws have a silver finish and are used on hard drives only.

CAUTION: As each subassembly is removed from the computer, it should be placed away from the work area to prevent damage.

Cables and connectors

Most cables used throughout the unit are flat, flexible cables. These cables must be handled with care to avoid damage. Apply only the tension required to seat or unseat the cables during insertion or removal from the connector. Handle cables by the connector whenever possible. In all cases, avoid bending or twisting the cables, and ensure that the cables are routed in such a way that they cannot be caught or snagged by parts being removed or replaced.

CAUTION: When servicing this computer, ensure that cables are placed in their proper location during the reassembly process. Improper cable placement can damage the computer.

Hard Drives


Handle hard drives as delicate, precision components, avoiding all physical shock and vibration. This applies to failed drives as well as replacement spares.

- If a drive must be mailed, place the drive in a bubble-pack mailer or other suitable protective packaging and label the package “Fragile: Handle With Care.”
- Do not remove hard drives from the shipping package for storage. Keep hard drives in their protective packaging until they are actually mounted in the CPU.
- Avoid dropping drives from any height onto any surface.
- If you are inserting or removing a hard drive, turn off the computer. Do not remove a hard drive while the computer is on or in standby mode.
- Before handling a drive, ensure that you are discharged of static electricity. While handling a drive, avoid touching the connector. For more information about preventing electrostatic damage, refer to [Electrostatic discharge information on page 11](#)
- Do not use excessive force when inserting a drive.
- Avoid exposing a hard drive to liquids, temperature extremes, or products that have magnetic fields such as displays or speakers.

Lithium coin cell battery

The battery that comes with the computer provides power to the real-time clock and has a minimum lifetime of about three years.

See the appropriate removal and replacement chapter for the chassis you are working on in this guide for instructions on the replacement procedures.

 **WARNING!** This computer contains a lithium battery. There is a risk of fire and chemical burn if the battery is handled improperly. Do not disassemble, crush, puncture, short external contacts, dispose in water or fire, or expose it to temperatures higher than 140°F (60°C). Do not attempt to recharge the battery.

 **NOTE:** Batteries, battery packs, and accumulators should not be disposed of together with the general household waste. In order to forward them to recycling or proper disposal, please use the public collection system or return them to HP, their authorized partners, or their agents.

SATA hard drive cables

SATA data cable

Always use an HP approved SATA 6.0 Gb/s cable as it is fully backwards compatible with the SATA 1.5 Gb/s drives.

Current HP desktop products ship with SATA 6.0 Gb/s hard drives.

SATA data cables are susceptible to damage if overflexed. Never crease a SATA data cable and never bend it tighter than a 30 mm (1.18 in) radius.

The SATA data cable is a thin, 7-pin cable designed to transmit data for only a single drive.

Cable management

Always follow good cable management practices when working inside the computer.

- Keep cables away from major heat sources like the heat sink.
- Do not jam cables on top of expansion cards or memory modules. Printed circuit cards like these are not designed to take excessive pressure on them.
- Keep cables clear of sliding or moveable parts to prevent them from being cut or crimped when the parts are moved.
- When folding a flat ribbon cable, never fold to a sharp crease. Sharp creases may damage the wires.
- Some flat ribbon cables come prefolded. Never change the folds on these cables.
- Do not bend any cable sharply. A sharp bend can break the internal wires.
- Never bend a SATA data cable tighter than a 30 mm (1.18 in) radius.
- Never crease a SATA data cable.
- Do not rely on components like the drive cage, power supply, or computer cover to push cables down into the chassis. Always position the cables to lay properly by themselves.


4 Removal and Replacement Procedures

The following sections provide information about disassembling various components of the computer.

Preparing to disassemble the computer

To avoid injury and equipment damage, always complete the following steps in order, when opening the HP All-in-One.

1. Remove all media from the computer.
2. Shut down the computer.
3. After the system has completely shut down, disconnect the power adapter from the back of the computer.
4. If a cable lock is installed on the rear of the unit, remove the lock.
5. Disconnect all other attached cables from the back of the computer.
6. Place the computer face down on a soft flat surface. HP recommends that you set down a blanket, towel, or other soft cloth to protect the screen surface from scratches or other damage.

 **WARNING!** Beware of sharp edges inside the chassis.

Attaching and removing a stand

Two stands are available for the computer:

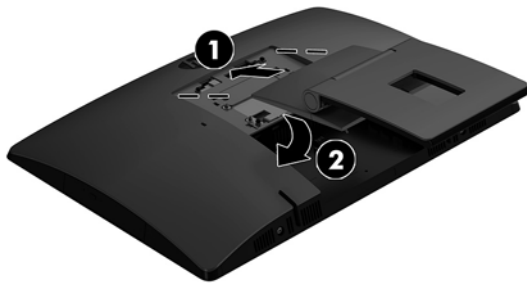
- [Attaching and removing an easel stand](#)
- [Attaching and removing an adjustable height stand](#)

Attaching and removing an easel stand

Attaching an easel stand

To install the stand:

1. Place the computer face down on a soft flat surface. HP recommends that you set down a blanket, towel, or other soft cloth to protect the bezel and screen surface from scratches or other damage.
2. Engage the hooks in the top of the stand in the two large holes in the upper part of the back of the computer **(1)**.
3. Rotate the stand down until it clicks into place **(2)**.

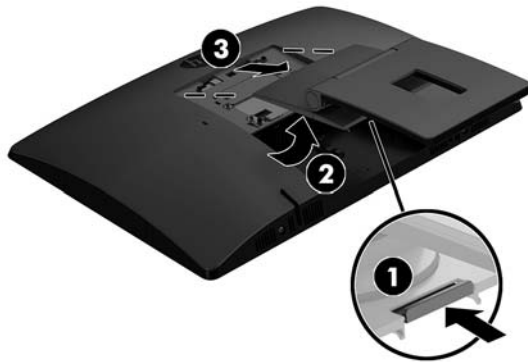


Removing an easel stand

To remove the stand:

1. Remove all removable media, such as optical discs or USB flash drives, from the computer.
2. Turn off the computer properly through the operating system, then turn off any external devices.
3. Disconnect the AC power cord from the AC outlet and disconnect any external devices.
4. Place the computer face down on a soft flat surface. HP recommends that you set down a blanket, towel, or other soft cloth to protect the bezel and screen surface from scratches or other damage.
5. Remove the rear port cover, if it is installed. For instructions, see [Rear port cover on page 23](#).
6. Press the release latch under the stand **(1)**.

7. Lift the stand up **(2)**, and then pull the stand hooks out of the computer **(3)**.

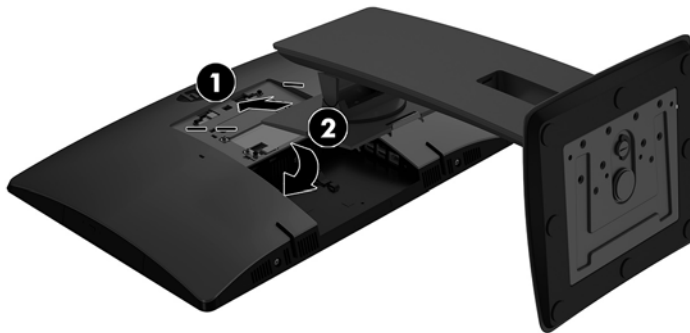


Attaching and removing an adjustable height stand

Attaching an adjustable height stand

To install the stand:

1. Place the computer face down on a soft flat surface. HP recommends that you set down a blanket, towel, or other soft cloth to protect the bezel and screen surface from scratches or other damage.
2. Engage the hooks in the top of the stand in the two large holes in the upper part of the back of the computer **(1)**.
3. Rotate the stand down until it clicks into place **(2)**.



Removing an adjustable height stand

To remove the stand:

1. Remove all removable media, such as optical discs or USB flash drives, from the computer.
2. Turn off the computer properly through the operating system, then turn off any external devices.
3. Disconnect the AC power cord from the AC outlet and disconnect any external devices.
4. Place the computer face down on a soft flat surface. HP recommends that you set down a blanket, towel, or other soft cloth to protect the bezel and screen surface from scratches or other damage.
5. Remove the rear port cover, if it is installed. For instructions, see [Rear port cover on page 23](#).
6. Press the release latch under the stand **(1)**.
7. Lift the stand up **(2)**, and then pull the stand hooks out of the computer **(3)**.

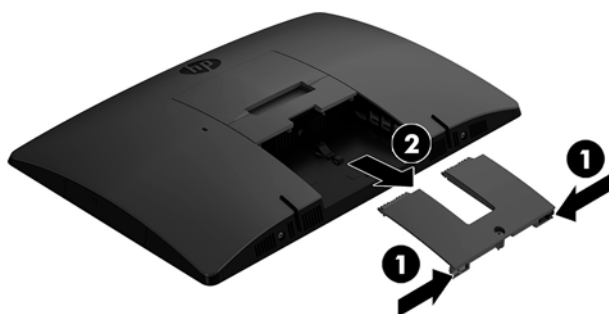


Rear port cover

1. Prepare the computer for disassembly (see [Preparing to disassemble the computer on page 19](#)).
2. Remove the stand (see [Attaching and removing a stand on page 20](#)).
3. If the security lock screw is secured, unscrew it with a T15 tamper-resistant Torx security screwdriver.



4. Slide the rear port cover retainer tabs toward each other **(1)** to release the port cover.
5. Pull the port cover **(2)** toward the bottom and off the computer.



Access panel

The computer has one main rear access panel that allows access to internal components. Two screws secure the access panel.

To remove the access panel:

1. Prepare the computer for disassembly (see [Preparing to disassemble the computer on page 19](#)).
2. Remove the rear port cover (see [Rear port cover on page 23](#)).
3. Remove the stand (see [Attaching and removing a stand on page 20](#)).
4. Pull up at the two recessed areas on at bottom of the access panel, and then lift the access panel off the computer.



5. Lift the access panel off the computer.

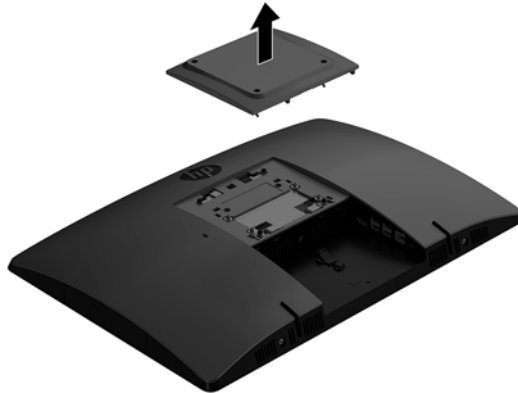
To replace the access panel, reverse the removal procedures.

VESA mount cover

Models that do not use a stand have a cover over the VESA mount.

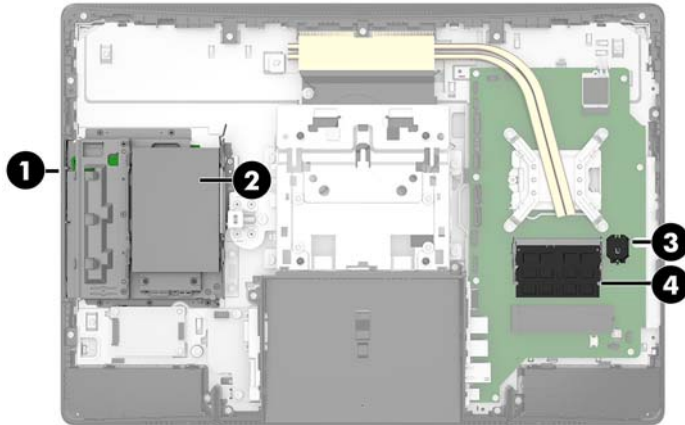
To remove the VESA mount cover:

1. Prepare the computer for disassembly (see [Preparing to disassemble the computer on page 19](#)).
2. Remove the rear port cover (see [Rear port cover on page 23](#)).
3. Remove the stand (see [Attaching and removing a stand on page 20](#)).
4. Pull up to remove the cover off the computer.



To replace the VESA mount cover, reverse the removal procedures.

Locating internal components



Component		Component	
1	Optical disc drive	3	Battery
2	Hard drive	4	Memory modules

Drives

Description
Optical drive (does not include bezel)
DVD±RW drive
DVD-ROM drive
Hard drive
1 TB, hybrid SSD drive
1 TB, 7200 rpm
500 GB, 5400 rpm, hybrid SSD drive
500 GB, 7200 rpm hard drive, self-encrypting (SED)
500 GB, 7200 rpm hard drive
500 GB, 5400 rpm hard drive, FIPS
Solid-state drive (not illustrated)
1-TB solid-state drive, TLC
512-GB solid-state drive, PCIe, SS, TLC
512-GB solid-state drive, PCIe, DS
512-GB solid-state drive, SATA-3, OPAL 2.0, self-encrypting (SED), TLC
512-GB solid-state drive, SATA-3, FIPS, TLC
256-GB solid-state drive, PCIe
256-GB solid-state drive, PCIe, TLC
256-GB solid-state drive, SATA-3, TLC
256-GB solid-state drive, OPAL 2.0, self-encrypting (SED), TLC

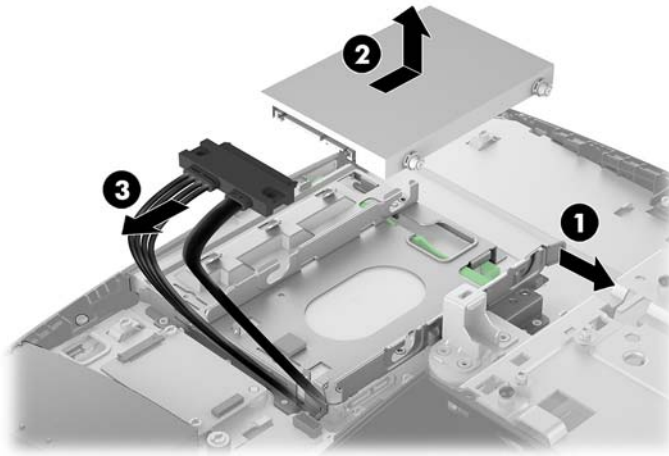
Replacing a hard disc drive

The 2.5 inch primary hard drive is installed on the left side of the computer on top of the optical disc drive (ODD). To locate the hard drive on the system board, see [Locating internal components on page 26](#).

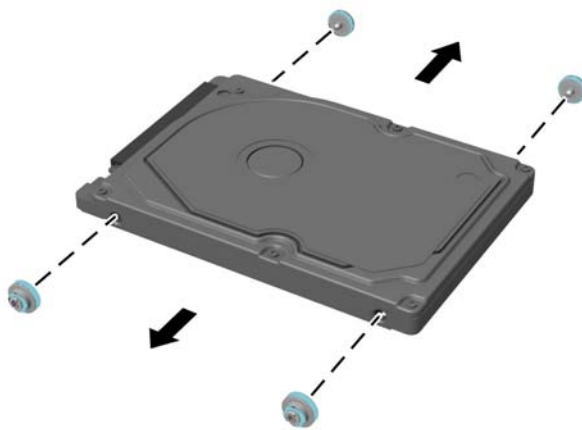
Removing a 2.5-inch hard disc drive

1. Prepare the computer for disassembly (see [Preparing to disassemble the computer on page 19](#)).
2. Remove the rear port cover (see [Rear port cover on page 23](#)).
3. Remove the stand (see [Attaching and removing a stand on page 20](#)).
4. Remove the access panel (see [Access panel on page 24](#)).
5. Pull the hard drive latch away from the hard drive **(1)** to release the drive.
6. Slide the hard drive toward the edge of the computer and lift the hard drive out of the drive cage **(2)**.

7. Disconnect the power and data cables from the hard drive **(3)**.



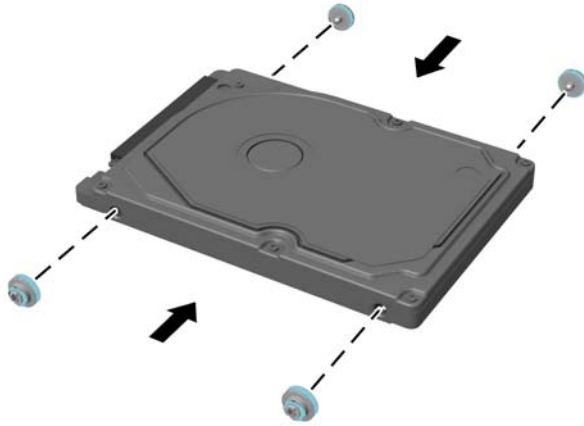
8. Remove the four mounting screws from the 2.5 inch hard drive. Be sure to keep the screws together with the blue rubber grommets to use to install a replacement drive.



For instructions on installing a hard disc drive, see [Installing a 2.5-inch hard disc drive on page 29](#).

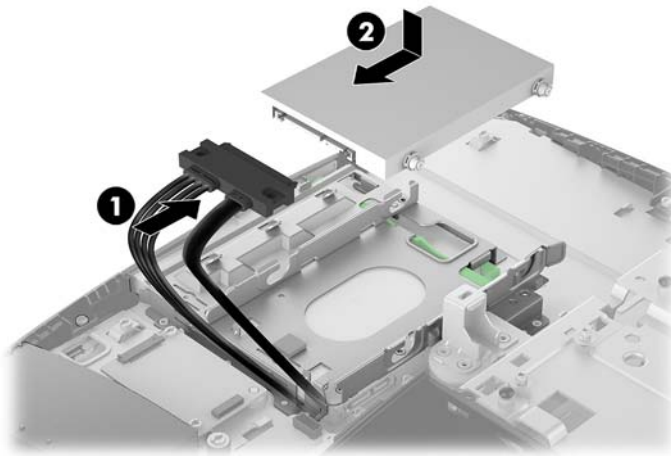
Installing a 2.5-inch hard disc drive

1. Fasten four mounting screws with grommets onto the new 2.5 inch hard drive.



2. Position the hard drive above the drive cage with the connectors facing the power and data cables.
3. Connect the power and data cables to the hard drive (1).
4. Place the hard drive into the drive cage and slide it firmly away from the edge of the computer (2) until the hard drive snaps into place.

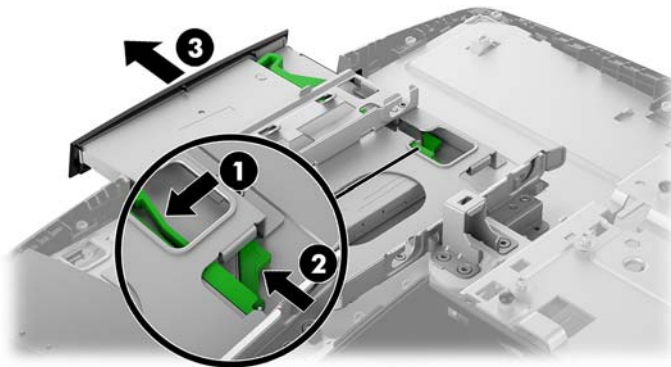
Be sure that the hard drive latch has moved back into place to cover the grommet on the side of the hard drive.



Replacing the optical drive


The optical drive is located beneath the lower hard drive on the left side of the computer. The green latch comes with the drive.

1. Prepare the computer for disassembly (see [Preparing to disassemble the computer on page 19](#)).
2. Remove the rear port cover (see [Rear port cover on page 23](#)).
3. Remove the stand (see [Attaching and removing a stand on page 20](#)).
4. Remove the access panel (see [Access panel on page 24](#)).
5. Remove the hard drive (see [Removing a 2.5-inch hard disc drive on page 27](#)).
6. Push and hold the green tab **(1)** while pushing in the green latch **(2)** at the back of the optical disc drive enclosure and slide the drive out of the chassis **(3)**.



7. Pull the green latch off the optical disc drive.
Keep this latch to install on the new optical disc drive.
8. Align the three pins on the latch with the holes in the new optical disc drive and press the latch firmly onto the new drive.

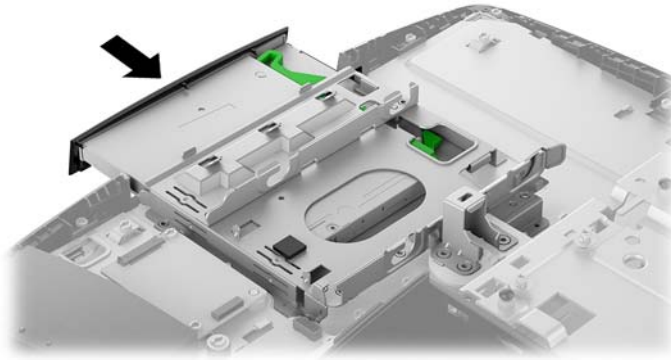


 **NOTE:** You must reuse the latch removed from the old optical disc drive.

9. Align the new optical disc drive with the opening in the side of the computer. Push the drive in firmly until it snaps into place.



NOTE: The optical disc drive can be installed in only one way.

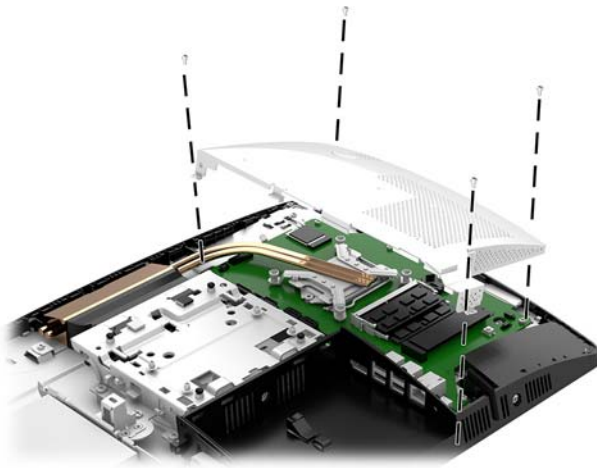


System board (EMI) shield

The system board shield covers the system board. A latch holds the shield in place. Four screws secure the shield.

To remove the system board shield:

1. Prepare the computer for disassembly (see [Preparing to disassemble the computer on page 19](#)).
2. Remove the rear port cover (see [Rear port cover on page 23](#)).
3. Remove the stand (see [Attaching and removing a stand on page 20](#)).
4. Remove the access panel (see [Access panel on page 24](#)).
5. Remove the four Torx screws, and then lift the electromagnetic interference (EMI) shield off the system board.



To install the system board shield, reverse the removal procedures.

Memory

Description
16-GB
8-GB
4-GB

The memory slots on the system board can be populated with up to two industry-standard small outline dual inline memory modules (SODIMMs). These memory slots are populated with at least one preinstalled memory module. A metal shield protects the memory modules.

For proper system operation, the memory modules must meet the following qualifications:

Component	Specification
Memory modules	1.2 volt DDR4-SDRAM memory modules
Compliance	Unbuffered non-ECC PC4-17000 DDR4-2400 MHz-compliant
Pins	Industry-standard 260 pins containing the mandatory Joint Electronic Device Engineering Council (JEDEC) specification
Support	Support CAS latency 15 DDR4 2400 MHz (15-15-15 timing)
Slots	2
Maximum Memory	16 GB per memory slot, 32 GB total
Supported	1 Gbit, 2 Gbit, and 4 Gbit non-ECC memory technologies single-sided and double-sided SODIMMs
Note	The system will not operate properly if you install unsupported SODIMM memory. SODIMMs constructed with x8 and x16 DDR devices are supported; memory modules constructed with x4 SDRAM are not supported.

The system will automatically operate in single channel mode, dual channel mode, or flex mode, depending on how the memory modules are installed. Refer to the following table to identify the memory module channel locations.

Location	System board label	Channel
Lower Socket	SODIMM1	Channel B
Upper Socket	SODIMM3	Channel A

The system will automatically operate in single channel mode, dual channel mode, or flex mode, depending on how the memory modules are installed.

- The system will operate in single channel mode if the memory module slots are populated in one channel only.
- The system will operate in a higher-performing dual channel mode if the memory capacity of the memory module in Channel A is equal to the memory capacity of the memory module in Channel B.

- The system will operate in flex mode if the memory capacity of the memory module in Channel A is not equal to the memory capacity of the memory module in Channel B. In flex mode, the channel populated with the least amount of memory describes the total amount of memory assigned to dual channel and the remainder is assigned to single channel. If one channel will have more memory than the other, the larger amount should be assigned to channel A.
- In any mode, the maximum operational speed is determined by the slowest memory module in the system.

To remove a memory module:

1. Prepare the computer for disassembly (see [Preparing to disassemble the computer on page 19](#)).
2. Remove the rear port cover (see [Rear port cover on page 23](#)).
3. Remove the stand (see [Attaching and removing a stand on page 20](#)).
4. Remove the access panel (see [Access panel on page 24](#)).
5. Remove the system board shield (see [System board \(EMI\) shield on page 32](#)).
6. To remove a memory module, press outward on the two latches on each side of the SODIMM **(1)**, then pull the SODIMM out of the socket **(2)**.



7. To install a memory module, slide the SODIMM into the socket at approximately a 30° angle **(1)**, then press the SODIMM down **(2)** so that the latches lock it in place.



NOTE: A memory module can be installed in only one way. Match the notch on the module with the tab on the memory socket.

The computer automatically recognizes the additional memory when you turn on the computer.

Battery

The battery that comes with the computer provides power to the real-time clock. When replacing the battery, use a battery equivalent to the battery originally installed in the computer. The computer comes with a 3-volt lithium coin cell battery.

⚠ WARNING! The computer contains an internal lithium manganese dioxide battery. There is a risk of fire and burns if the battery is not handled properly. To reduce the risk of personal injury:

Do not attempt to recharge the battery.

Do not expose to temperatures higher than 60° C (140° F).

Do not disassemble, crush, puncture, short external contacts, or dispose of in fire or water.

Replace the battery only with the HP spare designated for this product.

⚠ CAUTION: Before replacing the battery, it is important to back up the computer CMOS settings. When the battery is removed or replaced, the CMOS settings will be cleared.

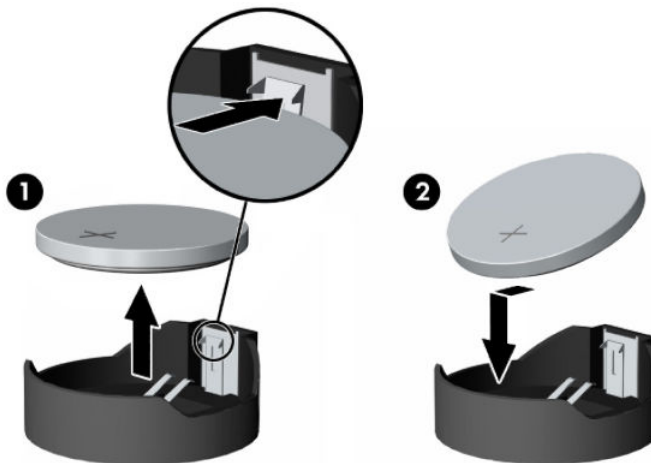
Static electricity can damage the electronic components of the computer or optional equipment. Before beginning these procedures, ensure that you are discharged of static electricity by briefly touching a grounded metal object.

📝 NOTE: The lifetime of the lithium battery can be extended by plugging the computer into a live AC wall socket. The lithium battery is only used when the computer is NOT connected to AC power.

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

To locate the battery on the system board, see [Locating internal components on page 26](#).

1. Prepare the computer for disassembly (see [Preparing to disassemble the computer on page 19](#)).
2. Remove the rear port cover (see [Rear port cover on page 23](#)).
3. Remove the stand (see [Attaching and removing a stand on page 20](#)).
4. Remove the access panel (see [Access panel on page 24](#)).
5. Remove the system board shield (see [System board \(EMI\) shield on page 32](#)).
6. To insert the new battery, slide one edge of the replacement battery under the holder's lip with the positive side up **(1)**. Push the other edge down until the clamp snaps over the other edge of the battery **(2)**.



WLAN module

Description

Intel Dual Band Wireless-AC 7265 NV

Intel Centrino Wireless-N 2230

Intel Dual Band Wireless-AC 3168

802.11bgn, 1x1, single band, Bluetooth 4.1 combo module

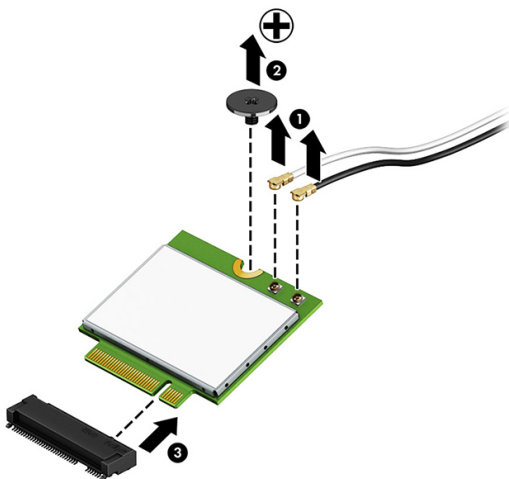
The WLAN module is located near the top of the system board. The WLAN module is secured with one Phillips screw and has two connected antennas.



NOTE: The procedure to replace the WLAN module must be performed by an HP technician.

To remove the WLAN module:

1. Prepare the computer for disassembly (see [Preparing to disassemble the computer on page 19](#)).
2. Remove the rear port cover (see [Rear port cover on page 23](#)).
3. Remove the stand (see [Attaching and removing a stand on page 20](#)).
4. Remove the access panel (see [Access panel on page 24](#)).
5. Remove the system board shield (see [System board \(EMI\) shield on page 32](#)).
6. Disconnect the antenna cables from the module **(1)**.
7. Remove the Phillips screw **(2)** that secures the module to the computer.
8. Lift the module to a 45-degree angle, and then pull it away to remove it from the socket **(3)**.



To install the WLAN module, reverse the removal procedures.

When connecting the antennas cables, connect the cable labeled “1” (black sticker) to the AUX “1” connector on the module and the cable labeled “2” (white sticker) to the MAIN “2” connector on the module.



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

Heat sink

Heat sink appearance varies based on processor type and graphics memory.

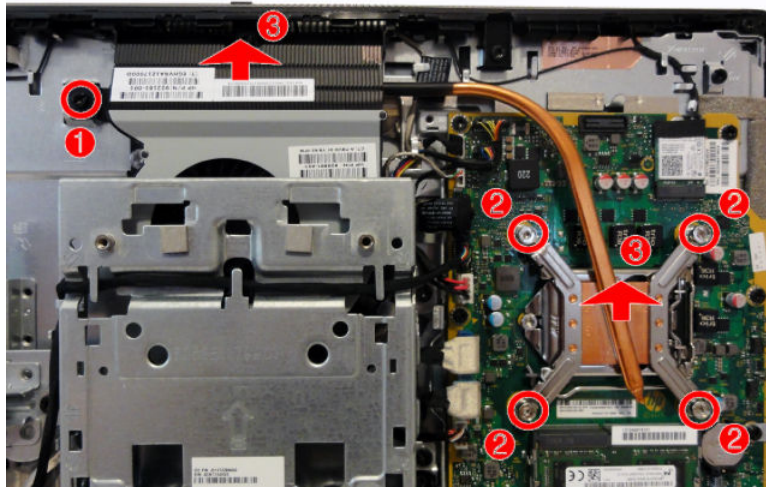
To remove the heat sink:

1. Prepare the computer for disassembly (see [Preparing to disassemble the computer on page 19](#)).
2. Remove the rear port cover (see [Rear port cover on page 23](#)).
3. Remove the stand (see [Attaching and removing a stand on page 20](#)).
4. Remove the access panel (see [Access panel on page 24](#)).
5. Remove the system board shield (see [System board \(EMI\) shield on page 32](#)).
6. Remove the non-captive Torx screw from the top end of the heat sink **(1)**
7. In the order indicated on the heat sink, loosen the silver captive Torx screws **(2)**.

⚠ CAUTION: Remove heat sink retaining screws in diagonally opposite pairs (as in an X) to even the downward forces on the processor. This is especially important as the pins on the socket are very fragile and any damage to them may require replacing the system board.

8. Lift the heat sink out of the computer **(3)**.

⚠ CAUTION: To reduce a degradation in thermal performance, be sure not to touch the thermal grease on the surface of the processor or the heat sink.



To replace the heat sink, reverse the removal procedures.

Processor

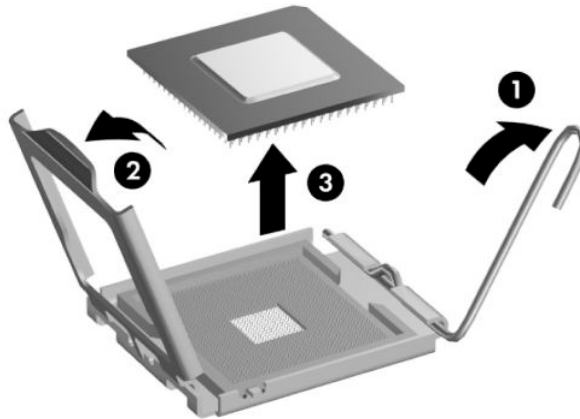
Description
Intel Core i7-7700T (2.9-GHz)
Intel Core i5-7600T (2.8-GHz)
Intel Core i3-7500T (2.7-GHz)
Intel Core i3-7300T (3.5-GHz)
Intel Core i3-7100T (3.4-GHz)
Intel Core i7-6700T (2.8-GHz)
Intel Core i5-6600T (2.7-GHz)
Intel Core i5-6500T (2.5-GHz)
Intel Core i3-6100T (3.2-GHz)
Intel Pentium G4600T (3.0-GHz)
Intel Pentium G4560T (2.9-GHz)
Intel Pentium G4400T (2.9-GHz)
Intel Celeron G3930T (2.7-GHz)
Intel Celeron G3900T (2.6-GHz)

1. Prepare the computer for disassembly (see [Preparing to disassemble the computer on page 19](#)).
2. Remove the rear port cover (see [Rear port cover on page 23](#)).
3. Remove the stand (see [Attaching and removing a stand on page 20](#)).
4. Remove the access panel (see [Access panel on page 24](#)).
5. Remove the system board shield (see [System board \(EMI\) shield on page 32](#)).
6. Remove the heat sink (see [Heat sink on page 37](#)).
7. Rotate the locking lever to its full open position **(1)**.

8. Raise and rotate the microprocessor retainer to its fully open position **(2)**, and then carefully lift the processor from the socket **(3)**.

⚠ CAUTION: Do NOT handle the pins in the processor socket. These pins are very fragile and handling them could cause irreparable damage. Once pins are damaged it may be necessary to replace the system board.

The heat sink must be installed within 24 hours of installing the processor to prevent damage to the processor's solder connections.



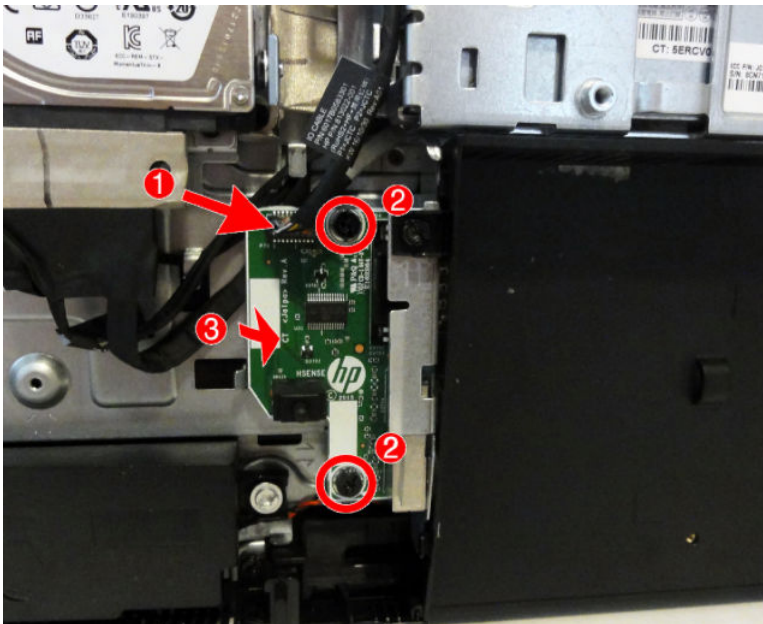
📄 NOTE: After installing a new processor onto the system board, always update the system ROM to ensure that the latest version of the BIOS is being used on the computer. The latest system BIOS can be found on the Web at: <http://www.hp.com>.

Serial/PS2 board

The serial/PS2 board is located to the left of the rear I/O panel. It is secured with two screws and has one connected cable.

To remove the serial/PS2 board:

1. Prepare the computer for disassembly (see [Preparing to disassemble the computer on page 19](#)).
2. Remove the rear port cover (see [Rear port cover on page 23](#)).
3. Remove the stand (see [Attaching and removing a stand on page 20](#)).
4. Remove the access panel (see [Access panel on page 24](#)).
5. Disconnect the cable **(1)** from the board.
6. Remove the two Torx screws **(2)** that secure the board, and then rotate the board up and remove it from the computer **(3)**.



7. Remove the serial/PS2 board from the computer.

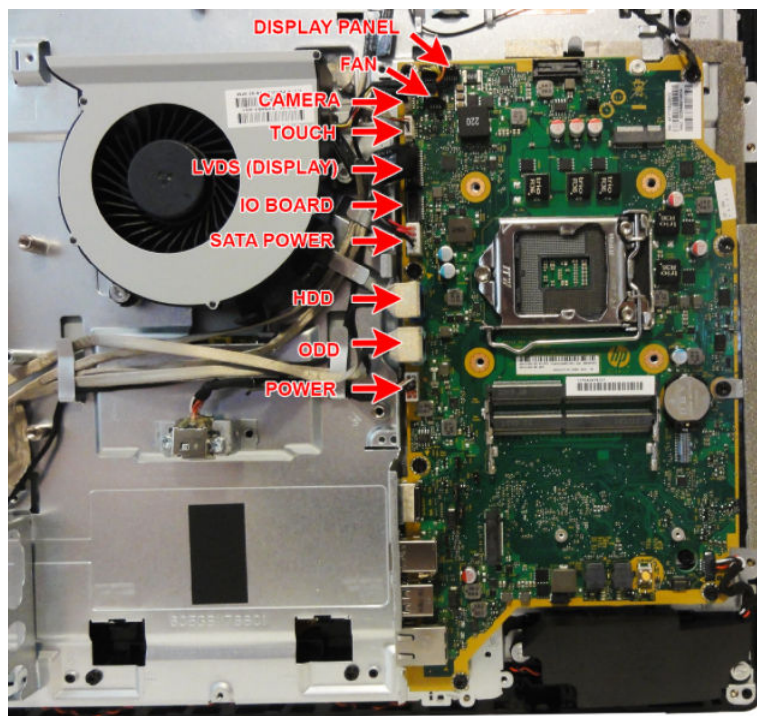
To install the serial/PS2 board, reverse the removal procedures.

System board

The system board is secured with a total of ten Torx screws. Two of the screws also secure the removable side bracket, and two other screws secure the I/O bracket.

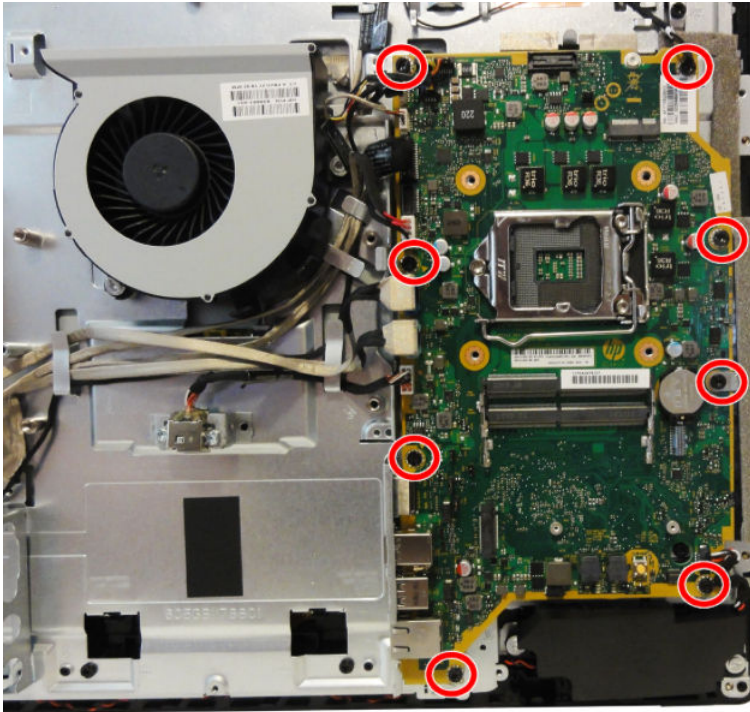
To remove the system board:

1. Prepare the computer for disassembly (see [Preparing to disassemble the computer on page 19](#)).
2. Remove the rear port cover (see [Rear port cover on page 23](#)).
3. Remove the stand (see [Attaching and removing a stand on page 20](#)).
4. Remove the access panel (see [Access panel on page 24](#)).
5. Remove the system board shield (see [System board \(EMI\) shield on page 32](#)).
6. Remove the memory modules (see [Memory on page 33](#)).
7. Remove the WLAN module (see [WLAN module on page 36](#)).
8. Remove the heat sink (see [Heat sink on page 37](#)).
9. Remove the processor (see [Processor on page 38](#)).
10. Disconnect all cables from the system board, noting their location for reinstallation.



11. Remove the eight Torx screws **(1)** that secure the system board to the computer.

12. Lift the system board up and out of the computer (2).



To install the system board, reverse the removal procedures.

Replace the thermal pad below the system board.

Updating SMBIOS Information

When replacing the system board, you must reprogram the SMBIOS information on the affected computer. Failure to reprogram the board will result in eventual failure, such as an activation failure (need to reactivate the system) or a system recovery failure.

To update SMBIOS information in Computer Setup:

1. Turn on or restart the computer.
2. Press **Esc** while the “Press the ESC key for Startup Menu” message is displayed at the bottom of the screen.



NOTE: If you do not press **Esc** at the appropriate time, you must restart the computer and again press **Esc** when the display light turns green to access the utility.

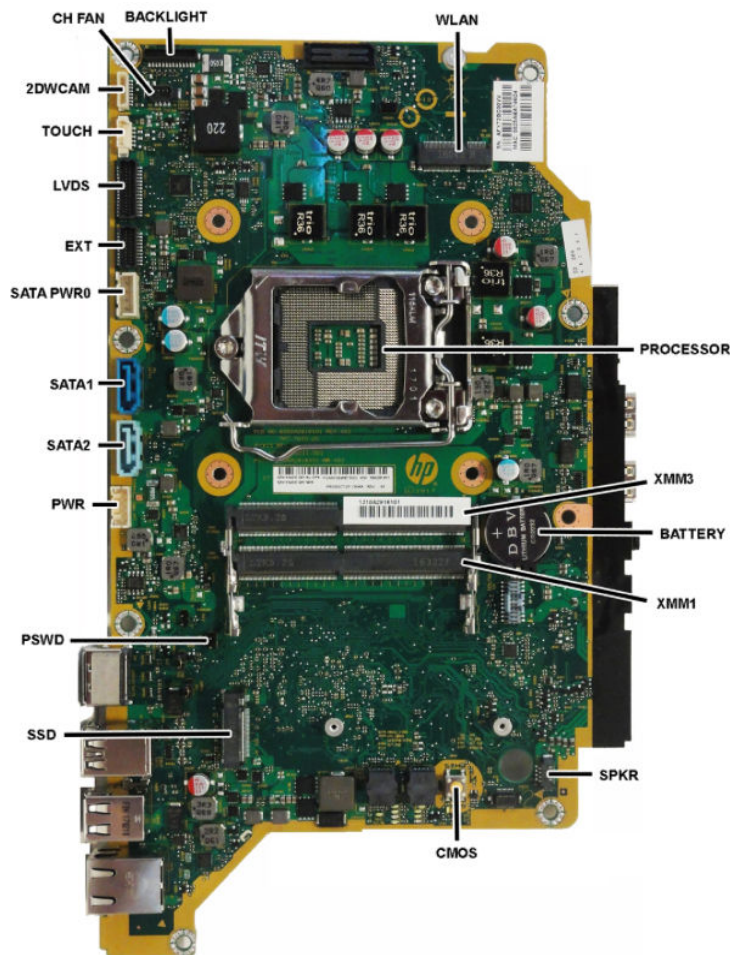
3. Press **F10** to enter Computer Setup.
4. Go to **Main > Set Machine Unique Data**.
5. If necessary, press **Ctrl+A** to initiate edit mode.
6. Edit the fields listed. If the feature byte has data or is not editable, then it was not cleared and cannot be edited.

System ID Setup Page

Setup Field Name	Comment	Label
Product Name	Enter the Model name/number or marketing name.	Flexbuild

Setup Field Name	Comment	Label
Serial Number	Enter the Serial Number of Unit.	Support
SKU Number	Enter the SKU or Product Number including Localization Code.	Support
Asset Tag	Enter the 18-byte identifier assigned to the computer.	Support
Feature Byte	<p>Enter the Feature Byte string. The feature byte string is case sensitive.</p> <p>The label includes spaces after every four characters. You can enter or ignore these spaces – their only purpose is to help with data entry. There is a character limitation of 40 bytes per line. When you reach this limit, go to the next line to continue data entry. BIOS ignores the spaces and lines.</p> <p>If you make an error during data entry, the data will not validate, and the computer asks you to correct your data input.</p>	Flexbuild
Build ID	The Build ID of the unit.	Flexbuild

System board callouts



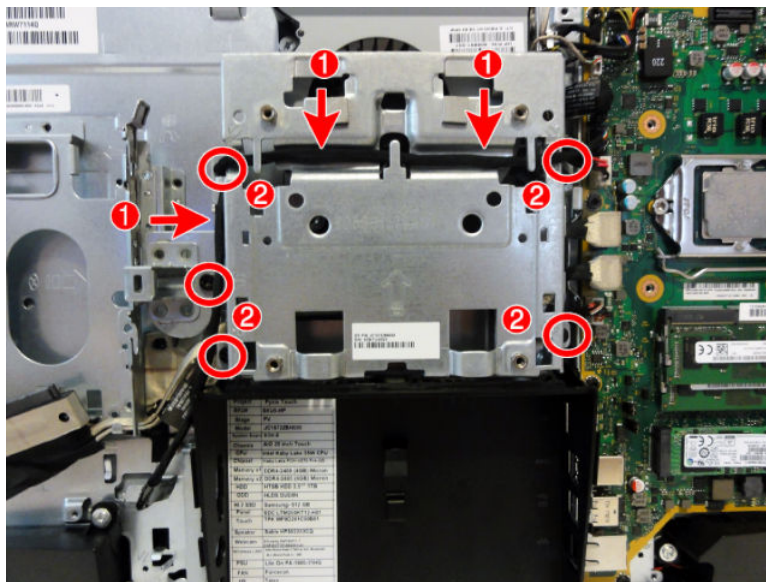
Sys Bd Label	Color	Component	Sys Bd Label	Color	Component
CHFAN	Black	Fan connector	PSWD	Green	Clear system passwords
BACKLIGHT	Black	Display backlight	PWR	White	Main power
WLAN	Black	WLAN module	SATA2	Light blue	Hard drive
PROCESSOR	Black	Processor socket	SATA1	Dark blue	Second hard drive
XMM3	Black	Memory module	SATAPWRO	White	Hard drive power
BATTERY	Black	RTC battery	EXT	Black	PS2/serial board
XMM1	Black	Memory module	LVDS	Black	Display
SPKR	Black	Speaker	TOUCH	White	Touch display
CMOS	Yellow	Reset CMOS	2DWCAM	White	Camera
SSD	Black	M.2 SSD drive			

VESA mounting bracket

The VESA mounting bracket is located under the stand.

To remove the VESA mounting bracket:

1. Prepare the computer for disassembly (see [Preparing to disassemble the computer on page 19](#)).
2. Remove the rear port cover (see [Rear port cover on page 23](#)).
3. Remove the stand (see [Attaching and removing a stand on page 20](#)).
4. Remove the access panel (see [Access panel on page 24](#)).
5. Remove the system board shield (see [System board \(EMI\) shield on page 32](#)).
6. Remove the cables that are routing along the top and left side of the mounting bracket.
7. Remove the five Torx screws, and then remove the bracket from the computer.



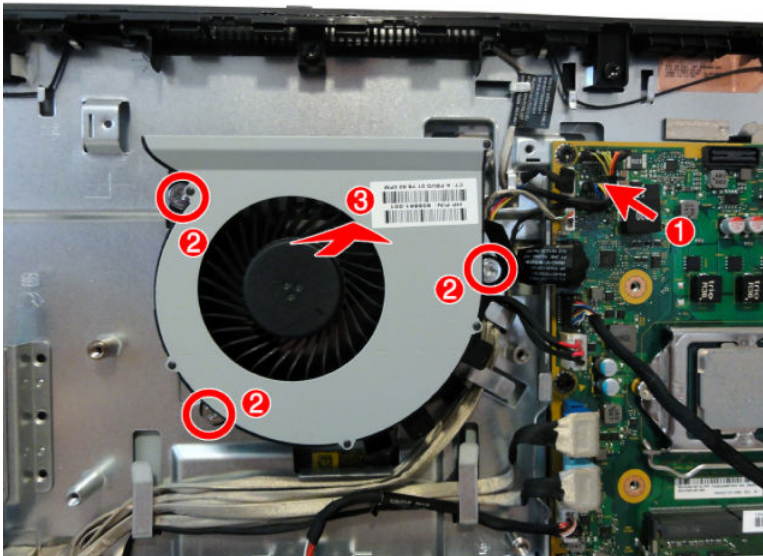
To replace the VESA mounting bracket, reverse the removal procedures.

Fan assembly

The fan assembly is located partially under the VESA mounting bracket and is secured with four Torx screws.

To remove the fan assembly:

1. Prepare the computer for disassembly (see [Preparing to disassemble the computer on page 19](#)).
2. Remove the rear port cover (see [Rear port cover on page 23](#)).
3. Remove the stand (see [Attaching and removing a stand on page 20](#)).
4. Remove the access panel (see [Access panel on page 24](#)).
5. Remove the system board shield (see [System board \(EMI\) shield on page 32](#)).
6. Remove the VESA mounting bracket (see [VESA mounting bracket on page 45](#)).
7. Disconnect the fan cable from the system board **(1)**.
8. Remove the three Torx screws that secure the fan to the computer **(2)**.
9. Remove the fan from the computer **(3)**.



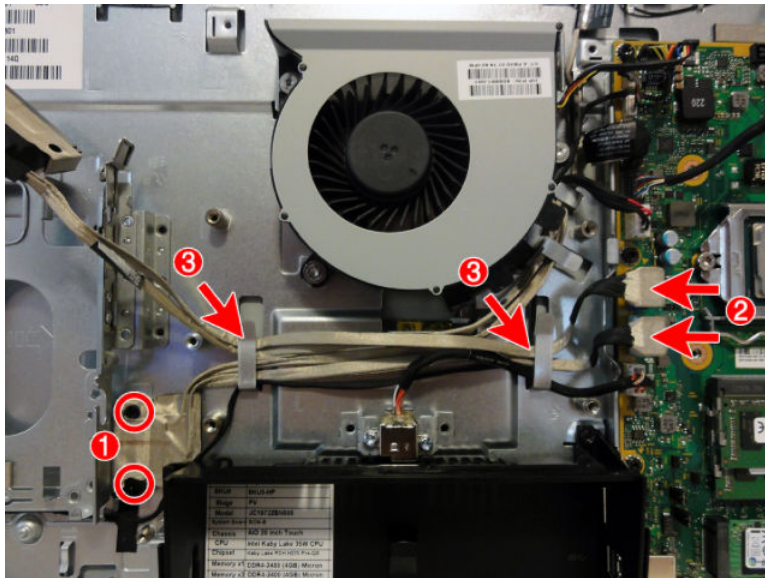
To install the fan assembly, reverse the removal procedures.

Drive cable

The drive cable includes connectors for the optical drive and hard drive, as well as three cables that connect to the system board..

To remove the drive cable:

1. Prepare the computer for disassembly (see [Preparing to disassemble the computer on page 19](#)).
2. Remove the rear port cover (see [Rear port cover on page 23](#)).
3. Remove the stand (see [Attaching and removing a stand on page 20](#)).
4. Remove the access panel (see [Access panel on page 24](#)).
5. Remove the system board shield (see [System board \(EMI\) shield on page 32](#)).
6. Remove the VESA bracket (see [VESA mounting bracket on page 45](#)).
7. Remove the two screws **(1)** that secure the optical drive connector to the computer.
8. Disconnect the cables from the system board connectors **(2)**.
9. Remove the cables from the clips built into the computer **(3)**.

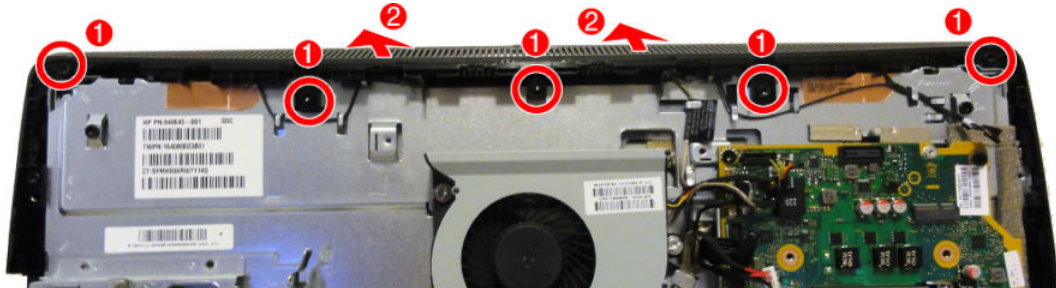


Top trim

The top trim is located along the top of the computer.

To remove the top trim:

1. Prepare the computer for disassembly (see [Preparing to disassemble the computer on page 19](#)).
2. Remove the rear port cover (see [Rear port cover on page 23](#)).
3. Remove the stand (see [Attaching and removing a stand on page 20](#)).
4. Remove the access panel (see [Access panel on page 24](#)).
5. Remove the five Torx screws that secure the trim to the computer.
6. Rotate the bottom of the trim up and off the computer.



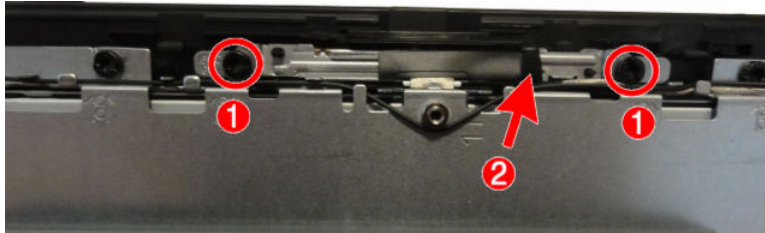
To install the top trim, reverse the removal procedures.

Webcam module

On products that ship with a webcam module, the module is located at the top of the computer beneath the top trim. It is housed in a metal bracket that is secured with two Phillips screws. The webcam module has one connector.

To remove the webcam module:

1. Prepare the computer for disassembly (see [Preparing to disassemble the computer on page 19](#)).
2. Remove the rear port cover (see [Rear port cover on page 23](#)).
3. Remove the stand (see [Attaching and removing a stand on page 20](#)).
4. Remove the access panel (see [Access panel on page 24](#)).
5. Remove the top trim (see [Top trim on page 48](#)).
6. Remove the two Torx screws **(1)** that secure the webcam module bracket to the computer.
7. Disconnect the cable from the webcam module **(2)**.
8. Remove the webcam from the computer.



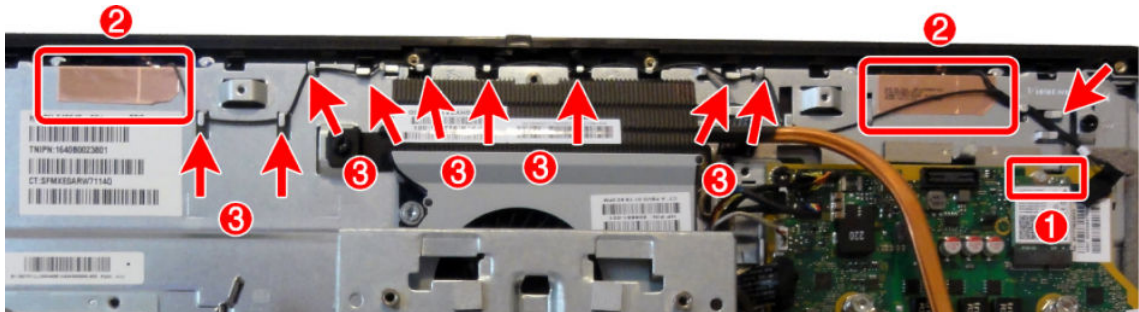
To install a webcam module, reverse the removal procedures.

Antennas

The antenna cables route from the WLAN module to antennas at the top of the computer. The antennas are secured to the computer with adhesive.

To remove the antennas:

1. Prepare the computer for disassembly (see [Preparing to disassemble the computer on page 19](#)).
2. Remove the rear port cover (see [Rear port cover on page 23](#)).
3. Remove the stand (see [Attaching and removing a stand on page 20](#)).
4. Remove the access panel (see [Access panel on page 24](#)).
5. Remove the system board shield (see [System board \(EMI\) shield on page 32](#)).
6. Remove the top trim (see [Top trim on page 48](#)).
7. Disconnect the antennas from the WLAN module (**2**).
8. Peel the transceivers off the frame (**2**).
9. Remove the cables from the clips along the routing path (**3**).



To install the antenna, reverse the removal procedures.

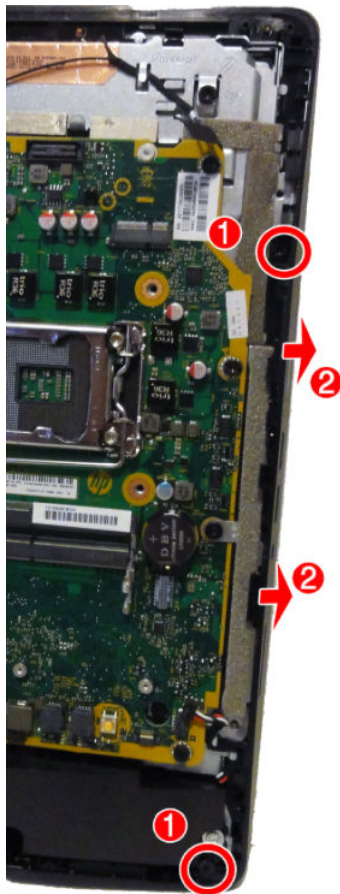


NOTE: When connecting the antennas cables, be sure to match the numbers on the cable with the same number printed on the WLAN module.

Right trim

To remove the right trim:

1. Prepare the computer for disassembly (see [Preparing to disassemble the computer on page 19](#)).
2. Remove the rear port cover (see [Rear port cover on page 23](#)).
3. Remove the stand (see [Attaching and removing a stand on page 20](#)).
4. Remove the access panel (see [Access panel on page 24](#)).
5. Remove the system board shield (see [System board \(EMI\) shield on page 32](#)).
6. Remove the top trim (see [Top trim on page 48](#)).
7. Remove the two Torx screws **(1)** that secure the right trim to the computer, and then rotate the trim away from the computer to remove **(2)**.

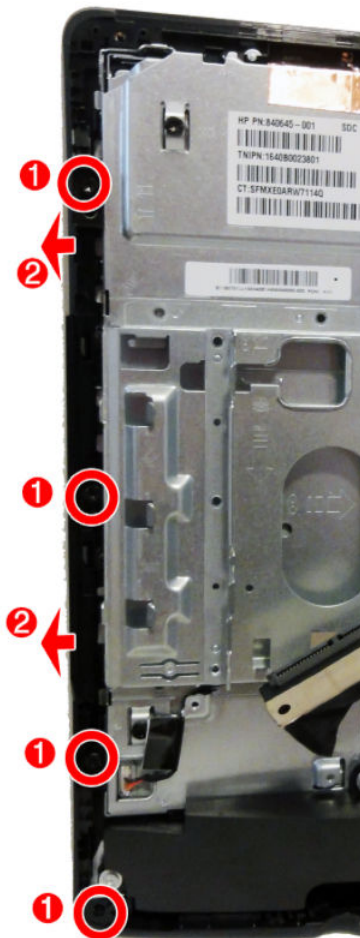


To install the right trim, reverse the removal procedures.

Left trim

To remove the left trim:

1. Prepare the computer for disassembly (see [Preparing to disassemble the computer on page 19](#)).
2. Remove the rear port cover (see [Rear port cover on page 23](#)).
3. Remove the stand (see [Attaching and removing a stand on page 20](#)).
4. Remove the access panel (see [Access panel on page 24](#)).
5. Remove the top trim (see [Top trim on page 48](#)).
6. Remove the optical drive (see [Replacing the optical drive on page 30](#)).
7. Remove the four Torx screws that secure the left trim to the computer **(1)**.
8. Rotate the trim off the computer **(2)**.




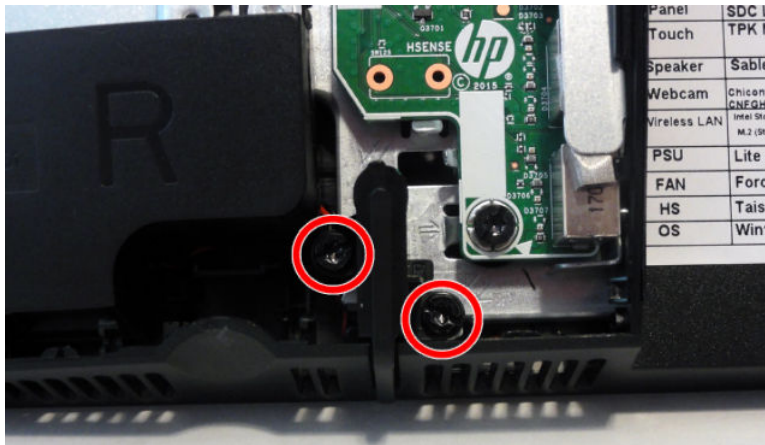
To install the left trim, reverse the removal procedures.

Feet, bottom panel and trim


To remove the feet and bottom panel and trim:

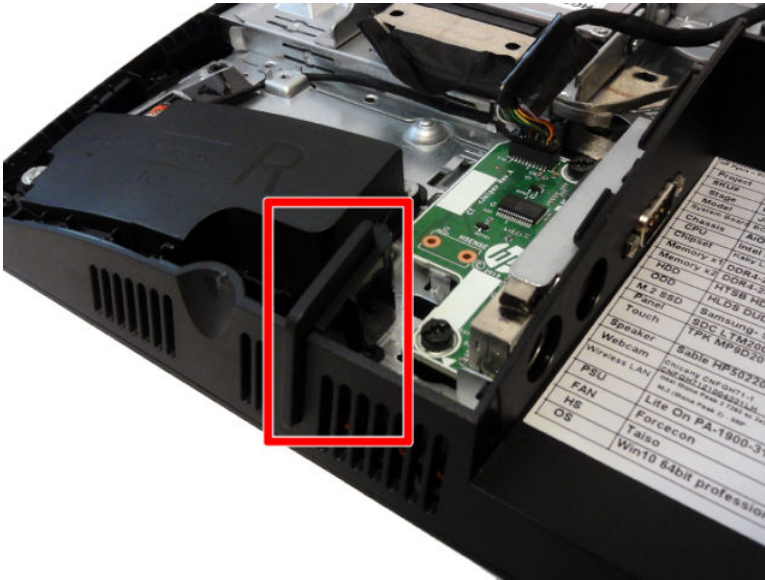
1. Prepare the computer for disassembly (see [Preparing to disassemble the computer on page 19](#)).
2. Remove the rear port cover (see [Rear port cover on page 23](#)).
3. Remove the stand (see [Attaching and removing a stand on page 20](#)).
4. Remove the access panel (see [Access panel on page 24](#)).
5. Remove the serial/PS2 board (see [Serial/PS2 board on page 40](#)).
6. Remove the top trim (see [Top trim on page 48](#)).
7. Remove the left trim (see [Left trim on page 52](#)).
8. Remove the right trim (see [Right trim on page 51](#)).
9. Remove the two Torx screws that secures each foot to the computer.

 **NOTE:** The left foot is shown in the following image.




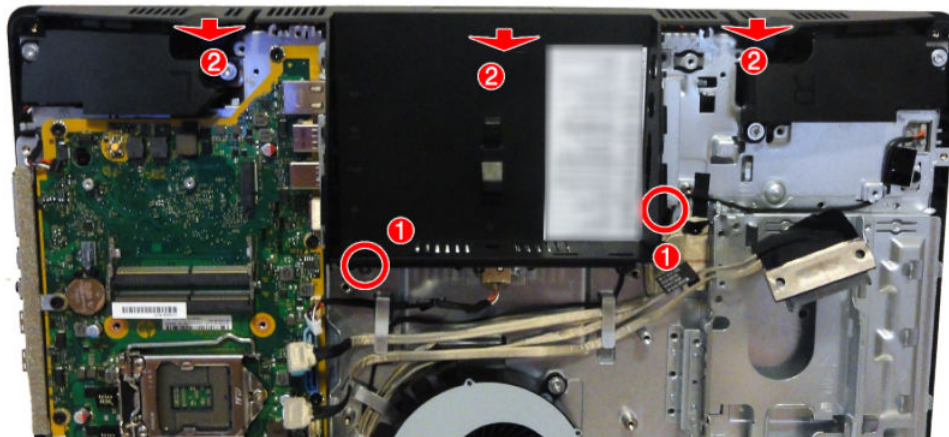
10. Remove the feet.

 **NOTE:** The left foot is shown in the following image.



11. Remove the two Torx screws (1) that secure the bottom panel and trim, and then lift it off the computer (2).

 **NOTE:** Note that in the following image the computer is shown upside down.



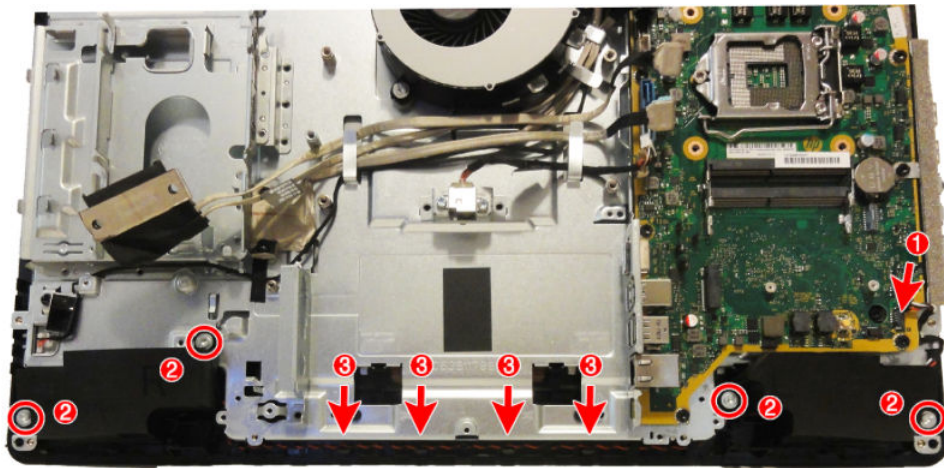
To replace the feet and bottom panel and trim, reverse the removal procedures.

Speakers

The speakers are located at the bottom of the computer. Two separate speakers are each secured by two Torx screws.

To remove the speakers:


1. Prepare the computer for disassembly (see [Preparing to disassemble the computer on page 19](#)).
2. Remove the rear port cover (see [Rear port cover on page 23](#)).
3. Remove the stand (see [Attaching and removing a stand on page 20](#)).
4. Remove the access panel (see [Access panel on page 24](#)).
5. Remove the system board shield (see [System board \(EMI\) shield on page 32](#)).
6. Remove the bottom panel and trim (see [Feet, bottom panel and trim on page 53](#)).
7. Disconnect the speaker cable from the system board **(1)**.
8. Remove two Torx screws **(2)** that secure each speaker to the computer.
9. Remove speaker cable from the clips and routing path built into the chassis **(3)**, and then remove the speakers from the computer.




10. Remove the speakers from the computer.

To install the speakers, reverse the removal procedures.

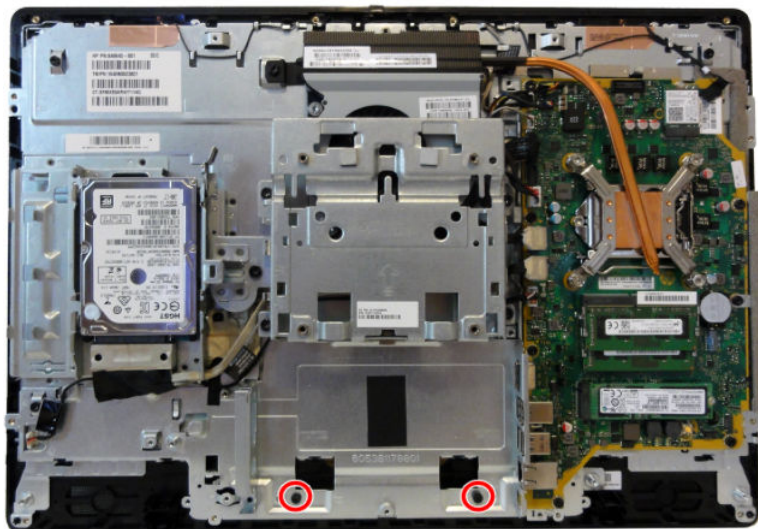
Display panel

 **IMPORTANT:** Install the new display panel together with all other parts in the replacement kit. Do not reuse any old parts. Return all old parts to HP for warranty processing.


 **CAUTION:** it is very important to use the exact cable that shipped with the replacement panel. Failure to use the correct cable may result in panel failure.

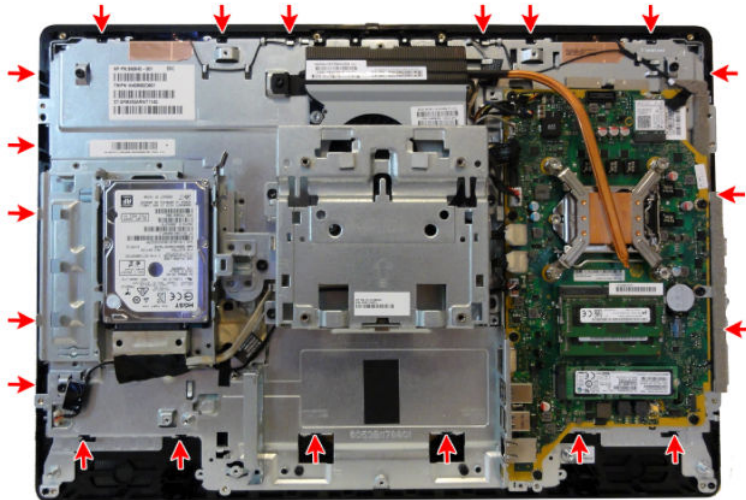
To remove the display panel:

1. Prepare the computer for disassembly (see [Preparing to disassemble the computer on page 19](#)).
2. Remove the rear port cover (see [Rear port cover on page 23](#)).
3. Remove the stand (see [Attaching and removing a stand on page 20](#)).
4. Remove the access panel (see [Access panel on page 24](#)).
5. Remove the optical drive (see [Replacing the optical drive on page 30](#)).
6. Remove the system board shield (see [System board \(EMI\) shield on page 32](#)).
7. Remove the top trim (see [Top trim on page 48](#)).
8. Remove the right trim (see [Right trim on page 51](#)).
9. Remove the bottom panel and trim (see [Feet, bottom panel and trim on page 53](#)).
10. **Non-touch models:** To separate the bezel from the main frame, remove the two Torx screws that secure the bezel to the frame.



11. Disengage the 20 tabs along the sides that secure the bezel to the frame. Tabs are as follows:
 - 5 tabs along the left side
 - 6 tabs along the top
 - 3 tabs on the right side
 - 6 tabs near the bottom

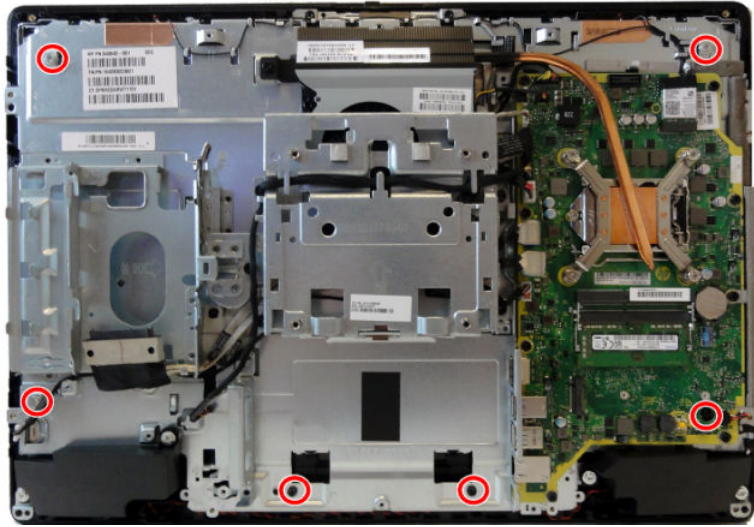
 **IMPORTANT:** Be sure to disengage the tabs before separating the bezel from the frame. Failure to disengage the tabs could result in damage to the display panel.



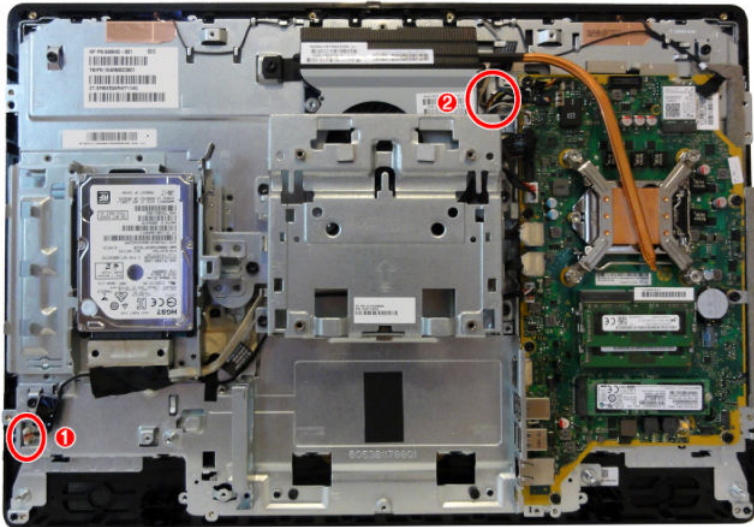
12. Separate the main frame from the bezel.
13. To separate the display panel from the main frame:
 - a. **Non-touch models:** Remove the four Torx screws that secure the frame to the display panel.



- b. **Touch models:** Remove the six Torx screws that secure the frame to the display panel.



- c. Disconnect the backlight cable from the rear of the display panel **(1)**.
- d. Disconnect the display (LVDS) cable and touch cable (only on models with touch screens) from the system board, and push the cable(s) into the hole that routes through the main frame **(2)**.



- e. Separate the panel from the frame by lifting the frame up off the panel.

14. If it is necessary to remove the display cable, disconnect the display cable from the connector on the display panel by pressing on the latches on each side of the connector (1), and then pulling the cables from the connector (2).

Touch models



Non-touch models



- 15. Non-touch models:** If it is necessary to remove the brackets from the panel, remove the two Torx screws from each bracket **(1)**, and then rotate the brackets off the panel **(2)**.



To install the display panel, reverse the removal procedures.

5 Computer Setup (F10) Utility

Computer Setup (F10) Utilities

Use Computer Setup (F10) Utility to do the following:


- Change settings from the defaults or restore the settings to default values.
- View the system configuration, including settings for processor, graphics, memory, audio, storage, communications, and input devices.
- Modify the boot order of bootable devices such as hard drives, optical drives, or USB flash media devices.
- (Windows 7 only) Establish an Ownership Tag, the text of which is displayed each time the system is turned on or restarted.
- Enter the Asset Tag or property identification number assigned by the company to this computer.
- Enable the power-on password prompt during system restarts (warm boots) as well as during power-on.
- Establish an administrator password that controls access to the Computer Setup (F10) Utility and the settings described in this section.
- Establish minimum requirements for valid passwords, including length and required types of characters.
- Secure integrated I/O functionality, including the serial, USB, or audio, or embedded NIC, so that they cannot be used until they are unsecured.
- Enable or disable different types of boot sources.
- Configure features such as Secure Boot, power management, virtualization support, and language and keyboard type used in Setup and POST.
- Replicate the system setup by saving system configuration information on a USB device and restoring it on one or more computers.
- Enable or disable DriveLock security or securely erase a hard drive (when supported by drive).

Using Computer Setup (F10) Utilities


Computer Setup can be accessed only by turning the computer on or restarting the system. To access the Computer Setup Utilities menu, complete the following steps:

1. Turn on or restart the computer.
2. Repeatedly press **F10** when the display light turns green to access the utility.

You can also press **Esc** to a menu that allows you to access different options available at startup, including the Computer Setup utility.

 **NOTE:** If you do not press **F10** at the appropriate time, you must restart the computer and again repeatedly press **F10** when the display light turns green to access the utility.

3. A choice of four headings appears in the Computer Setup Utilities menu: Main, Security, Advanced, and UEFI Drivers.

 **NOTE:** Selecting UEFI Drivers restarts the computer into the 3rd party option ROM management application. You can access this application directly by pressing **F3** during startup.

4. Use the arrow (left and right) keys to select the appropriate heading. Use the arrow (up and down) keys to select the option you want, then press **Enter**. To return to the Computer Setup Utilities menu, press **Esc**.
5. To apply and save changes, select **Main > Save Changes and Exit**.
 - If you have made changes that you do not want applied, select **Ignore Changes and Exit**.
 - To restore settings from the Advanced and Main menus to original values, select **Apply Factory Defaults and Exit**.
 - To restore settings from the Advanced and Main menus to those previously saved by **Save Custom Defaults**, select **Apply Custom Defaults and Exit**. If no custom defaults have been saved, then factory defaults are used.



NOTE: Settings in the **Security** menu are not modified by **Apply Defaults**. Those values are reset by **Restore Security Settings to Factory Defaults** at the bottom of the **Security** menu.



NOTE: Not all settings shown in the following sections are available for all models



CAUTION: Do NOT turn the computer power OFF while the BIOS is saving the Computer Setup (F10) changes because the settings could become corrupted. It is safe to turn off the computer only after exiting the F10 Setup screen.

Computer Setup—Main



NOTE: Support for specific Computer Setup options may vary depending on the hardware configuration.

Table 5-1 Computer Setup—Main

Option	Description
System Information	<p>Lists all information in following list if Advanced System Information is selected. Lists smaller subset if Basic System Information is selected.</p> <ul style="list-style-type: none">• Product name• Installed memory size• Processor type• Processor cache size (L1/L2/L3)• Processor speed• MicroCode Revision• Processor Stepping• Memory speed• DIMM size (for each installed module)• System BIOS version• ME Firmware version (Intel only)• Video BIOS version• Super I/O Firmware version• Born On Date• Serial Number• SKU number• UUID (Universally Unique Identifier)• Asset Tracking Number• Feature Byte• Build ID• Product Family• System Board ID• System Board CT• Integrated MAC Address
System Diagnostics	<p>If the hard drive has the HP Advanced Diagnostics installed, the application will launch. If HP Advanced Diagnostics is not installed, then a basic version built into the BIOS will provide the capability to perform the following functions:</p> <ul style="list-style-type: none">• Memory Test• Hard Drive Check• Language
Update System BIOS	<p>Lets you update the system BIOS from www.hp.com or another network server, from a removable USB drive, or from a file located on the hard drive.</p> <ul style="list-style-type: none">• 'Check HP.com for BIOS Updates' or 'Check the Network for BIOS Updates'

Table 5-1 Computer Setup—Main (continued)

Option	Description
	<p>The string that appears here depends on the setting in 'BIOS Update Preferences'.</p> <ul style="list-style-type: none">• Lock BIOS Version <p>If this option is checked, the system is locked to the current BIOS version and updates are not allowed.</p> <ul style="list-style-type: none">• BIOS Update Preferences <p>Allows the administrator to select the source of network updates (www.hp.com or another network server) and allows configuration of a periodic check for updates, including policies for:</p> <ul style="list-style-type: none">■ Check for updates and prompt the user to accept or reject the update at that time■ Check for updates and install all new versions■ Check for updates and install only new versions marked important <ul style="list-style-type: none">• Network Configuration Settings• Update BIOS Using Local Media <p>Lets you access files on either USB storage or the hard drive. The HP BIOS Update and Recovery application included in BIOS Softpaqs at www.hp.com will copy the BIOS file to the correct location on the hard drive or USB device.</p>
Change date and time	Lets you update system date and time.
System IDs	Lets you set the following values: <ul style="list-style-type: none">• Asset Tracking Number• Ownership Tag
Replicated Setup	<p>Backup current settings to USB device</p> <p>Saves system configuration to a formatted USB flash media device.</p> <p>Restore current settings from USB device</p> <p>Restores system configuration from a USB flash media device.</p>
Save Custom Defaults	Saves the current system configuration settings as the custom default set.
Apply Custom Defaults and Exit	Applies the custom default settings to the computer after rebooting. Does not apply to options in the Security menu.
Apply Factory Defaults and Exit	Restores the factory system configuration settings to the computer after rebooting. Does not apply to options in the Security menu.
Ignore Changes and Exit	Exits Computer Setup without applying or saving any changes.
Save Changes and Exit	Saves changes to current system configuration, exits Computer Setup, and reboots.
Suppress POST errors	Select to turn off any errors generated by Power On Self Test (POST) during boot up.

Computer Setup—Security



NOTE: Support for specific Computer Setup options may vary depending on the hardware configuration.

Table 5-2 Computer Setup—Security

Option	Description
Set up BIOS Administrator Password	<p>Lets you set and enable a BIOS administrator password, which controls access to the following features:</p> <ul style="list-style-type: none"> • Setup Menu (F10) • 3rd Party Option ROM Management (F3) • Update system ROM • WMI commands that change system settings • BIOS Configuration Utility (BCU) • Alternative power-on password <p>NOTE: Creating a BIOS user disables the Fast Boot option.</p> <p>NOTE: If the password is set, it is required to change Computer Setup options, update the BIOS, and make changes to certain plug and play settings under Windows.</p>
Change BIOS Administrator Password (This selection is active only if a BIOS administrator password is set.)	<p>Lets you change the BIOS administrator password.</p> <p>You must know the current password to be able to change it.</p>
Create POST Power-On Password	<p>The power-on password prompt appears after a power cycle or reboot. If the user does not enter the correct power-on password, the unit will not boot.</p>
Change POST Power-On Password (This selection is active only if a BIOS administrator password is set.)	<p>Lets you change the POST power-on password.</p> <p>You must know the current password to be able to change it.</p>
Password Policies	<p>Let you set the guidelines for a valid password. Options include:</p> <ul style="list-style-type: none"> • Password minimum length • Requires at least one symbol • Requires at least one number • Requires at least one upper case character • Requires at least one lower case character • Allow spaces <p>Clear Password Jumper</p> <p>Select 'Honor' to allow or 'Ignore' to not allow the absence of the password jumper to clear the passwords at boot up. Default is 'Honor'.</p>
Security Configuration	TPM Embedded Security <ul style="list-style-type: none"> • TPM Specification Version Displays the current TPM version. • TPM Device

Table 5-2 Computer Setup—Security (continued)

Option	Description
	<p>Lets you set the Trusted Platform Module as available or hidden.</p> <ul style="list-style-type: none"> • TPM State Select to enable the TPM. • ClearTPM Select to reset the TPM to an unowned state. After the TPM is cleared, it is also turned off. To temporarily suspend TPM operations, turn the TPM off instead of clearing it. CAUTION: Clearing the TPM resets it to factory defaults and turns it off. You will lose all created keys and data protected by those keys. • TPM Activation Policy <ul style="list-style-type: none"> ○ F1 to boot ○ Allow user to reject ○ No prompts
Utilities	<p>Hard Drive Utilities</p> <ul style="list-style-type: none"> • Save/Restore MBR of System Hard Drive NOTE: Windows 10 systems are generally not formatted to include an MBR. Instead they use GUID Partition Table (GPT) format, which better supports large hard drives. Enabling this feature will save the Master Boot Record (MBR) of the system hard drive. If the MBR gets changed, the user will be prompted to restore the MBR. Default is disabled. The MBR contains information needed to successfully boot from a disk and to access the data stored on the disk. Master Boot Record Security may prevent unintentional or malicious changes to the MBR, such as those caused by some viruses or by the incorrect use of certain disk utilities. It also allows you to recover the "last known good" MBR, should changes to the MBR be detected when the system is restarted. NOTE: Most operating systems control access to the MBR of the current bootable disk; the BIOS cannot prevent changes that may occur while the operating system is running. Restores the backup Master Boot Record to the current bootable disk. Default is disabled. Only appears if all of the following conditions are true: <ul style="list-style-type: none"> – MBR security is enabled – A backup copy of the MBR has been previously saved – The current bootable disk is the same disk from which the backup copy was saved CAUTION: Restoring a previously saved MBR after a disk utility or operating system has modified the MBR, may cause the data on the disk to become inaccessible. Only restore a previously saved MBR if you are confident that the current bootable disk's MBR has been corrupted or infected with a virus. • Save/Restore GPT of System Hard Drive Enabling this feature will save the GUID Partition Table (GPT) of the system hard drive. If the GPT is subsequently changed, the user is prompted to choose whether to restore GPT. • DriveLock Allows you to assign or modify a master or user password for hard drives. When this feature is enabled, the user is prompted to provide one of the DriveLock passwords during POST. If neither is successfully entered, the hard drive will remain inaccessible until one of the passwords is successfully provided during a subsequent cold-boot sequence.

Table 5-2 Computer Setup—Security (continued)

Option	Description
	<p>NOTE: This selection will only appear when at least one drive that supports the DriveLock feature is attached to the system.</p> <p>CAUTION: Be aware that these settings take place immediately. A save is not necessary.</p> <p>CAUTION: Be sure to document the DriveLock password. Losing a DriveLock password will render a drive permanently locked.</p> <p>After you select a drive, the following options are available:</p> <p>Set DriveLock Master Password. Sets the drive's master password but does not enable DriveLock.</p> <p>Enable DriveLock. Sets the drive's user password and enables DriveLock.</p> <ul style="list-style-type: none"> • Secure Erase Lets you select a hard drive to completely erase. Once a hard drive has been erased with a program that utilizes Secure Erase firmware commands, no file recovery program, partition recovery program, or other data recovery method will be able to extract data from the drive. • Allow OPAL Hard Drive SID Authentication
System Management Command	Allows authorized personnel to reset security settings during a service event. Default is enabled.
Restore Security Settings to Default	This action resets security devices, clears BIOS passwords (not including DriveLock), and restores settings in the Security menu to factory defaults.

Computer Setup—Advanced



NOTE: Support for specific Computer Setup options may vary depending on the hardware configuration.

Table 5-3 Computer Setup—Advanced (for advanced users)

Option	Heading
Display Language	Lets you select the language of the menus in F10 Setup and the keyboard layout.
Scheduled Power-On	This feature wakes the system up from a powered off state at a specified date and time.
Boot Options	<p>Select the devices that the computer can boot from, as well as other options, including:</p> <ul style="list-style-type: none"> • Startup Delay(sec). Enabling this feature will add a user-specified delay to the POST process. One purpose for the delay is to provide additional time to activate hotkeys such as Esc for the Startup Menu or F10 for Computer Setup. • Fast Boot. Default is enabled for Windows 8.1 or later, and disabled for Windows 7 systems. • CD-ROM Boot. Default is enabled. • USB Storage Boot. Default is enabled. • Network (PXE) Boot. Default is enabled. • Prompt on Memory Size Change. Default is enabled. • Prompt on Fixed Storage Change. Default is disabled. • After Power Loss. Default is Power Off. <ul style="list-style-type: none"> ■ Power off—causes the computer to remain powered off when power is restored. ■ Power on—causes the computer to power on automatically as soon as power is restored.

Table 5-3 Computer Setup—Advanced (for advanced users) (continued)

Option	Heading
	<ul style="list-style-type: none"> ■ Previous state—causes the computer to power on automatically as soon as power is restored, if it was on when power was lost. <p>NOTE: If the system is configured to 'Power On from Keyboard Ports' (see Power Management Options), then this setting is forced to 'Power On'.</p> <ul style="list-style-type: none"> • Prompt on Memory Size Change. Default is enabled. • Prompt on Fixed Storage Change. Default is disabled. • Audio Alerts During Boot. Default is enabled. When disabled, most audible beeps from errors, warnings, and password prompts during boot up are suppressed. • UEFI Boot Order. Default is enabled. Specify the order in which UEFI boot sources (such as a internal hard drive, USB hard drive, USB optical drive, or internal optical drive) are checked for a bootable operating system image. UEFI boot sources always have precedence over legacy boot sources. • Legacy Boot Order Specify the order in which legacy boot sources (such as a network interface card, internal hard drive, USB optical drive, or internal optical drive) are checked for a bootable operating system image. Specify the order of attached hard drives. The first hard drive in the order will have priority in the boot sequence and will be recognized as drive C (if any devices are attached). <p>NOTE: To drag a device to a preferred place, press Enter.</p> <p>NOTE: MS-DOS drive lettering assignments may not apply after a non-MS-DOS operating system has started.</p> <p>Shortcut to Temporarily Override Boot Order</p> <p>To boot one time from a device other than the default device specified in Boot Order, restart the computer and press Esc (to access the Startup menu) and then F9 (Boot Menu), or only F9 (skipping the Startup menu) when the display light turns green. After POST is completed, a list of bootable devices is displayed. Use the arrow keys to select the preferred bootable device and press Enter. The computer then boots from the selected non-default device for this one time.</p>
Secure Boot Configuration	<p>Configure Legacy Support and Secure Boot</p> <p>Lets you turn off all legacy support on the computer, including booting to DOS, running legacy graphics cards, booting to legacy devices, and so on.</p> <p>Lets you make sure an operating system is legitimate before booting to it, making Windows resistant to malicious modification from preboot to full OS booting, preventing firmware attacks. UEFI and Windows Secure Boot only allow code signed by pre-approved digital certificates to run during the firmware and OS boot process.</p> <ul style="list-style-type: none"> • Legacy Support Enable and Secure Boot Disable • Legacy Support Disable and Secure Boot Enable • Legacy Support Disable and Secure Boot Disable <p>Default is 'Legacy Support Disable and Secure Boot Disable'.</p> <p>Secure Boot Key Management</p> <p>Lets you manage the custom key settings.</p> <p>Import Custom Secure Boot keys</p> <p>Default is disabled.</p> <p>Clear Secure Boot Keys</p>

Table 5-3 Computer Setup—Advanced (for advanced users) (continued)

Option	Heading
	<p>Lets you delete any previously loaded custom boot keys. Clearing keys will disable secure boot. Default is disabled.</p> <p>Reset Secure Boot keys to factory defaults</p> <p>Default is disabled.</p> <p>Enable MS UEFI CA key</p> <p>Disabling this setting alters the Secure Boot key list to further restrict the allowed software components. Set this option to 'disable' to support Device Guard.</p> <p>Ready BIOS for Device Guard Use</p> <p>Requires BIOS Administrator password to be configured and Secure Boot to be enabled.</p>
System Options	<p>Configure storage controller for Intel Optane</p> <p>Enables the Intel Optane memory module.</p> <p>Turbo boost</p> <p>Intel Turbo Boost Technology (TBT) automatically allows processor cores to run faster than the base operating frequency if it is operating below power, current, and temperature specification limits. Default is enabled.</p> <p>Multi-processor</p> <p>Use this option to disable multi-processor support under the operating system. Default is enabled.</p> <p>Virtualization Technology (VTx) (Intel only)</p> <p>Controls the virtualization features of the processor. Changing this setting requires turning the computer off and then back on. Default is disabled.</p> <p>Virtualization Technology for Directed I/O (VTd) (Intel only)</p> <p>Controls virtualization DMA remapping features of the chipset. Changing this setting requires turning the computer off and then back on. Default is disabled.</p> <p>M.2 WLAN/BT</p> <p>Lets you disable the wireless module slot. Default is enabled.</p> <p>M.2 SSD</p> <p>Lets you disable the M.2 solid-state drive slot. Default is enabled.</p> <p>Allow PCIe/PCI SERR# Interrupt (enable/disable)</p> <p>Allows PCI devices to report PCI/PCIe System Error signals, such as address parity errors, data parity errors, and critical errors other than parity. Default is enabled.</p> <p>Power Button Override (disable/4 sec/15 sec)</p> <p>Lets you disable or enable and select the number of seconds you have to hold down the power button for it to force the system to power off. Default is '4 sec'.</p>
Built-In Device Options	<p>Embedded LAN Controller</p> <p>Select to show the device in the operating system. Default is enabled.</p> <p>Wake On LAN</p> <p>Lets you either disable the Wake On LAN feature, or configure where the computer boots, including the network or hard drive. Default is Boot to Network.</p> <p>Video Memory Size</p>

Table 5-3 Computer Setup—Advanced (for advanced users) (continued)

Option	Heading
	<p>Use this option to manage graphics memory allocation. The value you choose is allocated permanently to graphics and is unavailable to the operating system.</p> <p>Audio Device</p> <p>Select to show the device in the operating system. Default is enabled.</p> <p>Internal Speakers (does not affect external speakers)</p> <p>Clear to disable the chassis speaker or speakers. This function is applicable to normal audio playback in the operating system and does not affect the error or warning beeps during POST. Default is enabled.</p> <p>Integrated Microphone</p> <p>Clear to disable the integrated microphone. This does not affect devices plugged into audio jacks. Default is enabled.</p> <p>Increase Idle Fan Speed(%)</p> <p>Sets idle fan speed percentage. This setting only changes the minimum fan speed. The fan is still automatically controlled.</p> <p>M.2 USB/Bluetooth</p> <p>Select to enable the M.2 controller. Default is enabled.</p> <p>LAN/WLAN auto switching</p> <p>Select to enable auto switching between a wired and wireless connection. Default is disabled.</p> <p>Wake on WLAN</p> <p>Select to enable wake on WLAN. Default is disabled.</p>
Port Options	<p>Serial Port A</p> <p>Lets you disable the port. Default is enabled.</p> <p>I/O Address A</p> <p>Lets you specify the address. Default is enabled.</p> <p>Interrupt A</p> <p>Lets you specify the address. Default is enabled.</p> <p>Lets you disable the following ports (default is enabled):</p> <ul style="list-style-type: none">• SATA connectors• Rear USB ports• Left USB ports• USB Legacy Port Charging<ul style="list-style-type: none">Enables USB charging port capability when the system is in hibernate or shutdown state.• Media card reader<ul style="list-style-type: none">Enables the card reader. <p>Restrict USB Devices</p> <p>Specify the following categories of USB devices to enable:</p> <ul style="list-style-type: none">• Allow all USB devices (default)• Allow only keyboard and mouse• Allow all but storage devices and hubs.

Table 5-3 Computer Setup—Advanced (for advanced users) (continued)

Option	Heading
	<p>When some devices are restricted, the system will disable USB ports that do not meet the allowed criteria. This feature is usually combined with similar policies within the operating system since USB devices can be moved to different ports. The ports disabled by the BIOS will remain disabled until the system is restarted.</p>
Option ROM Launch Policy	<p>These policies control whether Legacy Option ROMs or UEFI drivers are loaded. Default is 'All legacy' for Windows 7 and other non-Windows configurations. Default is 'All UEFI' for Windows 8.1 or later.</p> <p>Configure Option ROM Launch Policy</p> <ul style="list-style-type: none"> • All legacy • All UEFI • All UEFI except video
Power Management Options	<p>Runtime Power Management (enable/disable)</p> <p>Allows certain operating systems to reduce processor voltage and frequency when the current software load does not require the full capabilities of the processor. Default is enabled.</p> <p>Extended Idle Power States (enable/disable)</p> <p>Allows certain operating systems to decrease the processors power consumption when the processor is idle. Default is enabled.</p> <p>S5 Maximum Power Savings (enable/disable)</p> <p>Enabling this feature reduces the power of the system as much as possible in the S5 state. Power is removed from the wake up circuitry, the expansion slots, and any management features while in S5. Default is disabled.</p> <p>SATA Power Management (enable/disable)</p> <p>Enables or disables SATA bus and/or device power management. Default is enabled.</p> <p>PCI Express Power Management (enable/disable)</p> <p>Enabling this option permits the PCI Express links to use Active Power State Management (ASPM) to enter lower power states while not in use. Default is enabled.</p> <p>Power On from Keyboard Ports (enable/disable)</p> <p>When enabled, this feature allows a key press to power on the system when it is off (S5 state). If using a USB keyboard, it must be plugged into one of the rear ports labeled with the keyboard icon. Default is disabled.</p> <p>Unique Sleep State Blink Rates (enable/disable)</p> <p>This feature is designed to provide a visual indication of what sleep state the system is in. Each sleep state has a unique blink pattern. Default is disabled.</p> <p>NOTE: A normal shutdown goes to the S4 state for Windows 8 or later.</p> <p>S0 (On) = Solid white LED.</p> <p>S3 (Stand By)= 3 blinks at 1Hz (50% duty cycle) followed by a pause of 2 seconds (white LED) — repeated cycles of 3 blinks and a pause.</p> <p>S4 (Hibernation)= 4 blinks at 1Hz (50% duty cycle) followed by a pause of 2 seconds (white LED) — repeated cycles of 4 blinks and a pause.</p> <p>S5 (Soft Off) = LED is off.</p>
Electronic labels	Displays system labels.

Recovering the Configuration Settings

This method of recovery requires that you first perform the **Save to Removable Media** command with the Computer Setup (F10) Utility before **Restore** is needed. (See [Computer Setup—Main on page 63](#) in the Computer Setup—File table.)

The **Save to Removable Media** option creates a file named HPSETUP.TXT on an inserted USB flash media device. This file can be edited to change the settings on Restore. An asterisk (*) marks the selected option for a setting.




NOTE: It is recommended that you save any modified computer configuration settings to a USB flash media device and save the device for possible future use.

To restore the configuration, insert the USB flash media device with the saved configuration and perform the **Restore from Removable Media** command with the Computer Setup (F10) Utility. (See [Computer Setup—Main on page 63](#) in the Computer Setup—File table.)

6 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.

When HP PC Hardware Diagnostics (UEFI) detects a failure that requires hardware replacement, a 24-digit Failure ID code is generated. This ID code can then be provided to support to help determine how to correct the problem.


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

To start HP PC Hardware Diagnostics (UEFI), follow these steps:

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


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

- a. Connected USB 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 74](#).

- b. Hard drive
- c. BIOS

3. When the diagnostic tool opens, 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: The HP PC Hardware Diagnostics (UEFI) download instructions are provided in English only, and you must use a Windows computer to download and create the HP UEFI support environment because only .exe files are offered.

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

Download the latest UEFI version


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

Download any version of UEFI for a specific product


1. Go to <http://www.hp.com/support>.
2. Select **Get software and drivers**.
3. Enter the product name or number.
4. Select your computer, and then select your operating system.
5. In the **Diagnostic** section, follow the on-screen instructions to select and download the UEFI version you want.

7 Troubleshooting without diagnostics

This chapter provides information on how to identify and correct minor problems, such as USB devices, hard drive, optical drive, graphics, audio, memory, and software problems. If you encounter problems with the computer, refer to the tables in this chapter for probable causes and recommended solutions.

 **NOTE:** For information on specific error messages that may appear on the screen during Power-On Self-Test (POST) at startup, refer to [POST error messages and diagnostic front panel LEDs and audible codes on page 100](#).

Safety and comfort

 **WARNING!** Misuse of the computer or failure to establish a safe and comfortable work environment may result in discomfort or serious injury. Refer to the *Safety & Comfort Guide* at <http://www.hp.com/ergo> for more information on choosing a workspace and creating a safe and comfortable work environment. For more information, refer to the *Safety & Regulatory Information* guide.

Before you call for technical support

If you are having problems with the computer, try the appropriate solutions below to try to isolate the exact problem before calling for technical support.


- Run the HP diagnostic tool.
- Run the hard drive self-test in Computer Setup. Refer to [Computer Setup \(F10\) Utility on page 61](#) for more information.
- Check the Power LED on the front of the computer to see if it is flashing red. The flashing lights are error codes that will help you diagnose the problem. Refer to [POST error messages and diagnostic front panel LEDs and audible codes on page 100](#) for more information.
- If you are working on a network, plug another computer with a different cable into the network connection. There may be a problem with the network plug or cable.
- If you recently added new hardware, remove the hardware and see if the computer functions properly.
- If you recently installed new software, uninstall the software and see if the computer functions properly.
- Boot the computer to the Safe Mode to see if it will boot without all of the drivers loaded. When booting the operating system, use “Last Known Configuration.”
- Refer to the comprehensive online technical support at <http://www.hp.com/support>.
- Refer to [Helpful hints on page 76](#) in this guide.


To assist you in resolving problems online, HP Instant Support Professional Edition provides you with self-solve diagnostics. If you need to contact HP support, use HP Instant Support Professional Edition's online chat feature. Access HP Instant Support Professional Edition at: <http://www.hp.com/go/ispe>.

Access the Business Support Center (BSC) at <http://www.hp.com/go/bizsupport> for the latest online support information, software and drivers, proactive notification, and worldwide community of peers and HP experts.

If it becomes necessary to call for technical assistance, be prepared to do the following to ensure that your service call is handled properly:

- Be in front of your computer when you call.
- Write down the computer serial number and product ID number before calling.
- Spend time troubleshooting the problem with the service technician.
- Remove any hardware that was recently added to your system.
- Remove any software that was recently installed.
- Restore the system from the Recovery Disc Set that you created or restore the system to its original factory condition in System Software Requirement Disks (SSRD).


 **CAUTION:** Restoring the system will erase all data on the hard drive. Be sure to back up all data files before running the restore process.

 **NOTE:** For sales information and warranty upgrades (Care Packs), call your local authorized service provider or dealer.

Helpful hints

If you encounter problems with the computer or software, see the following list of general suggestions before taking further action:

- Check that the computer is plugged into a working electrical outlet.
- Check that the computer is turned on and the white power light is on.
- Check the power LED on the front of the computer to see if it is flashing red. The flashing lights are error codes that will help you diagnose the problem. Refer to [POST error messages and diagnostic front panel LEDs and audible codes on page 100](#) for more information.
- Press and hold any key. If the system beeps, then the keyboard should be operating correctly.
- Check all cable connections for loose connections or incorrect connections.
- Wake the computer by pressing any key on the keyboard or pressing the power button. If the system remains in suspend mode, shut down the computer by pressing and holding the power button for at least four seconds then press the power button again to restart the computer. If the system will not shut down, unplug the power cord, wait a few seconds, then plug it in again. The computer will restart if it is set to power on automatically as soon as power is restored in Computer Setup. If it does not restart, press the power button to start the computer.
- Be sure that all the needed device drivers have been installed. For example, if you are using a printer, you need a driver for that model printer.
- Remove all bootable media (such as a USB device) from the system before turning it on.
- If you have installed an operating system other than the factory-installed operating system, check to be sure that it is supported on the system.

 **CAUTION:** When the computer is plugged into an AC power source, there is always voltage applied to the system board. You must disconnect the power cord from the power source before opening the computer to prevent system board or component damage.

Solving general problems

You may be able to easily resolve the general problems described in this section. If a problem persists and you are unable to resolve it yourself or if you feel uncomfortable about performing the operation, contact an authorized dealer or reseller.

⚠ WARNING! When the computer is plugged into an AC power source, voltage is always applied to the system board. To reduce the risk of personal injury from electrical shock and/or hot surfaces, be sure to disconnect the power cord from the wall outlet and allow the internal system components to cool before touching.

Cannot access the Computer Setup (F10) Utility when booting the computer.

Cause	Solution
The Computer Setup (F10) Utility is set to “fast boot” causing the F10 access screen to display too briefly when booting the computer.	Before turning on the computer, press and hold F10 . Turn on the computer and continue to hold F10 until the Computer Setup (F10) Utility is displayed. - or - Follow the Windows instructions for rebooting the computer into the Computer Setup (F10) Utility.

Computer appears locked up and will not turn off when the power button is pressed.

Cause	Solution
Software control of the power switch is not functional.	<ol style="list-style-type: none">1. Press and hold the power button for at least four seconds until the computer turns off.2. Disconnect the power cord from the electrical outlet.

Computer will not respond to keyboard or mouse.

Cause	Solution
Computer is in Sleep state.	To resume from Sleep state, press the power button. CAUTION: When attempting to resume from Sleep state, do not hold down the power button for more than four seconds. Otherwise, the computer will shut down and you will lose any unsaved data.
System has locked up.	Restart computer.

Computer date and time display is incorrect.

Cause	Solution
RTC (real-time clock) battery may need to be replaced. NOTE: Connecting the computer to a live AC outlet prolongs the life of the RTC battery.	Reset the date and time under Control Panel (Computer Setup can also be used to update the RTC date and time). If the problem persists, replace the RTC battery. See the Removal and Replacement section for instructions on installing a new battery, or contact an authorized dealer or reseller for RTC battery replacement. To access Control Panel in Windows 7, select Start , and then select Control Panel .

Computer date and time display is incorrect.

Cause	Solution
	To access Control Panel in Windows 10, type <code>control panel</code> in the taskbar search box, and then select Control Panel.

There is no sound or sound volume is too low.

Cause	Solution
System volume may be set low or muted.	<ol style="list-style-type: none">1. Check the Computer Setup settings to make sure the internal system speaker is not muted (this setting does not affect the external speakers).2. Make sure the external speakers are properly connected and powered on and that the speakers' volume control is set correctly.3. Use the system volume control available in the operating system to make sure the speakers are not muted or to increase the volume.

Cannot remove computer cover or access panel.

Cause	Solution
Smart Cover Lock, featured on some computers, is locked.	Unlock the Smart Cover Lock using Computer Setup. In case of forgotten password, power loss, or computer malfunction, you must manually disable the Smart Cover lock . A key to unlock the Smart Cover Lock is not available from HP. Keys are typically available from a hardware store.

Poor performance.

Cause	Solution
Processor is too hot.	<ol style="list-style-type: none">1. Make sure airflow to the computer is not blocked. Leave a 10.2-cm (4-inch) clearance on all vented sides of the computer to permit the required airflow.2. Make sure fans are connected and working properly (some fans only operate when needed).3. Make sure the processor heat sink is installed properly.
Hard drive is full.	Transfer data from the hard drive to create more space on the hard drive.
Low on memory.	Add more memory.
Hard drive fragmented.	Defragment hard drive.
Program previously accessed did not release reserved memory back to the system.	Restart the computer.
Virus resident on the hard drive.	Run virus protection program.
Too many applications running.	<ol style="list-style-type: none">1. Close unnecessary applications to free up memory.

Poor performance.

Cause	Solution
	<ol style="list-style-type: none">2. Add more memory.3. Some applications run in the background and can be closed by right-clicking on their corresponding icons in the task tray. To prevent these applications from launching at startup: In Windows 7:<ol style="list-style-type: none">a. Go to Start > All Programs > Accessories > Runb. Type <code>msconfig</code>, and then press Enter.c. On the Startup tab of the System Configuration Utility, clear applications that you do not want to launch automatically, and the click OK. In Windows 10:<ol style="list-style-type: none">a. Type <code>msconfig</code> in the taskbar search box, and then select msconfig.b. On the Startup tab of the System Configuration Utility, click Open Task Manager.c. Select applications that you do not want to launch automatically, and the click Disable.
Some software applications, especially games, are stressful on the graphics subsystem.	<ol style="list-style-type: none">1. Lower the display resolution for the current application or consult the documentation that came with the application for suggestions on how to improve performance by adjusting parameters in the application.2. Add more memory.3. Upgrade the graphics solution.
Cause unknown.	Restart the computer.

Computer powered off automatically and the Power LED flashes red four times and then white two times.

Cause	Solution
Processor thermal protection activated: A fan may be blocked or not turning. OR The heat sink is not properly attached to the processor.	<ol style="list-style-type: none">1. Ensure that the computer air vents are not blocked and the processor cooling fan is running.2. Open the access panel, press the power button, and see if the processor fan (or other system fan) spins. If the fan does not spin, make sure the fan cable is plugged onto the system board header.3. If fan a plugged in and not spinning, replace it.

System does not power on and the LEDs on the front of the computer are not flashing.

Cause	Solution
System unable to power on.	Press and hold the power button for less than 4 seconds. If the hard drive LED turns white, then:

System does not power on and the LEDs on the front of the computer are not flashing.

Cause	Solution
	<ol style="list-style-type: none"><li data-bbox="858 260 1437 373">1. If equipped with a voltage selector, check that the voltage selector (located on the rear of the power supply) is set to the appropriate voltage. Proper voltage setting depends on your region.<li data-bbox="858 394 1437 445">2. Remove the expansion cards one at a time until the 5V_aux light on the system board turns on.<li data-bbox="858 466 1437 491">3. Replace the system board. <p data-bbox="858 512 884 533">OR</p> <p data-bbox="858 554 1437 604">Press and hold the power button for less than 4 seconds. If the hard drive LED does not turn on white then:</p> <ol style="list-style-type: none"><li data-bbox="858 625 1437 651">1. Check that the unit is plugged into a working AC outlet.<li data-bbox="858 672 1437 722">2. Open the access panel and check that the power button cable is properly connected to the system board.<li data-bbox="858 743 1437 793">3. Check that the power supply cables are properly connected to the system board.<li data-bbox="858 814 1437 894">4. Check to see if the 5V_aux light on the system board is turned on. If it is turned on, then replace the power button assembly.<li data-bbox="858 915 1437 966">5. If the 5V_aux light on the system board is off, then replace the power supply.<li data-bbox="858 987 1437 1012">6. Replace the system board.

Solving power problems

Common causes and solutions for power problems are listed in the following table.

Power supply shuts down intermittently.

Cause	Solution
If equipped with a voltage selector, voltage selector switch on rear of computer chassis (some models) not switched to correct line voltage (115V or 230V).	Select the proper AC voltage using the selector switch.
Power supply will not turn on because of internal power supply fault.	Replace the power supply.

Computer powered off automatically and the Power LED flashes Red two times, once every second, followed by a two second pause, and the computer beeps two times. (Beeps stop after fifth iteration but LEDs continue flashing.)

Computer powered off automatically and the Power LED flashes red four times and then white two times.

Cause	Solution
Processor thermal protection activated: A fan may be blocked or not turning. OR The heat sink is not properly attached to the processor.	<ol style="list-style-type: none">1. Ensure that the computer air vents are not blocked and the processor cooling fan is running.2. Open the access panel, press the power button, and see if the processor fan (or other system fan) spins. If the fan does not spin, make sure the fan cable is plugged onto the system board header.3. If fan a plugged in and not spinning, replace it.

Power LED flashes Red four times, once every second, followed by a two second pause, and the computer beeps four times. (Beeps stop after fifth iteration but LEDs continue flashing.)

Computer powered off automatically and the Power LED flashes red three times and then white four times.

Cause	Solution
Power failure (power supply is overloaded).	<ol style="list-style-type: none">1. If equipped with a voltage selector, check that the voltage selector, located on the rear of the power supply (some models), is set to the appropriate voltage. Proper voltage setting depends on your region.2. Open the access panel and ensure the power supply cable is seated into the connector on the system board.3. Check if a device is causing the problem by removing ALL attached devices (such as hard drives or optical drives and expansion cards). Power on the system. If the system enters POST, then power off and replace one device at a time and repeat this procedure until failure occurs. Replace the device that is causing the failure. Continue adding devices one at a time to ensure all devices are functioning properly.4. Replace the power supply.5. Replace the system board.

Solving hard drive problems

Hard drive error occurs.

Cause	Solution
Hard disk has bad sectors or has failed.	<ol style="list-style-type: none">1. In Windows 7, click Start, click Computer, and right-click on a drive. Select Properties, and then select the Tools tab. Under Error-checking click Check Now. In Windows 10, type <code>file</code> in the taskbar search box, and then select File Explorer from the list of applications. In the left column, expand This PC, right-click on a drive, select Properties, and then select the Tools tab. Under Error checking click Check.2. Use a utility to locate and block usage of bad sectors. If necessary, reformat the hard disk.

Disk transaction problem.

Cause	Solution
Either the directory structure is bad or there is a problem with a file.	<p>In Windows 7, click Start, expand Computer, and right-click on a drive. Select Properties, and then select the Tools tab. Under Error-checking click Check Now.</p> <p>In Windows 10, type <code>file</code> in the taskbar search box, and then select File Explorer from the list of applications. In the left column, expand This PC, right-click on a drive, select Properties, and then select the Tools tab. Under Error checking click Check.</p>

Drive not found (identified).

Cause	Solution
Cable could be loose.	Check cable connections.
The system may not have automatically recognized a newly installed device.	<p>See reconfiguration directions in the Solving hardware installation problems on page 87 section. If the system still does not recognize the new device, check to see if the device is listed within Computer Setup. If it is listed, the probable cause is a driver problem. If it is not listed, the probable cause is a hardware problem.</p> <p>If this is a newly installed drive, run the Computer Setup utility and try adding a POST delay under Advanced > Boot Options.</p>
The device is attached to a SATA port that has been hidden in Computer Setup.	Run the Computer Setup utility and ensure Device Available is selected for the device's SATA port in Advanced > Port Options .
Drive responds slowly immediately after power-up.	Run Computer Setup and increase the POST Delay in Advanced > Boot Options .

Nonsystem disk/NTLDR missing message.

Cause	Solution
The system is trying to start from the hard drive but the hard drive may have been damaged.	▲ Perform Drive Protection System (DPS) testing in system ROM.
System files missing or not properly installed.	<ol style="list-style-type: none">1. Insert bootable media and restart the computer.2. Boot to the windows installation media and select the recovery option. If only a restore kit is available, then select the File Backup Program option, and then restore the system.3. Install system files for the appropriate operating system.
Hard drive boot has been disabled in Computer Setup.	Run the Computer Setup utility and enable the hard drive entry in the Advanced > Boot Options list.
Bootable hard drive is not attached as first in a multi-hard drive configuration.	If attempting to boot from a hard drive, ensure it is attached to the system board dark blue SATA connector.
Bootable hard drive is not listed first in the Boot Order.	Run the Computer Setup utility and select Advanced > Boot Options and ensure the bootable hard drive is listed immediately under the Hard Drive entry.

Computer will not boot from hard drive.

Cause	Solution
The device is attached to a SATA port that has been hidden in Computer Setup.	<ol style="list-style-type: none">1. Check SATA cable connections.2. Run the Computer Setup utility and ensure Device Available is selected for the device's SATA port in Advanced > Port Options.
Boot order is not correct.	Run the Computer Setup utility and change boot sequence in Advanced > Boot Options .
Hard drive is damaged.	Observe if the front panel Power LED is blinking RED and if any beeps are heard. See POST error messages and diagnostic front panel LEDs and audible codes on page 100 to determine possible causes for the blinking red and beep codes. See the Worldwide Limited Warranty for terms and conditions.

Computer seems to be locked up.

Cause	Solution
Program in use has stopped responding to commands.	<ol style="list-style-type: none">1. Use the task manager to close programs that do not respond.2. Attempt the normal Windows "Shut Down" procedure. If this fails, press the power button for four or more seconds to turn off the power. To restart the computer, press the power button again.

Solving audio problems

If the computer has audio features and you encounter audio problems, see the common causes and solutions listed in the following table.

Sound cuts in and out.

Cause	Solution
Processor resources are being used by other open applications.	Shut down all open processor-intensive applications.

Sound does not come out of the speaker or headphones.

Cause	Solution
Software volume control is turned down or muted.	Double-click the Speaker icon on the taskbar, then make sure that Mute is not selected and use the volume slider to adjust the volume.
Audio is hidden in Computer Setup.	Enable the audio in Computer Setup: Advanced > Built-in Device Options .
The external speakers are not turned on.	Turn on the external speakers by either manually pressing a power switch on the speakers, or from the speaker icon in the system tray.
Headphones or devices connected to the line-out connector mute the internal speaker.	Turn on and use headphones or external speakers, if connected, or disconnect headphones or external speakers.
Computer is in Sleep state.	Press the power button to resume from Sleep state. CAUTION: When attempting to resume from Sleep state, do not hold down the power button for more than four seconds. Otherwise, the computer will shut down and you will lose any unsaved data.
Internal speaker is disabled in Computer Setup.	Enable the internal speaker in Computer Setup. Select Advanced > Built-in Device Options .
Some applications can select which audio output device is used.	Make sure the application has selected the correct audio device.
The operating system controls may be set to use a different audio device as the default output device than what is expected.	Set the operating system to use the correct audio device.

Computer appears to be locked up while recording audio.

Cause	Solution
The hard disk may be full.	Before recording, make sure there is enough free space on the hard disk. You can also try recording the audio file in a compressed format.

Line-in jack is not functioning properly.

Cause	Solution
Jack has been reconfigured in the audio driver or application software.	In the audio driver or application software, reconfigure the jack or set the jack to its default value.

Solving printer problems

If you encounter printer problems, see the documentation that came with the printer and to the common causes and solutions listed in the following table.

Printer will not print.

Cause	Solution
Printer is not turned on and online.	Turn the printer on and make sure it is online.
The correct printer drivers for the application are not installed.	<ol style="list-style-type: none">1. Install the correct printer driver for the application.2. Try printing using the MS-DOS command: <pre>DIR C:\ > [printer port]</pre>where [printer port] is the address of the printer being used. If the printer works, reload the printer driver. To run MS-DOS commands, press the Windows key + r, type <code>cmd</code> in the Open box, and then click OK.
If you are on a network, you may not have made the connection to the printer.	Make the proper network connections to the printer.
Printer may have failed.	Run printer self-test.

Printer will not turn on.

Cause	Solution
The cables may not be connected properly.	Reconnect all cables and check the power cord and electrical outlet.

Printer prints garbled information.

Cause	Solution
The correct printer driver for the application is not installed.	Install the correct printer driver for the application.
The cables may not be connected properly.	Reconnect all cables.
Printer memory may be overloaded.	Reset the printer by turning it off for one minute, then turn it back on.

Printer will not print.

Cause	Solution
The printer may be out of paper.	Check the paper tray and refill it if it is empty.

Solving keyboard and mouse problems

If you encounter keyboard or mouse problems, see the documentation that came with the equipment and to the common causes and solutions listed in the following table.

Keyboard commands and typing are not recognized by the computer.

Cause	Solution
Keyboard connector is not properly connected.	Shut down the computer, reconnect the keyboard, and then restart the computer.
Program in use has stopped responding to commands.	Shut down your computer using the mouse and then restart the computer.
Keyboard needs repairs.	See the Worldwide Limited Warranty for terms and conditions.
Computer is in Sleep state.	Press the power button to resume from Sleep state. CAUTION: When attempting to resume from Sleep state, do not hold down the power button for more than four seconds. Otherwise, the computer will shut down and you will lose any unsaved data.

Mouse does not respond to movement or is too slow.

Cause	Solution
Mouse connector is not properly plugged into the back of the computer.	Shut down the computer using the keyboard. Windows 7: <ol style="list-style-type: none">1. Press the Ctrl and Esc keys at the same time (or press the Windows logo key) to display the Start menu.2. Use the arrow keys to select Shut Down and then press Enter.3. After the shutdown is complete, plug the mouse connector into the back of the computer (or the keyboard) and restart. Windows 10: <ol style="list-style-type: none">1. Press the Ctrl and Esc keys at the same time (or press the Windows logo key) to display the Start menu.2. Use the arrow keys to scroll to and select the power icon at the top right on the menu, and then press Enter.3. Use the arrow keys to select Shut Down, and then press Enter.4. After the shutdown is complete, plug the mouse connector into the back of the computer (or the keyboard) and restart.
Program in use has stopped responding to commands.	Shut down the computer using the keyboard then restart the computer.
Mouse may need repair.	See the Worldwide Limited Warranty for terms and conditions.
Computer is in Sleep state.	Press the power button to resume from Sleep state. CAUTION: When attempting to resume from Sleep state, do not hold down the power button for more than four seconds. Otherwise, the computer will shut down and you will lose any unsaved data.

Solving hardware installation problems

You may need to reconfigure the computer when you add or remove hardware, such as an additional drive or expansion card. If you install a plug and play device, Windows automatically recognizes the device and configures the computer. If you install a non-plug and play device, you must reconfigure the computer after completing installation of the new hardware. In Windows, use the **Add Hardware Wizard** and follow the instructions that appear on the screen.

To open the Add Hardware Wizard, open a Command Prompt and open `hdwwiz.exe`.

⚠ WARNING! When the computer is plugged into an AC power source, voltage is always applied to the system board. To reduce the risk of personal injury from electrical shock and/or hot surfaces, be sure to disconnect the power cord from the wall outlet and allow the internal system components to cool before touching.

A new device is not recognized as part of the system.

Cause	Solution
Cable(s) of new external device are loose or power cables are unplugged.	Ensure that all cables are properly and securely connected and that pins in the cable or connector are not bent down.
Power switch of new external device is not turned on.	Turn off the computer, turn on the external device, then turn on the computer to integrate the device with the computer system.
When the system advised you of changes to the configuration, you did not accept them.	Reboot the computer and follow the instructions for accepting the changes.
A plug and play board may not automatically configure when added if the default configuration conflicts with other devices.	Use Windows Device Manager to deselect the automatic settings for the board and choose a basic configuration that does not cause a resource conflict. You can also use Computer Setup to reconfigure or disable devices to resolve the resource conflict. To access Device Manager in Windows 7, click Start , select Control Panel , and then select Device Manager . To access Device Manager in Windows 10, type <code>device manager</code> in the taskbar search box, and then select Device Manager from the list of applications.
USB ports on the computer are disabled in Computer Setup.	Run the Computer Setup utility and ensure that Device available is selected for appropriate USB ports under Advanced > Port Options .

Computer will not start.

Cause	Solution
Wrong memory modules were used in the upgrade or memory modules were installed in the wrong location.	<ol style="list-style-type: none">1. Review the documentation that came with the system to determine if you are using the correct memory modules and to verify the proper installation. NOTE: DIMM1 or XMM1 must always be installed. DIMM1 must be installed before DIMM3.2. Observe the beeps and LED lights on the front of the computer. Beeps and flashing LEDs are codes for specific problems.3. If you still cannot resolve the issue, contact Customer Support.

Power LED flashes Red three times and then white two times.

Cause	Solution
Memory is installed incorrectly or is bad.	<p>CAUTION: To avoid damage to the DIMMs or the system board, you must unplug the computer power cord before attempting to reseat, install, or remove a DIMM module.</p> <ol style="list-style-type: none">1. Reseat DIMMs. Power on the system.2. Replace DIMMs one at a time to isolate the faulty module. <p>NOTE: DIMM1 or XMM1 must always be installed. DIMM1 must be installed before DIMM3.</p> <ol style="list-style-type: none">3. Replace third-party memory with HP memory.4. Replace the system board.

Solving network problems

Some common causes and solutions for network problems are listed in the following table. These guidelines do not discuss the process of debugging the network cabling.

Network driver does not detect network controller.

Cause	Solution
Network controller is disabled.	<ol style="list-style-type: none">1. Run Computer Setup and enable network controller.2. Enable the network controller in the operating system using Device Manager. <p>To access Device Manager in Windows 7, click Start, select Control Panel, and then select Device Manager.</p> <p>To access Device Manager in Windows 10, type <code>device manager</code> in the taskbar search box, and then select Device Manager from the list of applications.</p>
Incorrect network driver.	Check the network controller documentation for the correct driver or obtain the latest driver from the manufacturer's Web site.

Network status link light never flashes.

NOTE: The network status light is supposed to flash when there is network activity.

Cause	Solution
No active network is detected.	Check cabling and network equipment for proper connection.
Network controller is not set up properly.	<p>Check for the device status within Windows, such as Device Manager for driver load and the Network Connections applet within Windows for link status.</p> <p>To access Device Manager in Windows 7, click Start, select Control Panel, and then select Device Manager.</p> <p>To access Device Manager in Windows 10, type <code>device manager</code> in the taskbar search box, and then select Device Manager from the list of applications.</p>
Network controller is disabled.	<ol style="list-style-type: none">1. Run Computer Setup and enable network controller.

Network status link light never flashes.

NOTE: The network status light is supposed to flash when there is network activity.

Cause	Solution
	<p>2. Enable the network controller in the operating system using Device Manager.</p> <p>To access Device Manager in Windows 7, click Start, select Control Panel, and then select Device Manager.</p> <p>To access Device Manager in Windows 10, type <code>device manager</code> in the taskbar search box, and then select Device Manager from the list of applications.</p>
Network driver is not properly loaded.	Reinstall network drivers.
System cannot autosense the network.	Disable auto-sensing capabilities and force the system into the correct operating mode.

Diagnostics reports a failure.

Cause	Solution
The cable is not securely connected.	Ensure that the cable is securely attached to the network connector and that the other end of the cable is securely attached to the correct device.
The cable is attached to the incorrect connector.	Ensure that the cable is attached to the correct connector.
There is a problem with the cable or a device at the other end of the cable.	Ensure that the cable and device at the other end are operating correctly.
The network controller is defective.	Contact an authorized service provider.

Diagnostics passes, but the computer does not communicate with the network.

Cause	Solution
Network drivers are not loaded, or driver parameters do not match current configuration.	<p>Make sure the network drivers are loaded and that the driver parameters match the configuration of the network controller.</p> <p>Make sure the correct network client and protocol is installed.</p>
The network controller is not configured for this computer.	<p>Select the Network and Sharing Center icon in the Control Panel and configure the network controller.</p> <p>To access Control Panel in Windows 7, click Start, and then select Control Panel.</p> <p>To access Control Panel in Windows 10, type <code>control panel</code> in the taskbar search box, and then select Control Panel from the list of applications.</p>

Network controller stopped working when an expansion board was added to the computer.

Cause	Solution
The network controller requires drivers.	Verify that the drivers were not accidentally deleted when the drivers for a new expansion board were installed.

Network controller stops working without apparent cause.

Cause	Solution
The files containing the network drivers are corrupted.	Reinstall the network drivers using the Recovery Disc Set in Windows 7. If necessary, download the softpaq from the web (from a different computer).
The cable is not securely connected.	Ensure that the cable is securely attached to the network connector and that the other end of the cable is securely attached to the correct device.
The network controller is defective.	Contact an authorized service provider.

Cannot connect to network server when attempting Remote System Installation.


Cause	Solution
The network controller is not configured properly.	Verify Network Connectivity, that a DHCP Server is present, and that the Remote System Installation Server contains the NIC drivers for your NIC.

System setup utility reports unprogrammed EEPROM.


Cause	Solution
Unprogrammed EEPROM.	Contact an authorized service provider.

Solving memory problems

If you encounter memory problems, some common causes and solutions are listed in the following table.

 **CAUTION:** Power may still be supplied to the DIMMs when the computer is turned off (depending on the Management Engine (ME) settings). To avoid damage to the DIMMs or the system board, you must unplug the computer power cord before attempting to reseat, install, or remove a memory module.

For those systems that support ECC memory, HP does not support mixing ECC and non-ECC memory. Otherwise, the computer will not boot the operating system.

 **NOTE:** The memory count will be affected by configurations with the Management Engine (ME) enabled. The ME uses 8MB of system memory in single channel mode or 16MB of memory in dual-channel mode to download, decompress, and execute the ME firmware for Out-of-Band (OOB), third-party data storage, and other management functions.

System will not boot or does not function properly after installing additional memory modules.

Cause	Solution
A memory module is not installed in the DIMM1 or XMM1 socket.	Ensure that a memory module is installed in the DIMM1 or XMM1 socket on the system board. This socket must be populated with a memory module.
Memory module is not the correct type or speed grade for the system or the new memory module is not seated properly.	Replace module with the correct industry-standard device for the computer. On some models, ECC and non-ECC memory modules cannot be mixed.

Out of memory error.

Cause	Solution
You have run out of memory to run the application.	Check the application documentation to determine the memory requirements.

Memory count during POST is wrong.

Cause	Solution
The memory modules may not be installed correctly.	Check that the memory modules have been installed correctly and that proper modules are used.
Integrated graphics may use system memory.	No action required.

Insufficient memory error during operation.

Cause	Solution
Too many Terminate and Stay Resident programs (TSRs) are installed.	Delete any TSRs that you do not need.
You have run out of memory for the application.	Check the memory requirements for the application or add more memory to the computer.

Power LED flashes Red five times, once every second, followed by a two second pause, and the computer beeps five times. (Beeps stop after fifth iteration but LEDs continue flashing.)

Cause	Solution
Memory is installed incorrectly or is bad.	<ol style="list-style-type: none">1. Reseat DIMMs. Power on the system.2. Replace DIMMs one at a time to isolate the faulty module.3. Replace third-party memory with HP memory.4. Replace the system board.

Solving USB flash drive problems

If you encounter USB flash drive problems, common causes and solutions are listed in the following table.

USB flash drive is not seen as a drive letter in Windows.

Cause	Solution
The drive letter after the last physical drive is not available.	Change the default drive letter for the flash drive in Windows.

USB flash drive not found (identified).

Cause	Solution
The device is attached to a USB port that has been hidden in Computer Setup.	Run the Computer Setup utility and enable USB ports in Advanced > Port Options .
The device was not properly seated before power-up.	Ensure the device is fully inserted into the USB port before applying power to the system

System will not boot from USB flash drive.

Cause	Solution
Boot order is not correct.	Run the Computer Setup utility and change boot sequence in Advanced > Boot Options .
Removable Media Boot is disabled in the Computer Setup utility.	Run the Computer Setup utility and enable booting to removable media in Advanced > Boot Options . Ensure USB is enabled in Storage > Boot Order .

The computer boots to DOS after making a bootable flash drive.

Cause	Solution
Flash drive is bootable.	Install the flash drive only after the operating system boots.
Flash drive is defective.	Try a different flash drive.

Solving Internet access problems

If you encounter Internet access problems, consult your Internet Service Provider (ISP) or refer to the common causes and solutions listed in the following table.

Unable to connect to the Internet.

Cause	Solution
Internet Service Provider (ISP) account is not set up properly.	Verify Internet settings or contact your ISP for assistance.
Web browser is not set up properly.	Verify that the Web browser is installed and set up to work with your ISP.
Cable/DSL modem is not plugged in.	Plug in cable/DSL modem. You should see a “power” LED light on the front of the cable/DSL modem.
Cable/DSL service is not available or has been interrupted due to bad weather.	Try connecting to the Internet at a later time or contact your ISP. (If the cable/DSL service is connected, the “cable” LED light on the front of the cable/DSL modem will be on.)
The CAT5 UTP cable is disconnected.	Connect the CAT5 UTP cable between the cable modem and the computer’s RJ-45 connector. (If the connection is good, the “PC” LED light on the front of the cable/DSL modem will be on.)
IP address is not configured properly.	Contact your ISP for the correct IP address.
Cookies are corrupted. (A “cookie” is a small piece of information that a Web server can store temporarily with the Web browser. This is useful for having the browser remember some specific information that the Web server can later retrieve.)	Windows 7: <ol style="list-style-type: none">1. Select Start > Control Panel.2. Click Internet Options.3. In the Browsing history section on the General tab, click the Delete button.4. Select the Cookies check box and click the Delete button. Windows 10: <ol style="list-style-type: none">1. Type <code>control panel</code> in the taskbar search box, and then select Control Panel from the list of applications.2. Click Internet Options.3. In the Browsing history section, click the Delete button.4. Select the Cookies and website data check box and click the Delete button.

Cannot automatically launch Internet programs.

Cause	Solution
You must log on to your ISP before some programs will start.	Log on to your ISP and launch the desired program.

Solving software problems

Most software problems occur as a result of the following:

- The application was not installed or configured correctly.
- There is insufficient memory available to run the application.
- There is a conflict between applications.
- Be sure that all the needed device drivers have been installed.
- If you have installed an operating system other than the factory-installed operating system, check to be sure it is supported on the system.

If you encounter software problems, see the applicable solutions listed in the following table.

Computer will not continue and the HP logo does not display.

Cause	Solution
ROM issue - POST error has occurred.	Observe the beeps and LED lights on the front of the computer. See POST error messages and diagnostic front panel LEDs and audible codes on page 100 to determine possible causes. See the Worldwide Limited Warranty for terms and conditions.

“Illegal Operation has Occurred” error message is displayed.

Cause	Solution
Software being used is not Microsoft-certified for your version of Windows.	Verify that the software is certified by Microsoft for your version of Windows (see program packaging for this information).
Configuration files are corrupt.	If possible, save all data, close all programs, and restart the computer.

8 Backing up, restoring, and recovering

This chapter provides information about the following processes. The information in the chapter is standard procedure for most products.


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

For additional information, refer to the HP Support Assistant app.

▲ Type `support` in the taskbar search box, and then select the **HP Support Assistant** app.

– or –

Select the question mark icon in the taskbar.

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

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


Creating recovery media and backups

The following methods of creating recovery media and backups are available on select products only. Choose the available method according to your computer model.

- Use HP Recovery Manager to create HP Recovery media after you successfully set up the computer. 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. For information on creating recovery media, see [Creating HP Recovery media \(select products only\) on page 95](#). For information on the recovery options that are available using the recovery media, see [Using Windows tools on page 96](#).

- Use Windows tools to create system restore points and create backups of personal information.

For more information, see [Recovering using HP Recovery Manager on page 97](#).

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

- On select products, use the HP Cloud Recovery Download Tool to create a bootable USB drive for your HP recovery media. Go to <https://support.hp.com/us-en/document/c05115630?openCLC=true>, select your country or region, and follow the on-screen instructions.

Creating HP Recovery media (select products only)

If possible, check for the presence of the Recovery partition and the Windows partition. Right-click the **Start** menu, select **File Explorer**, and then select **This PC**.

- If your computer does not list the Windows partition and the Recovery partition, you can obtain recovery media for your system from support. You can find contact information on the HP website. Go to <http://www.hp.com/support>, select your country or region, and follow the on-screen instructions.

You can use Windows tools to create system restore points and create backups of personal information, see [Using Windows tools on page 96](#).

- If your computer does list the Recovery partition and the Windows partition, you can use HP Recovery Manager 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 software programs that were 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 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 media 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. 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. If you cannot create DVD media yourself, you can obtain recovery discs for your computer from HP. You can find contact information on the HP website. Go to <http://www.hp.com/support>, select your country or region, and follow the on-screen instructions.
 - Be sure that the computer is connected to AC power before you begin creating the recovery media.
 - The creation process can take 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.

To create HP Recovery media:



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

1. Type `recovery` in the taskbar search box, and then select **HP Recovery Manager**.
2. Select **Create recovery media**, and then follow the on-screen instructions.

If you ever need to recover the system, see [Recovering using HP Recovery Manager on page 97](#).

Using Windows tools


You can create recovery media, system restore points, and backups of personal information using Windows tools.



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


For more information and steps, see the Get help app.

- ▲ Select the **Start** button, and then select the **Get Help** app.

 **NOTE:** You must be connected to the Internet to access the Get help app.


Restore and recovery

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

 **IMPORTANT:** Not all methods are available on all products.

- Windows offers several options for restoring from backup, refreshing the computer, and resetting the computer to its original state. For more information see the Get help app.

▲ Select the **Start** button, and then select the **Get Help** app.

 **NOTE:** You must be connected to the Internet to access the Get help app.

- If you need to correct a problem with a preinstalled application or driver, use the Reinstall drivers and/or applications option (select products only) of HP Recovery Manager to reinstall the individual application or driver.

▲ Type `recovery` in the taskbar search box, select **HP Recovery Manager**, select **Reinstall drivers and/or applications**, and then follow the on-screen instructions.

- If you want to recover the Windows partition to original factory content, you can choose the System Recovery option from the HP Recovery partition (select products only) or use the HP Recovery media. For more information, see [Recovering using HP Recovery Manager on page 97](#). If you have not already created recovery media, see [Creating HP Recovery media \(select products only\) on page 95](#).
- On select products, if you want to recover the computer's original factory partition and content, or if you have replaced the hard drive, you can use the Factory Reset option of HP Recovery media. For more information, see [Recovering using HP Recovery Manager on page 97](#).
- On select products, if you want 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 \(select products only\) on page 99](#).

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 either created or that you obtained from HP, or by using the HP Recovery partition (select products only). If you have not already created recovery media, see [Creating HP Recovery media \(select products only\) on page 95](#).


What you need to know before you get started

- 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.


 **IMPORTANT:** 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 \(select products only\) on page 95](#).

- To use the Factory Reset option (select products only), you must use HP Recovery media. If you have not already created recovery media, see [Creating HP Recovery media \(select products only\) on page 95](#).
- If your computer does not allow the creation of HP Recovery media or if the HP Recovery media does not work, you can obtain recovery media for your system from support. You can 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 want to retain.

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

 **NOTE:** Only the options available for your computer display when you start the recovery process.


- **System Recovery**—Reinstalls the original operating system, and then configures the settings for the programs that were installed at the factory.
- **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 products only) allows System Recovery only.

Using the HP Recovery partition (select products only)

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

To start HP Recovery Manager from the HP Recovery partition:

 **IMPORTANT:** For a tablet with a detachable keyboard, connect the tablet to the keyboard base before beginning these steps (select products only).

1. Type `recovery` in the taskbar search box, select **HP Recovery Manager**, and then select **Windows Recovery Environment**.

– or –

For computers or tablets with keyboards attached, press **f11** while the computer boots, or press and hold **f11** as you press the power button.

For tablets without keyboards:

- Turn on or restart the tablet, and then quickly hold down the volume up button; then select **f11**.

– or –

- Turn on or restart the tablet, and then quickly hold down the volume down button; then select **f11**.

2. Select **Troubleshoot** from the boot options menu.
3. 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, 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 99](#).

3. Follow the on-screen instructions.

Changing the computer boot order

If your 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 to an optical drive or a USB flash drive.

To change the boot order:



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

1. Insert the HP Recovery media.
2. Access the system **Startup** menu.

For computers or tablets with keyboards attached:

- ▲ Turn on or restart the computer or tablet, quickly press **esc**, and then press **f9** for boot options.

For tablets without keyboards:

- ▲ Turn on or restart the tablet, and then quickly hold down the volume up button; then select **f9**.

– or –

Turn on or restart the tablet, and then quickly hold down the volume down button; then select **f9**.

3. Select the optical drive or USB flash drive from which you want to boot.
4. Follow the on-screen instructions.

Removing the HP Recovery partition (select products only)

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 will not be able to perform System Recovery or create HP Recovery media from the HP Recovery partition. So before you remove the Recovery partition, create HP Recovery media; see [Creating HP Recovery media \(select products only\) on page 95](#).



NOTE: The Remove Recovery Partition option is only available on products that support this function.

Follow these steps to remove the HP Recovery partition:

1. Type `recovery` in the taskbar search box, and then select **HP Recovery Manager**.
2. Select **Remove Recovery Partition**, and then follow the on-screen instructions.

9 POST error messages and diagnostic front panel LEDs and audible codes

This appendix lists the error codes, error messages, and the various indicator light and audible sequences that you may encounter during Power-On Self-Test (POST) or computer restart, the probable source of the problem, and steps you can take to resolve the error condition.

POST Message Disabled suppresses most system messages during POST, such as memory count and non-error text messages. If a POST error occurs, the screen will display the error message. To manually switch to the POST Messages Enabled mode during POST, press any key (except **F10**, **F11**, or **F12**). The default mode is POST Message Disabled.

The speed at which the computer loads the operating system and the extent to which it is tested are determined by the POST mode selection.

Quick Boot is a fast startup process that does not run all of the system level tests, such as the memory test. Full Boot runs all of the ROM-based system tests and takes longer to complete.

Full Boot may also be enabled to run every 1 to 30 days on a regularly scheduled basis. To establish the schedule, reconfigure the computer to the Full Boot Every x Days mode, using Computer Setup.



NOTE: For more information on Computer Setup, see [Computer Setup \(F10\) Utility on page 61](#).

POST numeric codes and text messages

This section covers those POST errors that have numeric codes associated with them. The section also includes some text messages that may be encountered during POST.



NOTE: The computer will beep once after a POST text message is displayed on the screen.

Control panel message	Description	Recommended action
002-Option ROM Checksum Error	System ROM or expansion board option ROM checksum.	<ol style="list-style-type: none">1. Verify the correct ROM.2. Flash the ROM if needed.3. If an expansion board was recently added, remove it to see if the problem remains.4. Clear CMOS. (See Password security and resetting CMOS on page 107.)5. If the message disappears, there may be a problem with the expansion card.6. Replace the system board.
003-System Board Failure	DMA or timers.	<ol style="list-style-type: none">1. Clear CMOS. (See Password security and resetting CMOS on page 107.)2. Remove expansion boards.3. Replace the system board.
005-Real-Time Clock Power Loss	Invalid time or date in configuration memory.	Reset the date and time under Control Panel (Computer Setup can also be used). If the

Control panel message	Description	Recommended action
	RTC (real-time clock) battery may need to be replaced.	problem persists, replace the RTC battery. See the Removal and Replacement section for instructions on installing a new battery.
008–Microcode Patch Error	Processor is not supported by the BIOS.	<ol style="list-style-type: none"> 1. Upgrade BIOS to proper version. 2. Change the processor.
009–PMM Allocation Error during MEBx Download	Memory error during POST execution of the Management Engine (ME) BIOS Extensions option ROM.	<ol style="list-style-type: none"> 1. Reboot the computer. 2. Unplug the power cord, re-seat the memory modules, and reboot the computer. 3. If the memory configuration was recently changed, unplug the computer, restore the original memory configuration, and reboot the computer. 4. If the error persists, replace the system board.
00A–Product Information Not Valid	The product information programmed into the system board is missing or invalid.	Use Computer Setup to update this information.
00B–MEBx Module did not checksum correctly	Memory error during POST execution of the Management Engine (ME) BIOS Extensions option ROM.	<ol style="list-style-type: none"> 1. Reboot the computer. 2. Unplug the power cord, re-seat the memory modules, and reboot the computer. 3. If the memory configuration was recently changed, unplug the power cord, restore the original memory configuration, and reboot the computer. 4. If the error persists, replace the system board.
00C–PMM Deallocation Error during MEBx Cleanup	Memory error during POST execution of the Management Engine (ME) BIOS Extensions option ROM.	<ol style="list-style-type: none"> 1. Reboot the computer. 2. Unplug the power cord, re-seat the memory modules, and reboot the computer. 3. If the memory configuration was recently changed, unplug the power cord, restore the original memory configuration, and reboot the computer. 4. If the error persists, replace the system board.
00D–Setup Error during MEBx Execution	MEBx selection or exit resulted in a setup failure.	<ol style="list-style-type: none"> 1. Reboot the computer. 2. Unplug the power cord, re-seat the memory modules, and reboot the computer. 3. If the memory configuration was recently changed, unplug the power cord, restore the original memory configuration, and reboot the computer. 4. If the error persists, replace the system board.

Control panel message	Description	Recommended action
00E-Inventory Error during MEBx Execution	BIOS information passed to the MEBx resulted in a failure.	<ol style="list-style-type: none"> 1. Reboot the computer. 2. If the error persists, update to the latest BIOS version. 3. If the error still persists, replace the system board.
00F-Interface Error during MEBx Execution	MEBx operation experienced a hardware error during communication with the ME.	<ol style="list-style-type: none"> 1. Reboot the computer. 2. If the error persists, update to the latest BIOS version. 3. If the error still persists, replace the system board.
100-Front Audio Not Connected	Front audio cable has been detached or unseated from system board.	Reconnect or replace front audio cable.
2E1-MemorySize Error	Memory amount has changed since the last boot (memory added or removed).	The system memory size is different from the last startup. The most common reason is the removal of memory from the system board. Press the F1 key to save the memory changes. If this message persists, verify that the memory modules are installed correctly.
2E2-Memory Error	Memory module configuration failed during boot up.	<ol style="list-style-type: none"> 1. Ensure memory modules are correctly installed. 2. Verify proper memory module type. 3. Remove and replace the identified faulty memory module(s). 4. If the error persists after replacing memory modules, replace the system board.
2E3-Incompatible Memory Module in Memory Socket(s) X, X, ...	A memory module in memory socket identified in the error message is missing critical SPD information, or is incompatible with the chipset.	<ol style="list-style-type: none"> 1. Verify proper memory module type. 2. Try another memory socket. 3. Replace with a supported module.
2E4-DIMM Configuration Warning	The current memory configuration is not optimized.	Rearrange the DIMMs so that each channel has the same amount of memory.
2E5-ECC Memory Module Detected on Unsupported Platform	Recently added memory module(s) support ECC memory error correction.	<ol style="list-style-type: none"> 1. If additional memory was recently added, remove it to see if the problem remains. 2. Check product documentation for memory support information.
2E6-Memory Not Configured Correctly for Proper MEBx Execution	DIMM1 is not installed.	Make sure there is a memory module in the DIMM1 socket and that it is properly seated.
300-Configuration Change Warning	The storage device configuration will be updated as shown.	Not applicable
301-Hard Disk 1: SMART Hard Drive Detects Imminent Failure	Hard drive is about to fail. (Some hard drives have a hard drive firmware patch that will fix an erroneous error message.)	<ol style="list-style-type: none"> 1. Determine if hard drive is giving correct error message. Run the Drive Protection System test under using F2 Diagnostics when booting the computer. 2. Apply hard drive firmware patch if applicable. (Available at http://www.hp.com/support.)

Control panel message	Description	Recommended action
302-Hard Disk 2: SMART Hard Drive Detects Imminent Failure	Hard drive is about to fail. (Some hard drives have a hard drive firmware patch that will fix an erroneous error message.)	<ol style="list-style-type: none"> 1. Determine if hard drive is giving correct error message. Run the Drive Protection System test under using F2 Diagnostics when booting the computer. 2. Apply hard drive firmware patch if applicable. (Available at http://www.hp.com/support.) 3. Back up contents and replace hard drive.
309 – 30C: Hard Disk 3–6: SMART Hard Drive Detects Imminent Failure	Hard drive is about to fail. (Some hard drives have a hard drive firmware patch that will fix an erroneous error message.)	<ol style="list-style-type: none"> 1. Determine if hard drive is giving correct error message. Run the Drive Protection System test under using F2 Diagnostics when booting the computer. 2. Apply hard drive firmware patch if applicable. (Available at http://www.hp.com/support.) 3. Back up contents and replace hard drive.
3F0–Boot Device Not Found	Boot device not found.	Insert boot device or load operating system.
3F1–Hard Disk 1 Error	Hard disk 1 error.	<ol style="list-style-type: none"> 1. Check and/or replace cables. 2. Clear CMOS. (See Password security and resetting CMOS on page 107.) 3. Replace the hard disk drive.
3F2–Hard Disk 2 Error	Hard disk 2 error.	<ol style="list-style-type: none"> 1. Check and/or replace cables. 2. Clear CMOS. (See Password security and resetting CMOS on page 107.) 3. Replace the hard disk drive.
400–Serial Port A Address Conflict Detected	Both external and internal serial ports are assigned to the same resources.	<ol style="list-style-type: none"> 1. Remove any serial port expansion cards. 2. Clear CMOS. (See Password security and resetting CMOS on page 107.) 3. Reconfigure card resources and/or run Computer Setup or Windows utilities.
401–Serial Port B Address Conflict Detected	Both external and internal serial ports are assigned to the same resources.	<ol style="list-style-type: none"> 1. Remove any serial port expansion cards. 2. Clear CMOS. (See Password security and resetting CMOS on page 107.) 3. Reconfigure card resources and/or run Computer Setup or Windows utilities.
402–Serial Port C Address Conflict Detected	Both external and internal serial ports are assigned to the same resources.	<ol style="list-style-type: none"> 1. Remove any serial port expansion cards. 2. Clear CMOS. (See Password security and resetting CMOS on page 107.) 3. Reconfigure card resources and/or run Computer Setup or Windows utilities.
403–Serial Port D Address Conflict Detected	Both external and internal serial ports are assigned to the same resources.	<ol style="list-style-type: none"> 1. Remove any serial port expansion cards. 2. Clear CMOS. (See Password security and resetting CMOS on page 107.)

Control panel message	Description	Recommended action
		<ol style="list-style-type: none"> 3. Reconfigure card resources and/or run Computer Setup or Windows utilities.
419-Out of Memory Space for Option ROMs	Recently added PCI expansion card contains an option ROM too large to download during POST.	<p>▲ If a PCI expansion card was recently added, remove it to see if the problem remains.</p>
41A-Front USB1/USB2 Not Connected	Front USB cable has been detached or unseated from system board.	Reconnect or replace front USB cable.
41B-Device in PCI Express Slot Failed To Initialize	There is an incompatibility or problem with a PCIe device and the system or PCIe link could not be configured to a valid bus width or speed.	Try rebooting the system. If the error reoccurs, the device may not work with this system
43A-USB Type-C I2C Not Connected	Cable is required between I2C on card and USB-C on the system board.	Install cable between I2C on card and USB-C on the system board.
43B-More Than One USB type-C Cards Are Installed	More than one USB type-C card is installed.	Remove USB type-C card so only one is installed.
500-BIOS Recovery	A system BIOS recovery has occurred.	Not applicable.
70x-Wireless Mode Not Supported	The system has detected a wireless module installed in the system that is not supported and has been disabled.	Replace with a supported module.
800-Keyboard Error	Keyboard failure.	<ol style="list-style-type: none"> 1. Reconnect keyboard with computer turned off. 2. Check connector for bent or missing pins. 3. Ensure that none of the keys are depressed. 4. Replace keyboard.
801-Keyboard or System Unit Error	Keyboard failure.	<ol style="list-style-type: none"> 1. Reconnect the keyboard with computer turned off. 2. Ensure that none of the keys are depressed. 3. Replace the keyboard. 4. Replace the system board.
900-CPU Fan Not Detected	CPU fan is not connected or may have malfunctioned.	<ol style="list-style-type: none"> 1. Reseat CPU fan. 2. Reseat fan cable. 3. Replace CPU fan.
901-Chassis, Rear Chassis, or Front Chassis Fan not Detected	Chassis, rear chassis, or front chassis fan is not connected or may have malfunctioned.	<ol style="list-style-type: none"> 1. Reseat chassis, rear chassis, or front chassis fan. 2. Reseat fan cable. 3. Replace chassis, rear chassis, or front chassis fan.
903-Computer Cover Has Been Removed Since Last System Startup		N/A
904-SATA Cabling Error	One or more SATA devices are improperly attached. For optimal performance, the SATA 0 and SATA 1 ports should be used for hard drives before other ports.	Ensure SATA connectors are used in ascending order. For one device, use SATA 0. For two devices, use SATA 0 and SATA 1. For three devices, use SATA 0, SATA 1, and SATA 2.

Control panel message	Description	Recommended action
90B-Fan Failure	The system has detected that a cooling fan is not operating correctly.	<ol style="list-style-type: none"> 1. Reseat fan. 2. Reseat fan cable. 3. Replace fan.
90D-System Temperature	Thermal shutdown occurred. The system BIOS has detected your machine was previously shut down to avoid overheating. Overheating may occur if the cooling vents are blocked or the operating temperature exceeds the system specifications. The machine should return to normal operation once the situation is resolved.	Make sure system has proper airflow.
90E-Power Supply Fan Not detected	Power supply fan is not connected or may have malfunctioned.	<ol style="list-style-type: none"> 1. Reseat power supply fan. 2. Reseat fan cable. 3. Replace power supply fan.
910-Filter Warning	Airflow filter is dirty.	Replace the airflow filter.

Interpreting system validation diagnostic front panel LEDs and audible codes

During the system validation phase that occurs at system startup, the BIOS validates the functionality of the following subsystems and conditions:

- AC adapter
- System board power
- Processor failure
- BIOS corruption
- Memory failure
- Graphics failure
- System board failure
- BIOS authentication failure

If an error is detected, specific patterns of long and short blinks, accompanied by long and short beeps (where applicable) are used to identify the error. These patterns will make up a two part code:

- Major – the category of the error
- Minor – the specific error within the category



NOTE: Single beep/blink codes are not used.

Number of long beeps/blinks	Error category
1	Not used
2	BIOS
3	Hardware

Number of long beeps/blinks	Error category
4	Thermal
5	System board

Patterns of blink/beep codes are determined by using the following parameters:

- 1 second pause occurs after the last major blink.
- 2 second pause occurs after the last minor blink.
- Beep error code sequences occur for the first 5 iterations of the pattern and then stop.
- Blink error code sequences continue until the computer is unplugged or the power button is pressed.



NOTE: Not all diagnostic lights and audible codes are available on all models.

The red LED blinks to represent the major error category (long blinks). The white LED blinks to represent the minor error category (short blinks). For example, '3.5' indicates 3 long red blinks and 5 short white blinks to communicate the processor is not detected.

Category	Major/minor code	Description
BIOS	2.2	The main area (DXE) of BIOS has become corrupted and there is no recovery binary image available.
	2.3	The embedded controller policy requires the user to enter a key sequence.
	2.4	The embedded controller is checking or recovering the boot block.
Hardware	3.2	The embedded controller has timed out waiting for BIOS to return from memory initialization.
	3.3	The embedded controller has timed out waiting for BIOS to return from graphics initialization.
	3.4	The system board displays a power failure (crowbar).*
	3.5	The processor is not detected.*
	3.6	The processor does not support an enabled feature.
Thermal	4.2	A processor over temperature condition has been detected.*
	4.3	An ambient temperature over temperature condition has been detected.
	4.4	An MXM over temperature condition has been detected.
System board	5.2	The embedded controller cannot find valid firmware.
	5.3	The embedded controller has timed out waiting for the BIOS.
	5.4	The embedded controller has timed out waiting for BIOS to return from system board initialization.
	5.5	The embedded controller rebooted the system after a possible lockup condition had been detected through the use of a System Health Timer, Automated System Recovery Timer, or other mechanism.

* Indicates hardware triggered event; all other events are controlled by the BIOS.


10 Password security and resetting CMOS

This computer supports security password features, which can be established through the Computer Setup Utilities menu.


This computer supports two security password features that are established through the Computer Setup Utilities menu: administrator password and power-on password. When you establish only an administrator password, any user can access all the information on the computer except Computer Setup. When you establish only a power-on password, the power-on password is required to access Computer Setup and any other information on the computer. When you establish both passwords, only the administrator password will give you access to Computer Setup.

When both passwords are set, the administrator password can also be used in place of the power-on password as an override to log in to the computer. This is a useful feature for a network administrator.

If you forget one or both passwords, you can clear all passwords by powering off the system, opening the cover, temporarily removing the PSWD jumper, and booting once. This will erase the administrator and power-on passwords. You must restore the jumper to create new passwords.

 **CAUTION:** Pushing the CMOS button with power removed will reset the BIOS settings to factory defaults. It may be useful to back up the BIOS settings or save them as custom defaults before resetting them in case they are needed later. Back up can be performed in Computer Setup or using the BiosConfigUtility tool available from www.hp.com. See [Computer Setup \(F10\) Utility on page 61](#) for information on backing up the BIOS settings.

Resetting the password jumper


 **CAUTION:** Stringent security is a mode where there is no physical bypass of the password function. If enabled, removing the password jumper will be ignored. To enable this mode, change the security setting **Clear Password Jumper** in Password Policies to **Ignore**.


If you lose or forget the password when in stringent security mode, the system can only be reset by System Management Command. This is a way for HP Service and Support to provide a secure method to access the BIOS and command a password reset for a specifically identified unit under the direction of the owner. This scenario may not be covered under warranty.

To prevent needing a customer service event to restore access to the system, record your configured administrator and power-on passwords in a safe place away from your computer.

To disable the power-on or administrator password features, or to clear the power-on or administrator passwords, complete the following steps:


1. Shut down the operating system properly, then turn off the computer and any external devices, and disconnect the power cord from the power outlet.
2. With the power cord disconnected, press the power button again to drain the system of any residual power.

 **WARNING!** To reduce the risk of personal injury from electrical shock and/or hot surfaces, be sure to disconnect the power cord from the wall outlet, and allow the internal system components to cool before touching.

 **CAUTION:** When the computer is plugged in, the power supply always has voltage applied to the system board even when the unit is turned off. Failure to disconnect the power cord can result in damage to the system.

Static electricity can damage the electronic components of the computer or optional equipment. Before beginning these procedures, ensure that you are discharged of static electricity by briefly touching a grounded metal object. See the *Safety & Regulatory Information* guide for more information.

3. Remove the access panel.
4. Locate the header and jumper.

 **NOTE:** The password jumper is green so that it can be easily identified. For assistance locating the password jumper and other system board components, see the system board components image at [System board callouts on page 44](#).

5. Remove the jumper from pins 1 and 2.
6. Place the jumper on either pin 1 or 2, but not both, so that it does not get lost.
7. Replace the access panel and reconnect the external equipment.
8. Plug in the computer and turn on power. Allow the operating system to start. This clears the current passwords and disables the password features.
9. Shut down the computer, unplug the power, and disconnect the external equipment.
10. Remove the access panel.
11. Place the jumper on pins 1 and 2.
12. Replace the access panel.
13. Reconnect the external equipment and plug in the computer.

Clearing and resetting the BIOS

The CMOS button resets BIOS settings to default, but does not clear the passwords or affect any of the other Security settings. On Intel systems with advanced manageability features, the CMOS button will also partially unprovision AMT.

1. Turn off the computer and any external devices, and disconnect the power cord from the power outlet.
2. Disconnect the keyboard, display, and any other external equipment connected to the computer.

⚠ WARNING! To reduce the risk of personal injury from electrical shock and/or hot surfaces, be sure to disconnect the power cord from the wall outlet, and allow the internal system components to cool before touching.

⚠ CAUTION: When the computer is plugged in, the power supply always has voltage applied to the system board even when the unit is turned off. Failure to disconnect the power cord can result in damage to the system.

Static electricity can damage the electronic components of the computer or optional equipment. Before beginning these procedures, ensure that you are discharged of static electricity by briefly touching a grounded metal object. See the *Safety & Regulatory Information* guide for more information.

3. Remove the access panel.

⚠ CAUTION: Pushing the CMOS button will reset CMOS values to factory defaults. It is important to back up the computer CMOS settings before resetting them in case they are needed later. Back up is easily done through Computer Setup. See [Computer Setup \(F10\) Utility on page 61](#) for information on backing up the CMOS settings.

4. Locate, press, and hold the CMOS button in for five seconds.

📝 NOTE: Make sure you have disconnected the AC power cord from the wall outlet. The CMOS button will not clear CMOS if the power cord is connected.



📝 NOTE: For assistance locating the CMOS button and other system board components, see the system board components image at [System board callouts on page 44](#).

5. Replace the access panel.
6. Reconnect the external devices.
7. Plug in the computer and turn on power.

📝 NOTE: You will receive POST error messages after clearing CMOS and rebooting advising you that configuration changes have occurred. Use Computer Setup to reset any special system setups along with the date and time.

For instructions on Computer Setup, see [Computer Setup \(F10\) Utility on page 61](#).

A Power cord set requirements

The power supplies on some computers have external power switches. The voltage select switch feature on the computer permits it to operate from any line voltage between 100-120 or 220-240 volts AC. Power supplies on those computers that do not have external power switches are equipped with internal switches that sense the incoming voltage and automatically switch to the proper voltage.

The power cord set received with the computer meets the requirements for use in the country where you purchased the equipment.


Power cord sets for use in other countries must meet the requirements of the country where you use the computer.

General requirements

The requirements listed below are applicable to all countries:

1. The power cord must be approved by an acceptable accredited agency responsible for evaluation in the country where the power cord set will be installed.
2. The power cord set must have a minimum current capacity of 10A (7A Japan only) and a nominal voltage rating of 125 or 250 volts AC, as required by each country's power system.
3. The diameter of the wire must be a minimum of 0.75 mm² or 18AWG, and the length of the cord must be between 1.8 m (6 feet) and 3.6 m (12 feet).

The power cord should be routed so that it is not likely to be walked on or pinched by items placed upon it or against it. Particular attention should be paid to the plug, electrical outlet, and the point where the cord exits from the product.

 **WARNING!** Do not operate this product with a damaged power cord set. If the power cord set is damaged in any manner, replace it immediately.

Japanese power cord requirements

For use in Japan, use only the power cord received with this product.

 **CAUTION:** Do not use the power cord received with this product on any other products.

Country-specific requirements

Additional requirements specific to a country are shown in parentheses and explained below.

Country	Accrediting Agency	Country	Accrediting Agency
Australia (1)	EANSW	Italy (1)	IMQ
Austria (1)	OVE	Japan (3)	METI
Belgium (1)	CEBC	Norway (1)	NEMKO
Canada (2)	CSA	Sweden (1)	SEMKO
Denmark (1)	DEMKO	Switzerland (1)	SEV
Finland (1)	SETI	United Kingdom (1)	BSI
France (1)	UTE	United States (2)	UL
Germany (1)	VDE		


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 where it will be used.
2. The flexible cord must be Type SVT or equivalent, No. 18 AWG, 3-conductor. The wall plug must be a two-pole grounding type with a NEMA 5-15P (15A, 125V) or NEMA 6-15P (15A, 250V) configuration.
3. Appliance coupler, flexible cord, and wall plug must bear a "T" mark and registration number in accordance with the Japanese Dentori Law. Flexible cord must be Type VCT or VCTF, 3-conductor, 0.75 mm² conductor size. Wall plug must be a two-pole grounding type with a Japanese Industrial Standard C8303 (7A, 125V) configuration.

B Statement of memory volatility

The purpose of this chapter is to provide general information regarding nonvolatile memory in HP Business computers. This chapter also provides 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 computer products that use Intel®-based or AMD®-based system boards contain volatile DDR memory. The amount of nonvolatile memory present in the system depends upon the system configuration. Intel-based and AMD-based system boards contain nonvolatile memory subcomponents as originally shipped from HP, 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 computer system, personal data can remain on volatile system memory (DIMMs) for a finite period of time and will also remain in nonvolatile memory. Use the steps below to remove personal data from the computer, including the nonvolatile memory found in Intel-based and AMD-based system boards.


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

Current BIOS steps


1. Follow steps (a) through (l) 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. 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.

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

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

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

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

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

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

Nonvolatile memory usage

Nonvolatile Memory Type	Amount (Size)	Does this memory store customer data?	Does this memory retain data when power is removed?	What is the purpose of this memory?	How is data input into this memory?	How is this memory write-protected?
HP Sure Start flash (select models only)	8 MBytes	No	Yes	Provides protected backup of critical System BIOS code, EC firmware, and critical computer configuration data for select platforms that support HP Sure Start. For more information, see Using HP Sure Start (select models only) on page 117 .	Data cannot be written to this device via the host processor. The content is managed solely by the HP Sure Start Embedded Controller.	This memory is protected by the HP Sure Start Embedded Controller.
Real Time Clock (RTC) battery backed-up CMOS configuration memory	256 Bytes	No	Yes	Stores system date and time and noncritical data.	RTC battery backed-up CMOS is programmed using the Computer Setup (BIOS), or changing the Microsoft Windows date & time.	This memory is not write-protected.
Controller (NIC) EEPROM	64 KBytes (not customer accessible)	No	Yes	Stores NIC configuration and NIC firmware.	NIC EEPROM is programmed using a utility from the NIC vendor that can be run from DOS.	A utility is required to write data to this memory and is available from the NIC vendor. Writing data to this ROM in an inappropriate manner will render the NIC non-functional.
DIMM Serial Presence Detect (SPD) configuration data	256 Bytes per memory module, 128 Bytes programmable (not customer accessible)	No	Yes	Stores memory module information.	DIMM SPD is programmed by the memory vendor.	Data cannot be written to this memory when the module is installed in a computer. The specific write-protection method varies by memory vendor.
System BIOS	9 MBytes	Yes	Yes	Stores system BIOS code and computer configuration data.	System BIOS code is programmed at the factory. Code is updated when the system BIOS is updated. Configuration data and settings are input using the Computer Setup (BIOS) or a custom utility.	NOTE: Writing data to this ROM in an inappropriate manner can render the computer non-functional. A utility is required for writing data to this memory and is available on the HP website; go to http://www.hp.com/support . Select Find your

Nonvolatile Memory Type	Amount (Size)	Does this memory store customer data?	Does this memory retain data when power is removed?	What is the purpose of this memory?	How is data input into this memory?	How is this memory write-protected?
Intel Management Engine Firmware (present only in select Elite or Z models. For more information, go to http://www.hp.com/support . Select Find your product , and then follow the on-screen instructions.)	1.5 MBytes or 7 MBytes	Yes	Yes	Stores Management Engine Code, Settings, Provisioning Data and iAMT third-party data store.	Management Engine Code is programmed at the factory. Code is updated via Intel secure firmware update utility. Unique Provisioning Data can be entered at the factory or by an administrator using the Management Engine (MEBx) setup utility. The third party data store contents can be populated by a remote management console or local applications that have been registered by an administrator to have access to the space.	product , and then follow the on-screen instructions. The Intel chipset is configured to enforce hardware 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 Intel can be applied using this utility.
Bluetooth flash (select products only)	2 Mbit	No	Yes	Stores Bluetooth configuration and firmware.	Bluetooth flash is programmed at the factory. Tools for writing data to this memory are not publicly available but can be obtained from the silicon vendor.	A utility is required for writing data to this memory and is made available through newer versions of the driver whenever the flash requires an upgrade.
802.11 WLAN EEPROM	4 Kbit to 8 Kbit	No	Yes	Stores configuration and calibration data.	802.11 WLAN EEPROM is programmed at the factory. Tools for writing data to this memory are not made public.	A utility 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.
Webcam (select products only)	64 Kbit	No	Yes	Stores webcam configuration and firmware.	Webcam memory is programmed 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 (select products only)	512 KByte flash	Yes	Yes	Stores fingerprint templates.	Fingerprint reader memory is programmed by user enrollment in HP ProtectTools Security Manager.	Only a digitally signed application can make the call to write to the flash.

Questions and answers

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



IMPORTANT: Restore defaults does not securely erase any data on your hard drive. See question and answer 6 for steps to securely erase data.

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

- a. Turn on or restart the computer, and then press **esc** while the “Press the ESC key for Startup Menu” message is displayed at the bottom of the screen.
- b. Select **Main**, and then select **Apply Factory Defaults and Exit**.
- c. Follow the on-screen instructions.
- d. Select **Main**, select **Save Changes and Exit**, and then follow the on-screen instructions.

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

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

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

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

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

3. Where does the UEFI BIOS reside?

The UEFI BIOS resides on a flash memory chip. A utility is required to write to the chip.


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

The DIMM SPD memory contains information about the memory module, such as size, serial number, data width, speed/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 computer. Third-party tools do exist that can write to the EEPROM when the memory module is not installed in a computer. Various third-party tools are available to read SPD memory.

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

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

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

 **IMPORTANT:** Resetting will result in the loss of information.

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

- a. Turn on or restart the computer, and then press **esc** while the “Press the ESC key for Startup Menu” message is displayed at the bottom of the screen.
- b. Select **Main**, and then select **Reset Security to Factory Defaults**.
- c. Follow the on-screen instructions.
- d. Select **Main**, select **Save Changes and Exit**, and then follow the on-screen instructions.

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

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

- a. 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.
- b. Select the **Security** menu, select **Secure Boot Configuration**, and then follow the on-screen instructions.
- c. At the **Secure Boot Configuration** window, select **Secure Boot**, select **Clear Secure Boot Keys**, and then follow the on-screen instructions to continue.

Using HP Sure Start (select models only)

Select computer models are configured with HP Sure Start, a technology that continuously monitors your computer's BIOS for attacks or corruption. If the BIOS becomes corrupted or is attacked, HP Sure Start restores the BIOS to its previously safe state, without user intervention. Those select computer models ship with HP Sure Start configured and enabled. HP Sure Start is configured and already enabled so that most users can use the HP Sure Start default configuration. The default configuration can be customized by advanced users.

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

C Specifications

Item	Value	Value	Value
Dimensions	Without stand	Easel stand	Adjustable Height Stand
Width	20.92 in (567.2 mm)	20.92 in (567.2 mm)	20.92 in (567.2 mm)
Depth	2.31 in (58.71 mm)	5.85 in (148.72 mm)	8.27 in (209.95 mm)
Height	14.63 in (371 mm)	14.63 in (371 mm)	20.92 in (567.2 mm)
Approximate Weight			
With touch panel	14.05 lb (6.38 kg)– 14.49 lbs (6.58 kg)	15.55 lb (7.06 kg)– 15.99 lbs (7.26 kg)	22.42 lb (9.91 kg)– 24.86 lbs (10.11 kg)
Without touch panel	13.48 lb (6.12 kg)– 13.92 lbs (6.32 kg)	14.95 lb (6.79 kg)– 15.39 lbs (6.99 kg)	21.82 lb (9.91 kg)– 22.26 lbs (10.11 kg)
Temperature Range			
Operating		50° to 95°F (10° to 35°C)	
Nonoperating		-22° to 140°F (-30° to 60°C)	
Relative Humidity (non-condensing)			
Operating		10-90% at ambient	
Non-operating		5-95% at ambient	
Maximum Altitude (unpressurized)			
Operating		0 - 10,000 ft (0 - 3,048 m)	
Non-operating		0 - 30,000 ft (0 - 9,144 m)	
Power Supply			
Rated Voltage Range		100-240 V	
Rated Line Frequency		50-60 Hz	
Max Operating Power		120 W	
		90 W	

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