

Inspiron 11

3000 Series

Service Manual

Computer Model: Inspiron 11-3162
Regulatory Model: P24T
Regulatory Type: P24T001



Notas, avisos e advertências



NOTA: Uma NOTA indica informações importantes que ajudam você a usar melhor os recursos do computador.



CUIDADO: Um AVISO indica possíveis danos ao hardware ou perda de dados e ensina como evitar o problema.



ATENÇÃO: Uma ADVERTÊNCIA indica possíveis danos à propriedade, risco de lesões corporais ou mesmo risco de vida.

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Antes de trabalhar na parte interna do computador



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

Antes de começar

- 1 Salve e feche todos os arquivos abertos e saia de todos os programas abertos.
- 2 Desligue o computador.
 - Windows 10: Clique ou toque em **Iniciar** →  **Energia** → **Desligar**.
 - Windows 8.1: na tela **Iniciar**, clique ou toque no ícone de energia  → **desligar**.
 - Windows 7: clique ou toque em **Iniciar** → **Desligar**.











NOTA: Se estiver usando um sistema operacional diferente, consulte a documentação de seu sistema operacional para obter instruções de desligamento.

- 3 Desconecte o computador e todos os dispositivos conectados de suas tomadas elétricas.
- 4 Desconecte todos os cabos como cabos telefônicos, cabos de rede e assim por diante, do computador.
- 5 Desconecte todos os dispositivos conectados e periféricos do computador, como teclado, mouse, monitor, e assim por diante.
- 6 Remova qualquer placa de mídia e de disco óptico do computador, se aplicável.

Safety instructions

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

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

Ferramentas recomendadas

Os procedimentos descritos neste documento podem exigir as seguintes ferramentas:

- Chave de fenda Phillips
- Chave de fenda de cabeça plana
- Haste plástica

After working inside your computer



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

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

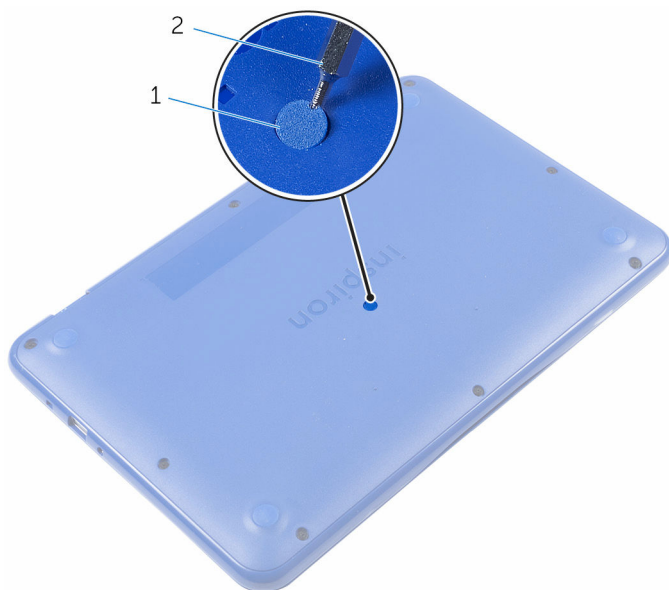
Como remover a tampa da base



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

Procedure

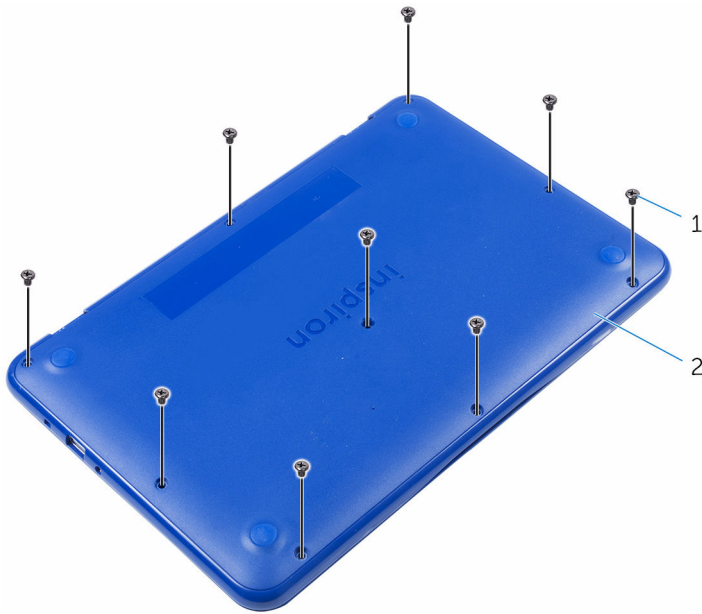
- 1 Close the display and turn the computer over.
- 2 Using a plastic scribe, remove the screw cap from the base-cover assembly.



1 screw cap

2 plastic scribe

- 3** Remove the screws that secure the base-cover assembly to the palm-rest and keyboard assembly.



1 screws (9)

2 base-cover assembly

- 4 Pry loose the left side of the base-cover assembly from the palm rest and keyboard assembly.



1 palm-rest and keyboard assembly

2 base-cover assembly

- 5 Slide the base-cover assembly to the right and release it from the HDMI and USB ports.

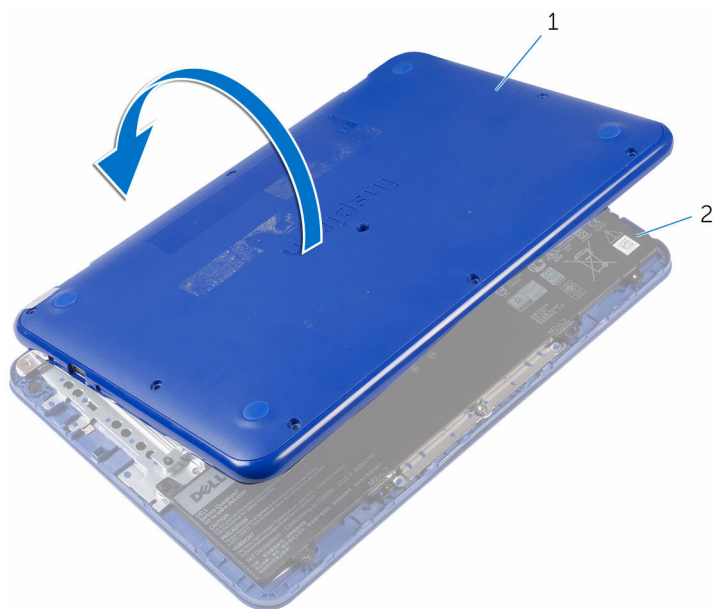


1 base-cover assembly

2 USB port

3 HDMI port

- 6 Carefully turn over the base-cover assembly.



1 base-cover assembly

2 palm-rest and keyboard assembly

- 7 Remove the [I/O board](#).

Como recolocar a tampa da base



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

Procedure

- 1 Replace the [I/O board](#).



CAUTION: To avoid damage to the computer, ensure that the USB and HDMI port cut-outs on the base-cover assembly is correctly aligned with the USB and HDMI ports on the palm rest and keyboard assembly.

- 2 Place the base-cover assembly on the palm rest and keyboard assembly while aligning the USB and HDMI port cut-out on the base-cover assembly with the USB and HDMI ports.
- 3 Slide the tabs on the base-cover assembly into the slots on the palm rest and keyboard assembly and snap the base-cover assembly into place.
- 4 Replace the screws that secure the base-cover assembly to the palm rest and keyboard assembly .
- 5 Replace the screw cap on the base-cover assembly.

Como remover a bateria



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

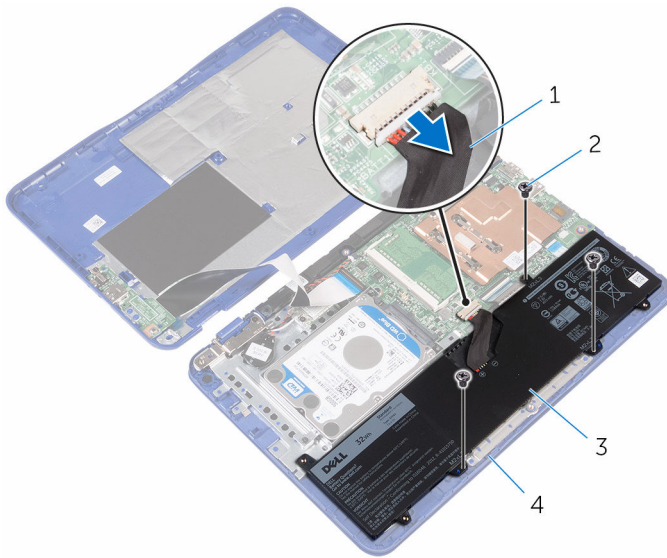
Prerequisites

Follow the procedure from step 1 to step 6 in "[Removing the base cover](#)".

Procedure

- 1 Disconnect the battery cable from the system board.

- 2** Remove the screws that secure the battery to the palm rest and keyboard assembly.



1 battery cable

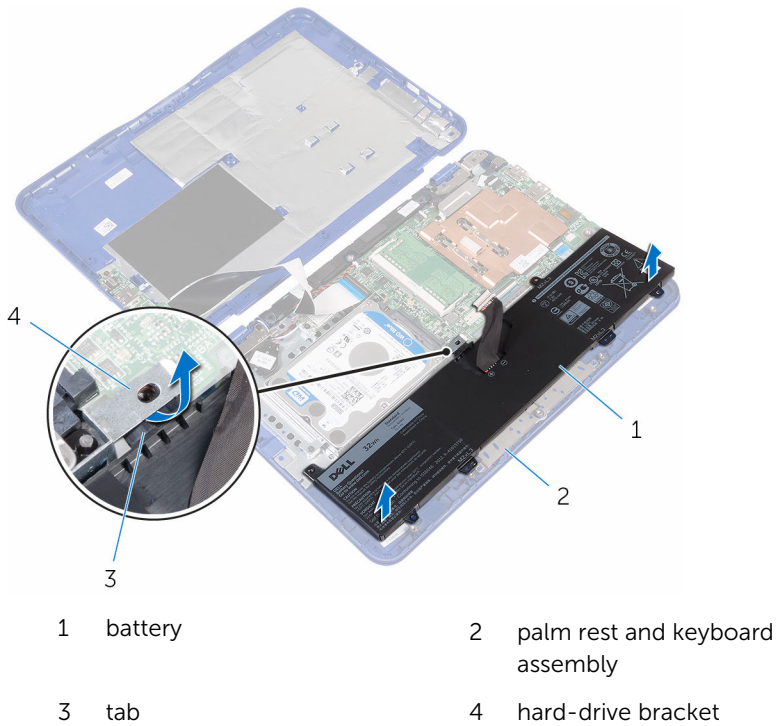
2 screws (3)

3 battery

4 palm rest and keyboard assembly

- 3** Tilt the battery (applicable for configuration with hard drive only) to release the tab on the battery from the hard-drive bracket.

- 4 Lift the battery off the palm rest and keyboard assembly.



- 5 Follow the step 1 procedure in [“Removing the I/O board”](#).

- 6 Turn the computer over, open the display, and press the power button for five seconds to ground the system board.



1 display

2 power button

Como recolocar a bateria



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

Procedure

- 1 Follow the step 4 procedure in "[Replacing the I/O board](#)".
- 2 Slide the tab on the battery (applicable for configuration with hard drive only) under the hard-drive bracket and place the battery on the palm-rest and keyboard assembly.
- 3 Align the screw holes on the battery with the screw holes on the palm-rest and keyboard assembly.
- 4 Replace the screws that secure the battery to the palm-rest and keyboard assembly.
- 5 Connect the battery cable to the system board.

Post-requisites

Follow the procedure from step 2 to step 5 in "[Replacing the base cover](#)".

Como remover a placa de E/S



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

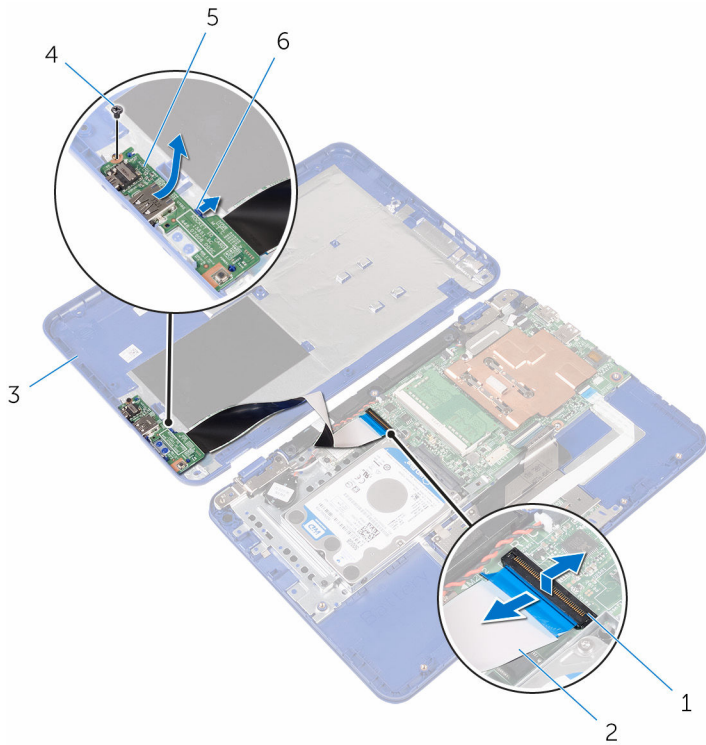
Prerequisites

- 1 Follow the procedure from step 1 to step 6 in "[Removing the base cover](#)".
- 2 Remove the [battery](#).

Procedure

- 1 Open the latch and disconnect the I/O-board cable from system board.
- 2 Remove the screw that secures the I/O board to the base cover.
- 3 Push the securing tab to release the I/O board from the base cover.

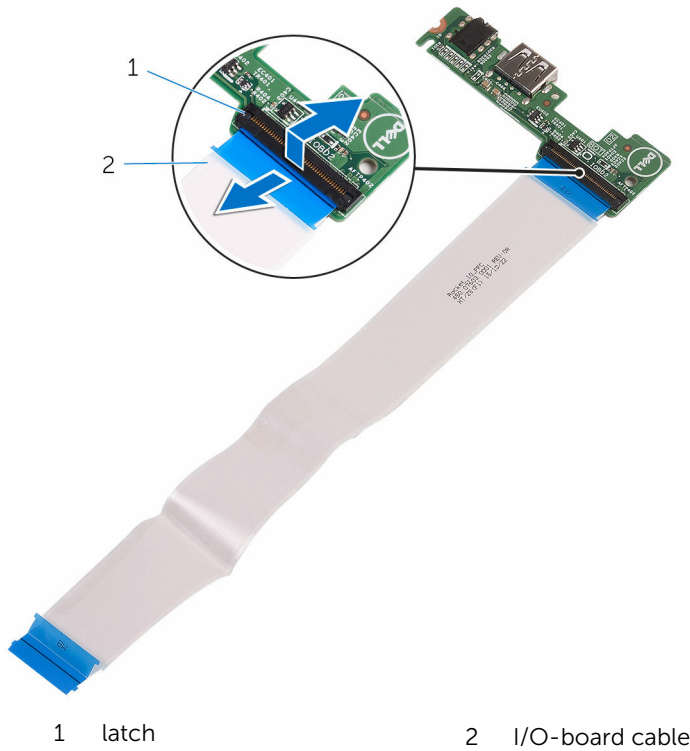
- 4 Slide and lift the I/O board off the base cover.



- 1 latch
- 3 base cover
- 5 I/O board

- 2 I/O-board cable
- 4 screw
- 6 securing tab

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



Como recolocar a placa de E/S



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

Procedure

- 1 Slide the I/O-board cable into the connector on the I/O board and close the latch to secure the cable.
- 2 Slide the ports on the I/O board into the slots on the base cover and snap the I/O board into place.
- 3 Align the screw hole on the I/O board with the screw hole on the base cover and replace the screw.
- 4 Slide the I/O-board cable into the connector on the system board and close the latch to secure the cable.

Post-requisites

- 1 Replace the [battery](#).
- 2 Follow the procedure from step 2 to step 5 in "[Replacing the base cover](#)".

Como remover o módulo de memória



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

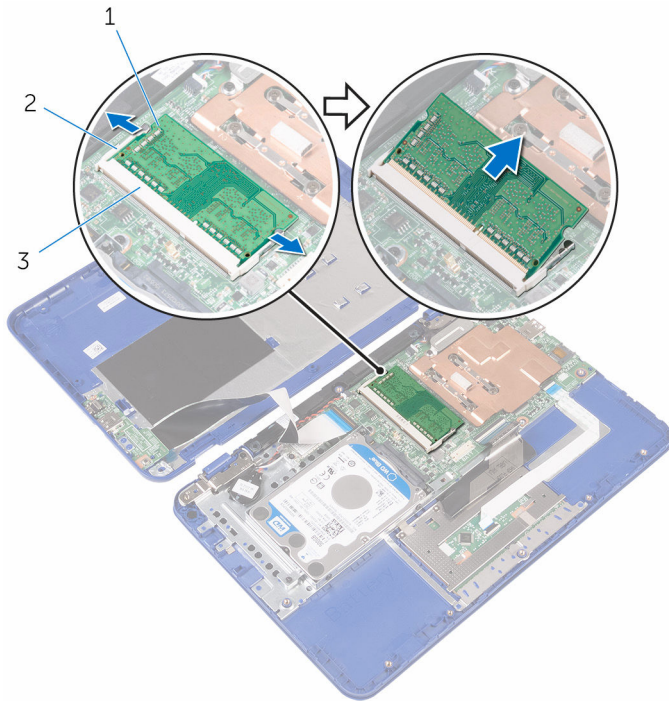
Prerequisites

- 1 Follow the procedure from step 1 to step 6 in "[Removing the base cover](#)".
- 2 Remove the [battery](#).

Procedure

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

- 2** Remove the memory module from the memory-module slot.



- 1 memory module
3 memory-module slot

- 2 securing clips (2)

Como recolocar o módulo de memória



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

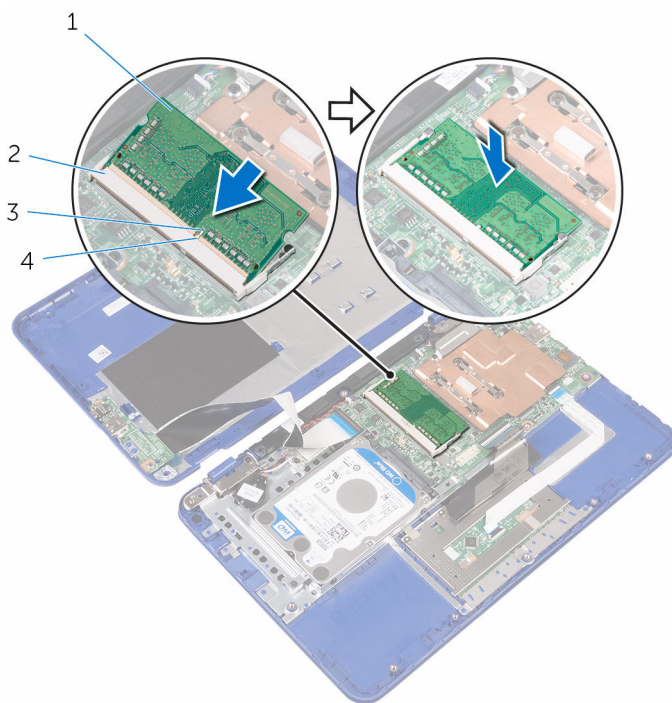
Procedure

- 1 Align the notch on the memory module with the tab on the memory-module slot.

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



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



1 memory module

2 memory-module slot

3 notch

4 tab

Post-requisites

- 1 Replace the [battery](#).
- 2 Follow the procedure from step 2 to step 5 in "[Replacing the base cover](#)".

Como remover o disco rígido



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



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



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

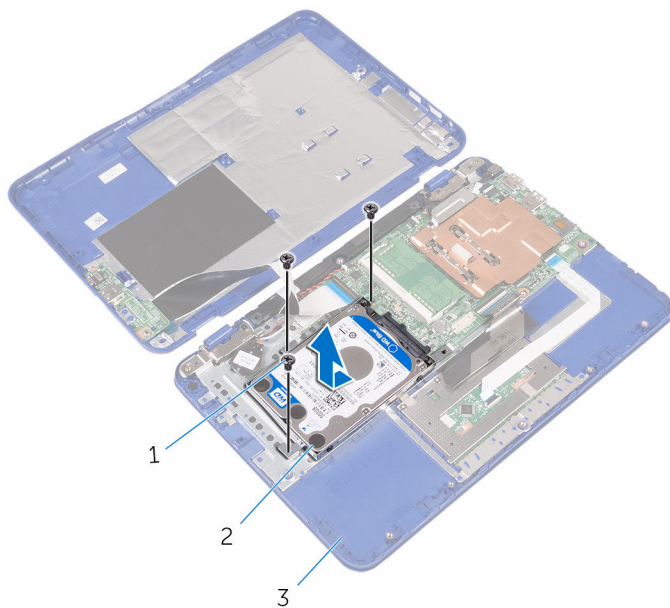
Prerequisites

- 1 Follow the procedure from step 1 to step 6 in "[Removing the base cover](#)".
- 2 Remove the [battery](#).

Procedure

- 1 Remove the screws that secure the hard-drive assembly to the palm rest and keyboard assembly.

- 2** Slide and lift the hard-drive assembly off the palm rest and keyboard assembly.



1 screws (3)

2 hard-drive assembly

3 palm rest and keyboard assembly

- 3** Remove the screws that secure the hard-drive bracket to the hard drive.

- 4 Lift the hard drive from the hard-drive bracket.



1 hard-drive bracket

2 screws (4)

3 hard drive

Como recolocar a unidade de disco rígido



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



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

Procedure

- 1 Align the screw holes on the hard drive with the screw holes on the hard-drive bracket.
- 2 Replace the screws that secure the hard-drive bracket to the hard drive.
- 3 Slide and connect the hard-drive assembly to the connector on the system board.
- 4 Align the screw holes on the hard-drive assembly with the screw holes on the palm rest and keyboard assembly.
- 5 Replace the screws that secure the hard-drive assembly to the palm rest and keyboard assembly.

Post-requisites

- 1 Replace the [battery](#).
- 2 Follow the procedure from step 2 to step 5 in [Replacing the base cover](#).

Como remover a porta do adaptador de alimentação



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

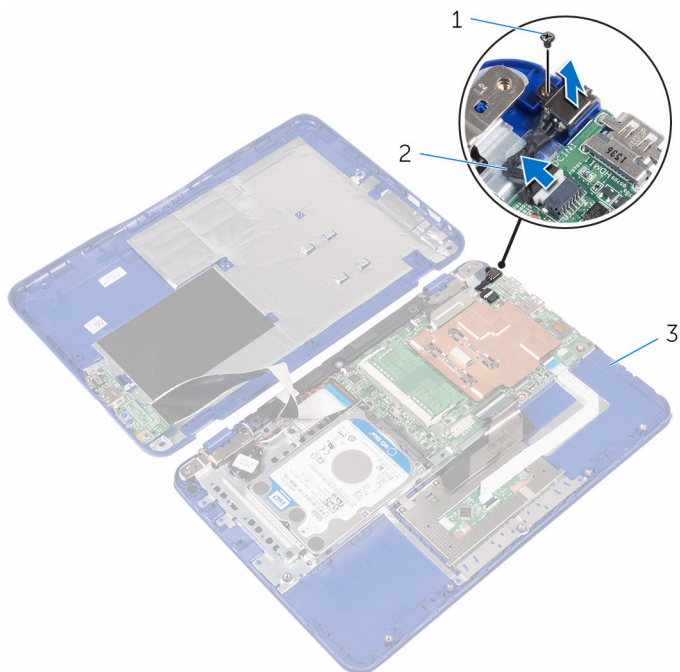
Prerequisites

- 1 Follow the procedure from step 1 to step 6 in "[Removing the base cover](#)".
- 2 Remove the [battery](#).

Procedure

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

- 3** Lift the power-adapter port with its cable, off the palm rest and keyboard assembly.



1 screw

2 power-adapter port cable

3 palm rest and keyboard assembly

Como recolocar a porta do adaptador de alimentação



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

Procedure

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

Post-requisites

- 1 Replace the [battery](#).
- 2 Follow the procedure from step 2 to step 5 in "[Replacing the base cover](#)".

Como remover a placa sem fio



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

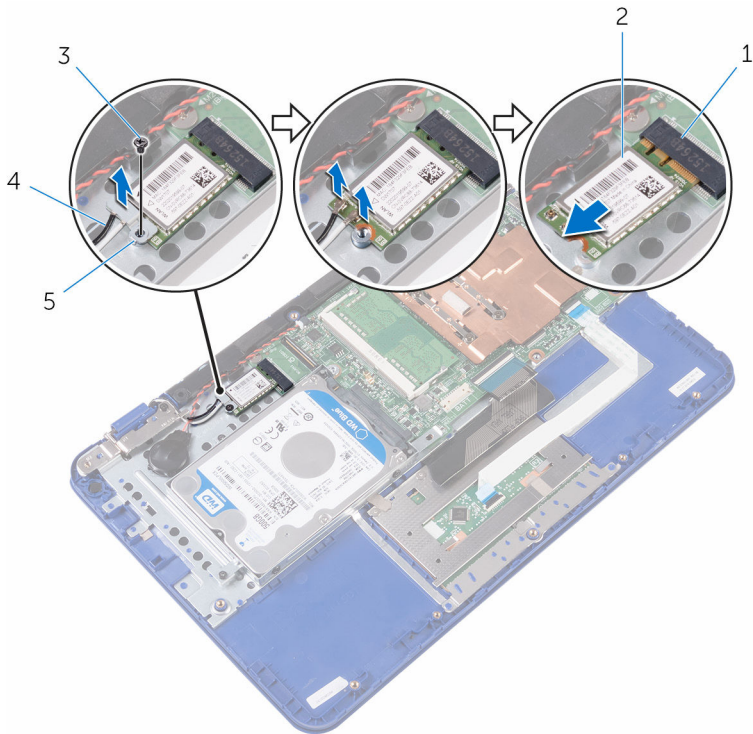
Prerequisites

- 1 Follow the procedure from step 1 to step 6 in "[Removing the base cover](#)".
- 2 Remove the [battery](#).
- 3 Follow the step 1 procedure in "[Removing the I/O board](#)".

Procedure

- 1 Remove the screw that secures the wireless card to the palm rest and keyboard assembly.
- 2 Lift the wireless-card bracket from the wireless card.
- 3 Disconnect the antenna cables from the wireless card.

- 4 Slide the wireless card from the wireless-card slot on the system board.



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

Como recolocar a placa sem fio



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

Procedure



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

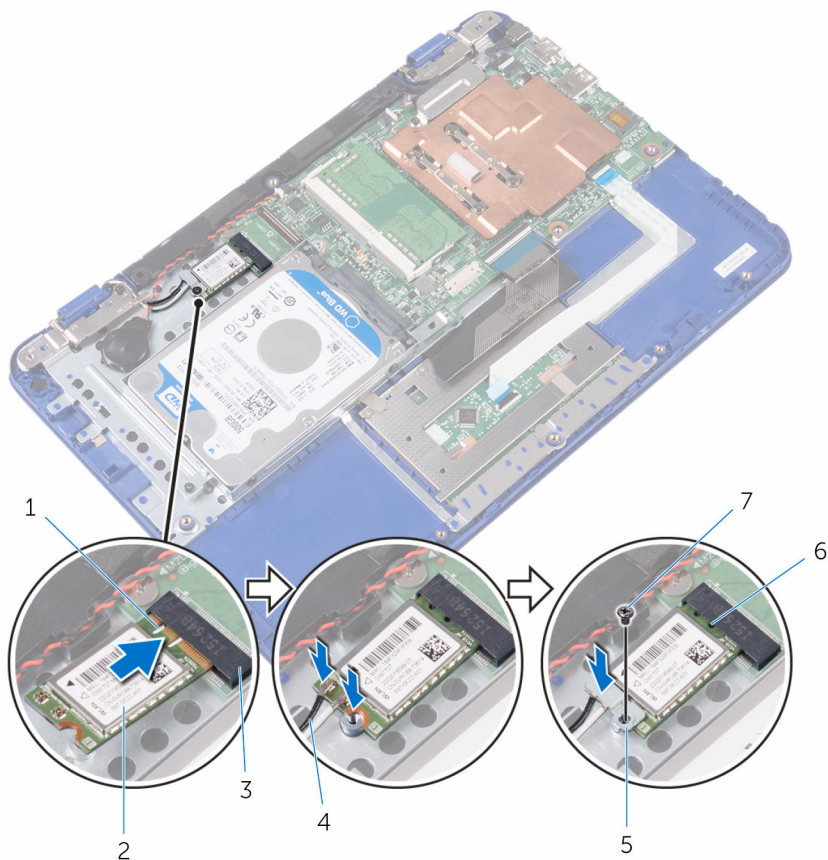
- 1 Align the notch on the wireless card with the tab on the wireless-card slot on the system board.
- 2 Slide the wireless card into the wireless-card slot on the system board.
- 3 Connect the antenna cables to the wireless card.

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

Connectors on the wireless card	Antenna-cable colour
Main (white triangle)	white
Auxiliary (black triangle)	black

- 4 Align the screw hole on the wireless card and the wireless-card bracket with the screw hole on the palm rest and keyboard assembly.

- 5 Replace the screw that secures the wireless card to the palm rest and keyboard assembly.



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

Post-requisites

- 1 Replace the [battery](#).
- 2 Follow the procedure from step 2 to step 5 in "[Replacing the base cover](#)".

- 3 Follow the step 4 procedure in [“Replacing the I/O board”](#).

Como remover a bateria de célula tipo moeda



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



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

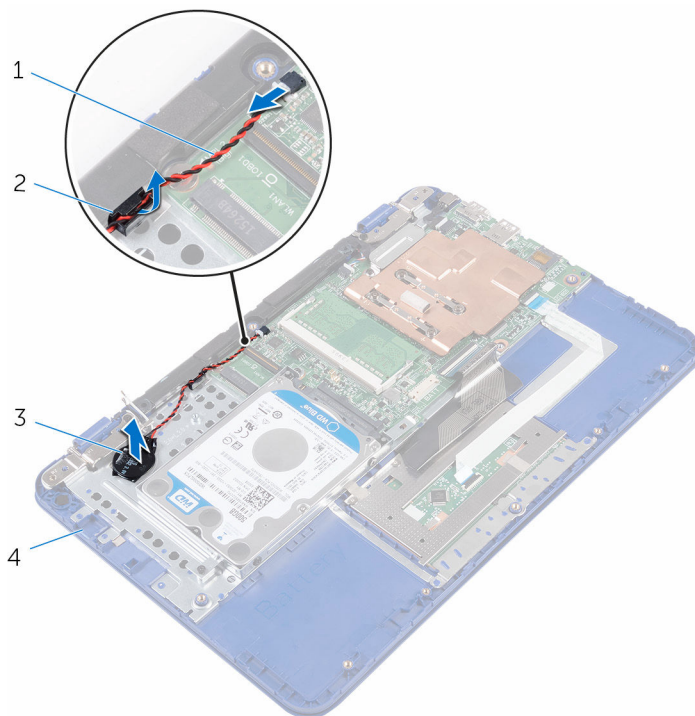
Prerequisites

- 1 Follow the procedure from step 1 to step 6 in "[Removing the base cover](#)".
- 2 Remove the [battery](#).
- 3 Follow the step 1 procedure in "[Removing the I/O board](#)".
- 4 Remove the [wireless card](#).

Procedure

- 1 Disconnect the coin-cell battery cable from the system board.
- 2 Remove the coin-cell battery cable from the routing guide on the speaker.

- 3** Carefully peel off and lift the coin-cell battery from the palm rest and keyboard assembly.



1 coin-cell battery cable

2 routing guide

3 coin-cell battery

4 palm rest and keyboard assembly

Como recolocar a bateria de célula tipo moeda



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Procedure

- 1 Adhere the coin-cell battery to the palm rest and keyboard assembly.
- 2 Route the coin-cell battery cable through the routing guide on the speaker.
- 3 Connect the coin-cell battery cable to the system board.

Post-requisites

- 1 Replace the [wireless card](#).
- 2 Follow the step 4 procedure in "[Replacing the I/O board](#)".
- 3 Replace the [battery](#).
- 4 Follow the procedure from step 2 to step 5 in "[Replacing the base cover](#)".

Como remover o touchpad



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

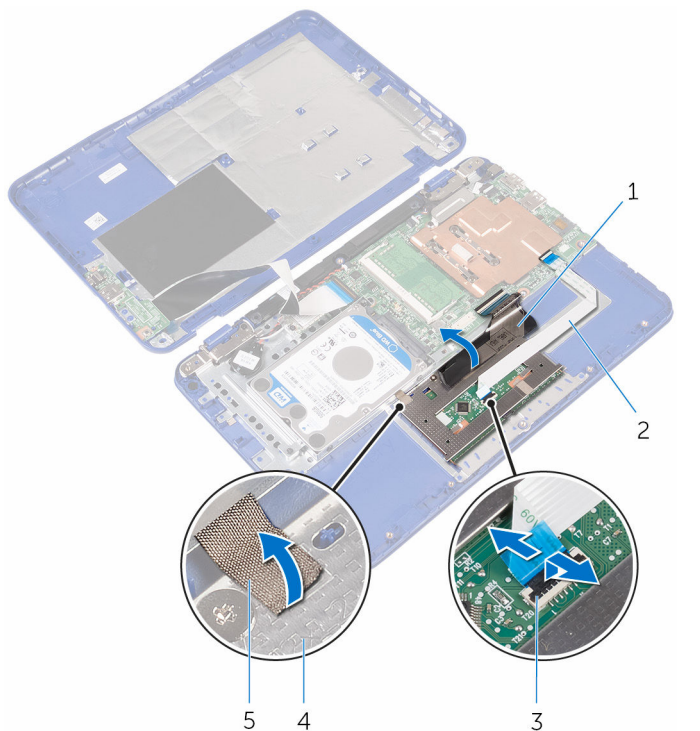
Prerequisites

- 1 Follow the procedure from step 1 to step 6 in "[Removing the base cover](#)".
- 2 Remove the [battery](#).

Procedure

- 1 Open the latch and disconnect the touch-pad cable from the touch pad.
- 2 Peel off the tape from the touch pad.

- 3** Lift the keyboard cable to access the screws that secure the touch pad to the palm rest and keyboard assembly.



1 keyboard cable

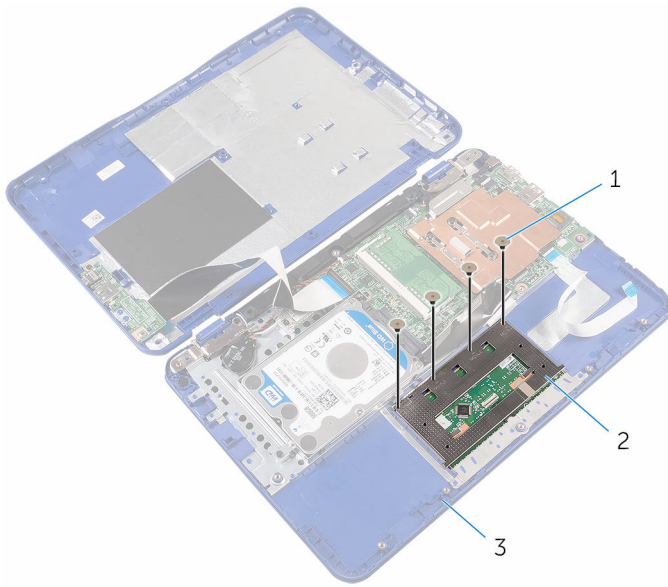
2 touch-pad cable

3 latch

4 touch pad

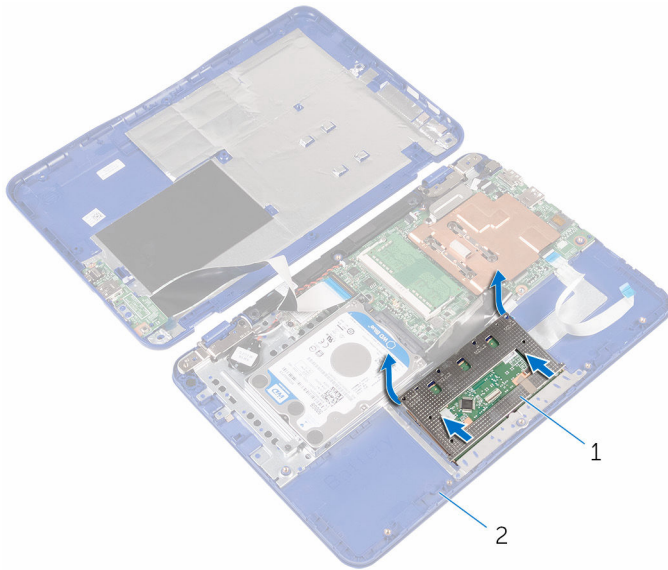
5 tape

- 4** Remove the screws that secure the touch pad to the palm rest and keyboard assembly.



- | | | | |
|---|---------------------------------|---|-----------|
| 1 | screws (4) | 2 | touch pad |
| 3 | palm rest and keyboard assembly | | |

- 5 Slide and lift the touch pad from the palm rest and keyboard assembly.



1 touch pad

2 palm rest and keyboard assembly

Como recolocar o touchpad



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

Procedure

- 1 Slide the tabs on the touch pad into the slots on the palm rest and keyboard assembly.
- 2 Align the screw holes on the touch pad with the screw holes on the palm rest and keyboard assembly.
- 3 Replace the screws that secure the touch pad to the palm rest and keyboard assembly.
- 4 Turn the palm rest and keyboard assembly over.

- 5 Ensure there is a gap between the mylar and the palm rest and keyboard assembly.



- 1 mylar
 - 2 palm rest and keyboard assembly
- 6 Adhere the tape to the touch pad.
 - 7 Slide the touch-pad cable into the connector on the touch pad and close the latch to secure the cable.

Post-requisites

- 1 Replace the [battery](#).
- 2 Follow the procedure from step 2 to step 5 in "[Replacing the base cover](#)".

Removing the speaker



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

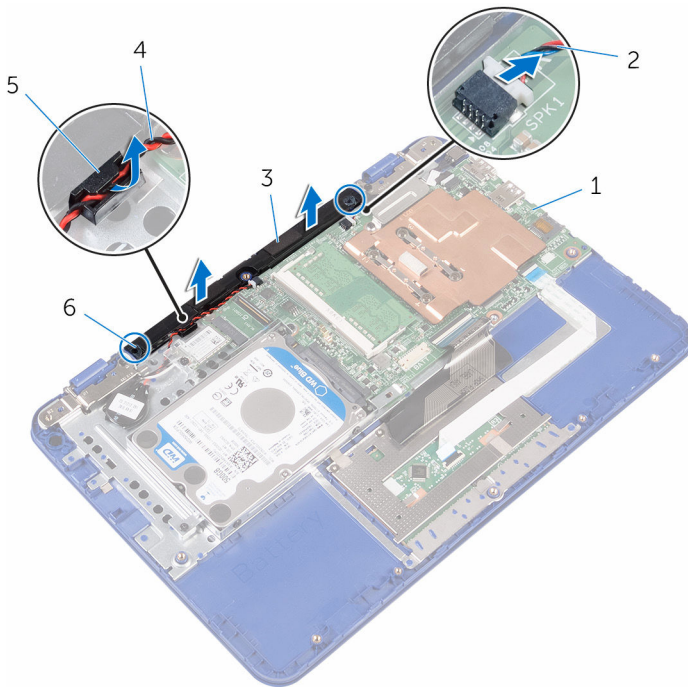
Prerequisites

- 1 Follow the procedure from step 1 to step 6 in "[Removing the base cover](#)".
- 2 Remove the [battery](#).
- 3 Follow the step 1 procedure in "[Removing the I/O board](#)".

Procedure

- 1 Disconnect the speaker cable from the system board.
- 2 Remove the coin-cell battery cable from the routing guide on the speaker.

- 3** Release the rubber stubs on the speaker and lift the speaker from the palm rest and keyboard assembly.



- | | | | |
|---|---------------|---|-------------------------|
| 1 | system board | 2 | speaker cable |
| 3 | speaker | 4 | coin-cell battery cable |
| 5 | routing guide | 6 | rubber stubs (2) |

Replacing the speaker



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

Procedure

- 1 Insert the rubber stubs on the speaker into the slots on the palm rest and keyboard assembly and snap the speaker into place.
- 2 Route the coin-cell battery cable through the routing guide on the speaker.
- 3 Connect the speaker cable to the system board.

Post-requisites

- 1 Follow the step 4 procedure in "[Replacing the I/O board](#)".
- 2 Replace the [battery](#).
- 3 Follow the procedure from step 2 to step 5 in "[Replacing the base cover](#)".

Como remover o conjunto da tela



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

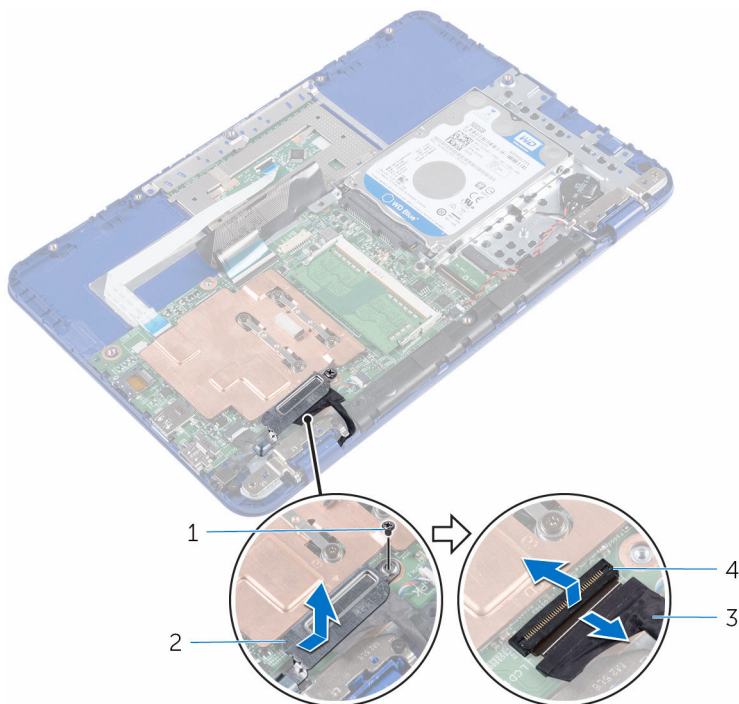
Prerequisites

- 1 Follow the procedure from step 1 to step 6 in "[Removing the base cover](#)".
- 2 Remove the [battery](#).
- 3 Follow the step 1 procedure in "[Removing the I/O board](#)".
- 4 Remove the [wireless card](#).

Procedure

- 1 Remove the screw that secures the display-cable bracket to the system board.
- 2 Slide and lift the display-cable bracket off the system board.

- 3** Open the latch and disconnect the display cable from the system board.



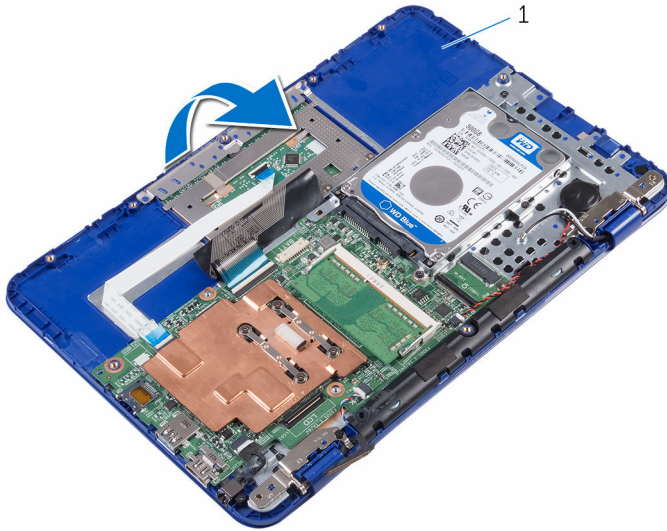
1 screw

3 display cable

2 display-cable bracket

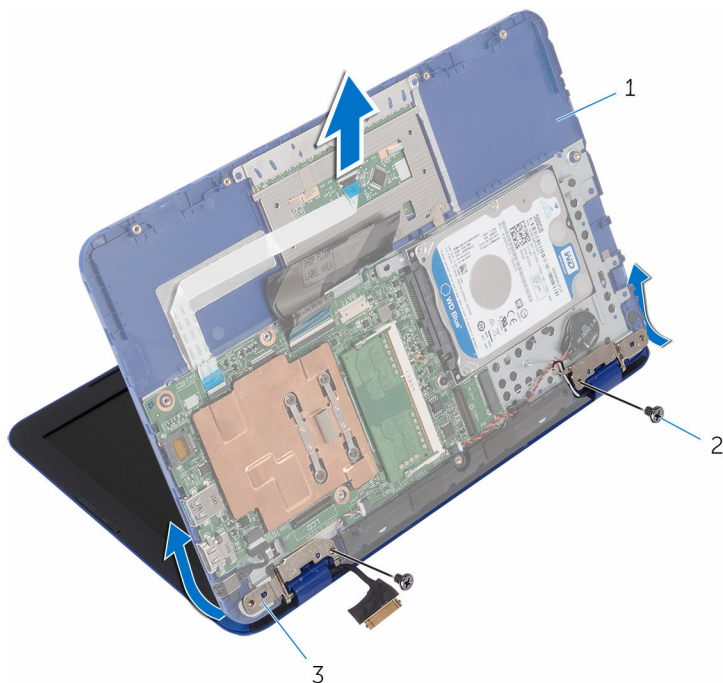
4 latch

- 4 Open the palm rest and keyboard assembly at an angle.



- 1 palm rest and keyboard assembly
- 5 Remove the screws that secure the display assembly to the palm rest and keyboard assembly.

- 6 Slide and lift the palm rest and keyboard assembly off the display assembly.

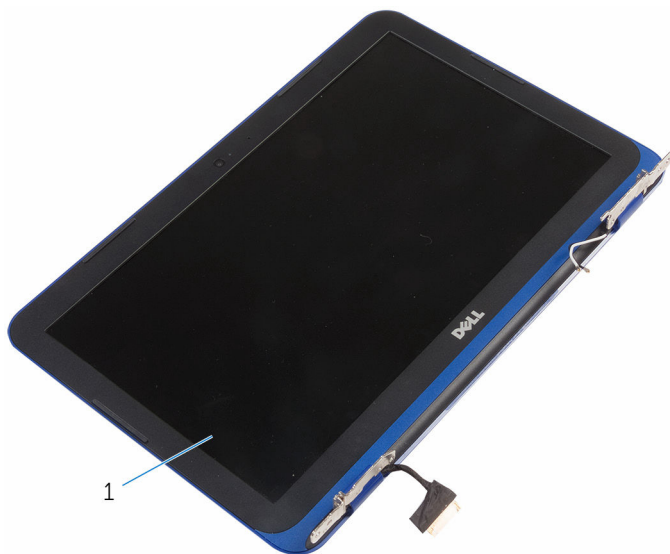


1 palm rest and keyboard assembly

2 screws (2)

3 display hinges (2)

After performing all the steps, we are left with display assembly.



Como recolocar o conjunto da tela



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

Procedure



CAUTION: Place the computer on a soft and clean surface to avoid scratching the display back-cover and antenna assembly.

- 1 Place the display assembly on a flat and clean surface.
- 2 Align the screw holes on the display hinges with the screw holes on the palm rest and keyboard assembly.
- 3 Replace the screws that secure the display assembly to the palm rest and keyboard assembly.
- 4 Slide the display cable into the connector on the system board and close the latch to secure the cable.
- 5 Slide the display-cable bracket into the slot on the palm rest and keyboard assembly.
- 6 Align the screw hole on the display-cable bracket with the screw hole on the system board.
- 7 Replace the screw that secures the display-cable bracket to the system board.

Post-requisites

- 1 Replace the [wireless card](#).
- 2 Follow the step 4 procedure in "[Replacing the I/O board](#)".
- 3 Replace the [battery](#).
- 4 Follow the procedure from step 2 to step 5 in "[Replacing the base cover](#)".

Como remover a placa de sistema



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



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



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



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

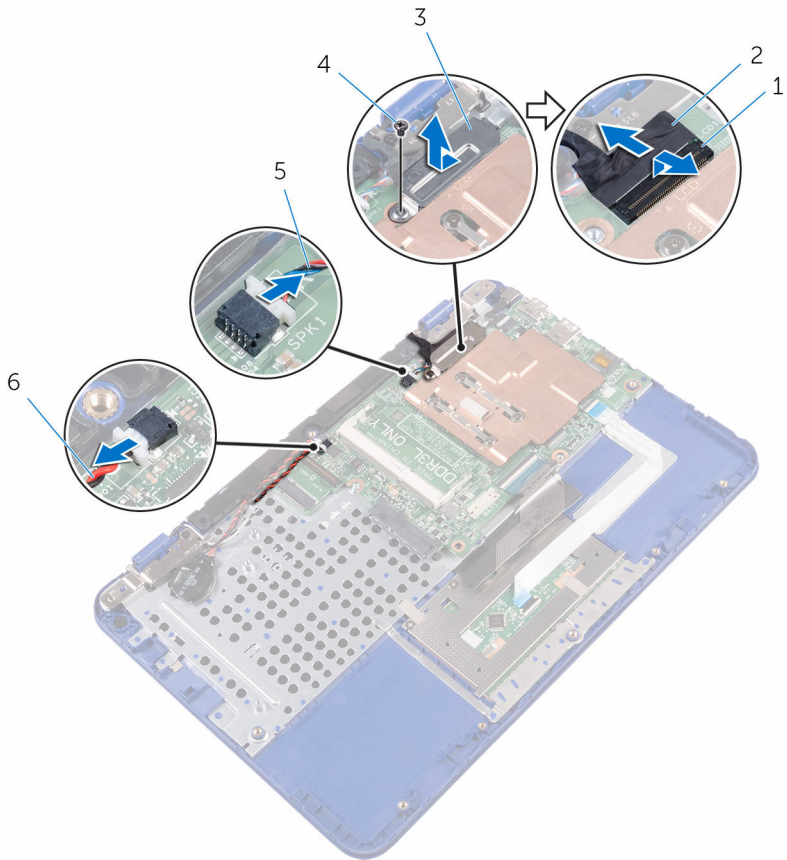
Prerequisites

- 1 Follow the procedure from step 1 to step 6 in "[Removing the base cover](#)".
- 2 Follow the step 1 procedure in "[Removing the I/O board](#)".
- 3 Remove the [battery](#).
- 4 Remove the [memory module](#).
- 5 Remove the [wireless card](#).
- 6 Remove the [hard drive](#).

Procedure

- 1 Remove the screw that secures the display-cable bracket to the system board and lift the display-cable bracket off the system board.
- 2 Open the latch and disconnect the display cable from the system board.
- 3 Disconnect the speaker cable from the system board.

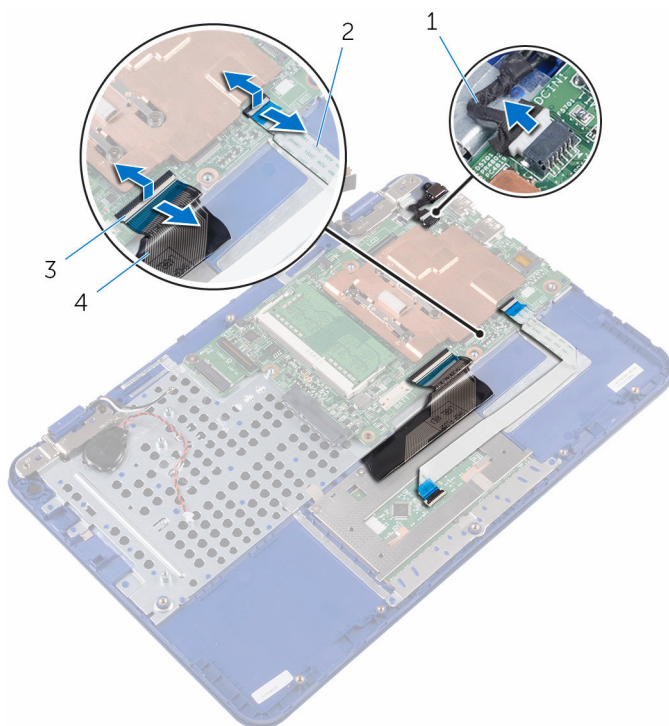
- 4** Disconnect the coin-cell battery cable from the system board.



- | | | | |
|---|-----------------------|---|-------------------------|
| 1 | latch | 2 | display cable |
| 3 | display-cable bracket | 4 | screw |
| 5 | speaker cable | 6 | coin-cell battery cable |

- 5** Disconnect the power-adaptor port cable from the system board.

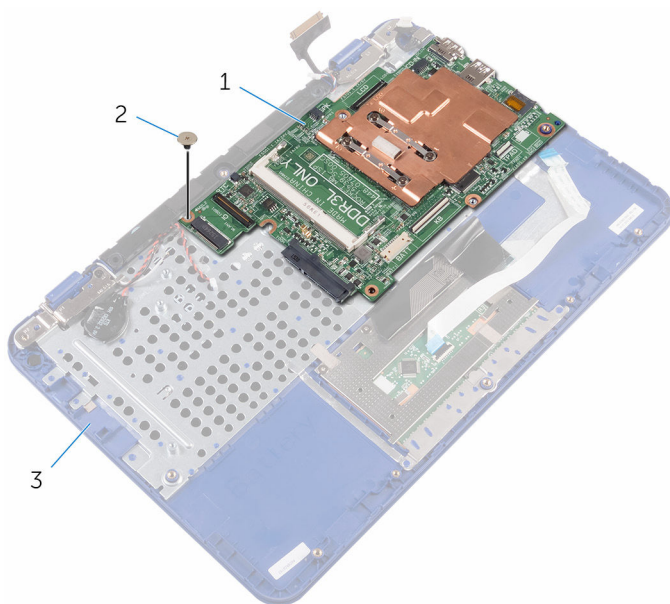
- 6** Open the latches and disconnect the touch-pad cable and keyboard cable from the system board.



- | | | | |
|---|--------------------------|---|-----------------|
| 1 | power-adaptor port cable | 2 | touch-pad cable |
| 3 | latches (2) | 4 | keyboard cable |

- 7** Remove the screw that secures the system board to the palm rest and keyboard assembly.

- 8** Lift the system board off the palm rest and keyboard assembly.



1 system board

2 screw

3 palm rest and keyboard
assembly

Como recolocar a placa de sistema



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



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



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

Procedure

- 1 Align the screw holes on the system board with the screw holes on the palm rest and keyboard assembly.
- 2 Replace the screw that secures the system board to the palm rest and keyboard assembly.
- 3 Slide the touch-pad cable and keyboard cable into their connectors and close the latches to secure the cables.
- 4 Connect the power-adaptor port cable, speaker cable, and coin-cell battery cable to their connectors on the system board.
- 5 Slide the display cable into the connector on the system board and close the latch to secure the cable.
- 6 Slide the display-cable bracket into the slot on the palm rest and keyboard assembly.
- 7 Align the screw hole on the display-cable bracket with the screw hole on the system board.
- 8 Replace the screw that secures the display-cable bracket to the system board.

Post-requisites

- 1 Replace the [hard drive](#).
- 2 Replace the [wireless card](#).
- 3 Replace the [memory module](#).
- 4 Replace the [battery](#).
- 5 Follow step 4 in "[Replacing the I/O board](#)".
- 6 Follow step 2 to step 5 in "[Replacing the base cover](#)".

Como remover o conjunto do apoio para as mãos e teclado



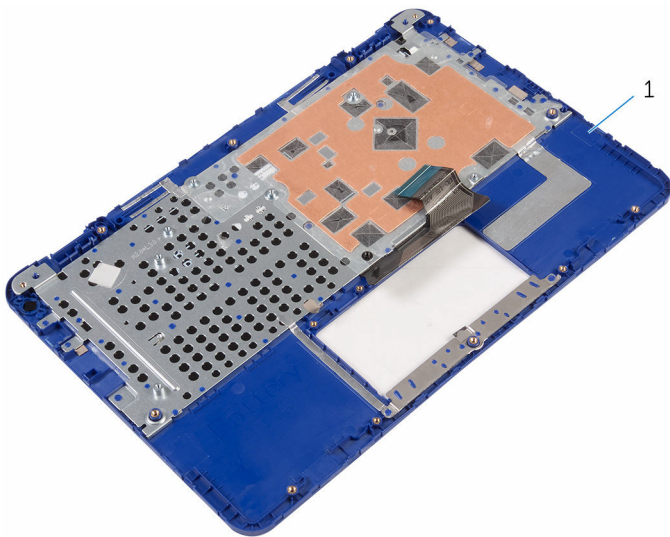
ATENÇÃO: Before working inside your computer, read the safety information that shipped with your computer and follow the steps in [Before working inside your computer](#). After working inside your computer, follow the instructions in [After working inside your computer](#). For more safety best practices,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

Prerequisites

- 1 Follow the procedure from step 1 to step 6 in "[Removing the base cover](#)".
- 2 Remove the [battery](#).
- 3 Remove the [memory module](#).
- 4 Follow the procedure from step 1 to step 2 in "[Removing the hard drive](#)".
- 5 Remove the [power-adaptor port](#).
- 6 Remove the [wireless card](#).
- 7 Remove the [coin-cell battery](#).
- 8 Remove the [touch pad](#).
- 9 Remove the [speaker](#).
- 10 Remove the [display assembly](#).
- 11 Remove the [system board](#).

Procedure

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



1 palm rest and keyboard assembly

Como recolocar o conjunto do apoio para as mãos e teclado



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

Procedure

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

Post-requisites

- 1 Replace the [system board](#).
- 2 Replace the [display assembly](#).
- 3 Replace the [speaker](#).
- 4 Replace the [touch pad](#).
- 5 Replace the [coin-cell battery](#).
- 6 Replace the [wireless card](#).
- 7 Replace the [power-adaptor port](#).
- 8 Follow the procedure from step 3 to step 5 in "[Replacing the hard drive](#)".
- 9 Replace the [memory module](#).
- 10 Replace the [battery](#).
- 11 Follow the procedure from step 2 to step 5 in "[Replacing the base cover](#)".

Como remover a tampa frontal da tela



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

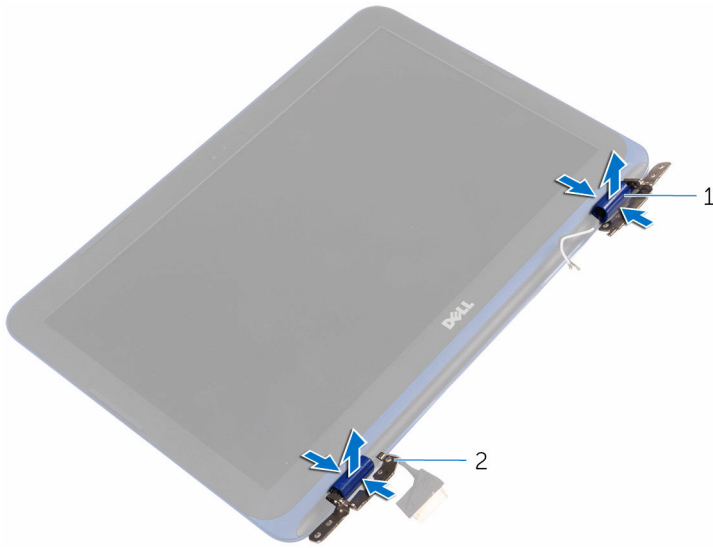
Prerequisites

- 1 Follow the procedure from step 1 to step 6 in "[Removing the base cover](#)".
- 2 Remove the [battery](#).
- 3 Remove the [wireless card](#).
- 4 Remove the [display assembly](#).

Procedure

- 1 Press the hinge caps to release them from the display hinges.

- 2 Lift the hinge caps from the display hinges.



1 hinge caps (2)

2 display hinges (2)

- 3** Using your finger tips gently pry and lift the display bezel off the display back-cover and antenna assembly.



1 display bezel

2 display back-cover and antenna assembly

Como recolocar o painel frontal da tela



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

Procedure

- 1 Align the display bezel with the display back-cover and antenna assembly, and gently snap the display bezel into place.
- 2 Replace hinge caps on the display hinges and snap them into place.

Post-requisites

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

Como remover as dobradiças do monitor



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

Prerequisites

- 1 Follow the procedure from step 1 to step 6 in "[Removing the base cover](#)".
- 2 Remove the [battery](#).
- 3 Remove the [wireless card](#).
- 4 Remove the [display assembly](#).
- 5 Remove the [display bezel](#).

Procedure

- 1 Remove the screws that secure the display hinges to the display back-cover and antenna assembly.

- 2 Lift the display hinges off the display back-cover and antenna assembly.



1 display back-cover and
antenna assembly

2 screws (4)

3 display hinges (2)

Como recolocar as dobradiças do monitor



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

Procedure

- 1 Align the screw holes on the display hinges with the screw holes on the display back-cover and antenna assembly.
- 2 Replace the screws that secure the display hinges to the display back-cover and antenna assembly.

Post-requisites

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

Como remover o painel da tela



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

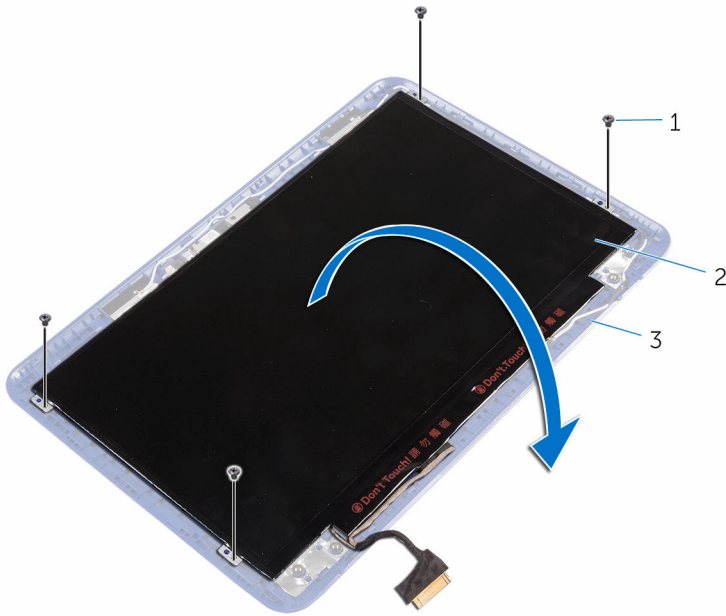
Prerequisites

- 1 Follow the procedure from step 1 to step 6 in "[Removing the base cover](#)".
- 2 Remove the [battery](#).
- 3 Remove the [wireless card](#).
- 4 Remove the [display assembly](#).
- 5 Remove the [display bezel](#).

Procedure

- 1 Remove the screws that secure the display panel to the display back-cover and antenna assembly.

- 2** Carefully turn the display panel over.



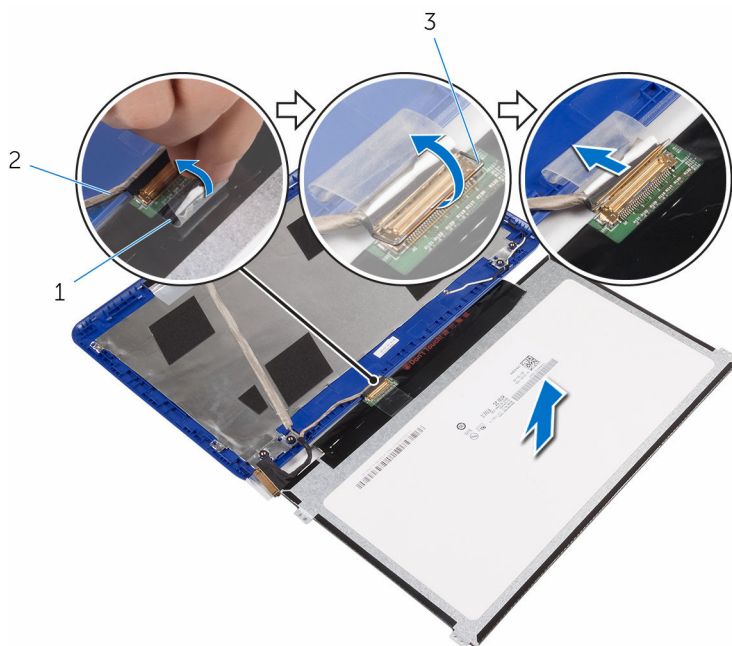
1 screws (4)

2 display panel

3 display back-cover and
antenna assembly

- 3** Peel off the adhesive tape from the display cable.
4 Open the latch and disconnect the display cable.

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



1 adhesive tape

2 display cable

3 latch

Como recolocar o painel da tela



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

Procedure

- 1 Slide the display cable into the connector on the display panel and close the latch to secure the cable.
- 2 Adhere the adhesive tape to the display cable.
- 3 Align the screw holes on the display panel with the screw holes on the display back-cover and antenna assembly.
- 4 Replace the screws that secure the display panel to the display back-cover and antenna assembly.

Post-requisites

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

Como remover a câmera



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

Prerequisites

- 1 Follow the procedure from step 1 to step 6 in "[Removing the base cover](#)".
- 2 Remove the [battery](#).
- 3 Remove the [wireless card](#).
- 4 Remove the [display hinges](#).
- 5 Remove the [display bezel](#).
- 6 Remove the [display panel](#).

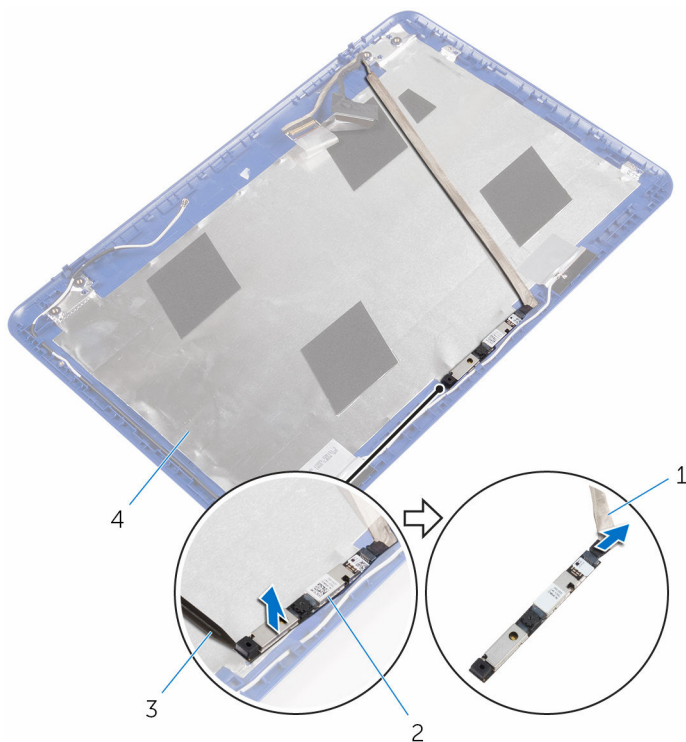
Procedure



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

- 1 Using a plastic scribe, gently pry the camera from the display back-cover and antenna assembly.

- 2 Disconnect the camera cable from the camera.



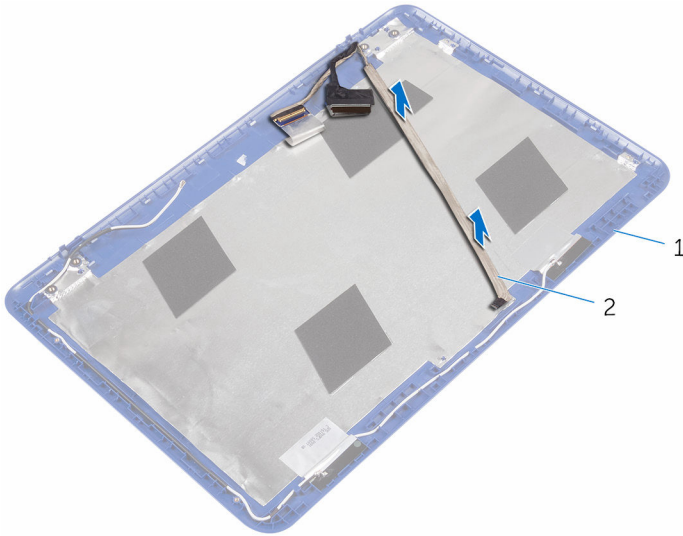
1 camera cable

3 plastic scribe

2 camera

4 display back-cover and
antenna assembly

- 3** Peel the display cable from the display back-cover and antenna assembly.



1 display back-cover and
antenna assembly

2 display cable

Como recolocar a câmera



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

Procedure

- 1 Adhere the display cable to the display back-cover and antenna assembly.
- 2 Connect the camera cable to the camera.
- 3 Using the alignment post place the camera module on the display back-cover and antenna assembly.
- 4 Adhere the camera to the display back-cover and antenna assembly and snap the camera into place.

Post-requisites

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

Como remover a tampa traseira do monitor e o conjunto da antena



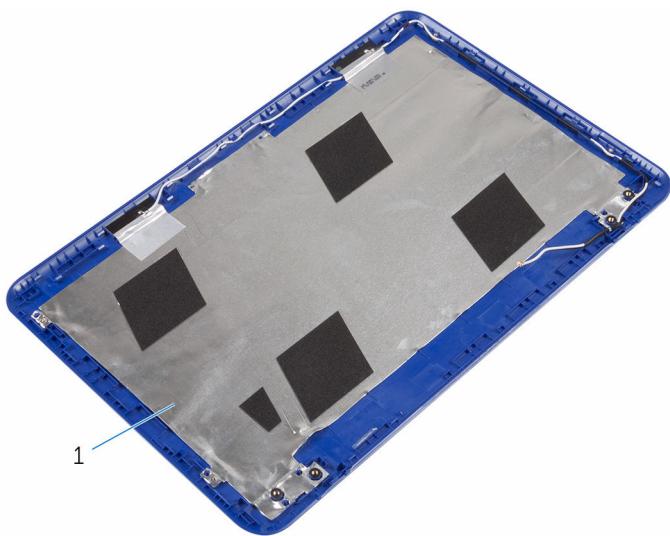
ATENÇÃO: Before working inside your computer, read the safety information that shipped with your computer and follow the steps in [Before working inside your computer](#). After working inside your computer, follow the instructions in [After working inside your computer](#). For more safety best practices,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

Prerequisites

- 1 Follow the procedure from step 1 to step 6 in "[Removing the base cover](#)".
- 2 Remove the [battery](#).
- 3 Remove the [wireless card](#).
- 4 Remove the [display hinges](#).
- 5 Remove the [display bezel](#).
- 6 Remove the [display panel](#).
- 7 Remove the [camera](#).

Procedure

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



- 1 display back-cover and antenna assembly

Como recolocar a tampa traseira do monitor e o conjunto da antena



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

Procedure

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


Post-requisites

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

Flashing the BIOS

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

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

 **NOTE:** If you do not have the Service Tag, use the auto-detect feature or manually browse for your computer model.
- 4 Click or tap **Drivers & downloads**.
- 5 Select the operating system installed on your computer.
- 6 Scroll down the page and expand **BIOS**.
- 7 Click or tap **Download File** to download the latest version of the BIOS for your computer.
- 8 After the download is complete, navigate to the folder where you saved the BIOS update file.
- 9 Double-click the BIOS update file icon and follow the instructions on the screen.

Como obter ajuda e como entrar em contato com a Dell

Recursos de auto-ajuda

Você pode obter informações e ajuda sobre produtos e serviços da Dell, usando estes recursos de auto-ajuda:

Informações sobre produtos e serviços da Dell

www.dell.com

Windows 8.1 e Windows 10

Aplicativo Dell Help & Support



Windows 10

Aplicativo Get started



Windows 8.1

Aplicativo Help + Tips



Como acessar a ajuda no Windows 8, no Windows 8.1 e no Windows 10

No Windows Search, digite **Ajuda e Suporte** e pressione **Enter**.

Como acessar a ajuda no Windows 7

Clique em **Iniciar** → **Ajuda e suporte**.

Ajuda online para sistema operacional

www.dell.com/support/windows
www.dell.com/support/linux

Informações sobre solução de problemas, manuais de usuário, instruções de configuração, especificações do produto, blogs de ajuda técnica, drivers, atualizações de software, e assim por diante

www.dell.com/support

Saiba mais sobre o sistema operacional, configurar e usar o computador, backup de dados, diagnóstico, e assim por diante.

Consulte *Eu e meu Dell* em **www.dell.com/support/manuals** (em inglês).

Como entrar em contato com a Dell

Para entrar em contato com a Dell para tratar de assuntos de vendas, suporte técnico ou questões de atendimento ao cliente, consulte **www.dell.com/contactdell**.



NOTA: A disponibilidade varia de acordo com o país e com o produto, e alguns serviços podem não estar disponíveis em seu país.



NOTA: Se não tiver uma conexão Internet ativa, você pode encontrar as informações de contato na sua fatura, nota de expedição, nota de compra ou no catálogo de produtos Dell.