



HP ENVY 8 Note 5000 Tablet

Maintenance and Service Guide
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Product notice

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

Software terms

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

For any further information or to request a full refund of the tablet, please contact your local point of sale (the seller).

Safety warning notice

 **WARNING!** To reduce the possibility of heat-related injuries or of overheating the tablet, do not place the tablet directly on your lap. Do not allow a soft surface, such as pillows or rugs or clothing, to block airflow. Also, do not allow the AC adapter to come into contact with the skin or a soft surface, such as pillows or rugs or clothing, during operation. The tablet and the AC adapter comply with the user-accessible surface temperature limits defined by the International Standard for Safety of Information Technology Equipment (IEC 60950-1).

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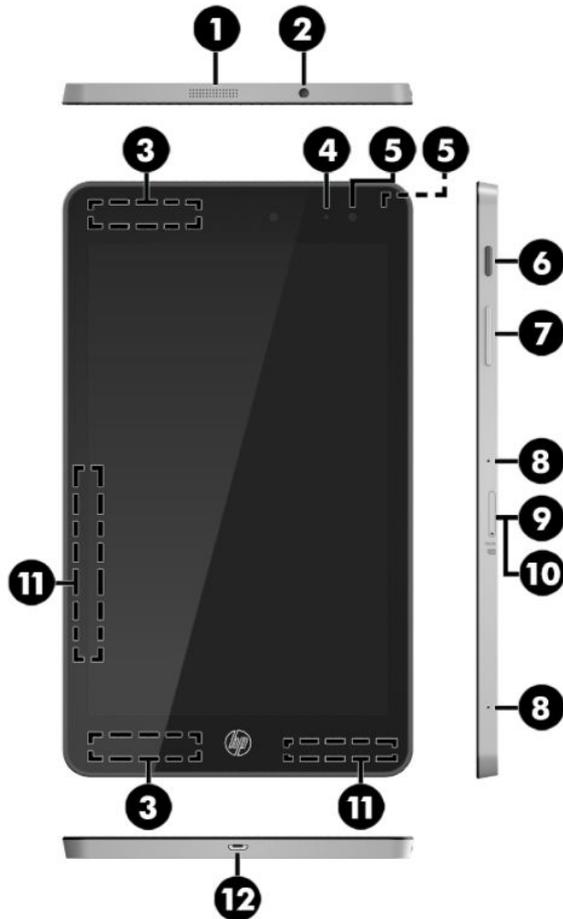
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1 Product description

Category	Description
Product Name	HP ENVY 8 Note 5000 Tablet
Processor	Intel® Atom™ T3 Z8300, 1.8 GHz, Quad Core, Intel HD graphics
Panel	8 inch 1920 x 1200 (WUXGA) TFT LCD with BLU integrated (16:10) UWVA 85/85/85/85 10-point support for Active Pen and Multitouch Gorilla Glass 3 Typical brightness 335 nits (cd/m ²)
Memory	2 GB RAM LPDDR3 memory, 1x64 (16 Gb 1600 Mbps 1.2 v LPDDR3 128Mx32x4 FBGA253) integrated
Storage	32 GB eMMC, integrated onto system board (version 4.5.1 or above) 8 MB Serial Peripheral Interface (SPI) NOR flash memory Tablet has read/write support for SDXC microSD cards up to 64 GB.
Audio and video	Two noise cancellation microphones Speaker with B & O Play 5.0 MP full-frame high-definition rear-facing camera 2.0 MP full-frame high-definition front-facing camera Supports full HD (1080P) video at 24fps min Supports 3.5 mm headset mic combo
Sensors	Accelerometer Gyroscope Ambient light sensor GPS GNSS/GPS (select products only) Proximity / SAR Sensor Hall Sensor Effect
Wireless networking	Integrated WLAN option: Intel Dual Band Wireless-AC 7265 M.2, 2X2 AC + Bluetooth® 4.0 LE WIFI 802.11ac WWAN (SIM Module, 4 FF/micro SIM, M.2 3042 S3 module): <ul style="list-style-type: none">• Huawei ME936 2/3/4G LTE SKU for EMEA. Supports LTE 1,2, 3, 4, 5, 7, 8, 13, 17, 20 (25, 26 not supported). HSPA+ 1, 2, 4, 5, 8. EDGE-GPRS 1900, 1800, 900, 850• Huawei ME206 4G LTE on Intel XMM 7160 (North America only), Supports LTE 2,4,5,13,17. 42x30 size Supports HP DataPass (select countries).
External expansion	Integrated SDXC microSD card reader expandable up to 64 GB.

Category	Description
Ports	<ul style="list-style-type: none"> • Audio: headphone/microphone combo 3.5 mm jack • MicroSD card reader • Micro SIM card slot • Micro USB 2.0 Type B
Keyboard	<p>HP ENVY Note Keyboard Folio</p> <p>10" Keyboard module with touch pad and foldable flip cover. Broadcom 20730 Bluetooth controller</p> <p>93% Island style</p> <p>Battery: 360 mAH minimum</p>
Pen	HP x2 Active Pen
Power requirements	<p>>4000mAH, non-user removable battery</p> <p>10 W Charger (5 V, 2 A) micro USB Type B (100% attached) (Micro USB Adapter) cable and localized cable plug support</p>
Operating system	<p>Preinstalled:</p> <ul style="list-style-type: none"> • Windows 10 Home 64 Small Tablet + 2-in-1 Notebook Standard Version • Windows 10 Home 64 Small Tablet + 2-in-1 Notebook Single Language (only available for emerging markets)
Serviceability	<p>End user replaceable parts:</p> <ul style="list-style-type: none"> • AC adapter • USB cable • Keyboard • Pen

2 External component identification



Component	Description
(1)	Speaker Produces sound.
(2)	Audio-out (headphone)/Audio-in (microphone) combo jack Connects optional powered stereo speakers, headphones, earbuds, a headset, or a television audio cable. Also connects an optional headset microphone. This jack does not support optional microphone-only devices. WARNING! To reduce the risk of personal injury, adjust the volume before using headphones, earbuds, or a headset. For additional safety information, see the <i>Regulatory, Safety and Environmental Notices</i> . NOTE: When a device is connected to the jack, the tablet speakers are disabled.
(3)	WWAN antennas* Send and receive wireless signals to communicate with wireless wide area networks (WWANs).
(4)	AC adapter and battery light <ul style="list-style-type: none"> White: The AC adapter is connected and the battery is fully charged.

Component	Description
	<ul style="list-style-type: none"> • Amber: The AC adapter is connected and the battery is charging. • Off: The battery is not charging.
(5) Front and back cameras	<p>Record video and capture photographs, and also allow you to video conference and chat online using streaming video.</p> <p>To use a camera:</p> <ul style="list-style-type: none"> ▲ Type <code>camera</code> in the taskbar search box, and then select Camera.
(6) Power button	<ul style="list-style-type: none"> • When the tablet is off, press the button to turn on the tablet. • When the tablet is on, press the button briefly to initiate Sleep. • When the tablet is in the Sleep state, press the button briefly to exit Sleep. <p>CAUTION: Pressing and holding down the power button results in the loss of unsaved information.</p> <p>NOTE: Although you can turn off the tablet with the power button, the recommended procedure is to use the Windows Shut down command.</p> <p>To learn more about your power settings, see your power options.</p> <ul style="list-style-type: none"> ▲ Type <code>power</code> in the taskbar search box, and then select Power and sleep settings.
(7) Volume button	Press to increase or decrease sound.
(8) Internal microphones	Receive sound.
(9) Micro SIM card slot	Supports a wireless subscriber identity module (SIM) card..
(10) MicroSD card reader	<p>Reads microSD cards that store, manage, share, or access information.</p> <p>NOTE: Your tablet has read/write support for SDXC microSD cards up to 64 GB.</p>
(11) WLAN antennas*	Send and receive wireless signals to communicate with wireless local area networks (WLANs).
(12)  Micro USB 2.0 type B port	Connects an optional USB device, such as a keyboard, mouse, external drive, printer, scanner or USB hub. Also used to charge the tablet.

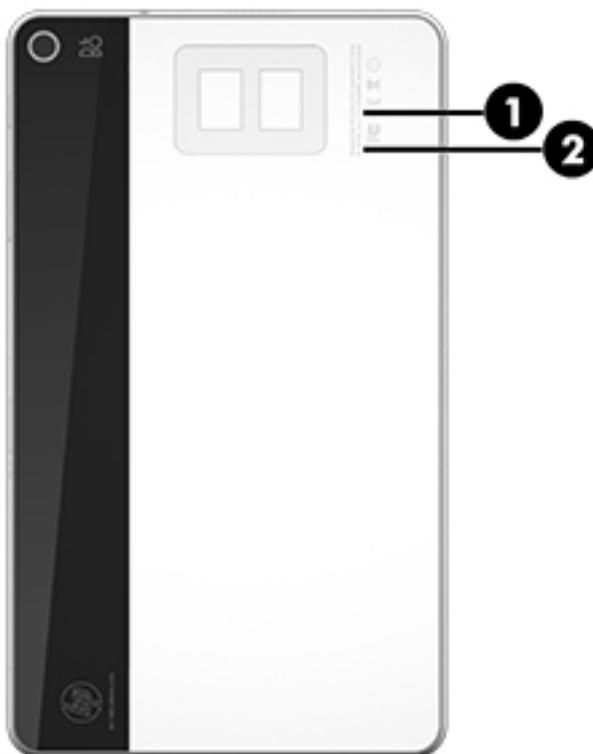
*The antennas are not visible from the outside of the tablet. For optimal transmission, keep the areas immediately around the antennas free from obstructions. For wireless regulatory notices, see the section of the *Regulatory, Safety, and Environmental Notices* that applies to your country or region.

3 Illustrated parts catalog

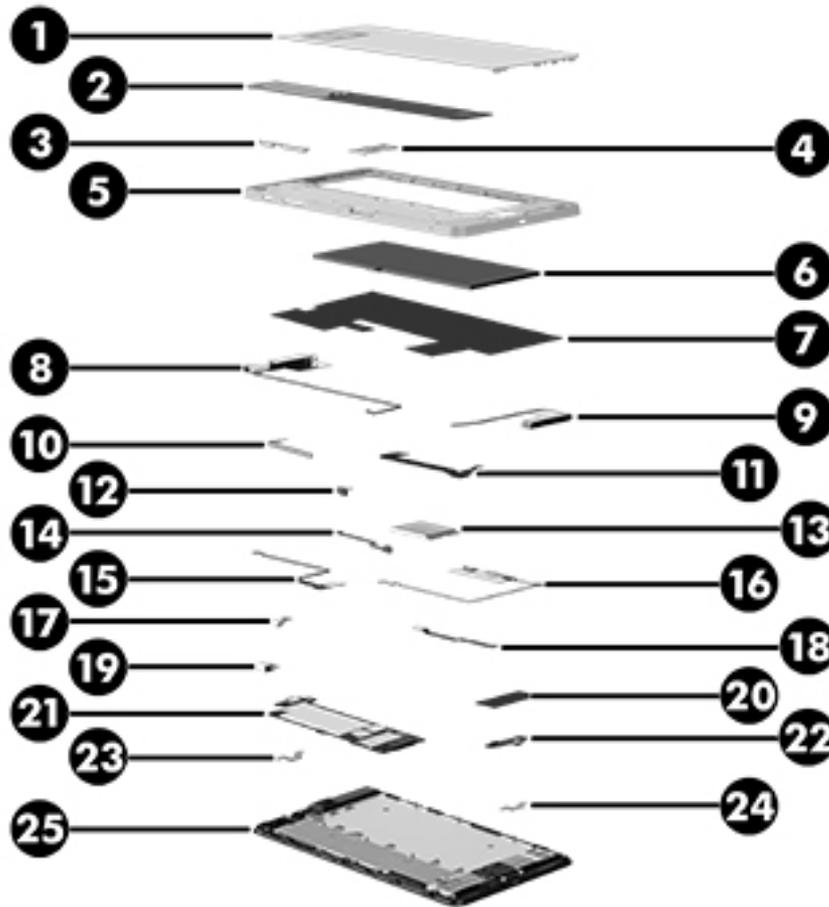
Locating the serial number and model number

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

The model number **(1)** and serial number **(2)** of your tablet are located on the back cover of the tablet. You may need the information when you travel internationally or when you contact support.



Tablet major components



Item	Component	Spare part number
(1)	White back cover	834308-001
(2)	Black back cover	834313-001
(3)	Side key buttons	834316-001
(4)	Micro SIM/microSD card tray (included in Plastics Kit)	834320-001
(5)	Middle frame	834312-001
(6)	Battery	827562-001
(7)	Thermal pad, black plastic	834591-001
(8) and (9)	WWAN antennas	834306-001
(10)	Side key button cable	834311-001
(11)	Liquid Crystal Module (LCM) display cable	834310-001
(12)	Microphone	834592-001

Item	Component	Spare part number
(13)	WWAN module	
	<ul style="list-style-type: none"> Huawei ME936 LT4110 LTE/HSPA+ M.2 	756993-005
	<ul style="list-style-type: none"> Huawei ME206 LT4114 LTE M.2 	761233-005
(14)	Microphone and cable (part of the microphones and cables)	834592-001
(15) and (16)	WLAN antennas	834307-001
(17)	Rear-facing camera (includes cable)	834325-001
(18)	Micro USB board cable	834309-001
(19)	Front-facing camera (includes cable)	834324-001
(20)	RF shielding (part of Hardware Miscellaneous Kit)	
(21)	System board , includes WLAN module and thermal pads	
	<ul style="list-style-type: none"> Equipped with Intel Atom x5-Z8300 Quad Core 2 GB RAM memory, 32 GB eMMC, LTE, Bluetooth, (WLAN soldered on) 	834274-601
	<ul style="list-style-type: none"> Equipped with Intel Atom x5-Z8300 Quad Core 2 GB RAM memory, 32 GB eMMC, Verizon LTE, Bluetooth, (WLAN soldered on) 	837404-601
(22)	Micro USB connector board	834318-001
(23)	Audio bracket	834314-001
(24)	Micro USB connector board bracket	834315-001
(25)	8 inch WUXGA (1920x1200) UWVA 335 nits (cd/m2) MIPI Touchscreen display panel assembly , includes touchscreen LCD module	834321-001

Miscellaneous parts

Component	Spare part number
AC adapter 10 W charger	
<ul style="list-style-type: none"> For use in Australia 	747662-001
<ul style="list-style-type: none"> For use in Europe 	747654-001
<ul style="list-style-type: none"> For use in North America 	745229-001
<ul style="list-style-type: none"> For use in the United Kingdom 	747655-001
Hardware Miscellaneous Kit , includes RF shielding, battery adhesive tape, microphone rubber gasket	834317-001
HP ENVY Note Keyboard Folio , 10 inch with TouchPad, battery, flip cover	
<ul style="list-style-type: none"> For use in Arabia 	833736-171
<ul style="list-style-type: none"> For use in Belgium 	833736-A41
<ul style="list-style-type: none"> For use in France 	833736-051
<ul style="list-style-type: none"> For use in Germany 	833736-041
<ul style="list-style-type: none"> For use in Greece 	833736-151

Component	Spare part number
• For use Internationally	833736-B31
• For use in Italy	833736-061
• For use in the Nordic Region	833736-DH1
• For use in Poland	833736-241
• For use in Portugal	833736-131
• For use in Russia	833736-251
• For use in Spain	833736-071
• For use in Switzerland	833736-BG1
• For use in Turkey	833736-141
• For use in the United Kingdom	833736-031
• For use in the United States	833736-001
HP x2 Active Pen	834590-001
HP ENVY 8 Note 5000 Tablet	
• For use in Arabia	833735-171
• For use in Asia Pacific	833735-371
• For use in Australia	833735-011
• For use in Belgium	833735-A41
• For use in Canada	833735-DB1
• For use in Europe	833735-021
• For use in France	833735-051
• For use in Germany	833735-041
• For use in Greece	833735-151
• For use in India	833735-D61
• For use in Indonesia	833735-BW1
• For use in Italy	833735-061
• For use in the Netherlands	833735-331
• For use in the Nordic Region	833735-DH1
• For use in Poland	833735-241
• For use in Portugal	833735-131
• For use in Russia	833735-251
• For use in Spain	833735-071
• For use in Saudi Arabia	833735-DL1
• For use in South Africa	833735-AR1
• For use in Switzerland	833735-BG1

Component	Spare part number
<ul style="list-style-type: none"> For use in Turkey 	833735-141
<ul style="list-style-type: none"> For use in the United Kingdom 	833735-031
<ul style="list-style-type: none"> For use in the United States, supports Verizon 	833734-001
Plastics Kit , includes the micro SIM/microSD card tray and dummy cards	834320-001
Screw Kit	834323-001
Tapes and Shields Kit , for repair use	843121-001
<ul style="list-style-type: none"> Insulating patches to replace insulation in the following areas: <ul style="list-style-type: none"> Front camera connector Back camera connector Micro USB board connector Antenna cables between the battery pack and system board SIM card slot on the system board LCD connector on the system board Micro USB connector Speaker connector and position sensor connector on the system board Conductive tape to replace tape in the following areas: <ul style="list-style-type: none"> Back camera area on the panel module bracket Micro USB connector board FPC cable and WWAN module Front camera Side key button cable WWAN module Shielding for the following components: <ul style="list-style-type: none"> Touch panel control board and micro USB board LCM connector 	
Tape for white back cover	842501-001
USB cable , external	832874-001

4 Removal and replacement preliminary requirements

Tools required

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

- Heat gun
- Flat-bladed screw driver
- Magnetic screw driver
- Phillips head P0 screw driver
- Phillips head P1 screw driver
- Plastic pry tool
- Tweezers

Service considerations

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



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

Plastic parts



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

Cables and connectors



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

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

Grounding guidelines

Electrostatic discharge damage

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

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

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

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

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

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

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

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

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

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

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

Packaging and transporting guidelines

Follow these grounding guidelines when packaging and transporting equipment:

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

Workstation guidelines

Follow these grounding workstation guidelines:

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

Equipment guidelines

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

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

The following grounding equipment is recommended to prevent electrostatic damage:

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

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

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

5 Removal and replacement procedures

Tablet component replacement procedures

CAUTION: Tablet components described in this chapter should only be accessed by an authorized service provider. Accessing these parts can damage the tablet and void the warranty.

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

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

There are as many as 23 screws that must be removed, replaced, and/or loosened when servicing the tablet. Make special note of each screw size and location during removal and replacement.

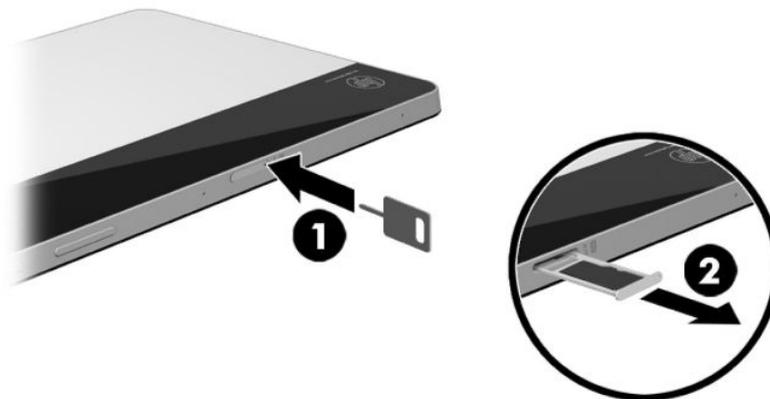
Micro SIM/microSD card tray

CAUTION: To reduce the risk of loss of data or an unresponsive system, use the following procedure to safely remove the micro SIM/microSD card.

NOTE: The card tray is spared as part of the Plastics Kit, spare part number 834320-001.

Remove the microSD card tray:

1. Save your information and close all programs associated with the microSD card.
2. Click the remove hardware icon on the Windows desktop in the notification area, at the far right of the taskbar. Then follow the on-screen instructions.
3. Insert the card removal tool **(1)** into the card tray access hole.
4. Press in gently only until the card tray is ejected.
5. Remove the tray **(2)** from the tablet.



Reverse the steps to replace the tray.

White back cover

Description	Spare part number
White back cover	834308-001
Tape for white back cover	842501-001

Before removing the white back cover, follow these steps:

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

Remove the white back cover:

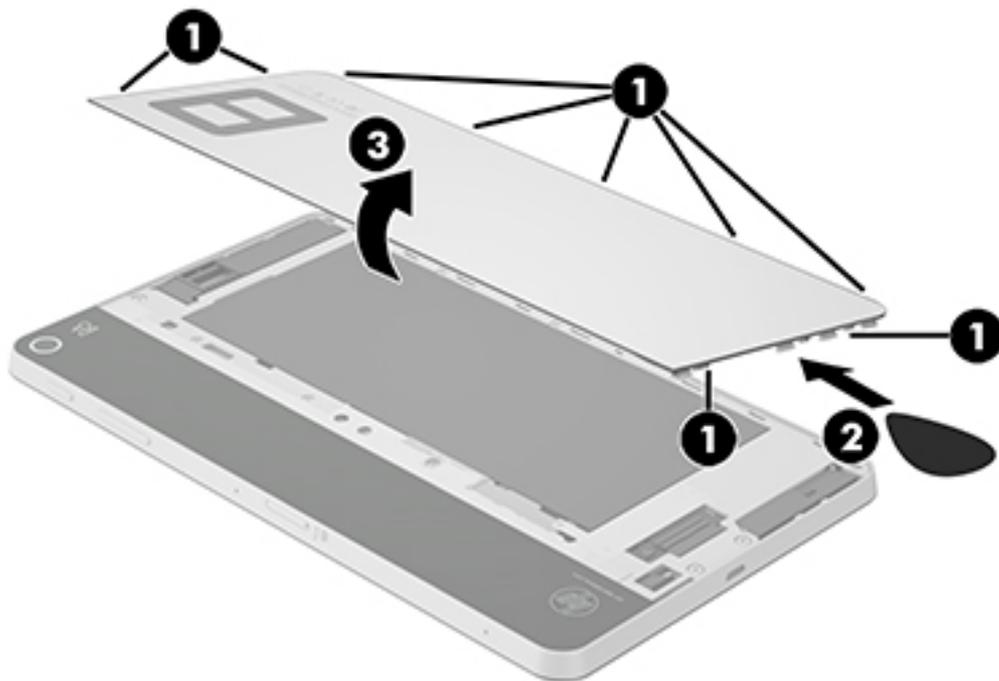
CAUTION: Before turning the display panel assembly upside down, make sure the work surface is clear of tools, screws, and any other foreign objects. Failure to follow this caution can result in damage to the display panel assembly.

1. Place the tablet on a flat surface, display panel side down.



NOTE: The cover has clips connecting it to the tablet. Make note of the clip locations **(1)** to avoid breaking them when you release the cover.

2. Insert a thin tool **(2)** at the bottom right edge of the white cover, and use the tool to release the cover from the clips and adhesive holding it to the tablet.
3. Lift the cover **(3)** away from the tablet.



Reverse this procedure to install the white back cover.



NOTE: Each time you replace the cover, use the tape, part number 842501-001, to replace the cover adhesive.

Black back cover

Description	Spare part number
Black back cover	834313-001

Before removing the black back cover, follow these steps:

1. Turn off the tablet. If you are unsure whether the tablet is off, turn the tablet on, and then shut it down through the operating system.
2. Disconnect the power from the tablet by unplugging the power adapter cord from the tablet.
3. Disconnect all external devices from the tablet.
4. Remove the white back cover (see [White back cover on page 15](#)).

Remove the black back cover:



CAUTION: Before turning the display panel assembly upside down, make sure the work surface is clear of tools, screws, and any other foreign objects. Failure to follow this caution can result in damage to the display panel assembly.

1. Place the tablet on a flat surface, display panel side down.



CAUTION: Be careful to warm only the black back cover enough to loosen the adhesive. If you overheat the cover, it might become too soft and warp. Excessive heat might damage tablet components.

2. Using a heat gun, gently heat a small portion the black back cover to loosen the adhesive. Keep the heat away from the camera.

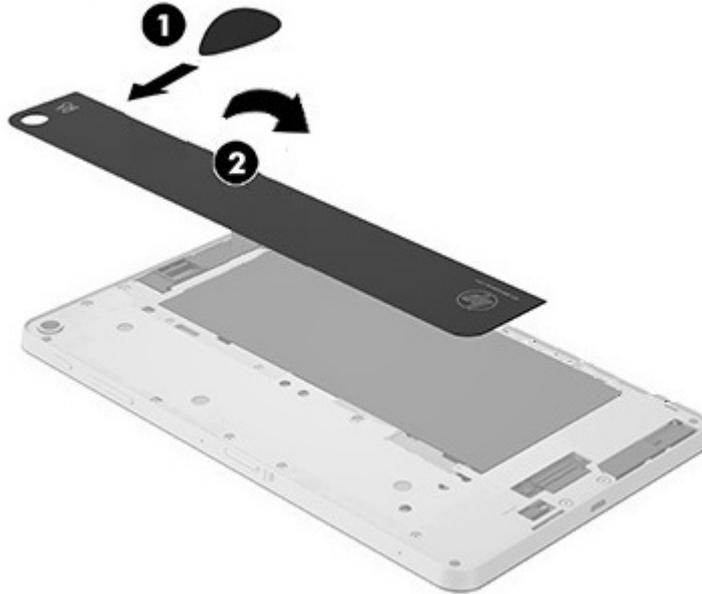


3. Insert a thin tool (**1**) at the inside edge of the black cover.

 **NOTE:** Take care when removing the rear plate from around the rear-facing camera.

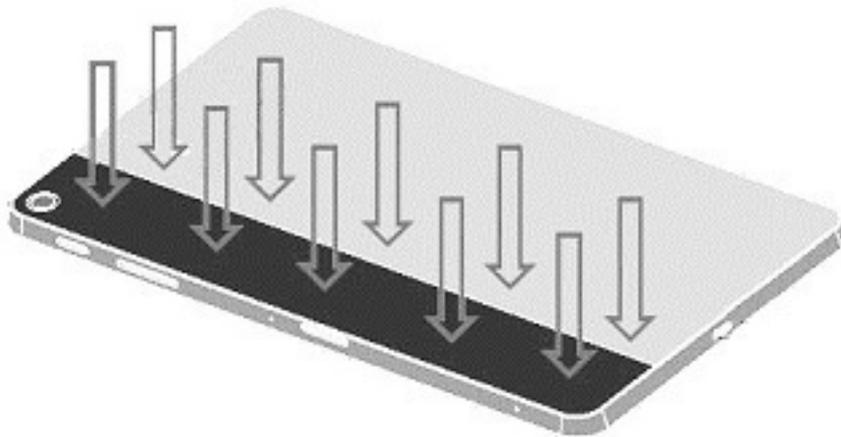
4. Lift the cover **(2)** and peel to remove.

 **NOTE:** Repeat the steps as needed to release the cover fully.



To install the black back cover, place a new cover on the tablet. The removed cover cannot be reused.

 **NOTE:** After the black back cover is placed on the tablet, press and hold on each of the areas shown for about 15 seconds.



Middle frame

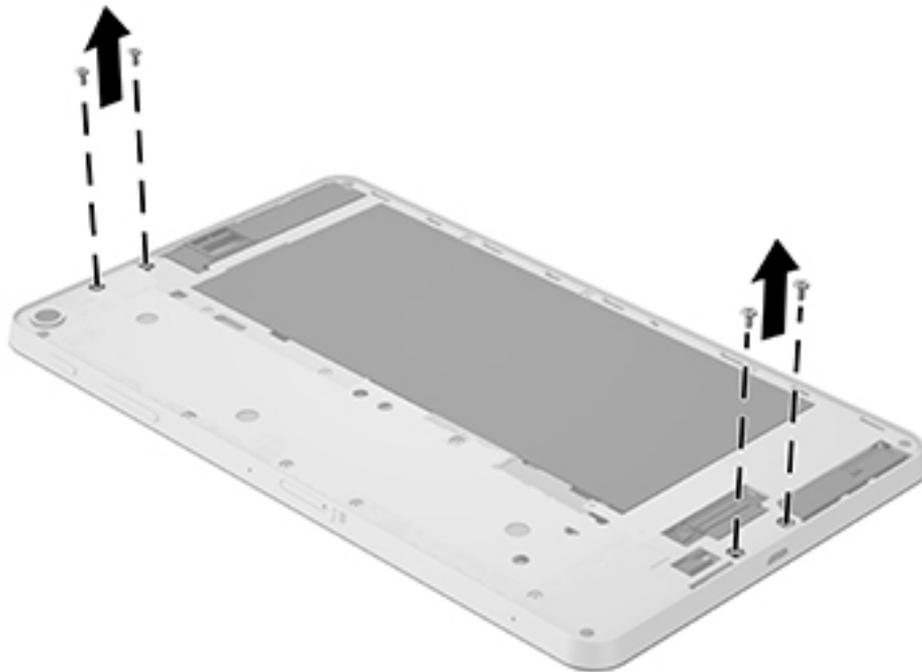
Description	Spare part number
Middle frame	834312-001
Screw Kit	834323-001

Before removing the middle frame, follow these steps:

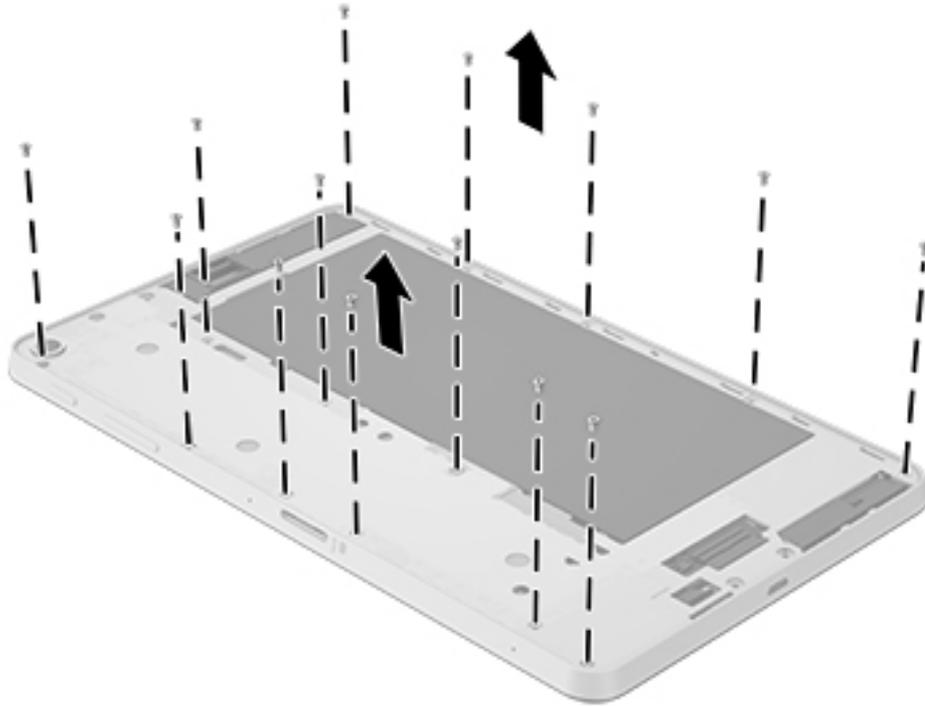
1. Turn off the tablet. If you are unsure whether the tablet is off, turn the tablet on, and then shut it down through the operating system.
2. Disconnect the power from the tablet by unplugging the power adapter cord from the tablet.
3. Disconnect all external devices from the tablet.
4. Remove the following components:
 - a. Micro SIM/microSD card tray (see [Micro SIM/microSD card tray on page 14](#)).
 - b. White back cover (see [White back cover on page 15](#)).
 - c. Black back cover (see [Black back cover on page 16](#)).

Remove the middle frame:

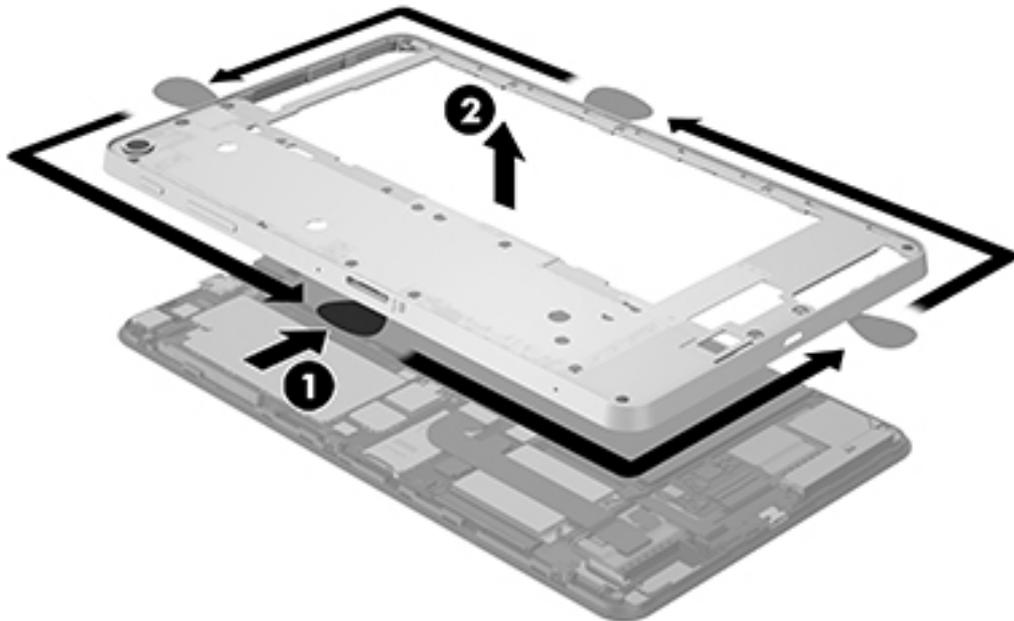
1. Place the tablet on a flat surface, display panel side down.
2. Remove the 4 larger 4 mm P0 Phillips head screws from the middle frame.



3. Remove the remaining fourteen 2 mm P0 Phillips head screws that secure the middle frame to the tablet.



4. Insert a thin tool (1) where the display is connected to the frame, and then slide the tool around the frame to separate the frame from the display.
5. Remove the frame (2).



Reverse this procedure to install the middle frame.



NOTE: Before installing a new middle frame, remove the side key buttons to install them on the new middle frame. See [Side key buttons on page 21](#).

Side key buttons

Description	Spare part number
Side key buttons	834316-001

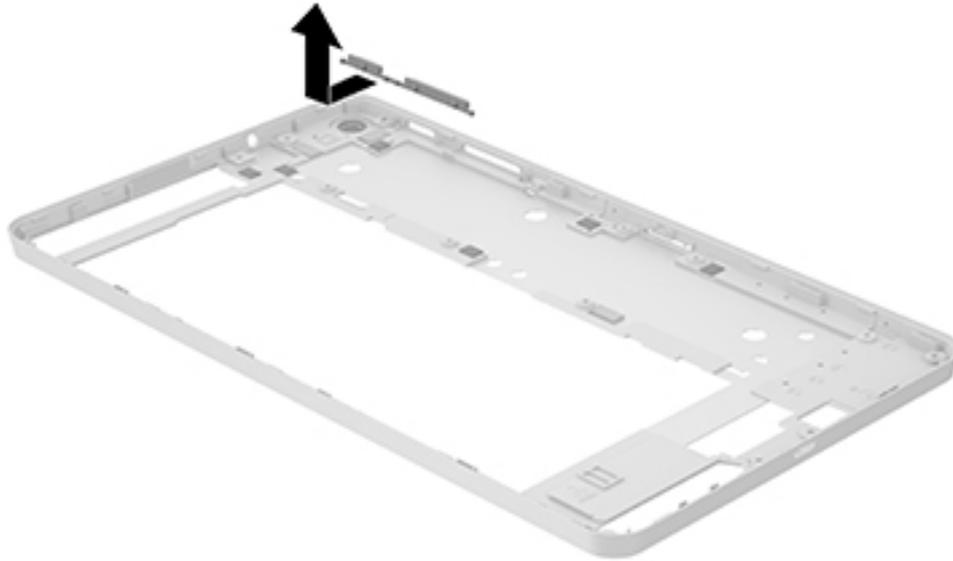
Before removing the side key buttons, follow these steps:

1. Turn off the tablet. If you are unsure whether the tablet is off, turn the tablet on, and then shut it down through the operating system.
2. Disconnect the power from the tablet by unplugging the power adapter cord from the tablet.
3. Disconnect all external devices from the tablet.
4. Remove the following components:
 - a. Micro SIM/microSD card tray (see [Micro SIM/microSD card tray on page 14](#)).
 - b. White back cover (see [White back cover on page 15](#)).
 - c. Black back cover (see [Black back cover on page 16](#)).
 - d. Middle frame (see [Middle frame on page 19](#)).

Remove the side key buttons:

1. Place the tablet on a flat surface, display panel side down.

2. Push in on the side key buttons, and then remove the button tray up away from the tablet.



Reverse this procedure to install the side key buttons.

Battery

Description	Spare part number
Battery	827562-001

- ⚠ WARNING!** To avoid personal injury and damage to the product, use extreme care not to puncture, twist, or crack the battery. An internal puncture or rupture to the battery has the potential to cause a short which may result in a thermal event.
- ⚠ CAUTION:** Disconnecting a battery that is the sole power source for the tablet can cause loss of information. To prevent loss of information, save your work or shut down the tablet through the operating system before disconnecting the battery.

Before removing the battery, follow these steps:

1. Turn off the tablet. If you are unsure whether the tablet is off, turn the tablet on, and then shut it down through the operating system.
2. Disconnect the power from the tablet by unplugging the power adapter cord from the tablet.
3. Disconnect all external devices from the tablet.
4. Remove the following components:

- a. Micro SIM/microSD card tray (see [Micro SIM/microSD card tray on page 14](#)).
- b. White back cover (see [White back cover on page 15](#)).
- c. Black back cover (see [Black back cover on page 16](#)).
- d. Middle frame (see [Middle frame on page 19](#)).

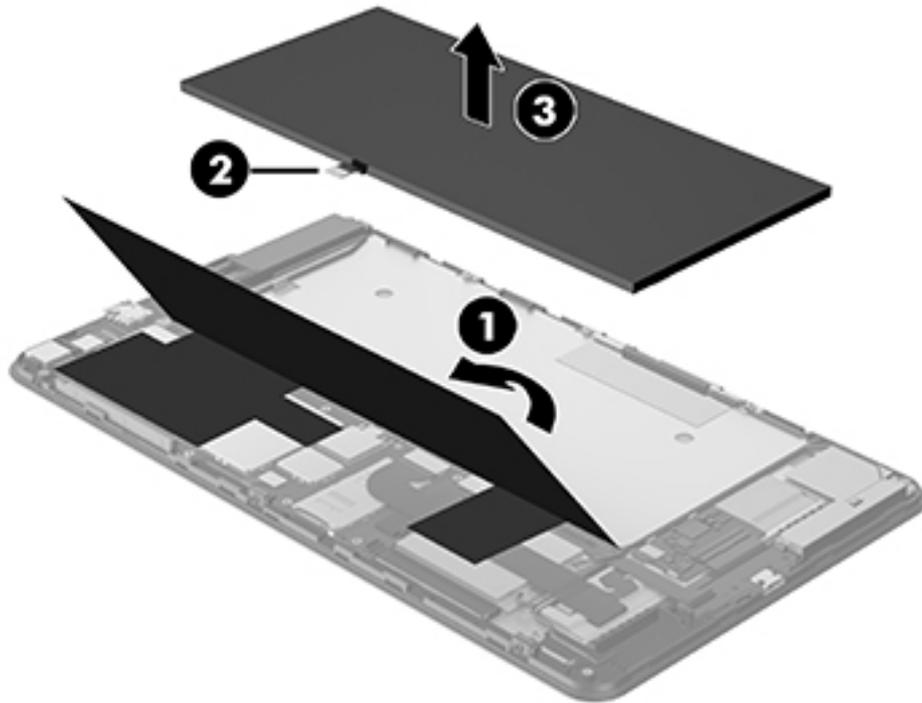
Remove the battery:

1. Lift the black plastic thermal pad **(1)** up and away from the battery.
2. Disconnect the battery cable **(2)** from the system board.

 **NOTE:** If the stretch-release tapes are pulled too quickly or at an angle, they will break before releasing the battery.

 **NOTE:** The stretch-release tapes are not reusable. The replacement tapes are provided in the Hardware Miscellaneous Kit, part number 834317-001.

3. Grasp the pull-tab on one of the 3 strips of tape and then carefully and slowly pull straight away, parallel with the tablet, until the entire strip has been removed. After releasing the 3 stretch-release tapes, carefully remove the battery **(3)** from the tablet.



Reverse this procedure to replace the battery.

 **NOTE:** The battery stretch-release tape replacement is provided in the Hardware Miscellaneous Kit, part number 834317-001.

Side key button cable

Description	Spare part number
Side key button cable	834311-001

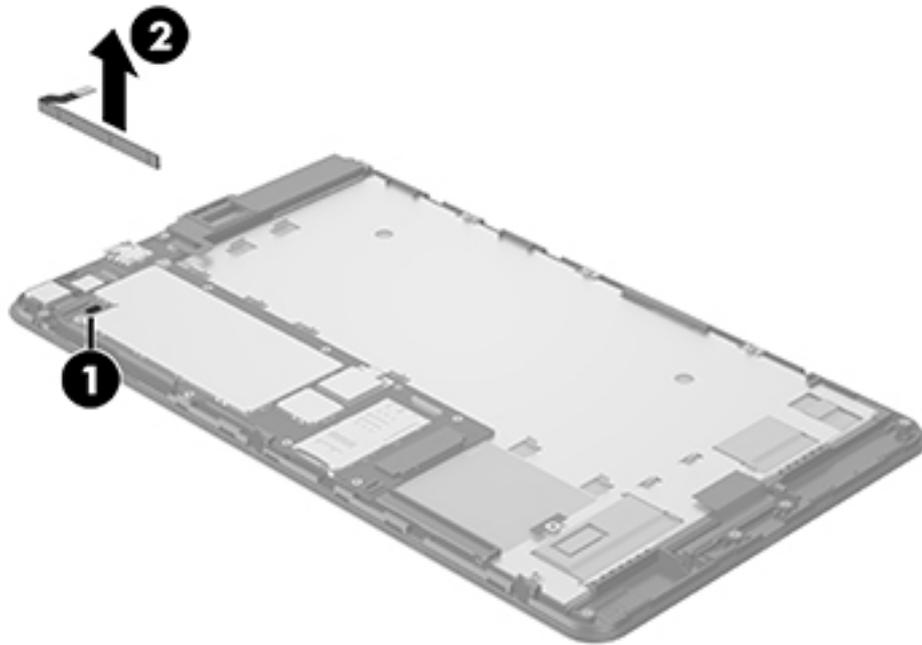
1. Turn off the tablet. If you are unsure whether the tablet is off, turn the tablet on, and then shut it down through the operating system.
2. Disconnect the power from the tablet by unplugging the power adapter cord from the tablet.
3. Disconnect all external devices from the tablet.
4. Remove the following components:
 - a. Micro SIM/microSD card tray (see [Micro SIM/microSD card tray on page 14](#)).
 - b. White back cover (see [White back cover on page 15](#)).
 - c. Black back cover (see [Black back cover on page 16](#)).
 - d. Middle frame (see [Middle frame on page 19](#)).
5. Disconnect the battery (see [Battery on page 22](#)).

Remove the side key button cable:

 **CAUTION:** Use care to prevent damaging the ZIF connectors and ribbon cables.

1. Remove the grounding tape that secures the side key button cable to the system board, and then release the ZIF connector **(1)** connecting the cable to the system board.

2. Carefully remove the side key button cable from the adhesive that secures it to the display panel assembly, and then lift the cable **(2)** up to remove the cable from the tablet.



Reverse this procedure to install the side key button cable.

 **NOTE:** Replacement insulation, conductive tape, and shielding is provided in the Tapes and Shields Kit, part number 843121-001.

Front-facing camera

Description	Spare part number
Front-facing camera (includes cable)	834324-001

Before removing the front-facing camera, follow these steps:

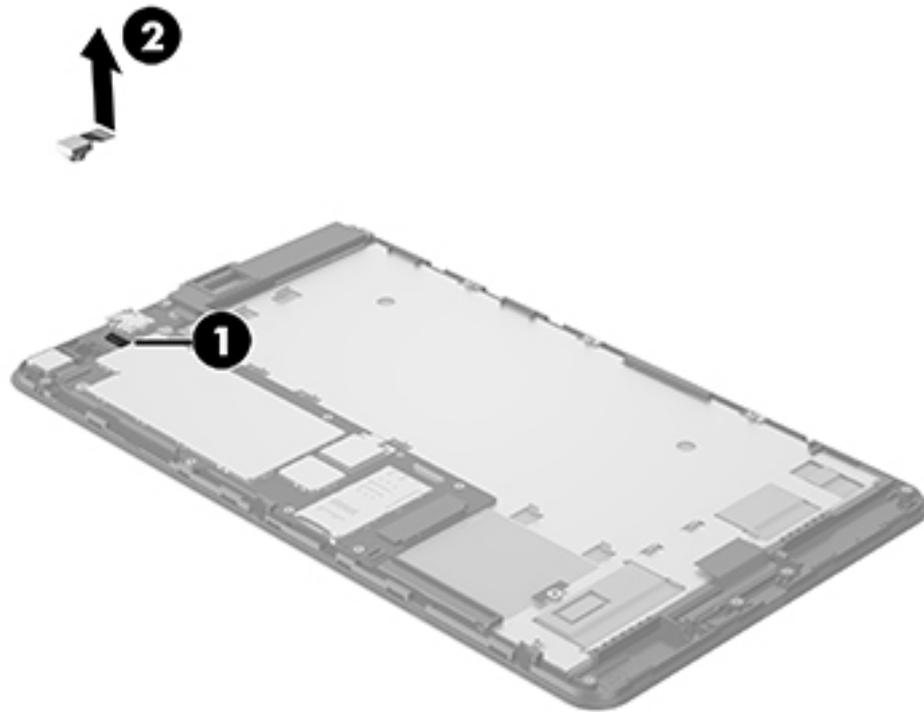
1. Turn off the tablet. If you are unsure whether the tablet is off, turn the tablet on, and then shut it down through the operating system.
2. Disconnect the power from the tablet by unplugging the power adapter cord from the tablet.
3. Disconnect all external devices from the tablet.
4. Remove the following components:
 - a. Micro SIM/microSD card tray (see [Micro SIM/microSD card tray on page 14](#)).
 - b. White back cover (see [White back cover on page 15](#)).

- c. Black back cover (see [Black back cover on page 16](#)).
 - d. Middle frame (see [Middle frame on page 19](#)).
5. Disconnect the battery (see [Battery on page 22](#)).

Remove the front-facing camera:

CAUTION: Use care to prevent damaging the ZIF connectors and ribbon cables.

1. Remove the tape covering the ZIF connector, and then detach the ZIF connector **(1)** for the camera from the top of the system board.
2. Lift the adhesive securing the camera to the system board, disconnect the cable, and then lift the camera **(2)** and remove it from system board.



Reverse this procedure to install the front-facing camera.

NOTE: Replacement insulation, conductive tape, and shielding is provided in the Tapes and Shields Kit, part number 843121-001.

Rear-facing camera

Description	Spare part number
Rear-facing camera (includes cable)	834325-001

Before removing the rear-facing camera, follow these steps:

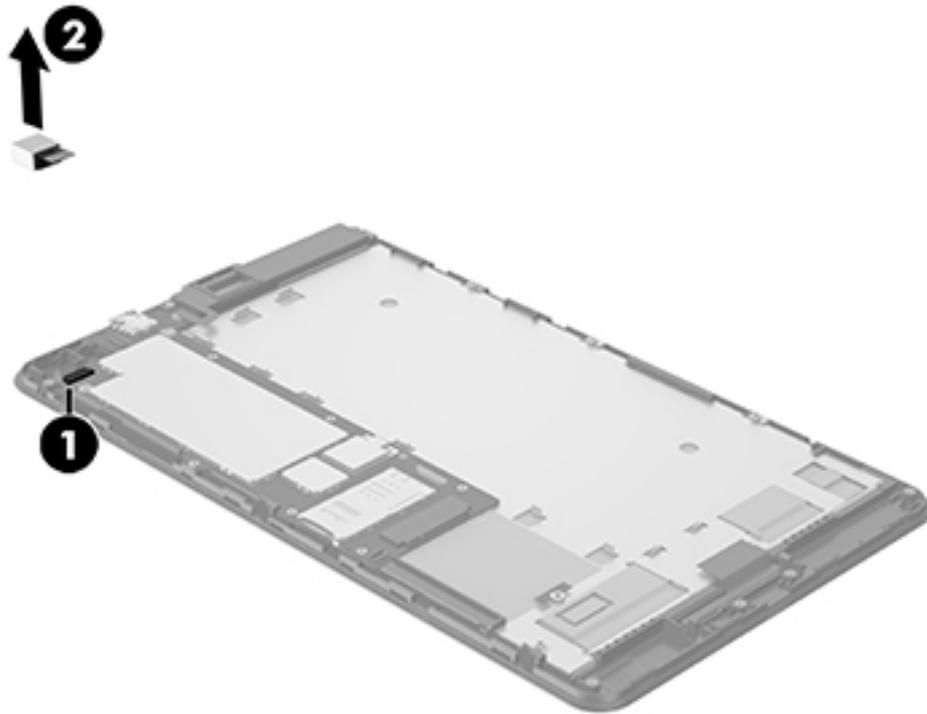
1. Turn off the tablet. If you are unsure whether the tablet is off, turn the tablet on, and then shut it down through the operating system.
2. Disconnect the power from the tablet by unplugging the power adapter cord from the tablet.
3. Disconnect all external devices from the tablet.
4. Remove the following components:
 - a. Micro SIM/microSD card tray (see [Micro SIM/microSD card tray on page 14](#)).
 - b. White back cover (see [White back cover on page 15](#)).
 - c. Black back cover (see [Black back cover on page 16](#)).
 - d. Middle frame (see [Middle frame on page 19](#)).
5. Disconnect the battery (see [Battery on page 22](#)).

Remove the rear-facing camera:

 **CAUTION:** Use care to prevent damaging the ZIF connectors and ribbon cables.

1. Remove the tape covering the ZIF connector and detach the ZIF connector **(1)** for the camera from the top of the system board.

2. Lift the adhesive, disconnect the cable, and then lift the camera **(2)** and remove it from system board.



Reverse this procedure to install the rear-facing camera.



NOTE: Replacement insulation, conductive tape, and shielding is provided in the Tapes and Shields Kit, part number 843121-001.

Microphones

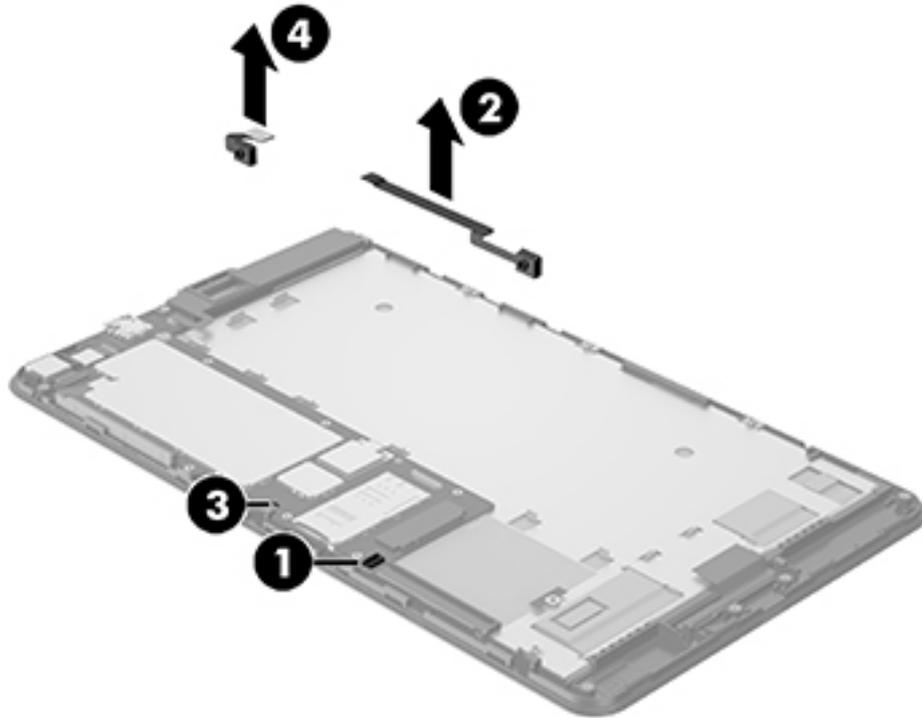
Description	Spare part number
Microphones	834592-001

1. Turn off the tablet. If you are unsure whether the tablet is off, turn the tablet on, and then shut it down through the operating system.
2. Disconnect the power from the tablet by unplugging the power adapter cord from the tablet.
3. Disconnect all external devices from the tablet.
4. Remove the following components:
 - a. Micro SIM/microSD card tray (see [Micro SIM/microSD card tray on page 14](#)).
 - b. White back cover (see [White back cover on page 15](#)).
 - c. Black back cover (see [Black back cover on page 16](#)).
 - d. Middle frame (see [Middle frame on page 19](#)).
5. Disconnect the battery (see [Battery on page 22](#)).

Remove the microphones:

CAUTION: Use care to prevent damaging the ZIF connectors and ribbon cables.

1. Release the ZIF connector **(1)** connecting the left microphone ribbon cable to the system board.
2. Remove the microphone ribbon cable from the adhesive that secures to the display panel, lift the microphone and cable **(2)** to remove it from the tablet.
3. Disconnect the right microphone **(3)** from the system board, remove the microphone from the adhesive, and then lift the microphone **(4)** up and out of the tablet.



Reverse this procedure to install the microphones.

LCM display cable

Description	Spare part number
LCM display cable	834310-001

Before removing the LCM display cable, follow these steps:

1. Turn off the tablet. If you are unsure whether the tablet is off, turn the tablet on, and then shut it down through the operating system.
2. Disconnect the power from the tablet by unplugging the power adapter cord from the tablet.
3. Disconnect all external devices from the tablet.
4. Remove the following components:
 - a. Micro SIM/microSD card tray (see [Micro SIM/microSD card tray on page 14](#)).
 - b. White back cover (see [White back cover on page 15](#)).
 - c. Black back cover (see [Black back cover on page 16](#)).
 - d. Middle frame (see [Middle frame on page 19](#)).
5. Disconnect the battery (see [Battery on page 22](#)).

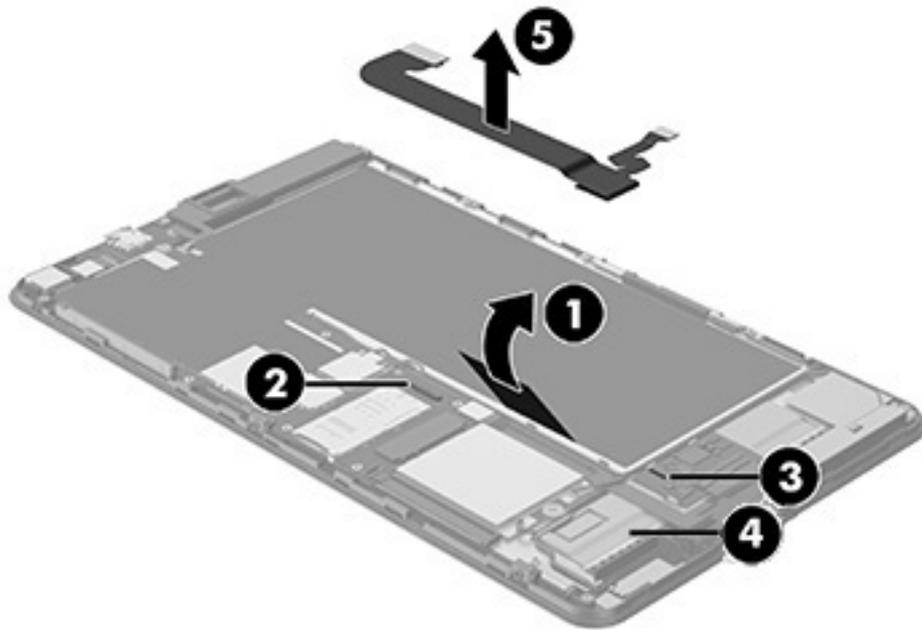
Remove the LCM display cable:

1. Lift the black plastic thermal pad **(1)** out of the way.

 **CAUTION:** Use care to prevent damaging the ZIF connectors and ribbon cables.

2. Disconnect the LCM display cable from its connector **(2)** on the system board.
3. Release the ZIF connector **(3)** to which the LCM display cable is attached to the touch screen board.
4. Remove the shielding and release the ZIF connector **(4)** to which the LCM display cable is attached to the display panel.

5. Lift the LCM display cable (5) out of the tablet.



Reverse this procedure to install the LCM display cable.

 **NOTE:** Replacement insulation, conductive tape, and shielding is provided in the Tapes and Shields Kit, part number 843121-001.

WWAN module

Description	Spare part number
Huawei ME936 LT4110 LTE/HSPA+ M.2	756993-005
Huawei ME206 LT4114 LTE M.2	761233-005

Before removing the WWAN module, follow these steps:

1. Turn off the tablet. If you are unsure whether the tablet is off, turn the tablet on, and then shut it down through the operating system.
2. Disconnect the power from the tablet by unplugging the power adapter cord from the tablet.
3. Disconnect all external devices from the tablet.
4. Remove the following components:
 - a. Micro SIM/microSD card tray (see [Micro SIM/microSD card tray on page 14](#)).
 - b. White back cover (see [White back cover on page 15](#)).
 - c. Black back cover (see [Black back cover on page 16](#)).
 - d. Middle frame (see [Middle frame on page 19](#)).
5. Disconnect the battery (see [Battery on page 22](#)).
6. Remove the LCM display cable (see [LCM display cable on page 30](#)).

Remove the WWAN module:

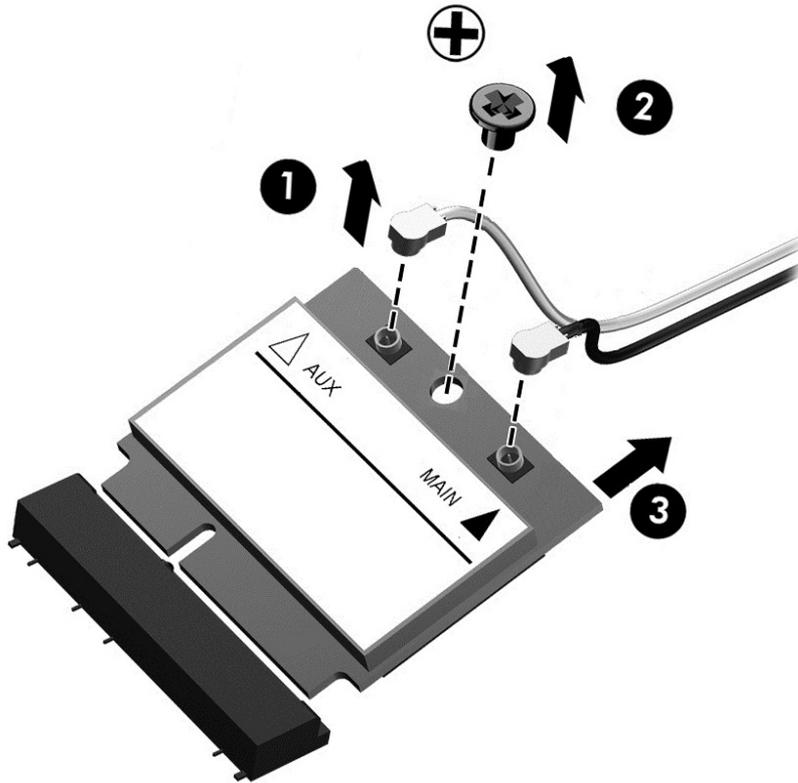


NOTE: Note which WWAN antenna cable is connected to the WWAN module “Main” terminal and which antenna cable is connected to the WWAN module “Aux” terminal.

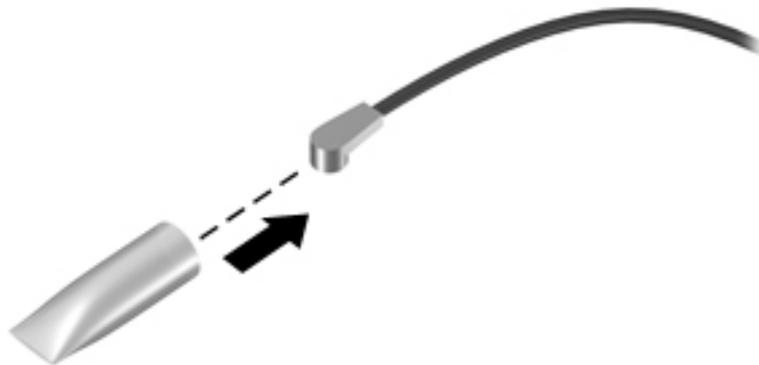
1. Disconnect the WWAN antenna cables **(1)** from the terminals on the WWAN module.
2. Remove the 2 mm P1 Phillips screw **(2)** that secures the WWAN module to the system board.

3. Remove the WWAN module (3) by pulling the module away from the slot.

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



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



Reverse this procedure to install the WWAN module.

 **NOTE:** Replacement insulation, conductive tape, and shielding is provided in the Tapes and Shields Kit, part number 843121-001.

WWAN antennas

Description	Spare part number
WWAN main and auxiliary antennas	834306-001

Before removing the WWAN antennas, follow these steps:

1. Turn off the tablet. If you are unsure whether the tablet is off, turn the tablet on, and then shut it down through the operating system.
2. Disconnect the power from the tablet by unplugging the power adapter cord from the tablet.
3. Disconnect all external devices from the tablet.
4. Remove the following components:
 - a. Micro SIM/microSD card tray (see [Micro SIM/microSD card tray on page 14](#)).
 - b. White back cover (see [White back cover on page 15](#)).
 - c. Black back cover (see [Black back cover on page 16](#)).
 - d. Middle frame (see [Middle frame on page 19](#)).
 - e. Battery (see [Battery on page 22](#)).
 - f. LCM display cable (see [LCM display cable on page 30](#)).
 - g. WWAN module (see [WWAN module on page 32](#)).

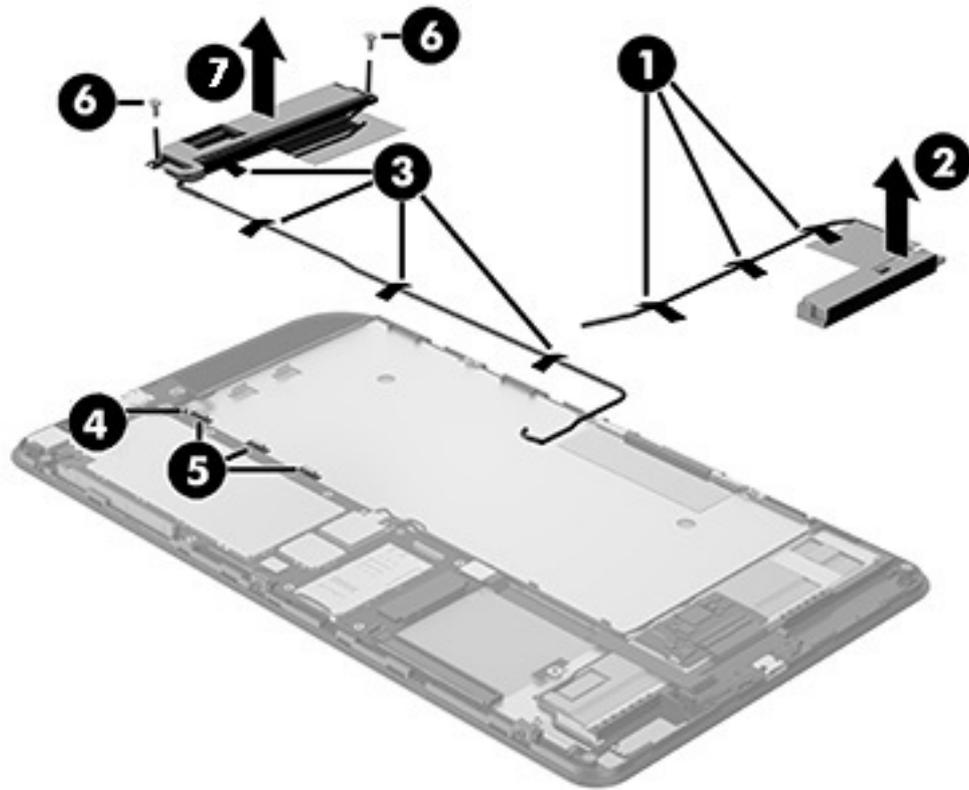
Remove the WWAN antennas:

 **CAUTION:** Use care when disconnecting the WWAN antenna cables from the system board. A damaged cable or connector can degrade tablet performance.

 **NOTE:** Make careful note of the placement of the retention tape and routing of the WWAN antenna cables for later replacement. Also make careful note of the placement of the WWAN antenna transceivers for later replacement.

1. Release the 3 adhesive strips **(1)** holding the WWAN auxiliary antenna in place and remove the WWAN auxiliary antenna from the routing channel.
2. Lift up the outside edge of the antenna transceiver and then lift with the adhesive copper tape **(2)** to remove the WWAN auxiliary antenna from the tablet.
3. Remove the 4 adhesive tapes **(3)** securing the main WWAN antenna to the tablet.
4. Remove the tape that covers the speaker and right WWAN antenna ZIF connector, release the ZIF connector and disconnect the WWAN antenna ribbon cable from the system board **(4)**, and then release the ZIF connector and disconnect the speaker ribbon cable from the system board.
5. Release the main WWAN antenna **(5)** from the clips holding the antenna in place.
6. Remove the two 2.5 mm P0 Phillips head screws **(6)** securing the antenna to the tablet.

7. Lift the main WWAN antenna from the top outside edge and peel the copper adhesive to release the antenna from the tablet, and then remove the main WWAN antenna (7) from the tablet.



Reverse this procedure to install the WWAN antenna cables.

CAUTION: Use care when handling and installing the new antennas. Accidental bending of the antenna elements will detune the antennas and degrade performance.

NOTE: Replacement insulation, conductive tape, and shielding is provided in the Tapes and Shields Kit, part number 843121-001.

WLAN antennas

Description	Spare part number
WLAN main and auxiliary antennas	834307-001

Before removing the WLAN antennas, follow these steps:

1. Turn off the tablet. If you are unsure whether the tablet is off, turn the tablet on, and then shut it down through the operating system.
2. Disconnect the power from the tablet by unplugging the power adapter cord from the tablet.
3. Disconnect all external devices from the tablet.
4. Remove the following components:
 - a. Micro SIM/microSD card tray (see [Micro SIM/microSD card tray on page 14](#)).
 - b. White back cover (see [White back cover on page 15](#)).
 - c. Black back cover (see [Black back cover on page 16](#)).
 - d. Middle frame (see [Middle frame on page 19](#)).
 - e. Battery (see [Battery on page 22](#)).
5. Disconnect the LCM display cable from the system board (see [LCM display cable on page 30](#)).

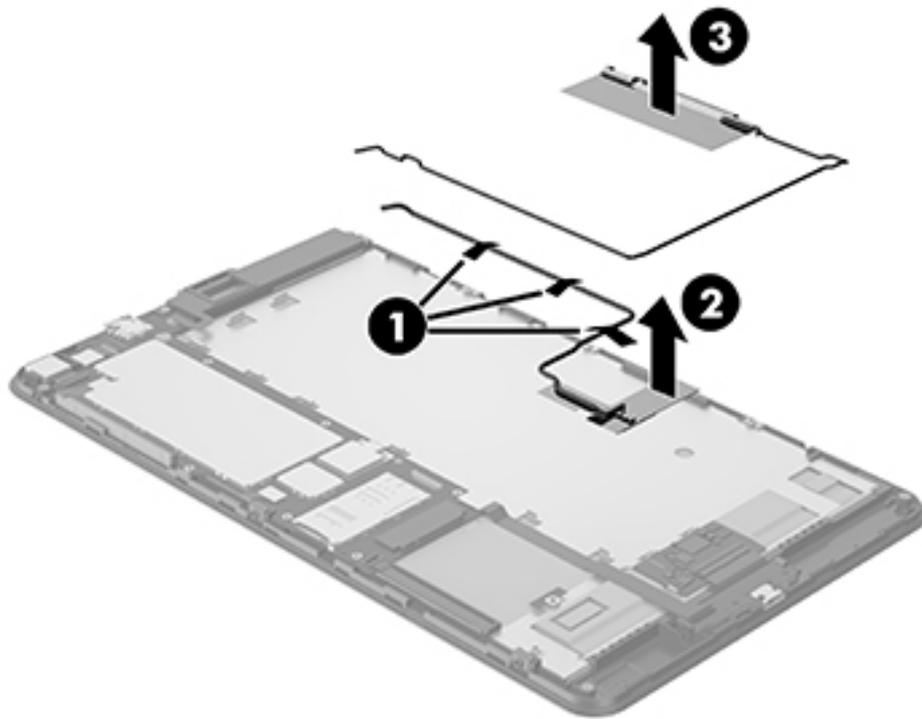
 **CAUTION:** Use care when disconnecting the WLAN antenna cables from the system board. A damaged cable or connector can degrade tablet performance.

 **NOTE:** Make careful note of the placement of the retention tape and routing of the WLAN antenna cables for later replacement. Also make careful note of the placement of the WLAN antenna transceivers for later replacement.

Remove the WLAN antennas:

1. Disconnect the WLAN antenna cables from the connectors on the system board.
2. Release the 3 adhesive strips **(1)** holding the WLAN auxiliary antenna in place.
3. Lift up the outside edge of the WLAN auxiliary antenna and then lift with the adhesive copper tape **(2)** to remove the antenna.

4. Lift the WLAN main antenna from the top outside edge and peel the copper adhesive to release the transceivers **(3)** from the display panel, and then remove it from the tablet.



Reverse this procedure to install the WLAN antennas.

CAUTION: Use care when handling and installing the new antennas. Accidental bending of the antenna elements will detune the antennas and degrade performance.

NOTE: Replacement insulation, conductive tape, and shielding is provided in the Tapes and Shields Kit, part number 843121-001.

Micro USB board cable

Description	Spare part number
Micro USB board cable	834309-001

Before removing the micro USB board cable, follow these steps:

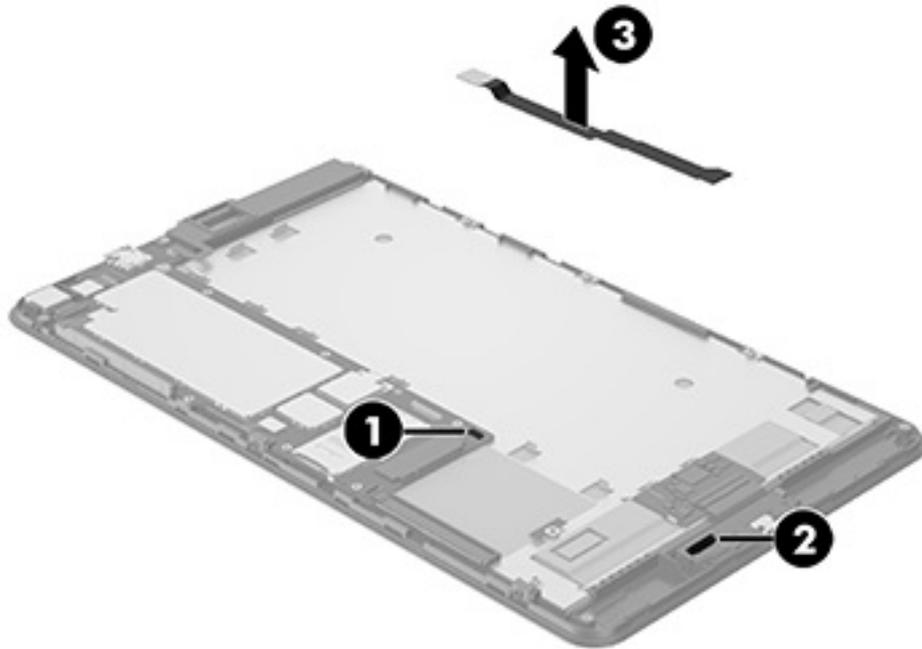
1. Turn off the tablet. If you are unsure whether the tablet is off, turn the tablet on, and then shut it down through the operating system.
2. Disconnect the power from the tablet by unplugging the power adapter cord from the tablet.
3. Disconnect all external devices from the tablet.
4. Remove the following components:
 - a. Micro SIM/microSD card tray (see [Micro SIM/microSD card tray on page 14](#)).
 - b. White back cover (see [White back cover on page 15](#)).
 - c. Black back cover (see [Black back cover on page 16](#)).
 - d. Middle frame (see [Middle frame on page 19](#)).
5. Disconnect the battery (see [Battery on page 22](#)).
6. Remove the LCM display cable (see [LCM display cable on page 30](#)).
7. Remove the WWAN module (see [WWAN module on page 32](#)).

Remove the micro USB board cable:

 **CAUTION:** Use care to prevent damaging the ZIF connectors and ribbon cables.

1. Disconnect the top edge of the cable **(1)**.

2. Release the ZIF connector **(2)**, guide the micro USB board ribbon cable out from under the WLAN antenna cable, and then remove the cable **(3)** from the tablet.



Reverse this procedure to install the micro USB board cable.

 **NOTE:** Replacement insulation, conductive tape, and shielding is provided in the Tapes and Shields Kit, part number 843121-001.

Micro USB board and bracket

Description	Spare part number
Micro USB board	834318-001
Micro USB board bracket	834315-001

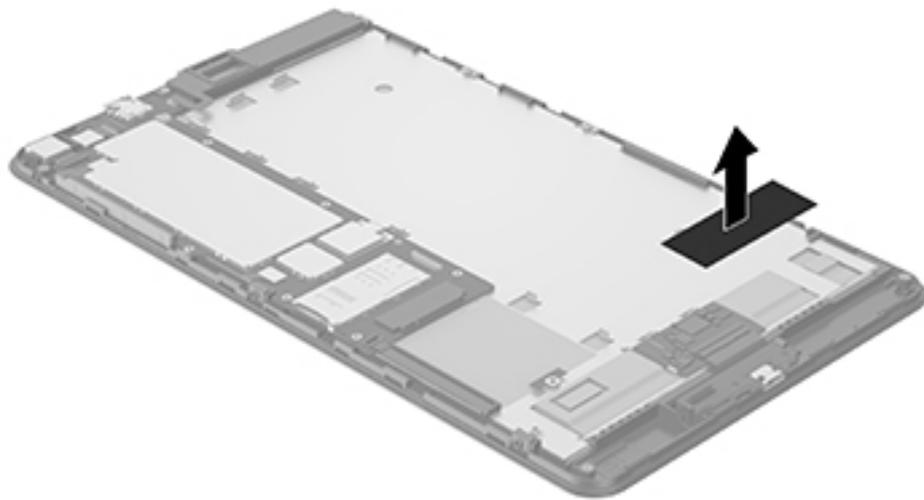
Before removing the micro USB board and bracket, follow these steps:

1. Turn off the tablet. If you are unsure whether the tablet is off, turn the tablet on, and then shut it down through the operating system.
2. Disconnect the power from the tablet by unplugging the power adapter cord from the tablet.
3. Disconnect all external devices from the tablet.
4. Remove the following components:
 - a. Micro SIM/microSD card tray (see [Micro SIM/microSD card tray on page 14](#)).
 - b. White back cover (see [White back cover on page 15](#)).
 - c. Black back cover (see [Black back cover on page 16](#)).
 - d. Middle frame (see [Middle frame on page 19](#)).

5. Disconnect the battery (see [Battery on page 22](#)).
6. Remove the LCM display cable (see [LCM display cable on page 30](#)).
7. Remove the WWAN module (see [WWAN module on page 32](#)).
8. Remove the micro USB board cable (see [Micro USB board cable on page 38](#)).

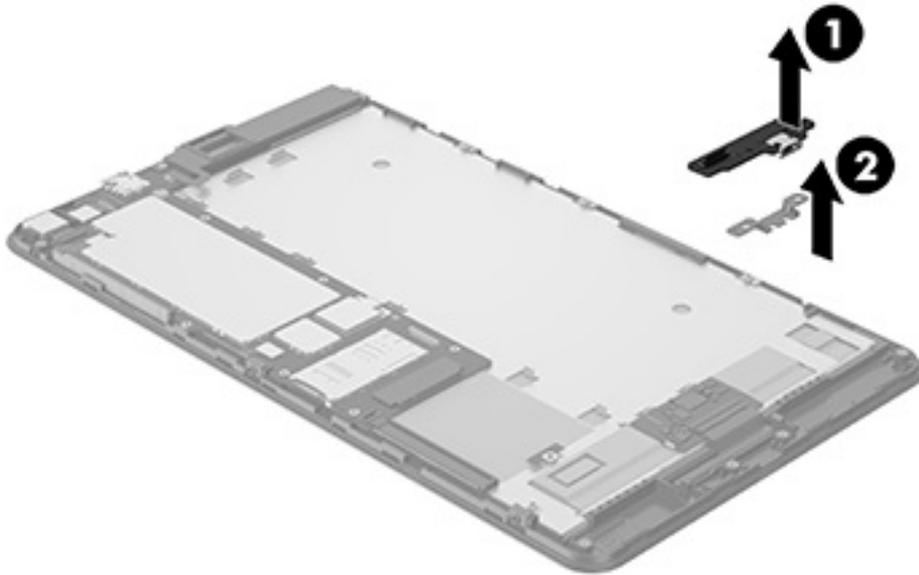
Remove the micro USB board and bracket:

1. Starting at the top right corner, carefully peel the RF shielding up and off the tablet.



2. Release the micro USB board from the retention clips that secure it to the display panel, and then lift the micro USB board up and off the tablet **(1)**.

3. Lift the micro USB bracket up and off the tablet **(2)**.



Reverse this procedure to install the micro USB board and bracket.

 **NOTE:** The RF shielding replacement is included in the Hardware Miscellaneous Kit, part number 834317-001.

 **NOTE:** Replacement insulation, conductive tape, and shielding is provided in the Tapes and Shields Kit, part number 843121-001.

System board

Description	Spare part number
System board equipped with Intel Atom x5-Z8300 Quad Core 2 GB RAM memory, 32 GB eMMC, LTE, Bluetooth, (WLAN soldered on)	834274-601
System board equipped with Intel Atom x5-Z8300 Quad Core 2 GB RAM memory, 32 GB eMMC, Verizon LTE, Bluetooth, (WLAN soldered on)	837404-601



IMPORTANT: After system board replacement, be sure to complete postinstallation tasks as required that might include:

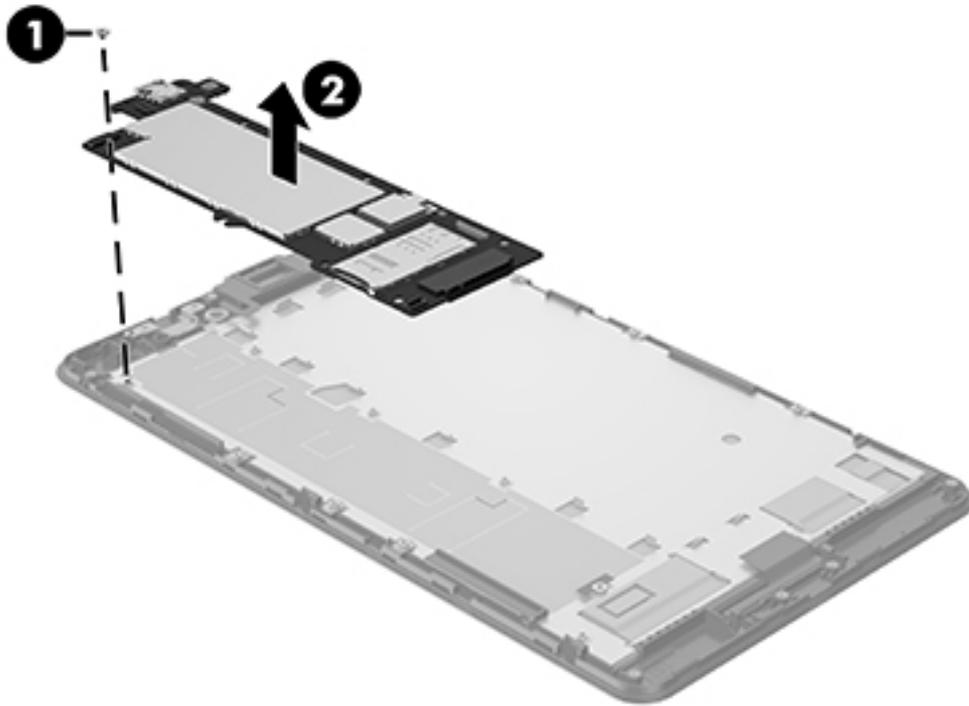
- Verifying functionality of the tablet
- Updating the BIOS
- Updating DMI and other settings
- Injecting Windows Digital Product Keys

Before removing the system board, follow these steps:

1. Turn off the tablet. If you are unsure whether the tablet is off, turn the tablet on, and then shut it down through the operating system.
2. Disconnect the power from the tablet by unplugging the power adapter cord from the tablet.
3. Disconnect all external devices from the tablet.
4. Remove the following components:
 - a. Micro SIM/microSD card tray (see [Micro SIM/microSD card tray on page 14](#)).
 - b. White back cover (see [White back cover on page 15](#)).
 - c. Black back cover (see [Black back cover on page 16](#)).
 - d. Middle frame (see [Middle frame on page 19](#)).
5. Disconnect the battery (see [Battery on page 22](#)).
6. Remove the following components:
 - a. WWAN module (see [WWAN module on page 32](#)).
 - b. LCM display cable (see [LCM display cable on page 30](#)).
 - c. Front-facing camera (see [Front-facing camera on page 25](#)).
 - d. Rear-facing camera (see [Rear-facing camera on page 27](#)).
7. Disconnect the following antennas and cables from the system board:
 - a. WLAN antenna (see [WLAN antennas on page 36](#)).
 - b. WWAN antenna and speaker cable (see [WWAN antennas on page 34](#)).
 - c. Micro USB board cable (see [Micro USB board cable on page 38](#)).
 - d. Microphone cables (see [Microphones on page 28](#)).
 - e. Side key button cable (see [Side key button cable on page 24](#)).

Remove the system board:

1. Remove the 2.5 mm P0 Phillips head screw **(1)** that connects the system board to the tablet.
2. Lift the system board **(2)**, and then remove it from the tablet.



Reverse this procedure to install the system board.

 **NOTE:** Replacement insulation, conductive tape, and shielding is provided in the Tapes and Shields Kit, part number 843121-001.

Audio bracket

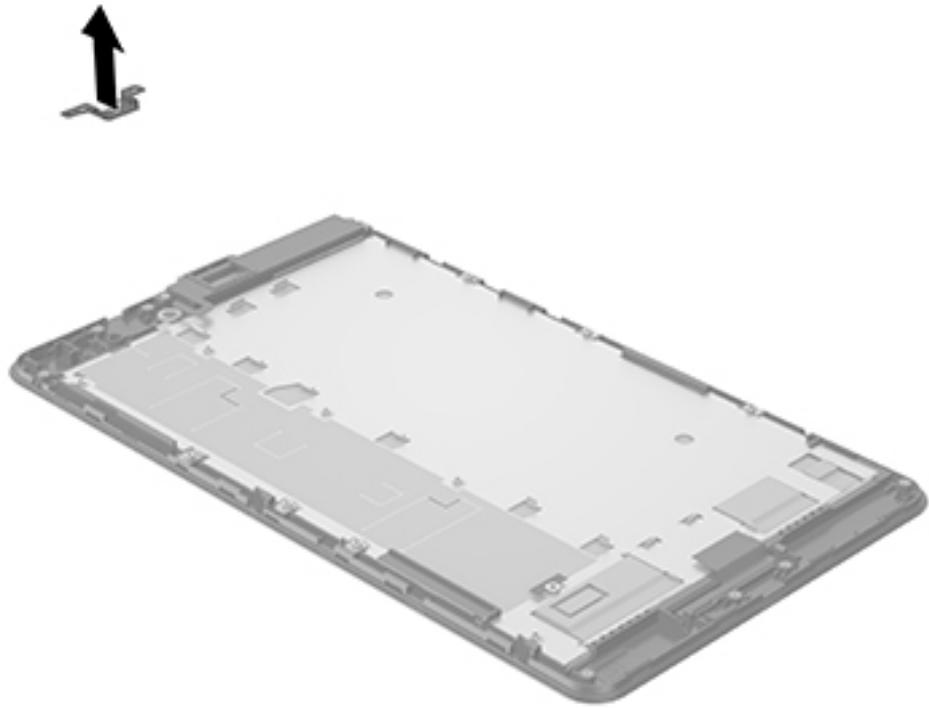
Description	Spare part number
Audio bracket	834314-001

Before removing the audio bracket, follow these steps:

1. Turn off the tablet. If you are unsure whether the tablet is off, turn the tablet on, and then shut it down through the operating system.
2. Disconnect the power from the tablet by unplugging the power adapter cord from the tablet.
3. Disconnect all external devices from the tablet.
4. Remove the following components:
 - a. Micro SIM/microSD card tray (see [Micro SIM/microSD card tray on page 14](#)).
 - b. White back cover (see [White back cover on page 15](#)).
 - c. Black back cover (see [Black back cover on page 16](#)).
 - d. Middle frame (see [Middle frame on page 19](#)).
5. Disconnect the battery (see [Battery on page 22](#)).
6. Remove the following components:
 - a. WWAN module (see [WWAN module on page 32](#)).
 - b. LCM display cable (see [LCM display cable on page 30](#)).
 - c. Front-facing camera (see [Front-facing camera on page 25](#)).
 - d. Rear-facing camera (see [Rear-facing camera on page 27](#)).
7. System board (see [System board on page 42](#)).

Remove the audio bracket:

- ▲ Lift up the audio bracket, and then remove it from the tablet.



Reverse this procedure to install the audio bracket.

6 Specifications

	Metric	U.S.
Dimensions (portrait orientation)		
Height	21.8 cm	8.58 in
Width	12.66 cm	4.98 in
Depth	0.77 cm	0.30 in
Weight (lowest weight configuration)	<0.364 kg	<0.95 lb
Input power		
The tablet operates on DC power, which can be supplied by an AC or a DC power source. The AC power source must be rated at 100-240 V, 50/60 Hz, 0.3-1.0 A.		
NOTE: The HP adapter included with your tablet is recommended for charging the tablet.		
Temperature		
Operating	0°C to 35°C	32°F to 95°F
Nonoperating	-20°C to 60°C	-4°F to 140°F
Relative humidity (non-condensing)		
Operating	10% to 90%	
Nonoperating	5% to 95%	
Maximum altitude (unpressurized)		
Operating	-15 m to 3,048 m	-50 ft to 10,000 ft
Nonoperating	-15 m to 12,192 m	-50 ft to 40,000 ft
NOTE: Applicable product safety standards specify thermal limits for plastic surfaces. The device operates well within this range of temperatures.		

7 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 tablet 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 is generated. This ID can then be provided to support to help determine how to correct the problem.

To start HP PC Hardware Diagnostics (UEFI):

1. Turn off the tablet.
2. Hold the **Volume down** button.
3. While continuing to hold the **Volume down** button, press the power button to turn on the tablet.
The Startup menu is displayed.
4. Tap **F2 System Diagnostics**.
5. 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 the volume down button.

Downloading HP PC Hardware Diagnostics (UEFI)

 **NOTE:** Instructions for downloading HP PC Hardware Diagnostics (UEFI) 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.

The preferred method is to download UEFI to your tablet. You can also download UEFI to a USB device; depending on the type of USB device used.

There are two options to download HP PC Hardware Diagnostics:

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>, and then select your country. The HP Support page is displayed.
2. Select **Drivers & Downloads**.
3. In the text box, enter the product name, and then select **Go**.

– or –

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

4. Select your tablet, 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.

8 Backing up and recovering

To protect your information, use Windows backup and restore utilities to back up individual files and folders or back up your entire hard drive. In case of system failure, you can use the backup files to restore the contents of your tablet.

▲ Type `restore` in the taskbar search box, and then select from the list of displayed options.

 **NOTE:** To find various backup and restore options, perform a search for these topics in the taskbar search box.

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

 **NOTE:** Windows includes the User Account Control feature to improve the security of your tablet. You may be prompted for your permission or password for tasks such as installing software, running utilities, or changing Windows settings.

Backing up your information

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

For more information on the Windows backup features, type `backup` in the taskbar search box, and then select from the list of displayed options.

Performing a system recovery

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

- Windows recovery tools: You can use Windows Backup and Restore to recover information you have previously backed up. You can also use Windows Automatic Repair to fix problems that might prevent Windows from starting correctly.

 **NOTE:** If you are unable to boot (start up) your tablet, contact support.

Changing the boot device order

To change the boot order so that you can boot from an external device:

 **NOTE:** An external flash drive is required to perform this procedure.

1. If possible, back up all personal files.
2. Shut down the tablet.
3. Connect the external flash drive.
4. Turn off the tablet.
5. Press and hold the **Volume down** button.

6. While continuing to hold the **Volume down** button, press the power button to turn on the tablet.
The Startup menu is displayed.
7. Tap **F9 Boot Options**.
8. Select the external flash drive as the boot device.
9. Restart the tablet.

Using Windows reset tools

When your tablet is not working properly and you need to regain system stability, the Windows reset tools allow you to start fresh and keep what is important to you.

For more information on these features, type `reset` in the taskbar search box, and then select from the list of displayed options.

9 Power adapter requirements

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

The 2-conductor power adapter included with the tablet meets the requirements for use in the country or region where the equipment is purchased.

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

Requirements for all countries

The following requirements are applicable to all countries and regions:

- The length of the adapter cord set must be at least **1.0 m** (3.3 ft) and no more than **2.0 m** (6.5 ft).
- All power adapters must be approved by an acceptable accredited agency responsible for evaluation in the country or region where the adapter will be used.

Requirements for specific countries and regions

Country/region	Accredited agency
Argentina	IRAM
Australia	SAA
Austria	OVE
Belgium	CEBEC
Brazil	ABNT
Canada	CSA
Chile	IMQ
Denmark	DEMKO
Finland	FIMKO
France	UTE
Germany	VDE
India	ISI
Israel	SII
Italy	IMQ
Japan	JIS
The Netherlands	KEMA
New Zealand	SANZ

Country/region	Accredited agency
Norway	NEMKO
The People's Republic of China	CCC
Saudi Arabia	SASO
Singapore	PSB
South Africa	SABS
South Korea	KTL
Sweden	SEMKO
Switzerland	SEV
Taiwan	BSMI
Thailand	TISI
The United Kingdom	ASTA
The United States	UL

10 Recycling

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

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

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