

Inspiron 7706 2-in-1

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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Working inside your computer

Before working inside your computer

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

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.


 **CAUTION:** To disconnect a network cable, first unplug the cable from your computer and then unplug the cable from the network device.

5. Remove any media card and optical disc from your computer, if applicable.


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.

After working inside your computer

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

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

Removing and installing components

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

Recommended tools

The procedures in this document may require the following tools:

- Phillips screwdriver #0
- Phillips screwdriver #1
- 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





















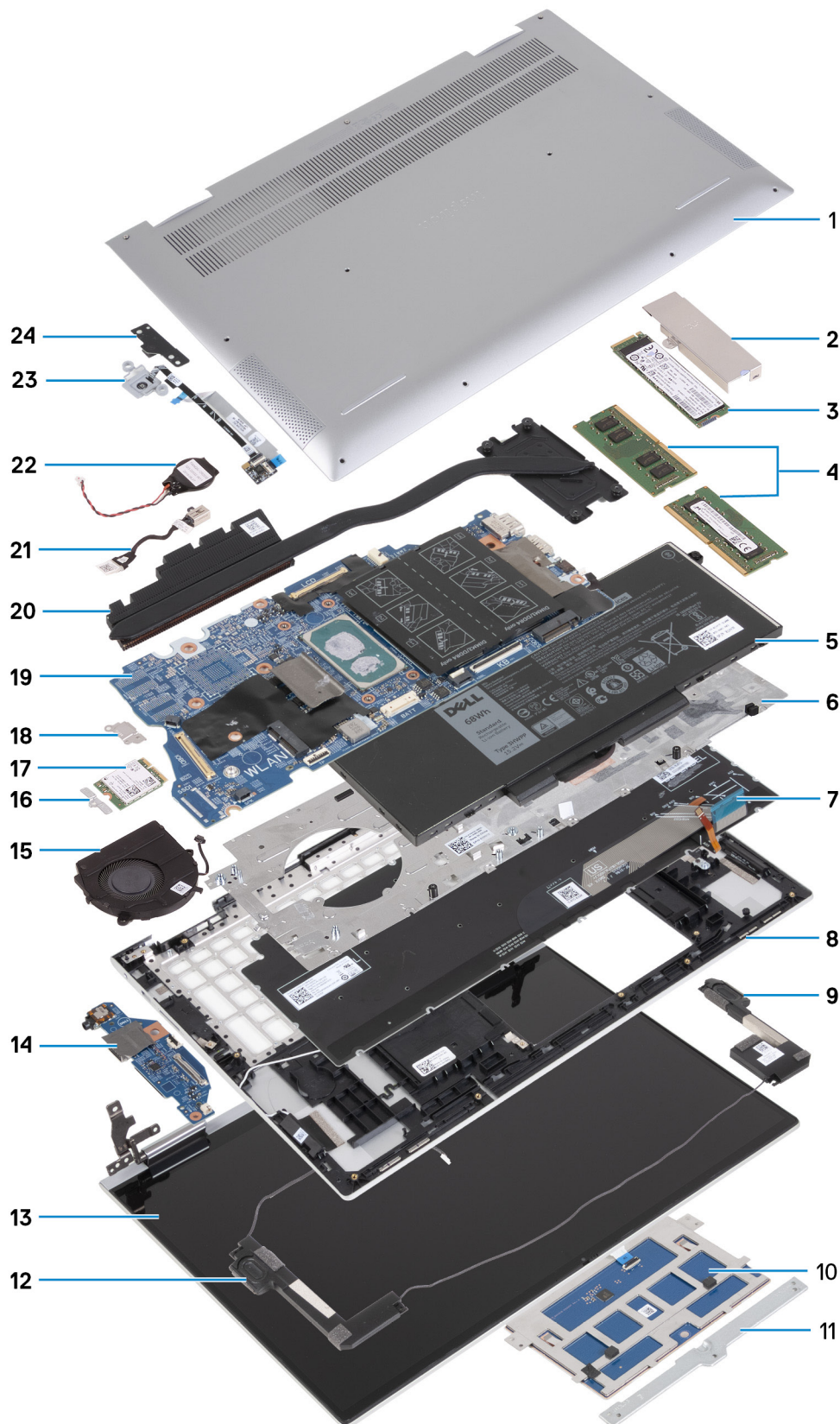
Component	Secured to	Screw type	Quantity	Screw image
Base cover	Palm-rest and keyboard assembly	M2x4	8	
Base cover	Palm-rest and keyboard assembly	M2x8	3	
Battery	Palm-rest and keyboard assembly	M2x3.5	2	
Battery	Palm-rest and keyboard assembly	M2x6 (captive)	1	
Wireless-card bracket	Wireless card and system board	M2x3.5	1	
Solid-state drive thermal bracket	Palm-rest and keyboard assembly	M2x3.5	1	
Solid-state drive bracket	Palm-rest and keyboard assembly	M1.6x2.5	1	
Solid-state drive	Solid-state drive bracket	M2x3.5	1	
Heat sink	System board	M2x5.35 (captive)	4	

Table 1. Screw list (continued)

Component	Secured to	Screw type	Quantity	Screw image
Fan	Palm-rest and keyboard assembly	M2x3.5	2	
Touchpad bracket	Palm-rest and keyboard assembly	M2x2	5	
Touchpad	Palm-rest and keyboard assembly	M2x3.5	3	
I/O board	Palm-rest and keyboard assembly	M2x3.5	1	
Display hinges	Palm-rest and keyboard assembly	M2.5x3	6	
Power-button board	Palm-rest and keyboard assembly	M2x3	2	
Power-button bracket	Palm-rest and keyboard assembly	M2x3.5	2	
Power-adaptor port	Palm-rest and keyboard assembly	M2x3.5	1	
USB Type-C bracket	Palm-rest and keyboard assembly	M2x3.5	2	
System board	Palm-rest and keyboard assembly	M2x2	1	
System board	Palm-rest and keyboard assembly	M2x3.5	1	


Major components of Inspiron 7706 2-in-1

The following image shows the major components of Inspiron 7706 2-in-1.



1. Base cover
2. Solid-state drive thermal bracket
3. Solid-state drive
4. Memory modules

5. Battery
6. Keyboard bracket
7. Keyboard
8. Palmrest
9. Right speaker
10. Touchpad
11. Touchpad bracket
12. Left speaker
13. Display assembly
14. I/O board
15. Fan
16. Wireless-card bracket
17. Wireless card
18. USB Type-C port bracket
19. System board
20. Heat sink
21. Power-adaptor port
22. Coin-cell battery
23. Power button with fingerprint-reader
24. Power-button bracket

 **NOTE:** Dell provides a list of components and their part numbers for the original system configuration purchased. These parts are available according to warranty coverages purchased by the customer. Contact your Dell sales representative for purchase options.

Base cover

Removing the base cover

1. Follow the procedure in [Before working inside your computer](#).

The following images indicate the location of the base cover and provide a visual representation of the removal procedure.

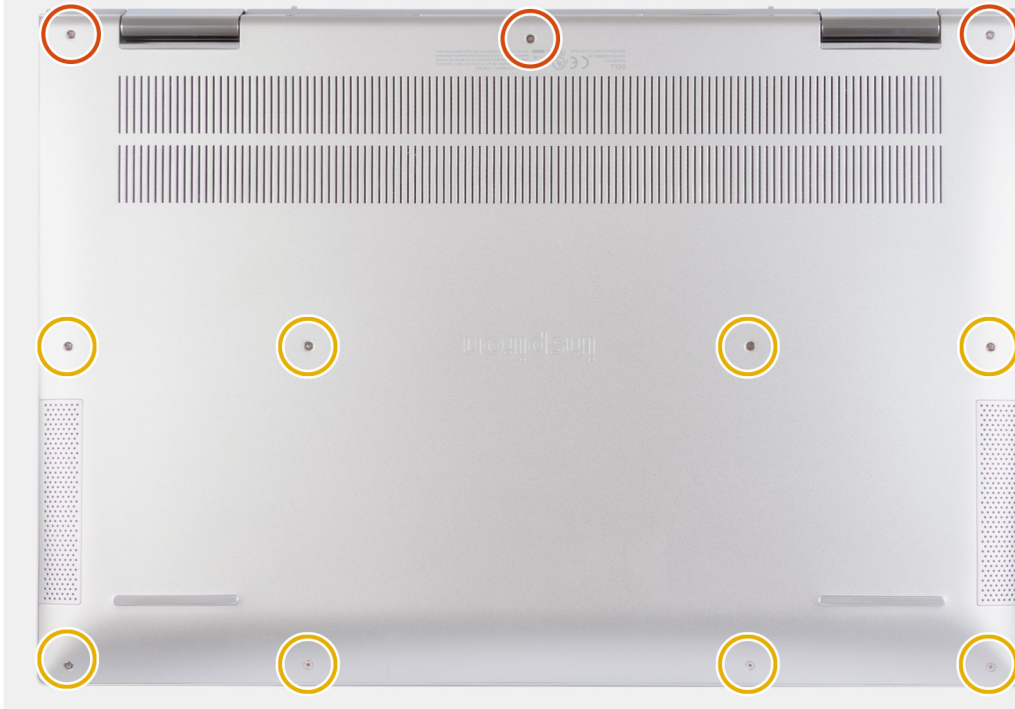


3x
M2x8

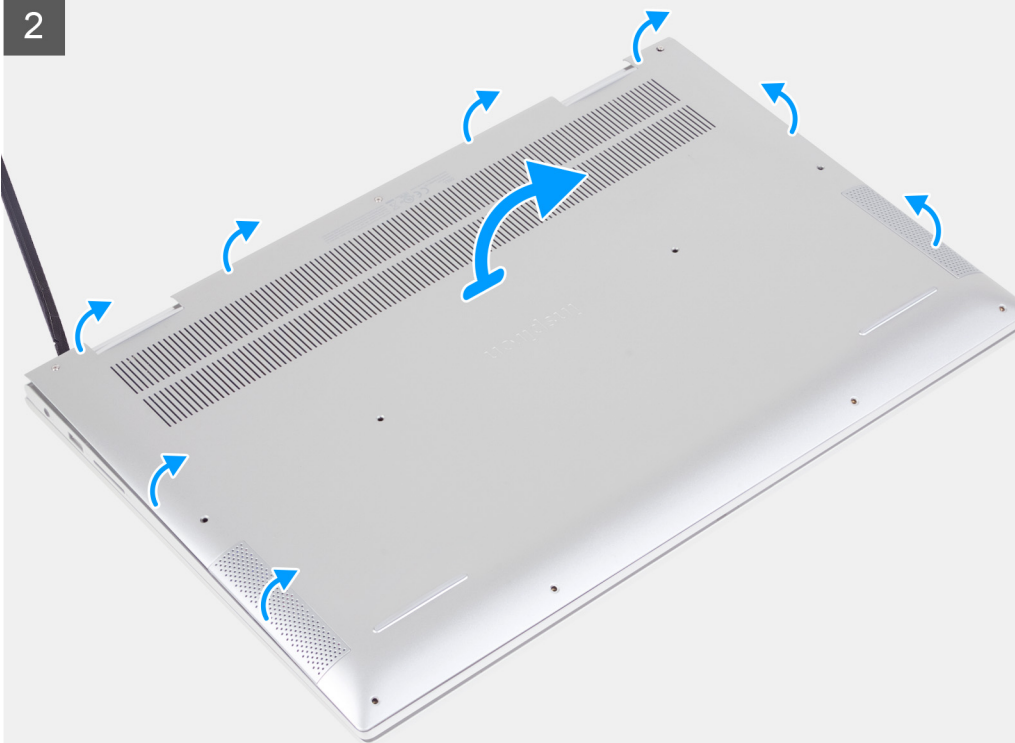


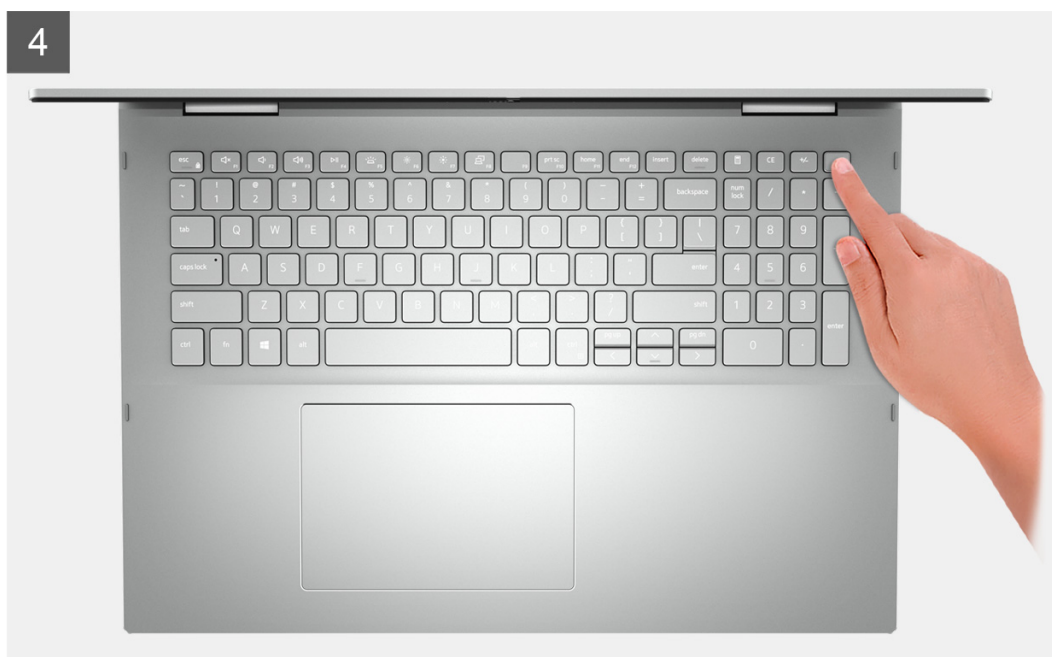
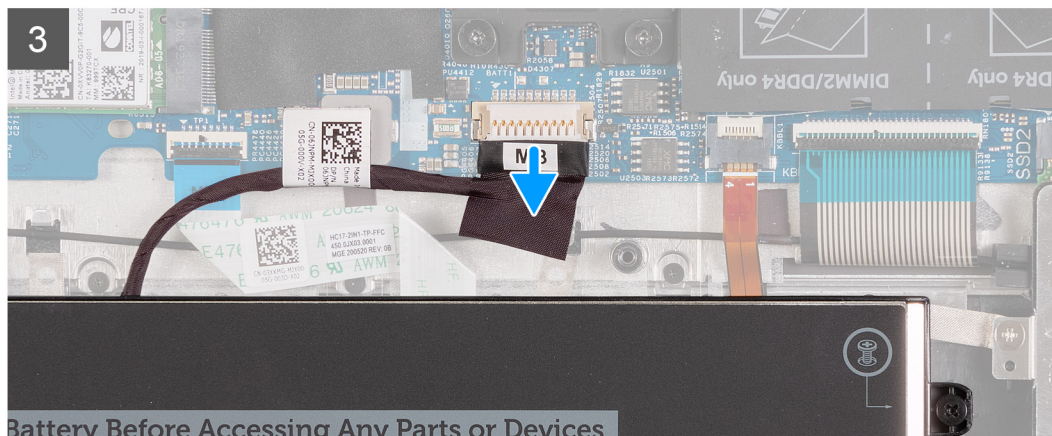
8x
M2x4

1



2





1. Remove the eight screws (M2x4) that secure the base cover to the palm-rest and keyboard assembly.
2. Loosen the three captive screws (M2x8) that secure the base cover to the palm-rest and keyboard assembly.

CAUTION: Do not pull on or pry the base cover at the side where the hinges are located; doing so may damage the base cover.

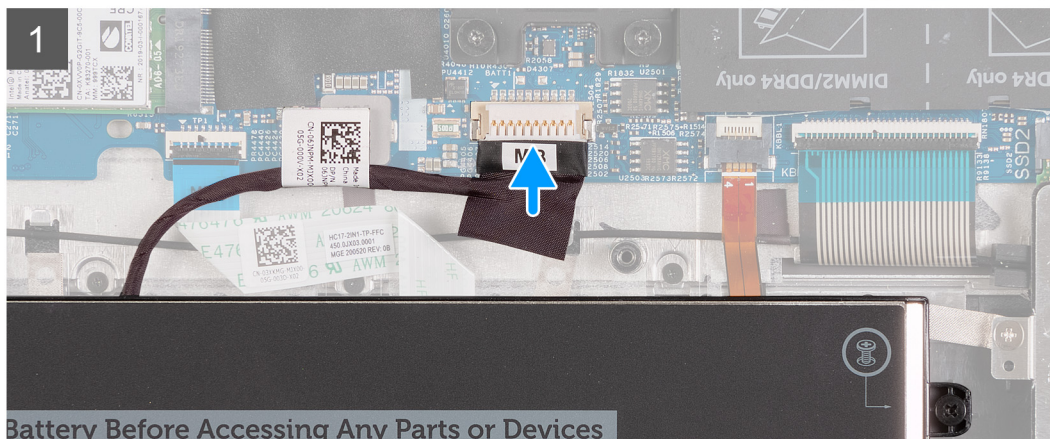
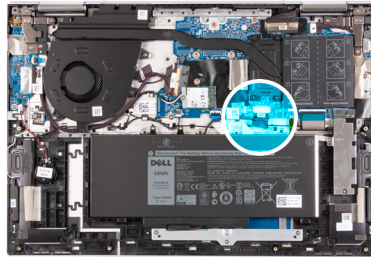
NOTE: Upon loosening the three captive screws (M2x8), the base cover will pop up creating a gap between the base cover and the palm-rest assembly.

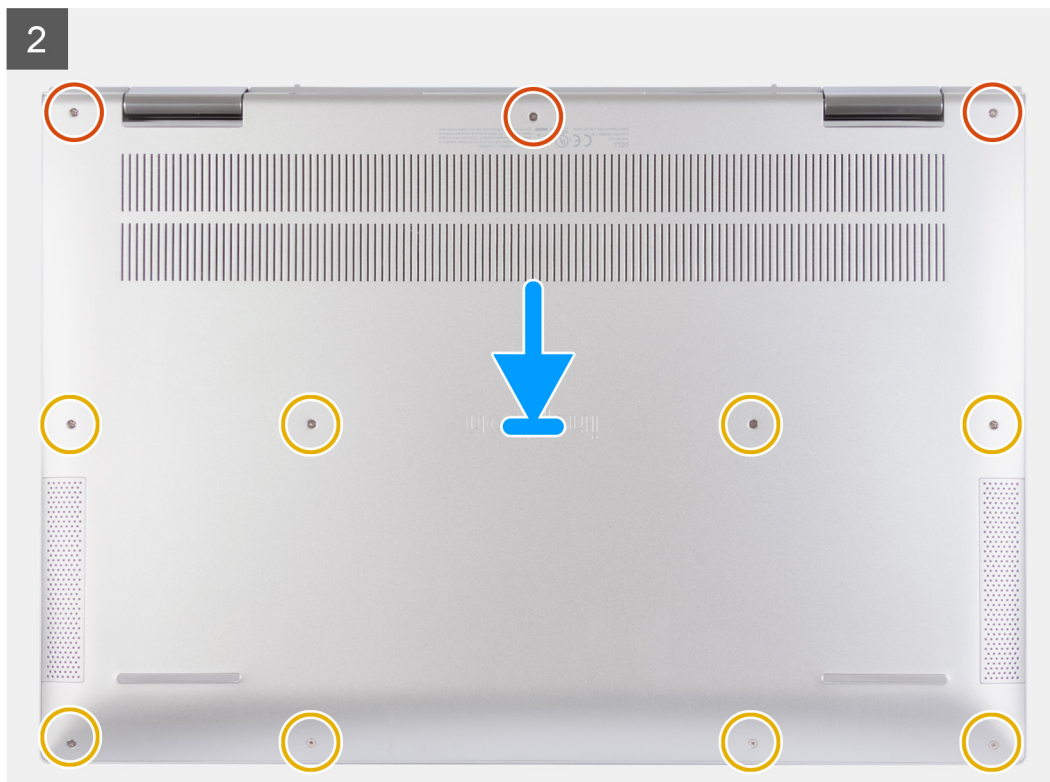
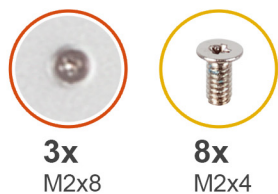
3. Lift the base cover; use a plastic scribe for gentle prying of the cover, if necessary.
4. Disconnect the battery cable from the system board.
5. Turn your computer over and press the power button for 15 seconds to drain the flea power.

Installing the base cover

If you are replacing a component, remove the existing component before performing the installation procedure.

The following images indicate the location of the base cover and provide a visual representation of the installation procedure.





1. Connect the battery cable to the system board.
2. Align the screw holes on the base cover with the screw holes on the palm-rest and keyboard assembly, and then snap the base cover into place.
3. Replace the eight screws (M2x4) that secure the base cover to the palm-rest and keyboard assembly.
4. Tighten the three captive screws (M2x8) that secure the base cover to the palm-rest and keyboard assembly.
1. Follow the procedure in [After working inside your computer](#).

Battery

Lithium-ion battery precautions

⚠ CAUTION:

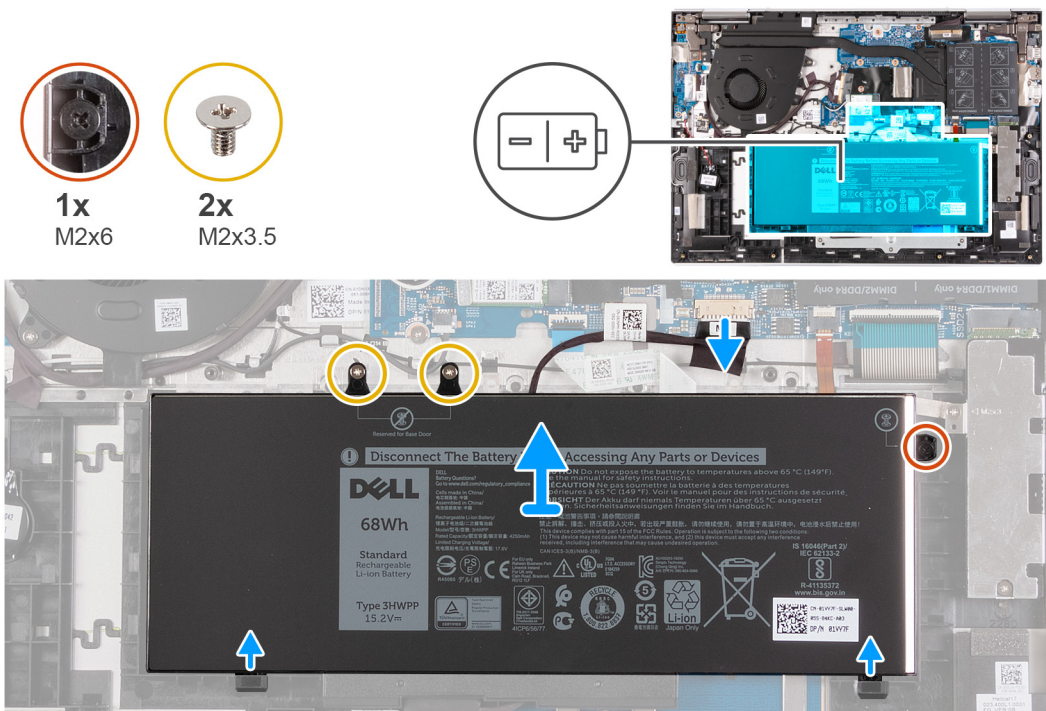
- Exercise caution when handling Lithium-ion batteries.
- Discharge the battery completely before removing it. Disconnect the AC power adapter from the system and operate the computer solely on battery power—the battery is fully discharged when the computer no longer turns on when the power button is 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](#).

Removing the battery

1. Follow the procedure in [Before working inside your computer](#).
2. Remove the [base cover](#).

The following image indicates the location of the battery and provides a visual representation of the removal procedure.

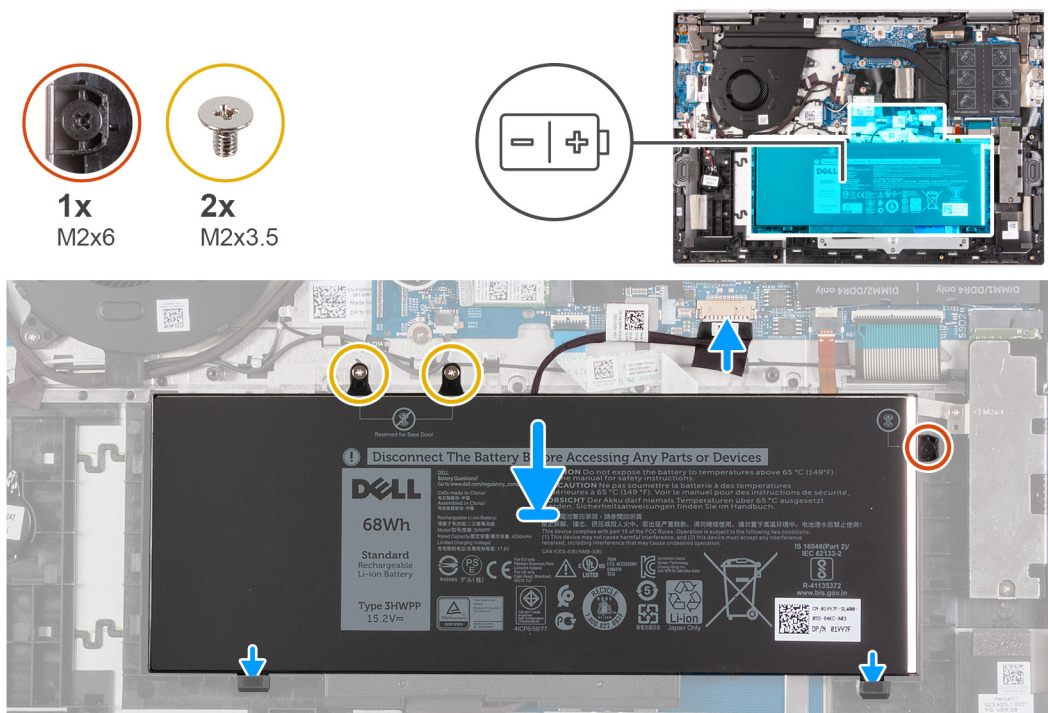


1. Disconnect the battery cable from the system board (applicable only if not disconnected earlier).
2. Remove the captive screw that secures the battery to the palm-rest and keyboard assembly.
3. Remove the two screws (M2x3.5) that secure the battery to the palm-rest and keyboard assembly.
4. Lift the battery at an angle and slide it out of the notches on the palm-rest and keyboard assembly, and lift the battery off the palm-rest and keyboard assembly.

Installing the battery

If you are replacing a component, remove the existing component before performing the installation procedure.

The following image indicates the location of the battery and provides a visual representation of the installation procedure.



1. Insert the tabs of the battery into the notches on the palm-rest and keyboard assembly.
2. Slide the battery on the palm-rest and keyboard assembly.
3. Replace the two screws (M2x3.5) that secure the battery to the palm-rest and keyboard assembly.
4. Replace the captive screw that secures the battery to the palm-rest and keyboard assembly.
5. Connect the battery cable to the system board.

1. Install the [base cover](#).
2. Follow the procedure in [After working inside your computer](#).

Coin-cell battery

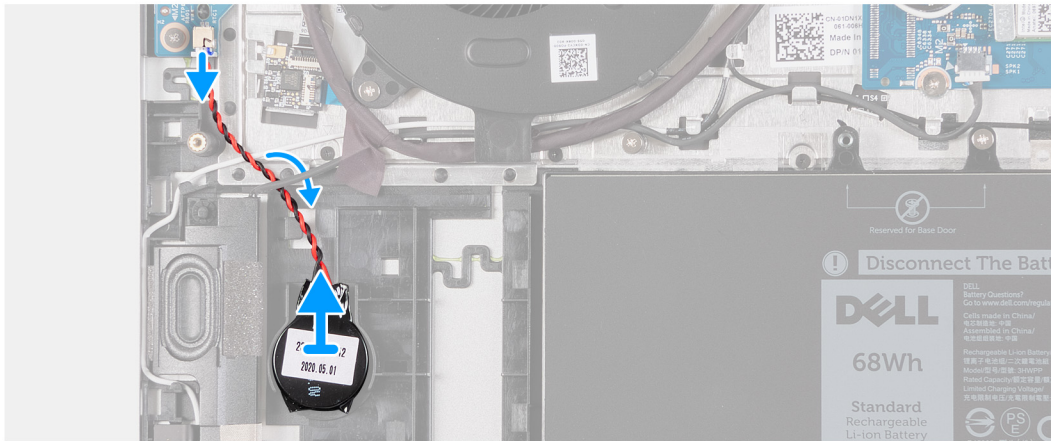
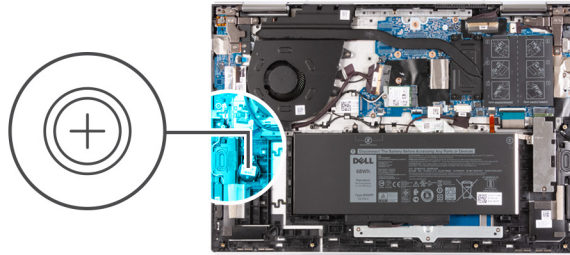
Removing the coin-cell battery

1. Follow the procedure in [Before working inside your computer](#).

NOTE: Removing the I/O-board cable is equivalent to removing the coin-cell battery. It resets the settings of the BIOS setup program to default. It is recommended that you note down the settings of the BIOS setup program before removing the coin-cell battery.

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

The following image indicates the location of the coin-cell battery and provides a visual representation of the removal procedure.

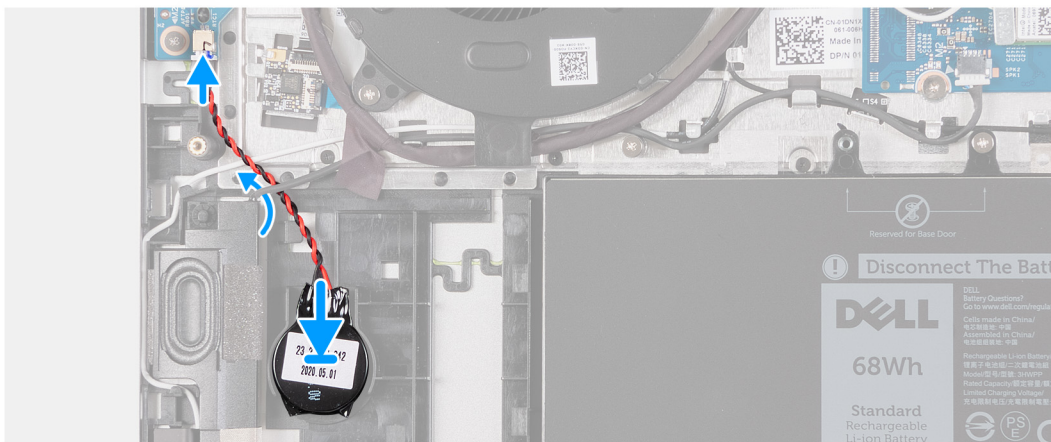
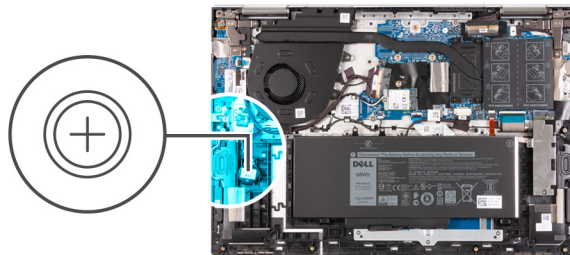


1. Disconnect the coin-cell battery cable from the I/O board.
2. Lift the speaker cable, and release the coin-cell battery cable.
3. Peel the coin-cell battery off the slot on the palm-rest and keyboard assembly.

Installing the coin-cell battery

If you are replacing a component, remove the existing component before performing the installation procedure.

The following image indicates the location of the coin-cell battery and provides a visual representation of the installation procedure.



1. Adhere the coin-cell battery to the slot on the palm-rest and keyboard assembly.

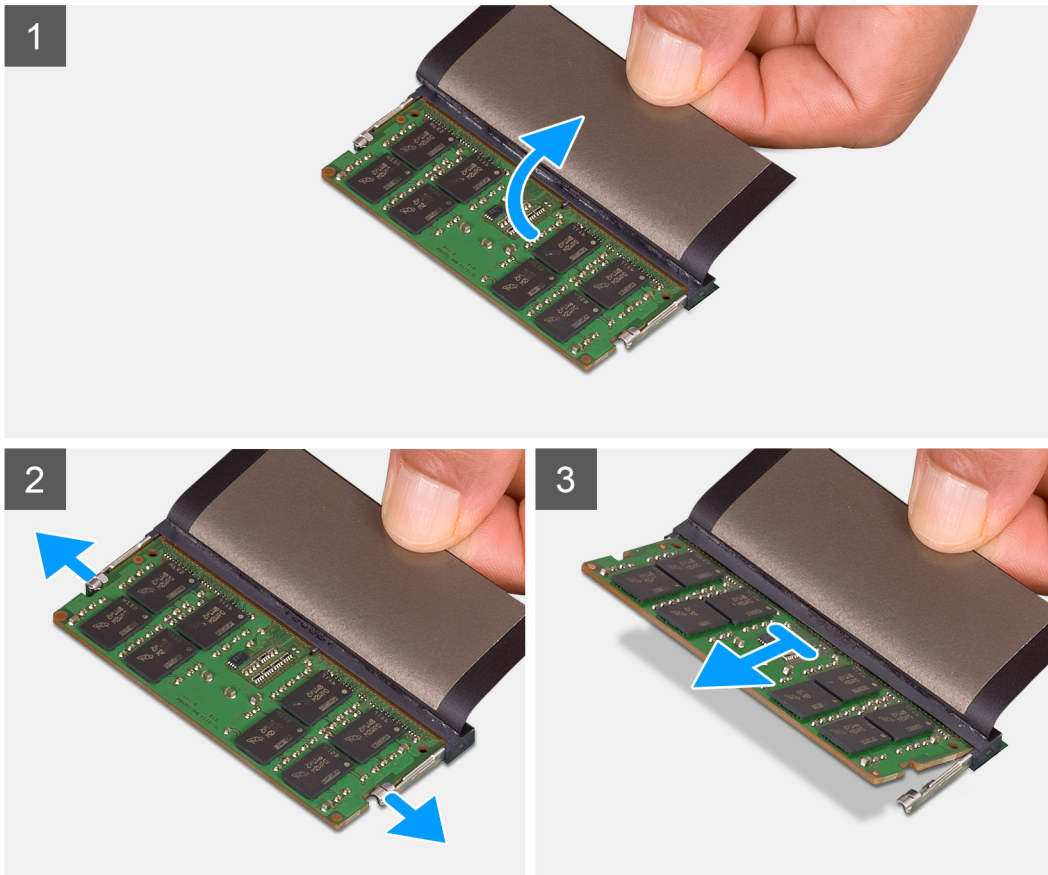
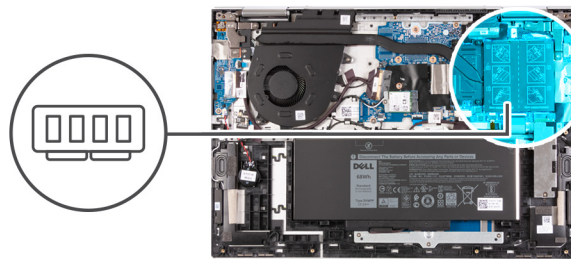
2. Lift the speaker cable and route the coin-cell battery cable under the speaker cable.
3. Connect the coin-cell battery cable to the I/O board.
1. Install the [base cover](#).
2. Follow the procedure in [After working inside your computer](#).

Memory module

Removing the memory module

1. Follow the procedure in [Before working inside your computer](#).
2. Remove the [base cover](#).

The following image indicates the location of the memory modules and provides a visual representation of the removal procedure.



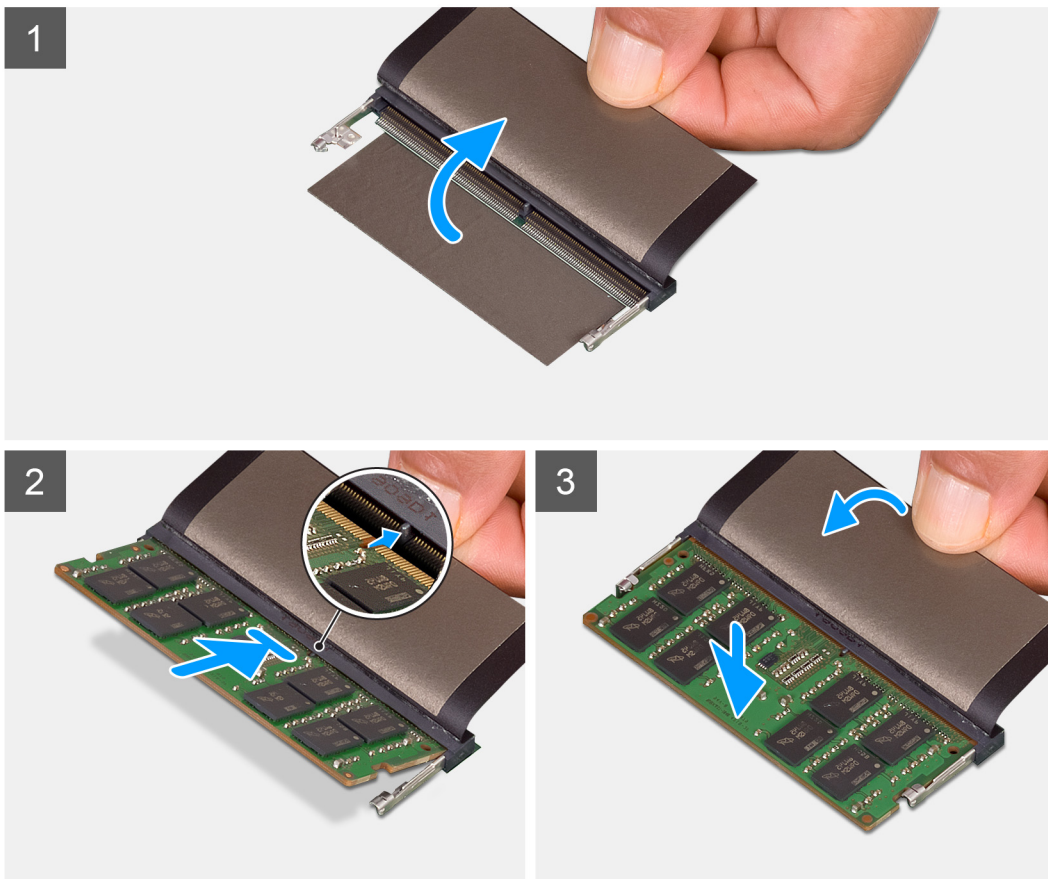
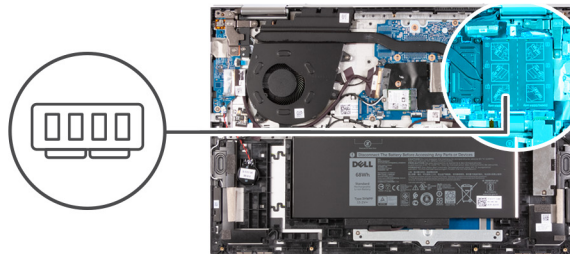
1. Lift the flap to access the memory module.
2. Use your fingertips to carefully spread apart the securing-clips on each end of the memory-module slot until the memory module pops up.
3. Slide and remove the memory module from the memory-module slot.

NOTE: Repeat the steps to remove any other memory modules installed in your computer.

Installing the memory module

If you are replacing a component, remove the existing component before performing the installation procedure.

The following image indicates the location of the memory modules and provides a visual representation of the installation procedure.



1. Lift the flap to access the memory-module slot.
2. Align the notch on the memory module with the tab on the memory-module slot.
3. Slide the memory module firmly at an angle, into the memory-module slot.
4. 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.

NOTE: Repeat the steps to install any other memory modules in your computer.

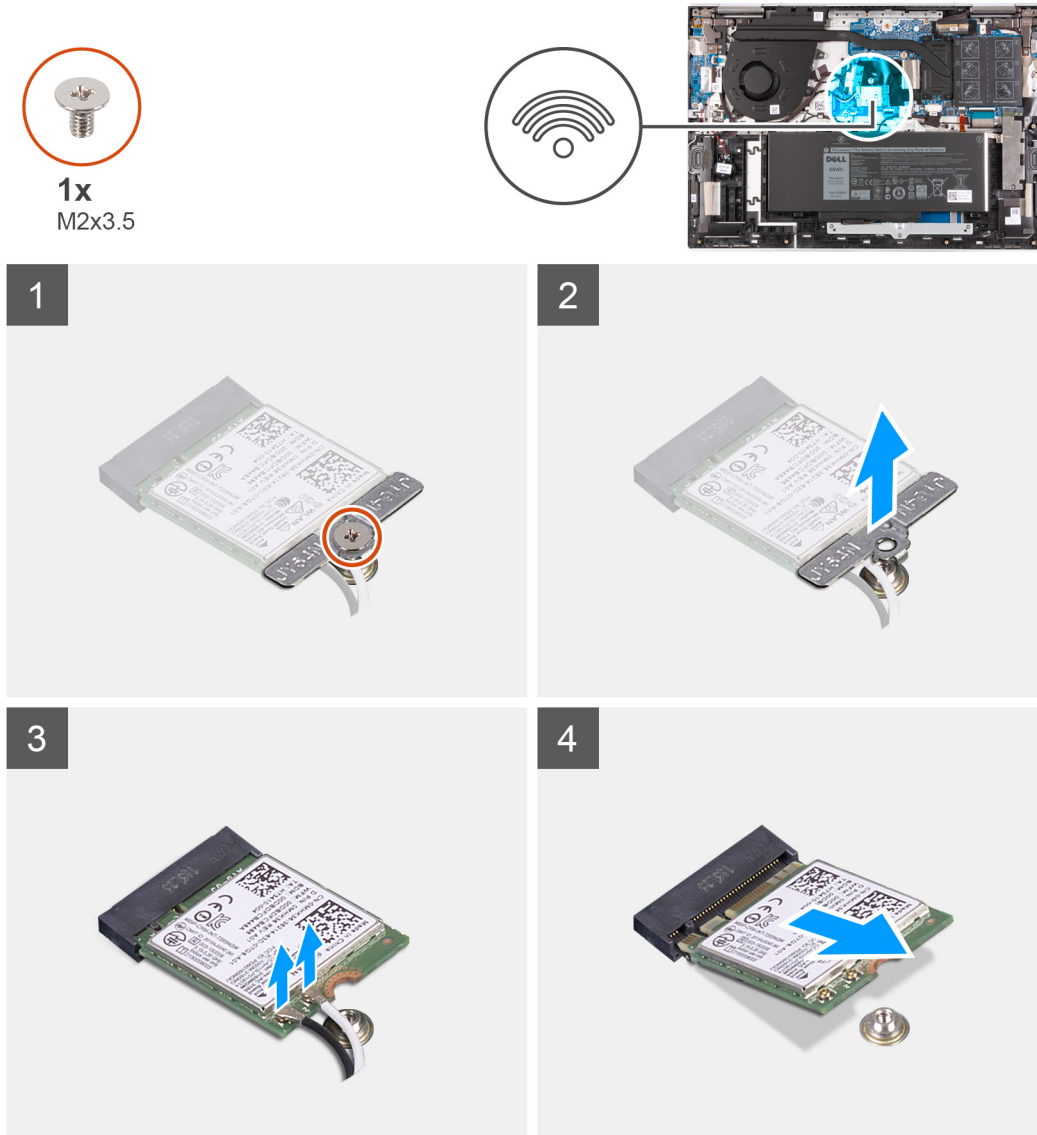
1. Install the [base cover](#).
2. Follow the procedure in [After working inside your computer](#).

Wireless card

Removing the wireless card

1. Follow the procedure in [Before working inside your computer](#).
2. Remove the [base cover](#).

The following image indicates the location of the wireless card and provides a visual representation of the removal procedure.

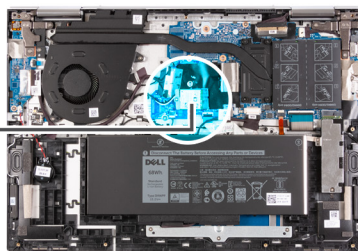


1. Remove the screw (M2x3.5) that secures the wireless-card bracket to the wireless card and system board.
2. Remove the wireless-card bracket from the wireless card.
3. Disconnect the antenna cables from the wireless card.
4. Slide and remove the wireless card from the wireless-card slot.

Installing the wireless card

If you are replacing a component, remove the existing component before performing the installation procedure.

The following image indicates the location of the wireless card and provides a visual representation of the installation procedure.



1. Connect the antenna cables to the wireless card.

The following table provides the antenna-cable color scheme for the wireless card that is 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

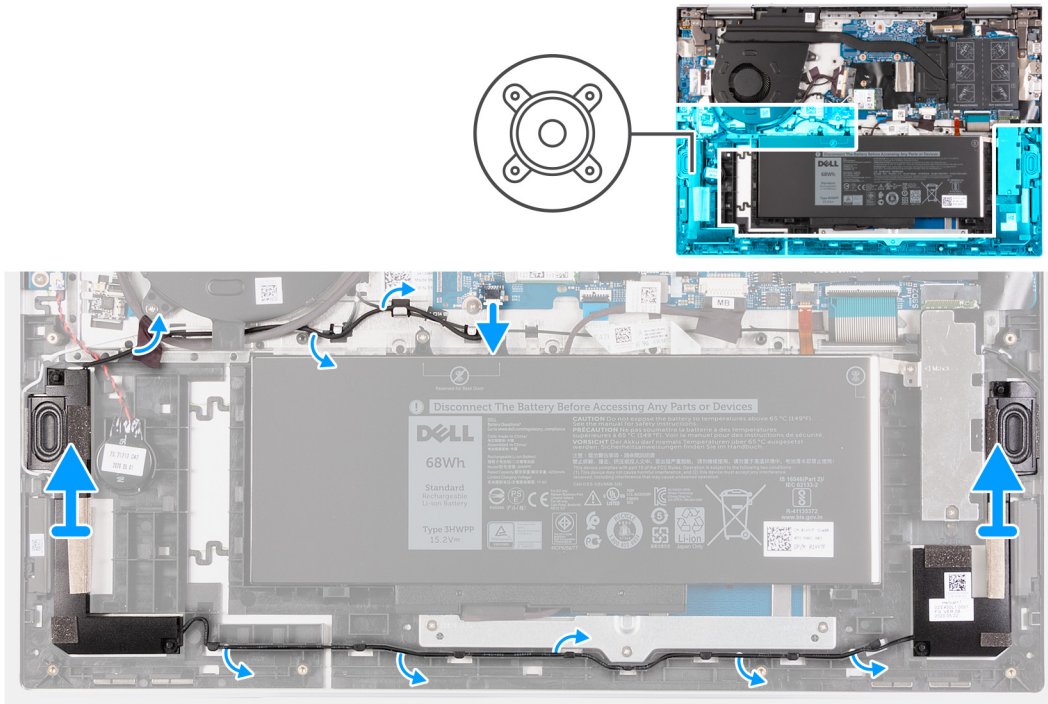
2. Align the notch on the wireless card with the tab on the wireless-card slot and insert the wireless card at an angle into the wireless-card slot.
 3. Align the screw hole on the wireless-card bracket with the screw hole on the wireless card and palm-rest and keyboard assembly.
 4. Replace the screw (M2x3.5) that secures the wireless-card bracket to the wireless card and system board.
1. Install the [base cover](#).
 2. Follow the procedure in [After working inside your computer](#).

Speakers

Removing the speakers

1. Follow the procedure in [Before working inside your computer](#).
2. Remove the [base cover](#).

The following image indicates the location of the speakers and provides a visual representation of the removal procedure.

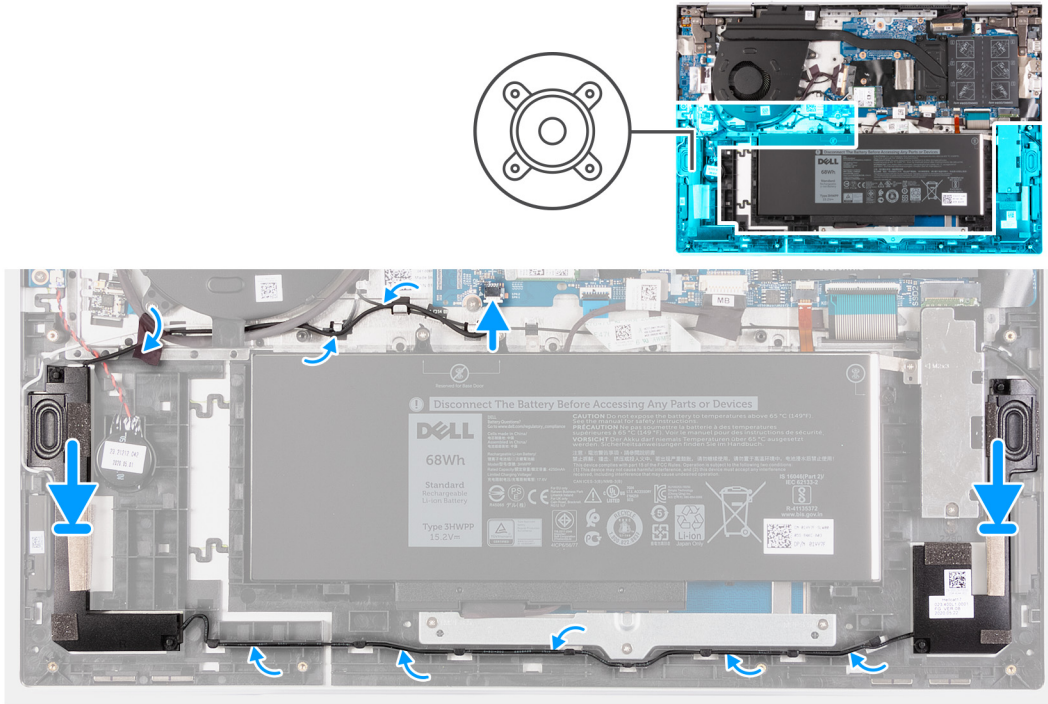


1. Disconnect the speaker cable from the system board.
2. Note the speaker cable routing, and remove the speaker cable from the routing guides on the palm-rest and keyboard assembly.
3. Lift the speakers along with the cables, off the palm-rest and keyboard assembly.

Installing the speakers

If you are replacing a component, remove the existing component before performing the installation procedure.

The following image indicates the location of the speakers and provides a visual representation of the installation procedure.



1. Using the alignment posts and rubber grommets, place the speakers on the slots of 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.
1. Install the [base cover](#).
2. Follow the procedure in [After working inside your computer](#).

Heat sink

Removing the heat sink

1. Follow the procedure in [Before working inside your computer](#).

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.

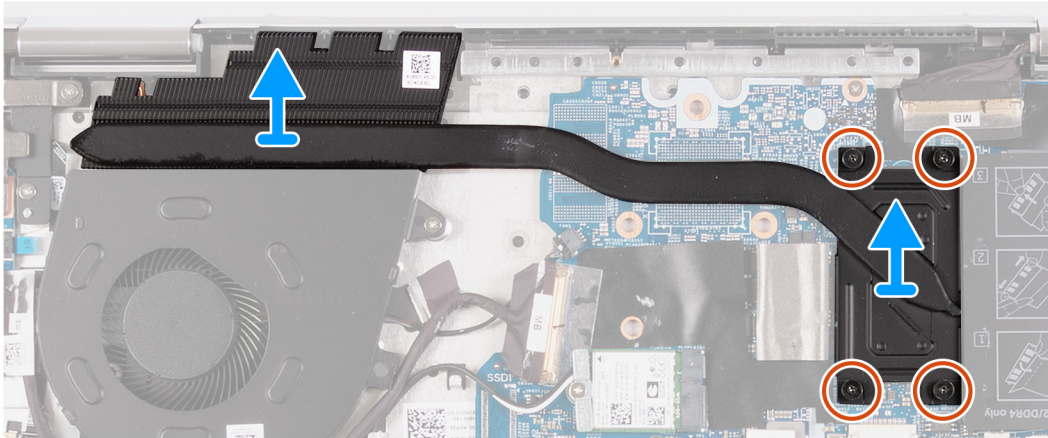
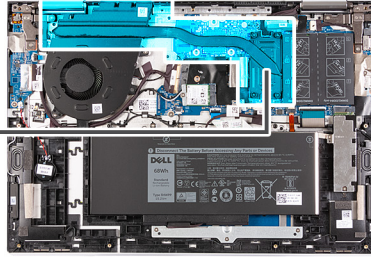
NOTE: The heat sink may become hot during normal operation. Allow sufficient time for the heat sink to cool before you touch it.

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

The following image indicates the location of the heat sink and provides a visual representation of the removal procedure.



4x
M2x5.35



1. In reverse sequential order (as indicated on the heat sink), loosen the four screws (M2x5.35) that secure the heat sink to the system board.
2. Lift the heat sink off the system board.

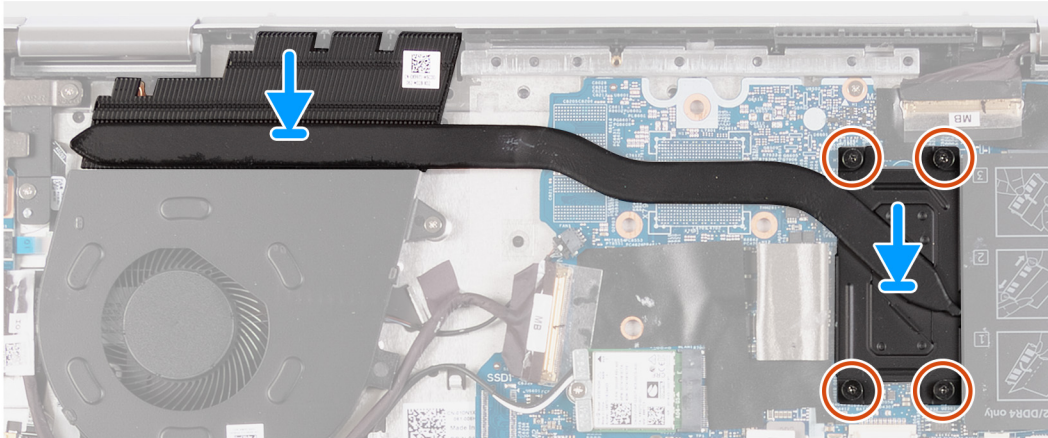
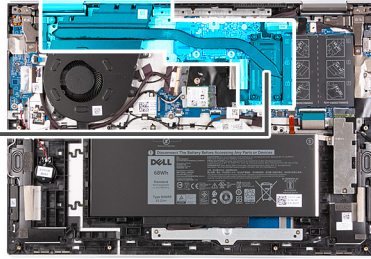
Installing the heat sink

If you are replacing a component, remove the existing component before performing the installation procedure.

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.

The following image indicates the location of the heat sink and provides a visual representation of the installation procedure.



1. Align the screw holes on the heat sink with the screw holes on the system board.
 2. In sequential order (as indicated on the heat sink), tighten the four screws (M2x5.35) that secure the heat sink to the system board.
1. Install the [base cover](#).
 2. Follow the procedure in [After working inside your computer](#).

Fan

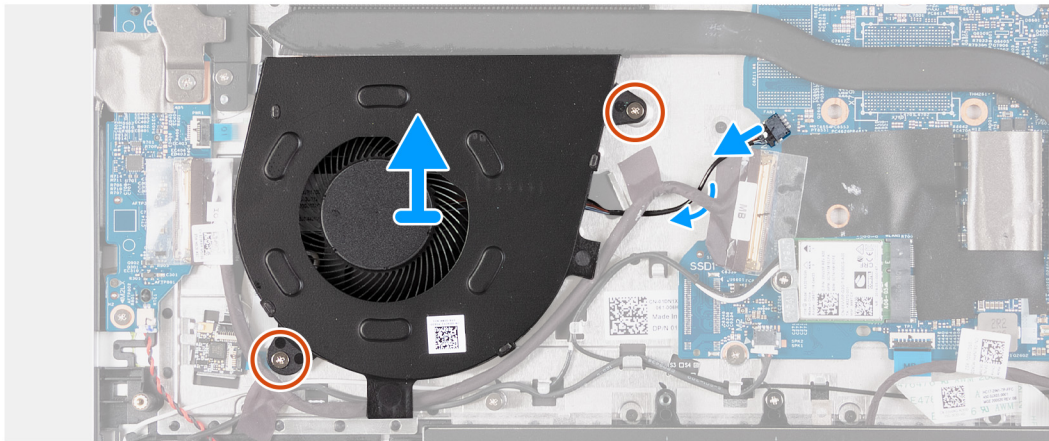
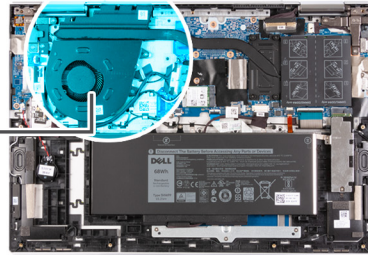
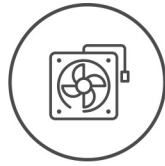
Removing the fan

1. Follow the procedure in [Before working inside your computer](#).
2. Remove the [base cover](#).

The following image indicates the location of the fan and provides a visual representation of the removal procedure.



2x
M2x3.5



1. Disconnect the fan cable from the system board.
2. Release the fan cable by lifting the I/O-board cable.
3. Remove the two screws (M2x3.5) that secure the fan to the palm-rest and keyboard assembly.
4. Lift the fan off the palm-rest and keyboard assembly.

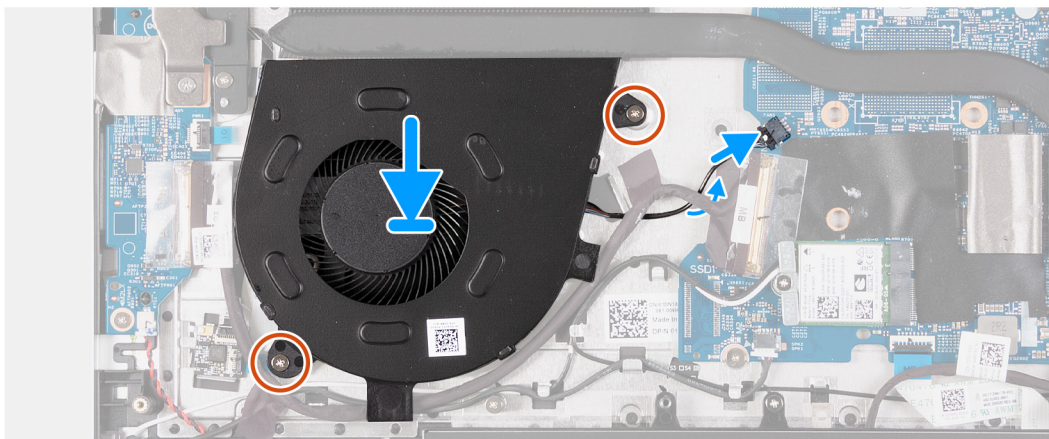
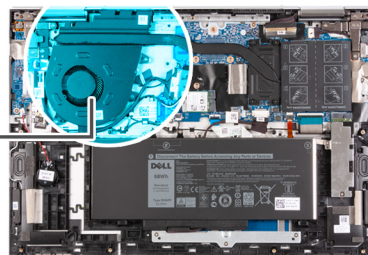
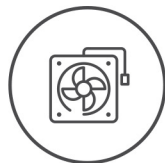
Installing the fan

If you are replacing a component, remove the existing component before performing the installation procedure.

The following image indicates the location of the fan and provides a visual representation of the installation procedure.



2x
M2x3.5



1. Using the alignment posts, place the fan on the palm-rest and keyboard assembly.

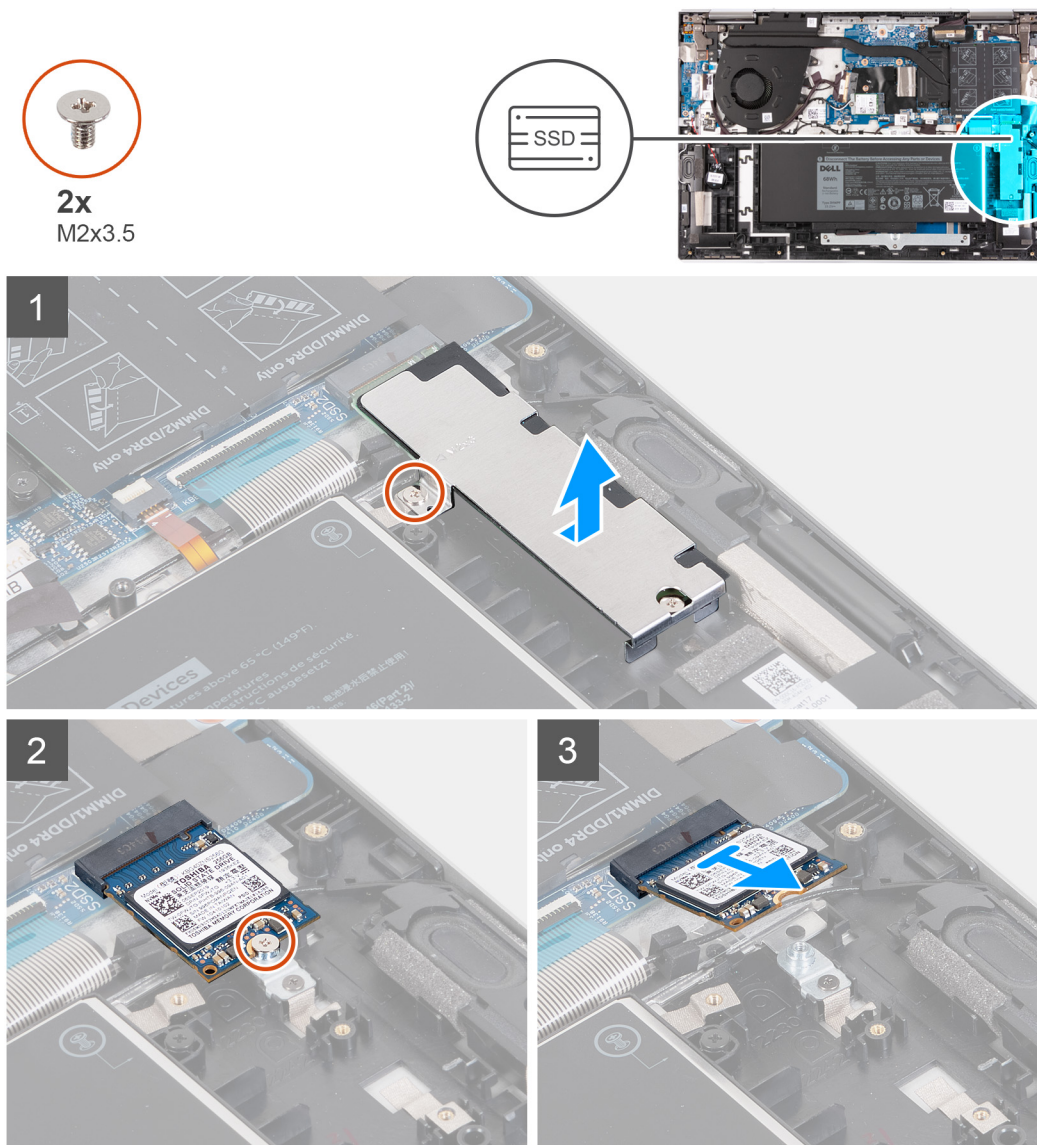
2. Replace the two screws (M2x3.5) that secure the system fan to the palm-rest and keyboard assembly.
3. Route the fan cable under the I/O-board cable.
4. Connect the fan cable to the system board.
1. Install the [base cover](#).
2. Follow the procedure in [After working inside your computer](#).

Solid-state drive

Removing the M.2 2230 solid-state drive

1. Follow the procedure in [Before working inside your computer](#).
2. Remove the [base cover](#).

The following image indicates the location of the solid-state drive and provides a visual representation of the removal procedure.



1. Remove the screw (M2x3.5) that secure the solid-state drive thermal bracket to the palm-rest and keyboard assembly.
2. Lift the solid-state drive thermal bracket off the palm-rest and keyboard assembly.
3. Remove the screw (M2x3.5) that secures the solid-state drive to the solid-state drive bracket.
4. Slide and remove the solid-state drive from the solid-state drive slot.

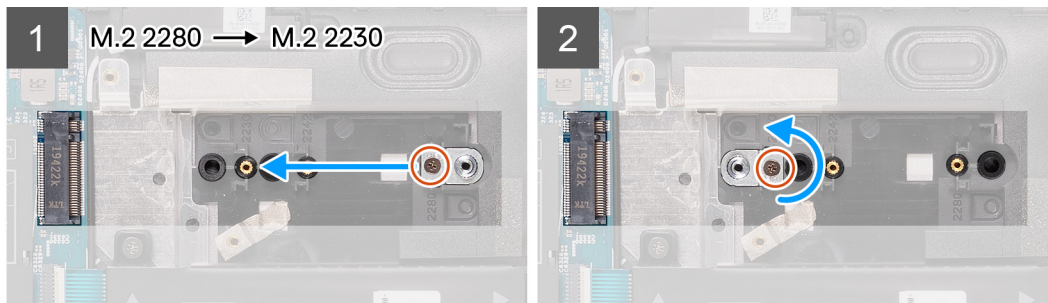
Installing the M.2 2230 solid-state drive

If you are replacing a component, remove the existing component before performing the installation procedure.

- If you are replacing a M.2 2280 solid-state drive with a M.2 2230 solid-state drive, ensure the M.2 2280 solid-state drive is removed first.
- Refer to the procedure for removing the [M.2 2280 solid-state drive](#).
- The following image indicate where to install the solid-state drive screw mount based on form factor.



1x
M1.6x2.5



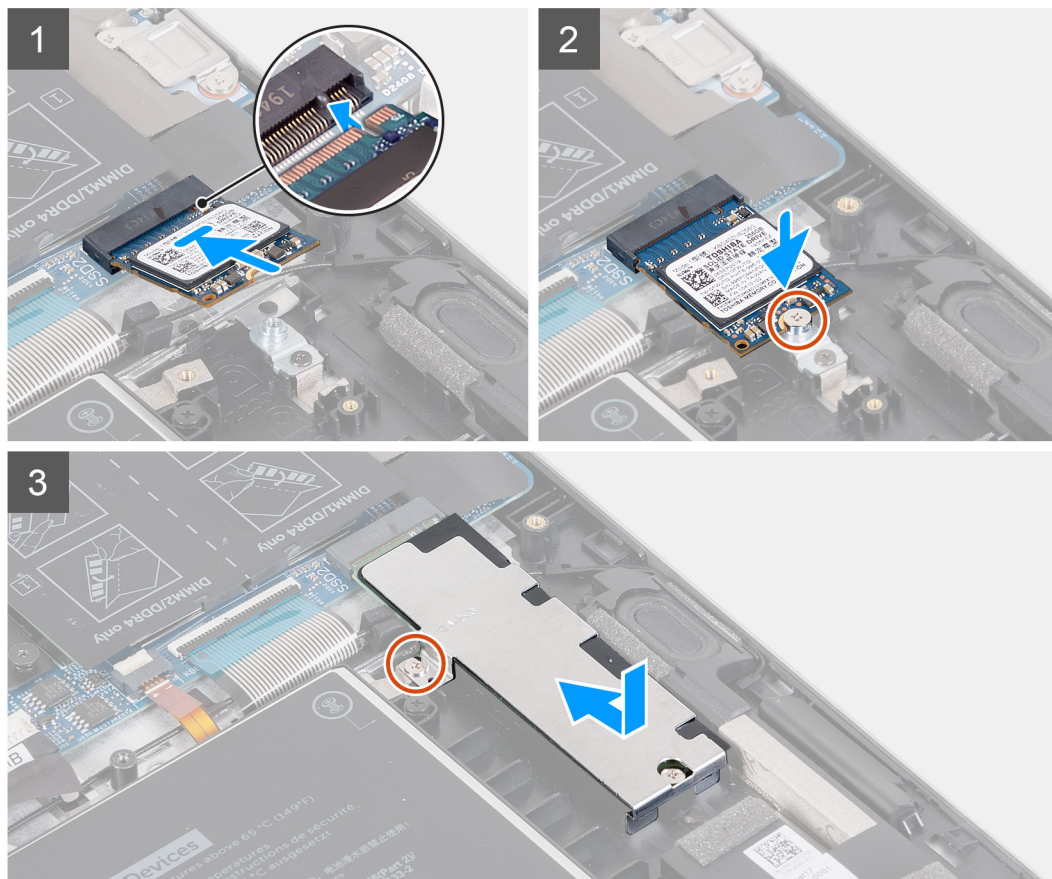
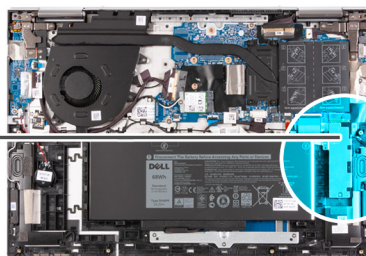
This computer supports two solid-state drive form factors.

- M.2 2230
- M.2 2280

The following image indicates the location of the M.2 2230 solid-state drive and provides a visual representation of the installation procedure.



2x
M2x3.5



NOTE: Perform step 1 to step 4 if you are replacing the M.2 2230 solid-state drive with an M.2 2280 solid-state drive.

1. Remove the screw (M1.6x2.5) that secures the solid-state drive bracket to the palm-rest and keyboard assembly.
2. Turn the solid-state drive bracket at an angle of 180 degrees.
3. Insert the solid-state drive bracket into the other solid-state drive bracket slot on the palm-rest and keyboard assembly.
4. Replace the screw (M1.6x2.5) that secures the solid-state drive bracket to the palm-rest and keyboard assembly.
5. Align the notch on the solid-state drive with the tab on the solid-state drive slot.
6. Slide the solid-state drive firmly into the solid-state drive slot at an angle.
7. Replace the screw (M2x3.5) that secures the solid-state drive to the solid-state drive bracket.
8. Align the screw hole on the solid-state drive thermal bracket with the screw hole on the palm-rest and keyboard assembly.
9. Replace the screw (M2x3.5) that secures the solid-state drive thermal bracket to the palm-rest and keyboard assembly.
1. Install the [base cover](#).
2. Follow the procedure in [After working inside your computer](#).

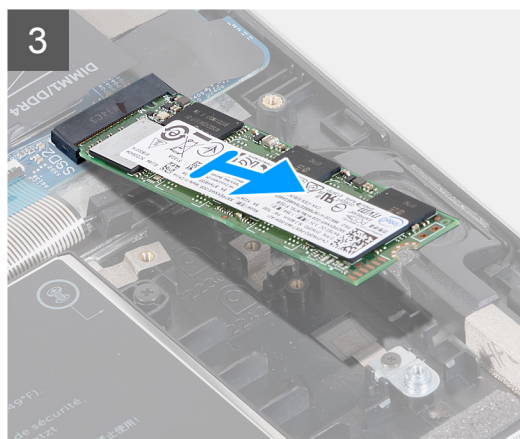
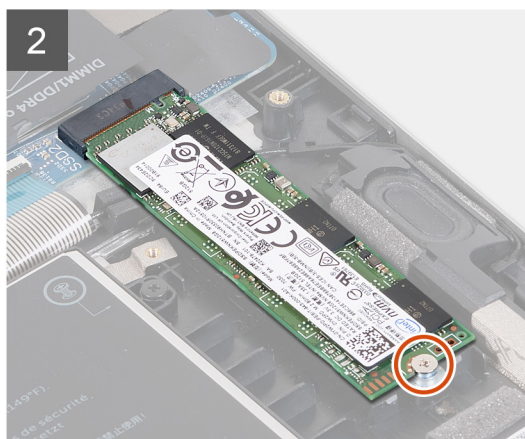
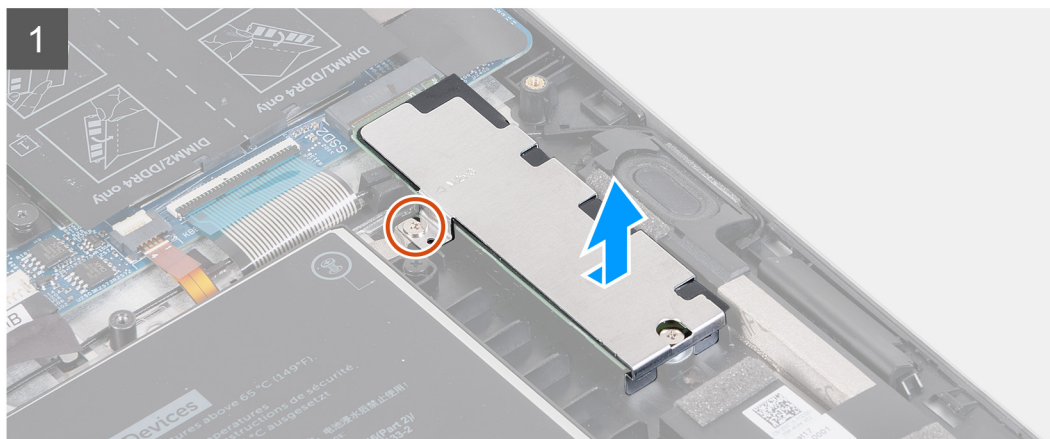
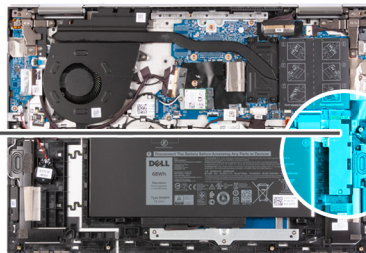
Removing the M.2 2280 solid-state drive

1. Follow the procedure in [Before working inside your computer](#).
2. Remove the [base cover](#).

The following image indicates the location of the solid-state drive and provides a visual representation of the removal procedure.



2x
M2x3.5



1. Remove the screw (M2x3.5) that secures the solid-state drive thermal bracket to the palm-rest and keyboard assembly.
2. Lift the solid-state drive thermal bracket off the palm-rest and keyboard assembly.
3. Remove the screw (M2x3.5) that secures the solid-state drive to the solid-state drive bracket.
4. Slide and remove the solid-state drive from the solid-state drive slot.

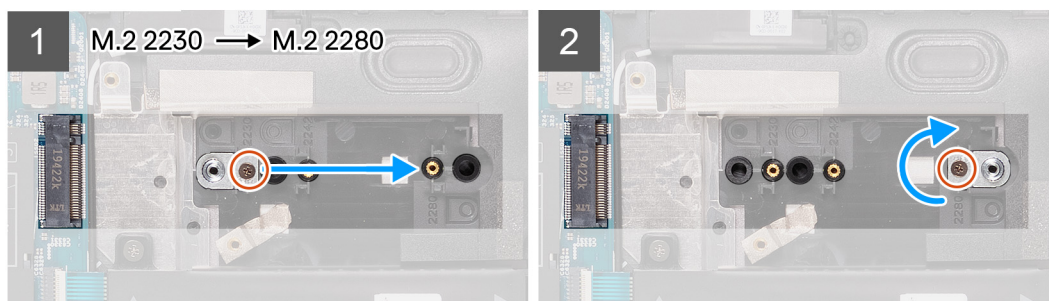
Installing the M.2 2280 solid-state drive

If you are replacing a component, remove the existing component before performing the installation procedure.

- If you are replacing a M.2 2230 solid-state drive with a M.2 2280 solid-state drive, ensure the M.2 2230 solid-state drive is removed first.
- Refer to the procedure for removing the [M.2 2230 solid-state drive](#).
- The following image indicates where to install the solid-state drive screw mount based on form factor.



1x
M1.6x2.5



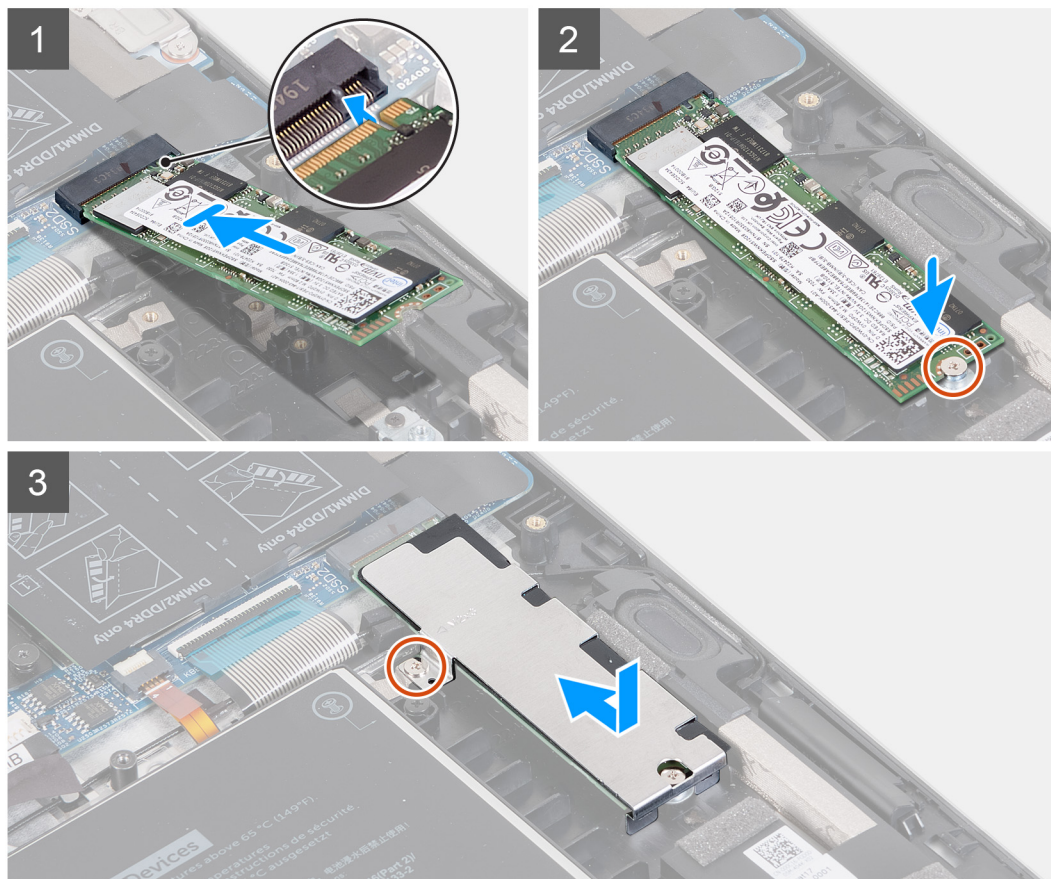
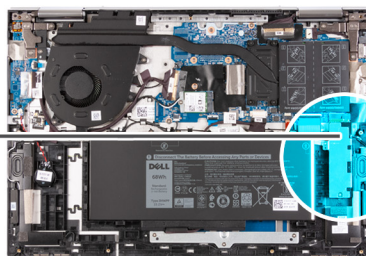
This computer supports two solid-state drive form factors.

- M.2 2230
- M.2 2280

The following image indicates the location of the M.2 2280 solid-state drive and provides a visual representation of the installation procedure.



2x
M2x3.5



NOTE: Perform step 1 to step 4 if you are replacing the M.2 2230 solid-state drive with an M.2 2280 solid-state drive.

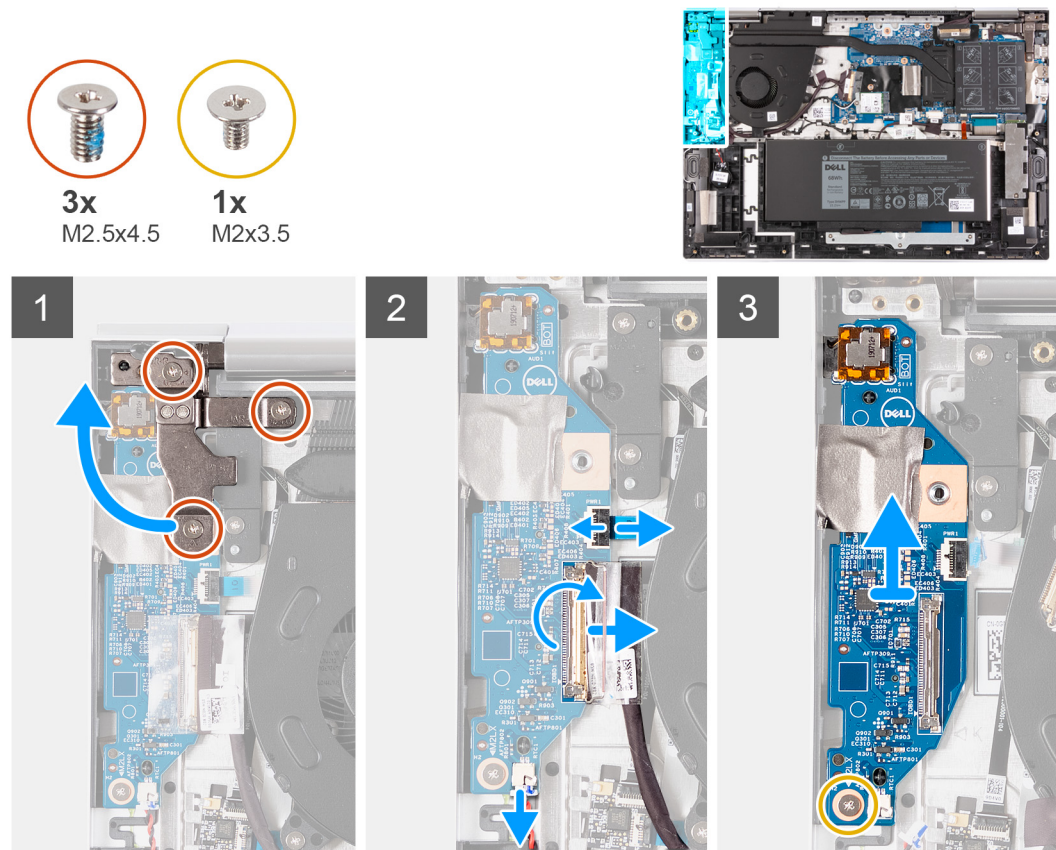
1. Remove the screw (M1.6x2.5) that secures the solid-state drive bracket to the palm-rest and keyboard assembly.
 2. Turn the solid-state drive bracket at an angle of 180 degrees.
 3. Insert the solid-state drive bracket into the other solid-state drive bracket slot on the palm-rest and keyboard assembly.
 4. Replace the screw (M1.6x2.5) that secures the solid-state drive bracket to the palm-rest and keyboard assembly.
 5. Align the notch on the solid-state drive with the tab on the solid-state drive slot.
 6. Slide the solid-state drive firmly into the solid-state drive slot at an angle.
 7. Replace the screw (M2x3.5) that secures the solid-state drive to the solid-state drive bracket.
 8. Align the screw hole on the solid-state drive thermal bracket with the screw hole on the palm-rest and keyboard assembly.
 9. Replace the screw (M2x3.5) that secures the solid-state drive thermal bracket to the palm-rest and keyboard assembly.
1. Install the [base cover](#).
 2. Follow the procedure in [After working inside your computer](#).

I/O board

Removing the I/O board

1. Follow the procedure in [Before working inside your computer](#).
2. Remove the [base cover](#).

The following image indicates the location of the I/O-board and provides a visual representation of the removal procedure.

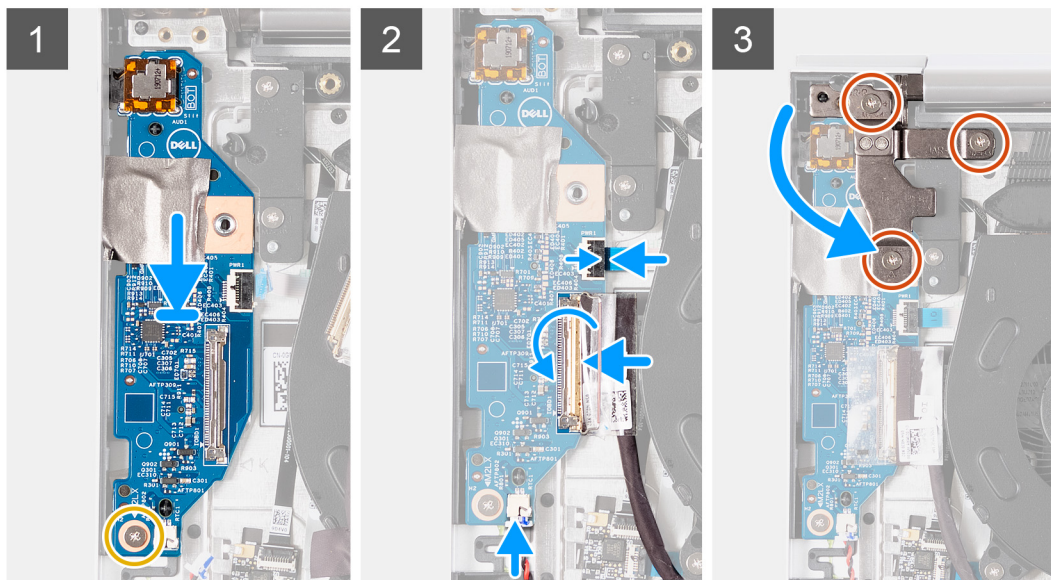
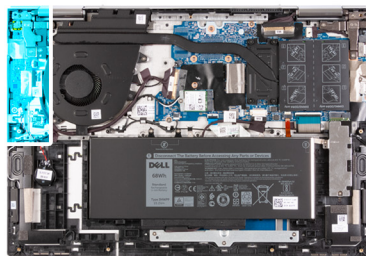
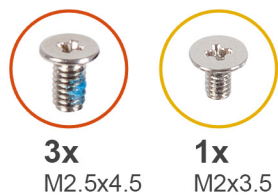


1. Remove the three screws (M2.5x4.5) that secure the left display hinge to the I/O board and palm-rest and keyboard assembly.
2. Open the left-display hinge at an angle of 90 degrees.
3. Peel the tape that secures the I/O-board cable to the I/O board.
4. Open the latch, and disconnect the I/O-board cable from the I/O board.
5. Open the latch, and disconnect the fingerprint reader-cable from the I/O board.
6. Disconnect the coin-cell battery cable from the I/O board.
7. Remove the screw (M2x3.5) that secures the I/O board to the palm-rest and keyboard assembly.
8. Slide and lift the I/O board off the palm-rest and keyboard assembly.

Installing the I/O board

If you are replacing a component, remove the existing component before performing the installation procedure.

The following image indicates the location of the I/O board and provides a visual representation of the installation procedure.



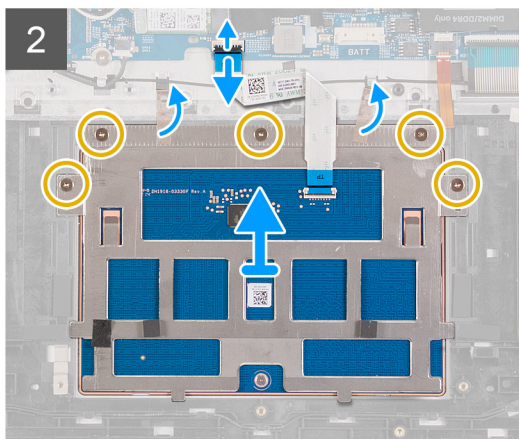
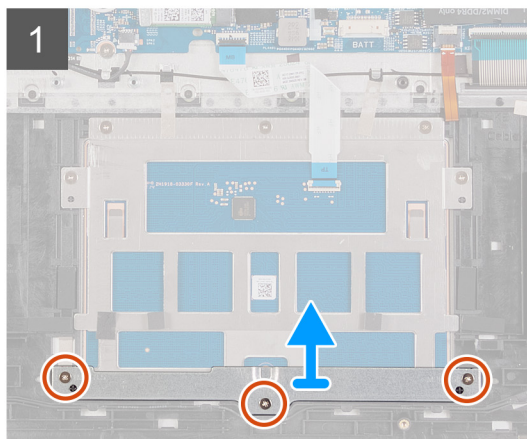
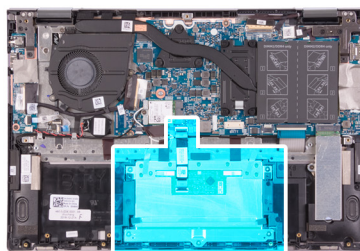
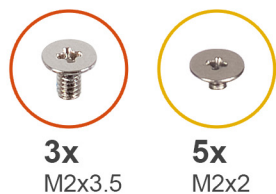
1. Slide the I/O board into the slots on the palm-rest and keyboard assembly.
2. Align the screw hole on the I/O board with the screw hole on the palm-rest and keyboard assembly.
3. Replace the screw (M2x3.5) that secures the I/O board to the palm-rest and keyboard assembly.
4. Connect the I/O-board cable to the connector on the I/O board and close the latch to secure the cable.
5. Adhere the tape that secures the I/O-board cable to the I/O board.
6. Connect the fingerprint reader-cable to the connector on the I/O board and close the latch to secure the cable.
7. Connect the coin-cell battery cable to the I/O board.
8. Close the left display hinge.
9. Replace the three screws (M2.5x4.5) that secure the left-display hinge to the palm-rest and keyboard assembly.
1. Install the [base cover](#).
2. Follow the procedure in [After working inside your computer](#).

Touchpad

Removing the touchpad

1. Follow the procedure in [Before working inside your computer](#).
2. Remove the [base cover](#).
3. Remove the [battery](#).

The following image indicates the location of the touchpad and provides a visual representation of the removal procedure.

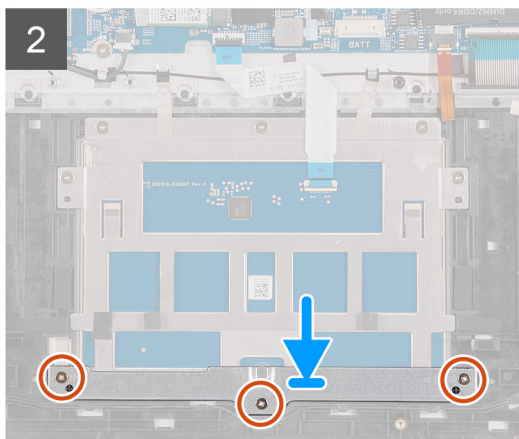
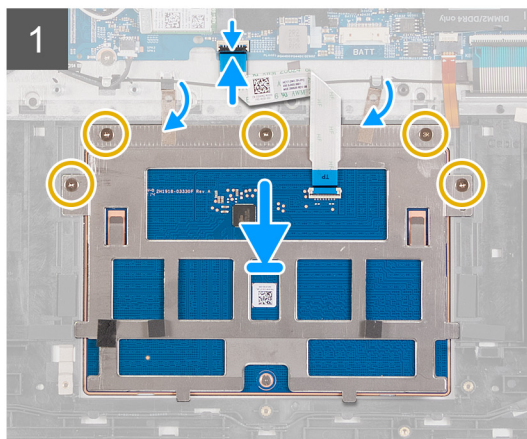
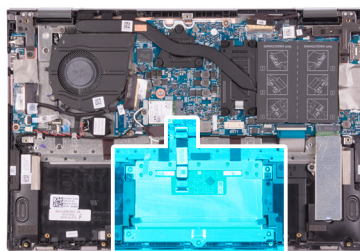
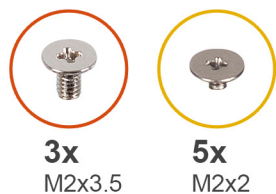


1. Remove the three screws (M2x3.5) that secure the touchpad bracket to the palm-rest and keyboard assembly.
2. Lift the touchpad bracket off the palm-rest and keyboard assembly.
3. Open the latch, and disconnect the touchpad cable from the system board.
4. Peel the tape that secures the touchpad to the palm-rest and keyboard assembly.
5. Remove the five screws (M2x2) that secure the touchpad to the palm-rest and keyboard assembly.
6. Slide and lift the touchpad, along with the cable, off the palm-rest and keyboard assembly.

Installing the touchpad

If you are replacing a component, remove the existing component before performing the installation procedure.

The following image indicates the location of the touchpad and provides a visual representation of the installation procedure.



1. Slide the touchpad into the slot on the palm-rest and keyboard assembly.
 2. Replace the five 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. Slide the touchpad cable into the connector on the system board and close the latch to secure the cable.
 5. Place the touchpad bracket into the slot on the palm-rest and keyboard assembly.
 6. Replace the three screws (M2x3.5) that secure the touchpad bracket to the palm-rest and keyboard assembly.
1. Install the [battery](#).
 2. Install the [base cover](#).
 3. Follow the procedure in [After working inside your computer](#).

Display assembly

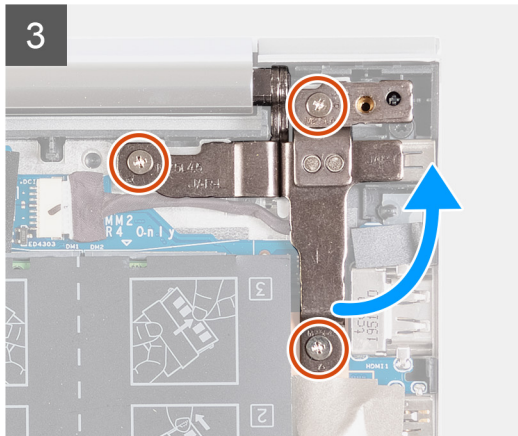
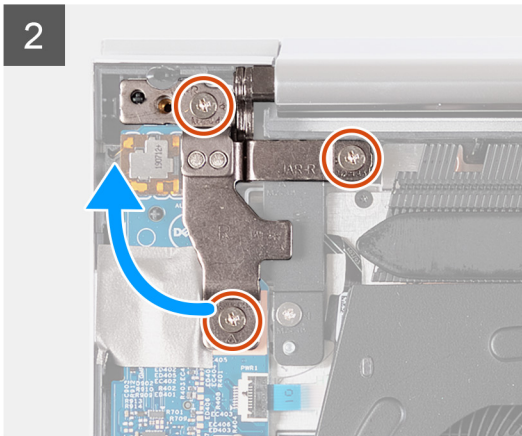
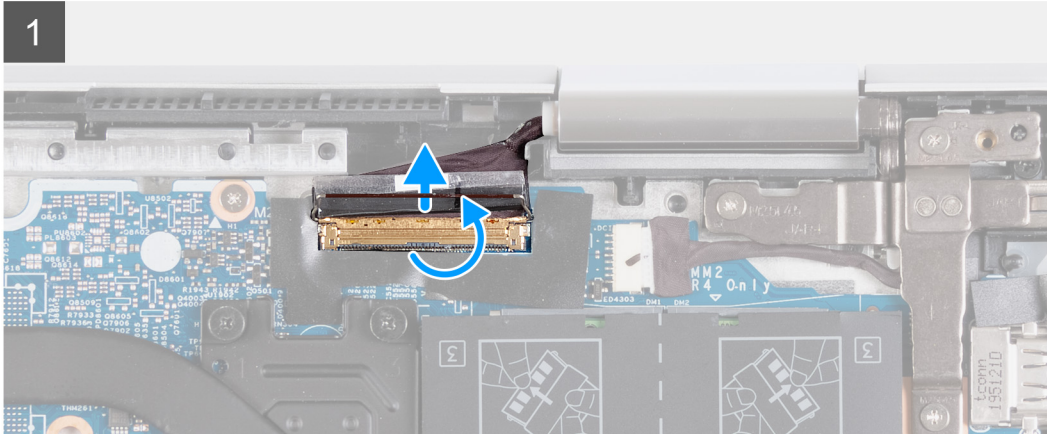
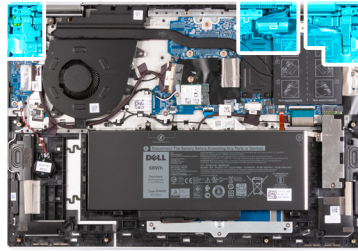
Removing the display assembly

1. Follow the procedure in [Before working inside your computer](#).
2. Remove the [base cover](#).

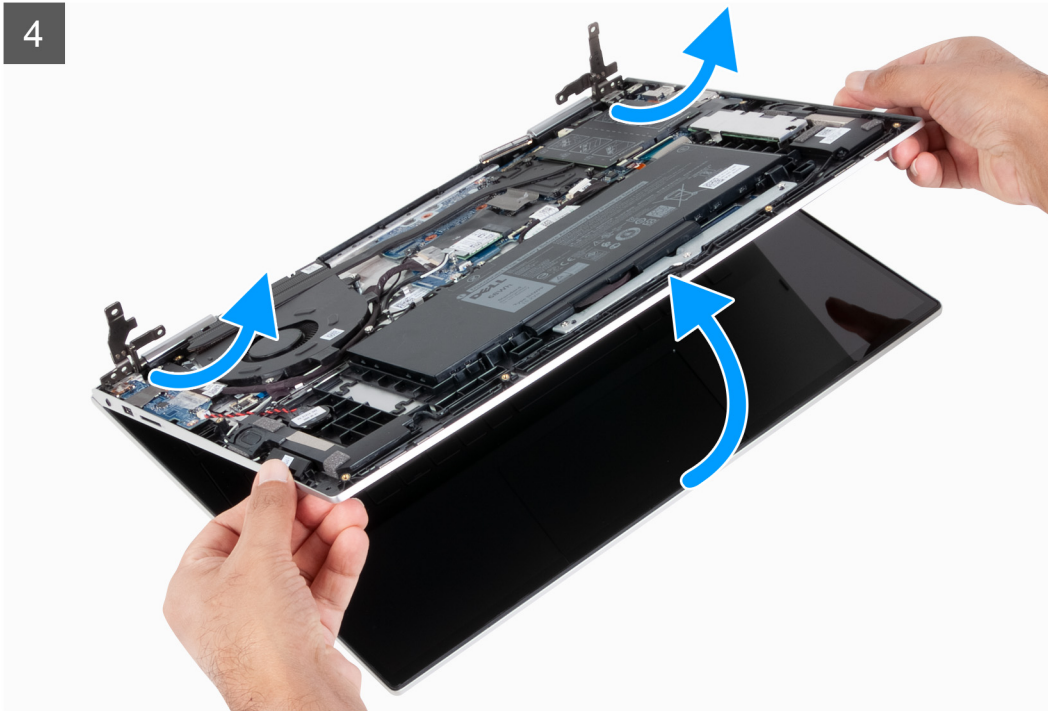
The following image indicates the location of the display assembly and provides a visual representation of the removal procedure.



6x
M2.5x4.5



4

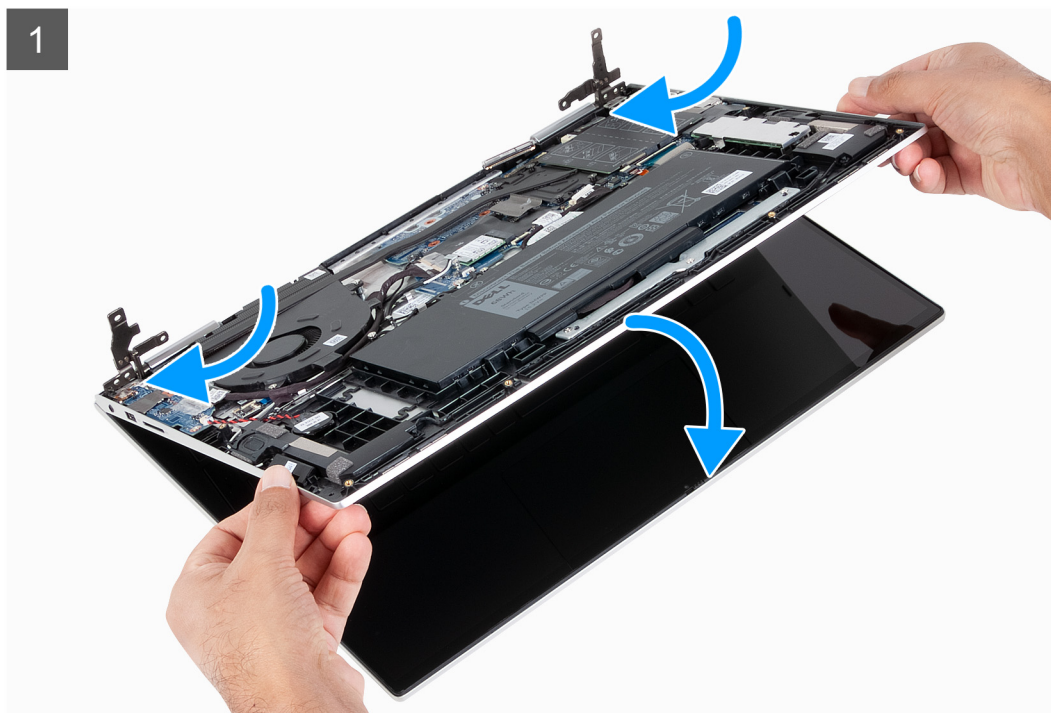


1. Peel the tape that secures the display cable to the system board.
2. Open the latch, and disconnect the display cable from the system board.
3. Remove the three screws (M2.5x4.5) that secure the left-display hinge to the palm-rest and keyboard assembly.
4. Remove the three screws (M2.5x4.5) that secure the right-display hinge to the palm-rest and keyboard assembly.
5. Lift at an angle and slide the display assembly off the palm-rest and keyboard assembly.

Installing the display assembly

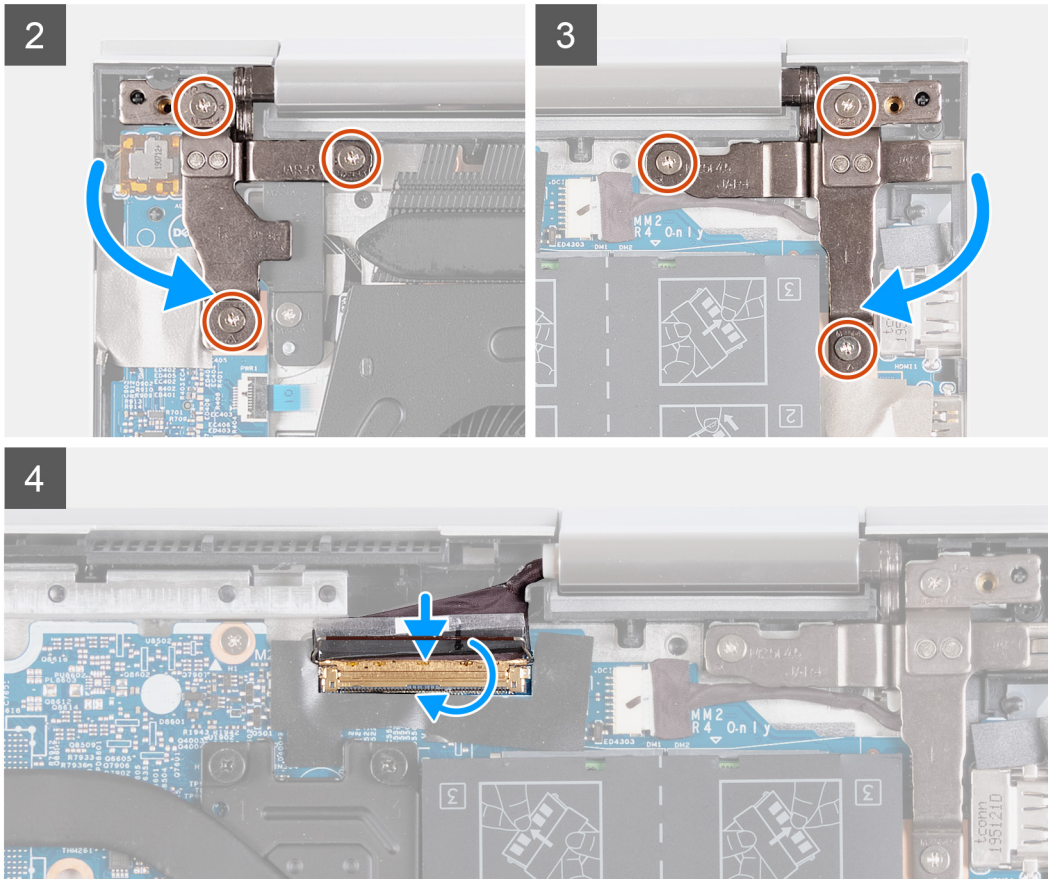
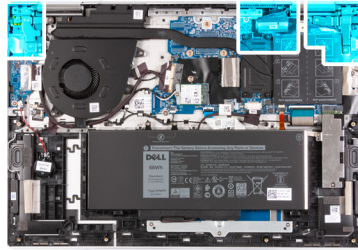
If you are replacing a component, remove the existing component before performing the installation procedure.

The following image indicates the location of the display assembly and provides a visual representation of the installation procedure.





6x
M2.5x4.5



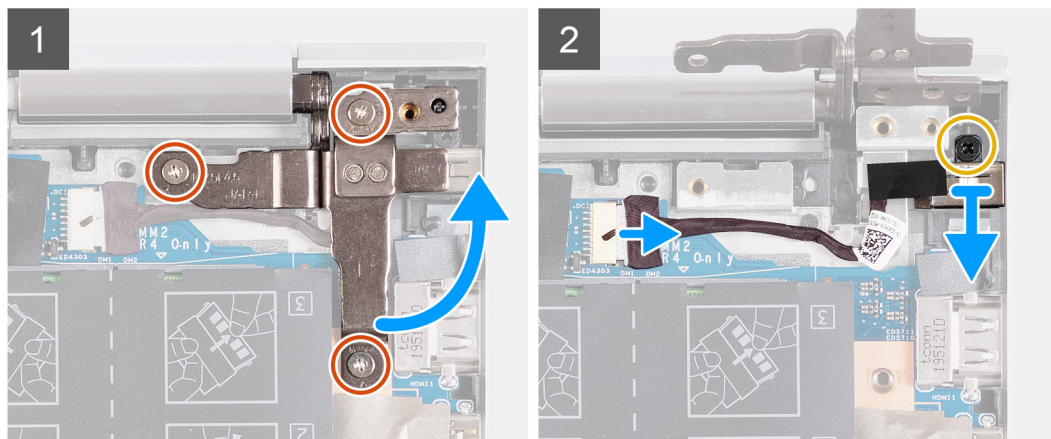
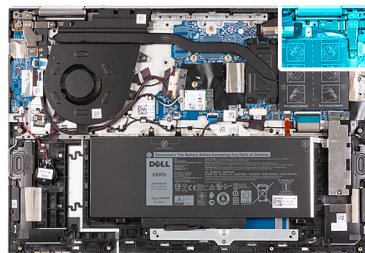
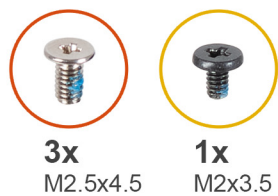
1. Place the display assembly on a dry, flat, and clean surface.
 2. Slide the palm-rest and keyboard assembly at an angle, and place the palm-rest and keyboard assembly on the display assembly.
 3. Replace the three screws (M2.5x4.5) that secure the left-display hinge to the palm-rest and keyboard assembly.
 4. Replace the three screws (M2.5x4.5) that secure the right-display hinge to the palm-rest and keyboard assembly.
 5. Connect the display-cable connector to the system board.
 6. Adhere the tape that secures the display cable to the system board.
1. Install the [base cover](#).
 2. Follow the procedure in [After working inside your computer](#).

Power-adapter port

Removing the power-adapter port

1. Follow the procedure in [Before working inside your computer](#).
2. Remove the [base cover](#).

The following image indicates the location of the power-adapter port and provides a visual representation of the removal procedure.

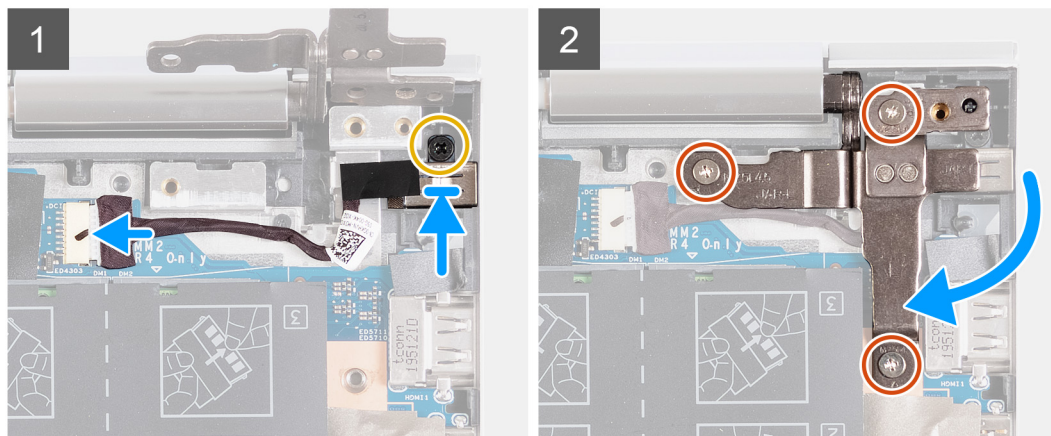
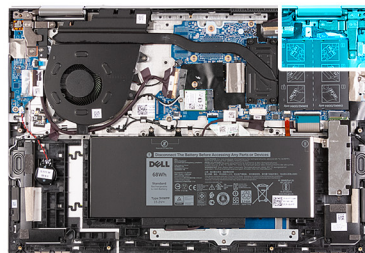
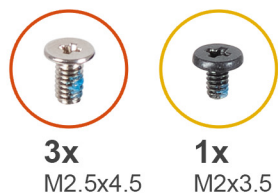


1. Remove the three screws (M2.5x4.5) that secure the right display-hinge to the palm-rest and keyboard assembly.
2. Open the right display-hinge at an angle of 90 degrees.
3. Remove the screw (M2x3.5) that secures the power-adapter port to the palm-rest and keyboard assembly.
4. Disconnect the power-adapter port cable from the system board.
5. Lift the power-adapter port along with its cable, off the palm-rest and keyboard assembly.

Installing the power-adapter port

If you are replacing a component, remove the existing component before performing the installation procedure.

The following image indicates the location of the power-adapter port and provides a visual representation of the installation procedure.



1. Place the power-button board into the slot on the palm-rest and keyboard assembly.
 2. Replace the screw (M2x3.5) that secures the power-button board to the palm-rest and keyboard assembly.
 3. Connect the power-button board cable to the system board.
 4. Close the right display-hinge.
 5. Replace the three screws (M2.5x4.5) that secure the right display-hinge to the palm-rest and keyboard assembly.
1. Install the [base cover](#).
 2. Follow the procedure in [After working inside your computer](#).

Power-button board

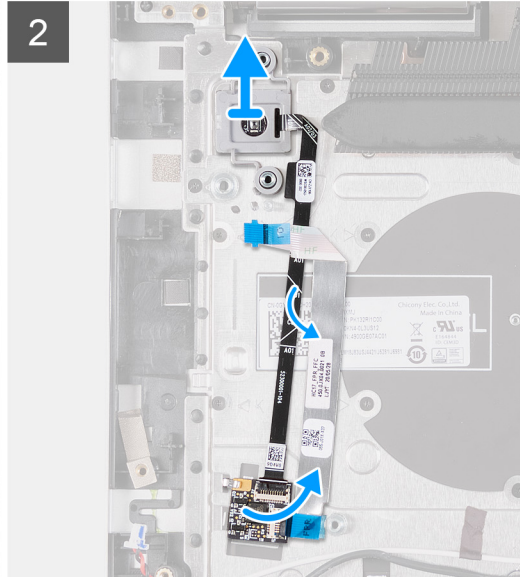
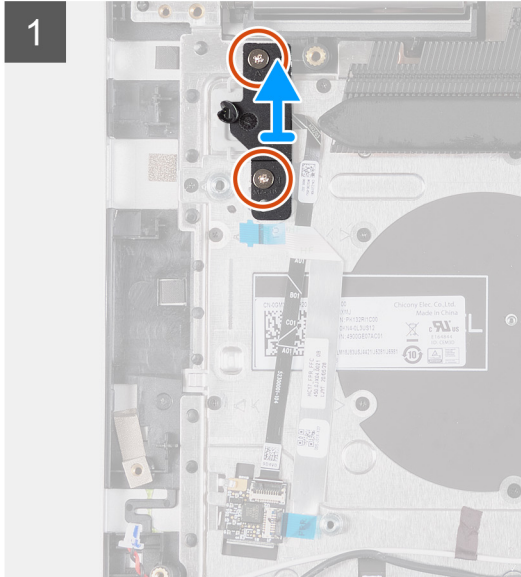
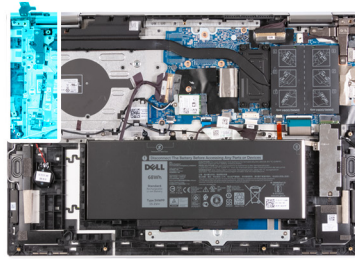
Removing the power-button board

1. Follow the procedure in [Before working inside your computer](#).
2. Remove the [base cover](#).
3. Remove the [fan](#).
4. Remove the [I/O board](#).

The following image indicates the location of the power-button board and provides a visual representation of the removal procedure.



2x
M2x3.5



1. Remove the two screws (M2x3.5) that secure the power-button bracket to the palm-rest and keyboard assembly.
2. Lift the power-button bracket off the palm-rest and keyboard assembly.
3. Peel the power-button board cable from the palm-rest and keyboard assembly.
4. Lift the power-button board, along with its cable, off the slot on the palm-rest and keyboard assembly.

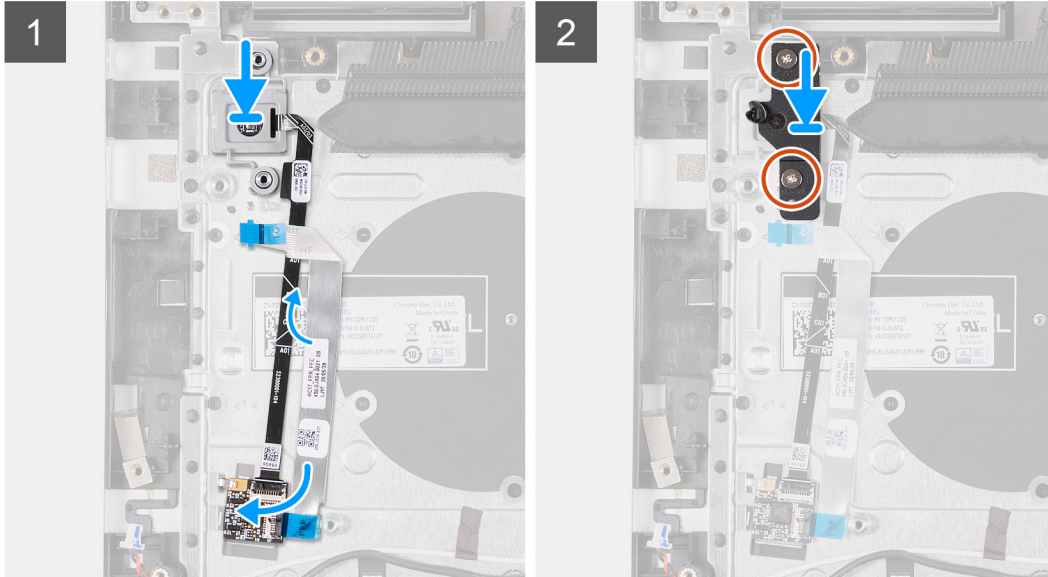
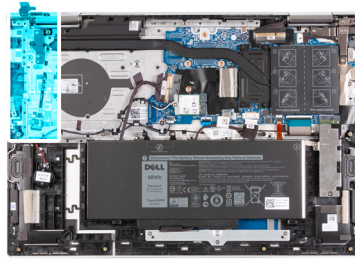
Installing the power-button board

If you are replacing a component, remove the existing component before performing the installation procedure.

The following image indicates the location of the power-button board and provides a visual representation of the installation procedure.



2x
M2x3.5



1. Align and place the power button, along with its cable, on the slot of the palm-rest and keyboard assembly.
2. Adhere the power-button board cable to the palm-rest and keyboard assembly.
3. Align and place the power-button board on the slot of the palm-rest and keyboard assembly.
4. Replace the two screws (M2x3.5) that secure power-button bracket to the palm-rest and keyboard assembly.
1. Install the [I/O board](#).
2. Install the [fan](#).
3. Install the [base cover](#).
4. Follow the procedure in [After working inside your computer](#).

System board

Removing the system board

1. Follow the procedure in [Before working inside your computer](#).
2. Remove the [base cover](#).
3. Remove the [memory modules](#).
4. Remove the [M.2 2230 solid-state drive](#) or [M.2 2280 solid-state drive](#), as applicable.
5. Remove the [display assembly](#).
6. Remove the [wireless module](#).
7. Remove the [heat sink](#).

The following image indicates the connectors on your system board.

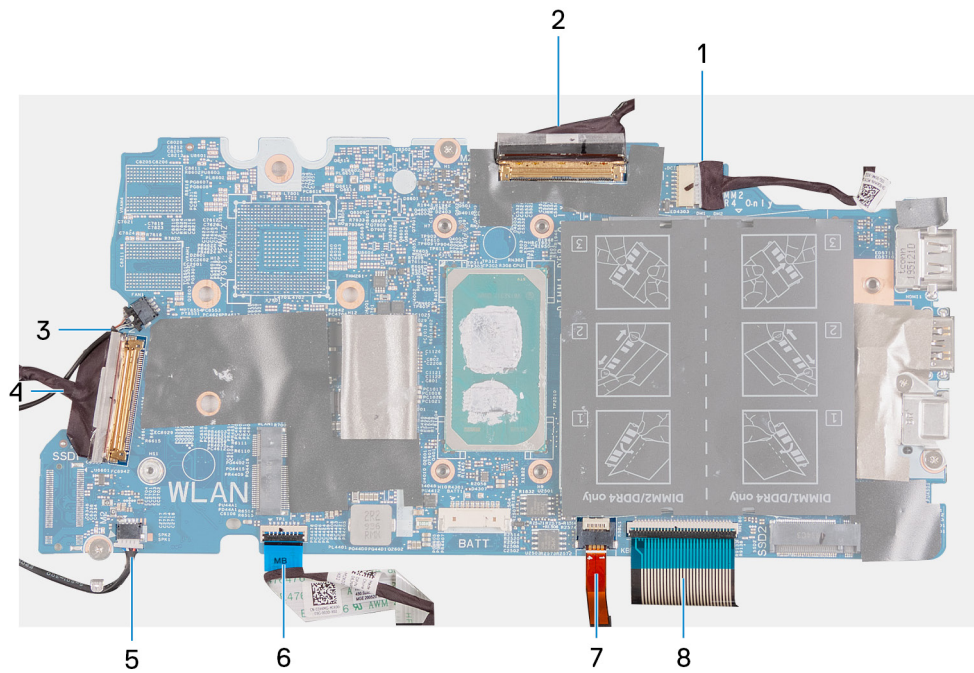
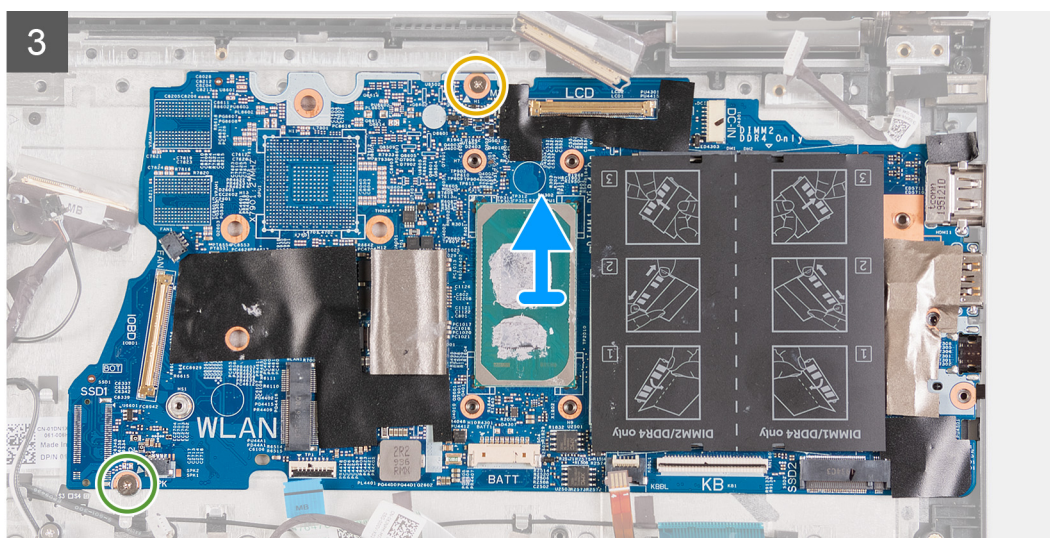
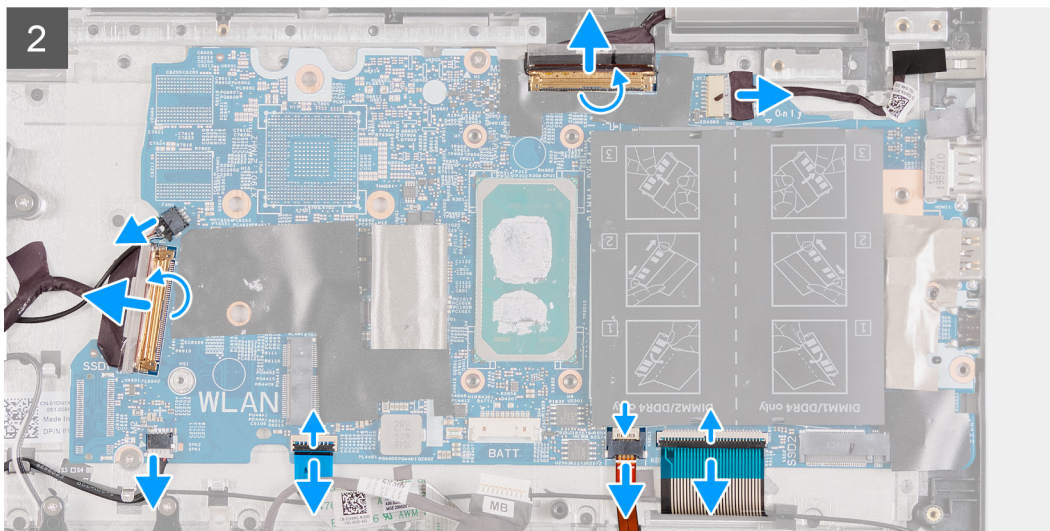
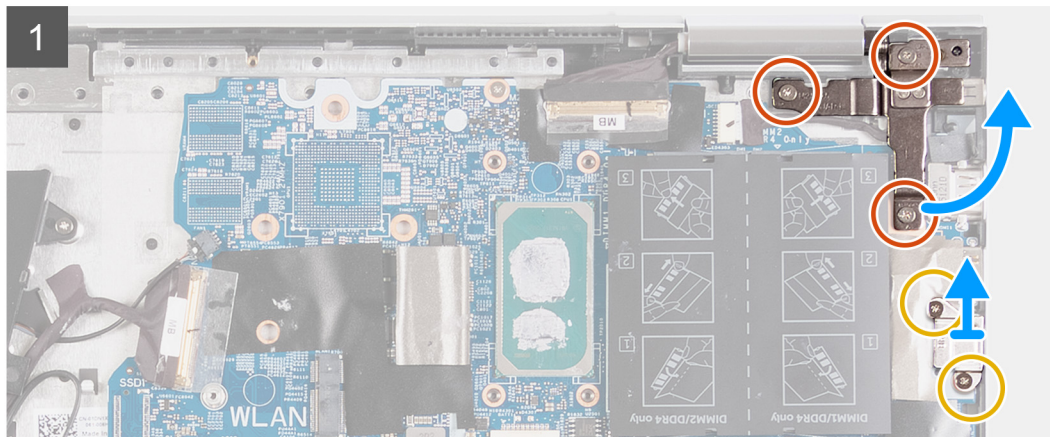


Figure 1. System-board connectors

- | | |
|-----------------------------|----------------------------|
| 1. Power-adaptor port cable | 2. Display cable |
| 3. Fan cable | 4. I/O-board cable |
| 5. Speaker cable | 6. Touchpad cable |
| 7. Keyboard cable | 8. USB Type-C port bracket |

The following image indicates the location of the system board and provides a visual representation of the removal procedure.



1. Remove the three screws (M2.5x4.5) that secure the right-display hinge to the palm-rest and keyboard assembly.

2. Open the hinge at an angle of 90 degrees.
3. Remove the two screws (M2.5x3.5) that secure the USB Type-C port bracket to the system board.
4. Disconnect the fan cable from the system board.
5. Peel the tape that secures the I/O-board cable to the system board.
6. Release the latch, and disconnect the I/O-board cable from the system board.
7. Disconnect the speaker cable from the system board.
8. Release the latch, and disconnect the touchpad cable from the system board.
9. Open the latch, and disconnect the keyboard-backlit cable from the system board.
10. Open the latch, and disconnect the keyboard cable from the system board.
11. Disconnect the power-adaptor port cable from the system board.
12. Peel the tape that secures the display cable to the system board.
13. Open the latch, and disconnect the display cable from the system board.
14. Remove the screw (M2x2) and that secures the system board to the palm-rest and keyboard assembly.
15. Remove the screw (M2x3.5) and that secures the system board to the palm-rest and keyboard assembly.
16. Lift the system board off the palm-rest and keyboard assembly.

Installing the system board

If you are replacing a component, remove the existing component before performing the installation procedure.

The following image indicates the connectors on your system board.

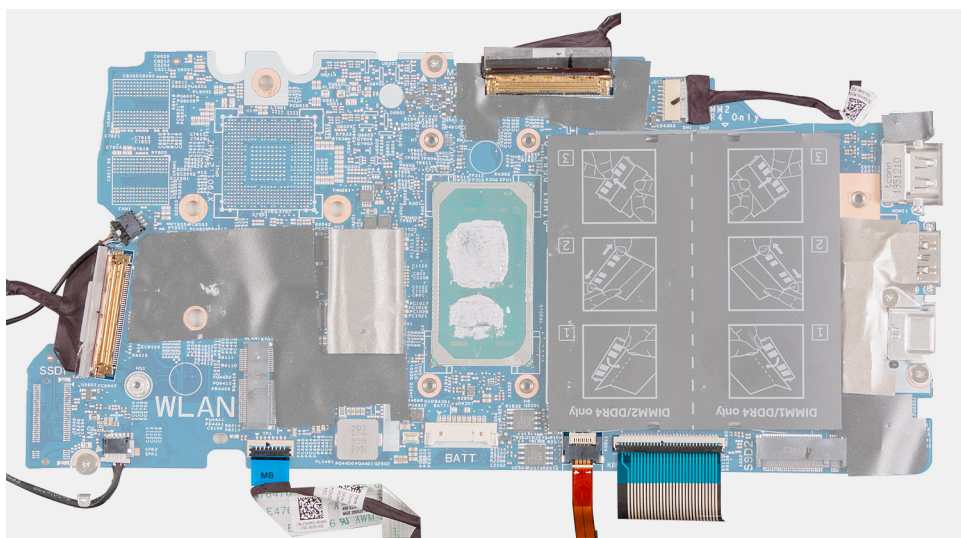


Figure 2. System-board connectors

- | | |
|-----------------------------|----------------------------|
| 1. Power-adaptor port cable | 2. Display cable |
| 3. Fan cable | 4. I/O-board cable |
| 5. Speaker cable | 6. Touchpad cable |
| 7. Keyboard cable | 8. USB Type-C port bracket |

The following image indicates the location of the system board and provides a visual representation of the installation procedure.



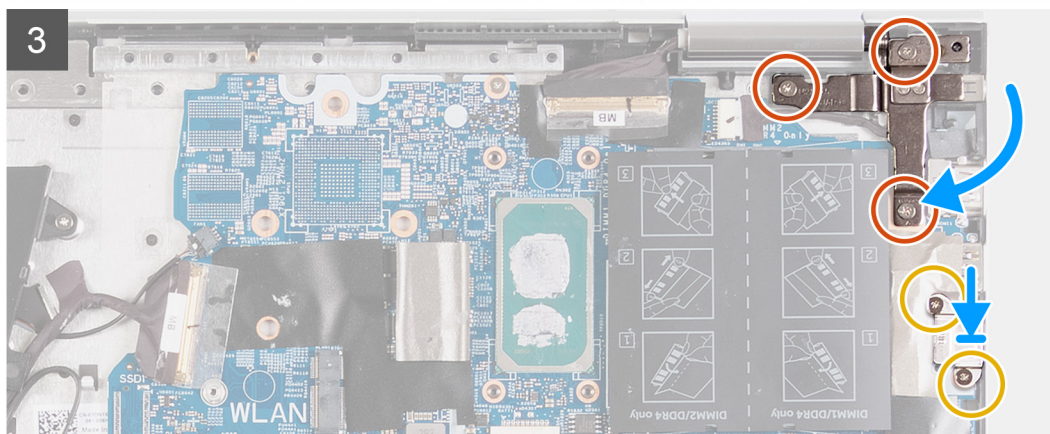
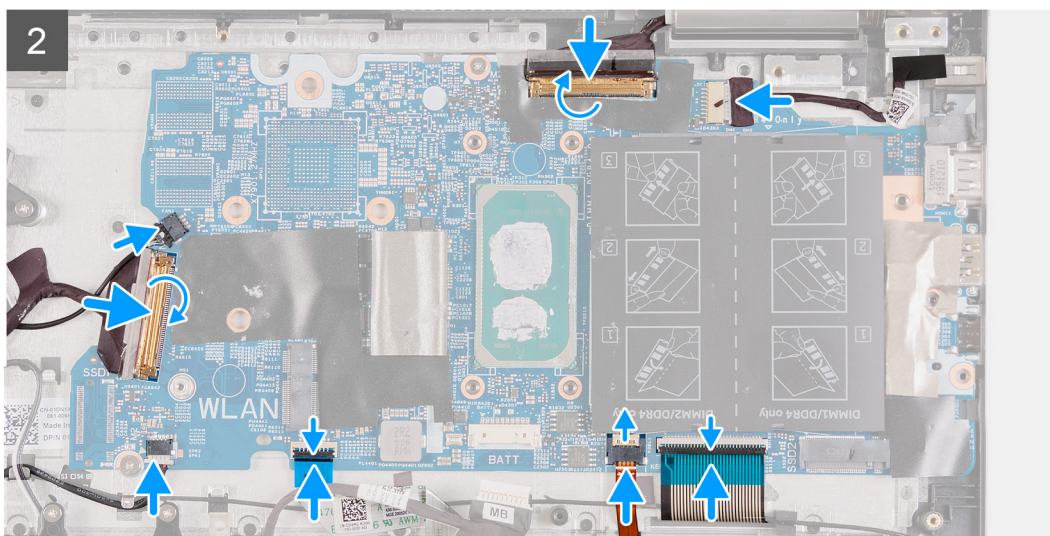
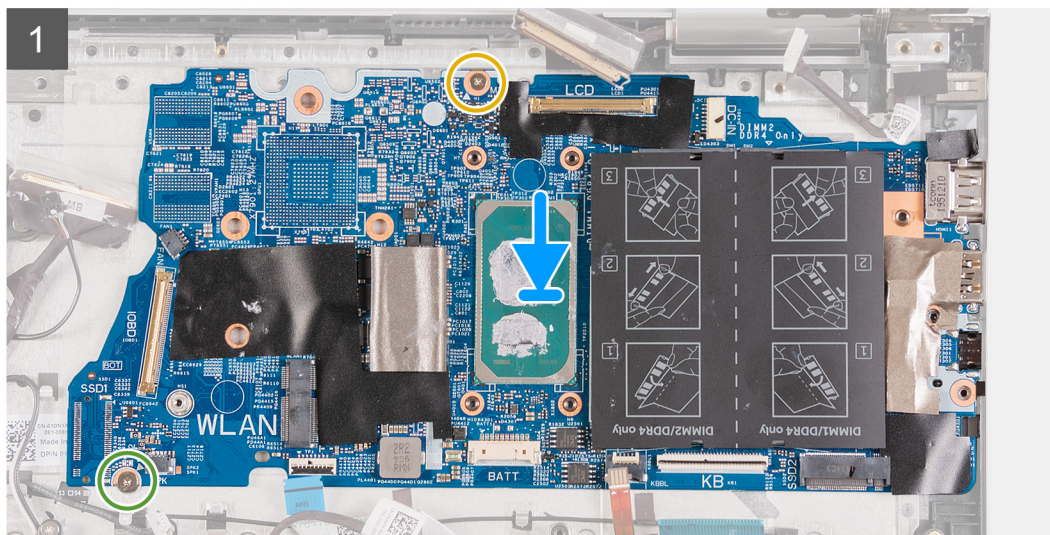
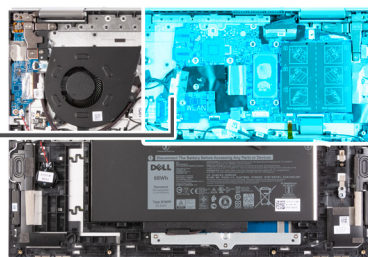
3x
M2.5x4.5



3x
M2x3.5



1x
M2x2




1. Align and place the system board on the palm-rest and keyboard assembly.

2. Replace the screws (M2x3.5) that secures the system board to the palm-rest and keyboard assembly.
 3. Replace the screws (M2x2) that secures the system board to the palm-rest and keyboard assembly.
 4. Connect the display cable to the connector on the system board and close the latch to secure the cable.
 5. Adhere the tape that secures the display cable to the system board.
 6. Connect the power-adapter port cable to the connector on the system board.
 7. Connect the keyboard cable to the connector on the system board and close the latch to secure the cable.
 8. Connect the keyboard-backlit cable into the connector on the system board and close the latch to secure the cable.
 9. Connect the touchpad cable to the connector on the system board and close the latch to secure the cable.
 10. Connect the speaker cable to the system board.
 11. Connect the I/O-board cable to the connector on the system board and close the latch to secure the cable.
 12. Adhere the tape that secures the I/O-board cable to the system board.
 13. Connect the fan cable to the system board.
 14. Align the screw holes on the USB Type-C port bracket with the screw holes on the system board.
 15. Replace the two screws (M2x3.5) that secure the USB Type-C port bracket to the system board.
 16. Adhere the tape that secures the USB Type-C port bracket to the system board.
 17. Close the right display hinge.
 18. Replace the three screws (M2.5x4.5) that secure the right display hinge to the system board.
1. Install the [heat sink](#).
 2. Install the [wireless card](#).
 3. Install the [display assembly](#).
 4. Install the [M.2 2230 solid-state drive](#) or [M.2 2280 solid-state drive](#), as applicable.
 5. Install the [memory modules](#).
 6. Install the [base cover](#).
 7. Follow the procedure in [After working inside your computer](#).

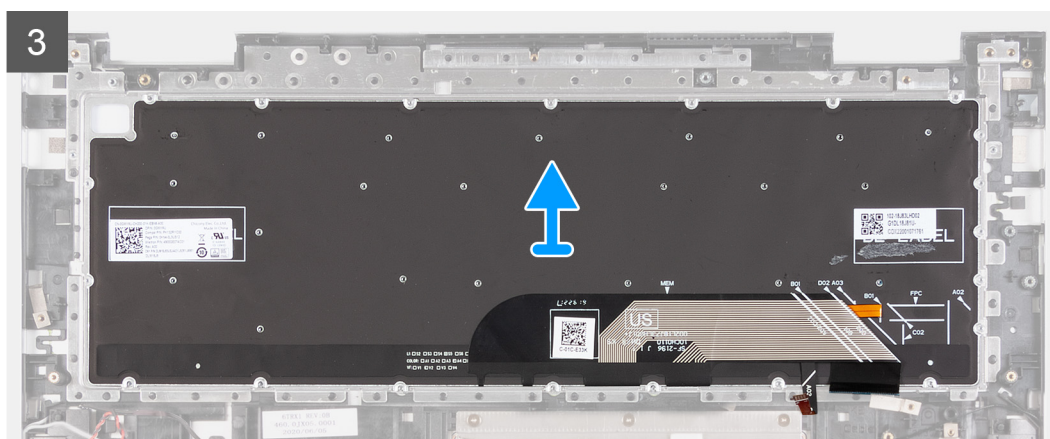
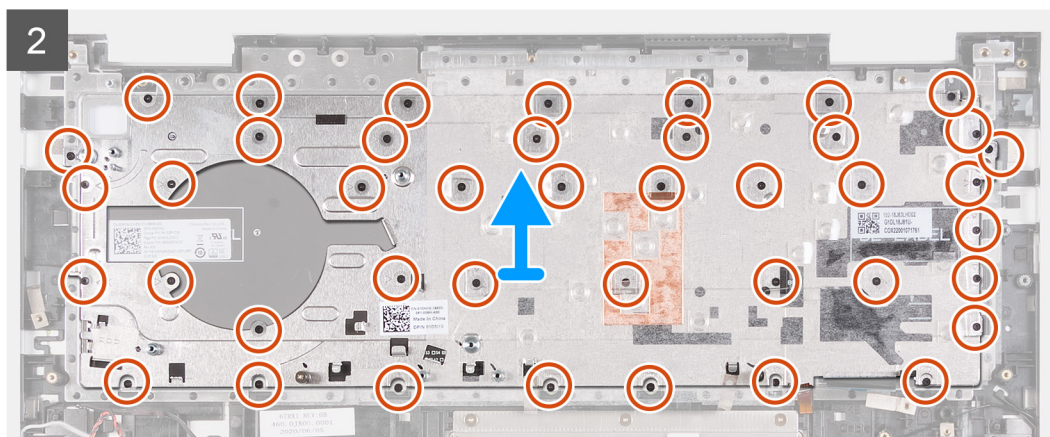
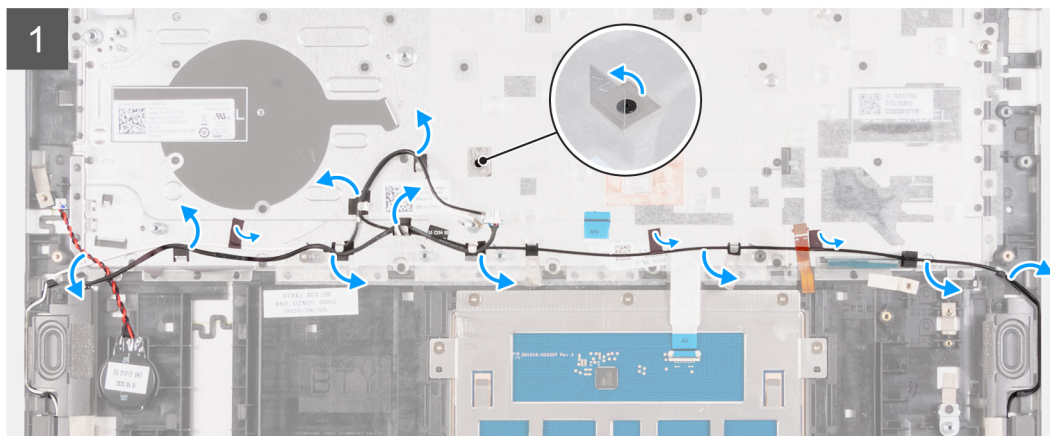
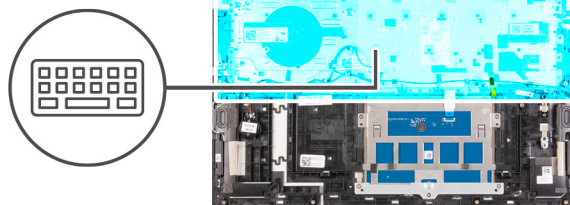
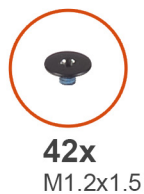
Keyboard

Removing the keyboard

1. Follow the procedure in [Before working inside your computer](#).
2. Remove the [base cover](#).
3. Remove the [battery](#).
4. Remove the [memory module](#).
5. Remove the [wireless card](#).
6. Remove the [heat sink](#).
7. Remove the [M.2 2230 solid-state drive](#) or [M.2 2280 solid-state drive](#), as applicable.
8. Remove the [fan](#).
9. Remove the [I/O board](#).
10. Remove the [display assembly](#).
11. Remove the [power-adapter port](#).
12. Remove the [power-button board](#).
13. Remove the [system board](#).

 **NOTE:** The system board can be removed or installed together with the heat sink attached. This simplifies the procedure and avoids breaking the thermal bond between the system board and the heat sink.

The following image indicates the location of the palm-rest and keyboard assembly and provides a visual representation of the removal procedure of the keyboard.



1. Release the coin-cell battery cable from the speaker cable.
2. Take note of the cable routing and peel off the tapes that secure the cables to the palm-rest and keyboard assembly.
3. Peel off the tapes to access the screws.
4. Remove the 42 screws (M1.2x1.5) that secure the keyboard and the keyboard bracket to the palm-rest and keyboard assembly.
5. Lift the keyboard bracket.

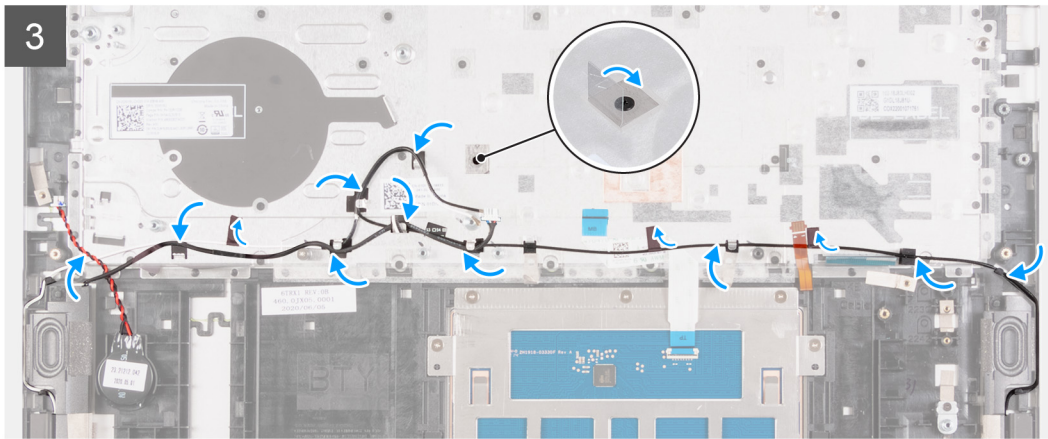
6. Lift the keyboard from the palmrest.

Installing the keyboard

If you are replacing a component, remove the existing component before performing the installation procedure.

The following image indicates the location of the palm-rest and keyboard assembly and provides a visual representation of the installation procedure of the keyboard.





1. Align the screw holes on the keyboard with the screw holes on the palmrest.
2. Align the screw holes on the keyboard bracket with the screw holes on the keyboard.
3. Replace the 42 screws (M1.2x1.5) that secure the keyboard and the keyboard bracket to the palm-rest and keyboard assembly.
4. Adhere the tape on the screw holes.
5. Route the speaker cable through the routing guides on the palm-rest and keyboard assembly.
6. Route the coin-battery cable under the speaker cable.
1. Install the [system board](#).
2. Install the [power-button board](#).
3. Install the [power-adapter port](#).
4. Install the [display assembly](#).
5. Install the [I/O board](#).
6. Install the [fan](#).
7. Install the [M.2 2230 solid-state drive](#) or [M.2 2280 solid-state drive](#), as applicable.
8. Install the [heat sink](#).
9. Install the [wireless card](#).
10. Install the [memory module](#).
11. Install the [battery](#).
12. Install the [base cover](#).
13. Follow the procedure in [After working inside your computer](#).

Palmrest

Removing the palmrest

1. Follow the procedure in [Before working inside your computer](#).
2. Remove the [base cover](#).
3. Remove the [battery](#).
4. Remove the [touchpad](#).
5. Remove the [coin-cell battery](#).
6. Remove the [speakers](#).
7. Remove the [memory module](#).
8. Remove the [wireless card](#).
9. Remove the [heat sink](#).
10. Remove the [M.2 2230 solid-state drive](#) or [M.2 2280 solid-state drive](#), as applicable.
11. Remove the [fan](#).
12. Remove the [I/O board](#).
13. Remove the [display assembly](#).
14. Remove the [power-adapter port](#).
15. Remove the [power-button board](#).

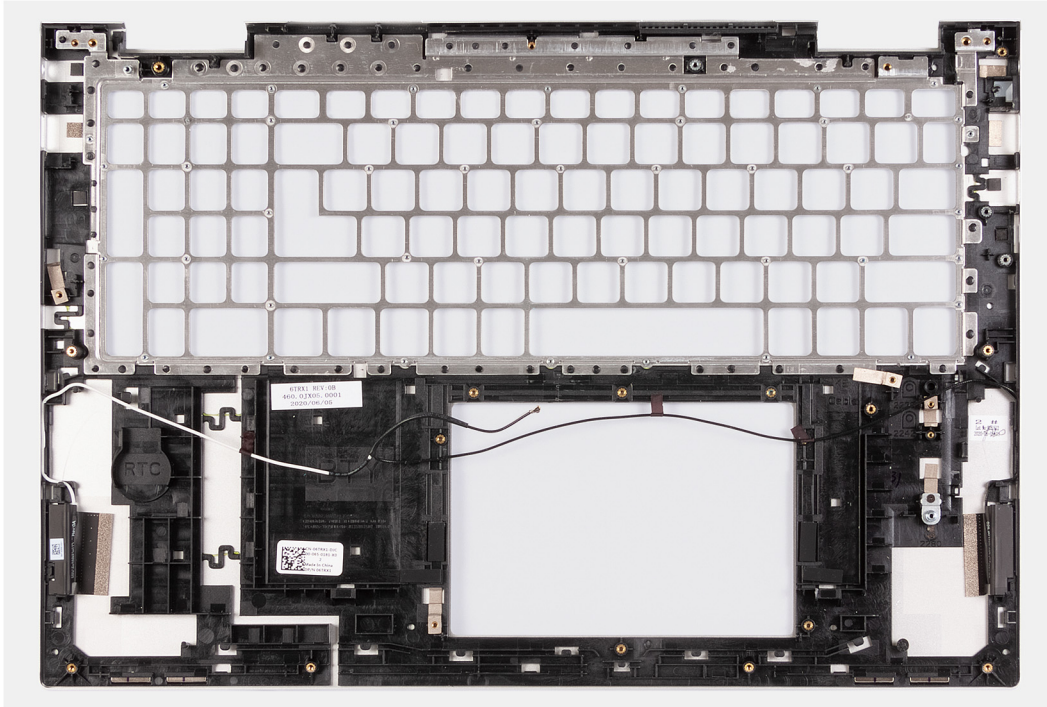
16. Remove the [system board](#).

NOTE: The system board can be removed or installed together with the heat sink attached. This simplifies the procedure and avoids breaking the thermal bond between the system board and the heat sink.

17. Remove the [keyboard](#).

The following image shows the palmrest.

After performing the steps in the pre-requisites, you are left with the palmrest.

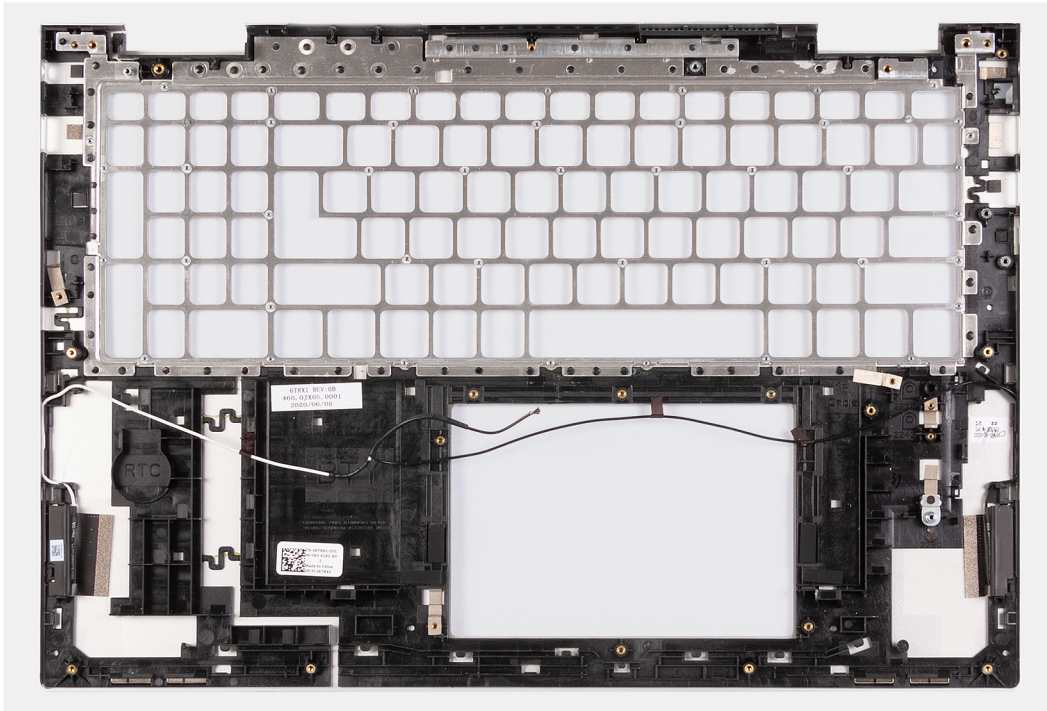


Installing the palmrest

If you are replacing a component, remove the existing component before performing the installation procedure.

The following image shows the palmrest.

Place the palmrest on a clean, dry, and flat surface.



1. Install the [keyboard](#).
2. Install the [system board](#).
 - NOTE:** The system board can be installed together with the heat sink attached. This simplifies the procedure and avoids breaking the thermal bond between the system board and the heat sink.
3. Install the [power-button board](#).
4. Install the [power-adapter port](#).
5. Install the [display assembly](#).
6. Install the [I/O board](#).
7. Install the [fan](#).
8. Install the [M.2 2230 solid-state drive](#) or [M.2 2280 solid-state drive](#), as applicable.
9. Install the [heat sink](#).
10. Install the [wireless card](#).
11. Install the [memory module](#).
12. Install the [speakers](#).
13. Install the [coin-cell battery](#).
14. Install the [touchpad](#).
15. Install the [battery](#).
16. Install the [base cover](#).
17. Follow the procedure in [After working inside your computer](#).

Drivers and downloads

When troubleshooting, downloading or installing drivers it is recommended that you read the Dell Knowledge Based article, Drivers and Downloads FAQ [000123347](#).

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

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

Turn on (or restart) your computer and press F2 immediately.

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.


One time boot menu

To enter **one time boot menu**, turn on your computer, and then press F12 immediately.

 **NOTE:** It is recommended to shutdown the computer if it is on.

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.

System setup options


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

Table 3. System setup options—System information menu

Overview	
BIOS Version	Displays the BIOS version number.
Service Tag	Displays the Service Tag of the computer.
Asset Tag	Displays the Asset Tag of the computer.
Manufacture Date	Displays the manufacture date of the computer.
Ownership Date	Displays the ownership date of the computer.
Express Service Code	Displays the express service code of the computer.
Ownership Tag	Displays the ownership tag of the computer.
Signed Firmware Update	Displays whether the signed firmware update is enabled. Default: Enabled
Battery	Displays the battery health information.
Primary	Displays the primary battery.
Battery Level	Displays the battery level.
Battery State	Displays the battery state.
Health	Displays the battery health.
AC Adapter	Displays whether an AC adapter is connected. If connected, the AC adapter type.
PROCESSOR	
Processor Type	Displays the processor type.
Maximum Clock Speed	Displays the maximum processor clock speed.
Minimum Clock Speed	Displays the minimum processor clock speed.

Table 3. System setup options—System information menu (continued)

Overview	
Current Clock Speed	Displays the current processor clock speed.
Core Count	Displays the number of cores on the processor.
Processor ID	Displays the processor identification code.
Processor L2 Cache	Displays the processor L2 Cache size.
Processor L3 Cache	Displays the processor L3 Cache size.
Microcode Version	Displays the microcode version.
Intel Hyper-Threading Capable	Displays whether the processor is Hyper-Threading (HT) capable.
64-Bit Technology	Displays whether 64-bit technology is used.
MEMORY	
Memory Installed	Displays the total computer memory installed.
Memory Available	Displays the total computer memory available.
Memory Speed	Displays the memory speed.
Memory Channel Mode	Displays single or dual channel mode.
Memory Technology	Displays the technology that is used for the memory.
DIMM_SLOT1	Displays the memory configuration of DIMM SLOT1.
DIMM_SLOT2	Displays the memory configuration of DIMM SLOT2.
DEVICES	
Panel Type	Displays the Panel Type of the computer.
Video Controller	Displays the integrate graphics information of the computer.
Video Memory	Displays the video memory information of the computer.
Wi-Fi Device	Displays the Wi-Fi device installed in the computer.
Native Resolution	Displays the native resolution of the computer.
Video BIOS Version	Displays the video BIOS version of the computer.
Audio Controller	Displays the audio controller information of the computer.
Bluetooth Device	Displays whether a Bluetooth device is installed in the computer.

Table 4. System setup options—Boot Configuration menu

Boot Configuration	
Boot Sequence	
Boot Mode: UEFI only	Displays the boot mode of this computer.
Boot Sequence	Enables or disables Windows Boot Manager and UEFI Hard Drive. By default, Windows Boot Manager is selected By default, UEFI Hard Drive is selected
Secure Boot	
Enable Secure Boot	Enables secure boot using only validated boot software. Default: OFF
Secure Boot Mode	Modifies the behavior of Secure Boot to allow evaluation or enforcement of UEFI driver signatures. Deployed Mode should be selected for normal operation of Secure Boot. By default, Deployed Mode is selected.

Table 4. System setup options—Boot Configuration menu (continued)


Boot Configuration	
Expert Key Management	
Enable Custom Mode	<p>Allows the PK, KEK, db, and dbx security key databases to be modified.</p> <p>Default: OFF</p> <p> NOTE: If Custom Mode is not enabled, any changes made with respect to the keys will not be saved.</p>
Custom Mode Key Management	<p>Allows for selection of key database.</p> <ul style="list-style-type: none"> • Save to File will save the key to a user-selected file. • Replace from File will replace the current key with a key from a user-selected file. • Append from File will add a key to the current database from a user-selected file. • Delete will delete the selected key. • Reset All Keys will reset all four keys to their default settings. <p>By default, PK security key database is selected.</p> <p>By default, Save to File is selected.</p>

Table 5. System setup options—Integrated Devices menu

Integrated Devices	
Date/Time	
Date	Sets the computer date in MM/DD/YYYY format. Changes to the date take effect immediately.
Time	Sets the computer time in HH/MM/SS 24-hour format. You can switch between 12-hour and 24-hour clock. Changes to the time take effect immediately.
Camera	
Enable Camera	<p>Enables or disables the camera.</p> <p>By default, Enable Camera is selected.</p>
Audio	
	Enables or disables all integrated audio controller.
	Default: ON
Enable Microphone	<p>Enables or disables microphone.</p> <p>By default, Enable Microphone is selected.</p>
Enable Internal Speaker	<p>Enables or disables internal speaker.</p> <p>By default, Enable Internal Speaker is selected.</p>
USB/Thunderbolt Configuration	
Enable External USB Ports	<p>Enables or disables all external USB ports in an OS environment.</p> <p>By default, Enable External USB Ports is selected.</p>
Enable USB Boot Support	<p>Enables or disables booting from USB mass storage devices such as external hard drive, optical drive, and USB drive.</p> <p>By default, Enable USB Boot Support is selected.</p>
Enable Thunderbolt Boot Support	<p>Enables or disables Thunderbolt Boot Support.</p> <p>Default: OFF</p>
EnableThunderbolt (and PCIe behind TBT) pre-boot modules	Enables or disables to allow or disallow PCIe devices to be connected through a Thunderbolt adapter during pre-boot.

Table 5. System setup options—Integrated Devices menu (continued)

Integrated Devices	
Default: OFF	

Table 6. System setup options—Storage menu

Storage	
SATA/NVMe Operation	
SATA/NVMe Operation	Configures operating mode of the integrated storage device controller. Default: RAID On. Storage device is configured to support RAID functions. When enabled, all NVMe and SATA devices will be mapped under VMD controller. Windows RST (Intel Rapid Restore Technology) driver, or Linux kernel VMD driver must be loaded in order to boot the OS.
Storage Interface	
Port Enablement	Enables or disables the onboard drives. Default: ON
SMART Reporting	
Enable SMART Reporting	Enables or disables Self-Monitoring, Analysis, and Reporting Technology (SMART). Default: OFF
Drive Information	Displays the information of various onboard drives.

Table 7. System setup options—Display menu

Display	
Display Brightness	
Brightness on battery power	Sets the screen brightness when the computer is running on battery power. Default: 50
Brightness on AC power	Sets the screen brightness when the computer is running on AC power. Default: 100
Touchscreen	
Touchscreen	Enables or disables the touchscreen. Default: ON
Full Screen Logo	When turned on, the full screen logo is displayed if the image matches the screen resolution. Default: OFF

Table 8. System setup options—Connection menu

Connection	
Wireless Device Enable	
WLAN	Enable or disable internal WLAN devices. By default, WLAN is selected.
Bluetooth	Enable or disable internal Bluetooth devices. By default, Bluetooth is selected.
Enable UEFI Network Stack	Enables or disables UEFI networking protocols, if they are installed and available.

Table 8. System setup options—Connection menu (continued)

Connection	
Default: ON	

Table 9. System setup options—Power menu

Power	
Battery Configuration	Enables the computer to run on battery during power usage hours. Use the below options to prevent AC power usage between certain times of each day. Default: Adaptive. Battery settings are adaptively optimized based on your typical battery usage pattern.
Advanced Configuration	
Enable Advanced Battery Charge Configuration	Enables Advanced Battery Charge Configuration from the beginning of the day to a specified work period. Advanced Battery Charged maximizes battery health while still supporting heavy use during the work day. Default: OFF
Thermal Management	Enables the cooling fan and processor heat management to adjust system performance, noise, and temperature. Default: Optimized. Standard settings for cooling fan and processor heat management. This setting is a balance of performance, noise, and temperature.
USB Wake Support	
Wake on Dell USB-C Dock	Enables connecting a Dell USB-C Dock to wake the computer from Standby. Default: ON
Block Sleep	Blocks the computer from entering Sleep (S3) mode in the operating system. Default: OFF
	NOTE: If enabled, the computer will not go to sleep, Intel Rapid Start will be disabled automatically, and the operating system power option will be blank if it was set to Sleep.
Lid Switch	
Enable Lid Switch	Enable or disable the lid switch. Default: ON
Power On Lid Open	Enables the computer to power up from the off state whenever the lid is opened. Default: ON
Intel Speed Shift Technology	Enables or disables the Intel Speed Shift Technology support. Turning on this option allows the operating system to select the appropriate processor performance automatically. Default: ON

Table 10. System setup options—Security menu

Security	
Intel Platform Trust Technology	
Intel Platform Trust Technology On	Enable or disable the Intel Platform Trust Technology (PPT) feature in the OS. Default: ON
PPI Bypass for Clear Commands	Enables or disables the Trusted Platform Model (TPM) Physical Presence Interface (PPI). When enabled, the OS will skip BIOS Physical Presence Interface (PPI) user prompts when issuing the Clear command.

Table 10. System setup options—Security menu (continued)


Security	
Clear	<p>Default: OFF</p> <p>Enables or disables the computer to clear the PTT owner information, and returns the PTT to the default state.</p> <p>Default: OFF</p>
SMM Security Mitigation	<p>Enables or disables additional UEFI SMM Security Mitigation protections.</p> <p>Default: OFF</p> <p> NOTE: This feature may cause compatibility issues or loss of functionality with some legacy tools and applications.</p>
Data Wipe on Next Boot	<p>When enabled, the BIOS will schedule a data wipe cycle for all storage devices connected to the system board on the next reboot.</p> <p>Default: OFF</p>
Absolute	<p>Enables, disables or permanently disable the BIOS module interface of the optional Absolute Persistence Module service from Absolute Software.</p> <p>Default: Enabled</p>
UEFI Boot Path Security	<p>Determines if the system will prompt the user to enter the admin password (if set) when booting to a UEFI boot path device from the F12 boot menu.</p> <p>Default: Always Except Internal HDD.</p>

Table 11. System setup options—Passwords menu

Passwords	
Admin Password	<p>Enables the user to set, change, or delete the administrator (admin) password. The admin password enables several security features</p>
System Password	<p>Enables the user to set, change, or delete the system password.</p>
Password Configuration	
Upper Case Letter	<p>Enforces password restriction that the password must contain at least one upper case letter.</p> <p>Default: OFF</p>
Lower Case Letter	<p>Enforces password restriction that the password must contain at least one lower case letter.</p> <p>Default: OFF</p>
Digit	<p>Enforces password restriction that the password must contain at least one digit.</p> <p>Default: OFF</p>
Special Character	<p>Enforces password restriction that the password must contain at least one special character.</p> <p>Default: OFF</p>
Minimum Characters	<p>Controls the minimum number of characters allowed for password.</p> <p>Default: 04</p>
Password Bypass	<p>Bypass the System (Boot) Password and the internal hard drive password prompts during a system restart.</p> <p>Default: Disabled</p>
Password Changes	

Table 11. System setup options—Passwords menu (continued)


Passwords	
Enable Non-Admin Password Changes	Enables or disables the user to change the system and hard drive password without the need for admin password. Default: ON
Admin Setup Lockout	
Enable Admin Setup Lockout	Enables or disables the user from entering BIOS Setup when an Admin Password is set. Default: OFF
Master Password Lockout	
Enable Master Password Lockout	Enables or disables master password support. Default: OFF
 NOTE: Hard drive passwords must be cleared before the setting can be changed.	

Table 12. System setup options—Update,Recovery menu


Update,Recovery	
UEFI Capsule Firmware Updates	
Enable UEFI Capsule Firmware Updates	Enables or disables BIOS updates through UEFI capsule update packages. Default: ON
BIOS Recovery from Hard Drive	
	Enables the computer to recover from a bad BIOS image, as long as the Boot Block portion is intact and functioning. Default: ON
 NOTE: BIOS recovery is designed to fix the main BIOS block and cannot work if the Boot Block is damaged. In addition, this feature cannot work in the event of EC corruption, ME corruption, or a hardware issue. The recovery image must exist on an unencrypted partition on the drive.	
BIOS Downgrade	
Allow BIOS Downgrade	Controls flashing of the system firmware to previous revisions. Default: ON
SupportAssist OS Recovery	
	Enables or disables the boot flow for SupportAssist OS Recovery tool, in the event of certain system error. Default: ON
BIOSConnect	
	Enables or disables cloud Service OS recovery if the main OS fails to boot within the number of failures equal or greater than the value specified by Dell Auto OS Recovery Threshold, and local Service does not boot, or is not installed. Default: ON
Dell Auto OS Recovery Threshold	
	Controls the automatic boot flow for SupportAssist System Resolution Console and for Dell operating system Recovery tool. Default: 2.

Table 13. System setup options—System Management menu

System Management	
Service Tag	Displays the Service Tag of the computer.

Table 13. System setup options—System Management menu (continued)

System Management		
Asset Tag		Creates a system Asset Tag that can be used by an IT administrator to uniquely identify a particular system. Once set in BIOS, the Asset Tag cannot be changed.
AC Behavior		
Wake on AC		Enables or disables basic checks when AC power is applied to the device. The checks include determining how the AC Recovery option is set. The system will boot up if Wake on AC is enabled, the system will power off, if Wake on AC is disabled. Default: OFF
Auto On Time		Controls automatic powering up of system for defined days and times. Default: Disabled

Table 14. System setup options—Keyboard menu

Keyboard		
Numlock Enable		
Enable Numlock		Enables or disables Numlock when the computer boots. Default: ON
Fn Lock Options		Enables or disables the Fn Lock mode. Default: ON
Lock Mode		Controls operation of function keys F1-F12. Default: Lock Mode Secondary
Keyboard Illumination		Enables the user to change the keyboard illumination settings. Default: Bright
Keyboard Backlight Timeout on AC		Enables the user to define the timeout value for the keyboard backlight when an AC adapter is plugged into the system. Default: 1 minute
Keyboard Backlight Timeout on Battery		Enables the user to define the timeout value for the keyboard backlight when the system is operating only on battery power. Default: 1 minute

Table 15. System setup options—Pre-boot Behavior menu


Pre-boot Behavior		
Adapter warnings		
Enable Adapter warnings		Enables or disables the computer to display adapter warning messages when adapters with too little power capacity are detected. Default: ON
Warnings and Errors		Selects an action on encountering a warning or error during boot. Default: Prompt on Warnings and Errors. Stop, prompt, and wait for user input when warnings or errors are detected.  NOTE: Errors deemed critical to the operation of the computer hardware will always halt the computer.
USB-C Warnings		
Enable Dock Warning Messages		Enable or disable dock warning messages.

Table 15. System setup options—Pre-boot Behavior menu (continued)

Pre-boot Behavior	
Fastboot	<p>Default: ON</p> <p>Configures the speed of the UEFI boot process.</p> <p>Default: Thorough. Performs complete hardware and configuration initialization during boot.</p>
Extend BIOS POST Time	<p>Configures the BIOS POST (Power-On Self-Test) load time.</p> <p>Default: 0 seconds</p>

Table 16. System setup options—Virtualization menu

Virtualization	
Intel Virtualization Technology	
Enable Intel Virtualization Technology (VT)	<p>Enables the computer to run a virtual machine monitor (VMM).</p> <p>Default: ON</p>
VT for Direct I/O	
Enable Intel VT for Direct I/O	<p>Enables the computer to perform Virtualization Technology for Direct I/O (VT-d). VT-d is an Intel method that provides virtualization for memory map I/O.</p> <p>Default: ON</p>

Table 17. System setup options—Performance menu

Performance	
Multi-Core Support	
Active Cores	<p>CPU core disabling is not supported with current BIOS version. Changes the number of CPU cores available to the operating system. The default value is set to the maximum number of cores.</p> <p>Default: All Cores</p>
Intel SpeedStep	
Enable Intel SpeedStep Technology	<p>Enables or disables the Intel SpeedStep Technology to dynamically adjust processor voltage and core frequency, decreasing average power consumption and heat production.</p> <p>Default: ON</p>
C-State Control	
Enable C-State Control	<p>Enables or disables the CPU's ability to enter and exit low-power states.</p> <p>Default: ON</p>
Intel Turbo Boost Technology	
Enable Intel Turbo Boost Technology	<p>Enabled or disabled the Intel TurboBoost mode of the processor. If enabled, the Intel TurboBoost driver increases the performance of the CPU or graphics processor.</p> <p>Default: ON</p>
Intel Hyper-Threading Technology	
Enable Intel Hyper-Threading Technology	<p>Enabled or disabled the Intel Hyper-Threading mode of the processor. If enabled, the Intel Hyper-Threading increases the efficiency of the processor resources when multiple threads run on each core.</p> <p>Default: ON</p>

Table 18. System setup options—System Logs menu

System Logs		
BIOS Event Log		
Clear Bios Event Log		Select keep or clear BIOS events. Default: Keep
Thermal Event Log		
Clear Thermal Event Log		Select keep or clear Thermal events. Default: Keep
Power Event Log		
Clear POWER Event Log		Select keep or clear Power events. Default: Keep

System and setup password


Table 19. System and setup password

Password type	Description
System password	Password that you must enter to log in to your system.
Setup password	Password that you must enter to access and make changes to the BIOS settings of your computer.

You can create a system password and a setup password to secure your computer.

 **CAUTION:** The password features provide a basic level of security for the data on your computer.

 **CAUTION:** Anyone can access the data that is stored on your computer if it is not locked and left unattended.

 **NOTE:** System and setup password feature is disabled.

Assigning a system setup password

You can assign a new **System or Admin Password** only when the status is in **Not Set**.

To enter the system setup, press F12 immediately after a power-on or reboot.


1. In the **System BIOS** or **System Setup** screen, select **Security** and press Enter.
The **Security** screen is displayed.
2. Select **System/Admin Password** and create a password in the **Enter the new password** field.
Use the following guidelines to assign the system password:
 - A password can have up to 32 characters.
 - At least one special character: ! " # \$ % & ' () * + , - . / : ; < = > ? @ [\] ^ _ ` { | }
 - Numbers 0 through 9.
 - Upper case letters from A to Z.
 - Lower case letters from a to z.
3. Type the system password that you entered earlier in the **Confirm new password** field and click **OK**.
4. Press Esc and save the changes as prompted by the pop-up message.
5. Press Y to save the changes.
The computer restarts.

Deleting or changing an existing system setup password

Ensure that the **Password Status** is Unlocked (in the System Setup) before attempting to delete or change the existing System and/or Setup password. You cannot delete or change an existing System or Setup password, if the **Password Status** is Locked.

To enter the System Setup, press F12 immediately after a power-on or reboot.

1. In the **System BIOS** or **System Setup** screen, select **System Security** and press Enter.
The **System Security** screen is displayed.
2. In the **System Security** screen, verify that **Password Status** is **Unlocked**.
3. Select **System Password**, update, or delete the existing system password, and press Enter or Tab.
4. Select **Setup Password**, update, or delete the existing setup password, and press Enter or Tab.


 **NOTE:** If you change the System and/or Setup password, reenter the new password when prompted. If you delete the System and/or Setup password, confirm the deletion when prompted.

5. Press Esc and a message prompts you to save the changes.
6. Press Y to save the changes and exit from System Setup.
The computer restarts.

Clearing CMOS settings

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


1. Turn off your computer.
2. Remove the [base cover](#).

 **NOTE:** The battery must be disconnected from the system board (see Step 4 in [Removing the base cover](#)).

3. Press and hold the power button for 15 seconds to drain the flea power.
4. Before you turn on your computer, follow the steps in [Installing the base cover](#).
5. Turn on your computer.


Clearing BIOS (System Setup) and System passwords

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.

Updating the BIOS

Updating the BIOS in Windows

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](#) at www.dell.com/support.

Updating the BIOS using the USB drive in Windows

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](#) 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.


Updating the BIOS from the F12 One-Time boot menu

Update your computer BIOS using the BIOS update.exe file that is copied to a FAT32 USB drive and booting from the F12 One-Time boot menu.

BIOS Update

You can run the BIOS update file from Windows using a bootable USB drive or you can also update the BIOS from the F12 One-Time boot menu on the computer.

Most of the Dell computers built after 2012 have this capability, and you can confirm by booting your computer to the F12 One-Time Boot Menu to see if BIOS FLASH UPDATE is listed as a boot option for your computer. If the option is listed, then the BIOS supports this BIOS update option.


 **NOTE:** Only computers with BIOS Flash Update option in the F12 One-Time boot menu can use this function.

Updating from the One-Time boot menu

To update your BIOS from the F12 One-Time boot menu, you need the following:

- USB drive formatted to the FAT32 file system (key does not have to be bootable)
- BIOS executable file that you downloaded from the Dell Support website and copied to the root of the USB drive
- AC power adapter that is connected to the computer
- Functional computer battery to flash the BIOS

Perform the following steps to perform the BIOS update flash process from the F12 menu:

 **CAUTION:** Do not turn off the computer during the BIOS update process. The computer may not boot if you turn off your computer.

1. From a turn off state, insert the USB drive where you copied the flash into a USB port of the computer.
2. Turn on the computer and press F12 to access the One-Time Boot Menu, select BIOS Update using the mouse or arrow keys then press Enter.
The flash BIOS menu is displayed.
3. Click **Flash from file**.
4. Select external USB device.
5. Select the file and double-click the flash target file, and then click **Submit**.
6. Click **Update BIOS**. The computer restarts to flash the BIOS.
7. The computer will restart after the BIOS update is completed.

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, search Dell Laptop Battery in the Knowledge Base Resource at www.dell.com/support.

SupportAssist diagnostics

The SupportAssist diagnostics (previously known as ePSA diagnostics) performs a complete check of your hardware. The SupportAssist diagnostics is embedded in the BIOS and is launched by it internally. The SupportAssist diagnostics provides a set of options for particular devices or device groups. It allows 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 and provide extra information about the failed device(s)
- View status messages that indicate if the tests are completed successfully
- View error messages that indicate if problems were encountered during the test

 **NOTE:** Some tests are meant for specific devices and require user interaction. Ensure that you are present in front of the computer when the diagnostic tests are performed.

For more information, see [SupportAssist Pre-Boot System Performance Check](#).

Locate the Service Tag or Express Service Code of your Dell computer

Your Dell computer is uniquely identified by a Service Tag or Express Service Code. To view relevant support resources for your Dell computer, we recommend entering 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 for your Dell Laptop](#).

System diagnostic lights

Battery-status light

Indicates the power and battery-charge status.

Solid white — Power adapter is connected and the battery has more than 5 percent charge.

Amber — Computer is running on battery and the battery has less than 5 percent charge.

Off

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

The battery-status light blinks amber along with beep codes indicating failures.

For example, the 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.

Table 20. LED codes

Diagnostic light codes	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
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

Camera status light: Indicates whether the camera is in use.

- Solid white — Camera is in use.
- Off — Camera is not in use.

Caps Lock status light: Indicates whether Caps Lock is enabled or disabled.

- Solid white — Caps Lock enabled.
- Off — Caps Lock disabled.

Built-in self-test (BIST)

There are three different types of BIST to check the performance of display, power rail, and system board. These tests are important to evaluate if an LCD or system board needs a replacement.

1. M-Bist: M-BIST is the system board built-in self-test diagnostics tool that improves the diagnostics accuracy of system board embedded controller (EC) failures. M-BIST must be manually initiated before POST and can also run on a dead system .
2. L-BIST: L-BIST is an enhancement to the single LED error code diagnostics and is automatically initiated during POST.
3. LCD-BIST: LCD BIST is an enhanced diagnostic test that is introduced through Preboot System Assessment (PSA) on legacy systems.

Table 21. Functions

	M-BIST	L-BIST
Purpose	Evaluates the health condition of the system board.	Checks if the system board is supplying power to the LCD by performing an LCD Power Rail test.
Trigger	Press the <M> key and power button.	Integrated into the single LED error code diagnostics. Automatically initiated during POST.
Indicator of fault	Battery LED light with Solid Amber .	Battery LED error code of [2,8] blinks Amber x2, then pause, then blinks White x8.
Repair instruction	Indicates a problem with the system board.	Indicates a problem with the system board.

Recovering the operating system

When your computer is unable to boot to the operating system even after repeated attempts, it automatically starts Dell SupportAssist OS Recovery.

Dell SupportAssist OS Recovery is a standalone tool that is preinstalled in all Dell computers installed with Windows operating system. It consists of tools to diagnose and troubleshoot issues that may occur before your computer boots to the operating system. It enables you to diagnose hardware issues, repair your computer, back up your files, or restore your computer to its factory state.

You can also download it from the Dell Support website to troubleshoot and fix your computer when it fails to boot into their primary operating system due to software or hardware failures.


For more information about the Dell SupportAssist OS Recovery, see *Dell SupportAssist OS Recovery User's Guide* at www.dell.com/serviceabilitytools. Click **SupportAssist** and then, click **SupportAssist OS Recovery**.

Backup media and recovery options

It is recommended to create a recovery drive to troubleshoot and fix problems that may occur with Windows. Dell proposes multiple options for recovering Windows operating system on your Dell PC. For more information, see [Dell Windows Backup Media and Recovery Options](#).

WiFi power cycle

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.

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.

Flea power release

Flea power is the residual static electricity that remains on the computer even after it has been powered off and the battery has been disconnected from the system board. The following procedure provides the instructions on how to release the flea power:

1. Turn off your computer.
2. Remove the [base cover](#).

 **NOTE:** The battery cable must be disconnected from the system board. See image 3 and step 4 in [removing the base cover](#).



3. Press and hold the power button for 15 seconds to drain the flea power.
4. Install the [base cover](#).
5. Turn on your computer.

Getting help and contacting Dell

Self-help resources


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


Table 22. 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.	<p>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.</p> <p>For more information on how to find the Service Tag for your computer, see Locate the Service Tag on your computer.</p>
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.