

# Dell OptiPlex 390 Desktop Owner's Manual

Regulatory Model D07D  
Regulatory Type D07D001



# หมายเหตุ ข้อควรระวัง และคำเตือน



หมายเหตุ: 'หมายเหตุ' จะระบุถึงข้อมูลที่สำคัญที่จะช่วยให้คุณใช้งานคอมพิวเตอร์ได้มีประสิทธิภาพยิ่งขึ้น



ข้อควรระวัง: 'ข้อควรระวัง' จะชี้ถึงโอกาสเกิดความเสียหายกับฮาร์ดแวร์หรือการสูญหายของข้อมูลหากไม่ปฏิบัติตามคำแนะนำ



คำเตือน: 'คำเตือน' ใช้เพื่อแจ้งอันตรายที่อาจเกิดขึ้นกับสถานที่ การบาดเจ็บหรือการเสียชีวิต

ข้อมูลในเอกสารชุดนี้อาจมีการเปลี่ยนแปลงโดยไม่ต้องแจ้งให้ทราบ

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# การทำงานกับส่วนประกอบภายในของคอมพิวเตอร์

## การดำเนินการกับส่วนประกอบภายในคอมพิวเตอร์

ปฏิบัติตามคำแนะนำต่อไปนี้เพื่อป้องกันคอมพิวเตอร์จากความเสียหาย และเพื่อความปลอดภัยของคุณเอง ขึ้นตอนที่แจ้งในเอกสารนี้แนะนำภายใต้เงื่อนไขดังต่อไปนี้ ยกเว้นมีระบุไว้เป็นอย่างอื่น:

- คุณได้อ่านข้อมูลด้านความปลอดภัยที่หามาพร้อมกับคอมพิวเตอร์ของคุณแล้ว
- ส่วนประกอบที่สามารถเปลี่ยนใหม่ หรือในกรณีของส่วนประกอบจัดซื้อแยกจะต้องติดตั้งตามขั้นตอนการถอดโดยย้อนลำดับขั้นตอน



**คำเตือน:** ก่อนดำเนินการกับส่วนประกอบภายในคอมพิวเตอร์ กรุณาอ่านข้อมูลด้านความปลอดภัยที่จัดมาให้พร้อมกับคอมพิวเตอร์ก่อนในเบื้องต้น ดูรายละเอียดเพิ่มเติมด้านความปลอดภัยได้จากโฮมเพจการควบคุมมาตรฐานได้ที่ [www.dell.com/regulatory\\_compliance](http://www.dell.com/regulatory_compliance)



**ข้อควรระวัง:** การซ่อมแซมหลายส่วนสามารถดำเนินการได้โดยช่างที่ผ่านการรับรองเท่านั้น คุณสามารถแก้ไขปัญหาและซ่อมแซมเครื่องเบื้องต้นตามที่แนะนำในเอกสารกำกับผลิตภัณฑ์ หรือตามที่ให้บริการและช่วยเหลือระบบออนไลน์หรือโทรศัพท์เจ้าหน้าที่ ความเสียหายเนื่องจากการซ่อมแซมที่ไม่ได้รับการรับรองจาก **Dell** จะไม่ได้รับความคุ้มครองตามการรับประกัน อ่านและปฏิบัติตามคำแนะนำด้านความปลอดภัยที่จัดมาให้พร้อมกับผลิตภัณฑ์



**ข้อควรระวัง:** เพื่อป้องกันไฟฟ้าสถิต ให้คลายประจุไฟฟ้าสถิตในตัวคุณโดยการใส่สายรัดข้อมือป้องกันไฟฟ้าสถิต หรือให้สัมผัสพื้นผิวโลหะที่ไม่ทาสี เช่น ช่องต่อที่ด้านหลังของคอมพิวเตอร์ เป็นระยะ ๆ



**ข้อควรระวัง:** ใช้งานส่วนประกอบและการกดด้วยควมระมัดระวัง อย่าสัมผัสที่ส่วนประกอบหรือหน้าสัมผัสของการ์ด ถือการ์ดจากขอบหรือที่หูยึดโลหะ ถือส่วนประกอบ เช่น โปรเซสเซอร์ที่ขอบ อย่าจับที่ขาหน้าสัมผัส



**ข้อควรระวัง:** ในกรณีที่ต้องการปลดสายต่อ ให้ดึงที่ขั้วต่อหรือแถบดึง อย่าดึงที่สาย สายบางชนิดมีขั้วต่อพร้อมแถบล็อก หากคุณปลดสายเหล่านี้ให้กดที่แถบล็อกก่อนนำสายต่อออก ขณะดึงขั้วต่อออก ให้ดึงตามแนวที่ต่อเพื่อไม่ให้ขาดต่อเกิดการงอ ก่อนถอดสาย ตรวจสอบก่อนว่าขั้วต่อทั้งสองได้เบรกลูกตึงดีแล้ว



**หมายเหตุ:** สีของคอมพิวเตอร์และของส่วนประกอบบางอย่างอาจไม่เหมือนกับสีที่แสดงในเอกสารนี้

เพื่อป้องกันความเสียหายที่อาจเกิดขึ้นกับคอมพิวเตอร์ ให้ปฏิบัติตามขั้นตอนต่อไปนี้ก่อนทำงานกับภายในของคอมพิวเตอร์

1. ตรวจสอบว่าพื้นผิวที่ใช้วางคอมพิวเตอร์นั้นเรียบและสะอาดเพื่อป้องกันไม่ให้ฝาครอบคอมพิวเตอร์มีรอยขีดข่วน
2. ปิดคอมพิวเตอร์ (ดูในหัวข้อ การปิดคอมพิวเตอร์)



**ข้อควรระวัง:** ปลดสายเครือข่ายโดยถอดสายออกจากคอมพิวเตอร์ก่อน แล้วจึงถอดสายจากอุปกรณ์เครือข่าย

3. ถอดสายโทรศัพท์หรือสายเครือข่ายทั้งหมดออกจากคอมพิวเตอร์
4. ถอดปลั๊กคอมพิวเตอร์และอุปกรณ์ต่าง ๆ ทั้งหมดที่ต่ออยู่กับคอมพิวเตอร์ออกจากตัวรับ ไฟฟ้า
5. กดปุ่มเปิดปิดเครื่องค้างไว้ขณะถอดปลั๊กเครื่องเพื่อคายประจุไฟฟ้าสถิตจากเมนบอร์ด
6. ถอดฝาครอบออก



**ข้อควรระวัง:** ก่อนสัมผัสส่วนประกอบด้านในคอมพิวเตอร์ ให้ลงกราวด์ตัวเองโดยสัมผัสพื้นผิวโลหะที่ไม่มีมีการเคลือบผิว เช่น โลหะที่ด้านหลังคอมพิวเตอร์ ขณะปฏิบัติงาน ให้สัมผัสพื้นผิวโลหะไม่เคลือบผิวเป็นประจำเพื่อถ่ายประจุไฟฟ้าสถิตที่อาจเป็นอันตรายต่อส่วนประกอบภายในของคอมพิวเตอร์

## เครื่องมือที่แนะนำให้ใช้

ขั้นตอนต่าง ๆ ในเอกสารนี้อาจจำเป็นต้องใช้เครื่องมือต่อไปนี้ :

- ไขควงปากแบนขนาดเล็ก
- ไขควงหัวแฉก
- แท่งพลาสติกขนาดเล็กสำหรับจัด
- ชุดบันทึกข้อมูล โปรแกรมอัปเดต Flash BIOS

## การปิดคอมพิวเตอร์




**ข้อควรระวัง:** เพื่อป้องกันการสูญหายของข้อมูล ให้บันทึกและปิดไฟล์ทั้งหมดที่เปิดอยู่ และออกจากโปรแกรมต่าง ๆ ก่อนที่จะปิดคอมพิวเตอร์

### 1. ปิดระบบปฏิบัติการ

- สำหรับ Windows 7:

คลิก **Start**  จากนั้นคลิก **Shut Down**

- สำหรับ Windows Vista :

คลิก **Start**  จากนั้นคลิกที่ลูกศรที่มุมด้านขวาของเมนู **Start** ตามภาพด้านล่าง จากนั้นคลิกเลือก **Shut Down**



- สำหรับ Windows XP:

คลิก **Start** → **Turn Off Computer** → **Turn Off** คอมพิวเตอร์จะปิดทำงานหลังจากระบบปฏิบัติการปิดการทำงานเสร็จสิ้น

2. ตรวจสอบว่าคอมพิวเตอร์และอุปกรณ์ทั้งหมดที่ต่อพ่วงปิดทำงานแล้ว หากคอมพิวเตอร์และอุปกรณ์ต่อพ่วงไม่ปิดการทำงานอัตโนมัติเมื่อปิดระบบปฏิบัติการ ให้กดปุ่มเปิดปิดเครื่องค้างไว้ประมาณ 6 วินาทีเพื่อปิดการทำงาน



## หลังจากทำงานกับส่วนประกอบภายในของคอมพิวเตอร์

หลังจากที่คุณดำเนินการเปลี่ยนชิ้นส่วนใด ๆ เสร็จสิ้นแล้ว ตรวจสอบว่าคุณได้ต่ออุปกรณ์ต่อพ่วง การ์ด และสายใด ๆ ให้เรียบร้อยก่อนที่จะเปิดเครื่องคอมพิวเตอร์ของคุณ

### 1. ใต้ฝาครอบกลับเข้าที่



**ข้อควรระวัง:** สำหรับการเสียบสายเครือข่าย ให้เสียบสายเข้ากับจุดเชื่อมต่อเครือข่ายก่อน แล้วจึงเสียบสายอีกด้านเข้ากับคอมพิวเตอร์

2. เสียบสายโทรศัพท์หรือสายเครือข่ายเข้ากับคอมพิวเตอร์
3. เสียบปลั๊กคอมพิวเตอร์และอุปกรณ์ต่าง ๆ ทั้งหมดที่ต่ออยู่กับคอมพิวเตอร์เข้ากับเต้ารับไฟฟ้า
4. เปิดคอมพิวเตอร์
5. ตรวจสอบให้แน่ใจว่าคอมพิวเตอร์ทำงานอย่างถูกต้องโดยเรียกใช้โปรแกรม **Dell Diagnostics**



## ฝาครอบ

### Removing the Cover

1. Follow the procedures in *Before Working Inside Your Computer*.
2. Pull up the cover-release latch at the side of the computer.



3. Lift the cover upward to a 45-degree angle and remove it from the computer.



# Installing The Cover

1. Place the computer cover on the chassis.
2. Press down on the computer cover until it clicks into place.
3. Follow the procedures in *After Working Inside Your Computer*.

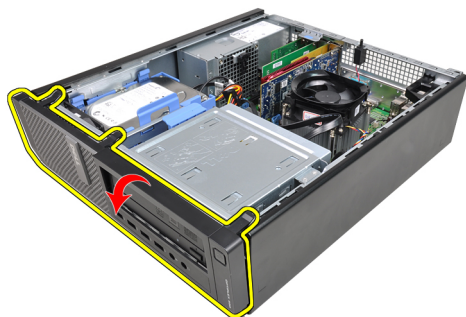
## กรอบด้านหน้า

### Removing the Front Bezel

1. Follow the procedures in *Before Working Inside Your Computer*.
2. Remove the *cover*.
3. Pry the front bezel retention clips away from the chassis.



4. Rotate the bezel away from the computer to release the hooks on the opposite edge of the bezel from the chassis.



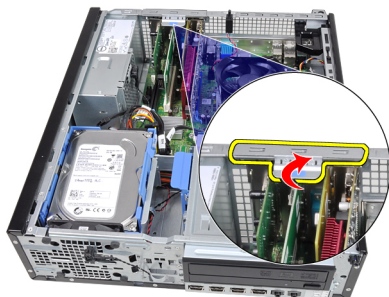
## Installing The Front Bezel

1. Insert the hooks along the bottom edge of the front bezel into the slots on the chassis front.
2. Rotate the bezel towards the computer to engage the four front-bezel retention clips until they click into place.
3. Install the *cover*.
4. Follow the procedures in *After Working Inside Your Computer*.

# Cards

## Removing the Expansion Card

1. Follow the procedures in *Before Working Inside Your Computer*.
2. Remove the *cover*.
3. Rotate the release tab on the card-retention latch upward.



4. Pull the release lever away from the PCIe x16 card to release the securing tab from the dent in the card. Then, ease the card up and out of its connector and remove it from the computer.



5. Lift the PCIe x1 expansion card (if any) up and out of its connector and remove it from the computer.



6. Lift the PCI expansion card (if any) up and out of its connector and remove it from the computer.



7. Lift the PCI x4 expansion card (if any) up and out of its connector and remove it from the computer.





## Installing The Expansion Card

1. Insert the PCIe x4 card into the connector on the system board and press down to secure it in place.
2. Insert the PCIe card (if any) into the connector on the system board and press down to secure it in place.
3. Insert the PCIe x1 card (if any) into the connector on the system board and press down to secure it in place.
4. Insert the PCIe x16 card (if any) into the connector on the system board and press down to secure it in place.
5. Install the *cover*.
6. Follow the procedures in *After Working Inside Your Computer*.



## ออฟติคอลลำโด้รฟ์

### Removing the Optical Drive

1. Follow the procedures in *Before Working Inside Your Computer*.
2. Remove the *cover*.
3. Remove the *front bezel*.
4. Remove the data cable and power cable from the back of the optical drive.



5. Slide up the optical-drive latch and then push the optical drive from the back towards the front of the computer.



## Installing The Optical Drive

1. Slide down the optical-drive latch and push the optical drive from the front towards the back of the computer.
2. Connect the data cable and power cable to the optical drive.
3. Install the *front bezel*.
4. Install the *cover*.
5. Follow the procedures in *After Working Inside Your Computer*.

## ฮาร์ดไดรฟ์

### Removing the Hard Drive

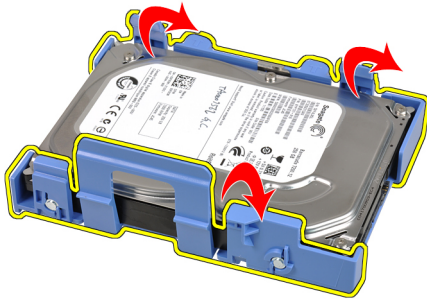
1. Follow the procedures in *Before Working Inside Your Computer*.
2. Remove the *cover*.
3. Remove the data cable and power cable from the back of the hard drive.



4. Press the hard-drive bracket latch towards the hard drive and lift it upward.



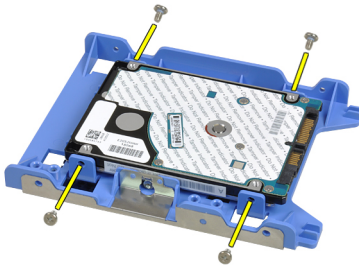
5. Flex the hard-drive bracket and then remove the single 3.5 inch hard drive or two 2.5 inch hard drives from the bracket.



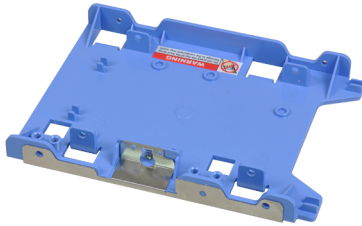
6. Turn over the hard-drive bracket and release the screws that secure the 2.5 inch hard drive to the underside of the bracket.



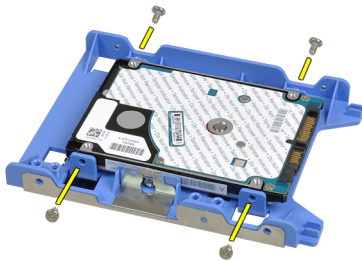
7. Flex the hard-drive bracket and then remove the two 2.5 inch hard drives from the bracket.



8. Release the screws that secure the 2.5 inch hard drive to the top of the hard-drive bracket.



9. Release the screws that secure the 2.5 inch hard drive to the underside of the hard drive bracket.



## Installing The Hard Drive

1. Tighten the screws to secure the 2.5 inch hard drive(s) to the hard-drive bracket.
2. Flex the hard-drive bracket and then insert the single 3.5 inch hard drive or the two 2.5 inch hard drives into the bracket.
3. Press the hard-drive bracket latch towards the hard drive and insert it into the chassis.
4. Connect the data cable and power cable to the back of the hard drive(s).
5. Install the *cover*.
6. Follow the procedures in *After Working Inside Your Computer*.

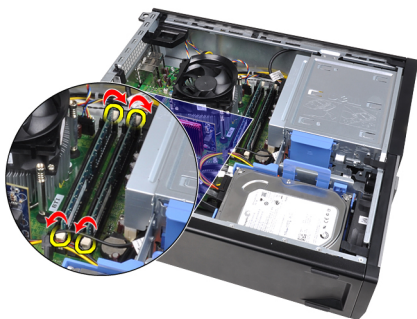




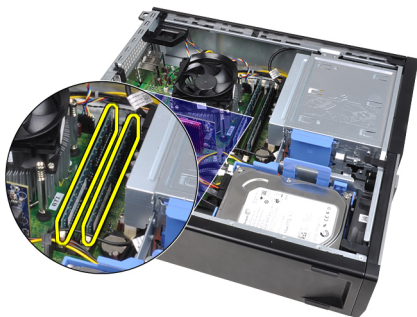
## หน่วยความจำ

### Removing the Memory

1. Follow the procedures in *Before Working Inside Your Computer*.
2. Remove the *cover*.
3. Release the memory-retention clips on each side of the memory modules.



4. Lift the memory modules out of the connectors on the system board.



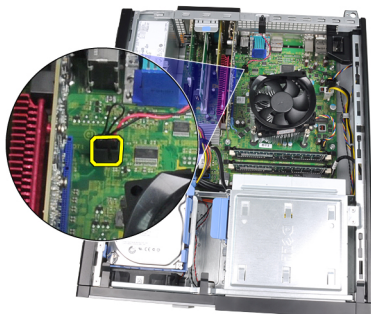
# Installing The Memory

1. Insert the memory modules into the connectors on the system board. Install the memory module in the order of A1 > B1 > A2 > B2.
2. Press down on the memory modules until the retention clips spring back to secure them in place.
3. Install the *cover*.
4. Follow the procedures in *After Working Inside Your Computer*.

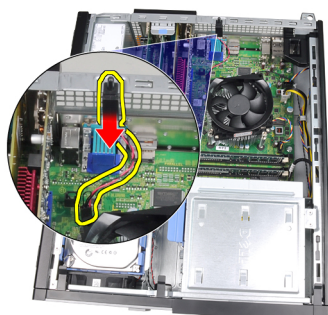
## สวิตช์นิรภัยสำหรับเครื่อง

### Removing the Chassis Intrusion Switch

1. Follow the procedures in *Before Working Inside Your Computer*.
2. Remove the *cover*.
3. Disconnect the intrusion-switch cable from the system board.



4. Slide the intrusion switch toward the chassis bottom and remove it from the system board.



## Installing The Chassis Intrusion Switch

1. Insert the intrusion switch into the chassis rear and slide it toward the chassis top to secure it.
2. Connect the intrusion-switch cable to the system board.
3. Install the *cover*.
4. Follow the procedures in *After Working Inside Your Computer*.

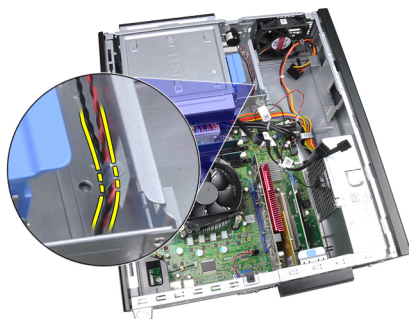
## ลำโพง

### Removing The Speaker

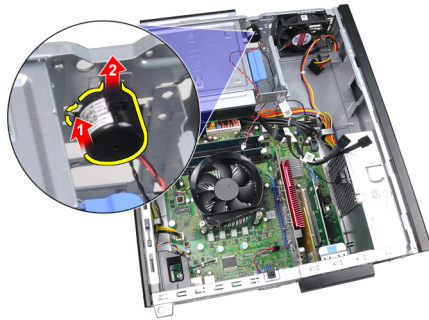
1. Follow the procedures in *Before Working Inside Your Computer*.
2. Remove the *cover*.
3. Disconnect the speaker cable from the system board.



4. Unthread the speaker cable from the chassis clip.



5. Press down the speaker-securing tab and slide the speaker upwards to remove it.




## Installing The Speaker

1. Press the speaker-securing tab and slide the speaker downward to secure it.
2. Thread the speaker cable into the chassis clip.
3. Connect the speaker cable to the system board.
4. Install the *cover*.
5. Follow the procedures in *After Working Inside Your Computer*.

# Heat Sink And Processor

## Removing The Heat Sink and Processor

 **NOTE:** Your system board may not have a heat sink on the chipset, and may look different from the images described here.

1. Follow the procedures in *Before Working Inside Your Computer*.
2. Remove the *cover*.
3. Disconnect the heat-sink assembly cable from the system board.



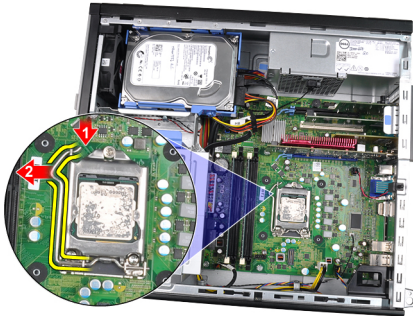
4. Loosen the captive screws in the order: 1, 2, 3 and 4.



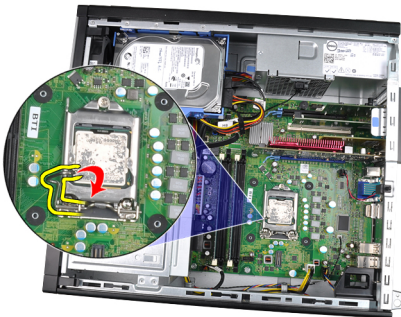
5. Lift the heat sink assembly upwards, and remove it from the computer. Lay the assembly with the fan facing downwards, and with the thermal grease facing upwards.



6. Press the release lever down and then move it outward to release it from the retention hook that secures it.

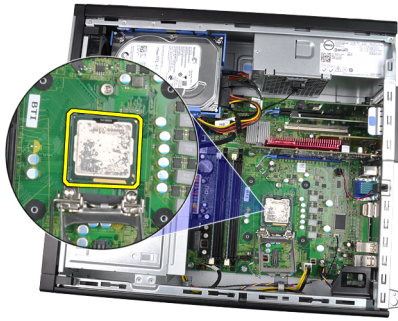


7. Lift the processor cover.



8. Lift the processor to remove it from the socket and place it in an antistatic package.





## Installing The Heat Sink and Processor

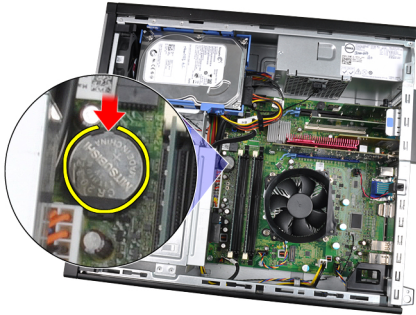
1. Insert the processor into the processor socket. Ensure that the processor is properly seated.
2. Lower the processor cover.
3. Press the release lever down and then move it inward to secure it with the retention hook.
4. Place the heat sink assembly into the chassis.
5. Tighten the captive screws to secure the heat sink assembly to the system board.
6. Connect the heat sink assembly cable to the system board.
7. Install the *cover*.
8. Follow the procedures in *After Working Inside Your Computer*.



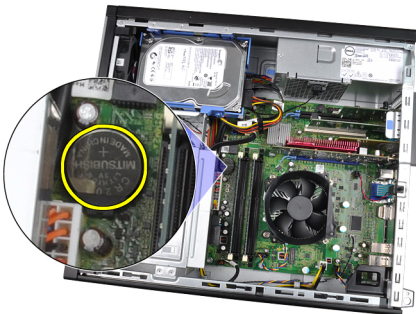
## ถ่านกระดุม

### Removing The Coin-Cell Battery

1. Follow the procedures in *Before Working Inside Your Computer*.
2. Remove the *cover*.
3. Press the coin-cell battery inward to allow the battery to pop up from the socket.



4. Lift the coin-cell battery out of the computer.



## Installing The Coin-Cell Battery

1. Place the coin-cell battery into its slot on the system board.
2. Press the coin-cell battery downwards until it is secured.
3. Install the *cover*.
4. Follow the procedures in *After Working Inside Your Computer*.

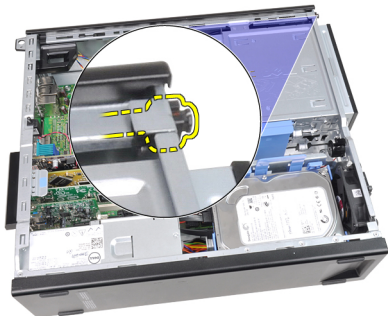
## สายสวิตช์เปิดปิด

### Removing The Power-Switch Cable

1. Follow the procedures in *Before Working Inside Your Computer*.
2. Remove the *cover*.
3. Remove the *front bezel*.
4. Disconnect the power-switch cable from the system board.



5. Pry the power-switch cable free.



6. Slide the power-switch cable out through the front of the computer.



## Installing The Power-Switch Cable

1. Slide the power-switch cable in through the front of the computer.
2. Secure the power-switch cable to the chassis.
3. Connect the power-switch cable to the system board.
4. Install the *front bezel*.
5. Install the *cover*.
6. Follow the procedures in *After Working Inside Your Computer*.

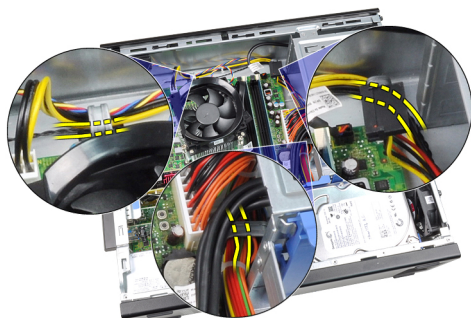
# Front Thermal Sensor

## Removing The Front Thermal Sensor

1. Follow the procedures in *Before Working Inside Your Computer*.
2. Remove the *cover*.
3. Remove the *front bezel*.
4. Disconnect the thermal-sensor cable from the system board.



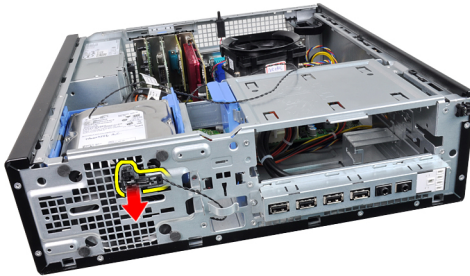
5. Unthread the thermal-sensor cable from the chassis clips.



6. Unthread the thermal-sensor cable from the chassis clip.



7. Pry the thermal sensor away from the chassis front and remove.



## Installing The Front Thermal Sensor

1. Secure the thermal sensor to the chassis front.
2. Thread the thermal-sensor cable into the chassis clips.
3. Connect the thermal-sensor cable to the system board.
4. Install the *front bezel*.
5. Install the *cover*.
6. Follow the procedures in *After Working Inside Your Computer*.



# System Fan

## Removing The System Fan

1. Follow the procedures in *Before Working Inside Your Computer*.
2. Remove the *cover*.
3. Remove the *front bezel*.
4. Disconnect the system-fan cable from the system board.



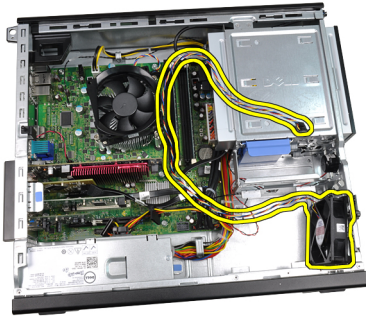
5. Unthread the system-fan cable from the chassis clips.



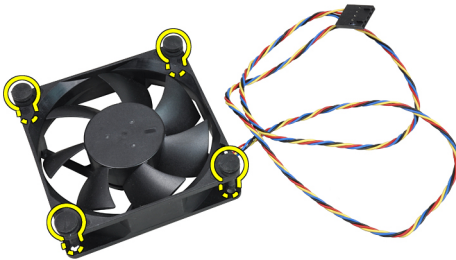
6. Slide the four grommets inward and through the slots in the front of the computer.



7. Lift and remove the system fan out of the computer.



8. Pry up and remove the four grommets from the system fan.



## Installing The System Fan

1. Place the system fan in the chassis.
2. Pass the four grommets through the chassis and slide outwards along the grooves to secure them in place.
3. Thread the system-fan cable into the chassis clips.

4. Connect the system-fan cable to the system board.
5. Install the *front bezel*.
6. Install the *cover*.
7. Follow the procedures in *After Working Inside Your Computer*.



## Removing I/O

### Removing The Input/Output Panel

1. Follow the procedures in *Before Working Inside Your Computer*.
2. Remove the *cover*.
3. Remove the *front bezel*.
4. Disconnect the Input/Output panel or the FlyWire cable from the system board.



5. Remove the screw that secures the Input/Output panel to the chassis.



6. Slide the Input/Output panel towards the right of the system to release from chassis.



7. Remove the Input/Output panel.



## Installing The Input/Output Panel

1. Insert the Input/Output panel into the slot on the chassis front.
2. Slide the Input/Output panel towards the left of the computer to secure to the chassis.
3. Tighten the screw to secure the Input/Output panel to the chassis.
4. Connect the Input/Output panel or the FlyWire cable to the system board.
5. Install the *front bezel*.
6. Install the *cover*.
7. Follow the procedures in *After Working Inside Your Computer*.

## ตัวจ่ายไฟ

### Removing The Power Supply

1. Follow the procedures in *Before Working Inside Your Computer*.
2. Remove the *cover*.
3. Remove the *PSU thermal sensor*.
4. Disconnect the 4-pin power cable from the system board.



5. Unthread the 4-pin power cable from the chassis clips.



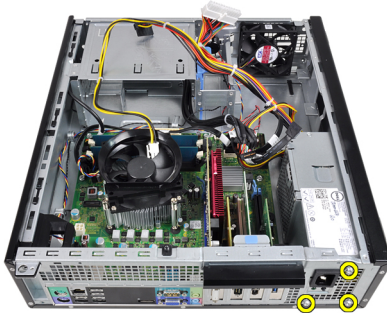
6. Disconnect the 24-pin power cable from the system board.



7. Unthread the 24-pin power cable from the chassis clip.

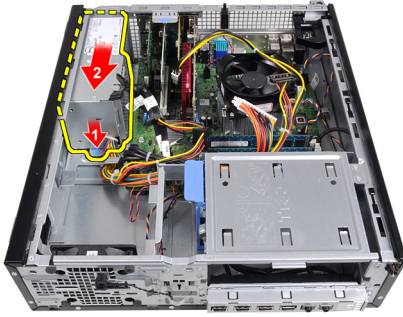


8. Remove the screws that secure the power supply to the back of the computer.



9. Push in on the blue release tab beside the power supply, and slide the power towards the front of the computer.





10. Lift the power supply out of the computer.



## Installing The Power Supply

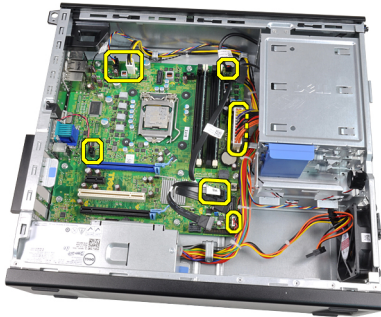
1. Place the power supply in the chassis and slide towards the back of the computer to secure it.
2. Tighten the screws to secure the power supply from the back of the computer.
3. Thread the 24-pin power cable into the chassis clip.
4. Connect the 24-pin power cable to the system board.
5. Thread the 4-pin power cable into the chassis clips.
6. Connect the 4-pin power cable to the system board.
7. Install the *PSU thermal sensor*.
8. Install the *cover*.
9. Follow the procedures in *After Working Inside Your Computer*.



## เมนบอร์ด

### Removing the System Board

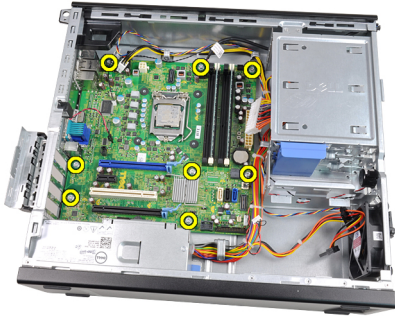
1. Follow the procedures in *Before Working Inside Your Computer*.
2. Remove the *cover*.
3. Remove the *front bezel*.
4. Remove the *hard drive*.
5. Remove the *expansion cards*.
6. Remove the *heat sink*.
7. Disconnect all the cables connected to the system board.



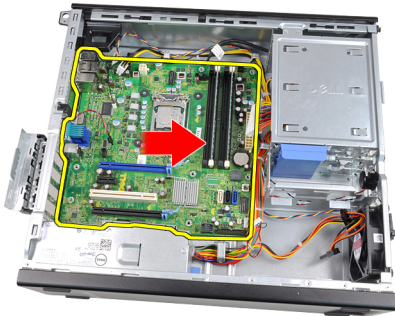
8. Lift and release the expansion-card latch to gain access to the screws securing the system board.



9. Remove the screws that secure the system board to the chassis.



10. Slide the system board towards the front of the computer.



11. Remove the system board from the chassis.



## Installing the System Board

1. Align the system board to the port connectors on the back of the chassis and place the system board in the chassis.
2. Tighten the screws securing the system board to the chassis.
3. Close the expansion-card latch.
4. Connect the cables to the system board.
5. Install the *heat sink*.
6. Install the *expansion card*.
7. Install the *hard drive*.
8. Install the *front bezel*.
9. Install the *cover*.
10. Follow the procedures in *After Working Inside Your Computer*.



# Power Supply Unit (PSU) Thermal Sensor

## Removing The PSU Thermal Sensor

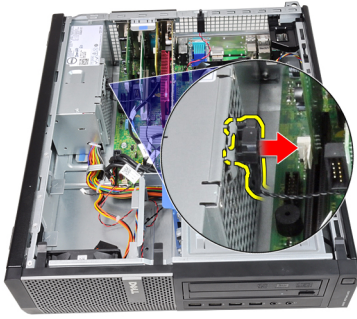
1. Follow the procedures in *Before Working Inside Your Computer*.
2. Remove the *cover*.
3. Disconnect the thermal-sensor cable from the system board.



4. Unthread the thermal-sensor cable from the chassis clip.



5. Pry the thermal sensor away from the power supply and remove from the chassis.



## Installing The PSU Thermal Sensor

1. Secure the thermal sensor to the power supply.
2. Thread the thermal-sensor cable into the chassis clip.
3. Connect the thermal-sensor cable to the system board.
4. Install the *cover*.
5. Follow the procedures in *After Working Inside Your Computer*.



## การตั้งค่าระบบ

### System Setup

This computer offers you the following options:

- Access System Setup by pressing <F2>
- Bring up a one-time boot menu by pressing <F12>

Press <F2> to enter System Setup and make changes to the user-definable settings. If you have trouble entering System Setup using this key, press <F2> when the keyboard LEDs first flash.

### Boot Menu

This feature gives users a quick and convenient mechanism to bypass the System Setup-defined boot device order and boot directly to a specific device (for example: floppy, CD-ROM, or hard drive).


Keystroke	Function
<Ctrl><Alt><F8>	one-time boot and diagnostics utility menu
<F12>	one-time boot and diagnostics utility menu

### Boot Menu Enhancements

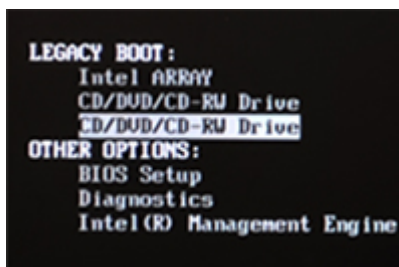
The boot menu enhancements are as follows:

- **Easier access** — Although the <Ctrl><Alt><F8> keystroke still exists and can be used to call up the menu, simply press <F12> during system boot to access the menu.
- **User prompting** — Not only is the menu easy to access, when you are prompted to use the keystroke on the BIOS splash screen (see image below). The keystroke is not "hidden".
- **Diagnostics options** — The boot menu includes two diagnostic options, **IDE Drive Diagnostics** (90/90 Hard Drive Diagnostics) and **Boot to the Utility**

**Partition.** The benefit here is that you do not have to remember the <Ctrl><Alt><D> and <Ctrl><Alt><F10> keystrokes (although they still work).

 **NOTE:** The BIOS features an option to disable either or both of the keystroke prompts under the System Security / Post Hotkeys submenu.

When you enter the <F12> or <Ctrl><Alt><F8> keystroke correctly, the computer beeps. The key sequence invokes the **Boot Device Menu**.



Since the one-time boot menu only affects the current boot, it has the added benefit of not requiring the technician to restore the customer's boot order after completing troubleshooting.

## Timing Key Sequences

The keyboard is not the first device initialized by Setup. As a result, if you press a keystroke too early, you lock out the keyboard. When this happens, a keyboard error message appears on the monitor, and you cannot restart the system with the <Ctrl><Alt><Del> keys.

To avoid this scenario, wait until the keyboard is initialized before pressing the keystroke. There are two ways to know that this has happened:

- The keyboard lights flash.
- The "F2=Setup" prompt appears in the top right-hand corner of the screen during boot.

The second method is good if the monitor is already warmed up. If it is not, the system often passes the window of opportunity before the video signal is visible. If this is the case, rely on the first method—the keyboard lights—to know the keyboard is initialized.

# Beep Codes and Text Error Messages

The OptiPlex BIOS is capable of displaying error messages in plain English, along with beep codes. If the BIOS determine the previous boot was unsuccessful, it displays an error message similar to the following:

Previous attempts at booting the system have failed at checkpoint \_\_\_\_\_. For help resolving this problem, please note this checkpoint and contact Dell Technical Support.

## Navigation

The computer setup can be navigated by either the keyboard or the mouse. Use the following keystrokes to navigate the BIOS screens:

Action	Keystroke
Expand and collapse field	<Enter>, left- or right-arrow key, or +/-
Expand or collapse all fields	< >
Exit BIOS	<Esc> — Remain in Setup, Save/Exit, Discard/Exit
Change a setting	Left or right-arrow key
Select field to change	<Enter>
Cancel modification	<Esc>
Reset defaults	<Alt><F> or <b>Load Defaults</b> menu option

## System Setup Options



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

### General

System Information Displays the following information:

- System Information: Displays **BIOS Version, Service Tag, Asset Tag, Ownership Date, Manufacture Date**, and the **Express Service Code**.
- Memory Information: Displays **Memory Installed, Memory Available, Memory Speed, Memory Channels Mode**,

## General

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### **Memory Technology, DIMM 1 Size, DIMM 2 Size, DIMM 3 Size, and DIMM 4 Size.**

- Processor Information: Displays **Processor Type, Core Count, Processor ID, Current Clock Speed, Minimum Clock Speed, Maximum Clock Speed, Processor L2 Cache, Processor L3 Cache, HT Capable, and 64-Bit Technology.**
- PCI Information: Displays **SLOT1, SLOT2, SLOT3, SLOT4**
- Device Information: Displays **SATA-0, SATA-1, SATA-2, SATA-3, and LOM MAC Address.**

**Boot Sequence** Allows you to specify the order in which the computer attempts to find an operating system from the devices specified in this list.

- USB Storage Device
- CD/DVD/CD-RW Drive
- Onboard NIC

**Date/Time** Allows you to set the date and time settings. Changes to the system date and time take effect immediately.

## System Configuration

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**Integrated NIC** Allows you to enable or disable the integrated network card. You can set the integrated NIC to:

- Disabled
- Enabled (default)
- Enabled w/PXE
- Enabled w/ImageServer



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

**Serial Port** Allows you to set the serial port settings. You can set the serial port to:

- Disabled
- Auto
- COM1
- COM2
- COM3

## System Configuration

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- COM4



**NOTE:** The operating system may allocate resources even though the setting is disabled.

**SATA Operation** Allows you to configure the operating mode of the integrated hard drive controller.

- Disabled = The SATA controllers are hidden
- ATA = SATA is configured for ATA mode

**Drives** Allows you to enable or disable the various drives on-board:

- SATA-0
- SATA-1
- SATA-2
- SATA-3

**Smart Reporting** This field controls whether hard drive errors for integrated drives are reported during system startup. This option is disabled by default.

**USB Configuration** Allows you to enable or disable the integrated USB controller for:

- Boot Support
- Rear Dual USB Ports
- Front USB Ports
- Rear Quad USB Ports

**Miscellaneous Devices** Allows you to enable or disable the Wi-Fi Radio.

## Security


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**Administrative Password** Allows you to set restricted access to system setup program. This option is not set by default.

**System Password** Displays the current status of the system's password security feature and allows a new system password to be assigned and verified. This option is not set by default.

## Security

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Internal HDD-0 Password	<p>Displays the current status of the password on the system's internal hard disk drive (HDD).</p> <p>This option is not set by default</p>
Strong Password	<p>This option lets you enable or disable strong passwords for the system.</p>
Password Configuration	<p>Allows you to control the minimum and maximum number of characters allowed for an administrative password and the system password.</p>
Password Bypass	<p>This option lets you bypass the System (Boot) Password and the internal HDD password prompts during a system restart.</p> <ul style="list-style-type: none"><li>• Disabled — Always prompt for the system and internal HDD password when they are set. This option is disabled by default.</li><li>• Reboot Bypass — Bypass the password prompts on Restarts (warm boots).</li></ul> <p> <b>NOTE:</b> The system will always prompt for the system and internal HDD passwords when powered on from the off state (a cold boot). Also, the system will always prompt for passwords on any module bay HDDs that may be present.</p>
Password Changes	<p>This option lets you determine whether changes to the System and Hard Disk passwords are permitted when an administrator password is set. <i>W</i></p> <p><b>Allow Non-Admin Password Changes</b> - This option is enabled by default.</p>
Computrace	<p>This field lets you Activate or Disable the BIOS module interface of the optional Computrace Service from Absolute Software. Enables or disables the optional Computrace service designed for asset management.</p> <ul style="list-style-type: none"><li>• <b>Deactivate</b> - This option is disabled by default.</li><li>• Disable</li><li>• Activate</li></ul>
Chassis Intrusion	<p>Allows you to control the chassis intrusion feature. You can set this option to:</p> <ul style="list-style-type: none"><li>• Enable</li><li>• Disable</li></ul>

## Security

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	<ul style="list-style-type: none"><li>• <b>On-Silent</b> — Enabled by default if chassis intrusion is detected.</li></ul>
CPU XD Support	Allows you to enable or disable the Execute Disable mode of the processor. This option is enabled by default.
OROM Keyboard Access	<p>This option determines whether users are able to enter Option ROM Configuration screens via hotkeys during boot. Specifically, these settings are capable of preventing access to Intel RAID (CTRL+I) or Intel Management Engine BIOS Extension (CTRL+P/F12)</p> <ul style="list-style-type: none"><li>• <b>Enable</b> — User may enter OROM configuration screens via the hotkey.</li><li>• <b>One-Time Enable</b> — User may enter OROM configuration screens via the hotkeys on next boot only. After next boot, the setting will revert to disabled.</li><li>• <b>Disable</b> — User may not enter OROM configuration screens via the hotkey.</li></ul> <p>This option is set to Enable by default.</p>
Admin Setup Lockout	Allows you to enable or disable the option to enter Setup when an Administrative password is set. This option is not set by default.

## Performance

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Multi Core Support	This field specifies whether the process will have one or all cores enabled. This option is enabled by default.
Intel SpeedStep	Allows you to enable or disable the Intel SpeedStep mode of the processor. This option is disabled by default.
C States Control	Allows you to enable or disable additional processor sleep states. This option is disabled by default.
Hyper-Thread Control	Allows you to enable or disable the Hyper-Threading Technology. This option is enabled by default.

## Power Management

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AC Recovery	Determines how the system responds when AC power is re-applied after a power loss. You can set the AC Recovery to:
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## Power Management

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- Power Off
- Power On
- Last State

This option is Power Off by default.

### Auto On Time

Sets time to automatically turn on the computer. Time is kept in standard 12-hour format (hour:minutes:seconds). Change the startup time by typing the values in the time and AM/PM fields.



**NOTE:** This feature does not work if you turn off your computer using the switch on a power strip or surge protector or if **Auto Power is set to disabled**.

### Deep Sleep Control

Allows you to define the controls when Deep Sleep is enabled.

- Disabled
- Enabled in S5 only
- Enabled in S4 and S5

This option is Disabled by default.

### Fan Control Override

Controls the speed of the system fan. This option is disabled by default.



**NOTE:** When enabled, the fan runs at full speed.

### Wake on LAN

This option allows the computer to power up from the off state when triggered by a special LAN signal. This feature only works when the computer is connected to AC power supply.

- **Disabled** - Does not allow the system to power on by special LAN signals when it receives a wake-up signal from the LAN or wireless LAN.
- **LAN Only** - Allows the system to be powered on by special LAN signals.

This option is Disabled by default.

## POST Behavior

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### Numlock LED

Allows you to enable or disable the Numlock feature when your computer starts. This option is enabled by default.



## POST Behavior

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Keyboard Errors	Allows you to enable or disable the keyboard error reporting when the computer starts. This option is enabled by default.
POST Hotkeys	Allows you to specify the function keys to display on the screen when the computer starts. <b>Enable F12 — Boot menu</b> (enabled by default)
Fast Boot	This option can speed up the boot process by bypassing some compatibility steps: <ul style="list-style-type: none"><li>• Minimal — The system boots quickly, unless the BIOS has been updated, memory changed, or the previous POST did not complete.</li><li>• Thorough — The system does not skip any steps in the boot process.</li><li>• Auto — This allows the operating system to control this setting (this works only when the operating system supports Simple Boot Flag).</li></ul> <p>This option is set to <b>Thorough</b> by default.</p>

## Virtualization Support

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Virtualization	This option specifies whether a Virtual Machine Monitor (VMM) can utilize the additional hardware capabilities provided by Intel® Virtualization Technology. <b>Enable Intel Virtualization Technology</b> - This option is disabled by default.
VT for Direct I/O	Enables or disables the Virtual Machine Monitor (VMM) from utilizing the additional hardware capabilities provided by Intel® Virtualization technology for direct I/O. <b>Enable Intel Virtualization Technology for Direct I/O</b> - This option is disabled by default.






## Maintenance

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Service Tag	Displays the Service Tag of your computer.
Asset Tag	Allows you to create a system asset tag if an asset tag is not already set. This option is not set by default.
SERR Messages	Controls the SERR message mechanism. This option is not set by default. Some graphics cards require that the SERR message mechanism be disabled.

## Image Server

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Lookup Method	<p>Specifies how the ImageServer looks up the server address.</p> <ul style="list-style-type: none"><li>• Static IP</li><li>• DNS (enabled by default)</li></ul> <p> <b>NOTE:</b> This field is only relevant when the "Integrated NIC" control in the "System Configuration" group is set to "Enabled with ImageServer".</p>
ImageServer IP	<p>Specifies the primary static IP address of the ImageServer with which the client software communicates. The default IP address is <b>255.255.255.255</b>.</p> <p> <b>NOTE:</b> This field is only relevant when the "Integrated NIC" control in the "System Configuration" group is set to "Enabled with ImageServer" and when "Lookup Method" is set to "Static IP".</p>
ImageServer Port	<p>Specifies the primary IP port of the ImageServer with which the client communicates. The default IP port is <b>06910</b>.</p> <p> <b>NOTE:</b> This field is only relevant when the "Integrated NIC" control in the "System Configuration" group is set to "Enabled with ImageServer".</p>
Client DHCP	<p>Specifies how the client obtains the IP address.</p> <ul style="list-style-type: none"><li>• Static IP</li><li>• DNS (enabled by default)</li></ul> <p> <b>NOTE:</b> This field is only relevant when the "Integrated NIC" control in the "System Configuration" group is set to "Enabled with ImageServer".</p>
Client IP	<p>Specifies the static IP address of the client. The default IP address is <b>255.255.255.255</b>.</p> <p> <b>NOTE:</b> This field is only relevant when the "Integrated NIC" control in the "System Configuration" group is set to "Enabled with ImageServer" and when "Client DHCP" is set to "Static IP".</p>
Client Subnet Mask	<p>Specifies the subnet mask of the client. The default setting is <b>255.255.255.255</b>.</p>

## Image Server

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**NOTE:** This field is only relevant when the "Integrated NIC" control in the "System Configuration" group is set to "Enabled with ImageServer" and when "Client DHCP" is set to "Static IP".

Client Gateway

Specifies the gateway IP address for the client. The default setting is **255.255.255.255**.



**NOTE:** This field is only relevant when the "Integrated NIC" control in the "System Configuration" group is set to "Enabled with ImageServer" and when "Client DHCP" is set to "Static IP".

License Status

Displays the current license status.

## System Logs

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BIOS Events


Displays the system event log and allows you to:

- Clear Log
- Mark all Entries




## การแก้ไขปัญหา

### Diagnostic LEDs

 **NOTE:** The diagnostic LEDs only serve as an indicator of the progress through the Power-on Self-Test (POST) process. These LEDs do not indicate the problem that caused the POST routine to stop.

The diagnostic LEDs are located on the front of the chassis next to the power button. These diagnostic LEDs are only active and visible during the POST process. Once the operating system starts to load, they turn off and are no longer visible.

The system now includes pre-POST and POST LEDs in an attempt to help identifying a possible problem with the system easier and more accurate.

 **NOTE:** The diagnostic lights will blink when the power button is amber or off, and will not blink when it is blue. This has no other significance.

### Diagnostic Light Patterns

LED



Power Button



**Problem**

The computer is either turned off or is not receiving power.

**Description**

**Troubleshooting Steps**

- Re-seat the power cable in the power connector at the back of the computer and the electrical outlet.
- Bypass power strips, power extension cables, and other power protection devices to verify that the computer turns on properly.

- Ensure that any power strips being used are plugged into an electrical outlet and are turned on.
- Ensure that the electrical outlet is working by testing it with another device, such as a lamp.
- Ensure that the main power cable and front panel cable are securely connected to the system board.

**LED**



**Power Button**



**Problem Description** A possible system board failure has occurred.

**Troubleshooting Steps** Unplug the computer. Allow one minute for the power to drain. Plug the computer into a working electrical outlet and press the power button.

**LED**



**Power Button**



**Problem Description** A possible system board, power supply, or peripheral failure has occurred.

**Troubleshooting Steps**

- Power off computer, leaving the computer plugged in. Press and hold the power supply test button at the rear of the power supply unit. If the LED next to the switch illuminates, the problem may be with your system board.
- If the LED next to the switch does not illuminate, disconnect all internal and external peripherals, and press and hold the power supply test button. If it illuminates, there could be a problem with a peripheral.
- If the LED still does not illuminate, remove the PSU connections from the system board, then press and hold the power supply button. If it illuminates, there could be a problem with the system board.

- If the LED still does not illuminate, the problem is with the power supply.

**LED**



**Power Button**



**Problem Description**

Memory modules are detected, but a memory power failure has occurred.

**Troubleshooting Steps**

- If two or more memory modules are installed, remove the modules, then re-install one module and re-start the computer. If the computer starts normally, continue to install additional memory modules (one at a time) until you have identified a faulty module or reinstalled all modules without error. If only one memory module is installed, try moving it to a different DIMM connector and re-start the computer.
- If available, install verified working memory of the same type into your computer.

**LED**



**Power Button**



**Problem Description**

BIOS may be corrupt or missing.

**Troubleshooting Steps**

The computer hardware is operating normally but the BIOS may be corrupt or missing.

**LED**



**Power Button**



**Problem Description** A possible system board failure has occurred.

**Troubleshooting Steps** Remove all peripheral cards from the PCI and PCI-E slots and re-start the computer. If the computer boots, add the peripheral cards back one by one until you find the bad one.

**LED**



**Power Button**



**Problem Description** Power connector not installed properly.

**Troubleshooting Steps** Re-seat the 2x2 power connector from the power supply unit.

**LED**



**Power Button**



**Problem Description** Possible peripheral card or system board failure has occurred.

**Troubleshooting Steps** Remove all peripheral cards from the PCI and PCI-E slots and re-start the computer. If the computer boots, add the peripheral cards back one by one until you find the bad one.

**LED**



**Power Button**



**Problem Description** A possible system board failure has occurred.

**Troubleshooting Steps**

- Disconnect all internal and external peripherals, and re-start the computer. If the computer boots, add the peripheral cards back one by one until you find the bad one.



- If the problem persists, the system board is faulty.

**LED**



**Power Button**



**Problem Description** A possible coin cell battery failure has occurred.

**Troubleshooting Steps** Remove the coin cell battery for one minute, reinstall the battery, and restart.

**LED**



**Power Button**



**Problem Description** A possible processor failure has occurred.

**Troubleshooting Steps** Re-seat the processor.

**LED**



**Power Button**



**Problem Description** Memory modules are detected, but a memory failure has occurred.

**Troubleshooting Steps**

- If two or more memory modules are installed, remove the modules, then re-install one module and re-start the computer. If the computer starts normally, continue to install additional memory modules (one at a time) until you have identified a faulty module or reinstalled all modules without error.

- If available, install working memory of the same type into your computer.

**LED**



**Power Button**



**Problem Description**

A possible hard drive failure has occurred.

**Troubleshooting Steps**

Re-seat all power and data cables.

**LED**



**Power Button**



**Problem Description**

A possible USB failure has occurred.

**Troubleshooting Steps**

Re-install all USB devices and check all cable connections.

**LED**



**Power Button**



**Problem Description**

No memory modules are detected.

**Troubleshooting Steps**

- If two or more memory modules are installed, remove the modules, then reinstall one module and restart the computer. If the computer starts normally, continue to install additional memory modules (one at a time) until you have identified a faulty module or reinstalled all modules without error.
- If available, install working memory of the same type into your computer.

LED



Power Button



**Problem Description** Memory modules are detected, but a memory configuration or compatibility error has occurred.

**Troubleshooting Steps**

- Ensure that no special requirements for memory module/connector placement exist.
- Ensure that the memory you are using is supported by your computer.

LED



Power Button



**Problem Description** A possible expansion card failure has occurred.

**Troubleshooting Steps**

- Determine if a conflict exists by removing an expansion card (not a graphics card) and restarting the computer.
- If the problem persists, reinstall the card you removed, then remove a different card and restart the computer.
- Repeat this process for each expansion card installed. If the computer starts normally, troubleshoot the last card removed from the computer for resource conflicts.

LED



Power Button



**Problem Description** A possible system board resource and/or hardware failure has occurred.

**Troubleshooting Steps**

- Clear CMOS.
- Disconnect all internal and external peripherals, and restart the computer. If the computer boots, add the peripheral cards back one by one until you find the bad one.
- If the problem persists, the system board / system board component is faulty.

**LED**



**Power Button**



**Problem Description** Some other failure has occurred.

**Troubleshooting Steps**

- Ensure that the display/monitor is plugged into a discrete graphic card.
- Ensure that all hard drives and optical drive cables are properly connected to the system board.
- If there is an error message on the screen identifying a problem with a device ( hard drive), check the device to make sure it is functioning properly.
- If the operating system is attempting to boot from a device (optical drive), check system setup to ensure the boot sequence is correct for the devices installed on your computer.

## Beep Codes

The computer can emit a series of beeps during start-up if the display cannot show errors or problems. These series of beeps, called beep codes, identify various problems. The delay between each beep is 300 ms, the delay between each set of beeps is 3 sec, and the beep sound lasts 300 ms. After each beep and each set of beeps, the BIOS should detect if the user presses the power button. If so, BIOS will jump out from looping and execute the normal shutdown process and power system.

<b>Code</b>	1-1-2
<b>Cause</b>	Microprocessor register failure
<b>Code</b>	1-1-3
<b>Cause</b>	NVRAM
<b>Code</b>	1-1-4
<b>Cause</b>	ROM BIOS checksum failure
<b>Code</b>	1-2-1
<b>Cause</b>	Programmable interval timer
<b>Code</b>	1-2-2
<b>Cause</b>	DMA initialization failure
<b>Code</b>	1-2-3
<b>Cause</b>	DMA page register read/write failure
<b>Code</b>	1-3-1 through 2-4-4
<b>Cause</b>	DIMMs not being properly identified or used
<b>Code</b>	3-1-1
<b>Cause</b>	Slave DMA register failure
<b>Code</b>	3-1-2
<b>Cause</b>	Master DMA register failure
<b>Code</b>	3-1-3
<b>Cause</b>	Master interrupt mask register failure
<b>Code</b>	3-1-4
<b>Cause</b>	Slave interrupt mask register failure
<b>Code</b>	3-2-2
<b>Cause</b>	Interrupt vector loading failure

<b>Code</b>	3-2-4
<b>Cause</b>	Keyboard Controller Test failure
<b>Code</b>	3-3-1
<b>Cause</b>	NVRAM power loss
<b>Code</b>	3-3-2
<b>Cause</b>	NVRAM configuration
<b>Code</b>	3-3-4
<b>Cause</b>	Video Memory Test failure
<b>Code</b>	3-4-1
<b>Cause</b>	Screen initialization failure
<b>Code</b>	3-4-2
<b>Cause</b>	Screen retrace failure
<b>Code</b>	3-4-3
<b>Cause</b>	Search for video ROM failure
<b>Code</b>	4-2-1
<b>Cause</b>	No time tick
<b>Code</b>	4-2-2
<b>Cause</b>	Shutdown failure
<b>Code</b>	4-2-3
<b>Cause</b>	Gate A20 failure
<b>Code</b>	4-2-4
<b>Cause</b>	Unexpected interrupt in protected mode
<b>Code</b>	4-3-1
<b>Cause</b>	Memory failure above address 0FFFFh

<b>Code</b>	4-3-3
<b>Cause</b>	Timer-chip counter 2 failure
<b>Code</b>	4-3-4
<b>Cause</b>	Time-of-day clock stopped
<b>Code</b>	4-4-1
<b>Cause</b>	Serial or parallel port test failure
<b>Code</b>	4-4-2
<b>Cause</b>	Failure to decompress code to shadowed memory
<b>Code</b>	4-4-3
<b>Cause</b>	Math coprocessor test failure
<b>Code</b>	4-4-4
<b>Cause</b>	Cache test failure

## Error Messages

### Address mark not found

**Description** The BIOS found a faulty disk sector or could not find a particular disk sector.

**Alert! Previous attempts at booting this system have failed at checkpoint [nnnn]. For help in resolving this problem, please note this checkpoint and contact Dell Technical Support.**

**Description** The computer failed to complete the boot routine three consecutive times for the same error. Contact Dell and report the checkpoint code (nnnn) to the support technician

## **Alert! Security override Jumper is installed.**

**Description** The MFG\_MODE jumper has been set and AMT Management features are disabled until it is removed.

## **Attachment failed to respond**

**Description** The floppy or hard drive controller cannot send data to the associated drive.

## **Bad command or file name**

**Description** Ensure that you have spelled the command correctly, put spaces in the proper place, and used the correct pathname.

## **Bad error-correction code (ECC) on disk read**

**Description** The floppy or hard drive controller detected an uncorrectable read error.

## **Controller has failed**

**Description** The hard drive or the associated controller is defective.

## **Data error**

**Description** The floppy or hard drive cannot read the data. For the Windows operating system, run the chkdsk utility to check the file structure of the floppy or hard drive. For any other operating system, run the appropriate corresponding utility.



## Decreasing available memory

**Description** One or more memory modules may be faulty or improperly seated. Reinstall the memory modules and, if necessary, replace them.

## Diskette drive 0 seek failure

**Description** A cable may be loose or the computer configuration information may not match the hardware configuration.

## Diskette read failure

**Description** The floppy disk may be defective or a cable may be loose. If the drive access light turns on, try a different disk.

## Diskette subsystem reset failed

**Description** The floppy drive controller may be faulty.

## Gate A20 failure

**Description** One or more memory modules may be faulty or improperly seated. Reinstall the memory modules and, if necessary, replace them.

## General failure

**Description** The operating system is unable to carry out the command. This message is usually followed by specific information—for example, **Printer out of paper**. Take the appropriate action to resolve the problem.

## Hard-disk drive configuration error

**Description** The hard drive failed initialization.

## Hard-disk drive controller failure

**Description** The hard drive failed initialization.

## Hard-disk drive failure

**Description** The hard drive failed initialization.

## Hard-disk drive read failure

**Description** The hard drive failed initialization.

## Invalid configuration information-please run SETUP program

**Description** The computer configuration information does not match the hardware configuration.

## Invalid Memory configuration, please populate DIMM1

**Description** DIMM1 slot does not recognize a memory module. The module should be re-seated or installed.

## Keyboard failure

**Description** A cable or connector may be loose, or the keyboard or keyboard/mouse controller may be faulty.

## Memory address line failure at address, read value expecting value

**Description** A memory module may be faulty or improperly seated. Reinstall the memory modules and, if necessary, replace them.

## Memory allocation error

**Description** The software you are attempting to run is conflicting with the operating system, another program, or a utility.

## Memory data line failure at address, read value expecting value

**Description** A memory module may be faulty or improperly seated. Reinstall the memory modules and, if necessary, replace them.

## Memory double word logic failure at address, read value expecting value

**Description** A memory module may be faulty or improperly seated. Reinstall the memory modules and, if necessary, replace them.

## Memory odd/even logic failure at address, read value expecting value

**Description** A memory module may be faulty or improperly seated. Reinstall the memory modules and, if necessary, replace them.

## Memory write/read failure at address, read value expecting value

**Description** A memory module may be faulty or improperly seated. Reinstall the memory modules and, if necessary, replace them.

## Memory size in CMOS invalid

**Description** The amount of memory recorded in the computer configuration information does not match the memory installed in the computer.

## Memory tests terminated by keystroke

**Description** A keystroke interrupted the memory test.

## No boot device available

**Description** The computer cannot find the floppy disk or hard drive.

## No boot sector on hard-disk drive

**Description** The computer configuration information in System Setup may be incorrect.

## No timer tick interrupt

**Description** A chip on the system board might be malfunctioning.

## Non-system disk or disk error

**Description** The floppy disk in drive A does not have a bootable operating system installed on it. Either replace the floppy disk with one that has a bootable operating system, or remove the floppy disk from drive A and restart the computer.

## Not a boot diskette

**Description** The operating system is trying to boot to a floppy disk that does not have a bootable operating system installed on it. Insert a bootable floppy disk.

## Plug and play configuration error

**Description** The computer encountered a problem while trying to configure one or more cards.

## Read fault

**Description** The operating system cannot read from the floppy or hard drive, the computer could not find a particular sector on the disk, or the requested sector is defective.

## Requested sector not found

**Description** The operating system cannot read from the floppy or hard drive, the computer could not find a particular sector on the disk, or the requested sector is defective.

## Reset failed

**Description** The disk re-set operation failed.

## Sector not found

**Description** The operating system cannot locate a sector on the floppy or hard drive.

## Seek error

**Description** The operating system cannot find a specific track on the floppy disk or hard drive.

## Shutdown failure

**Description** A chip on the system board might be malfunctioning.

## Time-of-day clock stopped

**Description** The battery might be dead.

## Time-of-day not set-please run the System Setup program

**Description** The time or date stored in System Setup does not match the computer clock.

## Timer chip counter 2 failed

**Description** A chip on the system board may be malfunctioning.

## Unexpected interrupt in protected mode

**Description** The keyboard controller may be malfunctioning or a memory module may be loose.

**WARNING: Dell's Disk Monitoring System has detected that drive [0/1] on the [primary/secondary] EIDE controller is operating outside of normal specifications. It is advisable to immediately back up your data and replace your hard drive by calling your support desk or Dell.**

**Description** During initial startup, the drive detected possible error conditions. When your computer finishes booting, immediately back up your data and replace your hard drive (for installation procedures, see "Adding and Removing Parts" for your computer type). If no replacement drive is immediately available and the drive is not the only bootable drive, enter System Setup and change the appropriate drive setting to **None**. Then remove the drive from the computer.

## Write fault

**Description** The operating system cannot write to the floppy or hard drive.

## **Write fault on selected drive**

**Description** The operating system cannot write to the floppy or hard drive.

## **X:\ is not accessible. The device is not ready**

**Description** The floppy drive cannot read the disk. Insert a floppy disk into the drive and try again.






## รายละเอียดทางเทคนิค

### Specification



**NOTE:** Offerings may vary by region. For more information regarding the configuration of your computer, click Start  (or Start in Windows XP) Help and Support, and then select the option to view information about your computer.

#### System Information

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System Chipset	Intel H61 Express Chipset
DMA Channels	two 82C37 DMA controllers with seven independently programmable channels
Interrupt Levels	Integrated I/O APIC capability with 24 interrupts
BIOS Chip (NVRAM)	32 MB (4 MB)

#### Processor

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Processor type	<ul style="list-style-type: none"> <li>Intel Core i3 series</li> <li>Intel Core i5 series</li> </ul>
Total Cache	up to 8 MB cache depending on processor type

#### Memory

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Type	DDR3
Speed	1333 MHz
Connectors	two DIMM slots
Capacity	1 GB, 2 GB, and 4 GB

## Memory

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Minimum Memory 1 GB

Maximum memory 8 GB

## Video

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Video type:

Integrated Intel HD graphics 2000

Discrete

- AMD Radeon HD 6350
- AMD Radeon HD 6450

Video memory:

Integrated up to 1.7 GB shared video memory  
(Microsoft Windows Vista and  
Windows 7)

Discrete up to 1 GB

## Audio

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Integrated integrated Conexant CX20641 HD-audio  
codec

## Network

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Integrated integrated Realtek RTL8111E Ethernet  
capable of 10/100/1000 Mb/s  
communication

## Expansion Bus

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Bus Type PCI Express 2.0, SATA 2.0, and, USB 2.0

Bus Speed:

PCI Express:

- x1-slot bidirectional speed – 1 GB/s
- x16-slot bidirectional speed – 16 GB/s

SATA: 1.5 Gbps, and 3.0 Gbps

## Cards

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### PCI Express x1

Mini-Tower	up to three full-height cards
Desktop	up to three low-profile cards
Small Form Factor	up to one low-profile cards

### PCI-Express x16

Mini-Tower	up to one full-height cards
Desktop	up to one low-profile cards
Small Form Factor	up to one low-profile cards

## Drives

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### Externally Accessible (5.25-inch drive bays)

Mini-Tower	two
Desktop	one
Small Form Factor	one slim optical drive bay

### Internally Accessible:

#### 3.5-inch SATA drive bays

Mini-Tower	two
Desktop	one
Small Form Factor	one

## External Connectors

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### Audio:

#### Back Panel

Mini-Tower/Desktop	three connectors once each for line-out, line-in, and microphone
Small Form Factor	two connectors for line-out and line-in/microphone


#### Front Panel

two connectors for microphone and headphone

## External Connectors

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Network Adapter	one RJ45 connector
USB 2.0	Front Panel: 2 Back Panel: 6
Video	15-pin VGA connector, 19-pin HDMI connector

 **NOTE:** Available video connectors may vary based on the graphics card selected.

## System Board Connectors

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PCI Express x1 data width (maximum) — one PCI Express lane	
Mini-Tower, Desktop	three 36-pin connector
Small Form Factor	one 36-pin connector
PCI Express x16 data width (maximum) — 16 PCI Express lanes	
Mini-Tower, Desktop, Small Form Factor	one 164-pin connector
Serial ATA	
Mini-Tower, Desktop	four 7-pin connectors
Small Form Factor	two 7-pin connectors
PS2/COM connector	one 24-pin connectors
Memory	two 240-pin connectors
System Fan	
Mini-Tower, Desktop	two 3-pin connector
Small Form Factor	one 5-pin connector
Front panel control	one 16-pin, two 10-pin, and one 5-pin connector

## System Board Connectors

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Processor	one 1155-pin connector
Processor Fan	
Mini-Tower, Desktop	one 4-pin connector
Small Form Factor	one 5-pin connector
Password clear jumper	one 3-pin connector
RTC reset jumper	one 3-pin connector
Internal speaker	one 5-pin connector
Intruder connector	one 3-pin connector
Power connector	one 24-pin and one 4-pin connector

## Controls and Lights

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Front of the computer:

Power button light

Blue light — Solid blue light indicates power-on state; blinking blue light indicates sleep state of the computer.

Amber light — Solid amber light when the computer does not start indicates a problem with the system board or power supply. Blinking amber light indicates a problem with the system board.

Drive activity light

Blue light — Blinking blue light indicates that the computer is reading data from or writing data to the hard drive.

Diagnostic lights

Four lights located on the front panel of the computer. For more information on the diagnostic lights, see the Service Manual at [support.dell.com/manuals](http://support.dell.com/manuals).

Back of the computer:

## Controls and Lights

Power supply diagnostic light

Green light — The power supply is turned on and is functional. The power cable must be connected to the power connector (at the back of the computer) and the electrical outlet.



**NOTE:** You can test the health of the power system by pressing the test button. When the system power supply voltage is within specification, the self-test LED lights up. If the LED does not light up, the power supply may be defective. AC power must be connected during this test.

Power	Wattage	Maximum Heat Dissipation	Voltage
Mini-Tower	265 W	1390 BTU/hr	100 VAC to 240 VAC, 50 Hz to 60 Hz, 5.0 A
Desktop	250 W	1312 BTU/hr	100 VAC to 240 VAC, 50 Hz to 60 Hz, 4.4 A
Small Form Factor	240 W	1259 BTU/hr	100 VAC to 240 VAC, 50 Hz to 60 Hz, 3.6 A;
Coin-cell battery	3 V CR2032 lithium coin cell		



**NOTE:** Heat dissipation is calculated by using the power supply wattage rating.

Physical	Height	Width	Depth	Weight
Mini-Tower	36.00 cm (14.17 inches)	17.50 cm (6.89 inches)	41.70 cm (16.42 inches)	8.87 kg (19.55 lb)
Desktop	36.00 cm (14.17 inches)	10.20 cm (4.01 inches)	41.00 cm (16.14 inches)	7.56 kg (16.67 lb)

<b>Physical</b>	<b>Height</b>	<b>Width</b>	<b>Depth</b>	<b>Weight</b>
Small Form Factor	29.00 cm (11.42 inches)	9.26 cm (3.65 inches)	31.20 cm (12.28 inches)	5.70 kg (12.57 lb)

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### **Environmental**

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Temperature range:

Operating	10 °C to 35 °C (50 °F to 95 °F)
Storage	-40 °C to 65 °C (-40 °F to 149 °F)

Relative humidity (maximum):

Operating	20% to 80% (non-condensing)
Storage	5% to 95% (non-condensing)

Maximum vibration:

Operating	0.26 GRMS
Storage	2.2 GRMS

Maximum shock:

Operating	40 G
Storage	105 G





# การติดต่อกับ Dell

## การติดต่อกับ Dell



**หมายเหตุ:** หากไม่สามารถเชื่อมต่ออินเทอร์เน็ต สามารถค้นหาข้อมูลติดต่อได้จากใบแจ้งหนี้ ใบกำกับสินค้า บิล หรือแคตตาล็อกสินค้าของ Dell

Dell มีบริการความช่วยเหลือผ่านระบบออนไลน์และทางโทรศัพท์ การจัดการบริการจะขึ้นอยู่กับประเทศและประเภทผลิตภัณฑ์ บริการบางตัวอาจไม่มีในพื้นที่ของคุณ การติดต่อฝ่ายขายของ Dell ฝ่ายบริการทางเทคนิคหรือฝ่ายบริการลูกค้าเพื่อแจ้งปัญหา:

1. กรุณาเข้าไปที่เว็บไซต์ **support.dell.com**
2. เลือกประเภทบริการที่เกี่ยวข้อง
3. หากคุณไม่ใช่ลูกค้าในสหรัฐฯ ให้เลือกรหัสประเทศจากด้านล่าง หรือเลือก **All** เพื่อดูตัวเลือกเพิ่มเติม
4. เลือกลิงค์ของบริการหรือความช่วยเหลือที่ตรงกับความต้องการของคุณ