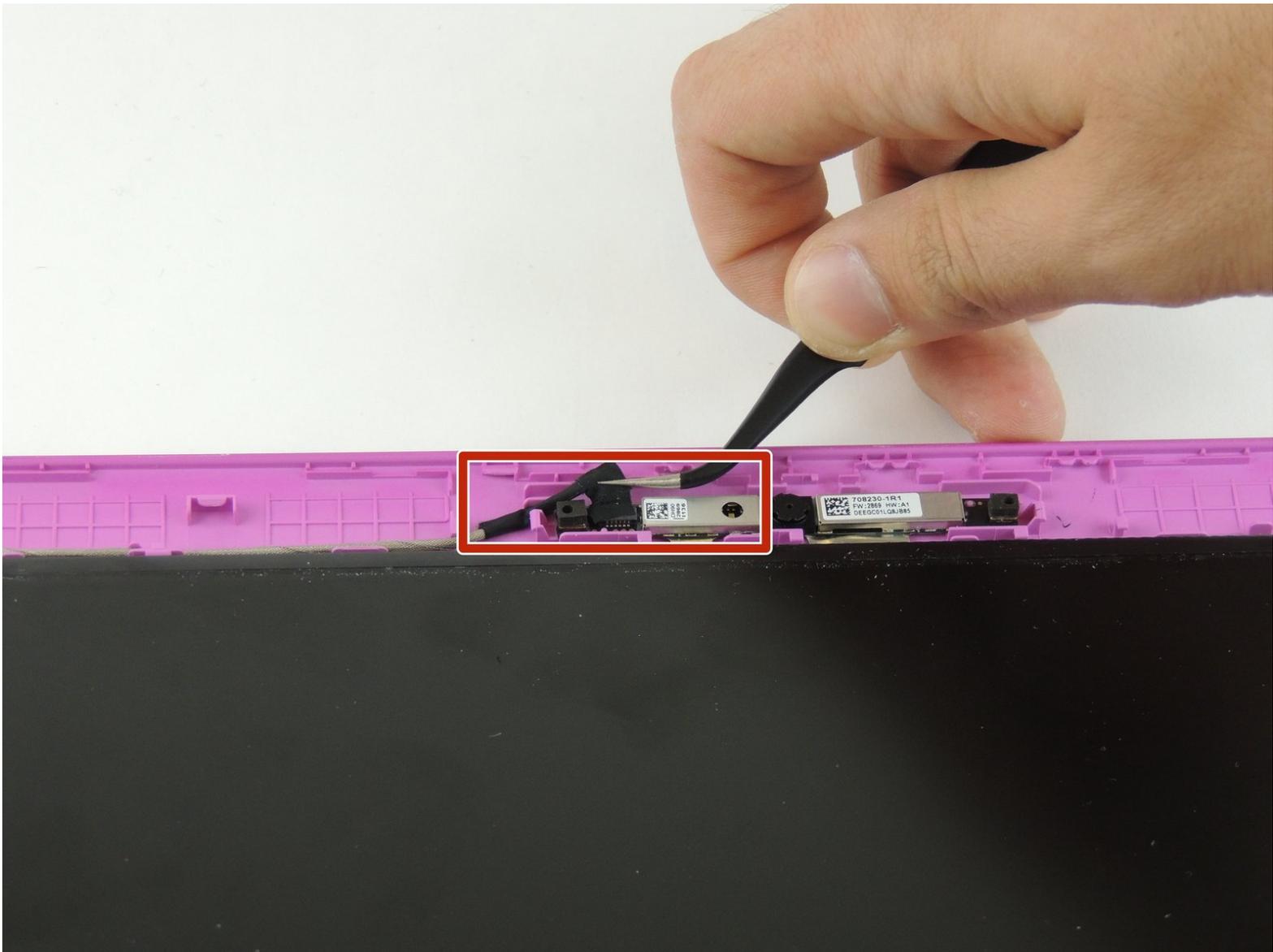




HP Stream 11-d020nr Webcam Replacement

Replace a faulty or damaged webcam in an HP Stream 11 laptop.

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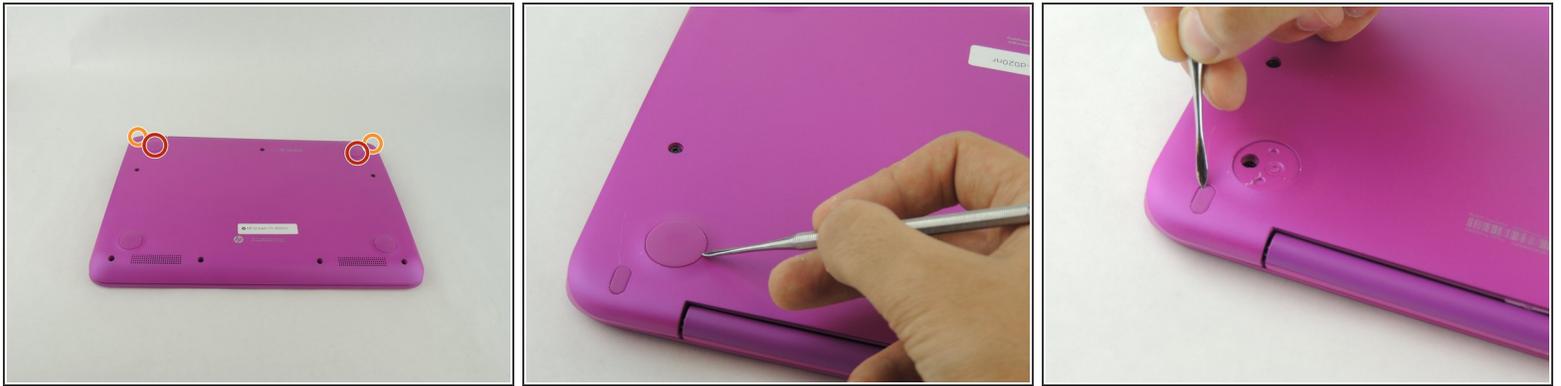
INTRODUCTION

This guide will walk you through the process of replacing a faulty or damaged webcam in an HP Stream 11 laptop. This should take you about 10-15 minutes.

TOOLS:

- [Spudger](#) (1)
 - [iFixit Opening Tools](#) (1)
 - [Metal Spudger Set](#) (1)
 - [Screwdriver](#) (1)
 - [Tweezers](#) (1)
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Step 1 — Lower Case



- ⓘ Before disassembly, unplug and power off the Stream 11.
- Pry off the two elliptical rubber inserts (one in each corner).
- Pry off the two circular rubber inserts below the removed elliptical inserts (one in each corner).

Step 2



- Remove the eleven 5.6 mm Phillips #00 screws.

Step 3



- Turn the computer upright and lift the screen.
- Carefully use a spudger to pry the plastic keyboard cover from the base.
 - ⚠ When using the metal spudger, be careful not to press into the components underneath the keyboard cover. If possible, use a standard spudger or plastic opening tool to remove the keyboard cover.
- Work the spudger around the cover to release the clips attaching the cover to the base.
- ⓘ Be patient when removing the cover, as there are many clips and it may take some time.

Step 4



- Disconnect the cable connecting the ClickPad to the base.
- Remove the plastic keyboard cover.

 The cover is attached to the ClickPad by a cable. Be careful not to lift the cover too far so you do not damage this cable.

Step 5 — Keyboard



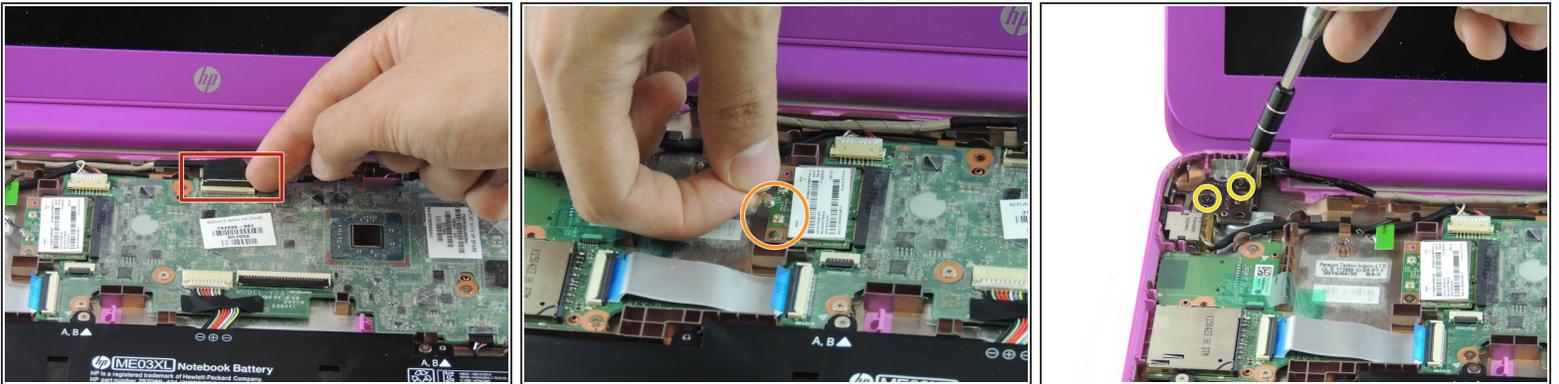
- Tilt the top of the keyboard plate up until you separate it from the base.
- Tilt the keyboard toward you slowly but **do not remove it**, it is still connected with ribbon cables.

Step 6



- Lift up the retaining flaps on the ZIF connectors securing the two keyboard ribbon cables.
- After disengaging the connectors, gently unplug both ribbon cables.

Step 7 — Lid



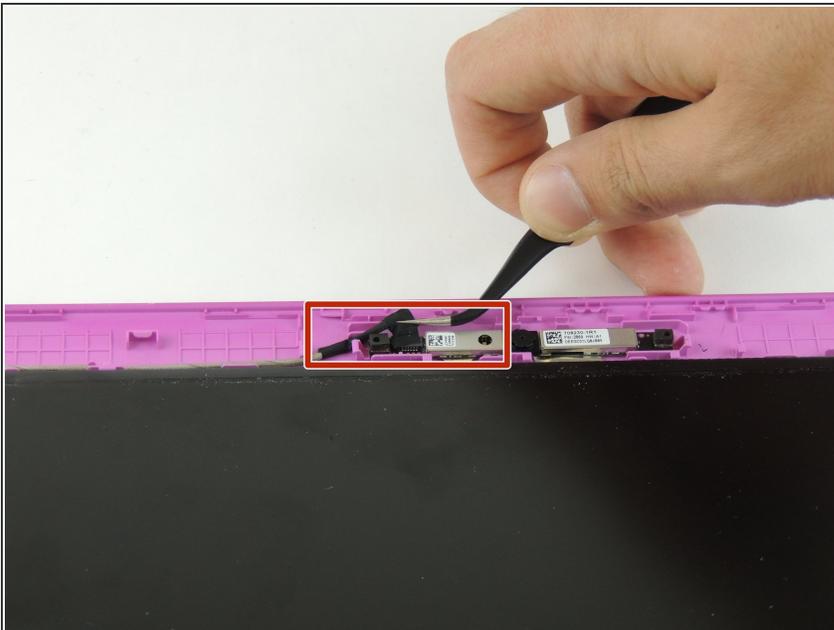
- Lift the black flap on the display cable ZIF connector.
- After lifting the flap, gently pull the display cable from its socket.
- Disconnect the wireless antenna from the wireless card.
- Remove the four 2.2 mm Phillips #00 screws on the left and right sides of the laptop.

Step 8



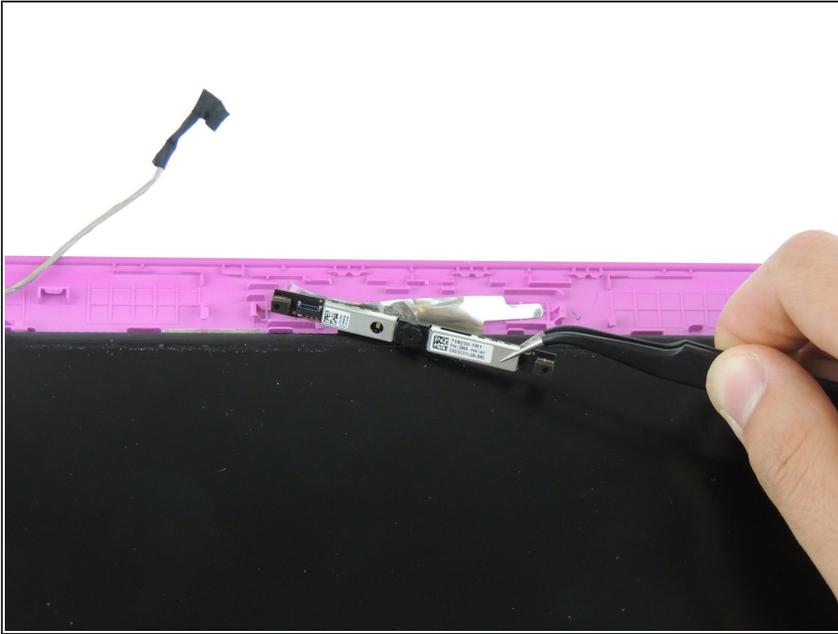
- Use tweezers to remove the screw covers from the lid.
- Remove the two 2.2 mm Phillips #000 screws.
- Use a plastic opening tool to disengage the front part of the lid.

Step 9 — Webcam



- Use the tweezers to remove the wire connected to the webcam.

Step 10



- Use the tweezers to pull the webcam off of the frame.

To reassemble your device, follow these instructions in reverse order.