HP

Laptops & 2-in-1s   Desktops   Printers   3D Print   Ink & toner   Displays & accessories   Business solutions   Support

Search/Ask the community   🔍   Sign up / Sign in

HP Community ❯ Notebooks ❯ Hardware ❯ Elitebook 840 G1 Ram compatibility (DDR3L, DDR3)

Elitebook 840 G1 Ram compatibility (DDR3L, DDR3)

SidLexic

☆☆☆☆ 1

Honor Student

4   0   0

Message 1 of 2

2,091

Flag Post

Posted on 05-18-2018 04:08 PM - edited 05-18-2018 04:19 PM

Product: Elitebook 840 G1

Operating System: Microsoft Windows 10 (32-bit)

Hello,

I was wondering if I can mix/match a 4GB DDR3L ram stick with a 4GB DDR3 stick. I wasn't able to get the computer to boot with the DDR3 in any configuration, even solo. Is this not a compatible format for 840 G1? Or is the ram stick DOA :(

Edit:

Original RAM 1x
SKhynix - 4GB 2Rx8 PC3L-1200S-11-12-F3

Trying to upgrade with 1x
Kingston - 4GB 2Rx8 PC3-1200S-11-11-F3

Thanks!

REPLY   I HAVE THE SAME QUESTION

Tags: EliteBook 840 G1   Microsoft Windows 10 (32-bit)

View All (2)

1 REPLY

Expert
Huffer

☆☆☆☆ 15

Provost

38243   5813   10105

Posted on 05-18-2018 04:48 PM - edited 05-18-2018 04:48 PM

This is from the Service Manual and says it all:

Two customer-accessible/upgradable memory module slots
with the following specifications:
DDR3L-1600-MHz dual channel support
Supports 16384-MB of system RAM

Message 2 of 2

2,076

Flag Post

No the 1.5 volt regular DDR3-1600 is NOT COMPATIBLE, will NOT WORK.

Get compatible DDR3L-1600 1.35 volt memory

4GB memory module
691740-001

https://www.amazon.com/HP-691740-001-1600MHz-PC3L-12800-memory/dp/B00CI08FX4
/ref=sr_1_2?ie=UTF8&qid=...

Post back with any more questions but please accept as solution if it is the info you needed.

REPLY   0

powered by **Lithium**   English

Country/Region : United States

About us	Ways to buy	Support	HP Partners	Stay connected
Contact HP	Shop online	Download drivers	HP Partner First program	
Careers	Store locator	Support & troubleshooting	HP Partner First Portal	
Investor relations	Call an HP rep	Community	Developers	
Sustainable impact	Find a reseller	Register your product		
Press center	Enterprise store	Authorized service providers		
The Garage	Public sector purchasing	Check repair status		
		Training & certification		
		Fraud alert		

Recalls | Product recycling | Accessibility | CA Supply Chains Act | Site map | Privacy | Cookies & ad choices | Terms of Use | Limited warranty statement |

Terms & conditions of sales & service