

Inspiron 13 5000

2-in-1

Service Manual

Regulatory Model: P69G
Regulatory Type: P69G001



Notes, cautions, and warnings



NOTE: A NOTE indicates important information that helps you make better use of your product.



CAUTION: A CAUTION indicates either potential damage to hardware or loss of data and tells you how to avoid the problem.



WARNING: A WARNING indicates a potential for property damage, personal injury, or death.

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Before working inside your computer



NOTE: The images in this document may differ from your computer depending on the configuration you ordered.

Before you begin

- 1 Save and close all open files, and exit all open applications.
- 2 Shut down your computer by clicking **Start** → **Shut down**.



NOTE: If you are using a different operating system, see the **Documentation of your operating system for shut-down instructions**.

- 3 Disconnect your computer and all attached devices from their electrical outlets.
- 4 Disconnect all attached network devices and peripherals, such as keyboard, mouse, and monitor from your computer.
- 5 Remove any memory card and optical disc from your computer, if applicable.

Safety instructions

Use the following safety guidelines to protect your computer from potential damage and ensure your personal safety.



WARNING: Before working inside your computer, read the safety information that shipped with your computer. For more safety best practices, see the Regulatory Compliance home page at www.dell.com/regulatory_compliance.



WARNING: Disconnect all power sources before opening the computer cover or panels. After you finish working inside the computer, replace all covers, panels, and screws before connecting to the electrical outlet.



CAUTION: To avoid damaging the computer, ensure that the work surface is flat and clean.



- △ **CAUTION:** To avoid damaging the components and cards, handle them by their edges, and avoid touching pins and contacts.
- △ **CAUTION:** You should only perform troubleshooting and repairs as authorized or directed by the Dell technical assistance team. Damage due to servicing that is not authorized by Dell is not covered by your warranty. See the safety instructions that shipped with the product or at www.dell.com/regulatory_compliance.
- △ **CAUTION:** Before touching anything inside your computer, ground yourself by touching an unpainted metal surface, such as the metal at the back of the computer. While you work, periodically touch an unpainted metal surface to dissipate static electricity, which could harm internal components.
- △ **CAUTION:** When you disconnect a cable, pull on its connector or on its pull tab, not on the cable itself. Some cables have connectors with locking tabs or thumb-screws that you must disengage before disconnecting the cable. When disconnecting cables, keep them evenly aligned to avoid bending any connector pins. When connecting cables, ensure that the ports and connectors are correctly oriented and aligned.
- △ **CAUTION:** Press and eject any installed card from the media-card reader.

Recommended tools












The procedures in this document may require the following tools:

- Philips screwdriver #1
- Flat-head screwdriver
- Plastic scribe




Screw list

The following table provides the list of screws that are used for securing different components to the computer.

Table 1. Screw list

| Component | Secured to | Screw type | Quantity | Screw image |
|--------------------------------|--------------------|------------|----------|---|
| Base cover | Palm-rest assembly | M2.5x6 | 9 |  |
| Battery | Palm-rest assembly | M2x3. | 4 |  |
| Hard-drive assembly | Palm-rest assembly | M2x3.5 | 2 |  |
| Hard-drive bracket | Hard drive | M3x3 | 4 |  |
| Wireless card bracket | Palm-rest assembly | M2x3.5 | 1 |  |
| Fan | Palm-rest assembly | M2x3.5 | 2 |  |
| Power and volume-buttons board | Palm-rest assembly | M2x3.5 | 1 |  |
| Touch-pad bracket | Palm-rest assembly | M2x2 | 4 |  |
| Touchpad | Palm-rest assembly | M2x2.5 | 4 |  |
| I/O board | Palm-rest assembly | M2x3.5 | 2 |  |
| Display assembly | Palm-rest assembly | M2.5x2.5 | 4 |  |



| Component | Secured to | Screw type | Quantity | Screw image |
|--------------------|--------------------|-------------------|-----------------|---|
| Power adapter port | Palm-rest assembly | M2x3.5 | 1 |  |
| System board | Palm-rest assembly | M2x2 Big Head | 3 |  |
| Sensor board | Display panel | M2.5x2.5 | 1 |  |

After working inside your computer



CAUTION: Leaving stray or loose screws inside your computer may severely damage your computer.

- 1 Replace all screws and ensure that no stray screws remain inside your computer.
- 2 Connect any external devices, peripherals, or cables you removed before working on your computer.
- 3 Replace any media cards, discs, or any other parts that you removed before working on your computer.
- 4 Connect your computer and all attached devices to their electrical outlets.
- 5 Turn on your computer.



Removing the base cover



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Procedure

- 1 Close the display and turn the computer over.

- 2 Remove the nine screws (M2.5x6) that secure the base cover to the palm-rest assembly.

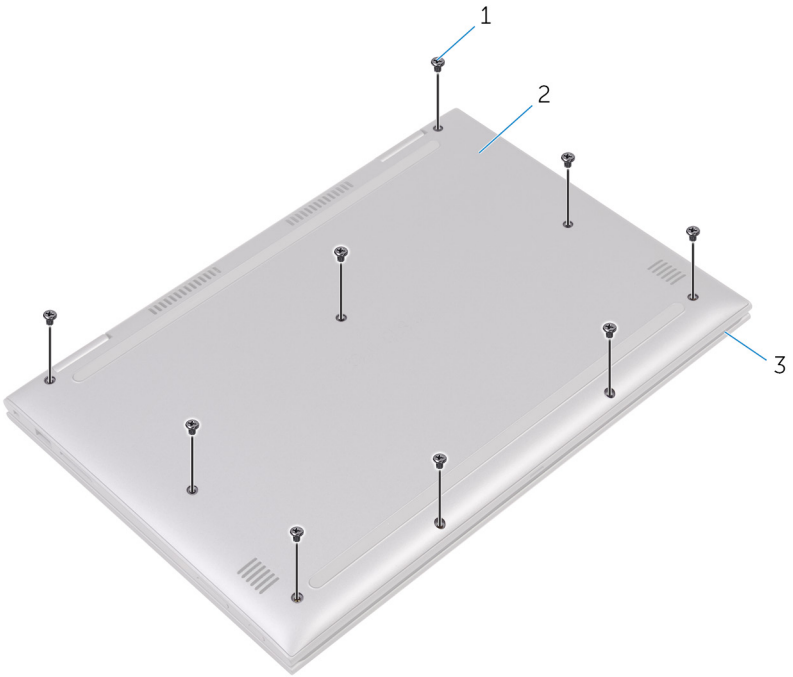


Figure 1. Base cover

1 screws (6)

2 base cover

3 palm-rest assembly

- 3** Using a plastic scribe, release the tabs that secure the base cover to the palm-rest assembly and remove the base cover off the palm-rest assembly.

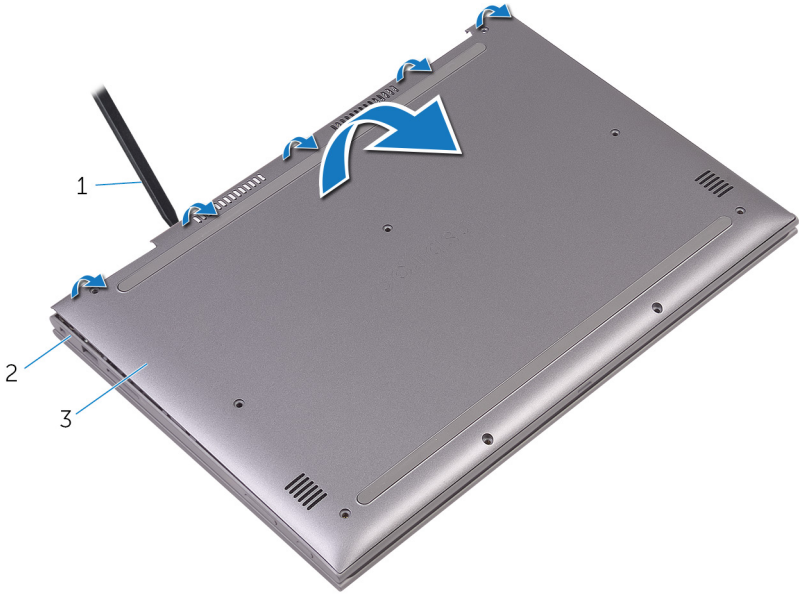


Figure 2. Base cover

- 1 plastic scribe
3 base cover

- 2 palm-rest assembly

Replacing the base cover



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Procedure

- 1 Align the base cover with the palm-rest assembly and snap it into place.
- 2 Replace the nine screws (M2.5x6) that secure the base cover to the palm-rest assembly.



Removing the battery



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Prerequisites

Remove the [base cover](#).

Procedure

- 1 Disconnect the battery cable from the system board.
- 2 Remove the four screws (M2x3.0) that secure the battery to the palm-rest assembly.

- 3 Lift the battery off the palm-rest assembly.

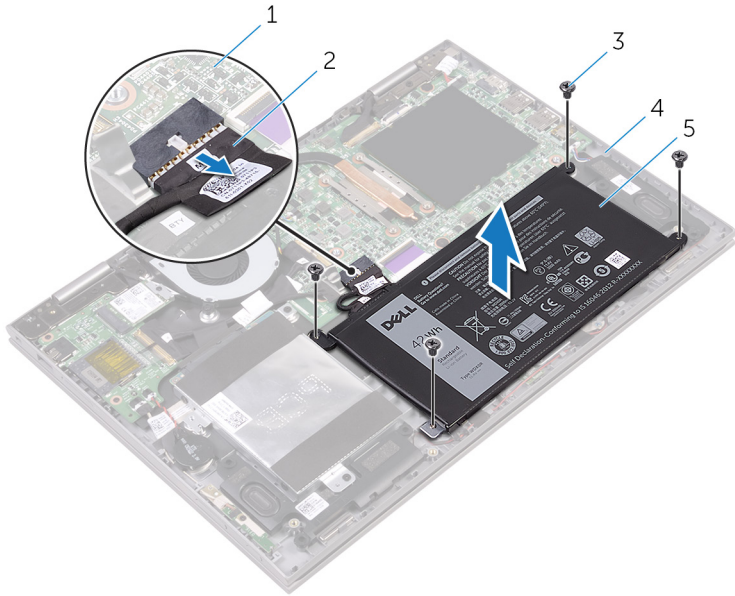


Figure 3. Battery

- | | | | |
|---|--------------|---|--------------------|
| 1 | system board | 2 | battery cable |
| 3 | screws (4) | 4 | palm-rest assembly |
| 5 | battery | | |
- 4 Press and hold the power button for five seconds to ground the system board.

Replacing the battery



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Procedure

- 1 Align the screw holes on the battery with the screw holes on the palm-rest assembly.
- 2 Replace the four screws (M2x3.0) that secure the battery to the palm-rest assembly.
- 3 Connect the battery cable to the system board.

Post-requisites

Replace the [base cover](#).

Removing the memory modules



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Prerequisites

- 1 Remove the [base cover](#).
- 2 Remove the [battery](#).



Procedure

- 1 Lift the Mylar to access the memory module.

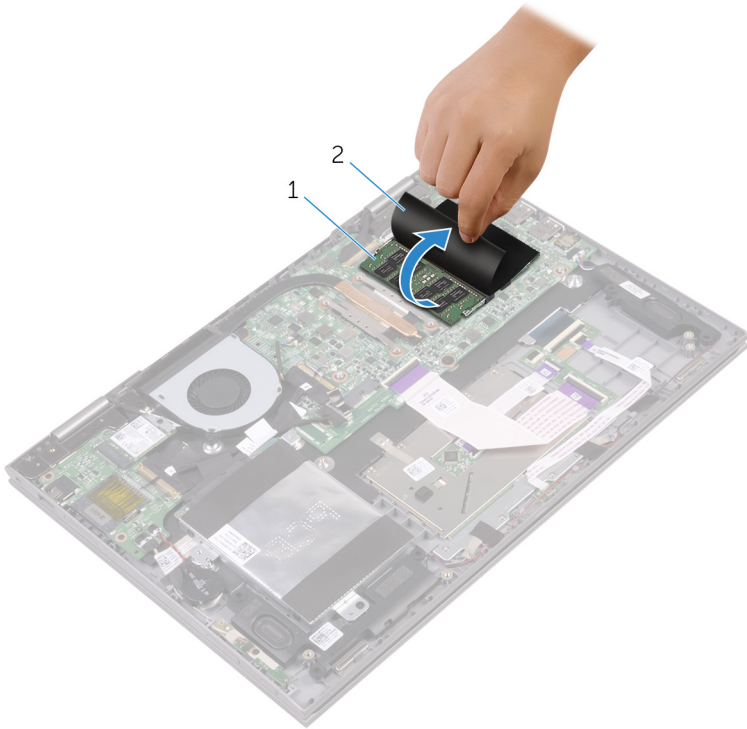


Figure 4. Memory module

- | | | | |
|---|---------------|---|-------|
| 1 | memory module | 2 | Mylar |
|---|---------------|---|-------|
- 2 Use your fingertips to carefully spread apart the securing-clips on each end of the memory-module slot until the memory module pops up.

3 Remove the memory module from the memory-module slot.

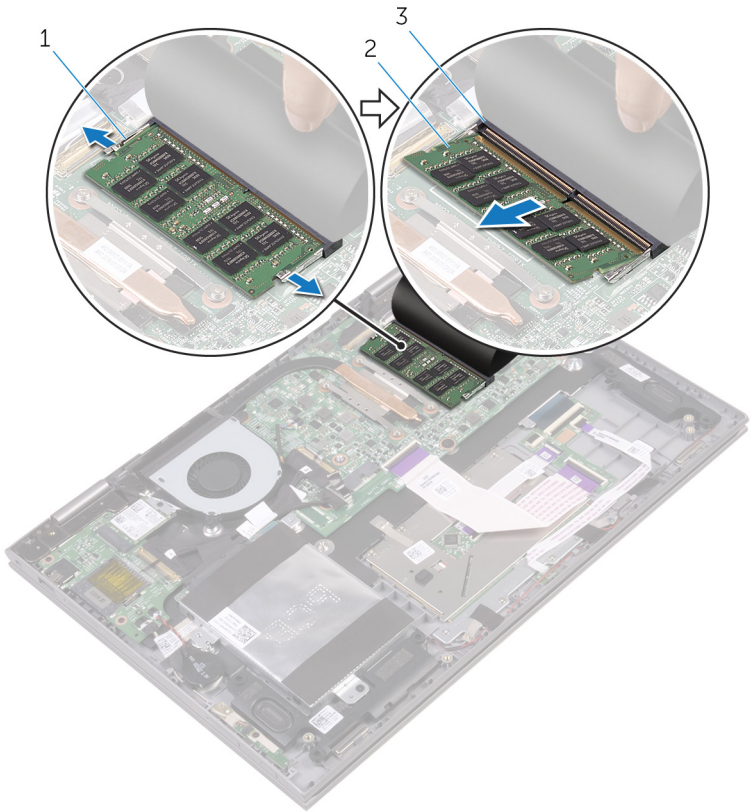


Figure 5. Memory module

1 securing clips (2)

2 memory module

3 memory-module slot



Replacing the memory modules



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Procedure

- 1 Lift the Mylar to access the memory-module slot.
- 2 Align the notch on the memory module with the tab on the memory-module slot.

- 3 Slide the memory module firmly into the slot at an angle and press the memory module down until it clicks into place.

 **NOTE: If you do not hear the click, remove the memory module and reinstall it.**

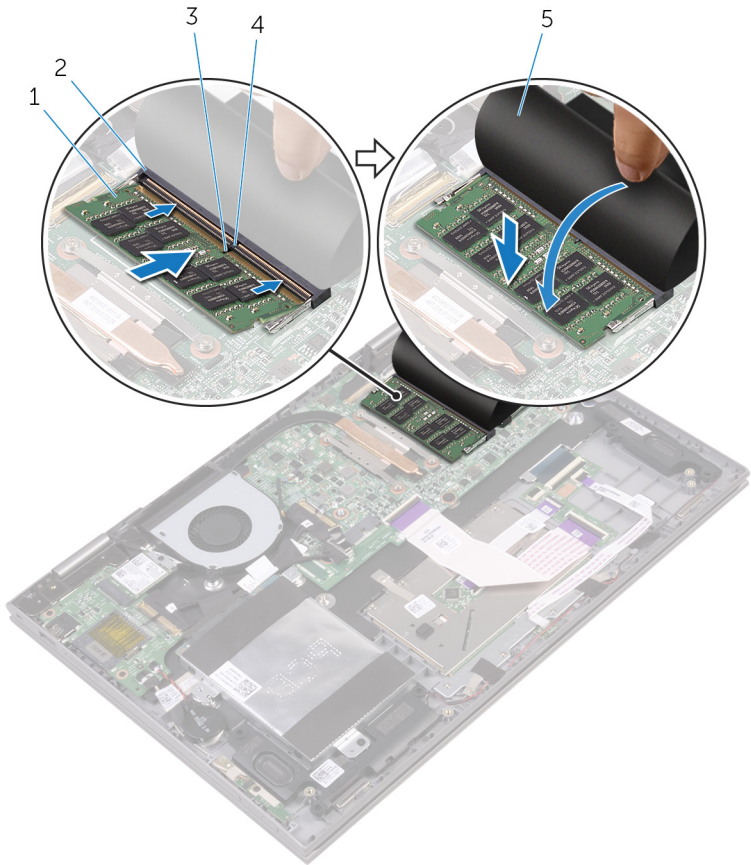


Figure 6. Memory module

- | | | | |
|---|---------------|---|--------------------|
| 1 | memory module | 2 | memory-module slot |
| 3 | notch | 4 | tab |
| 5 | Mylar | | |




Post-requisites


- 1 Replace the [battery](#).
- 2 Replace the [base cover](#).



Removing the hard drive

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 **CAUTION:** Hard drives are fragile. Exercise care when handling the hard drive.

 **CAUTION:** To avoid data loss, do not remove the hard drive while the computer is in sleep or on state.

Prerequisites

- 1 Remove the [base cover](#).
- 2 Remove the [battery](#).

Procedure

- 1 Peel off the tape that secures the hard-drive cable to the palm-rest assembly.
- 2 Using the pull tab, disconnect the hard-drive cable from the system board.
- 3 Remove the two screws (M2x3.5) that secure the hard-drive assembly to the palm-rest assembly.



- 4 Lift the hard-drive assembly, along with its cable, off the palm-rest assembly.

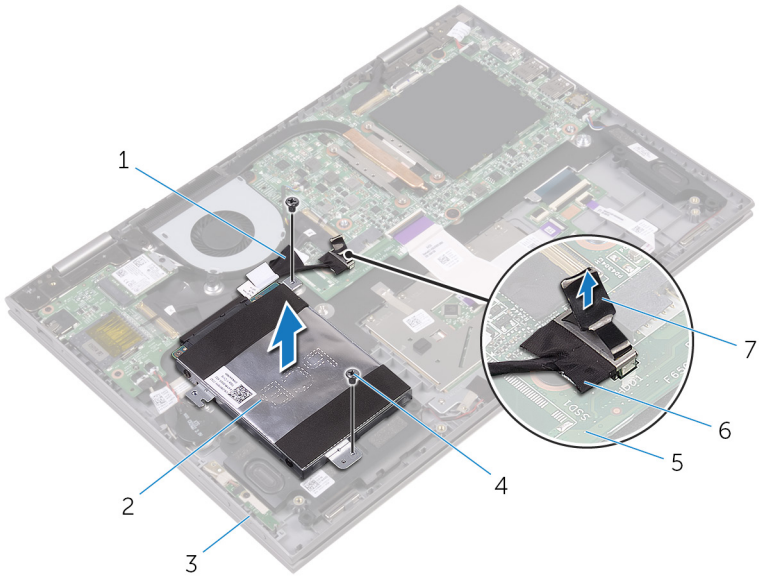


Figure 7. Hard drive

- | | | | |
|---|--------------------|---|---------------------|
| 1 | tape | 2 | hard-drive assembly |
| 3 | palm-rest assembly | 4 | screws (2) |
| 5 | system board | 6 | hard-drive cable |
| 7 | pull tab | | |

- 5 Disconnect the interposer from the hard-drive assembly.

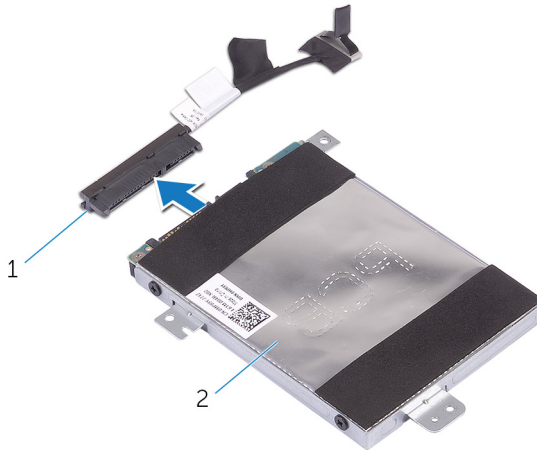


Figure 8. Hard drive

1 interposer

2 hard-drive assembly

- 6 Remove the four screws (M3x3) that secure the hard-drive bracket to the hard drive.
- 7 Lift the hard-drive bracket off the hard drive.

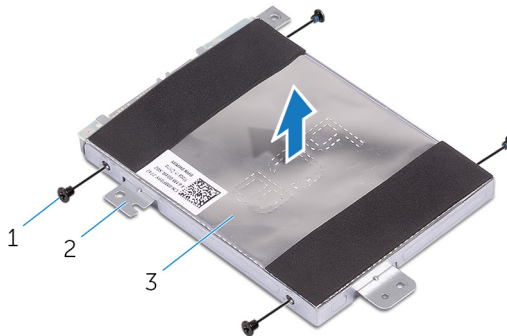


Figure 9. Hard drive


1 screws (4)

2 hard-drive bracket

3 hard drive



Replacing the hard drive

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 **CAUTION:** Hard drives are fragile. Exercise care when handling the hard drive.


Procedure


- 1 Align the screw holes on the hard-drive bracket with the screw holes on the hard drive.
- 2 Replace the four screws (M3x3) that secure the hard-drive bracket to the hard drive.
- 3 Connect the interposer to the hard-drive assembly.
- 4 Align the screw holes on the hard-drive assembly with the screw holes on the palm-rest assembly.
- 5 Replace the two screws (M2x3.5) that secure the hard-drive assembly to the palm-rest assembly.
- 6 Connect the hard-drive cable to the system board.
- 7 Adhere the tape that secures the hard-drive cable to the palm-rest assembly.

Post-requisites

- 1 Replace the [battery](#).
- 2 Replace the [base cover](#).

Removing the coin-cell battery

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 **CAUTION:** Removing the coin-cell battery resets the BIOS setup program's settings to default. It is recommended that you note the BIOS setup program's settings before removing the coin-cell battery.

Prerequisites

- 1 Remove the [base cover](#).
- 2 Remove the [battery](#).

Procedure

- 1 Disconnect the coin-cell battery cable from the I/O board.



- 2 Peel the coin-cell battery off the palm-rest assembly.

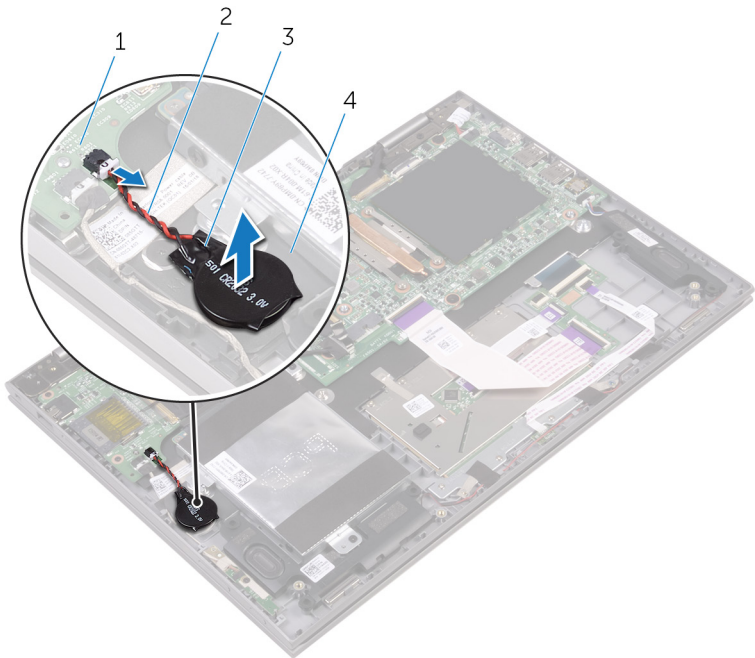


Figure 10. Coin-cell battery

- | | | | |
|---|-------------------|---|-------------------------|
| 1 | I/O board | 2 | coin-cell battery cable |
| 3 | coin-cell battery | 4 | palm-rest assembly |

Replacing the coin-cell battery



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Procedure

- 1 Adhere the coin-cell battery to the palm-rest assembly.
- 2 Connect the coin-cell battery cable to the I/O board.

Post-requisites

- 1 Replace the [battery](#).
- 2 Replace the [base cover](#).



Removing the wireless card



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Prerequisites

- 1 Remove the [base cover](#).
- 2 Remove the [battery](#).

Procedure

- 1 Remove the screw (M2x3.5) that secures the wireless-card bracket to the wireless card.
- 2 Disconnect the antenna cables from the wireless card.

- 3 Slide and remove the wireless card from the wireless-card slot.

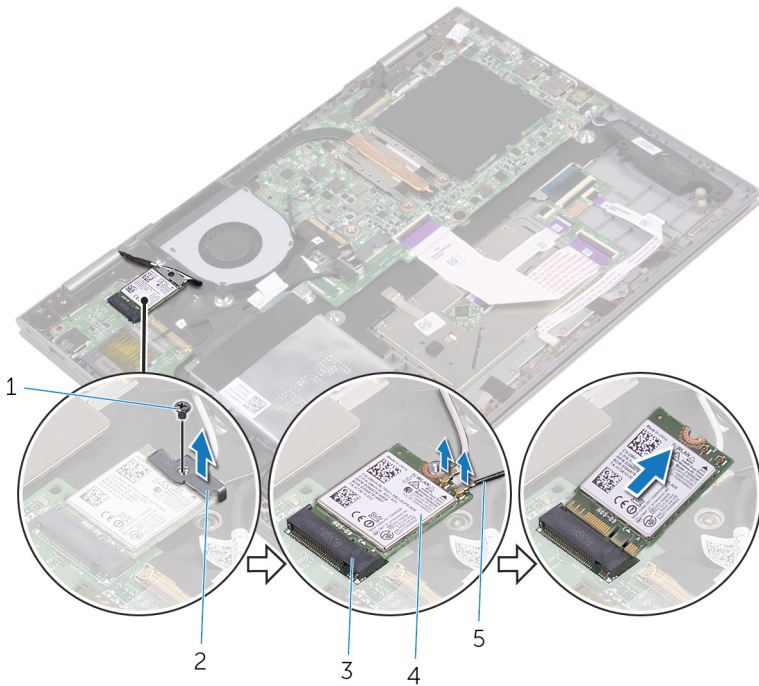



Figure 11. Wireless card

- | | | | |
|---|--------------------|---|-----------------------|
| 1 | screw (M2x3.5) | 2 | wireless-card bracket |
| 3 | wireless-card slot | 4 | wireless card |
| 5 | antenna cables (2) | | |

Replacing the wireless card

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Procedure

 **CAUTION:** To avoid damage to the wireless card, do not place any cables under it.

- 1 Align the notch on the wireless card with the tab on the wireless-card slot.
- 2 Insert the wireless card at an angle into the wireless-card slot.
- 3 Connect the antenna cables to the wireless card.

The following table provides the antenna-cable color scheme for the wireless card supported by your computer.

Table 2. Wireless card

| Connectors on the wireless card | Antenna-cable color |
|---------------------------------|---------------------|
| Main (white triangle) | White |
| Auxiliary (black triangle) | Black |

- 4 Align the screw hole on the wireless card bracket with the screw hole on the wireless card.

- 5 Replace the screw (M2x3.5) that secures the wireless card bracket to the wireless card.

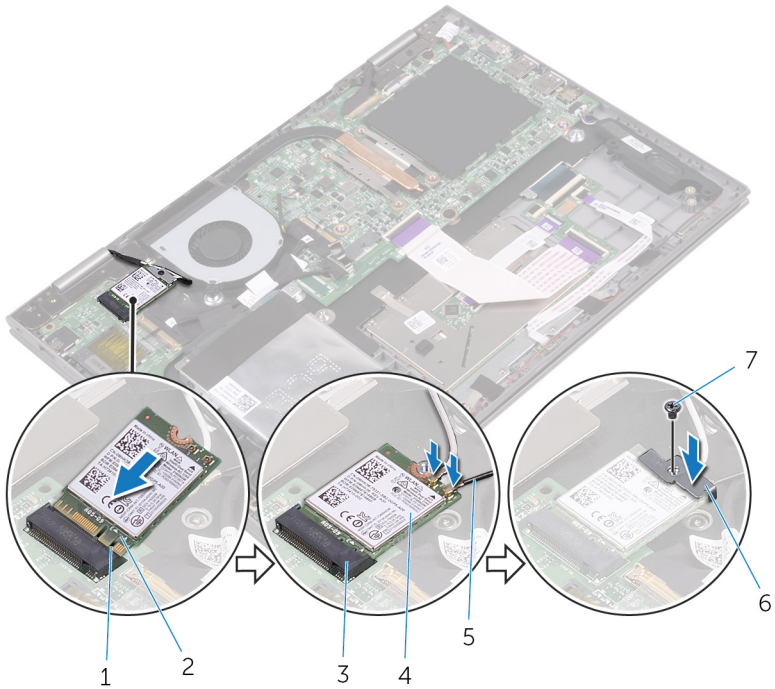


Figure 12. Wireless card

- | | | | |
|---|--------------------|---|-----------------------|
| 1 | tab | 2 | notch |
| 3 | wireless-card slot | 4 | wireless card |
| 5 | antenna cables (2) | 6 | wireless card bracket |
| 7 | screw (M2x3.5) | | |

Post-requisites

- 1 Replace the [battery](#).
- 2 Replace the [base cover](#).



Removing the speakers



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Prerequisites

- 1 Remove the [base cover](#).
- 2 Remove the [battery](#).

Procedure

- 1 Disconnect the speaker cable from the system board.
- 2 Peel off the pieces of tape that secure the speaker cable to the palm-rest assembly.
- 3 Remove the speaker cable from the routing guides on the palm-rest assembly.
- 4 Note the position of the rubber grommets before lifting the speaker.

- 5 Remove the speakers from the alignment posts and lift the speakers off the palm-rest assembly.

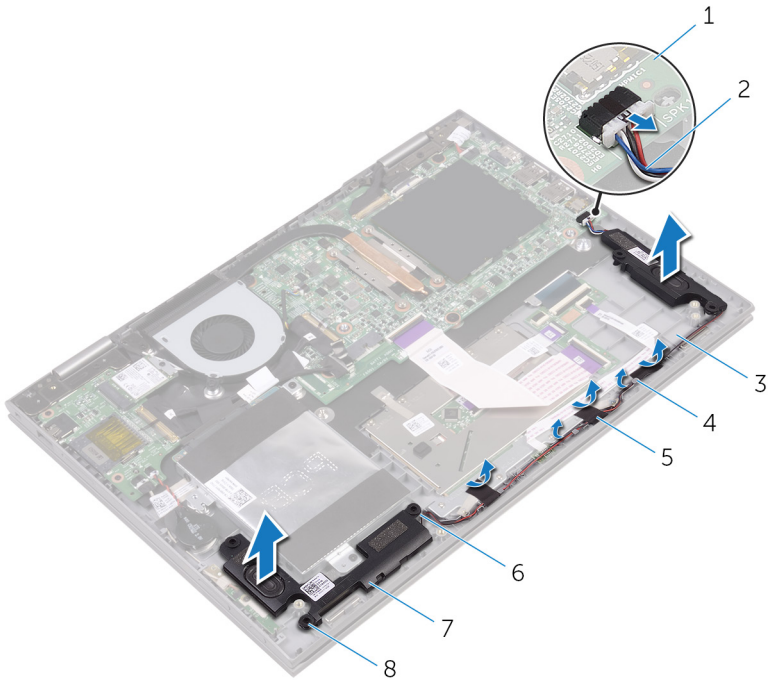


Figure 13. Speakers

- | | | | |
|---|--------------------|---|---------------------|
| 1 | system board | 2 | speaker cable |
| 3 | palm-rest assembly | 4 | routing guides |
| 5 | tape (3) | 6 | alignment posts |
| 7 | speakers (2) | 8 | rubber grommets (5) |

Replacing the speakers



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Procedure



NOTE: The rubber grommets may get pushed out while replacing the speaker. Ensure that the rubber grommets are in their position after placing the speaker on the palm-rest assembly.

- 1 Using the alignment posts, align and place the speakers on the palm-rest assembly.
- 2 Replace the rubber grommets if they are pushed up while replacing the speaker.
- 3 Route the speaker cable through the routing guides on the palm-rest assembly.
- 4 Adhere the pieces of tape that secure the speaker cable to the palm-rest assembly.
- 5 Connect the speaker cable to the system board.

Post-requisites

- 1 Replace the [battery](#).
- 2 Replace the [base cover](#).

Removing the fan



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Prerequisites

- 1 Remove the [base cover](#).
- 2 Remove the [battery](#).

Procedure

- 1 Remove the two screws (M2x3.5) that secure the fan to the palm-rest assembly.
- 2 Disconnect the fan cable from the system board.



- 3 Lift the fan off the palm-rest assembly.

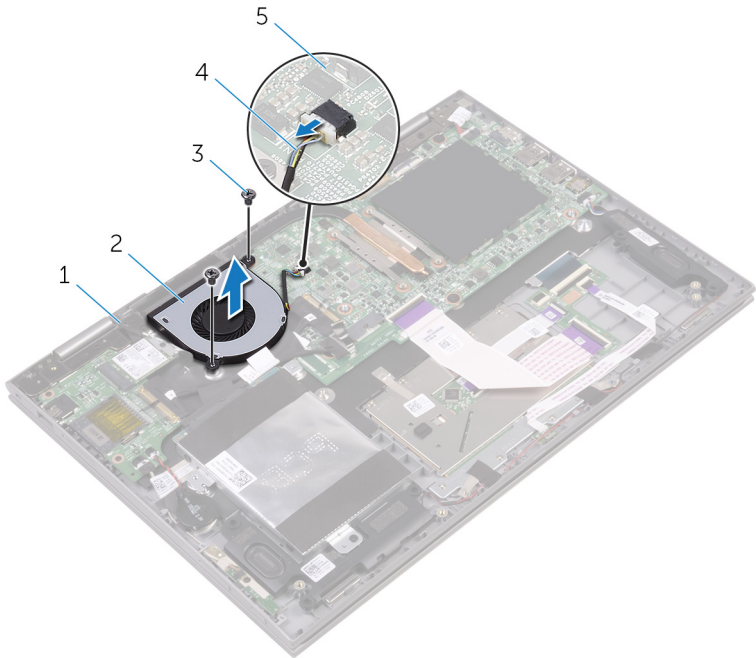


Figure 14. Fan

- | | | | |
|---|--------------------|---|-----------|
| 1 | palm-rest assembly | 2 | fan |
| 3 | screws (2) | 4 | fan cable |
| 5 | system board | | |

Replacing the fan



WARNING: Before working inside your computer, read the safety information that shipped with your computer and follow the steps in [Before working inside your computer](#). After working inside your computer, follow the instructions in [After working inside your computer](#). For more safety best practices, see the Regulatory Compliance home page at www.dell.com/regulatory_compliance.

Procedure


- 1 Align the screw holes on the fan with the screw holes on the palm-rest assembly.
- 2 Replace the two screws (M2x3.5) that secure the fan to the palm-rest assembly.
- 3 Connect the fan cable to the system board.

Post-requisites


- 1 Replace the [battery](#).
- 2 Replace the [base cover](#).



Removing the heat sink

 **WARNING:** Before working inside your computer, read the safety information that shipped with your computer and follow the steps in [Before working inside your computer](#). After working inside your computer, follow the instructions in [After working inside your computer](#). For more safety best practices, see the Regulatory Compliance home page at www.dell.com/regulatory_compliance.

 **WARNING:** The heat sink may become hot during normal operation. Allow sufficient time for the heat sink to cool before you touch it.

 **CAUTION:** For maximum cooling of the processor, do not touch the heat transfer areas on the heat sink. The oils in your skin can reduce the heat transfer capability of the thermal grease.

Prerequisites

- 1 Remove the [base cover](#).
- 2 Remove the [battery](#).

Procedure

- 1 In sequential order (as indicated on the heat sink), loosen the four captive screws that secure the heat sink to the system board.

2 Lift the heat sink off the system board.

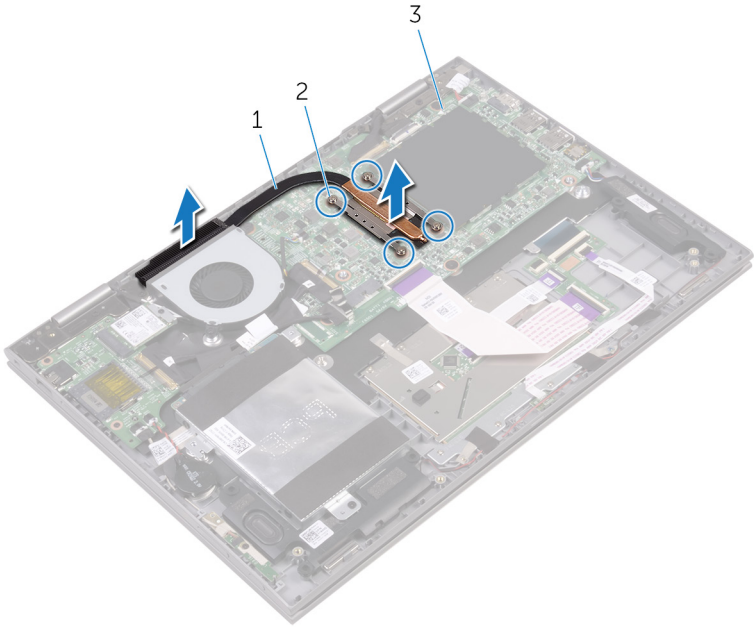


Figure 15. Heat sink


1 heat sink

2 captive screws


3 system board



Replacing the heat sink

 **WARNING:** Before working inside your computer, read the safety information that shipped with your computer and follow the steps in [Before working inside your computer](#). After working inside your computer, follow the instructions in [After working inside your computer](#). For more safety best practices, see the Regulatory Compliance home page at www.dell.com/regulatory_compliance.

 **CAUTION:** Incorrect alignment of the heat sink can damage the system board and processor.

 **NOTE:** The original thermal grease can be reused if the original system board and heat sink are reinstalled together. If either the system board or the heat sink is replaced, use the thermal pad provided in the kit to ensure that thermal conductivity is achieved.

Procedure

- 1 Place the heat sink on the system board.
- 2 Align the screw holes on the heat sink with the screw holes on the system board.
- 3 In sequential order (indicated on the heat sink), tighten the four captive screws that secure the heat sink to the system board.

Post-requisites

- 1 Replace the [battery](#).
- 2 Replace the [base cover](#).

Removing the power and volume-buttons board



WARNING: Before working inside your computer, read the safety information that shipped with your computer and follow the steps in [Before working inside your computer](#). After working inside your computer, follow the instructions in [After working inside your computer](#). For more safety best practices, see the Regulatory Compliance home page at www.dell.com/regulatory_compliance.

Prerequisites

- 1 Remove the [base cover](#).
- 2 Remove the [battery](#).
- 3 Remove the [hard drive](#).

Procedure

- 1 Peel off the tape that secures the power and volume-buttons board-cable to the palm-rest assembly.
- 2 Disconnect the power and volume-buttons board-cable from the I/O board.
- 3 Remove the power and volume-buttons board-cable from the routing guides on the palm-rest assembly.
- 4 Remove the screw (M2x3.5) that secures the power and volume-buttons board to the palm-rest assembly.



- 5 Lift the power and volume-buttons board off the palm-rest assembly.

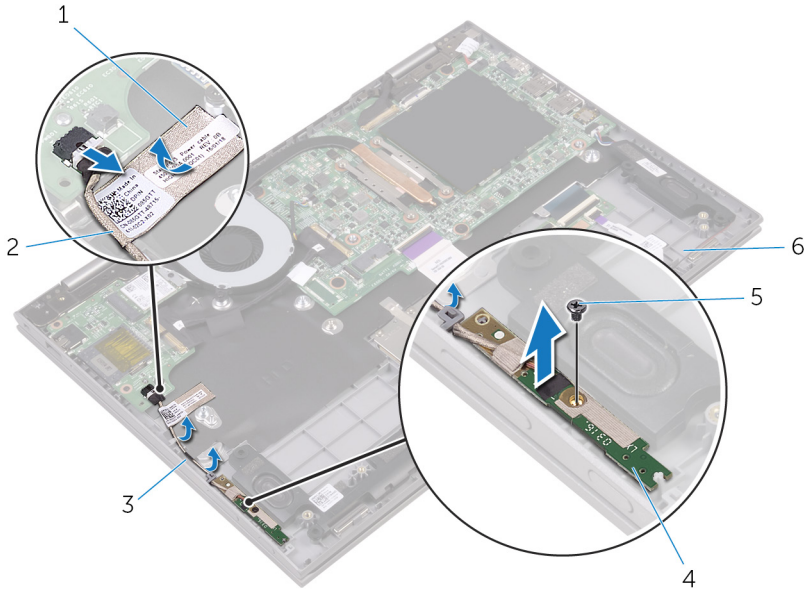


Figure 16. Power and volume-buttons board

- | | | | |
|---|--------------------|---|--------------------------------------|
| 1 | tape | 2 | power and volume-buttons board-cable |
| 3 | routing guides (2) | 4 | power and volume-buttons board |
| 5 | screw (M2x3.5) | 6 | palm-rest assembly |

Replacing the power and volume-buttons board



WARNING: Before working inside your computer, read the safety information that shipped with your computer and follow the steps in [Before working inside your computer](#). After working inside your computer, follow the instructions in [After working inside your computer](#). For more safety best practices, see the Regulatory Compliance home page at www.dell.com/regulatory_compliance.

Procedure

- 1 Align the screw hole on the power and volume-buttons board with the screw hole on the palm-rest assembly.
- 2 Replace the screw (M2x3.5) that secures the power and volume-buttons board to the palm-rest assembly.
- 3 Route the power and volume-buttons board-cable through the routing guides on the palm-rest assembly.
- 4 Connect the power and volume-buttons board-cable to the I/O board.
- 5 Adhere the tape that secure the power and volume-buttons board-cable to the palm-rest assembly.

Post-requisites

- 1 Replace the [hard drive](#).
- 2 Replace the [battery](#).
- 3 Replace the [base cover](#).



Removing the status-light board



WARNING: Before working inside your computer, read the safety information that shipped with your computer and follow the steps in [Before working inside your computer](#). After working inside your computer, follow the instructions in [After working inside your computer](#). For more safety best practices, see the Regulatory Compliance home page at www.dell.com/regulatory_compliance.

Prerequisites

- 1 Remove the [base cover](#).
- 2 Remove the [battery](#).

Procedure

- 1 Open the latch and disconnect the status-light board-cable from the system board.
- 2 Peel the tape that secures the status-light board cable to the palm-rest assembly.

3 Lift the status-light board off the palm-rest assembly.

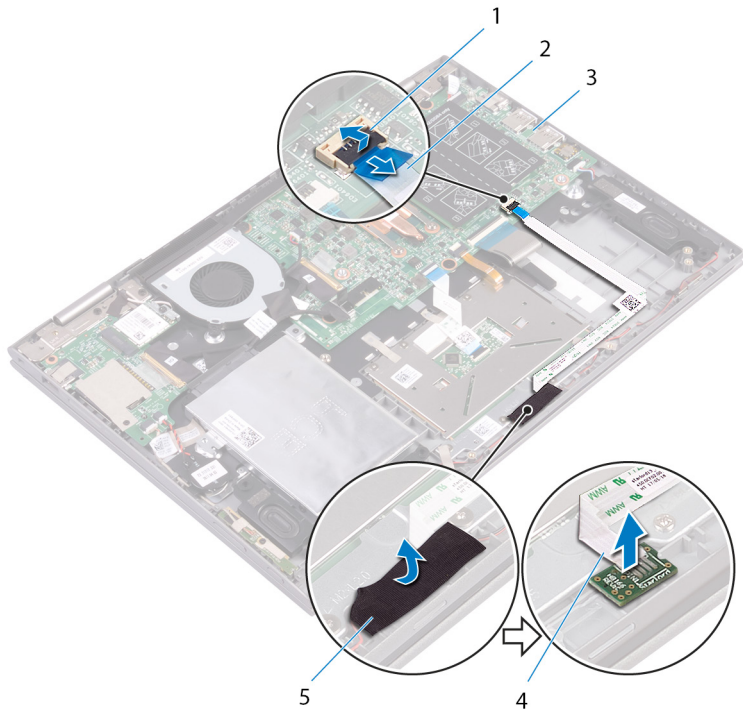


Figure 17. Status-light board

- | | | | |
|---|--------------|---|--------------------------|
| 1 | latch | 2 | status-light board-cable |
| 3 | system board | 4 | status-light board |
| 5 | tape | | |

Replacing the status-light board



WARNING: Before working inside your computer, read the safety information that shipped with your computer and follow the steps in [Before working inside your computer](#). After working inside your computer, follow the instructions in [After working inside your computer](#). For more safety best practices, see the Regulatory Compliance home page at www.dell.com/regulatory_compliance.

Procedure

- 1 Align and place the status-light board in the slot on the palm-rest assembly.
- 2 Slide the status-light board-cable into the connector on the system board and close the latch to secure the cable.
- 3 Adhere the tape that secures the speaker cable to the palm-rest assembly.

Post-requisites

- 1 Replace the [battery](#).
- 2 Replace the [base cover](#).

Removing the touchpad



WARNING: Before working inside your computer, read the safety information that shipped with your computer and follow the steps in [Before working inside your computer](#). After working inside your computer, follow the instructions in [After working inside your computer](#). For more safety best practices, see the Regulatory Compliance home page at www.dell.com/regulatory_compliance.

Prerequisites

- 1 Remove the [base cover](#).
- 2 Remove the [battery](#).
- 3 Remove the [status-light board](#).

Procedure

- 1 Open the latch and disconnect the touchpad cable from the system board.



- 2 Peel the tapes that secure the touchpad to the palm-rest assembly.

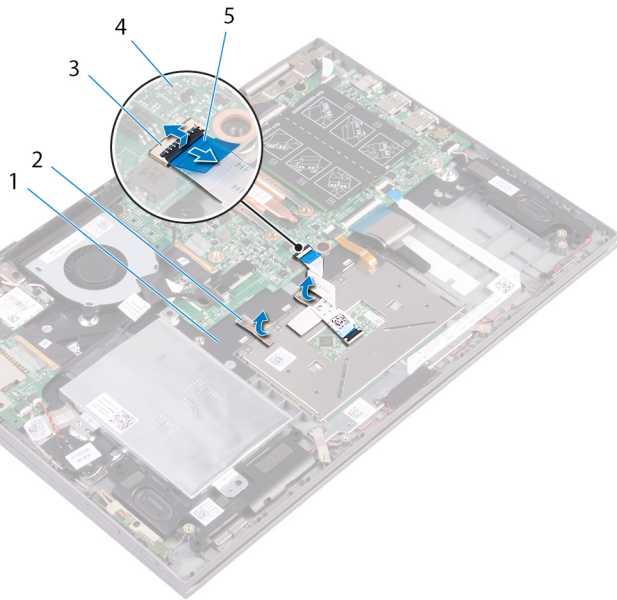


Figure 18. Touchpad

- | | | | |
|---|--------------------|---|--------------|
| 1 | palm-rest assembly | 2 | tape |
| 3 | latch | 4 | system board |
| 5 | touchpad cable | | |

- 3 Open the latch and disconnect the touchpad cable from the system board.
- 4 Remove the four screws (M2x2) that secure the touchpad to the palm-rest assembly.

- 5 Lift and slide the touchpad off the palm-rest assembly.

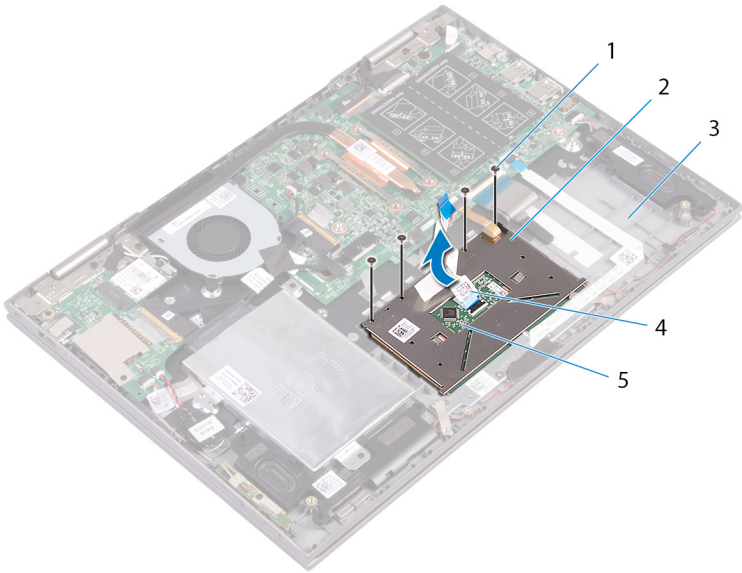


Figure 19. Touchpad

- | | | | |
|---|--------------------|---|----------------|
| 1 | screws (4) | 2 | touchpad |
| 3 | palm-rest assembly | 4 | touchpad cable |
| 5 | system board | | |

Replacing the touchpad



WARNING: Before working inside your computer, read the safety information that shipped with your computer and follow the steps in [Before working inside your computer](#). After working inside your computer, follow the instructions in [After working inside your computer](#). For more safety best practices, see the Regulatory Compliance home page at www.dell.com/regulatory_compliance.

Procedure

- 1 Slide the touchpad on the palm-rest assembly.
- 2 Align the screw holes on the touchpad with the screw holes on the palm-rest assembly.
- 3 Replace the four screws (M2x2.5) that secure the touchpad to the palm-rest assembly.
- 4 Slide the touch-pad cable into the connector on the system board and close the latch to secure the cable.
- 5 Adhere the tapes that secure the touchpad to the palm-rest assembly.

Post-requisites

- 1 Replace the [status-light board](#).
- 2 Replace the [battery](#).
- 3 Replace the [base cover](#).

Removing the I/O board



WARNING: Before working inside your computer, read the safety information that shipped with your computer and follow the steps in [Before working inside your computer](#). After working inside your computer, follow the instructions in [After working inside your computer](#). For more safety best practices, see the Regulatory Compliance home page at www.dell.com/regulatory_compliance.

Prerequisites

- 1 Remove the [base cover](#).
- 2 Remove the [battery](#).
- 3 Remove the [wireless card](#).

Procedure

- 1 Peel off the tape that secures the I/O-board cable to the I/O board.
- 2 Disconnect the I/O-board cable from the I/O board.
- 3 Peel off the tape that secures the power and volume-buttons board-cable to the palm-rest assembly.
- 4 Disconnect the power and volume-buttons board-cable from the I/O board.
- 5 Disconnect the coin-cell battery-cable from the I/O board.
- 6 Remove the two screws (M2x3.5) that secure the I/O board to the palm-rest assembly.



7 Lift the I/O board off the palm-rest assembly.

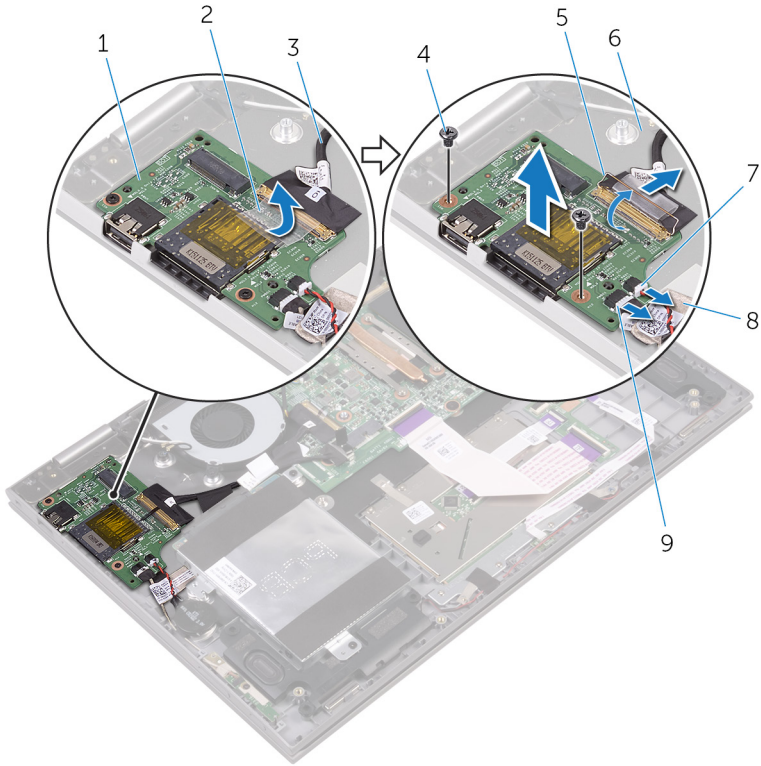


Figure 20. I/O-board

- | | | | |
|---|--------------------------------------|---|--------------------|
| 1 | I/O board | 2 | tape |
| 3 | I/O-board cable | 4 | screws (2) |
| 5 | latch | 6 | palm-rest assembly |
| 7 | coin-cell battery-cable | 8 | tape |
| 9 | power and volume-buttons board-cable | | |

Replacing the I/O board



WARNING: Before working inside your computer, read the safety information that shipped with your computer and follow the steps in [Before working inside your computer](#). After working inside your computer, follow the instructions in [After working inside your computer](#). For more safety best practices, see the Regulatory Compliance home page at www.dell.com/regulatory_compliance.

Procedure

- 1 Place the I/O board on the palm-rest assembly.
- 2 Align the screw hole on the I/O board with the screw hole on the palm-rest assembly.
- 3 Replace the two screws (M2x3.5) that secure the I/O board to the palm-rest assembly.
- 4 Connect the power and volume-buttons board-cable and coin-cell battery-cable to the I/O board.
- 5 Connect the I/O-board cable to the I/O board.
- 6 Adhere the tape that secures the power and volume-buttons board-cable to the palm-rest assembly.
- 7 Adhere the tape that secures the I/O-board cable to the I/O board.

Post-requisites

- 1 Replace the [wireless card](#).
- 2 Replace the [battery](#).
- 3 Replace the [base cover](#).



Removing the display assembly



WARNING: Before working inside your computer, read the safety information that shipped with your computer and follow the steps in [Before working inside your computer](#). After working inside your computer, follow the instructions in [After working inside your computer](#). For more safety best practices, see the Regulatory Compliance home page at www.dell.com/regulatory_compliance.

Prerequisites

- 1 Remove the [base cover](#).
- 2 Remove the [battery](#).
- 3 Remove the [wireless card](#).

Procedure

- 1 Peel the tape that secures the display cable and touch-screen board-cable to the system board.

- 2 Open the latches to disconnect the display cable and the touch-screen board-cable from the system board.

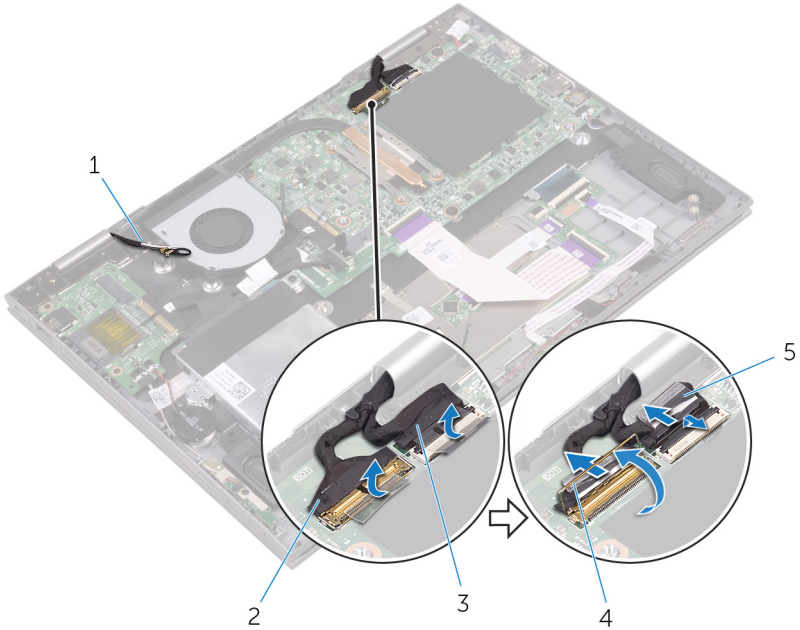


Figure 21. Display assembly

- | | | | |
|---|--------------------------|---|---------------|
| 1 | antenna cables (2) | 2 | display cable |
| 3 | touch-screen board-cable | 4 | latch |
| 5 | tape (2) | | |
- 3 Turn the computer over and open the display as far as possible.

⚠ CAUTION: Place the computer on a soft and clean surface to avoid scratching the display.

- 4 Place the computer face down on a flat surface.

- 5 Remove the four screws (M2.5x2.5) that secure the display assembly to the palm-rest assembly.

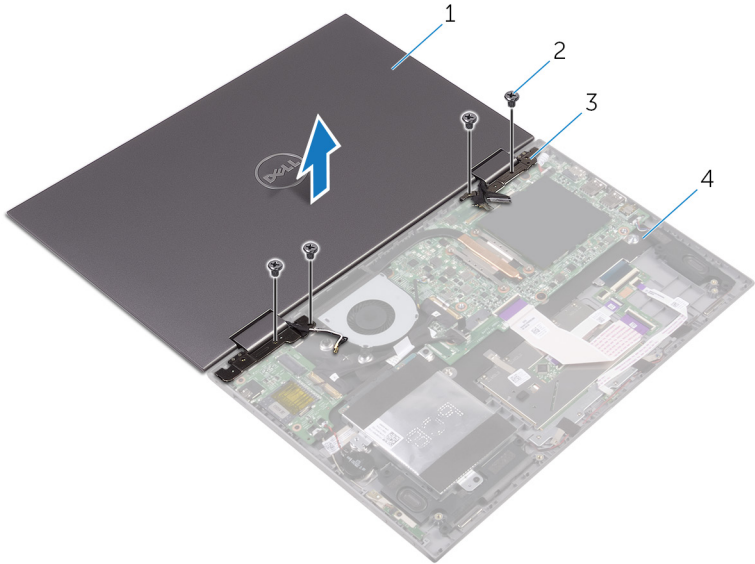


Figure 22. Display assembly

- | | | | |
|---|--------------------|---|--------------------|
| 1 | display assembly | 2 | screws (4) |
| 3 | display hinges (2) | 4 | palm-rest assembly |


- 6 Lift the display assembly off the palm-rest assembly.



Figure 23. Display assembly

- 1 display assembly

Replacing the display assembly

 **WARNING:** Before working inside your computer, read the safety information that shipped with your computer and follow the steps in [Before working inside your computer](#). After working inside your computer, follow the instructions in [After working inside your computer](#). For more safety best practices, see the Regulatory Compliance home page at www.dell.com/regulatory_compliance.

Procedure

 **CAUTION:** Place the computer on a soft and clean surface to avoid scratching the display.

- 1 Place the display assembly face down on the palm-rest assembly.
- 2 Align the screw holes on the display hinges with the screw holes on the palm-rest assembly.
- 3 Replace the four screws (M2.5x2.5) that secure the display assembly to the palm-rest assembly.
- 4 Close the display and turn the computer over.
- 5 Slide the display cable and the touch-screen board-cable into their respective connectors on the system board and close the latches to secure the cables.
- 6 Adhere the pieces of tape that secure the display cable and the touch-screen board-cable to their respective connectors on the system board.

Post-requisites

- 1 Replace the [wireless card](#).
- 2 Replace the [battery](#).
- 3 Replace the [base cover](#).

Removing the power-adapter port



WARNING: Before working inside your computer, read the safety information that shipped with your computer and follow the steps in [Before working inside your computer](#). After working inside your computer, follow the instructions in [After working inside your computer](#). For more safety best practices, see the Regulatory Compliance home page at www.dell.com/regulatory_compliance.

Prerequisites

- 1 Remove the [base cover](#).
- 2 Remove the [battery](#).
- 3 Remove the [wireless card](#).
- 4 Remove the [display assembly](#).

Procedure

- 1 Disconnect the power-adapter port-cable from the system board.
- 2 Remove the screw (M2x3.5) that secures the power-adapter port to the palm-rest assembly.



- 3 Lift the power-adaptor port off the palm-rest assembly.

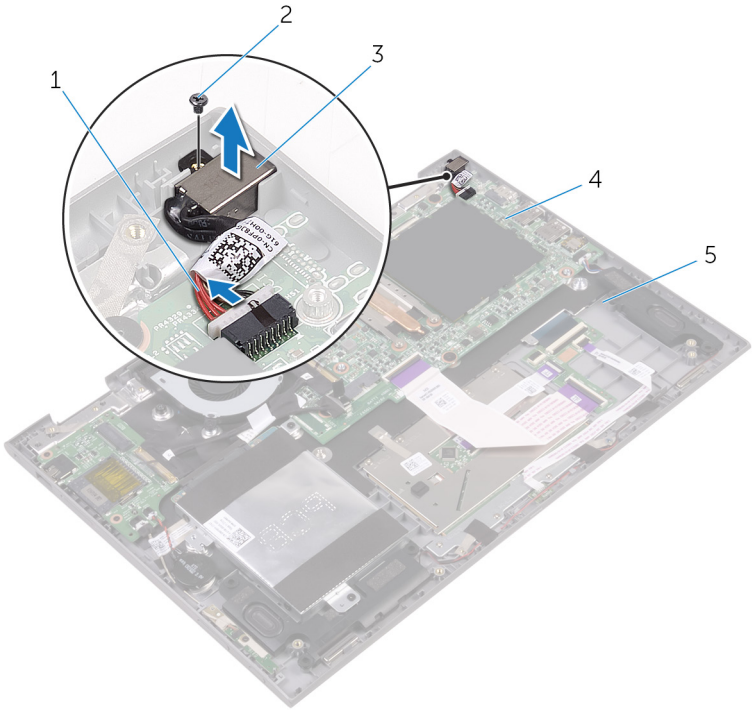


Figure 24. Power-adaptor port

- | | | | |
|---|--------------------------|---|----------------|
| 1 | power-adaptor port-cable | 2 | screw (M2x3.5) |
| 3 | power adapter port | 4 | system board |
| 5 | palm-rest assembly | | |

Replacing the power-adapter port



WARNING: Before working inside your computer, read the safety information that shipped with your computer and follow the steps in [Before working inside your computer](#). After working inside your computer, follow the instructions in [After working inside your computer](#). For more safety best practices, see the Regulatory Compliance home page at www.dell.com/regulatory_compliance.

Procedure

- 1 Place the power-adapter port into the slot on the palm-rest assembly.
- 2 Align the screw hole on the power-adapter port with the screw hole on the palm-rest assembly.
- 3 Replace the screw (M2x3.5) that secures the power-adapter port to the palm-rest assembly.
- 4 Connect the power-adapter port-cable to the system board.

Post-requisites

- 1 Replace the [display assembly](#).
- 2 Replace the [wireless card](#).
- 3 Replace the [battery](#).
- 4 Replace the [base cover](#).



Removing the system board



WARNING: Before working inside your computer, read the safety information that shipped with your computer and follow the steps in [Before working inside your computer](#). After working inside your computer, follow the instructions in [After working inside your computer](#). For more safety best practices, see the Regulatory Compliance home page at www.dell.com/regulatory_compliance.



NOTE: Your computer's Service Tag is stored in the system board. You must enter the Service Tag in the BIOS setup program after you replace the system board.



NOTE: Replacing the system board removes any changes you have made to the BIOS using the BIOS setup program. You must make the appropriate changes again after you replace the system board.



NOTE: Before disconnecting the cables from the system board, note the location of the connectors so that you can reconnect the cables correctly after you replace the system board.

Prerequisites

- 1 Remove the [base cover](#).
- 2 Remove the [battery](#).
- 3 Remove the [memory modules](#).
- 4 Remove the [fan](#).
- 5 Remove the [heat sink](#).

Procedure

- 1 Peel the tape that secures the display cable and touch-screen board-cable to the system board.
- 2 Open the latches to disconnect the display cable and the touch-screen board-cable from the system board.
- 3 Open the latch to disconnect the I/O-board cable from the system board.

- 4 Using the pull tab, disconnect the hard-drive cable from the system board.

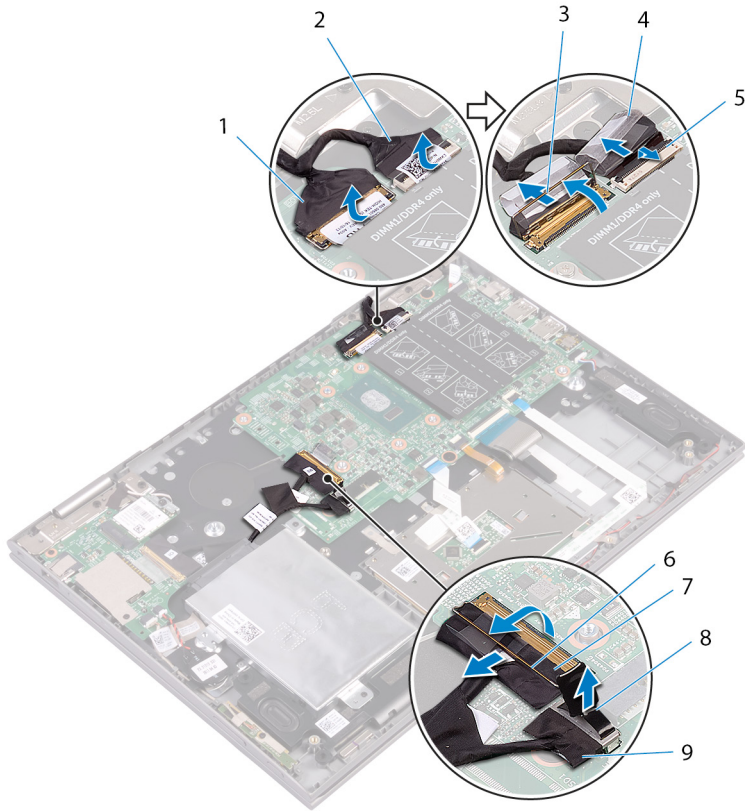


Figure 25. System board

- | | | | |
|---|------------------|---|-----------------|
| 1 | display cable | 2 | I/O-board cable |
| 3 | latch | 4 | tape |
| 5 | latch | 6 | latch |
| 7 | I/O-board cable | 8 | pull tab |
| 9 | hard-drive cable | | |

- 5 Disconnect the power-adapter cable and the speaker cable from the system board.
- 6 Disconnect the status-board cable, keyboard cable from the system board.



- 7 Disconnect the keyboard back-light cable and hard-drive cable from the system board.

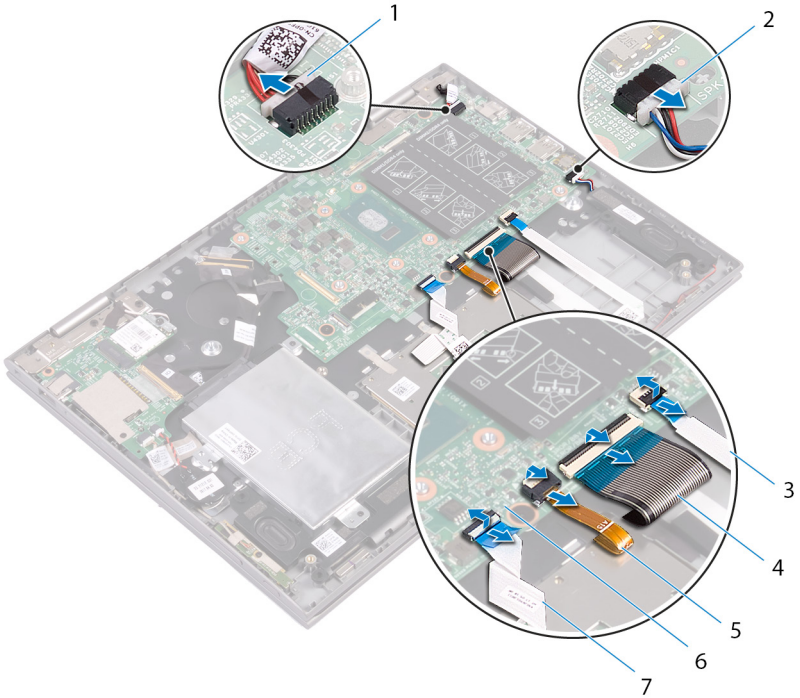


Figure 26. System board

- | | | | |
|---|---------------------------|---|----------------|
| 1 | power-adapter cable | 2 | speaker cable |
| 3 | status-board cable | 4 | keyboard cable |
| 5 | keyboard back-light cable | 6 | system board |
| 7 | hard-drive cable | | |
- 8 Remove the three screws (M2x2 Big Head) that secure the system board to the palm-rest assembly.

9 Lift the system board off the palm-rest assembly.

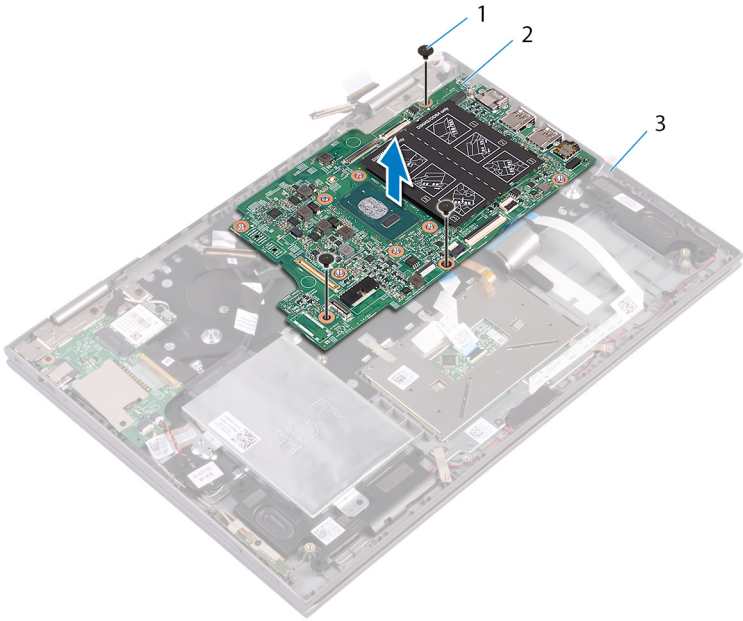


Figure 27.

- | | | | |
|---|--------------------|---|--------------|
| 1 | screws (3) | 2 | system board |
| 3 | palm-rest assembly | | |

Replacing the system board



WARNING: Before working inside your computer, read the safety information that shipped with your computer and follow the steps in [Before working inside your computer](#). After working inside your computer, follow the instructions in [After working inside your computer](#). For more safety best practices, see the Regulatory Compliance home page at www.dell.com/regulatory_compliance.



NOTE: Your computer's Service Tag is stored in the system board. You must enter the Service Tag in the BIOS setup program after you replace the system board.



NOTE: Replacing the system board removes any changes you have made to the BIOS using the BIOS setup program. You must make the appropriate changes again after you replace the system board.

Procedure

- 1 Align the screw holes on the system board with the screw holes on the palm-rest assembly.
- 2 Replace the three screws (M2x2 Big Head) that secures the system board to the palm-rest assembly.
- 3 Slide the I/O-board cable into the system-board connector close the latch to secure the cable.
- 4 Adhere the tape that secures the I/O-board cable to the system board.
- 5 Connect the power-adaptor port-cable and the speaker cable to the system board.
- 6 Connect the hard-drive cable to the system board.
- 7 Slide the display cable and the touch-screen board-cable into their respective connectors and close the latches to secure the cables.
- 8 Adhere the tape that secures the display cable and touch-screen board-cable to the system board.

Post-requisites

- 1 Replace the [heat sink](#).

- 2 Replace the [fan](#).
- 3 Replace the [memory modules](#).
- 4 Replace the [battery](#).
- 5 Replace the [base cover](#).

Entering the Service Tag in the BIOS setup program

- 1 Turn on or restart your computer.
- 2 Press F2 when the Dell logo is displayed to enter the BIOS setup program.
- 3 Navigate to the **Main** tab and enter the Service Tag in the **Service Tag Input** field.



Removing the display panel



WARNING: Before working inside your computer, read the safety information that shipped with your computer and follow the steps in [Before working inside your computer](#). After working inside your computer, follow the instructions in [After working inside your computer](#). For more safety best practices, see the Regulatory Compliance home page at www.dell.com/regulatory_compliance.

Prerequisites

- 1 Remove the [base cover](#).
- 2 Remove the [battery](#).
- 3 Remove the [display assembly](#).

Procedure

- 1 Remove the display cable from the routing guides inside the hinge covers.

- Using a plastic scribe, pry the display-panel assembly off the display back-cover and antenna assembly.

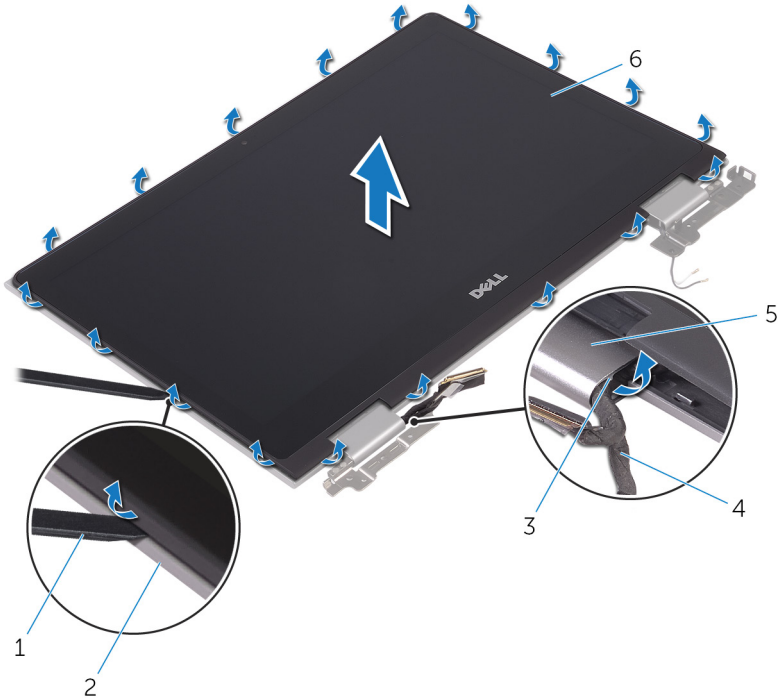


Figure 28. Display panel

- | | | | |
|---|----------------|---|--------------------|
| 1 | plastic scribe | 2 | display back-cover |
| 3 | routing guides | 4 | display cable |
| 5 | hinge covers | 6 | display panel |

- Turn over the display-panel assembly.
- Remove the [camera](#).

- 5 Remove the [sensor board](#).

After performing the above steps, we are left with the display panel.



Figure 29. Display panel

- 1 display panel

Replacing the display panel



WARNING: Before working inside your computer, read the safety information that shipped with your computer and follow the steps in [Before working inside your computer](#). After working inside your computer, follow the instructions in [After working inside your computer](#). For more safety best practices, see the Regulatory Compliance home page at www.dell.com/regulatory_compliance.

Procedure

- 1 Place the display panel on a flat surface.
- 2 Replace the [sensor board](#).
- 3 Replace the [camera](#).
- 4 Turn over the display-panel assembly.
- 5 Route the display cable through the routing guides inside the hinge covers.
- 6 Align the display-panel assembly with the display back-cover and antenna assembly and gently snap the display-panel assembly into place.

Post-requisites

- 1 Replace the [display assembly](#).
- 2 Replace the [battery](#).
- 3 Replace the [base cover](#).



Removing the palm rest and keyboard assembly



WARNING: Before working inside your computer, read the safety information that shipped with your computer and follow the steps in [Before working inside your computer](#). After working inside your computer, follow the instructions in [After working inside your computer](#). For more safety best practices, see the Regulatory Compliance home page at www.dell.com/regulatory_compliance.

Prerequisites

- 1 Remove the [base cover](#).
- 2 Remove the [battery](#).
- 3 Remove the [memory modules](#).
- 4 Remove the [coin-cell battery](#).
- 5 Remove the [hard drive](#).
- 6 Remove the [wireless card](#).
- 7 Remove the [touchpad](#).
- 8 Remove the [fan](#).
- 9 Remove the [heat sink](#).
- 10 Remove the [I/O board](#).
- 11 Remove the [power and volume-buttons board](#).
- 12 Remove the [status-light board](#).
- 13 Remove the [speakers](#).
- 14 Remove the [display assembly](#).
- 15 Remove the [power-adapter port](#).
- 16 Remove the [system board](#).

Procedure

After performing the steps in prerequisites we are left with the palm-rest and keyboard assembly.

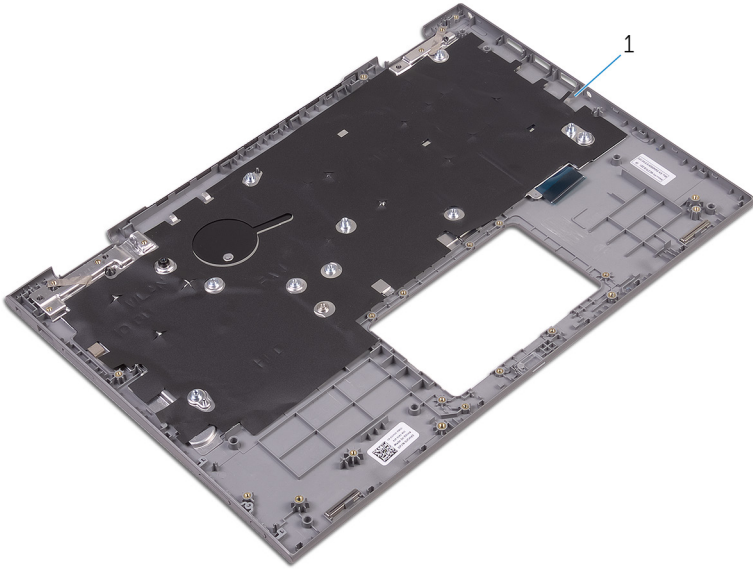


Figure 30. Palm rest

- 1 palm rest

Replacing the palm rest and keyboard assembly



WARNING: Before working inside your computer, read the safety information that shipped with your computer and follow the steps in [Before working inside your computer](#). After working inside your computer, follow the instructions in [After working inside your computer](#). For more safety best practices, see the Regulatory Compliance home page at www.dell.com/regulatory_compliance.

Procedure

Place the palm-rest and keyboard assembly on a flat surface with the keyboard facing down.

Post-requisites

- 1 Replace the [system board](#).
- 2 Replace the [power-adapter port](#).
- 3 Replace the [display assembly](#).
- 4 Replace the [speakers](#).
- 5 Replace the [status-light board](#).
- 6 Replace the [power and volume-buttons board](#).
- 7 Replace the [I/O board](#).
- 8 Replace the [heat sink](#).
- 9 Replace the [fan](#).
- 10 Replace the [touchpad](#).
- 11 Replace the [wireless card](#).
- 12 Replace the [hard drive](#).
- 13 Replace the [coin-cell battery](#).
- 14 Replace the [memory modules](#).
- 15 Replace the [battery](#).
- 16 Replace the [base cover](#).

Removing the display back-cover and antenna assembly



WARNING: Before working inside your computer, read the safety information that shipped with your computer and follow the steps in [Before working inside your computer](#). After working inside your computer, follow the instructions in [After working inside your computer](#). For more safety best practices, see the Regulatory Compliance home page at www.dell.com/regulatory_compliance.

Prerequisites

- 1 Remove the [base cover](#).
- 2 Remove the [battery](#).
- 3 Remove the [display assembly](#).
- 4 Follow the procedure from step 1 to 2 in "[Removing the display panel](#)".

Procedure

After performing the steps in prerequisites we are left with the display back-cover and antenna assembly.



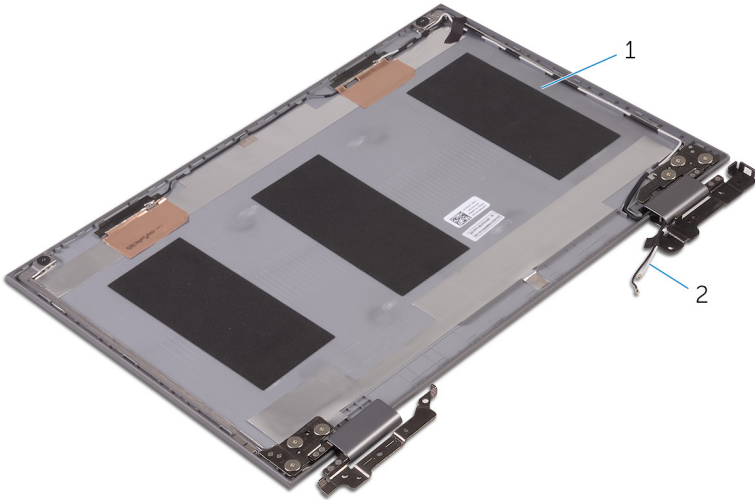


Figure 31. Display back-cover and antenna assembly

- | | | | |
|---|---|---|----------------|
| 1 | display back-cover and antenna assembly | 2 | antenna cables |
|---|---|---|----------------|

Replacing the display back-cover and antenna assembly



WARNING: Before working inside your computer, read the safety information that shipped with your computer and follow the steps in [Before working inside your computer](#). After working inside your computer, follow the instructions in [After working inside your computer](#). For more safety best practices, see the Regulatory Compliance home page at www.dell.com/regulatory_compliance.

Procedure

Place the display back-cover and antenna assembly on a flat surface.

Post-requisites

- 1 Replace the [display panel](#).
- 2 Replace the [display assembly](#).
- 3 Replace the [battery](#).
- 4 Replace the [base cover](#).



Removing the camera



WARNING: Before working inside your computer, read the safety information that shipped with your computer and follow the steps in [Before working inside your computer](#). After working inside your computer, follow the instructions in [After working inside your computer](#). For more safety best practices, see the Regulatory Compliance home page at www.dell.com/regulatory_compliance.

Prerequisites

- 1 Remove the [base cover](#).
- 2 Remove the [battery](#).
- 3 Remove the [display assembly](#).
- 4 Follow the procedure from step 1 to step 3 in "[Removing the display panel](#)".

Procedure



CAUTION: Place the display-panel assembly on a soft and clean surface to avoid scratching the display.

- 1 Using a plastic scribe, pry the camera module off the display panel.

- 2 Turn the camera over and peel off the tape to disconnect the camera cable from the camera module.

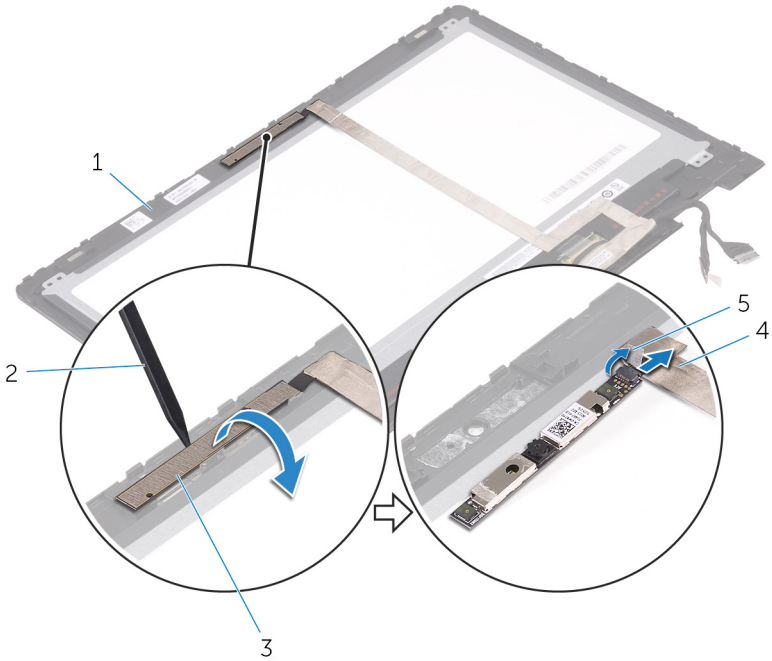


Figure 32. Camera

- | | | | |
|---|---------------|---|----------------|
| 1 | display panel | 2 | plastic scribe |
| 3 | camera module | 4 | camera cable |
| 5 | tape | | |

Replacing the camera



WARNING: Before working inside your computer, read the safety information that shipped with your computer and follow the steps in [Before working inside your computer](#). After working inside your computer, follow the instructions in [After working inside your computer](#). For more safety best practices, see the Regulatory Compliance home page at www.dell.com/regulatory_compliance.

Procedure

- 1 Connect the camera cable to the camera module.
- 2 Adhere the tape that secures the camera cable to the camera module.
- 3 Using the alignment post place the camera module on the display panel and snap it into place.

Post-requisites

- 1 Follow the procedure from step 4 to step 6 in "[Replacing the display panel](#)".
- 2 Replace the [display assembly](#).
- 3 Replace the [battery](#).
- 4 Replace the [base cover](#).

Removing the display cable



WARNING: Before working inside your computer, read the safety information that shipped with your computer and follow the steps in [Before working inside your computer](#). After working inside your computer, follow the instructions in [After working inside your computer](#). For more safety best practices, see the Regulatory Compliance home page at www.dell.com/regulatory_compliance.

Prerequisites

- 1 Remove the [base cover](#).
- 2 Remove the [battery](#).
- 3 Remove the [display assembly](#).
- 4 Follow the procedure from step 1 to step 3 in "[Removing the display panel](#)".
- 5 Remove the [camera](#).

Procedure

- 1 Peel off the tape and open the latch to disconnect the display cable from the display panel.
- 2 Peel off the sensor-board cable tape and disconnect the sensor-board cable.
- 3 Open the connector latch and disconnect the display cable.
- 4 Note the display cable routing and remove the display cable from the routing guides on the display panel.



- 5 Lift the display cable off the display panel.

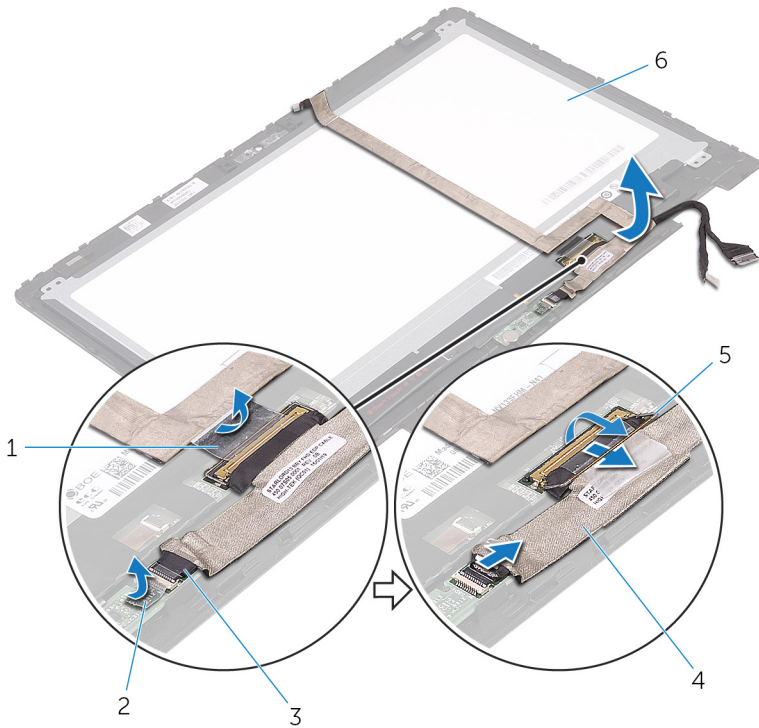


Figure 33. Display cable

- | | | | |
|---|--------------------|---|-------------------------|
| 1 | tape | 2 | sensor-board cable tape |
| 3 | sensor-board cable | 4 | display cable |
| 5 | latch | 6 | display panel |

Replacing the display cable



WARNING: Before working inside your computer, read the safety information that shipped with your computer and follow the steps in [Before working inside your computer](#). After working inside your computer, follow the instructions in [After working inside your computer](#). For more safety best practices, see the Regulatory Compliance home page at www.dell.com/regulatory_compliance.

Procedure

- 1 Route the display cable through the routing guides on the display panel.
- 2 Slide the display cable into the connector and press down the latch to secure the cable.
- 3 Slide the sensor-board cable into the connector on the sensor board and press down the latch to secure the cable.
- 4 Adhere the sensor-board cable tape.
- 5 Adhere the tape that secures the display cable to the display panel.

Post-requisites

- 1 Follow the procedure from step 4 to step 6 in "[Replacing the display panel](#)".
- 2 Replace the [display assembly](#).
- 3 Replace the [camera](#).
- 4 Replace the [battery](#).
- 5 Replace the [base cover](#).



Removing the sensor board



WARNING: Before working inside your computer, read the safety information that shipped with your computer and follow the steps in [Before working inside your computer](#). After working inside your computer, follow the instructions in [After working inside your computer](#). For more safety best practices, see the Regulatory Compliance home page at www.dell.com/regulatory_compliance.

Prerequisites

- 1 Remove the [base cover](#).
- 2 Remove the [battery](#).
- 3 Remove the [display assembly](#).
- 4 Follow the procedure from step 1 to step 3 in "[Removing the display panel](#)".

Procedure



CAUTION: Place the display-panel assembly on a soft and clean surface to avoid scratching the display.

- 1 Remove the screw (M2.5x2.5) that secures the sensor board to the display panel.
- 2 Peel off the tape and open the latch to disconnect the sensor-board cable from the sensor board.

3 Lift the sensor board off the display panel.

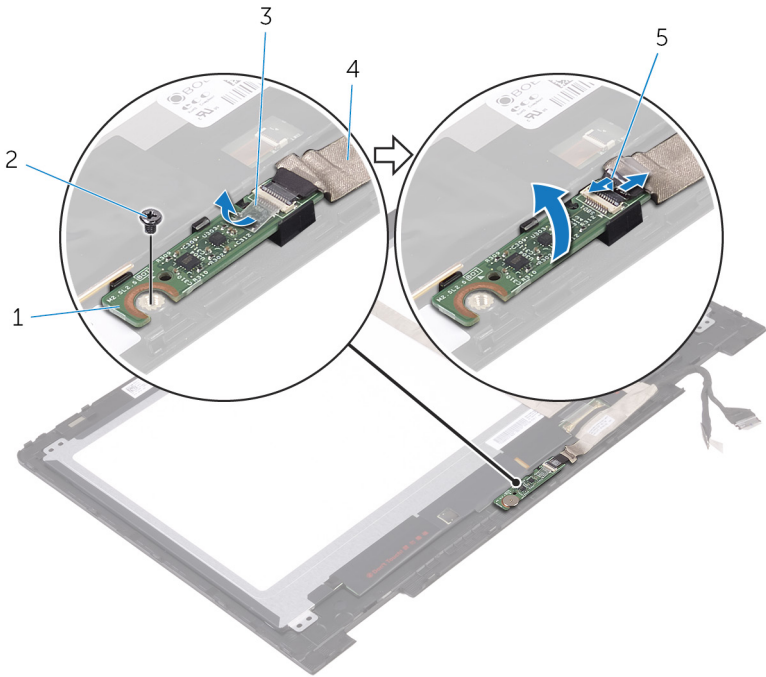


Figure 34. Sensor board

1 sensor board

2 screw

3 tape

4 sensor-board cable

5 latch



Replacing the sensor board



WARNING: Before working inside your computer, read the safety information that shipped with your computer and follow the steps in [Before working inside your computer](#). After working inside your computer, follow the instructions in [After working inside your computer](#). For more safety best practices, see the Regulatory Compliance home page at www.dell.com/regulatory_compliance.

Procedure

- 1 Align the screw hole on the sensor board to the display panel and snap the sensor board in place.
- 2 Slide the sensor-board cable into the slot on sensor board and press down the latch to secure the cable.
- 3 Adhere the tape on the sensor-board connector to secure the cable.
- 4 Replace the screw (M2.5x2.5) that secures the sensor board to the display panel.

Post-requisites

- 1 Follow the procedure from step 4 to step 6 in "[Replacing the display panel](#)".
- 2 Replace the [display assembly](#).
- 3 Replace the [battery](#).
- 4 Replace the [base cover](#).

Downloading drivers

Downloading the audio driver

- 1 Turn on your computer.
- 2 Go to www.dell.com/support.
- 3 Click or tap **Product support**, enter the Service Tag of your computer and then click or tap **Submit**.



NOTE: If you do not have the Service Tag, use the auto-detect feature or manually browse for your computer model.

- 4 Click or tap **Drivers & downloads** → **Find it myself**.
- 5 Scroll down the page and expand **Audio**.
- 6 Click or tap **Download** to download the audio driver for your computer.
- 7 After the download is complete, navigate to the folder where you saved the audio driver file.
- 8 Double-click or double-tap the audio driver file icon and follow the instructions on the screen to install the driver.

Downloading the graphics driver

- 1 Turn on your computer.
- 2 Go to www.dell.com/support.
- 3 Click or tap **Product Support**, enter the Service Tag of your computer and click or tap **Submit**.



NOTE: If you do not have the Service Tag, use the auto-detect feature or manually browse for your computer model.

- 4 Click or tap **Drivers & downloads** → **Find it myself**.
- 5 Scroll down the page and expand **Video**.
- 6 Click or tap **Download** to download the graphics driver for your computer.
- 7 After the download is complete, navigate to the folder where you saved the graphics driver file.
- 8 Double-click or double-tap the graphics driver file icon and follow the instructions on the screen to install the driver.



Downloading the USB 3.0 driver

- 1 Turn on your computer.
- 2 Go to www.dell.com/support.
- 3 Click or tap **Product Support**, enter the Service Tag of your computer and click or tap **Submit**.



NOTE: If you do not have the Service Tag, use the auto-detect feature or manually browse for your computer model.

- 4 Click or tap **Drivers & Downloads** → **Find it myself**.
- 5 Scroll down the page and expand **Chipset**.
- 6 Click or tap **Download** to download the USB 3.0 driver for your computer.
- 7 After the download is complete, navigate to the folder where you saved USB 3.0 driver file.
- 8 Double-click or double-tap the USB 3.0 driver file icon and follow the instructions on screen to install the driver.

Downloading the Wi-Fi driver

- 1 Turn on your computer.
- 2 Go to www.dell.com/support.
- 3 Click or tap **Product Support**, enter the Service Tag of your computer, and then click or tap **Submit**.




NOTE: If you do not have the Service Tag, use the auto-detect feature or manually browse for your computer model.


- 4 Click or tap **Drivers & downloads** → **Find it myself**.
- 5 Scroll down the page and expand **Network**.
- 6 Click or tap **Download** to download the Wi-Fi driver for your computer.
- 7 After the download is complete, navigate to the folder where you saved the Wi-Fi driver file.
- 8 Double-click or double-tap the driver file icon and follow the on-screen instructions to install the driver.

Downloading the media-card reader driver

- 1 Turn on your computer.

- 2 Go to www.dell.com/support.
- 3 Click or tap **Product Support**, enter the Service Tag of your computer, and then click or tap **Submit**.
 **NOTE: If you do not have the Service Tag, use the auto-detect feature or manually browse for your computer model.**
- 4 Click or tap **Drivers & Downloads** → **Find it myself**.
- 5 Scroll down the page and expand **Chipset**.
- 6 Click or tap **Download** to download the media-card reader driver for your computer.
- 7 After the download is complete, navigate to the folder where you saved the media-card reader driver file.
- 8 Double-click or double-tap the card-reader driver file icon and follow the instructions on the screen to install the driver.

Downloading the chipset driver

- 1 Turn on your computer.
- 2 Go to www.dell.com/support.
- 3 Click or tap **Product Support**, enter the Service Tag of your computer, and then click or tap **Submit**.
 **NOTE: If you do not have the Service Tag, use the auto-detect feature or manually browse for your computer model.**
- 4 Click or tap **Drivers & downloads** → **Find it myself**.
- 5 Scroll down the page and expand **Chipset**.
- 6 Click or tap **Download** to download the appropriate chipset driver for your computer.
- 7 After the download is complete, navigate to the folder where you saved the chipset driver file.
- 8 Double-click or double-tap the chipset driver file icon and follow the instructions on the screen to install the driver.

Downloading the network driver

- 1 Turn on your computer.
- 2 Go to www.dell.com/support.



3 Click **Product support** enter the Service Tag of your computer and click **Submit**.



NOTE: If you do not have the Service Tag, use the auto-detect feature or manually browse for your computer model.

4 Click **Drivers & downloads** → **Find it myself**.

5 Scroll down the page and expand **Network**.

6 Click **Download** to download the network driver for your computer.

7 Save the file, and after the download is complete, navigate to the folder where you saved the network driver file.

8 Double-click the network driver file icon and follow the instructions on screen.

System setup

 **NOTE: Depending on the computer and its installed devices, the items listed in this section may or may not be displayed.**

Boot Sequence

Boot Sequence allows you to bypass the System Setup–defined boot device order and boot directly to a specific device (for example: optical drive or hard drive). During the Power-on Self Test (POST), when the Dell logo appears, you can:

- Access System Setup by pressing F2 key
- Bring up the one-time boot menu by pressing F12 key

The one-time boot menu displays the devices that you can boot from including the diagnostic option. The boot menu options are:

- Removable Drive (if available)
- STXXXX Drive

 **NOTE: XXX denotes the SATA drive number.**

- Optical Drive (if available)
- Diagnostics

 **NOTE: Choosing Diagnostics, will display the ePSA diagnostics screen.**

The boot sequence screen also displays the option to access the System Setup screen.

Navigation keys

 **NOTE: For most of the System Setup options, changes that you make are recorded but do not take effect until you restart the system.**

Keys

Navigation

Up arrow

Moves to the previous field.



Keys

Navigation

Down arrow

Moves to the next field.

Enter

Selects a value in the selected field (if applicable) or follow the link in the field.

Spacebar

Expands or collapses a drop-down list, if applicable.

Tab

Moves to the next focus area.



NOTE: For the standard graphics browser only.

Esc

Moves to the previous page until you view the main screen. Pressing Esc in the main screen displays a message that prompts you to save any unsaved changes and restarts the system.

BIOS overview



CAUTION: Unless you are an expert computer user, do not change the settings in the BIOS Setup program. Certain changes can make your computer work incorrectly.



NOTE: Before you change BIOS Setup program, it is recommended that you write down the BIOS Setup program screen information for future reference.


Use the BIOS Setup program for the following purposes:

- Get information about the hardware installed in your computer, such as the amount of RAM and the size of the hard drive.
- Change the system configuration information.
- Set or change a user-selectable option, such as the user password, type of hard drive installed, and enabling or disabling base devices.

Entering BIOS setup program

- 1 Turn on (or restart) your computer.

- 2 During POST, when the DELL logo is displayed, watch for the F2 prompt to appear, and then press F2 immediately.

 **NOTE: The F2 prompt indicates that the keyboard is initialized. This prompt can appear very quickly, so you must watch for it, and then press F2. If you press F2 before the F2 prompt, this keystroke is lost. If you wait too long and the operating system logo appears, continue to wait until you see the desktop. Then, turn off your computer and try again.**

System setup options


 **NOTE: Depending on this computer and its installed devices, the items listed in this section may or may not appear.**

Table 3. System setup options—System information menu

| General-System Information | |
|----------------------------|--|
| System Information | |
| BIOS Version | Displays the BIOS version number. |
| Service Tag | Displays the Service Tag of the computer. |
| Asset Tag | Displays the Asset Tag of the computer. |
| Ownership Tag | Displays the ownership tag of the computer. |
| Manufacture Date | Displays the manufacture date of the computer. |
| Ownership Date | Displays the ownership date of the computer. |
| Express Service Code | Displays the express service code of the computer. |
| Memory Information | |
| Memory Installed | Displays the total computer memory installed. |
| Memory Available | Displays the total computer memory available. |
| Memory Speed | Displays the memory speed. |
| Memory Channel Mode | Displays single or dual channel mode. |
| Memory Technology | Displays the technology used for the memory. |
| DIMM A Size | Displays the DIMM A memory size. |
| DIMM B Size | Displays the DIMM B memory size. |



General-System Information

Processor Information

| | |
|---------------------|--|
| Processor Type | Displays the processor type. |
| Core Count | Displays the number of cores on the processor. |
| Processor ID | Displays the processor identification code. |
| Current Clock Speed | Displays the current processor clock speed. |
| Minimum Clock Speed | Displays the minimum processor clock speed. |
| Maximum Clock Speed | Displays the maximum processor clock speed. |
| Processor L2 Cache | Displays the processor L2 Cache size. |
| Processor L3 Cache | Displays the processor L3 Cache size. |
| HT Capable | Displays whether the processor is HyperThreading (HT) capable. |
| 64-Bit Technology | Displays whether 64-bit technology is used. |

Device Information

| | |
|-----------------------|---|
| SATA-0 | Displays the SATA-0 device information of the computer. |
| SATA-2 | Displays the SATA-2 device information of the computer. |
| M.2 PCIe SSD-0 | Displays the M.2 PCIe SSD information of the computer. |
| Video Controller | Displays the video controller type of the computer. |
| dGPU Video Controller | Displays the discrete graphics information of the computer. |
| Video BIOS Version | Displays the video BIOS version of the computer. |
| Video Memory | Displays the video memory information of the computer. |
| Panel Type | Displays the Panel Type of the computer. |
| Native Resolution | Displays the native resolution of the computer. |
| Audio Controller | Displays the audio controller information of the computer. |

General-System Information

| | |
|--------------------------------|---|
| Wi-Fi Device | Displays the wireless device information of the computer. |
| Bluetooth Device | Displays the bluetooth device information of the computer. |
| Battery Information | Displays the battery health information. |
| Boot Sequence | |
| Boot Sequence | Displays the boot sequence. |
| Boot List Option | Displays the available boot options. |
| Advanced Boot Options | |
| Enable Legacy Option ROMs | Enable or disable the Legacy Option ROMs. |
| Enable UEFI Network Stack | Enable or disable UEFI Network Stack. |
| UEFI Boot Path Security | Enable or disable the system to prompt the user to enter the Admin password when booting a UEFI boot path from the F12 boot menu. |
| Date/Time | Displays the current date in MM/DD/YY format and current time in HH:MM:SS AM/PM format. |

Table 4. System setup options—System Configuration menu

System Configuration

| | |
|--------------------------|--|
| SATA Operation | Configure operating mode of the integrated SATA hard drive controller. |
| Drives | Enable or disable various drives on board. |
| SMART Reporting | Enable or disable SMART Reporting during system startup. |
| USB Configuration | |
| Enable Boot Support | Enable or disable booting from USB mass storage devices such as external hard drive, optical drive, and USB drive. |



System Configuration

| | |
|-----------------------------------|---|
| Enable External USB Port | Enable or disable booting from USB mass storage devices connected to external USB port. |
| USB PowerShare | Enable or disable charging external devices through the USB PowerShare port. |
| Audio | Enable or disable the integrated audio controller. |
| Keyboard Illumination | Configure the operating mode of the keyboard illumination feature. |
| Keyboard Backlight with AC | Enable or disable the keyboard backlight. |
| Miscellaneous Devices | Enable or disable various onboard devices. |
| Enable Camera | Enable or disable the camera. |
| Enable Secure Digital (SD) Card | Enable or disable the SD card. |

Table 5. System setup options—Video menu

Video

| | |
|----------------|--|
| LCD Brightness | Set the panel brightness independently for Battery and AC power. |
|----------------|--|

Table 6. System setup options—Security menu

Security

| | |
|------------------------|--|
| Strong Password | Enable or disable strong passwords. |
| Password Configuration | Control the minimum and maximum number of characters allowed for Admin and System passwords. |
| Password Bypass | Bypass the System (Boot) Password and the internal HDD password prompts during a system restart. |
| Password Change | Enable or disable changes to the System and Hard Disk passwords when an administrator password is set. |

Security

| | |
|-------------------------------|---|
| Non-Admin Setup Changes | Determines whether changes to the setup option are permitted when an administrator password is set. |
| UEFI Capsule Firmware Updates | Enable or disable BIOS updates through UEFI capsule update packages. |
| PTT Security | Enable or disable Platform Trust Technology (PTT) visibility to the operating system. |
| Computrace(R) | Enable or disable the BIOS module interface of the optional Computrace(R) Service from Absolute Software. |
| CPU XD Support | Enable or disable the Execute Disable mode of the Processor. |
| Admin Setup Lockout | Enable to prevent users from entering Setup when an Admin Password is set. |

Table 7. System setup options—Secure Boot menu

Secure Boot

| | |
|--------------------|--|
| Secure Boot Enable | Enable or disable the secure boot feature. |
|--------------------|--|

Expert Key Management

| | |
|----------------------------|---|
| Expert Key Management | Enable or disable Expert Key Management. |
| Custom Mode Key Management | Select the custom values for expert key management. |

Table 8. System setup options—Intel Software Guard Extensions menu

Intel Software Guard Extensions

| | |
|---------------------|--|
| Intel SGX Enable | Enable or disable Intel Software Guard Extensions. |
| Enclave Memory Size | Set the Intel Software Guard Extensions Enclave Reserve Memory Size. |

Performance

| | |
|--------------------|---|
| Multi Core Support | Enable multiple cores. Default: Enabled. |
|--------------------|---|



Intel Software Guard Extensions

Intel SpeedStep Enable or disable Intel Speedstep Technology.
Default: Enabled.



NOTE: If enabled, the processor clock speed and core voltage are adjusted dynamically based on the processor load.

C-States Control Enable or disable additional processor sleep states.
Default: Enabled.

Intel TurboBoost Enable or disable Intel TurboBoost mode of the processor.
Default: Enabled.

HyperThread control Enable or disable HyperThreading in the processor.
Default: Enabled.

Power Management

AC Behavior Enables the system to turn on automatically, when AC is inserted.

Enable Intel Speed Shift Technology Enable or disable Intel Speed Shift Technology.

Auto on Time Enable to set the computer to turn on automatically every day or on a preselected date and time. This option can be configured only if the Auto On Time is set to Everyday, Weekdays or Selected Days.
Default: Disabled.

USB Wake Support Enable the USB devices to wake the computer from Standby.

Advanced Battery Charge Configuration Enable Advanced Battery Charge Configuration from the beginning of the day to a specified work period.

Primary Battery Charge Configuration Set the primary battery charge settings with a preselected custom charge start and stop.
Default: Adaptive.

POST Behavior

Adapter Warnings Enable adapter warnings.

Intel Software Guard Extensions

| | |
|-----------------------|--|
| | Default: Enabled. |
| Numlock Enable | Enable or disable Numlock. Default: Enable Numlock. |
| Fn Lock Options | Enable or disable the Fn lock mode. |
| Fastboot | Enable to set the speed of the boot process. Default: Thorough. |
| Extend BIOS POST Time | Configure additional pre-boot delay. |
| Pull Screen Logo | Enable or disable to display full screen logo. |
| Warnings and Errors | Select an action on encountering a warning or error. |

Table 9. System setup options—Virtualization Support menu

Virtualization Support

| | |
|-------------------|--|
| Virtualization | Specify whether a Virtual Machine Monitor (VMM) can utilize the additional hardware capabilities provided by Intel Virtualization Technology. |
| VT for Direct I/O | Specify whether a Virtual Machine Monitor (VMM) can utilize the additional hardware capabilities provided by Intel Virtualization Technology for Direct I/O. |

Table 10. System setup options—Wireless menu

Wireless

| | |
|------------------------|--|
| Wireless Switch | Determine which wireless devices can be controlled by the Wireless Switch. |
| Wireless Device Enable | Enable or disable internal wireless devices. |

Table 11. System setup options—Maintenance menu

Maintenance

| | |
|-------------|-----------------------------------|
| Service Tag | Display the system's Service Tag. |
| Asset Tag | Create a system Asset Tag. |



Maintenance

| | |
|----------------|---|
| BIOS Downgrade | Control flashing of the system firmware to previous revisions. |
| Data Wipe | Enable to securely erase data from all internal storage devices. |
| BIOS Recovery | Enable the user to recover from certain corrupted BIOS conditions from a recovery file on the user primary hard drive or an external USB key. |

Table 12. System setup options—System Logs menu

System Logs

| | |
|----------------|-------------------------|
| BIOS Events | Display BIOS events. |
| Thermal Events | Display Thermal events. |
| Power Events | Display Power events. |

Table 13. System setup options—SupportAssist System Resolution menu

SupportAssist System Resolution

| | |
|----------------------------|--|
| Auto OS Recovery Threshold | Control the automatic boot flow for SupportAssist System Resolution Console and for Dell OS Recovery tool. |
| SupportAssist OS Recovery | Enable or disable the boot flow for SupportAssist OS Recovery tool in the even of certain system errors. |


System and setup password

You can create a system password and a setup password to secure your computer.

| Password type | Description |
|-----------------|--|
| System password | Password that you must enter to log on to your system. |
| Setup password | Password that you must enter to access and make changes to the BIOS settings of your computer. |



CAUTION: The password features provide a basic level of security for the data on your computer.

 **CAUTION:** Anyone can access the data stored on your computer if it is not locked and left unattended.

 **NOTE:** Your computer is shipped with the system and setup password feature is disabled.

Assigning a system password and setup password

You can assign a new **System Password** only when the status is in **Not Set**. To enter the system setup, press F2 immediately after a power-on or re-boot.

- 1 In the **System BIOS** or **System Setup** screen, select **Security** and press Enter. The **Security** screen is displayed.
- 2 Select **System Password** and create a password in the **Enter the new password** field.
Use the following guidelines to assign the system password:
 - A password can have up to 32 characters.
 - The password can contain the numbers 0 through 9.
 - Only lower case letters are valid, upper case letters are not allowed.
 - Only the following special characters are allowed: space, ("), (+), (,), (-), (.), (/), (:), ([), (\), (]), (^).
- 3 Type the system password that you entered earlier in the **Confirm new password** field and click **OK**.
- 4 Press Esc and a message prompts you to save the changes.
- 5 Press Y to save the changes.
The computer reboots.


Deleting or changing an existing system and/or setup password

Ensure that the **Password Status** is Unlocked (in the System Setup) before attempting to delete or change the existing System and/or Setup password. You cannot delete or change an existing System or Setup password, if the **Password Status** is Locked.

To enter the System Setup, press F2 immediately after a power-on or reboot.

- 1 In the **System BIOS** or **System Setup** screen, select **System Security** and press Enter.
The **System Security** screen is displayed.



- 2 In the **System Security** screen, verify that **Password Status** is **Unlocked**.
- 3 Select **System Password**, alter or delete the existing system password and press Enter or Tab.
- 4 Select **Setup Password**, alter or delete the existing setup password and press Enter or Tab.
 -  **NOTE: If you change the System and/or Setup password, re-enter the new password when promoted. If you delete the System and/or Setup password, confirm the deletion when promoted.**
- 5 Press Esc and a message prompts you to save the changes.
- 6 Press Y to save the changes and exit from System Setup.
The computer reboots.

Clearing CMOS settings



CAUTION: Clearing CMOS settings will reset the BIOS settings on your computer.

- 1 Remove the [base cover](#).
- 2 Remove the [battery](#).
- 3 Disconnect the [coin-cell battery](#).
- 4 Wait for one minute.
- 5 Connect the [coin-cell battery](#).
- 6 Replace the [battery](#).
- 7 Replace the [base cover](#).

Clearing forgotten passwords

Contact Dell technical support to clear the forgotten passwords, see www.dell.com/contactdell.

Troubleshooting

Flashing the BIOS

You may need to flash (update) the BIOS when an update is available or when you replace the system board.

Follow these steps to flash the BIOS:

- 1 Turn on your computer.
- 2 Go to www.dell.com/support.
- 3 Click **Product support**, enter the Service Tag of your computer, and then click **Submit**.



NOTE: If you do not have the Service Tag, use the auto-detect feature or manually browse for your computer model.

- 4 Click **Drivers & downloads** → **Find it myself**.
- 5 Select the operating system installed on your computer.
- 6 Scroll down the page and expand **BIOS**.
- 7 Click **Download** to download the latest version of the BIOS for your computer.
- 8 After the download is complete, navigate to the folder where you saved the BIOS update file.
- 9 Double-click the BIOS update file icon and follow the instructions on the screen.


Enhanced Pre-Boot System Assessment (ePSA) diagnostics


The ePSA diagnostics (also known as system diagnostics) performs a complete check of your hardware. The ePSA is embedded with the BIOS and is launched by the BIOS internally. The embedded system diagnostics provides a set of options for particular devices or device groups allowing you to:

- Run tests automatically or in an interactive mode
- Repeat tests
- Display or save test results
- Run thorough tests to introduce additional test options to provide extra information about the failed device(s)



- View status messages that inform you if tests are completed successfully
- View error messages that inform you of problems encountered during testing

 **CAUTION: Use the system diagnostics to test only your computer. Using this program with other computers may cause invalid results or error messages.**

 **NOTE: Some tests for specific devices require user interaction. Always ensure that you are present at the computer terminal when the diagnostic tests are performed.**

For more information, see [Dell EPSA Diagnostic 3.0](#).

Running the ePSA diagnostics

- 1 Power-on the computer.
- 2 As the computer boots, press the F12 key as the Dell logo appears.
- 3 On the boot menu screen, select the **Diagnostics** option.
- 4 Click the arrow key at the bottom left corner.
Diagnostics front page is displayed.
- 5 Press the arrow in the lower-right corner to go to the page listing.
The items detected are listed.
- 6 To run a diagnostic test on a specific device, press Esc and click **Yes** to stop the diagnostic test.
- 7 Select the device from the left pane and click **Run Tests**.
- 8 If there are any issues, error codes are displayed.
Note the error code and validation number and contact Dell.

System diagnostic lights

Power and battery-status light/hard-drive activity light: Indicates the battery-charge status or the hard-drive activity.

 **NOTE: Press Fn+H to toggle this light between power and battery-status light and hard-drive activity light.**

Hard-drive activity light

Turns on when the computer reads from or writes to the hard drive.

Power and battery-status light

Indicates the power and battery-charge status.

Solid white – Power adapter is connected and the battery has more than 5 percent charge.

Amber – Computer is running on battery and the battery has less than 5 percent charge.

Off

- Power adapter is connected and the battery is fully charged.
- Computer is running on battery and the battery has more than 5 percent charge.
- Computer is in sleep state, hibernation, or turned off.

The power and battery-status light blinks amber along with beep codes indicating failures.

For example, the power and battery-status light blinks amber two times followed by a pause, and then blinks white three times followed by a pause. This 2,3 pattern continues until the computer is turned off indicating no memory or RAM is detected.

The following table shows different light patterns, what they indicate, and the suggested solutions.

Table 14. System diagnostic lights

| Light pattern | Problem description | Suggested solution |
|---------------|------------------------------------|---|
| 2,1 | CPU failure | Replace the system board. |
| 2,2 | System board: BIOS and ROM failure | Flash latest BIOS version. If problem persists, replace the system board. |
| 2,3 | No memory or RAM detected | Confirm that the memory module is installed properly. If problem persists, replace the memory module. |
| 2,4 | Memory or RAM failure | Replace the memory module. |
| 2,5 | Invalid memory installed | Replace the memory module. |
| 2,6 | System board or chipset error | Replace the system board. |
| 2,7 | LCD failure | Replace the LCD. |
| 3,1 | CMOS battery failure | Replace the CMOS battery. |
| 3,2 | PCI or video card or chip failure | Replace the CMOS battery. |



| Light pattern | Problem description | Suggested solution |
|---------------|----------------------------------|---------------------|
| 3,3 | Recovery image not found | Reimage the system. |
| 3,4 | Recovery image found but invalid | Reimage the system. |

The computer may emit a series of beeps during start-up if the errors or problems cannot be displayed. The repetitive beep codes help the user troubleshoot problems with the computer.

Camera status light: Indicates whether the camera is in use.

- Solid white – Camera is in use.
- Off – Camera is not in use.

Caps Lock status light: Indicates whether Caps Lock is enabled or disabled.

- Solid white – Caps Lock enabled.
- Off – Caps Lock disabled.

Flea power release

Flea power is the residual static electricity that remains on the computer even after it has been powered off and the battery has been removed. The following procedure list the steps to conduct a flea power release for the computer.

- 1 Shut down the computer.
- 2 Remove the [base cover](#).
- 3 Follow step 1 in "[Removing the battery](#)".
- 4 Press and hold down the power button for 15 seconds to ground the system board.
- 5 Follow step 3 in "[Replacing the battery](#)".
- 6 Replace the [base cover](#).
- 7 Turn on the computer.

Wi-Fi power cycle

If your computer is unable to access the internet due to Wi-Fi connectivity issues a Wi-Fi power cycle procedure may be performed. The following procedure provides the instructions on how to conduct a Wi-Fi power cycle:

- 1** Turn off your computer.
- 2** Turn off the modem.
- 3** Turn off the wireless router.
- 4** Wait for 30 seconds.
- 5** Turn on the router.
- 6** Turn on the modem.
- 7** Turn on your computer.



Getting help and contacting Dell

Self-help resources

You can get information and help on Dell products and services using these self-help resources:

Table 15. Self-help resources

Information about Dell products and services

www.dell.com

Dell Help & Support app



Get started app



Accessing help

In Windows search, type **Help** and **Support**, and press Enter.

Online help for operating system

www.dell.com/support/windows

www.dell.com/support/linux

Troubleshooting information, user manuals, setup instructions, product specifications, technical help blogs, drivers, software updates, and so on.

www.dell.com/support

Dell knowledge base articles for a variety of computer concerns.

- 1 Go to www.dell.com/support.
- 2 At the top-right corner, type the subject or keyword in the **Search** box.
- 3 Click **Search** to retrieve the related articles.

Learn and know the following information about your product:

See *Me and My Dell* at www.dell.com/support/manuals.

- Product specifications



- Operating system
- Setting up and using your product
- Data backup
- Troubleshooting and diagnostics
- Factory and system restore
- BIOS information

To locate the *Me and My Dell* relevant to your product, identify your product through one of the following:

- Select **Detect Product**.
- Locate your product through the drop-down menu under **View Products**.
- Enter the **Service Tag number** or **Product ID** into the search bar.

Contacting Dell

To contact Dell for sales, technical support, or customer service issues, see www.dell.com/contactdell.



NOTE: Availability varies by country and product, and some services may not be available in your country.



NOTE: If you do not have an active internet connection, you can find contact information on your purchase invoice, packing slip, bill, or Dell product catalog.

