

Inspiron 5584

Service Manual



Notes, cautions, and warnings

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

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

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

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Before working inside your computer

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

Before you begin

Steps

1. Save and close all open files and exit all open applications.
2. Shut down your computer. Click **Start** >  **Power** > **Shut down**.
 **NOTE:** If you are using a different operating system, see the documentation of your operating system for shut-down instructions.
3. Disconnect your computer and all attached devices from their electrical outlets.
4. Disconnect all attached network devices and peripherals, such as keyboard, mouse, and monitor from your computer.
5. Remove any media card and optical disc from your computer, if applicable.

After working inside your computer

About this task

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

Steps

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.

Safety instructions

Use the following safety guidelines to protect your computer from potential damage and to ensure your personal safety. Unless otherwise noted, each procedure included in this document assumes that you have read the safety information that shipped with your computer.

-  **WARNING:** Before working inside your computer, read the safety information that is shipped with your computer. For more safety best practices, see the Regulatory Compliance home page at www.dell.com/regulatory_compliance.
-  **WARNING:** Disconnect your computer from 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 your computer to an electrical outlet.
-  **CAUTION:** To avoid damaging the computer, ensure that the work surface is flat, dry, and clean.
-  **CAUTION:** To avoid damaging the components and cards, handle them by their edges, and avoid touching the pins and the 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 is 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 it by its connector or its pull tab, not the cable itself. Some cables have connectors with locking tabs or thumbscrews that you must disengage before disconnecting the cable. When disconnecting cables, keep them evenly aligned to avoid bending the connector pins. When connecting cables, ensure that the ports and the connectors are correctly oriented and aligned.
-  **CAUTION:** Press and eject any installed card from the media-card reader.
-  **CAUTION:** Exercise caution when handling Lithium-ion batteries in laptops. Swollen batteries should not be used and should be replaced and disposed properly.
-  **NOTE:** The color of your computer and certain components may appear differently than shown in this document.

Electrostatic discharge—ESD protection

ESD is a major concern when you handle electronic components, especially sensitive components such as expansion cards, processors, memory DIMMs, and system boards. Very slight charges can damage circuits in ways that may not be obvious, such as intermittent problems or a shortened product life span. As the industry pushes for lower power requirements and increased density, ESD protection is an increasing concern.

Due to the increased density of semiconductors used in recent Dell products, the sensitivity to static damage is now higher than in previous Dell products. For this reason, some previously approved methods of handling parts are no longer applicable.

Two recognized types of ESD damage are catastrophic and intermittent failures.

- **Catastrophic** – Catastrophic failures represent approximately 20 percent of ESD-related failures. The damage causes an immediate and complete loss of device functionality. An example of catastrophic failure is a memory DIMM that has received a static shock and immediately generates a "No POST/No Video" symptom with a beep code emitted for missing or nonfunctional memory.

- **Intermittent** – Intermittent failures represent approximately 80 percent of ESD-related failures. The high rate of intermittent failures means that most of the time when damage occurs, it is not immediately recognizable. The DIMM receives a static shock, but the tracing is merely weakened and does not immediately produce outward symptoms related to the damage. The weakened trace may take weeks or months to melt, and in the meantime may cause degradation of memory integrity, intermittent memory errors, etc.

The more difficult type of damage to recognize and troubleshoot is the intermittent (also called latent or "walking wounded") failure.

Perform the following steps to prevent ESD damage:

- Use a wired ESD wrist strap that is properly grounded. The use of wireless anti-static straps is no longer allowed; they do not provide adequate protection. Touching the chassis before handling parts does not ensure adequate ESD protection on parts with increased sensitivity to ESD damage.
- Handle all static-sensitive components in a static-safe area. If possible, use anti-static floor pads and workbench pads.
- When unpacking a static-sensitive component from its shipping carton, do not remove the component from the anti-static packing material until you are ready to install the component. Before unwrapping the anti-static packaging, ensure that you discharge static electricity from your body.
- Before transporting a static-sensitive component, place it in an anti-static container or packaging.

ESD field service kit

The unmonitored Field Service kit is the most commonly used service kit. Each Field Service kit includes three main components: anti-static mat, wrist strap, and bonding wire.

Components of an ESD field service kit

The components of an ESD field service kit are:

- **Anti-Static Mat** – The anti-static mat is dissipative and parts can be placed on it during service procedures. When using an anti-static mat, your wrist strap should be snug and the bonding wire should be connected to the mat and to any bare metal on the system being worked on. Once deployed properly, service parts can be removed from the ESD bag and placed directly on the mat. ESD-sensitive items are safe in your hand, on the ESD mat, in the system, or inside a bag.
- **Wrist Strap and Bonding Wire** – The wrist strap and bonding wire can be either directly connected between your wrist and bare metal on the hardware if the ESD mat is not required, or connected to the anti-static mat to protect hardware that is temporarily placed on the mat. The physical connection of the wrist strap and bonding wire between your skin, the ESD mat, and the hardware is known as bonding. Use only Field Service kits with a wrist strap, mat, and bonding wire. Never use wireless wrist straps. Always be aware that the internal wires of a wrist strap are prone to damage from normal wear and tear, and must be checked regularly with a wrist strap tester in order to avoid accidental ESD hardware damage. It is recommended to test the wrist strap and bonding wire at least once per week.
- **ESD Wrist Strap Tester** – The wires inside of an ESD strap are prone to damage over time. When using an unmonitored kit, it is a best practice to regularly test the strap prior to each service call, and at a minimum, test once per week. A wrist strap tester is the best method for doing this test. If you do not have your own wrist strap tester, check with your regional office to find out if they have one. To perform the test, plug the wrist-strap's bonding-wire into the tester while it is strapped to your wrist and push the button to test. A green LED is lit if the test is successful; a red LED is lit and an alarm sounds if the test fails.
- **Insulator Elements** – It is critical to keep ESD sensitive devices, such as plastic heat sink casings, away from internal parts that are insulators and often highly charged.
- **Working Environment** – Before deploying the ESD Field Service kit, assess the situation at the customer location. For example, deploying the kit for a server environment is different than for a desktop or portable environment. Servers are typically installed in a rack within a data center; desktops or portables are typically placed on office desks or cubicles. Always look for a large open flat work area that is free of clutter and large enough to deploy the ESD kit with additional space to accommodate the type of system that is being repaired. The workspace should also be free of insulators that can cause an ESD event. On the work area, insulators such as Styrofoam and other plastics should always be moved at least 12 inches or 30 centimeters away from sensitive parts before physically handling any hardware components.
- **ESD Packaging** – All ESD-sensitive devices must be shipped and received in static-safe packaging. Metal, static-shielded bags are preferred. However, you should always return the damaged part using the same ESD bag and packaging that the new part arrived in. The ESD bag should be folded over and taped shut and all the same foam packing material should be used in the original box that the new part arrived in. ESD-sensitive devices should be removed from packaging only at an ESD-protected work surface, and parts should never be placed on top of the ESD bag because only the inside of the bag is shielded. Always place parts in your hand, on the ESD mat, in the system, or inside an anti-static bag.
- **Transporting Sensitive Components** – When transporting ESD sensitive components such as replacement parts or parts to be returned to Dell, it is critical to place these parts in anti-static bags for safe transport.

ESD protection summary

It is recommended that all field service technicians use the traditional wired ESD grounding wrist strap and protective anti-static mat at all times when servicing Dell products. In addition, it is critical that technicians keep sensitive parts separate from all insulator parts while performing service and that they use anti-static bags for transporting sensitive components.

Transporting sensitive components

When transporting ESD sensitive components such as replacement parts or parts to be returned to Dell, it is critical to place these parts in anti-static bags for safe transport.

Lifting equipment

Adhere to the following guidelines when lifting heavy weight equipment:

 **CAUTION: Do not lift greater than 50 pounds. Always obtain additional resources or use a mechanical lifting device.**

1. Get a firm balanced footing. Keep your feet apart for a stable base, and point your toes out.
2. Tighten stomach muscles. Abdominal muscles support your spine when you lift, offsetting the force of the load.
3. Lift with your legs, not your back.
4. Keep the load close. The closer it is to your spine, the less force it exerts on your back.
5. Keep your back upright, whether lifting or setting down the load. Do not add the weight of your body to the load. Avoid twisting your body and back.
6. Follow the same techniques in reverse to set the load down.

Recommended tools

The procedures in this document may require the following tools:

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

Screw list

NOTE: When removing screws from a component, it is recommended to note the screw type, the quantity of screws, and then place them in a screw storage box. This is to ensure that the correct number of screws and correct screw type is restored when the component is replaced.

NOTE: Some computers have magnetic surfaces. Ensure that the screws are not left attached to such surfaces when replacing a component.

NOTE: Screw color may vary with the configuration ordered.

Table 1. Screw list

Component	Secured to	Screw type	Quantity	Screw image
Base cover	Palm-rest and keyboard assembly	M2.5x6	7	
Battery	Palm-rest and keyboard assembly	M2x3	4	
Display panel	Display back-cover and antenna assembly	M2x2.5	4	
Fan	Palm-rest and keyboard assembly	M2x3	3	
Hard-drive assembly	Palm-rest and keyboard assembly	M2x3	4	
Hard-drive bracket	Hard drive	M3x3	4	
Heat sink (for computers shipped with discrete graphics)	System board	M2x3	3	
Hinges	Palm-rest and keyboard assembly	M2.5x5	6	
Hinge brackets	Display back-cover and antenna assembly	M2x2	8	
I/O board	Palm-rest and keyboard assembly	M2x3	2	
Power-adapter port	Palm-rest and keyboard assembly	M2x3	1	
Power-button bracket	Palm-rest and keyboard assembly	M2x2	2	
Power button with fingerprint reader (optional)	Palm-rest and keyboard assembly	M2x2	2	
Solid-state drive/Intel Optane	Palm-rest and keyboard assembly	M2x3	1	

Table 1. Screw list (continued)

Component	Secured to	Screw type	Quantity	Screw image
System board	Palm-rest and keyboard assembly	M2x2	2	
System board	Palm-rest and keyboard assembly	M2x3	2	
Touchpad bracket	Palm-rest and keyboard assembly	M2x2	3	
Wireless-card bracket	System board	M2x3	1	

Removing the base cover

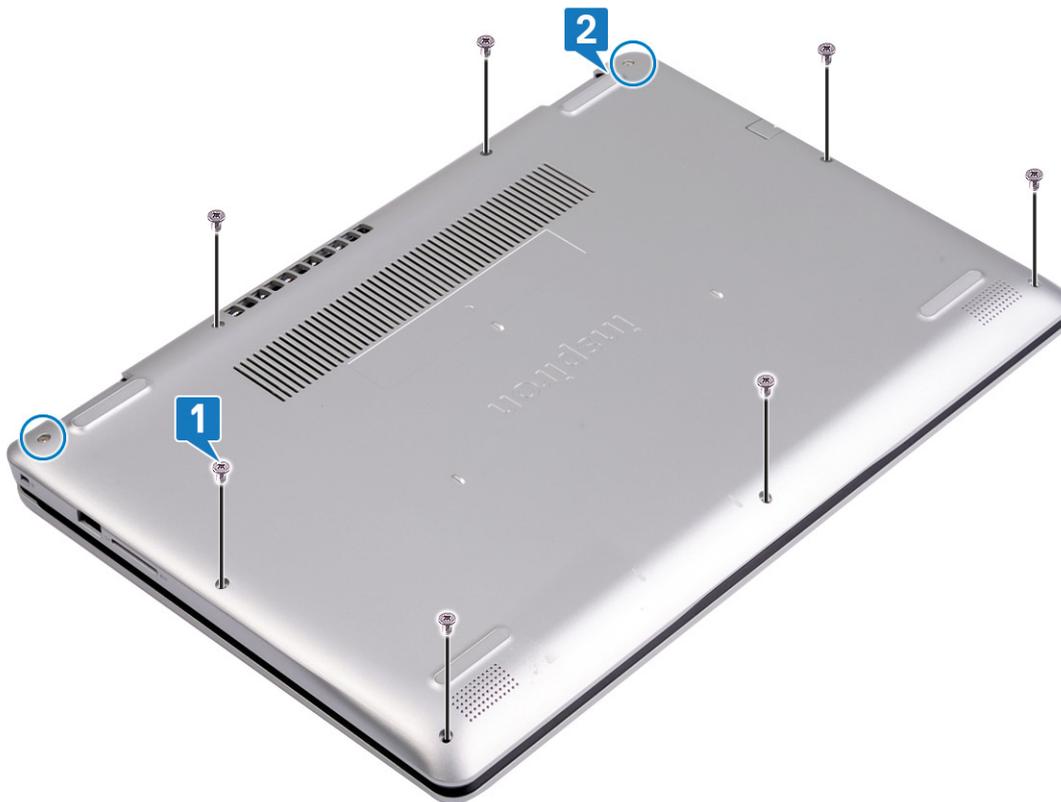
NOTE: Before working inside your computer, read the safety information that shipped with your computer and follow the steps in [Before working inside your computer](#). After working inside your computer, follow the instructions in [After working inside your computer](#). For more safety best practices,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

Procedure

About this task

Steps

1. Remove the seven screws (M2.5x6) that secure the base cover to the palm-rest and keyboard assembly.
2. Loosen the two captive screws on the base cover.

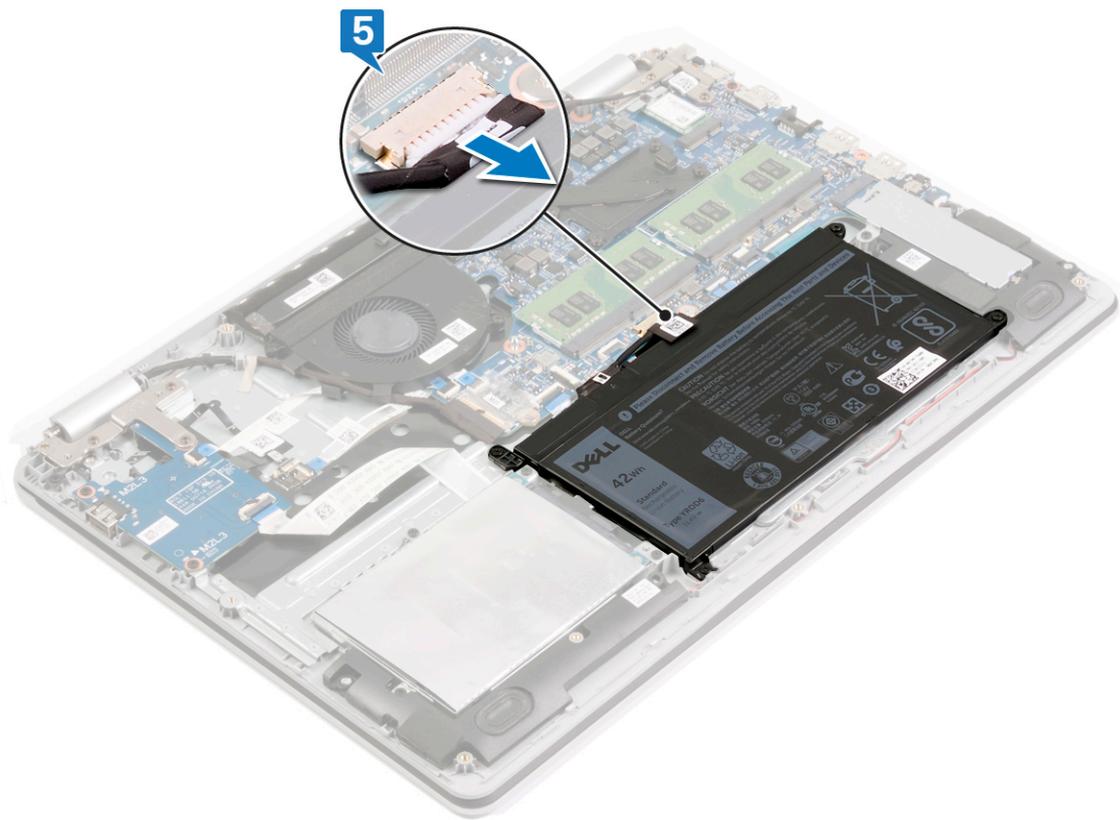


3. Using a plastic scribe, pry the base cover starting from notches located at the top-left corner of the computer base.
4. Lift the base cover off the palm-rest and keyboard assembly.



i **NOTE:** The following steps are applicable only if you want to further remove any other components from your computer.

5. Disconnect the battery cable from the system board.



6. Press and hold the power button for 5 seconds to ground the computer and drain the flea power.

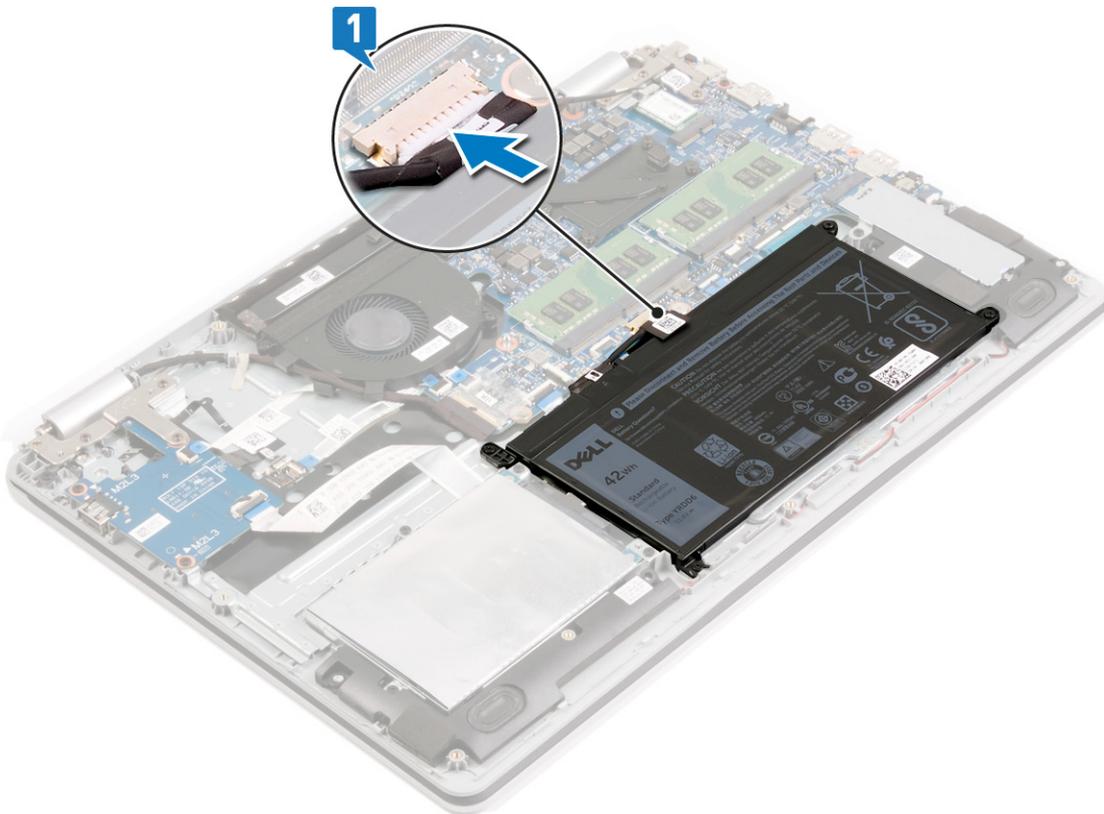
Replacing the base cover

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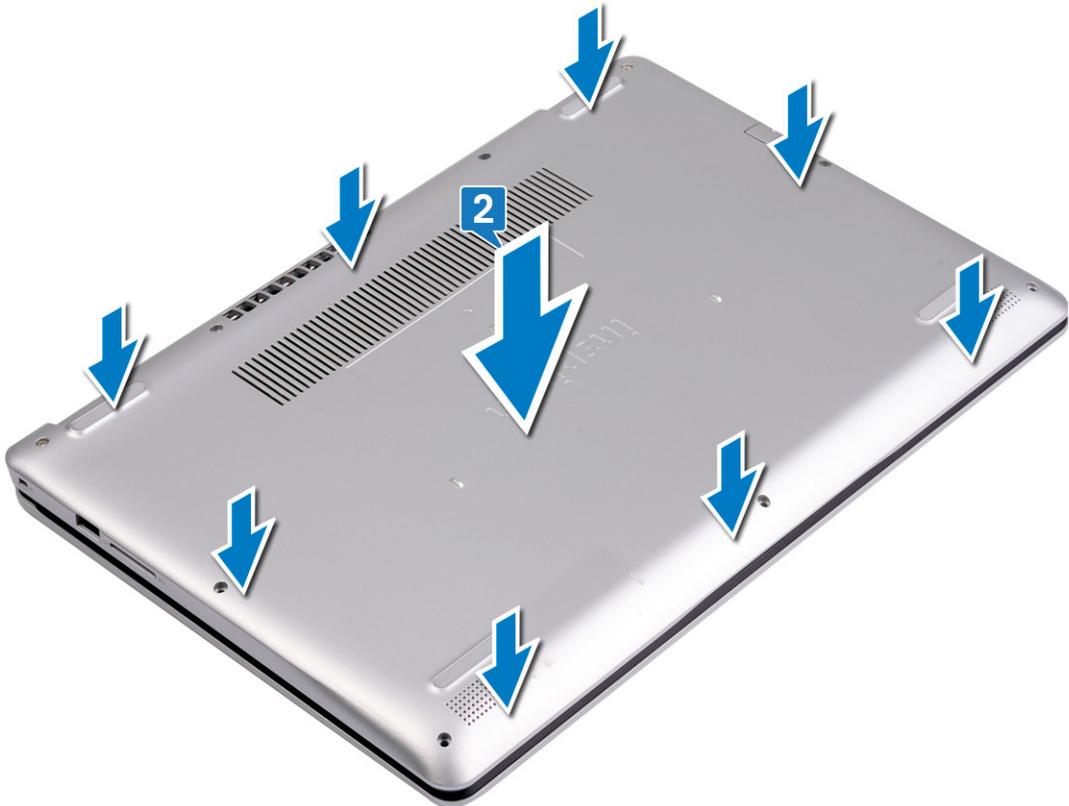
Procedure

Steps

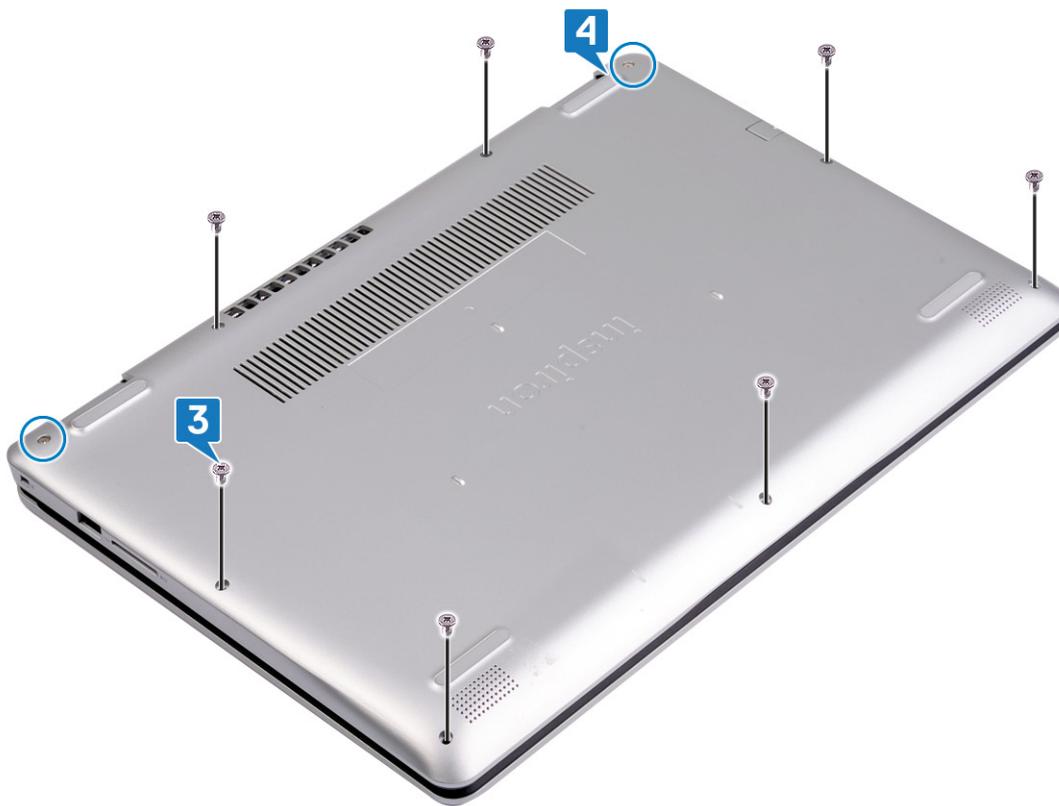
1. Connect the battery cable to the system board, if applicable.



2. Place the base cover on the palm-rest and keyboard assembly, and snap the base cover into place.



3. Replace the seven screws (M2.5x6) that secure the base cover to the palm-rest and keyboard assembly.
4. Tighten the two captive screws that secure the base cover to the palm-rest and keyboard assembly.



Removing the battery

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Lithium-ion battery precautions

CAUTION:

- Exercise caution when handling Lithium-ion batteries.
- Discharge the battery completely before removing it. Disconnect the AC power adapter from the system and operate the computer solely on battery power—the battery is fully discharged when the computer no longer turns on when the power button is pressed.
- Do not crush, drop, mutilate, or penetrate the battery with foreign objects.
- Do not expose the battery to high temperatures, or disassemble battery packs and cells.
- Do not apply pressure to the surface of the battery.
- Do not bend the battery.
- Do not use tools of any kind to pry on or against the battery.
- Ensure any screws during the servicing of this product are not lost or misplaced, to prevent accidental puncture or damage to the battery and other system components.
- If the battery gets stuck inside your computer as a result of swelling, do not try to release it as puncturing, bending, or crushing a lithium-ion battery can be dangerous. In such an instance, contact Dell technical support for assistance. See www.dell.com/contactdell.
- Always purchase genuine batteries from www.dell.com or authorized Dell partners and resellers.
- Swollen batteries should not be used and should be replaced and disposed properly. For guidelines on how to handle and replace swollen Lithium-ion batteries, see [Handling swollen Lithium-ion batteries](#).

Prerequisites

Steps

Remove the [base cover](#).

Procedure

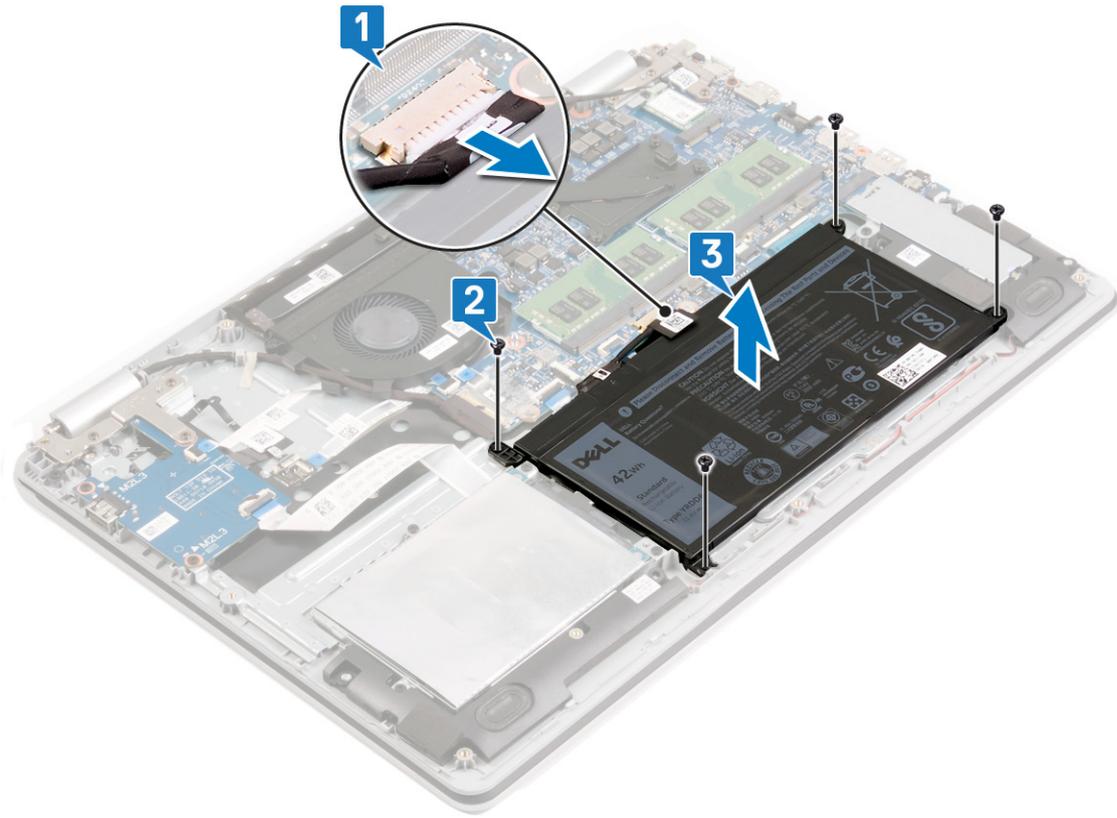
About this task

Steps

1. Disconnect the battery cable from the system board.

NOTE: This step is applicable if the battery cable was not previously disconnected.

2. Remove the four screws (M2x3) that secure the battery to the palm-rest and keyboard assembly.
3. Lift the battery off the palm-rest and keyboard assembly.



Replacing the battery

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Lithium-ion battery precautions

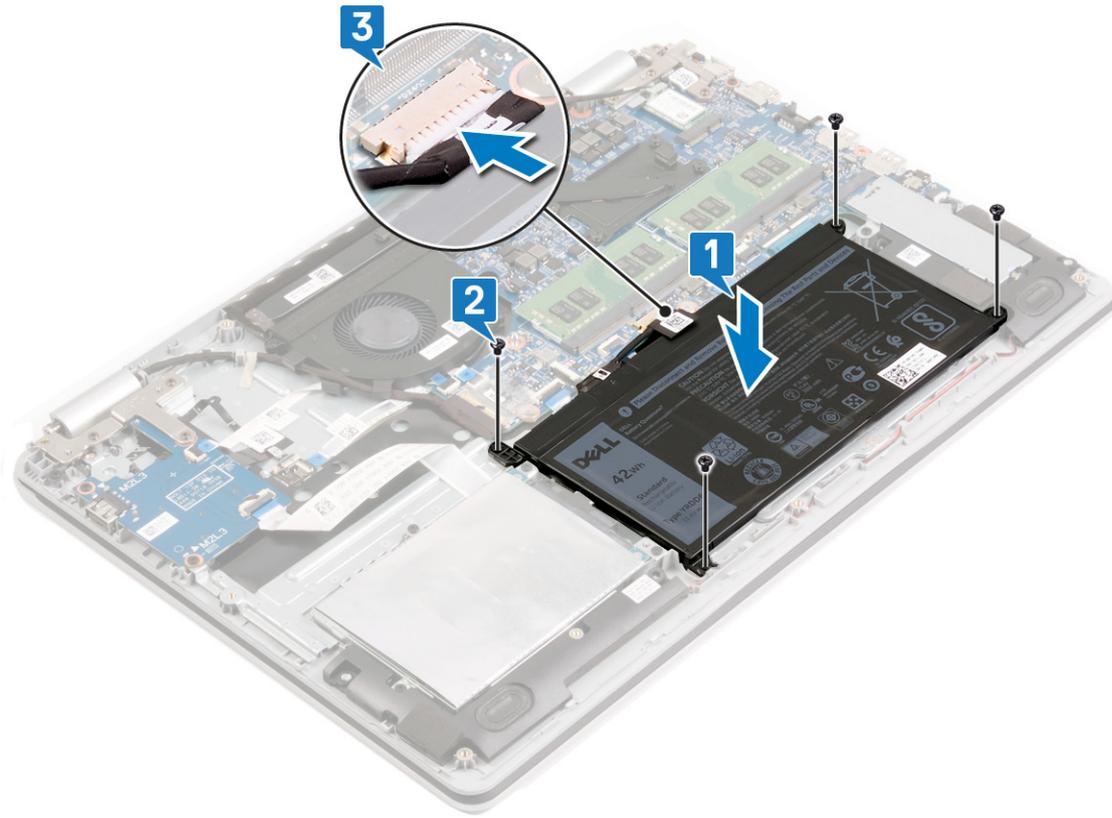
CAUTION:

- Exercise caution when handling Lithium-ion batteries.
- Discharge the battery completely before removing it. Disconnect the AC power adapter from the system and operate the computer solely on battery power—the battery is fully discharged when the computer no longer turns on when the power button is pressed.
- Do not crush, drop, mutilate, or penetrate the battery with foreign objects.
- Do not expose the battery to high temperatures, or disassemble battery packs and cells.
- Do not apply pressure to the surface of the battery.
- Do not bend the battery.
- Do not use tools of any kind to pry on or against the battery.
- Ensure any screws during the servicing of this product are not lost or misplaced, to prevent accidental puncture or damage to the battery and other system components.
- If the battery gets stuck inside your computer as a result of swelling, do not try to release it as puncturing, bending, or crushing a lithium-ion battery can be dangerous. In such an instance, contact Dell technical support for assistance. See www.dell.com/contactdell.
- Always purchase genuine batteries from www.dell.com or authorized Dell partners and resellers.
- Swollen batteries should not be used and should be replaced and disposed properly. For guidelines on how to handle and replace swollen Lithium-ion batteries, see [Handling swollen Lithium-ion batteries](#).

Procedure

Steps

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



Post-requisites

Steps

Replace the [base cover](#).

Removing the memory modules

NOTE: 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.

Removing the speakers

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Prerequisites

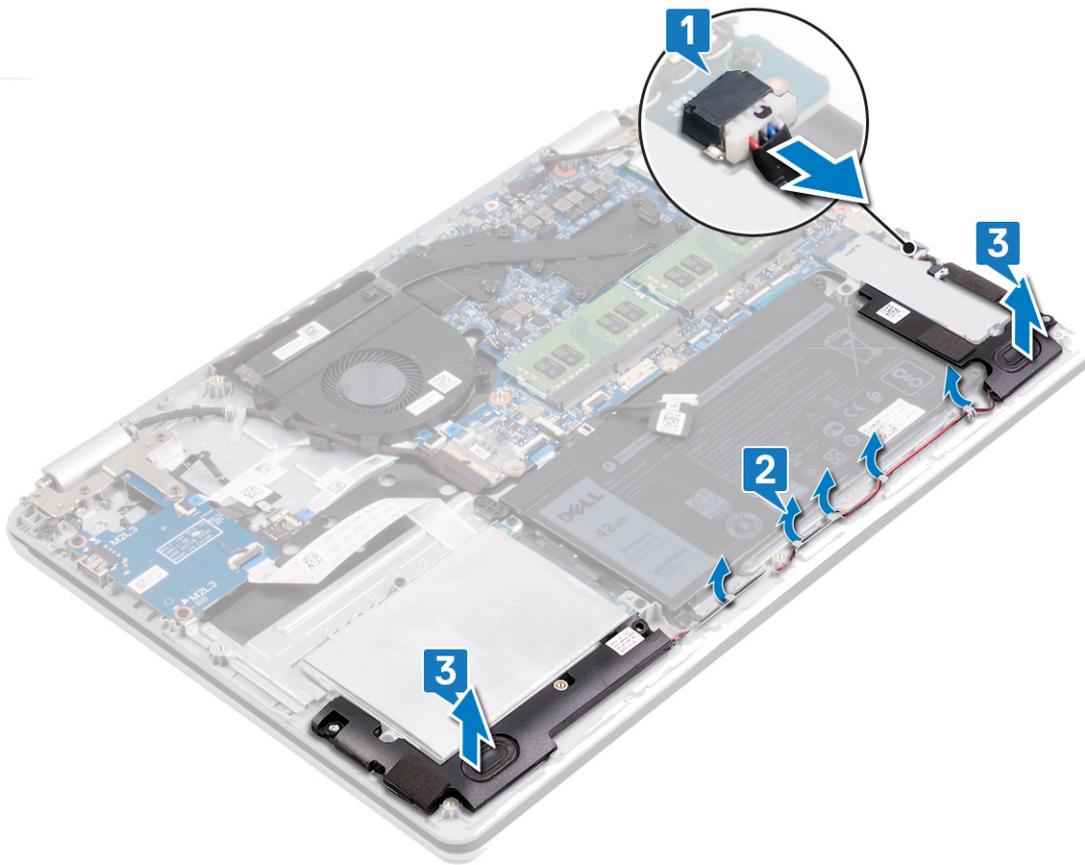
Steps

Remove the [base cover](#).

Procedure

Steps

1. Disconnect the speaker cable from the system board.
2. Note the speaker cable routing and remove it from the routing guides on palm-rest and key board assembly.
3. Lift the left and right speaker, along with the cable, off the palm-rest and keyboard assembly.



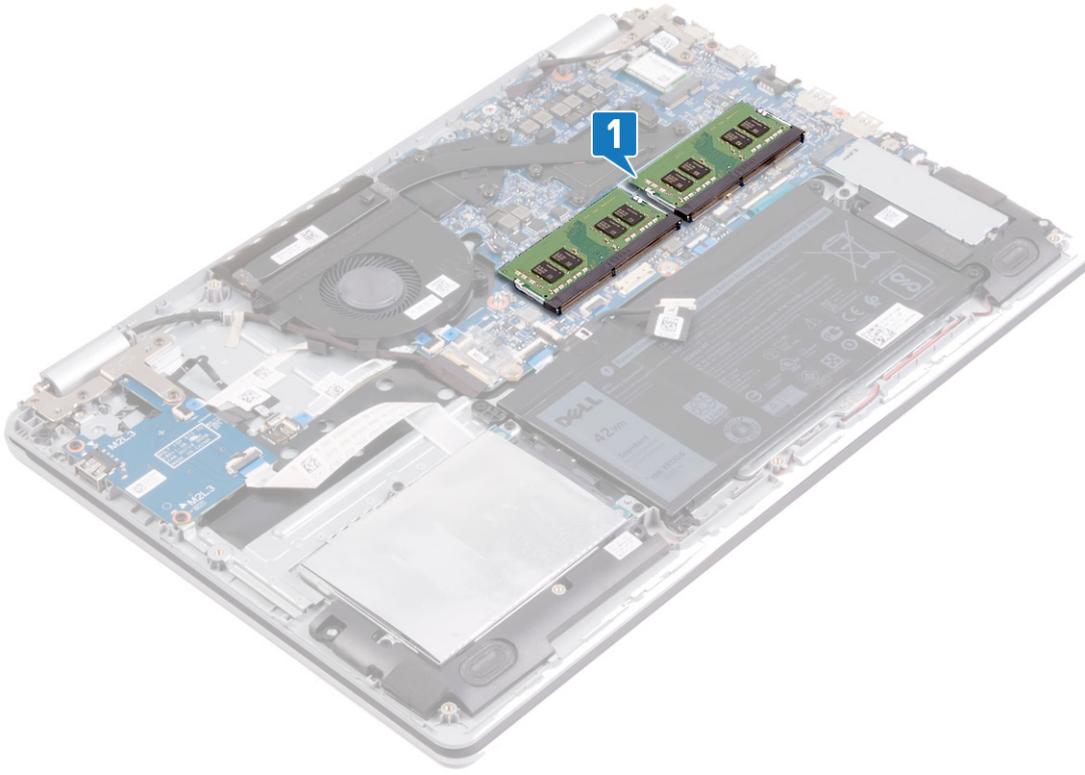
Procedure

About this task

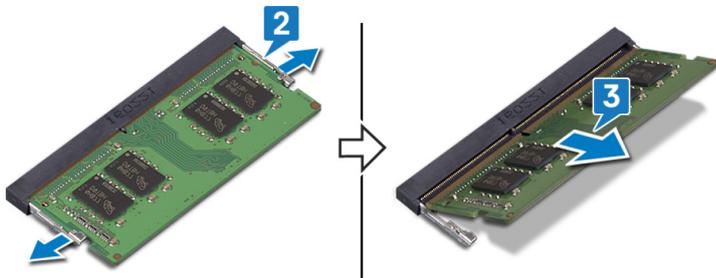
i **NOTE:** Depending on the configuration ordered, your computer may come installed with one or two memory modules.

Steps

1. Locate the memory module(s) on your computer.



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



Replacing the memory modules

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Procedure

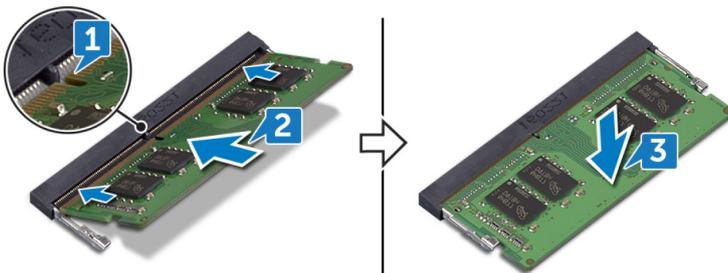
About this task

NOTE: Depending on the configuration ordered, your computer may come installed with one or two memory modules.

Steps

1. Align the notch on the memory module with the tab on the memory-module slot.
2. Slide the memory module firmly into the slot at an angle.
3. Press the memory module down until it clicks into place.

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



Replacing the speakers

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Procedure

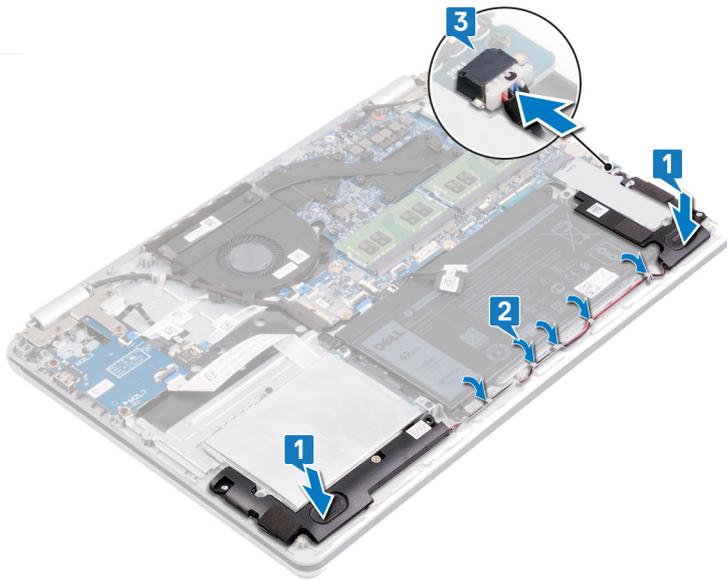
About this task

NOTE: If the rubber grommets are pushed out when removing the speakers, push them back in before replacing the speakers.

Steps

1. Using the alignment posts and rubber grommets, place the left and right speakers in the slots on the palm-rest and keyboard assembly.

2. Route the speaker cable through the routing guides on the palm-rest and keyboard assembly.
3. Connect the speaker cable to the system board.



Post-requisites

Steps

Replace the [base cover](#).

Removing the wireless card

NOTE: 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

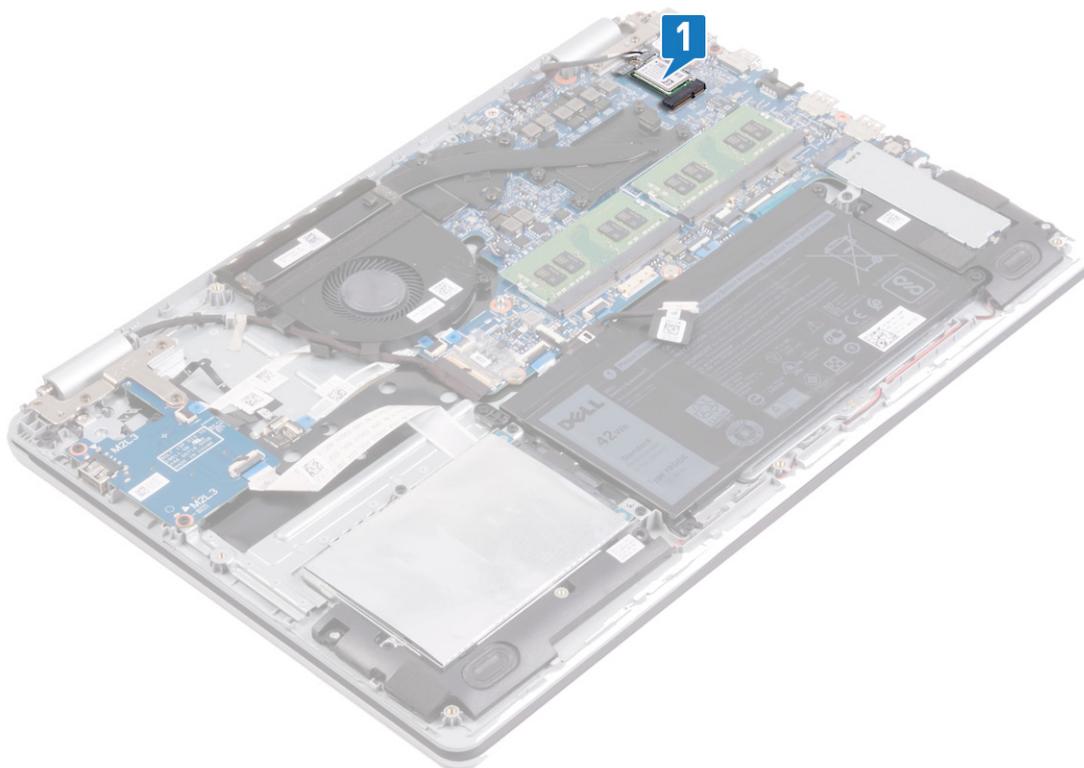
Steps

Remove the [base cover](#).

Procedure

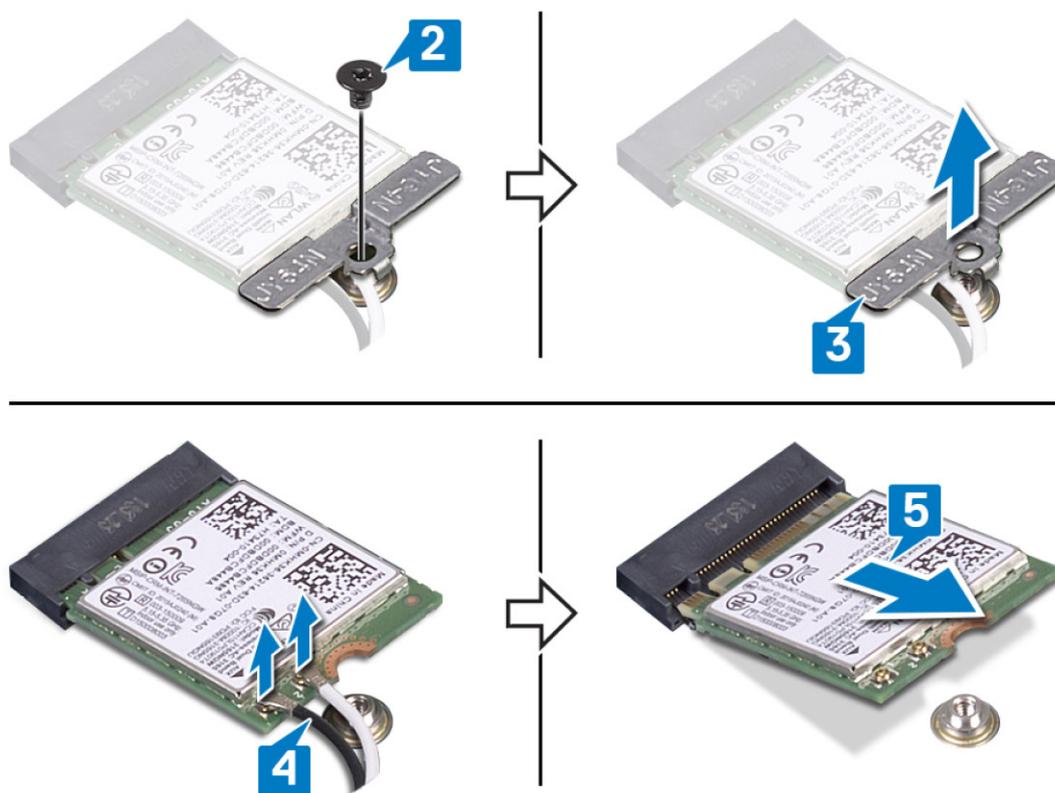
Steps

1. Locate the wireless card on your computer.



2. Remove the screw (M2x3) that secures the wireless-card bracket to the system board.
3. Slide and remove the wireless-card bracket from the wireless card.
4. Using a plastic scribe, disconnect the antenna cables from the wireless card.

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



Replacing the wireless card

NOTE: 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

About this task

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

Steps

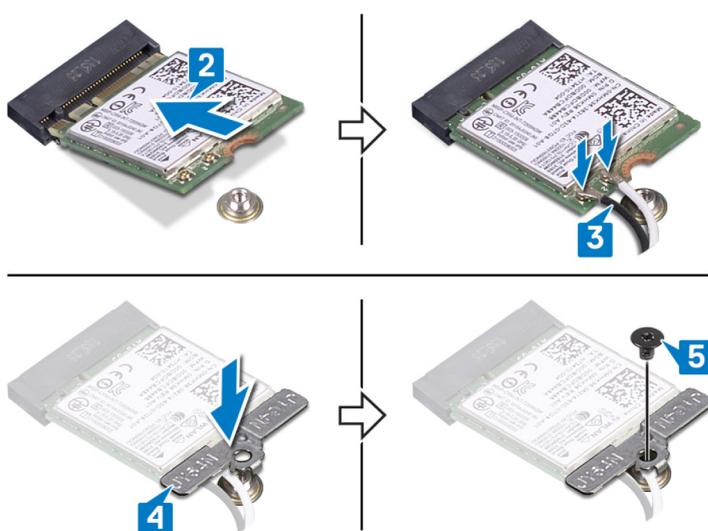
1. Align the notch on the wireless card with the tab on the wireless-card slot.
2. Insert the wireless card at an angle into the wireless-card slot.
3. Connect the antenna cables to the wireless card.

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

Table 2. Antenna-cable color scheme

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

4. Slide and replace the wireless-card bracket on the wireless-card.
5. Replace the screw (M2x3) that secures the wireless-card bracket to the wireless card and the palm-rest and keyboard assembly.



Post-requisites

Steps

Replace the [base cover](#).

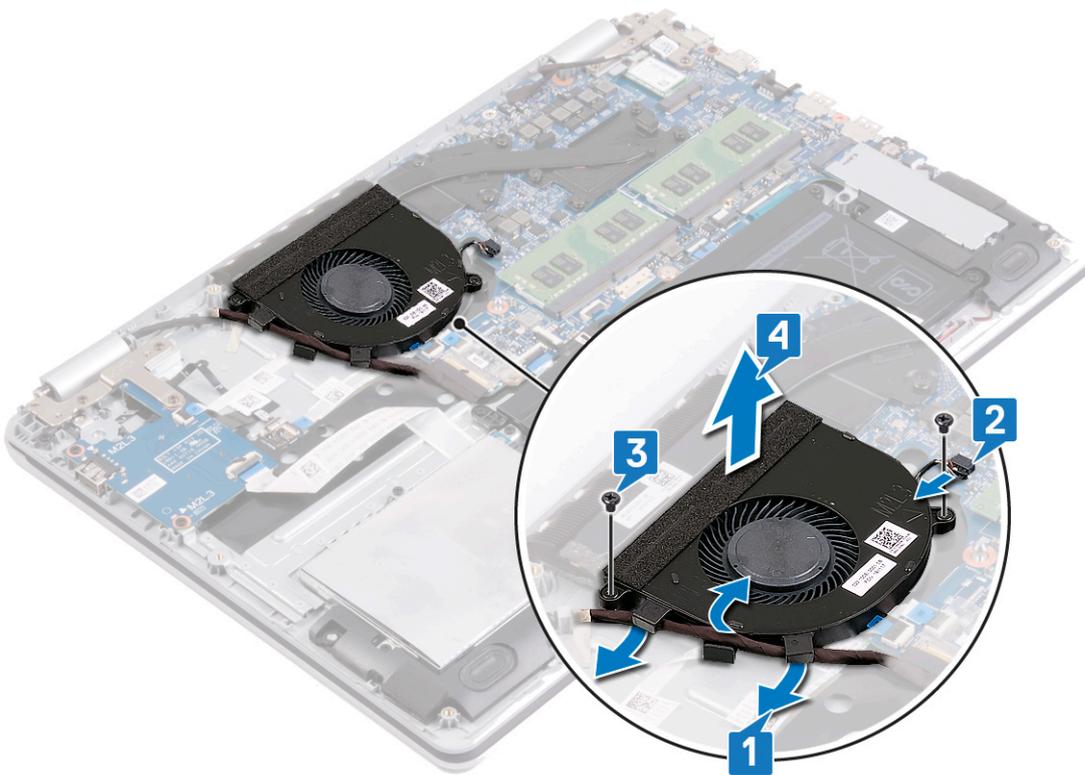
Removing the fan

NOTE: 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

Steps

1. Remove the display cable from the routing guides on the fan.
2. Disconnect the fan cable from the system board.
3. Remove the two screws (M2x3) that secure the fan to the palm-rest and keyboard board assembly.
4. Lift the fan off the palm-rest and keyboard board assembly.



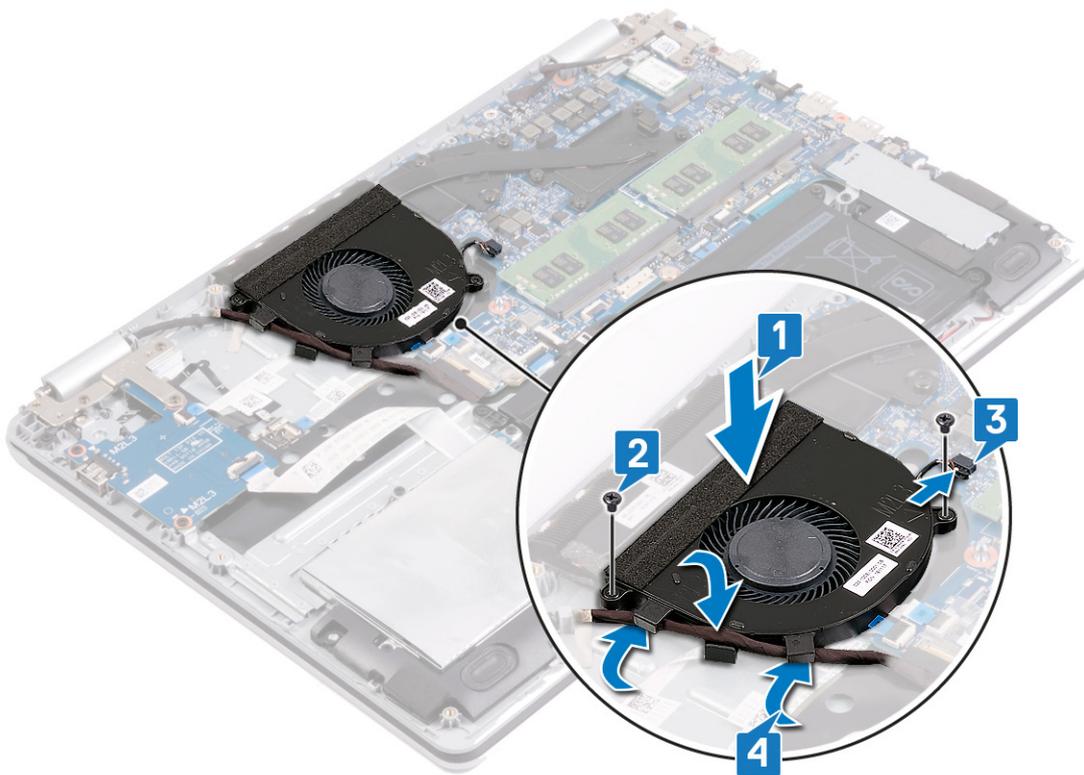
Replacing the fan

NOTE: 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

Steps

1. Align the screw holes on the fan with the screw holes on the palm-rest and keyboard board assembly.
2. Replace the two screws (M2x3) that secure the fan to the palm-rest and keyboard board assembly.
3. Connect the fan cable to the system board.
4. Route the display cable through the routing guides on the fan.



Removing the solid-state drive/Intel Optane

You need to disable the Intel Optane device before removing it from your computer. For more information about disabling the Intel Optane device, see [Disabling Intel Optane memory](#).

i NOTE: 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

About this task

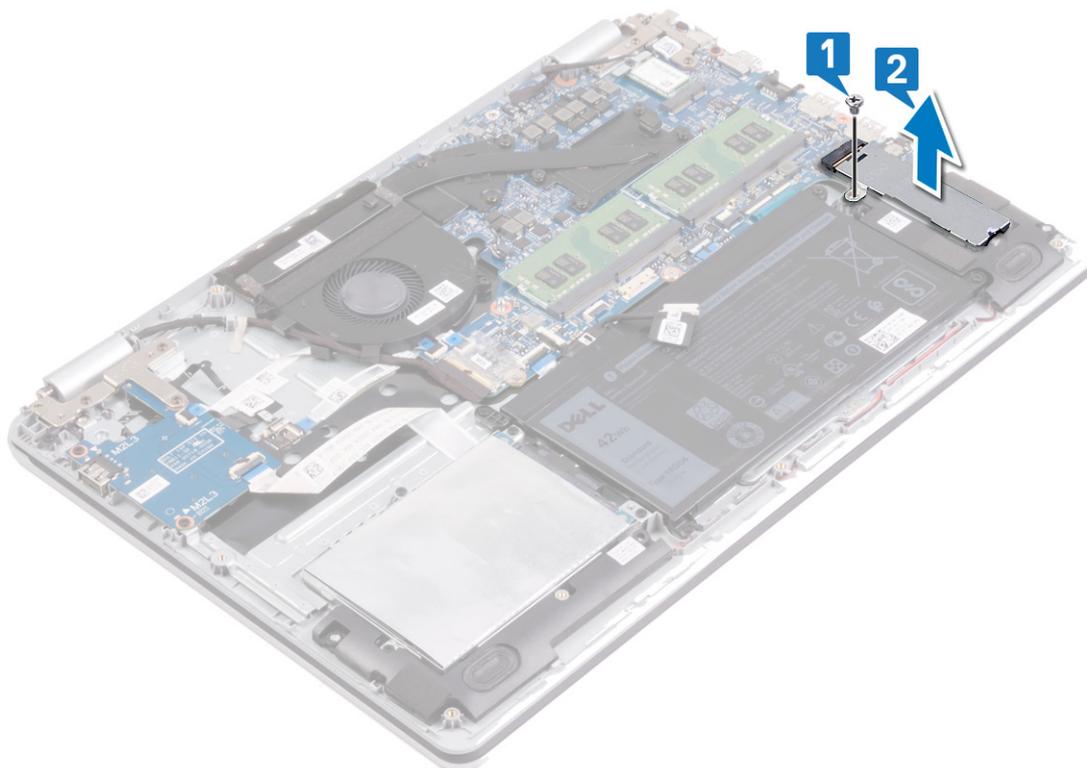
i NOTE: The M.2 card slot on your computer may support the following configurations:

- M.2 2230 solid-state drive
- M.2 2280 solid-state drive
- M.2 2280 Intel Optane

i NOTE: Depending on the configuration installed, a thermal shield may be installed in your computer. If no thermal shield is installed, skip steps 1 and 2.

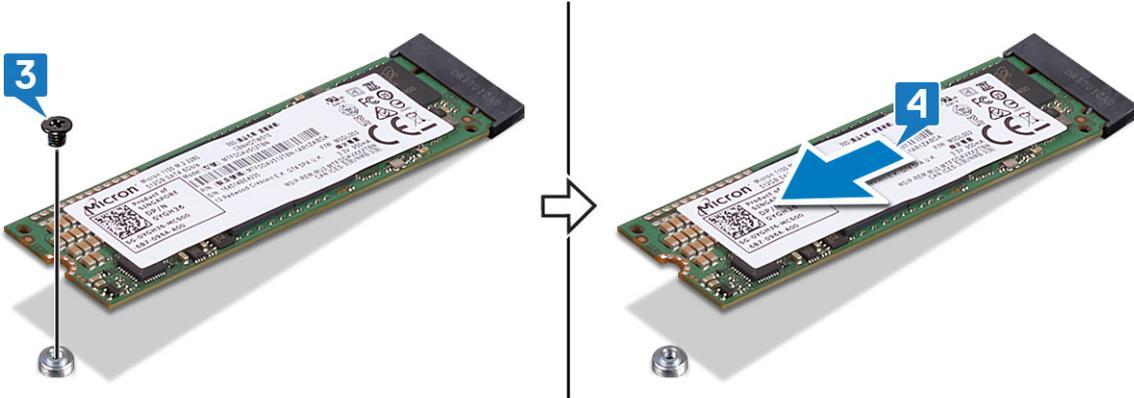
Steps

1. Remove the screw that secures the thermal shield to the palm-rest and keyboard assembly.
2. Lift the thermal shield off the solid-state drive/Intel Optane.

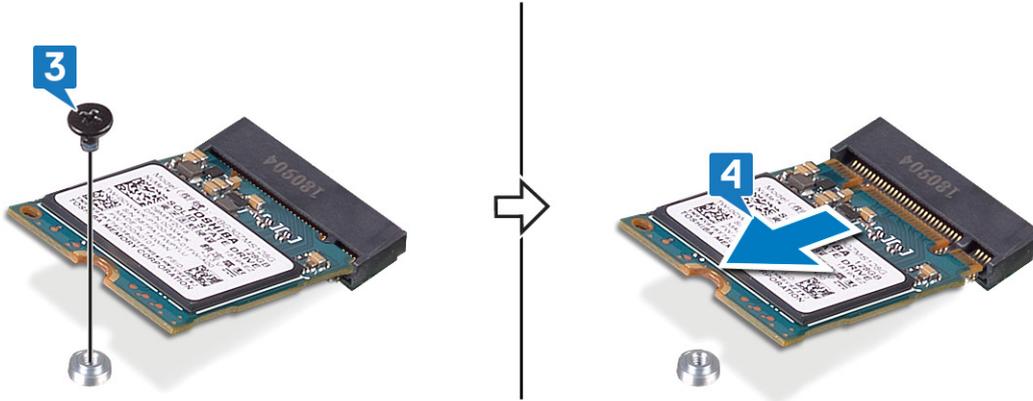


3. Remove the screw (M2x3) that secures the solid-state drive/Intel Optane to the palm-rest and keyboard assembly.
4. Lift the solid-state drive/Intel Optane at an angle and remove it from the solid-state drive/Intel Optane slot.

M.2 2280



M.2 2230



Replacing the solid-state drive/Intel Optane

Enable the Intel Optane device after you replace it. For more information about enabling the Intel Optane device, see [Enabling Intel Optane memory](#).

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

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

Procedure to move the M.2 screw mount

About this task

This computer supports two M.2 card form factors:

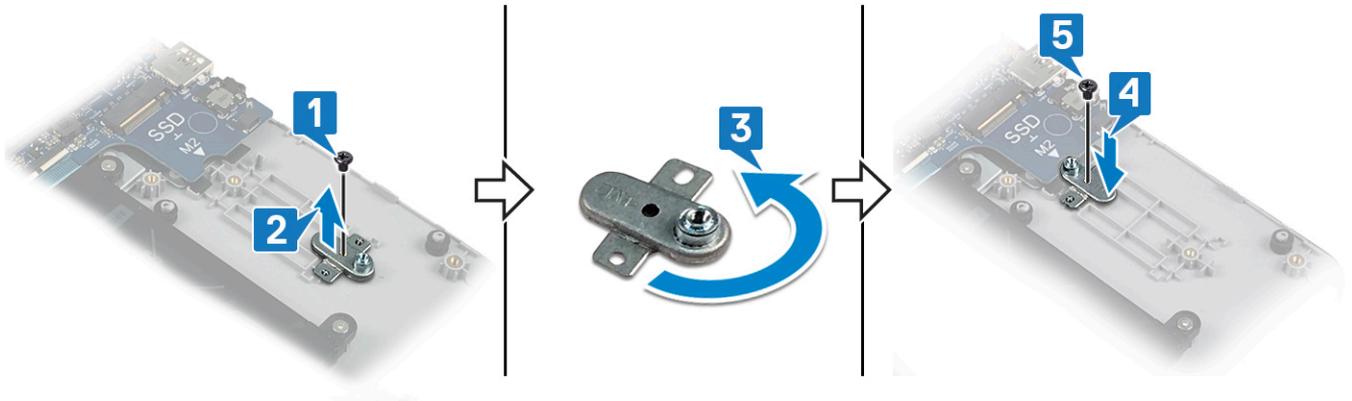
- M.2 2230
- M.2 2280

If you are replacing the M.2 card with a different form factor, perform the following procedure to move the M.2 screw mount to another location that accommodates the new form factor. If the replacement card is of the same form factor as the one previously installed, skip this procedure.

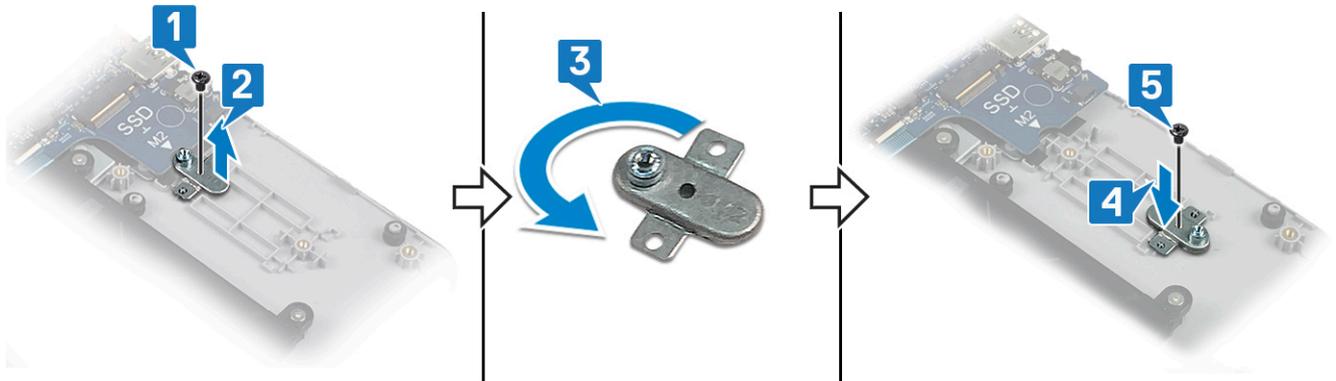
Steps

1. Remove the screw (M2x3) that secures the M.2 screw mount to the palm-rest and keyboard assembly.
2. Lift the M.2 screw mount out of the slot on the palm-rest and keyboard assembly.
3. Turn the screw mount 180 degrees.
4. Place the M.2 screw mount into the other slot on the palm-rest and keyboard assembly.
5. Replace the screw (M2x3) that secures the M.2 screw mount to the palm-rest and keyboard assembly.

2280 to 2230



2230 to 2280



Procedure

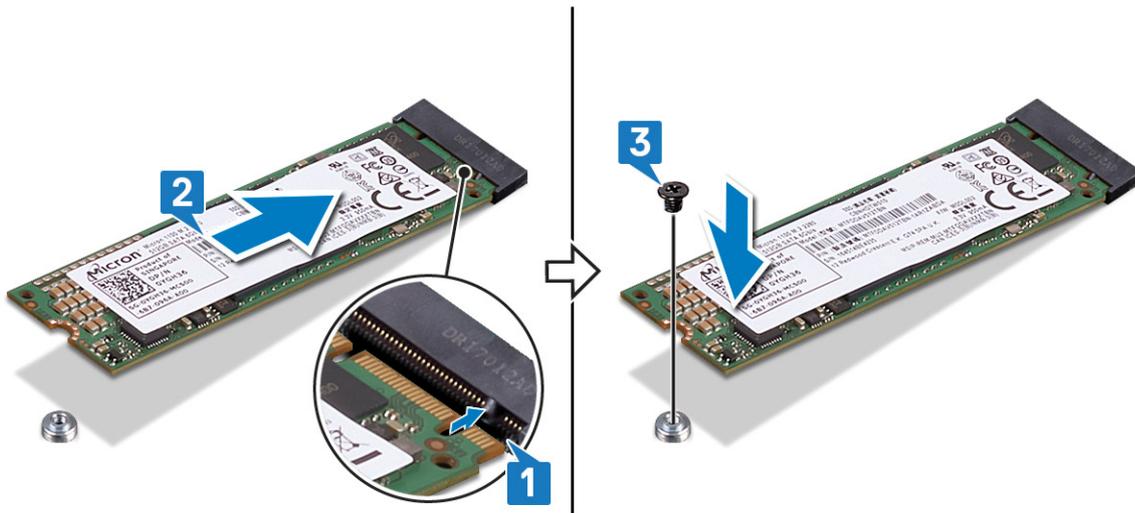
About this task

- i NOTE:** The M.2 card slot on your computer may support the following configurations:
- M.2 2230 solid-state drive
 - M.2 2280 solid-state drive
 - M.2 2280 Intel Optane
- i NOTE:** Depending on the configuration installed a thermal shield may be installed in your computer. If no thermal shield is installed skip steps 4 and 5.

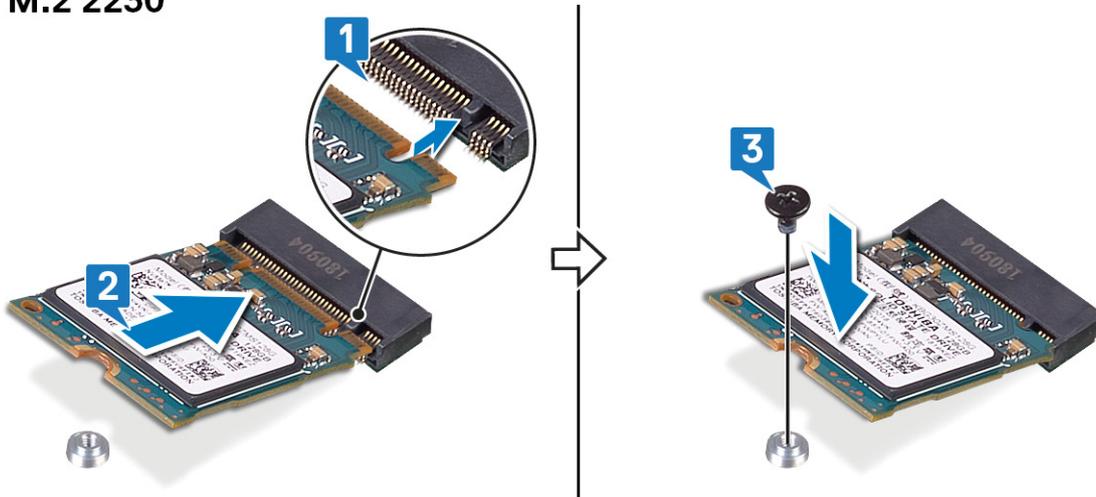
Steps

1. Align the notch on the solid-state drive/Intel Optane with the tab on the solid-state drive/Intel Optane slot.
2. Slide the solid-state drive/Intel Optane into the solid-state drive/Intel Optane slot.
3. Replace the screw (M2x3) that secures the solid-state drive/Intel Optane to the palm-rest and keyboard assembly

M.2 2280

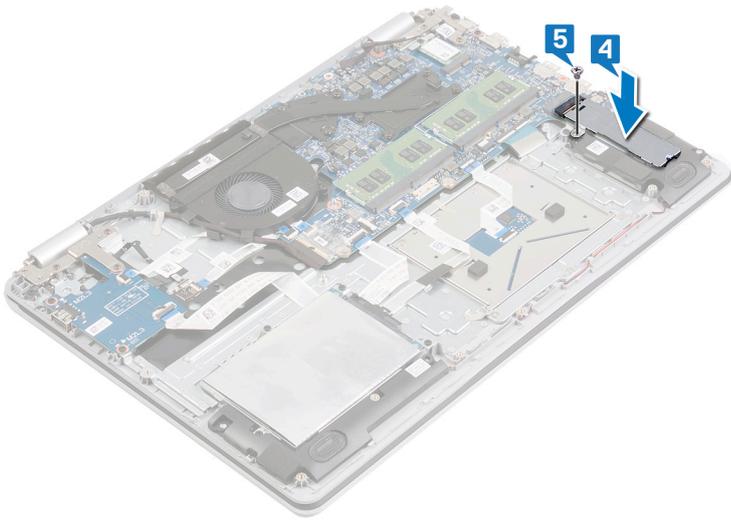


M.2 2230



NOTE: If available, replace the thermal shield after replacing the solid-state drive/Intel Optane.

4. Align the screw hole on the thermal shield with the screw hole on the palm-rest and keyboard assembly.
5. Replace the screw (M2x3) that secures the thermal shield to the palm-rest and keyboard assembly.



Removing the hard drive

If your computer is using a SATA storage device accelerated by Intel Optane memory, disable Intel Optane before removing the SATA storage device. For more information about disabling the Intel Optane, see [Disabling Intel Optane](#).

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

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

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

Prerequisites

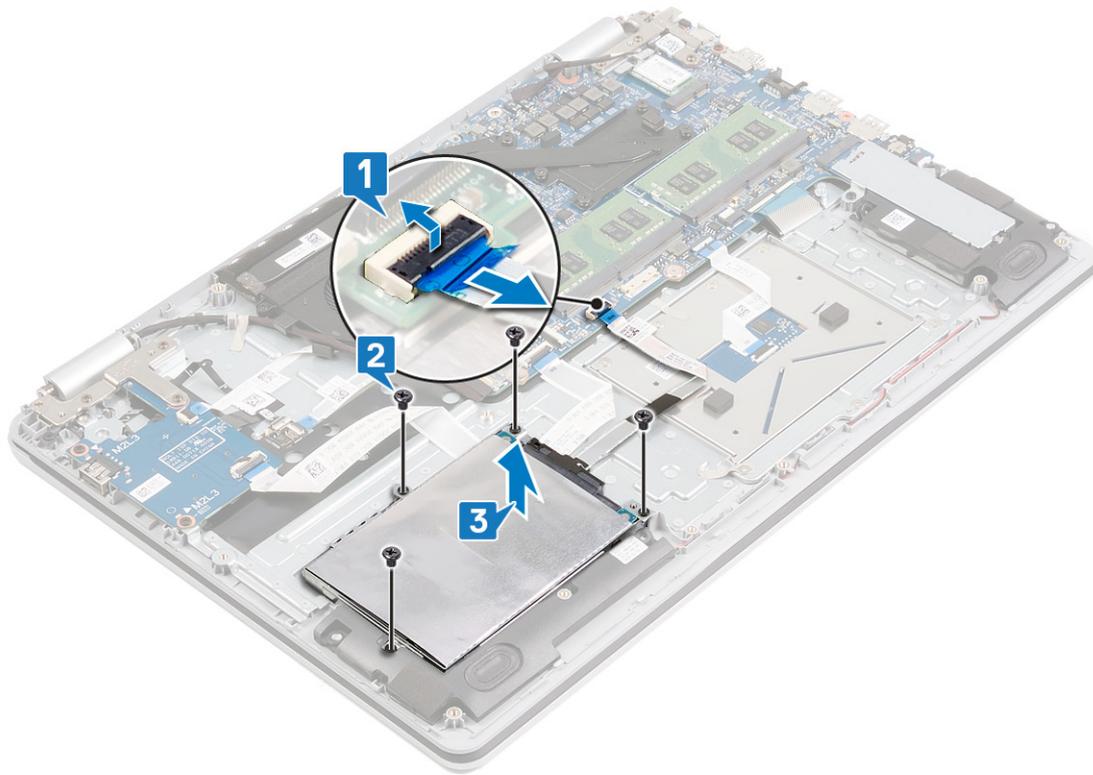
Steps

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

Procedure

Steps

1. Open the latch and disconnect the hard-drive cable from the system board.
2. Remove the four screws (M2x3) that secure the hard-drive assembly to the palm-rest and keyboard assembly.
3. Lift the hard-drive assembly along with its cable off the palm-rest and keyboard assembly.



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



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

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



Replacing the hard drive

Enable Intel Optane after replacing the SATA storage. For more information about enabling the Intel Optane, see [Enabling Intel Optane](#).

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

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

Procedure

Steps

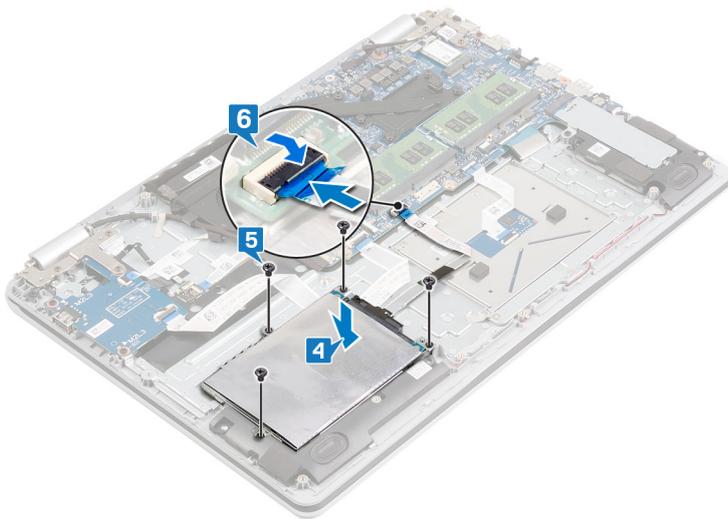
1. Align the screw holes on the hard-drive bracket with the screw holes on the hard drive.
2. Replace the four screws (M3x3) that secure the hard-drive bracket to the hard drive.



3. Connect the interposer to the hard-drive assembly.



4. Align the screw holes on the hard-drive assembly with the screw holes on the palm-rest and keyboard assembly.
5. Replace the four screws (M2x3) that secure the hard-drive assembly to the palm-rest and keyboard assembly.
6. Connect the hard-drive cable to the system board and close the latch to secure the cable.



Post-requisites

Steps

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

Removing the speakers

NOTE: 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

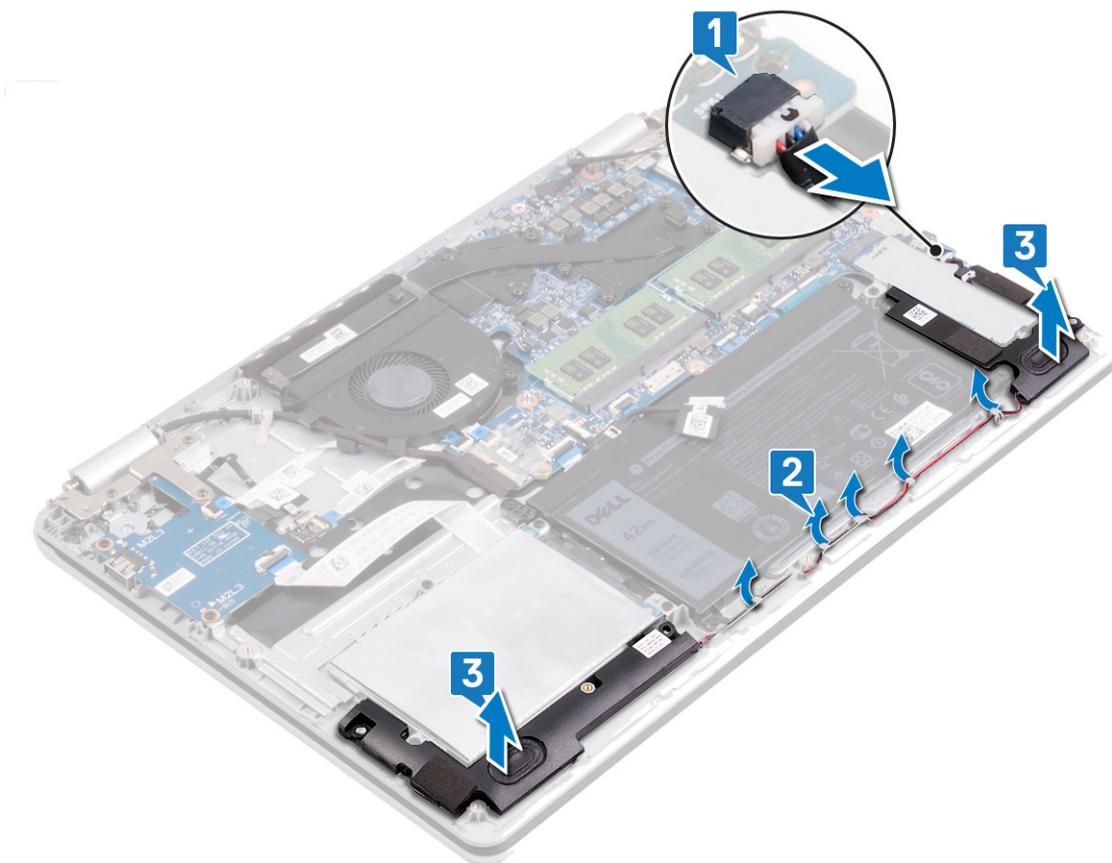
Steps

Remove the [base cover](#).

Procedure

Steps

1. Disconnect the speaker cable from the system board.
2. Note the speaker cable routing and remove it from the routing guides on palm-rest and key board assembly.
3. Lift the left and right speaker, along with the cable, off the palm-rest and keyboard assembly.



Replacing the speakers

NOTE: 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.

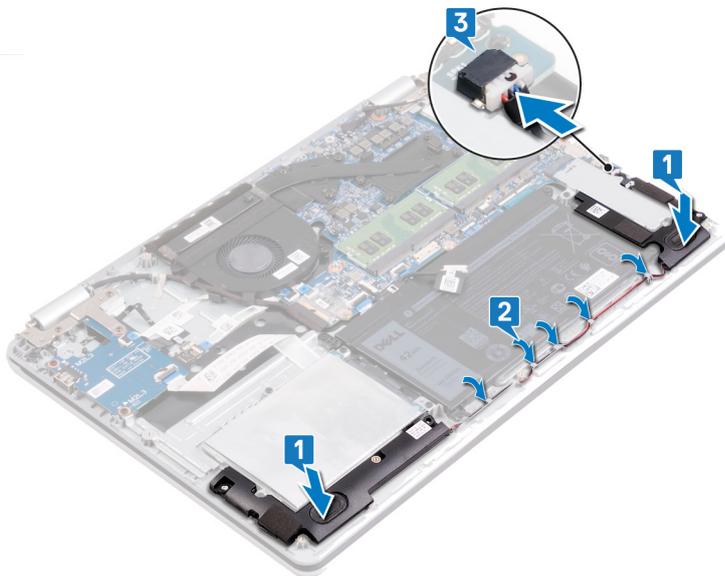
Procedure

About this task

NOTE: If the rubber grommets are pushed out when removing the speakers, push them back in before replacing the speakers.

Steps

1. Using the alignment posts and rubber grommets, place the left and right speakers in the slots on the palm-rest and keyboard assembly.
2. Route the speaker cable through the routing guides on the palm-rest and keyboard assembly.
3. Connect the speaker cable to the system board.



Post-requisites

Steps

Replace the [base cover](#).

Removing the touchpad

NOTE: 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

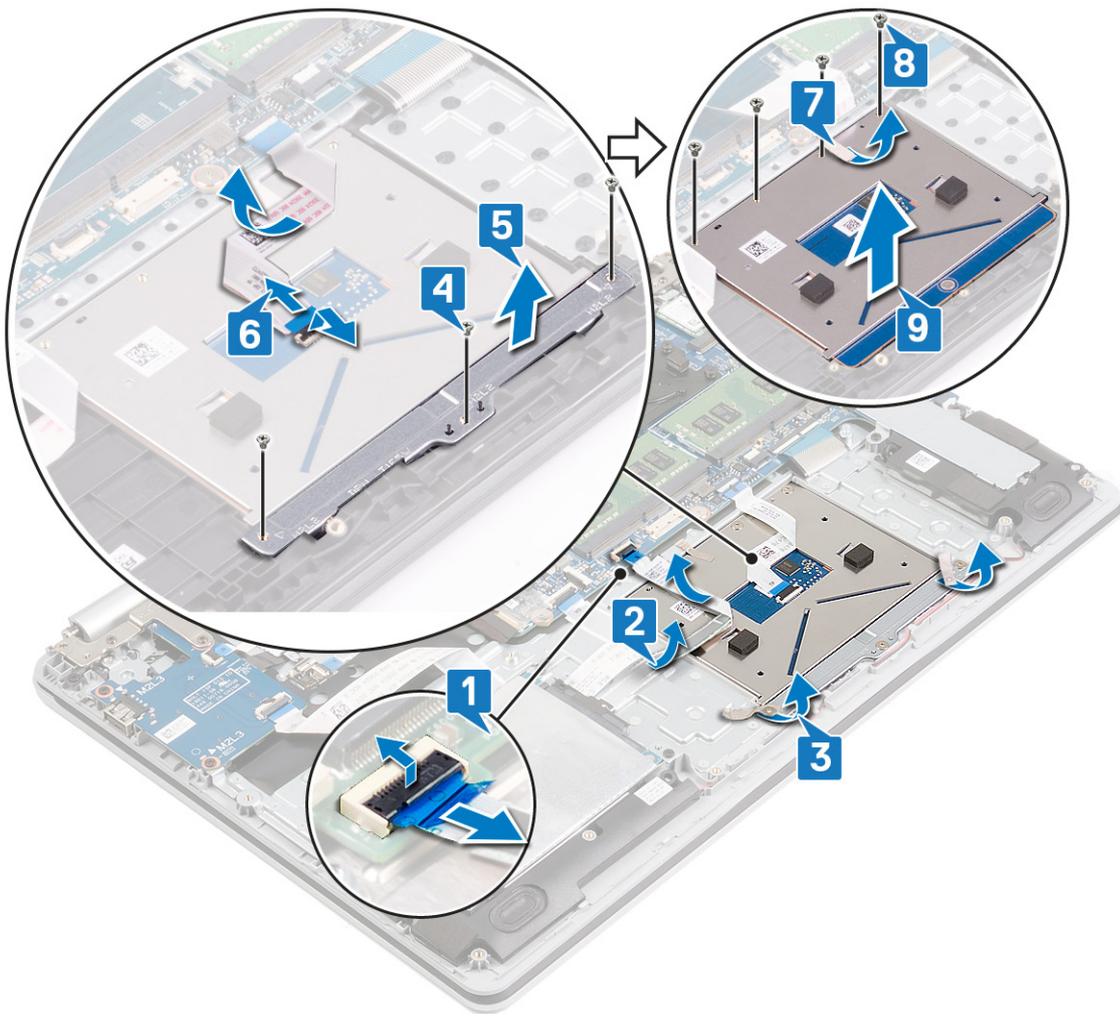
Steps

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

Procedure

Steps

1. Open the latch and disconnect the I/O-board cable from the system board.
2. Lift the I/O-board cable off the touchpad.
3. Peel the tapes that secure the touchpad bracket to the palm-rest and keyboard assembly.
4. Remove the three (M2x2) screws that secure the touchpad bracket to the palm-rest and keyboard assembly.
5. Lift the touchpad bracket off the palm-rest and keyboard assembly.
6. Open the latch and disconnect the touchpad cable from the touchpad.
7. Peel the tape that secures the touchpad to the palm-rest and keyboard assembly.
8. Remove the four screws (M2x2) that secure the touchpad to the palm-rest and keyboard assembly.
9. Slide and lift the touchpad off the palm-rest and keyboard assembly.



Replacing the touchpad

NOTE: 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.

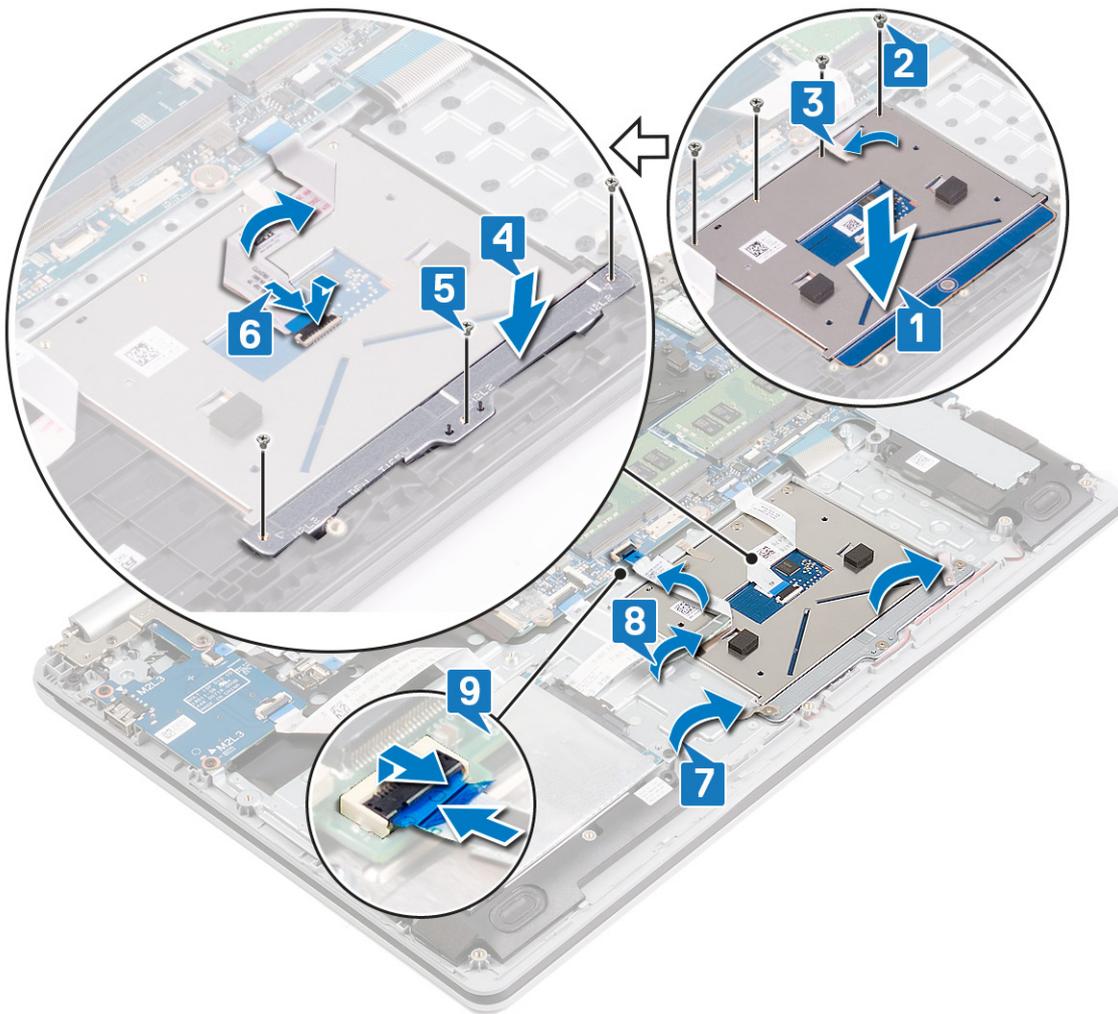
Procedure

About this task

NOTE: Ensure that the touchpad is aligned with the guides available on the palm-rest and keyboard assembly, and the gap on either sides of the touchpad is equal.

Steps

1. Slide and place the touchpad into the slot on the palm-rest and keyboard assembly.
2. Replace the four screws (M2x2) that secure the touchpad to the palm-rest and keyboard assembly.
3. Adhere the tape that secures the touchpad to the palm-rest and keyboard assembly.
4. Align the screw holes on the touchpad bracket to the screw holes on the palm-rest and keyboard assembly.
5. Replace the three screws (M2x2) that secure the touchpad bracket to the palm-rest and keyboard assembly.
6. Slide the touchpad cable into the touchpad connector on the touchpad and close the latch to secure the cable.
7. Adhere the tapes that secure the touchpad bracket to the palm-rest and keyboard assembly.
8. Place the I/O-board cable onto the touchpad.
9. Slide the I/O-board cable into the connector on the system board and close the latch to secure the cable.



Post-requisites

Steps

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

Removing the heat sink

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

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

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

Prerequisites

Steps

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

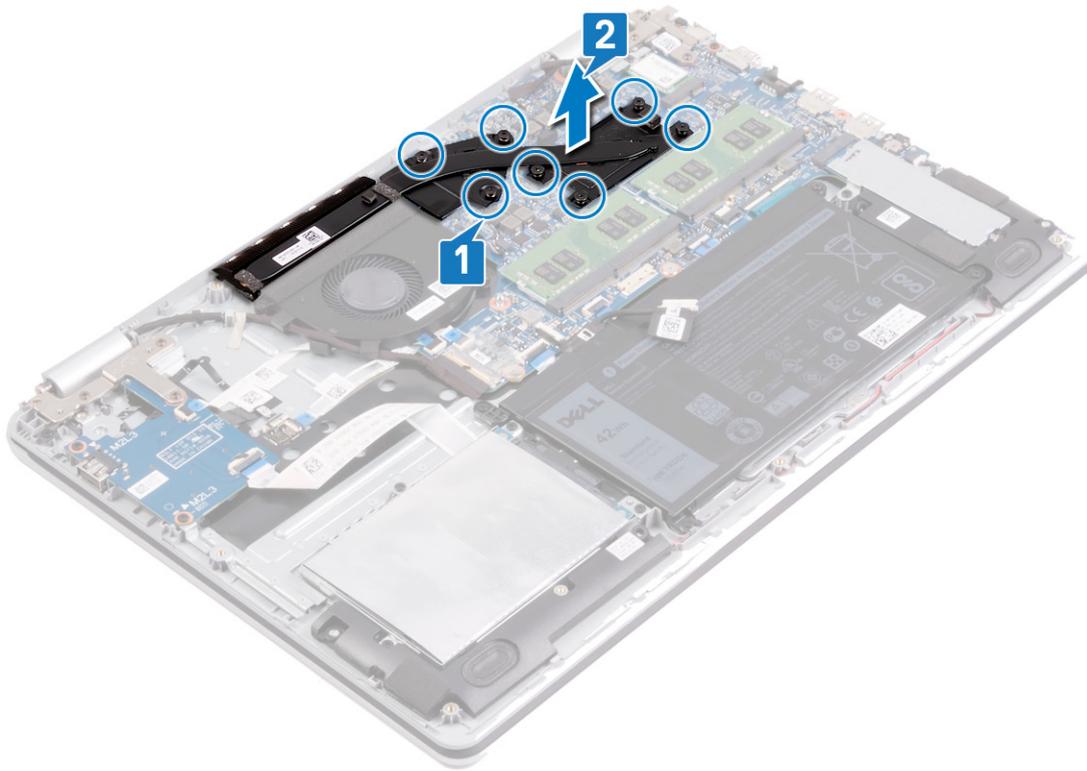
Procedure

About this task

- NOTE:** Depending on the configuration ordered, the number of captive screws on the heat sink may vary:
- Computers with discrete graphics: 7 captive screws
 - Computers without discrete graphics: 4 captive screws

Steps

1. In sequential order (1->2->3->4->...), loosen the captive screws that secure the heat sink to the system board.
2. Lift the heat sink off the system board.



Replacing the heat sink

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

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

NOTE: If either the system board or the heat sink is replaced, use the thermal pad/paste provided in the kit to ensure that thermal conductivity is achieved.

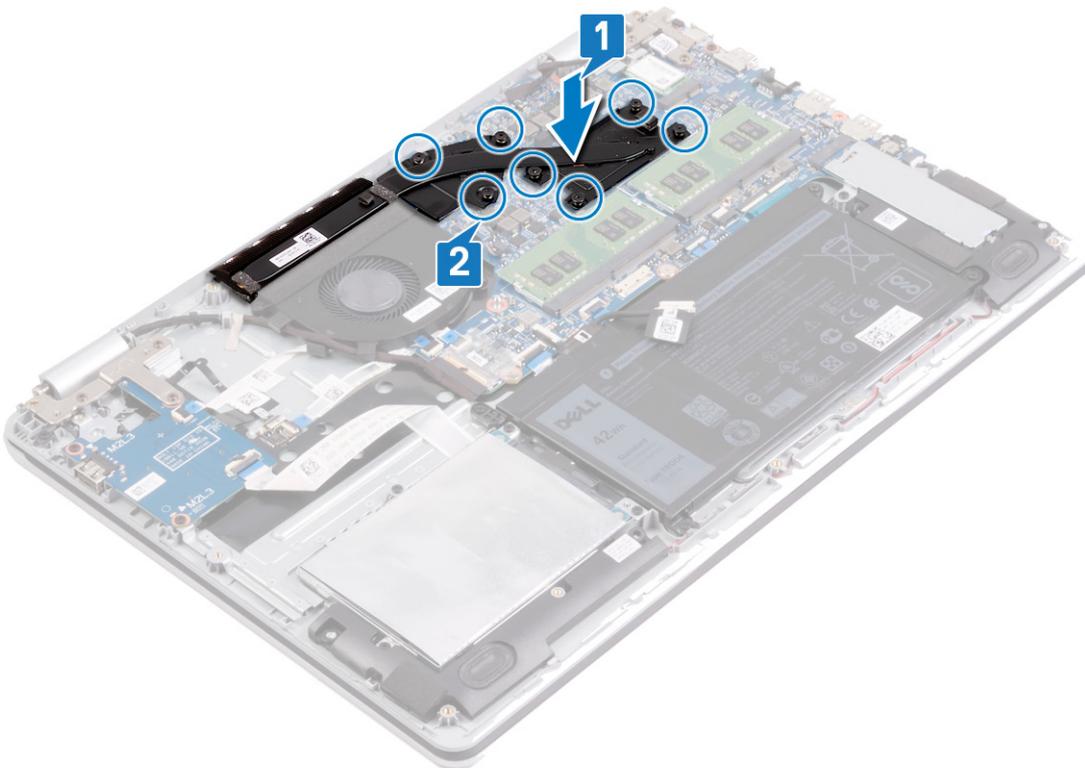
Procedure

About this task

- NOTE:** Depending on the configuration ordered, the number of captive screws on the heat sink may vary:
- Computers with discrete graphics: 7 captive screws
 - Computers without discrete graphics: 4 captive screws

Steps

1. Place the heat sink on the system board and align the screw holes on the heat sink with the screw holes on the system board.
2. Tighten the captive screws in the reverse order (...->4->3->2->1) to secure the heat sink to the system board.



Post-requisites

Steps

1. Replace the fan.
2. Replace the base cover.

Removing the power-adapter port

NOTE: 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.

Removing the display assembly

NOTE: 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

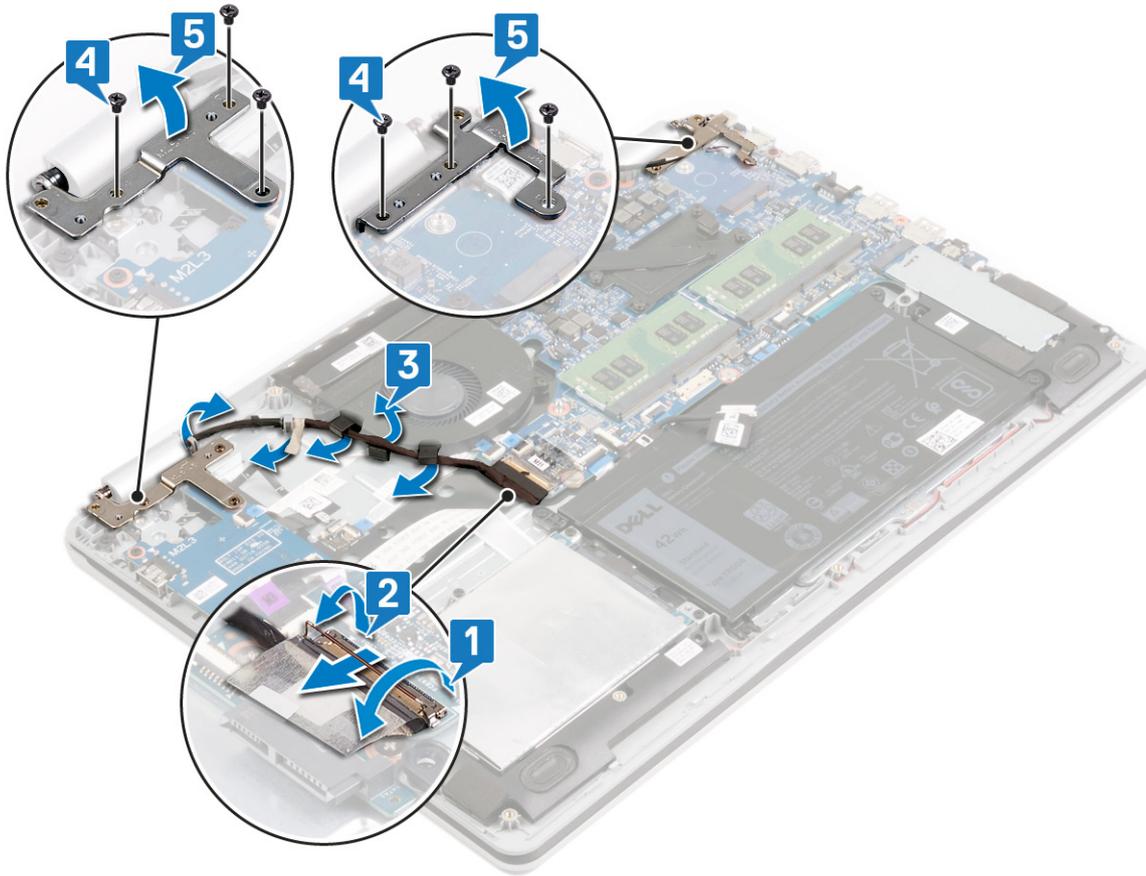
Steps

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

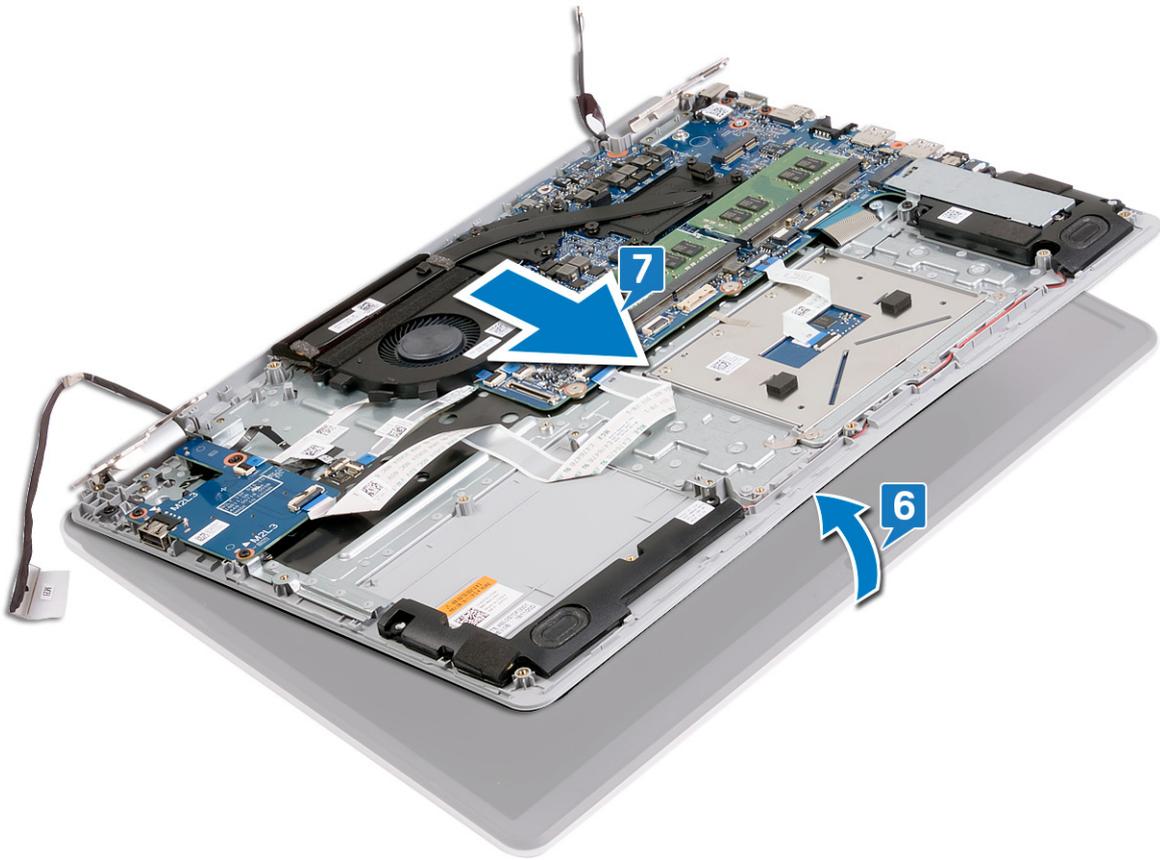
Procedure

Steps

1. Peel the tape that secures the display-cable connector latch to the system board.
2. Open the latch and disconnect the display cable from the system board.
3. Note the routing of the display cable and remove the cable from its routing guides on the fan and palm-rest and keyboard assembly.
4. Remove the six screws (M2.5x5) that secure the left and right hinges to the system board and palm-rest and keyboard assembly.
5. Open the hinges.



6. Lift the palm-rest and keyboard assembly at an angle.
7. Slide and remove the palm-rest and keyboard assembly off the display assembly.



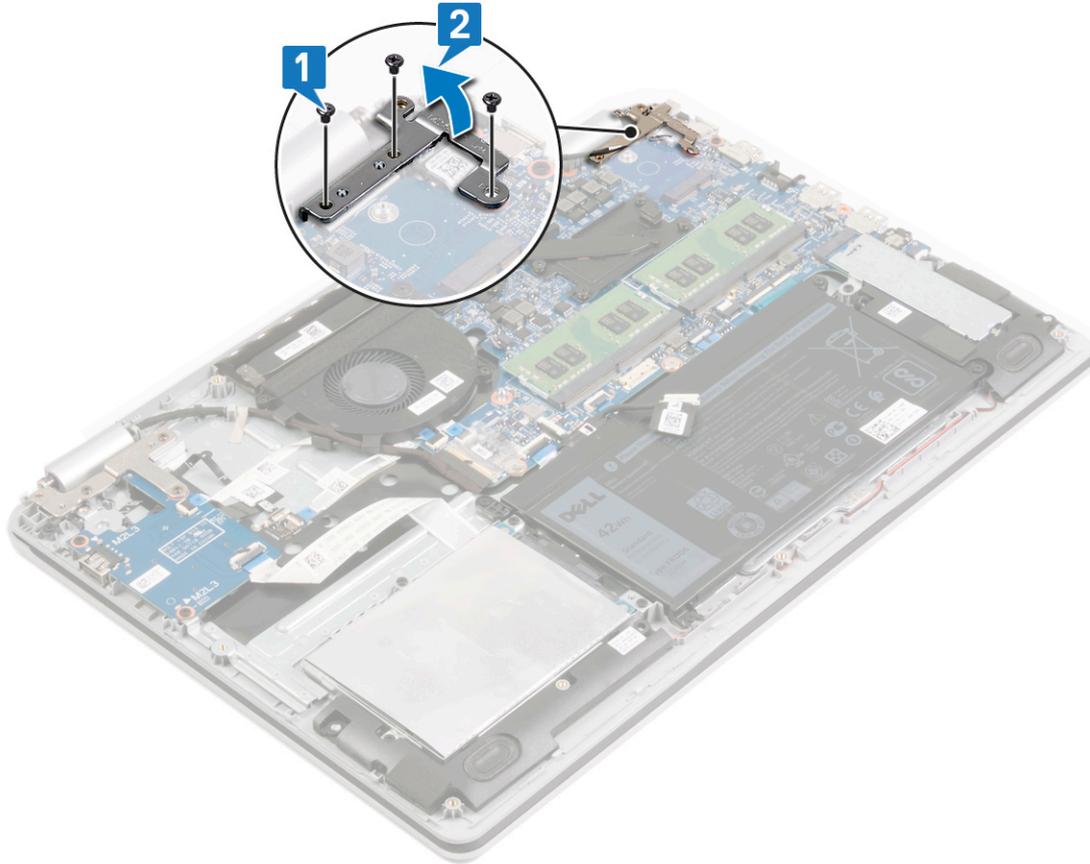
8. After performing all the above steps, you are left with display assembly.



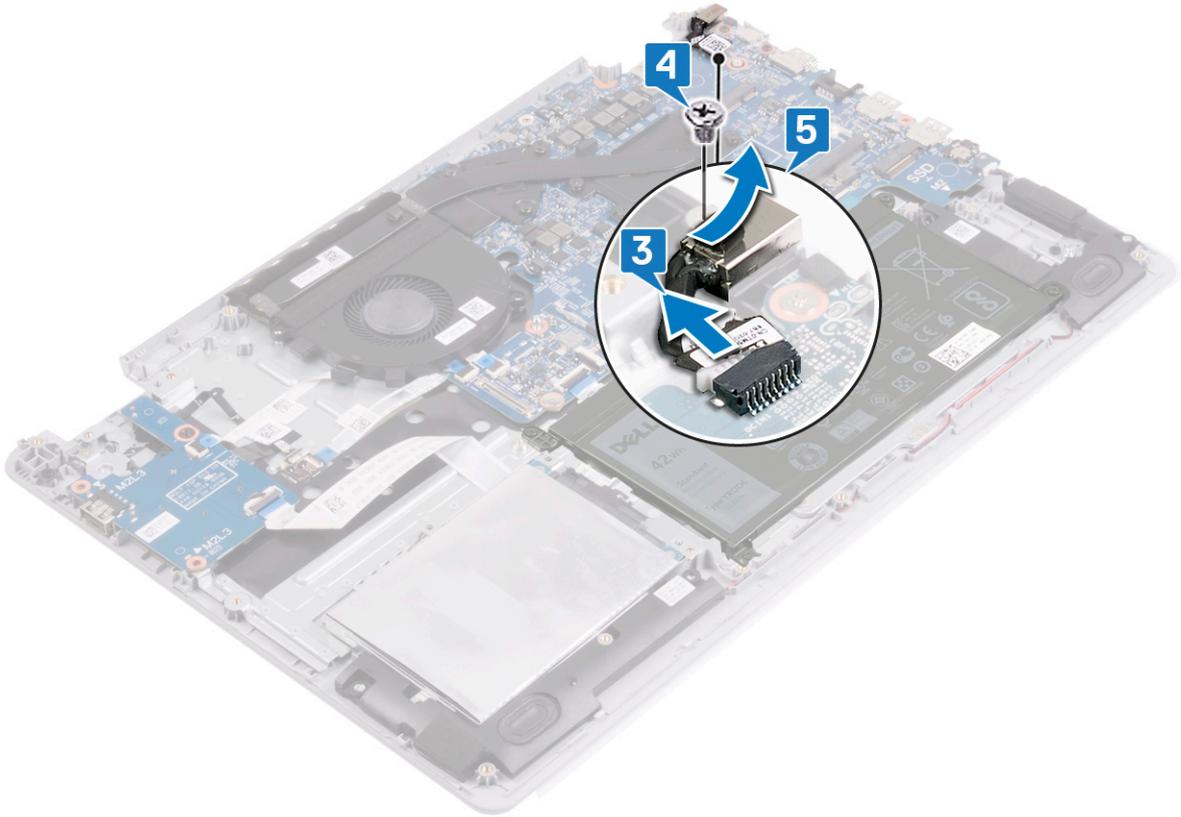
Procedure

Steps

1. Remove the three screws (M2.5x5) that secure the right hinge to the system board and palm-rest and keyboard assembly.
2. Lift the right hinge.



3. Disconnect the power-adaptor port cable from the system board.
4. Remove the screw (M2x3) that secures the power-adaptor port to the palm-rest and keyboard assembly.
5. Lift the power-adaptor port, along with its cable, off the palm-rest and keyboard assembly.



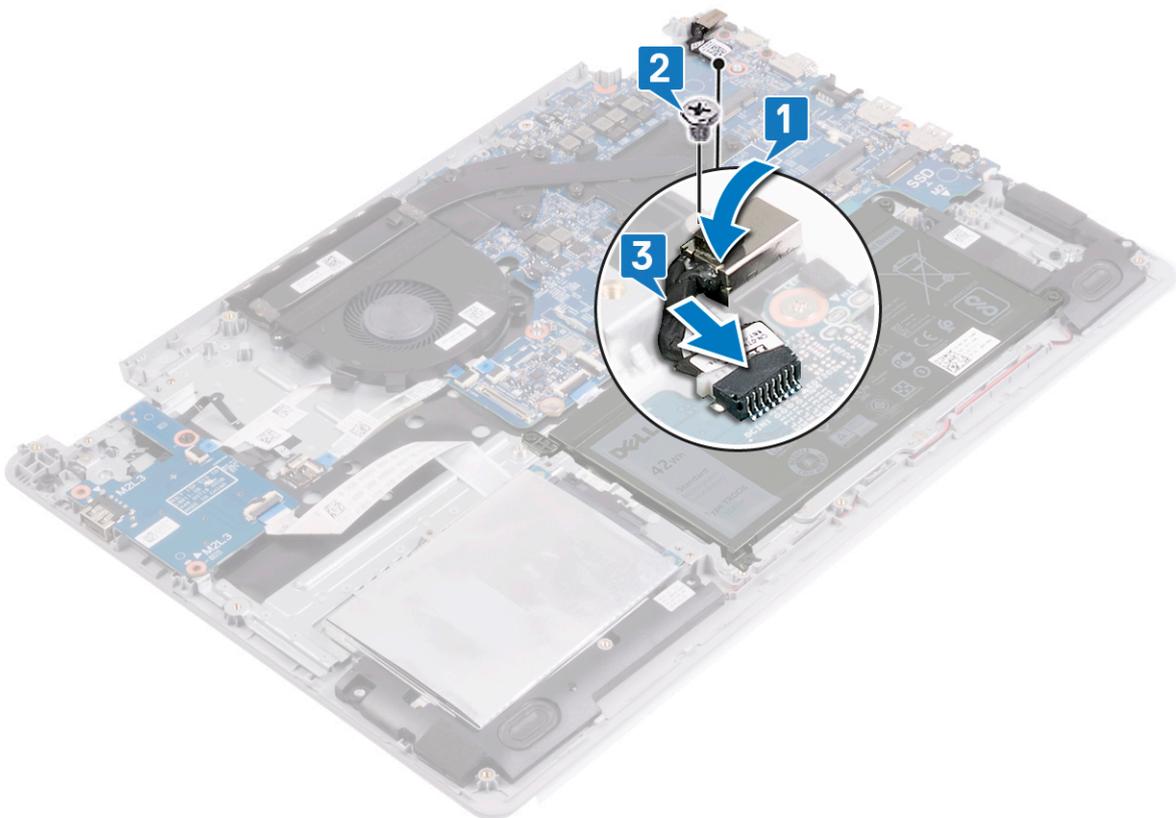
Replacing the power-adapter port

NOTE: 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.

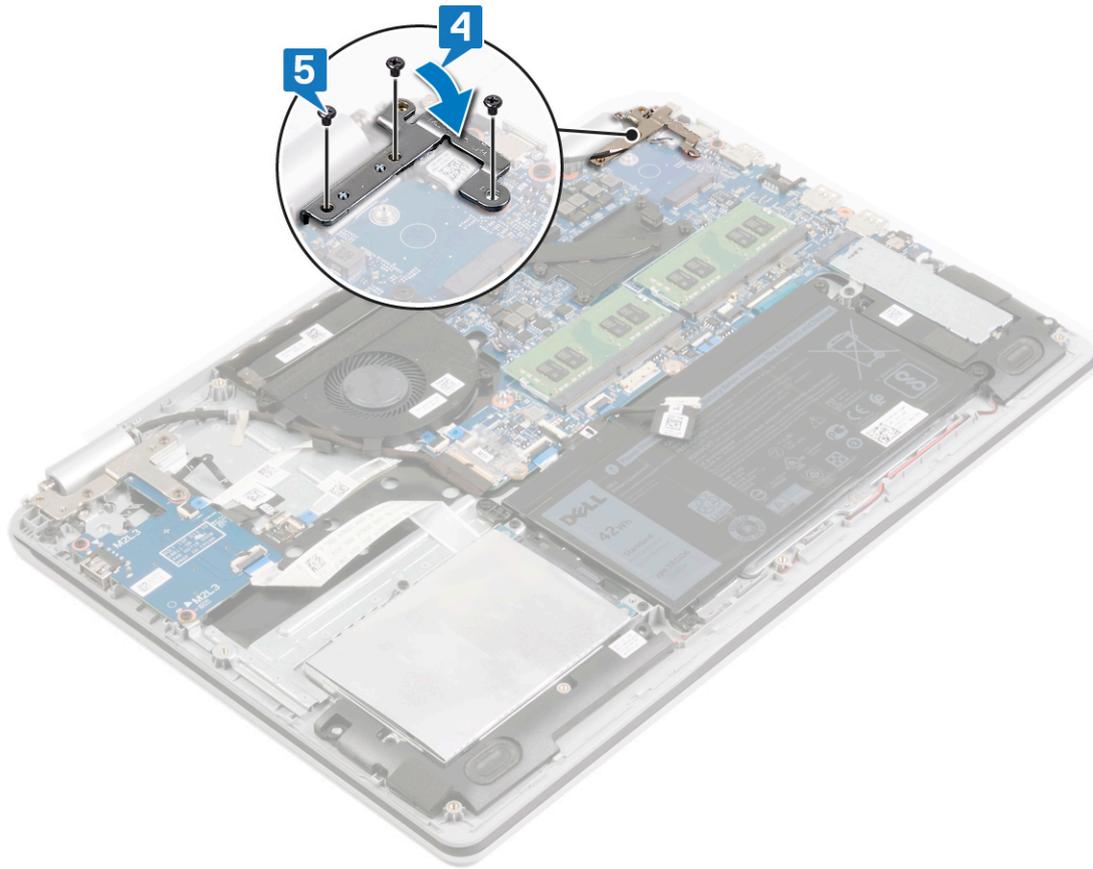
Procedure

Steps

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



4. Close the right hinge.
5. Replace the three screws (M2.5x5) that secure the right hinge to the system board and palm-rest assembly.



Replacing the display assembly

NOTE: 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.

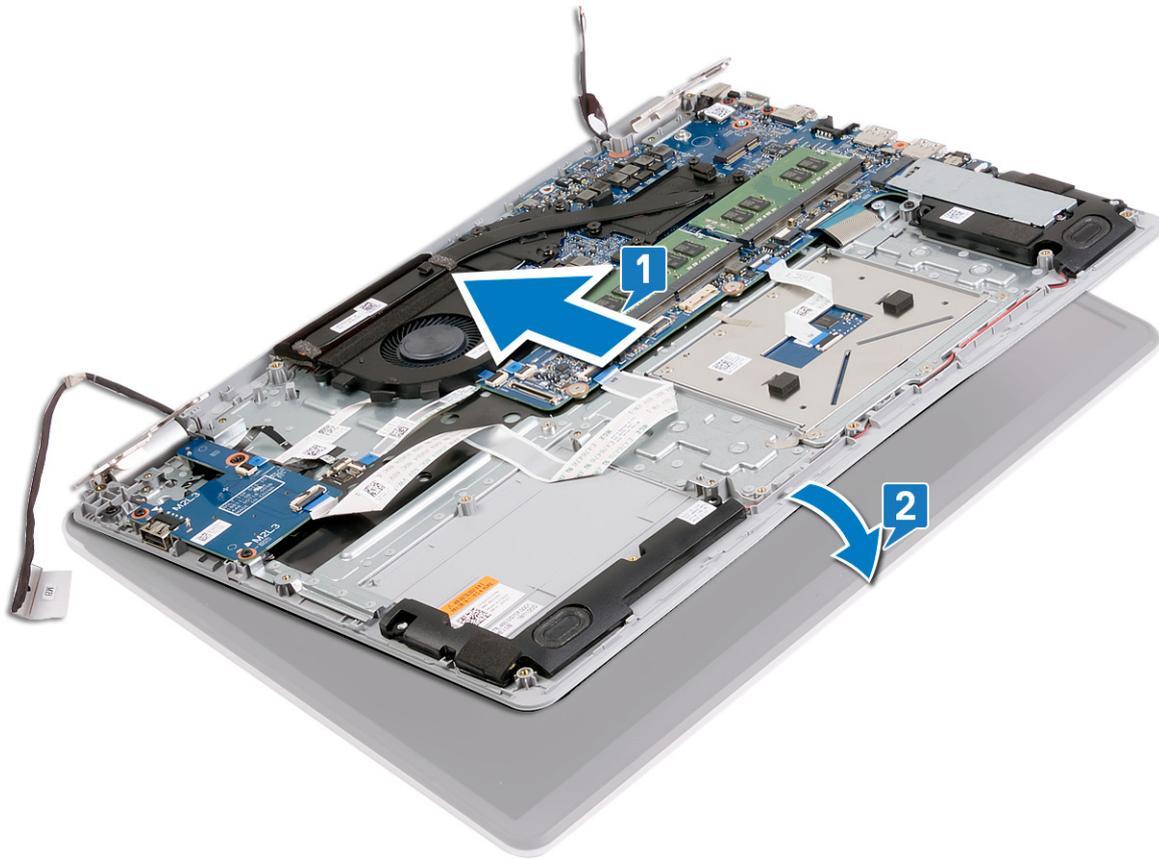
Procedure

About this task

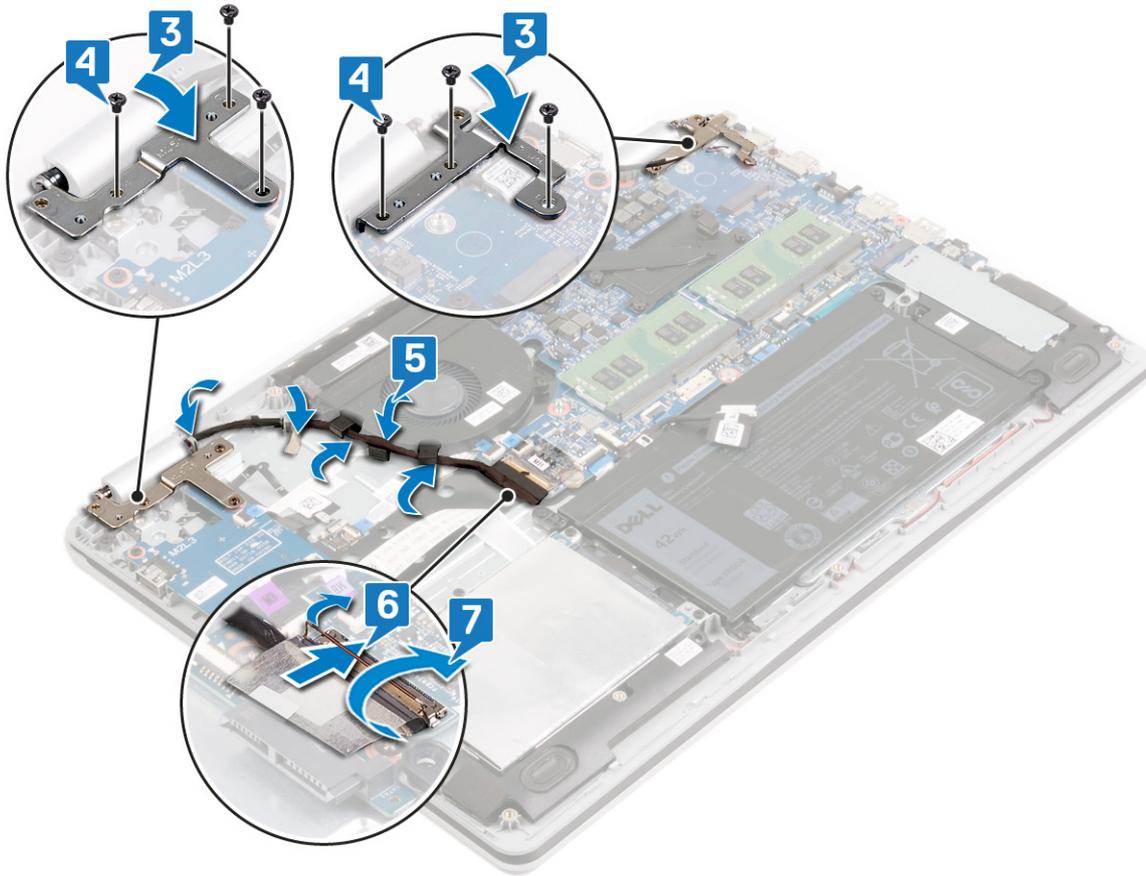
NOTE: Ensure that the hinges are opened to the maximum before replacing the display assembly on palm-rest and keyboard assembly.

Steps

1. Slide the palm-rest and keyboard assembly under the hinges on the display assembly
2. Place and align the palm-rest and keyboard assembly on the display assembly.



3. Using the alignment posts, press the hinges down on the system board and the palm-rest and keyboard assembly.
4. Replace the six screws (M2.5x5) that secure the left and right hinges to the system board and palm-rest and keyboard assembly.
5. Route the display cable through the routing guides on the fan and the palm-rest and keyboard assembly.
6. Slide the display cable to the connector on the system board and close the latch to secure the cable.
7. Replace the tape that secures the display-cable latch to the system board.



Post-requisites

Steps

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

Removing the I/O board

 **NOTE:** 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

Prerequisites

 **CAUTION:** Disconnecting the I/O board resets the BIOS setup program's settings to default. Before disconnecting the I/O board, it is recommended to note the BIOS setup program's settings.

Steps

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

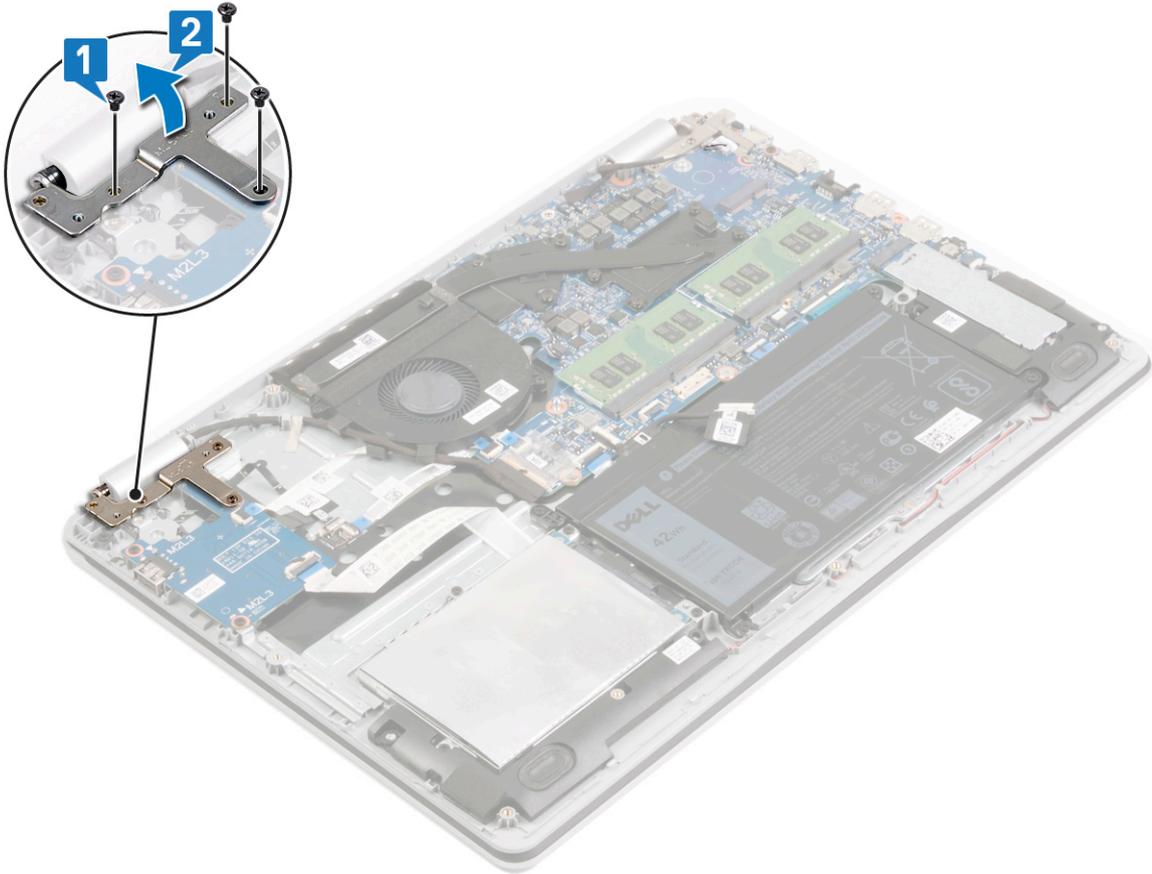
Procedure

About this task

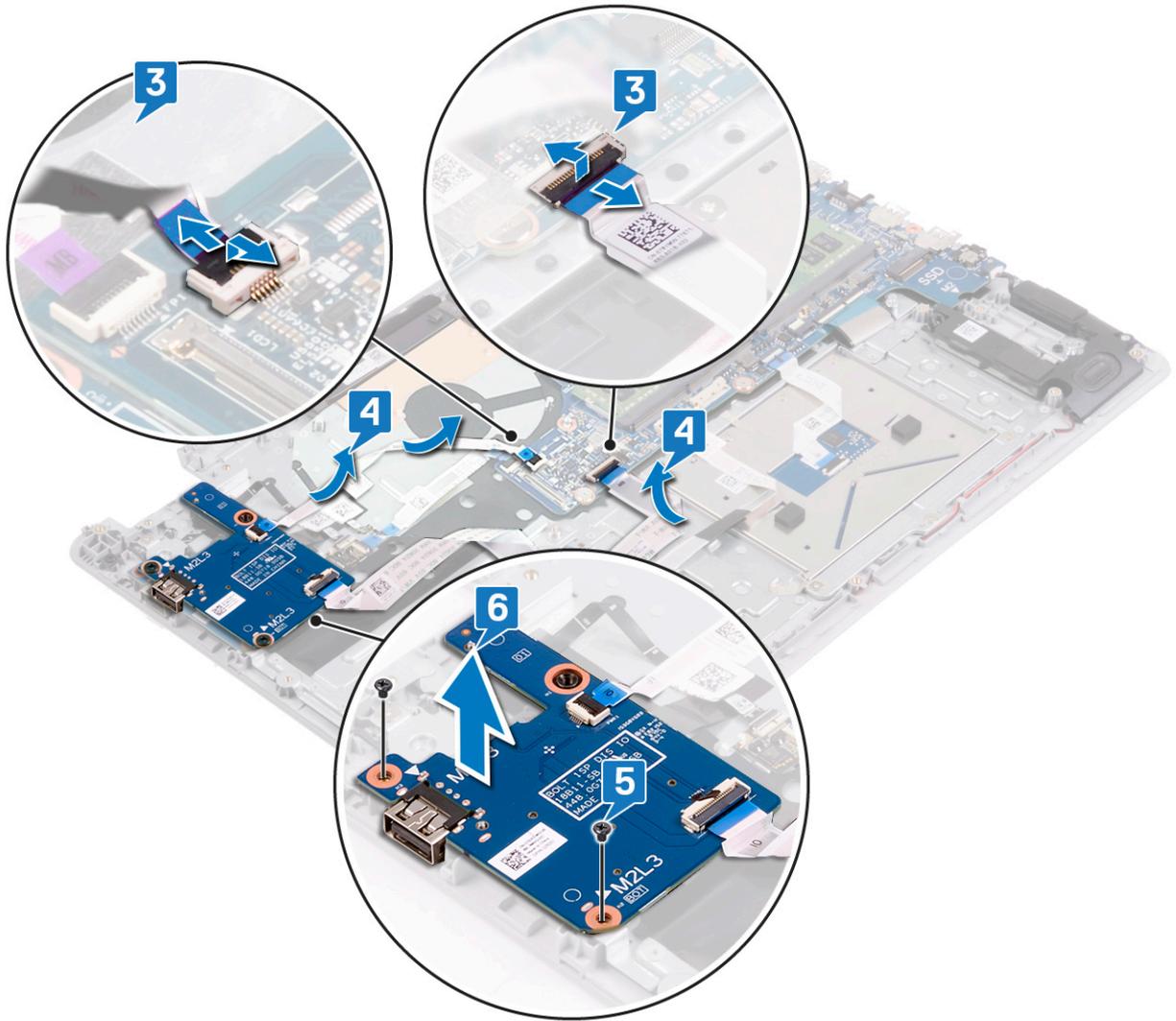
 **CAUTION:** Disconnecting the I/O board resets the BIOS setup program's settings to default. Before disconnecting the I/O board, it is recommended to note the BIOS setup program's settings.

Steps

1. Remove the three screws (M2.5x5) that secure the left hinge to the palm-rest and keyboard assembly.
2. Lift the left hinge.



3. Open the latches and disconnect the I/O-board cables from the system board.
4. Peel the I/O-board cables from the palm-rest and keyboard assembly.
5. Remove the two screws (M2x3) that secure the I/O board to the palm-rest and keyboard assembly.
6. Lift the I/O board, along with the cable, off the palm-rest and keyboard assembly.



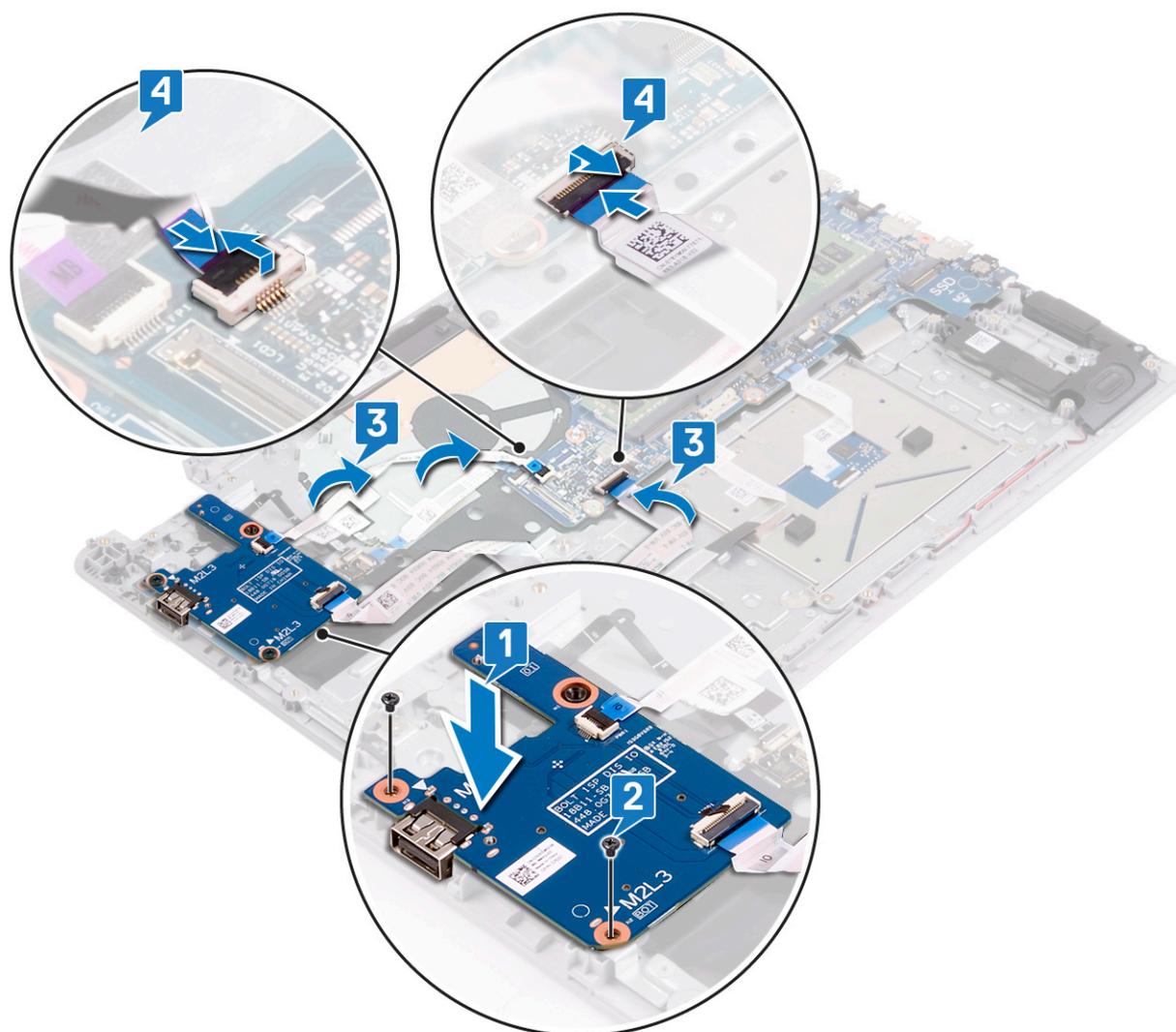
Replacing the I/O board

NOTE: 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.

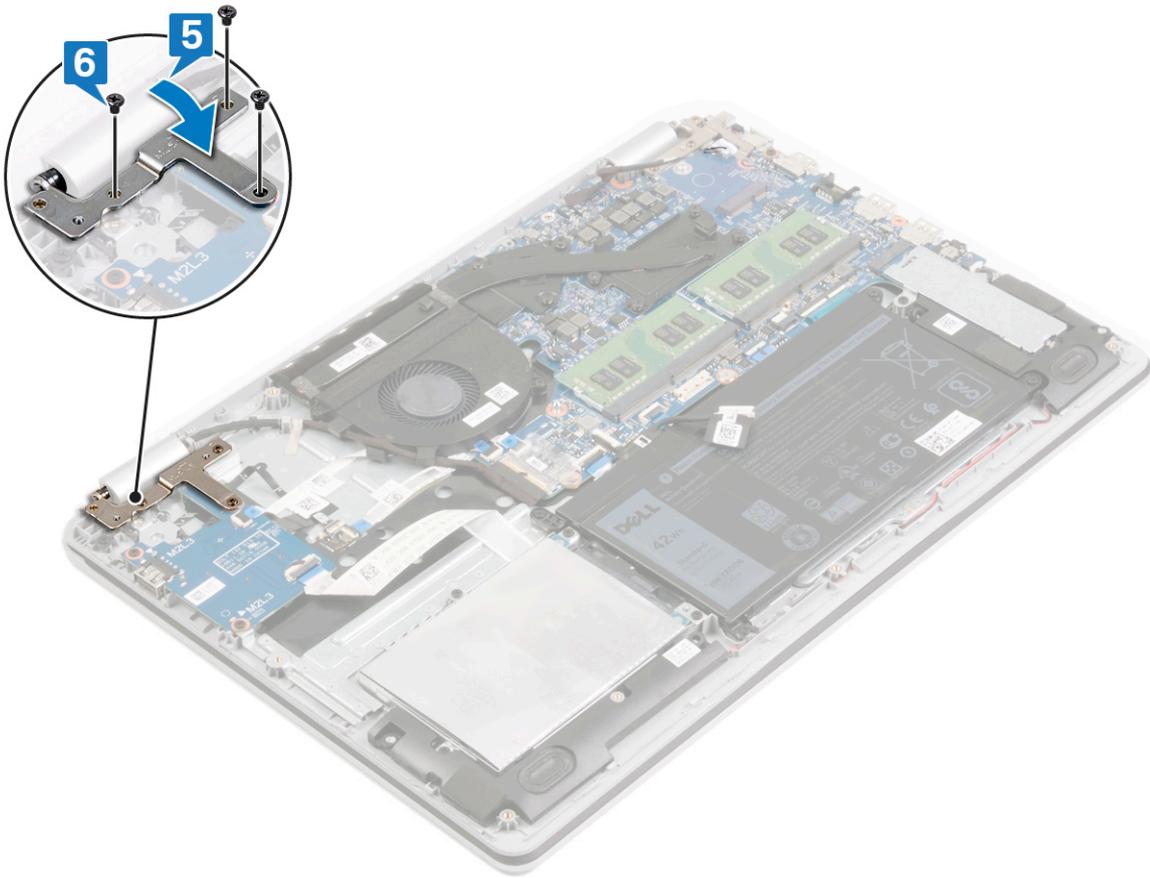
Procedure

Steps

1. Using the alignment posts, place the I/O board on the palm-rest and keyboard assembly.
2. Replace the two screws (M2x3) that secure the I/O board to the palm-rest and keyboard assembly.
3. Adhere the I/O-board cables to the palm-rest and keyboard assembly.
4. Connect the I/O-board cables to the system board and close the latches to secure the cables.



5. Close the left hinge.
6. Replace the three screws (M2.5x5) that secure the left hinge to the palm-rest and keyboard assembly.



Post-requisites

Steps

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

Removing the coin-cell battery

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

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

Prerequisites

Prerequisites

CAUTION: Removing the coin-cell battery resets the BIOS setup program's settings to default. Before removing the I/O board along with the coin-cell battery, it is recommended to note the BIOS setup program's settings.

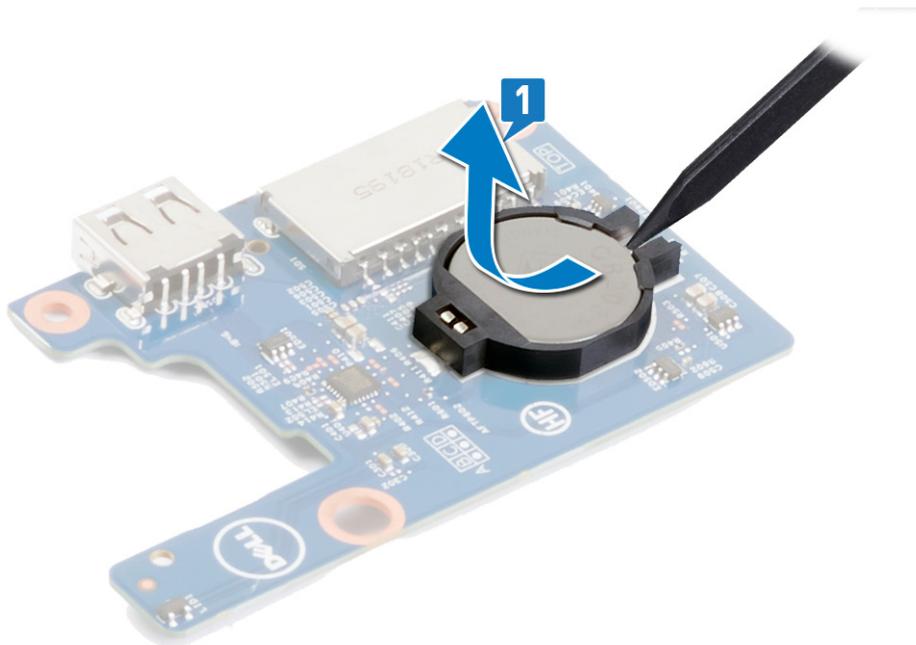
Steps

1. Remove the [base cover](#).
2. Remove the [battery](#).
3. Remove the [hard drive](#).
4. Remove the [I/O board](#).

Procedure

Steps

Using a plastic scribe, gently pry the coin-cell battery out of the battery socket on the I/O board.



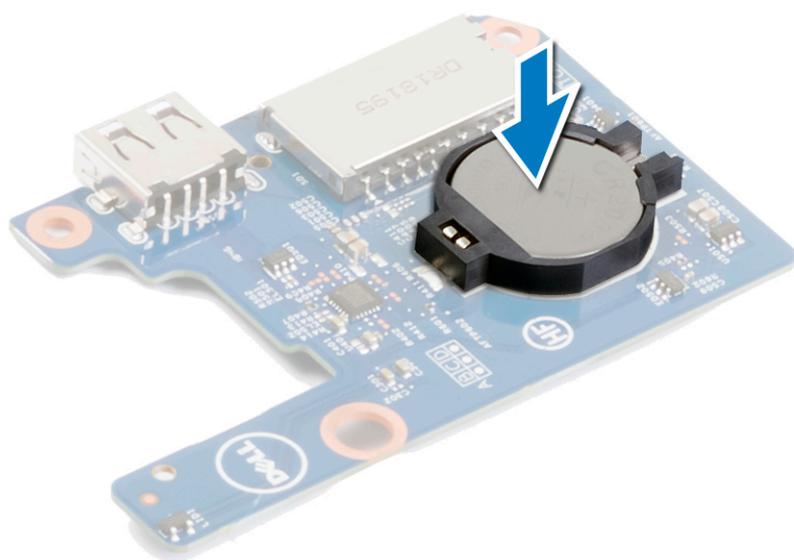
Replacing the coin-cell battery

NOTE: 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

Steps

With the positive-side facing up, snap the coin-cell battery into the battery socket on the I/O board.



Post-requisites

Steps

1. Replace the [I/O board](#).
2. Replace the [hard drive](#).
3. Replace the [battery](#).
4. Replace the [base cover](#).

Removing the power-button board

NOTE: 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

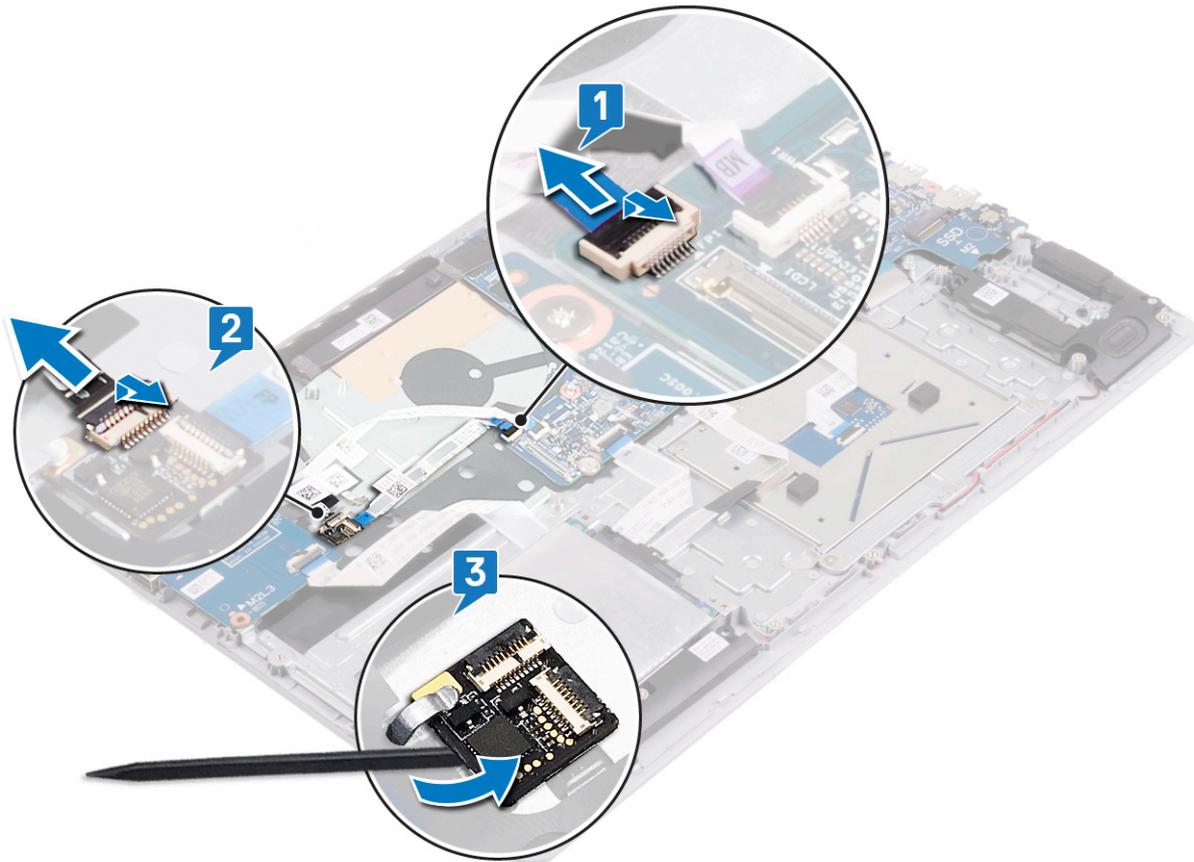
Steps

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

Procedure

Steps

1. Open the latch and disconnect the power-button board cable from the system board.
2. Open the latch and disconnect the power-button cable from the power-button board.
3. Using a plastic scribe, pry and peel the power-button board along with its cable from the palm-rest and keyboard assembly.



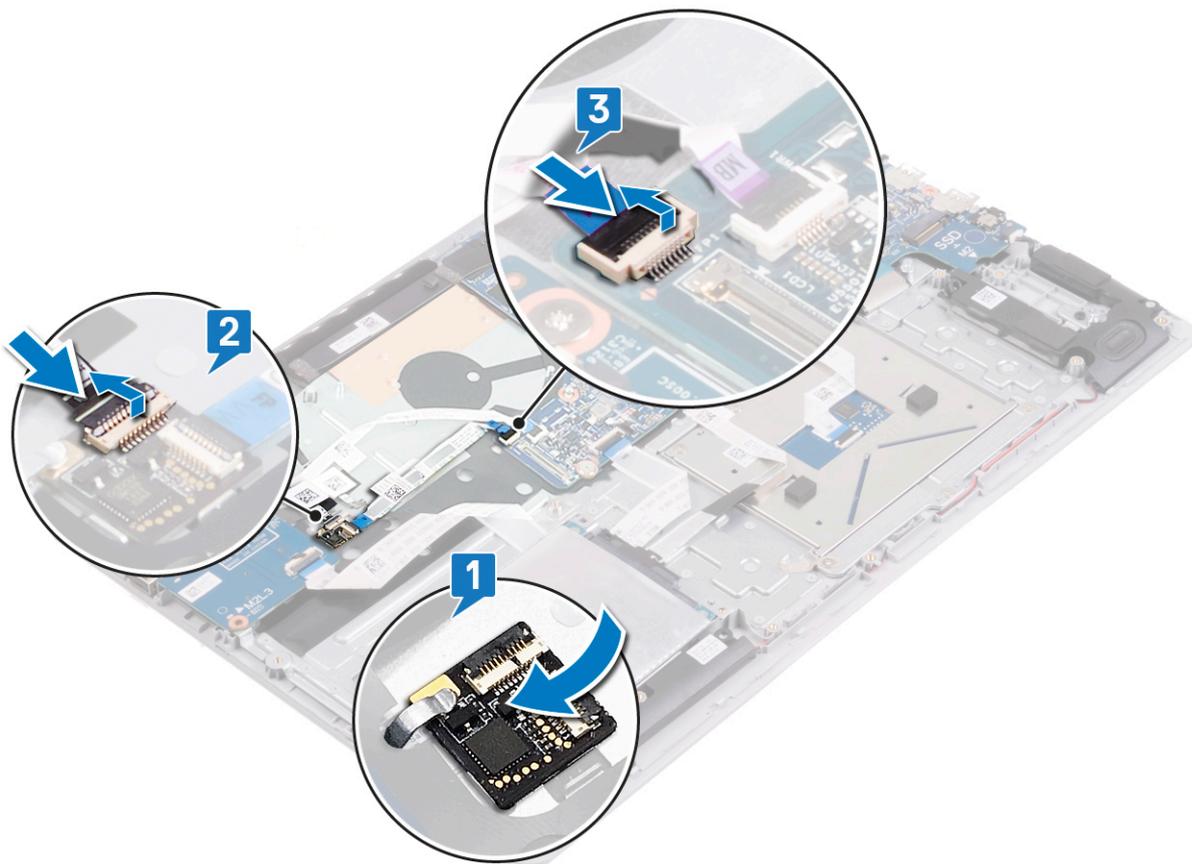
Replacing the power-button board

NOTE: 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

Steps

1. Using the clip and alignment posts, slide and adhere the power-button board and its cable to the palm-rest and keyboard assembly.
2. Slide the power-button cable into the connector on the power-button board and close the latch to secure the cable.
3. Slide the power-button board cable into the connector on the system board and close the latch to secure the cable.



Post-requisites

Steps

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

Removing the power button with fingerprint reader

NOTE: 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

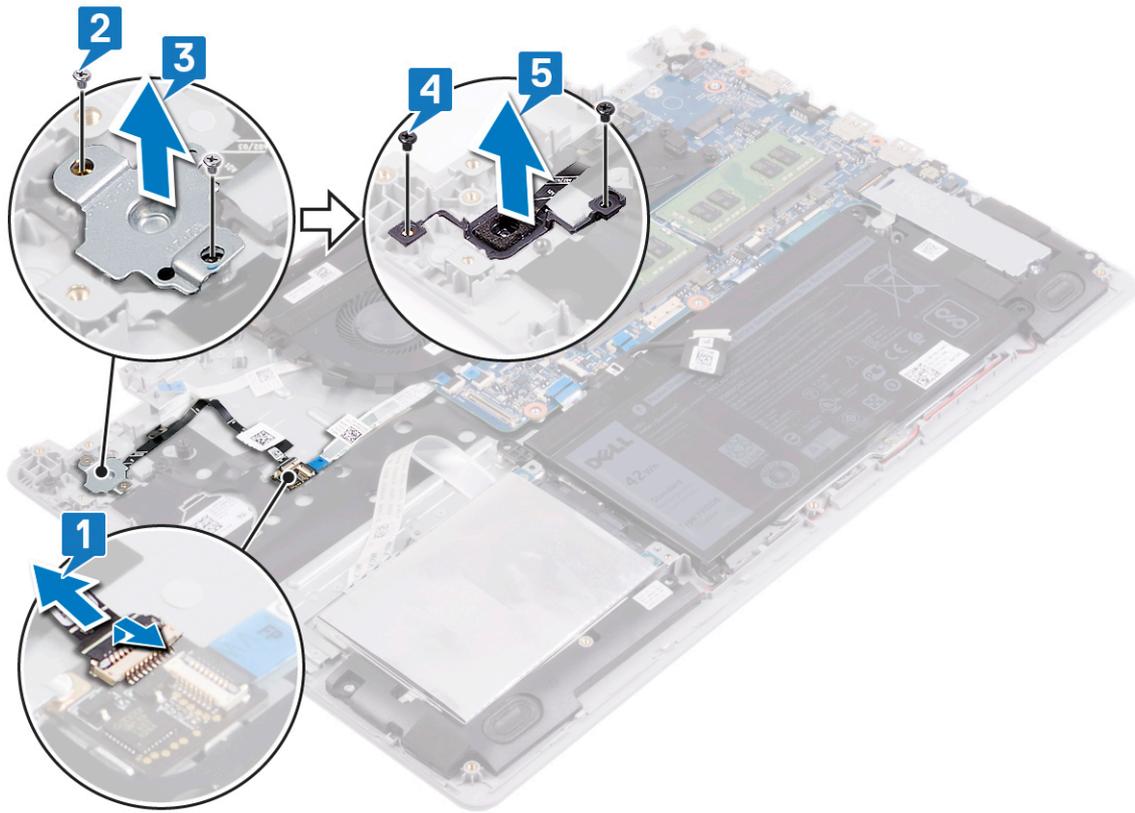
Steps

1. Remove the [base cover](#).
2. Remove the [battery](#).
3. Remove the [hard drive](#).
4. Remove the [I/O board](#).

Procedure

Steps

1. Open the latch and disconnect the power-button cable from the power-button board.
2. Remove the two screws (M2x2) that secure the power-button bracket to the palm-rest and keyboard assembly.
3. Lift the power-button bracket off the palm-rest and keyboard assembly.
4. Remove the two screws (M2x2) that secure the power button to the palm-rest and keyboard assembly.
5. Lift the power button, along with its cable, off the palm-rest and keyboard assembly.



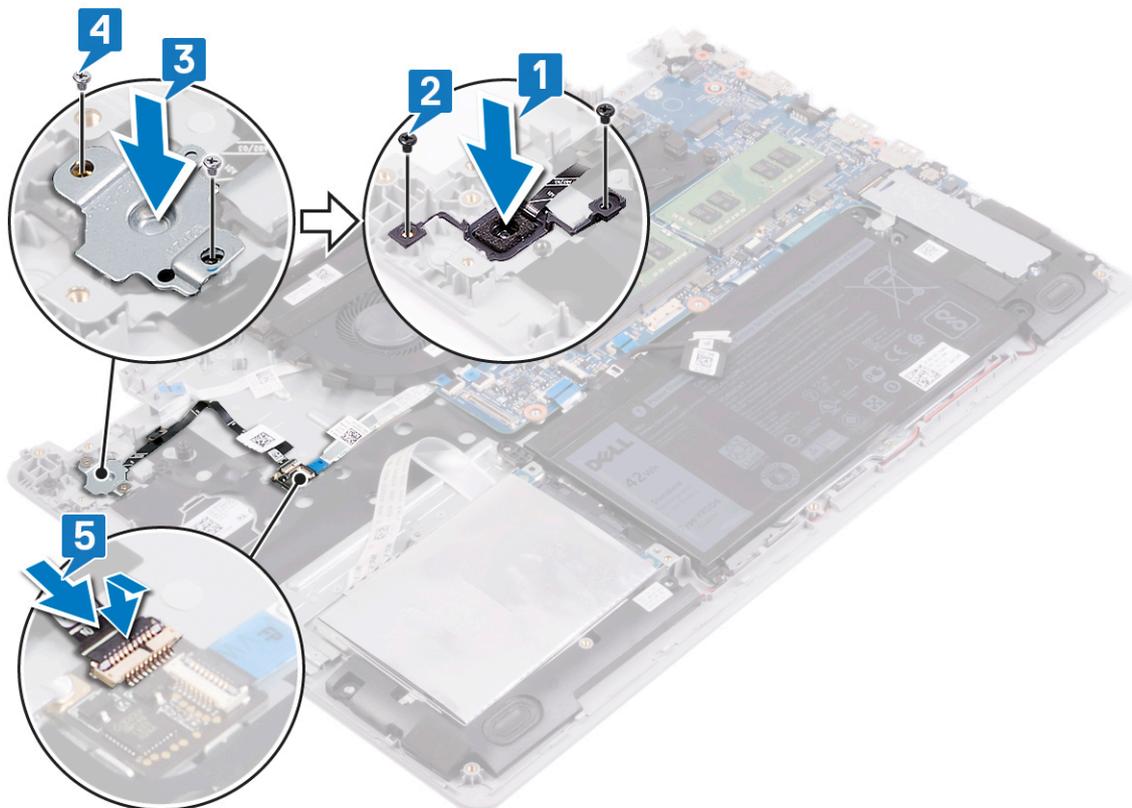
Replacing the power button with fingerprint reader

NOTE: 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

Steps

1. Place the power button into the slot on the palm-rest and keyboard assembly.
2. Replace the two screws (M2x2) that secure the power button to the palm-rest and keyboard assembly.
3. Align the screw holes on the power-button bracket with the screw holes on the palm-rest and keyboard assembly.
4. Replace the two screws (M2x2) that secure the power-button bracket to the palm-rest and keyboard assembly.
5. Connect the power-button cable to the power-button board.
6. Adhere the power-button cable on the palm-rest and keyboard assembly.



Post-requisites

Steps

1. Replace the [I/O board](#).
2. Replace the [hard drive](#).
3. Replace the [battery](#).
4. Replace the [base cover](#).

Removing the display assembly

NOTE: 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

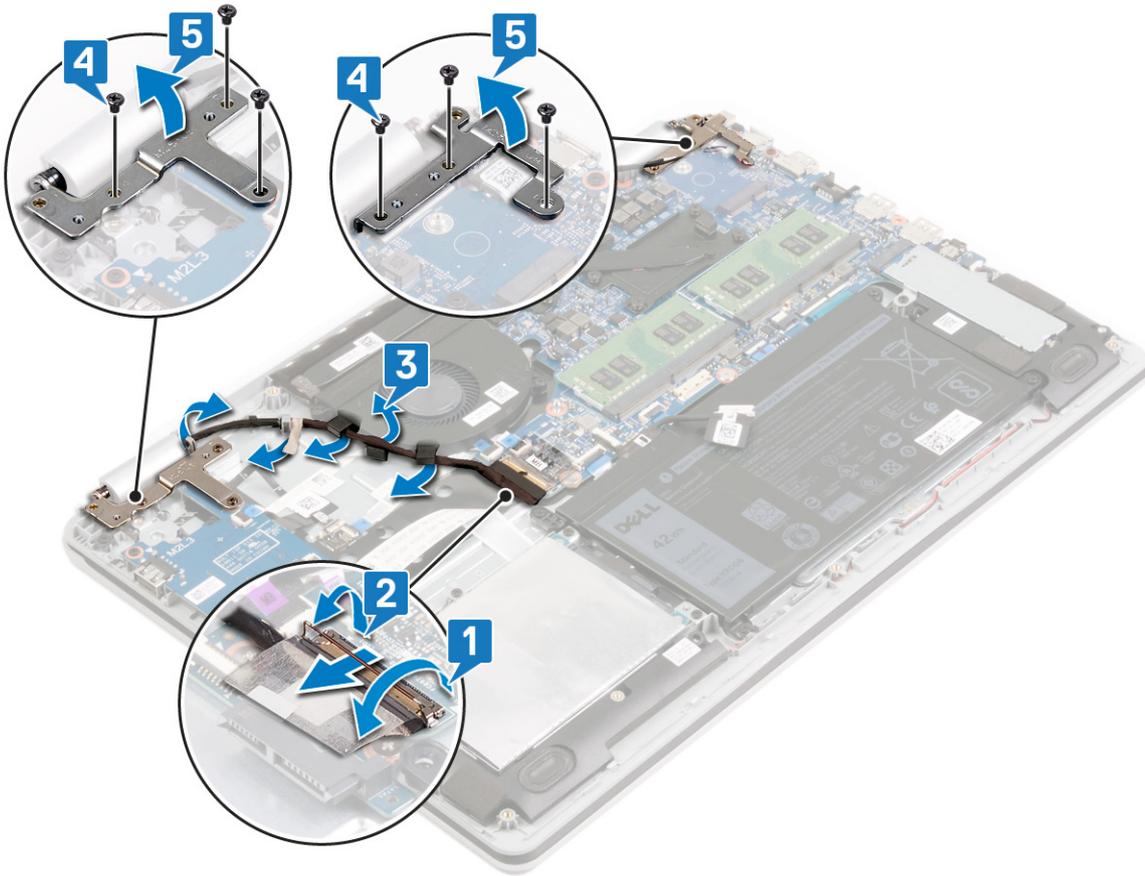
Steps

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

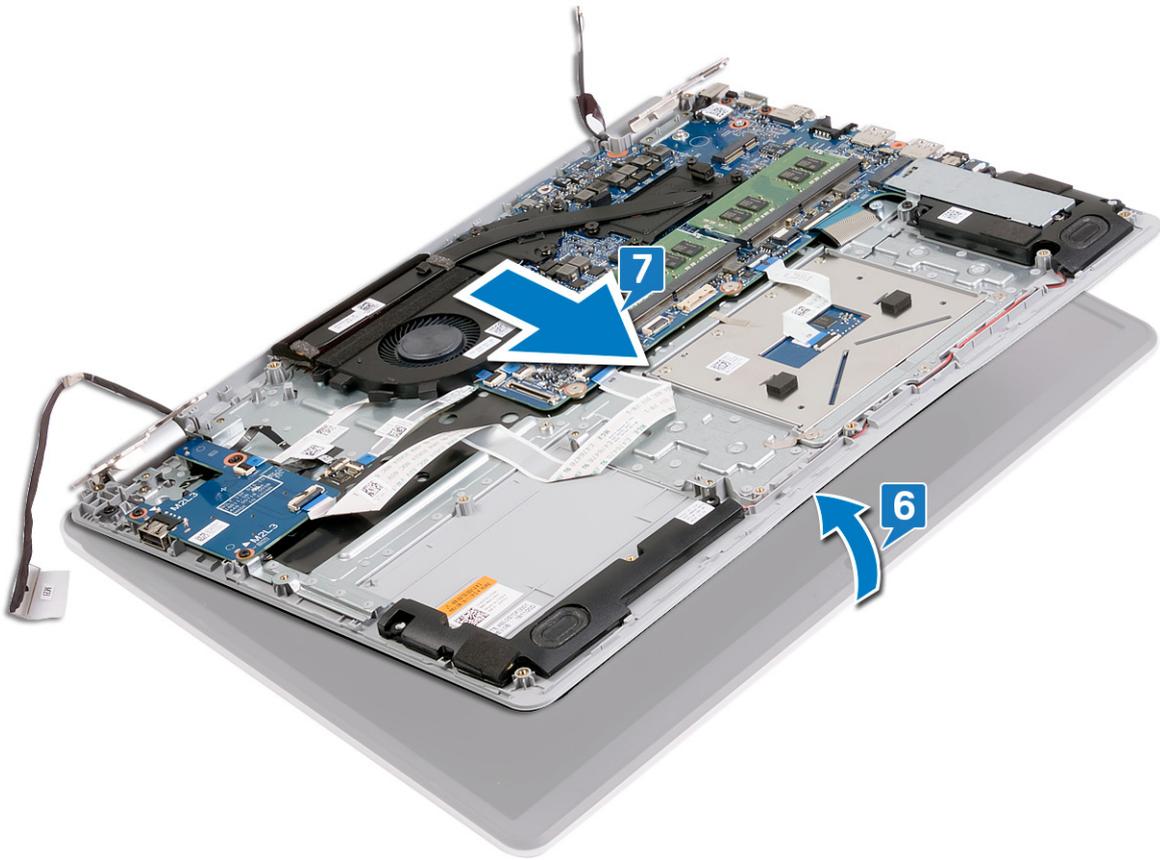
Procedure

Steps

1. Peel the tape that secures the display-cable connector latch to the system board.
2. Open the latch and disconnect the display cable from the system board.
3. Note the routing of the display cable and remove the cable from its routing guides on the fan and palm-rest and keyboard assembly.
4. Remove the six screws (M2.5x5) that secure the left and right hinges to the system board and palm-rest and keyboard assembly.
5. Open the hinges.



6. Lift the palm-rest and keyboard assembly at an angle.
7. Slide and remove the palm-rest and keyboard assembly off the display assembly.



8. After performing all the above steps, you are left with display assembly.



Replacing the display assembly

NOTE: 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.

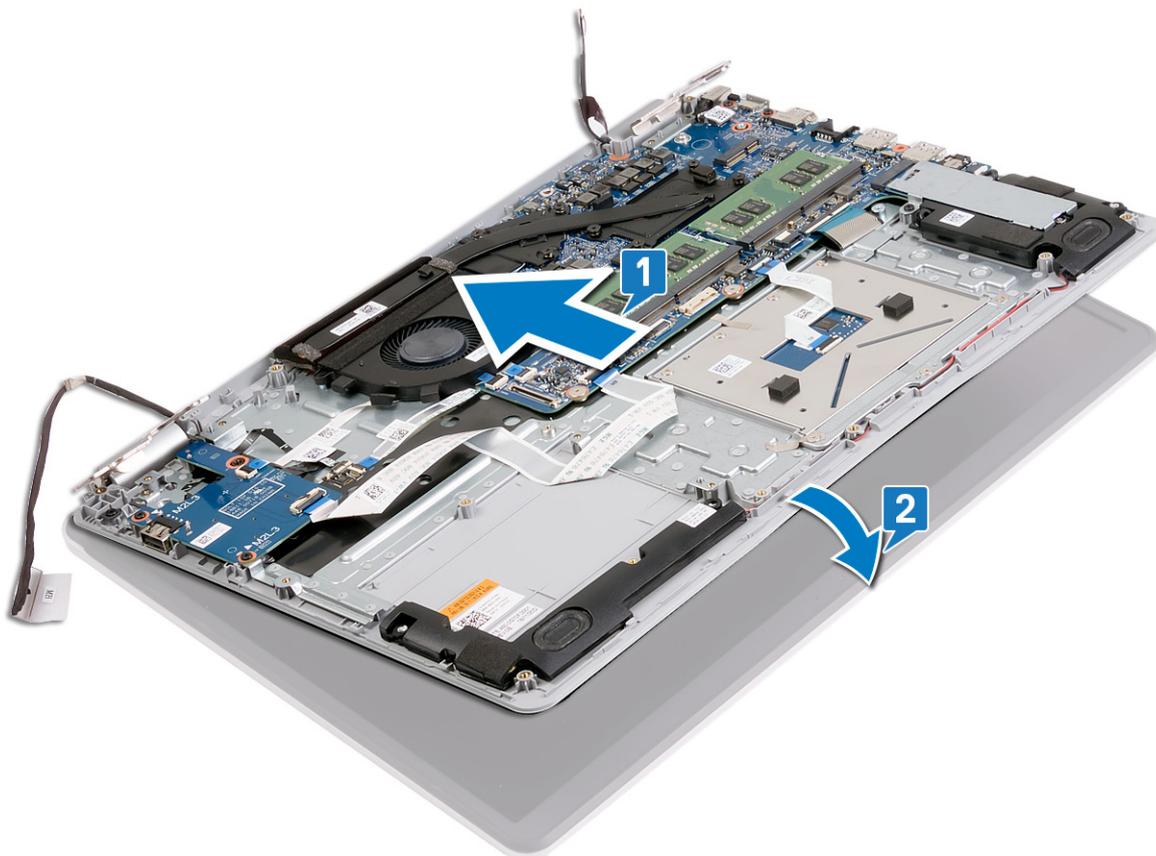
Procedure

About this task

NOTE: Ensure that the hinges are opened to the maximum before replacing the display assembly on palm-rest and keyboard assembly.

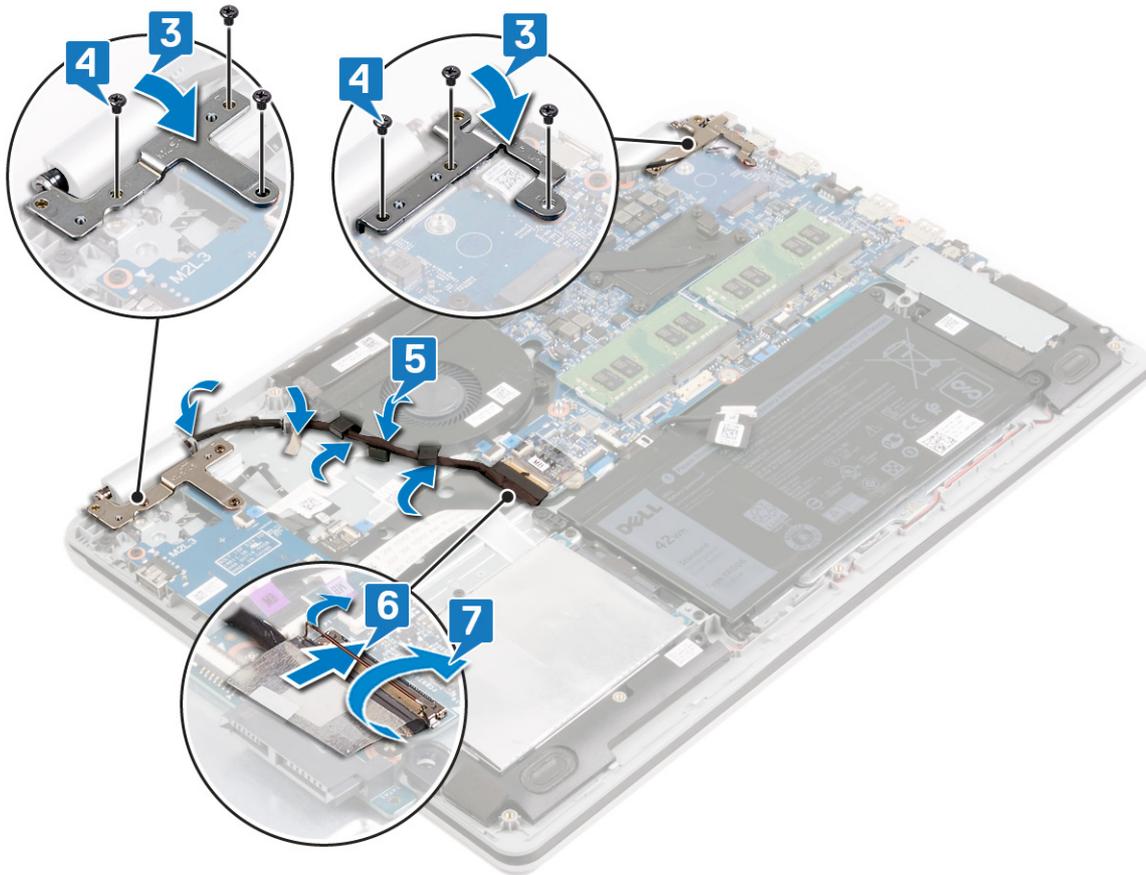
Steps

1. Slide the palm-rest and keyboard assembly under the hinges on the display assembly
2. Place and align the palm-rest and keyboard assembly on the display assembly.



3. Using the alignment posts, press the hinges down on the system board and the palm-rest and keyboard assembly.
4. Replace the six screws (M2.5x5) that secure the left and right hinges to the system board and palm-rest and keyboard assembly.
5. Route the display cable through the routing guides on the fan and the palm-rest and keyboard assembly.

6. Slide the display cable to the connector on the system board and close the latch to secure the cable.
7. Replace the tape that secures the display-cable latch to the system board.



Post-requisites

Steps

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

Removing the system board

- NOTE:** Before working inside your computer, read the safety information that shipped with your computer and follow the steps in [Before working inside your computer](#). After working inside your computer, follow the instructions in [After working inside your computer](#). For more safety best practices, see the Regulatory Compliance home page at www.dell.com/regulatory_compliance.
- NOTE:** Your computer's Service Tag is stored in the system board. You must enter the Service Tag in the BIOS setup program after you replace the system board.
- NOTE:** Replacing the system board removes any changes you have made to the BIOS using the BIOS setup program. You must make the appropriate changes again after you replace the system board.
- NOTE:** Before disconnecting the cables from the system board, note the location of the connectors so that you can reconnect the cables correctly after you replace the system board.

Prerequisites

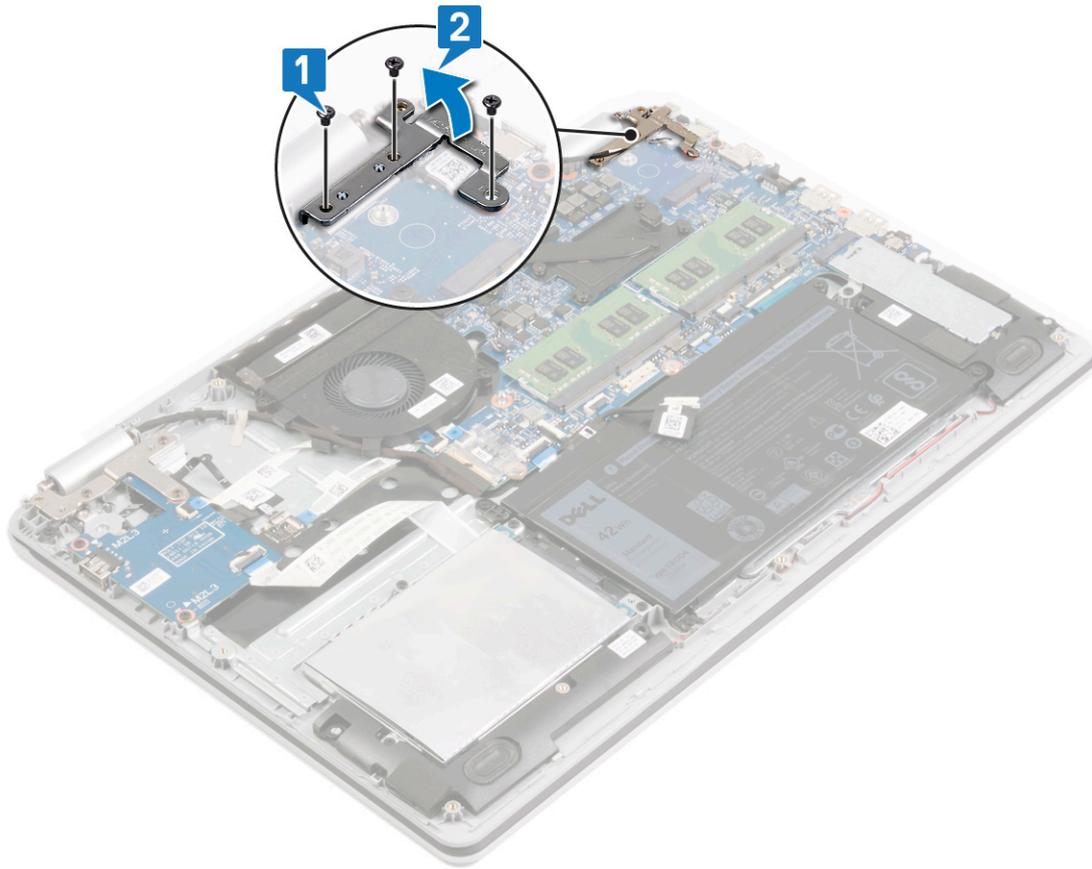
Steps

1. Remove the [base cover](#).
2. Remove the [battery](#).
3. Remove the [memory modules](#).
4. Remove the [wireless card](#).
5. Remove the [solid-state drive/Intel Optane](#).
6. Remove the [fan](#).
7. Remove the [heat sink](#).

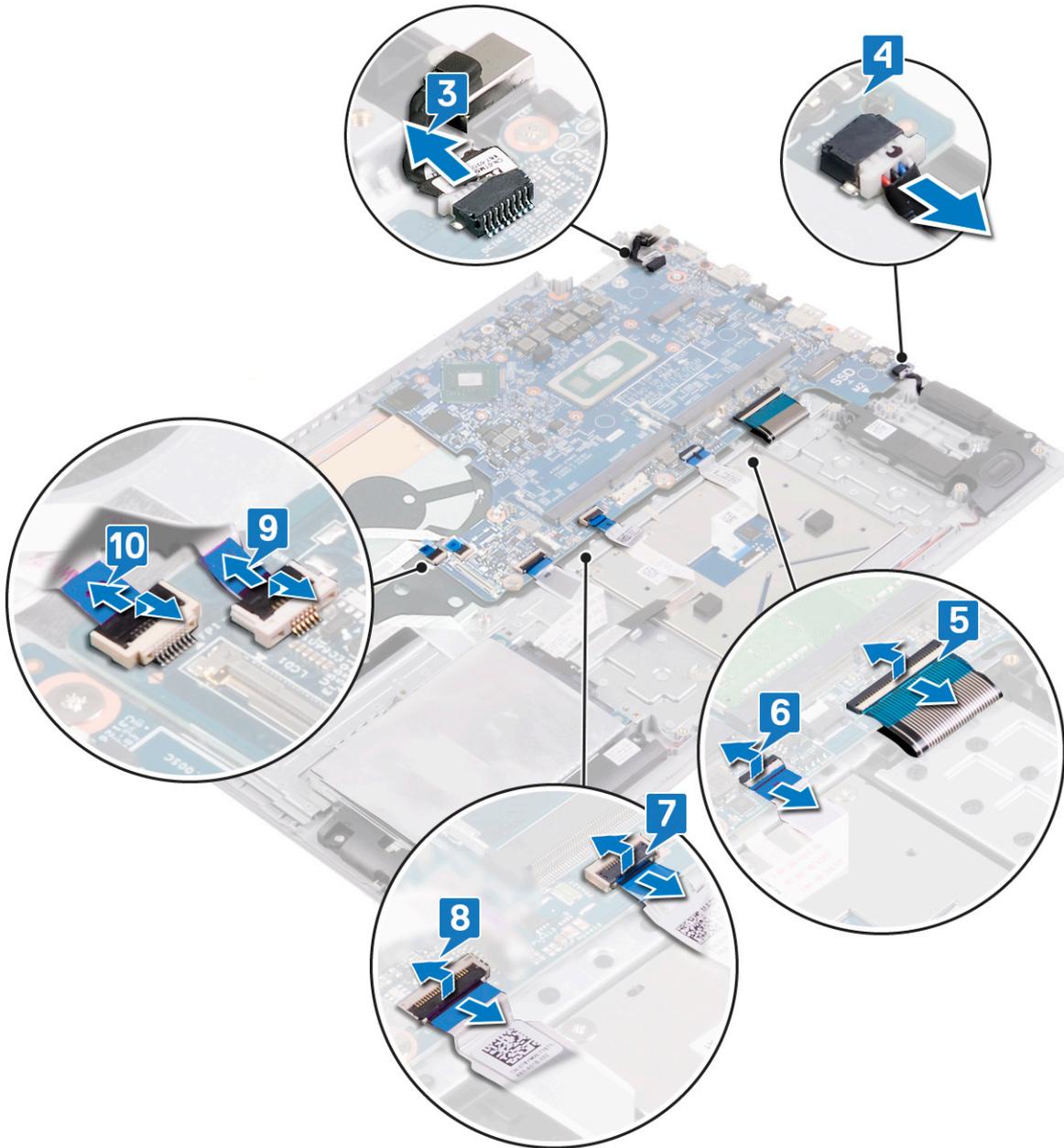
Procedure

Steps

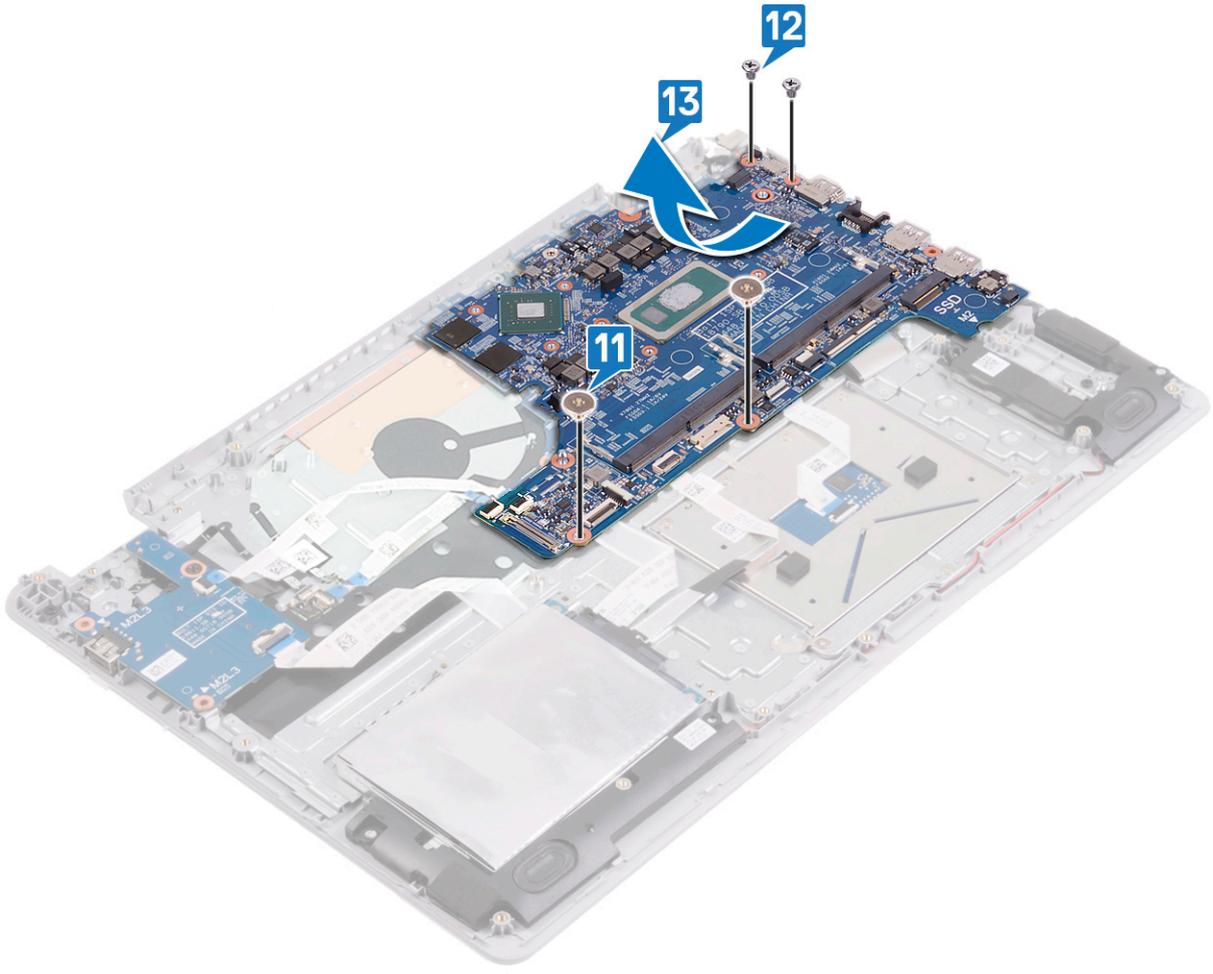
1. Remove the three screws (M2.5x5) that secure the right hinge to the system board and palm-rest and keyboard assembly.
2. Open the right hinge.



3. Disconnect the power-adaptor port cable from the system board.
4. Disconnect the speaker cable from the system board.
5. Open the latch and disconnect the keyboard from the system board.
6. Open the latch and disconnect the touchpad cable from the system board.
7. Open the latch and disconnect the hard-drive cable from the system board.
8. Open the latch and disconnect the first I/O-board cable from the system board.
9. Open the latch and disconnect the second I/O-board cable from the system board.
10. Open the latch and disconnect the power-button board cable from the system board.



11. Remove the two screws (M2x2) that secure the system board to palm-rest and keyboard assembly.
12. Remove the two screws (M2x3) that secure the system board to palm-rest and keyboard assembly.
13. Lift the system board off the palm-rest and keyboard assembly.



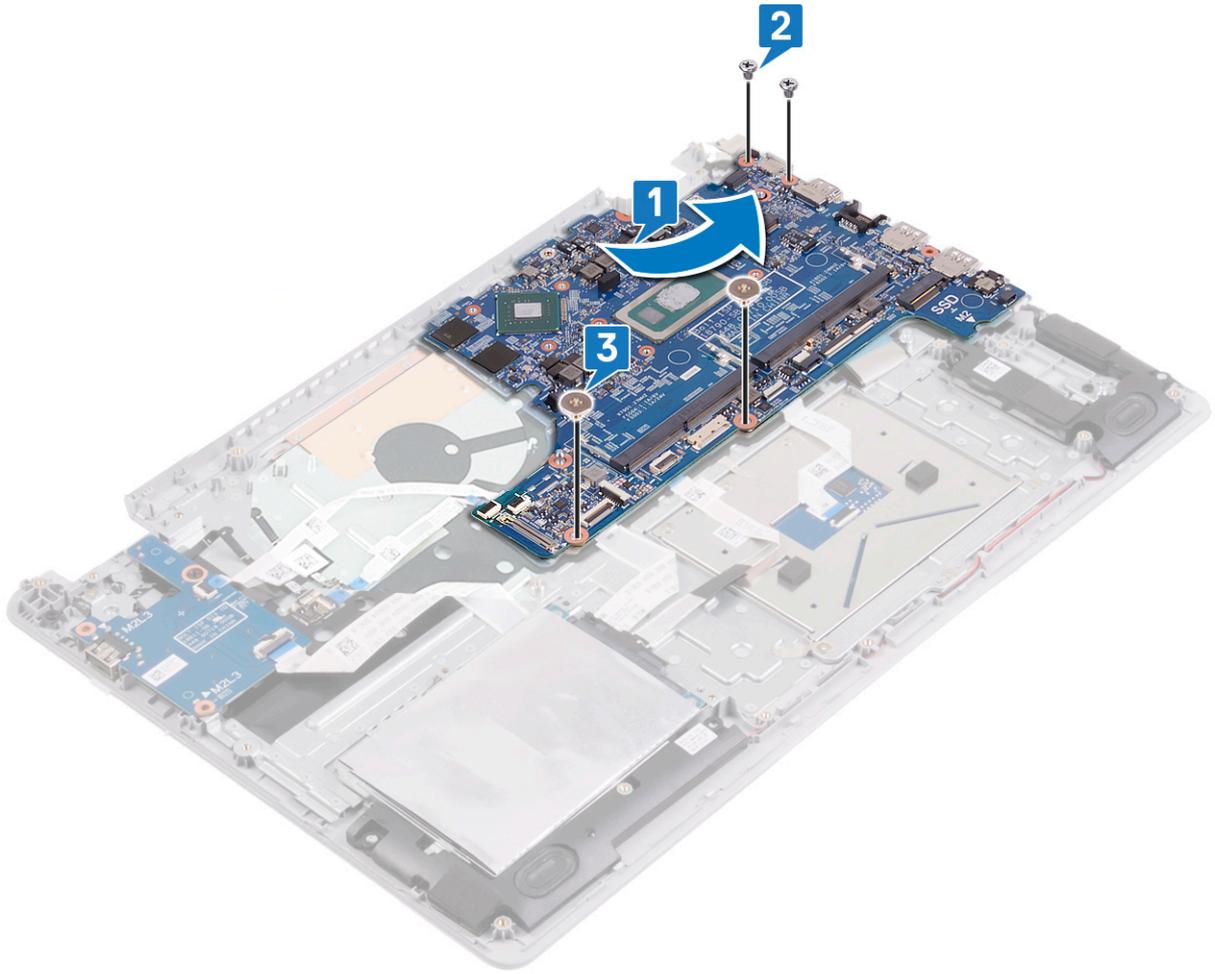
Replacing the system board

- NOTE:** Before working inside your computer, read the safety information that shipped with your computer and follow the steps in [Before working inside your computer](#). After working inside your computer, follow the instructions in [After working inside your computer](#). For more safety best practices, see the Regulatory Compliance home page at www.dell.com/regulatory_compliance.
- NOTE:** Your computer's Service Tag is stored in the system board. You must enter the Service Tag in the BIOS setup program after you replace the system board.
- NOTE:** Replacing the system board removes any changes you have made to the BIOS using the BIOS setup program. You must make the appropriate changes again after you replace the system board.

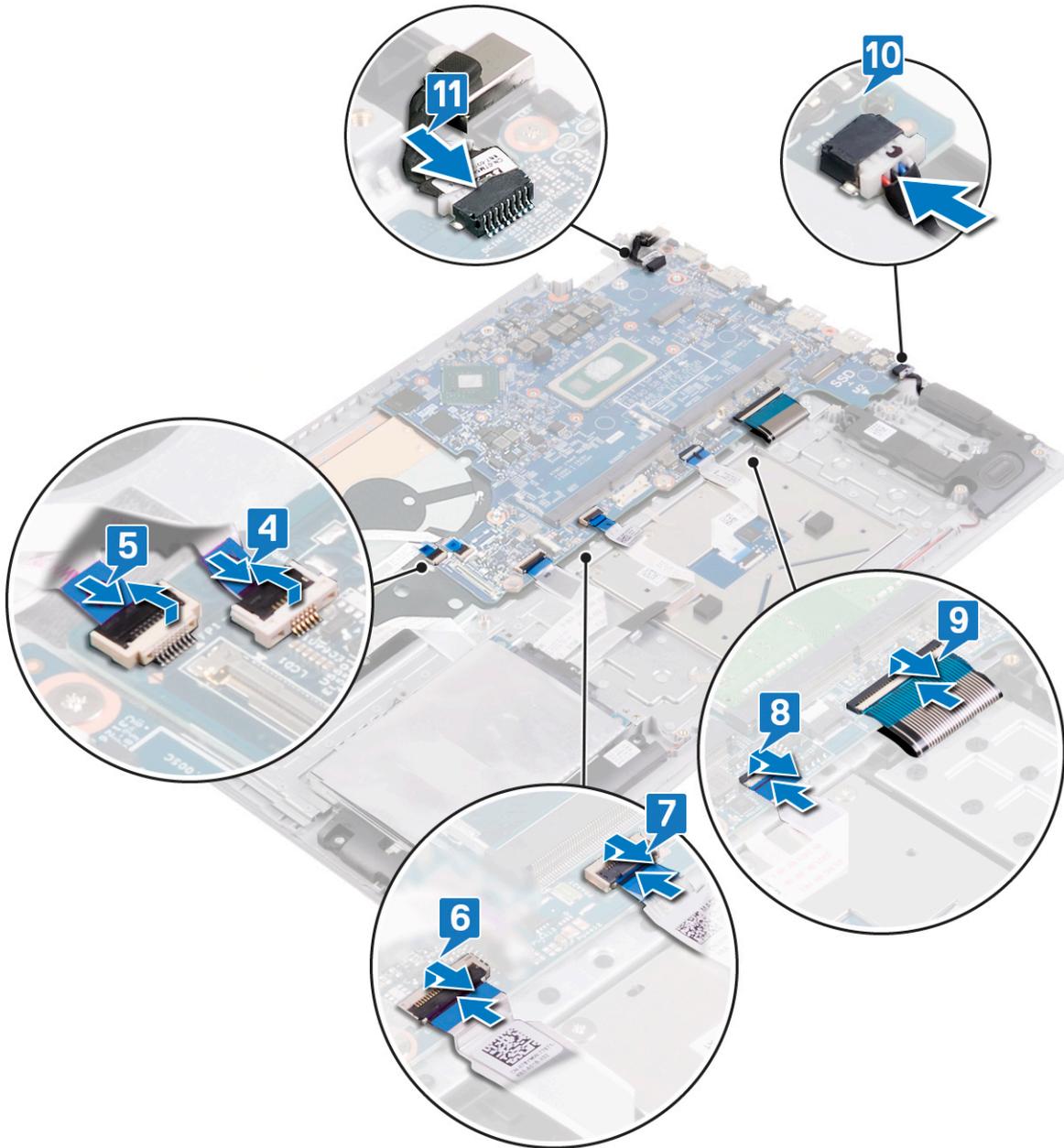
Procedure

Steps

1. Align the screw holes on the system board with the screw holes on the palm-rest and keyboard assembly.
2. Replace the two screws (M2x3) that secure the system board to the palm-rest and keyboard assembly.
3. Replace the two screws (M2x2) that secure the system board to the palm-rest and keyboard assembly.

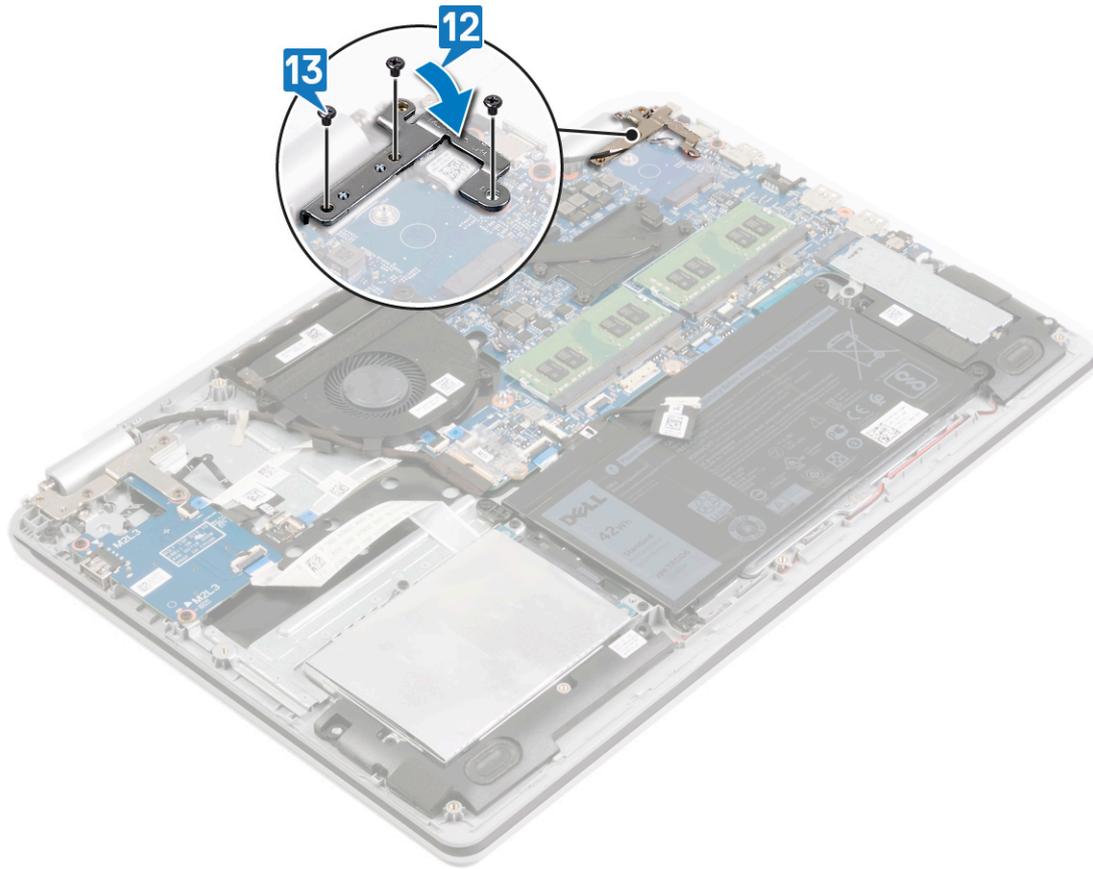


4. Slide the power-button board cable into the connector on the system board and close the latch.
5. Slide the first I/O-board cable into the connector on the system board and close the latch.
6. Slide the second I/O-board cable into the connector on the system board and close the latch.
7. Slide the hard-drive cable into the connector on the system board and close the latch.
8. Slide the touchpad cable into the connector on the system board and close the latch.
9. Slide the keyboard cable into the connector on the system board and close the latch.
10. Connect the speaker cable to the system board.
11. Connect the power-adaptor port cable to the system board.



12. Close the right display hinge.

13. Replace the three screws (M2.5x5) that secure the right hinge to the system board and palm-rest and keyboard assembly.



Post-requisites

Steps

1. Replace the [heat sink](#).
2. Replace the [fan](#).
3. Replace the [solid-state drive/Intel Optane](#).
4. Replace the [wireless card](#).
5. Replace the [memory modules](#).
6. Replace the [battery](#).
7. Replace the [base cover](#).

Entering the Service Tag in the BIOS setup program

Steps

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

Next steps

 **NOTE:** Service tag is the alphanumeric identifier located at the back side of your computer.

Removing the palm-rest and keyboard assembly

NOTE: 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

Steps

1. Remove the [base cover](#).
2. Remove the [battery](#).
3. Remove the [fan](#).
4. Remove the [solid-state drive/Intel Optane](#).
5. Remove the [wireless card](#).
6. Remove the [speakers](#).
7. Remove the [hard drive](#).
8. Remove the [touchpad](#).
9. Remove the [power-adaptor port](#).
10. Remove the [display assembly](#).
11. Remove the [I/O board](#).
12. Remove the [power-button board](#).
13. Remove the [system board](#).
14. Remove the [power button with fingerprint reader](#) (optional).

Procedure

About this task

After performing the above steps, we are left with the palm-rest and keyboard assembly.



Replacing the palm-rest and keyboard assembly

NOTE: 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

About this task

Place the palm-rest and keyboard assembly on a flat and clean surface.



Post-requisites

Steps

1. Replace the [power button with fingerprint reader](#) (optional).
2. Replace the [system board](#).

3. Replace the [power-button board](#).
4. Replace the [I/O board](#).
5. Replace the [display assembly](#).
6. Replace the [power-adapter port](#).
7. Replace the [touchpad](#).
8. Replace the [hard drive](#).
9. Replace the [speakers](#).
10. Replace the [wireless card](#).
11. Replace the [solid-state drive/Intel Optane](#).
12. Replace the [fan](#).
13. Replace the [battery](#).
14. Replace the [base cover](#).

Removing the display bezel

NOTE: 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

Steps

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

Procedure

Steps

1. Using a plastic scribe, carefully pry up the display bezel from the top-left outer edge of the display back-cover and antenna assembly.
2. Remove the display bezel off the display back-cover and antenna assembly.



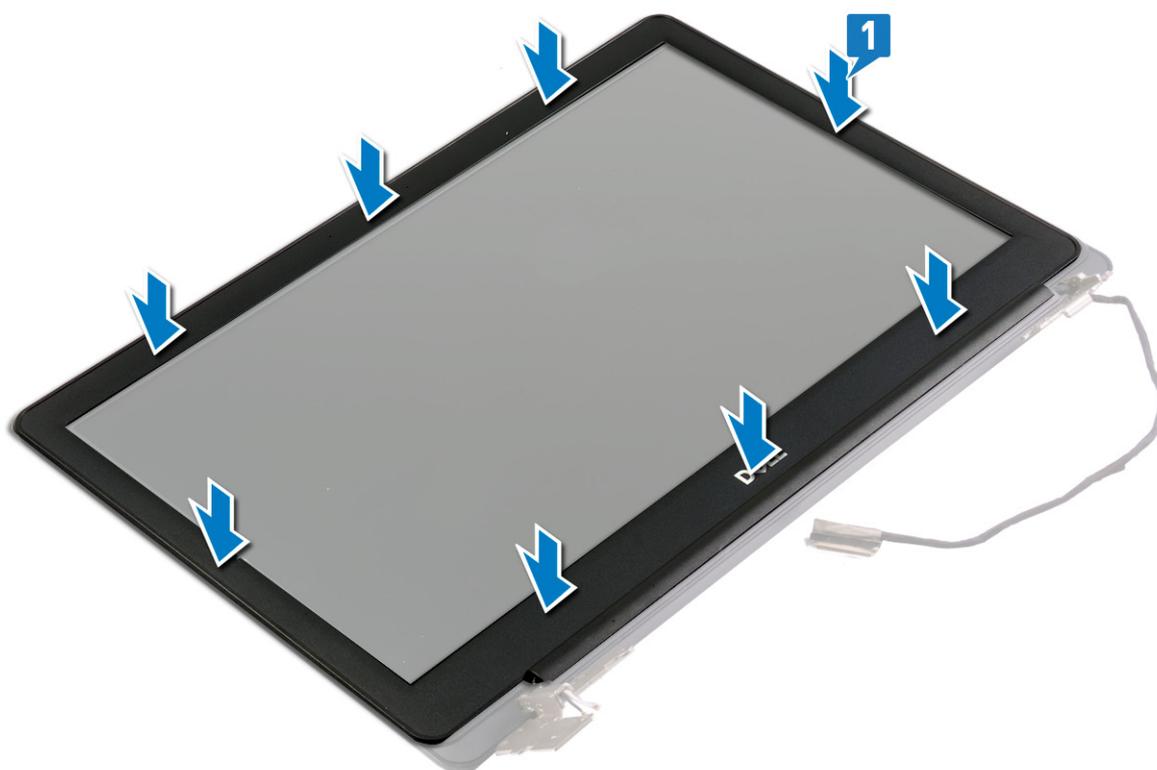
Replacing the display bezel

NOTE: 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

Steps

Align the display bezel with the display back-cover and antenna assembly, and then gently snap the display bezel into place.



Post-requisites

Steps

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

Removing the camera

NOTE: 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

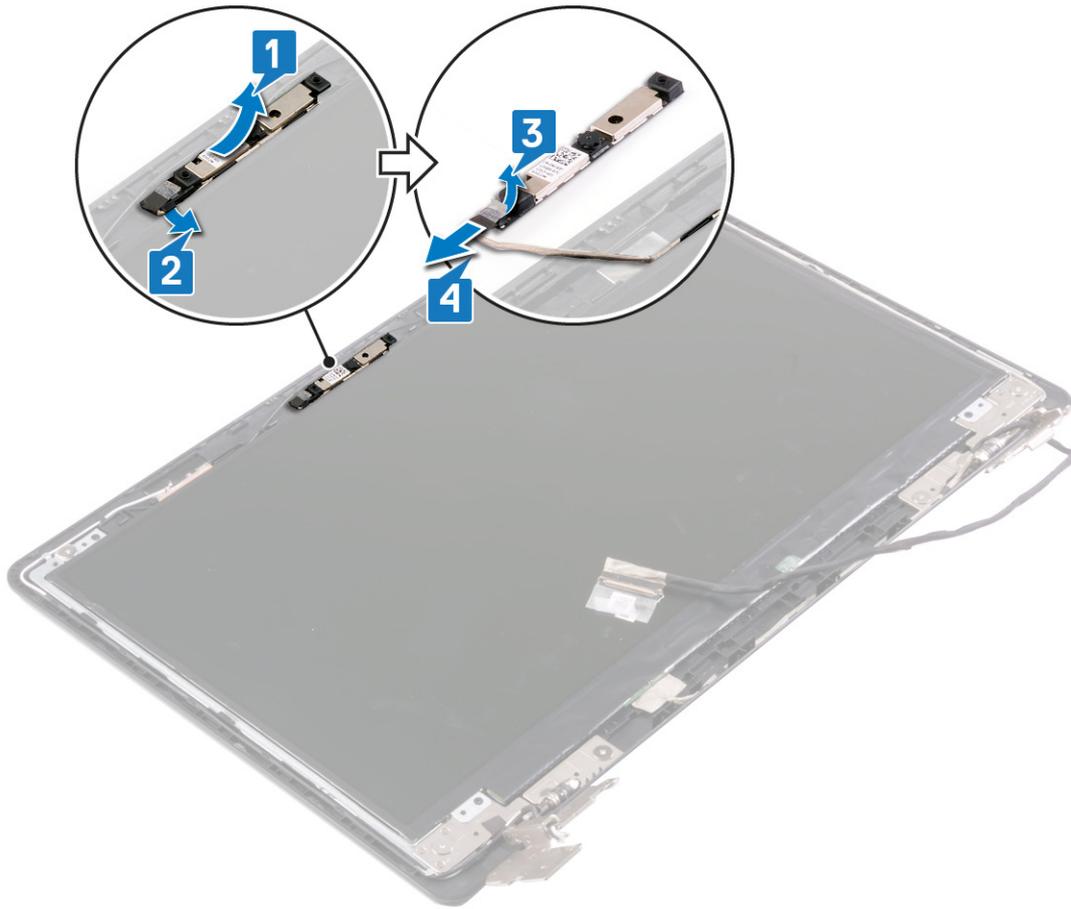
Steps

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

Procedure

Steps

1. Gently pry the camera off the display back-cover and antenna assembly.
2. Release the camera cable from the routing guides on the display back-cover and antenna assembly.
3. Peel the tape securing the camera cable to the camera module.
4. Disconnect the camera cable from the camera module.



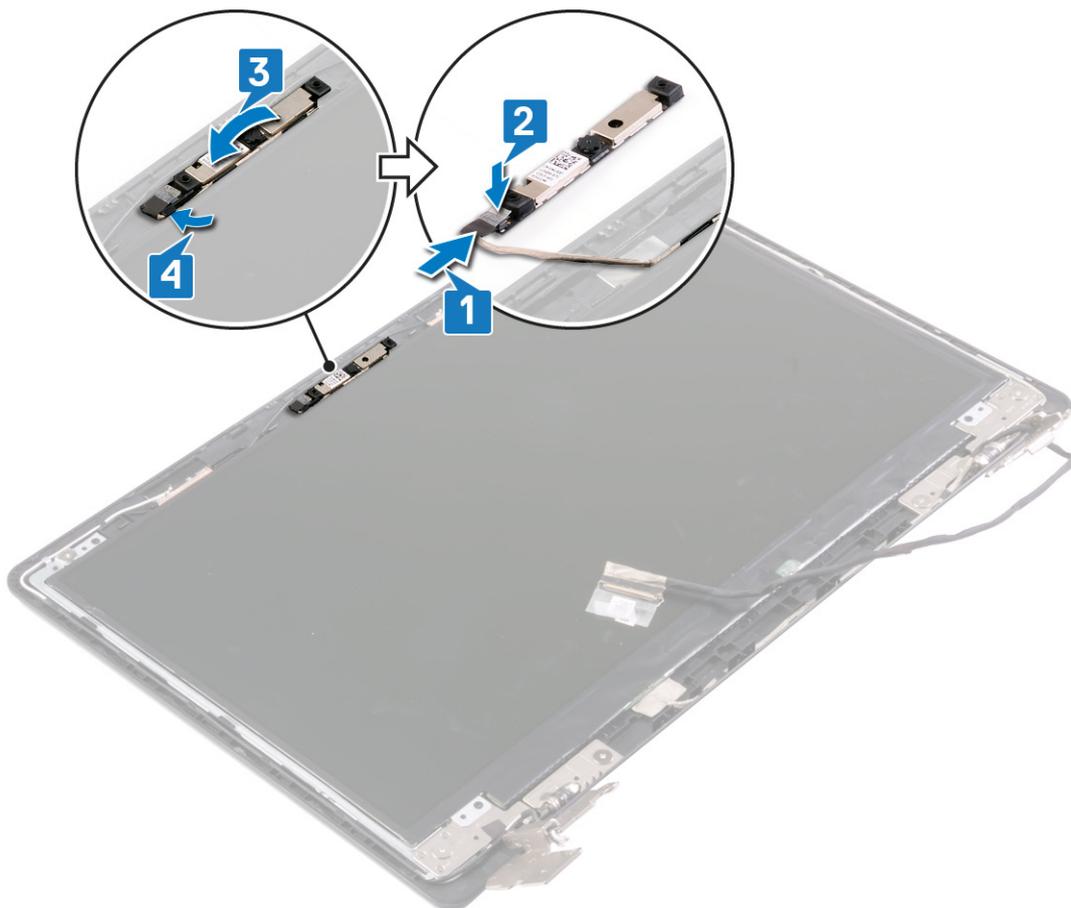
Replacing the camera

NOTE: 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

Steps

1. Connect the camera cable to the camera module.
2. Adhere the tape that secures the camera cable to the camera module.
3. Using the alignment post adhere the camera module on the display back-cover and antenna assembly.
4. Route the camera cable through the routing guides on the display back-cover and antenna assembly.



Post-requisites

Steps

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

Removing the display panel

NOTE: 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

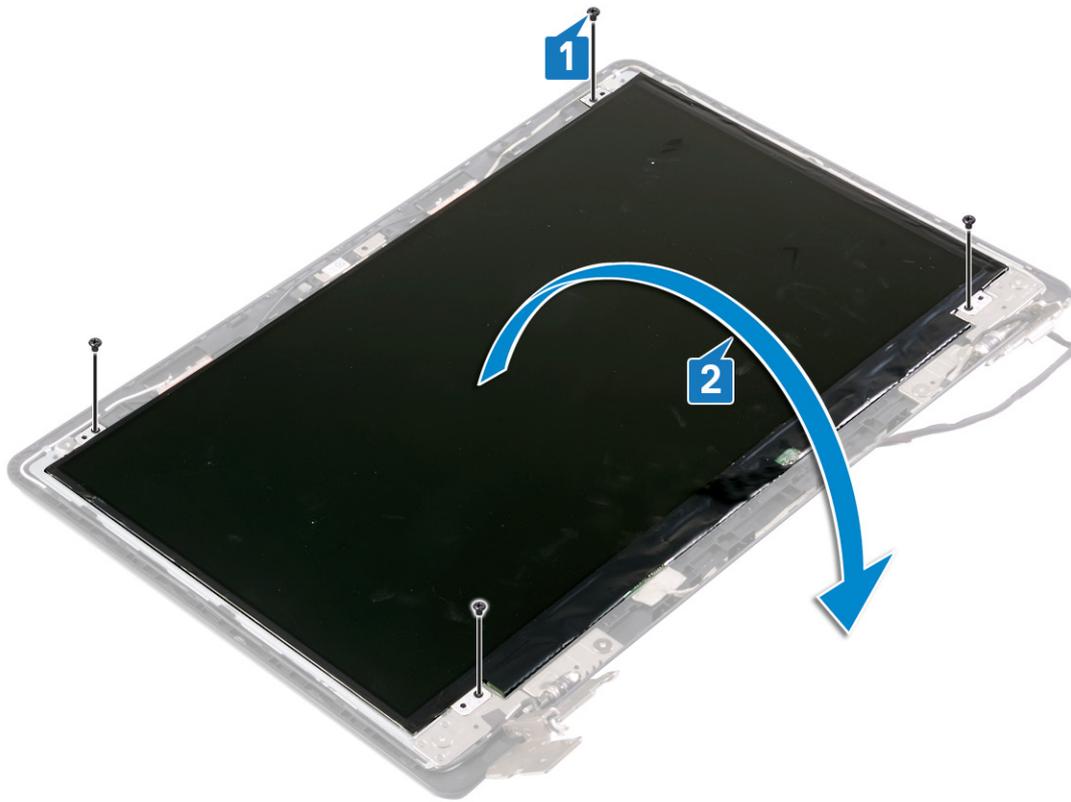
Steps

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

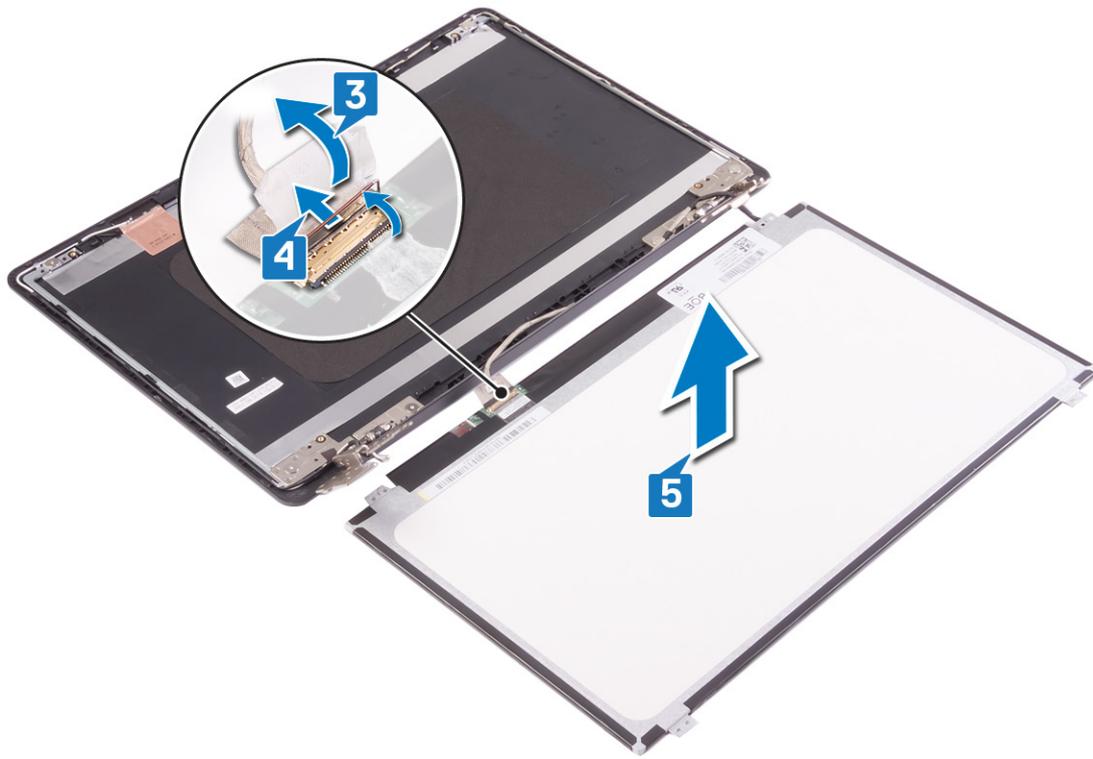
Procedure

Steps

1. Remove the four screws (M2x2.5) that secure the display panel to the display back-cover and antenna assembly.
2. Lift the display panel and turn it over.



3. Peel the tape adhering the display cable to the back of the display panel.
4. Lift the latch and disconnect the display cable from the display-panel cable connector.
5. Lift the display panel away from the display back-cover and antenna assembly.



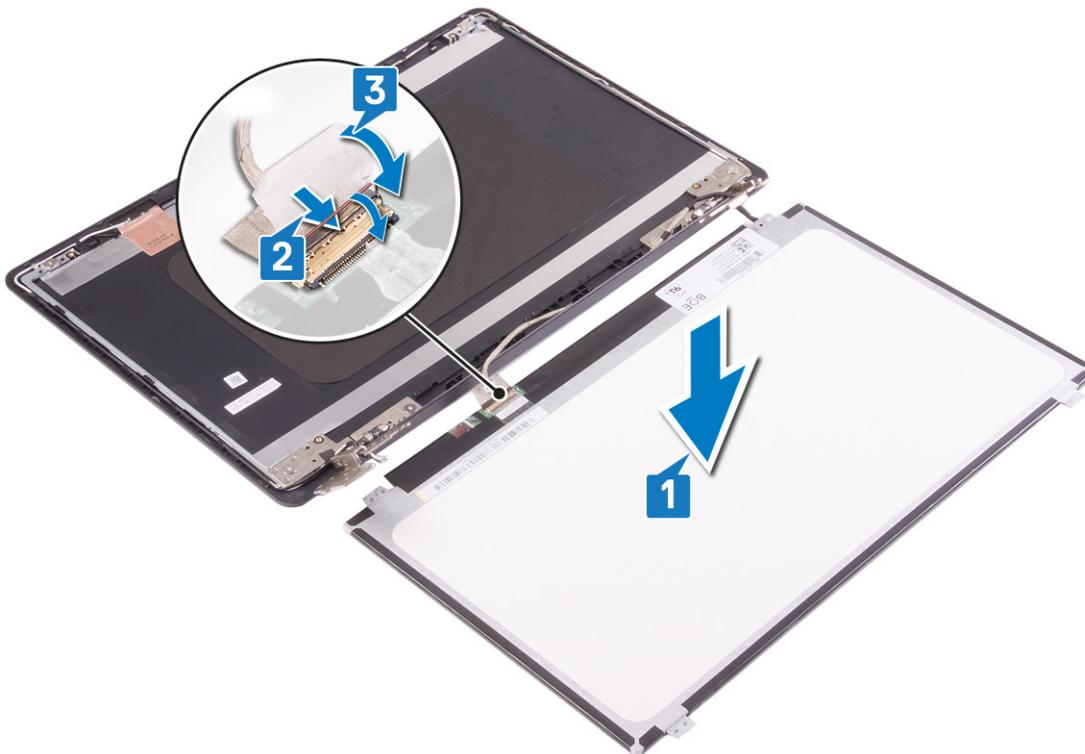
Replacing the display panel

NOTE: 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.

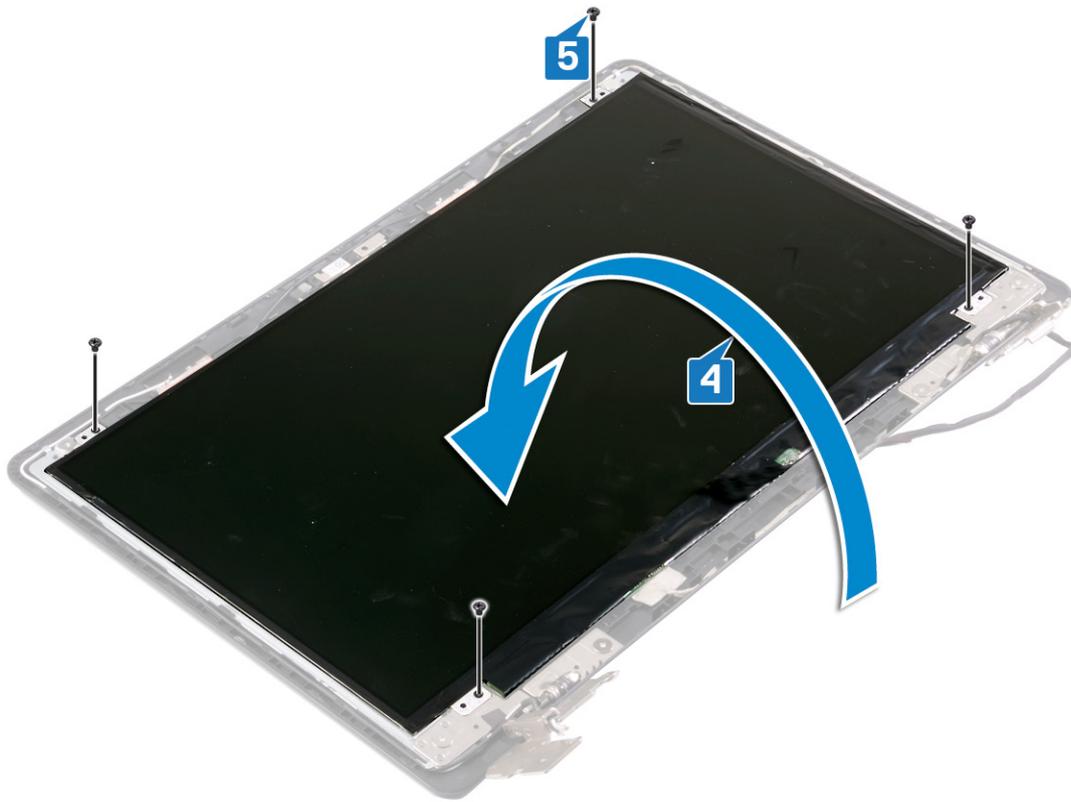
Procedure

Steps

1. Place the display panel on a flat and clean surface.
2. Connect the display cable to the connector at the back of the display panel and close the latch to secure the cable.
3. Adhere the tape that secures the display cable to the back of the display panel.



4. Place the display panel on the display back-cover and antenna assembly and align the screw holes on the display panel with the screw holes on the display bac-cover and antenna assembly.
5. Replace the four screws (M2x2) that secure the display panel to the display back-cover and antenna assembly.



Post-requisites

Steps

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

Removing the display hinges

NOTE: 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

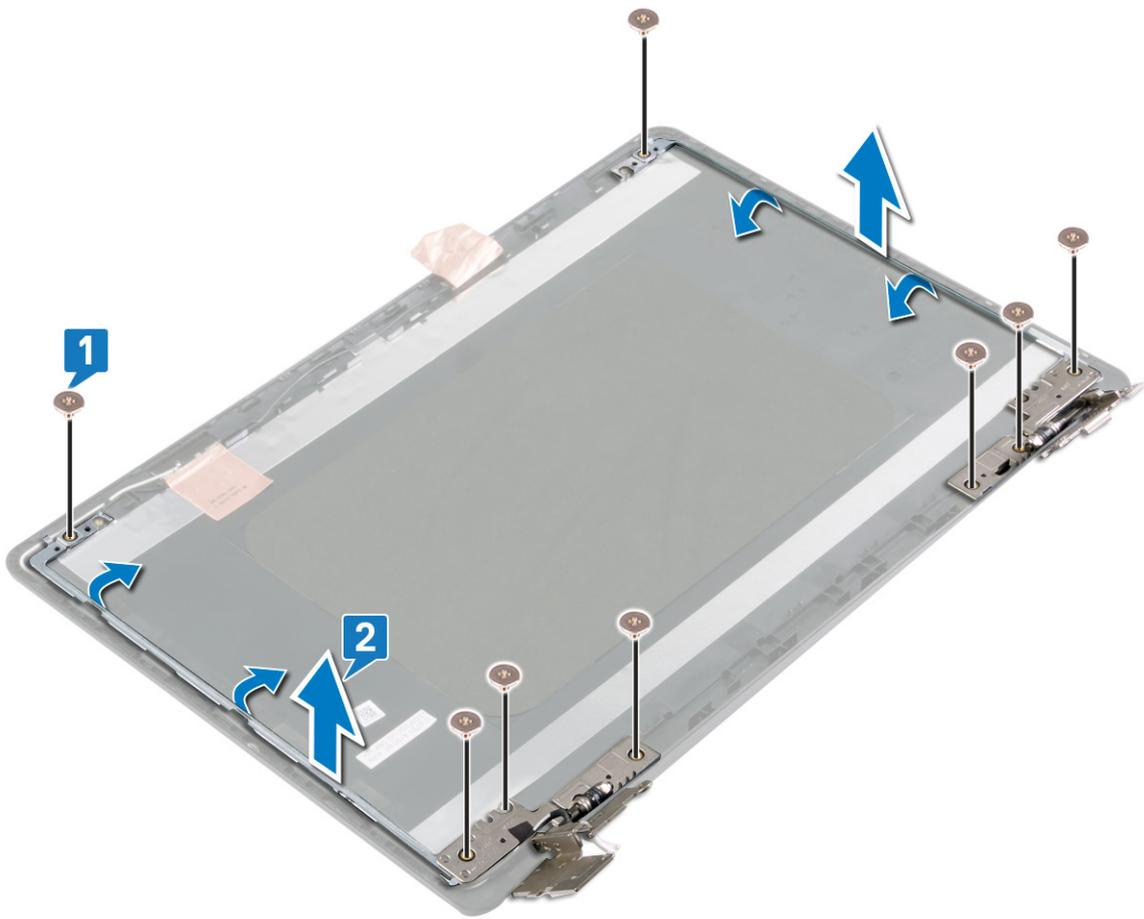
Steps

1. Remove the [base cover](#).
2. Remove the [wireless card](#).
3. Remove the [display assembly](#).
4. Remove the [display bezel](#).
5. Remove the [display panel](#).

Procedure

Steps

1. Remove the eight screws (M2x2) that secure the display-hinge brackets to the display back-cover and antenna assembly.
2. Lift the display hinges and brackets off the display back-cover and antenna assembly.



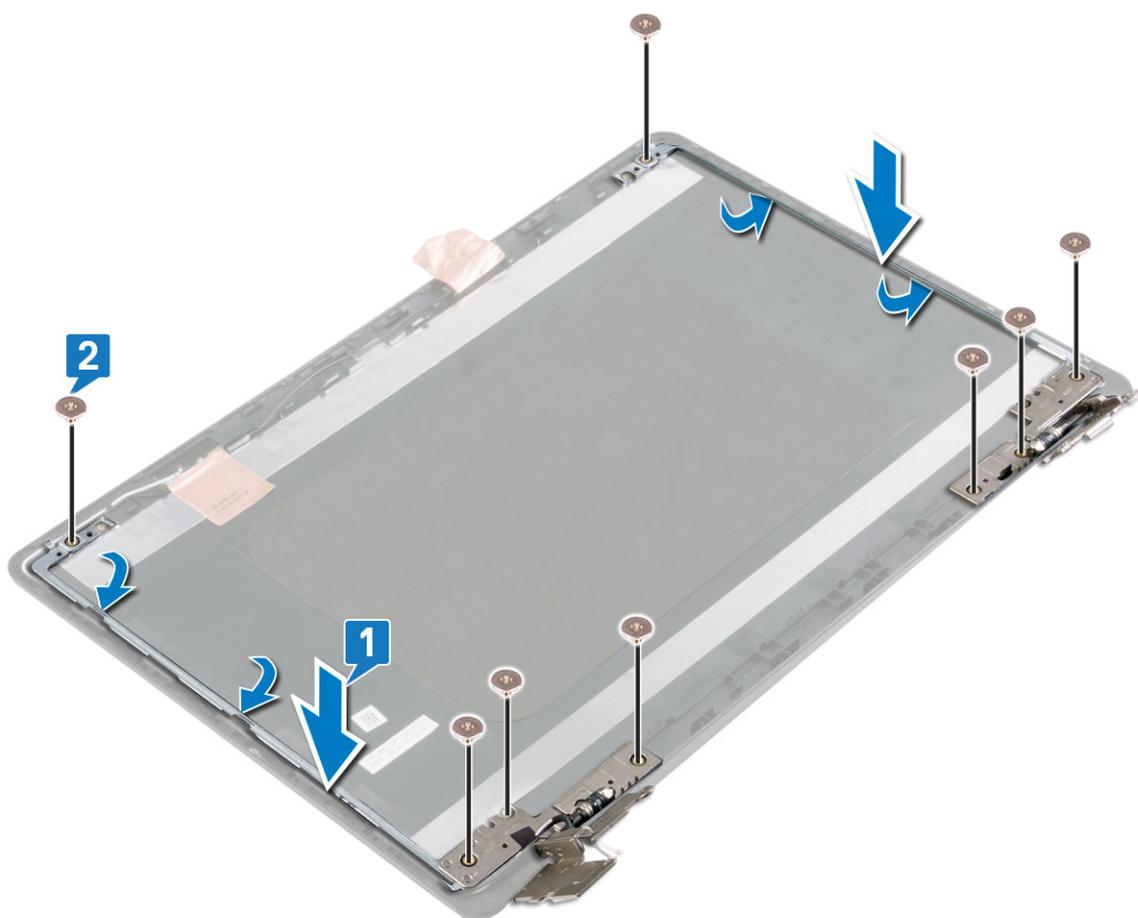
Replacing the display hinges

NOTE: 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

Steps

1. Align the screw holes on the display hinges and brackets with the screw holes on the display back-cover and antenna assembly.
2. Replace the eight screws (M2x2) that secure the display-hinge brackets to the display back-cover and antenna assembly.



Post-requisites

Steps

1. Replace the [display panel](#).
2. Replace the [display bezel](#).
3. Replace the [display assembly](#).
4. Replace the [wireless card](#).
5. Replace the [base cover](#).

Removing the display cable

NOTE: 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

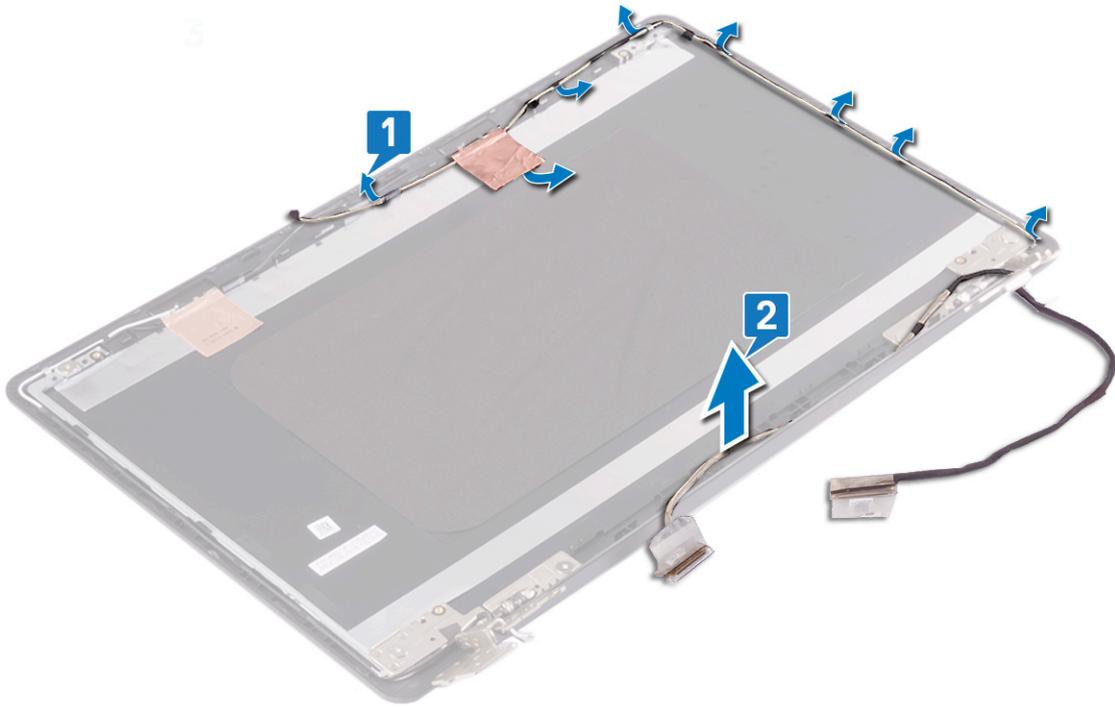
Steps

1. Remove the [base cover](#).
2. Remove the [wireless card](#).
3. Remove the [display assembly](#).
4. Remove the [display bezel](#).
5. Remove the [display panel](#).
6. Remove the [camera](#).

Procedure

Steps

1. Note the display cable routing and remove the cable from the routing guides on the display back-cover and antenna assembly.
2. Remove the display cable from the display back-cover and antenna assembly.



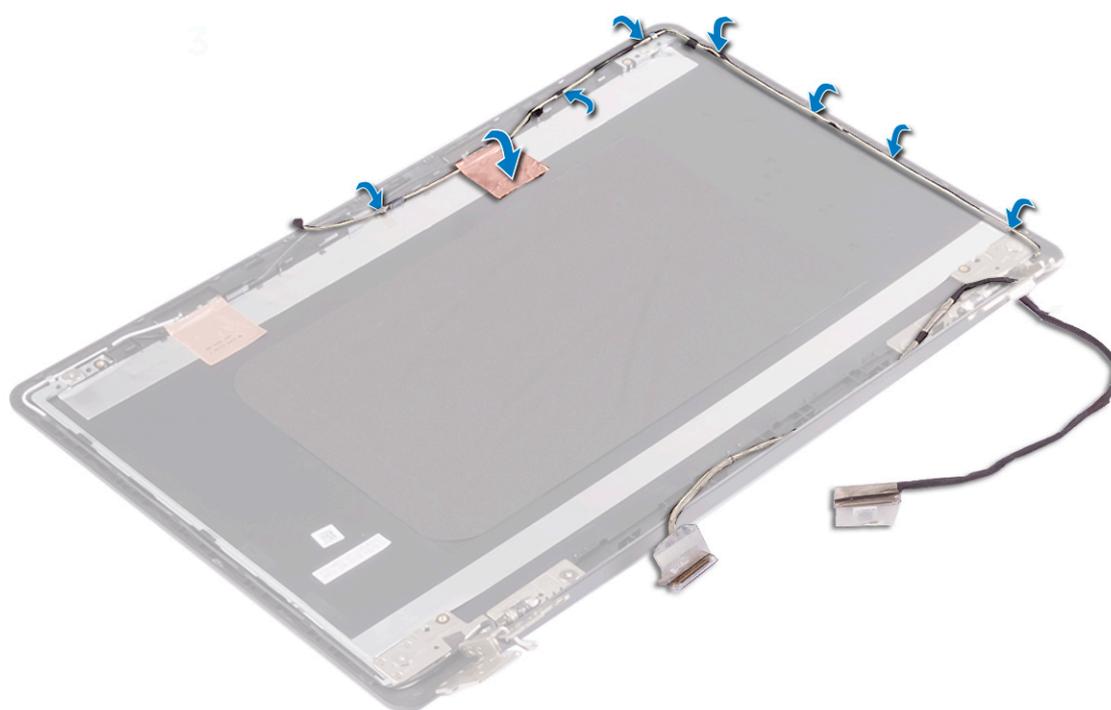
Replacing the display cable

NOTE: 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

Steps

Route the display cable through the routing guides on the display back-cover and antenna assembly.



Post-requisites

Steps

1. Replace the [camera](#).
2. Replace the [display panel](#).
3. Replace the [display bezel](#).
4. Replace the [display assembly](#).
5. Replace the [wireless card](#).
6. Replace the [base cover](#).

Removing the display back-cover and antenna assembly

NOTE: 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

Steps

1. Remove the [base cover](#).
2. Remove the [wireless card](#).
3. Remove the [display assembly](#).
4. Remove the [display bezel](#).
5. Remove the [camera](#).
6. Remove the [display panel](#).
7. Remove the [display hinges](#).
8. Remove the [display cable](#).

Procedure

About this task

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



Replacing the display back-cover and antenna assembly

NOTE: 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

Steps

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



Post-requisites

Steps

1. Replace the [display cable](#).
2. Replace the [display hinges](#).

3. Replace the [display panel](#).
4. Replace the [camera](#).
5. Replace the [display bezel](#).
6. Replace the [display assembly](#).
7. Replace the [wireless card](#).
8. Replace the [base cover](#).

Device drivers

Intel Chipset Software Installation Utility

In the Device Manager, check if the chipset driver is installed.

Install the Intel chipset updates from www.dell.com/support.

Video drivers

In the Device Manager, check if the video driver is installed.

Install the video driver update from www.dell.com/support.

Intel Serial IO driver

In the Device Manager, check if the Intel Serial IO driver is installed.

Install the driver updates from www.dell.com/support.

Intel Trusted Execution Engine Interface

In the Device Manager, check if the Intel Trusted Execution Engine Interface driver is installed.

Install the driver update from www.dell.com/support.

Intel Virtual Button driver

In the Device Manager, check if the Intel Virtual Button driver is installed.

Install the driver updates from www.dell.com/support.

Wireless and Bluetooth drivers

In the Device Manager, check if the network card driver is installed.

Install the driver updates from www.dell.com/support.

In the Device Manager, check if the Bluetooth driver is installed.

Install the driver updates from www.dell.com/support.

System setup

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

System setup

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

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

Use the BIOS Setup program for the following purposes:

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

Entering BIOS setup program

Steps

1. Turn on (or restart) your computer.
2. During POST, when the DELL logo is displayed, watch for the F2 prompt to appear, and then press F2 immediately.

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

Navigation keys

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

Keys	Navigation
Up arrow	Moves to the previous field.
Down arrow	Moves to the next field.
Enter	Selects a value in the selected field (if applicable) or follow the link in the field.
Spacebar	Expands or collapses a drop-down list, if applicable.
Tab	Moves to the next focus area.
Esc	Moves to the previous page until you view the main screen. Pressing Esc in the main screen displays a message that prompts you to save any unsaved changes and restarts the system.

Boot Sequence

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

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

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

- Removable Drive (if available)
- STXXXX Drive (if available)
 -  **NOTE:** XXX denotes the SATA drive number.
- Optical Drive (if available)
- SATA Hard Drive (if available)
- Diagnostics

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

Clearing CMOS settings

About this task

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

Steps

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

Clearing BIOS (System Setup) and System passwords

About this task

To clear the system or BIOS passwords, contact Dell technical support as described at www.dell.com/contactdell.

 **NOTE:** For information on how to reset Windows or application passwords, refer to the documentation accompanying Windows or your application.

Troubleshooting

Handling swollen Lithium-ion batteries

Like most laptops, Dell laptops use lithium-ion batteries. One type of lithium-ion battery is the lithium-ion polymer battery. Lithium-ion polymer batteries have increased in popularity in recent years and have become standard in the electronics industry due to customer preferences for a slim form factor (especially with newer ultra-thin laptops) and long battery life. Inherent to lithium-ion polymer battery technology is the potential for swelling of the battery cells.

Swollen battery may impact the performance of the laptop. To prevent possible further damage to the device enclosure or internal components leading to malfunction, discontinue the use of the laptop and discharge it by disconnecting the AC adapter and letting the battery drain.

Swollen batteries should not be used and should be replaced and disposed of properly. We recommend contacting Dell product support for options to replace a swollen battery under the terms of the applicable warranty or service contract, including options for replacement by a Dell authorized service technician.

The guidelines for handling and replacing Lithium-ion batteries are as follows:

- Exercise caution when handling Lithium-ion batteries.
- Discharge the battery before removing it from the system. To discharge the battery, unplug the AC adapter from the system and operate the system only on battery power. When the system will no longer power on when the power button is pressed, the battery is fully discharged.
- Do not crush, drop, mutilate, or penetrate the battery with foreign objects.
- Do not expose the battery to high temperatures, or disassemble battery packs and cells.
- Do not apply pressure to the surface of the battery.
- Do not bend the battery.
- Do not use tools of any type to pry on or against the battery.
- If a battery gets stuck in a device as a result of swelling, do not try to free it as puncturing, bending, or crushing a battery can be dangerous.
- Do not attempt to reassemble a damaged or swollen battery into a laptop.
- Swollen batteries that are covered under warranty should be returned to Dell in an approved shipping container (provided by Dell)—this is to comply with transportation regulations. Swollen batteries that are not covered under warranty should be disposed of at an approved recycling center. Contact Dell product support at <https://www.dell.com/support> for assistance and further instructions.
- Using a non-Dell or incompatible battery may increase the risk of fire or explosion. Replace the battery only with a compatible battery purchased from Dell that is designed to work with your Dell computer. Do not use a battery from other computers with your computer. Always purchase genuine batteries from <https://www.dell.com> or otherwise directly from Dell.

Lithium-ion batteries can swell for various reasons such as age, number of charge cycles, or exposure to high heat. For more information on how to improve the performance and lifespan of the laptop battery and to minimize the possibility of occurrence of the issue, see [Dell Laptop Battery - Frequently Asked Questions](#).

Updating the BIOS in Windows

Steps

1. Go to www.dell.com/support.

2. Click **Product support**. In the **Search support** box, enter the Service Tag of your computer, and then click **Search**.

 **NOTE:** If you do not have the Service Tag, use the SupportAssist feature to automatically identify your computer. You can also use the product ID or manually browse for your computer model.

3. Click **Drivers & Downloads**. Expand **Find drivers**.

4. Select the operating system installed on your computer.
5. In the **Category** drop-down list, select **BIOS**.
6. Select the latest version of BIOS, and click **Download** to download the BIOS file for your computer.
7. After the download is complete, browse the folder where you saved the BIOS update file.
8. Double-click the BIOS update file icon and follow the on-screen instructions.

For more information, see knowledge base article [000124211](https://www.dell.com/support/000124211) at www.dell.com/support.

Updating the BIOS using the USB drive in Windows

Steps

1. Follow the procedure from step 1 to step 6 in [Updating the BIOS in Windows](#) to download the latest BIOS setup program file.
2. Create a bootable USB drive. For more information, see the knowledge base article [000145519](https://www.dell.com/support/000145519) at www.dell.com/support.
3. Copy the BIOS setup program file to the bootable USB drive.
4. Connect the bootable USB drive to the computer that needs the BIOS update.
5. Restart the computer and press **F12**.
6. Select the USB drive from the **One Time Boot Menu**.
7. Type the BIOS setup program filename and press **Enter**.
The **BIOS Update Utility** appears.
8. Follow the on-screen instructions to complete the BIOS update.

Dell SupportAssist Pre-boot System Performance Check diagnostics

About this task

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

- Run tests automatically or in an interactive mode
- Repeat tests
- Display or save test results
- Run thorough tests to introduce additional test options to provide extra information about the failed device(s)
- View status messages that inform you if tests are completed successfully
- View error messages that inform you of problems encountered during testing

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

For more information, see <https://www.dell.com/support/kbdoc/000180971>.

Running the SupportAssist Pre-Boot System Performance Check

Steps

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

8. If there are any issues, error codes are displayed.
Note the error code and validation number and contact Dell.

System-diagnostic lights

Power and battery-status light

The power and battery status light indicates the power and battery status of the computer. These are the power states:

Solid white:Power adapter is connected and the battery has more than 5% charge.

Amber:Computer is running on battery and the battery has less than 5% charge.

Off:

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

The power and battery-status light may blink amber or white according to pre-defined "beep codes" indicating various failures.

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

The following table shows different power and battery-status light patterns and associated problems.

NOTE: The following diagnostic light codes and recommended solutions are intended for Dell service technicians to troubleshoot problems. 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.

Table 3. Diagnostic-light LED codes

Diagnostic light codes (Amber, White)	Problem description
2,1	Processor failure
2,2	System board: BIOS or ROM (Read-Only Memory) failure
2,3	No memory or RAM (Random-Access Memory) detected
2,4	Memory or RAM (Random-Access Memory) failure
2,5	Invalid memory installed
2,6	System-board or chipset error
2,7	Display failure - SBIOS message
3,1	Coin-cell battery failure
3,2	PCI, video card/chip failure
3,3	Recovery image not found
3,4	Recovery image found but invalid
3,5	Power-rail failure
3,6	System BIOS Flash incomplete
3,7	Management Engine (ME) error

Enabling Intel Optane memory

Steps

1. On the taskbar, click the search box, and then type **Intel Rapid Storage Technology**.

2. Click **Intel Rapid Storage Technology**.
The **Intel Rapid Storage Technology** window is displayed.
 3. On the **Status** tab, click **Enable** to enable the Intel Optane memory.
 4. On the warning screen, select a compatible fast drive, and then click **Yes** to continue enabling Intel Optane memory.
 5. Click **Intel Optane memory** > **Reboot** to complete enabling your Intel Optane memory.
-  **NOTE:** Applications may take up to three subsequent launches after enablement to see the full performance benefits.

Disabling Intel Optane memory

About this task

 **CAUTION:** After disabling Intel Optane memory, do not uninstall the driver for Intel Rapid Storage Technology as it will result in a blue screen error. The Intel Rapid Storage Technology user interface can be removed without uninstalling the driver.

 **NOTE:** Disabling Intel Optane memory is required before removing the SATA storage device accelerated by the Intel Optane memory module from the computer.

Steps

1. On the taskbar, click the search box, and then type **Intel Rapid Storage Technology**.
2. Click **Intel Rapid Storage Technology**.
The **Intel Rapid Storage Technology** window is displayed.
3. On the **Intel Optane memory** tab, click **Disable** to disable the Intel Optane memory.
 **NOTE:** For computers in which Intel Optane memory acts as a primary storage, do not disable the Intel Optane memory.
The **Disable** option will be grayed out.
4. Click **Yes** if you accept the warning.
The disabling progress is displayed.
5. Click **Reboot** to complete disabling your Intel Optane memory and restart your computer.

WiFi power cycle

About this task

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

 **NOTE:** Some ISPs (Internet Service Providers) provide a modem/router combo device.

Steps

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

Drain residual flea power (perform hard reset)

About this task

Flea power is the residual static electricity that remains in the computer even after it has been powered off and the battery is removed.

For your safety, and to protect the sensitive electronic components in your computer, you are requested to drain residual flea power before removing or replacing any components in your computer.

Draining residual flea power, also known as a performing a "hard reset", is also a common troubleshooting step if your computer does not power on or boot into the operating system.

To drain residual flea power (perform a hard reset)

Steps

1. Turn off your computer.
2. Disconnect the power adapter from your computer.
3. Remove the base cover.
4. Remove the battery.
5. Press and hold the power button for 20 seconds to drain the flea power.
6. Install the battery.
7. Install the base cover.
8. Connect the power adapter to your computer.
9. Turn on your computer.



NOTE: For more information about performing a hard reset, see the knowledge base article [000130881](https://www.dell.com/support) at www.dell.com/support.

Getting help and contacting Dell

Self-help resources

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

Table 4. Self-help resources

Self-help resources	Resource location
Information about Dell products and services	www.dell.com
My Dell app	
Tips	
Contact Support	In Windows search, type <code>Contact Support</code> , and press Enter.
Online help for operating system	www.dell.com/support/windows
Access top solutions, diagnostics, drivers and downloads, and learn more about your computer through videos, manuals and documents.	Your Dell computer is uniquely identified by a Service Tag or Express Service Code. To view relevant support resources for your Dell computer, enter the Service Tag or Express Service Code at www.dell.com/support . For more information on how to find the Service Tag for your computer, see Locate the Service Tag on your computer .
Dell knowledge base articles for a variety of computer concerns	<ol style="list-style-type: none"> 1. Go to www.dell.com/support. 2. On the menu bar at the top of the Support page, select Support > Knowledge Base. 3. In the Search field on the Knowledge Base page, type the keyword, topic, or model number, and then click or tap the search icon to view the related articles.

Contacting Dell

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

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

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