



# HP EliteBook 8570p Notebook PC computer model and HP ProBook 6570b Notebook PC

Maintenance and Service Guide

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## Safety warning notice

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

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# 1 Product description

| Category     | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | HP EliteBook 8570p Notebook PC | HP ProBook 6570b Notebook PC |
|--------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------|------------------------------|
| Product Name | HP ProBook 8570p Notebook PC                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | √                              |                              |
|              | HP ProBook 6570b Notebook PC                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                | √                            |
| Processors   | <ul style="list-style-type: none"><li>• Intel® Quad Core® i7-3740QM 2.70-GHz processor (SC turbo up to 3.70-GHz; 1600-MHz FSB, 6.0-MB L3 cache, 45 W)</li><li>• Intel Quad Core i7-3720QM 2.60-GHz processor (SC turbo up to 3.60-GHz; 1600-MHz FSB, 6.0-MB L3 cache, 45 W)</li><li>• Intel Quad Core i7-3630QM 2.40-GHz processor (SC turbo up to 3.40-GHz; 1600-MHz FSB, 6.0-MB L3 cache, 45 W)</li><li>• Intel Quad Core i7-3610QM 2.30-GHz processor (SC turbo up to 3.30-GHz; 1600-MHz FSB, 6.0-MB L3 cache, 45 W)</li></ul> | √                              |                              |

| Category | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | HP EliteBook 8570p<br>Notebook PC | HP ProBook 6570b<br>Notebook PC |
|----------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------|---------------------------------|
|          | <ul style="list-style-type: none"> <li>Intel Dual Core i7-3540M 3.00-GHz processor (SC turbo up to 3.70-GHz; 1600-MHz FSB, 4.0-MB L3 cache, 45 W)</li> <li>Intel Dual Core i7-3520M 2.90-GHz processor (SC turbo up to 3.60-GHz; 1600-MHz FSB, 4.0-MB L3 cache, 35 W)</li> <li>Intel Dual Core i5-3380M 2.90-GHz processor (SC turbo up to 3.60-GHz; 1600-MHz FSB, 3.0-MB L3 cache, 35 W)</li> <li>Intel Dual Core i5-3360M 2.80-GHz processor (SC turbo up to 3.50-GHz; 1600-MHz FSB, 3.0-MB L3 cache, 35 W)</li> <li>Intel Dual Core i5-3340M 2.70-GHz processor (SC turbo up to 3.40-GHz; 1600-MHz FSB, 3.0-MB L3 cache, 35 W)</li> <li>Intel Dual Core i5-3320M 2.60-GHz processor (SC turbo up to 3.30-GHz; 1600-MHz FSB, 3.0-MB L3 cache, 35 W)</li> <li>Intel Dual Core i5-3230M 2.60-GHz processor (SC turbo up to 3.20-GHz; 1600-MHz FSB, 3.0-MB L3 cache, 35 W)</li> <li>Intel Dual Core i5-3210M 2.50-GHz processor (SC turbo up to 3.10-GHz; 1600-MHz FSB, 3.0-MB L3 cache, 35 W)</li> </ul> | √                                 | √                               |
|          | <ul style="list-style-type: none"> <li>Intel Dual Core i3-3130M 2.60-GHz processor (1333-MHz FSB, 3.0-MB L3 cache, 35 W)</li> <li>Intel Dual Core i3-3120M 2.50-GHz processor (1333-MHz FSB, 3.0-MB L3 cache, 35 W)</li> <li>Intel Dual Core i3-3110M 2.40-GHz processor (1600-MHz FSB, 3.0-MB L3 cache, 35 W)</li> <li>Intel Dual Core i3-2370M 2.40-GHz processor (1333-MHz FSB, 3.0-MB L3 cache, 35 W)</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                                   | √                               |
| Chipset  | Mobile Intel QM77 chipset                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | √                                 | √                               |

| Category | Description                                                                                                                                                                                                                                                                                                                                                                  | HP EliteBook 8570p Notebook PC | HP ProBook 6570b Notebook PC |
|----------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------|------------------------------|
|          | Mobile Intel HM76 chipset                                                                                                                                                                                                                                                                                                                                                    |                                | √                            |
| Graphics | <b>Switchable discrete graphics:</b> AMD Radeon™ HD 7570M, with support for DisplayPort 1.2 and up to 4 displays through the APR                                                                                                                                                                                                                                             | √                              |                              |
|          | <b>Internal graphics:</b> <ul style="list-style-type: none"> <li>Universal memory architecture (UMA) with shared video memory</li> <li>Intel HD Graphics 4000</li> </ul>                                                                                                                                                                                                     |                                |                              |
|          | <b>Switchable discrete graphics:</b> AMD Radeon™ HD 7570M, with support for DisplayPort 1.2 and up to 4 displays through the APR                                                                                                                                                                                                                                             |                                | √                            |
|          | <b>Internal graphics:</b> <ul style="list-style-type: none"> <li>Universal memory architecture (UMA) with shared video memory</li> <li>Intel HD Graphics 4000 on computer models equipped with an Intel Core i7, Intel Core i5, and Intel Core i3-3110 processor</li> <li>Intel HD Graphics 3000 on computer models equipped with an Intel Core i3-2370 processor</li> </ul> |                                |                              |
| Panel    | <ul style="list-style-type: none"> <li>15.6-in light-emitting diode (LED), full-high definition (FHD), AntiGlare (AG), WVA (1920×1080) display with and without webcam, microphones, and keyboard light</li> </ul>                                                                                                                                                           | √                              | √                            |
|          | <ul style="list-style-type: none"> <li>15.6-in LED, HD+, AG, WVA (1900×1600) display with and without webcam, microphones, and keyboard light</li> </ul>                                                                                                                                                                                                                     |                                |                              |
|          | <ul style="list-style-type: none"> <li>15.6-in LED, HDm AG, SVA (1366×768) display with and without webcam, microphones, and keyboard light</li> </ul>                                                                                                                                                                                                                       |                                |                              |
|          | <p>All display assemblies include two or three wireless local area network (WLAN) antenna cables and two wireless wide area network (WWAN) antenna cables</p> <p>Supports low voltage differential signalling (LVDS)</p> <p>Supports 16:9 aspect ratio</p>                                                                                                                   |                                |                              |

| Category          | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | HP EliteBook 8570p<br>Notebook PC | HP ProBook 6570b<br>Notebook PC |
|-------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------|---------------------------------|
| <b>Memory</b>     | <p>Two customer-accessible/upgradable memory module slots</p> <p>DDR3-1600-MHz dual channel support</p> <p>Supports 16384-MB of system RAM in the following configurations:</p> <ul style="list-style-type: none"> <li>• 16384-MB (8192-MB×2)</li> <li>• 8192-MB (8192-MB×1 or 4096×2)</li> <li>• 8192-MB (8192-MB×1 or 4096×2; not supported on computer models equipped with a 32-bit operating system)</li> <li>• 6144-MB (4096-MB+2048-MB)</li> <li>• 4096-MB (4096-MB×1 or 2048-MB×2)</li> <li>• 2048-MB (2048×1)</li> </ul> | √                                 | √                               |
| <b>Hard drive</b> | <p>Supports 6.35-cm (2.5-in) hard drives in 9.5-mm (.37-in) and 7.0-mm (.28-in) thicknesses (all hard drives use the same bracket)</p> <p>Customer-accessible</p> <p>Serial ATA</p> <p>Supports the following hard drives:</p> <ul style="list-style-type: none"> <li>• 750-GB, 7200-rpm, 9.5-mm</li> <li>• 500-GB, 7200-rpm, 9.5-mm self-encrypting drive (SED)</li> <li>• 500-GB, 7200-rpm, 9.5-mm</li> <li>• 320-GB, 7200-rpm, 9.5-mm</li> </ul>                                                                               | √                                 | √                               |

| Category          | Description                                                                                                                                                                                                                                                                                               | HP EliteBook 8570p<br>Notebook PC | HP ProBook 6570b<br>Notebook PC |
|-------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------|---------------------------------|
| Solid-state drive | Solid-state drive (SSD) mounts in the same bracket as the hard drive<br><br>Customer-accessible<br><br>Serial ATA III<br><br>Supports the following SSDs: <ul style="list-style-type: none"> <li>• 256-GB SED</li> <li>• 240-GB</li> <li>• 180-GB</li> <li>• 160-GB</li> <li>• 128-GB</li> </ul>          | √                                 |                                 |
|                   | Supports the following SSDs: <ul style="list-style-type: none"> <li>• 180-GB</li> <li>• 160-GB</li> <li>• 128-GB</li> </ul>                                                                                                                                                                               |                                   | √                               |
| Upgrade drive     | Customer-accessible<br><br>Supports the following drive options: <ul style="list-style-type: none"> <li>• Blu-ray ROM DVD±RW SuperMulti DL Drive</li> <li>• DVD±RW Double-Layer with SuperMulti Drive</li> <li>• DVD-ROM Drive</li> <li>• 500-GB, 7200-rpm, 9.5-mm</li> </ul> Supports no drive option    | √                                 | √                               |
|                   |                                                                                                                                                                                                                                                                                                           |                                   |                                 |
| Optical drive     | Fixed<br><br>Serial ATA<br><br>12.7-mm tray load<br><br>Supports the following optical drives: <ul style="list-style-type: none"> <li>• Blu-ray ROM DVD±RW SuperMulti DL Drive</li> <li>• DVD±RW Double-Layer with SuperMulti Drive</li> <li>• DVD-ROM Drive</li> </ul> Supports zero power optical drive | √                                 | √                               |
|                   |                                                                                                                                                                                                                                                                                                           |                                   |                                 |

| Category               | Description                                                                                                        | HP EliteBook 8570p<br>Notebook PC | HP ProBook 6570b<br>Notebook PC |
|------------------------|--------------------------------------------------------------------------------------------------------------------|-----------------------------------|---------------------------------|
| <b>Audio and video</b> | Two stereo speakers                                                                                                | √                                 | √                               |
|                        | HD audio with SRS Premium Sound PRO                                                                                | √                                 | √                               |
|                        | Integrated 720p HD webcam (supports no camera option)                                                              | √                                 | √                               |
|                        | Integrated dual-array microphone on computer models equipped with a webcam                                         | √                                 | √                               |
|                        | Integrated mono microphone on computer models not equipped with a webcam                                           |                                   |                                 |
| <b>Modem</b>           | 56kbps v.92 MDC data/fax modem module                                                                              | √                                 | √                               |
|                        | Supports no modem option                                                                                           |                                   |                                 |
|                        | Modem module cable not included                                                                                    |                                   |                                 |
| <b>Ethernet</b>        | Intel 82579LM 10/100/1000 Ethernet network interface card (NIC) with iAMT Intel 82579LM Gigabit Network Connection | √                                 | √                               |
|                        | NIC Power Down technology                                                                                          |                                   |                                 |
|                        | S3/S4/S5 wake on LAN                                                                                               |                                   |                                 |
|                        | Ethernet cable not included                                                                                        |                                   |                                 |
| <b>Wireless</b>        | Integrated wireless personal area network (WPAN) option by way of Bluetooth 4.0 enhanced data rate (EDR) module    | √                                 | √                               |
|                        | Supports no WPAN option                                                                                            |                                   |                                 |

| Category | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | HP EliteBook 8570p<br>Notebook PC | HP ProBook 6570b<br>Notebook PC |
|----------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------|---------------------------------|
|          | <p>Integrated wireless local area network (WLAN) options by way of wireless module</p> <p>Three WLAN antennas built into display assembly</p> <p>Support for the following WLAN formats:</p> <ul style="list-style-type: none"> <li>• Atheros WB225 1x1 802.11b/g/n Bluetooth Combo Adapter</li> <li>• Broadcom 43228 802.11abgn 2x2 Wi-Fi Adapter</li> <li>• Intel Centrino Advanced-N 6205 WLAN module</li> <li>• Intel Centrino Ultimate-N 6300 WLAN module</li> <li>• Intel Centrino Wireless-N 2200 802.11b/g/n 2x2 Wi-Fi Adaptor</li> </ul> <p>Supports no WLAN option</p>                                                                                                   | √                                 | √                               |
|          | <p>Integrated wireless wide area network (WWAN) options by way of wireless module</p> <p>Two world-wide/5-band WWAN antennas built into display assembly</p> <p>Secured by subscriber identity module (SIM, user-accessible behind battery)</p> <p>Support for the following WWAN formats:</p> <ul style="list-style-type: none"> <li>• HP hs2350 HSPA+ Mobile Broadband Module</li> <li>• HP lt2523 LTE/HSPA+ Mobile Broadband Module</li> <li>• HP lt2522 LTE/EV-DO Mobile Broadband Module</li> <li>• HP un2430 EV-DO/HSPA Mini Card</li> <li>• HP un2430 EV-DO/HSPA Mobile Broadband Module</li> </ul> <p>Supports no WWAN option</p> <p>Supports WWAN after market option</p> | √                                 | √                               |

| Category             | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | HP EliteBook 8570p<br>Notebook PC | HP ProBook 6570b<br>Notebook PC |
|----------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------|---------------------------------|
| External media cards | Integrated 54-mm ExpressCard                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | √                                 | √                               |
|                      | Secure Digital (SD) flash media slot with push-push technology, supporting the following digital card formats: <ul style="list-style-type: none"> <li>• MultiMediaCard (MMC)</li> <li>• MMC+</li> <li>• Secure Digital (SD) Memory Card</li> <li>• SDHC</li> <li>• SDXC</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                                   |                                 |
| Ports                | <ul style="list-style-type: none"> <li>• 1394a port</li> <li>• Audio-in (mono microphone)</li> <li>• Audio-out (stereo headphone)</li> <li>• Battery connector</li> <li>• DisplayPort 1.2 (on computer models equipped with a graphics subsystem with discrete memory)</li> <li>• DisplayPort 1.1a (on computer models equipped with a graphics subsystem with UMA memory)</li> <li>• Docking connector</li> <li>• eSATA/USB 2.0 combo port</li> <li>• HP Smart AC adapter</li> <li>• RJ-45 (Ethernet)</li> <li>• RJ-11 (modem)</li> <li>• Secondary battery connector</li> <li>• Serial port</li> <li>• USB 3.0 ports (2)</li> <li>• USB 2.0 port</li> <li>• USB 2.0 charging port</li> <li>• VGA (Dsub 15 pin) supporting: 1920×1200 external resolution @ 75 Hz, hot plug and unplug and autodetection for correct output to wide-aspect vs. standard aspect video</li> </ul> | √                                 | √                               |

| Category                         | Description                                                                                                                                                 | HP EliteBook 8570p<br>Notebook PC | HP ProBook 6570b<br>Notebook PC |
|----------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------|---------------------------------|
| <b>Keyboard/pointing devices</b> | Full-size keyboard with numeric keypad (upper-left justified), dual-point, spill-resistant, chiclet-style, with durakeys                                    | √                                 | √                               |
|                                  | Gesture support: MultiTouch gestures enabled, two-finger scrolling, and pinch-zoom as default                                                               | √                                 | √                               |
|                                  | Taps enabled by default                                                                                                                                     | √                                 | √                               |
|                                  | Support for TouchPad with image sensor                                                                                                                      | √                                 | √                               |
|                                  | Support for Windows 8 Indirect Touch                                                                                                                        | √                                 | √                               |
|                                  |                                                                                                                                                             |                                   |                                 |
| <b>Power requirements</b>        | Supports the following HP Smart AC adapters:                                                                                                                |                                   |                                 |
|                                  | <ul style="list-style-type: none"> <li>90-W HP Smart AC adapter (PFC, EM, 3-wire)</li> </ul>                                                                | √                                 | √                               |
|                                  | <ul style="list-style-type: none"> <li>90-W HP Smart AC adapter (PFC, 3-wire)</li> </ul>                                                                    | √                                 | √                               |
|                                  | <ul style="list-style-type: none"> <li>65-W HP Smart AC adapter (non-PFC, 3-wire)</li> </ul>                                                                | √                                 | √                               |
|                                  | <ul style="list-style-type: none"> <li>65-W HP Smart AC adapter (RC/V, EM, 3-wire)</li> </ul>                                                               | √                                 | √                               |
|                                  | Supports the following batteries:                                                                                                                           | √                                 | √                               |
|                                  | <ul style="list-style-type: none"> <li>9-cell, 100-Wh, 3.0-Ah battery</li> </ul>                                                                            |                                   |                                 |
|                                  | <ul style="list-style-type: none"> <li>9-cell, 73-Wh, 2.2-Ah battery</li> </ul>                                                                             |                                   |                                 |
|                                  | <ul style="list-style-type: none"> <li>6-cell, 62-Wh, 2.8-Ah battery</li> </ul>                                                                             |                                   |                                 |
|                                  | <ul style="list-style-type: none"> <li>6-cell, 55-Wh, 2.8-Ah battery</li> </ul>                                                                             |                                   |                                 |
|                                  | <ul style="list-style-type: none"> <li>3-cell, 31-Wh, 2.8-Ah battery</li> </ul>                                                                             |                                   |                                 |
| <b>Security</b>                  | Supports security cable lock                                                                                                                                | √                                 | √                               |
|                                  | Supports fingerprint reader and no fingerprint reader option                                                                                                | √                                 | √                               |
|                                  | Supports Trusted Platform Module (TPM) 1.2 (Infineon, soldered down) and TPM Enhanced Drive Lock (not supported in Asia and the People's Republic of China) | √                                 | √                               |
|                                  | Integrated Smart Card reader (active)                                                                                                                       | √                                 | √                               |
|                                  | Full volume encryption                                                                                                                                      | √                                 | √                               |
|                                  | Preboot authentication (password, Smart Card)                                                                                                               | √                                 | √                               |
|                                  |                                                                                                                                                             |                                   |                                 |

| Category         | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | HP EliteBook 8570p<br>Notebook PC | HP ProBook 6570b<br>Notebook PC |
|------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------|---------------------------------|
| Operating system | <b>Preinstalled:</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | √                                 | √                               |
|                  | <ul style="list-style-type: none"> <li>Windows® 8 ML 64 with Microsoft Basics (Japan only)</li> <li>Windows 8 Professional 64 with Microsoft Basics (Japan only)</li> <li>Windows 8 Professional 64 DPK with Windows 7 Professional 64 and 32 (Japan only)</li> <li>Windows 7 Home Premium 64 and 32 with Microsoft Basics</li> <li>Windows 7 Professional 64 and 32 with Microsoft Basics</li> <li>Windows 7 Service Pack 1</li> <li>FreeDOS</li> <li>SUSE Linux (SLED; People's Republic of China only)</li> </ul> |                                   |                                 |

| Category | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | HP EliteBook 8570p<br>Notebook PC | HP ProBook 6570b<br>Notebook PC |
|----------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------|---------------------------------|
|          | <b>Preinstalled with Microsoft Office:</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | √                                 | √                               |
|          | <ul style="list-style-type: none"> <li>Windows 8 CH 64-bit with Office 2010 Transition OPK (People's Republic of China only)</li> <li>Windows 8 EM 64-bit with Office 2010 Transition OPK (not available in Japan)</li> <li>Windows 8 ML 64-bit with Office 2010 Business and Home (Japan only; requires configuration with Office Personal Japan 2010 app AV)</li> <li>Windows 8 ML 64-bit with Office 2010 Personal (Japan only; requires configuration with Office Personal Japan 2010 app AV)</li> <li>Windows 8 ML 64-bit with Office 2010 Professional (Japan only; requires configuration with Office Personal Japan 2010 app AV)</li> <li>Windows 8 ML 64-bit with Office 2010 Transition OPK (not available in Japan)</li> <li>Windows 8 Professional 64-bit DPK with Windows 7 Professional 64- and 32-bit with Office 2010 Business and Home (Japan only; requires configuration with Office Personal Japan 2010 app AV)</li> <li>Windows 8 Professional 64-bit DPK with Windows 7 Professional 64- and 32-bit with Office 2010 Personal (Japan only; requires configuration with Office Personal Japan 2010 app AV)</li> <li>Windows 8 Professional 64-bit DPK with Windows 7 Professional 64- and 32-bit with Office 2010 Professional (Japan only; requires configuration with Office Personal Japan 2010 app AV)</li> <li>Windows 8 Professional 64-bit DPK with Windows 7 Professional 64- and 32-bit with Office 2010 Starter (not available in Asia-Pacific countries and regions, Japan, or the People's Republic of China)</li> <li>Windows 8 Professional 64-bit with Office 2010 Business and Home (Japan only; requires configuration with Office Personal Japan 2010 app AV)</li> <li>Windows 8 Professional 64-bit with Office 2010 Personal (Japan only; requires configuration with Office Personal Japan 2010 app AV)</li> </ul> |                                   |                                 |

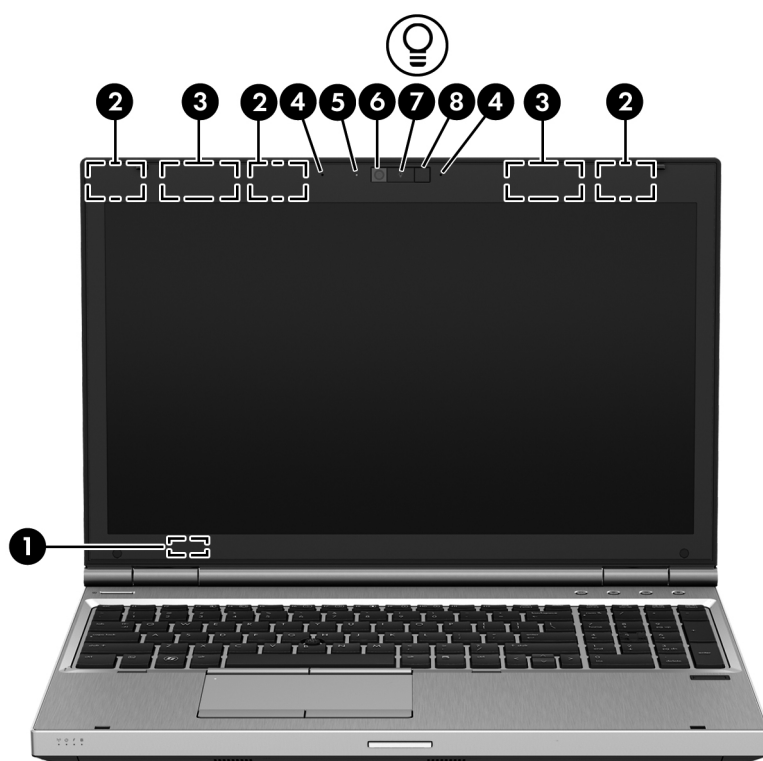
| Category | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | HP EliteBook 8570p<br>Notebook PC | HP ProBook 6570b<br>Notebook PC |
|----------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------|---------------------------------|
|          | <b>Preinstalled with Microsoft Office:</b><br><i>(Continued)</i> <ul style="list-style-type: none"> <li>Windows 7 Professional 64- and 32-bit with Office 2010 Starter (not available in Japan)</li> <li>Windows 7 Professional 64- and 32-bit with Office 2010 Business &amp; Home (only in Japan)</li> <li>Windows 7 Professional 64- and 32-bit with Office 2010 Personal (only in Japan)</li> <li>Windows 7 Professional 64- and 32-bit with Office 2010 Professional (only in Japan)</li> </ul> | √                                 | √                               |
|          | <b>Restore media—DR-DVD:</b> <ul style="list-style-type: none"> <li>Windows 8 (available with any Windows 8 operating system and required with Windows 8 Professional 64-bit DPK with Windows 7 image)</li> <li>Windows 7 (available with any Windows 7 HP, Windows 7 Professional loc, Windows 7 HB, or Windows 8 Professional 64-bit DPK with Windows 7 image)</li> </ul>                                                                                                                          | √                                 | √                               |

| Category | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | HP EliteBook 8570p<br>Notebook PC | HP ProBook 6570b<br>Notebook PC |
|----------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------|---------------------------------|
|          | <b>Restore media—OS-DVD:</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | √                                 | √                               |
|          | <ul style="list-style-type: none"> <li>Windows 8 Professional 64-bit (required with Windows 8 Professional 64-bit DPK with Windows image)</li> <li>Windows 7 Home Basic 32-bit (available with any Windows 7 Home Basic location except Asia-Pacific countries and regions and the People's Republic of China)</li> <li>Windows 7 Home Premium 64- and 32-bit (available with any Windows 7 Premium location except Asia-Pacific countries and regions and the People's Republic of China)</li> <li>Windows 7 Professional 64- and 32-bit (available with any Windows 7 Professional or Windows 8 Professional 64-bit DPK with Windows image location except Asia-Pacific countries and regions and the People's Republic of China)</li> </ul> |                                   |                                 |
|          | <b>Certified:</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | √                                 | √                               |
|          | <ul style="list-style-type: none"> <li>Microsoft WHQL</li> <li>SuSE Linux Enterprise (SLED) 64-bit Service Pack 2</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                                   |                                 |

| Category              | Description                                                                                                                                                                                                                                                                                    | HP EliteBook 8570p<br>Notebook PC | HP ProBook 6570b<br>Notebook PC |
|-----------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------|---------------------------------|
|                       | <b>Web-only support:</b> <ul style="list-style-type: none"> <li>Windows 8 32-bit</li> <li>Windows XP Pro 32-bit</li> <li>Windows 7 Enterprise 64- and 32-bit</li> <li>Windows 7 Ultimate 64- and 32-bit</li> </ul>                                                                             | √                                 | √                               |
| <b>Serviceability</b> | <b>End user replaceable parts:</b> <ul style="list-style-type: none"> <li>AC adapter</li> <li>Battery</li> <li>Hard drive</li> <li>Keyboard</li> <li>Memory module</li> <li>mSATA drive</li> <li>Optical drive</li> <li>Solid-state drive</li> <li>WLAN module</li> <li>WWAN module</li> </ul> | √                                 | √                               |

## 2 External component identification

### Display



| Item | Component                         | Description                                                                                                                                                                        |
|------|-----------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| (1)  | Internal display switch           | Turns off the display or initiates Suspend if the display is closed while the power is on.<br><br><b>NOTE:</b> The display switch is not visible from the outside of the computer. |
| (2)  | WLAN antennas (3)*                | Send and receive wireless signals to communicate with WLANs.                                                                                                                       |
| (3)  | Internal microphones (2)          | Record sound.                                                                                                                                                                      |
| (4)  | Webcam light (select models only) | On: The webcam is in use.                                                                                                                                                          |
| (5)  | Webcam (select models only)       | Records video and captures still photographs.                                                                                                                                      |

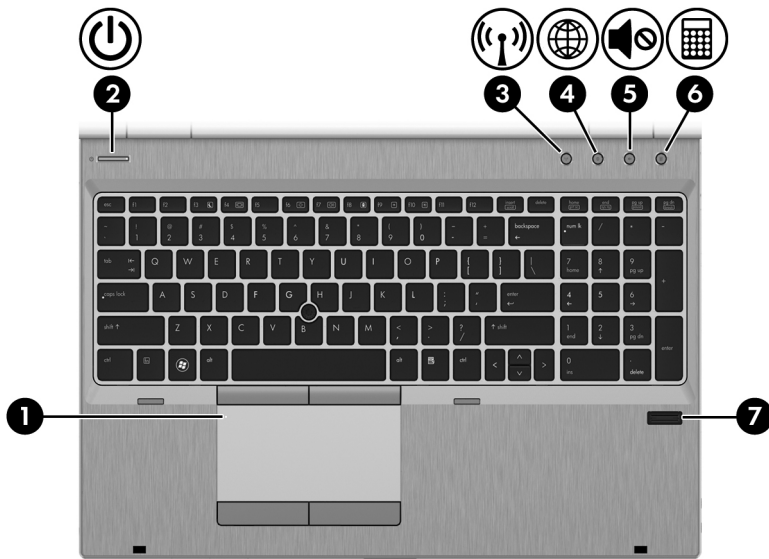
| Item | Component                                  | Description                                                   |
|------|--------------------------------------------|---------------------------------------------------------------|
| (6)  | Keyboard light button (select models only) | Turns the keyboard light on or off.                           |
| (7)  | Keyboard light (select models only)        | Illuminates the keyboard, especially in low-light conditions. |

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

# Buttons and fingerprint reader (select models only)



**NOTE:** Your computer may look slightly different from the illustration in this section.



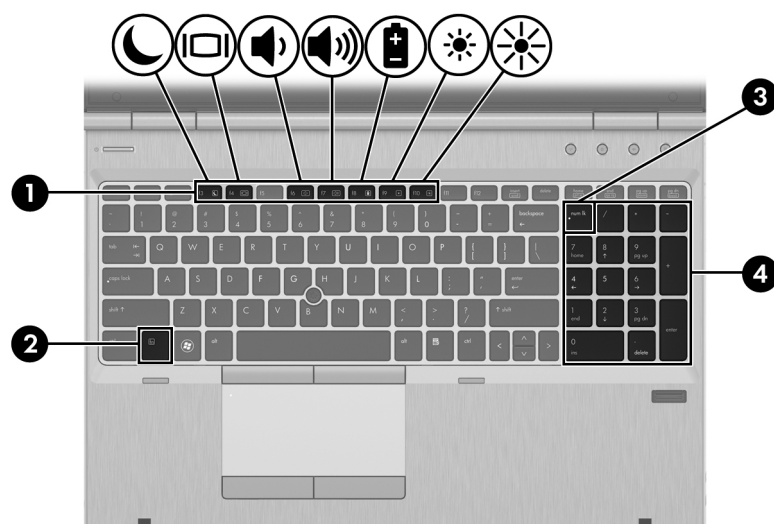
| Item | Component              | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|------|------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| (1)  | TouchPad on/off button | Turns the TouchPad on and off.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| (2)  | Power button           | <ul style="list-style-type: none"><li>When the computer is off, press the button to turn on the computer.</li><li>When the computer is on, press the button briefly to initiate Suspend.</li><li>When the computer is in the Suspend state, press the button briefly to exit Suspend.</li><li>When the computer is in Hibernation, press the button briefly to exit Hibernation.</li></ul> <p>If the computer has stopped responding and operating system shutdown procedures are ineffective, press and hold the power button for at least 5 seconds to turn off the computer.</p> <p>To learn more about your power settings:</p> <ul style="list-style-type: none"><li>Windows 8—From the Start screen, type <b>power</b>, select <b>Settings</b>, and then select <b>Power Options</b>.</li><li>Windows 7:<ol style="list-style-type: none"><li>Select <b>Computer &gt; Control Center</b>.</li><li>In the left pane, click <b>System</b>, and then click <b>Power Management</b> in the right pane.</li></ol></li></ul> |

| Item | Component                               | Description                                                                                                                                                                                                                                                  |
|------|-----------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| (3)  | Wireless button                         | Turns the wireless feature on or off but does not establish a wireless connection.<br><br><b>NOTE:</b> A wireless connection may be established if one has been previously configured.                                                                       |
| (4)  | Web browser button                      | <ul style="list-style-type: none"> <li>When the computer is on, press the button to open the default Web browser.</li> <li>When the computer is off, in the Suspend state, or in Hibernation, the button does not perform any action or function.</li> </ul> |
| (5)  | Volume mute button                      | Mutes and restores speaker sound.                                                                                                                                                                                                                            |
| (6)  | Calculator button                       | Opens the calculator function.                                                                                                                                                                                                                               |
| (7)  | Fingerprint reader (select models only) | Allows a fingerprint logon instead of a password logon.                                                                                                                                                                                                      |

## Keys



**NOTE:** Your computer may look slightly different from the illustration in this section.

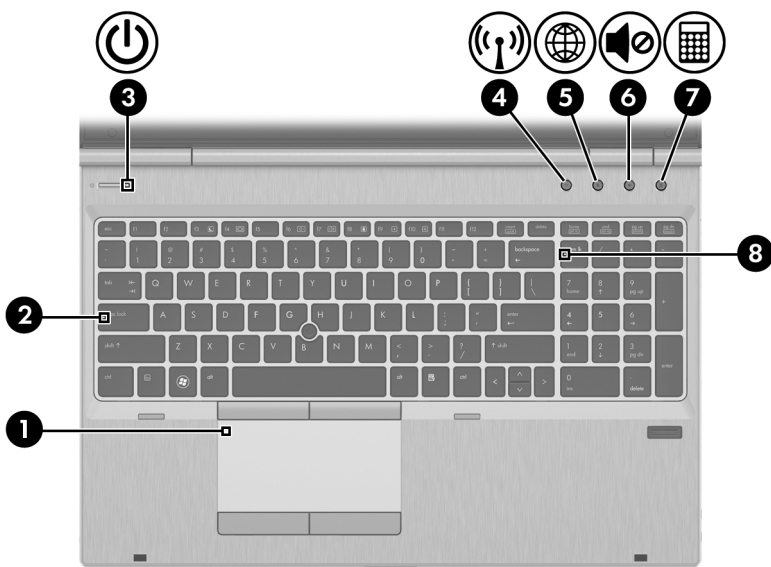


| Item | Component              | Description                                                                                           |
|------|------------------------|-------------------------------------------------------------------------------------------------------|
| (1)  | Function key           | Execute frequently used system functions when pressed in combination with the <a href="#">fn</a> key. |
| (2)  | <a href="#">fn</a> key | Executes frequently used system functions when pressed in combination with a function key.            |

| Item | Component                 | Description                                                                                                                                                                                                                                  |
|------|---------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| (3)  | num lock key              | <p>Turns the embedded numeric keypad on and off when pressed in combination with the fn key.</p> <p>Alternates between the navigational and numeric functions on the integrated numeric keypad.</p>                                          |
| (4)  | Integrated numeric keypad | <p>When num lk has been enabled, the keys can be used like an external numeric keypad. To alternate between this numeric function and the navigational function (indicated by the directional arrows on the keys), press the num lk key.</p> |

# Lights

 **NOTE:** Your computer may look slightly different from the illustration in this section.

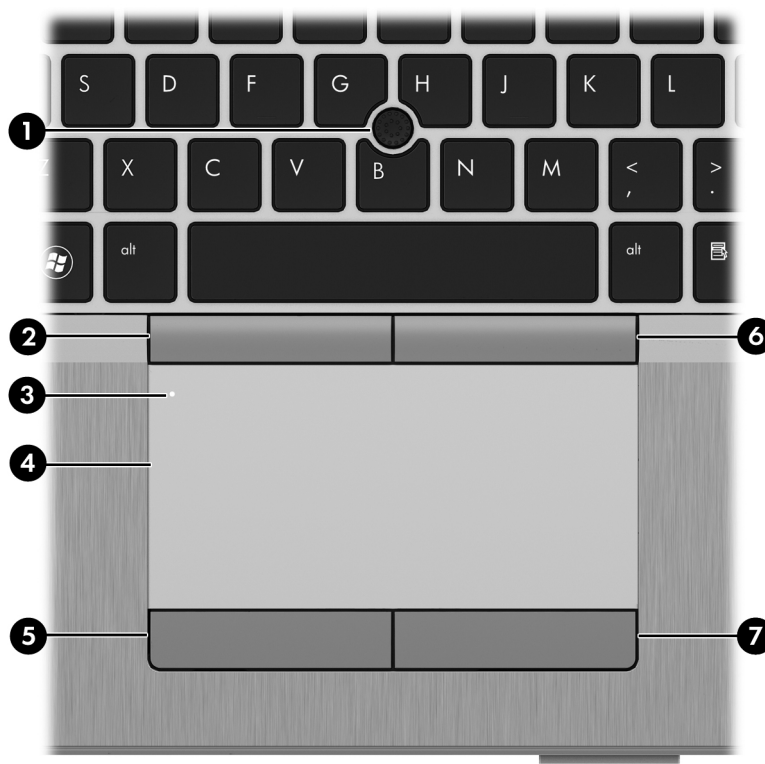


| Item | Component         | Description                                                                                                                                                                                              |
|------|-------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| (1)  | TouchPad light    | <ul style="list-style-type: none"><li>Amber: The TouchPad is off.</li><li>Off: The TouchPad is on.</li></ul>                                                                                             |
| (2)  | Caps lock light   | On: Caps lock is on.                                                                                                                                                                                     |
| (3)  | Power light       | <ul style="list-style-type: none"><li>On: The computer is on.</li><li>Blinking: The computer is in the Suspend state.</li><li>Off: The computer is off or in Hibernation.</li></ul>                      |
| (4)  | Wireless light    | <ul style="list-style-type: none"><li>White: An integrated wireless device, such as a WLAN device and/or a Bluetooth device, is on.</li><li>Amber: All wireless devices are off.</li></ul>               |
| (5)  | Web browser light | <ul style="list-style-type: none"><li>On: The computer is on.</li><li>Off: The computer is off, in the Suspend state, or in Hibernation.</li><li>Blinking: The web browser has been activated.</li></ul> |
| (6)  | Mute light        | <ul style="list-style-type: none"><li>Amber: Computer sound is off.</li><li>Off: Computer sound is on.</li></ul>                                                                                         |

| Item | Component        | Description                                                                                                                                                                                                            |
|------|------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| (7)  | Calculator light | <ul style="list-style-type: none"> <li>On: The calculator function is on.</li> <li>Blinking: The calculator has been activated.</li> <li>Off: The computer is off, in the Suspend state, or in Hibernation.</li> </ul> |
| (8)  | Num lock light   | On: Num lock is on.                                                                                                                                                                                                    |

## TouchPad

 **NOTE:** Your computer may look slightly different from the illustration in this section.

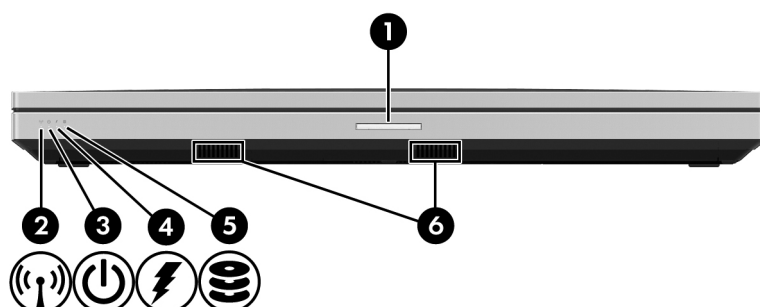


| Item | Component                           | Description                                                     |
|------|-------------------------------------|-----------------------------------------------------------------|
| (1)  | Pointing stick (select models only) | Moves the pointer and selects or activates items on the screen. |
| (2)  | Left pointing stick button          | Functions like the left button on an external mouse.            |
| (3)  | TouchPad on/off button              | Turns the TouchPad on or off.                                   |
| (4)  | TouchPad zone                       | Moves the pointer and selects or activates items on the screen. |
| (5)  | Left TouchPad button                | Functions like the left button on an external mouse.            |

| Item | Component                   | Description                                           |
|------|-----------------------------|-------------------------------------------------------|
| (6)  | Right TouchPad button       | Functions like the right button on an external mouse. |
| (7)  | Right pointing stick button | Functions like the right button on an external mouse. |

## Front

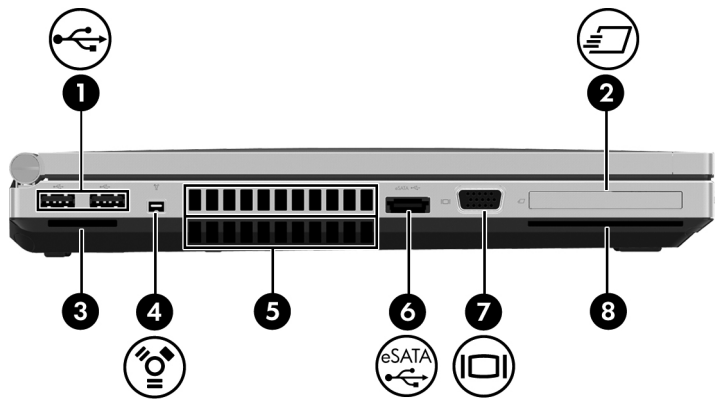
 **NOTE:** Your computer may look slightly different from the illustration in this section.



| Item | Component                | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
|------|--------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| (1)  | Display release latch    | Opens the computer.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| (2)  | Wireless light           | <ul style="list-style-type: none"> <li>White: An integrated wireless device, such as a WLAN device and/or a Bluetooth device, is on.</li> <li>Amber: All wireless devices are off.</li> </ul>                                                                                                                                                                                                                                                                                                                             |
| (3)  | Power light              | <ul style="list-style-type: none"> <li>On: The computer is on.</li> <li>Blinking: The computer is in the Suspend state.</li> <li>Off: The computer is off or in Hibernation.</li> </ul>                                                                                                                                                                                                                                                                                                                                   |
| (4)  | AC adapter/Battery light | <ul style="list-style-type: none"> <li>Amber: The computer is connected to external power and the battery is charged from 0 to 90 percent.</li> <li>White: The computer is connected to external power and the battery is charged from 90 to 99 percent.</li> <li>Blinking amber: A battery that is the only available power source has reached a low battery level. When the battery reaches a critical battery level, the battery light begins blinking rapidly.</li> <li>Off: The battery is fully charged.</li> </ul> |
| (5)  | Hard drive light         | <ul style="list-style-type: none"> <li>Blinking white: The hard drive or optical drive is being accessed.</li> <li>Amber: HP 3D DriveGuard has temporarily parked the hard drive.</li> </ul>                                                                                                                                                                                                                                                                                                                              |
| (6)  | Speakers (2)             | Produce sound.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |

# Left side

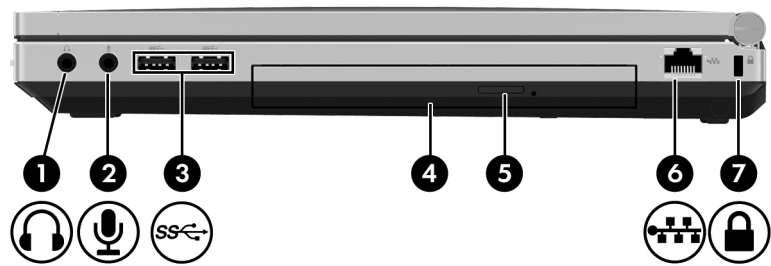
 **NOTE:** Your computer may look slightly different from the illustration in this section.



| Item | Component                   | Description                                                                                                                                                                                                                                    |
|------|-----------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| (1)  | USB 2.0 ports (2)           | Connect optional USB devices.                                                                                                                                                                                                                  |
| (2)  | ExpressCard slot            | Supports optional ExpressCards.                                                                                                                                                                                                                |
| (3)  | Media Card Reader           | Supports the following digital card formats: <ul style="list-style-type: none"><li>• MultiMediaCard (MMC)</li><li>• MMC+</li><li>• Secure Digital (SD) Memory Card</li><li>• SDHC</li><li>• SDXC</li></ul>                                     |
| (4)  | 1394 port                   | Connects an optional IEEE 1394 or 1394a device, such as a camcorder.                                                                                                                                                                           |
| (5)  | Vents (2)                   | Enables airflow to cool internal components.<br><br><b>NOTE:</b> The computer fan starts up automatically to cool internal components and prevent overheating. It is normal for the internal fan to cycle on and off during routine operation. |
| (6)  | eSATA/USB 2.0 port          | Connects an optional high-performance eSATA component, such as an eSATA external hard drive, or connects an optional USB device.                                                                                                               |
| (7)  | External monitor port (VGA) | Connects an external VGA monitor or projector.                                                                                                                                                                                                 |
| (8)  | Smart Card reader           | Supports optional smart cards.                                                                                                                                                                                                                 |

# Right side

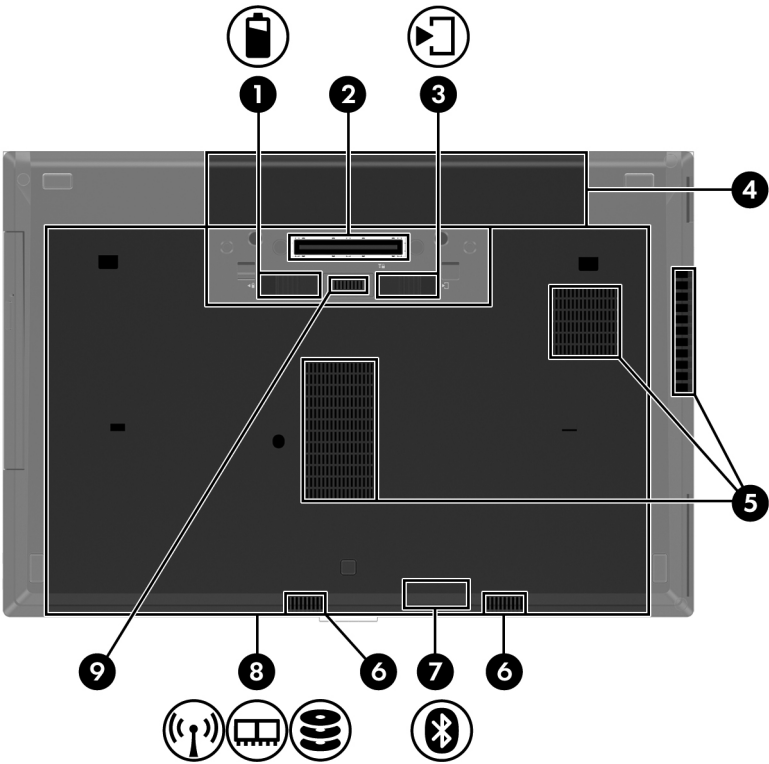
 **NOTE:** Your computer may look slightly different from the illustration in this section.



| Item | Component                         | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
|------|-----------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| (1)  | Audio-out (headphone) jack        | <p>Produces sound when connected to optional powered stereo speakers, headphones, earbuds, a headset, or television audio. Also connects an optional headset microphone.</p> <p><b>WARNING!</b> To reduce the risk of personal injury, adjust the volume before putting on headphones, earbuds, or a headset. For additional safety information, refer to the <i>Regulatory, Safety, and Environmental Notices</i>.</p> <p><b>NOTE:</b> When a device is connected to the jack, the computer speakers are disabled.</p> |
| (2)  | Audio-in (microphone) jack        | Connects an optional computer headset microphone, stereo array microphone, or monaural microphone.                                                                                                                                                                                                                                                                                                                                                                                                                      |
| (3)  | USB 3.0 ports (2)                 | Connect optional USB 3.0 devices.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| (4)  | Upgrade bay (optical drive shown) | <p>The upgrade bay can hold a weight-saver option, a hard drive, or an optical drive that reads an optical disc.</p> <p><b>NOTE:</b> On select models, the optical drive also writes to an optical disc.</p>                                                                                                                                                                                                                                                                                                            |
| (5)  | Upgrade bay eject button          | Releases the optical drive disc tray.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| (6)  | RJ-45 (network) jack              | Connects a network cable.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| (7)  | Security cable slot               | <p>Attaches an optional security cable to the computer.</p> <p><b>NOTE:</b> The security cable is designed to act as a deterrent, but it may not prevent the computer from being mishandled or stolen.</p>                                                                                                                                                                                                                                                                                                              |

# Bottom

 **NOTE:** Your computer may look slightly different from the illustration in this section.



| Item | Component                   | Description                                                                                                                                                                                                                                    |
|------|-----------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| (1)  | Battery release latch       | Releases the battery.                                                                                                                                                                                                                          |
| (2)  | Docking connector           | Connects an optional docking device.                                                                                                                                                                                                           |
| (3)  | Service cover release latch | Releases the service cover from the computer.                                                                                                                                                                                                  |
| (4)  | Battery bay                 | Contains the battery.                                                                                                                                                                                                                          |
| (5)  | Vents (3)                   | Enables airflow to cool internal components.<br><br><b>NOTE:</b> The computer fan starts up automatically to cool internal components and prevent overheating. It is normal for the internal fan to cycle on and off during routine operation. |
| (6)  | Speakers (2)                | Produce sound.                                                                                                                                                                                                                                 |
| (7)  | Bluetooth compartment       | Contains a Bluetooth device (select models only).                                                                                                                                                                                              |

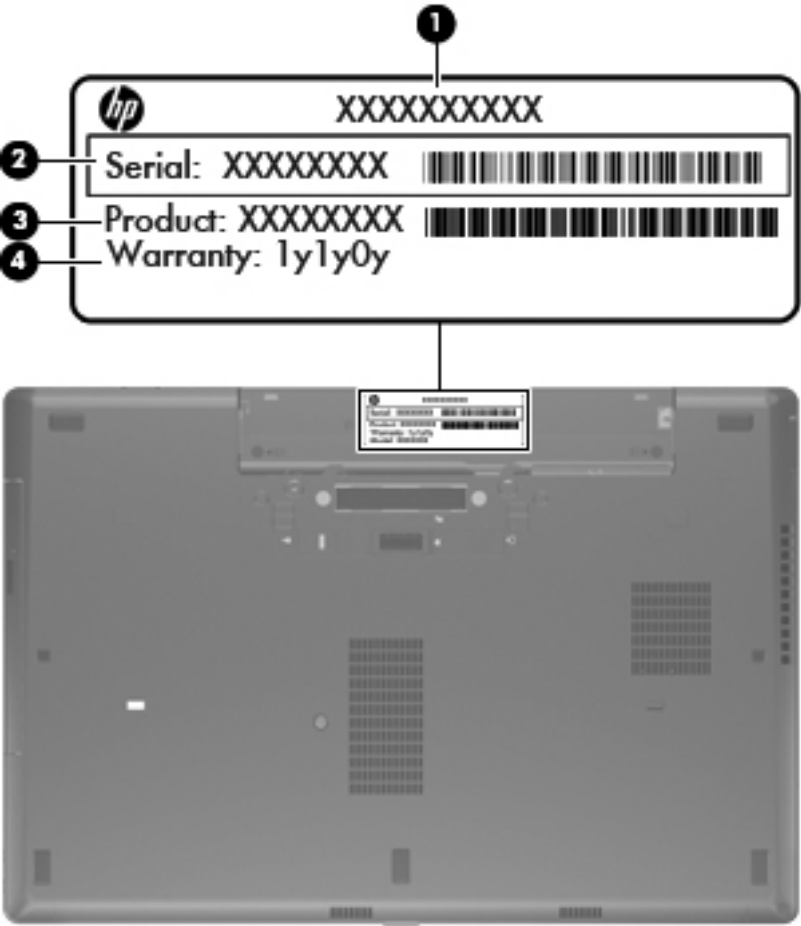
| Item | Component                   | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
|------|-----------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| (8)  | Service cover               | <p>Provides access to the hard drive, and also contains the WLAN module slot and the memory module slots.</p> <p><b>CAUTION:</b> To prevent an unresponsive system, replace the wireless module only with a wireless module authorized for use in the computer by the governmental agency that regulates wireless devices in your country or region. If you replace the module and then receive a warning message, remove the module to restore computer functionality, and then contact support.</p> |
| (9)  | Accessory battery connector | Connects an optional accessory battery.                                                                                                                                                                                                                                                                                                                                                                                                                                                               |

---

## **3 Illustrated parts catalog**

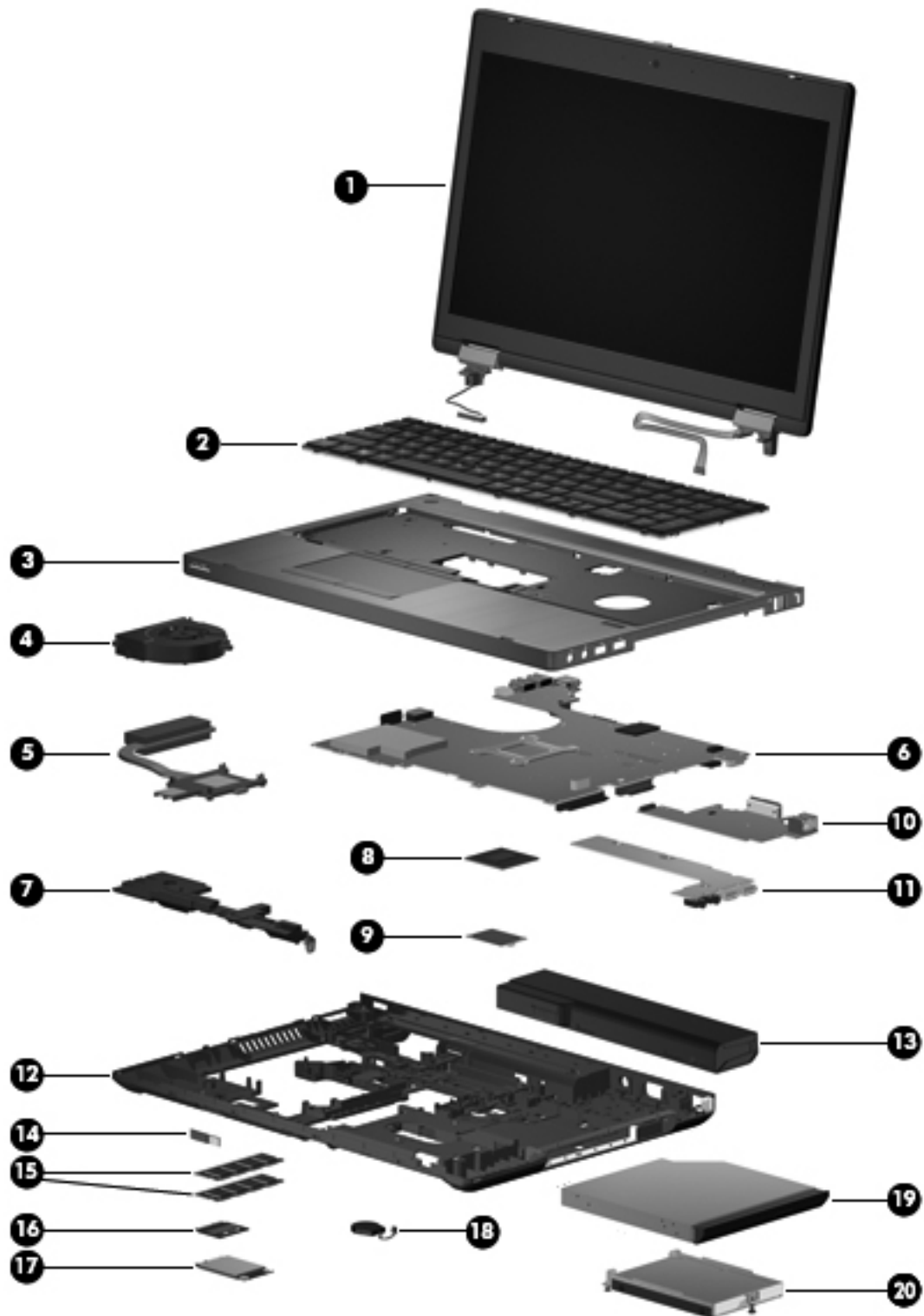
# Service tag

When ordering parts or requesting information, provide the computer serial number and model number provided on the service tag. It is necessary to remove the battery to obtain these numbers. See [Battery on page 81](#) for battery removal instructions.



| Item | Description                      | Function                                                                                                                                                                         |
|------|----------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| (1)  | Product name                     | This is the product name affixed to the front of the computer.                                                                                                                   |
| (2)  | Serial number (s/n)              | This is an alphanumeric identifier that is unique to each product.                                                                                                               |
| (3)  | Part number/Product number (p/n) | This number provides specific information about the product's hardware components. The part number helps a service technician to determine what components and parts are needed. |
| (4)  | Warranty period                  | This number describes the duration of the warranty period for the computer.                                                                                                      |
| (5)  | Model description                | This is the alphanumeric identifier used to locate documents, drivers, and support for the computer.                                                                             |

## Computer major components



| Item | Component                                                                                                                                                                                                 | Spare part number |
|------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------|
| (1)  | <b>Display assembly:</b> The display assembly is spared at the subcomponent level only. For more display assembly spare part information, see <a href="#">Display assembly subcomponents on page 44</a> . |                   |
| (2)  | <b>Keyboard</b> with pointing stick for use on HP EliteBook 8570p Notebook PC computer models (includes keyboard cable and pointing stick cable)                                                          |                   |
|      | For use only on computer models equipped with the Windows 8 operating system:                                                                                                                             |                   |
|      | For use in Belgium                                                                                                                                                                                        | 701986-A41        |
|      | For use in Brazil                                                                                                                                                                                         | 701986-201        |
|      | For use in Bulgaria                                                                                                                                                                                       | 701986-261        |
|      | For use in Canada                                                                                                                                                                                         | 701986-DB1        |
|      | For use in the Czech Republic and Slovakia                                                                                                                                                                | 701986-FL1        |
|      | For use in Denmark                                                                                                                                                                                        | 701986-081        |
|      | For use in France                                                                                                                                                                                         | 701986-051        |
|      | For use in Germany                                                                                                                                                                                        | 701986-041        |
|      | For use in Greece                                                                                                                                                                                         | 701986-151        |
|      | For use in Hungary                                                                                                                                                                                        | 701986-211        |
|      | For use in Iceland                                                                                                                                                                                        | 701986-DD1        |
|      | For use in India                                                                                                                                                                                          | 701986-D61        |
|      | For use in Israel                                                                                                                                                                                         | 701986-BB1        |
|      | For use in Italy                                                                                                                                                                                          | 701986-061        |
|      | For use in Japan                                                                                                                                                                                          | 701986-291        |
|      | For use in Latin America                                                                                                                                                                                  | 701986-161        |
|      | For use in the Netherlands                                                                                                                                                                                | 701986-B31        |
|      | For use in Norway                                                                                                                                                                                         | 701986-091        |
|      | For use in Northwest Africa                                                                                                                                                                               | 701986-FP1        |
|      | For use in Portugal                                                                                                                                                                                       | 701986-131        |
|      | For use in Romania                                                                                                                                                                                        | 701986-271        |
|      | For use in Russia                                                                                                                                                                                         | 701986-251        |
|      | For use in Saudi Arabia                                                                                                                                                                                   | 701986-171        |
|      | For use in Slovenia                                                                                                                                                                                       | 701986-BA1        |
|      | For use in South Korea                                                                                                                                                                                    | 701986-AD1        |
|      | For use in Spain                                                                                                                                                                                          | 701986-071        |
|      | For use in Sweden and Finland                                                                                                                                                                             | 701986-B71        |
|      | For use in Switzerland                                                                                                                                                                                    | 701986-BG1        |

| Item | Component                                                                     | Spare part number |
|------|-------------------------------------------------------------------------------|-------------------|
|      | For use in Taiwan                                                             | 701986-AB1        |
|      | For use in Thailand                                                           | 701986-281        |
|      | For use in Turkey                                                             | 701986-141        |
|      | For use in the United Kingdom and Singapore                                   | 701986-031        |
|      | For use in the United States                                                  | 701986-001        |
|      | For use only on computer models equipped with the Windows 7 operating system: |                   |
|      | For use in Belgium                                                            | 686318-A41        |
|      | For use in Brazil                                                             | 686318-201        |
|      | For use in Bulgaria                                                           | 686318-261        |
|      | For use in Canada                                                             | 686318-DB1        |
|      | For use in the Czech Republic and Slovakia                                    | 686318-FL1        |
|      | For use in Denmark                                                            | 686318-081        |
|      | For use in France                                                             | 686318-051        |
|      | For use in Germany                                                            | 686318-041        |
|      | For use in Greece                                                             | 686318-151        |
|      | For use in Hungary                                                            | 686318-211        |
|      | For use in Iceland                                                            | 686318-DD1        |
|      | For use in India                                                              | 686318-D61        |
|      | For use in Israel                                                             | 686318-BB1        |
|      | For use in Italy                                                              | 686318-061        |
|      | For use in Japan                                                              | 686318-291        |
|      | For use in Latin America                                                      | 686318-161        |
|      | For use in the Netherlands                                                    | 686318-B31        |
|      | For use in Northwest Africa                                                   | 686318-FP1        |
|      | For use in Norway                                                             | 686318-091        |
|      | For use in Portugal                                                           | 686318-131        |
|      | For use in Romania                                                            | 686318-271        |
|      | For use in Russia                                                             | 686318-251        |
|      | For use in Saudi Arabia                                                       | 686318-171        |
|      | For use in Slovenia                                                           | 686318-BA1        |
|      | For use in South Korea                                                        | 686318-AD1        |
|      | For use in Spain                                                              | 686318-071        |

| Item | Component                                                                                                                                        | Spare part number |
|------|--------------------------------------------------------------------------------------------------------------------------------------------------|-------------------|
|      | For use in Sweden and Finland                                                                                                                    | 686318-B71        |
|      | For use in Switzerland                                                                                                                           | 686318-BG1        |
|      | For use in Taiwan                                                                                                                                | 686318-AB1        |
|      | For use in Thailand                                                                                                                              | 686318-281        |
|      | For use in Turkey                                                                                                                                | 686318-141        |
|      | For use in the United Kingdom and Singapore                                                                                                      | 686318-031        |
|      | For use in the United States                                                                                                                     | 686318-001        |
|      | <b>Keyboard</b> with pointing stick for use on HP EliteBook 6570b Notebook PC computer models (includes keyboard cable and pointing stick cable) |                   |
|      | For use only on computer models equipped with the Windows 8 operating system:                                                                    |                   |
|      | For use in Belgium                                                                                                                               | 701987-A41        |
|      | For use in Brazil                                                                                                                                | 701987-201        |
|      | For use in Bulgaria                                                                                                                              | 701987-261        |
|      | For use in Canada                                                                                                                                | 701987-DB1        |
|      | For use in the Czech Republic and Slovakia                                                                                                       | 701987-FL1        |
|      | For use in Denmark                                                                                                                               | 701987-081        |
|      | For use in France                                                                                                                                | 701987-051        |
|      | For use in Germany                                                                                                                               | 701987-041        |
|      | For use in Greece                                                                                                                                | 701987-151        |
|      | For use in Hungary                                                                                                                               | 701987-211        |
|      | For use in Iceland                                                                                                                               | 701987-DD1        |
|      | For use in India                                                                                                                                 | 701987-D61        |
|      | For use in Israel                                                                                                                                | 701987-BB1        |
|      | For use in Italy                                                                                                                                 | 701987-061        |
|      | For use in Japan                                                                                                                                 | 701987-291        |
|      | For use in Latin America                                                                                                                         | 701987-161        |
|      | For use in the Netherlands                                                                                                                       | 701987-B31        |
|      | For use in Norway                                                                                                                                | 701987-091        |
|      | For use in Northwest Africa                                                                                                                      | 701987-FP1        |
|      | For use in Portugal                                                                                                                              | 701987-131        |
|      | For use in Romania                                                                                                                               | 701987-271        |
|      | For use in Russia                                                                                                                                | 701987-251        |
|      | For use in Saudi Arabia                                                                                                                          | 701987-171        |

| Item | Component                                                                     | Spare part number |
|------|-------------------------------------------------------------------------------|-------------------|
|      | For use in Slovenia                                                           | 701987-BA1        |
|      | For use in South Korea                                                        | 701987-AD1        |
|      | For use in Spain                                                              | 701987-071        |
|      | For use in Sweden and Finland                                                 | 701987-B71        |
|      | For use in Switzerland                                                        | 701987-BG1        |
|      | For use in Taiwan                                                             | 701987-AB1        |
|      | For use in Thailand                                                           | 701987-281        |
|      | For use in Turkey                                                             | 701987-141        |
|      | For use in the United Kingdom and Singapore                                   | 701987-031        |
|      | For use in the United States                                                  | 701987-001        |
|      | For use only on computer models equipped with the Windows 7 operating system: |                   |
|      | For use in Belgium                                                            | 690401-A41        |
|      | For use in Brazil                                                             | 690401-201        |
|      | For use in Bulgaria                                                           | 690401-261        |
|      | For use in Canada                                                             | 690401-DB1        |
|      | For use in the Czech Republic and Slovakia                                    | 690401-FL1        |
|      | For use in Denmark                                                            | 690401-081        |
|      | For use in France                                                             | 690401-051        |
|      | For use in Germany                                                            | 690401-041        |
|      | For use in Greece                                                             | 690401-151        |
|      | For use in Hungary                                                            | 690401-211        |
|      | For use in Iceland                                                            | 690401-DD1        |
|      | For use in India                                                              | 690401-D61        |
|      | For use in Israel                                                             | 690401-BB1        |
|      | For use in Italy                                                              | 690401-061        |
|      | For use in Japan                                                              | 690401-291        |
|      | For use in Latin America                                                      | 690401-161        |
|      | For use in the Netherlands                                                    | 690401-B31        |
|      | For use in Northwest Africa                                                   | 690401-FP1        |
|      | For use in Norway                                                             | 690401-091        |
|      | For use in Portugal                                                           | 690401-131        |
|      | For use in Romania                                                            | 690401-271        |

| Item | Component                                                                                                                  | Spare part number |
|------|----------------------------------------------------------------------------------------------------------------------------|-------------------|
|      | For use in Russia                                                                                                          | 690401-251        |
|      | For use in Saudi Arabia                                                                                                    | 690401-171        |
|      | For use in Slovenia                                                                                                        | 690401-261        |
|      | For use in South Korea                                                                                                     | 690401-AD1        |
|      | For use in Spain                                                                                                           | 690401-071        |
|      | For use in Sweden and Finland                                                                                              | 690401-B71        |
|      | For use in Switzerland                                                                                                     | 690401-BG1        |
|      | For use in Taiwan                                                                                                          | 690401-AB1        |
|      | For use in Thailand                                                                                                        | 690401-281        |
|      | For use in Turkey                                                                                                          | 690401-141        |
|      | For use in the United Kingdom and Singapore                                                                                | 690401-031        |
|      | For use in the United States                                                                                               | 690401-001        |
|      | <b>Keyboard</b> without pointing stick for use on HP EliteBook 6570b Notebook PC computer models (includes keyboard cable) |                   |
|      | For use only on computer models equipped with the Windows 8 operating system:                                              |                   |
|      | For use in Belgium                                                                                                         | 701988-A41        |
|      | For use in Brazil                                                                                                          | 701988-201        |
|      | For use in Bulgaria                                                                                                        | 701988-261        |
|      | For use in Canada                                                                                                          | 701988-DB1        |
|      | For use in the Czech Republic and Slovakia                                                                                 | 701988-FL1        |
|      | For use in Denmark                                                                                                         | 701988-081        |
|      | For use in France                                                                                                          | 701988-051        |
|      | For use in Germany                                                                                                         | 701988-041        |
|      | For use in Greece                                                                                                          | 701988-151        |
|      | For use in Hungary                                                                                                         | 701988-211        |
|      | For use in Iceland                                                                                                         | 701988-DD1        |
|      | For use in India                                                                                                           | 701988-D61        |
|      | For use in Israel                                                                                                          | 701988-BB1        |
|      | For use in Italy                                                                                                           | 701988-061        |
|      | For use in Japan                                                                                                           | 701988-291        |
|      | For use in Latin America                                                                                                   | 701988-161        |
|      | For use in the Netherlands                                                                                                 | 701988-B31        |
|      | For use in Norway                                                                                                          | 701988-091        |

| Item | Component                                                                     | Spare part number |
|------|-------------------------------------------------------------------------------|-------------------|
|      | For use in Northwest Africa                                                   | 701988-FP1        |
|      | For use in Portugal                                                           | 701988-131        |
|      | For use in Romania                                                            | 701988-271        |
|      | For use in Russia                                                             | 701988-251        |
|      | For use in Saudi Arabia                                                       | 701988-171        |
|      | For use in Slovenia                                                           | 701988-BA1        |
|      | For use in South Korea                                                        | 701988-AD1        |
|      | For use in Spain                                                              | 701988-071        |
|      | For use in Sweden and Finland                                                 | 701988-B71        |
|      | For use in Switzerland                                                        | 701988-BG1        |
|      | For use in Taiwan                                                             | 701988-AB1        |
|      | For use in Thailand                                                           | 701988-281        |
|      | For use in Turkey                                                             | 701988-141        |
|      | For use in the United Kingdom and Singapore                                   | 701988-031        |
|      | For use in the United States                                                  | 701988-001        |
|      | For use only on computer models equipped with the Windows 7 operating system: |                   |
|      | For use in Belgium                                                            | 690402-A41        |
|      | For use in Brazil                                                             | 690402-201        |
|      | For use in Bulgaria                                                           | 690402-261        |
|      | For use in Canada                                                             | 690402-DB1        |
|      | For use in the Czech Republic and Slovakia                                    | 690402-FL1        |
|      | For use in Denmark                                                            | 690402-081        |
|      | For use in France                                                             | 690402-051        |
|      | For use in Germany                                                            | 690402-041        |
|      | For use in Hungary                                                            | 690402-211        |
|      | For use in Iceland                                                            | 690402-DD1        |
|      | For use in India                                                              | 690402-D61        |
|      | For use in Israel                                                             | 690402-BB1        |
|      | For use in Italy                                                              | 690402-061        |
|      | For use in Japan                                                              | 690402-291        |
|      | For use in Latin America                                                      | 690402-161        |
|      | For use in the Netherlands                                                    | 690402-B31        |

| Item       | Component                                                                                                                                                                                                                                                                    | Spare part number |
|------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------|
|            | For use in Northwest Africa                                                                                                                                                                                                                                                  | 690402-FP1        |
|            | For use in Norway                                                                                                                                                                                                                                                            | 690402-091        |
|            | For use in Portugal                                                                                                                                                                                                                                                          | 690402-131        |
|            | For use in Romania                                                                                                                                                                                                                                                           | 690402-271        |
|            | For use in Russia                                                                                                                                                                                                                                                            | 690402-251        |
|            | For use in Saudi Arabia                                                                                                                                                                                                                                                      | 690402-171        |
|            | For use in Slovenia                                                                                                                                                                                                                                                          | 690402-261        |
|            | For use in South Korea                                                                                                                                                                                                                                                       | 690402-AD1        |
|            | For use in Spain                                                                                                                                                                                                                                                             | 690402-071        |
|            | For use in Sweden and Finland                                                                                                                                                                                                                                                | 690402-B71        |
|            | For use in Switzerland                                                                                                                                                                                                                                                       | 690402-BG1        |
|            | For use in Taiwan                                                                                                                                                                                                                                                            | 690402-AB1        |
|            | For use in Thailand                                                                                                                                                                                                                                                          | 690402-281        |
|            | For use in Turkey                                                                                                                                                                                                                                                            | 690402-141        |
|            | For use in the United Kingdom and Singapore                                                                                                                                                                                                                                  | 690402-031        |
|            | For use in the United States                                                                                                                                                                                                                                                 | 690402-001        |
| <b>(3)</b> | <b>Top cover</b> (includes TouchPad):                                                                                                                                                                                                                                        |                   |
|            | For use on HP EliteBook 8570p Notebook PC computer models:                                                                                                                                                                                                                   |                   |
|            | Equipped with a pointing stick and a fingerprint reader                                                                                                                                                                                                                      | 641207-001        |
|            | Equipped with a pointing stick but not a fingerprint reader                                                                                                                                                                                                                  | 641208-001        |
|            | For use on HP EliteBook 6570b Notebook PC computer models:                                                                                                                                                                                                                   |                   |
|            | Equipped with a pointing stick and a fingerprint reader                                                                                                                                                                                                                      | 686316-001        |
|            | Equipped with a pointing stick but not a fingerprint reader                                                                                                                                                                                                                  | 686317-001        |
| <b>(4)</b> | <b>Fan</b> (includes cable)                                                                                                                                                                                                                                                  | 686311-001        |
| <b>(5)</b> | <b>Heat sink</b> (includes replacement thermal material):                                                                                                                                                                                                                    |                   |
|            | For use only on computer models equipped with a graphics subsystem with discrete memory                                                                                                                                                                                      | 686310-001        |
|            | For use only on computer models equipped with a graphics subsystem with UMA memory                                                                                                                                                                                           | 686309-001        |
| <b>(6)</b> | <b>System board</b> (includes replacement thermal material):                                                                                                                                                                                                                 |                   |
|            | For use only on HP EliteBook 8570p Notebook PC computer models equipped with the QM77 chipset, a graphics subsystem with discrete memory, and the Windows 8 Professional operating system in all countries and regions except the People's Republic of China and the Ukraine | 686970-601        |

| Item | Component                                                                                                                                                                                                                                                                                   | Spare part number |
|------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------|
|      | For use only on HP EliteBook 8570p Notebook PC computer models equipped with the QM77 chipset, a graphics subsystem with discrete memory, and the Windows 8 Standard operating system in all countries and regions except the People's Republic of China and the Ukraine                    | 686970-501        |
|      | For use only on HP EliteBook 8570p Notebook PC computer models equipped with the QM77 chipset, a graphics subsystem with discrete memory, and the Windows 7 operating system in all countries and regions except the People's Republic of China and the Ukraine                             | 686970-001        |
|      | For use only on HP EliteBook 8570p Notebook PC computer models equipped with the QM77 chipset, a graphics subsystem with discrete memory, and the Windows 8 Professional operating system only in the People's Republic of China and the Ukraine                                            | 690021-601        |
|      | For use only on HP EliteBook 8570p Notebook PC computer models equipped with the QM77 chipset, a graphics subsystem with discrete memory, and the Windows 8 Standard operating system only in the People's Republic of China and the Ukraine                                                | 690021-501        |
|      | For use only on HP EliteBook 8570p Notebook PC computer models equipped with the QM77 chipset, a graphics subsystem with discrete memory, and the Windows 7 operating system only in the People's Republic of China and the Ukraine                                                         | 690021-001        |
|      | For use only on HP EliteBook 8570p Notebook PC computer models equipped with the QM77 chipset, a graphics subsystem with UMA memory, and the Windows 8 Professional operating system in all countries and regions except the People's Republic of China and the Ukraine                     | 686971-601        |
|      | For use only on HP EliteBook 8570p Notebook PC computer models equipped with the QM77 chipset, a graphics subsystem with UMA memory, and the Windows 8 Standard operating system in all countries and regions except the People's Republic of China and the Ukraine                         | 686971-501        |
|      | For use only on HP EliteBook 8570p Notebook PC computer models equipped with the QM77 chipset, a graphics subsystem with UMA memory, and the Windows 7 operating system in all countries and regions except the People's Republic of China and the Ukraine                                  | 686971-001        |
|      | For use only on HP EliteBook 8570p Notebook PC computer models equipped with the QM77 chipset, a graphics subsystem with UMA memory, and the Windows 8 Professional operating system only in the People's Republic of China and the Ukraine                                                 | 690022-601        |
|      | For use only on HP EliteBook 8570p Notebook PC computer models equipped with the QM77 chipset, a graphics subsystem with UMA memory, and the Windows 8 Standard operating system only in the People's Republic of China and the Ukraine                                                     | 690022-501        |
|      | For use only on HP EliteBook 8570p Notebook PC computer models equipped with the QM77 chipset, a graphics subsystem with UMA memory, and the Windows 7 operating system only in the People's Republic of China and the Ukraine                                                              | 690022-001        |
|      | For use only on HP ProBook 6570b Notebook PC computer models equipped with the QM77 chipset, a graphics subsystem with discrete memory, WWAN capability, and the Windows 8 Professional operating system in all countries and regions except the People's Republic of China and the Ukraine | 686976-601        |
|      | For use only on HP ProBook 6570b Notebook PC computer models equipped with the QM77 chipset, a graphics subsystem with discrete memory, WWAN capability, and the Windows 8 Standard operating system in all countries and regions except the People's Republic of China and the Ukraine     | 686976-501        |

| Item | Component                                                                                                                                                                                                                                                                                                     | Spare part number |
|------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------|
|      | For use only on HP ProBook 6570b Notebook PC computer models equipped with the QM77 chipset, a graphics subsystem with discrete memory, WWAN capability, and the Windows 7 operating system in all countries and regions except the People's Republic of China and the Ukraine                                | 686976-001        |
|      | For use only on HP ProBook 6570b Notebook PC computer models equipped with the QM77 chipset, a graphics subsystem with discrete memory, WWAN capability, and the Windows 8 Professional operating system only in the People's Republic of China and the Ukraine                                               | 690027-601        |
|      | For use only on HP ProBook 6570b Notebook PC computer models equipped with the QM77 chipset, a graphics subsystem with discrete memory, WWAN capability, and the Windows 8 Standard operating system only in the People's Republic of China and the Ukraine                                                   | 690027-501        |
|      | For use only on HP ProBook 6570b Notebook PC computer models equipped with the QM77 chipset, a graphics subsystem with discrete memory, WWAN capability, and the Windows 7 operating system only in the People's Republic of China and the Ukraine                                                            | 690027-001        |
|      | For use only on HP ProBook 6570b Notebook PC computer models equipped with the QM77 chipset, a graphics subsystem with UMA memory, WWAN capability, and the Windows 8 Professional operating system in all countries and regions except the People's Republic of China and the Ukraine                        | 686974-601        |
|      | For use only on HP ProBook 6570b Notebook PC computer models equipped with the QM77 chipset, a graphics subsystem with UMA memory, WWAN capability, and the Windows 8 Standard operating system in all countries and regions except the People's Republic of China and the Ukraine                            | 686974-501        |
|      | For use only on HP ProBook 6570b Notebook PC computer models equipped with the QM77 chipset, a graphics subsystem with UMA memory, WWAN capability, and the Windows 7 operating system in all countries and regions except the People's Republic of China and the Ukraine                                     | 686974-001        |
|      | For use only on HP ProBook 6570b Notebook PC computer models equipped with the QM77 chipset, a graphics subsystem with UMA memory, WWAN capability, and the Windows 8 Professional operating system only in the People's Republic of China and the Ukraine                                                    | 690025-601        |
|      | For use only on HP ProBook 6570b Notebook PC computer models equipped with the QM77 chipset, a graphics subsystem with UMA memory, WWAN capability, and the Windows 8 Standard operating system only in the People's Republic of China and the Ukraine                                                        | 690025-501        |
|      | For use only on HP ProBook 6570b Notebook PC computer models equipped with the QM77 chipset, a graphics subsystem with UMA memory, WWAN capability, and the Windows 7 operating system only in the People's Republic of China and the Ukraine                                                                 | 690025-001        |
|      | For use only on HP ProBook 6570b Notebook PC computer models equipped with the QM77 chipset, a graphics subsystem with UMA memory, and the Windows 8 Professional operating system in all countries and regions except the People's Republic of China and the Ukraine (includes replacement thermal material) | 703887-601        |
|      | For use only on HP ProBook 6570b Notebook PC computer models equipped with the QM77 chipset, a graphics subsystem with UMA memory, and the Windows 8 Standard operating system in all countries and regions except the People's Republic of China and the Ukraine (includes replacement thermal material)     | 703887-501        |

| Item | Component                                                                                                                                                                                                                                                                                        | Spare part number |
|------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------|
|      | For use only on HP ProBook 6570b Notebook PC computer models equipped with the QM77 chipset, a graphics subsystem with UMA memory, and the Windows 7 operating system in all countries and regions except the People's Republic of China and the Ukraine (includes replacement thermal material) | 703887-001        |
|      | For use only on HP ProBook 6570b Notebook PC computer models equipped with the HM76 chipset, a graphics subsystem with discrete memory, WWAN capability, and the Windows 8 Professional operating system in all countries and regions except the People's Republic of China and the Ukraine      | 686975-601        |
|      | For use only on HP ProBook 6570b Notebook PC computer models equipped with the HM76 chipset, a graphics subsystem with discrete memory, WWAN capability, and the Windows 8 Standard operating system in all countries and regions except the People's Republic of China and the Ukraine          | 686975-501        |
|      | For use only on HP ProBook 6570b Notebook PC computer models equipped with the HM76 chipset, a graphics subsystem with discrete memory, WWAN capability, and the Windows 7 operating system in all countries and regions except the People's Republic of China and the Ukraine                   | 686975-001        |
|      | For use only on HP ProBook 6570b Notebook PC computer models equipped with the HM76 chipset, a graphics subsystem with discrete memory, WWAN capability, and the Windows 8 Professional operating system only in the People's Republic of China and the Ukraine                                  | 690026-601        |
|      | For use only on HP ProBook 6570b Notebook PC computer models equipped with the HM76 chipset, a graphics subsystem with discrete memory, WWAN capability, and the Windows 8 Standard operating system only in the People's Republic of China and the Ukraine                                      | 690026-501        |
|      | For use only on HP ProBook 6570b Notebook PC computer models equipped with the HM76 chipset, a graphics subsystem with discrete memory, WWAN capability, and the Windows 7 operating system only in the People's Republic of China and the Ukraine                                               | 690026-001        |
|      | For use only on HP ProBook 6570b Notebook PC computer models equipped with the HM76 chipset, a graphics subsystem with UMA memory, WWAN capability, and the Windows 8 Professional operating system in all countries and regions except the People's Republic of China and the Ukraine           | 686973-601        |
|      | For use only on HP ProBook 6570b Notebook PC computer models equipped with the HM76 chipset, a graphics subsystem with UMA memory, WWAN capability, and the Windows 8 Standard operating system in all countries and regions except the People's Republic of China and the Ukraine               | 686973-501        |
|      | For use only on HP ProBook 6570b Notebook PC computer models equipped with the HM76 chipset, a graphics subsystem with UMA memory, WWAN capability, and the Windows 7 operating system in all countries and regions except the People's Republic of China and the Ukraine                        | 686973-001        |
|      | For use only on HP ProBook 6570b Notebook PC computer models equipped with the HM76 chipset, a graphics subsystem with UMA memory, WWAN capability, and the Windows 8 Professional operating system only in the People's Republic of China and the Ukraine                                       | 690024-601        |
|      | For use only on HP ProBook 6570b Notebook PC computer models equipped with the HM76 chipset, a graphics subsystem with UMA memory, WWAN capability, and the Windows 8 Standard operating system only in the People's Republic of China and the Ukraine                                           | 690024-501        |

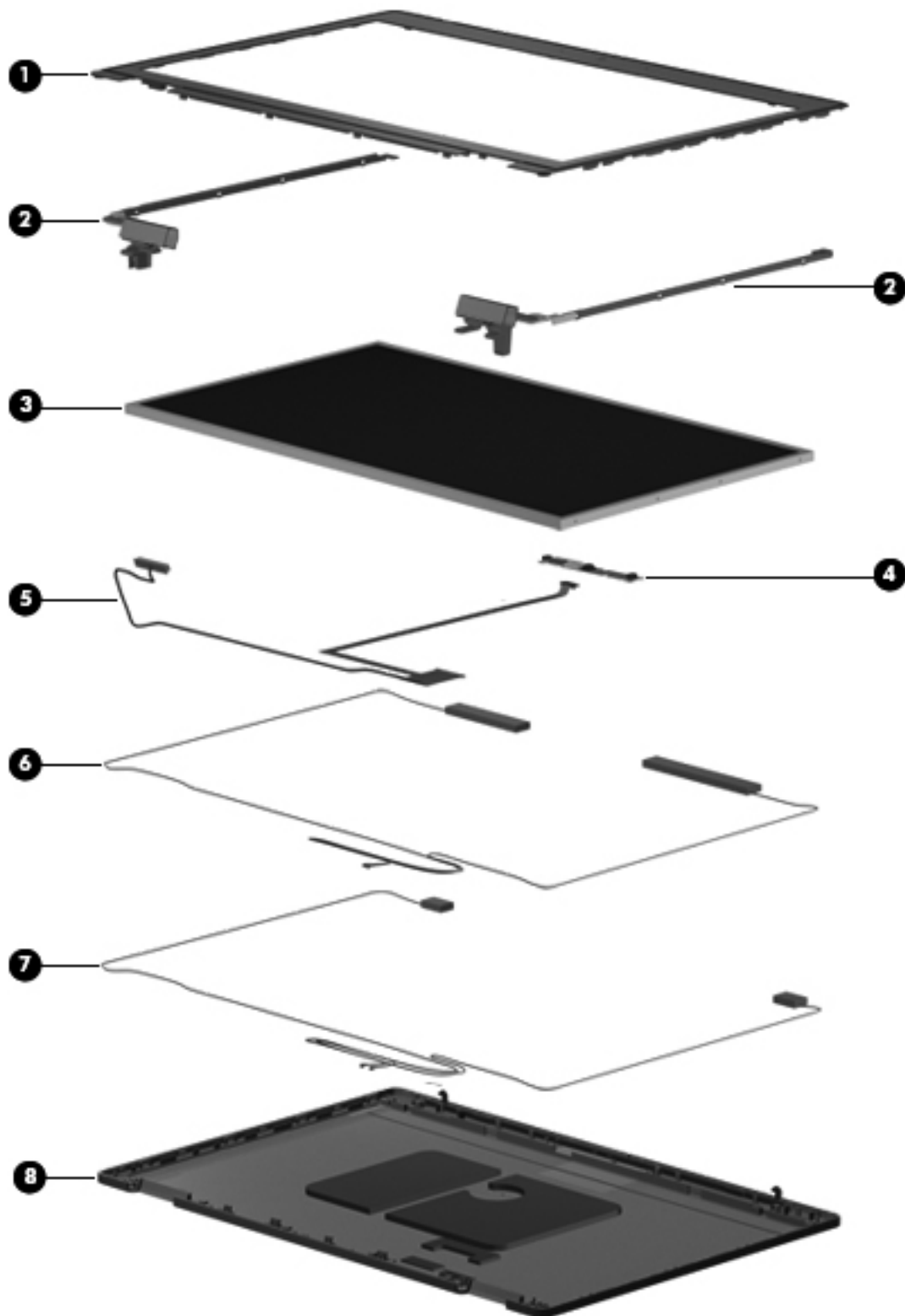
| Item       | Component                                                                                                                                                                                                                                                             | Spare part number |
|------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------|
|            | For use only on HP ProBook 6570b Notebook PC computer models equipped with the HM76 chipset, a graphics subsystem with UMA memory, WWAN capability, and the Windows 7 operating system only in the People's Republic of China and the Ukraine                         | 690024-001        |
|            | For use only on HP ProBook 6570b Notebook PC computer models equipped with the HM76 chipset, a graphics subsystem with UMA memory, and the Windows 8 Professional operating system in all countries and regions except the People's Republic of China and the Ukraine | 686972-601        |
|            | For use only on HP ProBook 6570b Notebook PC computer models equipped with the HM76 chipset, a graphics subsystem with UMA memory, and the Windows 8 Standard operating system in all countries and regions except the People's Republic of China and the Ukraine     | 686972-501        |
|            | For use only on HP ProBook 6570b Notebook PC computer models equipped with the HM76 chipset, a graphics subsystem with UMA memory, and the Windows 7 operating system in all countries and regions except the People's Republic of China and the Ukraine              | 686972-001        |
|            | For use only on HP ProBook 6570b Notebook PC computer models equipped with the HM76 chipset, a graphics subsystem with UMA memory, and the Windows 8 Professional operating system only in the People's Republic of China and the Ukraine                             | 690023-601        |
|            | For use only on HP ProBook 6570b Notebook PC computer models equipped with the HM76 chipset, a graphics subsystem with UMA memory, and the Windows 8 Standard operating system only in the People's Republic of China and the Ukraine                                 | 690023-501        |
|            | For use only on HP ProBook 6570b Notebook PC computer models equipped with the HM76 chipset, a graphics subsystem with UMA memory, and the Windows 7 operating system only in the People's Republic of China and the Ukraine                                          | 690023-001        |
| <b>(7)</b> | <b>Speaker assembly</b> (includes cable)                                                                                                                                                                                                                              | 641186-001        |
| <b>(8)</b> | <b>Processor</b> (includes replacement thermal material):                                                                                                                                                                                                             |                   |
|            | Intel Quad Core i7-3740QM 2.70-GHz processor (SC turbo up to 3.70-GHz; 1600-MHz FSB, 6.0-MB L3 cache, 45 W) for use only on HP EliteBook 8570p Notebook PC computer models                                                                                            | 702840-001        |
|            | Intel Quad Core i7-3720QM 2.60-GHz processor (SC turbo up to 3.60-GHz; 1600-MHz FSB, 6.0-MB L3 cache, 45 W) for use only on HP EliteBook 8570p Notebook PC computer models                                                                                            | 681283-001        |
|            | Intel Quad Core i7-3630QM 2.40-GHz processor (SC turbo up to 3.40-GHz; 1600-MHz FSB, 6.0-MB L3 cache, 45 W) for use only on HP EliteBook 8570p Notebook PC computer models                                                                                            | 702081-001        |
|            | Intel Quad Core i7-3610QM 2.30-GHz processor (SC turbo up to 3.30-GHz; 1600-MHz FSB, 6.0-MB L3 cache, 45 W) for use only on HP EliteBook 8570p Notebook PC computer models                                                                                            | 680646-001        |
|            | Intel Dual Core i7-3540M 3.00-GHz processor (SC turbo up to 3.70-GHz; 1600-MHz FSB, 4.0-MB L3 cache, 45 W) for use on all computer models                                                                                                                             | 710787-001        |
|            | Intel Dual Core i7-3520M 2.90-GHz processor (SC turbo up to 3.60-GHz; 1600-MHz FSB, 4.0-MB L3 cache, 35 W) for use on all computer models                                                                                                                             | 681954-001        |
|            | Intel Dual Core i5-3380M 2.90-GHz processor (SC turbo up to 3.60-GHz; 1600-MHz FSB, 3.0-MB L3 cache, 35 W) for use on all computer models                                                                                                                             | 708762-001        |

| Item | Component                                                                                                                                                                                                                                                                                                             | Spare part number |
|------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------|
|      | Intel Dual Core i5-3360M 2.80-GHz processor (SC turbo up to 3.50-GHz; 1600-MHz FSB, 3.0-MB L3 cache, 35 W) for use on all computer models                                                                                                                                                                             | 681953-001        |
|      | Intel Dual Core i5-3340M 2.70-GHz processor (SC turbo up to 3.40-GHz; 1600-MHz FSB, 3.0-MB L3 cache, 35 W) for use on all computer models                                                                                                                                                                             | 708761-001        |
|      | Intel Dual Core i5-3320M 2.60-GHz processor (SC turbo up to 3.30-GHz; 1600-MHz FSB, 3.0-MB L3 cache, 35 W) for use on all computer models                                                                                                                                                                             | 681952-001        |
|      | Intel Dual Core i5-3230M 2.60-GHz processor (SC turbo up to 3.20-GHz; 1600-MHz FSB, 3.0-MB L3 cache, 35 W) for use on all computer models                                                                                                                                                                             | 711903-001        |
|      | Intel Dual Core i5-3210M 2.50-GHz processor (SC turbo up to 3.10-GHz; 1600-MHz FSB, 3.0-MB L3 cache, 35 W) for use on all computer models                                                                                                                                                                             | 680645-001        |
|      | Intel Dual Core i3-3130M 2.60-GHz processor (1333-MHz FSB, 3.0-MB L3 cache, 35 W) for use only on HP ProBook 6570b Notebook PC computer models                                                                                                                                                                        | 713163-001        |
|      | Intel Dual Core i3-3120M 2.50-GHz processor (1333-MHz FSB, 3.0-MB L3 cache, 35 W) for use only on HP ProBook 6570b Notebook PC computer models                                                                                                                                                                        | 700627-001        |
|      | Intel Dual Core i3-3110M 2.40-GHz processor (1600-MHz FSB, 3.0-MB L3 cache, 35 W) for use only on HP ProBook 6570b Notebook PC computer models                                                                                                                                                                        | 682417-001        |
|      | Intel Dual Core i3-2370M 2.40-GHz processor (1333-MHz FSB, 3.0-MB L3 cache, 35 W) for use only on HP ProBook 6570b Notebook PC computer models                                                                                                                                                                        | 677152-001        |
| (9)  | <b>Modem module</b> (does not include the modem module cable)<br><br><b>NOTE:</b> The modem module cable is included in the Cable Kits, spare part numbers 686308-001 (for use only on HP EliteBook 8570p Notebook PC computer models) and 686307-001 (for use only on HP ProBook 6570b Notebook PC computer models). | 628824-001        |
| (10) | <b>Function board</b>                                                                                                                                                                                                                                                                                                 | 686313-001        |
| (11) | <b>USB board</b>                                                                                                                                                                                                                                                                                                      | 686314-001        |
| (12) | <b>Base enclosure</b> (includes rubber feet, service cover release latch assembly, and battery release latch assembly)                                                                                                                                                                                                |                   |
|      | For use only on HP EliteBook 8570p Notebook PC computer models                                                                                                                                                                                                                                                        | 641182-001        |
|      | For use only on HP ProBook 6570b Notebook PC computer models                                                                                                                                                                                                                                                          | 644695-001        |
|      | <b>Rubber Kit</b> (includes display bezel left and right rubber screw covers, base enclosure front and rear rubber screw covers, top cover rubber bumper):                                                                                                                                                            |                   |
|      | For use only on HP EliteBook 8570p Notebook PC computer models                                                                                                                                                                                                                                                        | 641192-001        |
|      | For use only on HP ProBook 6570b Notebook PC computer models                                                                                                                                                                                                                                                          | 646608-001        |
| (13) | <b>Battery</b> (Li ion):                                                                                                                                                                                                                                                                                              |                   |
|      | 9-cell, 100-Wh, 3.0-Ah                                                                                                                                                                                                                                                                                                | 631243-001        |
|      | 9-cell, 73-Wh, 2.2-Ah                                                                                                                                                                                                                                                                                                 | 634089-001        |
|      | 6-cell, 62-Wh, 2.8-Ah                                                                                                                                                                                                                                                                                                 | 628668-001        |
|      | 6-cell, 55-Wh, 2.8-Ah                                                                                                                                                                                                                                                                                                 | 628670-001        |
|      | 3-cell, 31-Wh, 2.8-Ah                                                                                                                                                                                                                                                                                                 | 628664-001        |

| Item | Component                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | Spare part number                                                                  |
|------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------|
| (14) | <b>Bluetooth module</b> 4.0 EDR (does not include the Bluetooth module cable)<br><br><b>NOTE:</b> The Bluetooth module cable is included in the Cable Kits, spare part numbers 686308-001 (for use only on HP EliteBook 8570p Notebook PC computer models) and 686307-001 (for use only on HP ProBook 6570b Notebook PC computer models).                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | 655792-001                                                                         |
| (15) | <b>Memory modules</b> (2, PC3, 12800, 1600-MHz):<br><br>8-GB memory module<br><br>8-GB memory module (PC3L)<br><br>4-GB memory module<br><br>4-GB Samsung locked memory module<br><br>2-GB memory module                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | 670034-001<br><br>693374-001<br><br>641369-001<br><br>707031-001<br><br>652972-001 |
| (16) | <b>WLAN module:</b><br><br>Atheros WB225 1×1 802.11b/g/n Bluetooth Combo Adapter<br><br>Broadcom 43228 802.11abgn 2×2 Wi-Fi Adapter<br><br>Intel Centrino Advanced-N 6205 WLAN module<br><br>Intel Centrino Ultimate-N 6300 WLAN module<br><br>Intel Centrino Wireless-N 2200 802.11b/g/n 2×2 Wi-Fi Adapter                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | 675794-001<br><br>669832-001<br><br>631954-001<br><br>572511-001<br><br>670288-001 |
| (17) | <b>WWAN module:</b><br><br>HP hs2350 HSPA+ Mobile Broadband Module<br><br>HP lt2523 LTE/HSPA+ Mobile Broadband Module<br><br>HP lt2522 LTE/EV-DO Mobile Broadband Module<br><br>HP un2430 EV-DO/HSPA Mini Card<br><br>HP un2430 EV-DO/HSPA Mobile Broadband Module                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | 668969-001<br><br>710790-001<br><br>710789-001<br><br>702080-001<br><br>634400-001 |
| (18) | <b>RTC battery</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | 652650-001                                                                         |
| (19) | <b>Optical drive</b> (includes optical drive bezel and optical drive bracket)<br><br>Blu-ray ROM DVD±RW SuperMulti DL Drive for use only on HP EliteBook 8570p Notebook PC computer models (includes optical drive bezel and optical drive bracket)<br><br>DVD±RW Double-Layer with SuperMulti Drive for use only on HP EliteBook 8570p Notebook PC computer models (includes optical drive bezel and optical drive bracket)<br><br>DVD-ROM Drive for use only on HP EliteBook 8570p Notebook PC computer models (includes optical drive bezel and optical drive bracket)<br><br>Blu-ray ROM DVD±RW SuperMulti DL Drive for use only on HP ProBook 6570b Notebook PC computer models (includes optical drive bezel and optical drive bracket)<br><br>DVD±RW Double-Layer with SuperMulti Drive for use only on HP ProBook 6570b Notebook PC computer models (includes optical drive bezel and optical drive bracket) | 690411-001<br><br>690410-001<br><br>690413-001<br><br>690409-001<br><br>690408-001 |

| Item        | Component                                                                                                                              | Spare part number |
|-------------|----------------------------------------------------------------------------------------------------------------------------------------|-------------------|
|             | DVD-ROM Drive for use only on HP ProBook 6570b Notebook PC computer models<br>(includes optical drive bezel and optical drive bracket) | 690412-001        |
| <b>(20)</b> | <b>Hard drive</b> (does not include hard drive bracket or screws):                                                                     |                   |
|             | 750-GB, 7200-rpm, 9.5-mm                                                                                                               | 633252-001        |
|             | 500-GB, 7200-rpm, 9.5-mm SED                                                                                                           | 683801-001        |
|             | 500-GB, 7200-rpm, 9.5-mm                                                                                                               | 634925-001        |
|             | 320-GB, 7200-rpm, 9.5-mm                                                                                                               | 634862-001        |
|             | <b>Hard Drive Hardware Kit</b> (not illustrated, includes hard drive bracket and screws)                                               | 644694-001        |

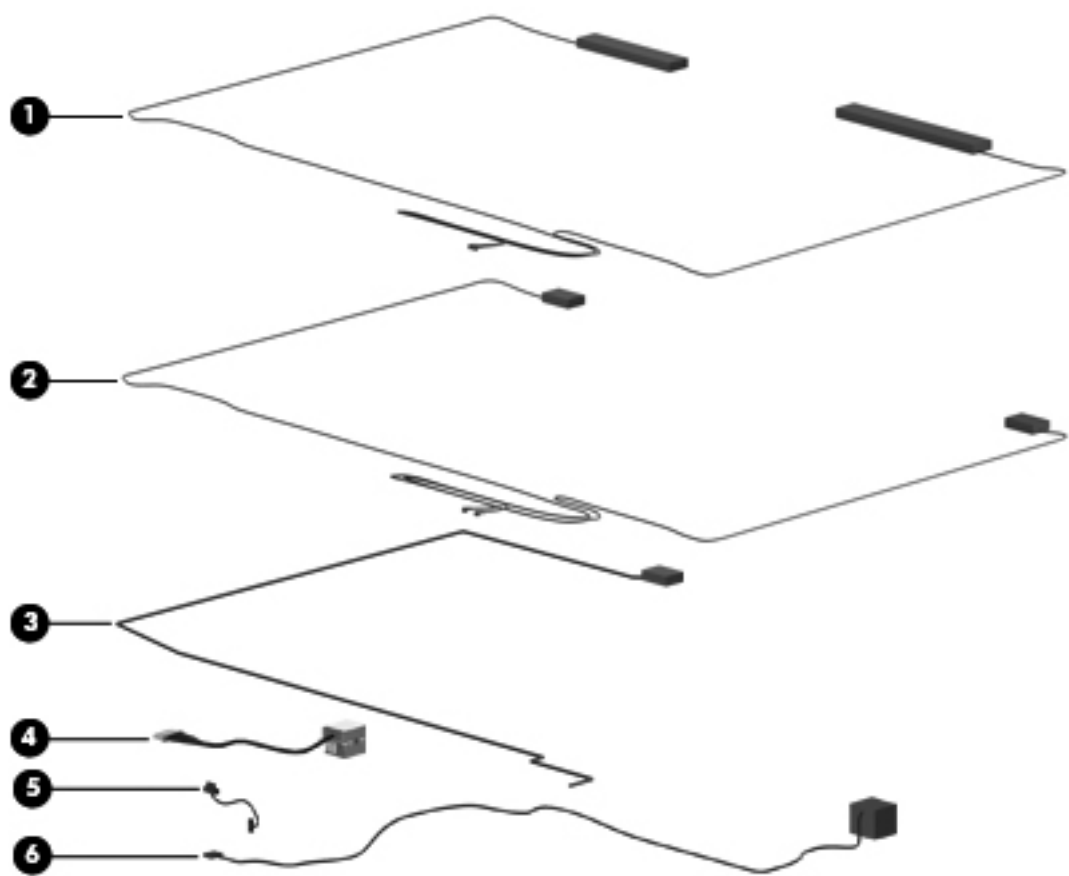
## Display assembly subcomponents



| Item       | Component                                                                                                                               | Spare part number |
|------------|-----------------------------------------------------------------------------------------------------------------------------------------|-------------------|
| <b>(1)</b> | <b>Display bezel:</b>                                                                                                                   |                   |
|            | For use only on HP EliteBook 8570p Notebook PC computer models                                                                          | 686304-001        |
|            | For use only on HP ProBook 6570b Notebook PC computer models                                                                            | 686303-001        |
| <b>(2)</b> | <b>Display Hinge Kit:</b>                                                                                                               |                   |
|            | For use only on HP EliteBook 8570p Notebook PC computer models (includes left and right hinges, brackets, hinge covers, and hinge caps) | 641193-001        |
|            | For use only on HP ProBook 6570b Notebook PC computer models (includes left and right hinges and left and right hinge covers)           | 647677-001        |
| <b>(3)</b> | <b>15.6-in, LED, AntiGlare display panel:</b>                                                                                           |                   |
|            | WVA, FHD, display panel                                                                                                                 | 690405-001        |
|            | WVA, HD+, display panel                                                                                                                 | 690404-001        |
|            | SVA, HD, display panel                                                                                                                  | 690403-001        |
| <b>(4)</b> | <b>Webcam/microphone module:</b>                                                                                                        |                   |
|            | With keyboard light for use only on HP EliteBook 8570p Notebook PC computer models                                                      | 699688-001        |
|            | Without keyboard light for use only on HP ProBook 6570b Notebook PC computer models                                                     | 699687-001        |
| <b>(5)</b> | <b>Display panel cable</b> (includes webcam/microphone module cable)                                                                    | 686898-001        |
|            | For use only on HP EliteBook 8570p Notebook PC computer models equipped with an FHD or HD+ display assembly                             | 686306-001        |
|            | For use only on HP EliteBook 8570p Notebook PC computer models equipped with an HD display assembly                                     | 686305-001        |
|            | For use only on HP ProBook 6570b Notebook PC computer models equipped with an FHD or HD+ display assembly                               | 646970-001        |
|            | For use only on HP ProBook 6570b Notebook PC computer models equipped with an HD display assembly                                       | 646969-001        |
| <b>(6)</b> | <b>WWAN antenna cables and transceivers:</b>                                                                                            |                   |
|            | Available in the Cable Kit:                                                                                                             |                   |
|            | For use only on HP EliteBook 8570p Notebook PC computer models                                                                          | 686308-001        |
|            | For use only on HP ProBook 6570b Notebook PC computer models                                                                            | 686307-001        |
|            | Available in the Display Panel Support Kit:                                                                                             |                   |
|            | For use only on HP EliteBook 8570p Notebook PC computer models                                                                          | 686312-001        |
|            | For use only on HP ProBook 6570b Notebook PC computer models                                                                            | 698942-001        |
| <b>(7)</b> | <b>WLAN antenna cables and transceivers:</b>                                                                                            |                   |
|            | Available in the Cable Kit:                                                                                                             |                   |
|            | For use only on HP EliteBook 8570p Notebook PC computer models                                                                          | 686308-001        |

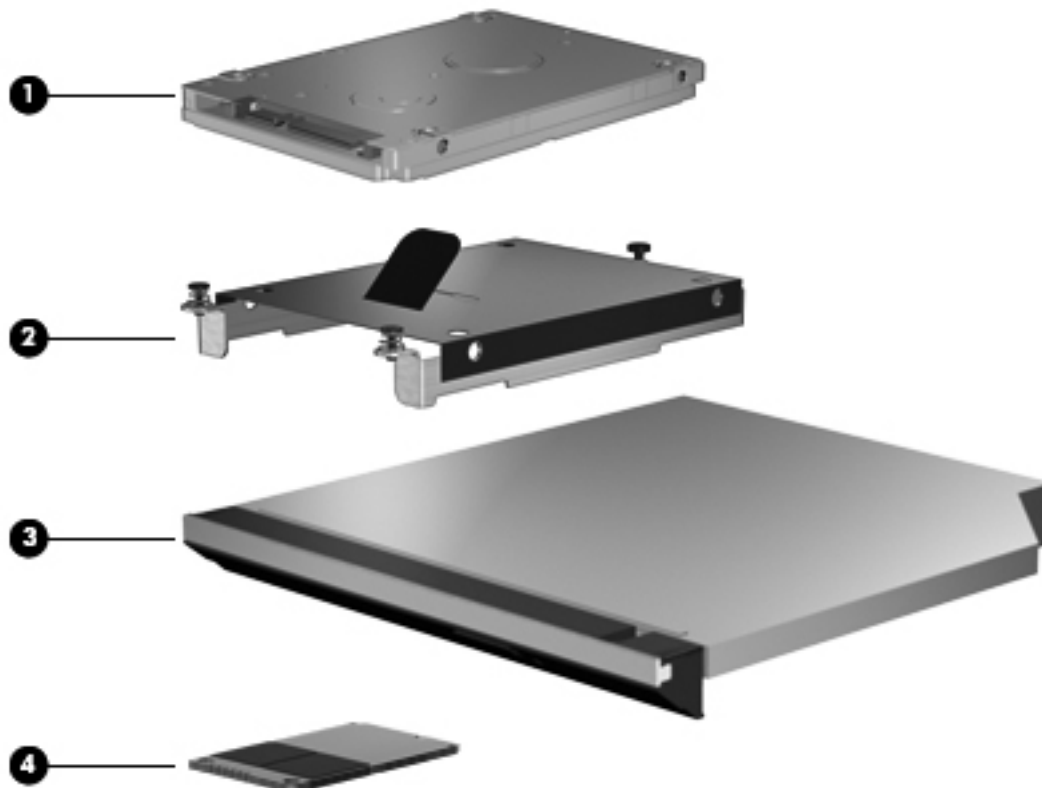
| Item       | Component                                                                                                                                                                   | Spare part number |
|------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------|
|            | For use only on HP ProBook 6570b Notebook PC computer models                                                                                                                | 686307-001        |
|            | Available in the Display Panel Support Kit:                                                                                                                                 |                   |
|            | For use only on HP EliteBook 8570p Notebook PC computer models                                                                                                              | 686312-001        |
|            | For use only on HP ProBook 6570b Notebook PC computer models                                                                                                                | 698942-001        |
| <b>(8)</b> | <b>Display enclosure</b> (included in the Display Panel Support Kit):                                                                                                       |                   |
|            | Display Panel Support Kit for use in HP EliteBook 8570p models (includes WLAN antenna cables and transceivers, WWAN antenna cables and transceivers, and display enclosure) | 686312-001        |
|            | Display Panel Support Kit for use in HP ProBook 6570b models (includes WLAN antenna cables and transceivers, WWAN antenna cables and transceivers, and display enclosure)   | 698942-001        |

# Cable Kit



| Item             | Component                                                      | Spare part number |
|------------------|----------------------------------------------------------------|-------------------|
| <b>Cable Kit</b> |                                                                |                   |
|                  | For use only on HP EliteBook 8570p Notebook PC computer models | 686308-001        |
|                  | For use only on HP ProBook 6570b Notebook PC computer models   | 686307-001        |
| Includes:        |                                                                |                   |
| (1)              | WWAN antenna transceivers and cables                           |                   |
| (2)              | WLAN antenna transceivers and cables                           |                   |
| (3)              | Multiple-input multiple-output (MIMO) antenna                  |                   |
| (4)              | Power connector cable                                          |                   |
| (5)              | Bluetooth module cable                                         |                   |
| (6)              | RJ-11 jack cable                                               |                   |

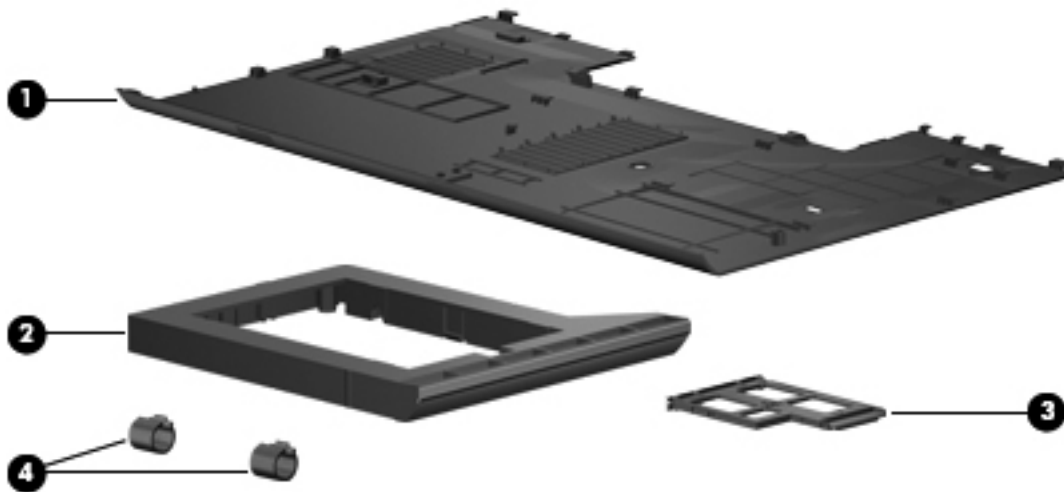
## Mass storage devices



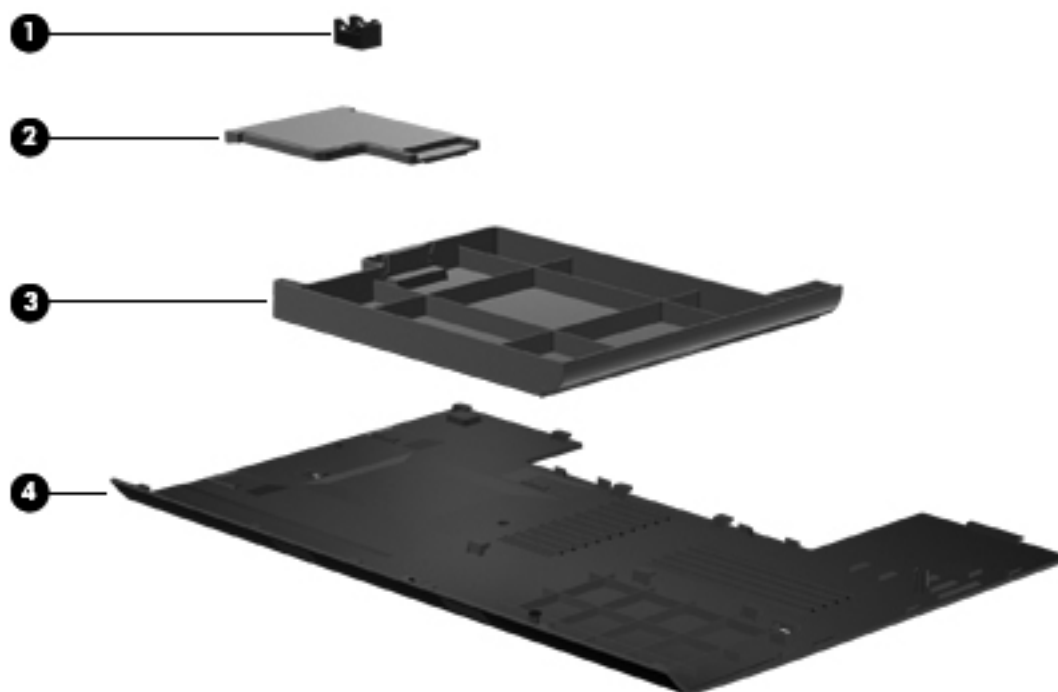
| Item | Description                                                                                              | Spare part number |
|------|----------------------------------------------------------------------------------------------------------|-------------------|
| (1)  | <b>Hard drive</b> (does not include hard drive bracket or screws):                                       |                   |
|      | 750-GB, 7200-rpm, 9.5-mm                                                                                 | 633252-001        |
|      | 500-GB, 7200-rpm, 9.5-mm SED                                                                             | 683801-001        |
|      | 500-GB, 7200-rpm, 9.5-mm                                                                                 | 634925-001        |
|      | 320-GB, 7200-rpm, 9.5-mm                                                                                 | 634862-001        |
|      | <b>Hard Drive Hardware Kit</b> , includes:                                                               | 644694-001        |
| (2)  | Hard drive bracket                                                                                       |                   |
|      | Hard drive bracket screws (not illustrated)                                                              |                   |
| (3)  | <b>Optical drive</b> (includes optical drive bezel and optical drive bracket)                            |                   |
|      | Blu-ray ROM DVD±RW SuperMulti DL Drive for use only on HP EliteBook 8570p Notebook PC computer models    | 690411-001        |
|      | DVD±RW Double-Layer with SuperMulti Drive for use only on HP EliteBook 8570p Notebook PC computer models | 690410-001        |
|      | DVD-ROM Drive for use only on HP EliteBook 8570p Notebook PC computer models                             | 690413-001        |
|      | Blu-ray ROM DVD±RW SuperMulti DL Drive for use only on HP ProBook 6570b Notebook PC computer models      | 690409-001        |

| Item       | Description                                                                                            | Spare part number |
|------------|--------------------------------------------------------------------------------------------------------|-------------------|
|            | DVD±RW Double-Layer with SuperMulti Drive for use only on HP ProBook 6570b Notebook PC computer models | 690408-001        |
|            | DVD-ROM Drive for use only on HP ProBook 6570b Notebook PC computer models                             | 690412-001        |
| <b>(4)</b> | <b>Solid-state drive</b> (does not include solid-state drive bracket or screws):                       |                   |
|            | 256-GB SED (for use only on HP EliteBook 8570p Notebook PC computer models)                            | 690407-001        |
|            | 240-GB                                                                                                 | 702243-001        |
|            | 180-GB                                                                                                 | 700372-001        |
|            | 160-GB                                                                                                 | 693298-001        |
|            | 128-GB                                                                                                 | 690406-001        |

## Plastics Kit



| Item       | Description                                                                                   | Spare part number |
|------------|-----------------------------------------------------------------------------------------------|-------------------|
|            | <b>Plastics Kit</b> for use only on HP EliteBook 8570p Notebook PC computer models, includes: | 641190-001        |
| <b>(1)</b> | Service cover (includes "made in China" label)                                                |                   |
| <b>(2)</b> | Optical drive bay space saver                                                                 |                   |
| <b>(3)</b> | ExpressCard slot space saver                                                                  |                   |
| <b>(4)</b> | Display assembly cable guide                                                                  |                   |



| Item | Description                                                                                   | Spare part number |
|------|-----------------------------------------------------------------------------------------------|-------------------|
|      | <b>Plastics Kit</b> for use only on HP EliteBook 6570b Notebook PC computer models, includes: | 646971-001        |
| (1)  | RJ-11 jack cover                                                                              |                   |
| (2)  | ExpressCard slot space saver                                                                  |                   |
| (3)  | Optical drive bay space saver                                                                 |                   |
| (4)  | Service cover (includes "made in China" label)                                                |                   |

## Miscellaneous parts

| Component                                   | Spare part number |
|---------------------------------------------|-------------------|
| <b>AC adapter:</b>                          |                   |
| 90-W HP Smart AC adapter (PFC, EM, 3-wire)  | 693713-001        |
| 90-W HP Smart AC adapter (PFC, 3-wire)      | 693712-001        |
| 65-W HP Smart AC adapter (non-PFC, 3-wire)  | 693711-001        |
| 65-W HP Smart AC adapter (RC/V, EM, 3-wire) | 693710-001        |
| <b>Carrying case:</b>                       |                   |
| Professional top load slim case             | 592923-001        |
| HP basic carrying case                      | 455084-001        |
| HP essential nylon case                     | 612757-001        |
| HP essential top load case                  | 679921-001        |
| <b>Notebook computer combination lock</b>   | 591699-001        |
| <b>Optical mouse</b>                        |                   |
| HP USB optical travel mouse                 | 434594-001        |
| HP USB/PS2 2-button optical mouse           | 390632-001        |
| <b>Power cord (3-pin, black, 1.83-m):</b>   |                   |
| For use in Argentina                        | 490371-D01        |
| For use in Australia                        | 490371-011        |
| For use in Brazil                           | 490371-202        |
| For use in Denmark                          | 490371-081        |
| For use in Europe                           | 490371-021        |
| For use in India                            | 490371-D61        |
| For use in Israel                           | 490371-BB1        |
| For use in Japan                            | 490371-291        |
| For use in North America                    | 490371-001        |
| For use in the People's Republic of China   | 490371-AA1        |
| For use in South Africa                     | 490371-AR1        |
| For use in South Korea                      | 490371-AD1        |
| For use in Switzerland                      | 490371-111        |
| For use in Taiwan                           | 490371-AB1        |
| For use in Thailand                         | 490371-201        |

| Component                                                                                     | Spare part number |
|-----------------------------------------------------------------------------------------------|-------------------|
| For use in the United Kingdom and Singapore                                                   | 490371-031        |
| <b>Screw Kit</b>                                                                              |                   |
| For use only on HP EliteBook 8570p Notebook PC computer models                                | 641191-001        |
| For use only on HP ProBook 6570b Notebook PC computer models                                  | 646972-001        |
| <b>Smart Card reader board</b> (for use only on HP ProBook 6570b Notebook PC computer models) | 686315-001        |

## Sequential part number listing

| Spare part number | Description                                                                                          |
|-------------------|------------------------------------------------------------------------------------------------------|
| 390632-001        | HP USB/PS2 2-button optical mouse                                                                    |
| 434594-001        | HP USB optical travel mouse                                                                          |
| 455084-001        | HP basic carrying case                                                                               |
| 490371-001        | Power cord for use on all computer models in North America (3-pin, black, 1.83-m)                    |
| 490371-011        | Power cord for use on all computer models in Australia (3-pin, black, 1.83-m)                        |
| 490371-021        | Power cord for use on all computer models in Europe (3-pin, black, 1.83-m)                           |
| 490371-031        | Power cord for use on all computer models in the United Kingdom and Singapore (3-pin, black, 1.83-m) |
| 490371-081        | Power cord for use on all computer models in Denmark (3-pin, black, 1.83-m)                          |
| 490371-111        | Power cord for use on all computer models in Switzerland (3-pin, black, 1.83-m)                      |
| 490371-201        | Power cord for use on all computer models in Thailand (3-pin, black, 1.83-m)                         |
| 490371-202        | Power cord for use on all computer models in Brazil (3-pin, black, 1.83-m)                           |
| 490371-291        | Power cord for use on all computer models in Japan (3-pin, black, 1.83-m)                            |
| 490371-AA1        | Power cord for use on all computer models in the People's Republic of China (3-pin, black, 1.83-m)   |
| 490371-AB1        | Power cord for use on all computer models in Taiwan (3-pin, black, 1.83-m)                           |
| 490371-AD1        | Power cord for use on all computer models in South Korea (3-pin, black, 1.83-m)                      |
| 490371-AR1        | Power cord for use on all computer models in South Africa (3-pin, black, 1.83-m)                     |
| 490371-BB1        | Power cord for use on all computer models in Israel (3-pin, black, 1.83-m)                           |
| 490371-D01        | Power cord for use on all computer models in Argentina (3-pin, black, 1.83-m)                        |
| 490371-D61        | Power cord for use on all computer models in India (3-pin, black, 1.83-m)                            |
| 572511-001        | Intel Centrino Ultimate-N 6300 WLAN module                                                           |
| 591699-001        | Notebook computer combination lock                                                                   |
| 592923-001        | Professional top load slim case                                                                      |

| Spare part number | Description                                                                                                                                                                                                                                                                                                    |
|-------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 612757-001        | HP essential nylon case                                                                                                                                                                                                                                                                                        |
| 628664-001        | 3-cell, 31-Wh, 2.80-Ah, Li-ion battery                                                                                                                                                                                                                                                                         |
| 628668-001        | 6-cell, 62-Wh, 2.80-Ah, Li-ion battery                                                                                                                                                                                                                                                                         |
| 628670-001        | 6-cell, 55-Wh, 2.80-Ah, Li-ion battery                                                                                                                                                                                                                                                                         |
| 628824-001        | Modem module (does not include the modem module cable)<br><br><b>NOTE:</b> The modem module cable is included in the Cable Kits, spare part numbers 686308-001 (for use only on HP EliteBook 8570p Notebook PC computer models) and 686307-001 (for use only on HP ProBook 6570b Notebook PC computer models). |
| 631243-001        | 9-cell, 100-Wh, 3.0-Ah, Li-ion battery                                                                                                                                                                                                                                                                         |
| 631954-001        | Intel Centrino Advanced-N 6205 WLAN module                                                                                                                                                                                                                                                                     |
| 633252-001        | 750-GB, 7200-rpm, 9.5-mm hard drive (does not include hard drive bracket or screws)<br><br><b>NOTE:</b> The hard drive bracket and screws are included in the Hard Drive Hardware Kit, spare part number 644694-001.                                                                                           |
| 634089-001        | 6-cell, 73-Wh, 2.20-Ah, Li-ion battery                                                                                                                                                                                                                                                                         |
| 634400-001        | HP un2430 EV-DO/HSPA Mobile Broadband Module                                                                                                                                                                                                                                                                   |
| 634862-001        | 320-GB, 7200-rpm, 9.5-mm hard drive (does not include hard drive bracket or screws)<br><br><b>NOTE:</b> The hard drive bracket and screws are included in the Hard Drive Hardware Kit, spare part number 644694-001.                                                                                           |
| 634925-001        | 500-GB, 7200-rpm, 9.5-mm hard drive (does not include hard drive bracket or screws)<br><br><b>NOTE:</b> The hard drive bracket and screws are included in the Hard Drive Hardware Kit, spare part number 644694-001.                                                                                           |
| 641182-001        | Base enclosure for use only on HP EliteBook 8570p Notebook PC computer models (includes rubber feet, service cover release latch assembly, and battery release latch assembly)                                                                                                                                 |
| 641186-001        | Speaker assembly (includes cable)                                                                                                                                                                                                                                                                              |
| 641190-001        | Plastics Kit for use only on HP EliteBook 8570p Notebook PC computer models (includes service cover with "made in China" label, optical drive bay space saver, ExpressCard bay space saver, and wireless antenna cable covers)                                                                                 |
| 641191-001        | Screw Kit for use only on HP EliteBook 8570p Notebook PC computer models                                                                                                                                                                                                                                       |
| 641192-001        | Rubber Kit for use only on HP EliteBook 8570p Notebook PC computer models (includes display bezel left and right rubber screw covers, base enclosure front and rear rubber screw covers, top cover rubber bumper)                                                                                              |
| 641193-001        | Display Hinge Kit for use only on HP EliteBook 8570p Notebook PC computer models (includes left and right hinges, brackets, hinge covers, and hinge caps)                                                                                                                                                      |
| 641207-001        | Top cover for use only on HP EliteBook 8570p Notebook PC computer models equipped with a pointing stick and a fingerprint reader (includes TouchPad)                                                                                                                                                           |
| 641208-001        | Top cover for use only on HP EliteBook 8570p Notebook PC computer models equipped with a pointing stick but not a fingerprint reader (includes TouchPad)                                                                                                                                                       |
| 641369-001        | 4-GB memory module (PC3, 12800, 1600-MHz)                                                                                                                                                                                                                                                                      |

| Spare part number | Description                                                                                                                                                                                                                                          |
|-------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 644694-001        | Hard Drive Hardware Kit (includes the hard drive bracket and screws)                                                                                                                                                                                 |
| 644695-001        | Base enclosure for use only on HP ProBook 6570b Notebook PC computer models (includes rubber feet, service cover release latch assembly, and battery release latch assembly)                                                                         |
| 646608-001        | Rubber Kit for use only on HP ProBook 6570b Notebook PC computer models (includes display bezel left and right rubber screw covers, base enclosure front and rear rubber screw covers, top cover rubber bumper)                                      |
| 646969-001        | Display panel cable for use only on HP ProBook 6570b Notebook PC computer models equipped with an HD display assembly (includes webcam/microphone module cable)                                                                                      |
| 646970-001        | Display panel cable for use only on HP ProBook 6570b Notebook PC computer models equipped with an FHD or HD+ display assembly (includes webcam/microphone module cable)                                                                              |
| 646971-001        | Plastics Kit for use only on HP ProBook 6570b Notebook PC computer models (includes service cover with “made in China” label, optical drive bay space saver, ExpressCard bay space saver, and RJ11 jack cover)                                       |
| 646972-001        | Screw Kit for use only on HP ProBook 6570b Notebook PC computer models                                                                                                                                                                               |
| 647677-001        | Display Hinge Kit for use only on HP ProBook 6570b Notebook PC computer models (includes left and right hinges and left and right hinge covers)                                                                                                      |
| 652650-001        | RTC battery                                                                                                                                                                                                                                          |
| 652972-001        | 2-GB memory module (PC3, 12800, 1600-MHz)                                                                                                                                                                                                            |
| 655792-001        | Bluetooth module 4.0 EDR (does not include the Bluetooth module cable)                                                                                                                                                                               |
|                   | <b>NOTE:</b> The Bluetooth module cable is included in the Cable Kits, spare part numbers 686308-001 (for use only on HP EliteBook 8570p Notebook PC computer models) and 686307-001 (for use only on HP ProBook 6570b Notebook PC computer models). |
| 664663-001        | Intel Celeron B840 1.90-GHz processor (1333-MHz FSB, 2.0-MB L3 cache, 35 W) for use only on HP ProBook 6570b Notebook PC computer models (includes replacement thermal material)                                                                     |
| 668969-001        | HP hs2350 HSPA+ Mobile Broadband Module                                                                                                                                                                                                              |
| 669832-001        | Broadcom 43228 802.11abgn 2x2 Wi-Fi Adapter                                                                                                                                                                                                          |
| 670034-001        | 8-GB memory module (PC3, 12800, 1600-MHz)                                                                                                                                                                                                            |
| 670288-001        | Intel Centrino Wireless-N 2200 802.11b/g/n 2x2 Wi-Fi Adapter                                                                                                                                                                                         |
| 670434-001        | Service cover (regional configure to order [RCTO] with “made in America” or “made in Mexico” label)                                                                                                                                                  |
| 671461-001        | Service cover (regional configure to order [RCTO] with “made in Japan” label)                                                                                                                                                                        |
| 675791-001        | HP lt2522 LTE/EV-DO Mobile Broadband Module                                                                                                                                                                                                          |
| 675793-001        | HP lt2523 LTE/HSPA+ Mobile Broadband Module                                                                                                                                                                                                          |
| 675794-001        | Atheros WB225 1x1 802.11b/g/n Bluetooth Combo Adapter                                                                                                                                                                                                |
| 677152-001        | Intel Dual Core i3-2370M 2.40-GHz processor (1333-MHz FSB, 3.0-MB L3 cache, 35 W) for use only on HP ProBook 6570b Notebook PC computer models (includes replacement thermal material)                                                               |
| 679921-001        | HP essential top load case                                                                                                                                                                                                                           |

| Spare part number | Description                                                                                                                                                                                                              |
|-------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 680645-001        | Intel Dual Core i5-3210M 2.50-GHz processor (SC turbo up to 3.10-GHz; 1600-MHz FSB, 3.0-MB L3 cache, 35 W) for use on all computer models (includes replacement thermal material)                                        |
| 680646-001        | Intel Quad Core i7-3610QM 2.30-GHz processor (SC turbo up to 3.30-GHz; 1600-MHz FSB, 6.0-MB L3 cache, 45 W) for use only on HP EliteBook 8570p Notebook PC computer models (includes replacement thermal material)       |
| 681283-001        | Intel Quad Core i7-3720QM 2.60-GHz processor (SC turbo up to 3.60-GHz; 1600-MHz FSB, 6.0-MB L3 cache, 45 W) for use only on HP EliteBook 8570p Notebook PC computer models (includes replacement thermal material)       |
| 681952-001        | Intel Dual Core i5-3320M 2.60-GHz processor (SC turbo up to 3.30-GHz; 1600-MHz FSB, 3.0-MB L3 cache, 35 W) for use on all computer models (includes replacement thermal material)                                        |
| 681953-001        | Intel Dual Core i5-3360M 2.80-GHz processor (SC turbo up to 3.50-GHz; 1600-MHz FSB, 3.0-MB L3 cache, 35 W) for use on all computer models (includes replacement thermal material)                                        |
| 681954-001        | Intel Dual Core i7-3520M 2.90-GHz processor (SC turbo up to 3.60-GHz; 1600-MHz FSB, 4.0-MB L3 cache, 35 W) for use on all computer models (includes replacement thermal material)                                        |
| 682417-001        | Intel Dual Core i3-3110M 2.40-GHz processor (1600-MHz FSB, 3.0-MB L3 cache, 35 W) for use on all computer models (includes replacement thermal material)                                                                 |
| 683801-001        | 500-GB, 7200-rpm, 9.5-mm SED hard drive (does not include hard drive bracket or screws)<br><br><b>NOTE:</b> The hard drive bracket and screws are included in the Hard Drive Hardware Kit, spare part number 644694-001. |
| 686302-001        | Display enclosure for use only on HP EliteBook 8570p Notebook PC computer models                                                                                                                                         |
| 686303-001        | Display bezel for use only on HP ProBook 6570b Notebook PC computer models                                                                                                                                               |
| 686304-001        | Display bezel for use only on HP EliteBook 8570p Notebook PC computer models                                                                                                                                             |
| 686305-001        | Display panel cable for use only on HP EliteBook 8570p Notebook PC computer models equipped with an HD display assembly                                                                                                  |
| 686306-001        | Display panel cable for use only on HP EliteBook 8570p Notebook PC computer models equipped with an FHD or HD+ display assembly                                                                                          |
| 686307-001        | Cable Kit for use only on HP ProBook 6570b Notebook PC computer models (includes Bluetooth module cable, modem module cable, power connector cable, WLAN antenna cables, and WWAN antenna cables)                        |
| 686308-001        | Cable Kit for use only on HP EliteBook 8570p Notebook PC computer models (includes Bluetooth module cable, MIMO cable, modem module cable, power connector cable, WLAN antenna cables, and WWAN antenna cables)          |
| 686309-001        | Heat sink for use on computer models with a graphics subsystem with UMA memory (includes replacement thermal material)                                                                                                   |
| 686310-001        | Heat sink for use on computer models with a graphics subsystem with discrete memory (includes replacement thermal material)                                                                                              |
| 686311-001        | Fan (includes cable)                                                                                                                                                                                                     |
| 686312-001        | Display Panel Support Kit for use only on HP EliteBook 8570p Notebook PC computer models (includes WLAN antenna cables and transceivers, WWAN antenna cables and transceivers, and display enclosure)                    |
| 686313-001        | Function board                                                                                                                                                                                                           |

| <b>Spare part number</b> | <b>Description</b>                                                                                                                                                                                                         |
|--------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 686314-001               | USB board                                                                                                                                                                                                                  |
| 686315-001               | Smart Card reader board (for use only on HP ProBook 6570b Notebook PC computer models)                                                                                                                                     |
| 686316-001               | Top cover for use only on HP ProBook 6570b Notebook PC computer models equipped with a pointing stick and a fingerprint reader (includes TouchPad)                                                                         |
| 686317-001               | Top cover for use only on HP ProBook 6570b Notebook PC computer models equipped with a pointing stick but not a fingerprint reader (includes TouchPad)                                                                     |
| 686318-001               | Keyboard with pointing stick for use on HP EliteBook 8570p Notebook PC computer models equipped with the Windows 7 operating system in the United States (includes keyboard cable and pointing stick cable)                |
| 686318-031               | Keyboard with pointing stick for use on HP EliteBook 8570p Notebook PC computer models equipped with the Windows 7 operating system in the United Kingdom and Singapore (includes keyboard cable and pointing stick cable) |
| 686318-041               | Keyboard with pointing stick for use on HP EliteBook 8570p Notebook PC computer models equipped with the Windows 7 operating system in Germany (includes keyboard cable and pointing stick cable)                          |
| 686318-051               | Keyboard with pointing stick for use on HP EliteBook 8570p Notebook PC computer models equipped with the Windows 7 operating system in France (includes keyboard cable and pointing stick cable)                           |
| 686318-061               | Keyboard with pointing stick for use on HP EliteBook 8570p Notebook PC computer models equipped with the Windows 7 operating system in Italy (includes keyboard cable and pointing stick cable)                            |
| 686318-071               | Keyboard with pointing stick for use on HP EliteBook 8570p Notebook PC computer models equipped with the Windows 7 operating system in Spain (includes keyboard cable and pointing stick cable)                            |
| 686318-081               | Keyboard with pointing stick for use on HP EliteBook 8570p Notebook PC computer models equipped with the Windows 7 operating system in Denmark (includes keyboard cable and pointing stick cable)                          |
| 686318-091               | Keyboard with pointing stick for use on HP EliteBook 8570p Notebook PC computer models equipped with the Windows 7 operating system in Norway (includes keyboard cable and pointing stick cable)                           |
| 686318-131               | Keyboard with pointing stick for use on HP EliteBook 8570p Notebook PC computer models equipped with the Windows 7 operating system in Portugal (includes keyboard cable and pointing stick cable)                         |
| 686318-141               | Keyboard with pointing stick for use on HP EliteBook 8570p Notebook PC computer models equipped with the Windows 7 operating system in Turkey (includes keyboard cable and pointing stick cable)                           |
| 686318-151               | Keyboard with pointing stick for use on HP EliteBook 8570p Notebook PC computer models equipped with the Windows 7 operating system in Greece (includes keyboard cable and pointing stick cable)                           |
| 686318-161               | Keyboard with pointing stick for use on HP EliteBook 8570p Notebook PC computer models equipped with the Windows 7 operating system in Latin America (includes keyboard cable and pointing stick cable)                    |

| <b>Spare part number</b> | <b>Description</b>                                                                                                                                                                                           |
|--------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 686318-171               | Keyboard with pointing stick for use on HP EliteBook 8570p Notebook PC computer models equipped with the Windows 7 operating system in Saudi Arabia (includes keyboard cable and pointing stick cable)       |
| 686318-201               | Keyboard with pointing stick for use on HP EliteBook 8570p Notebook PC computer models equipped with the Windows 7 operating system in Brazil (includes keyboard cable and pointing stick cable)             |
| 686318-211               | Keyboard with pointing stick for use on HP EliteBook 8570p Notebook PC computer models equipped with the Windows 7 operating system in Hungary (includes keyboard cable and pointing stick cable)            |
| 686318-251               | Keyboard with pointing stick for use on HP EliteBook 8570p Notebook PC computer models equipped with the Windows 7 operating system in Russia (includes keyboard cable and pointing stick cable)             |
| 686318-261               | Keyboard with pointing stick for use on HP EliteBook 8570p Notebook PC computer models equipped with the Windows 7 operating system in Bulgaria (includes keyboard cable and pointing stick cable)           |
| 686318-271               | Keyboard with pointing stick for use on HP EliteBook 8570p Notebook PC computer models equipped with the Windows 7 operating system in Romania (includes keyboard cable and pointing stick cable)            |
| 686318-281               | Keyboard with pointing stick for use on HP EliteBook 8570p Notebook PC computer models equipped with the Windows 7 operating system in Thailand (includes keyboard cable and pointing stick cable)           |
| 686318-291               | Keyboard with pointing stick for use on HP EliteBook 8570p Notebook PC computer models equipped with the Windows 7 operating system in Japan (includes keyboard cable and pointing stick cable)              |
| 686318-A41               | Keyboard with pointing stick for use on HP EliteBook 8570p Notebook PC computer models equipped with the Windows 7 operating system in Belgium (includes keyboard cable and pointing stick cable)            |
| 686318-AB1               | Keyboard with pointing stick for use on HP EliteBook 8570p Notebook PC computer models equipped with the Windows 7 operating system in Taiwan (includes keyboard cable and pointing stick cable)             |
| 686318-AD1               | Keyboard with pointing stick for use on HP EliteBook 8570p Notebook PC computer models equipped with the Windows 7 operating system in South Korea (includes keyboard cable and pointing stick cable)        |
| 686318-B31               | Keyboard with pointing stick for use on HP EliteBook 8570p Notebook PC computer models equipped with the Windows 7 operating system in the Netherlands (includes keyboard cable and pointing stick cable)    |
| 686318-B71               | Keyboard with pointing stick for use on HP EliteBook 8570p Notebook PC computer models equipped with the Windows 7 operating system in Sweden and Finland (includes keyboard cable and pointing stick cable) |
| 686318-BA1               | Keyboard with pointing stick for use on HP EliteBook 8570p Notebook PC computer models equipped with the Windows 7 operating system in Slovenia (includes keyboard cable and pointing stick cable)           |
| 686318-BB1               | Keyboard with pointing stick for use on HP EliteBook 8570p Notebook PC computer models equipped with the Windows 7 operating system in Israel (includes keyboard cable and pointing stick cable)             |

| <b>Spare part number</b> | <b>Description</b>                                                                                                                                                                                                                                                                                                                |
|--------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 686318-BG1               | Keyboard with pointing stick for use on HP EliteBook 8570p Notebook PC computer models equipped with the Windows 7 operating system in Switzerland (includes keyboard cable and pointing stick cable)                                                                                                                             |
| 686318-D61               | Keyboard with pointing stick for use on HP EliteBook 8570p Notebook PC computer models equipped with the Windows 7 operating system in India (includes keyboard cable and pointing stick cable)                                                                                                                                   |
| 686318-DB1               | Keyboard with pointing stick for use on HP EliteBook 8570p Notebook PC computer models equipped with the Windows 7 operating system in Canada (includes keyboard cable and pointing stick cable)                                                                                                                                  |
| 686318-DD1               | Keyboard with pointing stick for use on HP EliteBook 8570p Notebook PC computer models equipped with the Windows 7 operating system in Iceland (includes keyboard cable and pointing stick cable)                                                                                                                                 |
| 686318-FL1               | Keyboard with pointing stick for use on HP EliteBook 8570p Notebook PC computer models equipped with the Windows 7 operating system in the Czech Republic and Slovakia (includes keyboard cable and pointing stick cable)                                                                                                         |
| 686318-FP1               | Keyboard with pointing stick for use on HP EliteBook 8570p Notebook PC computer models equipped with the Windows 7 operating system in Northwest Africa (includes keyboard cable and pointing stick cable)                                                                                                                        |
| 686970-001               | System board for use only on HP EliteBook 8570p Notebook PC computer models equipped with the QM77 chipset, a graphics subsystem with discrete memory, and the Windows 7 operating system in all countries and regions except the People's Republic of China and the Ukraine (includes replacement thermal material)              |
| 686970-501               | System board for use only on HP EliteBook 8570p Notebook PC computer models equipped with the QM77 chipset, a graphics subsystem with discrete memory, and the Windows 8 Standard operating system in all countries and regions except the People's Republic of China and the Ukraine (includes replacement thermal material)     |
| 686970-601               | System board for use only on HP EliteBook 8570p Notebook PC computer models equipped with the QM77 chipset, a graphics subsystem with discrete memory, and the Windows 8 Professional operating system in all countries and regions except the People's Republic of China and the Ukraine (includes replacement thermal material) |
| 686971-001               | System board for use only on HP EliteBook 8570p Notebook PC computer models equipped with the QM77 chipset, a graphics subsystem with UMA memory, and the Windows 7 operating system in all countries and regions except the People's Republic of China and the Ukraine (includes replacement thermal material)                   |
| 686971-501               | System board for use only on HP EliteBook 8570p Notebook PC computer models equipped with the QM77 chipset, a graphics subsystem with UMA memory, and the Windows 8 Standard operating system in all countries and regions except the People's Republic of China and the Ukraine (includes replacement thermal material)          |
| 686971-601               | System board for use only on HP EliteBook 8570p Notebook PC computer models equipped with the QM77 chipset, a graphics subsystem with UMA memory, and the Windows 8 Professional operating system in all countries and regions except the People's Republic of China and the Ukraine (includes replacement thermal material)      |
| 686972-001               | System board for use only on HP ProBook 6570b Notebook PC computer models equipped with the HM76 chipset, a graphics subsystem with UMA memory, and the Windows 7 operating system in all countries and regions except the People's Republic of China and the Ukraine (includes replacement thermal material)                     |

| <b>Spare part number</b> | <b>Description</b>                                                                                                                                                                                                                                                                                                                               |
|--------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 686972-501               | System board for use only on HP ProBook 6570b Notebook PC computer models equipped with the HM76 chipset, a graphics subsystem with UMA memory, and the Windows 8 Standard operating system in all countries and regions except the People's Republic of China and the Ukraine (includes replacement thermal material)                           |
| 686972-601               | System board for use only on HP ProBook 6570b Notebook PC computer models equipped with the HM76 chipset, a graphics subsystem with UMA memory, and the Windows 8 Professional operating system in all countries and regions except the People's Republic of China and the Ukraine (includes replacement thermal material)                       |
| 686973-001               | System board for use only on HP ProBook 6570b Notebook PC computer models equipped with the HM76 chipset, a graphics subsystem with UMA memory, WWAN capability, and the Windows 7 operating system in all countries and regions except the People's Republic of China and the Ukraine (includes replacement thermal material)                   |
| 686973-501               | System board for use only on HP ProBook 6570b Notebook PC computer models equipped with the HM76 chipset, a graphics subsystem with UMA memory, WWAN capability, and the Windows 8 Standard operating system in all countries and regions except the People's Republic of China and the Ukraine (includes replacement thermal material)          |
| 686973-601               | System board for use only on HP ProBook 6570b Notebook PC computer models equipped with the HM76 chipset, a graphics subsystem with UMA memory, WWAN capability, and the Windows 8 Professional operating system in all countries and regions except the People's Republic of China and the Ukraine (includes replacement thermal material)      |
| 686974-001               | System board for use only on HP ProBook 6570b Notebook PC computer models equipped with the QM77 chipset, a graphics subsystem with UMA memory, WWAN capability, and the Windows 7 operating system in all countries and regions except the People's Republic of China and the Ukraine (includes replacement thermal material)                   |
| 686974-501               | System board for use only on HP ProBook 6570b Notebook PC computer models equipped with the QM77 chipset, a graphics subsystem with UMA memory, WWAN capability, and the Windows 8 Standard operating system in all countries and regions except the People's Republic of China and the Ukraine (includes replacement thermal material)          |
| 686974-601               | System board for use only on HP ProBook 6570b Notebook PC computer models equipped with the QM77 chipset, a graphics subsystem with UMA memory, WWAN capability, and the Windows 8 Professional operating system in all countries and regions except the People's Republic of China and the Ukraine (includes replacement thermal material)      |
| 686975-001               | System board for use only on HP ProBook 6570b Notebook PC computer models equipped with the HM76 chipset, a graphics subsystem with discrete memory, WWAN capability, and the Windows 7 operating system in all countries and regions except the People's Republic of China and the Ukraine (includes replacement thermal material)              |
| 686975-501               | System board for use only on HP ProBook 6570b Notebook PC computer models equipped with the HM76 chipset, a graphics subsystem with discrete memory, WWAN capability, and the Windows 8 Standard operating system in all countries and regions except the People's Republic of China and the Ukraine (includes replacement thermal material)     |
| 686975-601               | System board for use only on HP ProBook 6570b Notebook PC computer models equipped with the HM76 chipset, a graphics subsystem with discrete memory, WWAN capability, and the Windows 8 Professional operating system in all countries and regions except the People's Republic of China and the Ukraine (includes replacement thermal material) |
| 686976-001               | System board for use only on HP ProBook 6570b Notebook PC computer models equipped with the QM77 chipset, a graphics subsystem with discrete memory, WWAN capability, and the Windows 7 operating system in all countries and regions except the People's Republic of China and the Ukraine (includes replacement thermal material)              |

| <b>Spare part number</b> | <b>Description</b>                                                                                                                                                                                                                                                                                                                               |
|--------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 686976-501               | System board for use only on HP ProBook 6570b Notebook PC computer models equipped with the QM77 chipset, a graphics subsystem with discrete memory, WWAN capability, and the Windows 8 Standard operating system in all countries and regions except the People's Republic of China and the Ukraine (includes replacement thermal material)     |
| 686976-601               | System board for use only on HP ProBook 6570b Notebook PC computer models equipped with the QM77 chipset, a graphics subsystem with discrete memory, WWAN capability, and the Windows 8 Professional operating system in all countries and regions except the People's Republic of China and the Ukraine (includes replacement thermal material) |
| 690021-001               | System board for use only on HP EliteBook 8570p Notebook PC computer models equipped with the QM77 chipset, a graphics subsystem with discrete memory, and the Windows 7 operating system only in the People's Republic of China and the Ukraine (includes replacement thermal material)                                                         |
| 690021-501               | System board for use only on HP EliteBook 8570p Notebook PC computer models equipped with the QM77 chipset, a graphics subsystem with discrete memory, and the Windows 8 Standard operating system only in the People's Republic of China and the Ukraine (includes replacement thermal material)                                                |
| 690021-601               | System board for use only on HP EliteBook 8570p Notebook PC computer models equipped with the QM77 chipset, a graphics subsystem with discrete memory, and the Windows 8 Professional operating system only in the People's Republic of China and the Ukraine (includes replacement thermal material)                                            |
| 690022-001               | System board for use only on HP EliteBook 8570p Notebook PC computer models equipped with the QM77 chipset, a graphics subsystem with UMA memory, and the Windows 7 operating system only in the People's Republic of China and the Ukraine (includes replacement thermal material)                                                              |
| 690022-501               | System board for use only on HP EliteBook 8570p Notebook PC computer models equipped with the QM77 chipset, a graphics subsystem with UMA memory, and the Windows 8 Standard operating system only in the People's Republic of China and the Ukraine (includes replacement thermal material)                                                     |
| 690022-601               | System board for use only on HP EliteBook 8570p Notebook PC computer models equipped with the QM77 chipset, a graphics subsystem with UMA memory, and the Windows 8 Professional operating system only in the People's Republic of China and the Ukraine (includes replacement thermal material)                                                 |
| 690023-001               | System board for use only on HP ProBook 6570b Notebook PC computer models equipped with the HM76 chipset, a graphics subsystem with UMA memory, and the Windows 7 operating system only in the People's Republic of China and the Ukraine (includes replacement thermal material)                                                                |
| 690023-501               | System board for use only on HP ProBook 6570b Notebook PC computer models equipped with the HM76 chipset, a graphics subsystem with UMA memory, and the Windows 8 Standard operating system only in the People's Republic of China and the Ukraine (includes replacement thermal material)                                                       |
| 690023-601               | System board for use only on HP ProBook 6570b Notebook PC computer models equipped with the HM76 chipset, a graphics subsystem with UMA memory, and the Windows 8 Professional operating system only in the People's Republic of China and the Ukraine (includes replacement thermal material)                                                   |
| 690024-001               | System board for use only on HP ProBook 6570b Notebook PC computer models equipped with the HM76 chipset, a graphics subsystem with UMA memory, WWAN capability, and the Windows 7 operating system only in the People's Republic of China and the Ukraine (includes replacement thermal material)                                               |

| Spare part number | Description                                                                                                                                                                                                                                                                                                          |
|-------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 690024-501        | System board for use only on HP ProBook 6570b Notebook PC computer models equipped with the HM76 chipset, a graphics subsystem with UMA memory, WWAN capability, and the Windows 8 Standard operating system only in the People's Republic of China and the Ukraine (includes replacement thermal material)          |
| 690024-601        | System board for use only on HP ProBook 6570b Notebook PC computer models equipped with the HM76 chipset, a graphics subsystem with UMA memory, WWAN capability, and the Windows 8 Professional operating system only in the People's Republic of China and the Ukraine (includes replacement thermal material)      |
| 690025-001        | System board for use only on HP ProBook 6570b Notebook PC computer models equipped with the QM77 chipset, a graphics subsystem with UMA memory, WWAN capability, and the Windows 7 operating system only in the People's Republic of China and the Ukraine (includes replacement thermal material)                   |
| 690025-501        | System board for use only on HP ProBook 6570b Notebook PC computer models equipped with the QM77 chipset, a graphics subsystem with UMA memory, WWAN capability, and the Windows 8 Standard operating system only in the People's Republic of China and the Ukraine (includes replacement thermal material)          |
| 690025-601        | System board for use only on HP ProBook 6570b Notebook PC computer models equipped with the QM77 chipset, a graphics subsystem with UMA memory, WWAN capability, and the Windows 8 Professional operating system only in the People's Republic of China and the Ukraine (includes replacement thermal material)      |
| 690026-001        | System board for use only on HP ProBook 6570b Notebook PC computer models equipped with the HM76 chipset, a graphics subsystem with discrete memory, WWAN capability, and the Windows 7 operating system only in the People's Republic of China and the Ukraine (includes replacement thermal material)              |
| 690026-501        | System board for use only on HP ProBook 6570b Notebook PC computer models equipped with the HM76 chipset, a graphics subsystem with discrete memory, WWAN capability, and the Windows 8 Standard operating system only in the People's Republic of China and the Ukraine (includes replacement thermal material)     |
| 690026-601        | System board for use only on HP ProBook 6570b Notebook PC computer models equipped with the HM76 chipset, a graphics subsystem with discrete memory, WWAN capability, and the Windows 8 Professional operating system only in the People's Republic of China and the Ukraine (includes replacement thermal material) |
| 690027-001        | System board for use only on HP ProBook 6570b Notebook PC computer models equipped with the QM77 chipset, a graphics subsystem with discrete memory, WWAN capability, and the Windows 7 operating system only in the People's Republic of China and the Ukraine (includes replacement thermal material)              |
| 690027-501        | System board for use only on HP ProBook 6570b Notebook PC computer models equipped with the QM77 chipset, a graphics subsystem with discrete memory, WWAN capability, and the Windows 8 Standard operating system only in the People's Republic of China and the Ukraine (includes replacement thermal material)     |
| 690027-601        | System board for use only on HP ProBook 6570b Notebook PC computer models equipped with the QM77 chipset, a graphics subsystem with discrete memory, WWAN capability, and the Windows 8 Professional operating system only in the People's Republic of China and the Ukraine (includes replacement thermal material) |
| 690401-001        | Keyboard with pointing stick for use on HP ProBook 6570b Notebook PC computer models equipped with the Windows 7 operating system in the United States (includes keyboard cable and pointing stick cable)                                                                                                            |

| <b>Spare part number</b> | <b>Description</b>                                                                                                                                                                                                       |
|--------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 690401-031               | Keyboard with pointing stick for use on HP ProBook 6570b Notebook PC computer models equipped with the Windows 7 operating system in the United Kingdom and Singapore (includes keyboard cable and pointing stick cable) |
| 690401-041               | Keyboard with pointing stick for use on HP ProBook 6570b Notebook PC computer models equipped with the Windows 7 operating system in Germany (includes keyboard cable and pointing stick cable)                          |
| 690401-051               | Keyboard with pointing stick for use on HP ProBook 6570b Notebook PC computer models equipped with the Windows 7 operating system in France (includes keyboard cable and pointing stick cable)                           |
| 690401-061               | Keyboard with pointing stick for use on HP ProBook 6570b Notebook PC computer models equipped with the Windows 7 operating system in Italy (includes keyboard cable and pointing stick cable)                            |
| 690401-071               | Keyboard with pointing stick for use on HP ProBook 6570b Notebook PC computer models equipped with the Windows 7 operating system in Spain (includes keyboard cable and pointing stick cable)                            |
| 690401-081               | Keyboard with pointing stick for use on HP ProBook 6570b Notebook PC computer models equipped with the Windows 7 operating system in Denmark (includes keyboard cable and pointing stick cable)                          |
| 690401-091               | Keyboard with pointing stick for use on HP ProBook 6570b Notebook PC computer models equipped with the Windows 7 operating system in Norway (includes keyboard cable and pointing stick cable)                           |
| 690401-131               | Keyboard with pointing stick for use on HP ProBook 6570b Notebook PC computer models equipped with the Windows 7 operating system in Portugal (includes keyboard cable and pointing stick cable)                         |
| 690401-141               | Keyboard with pointing stick for use on HP ProBook 6570b Notebook PC computer models equipped with the Windows 7 operating system in Turkey (includes keyboard cable and pointing stick cable)                           |
| 690401-151               | Keyboard with pointing stick for use on HP ProBook 6570b Notebook PC computer models equipped with the Windows 7 operating system in Greece (includes keyboard cable and pointing stick cable)                           |
| 690401-161               | Keyboard with pointing stick for use on HP ProBook 6570b Notebook PC computer models equipped with the Windows 7 operating system in Latin America (includes keyboard cable and pointing stick cable)                    |
| 690401-171               | Keyboard with pointing stick for use on HP ProBook 6570b Notebook PC computer models equipped with the Windows 7 operating system in Saudi Arabia (includes keyboard cable and pointing stick cable)                     |
| 690401-201               | Keyboard with pointing stick for use on HP ProBook 6570b Notebook PC computer models equipped with the Windows 7 operating system in Brazil (includes keyboard cable and pointing stick cable)                           |
| 690401-211               | Keyboard with pointing stick for use on HP ProBook 6570b Notebook PC computer models equipped with the Windows 7 operating system in Hungary (includes keyboard cable and pointing stick cable)                          |
| 690401-251               | Keyboard with pointing stick for use on HP ProBook 6570b Notebook PC computer models equipped with the Windows 7 operating system in Russia (includes keyboard cable and pointing stick cable)                           |

| <b>Spare part number</b> | <b>Description</b>                                                                                                                                                                                         |
|--------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 690401-261               | Keyboard with pointing stick for use on HP ProBook 6570b Notebook PC computer models equipped with the Windows 7 operating system in Bulgaria (includes keyboard cable and pointing stick cable)           |
| 690401-271               | Keyboard with pointing stick for use on HP ProBook 6570b Notebook PC computer models equipped with the Windows 7 operating system in Romania (includes keyboard cable and pointing stick cable)            |
| 690401-281               | Keyboard with pointing stick for use on HP ProBook 6570b Notebook PC computer models equipped with the Windows 7 operating system in Thailand (includes keyboard cable and pointing stick cable)           |
| 690401-291               | Keyboard with pointing stick for use on HP ProBook 6570b Notebook PC computer models equipped with the Windows 7 operating system in Japan (includes keyboard cable and pointing stick cable)              |
| 690401-A41               | Keyboard with pointing stick for use on HP ProBook 6570b Notebook PC computer models equipped with the Windows 7 operating system in Belgium (includes keyboard cable and pointing stick cable)            |
| 690401-AB1               | Keyboard with pointing stick for use on HP ProBook 6570b Notebook PC computer models equipped with the Windows 7 operating system in Taiwan (includes keyboard cable and pointing stick cable)             |
| 690401-AD1               | Keyboard with pointing stick for use on HP ProBook 6570b Notebook PC computer models equipped with the Windows 7 operating system in South Korea (includes keyboard cable and pointing stick cable)        |
| 690401-B31               | Keyboard with pointing stick for use on HP ProBook 6570b Notebook PC computer models equipped with the Windows 7 operating system in the Netherlands (includes keyboard cable and pointing stick cable)    |
| 690401-B71               | Keyboard with pointing stick for use on HP ProBook 6570b Notebook PC computer models equipped with the Windows 7 operating system in Sweden and Finland (includes keyboard cable and pointing stick cable) |
| 690401-BA1               | Keyboard with pointing stick for use on HP ProBook 6570b Notebook PC computer models equipped with the Windows 7 operating system in Slovenia (includes keyboard cable and pointing stick cable)           |
| 690401-BB1               | Keyboard with pointing stick for use on HP ProBook 6570b Notebook PC computer models equipped with the Windows 7 operating system in Israel (includes keyboard cable and pointing stick cable)             |
| 690401-BG1               | Keyboard with pointing stick for use on HP ProBook 6570b Notebook PC computer models equipped with the Windows 7 operating system in Switzerland (includes keyboard cable and pointing stick cable)        |
| 690401-D61               | Keyboard with pointing stick for use on HP ProBook 6570b Notebook PC computer models equipped with the Windows 7 operating system in India (includes keyboard cable and pointing stick cable)              |
| 690401-DB1               | Keyboard with pointing stick for use on HP ProBook 6570b Notebook PC computer models equipped with the Windows 7 operating system in Canada (includes keyboard cable and pointing stick cable)             |
| 690401-DD1               | Keyboard with pointing stick for use on HP ProBook 6570b Notebook PC computer models equipped with the Windows 7 operating system in Iceland (includes keyboard cable and pointing stick cable)            |

| <b>Spare part number</b> | <b>Description</b>                                                                                                                                                                                                      |
|--------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 690401-FL1               | Keyboard with pointing stick for use on HP ProBook 6570b Notebook PC computer models equipped with the Windows 7 operating system in the Czech Republic and Slovakia (includes keyboard cable and pointing stick cable) |
| 690401-FP1               | Keyboard with pointing stick for use on HP ProBook 6570b Notebook PC computer models equipped with the Windows 7 operating system in Northwest Africa (includes keyboard cable and pointing stick cable)                |
| 690402-001               | Keyboard without pointing stick for use on HP ProBook 6570b Notebook PC computer models equipped with the Windows 7 operating system in the United States (includes keyboard cable)                                     |
| 690402-031               | Keyboard without pointing stick for use on HP ProBook 6570b Notebook PC computer models equipped with the Windows 7 operating system in the United Kingdom and Singapore (includes keyboard cable)                      |
| 690402-041               | Keyboard without pointing stick for use on HP ProBook 6570b Notebook PC computer models equipped with the Windows 7 operating system in Germany (includes keyboard cable)                                               |
| 690402-051               | Keyboard without pointing stick for use on HP ProBook 6570b Notebook PC computer models equipped with the Windows 7 operating system in France (includes keyboard cable)                                                |
| 690402-061               | Keyboard without pointing stick for use on HP ProBook 6570b Notebook PC computer models equipped with the Windows 7 operating system in Italy (includes keyboard cable)                                                 |
| 690402-071               | Keyboard without pointing stick for use on HP ProBook 6570b Notebook PC computer models equipped with the Windows 7 operating system in Spain (includes keyboard cable)                                                 |
| 690402-081               | Keyboard without pointing stick for use on HP ProBook 6570b Notebook PC computer models equipped with the Windows 7 operating system in Denmark (includes keyboard cable)                                               |
| 690402-091               | Keyboard without pointing stick for use on HP ProBook 6570b Notebook PC computer models equipped with the Windows 7 operating system in Norway (includes keyboard cable)                                                |
| 690402-131               | Keyboard without pointing stick for use on HP ProBook 6570b Notebook PC computer models equipped with the Windows 7 operating system in Portugal (includes keyboard cable)                                              |
| 690402-141               | Keyboard without pointing stick for use on HP ProBook 6570b Notebook PC computer models equipped with the Windows 7 operating system in Turkey (includes keyboard cable)                                                |
| 690402-161               | Keyboard without pointing stick for use on HP ProBook 6570b Notebook PC computer models equipped with the Windows 7 operating system in Latin America (includes keyboard cable)                                         |
| 690402-171               | Keyboard without pointing stick for use on HP ProBook 6570b Notebook PC computer models equipped with the Windows 7 operating system in Saudi Arabia (includes keyboard cable)                                          |
| 690402-201               | Keyboard without pointing stick for use on HP ProBook 6570b Notebook PC computer models equipped with the Windows 7 operating system in Brazil (includes keyboard cable)                                                |
| 690402-211               | Keyboard without pointing stick for use on HP ProBook 6570b Notebook PC computer models equipped with the Windows 7 operating system in Hungary (includes keyboard cable)                                               |
| 690402-251               | Keyboard without pointing stick for use on HP ProBook 6570b Notebook PC computer models equipped with the Windows 7 operating system in Russia (includes keyboard cable)                                                |
| 690402-261               | Keyboard without pointing stick for use on HP ProBook 6570b Notebook PC computer models equipped with the Windows 7 operating system in Bulgaria (includes keyboard cable)                                              |
| 690402-271               | Keyboard without pointing stick for use on HP ProBook 6570b Notebook PC computer models equipped with the Windows 7 operating system in Romania (includes keyboard cable)                                               |

| Spare part number                                                                                                                | Description                                                                                                                                                                                       |
|----------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 690402-281                                                                                                                       | Keyboard without pointing stick for use on HP ProBook 6570b Notebook PC computer models equipped with the Windows 7 operating system in Thailand (includes keyboard cable)                        |
| 690402-291                                                                                                                       | Keyboard without pointing stick for use on HP ProBook 6570b Notebook PC computer models equipped with the Windows 7 operating system in Japan (includes keyboard cable)                           |
| 690402-A41                                                                                                                       | Keyboard without pointing stick for use on HP ProBook 6570b Notebook PC computer models equipped with the Windows 7 operating system in Belgium (includes keyboard cable)                         |
| 690402-AB1                                                                                                                       | Keyboard without pointing stick for use on HP ProBook 6570b Notebook PC computer models equipped with the Windows 7 operating system in Taiwan (includes keyboard cable)                          |
| 690402-AD1                                                                                                                       | Keyboard without pointing stick for use on HP ProBook 6570b Notebook PC computer models equipped with the Windows 7 operating system in South Korea (includes keyboard cable)                     |
| 690402-B31                                                                                                                       | Keyboard without pointing stick for use on HP ProBook 6570b Notebook PC computer models equipped with the Windows 7 operating system in the Netherlands (includes keyboard cable)                 |
| 690402-B71                                                                                                                       | Keyboard without pointing stick for use on HP ProBook 6570b Notebook PC computer models equipped with the Windows 7 operating system in Sweden and Finland (includes keyboard cable)              |
| 690402-BA1                                                                                                                       | Keyboard without pointing stick for use on HP ProBook 6570b Notebook PC computer models equipped with the Windows 7 operating system in Slovenia (includes keyboard cable)                        |
| 690402-BB1                                                                                                                       | Keyboard without pointing stick for use on HP ProBook 6570b Notebook PC computer models equipped with the Windows 7 operating system in Israel (includes keyboard cable)                          |
| 690402-BG1                                                                                                                       | Keyboard without pointing stick for use on HP ProBook 6570b Notebook PC computer models equipped with the Windows 7 operating system in Switzerland (includes keyboard cable)                     |
| 690402-D61                                                                                                                       | Keyboard without pointing stick for use on HP ProBook 6570b Notebook PC computer models equipped with the Windows 7 operating system in India (includes keyboard cable)                           |
| 690402-DB1                                                                                                                       | Keyboard without pointing stick for use on HP ProBook 6570b Notebook PC computer models equipped with the Windows 7 operating system in Canada (includes keyboard cable)                          |
| 690402-DD1                                                                                                                       | Keyboard without pointing stick for use on HP ProBook 6570b Notebook PC computer models equipped with the Windows 7 operating system in Iceland (includes keyboard cable)                         |
| 690402-FL1                                                                                                                       | Keyboard without pointing stick for use on HP ProBook 6570b Notebook PC computer models equipped with the Windows 7 operating system in the Czech Republic and Slovakia (includes keyboard cable) |
| 690402-FP1                                                                                                                       | Keyboard without pointing stick for use on HP ProBook 6570b Notebook PC computer models equipped with the Windows 7 operating system in the Northwest Africa (includes keyboard cable)            |
| 690403-001                                                                                                                       | 15.6-in, LED, SVA, HD, AntiGlare display panel                                                                                                                                                    |
| 690404-001                                                                                                                       | 15.6-in, LED, WVA, HD+, AntiGlare display panel                                                                                                                                                   |
| 690405-001                                                                                                                       | 15.6-in, LED, WVA, FHD, AntiGlare display panel                                                                                                                                                   |
| 690406-001                                                                                                                       | 128-GB solid-state drive (does not include bracket, connector cable, or screws)                                                                                                                   |
| <b>NOTE:</b> The bracket, connector cable, and screws are included in the Hard Drive Hardware Kit, spare part number 644694-001. |                                                                                                                                                                                                   |

| Spare part number | Description                                                                                                                                                                                                                                                                                 |
|-------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 690407-001        | 256-GB solid-state drive SED (for use only on HP EliteBook 8570p Notebook PC computer models; does not include bracket, connector cable, or screws)<br><br><b>NOTE:</b> The bracket, connector cable, and screws are included in the Hard Drive Hardware Kit, spare part number 644694-001. |
| 690408-001        | DVD±RW Double-Layer with SuperMulti Drive for use only on HP ProBook 6570b Notebook PC computer models (includes optical drive bezel and optical drive bracket)                                                                                                                             |
| 690409-001        | Blu-ray ROM DVD±RW SuperMulti DL Drive for use only on HP ProBook 6570b Notebook PC computer models (includes optical drive bezel and optical drive bracket)                                                                                                                                |
| 690410-001        | DVD±RW Double-Layer with SuperMulti Drive for use only on HP EliteBook 8570p Notebook PC computer models (includes optical drive bezel and optical drive bracket)                                                                                                                           |
| 690411-001        | Blu-ray ROM DVD±RW SuperMulti DL Drive for use only on HP EliteBook 8570p Notebook PC computer models (includes optical drive bezel and optical drive bracket)                                                                                                                              |
| 690412-001        | DVD-ROM Drive for use only on HP ProBook 6570b Notebook PC computer models (includes optical drive bezel and optical drive bracket)                                                                                                                                                         |
| 690413-001        | DVD-ROM Drive for use only on HP EliteBook 8570p Notebook PC computer models (includes optical drive bezel and optical drive bracket)                                                                                                                                                       |
| 693298-001        | 160-GB solid-state drive (does not include bracket, connector cable, or screws)<br><br><b>NOTE:</b> The bracket, connector cable, and screws are included in the Hard Drive Hardware Kit, spare part number 644694-001.                                                                     |
| 693374-001        | 8-GB memory module (PC3L, 12800, 1600-MHz)                                                                                                                                                                                                                                                  |
| 693710-001        | 65-W HP Smart AC adapter (RC/V, EM, 3-wire)                                                                                                                                                                                                                                                 |
| 693711-001        | 65-W HP Smart AC adapter (non-PFC, 3-wire)                                                                                                                                                                                                                                                  |
| 693712-001        | 90-W HP Smart AC adapter (PFC, 3-wire)                                                                                                                                                                                                                                                      |
| 693713-001        | 90-W HP Smart AC adapter (PFC, EM, 3-wire)                                                                                                                                                                                                                                                  |
| 698942-001        | Display Panel Support Kit for use only on HP ProBook 6570b Notebook PC computer models (includes WLAN antenna cables and transceivers, WWAN antenna cables and transceivers, and display enclosure)                                                                                         |
| 699687-001        | Webcam/microphone module without keyboard light for use only on HP ProBook 6570b Notebook PC computer models                                                                                                                                                                                |
| 699688-001        | Webcam/microphone module with a keyboard light for use only on HP EliteBook 8570p Notebook PC computer models                                                                                                                                                                               |
| 700372-001        | 180-GB solid-state drive (does not include bracket, connector cable, or screws)<br><br><b>NOTE:</b> The bracket, connector cable, and screws are included in the Hard Drive Hardware Kit, spare part number 644694-001.                                                                     |
| 700627-001        | Intel Dual Core i3-3120M 2.50-GHz processor (1333-MHz FSB, 3.0-MB L3 cache, 35 W) for use only on HP ProBook 6570b Notebook PC computer models (includes replacement thermal material)                                                                                                      |
| 701986-001        | Keyboard with pointing stick for use on HP EliteBook 8570p Notebook PC computer models equipped with the Windows 8 operating system in the United States (includes keyboard cable and pointing stick cable)                                                                                 |

| <b>Spare part number</b> | <b>Description</b>                                                                                                                                                                                                         |
|--------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 701986-031               | Keyboard with pointing stick for use on HP EliteBook 8570p Notebook PC computer models equipped with the Windows 8 operating system in the United Kingdom and Singapore (includes keyboard cable and pointing stick cable) |
| 701986-041               | Keyboard with pointing stick for use on HP EliteBook 8570p Notebook PC computer models equipped with the Windows 8 operating system in Germany (includes keyboard cable and pointing stick cable)                          |
| 701986-051               | Keyboard with pointing stick for use on HP EliteBook 8570p Notebook PC computer models equipped with the Windows 8 operating system in France (includes keyboard cable and pointing stick cable)                           |
| 701986-061               | Keyboard with pointing stick for use on HP EliteBook 8570p Notebook PC computer models equipped with the Windows 8 operating system in Italy (includes keyboard cable and pointing stick cable)                            |
| 701986-071               | Keyboard with pointing stick for use on HP EliteBook 8570p Notebook PC computer models equipped with the Windows 8 operating system in Spain (includes keyboard cable and pointing stick cable)                            |
| 701986-081               | Keyboard with pointing stick for use on HP EliteBook 8570p Notebook PC computer models equipped with the Windows 8 operating system in Denmark (includes keyboard cable and pointing stick cable)                          |
| 701986-091               | Keyboard with pointing stick for use on HP EliteBook 8570p Notebook PC computer models equipped with the Windows 8 operating system in Norway (includes keyboard cable and pointing stick cable)                           |
| 701986-131               | Keyboard with pointing stick for use on HP EliteBook 8570p Notebook PC computer models equipped with the Windows 8 operating system in Portugal (includes keyboard cable and pointing stick cable)                         |
| 701986-141               | Keyboard with pointing stick for use on HP EliteBook 8570p Notebook PC computer models equipped with the Windows 8 operating system in Turkey (includes keyboard cable and pointing stick cable)                           |
| 701986-151               | Keyboard with pointing stick for use on HP EliteBook 8570p Notebook PC computer models equipped with the Windows 8 operating system in Greece (includes keyboard cable and pointing stick cable)                           |
| 701986-161               | Keyboard with pointing stick for use on HP EliteBook 8570p Notebook PC computer models equipped with the Windows 8 operating system in Latin America (includes keyboard cable and pointing stick cable)                    |
| 701986-171               | Keyboard with pointing stick for use on HP EliteBook 8570p Notebook PC computer models equipped with the Windows 8 operating system in Saudi Arabia (includes keyboard cable and pointing stick cable)                     |
| 701986-201               | Keyboard with pointing stick for use on HP EliteBook 8570p Notebook PC computer models equipped with the Windows 8 operating system in Brazil (includes keyboard cable and pointing stick cable)                           |
| 701986-211               | Keyboard with pointing stick for use on HP EliteBook 8570p Notebook PC computer models equipped with the Windows 8 operating system in Hungary (includes keyboard cable and pointing stick cable)                          |
| 701986-251               | Keyboard with pointing stick for use on HP EliteBook 8570p Notebook PC computer models equipped with the Windows 8 operating system in Russia (includes keyboard cable and pointing stick cable)                           |

| <b>Spare part number</b> | <b>Description</b>                                                                                                                                                                                           |
|--------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 701986-261               | Keyboard with pointing stick for use on HP EliteBook 8570p Notebook PC computer models equipped with the Windows 8 operating system in Bulgaria (includes keyboard cable and pointing stick cable)           |
| 701986-271               | Keyboard with pointing stick for use on HP EliteBook 8570p Notebook PC computer models equipped with the Windows 8 operating system in Romania (includes keyboard cable and pointing stick cable)            |
| 701986-281               | Keyboard with pointing stick for use on HP EliteBook 8570p Notebook PC computer models equipped with the Windows 8 operating system in Thailand (includes keyboard cable and pointing stick cable)           |
| 701986-291               | Keyboard with pointing stick for use on HP EliteBook 8570p Notebook PC computer models equipped with the Windows 8 operating system in Japan (includes keyboard cable and pointing stick cable)              |
| 701986-A41               | Keyboard with pointing stick for use on HP EliteBook 8570p Notebook PC computer models equipped with the Windows 8 operating system in Belgium (includes keyboard cable and pointing stick cable)            |
| 701986-AB1               | Keyboard with pointing stick for use on HP EliteBook 8570p Notebook PC computer models equipped with the Windows 8 operating system in Taiwan (includes keyboard cable and pointing stick cable)             |
| 701986-AD1               | Keyboard with pointing stick for use on HP EliteBook 8570p Notebook PC computer models equipped with the Windows 8 operating system in South Korea (includes keyboard cable and pointing stick cable)        |
| 701986-B31               | Keyboard with pointing stick for use on HP EliteBook 8570p Notebook PC computer models equipped with the Windows 8 operating system in the Netherlands (includes keyboard cable and pointing stick cable)    |
| 701986-B71               | Keyboard with pointing stick for use on HP EliteBook 8570p Notebook PC computer models equipped with the Windows 8 operating system in Sweden and Finland (includes keyboard cable and pointing stick cable) |
| 701986-BA1               | Keyboard with pointing stick for use on HP EliteBook 8570p Notebook PC computer models equipped with the Windows 8 operating system in Slovenia (includes keyboard cable and pointing stick cable)           |
| 701986-BB1               | Keyboard with pointing stick for use on HP EliteBook 8570p Notebook PC computer models equipped with the Windows 8 operating system in Israel (includes keyboard cable and pointing stick cable)             |
| 701986-BG1               | Keyboard with pointing stick for use on HP EliteBook 8570p Notebook PC computer models equipped with the Windows 8 operating system in Switzerland (includes keyboard cable and pointing stick cable)        |
| 701986-D61               | Keyboard with pointing stick for use on HP EliteBook 8570p Notebook PC computer models equipped with the Windows 8 operating system in India (includes keyboard cable and pointing stick cable)              |
| 701986-DB1               | Keyboard with pointing stick for use on HP EliteBook 8570p Notebook PC computer models equipped with the Windows 8 operating system in Canada (includes keyboard cable and pointing stick cable)             |
| 701986-DD1               | Keyboard with pointing stick for use on HP EliteBook 8570p Notebook PC computer models equipped with the Windows 8 operating system in Iceland (includes keyboard cable and pointing stick cable)            |

| <b>Spare part number</b> | <b>Description</b>                                                                                                                                                                                                         |
|--------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 701986-FL1               | Keyboard with pointing stick for use on HP EliteBook 8570p Notebook PC computer models equipped with the Windows 8 operating system in the Czech Republic and Slovakia (includes keyboard cable and pointing stick cable)  |
| 701986-FP1               | Keyboard with pointing stick for use on HP EliteBook 8570p Notebook PC computer models equipped with the Windows 8 operating system in Northwest Africa (includes keyboard cable and pointing stick cable)                 |
| 701987-001               | Keyboard with pointing stick for use on HP EliteBook 6570b Notebook PC computer models equipped with the Windows 8 operating system in the United States (includes keyboard cable and pointing stick cable)                |
| 701987-031               | Keyboard with pointing stick for use on HP EliteBook 6570b Notebook PC computer models equipped with the Windows 8 operating system in the United Kingdom and Singapore (includes keyboard cable and pointing stick cable) |
| 701987-041               | Keyboard with pointing stick for use on HP EliteBook 6570b Notebook PC computer models equipped with the Windows 8 operating system in Germany (includes keyboard cable and pointing stick cable)                          |
| 701987-051               | Keyboard with pointing stick for use on HP EliteBook 6570b Notebook PC computer models equipped with the Windows 8 operating system in France (includes keyboard cable and pointing stick cable)                           |
| 701987-061               | Keyboard with pointing stick for use on HP EliteBook 6570b Notebook PC computer models equipped with the Windows 8 operating system in Italy (includes keyboard cable and pointing stick cable)                            |
| 701987-071               | Keyboard with pointing stick for use on HP EliteBook 6570b Notebook PC computer models equipped with the Windows 8 operating system in Spain (includes keyboard cable and pointing stick cable)                            |
| 701987-081               | Keyboard with pointing stick for use on HP EliteBook 6570b Notebook PC computer models equipped with the Windows 8 operating system in Denmark (includes keyboard cable and pointing stick cable)                          |
| 701987-091               | Keyboard with pointing stick for use on HP EliteBook 6570b Notebook PC computer models equipped with the Windows 8 operating system in Norway (includes keyboard cable and pointing stick cable)                           |
| 701987-131               | Keyboard with pointing stick for use on HP EliteBook 6570b Notebook PC computer models equipped with the Windows 8 operating system in Portugal (includes keyboard cable and pointing stick cable)                         |
| 701987-141               | Keyboard with pointing stick for use on HP EliteBook 6570b Notebook PC computer models equipped with the Windows 8 operating system in Turkey (includes keyboard cable and pointing stick cable)                           |
| 701987-151               | Keyboard with pointing stick for use on HP EliteBook 6570b Notebook PC computer models equipped with the Windows 8 operating system in Greece (includes keyboard cable and pointing stick cable)                           |
| 701987-161               | Keyboard with pointing stick for use on HP EliteBook 6570b Notebook PC computer models equipped with the Windows 8 operating system in Latin America (includes keyboard cable and pointing stick cable)                    |
| 701987-171               | Keyboard with pointing stick for use on HP EliteBook 6570b Notebook PC computer models equipped with the Windows 8 operating system in Saudi Arabia (includes keyboard cable and pointing stick cable)                     |

| <b>Spare part number</b> | <b>Description</b>                                                                                                                                                                                           |
|--------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 701987-201               | Keyboard with pointing stick for use on HP EliteBook 6570b Notebook PC computer models equipped with the Windows 8 operating system in Brazil (includes keyboard cable and pointing stick cable)             |
| 701987-211               | Keyboard with pointing stick for use on HP EliteBook 6570b Notebook PC computer models equipped with the Windows 8 operating system in Hungary (includes keyboard cable and pointing stick cable)            |
| 701987-251               | Keyboard with pointing stick for use on HP EliteBook 6570b Notebook PC computer models equipped with the Windows 8 operating system in Russia (includes keyboard cable and pointing stick cable)             |
| 701987-261               | Keyboard with pointing stick for use on HP EliteBook 6570b Notebook PC computer models equipped with the Windows 8 operating system in Bulgaria (includes keyboard cable and pointing stick cable)           |
| 701987-271               | Keyboard with pointing stick for use on HP EliteBook 6570b Notebook PC computer models equipped with the Windows 8 operating system in Romania (includes keyboard cable and pointing stick cable)            |
| 701987-281               | Keyboard with pointing stick for use on HP EliteBook 6570b Notebook PC computer models equipped with the Windows 8 operating system in Thailand (includes keyboard cable and pointing stick cable)           |
| 701987-291               | Keyboard with pointing stick for use on HP EliteBook 6570b Notebook PC computer models equipped with the Windows 8 operating system in Japan (includes keyboard cable and pointing stick cable)              |
| 701987-A41               | Keyboard with pointing stick for use on HP EliteBook 6570b Notebook PC computer models equipped with the Windows 8 operating system in Belgium (includes keyboard cable and pointing stick cable)            |
| 701987-AB1               | Keyboard with pointing stick for use on HP EliteBook 6570b Notebook PC computer models equipped with the Windows 8 operating system in Taiwan (includes keyboard cable and pointing stick cable)             |
| 701987-AD1               | Keyboard with pointing stick for use on HP EliteBook 6570b Notebook PC computer models equipped with the Windows 8 operating system in South Korea (includes keyboard cable and pointing stick cable)        |
| 701987-B31               | Keyboard with pointing stick for use on HP EliteBook 6570b Notebook PC computer models equipped with the Windows 8 operating system in the Netherlands (includes keyboard cable and pointing stick cable)    |
| 701987-B71               | Keyboard with pointing stick for use on HP EliteBook 6570b Notebook PC computer models equipped with the Windows 8 operating system in Sweden and Finland (includes keyboard cable and pointing stick cable) |
| 701987-BA1               | Keyboard with pointing stick for use on HP EliteBook 6570b Notebook PC computer models equipped with the Windows 8 operating system in Slovenia (includes keyboard cable and pointing stick cable)           |
| 701987-BB1               | Keyboard with pointing stick for use on HP EliteBook 6570b Notebook PC computer models equipped with the Windows 8 operating system in Israel (includes keyboard cable and pointing stick cable)             |
| 701987-BG1               | Keyboard with pointing stick for use on HP EliteBook 6570b Notebook PC computer models equipped with the Windows 8 operating system in Switzerland (includes keyboard cable and pointing stick cable)        |

| <b>Spare part number</b> | <b>Description</b>                                                                                                                                                                                                        |
|--------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 701987-D61               | Keyboard with pointing stick for use on HP EliteBook 6570b Notebook PC computer models equipped with the Windows 8 operating system in India (includes keyboard cable and pointing stick cable)                           |
| 701987-DB1               | Keyboard with pointing stick for use on HP EliteBook 6570b Notebook PC computer models equipped with the Windows 8 operating system in Canada (includes keyboard cable and pointing stick cable)                          |
| 701987-DD1               | Keyboard with pointing stick for use on HP EliteBook 6570b Notebook PC computer models equipped with the Windows 8 operating system in Iceland (includes keyboard cable and pointing stick cable)                         |
| 701987-FL1               | Keyboard with pointing stick for use on HP EliteBook 6570b Notebook PC computer models equipped with the Windows 8 operating system in the Czech Republic and Slovakia (includes keyboard cable and pointing stick cable) |
| 701987-FP1               | Keyboard with pointing stick for use on HP EliteBook 6570b Notebook PC computer models equipped with the Windows 8 operating system in Northwest Africa (includes keyboard cable and pointing stick cable)                |
| 701988-001               | Keyboard without pointing stick for use on HP EliteBook 6570b Notebook PC computer models equipped with the Windows 8 operating system in the United States (includes keyboard cable)                                     |
| 701988-031               | Keyboard without pointing stick for use on HP EliteBook 6570b Notebook PC computer models equipped with the Windows 8 operating system in the United Kingdom and Singapore (includes keyboard cable)                      |
| 701988-041               | Keyboard without pointing stick for use on HP EliteBook 6570b Notebook PC computer models equipped with the Windows 8 operating system in Germany (includes keyboard cable)                                               |
| 701988-051               | Keyboard without pointing stick for use on HP EliteBook 6570b Notebook PC computer models equipped with the Windows 8 operating system in France (includes keyboard cable)                                                |
| 701988-061               | Keyboard without pointing stick for use on HP EliteBook 6570b Notebook PC computer models equipped with the Windows 8 operating system in Italy (includes keyboard cable)                                                 |
| 701988-071               | Keyboard without pointing stick for use on HP EliteBook 6570b Notebook PC computer models equipped with the Windows 8 operating system in Spain (includes keyboard cable)                                                 |
| 701988-081               | Keyboard without pointing stick for use on HP EliteBook 6570b Notebook PC computer models equipped with the Windows 8 operating system in Denmark (includes keyboard cable)                                               |
| 701988-091               | Keyboard without pointing stick for use on HP EliteBook 6570b Notebook PC computer models equipped with the Windows 8 operating system in Norway (includes keyboard cable)                                                |
| 701988-131               | Keyboard without pointing stick for use on HP EliteBook 6570b Notebook PC computer models equipped with the Windows 8 operating system in Portugal (includes keyboard cable)                                              |
| 701988-141               | Keyboard without pointing stick for use on HP EliteBook 6570b Notebook PC computer models equipped with the Windows 8 operating system in Turkey (includes keyboard cable)                                                |
| 701988-161               | Keyboard without pointing stick for use on HP EliteBook 6570b Notebook PC computer models equipped with the Windows 8 operating system in Latin America (includes keyboard cable)                                         |
| 701988-171               | Keyboard without pointing stick for use on HP EliteBook 6570b Notebook PC computer models equipped with the Windows 8 operating system in Saudi Arabia (includes keyboard cable)                                          |
| 701988-201               | Keyboard without pointing stick for use on HP EliteBook 6570b Notebook PC computer models equipped with the Windows 8 operating system in Brazil (includes keyboard cable)                                                |

| <b>Spare part number</b> | <b>Description</b>                                                                                                                                                                                  |
|--------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 701988-211               | Keyboard without pointing stick for use on HP EliteBook 6570b Notebook PC computer models equipped with the Windows 8 operating system in Hungary (includes keyboard cable)                         |
| 701988-251               | Keyboard without pointing stick for use on HP EliteBook 6570b Notebook PC computer models equipped with the Windows 8 operating system in Russia (includes keyboard cable)                          |
| 701988-261               | Keyboard without pointing stick for use on HP EliteBook 6570b Notebook PC computer models equipped with the Windows 8 operating system in Bulgaria (includes keyboard cable)                        |
| 701988-271               | Keyboard without pointing stick for use on HP EliteBook 6570b Notebook PC computer models equipped with the Windows 8 operating system in Romania (includes keyboard cable)                         |
| 701988-281               | Keyboard without pointing stick for use on HP EliteBook 6570b Notebook PC computer models equipped with the Windows 8 operating system in Thailand (includes keyboard cable)                        |
| 701988-291               | Keyboard without pointing stick for use on HP EliteBook 6570b Notebook PC computer models equipped with the Windows 8 operating system in Japan (includes keyboard cable)                           |
| 701988-A41               | Keyboard without pointing stick for use on HP EliteBook 6570b Notebook PC computer models equipped with the Windows 8 operating system in Belgium (includes keyboard cable)                         |
| 701988-AB1               | Keyboard without pointing stick for use on HP EliteBook 6570b Notebook PC computer models equipped with the Windows 8 operating system in Taiwan (includes keyboard cable)                          |
| 701988-AD1               | Keyboard without pointing stick for use on HP EliteBook 6570b Notebook PC computer models equipped with the Windows 8 operating system in South Korea (includes keyboard cable)                     |
| 701988-B31               | Keyboard without pointing stick for use on HP EliteBook 6570b Notebook PC computer models equipped with the Windows 8 operating system in the Netherlands (includes keyboard cable)                 |
| 701988-B71               | Keyboard without pointing stick for use on HP EliteBook 6570b Notebook PC computer models equipped with the Windows 8 operating system in Sweden and Finland (includes keyboard cable)              |
| 701988-BA1               | Keyboard without pointing stick for use on HP EliteBook 6570b Notebook PC computer models equipped with the Windows 8 operating system in Slovenia (includes keyboard cable)                        |
| 701988-BB1               | Keyboard without pointing stick for use on HP EliteBook 6570b Notebook PC computer models equipped with the Windows 8 operating system in Israel (includes keyboard cable)                          |
| 701988-BG1               | Keyboard without pointing stick for use on HP EliteBook 6570b Notebook PC computer models equipped with the Windows 8 operating system in Switzerland (includes keyboard cable)                     |
| 701988-D61               | Keyboard without pointing stick for use on HP EliteBook 6570b Notebook PC computer models equipped with the Windows 8 operating system in India (includes keyboard cable)                           |
| 701988-DB1               | Keyboard without pointing stick for use on HP EliteBook 6570b Notebook PC computer models equipped with the Windows 8 operating system in Canada (includes keyboard cable)                          |
| 701988-DD1               | Keyboard without pointing stick for use on HP EliteBook 6570b Notebook PC computer models equipped with the Windows 8 operating system in Iceland (includes keyboard cable)                         |
| 701988-FL1               | Keyboard without pointing stick for use on HP EliteBook 6570b Notebook PC computer models equipped with the Windows 8 operating system in the Czech Republic and Slovakia (includes keyboard cable) |
| 701988-FP1               | Keyboard without pointing stick for use on HP EliteBook 6570b Notebook PC computer models equipped with the Windows 8 operating system in Northwest Africa (includes keyboard cable)                |
| 702080-001               | HP un2430 EV-DO/HSPA Mini Card                                                                                                                                                                      |

| Spare part number | Description                                                                                                                                                                                                                                                                                                                |
|-------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 702081-001        | Intel Quad Core i7-3630QM 2.40-GHz processor (SC turbo up to 3.40-GHz; 1600-MHz FSB, 6.0-MB L3 cache, 45 W) for use only on HP EliteBook 8570p Notebook PC computer models (includes replacement thermal material)                                                                                                         |
| 702243-001        | 240-GB solid-state drive (does not include bracket, connector cable, or screws)<br><br><b>NOTE:</b> The bracket, connector cable, and screws are included in the Hard Drive Hardware Kit, spare part number 644694-001.                                                                                                    |
| 702840-001        | Intel Quad Core i7-3740QM 2.70-GHz processor (SC turbo up to 3.70-GHz; 1600-MHz FSB, 6.0-MB L3 cache, 45 W) for use only on HP EliteBook 8570p Notebook PC computer models (includes replacement thermal material)                                                                                                         |
| 703887-001        | System board for use only on HP ProBook 6570b Notebook PC computer models equipped with the QM77 chipset, a graphics subsystem with UMA memory, and the Windows 7 operating system in all countries and regions except the People's Republic of China and the Ukraine (includes replacement thermal material)              |
| 703887-501        | System board for use only on HP ProBook 6570b Notebook PC computer models equipped with the QM77 chipset, a graphics subsystem with UMA memory, and the Windows 8 Standard operating system in all countries and regions except the People's Republic of China and the Ukraine (includes replacement thermal material)     |
| 703887-601        | System board for use only on HP ProBook 6570b Notebook PC computer models equipped with the QM77 chipset, a graphics subsystem with UMA memory, and the Windows 8 Professional operating system in all countries and regions except the People's Republic of China and the Ukraine (includes replacement thermal material) |
| 707031-001        | 4-GB Samsung locked memory module (PC3, 12800, 1600-MHz)                                                                                                                                                                                                                                                                   |
| 708761-001        | Intel Dual Core i5-3340M 2.70-GHz processor (SC turbo up to 3.40-GHz; 1600-MHz FSB, 3.0-MB L3 cache, 35 W) for use on all computer models (includes replacement thermal material)                                                                                                                                          |
| 708762-001        | Intel Dual Core i5-3380M 2.90-GHz processor (SC turbo up to 3.60-GHz; 1600-MHz FSB, 3.0-MB L3 cache, 35 W) for use on all computer models (includes replacement thermal material)                                                                                                                                          |
| 710787-001        | Intel Dual Core i7-3540M 3.00-GHz processor (SC turbo up to 3.70-GHz; 1600-MHz FSB, 4.0-MB L3 cache, 45 W) for use on all computer models (includes replacement thermal material)                                                                                                                                          |
| 710789-001        | HP Lt2522 LTE/EV-DO Mobile Broadband Module                                                                                                                                                                                                                                                                                |
| 710790-001        | HP Lt2523 LTE/HSPA+ Mobile Broadband Module                                                                                                                                                                                                                                                                                |
| 711903-001        | Intel Dual Core i5-3230M 2.60-GHz processor (SC turbo up to 3.20-GHz; 1600-MHz FSB, 3.0-MB L3 cache, 35 W) for use on all computer models (includes replacement thermal material)                                                                                                                                          |
| 713163-001        | Intel Dual Core i3-3130M 2.60-GHz processor (1333-MHz FSB, 3.0-MB L3 cache, 35 W) for use on all computer models (includes replacement thermal material)                                                                                                                                                                   |

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## 4 Removal and replacement procedures

### Preliminary replacement requirements

#### Tools required

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

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

#### Service considerations

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



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

---

#### Plastic parts



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

---

#### Cables and connectors



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

---

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

## Drive handling

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

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

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

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

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

Avoid dropping drives from any height onto any surface.

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

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

Avoid exposing a drive to temperature extremes or liquids.

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

---

## Grounding guidelines

### Electrostatic discharge damage

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

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

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

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

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

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

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

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

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

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

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

## Packaging and transporting guidelines

Follow these grounding guidelines when packaging and transporting equipment:

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

## Workstation guidelines

Follow these grounding workstation guidelines:

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

## Equipment guidelines

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

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

The following grounding equipment is recommended to prevent electrostatic damage:

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

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

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

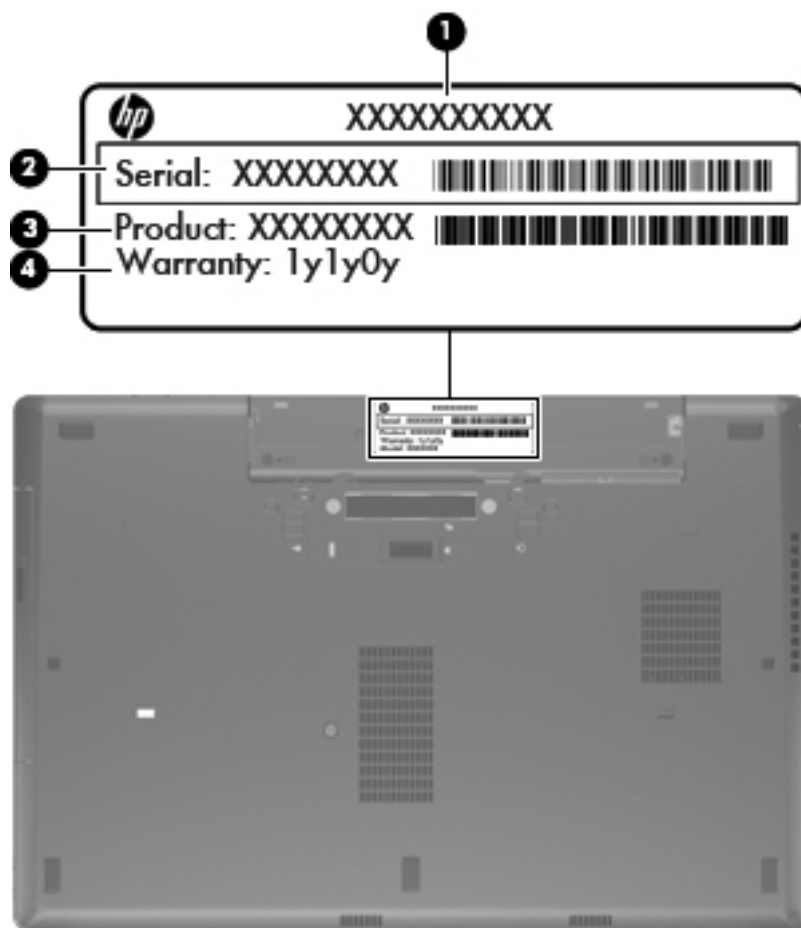
# Component replacement procedures

This chapter provides removal and replacement procedures.

There are as many as 94 screws that must be removed, replaced, and/or loosened when servicing the computer. Make special note of each screw size and location during removal and replacement.

## Service tag

When ordering parts or requesting information, provide the computer serial number and model number provided on the service tag. It is necessary to remove the battery to obtain these numbers. See [Battery on page 81](#) for battery removal instructions.

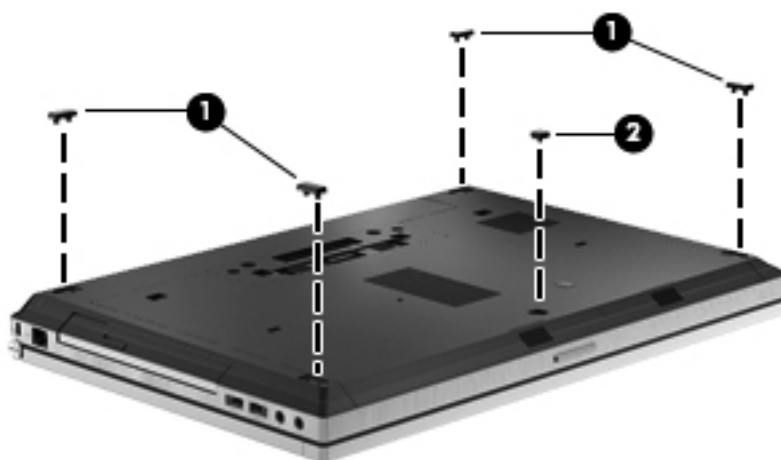


| Item | Component           | Description                                                        |
|------|---------------------|--------------------------------------------------------------------|
| (1)  | Product name        | This is the product name affixed to the front of the computer.     |
| (2)  | Serial number (s/n) | This is an alphanumeric identifier that is unique to each product. |

| Item | Component                        | Description                                                                                                                                                                   |
|------|----------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| (3)  | Part number/Product number (p/n) | This number provides specific information about the product's hardware components. The part number helps a service technician determine what components and parts are needed. |
| (4)  | Warranty period                  | This number describes the duration of the warranty period for the computer.                                                                                                   |
| (5)  | Model description                | This is the alphanumeric identifier used to locate documents, drivers, and support for the computer.                                                                          |

## Computer feet

The computer feet are adhesive-backed rubber pads. The feet are included in the Rubber Kits, spare part numbers 641192-001 (for use only on HP EliteBook 8570p Notebook PC computer models) and 646608-001 (for use only on HP ProBook 6570b Notebook PC computer models). There are 4 rectangular rubber feet **(1)** and one square rubber foot **(2)** that attach to the base enclosure and service cover in the locations illustrated below.



## Battery

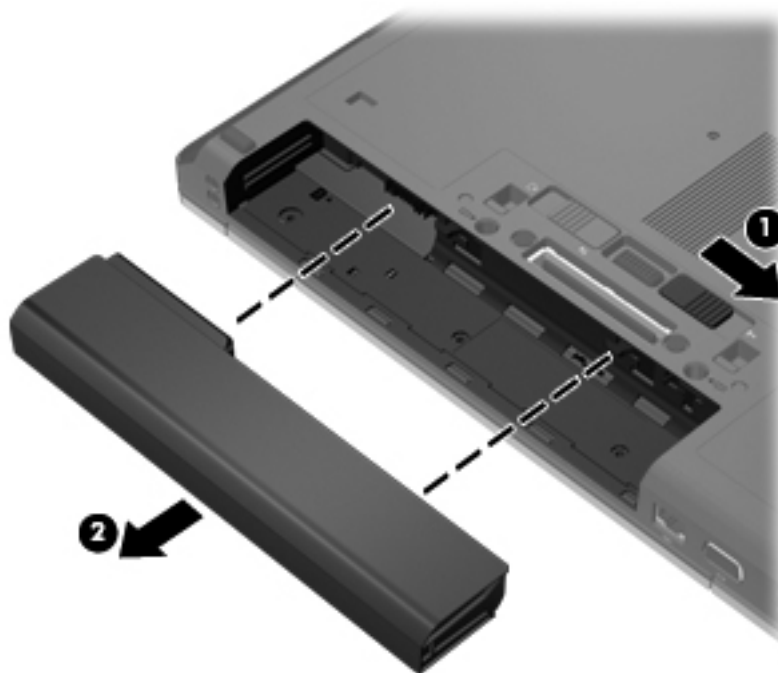
| Description            | Spare part number |
|------------------------|-------------------|
| 9-cell, 100-Wh, 3.0-Ah | 631243-001        |
| 9-cell, 73-Wh, 2.2-Ah  | 634089-001        |
| 6-cell, 62-Wh, 2.8-Ah  | 628668-001        |
| 6-cell, 55-Wh, 2.8-Ah  | 628670-001        |
| 3-cell, 31-Wh, 2.8-Ah  | 628664-001        |

Before disassembling the computer, follow these steps:

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

Remove the battery:

1. Position the computer upside-down on a flat surface, with the battery bay toward you.
2. Slide the battery release latch **(1)** to release the battery.
3. Remove the battery **(2)** from the computer.



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

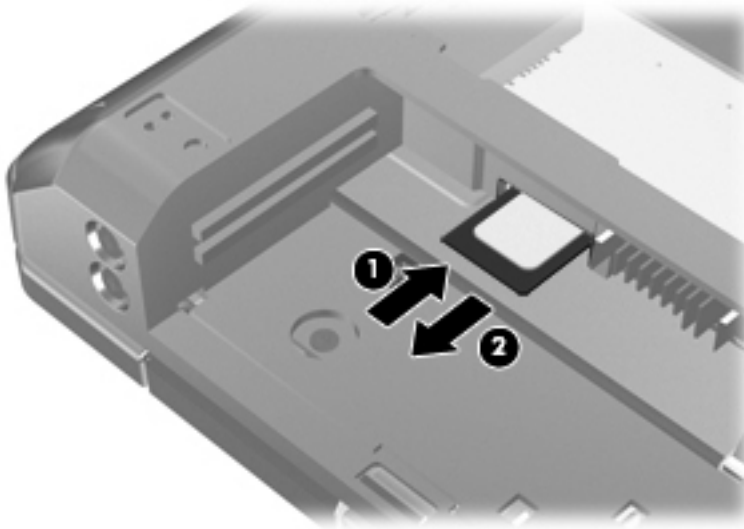
## SIM

Before removing the SIM, follow these steps:

1. Turn off the computer. If you are unsure whether the computer is off or in Hibernation, turn the computer on, and then shut it down through the operating system.
2. Disconnect the power from the computer by unplugging the power cord from the computer.
3. Disconnect all external devices from the computer.
4. Remove the battery (see [Battery on page 81](#)).

Remove the SIM:

1. Press in on the SIM **(1)**. (The module is partially ejected from the SIM slot.)
2. Remove the SIM **(2)** from the SIM slot.



Reverse this procedure to install the SIM.

## Service cover

 **NOTE:** The service cover is included in the Plastics Kit, spare part numbers 641190-001 (for use only on HP EliteBook 8570p Notebook PC computer models) and 646971-001 (for use only on HP EliteBook 6570B Notebook PC computer models). The service cover included in the Plastics Kits includes a “made in China” label.

The service cover is also available using the following spare part numbers for regional configure to order (RCTO) circumstances:

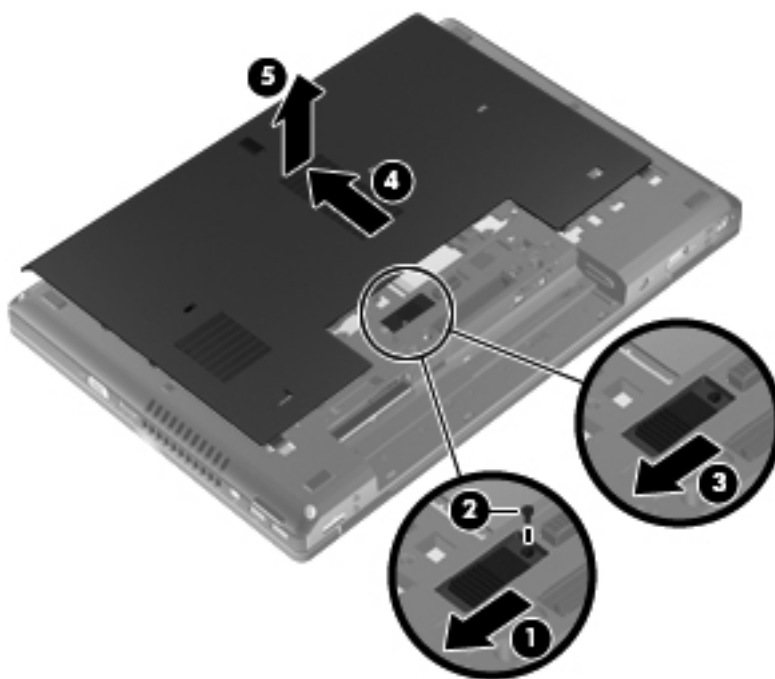
- 670434-001—regional configure to order (RCTO) with “made in America” or “made in Mexico” label
- 671461-001—RCTO with “made in Japan” label

Before removing the service cover, follow these steps:

1. Turn off the computer. If you are unsure whether the computer is off or in Hibernation, turn the computer on, and then shut it down through the operating system.
2. Disconnect the power from the computer by unplugging the power cord from the computer.
3. Disconnect all external devices from the computer.
4. Remove the battery (see [Battery on page 81](#)).

Remove the service cover:

1. Slide the release latch **(1)** and remove the locking screw (if installed) **(2)**.
2. Slide the release latch **(3)** to disengage the door from the computer.
3. Slide the door toward the front of the computer **(4)**, and then lift the door off the computer **(5)**.



Reverse the removal procedures to install the service cover.

## Optical drive

| Description                                                                                                                                                       | Spare part number |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------|
| Blu-ray ROM DVD±RW SuperMulti DL Drive for use only on HP EliteBook 8570p Notebook PC computer models (includes optical drive bezel and optical drive bracket)    | 690411-001        |
| DVD±RW Double-Layer with SuperMulti Drive for use only on HP EliteBook 8570p Notebook PC computer models (includes optical drive bezel and optical drive bracket) | 690410-001        |
| DVD-ROM Drive for use only on HP EliteBook 8570p Notebook PC computer models (includes optical drive bezel and optical drive bracket)                             | 690413-001        |
| Blu-ray ROM DVD±RW SuperMulti DL Drive for use only on HP ProBook 6570b Notebook PC computer models (includes optical drive bezel and optical drive bracket)      | 690409-001        |
| DVD±RW Double-Layer with SuperMulti Drive for use only on HP ProBook 6570b Notebook PC computer models (includes optical drive bezel and optical drive bracket)   | 690408-001        |
| DVD-ROM Drive for use only on HP ProBook 6570b Notebook PC computer models (includes optical drive bezel and optical drive bracket)                               | 690412-001        |

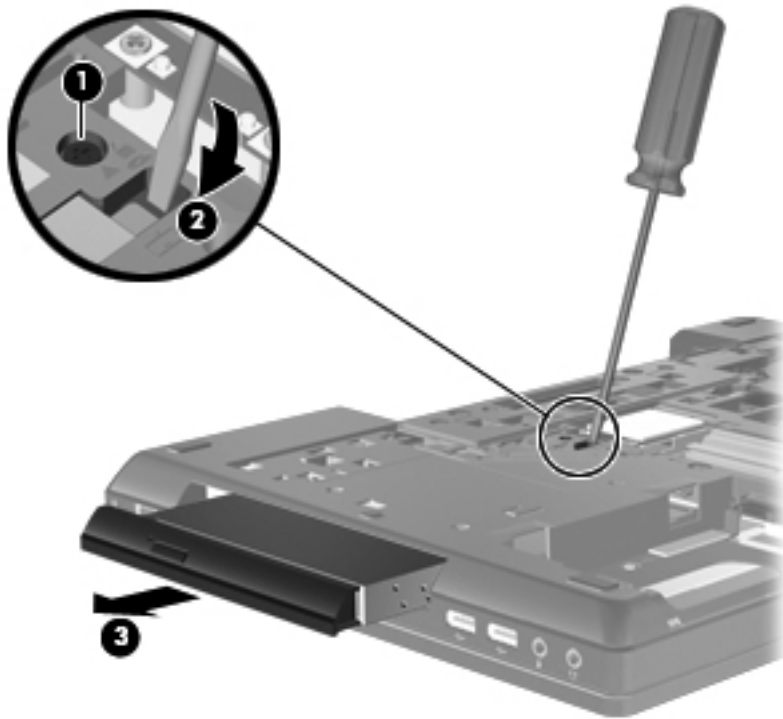
Before removing the optical drive, follow these steps:

1. Turn off the computer. If you are unsure whether the computer is off or in Hibernation, turn the computer on, and then shut it down through the operating system.
2. Disconnect the power from the computer by unplugging the power cord from the computer.
3. Disconnect all external devices from the computer.
4. Remove the battery (see [Battery on page 81](#)).
5. Remove the service cover (see [Service cover on page 83](#)).

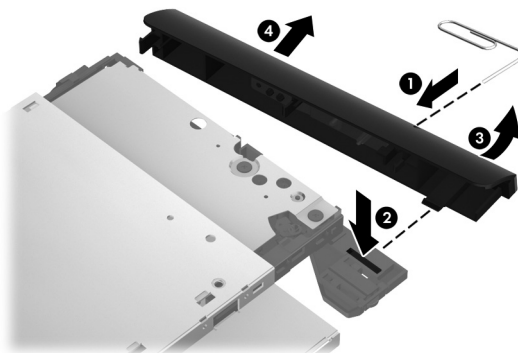
Remove the optical drive:

1. Position the computer upside-down with the right side toward you.
2. Loosen the captive Phillips screw **(1)** that secures the optical drive to the computer.
3. Use a flat-blade screw driver or similar tool to press on the optical drive bracket tab **(2)** to release the optical drive.

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

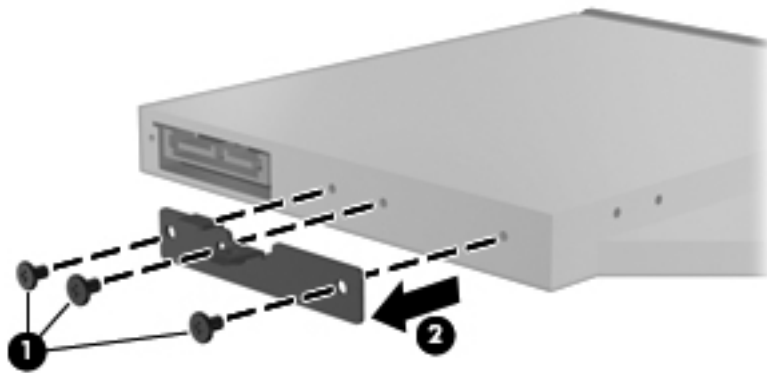


5. If it is necessary to replace the optical drive bezel, use a thin tool or an unbent paper clip **(1)** to release the optical drive tray.
6. Use a flat-blade screw driver or similar tool to press on the optical drive bezel tab **(2)**, and then release the left side of the optical drive bezel **(3)**.
7. Remove the optical drive bezel **(4)**.



8. If it is necessary to replace the optical drive bracket, position the optical drive with the rear panel toward you.
9. Remove the three Phillips PM2.0×3.0 screws **(1)** that secure the optical drive bracket to the optical drive.

10. Remove the optical drive bracket (2).



Reverse this procedure to reassemble and install the optical drive.

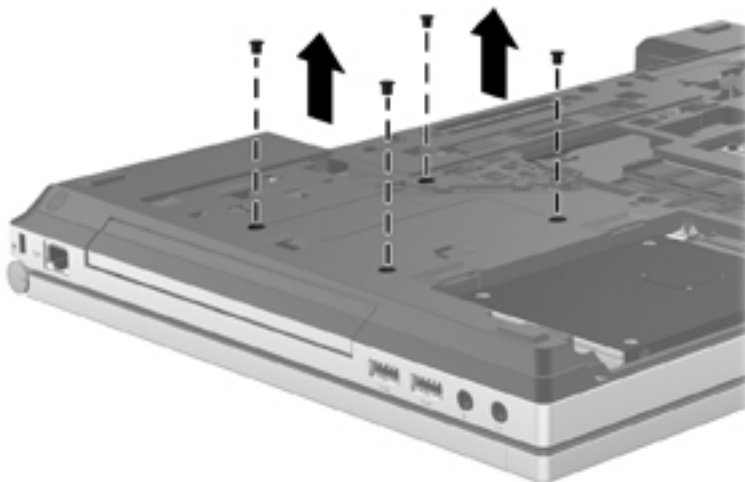
## Upgrade bay

Before removing the upgrade bay, follow these steps:

1. Turn off the computer. If you are unsure whether the computer is off or in Hibernation, turn the computer on, and then shut it down through the operating system.
2. Disconnect the power from the computer by unplugging the power cord from the computer.
3. Disconnect all external devices from the computer.
4. Remove the battery (see [Battery on page 81](#)).
5. Remove the service cover (see [Service cover on page 83](#)).

Remove the upgrade bay:

1. Position the computer upside-down with the right side toward you.
2. Remove the four Phillips PM2.0×4.0 screws that secure the upgrade bay assembly to the computer.



3. Loosen the captive Phillips screw that secures the upgrade bay drive in the upgrade bay **(1)**.
4. Use a flat-blade screw driver or similar tool to press on the upgrade bay bracket tab **(2)** to release the upgrade bay.
5. Remove the upgrade bay **(3)** from the computer.



Reverse this procedure to install the upgrade bay.

## Hard drive

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

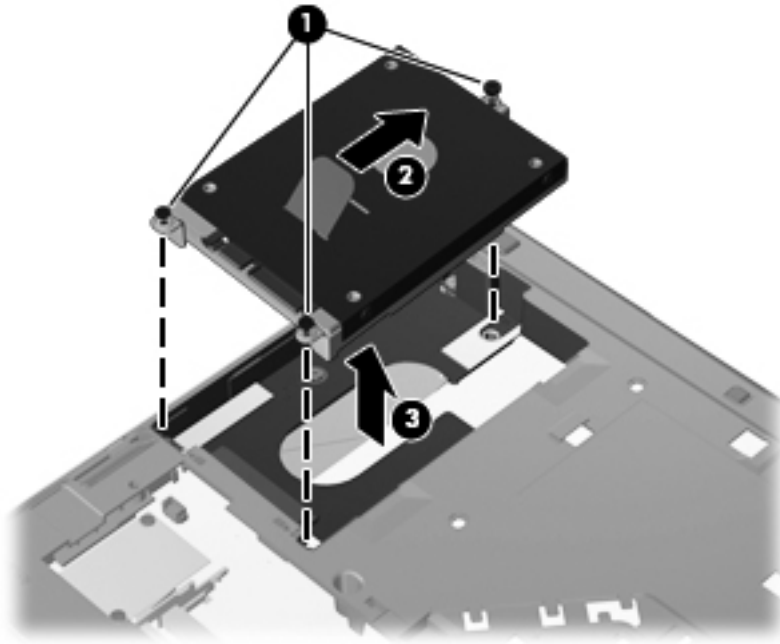
| Description                                                      | Spare part number |
|------------------------------------------------------------------|-------------------|
| 750-GB, 7200-rpm, 9.5-mm                                         | 633252-001        |
| 500-GB, 7200-rpm, 9.5-mm SED                                     | 683801-001        |
| 500-GB, 7200-rpm, 9.5-mm                                         | 634925-001        |
| 320-GB, 7200-rpm, 9.5-mm                                         | 634862-001        |
| Hard Drive Hardware Kit (includes hard drive bracket and screws) | 644694-001        |

Before removing the hard drive, follow these steps:

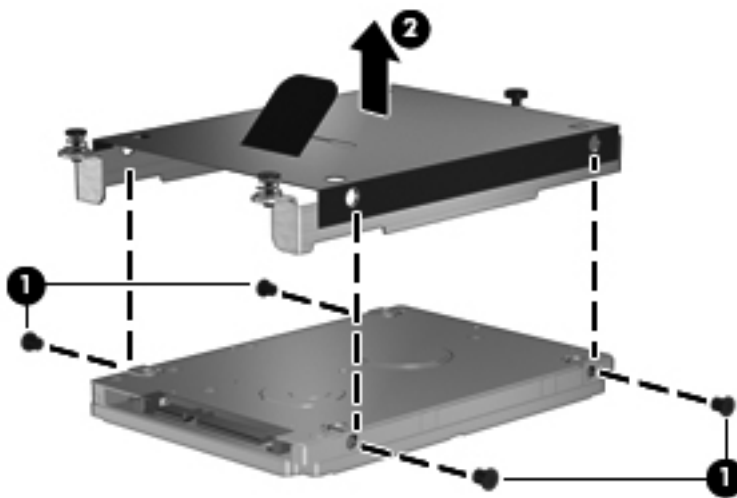
1. Turn off the computer. If you are unsure whether the computer is off or in Hibernation, turn the computer on, and then shut it down through the operating system.
2. Disconnect the power from the computer by unplugging the power cord from the computer.
3. Disconnect all external devices from the computer.
4. Remove the battery (see [Battery on page 81](#)).
5. Remove the service cover (see [Service cover on page 83](#)).

Remove the hard drive:

1. Loosen the three Phillips screws **(1)** that secure the hard drive to the computer.
2. Use the hard drive tab **(2)** to slide the hard drive to the right to disconnect it from the system board.
3. Remove the hard drive **(3)** from the hard drive bay.



4. If it is necessary to disassemble the hard drive, perform the following steps:
  - a. Remove the four Phillips PM3.0x3.0 screws **(1)** that secure the hard drive bracket to the hard drive.
  - b. Remove the hard drive bracket **(2)** from the hard drive. The hard drive bracket and screws are available in the Hard Drive Hardware Kit, spare part number 644694-001.



Reverse this procedure to reassemble and install the hard drive.

## RTC battery

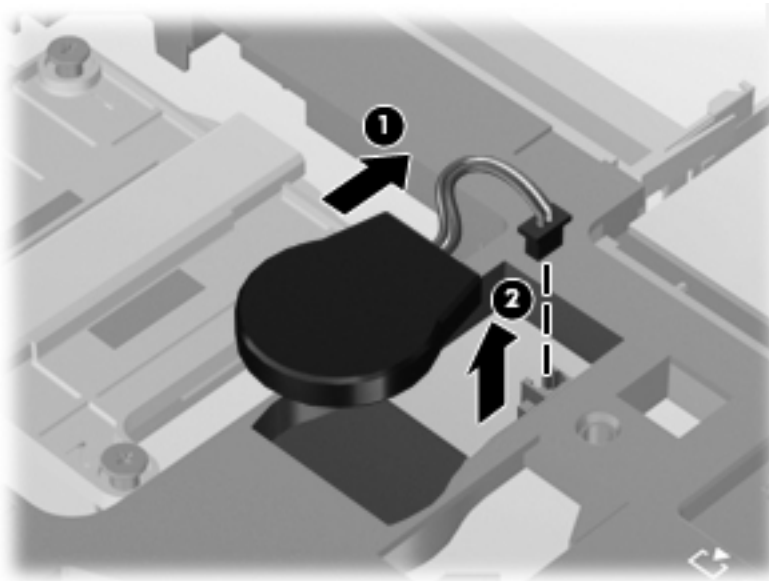
| Description                                        | Spare part number |
|----------------------------------------------------|-------------------|
| RTC battery (includes cable and double-sided tape) | 652650-001        |

Before removing the RTC battery, follow these steps:

1. Turn off the computer. If you are unsure whether the computer is off or in Hibernation, turn the computer on, and then shut it down through the operating system.
2. Disconnect the power from the computer by unplugging the power cord from the computer.
3. Disconnect all external devices from the computer.
4. Remove the battery (see [Battery on page 81](#)).
5. Remove the service cover (see [Service cover on page 83](#)).

Remove the RTC battery:

1. Disconnect the RTC battery cable **(1)** from the system board.
2. Detach the RTC battery **(2)** from the base enclosure. (The RTC battery is attached to the base enclosure with double-sided tape.)



3. Remove the RTC battery.

Reverse this procedure to install the RTC battery.

## Memory module



**NOTE:** Primary and expansion memory is installed in a stacked configuration in the bottom of the computer.

| Description                                              | Spare part number |
|----------------------------------------------------------|-------------------|
| 8-GB memory module (PC3, 12800, 1600-MHz)                | 670034-001        |
| 8-GB memory module (PC3L, 12800, 1600-MHz)               | 693374-001        |
| 4-GB memory module (PC3, 12800, 1600-MHz)                | 641369-001        |
| 4-GB Samsung locked memory module (PC3, 12800, 1600-MHz) | 707031-001        |
| 2-GB memory module (PC3, 12800, 1600-MHz)                | 652972-001        |

### Update BIOS before adding memory modules

Before adding new memory, make sure you update the computer to the latest BIOS.



**CAUTION:** Failure to update the computer to the latest BIOS prior to installing new memory may result in various system problems.

To update BIOS:

1. Navigate to [www.hp.com](http://www.hp.com).
2. Click **Support & Drivers > click Drivers & Software**.
3. In the **Enter a product name/number box**, type the computer model information, and then click **Search**.
4. Click the link for the computer model.
5. Select the operating system, and then click **Next**.
6. Under **Step 2: Select a Download**, click the **BIOS** link.
7. Click the link for the most recent BIOS.
8. Click the **Download** button, and then follow the on-screen instructions.

Before removing a memory module, follow these steps:

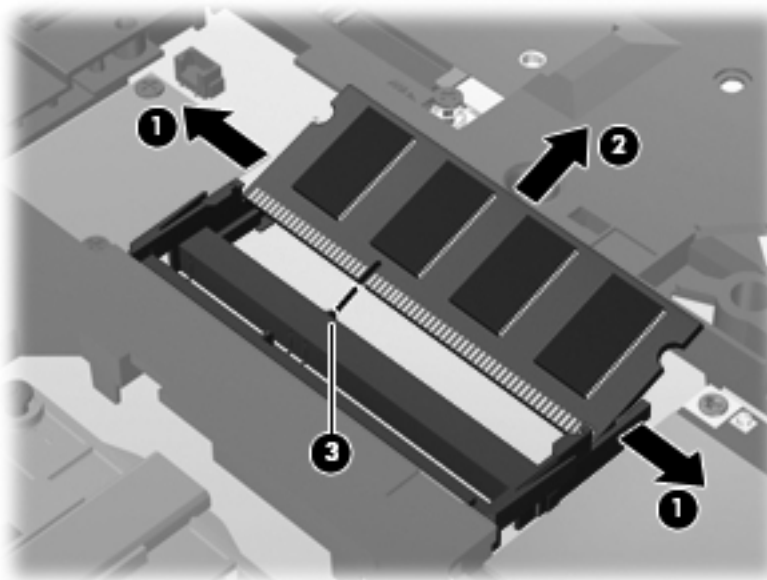
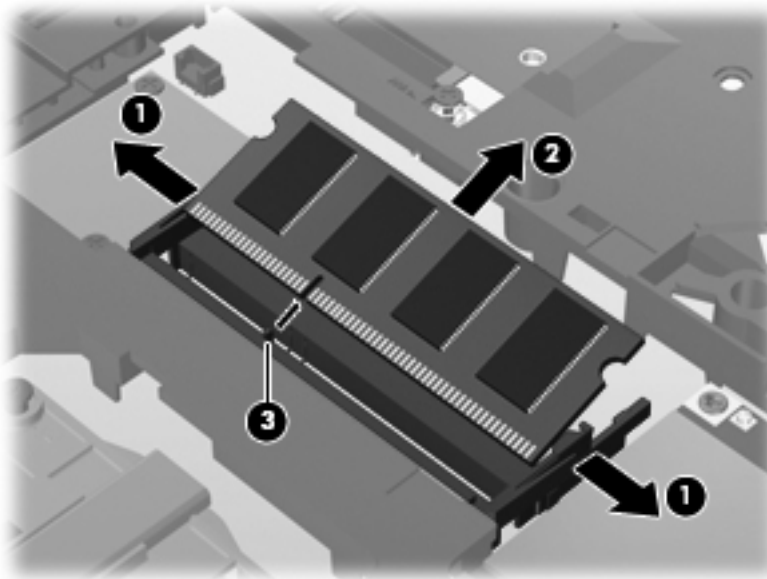
1. Turn off the computer. If you are unsure whether the computer is off or in Hibernation, turn the computer on, and then shut it down through the operating system.
2. Disconnect the power from the computer by unplugging the power cord from the computer.
3. Disconnect all external devices from the computer.
4. Remove the battery (see [Battery on page 81](#)).
5. Remove the service cover (see [Service cover on page 83](#)).

Remove the memory module:

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

 **NOTE:** Memory modules are designed with a notch **(3)** to prevent incorrect insertion into the memory module slot.

 **NOTE:** The computer uses two memory slots. The top slot houses the expansion memory module and is shown in the first image below. The bottom slot houses the primary memory module and is shown in the second image below.



Reverse this procedure to install a memory module.

## WWAN module



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

| Description                                  | Spare part number |
|----------------------------------------------|-------------------|
| HP hs2350 HSPA+ Mobile Broadband Module      | 668969-001        |
| HP lt2523 LTE/HSPA+ Mobile Broadband Module  | 710790-001        |
| HP lt2522 LTE/EV-DO Mobile Broadband Module  | 710789-001        |
| HP un2430 EV-DO/HSPA Mini Card               | 702080-001        |
| HP un2430 EV-DO/HSPA Mobile Broadband Module | 634400-001        |

Before removing the WWAN module, follow these steps:

1. Turn off the computer. If you are unsure whether the computer is off or in Hibernation, turn the computer on, and then shut it down through the operating system.
2. Disconnect the power from the computer by unplugging the power cord from the computer.
3. Disconnect all external devices from the computer.
4. Remove the battery (see [Battery on page 81](#)).
5. Remove the service cover (see [Service cover on page 83](#)).

Remove the WWAN module:

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

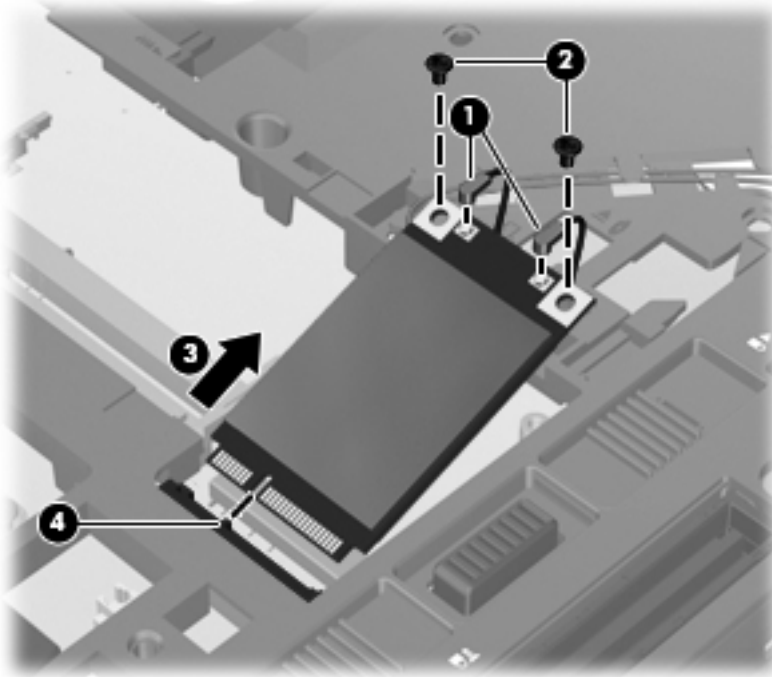


**NOTE:** The red WWAN antenna cable is connected to the WWAN module “Main” terminal. The blue WWAN antenna cable is connected to the WWAN module “Aux” terminal.

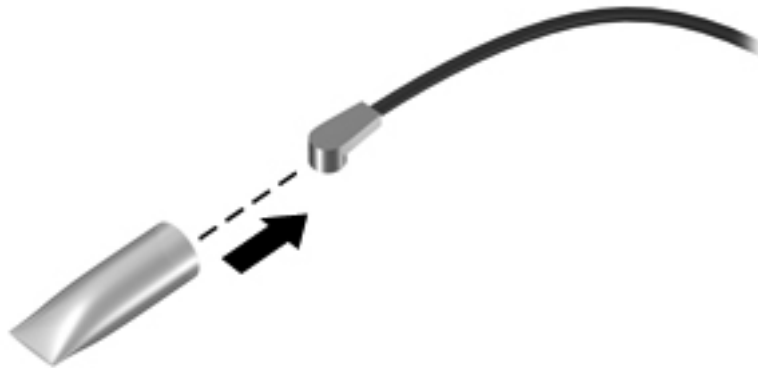
2. Remove the two Phillips PM2.0×3.0 screws **(2)** that secure the WLAN module to the base enclosure. (The WLAN module tilts up.)

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

 **NOTE:** WWAN modules are designed with a notch (4) 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.

## WLAN module

| Description                                  | Spare part number |
|----------------------------------------------|-------------------|
| HP hs2350 HSPA+ Mobile Broadband Module      | 668969-001        |
| HP lt2523 LTE/HSPA+ Mobile Broadband Module  | 710790-001        |
| HP lt2522 LTE/EV-DO Mobile Broadband Module  | 710789-001        |
| HP un2430 EV-DO/HSPA Mini Card               | 702080-001        |
| HP un2430 EV-DO/HSPA Mobile Broadband Module | 634400-001        |

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

Before removing the WLAN module, follow these steps:

1. Turn off the computer. If you are unsure whether the computer is off or in Hibernation, turn the computer on, and then shut it down through the operating system.
2. Disconnect the power from the computer by unplugging the power cord from the computer.
3. Disconnect all external devices from the computer.
4. Remove the battery (see [Battery on page 81](#)).
5. Remove the service cover (see [Service cover on page 83](#)).

Remove the WLAN module:

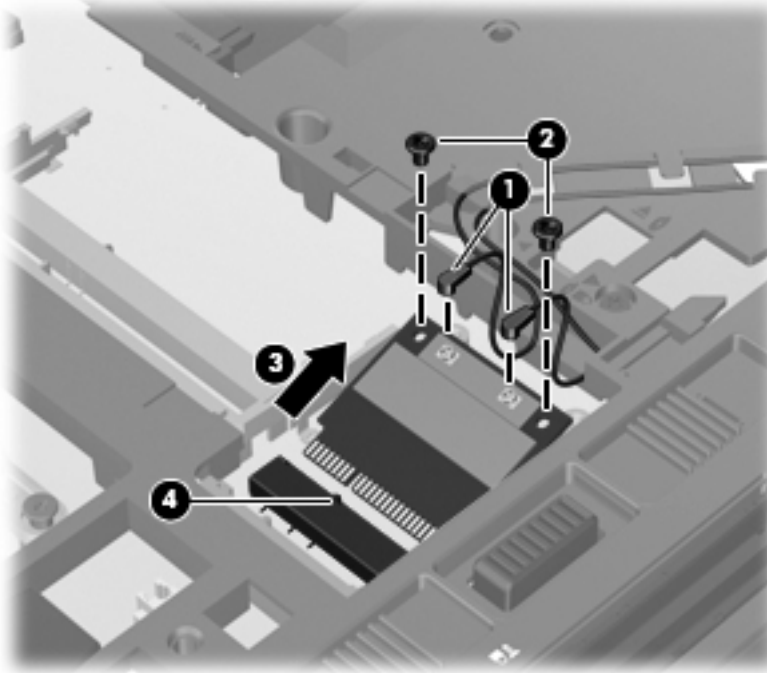
1. Disconnect the WLAN antenna cables **(1)** from the terminals on the WLAN module.

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

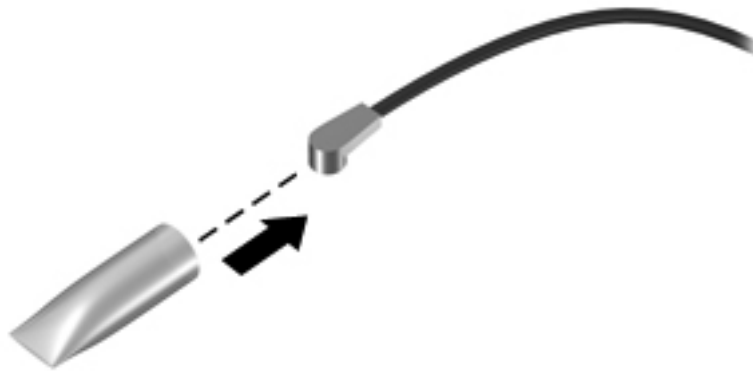
2. Remove the two Phillips PM2.0×3.0 screws **(2)** that secure the WLAN module to the base enclosure. (The WLAN module tilts up.)

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

 **NOTE:** WLAN modules are designed with a notch **(4)** to prevent incorrect insertion.



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



Reverse this procedure to install the WLAN module.

## Bluetooth module



**NOTE:** The Bluetooth module spare part kit does not include a Bluetooth module cable. The Bluetooth module cable is included in the Cable Kits, spare part numbers 686308-001 (for use only on HP EliteBook 8570p Notebook PC computer models) and 686307-001 (for use only on HP ProBook 6570b Notebook PC computer models).

| Description              | Spare part number |
|--------------------------|-------------------|
| Bluetooth module 4.0 EDR | 655792-001        |

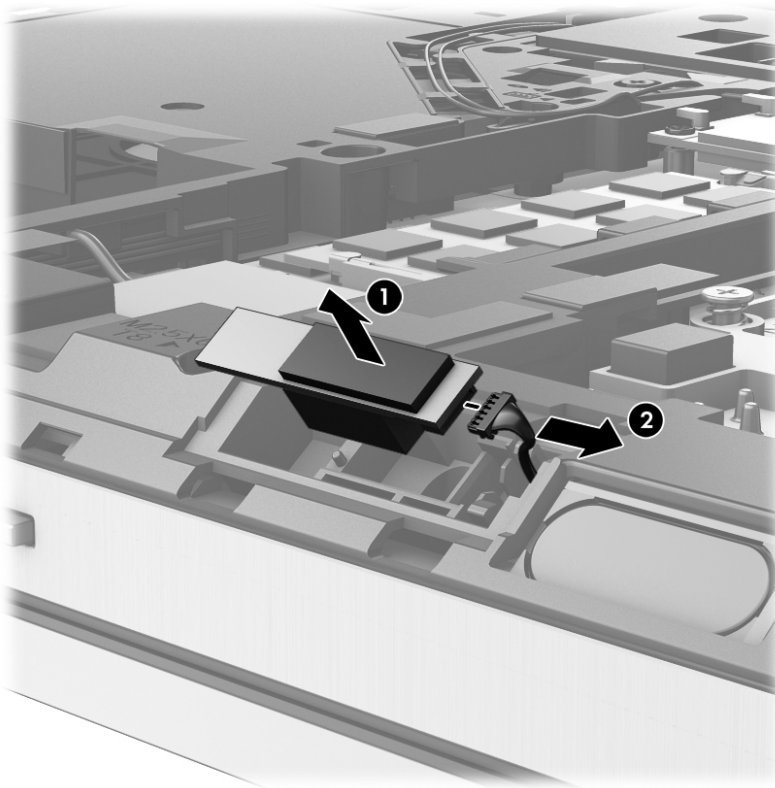
Before removing the Bluetooth module, follow these steps:

1. Turn off the computer. If you are unsure whether the computer is off or in Hibernation, turn the computer on, and then shut it down through the operating system.
2. Disconnect the power from the computer by unplugging the power cord from the computer.
3. Disconnect all external devices from the computer.
4. Remove the battery (see [Battery on page 81](#)).
5. Remove the service cover (see [Service cover on page 83](#)).

Remove the Bluetooth module:

1. Release the Bluetooth module **(1)** from the clip built into the base enclosure.

2. Disconnect the Bluetooth module cable **(2)** from the Bluetooth module.



3. Remove the Bluetooth module.

Reverse this procedure to install the Bluetooth module.

## Modem module



**NOTE:** The modem module spare part kit does not include a RJ-11 jack cable. The RJ-11 jack cable is included in the Cable Kits, spare part numbers 686308-001 (for use only on HP EliteBook 8570p Notebook PC computer models) and 686307-001 (for use only on HP ProBook 6570b Notebook PC computer models).

| Description  | Spare part number |
|--------------|-------------------|
| Modem module | 628824-001        |

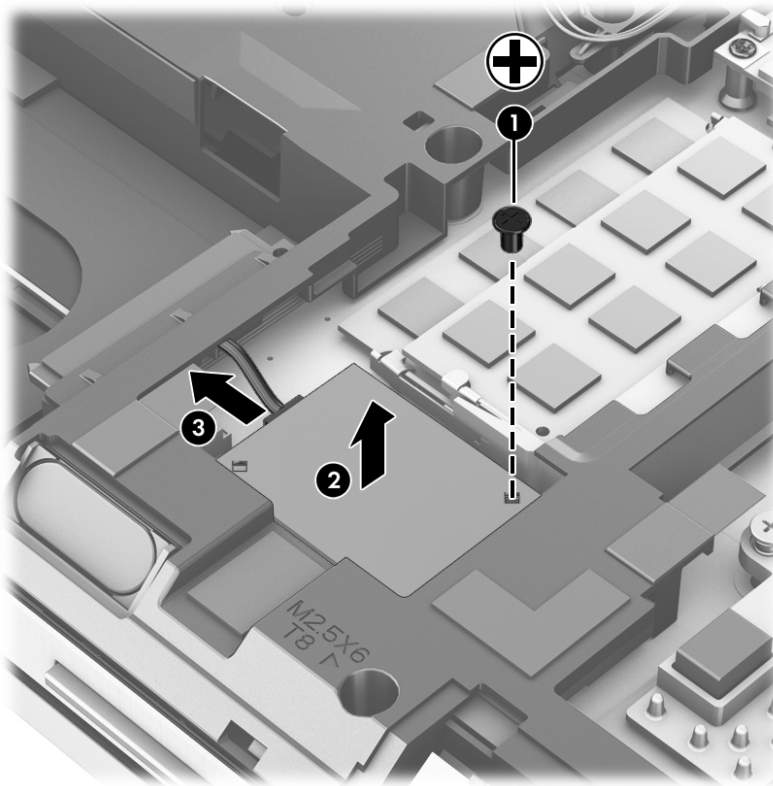
Before removing the modem module, follow these steps:

1. Turn off the computer. If you are unsure whether the computer is off or in Hibernation, turn the computer on, and then shut it down through the operating system.
2. Disconnect the power from the computer by unplugging the power cord from the computer.
3. Disconnect all external devices from the computer.
4. Remove the battery (see [Battery on page 81](#)).
5. Remove the service cover (see [Service cover on page 83](#)).

Remove the modem module:

1. Remove the Phillips PM2.0×3.0 screw **(1)** that secures the modem module to the system board.
2. Disconnect the modem module **(2)** from the system board by lifting it straight up.

3. Disconnect the modem module cable (3) from the modem module.



4. Remove the modem module.

Reverse this procedure to install the modem module.

## Fan

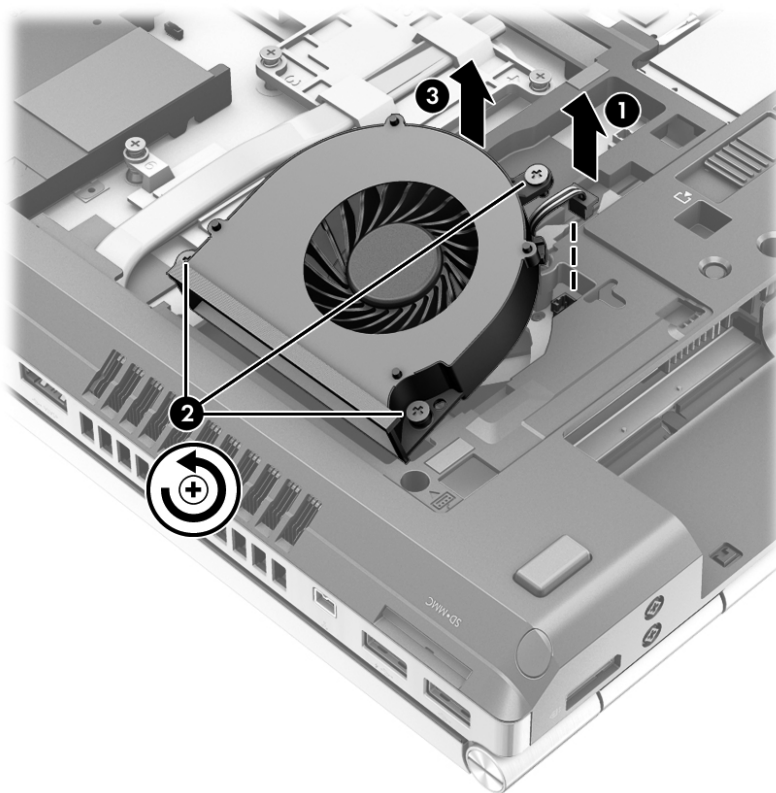
| Description          | Spare part number |
|----------------------|-------------------|
| Fan (includes cable) | 686311-001        |

Before removing the fan, follow these steps:

1. Turn off the computer. If you are unsure whether the computer is off or in Hibernation, turn the computer on, and then shut it down through the operating system.
2. Disconnect the power from the computer by unplugging the power cord from the computer.
3. Disconnect all external devices from the computer.
4. Remove the battery (see [Battery on page 81](#)).
5. Remove the service cover (see [Service cover on page 83](#)).

Remove the fan:

1. Disconnect the fan cable **(1)** from the system board.
2. Loosen the three captive Phillips screws **(2)** that secure the fan to the base enclosure.
3. Remove the fan **(3)**.



Reverse this procedure to install the fan.

## Keyboard

| For use in country/region                                                                                                                  | Spare part number | For use in country/region                   | Spare part number |
|--------------------------------------------------------------------------------------------------------------------------------------------|-------------------|---------------------------------------------|-------------------|
| Keyboard with pointing stick for use on HP EliteBook 8570p Notebook PC computer models (includes keyboard cable and pointing stick cable): |                   |                                             |                   |
| For use only on computer models equipped with the Windows 8 operating system:                                                              |                   | For use in the Netherlands                  | 701986-B31        |
| For use in Belgium                                                                                                                         | 701986-A41        | For use in Norway                           | 701986-091        |
| For use in Brazil                                                                                                                          | 701986-201        | For use in Northwest Africa                 | 701986-FP1        |
| For use in Bulgaria                                                                                                                        | 701986-261        | For use in Portugal                         | 701986-131        |
| For use in Canada                                                                                                                          | 701986-DB1        | For use in Romania                          | 701986-271        |
| For use in the Czech Republic and Slovakia                                                                                                 | 701986-FL1        | For use in Russia                           | 701986-251        |
| For use in Denmark                                                                                                                         | 701986-081        | For use in Saudi Arabia                     | 701986-171        |
| For use in France                                                                                                                          | 701986-051        | For use in Slovenia                         | 701986-BA1        |
| For use in Germany                                                                                                                         | 701986-041        | For use in South Korea                      | 701986-AD1        |
| For use in Greece                                                                                                                          | 701986-151        | For use in Spain                            | 701986-071        |
| For use in Hungary                                                                                                                         | 701986-211        | For use in Sweden and Finland               | 701986-B71        |
| For use in Iceland                                                                                                                         | 701986-DD1        | For use in Switzerland                      | 701986-BG1        |
| For use in India                                                                                                                           | 701986-D61        | For use in Taiwan                           | 701986-AB1        |
| For use in Israel                                                                                                                          | 701986-BB1        | For use in Thailand                         | 701986-281        |
| For use in Italy                                                                                                                           | 701986-061        | For use in Turkey                           | 701986-141        |
| For use in Japan                                                                                                                           | 701986-291        | For use in the United Kingdom and Singapore | 701986-031        |
| For use in Latin America                                                                                                                   | 701986-161        | For use in the United States                | 701986-001        |
| For use only on computer models equipped with the Windows 7 operating system:                                                              |                   | For use in the Netherlands                  | 686318-B31        |
| For use in Belgium                                                                                                                         | 686318-A41        | For use in Northwest Africa                 | 686318-FP1        |
| For use in Brazil                                                                                                                          | 686318-201        | For use in Norway                           | 686318-091        |
| For use in Bulgaria                                                                                                                        | 686318-261        | For use in Portugal                         | 686318-131        |
| For use in Canada                                                                                                                          | 686318-DB1        | For use in Romania                          | 686318-271        |
| For use in the Czech Republic and Slovakia                                                                                                 | 686318-FL1        | For use in Russia                           | 686318-251        |
| For use in Denmark                                                                                                                         | 686318-081        | For use in Saudi Arabia                     | 686318-171        |
| For use in France                                                                                                                          | 686318-051        | For use in Slovenia                         | 686318-261        |
| For use in Germany                                                                                                                         | 686318-041        | For use in South Korea                      | 686318-AD1        |

| <b>For use in country/region</b>                                                                                                           | <b>Spare part number</b> | <b>For use in country/region</b>            | <b>Spare part number</b> |
|--------------------------------------------------------------------------------------------------------------------------------------------|--------------------------|---------------------------------------------|--------------------------|
| For use in Greece                                                                                                                          | 686318-151               | For use in Spain                            | 686318-071               |
| For use in Hungary                                                                                                                         | 686318-211               | For use in Sweden and Finland               | 686318-B71               |
| For use in Iceland                                                                                                                         | 686318-DD1               | For use in Switzerland                      | 686318-BG1               |
| For use in India                                                                                                                           | 686318-D61               | For use in Taiwan                           | 686318-AB1               |
| For use in Israel                                                                                                                          | 686318-BB1               | For use in Thailand                         | 686318-281               |
| For use in Italy                                                                                                                           | 686318-061               | For use in Turkey                           | 686318-141               |
| For use in Japan                                                                                                                           | 686318-291               | For use in the United Kingdom and Singapore | 686318-031               |
| For use in Latin America                                                                                                                   | 686318-161               | For use in the United States                | 686318-001               |
| Keyboard with pointing stick for use on HP EliteBook 6570b Notebook PC computer models (includes keyboard cable and pointing stick cable): |                          |                                             |                          |
| For use only on computer models equipped with the Windows 8 operating system:                                                              |                          | For use in the Netherlands                  | 701987-B31               |
| For use in Belgium                                                                                                                         | 701987-A41               | For use in Norway                           | 701987-091               |
| For use in Brazil                                                                                                                          | 701987-201               | For use in Northwest Africa                 | 701987-FP1               |
| For use in Bulgaria                                                                                                                        | 701987-261               | For use in Portugal                         | 701987-131               |
| For use in Canada                                                                                                                          | 701987-DB1               | For use in Romania                          | 701987-271               |
| For use in the Czech Republic and Slovakia                                                                                                 | 701987-FL1               | For use in Russia                           | 701987-251               |
| For use in Denmark                                                                                                                         | 701987-081               | For use in Saudi Arabia                     | 701987-171               |
| For use in France                                                                                                                          | 701987-051               | For use in Slovenia                         | 701987-BA1               |
| For use in Germany                                                                                                                         | 701987-041               | For use in South Korea                      | 701987-AD1               |
| For use in Greece                                                                                                                          | 701987-151               | For use in Spain                            | 701987-071               |
| For use in Hungary                                                                                                                         | 701987-211               | For use in Sweden and Finland               | 701987-B71               |
| For use in Iceland                                                                                                                         | 701987-DD1               | For use in Switzerland                      | 701987-BG1               |
| For use in India                                                                                                                           | 701987-D61               | For use in Taiwan                           | 701987-AB1               |
| For use in Israel                                                                                                                          | 701987-BB1               | For use in Thailand                         | 701987-281               |
| For use in Italy                                                                                                                           | 701987-061               | For use in Turkey                           | 701987-141               |
| For use in Japan                                                                                                                           | 701987-291               | For use in the United Kingdom and Singapore | 701987-031               |
| For use in Latin America                                                                                                                   | 701987-161               | For use in the United States                | 701987-001               |
| For use only on computer models equipped with the Windows 7 operating system:                                                              |                          | For use in the Netherlands                  | 690401-B31               |
| For use in Belgium                                                                                                                         | 690401-A41               | For use in Northwest Africa                 | 690401-FP1               |

| <b>For use in country/region</b>                                                                                     | <b>Spare part number</b> | <b>For use in country/region</b>            | <b>Spare part number</b> |
|----------------------------------------------------------------------------------------------------------------------|--------------------------|---------------------------------------------|--------------------------|
| For use in Brazil                                                                                                    | 690401-201               | For use in Norway                           | 690401-091               |
| For use in Bulgaria                                                                                                  | 690401-261               | For use in Portugal                         | 690401-131               |
| For use in Canada                                                                                                    | 690401-DB1               | For use in Romania                          | 690401-271               |
| For use in the Czech Republic and Slovakia                                                                           | 690401-FL1               | For use in Russia                           | 690401-251               |
| For use in Denmark                                                                                                   | 690401-081               | For use in Saudi Arabia                     | 690401-171               |
| For use in France                                                                                                    | 690401-051               | For use in Slovenia                         | 690401-261               |
| For use in Germany                                                                                                   | 690401-041               | For use in South Korea                      | 690401-AD1               |
| For use in Greece                                                                                                    | 690401-151               | For use in Spain                            | 690401-071               |
| For use in Hungary                                                                                                   | 690401-211               | For use in Sweden and Finland               | 690401-B71               |
| For use in Iceland                                                                                                   | 690401-DD1               | For use in Switzerland                      | 690401-BG1               |
| For use in India                                                                                                     | 690401-D61               | For use in Taiwan                           | 690401-AB1               |
| For use in Israel                                                                                                    | 690401-BB1               | For use in Thailand                         | 690401-281               |
| For use in Italy                                                                                                     | 690401-061               | For use in Turkey                           | 690401-141               |
| For use in Japan                                                                                                     | 690401-291               | For use in the United Kingdom and Singapore | 690401-031               |
| For use in Latin America                                                                                             | 690401-161               | For use in the United States                | 690401-001               |
| Keyboard without pointing stick for use on HP EliteBook 6570b Notebook PC computer models (includes keyboard cable): |                          |                                             |                          |
| For use only on computer models equipped with the Windows 8 operating system:                                        |                          | For use in the Netherlands                  | 701988-B31               |
| For use in Belgium                                                                                                   | 701988A41                | For use in Norway                           | 701988-091               |
| For use in Brazil                                                                                                    | 701988-201               | For use in Northwest Africa                 | 701988-FP1               |
| For use in Bulgaria                                                                                                  | 701988-261               | For use in Portugal                         | 701988-131               |
| For use in Canada                                                                                                    | 701988-DB1               | For use in Romania                          | 701988-271               |
| For use in the Czech Republic and Slovakia                                                                           | 701988-FL1               | For use in Russia                           | 701988-251               |
| For use in Denmark                                                                                                   | 701988-081               | For use in Saudi Arabia                     | 701988-171               |
| For use in France                                                                                                    | 701988-051               | For use in Slovenia                         | 701988-BA1               |
| For use in Germany                                                                                                   | 701988-041               | For use in South Korea                      | 701988-AD1               |
| For use in Greece                                                                                                    | 701988-151               | For use in Spain                            | 701988-071               |
| For use in Hungary                                                                                                   | 701988-211               | For use in Sweden and Finland               | 701988-B71               |
| For use in Iceland                                                                                                   | 701988-DD1               | For use in Switzerland                      | 701988-BG1               |
| For use in India                                                                                                     | 701988-D61               | For use in Taiwan                           | 701988-AB1               |

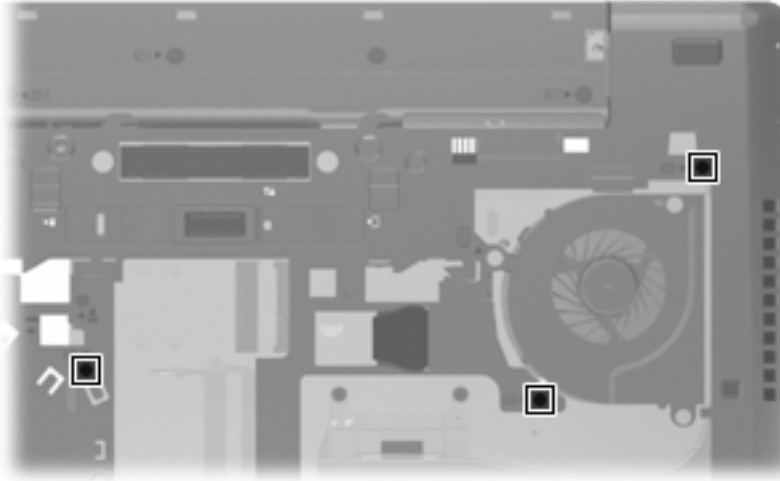
| For use in country/region                                                     | Spare part number | For use in country/region                   | Spare part number |
|-------------------------------------------------------------------------------|-------------------|---------------------------------------------|-------------------|
| For use in Israel                                                             | 701988-BB1        | For use in Thailand                         | 701988-281        |
| For use in Italy                                                              | 701988-061        | For use in Turkey                           | 701988-141        |
| For use in Japan                                                              | 701988-291        | For use in the United Kingdom and Singapore | 701988-031        |
| For use in Latin America                                                      | 701988-161        | For use in the United States                | 701988-001        |
| For use only on computer models equipped with the Windows 7 operating system: |                   | For use in the Netherlands                  | 690402-B31        |
| For use in Belgium                                                            | 690402-A41        | For use in Northwest Africa                 | 690402-FP1        |
| For use in Brazil                                                             | 690402-201        | For use in Norway                           | 690402-091        |
| For use in Bulgaria                                                           | 690402-261        | For use in Portugal                         | 690402-131        |
| For use in Canada                                                             | 690402-DB1        | For use in Romania                          | 690402-271        |
| For use in the Czech Republic and Slovakia                                    | 690402-FL1        | For use in Russia                           | 690402-251        |
| For use in Denmark                                                            | 690402-081        | For use in Saudi Arabia                     | 690402-171        |
| For use in France                                                             | 690402-051        | For use in Slovenia                         | 690402-261        |
| For use in Germany                                                            | 690402-041        | For use in South Korea                      | 690402-AD1        |
| For use in Hungary                                                            | 690402-211        | For use in Spain                            | 690402-071        |
| For use in Iceland                                                            | 690402-DD1        | For use in Sweden and Finland               | 690402-B71        |
| For use in India                                                              | 690402-D61        | For use in Switzerland                      | 690402-BG1        |
| For use in Israel                                                             | 690402-BB1        | For use in Taiwan                           | 690402-AB1        |
| For use in Italy                                                              | 690402-061        | For use in Thailand                         | 690402-281        |
| For use in Japan                                                              | 690402-291        | For use in Turkey                           | 690402-141        |
| For use in Latin America                                                      | 690402-161        | For use in the United Kingdom and Singapore | 690402-031        |
| For use in the Netherlands                                                    | 690402-131        | For use in the United States                | 690402-001        |

Before removing the keyboard, follow these steps:

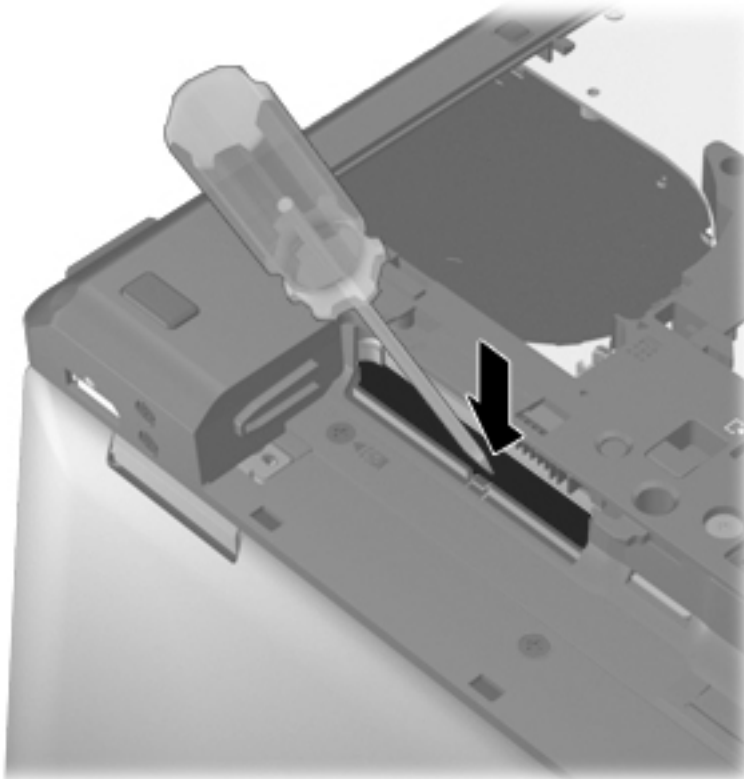
1. Turn off the computer. If you are unsure whether the computer is off or in Hibernation, turn the computer on, and then shut it down through the operating system.
2. Disconnect the power from the computer by unplugging the power cord from the computer.
3. Disconnect all external devices from the computer.
4. Remove the battery (see [Battery on page 81](#)).
5. Remove the service cover (see [Hard drive on page 87](#)).

Remove the keyboard:

1. Loosen the three Phillips captive screws that secure the keyboard to the computer.



2. Rest and secure the computer on its right side.
3. Partially open the computer.
4. Insert a screw driver or similar thin tool into the keyboard release hole, and then press on the back of the keyboard until the keyboard disengages from the computer.



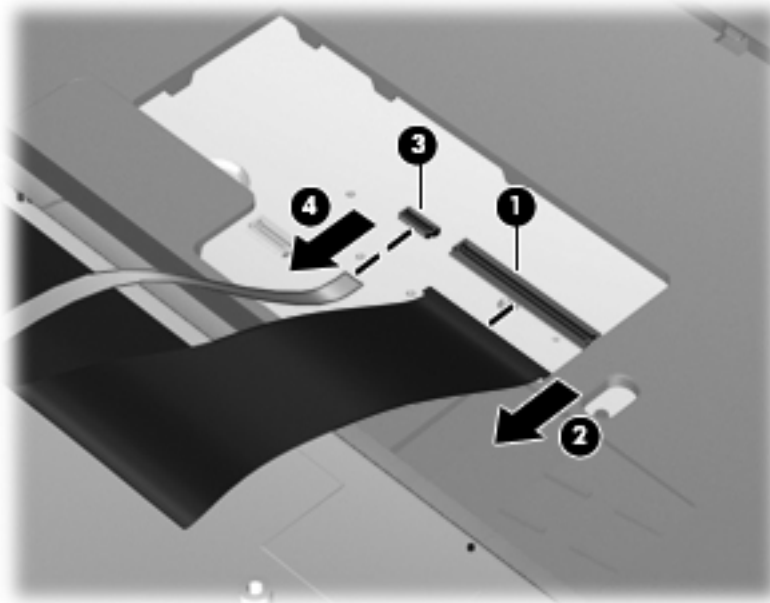
5. Turn the computer right-side up with the front toward you.

6. Lift the rear edge of the keyboard **(1)**, and then swing the keyboard up and forward **(2)** until it rests upside down on the palm rest.



 **NOTE:** The pointing stick cable is present on select models only.

7. Release the zero insertion force (ZIF) connector **(1)** to which the keyboard cable is attached, and then disconnect the keyboard cable **(2)** from the system board.
8. Release the ZIF connector **(3)** to which the pointing stick cable is attached, and then disconnect the pointing stick cable **(4)** from the system board.



9. Remove the keyboard.

Reverse this procedure to install the keyboard.

## Base enclosure

 **NOTE:** The base enclosure spare part kit includes four rubber feet, the service cover release latch assembly, and the battery release latch assembly.

| Description                                                    | Spare part number |
|----------------------------------------------------------------|-------------------|
| For use only on HP EliteBook 8570p Notebook PC computer models | 641182-001        |
| For use only on HP ProBook 6570b Notebook PC computer models   | 644695-001        |

 **NOTE:** When replacing the base enclosure, remove the modem cover from the slot in the base enclosure of if the repaired unit includes a modem module.

Before removing the base enclosure, follow these steps:

1. Turn off the computer. If you are unsure whether the computer is off or in Hibernation, turn the computer on, and then shut it down through the operating system.
2. Disconnect the power from the computer by unplugging the power cord from the computer.
3. Disconnect all external devices from the computer.
4. Remove the battery (see [Battery on page 81](#)), and then remove the following components:
  - a. Service cover (see [Service cover on page 83](#))
  - b. Optical drive (see [Optical drive on page 84](#))
  - c. Hard drive (see [Hard drive on page 87](#))
  - d. WWAN module (see [WWAN module on page 92](#))
  - e. WLAN module (see [WLAN module on page 94](#))
  - f. Fan (see [Fan on page 100](#))
  - g. Keyboard (see [Keyboard on page 101](#))

 **NOTE:** When replacing the base enclosure, be sure to remove the following components from the defective base enclosure and install them on the replacement base enclosure:

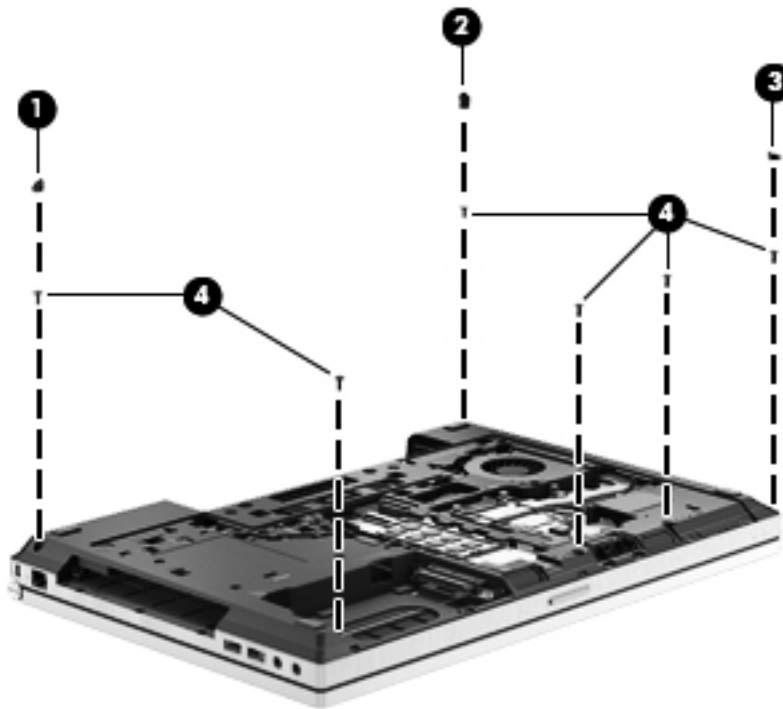
- Speaker assembly (see [Speaker assembly on page 111](#))
- RJ-11 jack assembly (see [RJ-11 jack cable on page 112](#))

Remove the base enclosure:

1. Close the computer.
2. Turn the computer upside down, with the front toward you.
3. Remove the three rubber screw covers **(1)**, **(2)**, and **(3)**. Note that the rubber screw covers are three different sizes and shapes. The rubber screw covers are included in the Rubber Kits, spare

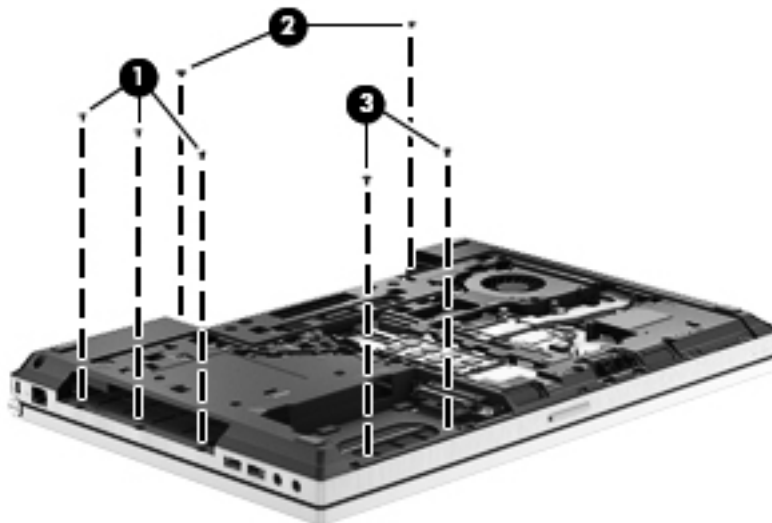
part numbers 641192-001 (for use only on HP EliteBook 8570p Notebook PC computer models) and 646608-001 (for use only on HP ProBook 6570b Notebook PC computer models).

4. Remove the six Torx PM2.5×6.0 screws **(4)** that secure the base enclosure to the computer.

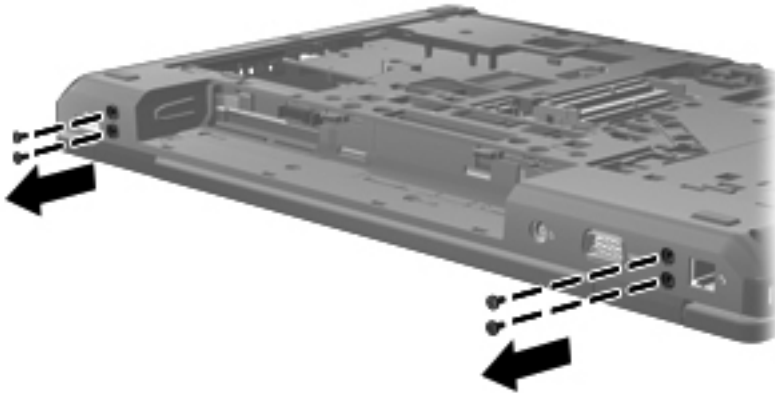


5. Remove the following seven Phillips PM2.0×3.6 screws that secure the base enclosure to the computer:

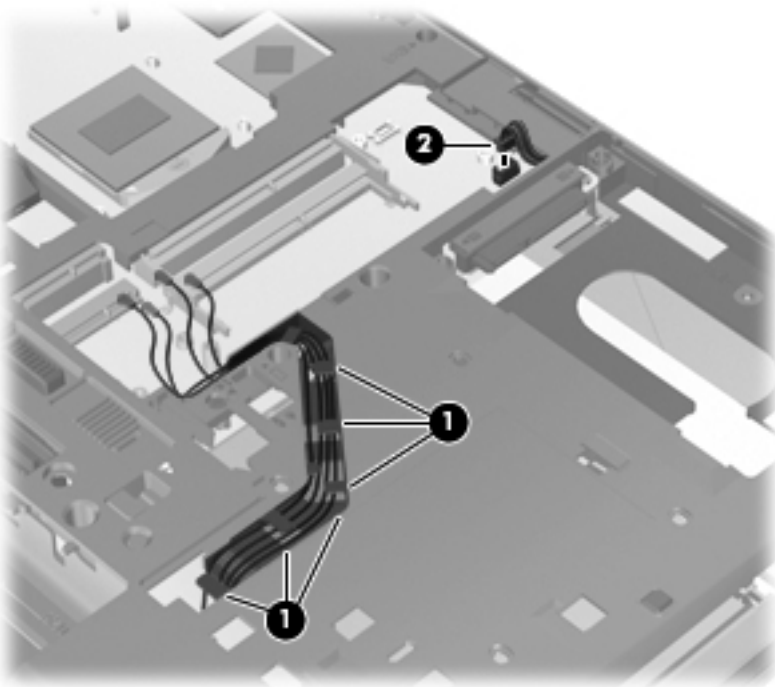
- (1)** Three screws in the optical drive bay
- (2)** Two screws in the battery bay
- (3)** Two screws in the hard drive bay



6. Position the computer with the battery bay toward you.
7. Remove the four Torx TM2.5×6.0 screws from the rear panel of the computer.

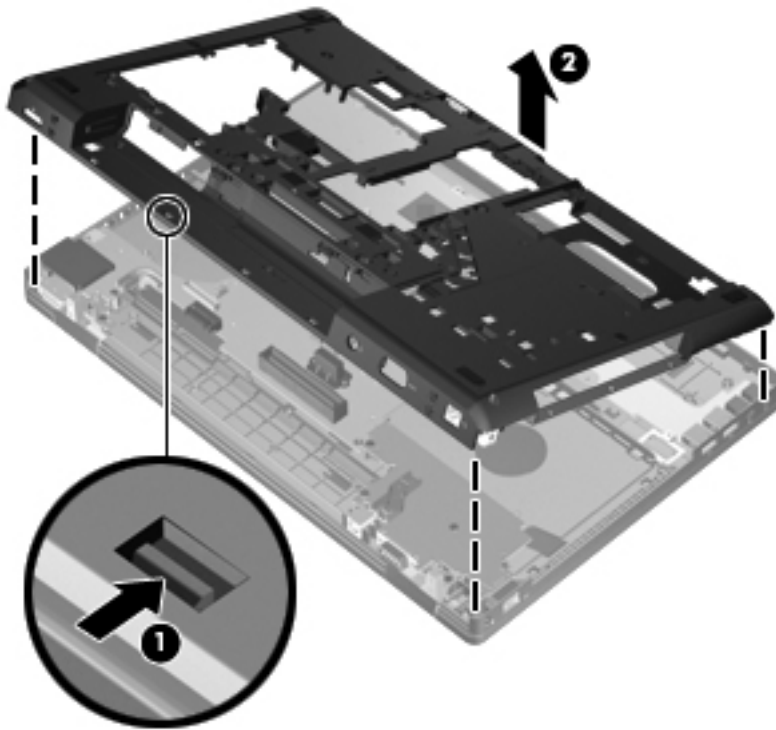


8. Release the wireless antenna cables from the routing channel **(1)** built into the base enclosure.
9. Disconnect the speaker cable from the system board **(2)**.



10. Press the tab in the battery bay **(1)** to disengage the base enclosure from the computer.

- 11.** Remove the base enclosure from the computer **(2)**.



Reverse this procedure to install the base enclosure.

## Speaker assembly

| Description                       | Spare part number |
|-----------------------------------|-------------------|
| Speaker assembly (includes cable) | 641186-001        |

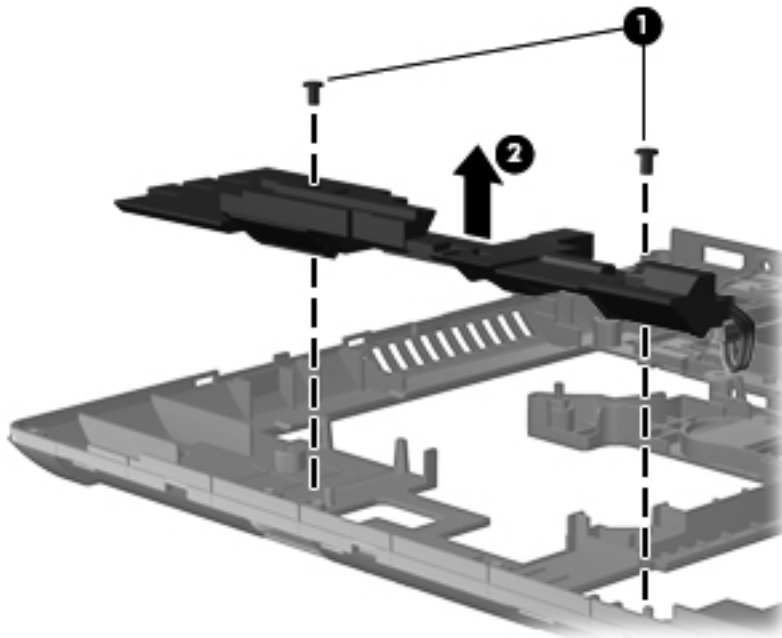
Before removing the speaker assembly, follow these steps:

1. Turn off the computer. If you are unsure whether the computer is off or in Hibernation, turn the computer on, and then shut it down through the operating system.
2. Disconnect the power from the computer by unplugging the power cord from the computer.
3. Disconnect all external devices from the computer.
4. Remove the battery (see [Battery on page 81](#)), and then remove the following components:
  - a. Service cover (see [Service cover on page 83](#))
  - b. Optical drive (see [Optical drive on page 84](#))
  - c. Hard drive (see [Hard drive on page 87](#))
  - d. WWAN module (see [WWAN module on page 92](#))
  - e. WLAN module (see [WLAN module on page 94](#))
  - f. Fan (see [Fan on page 100](#))
  - g. Keyboard (see [Keyboard on page 101](#))
  - h. Base enclosure (see [Base enclosure on page 107](#))

Remove the speaker assembly:

1. Turn the base enclosure right-side up.
2. Position the base enclosure with the front toward you.
3. Remove the two Phillips PM2.0×3.0 screws **(1)** that secure the speaker assembly to the base enclosure.

4. Remove the speaker assembly **(2)** from the base enclosure.



Reverse this procedure to install the speaker assembly.

## RJ-11 jack cable



**NOTE:** The RJ-11 jack cable is included in the Cable Kits, spare part numbers 686308-001 (for use only on HP EliteBook 8570p Notebook PC computer models) and 686307-001 (for use only on HP ProBook 6570b Notebook PC computer models).

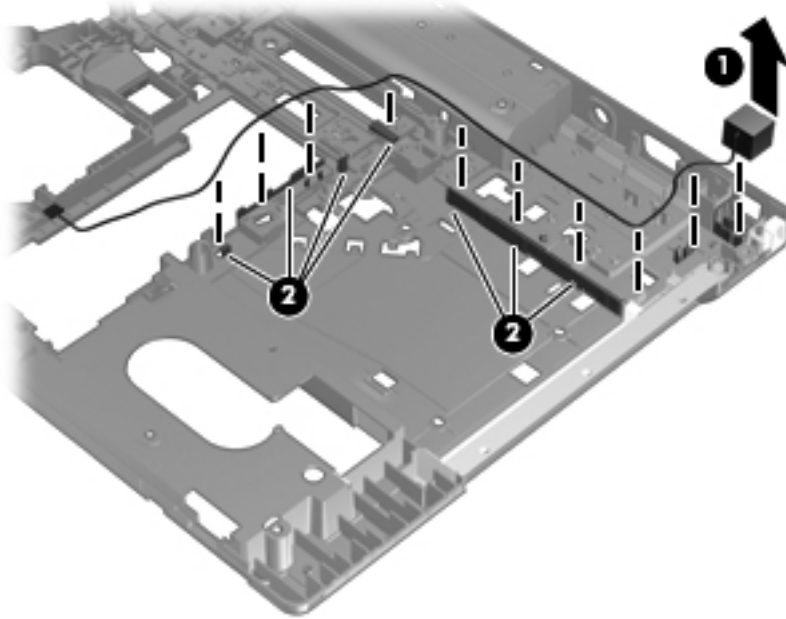
Before removing the RJ-11 jack cable, follow these steps:

1. Turn off the computer. If you are unsure whether the computer is off or in Hibernation, turn the computer on, and then shut it down through the operating system.
2. Disconnect the power from the computer by unplugging the power cord from the computer.
3. Disconnect all external devices from the computer.
4. Remove the battery (see [Battery on page 81](#)), and then remove the following components:
  - a. Service cover (see [Service cover on page 83](#))
  - b. Optical drive (see [Optical drive on page 84](#))
  - c. Hard drive (see [Hard drive on page 87](#))
  - d. WWAN module (see [WWAN module on page 92](#))
  - e. WLAN module (see [WLAN module on page 94](#))
  - f. Fan (see [Fan on page 100](#))

- g. Keyboard (see [Keyboard on page 101](#))
- h. Base enclosure (see [Base enclosure on page 107](#))

Remove the RJ-11 jack cable:

1. Turn the base enclosure right-side up.
2. Position the base enclosure with the front toward you.
3. Release the RJ-11 jack from the clip **(1)** built into the base enclosure.
4. Release the RJ-11 jack cable from the clips **(2)** and routing channel built into the base enclosure.



5. Remove the RJ-11 jack cable.

Reverse this procedure to install the RJ-11 jack cable.

## Function board

| Description    | Spare part number |
|----------------|-------------------|
| Function board | 686313-001        |

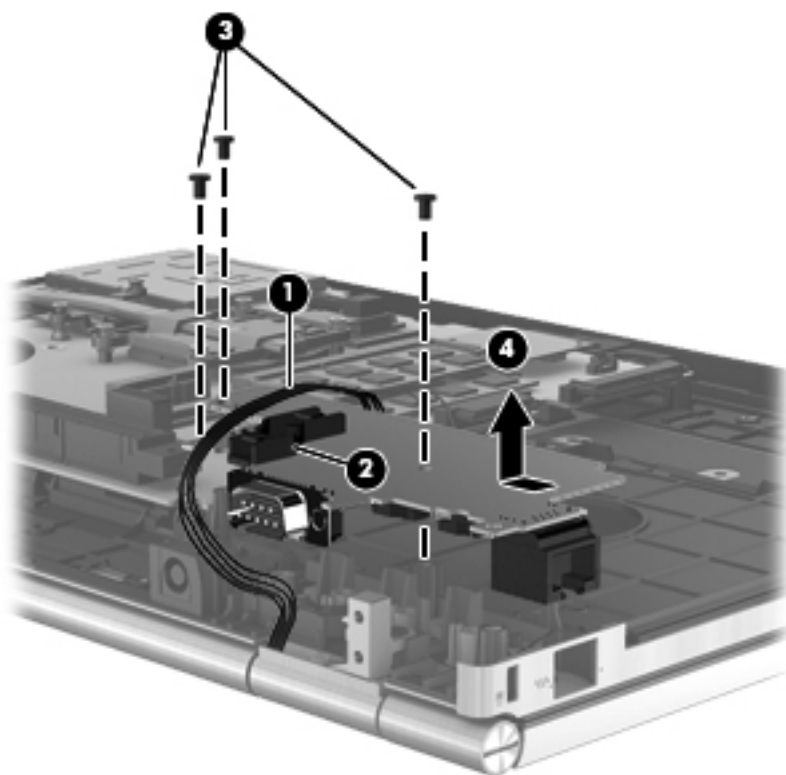
Before removing the function board, follow these steps:

1. Turn off the computer. If you are unsure whether the computer is off or in Hibernation, turn the computer on, and then shut it down through the operating system.
2. Disconnect the power from the computer by unplugging the power cord from the computer.
3. Disconnect all external devices from the computer.
4. Remove the battery (see [Battery on page 81](#)), and then remove the following components:
  - a. Service cover (see [Service cover on page 83](#))
  - b. Optical drive (see [Optical drive on page 84](#))
  - c. Hard drive (see [Hard drive on page 87](#))
  - d. WWAN module (see [WWAN module on page 92](#))
  - e. WLAN module (see [WLAN module on page 94](#))
  - f. Fan (see [Fan on page 100](#))
  - g. Keyboard (see [Keyboard on page 101](#))
  - h. Base enclosure (see [Base enclosure on page 107](#))

Remove the function board:

1. Release the wireless antenna cables **(1)** from the clip **(2)** built into the function board.
2. Remove the three Phillips PM2.5×5.0 screws **(3)** that secure the function board to the computer.

3. Remove the function board (4).



Reverse this procedure to install the function board.

## Power connector cable



**NOTE:** The power connector cable is included in the Cable Kits, spare part numbers 686308-001 (for use only on HP EliteBook 8570p Notebook PC computer models) and 686307-001 (for use only on HP ProBook 6570b Notebook PC computer models).

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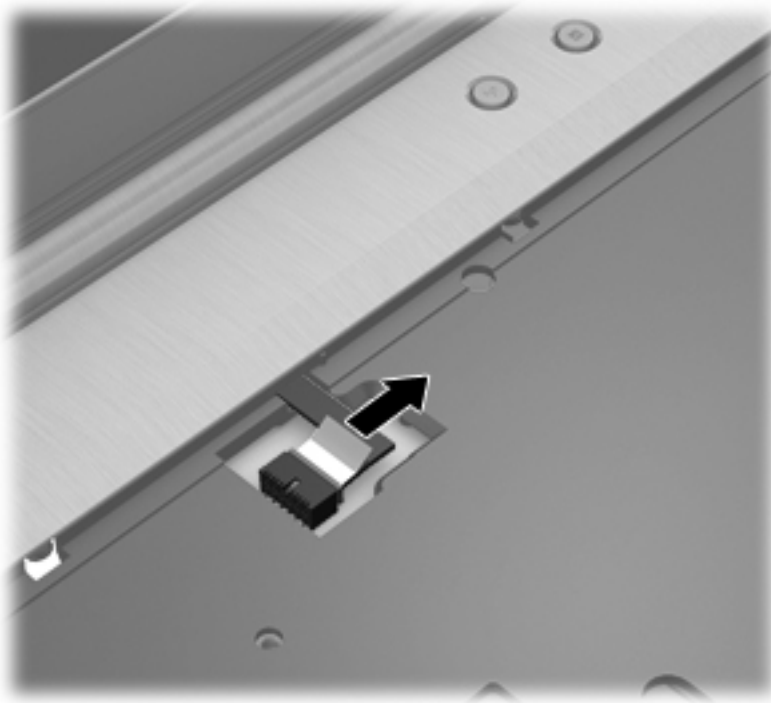
Before removing the power connector cable, follow these steps:

1. Turn off the computer. If you are unsure whether the computer is off or in Hibernation, turn the computer on, and then shut it down through the operating system.
2. Disconnect the power from the computer by unplugging the power cord from the computer.
3. Disconnect all external devices from the computer.
4. Remove the battery (see [Battery on page 81](#)), and then remove the following components:
  - a. Service cover (see [Service cover on page 83](#))
  - b. Optical drive (see [Optical drive on page 84](#))
  - c. Hard drive (see [Hard drive on page 87](#))
  - d. WWAN module (see [WWAN module on page 92](#))
  - e. WLAN module (see [WLAN module on page 94](#))
  - f. Fan (see [Fan on page 100](#))
  - g. Keyboard (see [Keyboard on page 101](#))
  - h. Base enclosure (see [Base enclosure on page 107](#))

Remove the power connector cable:

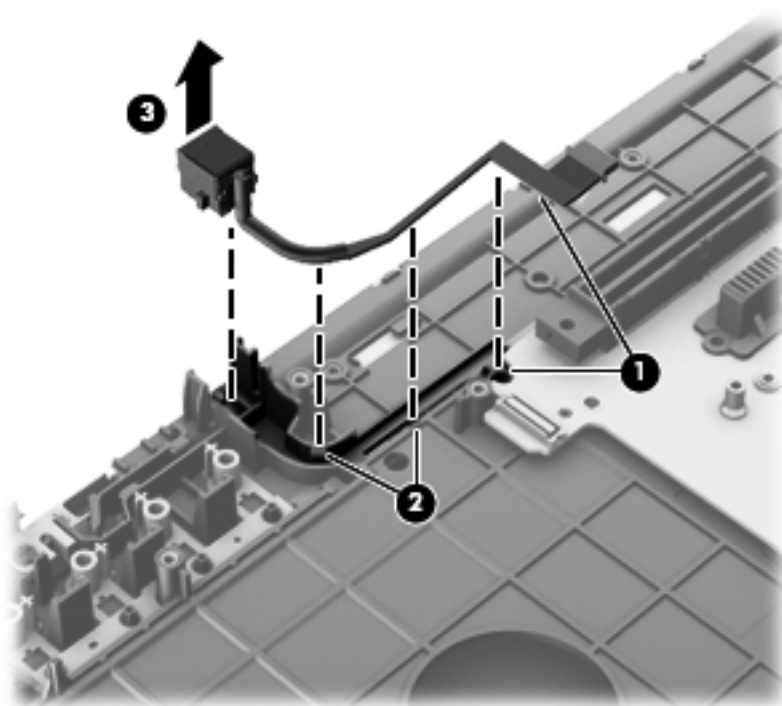
1. Turn the computer right-side up, with the front toward you.
2. Open the computer.

3. Disconnect the power connector cable from the system board.



4. Close the computer.
5. Turn the computer upside down, with the front toward you.
6. Release the power connector cable **(1)** from the opening, clips **(2)**, and routing channel built into the top cover.

7. Remove the power connector **(3)** from the clip built into the top cover.



Reverse this procedure to install the power connector cable.

## USB board

| Description | Spare part number |
|-------------|-------------------|
| USB board   | 686314-001        |

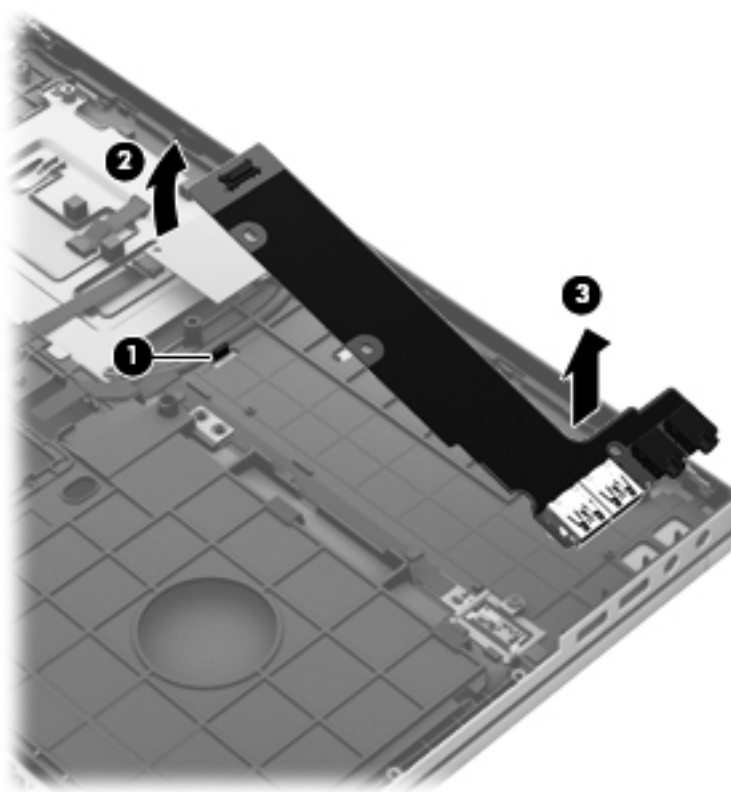
Before removing the USB board, follow these steps:

1. Turn off the computer. If you are unsure whether the computer is off or in Hibernation, turn the computer on, and then shut it down through the operating system.
2. Disconnect the power from the computer by unplugging the power cord from the computer.
3. Disconnect all external devices from the computer.
4. Remove the battery (see [Battery on page 81](#)), and then remove the following components:
  - a. Service cover (see [Service cover on page 83](#))
  - b. Optical drive (see [Optical drive on page 84](#))
  - c. Hard drive (see [Hard drive on page 87](#))
  - d. WWAN module (see [WWAN module on page 92](#))
  - e. WLAN module (see [WLAN module on page 94](#))
  - f. Fan (see [Fan on page 100](#))
  - g. Keyboard (see [Keyboard on page 101](#))
  - h. Base enclosure (see [Base enclosure on page 107](#))

Remove the USB board:

1. Release the clip **(1)** built into the top cover that secures the left side of the USB board.
2. Lift the left side of the USB board **(2)** to disconnect the board from the system board.

3. Remove the USB board **(3)**.



Reverse this procedure to install the USB board.

## System board



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

| Description                                                                                                                                                                                                                                                                                 | Spare part number |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------|
| For use only on HP EliteBook 8570p Notebook PC computer models equipped with the QM77 chipset, a graphics subsystem with discrete memory, and the Windows 8 Professional operating system in all countries and regions except the People's Republic of China and the Ukraine                | 686970-601        |
| For use only on HP EliteBook 8570p Notebook PC computer models equipped with the QM77 chipset, a graphics subsystem with discrete memory, and the Windows 8 Standard operating system in all countries and regions except the People's Republic of China and the Ukraine                    | 686970-501        |
| For use only on HP EliteBook 8570p Notebook PC computer models equipped with the QM77 chipset, a graphics subsystem with discrete memory, and the Windows 7 operating system in all countries and regions except the People's Republic of China and the Ukraine                             | 686970-001        |
| For use only on HP EliteBook 8570p Notebook PC computer models equipped with the QM77 chipset, a graphics subsystem with discrete memory, and the Windows 8 Professional operating system only in the People's Republic of China and the Ukraine                                            | 690021-601        |
| For use only on HP EliteBook 8570p Notebook PC computer models equipped with the QM77 chipset, a graphics subsystem with discrete memory, and the Windows 8 Standard operating system only in the People's Republic of China and the Ukraine                                                | 690021-501        |
| For use only on HP EliteBook 8570p Notebook PC computer models equipped with the QM77 chipset, a graphics subsystem with discrete memory, and the Windows 7 operating system only in the People's Republic of China and the Ukraine                                                         | 690021-001        |
| For use only on HP EliteBook 8570p Notebook PC computer models equipped with the QM77 chipset, a graphics subsystem with UMA memory, and the Windows 8 Professional operating system in all countries and regions except the People's Republic of China and the Ukraine                     | 686971-601        |
| For use only on HP EliteBook 8570p Notebook PC computer models equipped with the QM77 chipset, a graphics subsystem with UMA memory, and the Windows 8 Standard operating system in all countries and regions except the People's Republic of China and the Ukraine                         | 686971-501        |
| For use only on HP EliteBook 8570p Notebook PC computer models equipped with the QM77 chipset, a graphics subsystem with UMA memory, and the Windows 7 operating system in all countries and regions except the People's Republic of China and the Ukraine                                  | 686971-001        |
| For use only on HP EliteBook 8570p Notebook PC computer models equipped with the QM77 chipset, a graphics subsystem with UMA memory, and the Windows 8 Professional operating system only in the People's Republic of China and the Ukraine                                                 | 690022-601        |
| For use only on HP EliteBook 8570p Notebook PC computer models equipped with the QM77 chipset, a graphics subsystem with UMA memory, and the Windows 8 Standard operating system only in the People's Republic of China and the Ukraine                                                     | 690022-501        |
| For use only on HP EliteBook 8570p Notebook PC computer models equipped with the QM77 chipset, a graphics subsystem with UMA memory, and the Windows 7 operating system only in the People's Republic of China and the Ukraine                                                              | 690022-001        |
| For use only on HP ProBook 6570b Notebook PC computer models equipped with the QM77 chipset, a graphics subsystem with discrete memory, WWAN capability, and the Windows 8 Professional operating system in all countries and regions except the People's Republic of China and the Ukraine | 686976-601        |

| Description                                                                                                                                                                                                                                                                                                   | Spare part number |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------|
| For use only on HP ProBook 6570b Notebook PC computer models equipped with the QM77 chipset, a graphics subsystem with discrete memory, WWAN capability, and the Windows 8 Standard operating system in all countries and regions except the People's Republic of China and the Ukraine                       | 686976-501        |
| For use only on HP ProBook 6570b Notebook PC computer models equipped with the QM77 chipset, a graphics subsystem with discrete memory, WWAN capability, and the Windows 7 operating system in all countries and regions except the People's Republic of China and the Ukraine                                | 686976-001        |
| For use only on HP ProBook 6570b Notebook PC computer models equipped with the QM77 chipset, a graphics subsystem with discrete memory, WWAN capability, and the Windows 8 Professional operating system only in the People's Republic of China and the Ukraine                                               | 690027-601        |
| For use only on HP ProBook 6570b Notebook PC computer models equipped with the QM77 chipset, a graphics subsystem with discrete memory, WWAN capability, and the Windows 8 Standard operating system only in the People's Republic of China and the Ukraine                                                   | 690027-501        |
| For use only on HP ProBook 6570b Notebook PC computer models equipped with the QM77 chipset, a graphics subsystem with discrete memory, WWAN capability, and the Windows 7 operating system only in the People's Republic of China and the Ukraine                                                            | 690027-001        |
| For use only on HP ProBook 6570b Notebook PC computer models equipped with the QM77 chipset, a graphics subsystem with UMA memory, WWAN capability, and the Windows 8 Professional operating system in all countries and regions except the People's Republic of China and the Ukraine                        | 686974-601        |
| For use only on HP ProBook 6570b Notebook PC computer models equipped with the QM77 chipset, a graphics subsystem with UMA memory, WWAN capability, and the Windows 8 Standard operating system in all countries and regions except the People's Republic of China and the Ukraine                            | 686974-501        |
| For use only on HP ProBook 6570b Notebook PC computer models equipped with the QM77 chipset, a graphics subsystem with UMA memory, WWAN capability, and the Windows 7 operating system in all countries and regions except the People's Republic of China and the Ukraine                                     | 686974-001        |
| For use only on HP ProBook 6570b Notebook PC computer models equipped with the QM77 chipset, a graphics subsystem with UMA memory, WWAN capability, and the Windows 8 Professional operating system only in the People's Republic of China and the Ukraine                                                    | 690025-601        |
| For use only on HP ProBook 6570b Notebook PC computer models equipped with the QM77 chipset, a graphics subsystem with UMA memory, WWAN capability, and the Windows 8 Standard operating system only in the People's Republic of China and the Ukraine                                                        | 690025-501        |
| For use only on HP ProBook 6570b Notebook PC computer models equipped with the QM77 chipset, a graphics subsystem with UMA memory, WWAN capability, and the Windows 7 operating system only in the People's Republic of China and the Ukraine                                                                 | 690025-001        |
| For use only on HP ProBook 6570b Notebook PC computer models equipped with the QM77 chipset, a graphics subsystem with UMA memory, and the Windows 8 Professional operating system in all countries and regions except the People's Republic of China and the Ukraine (includes replacement thermal material) | 703887-601        |
| For use only on HP ProBook 6570b Notebook PC computer models equipped with the QM77 chipset, a graphics subsystem with UMA memory, and the Windows 8 Standard operating system in all countries and regions except the People's Republic of China and the Ukraine (includes replacement thermal material)     | 703887-501        |

| <b>Description</b>                                                                                                                                                                                                                                                                               | <b>Spare part number</b> |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------|
| For use only on HP ProBook 6570b Notebook PC computer models equipped with the QM77 chipset, a graphics subsystem with UMA memory, and the Windows 7 operating system in all countries and regions except the People's Republic of China and the Ukraine (includes replacement thermal material) | 703887-001               |
| For use only on HP ProBook 6570b Notebook PC computer models equipped with the HM76 chipset, a graphics subsystem with discrete memory, WWAN capability, and the Windows 8 Professional operating system in all countries and regions except the People's Republic of China and the Ukraine      | 686975-601               |
| For use only on HP ProBook 6570b Notebook PC computer models equipped with the HM76 chipset, a graphics subsystem with discrete memory, WWAN capability, and the Windows 8 Standard operating system in all countries and regions except the People's Republic of China and the Ukraine          | 686975-501               |
| For use only on HP ProBook 6570b Notebook PC computer models equipped with the HM76 chipset, a graphics subsystem with discrete memory, WWAN capability, and the Windows 7 operating system in all countries and regions except the People's Republic of China and the Ukraine                   | 686975-001               |
| For use only on HP ProBook 6570b Notebook PC computer models equipped with the HM76 chipset, a graphics subsystem with discrete memory, WWAN capability, and the Windows 8 Professional operating system only in the People's Republic of China and the Ukraine                                  | 690026-601               |
| For use only on HP ProBook 6570b Notebook PC computer models equipped with the HM76 chipset, a graphics subsystem with discrete memory, WWAN capability, and the Windows 8 Standard operating system only in the People's Republic of China and the Ukraine                                      | 690026-501               |
| For use only on HP ProBook 6570b Notebook PC computer models equipped with the HM76 chipset, a graphics subsystem with discrete memory, WWAN capability, and the Windows 7 operating system only in the People's Republic of China and the Ukraine                                               | 690026-001               |
| For use only on HP ProBook 6570b Notebook PC computer models equipped with the HM76 chipset, a graphics subsystem with UMA memory, WWAN capability, and the Windows 8 Professional operating system in all countries and regions except the People's Republic of China and the Ukraine           | 686973-601               |
| For use only on HP ProBook 6570b Notebook PC computer models equipped with the HM76 chipset, a graphics subsystem with UMA memory, WWAN capability, and the Windows 8 Standard operating system in all countries and regions except the People's Republic of China and the Ukraine               | 686973-501               |
| For use only on HP ProBook 6570b Notebook PC computer models equipped with the HM76 chipset, a graphics subsystem with UMA memory, WWAN capability, and the Windows 7 operating system in all countries and regions except the People's Republic of China and the Ukraine                        | 686973-001               |
| For use only on HP ProBook 6570b Notebook PC computer models equipped with the HM76 chipset, a graphics subsystem with UMA memory, WWAN capability, and the Windows 8 Professional operating system only in the People's Republic of China and the Ukraine                                       | 690024-601               |
| For use only on HP ProBook 6570b Notebook PC computer models equipped with the HM76 chipset, a graphics subsystem with UMA memory, WWAN capability, and the Windows 8 Standard operating system only in the People's Republic of China and the Ukraine                                           | 690024-501               |
| For use only on HP ProBook 6570b Notebook PC computer models equipped with the HM76 chipset, a graphics subsystem with UMA memory, WWAN capability, and the Windows 7 operating system only in the People's Republic of China and the Ukraine                                                    | 690024-001               |

| Description                                                                                                                                                                                                                                                           | Spare part number |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------|
| For use only on HP ProBook 6570b Notebook PC computer models equipped with the HM76 chipset, a graphics subsystem with UMA memory, and the Windows 8 Professional operating system in all countries and regions except the People's Republic of China and the Ukraine | 686972-601        |
| For use only on HP ProBook 6570b Notebook PC computer models equipped with the HM76 chipset, a graphics subsystem with UMA memory, and the Windows 8 Standard operating system in all countries and regions except the People's Republic of China and the Ukraine     | 686972-501        |
| For use only on HP ProBook 6570b Notebook PC computer models equipped with the HM76 chipset, a graphics subsystem with UMA memory, and the Windows 7 operating system in all countries and regions except the People's Republic of China and the Ukraine              | 686972-001        |
| For use only on HP ProBook 6570b Notebook PC computer models equipped with the HM76 chipset, a graphics subsystem with UMA memory, and the Windows 8 Professional operating system only in the People's Republic of China and the Ukraine                             | 690023-601        |
| For use only on HP ProBook 6570b Notebook PC computer models equipped with the HM76 chipset, a graphics subsystem with UMA memory, and the Windows 8 Standard operating system only in the People's Republic of China and the Ukraine                                 | 690023-501        |
| For use only on HP ProBook 6570b Notebook PC computer models equipped with the HM76 chipset, a graphics subsystem with UMA memory, and the Windows 7 operating system only in the People's Republic of China and the Ukraine                                          | 690023-001        |

Before removing the system board, follow these steps:

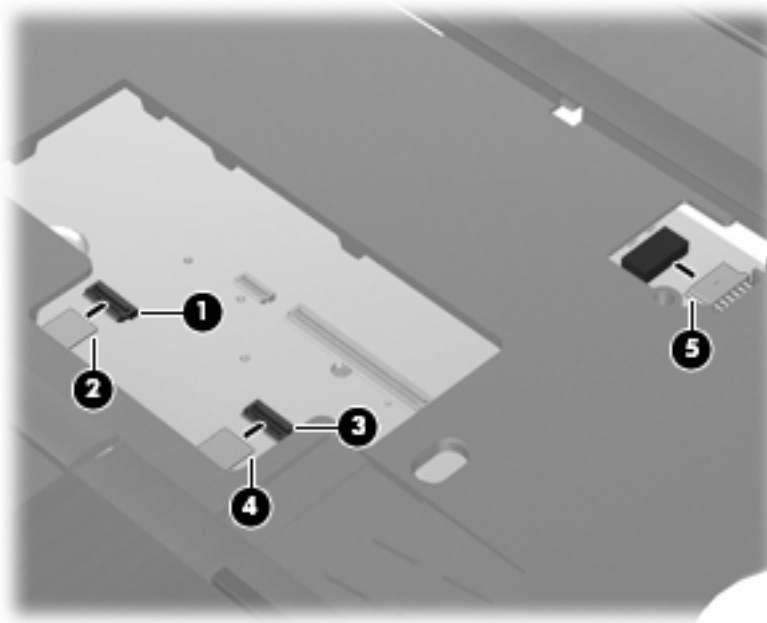
1. Turn off the computer. If you are unsure whether the computer is off or in Hibernation, turn the computer on, and then shut it down through the operating system.
2. Disconnect the power from the computer by unplugging the power cord from the computer.
3. Disconnect all external devices from the computer.
4. Remove the battery (see [Battery on page 81](#)), and then remove the following components:
  - a. Service cover (see [Service cover on page 83](#))
  - b. Optical drive (see [Optical drive on page 84](#))
  - c. Hard drive (see [Hard drive on page 87](#))
  - d. WWAN module (see [WWAN module on page 92](#))
  - e. WLAN module (see [WLAN module on page 94](#))
  - f. Fan (see [Fan on page 100](#))
  - g. Keyboard (see [Keyboard on page 101](#))
  - h. Base enclosure (see [Base enclosure on page 107](#))

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

- Memory module (see [Memory module on page 90](#))
- Heat sink (see [Heat sink on page 127](#))
- Processor (see [Processor on page 130](#))

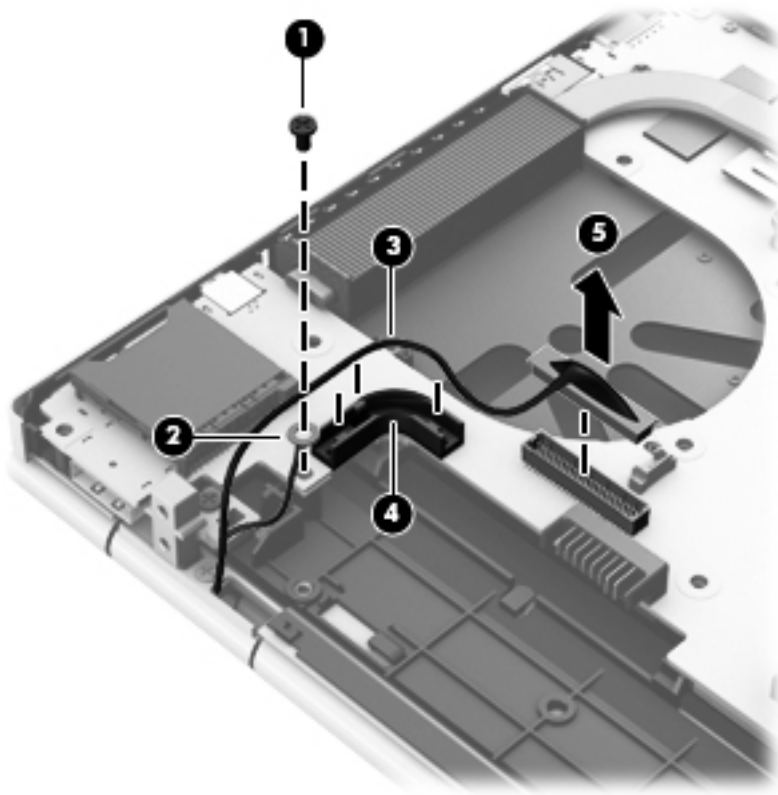
Remove the system board:

1. Turn the computer right-side up, with the front toward you.
2. Open the computer.
3. Release the ZIF connector **(1)** to which the Touchpad cable is connected, and then disconnect the Touchpad cable **(2)** from the system board.
4. Release the ZIF connector **(3)** to which the fingerprint reader board cable is connected, and then disconnect the fingerprint reader board cable **(4)** from the system board.
5. Disconnect the power connector cable **(5)** from the system board.



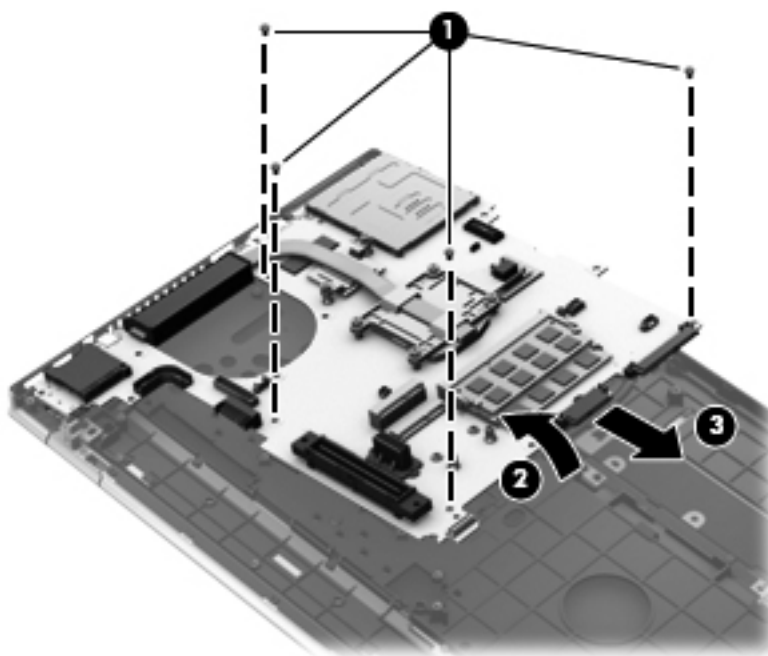
6. Close the computer.
7. Turn the computer upside down, with the battery bay toward you.
8. Remove the Torx TM2.5×4.8 screw **(1)** that secures the ground loop **(2)** to the left display hinge.
9. Release the display panel cable **(3)** from the routing channel **(4)** attached to the system board.

- 10.** Disconnect the display panel cable **(5)** from the system board.



- 11.** Remove the four Phillips PM2.5×5.0 screws **(1)** that secure the system board to the top cover.
- 12.** Lift the right side of the system board **(2)** until it rests at an angle.

13. Remove the system board (3) by sliding it up and to the right at an angle.



Reverse this procedure to install the system board.

## Heat sink

 **NOTE:** The heat sink spare part kit includes replacement thermal material.

| Description                                                                             | Spare part number |
|-----------------------------------------------------------------------------------------|-------------------|
| For use only on computer models equipped with a graphics subsystem with discrete memory | 686310-001        |
| For use only on computer models equipped with a graphics subsystem with UMA memory      | 686309-001        |

Before removing the heat sink, follow these steps:

1. Turn off the computer. If you are unsure whether the computer is off or in Hibernation, turn the computer on, and then shut it down through the operating system.
2. Disconnect the power from the computer by unplugging the power cord from the computer.
3. Disconnect all external devices from the computer.
4. Remove the battery (see [Battery on page 81](#)), and then remove the following components:
  - a. Service cover (see [Service cover on page 83](#))
  - b. Optical drive (see [Optical drive on page 84](#))
  - c. Hard drive (see [Hard drive on page 87](#))

- d. WWAN module (see [WWAN module on page 92](#))
- e. WLAN module (see [WLAN module on page 94](#))
- f. Fan (see [Fan on page 100](#))
- g. Keyboard (see [Keyboard on page 101](#))
- h. Base enclosure (see [Base enclosure on page 107](#))
- i. System board (see [System board on page 121](#))

Remove the heat sink:

1. Turn the system board upside down, with the front toward you.

---

 **NOTE:** Step 2 applies to computer models equipped with a graphics subsystem with discrete memory. See step 3 for heat sink removal information for computer models equipped with a graphics subsystem with UMA memory.

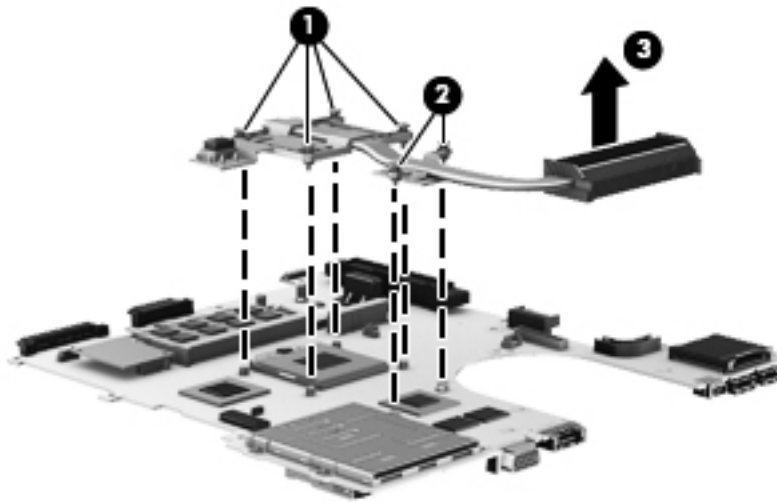
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2. Following the 1, 2, 3, 4, 5, 6, 7 sequence stamped into the heat sink, loosen the seven captive Phillips screws **(1)** and **(2)** that secure the heat sink to the system board, and then remove the heat sink **(3)**.

---

 **NOTE:** Due to the adhesive quality of the thermal material located between the heat sink and the system board components, it may be necessary to move the heat sink from side to side to detach it.

---

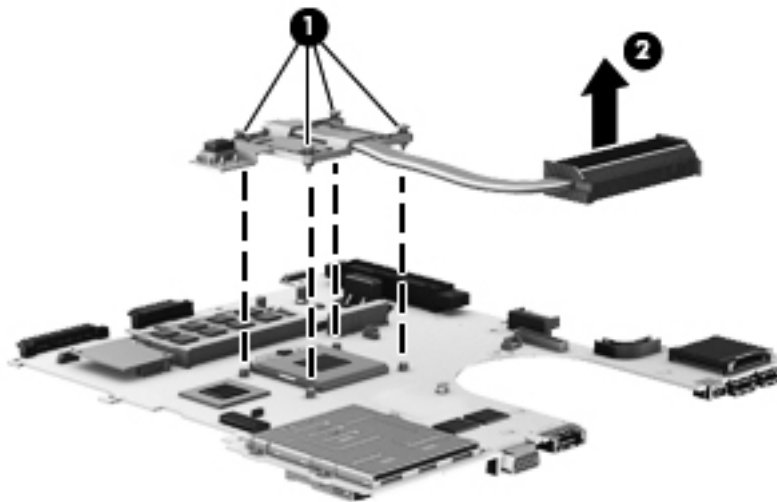


3. Following the 1, 2, 3, 4 sequence stamped into the heat sink, loosen the four captive Phillips screws **(1)** that secure the heat sink to the system board, and then remove the heat sink **(2)**.

---

 **NOTE:** Due to the adhesive quality of the thermal material located between the heat sink and the system board components, it may be necessary to move the heat sink from side to side to detach it.

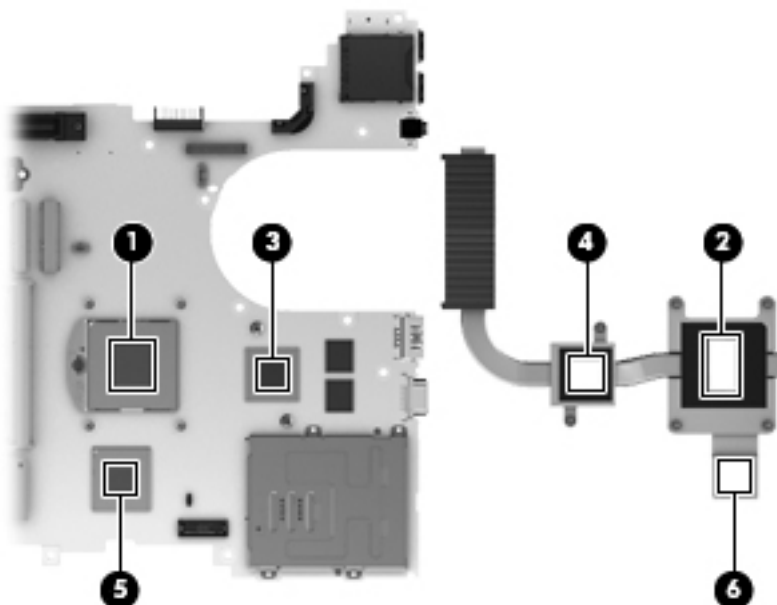
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**NOTE:** The thermal material must be thoroughly cleaned from the surfaces of the heat sink and the system board components each time the heat sink is removed. Replacement thermal material is included with the heat sink, processor, and system board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

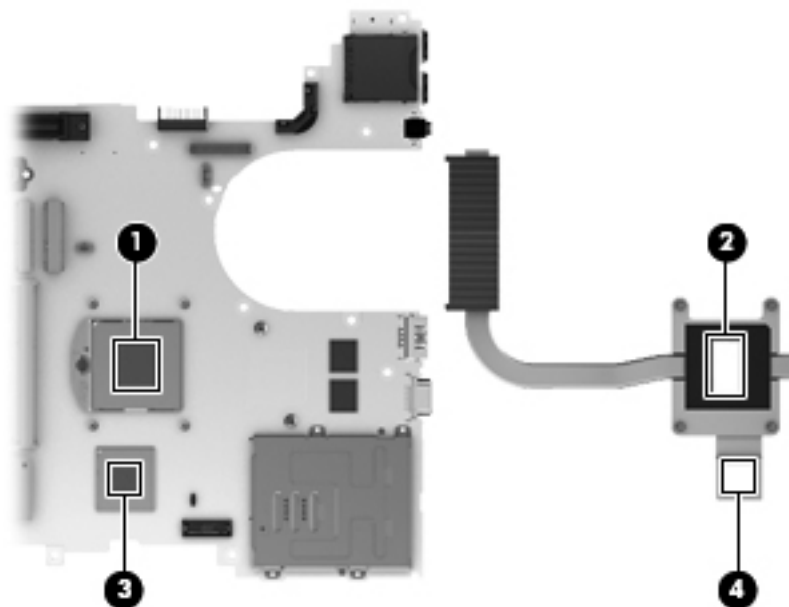
The following illustration shows the replacement thermal material locations on a computer model equipped with a graphics subsystem with discrete memory.

- Thermal paste is used on the processor **(1)** and the heat sink section **(2)** that services it
- A thermal pad is used on the graphics subsystem chip **(3)** and the heat sink section **(4)** that services it
- Thermal paste is used on the PCH chip **(5)** and the heat sink section **(6)** that services it



The following illustration shows the replacement thermal material locations on a computer model equipped with a graphics subsystem with UMA memory.

- Thermal paste is used on the processor **(1)** and the heat sink section **(2)** that services it
- Thermal paste is used on the PCH chip **(3)** and the heat sink section **(4)** that services it



Reverse this procedure to install the heat sink.

## Processor

 **NOTE:** The processor spare part kit includes replacement thermal material.

| Description                                                                                                                                                                | Spare part number |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------|
| Intel Quad Core i7-3740QM 2.70-GHz processor (SC turbo up to 3.70-GHz; 1600-MHz FSB, 6.0-MB L3 cache, 45 W) for use only on HP EliteBook 8570p Notebook PC computer models | 702840-001        |
| Intel Quad Core i7-3720QM 2.60-GHz processor (SC turbo up to 3.60-GHz; 1600-MHz FSB, 6.0-MB L3 cache, 45 W) for use only on HP EliteBook 8570p Notebook PC computer models | 681283-001        |
| Intel Quad Core i7-3630QM 2.40-GHz processor (SC turbo up to 3.40-GHz; 1600-MHz FSB, 6.0-MB L3 cache, 45 W) for use only on HP EliteBook 8570p Notebook PC computer models | 702081-001        |
| Intel Quad Core i7-3610QM 2.30-GHz processor (SC turbo up to 3.30-GHz; 1600-MHz FSB, 6.0-MB L3 cache, 45 W) for use only on HP EliteBook 8570p Notebook PC computer models | 680646-001        |
| Intel Dual Core i7-3540M 3.00-GHz processor (SC turbo up to 3.70-GHz; 1600-MHz FSB, 4.0-MB L3 cache, 45 W) for use on all computer models                                  | 710787-001        |
| Intel Dual Core i7-3520M 2.90-GHz processor (SC turbo up to 3.60-GHz; 1600-MHz FSB, 4.0-MB L3 cache, 35 W) for use on all computer models                                  | 681954-001        |
| Intel Dual Core i5-3380M 2.90-GHz processor (SC turbo up to 3.60-GHz; 1600-MHz FSB, 3.0-MB L3 cache, 35 W) for use on all computer models                                  | 708762-001        |

| Description                                                                                                                                    | Spare part number |
|------------------------------------------------------------------------------------------------------------------------------------------------|-------------------|
| Intel Dual Core i5-3360M 2.80-GHz processor (SC turbo up to 3.50-GHz; 1600-MHz FSB, 3.0-MB L3 cache, 35 W) for use on all computer models      | 681953-001        |
| Intel Dual Core i5-3340M 2.70-GHz processor (SC turbo up to 3.40-GHz; 1600-MHz FSB, 3.0-MB L3 cache, 35 W) for use on all computer models      | 708761-001        |
| Intel Dual Core i5-3320M 2.60-GHz processor (SC turbo up to 3.30-GHz; 1600-MHz FSB, 3.0-MB L3 cache, 35 W) for use on all computer models      | 681952-001        |
| Intel Dual Core i5-3230M 2.60-GHz processor (SC turbo up to 3.20-GHz; 1600-MHz FSB, 3.0-MB L3 cache, 35 W) for use on all computer models      | 711903-001        |
| Intel Dual Core i5-3210M 2.50-GHz processor (SC turbo up to 3.10-GHz; 1600-MHz FSB, 3.0-MB L3 cache, 35 W) for use on all computer models      | 680645-001        |
| Intel Dual Core i3-3130M 2.60-GHz processor (1333-MHz FSB, 3.0-MB L3 cache, 35 W) for use only on HP ProBook 6570b Notebook PC computer models | 713163-001        |
| Intel Dual Core i3-3120M 2.50-GHz processor (1333-MHz FSB, 3.0-MB L3 cache, 35 W) for use only on HP ProBook 6570b Notebook PC computer models | 700627-001        |
| Intel Dual Core i3-3110M 2.40-GHz processor (1600-MHz FSB, 3.0-MB L3 cache, 35 W) for use only on HP ProBook 6570b Notebook PC computer models | 682417-001        |
| Intel Dual Core i3-2370M 2.40-GHz processor (1333-MHz FSB, 3.0-MB L3 cache, 35 W) for use only on HP ProBook 6570b Notebook PC computer models | 677152-001        |

Before removing the processor, follow these steps:

1. Turn off the computer. If you are unsure whether the computer is off or in Hibernation, turn the computer on, and then shut it down through the operating system.
2. Disconnect the power from the computer by unplugging the power cord from the computer.
3. Disconnect all external devices from the computer.
4. Remove the battery (see [Battery on page 81](#)), and then remove the following components:
  - a. Service cover (see [Service cover on page 83](#))
  - b. Optical drive (see [Optical drive on page 84](#))
  - c. Hard drive (see [Hard drive on page 87](#))
  - d. WWAN module (see [WWAN module on page 92](#))
  - e. WLAN module (see [WLAN module on page 94](#))
  - f. Fan (see [Fan on page 100](#))
  - g. Keyboard (see [Keyboard on page 101](#))
  - h. Base enclosure (see [Base enclosure on page 107](#))
  - i. System board (see [System board on page 121](#))
  - j. Heat sink (see [Heat sink on page 127](#))

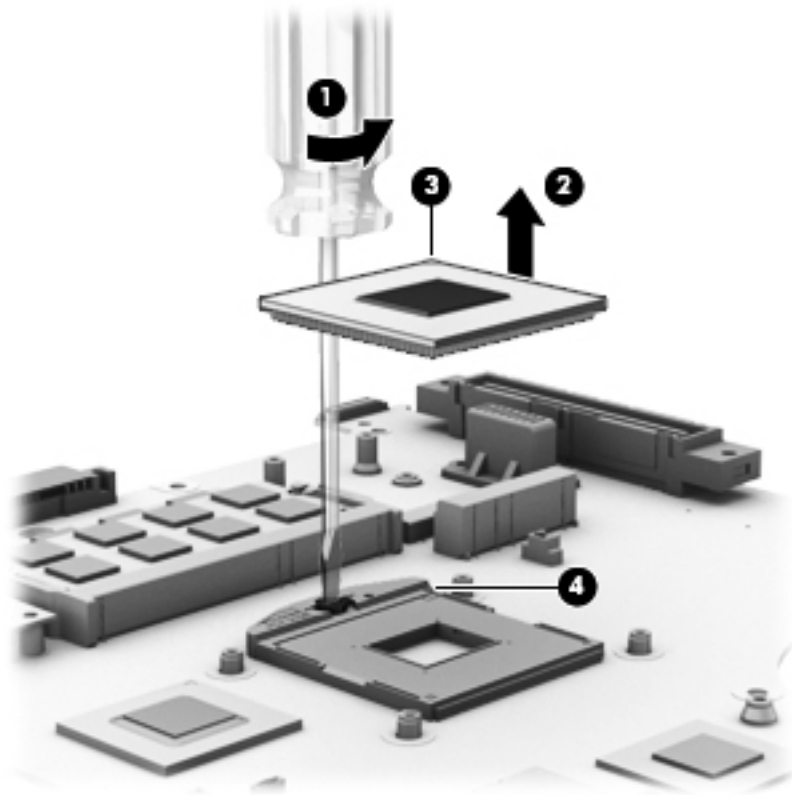
Remove the processor:

1. Use a flat-bladed screw driver **(1)** to turn the processor locking screw one-half turn counterclockwise, until you hear a click.
2. Lift the processor **(2)** straight up, and remove it.

---

 **NOTE:** The gold triangle **(3)** on the processor must be aligned with the triangle icon **(4)** embossed on the processor socket when you install the processor.

---



Reverse this procedure to install the processor.

## Display assembly



**NOTE:** The display assembly is spared at the subcomponent level only. For more display assembly spare part information, see the individual removal subsections.

---

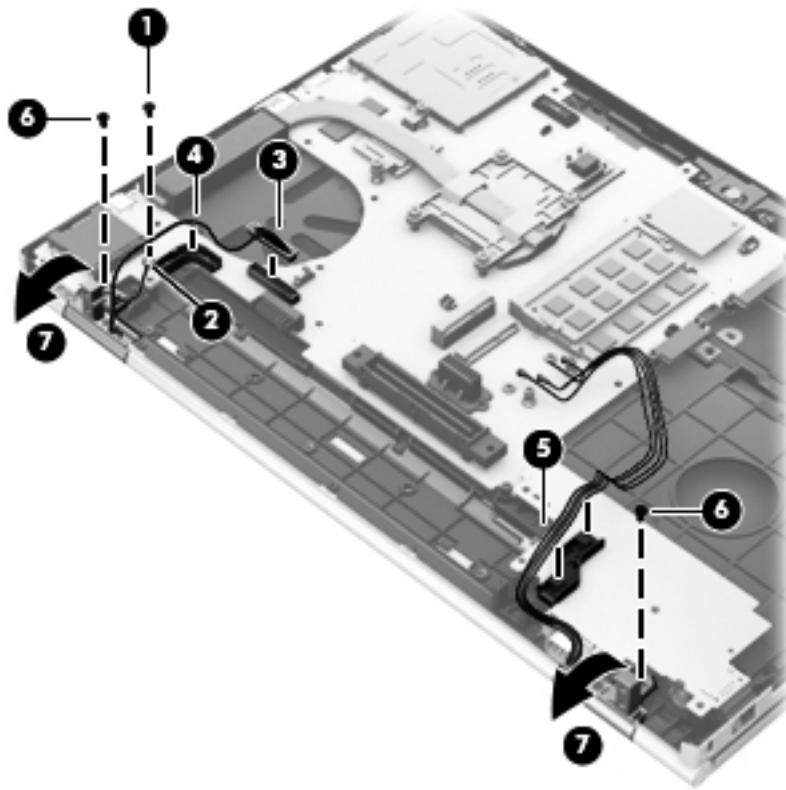
Before removing the display assembly, follow these steps:

1. Turn off the computer. If you are unsure whether the computer is off or in Hibernation, turn the computer on, and then shut it down through the operating system.
2. Disconnect the power from the computer by unplugging the power cord from the computer.
3. Disconnect all external devices from the computer.
4. Remove the battery (see [Battery on page 81](#)), and then remove the following components:
  - a. Service cover (see [Service cover on page 83](#))
  - b. Optical drive (see [Optical drive on page 84](#))
  - c. Hard drive (see [Hard drive on page 87](#))
  - d. WWAN module (see [WWAN module on page 92](#))
  - e. WLAN module (see [WLAN module on page 94](#))
  - f. Fan (see [Fan on page 100](#))
  - g. Keyboard (see [Keyboard on page 101](#))
  - h. Base enclosure (see [Base enclosure on page 107](#))

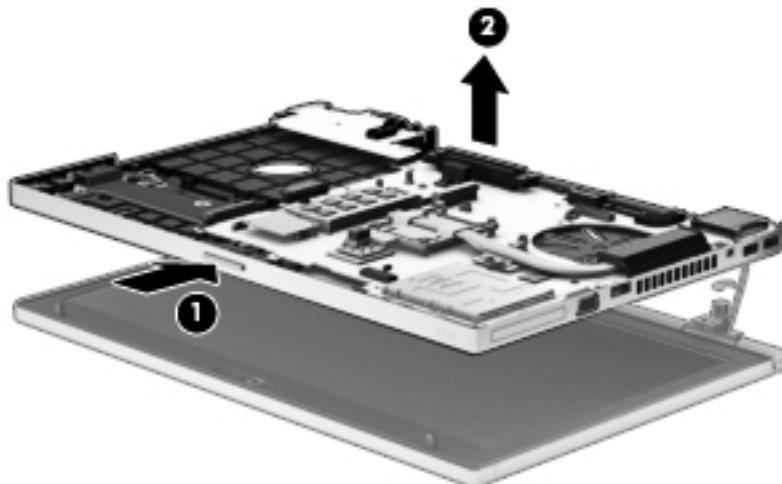
Remove the display assembly:

1. Remove the Torx TM2.5×4.8 screw **(1)** that secures the ground loop **(2)** to the left display hinge.
2. Disconnect the display panel cable **(3)** from the system board, and then release the display panel cable from the routing channel **(4)** attached to the system board.
3. Release the wireless antenna cables **(5)** from the routing channel attached to the system board.
4. Remove the four Phillips PM2.5×4.0 screws **(6)** that secure the display assembly to the top cover.

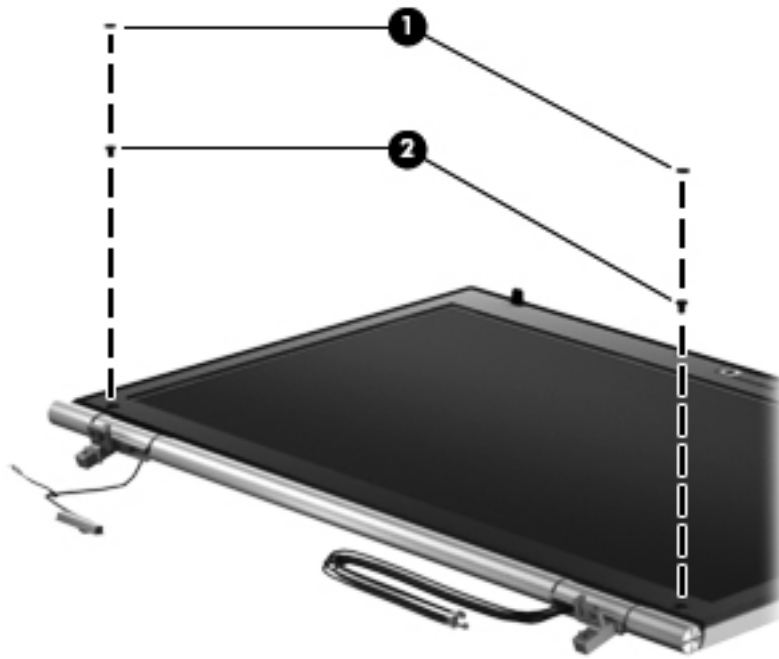
5. Swing the display hinges (**7**) up and back until the top cover is free for removal.



6. Position the computer with the front toward you.
7. Press the display release latch (**1**) to release the display assembly from the top cover.
8. Remove the computer (**2**) from the display assembly.

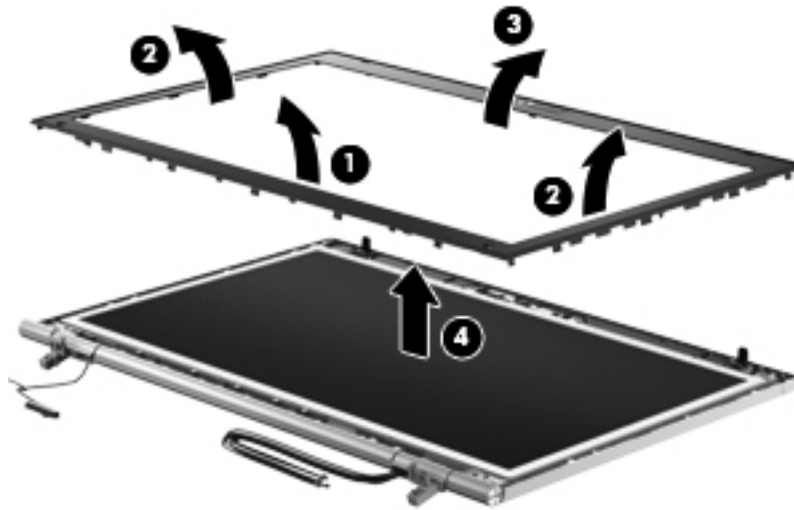


9. If it is necessary to replace the display bezel or any of the display assembly subcomponents:
- Remove the rubber screw covers **(1)**. The rubber screw covers are available in the Rubber Kits, spare part numbers 641192-001 (for use only on HP EliteBook 8570p Notebook PC computer models) and 686303-001 (for use only on HP ProBook 6570b Notebook PC computer models).
  - Remove the two Phillips PM2.5×5.0 screws **(2)** that secure the display bezel to the display assembly.



- Flex the inside edges of the bottom edge **(1)**, the left and right sides **(2)**, and the top edge **(3)** of the display bezel until the bezel disengages from the display enclosure.

- d. Remove the display bezel **(4)**. The display bezel is available using spare part numbers 686304-001 (for use only on HP EliteBook 8570p Notebook PC computer models) and 686303-001 (for use only on HP ProBook 6570b Notebook PC computer models).



**10.** If it is necessary to replace the webcam/microphone module:

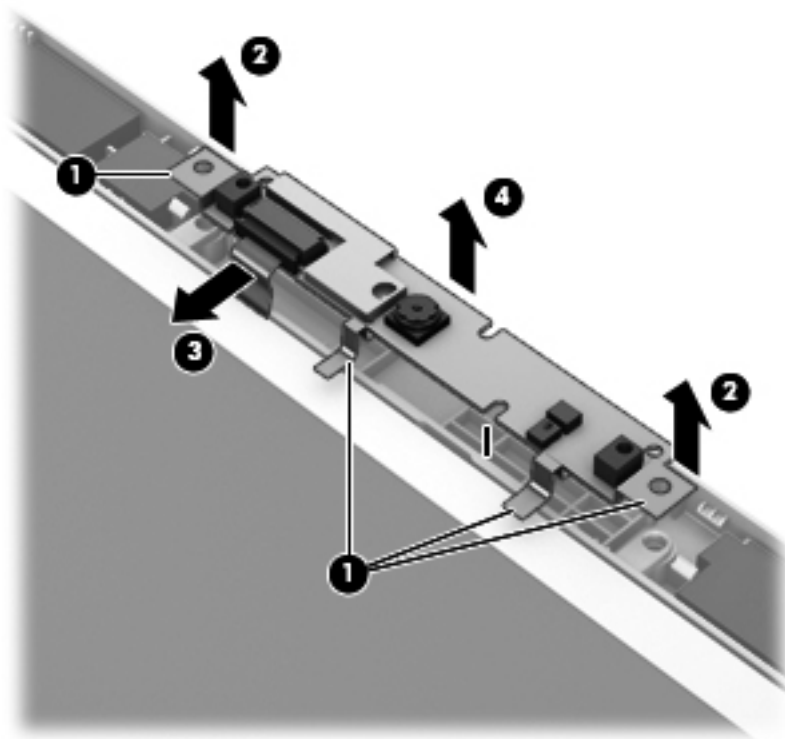
- a. Release the shielding tabs that secure the webcam/microphone module **(1)** to the display enclosure.
- b. Detach the webcam/microphone module **(2)** from the display enclosure. (The webcam/microphone module is attached to the display enclosure with double-sided tape.)
- c. Disconnect the webcam/microphone module cable **(3)** from the webcam/microphone module.

---

 **CAUTION:** Handle the webcam/microphone module with caution. The module has a thin profile and is susceptible to damage when not handled carefully.

---

- d. Remove the webcam/microphone module **(4)**. The webcam/microphone module is available using spare part numbers 699688-001 (with keyboard light for use only on HP EliteBook 8570p Notebook PC computer models) and 699687-001 (without keyboard light for use only on HP ProBook 6570b Notebook PC computer models).

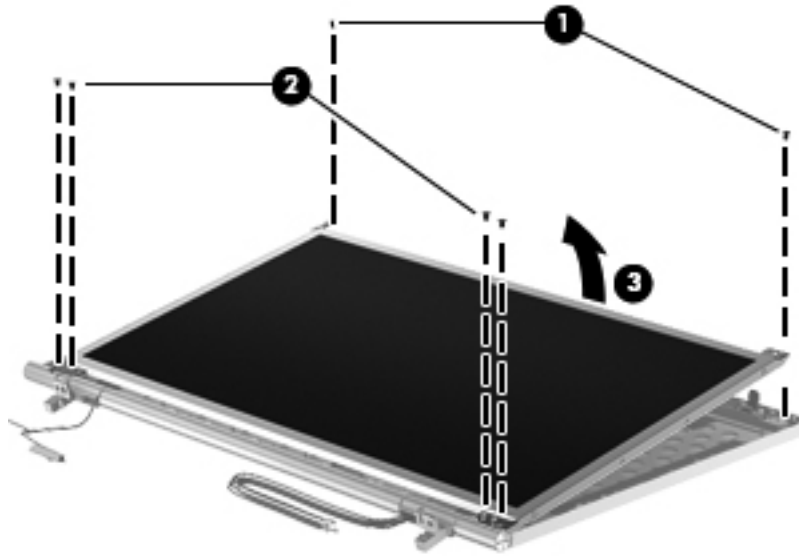


**11.** If it is necessary to replace the display panel:

 **NOTE:** Substeps a through c apply to an HP EliteBook 8570p Notebook PC computer model. See substeps d through f for display panel release procedures for an HP EliteBook 6570b Notebook PC computer models.

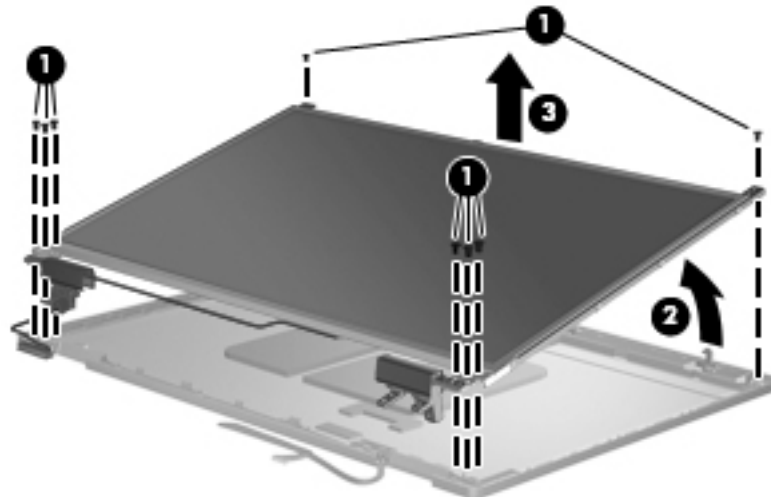
- a. Remove the two Phillips PM2.5×4.6 screws **(1)** that secure the top edge of the display panel to the display enclosure.
- b. Remove the four Phillips PM2.5×5.6 screws **(2)** that secure the display hinges and the bottom edge of the display panel to the display enclosure.

- c. Lift the top edge of the display panel **(1)**, and then swing it up and forward until it rests at an upright position.



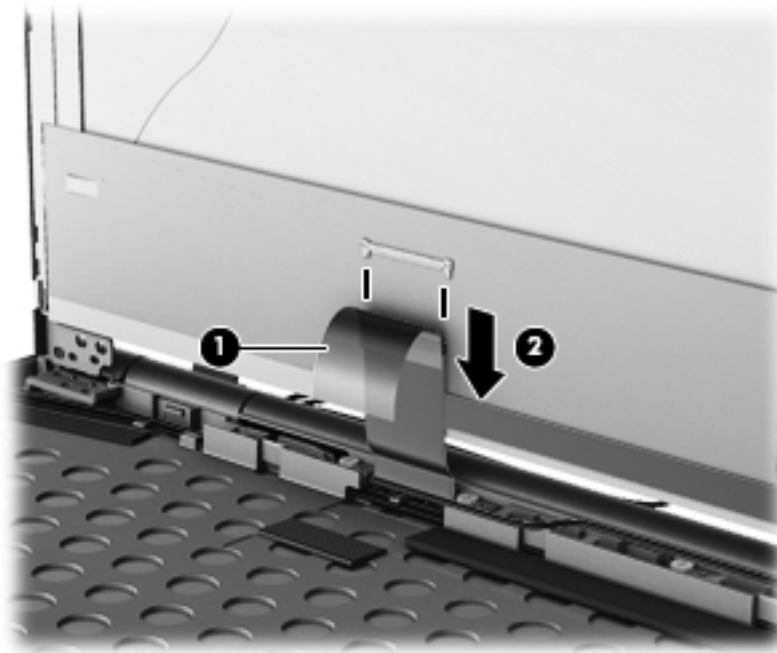
 **NOTE:** Substeps d through f apply to an HP EliteBook 6570b Notebook PC computer model. See substeps a through c for display panel release procedures for an HP EliteBook 8570p Notebook PC computer model.

- d. Remove the eight Phillips PM2.5×4.0 screws **(1)** that secure the display panel to the display enclosure.
- e. Lift the top edge of the display panel **(2)**, and then swing it up and forward until it **(3)** rests at an upright position.



- f. Position the display enclosure and display panel with the display panel cable connector toward you.
- g. Release the adhesive support strip **(1)** that secures the display panel cable to the display panel.

- h.** Disconnect the display panel cable **(2)** from the display panel.

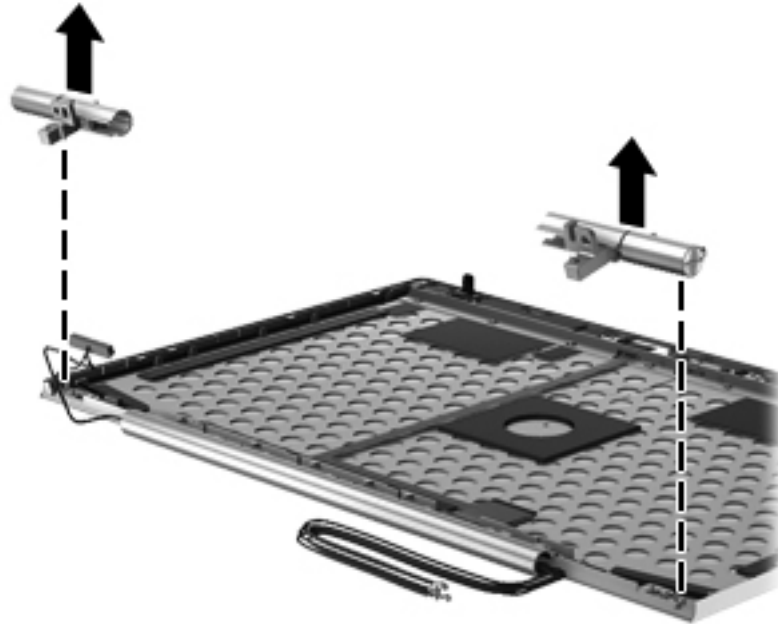


- i.** Remove the display panel. The display panel is available using the following spare part numbers:
- 690405-001 — 15.6-in, LED, AntiGlare, WVA, FHD, display panel
  - 690404-001 — 15.6-in, LED, AntiGlare, WVA, HD+, display panel
  - 690403-001 — 15.6-in, LED, AntiGlare, SVA, HD, display panel

**12.** If it is necessary to replace the display hinges:

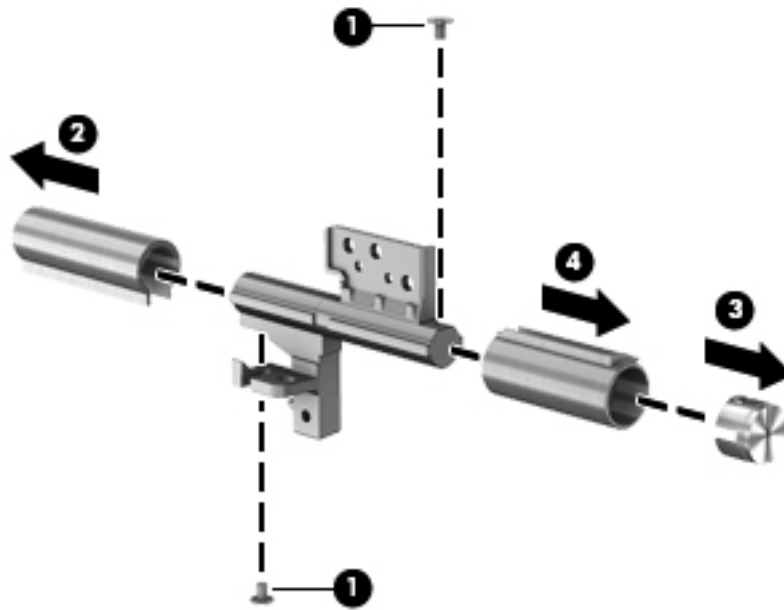
 **NOTE:** Substeps a through e apply to an HP EliteBook 8570p Notebook PC computer model. See substeps f through i for display hinge removal procedures for an HP EliteBook 6570b Notebook PC computer model.

- a.** Remove the display hinges from the display enclosure.



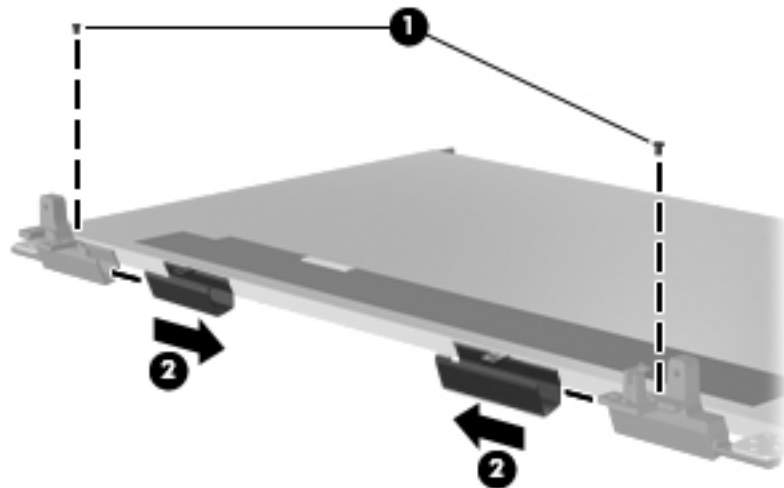
- b.** Remove the two Phillips PM2.0×3.0 screws that hold the display hinge assembly together.
- c.** Remove the display hinge inner cover **(2)**.
- d.** Remove the display hinge end cap **(3)**.

- e. Remove the display hinge outer cover **(4)**. The display hinges, inner and outer covers, and end caps are included in the Display Hinge Kit, spare part number 641193-001.



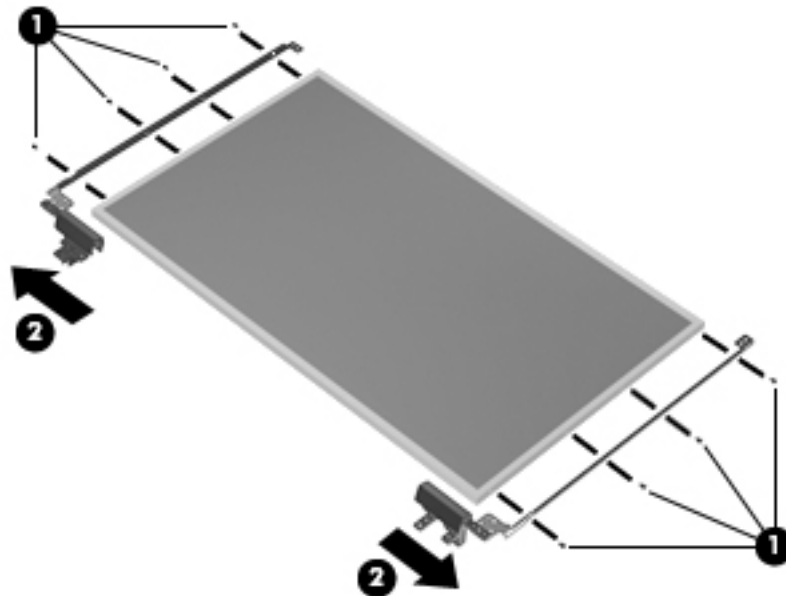
 **NOTE:** Substeps a through e apply to an HP EliteBook 8570p Notebook PC computer model. See substeps f through i for display hinge removal procedures for an HP EliteBook 6570b Notebook PC computer model.

- f. Remove the two Phillips PM2.0×3.0 screws **(1)** that secure the display hinge covers to the display assemblies.
- g. Slide the display hinges toward the inside of the display enclosure **(2)** to remove them. The display hinge covers are included in the Display Hinge Kit, spare part number 647677-001.



- h. Remove the eight Phillips PM2.5×3.0 screws **(1)** that secure display hinge assemblies to the display panel.

- i. Remove the display hinge assemblies **(2)**. The display hinge assemblies are included in the Display Hinge Kit, spare part number 647677-001.



**13.** If it is necessary to replace the display panel cable:

- a. Remove the five Phillips PM2.0x3.0 screws that secure the display hinge tube to the display enclosure.

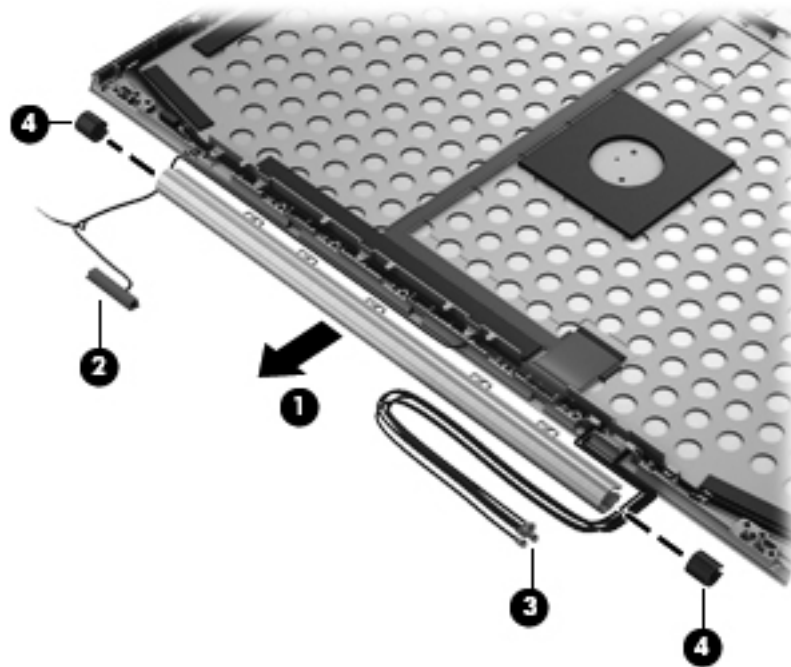
 **NOTE:** Substeps a through d apply only to an HP EliteBook 6570b Notebook PC computer model.



- b. Release the display hinge tube **(1)** from the display enclosure.

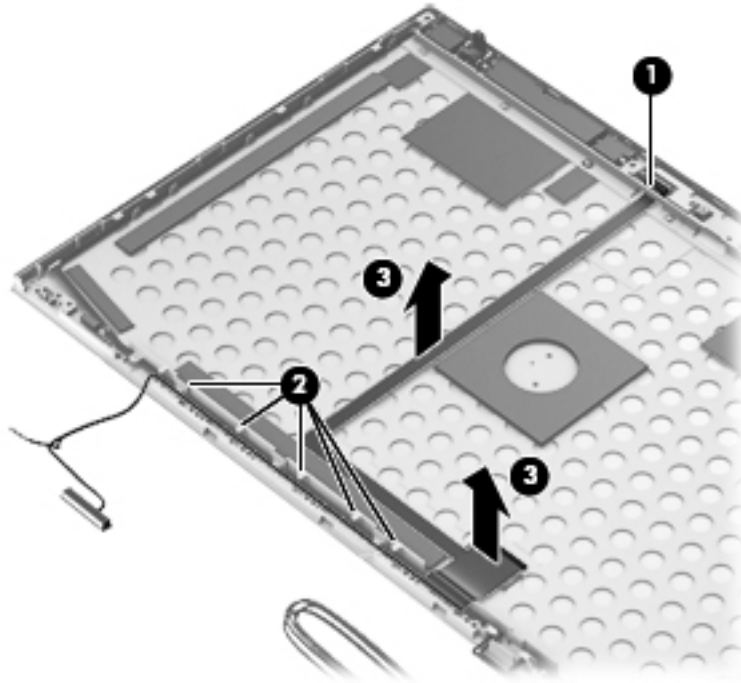
- c. Release the display panel cable **(2)** and the wireless antenna cables **(3)** from the display hinge tube.

 **NOTE:** When releasing the display panel cable and wireless antenna cables, make note of the location of the display assembly cable guides **(4)** inside the display hinge tube.



- d. Remove the display hinge tube. The display hinge tube and the display cable guides are included in the Display Hinge Kit, spare part numbers 641193-001 (for use only on HP EliteBook 8570p Notebook PC computer models) and 647677-001 (for use only on HP EliteBook 6570b Notebook PC computer models).
- e. Disconnect the webcam/microphone module cable **(1)** from the webcam/microphone module.
- f. Release the display panel cable **(2)** from the clips and routing channel built into display enclosure.

- g.** Detach the display panel cable **(3)** from the display enclosure. (The display panel cable is attached to the display enclosure with double-sided tape.)



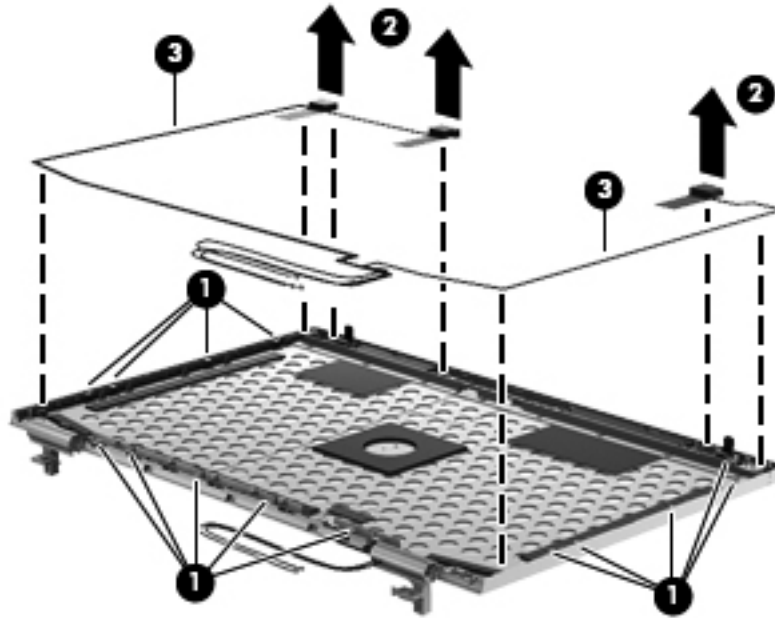
- h.** Remove the display panel cable. The display panel cable is available using the following spare part numbers:

- 686306-001 —For use only on HP EliteBook 8570p Notebook PC computer models equipped with an FHD or HD+ display assembly
- 686305-001 —For use only on HP EliteBook 8570p Notebook PC computer models equipped with an HD display assembly
- 646970-001 —For use only on HP ProBook 6570b Notebook PC computer models equipped with an FHD or HD+ display assembly
- 646969-001 —For use only on HP ProBook 6570b Notebook PC computer models equipped with an HD display assembly

**14.** If it is necessary to replace the WLAN antenna cables and transceivers:

- a.** Release the WLAN antenna cables from the clips **(1)** and routing channel built into the display enclosure.
- b.** Detach the WLAN antenna transceivers **(2)** from the display enclosure. (The WLAN antenna transceivers are attached to the display enclosure with double-sided tape.)

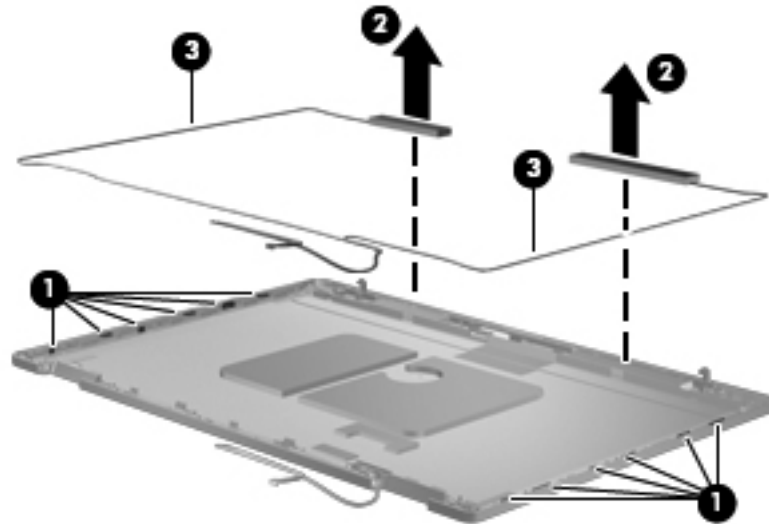
- c. Remove the WLAN antenna cables and transceivers **(3)**. The WLAN antenna cables and transceivers are included in the Cable Kits, spare part numbers 686308-001 (for use only on HP EliteBook 8570p Notebook PC computer models) and 686307-001 (for use only on HP ProBook 6570b Notebook PC computer models).



**15.** If it is necessary to replace the WWAN antenna cables and transceivers:

- a. Release the WWAN antenna cables from the clips **(1)** and routing channel built into the display enclosure.
- b. Detach the WWAN antenna transceivers **(2)** from the display enclosure. (The WWAN antenna transceivers are attached to the display enclosure with double-sided tape.)

- c. Remove the WWAN antenna cables and transceivers **(3)**. The WWAN antenna cables and transceivers are included in the Cable Kits, spare part numbers 686308-001 (for use only on HP EliteBook 8570p Notebook PC computer models) and 686307-001 (for use only on HP ProBook 6570b Notebook PC computer models).



Reverse this procedure to reassemble and install the display assembly.

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# 5 Computer Setup (BIOS) and Advanced System Diagnostics

## Windows 8

### Using Computer Setup

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

---

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

---

### Starting Computer Setup

---

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

---

To start Computer Setup, follow these steps:

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

## Navigating and selecting in Computer Setup

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

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



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

2. Press **f10** to enter Computer Setup.

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

- To exit Computer Setup menus without saving your changes:

Click the **Exit** icon in the lower-left corner of the screen, and then follow the on-screen instructions.

– or –

Use the **tab** key and the arrow keys to select **File > Ignore Changes and Exit**, and then press **enter**.
- To save your changes and exit Computer Setup menus:

Click the **Save** icon in the lower-left corner of the screen, and then follow the on-screen instructions.

– or –

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

Your changes go into effect when the computer restarts.

## Restoring factory settings in Computer Setup

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

---

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

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

– or –

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

Your changes go into effect when the computer restarts.

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

---

## Updating the BIOS

Updated versions of the BIOS may be available on the HP website.

Most BIOS updates on the HP website are packaged in compressed files called *SoftPaqs*.

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

## Determining the BIOS version

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

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

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

– or –

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

## Downloading a BIOS update

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

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

Do not shut down the computer or initiate Sleep.

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

1. From the Start screen, type `h`, and then select **Help and Support**.
2. In the **Help and Support** search box, type `maintain`, and then follow the on-screen instructions to identify your computer and access the BIOS update you want to download.
3. At the download area, follow these steps:
  - a. Identify the BIOS update that is later than the BIOS version currently installed on your computer. Make a note of the date, name, or other identifier. You may need this information to locate the update later, after it has been downloaded to your hard drive.
  - b. Follow the on-screen instructions to download your selection to the hard drive.

Make a note of the path to the location on your hard drive where the BIOS update is downloaded. You will need to access this path when you are ready to install the update.

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

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

1. From the Start screen, type `e`, and then click **File Explorer**.
2. Double-click your hard drive designation. The hard drive designation is typically Local Disk (C:).
3. Using the hard drive path you recorded earlier, open the folder on your hard drive that contains the update.
4. Double-click the file that has an `.exe` extension (for example, `filename.exe`).

The BIOS installation begins.

5. Complete the installation by following the on-screen instructions.

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

## Using Advanced System Diagnostics

Advanced System Diagnostics allows you to run diagnostic tests to determine if the computer hardware is functioning properly. The following diagnostic tests are available in Advanced System Diagnostics:

- **System Tune-Up**—This group of additional tests checks your computer to make sure that the main components are functioning correctly. System Tune-Up runs longer and more comprehensive tests on memory modules, hard drive SMART attributes, the hard drive surface, the battery (and battery calibration), video memory, and the WLAN module status.
- **Start-up test**—This test analyzes the main computer components that are required to start the computer.
- **Run-in test**—This test repeats the start-up test and checks for intermittent problems that the start-up test does not detect.
- **Hard disk test**—This test analyzes the physical condition of the hard drive, and then checks all data in every sector of the hard drive. If the test detects a damaged sector, it attempts to move the data to a good sector.
- **Memory test**—This test analyzes the physical condition of the memory modules. If it reports an error, replace the memory modules immediately.
- **Battery test**—This test analyzes the condition of the battery and calibrates the battery if necessary. If the battery fails the test, contact HP support to report the issue and purchase a replacement battery.
- **BIOS Management**—You can update or rollback the version of the BIOS on the system. Do not shut down or remove external power during the process. You will be given a confirmation screen before your BIOS is modified. Select **BIOS update**, **BIOS Rollback**, or **Back to main menu**.

You can view system information and error logs or select languages in the Advanced System Diagnostics window.

To start Advanced System Diagnostics:

1. Turn on or restart the computer. While the “Press the ESC key for Startup Menu” message is displayed in the lower-left corner of the screen, press **esc**. When the Startup Menu is displayed, press **f2**.
2. Click the diagnostic test you want to run, and then follow the on-screen instructions.



**NOTE:** NOTE: you need to stop a diagnostics test while it is running, press **esc**.

# Windows 7

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



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

---

## Starting Computer Setup



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

---

To start Computer Setup, follow these steps:

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

## Using Computer Setup

### Navigating and selecting in Computer Setup

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

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



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

---

2. Press **f10** to enter Computer Setup.

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

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

Your changes go into effect when the computer restarts.

## Restoring factory settings in Computer Setup



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

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

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

– or –

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

Your changes go into effect when the computer restarts.



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

## Updating the BIOS

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

Most BIOS updates on the HP Web site are packaged in compressed files called SoftPaqs.

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

## Determining the BIOS version

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

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

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

– or –

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



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

## Downloading a BIOS update



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

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

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

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

1. Open your Web browser. For U.S. support, go to <http://www.hp.com/go/contactHP>. For worldwide support, go to [http://welcome.hp.com/country/us/en/wwwcontact\\_us.html](http://welcome.hp.com/country/us/en/wwwcontact_us.html).
2. Follow the on-screen instructions to identify your computer and access the BIOS update you want to download.

3. Click the option for software and driver downloads, type your computer model number in the product box, and then press **enter**. Follow the on-screen instructions to identify your computer and access the BIOS update you want to download.
4. Click your specific product from the models listed.
5. Click the appropriate operating system.
6. Go to the BIOS section and download the BIOS software package.
7. Follow the installation instructions as provided with the downloaded BIOS software package.



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

---

## Using Advanced System Diagnostics

Advanced System Diagnostics allows you to run diagnostic tests to determine if the computer hardware is functioning properly. The following diagnostic tests are available in Advanced System Diagnostics:

- **Start-up test**—This test analyzes the main computer components that are required to start the computer.
- **Run-in test**—This test repeats the start-up test and checks for intermittent problems that the start-up test does not detect.
- **Hard disk test**—This test analyzes the physical condition of the hard drive, and then checks all data in every sector of the hard drive. If the test detects a damaged sector, it attempts to move the data to a good sector.
- **Memory test**—This test analyzes the physical condition of the memory modules. If it reports an error, replace the memory modules immediately.
- **Battery test**—This test analyzes the condition of the battery and calibrates the battery if necessary. If the battery fails the test, contact support to report the issue and purchase a replacement battery.
- **System Tune-Up**—This group of additional tests checks your computer to make sure that the main components are functioning correctly. System Tune-Up runs longer and more comprehensive tests on memory modules, hard drive SMART attributes, the hard drive surface, the battery (and battery calibration), video memory, and the WLAN module status.

You can view system information and error logs in the Advanced System Diagnostics window.

To start Advanced System Diagnostics:

1. 1. Turn on or restart the computer. While the “Press the ESC key for Startup Menu” message is displayed in the lower-left corner of the screen, press **esc**. When the Startup Menu is displayed, press **f2**.
2. Click the diagnostic test you want to run, and then follow the on-screen instructions.



**NOTE:** If you need to stop a diagnostics test while it is running, press **esc**.

---

# SuSE Linux (SLED)

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



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

---

## Starting Computer Setup



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

---

To start Computer Setup, follow these steps:

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

## Using Computer Setup

### Navigating and selecting in Computer Setup

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

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



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

---

2. Press **f10** to enter Computer Setup.

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

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

– or –

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

– or –

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

– or –

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

Your changes go into effect when the computer restarts.

## Restoring factory settings in Computer Setup

---

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

---

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

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

– or –

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

Your changes go into effect when the computer restarts.

---

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

---

## Updating the BIOS

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

Most BIOS updates on the HP Web site are packaged in compressed files called SoftPaqs.

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

## Determining the BIOS version

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

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

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

– or –

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



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

## Downloading a BIOS update



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

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

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

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

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

## Using Advanced System Diagnostics

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- **Hard disk test**—This test analyzes the physical condition of the hard drive, and then checks all data in every sector of the hard drive. If the test detects a damaged sector, it attempts to move the data to a good sector.
- **Memory test**—This test analyzes the physical condition of the memory modules. If it reports an error, replace the memory modules immediately.
- **Battery test**—This test analyzes the condition of the battery and calibrates the battery if necessary. If the battery fails the test, contact support to report the issue and purchase a replacement battery.
- **System Tune-Up**—This group of additional tests checks your computer to make sure that the main components are functioning correctly. System Tune-Up runs longer and more comprehensive tests on memory modules, hard drive SMART attributes, the hard drive surface, the battery (and battery calibration), video memory, and the WLAN module status.

You can view system information and error logs in the Advanced System Diagnostics window.

To start Advanced System Diagnostics:

1. Turn on or restart the computer. While the “Press the ESC key for Startup Menu” message is displayed in the lower-left corner of the screen, press **esc**. When the Startup Menu is displayed, press **f2**.
2. Click the diagnostic test you want to run, and then follow the on-screen instructions.



---

**NOTE:** If you need to stop a diagnostics test while it is running, press **esc**.

---

# 6 Specifications

## Computer specifications

|                                                                                                                                        | Metric                    | U.S.            |
|----------------------------------------------------------------------------------------------------------------------------------------|---------------------------|-----------------|
| <b>Dimensions</b>                                                                                                                      |                           |                 |
| Width                                                                                                                                  | <b>37.40 cm</b>           | 14.72 in        |
| Depth                                                                                                                                  | <b>25.05 cm</b>           | 9.86 in         |
| Height (front to back)                                                                                                                 | <b>3.41 to 3.61 cm</b>    | 1.34 to 1.42 in |
| <b>Weight</b>                                                                                                                          |                           |                 |
| Equipped with 3-cell battery, graphics subsystem with UMA memory, one memory module, WLAN module, and solid-state drive                | <b>2.61 kg</b>            | 5.75 lbs        |
| Equipped with 3-cell battery, optical drive, graphics subsystem with UMA memory, one memory module, and WLAN module                    | <b>2.71 kg</b>            | 5.97 lbs        |
| Equipped with 6-cell battery, graphics subsystem with UMA memory, one memory module, WLAN module, and solid-state drive                | <b>2.74 kg</b>            | 6.04 lbs        |
| Equipped with 6-cell battery, optical drive, graphics subsystem with UMA memory, one memory module, WLAN module, and solid-state drive | <b>2.84 kg</b>            | 6.26 LBS        |
| Equipped with 9-cell battery, graphics subsystem with UMA memory, one memory module, WLAN module, and solid-state drive                | <b>2.91 kg</b>            | 6.41 lbs        |
| Equipped with 9-cell battery, optical drive, graphics subsystem with UMA memory, one memory module, WLAN module, and solid-state drive | <b>3.00 kg</b>            | 6.63 lbs        |
| <b>Input power</b>                                                                                                                     |                           |                 |
| Operating voltage and current                                                                                                          | 18.5 V dc @ 3.5 A - 65 W  |                 |
|                                                                                                                                        | – or –                    |                 |
|                                                                                                                                        | 19.0 V dc @ 4.74 A - 90 W |                 |
| <b>Temperature</b>                                                                                                                     |                           |                 |

|                                                                                                                                                           | <b>Metric</b>            | <b>U.S.</b>         |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------|---------------------|
| Operating                                                                                                                                                 | <b>5°C to 35°C</b>       | 41°F to 95°F        |
| Nonoperating                                                                                                                                              | <b>-20°C to 60°C</b>     | -4°F to 140°F       |
| <b>Relative humidity</b> (noncondensing)                                                                                                                  |                          |                     |
| Operating                                                                                                                                                 | 10% to 90%               |                     |
| Nonoperating                                                                                                                                              | 5% to 95%                |                     |
| <b>Maximum altitude</b> (unpressurized)                                                                                                                   |                          |                     |
| Operating                                                                                                                                                 | <b>-15 m to 3,048 m</b>  | -50 ft to 10,000 ft |
| Nonoperating                                                                                                                                              | <b>-15 m to 12,192 m</b> | -50 ft to 40,000 ft |
| <b>NOTE:</b> Applicable product safety standards specify thermal limits for plastic surfaces. The device operates well within this range of temperatures. |                          |                     |

## 15.6-inch WGA display specifications

|                         | Metric                                   | U.S.     |
|-------------------------|------------------------------------------|----------|
| Dimensions              |                                          |          |
| Height                  | 19.6 cm                                  | 7.72 in  |
| Width                   | 34.7 cm                                  | 13.66 in |
| Diagonal                | 39.8 cm                                  | 15.67 in |
| Number of colors        | up to 16.8 million                       |          |
| Contrast ratio          | 200:1 (typical)                          |          |
| Brightness              | 250 nits (typical)                       |          |
| Pixel resolution        |                                          |          |
| Pitch                   | 0.197 × 0.197 mm                         |          |
| Format                  | FHD, WVA (1920 × 1080)                   |          |
|                         | HD+, WVA (1600 × 1900)                   |          |
|                         | HD, SVA (1366 × 768)                     |          |
| Configuration           | RGB vertical stripe                      |          |
| Backlight               | LED                                      |          |
| Character display       | 80 × 25                                  |          |
| Total power consumption | 3.46 W                                   |          |
| Viewing angle           | ±65° horizontal, +50° vertical (typical) |          |

# Hard drive specifications

|                                                                                                             | 750-GB*                     | 500-GB*      | 320-GB*      |
|-------------------------------------------------------------------------------------------------------------|-----------------------------|--------------|--------------|
| Dimensions                                                                                                  |                             |              |              |
| Height                                                                                                      | 9.5 mm                      | 9.5 mm       | 9.5 mm       |
| Length                                                                                                      | 100.2 mm                    | 100.4 mm     | 100.4 mm     |
| Width                                                                                                       | 69.9 mm                     | 69.9 mm      | 69.9 mm      |
| Weight                                                                                                      | 110 g                       | 110 g        | 110 g        |
| Interface type                                                                                              | SATA                        | SATA         | SATA         |
| Transfer rate                                                                                               |                             |              |              |
| Synchronous (maximum)                                                                                       | 1.1 GB/sec                  | 1.1 GB/sec   | 1.1 GB/sec   |
| Security                                                                                                    | ATA security                | ATA security | ATA security |
| Seek times (typical read, including setting)                                                                |                             |              |              |
| Single track                                                                                                | 2.0 ms                      | 1.5 ms       | 1.5 ms       |
| Average (read/write)                                                                                        | 12/16 ms                    | 11/13 ms     | 11/13 ms     |
| Maximum                                                                                                     | 22 ms                       | 22 ms        | 22 ms        |
| Logical blocks                                                                                              | 1,465,149,168               | 976,773,168  | 628,142,448  |
| Disk rotational speed                                                                                       | 7200 rpm                    | 7200 rpm     | 7200 rpm     |
| Operating temperature                                                                                       | 0°C to 60°C (32°F to 140°F) |              |              |
| * 1 GB = 1 billion bytes when referring to hard drive storage capacity. Actual accessible capacity is less. |                             |              |              |
| NOTE: Certain restrictions and exclusions apply. Contact technical support for details.                     |                             |              |              |

---

# 7 Backup and recovery

## Windows 8

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

From the Start screen, type `restore`, click **Settings**, and then select from the list of displayed options.

---

 **NOTE:** For detailed instructions on various backup and restore options, perform a search for these topics in Help and Support. From the Start screen, type `h`, and then select **Help and Support**.

---

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

---

 **NOTE:** Windows includes the User Account Control feature to improve the security of your computer. You may be prompted for your permission or password for tasks such as installing software, running utilities, or changing Windows settings. Refer to Help and Support for more information. From the Start screen, type `h`, and then select **Help and Support**.

---

## 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. As you add new software and data files, you should continue to back up your system on a regular basis to maintain a reasonably current backup. The system repair media (select models only) are used to start up (boot) the computer and repair the operating system in case of system instability or failure. Your initial and subsequent backups allow you to restore your data and settings if a failure occurs.

From the Start screen, type `backup`, click **Settings**, and then select **Save backup copies of your files with File History**.

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

Note the following when backing up:

- Store personal files in the Documents library, and back it up regularly.
- Back up templates that are stored in their associated programs.
- Save customized settings that appear in a window, toolbar, or menu bar by taking a screen shot of your settings. The screen shot can be a time-saver if you have to reset your preferences.

To create a backup using Backup and Restore:

---

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

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

---

1. From the Start screen, type `backup`, click **Settings**, and then select from the list of displayed options.
2. Follow the on-screen instructions to set up your backup, create a system image (select models only), or create system repair media (select models only).

## Performing a system recovery

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

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

---

 **NOTE:** If you are unable to boot (start up) your computer and you cannot use the system repair media you previously created (select models only), you must purchase Windows 8 operating system media to reboot the computer and repair the operating system. For additional information, see the “Using Windows 8 operating system media (purchased separately)” section.

---

## Using the Windows recovery tools

To recover information you previously backed up:

- ▲ From the Start screen, type `h`, and then select **Help and Support**.

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

---

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

---

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

From the Start screen, type **e**, and then click **File Explorer**.

– or –

From the Start screen, type **c**, and then select **Computer**.

---

 **NOTE:** If the Windows partition and the HP Recovery partition are not listed, you must recover your operating system and programs using the Windows 8 operating system DVD and the Driver Recovery media (both purchased separately). For additional information, see the “Using Windows 8 operating system media (purchased separately)” section.

---

3. If the Windows partition and the HP Recovery partition are listed, restart the computer. After Windows has loaded, press and hold the **shift** key while clicking **Restart**.
4. Select **Startup Repair**.
5. Follow the on-screen instructions.

---

 **NOTE:** For additional information on recovering information using the Windows tools, perform a search for these topics in Help and Support. From the Start screen, type **h**, and then select **Help and Support**.

---

## Using f11 recovery tools

---

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

---

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

1. If possible, back up all personal files.
2. If possible, check for the presence of the HP Recovery partition: From the Start screen, type **c**, and then select **Computer**.

---

 **NOTE:** If the HP Recovery partition is not listed, you must recover your operating system and programs using the Windows 8 operating system media and the Driver Recovery media (both purchased separately). For additional information, see the “Using Windows 8 operating system media (purchased separately)” section.

---

3. If the HP Recovery partition is listed, restart the computer, and then press **esc** while the “Press the ESC key for Startup Menu” message is displayed at the bottom of the screen.

4. Press **F11** while the “Press <F11> for recovery” message is displayed on the screen.
5. Follow the on-screen instructions.

## Using Windows 8 operating system media (purchased separately)

To order a Windows 8 operating system DVD, go to <http://www.hp.com/support>, select your country or region, and follow the on-screen instructions. You can also order the DVD by calling support. For contact information, see the Worldwide Telephone Numbers booklet included with the computer.

 **CAUTION:** Using a Windows 8 operating system media completely erases hard drive contents and reformats the hard drive. All files that you have created and any software that you have installed on the computer are permanently removed. When reformatting is complete, the recovery process helps you restore the operating system, as well as drivers, software, and utilities.

To initiate recovery using a Windows 8 operating system DVD:

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

1. If possible, back up all personal files.
2. Restart the computer, and then insert the Windows 8 operating system DVD into the optical drive before the Windows operating system loads.
3. When prompted, press any keyboard key.
4. Follow the on-screen instructions.

After the repair is completed:

1. Eject the Windows 8 operating system media and then insert the *Driver Recovery* media.
2. Install the Hardware Enabling Drivers first, and then install Recommended Applications.

## Using Windows Refresh for quick and easy recovery

When your computer is not working properly and you need to regain system stability, the Windows Refresh option allows you to start fresh and keep what is important to you.

 **IMPORTANT:** Refresh removes any traditional applications that were not originally installed on the system at the factory.

 **NOTE:** During Refresh, a list of removed traditional applications will be saved so that you have a quick way to see what you might need to reinstall. See Help and Support for instructions on reinstalling traditional applications. From the Start screen, type **h**, and then select **Help and Support**.

 **NOTE:** You may be prompted for your permission or password when using Refresh. See Windows Help and Support for more information. From the Start screen, type **h**, and then select **Help and Support**.

To start Refresh:

1. On the Start screen, point to the far-right upper or lower corner of the screen to display the charms.
2. Click **Settings**.
3. Click **Change PC settings** in the bottom-right corner of the screen, and then select **General** from the PC settings screen.
4. Under **Refresh your PC without affecting your files**, select **Get started**, and follow the on-screen instructions.

## Remove everything and reinstall Windows

Sometimes you want to perform detailed reformatting of your computer, or you want to remove personal information before you give away or recycle your computer. The process described in this section provides a speedy, simple way to return the computer to its original state. This option removes all personal data, apps, and settings from your computer, and reinstalls Windows.



**IMPORTANT:** This option does not provide backups of your information. Before using this option, back up any personal information you wish to retain.

You can initiate this option by using the **f11** key or from the Start screen.

To use the **f11** key:

1. Press **f11** while the computer boots.  
– or –  
Press and hold **f11** as you press the power button.
2. Select **Troubleshoot** from the boot options menu.
3. Select **Reset your PC**, and follow the on-screen instructions.

To use the Start screen:

1. On the Start screen, point to the far-right upper or lower corner of the screen to display the charms.
2. Click **Settings**.
3. Click **Change PC settings** in the bottom-right corner of the screen, and then select **General** from the PC settings screen.
4. Under **Remove everything and reinstall Windows**, select **Get started**, and follow the on-screen instructions.

## Using HP Software Setup

HP Software Setup can be used to reinstall drivers or select software that has been corrupted or deleted from the system.

1. From the Start screen, type `HP Software Setup`, and select **Apps**.
2. Open HP Software Setup.
3. Follow the on-screen directions to reinstall drivers or select software.

## Windows 7

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

Windows Backup and Restore provides the following options:

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

---

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

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

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

---

## Creating recovery media with HP Recovery Disc Creator

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

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

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

### Creating recovery media



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

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

### Backing up your information

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

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

Note the following when backing up:

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

---

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

---

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

To create a backup using Backup and Restore:

---

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

---

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

---

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

## Performing a system recovery

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

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

---

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

---

## Using the Windows recovery tools

To recover information you previously backed up:

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

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

---

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

---

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

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

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

---

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

---

## Using f11 recovery tools

---

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

---

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

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

---

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

---

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

## Using a Windows 7 operating system DVD (purchased separately)

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

---

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

---

To initiate recovery using a Windows 7 operating system DVD:

---

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

---

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

After the repair is completed:

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

# SuSE Linux (SLED)

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

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

## Creating backups

1. Create restore media immediately after you set up the computer. For more information, see the “Performing a system recovery” section.
2. As you add files, routinely create a backup of your system and personal information.

## Backing up your information

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

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

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

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

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



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

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

To restore backup files:

1. Select **Computer > More Applications > Tools > Backup Manager Restore**.
2. Click **Backup Source**, and then select the location of the backup files.
3. Click **Restore Destination**, and then select the destination to restore the files.

4. To restore all files from the selected location, click **Restore all files**. To restore select files only, click **Restore selected files**, click **Select Files** and then select the files to be restored.
5. Under **Restore Point**, click the time and date of the backup.



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

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

## Performing a system recovery

Recovery allows you to repair or restore the computer to its original factory state. You can create an HP Factory Image Restore DVD, using an installed or an external DVD±RW optical drive.



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

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



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

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

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

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

## USB Recovery option (select models only)

The USB Recovery Disk On Key (flash drive) option allows you to create a backup image of the SLED operating system installed on select HP Business Notebooks. This Disk On Key may be used to restore the system to the original factory state when the F11 recovery option is not available. This process should be done on first obtaining the computer.

 **CAUTION:** The USB recovery option does not preserve data present on the computer's hard drive or on the Disk On Key used for the recovery process. Back up any data on the Disk on Key or the notebook that will be recovered before starting.

 **NOTE:** HP recommends that you create the USB Recovery Disk in the event of a system failure. The Disk On Key used for this process should be 4 GB or larger.

Creating a USB Recovery Disk On Key

1. Connect the USB Disk On Key to a USB port on the computer.
2. Select **Computer > More applications > Tools > Create Recovery USB**.
3. Enter the root password when prompted.
4. Select **USB Disk On Key** from the list.
5. Click **OK**.
6. A question dialog will remind you that the data on the USB key will be destroyed. To continue, click **OK**. Otherwise, click **Cancel** and back up the contents of the Disk On Key on another computer.
7. The backup process will display a status dialog box while the backup is in progress.

 **NOTE:** A file browser window with the Disk On Key Contents displayed will pop up when the key is mounted. You may close the file browser window if desired. Once the USB Recovery Key has been created, the status dialog will close. The USB Recovery Key is ready for use.

Recovering from a USB Recovery Disk On Key

 **CAUTION:** Before starting the Recovery process, make sure any data on the system to be recovered has been backed up. The recovery process destroys all data on the system to be recovered.

1. Turn off the computer.
2. Connect the USB Disk On Key to a USB port on the computer.
3. Turn on the computer while holding down the **f9** key.
4. Once the system has booted, the **Boot Options** menu should appear.
5. Using the arrow keys, select **USB Disk On Key** and press **enter**.

 **NOTE:** The description may vary from one USB key to another. Any entry other than Optical Disk Drive, Notebook Hard Drive or Notebook Ethernet should be the USB Recovery Disk On Key.

6. Once the USB Recovery Disk On Key has been selected, press **enter**. The USB Recovery Disk On Key will boot.

7. Once the USB Recovery Disk On Key has booted, a dialog box will prompt, “Do you want to start the System-Restore?” If data on the computer has not been backed up, use the tab key and select No. The system will reboot. Back up the system data and repeat the previous steps. If no data should be saved from the computer, use the **tab** key to select **Yes**. Press **enter** to begin the recovery process.
8. After the files are copied to the system, follow the on-screen instructions.

## Remove everything and reinstall SLED

Sometimes you want to perform detailed reformatting of your computer, or you want to remove personal information before you give away or recycle your computer. The process described in this section provides a speedy, simple way to return the computer to its original state. This option removes all personal data, applications, and settings from your computer, and reinstalls the Linux operating system.



**IMPORTANT:** This option does not provide backups of your information. Before using this option, back up any personal information you wish to retain.

You can initiate this option by using the **f11** key.

To use the **f11** key:

Press **f11** while the computer boots.

– or –

Press and hold **f11** as you press the power button.

The following options are available:

- **Cancel/Reboot**—Reboots the system. No recovery or restore activity is performed.
- **Recover/Repair System**—This option repairs a system that is not working properly and preserves user data.
- **Restore Factory System**—This option restores the system back to the original factory state. User data is not preserved.

Select an option and follow the on-screen instructions.

---

## 8 Power cord set requirements

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

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

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

### Requirements for all countries

The following requirements are applicable to all countries and regions:

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

## Requirements for specific countries and regions

| Country/region                 | Accredited agency | Applicable note number |
|--------------------------------|-------------------|------------------------|
| Australia                      | EANSW             | 1                      |
| Austria                        | OVE               | 1                      |
| Belgium                        | CEBC              | 1                      |
| Canada                         | CSA               | 2                      |
| Denmark                        | DEMKO             | 1                      |
| Finland                        | FIMKO             | 1                      |
| France                         | UTE               | 1                      |
| Germany                        | VDE               | 1                      |
| Italy                          | IMQ               | 1                      |
| Japan                          | METI              | 3                      |
| The Netherlands                | KEMA              | 1                      |
| Norway                         | NEMKO             | 1                      |
| The People's Republic of China | COC               | 5                      |
| South Korea                    | EK                | 4                      |
| Sweden                         | SEMKO             | 1                      |
| Switzerland                    | SEV               | 1                      |
| Taiwan                         | BSMI              | 4                      |
| The United Kingdom             | BSI               | 1                      |
| The United States              | UL                | 2                      |

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

---

## 9 Recycling

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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