




# Dell™ OptiPlex™ 745c User's Guide

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## Notes, Notices, and Cautions

-  **NOTE:** A NOTE indicates important information that helps you make better use of your computer.
-  **NOTICE:** A NOTICE indicates either potential damage to hardware or loss of data and tells you how to avoid the problem.
-  **CAUTION:** A CAUTION indicates a potential for property damage, personal injury, or death.

If you purchased a Dell™ n Series computer, any references in this document to Microsoft® Windows® operating systems are not applicable.

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## Advanced Features

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## LegacySelect Technology Control


LegacySelect technology control offers legacy-full, legacy-reduced, or legacy-free solutions based on common platforms, hard-drive images, and help desk procedures. Control is provided to the administrator through system setup, Dell OpenManage™ IT Assistant, or Dell custom-factory integration.

LegacySelect allows administrators to electronically activate or deactivate connectors and media devices that include serial and USB connectors, a parallel connector, a floppy drive, PCI slots, and a PS/2 mouse. Connectors and media devices that are deactivated make resources available. You must restart the computer to effect the changes.

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## Manageability

### Dell OpenManage™ Applications

 **NOTE:** Either Dell OpenManage™ applications or Dell™ Client Manager (DCM) is available for your computer to help meet your system management needs. See [Dell Client Manager \(DCM\)](#) for information about DCM.

You can manage your system via IT Assistant, or Dell OpenManage Client Instrumentation (OMCI).

IT Assistant configures, manages, and monitors computers and other devices on a corporate network. IT Assistant manages assets, configurations, events (alerts), and security for computers equipped with industry-standard management software. It supports instrumentation that conforms to CIM industry standards.


For information on IT Assistant, see the *Dell OpenManage IT Assistant User's Guide* available on the Dell Support website at [support.dell.com](http://support.dell.com).

Dell OpenManage Client Instrumentation is a software that enables CIM aware, remote management programs such as IT Assistant to do the following:

- 1 Access information about your computer, such as how many processors it has and what operating system it is running.
- 1 Monitor the status of your computer, such as listening for thermal alerts from temperature probes or hard-drive failure alerts from storage devices.

A system that has Dell OpenManage Client Instrumentation set up on a network that uses IT Assistant is a managed system. For information about Dell OpenManage Client Instrumentation, see the *Dell OpenManage Client Instrumentation User's Guide* available on the Dell Support website at [support.dell.com](http://support.dell.com).

### Dell Client Manager (DCM)

 **NOTE:** Either Dell™ Client Manager (DCM) or Dell OpenManage™ applications are available for your computer to help meet your system management needs. See [Dell OpenManage™ Applications](#) for information about Dell OpenManage products.

### Dell Client Manager (DCM) Console

The Dell Client Manager (DCM) console allows you to configure, manage, and monitor Dell computers on a corporate network via a simple GUI interface. Through the DCM console you can manage assets, configurations, events (alerts), status, and security for computers equipped with industry-standard management software. For information about standards supported by DCM, see [www.dell.com/openmanage](http://www.dell.com/openmanage).

For information about the DCM console, see [www.dell.com](http://www.dell.com).


The DCM console also allows you to:

- 1 Access information about your computer, such as how many processors it has and what operating system it is running.
- 1 Monitor the status of your computer, such as listening for thermal alerts from temperature probes or hard-drive failure alerts from storage devices.
- 1 Change the state of your computer by updating its BIOS, configuring BIOS settings, or shutting it down remotely.

With Dell Client Manager installed on a console and its client software installed on client computers, you have a managed system. For information about DCM, see the Dell website at [www.dell.com/openmanage](http://www.dell.com/openmanage).

## Active Management Technology

Intel Active Management Technology (iAMT), part of Intel's vPro Technology, is intended to deliver more secure systems management capabilities that reduce IT costs, allows better discovery, healing, and protection of networked computing assets. With iAMT, PCs can be managed whether the system is on, off, or the operating system is hung.

 **NOTE:** iAMT can be configured using Dell Client Manager™ (DCM) 2.1. For complete information on how to configure iAMT, see the Dell Client Manager 2.1 documentation on [www.dell.com/openmanage](http://www.dell.com/openmanage). For more information about Dell's iAMT implementation, see the AMT Administrator's Guide available on the Dell Support website at [support.dell.com](http://support.dell.com).

Key benefits of iAMT are:


- 1 Reduced desk-side visits
- 1 Automation of more management functionality through enablement of systems management console software
- 1 Improved security

## iAMT Features

### Basic Functionality

- 1 Ability to discover, track, and inventory assets in the presence or absence of the operating systems. The system must have the power cord connected and must be connected to the network.
- 1 Ability to power on and power off the system remotely whatever the state of the operating system.

### Advanced Functionality

 **NOTE:** Additional management software is required for the following features.

- 1 Ability to do remote issues remediation (1-to-1) via text-based console redirection (Serial-over-LAN) and IDE redirection.
- 1 Hardened security via agent presence (enables detection of removed agents) and network access control (Circuit breaker) and software version control

Your system aids in troubleshooting iAMT by providing the following iAMT related error messages:

Error Message	Description
AMT mode: Set manageability mode to AMT or none	ASF mode is enabled instead of AMT. Set manageability mode to AMT or none in the MEBx setup.
MFG_MODE jumper: The security override jumper is installed	Do not populate the MFG_MODE jumper. AMT will not function properly. Only manufacturing uses this jumper.
MEMORY: Unsupported memory configuration. Populate DIMM1.	Unable to launch ME. AMT functionality is broken when DIMM1 is not populated.

## Out of Band Management

Out of Band term refers to the ability to manage the system in the absence of an operating system or with the operating system in an unusable state, or with the system powered off. The only requirement for managing such a system is the AMT capability as well as power and a network cord plugged in.

 **NOTE:** Power is supplied to the DIMMs even when the system is turned off.


## Accessing iAMT setup

Intel's Management Engine BIOS Extension (MEBx) interface controls the OptiPlex 745c iAMT features and setup options. MEBx is used to:

- 1 Turn on or off iAMT
- 1 Set iAMT modes

1. Set iAMT configuration modes

To view the MEBx setup screen, press <Ctrl-P> during system post or system boot. Your default MEBx password is **admin**.

 **NOTE:** To make configuration setting changes, the default MEBx password must be changed.

## Turning off iAMT

iAMT is enabled in the Management Engine (ME) firmware by default. However, you may choose to turn off the iAMT feature.

To turn off iAMT:


1. Press <Ctrl-P> to enter the MEBx setup and enter your password.
2. Select **Intel® ME Configuration** → **Intel ME Features Control** → **Manageability Feature Selection**
3. Select **None**.
4. Select **Return to Previous Menu** twice.

Changes are applied and the system reboots.

## USB Provisioning

iAMT can be provisioned using a USB key and Dell Client Manager. The USB key must:

1. Be formatted using the FAT16 file system with no system files
1. Contain only the **setup.bin** file

 **NOTE:** The key should not be bootable.


To provision AMT using a USB key, plug the USB key into a USB port prior to boot. During POST, the BIOS displays a message stating that the system is being provisioned.


## Unsupported AMT Features

Your system does not support all Intel iAMT chipset features.

The features not supported are:

1. Remote Firmware Update
1. Alert Standard Format (ASF)
1. Wake from ME

 **NOTE:** Idle Timeout must always be set to 0x0.


 **NOTE:** You can select the Remote Firmware Update option and the Enable ASF option. But, these options are not functional.

You can update your ME firmware using the updates available at <http://support.dell.com>.

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## Physical Security

### Chassis Intrusion Detection

 **NOTE:** When the administrator password is enabled, you must know the administrator password before you can reset the **Chassis Intrusion** setting.

This feature detects that the chassis was opened and alerts the user. To change the **Chassis Intrusion** setting:

1. Enter system setup (see [Entering System Setup](#)).
2. Press the down-arrow keys to move to the **System Security** option.
3. Press <Enter> to access the **System Security** option's pop-up menu.

4. Press the down-arrow key to move to the **Chassis Intrusion** setting.
5. Press <Enter> to select an option setting.
6. Press <Enter> again after you update the option setting.
7. Exit and save system setup.

## Option Settings

- 1 **On** — If the computer cover is opened, the setting changes to **Detected**, and the following alert message displays during the boot routine at the next computer start-up:

Alert! Cover was previously removed.

To reset the **Detected** setting, enter system setup (see [Entering System Setup](#)). In the **Chassis Intrusion** option, press the left- or right-arrow key to select **Reset**, and then choose **On**, **On-Silent**, or **Off**.

- 1 **On-Silent** (default setting) — If the computer cover is opened, the setting changes to **Detected**. No alert message appears during the boot sequence at the next computer start-up.
- 1 **Off** — No intrusion monitoring occurs and no messages appear.

## Padlock Ring and Security Cable Slot


Use one of the following methods to secure your computer:

- 1 Use a padlock alone or a padlock and looped security cable with the padlock ring.

A padlock alone prevents the computer from being opened.

A security cable looped around a stationary object is used in conjunction with a padlock to prevent unauthorized movement of the computer.


- 1 Attach a commercially available antitheft device to the security cable slot on the back of the computer.

 **NOTE:** Before you purchase an antitheft device, make sure that it works with the security cable slot on your computer.


Antitheft devices usually include a segment of metal-stranded cable with an attached locking device and key. The documentation that comes with the device contains instructions for installing it.

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## Trusted Platform Module (TPM)


 **NOTE:** The TPM feature supports encryption only if the operating system supports TPM. For more information, see the TPM software documentation and the help files that came with the software.

TPM is a hardware-based security feature that can be used to create and manage computer-generated encryption keys. When combined with security software, the TPM enhances existing network and computer security by enabling features such as file protection capabilities and protected e-mail. The TPM feature is enabled through a system setup option.

 **NOTE:** To secure your TPM data and encryption keys, follow the backup procedures documented in the *Archive and Restore* section of the EMBASSY Security Center help file. In the event of these backups being incomplete, lost, or damaged, Dell will be unable to assist in the recovery of encrypted data.

## Enabling the TPM Feature

1. Enable the TPM software:
  - a. Restart the computer and press <F2> during the Power On Self Test to enter the system setup program.
  - b. Select **Security**→ **TPM Security** and press <Enter>.
  - c. Under **TPM Security**, select **On**.
  - d. Press <Esc> to exit the setup program.
  - e. If prompted, click **Save/Exit**.
2. Activate the TPM setup program:
  - a. Restart the computer and press <F2> during the Power On Self Test to enter the system setup program.
  - b. Select **Security**→ **TPM Activation** and press <Enter>.
  - c. Under **TPM Activation**, select **Activate** and press <Enter>.

 **NOTE:** You only need to activate TPM once.

- d. Once the process is complete, the computer either restarts automatically or prompts you to restart your computer.

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## Security Management Software

The security management software is designed to utilize four different features to help you secure your computer:

- 1 Log-in management
- 1 Pre-boot authentication (using a fingerprint reader, smart card, or password)
- 1 Encryption
- 1 Private information management


For information about how to use the software and the different security features, see the *Getting Started Guide* for the software:


Click **Start**→ **All Programs**→ **Wave Systems Corp**→ **Getting Started Guide**.

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## Computer Tracking Software


Computer tracking software may enable you to locate your computer if it is lost or stolen. The software is optional and may be purchased when you order your Dell™ computer, or you can contact your Dell sales representative for information about this security feature.

 **NOTE:** Computer tracking software may not be available in certain countries.

 **NOTE:** If you have computer tracking software and your computer is lost or stolen, you must contact the company that provides the tracking service to report the missing computer.

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## About Smart Cards and Fingerprint Readers


 **NOTE:** The smart card feature or fingerprint reader may not be available on your computer.

Smart cards are portable credit-card shaped devices with internal integrated circuits. The top surface of the smart card usually contains an embedded processor under the gold contact pad. The combination of the small size and integrated circuits make smart cards valuable tools for security, data storage, and special programs. Using smart cards can improve system security by combining something a user has (the smart card) with something only the user should know (a PIN) to provide more secure user-authentication than passwords alone.


The fingerprint reader is a device that you can use to help keep your Dell™ computer secure. The reader is a strip sensor located on a peripheral device for your computer. When you slide your finger over the reader, it uses your unique fingerprint to authenticate your user identity.

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## Password Protection

 **NOTICE:** Although passwords provide security for the data on your computer, they are not foolproof. If your data requires more security, it is your responsibility to obtain and use additional forms of protection, such as data encryption programs.

## System Password

 **NOTICE:** If you leave your computer running and unattended without having a system password assigned, or if you leave your computer unlocked so that someone can disable the password by changing a jumper setting, anyone can access the data stored on your hard drive.

## Option Settings

You cannot change or enter a new system password if either of the following two options is displayed:

- 1 **Set** — A system password is assigned.
- 1 **Disabled** — The system password is disabled by a jumper setting on the system board.

You can only assign a system password when the following option is displayed:

- 1 **Not Set** — No system password is assigned and the password jumper on the system board is in the enabled position (the default setting).

## Assigning a System Password

To escape from the field without assigning a system password, press <Tab> or the <Shift><Tab> key combination to move to another field, or press <Esc> at any time before you complete step 5.

1. Enter system setup (see [Entering System Setup](#)) and verify that **Password Status** is set to **Unlocked**.

2. Highlight **System Password**, and then press the left- or right-arrow key.

The option heading changes to **Enter Password**, followed by an empty 32-character field in square brackets.

3. Type your new system password.

You can use up to 32 characters. To erase a character when entering your password, press <Backspace> or the left-arrow key. The password is not case sensitive.

Certain key combinations are not valid. If you enter one of these combinations, the speaker emits a beep.

As you press each character key (or the spacebar for a blank space), a placeholder appears in the field.

4. Press <Enter>.

If the new system password is less than 32 characters, the whole field fills with placeholders. Then the option heading changes to **Verify Password**, followed by another empty 32-character field in square brackets.

5. To confirm your password, type it a second time and press <Enter>.

The password setting changes to **Set**.

6. Exit system setup.

Password protection takes effect when you restart the computer.

## Typing Your System Password

When you start or restart your computer, the following prompt appears on the screen.

If **Password Status** is set to **Locked**:

```
Type the password and press <Enter>.
```

If you have assigned an administrator password, the computer accepts your administrator password as an alternate system password.

If you type a wrong or incomplete system password, the following message appears on the screen:

```
** Incorrect password. **
```

If you again type an incorrect or incomplete system password, the same message appears on the screen. The third and subsequent times you type an incorrect or incomplete system password, the computer displays the following message:

```
** Incorrect password. **  
Number of unsuccessful password attempts: 3  
System halted! Must power down.
```

Even after your computer is turned off and on, the previous message is displayed each time you type an incorrect or incomplete system password.



**NOTE:** You can use **Password Status** in conjunction with **System Password** and **Admin Password** to further protect your computer from unauthorized changes.

## Deleting or Changing an Existing System Password

1. Enter system setup (see [Entering System Setup](#)).

2. Highlight **System Password** and press <Enter>.

3. When prompted, type the system password.

4. Press <Enter> twice to clear the existing system password. The setting changes to **Not Set**.

If **Not Set** is displayed, the system password is deleted. If **Not Set** is not displayed, press <Alt><b> to restart the computer, and then repeat steps 3 and 4.

5. To assign a new password, follow the procedure in [Assigning a System Password](#).

6. Exit system setup.

## Administrator Password

### Option Settings

You cannot change or enter a new administrator password if either of the following two options is displayed:


- 1 **Set** — An administrator password is assigned.
- 1 **Disabled** — The administrator password is disabled by a jumper setting on the system board.

You can only assign an administrator password when the following option is displayed:

- 1 **Not Set** — No administrator password is assigned and the password jumper on the system board is in the enabled position (the default setting).

### Assigning an Administrator Password

The administrator **password** can be the same as the system password.

 **NOTE:** If the two passwords are different, the administrator password can be used as an alternate system password. However, the system password cannot be used in place of the administrator password.

1. Enter system setup (see [Entering System Setup](#)) and verify that **Admin Password** is set to **Not Set**.
2. Highlight **Admin Password** and press the left- or right-arrow key.

The computer prompts you to type and verify the password. If a character is not permitted, the computer emits a beep.

3. Type and then verify the password.

After you verify the password, the **Admin Password** setting changes to **Set**. The next time you enter system setup, the computer prompts you for the administrator password.

4. Exit system setup.

A change to **Admin Password** becomes effective immediately (no need to restart the computer).

### Operating Your Computer With an Administrator Password Enabled

When you enter system setup, the **Admin Password** option is highlighted, prompting you to type the password.

If you do not type the correct password, the computer lets you view, but not modify, system setup options.

 **NOTE:** You can use **Password Status** in conjunction with **Admin Password** to protect the system password from unauthorized changes.

### Deleting or Changing an Existing Administrator Password

To change an existing administrator password, you must know the administrator password.

1. Enter system setup (see [Entering System Setup](#)).
2. Type the administrator password at the prompt.
3. Highlight **Admin Password** and press the left- or right-arrow key to delete the existing administrator password.

The setting changes to **Not Set**.

To assign a new administrator password, perform the steps in [Assigning an Administrator Password](#).

4. Exit system setup.

### Disabling a Forgotten Password and Setting a New Password

To reset system and/or administrator passwords, see [Clearing Forgotten Passwords](#).

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# System Setup

## Overview

Use system setup as follows:

- 1 To change the system configuration information after you add, change, or remove any hardware in your computer
- 1 To set or change a user-selectable option such as the user password
- 1 To read the current amount of memory or set the type of hard drive installed

Before you use system setup, it is recommended that you write down the system setup screen information for future reference.

## Entering System Setup

1. Turn on (or restart) your computer.
2. When the blue DELL™ logo appears, press <F2> immediately.

If you wait too long and the operating system logo appears, continue to wait until you see the Microsoft® Windows® desktop. Then shut down your computer (see [Turning Off Your Computer](#)) and try again.

## System Setup Screens

The system setup screen displays current or changeable configuration information for your computer. Information on the screen is divided into three areas: the options list, active options field, and key functions.

<p><b>Options List</b> — This field appears on the left side of the system setup window. The field is a scrollable list containing features that define the configuration of your computer, including installed hardware, power conservation, and security features.</p> <p>Scroll up and down the list by using the up and down arrow keys. As an option is highlighted, the <b>Option Field</b> displays more information about that option and the option's current and available settings.</p>	<p><b>Option Field</b> — This field contains information about each option. In this field you can view your current settings and make changes to your settings.</p> <p>Use the right- and left-arrow keys to highlight an option. Press &lt;Enter&gt; to make that selection active.</p>
	<p><b>Key Functions</b> — This field appears below the <b>Option Field</b> and lists keys and their functions within the active system setup field.</p>

## System Setup Options

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

System	
System Info	Lists the computer name, <b>BIOS Version</b> , <b>Service Tag</b> , <b>Express Service Code</b> , (if applicable), and the <b>Asset Tag</b> . None of these fields can be modified.
Processor Info	Identifies the CPU type, bus speed, clock speed, and L2 cache size. States whether the processor is Hyper-Threading and multiple-core capable and whether it supports 64-bit technology.
Memory Info	Lists the type, size, speed, and channel mode (dual or single) of installed memory.
PCI Info	Identifies any installed PCI or PCI Express cards.
Date/Time	Displays current date and time settings.

Boot Sequence	The computer attempts to boot from the sequence of devices specified in this list.
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Drives	
Diskette Drive (Internal default)	This option enables or disables the floppy drive. The options are <b>Off</b> , <b>Internal</b> , <b>USB</b> , and <b>Read Only</b> .  <b>NOTE:</b> If <b>USB</b> is selected, ensure that USB Controller setup option under Onboard Devices is set to <b>On</b> .
Drive 0 through Drive n	Identifies and enables and disables the drives attached to the SATA or IDE connectors on the system board and lists the capacities for the hard drives.  <b>NOTE:</b> These options appear as <b>Drive 0</b> through <b>Drive 3</b> for the mini tower.
SATA Operation (Normal default)	When this option is set to <b>Normal</b> , the SATA controller is configured for native mode. The <b>Legacy</b> option provides compatibility with older operating systems.
SMART Reporting (Off default)	This setting determines whether integrated drive errors are reported or not during system startup.

Onboard Devices	
Integrated NIC (On default)	Enables or disables the integrated NIC controller. Settings are <b>On</b> , <b>On w/RPL</b> , or <b>On w/ PXE</b> . When the <b>On w/ PXE</b> or the <b>On w/RPL</b> setting is active, if a boot routine is not available from the network server, the computer attempts to boot from the next device in the boot sequence list.
Integrated Audio (On default)	Enables or disables the onboard audio controller.
USB Controller (On default)	Enables or disables the internal USB controller. <b>No Boot</b> enables the controller but disables the ability to boot from a USB device.  <b>NOTE:</b> Operating systems with USB support will recognize USB floppy drives regardless of the <b>No Boot</b> setting.
Front USB (On default)	Enables or disables the front USB ports.
Rear Quad/Triad USB (On default)	Enables or disables the upper USB ports on the back of the computer.
Rear Dual USB (On default)	Enables or disables the lower USB ports on the back of the computer.
PCI Slots (On default)	Enables or disables all PCI and PCI Express slots.
LPT Port Mode (PS/2 default)	Determines the mode of operation of the internal parallel port. <b>Off</b> disables the port. <b>AT</b> configures the port for AT compatibility. <b>PS/2</b> configures the port for PS/2 compatibility. <b>EPP</b> configures the port for the EPP bidirectional protocol. <b>ECP</b> configures the port for the ECP bidirectional protocol.  <b>NOTE:</b> If you set the <b>LPT Port Mode</b> to <b>ECP</b> , the <b>LPT Port DMA</b> appears in the option menu.
LPT Port Address	Determines the address that the built-in parallel port uses.
Serial Port #1 (Auto default)	Determines how the serial port operates. <b>Auto</b> , the default setting, automatically configures a connector to a particular designation ( <b>COM1</b> or <b>COM3</b> ).
Serial Port #2 (Auto default)	Determines how the serial port operates. <b>Auto</b> , the default setting, automatically configures a connector to a particular designation ( <b>COM2</b> or <b>COM4</b> ).

Video	
Primary Video (Auto default)	This setting specifies which video controller is primary, <b>Auto</b> or <b>Onboard/Card</b> . When <b>Auto</b> is selected, the add-in video controller will be used.  <b>NOTE:</b> A PCI Express graphics card will override the integrated video controller.


Performance	
HyperThreading	Determines whether the physical processor appears as one or two logical processors. The performance of some applications

(On default)	Improves with additional logical processors. <b>On</b> enables hyperthreading.
Multiple CPU Core (On default)	Determines whether the processor will have one or two cores enabled. <b>On</b> enables the second core.
Virtualization (Off default)	Specifies whether a virtual machine monitor (VMM) can utilize the additional hardware capabilities provided by Intel Virtualization technology.
SpeedStep (Off default)	Enables Intel® SpeedStep® for all supported processors in the computer. This setting changes the processor power consumption and frequency.  <b>NOTE:</b> This option may not be available on your computer.
Limit CPUID Value (Off default)	Limits the max value the processor standard CPUID function will support. Some operating systems won't complete installation when the max CPUID function supported is greater than 3.
HDD Acoustic Mode (Bypass default)	<ul style="list-style-type: none"> <li>  <b>Quiet</b> — The hard drive operates at its most quiet setting.</li> <li>  <b>Performance</b> — The hard drive operates at its maximum speed.</li> <li>  <b>Bypass</b> — Your computer does not test or change the current acoustics mode setting.</li> <li>  <b>Suggested</b> — The hard drive operates at the level suggested by the drive manufacturer.</li> </ul> <p><b>NOTE:</b> Switching to performance mode may cause the drive to be noisier, but its performance is not affected. Changing the acoustics setting does not alter your hard-drive image.</p>

Security	
UnLock Setup (Locked default)	When an administrator password is being used, allows the user access to modify system setup settings. Enter the administrator password at the prompt to unlock system setup. If the correct password is not entered here, the user can view but not modify system setup fields.
Admin Password (Not Set default)	Displays the current status of your system setup program's password security feature and allows you to verify and assign a new admin password.
System Password (Not Set default)	Displays the current status of the system's password security feature and allows a new system password to be assigned and verified.
Drive 0-n Password (Not Set default)	Displays the current status of the hard drive's password security feature and allows a new hard drive password to be assigned and verified.
Password Changes (Unlocked default)	Determines the interaction between the <b>System</b> password and the <b>Admin</b> password. <b>Locked</b> prevents a user without a valid <b>Admin</b> password from being able to modify the <b>System</b> password. <b>Unlocked</b> allows a user with a valid <b>System</b> password to modify the system password.
Chassis Intrusion (On-Silent default)	When enabled and the switch installed, this option alerts the user, during the next computer start-up, that the computer cover has been opened. The settings are <b>On</b> , <b>On-Silent</b> (default setting), and <b>Off</b> .
Intrusion Detected	Acknowledges and clears a chassis intrusion alert.
TPM Security (Off default)	Enables or disables the Trusted Platform Module security device.
TPM Activation (Deactivate default)	Activates or deactivates the Trusted Platform Module security device. The <b>Clear</b> option clears any data stored by a user that has previously activated and used TPM.  <b>NOTE:</b> In order to activate Trusted Platform Module, the <b>TPM Security</b> option must be set to <b>On</b> .
Execute Disable (On default)	Enables or disables Execute Disable memory protection technology.
Computrace (Deactivate default)	Enables or disables the BIOS interface of the optional Computrace service from Absolute Software. This optional monitoring service must be purchased separately.  <b>Activate permanently</b> enables the BIOS-Computrace interface. <b>Disable permanently</b> disables the BIOS-Computrace interface. <b>Deactivate temporarily</b> deactivates the BIOS-Computrace interface.

**NOTE:** By activating service, you consent to transmission of data from your computer to the Computrace server.

Power Management	
AC Recovery (Off default)	Determines how the system responds when AC power is re-applied after a power loss. <b>Off</b> commands the system to stay off when the power is re-applied. You must press the front-panel power button before the system turns on. <b>On</b> commands the system to turn on when the power is re-applied. <b>Last</b> commands the system to return to the last power state the system was in just before it was turned off.
Auto Power On (Off default)	Sets the computer to automatically turn on. <b>Off</b> disables this feature. <b>Everyday</b> turns the computer on every day at the time set in <b>Auto Power Time</b> . <b>Weekdays</b> turns the computer on every day from Monday through Friday at the time set in <b>Auto Power Time</b> .  <b>NOTE:</b> This feature does not work if you turn off your computer using the switch on a power strip or surge protector.
Auto Power Time	Sets time to automatically turn on the computer.  Time is kept in the standard 12-hour format ( <i>hours:minutes</i> ). Change the startup time by pressing the right- or left-arrow key to increase or decrease the numbers, or type numbers in both the date and time fields.
Remote Wake-Up (Off default)	This option allows the system to power up when a network interface controller or remote wakeup-capable modem receives a wake up signal.  <b>On</b> is the default setting. <b>On w/ Boot to NIC</b> will allow the computer to attempt to boot from a network prior to using the boot sequence.  <b>NOTE:</b> Normally, the system can be powered up remotely from suspend mode, hibernate mode, or when powered off. When <b>Low Power Mode</b> (in the <b>Power Management</b> menu) is enabled, the system can only be powered up remotely from <b>Suspend</b> .
Suspend Mode (S3 default)	Sets the computer's suspend mode. The options are <b>S1</b> , a suspend state in which the computer is running in a low-power mode, and <b>S3</b> , a suspend state in which the power is reduced or turned off for many components, however, system memory remains active.

Maintenance	
Service Tag	Displays the service tag for your computer.
SERR Message (On default)	Some graphics cards require that the SERR message be disabled.
Load Defaults	Restores system setup options to their factory defaults.
Event Log	Allows you to view the <b>Event Log</b> . Entries are marked <b>R</b> for <b>Read</b> and <b>U</b> for <b>Unread</b> . <b>Mark All Entries Read</b> puts an <b>R</b> to the left of all the entries. <b>Clear Log</b> clears the <b>Event Log</b> .
ASF Mode	Allows you to turn ASF pre-boot messaging on and off. Options are <b>Off</b> , <b>On</b> , <b>Alert Only</b> .   <b>NOTICE:</b> ASF is not supported. Do not enable ASF mode.

POST Behavior	
Fastboot (On default)	When enabled, this feature reduces computer startup time by bypassing some compatibility steps. <b>Off</b> does not skip any steps during computer startup. <b>On</b> starts the system more quickly.
Numlock Key (On default)	Determines the functionality of the numeric keys on the right side of your keyboard. <b>Off</b> commands the right keypad keys to function as arrows. <b>On</b> commands the right keypad keys to function as numbers.
POST Hotkeys (Setup & Boot Menu default)	Determines whether the sign-on screen displays a message stating the keystroke sequence that is required to enter the <b>Setup</b> program or the <b>Quickboot</b> feature. <b>Setup &amp; Boot Menu</b> displays both messages (F2=Setup and F12=Boot Menu). <b>Setup</b> displays the setup message only (F2=Setup). <b>Boot Menu</b> displays the <b>Quickboot</b> message only (F12=Boot Menu). <b>None</b> displays no message.
Keyboard Errors (Report default)	When set to <b>Report</b> (enabled) and an error is detected during POST, the BIOS will display the error message and prompt you to press <F1> to continue or press <F2> to enter system setup.  When set to <b>Do Not Report</b> (disabled) and an error is detected during POST, the BIOS will display the error message and continue booting the system.
MEBx Hotkey (On default)	Determines whether the sign-on screen displays the <Ctrl-P> MEBx hotkey prompt.

## Boot Sequence

This feature allows you to change the boot sequence for devices.

## Option Settings

1. **USB Device** — The computer attempts to boot from the USB device. If no operating system is present, the computer generates an error message.
1. **Onboard or USB Floppy Drive** — The computer attempts to boot from the floppy drive. If the floppy disk in the drive is not bootable, or if no floppy disk is in the drive, the computer generates an error message.
1. **Onboard SATA Hard Drive** — The computer attempts to boot from the primary serial ATA hard drive. If no operating system is on the drive, the computer generates an error message.
1. **Onboard or USB CD-ROM Drive** — The computer attempts to boot from the CD drive. If no CD is in the drive, or if the CD has no operating system, the computer generates an error message.
1. **Onboard Network Controller** — The computer attempts to boot from the network controller. If no operating system is present, the computer generates an error message.

## Changing Boot Sequence for the Current Boot

You can use this feature, for example, to tell the computer to boot from the CD drive so that you can run the Dell Diagnostics on the *Drivers and Utilities* CD, but you want the computer to boot from the hard drive when the diagnostic tests are complete. You can also use this feature to restart your computer to a USB device such as a floppy drive, memory key, or CD drive.

 **NOTE:** If you are booting to a USB floppy drive, you must first set the floppy drive to USB in system setup (see [System Setup](#)).

1. If you are booting to a USB device, connect the USB device to a USB connector.
2. Turn on (or restart) your computer.
3. When **F2 = Setup**, **F12 = Boot Menu** appears in the upper-right corner of the screen, press <F12>.

If you wait too long and the operating system logo appears, continue to wait until you see the Microsoft Windows desktop. Then shut down your computer (see [Turning Off Your Computer](#)) and try again.


The **Boot Device Menu** appears, listing all available boot devices. Each device has a number next to it.

4. At the bottom of the menu, enter the number of the device that is to be used for the current boot only.  
For example, if you are booting to a USB memory key, highlight **USB Device** and press <Enter>.

 **NOTE:** To boot to a USB device, the device must be bootable. To make sure your device is bootable, check the device documentation.

## Changing Boot Sequence for Future Boots


1. Enter system setup (see [Entering System Setup](#)).
2. Use the arrow keys to highlight the **Boot Sequence** menu option and press <Enter> to access the pop-up menu.

 **NOTE:** Write down your current boot sequence in case you want to restore it.

3. Press the up- and down-arrow keys to move through the list of devices.
4. Press the spacebar to enable or disable a device. (Enabled devices have a checkmark.)
5. Press <Shift><Up Arrow> or <Shift><Down Arrow> to move a selected device up or down the list.

---

## Booting to a USB Device

 **NOTE:** To boot to a USB device, the device must be bootable. To ensure that your device is bootable, check the device documentation.

## Memory Key

1. Insert the memory key into a USB port and restart the computer.
2. When **F12 = Boot Menu** appears in the upper-right corner of the screen, press <F12>.  
The BIOS detects the device and adds the USB device option to the boot menu.

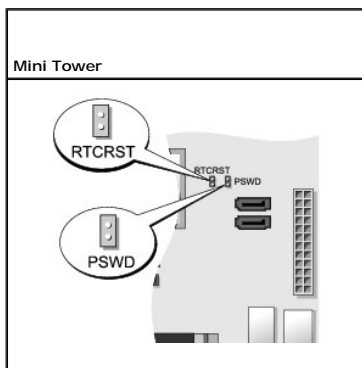
- From the boot menu, select the number that appears next to the USB device.







The computer boots to the USB device.

## Floppy Drive

- In system setup, set the **Diskette Drive** option to **USB**.
- Save and exit system setup.
- Connect the USB floppy drive, insert a bootable floppy, and re-boot the system.

## Jumper Settings



Jumper	Setting	Description
PSWD		Password features are enabled (default setting).
		Password features are disabled.
RTCRST		The real-time clock has not been reset.
		The real-time clock is being reset (jumpered temporarily).
 <i>jumpered</i>  <i>unjumpered</i>		

## Clearing Forgotten Passwords


**CAUTION:** Before you begin any of the procedures in this section, follow the safety instructions located in the *Product Information Guide*.

**NOTICE:** This process erases both the system and administrator passwords.


**NOTE:** The MEBx password is reset using the RTCRST jumper to clear CMOS and unprovision AMT.

- Follow the procedures in [Before You Begin](#).
- Locate the 2-pin password jumper (PSWD) on the system board, and remove the jumper to clear the password. See [Jumper Settings](#).
- Replace the computer cover (see [Replacing the Computer Cover](#)).
- Connect your computer and monitor to electrical outlets, and turn them on.

5. After the Microsoft® Windows® desktop appears on your computer, shut down your computer (see [Turning Off Your Computer](#)).
6. Turn off the monitor and disconnect it from the electrical outlet.
7. Disconnect the computer power cable from the electrical outlet, and press the power button to ground the system board.
8. Open the computer cover.
9. Locate the 2-pin password jumper on the system board and attach the jumper to reenable the password feature.
10. Replace the computer cover (see [Replacing the Computer Cover](#)).


 **NOTICE:** To connect a network cable, first plug the cable into the network wall jack and then plug it into the computer.


11. Connect your computer and devices to electrical outlets, and turn them on.

 **NOTE:** This procedure enables the password feature. When you enter system setup (see [Entering System Setup](#)), both system and administrator password options appear as **Not Set**—meaning that the password feature is enabled but no password is assigned.


12. Assign a new system and/or administrator password.
- 

## Clearing CMOS Settings

 **CAUTION:** Before you begin any of the procedures in this section, follow the safety instructions located in the *Product Information Guide*.

 **NOTE:** Clearing CMOS clears AMT settings and must be reset.

1. Follow the procedures in [Before You Begin](#).
2. Reset the current CMOS settings:
  - a. Locate the password (PSWD) and CMOS (RTC\_RST) jumpers on the system board (see [Jumper Settings](#)).
  - b. Remove the password jumper plug from its pins.
  - c. Place the password jumper plug on the RTC\_RST pins and wait approximately 5 seconds.
  - d. Remove the jumper plug from the RTC\_RST pins and place it back on the password pins.
3. Replace the computer cover (see [Replacing the Computer Cover](#)).

 **NOTICE:** To connect a network cable, first plug the cable into the network wall jack and then plug it into the computer.

4. Connect your computer and devices to electrical outlets, and turn them on.
- 

## Hyper-Threading and Dual-Core Technology


Hyper-Threading is an Intel® technology that can enhance overall computer performance by allowing one physical processor to function as two logical processors, capable of performing certain tasks simultaneously. Dual-Core is an Intel technology in which two physical computational units exist inside a single CPU package, thereby increasing computing efficiency and multi-tasking ability. It is recommended that you use the Microsoft® Windows® XP Service Pack 1 (SP1) or higher operating system because Windows XP is optimized to take advantage of Hyper-Threading technology.


While many programs can benefit from Hyper-Threading and dual-core technology, some programs may have not been optimized for them and may require an update from the software manufacturer. Contact the software manufacturer for updates and information about using Hyper-Threading or dual-core technology with your software. To determine if your computer is using Hyper-Threading technology, check the system setup option for Hyper-Threading under the Performance tab (see [System Setup](#)).

---

## Power Management

Your computer can be set to use less power when you are not working. You control the power usage through the operating system installed on your computer and certain option settings in system setup (see [System Setup](#)). These periods of reduced power are called "sleep modes."


 **NOTE:** If your system has a card in the PCI Express x16 slot and you add a peripheral that does not support suspend (S3), your system will not be able to enter stand-by.

 **NOTE:** All components installed in the computer must support the hibernate and/or standby mode feature(s) and have the appropriate drivers loaded to enter either of these sleep modes. For more information, see the manufacturer's documentation for each component.

- 1 **Standby.** In this sleep mode, power is reduced or turned off for most components, including the cooling fans. However, system memory remains active.
- 1 **Hibernate.** This sleep mode reduces power consumption to a minimum by writing all data in system memory to a hard drive and then removing system power. Waking up from this mode restarts the computer, and the memory contents are restored. Operation then resumes where the computer left off when it entered the hibernation mode.
- 1 **Shutdown.** This sleep mode removes all power from the computer except a small auxiliary amount. As long as the computer remains connected to an electrical outlet, it can be automatically or remotely started. For example, the **Auto Power On** option in system setup (see [System Setup](#)) allows the computer to automatically start at a specified time. Also, your network administrator can remotely start your computer using a power management event such as remote wake up.

The following table lists the sleep modes and the methods you can use to wake the computer from each mode.

Sleep Mode	Wake-Up Methods (Windows XP)
Standby	<ul style="list-style-type: none"> <li>1 Press the power button</li> <li>1 Auto power on</li> <li>1 Move or click the mouse</li> <li>1 Type on the keyboard</li> <li>1 USB device activity</li> <li>1 Power management event</li> </ul>
Hibernate	<ul style="list-style-type: none"> <li>1 Press the power button</li> <li>1 Auto power on</li> <li>1 Power management event</li> </ul>
Shutdown	<ul style="list-style-type: none"> <li>1 Press the power button</li> <li>1 Auto power on</li> <li>1 Power management event</li> </ul>

 **NOTE:** For more information on power management, see your operating system documentation.

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# Battery


## Dell™ OptiPlex™ 745c User's Guide

### [Replacing the Battery](#)

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## Replacing the Battery

 **CAUTION:** Before you begin any of the procedures in this section, follow the safety instructions in the *Product Information Guide*.

 **NOTICE:** To prevent static damage to components inside your computer, discharge static electricity from your body before you touch any of your computer's electronic components. You can do so by touching an unpainted metal surface on the computer chassis.

A coin-cell battery maintains computer configuration, date, and time information. The battery can last several years.

The battery may need replacing if an incorrect time or date is displayed during the boot routine along with a message such as:

```
Time-of-day not set - please run SETUP program
```

or


```
Invalid configuration information -  
please run SETUP program
```

or

```
Strike the F1 key to continue,  
F2 to run the setup utility
```


To determine whether you need to replace the battery, reenter the time and date in system setup and exit the program to save the information. Turn off your computer and disconnect it from the electrical outlet for a few hours; then reconnect the computer, turn it on, and enter system setup (see [Entering System Setup](#)). If the date and time are not correct in system setup, replace the battery.


You can operate your computer without a battery; however, without a battery, the configuration information is erased if the computer is turned off or unplugged from the electrical outlet. In this case, you must enter system setup (see [Entering System Setup](#)) and reset the configuration options.

 **CAUTION:** A new battery can explode if it is incorrectly installed. Replace the battery only with the same or equivalent type recommended by the manufacturer. Discard used batteries according to the manufacturer's instructions.

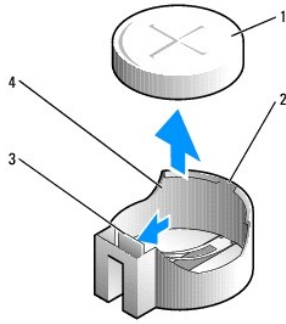
To remove the battery:

1. If you have not already done so, make a copy of your configuration information, found in system setup.
2. Follow the procedures in [Before You Begin](#).
3. Locate the battery socket.

 **NOTICE:** If you pry the battery out of its socket with a blunt object, be careful not to touch the system board with the object. Ensure that the object is inserted between the battery and the socket before you attempt to pry out the battery. Otherwise, you may damage the system board by prying off the socket or by breaking circuit traces on the system board.

 **NOTICE:** To avoid damage to the battery connector, you must firmly support the connector while removing the battery.

4. Remove the system battery.
  - a. Support the battery connector by pressing down firmly on the positive side of the connector.
  - b. While supporting the battery connector, press the battery tab away from the positive side of the connector and pry the battery it up out of the securing tabs at the negative side of the connector.



1	system battery	2	positive side of battery connector
3	battery socket tab	4	battery socket

➡ **NOTICE:** To avoid damage to the battery connector, you must firmly support the connector while replacing the battery.

5. Install the new system battery.
  - a. Support the battery connector by pressing down firmly on the positive side of the connector.
  - b. Hold the battery with the "+" facing up, and slide it under the securing tabs at the positive side of the connector.
  - c. Press the battery straight down into the connector until it snaps into place.
6. Replace the computer cover (see [Replacing the Computer Cover](#)).
7. Enter system setup (see [Entering System Setup](#)) and restore the settings you recorded in [step 1](#).
8. Properly dispose of the old battery as described in the *Product Information Guide*.

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## Before You Begin

### Dell™ OptiPlex™ 745c User's Guide

- [Recommended Tools](#)
- [Turning Off Your Computer](#)
- [Before Working Inside Your Computer](#)

This chapter provides procedures for removing and installing the components in your computer. Unless otherwise noted, each procedure assumes that the following conditions exist:

- 1 You have performed the steps in [Turning Off Your Computer](#) and [Before Working Inside Your Computer](#).
- 1 You have read the safety information in your Dell™ *Product Information Guide*.
- 1 A component can be replaced by performing the removal procedure in reverse order.

---

## Recommended Tools

The procedures in this document may require the following tools:

- 1 Small flat-blade screwdriver
- 1 Phillips screwdriver
- 1 Flash BIOS update program floppy disk or CD

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## Turning Off Your Computer

➡ **NOTICE:** To avoid losing data, save and close any open files and exit any open programs before you turn off your computer.

1. Shut down the operating system:
  - a. Save and close any open files, exit any open programs, click the **Start** button, and then click **Turn Off Computer**.
  - b. In the **Turn off computer** window, click **Turn off**.  
The computer turns off after the operating system shutdown process finishes.
2. Ensure that the computer and any attached devices are turned off.  
If your computer and attached devices did not automatically turn off when you shut down your operating system, turn them off now.

To turn off your computer without shutting down the operating system is not recommended, because you may lose data. If, however, it is necessary to do so, it may be done by pressing down and holding the power button for 6 seconds.

---

## Before Working Inside Your Computer

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

⚠ **CAUTION:** Before you begin any of the procedures in this section, follow the safety instructions in the *Product Information Guide*.

⚠ **CAUTION:** Handle components and cards with care. Do not touch the components or contacts on a card. Hold a card by its edges or by its metal mounting bracket. Hold a component such as a processor by its edges, not by its pins.

➡ **NOTICE:** Only a certified service technician should perform repairs on your computer. Damage due to servicing that is not authorized by Dell is not covered by your warranty.

➡ **NOTICE:** When you disconnect a cable, pull on its connector or on its strain-relief loop, not on the cable itself. Some cables have a connector with locking tabs; if you are disconnecting this type of cable, press in on the locking tabs before you disconnect the cable. As you pull connectors apart, keep them evenly aligned to avoid bending any connector pins. Also, before you connect a cable, ensure that both connectors are correctly oriented and aligned.


➡ **NOTICE:** To avoid damaging the computer, perform the following steps before you begin working inside the computer.

1. Turn off your computer.


➡ **NOTICE:** To disconnect a network cable, first unplug the cable from your computer and then unplug it from the network wall jack.

2. Disconnect any telephone or telecommunication lines from the computer.

3. Disconnect your computer and all attached devices from their electrical outlets, and then press the power button to ground the system board.

 **CAUTION:** To guard against electrical shock, always unplug your computer from the electrical outlet before removing the cover.

4. Remove the computer cover. See [Removing the Computer Cover](#).

 **NOTICE:** 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 any static electricity that could harm internal components.


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## Cleaning Your Computer


### Dell™ OptiPlex™ 745c User's Guide

- [Computer, Keyboard, and Monitor](#)
- [Mouse](#)
- [Floppy Drive](#)
- [CDs and DVDs](#)


 **CAUTION:** Before you begin any of the procedures in this section, follow the safety instructions in the *Product Information Guide*.

---

## Computer, Keyboard, and Monitor

 **CAUTION:** Before you clean your computer, disconnect the computer from the electrical outlet. Clean your computer with a soft cloth dampened with water. Do not use liquid or aerosol cleaners, which may contain flammable substances.

1. Use a can of compressed air to remove dust from between the keys on the keyboard.


 **NOTICE:** To prevent damage to the antiglare coating, do not wipe the display with soap or alcohol.

1. To clean your monitor screen, lightly dampen a soft, clean cloth with water. You can also use a special screen-cleaning tissue or solution suitable for the monitor's antistatic coating.
1. Wipe the keyboard, computer, and monitor plastics with a soft cleaning cloth moistened with a solution of three parts water and one part dishwashing detergent.

Do not soak the cloth or let water drip inside your computer or keyboard.

---

## Mouse

 **NOTICE:** Disconnect the mouse from the computer before cleaning the mouse.

If your screen cursor skips or moves abnormally, clean the mouse.

## Cleaning a Non-Optical Mouse


1. Clean the outside casing of the mouse with a cloth moistened with a mild cleaning solution.
2. Turn the retainer ring on the underside of your mouse counterclockwise, and then remove the ball.
3. Wipe the ball with a clean, lint-free cloth.
4. Blow carefully into the ball cage or use a can of compressed air to dislodge dust and lint.
5. If the rollers inside the ball cage are dirty, clean the rollers with a cotton swab moistened lightly with isopropyl alcohol.
6. Recenter the rollers in their channels if they are misaligned. Ensure that fluff from the swab is not left on the rollers.
7. Replace the ball and retainer ring, and turn the retainer ring clockwise until it clicks into place.

## Cleaning an Optical Mouse

Clean the outside casing of the mouse with a cloth moistened with a mild cleaning solution.

---

## Floppy Drive

 **NOTICE:** Do not attempt to clean drive heads with a swab. You might accidentally misalign the heads which prevents the drive from operating.

Clean your floppy drive using a commercially available cleaning kit. These kits contain pretreated floppy disks to remove contaminants that accumulate during normal operation.

---

## CDs and DVDs

➡ **NOTICE:** Always use compressed air to clean the lens in the optical drive, and follow the instructions that come with the compressed-air product. Never touch the lens in the drive.

If you notice problems, such as skipping, with the playback quality of your CDs or DVDs, try cleaning the discs.

1. Hold the disc by its outer edge. You can also touch the inside edge of the center hole.

➡ **NOTICE:** To avoid damaging the surface, do not wipe in a circular motion around the disc.

2. With a soft, lint-free cloth, gently wipe the bottom of the disc (the unlabeled side) in a straight line from the center to the outer edge of the disc.

For stubborn dirt, try using water or a diluted solution of water and mild soap. You can also purchase commercial products that clean discs and provide some protection from dust, fingerprints, and scratches. Cleaning products for CDs are also safe to use on DVDs.

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## FCC Notices (U.S. Only)


### Dell™ OptiPlex™ 745c User's Guide

#### FCC Class B

This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the manufacturer's instruction manual, may cause interference with radio and television reception. This equipment has been tested and found to comply with the limits for a Class B digital device pursuant to Part 15 of the FCC Rules.

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

1. This device may not cause harmful interference.
2. This device must accept any interference received, including interference that may cause undesired operation.

 **NOTICE:** The FCC regulations provide that changes or modifications not expressly approved by Dell Inc. could void your authority to operate this equipment.


These limits are designed to provide reasonable protection against harmful interference in a residential installation. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference with radio or television reception, which can be determined by turning the equipment off and on, you are encouraged to try to correct the interference by one or more of the following measures:

- 1 Reorient the receiving antenna.
- 1 Relocate the system with respect to the receiver.
- 1 Move the system away from the receiver.
- 1 Plug the system into a different outlet so that the system and the receiver are on different branch circuits.

If necessary, consult a representative of Dell Inc. or an experienced radio/television technician for additional suggestions.

The following information is provided on the device or devices covered in this document in compliance with the FCC regulations:



- 1 **Product name:** Dell™ OptiPlex™ 745c
- 1 **Model numbers:** DCSM
- 1 **Company name:**  
Dell Inc.  
Worldwide Regulatory Compliance & Environmental Affairs  
One Dell Way  
Round Rock, TX 78682 USA  
512-338-4400




 **NOTE:** For Further regulatory information, see your *Product Information Guide*.

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## Finding Information

### Dell™ OptiPlex™ 745c User's Guide

-  **NOTE:** Some features or media may be optional and may not ship with your computer. Some features or media may not be available in certain countries.
-  **NOTE:** Additional information may ship with your computer.

What Are You Looking For?	Find It Here
<ul style="list-style-type: none"> <li>1 A diagnostic program for my computer</li> <li>1 Drivers for my computer</li> <li>1 My computer documentation</li> <li>1 My device documentation</li> <li>1 Desktop System Software (DSS)</li> </ul>	<p><b>Drivers and Utilities CD (also known as ResourceCD)</b></p> <p><b>NOTE:</b> The <i>Drivers and Utilities</i> CD may be optional and may not ship with your computer.</p> <p>Documentation and drivers are already installed on your computer. You can use the CD to reinstall drivers (see <a href="#">Reinstalling Drivers and Utilities</a>), to run the Dell Diagnostics (see <a href="#">Dell Diagnostics</a>), or to access your documentation.</p>  <p>Readme files may be included on your CD to provide last-minute updates about technical changes to your computer or advanced technical-reference material for technicians or experienced users.</p> <p><b>NOTE:</b> Drivers and documentation updates can be found at <a href="http://support.dell.com">support.dell.com</a>.</p>
<ul style="list-style-type: none"> <li>1 How to set up my computer</li> <li>1 Basic troubleshooting information</li> <li>1 How to run the Dell Diagnostics</li> <li>1 Error codes and diagnostic lights</li> <li>1 Tools and utilities</li> <li>1 How to remove and install parts</li> </ul>	<p><b>Quick Reference Guide</b></p> <p><b>NOTE:</b> This document may be optional and may not ship with your computer.</p>  <p><b>NOTE:</b> This document is available as a PDF at <a href="http://support.dell.com">support.dell.com</a>.</p>
<ul style="list-style-type: none"> <li>1 Warranty information</li> <li>1 Terms and Conditions (U.S. only)</li> <li>1 Safety instructions</li> <li>1 Regulatory information</li> <li>1 Ergonomics information</li> <li>1 End User License Agreement</li> </ul>	<p><b>Dell™ Product Information Guide</b></p> 
<ul style="list-style-type: none"> <li>1 Service Tag and Express Service Code</li> <li>1 Microsoft Windows License Label</li> </ul>	<p><b>Service Tag and Microsoft® Windows® License</b></p> <p>These labels are located on your computer.</p>





- 1 Use the Service Tag to identify your computer when you use **support.dell.com** or contact support.
- 1 Enter the Express Service Code to direct your call when contacting support.

- 1 Solutions — Troubleshooting hints and tips, articles from technicians, and online courses, frequently asked questions
- 1 Community — Online discussion with other Dell customers
- 1 Upgrades — Upgrade information for components, such as memory, the hard drive, and the operating system
- 1 Customer Care — Contact information, service call and order status, warranty, and repair information
- 1 Service and support — Service call status and support history, service contract, online discussions with technical support
- 1 Reference — Computer documentation, details on my computer configuration, product specifications, and white papers
- 1 Downloads — Certified drivers, patches, and software updates
- 1 Desktop System Software (DSS)— If you reinstall the operating system for your computer, you should also reinstall the DSS utility. DSS provides **critical updates for your operating system and support for Dell™ 3.5-inch USB floppy drives, Intel® processors, optical drives, and USB devices.** DSS is necessary for correct operation of your Dell computer. The software automatically detects your computer and operating system and installs the updates appropriate for your configuration.

#### Dell Support Website — support.dell.com

**NOTE:** Select your region or business segment to view the appropriate support site.

To download Desktop System Software:

1. Go to **support.dell.com**, select your region or business segment, and enter your Service Tag.
2. Select **Drivers & Downloads** and click **Go**.
3. Click your operating system and search for the keyword *Desktop System Software*.

**NOTE:** The **support.dell.com** user interface may vary depending on your selections.

- 1 How to use Windows XP
- 1 How to work with programs and files
- 1 How to personalize my desktop

#### Windows Help and Support Center

1. Click **Start** → **Help and Support**.
2. Type a word or phrase that describes your problem and click the arrow icon.
3. Click the topic that describes your problem.
4. Follow the instructions on the screen.

- 1 How to reinstall my operating system

#### Operating System CD

**NOTE:** The *Operating System* CD may be optional and may not ship with your computer.

The operating system is already installed on your computer. To reinstall your operating system, use the *Operating System* CD. See [Reinstalling Windows XP](#).

After you reinstall your operating system, use the optional *Drivers and Utilities* CD (*ResourceCD*) to reinstall drivers for the devices that came with your computer. See [Drivers and Utilities CD \(also known as ResourceCD\)](#) for more information.



Your operating system product key label is located on your computer (see [Service Tag and Microsoft® Windows® License](#)).

**NOTE:** The color of your CD varies based on the operating system you ordered.

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## Getting Help

### Dell™ OptiPlex™ 745c User's Guide

- [Obtaining Assistance](#)
  - [Problems With Your Order](#)
  - [Product Information](#)
  - [Returning Items for Warranty Repair or Credit](#)
  - [Before You Call](#)
  - [Contacting Dell](#)
- 

## Obtaining Assistance

 **CAUTION:** If you need to remove the computer covers, first disconnect the computer power and modem cables from all electrical outlets.


1. Complete the procedures in [Troubleshooting Tools and Utilities](#).
2. Run the Dell Diagnostics (see [Dell Diagnostics](#)).
3. Make a copy of the [Diagnostics Checklist](#) (see [Diagnostics Checklist](#)) and fill it out.
4. Use Dell's extensive suite of online services available at Dell Support ([support.dell.com](http://support.dell.com)) for help with installation and troubleshooting procedures.
5. If the preceding steps have not resolved the problem, contact Dell.

 **NOTE:** Call the support service from a telephone near or at the computer so that the support staff can assist you with any necessary procedures.

**NOTE:** Dell's Express Service Code system may not be available in all countries.

When prompted by Dell's automated telephone system, enter your Express Service Code to route the call directly to the proper support personnel. If you do not have an Express Service Code, open the **Dell Accessories** folder, double-click the **Express Service Code** icon, and follow the directions.

For instructions on using the support service, see [Support Service](#).

 **NOTE:** Some of the following services are not always available in all locations outside the continental U.S. Call your local Dell representative for information on availability.

## Online Services

You can access Dell Support at [support.dell.com](http://support.dell.com). Select your region on the **WELCOME TO DELL SUPPORT** page, and fill in the requested details to access help tools and information.

You can contact Dell electronically using the following addresses:

- 1 World Wide Web

[www.dell.com/](http://www.dell.com/)

[www.dell.com/ap/](http://www.dell.com/ap/) (Asian/Pacific countries only)

[www.dell.com/jp](http://www.dell.com/jp) (Japan only)

[www.euro.dell.com](http://www.euro.dell.com) (Europe only)

[www.dell.com/la/](http://www.dell.com/la/) (Latin American and Caribbean countries)

[www.dell.ca](http://www.dell.ca) (Canada only)

- 1 Anonymous file transfer protocol (FTP)

[ftp.dell.com/](ftp://ftp.dell.com/)

Log in as user: `anonymous`, and use your e-mail address as your password.

- 1 Electronic Support Service

[mobile\\_support@us.dell.com](mailto:mobile_support@us.dell.com)

[support@us.dell.com](mailto:support@us.dell.com)

la-techsupport@dell.com (Latin America and Caribbean countries only)

apsupport@dell.com (Asian/Pacific countries only)

**support.jp.dell.com** (Japan only)

**support.euro.dell.com** (Europe only)

1 Electronic Quote Service

apmarketing@dell.com (Asian/Pacific countries only)

sales\_canada@dell.com (Canada only)

## AutoTech Service

Dell's automated support service—AutoTech—provides recorded answers to the questions most frequently asked by Dell customers about their portable and desktop computers.

When you call AutoTech, use your touch-tone telephone to select the subjects that correspond to your questions.

The AutoTech service is available 24 hours a day, 7 days a week. You can also access this service through the support service. For the telephone number to call for your region, see [Contacting Dell](#).

## Automated Order-Status Service

To check on the status of any Dell™ products that you have ordered, you can go to **support.dell.com**, or you can call the automated order-status service. A recording prompts you for the information needed to locate and report on your order. For the telephone number to call for your region, see [Contacting Dell](#).

## Support Service

Dell's support service is available 24 hours a day, 7 days a week, to answer your questions about Dell hardware. Our support staff uses computer-based diagnostics to provide fast, accurate answers.

To contact Dell's support service, see [Getting Help](#) and then call the number for your country as listed in [Contacting Dell](#).

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## Problems With Your Order

If you have a problem with your order, such as missing parts, wrong parts, or incorrect billing, contact Dell for customer assistance. Have your invoice or packing slip handy when you call. For the telephone number to call for your region, see [Contacting Dell](#).

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## Product Information

If you need information about additional products available from Dell, or if you would like to place an order, visit the Dell website at **www.dell.com**. For the telephone number to call for your region or to speak to a sales specialist, see [Contacting Dell](#).

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## Returning Items for Warranty Repair or Credit


Prepare all items being returned, whether for repair or credit, as follows:

1. Call Dell to obtain a Return Material Authorization Number, and write it clearly and prominently on the outside of the box.  
For the telephone number to call for your region, see [Contacting Dell](#).
2. Include a copy of the invoice and a letter describing the reason for the return.
3. Include a copy of the Diagnostics Checklist (see [Diagnostics Checklist](#)), indicating the tests that you have run and any error messages reported by the Dell Diagnostics (see [Dell Diagnostics](#)).
4. Include any accessories that belong with the item(s) being returned (power cables, software floppy disks, guides, and so on) if the return is for credit.
5. Pack the equipment to be returned in the original (or equivalent) packing materials.


You are responsible for paying shipping expenses. You are also responsible for insuring any product returned, and you assume the risk of loss during shipment to Dell. Collect On Delivery (C.O.D.) packages are not accepted.

Returns that are missing any of the preceding requirements will be refused at Dell's receiving dock and returned to you.

## Before You Call

 **NOTE:** Have your Express Service Code ready when you call. The code helps Dell's automated-support telephone system direct your call more efficiently. You may also be asked for your Service Tag (located on the back or bottom of your computer).

Remember to fill out the Diagnostics Checklist (see [Diagnostics Checklist](#)). If possible, turn on your computer before you call Dell for assistance and call from a telephone at or near the computer. You may be asked to type some commands at the keyboard, relay detailed information during operations, or try other troubleshooting steps possible only at the computer itself. Ensure that the computer documentation is available.


 **CAUTION:** Before working inside your computer, follow the safety instructions in your *Product Information Guide*.

Diagnostics Checklist
Name:
Date:
Address:
Phone number:
Service Tag (bar code on the back or bottom of the computer):
Express Service Code:
Return Material Authorization Number (if provided by Dell support technician):
Operating system and version:
Devices:
Expansion cards:
Are you connected to a network? Yes No
Network, version, and network adapter:
Programs and versions:
See your operating system documentation to determine the contents of the system's start-up files. If the computer is connected to a printer, print each file. Otherwise, record the contents of each file before calling Dell.
Error message, beep code, or diagnostic code:
Description of problem and troubleshooting procedures you performed:


## Contacting Dell

You can contact Dell through the Internet and by phone:

- 1 For support through the web, go to [support.dell.com](http://support.dell.com).
- 1 For worldwide support through the web, use the **Choose A Country/Region** menu near the bottom of the page, or see the web addresses listed in the following table.
- 1 For support by e-mail, see the e-mail addresses listed in the following table.

 **NOTE:** Toll-free numbers are for use within the country for which they are listed.

- 1 For support by phone, use the phone numbers and codes provided in the following table. If you need assistance in determining which codes to use, contact a local or an international operator.

 **NOTE:** The contact information provided was deemed correct at the time that this document went to print and is subject to change.

Country (City) International Access Code Country Code City Code	Service Type	Area Codes, Local Numbers, and Toll-Free Numbers Web and E-mail Address
Anguilla	Online Support	<a href="http://www.dell.com/ai">www.dell.com/ai</a>
	E-mail Address	<a href="mailto:la-techsupport@dell.com">la-techsupport@dell.com</a>
	Technical Support, Customer Service, Sales	toll-free: 800-335-0031
Antigua and Barbuda	Online Support	<a href="http://www.dell.com.ag">www.dell.com.ag</a>
	Technical Support, Customer Service, Sales	1-800-805-5924

<b>Aomen</b> Country Code: <b>853</b>	<b>Technical Support</b>	toll-free: 0800-105
	Customer Service (Xiamen, China)	34 160 910
	Transaction Sales (Xiamen, China)	29 693 115
<b>Argentina (Buenos Aires)</b> International Access Code: <b>00</b> Country Code: <b>54</b> City Code: <b>11</b>	Online Support	www.dell.com.ar
	E-mail for Desktops and Portables	la-techsupport@dell.com
	E-mail for Servers and EMC® Storage Products	la_enterprise@dell.com
	Customer Service	toll-free: 0-800-444-0730
	Technical Support – Dell PowerApp™, Dell PowerEdge™, Dell PowerConnect™, and Dell PowerVault™	toll-free: 0-800-222-0154
	Technical Support Services	toll-free: 0-800-444-0724
<b>Aruba</b>	Sales	0-810-444-3355
	Online Support	www.dell.com.aw la-techsupport@dell.com
	Technical Support, Customer Service, Sales	toll-free: 800-1578
<b>Australia (Sydney)</b> International Access Code: <b>0011</b> Country Code: <b>61</b> City Code: <b>2</b>	Online Support	support.ap.dell.com support.ap.dell.com/contactus
	<b>Technical Support</b>	
	Home and Home Office	toll-free: 1300-655-533
	Medium and Large Business	toll-free: 1800-633-559
	Small Business, Education, Local Government	toll-free: 1800-060-889
	Customer Service	toll-free: 1300-662-196
<b>Austria (Vienna)</b> International Access Code: <b>900</b> Country Code: <b>43</b> City Code: <b>1</b>	Online Support	support.euro.dell.com tech_support_central_europe@dell.com
	Home/Small Business Sales	08 20 24 05 30 00
	Home/Small Business Fax	08 20 24 05 30 49
	Home/Small Business Customer Service	08 20 24 05 30 14
	Home/Small Business Support	08 20 24 05 30 17
	Preferred Accounts/Corporate Customer Service	08 20 24 05 30 16
	Preferred Accounts/Corporate Support	08 20 24 05 30 17
	Switchboard	08 20 24 05 30 00
<b>Bahamas</b>	Online Support	www.dell.com/bs la-techsupport@dell.com
	Technical Support, Customer Service, Sales	toll-free: 1-866-874-3038
<b>Barbados</b>	Online Support	www.dell.com/bb la-techsupport@dell.com
	Technical Support, Customer Service, Sales	1-800-534-3142
<b>Belgium (Brussels)</b> International Access Code: <b>00</b> Country Code: <b>32</b> City Code: <b>2</b>	Online Support	support.euro.dell.com
	General Support	02 481 92 88
	General Support Fax	02 481 92 95
	Customer Service	02 713 15 65
	Corporate Sales	02 481 91 00
	Fax	02 481 92 99
	Switchboard	02 481 91 00
<b>Bermuda</b>	Online Support	www.dell.com/bm la-techsupport@dell.com
	Technical Support, Customer Service, Sales	1-877-890-0751
<b>Bolivia</b>	Online Support	www.dell.com/bo la-techsupport@dell.com
	Technical Support, Customer Service, Sales	toll-free: 800-10-0238
<b>Brazil</b> International Access Code: <b>00</b> Country Code: <b>55</b> City Code: <b>51</b>	Online Support	www.dell.com/br BR_TechSupport@dell.com
	Customer Service and Tech Support	0800 970 3355
	Technical Support Fax	51 2104 5470
	Customer Service Fax	51 2104 5480
	Sales	0800 970 3390
<b>British Virgin Islands</b>	Technical Support, Customer Service, Sales	toll-free: 1-866-278-6820

Brunei Country Code: 673	Technical Support (Penang, Malaysia)	604 633 4966
	Customer Service (Penang, Malaysia)	604 633 3101 or toll-free: 801 1012
	Transaction Sales (Penang, Malaysia)	604 633 3101 or toll-free: 801 1012
Canada (North York, Ontario) International Access Code: 011	Online Order Status	<a href="http://www.dell.ca/ostatus">www.dell.ca/ostatus</a>
	Online Support	<a href="http://support.ca.dell.com">support.ca.dell.com</a>
	AutoTech (automated Hardware and Warranty Support)	toll-free: 1-800-247-9362
	Customer Service	
	Home/Home Office	toll-free: 1-800-847-4096
	Small Business	toll-free: 1-800-906-3355
	Medium/Large Business, Government, Education	toll-free: 1-800-387-5757
	Hardware Warranty Phone Support	
	Computers for Home/Home Office	toll-free: 1-800-847-4096
	Computers for Small/Medium/Large Business, Government	toll-free: 1-800-387-5757
	Printers, Projectors, Televisions, Handheld, Digital Jukebox, and Wireless	1-877-335-5767
	Sales	
	Home and Home Office Sales	toll-free: 1-800-999-3355
	Small Business	toll-free: 1-800-387-5752
Medium/Large Business, Government	toll-free: 1-800-387-5755	
Spare Parts and Extended Service	1 866 440 3355	
Cayman Islands	Online Support	<a href="mailto:la-techsupport@dell.com">la-techsupport@dell.com</a>
	Technical Support, Customer Service, Sales	1-877-262-5415
Chile (Santiago) Country Code: 56 City Code: 2	Online Support	<a href="http://www.dell.com/cl">www.dell.com/cl</a> <a href="mailto:la-techsupport@dell.com">la-techsupport@dell.com</a>
	Sales and Customer Support	toll-free: 1230-020-3397 or 800-20-1385
China (Xiamen) Country Code: 86 City Code: 592	Online Support	<a href="http://support.dell.com.cn">support.dell.com.cn</a>
	Technical Support E-mail	<a href="mailto:support.dell.com.cn/email">support.dell.com.cn/email</a>
	Customer Service E-mail	<a href="mailto:customer_cn@dell.com">customer_cn@dell.com</a>
	Technical Support Fax	592 818 1350
	Technical Support – Dell™ Dimension™ and Dell Inspiron™	toll-free: 800 858 2969
	Technical Support – Dell OptiPlex™, Dell Latitude™, and Dell Precision™	toll-free: 800 858 0950
	Technical Support – Servers and Storage	toll-free: 800 858 0960
	Technical Support – Projectors, PDAs, Switches, Routers, etc.	toll-free: 800 858 2920
	Technical Support – Printers	toll-free: 800 858 2311
	Customer Service	toll-free: 800 858 2060
	Customer Service Fax	592 818 1308
	Home and Small Business	toll-free: 800 858 2222
	Preferred Accounts Division	toll-free: 800 858 2557
	Large Corporate Accounts GCP	toll-free: 800 858 2055
	Large Corporate Accounts Key Accounts	toll-free: 800 858 2628
	Large Corporate Accounts North	toll-free: 800 858 2999
	Large Corporate Accounts North Government and Education	toll-free: 800 858 2955
	Large Corporate Accounts East	toll-free: 800 858 2020
	Large Corporate Accounts East Government and Education	toll-free: 800 858 2669
Large Corporate Accounts Queue Team	toll-free: 800 858 2572	
Large Corporate Accounts South	toll-free: 800 858 2355	
Large Corporate Accounts West	toll-free: 800 858 2811	
Large Corporate Accounts Spare Parts	toll-free: 800 858 2621	
Colombia	Online Support	<a href="http://www.dell.com/co">www.dell.com/co</a> <a href="mailto:la-techsupport@dell.com">la-techsupport@dell.com</a>
	Technical Support, Customer Service, Sales	01-800-915-4755
Costa Rica	Online Support	<a href="http://www.dell.com/cr">www.dell.com/cr</a> <a href="mailto:la-techsupport@dell.com">la-techsupport@dell.com</a>
	Technical Support, Customer Service, Sales	0800-012-0231

<b>Czech Republic (Prague)</b> International Access Code: <b>00</b> Country Code: <b>420</b>	Online Support	support.euro.dell.com czech_dell@dell.com
	Technical Support	22537 2727
	Customer Service	22537 2707
	Fax	22537 2714
	Technical Fax	22537 2728
	Switchboard	22537 2711
<b>Denmark (Copenhagen)</b> International Access Code: <b>00</b> Country Code: <b>45</b>	Online Support	support.euro.dell.com
	Technical Support	7023 0182
	Customer Service – Relational	7023 0184
	Home/Small Business Customer Service	3287 5505
	Switchboard – Relational	3287 1200
	Switchboard Fax – Relational	3287 1201
	Switchboard – Home/Small Business	3287 5000
Switchboard Fax – Home/Small Business	3287 5001	
<b>Dominica</b>	Online Support	www.dell.com/dm la-techsupport@dell.com
	Technical Support, Customer Service, Sales	toll-free: 1-866-278-6821
<b>Dominican Republic</b>	Online Support	www.dell.com/do la-techsupport@dell.com
	Technical Support, Customer Service, Sales	1-800-156-1588
<b>Ecuador</b>	Online Support	www.dell.com/ec la-techsupport@dell.com
	Technical Support, Customer Service, Sales (calling from Quito)	toll-free: 999-119-877-655-3355
	Technical Support, Customer Service, Sales (calling from Guayaquil)	toll-free: 1800-999-119-877-655-3355
<b>El Salvador</b>	Online Support	www.dell.com/sv la-techsupport@dell.com
	Technical Support, Customer Service, Sales	800-6132
<b>Finland (Helsinki)</b> International Access Code: <b>990</b> Country Code: <b>358</b> City Code: <b>9</b>	Online Support	support.euro.dell.com fi_support@dell.com
	Technical Support	0207 533 555
	Customer Service	0207 533 538
	Switchboard	0207 533 533
	Fax	0207 533 530
	Sales under 500 employees	0207 533 540
	Sales over 500 employees	0207 533 533
<b>France (Paris) (Montpellier)</b> International Access Code: <b>00</b> Country Code: <b>33</b> City Codes: <b>(1) (4)</b>	Online Support	support.euro.dell.com
	<b>Home and Small Business</b>	
	Technical Support	0825 387 270
	Customer Service	0825 823 833
	Switchboard	0825 004 700
	Switchboard (calls from outside of France)	04 99 75 40 00
	Sales	0825 004 700
	Fax	0825 004 701
	Fax (calls from outside of France)	04 99 75 40 01
	<b>Corporate</b>	
	Technical Support	0825 004 719
	Customer Service	0825 338 339
	Switchboard	01 55 94 71 00
	Sales	01 55 94 71 00
	Fax	01 55 94 71 01
	<b>Germany (Frankfurt)</b> International Access Code: <b>00</b>	Online Support
Technical Support		069 9792-7200
Home/Small Business Customer Service		0180-5-224400



Country Code: <b>49</b> City Code: <b>69</b>	Global Segment Customer Service	069 9792-7320
	Preferred Accounts Customer Service	069 9792-7320
	Large Accounts Customer Service	069 9792-7320
	Public Accounts Customer Service	069 9792-7320
	Switchboard	069 9792-7000
Greece International Access Code: <b>00</b> Country Code: <b>30</b>	Online Support	support.euro.dell.com
	Technical Support	00800-44 14 95 18
	Gold Service Technical Support	00800-44 14 00 83
	Switchboard	2108129810
	Gold Service Switchboard	2108129811
	Sales	2108129800
	Fax	2108129812
Grenada	Online Support	www.dell.com/gd la-techsupport@dell.com
	Technical Support, Customer Service, Sales	toll-free: 1-866-540-3355
Guatemala	Online Support	www.dell.com/gt la-techsupport@dell.com
	Technical Support, Customer Service, Sales	1-800-999-0136
Guyana	Online Support	la-techsupport@dell.com
	Technical Support, Customer Service, Sales	toll-free: 1-877-270-4609
Hong Kong International Access Code: <b>001</b> Country Code: <b>852</b>	Online Support	support.ap.dell.com support.dell.com.cn/email
	Technical Support – Dimension and Inspiron	00852-2969 3188
	Technical Support – OptiPlex, Latitude, and Dell Precision	00852-2969 3191
	Technical Support – Servers and Storage	00852-2969 3196
	Technical Support – Projectors, PDAs, Switches, Routers, etc.	00852-3416 0906
	Customer Service	00852-3416 0910
	Large Corporate Accounts	00852-3416 0907
	Global Customer Programs	00852-3416 0908
	Medium Business Division	00852-3416 0912
	Home and Small Business Division	00852-2969 3105
India	Online Support	support.ap.dell.com
	<b>Portable and Desktop Support</b>	
	Desktop Support E-mail	india_support_desktop@dell.com
	Portable Support E-mail	india_support_notebook@dell.com
	Phone Numbers	080-25068032 or 080-25068034 or your city STD code + 60003355 or toll-free: 1-800-425-8045
	<b>Server Support</b>	
	E-mail	india_support_Server@dell.com
	Phone Numbers	080-25068032 or 080-25068034 or your city STD code + 60003355 or toll-free: 1800 425 8045
	<b>Gold Support Only</b>	
	E-mail	eec_ap@dell.com
	Phone Numbers	080-25068033 or your city STD code + 60003355 or toll-free: 1-800-425-9045
	Customer Service	
	Home and Small Business	India_care_HSB@dell.com toll-free: 1800-4254051
	Large Corporate Accounts	India_care_REL@dell.com toll-free: 1800-4252067
	<b>Sales</b>	
	Large Corporate Accounts	1600 33 8044
	Home and Small Business	1600 33 8046
	Online Support	support.euro.dell.com
	<b>Technical Support</b>	dell_direct_support@dell.com

<b>Ireland (Cherrywood)</b> International Access Code: 00 Country Code: 353 City Code: 1	<b>Business computers</b>	1850 543 543
	Home computers	1850 543 543
	At Home Support	1850 200 889
	<b>Sales</b>	
	Home	1850 333 200
	Small Business	1850 664 656
	Medium Business	1850 200 646
	Large Business	1850 200 646
	Sales E-mail	Dell_IRL_Outlet@dell.com
	<b>Customer Service</b>	
	Home and Small Business	01 204 4014
	Business (greater than 200 employees)	1850 200 982
	<b>General</b>	
	Fax/Sales Fax	01 204 0103
	Switchboard	01 204 4444
	U.K. Customer Service (dial within U.K. only)	0870 906 0010
Corporate Customer Service (dial within U.K. only)	0870 907 4499	
U.K. Sales (dial within U.K. only)	0870 907 4000	
<b>Italy (Milan)</b> International Access Code: 00 Country Code: 39 City Code: 02	Online Support	support.euro.dell.com
	<b>Home and Small Business</b>	
	Technical Support	02 577 826 90
	Customer Service	02 696 821 14
	Fax	02 696 821 13
	Switchboard	02 696 821 12
	<b>Corporate</b>	
	Technical Support	02 577 826 90
	Customer Service	02 577 825 55
	Fax	02 575 035 30
Switchboard	02 577 821	
<b>Jamaica</b>	Online Support	ja-techsupport@dell.com
	Technical Support, Customer Service, Sales (dial from within Jamaica only)	1-800-440-9205
<b>Japan (Kawasaki)</b> International Access Code: 001 Country Code: 81 City Code: 44	Online Support	support.jp.dell.com
	Technical Support – Dimension and Inspiron	toll-free: 0120-198-226
	Technical Support outside of Japan – Dimension and Inspiron	81-44-520-1435
	Technical Support – Dell Precision, OptiPlex, and Latitude	toll-free: 0120-198-433
	Technical Support outside of Japan – Dell Precision, OptiPlex, and Latitude	81-44-556-3894
	Technical Support – Dell PowerApp, Dell PowerEdge, Dell PowerConnect, and Dell PowerVault	toll-free: 0120-198-498
	Technical Support outside of Japan – PowerApp, PowerEdge, PowerConnect, and PowerVault	81-44-556-4162
	Technical Support – Projectors, PDAs, Printers, Routers	toll-free: 0120-981-690
	Technical Support outside of Japan – Projectors, PDAs, Printers, Routers	81-44-556-3468
	Faxbox Service	044-556-3490
	24-Hour Automated Order Status Service	044-556-3801
	Customer Service	044-556-4240
	Business Sales Division – up to 400 employees	044-556-1465
	Preferred Accounts Division Sales – over 400 employees	044-556-3433
	Public Sales – government agencies, educational institutions, and medical institutions	044-556-5963
	Global Segment Japan	044-556-3469
	Individual User	044-556-1657
Individual User Online Sales	044-556-2203	
Individual User Real Site Sales	044-556-4649	
Switchboard	044-556-4300	
<b>Korea (Seoul)</b> International Access Code: 001 Country Code: 82	Online Support	support.ap.dell.com
	Technical Support, Customer Service	toll-free: 080-200-3800
	Technical Support – Dimension, PDA, Electronics, and Accessories	toll-free: 080-200-3801
	Sales	toll-free: 080-200-3600
	Fax	2194-6202

City Code: <b>2</b>	Switchboard	2194-6000
<b>Latin America</b>	Customer Technical Support (Austin, Texas, U.S.A.)	512 728-4093
	Customer Service (Austin, Texas, U.S.A.)	512 728-3619
	Fax (Technical Support and Customer Service) (Austin, Texas, U.S.A.)	512 728-3883
	Sales (Austin, Texas, U.S.A.)	512 728-4397
	Sales Fax (Austin, Texas, U.S.A.)	512 728-4600 or 512 728-3772
<b>Luxembourg</b> International Access Code: <b>00</b> Country Code: <b>352</b>	Online Support	support.euro.dell.com
	Support	342 08 08 075
	Home/Small Business Sales	+32 (0)2 713 15 96
	Corporate Sales	26 25 77 81
	Customer Service	+32 (0)2 481 91 19
	Fax	26 25 77 82
<b>Malaysia (Penang)</b> International Access Code: <b>00</b> Country Code: <b>60</b> City Code: <b>4</b>	Online Support	support.ap.dell.com
	Technical Support – Dell Precision, OptiPlex, and Latitude	toll-free: 1 800 880 193
	Technical Support – Dimension, Inspiron, and Electronics and Accessories	toll-free: 1 800 881 306
	Technical Support – PowerApp, PowerEdge, PowerConnect, and PowerVault	toll-free: 1800 881 386
	Customer Service	toll-free: 1800 881 306 (option 6)
	Transaction Sales	toll-free: 1 800 888 202
	Corporate Sales	toll-free: 1 800 888 213
<b>Mexico</b> International Access Code: <b>00</b> Country Code: <b>52</b>	Online Support	www.dell.com/mx la-techsupport@dell.com
	Technical Support	001-866-563-4425
	Sales	50-81-8800 or 001-800-888-3355
	Customer Service	001-877-384-8979 or 001-877-269-3383
		50-81-8800
	Main	or 001-800-888-3355 or 001-866-851-1754
<b>Montserrat</b>	Online Support	la-techsupport@dell.com
	Technical Support, Customer Service, Sales	toll-free: 1-866-278-6822
<b>Netherlands Antilles</b>	Online Support	la-techsupport@dell.com
	Technical Support, Customer Service, Sales	001-800-882-1519
<b>Netherlands (Amsterdam)</b> International Access Code: <b>00</b> Country Code: <b>31</b> City Code: <b>20</b>	Online Support	support.euro.dell.com
	Technical Support	020 674 45 00
	Technical Support Fax	020 674 47 66
	Home/Small Business Customer Service	020 674 42 00
	Relational Customer Service	020 674 4325
	Home/Small Business Sales	020 674 55 00
	Relational Sales	020 674 50 00
	Home/Small Business Sales Fax	020 674 47 75
	Relational Sales Fax	020 674 47 50
	Switchboard	020 674 50 00
	Switchboard Fax	020 674 47 50
<b>New Zealand</b> International Access Code: <b>00</b> Country Code: <b>64</b>	Online Support	support.ap.dell.com support.ap.dell.com/contactus
	Technical Support, Customer Service, Sales	0800 441 567
<b>Nicaragua</b>	Online Support	www.dell.com/ni la-techsupport@dell.com
	Technical Support, Customer Service, Sales	001-800-220-1377
<b>Norway (Lysaker)</b>	Online Support	support.euro.dell.com
	Technical Support	671 16882

International Access Code: <b>00</b> Country Code: <b>47</b>	Relational Customer Service	671 17575
	Home/Small Business Customer Service	23162298
	Switchboard	671 16800
	Fax Switchboard	671 16865
<b>Panama</b>	Online Support	www.dell.com/pa la-techsupport@dell.com
	Technical Support, Customer Service, Sales	011-800-507-1264
<b>Peru</b>	Online Support	www.dell.com/pe la-techsupport@dell.com
	Technical Support, Customer Service, Sales	0800-50-669
<b>Poland (Warsaw)</b> International Access Code: <b>011</b> Country Code: <b>48</b> City Code: <b>22</b>	Online Support	support.euro.dell.com pl_support_tech@dell.com
	Customer Service Phone	57 95 700
	Customer Service	57 95 999
	Sales	57 95 999
	Customer Service Fax	57 95 806
	Reception Desk Fax	57 95 998
	Switchboard	57 95 999
<b>Portugal</b> International Access Code: <b>00</b> Country Code: <b>351</b>	Online Support	support.euro.dell.com
	Technical Support	707200149
	Customer Service	800 300 413
	Sales	800 300 410 or 800 300 411 or 800 300 412 or 21 422 07 10
	Fax	21 424 01 12
<b>Puerto Rico</b>	Online Support	www.dell.com/pr la-techsupport@dell.com
	Technical Support	toll-free: 1-866-390-4695 or 1-866-851-1760
	Customer Service and Sales	1-877-537-3355
<b>St. Kitts and Nevis</b>	Online Support	www.dell.com/kn la-techsupport@dell.com
	Technical Support, Customer Service, Sales	toll-free: 1-866-540-3355
<b>St. Lucia</b>	Online Support	www.dell.com/lc la-techsupport@dell.com
	Technical Support, Customer Service, Sales	toll-free: 1-866-464-4352
<b>St. Vincent and the Grenadines</b>	Online Support	www.dell.com/vc la-techsupport@dell.com
	Technical Support, Customer Service, Sales	toll-free: 1-866-464-4353
<b>Singapore (Singapore)</b> International Access Code: <b>005</b> Country Code: <b>65</b>	<b>NOTE:</b> The phone numbers in this section should be called from within Singapore or Malaysia only.	
	Online Support	support.ap.dell.com
	Technical Support – Dimension, Inspiron, and Electronics and Accessories	toll-free: 1 800 394 7430
	Technical Support – OptiPlex, Latitude, and Dell Precision	toll-free: 1 800 394 7488
	Technical Support – PowerApp, PowerEdge, PowerConnect, and PowerVault	toll-free: 1 800 394 7478
	Customer Service	toll-free: 1 800 394 7430 (option 6)
	Transaction Sales	toll-free: 1 800 394 7412
Corporate Sales	toll-free: 1 800 394 7419	
<b>Slovakia (Prague)</b> International Access Code: <b>00</b> Country Code: <b>421</b>	Online Support	support.euro.dell.com czech_dell@dell.com
	Technical Support	02 5441 5727
	Customer Service	420 22537 2707
	Fax	02 5441 8328
	Tech Fax	02 5441 8328
	Switchboard (Sales)	02 5441 7585

<b>South Africa (Johannesburg)</b> International Access Code: <b>09/091</b> Country Code: <b>27</b> City Code: <b>11</b>	Online Support	support.euro.dell.com dell_za_support@dell.com
	Gold Queue	011 709 7713
	Technical Support	011 709 7710
	Customer Service	011 709 7707
	Sales	011 709 7700
	Fax	011 706 0495
	Switchboard	011 709 7700
<b>Southeast Asian and Pacific Countries</b>	Technical Support, Customer Service, and Sales (Penang, Malaysia)	604 633 4810
<b>Spain (Madrid)</b> International Access Code: <b>00</b> Country Code: <b>34</b> City Code: <b>91</b>	Online Support	support.euro.dell.com
	<b>Home and Small Business</b>	
	Technical Support	902 100 130
	Customer Service	902 118 540
	Sales	902 118 541
	Switchboard	902 118 541
	Fax	902 118 539
	<b>Corporate</b>	
	Technical Support	902 100 130
	Customer Service	902 115 236
	Switchboard	91 722 92 00
Fax	91 722 95 83	
<b>Sweden (Upplands Vasby)</b> International Access Code: <b>00</b> Country Code: <b>46</b> City Code: <b>8</b>	Online Support	support.euro.dell.com
	Technical Support	08 590 05 199
	Relational Customer Service	08 590 05 642
	Home/Small Business Customer Service	08 587 70 527
	Employee Purchase Program (EPP) Support	020 140 14 44
	Technical Support Fax	08 590 05 594
	Sales	08 587 705 81
<b>Switzerland (Geneva)</b> International Access Code: <b>00</b> Country Code: <b>41</b> City Code: <b>22</b>	Online Support	support.euro.dell.com Tech_support_central_Europe@dell.com
	Technical Support – Home and Small Business	0844 811 411
	Technical Support – Corporate	0844 822 844
	Customer Service – Home and Small Business	0848 802 202
	Customer Service – Corporate	0848 821 721
	Main	0848 335 599
	Fax	022 799 01 90
	Sales	022 799 01 01
<b>Taiwan</b> International Access Code: <b>002</b> Country Code: <b>886</b>	Online Support	support.ap.dell.com support.dell.com.cn/email
	Technical Support – OptiPlex, Latitude, Inspiron, Dimension, and Electronics and Accessories	toll-free: 0080 186 1011
	Technical Support – Servers and Storage	toll-free: 0080 160 1256
	Customer Service	toll-free: 0080 160 1250 (option 5)
	Transaction Sales	toll-free: 0080 165 1228
	Corporate Sales	toll-free: 0080 165 1227
<b>Thailand</b> International Access Code: <b>001</b> Country Code: <b>66</b>	Online Support	support.ap.dell.com
	Technical Support (OptiPlex, Latitude, and Dell Precision)	toll-free: 1800 0060 07
	Technical Support (PowerApp, PowerEdge, PowerConnect, and PowerVault)	toll-free: 1800 0600 09
	Customer Service	toll-free: 1800 006 007 (option 7)
	Corporate Sales	toll-free: 1800 006 009
Transaction Sales	toll-free: 1800 006 006	
<b>Trinidad/Tobago</b>	Online Support	www.dell.com/tt la-techsupport@dell.com
	Technical Support, Customer Service, Sales	toll-free: 1-888-799-5908
		www.dell.com/tc

Turks and Caicos Islands	Online Support	la-techsupport@dell.com
	Technical Support, Customer Service, Sales	toll-free: 1-877-441-4735
U.K. (Bracknell) International Access Code: 00 Country Code: 44 City Code: 1344	Online Support	support.euro.dell.com dell_direct_support@dell.com
	Customer Service Online	support.euro.dell.com/uk/en/ECare/form/home.asp
	<b>Sales</b>	
	Home and Small Business Sales	0870 907 4000
	Corporate/Public Sector Sales	01344 860 456
	<b>Customer Service</b>	
	Home and Small Business	0870 906 0010
	Corporate	01344 373 185
	Preferred Accounts (500-5000 employees)	0870 906 0010
	Global Accounts	01344 373 186
	Central Government	01344 373 193
	Local Government & Education	01344 373 199
	Health	01344 373 194
	<b>Technical Support</b>	
	Corporate/Preferred Accounts/PCA (1000+ employees)	0870 908 0500
	Other Dell Products	0870 353 0800
	<b>General</b>	
	Home and Small Business Fax	0870 907 4006
	Uruguay	Online Support
Technical Support, Customer Service, Sales		toll-free: 000-413-598-2521
U.S.A. (Austin, Texas) International Access Code: 011 Country Code: 1	Dell Services for the Deaf, Hard-of-Hearing, or Speech-Impaired	toll-free: 1-877-DELLTTY (1-877-335-5889)
	Fax	toll-free: 1-800-727-8320
	Technical Support	support.dell.com
	Home and Home Office	toll-free: 1-800-624-9896
	Portable and Desktop AutoTech	toll-free: 1-800-247-9362
	Small Business	toll-free: 1-800-456-3355
	Medium and Large Business	toll-free: 1-877-671-3355
	State and Local Government	toll-free: 1-800-981-3355
	Federal Government	toll-free: 1-800-727-1100
	Healthcare	toll-free: 1-800-274-1550
	K-12 Education	toll-free: 1-888-977-3355
	Higher Education	toll-free: 1-800-274-7799
	Printers, Projectors, PDAs, and MP3 Players	toll-free: 1-877-459-7298
	Customer Service	toll-free: 1-800-624-9897
	Automated Order Status	toll-free: 1-800-433-9014
	Small Business	toll-free: 1-800-456-3355
	Medium and Large Business	toll-free: 1-877-671-3355
	State and Local Government	toll-free: 1-800-981-3355
	Federal Government	toll-free: 1-800-727-1100
	Healthcare	toll-free: 1-800-274-1550
	K-12 Education	toll-free: 1-888-977-3355
	Higher Education	toll-free: 1-800-274-7799
	Employee Purchase Program (EPP)	toll-free: 1-800-695-8133
	<b>Financial Services</b>	www.dellfinancialservices.com
	Leases and Loans	toll-free: 1-877-577-3355
	Dell Preferred Accounts (DPA)	toll-free: 1-800-283-2210
	<b>Sales</b>	1-800-289-3355 or 1-800-879-3355
	Dell Outlet Store	toll-free: 1-888-798-7561
	Software and Peripherals Sales	toll-free: 1-800-671-3355
	U.S. Virgin Islands	Online Support
Technical Support, Customer Service, Sales		toll-free: 1-877-702-4360

Venezuela	Online Support	<a href="http://www.dell.com/ve">www.dell.com/ve</a>
	Technical Support, Customer Service, Sales	<a href="mailto:la-techsupport@dell.com">la-techsupport@dell.com</a> 0800-100-4752

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## Glossary

### Dell™ OptiPlex™ 745c User's Guide

Terms in this Glossary are provided for informational purposes only and may or may not describe features included with your particular computer.

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#### A

**AC** — alternating current — The form of electricity that powers your computer when you plug the AC adapter power cable in to an electrical outlet.

**ACPI** — advanced configuration and power interface — A power management specification that enables Microsoft® Windows® operating systems to put a computer in standby or hibernate mode to conserve the amount of electrical power allocated to each device attached to the computer.

**AGP** — accelerated graphics port — A dedicated graphics port that allows system memory to be used for video-related tasks. AGP delivers a smooth, true-color video image because of the faster interface between the video circuitry and the computer memory.

**AHCI** — Advanced Host Controller Interface — An interface for a SATA hard drive Host Controller which allows the storage driver to enable technologies such as Native Command Queuing (NCQ) and hot plug.

**ALS** — ambient light sensor — A feature that helps to control display brightness.

**antivirus software** — A program designed to identify, quarantine, and/or delete viruses from your computer.

**ASF** — alert standards format — A standard to define a mechanism for reporting hardware and software alerts to a management console. ASF is designed to be platform- and operating system-independent.

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#### B

**battery life span** — The length of time (years) during which a portable computer battery is able to be depleted and recharged.

**battery operating time** — The length of time (minutes or hours) that a portable computer battery powers the computer.

**BIOS** — basic input/output system — A program (or utility) that serves as an interface between the computer hardware and the operating system. Unless you understand what effect these settings have on the computer, do not change them. Also referred to as *system setup*.

**bit** — The smallest unit of data interpreted by your computer.

**boot sequence** — Specifies the order of the devices from which the computer attempts to boot.

**bootable CD** — A CD that you can use to start your computer. In case your hard drive is damaged or your computer has a virus, ensure that you always have a bootable CD or floppy disk available. Your *Drivers and Utilities (or ResourceCD)* is a bootable CD.

**bootable disk** — A disk that you can use to start your computer. In case your hard drive is damaged or your computer has a virus, ensure that you always have a bootable CD or floppy disk available.

**bps** — bits per second — The standard unit for measuring data transmission speed.

**BTU** — British thermal unit — A measurement of heat output.

**bus** — A communication pathway between the components in your computer.

**bus speed** — The speed, given in MHz, that indicates how fast a bus can transfer information.

**byte** — The basic data unit used by your computer. A byte is usually equal to 8 bits.

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#### C

**C** — Celsius — A temperature measurement scale where 0° is the freezing point and 100° is the boiling point of water.

**cache** — A special high-speed storage mechanism which can be either a reserved section of main memory or an independent high-speed storage device. The cache enhances the efficiency of many processor operations.

**L1 cache** — Primary cache stored inside the processor.

**L2 cache** — Secondary cache which can either be external to the processor or incorporated into the processor architecture.

**carnet** — An international customs document that facilitates temporary imports into foreign countries. Also known as a *merchandise passport*.

**CD-R** — CD recordable — A recordable version of a CD. Data can be recorded only once onto a CD-R. Once recorded, the data cannot be erased or written over.

**CD-RW** — CD rewritable — A rewritable version of a CD. Data can be written to a CD-RW disc, and then erased and written over (rewritten).

**CD-RW drive** — A drive that can read CDs and write to CD-RW (rewritable CDs) and CD-R (recordable CDs) discs. You can write to CD-RW discs multiple times,



but you can write to CD-R discs only once.

**CD-RW/DVD drive** — A drive, sometimes referred to as a combo drive, that can read CDs and DVDs and write to CD-RW (rewritable CDs) and CD-R (recordable CDs) discs. You can write to CD-RW discs multiple times, but you can write to CD-R discs only once.

**clock speed** — The speed, given in MHz, that indicates how fast computer components that are connected to the system bus operate.

**COA** — Certificate of Authenticity — The Windows alpha-numeric code located on a sticker on your computer. Also referred to as the *Product Key* or *Product ID*.

**Control Panel** — A Windows utility that allows you to modify operating system and hardware settings, such as display settings.

**controller** — A chip that controls the transfer of data between the processor and memory or between the processor and devices.

**CRIMM** — continuity rambus in-line memory module — A special module that has no memory chips and is used to fill unused RIMM slots.

**cursor** — The marker on a display or screen that shows where the next keyboard, touch pad, or mouse action will occur. It often is a blinking solid line, an underline character, or a small arrow.

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## D

**DDR SDRAM** — double-data-rate SDRAM — A type of SDRAM that doubles the data burst cycle, improving system performance.

**DDR2 SDRAM** — double-data-rate 2 SDRAM — A type of DDR SDRAM that uses a 4-bit prefetch and other architectural changes to boost memory speed to over 400 MHz.

**device** — Hardware such as a disk drive, printer, or keyboard that is installed in or connected to your computer.

**device driver** — See *driver*.

**DIMM** — dual in-line memory module — A circuit board with memory chips that connects to a memory module on the system board.

**DIN connector** — A round, six-pin connector that conforms to DIN (Deutsche Industrie-Norm) standards; it is typically used to connect PS/2 keyboard or mouse cable connectors.

**disk striping** — A technique for spreading data over multiple disk drives. Disk striping can speed up operations that retrieve data from disk storage. Computers that use disk striping generally allow the user to select the data unit size or stripe width.

**DMA** — direct memory access — A channel that allows certain types of data transfer between RAM and a device to bypass the processor.

**docking device** — See *APR*.

**DMTF** — Distributed Management Task Force — A consortium of hardware and software companies who develop management standards for distributed desktop, network, enterprise, and Internet environments.

**domain** — A group of computers, programs, and devices on a network that are administered as a unit with common rules and procedures for use by a specific group of users. A user logs on to the domain to gain access to the resources.

**DRAM** — dynamic random-access memory — Memory that stores information in integrated circuits containing capacitors.

**driver** — Software that allows the operating system to control a device such as a printer. Many devices do not work properly if the correct driver is not installed in the computer.

**DSL** — Digital Subscriber Line — A technology that provides a constant, high-speed Internet connection through an analog telephone line.

**dual-core** — An Intel® technology in which two physical computational units exist inside a single processor package, thereby increasing computing efficiency and multi-tasking ability.

**dual display mode** — A display setting that allows you to use a second monitor as an extension of your display. Also referred to as *extended display mode*.

**DVD-R** — DVD recordable — A recordable version of a DVD. Data can be recorded only once onto a DVD-R. Once recorded, the data cannot be erased or written over.

**DVD+RW** — DVD rewritable — A rewritable version of a DVD. Data can be written to a DVD+RW disc, and then erased and written over (rewritten). (DVD+RW technology is different from DVD-RW technology.)

**DVD+RW drive** — drive that can read DVDs and most CD media and write to DVD+RW (rewritable DVDs) discs.

**DVI** — digital video interface — A standard for digital transmission between a computer and a digital video display.

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## E

**ECC** — error checking and correction — A type of memory that includes special circuitry for testing the accuracy of data as it passes in and out of memory.

**ECP** — extended capabilities port — A parallel connector design that provides improved bidirectional data transmission. Similar to EPP, ECP uses direct memory access to transfer data and often improves performance.

**EIDE** — enhanced integrated device electronics — An improved version of the IDE interface for hard drives and CD drives.

**EMI** — electromagnetic interference — Electrical interference caused by electromagnetic radiation.

**ENERGY STAR®** — Environmental Protection Agency requirements that decrease the overall consumption of electricity.

**EPP** — enhanced parallel port — A parallel connector design that provides bidirectional data transmission.

**ESD** — electrostatic discharge — A rapid discharge of static electricity. ESD can damage integrated circuits found in computer and communications equipment.

**expansion card** — A circuit board that installs in an expansion slot on the system board in some computers, expanding the capabilities of the computer. Examples include video, modem, and sound cards.

**expansion slot** — A connector on the system board (in some computers) where you insert an expansion card, connecting it to the system bus.

**ExpressCard** — A removable I/O card adhering to the PCMCIA standard. Modems and network adapters are common types of ExpressCards. ExpressCards support both the PCI Express and USB 2.0 standard.

**Express Service Code** — A numeric code located on a sticker on your Dell™ computer. Use the Express Service Code when contacting Dell for assistance. Express Service Code service may not be available in some countries.

**extended display mode** — A display setting that allows you to use a second monitor as an extension of your display. Also referred to as *dual display mode*.

**extended PC Card** — A PC Card that extends beyond the edge of the PC Card slot when installed.

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## F

**Fahrenheit** — A temperature measurement scale where 32° is the freezing point and 212° is the boiling point of water.

**FBD** — fully-buffered DIMM — A DIMM with DDR2 DRAM chips and an Advanced Memory Buffer (AMB) that speeds communication between the DDR2 SDRAM chips and the system.

**FCC** — Federal Communications Commission — A U.S. agency responsible for enforcing communications-related regulations that state how much radiation computers and other electronic equipment can emit.

**fingerprint reader** — A strip sensor that uses your unique fingerprint to authenticate your user identity to help secure your computer.

**folder** — A term used to describe space on a disk or drive where files are organized and grouped. Files in a folder can be viewed and ordered in various ways, such as alphabetically, by date, and by size.

**format** — The process that prepares a drive or disk for file storage. When a drive or disk is formatted, the existing information on it is lost.

**FSB** — front side bus — The data path and physical interface between the processor and RAM.

**FTP** — file transfer protocol — A standard Internet protocol used to exchange files between computers connected to the Internet.

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## G

**G** — gravity — A measurement of weight and force.

**GB** — gigabyte — A measurement of data storage that equals 1024 MB (1,073,741,824 bytes). When used to refer to hard drive storage, the term is often rounded to 1,000,000,000 bytes.

**GHz** — gigahertz — A measurement of frequency that equals one thousand million Hz, or one thousand MHz. The speeds for computer processors, buses, and interfaces are often measured in GHz.

**graphics mode** — A video mode that can be defined as x horizontal pixels by y vertical pixels by z colors. Graphics modes can display an unlimited variety of shapes and fonts.

**GUI** — graphical user interface — Software that interacts with the user by means of menus, windows, and icons. Most programs that operate on the Windows operating systems are GUIs.

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## H

**hard drive** — A drive that reads and writes data on a hard disk. The terms hard drive and hard disk are often used interchangeably.

**heat sink** — A metal plate on some processors that helps dissipate heat.

**hibernate mode** — A power management mode that saves everything in memory to a reserved space on the hard drive and then turns off the computer. When you restart the computer, the memory information that was saved to the hard drive is automatically restored.

**HTTP** — hypertext transfer protocol — A protocol for exchanging files between computers connected to the Internet.

**Hyper-Threading** — Hyper-Threading is an Intel technology that can enhance overall computer performance by allowing one physical processor to function as two logical processors, capable of performing certain tasks simultaneously.

**Hz** — hertz — A unit of frequency measurement that equals 1 cycle per second. Computers and electronic devices are often measured in kilohertz (kHz), megahertz (MHz), gigahertz (GHz), or terahertz (THz).

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## I

**IC** — integrated circuit — A semiconductor wafer, or chip, on which thousands or millions of tiny electronic components are fabricated for use in computer, audio, and video equipment.

**IDE** — integrated device electronics — An interface for mass storage devices in which the controller is integrated into the hard drive or CD drive.

**IEEE 1394** — Institute of Electrical and Electronics Engineers, Inc. — A high-performance serial bus used to connect IEEE 1394-compatible devices, such as digital cameras and DVD players, to the computer.

**infrared sensor** — A port that allows you to transfer data between the computer and infrared-compatible devices without using a cable connection.

**integrated** — Usually refers to components that are physically located on the computer's system board. Also referred to as *built-in*.

**I/O** — input/output — An operation or device that enters and extracts data from your computer. Keyboards and printers are I/O devices.

**I/O address** — An address in RAM that is associated with a specific device (such as a serial connector, parallel connector, or expansion slot) and allows the processor to communicate with that device.

**IrDA** — Infrared Data Association — The organization that creates international standards for infrared communications.

**IRQ** — interrupt request — An electronic pathway assigned to a specific device so that the device can communicate with the processor. Each device connection must be assigned an IRQ. Although two devices can share the same IRQ assignment, you cannot operate both devices simultaneously.

**ISP** — Internet service provider — A company that allows you to access its host server to connect directly to the Internet, send and receive e-mail, and access websites. The ISP typically provides you with a software package, user name, and access phone numbers for a fee.

---

## K

**Kb** — kilobit — A unit of data that equals 1024 bits. A measurement of the capacity of memory integrated circuits.

**KB** — kilobyte — A unit of data that equals 1024 bytes but is often referred to as 1000 bytes.

**key combination** — A command requiring you to press multiple keys at the same time.

**kHz** — kilohertz — A measurement of frequency that equals 1000 Hz.

---

## L

**LAN** — local area network — A computer network covering a small area. A LAN usually is confined to a building or a few nearby buildings. A LAN can be connected to another LAN over any distance through telephone lines and radio waves to form a wide area network (WAN).

**LCD** — liquid crystal display — The technology used by portable computer and flat-panel displays.

**LED** — light-emitting diode — An electronic component that emits light to indicate the status of the computer.

**local bus** — A data bus that provides a fast throughput for devices to the processor.

**LPT** — line print terminal — The designation for a parallel connection to a printer or other parallel device.

---

## M

**Mb** — megabit — A measurement of memory chip capacity that equals 1024 Kb.

**Mbps** — megabits per second — One million bits per second. This measurement is typically used for transmission speeds for networks and modems.

**MB** — megabyte — A measurement of data storage that equals 1,048,576 bytes. 1 MB equals 1024 KB. When used to refer to hard drive storage, the term is often rounded to 1,000,000 bytes.

**MB/sec** — megabytes per second — One million bytes per second. This measurement is typically used for data transfer ratings.

**media bay** — A bay that supports devices such as optical drives, a second battery, or a Dell TravelLite™ module.

**memory** — A temporary data storage area inside your computer. Because the data in memory is not permanent, it is recommended that you frequently save your files while you are working on them, and always save your files before you shut down the computer. Your computer can contain several different forms of memory, such as RAM, ROM, and video memory. Frequently, the word memory is used as a synonym for RAM.

**memory address** — A specific location where data is temporarily stored in RAM.

**memory mapping** — The process by which the computer assigns memory addresses to physical locations at start-up. Devices and software can then identify information that the processor can access.

**memory module** — A small circuit board containing memory chips, which connects to the system board.

**MHz** — megahertz — A measure of frequency that equals 1 million cycles per second. The speeds for computer processors, buses, and interfaces are often measured in MHz.

**Mini PCI** — A standard for integrated peripheral devices with an emphasis on communications such as modems and NICs. A Mini PCI card is a small external card that is functionally equivalent to a standard PCI expansion card.

**Mini-Card** — A small card designed for integrated peripherals, such as communication NICs. The Mini-Card is functionally equivalent to a standard PCI expansion card.

**modem** — A device that allows your computer to communicate with other computers over analog telephone lines. Three types of modems include: external, PC Card, and internal. You typically use your modem to connect to the Internet and exchange e-mail.

**module bay** — See *media bay*.

**MP** — megapixel — A measure of image resolution used for digital cameras.

**ms** — millisecond — A measure of time that equals one thousandth of a second. Access times of storage devices are often measured in ms.

---

## N

**network adapter** — A chip that provides network capabilities. A computer may include a network adapter on its system board, or it may contain a PC Card with an adapter on it. A network adapter is also referred to as a *NIC* (network interface controller).

**NIC** — See *network adapter*.

**notification area** — The section of the Windows taskbar that contains icons for providing quick access to programs and computer functions, such as the clock, volume control, and print status. Also referred to as *system tray*.

**ns** — nanosecond — A measure of time that equals one billionth of a second.

**NVRAM** — nonvolatile random access memory — A type of memory that stores data when the computer is turned off or loses its external power source. NVRAM is used for maintaining computer configuration information such as date, time, and other system setup options that you can set.

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## O

**optical drive** — A drive that uses optical technology to read or write data from CDs, DVDs, or DVD+RWs. Example of optical drives include CD drives, DVD drives, CD-RW drives, and CD-RW/DVD combo drives.

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## P

**parallel connector** — An I/O port often used to connect a parallel printer to your computer. Also referred to as an *LPT port*.

**partition** — A physical storage area on a hard drive that is assigned to one or more logical storage areas known as logical drives. Each partition can contain multiple logical drives.

**PC Card** — A removable I/O card adhering to the PCMCIA standard. Modems and network adapters are common types of PC Cards.

**PCI** — peripheral component interconnect — PCI is a local bus that supports 32-bit and 64-bit data paths, providing a high-speed data path between the processor and devices such as video, drives, and networks.

**PCI Express** — A modification to the PCI interface that boosts the data transfer rate between the processor and the devices attached to it. PCI Express can transfer data at speeds from 250 MB/sec to 4 GB/sec. If the PCI Express chip set and the device are capable of different speeds, they will operate at the slower speed.

**PCMCIA** — Personal Computer Memory Card International Association — The organization that establishes standards for PC Cards.

**PIO** — programmed input/output — A method of transferring data between two devices through the processor as part of the data path.

**pixel** — A single point on a display screen. Pixels are arranged in rows and columns to create an image. A video resolution, such as 800 x 600, is expressed as the number of pixels across by the number of pixels up and down.

**Plug-and-Play** — The ability of the computer to automatically configure devices. Plug and Play provides automatic installation, configuration, and compatibility with existing hardware if the BIOS, operating system, and all devices are Plug and Play compliant.

**POST** — power-on self-test — Diagnostics programs, loaded automatically by the BIOS, that perform basic tests on the major computer components, such as memory, hard drives, and video. If no problems are detected during POST, the computer continues the start-up.

**processor** — A computer chip that interprets and executes program instructions. Sometimes the processor is referred to as the CPU (central processing unit).

**PS/2** — personal system/2 — A type of connector for attaching a PS/2-compatible keyboard, mouse, or keypad.

**PXE** — pre-boot execution environment — A WfM (Wired for Management) standard that allows networked computers that do not have an operating system to be configured and started remotely.

---

## R

**RAID** — redundant array of independent disks — A method of providing data redundancy. Some common implementations of RAID include RAID 0, RAID 1, RAID 5, RAID 10, and RAID 50.

**RAM** — random-access memory — The primary temporary storage area for program instructions and data. Any information stored in RAM is lost when you shut down your computer.

**readme file** — A text file included with a software package or hardware product. Typically, readme files provide installation information and describe new product enhancements or corrections that have not yet been documented.

**read-only** — Data and/or files you can view but cannot edit or delete. A file can have read-only status if:

- o It resides on a physically write-protected floppy disk, CD, or DVD.
- o It is located on a network in a directory and the system administrator has assigned rights only to specific individuals.

**refresh rate** — The frequency, measured in Hz, at which your screen's horizontal lines are recharged (sometimes also referred to as its *vertical frequency*). The higher the refresh rate, the less video flicker can be seen by the human eye.

**resolution** — The sharpness and clarity of an image produced by a printer or displayed on a monitor. The higher the resolution, the sharper the image.

**RFI** — radio frequency interference — Interference that is generated at typical radio frequencies, in the range of 10 kHz to 100,000 MHz. Radio frequencies are at the lower end of the electromagnetic frequency spectrum and are more likely to have interference than the higher frequency radiations, such as infrared and light.

**ROM** — read-only memory — Memory that stores data and programs that cannot be deleted or written to by the computer. ROM, unlike RAM, retains its contents after you shut down your computer. Some programs essential to the operation of your computer reside in ROM.

**RPM** — revolutions per minute — The number of rotations that occur per minute. Hard drive speed is often measured in rpm.

**RTC** — real time clock — Battery-powered clock on the system board that keeps the date and time after you shut down the computer.

**RTCST** — real-time clock reset — A jumper on the system board of some computers that can often be used for troubleshooting problems.

---

## S

**SAS** — serial attached SCSI — A faster, serial version of the SCSI interface (as opposed to the original SCSI parallel architecture).

**SATA** — serial ATA — A faster, serial version of the ATA (IDE) interface.

**ScanDisk** — A Microsoft utility that checks files, folders, and the hard disk's surface for errors. ScanDisk often runs when you restart the computer after it has stopped responding.

**SCSI** — small computer system interface — A high-speed interface used to connect devices to a computer, such as hard drives, CD drives, printers, and scanners. The SCSI can connect many devices using a single controller. Each device is accessed by an individual identification number on the SCSI controller bus.

**SDRAM** — synchronous dynamic random-access memory — A type of DRAM that is synchronized with the optimal clock speed of the processor.

**serial connector** — An I/O port often used to connect devices such as a handheld digital device or digital camera to your computer.

**Service Tag** — A bar code label on your computer that identifies your computer when you access Dell Support at [support.dell.com](http://support.dell.com) or when you call Dell for customer service or technical support.

**setup program** — A program that is used to install and configure hardware and software. The **setup.exe** or **install.exe** program comes with most Windows software packages. *Setup program* differs from *system setup*.

**shortcut** — An icon that provides quick access to frequently used programs, files, folders, and drives. When you place a shortcut on your Windows desktop and double-click the icon, you can open its corresponding folder or file without having to find it first. Shortcut icons do not change the location of files. If you delete a shortcut, the original file is not affected. Also, you can rename a shortcut icon.

**SIM** — Subscriber Identity Module — A SIM card contains a microchip that encrypts voice and data transmissions. SIM cards can be used in phones or portable computers.

**smart card** — A card that is embedded with a processor and a memory chip. Smart cards can be used to authenticate a user on computers equipped for smart cards.

**S/PDIF** — Sony/Philips Digital Interface — An audio transfer file format that allows the transfer of audio from one file to another without converting it to and from an analog format, which could degrade the quality of the file.

**standby mode** — A power management mode that shuts down all unnecessary computer operations to save energy.

**Strike Zone™** — Reinforced area of the platform base that protects the hard drive by acting as a dampening device when a computer experiences resonating shock or is dropped (whether the computer is on or off).

**surge protectors** — Prevent voltage spikes, such as those that may occur during an electrical storm, from entering the computer through the electrical outlet. Surge protectors do not protect against lightning strikes or against brownouts, which occur when the voltage drops more than 20 percent below the normal AC-line voltage level.

Network connections cannot be protected by surge protectors. Always disconnect the network cable from the network connector during electrical storms.

**SVGA** — super-video graphics array — A video standard for video cards and controllers. Typical SVGA resolutions are 800 x 600 and 1024 x 768.

The number of colors and resolution that a program displays depends on the capabilities of the monitor, the video controller and its drivers, and the amount of video memory installed in the computer.

**S-video TV-out** — A connector used to attach a TV or digital audio device to the computer.

**SXGA** — super-extended graphics array — A video standard for video cards and controllers that supports resolutions up to 1280 x 1024.

**SXGA+** — super-extended graphics array plus — A video standard for video cards and controllers that supports resolutions up to 1400 x 1050.

**system board** — The main circuit board in your computer. Also known as the *motherboard*.

**system setup** — A utility that serves as an interface between the computer hardware and the operating system. System setup allows you to configure user-selectable options in the BIOS, such as date and time or system password. Unless you understand what effect the settings have on the computer, do not change the settings for this program.

---

## T

**TAPI** — telephony application programming interface — Enables Windows programs to operate with a wide variety of telephony devices, including voice, data, fax, and video.

**text editor** — A program used to create and edit files that contain only text; for example, Windows Notepad uses a text editor. Text editors do not usually provide word wrap or formatting functionality (the option to underline, change fonts, and so on).

**TPM** — trusted platform module — A hardware-based security feature that when combined with security software enhances network and computer security by enabling features such as file and e-mail protection.

**travel module** — A plastic device designed to fit inside the module bay of a portable computer to reduce the weight of the computer.

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## U

**UMA** — unified memory allocation — System memory dynamically allocated to video.

**UPS** — uninterruptible power supply — A backup power source used when the electrical power fails or drops to an unacceptable voltage level. A UPS keeps a computer running for a limited amount of time when there is no electrical power. UPS systems typically provide surge suppression and may also provide voltage regulation. Small UPS systems provide battery power for a few minutes to enable you to shut down your computer.

**USB** — universal serial bus — A hardware interface for a low-speed device such as a USB-compatible keyboard, mouse, joystick, scanner, set of speakers, printer, broadband devices (DSL and cable modems), imaging devices, or storage devices. Devices are plugged directly in to a 4-pin socket on your computer or in to a multi-port hub that plugs in to your computer. USB devices can be connected and disconnected while the computer is turned on, and they can also be daisy-chained together.

**UTP** — unshielded twisted pair — Describes a type of cable used in most telephone networks and some computer networks. Pairs of unshielded wires are twisted to protect against electromagnetic interference, rather than relying on a metal sheath around each pair of wires to protect against interference.

**UXGA** — ultra extended graphics array — A video standard for video cards and controllers that supports resolutions up to 1600 x 1200.

---

## V

**video controller** — The circuitry on a video card or on the system board (in computers with an integrated video controller) that provides the video capabilities—in combination with the monitor—for your computer.

**video memory** — Memory that consists of memory chips dedicated to video functions. Video memory is usually faster than system memory. The amount of video memory installed primarily influences the number of colors that a program can display.

**video mode** — A mode that describes how text and graphics are displayed on a monitor. Graphics-based software, such as Windows operating systems, displays in video modes that can be defined as x horizontal pixels by y vertical pixels by z colors. Character-based software, such as text editors, displays in video modes that can be defined as x columns by y rows of characters.

**video resolution** — See *resolution*.

**virus** — A program that is designed to inconvenience you or to destroy data stored on your computer. A virus program moves from one computer to another through an infected disk, software downloaded from the Internet, or e-mail attachments. When an infected program starts, its embedded virus also starts.

A common type of virus is a boot virus, which is stored in the boot sectors of a floppy disk. If the floppy disk is left in the drive when the computer is shut down and then turned on, the computer is infected when it reads the boot sectors of the floppy disk expecting to find the operating system. If the computer is infected, the boot virus may replicate itself onto all the floppy disks that are read or written in that computer until the virus is eradicated.

**V** — volt — The measurement of electric potential or electromotive force. One V appears across a resistance of 1 ohm when a current of 1 ampere flows through that resistance.

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## W

**W** — watt — The measurement of electrical power. One W is 1 ampere of current flowing at 1 volt.

**Whr** — watt-hour — A unit of measure commonly used to indicate the approximate capacity of a battery. For example, a 66-Whr battery can supply 66 W of power for 1 hour or 33 W for 2 hours.

**wallpaper** — The background pattern or picture on the Windows desktop. Change your wallpaper through the Windows Control Panel. You can also scan in your favorite picture and make it wallpaper.

**WLAN** — wireless local area network. A series of interconnected computers that communicate with each other over the air waves using access points or wireless routers to provide Internet access.

**write-protected** — Files or media that cannot be changed. Use write-protection when you want to protect data from being changed or destroyed. To write-protect a 3.5-inch floppy disk, slide its write-protect tab to the open position.

**WWAN** — wireless wide area network. A wireless high-speed data network using cellular technology and covering a much larger geographic area than WLAN.

**WXGA** — wide-aspect extended graphics array — A video standard for video cards and controllers that supports resolutions up to 1280 x 800.

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## X

**XGA** — extended graphics array — A video standard for video cards and controllers that supports resolutions up to 1024 x 768.

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## Z

**ZIF** — zero insertion force — A type of socket or connector that allows a computer chip to be installed or removed with no stress applied to either the chip or its socket.

**Zip** — A popular data compression format. Files that have been compressed with the Zip format are called Zip files and usually have a filename extension of **.zip**. A special kind of zipped file is a self-extracting file, which has a filename extension of **.exe**. You can unzip a self-extracting file by double-clicking it.

**Zip drive** — A high-capacity floppy drive developed by Iomega Corporation that uses 3.5-inch removable disks called Zip disks. Zip disks are slightly larger than regular floppy disks, about twice as thick, and hold up to 100 MB of data.

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## Memory

### Dell™ OptiPlex™ 745c User's Guide

- [DDR2 Memory Overview](#)
- [Addressing Memory With 4-GB or Greater Configurations \(32-bit Operating Systems Only\)](#)
- [Removing Memory](#)
- [Installing Memory](#)

Your computer supports non-ECC DDR2 memory only. For more information on the type of memory supported by your computer, see the "Memory" section for the specifications of your computer:

- 1 [Mini Tower Computer Specifications](#)

➔ **NOTICE:** Before you install new memory modules, download the most recent BIOS for your computer from the Dell Support website at [support.dell.com](http://support.dell.com).

📄 **NOTE:** Memory purchased from Dell is covered under your computer warranty.

## DDR2 Memory Overview

Dual-channel DDR2 memory modules should be installed in *pairs of matched memory size*. If the DDR2 memory modules are not installed with the same amount of memory in each channel, the computer will continue to operate, but with a slight reduction in performance. See the label in the upper-right corner of the module to determine the module's capacity.



➔ **NOTICE:** Do not install ECC memory modules. Doing so may cause the system not to boot or otherwise impact performance.

📄 **NOTE:** Always install DDR2 memory modules in the order indicated on the system board.

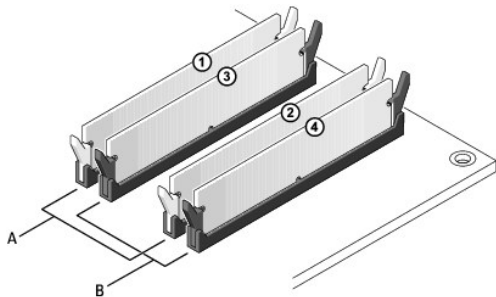
The recommended memory configurations are:

- 1 A pair of matched memory modules installed in connectors DIMM1 and DIMM2
- or
- 1 A memory module installed in connector DIMM1
- or
- 1 For the mini tower computers only, a pair of matched memory modules installed in connectors DIMM1 and DIMM2 and another matched pair installed in connectors DIMM3 and DIMM4

Be sure to install a single memory module in DIMM1, the connector closest to the processor, before you install modules in the other connectors.

📄 **NOTE:** The mini tower computer has four slots.

### Mini Tower Form Factor Matched Pairs



A	matched pair of memory modules in connectors DIMM1 and DIMM2 (white securing clips)
B	matched pair of memory modules in connectors DIMM3 and DIMM4 (black securing clips)



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## Addressing Memory With 4-GB or Greater Configurations (32-bit Operating Systems Only)

This computer supports a maximum of 8 GB of memory. Current 32-bit operating systems, such as Microsoft® Windows® XP, can use a maximum of 4 GB of address space; however, the amount of memory available to the operating system is less than that installed. Certain components within the computer require address space in the 4-GB range. Any address space reserved for these components cannot be used by computer memory.

The following components require memory address space:

- 1 System ROM
- 1 APIC(s)
- 1 Integrated PCI devices, such as network connectors and SCSI controllers
- 1 PCI cards
- 1 Graphics card(s)
- 1 PCI Express cards (if applicable)

At start-up, the BIOS identifies the components that require address space. The BIOS dynamically calculates the amount of reserved address space required. The BIOS then subtracts the reserved address space from 4 GB to determine the amount of usable space.

- 1 If the total installed computer memory is less than the usable address space, all installed computer memory is available for use only by the operating system.
- 1 If the total installed computer memory is equal to or greater than the usable address space, a portion of installed memory is not available for use by the operating system.

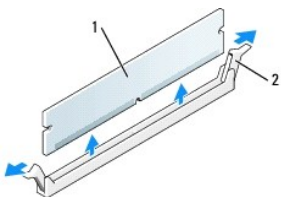
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## Removing Memory

**⚠ CAUTION:** Before you begin any of the procedures in this section, follow the safety instructions in the *Product Information Guide*.

**➡ NOTICE:** If you remove your original memory modules from the computer during a memory upgrade, keep them separate from any new modules that you may have, even if you purchased the new modules from Dell. If possible, *do not* pair an original memory module with a new memory module. Otherwise, your computer may not start properly. You should install your original memory modules in pairs either in connectors DIMM1 and DIMM2 or connectors DIMM3 and DIMM4.

1. Follow the procedures in [Before You Begin](#).
2. Carefully press out the securing clip at each end of the memory module connector.



1	memory module	2	securing clip (2)
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3. Remove the memory module. If you are replacing a memory module, see [Installing Memory](#).
4. Replace the computer cover (see [Replacing the Computer Cover](#)).

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## Installing Memory

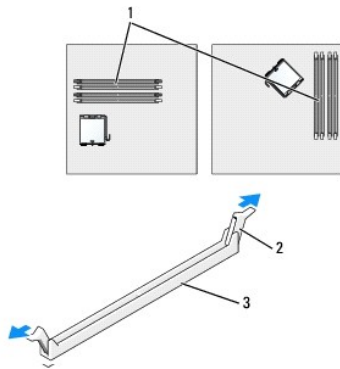
**⚠ CAUTION:** Before you begin any of the procedures in this section, follow the safety instructions in the *Product Information Guide*.

**➡ NOTICE:** To prevent static damage to components inside your computer, discharge static electricity from your body before you touch any of your computer's electronic components. You can do so by touching an unpainted metal surface on the computer chassis.

**📌 NOTE:** Memory purchased from Dell is covered under your computer warranty.

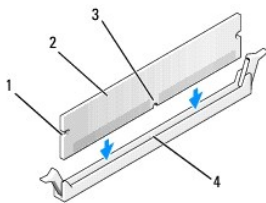
1. Follow the procedures in [Before You Begin](#).

- Press out the securing clip at each end of the memory module connector.



1	memory connector closest to processor	2	securing clips (2)	3	connector
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- Align the notch on the bottom of the module with the crossbar in the connector.

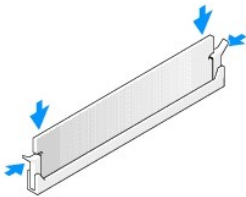


1	cutouts (2)	2	memory module
3	notch	4	crossbar

**NOTICE:** To avoid damage to the memory module, press the module straight down into the connector while you apply equal force to each end of the module.

- Insert the module into the connector until the module snaps into position.

If you insert the module correctly, the securing clips snap into the cutouts at each end of the module.



- Replace the computer cover (see [Replacing the Computer Cover](#)).
- The computer detects that the new memory does not match the existing configuration information and generates the following message:

The amount of system memory has changed.  
Strike the F1 key to continue, F2 to run the setup utility

- Press <F2> to enter system setup and check the value for **System Memory**.

The computer should have changed the value of **System Memory** to reflect the newly installed memory. Verify the new total. If it is correct, skip to [step 9](#).

- If the memory total is incorrect, turn off and disconnect your computer and devices from their electrical outlets. Open the computer cover and check the installed memory modules to ensure that they are seated properly in their sockets. Then repeat steps [5](#), [6](#), and [7](#).

- When the **System Memory** total is correct, press <Esc> to exit system setup.

10. Run the Dell Diagnostics (see [Dell Diagnostics](#)) to verify that the memory modules are operating properly.

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## Expansion Cards

### Dell™ OptiPlex™ 745c User's Guide

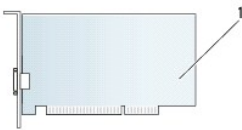
- [Installing an Expansion Card](#)
- [Removing an Expansion Card](#)

**CAUTION:** Before you begin any of the procedures in this section, follow the safety instructions located in the *Product Information Guide*.

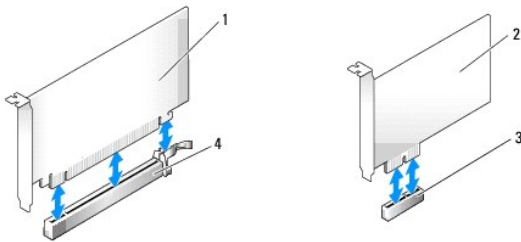
**NOTICE:** To prevent static damage to components inside your computer, discharge static electricity from your body before you touch any of your computer's electronic components. You can do so by touching an unpainted metal surface on the computer chassis.

Your Dell™ computer supports a serial adapter and provides the following connectors for PCI and PCI Express cards.

- 1 Two PCI card slots
- 1 One PCI Express x16 card slot
- 1 One PCI Express x1 card slot



1 PCI card



1	PCI Express x16 card	2	PCI Express x1 card
3	PCI Express x1 card slot	4	PCI Express x16 card slot

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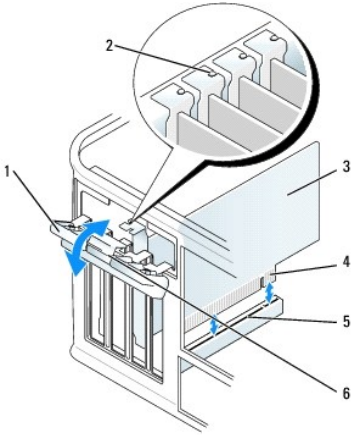
## Installing an Expansion Card

**NOTE:** Your Dell computer uses only PCI and PCI Express slots. ISA cards are not supported.

**NOTE:** The serial port adapter for your mini tower computer also includes two PS/2 connectors.

If you are replacing a card, uninstall the driver for the existing card. See the documentation that came with the card for instructions.

1. Follow the procedures in [Before You Begin](#).
2. Gently push the release tab on the card retention latch from the inside to pivot the latch open. The latch will remain in the open position.



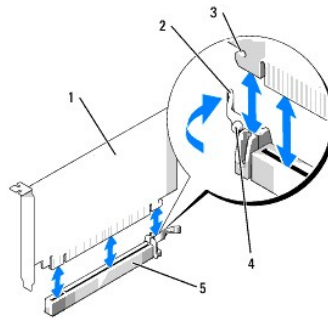
1	card retention latch	2	alignment guide	3	card
4	card-edge connector	5	card connector	6	release tab

3. If you are installing a new card, remove the filler bracket to create a card-slot opening. Then continue with step 5.
4. If you are replacing a card that is already installed in the computer, remove the card. If necessary, disconnect any cables connected to the card.
5. If your card includes a card retention bar, remove the bar. Gently pull the securing tab, grasp the card by its top corners, and ease it out of its connector.
6. Prepare the new card for installation.
7. If you are installing a serial port adapter, connect the adapter cable to the serial port adapter connector (SER2) on the system board.

**NOTE:** See the documentation that came with the card for information on configuring the card, making internal connections, or customizing it for your computer

**CAUTION:** Some network adapters automatically start the computer when they are connected to a network. To guard against electrical shock, be sure to unplug your computer from its electrical outlet before installing any cards.

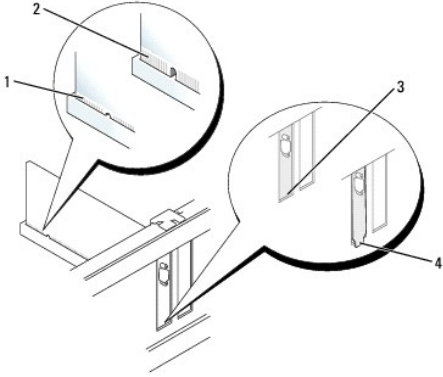
8. If you are installing the card into the x16 card connector, position the card so that the securing slot is aligned with the securing tab, and gently pull the securing tab.



1	PCI Express x16 card	2	lever	3	securing slot (not all cards)
4	securing tab	5	PCI Express x16 card connector		

9. Place the card in the connector and press down firmly. Ensure that the card is fully seated in the slot.

**NOTE:** If the card is full-length, insert the end of the card into the card-guide bracket as you lower the card toward its connector on the system board. Insert the card firmly into the card connector on the system board.



1	fully seated card	2	not fully seated card
3	bracket within slot	4	bracket caught outside of slot

10. Before you lower the card retention mechanism, ensure that:

- i The tops of all cards and filler brackets are flush with the alignment bar.
- i The notch in the top of the card or filler bracket fits around the alignment guide.

11. Secure the card(s) by closing the card retention latch and snapping it into place.

➔ **NOTICE:** Do not route card cables over or behind the cards. Cables routed over the cards can prevent the computer cover from closing properly or cause damage to the equipment.

12. Connect any cables that should be attached to the card.

See the documentation for the card for information about the card's cable connections.

13. Replace the computer cover (see [Replacing the Computer Cover](#)), reconnect the computer and devices to electrical outlets, and then turn them on.

➔ **NOTICE:** To connect a network cable, first plug the cable into the network wall jack and then plug it into the computer.

14. If you installed a sound card:

- a. Enter system setup, select **Audio Controller**, and change the setting to **Off** (see [System Setup](#)).
- b. Connect external audio devices to the sound card's connectors. Do not connect external audio devices to the microphone, speaker/headphone, or line-in connectors on the back panel of the computer.

15. If you installed a network adapter card and want to turn off the integrated network adapter:

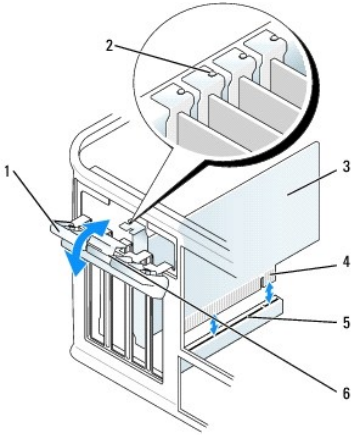
- a. Enter system setup, select **Network Controller**, and change the setting to **Off** (see [System Setup](#)).
- b. Connect the network cable to the network adapter card's connectors. Do not connect the network cable to the integrated network connector on the back panel of the computer.

16. Install any drivers required for the card as described in the card documentation.

## Removing an Expansion Card

1. Follow the procedures in [Before You Begin](#).

2. Gently push the release tab on the card retention latch from the inside to pivot the latch open. The latch will remain in the open position.

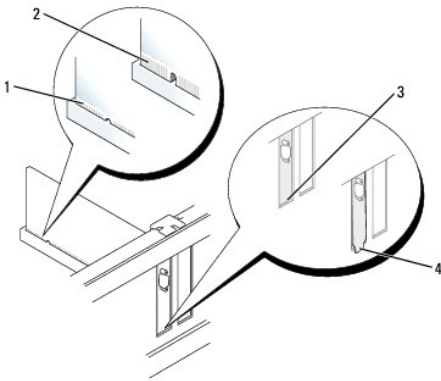


1	card retention latch	2	alignment guide	3	card
4	card-edge connector	5	card connector	6	release tab

3. If necessary, disconnect any cables connected to the card.
4. Grasp the card by its top corners, and ease it out of its connector.
5. If you are removing the card permanently, install a filler bracket in the empty card-slot opening.

**NOTE:** Installing filler brackets over empty card-slot openings is necessary to maintain FCC certification of the computer. The brackets keep dust and dirt out of your computer and maintain the airflow that cools your computer.

6. Before you lower the card retention mechanism, ensure that:
  - 1 The tops of all cards and filler brackets are flush with the alignment bar.
  - 1 The notch in the top of the card or filler bracket fits around the alignment guide.



1	fully seated card	2	not fully seated card
3	bracket within slot	4	bracket caught outside of slot

7. Close the card retention latch by snapping it into place.

**NOTICE:** To connect a network cable, first plug the cable into the network wall jack and then plug it into the computer.

8. Replace the computer cover (see [Replacing the Computer Cover](#)), reconnect the computer and devices to electrical outlets, and then turn them on.
9. Uninstall the card's driver. See the documentation that came with the card for instructions.
10. If you removed a sound card:
  - a. Enter system setup, select **Audio Controller**, and change the setting to **On** (see [System Setup](#)).
  - b. Connect external audio devices to the audio connectors on the back panel of the computer.

11. If you removed an network-adapter card connector:
    - a. Enter system setup, select **Network Controller**, and change the setting to **On** (see [System Setup](#)).
    - b. Connect the network cable to the integrated network connector on the back panel of the computer.
- 

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## Dell™ OptiPlex™ 745c User's Guide

### Processor

## Processor

**⚠ CAUTION:** Before you begin any of the procedures in this section, follow the safety instructions located in the *Product Information Guide*.

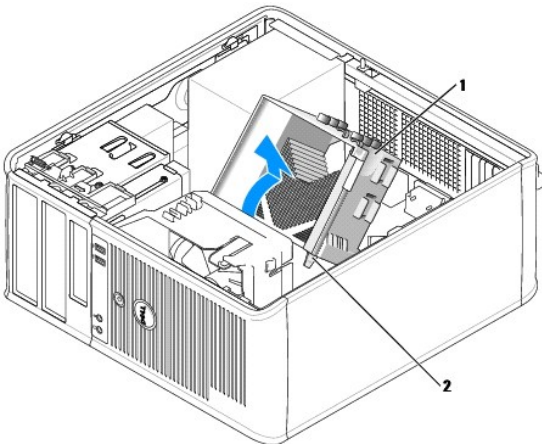
**🔌 NOTICE:** To prevent static damage to components inside your computer, discharge static electricity from your body before you touch any of your computer's electronic components. You can do so by touching an unpainted metal surface on the computer chassis.

## Removing the Processor

1. Follow the procedures in [Before You Begin](#).
2. Loosen the captive screw on each side of the heat sink assembly.

**⚠ CAUTION:** Despite having a plastic shield, the heat sink assembly may be very hot during normal operation. Be sure that it has had sufficient time to cool before you touch it.

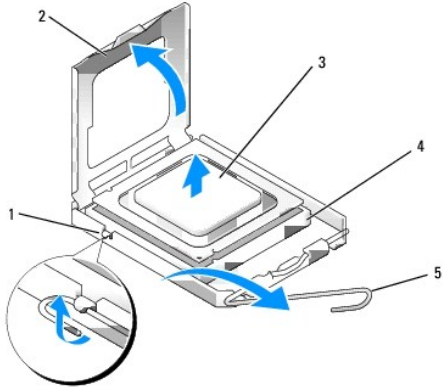
3. Rotate the heat sink assembly upward, and remove it from the computer. Lay the heat sink down on its top, with the thermal grease facing upward.



1	heat sink assembly	2	captive screw housings (2)
---	--------------------	---	----------------------------

**🔌 NOTICE:** Unless a new heatsink is required for the new processor, reuse the original heat sink assembly when you replace the processor.

4. Open the processor cover by sliding the release lever from under the center cover latch on the socket. Then, pull the lever back to release the processor.



1	center cover latch	2	processor cover	3	processor
4	socket	5	release lever		

➡ **NOTICE:** When replacing the processor, do not touch any of the pins inside the socket or allow any objects to fall on the pins in the socket.

5. Gently remove the processor from the socket.

Leave the release lever extended in the release position so that the socket is ready for the new processor.

## Installing the Processor

➡ **NOTICE:** Ground yourself by touching an unpainted metal surface on the back of the computer.

➡ **NOTICE:** When replacing the processor, do not touch any of the pins inside the socket or allow any objects to fall on the pins in the socket.

1. Follow the procedures in [Before You Begin](#).

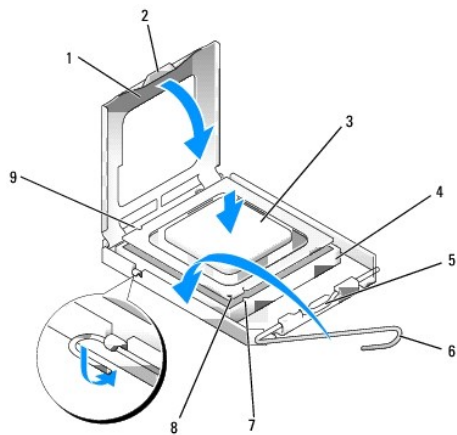
2. Unpack the new processor, being careful not to touch the underside of the processor.

🔍 **NOTE:** You must position the processor correctly in the socket to avoid permanent damage to the processor and the computer when you turn on the computer.

3. If the release lever on the socket is not fully extended, move it to that position.

4. Orient the front and rear alignment-notches on the processor with the front and rear alignment- notches on the socket.

5. Align the pin-1 corners of the processor and socket.



1	processor cover	2	tab	3	processor
4	processor socket	5	center cover latch	6	release lever

7 | front alignment-notch | 8 | socket and processor pin-1 indicator | 9 | rear alignment-notch

➔ **NOTICE:** To avoid damage, ensure that the processor aligns properly with the socket, and do not use excessive force when you install the processor.

6. Set the processor lightly in the socket and ensure that the processor is positioned correctly.

7. When the processor is fully seated in the socket, close the processor cover.

Ensure that the tab on the processor cover is positioned underneath the center cover latch on the socket.

8. Pivot the socket release lever back toward the socket, and snap it into place to secure the processor.

9. Clean the thermal grease from the bottom of the heat sink.

➔ **NOTICE:** Ensure that you apply new thermal grease. New thermal grease is critical for ensuring adequate thermal bonding, which is a requirement for optimal processor operation.

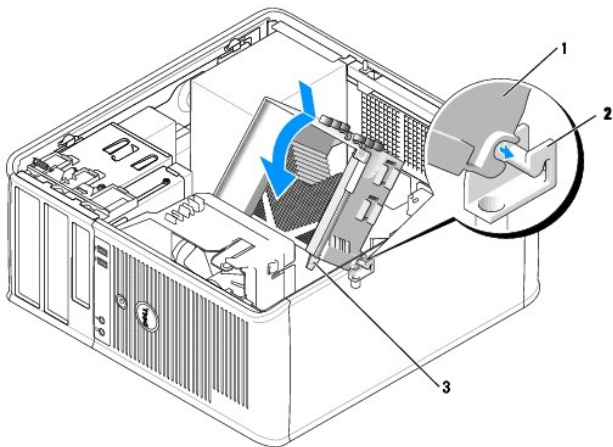
10. Apply the new thermal grease to the top of the processor.

11. Install the heat sink assembly:

a. Place the heat sink assembly back onto the heat-sink assembly bracket.

b. Rotate the heat sink assembly down towards the computer base and tighten the two captive screws.

➔ **NOTICE:** Ensure that the heat sink assembly is correctly seated and secure.



1 | heat sink assembly | 2 | heat-sink assembly bracket | 3 | captive screw housing (2)

12. Replace the computer cover (see [Replacing the Computer Cover](#)).

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## Drives

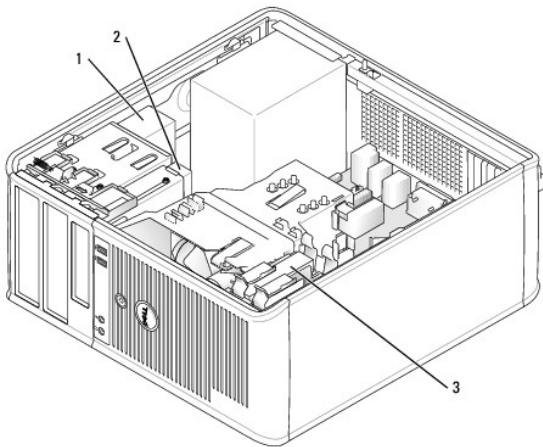
### Dell™ OptiPlex™ 745c User's Guide

- [General Installation Guidelines](#)
- [Hard Drive](#)
- [Drive-Panel Inserts](#)
- [Floppy Drive](#)
- [Optical Drive](#)

Your computer supports:

- 1 Two SATA (Serial ATA) hard drives
- 1 One floppy drive
- 1 Two SATA optical drives

 **NOTE:** Due to the limited number of drive bays and controllers on this computer, you will not be able to connect all supported devices at once.



1	optical drive	2	floppy drive	3	hard drive
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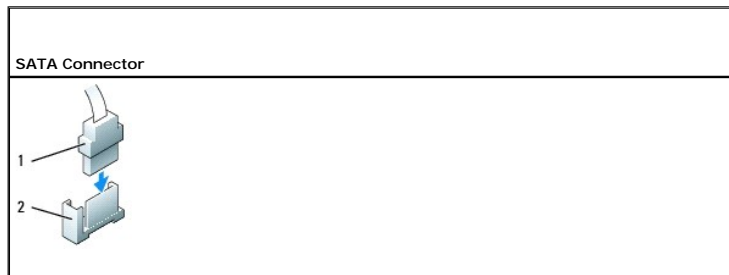
## General Installation Guidelines

Connect SATA hard drives to the connectors labeled "SATA0" or "SATA1." Connect SATA optical drives to SATA connectors on the system board (see [System Board Components](#)).

## Connecting Drive Cables

When you install a drive, you connect two cables—a DC power cable and a data cable—to the back of the drive.

## Drive Interface Connectors

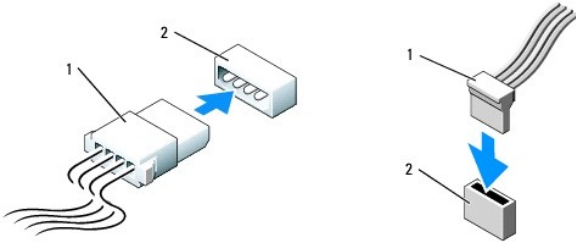


1	interface cable connector	2	interface connector
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Most interface connectors are keyed for correct insertion; that is, a notch or a missing pin on one connector matches a tab or a filled-in hole on the other connector. Keyed connectors ensure that the pin-1 wire in the cable (indicated by the colored stripe along one edge of certain cables—SATA cables do not use a colored stripe) goes to the pin-1 end of the connector. The pin-1 end of a connector on a board or a card is usually indicated by a silk-screened "1" printed directly on the board or card.

➡ **NOTICE:** Inserting a cable incorrectly prevents the drive from operating and could damage the controller, the drive, or both.

## Power Cable Connectors

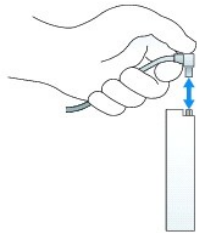


1	power cable	2	power input connector
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## Connecting and Disconnecting Drive Cables

When removing a cable with a pull-tab, grasp the colored pull-tab and pull until the connector detaches.

When connecting and disconnecting a SATA data cable, hold the cable by the black connector at each end.



## Hard Drive

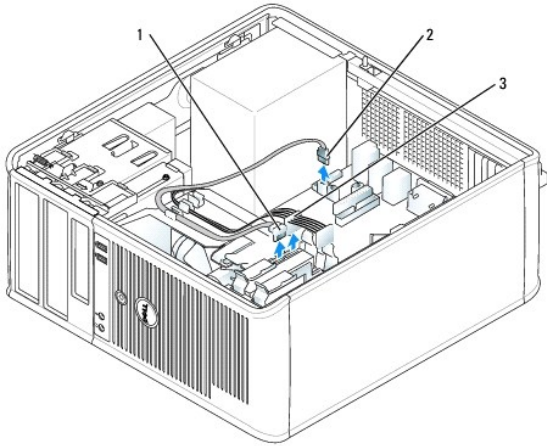
⚠ **CAUTION:** Before you begin any of the procedures in this section, follow the safety instructions in the *Product Information Guide*.

⚠ **CAUTION:** To guard against electrical shock, always unplug your computer from the electrical outlet before removing the computer cover.

➡ **NOTICE:** To avoid damage to the drive, do not set it on a hard surface. Instead, set the drive on a surface, such as a foam pad, that will sufficiently cushion it.

## Removing a Hard Drive

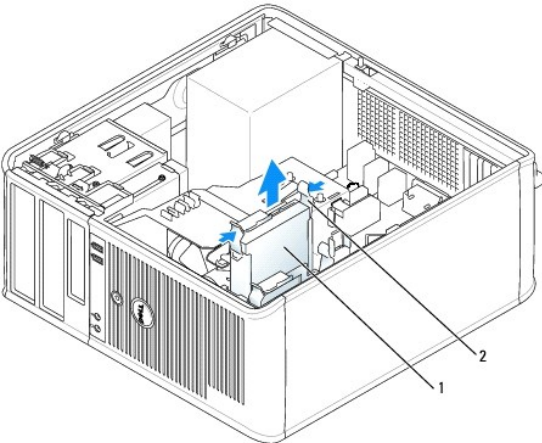
1. If you are replacing a hard drive that contains data you want to keep, back up your files before you begin this procedure.
2. Check the documentation for the drive to verify that it is configured for your computer.
3. Follow the procedures in [Before You Begin](#).
4. Disconnect the power and data cables from the drive.



1	data cable	2	hard-drive system board connector	3	power cable
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5. Press in on the blue release tabs on each side of the drive and slide the drive up and out of the computer.

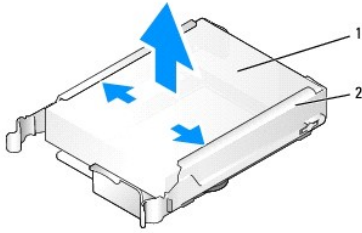
1	data cable	2	hard-drive system board connector	3	power cable
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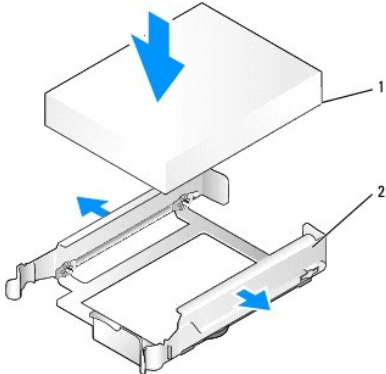
1	hard drive	2	release tabs (2)
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## Installing a Hard Drive

1. Unpack the replacement hard drive, and prepare it for installation.
2. Check the documentation for the drive to verify that it is configured for your computer.
3. If your replacement hard drive does not have the plastic hard-drive bracket attached, remove the bracket from the existing drive by unsnapping it from the drive.  
Snap the bracket onto the new drive.

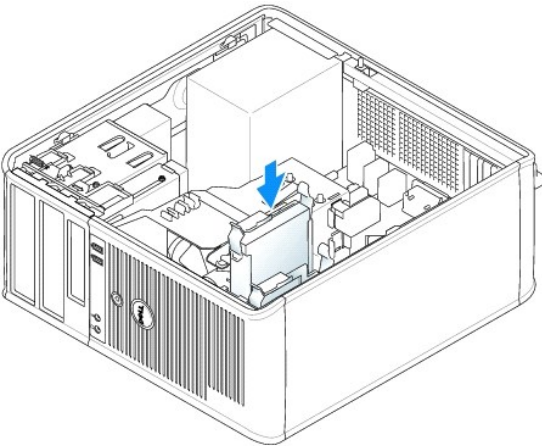


1	hard drive	2	hard-drive bracket
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1	hard drive	2	hard-drive bracket
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4. Gently spread the sides of the drive bracket and slide the hard drive into the bracket until the drive clicks into place.



5. Carefully slide the hard drive into the drive bay until it clicks into place.
6. Connect the power and data cables to the drive.
7. Ensure that the data cable is securely connected to the connector on the system board.
8. Check all connectors to be certain that they are properly cabled and firmly seated.
9. Replace the computer cover (see [Replacing the Computer Cover](#)).
10. If the drive you just installed is the primary drive, insert a bootable medium into your boot drive. See the documentation that came with the drive for instructions on installing any software required for drive operation.
11. Enter system setup (see [Entering System Setup](#)), and update the appropriate **Primary Drive** option (**0** or **1**).

12. Exit system setup, and reboot the computer.
13. Partition and logically format your drive before you proceed to the next step.  
See the documentation for your operating system for instructions.
14. Test the hard drive by running the Dell Diagnostics (see [Dell Diagnostics](#)).
15. If the drive you just installed is the primary drive, install your operating system on the hard drive.

## Adding a Second Hard Drive

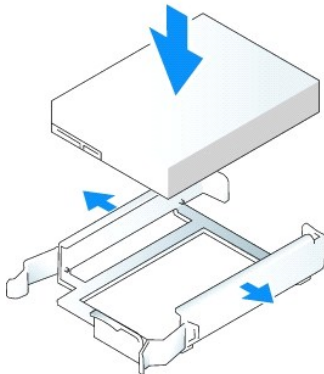
**⚠ CAUTION:** Before you begin any of the procedures in this section, follow the safety instructions in the *Product Information Guide*.

**⚠ CAUTION:** To guard against electrical shock, always unplug your computer from the electrical outlet before removing the computer cover.

**🔄 NOTICE:** To avoid damage to the drive, do not set it on a hard surface. Instead, set the drive on a surface, such as a foam pad, that will sufficiently cushion it.

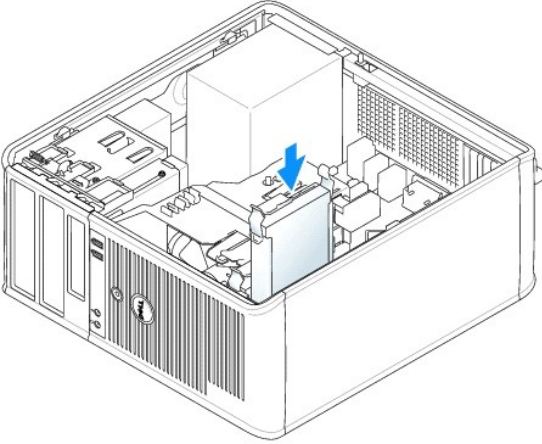
**🔄 NOTICE:** If you are replacing a hard drive that contains data you want to keep, back up your files before you begin this procedure.

1. Check the documentation for the drive to verify that it is configured for your computer.
2. Follow the procedures in [Before You Begin](#).
3. Remove the plastic hard-drive bracket from the inside of the hard-drive bay by squeezing the release tabs and gently pulling the bracket up and out of the bay.
4. Gently spread the sides of the drive bracket and slide the hard drive into the bracket until the drive clicks into place.



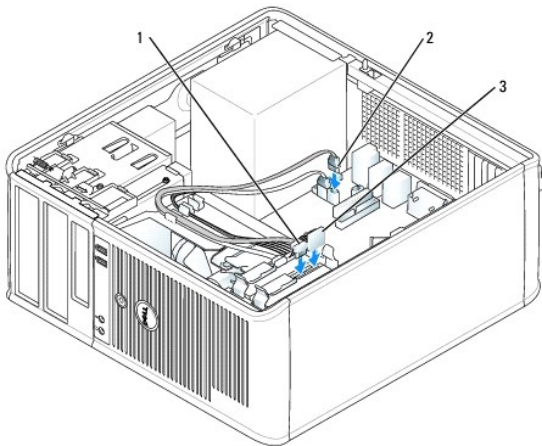
5. Move the first hard drive from the upper bay to the lower bay:
  - a. Disconnect the power and the data cables from the back of the first hard drive.
  - b. Press in on the blue release tabs on each side of the drive and slide the first hard drive up and out of the upper bay.
  - c. Gently slide the first hard drive into the lower bay until it clicks into place.
6. Carefully slide the new hard drive into the upper bay until it clicks into place.
7. Connect the power cable to the drives.





8. Attach the SATA connector removed in [step 5](#) to the first hard drive.

9. Locate an unused SATA connector on the system board and attach a data cable to this connector and to the second hard drive.



1	data cable	2	hard-drive system board connector	3	power cable
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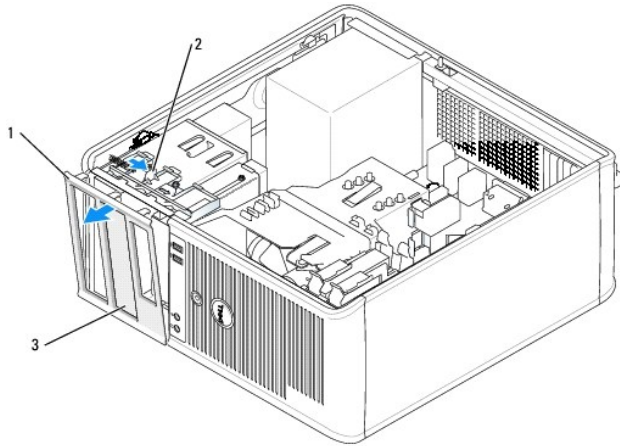
10. Replace the computer cover (see [Replacing the Computer Cover](#)).

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## Drive-Panel Inserts

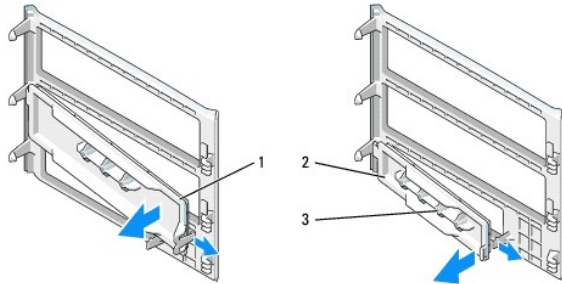
If you are installing a new floppy or optical drive instead of replacing a drive, remove the drive-panel inserts.

1. Follow the procedures in [Before You Begin](#).
2. Remove the drive panel by sliding the drive release latch downward to open the panel. Then remove it from the hinges.



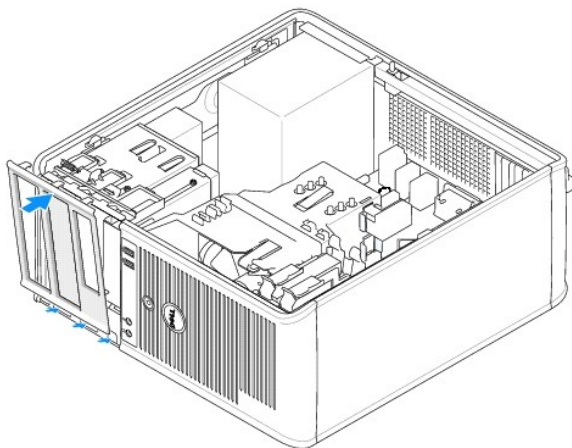
1	drive panel	2	release tab	3	drive-panel insert
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3. Select the drive-panel insert in front of the drive bay that you want to use.
4. Gently press the release tab of the insert to remove it from the drive panel.



1	optical-drive panel insert	2	floppy-drive panel insert	3	holder for shoulder screws
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5. Reattach the drive panel to the front of the computer.  
The drive panel only fits one way.



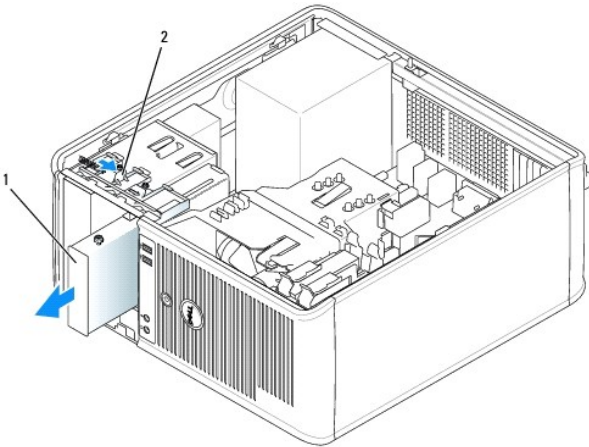
## Floppy Drive

**⚠ CAUTION:** Before you begin any of the procedures in this section, follow the safety instructions located in the *Product Information Guide*.

**⚠ CAUTION:** To guard against electrical shock, always unplug your computer from the electrical outlet before removing the computer cover.

## Removing the Floppy Drive

1. Follow the procedures in [Before You Begin](#).
2. Remove the drive panel by sliding the drive release latch downward to open the panel, and then remove it from the hinges.
3. Disconnect the power and data cables from the back of the floppy drive.

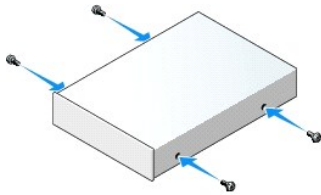


1	floppy drive	2	drive release latch
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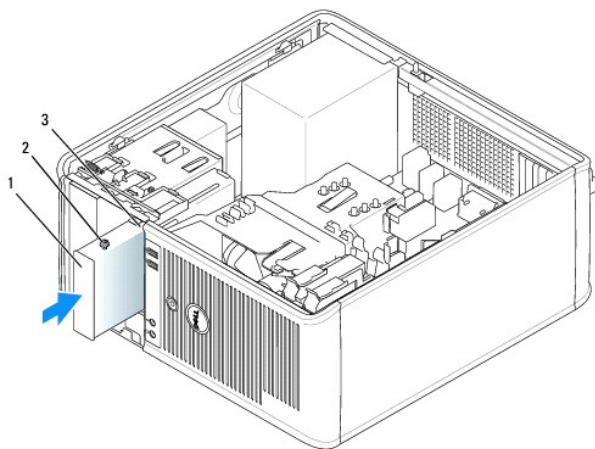
4. Grasp the sliding plate lever and slide it towards the top of the computer until the drive panel snaps open; while holding the lever in place, slide the drive out of the computer.

## Installing the Floppy Drive

1. If you are replacing a floppy drive, remove the shoulder screws from the existing drive and attach the screws to the replacement drive.
2. If you are installing a new floppy drive, remove the drive-panel insert for the 3.5-inch drive bay, remove the shoulder screws from the inside of the drive-panel insert and attach the screws to the new drive.

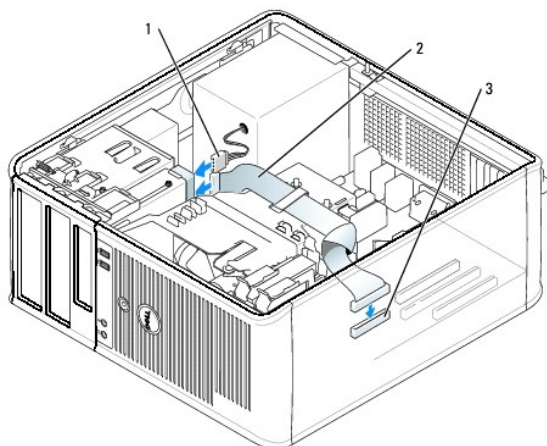


3. Align the shoulder screws on the floppy drive with the shoulder screw slots, and gently slide it into the bay until it clicks into place.



1	floppy drive	2	shoulder screws (4)	3	shoulder screw slots (2)
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4. Attach the power and data cables to the floppy drive.



1	power cable	2	data cable	3	floppy-drive connector (DSKT)
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5. Replace the computer cover (see [Replacing the Computer Cover](#)).
6. Enter system setup (see [Entering System Setup](#)), and use the **Diskette Drive** option to enable your new floppy drive.
7. Verify that your computer works correctly by running the Dell Diagnostics (see [Dell Diagnostics](#)).

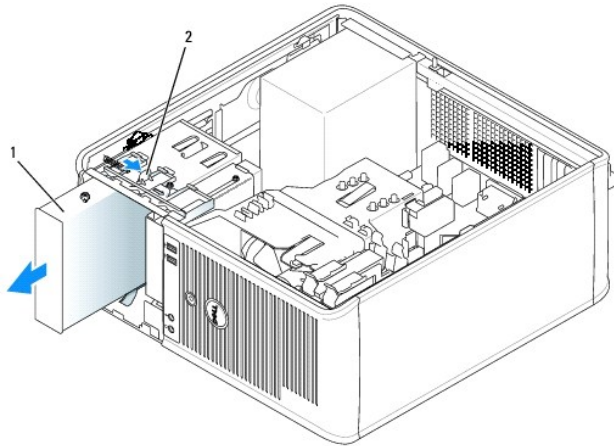
## Optical Drive

**CAUTION:** Before you begin any of the procedures in this section, follow the safety instructions located in the *Product Information Guide*.

**CAUTION:** To guard against electrical shock, always unplug your computer from the electrical outlet before replacing the cover.

## Removing an Optical Drive

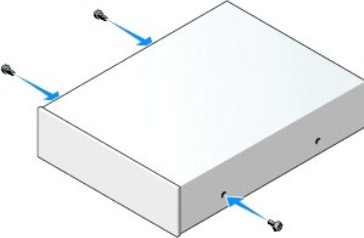
1. Follow the procedures in [Before You Begin](#).
2. Disconnect the power and data cables from the back of the drive.
3. Grasp the sliding plate lever and slide it towards the top of the computer until the drive panel snaps open; while holding the lever in place, slide the drive out of the computer.



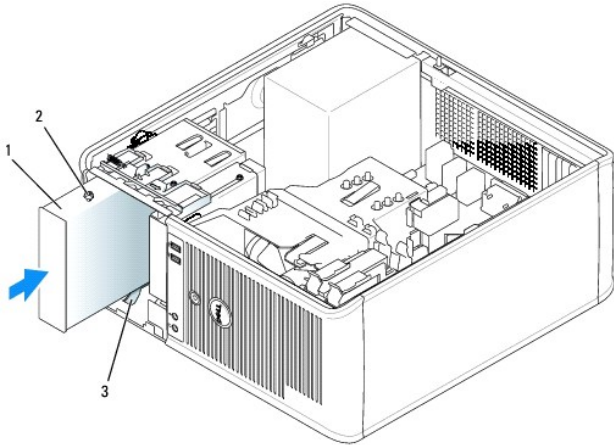
1	optical drive	2	drive release latch
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### Installing an Optical Drive

1. Follow the procedures in [Before You Begin](#).
2. If you are replacing an optical drive, remove the shoulder screws from the existing drive and attach the screws to the replacement drive.
3. If you are installing a new optical drive, remove the drive-panel insert for your new drive, remove the shoulder screws from the inside of the drive-panel insert, and attach the screws to the new drive.

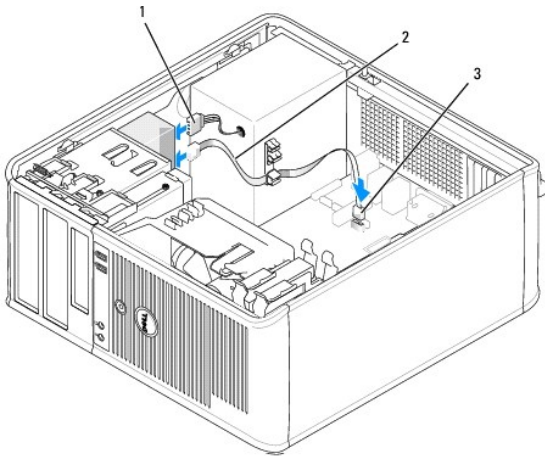


4. Check the documentation that accompanied the drive to verify that the drive is configured for your computer.
5. Align the shoulder screws on the optical drive with the shoulder screw slots, and slide the drive into the bay until it clicks into place.



1	optical drive	2	shoulder screws (3)	3	shoulder screw slots (2)
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6. Connect the power and data cables to the drive and to the system board.



1	power cable	2	data cable	3	SATA optical drive connector
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7. Check all cable connections, and fold cables out of the way to provide airflow for the fan and cooling vents.
8. Replace the computer cover (see [Replacing the Computer Cover](#)).
9. Update your configuration information in system setup by setting the appropriate **Drive** option (**0** or **1**) under **Drives**. See [System Setup](#).
10. Verify that your computer works correctly by running the Dell Diagnostics (see [Dell Diagnostics](#)).

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## Dell™ OptiPlex™ 745c User's Guide

### I/O Panel

## I/O Panel

### Removing the I/O Panel

**CAUTION:** Before you begin any of the procedures in this section, follow the safety instructions located in the *Product Information Guide*.

**CAUTION:** To guard against electrical shock, always unplug your computer from the electrical outlet before removing the cover.

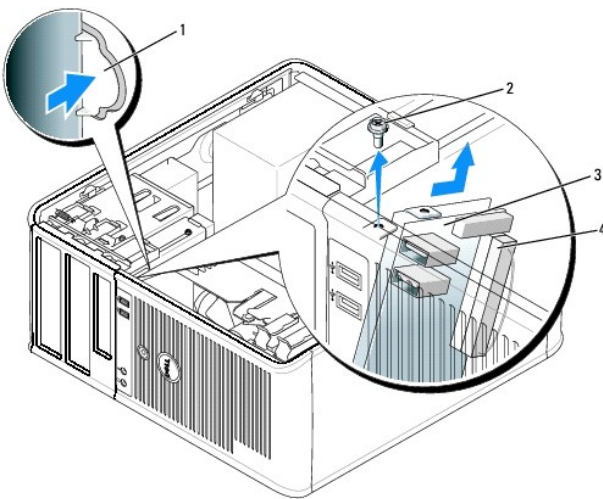
**NOTE:** Note the routing of all cables as you remove them so that you can re-route them correctly when installing the new I/O panel.

1. Follow the procedures in [Before You Begin](#).

**NOTICE:** When sliding the I/O panel out of the computer, be extremely careful. Carelessness may result in damage to the cable connectors and the cable routing clips.

2. Remove the screw that secures the I/O panel. Press on the release button and disconnect the cable to slide the card away from the computer.

3. Disconnect all of the cables from the I/O panel, and remove the panel from the computer.



1	I/O panel release button	2	securing screw
3	I/O panel	4	I/O cable connector

### Replacing the I/O Panel

1. To replace the I/O panel, follow the removal procedure in the reverse order.

**NOTE:** Use the guides on the I/O panel bracket to help position the I/O panel in place, and use the notch on the I/O panel bracket to help seat the panel.

## Power Supply

### Replacing the Power Supply

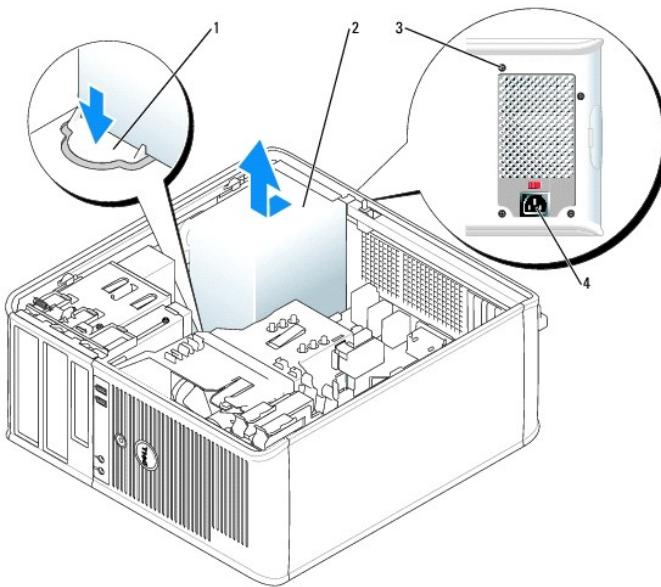
**⚠ CAUTION:** Before you begin any of the procedures in this section, follow the safety instructions located in the *Product Information Guide*.

**🔌 NOTICE:** To prevent static damage to components inside your computer, discharge static electricity from your body before you touch any of your computer's electronic components. You can do so by touching an unpainted metal surface on the computer chassis.

1. Follow the procedures in [Before You Begin](#).
2. Disconnect the DC power cables from the system board and the drives.

Note the routing of the DC power cables underneath the tabs in the computer chassis as you remove them from the system board and drives. You must route these cables properly when you replace them to prevent them from being pinched or crimped.

3. Remove the four screws that attach the power supply to the back of the computer chassis.
4. Press the release button located on the floor of the computer chassis.



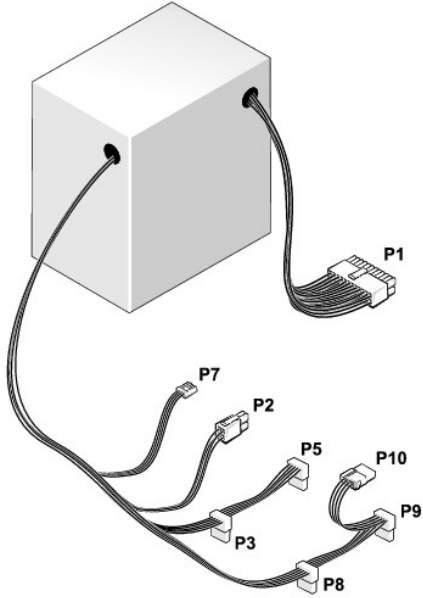
1	release button	2	power supply
3	screws (4)	4	AC power connector

5. Slide the power supply toward the front of the computer by approximately 1 inch.
6. Lift the power supply up and out of the computer.
7. Slide the replacement power supply into place.
8. Replace the screws that secure the power supply to the back of the computer chassis.
9. Reconnect the DC power cables to the power supply.

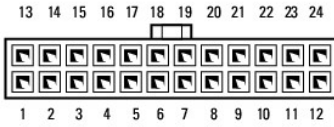


10. Connect the AC power cable to the AC power connector.
11. Replace the computer cover (see [Replacing the Computer Cover](#)).

## DC Power Connectors



### DC Power Connector P1



Pin Number	Signal name	18-AWG Wire
1	+3.3 VDC	Orange
2	+3.3 VDC	Orange
3	GND	Black
4	+5 VDC	Red
5	GND	Black
6	+5 VDC	Red
7	GND	Black
8	PS_PWRGOOD	Gray
9	P5AUX	Purple
10	V_12PO_DIG	White
11	V_12PO_DIG	White
12	+3.3 VDC	Orange
13	+3.3VDC/SE*	Orange
14	-12 VDC	Blue
15	GND	Black
16	PWR_PS_ON	Green
17	GND	Black
18	GND	Black
19	GND	Black
20	NC	NC

21	+5 VDC	Red
22	+5 VDC	Red
23	+5 VDC	Red
24	GND	Black

\*Optional wire. Use 22-AWG wire instead of 18-AWG wire.

#### DC Power Connector P2



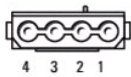
Pin Number	Signal Name	18-AWG Wire
1	GND	Black
2	GND	Black
3	+12 VADC	Yellow
4	+12 VADC	Yellow

#### DC Power Connectors P3, P5, P8, and P9



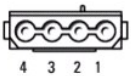
Pin Number	Signal name	18-AWG Wire
1	+3.3 VDC	Orange
2	GND	Black
3	+5 VDC	Red
4	GND	Black
5	+12 VBDC	White

#### DC Power Connector P7



Pin Number	Signal Name	22-AWG Wire
1	+5 VDC	Red
2	GND	Black
3	GND	Black
4	+12 VADC	Yellow

#### DC Power Connector P10



Pin Number	Signal name	18-AWG Wire
1	+12 VBDC	White
2	GND	Black
3	GND	Black
4	+5 VDC	Red

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## Dell™ OptiPlex™ 745c User's Guide

### ● [Removing the Computer Cover](#)

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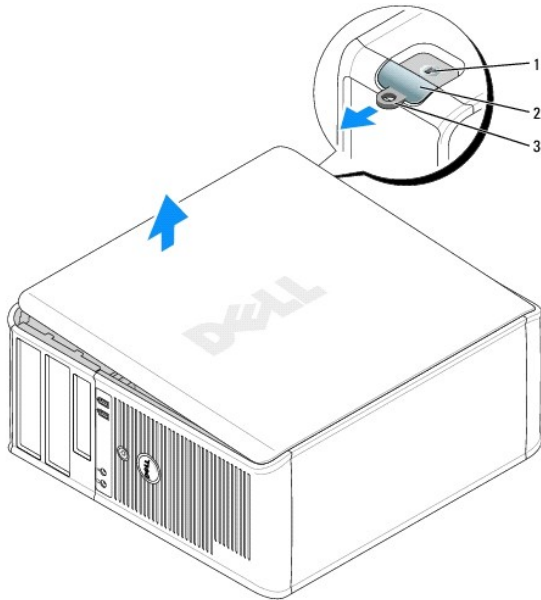
## Removing the Computer Cover

**⚠ CAUTION:** Before you begin any of the procedures in this section, follow the safety instructions located in the *Product Information Guide*.

**⚠ CAUTION:** To guard against electrical shock, always unplug your computer from the electrical outlet before removing the computer cover.

1. Follow the procedures in [Before You Begin](#).
2. Lay the computer on its side as shown in the illustration.
3. Locate the cover release latch shown in the illustration. Then, slide the release latch back as you lift the cover.
4. Grip the sides of the computer cover and pivot the cover up using the hinge tabs as leverage points.
5. Remove the cover from the hinge tabs and set it aside on a soft nonabrasive surface.

**⚠ CAUTION:** Graphic card heatsinks can become very hot during normal operation. Ensure that a graphic card heatsink has had sufficient time to cool before you touch it.



1	security cable slot	2	cover release latch	3	padlock ring
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**Dell™ OptiPlex™ 745c User's Guide**

● [Mini Tower Computer Specifications](#)

## Mini Tower Computer Specifications

<b>Microprocessor</b>	
Microprocessor type	Intel® Core™ 2 Duo processor
Internal cache	At least 2 MB pipelined-burst, eight-way set associative, write-back SRAM

<b>Memory</b>	
Type	667, or 800 MHz DDR2 SDRAM  <b>NOTE:</b> 2-GB 800-MHz memory modules are not supported.
Memory connectors	4
Memory modules supported	256-MB, 512-MB, 1-GB, or 2-GB non-ECC
Minimum memory	dual-channel: 512 MB single-channel: 256 MB
Maximum memory	<b>At 667 MHz or 800 MHz: 4 GB</b>
BIOS address	F0000h

<b>Computer Information</b>	
Chipset	Intel® Q965 Express with the ICH8 chip Digital Office version
Data bus width	64 bits
Address bus width	32 bits
DMA channels	eight
Interrupt levels	24
BIOS chip (NVRAM)	8 Mb
NIC	<ul style="list-style-type: none"><li>  Capable of 10/100/1000 communication</li><li>  iAMT 2.1</li></ul>

<b>Video</b>	
Type	Intel® Graphics Media Accelerator 3000 or DVI add-in card in PCI Express x16 slot or PCI Express x16 graphics card

<b>Audio</b>	
Type	ADI 1983 High Definition Audio
Stereo conversion	20-bit analog-to-digital; 20-bit digital-to-analog

<b>Controllers</b>	
Drives	four SATA controllers supporting one device each

<b>Expansion Bus</b>	
Bus type	PCI 2.3 PCI Express 1.0A SATA 1.0A and 2.0

	USB 2.0
Bus speed	PCI: 133 MB/s PCI Express x16: 8 GB/s bidirectional speed PCI Express x1: 5 Gbps SATA: 1.5 Gbps and 3.0 Gbps USB: 480 Mbps
Cards:	full-height cards supported
PCI:	
connectors	two
connector size	120 pins
connector data width (maximum)	32 bits
PCI Express:	
connectors	one x1 and one x16
power	10 W (x1) and 75 W (x16) maximum
connector size	36 pins (x1) and 120 pins (x16)
connector data width (maximum)	one PCI Express lane (x1) and 16 PCI Express lanes (x16)

<b>Drives</b>	
Externally accessible	one 3.5-inch drive two 5.25-inch drive bays
Internally accessible	two bays for 1-inch-high hard drives

<b>Connectors</b>	
External connectors:	
Serial	9-pin connector; 16550C-compatible
Parallel	25-hole connector (bidirectional)
Video	15-hole VGA connector
Network adapter	RJ45 connector
Optional PS/2 with secondary serial port adapter	two 6-pin mini-DINs
USB	two front-panel and six back-panel USB 2.0-compliant connectors
Audio	two connectors for line-in/ microphone and line-out; two front-panel connectors for headphones and microphone
System board connectors:	
SATA	four 7-pin connectors
Floppy drive	34-pin connector
Serial	12-pin connector for optional second serial port card
Fan	5-pin connector
PCI 2.2	two 120-pin connectors
Front panel	40-pin connector

<b>Key Combinations</b>	
<Ctrl><Alt><Del>	If you are running Microsoft® Windows® XP, brings up the <b>Windows Security</b> window. If in MS-DOS® mode, restarts (reboots) the computer.
<F2> or <Ctrl><Alt><Enter>	starts embedded system setup (during start-up only)
<Ctrl><Alt><b>	automatically starts the computer from the network environment specified by the remote boot environment (PXE) rather than from one of the devices in the system setup <b>Boot Sequence</b> option (during start-up only)
<F12> or <Ctrl><Alt><F8>	displays a boot device menu that allows the user to enter a device for a single boot (during start-up only) as well as options to run hard-drive and system diagnostics
<Ctrl-P>	displays the Management Engine BIOS Extension settings screen that allows you to modify the settings

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Controls and Lights	
Power control	push button
Power light	green light — blinking green indicates sleep mode; solid green indicates power-on state.  amber light — blinking amber indicates a problem with an installed device; solid amber indicates an internal power problem (see <a href="#">Power Problems</a> ).
Hard-drive access light	green
Link light	solid green light indicates network connection
Link integrity light (on integrated network adapter)	green light for 10-Mb operation; orange light for 100-Mb operation; yellow light for a 1000-Mb (1-Gb) operation
Activity light (on integrated network adapter)	yellow blinking light
Diagnostic lights	Four lights on the front panel. See <a href="#">Diagnostic Lights</a> .
Standby power light	AUX_PWR on the system board

Power	
DC power supply:	<b>NOTE:</b> Power consumption can be zero when the computer is unplugged.
Wattage	305 W
Heat dissipation	1041 BTU/hr  <b>NOTE:</b> Heat dissipation is calculated based upon the power supply rating.
Voltage	manual selection power supplies—90 to 135 V at 60 Hz; <b>180 to 265 V at 50 Hz</b>
Backup battery	3-V CR2032 lithium coin cell

Physical	
Height	41.4 cm (16.3 inches)
Width	18.5 cm (7.3 inches)
Depth	43.9 cm (17.3 inches)
Weight	12.34 kg (27.2 lb)

Environmental	
Temperature:	
Operating	10° to 35°C (50° to 95°F)
Storage	-40° to 65°C (-40° to 149°F)
Relative humidity	20% to 80% (noncondensing)
Maximum vibration:	
Operating	0.25 G at 3 to 200 Hz at 0.5 octave/min
Storage	0.5 G at 3 to 200 Hz at 1 octave/min
Maximum shock:	
Operating	bottom half-sine pulse with a change in velocity of 50.8 cm/sec (20 inches/sec)
Storage	27-G faired square wave with a velocity change of 508 cm/sec (200 inches/sec)
Altitude:	
Operating	-15.2 to 3048 m (-50 to 10,000 ft)
Storage	-15.2 to 10,668 m (-50 to 35,000 ft)

## Microsoft® Windows® XP and Windows® Vista™ Features Dell™ OptiPlex™ 745c User's Guide


- [Transferring Information to a New Computer](#)
  - [Microsoft® Windows Vista™](#)
  - [User Accounts and Fast User Switching](#)
  - [Setting Up a Home and Office Network](#)
- 

### Transferring Information to a New Computer

The Microsoft® Windows® XP operating system provides a **Files and Settings Transfer Wizard** to move data from a source computer to a new computer. You can transfer data, such as:

- 1 E-mail messages
- 1 Toolbar settings
- 1 Window sizes
- 1 Internet bookmarks


You can transfer the data to the new computer over a network or serial connection, or you can store it on a removable media, such as a writable CD, for transfer to the new computer.

 **NOTE:** You can transfer information from the old computer to the new computer by directly connecting a serial cable to the input/output (I/O) ports of the two computers. To transfer data over a serial connection, you must access the Network Connections utility from the Control Panel and perform additional configuration steps, such as setting up an advanced connection and designating the host computer and the guest computer.

For instructions on setting up a direct cable connection between two computers, see Microsoft Knowledge Base Article #305621, titled *How to Set Up a Direct Cable Connection Between Two Computers in Windows XP*. This information may not be available in some countries.

For transferring information to a new computer, you must run the Files and Settings Transfer Wizard. You can use the optional *Operating System* CD for this process or you can create a wizard disk with the Files and Settings Transfer Wizard.

### Running the Files and Settings Transfer Wizard With the Operating System CD

 **NOTE:** This procedure requires the *Operating System* CD. This CD is optional and may not be included with all computers.

To prepare the new computer for the file transfer:

1. Start the **Files and Settings Transfer Wizard**.
2. When the **Files and Settings Transfer Wizard** welcome screen appears, click **Next**.
3. On the **Which computer is this?** screen, click **New Computer** and click **Next**.
4. On the **Do you have a Windows XP CD?** screen, click **I will use the wizard from the Windows XP CD** and click **Next**.
5. When the **Now go to your old computer** screen appears, go to your old or source computer. Do *not* click **Next** at this time.

To copy data from the old computer:

1. On the old computer, insert the Windows XP *Operating System* CD.
2. On the **Welcome to Microsoft Windows XP** screen, click **Perform additional tasks**.
3. Under **What do you want to do?**, click **Transfer files and settings**.
4. On the **Files and Settings Transfer Wizard** welcome screen, click **Next**.
5. On the **Which computer is this?** screen, click **Old Computer** and click **Next**.
6. On the **Select a transfer method** screen, click the transfer method you prefer.
7. On the **What do you want to transfer?** screen, select the items you want to transfer and click **Next**.

After the information has been copied, the **Completing the Collection Phase** screen appears.



8. Click **Finish**.

To transfer data to the new computer:

1. On the **Now go to your old computer** screen on the new computer, click **Next**.
2. On the **Where are the files and settings?** screen, select the method you chose for transferring your settings and files and click **Next**.

The wizard reads the collected files and settings and applies them to your new computer.

When all of the settings and files have been applied, the **Finished** screen appears.

3. Click **Finished** and restart the new computer.

## Running the Files and Settings Transfer Wizard Without the Operating System CD

To run the Files and Settings Transfer Wizard without the *Operating System* CD, you must create a wizard disk that will allow you to create a backup image file to removable media.

To create a wizard disk, use your new computer with Windows XP and perform the following steps:

1. Click the **Start** button.
2. Click **Files and Settings Transfer Wizard**.
3. When the **Files and Settings Transfer Wizard** welcome screen appears, click **Next**.
4. On the **Which computer is this?** screen, click **New Computer** and click **Next**.
5. On the **Do you have a Windows XP CD?** screen, click **I want to create a Wizard Disk in the following drive:** and click **Next**.
6. Insert the removable media, such as a writable CD, and click **OK**.
7. When the disk creation completes and the **Now go to your old computer** message appears, *do not* click **Next**.
8. Go to the old computer.

To copy data from the old computer:

1. On the old computer, insert the wizard disk.
2. Click the **Start** button and click **Run**.
3. In the **Open** field on the **Run** window, browse to the path for **fastwiz** (on the appropriate removable media) and click **OK**.
4. On the **Files and Settings Transfer Wizard** welcome screen, click **Next**.
5. On the **Which computer is this?** screen, click **Old Computer** and click **Next**.
6. On the **Select a transfer method** screen, click the transfer method you prefer.
7. On the **What do you want to transfer?** screen, select the items you want to transfer and click **Next**.

After the information has been copied, the **Completing the Collection Phase** screen appears.

8. Click **Finish**.


To transfer data to the new computer:


1. On the **Now go to your old computer** screen on the new computer, click **Next**.
2. On the **Where are the files and settings?** screen, select the method you chose for transferring your settings and files and click **Next**. Follow the instructions on the screen.

The wizard reads the collected files and settings and applies them to your new computer.

When all of the settings and files have been applied, the **Finished** screen appears.

3. Click **Finished** and restart the new computer.

 **NOTE:** For more information about this procedure, search [support.dell.com](http://support.dell.com) for document #PA1089586 (*How Do I Transfer Files From My Old Computer to My New Dell Computer Using the Microsoft® Windows® XP Operating System?*).

 **NOTE:** Access to the Dell™ Knowledge Base document may not be available in some countries.

## Windows Vista™


1. Click the **Windows Vista Start** button, and then click **Transfer files and settings→ Start Windows Easy Transfer**.
2. In the User Account Control dialog box, click **Continue**.
3. Click **Start a new transfer** or **Continue a transfer in progress**.


Follow the instructions provided on the screen by the Windows Easy Transfer wizard.


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## Microsoft® Windows Vista™


Users familiar with previous versions of Microsoft® Windows® will notice some differences in the Microsoft Windows Vista features and user interface.

 **NOTE:** For complete documentation of Windows Vista, refer to the Microsoft Windows Vista documentation. The Windows Vista Help and Support provides online documentation. Click the Start button and select Help and Support to access this information. Use the Search text box to search for a topic.

 **NOTE:** Different versions of the Microsoft Windows Vista operating system provide different features and have different system requirements. Your hardware configuration may also determine the Windows Vista features available to you. For more information, see the Microsoft Windows Vista documentation for specific details and system requirements.


 **NOTE:** A variety of documentation is provided with your computer system. You may notice that some documentation references Windows XP. In general, documentation referencing Windows XP is applicable to your Windows Vista system. In some cases, the names of menu options or other screen elements are different in Windows Vista. For more information, see *Getting Started Guide for Microsoft® Windows Vista™* on [support.dell.com](http://support.dell.com).

## Upgrading to Microsoft Windows Vista


 **NOTE:** The version of Microsoft Windows Vista installed on your computer is determined by the product key associated with the upgrade. Your product key is located on the back of the Windows Vista Install DVD package.

During the Windows Vista upgrade process, you will:

- 1 Use the Dell Windows Vista Upgrade Assistant DVD to check your system for compatibility and perform any required updates to your Dell-installed applications and drivers.
- 1 Use the Windows Vista Install DVD to upgrade to Windows Vista.


 **NOTE:** The upgrade procedures in this booklet do not apply to the Windows Vista 64-bit operating system. If you are upgrading to the Windows Vista 64-bit operating system, a clean install is required.

## Before You Begin


 **NOTICE:** Ensure that you have backed up any important data before performing the Windows Vista upgrade procedure.

Before setting up Windows Vista on your Dell computer, ensure that you have the following:

- 1 Dell Windows Vista Upgrade Assistant DVD
- 1 Microsoft Windows Vista Install DVD
- 1 Windows Vista Certificate of Authenticity (COA)
- 1 DVD drive
- 1 At least 512 MB of RAM (system memory)
- 1 15 GB of free hard drive space
- 1 An active Internet connection
- 1 A copy of the *Dell™ Systems Express Upgrade to Windows® Vista™* document


 **NOTE:** An active Internet connection is required in order to perform updates, but is not required in order to complete the upgrade to Windows Vista.

The **Dell Windows Vista Upgrade Assistant** checks Dell factory-installed software for Windows Vista compatibility. If you have installed any additional third-party software, it is recommended that you contact the software manufacturer for Windows Vista compatibility questions and updates before you begin the Windows Vista upgrade.

 **NOTE:** Third-party software that is not compatible with Windows Vista may have to be removed prior to upgrading to the Windows Vista operating system. Ensure that you have a backup copy of your third-party software before you begin the Windows Vista upgrade.

For information on how to back up your data, or to find Windows Vista compatible drivers/updates for your Dell-installed applications:

1. Go to [support.dell.com](http://support.dell.com), select your country/region, and then click **Drivers and Downloads**.
2. Enter your Service Tag or product model, and then click **Go**.
3. Select your operating system and language, and then click **Find Downloads**, or search by keyword for topics relevant to the information you are looking for.

 **NOTE:** The [support.dell.com](http://support.dell.com) user interface may vary depending on your selections.


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## User Accounts and Fast User Switching

### Adding User Accounts


After the Microsoft Windows XP operating system is installed, the administrator or a user with administrator rights can create additional user accounts.

1. Click the **Start** button and click **Control Panel**.
2. In the **Control Panel** window, click **User Accounts**.
3. Under **Pick a task**, click **Create a new account**.
4. Under **Name the new account**, type the name of the new user and click **Next**.
5. Under **Pick an account type**, click one of the following options:
  1. **Computer administrator** — You can change all computer settings.
  1. **Limited** — You can change only your own personal settings, such as your password. You cannot install programs or use the Internet.

 **NOTE:** Additional options may be available, depending on whether you are using Windows XP Home Edition or Windows XP Professional. Also, options available in Windows XP Professional vary depending on whether your computer is connected to a domain.

6. Click **Create Account**.

### Fast User Switching

 **NOTE:** Fast User Switching is unavailable if your computer is running Windows XP Professional and is a member of a computer domain, or if your computer has less than 128 MB of memory.

Fast User Switching allows multiple users to access one computer without requiring the previous user to log off.

1. Click the **Start** button and click **Log Off**.
2. In the **Log Off Windows** window, click **Switch User**.


When you use Fast User Switching, programs that previous users were using remain running in the background, which might decrease your computer's response time. Also, multimedia programs, such as games and DVD software, might not work with Fast User Switching. For more information, see the Windows Help and Support Center. For information about how to access the Windows Help and Support Center, see [Finding Information](#).

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## Setting Up a Home and Office Network

### Connecting to a Network Adapter

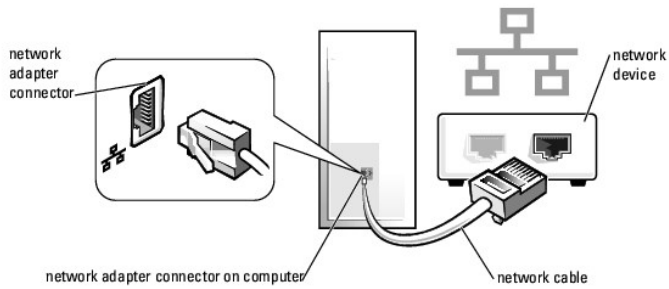
To connect a network cable:

 **NOTE:** Plug the network cable into the network adapter connector on the computer. Do not plug the network cable into the modem connector on the computer. Do not plug a network cable into a telephone wall jack.

1. Connect the network cable to the network adapter connector on the back of your computer.

Insert the cable until it clicks into place, and then gently pull it to ensure that it is secure.


2. Connect the other end of the network cable to a network device.



## Network Setup Wizard

The Microsoft® Windows® XP operating system provides a Network Setup Wizard to guide you through the process of sharing files, printers, or an Internet connection between computers in a home or small office.

1. Click the **Start** button, point to **All Programs**→ **Accessories**→ **Communications**, and then click **Network Setup Wizard**.
2. On the **Network Setup Wizard** welcome screen, click **Next**.
3. Click **Checklist for creating a network**.

 **NOTE:** Selecting the connection method **This computer connects directly to the Internet** enables the integrated firewall provided with Windows XP Service Pack 1 (SP1) or later.

4. Complete the checklist and required preparations.
5. Return to the Network Setup Wizard and follow the instructions on the screen.

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## Replacing the Computer Cover

### Dell™ OptiPlex™ 745c User's Guide

 **CAUTION:** Before you begin any of the procedures in this section, follow the safety instructions in the *Product Information Guide*.

1. Ensure that all cables are connected, and fold cables out of the way.  
Gently pull the power cables toward you so that they do not get caught underneath the drives.
2. Ensure that no tools or extra parts are left inside the computer.
3. To replace the cover:
  - a. Align the bottom of the cover with the hinge tabs located along the bottom edge of the computer.
  - b. Using the hinge tabs as leverage, rotate the cover downward to close it.
  - c. Snap the cover into place by pulling back on the cover release latch and then releasing the latch when the cover is properly seated.
  - d. Ensure that the cover is seated correctly before moving the computer.


 **NOTICE:** To connect a network cable, first plug the cable into the network wall jack and then plug it into the computer.

4. Attach the computer stand (if applicable). For instructions, see the documentation that came with the stand.
5. Connect your computer and devices to electrical outlets, and turn them on.

After you remove and replace the cover, the chassis intrusion detector, causes the following message to appear on the screen at the next computer start-up:

ALERT! Cover was previously removed.

6. Reset the chassis intrusion detector in [System Setup](#) by changing **Chassis Intrusion** to **On** or **On- Silent**.


 **NOTE:** If an administrator password has been assigned by someone else, contact your network administrator for information on resetting the chassis intrusion detector.


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## Reinstalling Drivers and the Operating System

### Dell™ OptiPlex™ 745c User's Guide

- [Drivers](#)
- [Using Microsoft® Windows® XP System Restore](#)
- [Reinstalling Microsoft Windows XP](#)

 **CAUTION:** Before you begin any of the procedures in this section, follow the safety instructions in the *Product Information Guide*.

 **NOTICE:** You must use Microsoft® Windows® XP Service Pack 1 or later when you reinstall the Microsoft Windows XP operating system.

 **NOTE:** If you installed a unique image on your computer or if you had to reinstall your operating system, run the DSS utility. DSS is available on your optional [Drivers and Utilities CD \(also known as ResourceCD\)](#) and at [support.dell.com](#).

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## Drivers

### What Is a Driver?

A driver is a program that controls a device such as a printer, mouse, or keyboard. All devices require a driver program.

A driver acts like a translator between the device and any other programs that use the device. Each device has its own set of specialized commands that only its driver recognizes.

Dell ships your computer to you with required drivers already installed—no further installation or configuration is needed.

 **NOTICE:** The optional *Drivers and Utilities* CD may contain drivers for operating systems that are not on your computer. Ensure that you are installing software appropriate for your operating system.

Many drivers, such as the keyboard driver, come with your Microsoft Windows operating system. You may need to install drivers if you:

- 1 Upgrade your operating system.
- 1 Reinstall your operating system.
- 1 Connect or install a new device.


### Identifying Drivers


If you experience a problem with any device, identify whether the driver is the source of your problem and, if necessary, update the driver.

1. Click the **Start** button and click **Control Panel**.
2. Under **Pick a Category**, click **Performance and Maintenance**.
3. Click **System**.
4. In the **System Properties** window, click the **Hardware** tab.
5. Click **Device Manager**.
6. Scroll down the list to see if any device has an exclamation point (a yellow circle with a [!]) on the device icon.

If an exclamation point is next to the device name, you may need to reinstall the driver (see [Reinstalling Drivers and Utilities](#)) or install a new driver.

### Reinstalling Drivers and Utilities

 **NOTICE:** The Dell Support website at [support.dell.com](#) and your *Drivers and Utilities* CD provide approved drivers for Dell™ computers. If you install drivers obtained from other sources, your computer might not work correctly.

 **NOTE:** The *Drivers and Utilities* CD (ResourceCD) is optional, and as such, may not ship with certain computers.

### Using Windows XP Device Driver Rollback



If a problem occurs on your computer after you install or update a driver, use Windows XP Device Driver Rollback to replace the driver with the previously installed version.

1. Click the **Start** button and click **Control Panel**.
2. Under **Pick a Category**, click **Performance and Maintenance**.
3. Click **System**.
4. In the **System Properties** window, click the **Hardware** tab.
5. Click **Device Manager**.
6. Right-click the device for which the new driver was installed and click **Properties**.
7. Click the **Drivers** tab.
8. Click **Roll Back Driver**.

If Device Driver Rollback does not resolve the problem, then use System Restore (see [Enabling System Restore](#)) to return your computer to the operating state that existed before you installed the new driver.

## Using the Optional Drivers and Utilities CD

If using Device Driver Rollback or System Restore (see [Using Microsoft® Windows® XP System Restore](#)) does not resolve the problem, then reinstall the driver from the *Drivers and Utilities* CD (also known as the ResourceCD).

-  **NOTE:** The *Drivers and Utilities* CD (ResourceCD) is optional, and as such, may not ship with all computers.
-  **NOTE:** To access device drivers and user documentation, you must use the *Drivers and Utilities* CD while your computer is running Windows.

1. Insert the *Drivers and Utilities* CD.

If this is your first time to use the *Drivers and Utilities* CD, the **Installation** window opens to inform you that the CD will begin the installation. Click **OK** and respond to the installation program prompts to complete the installation.

2. Click **Next** at the **Welcome Dell System Owner** screen.
3. Choose the appropriate selections for **System Model**, **Operating System**, **Device Type**, and **Topic**.
4. Click **My Drivers** in the **Topic** drop-down menu.

The *Drivers and Utilities* CD scans your computer's hardware and operating system and then displays a list of device drivers for your system configuration.

5. Click the appropriate driver and follow the instructions to download the driver for your computer.


To view a list of all available drivers for your computer, click **Drivers** in the **Topic** drop-down menu.

To access the help files on the *Drivers and Utilities* CD, click the question mark button or the **Help** link at the top of the screen.

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## Using Microsoft® Windows® XP System Restore


The Microsoft Windows XP operating system provides System Restore to allow you to return your computer to an earlier operating state (without affecting data files) if changes to the hardware, software, or other system settings have left the computer in an undesirable operating state. See the Windows Help and Support Center for information on using System Restore. For information on accessing the Windows Help and Support Center, see [Finding Information](#).

-  **NOTE:** Make regular backups of your data files. System Restore does not monitor your data files or recover them.

## Creating a Restore Point

1. Click the **Start** button and click **Help and Support**.
2. Click **System Restore**.
3. Follow the instructions on the screen.

## Restoring the Computer to an Earlier Operating State

 **NOTICE:** Before you restore the computer to an earlier operating state, save and close any open files and exit any open programs. Do not alter, open, or delete any files or programs until the system restoration is complete.

1. Click the **Start** button, point to **All Programs**→ **Accessories**→ **System Tools**, and then click **System Restore**.
2. Ensure that **Restore my computer to an earlier time** is selected and click **Next**.
3. Click a calendar date to which you want to restore your computer.

The **Select a Restore Point** screen provides a calendar that allows you to see and select restore points. All calendar dates with available restore points appear in boldface type.

4. Select a restore point and click **Next**.

If a calendar date has only one restore point, then that restore point is automatically selected. If two or more restore points are available, click the restore point that you prefer.


5. Click **Next**.

The **Restoration Complete** screen appears after System Restore finishes collecting data and then the computer restarts.

6. After the computer restarts, click **OK**.

To change the restore point, you can either repeat the steps using a different restore point, or you can undo the restoration.

## Undoing the Last System Restore

 **NOTICE:** Before you undo the last system restore, save and close all open files and exit any open programs. Do not alter, open, or delete any files or programs until the system restoration is complete.

1. Click the **Start** button, point to **All Programs**→ **Accessories**→ **System Tools**, and then click **System Restore**.
2. Click **Undo my last restoration** and click **Next**.
3. Click **Next**.

The **System Restore** screen appears and the computer restarts.

4. After the computer restarts, click **OK**.


## Enabling System Restore

If you reinstall Windows XP with less than 200 MB of free hard-disk space available, System Restore is automatically disabled. To see if System Restore is enabled:

1. Click the **Start** button and click **Control Panel**.
2. Click **Performance and Maintenance**.
3. Click **System**.
4. Click the **System Restore** tab.
5. Ensure that **Turn off System Restore** is unchecked.

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## Reinstalling Microsoft Windows XP

 **NOTICE:** You must use Windows XP Service Pack 1 or later when you reinstall your operating system.

## Before You Begin



If you are considering reinstalling the Windows XP operating system to correct a problem with a newly installed driver, first try using Windows XP Device Driver Rollback (see [Using Windows XP Device Driver Rollback](#)). If Device Driver Rollback does not resolve the problem, then use System Restore to return your operating system to the operating state it was in before you installed the new device driver (see [Using Microsoft® Windows® XP System Restore](#)).

- ➔ **NOTICE:** Before performing the installation, back up all data files on your primary hard drive. For conventional hard drive configurations, the primary hard drive is the first drive detected by the computer.

To reinstall Windows XP, you need the following items:

- 1 Dell™ *Operating System* CD
- 1 Dell *Drivers and Utilities* CD

- 📎 **NOTE:** The *Drivers and Utilities* CD contains drivers that were installed during assembly of the computer. Use the *Drivers and Utilities* CD to load any required drivers.

## Reinstalling Windows XP

To reinstall Windows XP, perform all the steps in the following sections in the order in which they are listed.

The reinstallation process can take 1 to 2 hours to complete. After you reinstall the operating system, you must also reinstall the device drivers, virus protection program, and other software.

- ➔ **NOTICE:** The *Operating System* CD provides options for reinstalling Windows XP. The options can overwrite files and possibly affect programs installed on your hard drive. Therefore, do not reinstall Windows XP unless a Dell technical support representative instructs you to do so.
- ➔ **NOTICE:** To prevent conflicts with Windows XP, disable any virus protection software installed on your computer before you reinstall Windows XP. See the documentation that came with the software for instructions.

## Booting From the Operating System CD

1. Save and close any open files and exit any open programs.
2. Insert the *Operating System* CD. Click **Exit** if **Install Windows XP** message appears.
3. Restart the computer.
4. Press <F12> immediately after the DELL™ logo appears.  
If the operating system logo appears, wait until you see the Windows desktop, and then shut down the computer and try again.
5. Press the arrow keys to select **CD-ROM**, and press <Enter>.
6. When the **Press any key to boot from CD** message appears, press any key.

## Windows XP Setup

1. When the **Windows XP Setup** screen appears, press <Enter> to select **To set up Windows now**.
2. Read the information on the **Microsoft Windows Licensing Agreement** screen, and press <F8> to accept the license agreement.
3. If your computer already has Windows XP installed and you want to recover your current Windows XP data, type **r** to select the repair option, and remove the CD.
4. If you want to install a new copy of Windows XP, press <Esc> to select that option.
5. Press <Enter> to select the highlighted partition (recommended), and follow the instructions on the screen.

The **Windows XP Setup** screen appears, and the operating system begins to copy files and install the devices. The computer automatically restarts multiple times.


- ➔ **NOTICE:** Do not press any key when the following message appears: **Press any key to boot from the CD**.

- 📎 **NOTE:** The time required to complete the setup depends on the size of the hard drive and the speed of your computer.


6. When the **Regional and Language Options** screen appears, select the settings for your location and click **Next**.
7. Enter your name and organization (optional) in the **Personalize Your Software** screen, and click **Next**.
8. At the **Computer Name and Administrator Password** window, enter a name for your computer (or accept the one provided) and a password, and click **Next**.

9. If the **Modem Dialing Information** screen appears, enter the requested information and click **Next**.
10. Enter the date, time, and time zone in the **Date and Time Settings** window, and click **Next**.
11. If the **Networking Settings** screen appears, click **Typical** and click **Next**.
12. If you are reinstalling Windows XP Professional and you are prompted to provide further information regarding your network configuration, enter your selections. If you are unsure of your settings, accept the default selections.

Windows XP installs the operating system components and configures the computer. The computer automatically restarts.

 **NOTICE:** Do not press any key when the following message appears: *Press any key to boot from the CD.*

13. When the **Welcome to Microsoft** screen appears, click **Next**.
14. When the *How will this computer connect to the Internet?* message appears, click **Skip**.
15. When the **Ready to register with Microsoft?** screen appears, select **No, not at this time** and click **Next**.
16. When the **Who will use this computer?** screen appears, you can enter up to five users.
17. Click **Next**.
18. Click **Finish** to complete the setup, and remove the CD.
19. Reinstall the appropriate drivers with the *Drivers and Utilities* CD (see [Using the Optional Drivers and Utilities CD](#)).
20. Reinstall your virus protection software.
21. Reinstall your programs.

 **NOTE:** To reinstall and activate your Microsoft Office or Microsoft Works Suite programs, you need the Product Key number located on the back of the Microsoft Office or Microsoft Works Suite CD sleeve.

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## Solving Problems

### Dell™ OptiPlex™ 745c User's Guide

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- [Serial or Parallel Device Problems](#)
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## Troubleshooting Tips


Follow these tips when you troubleshoot your computer:

1. If you added or removed a part before the problem started, review the installation procedures and ensure that the part is correctly installed.
1. If a peripheral device does not work, ensure that the device is properly connected.
1. If an error message appears on the screen, write down the exact message. This message may help technical support personnel diagnose and fix the problem(s).
1. If an error message occurs in a program, see the program's documentation.

---

## Battery Problems

Fill out the [Diagnostics Checklist](#) as you complete these checks.

 **CAUTION:** There is a danger of a new battery exploding if it is incorrectly installed. Replace the battery only with the same or equivalent type recommended by the manufacturer. Discard used batteries according to the manufacturer's instructions.

 **CAUTION:** Before you begin any of the procedures in this section, follow the safety instructions in the *Product Information Guide*.


**Replace the battery** — If you have to repeatedly reset time and date information after turning on the computer, or if an incorrect time or date displays during start-up, replace the battery (see [Battery](#)). If the battery still does not work properly, contact Dell (see [Contacting Dell](#)).


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## Card Problems

Fill out the [Diagnostics Checklist](#) as you complete these checks.

 **CAUTION:** Before you begin any of the procedures in this section, follow the safety instructions in the *Product Information Guide*.

 **CAUTION:** To guard against electrical shock, always unplug your computer from the electrical outlet before opening the cover.

 **NOTICE:** To prevent static damage to components inside your computer, discharge static electricity from your body before you touch any of your computer's electronic components. You can do so by touching an unpainted metal surface on the computer.

**Check the card seating and cable** —

1. Turn off the computer and devices, disconnect them from their electrical outlets, wait 10 to 20 seconds, and then remove the

- computer cover (see the appropriate "Removing the Computer Cover" section).
2. Ensure that each card is firmly seated in its connector. Reseat any loose cards.
  3. Ensure that all cables are firmly connected to their corresponding connectors on the cards. If any cables appear loose, reconnect them.
- For instructions on which cables should be attached to specific connectors on a card, see the card's documentation.
4. Close the computer cover, reconnect the computer and devices to electrical outlets, and then turn them on (see [Replacing the Computer Cover](#)).

#### Test the graphics card —

1. Turn off the computer and devices, disconnect them from their electrical outlets, wait 10 to 20 seconds, and then remove the computer cover (see the appropriate "Removing the Computer Cover" section).
2. Remove all cards except the graphics card. See the appropriate "Cards" section for your computer.

If your primary hard drive is connected to a drive controller card and not to one of the system board IDE connectors, leave the drive controller card installed in the computer.

3. Close the computer cover (see [Replacing the Computer Cover](#)), reconnect the computer and devices to electrical outlets, and then turn them on.
4. Run the Dell Diagnostics. See [Dell Diagnostics](#).

#### Test the cards —


1. Turn off the computer and devices, disconnect them from their electrical outlets, wait 10 to 20 seconds, and then remove the computer cover (see the appropriate "Removing the Computer Cover" section for your computer).
2. Reinstall one of the cards that you removed previously. See the appropriate "Cards" section for your computer.
3. Close the computer cover, reconnect the computer and devices to electrical outlets, and then turn them on (see [Replacing the Computer Cover](#)).
4. Run the Dell Diagnostics. See [Dell Diagnostics](#).


If any of the tests fail, the card you just reinstalled is faulty and needs to be replaced.


5. Repeat this process until you have reinstalled all cards.

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## Drive Problems

 **CAUTION:** Before you begin any of the procedures in this section, follow the safety instructions in the *Product Information Guide*.

 **CAUTION:** To guard against electrical shock, always unplug your computer from the electrical outlet before opening the cover.

 **NOTICE:** To prevent static damage to components inside your computer, discharge static electricity from your body before you touch any of your computer's electronic components. You can do so by touching an unpainted metal surface on the computer.

Fill out the [Diagnostics Checklist](#) as you complete these checks.

#### Test the drive —

1. Insert another floppy disk, CD, or DVD to eliminate the possibility that the original one is defective.
1. Insert bootable media and restart the computer.


**Clean the drive or disk —** See [Cleaning Your Computer](#).

**Check the cable connections**

**Check for Software and Hardware Conflicts —** See [Resolving Software and Hardware Incompatibilities](#).

**Run the Dell Diagnostics —** See [Dell Diagnostics](#).

## Optical drive problems

 **NOTE:** High-speed Cd or DVD drive vibration is normal and may cause noise, which does not indicate a defect in the drive or the CD or DVD.

 **NOTE:** Because of different regions worldwide and different disc formats, not all DVD titles work in all DVD drives.

#### Adjust the Windows volume control —

1. Click the speaker icon in the lower-right corner of your screen.
1. Ensure that the volume is turned up by clicking the sidebar and dragging it up.
1. Ensure that the sound is not muted by clicking any boxes that are checked.

**Check the speakers and subwoofer** — See [Sound and Speaker Problems](#).

## Problems writing to a CD/DVD-RW drive

**Close other programs** — The CD/DVD-RW drive must receive a steady stream of data when writing. If the stream is interrupted, an error occurs. Try closing all programs before you write to the CD/DVD-RW.

**Turn off Standby mode in Windows before writing to a CD/DVD-RW disc** — See your computer documentation for information on Power Management modes. See [Advanced Features](#).

## Hard drive problems


#### Run Check Disk —


1. Click the **Start** button and click **My Computer**.
2. Right-click **Local Disk C:**.
3. Click **Properties**.
4. Click the **Tools** tab.
5. Under **Error-checking**, click **Check Now**.
6. Click **Scan for and attempt recovery of bad sectors**.
7. Click **Start**.


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## E-Mail, Modem, and Internet Problems

 **CAUTION:** Before you begin any of the procedures in this section, follow the safety instructions in the *Product Information Guide*.

 **CAUTION:** To guard against electrical shock, always unplug your computer from the electrical outlet before opening the cover.

 **NOTICE:** To prevent static damage to components inside your computer, discharge static electricity from your body before you touch any of your computer's electronic components. You can do so by touching an unpainted metal surface on the computer.

 **NOTE:** Connect the modem to an analog telephone jack only. The modem does not operate while it is connected to a digital telephone network.

**Run the Modem Helper diagnostics** — Click the **Start** button, point to **All Programs**, and then click **Modem Helper**. Follow the instructions on the screen to identify and resolve modem problems. (Modem Helper is not available on all computers.)

#### Verify that the modem is communicating with Windows —


1. Click the **Start** button and click **Control Panel**.
2. Click **Printers and Other Hardware**.
3. Click **Phone and Modem Options**.
4. Click the **Modems** tab.
5. Click the COM port for your modem.
6. Click **Properties**, click the **Diagnostics** tab, and then click **Query Modem** to verify that the modem is communicating with Windows.

If all commands receive responses, the modem is operating properly.

**Ensure that you are connected to the Internet** — Ensure that you have subscribed to an Internet provider. With the Outlook Express e-mail program open, click **File**. If **Work Offline** has a checkmark next to it, click the checkmark to remove it and connect to the Internet. For help, contact your Internet service provider.

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## Keyboard Problems

 **CAUTION:** Before you begin any of the procedures in this section, follow the safety instructions located in the *Product Information Guide*.

### Check the keyboard cable —

- 1 Ensure that the keyboard cable is firmly connected to the computer.
- 1 Shut down the computer, reconnect the keyboard cable as shown in the *Quick Reference Guide* for your computer, and then restart the computer.
- 1 Check the cable connector for bent or broken pins and for damaged or frayed cables. Straighten bent pins.
- 1 Remove keyboard extension cables and connect the keyboard directly to the computer.


**Test the keyboard** — Connect a properly working keyboard to the computer, and try using the keyboard. If the new keyboard works, the original keyboard is faulty.


**Run the Dell Diagnostics** — See [Dell Diagnostics](#).


**Check for software and hardware conflicts** — see [Resolving Software and Hardware Incompatibilities](#).

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## Fan Problems

 **CAUTION:** Before you begin any of the procedures in this section, follow the safety instructions in the *Product Information Guide*.


 **CAUTION:** To guard against electrical shock, always unplug your computer from the electrical outlet before opening the cover.

 **NOTICE:** To prevent static damage to components inside your computer, discharge static electricity from your body before you touch any of your computer's electronic components. You can do so by touching an unpainted metal surface on the computer.

**Check the cable connections** — Ensure that the card fan cable is connected firmly to the card fan connector on the system board (see the appropriate "System Board Components" section for your computer).

---

## Lockups and Software Problems


 **CAUTION:** Before you begin any of the procedures in this section, follow the safety instructions in the *Product Information Guide*.

### The computer does not start up

Check the Diagnostic Lights — See [Diagnostic Lights](#).

Ensure that the power cable is firmly connected to the computer and to the electrical outlet

### The computer stops responding

 **NOTICE:** You might lose data if you are unable to perform an operating system shutdown.


**Turn the computer off** — If you are unable to get a response by pressing a key on your keyboard or moving your mouse, press and hold the power button for at least 8 to 10 seconds until the computer turns off. Then restart your computer.

## A program stops responding

### End the program —

1. Press <Ctrl><Shift><Esc> simultaneously.
2. Click **Applications**.
3. Click the program that is no longer responding.
4. Click **End Task**.

## A program crashes repeatedly

 **NOTE:** Software usually includes installation instructions in its documentation or on a floppy disk or CD.

**Check the software documentation** — If necessary, uninstall and then reinstall the program.

## A solid blue screen appears

**Turn the computer off** — If you are unable to get a response by pressing a key on your keyboard or moving your mouse, press and hold the power button for at least 8 to 10 seconds until the computer turns off. Then restart your computer.

## Other software problems

### Check the software documentation or contact the software manufacturer for troubleshooting information —

- 1 Ensure that the program is compatible with the operating system installed on your computer.
- 1 Ensure that your computer meets the minimum hardware requirements needed to run the software. See the software documentation for information.
- 1 Ensure that the program is installed and configured properly.
- 1 Verify that the device drivers do not conflict with the program.
- 1 If necessary, uninstall and then reinstall the program.

**Back up your files immediately**


**Use a virus-scanning program to check the hard drive, floppy disks, or CDs**

**Save and close any open files or programs and shut down your computer through the Start menu**


**Run the Dell Diagnostics** — If all tests run successfully, the error condition is related to a software problem. See [Dell Diagnostics](#).

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## Memory Problems

 **NOTE:** Your computer might emit a series of beeps (beep code) during start-up if the monitor cannot display errors or problems. This series of beeps identifies a problem. See [Beep Codes](#) for more information.

Fill out the [Diagnostics Checklist](#) as you complete these checks.

 **CAUTION:** Before you begin any of the procedures in this section, follow the safety instructions located in the *Product Information Guide*.

---

#### If you receive an insufficient memory message —

- 1 Save and close any open files and exit any open programs you are not using to see if that resolves the problem.
- 1 See the software documentation for minimum memory requirements. If necessary, install additional memory (see [Installing Memory](#)).
- 1 Reseat the memory modules to ensure that your computer is successfully communicating with the memory (see [Memory](#)).
- 1 Run the Dell Diagnostics (see [Dell Diagnostics](#)).

#### If you experience other memory problems —

- 1 Reseat the memory modules to ensure that your computer is successfully communicating with the memory (see [Installing Memory](#)).
- 1 Ensure that you are following the memory installation guidelines (see [Memory](#)).
- 1 Run the Dell Diagnostics (see [Dell Diagnostics](#)).

---

## Mouse Problems

 **CAUTION:** Before you begin any of the procedures in this section, follow the safety instructions located in the *Product Information Guide*.

#### Check the mouse cable —

1. Check the cable connector for bent or broken pins and for damaged or frayed cables. Straighten bent pins.
2. Remove mouse extension cables, if used, and connect the mouse directly to the computer.
3. Shut down the computer, reconnect the mouse cable as shown in the *Quick Reference Guide* for your computer, and then restart the computer.

#### Restart the computer —

1. Simultaneously press <Ctrl><Esc> to display the **Start** menu.
2. Type u, press the keyboard arrow keys to highlight **Shut down** or **Turn Off**, and then press <Enter>.
3. After the computer turns off, reconnect the mouse cable as shown on the in the *Quick Reference Guide* for your computer.
4. Start the computer.

**Test the mouse —** Connect a properly working mouse to the computer, and try using the mouse. If the new mouse works, the original mouse is faulty.

#### Check the mouse settings —

1. Click the **Start** button, click **Control Panel**, and then click **Printers and Other Hardware**.
2. Click **Mouse**.
3. Try adjusting the settings.

*If you are using a PS/2 mouse*

1. Enter system setup (see [Entering System Setup](#)) and ensure that the **Mouse Port** option is set to **On**.
2. Exit system setup and restart the computer.

**Reinstall the mouse driver —** See [Reinstalling Drivers and Utilities](#).

**Run the Dell Diagnostics —** See [Dell Diagnostics](#).

**Check for software and hardware conflicts —** See [Resolving Software and Hardware Incompatibilities](#).

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## Network Problems

Fill out the [Diagnostics Checklist](#) as you complete these checks.

 **CAUTION:** Before you begin any of the procedures in this section, follow the safety instructions located in the *Product Information Guide*.

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**Check the network cable connector** — Ensure that the network cable is firmly inserted into both the network connector on the back of the computer and the network jack.

**Check the network lights on the front or back of the computer depending on system chassis type.** — No connection speed light indicates that no network communication exists. Replace the network cable.

**Restart the computer and log on to the network again**


**Check your network settings** — Contact your network administrator or the person who set up your network to verify that your network settings are correct and that the network is functioning.

**Check for software and hardware conflicts** — See [Resolving Software and Hardware Incompatibilities](#).

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## Power Problems

Fill out the [Diagnostics Checklist](#) as you complete these checks.

 **CAUTION:** Before you begin any of the procedures in this section, follow the safety instructions located in the *Product Information Guide*.

**If the power light is green and the computer is not responding** — See [Diagnostic Lights](#).

**If the power light is blinking green** — The computer is in standby mode. Press a key on the keyboard or move the mouse to resume normal operation.

**If the power light is off** — The computer is either turned off or is not receiving power.

- 1 Reseat the power cable into both the power connector on the back of the computer and the electrical outlet.
- 1 If the computer is plugged into a power strip, ensure that the power strip is plugged into an electrical outlet and that the power strip is turned on. Also bypass power protection devices, power strips, and power extension cables to verify that the computer turns on properly.
- 1 Ensure that the electrical outlet is working by testing it with another device, such as a lamp.
- 1 Ensure that the main power cable and front panel cable are securely connected to the system board.

**If the power light is amber and green or steady amber** — A device might be malfunctioning or incorrectly installed.

- 1 Remove and then reinstall the memory modules.
- 1 Remove and then reinstall any cards.
- 1 Remove and then reinstall the graphics card, if applicable.

**If the power light is blinking amber** —

The computer is receiving electrical power, but an internal power problem might exist.

- 1 Ensure that the voltage selection switch is set to match the AC power at your location (if applicable).
- 1 Ensure that the processor power cable is securely connected to the system board.


**Eliminate interference** — Some possible causes of interference are:


- 1 Power, keyboard, and mouse extension cables
- 1 Too many devices on a power strip
- 1 Multiple power strips connected to the same electrical outlet

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## Printer Problems

Fill out the [Diagnostics Checklist](#) as you complete these checks.

 **CAUTION:** Before you begin any of the procedures in this section, follow the safety instructions located in the *Product Information Guide*.

 **NOTE:** If you need technical assistance for your printer, contact the printer's manufacturer.

**Check the printer documentation** — See the printer documentation for setup and troubleshooting information.

**Ensure that the printer is turned on**

**Check the printer cable connections** —

- 1 See the printer documentation for cable connection information.
- 1 Ensure that the printer cables are securely connected to the printer and the computer.

**Test the electrical outlet** — Ensure that the electrical outlet is working by testing it with another device, such as a lamp.

**Verify that the printer is recognized by Windows** —

1. Click the **Start** button, click **Control Panel**, and then click **Printers and Other Hardware**.
2. Click **View installed printers or fax printers**.

If the printer is listed, right-click the printer icon.

3. Click **Properties** and click the **Ports** tab. For a parallel printer, ensure that the **Print to the following port(s):** setting is **LPT1 (Printer Port)**. For a USB printer, ensure that the **Print to the following port(s):** setting is **USB**.

**Reinstall the printer driver** — See the printer documentation for instructions

---

## Restoring Default Settings

**To restore the computer's system settings to their default values** —

1. Turn on or restart your computer.
2. When **Press <F2> to Enter Setup** appears in the upper-right corner of the screen, press <F2> immediately.


If you wait too long and the Microsoft® Windows® logo appears, continue to wait until you see the Windows desktop. Then shut down your computer through the **Start** menu and try again.

3. Under **System Management**, select the **Maintenance** option and follow the directions on the screen (see [System Setup Options](#)).

---

## Serial or Parallel Device Problems

Fill out the [Diagnostics Checklist](#) as you complete these checks.

 **CAUTION:** Before you begin any of the procedures in this section, follow the safety instructions located in the *Product Information Guide*.

 **NOTE:** If you are having a problem with a printer, see [Printer Problems](#).


**Check the option setting** — See the device's documentation for the recommended settings. Then enter system setup (see [Entering System Setup](#)) and ensure that the **Serial Port #1** setting (or the **Serial Port #2** settings if you have an optional serial port adapter installed) or the **LPT Port Mode** setting matches the recommended settings.

**Run the Dell Diagnostics** — See [Dell Diagnostics](#).


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## Sound and Speaker Problems

Fill out the [Diagnostics Checklist](#) as you complete these checks.

 **CAUTION:** Before you begin any of the procedures in this section, follow the safety instructions located in the *Product Information Guide*.

### No sound from speakers

 **NOTE:** The volume control in some MP3 players overrides the Windows volume setting. If you have been listening to MP3 songs, ensure that you did not turn the player volume down or off.

<p><b>Check the speaker cable connections</b> — Ensure that the speakers are connected as shown on the setup diagram supplied with the speakers. If you purchased an audio card, ensure that the speakers are connected to the card.</p>
<p><b>Ensure that the subwoofer and the speakers are turned on</b> — See the setup diagram supplied with the speakers. If your speakers have volume controls, adjust the volume, bass, or treble to eliminate distortion.</p>
<p><b>Adjust the Windows volume control</b> — Click or double-click the speaker icon in the lower-right corner of your screen. Ensure that the volume is turned up and that the sound is not muted.</p>
<p><b>Disconnect headphones from the headphone connector</b> — Sound from the speakers is automatically disabled when headphones are connected to the computer's front-panel headphone connector.</p>
<p><b>Test the electrical outlet</b> — Ensure that the electrical outlet is working by testing it with another device, such as a lamp.</p>
<p><b>Enable digital mode</b> — Your speakers do not work if the CD drive is operating in analog mode.</p> <ol style="list-style-type: none"><li>1. Click the <b>Start</b> button, click <b>Control Panel</b>, and then click <b>Sounds, Speech, and Audio Devices</b>.</li><li>2. Click <b>Sounds and Audio Devices</b>.</li><li>3. Click the <b>Hardware</b> tab.</li><li>4. Double-click the name of your CD drive.</li><li>5. Click the <b>Properties</b> tab.</li><li>6. Check the <b>Enable digital CD audio for this CD-ROM device</b> box.</li></ol>
<p><b>Eliminate possible interference</b> — Turn off nearby fans, fluorescent lights, or halogen lamps to check for interference.</p>
<p><b>Run the speaker diagnostics</b></p>
<p><b>Reinstall the audio driver</b> — See <a href="#">Reinstalling Drivers and Utilities</a>.</p>
<p><b>Check the device option setting</b> — Enter system setup (see <a href="#">Entering System Setup</a>) and ensure that the <b>Audio Controller</b> option is set to <b>On</b>. Exit system setup and restart your computer.</p> <p>If you have installed an audio card: Enter system setup and ensure that <b>Integrated Audio</b> is set to <b>Off</b>. Ensure that your speaker is connected to the audio card inputs</p>
<p><b>Run the Dell Diagnostics</b> — See <a href="#">Dell Diagnostics</a>.</p>
<p><b>Run the Audio Card Driver Diagnostics, If Applicable</b> —</p> <p>If you have installed an audio card, check your audio card documentation for details.</p>
<p><b>Check for software and hardware conflicts</b> — See <a href="#">Reinstalling Drivers and Utilities</a>.</p>

### No sound from headphones

**Check the headphone cable connection** — Ensure that the headphone cable is securely inserted into the headphone connector.

**Disable digital mode** — Your headphones do not work if the CD drive is operating in digital mode.


1. Click the **Start** button, click **Control Panel**, and then click **Sounds, Speech, and Audio Devices**.
2. Click **Sounds and Audio Devices**.
3. Click the **Hardware** tab.
4. Double-click the name of your CD drive.
5. Click the **Properties** tab.
6. Uncheck the **Enable digital CD audio for this CD-ROM device** box.

**Adjust the Windows volume control** — Click or double-click the speaker icon in the lower-right corner of your screen. Ensure that the volume is turned up and that the sound is not muted.


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## Video and Monitor Problems

Fill out the [Diagnostics Checklist](#) as you complete these checks.

 **CAUTION:** Before you begin any of the procedures in this section, follow the safety instructions located in the *Product Information Guide*.

### If the screen is blank

 **NOTE:** See the monitor documentation for troubleshooting procedures.

**Check the monitor cable connection** —

- 1 If you purchased a graphics card, ensure that the monitor is connected to the card.
- 1 Ensure that your monitor is properly connected (see the *Quick Reference Guide* that came with your computer).
- 1 If you are using a video extension cable and removing the cable solves the problem, the cable is defective.
- 1 Swap the computer and monitor power cables to determine if the power cable is defective.
- 1 Check the connector for bent or broken pins. (It is normal for monitor cable connectors to have missing pins.)

**Check the monitor power light** — If the power light is off, firmly press the button to ensure that the monitor is turned on. If the power light is lit or blinking, the monitor has power. If the power light is blinking, press a key on the keyboard or move the mouse.

**Test the electrical outlet** — Ensure that the electrical outlet is working by testing it with another device, such as a lamp.

**Test the monitor** — Connect a properly working monitor to the computer, and try using the monitor. If the new monitor works, the original monitor is faulty.

**Check the diagnostic lights** — See [Diagnostic Lights](#).

**Check the card setting** — Enter system setup (see [Entering System Setup](#)) and ensure that **Primary Video** option is set correctly. Exit system setup and restart your computer.

**Run the monitor self-test** — Check the monitor documentation for more information.

### If the screen is difficult to read

**Check the monitor settings** — See the monitor documentation for instructions on adjusting the contrast and brightness, demagnetizing (degaussing) the monitor, and running the monitor self-test.

**Move the subwoofer away from the monitor** — If your speaker system includes a subwoofer, ensure that the subwoofer is at least 60 cm (2 ft) away from the monitor.

**Move the monitor away from external power sources** — Fans, fluorescent lights, halogen lamps, and other electrical devices can cause the screen image to appear "shaky." Turn off nearby devices to check for interference.

**Adjust the Windows display settings** —

1. Click the **Start** button, click **Control Panel**, and then click **Appearance and Themes**.
2. Click **Display** and click the **Settings** tab.
3. Try different settings for **Screen resolution** and **Color quality**.

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## Chassis Intrusion Switch

Dell™ OptiPlex™ 745c User's Guide

- [Removing the Chassis Intrusion Switch](#)
- [Replacing the Chassis Intrusion Switch](#)
- [Resetting the Chassis Intrusion Detector](#)

**⚠ CAUTION:** Before you begin any of the procedures in this section, follow the safety instructions located in the *Product Information Guide*.

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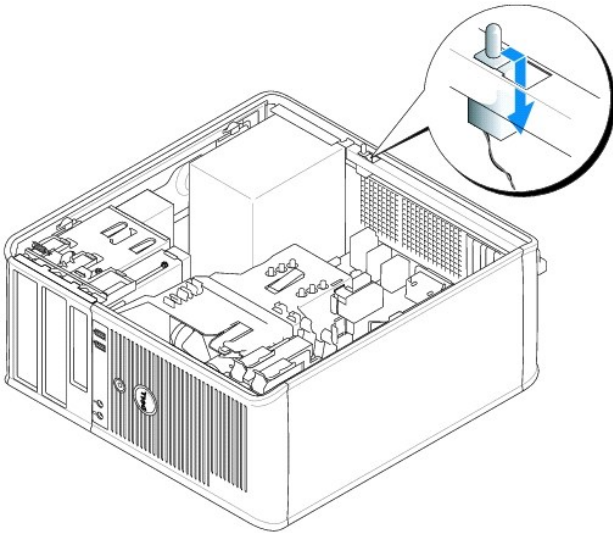
### Removing the Chassis Intrusion Switch

1. Follow the procedures in [Before You Begin](#).
2. Disconnect the chassis intrusion switch cable from the system board.

Note the routing of the chassis intrusion cable as you remove it from the chassis. Chassis hooks may hold the cable in place inside the chassis.

3. Slide the chassis intrusion switch out of its slot, and remove the switch and its attached cable from the computer.

### Mini Tower Computer



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### Replacing the Chassis Intrusion Switch


1. Gently slide the chassis intrusion switch into its slot and reconnect the cable to the system board.
  2. Replace the computer cover (see [Replacing the Computer Cover](#)).
  3. If you are using a computer stand, attach it to the computer.
- 

### Resetting the Chassis Intrusion Detector

1. Turn on (or restart) your computer.
2. When the blue DELL™ logo appears, press <F2> immediately.

If you wait too long and the operating system logo appears, continue to wait until you see the Microsoft® Windows® desktop. Then shut down your computer and try again.

3. Select the **Chassis Intrusion** option and then press the left- or right-arrow key to select **Reset**. Change the setting to **On**, **On-Silent**, or **Disabled**.

 **NOTE:** The default setting is **On-Silent**.

4. Press <Alt><b> to restart the computer and implement your changes.

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## Replacing the System Board

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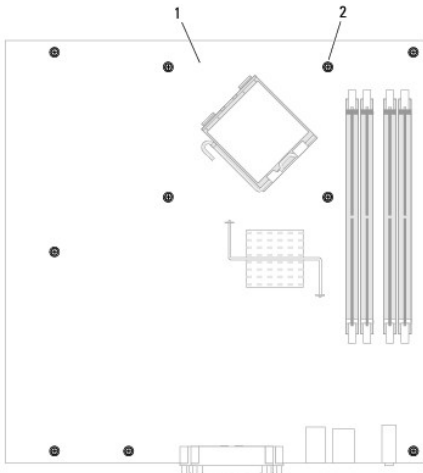
### Removing the System Board

1. Follow the procedures in [Before You Begin](#).

**NOTICE:** 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 any static electricity that could harm internal components.

2. Remove any components that restrict access to the system board (optical drive(s), floppy drive, hard drive, I/O panel (as applicable)).
3. Remove the processor and heat sink assembly. See [Processor](#).
4. Disconnect all cables from the system board.
5. Remove the screws from the system board. See [Mini Tower System Board Screws](#).
6. Slide the system board assembly toward the front of the computer, and then lift the board up and away.

### Mini Tower System Board Screws



1	mini tower system board	2	screws (10)
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Place the system board assembly that you just removed next to the replacement system board to ensure it is identical.

### Replacing the System Board

1. Gently align the board into the chassis and slide it toward the back of the computer.
  2. Replace the screws on the system board.
  3. Replace any components and cables that you removed from the system board.
  4. Reconnect all cables to their connectors at the back of the computer.
  5. Replace the computer cover (see [Replacing the Computer Cover](#)).
-



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## Dell™ OptiPlex™ 745c User's Guide



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



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



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

If you purchased a Dell™ n Series computer, any references in this document to Microsoft® Windows® operating systems are not applicable.

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January 2007 TJO22 Rev. A00

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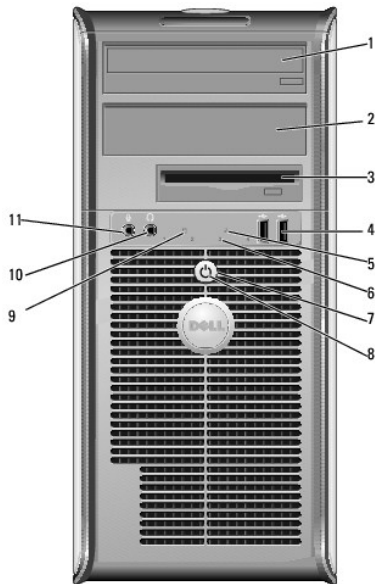
# Mini Tower Computer

## Dell™ OptiPlex™ 745c User's Guide

- [About Your Mini Tower Computer](#)
- [Inside Your Computer](#)

## About Your Mini Tower Computer

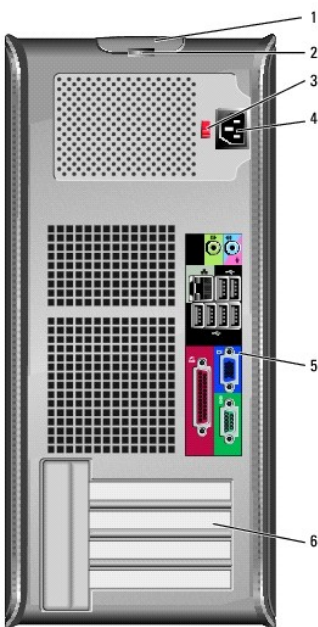
### Front View



1	5.25-inch drive bay	Can contain an optical drive. Insert a CD or DVD (if supported) into this drive.
2	5.25-inch drive bay	Can contain an optical drive. Insert a CD or DVD (if supported) into this drive.
3	3.5-inch drive bay	Can contain an optional floppy drive or optional media card reader.
4	USB 2.0 connectors (2)	Use the front USB connectors for devices that you connect occasionally, such as joysticks or cameras, or for bootable USB devices (see your online <i>User's Guide</i> for more information on booting to a USB device).  It is recommended that you use the back USB connectors for devices that typically remain connected, such as printers and keyboards.
5	LAN indicator light	This light indicates that a LAN (local area network) connection is established.
6	diagnostic lights	Use the lights to help you troubleshoot a computer problem based on the diagnostic code. For more information, see <a href="#">Diagnostic Lights</a> .
7	power button	Press this button to turn on the computer.  <b>NOTICE:</b> To avoid losing data, do not turn off the computer by pressing the power button. Instead, perform an operating system shutdown. See <a href="#">Before You Begin</a> for more information.  <b>NOTICE:</b> If your operating system has ACPI enabled, when you press the power button the computer will perform an operating system shutdown.
8	power light	The power light illuminates and blinks or remains solid to indicate different operating modes:

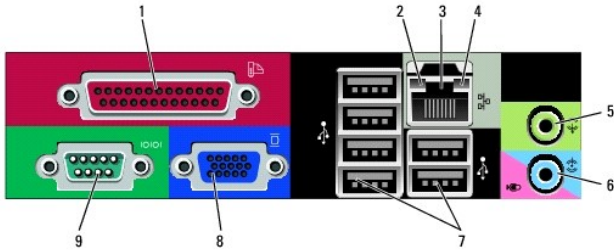
		<ul style="list-style-type: none"> <li>1 No light — The computer is turned off.</li> <li>1 Steady green — The computer is in a normal operating state.</li> <li>1 Blinking green — The computer is in a power-saving mode.</li> <li>1 Blinking or solid amber — See your online <i>User's Guide</i>.</li> </ul> <p>To exit from a power-saving mode, press the power button or use the keyboard or the mouse if it is configured as a wake device in the Windows Device Manager. For more information about sleep modes and exiting from a power-saving mode, see your online <i>User's Guide</i>.</p> <p>See <a href="#">System Lights</a> for a description of light codes that can help you troubleshoot problems with your computer.</p>
9	hard-drive activity light	This light flickers when the hard drive is being accessed.
10	headphone connector	Use the headphone connector to attach headphones and most kinds of speakers.
11	microphone connector	Use the microphone connector to attach a microphone.

## Back View



1	cover-release latch	This latch allows you to open the computer cover.
2	padlock ring	Insert a padlock to lock the computer cover.
3	voltage selection switch	<p>Your computer is equipped with a manual voltage-selection switch. To help avoid damaging a computer with a manual voltage-selection switch, set the switch for the voltage that most closely matches the AC power available in your location.</p> <p><b>NOTICE:</b> In Japan, the voltage selection switch must be set to the 115-V position.</p> <p>Also, ensure that your monitor and attached devices are electrically rated to operate with the AC power available in your location.</p>
4	power connector	Insert the power cable.
5	back-panel connectors	Plug serial, USB, and other devices into the appropriate connectors. See <a href="#">Back-Panel Connectors</a> .
6	card slots	Access connectors for any installed PCI and PCI Express cards.

## Back-Panel Connectors



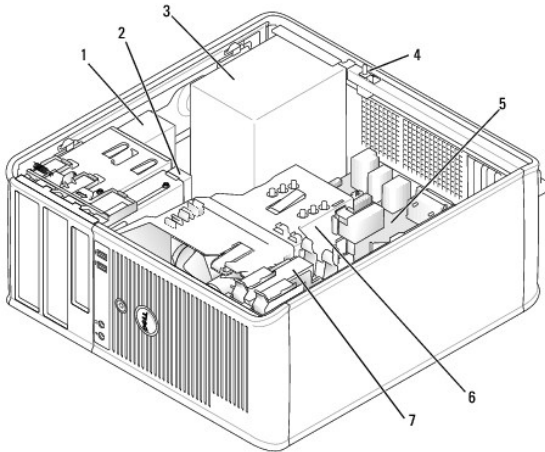
1	<p>parallel connector</p> <p>Connect a parallel device, such as a printer, to the parallel connector. If you have a USB printer, plug it into a USB connector.</p> <p><b>NOTE:</b> The integrated parallel connector is automatically disabled if the computer detects an installed card containing a parallel connector configured to the same address. For more information, see <a href="#">System Setup Options</a>.</p>
2	<p>link integrity light</p> <ul style="list-style-type: none"> <li>1 Green — A good connection exists between a 10-Mbps network and the computer.</li> <li>1 Orange — A good connection exists between a 100-Mbps network and the computer.</li> <li>1 Yellow — A good connection exists between a 1-Gbps (or 1000-Mbps) network and the computer.</li> <li>1 Off — The computer is not detecting a physical connection to the network.</li> </ul>
3	<p>network adapter connector</p> <p>To attach your computer to a network or broadband device, connect one end of a network cable to either a network jack or your network or broadband device. Connect the other end of the network cable to the network adapter connector on the back panel of your computer. A click indicates that the network cable has been securely attached.</p> <p><b>NOTE:</b> Do not plug a telephone cable into the network connector.</p> <p>On computers with a network connector card, use the connector on the card.</p> <p>It is recommended that you use Category 5 wiring and connectors for your network. If you must use Category 3 wiring, force the network speed to 10 Mbps to ensure reliable operation.</p>
4	<p>network activity light</p> <p>Flashes a yellow light when the computer is transmitting or receiving network data. A high volume of network traffic may make this light appear to be in a steady "on" state.</p>
5	<p>line-out connector</p> <p>Use the green line-out connector to attach headphones and most speakers with integrated amplifiers.</p> <p>On computers with a sound card, use the connector on the card.</p>
6	<p>line-in/microphone connector</p> <p>Use the blue and pink line-in/microphone connector to attach a record/playback device such as a cassette player, CD player, or VCR; or a personal computer microphone for voice or musical input into a sound or telephony program.</p> <p>On computers with a sound card, use the connector on the card.</p>
7	<p>USB 2.0 connectors (6)</p> <p>Use the back USB connectors for devices that typically remain connected, such as printers and keyboards.</p>
8	<p>video connector</p> <p>Plug the cable from your VGA-compatible monitor into the blue connector.</p> <p><b>NOTE:</b> If you purchased an optional graphics card, this connector will be covered by a cap. Connect your monitor to the connector on the graphics card. Do not remove the cap.</p> <p><b>NOTE:</b> If you are using a graphics card that supports dual monitors, use the y-cable that came with your computer.</p>
9	<p>serial connector</p> <p>Connect a serial device, such as a handheld device, to the serial port. The default designations are COM1 for serial connector 1 and COM2 for serial connector 2.</p> <p>For more information, see <a href="#">System Setup Options</a>.</p>

## Inside Your Computer

**⚠ CAUTION:** Before you begin any of the procedures in this section, follow the safety instructions located in the *Product Information Guide*.

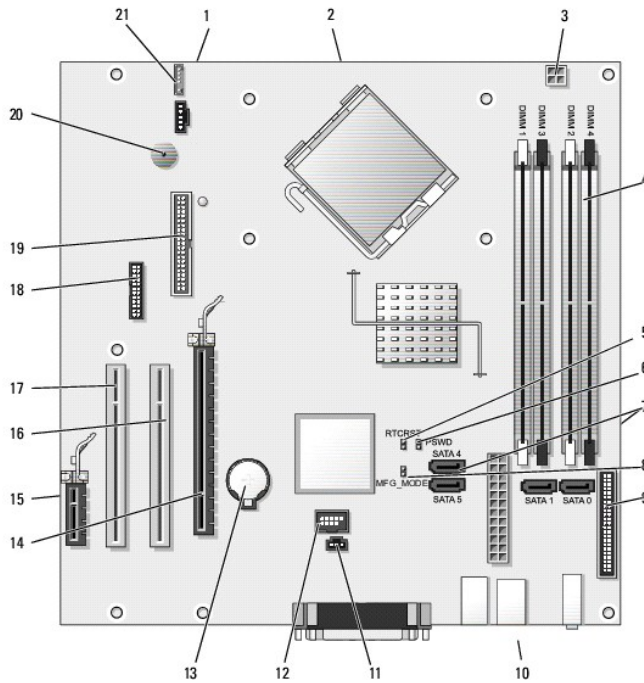
**⚠ CAUTION:** To avoid electrical shock, always unplug your computer from the electrical outlet before removing the computer cover.

**🔍 NOTICE:** Be careful when opening the computer cover to ensure that you do not accidentally disconnect cables from the system board.



1	optical drive	2	floppy drive	3	power supply
4	optional chassis-intrusion switch	5	system board	6	heat-sink assembly
7	hard drive				

## System Board Components



1	fan connector (FAN)	12	internal USB (INTERNAL_USB)
2	processor connector (CPU)	13	battery socket (BATT)
3	processor power connector (12VPOWER)	14	PCI Express x16 connector

			(SLOT1)
4	memory module connectors (DIMM_1, DIMM_2, DIMM_3, DIMM_4)	15	PCI Express x1 connector (SLOT4)
5	RTC reset jumper (RTC_RST)	16	PCI connector (SLOT2)
6	password jumper (PSWD)	17	PCI connector (SLOT3)
7	SATA drive connectors (SATA0, SATA1, SATA4, SATA5)	18	serial connector (SER2)
8	manufacturing mode jumper (MFG_MODE)	19	floppy drive connector (DSKT)
9	front-panel connector (FNT_PANEL)	20	system board speaker (BEEP)
10	power connector (POWER)	21	speaker connector (INT_SPKR)
11	intrusion switch connector (INTRUDER)		

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## Troubleshooting Tools and Utilities

### Dell™ OptiPlex™ 745c User's Guide

- [Dell Diagnostics](#)
  - [System Lights](#)
  - [Diagnostic Lights](#)
  - [Beep Codes](#)
  - [Error Messages](#)
  - [Resolving Software and Hardware Incompatibilities](#)
- 


## Dell Diagnostics

 **CAUTION:** Before you begin any of the procedures in this section, follow the safety instructions located in the *Product Information Guide*.

### When to Use the Dell Diagnostics

If you experience a problem with your computer, perform the checks in this section and run the Dell Diagnostics before you contact Dell for technical assistance.

It is recommended that you print these procedures before you begin.

 **NOTICE:** The Dell Diagnostics works only on Dell™ computers.

Enter system setup (see [Entering System Setup](#)), review your computer's configuration information, and ensure that the device you want to test displays in system setup and is active.

Start the Dell Diagnostics from either your hard drive or from the *Drivers and Utilities CD* (an optional CD also known as the ResourceCD). See [Starting the Dell Diagnostics From Your Hard Drive](#) or [Starting the Dell Diagnostics From the Drivers and Utilities CD \(Optional\)](#) for more information.

### Starting the Dell Diagnostics From Your Hard Drive

1. Turn on (or restart) your computer.
2. When the DELL™ logo appears, press <F12> immediately.

 **NOTE:** If you see a message stating that no diagnostics utility partition has been found, run the Dell Diagnostics from your optional *Drivers and Utilities CD*. See [Finding Information](#) for more information about the optional *Drivers and Utilities CD*.

If you wait too long and the operating system logo appears, continue to wait until you see the Microsoft® Windows® desktop. Then shut down your computer and try again.


3. When the boot device list appears, highlight **Boot to Utility Partition** and press <Enter>.
4. When the Dell Diagnostics **Main Menu** appears, select the test you want to run (see [Dell Diagnostics Main Menu](#)).

### Starting the Dell Diagnostics From the Drivers and Utilities CD (Optional)

1. Insert the *Drivers and Utilities CD* (optional).
2. Shut down and restart the computer.

When the DELL logo appears, press <F12> immediately.

If you wait too long and the Windows logo appears, continue to wait until you see the Windows desktop. Then shut down your computer and try again.

 **NOTE:** The next steps change the boot sequence for one time only. On the next start-up, the computer boots according to the devices specified in system setup.

3. When the boot device list appears, highlight **IDE CD-ROM Device** and press <Enter>.
4. Select the **IDE CD-ROM Device** option from the CD boot menu.



5. Select the **Boot from CD-ROM** option from the menu that appears.
6. Type 1 to start the *Drivers and Utilities* CD menu.
7. Type 2 to start the Dell Diagnostics.
8. Select **Run the 32 Bit Dell Diagnostics** from the numbered list. If multiple versions are listed, select the version appropriate for your computer.
9. When the Dell Diagnostics **Main Menu** appears, select the test you want to run (see [Dell Diagnostics Main Menu](#)).


## Dell Diagnostics Main Menu

1. After the Dell Diagnostics loads and the **Main Menu** screen appears, click the button for the option you want.

Option	Function
Express Test	Performs a quick test of devices. This test typically takes 10 to 20 minutes and requires no interaction on your part. Run <b>Express Test</b> first to increase the possibility of tracing the problem quickly.
Extended Test	Performs a thorough check of devices. This test typically takes an hour or more and requires you to answer questions periodically.
Custom Test	Tests a specific device. You can customize the tests you want to run.
Symptom Tree	Lists the most common symptoms encountered and allows you to select a test based on the symptom of the problem you are having.

2. If a problem is encountered during a test, a message appears with an error code and a description of the problem. Write down the error code and problem description and follow the instructions on the screen.

If you cannot resolve the error condition, contact Dell (see [Contacting Dell](#)).

 **NOTE:** The Service Tag for your computer is located at the top of each test screen. If you contact Dell, technical support will ask for your Service Tag. Your computer's Service Tag is listed in the **System Info** option in system setup. See [System Setup](#) for more information.

3. If you run a test from the **Custom Test** or **Symptom Tree** option, click the applicable tab described in the following table for more information.

Tab	Function
Results	Displays the results of the test and any error conditions encountered.
Errors	Displays error conditions encountered, error codes, and the problem description.
Help	Describes the test and may indicate requirements for running the test.
Configuration	Displays your hardware configuration for the selected device.  The Dell Diagnostics obtains configuration information for all devices from system setup, memory, and various internal tests, and it displays the information in the device list in the left pane of the screen. The device list may not display the names of all the components installed on your computer or all devices attached to your computer.
Parameters	Allows you to customize the test by changing the test settings.

4. When the tests are completed, if you are running the Dell Diagnostics from the *Drivers and Utilities CD*, remove the CD.
5. Close the test screen to return to the **Main Menu** screen. To exit the Dell Diagnostics and restart the computer, close the **Main Menu** screen.

## System Lights

Your power button light and hard-drive light may indicate a computer problem.

Power Light	Problem Description	Suggested Resolution
Solid green	Power is on, and the computer is operating normally.	No corrective action is required.
Blinking green	The computer is in a power-saving mode (Microsoft® Windows® XP).	Press the power button, move the mouse, or press a key on the keyboard to wake the computer.
Blinks green several times and then turns off	A configuration error exists.	Check the diagnostic lights to see if the specific problem is identified (see <a href="#">Diagnostic Lights</a> ).
Solid yellow	The Dell Diagnostics is running a test, or a device on the system board may be faulty or	If the Dell Diagnostics is running, allow the testing to complete.

	incorrectly installed.	If the computer does not boot, contact Dell for technical assistance (see <a href="#">Contacting Dell</a> ).
Blinking yellow	A power supply or system board failure has occurred.	See <a href="#">Power Problems</a> .
Solid green and a beep code during POST	A problem was detected while the BIOS was executing.	See <a href="#">Beep Codes</a> for instructions on diagnosing the beep code. Also, check the diagnostic lights to see if the specific problem is identified (see <a href="#">Diagnostic Lights</a> ).
Solid green power light and no beep code and no video during POST	The monitor or the graphics card may be faulty or incorrectly installed.	Check the diagnostic lights to see if the specific problem is identified (see <a href="#">Diagnostic Lights</a> ). See <a href="#">Video and Monitor Problems</a> .
Solid green power light and no beep code but the computer locks up during POST	An integrated system board device may be faulty.	Check the diagnostic lights to see if the specific problem is identified (see <a href="#">Diagnostic Lights</a> ). If the problem is not identified, contact Dell for technical assistance (see <a href="#">Contacting Dell</a> ).

## Diagnostic Lights




**⚠ CAUTION:** Before you begin any of the procedures in this section, follow the safety instructions located in the *Product Information Guide*.

To help you troubleshoot a problem, your computer has four lights labeled "1," "2," "3," and "4" on the front or back panel. The lights can be off or green. When the computer starts normally, the patterns or codes on the lights change as the boot process completes.

If the POST portion of system boot completes successfully, all four lights display solid green. If the computer malfunctions during the POST process, the pattern displayed on the LEDs may help identify where in the process the computer halted.

**📌 NOTE:** The orientation of the diagnostic lights may vary dependent upon the computer type. The diagnostic lights can appear either vertical or horizontal.

Light Pattern	Problem Description	Suggested Resolution
①②③④	The computer is in a normal "off" condition, or a possible pre-BIOS failure has occurred.  The diagnostic lights are not lit after the computer successfully boots to the operating system.	Plug the computer into a working electrical outlet and press the power button.
①②③④	A possible BIOS failure has occurred; the computer is in the recovery mode.	Run the BIOS Recovery utility, wait for recovery completion, and then restart the computer.
①②③④	A possible processor failure has occurred.	Reinstall the processor and restart the computer.
①②③④	Memory modules are detected, but a memory failure has occurred.	<ul style="list-style-type: none"> <li>1 If you have one memory module installed, reinstall it and restart the computer. (See <a href="#">Memory</a> for instructions on how to remove and install memory modules.)</li> <li>1 If you have two or more memory modules installed, remove the modules, reinstall one module, and then restart the computer. If the computer starts normally, reinstall an additional module. Continue until you have identified a faulty module or reinstalled all modules without error.</li> <li>1 If available, install properly working memory of the same type into your computer.</li> <li>1 If the problem persists, contact Dell (see <a href="#">Contacting Dell</a>).</li> </ul>
①②③④	A possible graphics card failure has occurred.	<ul style="list-style-type: none"> <li>1 If the computer has a graphics card, remove the card, reinstall it, and then restart the computer.</li> <li>1 If the problem still exists, install a graphics card that you know works and restart the computer.</li> <li>1 If the problem persists or the computer has integrated graphics, contact Dell (see <a href="#">Contacting Dell</a>).</li> </ul>
①②③④	A possible floppy or hard drive failure has occurred.	Reseat all power and data cables and restart the computer.
①②③④	A possible USB failure has occurred.	Reinstall all USB devices, check cable connections, and then restart the computer.
①②③④	No memory modules are detected.	<ul style="list-style-type: none"> <li>1 If you have one memory module installed, reinstall it and restart the computer. (See <a href="#">Memory</a> for instructions on how to remove and install memory modules.)</li> <li>1 If you have two or more memory modules installed, remove the modules, reinstall one module, and then restart the computer. If the computer starts normally, reinstall an additional module. Continue until you have identified a faulty module or reinstalled all modules without error.</li> <li>1 If available, install properly working memory of the same type into your computer.</li> <li>1 If the problem persists, contact Dell (see <a href="#">Contacting Dell</a>).</li> </ul>

	Memory modules are detected, but a memory configuration or compatibility error exists.	<ul style="list-style-type: none"> <li>1 Ensure that no special memory module/memory connector placement requirements exist (see <a href="#">Memory</a>).</li> <li>1 Verify that the memory modules that you are installing are compatible with your computer (see <a href="#">Memory</a>).</li> <li>1 If the problem persists, contact Dell (see <a href="#">Contacting Dell</a>).</li> </ul>
	A failure has occurred.  This pattern also displays when you enter system setup (see <a href="#">Entering System Setup</a> ) and may not indicate a problem.	<ul style="list-style-type: none"> <li>1 Ensure that the cables are properly connected to the system board from the hard drive, CD drive, and DVD drive.</li> <li>1 Check the computer message that appears on your monitor screen.</li> <li>1 If the problem persists, contact Dell (see <a href="#">Contacting Dell</a>).</li> </ul>
	After POST is complete, all four diagnostic lights turn green briefly before turning off to indicate normal operating condition.	None.

Light Pattern	Problem Description	Suggested Resolution
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## Beep Codes

Your computer might emit a series of beeps during start-up if the monitor cannot display errors or problems. This series of beeps, called a beep code, identifies a problem. One possible beep code (code 1-3-1) consists of one beep, a burst of three beeps, and then one beep. This beep code tells you that the computer encountered a memory problem.

If your computer beeps during start-up:


1. Write down the beep code on the [Diagnostics Checklist](#).
2. Run the Dell Diagnostics to identify a more serious cause (see [Dell Diagnostics](#)).
3. Contact Dell for technical assistance (see [Contacting Dell](#)).

Code	Cause
1-1-2	Microprocessor register failure
1-1-3	NVRAM read/write failure
1-1-4	ROM BIOS checksum failure
1-2-1	Programmable interval timer failure
1-2-2	DMA initialization failure
1-2-3	DMA page register read/write failure
1-3	Video Memory test failure
1-3-1 through 2-4-4	Memory not being properly identified or used
3-1-1	Slave DMA register failure
3-1-2	Master DMA register failure
3-1-3	Master interrupt mask register failure
3-1-4	Slave interrupt mask register failure
3-2-2	Interrupt vector loading failure
3-2-4	Keyboard Controller test failure
3-3-1	NVRAM power loss
3-3-2	Invalid NVRAM configuration
3-3-4	Video Memory test failure
3-4-1	Screen initialization failure
3-4-2	Screen retrace failure
3-4-3	Search for video ROM failure
4-2-1	No timer tick
4-2-2	Shutdown failure
4-2-3	Gate A20 failure
4-2-4	Unexpected interrupt in protected mode
4-3-1	Memory failure above address 0FFFFh
4-3-3	Timer-chip counter 2 failure
4-3-4	Time-of-day clock stopped
4-4-1	Serial or parallel port test failure
4-4-2	Failure to decompress code to shadowed memory

4-4-3	Math-coprocessor test failure
4-4-4	Cache test failure

## Error Messages

Fill out the [Diagnostics Checklist](#) as you complete these checks.

 **CAUTION:** Before you begin any of the procedures in this section, follow the safety instructions located in the *Product Information Guide*.

If the message is not listed, see the documentation for the operating system or the program that was running when the message appeared.

<p><b>A filename cannot contain any of the following characters: \ / : * ? " &lt; &gt;  </b> — Do not use these characters in filenames.</p>
<p><b>A required .DLL file was not found</b> — The program that you are trying to open is missing an essential file. To remove and then reinstall the program:</p> <ol style="list-style-type: none"> <li>1. Click the <b>Start</b> button, click <b>Control Panel</b>, and then click <b>Add or Remove Programs</b>.</li> <li>2. Select the program you want to remove.</li> <li>3. Click the <b>Change or Remove Program</b> icon.</li> <li>4. See the program documentation for installation instructions.</li> </ol>
<p><b>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</b> — Contact Dell (see <a href="#">Contacting Dell</a>) and report the checkpoint code (nnnn) to the support technician.</p>
<p><b>Alert! Air temperature sensor not detected</b> — Ensure that all cables are securely fastened to the I/O panel and to the system board and reboot your computer. If this does not resolve the problem, contact Dell (see <a href="#">Contacting Dell</a>).</p>
<p><b>Attachment failed to respond</b> — See <a href="#">Drive Problems</a>.</p>
<p><b>Bad command or file name</b> — Ensure that you spelled the command correctly, put spaces in the proper place, and used the correct pathname.</p>
<p><b>Bad error-correction code (ECC) on disk read</b> — See <a href="#">Drive Problems</a>.</p>
<p><b>Controller has failed</b> — See <a href="#">Drive Problems</a>.</p>
<p><b>Data error</b> — See <a href="#">Drive Problems</a>.</p>
<p><b>Decreasing available memory</b> — See <a href="#">Lockups and Software Problems</a>.</p>
<p><b>Diskette drive 0 seek failure</b> — See <a href="#">Drive Problems</a>.</p>
<p><b>Diskette read failure</b> — See <a href="#">Drive Problems</a>.</p>
<p><b>Diskette subsystem reset failed</b> — Run the Dell Diagnostics (see <a href="#">Dell Diagnostics</a>).</p>
<p><b>Diskette write protected</b> — Slide the write-protect notch on the floppy disk to the open position.</p>
<p><b>Drive not ready</b> — Put a floppy disk in the drive.</p>
<p><b>Gate A20 failure</b> —</p>

See [Lockups and Software Problems](#).

**Hard-disk configuration error** —

**Hard-disk controller failure** —

**Hard-disk drive failure** —

**Hard-disk drive failure** —

See [Drive Problems](#).

**Insert bootable media** — Insert a bootable floppy disk or CD.

**Invalid configuration information - please run SETUP program** — Enter system setup and correct the computer configuration information (see [Entering System Setup](#)).

**Keyboard failure** — See [Keyboard Problems](#).

**Memory address line failure at address, read value expecting value** — See [Lockups and Software Problems](#).

**Memory allocation error** —

1. Turn off the computer, wait 30 seconds, and then restart the computer.
2. Try to run the program again.
3. If the error message appears again, see the software documentation for additional troubleshooting suggestions.

**Memory data line failure at address, read value expecting value** —

**Memory double word logic failure at address, read value expecting value** —

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

**Memory write/read failure at address, read value expecting value** —

**Memory size in CMOS invalid** —

See [Lockups and Software Problems](#).

**No boot device available** —

1. If the floppy drive is your boot device, ensure that a bootable floppy disk is in the drive.
1. If the hard drive is your boot device, ensure that the cables are connected and that the drive is installed properly and partitioned as a boot device.
1. Enter system setup and ensure that the boot sequence information is correct (see [Entering System Setup](#)).

**No boot sector on hard-disk drive** — Enter system setup and ensure that the computer configuration information for the hard drive is correct (see [Entering System Setup](#)).

**No timer tick interrupt** — Run the Dell Diagnostics (see [Dell Diagnostics](#)).

**Non-system disk or disk error** — 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** — Insert a bootable floppy disk and restart your computer.

**Not enough memory or resources. Close some programs and try again** — Close all windows and open the program that you want to use. In some cases, you might have to restart your computer to restore computer resources. If so, run the program that you want to use first.

**Operating system not found** — Contact Dell (see [Contacting Dell](#)).

**Plug and Play Configuration Error** —

1. Turn your computer off, unplug it from the electrical outlet, and then remove all but one of the cards.
2. Plug in your computer and reboot it.
3. If the message reappears, the installed card might be malfunctioning. If the message does not reappear, turn off the computer and reinsert one of the other cards.
4. Repeat this process until you identify which card is malfunctioning.

**Read fault** —

**Requested sector not found** —

**Reset failed** —

See [Drive Problems](#).

**Sector not found** —

1. Run the Windows error-checking utility to check the file structure on the floppy disk or hard drive. See Windows Help for instructions.
1. If a large number of sectors are defective, back up the data (if possible), and then reformat the floppy disk or hard drive.

**Seek error** — See [Drive Problems](#).

**Shutdown failure** — Run the Dell Diagnostics (see [Dell Diagnostics](#)).

**Time-of-day clock stopped** —

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

Enter system setup (see [Entering System Setup](#)) and correct the date or time. If the problem persists, replace the battery (see [Replacing the Battery](#)).

**Timer chip counter 2 failed** — Run the Dell Diagnostics (see [Dell Diagnostics](#)).

**Unexpected interrupt in protected mode** — Run the Dell Diagnostics (see [Dell Diagnostics](#)).

**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** —

If no replacement drive is immediately available and the drive is not the only bootable drive, enter system setup (see [Entering System Setup](#)) and change the appropriate drive setting to **None**. Then remove the drive from the computer.

**Write fault** —

**Write fault on selected drive** —

See [Drive Problems](#).

**<drive letter>:\ is not accessible. The device is not ready** — The selected drive cannot read its medium. Depending on its medium type, insert a floppy, CD, or Zip disk into the drive and try again.

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## Resolving Software and Hardware Incompatibilities

If a device is either not detected during the operating system setup or is detected but incorrectly configured, you can use Device Manager or the Hardware Troubleshooter to resolve the incompatibility.

### Microsoft® Windows® XP

To resolve incompatibilities using Device Manager:

1. Click the **Start** button and click **Control Panel**.
2. Click **Performance and Maintenance** and click **System**.
3. Click the **Hardware** tab and click **Device Manager**.
4. In the **Device Manager** list, check for devices that are incorrectly configured.  
  
Incorrectly configured devices are indicated by a yellow exclamation point (!) or a red x if the device has been disabled.
5. Double-click any device marked with an exclamation point to display the **Properties** window.  
  
The **Device** status area in the **Properties** window reports the devices that need to be re-configured.
6. Reconfigure the devices or remove the devices from the **Device Manager**. See the documentation that came with the device for information on configuring the device.

To resolve incompatibilities using the Windows XP Hardware Troubleshooter:

1. Click the **Start** button and click **Help and Support**.
2. Type `hardware troubleshooter` in the **Search** field and click the arrow to start the search.
3. Click **Hardware Troubleshooter** in the **Search Results** list.
4. In the **Hardware Troubleshooter** list, click **I need to resolve a hardware conflict on my computer**, and click **Next**.

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## Warranty

### **Dell™ OptiPlex™ 745c User's Guide**

Dell Inc. ("Dell") manufactures its hardware products from parts and components that are new or equivalent to new in accordance with industry-standard practices. For information about the Dell warranty for your computer, see the *Product Information Guide* or separate paper warranty document that shipped with your computer.

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