Inspiron 17 7000

2-in-1

Service Manual

Computer Model: Inspiron 17-7773
Regulatory Model: P30E
Regulatory Type: P30E001

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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Contents

Before working inside your computer..... 11
Before you begin 11
Safety instructions.....11
Recommended tools..... 12
Screw list..... 13

After working inside your computer.....15

Removing the base cover..... 16
Procedure..... 16

Replacing the base cover.....19
Procedure..... 19

Removing the battery..... 20
Prerequisites..... 20
Procedure..... 20

Replacing the battery.....22
Procedure.....22
Post-requisites..... 22

Removing the memory modules..... 23
Prerequisites.....23
Procedure.....24

Replacing the memory modules..... 26
Procedure..... 26
Post-requisites..... 28

Removing the solid-state drive.....29
Prerequisites..... 29
Procedure..... 29

Replacing the solid-state drive..... 31
Procedure..... 31
Post-requisites..... 32

Removing the hard drive..... 33
Prerequisites.....33
Procedure.....33

Replacing the hard drive..... 36
Procedure..... 36
Post-requisites..... 36

Removing the coin-cell battery..... 37
Prerequisites.....37
Procedure.....37

Replacing the coin-cell battery..... 39
Procedure..... 39
Post-requisites..... 39

Removing the wireless card..... 40
Prerequisites..... 40
Procedure..... 40

Replacing the wireless card.....42
Procedure.....42
Post-requisites.....43

Removing the speakers.....44
Prerequisites.....44
Procedure.....44

Replacing the speakers.....46
Procedure.....46
Post-requisites.....46

Removing the status-light board.....47
Prerequisites.....47
Procedure.....47

Replacing the status-light board.....49
Procedure.....49
Post-requisites.....49

Removing the touchpad.....50
Prerequisites.....50
Procedure.....50

Replacing the touchpad.....53
Procedure.....53
Post-requisites.....53

Removing the fan.....54
Prerequisites.....54
Procedure.....54

Replacing the fan.....56
Procedure..... 56
Post-requisites..... 56

Removing the heat sink.....57
Prerequisites.....57
Procedure.....57

Replacing the heat sink.....59
Procedure..... 59
Post-requisites..... 59

Removing the power-adapter port..... 60
Prerequisites..... 60
Procedure..... 60

Replacing the power-adapter port..... 62
Procedure..... 62
Post-requisites..... 62

Removing the power and volume-buttons board..... 63
Prerequisites..... 63
Procedure..... 63

Replacing the power and volume-buttons board..... 65
Procedure..... 65
Post-requisites..... 65

Removing the graphics daughter-board..... 66
Prerequisites..... 66
Procedure..... 66

Replacing the graphics daughter-board..... 69
Procedure..... 69
Post-requisites..... 69

Removing the I/O board.....70
Prerequisites.....70
Procedure.....70

Replacing the I/O board.....72
Procedure.....72
Post-requisites..... 72

Removing the display assembly.....73
Prerequisites.....73
Procedure.....73

Replacing the display assembly..... 77
Procedure.....77
Post-requisites.....77

Removing the system board.....78
Prerequisites.....78
Procedure.....78

Replacing the system board.....83
Procedure..... 83
Post-requisites..... 84
Entering the Service Tag in the BIOS setup program.....84

Removing the keyboard..... 85
Prerequisites..... 85
Procedure..... 85

Replacing the keyboard....88
Procedure....88
Post-requisites....88

Removing the palm rest....90
Prerequisites....90
Procedure....91

Replacing the palm rest....92
Procedure....92
Post-requisites....92

Removing the display panel....94
Prerequisites....94
Procedure....94

Replacing the display panel....97
Procedure....97
Post-requisites....97

Removing the display back-cover and antenna assembly....98
Prerequisites....98
Procedure....98

Replacing the display back-cover and antenna assembly....100
Procedure....100
Post-requisites....100

Removing the camera..... 101
Prerequisites.....101
Procedure.....101

Replacing the camera.....103
Procedure.....103
Post-requisites.....103

Removing the sensor board.....104
Prerequisites.....104
Procedure.....104

Replacing the sensor board..... 106
Procedure.....106
Post-requisites.....106

Removing the display cable.....107
Prerequisites..... 107
Procedure..... 107

Replacing the display cable..... 109
Procedure.....109
Post-requisites.....109

Downloading drivers.....110
Downloading the audio driver..... 110
Downloading the graphics driver..... 110
Downloading the USB 3.0 driver.....111
Downloading the Wi-Fi driver..... 111
Downloading the media-card reader driver.....111
Downloading the chipset driver..... 112
Downloading the network driver.....112

System setup..... 114
Boot Sequence..... 114
Navigation keys..... 114
BIOS overview..... 115
Entering BIOS setup program..... 115
System setup options..... 116
System and setup password..... 123
Assigning a system password and setup password..... 124
Deleting or changing an existing system and/or setup password..... 124
Clearing CMOS settings..... 125
Clearing forgotten passwords..... 125

Troubleshooting..... 126
Flashing the BIOS..... 126
Flashing BIOS (USB key)..... 126
Enhanced Pre-Boot System Assessment (ePSA) diagnostics..... 127
Running the ePSA diagnostics..... 127
System diagnostic lights..... 128
Flea power release..... 129
Wi-Fi power cycle..... 130

Getting help and contacting Dell..... 131
Self-help resources..... 131
Contacting Dell..... 132

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

Table 1. Screw list

Component	Secured to	Screw type	Quantity	Screw image
Base cover	Palm-rest assembly	M2.5x8	12	
Battery	Palm-rest assembly	M2x3	4	
Solid-state drive	Palm-rest assembly	M2x3	1	
Hard-drive assembly	Palm-rest assembly	M2x3	3	
Hard-drive bracket	Hard drive	M3x3	4	
Wireless card	Palm-rest assembly	M2x3	1	
Touchpad	Palm-rest assembly	M2x2 Big Head	4	
Fan	Palm-rest assembly	M2x3	2	
Power-adapter port	Palm-rest assembly	M2x3	1	
Power and volume-buttons board	Palm-rest assembly	M2x3	1	
Graphics daughter-board brackets	Palm-rest assembly	M2x3	4	
Graphics daughter-board	Palm-rest assembly	M2x2 Big Head	2	

Component	Secured to	Screw type	Quantity	Screw image
I/O board	Palm-rest assembly	M2x3	2	
Display assembly	Palm-rest assembly	M2.5x6 Big Head	4	
System board	Palm-rest assembly	M2x2 Big Head	4	
Keyboard assembly	Palm-rest assembly	M1.2x1.4	20	
Keyboard bracket	Palm-rest assembly	M2x2 Big Head	17	
Sensor board	Display-panel assembly	M2x2 Big Head	1	
Touchpad	Palm-rest assembly	M2x2 Big Head	4	

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

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 Close the display and turn the computer over.

2 Remove the 12 screws (M2.5x8) that secure the base cover to the palm-rest assembly.

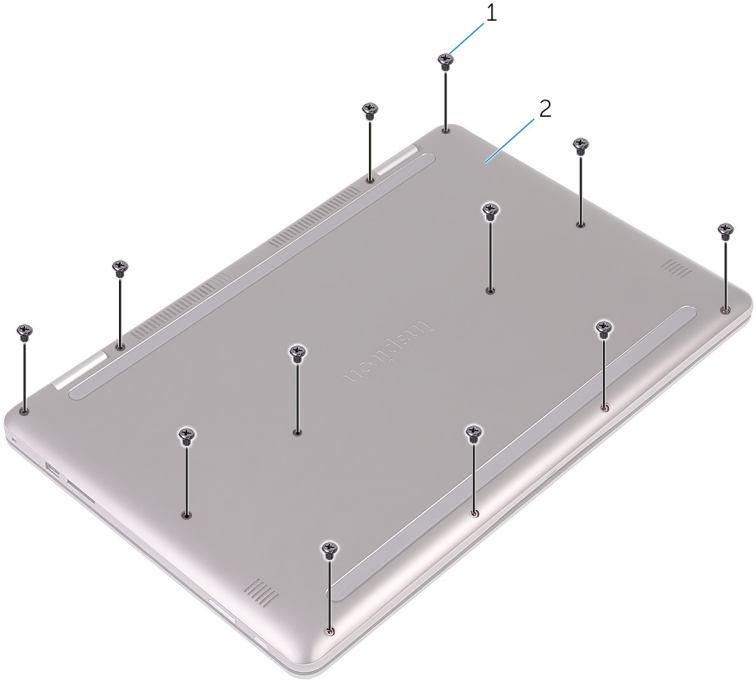

Figure 1. Removing the screws

1	screws (12)	2	base cover

3 Using your fingertips, pry the base cover off the palm-rest assembly.

Figure 2. Removing the base cover

1	palm-rest assembly	2	base cover

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 12 screws (M2.5x8) 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) that secure the battery to the palm-rest assembly.

3 Lift the battery off the palm-rest assembly.

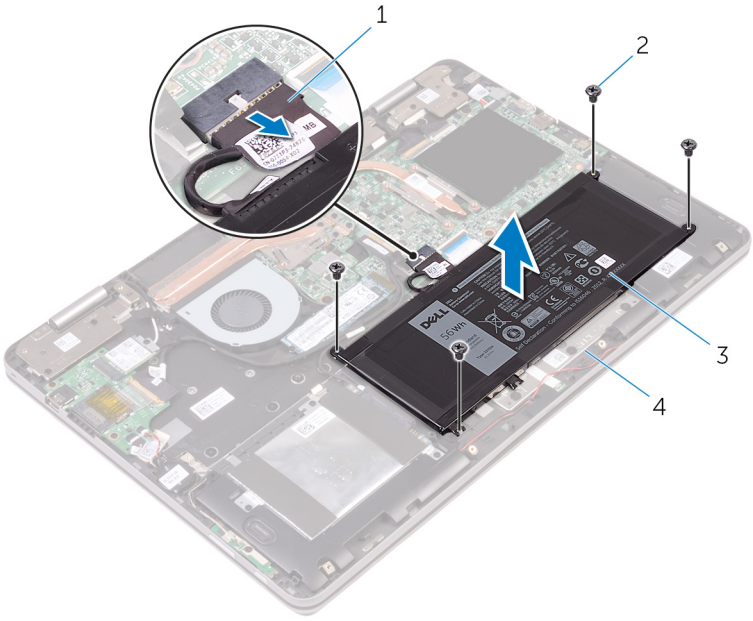

Figure 3. Removing the battery

1	battery cable	2	screws (4)
3	battery	4	palm-rest assembly

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) 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

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 Lift the Mylar to access the memory module.

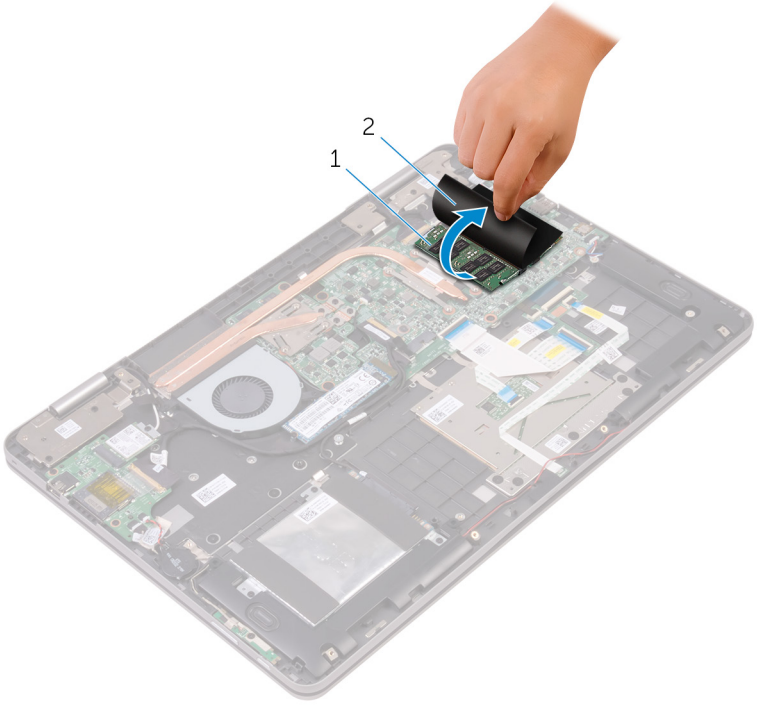

Figure 4. Lifting the Mylar

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 Slide and remove the memory module from the memory-module slot.

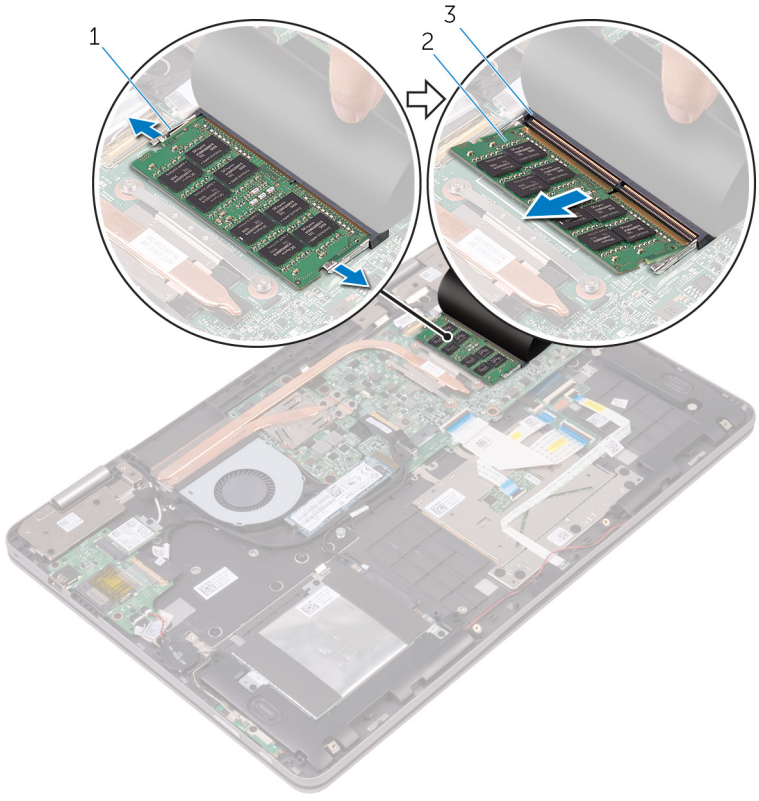

Figure 5. Removing the memory module

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.

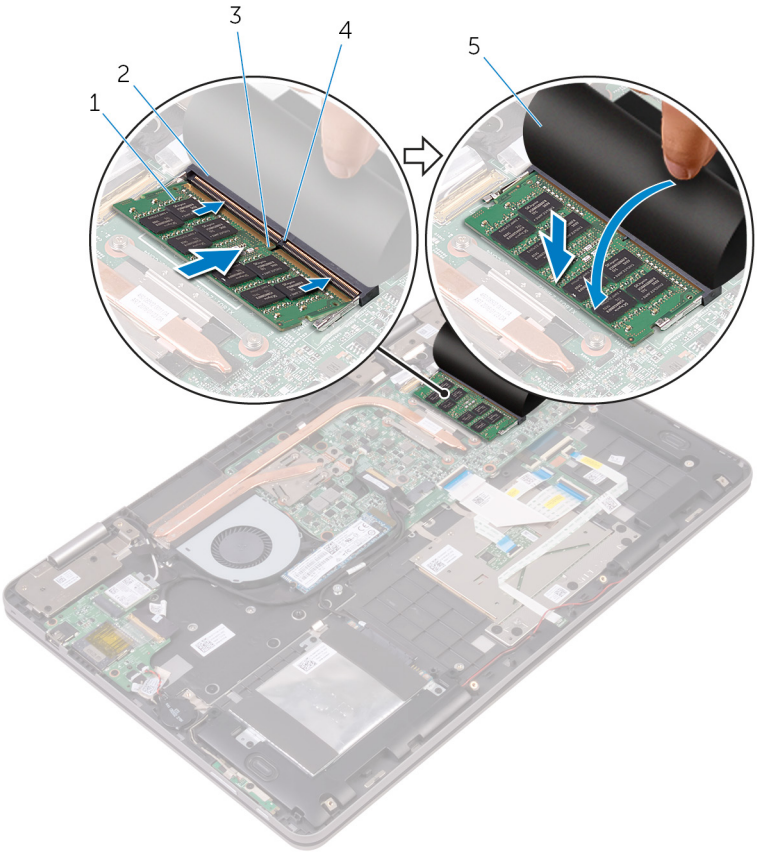

Figure 6. Replacing the memory module

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 solid-state drive

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CAUTION: Solid-state drives are fragile. Exercise care when handling the solid-state drive.

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

Prerequisites

1. Remove the base cover.
2. Remove the battery.

Procedure

1. Remove the screw (M2x3) that secures the solid-state drive to the palm-rest assembly.

2 Slide and remove the solid-state drive from the solid-state drive slot.

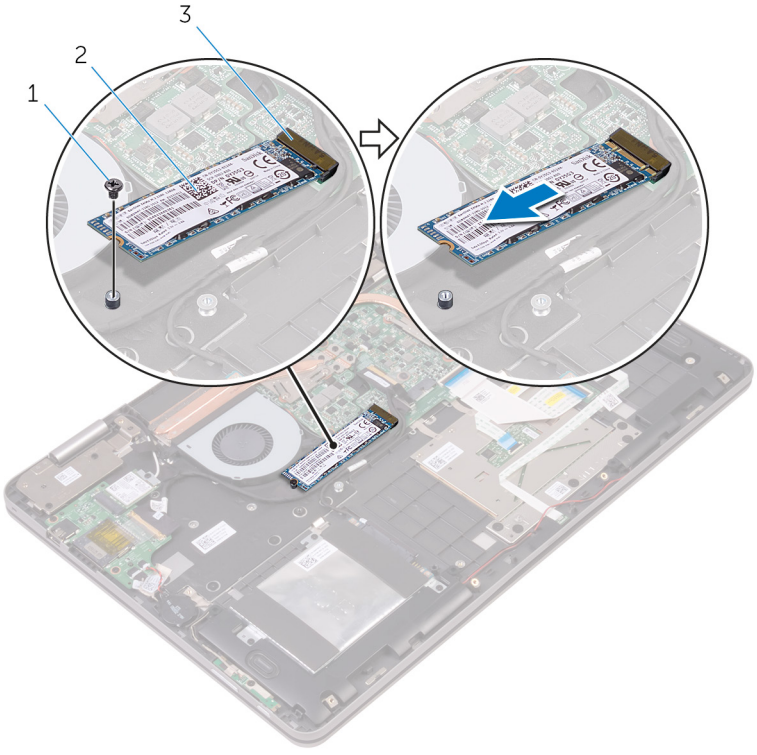

Figure 7. Removing the solid-state drive

1	screw	2	solid-state drive
3	solid-state drive slot		

Replacing the solid-state drive

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CAUTION: Solid-state drives are fragile. Exercise care when handling the solid-state drive.

Procedure

1. Align the notch on the solid-state drive with the tab on the solid-state drive slot.
2. Slide the solid-state drive firmly into the solid-state drive slot at an angle.

3 Press the other end of the solid-state drive and replace the screw (M2x3) that secures the solid-state drive to the palm-rest assembly.

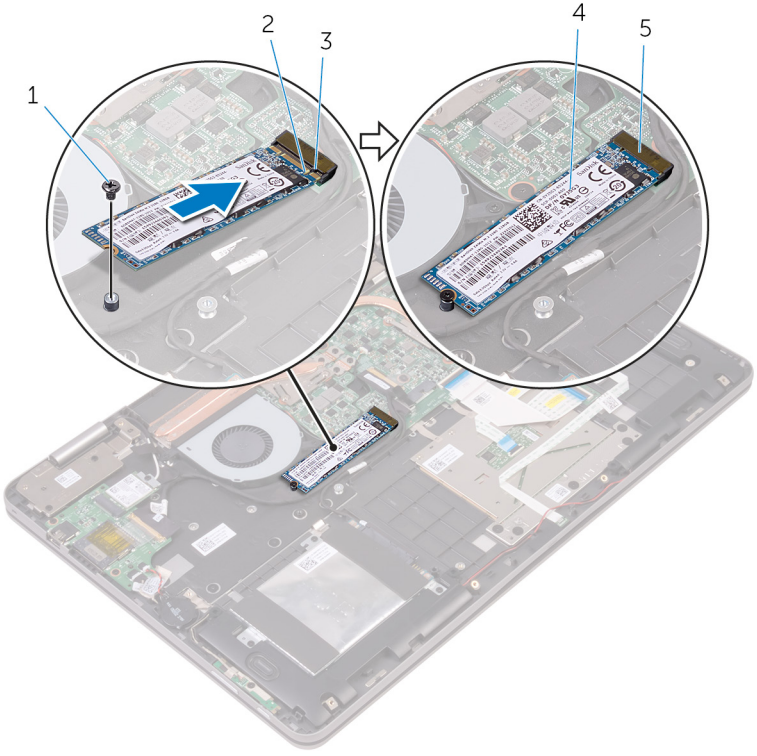

Figure 8. Replacing the solid-state drive

1	screw	2	notch
3	tab	4	solid-state drive
5	solid-state drive slot		

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. Remove the three screws (M2x3) that secure the hard-drive assembly to the palm-rest assembly.
2. Using the pull tab, disconnect the hard-drive cable from the system board.

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

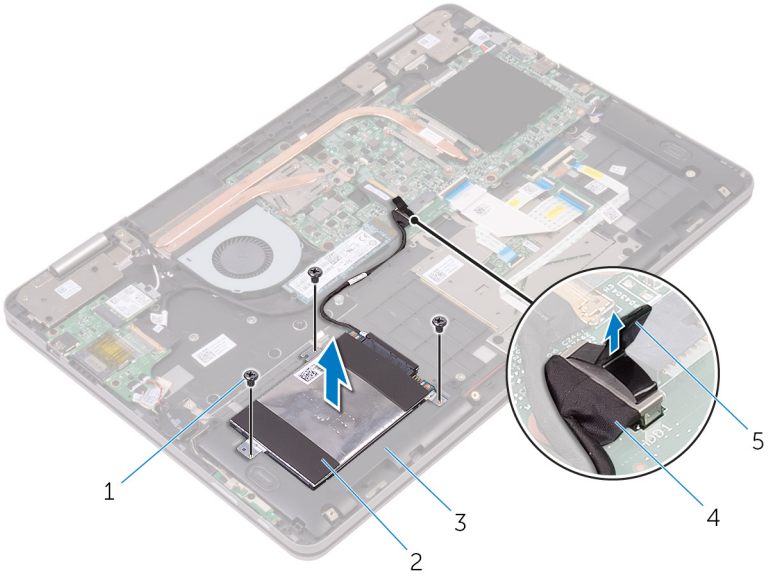

Figure 9. Removing the hard-drive assembly

1	screws (3)	2	hard-drive assembly
3	palm-rest assembly	4	hard-drive cable
5	pull tab		

4 Disconnect the interposer from the hard-drive assembly.

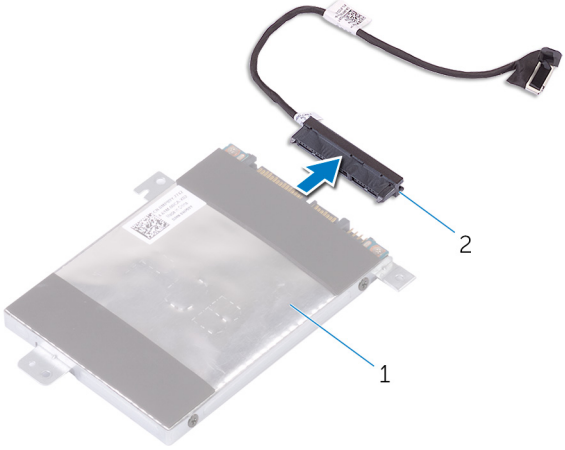

Figure 10. Removing the interposer

1	hard-drive assembly	2	interposer

5 Remove the four screws (M3x3) that secure the hard-drive bracket to the hard drive.

6 Lift the hard-drive bracket off the hard drive.

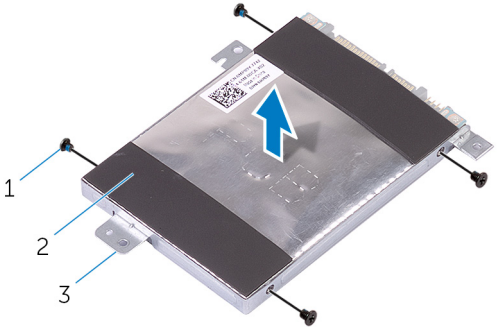

Figure 11. Removing the hard-drive bracket

1	screws (4)	2	hard drive
3	hard-drive bracket		

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 three screws (M2x3) that secure the hard-drive assembly to the palm-rest assembly.
6. Connect the hard-drive cable to the system board.

Post-requisites

1. Replace the battery.
2. Replace the base cover.

Removing the coin-cell battery

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: 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.

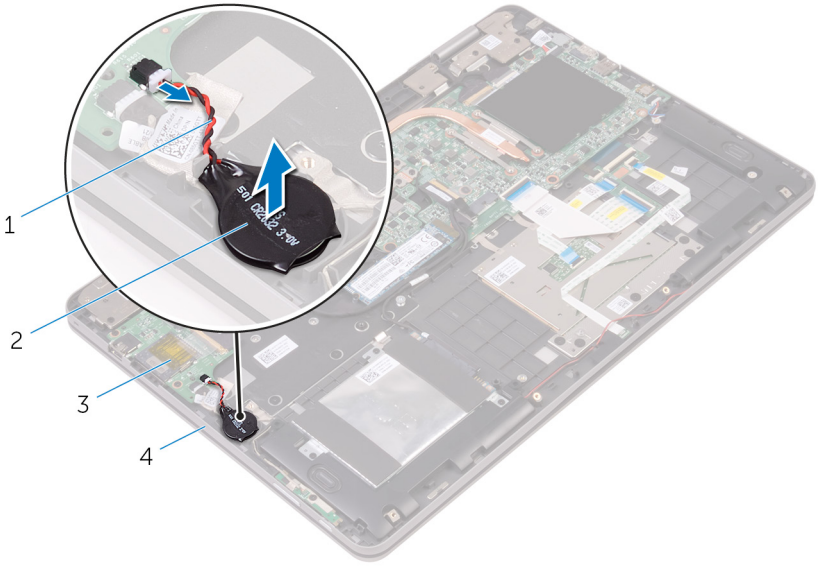

Figure 12. Removing the coin-cell battery

1	coin-cell battery cable	2	coin-cell battery
3	I/O board	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

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. Remove the screw (M2x3) that secures the wireless-card bracket to the wireless card and palm-rest assembly.
2. Remove the wireless-card bracket and disconnect the antenna cables from the wireless card.

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

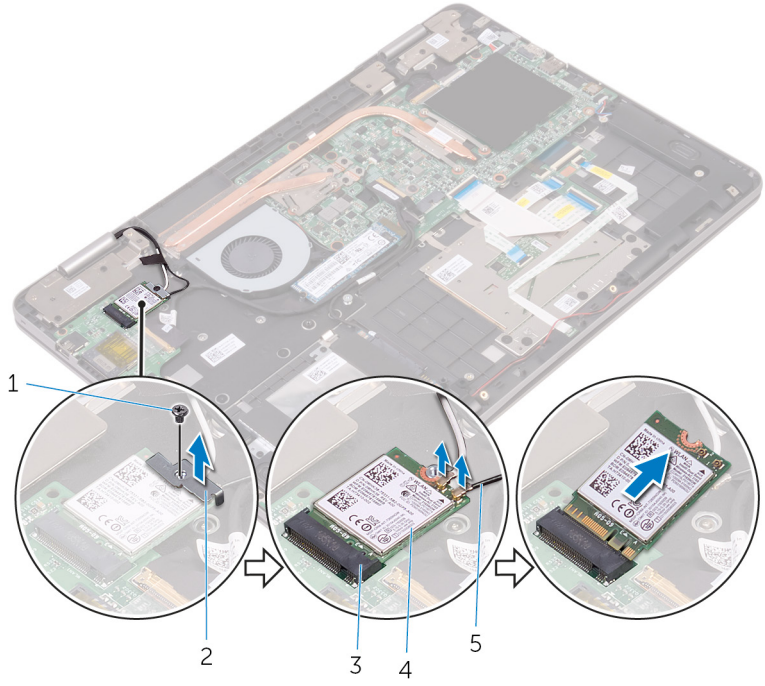

Figure 13. Removing the wireless card

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

Replacing the wireless card

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: 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. Antenna-cable color scheme

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 and palm-rest assembly.

5 Replace the screw (M2x3) that secures the wireless-card bracket to the wireless card and palm-rest assembly.

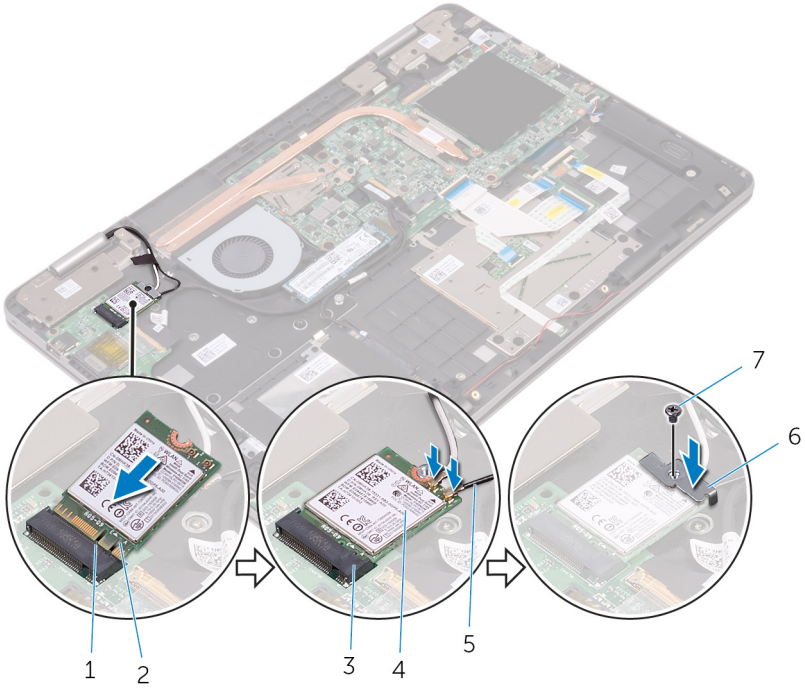

Figure 14. Replacing the wireless card

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

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. Remove the speaker cable from the routing guides on the palm-rest assembly.

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

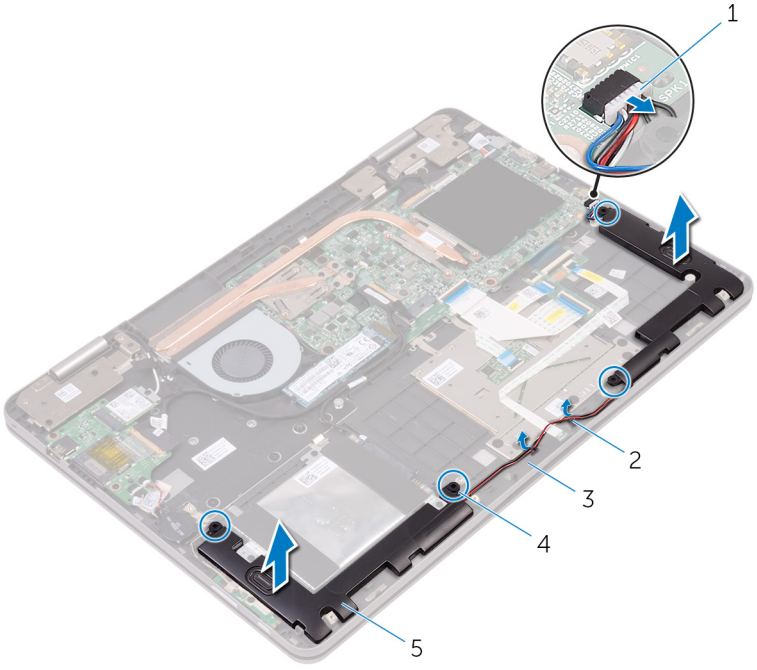

Figure 15. Removing the speakers

1	speaker cable	2	routing guides (2)
3	palm-rest assembly	4	alignment posts (4)
5	speakers (2)		

Replacing the speakers

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. Using the alignment posts on the palm-rest assembly, place the speakers on the palm-rest assembly.
2. Route the speaker cable through the routing guides on the palm-rest assembly.
3. Connect the speaker cable to the system board.

Post-requisites

1. Replace the battery.
2. 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. Remove the speaker cable from the routing guides on the palm-rest assembly.
3. Peel off the foam that secures the status-light board to the palm-rest assembly.

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

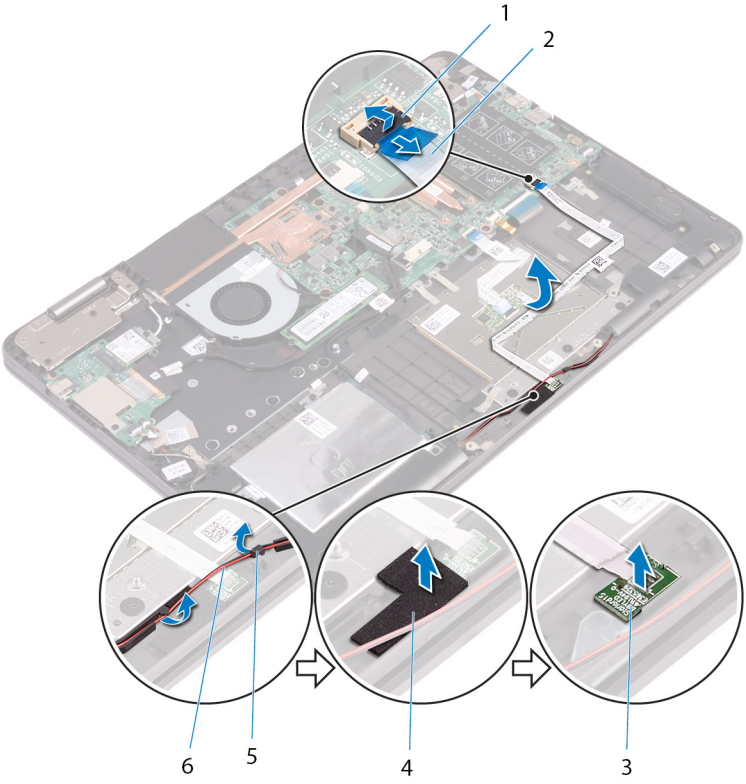

Figure 16. Removing the status-light board

1	latch	2	status-light board cable
3	status-light board	4	foam
5	routing guides (2)	6	speaker cable

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. Place the status-light board into the slot on the palm-rest assembly.
2. Adhere the foam that secures the status-light board to the palm-rest assembly.
3. Slide the status-light board cable into the connector on the system board and close the latch to secure the cable.
4. Route the speaker cable through the routing guides on 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.

Procedure

1. Open the latch, and disconnect the status-light board cable from the system board.
2. Peel-off the status-light board cable from the touch-pad assembly and place it away from the palm-rest assembly.

3 Peel off the tapes that secure the touch-pad assembly to the palm-rest assembly.

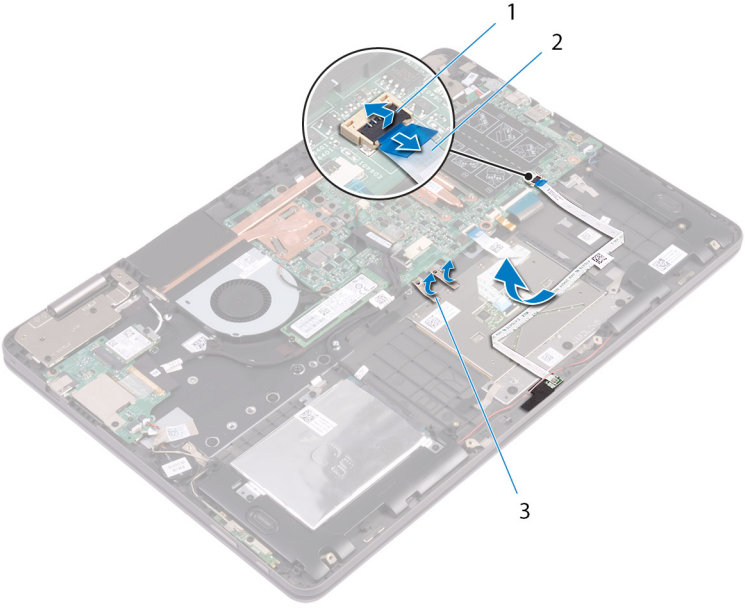

Figure 17. Removing the touch pad cable

1	latch	2	status-light cable
3	tapes (2)		

4 Open the latches, and then disconnect the touch-pad cable from the system board and the touch-pad assembly.

5 Remove the four screws (M2x2 Big Head) that secure the touchpad to the palm-rest assembly.

6 Lift the touchpad off the palm-rest assembly.

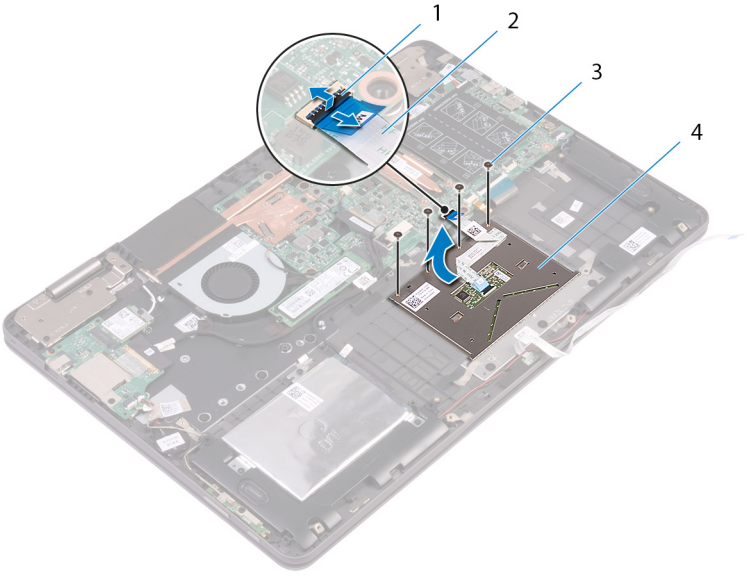

Figure 18. Removing the touchpad

1	latch	2	touch-pad cable
3	screws (4)	4	touchpad

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. Align the screw holes on the touch pad with the screw holes on the palm-rest assembly.
2. Replace the four screws (M2x2 Big Head) that secure the touch pad to the palm-rest assembly.
3. Adhere the tapes that secure the touch-pad assembly to the palm-rest assembly.
4. Slide both ends of the touch-pad cable into their respective connectors and close the latches to secure the cable.
5. Adhere the status-light board cable to the touch-pad assembly.
6. Slide the status-light board cable in to the connector on the system board and close the latch to secure the cable.

Post-requisites

1. Replace the battery.
2. Replace the base cover.

Removing 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.

Prerequisites

1. Remove the base cover.
2. Remove the battery.

Procedure

1. Remove the two screws (M2x3) that secure the fan to the palm-rest assembly.
2. Disconnect the fan cable from the system board.
3. Peel off tape that secures the fan cable to the palm-rest assembly.

4 Lift the fan off the palm-rest assembly.

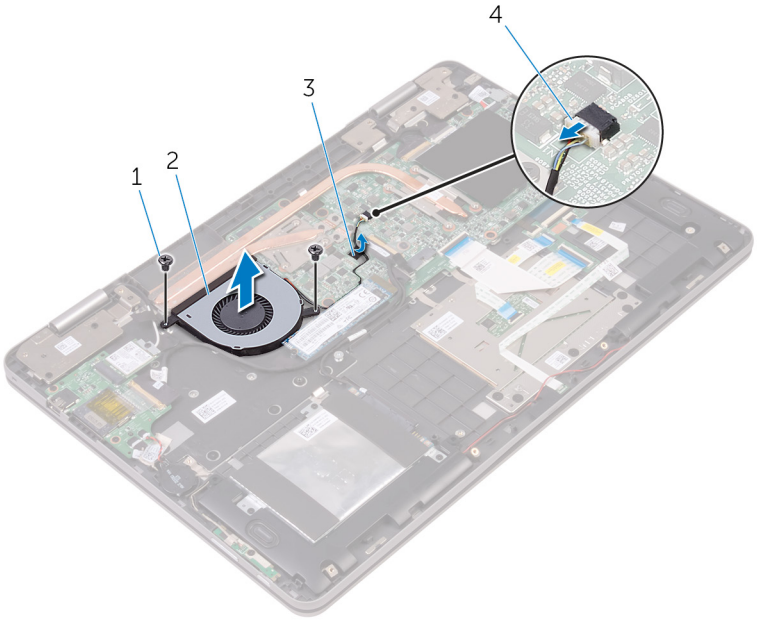

Figure 19. Removing the fan

1	screws (2)	2	fan
3	tape	4	fan cable

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) 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 captive screws that secure the heat sink to the system board.

2 Lift the heat sink off the system board.

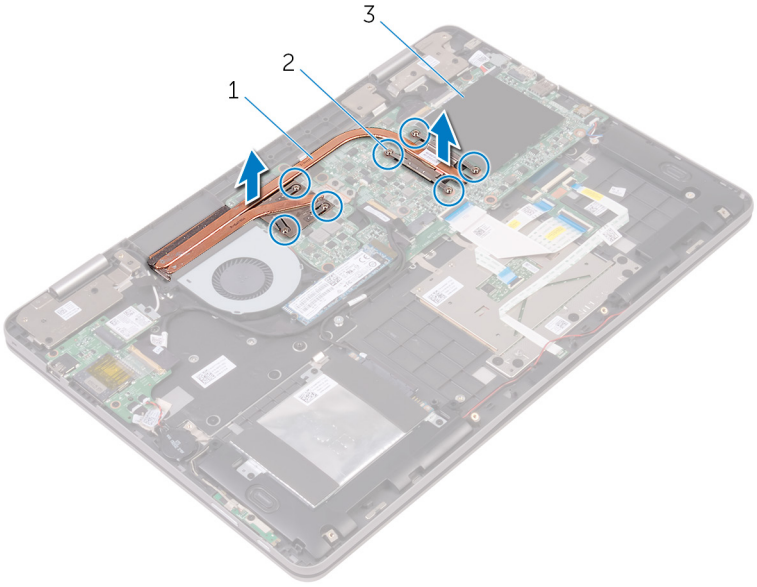

Figure 20. Removing the heat sink

1	heat sink	2	captive screws (7)
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. Align the screw holes on the heat sink with the screw holes on the system board.
2. In sequential order (indicated on the heat sink), tighten the 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-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.

Procedure

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

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

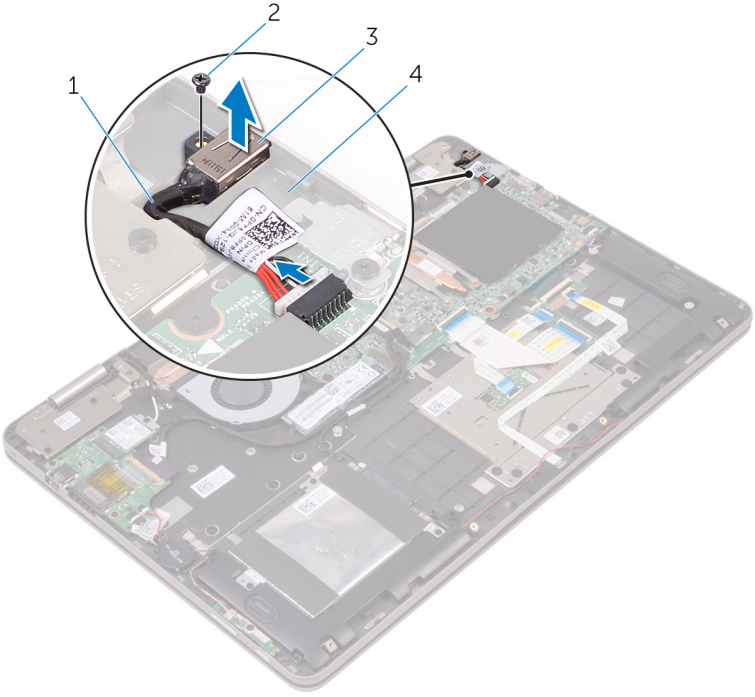

Figure 21. Removing the power-adapter port

1	power-adapter port cable	2	screw
3	power-adapter port	4	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) 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 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 coin-cell battery.

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) 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.

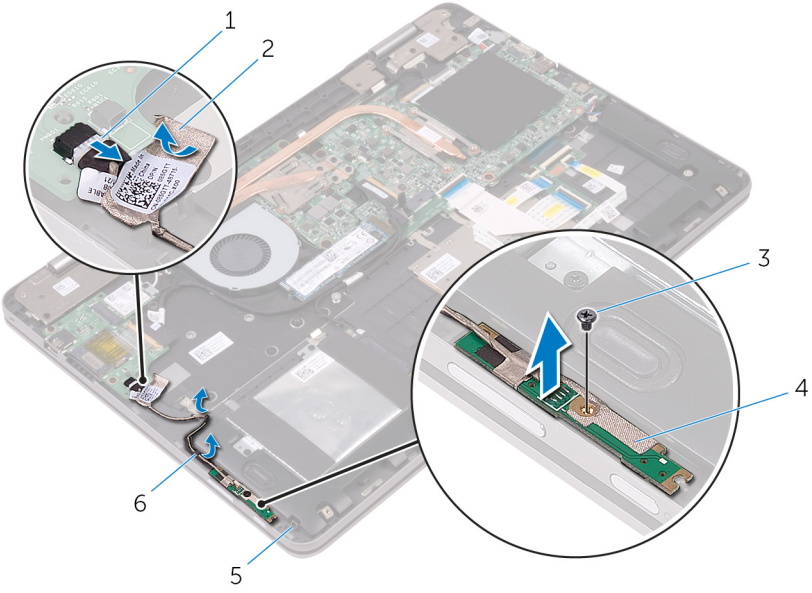

Figure 22. Removing the power and volume-buttons board

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

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) 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 secures the power and volume-buttons board cable to the palm-rest assembly.

Post-requisites

1. Replace the coin-cell battery.
2. Replace the battery.
3. Replace the base cover.

Removing the graphics daughter-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 heat sink.

Procedure

1. Remove the four screws (M2x3) from the graphics daughter-board brackets that secure the graphics daughter-board to the system board.

2 Lift the graphics daughter-board brackets off the palm-rest assembly.

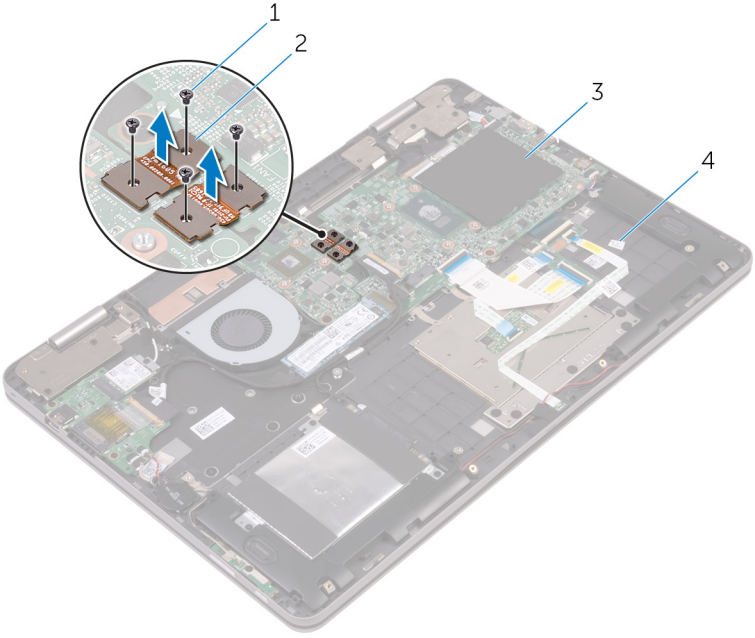

Figure 23. Removing the graphics daughter-board brackets

1	screws (4)	2	graphics daughter-board brackets (2)
3	system board	4	palm-rest assembly

3 Remove the two screws (M2x2 Big Head) that secure the graphics daughter-board to the palm-rest assembly.

4 Lift the graphics daughter-board off the palm-rest assembly.

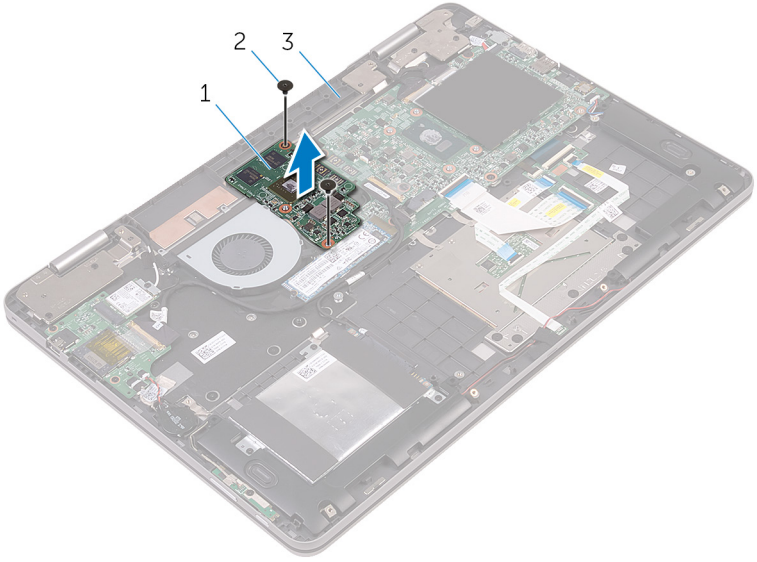

Figure 24. Removing the graphics daughter-board

1	graphics daughter-board	2	screws (2)
3	palm-rest assembly		

Replacing the graphics daughter-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 holes on the graphics daughter-board with the screw holes on the palm-rest assembly.
2. Replace the two screws (M2x2 Big Head) that secure the graphics daughter-board to the palm-rest assembly.
3. Align the screw holes on the graphics daughter-board brackets with the screw holes on the graphics daughter-board and the system board.
4. Replace the four screws (M2x3) that secure the graphics daughter-board brackets to the graphics daughter-board and the system board.

Post-requisites

1. Replace the heat sink.
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. Open the latch and disconnect the I/O-board cable from the I/O board.
3. Disconnect the power and volume-buttons board cable from the I/O board.
4. Disconnect the coin-cell battery cable from the I/O board.
5. Remove the two screws (M2x3) that secure the I/O board to the palm-rest assembly.

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

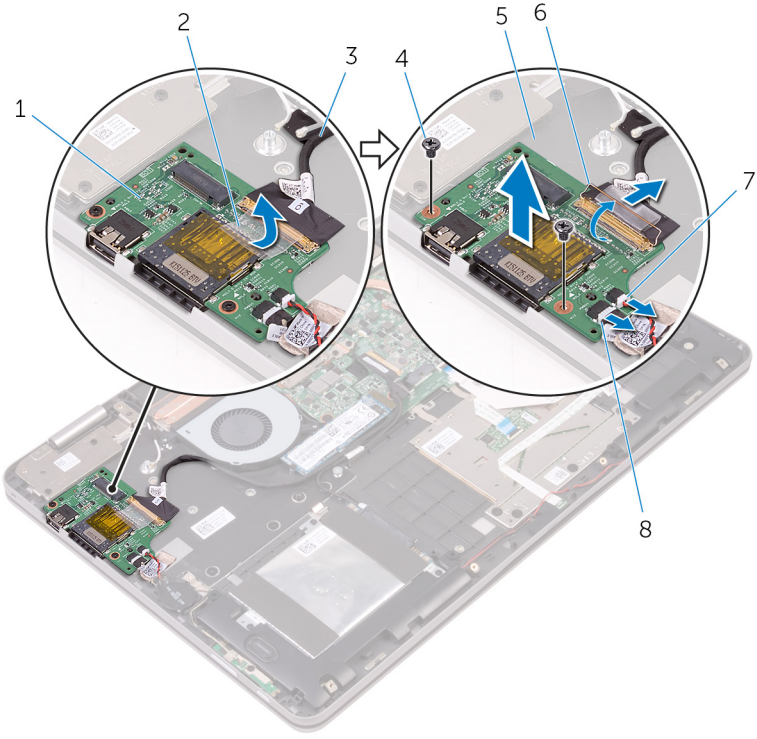

Figure 25. Removing the I/O board

1	I/O board	2	tape
3	I/O-board cable	4	screw
5	palm-rest assembly	6	latch
7	coin-cell battery cable	8	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. Using the alignment posts, place the I/O board on the palm-rest assembly.
2. Align the screw holes on the I/O board with the screw holes on the palm-rest assembly.
3. Replace the two screws (M2x3) 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 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

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Prerequisites

1. Remove the base cover.
2. Remove the battery.
3. Remove the wireless card.

Procedure

1. Peel off the tape that secures the antenna cables to the palm-rest assembly.
2. Peel off the tapes that secure the display cable and touch-screen board cable to the system board.
3. Open the latches and disconnect the display cable and the touch-screen board cable from the system board.

4 Peel off the display cable and the touch-screen board cable from the system board.

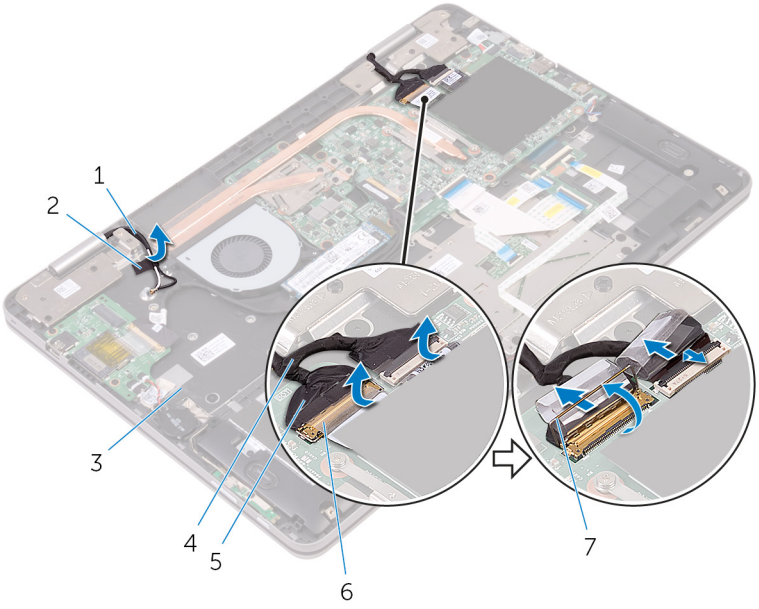

Figure 26. Disconnecting the cables

1	antenna cables (2)	2	tape
3	palm-rest assembly	4	touch-screen board cable
5	display cable	6	tapes (2)
7	latches (2)		

5 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.

6 Place the computer face down on a flat surface.

7 Remove the four screws (M2.5x6 Big Head) that secure the display assembly to the palm-rest assembly.

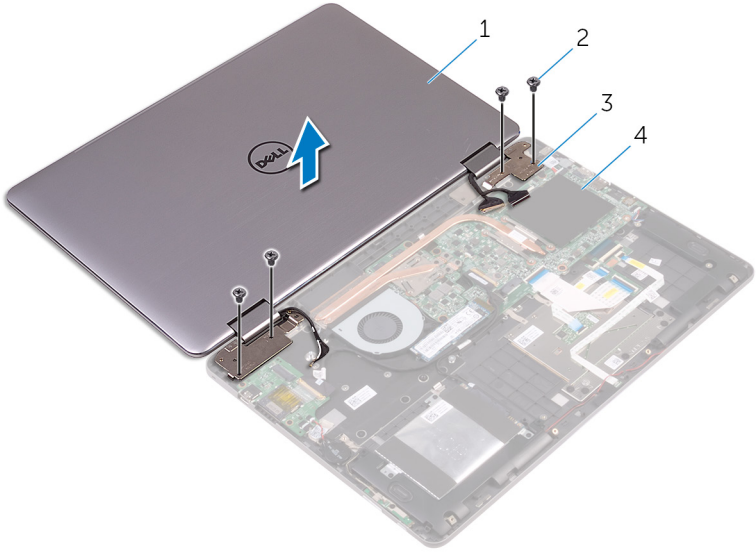

Figure 27. Removing the display assembly

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

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

Figure 28. 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 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 (M2.5x6 Big Head) that secure the display assembly to the palm-rest assembly.
4. Close the display and turn the computer over.
5. Adhere the tape that secures the antenna cables to the palm-rest assembly.
6. 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.
7. Adhere the tapes 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 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 heat sink.
5. Remove the solid-state drive.

Procedure

1. Peel off the tapes that secure the display cable and touch-screen board cable to the system board.
2. Open the latches and disconnect the display cable and the touch-screen board cable from the system board.
3. Peel off the display cable and the touch-screen board cable from the system board.

4 Peel off the tape that secures the I/O-board cable to the system board.

5 Open the latch and disconnect the I/O-board cable from the system board.

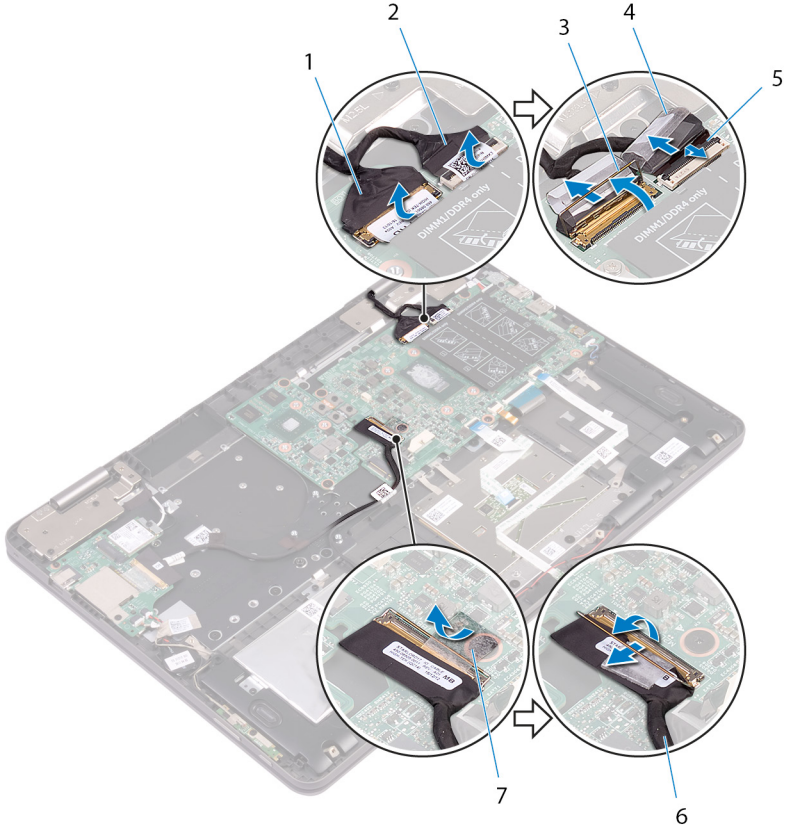

Figure 29. Disconnecting the cables

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

7 Disconnect the power-adapter cable from the system board.

8 Disconnect the speaker cable from the system board.

9 Open the latch and disconnect the status-light board cable, keyboard cable, keyboard-backlight cable, and touch pad cable from the system board.

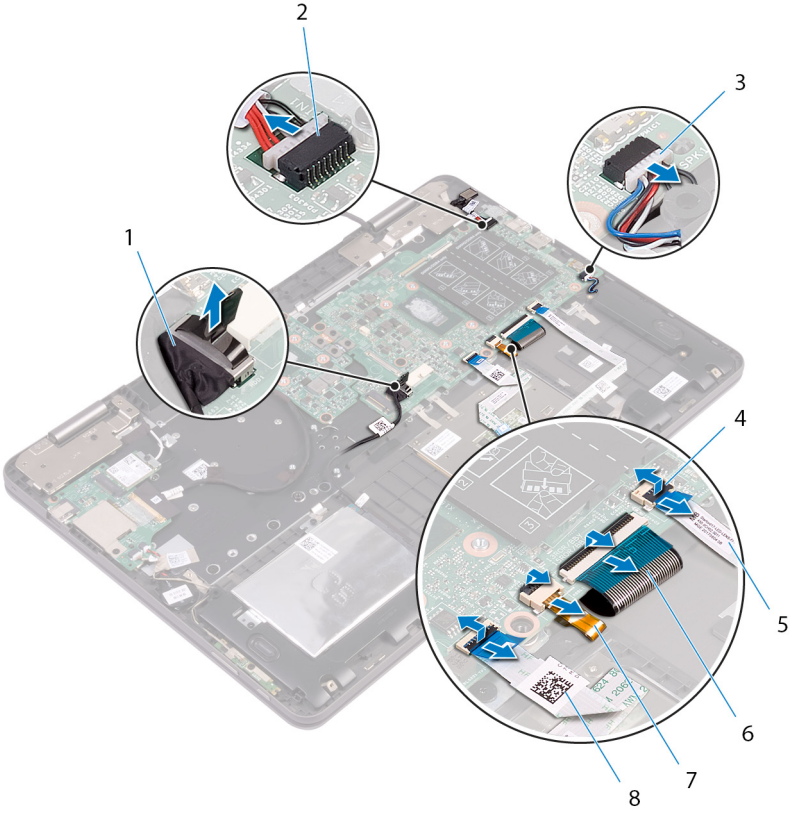

Figure 30. Disconnecting the cables

1	hard-drive cable	2	power-adapter port cable
3	speaker cable	4	latches (4)
5	status-light board cable	6	keyboard cable
7	keyboard-backlight cable	8	touch pad cable

10 Remove the four screws (M2x3) that secure the graphics daughter-board brackets to the graphics daughter-board and the system board.

11 Remove the two screws (M2x3) that secure the USB Type-C bracket to the system board and the palm-rest assembly.

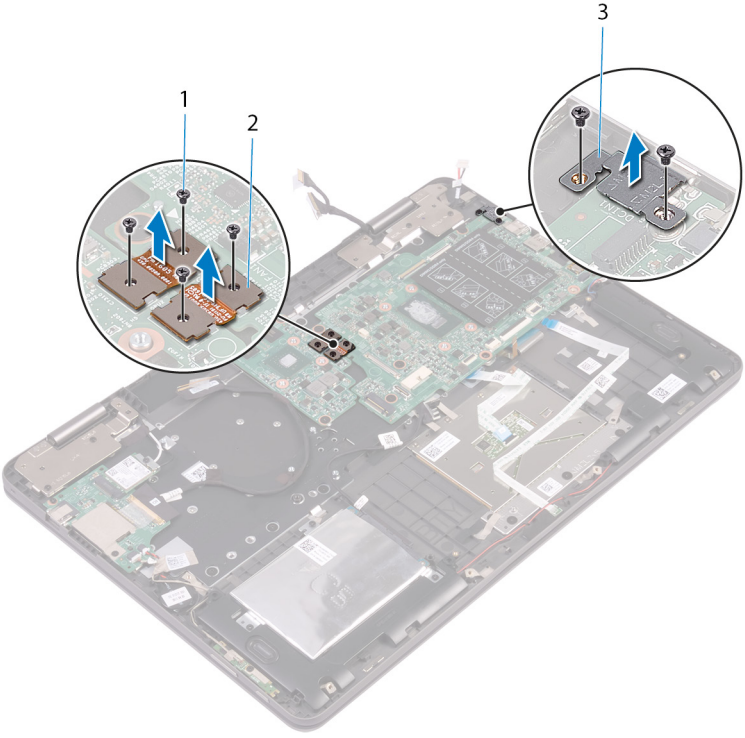

Figure 31. Removing the brackets

1	screws (6)	2	graphics daughter-board brackets
3	USB Type-C bracket		

12 Remove the four screws (M2x2 Big Head) that secure the system board to the palm-rest assembly.

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

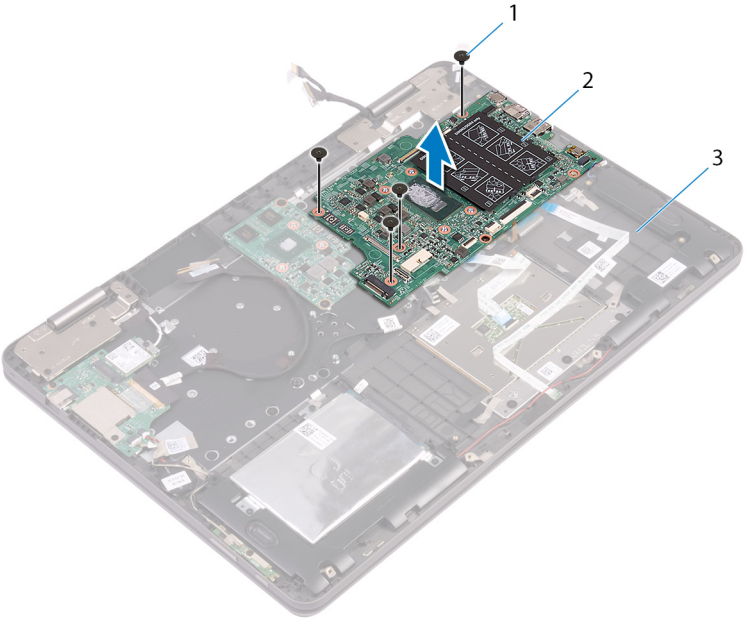

Figure 32. Removing the system board

1	screws (4)	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 four screws (M2x2 Big Head) that secure the system board to the palm-rest assembly.
3. Align the screw holes on the USB Type-C bracket with the screw holes on the system board and the palm-rest assembly.
4. Replace the two screws (M2x3) that secure the USB Type-C bracket to the system board and the palm-rest assembly.
5. Align the screw holes on the graphics daughter-board brackets with the screw holes on the graphics daughter-board and the system board.
6. Replace the four screws (M2x3) that secure the graphics daughter-board brackets to the graphics daughter-board and the system board.
7. Slide the status-light board cable, keyboard cable, keyboard backlight-cable, and touch pad cable in to their respective connectors on the system board and close the latch to secure the cable.
8. Connect the speaker cable to the system board.
9. Connect the power-adapter port cable to the system board.
10. Connect the hard-drive cable to the system board.

11 Connect the I/O-board cable to the system board and close the latch to secure the cable.

12 Adhere the tape that secures the I/O-board cable to the system board.

13 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.

14 Adhere the tapes that secure the display cable and touch-screen board cable to their respective connectors on the system board.

Post-requisites

1 Replace the solid-state drive.

2 Replace the heat sink.

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 keyboard

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 solid-state drive.
5. Remove the wireless card.
6. Remove the fan.
7. Remove the display assembly.
8. Remove the graphics daughter-board.
9. Remove the heat sink.
10. Remove the I/O board.
11. Remove the power-adapter port.
12. Remove the system board.

Procedure

1. Remove the 17 screws (M2x2 Big Head) that secure the keyboard bracket to the palm-rest assembly.
2. Peel off the tapes that secure the keyboard bracket to the palm-rest assembly.

3 Lift the keyboard bracket off the palm-rest assembly.

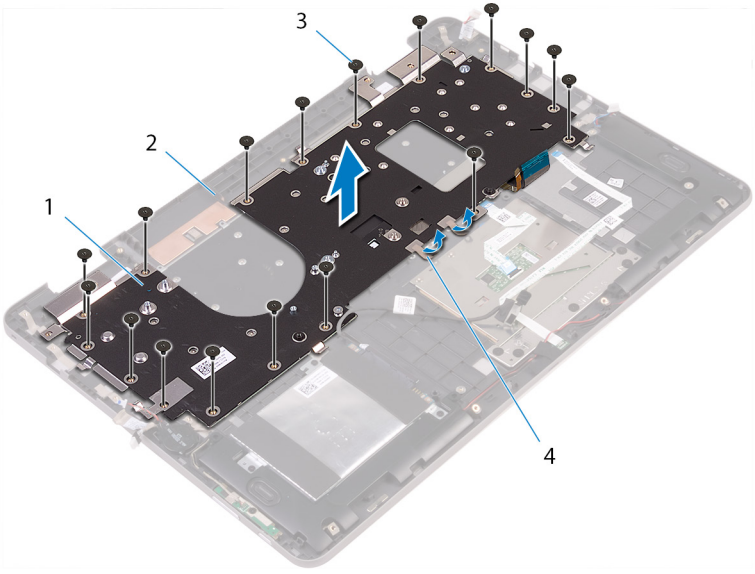

Figure 33. Removing the keyboard bracket

1	keyboard bracket	2	palm-rest assembly
3	screws (17)	4	tape

4 Remove the 18 screws (M1.2x1.4) that secure the keyboard to the palm-rest assembly.

5 Lift the keyboard off the palm-rest assembly.

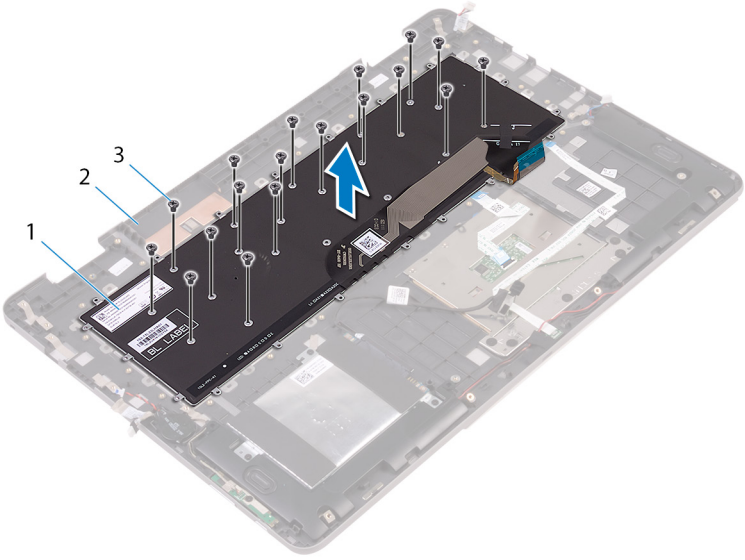

Figure 34. Removing the keyboard

1	keyboard	2	palm-rest assembly
3	screws (18)		

Replacing the keyboard

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 keyboard with the screw holes on the palm-rest assembly.
2. Replace the 18 screws (M1.2x1.4) that secure the keyboard to the palm-rest assembly.
3. Align the screw holes on the keyboard bracket with the screw holes on the palm-rest assembly.
4. Replace the 17 screws (M2x2 Big Head) that secure the keyboard bracket to the palm-rest assembly.
5. Adhere the tapes that secure the keyboard bracket to the palm-rest assembly.

Post-requisites

1. Replace the system board.
2. Replace the power-adapter port.
3. Replace the I/O board.
4. Replace the heat sink.
5. Replace the graphics daughter-board.
6. Replace the display assembly.
7. Replace the fan.
8. Replace the wireless card.
9. Replace the solid-state drive.
10. Replace the memory modules.
11. Replace the battery.

12 Replace the base cover.

Removing the palm rest

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 solid-state drive.
6. Follow the procedure from step 1 to step 3 in "Removing the hard drive".
7. Remove the wireless card.
8. Remove the fan.
9. Remove the status-light board.
10. Remove the touch pad.
11. Remove the display assembly.
12. Remove the graphics daughter-board.
13. Remove the heat sink.
14. Remove the I/O board.
15. Remove the keyboard.
16. Remove the power-adapter port.
17. Remove the power and volume-buttons board.
18. Remove the speakers.
19. Remove the system board.

Procedure

After performing the steps in prerequisites we are left with the palm rest.

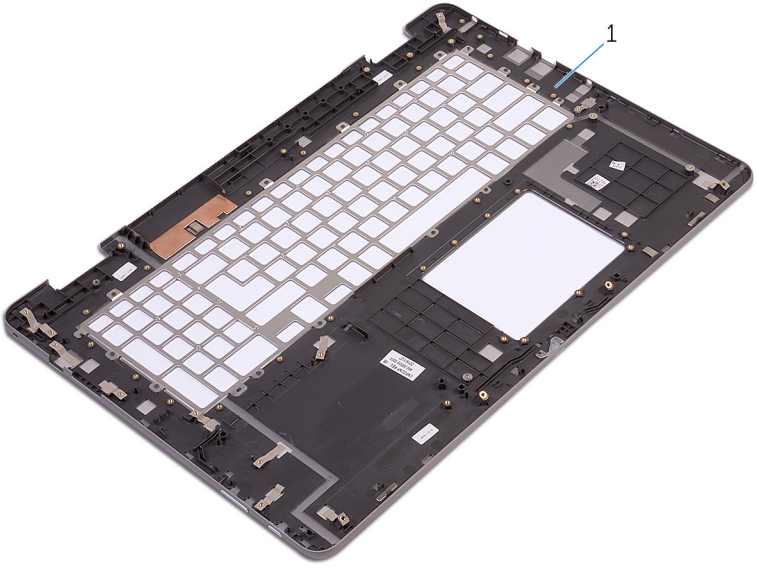

Figure 35. Removing the palm rest

1 palm rest

Replacing the palm rest

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 on a flat surface.

Post-requisites

1. Replace the system board.
2. Replace the speakers.
3. Replace the power and volume-buttons board.
4. Replace the power-adapter port.
5. Replace the keyboard.
6. Replace the I/O board.
7. Replace the heat sink.
8. Replace the graphics daughter-board.
9. Replace the display assembly.
10. Replace the touch pad.
11. Replace the status-light board.
12. Replace the fan.
13. Replace the wireless card.
14. Follow the procedure from step 4 to step 6 in "Replacing the hard drive".
15. Replace the solid-state drive.
16. Replace the coin-cell battery.
17. Replace the memory modules.
18. Replace the battery.

19 Replace the base cover.

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 wireless card.
4. Remove the display assembly.

Procedure

1. Remove the display cable from the routing guide inside the hinge cover.
2. Using a plastic scribe, release the tabs that secure the display-panel assembly to the display back-cover and antenna assembly.

3 Lift the display-panel assembly off the display back-cover and antenna assembly.

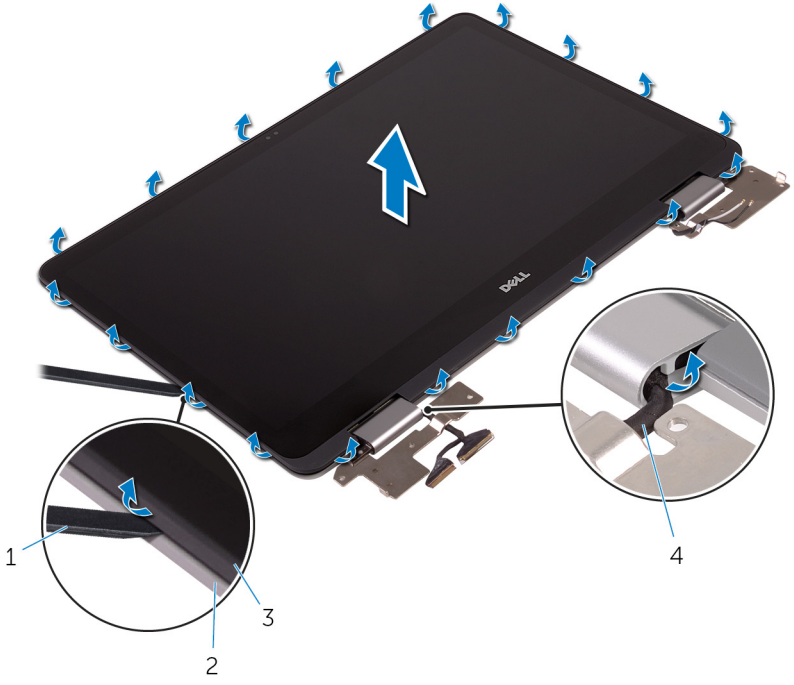

Figure 36. Removing the display-panel assembly

1	plastic scribe	2	display back-cover and antenna assembly
3	display-panel assembly	4	display cable

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

4 Turn the display-panel assembly over and place it on a flat surface with the display facing down.

5 Remove the camera.

6 Remove the sensor board.

7 Remove the display cable.

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

Figure 37. 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 display cable.
3. Replace the sensor board.
4. Replace the camera.
5. Turn the display-panel assembly over.
6. Route the display cable through the routing guide inside the hinge cover.
7. Align the tabs on the display-panel assembly with the slots on 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 wireless card.
3. Replace the battery.
4. 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 wireless card.
4. Remove the display assembly.
5. Follow the procedure from step 1 to step 3 in "Removing the display panel".

Procedure

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

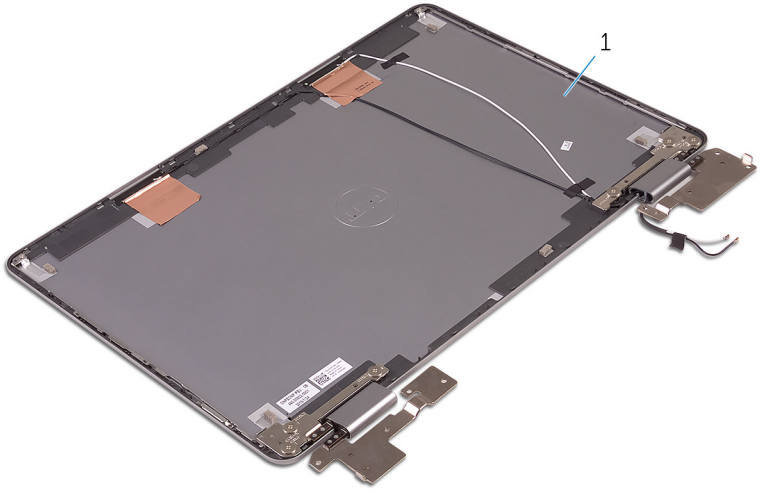

Figure 38. Display back-cover and antenna assembly

1 display back-cover and antenna assembly

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. Follow the procedure from step 6 to step 8 in "Replacing the display panel".
2. Replace the display assembly.
3. Replace the wireless card.
4. Replace the battery.
5. 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 wireless card.
4. Remove the display assembly.
5. Follow the procedure from step 1 to step 4 in "Removing the display panel".

Procedure

1. Using a plastic scribe, gently pry the camera module off the display-panel assembly.
2. Turn the camera module over.

3 Disconnect the camera cable from the camera module.

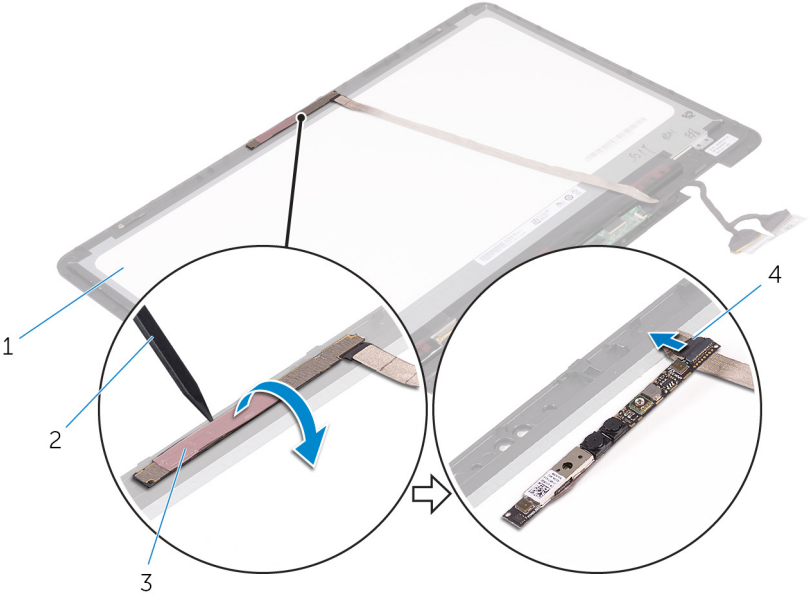

Figure 39. Removing the camera

1	display-panel assembly	2	plastic scribe
3	camera module	4	camera cable

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. Turn the camera module over.
3. Using the alignment post, adhere the camera to the display-panel assembly.

Post-requisites

1. Follow the procedure from step 6 to step 8 in "Replacing the display panel".
2. Replace the display assembly.
3. Replace the wireless card.
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 wireless card.
4. Remove the display assembly.
5. Follow the procedure from step 1 to step 4 in "Removing the display panel".

Procedure

1. Remove the screw (M2x2 Big Head) that secures the sensor board to the display-panel assembly.
2. Peel off the tape that secures the sensor-board cable to the sensor board.
3. Open the latch and disconnect the sensor-board cable from the sensor board.

4 Lift the sensor board off the display-panel assembly.

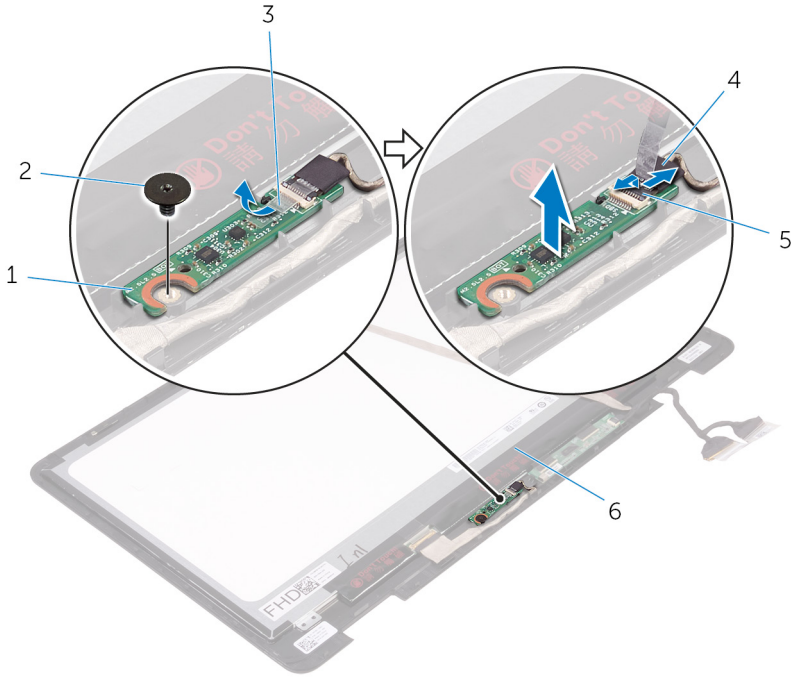

Figure 40. Removing the sensor-board cable

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 sensor board on the display-panel assembly and snap the sensor board in place.
2. Slide the sensor-board cable into the connector on sensor board and press down the latch to secure the cable.
3. Adhere the tape that secures the sensor-board cable to the sensor board.
4. Replace the screw (M2x2 Big Head) that secures the sensor board to the display-panel assembly.

Post-requisites

1. Follow the procedure from step 6 to step 8 in "Replacing the display panel".
2. Replace the display assembly.
3. Replace the wireless card.
4. Replace the battery.
5. 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 wireless card.
4. Remove the display assembly.
5. Follow the procedure from step 1 to step 4 in "Removing the display panel".

Procedure

1. Peel off the tapes that secure the display cable to the display-panel assembly and sensor board.
2. Open the latches and disconnect the display cable from the display-panel assembly and the sensor board.

3 Lift the display cable off the display-panel assembly.

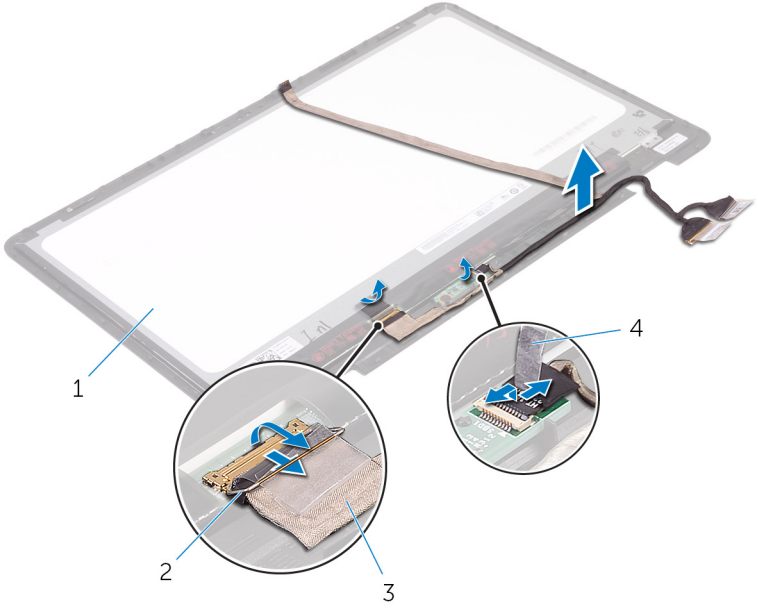

Figure 41. Removing the display cable

1	display-panel assembly	2	latches (2)
3	display cables (2)	4	tapes (2)

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. Slide the display cable into their respective connectors on the display-panel assembly and sensor board and close the latches to secure the cable.
2. Adhere the tapes that secure the display cable to the display-panel assembly and sensor board.

Post-requisites

1. Follow the procedure from step 6 to step 8 in "Replacing the display panel".
2. Replace the display assembly.
3. Replace the wireless card.
4. Replace the battery.
5. 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 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 **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.

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 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 USB 3.0 driver for your computer.
7. After the download is complete, navigate to the folder where you saved the USB 3.0 driver file.
8. Double-click or double-tap the driver file icon and follow the instructions on screen.

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 **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 Scroll down the page and expand **Chipset**.

6 Click **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 card reader driver file.

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

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 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.

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.

Flashing BIOS (USB key)

1. Follow the procedure from step 1 to step 7 in "Flashing the BIOS" to download the latest BIOS setup program file.
2. Create a bootable USB drive. For more information see the knowledge base article SLN143196 at www.dell.com/support.
3. Copy the BIOS setup program file to the bootable USB drive.
4. Connect the bootable USB drive to the computer that needs the BIOS update.
5. Restart the computer and press **F12** when the Dell logo is displayed on the screen.
6. Boot to the USB drive from the **One Time Boot Menu**.
7. Type the BIOS setup program filename and press **Enter**.

8 The **BIOS Update Utility** appears. Follow the instructions on the screen to complete the BIOS update.

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.

NOTE: Hard-drive activity light is supported only on computers shipped with 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

NOTE: Hard-drive activity light is supported only on computers shipped with hard drive.

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 and describes what they indicate.

Table 14. Diagnostics

Light pattern	Problem description
2,1	CPU failure
2,2	System board: BIOS and ROM failure
2,3	No memory or RAM detected
2,4	Memory or RAM failure
2,5	Invalid memory installed
2,6	System board or chipset error
2,7	LCD failure
3,1	CMOS battery failure
3,2	PCI or video card or chip failure
3,3	Recovery image not found
3,4	Recovery image found but invalid

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 provides the instructions on how to conduct flea power release:

1. Turn off your computer.
2. Remove the base cover.
3. Follow step 1 in Removing the battery.
4. Press and hold the power button for 15 seconds to drain the flea power.

5 Follow step 4 in Replacing the battery.
6 Replace the base cover.
7 Turn on your 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: • Product specifications	See *Me and My Dell* at www.dell.com/support/manuals.

- 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.