

SERVICE MANUAL

notebook

N850HP6 / N857HP6



Notebook Computer
N850HP6 / N857HP6
Service Manual

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About this Manual

This manual is intended for service personnel who have completed sufficient training to undertake the maintenance and inspection of personal computers.

It is organized to allow you to look up basic information for servicing and/or upgrading components of the *N850HP6* / *N857HP6* series notebook PC.

The following information is included:

Chapter 1, Introduction, provides general information about the location of system elements and their specifications.

Chapter 2, Disassembly, provides step-by-step instructions for disassembling parts and subsystems and how to upgrade elements of the system.

Appendix A, Part Lists

Appendix B, Schematic Diagrams

Appendix C, Updating the FLASH ROM BIOS

IMPORTANT SAFETY INSTRUCTIONS

Follow basic safety precautions, including those listed below, to reduce the risk of fire, electric shock and injury to persons when using any electrical equipment:

1. Do not use this product near water, for example near a bath tub, wash bowl, kitchen sink or laundry tub, in a wet basement or near a swimming pool.
2. Avoid using a telephone (other than a cordless type) during an electrical storm. There may be a remote risk of electrical shock from lightning.
3. Do not use the telephone to report a gas leak in the vicinity of the leak.
4. Use only the power cord and batteries indicated in this manual. Do not dispose of batteries in a fire. They may explode. Check with local codes for possible special disposal instructions.
5. This product is intended to be supplied by a Listed Power Unit as follows:
 - AC Input of 100 - 240V, 50 - 60Hz, DC Output of 19.5V, 9.23A (**180** Watts) minimum AC/DC Adapter.

FCC Statement

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

This device may not cause harmful interference.

This device must accept any interference received, including interference that may cause undesired operation.

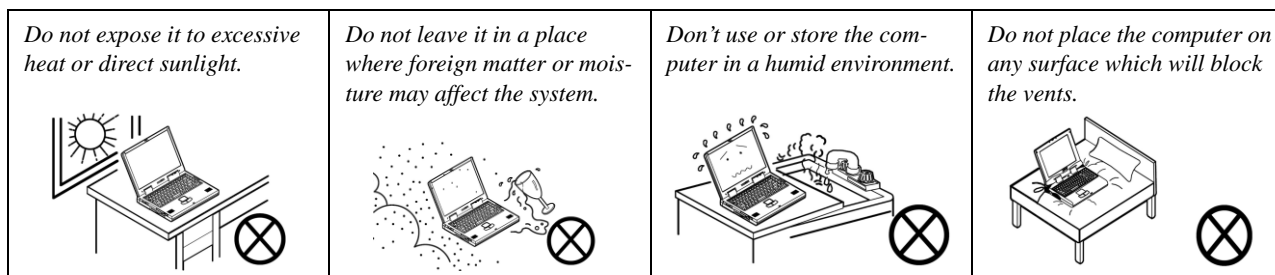
Instructions for Care and Operation

The notebook computer is quite rugged, but it can be damaged. To prevent this, follow these suggestions:

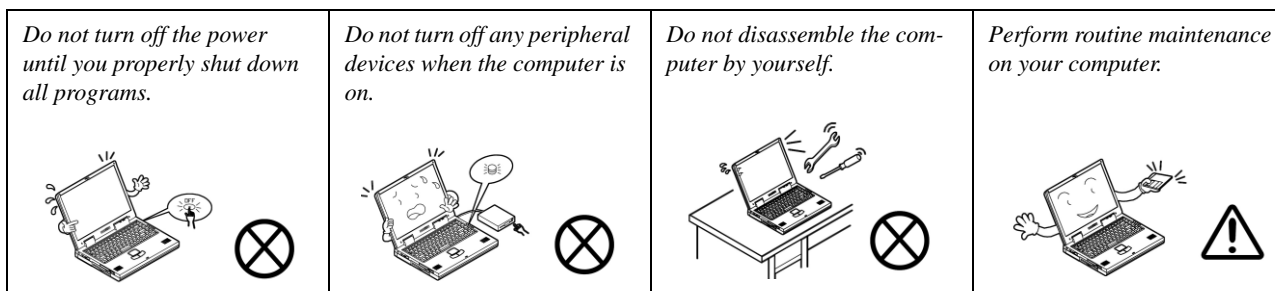
1. **Don't drop it, or expose it to shock.** If the computer falls, the case and the components could be damaged.



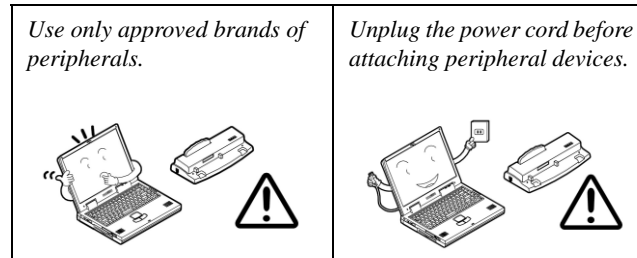
2. **Keep it dry, and don't overheat it.** Keep the computer and power supply away from any kind of heating element. This is an electrical appliance. If water or any other liquid gets into it, the computer could be badly damaged.



3. **Follow the proper working procedures for the computer.** Shut the computer down properly and don't forget to save your work. Remember to periodically save your data as data may be lost if the battery is depleted.



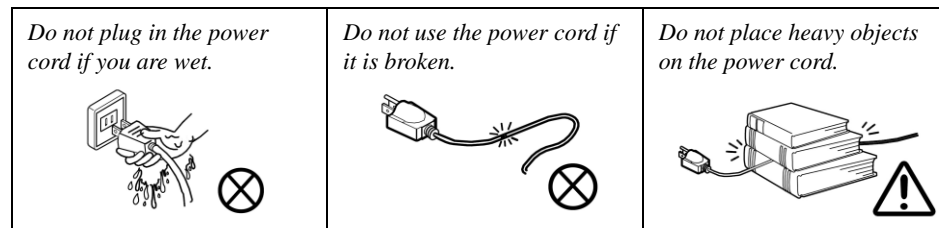
4. **Avoid interference.** Keep the computer away from high capacity transformers, electric motors, and other strong magnetic fields. These can hinder proper performance and damage your data.
5. **Take care when using peripheral devices.**



Power Safety

The computer has specific power requirements:

- Only use a power adapter approved for use with this computer.
- Your AC adapter may be designed for international travel but it still requires a steady, uninterrupted power supply. If you are unsure of your local power specifications, consult your service representative or local power company.
- The power adapter may have either a 2-prong or a 3-prong grounded plug. The third prong is an important safety feature; do not defeat its purpose. If you do not have access to a compatible outlet, have a qualified electrician install one.
- When you want to unplug the power cord, be sure to disconnect it by the plug head, not by its wire.
- Make sure the socket and any extension cord(s) you use can support the total current load of all the connected devices.
- Before cleaning the computer, make sure it is disconnected from any external power supplies.



Power Safety Warning

Before you undertake any upgrade procedures, make sure that you have turned off the power, and disconnected all peripherals and cables (including telephone lines and power cord). It is advisable to also remove your battery in order to prevent accidentally turning the machine on.

Battery Precautions

- Only use batteries designed for this computer. The wrong battery type may explode, leak or damage the computer.
- Do not continue to use a battery that has been dropped, or that appears damaged (e.g. bent or twisted) in any way. Even if the computer continues to work with a damaged battery in place, it may cause circuit damage, which may possibly result in fire.
- Recharge the batteries using the notebook's system. Incorrect recharging may make the battery explode.
- Do not try to repair a battery pack. Refer any battery pack repair or replacement to your service representative or qualified service personnel.
- Keep children away from, and promptly dispose of a damaged battery. Always dispose of batteries carefully. Batteries may explode or leak if exposed to fire, or improperly handled or discarded.
- Keep the battery away from metal appliances.
- Affix tape to the battery contacts before disposing of the battery.
- Do not touch the battery contacts with your hands or metal objects.

Battery Guidelines

The following can also apply to any backup batteries you may have.

- If you do not use the battery for an extended period, then remove the battery from the computer for storage.
- Before removing the battery for storage charge it to 60% - 70%.
- Check stored batteries at least every 3 months and charge them to 60% - 70%.




Battery Disposal

The product that you have purchased contains a rechargeable battery. The battery is recyclable. At the end of its useful life, under various state and local laws, it may be illegal to dispose of this battery into the municipal waste stream. Check with your local solid waste officials for details in your area for recycling options or proper disposal.

Caution

Danger of explosion if battery is incorrectly replaced. Replace only with the same or equivalent type recommended by the manufacturer. Discard used battery according to the manufacturer's instructions.

Battery Level

Click the battery icon  in the taskbar to see the current battery level and charge status. A battery that drops below a level of 10% will not allow the computer to boot up. Make sure that any battery that drops below 10% is recharged within one week.

Related Documents

You may also need to consult the following manual for additional information:

User's Manual on CD/DVD

This describes the notebook PC's features and the procedures for operating the computer and its ROM-based setup program. It also describes the installation and operation of the utility programs provided with the notebook PC.

System Startup

1. Remove all packing materials.
2. Place the computer on a stable surface.
3. Insert the battery and make sure it is locked in position.
4. Securely attach any peripherals you want to use with the computer (e.g. keyboard and mouse) to their ports.
5. Attach the AC/DC adapter to the DC-In jack on the left of the computer, then plug the AC power cord into an outlet, and connect the AC power cord to the AC/DC adapter.
6. Use one hand to raise the lid/LCD to a comfortable viewing angle (do not exceed 130 degrees); use the other hand (as illustrated in Figure 1) to support the base of the computer (**Note: Never** lift the computer by the lid/LCD).
7. Press the power button to turn the computer "on".

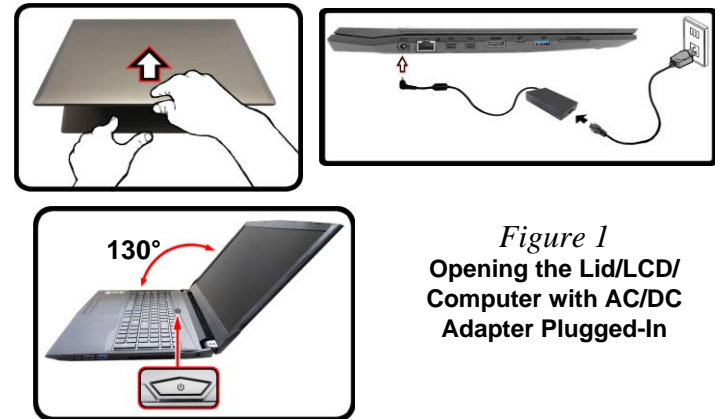



Figure 1
**Opening the Lid/LCD/
Computer with AC/DC
Adapter Plugged-In**


Shut Down

Note that you should always shut your computer down by choosing the **Shut down** command in **Windows** (see below). This will help prevent hard disk or system problems.

Click the icon  in the **Start Screen** and choose **Shut down** from the menu.



Or

Right-click the **Start button**  at the bottom of the **Start Screen** or the **Desktop** and choose **Shut down or sign out > Shut down** from the context menu.

Contents

Introduction1-1

| | |
|---|------|
| Overview | 1-1 |
| Specifications | 1-2 |
| External Locator - Top View with LCD Panel Open | 1-4 |
| External Locator - Front & Right Side Views | 1-5 |
| External Locator - Left Side & Rear View | 1-6 |
| External Locator - Bottom View | 1-7 |
| Mainboard Overview - Top (Key Parts) | 1-8 |
| Mainboard Overview - Bottom (Key Parts) | 1-9 |
| Mainboard Overview - Top (Connectors) | 1-10 |
| Mainboard Overview - Bottom (Connectors) | 1-11 |

Disassembly2-1

| | |
|---|------|
| Overview | 2-1 |
| Maintenance Tools | 2-2 |
| Connections | 2-2 |
| Maintenance Precautions | 2-3 |
| Disassembly Steps | 2-4 |
| Removing the Battery | 2-5 |
| Removing the Keyboard | 2-6 |
| Removing the Hard Disk Drive | 2-7 |
| Removing the System Memory (RAM) | 2-10 |
| Removing and Installing the M.2 SSD Module | 2-11 |
| Removing the Wireless LAN Module | 2-12 |
| Wireless LAN, Combo, 3G & LTE Module Cables | 2-13 |
| Removing the 3G Module | 2-14 |
| Removing the CCD | 2-15 |

Part ListsA-1

| | |
|---------------------------------------|-----|
| Part List Illustration Location | A-2 |
| Top | A-3 |

| | |
|---------------------|-----|
| Bottom | A-4 |
| Main Board | A-5 |
| HDD | A-6 |
| LCD (N850HP6) | A-7 |
| LCD (N857HP6) | A-8 |

Schematic Diagrams.....B-1

| | |
|----------------------------------|------|
| System Block Diagram | B-2 |
| Processor 1/6 | B-3 |
| Processor 2/6 | B-4 |
| Processor 3/6 | B-5 |
| Processor 4/6 | B-6 |
| Processor 5/6 | B-7 |
| Processor 6/6 | B-8 |
| DDR4 CHA SO-DIMM | B-9 |
| DDR4 CHB SO-DIMM | B-10 |
| VGA PCI Express | B-11 |
| GPU Frame Buffer Partition | B-12 |
| Frame Buffer Partition A | B-13 |
| Frame Buffer Partition B | B-14 |
| Frame Buffer Partition A_B | B-15 |
| GPU Frame Buffer | B-16 |
| Frame Buffer Partition C | B-17 |
| Frame Buffer Partition C_D | B-18 |
| GPU Decoupling 1 | B-19 |
| GPU Decoupling 2 | B-20 |
| STRAPS and XTAL | B-21 |
| IFP I/O Interface | B-22 |
| Misc - GPIO_I2C_ROM | B-23 |
| NVIDIA Power Sequence | B-24 |
| GPU NVVDD, FBVDDQ | B-25 |

Preface

| | | | |
|--------------------------------------|------|--|------|
| GPU GND | B-26 | VCCSA | B-58 |
| mDP (iGPU) | B-27 | AC_In, Charger | B-59 |
| mDP (dGPU) | B-28 | NVVDD | B-60 |
| Panel, Inverter | B-29 | NVVDDS | B-61 |
| HDMI | B-30 | PEX_VDD | B-62 |
| PCH 1/9 | B-31 | FBVDDQ | B-63 |
| PCH 2/9 | B-32 | 1V8_RUN, 1V8_AON, NV3V3 | B-64 |
| PCH 3/9 | B-33 | Audio Board | B-65 |
| PCH 4/9 | B-34 | Power Switch Board | B-66 |
| PCH 5/9 | B-35 | Hall Sensor Board | B-67 |
| PCH 6/9 | B-36 | Click Board | B-68 |
| PCH 7/9 | B-37 | LED Board | B-69 |
| PCH 8/9 | B-38 | PW Board | B-70 |
| PCH 9/9 | B-39 | N857HP6 LED Board | B-71 |
| M.2 3G Card | B-40 | Power Sequence | B-72 |
| M.2 WLAN+BT, SSD | B-41 | Updating the FLASH ROM BIOS..... C-1 | |
| ASM1142 & 2142 | B-42 | Download the BIOS | C-1 |
| ASM2142 Power | B-43 | Unzip the downloaded files to a bootable CD/DVD or | |
| USB Conn, USB Charger | B-44 | USB Flash drive | C-1 |
| Card Reader / LAN RTL8411B | B-45 | Set the computer to boot from the external drive | C-1 |
| HDD, Click TP, Audio, Hall Con. | B-46 | Use the flash tools to update the BIOS | C-2 |
| LED, CCD, TPM, Power SW Con. | B-47 | Restart the computer (booting from the HDD) | C-2 |
| Audio Codec ALC269 VC2 | B-48 | | |
| KBC-ITE IT8587 | B-49 | | |
| RGB KB Only | B-50 | | |
| 5V, 5VS, 3.3V, 3.3VS | B-51 | | |
| VDD1.0V, VCCIO | B-52 | | |
| VDD3, VDD5 | B-53 | | |
| DDR 1.2V / 0.6VS, 2.5V | B-54 | | |
| VCore, VCCGT Output Stage | B-55 | | |
| VCC_Core & VCCGT | B-56 | | |
| 1.0DX_VCCSTG/VCCSFR_OC, 3.3V | B-57 | | |

Chapter 1: Introduction

Overview

This manual covers the information you need to service or upgrade the *N850HP6 / N857HP6* series notebook computer. Information about operating the computer (e.g. getting started, and the *Setup* utility) is in the *User's Manual*. Information about drivers (e.g. VGA & audio) is also found in the *User's Manual*. The manual is shipped with the computer.

Operating systems (e.g. *Windows 10*, etc.) have their own manuals as do application softwares (e.g. word processing and database programs). If you have questions about those programs, you should consult those manuals.

The *N850HP6 / N857HP6* series notebook is designed to be upgradeable. See [Disassembly on page 2 - 1](#) for a detailed description of the upgrade procedures for each specific component. Please take note of the warning and safety information indicated by the “⚠” symbol.

The balance of this chapter reviews the computer's technical specifications and features.

Introduction

Specifications



Latest Specification Information

The specifications listed here are correct at the time of sending them to the press. Certain items (particularly processor types/speeds) may be changed, delayed or updated due to the manufacturer's release schedule. Check with your service center for more details.



CPU

The CPU is not a user serviceable part. Accessing the CPU in any way may violate your warranty.

Processor Options

Intel® Core™ i7 Processor

i7-7700HQ (2.80GHz)

8MB Smart Cache, 14nm, DDR4-2400MHz, TDP 45W

Intel® Core™ i5 Processor

i5-7300HQ (2.50GHz)

6MB Smart Cache, 14nm, DDR4-2400MHz, TDP 45W

Core Logic

Intel® HM175 Chipset

BIOS

64Mb SPI Flash ROM

AMI BIOS

Memory

Two 260 Pin SO-DIMM Sockets Supporting **DDR4 2400MHz** Memory

Memory Expandable up to 32GB

(The real memory operating frequency depends on the FSB of the processor.)

LCD Options

15.6" (39.62cm), 16:9, FHD (1920x1080)

Video Adapter

Intel® Integrated GPU and NVIDIA® Discrete GPU

Supports Microsoft Hybrid Graphics

Intel Integrated GPU

Intel® HD Graphics 630

Dynamic Frequency

Intel Dynamic Video Memory Technology

Microsoft DirectX®12 Compatible

NVIDIA® Discrete GPU

NVIDIA® GeForce GTX 1060

6GB GDDR5 Video RAM on board

Microsoft DirectX® 12 Compatible

Storage

One Changeable 2.5" 9.5mm / 7.0mm (h) SATA3 HDD/SSD
(**Factory Option**) One M.2 **SATA/PCIe Gen3 x4** Solid State Drive (SSD)

Audio

High Definition Audio Compliant Interface

2 * Built-In Speakers

Built-In Array Microphone

Sound Blaster™ Cinema 3

Security

Security (Kensington® Type) Lock Slot

BIOS Password

Intel PTT for systems without hardware TPM

(**Factory Option**) TPM v 2.0

Keyboard

Full-size **White-LED Illuminated** Keyboard (with numeric keypad)

Or

(Factory Option) Full Color Illuminated Full-size Keyboard (with numeric keypad)

Pointing Device

Built-in Touchpad

Interface

One USB 2.0 Port

One USB 3.0 (USB 3.1 Gen 1) Type A Port

One USB 3.0 (USB 3.1 Gen 1) Type A Port and one USB 3.0 (USB 3.1 Gen 1) Type C Port

Or

(Factory Option) One USB 3.1 Gen 2 Type A Port and one USB 3.1 Gen 2 Type C Port

One HDMI-Out Port

One Mini DisplayPorts 1.2

One Mini DisplayPorts 1.3

One Headphone-Out Jack

One Microphone-In Jack

One RJ-45 LAN Jack

One DC-in Jack

Card Reader

Embedded Multi-In-1 Card Reader

MMC (MultiMedia Card) / RS MMC

SD (Secure Digital) / Mini SD / SDHC/ SDXC

M.2 Slots

Slot 1 for **Combo WLAN and Bluetooth** Module

Slot 2 for **SATA** or **PCIe Gen3 x4 SSD**

(Factory Option) Slot 3 for **3G/4G** Module

Communication

Built-In Gigabit Ethernet LAN

1.0M HD PC Camera Module

(Factory Option) 2.0M FHD PC Camera Module

(Factory Option) M.2 **3G** or **4G** Module

WLAN/ Bluetooth M.2 Modules:

(Factory Option) Intel® Dual band Wireless-AC 8265 Wireless LAN (**802.11ac**) + Bluetooth **4.1**

(Factory Option) Intel® Dual Band Wireless-AC 3168 Wireless LAN (**802.11ac**) + Bluetooth **4.0**

Environmental Spec**Temperature**

Operating: 5°C - 35°C

Non-Operating: -20°C - 60°C

Relative Humidity

Operating: 20% - 80%

Non-Operating: 10% - 90%

Power

Full Range AC/DC Adapter

AC Input: 100 - 240V, 50 - 60Hz

DC Output: 19.5V, 9.23A (**180W**)

(Factory Option) 6 Cell Battery Pack, 62WH

Dimensions & Weight

378mm (w) * 267mm (d) * 29.9mm (h)

2.5kg (Barebone with 62WH Battery)

Introduction

Figure 1
Top View

1. PC Camera
2. *PC Camera LED
**When the PC camera is in use, the LED will be illuminated.*
3. Built-In Array Microphone
4. LCD
5. Power Button
6. Keyboard
7. Touchpad & Buttons
8. Fingerprint Reader (Optional)

External Locator - Top View with LCD Panel Open



External Locator - Front & Right Side Views

FRONT VIEW



Figure 2
Front View
1. LED Indicator

RIGHT SIDE VIEW



Figure 3
Right Side View
1. Headphone-Out Jack
2. Microphone-In Jack
3. USB 2.0 Port
4. USB 3.0 (USB 3.1 Gen 1) Type A Port
5. Vent
6. Security Lock Slot

Introduction

External Locator - Left Side & Rear View

Figure 4

Left Side View

1. DC-In Jack
2. RJ-45 LAN Jack
3. Mini Display Port
4. HDMI-Out Port
5. USB 3.0 (USB 3.1 Gen 1) Type C Port
Or
(Factory Option)
USB 3.1 Gen 2
Type C Port
6. USB 3.0 (USB 3.1 Gen 1) Type A Port
Or
(Factory Option)
USB 3.1 Gen 2
Type A Port
7. Multi-in-1 Card
Reader

LEFT SIDE VIEW



REAR VIEW



Figure 5

Rear View

1. Vent

External Locator - Bottom View



Figure 6
Bottom View

1. Battery
2. Vent
3. Speakers



Overheating

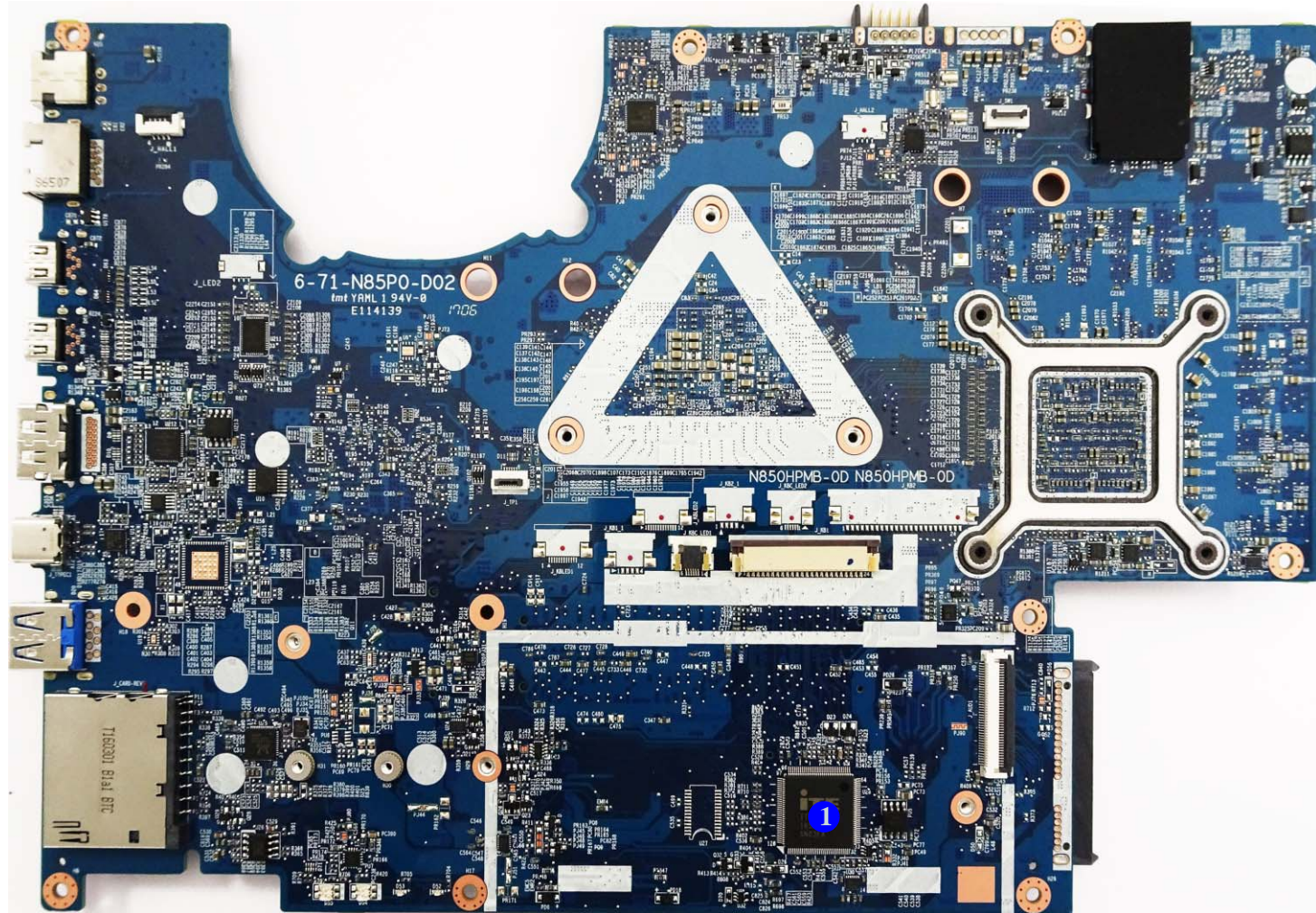
To prevent your computer from overheating, make sure nothing blocks any vent while the computer is in use.

Introduction

Figure 7
Mainboard Top
Key Parts

1. KBC-ITE IT8587

Mainboard Overview - Top (Key Parts)



Mainboard Overview - Bottom (Key Parts)

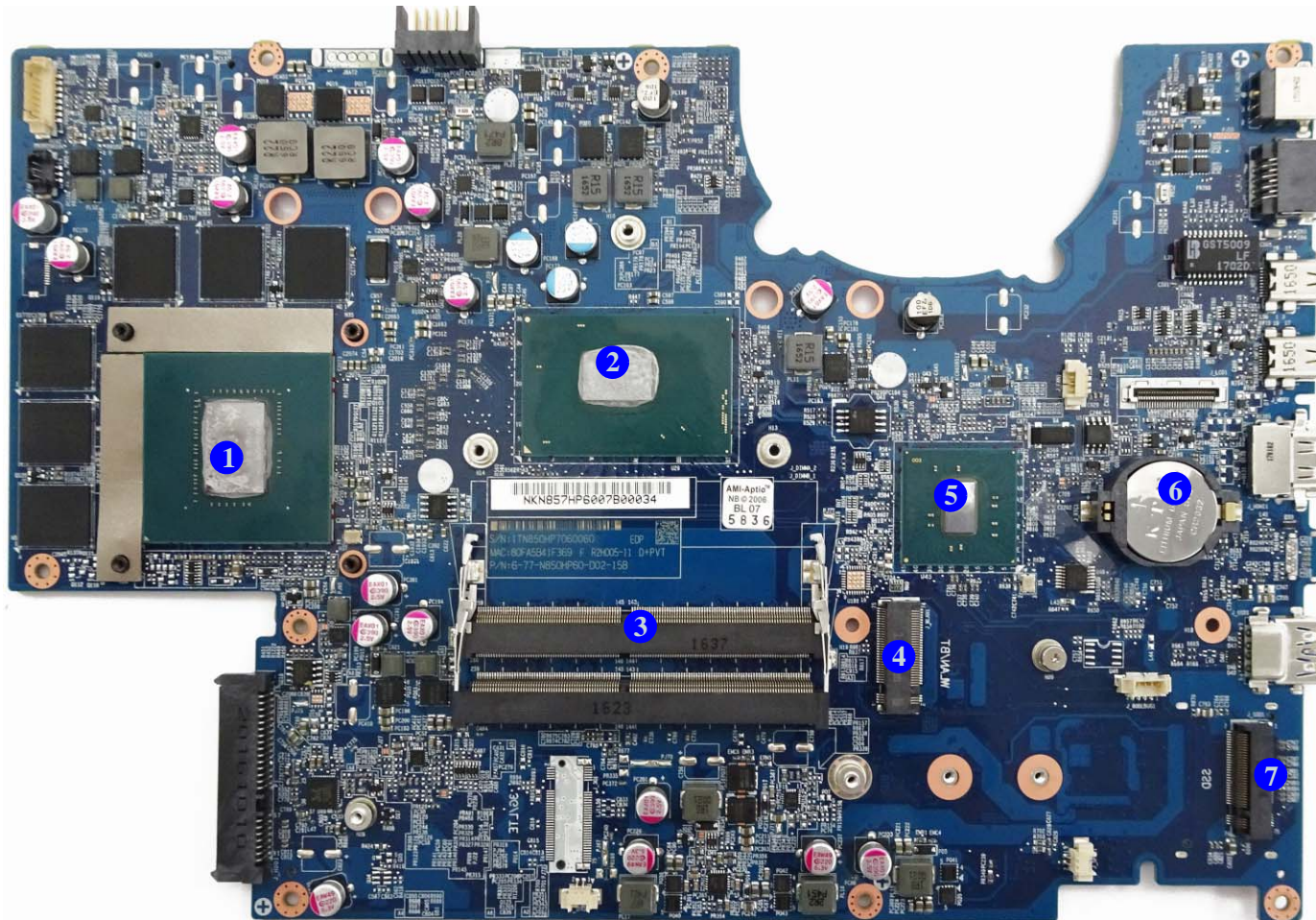


Figure 8
Mainboard Bottom
Key Parts

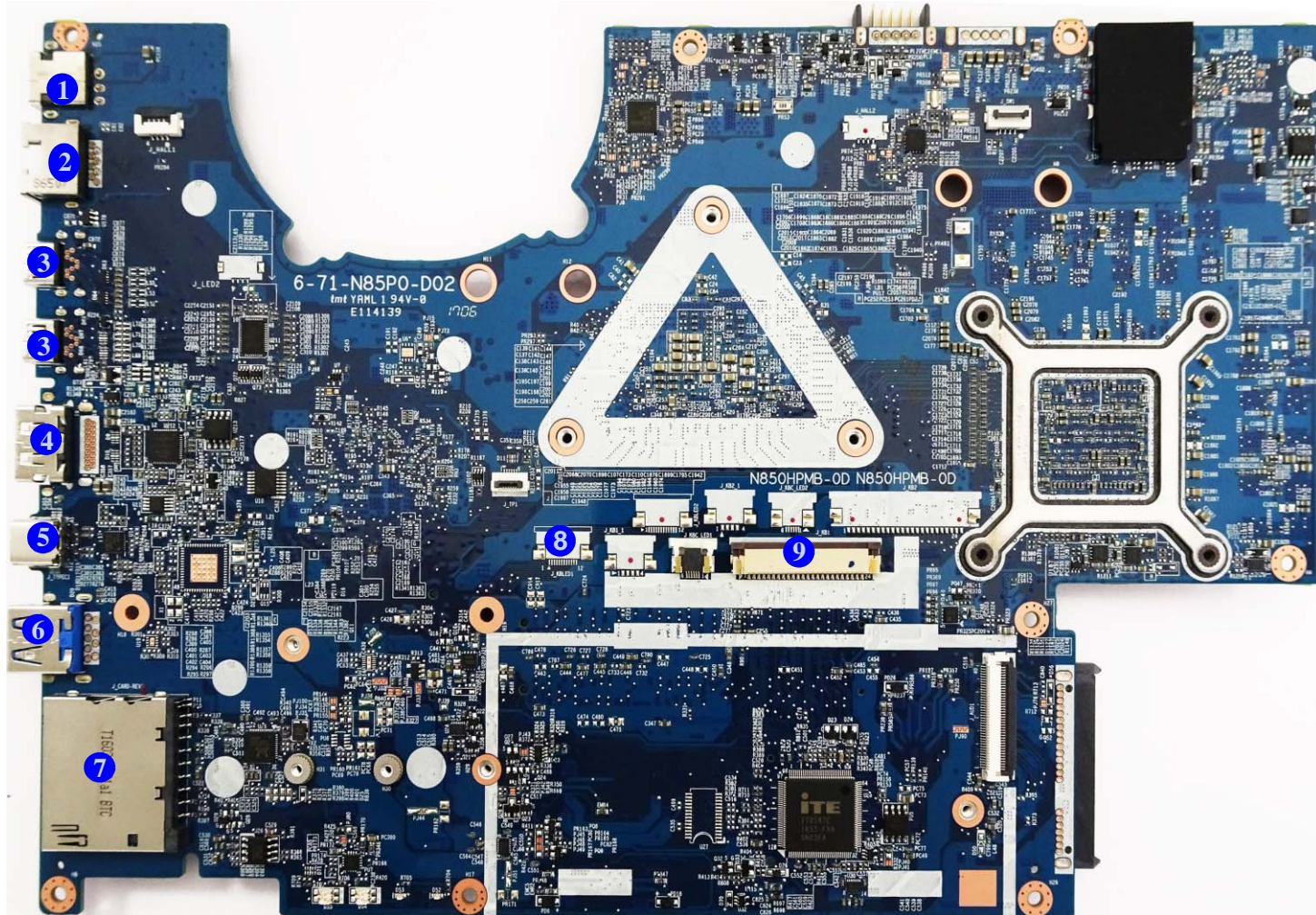
1. GPU
2. CPU
3. Memory Slots
DDR4 SO-DIMM
4. Mini-Card
Connector (WLAN
Module)
5. PCH
6. CMOS Battery
7. M.2-Card
Connector (SSD
Module)

Introduction

Figure 9
Mainboard Top Connectors

Mainboard Overview - Top (Connectors)

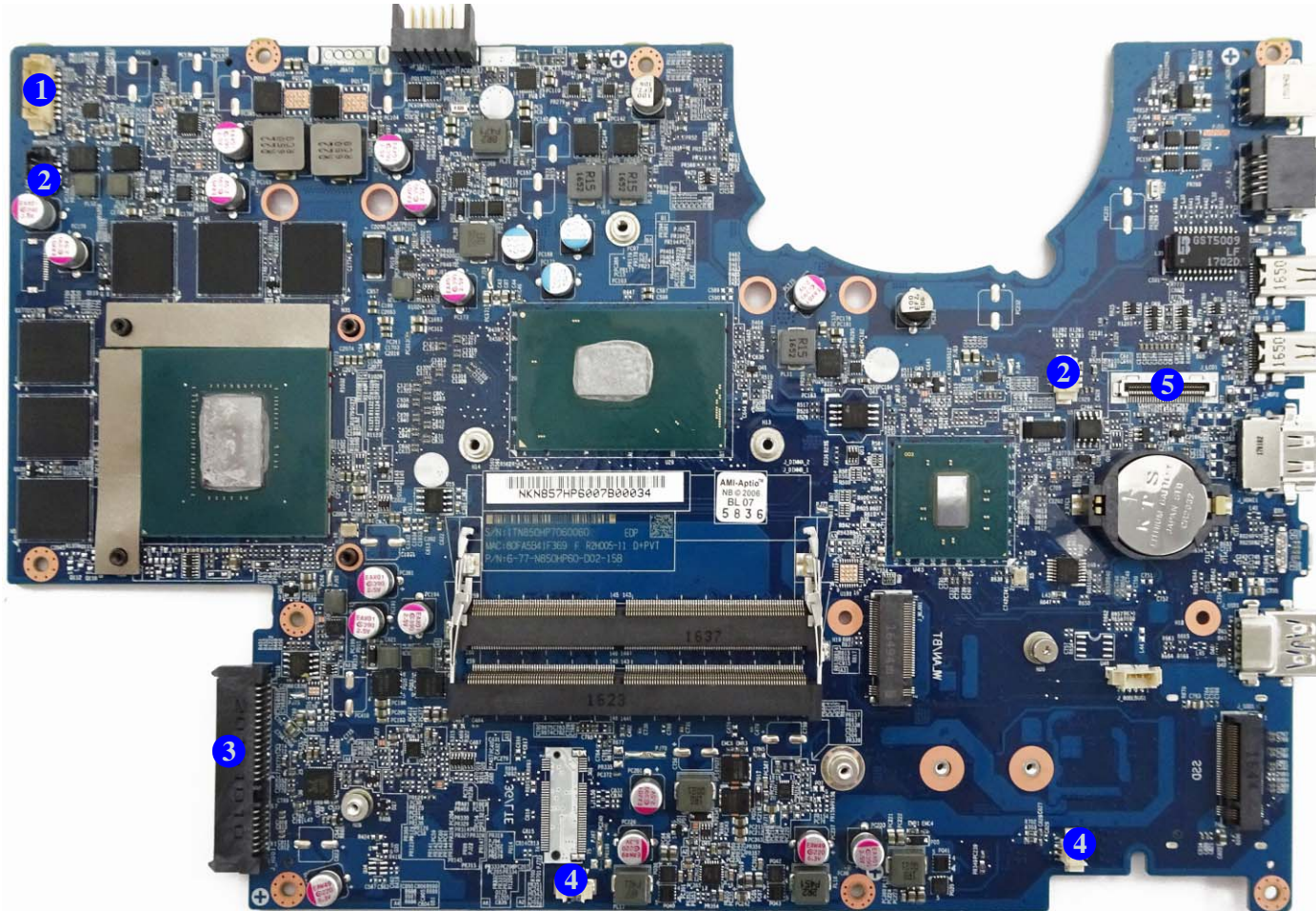
1. DC-In Jack
2. RJ-45 LAN Jack
3. Mini Display Port
4. HDMI-Out Port
5. USB Port 3.0/3.1 (Type C) Connector
6. USB Port 3.0/3.1 (Type A) Connector
7. Multi-in-1 Card Reader
8. KB LED Connector
9. Keyboard Cable Connector



Mainboard Overview - Bottom (Connectors)

Figure 10
**Mainboard Bottom
Connectors**

1. CCD Connector
2. Fan Connector
3. HDD Connector
4. Speaker Connector
5. LCD Connector




Chapter 2: Disassembly

Overview

This chapter provides step-by-step instructions for disassembling the *N850HP6 / N857HP6* series notebook's parts and subsystems. When it comes to reassembly, reverse the procedures (unless otherwise indicated).

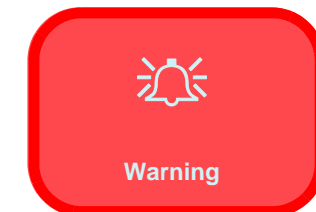
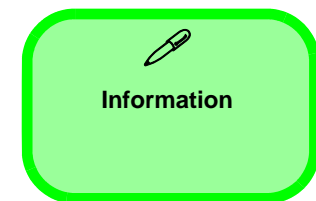
We suggest you completely review any procedure before you take the computer apart.

Procedures such as upgrading/replacing the RAM, optical device and hard disk are included in the User's Manual but are repeated here for your convenience.

To make the disassembly process easier each section may have a box in the page margin. Information contained under the figure # will give a synopsis of the sequence of procedures involved in the disassembly procedure. A box with a  lists the relevant parts you will have after the disassembly process is complete. **Note:** The parts listed will be for the disassembly procedure listed ONLY, and not any previous disassembly step(s) required. Refer to the part list for the previous disassembly procedure. The amount of screws you should be left with will be listed here also.

A box with a  will also provide any possible helpful information. A box with a  contains warnings.

An example of these types of boxes are shown in the sidebar.



Disassembly

NOTE: All disassembly procedures assume that the system is turned **OFF**, and disconnected from any power supply (the battery is removed too).

Maintenance Tools

The following tools are recommended when working on the notebook PC:

- M3 Philips-head screwdriver
- M2.5 Philips-head screwdriver (magnetized)
- M2 Philips-head screwdriver
- Small flat-head screwdriver
- Pair of needle-nose pliers
- Anti-static wrist-strap

Connections

Connections within the computer are one of four types:

| | |
|--|--|
| Locking collar sockets for ribbon connectors | To release these connectors, use a small flat-head screwdriver to gently pry the locking collar away from its base. When replacing the connection, make sure the connector is oriented in the same way. The pin1 side is usually not indicated. |
| Pressure sockets for multi-wire connectors | To release this connector type, grasp it at its head and gently rock it from side to side as you pull it out. Do not pull on the wires themselves. When replacing the connection, do not try to force it. The socket only fits one way. |
| Pressure sockets for ribbon connectors | To release these connectors, use a small pair of needle-nose pliers to gently lift the connector away from its socket. When replacing the connection, make sure the connector is oriented in the same way. The pin1 side is usually not indicated. |
| Board-to-board or multi-pin sockets | To separate the boards, gently rock them from side to side as you pull them apart. If the connection is very tight, use a small flat-head screwdriver - use just enough force to start. |

Maintenance Precautions

The following precautions are a reminder. To avoid personal injury or damage to the computer while performing a removal and/or replacement job, take the following precautions:

1. **Don't drop it.** Perform your repairs and/or upgrades on a stable surface. If the computer falls, the case and other components could be damaged.
2. **Don't overheat it.** Note the proximity of any heating elements. Keep the computer out of direct sunlight.
3. **Avoid interference.** Note the proximity of any high capacity transformers, electric motors, and other strong magnetic fields. These can hinder proper performance and damage components and/or data. You should also monitor the position of magnetized tools (i.e. screwdrivers).
4. **Keep it dry.** This is an electrical appliance. If water or any other liquid gets into it, the computer could be badly damaged.
5. **Be careful with power.** Avoid accidental shocks, discharges or explosions.
 - Before removing or servicing any part from the computer, turn the computer off and detach any power supplies.
 - When you want to unplug the power cord or any cable/wire, be sure to disconnect it by the plug head. Do not pull on the wire.
6. **Peripherals** – Turn off and detach any peripherals.
7. **Beware of static discharge.** ICs, such as the CPU and main support chips, are vulnerable to static electricity. Before handling any part in the computer, discharge any static electricity inside the computer. When handling a printed circuit board, do not use gloves or other materials which allow static electricity buildup. We suggest that you use an anti-static wrist strap instead.
8. **Beware of corrosion.** As you perform your job, avoid touching any connector leads. Even the cleanest hands produce oils which can attract corrosive elements.
9. **Keep your work environment clean.** Tobacco smoke, dust or other air-born particulate matter is often attracted to charged surfaces, reducing performance.
10. **Keep track of the components.** When removing or replacing any part, be careful not to leave small parts, such as screws, loose inside the computer.

Cleaning

Do not apply cleaner directly to the computer, use a soft clean cloth.

Do not use volatile (petroleum distillates) or abrasive cleaners on any part of the computer.

(For Computer Models Supplied with Light Blue Cleaning Cloth) Some computer models in this series come supplied with a light blue cleaning cloth. To clean the computer case with this cloth follow the instructions below.

- Power off the computer and peripherals.
- Disconnect the AC/DC adapter from the computer.
- Use a little water to dampen the cloth slightly.
- Clean the computer case with the cloth.
- Dry the computer with a dry cloth, or allow it time to dry before turning on.
- Reconnect the AC/DC adapter and turn the computer on.



Power Safety Warning

Before you undertake any upgrade procedures, make sure that you have turned off the power, and disconnected all peripherals and cables (including telephone lines and power cord). It is advisable to also remove your battery in order to prevent accidentally turning the machine on.

Disassembly Steps

The following table lists the disassembly steps, and on which page to find the related information. **PLEASE PERFORM THE DISASSEMBLY STEPS IN THE ORDER INDICATED.**

To remove the Battery:

1. Remove the battery [page 2 - 5](#)

To remove the Keyboard:

1. Remove the keyboard [page 2 - 6](#)

To remove the HDD:

1. Remove the battery [page 2 - 5](#)
2. Remove the HDD [page 2 - 7](#)

To remove the System Memory:

1. Remove the battery [page 2 - 5](#)
2. Remove the HDD [page 2 - 7](#)
3. Remove the system memory [page 2 - 10](#)

To remove the M.2 SSD:

1. Remove the battery [page 2 - 5](#)
2. Remove the HDD [page 2 - 7](#)
3. Remove the SSD [page 2 - 11](#)

To remove the Wireless LAN Module:

1. Remove the battery [page 2 - 5](#)
2. Remove the HDD [page 2 - 7](#)
3. Remove the WLAN [page 2 - 12](#)

To remove the 3G Module:

1. Remove the battery [page 2 - 5](#)
2. Remove the HDD [page 2 - 7](#)
3. Remove the 3G [page 2 - 14](#)

To remove the CCD Module:

1. Remove the battery [page 2 - 5](#)
2. Remove the HDD [page 2 - 7](#)
3. Remove the CCD module [page 2 - 15](#)

Removing the Battery

1. Turn the computer **off**, and turn it over.
2. Slide the latch **1** in the direction of the arrow (*Figure 1a*).
3. Slide the latch **2** in the direction of the arrow.
4. While holding the latch **2**, lift the battery **3** (*Figure 1b*) out of the compartment (*Figure 1c*).

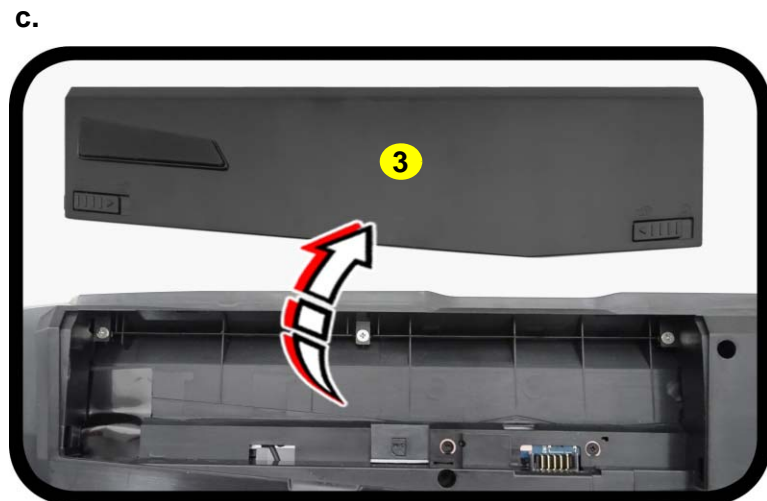
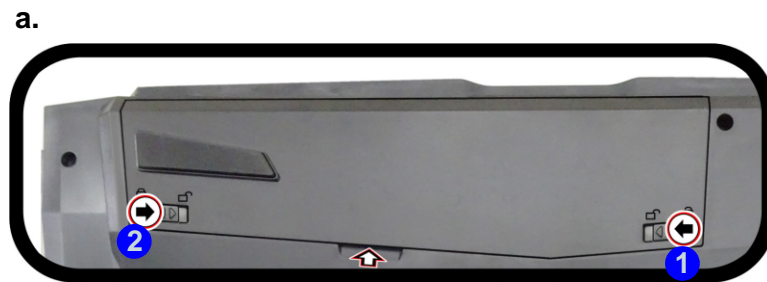
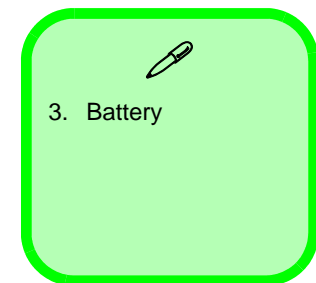


Figure 1
Battery Removal

- a. Slide the latch **1** in the direction of the arrow, and slide the latch **2** in the direction of the arrow.
- b. Lift the battery.
- c. Remove the battery.



Disassembly

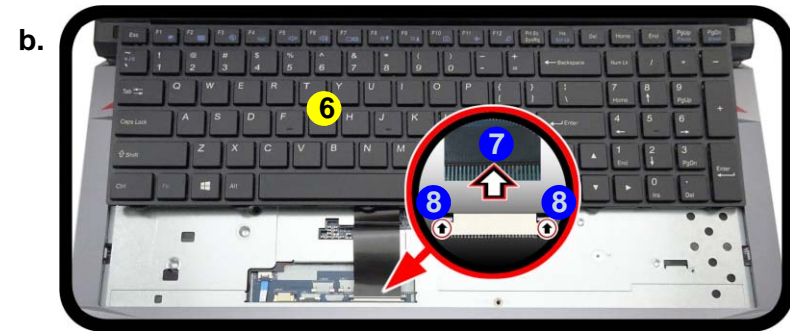
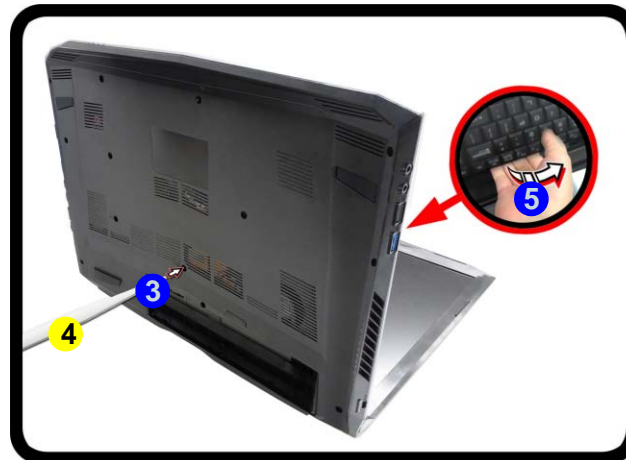
Figure 2

Keyboard Removal

- Remove the screws from the bottom of the computer and then eject the keyboard using a special eject stick to push the keyboard out while releasing the keyboard as shown.
- Lift the keyboard up and disconnect the keyboard ribbon cable from the locking collar socket.
- Remove the keyboard.

Removing the Keyboard

- Turn **off** the computer, turn it over.
- Remove screws **1** - **2** from the bottom of the computer.
- Open it up with the LCD on a flat surface before pressing at point **3** to release the keyboard module (use the special eject stick **4** to do this) while releasing the keyboard in the direction of the arrow **5** as shown (**Figure 2a**).
- Carefully lift the keyboard **6** up, being careful not to bend the keyboard ribbon cable **7**. Disconnect the keyboard ribbon cable **7** from the locking collar socket by using a flat-head screwdriver to pry the locking collar pins **8** away from the base (**Figure 2b**).
- Carefully lift the keyboard **6** off the computer (**Figure 2c**).



Re-inserting the Keyboard

When re-inserting the keyboard firstly, align the keyboard tabs at the bottom of the keyboard with the slots in the case.



4. Eject Stick
6. Keyboard

- 2 Screws

Removing the Hard Disk Drive

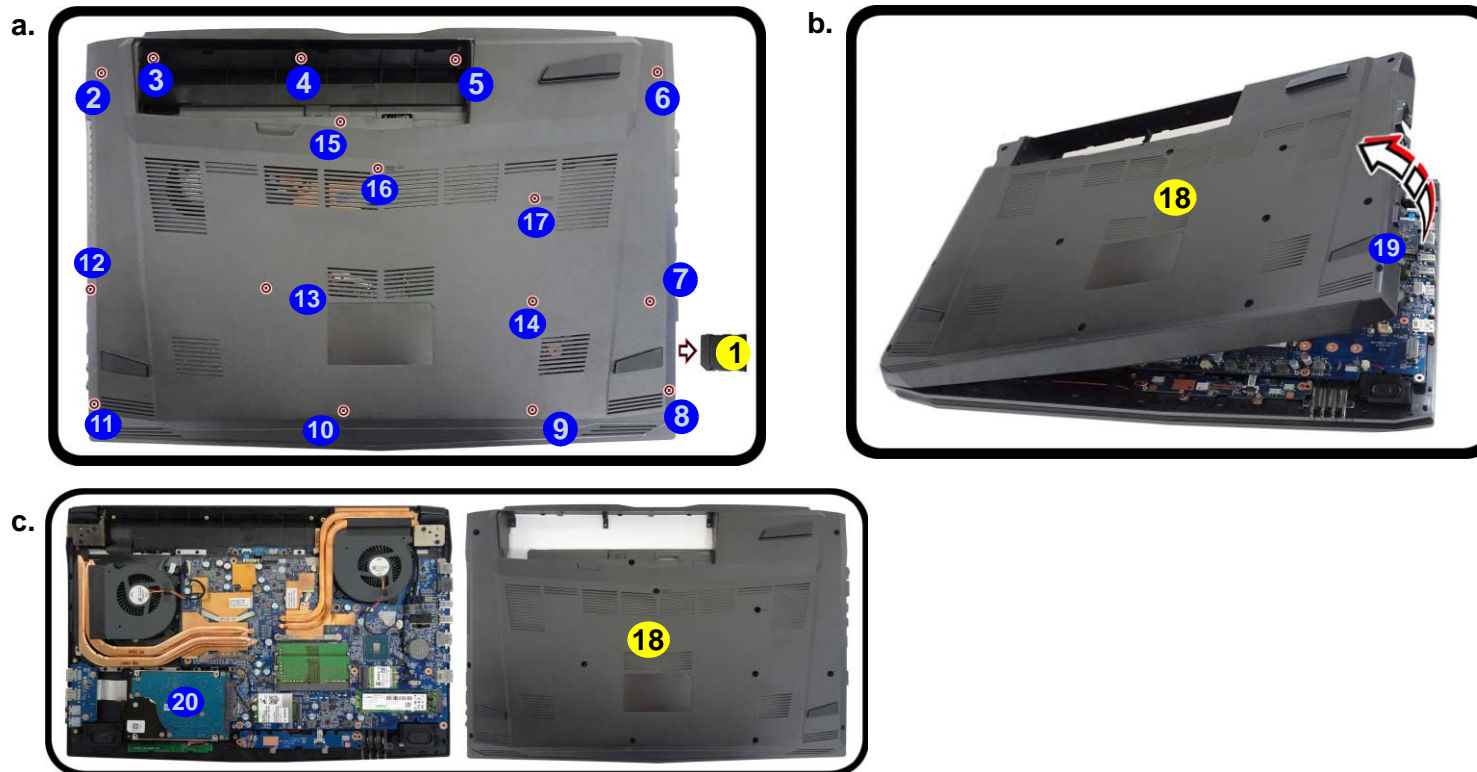
The hard disk drive can be taken out to accommodate other 2.5" serial (SATA) hard disk drives with a height of 7mm or 9mm (h). Follow your operating system's installation instructions, and install all necessary drivers and utilities (as outlined in **Chapter 4 of the User's Manual**) when setting up a new hard disk.


Hard Disk Disassembly Process

1. Turn **off** the computer, and remove the battery ([page 2 - 5](#)).
2. Remove the SD card cover **1** and screws **2 - 17** ([Figure 3a](#)).
3. Carefully lift the bottom case **18** up from point **19** and remove it ([Figure 3b](#)).
4. The HDD will be visible at point **20** on the mainboard ([Figure 3c](#)).

Figure 3
HDD Assembly Removal

- a. Remove the SD card cover and screws.
- b. Remove the bottom case.
- c. Locate the HDD.





20. Hard Disk

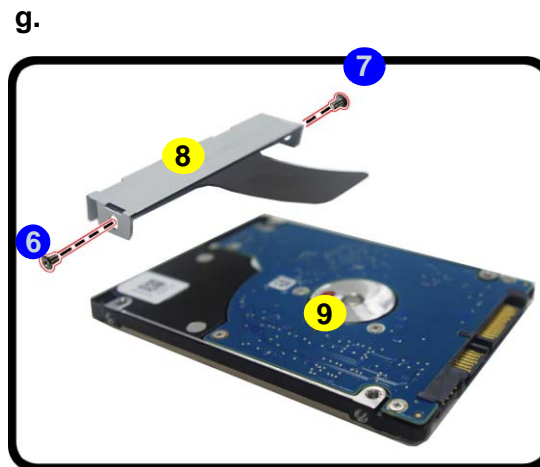
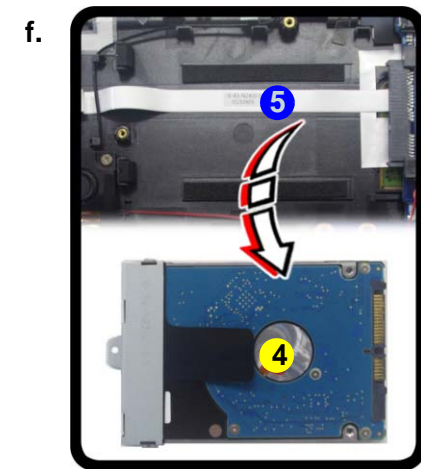
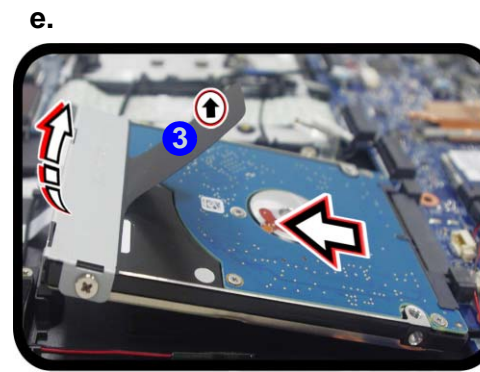
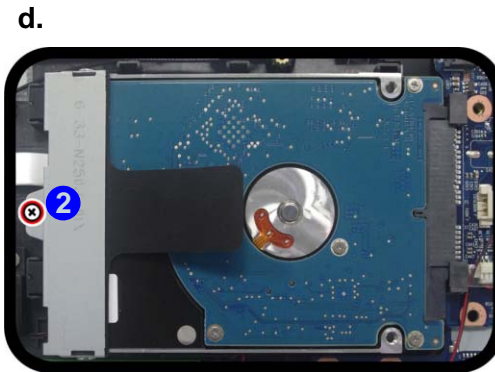
- 16 Screws

Disassembly

Figure 4
**HDD Assembly
 Removal (cont'd.)**

- d. Remove the screws.
- e. Slightly lift and pull the HDD in the direction of the arrow.
- f. Lift the HDD assembly out of the bay.
- g. Remove the screws and bracket from the HDD.

5. Remove screws **2** from the HDD assembly (*Figure 4d*).
6. Slightly lift and pull the hard disk assembly in the direction of arrow **3** (*Figure 4e*).
7. Lift the hard disk assembly **4** out of the bay **5** (*Figure 4f*).
8. Remove screws **6** - **7** and bracket **8** from the hard disk **9** (*Figure 4g*).
9. Reverse the process to install a new hard disk (do not forget to replace the screws).



- 4. HDD Assembly
- 8. Bracket
- 9. HDD
- 2 Screws



HDD System Warning

New HDD's are blank. Before you begin make sure:

You have backed up any data you want to keep from your old HDD.

You have all the CD-ROMs and FDDs required to install your operating system and programs.

If you have access to the internet, download the latest application and hardware driver updates for the operating system you plan to install. Copy these to a removable medium.

Hard Disk Size Note (Foam Rubber Insert)

Note that the hard disks pictured on the following pages are all 9.5mm(H) hard disk drives. In some cases 7mm(H) hard disk drives will be installed.

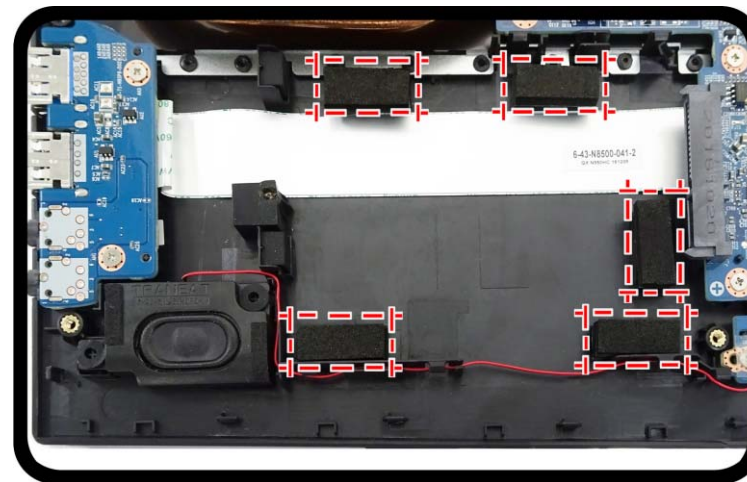


Figure 5
**Foam Rubber
Insert for 7mm(H)
HDDs**

- If you are replacing a 9.5mm(H) HDD with a 7mm(H) HDD then insert the foam rubber insert.
- If you are replacing a 7mm(H) HDD with a 9.5mm(H) HDD then remove the foam rubber insert.

Disassembly

Figure 6
RAM Module Removal

- The RAM modules will be visible at point **1** on the mainboard.
- Pull the release latches.
- Remove the module.



Contact Warning

Be careful not to touch the metal pins on the module's connecting edge. Even the cleanest hands have oils which can attract particles, and degrade the module's performance.



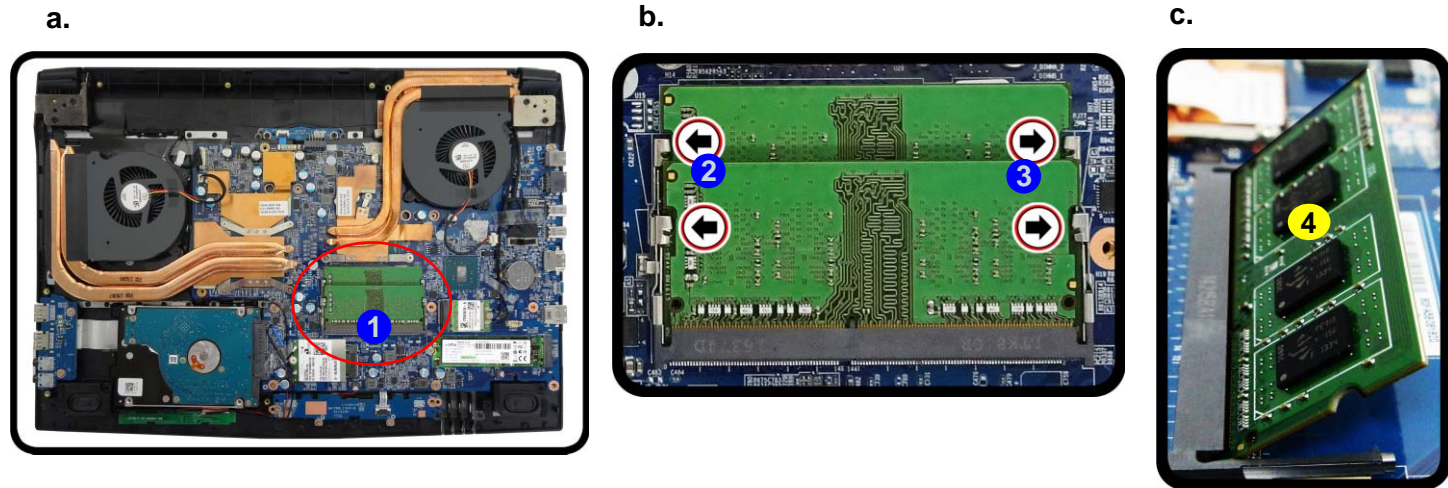
4. RAM Module

Removing the System Memory (RAM)

The computer has two memory sockets for 260 pin Small Outline Dual In-line Memory Modules (SO-DIMM) supporting DDR4 2400 MHz. The main memory can be expanded up to 32GB. The total memory size is automatically detected by the POST routine once you turn on your computer.

Memory Upgrade Process

- Turn **off** the computer, turn it over, remove the battery ([page 2 - 5](#)).
- The RAM-2 modules will be visible at point **1** on the mainboard ([Figure 6a](#)).
- Gently pull the two release latches (**2** & **3**) on the sides of the memory socket in the direction indicated by the arrows ([Figure 6b](#)). The RAM module **4** will pop-up ([Figure 6c](#)), and you can then remove it.
- Pull the latches to release the second module if necessary.
- Insert a new module holding it at about a 30° angle and fit the connectors firmly into the memory slot.
- The module will only fit one way as defined by its pin alignment. Make sure the module is seated as far into the slot as it will go. **DO NOT FORCE IT**; it should fit without much pressure.
- Press the module in and down towards the mainboard until the slot levers click into place to secure the module.
- Replace the bottom cover and the screws (see [page 2 - 7](#)).
- Restart the computer to allow the BIOS to register the new memory configuration as it starts up.



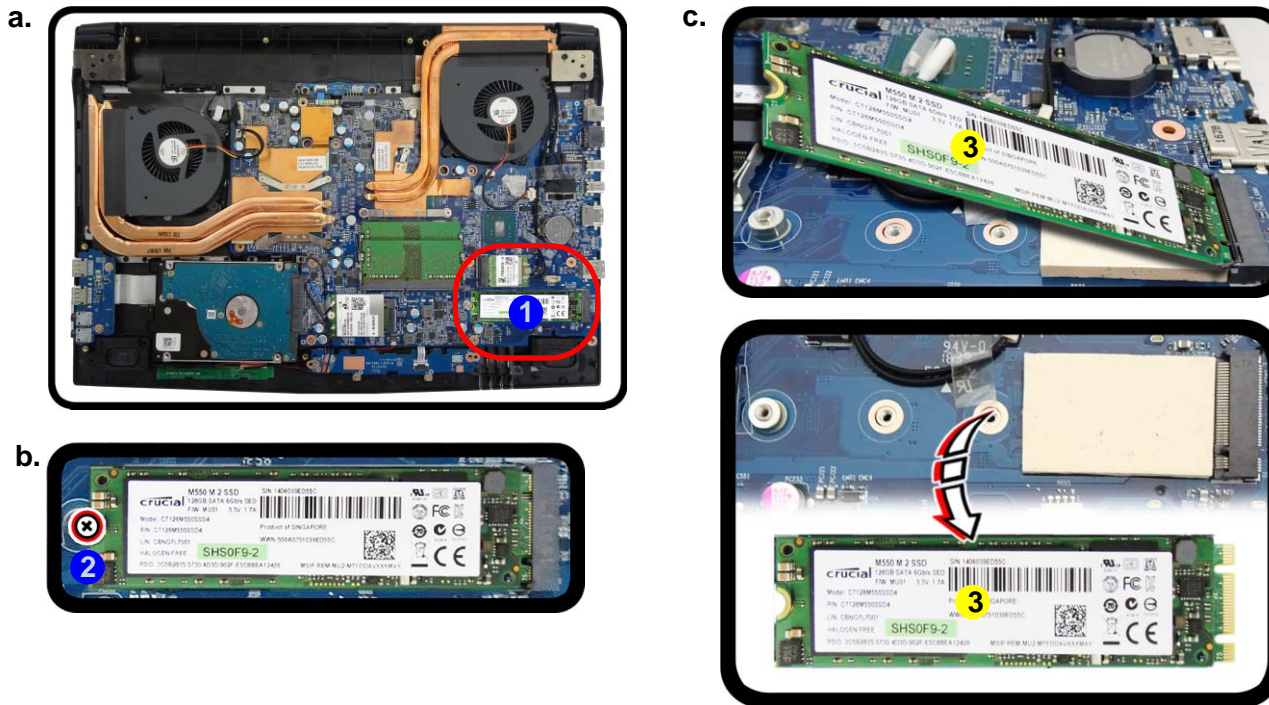
Removing and Installing the M.2 SSD Module


M.2 SSD Module Removal Procedure

1. Turn **off** the computer, turn it over, remove the battery ([page 2 - 5](#)).
2. The M.2 SSD module will be visible at point **1** on the mainboard ([Figure 7a](#)).
3. Remove the screw **2** ([Figure 7b](#))
4. The M.2 SSD module **3** ([Figure 7c](#)) will pop-up, and you can remove it from the computer.

Figure 7
M.2 SSD Module Removal

- a. Locate the M.2 SSD.
- b. Remove the screw.
- c. The M.2 SSD module will pop up.





3.M2 SSD Module

- 1 Screw

Disassembly

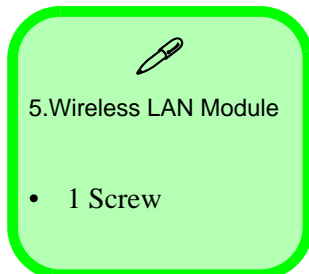
Figure 8 Wireless LAN Module Removal

- Locate the WLAN.
- Disconnect the cables and remove the screw.
- The WLAN module will pop up.

Note: Make sure you reconnect the antenna cable to the “1 + 2” socket (Figure 8b).

Removing the Wireless LAN Module

- Turn off the computer, turn it over, remove the battery (page 2 - 5).
- The Wireless LAN module will be visible at point 1 on the mainboard (Figure 8a).
- Carefully disconnect the cables 2 & 3, and then remove the screw 4 (Figure 8b)
- The Wireless LAN module 5 (Figure 8c) will pop-up, and you can remove it from the computer.



Wireless LAN, Combo, 3G & LTE Module Cables

Note that the cables for connecting to the antennae on WLAN, WLAN & Bluetooth Combo, 3G and LTE modules are not labelled. The cables/covers (each cable will have either a black or transparent cable cover) are color coded for identification as outlined in the table below.

| Module Type | Antenna Type | Cable Color | Cable Cover Type |
|-----------------------------|--------------|-------------|------------------|
| WLAN/WLAN & Bluetooth Combo | WM 1 | Black | Transparent |
| | WM 2 | Black | White |
| LTE Broadband | LTE 1 | Black | Black |
| | LTE 2 | Black | Blue |

Cable 1 is usually connected to antenna 1 (Main) on the module, and cable 2 to antenna 2 (Aux).

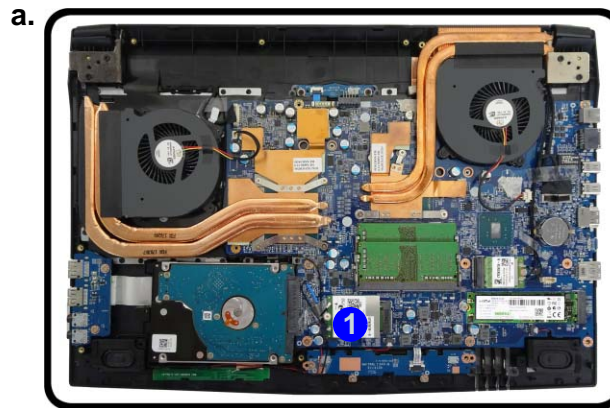
Disassembly

Figure 9
3G Module Removal

Removing the 3G Module

3G Module Removal Procedure

1. Turn off the computer, remove the battery ([page 2 - 5](#)).
 2. Locate the module, it is visible at point **1** ([Figure 9a](#)).
 3. Carefully disconnect the cables **2** & **3**, and then remove the screw **4** from the module ([Figure 9b](#)).
 4. The module **5** will pop-up ([Figure 9c](#)).
 5. Lift the module **5** up and off the computer ([Figure 9d](#)).
- a. Locate the module.
 - b. Disconnect the cables and remove the screw.
 - c. The module will pop-up.
 - d. Lift the module up off the socket.



5. 3G Module

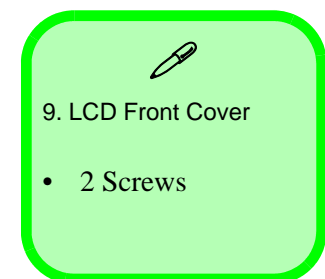
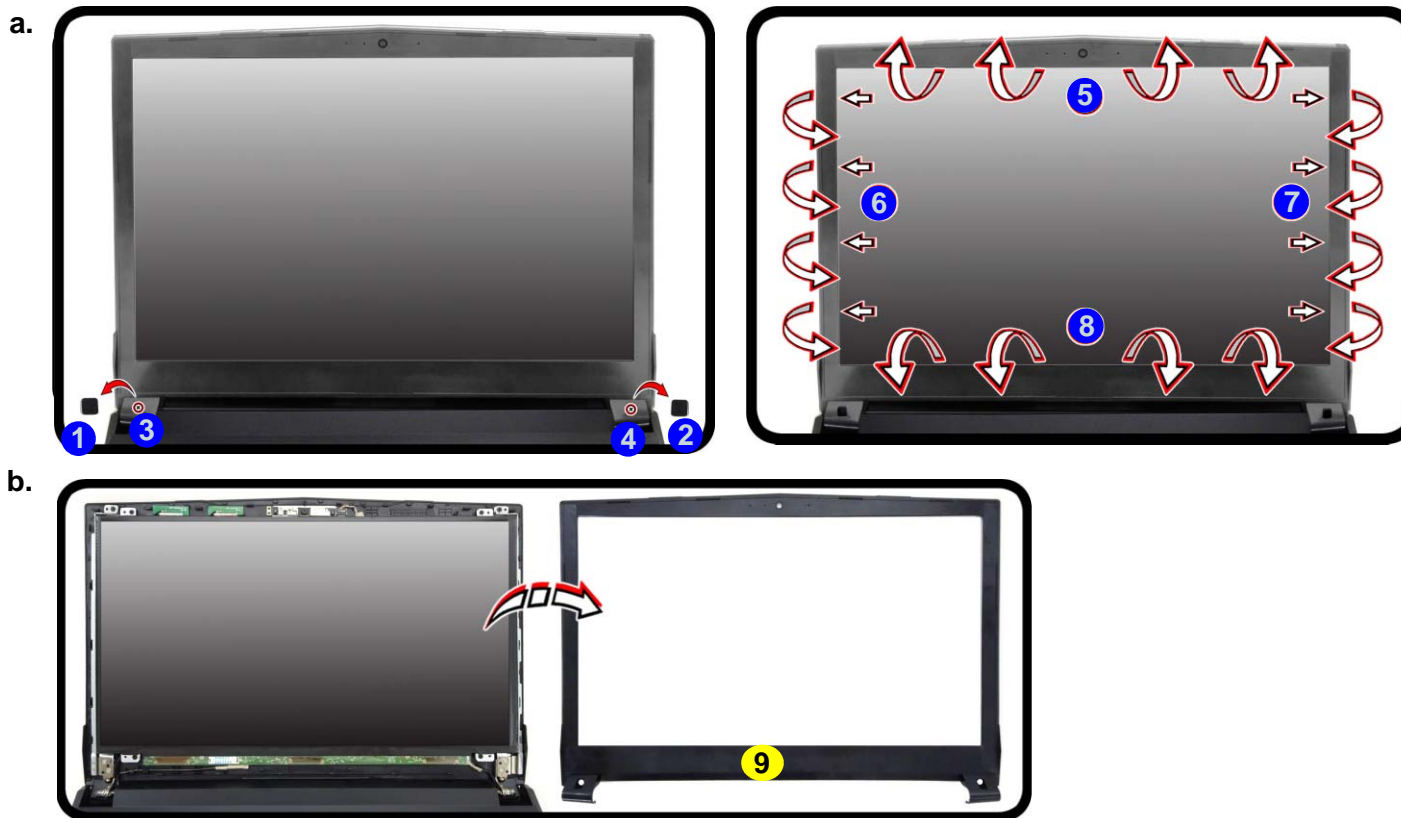
• 1 Screw

Removing the CCD

1. Turn **off** the computer, turn it over to remove the battery ([page 2 - 5](#)).
2. Lay the computer down on a flat surface with the top case up forming a 90 degree angle. Carefully remove the rubber covers **1** - **2** and screws **3** - **4**.
3. Run your fingers around the inner frame of the LCD panel to lift at the upper point **5** as indicated by the arrows, and slightly push and lift up the inner frame at the middle points **6** - **7** as indicated by the arrows, and then run your fingers around the inner frame at the lower point **8** as indicated by the arrows ([Figure 10a](#)).
4. Remove the LCD front cover **5** ([Figure 10b](#)).

Figure 10
CCD Removal

- a. Remove rubber and screws and then carefully release the inner frame of the LCD panel at the points indicated by the arrows.
- b. Remove the LCD front cover.

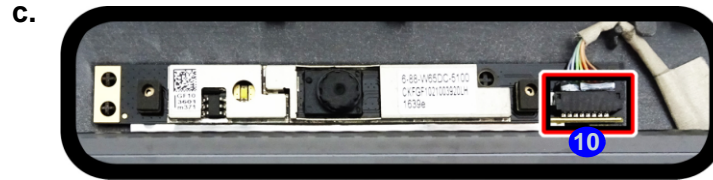


Disassembly

Figure 11
CCD Removal
(cont'd)

- c. Disconnect the cable.
 d. Remove the CCD module.

5. Disconnect the cable **10** (*Figure 11c*).
6. Remove the CCD module **11** (*Figure 11d*).
7. Reverse the process to install a new CCD module.



11. CCD Module

Appendix A:Part Lists

This appendix breaks down the *N850HP6 / N857HP6* series notebook's construction into a series of illustrations. The component part numbers are indicated in the tables opposite the drawings.

Note: This section indicates the *manufacturer's* part numbers. Your organization may use a different system, so be sure to cross-check any relevant documentation.

Note: Some assemblies may have parts in common (especially screws). However, the part lists DO NOT indicate the total number of duplicated parts used.

Note: Be sure to check any update notices. The parts shown in these illustrations are appropriate for the system at the time of publication. Over the product life, some parts may be improved or re-configured, resulting in *new* part numbers.

Part List Illustration Location

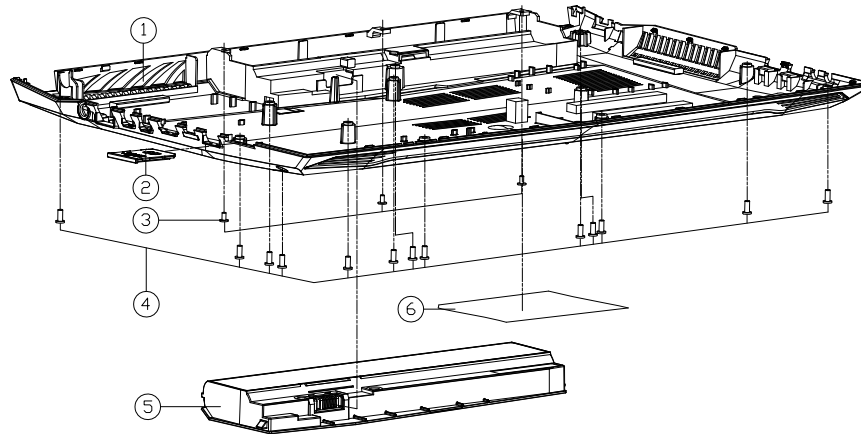
The following table indicates where to find the appropriate part list illustration.

Table A - 1
**Part List Illustration
Location**

| Part | N850HP6 | N857HP6 |
|------------|-------------------|-------------------|
| Top | <i>page A - 3</i> | |
| Bottom | <i>page A - 4</i> | |
| Main Board | <i>page A - 5</i> | |
| HDD | <i>page A - 6</i> | |
| LCD | <i>page A - 7</i> | <i>page A - 7</i> |

Bottom

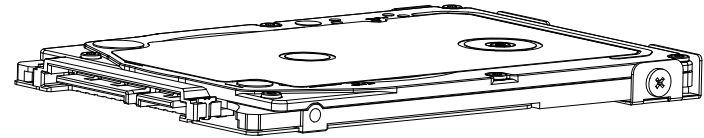
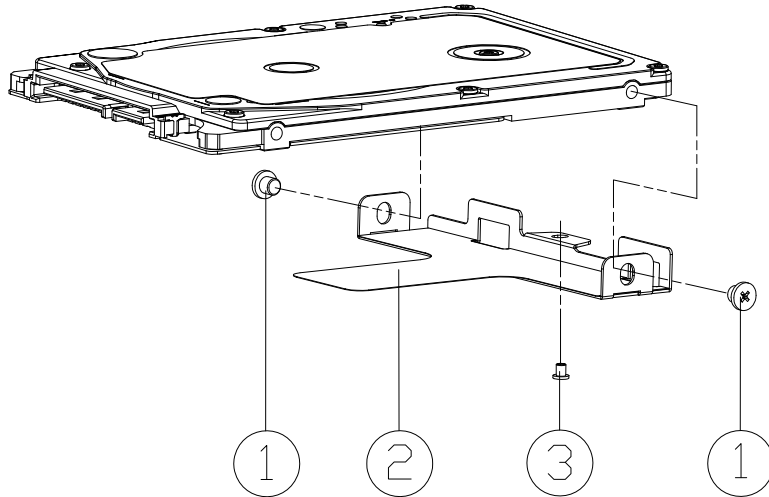
Figure A - 2
Bottom



| ITEM | PART NAME | PART NO | REMARK |
|------|--|-------------------|--------|
| 1 | BOTTOM CASE ASS'Y N850HP6 | 6-39-N85P3-011 | |
| 2 | DUMMY SD PUSH TYPE PC+ABS (C7230P-701D) W970SUW | 6-42-W9708-011 | |
| 3 | SCREW M2*4L K1 NI ICT NY (DD=04.5,DT=04) | 6-35-B1120-4RE | |
| 4 | SCREW M2.5*6L K BZ ICT NY | 6-35-82125-6RA | |
| 5 | BATP S.LI. 10.1V/500MAH 32P SMPALG (TEXTURE) CAC. ORANGE/3907/2929F N850HP6 | 6-87-N850S-6E71 | |
| 5 | BATP S.LI. 10.1V/500MAH 32P 62TAC/SANVO (TEXTURE) CAC. SHERBERRY/2929F N850HP6 | 6-87-N850S-6U71 | |
| 6 | PRODUCT LABEL FOR N850HP6 | 6-45-N850HP63-010 | |
| 6 | PRODUCT LABEL FOR N857HP6 | 6-45-N857HP63-010 | |

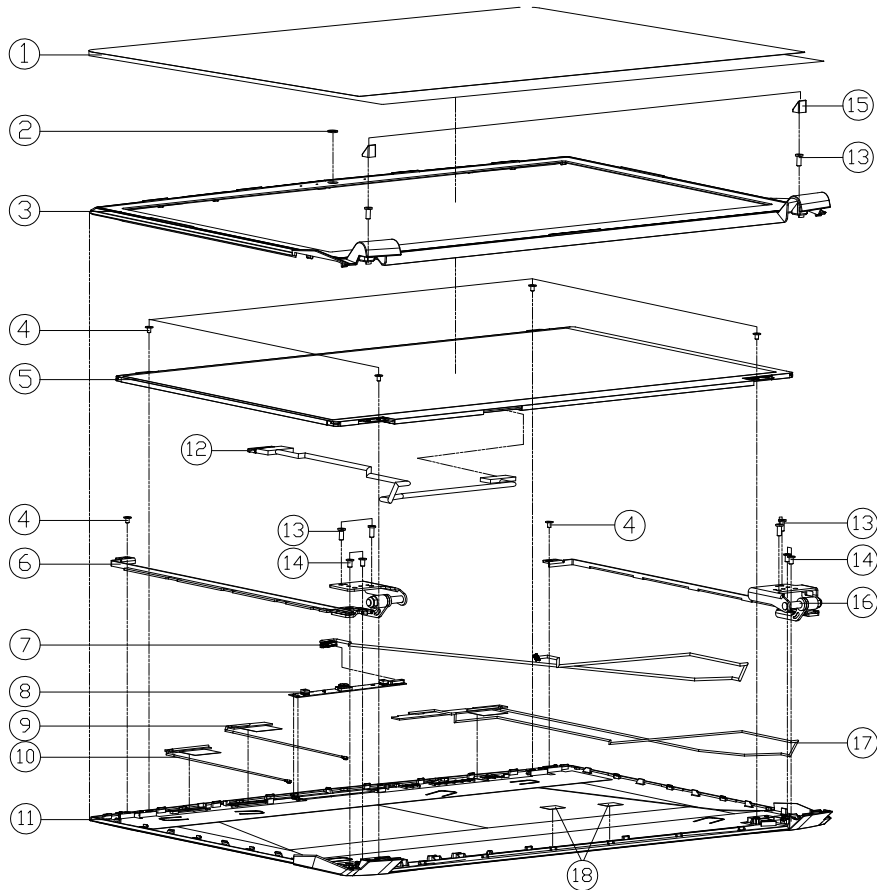
HDD

Figure A - 4
HDD



| ITEM | PART NAME | PART NO | REMARK |
|------|--|----------------|--------|
| 1 | SCREW M3*2.5L KI NI ICT NY | 6-35-B1130-2R5 | |
| 2 | HDD BKT 7MM SECC T=0.5 N250LU | 6-33-N250J-011 | |
| 3 | .SCREW M2*4L KI NI ICT NY (DD=04.5,DT=0.4) | 6-35-B1120-4RE | |

LCD (N850HP6)



| ITEM | PART NAME | PART NO | REMARK |
|------|---|---------------------|--------|
| 1 | LCD PROTECT MYLAR BOPP N650DU | 6-40-N6508-040 | |
| 2 | CCD LENS (VIEWING AREA 4MMXPMMA)W940TU | 6-42-W9401-020 | |
| 3 | LCD FRONT COVER MODULE (MP) N850HC | 6-39-N8501-012 | |
| 3 | LCD FRONT COVER MODULE(GIGABYTE)GIGABYTE(N850HJKAPDK) | 6-39-N8501-012-G | |
| 4 | SCREW M2X3L K1 BZ ICT NY (DD=04.5,DT=0.4) | 6-35-B6120-3RD | |
| 5 | LCD 15.6" FHD/IPS/EEP LG LP156WF6-SPK3 (M4) (LED) 3.2MM | 6-50-LB232-L08 | |
| 5 | LCD 15.6" FHD/IPS/EEP LG LP156WF6-SPK1 (M4) (LED) 3.2MM | 6-50-LB232-L04 | |
| 5 | LCD 15.6" FHD EDP AU B156HTN03.8 (LED) 3.2MM | 6-50-LB232-G15 | |
| 5 | LCD 15.6" UHD (IPSX/EEP) LG LP156UD1-SPB1 (LED) 2.6MM | 6-50-L1226-L00 | |
| 5 | LCD 15.6" FHD/28HZ/AVSR G-SYNC/AV/EEP AU B55HTM52 (LED)3.2MM | 6-50-LB232-G17 | |
| 5 | LCD 15.6" FHD/VA/VA/ND/N GT/EEP AU B55HAN04 (LED) 3.2MM/HA3EE | 6-950-LB232-G19-HA | |
| 5 | LCD 15.6" FHD/VA/VA/ND/N GT/EEP AU B55HAN06 (LED) 3.2MM/HA3EE | 6-950-LB332-G020-HA | |
| 6 | LCD HINGE L (SGCC+S50C) (MP) N850HC | 6-33-N8501-0L2 | |
| 7 | WIRE CABLE FOR CCD D-MIC 500MM 3.3V BP (COND N250LU) | 6-43-N250T-011-2 | |
| 8 | AVC CAMERA B30M T10 120FPS/30FPS 2K FHD DIGI2W P770M F1.80 WHITE-LED V20-HE | 6-88-P775C-4901 | OPTION |
| 8 | AVC CAMERA C30M T10 120FPS/30FPS 2K FHD DIGI2W V300M F1.80 WHITE-LED V20-HE | 6-88-W65DC-5100 | OPTION |
| 8 | AVC CAMERA C30M T10 120FPS/30FPS 2K FHD DIGI2W V300M F1.80 WHITE-LED V20-HE | 6-88-W51PC-5110 | OPTION |
| 8 | AVC CAMERA B30M T10 120FPS/30FPS 2K FHD DIGI2W V300M F1.80 WHITE-LED V20-HE | 6-88-N650C-4900 | OPTION |
| 9 | ANTENNA IPEX4 WLAN VGT W1.1 PCB AL 24G/5G WL1-450MM N850HC | 6-23-7N850-011 | |
| 10 | ANTENNA IPEX4 WLAN VGT W1.2 PCB AL 24G/5G WL2-450MM N850HC | 6-23-7N850-020 | |
| 11 | LCD BACK COVER MODULE (MP) N850HC | 6-39-N8501-022 | |
| 11 | LCD BACK COVER MODULE N850HJ-Y | 6-39-N85H1-021-G | |
| 12 | WIRE CABLE FOR EDP AK 300MM (D 19V 30PIN CON/ALS CONAL)0902-1F7 N850U | 6-43-N85H1-010-2S | |
| 12 | WIRE CABLE FOR EDP FHD 300MM (D 19V 30PIN RELAY CON)VE030-2E-1F7 N850U | 6-43-N85H1-021-N | |
| 13 | SCREW M2.5X6L K BZ ICT NY | 6-35-82125-6RA | |
| 14 | SCREW M2.5X4L K1 NI ICT NY | 6-35-21125-4R0 | |
| 15 | FRONT COVER SCREW RUBBER SILICON N850HC | 6-47-N8501-040 | |
| 16 | LCD HINGE R (SGCC+S50C)(MP) N850HC | 6-33-N8501-0R2 | |
| 17 | ANTENNA IPEX 34LE VGT LIE-1 PCB AL/ABS/ABS/ABS/24G/5G WL1-300MM N850U | 6-23-7N250-010 | |
| 18 | MYLAR(7*6*0.15MM, BLACK) FDR P640RF | 6-40-00150-760 | |

Figure A - 5
LCD (N850HP6)

Appendix B: Schematic Diagrams

This appendix has circuit diagrams of the *N850HP6 / N857HP6* notebook's PCB's. The following table indicates where to find the appropriate schematic diagram.

| Diagram - Page | Diagram - Page | Diagram - Page |
|---|--|---|
| <i>System Block Diagram - Page B - 2</i> | <i>GPU NVVDD, FBVDDQ - Page B - 25</i> | <i>Audio Codec ALC269 VC2 - Page B - 48</i> |
| <i>Processor 1/6 - Page B - 3</i> | <i>GPU GND - Page B - 26</i> | <i>KBC-ITE IT8587 - Page B - 49</i> |
| <i>Processor 2/6 - Page B - 4</i> | <i>mDP (iGPU) - Page B - 27</i> | <i>RGB KB Only - Page B - 50</i> |
| <i>Processor 3/6 - Page B - 5</i> | <i>mDP (dGPU) - Page B - 28</i> | <i>5V, 5VS, 3.3V, 3.3VS - Page B - 51</i> |
| <i>Processor 4/6 - Page B - 6</i> | <i>Panel, Inverter - Page B - 29</i> | <i>VDD1.0V, VCCIO - Page B - 52</i> |
| <i>Processor 5/6 - Page B - 7</i> | <i>HDMI - Page B - 30</i> | <i>VDD3, VDD5 - Page B - 53</i> |
| <i>Processor 6/6 - Page B - 8</i> | <i>PCH 1/9 - Page B - 31</i> | <i>DDR 1.2V / 0.6VS, 2.5V - Page B - 54</i> |
| <i>DDR4 CHA SO-DIMM - Page B - 9</i> | <i>PCH 2/9 - Page B - 32</i> | <i>VCore, VCCGT Output Stage - Page B - 55</i> |
| <i>DDR4 CHB SO-DIMM - Page B - 10</i> | <i>PCH 3/9 - Page B - 33</i> | <i>VCC_Core & VCCGT - Page B - 56</i> |
| <i>VGA PCI Express - Page B - 11</i> | <i>PCH 4/9 - Page B - 34</i> | <i>I.0DX_VCCSTG/VCCSFR_OC, 3.3V - Page B - 57</i> |
| <i>GPU Frame Buffer Partition - Page B - 12</i> | <i>PCH 5/9 - Page B - 35</i> | <i>VCCSA - Page B - 58</i> |
| <i>Frame Buffer Partition A - Page B - 13</i> | <i>PCH 6/9 - Page B - 36</i> | <i>AC_In, Charger - Page B - 59</i> |
| <i>Frame Buffer Partition B - Page B - 14</i> | <i>PCH 7/9 - Page B - 37</i> | <i>NVVDD - Page B - 60</i> |
| <i>Frame Buffer Partition A_B - Page B - 15</i> | <i>PCH 8/9 - Page B - 38</i> | <i>NVVDDS - Page B - 61</i> |
| <i>GPU Frame Buffer - Page B - 16</i> | <i>PCH 9/9 - Page B - 39</i> | <i>PEX_VDD - Page B - 62</i> |
| <i>Frame Buffer Partition C - Page B - 17</i> | <i>M.2 3G Card - Page B - 40</i> | <i>FBVDDQ - Page B - 63</i> |
| <i>Frame Buffer Partition C_D - Page B - 18</i> | <i>M.2 WLAN+BT, SSD - Page B - 41</i> | <i>IV8_RUN, IV8_AON, NV3V3 - Page B - 64</i> |
| <i>GPU Decoupling 1 - Page B - 19</i> | <i>ASM1142 & 2142 - Page B - 42</i> | <i>Audio Board - Page B - 65</i> |
| <i>GPU Decoupling 2 - Page B - 20</i> | <i>ASM2142 Power - Page B - 43</i> | <i>Power Switch Board - Page B - 66</i> |
| <i>STRAPS and XTAL - Page B - 21</i> | <i>USB Conn, USB Charger - Page B - 44</i> | <i>Hall Sensor Board - Page B - 67</i> |
| <i>IFP I/O Interface - Page B - 22</i> | <i>Card Reader / LAN RTL8411B - Page B - 45</i> | <i>Click Board - Page B - 68</i> |
| <i>Misc - GPIO_I2C_ROM - Page B - 23</i> | <i>HDD, Click TP, Audio, Hall Con. - Page B - 46</i> | <i>LED Board - Page B - 69</i> |
| <i>NVIDIA Power Sequence - Page B - 24</i> | <i>LED, CCD, TPM, Power SW Con. - Page B - 47</i> | <i>PW Board - Page B - 70</i> |

Table B - 1
**SCHEMATIC
DIAGRAMS**

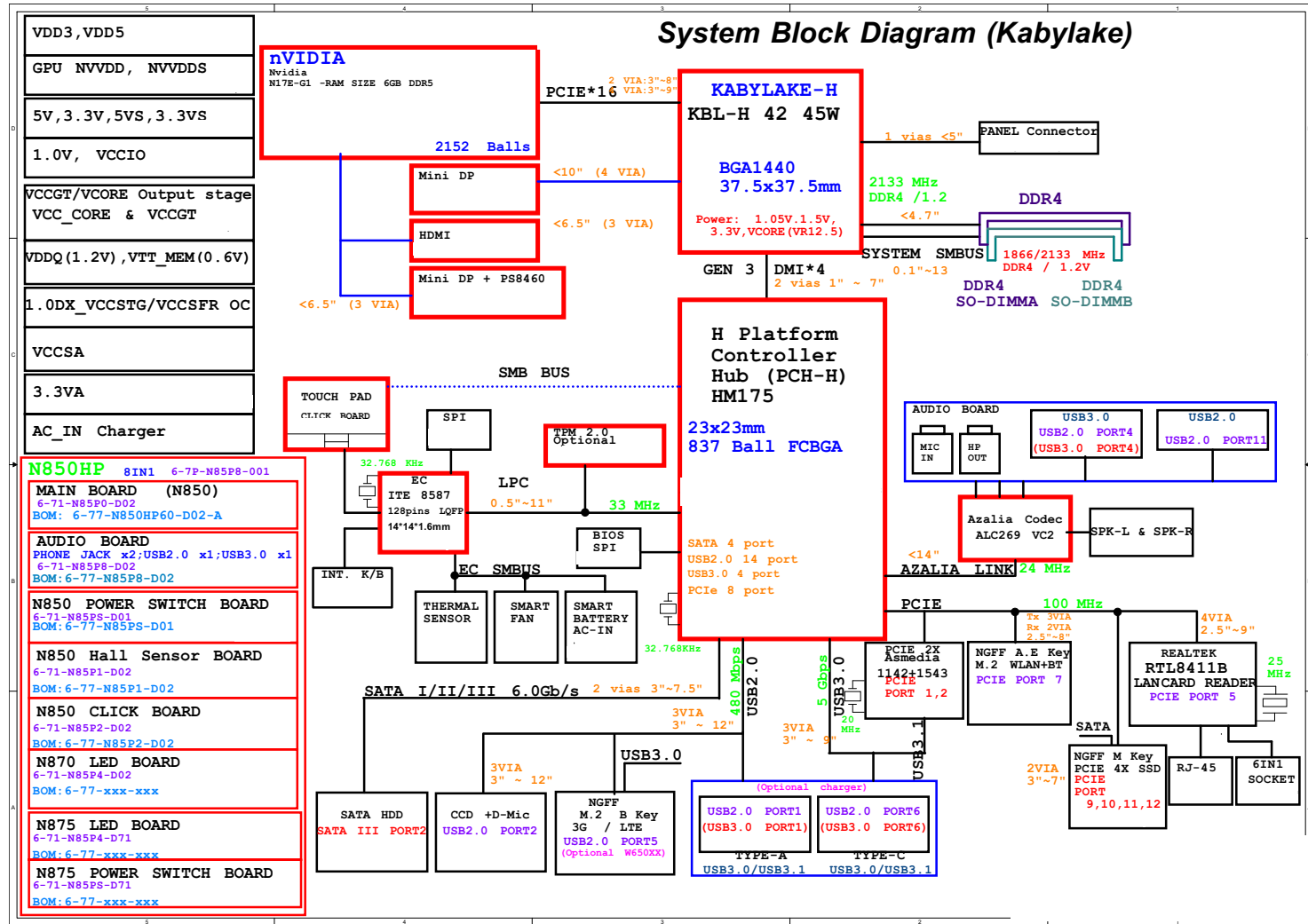


Version Note

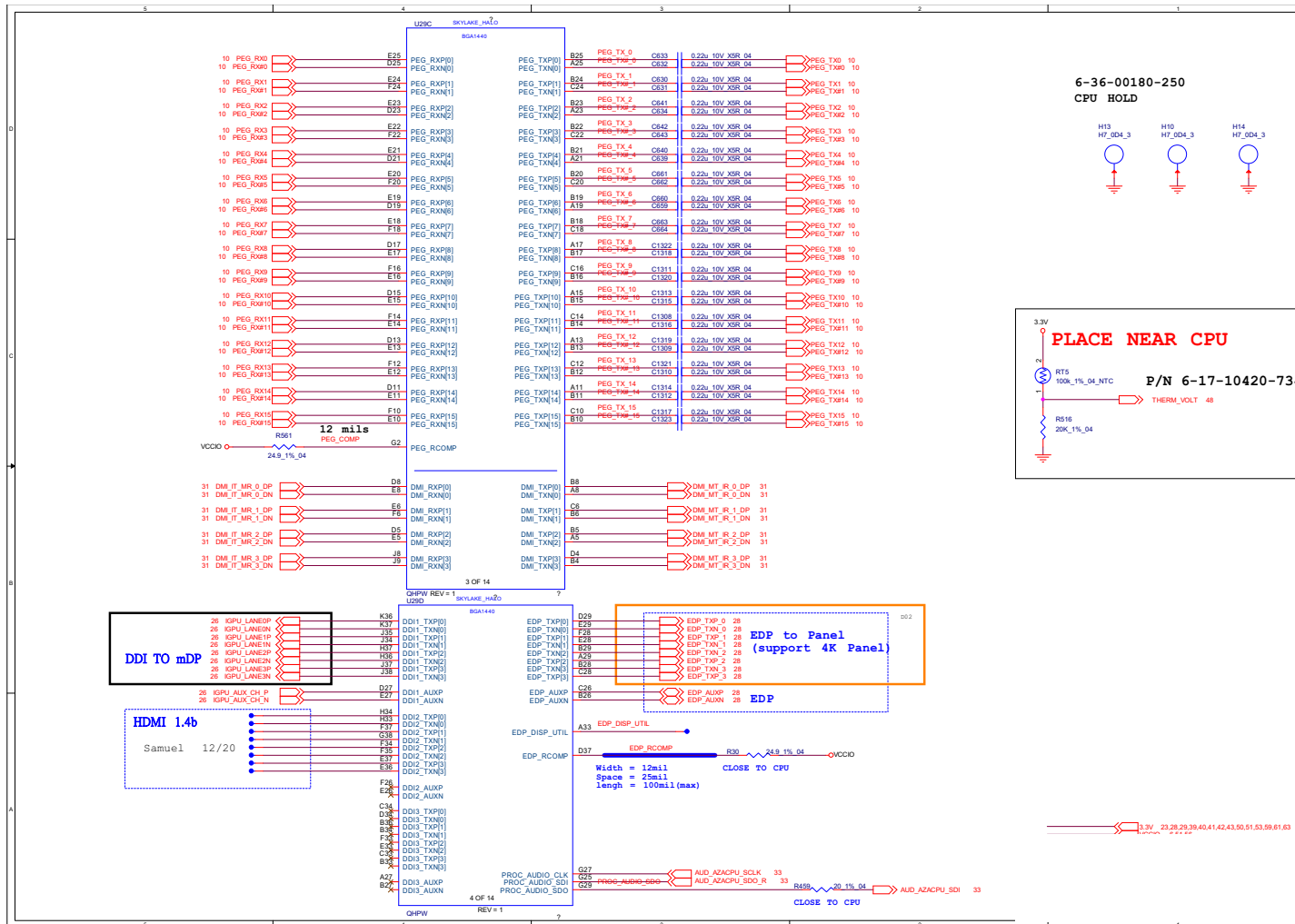
The schematic diagrams in this chapter are based upon version 6-7P-N85P8-002. If your mainboard (or other boards) are a later version, please check with the Service Center for updated diagrams (if required).

System Block Diagram

Sheet 1 of 71
System Block
Diagram



Processor 1/6



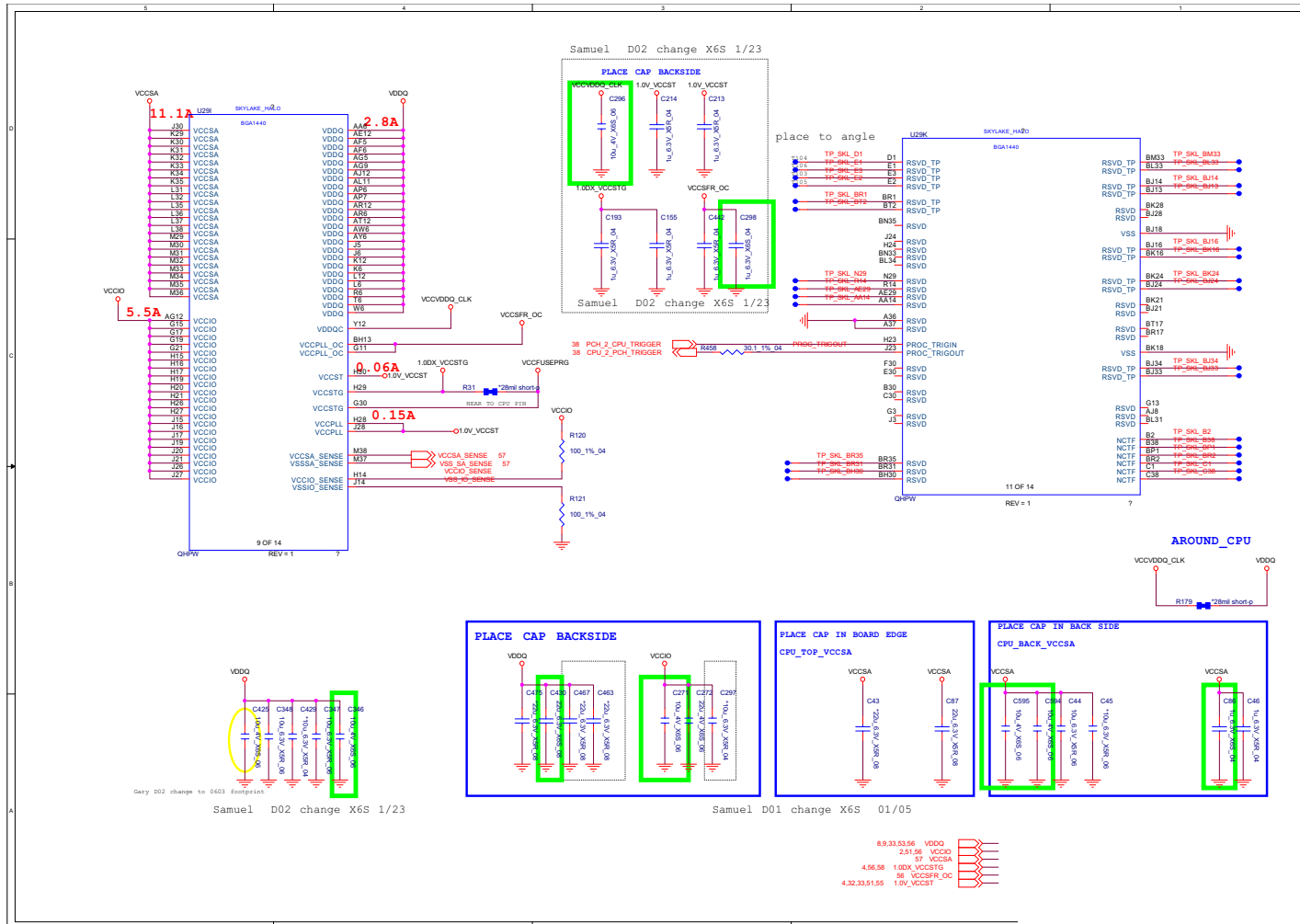
Sheet 2 of 71
Processor 1/6

B.Schematic Diagrams

Processor 5/6

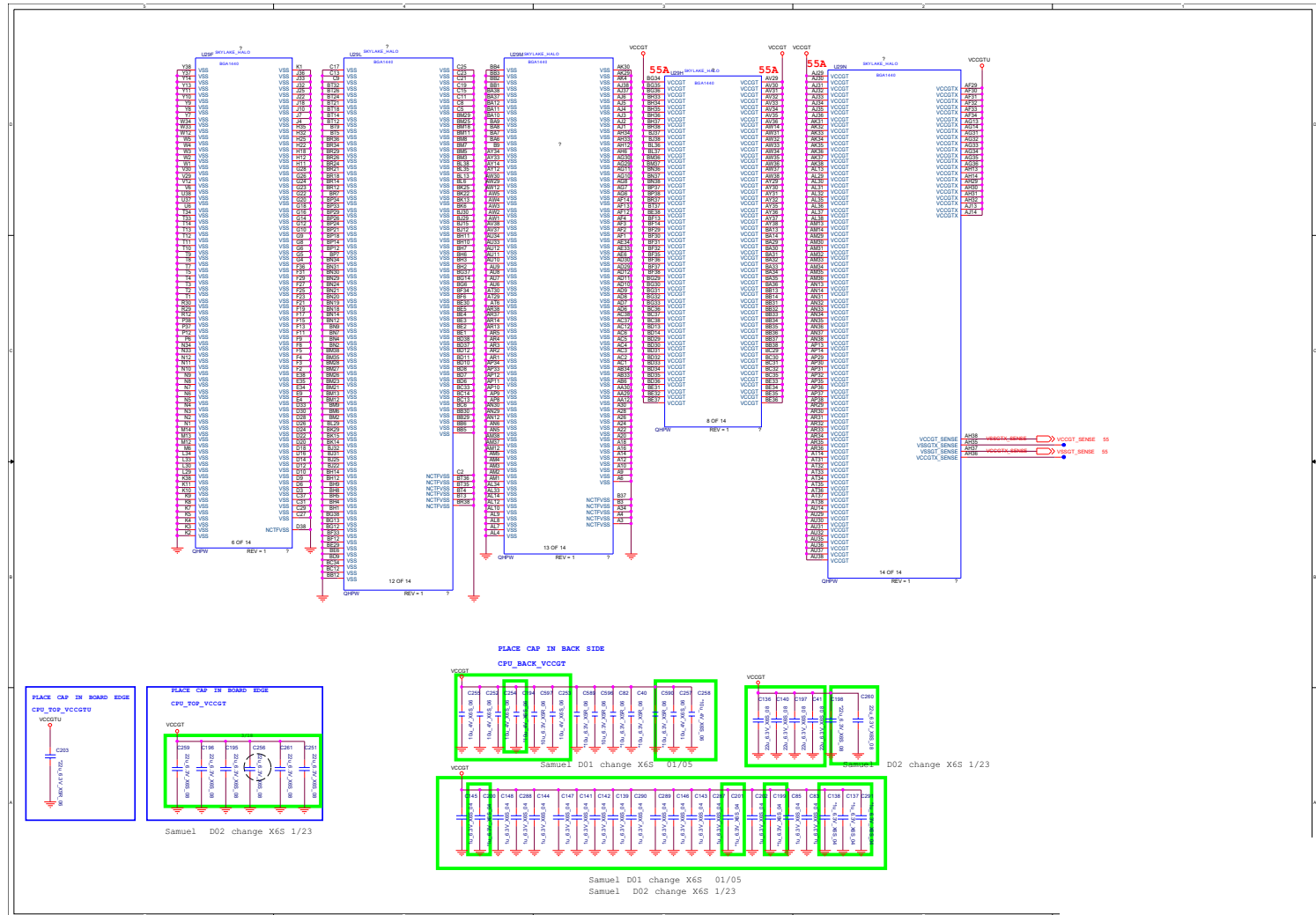
B.Schematic Diagrams

Sheet 6 of 71
Processor 5/6



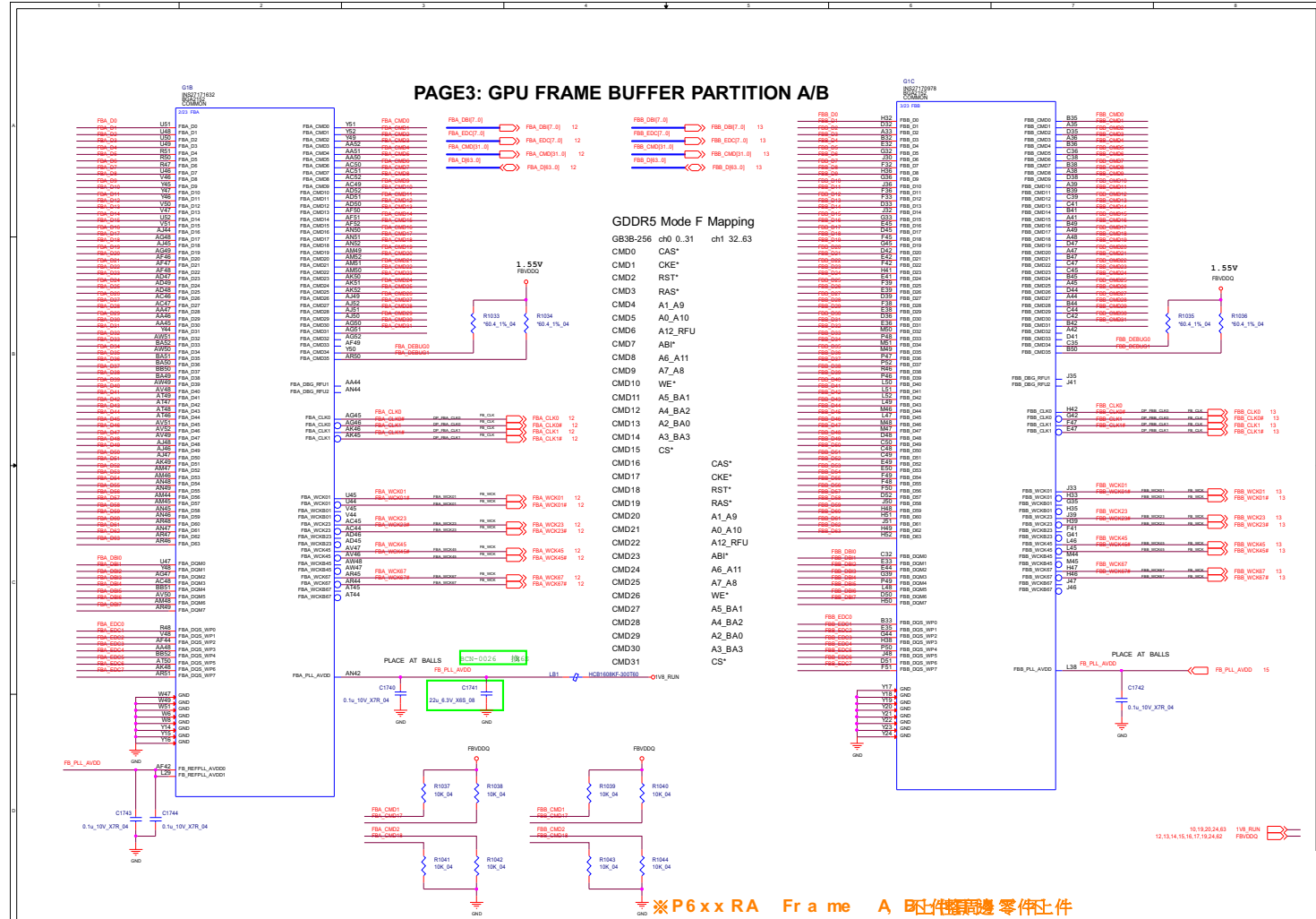
Processor 6/6

Sheet 7 of 71
Processor 6/6

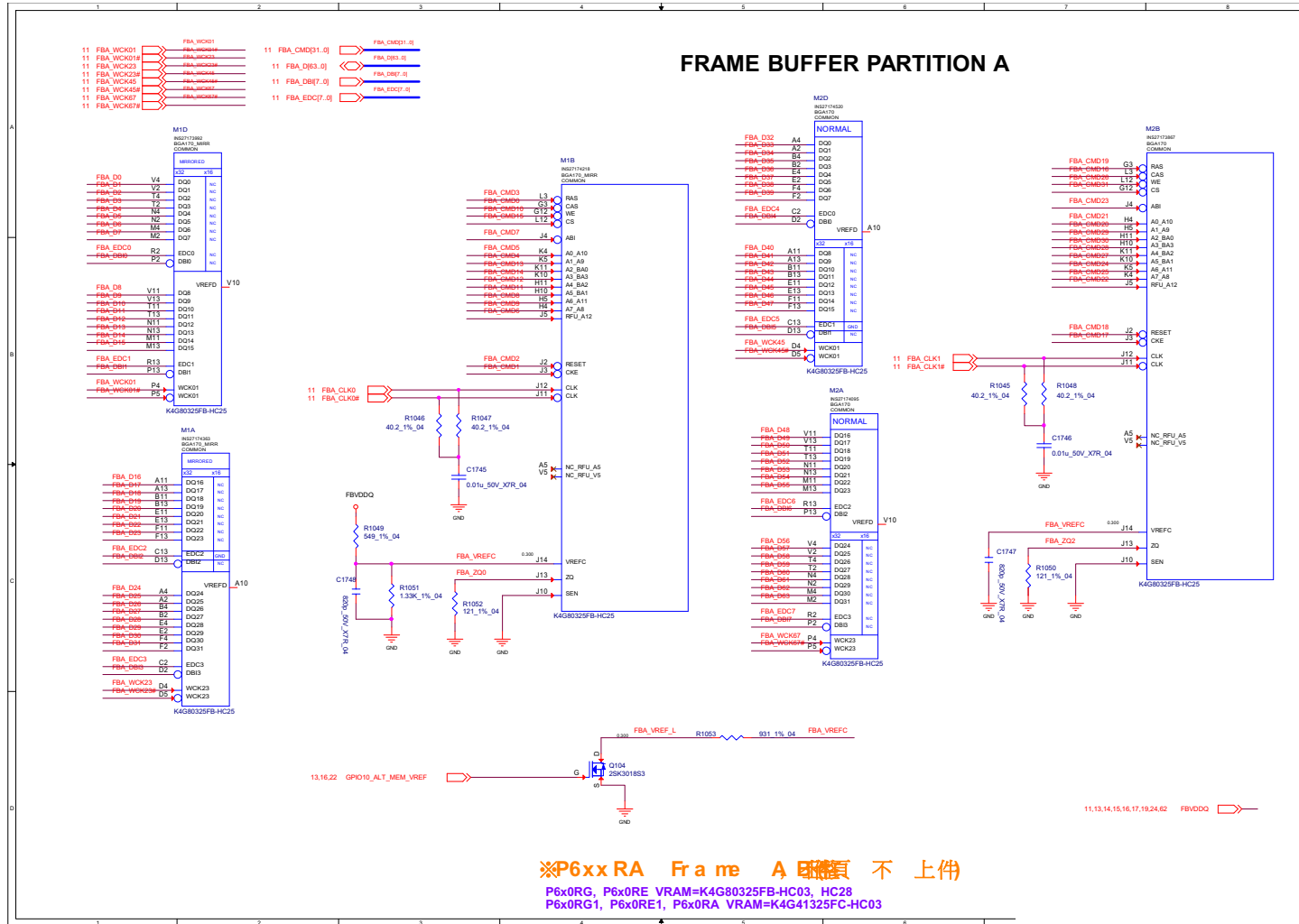


GPU Frame Buffer Partition

Sheet 11 of 71
GPU Frame Buffer Partition



Frame Buffer Partition A

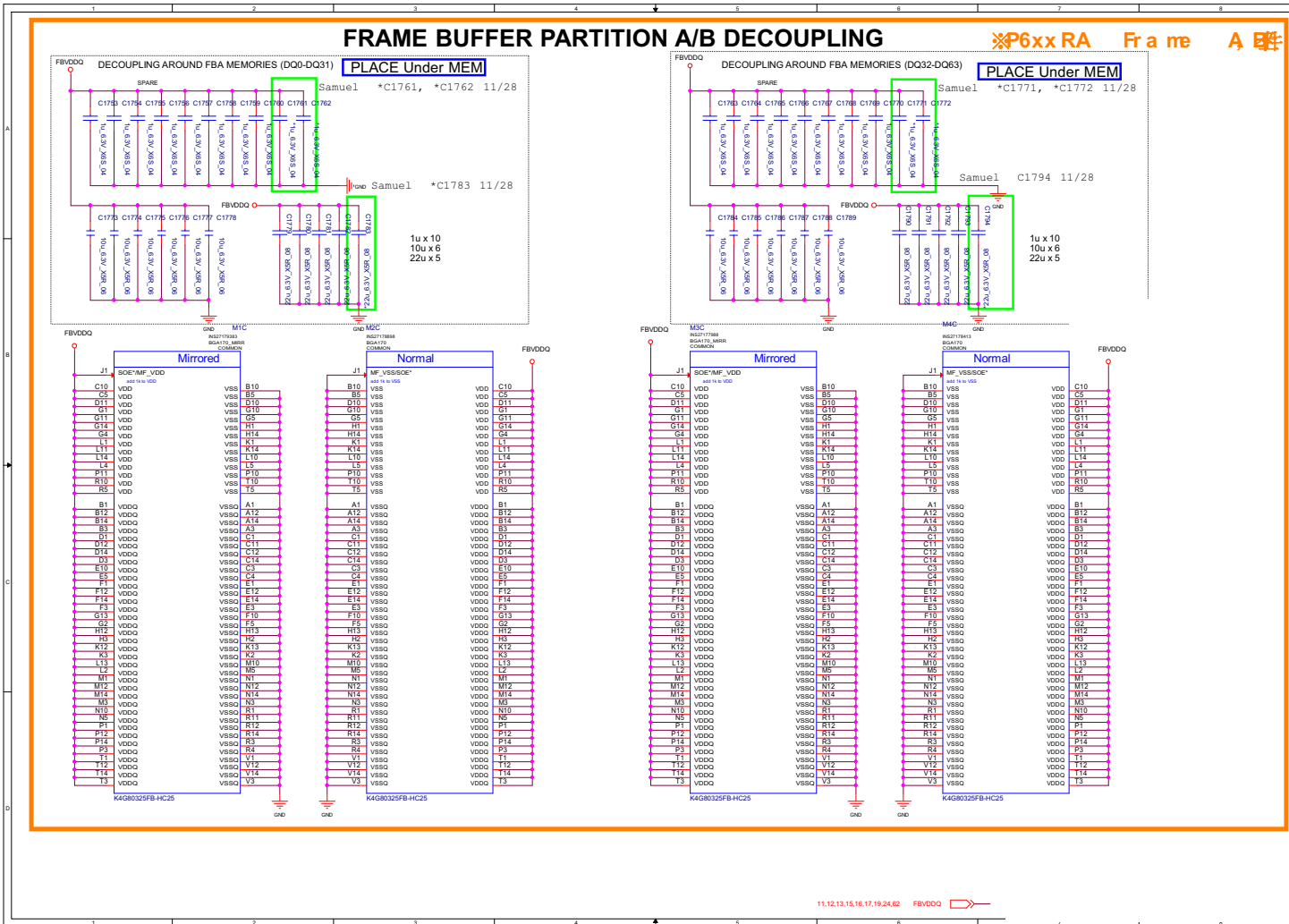


※P6xx RA Frame A 数据页不上件
 P6x0RG, P6x0RE VRAM=K4G80325FB-HC03, HC28
 P6x0RG1, P6x0RE1, P6x0RA VRAM=K4G41325FC-HC03

B.Schematic Diagrams

Sheet 12 of 71
 Frame Buffer
 Partition A

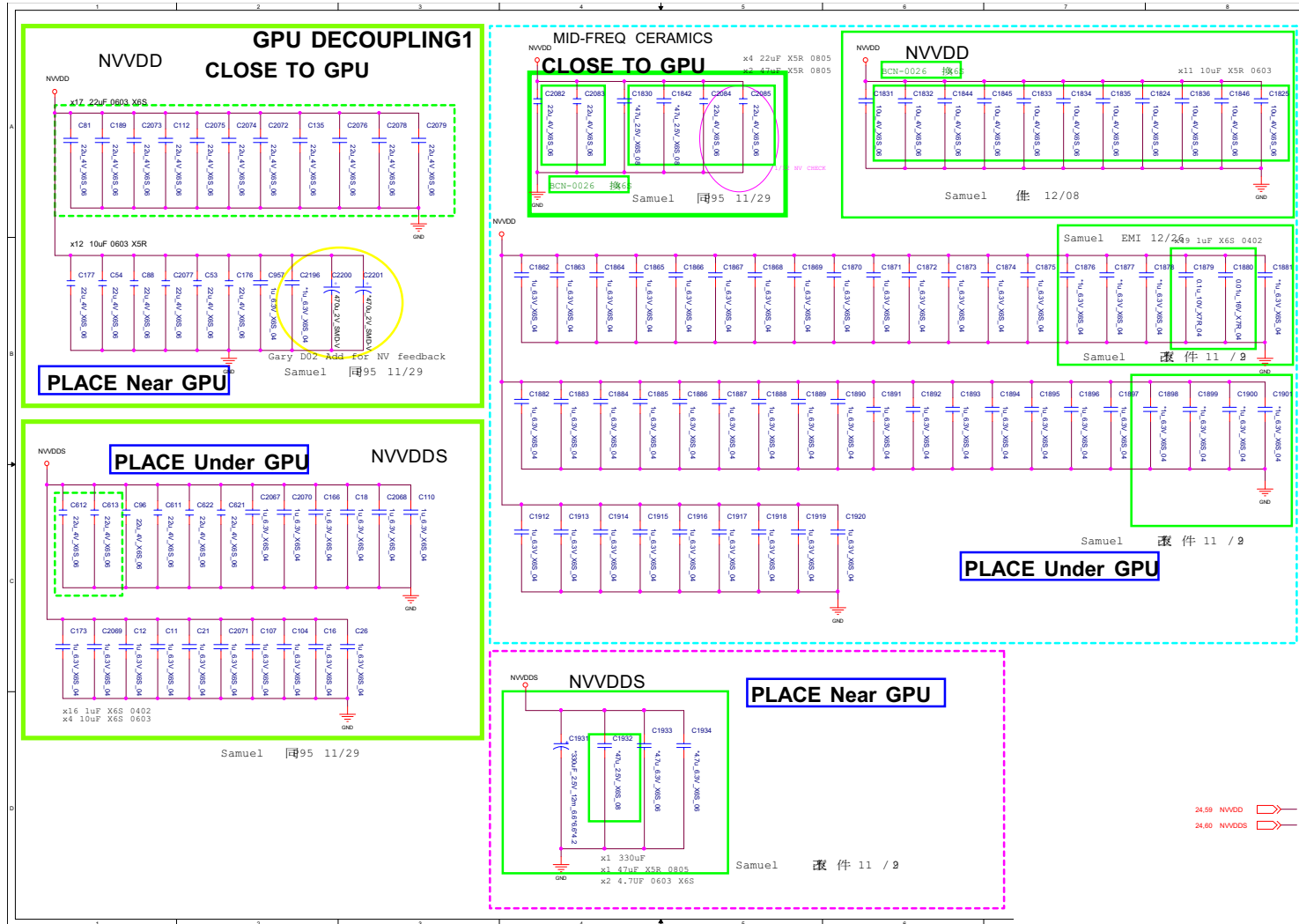
Frame Buffer Partition A_B



Sheet 14 of 71
Frame Buffer
Partition A_B

B.Schematic Diagrams

GPU Decoupling 1

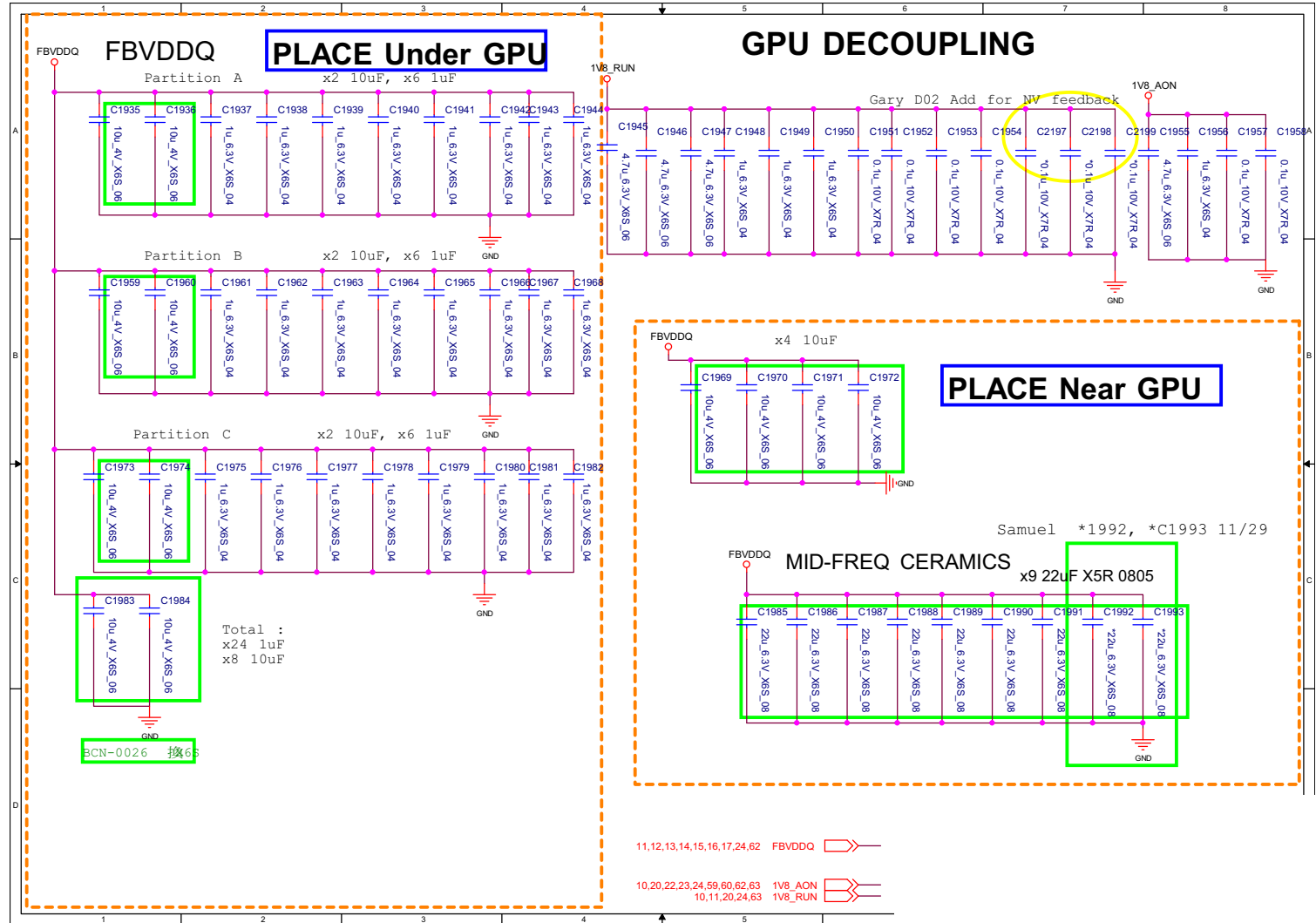


Sheet 18 of 71
GPU Decoupling 1

B.Schematic Diagrams

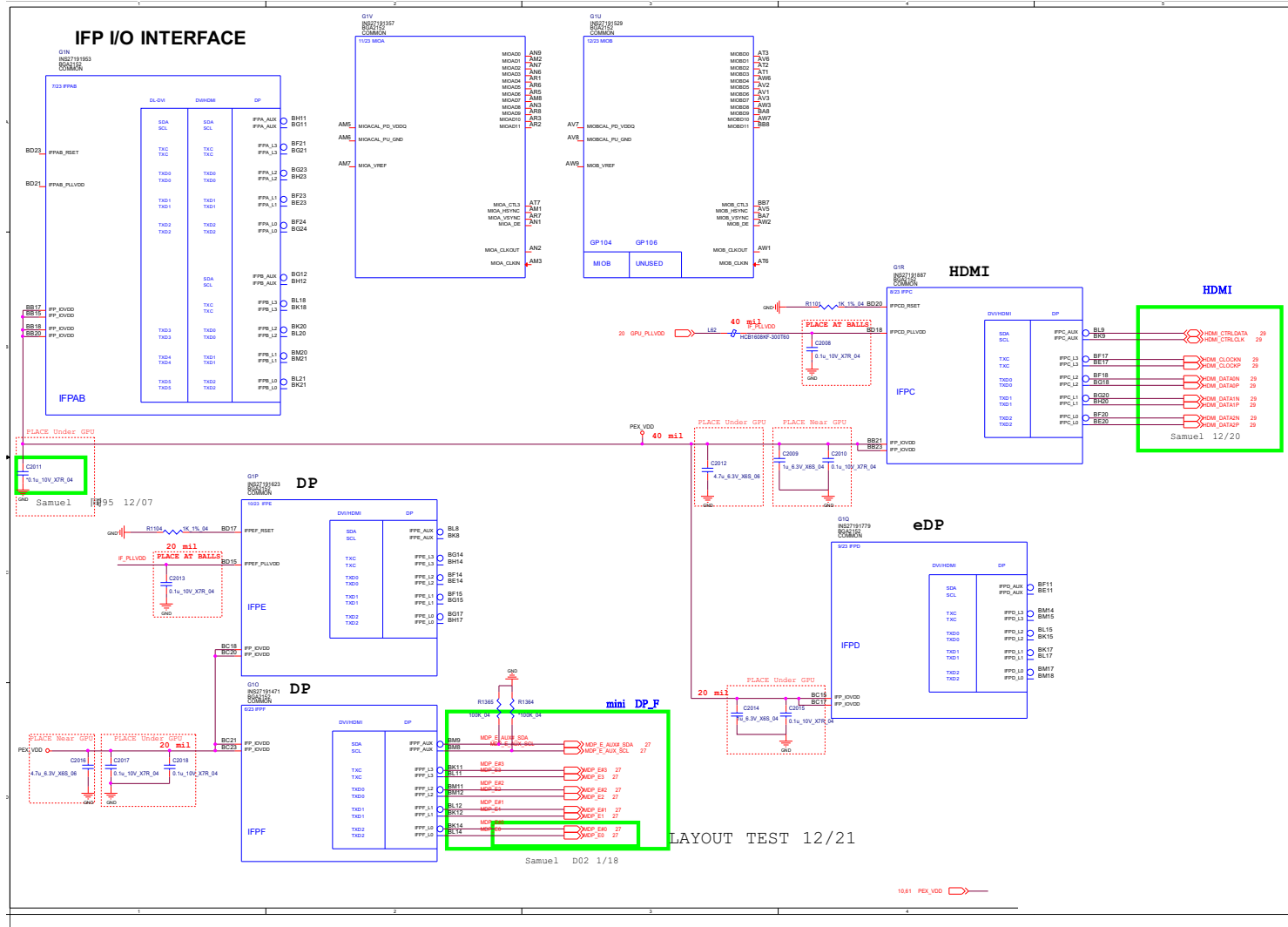
GPU Decoupling 2

Sheet 19 of 71
GPU Decoupling 2

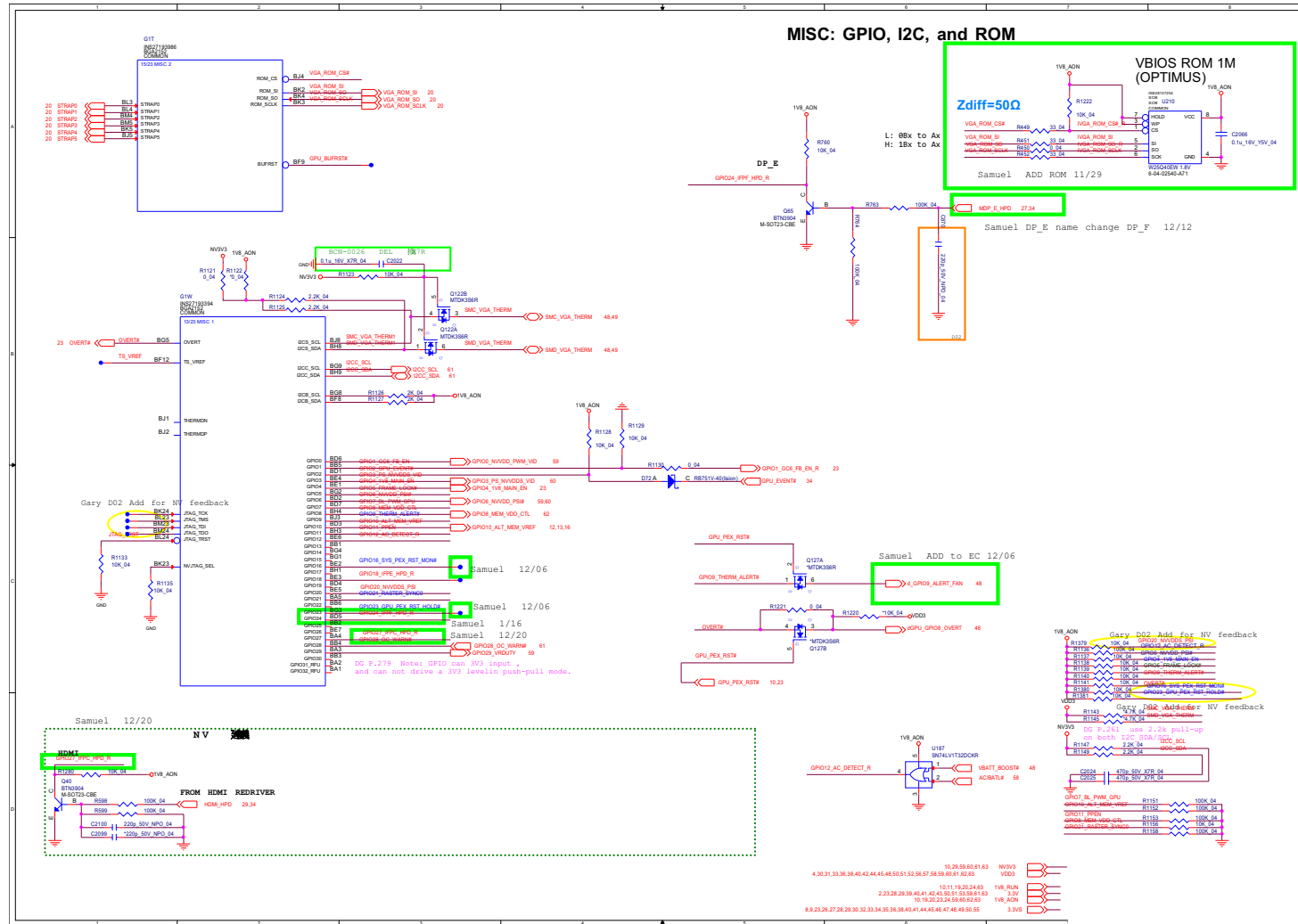


IFP I/O Interface

Sheet 21 of 71
IFP I/O Interface



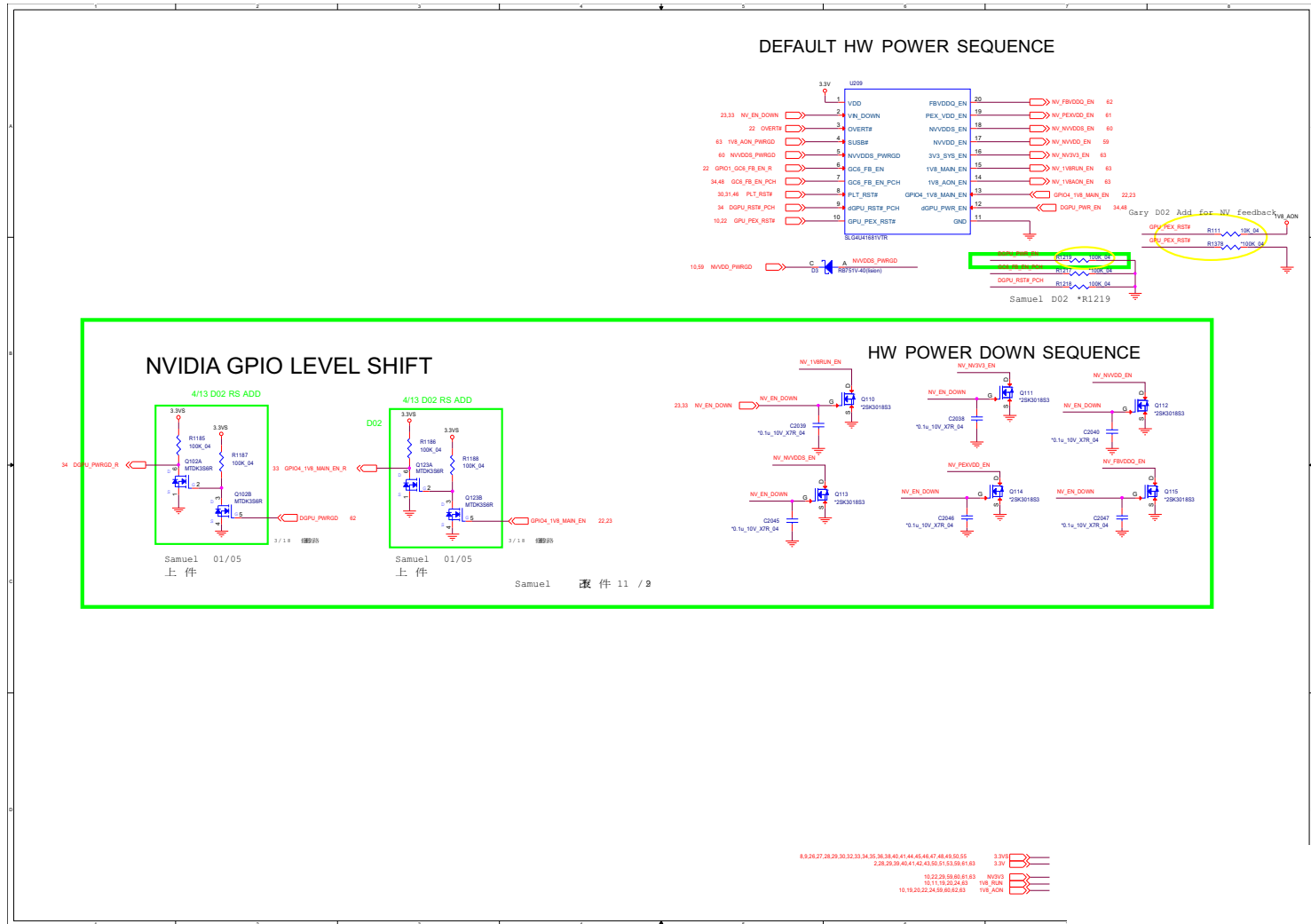
Misc - GPIO_I2C_ROM



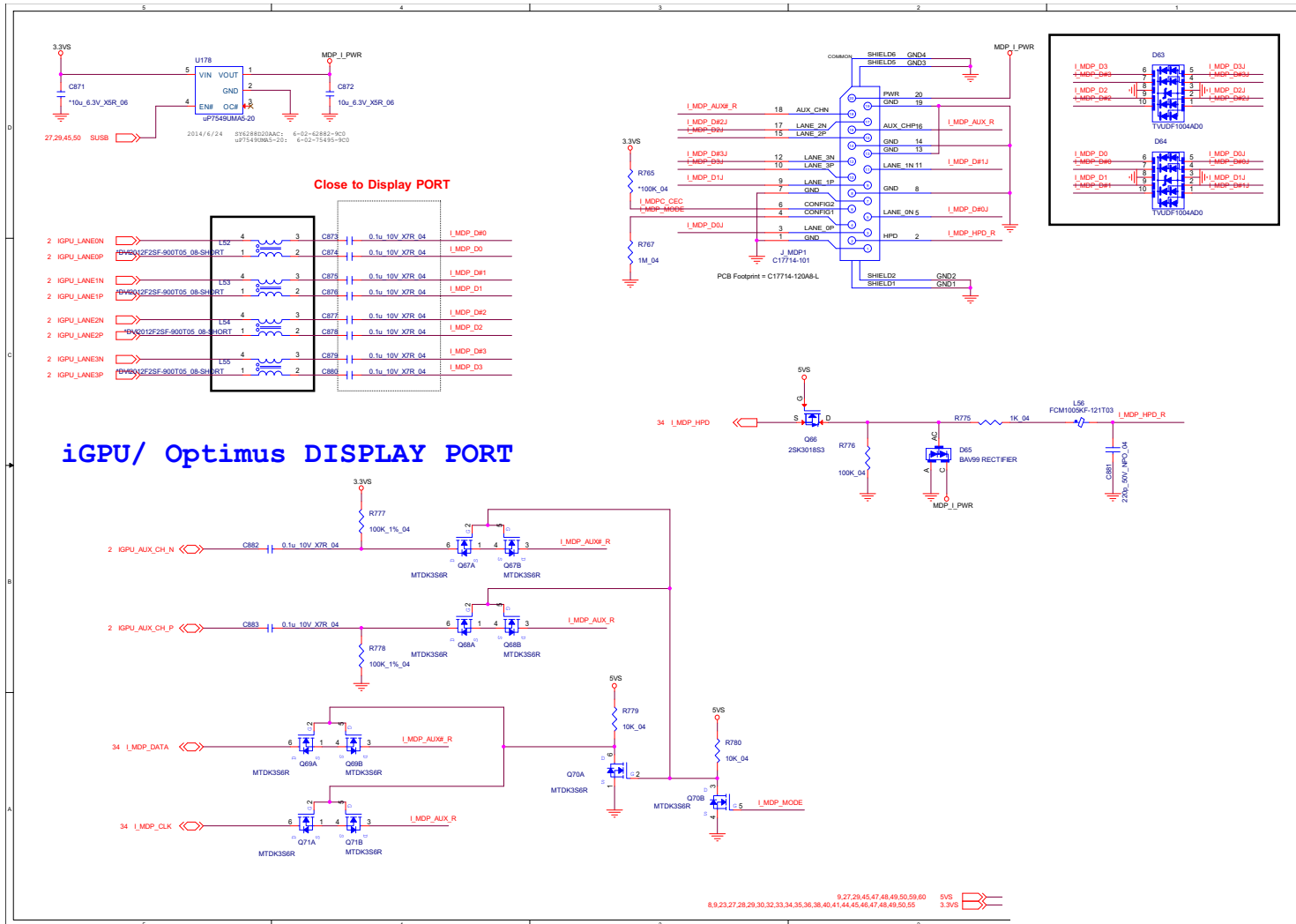
Sheet 22 of 71
 Misc -
 GPIO_I2C_ROM

NVIDIA Power Sequence

Sheet 23 of 71
NVIDIA Power Sequence



mDP (iGPU)

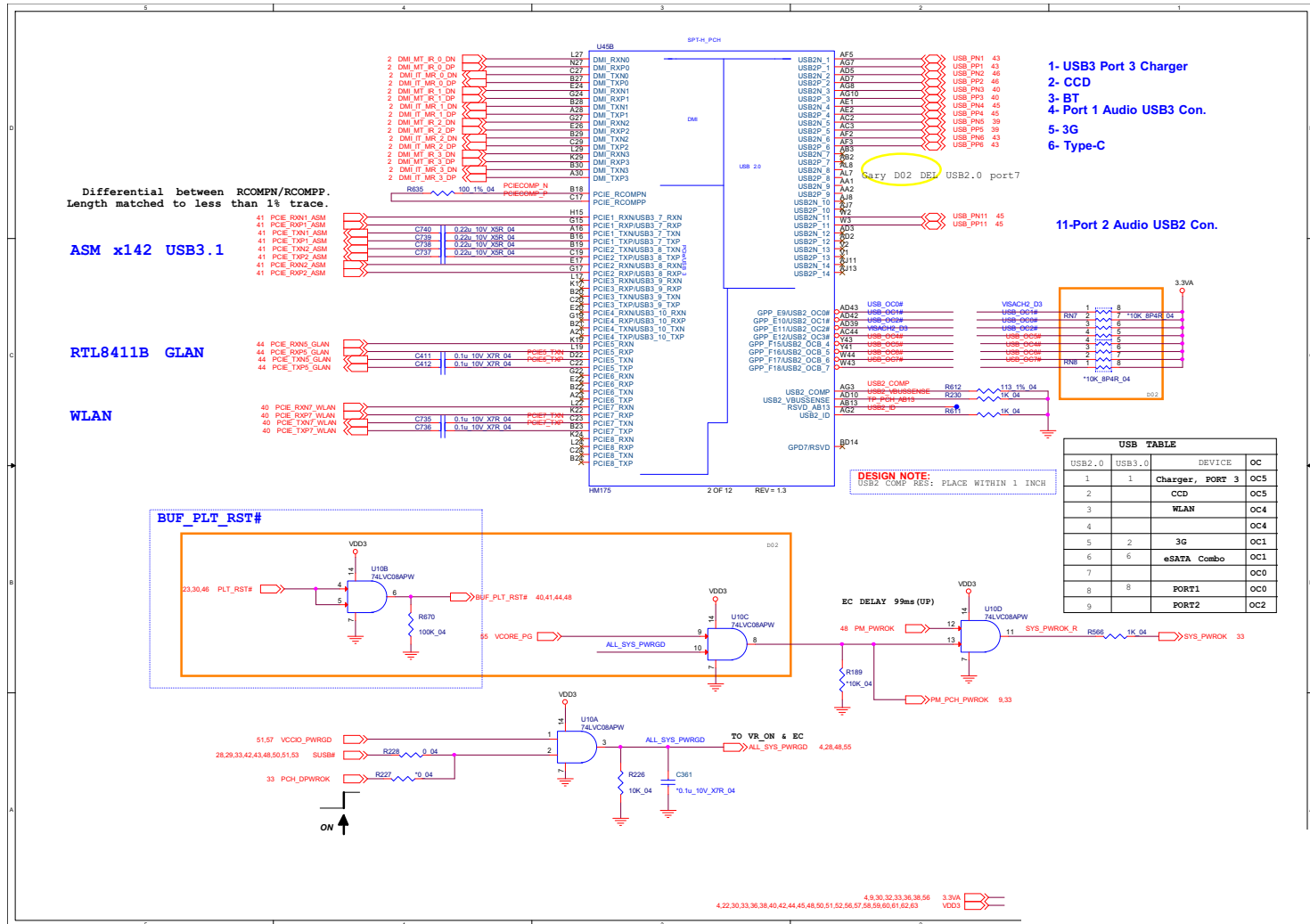


Sheet 26 of 71
mDP (iGPU)

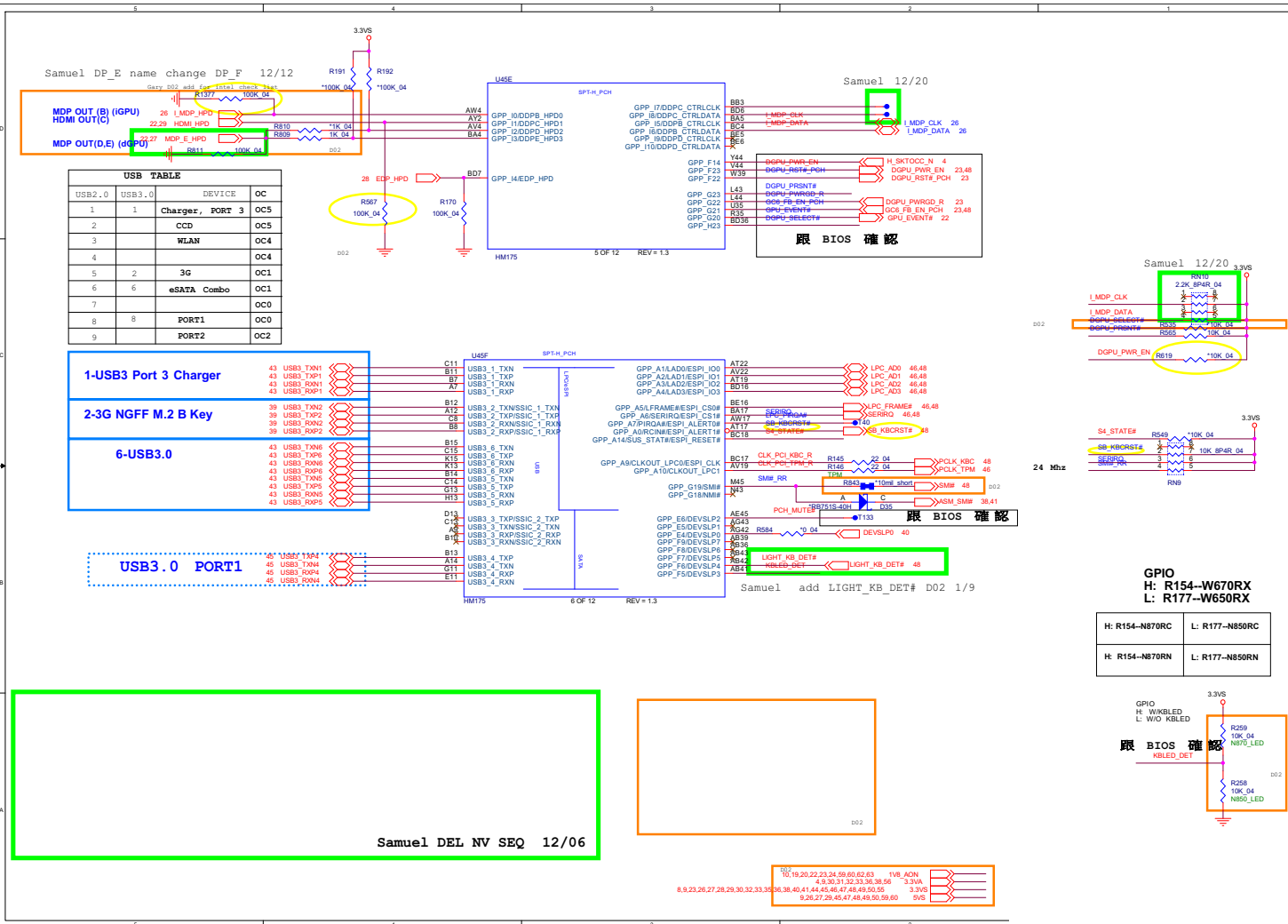
B.Schematic Diagrams

PCH 2/9

Sheet 31 of 71
PCH 2/9



PCH 5/9



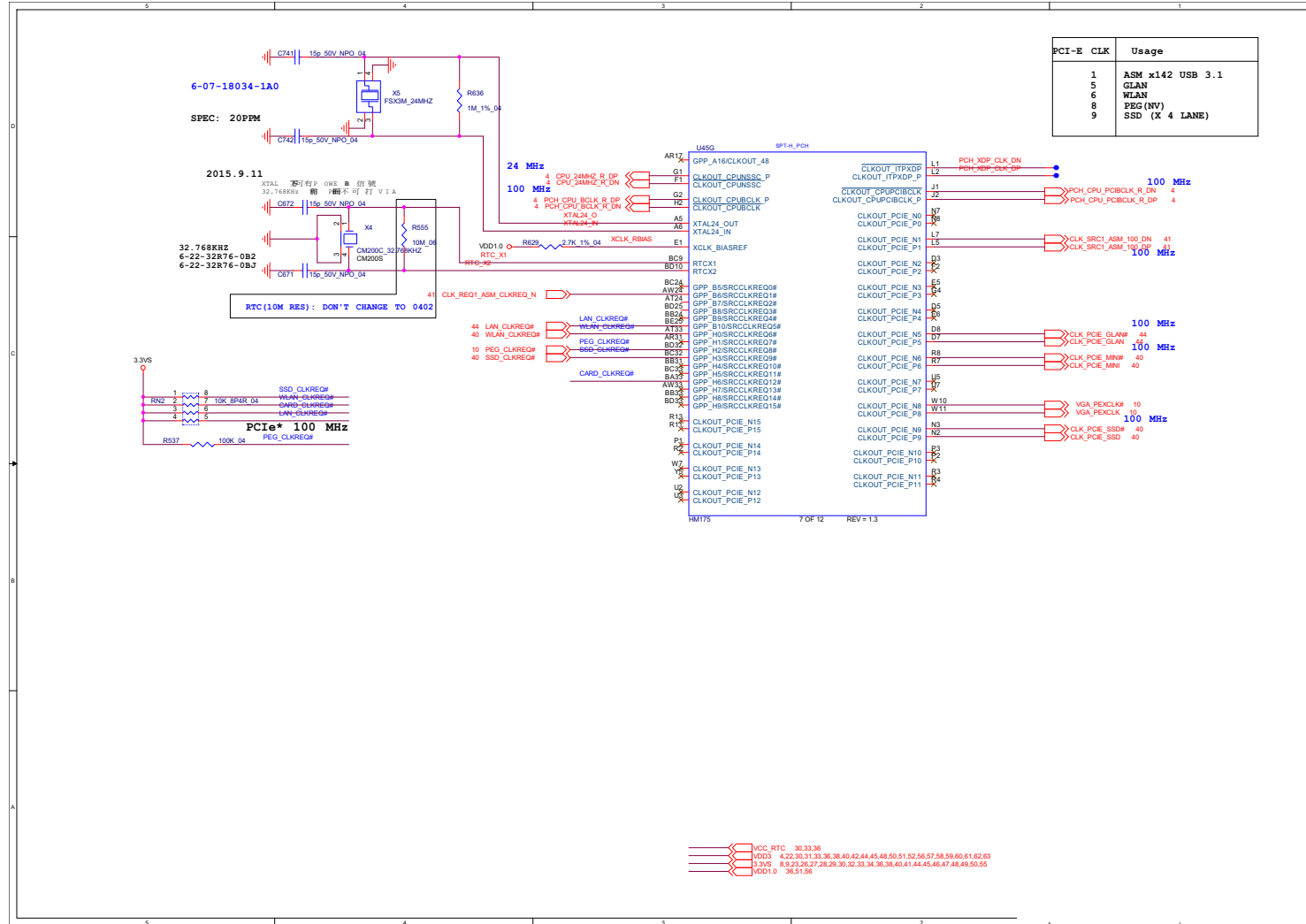
Sheet 34 of 71
PCH 5/9

B.Schematic Diagrams

Schematic Diagrams

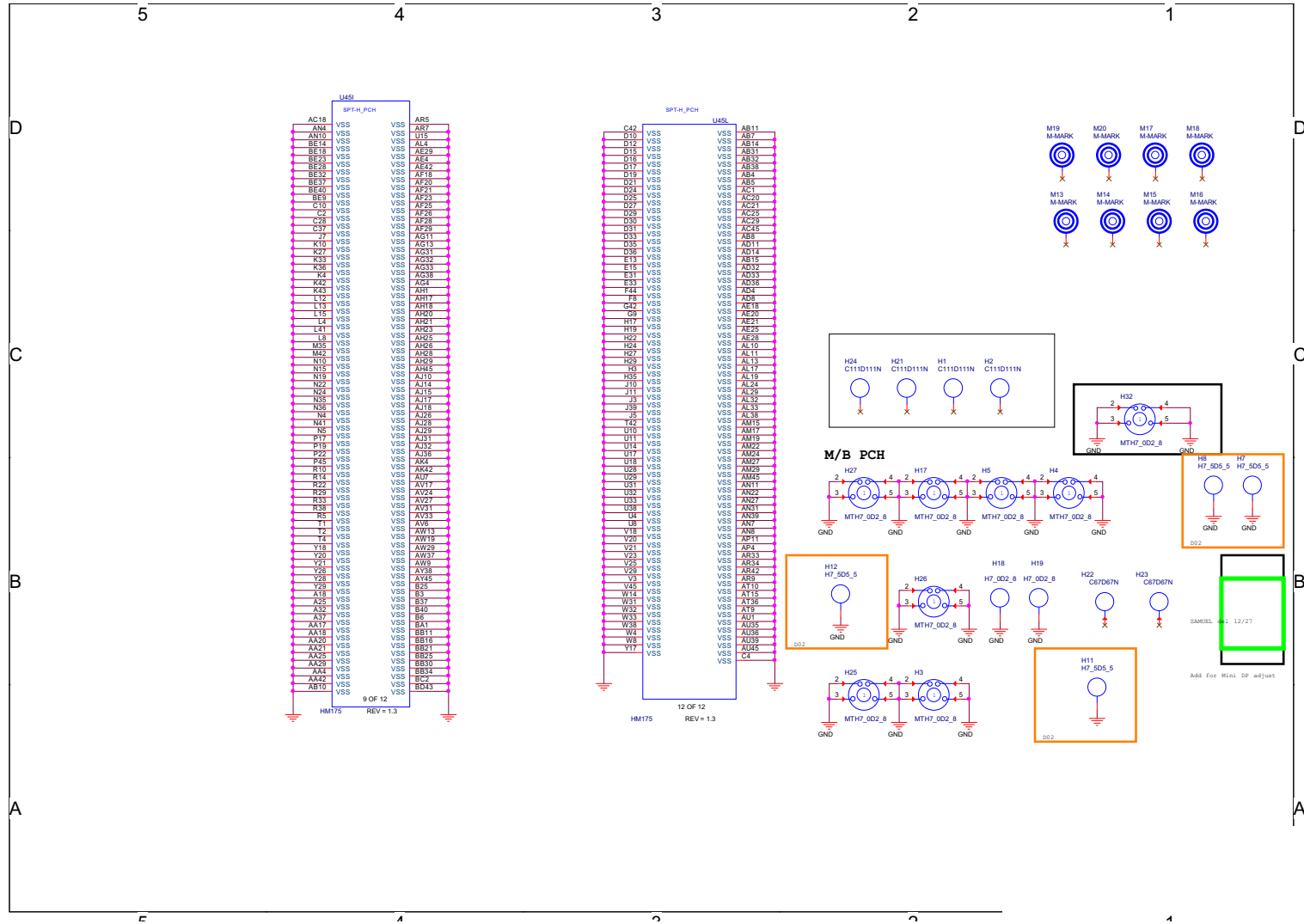
PCH 6/9

Sheet 35 of 71
PCH 6/9

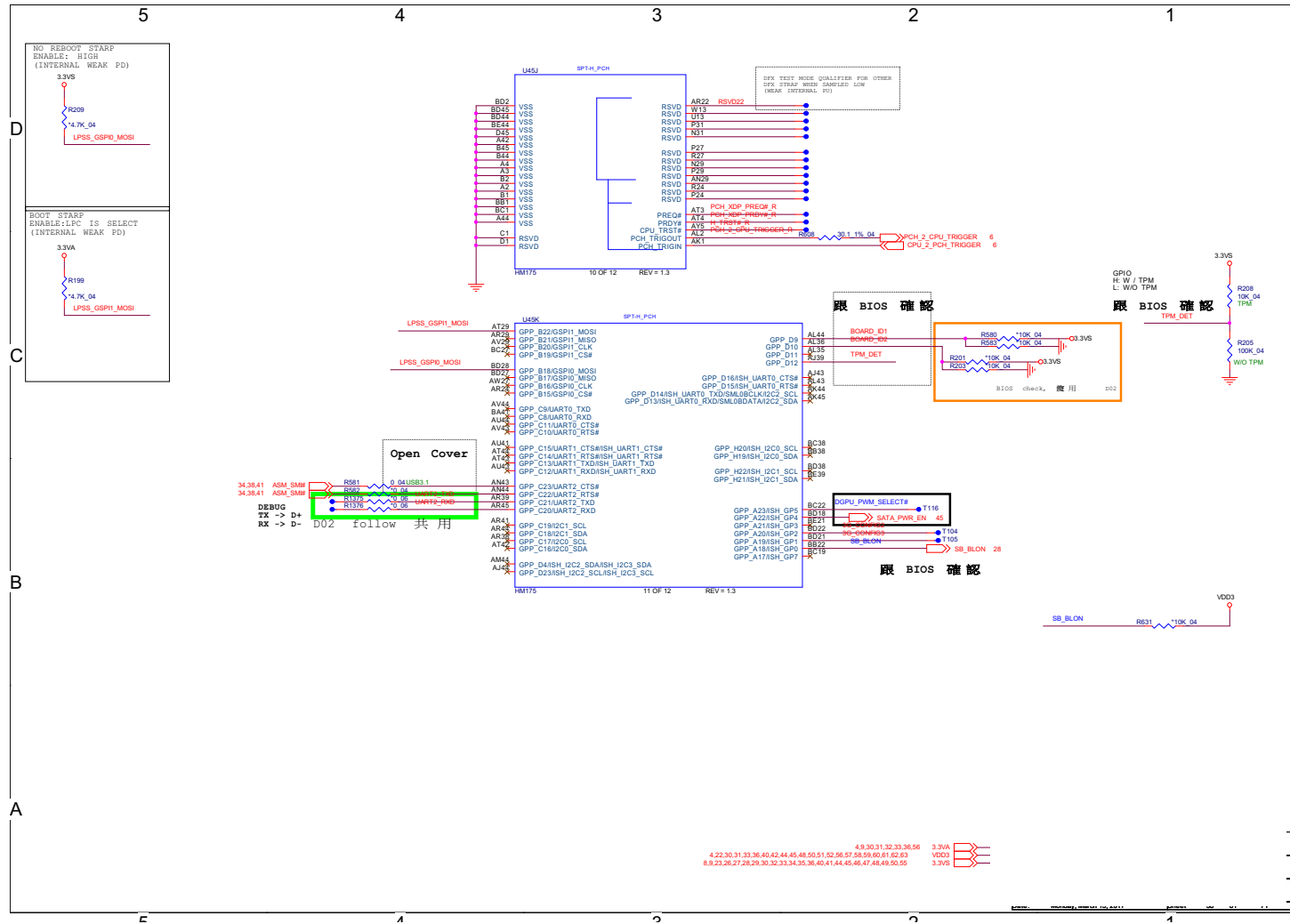


PCH 8/9

Sheet 37 of 71
PCH 8/9



PCH 9/9

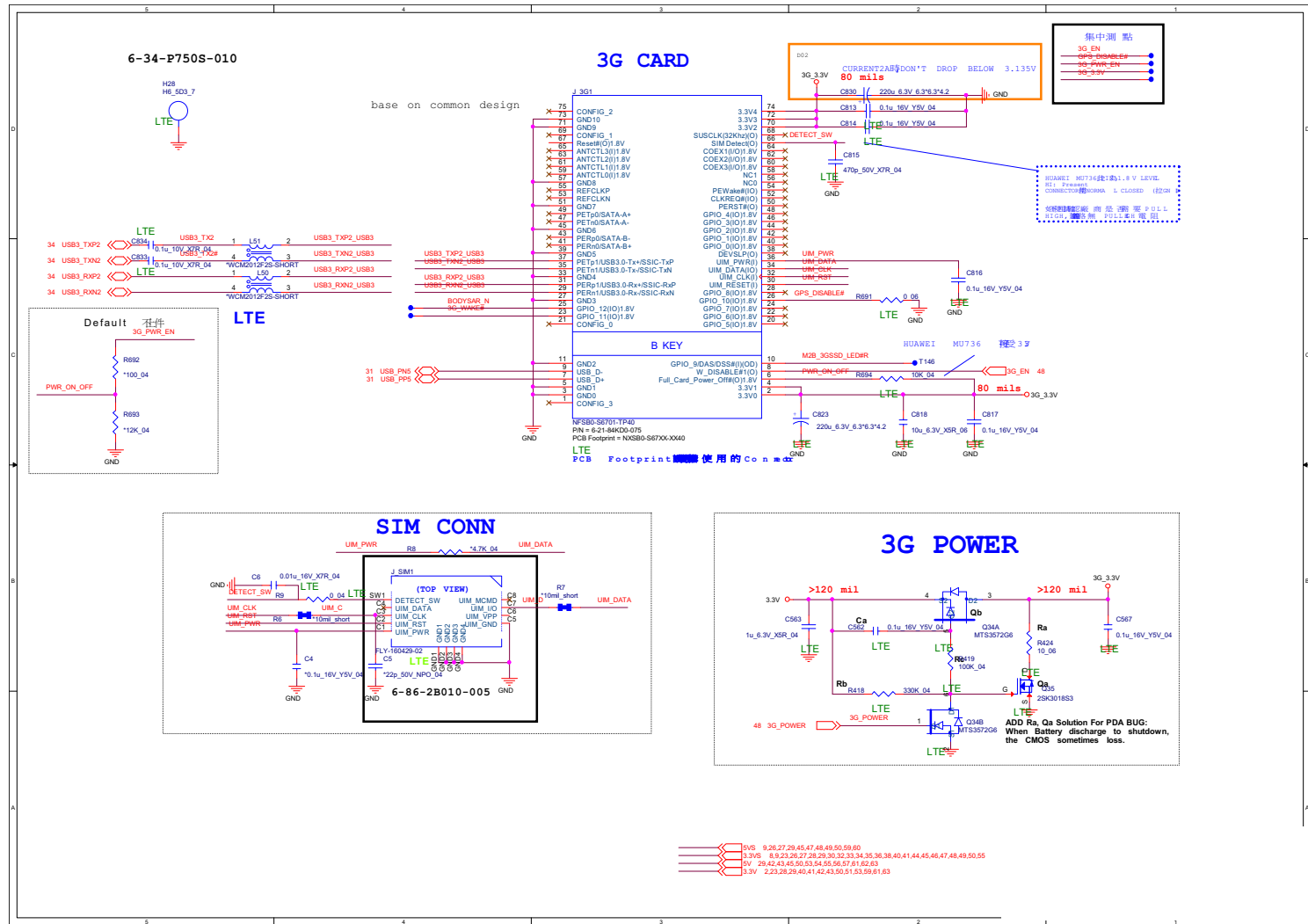


Sheet 38 of 71
PCH 9/9

B.Schematic Diagrams

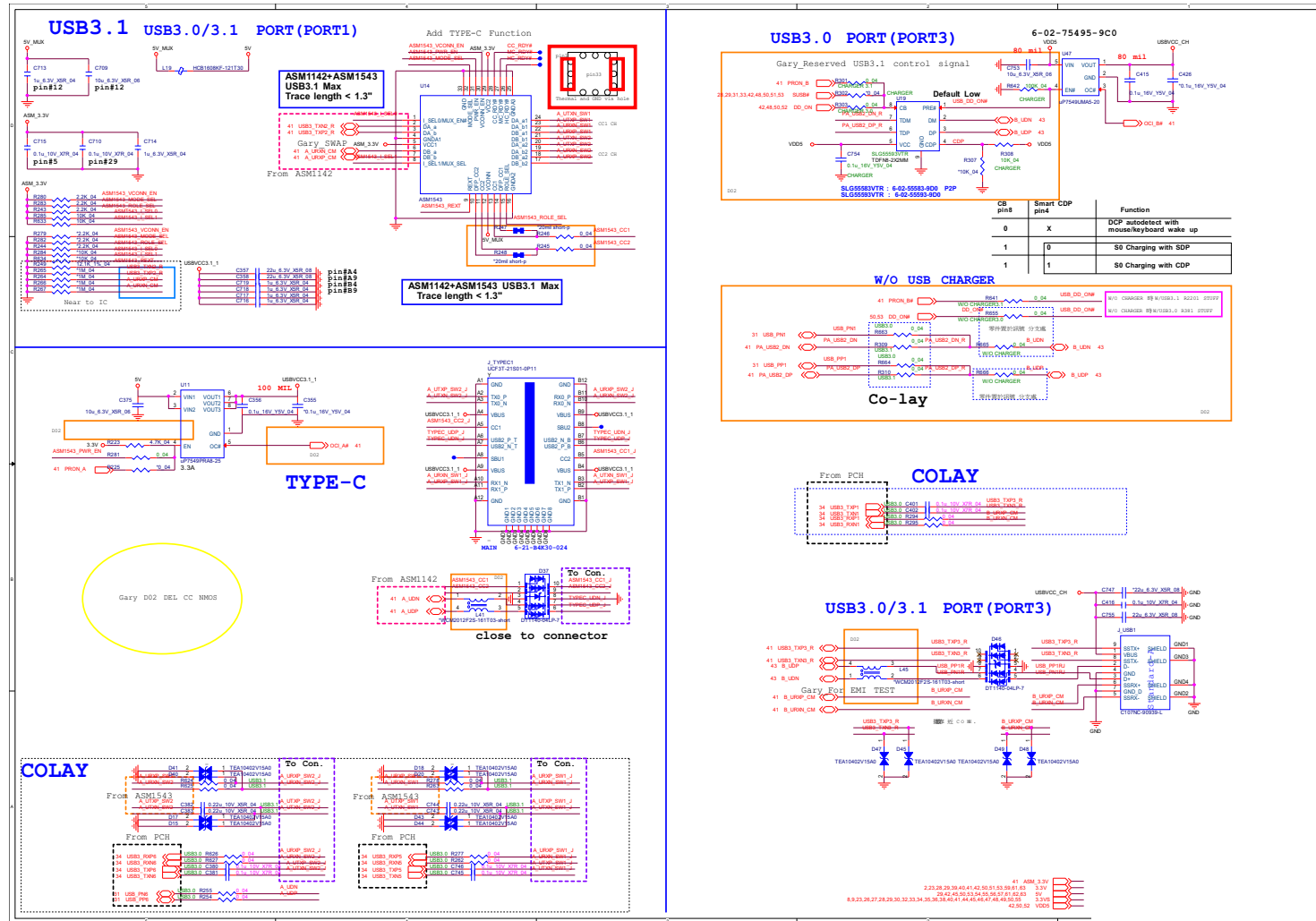
M.2 3G Card

Sheet 39 of 71
M.2 3G Card



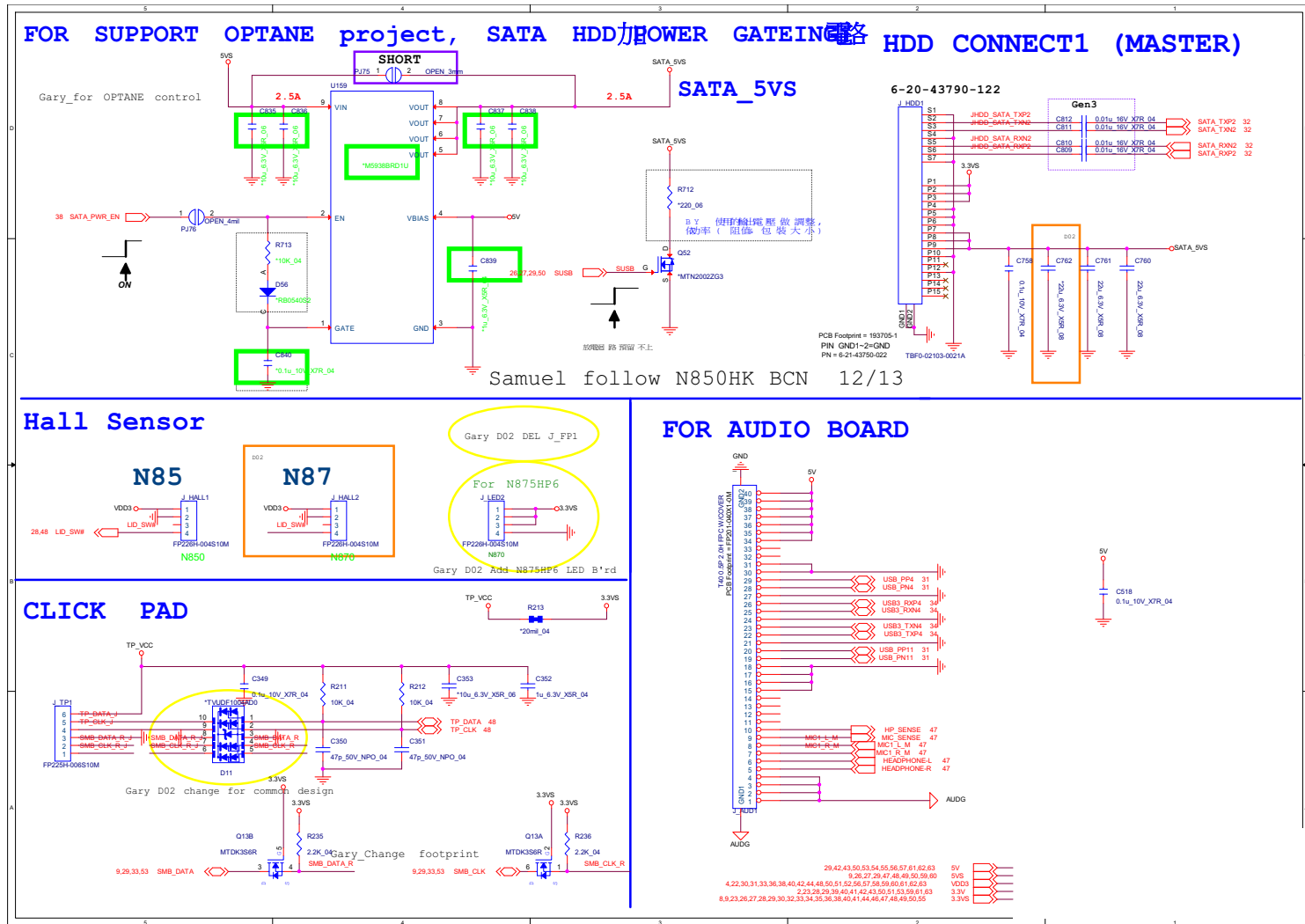
USB Conn, USB Charger

Sheet 43 of 71
USB Conn, USB
Charger

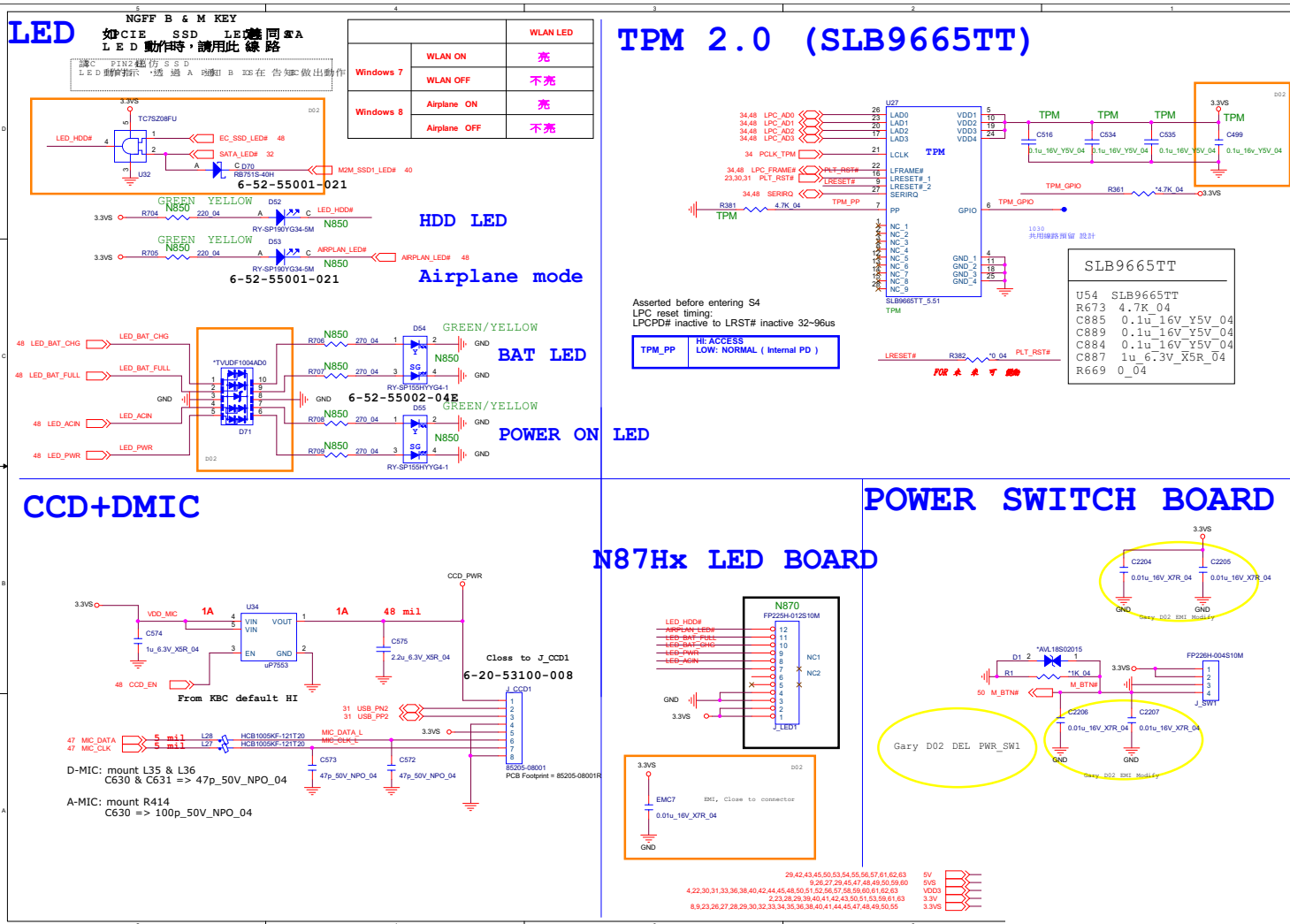


HDD, Click TP, Audio, Hall Con.

Sheet 45 of 71
HDD, Click TP,
Audio, Hall Con.



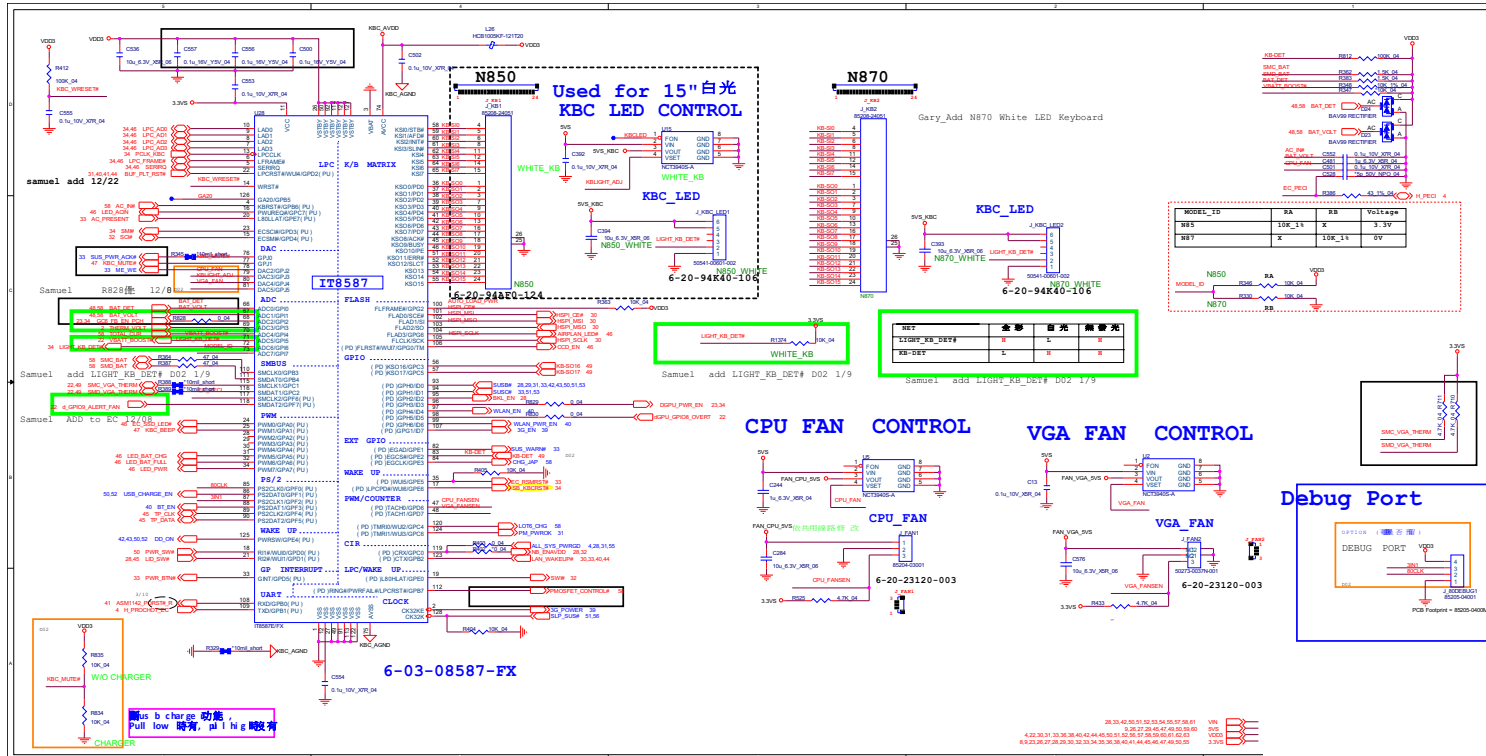
LED, CCD, TPM, Power SW Con.



B.Schematic Diagrams

Sheet 46 of 71
LED, CCD, TPM,
Power SW Con.

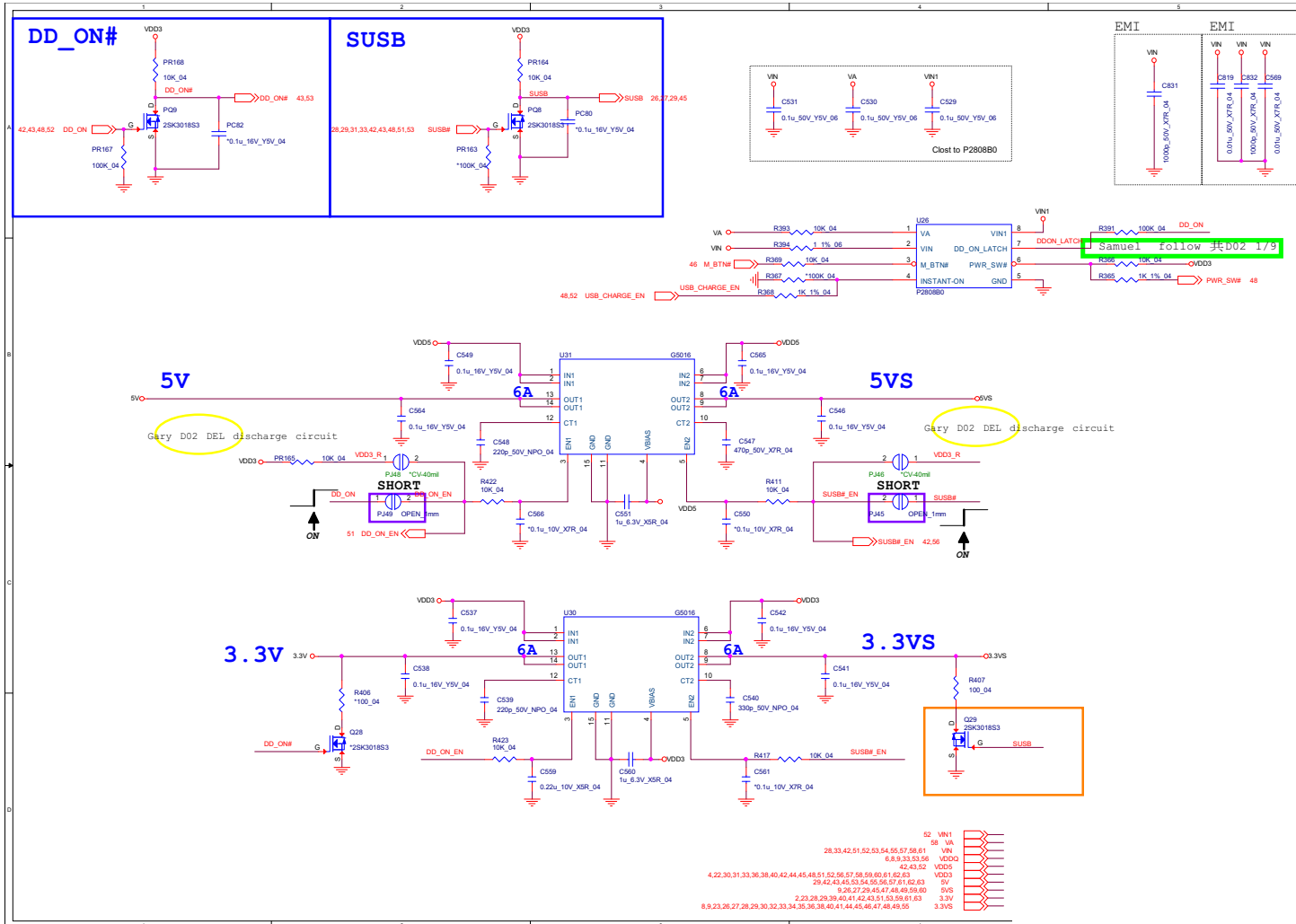
KBC-ITE IT8587



Sheet 48 of 71
KBC-ITE IT8587

B.Schematic Diagrams

5V, 5VS, 3.3V, 3.3VS

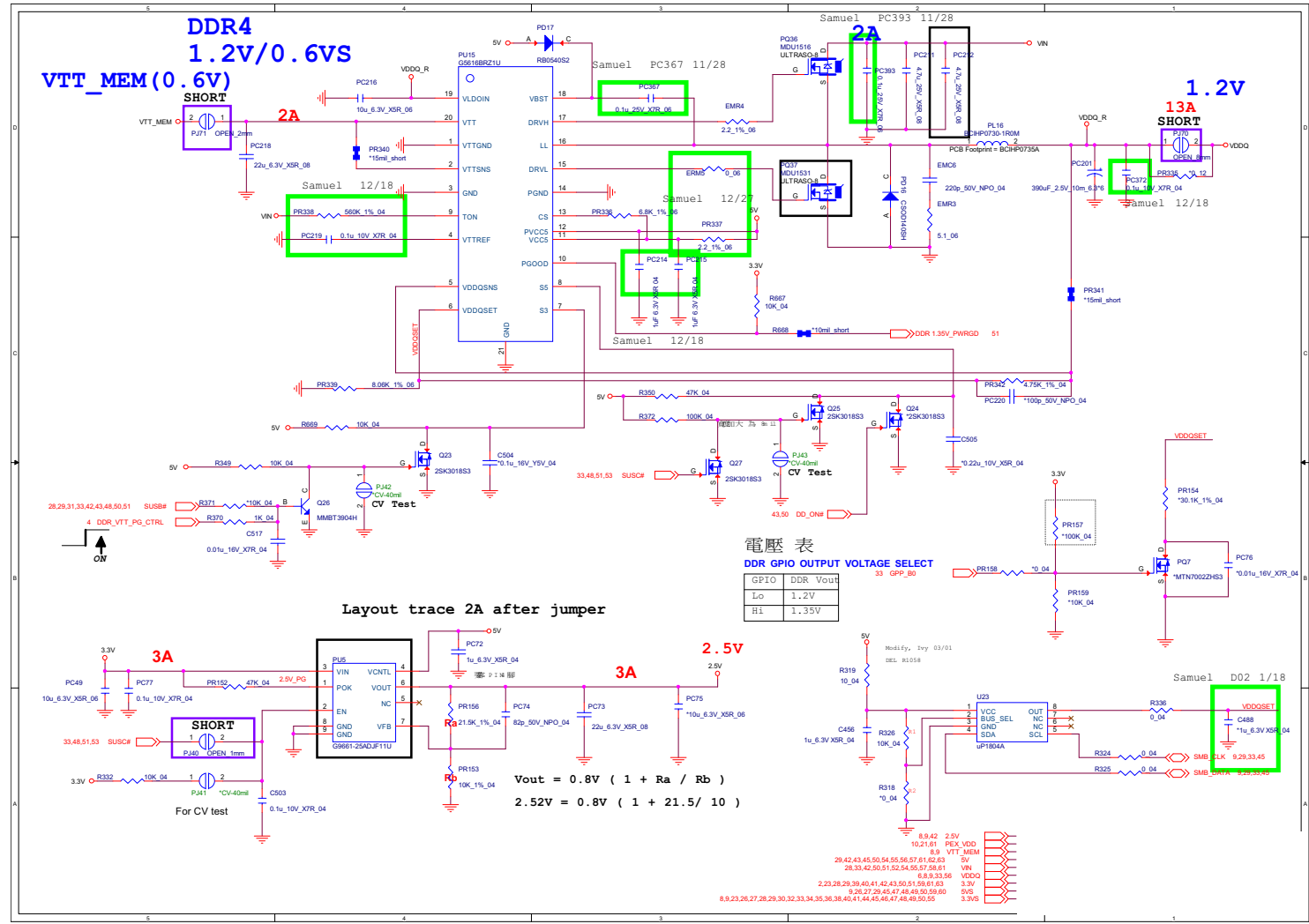


Sheet 50 of 71
5V, 5VS, 3.3V,
3.3VS

B.Schematic Diagrams

Schematic Diagrams

DDR 1.2V / 0.6VS, 2.5V

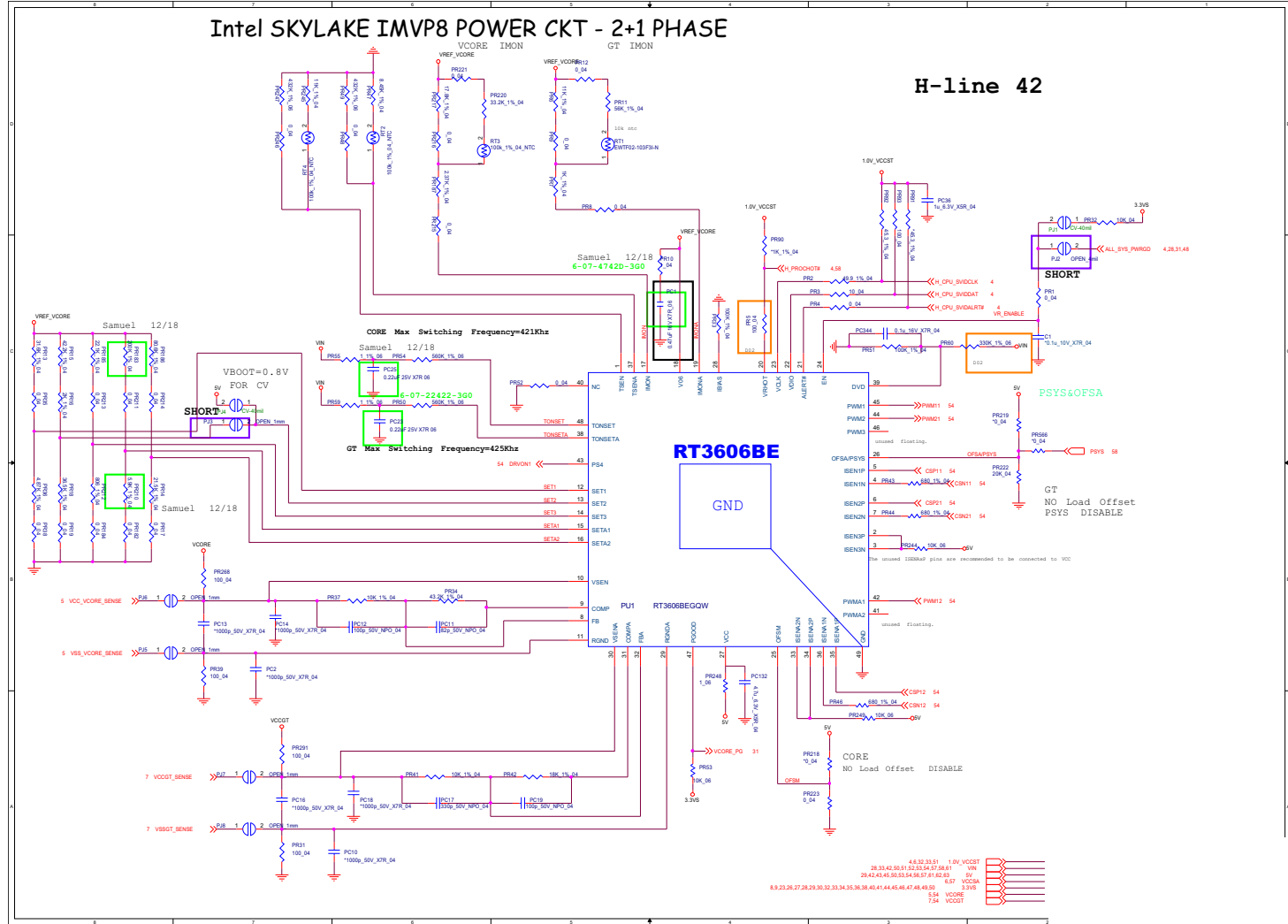


B.Schematic Diagrams

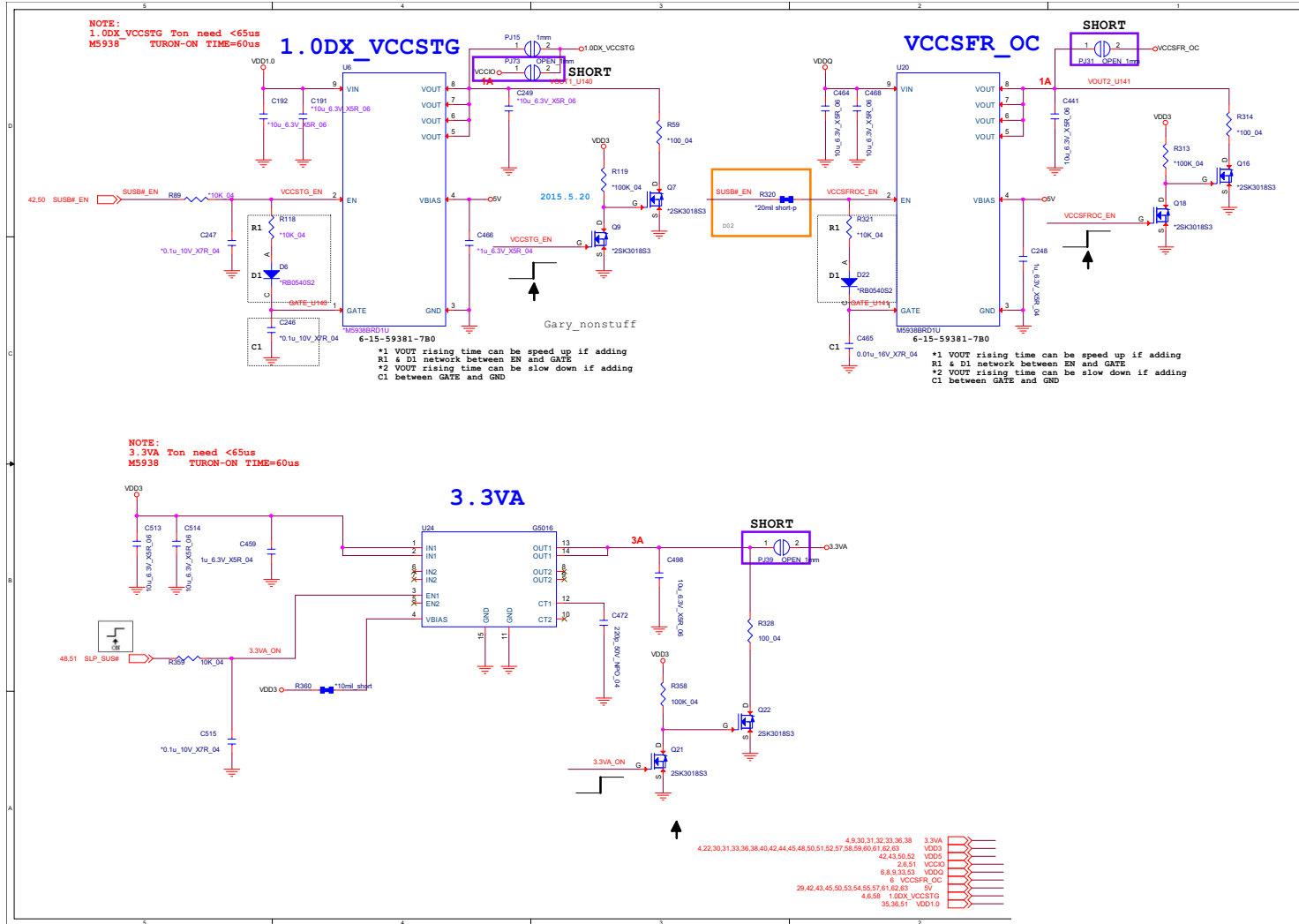
Sheet 53 of 71
 DDR 1.2V / 0.6VS,
 2.5V

VCC_Core & VCCGT

Sheet 55 of 71
VCC_Core &
VCCGT



1.0DX_VCCSTG/VCCSFR_OC, 3.3V



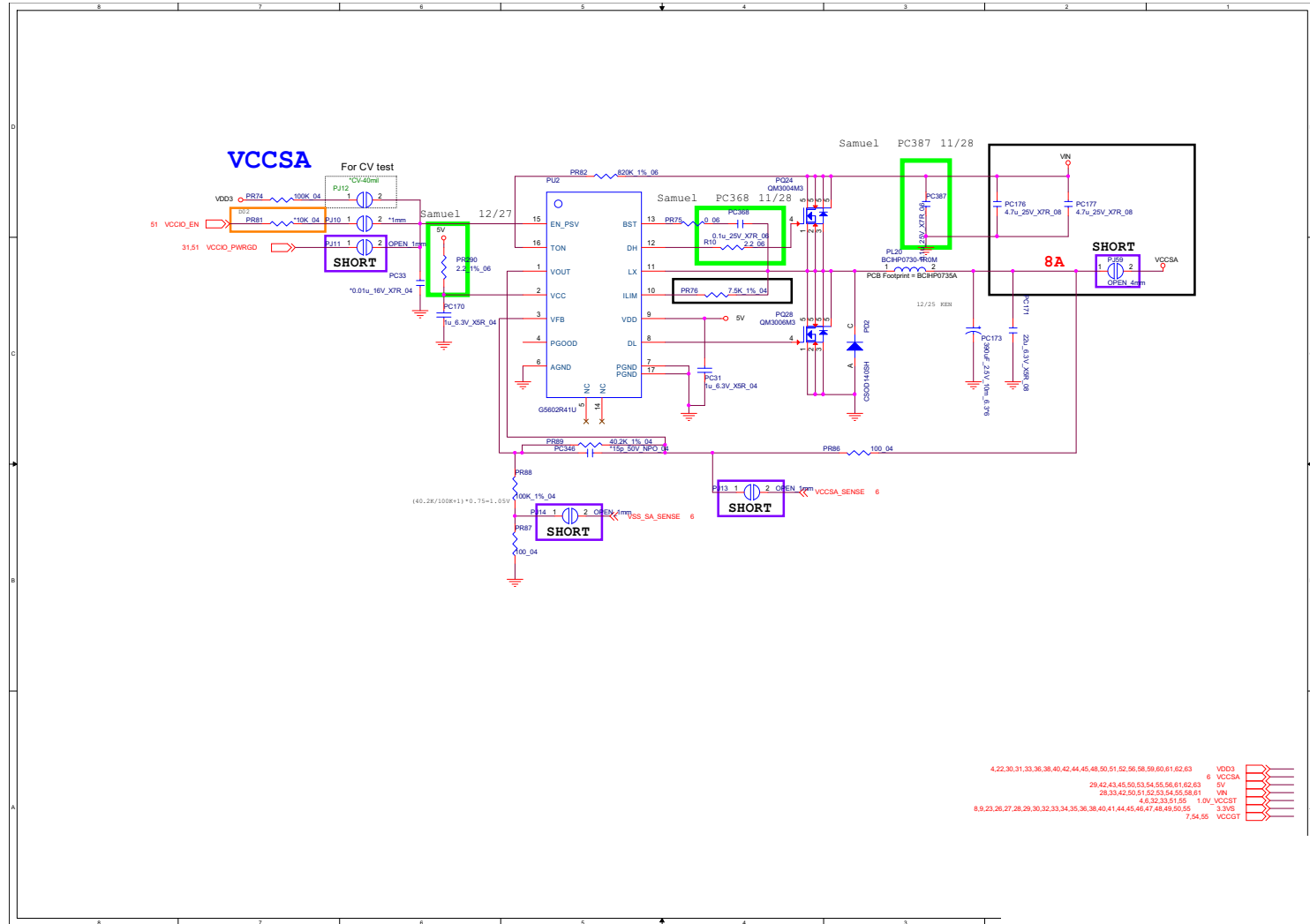
Sheet 56 of 71
1.0DX_VCCSTG/
VCCSFR_OC, 3.3V

B.Schematic Diagrams

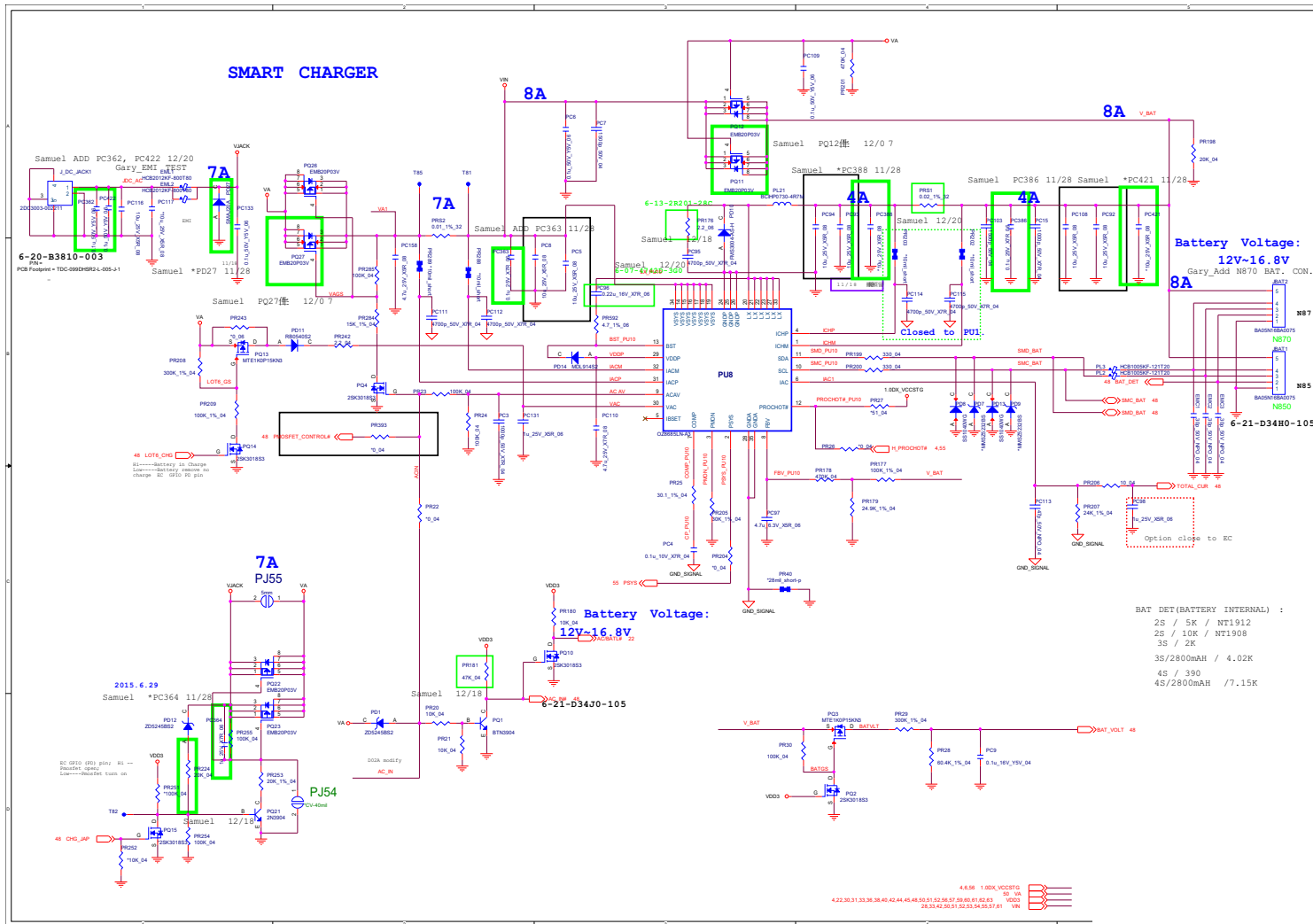
Schematic Diagrams

VCCSA

Sheet 57 of 71
VCCSA



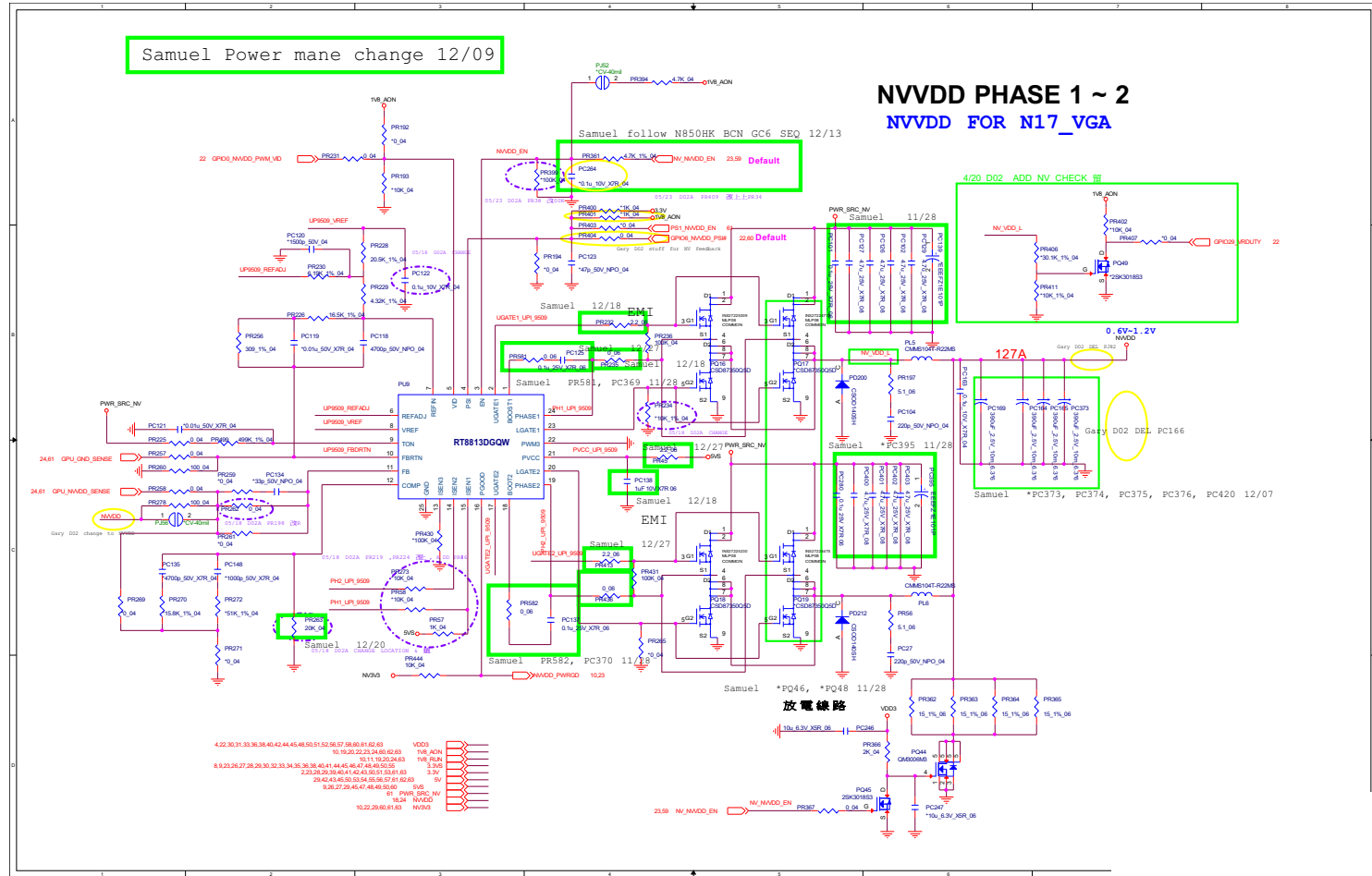
AC_In, Charger



Sheet 58 of 71
AC_In, Charger

B.Schematic Diagrams

NVVDD

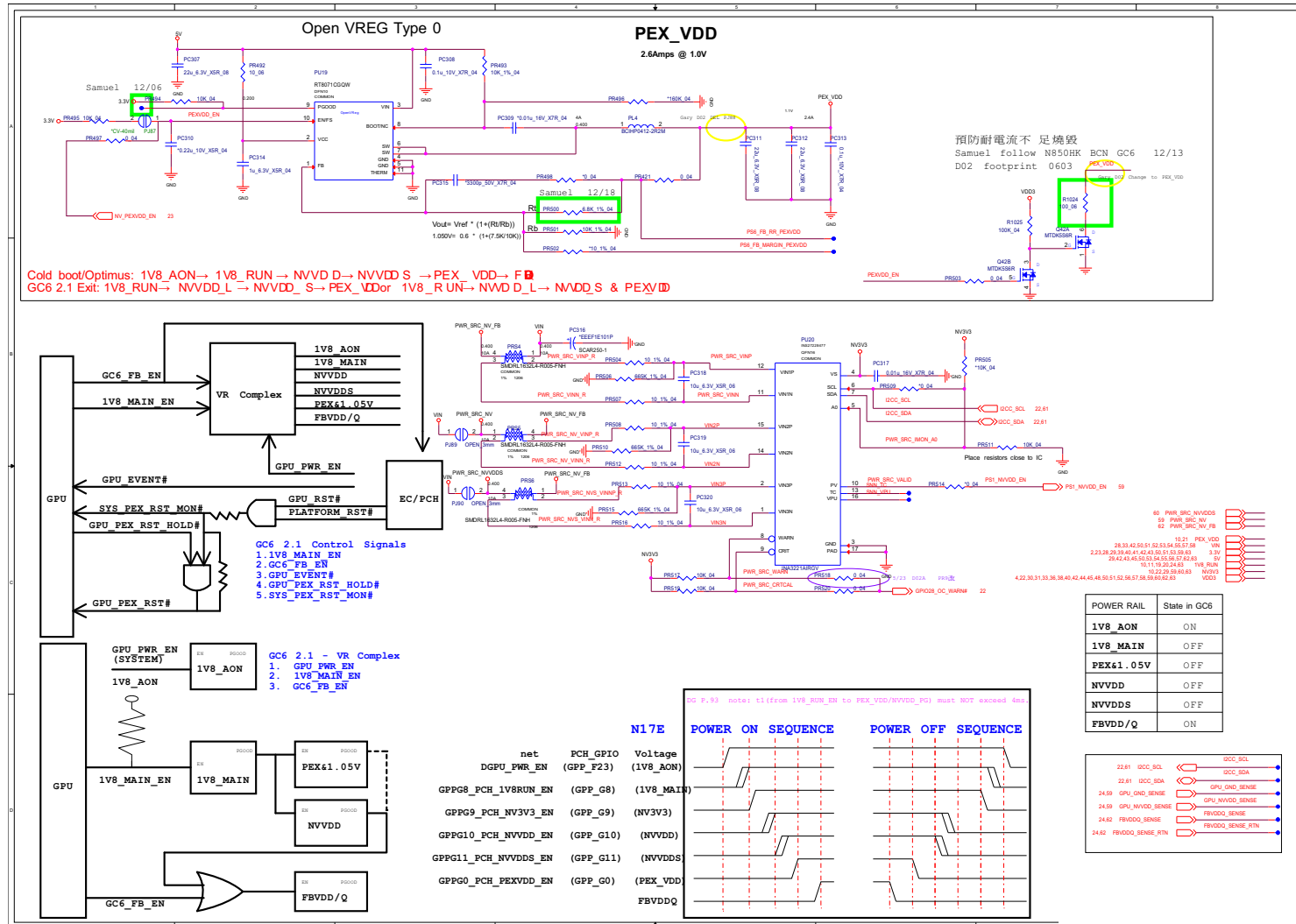


Sheet 59 of 71
NVVDD

B.Schematic Diagrams

PEX_VDD

Sheet 61 of 71
PEX_VDD



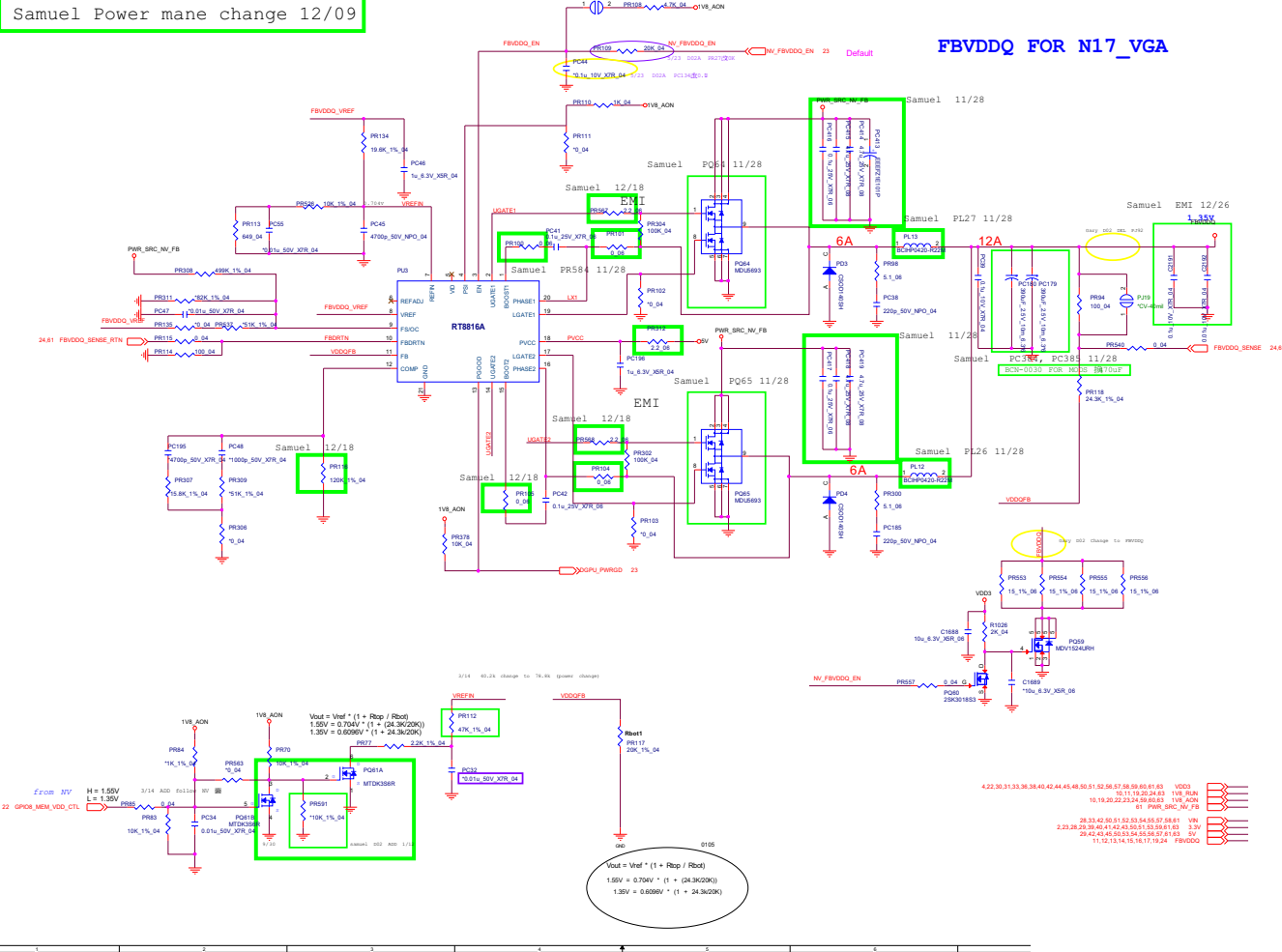
FBVDDQ

PAGE22: FBVDDQ, and MXM Mounting Holes

Samuel Power mane change 12/09

FBVDDQ PHASE 1 and 2

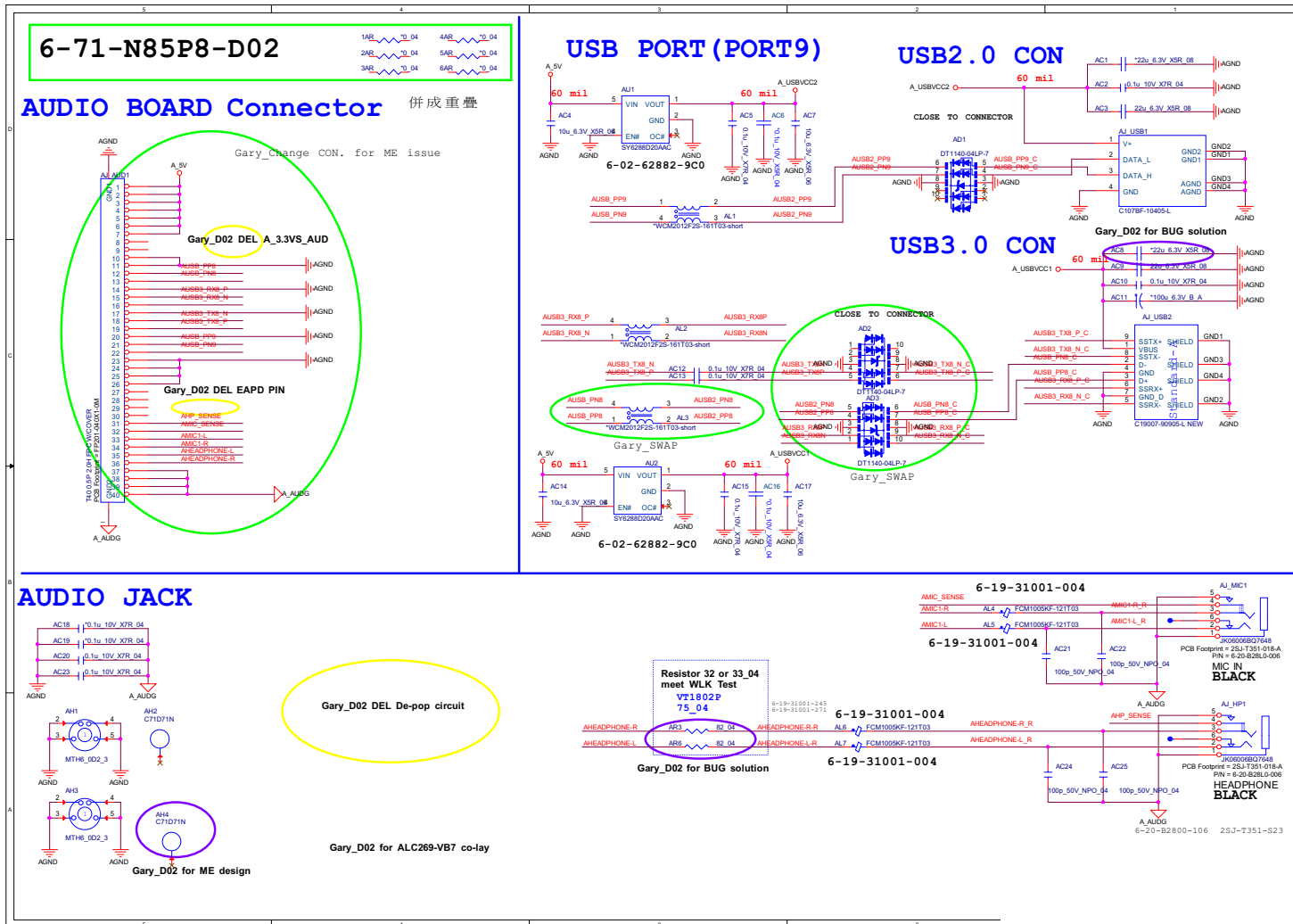
FBVDDQ FOR N17_VGA



Sheet 62 of 71
FBVDDQ

B.Schematic Diagrams

Audio Board

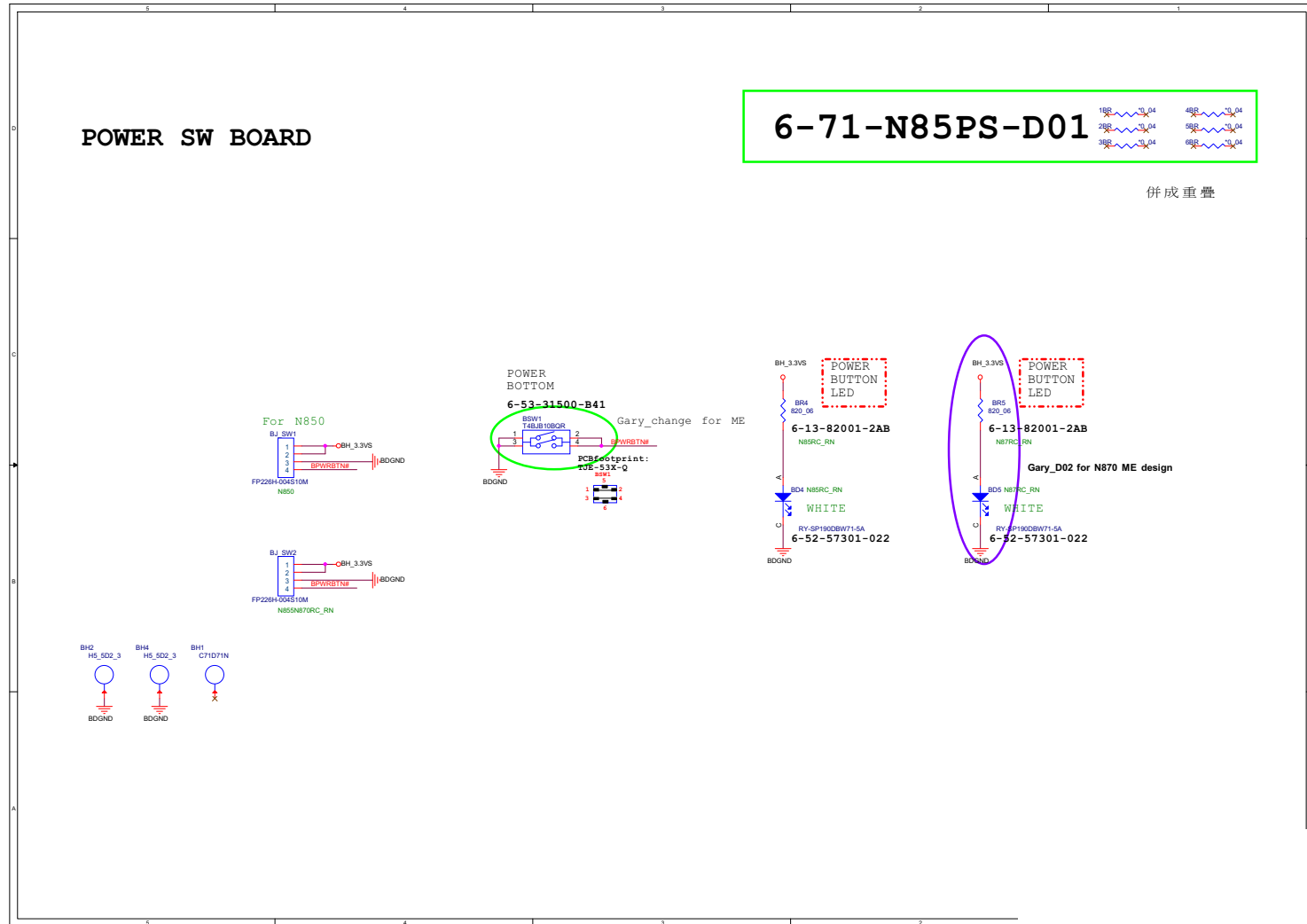


Sheet 64 of 71
Audio Board

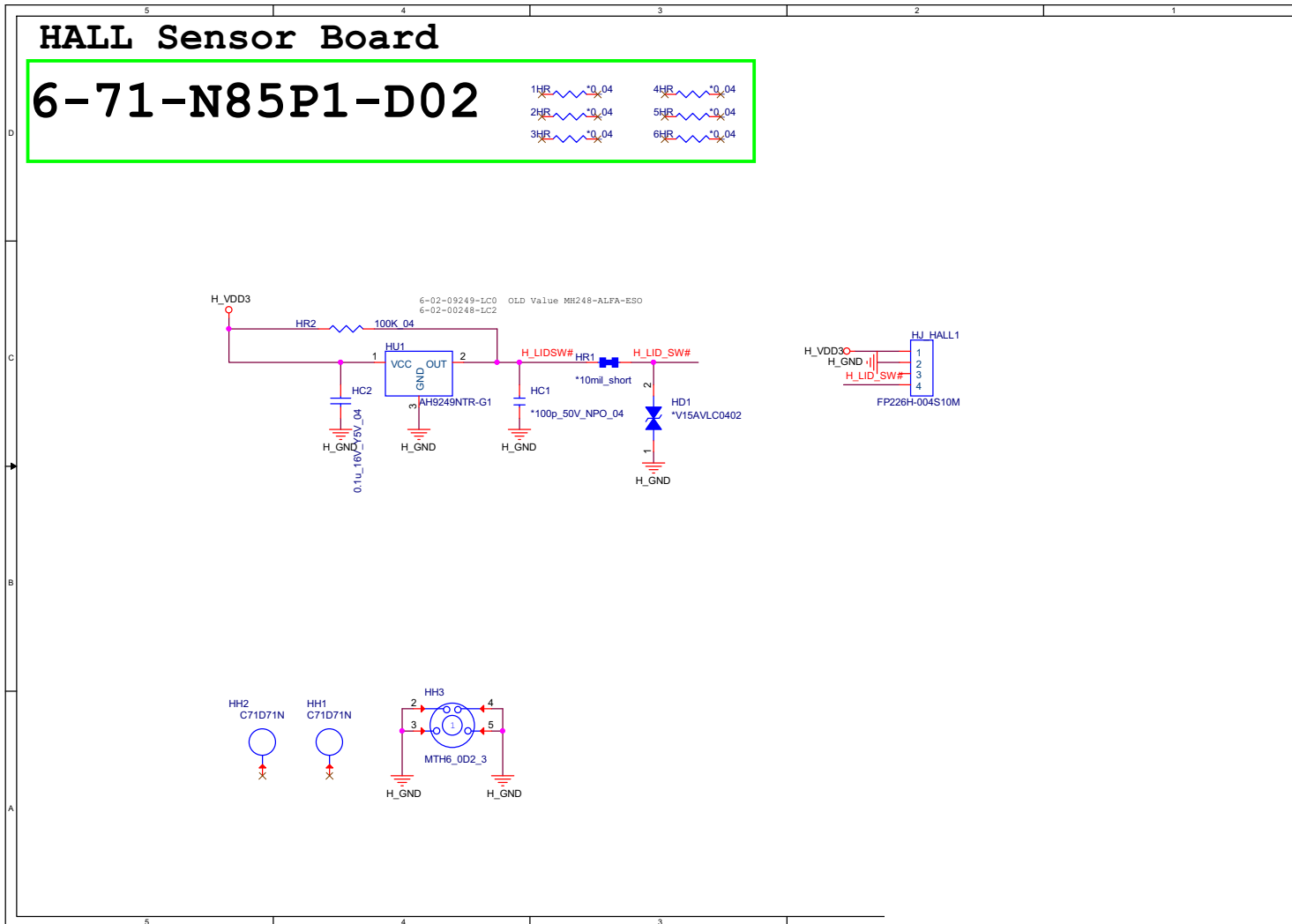
B.Schematic Diagrams

Power Switch Board

Sheet 65 of 71
Power Switch
Board



Hall Sensor Board

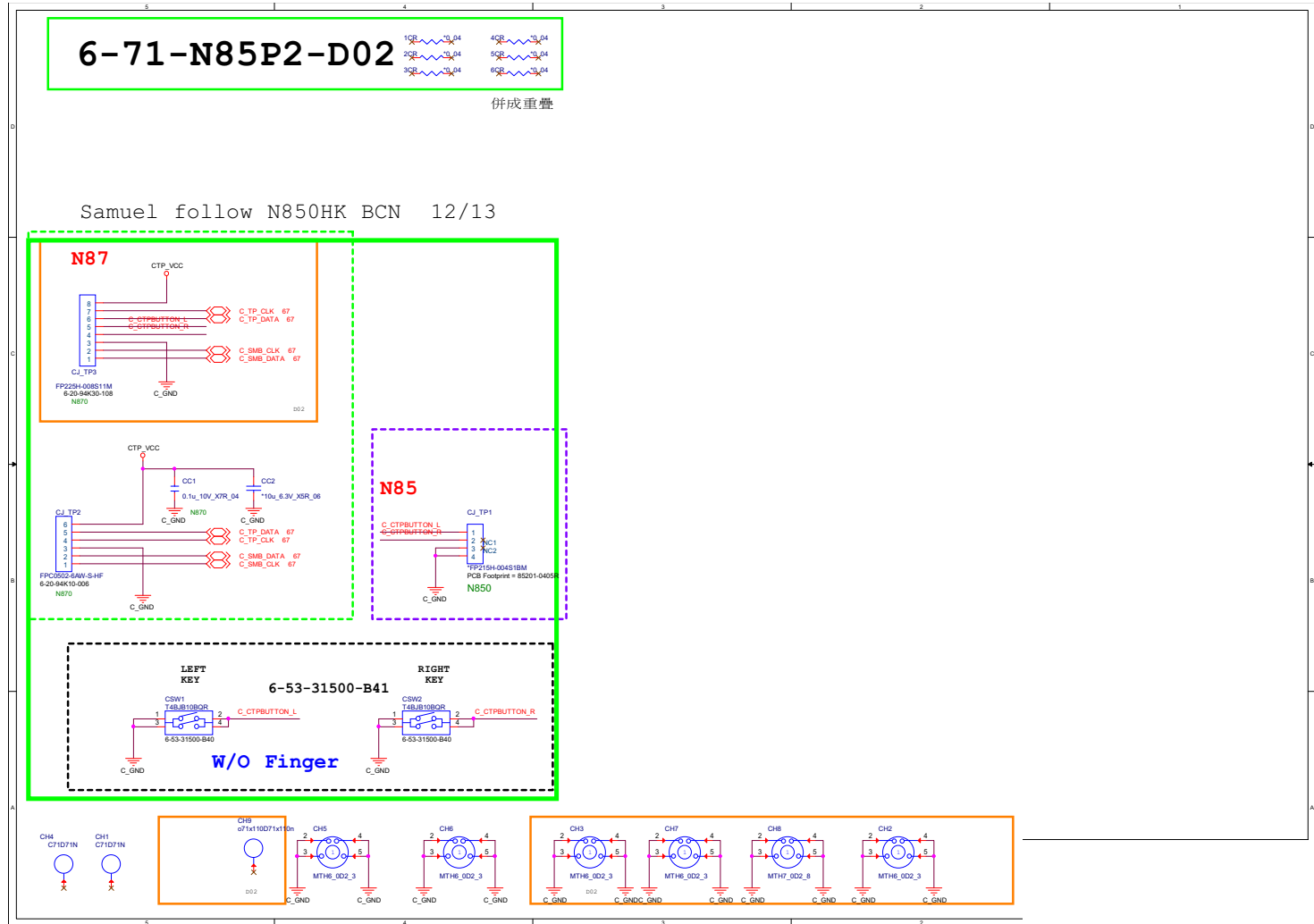


Sheet 66 of 71
Hall Sensor Board

B.Schematic Diagrams

Click Board

Sheet 67 of 71
Click Board

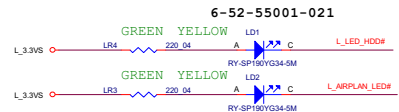


LED Board

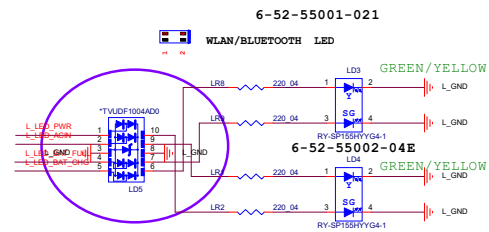
LED

6-71-N85P4-D02

併成重疊



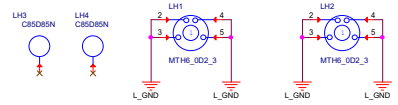
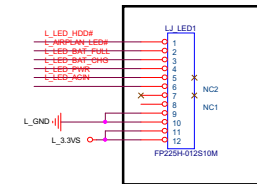
HDD LED
Airplane mode



BAT LED
POWER ON LED

Gary_for common design(ESD)

| | WLAN ON | WLAN LED |
|-----------|--------------|----------|
| Windows 7 | WLAN OFF | 不亮 |
| Windows 8 | Airplane ON | 亮 |
| | Airplane OFF | 不亮 |

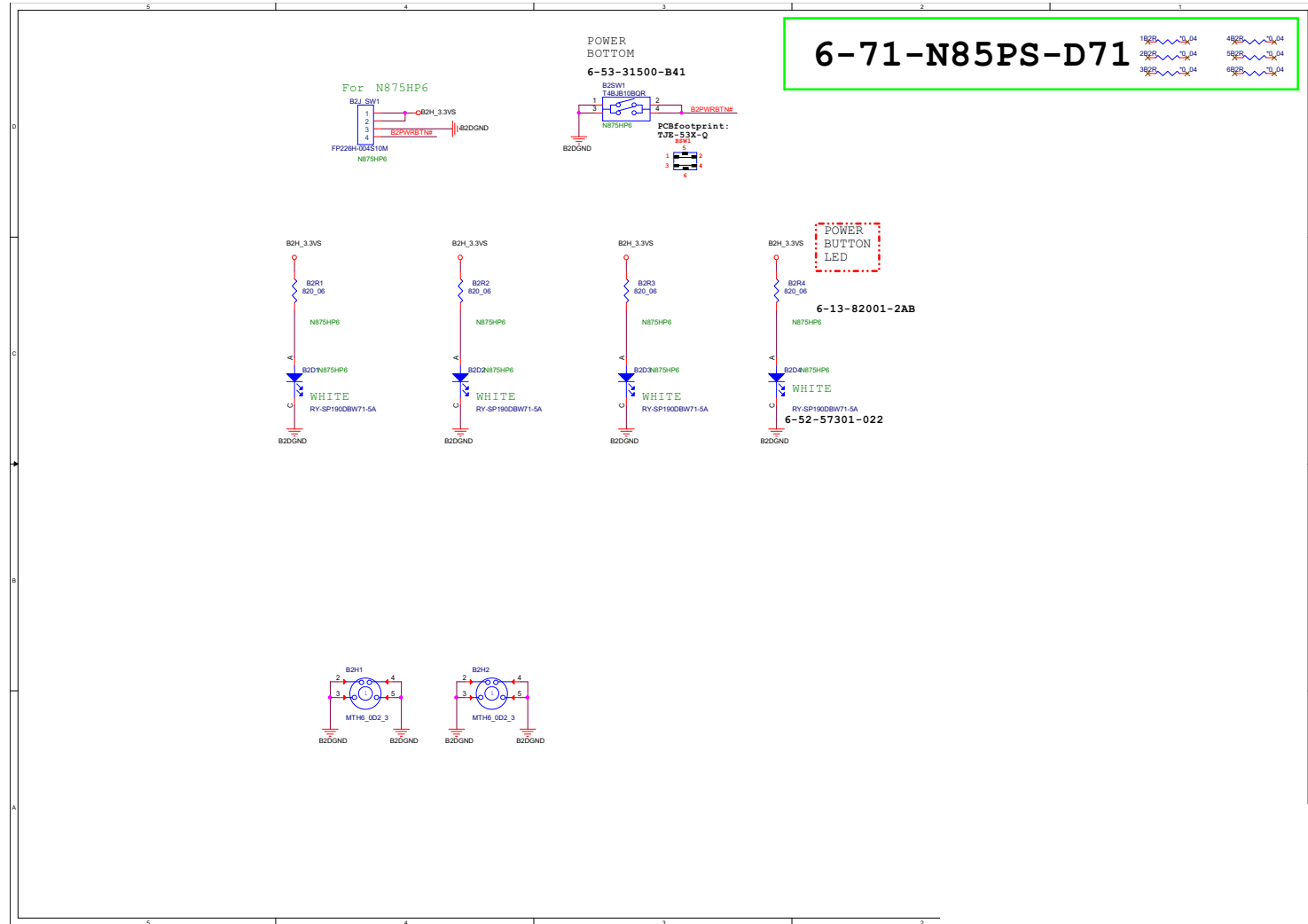


Sheet 68 of 71
LED Board

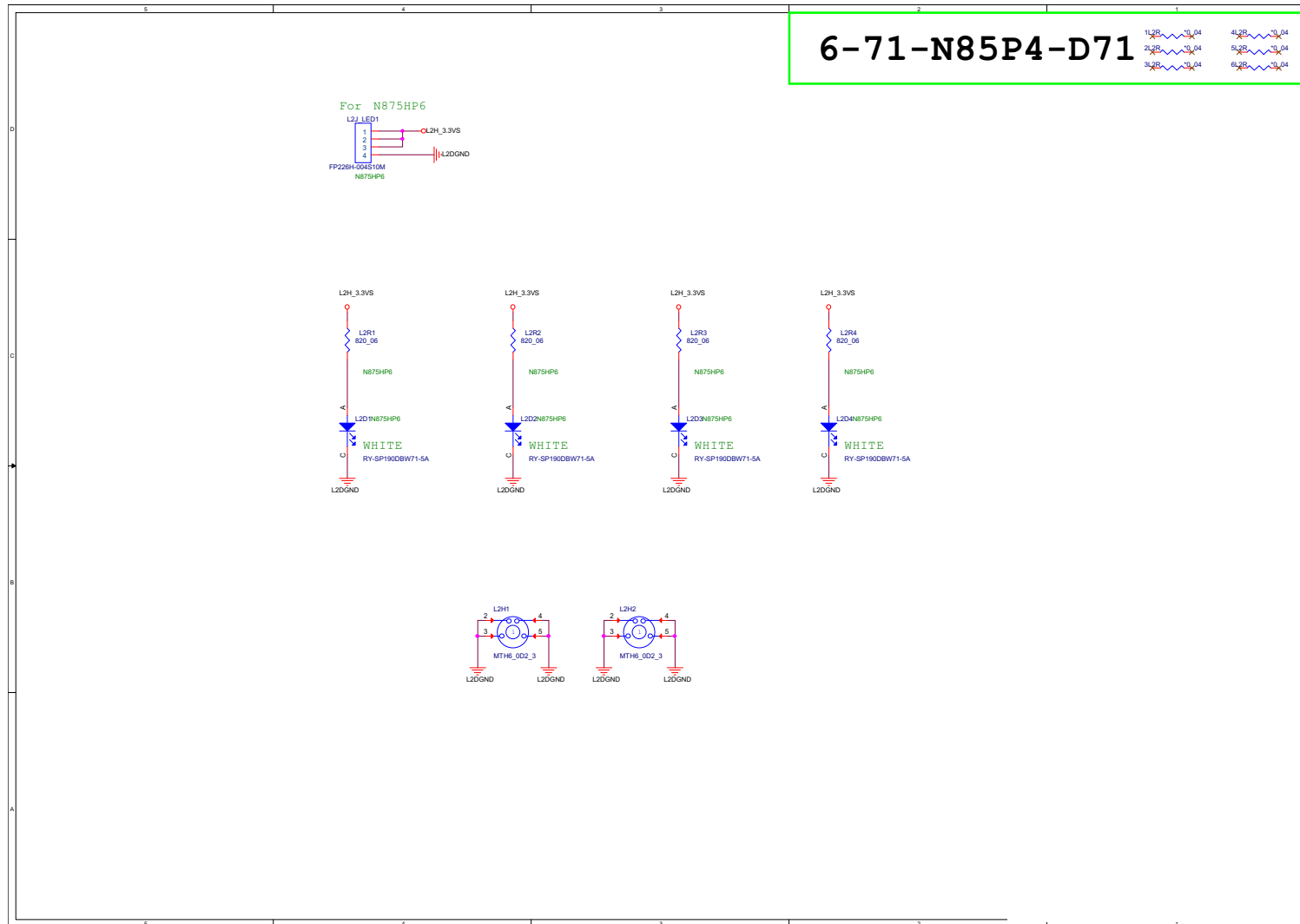
B.Schematic Diagrams

PW Board

Sheet 69 of 71
PW Board



N857HP6 LED Board



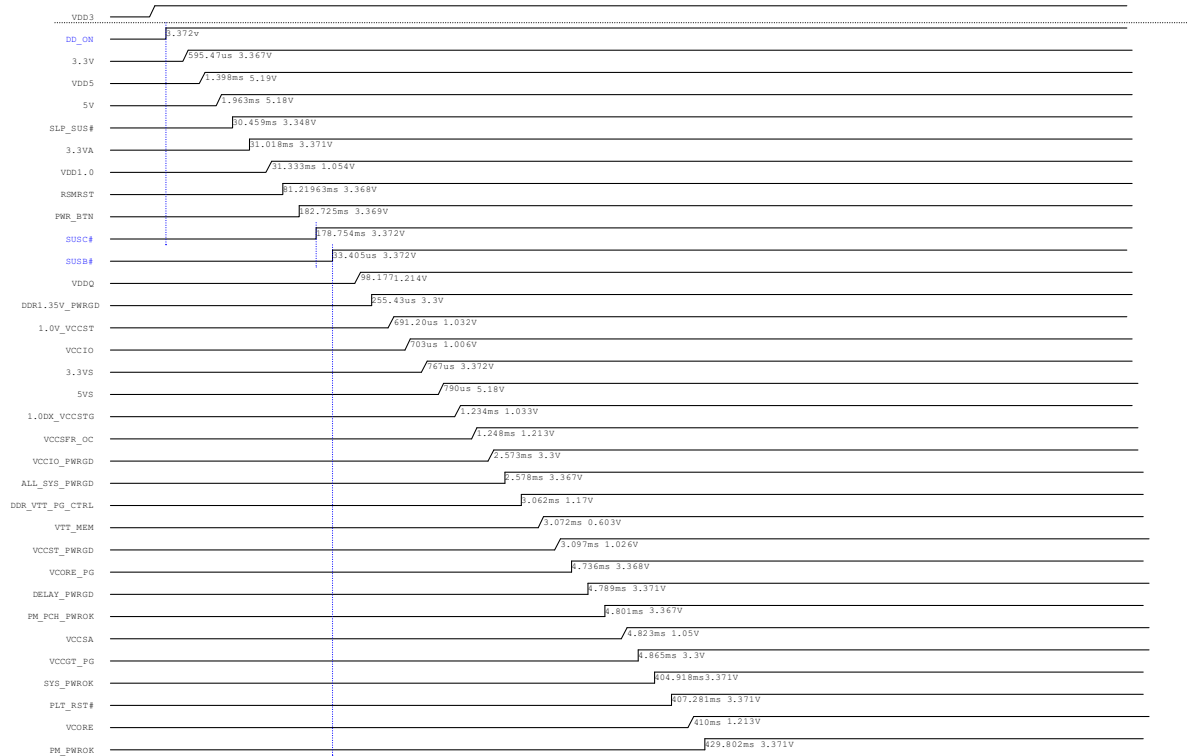
6-71-N85P4-D71

Sheet 70 of 71
N875HP6 LED
Board

B.Schematic Diagrams

Power Sequence

POWER ON SEQUENCE



Sheet 71 of 71
Power Sequence

Appendix C: Updating the FLASH ROM BIOS

To update the FLASH ROM BIOS, you must:

- Download the BIOS update from the web site.
- Unzip the files onto a bootable CD/DVD/USB Flash Drive.
- Reboot your computer from an external CD/DVD/USB Flash Drive.
- Use the flash tools to update the flash BIOS using the commands indicated below.
- Restart the computer booting from the HDD and press **F2** at startup enter the BIOS.
- Load setup defaults from the BIOS and save the default settings and exit the BIOS to restart the computer.
- After rebooting the computer you may restart the computer again and make any required changes to the default BIOS settings.

Download the BIOS

1. Go to www.clevo.com.tw and point to **E-Services** and click **E-Channel**.
2. Use your user ID and password to access the appropriate download area (BIOS), and download the latest BIOS files (the BIOS file will be contained in a batch file that may be run directly once unzipped) for your computer model (see sidebar for important information on BIOS versions).

Unzip the downloaded files to a bootable CD/DVD or USB Flash drive

1. Insert a bootable CD/DVD/USB flash drive into the CD/DVD drive/USB port of the computer containing the downloaded files.
2. Use a tool such as Winzip or Winrar to unzip all the BIOS files and refresh tools to your bootable CD/DVD/USB flash drive (you may need to create a bootable CD/DVD with the files using a 3rd party software).

Set the computer to boot from the external drive

1. With the bootable CD/DVD/USB flash drive containing the BIOS files in your CD/DVD drive/USB port, restart the computer and press **F2** (in most cases) to enter the BIOS.
2. Use the arrow keys to highlight the **Boot** menu.
3. Use the “+” and “-” keys to move boot devices up and down the priority order.
4. Make sure that the CD/DVD drive/USB flash drive is set first in the boot priority of the BIOS.
5. Press **F4** to save any changes you have made and exit the BIOS to restart the computer.



BIOS Version

Make sure you download the latest correct version of the BIOS appropriate for the computer model you are working on.

You should only download BIOS versions that are **V1.0X.XX or higher** as appropriate for your computer model.

Note that BIOS versions are not backward compatible and therefore **you may not downgrade your BIOS to an older version** after upgrading to a later version (e.g if you upgrade a BIOS to ver 1.0X.05, you **MAY NOT** then go back and flash the BIOS to ver 1.0X.04).

BIOS Update

Use the flash tools to update the BIOS

1. Make sure you are not loading any memory management programs such as HIMEM by holding the **F8** key as you see the message “**EFI Shell**”. You will then be prompted to give “**Y**” or “**N**” responses to the programs being loaded by EFI Shell. Choose “**N**” for any memory management programs.
2. You should now see **DISK fsX:\>** (X is the designated drive number for the CD/DVD drive/USB flash drive).
3. **Type the following command:**

fsX:\> Flash.nsh

4. The utility will then proceed to flash the BIOS.
5. You should then be prompted to press any key to restart the system or turn the power off, and then on again but make sure you remove the CD/DVD/USB flash drive from the CD/DVD drive/USB port before the computer restarts.

Restart the computer (booting from the HDD)

1. With the CD/DVD/USB flash drive removed from the CD/DVD drive/USB port the computer should restart from the HDD.
2. Press **F2** as the computer restarts to enter the BIOS.
3. Use the arrow keys to highlight the **Exit** menu.
4. Select **Load Setup Defaults** (or press **F3**) and select “**Yes**” to confirm the selection.
5. Press **F4** to save any changes you have made and exit the BIOS to restart the computer.

Your computer is now running normally with the updated BIOS

You may now enter the BIOS and make any changes you require to the default settings.