

SERVICE MANUAL

P970EN

notebook



Notebook Computer

P970EN

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 *P970EN* 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

Preface

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.

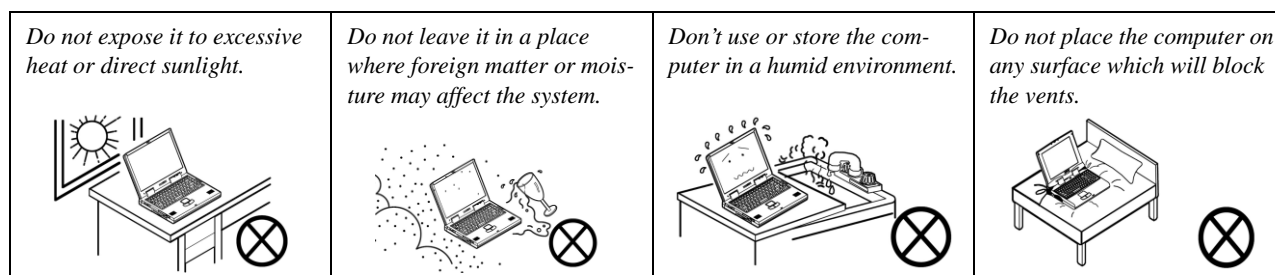
Instructions for Care and Operation

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

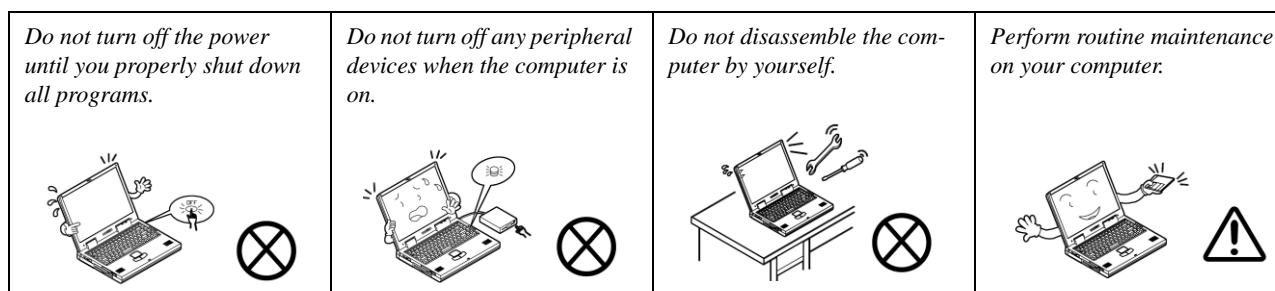
1. **Don't drop it, or expose it to shock.** If the computer falls, the case and the components could be damaged.



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.

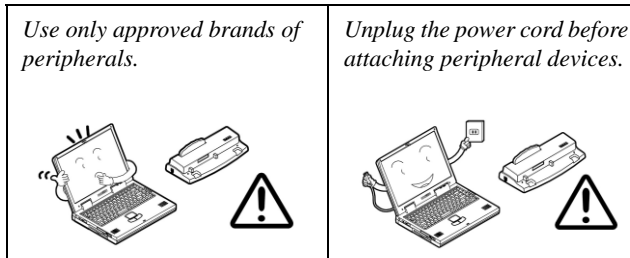


3. **Follow the proper working procedures for the computer.** Shut the computer down properly and don't forget to save your work. Remember to periodically save your data as data may be lost if the battery is depleted.



Preface

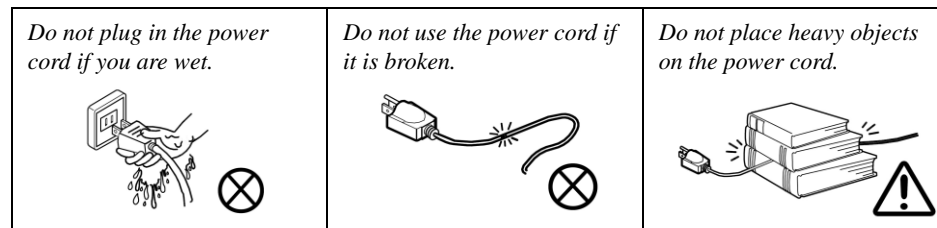
4. **Avoid interference.** Keep the computer away from high capacity transformers, electric motors, and other strong magnetic fields. These can hinder proper performance and damage your data.
5. **Take care when using peripheral devices.**



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. **When first setting up the computer use the following procedure** (as to safeguard the computer during shipping, the battery will be locked to not power the system until first connected to the AC/DC adapter and initially set up as below):
 - Attach the AC/DC adapter cord 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 and **leave it there for 6 seconds or longer**.
 - Remove the adapter cord from the computer's DC-In jack, and then plug it back in again; the battery will now be unlocked.
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".

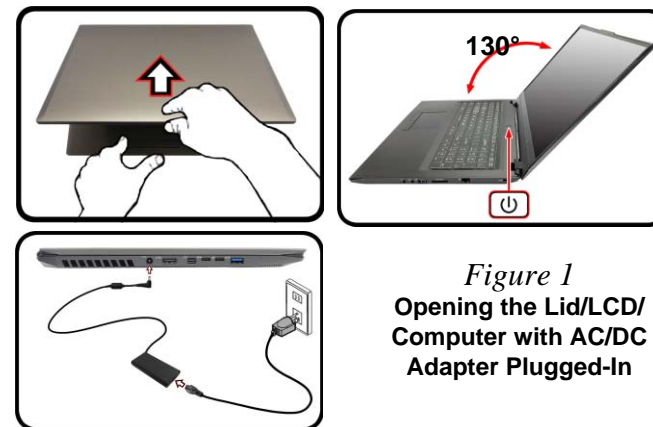




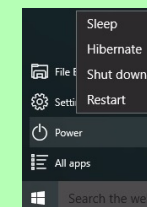
Figure 1
**Opening the Lid/LCD/
Computer with AC/DC
Adapter Plugged-In**



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.

1. Click the Start Menu icon .
2. Click the **Power** item .
3. Choose **Shut Down** from the menu.



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Chapter 1: Introduction

Overview

This manual covers the information you need to service or upgrade the **P970EN** 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 **P970EN** 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 Speed & Computer in DC Mode

Note that when the computer is in DC mode (powered by the battery only) the CPU may not run at full speed. This is a design feature implemented in order to protect the battery.

Processor Options

i7-8750H (2.20GHz)

9MB Smart Cache, 14nm, DDR4-2666MHz, TDP 45W

Core Logic

Intel® HM370 Express Chipset

LCD Options

17.3" (43.94cm), 16:9, FHD (1920x1080)

BIOS

128Mb SPI Flash ROM

INSYDE BIOS

Memory

Dual Channel DDR4

Two 260 Pin SO-DIMM Sockets

Supporting **DDR4 2666MHz** Memory Modules

Memory Expandable from **8GB (minimum)** up to **64GB (maximum)**

Compatible with 4GB, 8GB, 16GB or 32GB Modules

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

Security

Security (Kensington® Type) Lock Slot

BIOS Password

Intel PTT for Systems Without TPM Hardware

(Factory Option) TPM 2.0

(Factory Option) Fingerprint Reader Module

Video Adapter Options

Microsoft Hybrid Graphics Mode or Discrete Graphics Mode

Supports up to 4 Active Displays

Supports NVIDIA Surround View via HDMI x 1 and MiniDP x 1 and Display Port over Type-C x 1

Intel Integrated GPU

Intel® UHD Graphics 630

Dynamic Frequency

Intel Dynamic Video Memory Technology

Microsoft DirectX®12 Compatible

NVIDIA® Discrete GPU

NVIDIA® GeForce GTX 2080 with Max-Q

8GB GDDR6 Video RAM

Microsoft DirectX®12 Compatible

Supports GPU Overclocking

Pointing Device

(Factory Option) Built-in Touchpad ((with Microsoft PTP Multi Gesture & Scrolling Functionality)

Or

(Factory Option) Built-In Secure Pad (with Microsoft PTP Multi Gesture & Scrolling Functionality)

Keyboard

Full Size **Standard Full Color** LED Keyboard (with numeric keypad)

Or

(Factory Option) Full Size **Full Color “Per Key”** LED Keyboard (with numeric keypad)

Storage

One changeable 2.5" (6cm) **7.0mm (h) SATA** (Serial) Hard Disk Drive/Solid State Drive (SSD)

(**Factory Option**) One M.2 2280 **SATA** Solid State Drive (SSD)

Or

(**Factory Option**) Two **PCIe Gen3 x4** M.2 2280 SSDs supporting RAID level 0/1

Audio

High Definition Audio Compliant Interface

S/PDIF Digital Output

Two Speakers

Sound BlasterX® Pro-Gaming 360°

Built-In Array Microphone

Communication

1.0M HD PC Camera Module

Built-In 10/100/1000Mb Base-TX Ethernet LAN

WLAN/ Bluetooth M.2 Modules:

(**Factory Option**) Intel® Dual Band Wireless-AC 9260 Wireless LAN (**802.11ac**) + Bluetooth

(**Factory Option**) Intel® Dual Band Wireless-AC 9560 Wireless LAN (**802.11ac**) + Bluetooth

(**Factory Option**) Intel® Dual Band Wireless-AC 9462 Wireless LAN (**802.11ac**) + Bluetooth

(**Factory Option**) Qualcomm® Atheros Killer™ Wireless-AC 1550i Wireless LAN (**802.11ac**) + Bluetooth

Card Reader

Embedded Multi-In-1 Push-Push 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**

Slot 3 for **PCIe Gen3 x4 SSD**

Interface

One USB 3.1 Gen 2 Type-C Port*

**The maximum amount of current supplied by USB Type-C ports is 500mA (USB 2.0)/900mA (USB 3.1).*

One DisplayPort 1.3 over USB 3.1 Gen 2 Type-C Port

Two USB 3.0 (USB 3.1 Gen 1) Type-A Ports (Including one AC/DC Powered USB Port)

One Mini DisplayPort 1.3

One HDMI-Out Port

One 2-In-1 Audio Jack (Microphone and S/PDIF Optical)

One 2-In-1 Audio Jack (Headphone and Microphone)

One RJ-45 LAN Jack

One DC-In Jack

**USB 3.1 Gen 2**

Note that when a single USB device is plugged in to a USB 3.1 Gen 2 port the data transfer speed will be 10Gbps, however when two devices are plugged in to both USB 3.1 Gen 2 ports, this bandwidth will be shared between the ports.

Environmental Spec**Temperature**

Operating: 5°C - 35°C

Non-Operating: -20°C - 60°C

Relative Humidity

Operating: 20% - 80%

Non-Operating: 10% - 90%

Power

Embedded 4-Cell Polymer Battery Pack, 62WH

Full Range AC/DC Adapter

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

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

Dimensions & Weight

398.6mm (w) * 268mm (d) * 19.9mm (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 Sensor (Optional)

External Locator - Top View with LCD Panel Open



External Locator - Front & Right Side Views

Figure 2
Front View

1. LED Indicator

FRONT VIEW



RIGHT SIDE VIEW



Figure 3
Right Side View

1. Microphone-In Jack
2. Headphone & S/PDIF Combo Jack
3. USB 3.0 (USB 3.1 Gen 1) Port
4. Multi-in-1 Card Reader
5. RJ-45 LAN Jack
6. Security Lock Slot

Introduction

External Locator - Left Side & Rear View

Figure 4
Left Side View

1. Vent
2. DC-In Jack
3. HDMI-Out Port
4. Mini DisplayPort
5. DisplayPort 1.3 over USB 3.1 Gen 2 Type-C Port
6. USB 3.1 Gen 2 Type-C Port
7. Powered USB 3.0 Port

LEFT SIDE VIEW



Figure 5
Rear View

1. Vent

REAR VIEW



External Locator - Bottom View

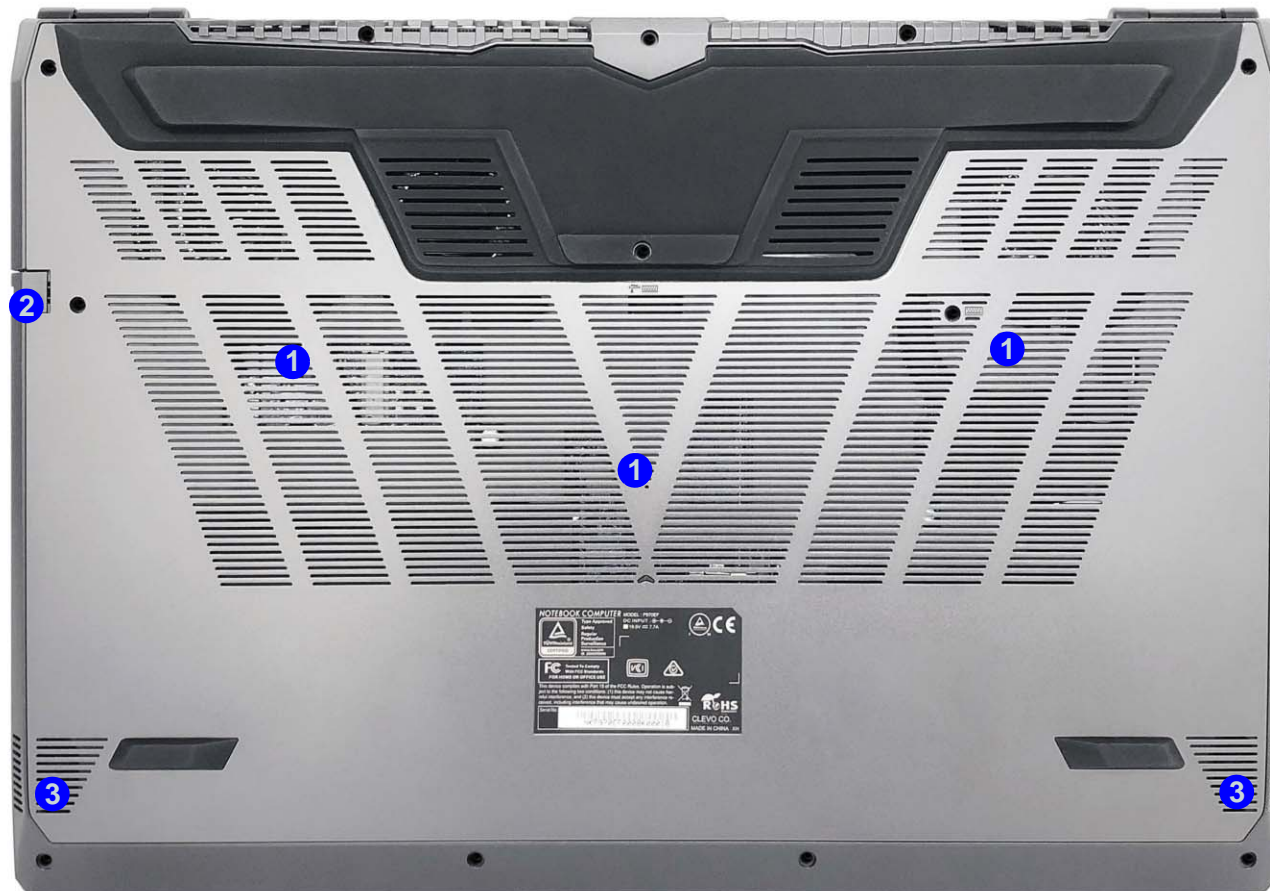


Figure 6
Bottom View

1. Vent
2. RJ-45 LAN Jack
3. Speakers



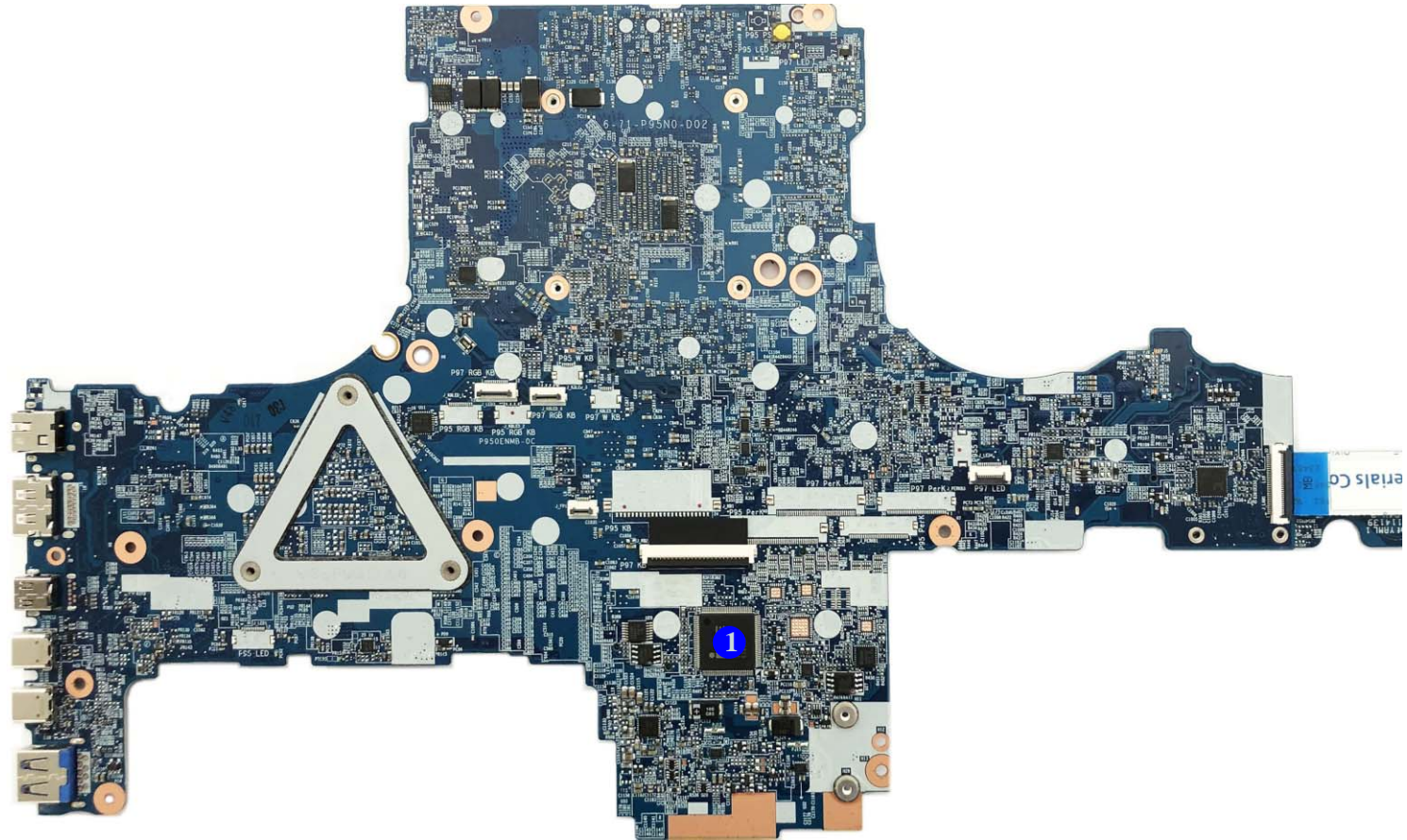
Overheating

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

Figure 7
**Mainboard Top
Key Parts**

1. KBC-ITE IT8587

Mainboard Overview - Top (Key Parts)



Mainboard Overview - Bottom (Key Parts)

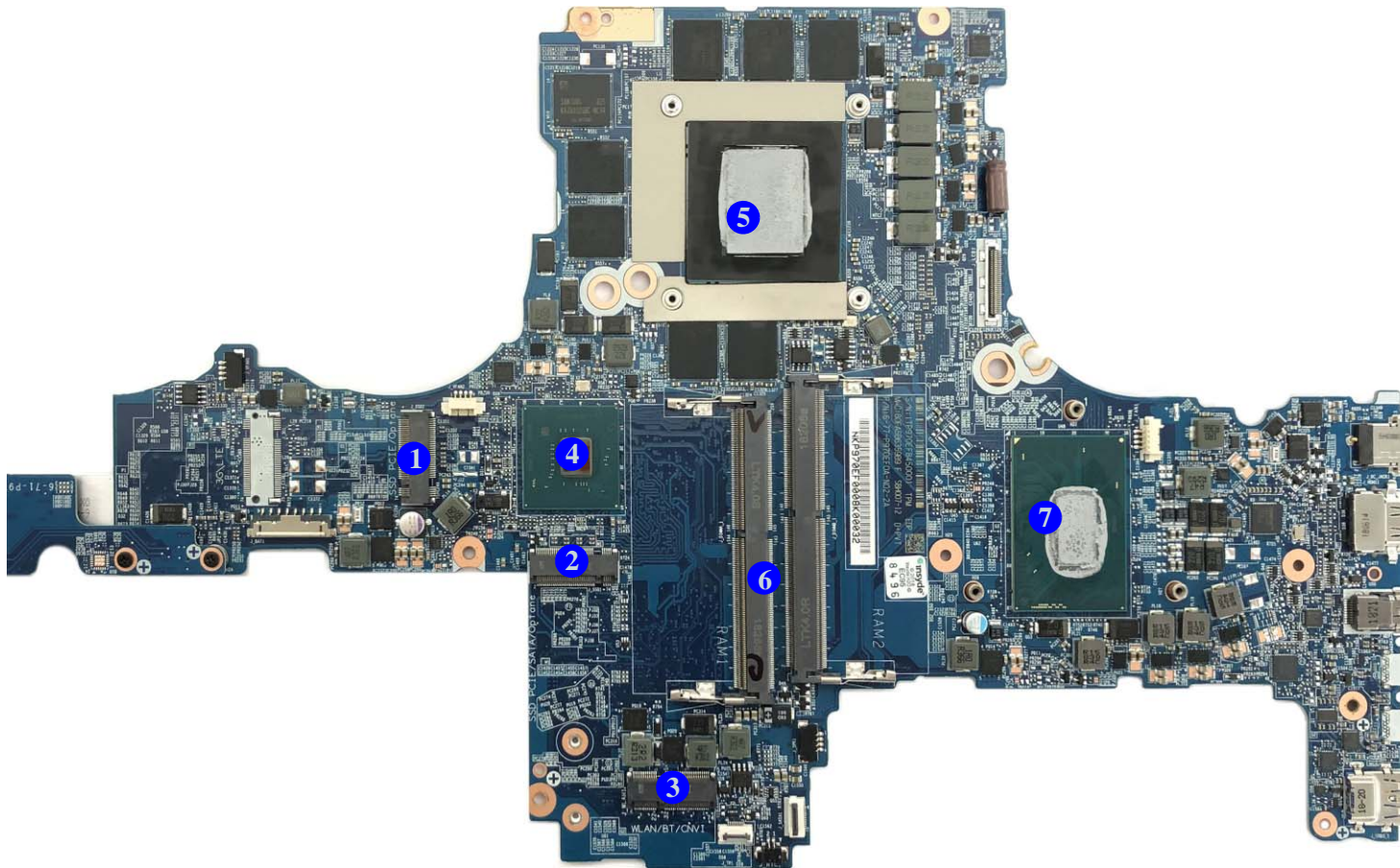


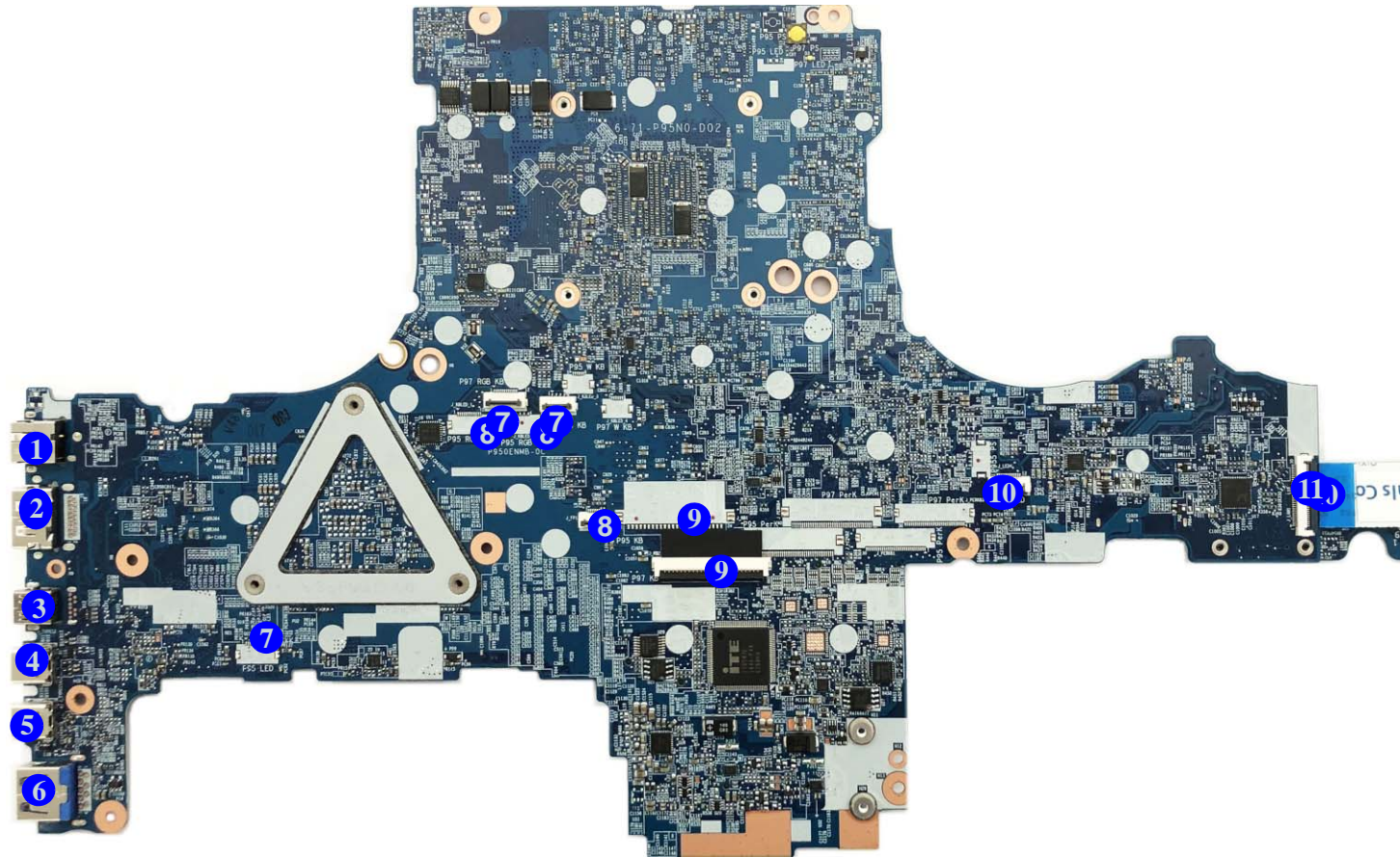
Figure 8
**Mainboard Bottom
Key Parts**

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

Figure 9
**Mainboard Top
Connectors**

1. DC-In Jack
2. HDMI Port
3. Mini DisplayPort
4. DisplayPort 1.3
over USB 3.1
Gen 2 Type-C
Port
5. USB 3.1 Gen 2
Type-C Port
6. Powered USB 3.0
Port
7. LED KB
Connector
8. TP FP Connector
9. Keyboard Cable
Connector
10. LED Board
Connector
11. LAN Board
Connector

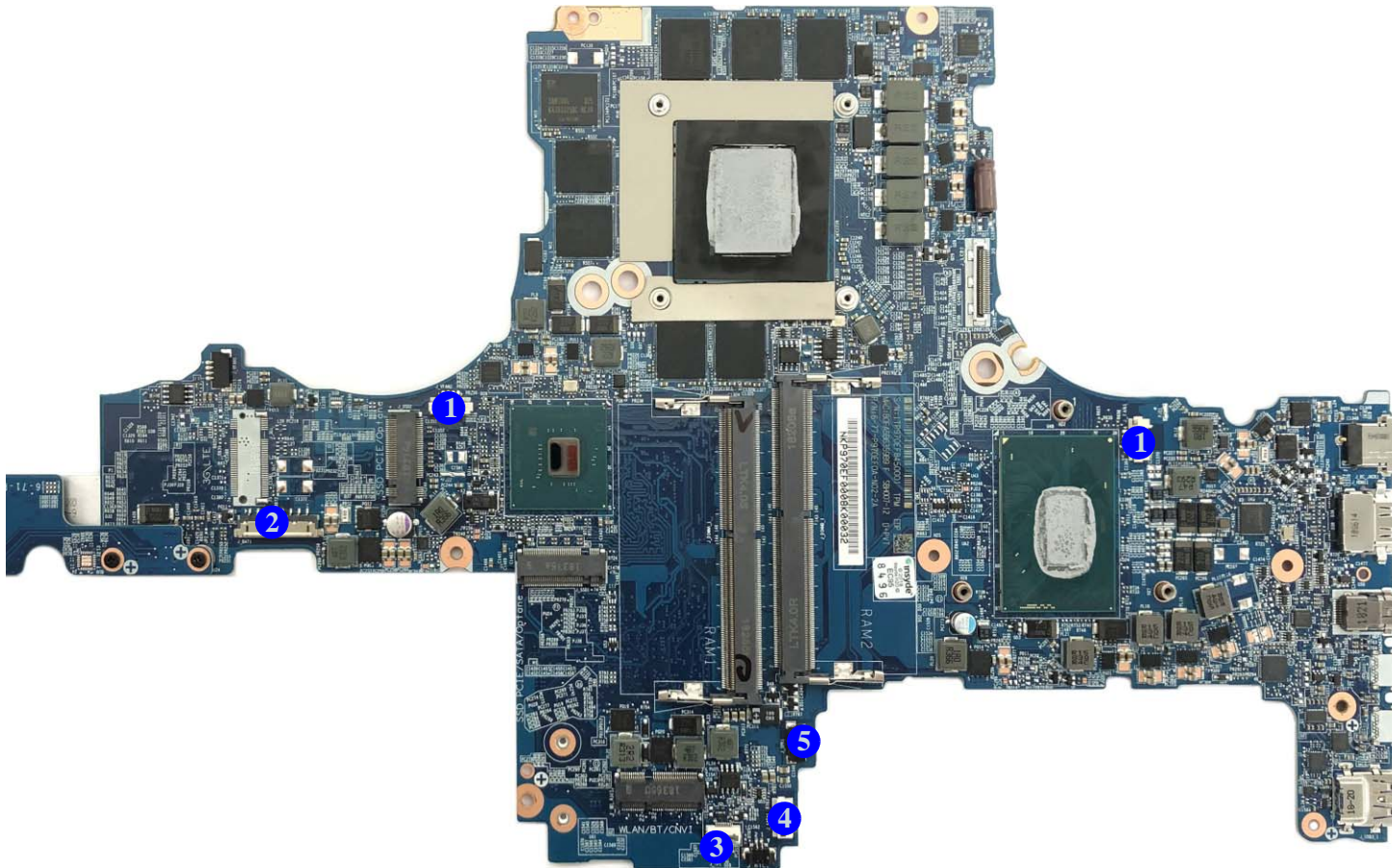
Mainboard Overview - Top (Connectors)



Mainboard Overview - Bottom (Connectors)

Figure 10
**Mainboard Bottom
Connectors**

1. Fan Connector
2. Battery Connector
3. Touchpad Cable Connector
4. HDD Connector
5. Speaker Connector




Chapter 2: Disassembly



Overview

This chapter provides step-by-step instructions for disassembling the *P970EN* series notebook's parts and subsystems. When it comes to reassembly, reverse the procedures (unless otherwise indicated).

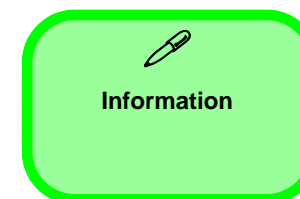
We suggest you completely review any procedure before you take the computer apart.

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 Keyboard:

1. Remove the keyboard *page 2 - 5*

To remove the Battery:

1. Remove the keyboard *page 2 - 5*
2. Remove the battery *page 2 - 6*

To remove the HDD:

1. Remove the keyboard *page 2 - 5*
2. Remove the battery *page 2 - 6*
3. Remove the HDD *page 2 - 8*

To remove the System Memory:

1. Remove the keyboard *page 2 - 5*
2. Remove the battery *page 2 - 6*
3. Remove the system memory *page 2 - 10*

To remove and install the M.2 SSD:

1. Remove the keyboard *page 2 - 5*
2. Remove the battery *page 2 - 6*
3. Remove the M.2 SSD-1 *page 2 - 11*
4. Remove the M.2 SSD-2 *page 2 - 12*

To remove the Wireless LAN Module:

1. Remove the keyboard *page 2 - 5*
2. Remove the battery *page 2 - 6*
3. Remove the WLAN *page 2 - 13*

To remove the CCD Module:

1. Remove the keyboard *page 2 - 5*
2. Remove the battery *page 2 - 6*
3. Remove the CCD module *page 2 - 15*

Removing the Keyboard

1. Turn **off** the computer, turn it over.
2. Remove screws **1** - **2** from the bottom of the computer.
3. 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 1a**).
4. 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 1b**).
5. Carefully lift the keyboard **6** off the computer (**Figure 1c**).

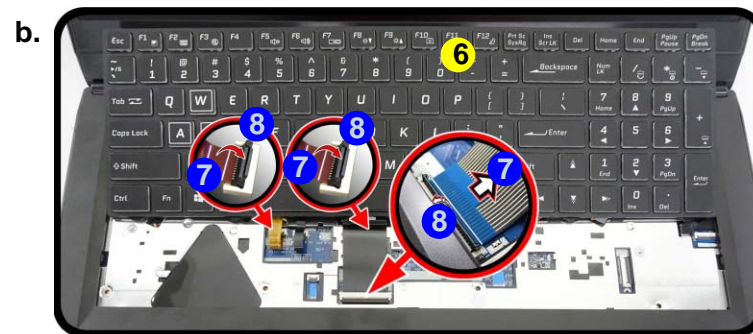
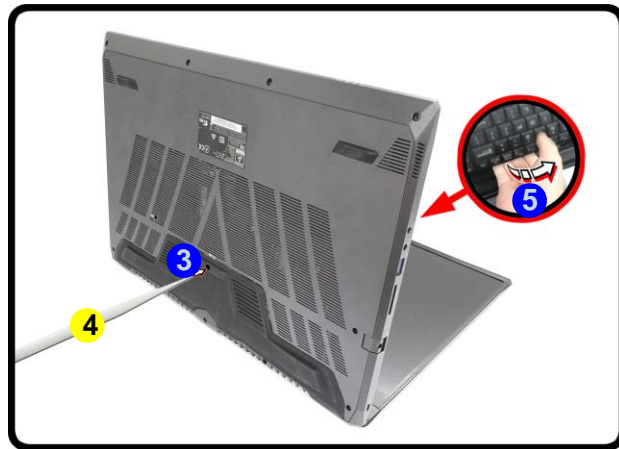
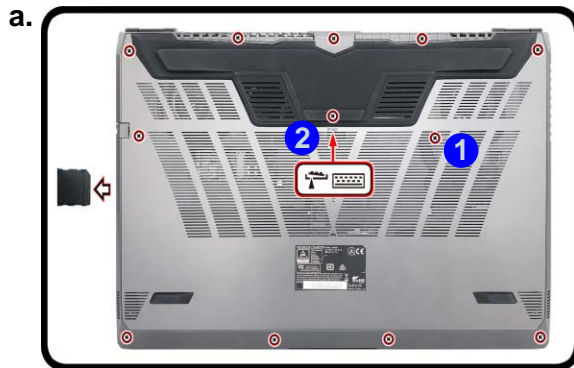


Figure 1
Keyboard Removal

- a. 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.
- b. Lift the keyboard up and disconnect the keyboard ribbon cable from the locking collar socket.
- c. Remove the keyboard.



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

Disassembly

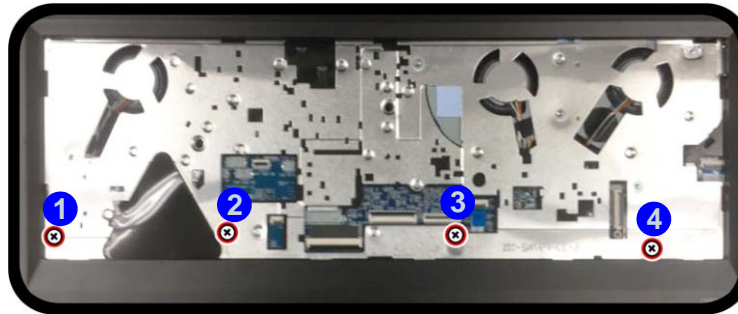
Figure 2
Battery Removal

- Remove the screws.
- Remove the SD card cover and screws.
- Remove the bottom case.

Removing the Battery

- Turn the computer **off**, and remove the keyboard ([page 2 - 5](#)).
- Remove screws **1** - **4** ([Figure 2a](#)).
- Remove the SD card cover **5** and screws **6** - **15** ([Figure 2b](#)).
- Carefully lift the bottom case **16** up in the direction of the arrow at point **17** - **18** and remove it ([Figure 2c](#)).

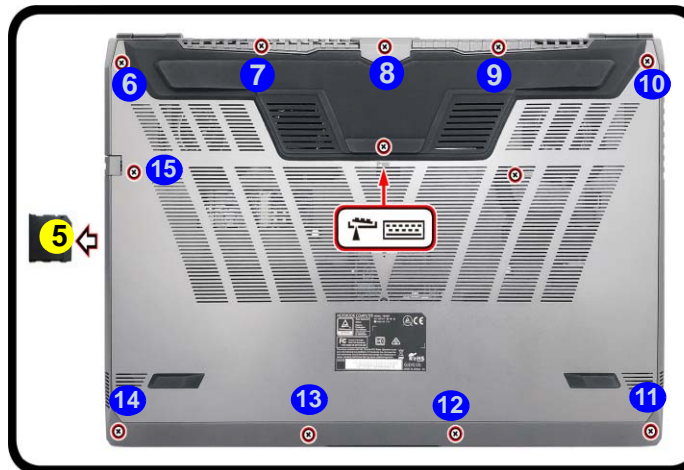
a.



c.



b.



5. SD Card Cover
16. Bottom Case

- 14 Screws

5. The battery will be visible at point **19** on the computer (**Figure 3d**).
6. Carefully disconnect the cable **20**, then remove screws **21** - **22** (**Figure 3e**).
7. Lift the battery **23** off the computer (**Figure 3f**).
8. Reverse the process to install a new battery (do not forget to replace all the screws and bottom cover).

Figure 3
Battery Removal
(cont'd.)

- d. Locate the battery.
- e. Disconnect the cable and remove the screws.
- f. Lift the battery off the computer.

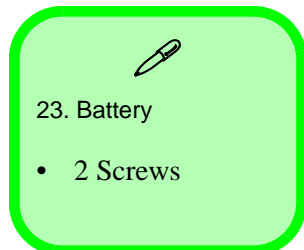
d.



f.



e.



Disassembly

Figure 4
**HDD Assembly
Removal**

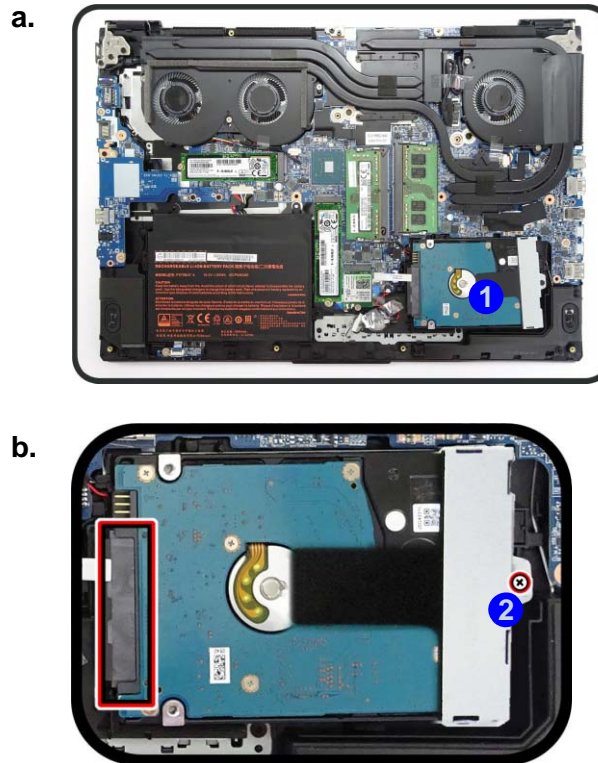
- a. Locate the HDD.
- b. Remove the screw.

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 (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 - 6](#)).
2. The HDD will be visible at point **1** on the mainboard ([Figure 4a](#)).
3. Remove screws **2** from the HDD assembly ([Figure 4b](#)).



6. Hard Disk

- 1 Screw



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.

4. Slightly lift and pull the hard disk out.
5. Lift the hard disk assembly **3** out of the bay **4** (**Figure 5c**).
6. Remove screws **5** - **6** and bracket **7** from the hard disk **8** (**Figure 5d**).
7. Reverse the process to install a new hard disk (do not forget to replace the screws).

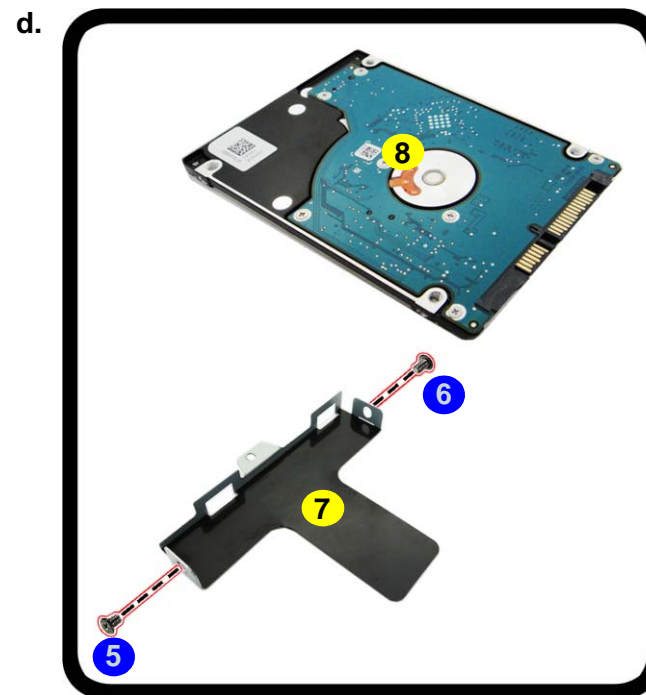


Figure 5
**HDD Assembly
Removal (cont'd.)**

- c. Slide and pull the HDD assembly out of the bay.
- d. Remove the screws and bracket from the HDD.



- 3. HDD Assembly
- 7. HDD Bracket
- 8. HDD
- 2 Screws

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.



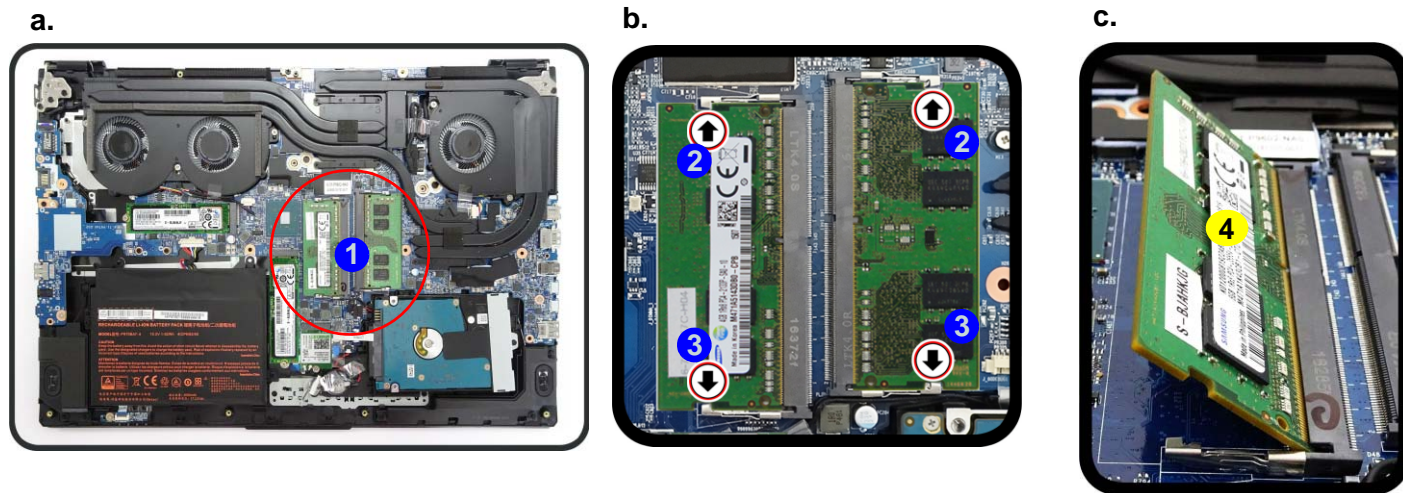
4. RAM Module

Removing the System Memory (RAM)

The computer has four memory sockets for 260 pin Small Outline Dual In-line Memory Modules (SO-DIMM) supporting DDR4 Up to 2400 MHz. The main memory can be expanded up to 64GB. 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 - 6](#)).
- 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 - 6](#)).
- Restart the computer to allow the BIOS to register the new memory configuration as it starts up.



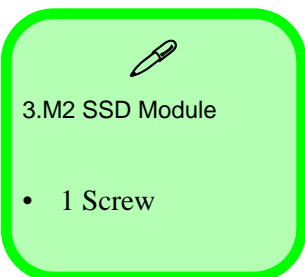
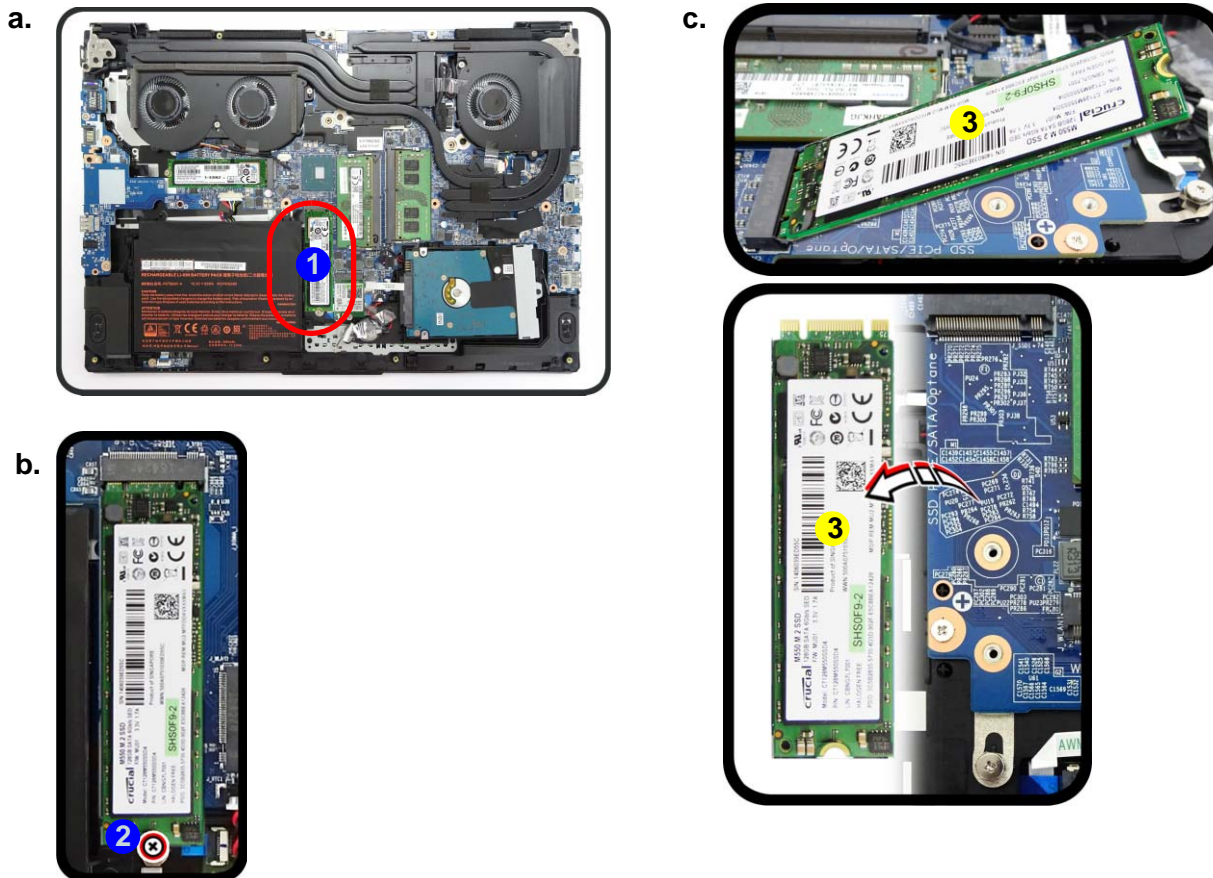
Removing the M.2 SSD Module

M.2 SSD-1 Removal Procedure

1. Turn **off** the computer, turn it over, remove the battery ([page 2 - 6](#)).
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.
5. Reverse the process to install a new module (do not forget to replace the screws and thermal pad).

Figure 7
M.2 SSD-1 Module Removal

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



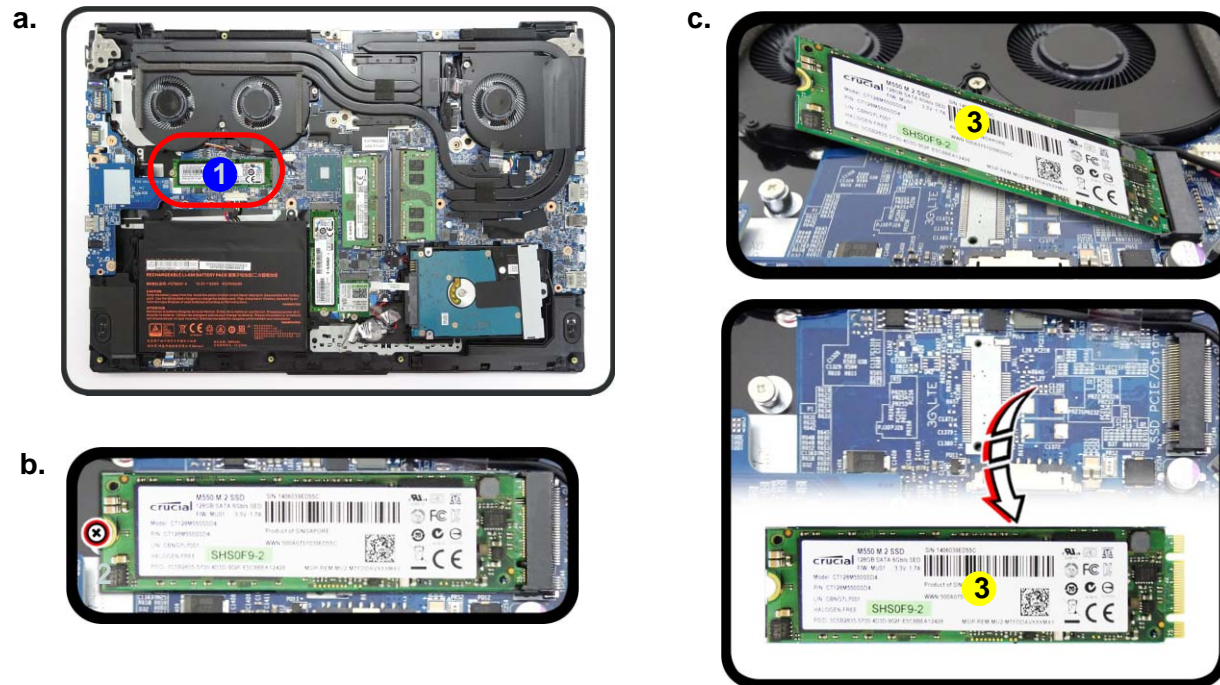
Disassembly

Figure 8
M.2 SSD-2 Module Removal

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

M.2 SSD-2 Removal Procedure

1. Turn off the computer, turn it over, remove the battery ([page 2 - 6](#)).
2. The M.2 SSD module will be visible at point ① on the mainboard ([Figure 8a](#)).
3. Remove the screw ② ([Figure 8b](#)).
4. The M.2 SSD module ③ ([Figure 8c](#)) will pop-up, and you can remove it from the computer.
5. Reverse the process to install a new module (do not forget to replace the screws and thermal pad).



3.M2 SSD Module

- 1 Screw

Removing the Wireless LAN Module

1. Turn **off** the computer, turn it over, remove the battery ([page 2 - 6](#)).
2. The Wireless LAN module will be visible at point **1** on the mainboard ([Figure 9a](#)).
3. Carefully disconnect the cables **2** & **3**, and then remove the screw **4** ([Figure 9b](#)).
4. The Wireless LAN module **5** ([Figure 9c](#)) will pop-up, and you can remove it from the computer.



Figure 9
**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 9b](#)).



5. Wireless LAN Module

- 1 Screw

Disassembly

Wireless LAN, Combo Module Cables

Note that the cables for connecting to the antennae on WLAN, WLAN & Bluetooth Combo 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

Cable 1 is usually connected to antenna 1 on the module, and cable 2 to antenna 2.

Removing the CCD

1. Turn **off** the computer, turn it over to remove the battery ([page 2 - 6](#)).
2. Lay the computer down on a flat surface with the top case up forming a 130 degree angle.
3. Carefully run your fingers around the inner frame of the LCD panel to lift at points **1** - **4** as indicated by the arrows ([Figure 10a](#)).
4. Remove the LCD front cover **5** ([Figure 10b](#)).

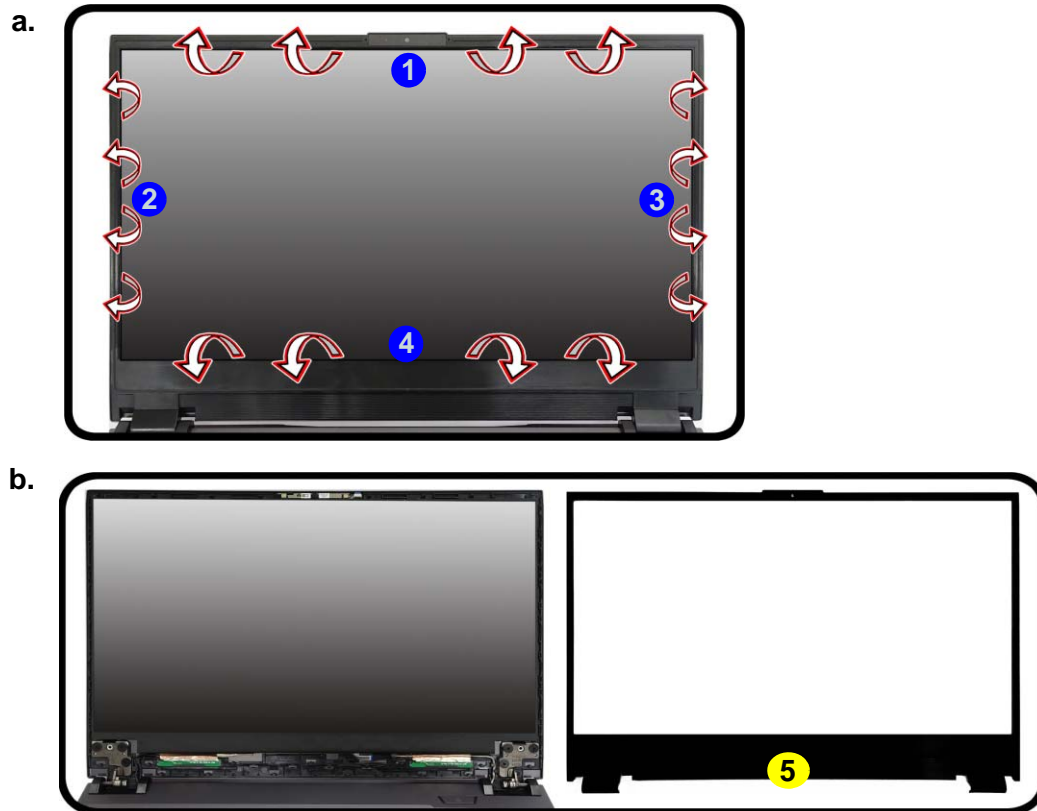


Figure 10
CCD Removal

- 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.



9. LCD Front Cover

- 2 Screws

Disassembly

Figure 11
CCD Removal
(cont'd)

- c. Disconnect the cable from the locking collar socket.
- d. Remove the CCD module.

- 5. Disconnect the cable ⑥ from the locking collar socket by using a flat-head screwdriver to pry the locking collar pins ⑦ away from the base (*Figure 11c*).
- 6. Remove the CCD module ⑧ (*Figure 11d*).
- 7. Reverse the process to install a new CCD module.



11. CCD Module

Appendix A:Part Lists

This appendix breaks down the *P970EN* 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	
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>

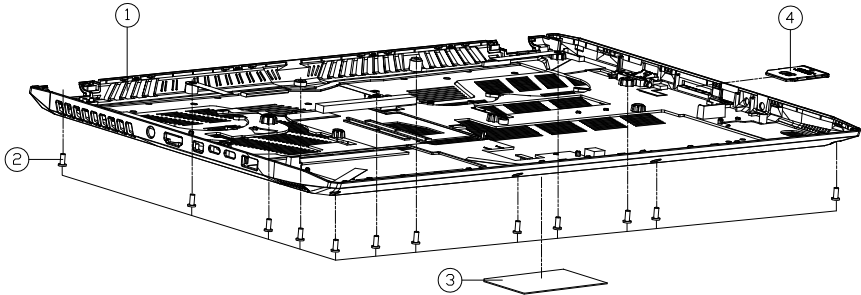
A. Part Lists



Top A - 3

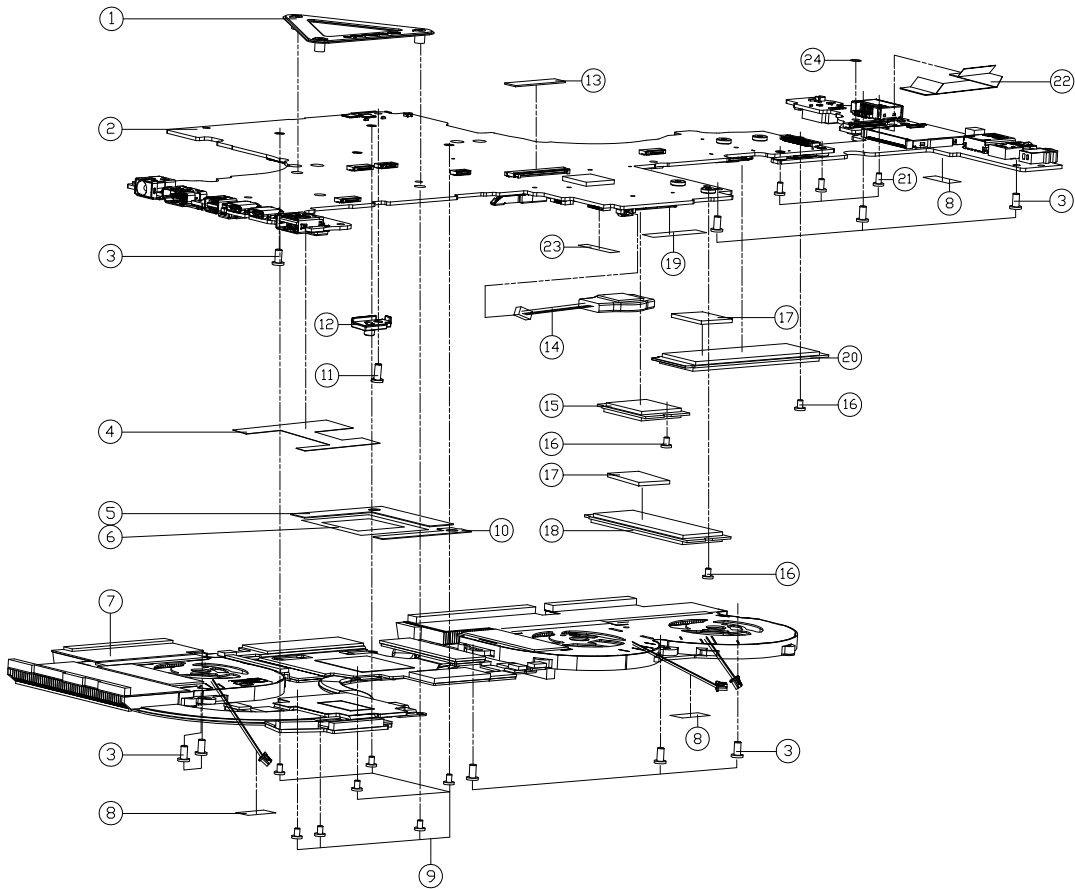
Bottom

Figure A - 2
Bottom



ITEM	PART NAME	PART NO	REMARK
1	BOTTOM CASE MODULE P970EN (MP)	6-39-P97N3-012	
2	.SCREW M2.5*6L K BZ ICT NY	6-35-82125-6RA	
3	PRODUCT LABEL FOR P970EF (CHANGE RATING)	6-45-P970EF03-011	
3	PRODUCT LABEL FOR P970ED (CHANGE RATING)	6-45-P970ED03-011	
3	PRODUCT LABEL FOR P970EN (CHANGE RATING)	6-45-P970EN03-011	
3	PRODUCT LABEL FOR P970EC	6-45-P970EC03-010	
4	DUMMY 3RD NON PUSH TYPE PC-HAS (C7230P-700EXCHANGED) W970SW	6-42-W9708-011	

Main Board



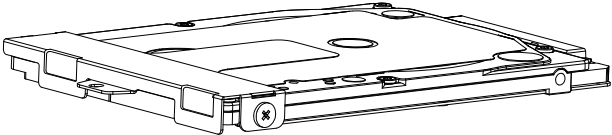
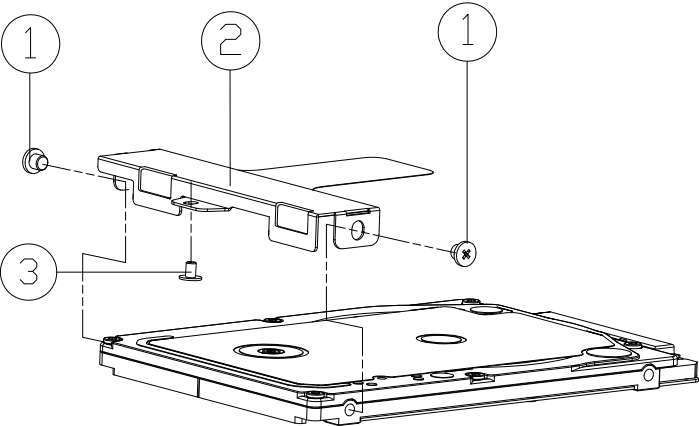
ITEM	PART NAME	PART NO	REMARK
1	CPU SUPPORTER MODULE P950EN	6-33-P95NS-100	
2	WASHER (Ø6#3*0.4T) NYLON (MYLAR)	6-77-P970CF0A-N02-0A	
2	WASHER (Ø6#3*0.4T) NYLON (MYLAR)	6-77-P970CF0A-N02-0A	
2	WASHER (Ø6#3*0.4T) NYLON (MYLAR)	6-77-P970CF0A-N02-0A	
2	WASHER (Ø6#3*0.4T) NYLON (MYLAR)	6-77-P970CF0A-N02-0A	
3	SCREW M2.5*4L (D=4.6,T=0.8) KI NI ICT NY	6-35-B1125-4RA	
4	MB AL-MYLAR+PET P950ED	6-40-P95N2-D10	
5	ABSORBER 52*43*0.3T HAFS-TE30 P950HR	6-47-P9502-D11	
6	N02E G1 CHIP MYLAR PET (375*375*0.1) P950ED	6-40-P95NS-D10	FOR P970ED/EF
6	N02E G3 CHIP MYLAR PET (375*375*0.1) P950ED	6-40-P75FS-D10	FOR P970EN
7	CPU & GPU HEATSINK MODULE P960EN	6-31-P9602-NA2	
8	TAPE MYLAR TRANSPARENT (20*40*0.05) P960WM	6-40-P1803-020	
9	SCREW M2.5*6L KI NI ICT NY (D=4.6,T=0.8)	6-35-B1120-3RD	
10	ABSORBER 50*40*0.3T HAFS-TE30 P950HR	6-47-P9502-021	
11	SCREW M2.5*6L K BZ ICT NY	6-35-B2125-6RA	
12	MB SCREW BKT 2A-S P970EN	6-33-P97N2-011	
13	KB CONNECTOR MYLAR 25*45*0.1ST FR83 N303BU	6-40-N1303-011	
14	WASHER (Ø6#3*0.4T) NYLON (MYLAR)	6-23-22015-TE0	
15	WASHER (Ø6#3*0.4T) NYLON (MYLAR)	6-88-P75FF-4210	OPTION
15	WASHER (Ø6#3*0.4T) NYLON (MYLAR)	6-88-N24GF-4200	OPTION
15	WASHER (Ø6#3*0.4T) NYLON (MYLAR)	6-88-N24GF-4200	OPTION
15	WASHER (Ø6#3*0.4T) NYLON (MYLAR)	6-88-P95EF-4200	OPTION
16	SCREW M2.5*6L KI NI ICT NY (D=4.6,T=0.8)	6-35-B1120-2R0	
17	WASHER (Ø6#3*0.4T) NYLON (MYLAR)	6-48-N7503-010	
18	WASHER (Ø6#3*0.4T) NYLON (MYLAR)	6-85-DS116-Z02	OPTION
18	WASHER (Ø6#3*0.4T) NYLON (MYLAR)	6-85-DS11T-S00	OPTION
18	WASHER (Ø6#3*0.4T) NYLON (MYLAR)	6-85-DS11T-Z00	OPTION
18	WASHER (Ø6#3*0.4T) NYLON (MYLAR)	6-85-DS15B-H02	OPTION
18	WASHER (Ø6#3*0.4T) NYLON (MYLAR)	6-85-DS1R6-101	OPTION
18	WASHER (Ø6#3*0.4T) NYLON (MYLAR)	6-85-DS1R6-Z03	OPTION
18	WASHER (Ø6#3*0.4T) NYLON (MYLAR)	6-85-DS1R6-S09	OPTION
18	WASHER (Ø6#3*0.4T) NYLON (MYLAR)	6-85-DS15B-V01	OPTION
18	WASHER (Ø6#3*0.4T) NYLON (MYLAR)	6-85-DS15B-S08	OPTION
18	WASHER (Ø6#3*0.4T) NYLON (MYLAR)	6-85-DS1R6-H05	OPTION
18	WASHER (Ø6#3*0.4T) NYLON (MYLAR)	6-85-DS1R6-K00	OPTION
19	TAPE MYLAR (A) MYLAR M550J	6-40-M55J2-010	
20	WASHER (Ø6#3*0.4T) NYLON (MYLAR)	6-85-DS116-Z02	OPTION
20	WASHER (Ø6#3*0.4T) NYLON (MYLAR)	6-85-DS11T-S00	OPTION
20	WASHER (Ø6#3*0.4T) NYLON (MYLAR)	6-85-DS15B-H02	OPTION
20	WASHER (Ø6#3*0.4T) NYLON (MYLAR)	6-85-DS1R6-Z03	OPTION
20	WASHER (Ø6#3*0.4T) NYLON (MYLAR)	6-85-DS1R6-S09	OPTION
20	WASHER (Ø6#3*0.4T) NYLON (MYLAR)	6-85-DS15B-V01	OPTION
20	WASHER (Ø6#3*0.4T) NYLON (MYLAR)	6-85-DS15B-S08	OPTION
20	WASHER (Ø6#3*0.4T) NYLON (MYLAR)	6-85-DS1R6-H05	OPTION
20	WASHER (Ø6#3*0.4T) NYLON (MYLAR)	6-85-DS1R6-K00	OPTION
21	SCREW M2*4L KI BZ ICT NY	6-35-B6120-4RA	
22	FTC LAM TO MB L-755 5V 30P P970EN00X	6-43-P97N0-012	
23	TAPE MYLAR (C) MYLAR M550J	6-40-M55J2-030	
24	WASHER (Ø6#3*0.4T) NYLON (MYLAR)	6-37-02000-612	

Figure A - 3
Main Board

A.Part Lists

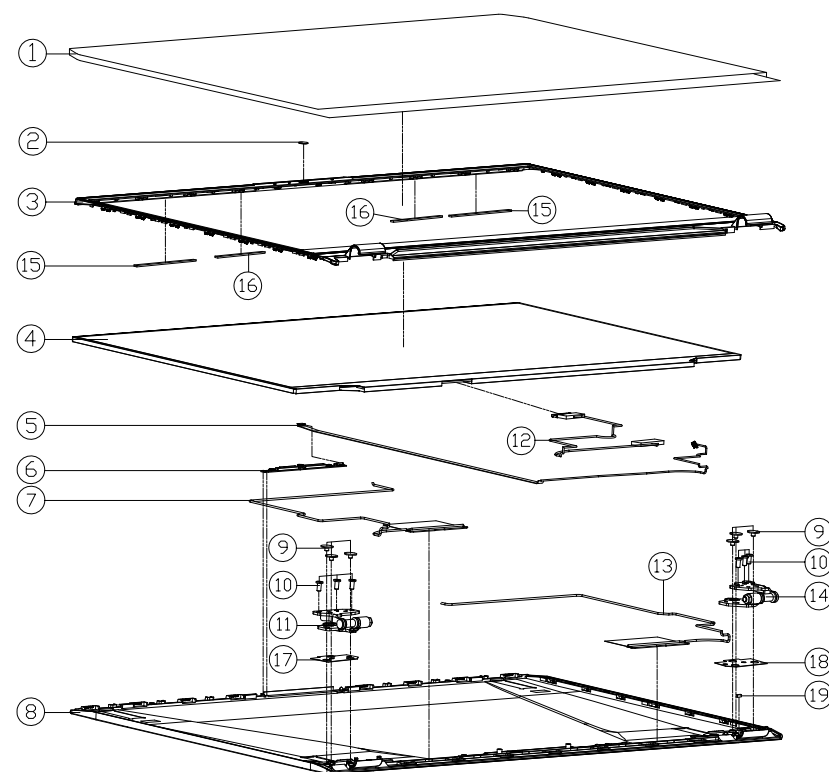
HDD

Figure A - 4
HDD



ITEM	PART NAME	PART NO	REMARK
1	SCREW M3*3.0L KI NI ICT NY	6-35-B1130-3R5	
2	HDD BKT 7MM SECC T=0.5 N250LU	6-33-N250J-011	
3	SCREW M2*3L KI BZ ICT NY <DD=04.5,DT=0.4>	6-35-B6120-3RD	

LCD



ITEM	PART NAME	PART NO	REMARK
1	LCD PROTECT MYLAR BOPP NB70TJ1	6-40-NB708-010	
2	CCD LENS PMMA (DIAMETER 3.6MM) (MP1) P970EN	6-42-P97N1-011	
3	LCD FRONT COVER (MP1) MODULE P970EN	6-39-P97N1-012	
4	LCD N73' FHD/VVA/N7/NEN G1/ETP AU B073HND42 0V/V80 LED 33MM	6-50-NBB35-G020	
4	LCD N73' FHD/VVA/N7/NEN G-SYNC/N7/NEN G1/ETP AU B073HND42 0V/V80 LED 33MM	6-50-NBB35-G120	
4	LCD N73' FHD/VVA/N7/NEN G-SYNC/N7/NEN G1/ETP AU B073HND42 0V/V80 LED 33MM	6-50-NBB35-Z120	
4	LCD N73' FHD/VVA/N7/NEN G-SYNC/N7/NEN G1/ETP LG L972WFG-SP8L 33MM	6-50-NBB35-L120	
5	CCD CABLE L=500MM 30V 8PIN (HT) PB50EF	6-43-PB50T-011-1	
6	UP CONDUCTIVE CLOTH L HINGE P970EN	6-88-N15ZC-4900	OPTION
6	UP CONDUCTIVE CLOTH R HINGE P970EN	6-88-N15ZC-5100	OPTION
7	ANTENNA (SLIT) IPEX4 W/LAN WGT WL2 PCB DR 24G/5G L= 600MM P970EN	6-23-7P97N-010	
8	LCD BACK COVER (MP1) MODULE P970EN	6-39-P97N1-022	
9	SCREW M2.5*2.5L K1 BK/Z ICT NY(Ø8,T=0.6)	6-35-B6125-2R5	
10	SCREW M2.5*6L K BZ ICT NY	6-35-82125-6RA	
11	LCD HINGE L (MP1) P970EN	6-33-P97N1-1L2	
12	WIRE CABLE FOR ETP FHD 300MM (Ø 19V 30PIN 0.4V/4V CON VCC30-202-HF) NES8U	6-43-N85H1-021-N	
12	WIRE CABLE FOR ETP FHD 300MM (Ø 19V 30PIN 0.4V/4V CON VCC30-202-HF) NES8U	6-43-N85H1-010-2S	
13	ANTENNA (SLIT) IPEX4 W/LAN WGT WL2 PCB DR 24G/5G L= 600MM P970EN	6-23-7P97N-020	
14	LCD HINGE R (MP1) P970EN	6-33-P97N1-1R2	
15	LCD MYLAR (46*1.5*0.5T) DS-5 P970EN	6-47-P97N1-0A0	
16	LCD MYLAR (35*1.5*0.5T) DS-5 P970EN	6-47-P97N1-0B0	
17	UP CONDUCTIVE CLOTH L HINGE P970EN	6-47-P97N1-0D0	
18	UP CONDUCTIVE CLOTH R HINGE P970EN	6-47-P97N1-0C0	
19	LCD RUBBER (5.5*1.9*2.1T) GARY P970EN	6-47-P97N1-040	

Figure A - 5
LCD

Appendix B: Schematic Diagrams

This appendix has circuit diagrams of the *P970EN* notebook's PCB's. The following table indicates where to find the appropriate schematic diagram.

Diagram - Page	Diagram - Page	Diagram - Page	Diagram - Page
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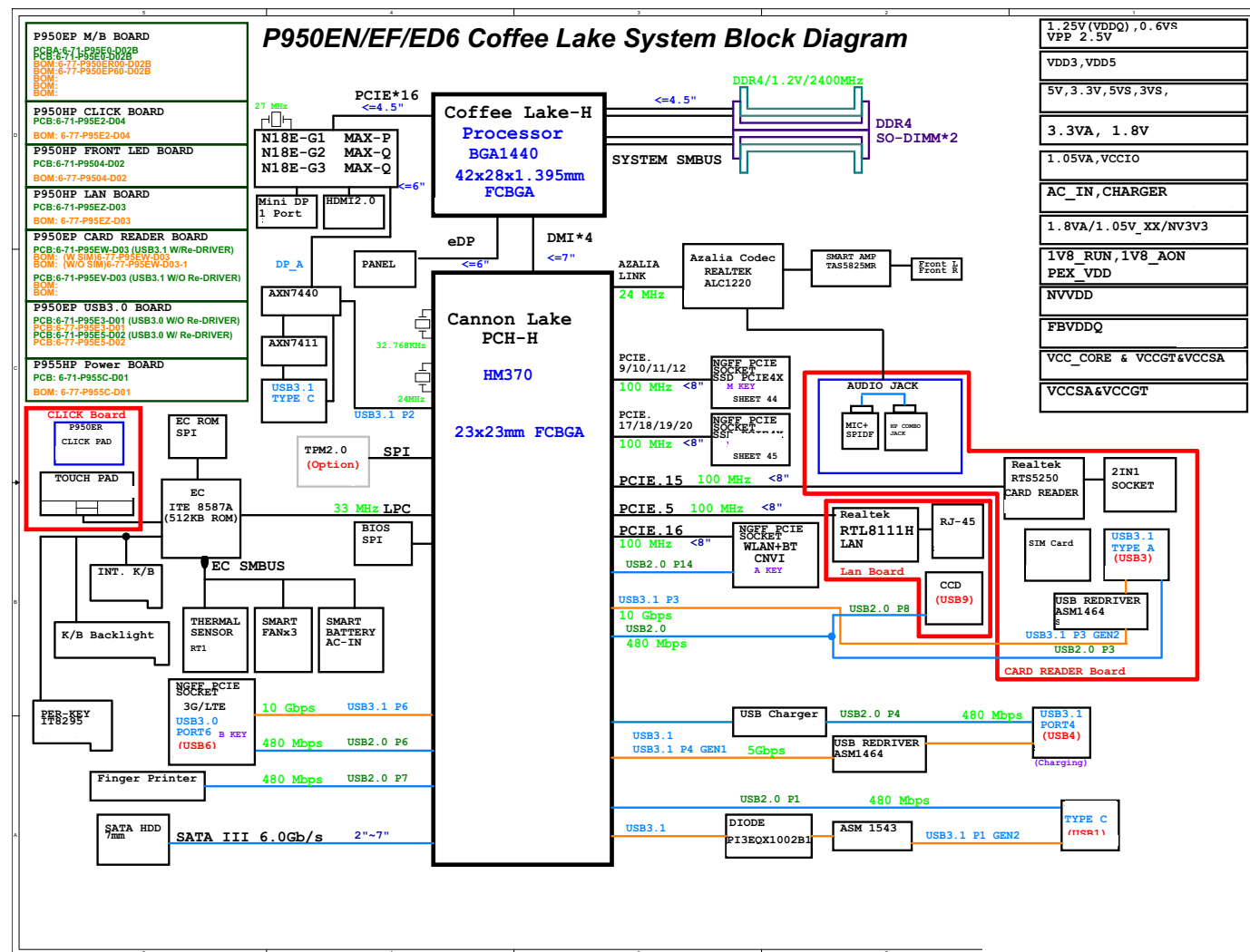


Version Note

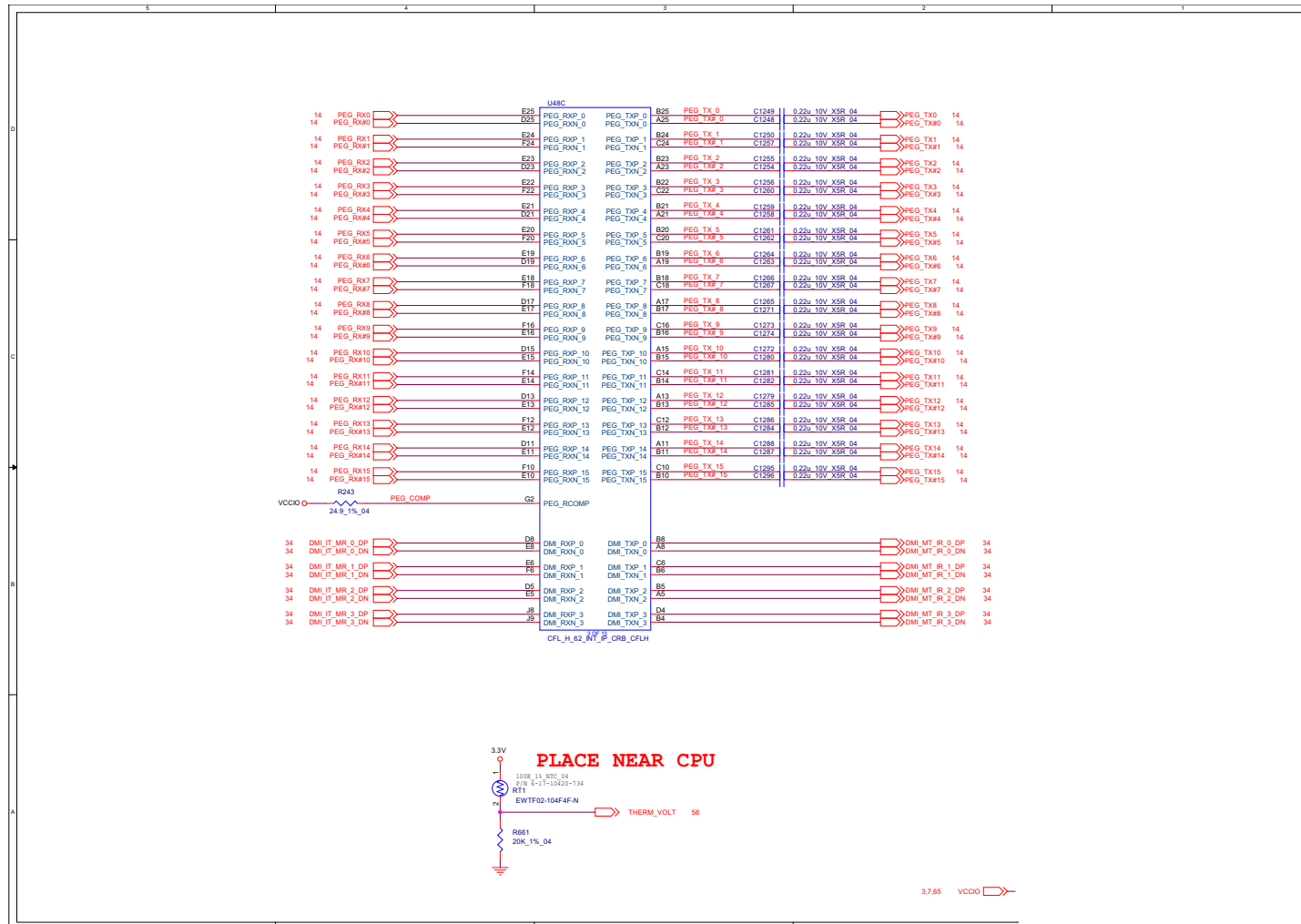
The schematic diagrams in this chapter are based upon version 6-7P-P95N7-001. If your mainboard (or other boards) are a later version, please check with the Service Center for updated diagrams (if required).

System Block Diagram

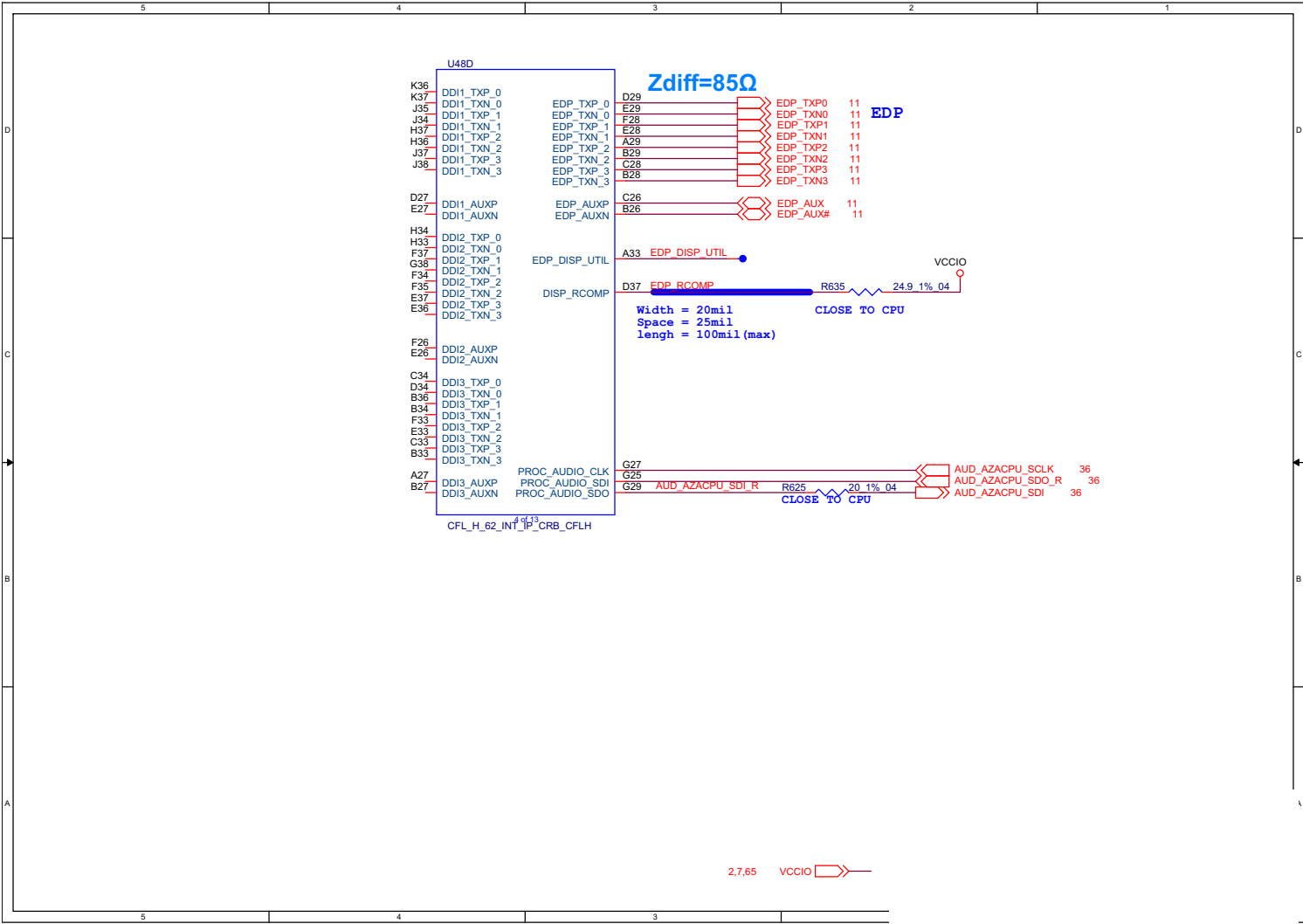
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System Block
Diagram



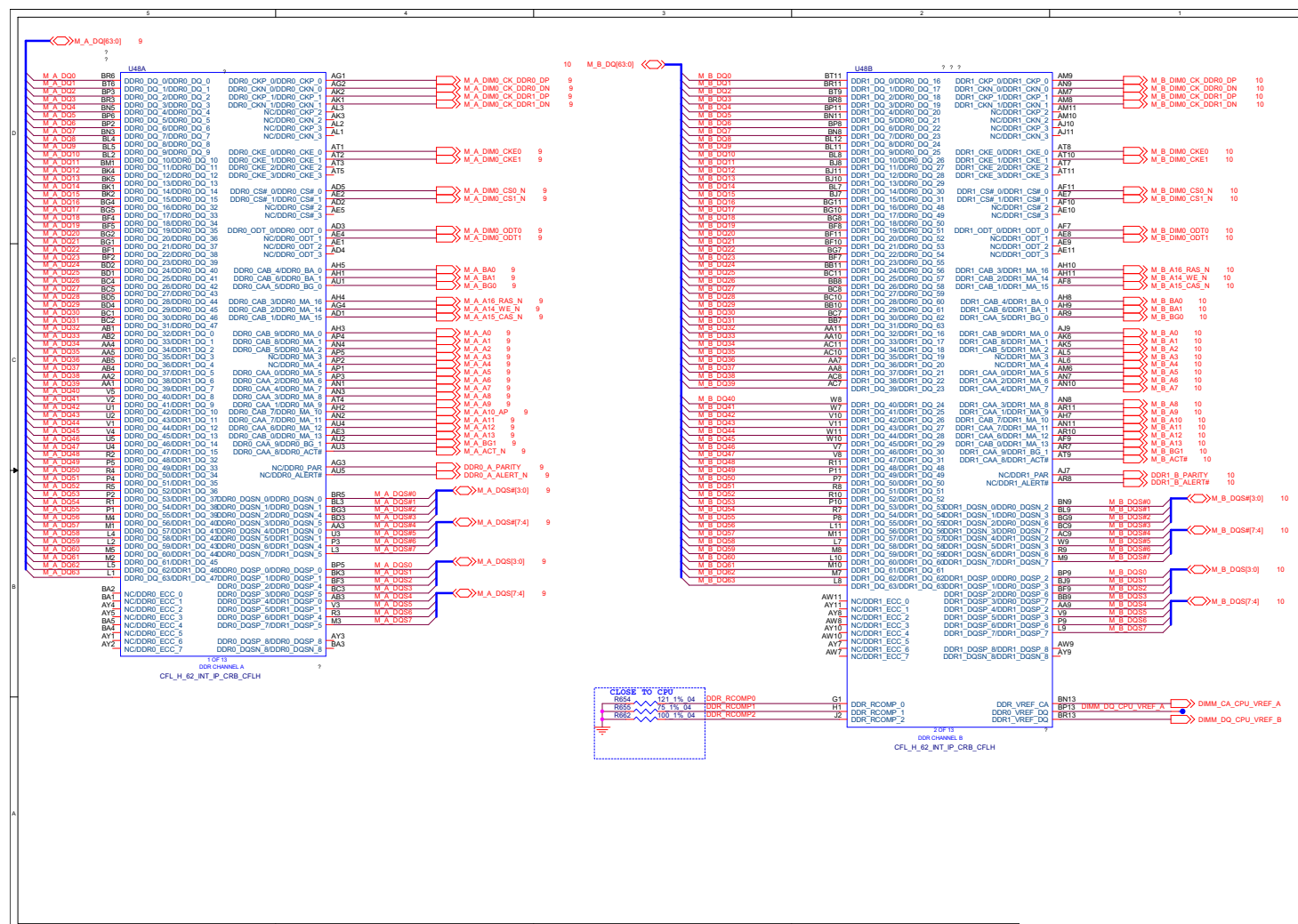
Processor 1/7

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Processor 1/7

Processor 2/7



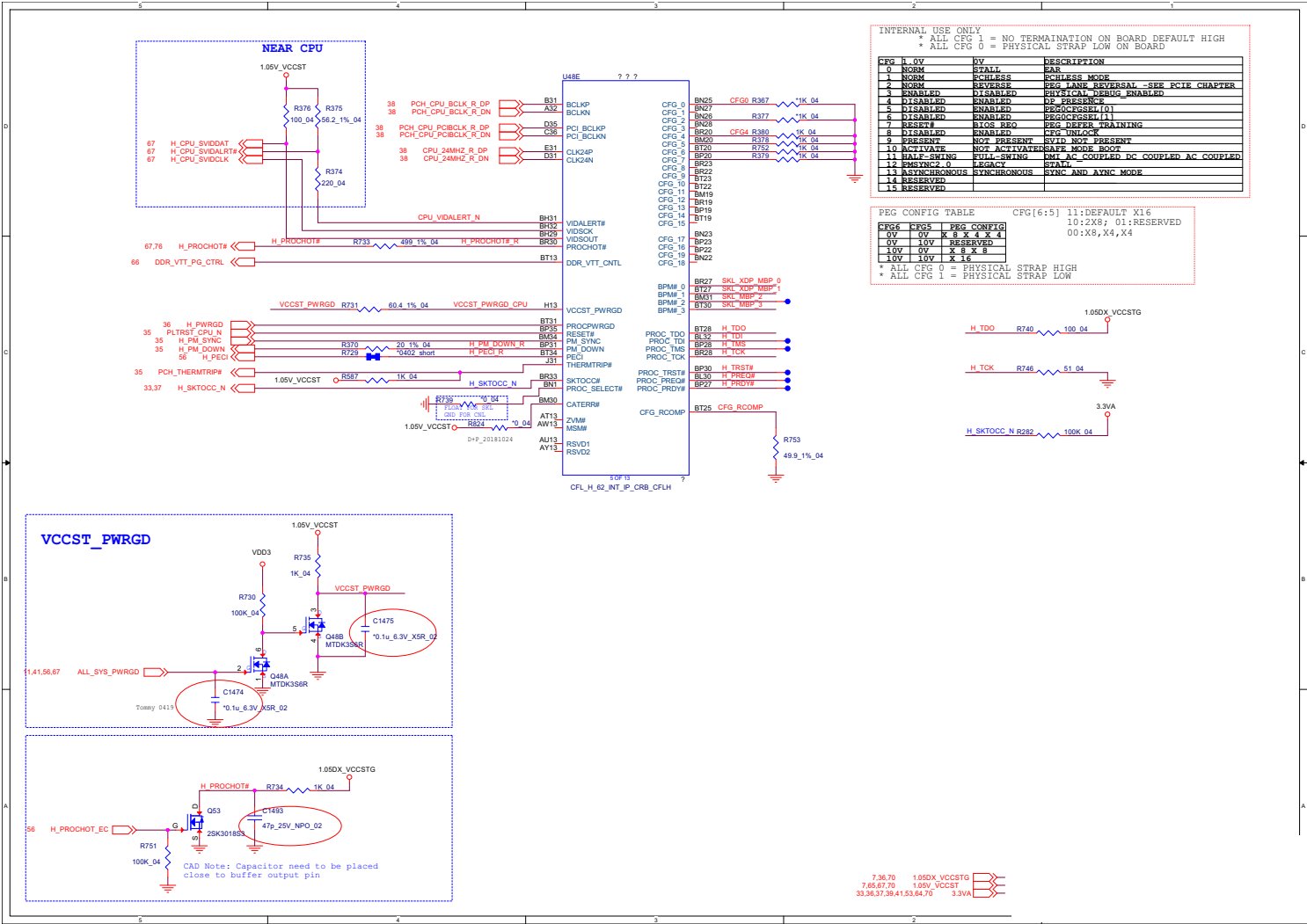
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Processor 2/7



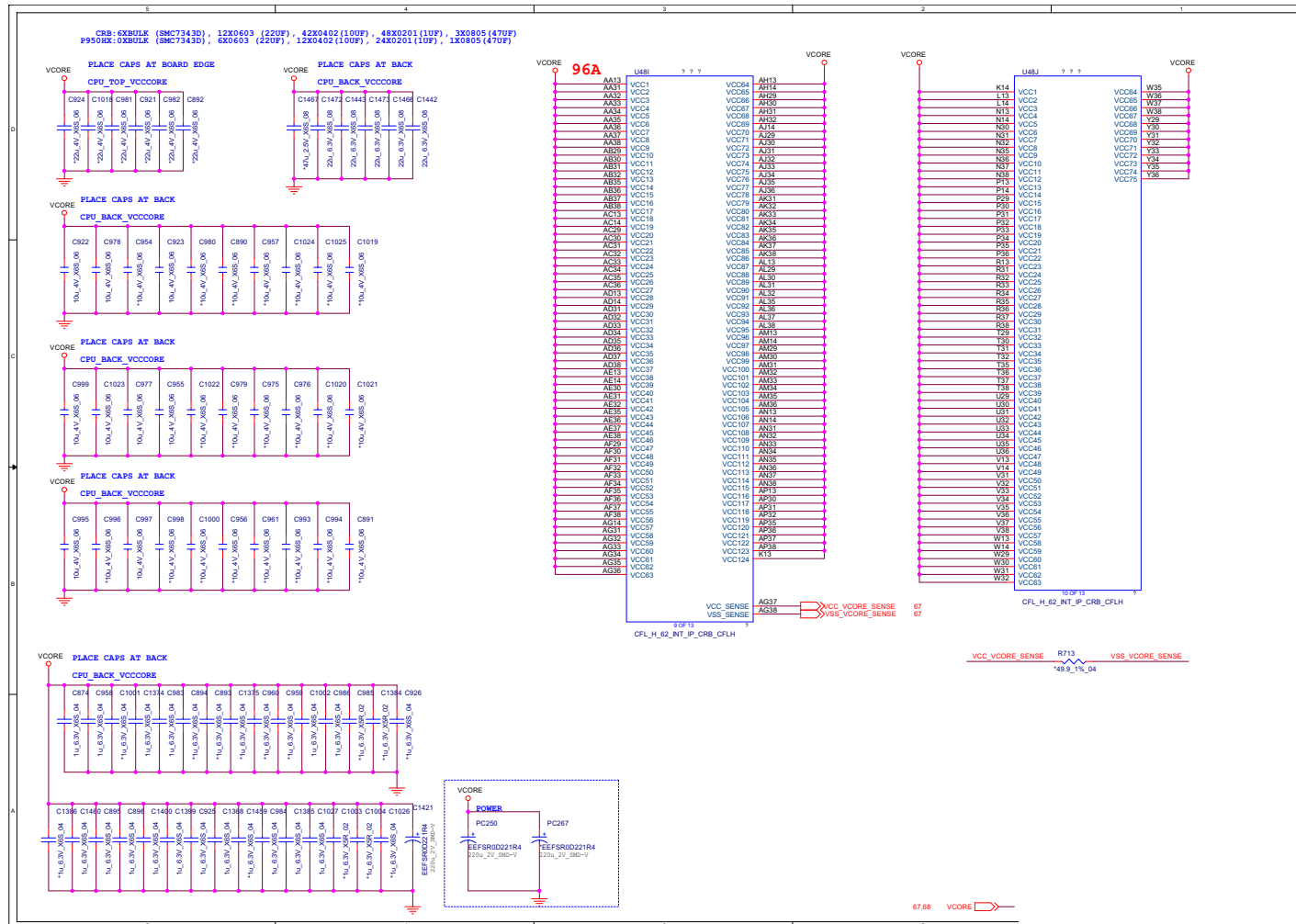
Schematic Diagrams

Processor 4/7

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Processor 4/7

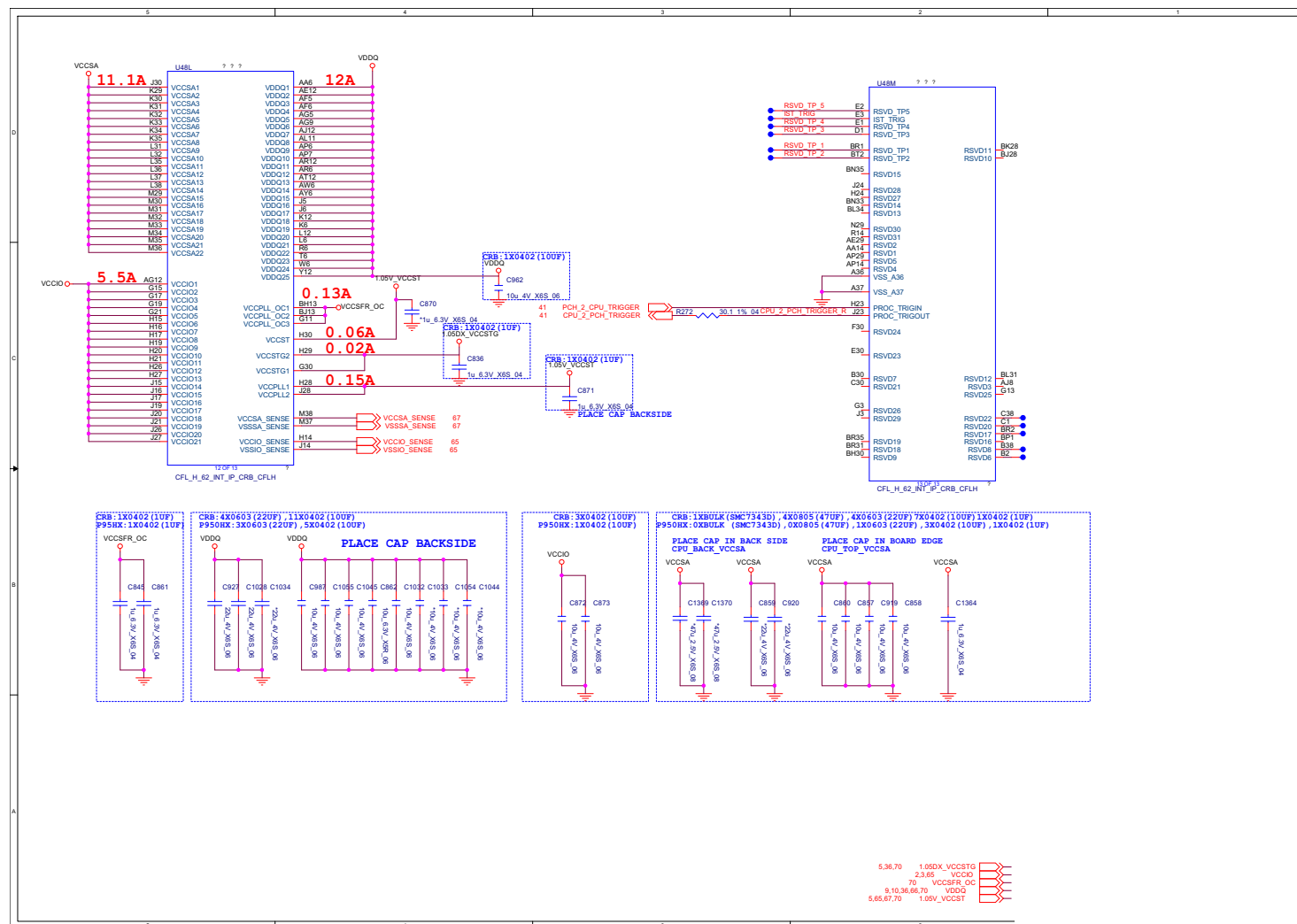


Processor 5/7

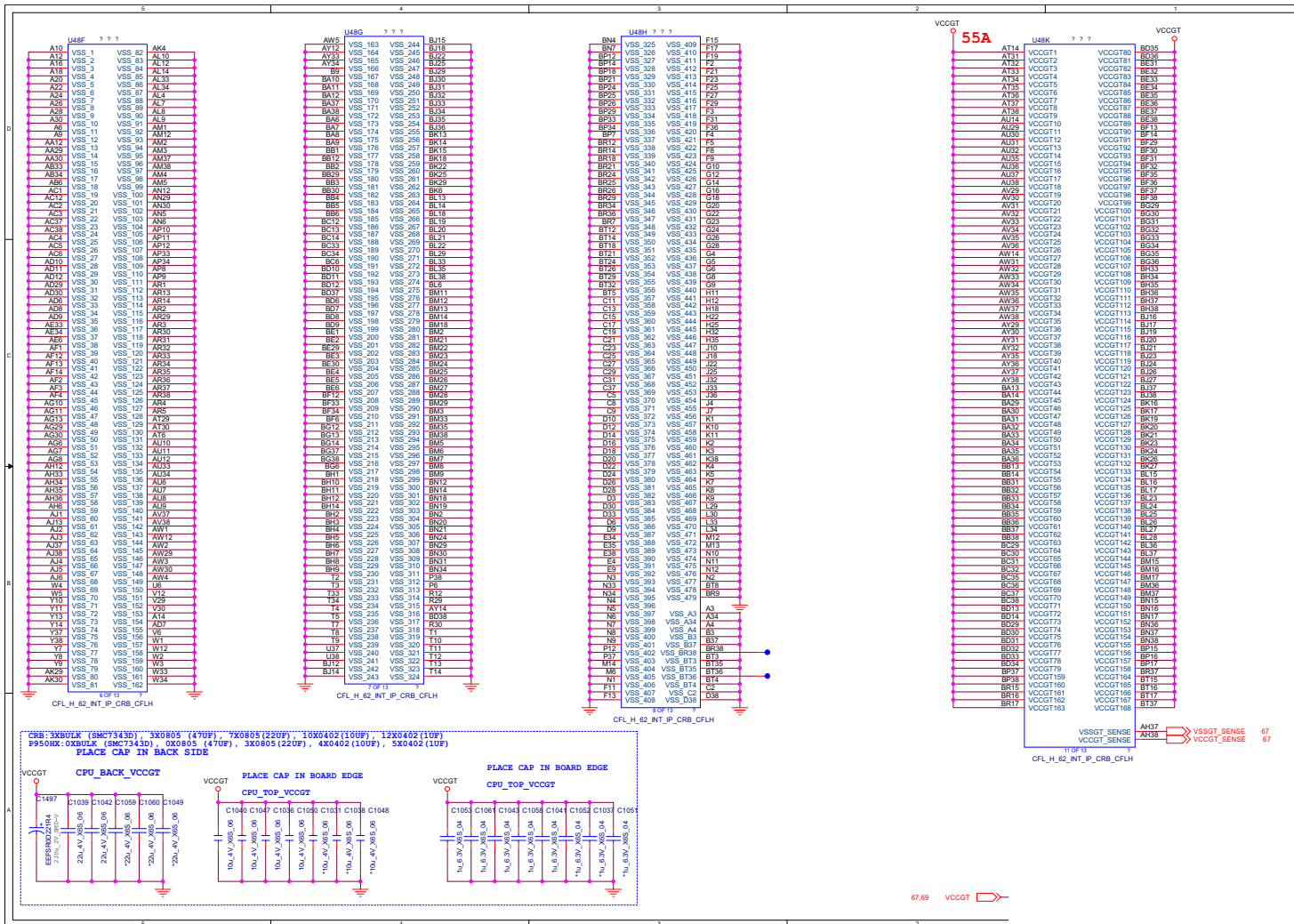
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Processor 6/7

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Processor 6/7



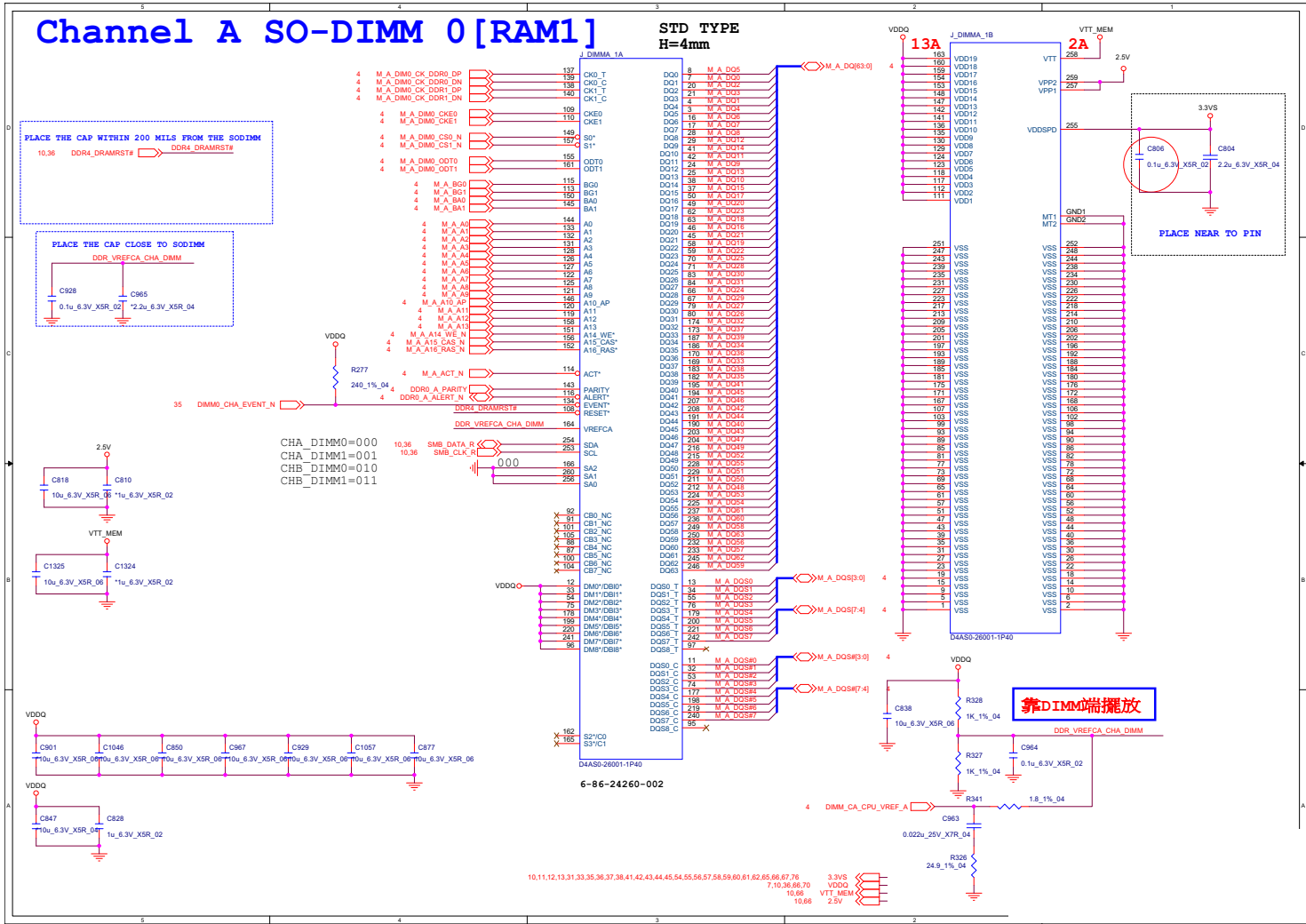
Processor 7/7



DDR4 CHA SO-DIMM_0

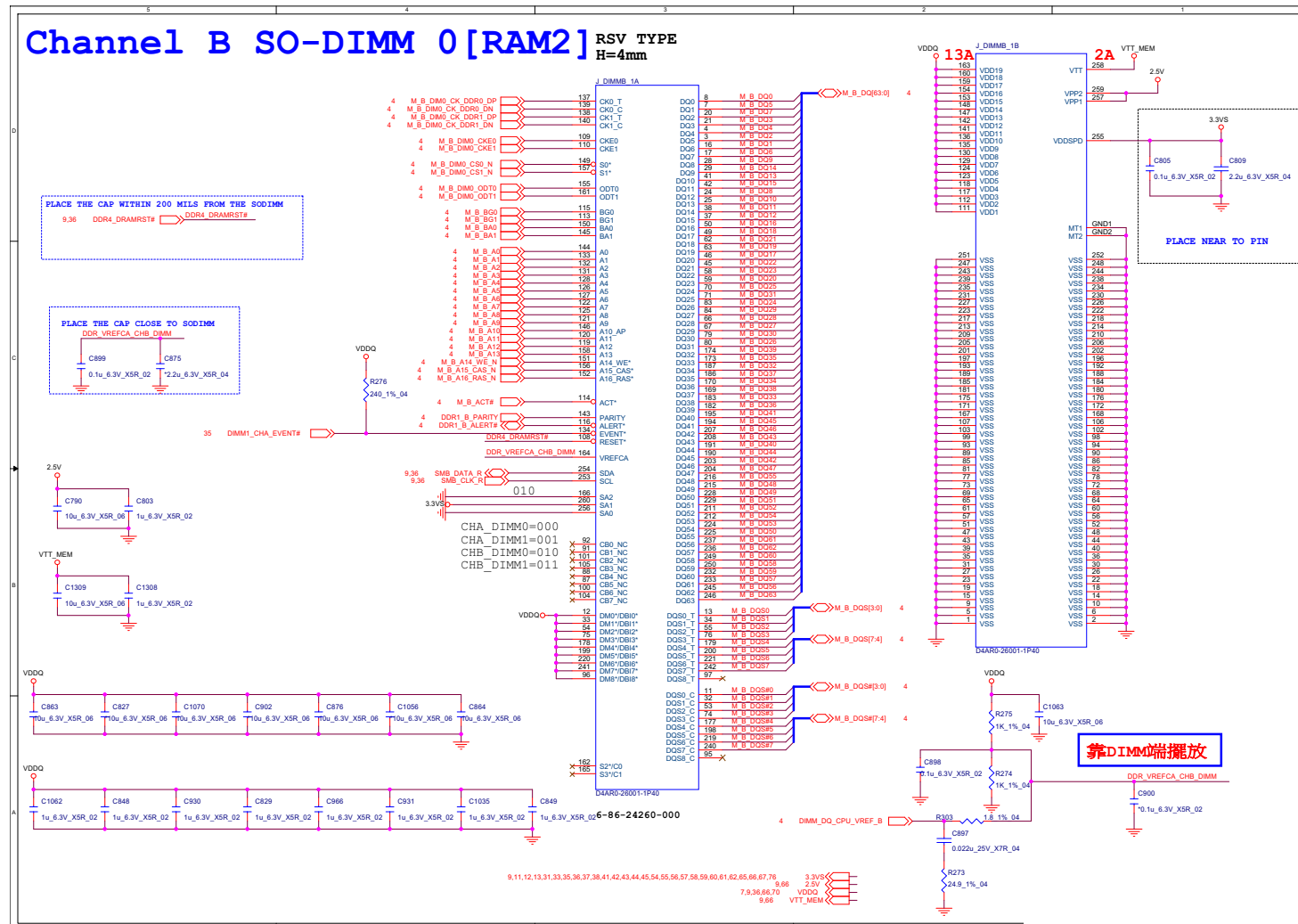
B.Schematic Diagrams

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DDR4 CHA SO-
DIMM 0



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DDR4 CHB SO-
DIMM_0

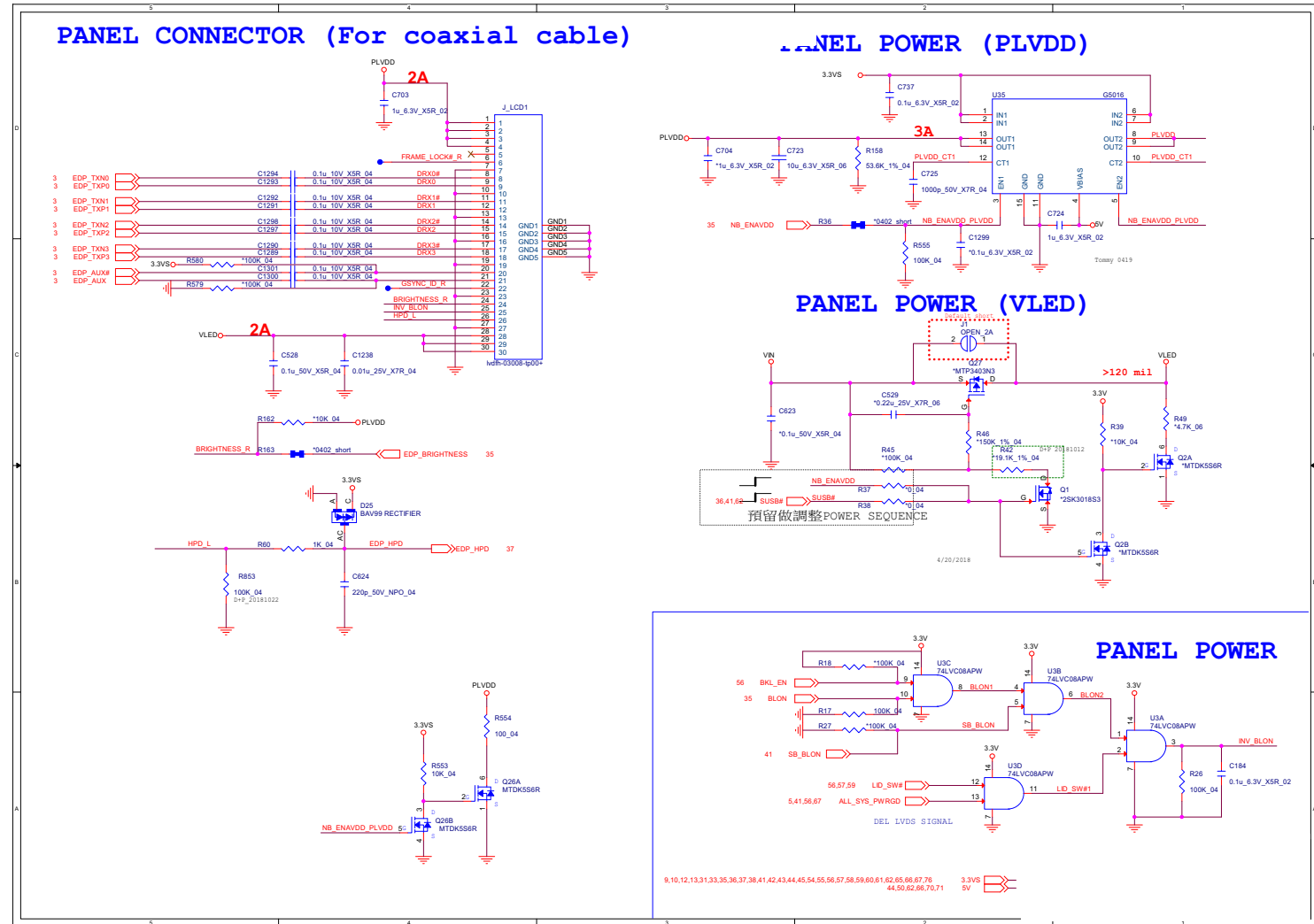
DDR4 CHB SO-DIMM_0 B - 11



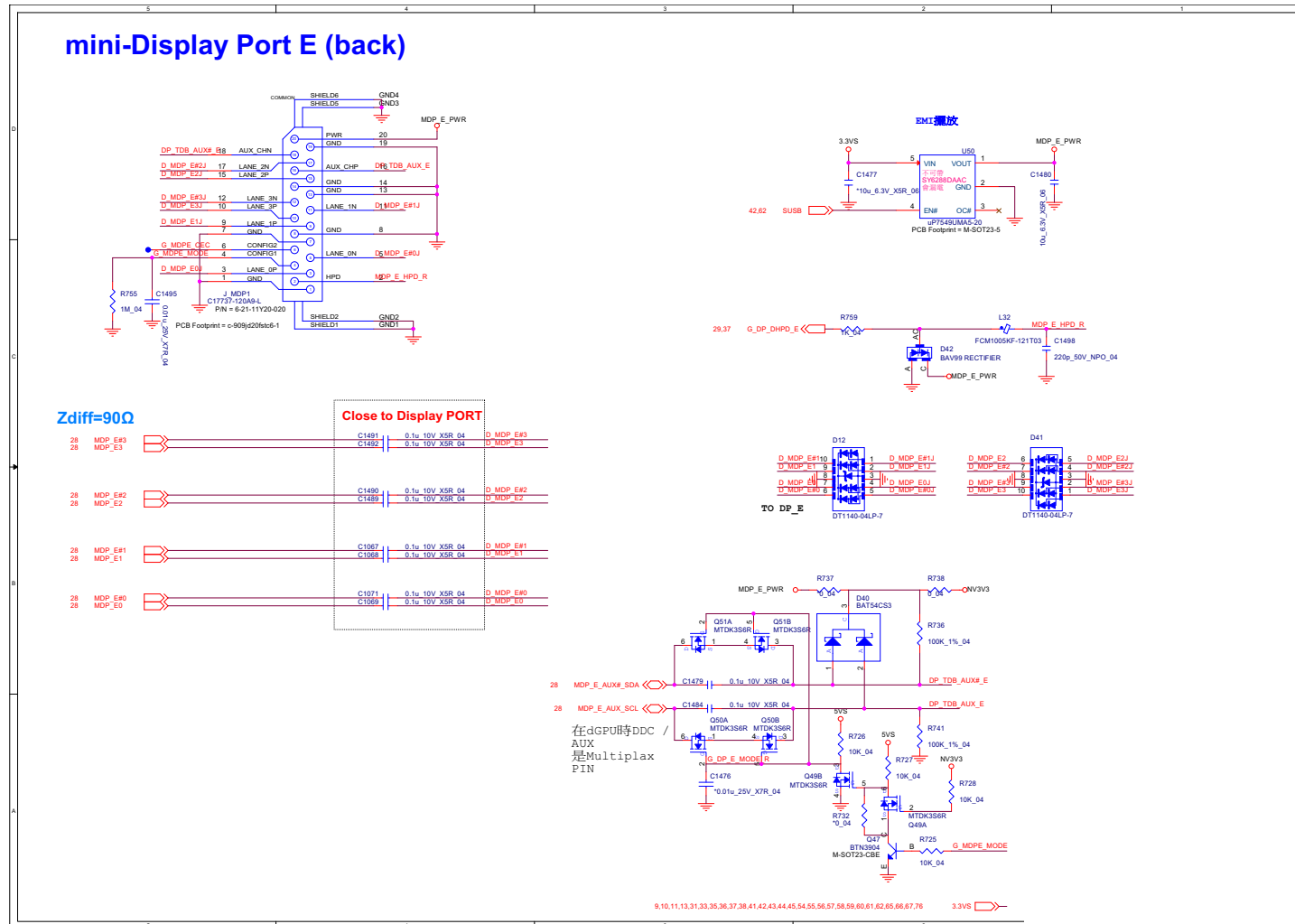
Schematic Diagrams

Panel, Inverter

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Panel, Inverter



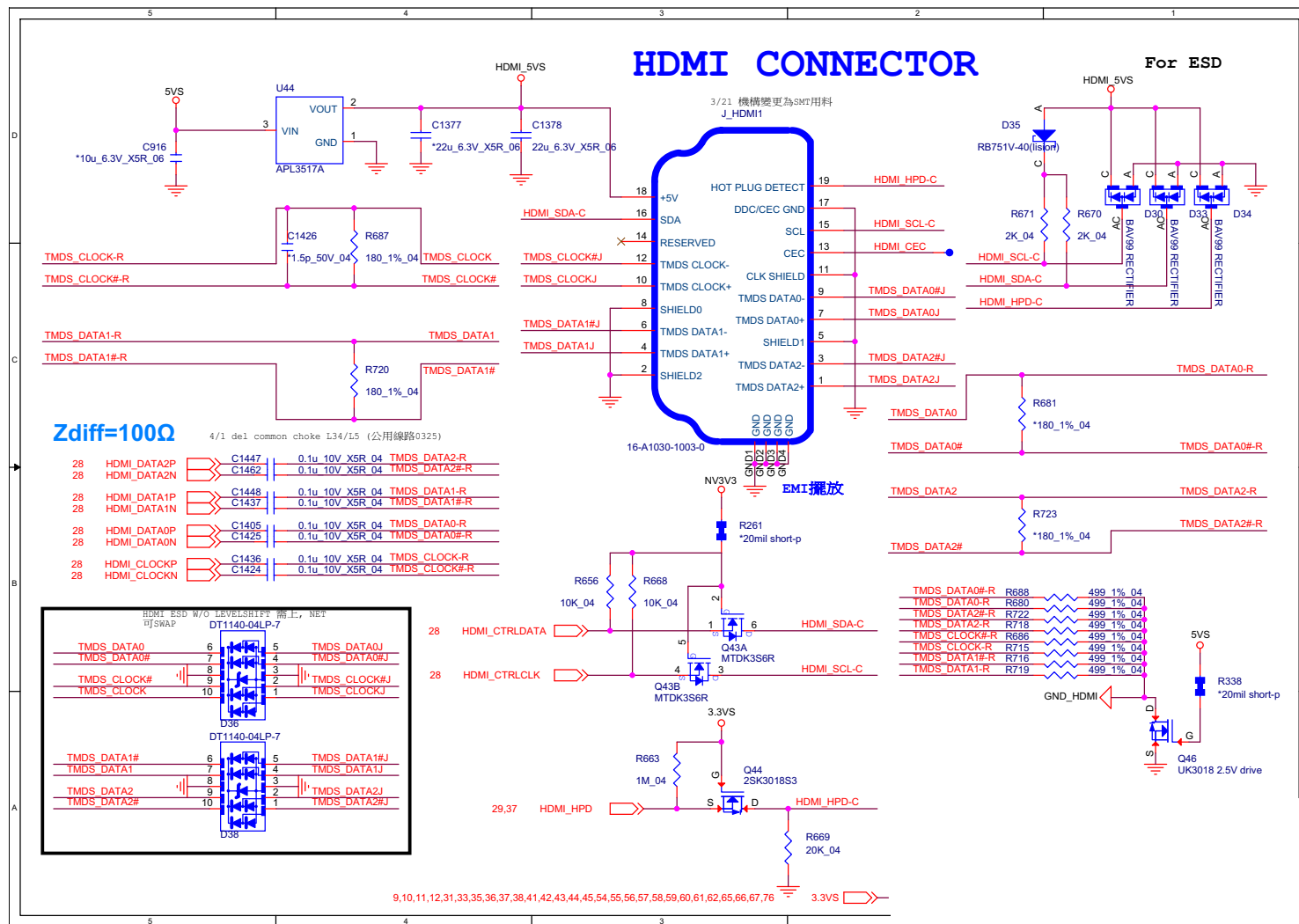
Mini DP Port B - 13

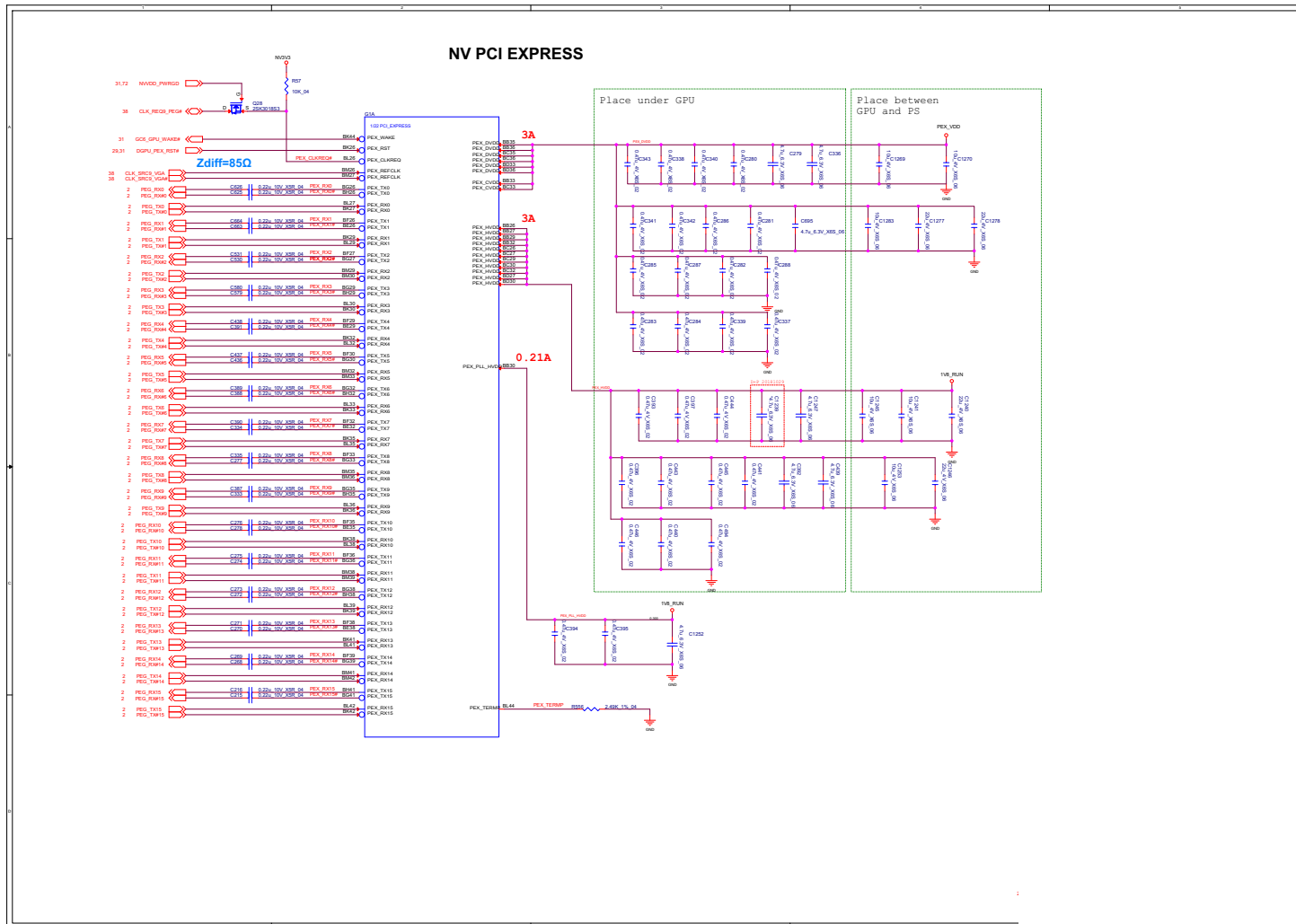


HDMI Connector

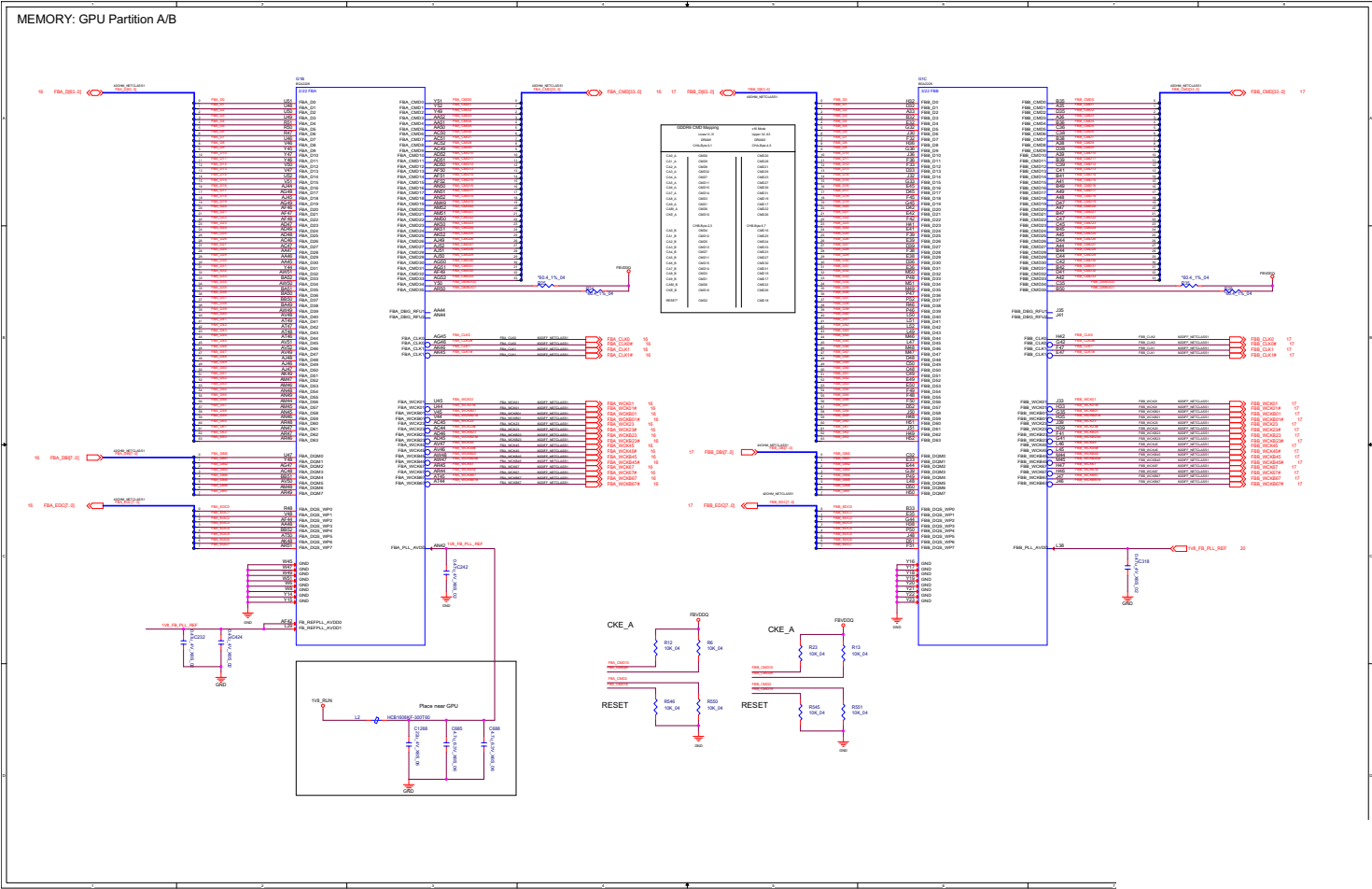
B. Schematic Diagrams

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HDMI Connector





GPU Frame Buffer Partition



B.Schematic Diagrams

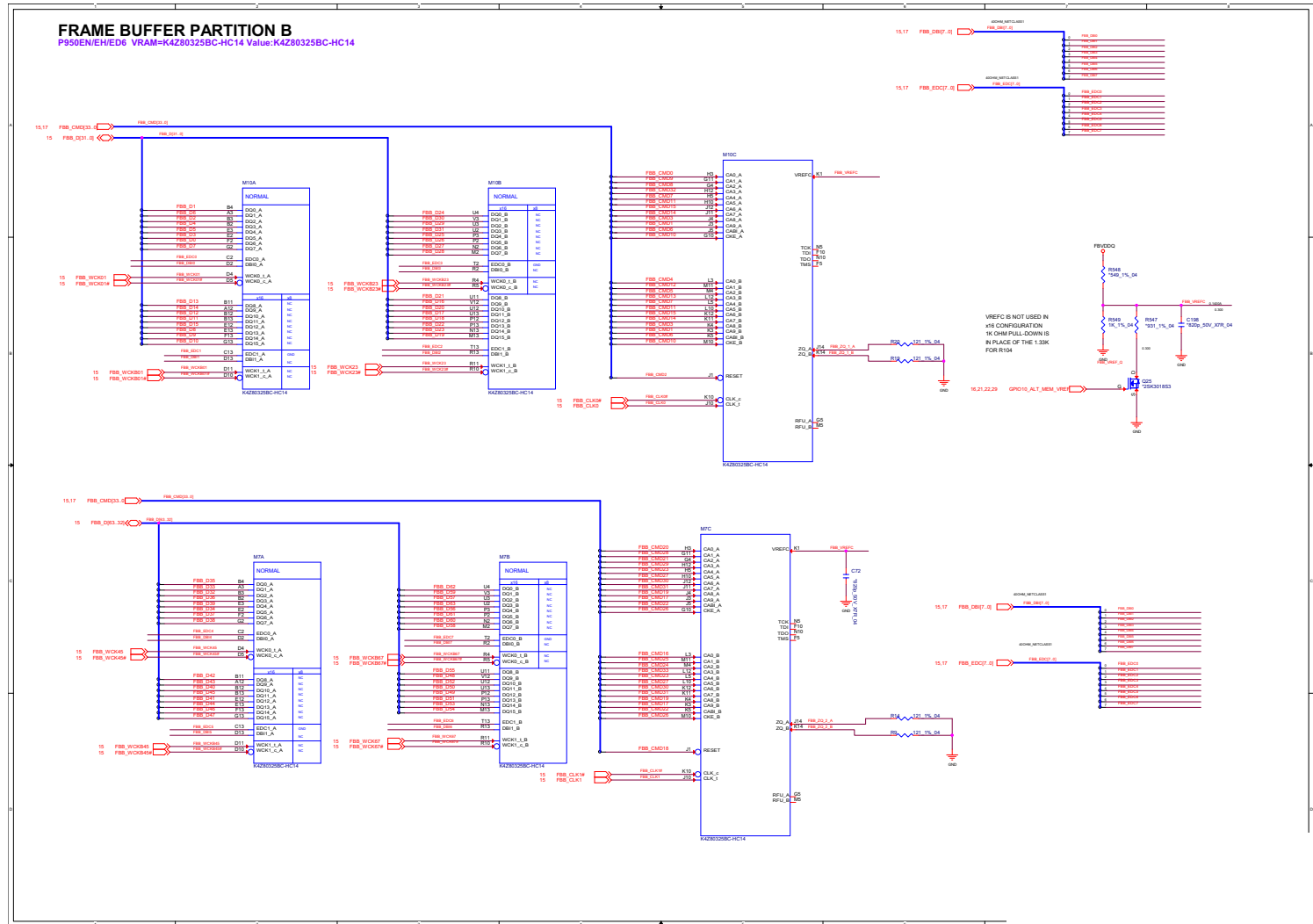
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GPU Frame Buffer Partition

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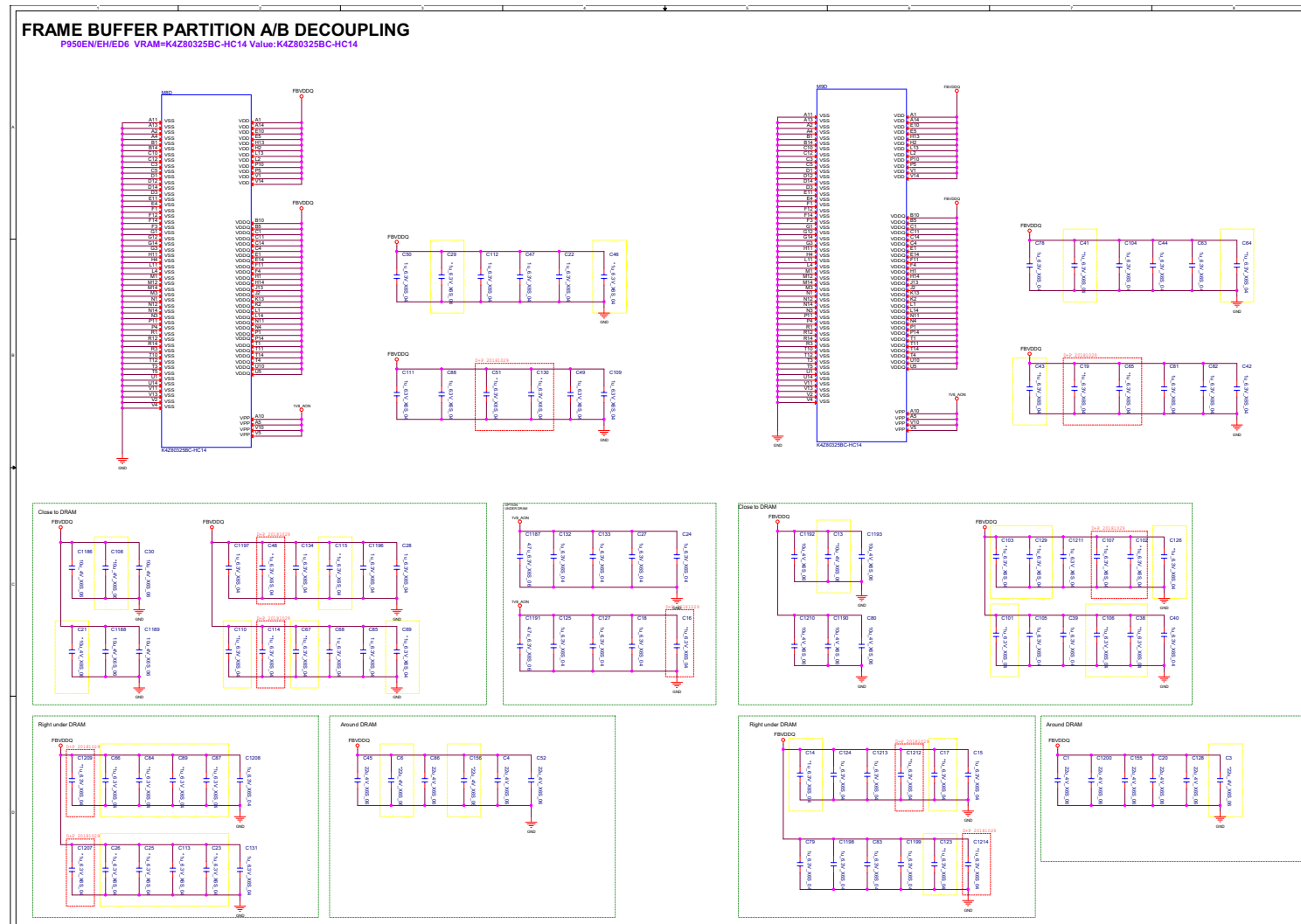
B.Schematic Diagrams

Frame Buffer Partition B

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Frame Buffer
Partition B



Frame Buffer Partition A_B

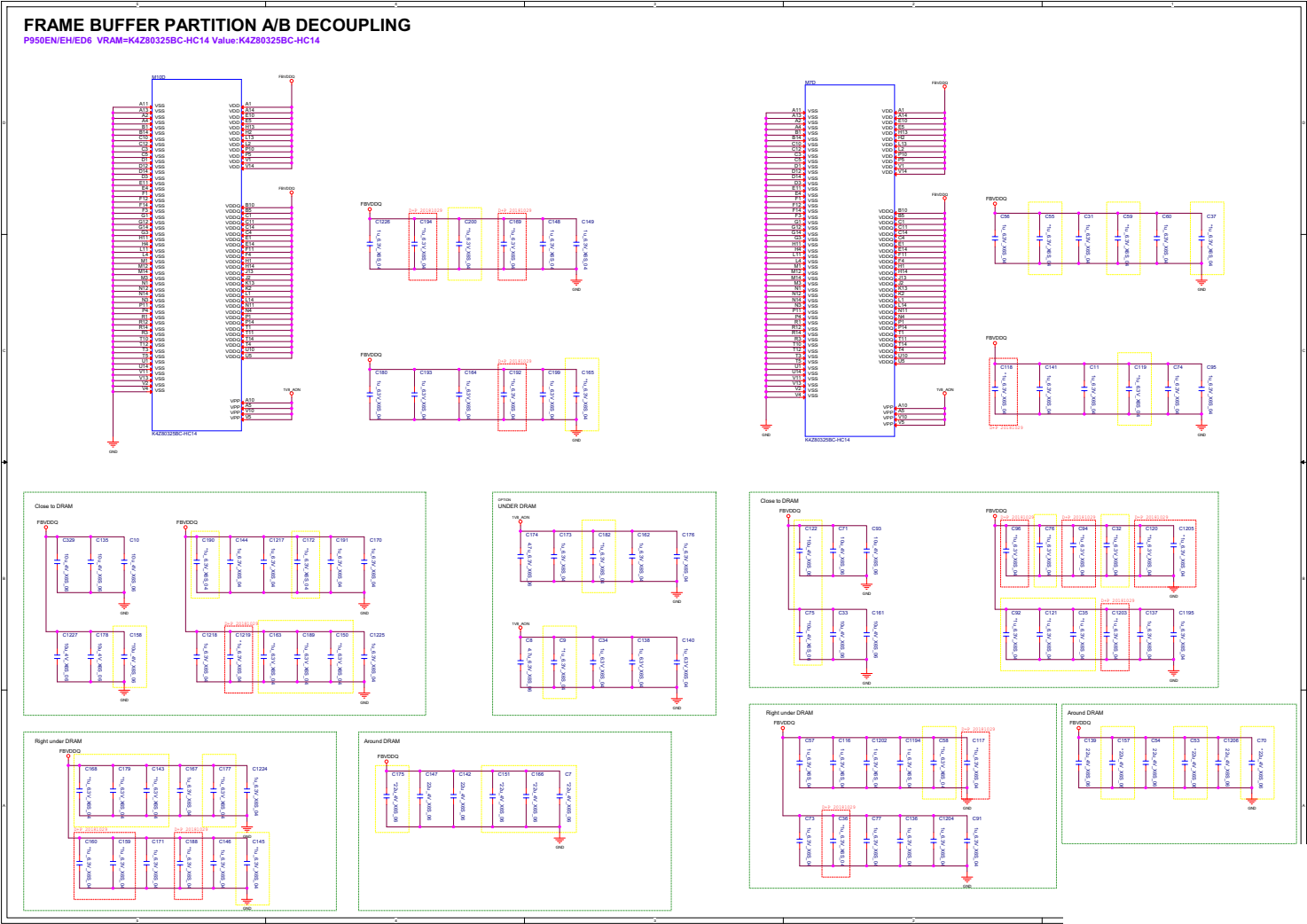


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Frame Buffer
Partition A_B

Schematic Diagrams

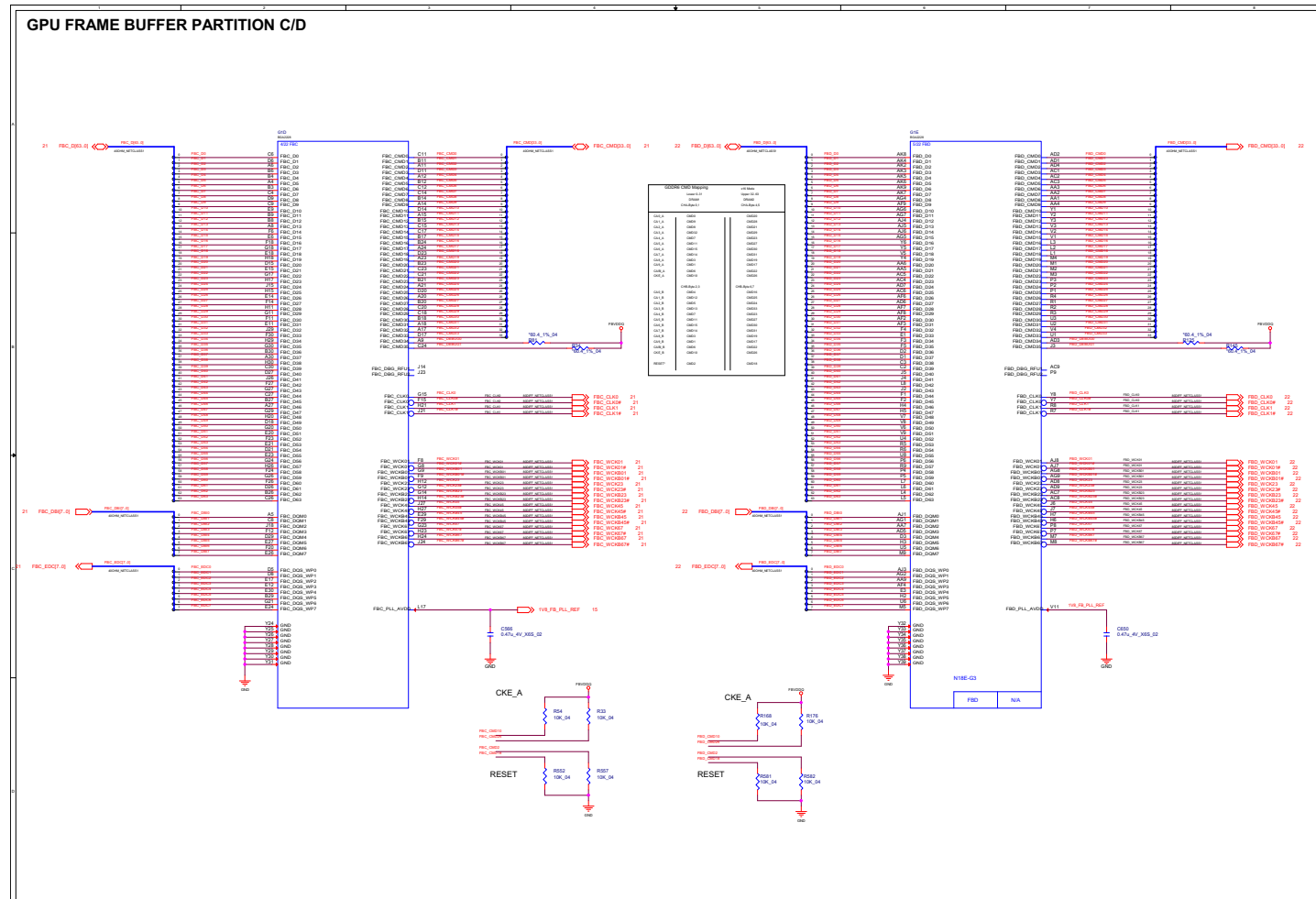
Frame Buffer Partition A_B

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Frame Buffer
Partition A_B



GPU Frame Buffer Partition

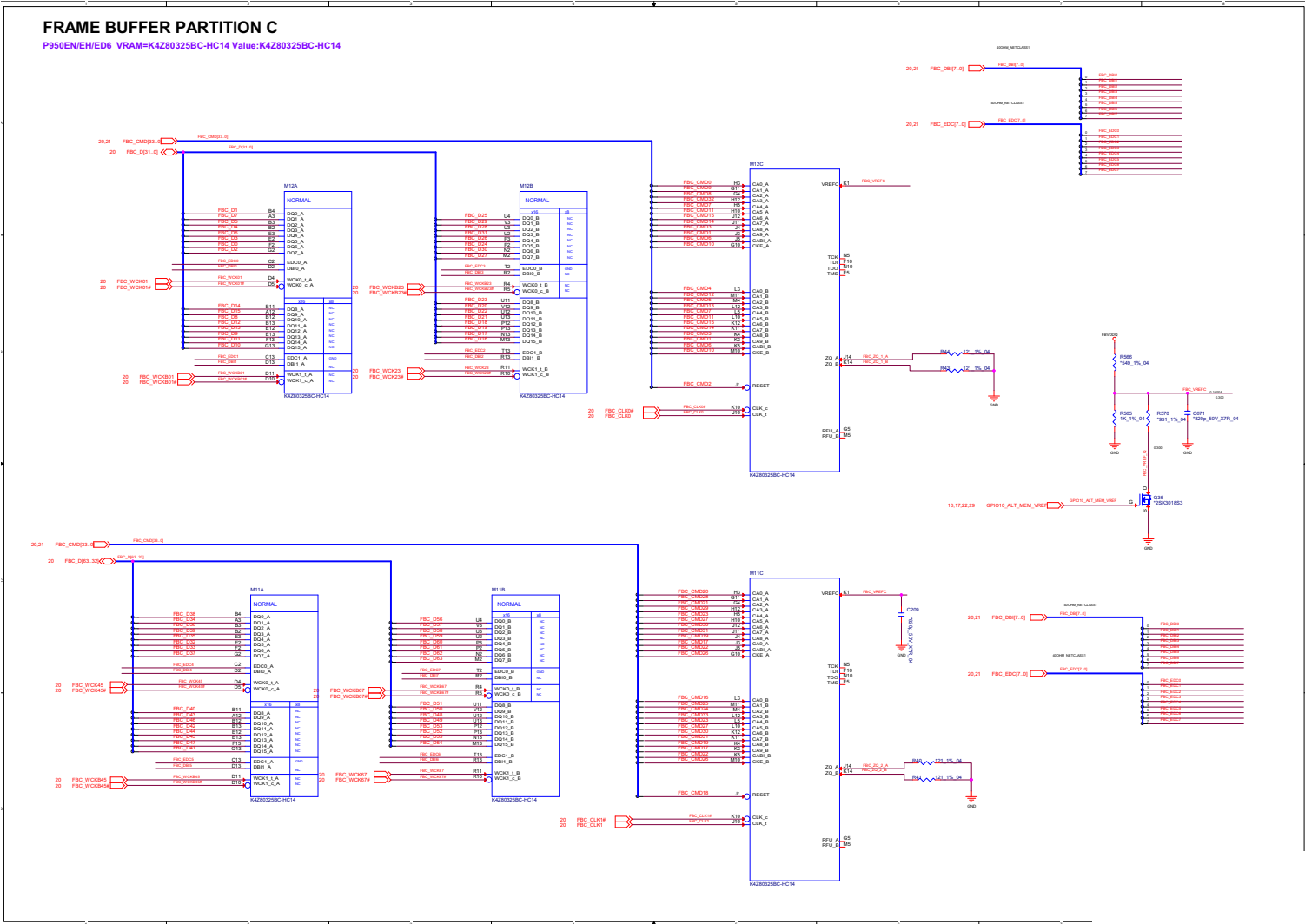
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GPU Frame Buffer Partition



Frame Buffer Partition C

B. Schematic Diagrams

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Frame Buffer
Partition C



Sheet 22 of 83
Frame Buffer
Partition D



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Frame Buffer
Partition C_D



Frame Buffer Partition C_D



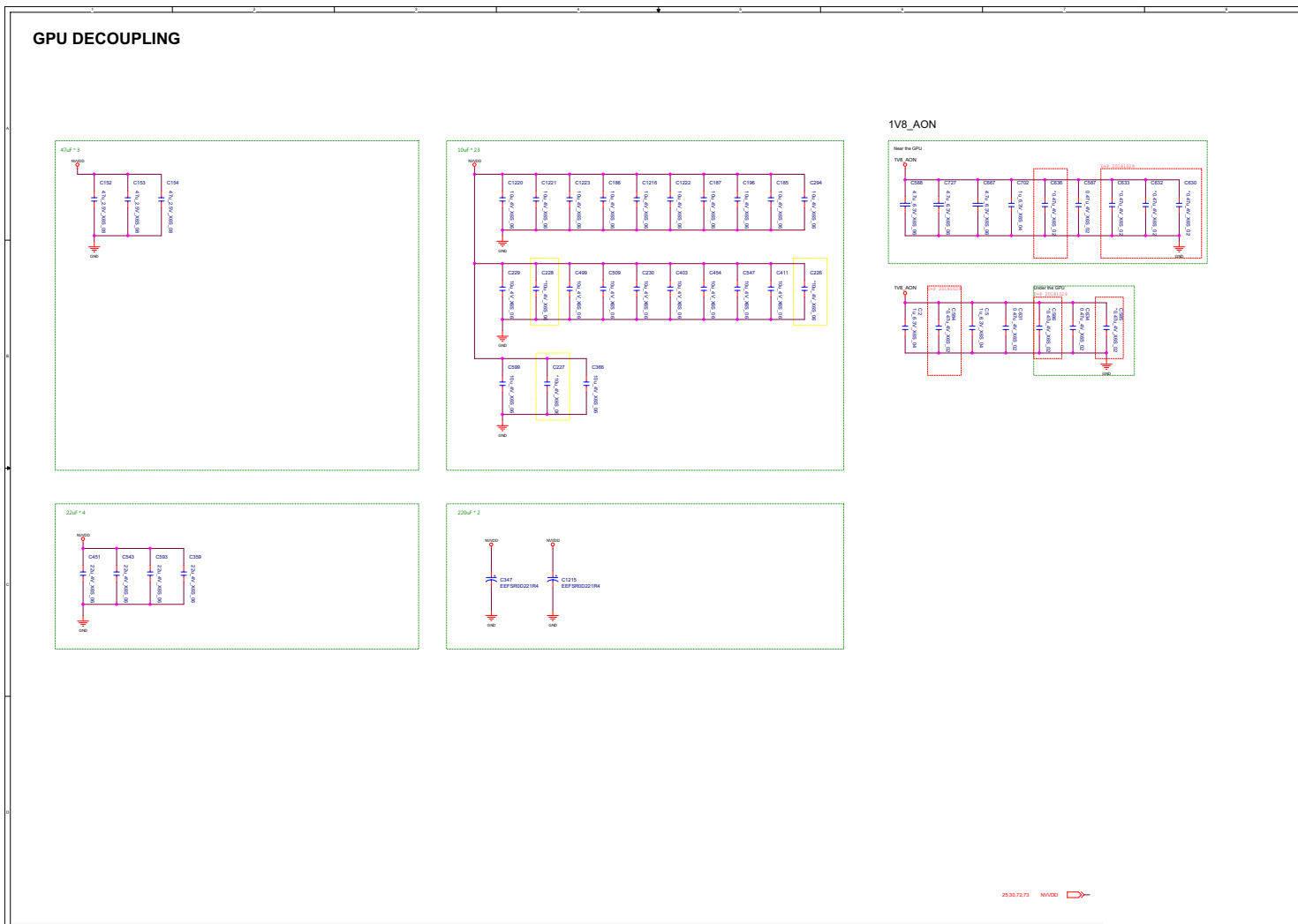
Schematic Diagrams

GPU Decoupling 1

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GPU Decoupling 1



GPU Decoupling 2

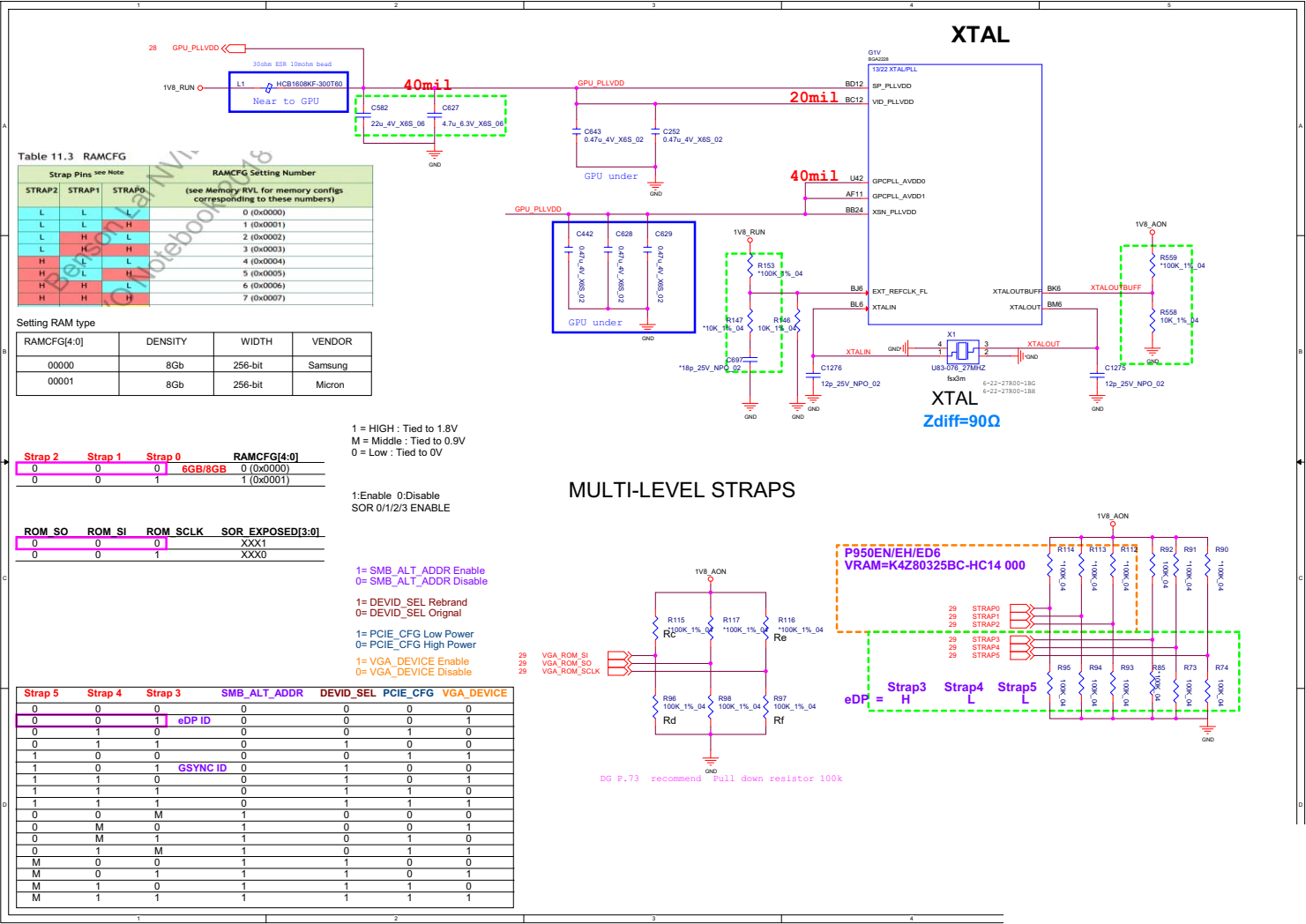


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GPU Decoupling 2

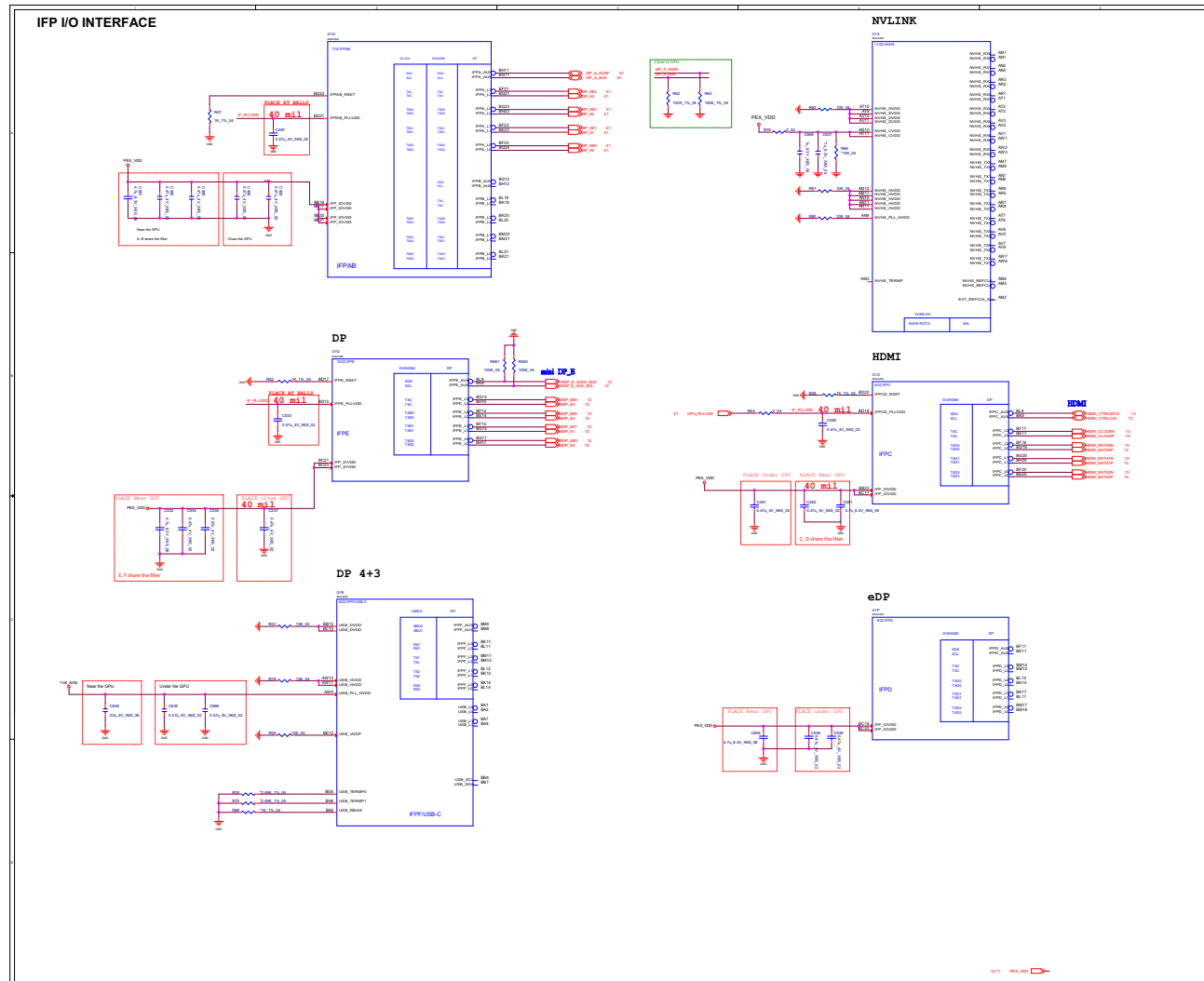
Schematic Diagrams

Straps and XTAL

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Straps and XTAL

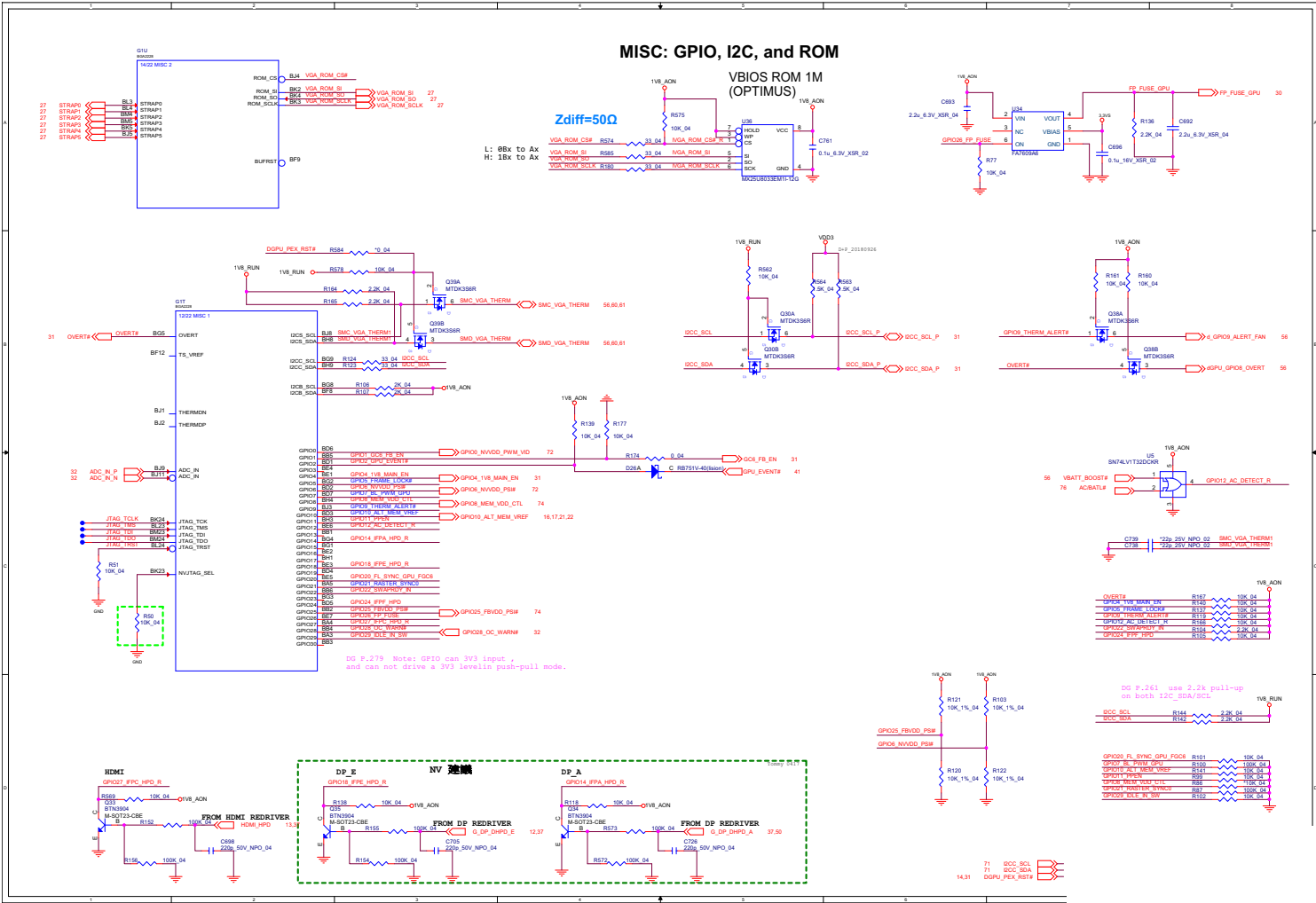


IFP I/O Interface

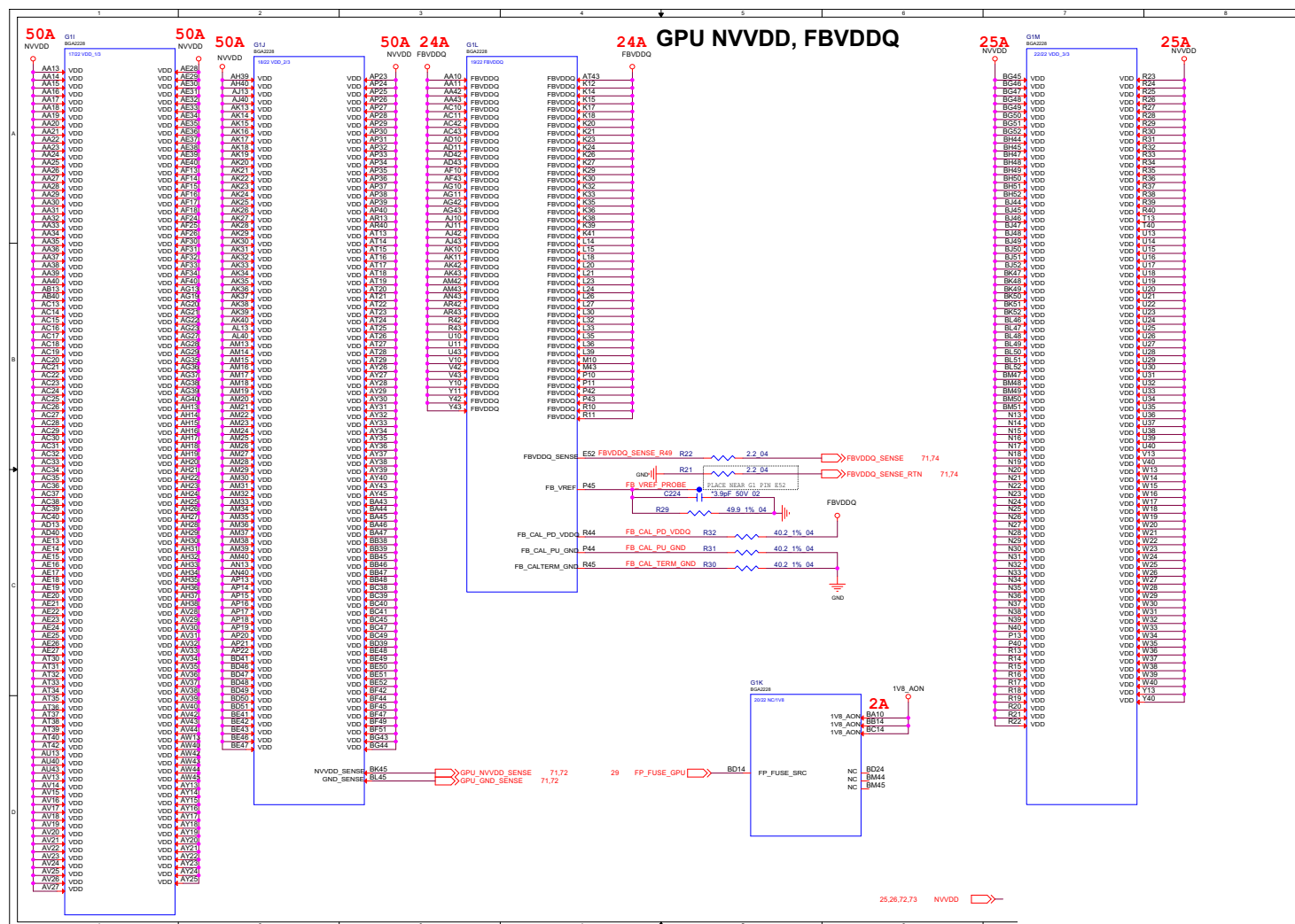


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IFP I/O Interface

Misc - GPIO, I2C and ROM



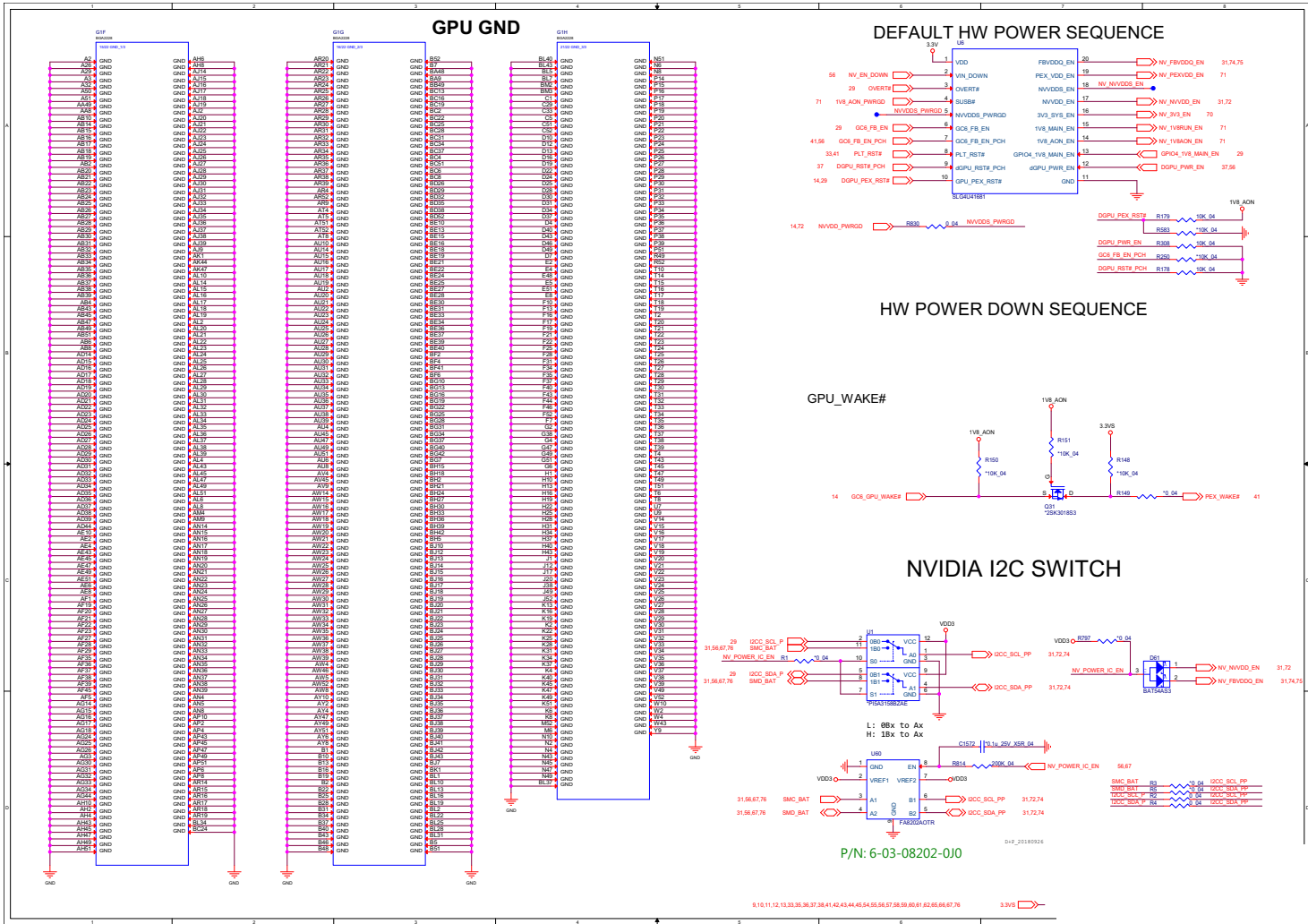
GPU NVVDD, FBVDDQ B - 31



GPU GND & Sequence

3. Schematic Diagrams

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GPU GND &
Sequence



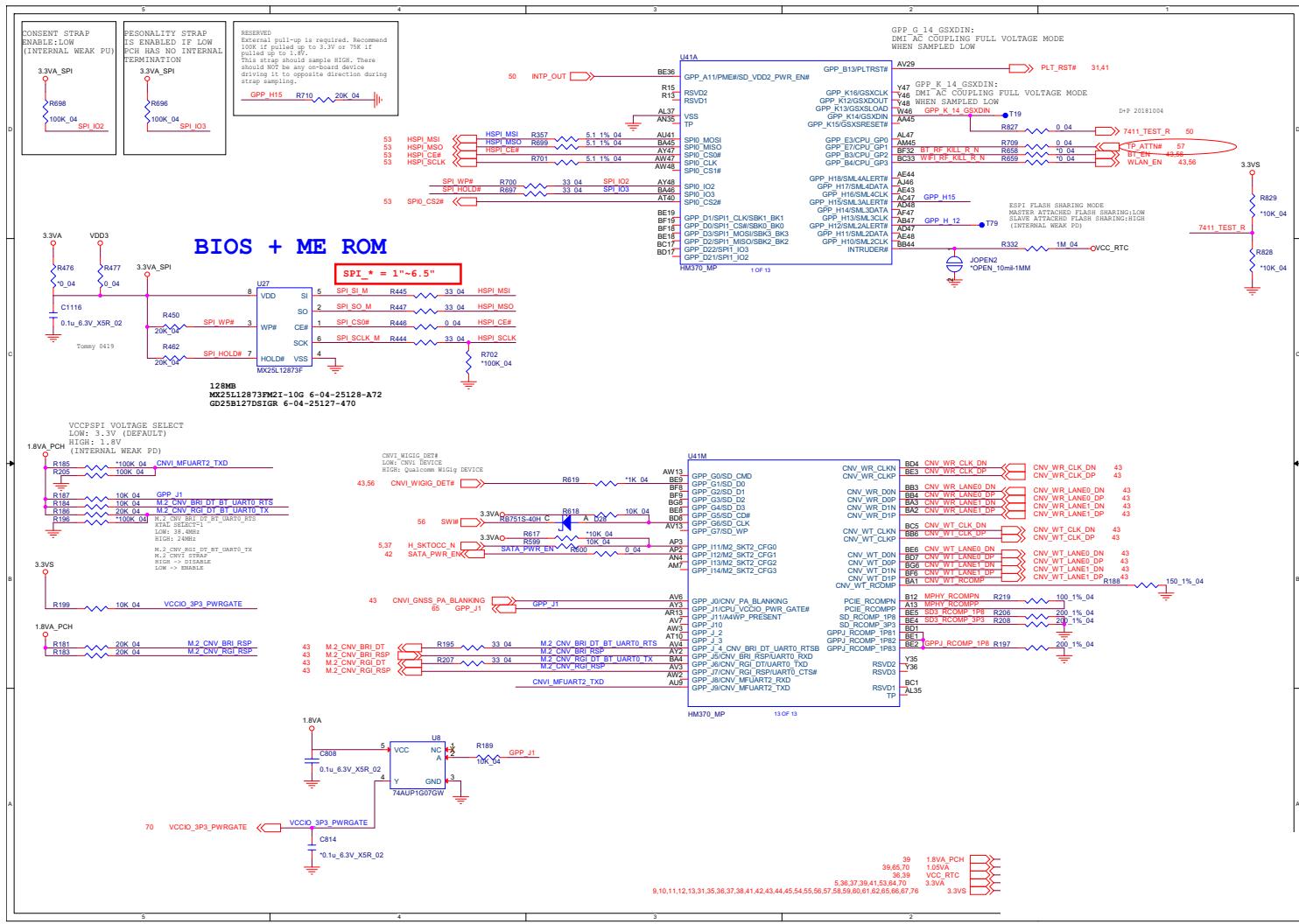
Sheet 32 of 83
Output Power
Measurement



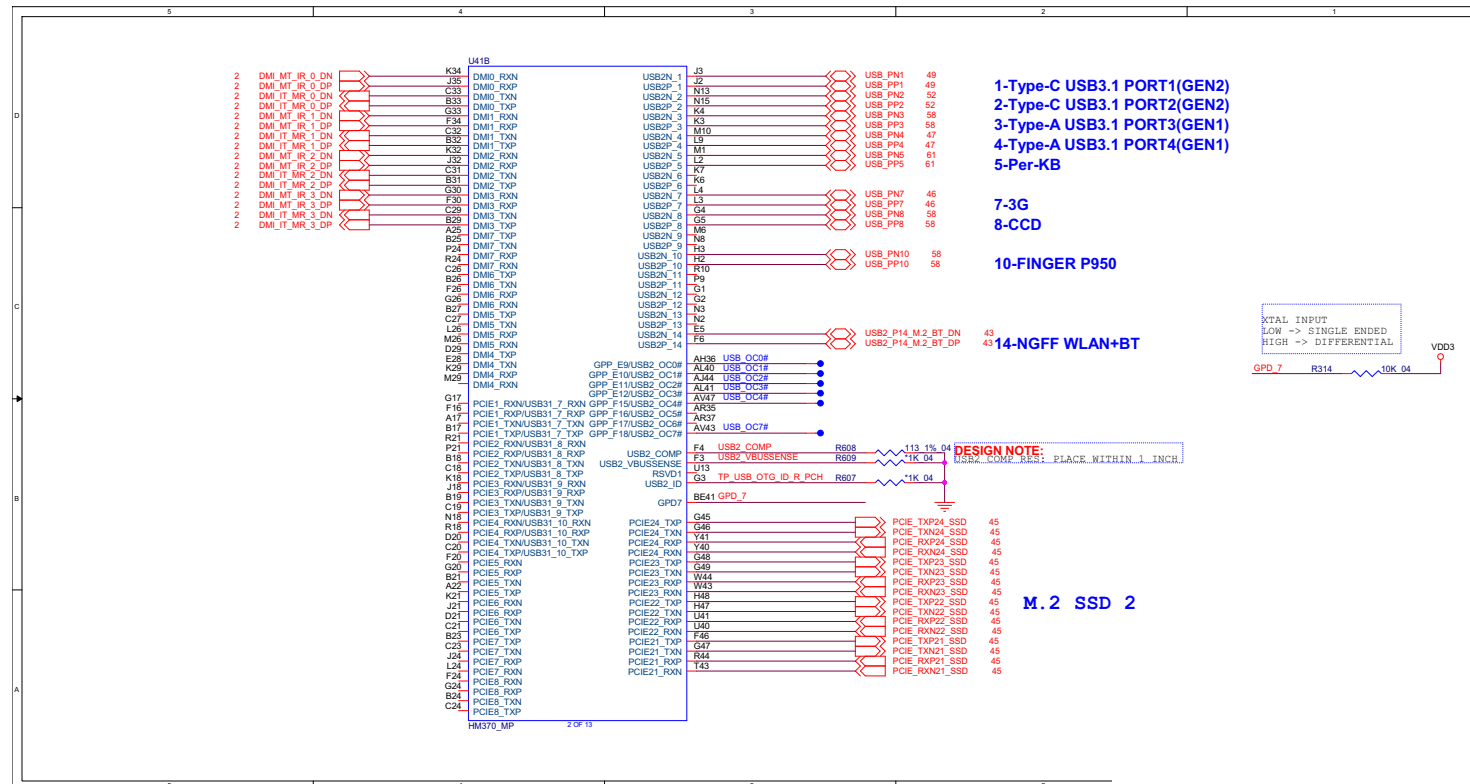
Schematic Diagrams

PCH 1/9

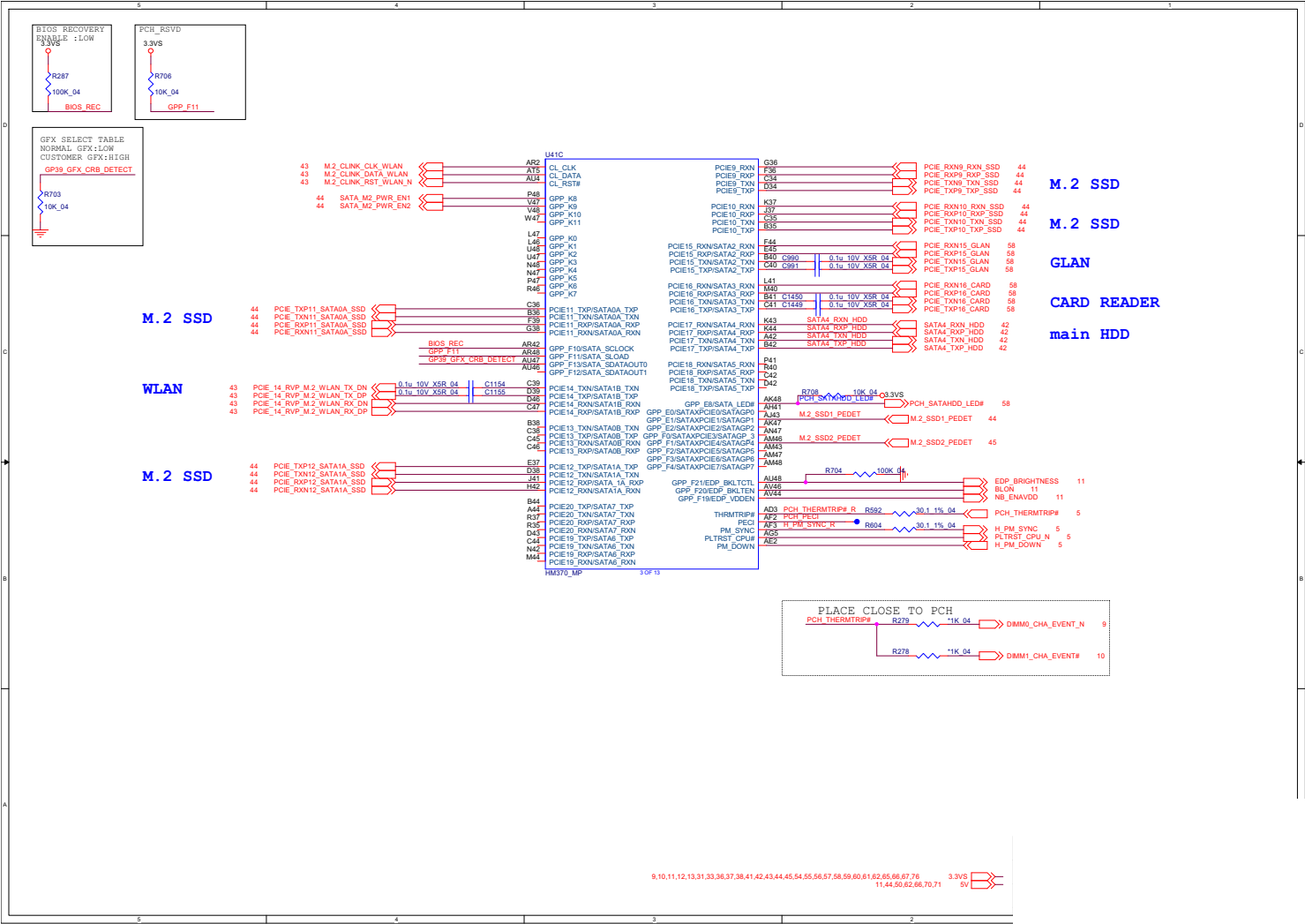
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PCH 1/9



PCH 2/9

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PCH 2/9

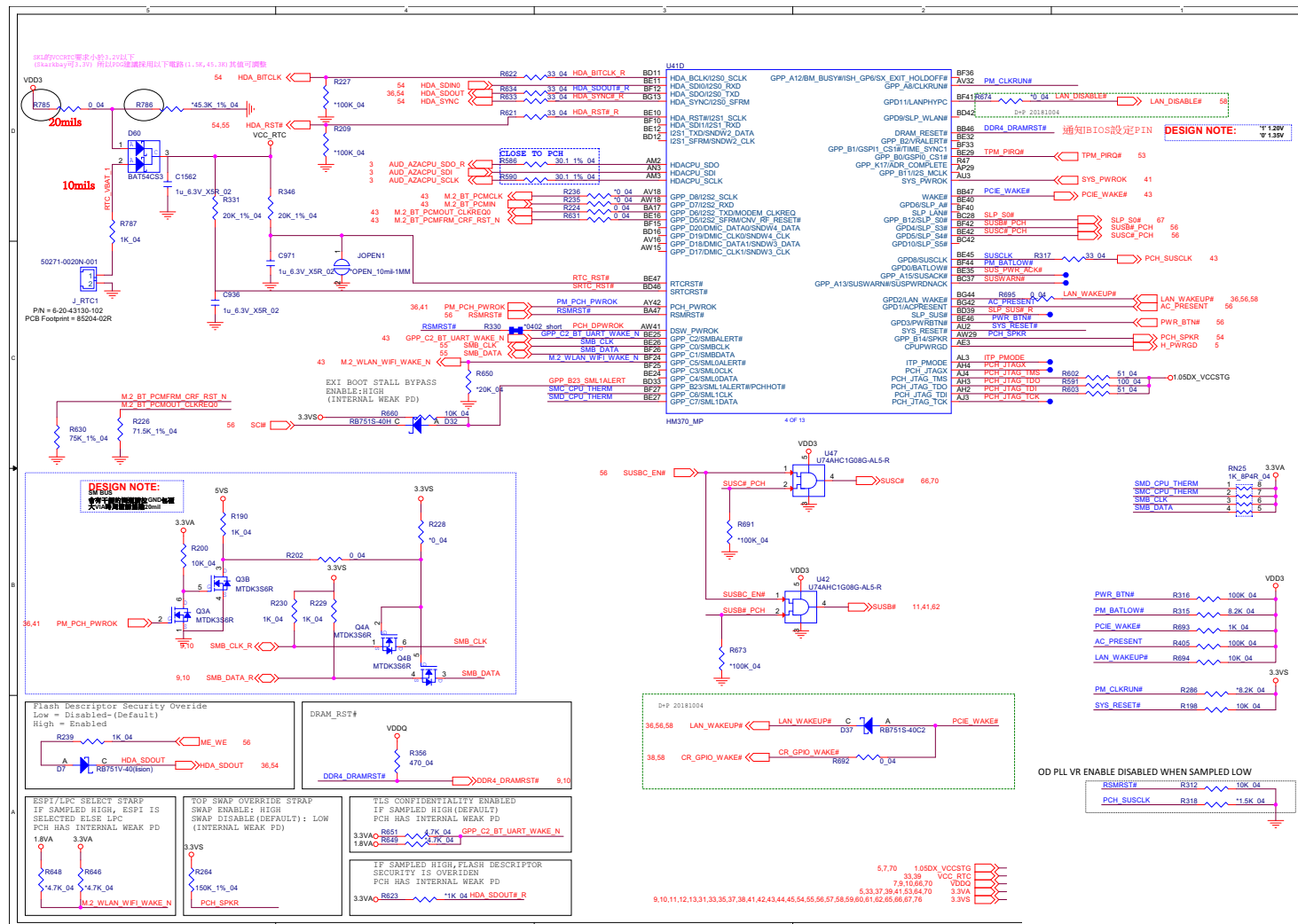
PCH 3/9



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PCH 3/9

B.Schematic Diagrams

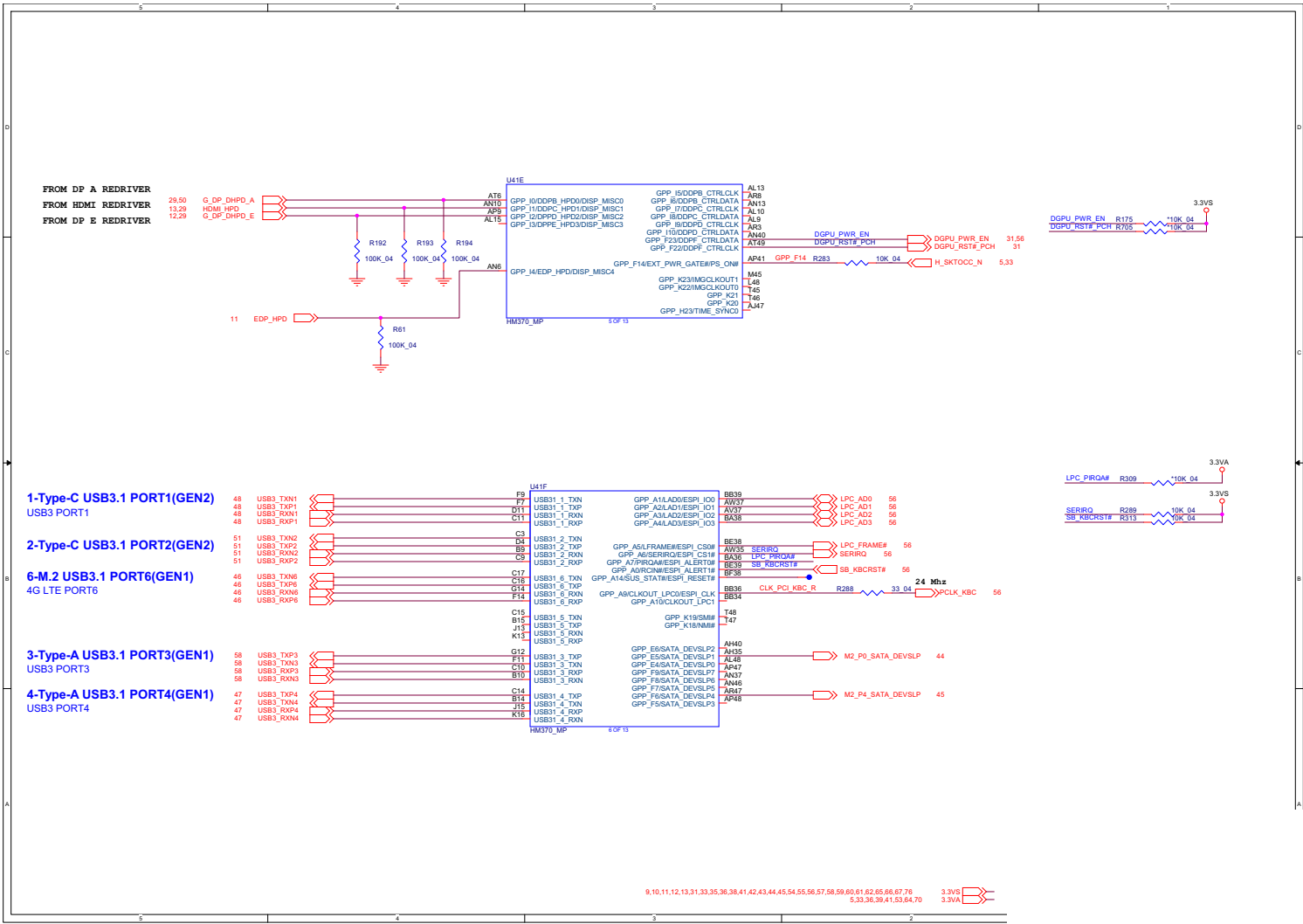
PCH 4/9 B - 37



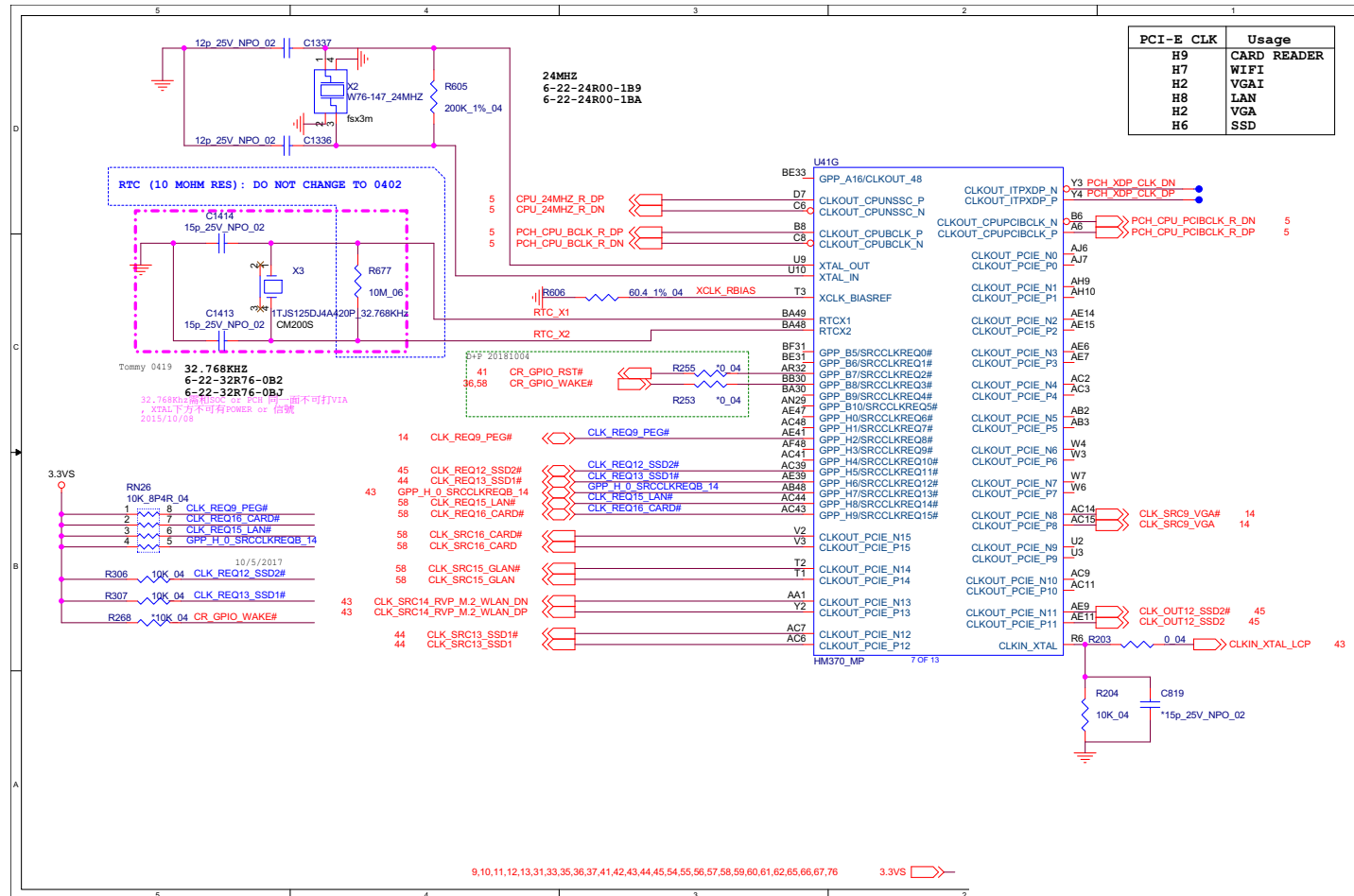
Schematic Diagrams

PCH 5/9

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PCH 5/9



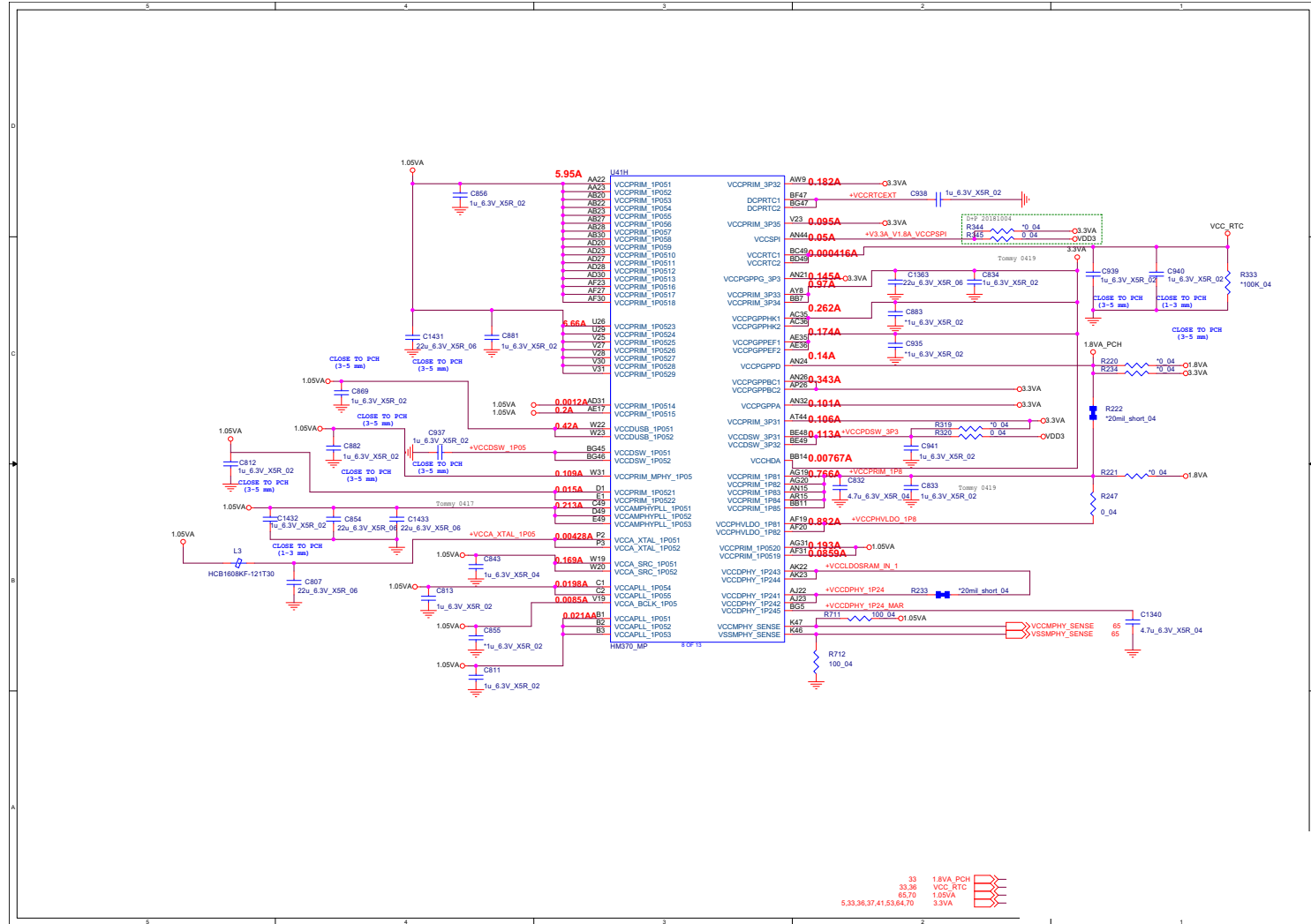
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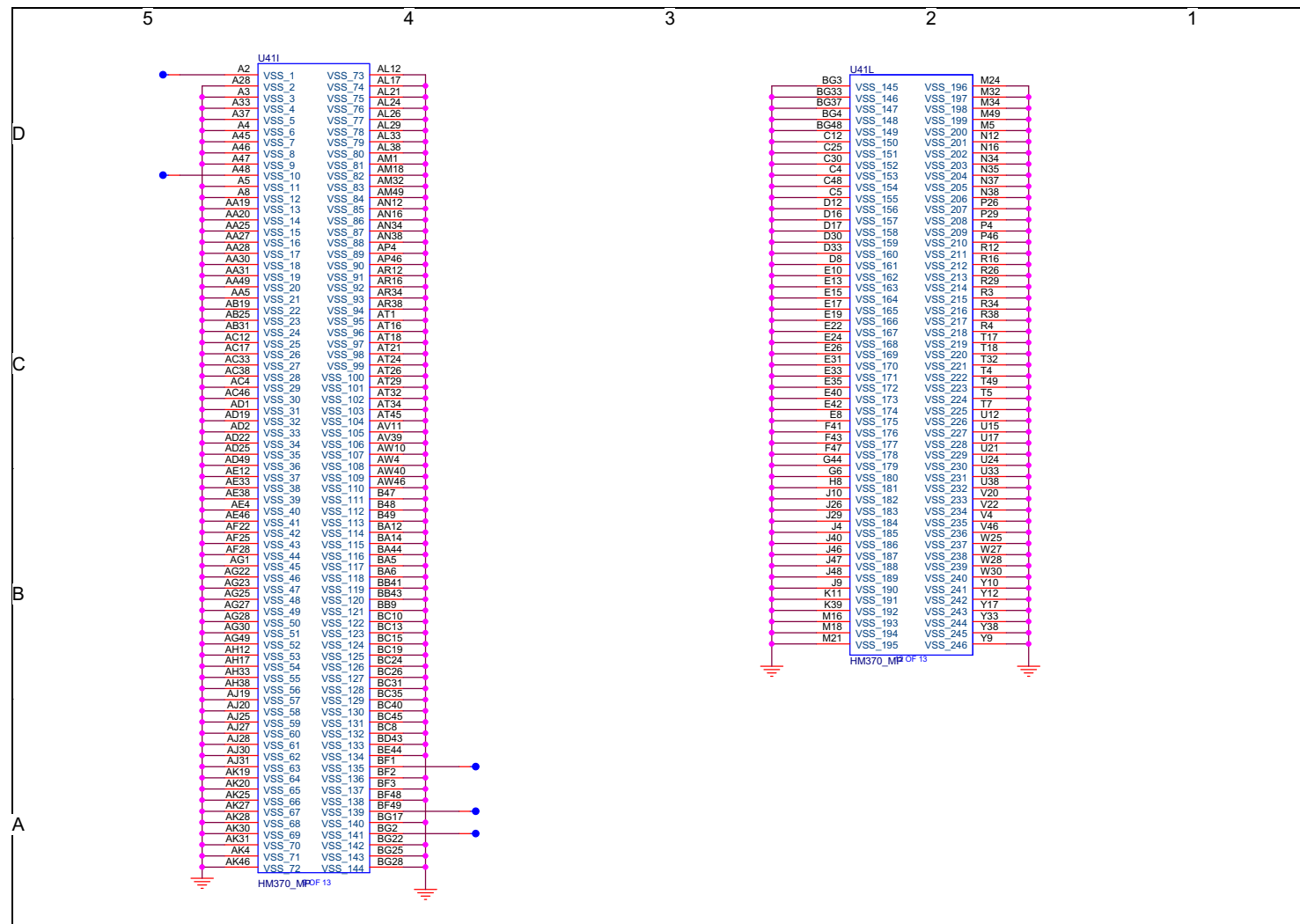
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PCH 6/9

PCH 7/9

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PCH 7/9



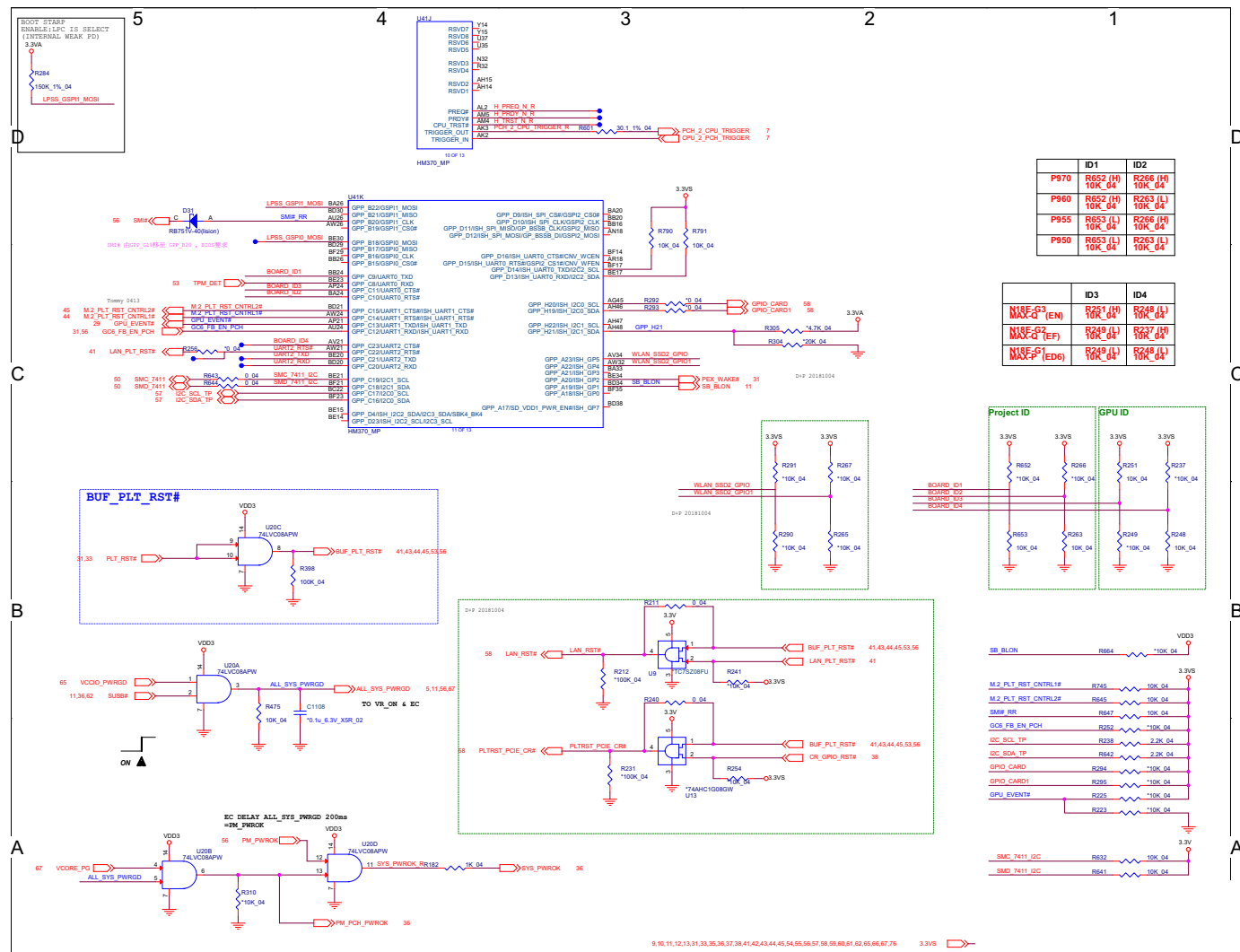
PCH 8/9

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PCH 8/9

B.Schematic Diagrams

PCH 9/9

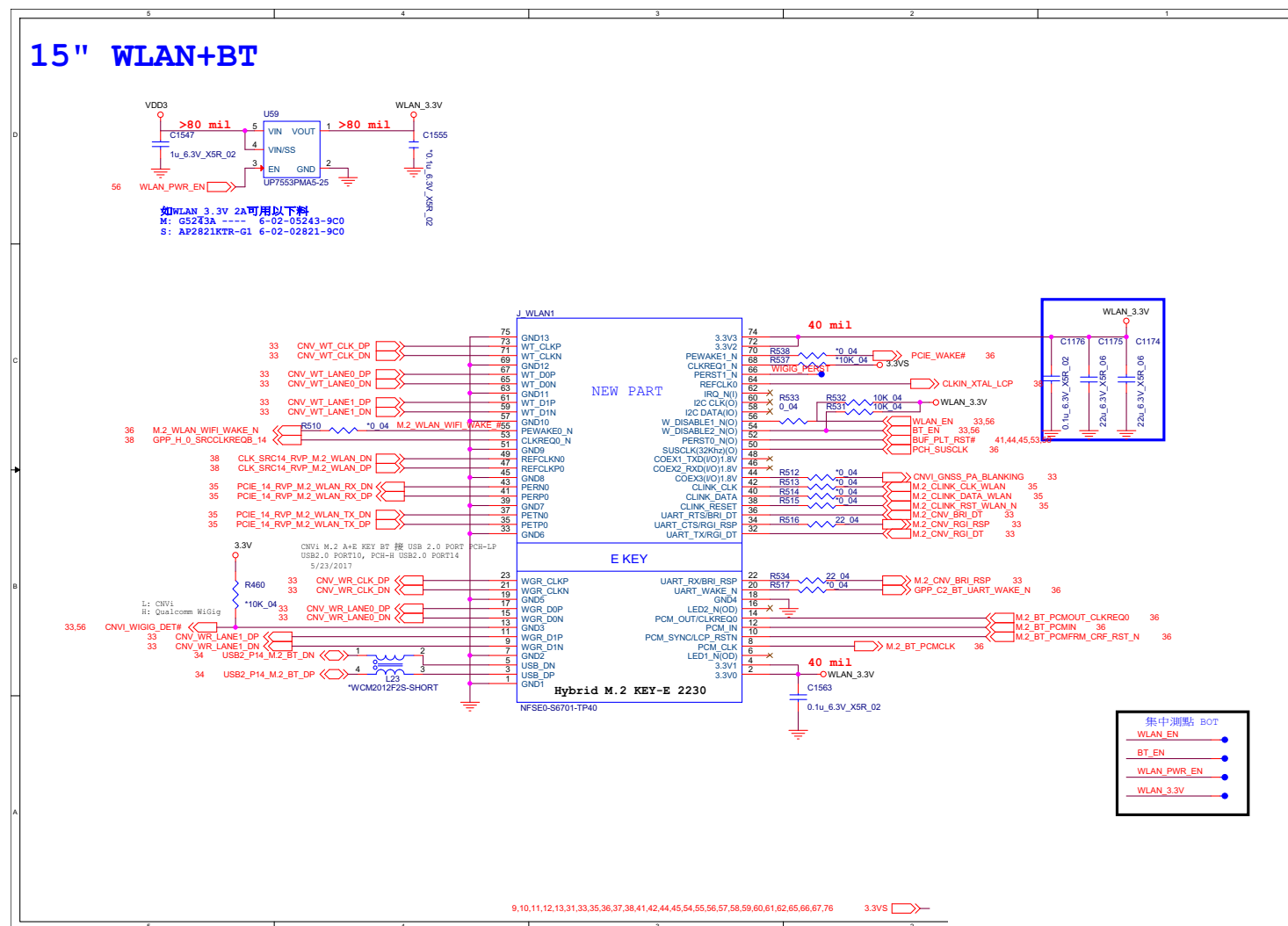
B. Schematic Diagrams



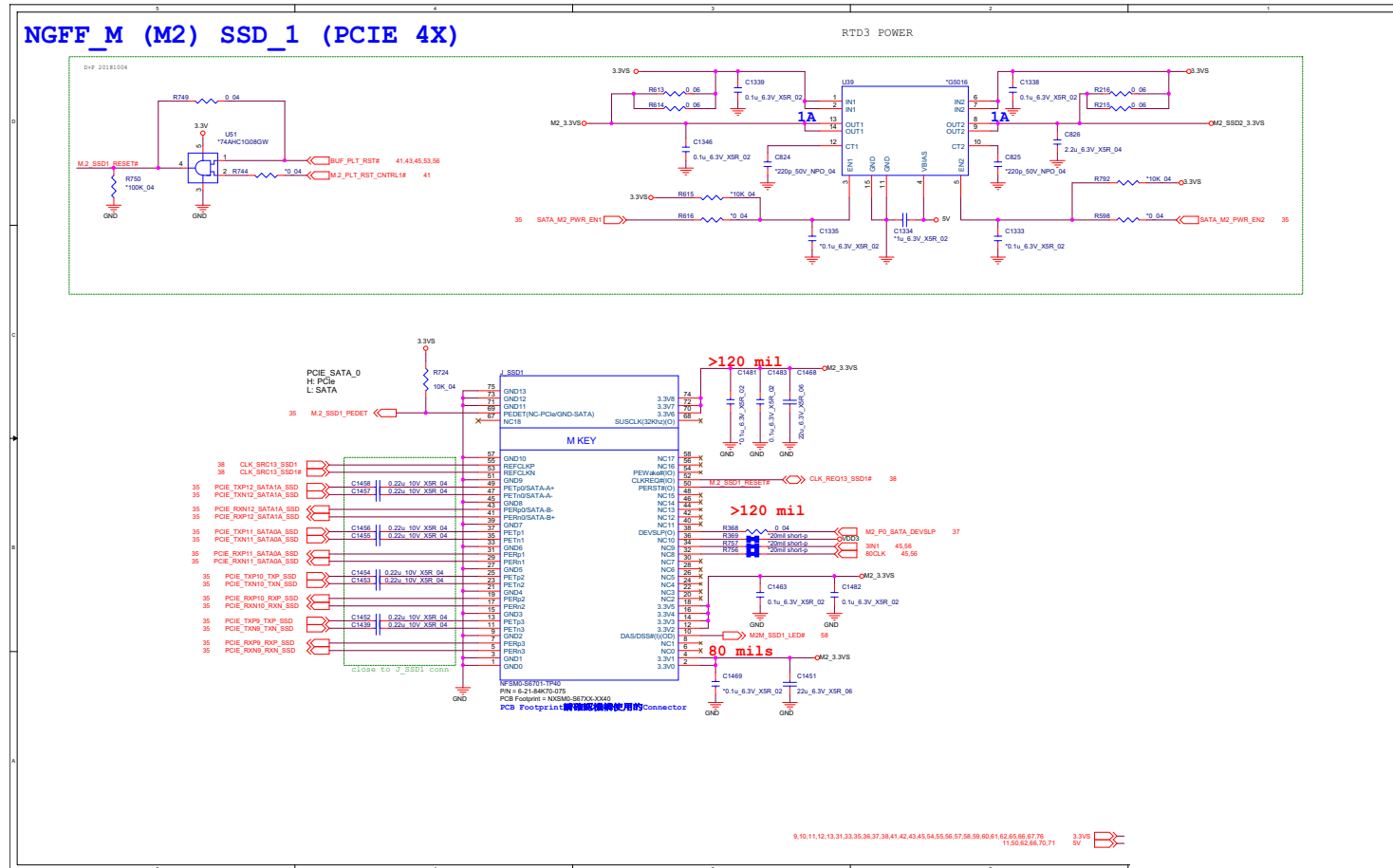
HDD, SATA Port B - 43



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M.2 WLAN+BT



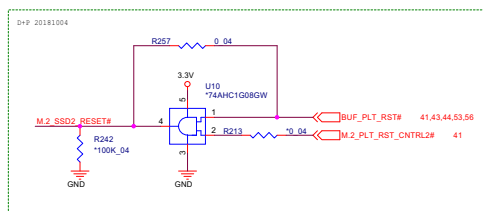
M.2 NGFF_M SSD1



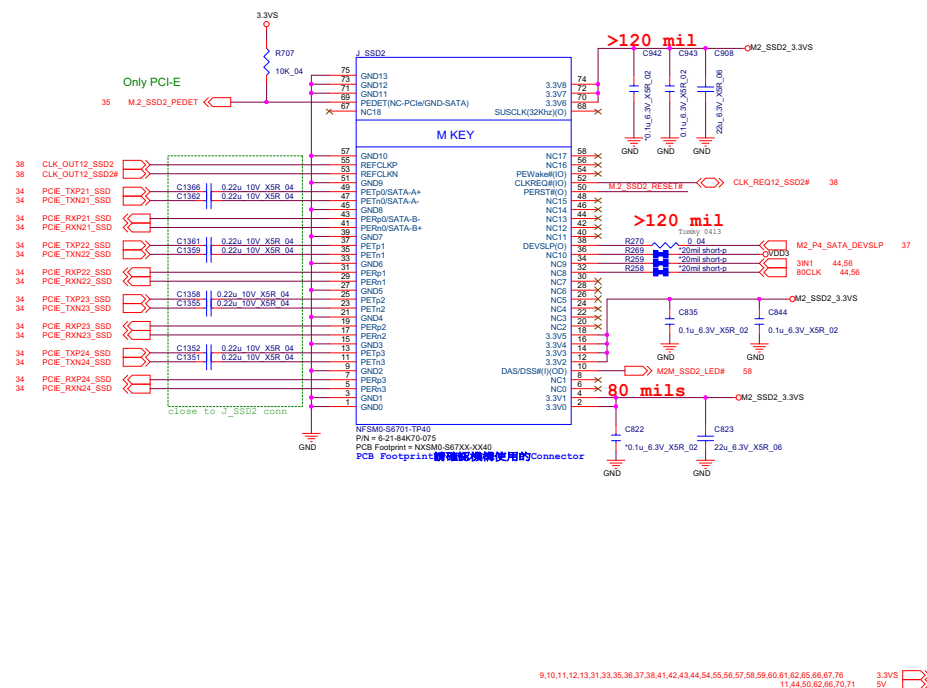
Sheet 44 of 83
M.2 NGFF_M SSD1

M.2 NGFF_M SSD2

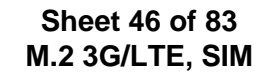
NGFF M (M2) SSD 2 (PCIe 4x)



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M.2 NGFF_M SSD2

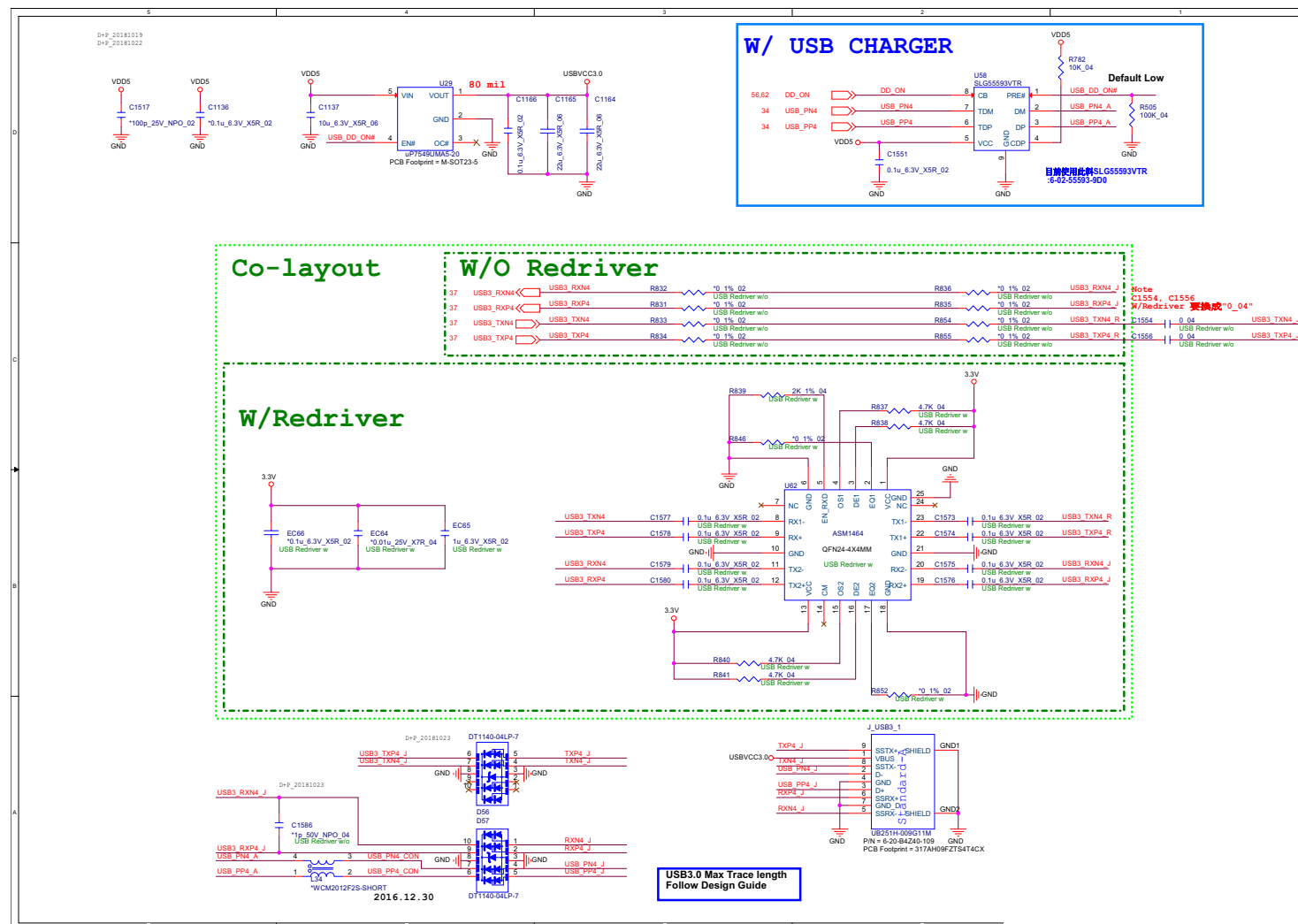


M.2 3G/LTE, SIM B - 47



USB Charger

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USB Charger

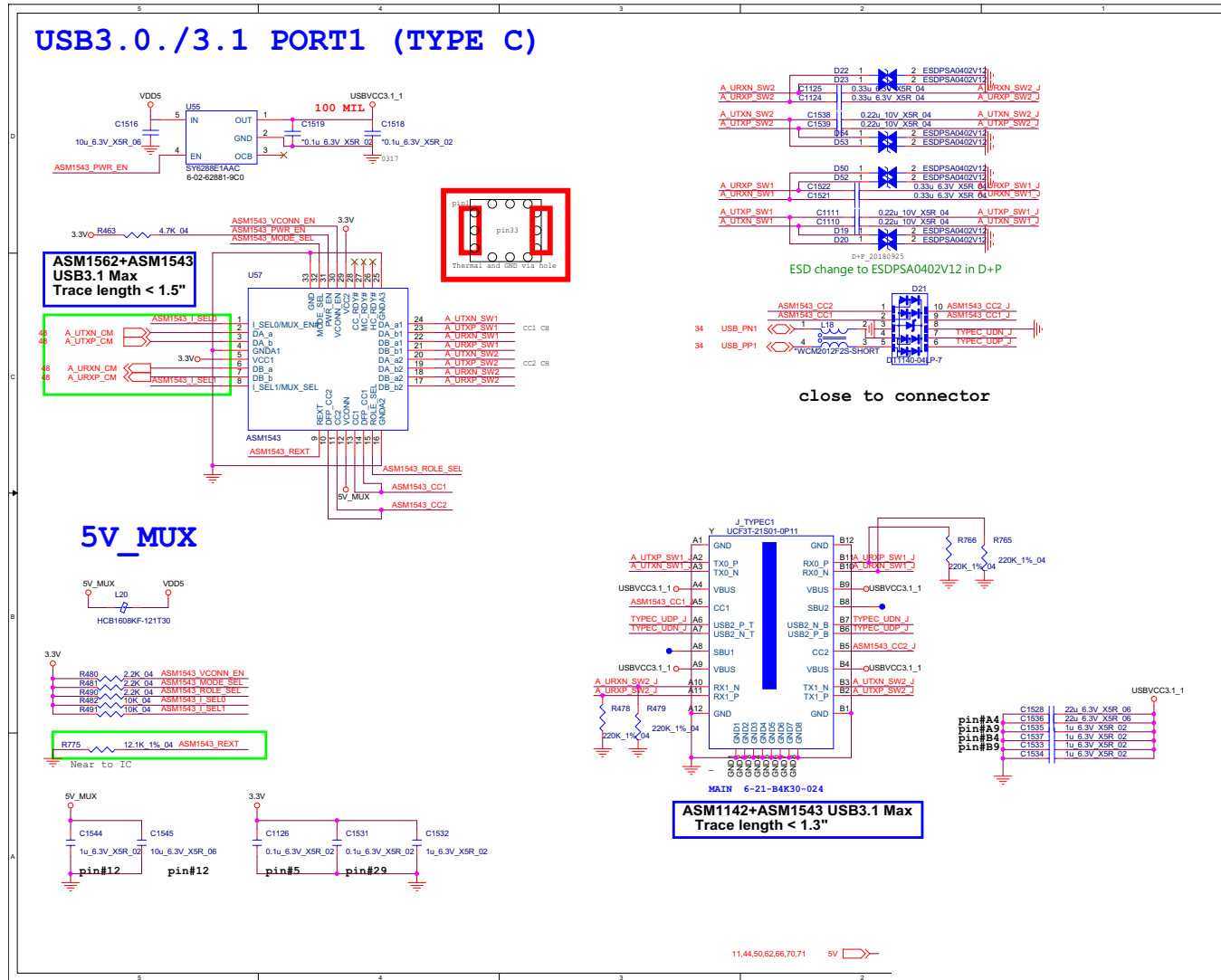


USB Redriver B - 49



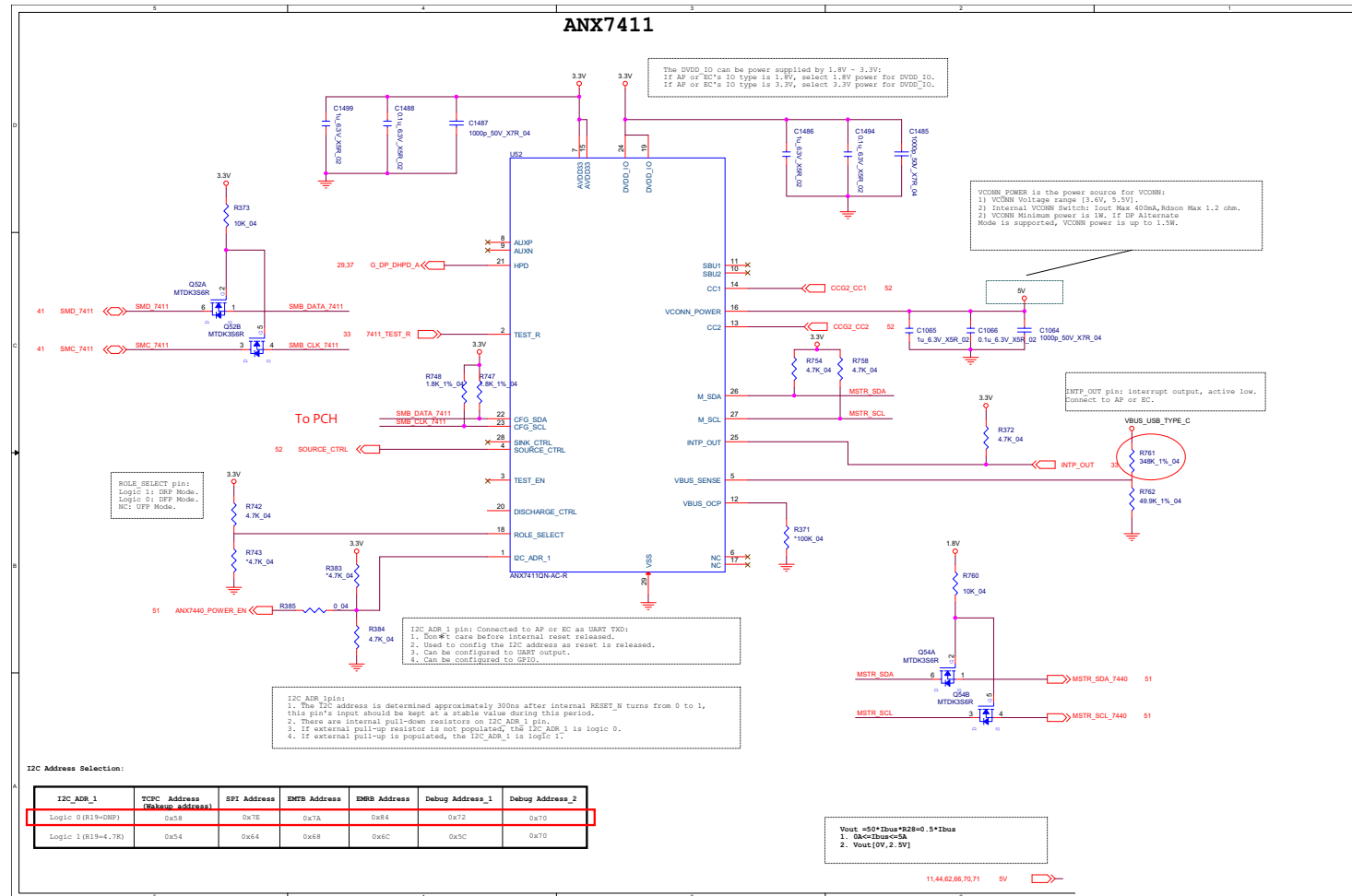
ASM1543

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ASM1543

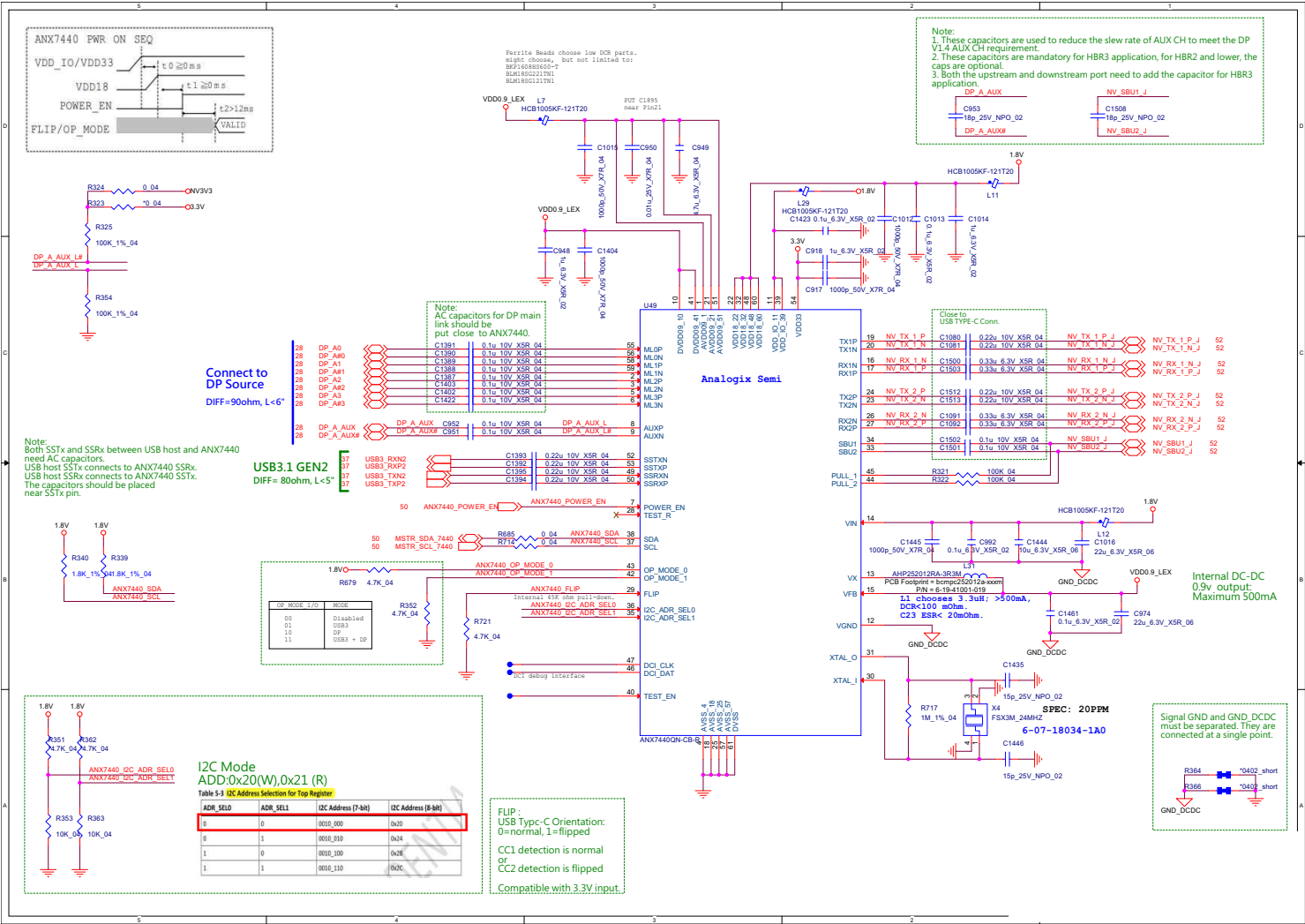


PD Controller ANX7411

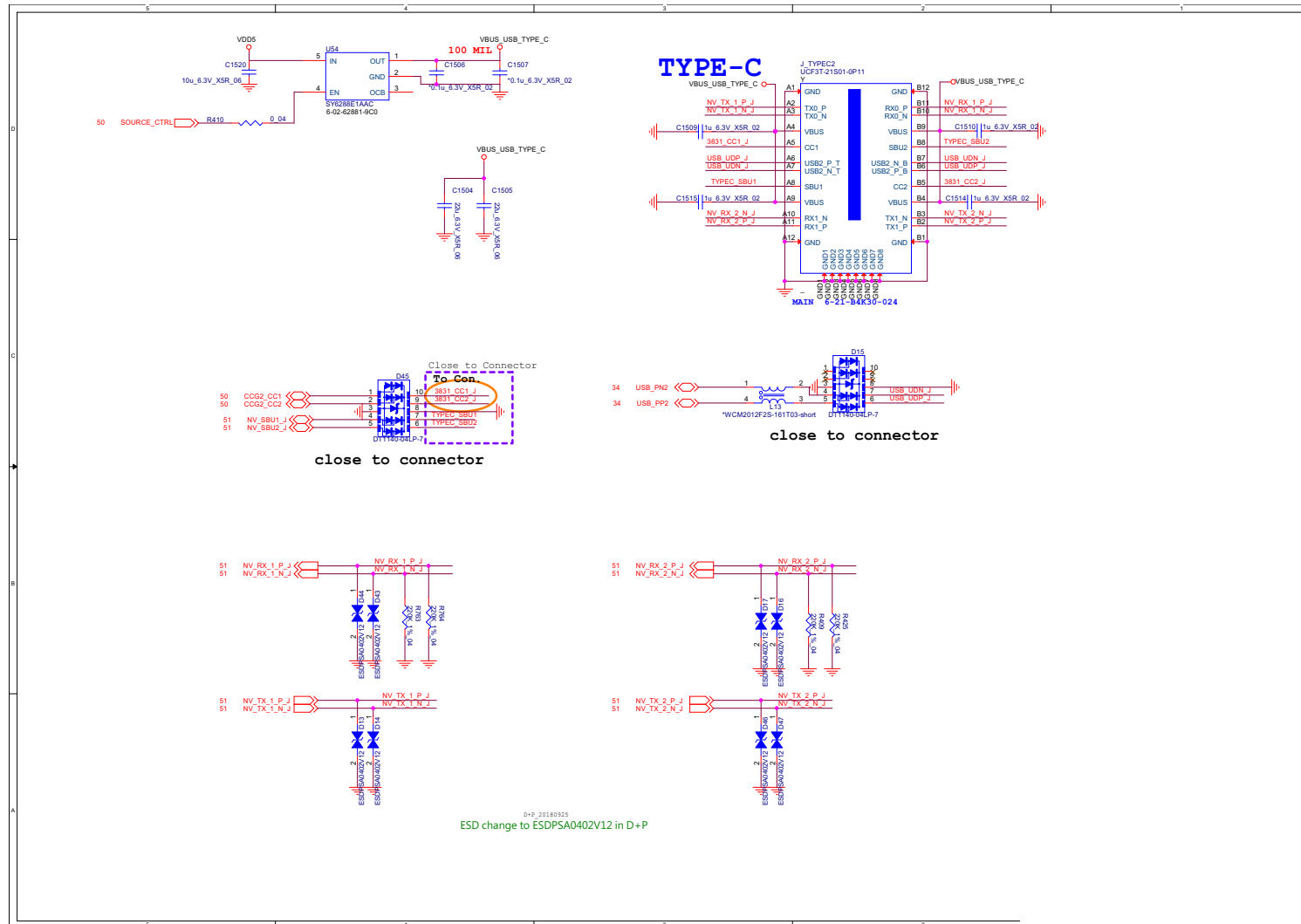
Sheet 50 of 83
PD Controller
ANX7411



USB Type-C



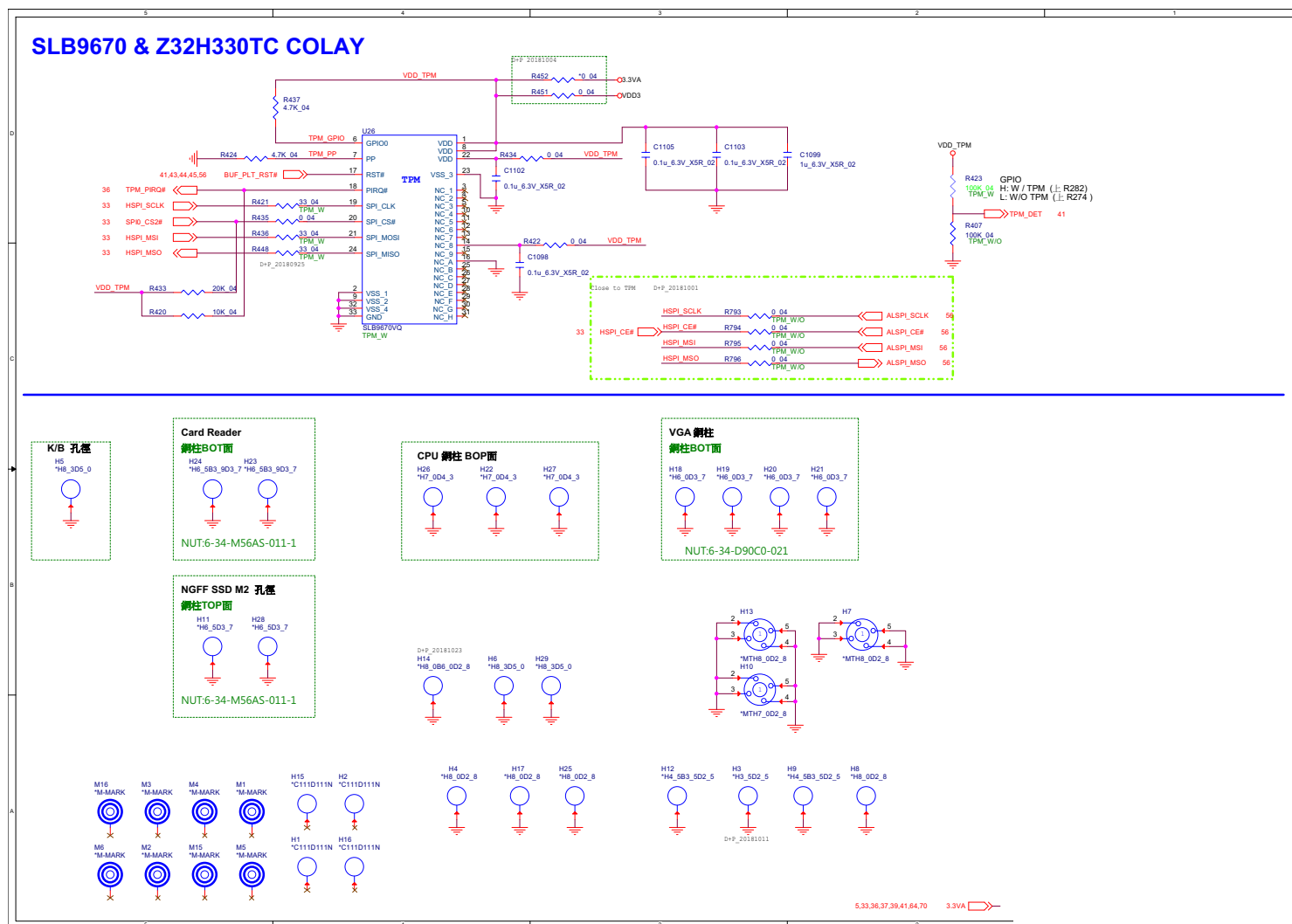
DP+USB Type-C



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DP+USB Type-C

TPM, Screw

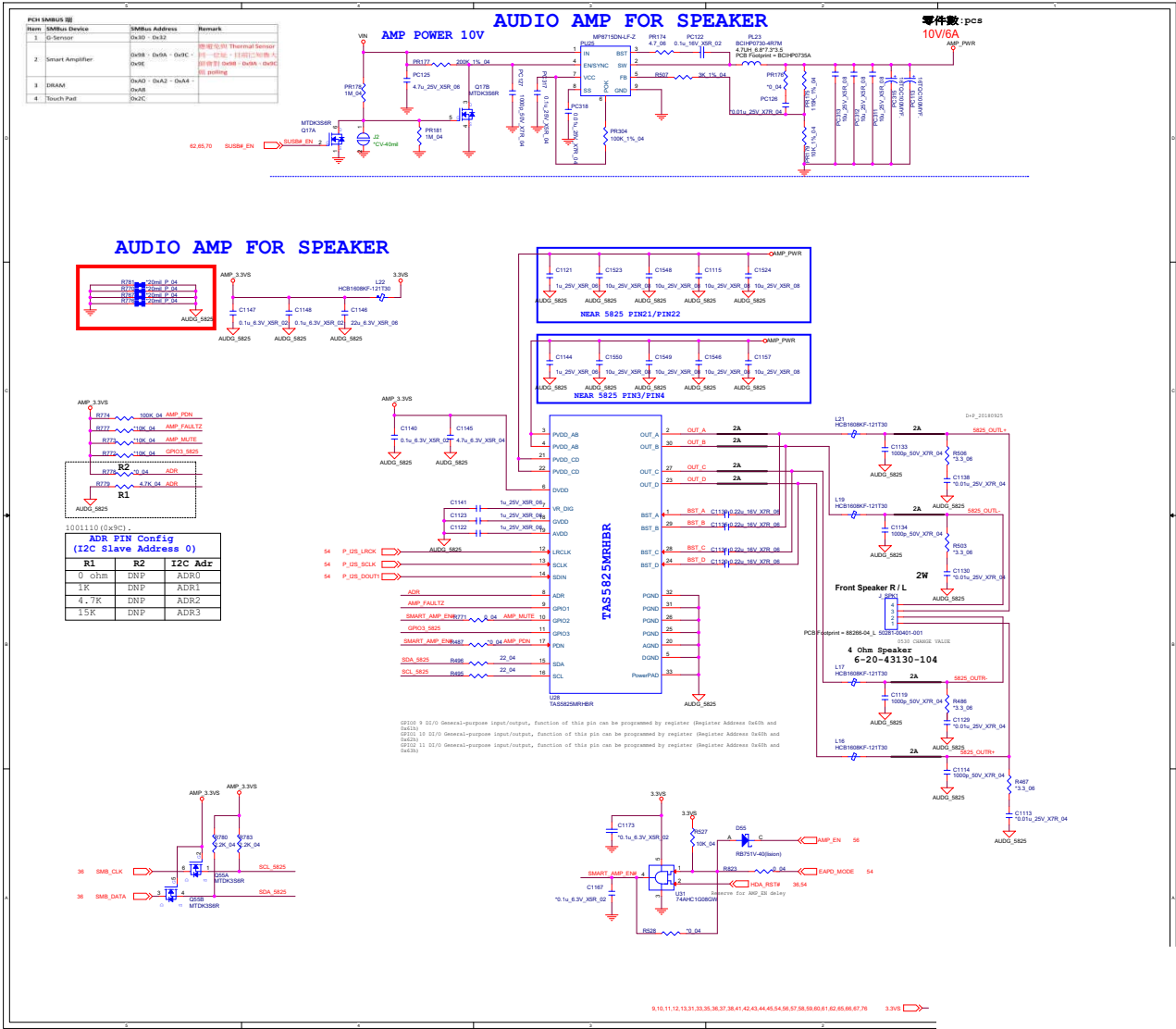
B. Schematic Diagrams



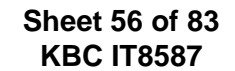
B.Schematic Diagrams



Smart AMP



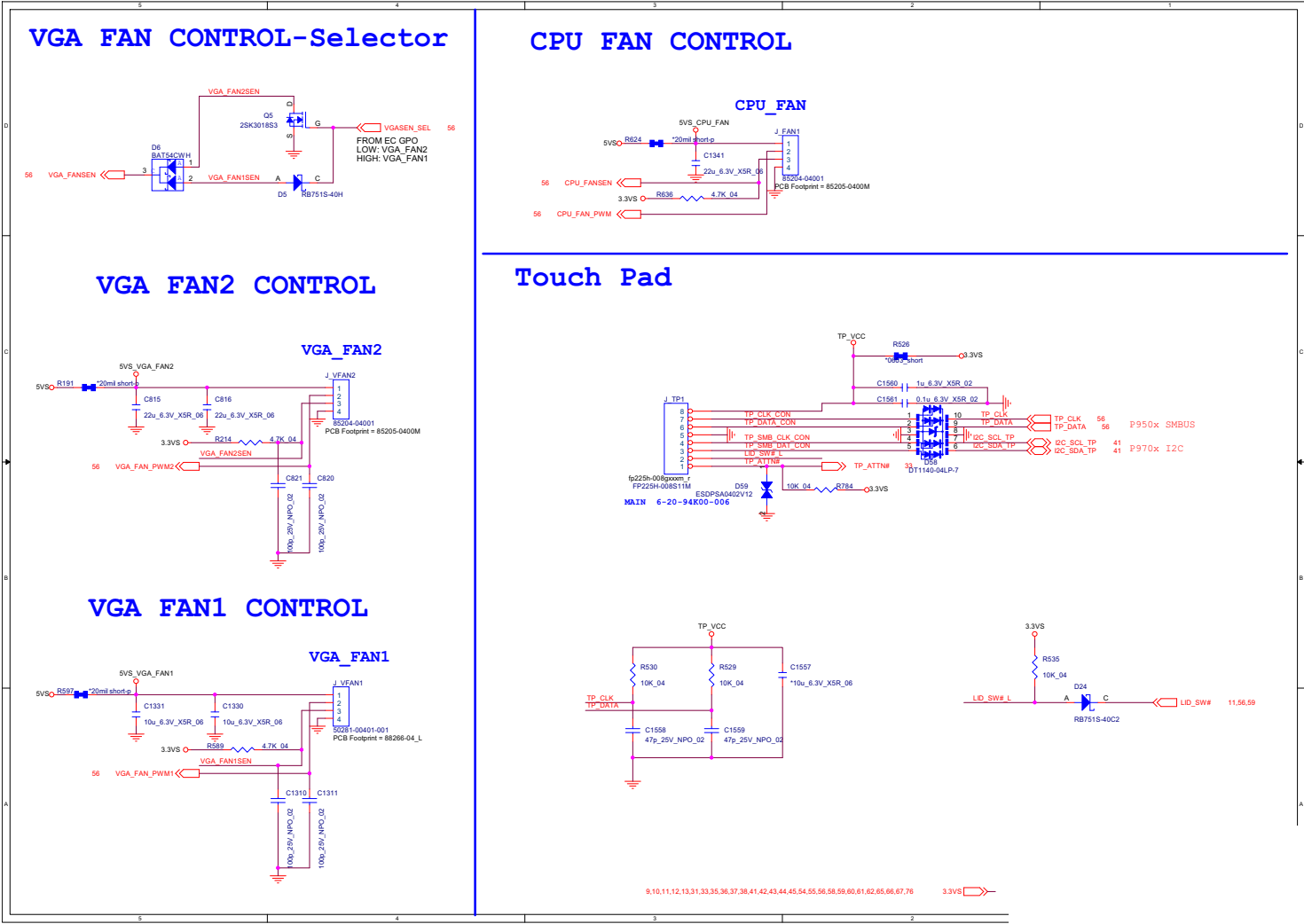
B.Schematic Diagrams



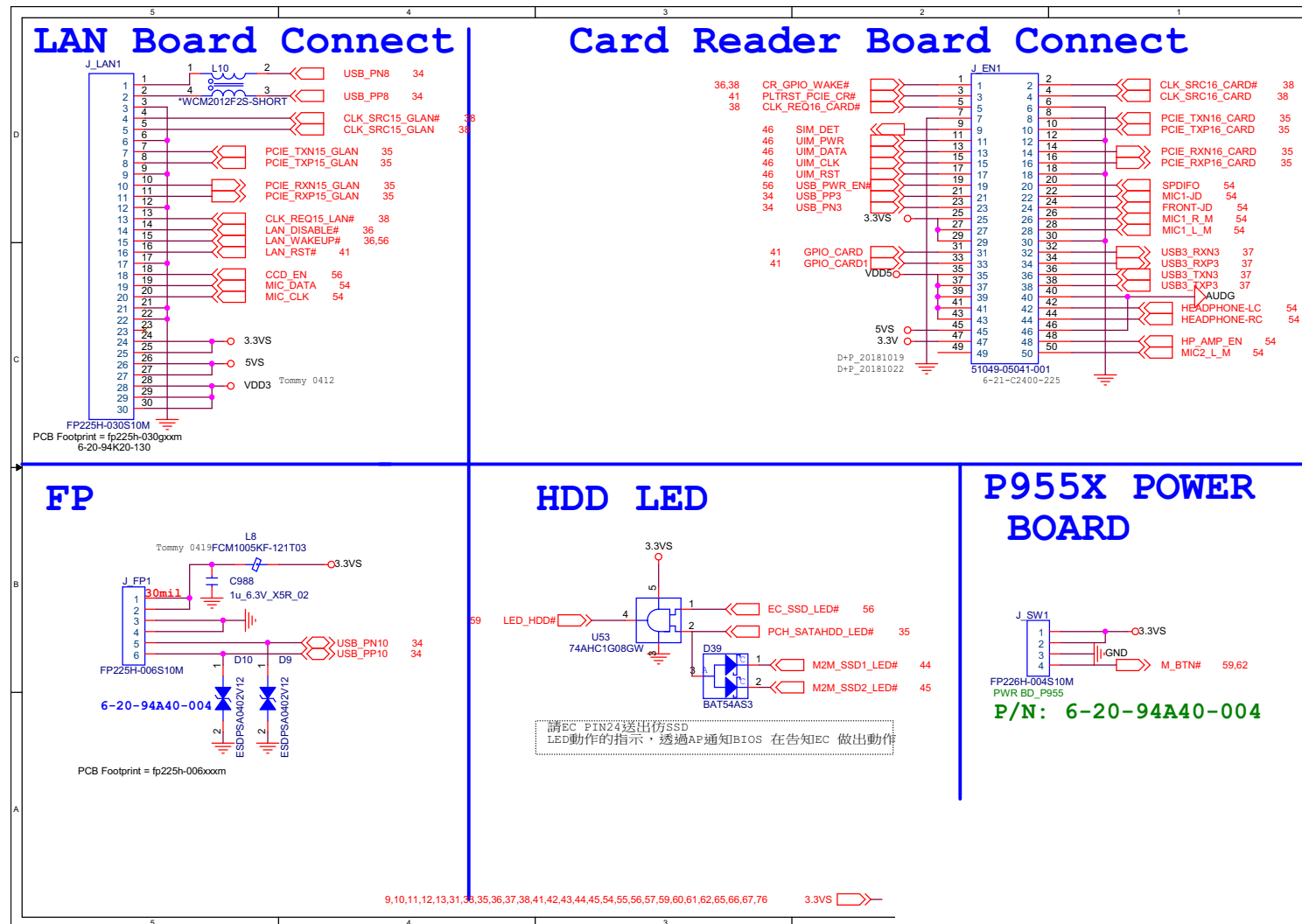
Schematic Diagrams

VGA Fan, TP

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VGA Fan, TP



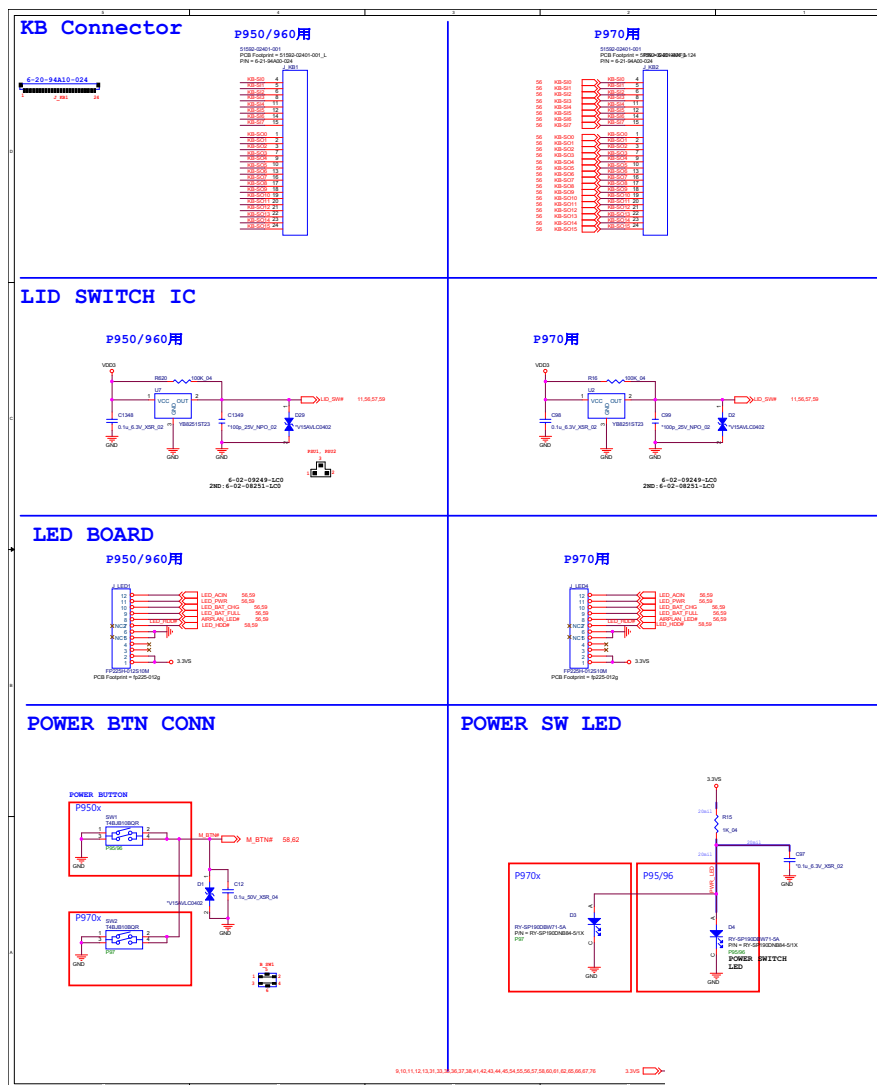
Connector

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Connector

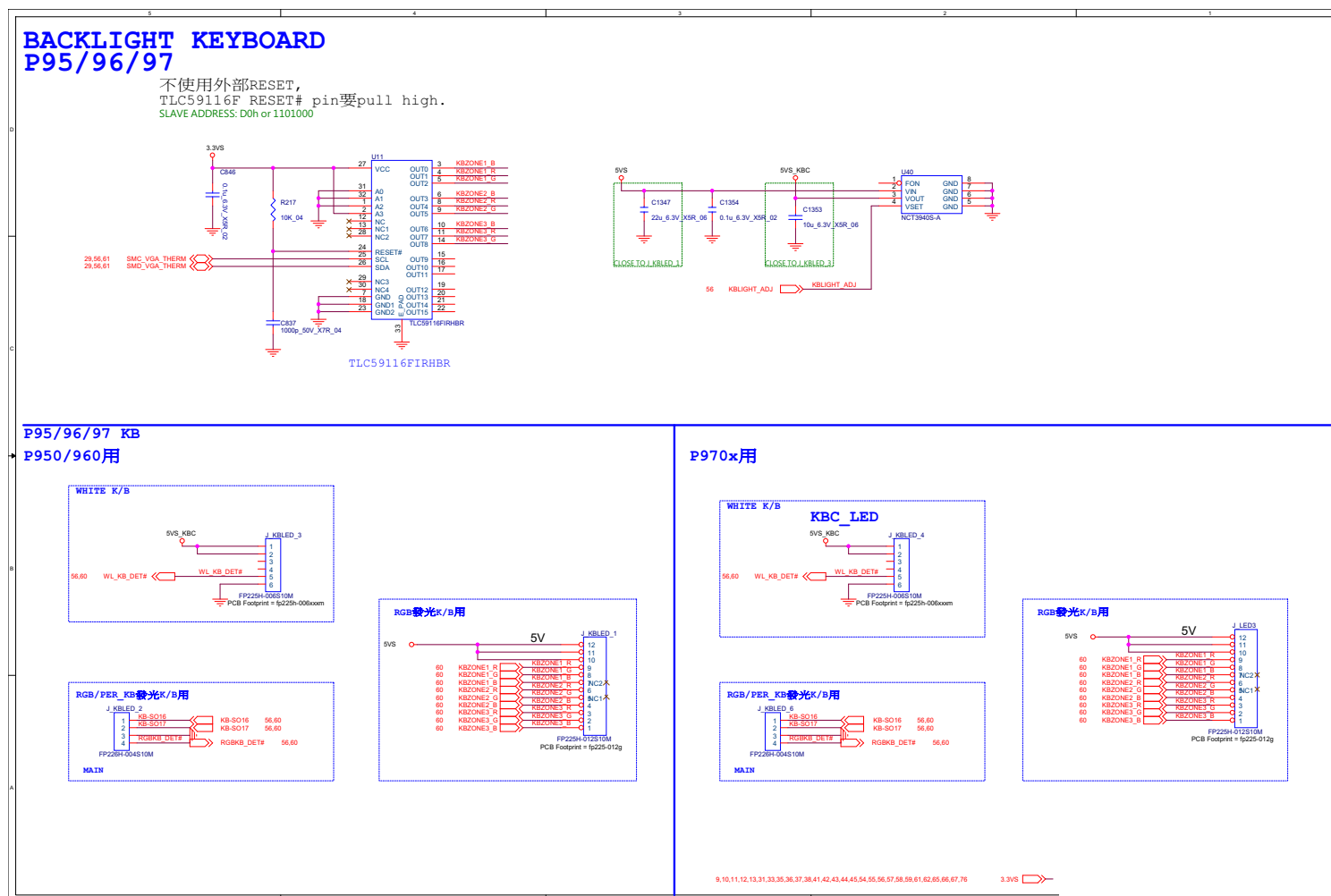
Schematic Diagrams

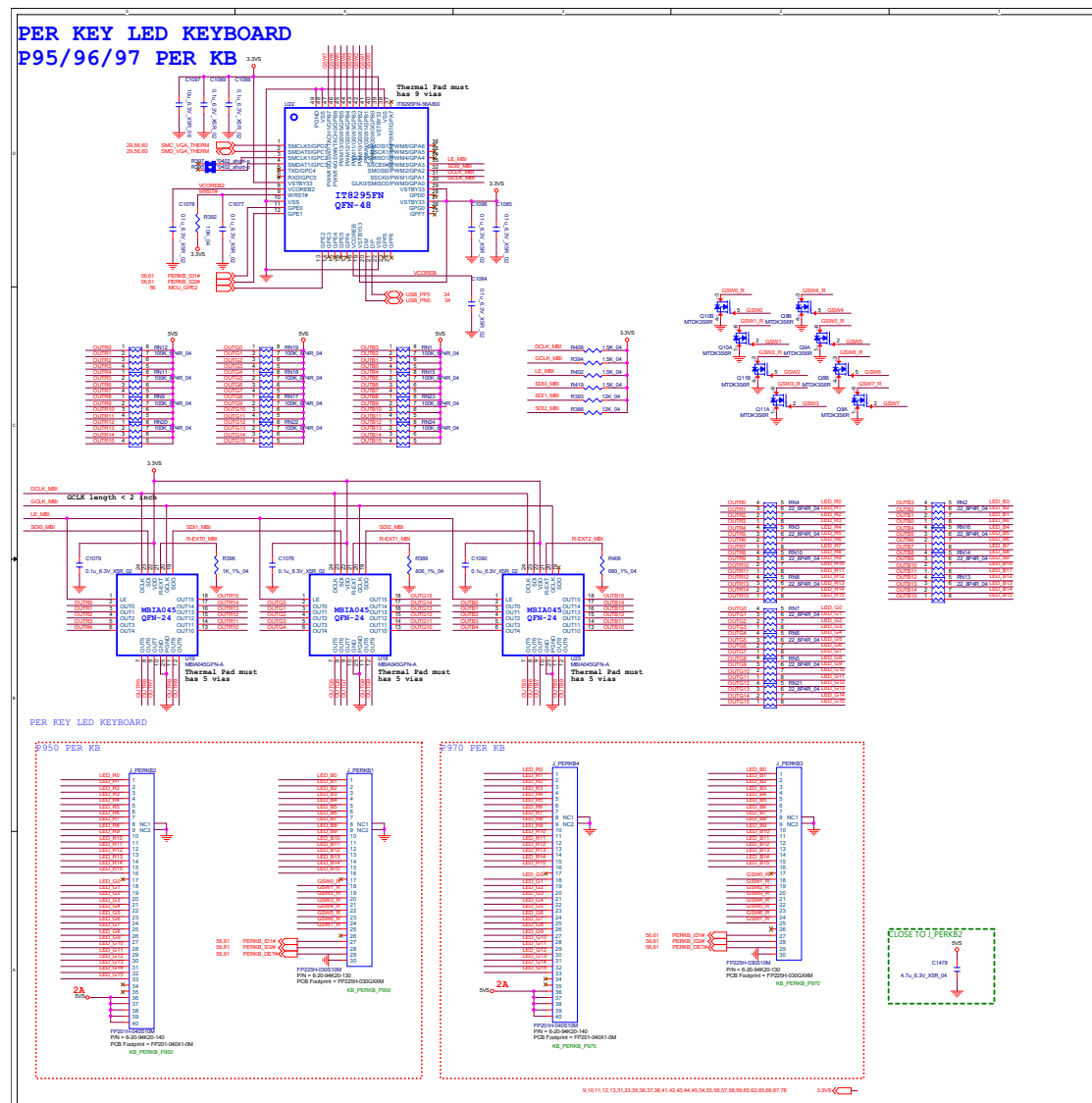
KB, LID, LED, Power

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KB, LID, LED,
Power

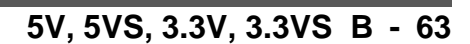


Backlight KB

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Backlight KB



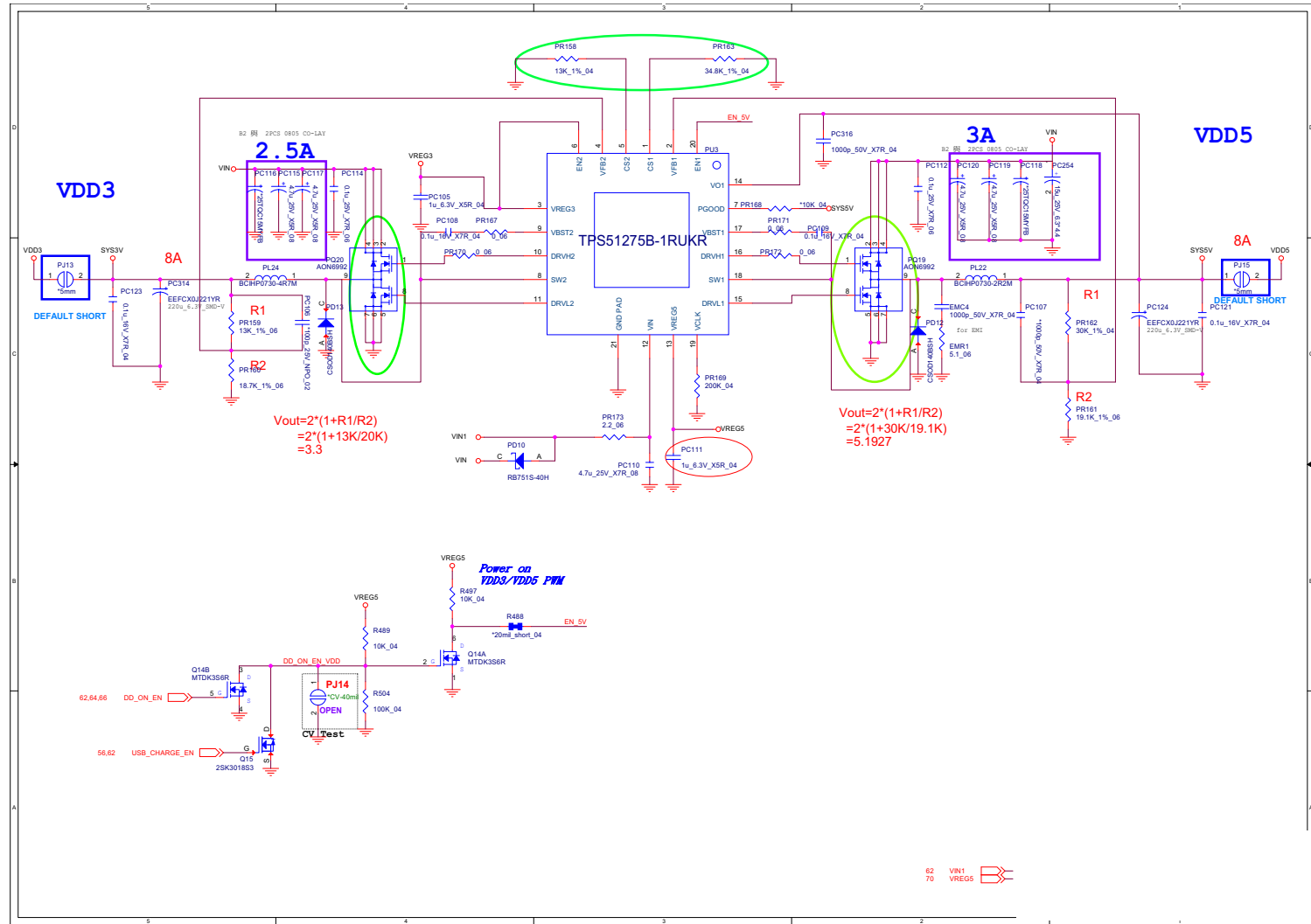
Sheet 62 of 83
5V, 5VS, 3.3V,
3.3VS



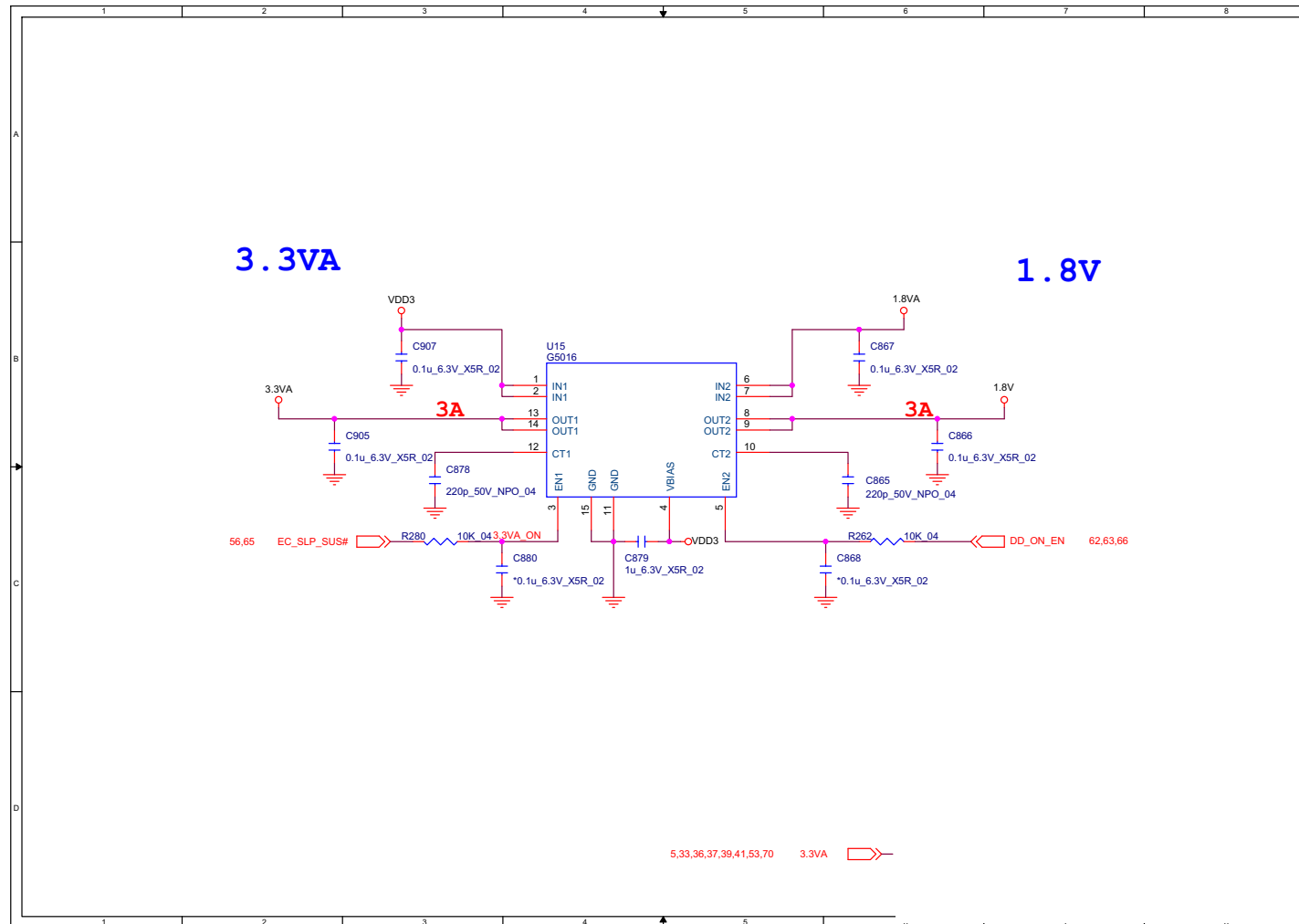
Schematic Diagrams

VDD3, VDD5

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VDD3, VDD5



3.3VA, 1.8V

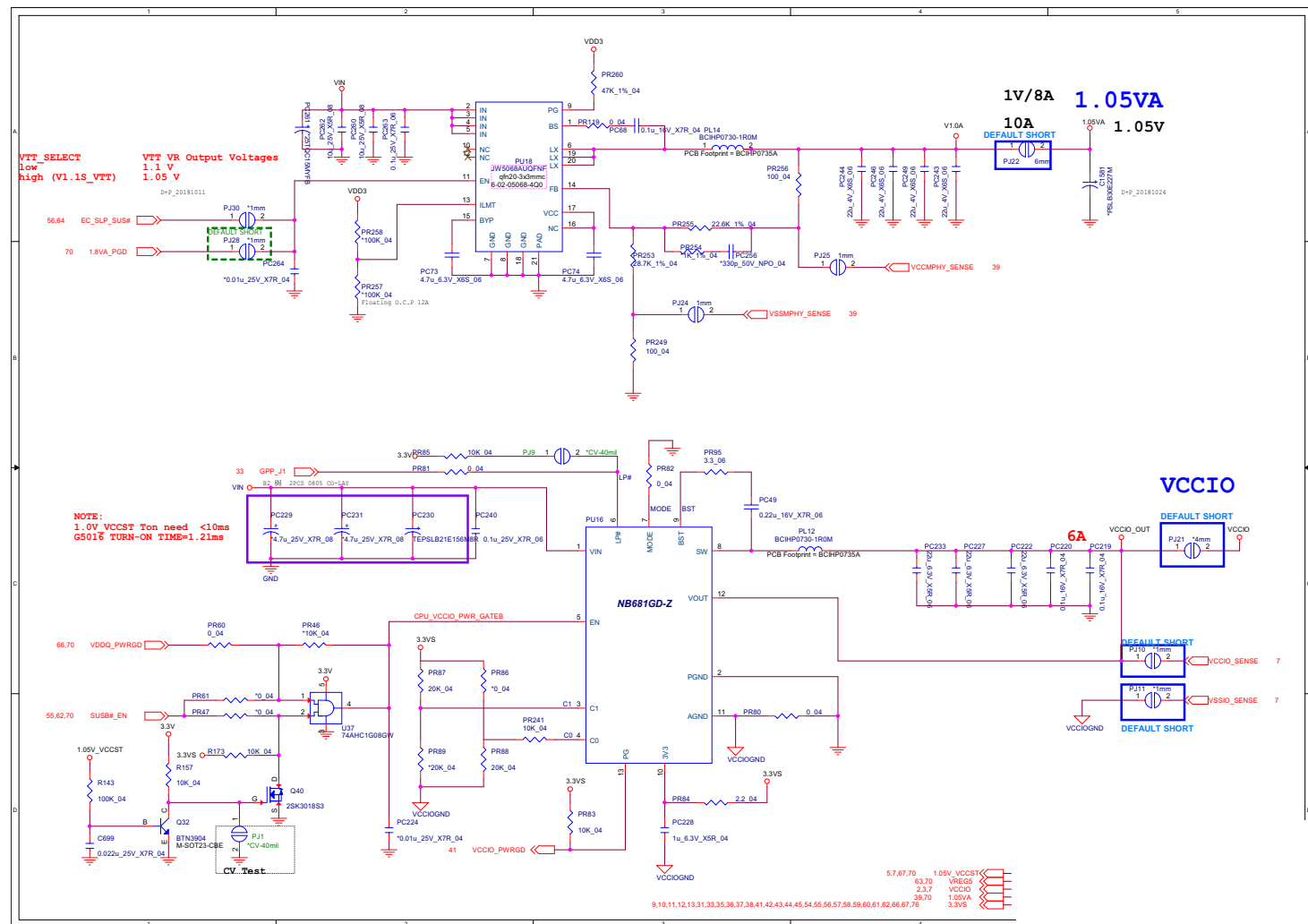


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3.3VA, 1.8V

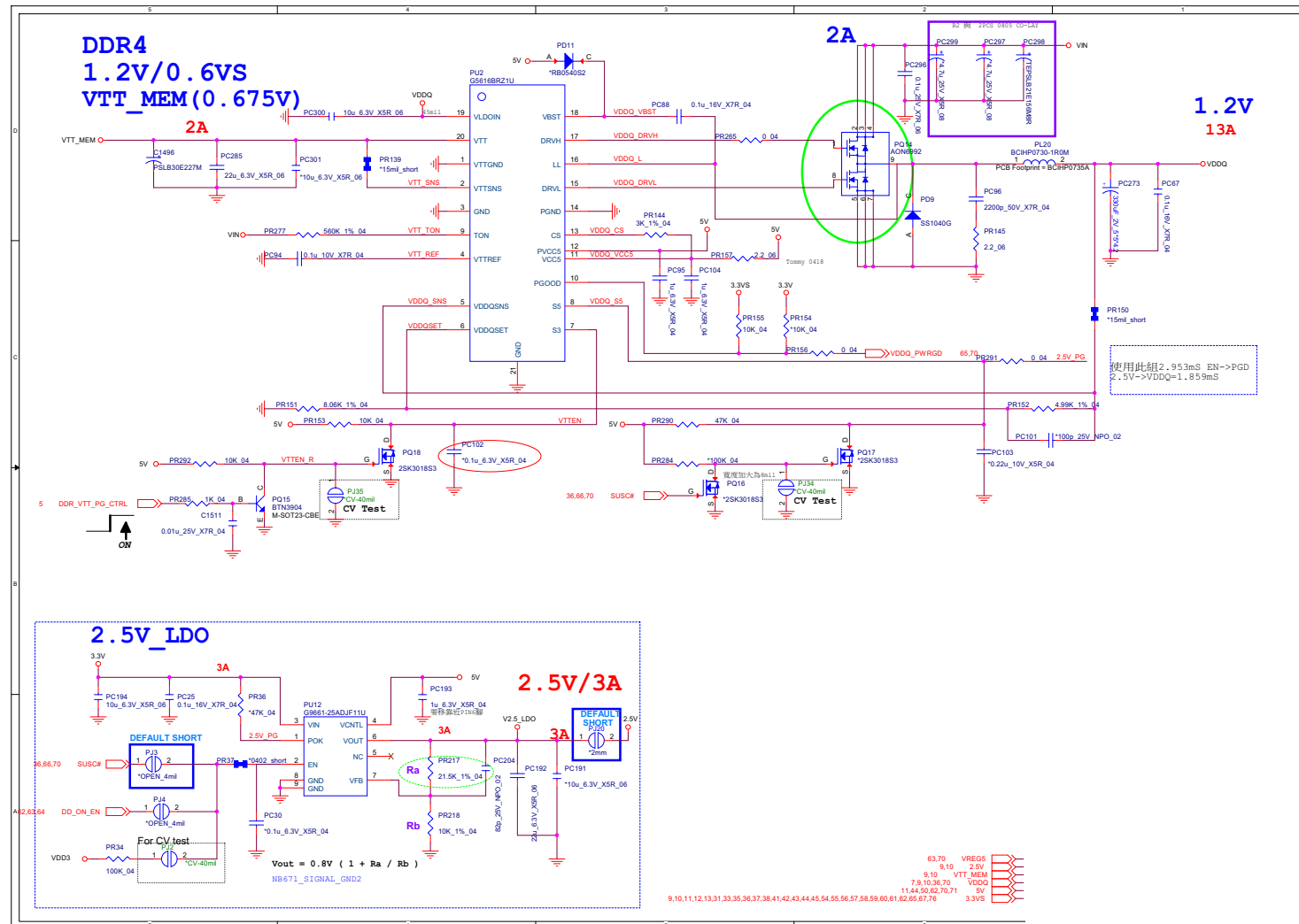
1.05VA, VCCIO

B. Schematic Diagrams

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1.05VA, VCCIO

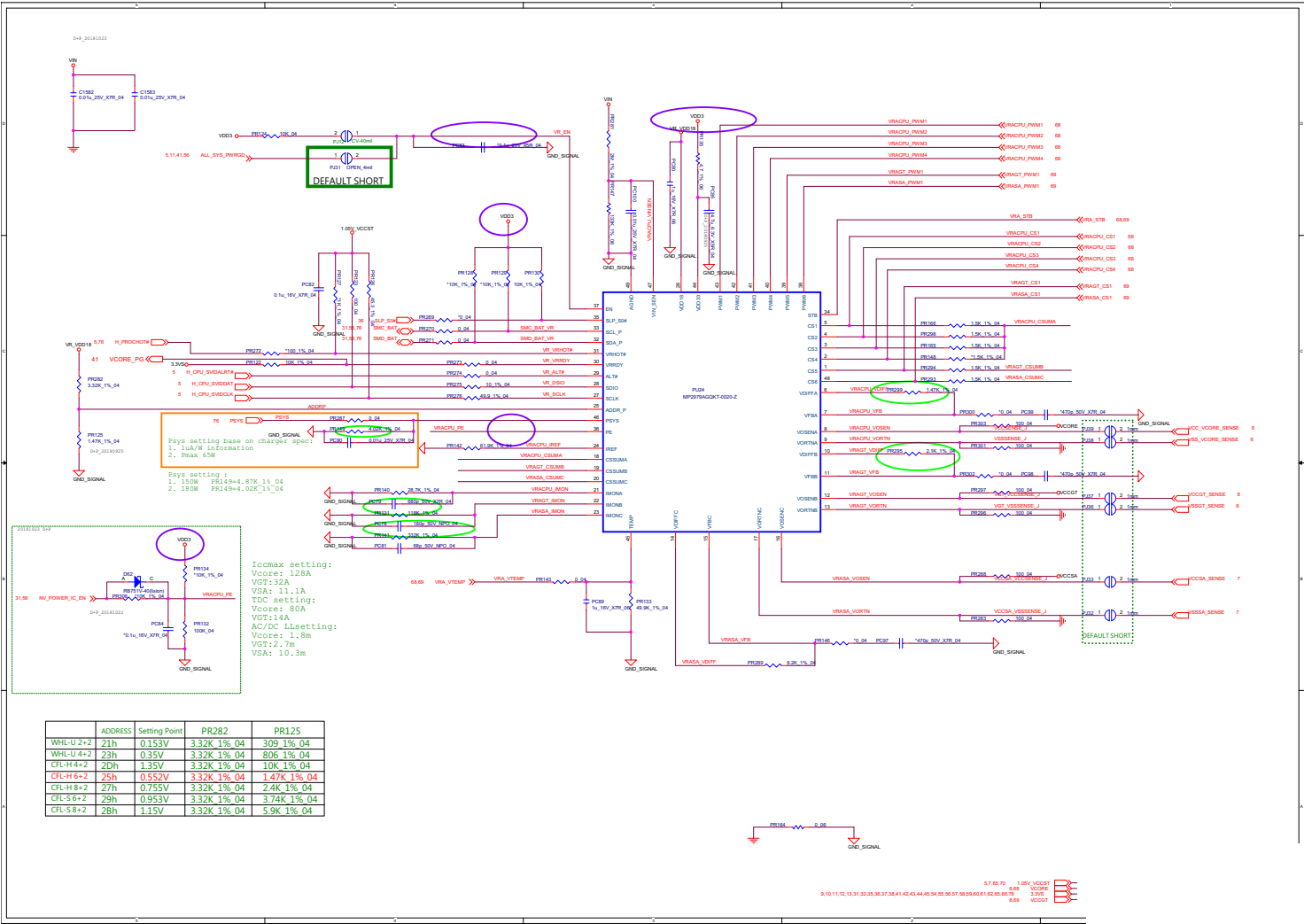


DDR 1.2V, 0.6VS B - 67

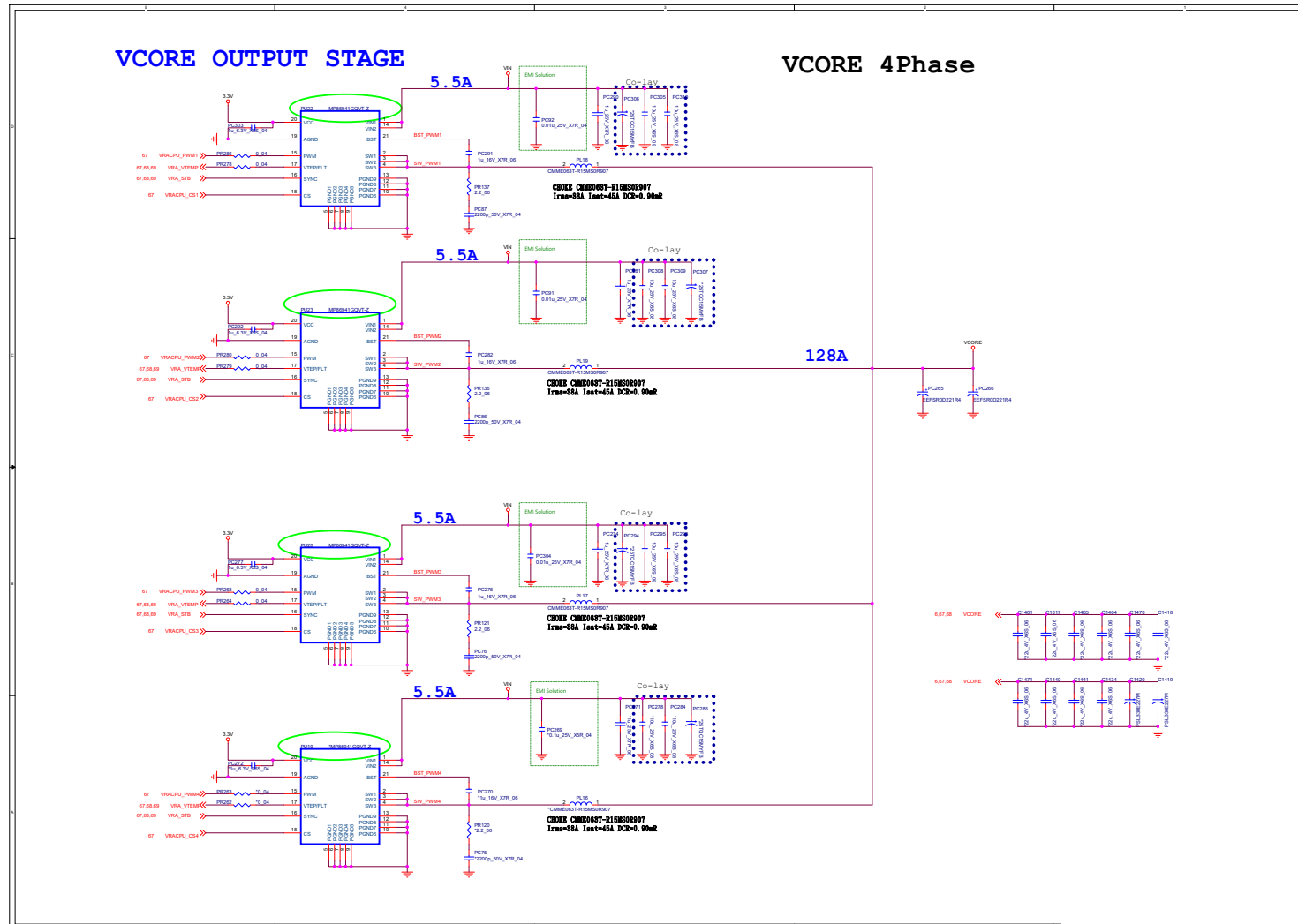


RT3601EA, VCore

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RT3601EA, VCore



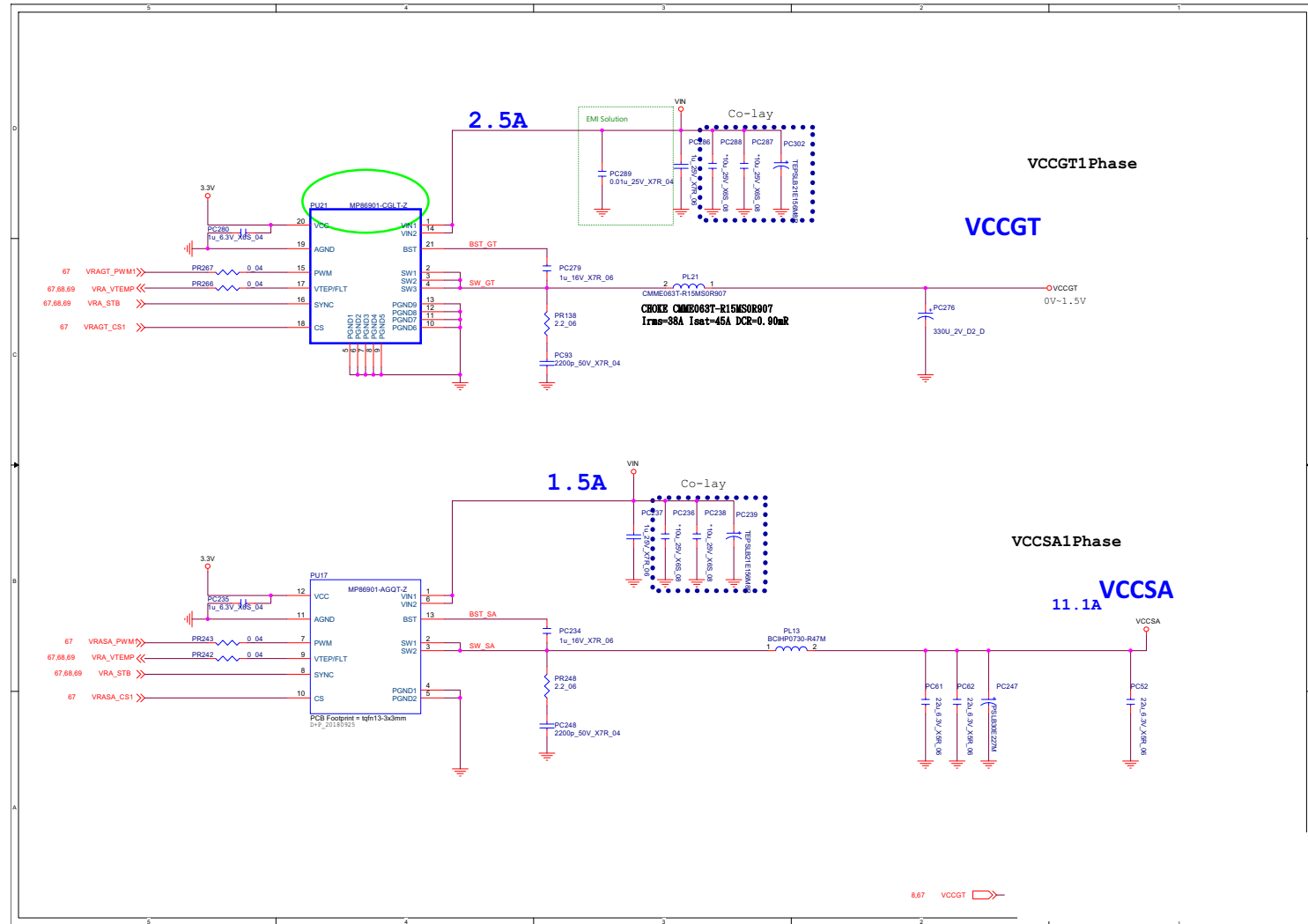
VCore Output B - 69



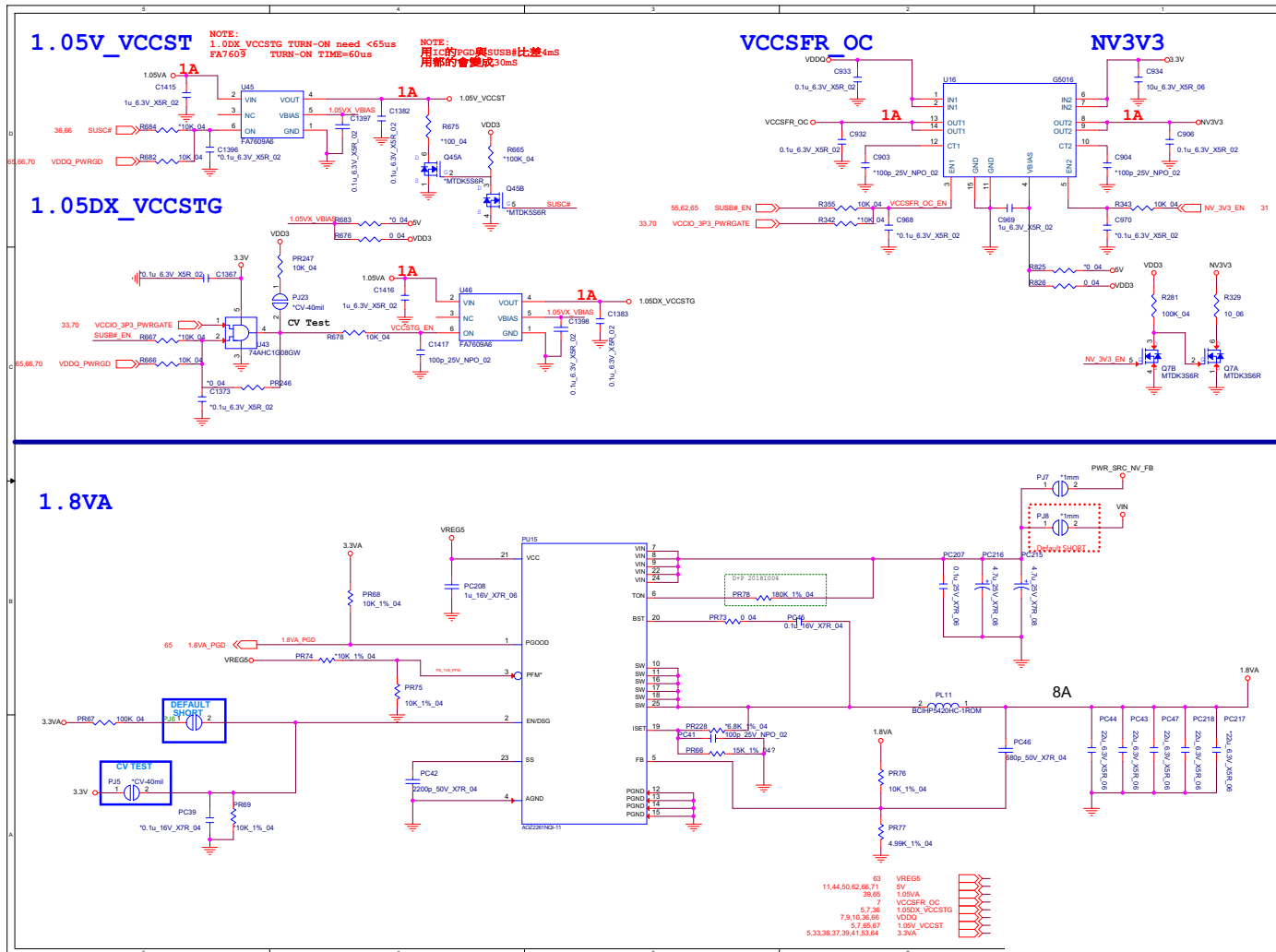
Schematic Diagrams

VVC In/Out, VCCGT, 2.5V

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VCC In/Out,
VCCGT, 2.5V



1.8VA/1.05V_XX, NV3V3

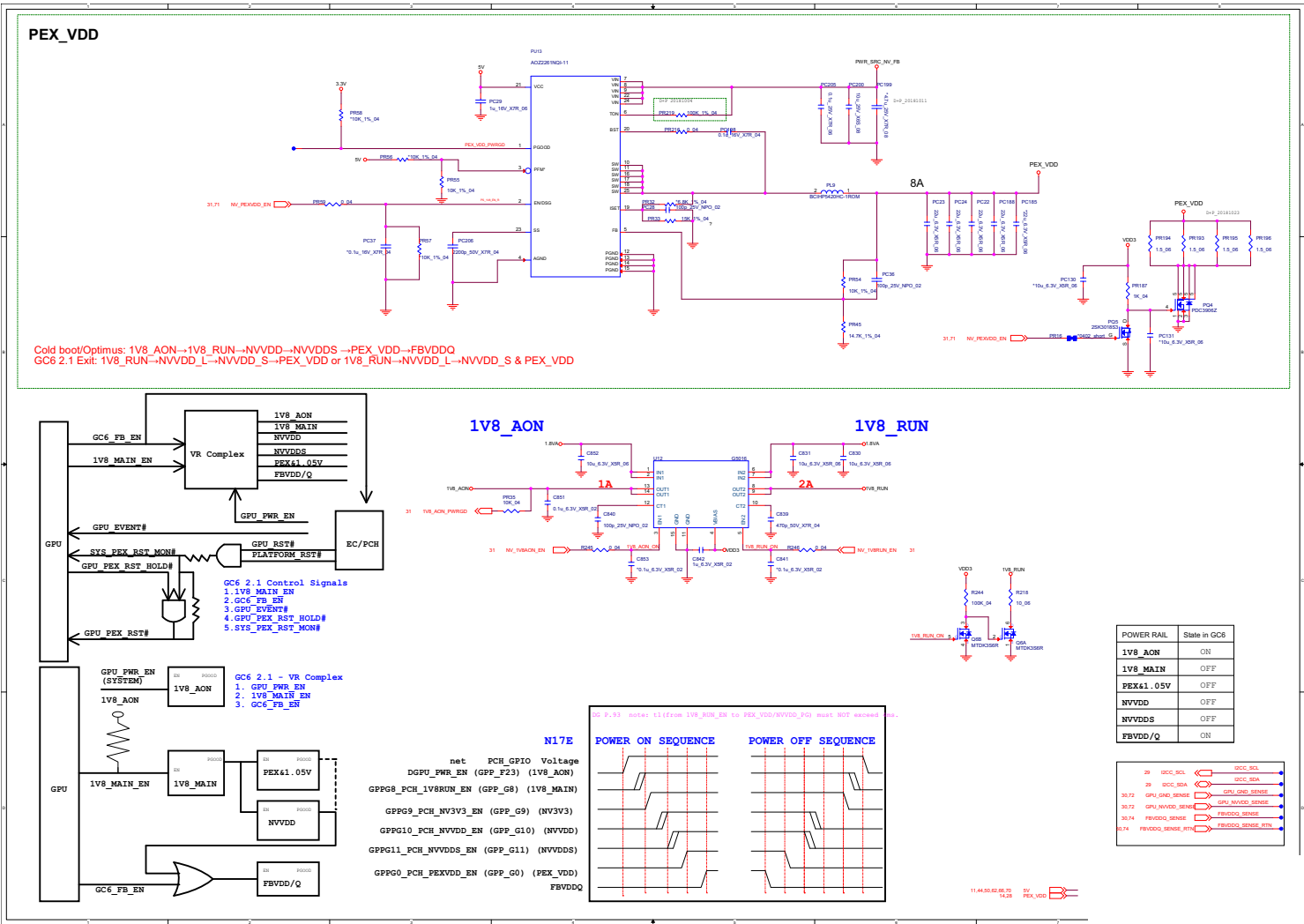


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1.8VA/1.05V_XX,
NV3V3

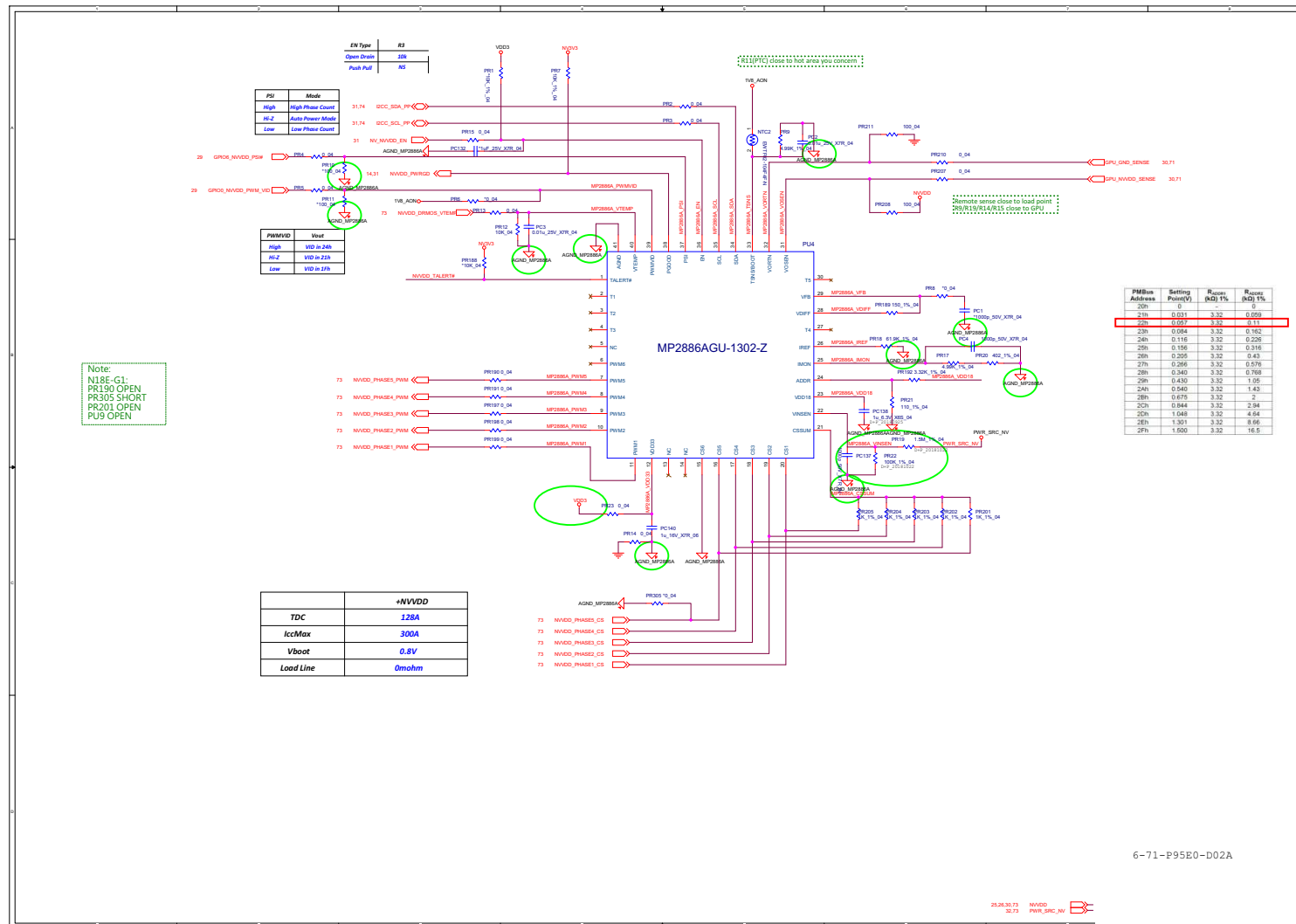
Schematic Diagrams

PEX_VDD, 1V8_RUN/AON

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PEX_VDD,
1V8_RUN/AON



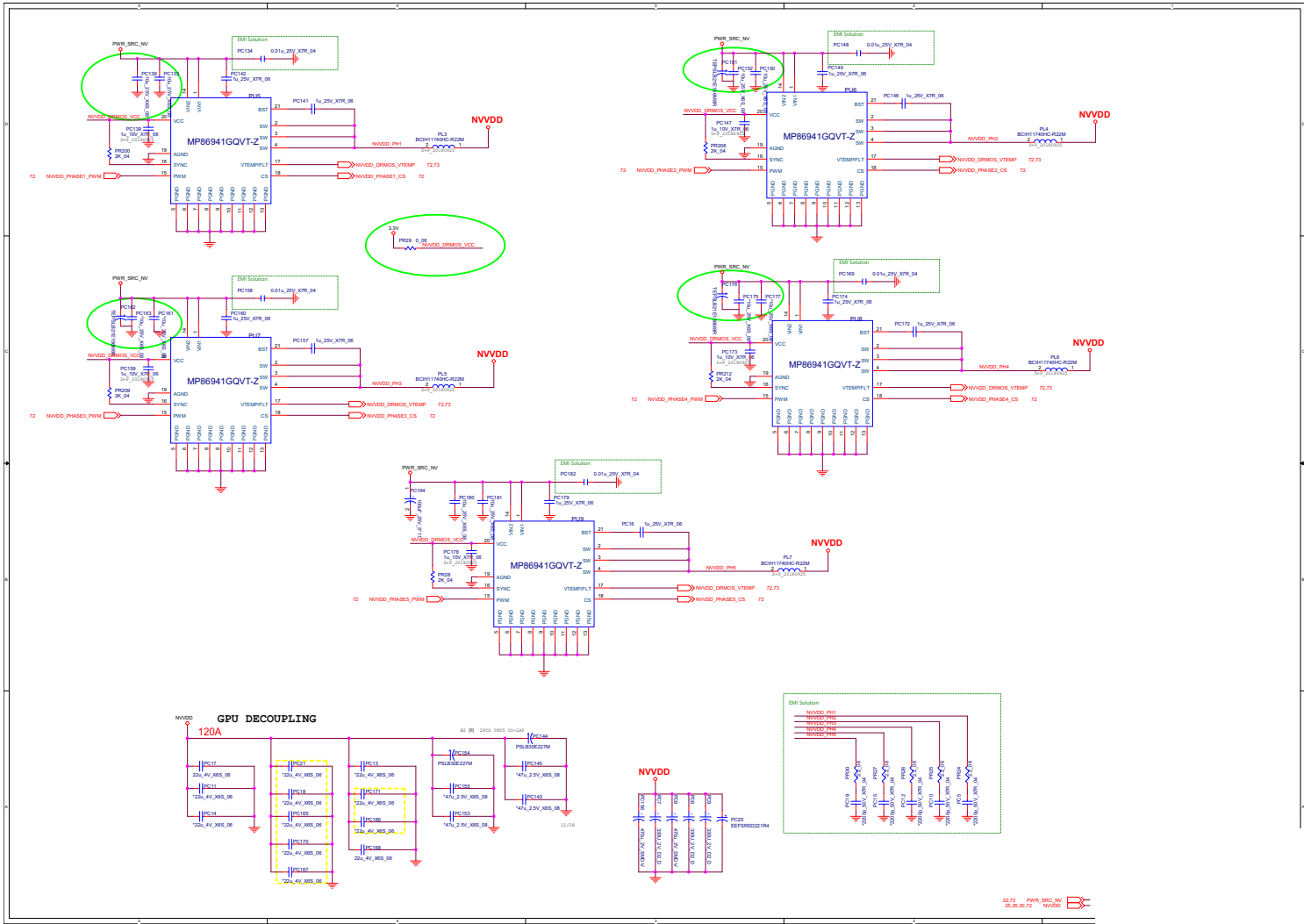
NVVDD 1

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NVVDD 1

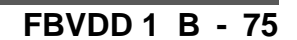
NVVDD 2

B. Schematic Diagrams

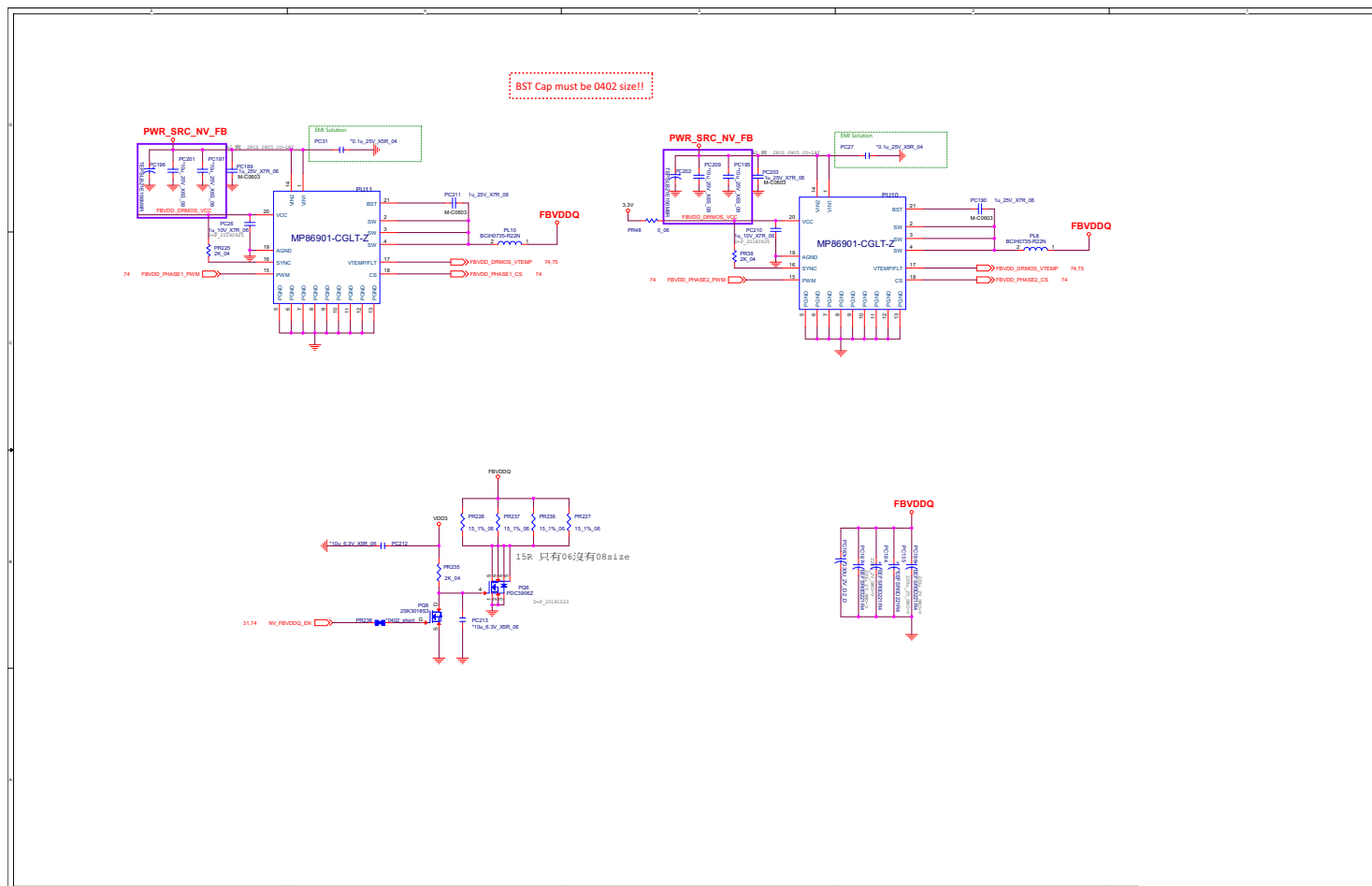
Sheet 73 of 83
NVVDD 2



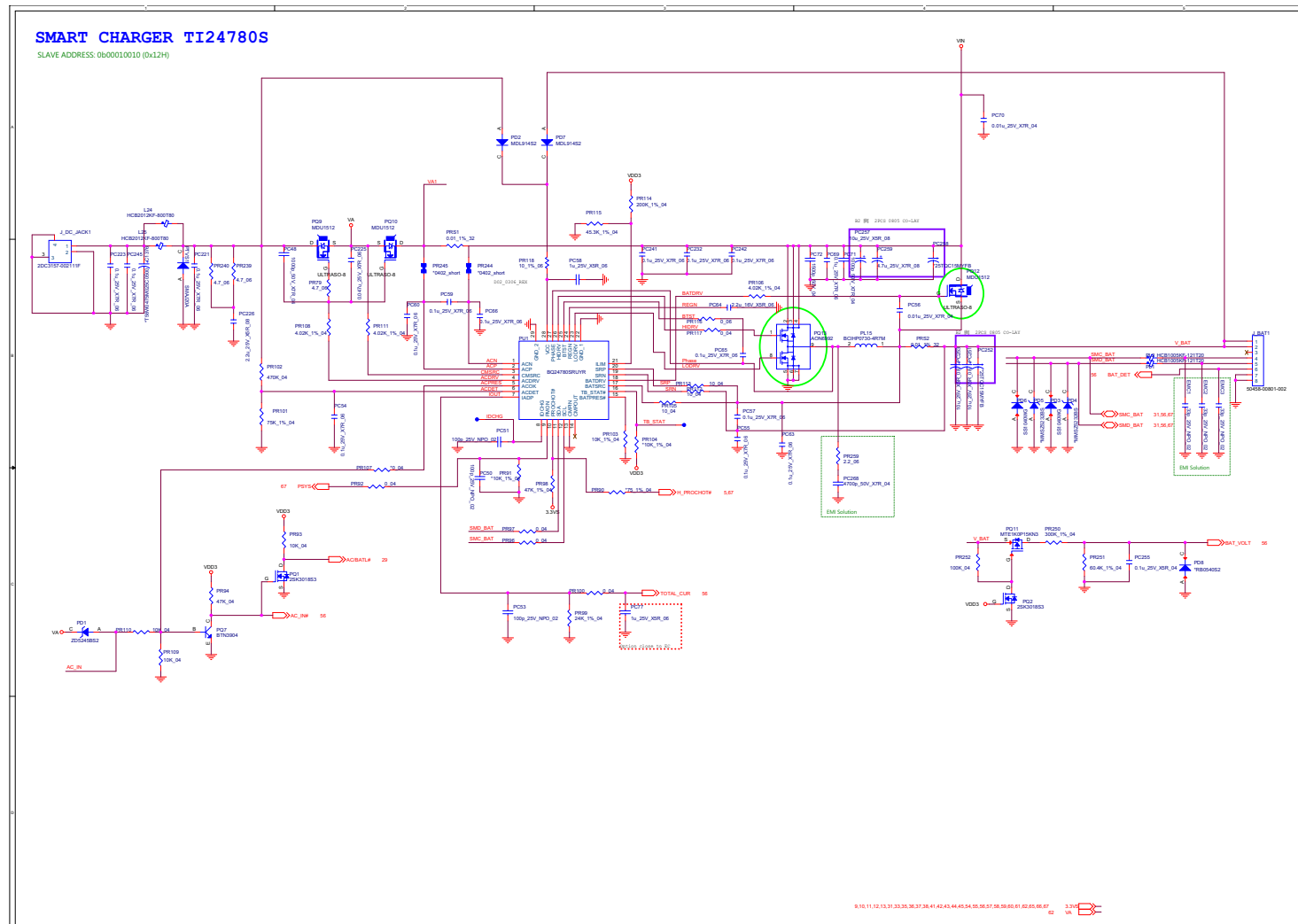
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FBVDD 1



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FBVDD 2



AC-In, Charger

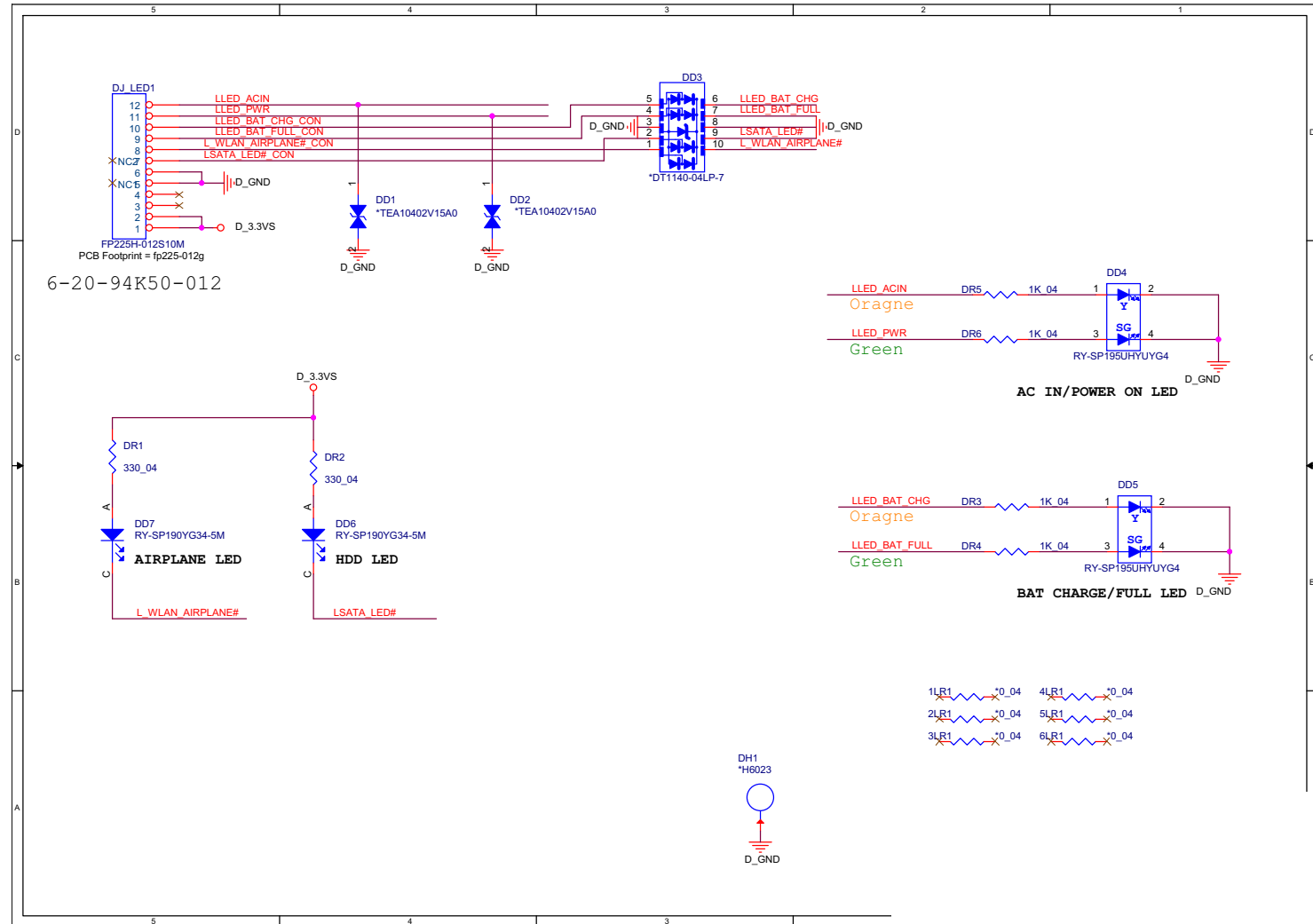


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AC-In, Charger

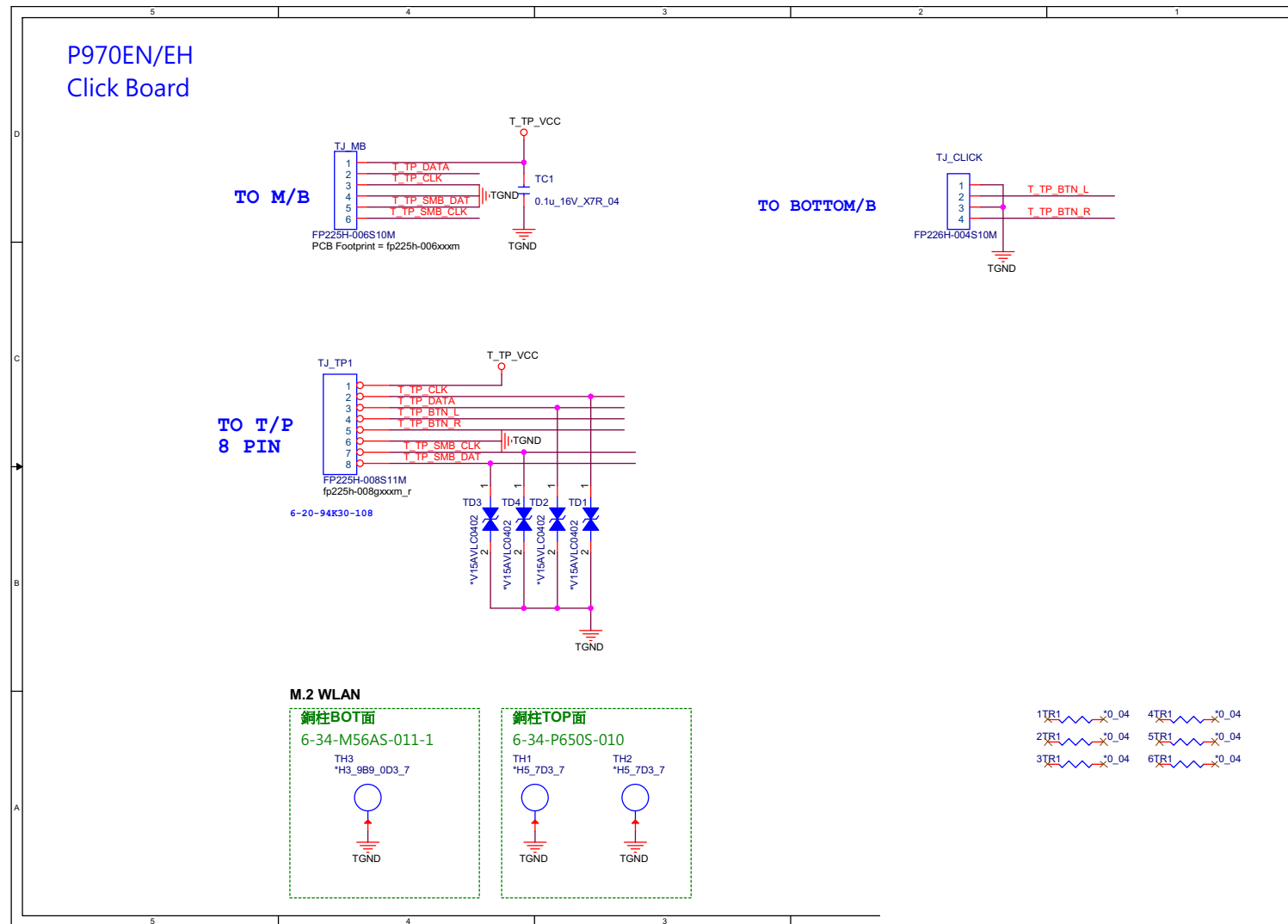
Schematic Diagrams

LED Board

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LED Board

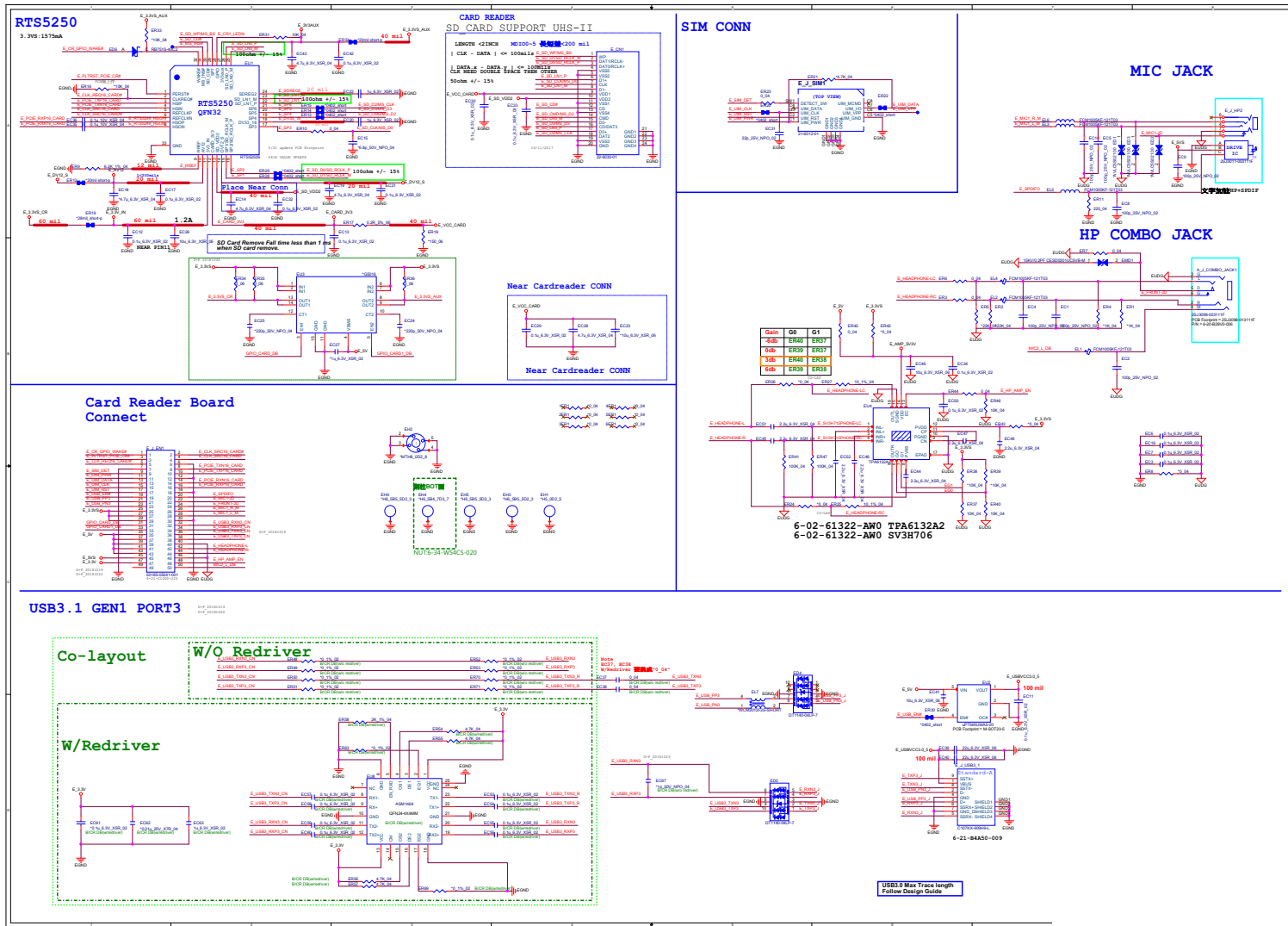


Click Board

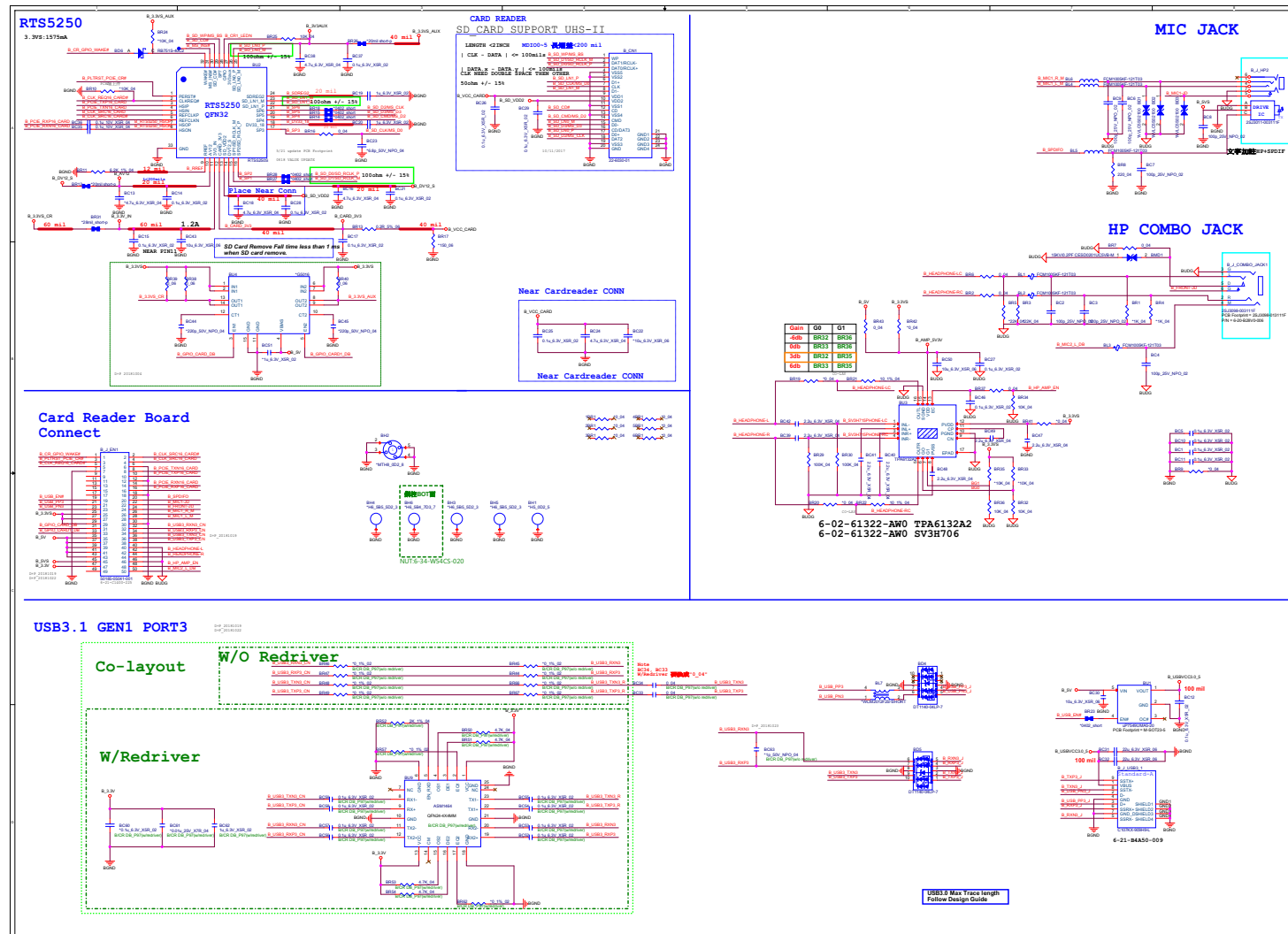
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Click Board

Schematic Diagrams

Reader Board P95



Reader Board P97

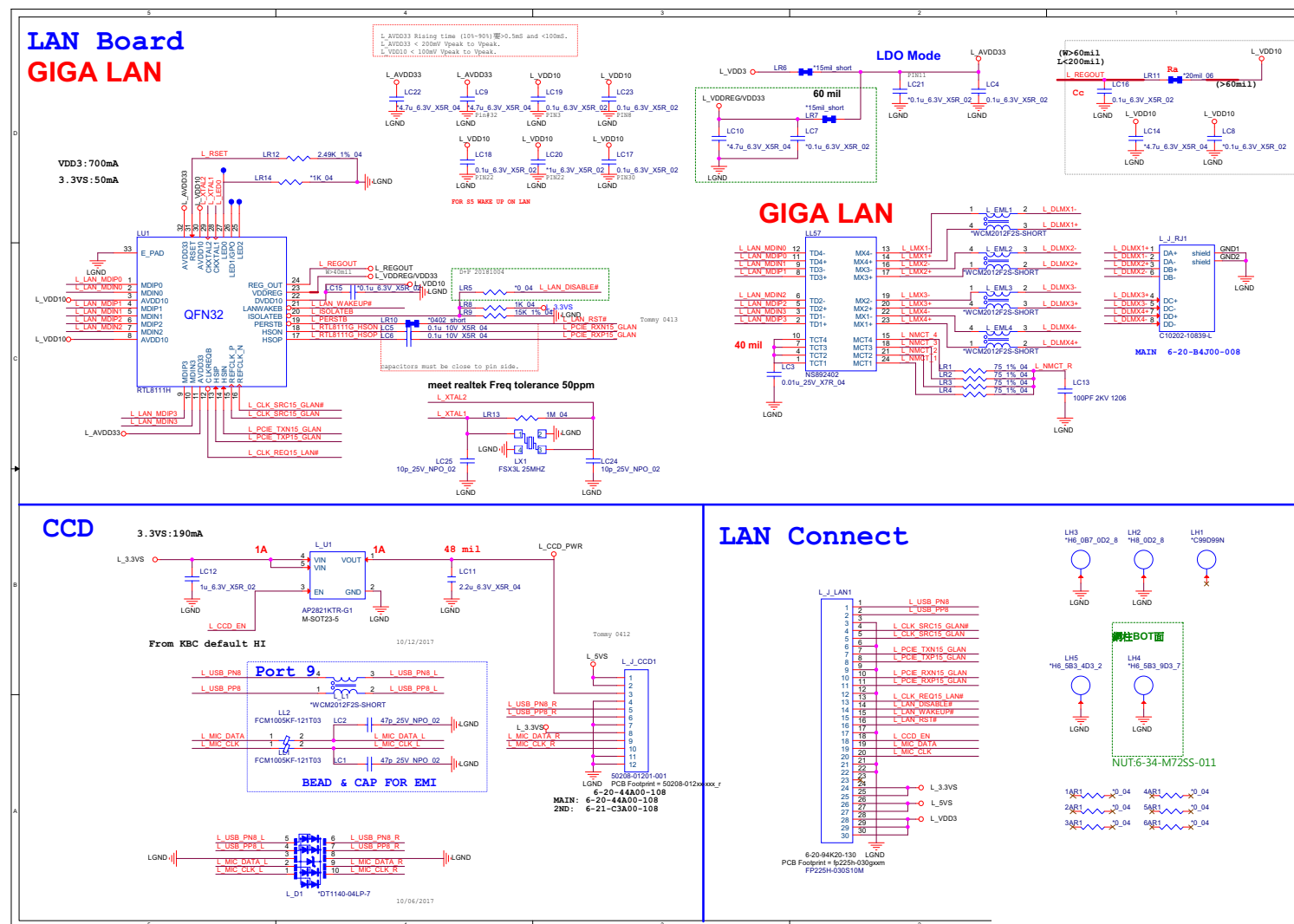


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Reader Board P97

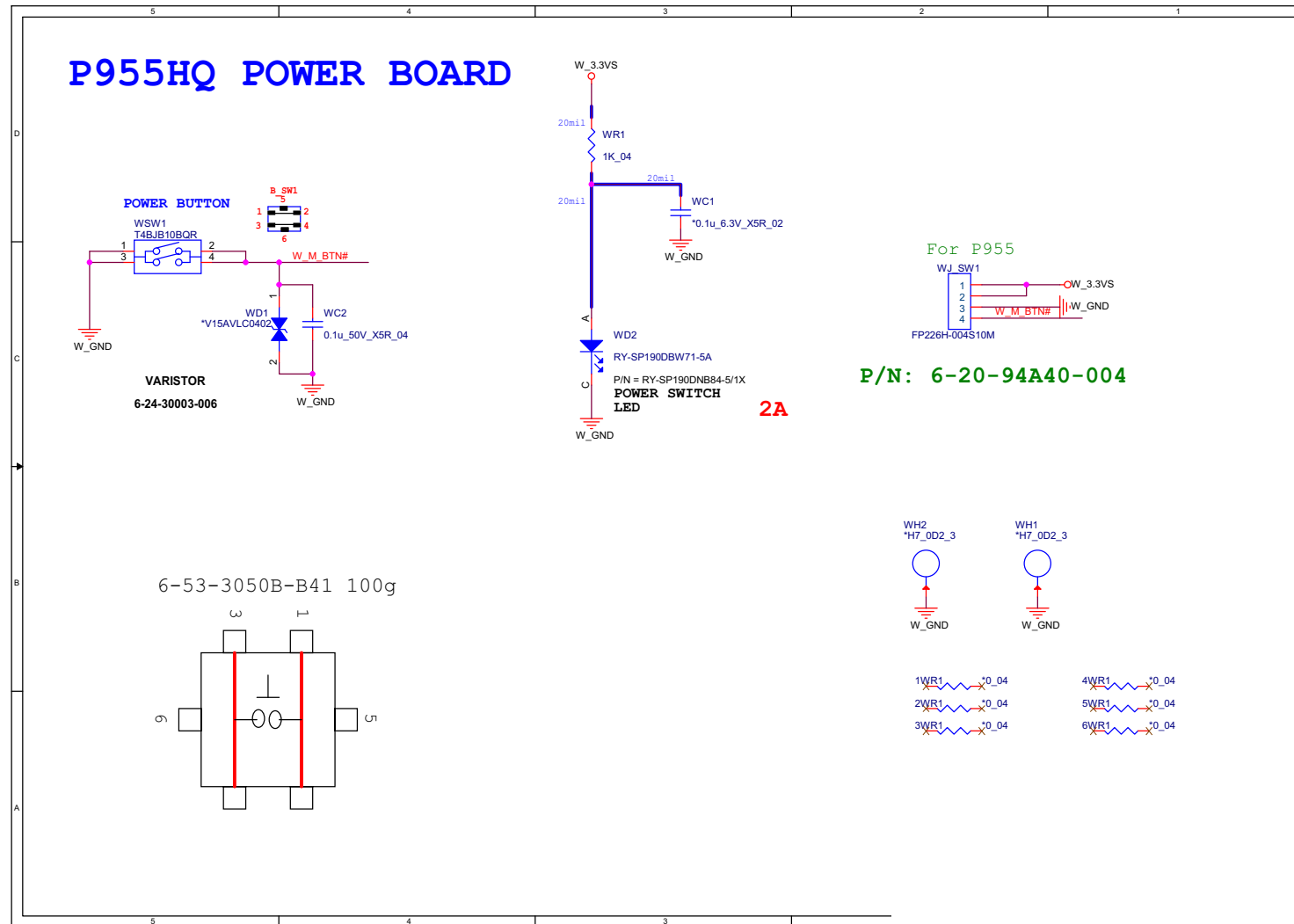
LAN Board

B.Schematic Diagrams

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LAN Board



Power Board

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Power Board

Power Sequence

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Power Sequence

