

Latitude 5401

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.

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Working on your computer

Topics:

- [Safety instructions](#)

Safety instructions

Prerequisites

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 the following conditions exist:

- You have read the safety information that shipped with your computer.
- A component can be replaced or, if purchased separately, installed by performing the removal procedure in reverse order.

About this task

 **WARNING:** Before working inside your computer, read the safety information that shipped with your computer. For additional safety best practices information, see the [Regulatory Compliance Homepage](#)

 **CAUTION:** Many repairs may only be done by a certified service technician. You should only perform troubleshooting and simple repairs as authorized in your product documentation, or as directed by the online or telephone service and support team. Damage due to servicing that is not authorized by Dell is not covered by your warranty. Read and follow the safety instructions that came with the product.

 **CAUTION:** To avoid electrostatic discharge, ground yourself by using a wrist grounding strap or by periodically touching an unpainted metal surface at the same time as touching a connector on the back of the computer.

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

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

 **NOTE:** Disconnect all power sources before opening the computer cover or panels. After you finish working inside the computer, replace all covers, panels, and screws before connecting to the power source.

 **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.

Before working inside your computer

About this task

To avoid damaging your computer, perform the following steps before you begin working inside the computer.

Steps

1. Ensure that you follow the [Safety Instruction](#).
2. Ensure that your work surface is flat and clean to prevent the computer cover from being scratched.
3. Turn off your computer.
4. Disconnect all network cables from the computer.

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

5. Disconnect your computer and all attached devices from their electrical outlets.
6. Press and hold the power button while the computer is unplugged to ground the system board.

 **NOTE:** To avoid electrostatic discharge, ground yourself by using a wrist grounding strap or by periodically touching an unpainted metal surface at the same time as touching a connector on the back of the computer.

Safety precautions

The safety precautions chapter details the primary steps to be taken before performing any disassembly instructions.

Observe the following safety precautions before you perform any installation or break/fix procedures involving disassembly or reassembly:

- Turn off the system and all attached peripherals.
- Disconnect the system and all attached peripherals from AC power.
- Disconnect all network cables, telephone, and telecommunications lines from the system.
- Use an ESD field service kit when working inside any tablet/notebook to avoid electrostatic discharge (ESD) damage.
- After removing any system component, carefully place the removed component on an anti-static mat.
- Wear shoes with non-conductive rubber soles to reduce the chance of getting electrocuted.

Standby power

Dell products with standby power must be unplugged before you open the case. Systems that incorporate standby power are essentially powered while turned off. The internal power enables the system to be remotely turned on (wake on LAN) and suspended into a sleep mode and has other advanced power management features.

Unplugging, pressing and holding the power button for 20 seconds should discharge residual power in the system board. Remove the battery from tablets/notebooks.

Bonding

Bonding is a method for connecting two or more grounding conductors to the same electrical potential. This is done through the use of a field service electrostatic discharge (ESD) kit. When connecting a bonding wire, ensure that it is connected to bare metal and never to a painted or non-metal surface. The wrist strap should be secure and in full contact with your skin, and ensure that you remove all jewelry such as watches, bracelets, or rings prior to bonding yourself and the equipment.

Electrostatic discharge—ESD protection

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

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

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

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

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

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

Perform the following steps to prevent ESD damage:

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

ESD field service kit

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

Components of an ESD field service kit

The components of an ESD field service kit are:

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

ESD protection summary

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

Transporting sensitive components

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

Lifting equipment

Adhere to the following guidelines when lifting heavy weight equipment:

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

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

After working inside your computer

About this task

After you complete any replacement procedure, ensure that you connect any external devices, cards, and cables before turning on your computer.

Steps

1. Connect any telephone or network cables to your computer.

 **CAUTION: To connect a network cable, first plug the cable into the network device and then plug it into the computer.**

2. Connect your computer and all attached devices to their electrical outlets.
3. Turn on your computer.
4. If required, verify that the computer works correctly by running **ePSA diagnostics**.

Technology and components

NOTE: Instructions provided in this section are applicable on computers shipped with Windows operating system. Windows is factory-installed with this computer.

Topics:

- [DDR4](#)
- [USB features](#)
- [USB Type-C](#)
- [HDMI 1.4](#)
- [USB features](#)
- [Power button LED behavior](#)

DDR4

DDR4 (double data rate fourth generation) memory is a higher-speed successor to the DDR2 and DDR3 technologies and allows up to 512 GB in capacity, compared to the DDR3's maximum of 128 GB per DIMM. DDR4 synchronous dynamic random-access memory is keyed differently from both SDRAM and DDR to prevent the user from installing the wrong type of memory into the system.

DDR4 needs 20 percent less or just 1.2 volts, compared to DDR3 which requires 1.5 volts of electrical power to operate. DDR4 also supports a new, deep power-down mode that allows the host device to go into standby without needing to refresh its memory. Deep power-down mode is expected to reduce standby power consumption by 40 to 50 percent.

DDR4 Details

There are subtle differences between DDR3 and DDR4 memory modules, as listed below.

Key notch difference

The key notch on a DDR4 module is in a different location from the key notch on a DDR3 module. Both notches are on the insertion edge but the notch location on the DDR4 is slightly different, to prevent the module from being installed into an incompatible board or platform.

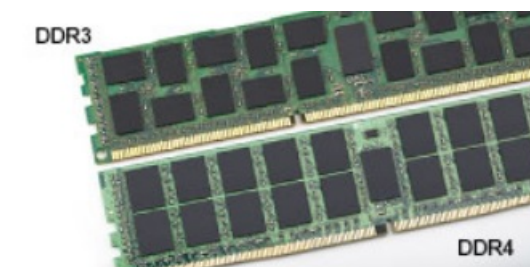


Figure 1. Notch difference

Increased thickness

DDR4 modules are slightly thicker than DDR3, to accommodate more signal layers.

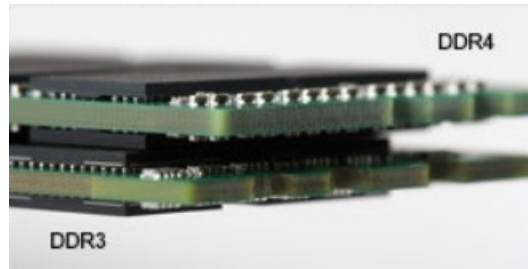


Figure 2. Thickness difference

Curved edge

DDR4 modules feature a curved edge to help with insertion and alleviate stress on the PCB during memory installation.

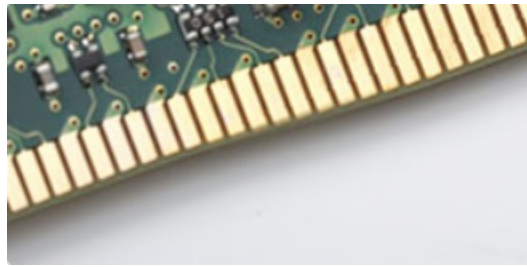


Figure 3. Curved edge

Memory Errors

Memory errors on the system display the new ON-FLASH-FLASH or ON-FLASH-ON failure code. If all memory fails, the LCD does not turn on. Troubleshoot for possible memory failure by trying known good memory modules in the memory connectors on the bottom of the system or under the keyboard, as in some portable systems.

NOTE: The DDR4 memory is imbedded in board and not a replaceable DIMM as shown and referred.

USB features

Universal Serial Bus, or USB, was introduced in 1996. It dramatically simplified the connection between host computers and peripheral devices like mice, keyboards, external drivers, and printers.

Table 1. USB evolution

Type	Data Transfer Rate	Category	Introduction Year
USB 2.0	480 Mbps	High Speed	2000
USB 3.0/USB 3.1 Gen 1	5 Gbps	SuperSpeed	2010
USB 3.1 Gen 2	10 Gbps	SuperSpeed	2013

USB 3.0/USB 3.1 Gen 1 (SuperSpeed USB)

For years, the USB 2.0 has been firmly entrenched as the de facto interface standard in the PC world with about 6 billion devices sold, and yet the need for more speed grows by ever faster computing hardware and ever greater bandwidth demands. The USB 3.0/USB 3.1 Gen 1 finally has the answer to the consumers' demands with a theoretically 10 times faster than its predecessor. In a nutshell, USB 3.1 Gen 1 features are as follows:

- Higher transfer rates (up to 5 Gbps)
- Increased maximum bus power and increased device current draw to better accommodate power-hungry devices
- New power management features

- Full-duplex data transfers and support for new transfer types
- Backward USB 2.0 compatibility
- New connectors and cable

The topics below cover some of the most commonly asked questions regarding USB 3.0/USB 3.1 Gen 1.

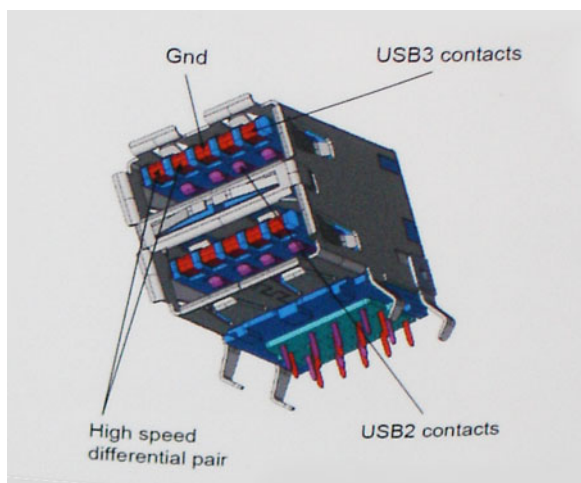


Speed

Currently, there are 3 speed modes defined by the latest USB 3.0/USB 3.1 Gen 1 specification. They are Super-Speed, Hi-Speed and Full-Speed. The new SuperSpeed mode has a transfer rate of 4.8 Gbps. While the specification retains Hi-Speed, and Full-Speed USB mode, commonly known as USB 2.0 and 1.1 respectively, the slower modes still operate at 480 Mbps and 12 Mbps respectively and are kept to maintain backward compatibility.

USB 3.0/USB 3.1 Gen 1 achieves the much higher performance by the technical changes below:

- An additional physical bus that is added in parallel with the existing USB 2.0 bus (refer to the picture below).
- USB 2.0 previously had four wires (power, ground, and a pair for differential data); USB 3.0/USB 3.1 Gen 1 adds four more for two pairs of differential signals (receive and transmit) for a combined total of eight connections in the connectors and cabling.
- USB 3.0/USB 3.1 Gen 1 utilizes the bidirectional data interface, rather than USB 2.0's half-duplex arrangement. This gives a 10-fold increase in theoretical bandwidth.



With today's ever increasing demands placed on data transfers with high-definition video content, terabyte storage devices, high megapixel count digital cameras etc., USB 2.0 may not be fast enough. Furthermore, no USB 2.0 connection could ever come close to the 480Mbps theoretical maximum throughput, making data transfer at around 320 Mbps (40 MB/s) — the actual real-world maximum. Similarly, USB 3.0/USB 3.1 Gen 1 connections will never achieve 4.8Gbps. We will likely see a real-world maximum rate of 400MB/s with overheads. At this speed, USB 3.0/USB 3.1 Gen 1 is a 10x improvement over USB 2.0.

Applications

USB 3.0/USB 3.1 Gen 1 opens up the laneways and provides more headroom for devices to deliver a better overall experience. Where USB video was barely tolerable previously (both from a maximum resolution, latency, and video compression perspective), it's easy to imagine that with 5-10 times the bandwidth available, USB video solutions should work that much better. Single-link DVI requires almost 2Gbps throughput. Where 480Mbps was limiting, 5Gbps is more than promising. With its promised 4.8Gbps speed, the standard will find its way into some products that previously weren't USB territory, like external RAID storage systems.

Listed below are some of the available SuperSpeed USB 3.0/USB 3.1 Gen 1 products:

- External Desktop USB 3.0/USB 3.1 Gen 1 Hard Drives
- Portable USB 3.0/USB 3.1 Gen 1 Hard Drives

- USB 3.0/USB 3.1 Gen 1 Drive Docks & Adapters
- USB 3.0/USB 3.1 Gen 1 Flash Drives & Readers
- USB 3.0/USB 3.1 Gen 1 Solid-state Drives
- USB 3.0/USB 3.1 Gen 1 RAID's
- Optical Media Drives
- Multimedia Devices
- Networking
- USB 3.0/USB 3.1 Gen 1 Adapter Cards & Hubs

Compatibility

The good news is that USB 3.0/USB 3.1 Gen 1 has been carefully planned from the start to peacefully co-exist with USB 2.0. First of all, while USB 3.0/USB 3.1 Gen 1 specifies new physical connections and thus new cables to take advantage of the higher speed capability of the new protocol, the connector itself remains the same rectangular shape with the four USB 2.0 contacts in the exact same location as before. Five new connections to carry receive and transmitted data independently are present on USB 3.0/USB 3.1 Gen 1 cables and only come into contact when connected to a proper SuperSpeed USB connection.

USB Type-C

USB Type-C is a new, tiny physical connector. The connector itself can support various exciting new USB standards like USB 3.1 and USB power delivery (USB PD).

Alternate Mode

USB Type-C is a new connector standard that is very small. It is about a third the size of an old USB Type-A plug. This is a single connector standard that every device should be able to use. USB Type-C ports can support a variety of different protocols using "alternate modes," which allows you to have adapters that can output HDMI, VGA, DisplayPort, or other types of connections from that single USB port

USB Power Delivery

The USB PD specification is also closely intertwined with USB Type-C. Currently, smartphones, tablets, and other mobile devices often use a USB connection to charge. A USB 2.0 connection provides up to 2.5 watts of power — that'll charge your phone, but that's about it. A laptop might require up to 60 watts, for example. The USB Power Delivery specification ups this power delivery to 100 watts. It's bi-directional, so a device can either send or receive power. And this power can be transferred at the same time the device is transmitting data across the connection.

This could spell the end of all those proprietary laptop charging cables, with everything charging via a standard USB connection. You could charge your laptop from one of those portable battery packs you charge your smartphones and other portable devices from today. You could plug your laptop into an external display connected to a power cable, and that external display would charge your laptop as you used it as an external display — all via the one little USB Type-C connection. To use this, the device and the cable have to support USB Power Delivery. Just having a USB Type-C connection doesn't necessarily mean they do.

USB Type-C and USB 3.1

USB 3.1 is a new USB standard. USB 3's theoretical bandwidth is 5 Gbps, while USB 3.1's is 10 Gbps. That's double the bandwidth, as fast as a first-generation Thunderbolt connector. USB Type-C isn't the same thing as USB 3.1. USB Type-C is just a connector shape, and the underlying technology could just be USB 2 or USB 3.0. In fact, Nokia's N1 Android tablet uses a USB Type-C connector, but underneath it's all USB 2.0 — not even USB 3.0. However, these technologies are closely related.

Thunderbolt over USB Type-C

Thunderbolt is a hardware interface that combines data, video, audio, and power in a single connection. Thunderbolt combines PCI Express (PCIe) and DisplayPort (DP) into one serial signal, and additionally provides DC power, all in one cable. Thunderbolt

1 and Thunderbolt 2 use the same connector as miniDP (DisplayPort) to connect to peripherals, while Thunderbolt 3 uses a USB Type-C connector.

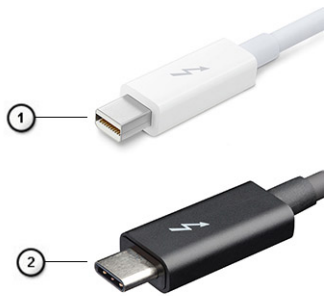


Figure 4. Thunderbolt 1 and Thunderbolt 3

- 1. Thunderbolt 1 and Thunderbolt 2 (using a miniDP connector)
- 2. Thunderbolt 3 (using a USB Type-C connector)

Thunderbolt 3 over USB Type-C

Thunderbolt 3 brings Thunderbolt to USB Type-C at speeds up to 40 Gbps, creating one compact port that does it all - delivering the fastest, most versatile connection to any dock, display or data device like an external hard drive. Thunderbolt 3 uses a USB Type-C connector/port to connect to supported peripherals.

- 1. Thunderbolt 3 uses USB Type-C connector and cables - It is compact and reversible
- 2. Thunderbolt 3 supports speed up to 40 Gbps
- 3. DisplayPort 1.4 – compatible with existing DisplayPort monitors, devices and cables
- 4. USB Power Delivery - Up to 130W on supported computers

Key Features of Thunderbolt 3 over USB Type-C

- 1. Thunderbolt, USB, DisplayPort and power on USB Type-C on a single cable (features vary between different products)
- 2. USB Type-C connector and cables which are compact and reversible
- 3. Supports Thunderbolt Networking (*varies between different products)
- 4. Supports up to 4K displays
- 5. Up to 40 Gbps

NOTE: Data transfer speed may vary between different devices.

Thunderbolt Icons

Protocol	USB Type-A	USB Type-C	Notes
Thunderbolt	Not Applicable		Will use industry standard icon regardless of port style (i.e., mDP or USB Type-C)
Thunderbolt w/ Power Delivery	Not Applicable		Up to 130 Watts via USB Type-C

Figure 5. Thunderbolt Iconography Variations

HDMI 1.4

This topic explains the HDMI 1.4 and its features along with the advantages.

HDMI (High-Definition Multimedia Interface) is an industry-supported, uncompressed, all-digital audio/video interface. HDMI provides an interface between any compatible digital audio/video source, such as a DVD player, or A/V receiver and a

compatible digital audio and/or video monitor, such as a digital TV (DTV). The intended applications for HDMI TVs, and DVD players. The primary advantage is cable reduction and content protection provisions. HDMI supports standard, enhanced, or high-definition video, plus multichannel digital audio on a single cable.

 **NOTE:** The HDMI 1.4 will provide 5.1 channel audio support.

HDMI 1.4 Features

- **HDMI Ethernet Channel** - Adds high-speed networking to an HDMI link, allowing users to take full advantage of their IP-enabled devices without a separate Ethernet cable
- **Audio Return Channel** - Allows an HDMI-connected TV with a built-in tuner to send audio data "upstream" to a surround audio system, eliminating the need for a separate audio cable
- **3D** - Defines input/output protocols for major 3D video formats, paving the way for true 3D gaming and 3D home theater applications
- **Content Type** - Real-time signaling of content types between display and source devices, enabling a TV to optimize picture settings based on content type
- **Additional Color Spaces** - Adds support for additional color models used in digital photography and computer graphics
- **4K Support** - Enables video resolutions far beyond 1080p, supporting next-generation displays that will rival the Digital Cinema systems used in many commercial movie theaters
- **HDMI Micro Connector** - A new, smaller connector for phones and other portable devices, supporting video resolutions up to 1080p
- **Automotive Connection System** - New cables and connectors for automotive video systems, designed to meet the unique demands of the motoring environment while delivering true HD quality

Advantages of HDMI

- Quality HDMI transfers uncompressed digital audio and video for the highest, crispest image quality.
- Low -cost HDMI provides the quality and functionality of a digital interface while also supporting uncompressed video formats in a simple, cost-effective manner
- Audio HDMI supports multiple audio formats from standard stereo to multichannel surround sound
- HDMI combines video and multichannel audio into a single cable, eliminating the cost, complexity, and confusion of multiple cables currently used in A/V systems
- HDMI supports communication between the video source (such as a DVD player) and the DTV, enabling new functionality

USB features

Universal Serial Bus, or USB, was introduced in 1996. It dramatically simplified the connection between host computers and peripheral devices like mice, keyboards, external drivers, and printers.

Let's take a quick look on the USB evolution referencing to the table below.

Table 2. USB evolution

Type	Data Transfer Rate	Category	Introduction Year
USB 2.0	480 Mbps	High Speed	2000
USB 3.0/USB 3.1 Gen 1	5 Gbps	Super Speed	2010
USB 3.1 Gen 2	10 Gbps	Super Speed	2013

USB 3.0/USB 3.1 Gen 1 (SuperSpeed USB)

For years, the USB 2.0 has been firmly entrenched as the de facto interface standard in the PC world with about 6 billion devices sold, and yet the need for more speed grows by ever faster computing hardware and ever greater bandwidth demands. The USB 3.0/USB 3.1 Gen 1 finally has the answer to the consumers' demands with a theoretically 10 times faster than its predecessor. In a nutshell, USB 3.1 Gen 1 features are as follows:

- Higher transfer rates (up to 5 Gbps)
- Increased maximum bus power and increased device current draw to better accommodate power-hungry devices
- New power management features
- Full-duplex data transfers and support for new transfer types
- Backward USB 2.0 compatibility
- New connectors and cable

The topics below cover some of the most commonly asked questions regarding USB 3.0/USB 3.1 Gen 1.

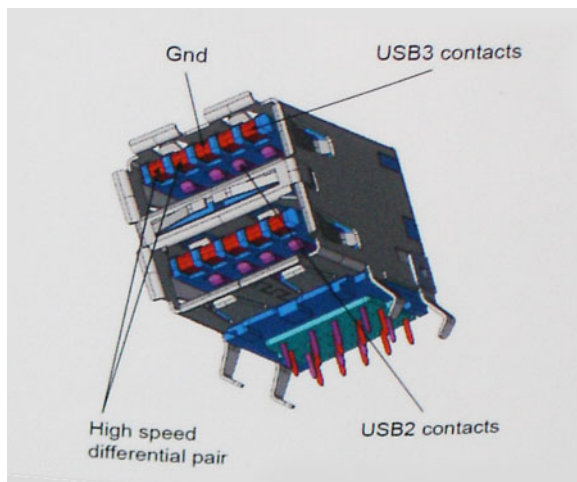


Speed

Currently, there are 3 speed modes defined by the latest USB 3.0/USB 3.1 Gen 1 specification. They are Super-Speed, Hi-Speed and Full-Speed. The new SuperSpeed mode has a transfer rate of 4.8Gbps. While the specification retains Hi-Speed, and Full-Speed USB mode, commonly known as USB 2.0 and 1.1 respectively, the slower modes still operate at 480Mbps and 12Mbps respectively and are kept to maintain backward compatibility.

USB 3.0/USB 3.1 Gen 1 achieves the much higher performance by the technical changes below:

- An additional physical bus that is added in parallel with the existing USB 2.0 bus (refer to the picture below).
- USB 2.0 previously had four wires (power, ground, and a pair for differential data); USB 3.0/USB 3.1 Gen 1 adds four more for two pairs of differential signals (receive and transmit) for a combined total of eight connections in the connectors and cabling.
- USB 3.0/USB 3.1 Gen 1 utilizes the bidirectional data interface, rather than USB 2.0's half-duplex arrangement. This gives a 10-fold increase in theoretical bandwidth.



With today's ever increasing demands placed on data transfers with high-definition video content, terabyte storage devices, high megapixel count digital cameras etc., USB 2.0 may not be fast enough. Furthermore, no USB 2.0 connection could ever come close to the 480Mbps theoretical maximum throughput, making data transfer at around 320Mbps (40MB/s) — the actual real-world maximum. Similarly, USB 3.0/USB 3.1 Gen 1 connections will never achieve 4.8Gbps. We will likely see a real-world maximum rate of 400MB/s with overheads. At this speed, USB 3.0/USB 3.1 Gen 1 is a 10x improvement over USB 2.0.

Applications

USB 3.0/USB 3.1 Gen 1 opens up the laneways and provides more headroom for devices to deliver a better overall experience. Where USB video was barely tolerable previously (both from a maximum resolution, latency, and video compression perspective), it's easy to imagine that with 5-10 times the bandwidth available, USB video solutions should work that much better. Single-link DVI requires almost 2Gbps throughput. Where 480Mbps was limiting, 5Gbps is more than promising. With its promised 4.8Gbps speed, the standard will find its way into some products that previously weren't USB territory, like external RAID storage systems.

Listed below are some of the available SuperSpeed USB 3.0/USB 3.1 Gen 1 products:

- External Desktop USB 3.0/USB 3.1 Gen 1 Hard Drives
- Portable USB 3.0/USB 3.1 Gen 1 Hard Drives
- USB 3.0/USB 3.1 Gen 1 Drive Docks & Adapters
- USB 3.0/USB 3.1 Gen 1 Flash Drives & Readers
- USB 3.0/USB 3.1 Gen 1 Solid-state Drives
- USB 3.0/USB 3.1 Gen 1 RAID's
- Optical Media Drives
- Multimedia Devices
- Networking
- USB 3.0/USB 3.1 Gen 1 Adapter Cards & Hubs

Compatibility

The good news is that USB 3.0/USB 3.1 Gen 1 has been carefully planned from the start to peacefully co-exist with USB 2.0. First of all, while USB 3.0/USB 3.1 Gen 1 specifies new physical connections and thus new cables to take advantage of the higher speed capability of the new protocol, the connector itself remains the same rectangular shape with the four USB 2.0 contacts in the exact same location as before. Five new connections to carry receive and transmitted data independently are present on USB 3.0/USB 3.1 Gen 1 cables and only come into contact when connected to a proper SuperSpeed USB connection.

Windows 10 will be bringing native support for USB 3.1 Gen 1 controllers. This is in contrast to previous versions of Windows, which continue to require separate drivers for USB 3.0/USB 3.1 Gen 1 controllers.

Power button LED behavior

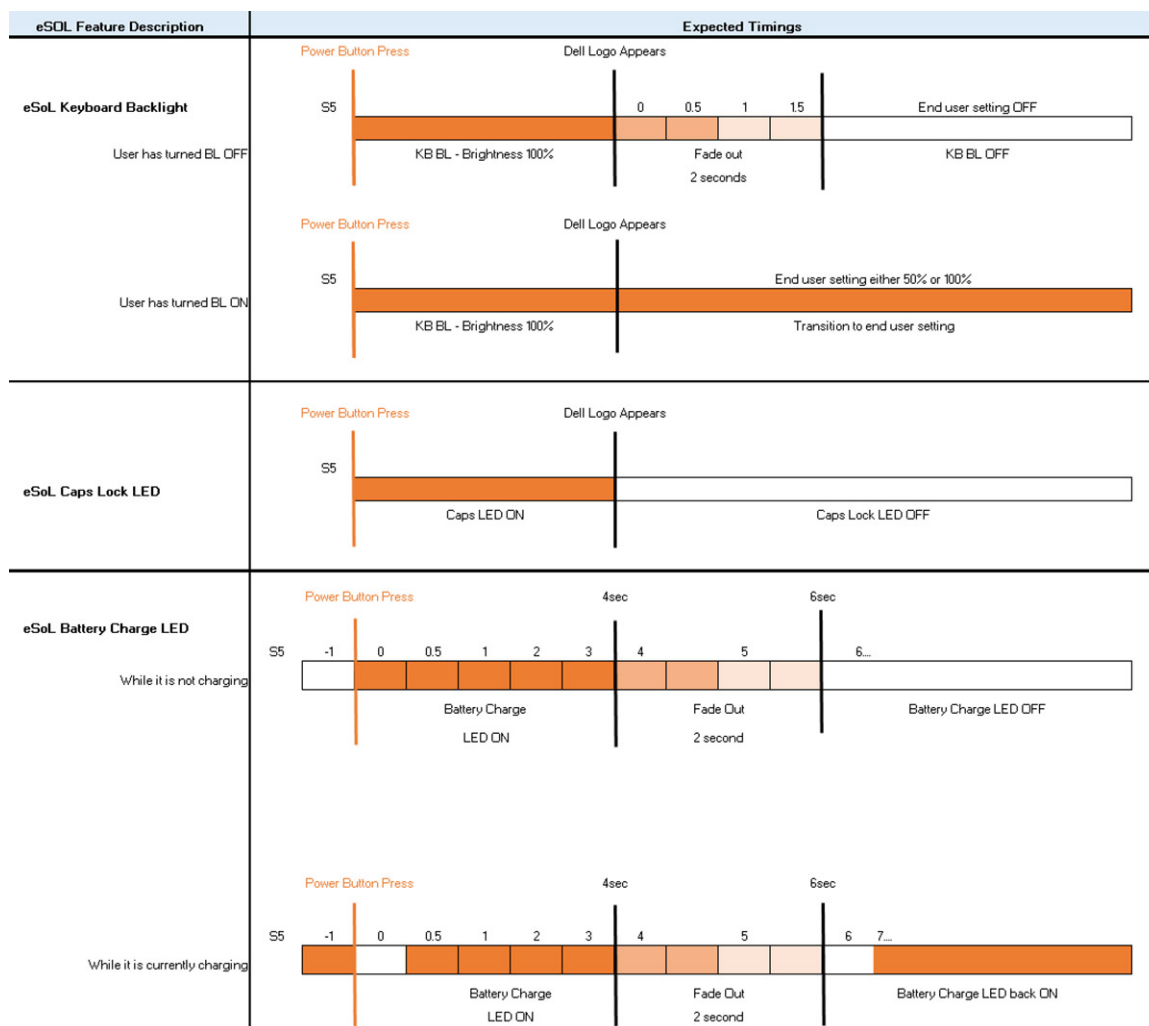
On certain Dell Latitude systems, the power button LED is used to provide an indication of the system status, and as a result the power button illuminates when pressed. The systems with the optional power button/fingerprint reader will have no LED under the power button and hence will apply the available LED's in the system to provide an indication of the system status.

Power button LED behavior without Fingerprint reader

- System is ON (S0) = LED illuminates solid white.
- System in Sleep/Standby (S3, S0ix) = LED is off
- System is Off/Hibernating (S4/S5) = LED is off

Power On and LED behavior with Fingerprint reader

- Pressing the power button for a duration between 50 msec to 2 sec turns on the device.
- Power button does not register additional presses until the SOL (Sign-Of-Life) has been provided to the user.
- System LED's illuminates upon pressing the power button.
- All the available LED's (Keyboard backlit/ Keyboard caps lock LED/ Battery Charge LED) illuminates and displays specified behavior.
- The auditory tone is Off by default. It can be enabled in the BIOS setup.
- Safeguards do not time out if the device gets hung during the logon process.
- Dell logo: Turns on within 2 secs after pressing the power button.
- Full boot: Within 22 secs after pressing the power button.
- Below is the example timelines:



Power button with fingerprint reader will have no LED and will leverage the available LED's in the system to provide indication of the system status

- **Power Adapter LED:**
 - The LED on Power adapter connector illuminates white when power is supplied from electrical outlet.
- **Battery Indicator LED:**
 - If the computer is connected to an electrical outlet, the battery light operates as follows:
 1. Solid white -the battery is charging. When the charge is complete the LED turns off.
 - If the computer is running on a battery, the battery light operates as follows:
 1. Off -the battery is adequately charged (or the computer is turned off).
 2. Solid amber -the battery charge is critically low. A low battery state is approximately 30 minutes or less of battery life remaining.
- **Camera LED**
 - White LED activates when camera is on.
- **Mic Mute LED:**
 - When activated (muted), the mic mute LED on the F4 Key should illuminate WHITE.
- **RJ45 LEDs:**
 - **Table 3. LED on either side of RJ45 port**

Link speed indicator (LHS)	Activity indicator (RHS)
Green	Amber

Disassembly and reassembly

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

Topics:

- [Base cover](#)
- [Battery](#)
- [WLAN card](#)
- [WWAN card](#)
- [Memory modules](#)
- [Solid-state drive](#)
- [Coin-cell battery](#)
- [Inner frame](#)
- [Heatsink assembly-discrete](#)
- [Heatsink assembly—UMA](#)
- [DC-in port](#)
- [SmartCard reader](#)
- [Touchpad buttons](#)
- [LED board](#)
- [Speakers](#)
- [System board](#)
- [Keyboard](#)
- [Power button](#)
- [Display assembly](#)
- [Display bezel](#)
- [Hinge caps](#)
- [Display panel](#)
- [Camera](#)
- [Display hinges](#)
- [Display \(eDP\) cable](#)
- [Display back cover assembly](#)
- [Palmrest assembly](#)

Base cover

Removing the base cover

Prerequisites

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

About this task

The figure indicates the location of the base cover and provides a visual representation of the removal procedure.



5x
M2.5x6



3x
M2.5x8

1





Steps

1. Remove the five (M2.5x6) and three (M2.5x8) captive screws that secure the base cover to the computer.
2. Pry the base cover starting from the right hinge and work your way around.
3. Lift the base cover away from the computer.

Installing the base cover

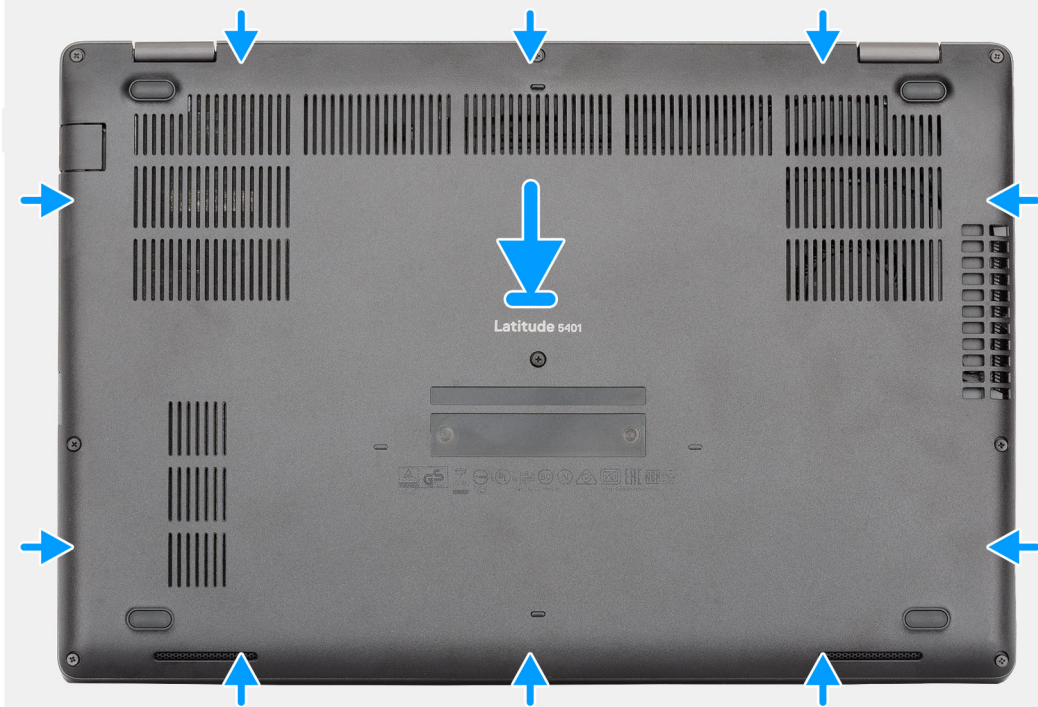
Prerequisites

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

About this task

The figure indicates the location of the base cover and provides a visual representation of the installation procedure.

1





5x
M2.5x6



3x
M2.5x8

2



Steps

1. Place the base cover on the palmrest and keyboard assembly, and snap the base cover into place.
2. Install the five (M2.5x6) and three (M2.5x8) captive screws to secure the base cover to the computer.

Next steps

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.

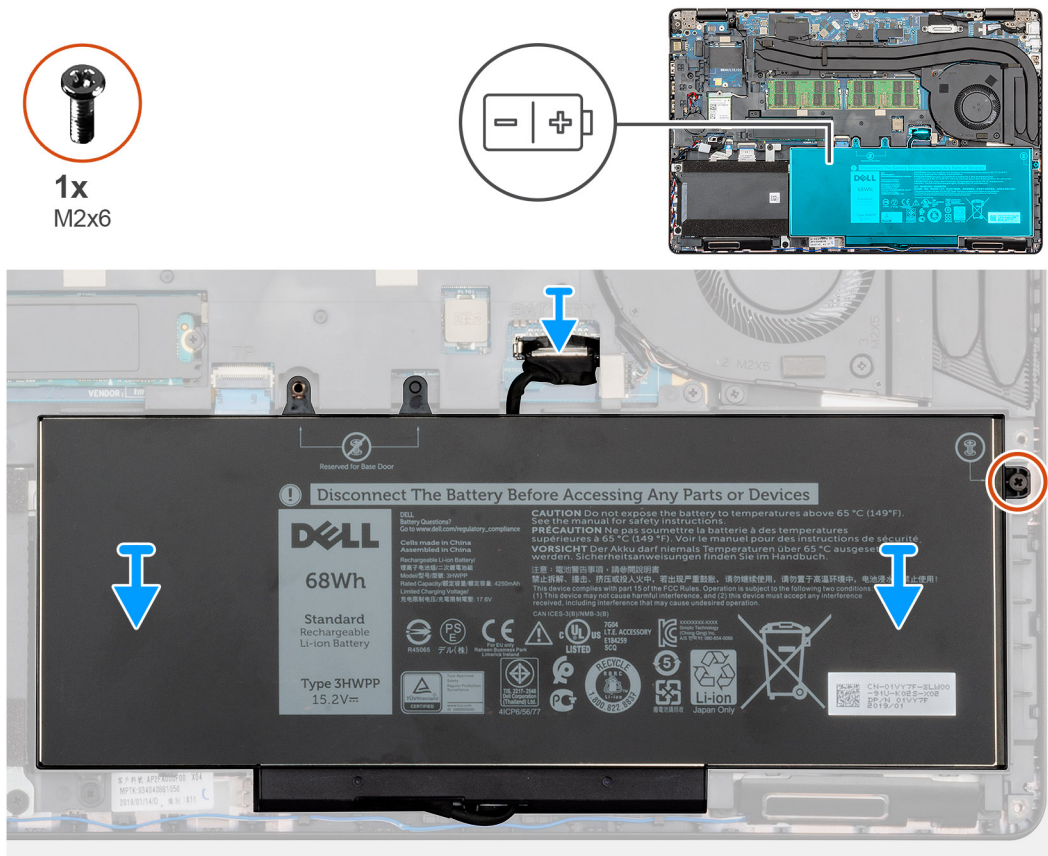
Installing the battery

Prerequisites

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

About this task

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



Steps

1. Place the battery on the palmrest and align the screw holes on the battery with the screw holes on the palmrest.
2. Install the single (M2x6) captive screw to secure the battery to the palmrest.
3. Connect the battery cable to the connector on the system board.

Next steps

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

WLAN card

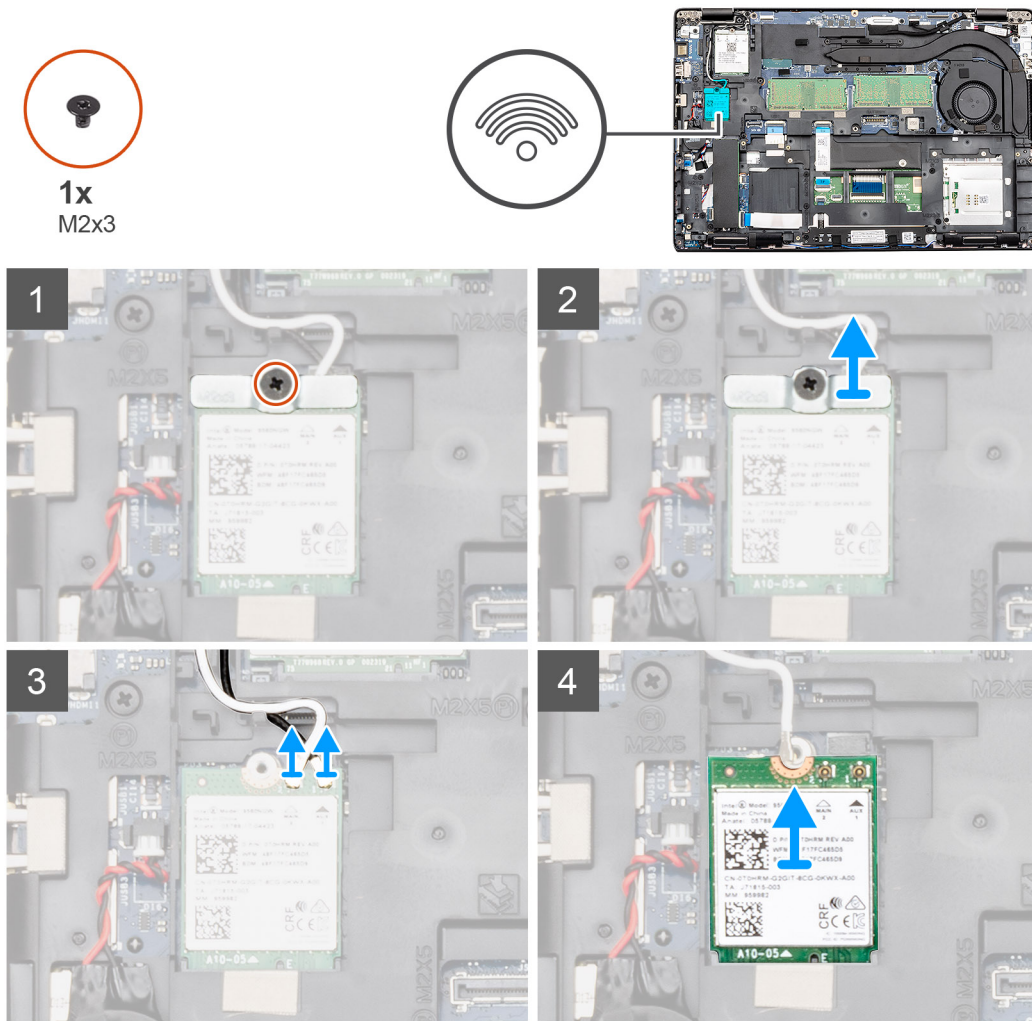
Removing the WLAN card

Prerequisites

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

About this task

The figure indicates the location of the WLAN card and provides a visual representation of the removal procedure.



Steps

1. Remove the single (M2x3) screw that secures the WLAN bracket to the computer.
2. Remove the WLAN bracket from the computer.
3. Disconnect the WLAN antenna cables from the WLAN module.
4. Remove the WLAN card out of the computer.

Installing the WLAN card

Prerequisites

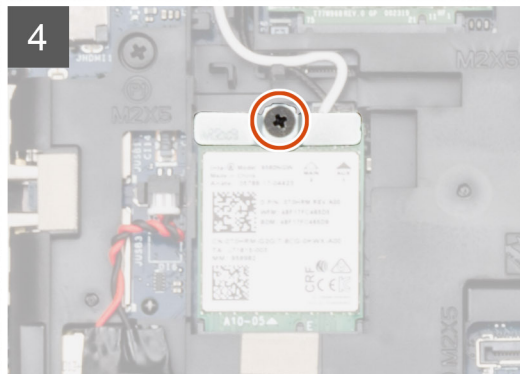
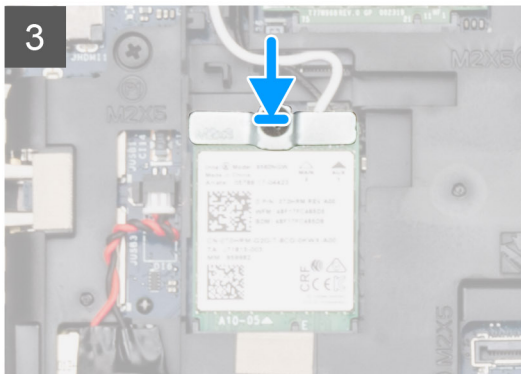
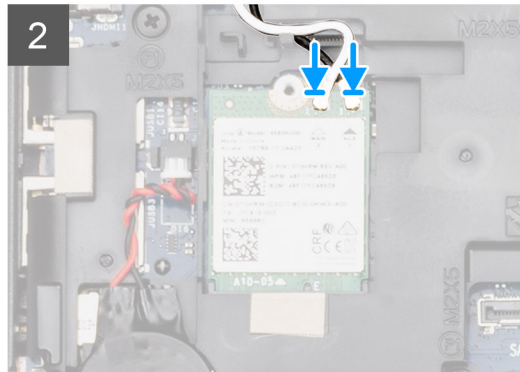
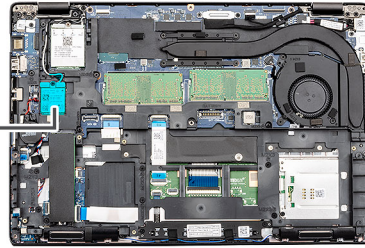
If you are replacing a component, remove the existing component before performing the installation procedure.

About this task

The figure indicates the location of the WLAN card and provides a visual representation of the installation procedure.



1x
M2x3



Steps

1. Locate the WLAN card slot on your computer.
2. Slide the WLAN card into the slot on the system board.
3. Connect the WLAN antenna cables to the WLAN module.
4. Place the WLAN card bracket on the WLAN card and replace the single (M2x3) screw to secure the bracket to the computer.

Next steps

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

WWAN card

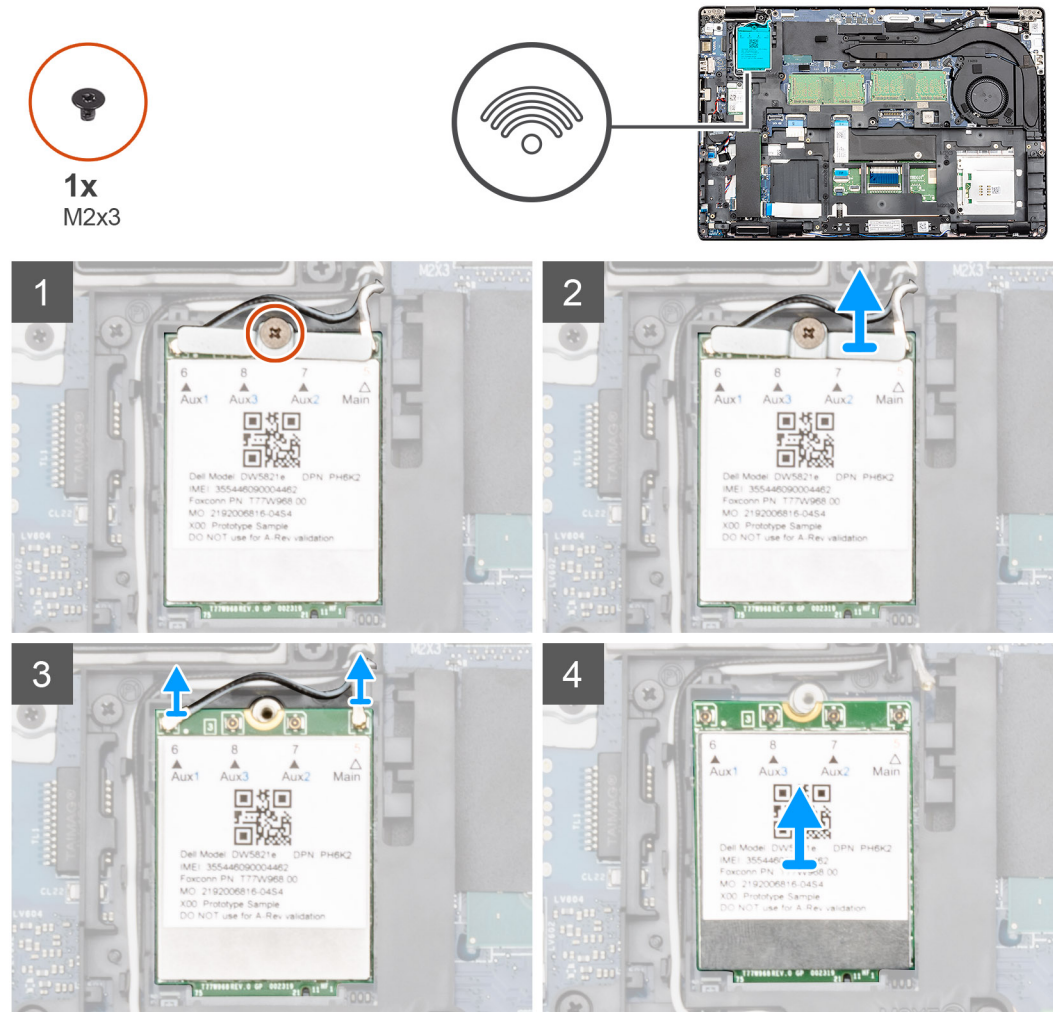
Removing the WWAN card

Prerequisites

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

About this task

The figure indicates the location of the WWAN card and provides a visual representation of the removal procedure.



Steps

1. Remove the single (M2x3) screw that secures the WWAN card bracket to the computer.
2. Remove the WWAN card bracket from the computer.
3. Disconnect the WWAN antenna cables from the WWAN module.
4. Remove the WWAN card out of the computer.

Installing the WWAN card

Prerequisites

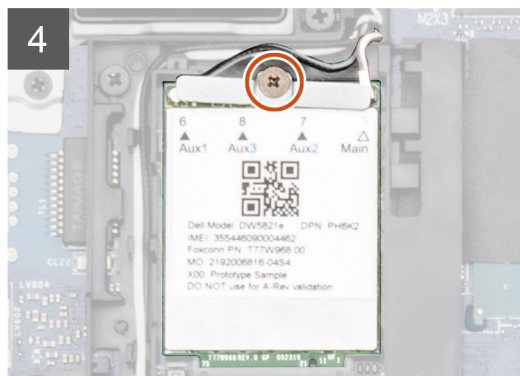
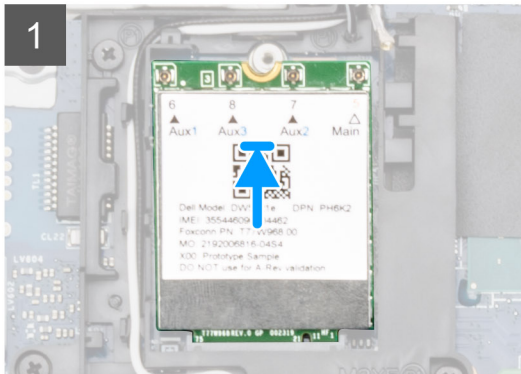
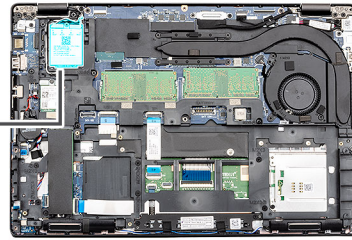
If you are replacing a component, remove the existing component before performing the installation procedure.

About this task

The figure indicates the location of the WWAN card and provides a visual representation of the installation procedure.



1x
M2x3



Steps

1. Locate the WWAN card slot on your computer.
2. Slide the WWAN card into the slot on the system board.
3. Connect the WWAN antenna cables to the WWAN module.
4. Place the WWAN card bracket on the WWAN card and replace the single (M2x3) screw to secure the bracket to the computer.

Next steps

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

Memory modules

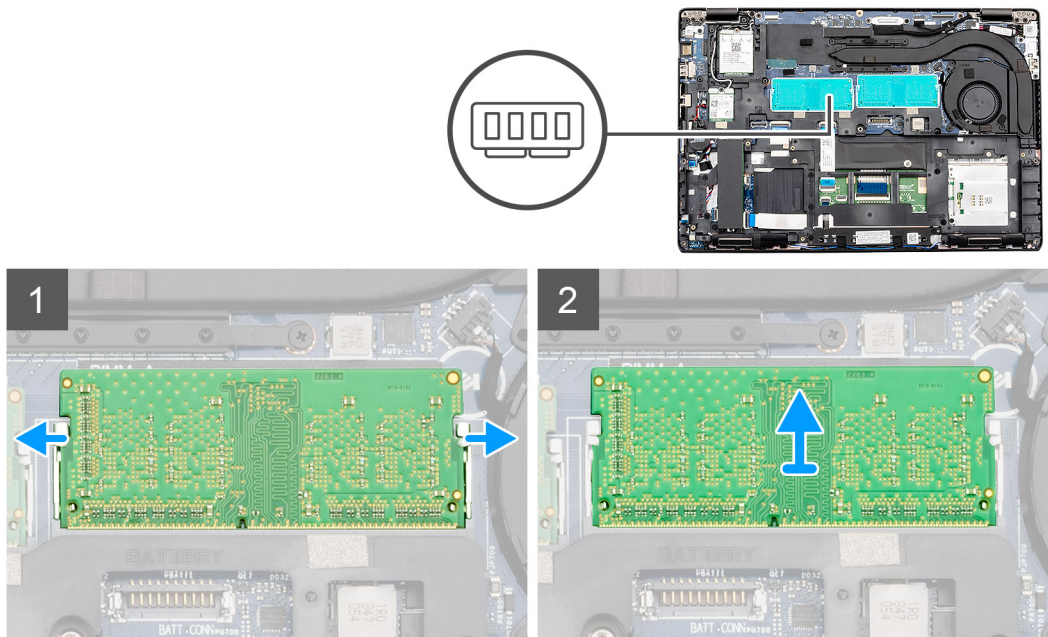
Removing the memory module

Prerequisites

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

About this task

The figure indicates the location of the memory module and provides a visual representation of the removal procedure.



Steps

1. Using your finger tips gently pry the retention clips away from the memory module until the memory module pops up.
2. Slide and remove the memory module from the memory module slot on the system board.

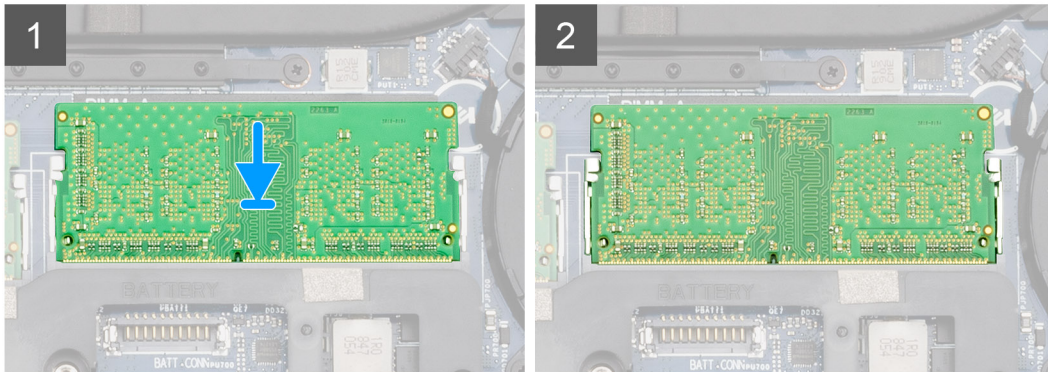
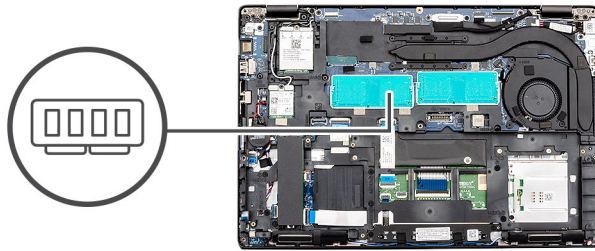
Installing the memory module

Prerequisites

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

About this task

The figure indicates the location of the memory module and provides a visual representation of the installation procedure.



Steps

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

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

Next steps

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

Solid-state drive

Removing the M.2 2280 SATA SSD

Prerequisites

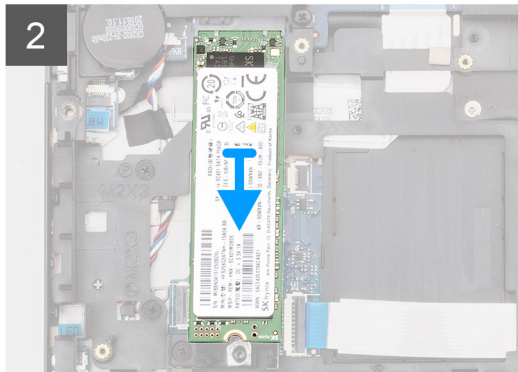
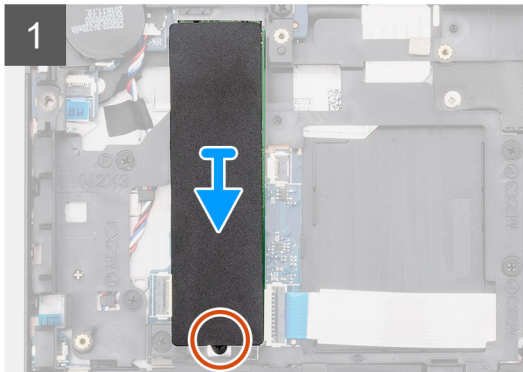
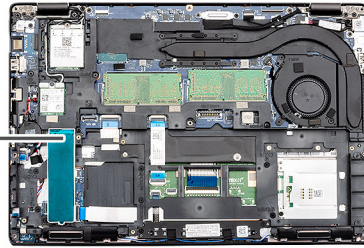
1. Follow the procedure in [Before working inside your computer](#).
2. Remove the [base cover](#).
3. Remove the [battery](#).

About this task

The figure indicates the location of the SATA M.2 2280 SSD and provides a visual representation of the removal procedure.



1x
M2x3



Steps

1. Locate the SSD on your computer.
2. Remove the thermal tape from the SSD module.
3. Remove the single (M2x3) screw that secures the SSD module to the computer.
4. Slide the SSD module out from the computer.

Installing the SATA M.2 2280 SSD

Prerequisites

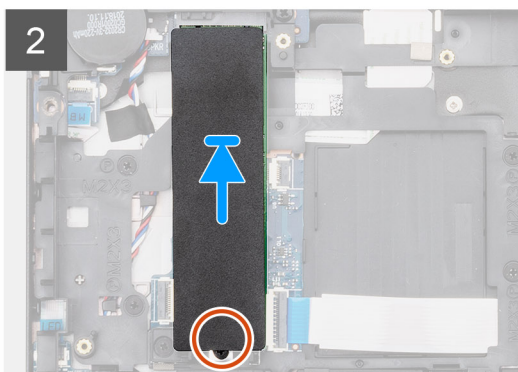
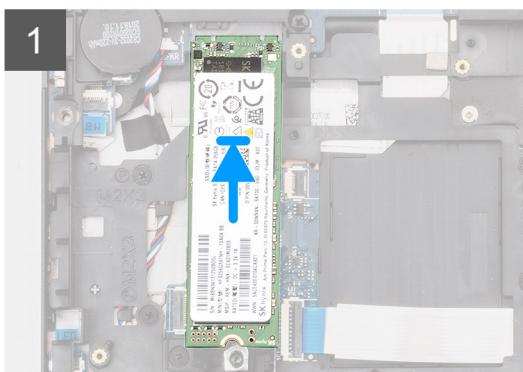
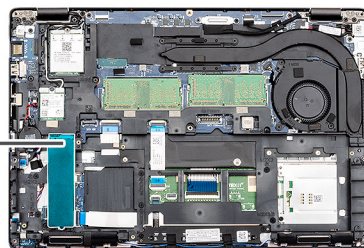
If you are replacing a component, remove the existing component before performing the installation procedure.

About this task

The figure indicates the location of the SATA M.2 2280 SSD and provides a visual representation of the installation procedure.



1x
M2x3



Steps

1. Locate the SSD slot on your computer.
2. Slide the SSD into the slot.
3. Place the SSD thermal tape over the SSD module.
4. Replace the single (M2x3) screw to secure the SSD module to the computer.

Next steps

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

Coin-cell battery

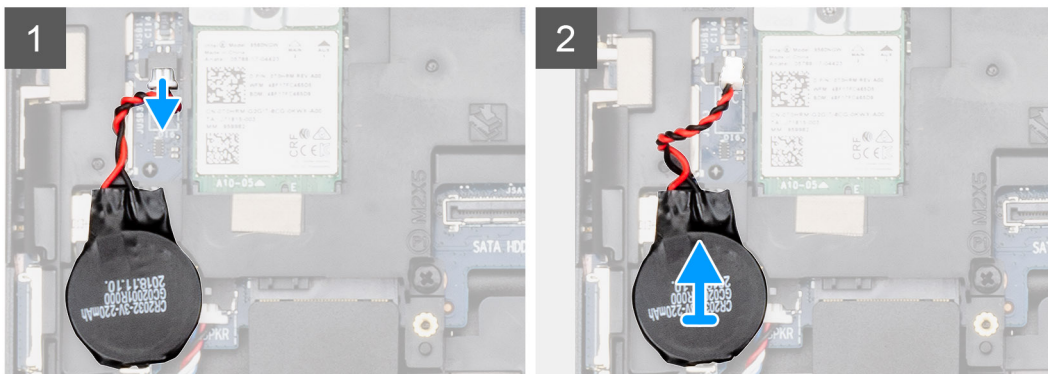
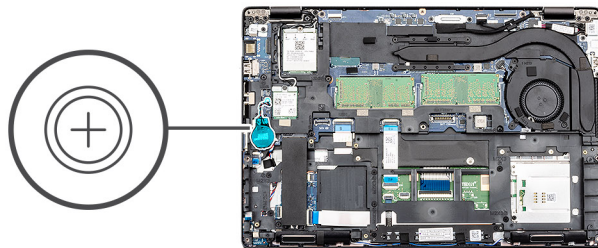
Removing the coin-cell battery

Prerequisites

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

About this task

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



Steps

1. Locate the coin-cell battery on your computer.
2. Disconnect the coin-cell battery cable from the connector on the system board.
3. Lift the coin-cell battery out of the computer.

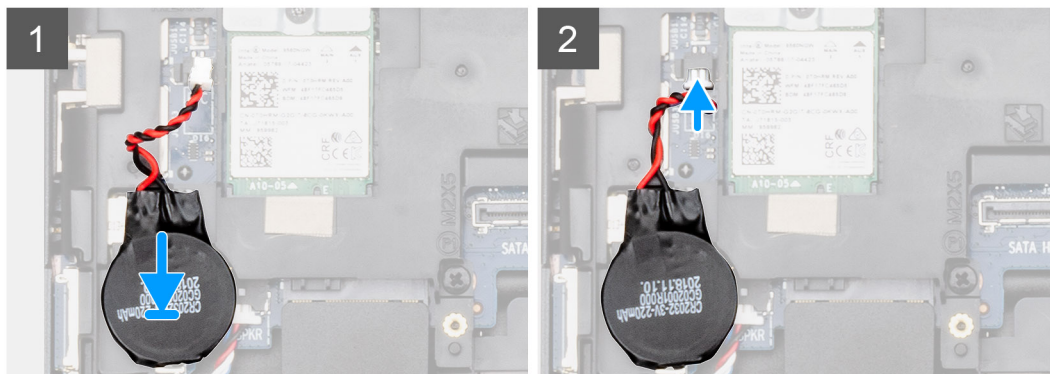
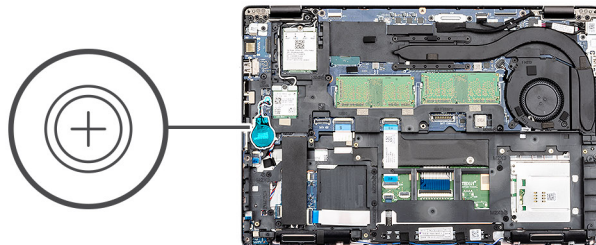
Installing the coin-cell battery

Prerequisites

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

About this task

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



Steps

1. Locate the coin-cell battery slot on your computer.
2. Adhere the coin-cell battery on to the slot.
3. Connect the coin-cell cable to the connector on the system board.

Next steps

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

Inner frame

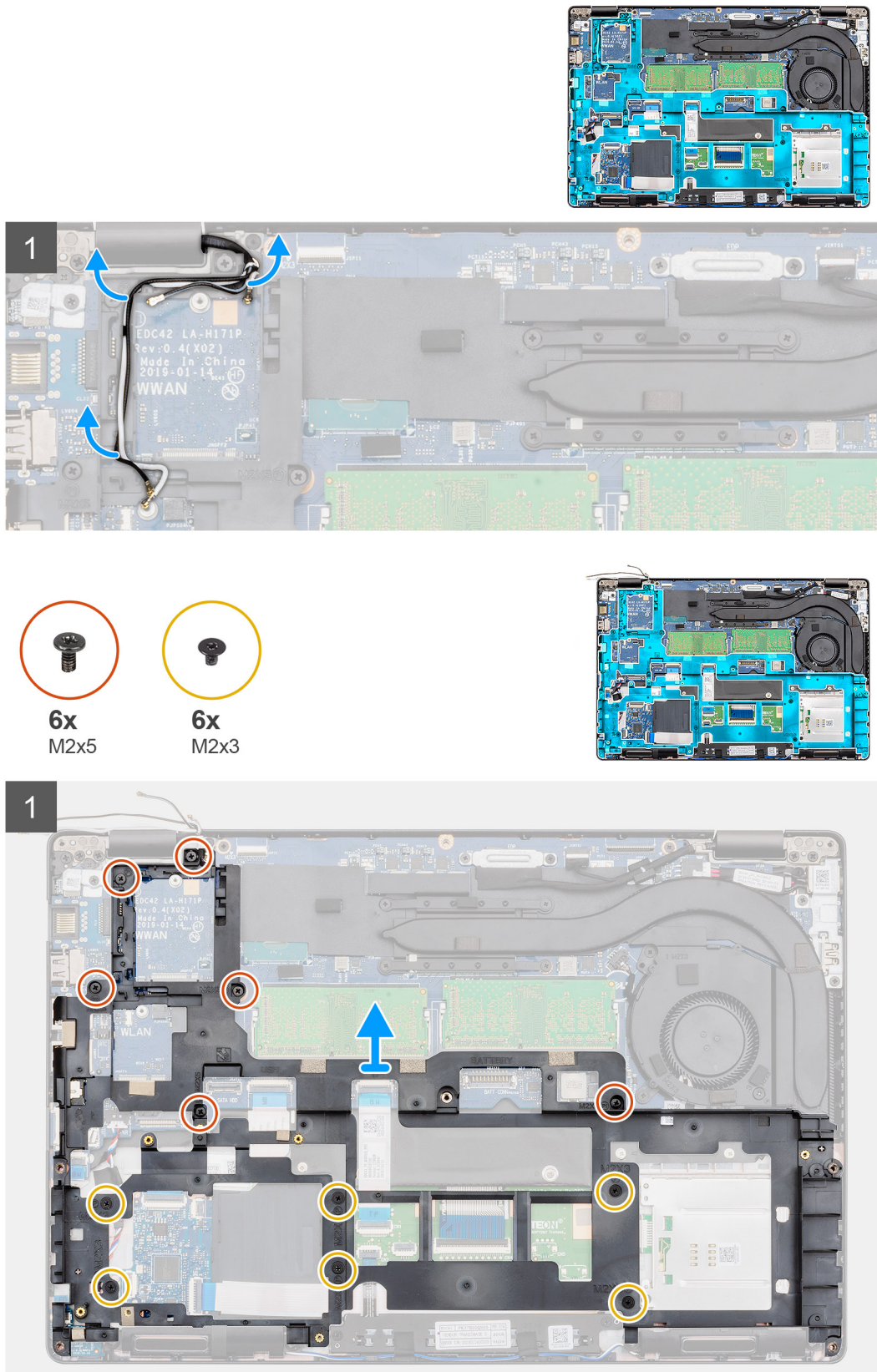
Removing the inner frame

Prerequisites

1. Follow the procedure in [Before working inside your computer](#).
2. Remove the [base cover](#).
3. Remove the [battery](#).
4. Remove the [2280 SATA SSD](#).
5. Remove the [WLAN card](#).
6. Remove the [WWAN card](#).

About this task

The figure indicates the location of the inner frame and provides a visual representation of the removal procedure.



Steps

1. Unroute the WWAN and WLAN antenna cables from the routing clips.

2. Peel the coin-cell battery from the inner frame.
3. Remove the six (M2x5) and six (M2x3) screws that secure the inner frame to the computer.
4. Lift the inner frame out of the computer.

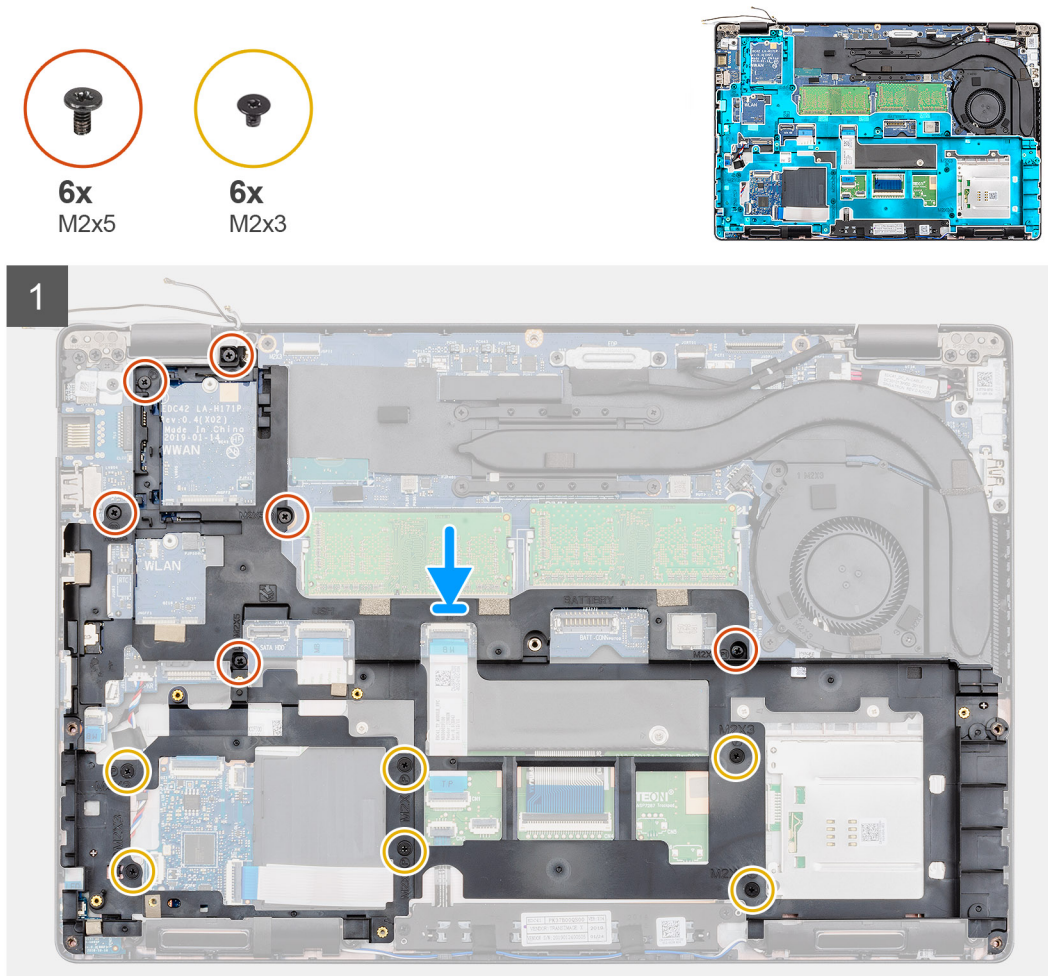
Installing the inner frame

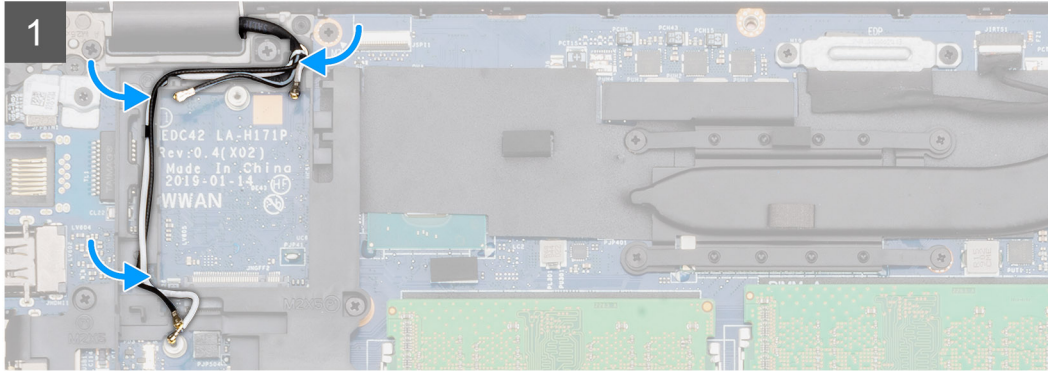
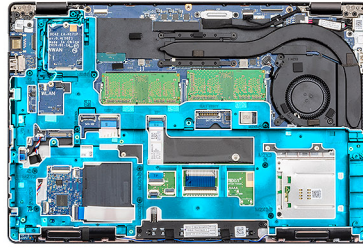
Prerequisites

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

About this task

The figure indicates the location of the inner frame and provides a visual representation of the installation procedure.





Steps

1. Align and place the inner frame into the slot on your computer.
2. Replace the six (M2x5) and six (M2x3) screws to secure the inner frame to the computer.
3. Route the WWAN and WLAN antenna cables through the retention clips on the frame.
4. Adhere the coin-cell battery to the inner frame.

Next steps

1. Install the [WLAN card](#).
2. Install the [WWAN card](#).
3. Install the [2280 SATA SSD](#).
4. Install the [battery](#).
5. Install the [base cover](#).
6. Follow the procedure in [After working inside your computer](#).

Heatsink assembly-discrete

Removing the heatsink assembly-discrete

Prerequisites

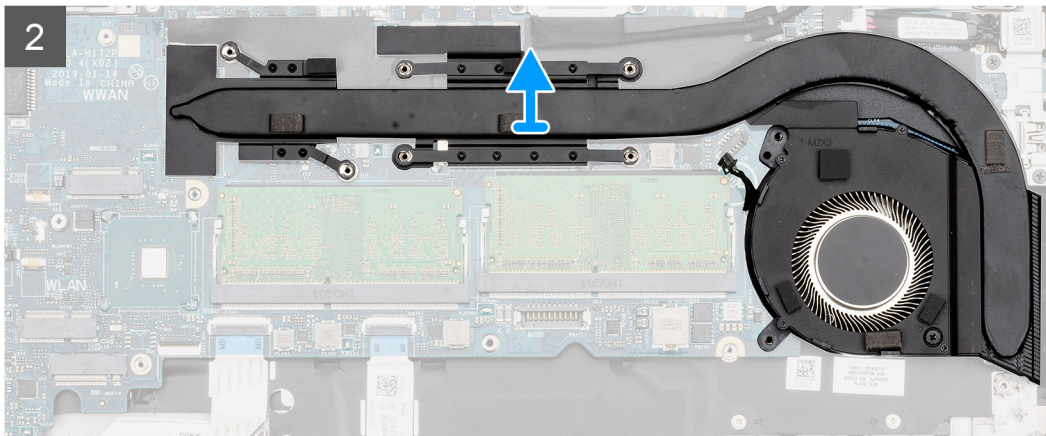
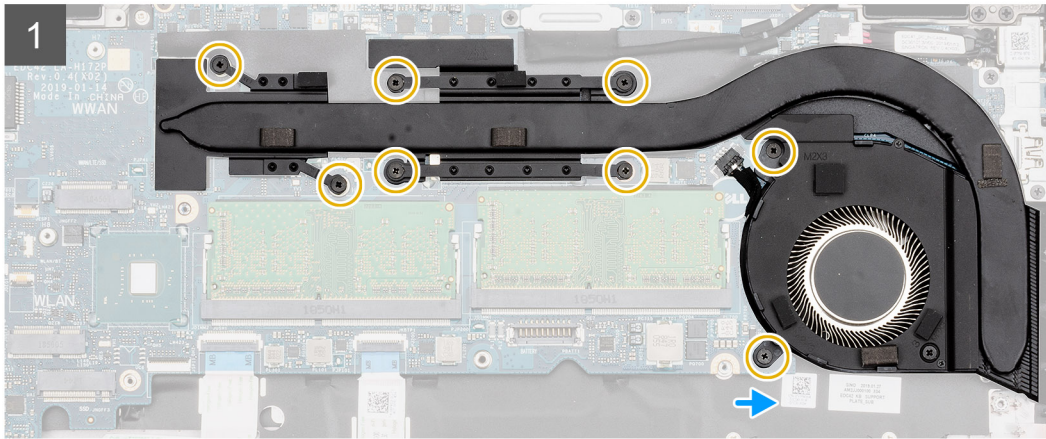
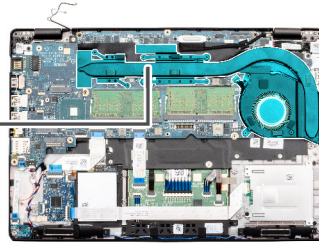
1. Follow the procedure in [Before working inside your computer](#).
2. Remove the [base cover](#).
3. Remove the [battery](#).
4. Remove the [inner frame](#).

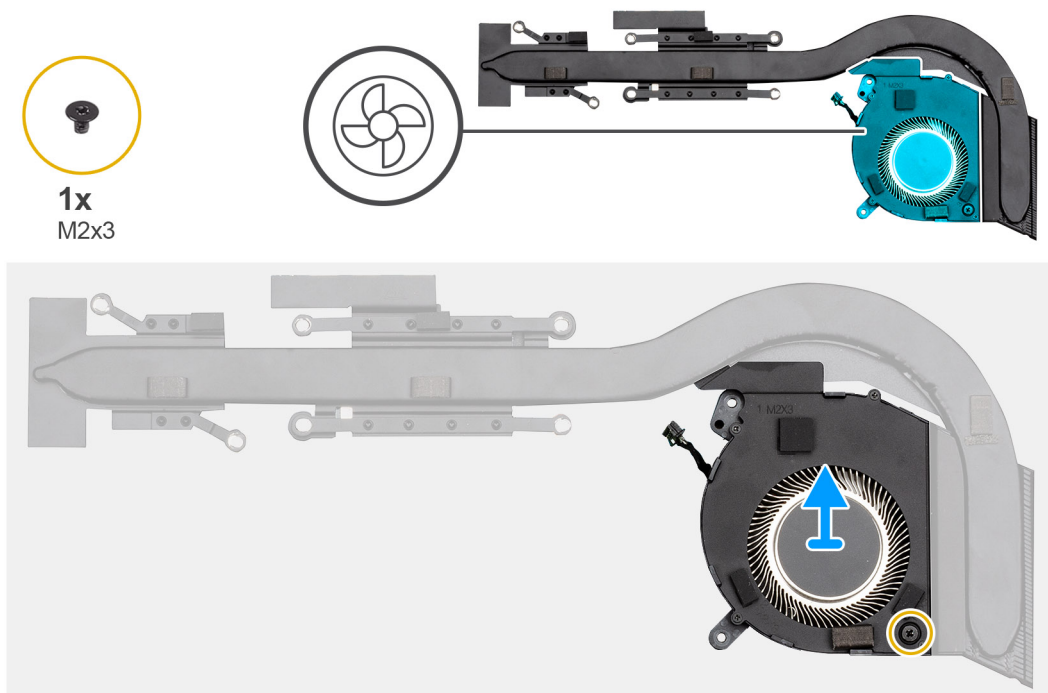
About this task

The figure indicates the location of the Heatsink and provides a visual representation of the removal procedure.



8x
M2x3





Steps

1. Locate the heatsink on your computer.
2. Disconnect the fan cable from the connector on the system board.
3. Remove the eight (M2x3) screws that secure the heatsink assembly to the system board.
NOTE: Remove the screws in the order of the callout numbers [1, 2, 3, 4, 5, 6] as indicated on the heatsink.
4. Lift the heatsink assembly out of the computer.
5. Remove the single (M2x3) screw that secures the heatsink fan to the heatsink.
6. Lift the heatsink fan away from the heatsink.

Installing the heatsink assembly-discrete

Prerequisites

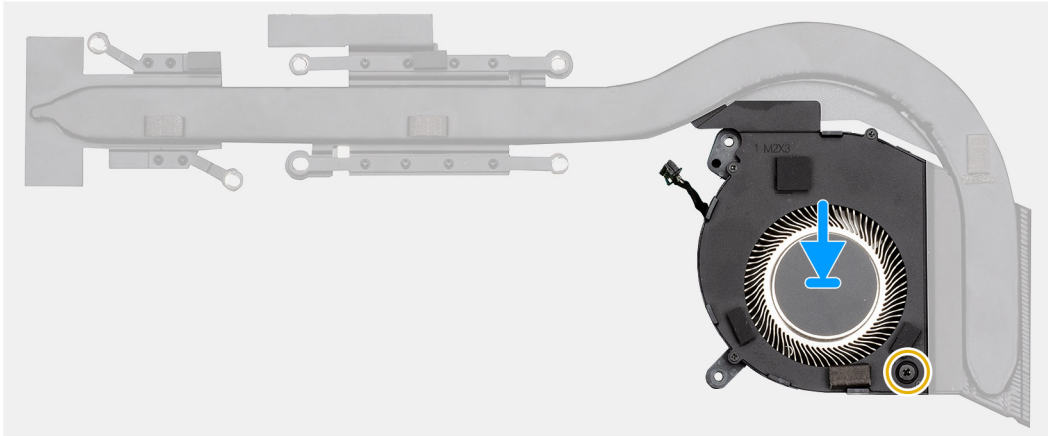
If you are replacing a component, remove the existing component before performing the installation procedure.

About this task

The figure indicates the location of the heatsink and provides a visual representation of the installation procedure.

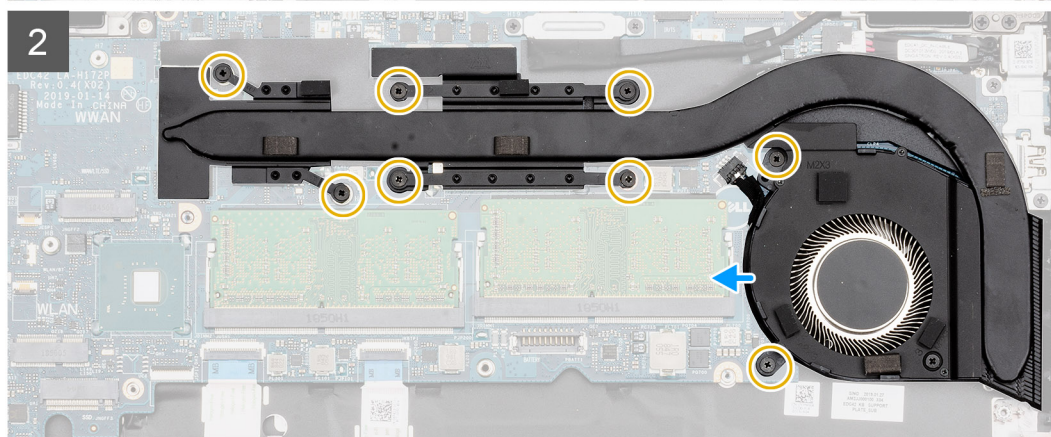
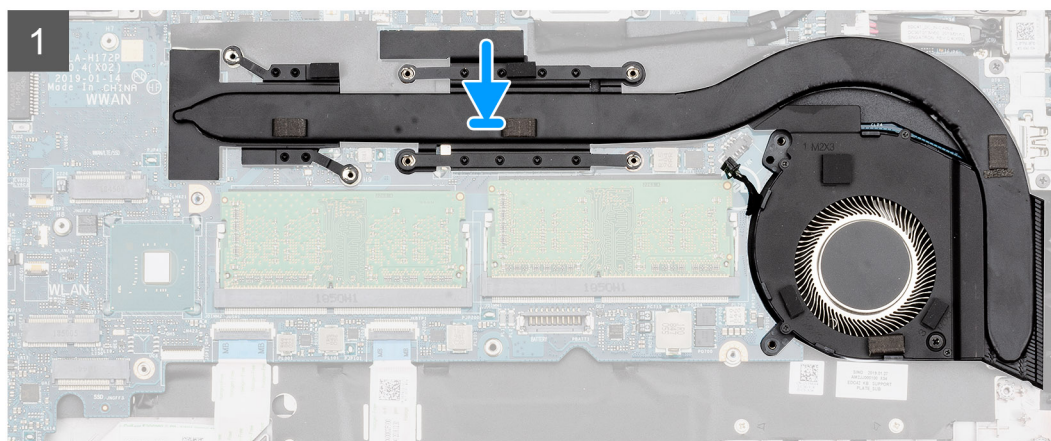
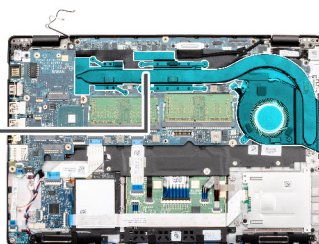


1x
M2x3





8x
M2x3



Steps

1. Align the screw hole on the heatsink with the screw hole on the heatsink fan.
2. Replace the single (M2x3) screw to secure the heatsink fan to the heatsink.
3. Locate the heatsink assembly slot on your computer.
4. Align and place the heatsink assembly into the slot.
5. Replace the two (M2x3) screws to secure the fan section on the heatsink assembly to the system board.

i **NOTE:** Replace the screws as per the callout on the heatsink.

6. Replace the six (M2x3) screws to secure the heatsink assembly to the system board.
7. Connect the heatsink fan cable to the connector on the system board.

Next steps

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

Heatsink assembly—UMA

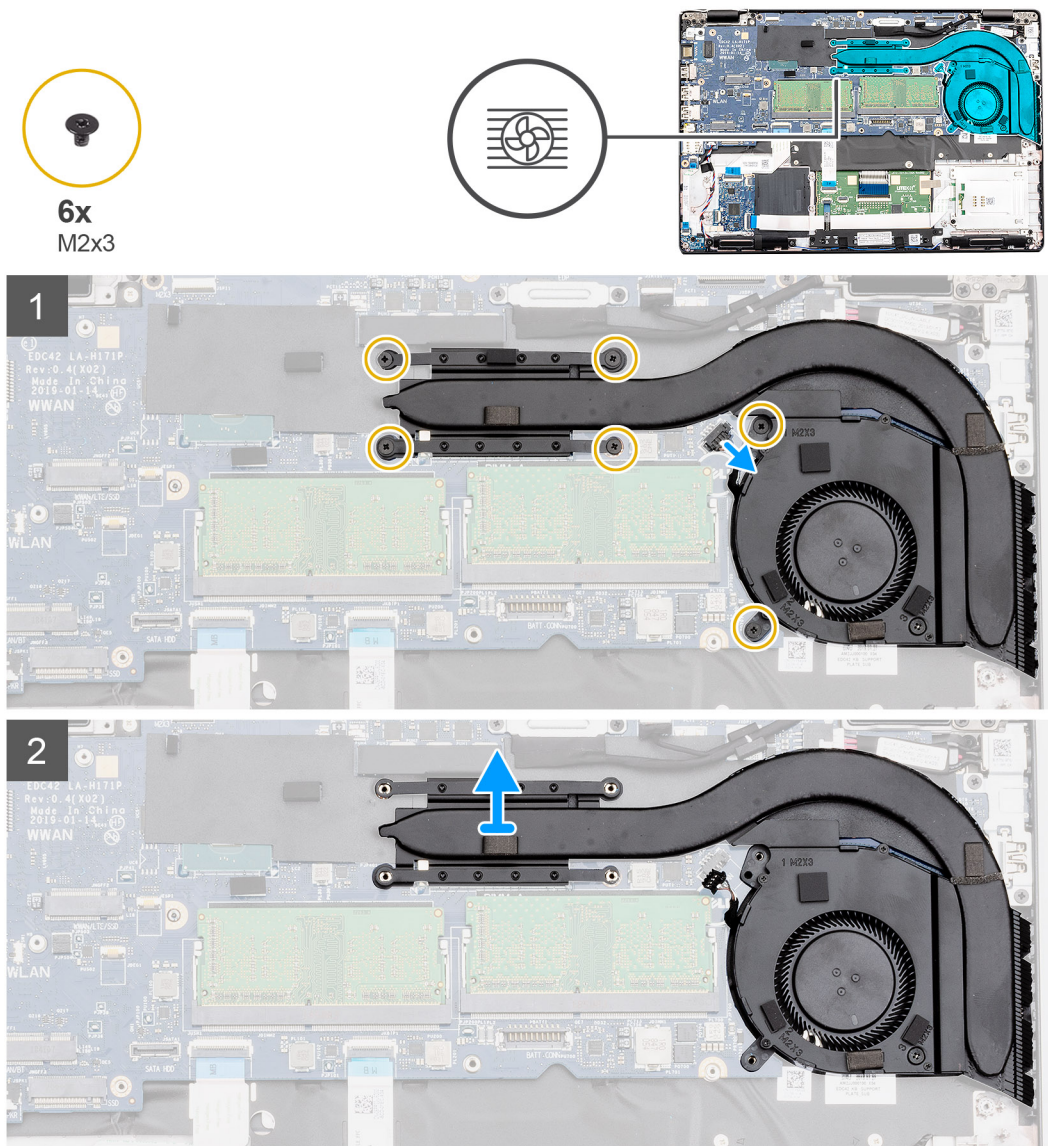
Removing the heatsink assembly-UMA

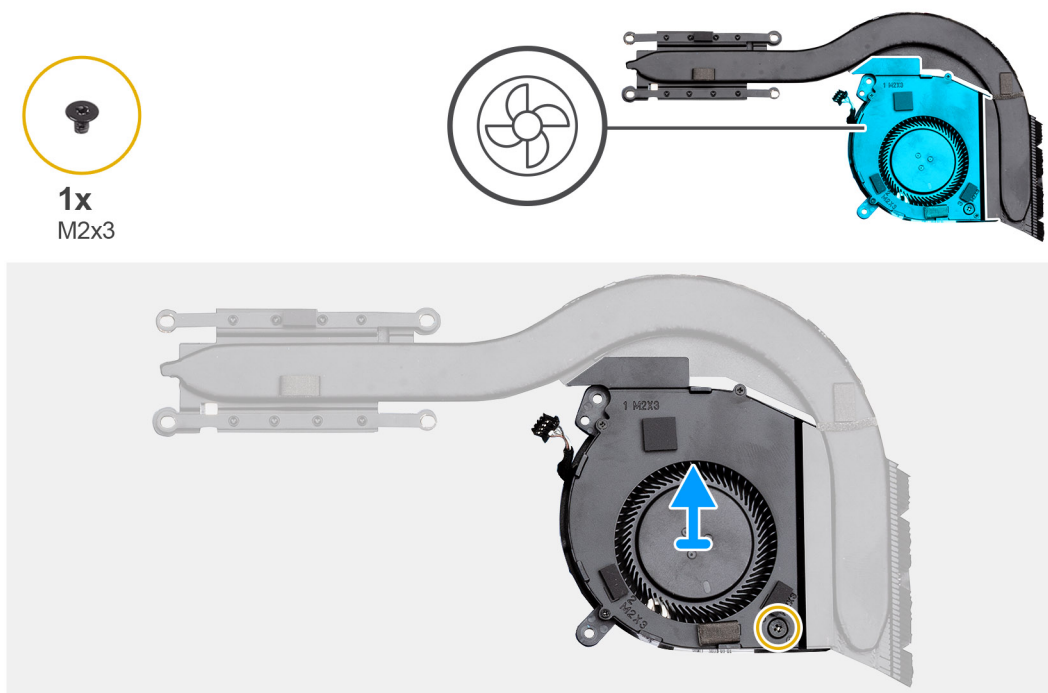
Prerequisites

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

About this task

The figure indicates the location of the heatsink and provides a visual representation of the removal procedure.





Steps

1. Locate the heatsink assembly on your computer.
2. Remove the six (M2x3) screws that secure the heatsink assembly to the computer.
NOTE: Remove the screws as per the callout on the heatsink module.
3. Disconnect the heatsink fan cable from the system board.
4. Lift the heatsink assembly out of the computer.
5. Remove the single (M2x3) screw that secures the heatsink fan to the heatsink.
6. Lift the heatsink fan away from the heatsink.

Installing the heatsink assembly-UMA

Prerequisites

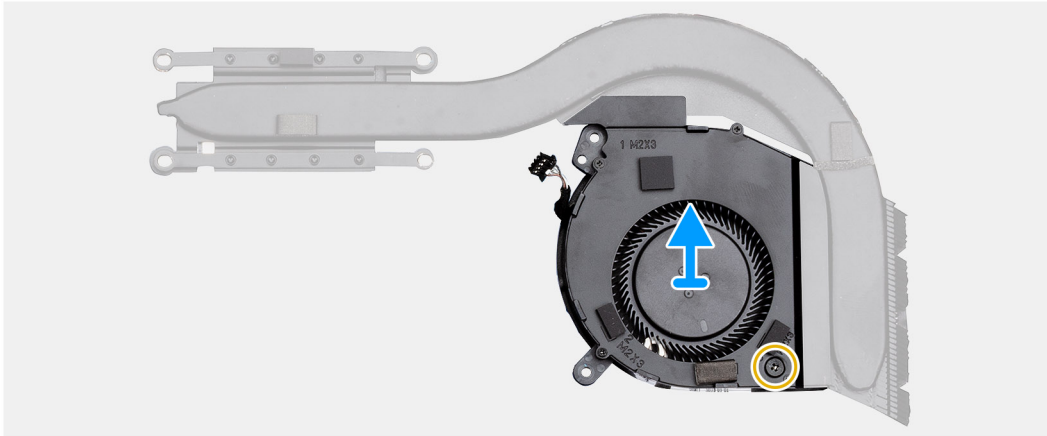
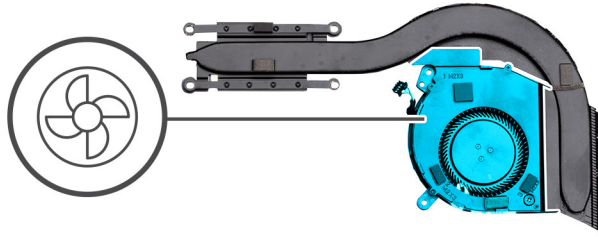
If you are replacing a component, remove the existing component before performing the installation procedure.

About this task

The figure indicates the location of the heatsink and provides a visual representation of the installation procedure.

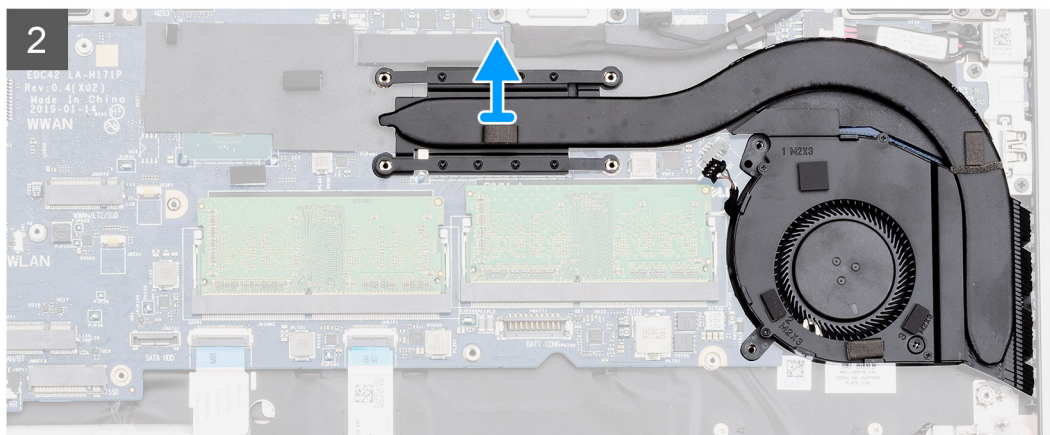
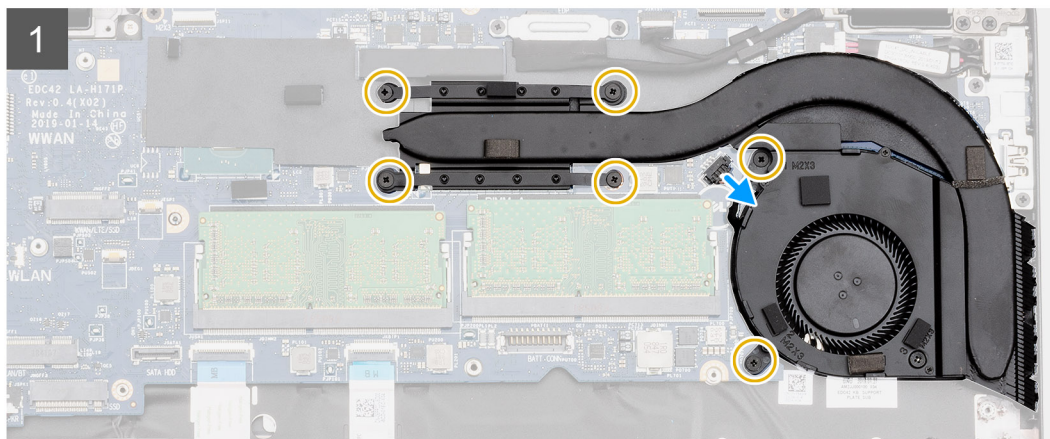
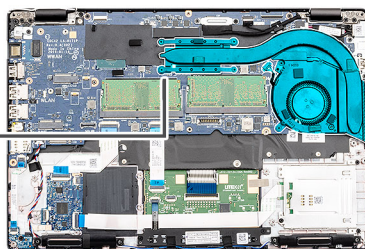


1x
M2x3





6x
M2x3



Steps

1. Align the screw hole on the heatsink with the screw hole on the heatsink fan.
2. Replace the single (M2x3) screw to secure the heatsink fan to the heatsink.
3. Locate the heatsink assembly slot on your computer.
4. Align and place the heatsink assembly into the slot of your computer.
5. Replace the six (M2x3) screws to secure the heatsink assembly to the system board.

i **NOTE:** Install the screws as per the callout on the heatsink.

6. Connect the heatsink fan cable to the connector on the system board.

Next steps

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

DC-in port

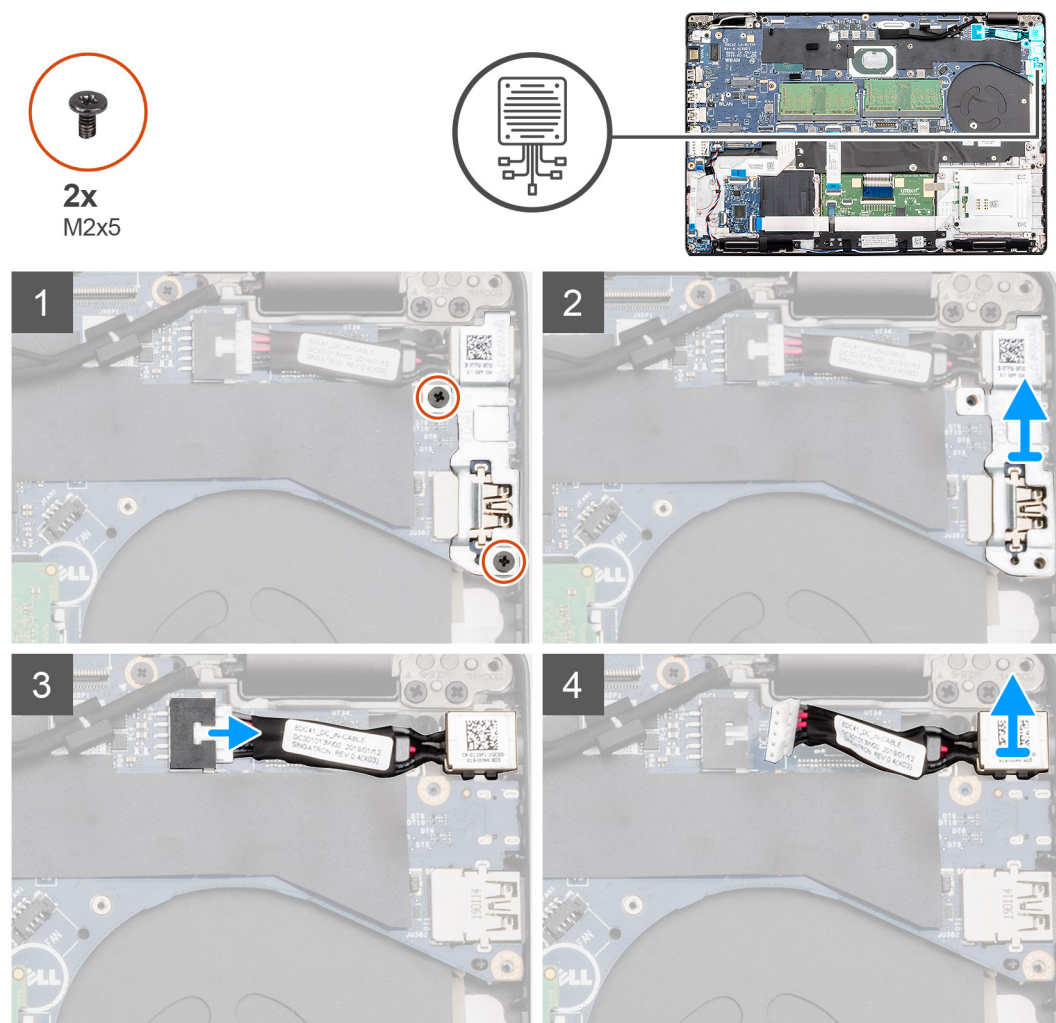
Removing the DC-in

Prerequisites

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

About this task

The figure indicates the location of the DC-in and provides a visual representation of the removal procedure.



Steps

1. Locate the DC-in port on your computer.
2. Remove the two (M2x5) that secure the DC-in metal bracket.
3. Lift the DC-in metal bracket from the computer.
4. Disconnect the DC-in cable from the connector on the system board.
5. Remove the DC-in port from the computer.

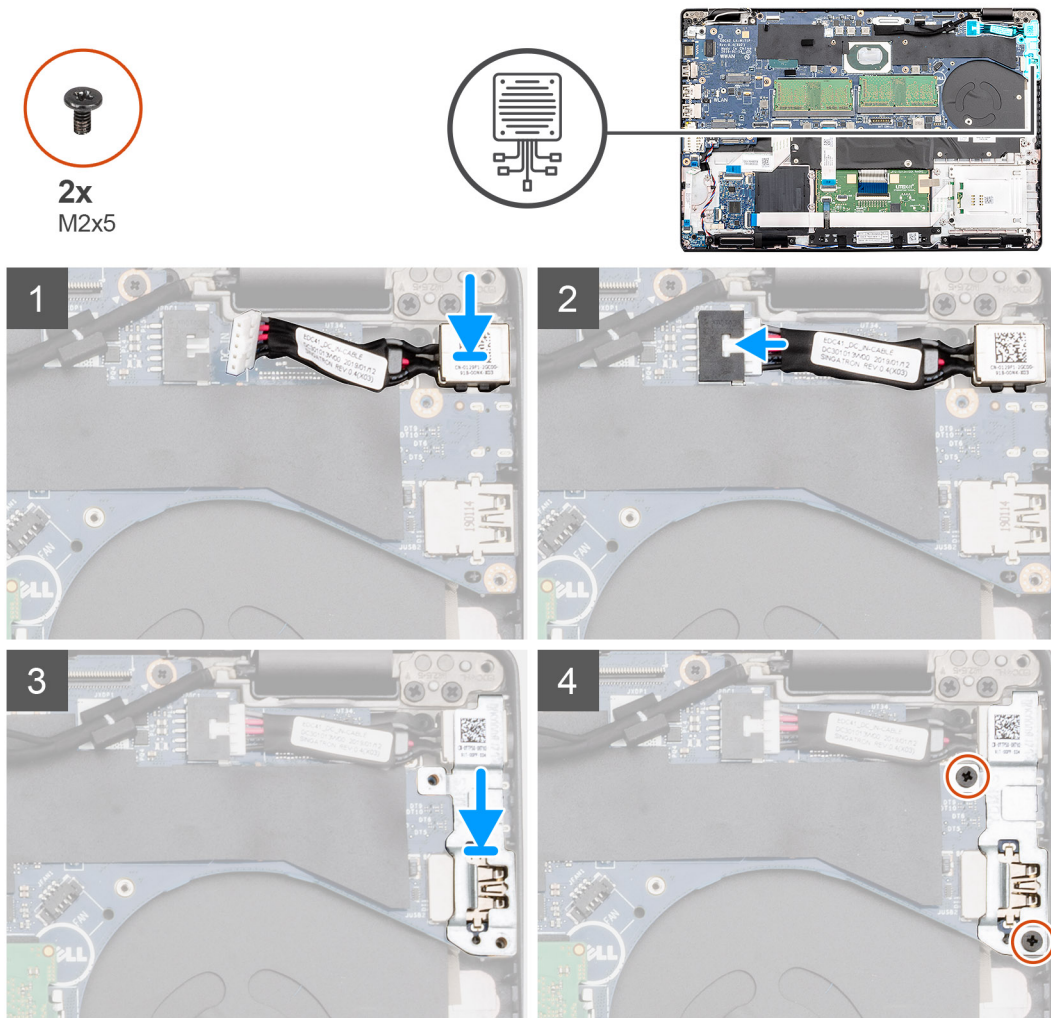
Installing the DC-in

Prerequisites

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

About this task

The figure indicates the location of the DC-in and provides a visual representation of the installation procedure.



Steps

1. Locate the DC-in slot on your computer.
2. Insert the DC-in port into the slot on your computer.
3. Connect the DC-in cable to the connector on the system board.
4. Place the DC-in metal bracket on the DC-in port.
5. Replace the two screws (M2x5) that secure the DC-in metal bracket to the system board.

Next steps

1. Install the [heatsink-discrete](#).
2. Install the [battery](#).
3. Install the [base cover](#).
4. Follow the procedure in [After working inside your computer](#).

SmartCard reader

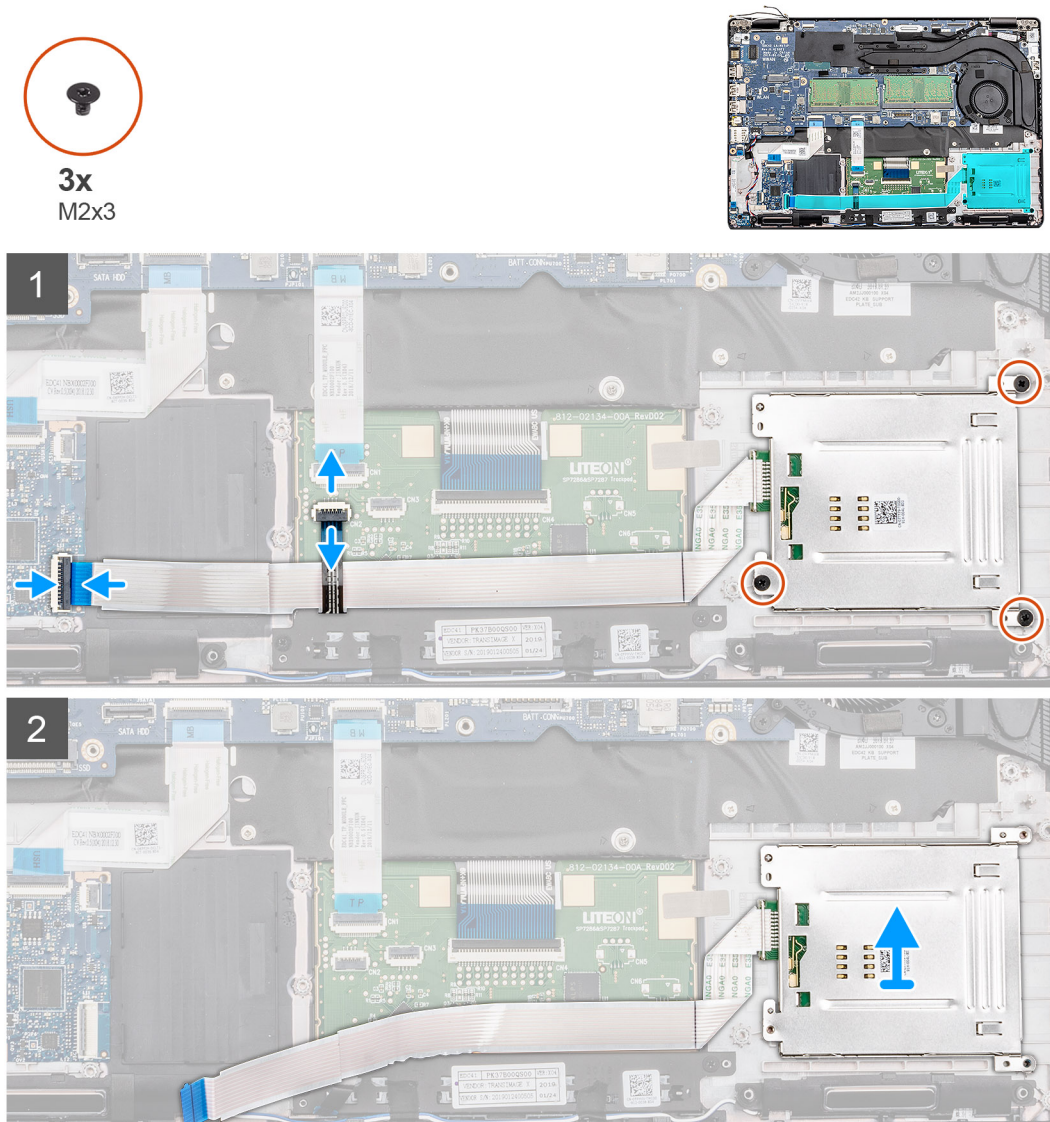
Removing the smartcard reader board

Prerequisites

1. Follow the procedure in [Before working inside your computer](#).
2. Remove the [base cover](#).
3. Remove the [battery](#).
4. Remove the [2280 SATA SSD](#).
5. Remove the [WLAN card](#).
6. Remove the [WWAN card](#).
7. Remove the [inner frame](#).

About this task

The figure indicates the location of the smart card reader board and provides a visual representation of the removal procedure.



Steps

1. Locate the smartcard reader board on your computer.

2. Open the latch and disconnect the touchpad button board cable from the system board.
3. Open the latch and disconnect the smartcard reader board cable from the system board.
4. Peel the smartcard cable from the palmrest.
5. Remove the three (M2x3) screws that secure the smartcard reader board to the computer.
6. Lift the smartcard reader module out of the computer.

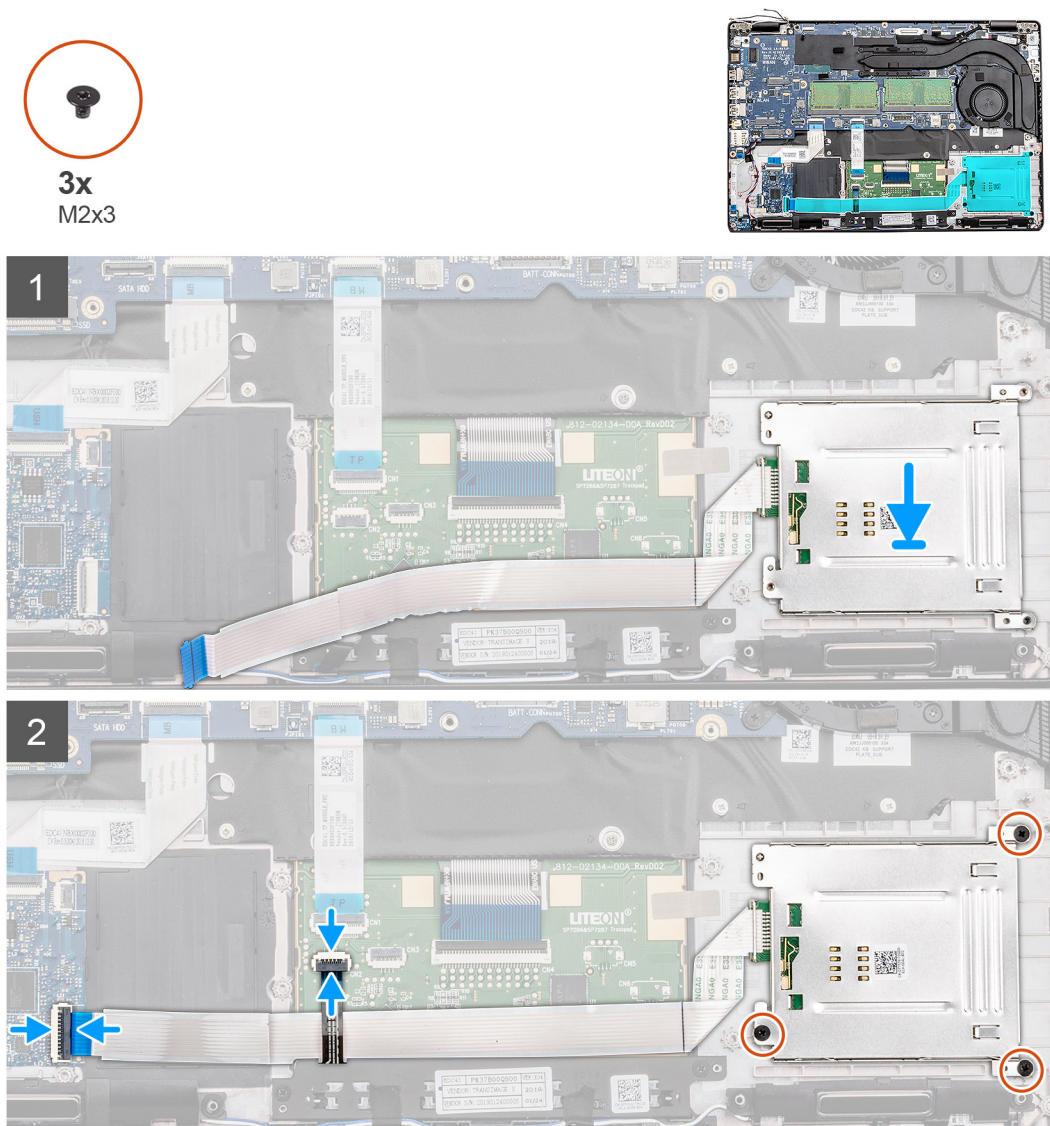
Installing the smartcard reader board

Prerequisites

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

About this task

The figure indicates the location of the smartcard reader board and provides a visual representation of the installation procedure.



Steps

1. Locate the smartcard reader board slot on your computer.
2. Align and place the smartcard reader board into the slot on your computer.

3. Replace the three (M2x3) screws that secure the smartcard reader board to the computer.
4. Adhere the smartcard reader cable to the palmrest and connect the cable to the connector on the system board.
5. Connect the touchpad button board cable to the connector on the system board.

Next steps

1. Install the [inner frame](#).
2. Install the [WLAN card](#).
3. Install the [WWAN card](#).
4. Install the [2280 SATA SSD](#).
5. Install the [battery](#).
6. Install the [base cover](#).
7. Follow the procedure in [After working inside your computer](#).

Touchpad buttons

Removing the touchpad button board

Prerequisites

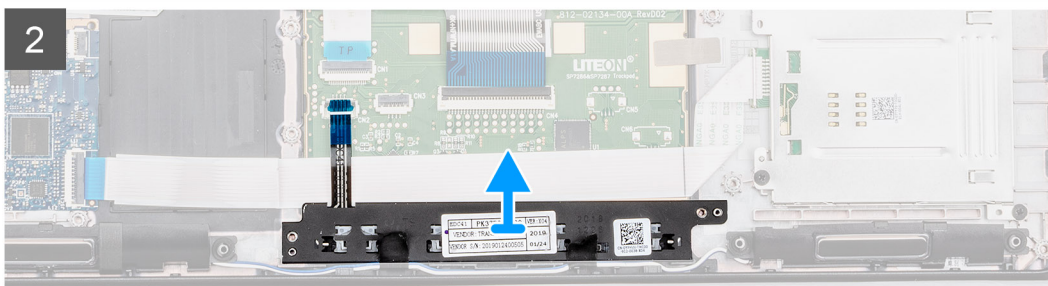
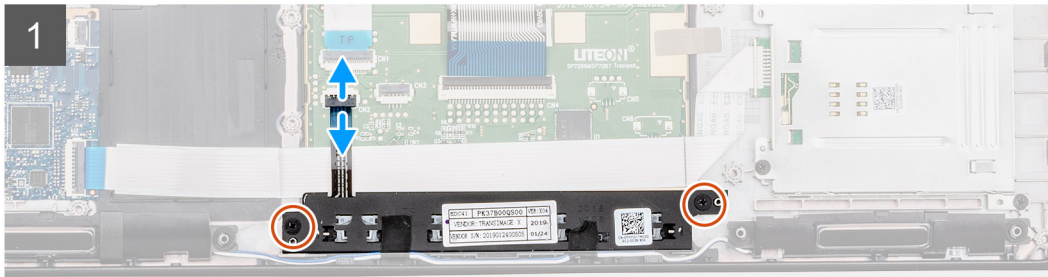
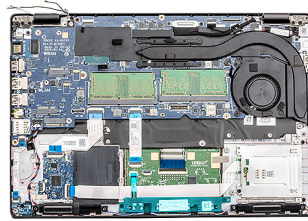
1. Follow the procedure in [Before working inside your computer](#).
2. Remove the [base cover](#).
3. Remove the [battery](#).
4. Remove the [2280 SATA SSD](#).
5. Remove the [WLAN card](#).
6. Remove the [WWAN card](#).
7. Remove the [inner frame](#).

About this task

The figure indicates the location of the touchpad button board and provides a visual representation of the removal procedure.



2x
M2x3



Steps

1. Locate the touchpad buttons board on your computer.
2. Open the latch and disconnect the touchpad button board cable from the connector on the system board.
3. Remove the two (M2x3) screws that secure the touchpad button board to the palmrest.
4. Lift the touchpad button board out of the computer.

Installing the touchpad button board

Prerequisites

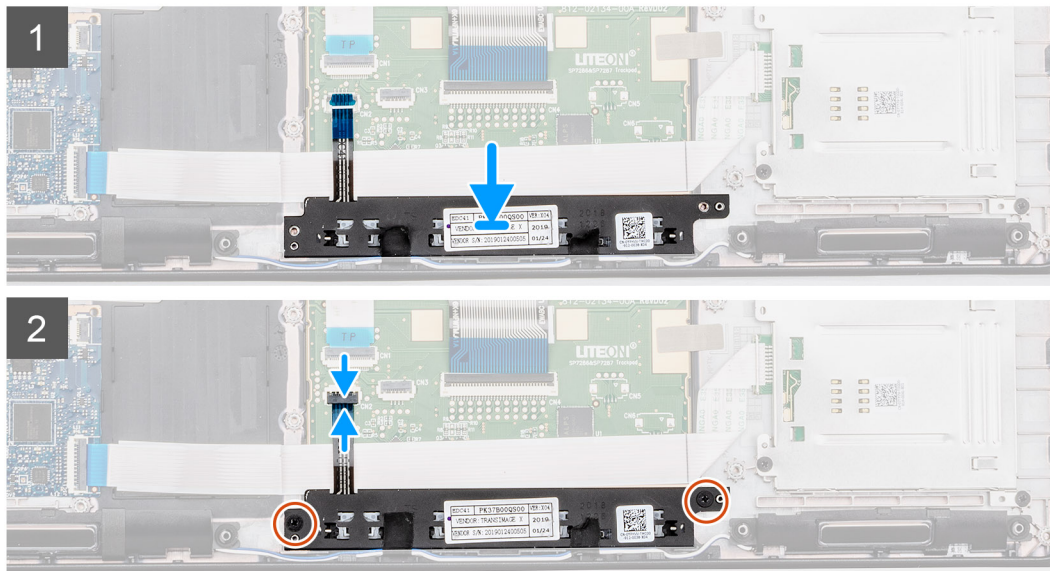
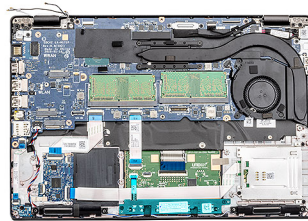
If you are replacing a component, remove the existing component before performing the installation procedure.

About this task

The figure indicates the location of the touchpad buttons and provides a visual representation of the installation procedure.



2x
M2x3



Steps

1. Locate the touchpad button board slot on your computer.
2. Align and place the touchpad button board into the slot on your computer.
3. Replace the two (M2x3) screws to secure the touchpad button board to the plamrest.
4. Connect the touchpad button board cable to the connector on the system board and secure the latch.

Next steps

1. Install the [inner frame](#).
2. Install the [WLAN card](#).
3. Install the [WWAN card](#).
4. Install the [2280 SATA SSD](#).
5. Install the [battery](#).
6. Install the [base cover](#).
7. Follow the procedure in [After working inside your computer](#).

LED board

Removing the LED board

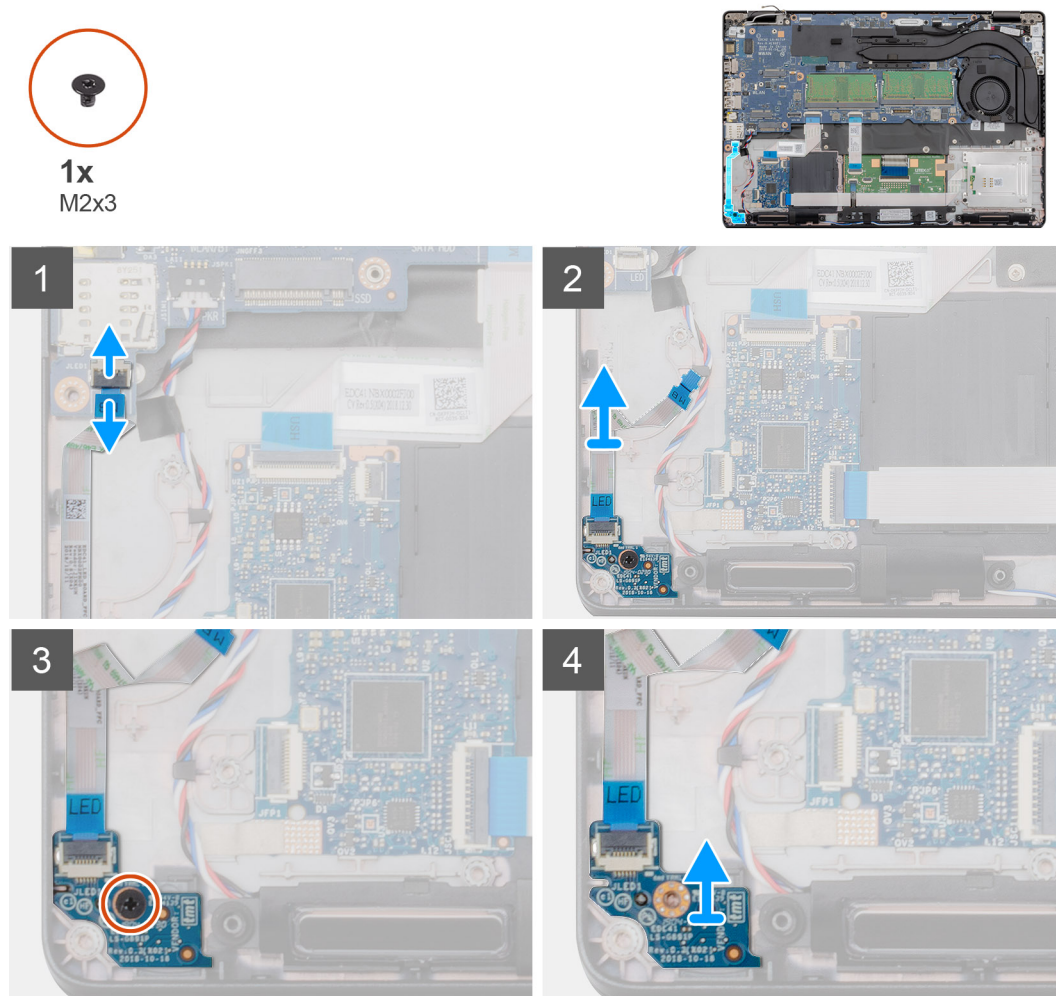
Prerequisites

1. Follow the procedure in [Before working inside your computer](#).
2. Remove the [base cover](#).
3. Remove the [battery](#).
4. Remove the [2280 SATA SSD](#).
5. Remove the [WLAN card](#).
6. Remove the [WWAN card](#).

7. Remove the [inner frame](#).

About this task

The figure indicates the location of the LED board and provides a visual representation of the removal procedure.



Steps

1. Locate the LED board on your computer.
2. Open the latch and disconnect the LED board cable from the connector on the system board.
3. Peel back the LED board cable.

NOTE: The LED board cable is secured to the computer by an adhesive strip.

4. Remove the single (M2x3) screw that secures the LED board to the computer.
5. Lift the LED board out of the computer.

Installing the LED board

Prerequisites

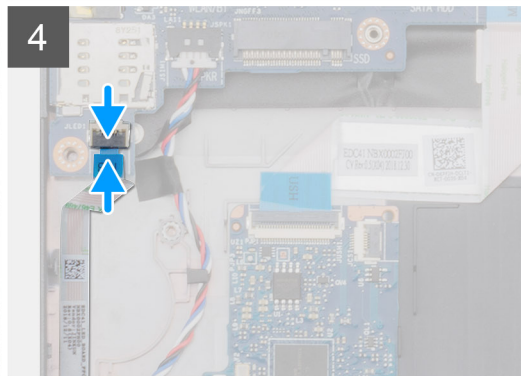
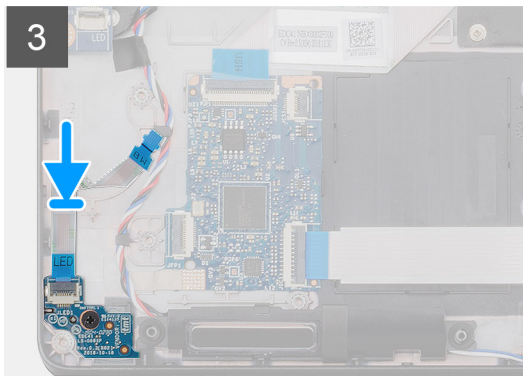
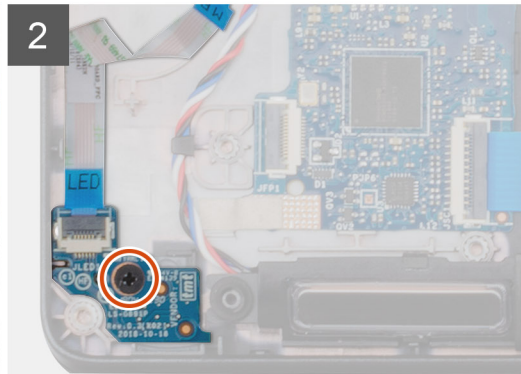
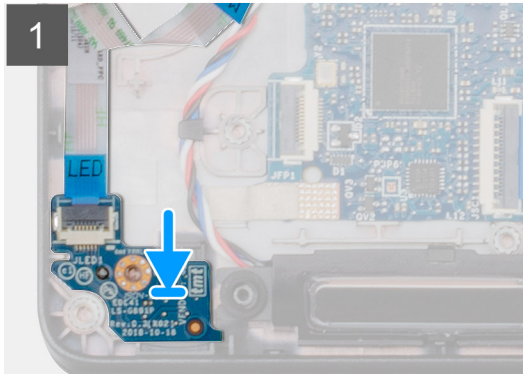
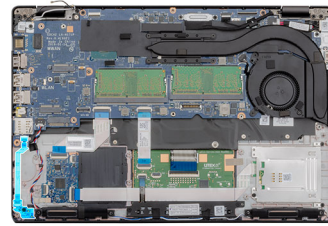
If you are replacing a component, remove the existing component before performing the installation procedure.

About this task

The figure indicates the location of the LED board and provides a visual representation of the installation procedure.



1x
M2x3



Steps

1. Locate the LED board slot on your computer.
2. Align and place the LED board on the slot on your computer.
3. Replace the single (M2x3) screw that secures the LED board to the computer.
4. Adhere the LED board cable to the adhesive strip on the palmrest.
5. Connect the LED board cable to the connector on the system board.

Next steps

1. Install the [inner frame](#)
2. Install the [WLAN card](#).
3. Install the [WWAN card](#).
4. Install the [2280 SATA SSD](#).
5. Install the [battery](#).
6. Install the [base cover](#).
7. Follow the procedure in [After working inside your computer](#).

Speakers

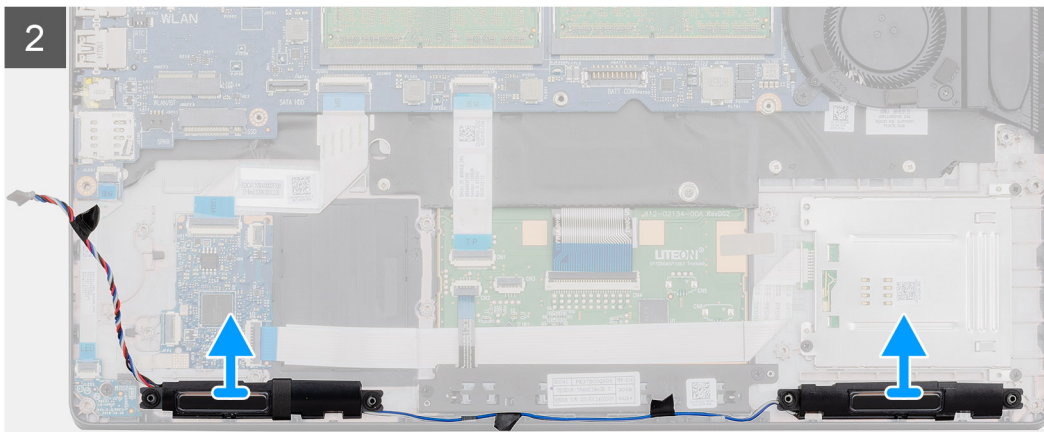
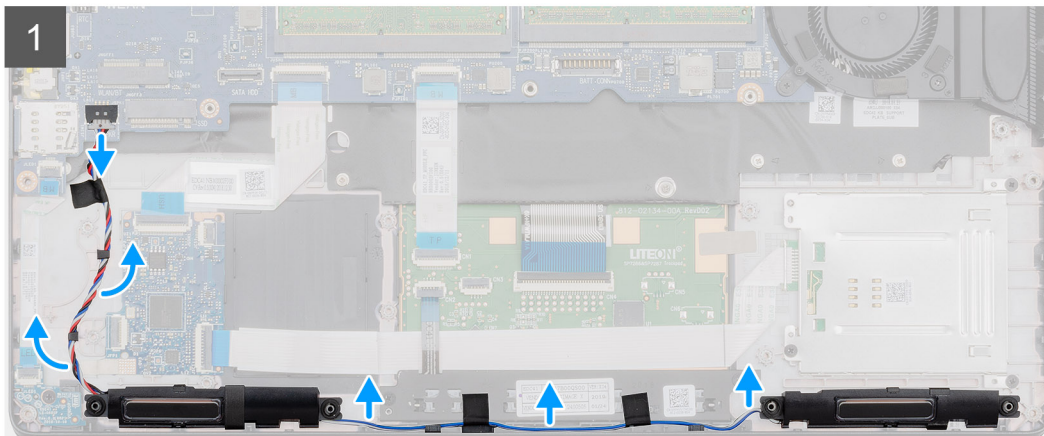
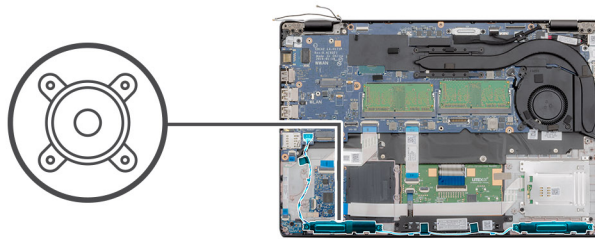
Removing the speakers

Prerequisites

1. Follow the procedure in [Before working inside your computer](#).
2. Remove the [base cover](#).
3. Remove the [battery](#).
4. Remove the [2280 SATA SSD](#).
5. Remove the [WLAN card](#).
6. Remove the [WWAN card](#).
7. Remove the [inner frame](#).
8. Remove the [LED board](#)

About this task

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



Steps

1. Locate the speakers on your computer.
2. Disconnect and Unroute the speaker cables from the retention clips on the computer.
3. Lift the speakers out of the computer.

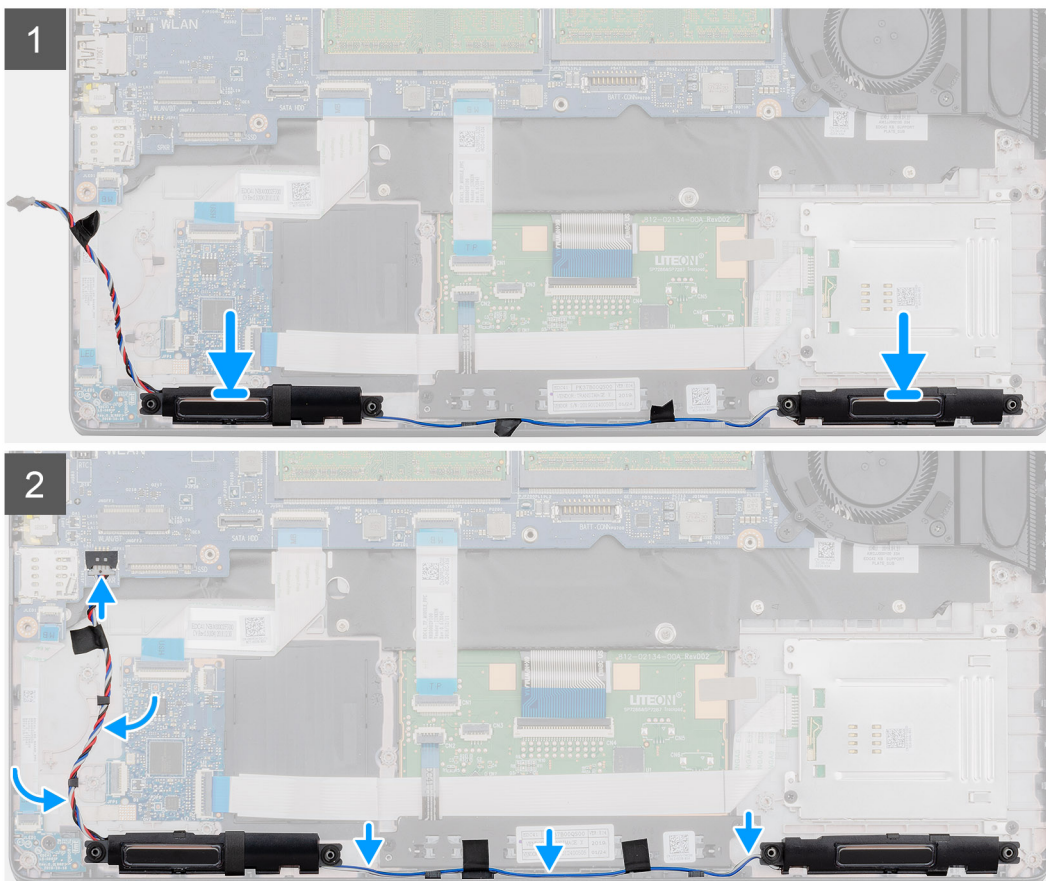
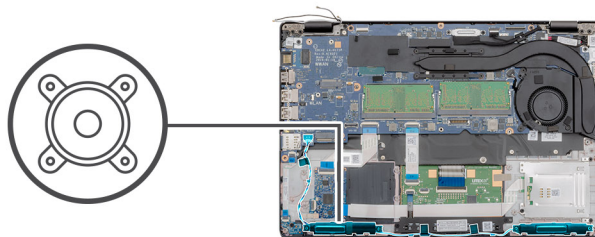
Installing the speakers

Prerequisites

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

About this task

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



Steps

1. Locate the speakers slot on your computer.
2. Align and place the speakers in the slot on your computer.
3. Route the speaker cables through the retention clips on your computer.

Next steps

1. Install the [LED board](#).
2. Install the [inner frame](#).
3. Install the [WLAN card](#).
4. Install the [WWAN card](#).
5. Install the [2280 SATA SSD](#).
6. Install the [battery](#).
7. Install the [base cover](#).
8. Follow the procedure in [After working inside your computer](#).

System board

Removing the system board

Prerequisites

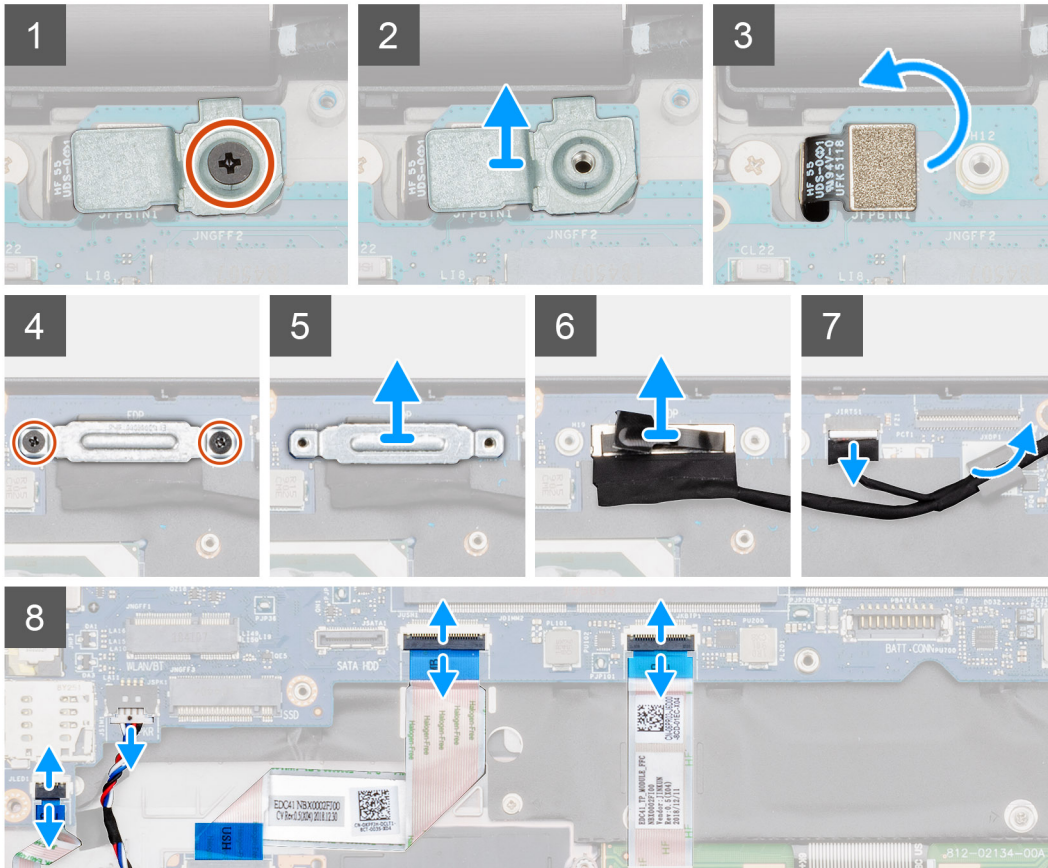
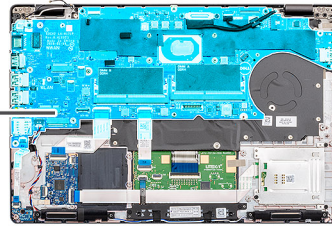
1. Follow the procedure in [Before working inside your computer](#).
2. Remove the [base cover](#).
3. Remove the [battery](#).
4. Remove the [2280 SATA SSD](#).
5. Remove the [memory](#).
6. Remove the [WLAN card](#).
7. Remove the [WWAN card](#).
8. Remove the [inner frame](#).
9. Remove the [LED board](#).
10. Remove the [heatsink-discrete](#) or [heatsink-UMA](#).
11. Remove the [DC-in](#).

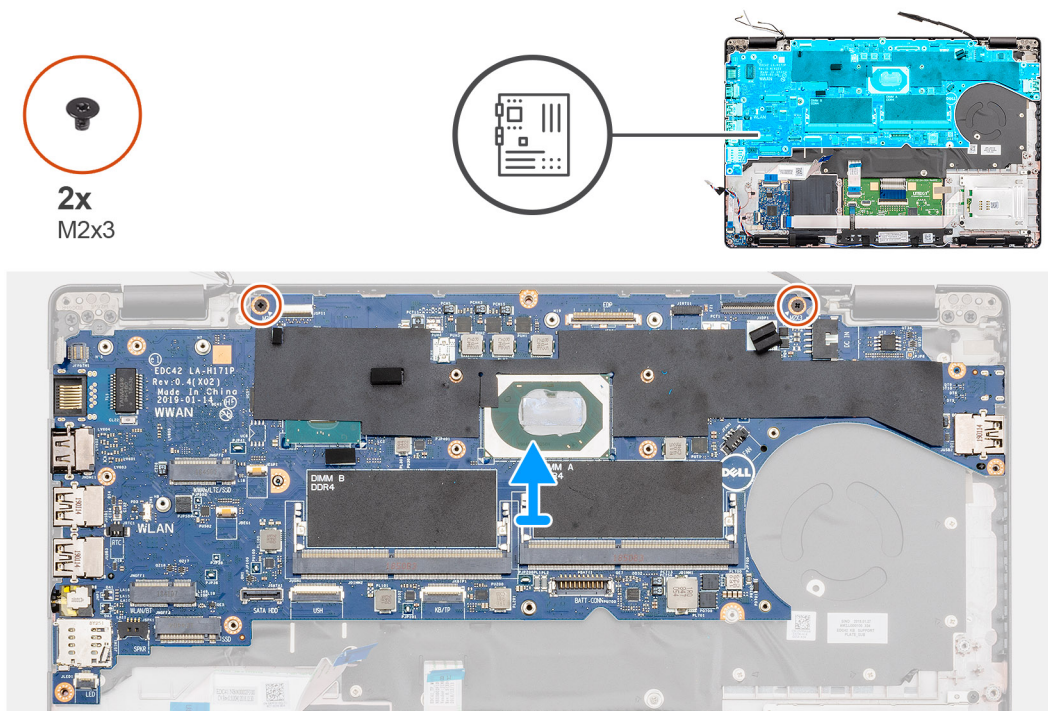
About this task

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



3x
M2x3





Steps

1. Locate the system board on your computer.
2. Remove the single (M2x3) screw that secures the fingerprint reader metal bracket.
3. Remove the fingerprint metal bracket from the computer and flip the fingerprint sensor over.
4. Remove the two (M2x3) screws that secure the display bracket in place.
5. Remove the display bracket out of the computer.
6. Disconnect the display cable from the connector on the system board.
7. Disconnect the following cables:
 - a. camera cable
 - b. speaker cable
 - c. LED board cable
 - d. fingerprint reader cable
 - e. keyboard cable
8. Remove the two (M2x3) screws that secure the system board to the palmrest and keyboard assembly.
9. Lift the system board off the palm-rest and keyboard assembly.

Installing the system board

Prerequisites

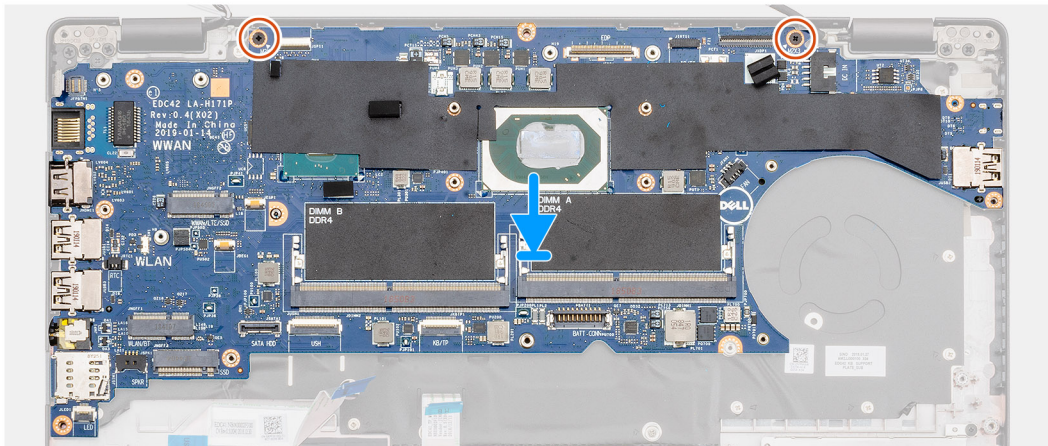
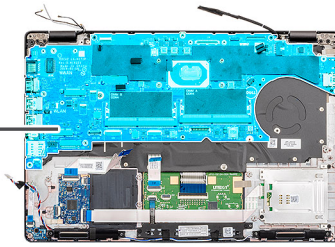
If you are replacing a component, remove the existing component before performing the installation procedure.

About this task

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

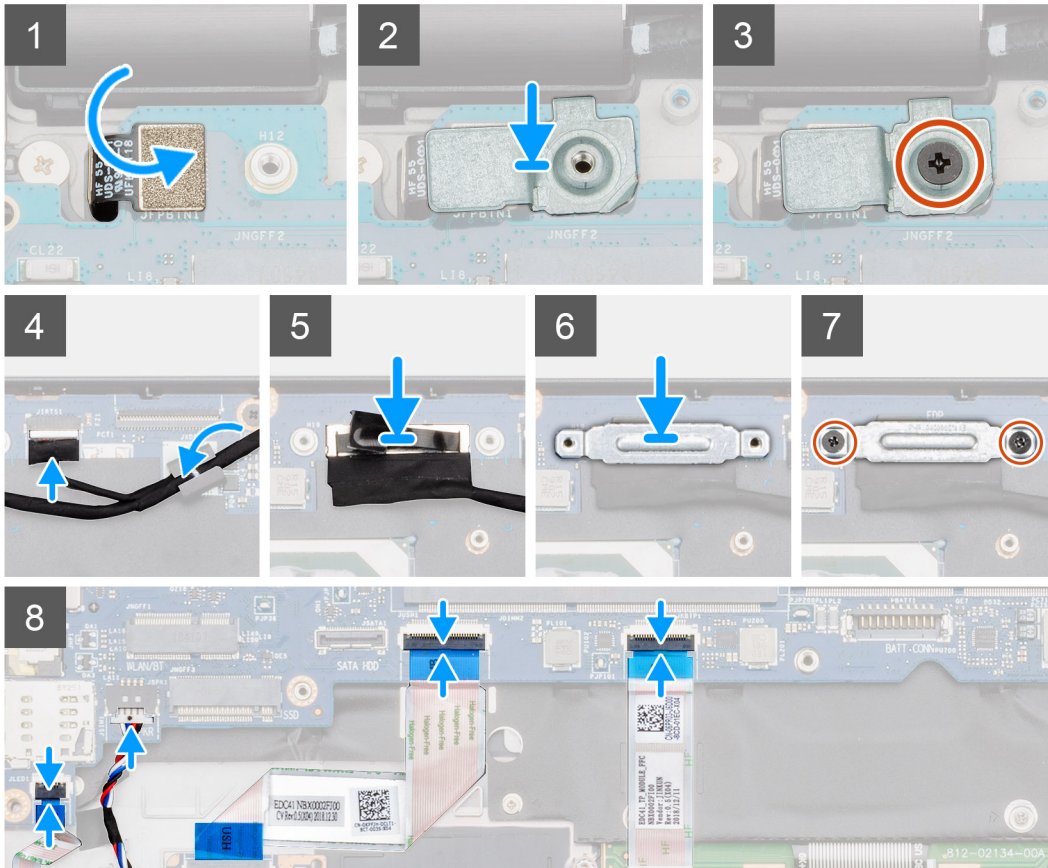
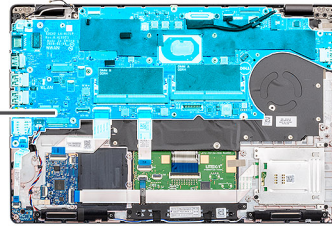


2x
M2x3





3x
M2x3



Steps

1. Locate the system board slot on your computer.
2. Slide the ports on the system board into the slots on the palmrest and align the screw holes on the system board with the screw holes on the palmrest.
3. Replace the two (M2x3) screws to secure the system board to the palmrest.
4. Align and place the fingerprint reader sensor on to the slot on the computer.
5. Place the finger print reader metal bracket over the fingerprint sensor.
6. Replace the single (M2x3) screw to secure the metal bracket to the computer.
7. Connect the display cable to the connector on the system board.
8. Adhere the tape that secures the display board to the system board.
9. Replace the two (M2x3) screws to secure the display metal bracket to the system board.
10. Connect the following cables:
 - a. camera cable
 - b. speaker cable
 - c. LED board cable
 - d. fingerprint reader cable
 - e. keyboard cable

Next steps

1. Install the [DC-in](#).
2. Install the [heatsink-discrete](#) or [heatsink-UMA](#).
3. Install the [LED board](#).
4. Install the [inner frame](#).
5. Install the [memory](#).
6. Install the [WLAN card](#).
7. Install the [WWAN card](#).
8. Install the [2280 SATA SSD](#).
9. Install the [battery](#).
10. Install the [base cover](#).
11. Follow the procedure in [After working inside your computer](#).

Keyboard

Removing the keyboard

Prerequisites

1. Follow the procedure in [Before working inside your computer](#).
2. Remove the [base cover](#).
3. Remove the [battery](#).
4. Remove the [2280 SATA SSD](#).
5. Remove the [memory](#).
6. Remove the [WLAN card](#).
7. Remove the [WWAN card](#).
8. Remove the [inner frame](#).
9. Remove the [LED board](#).
10. Remove the [DC-in](#).
11. Remove the [system board](#).

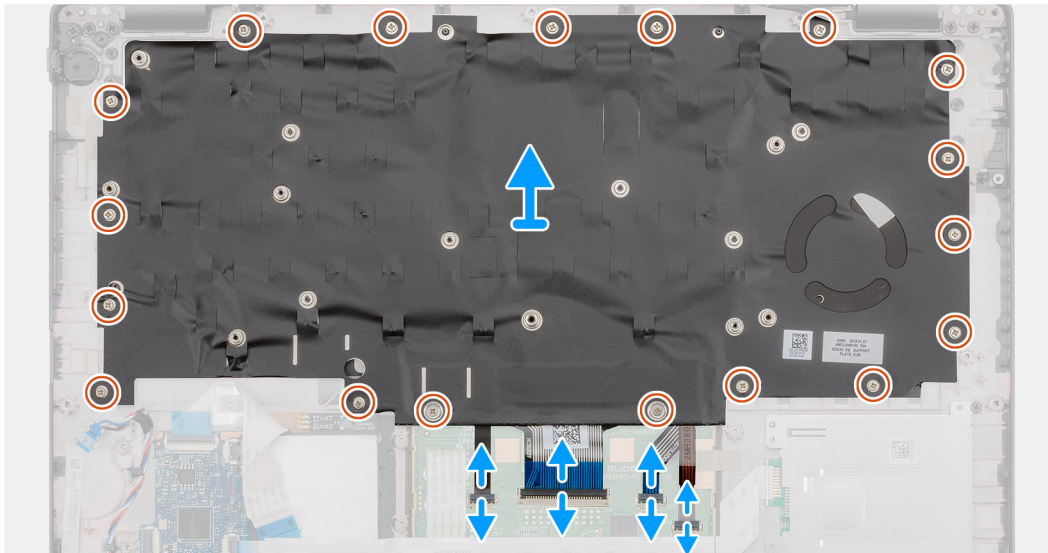
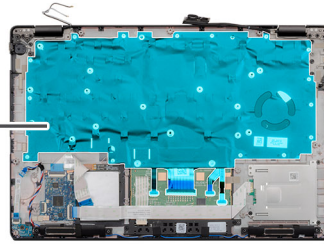
 **NOTE:** System board can be removed with heatsink attached.

About this task

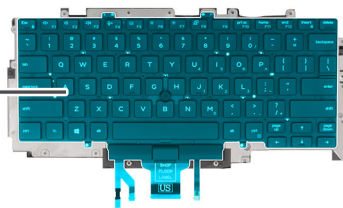
The figure indicates the location of the keyboard and provides a visual representation of the removal procedure.



18x
M2x2.5



6x
M2x2



Steps

1. Locate the Keyboard on your computer.
2. Open the latch and disconnect the following cables:
 - a. keyboard cable

- b. keyboard backlit cable
 - c. touchpad cable
 - d. touchpad button board cable
3. Remove the eighteen (M2x2.5) screws that secure the keyboard assembly to the palmrest.
 4. Carefully lift the keyboard assembly from the palmrest.
 5. Flip the keyboard assembly.
 6. Remove the six (M2x2) screws that secures the keyboard to the keyboard bracket.
 7. Remove the keyboard from the keyboard bracket.

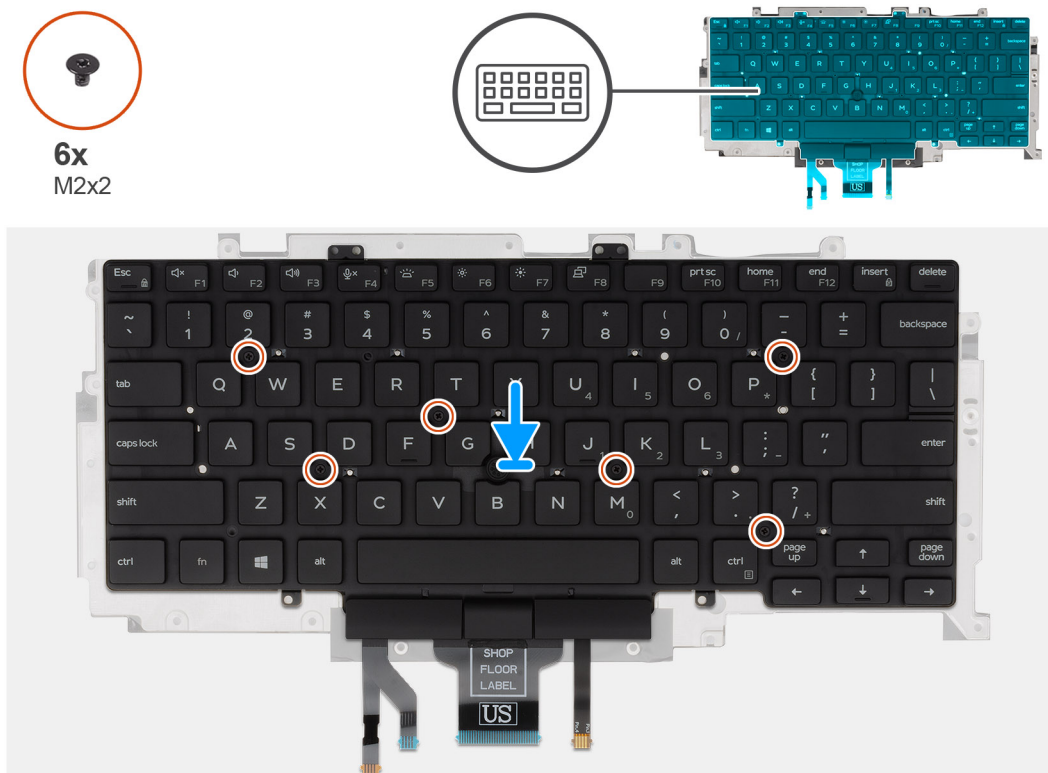
Installing the keyboard

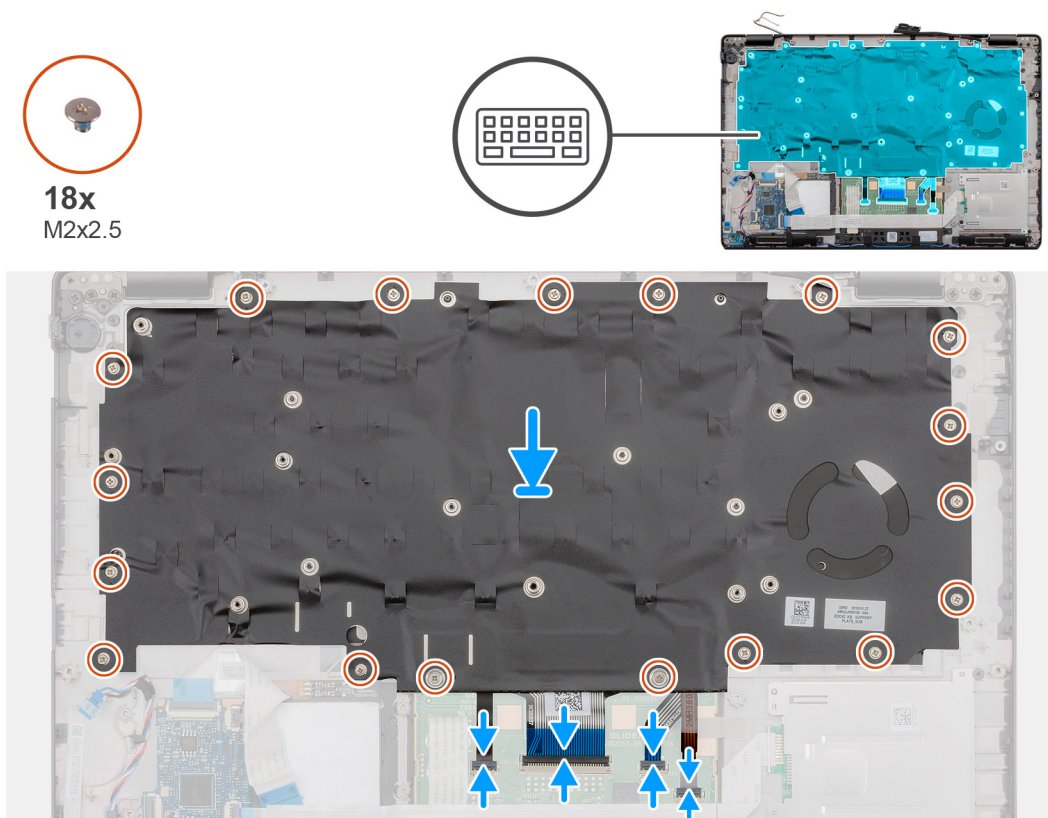
Prerequisites

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

About this task

The figure indicates the location of the keyboard and provides a visual representation of the installation procedure.





Steps

1. Replace the six (M2x2) screws to secure the keyboard to the keyboard bracket.
2. Flip the keyboard assembly and align it to its slot on the palmrest.
3. Press down on the lattice at the snap points, in order to secure the keyboard assembly to the palmrest.

NOTE: The keyboard has multiple snap points on the lattice side which must be pushed down firmly after the keyboard is replaced.
4. Replace the eighteen (M2x2.5) screws that secure the keyboard assembly to the palmrest.
5. Connect the following cables:
 - a. keyboard cable
 - b. keyboard backlit cable
 - c. touchpad cable
 - d. touchpad button board cable

Next steps

1. Install the [system board](#).

NOTE: System board can be installed with heatsink attached.
2. Install the [DC-in](#).
3. Install the [LED board](#).
4. Install the [inner frame](#).
5. Install the [memory](#).
6. Install the [WLAN card](#).
7. Install the [WWAN card](#).
8. Install the [2280 SATA SSD](#).
9. Install the [battery](#).
10. Install the [base cover](#).
11. Follow the procedure in [After working inside your computer](#).

Power button

Removing the power button with fingerprint reader

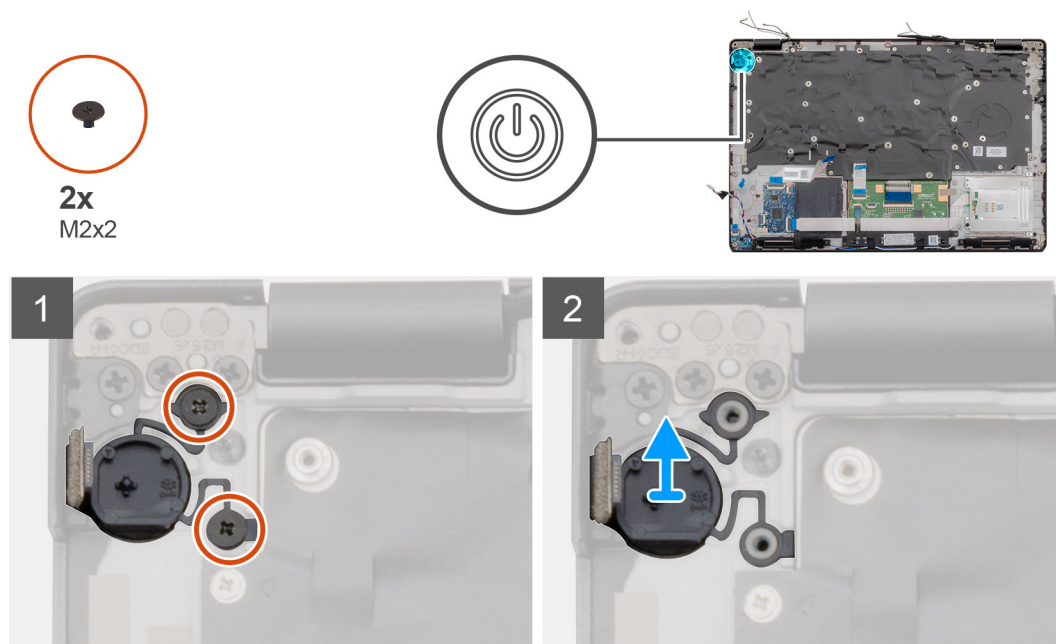
Prerequisites

1. Follow the procedure in [Before working inside your computer](#).
2. Remove the [base cover](#).
3. Remove the [battery](#).
4. Remove the [2280 SATA SSD](#).
5. Remove the [memory](#).
6. Remove the [WLAN card](#).
7. Remove the [WWAN card](#).
8. Remove the [inner frame](#).
9. Remove the [LED board](#).
10. Remove the [DC-in](#).
11. Remove the [system board](#).

 **NOTE:** System board can be removed with heatsink attached.

About this task

The figure indicates the location of the power button with fingerprint reader and provides a visual representation of the removal procedure.



Steps

1. Locate the power button with fingerprint reader on your computer.
2. Remove the two (M2x2) screws that secure the power button to the palmrest.
3. Lift the power button with fingerprint out of the computer.

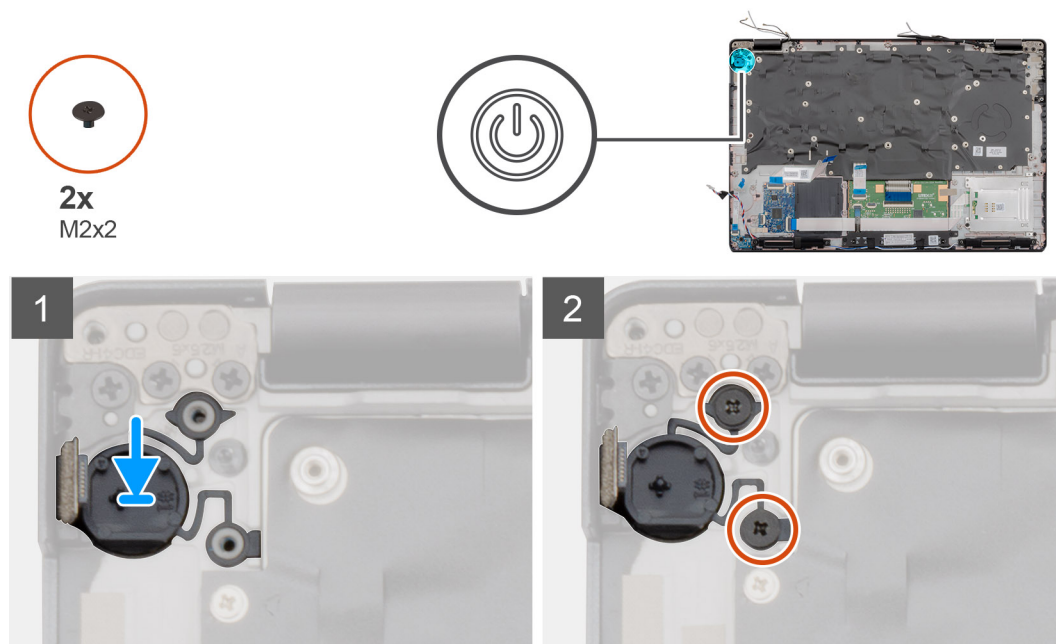
Installing the power button with fingerprint reader

Prerequisites

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

About this task

The figure indicates the location of the power button with fingerprint and provides a visual representation of the installation procedure.



Steps

1. Locate the power button with fingerprint slot on your computer.
2. Align and place the power button with fingerprint into the slot on your computer.
3. Install the two (M2x2) screws that secure the power button to the palmrest.

Next steps

1. Install the [system board](#).
NOTE: System board can be installed with heatsink attached.
2. Install the [DC-in](#).
3. Install the [LED board](#).
4. Install the [inner frame](#).
5. Install the [memory](#).
6. Install the [WLAN card](#).
7. Install the [WWAN card](#).
8. Install the [2280 SATA SSD](#).
9. Install the [battery](#).
10. Install the [base cover](#).
11. Follow the procedure in [After working inside your computer](#).

Display assembly

Removing the display assembly

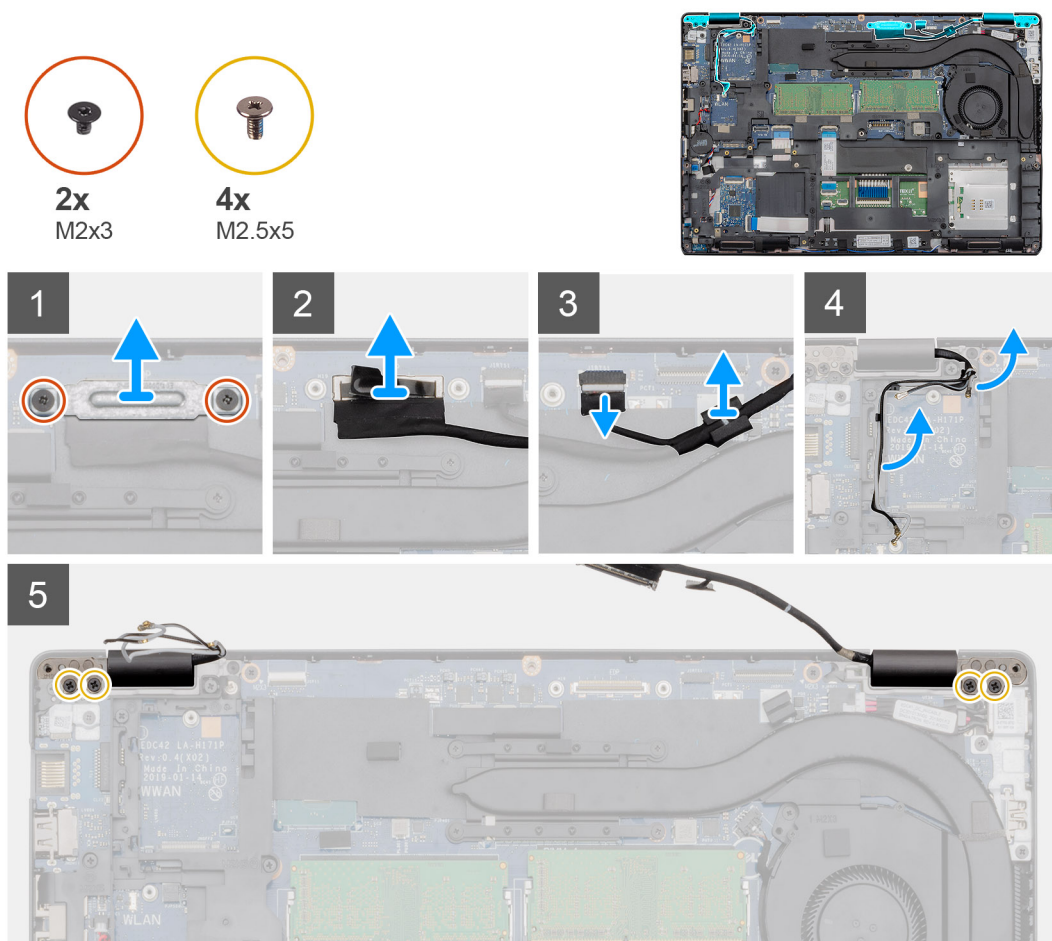
Prerequisites

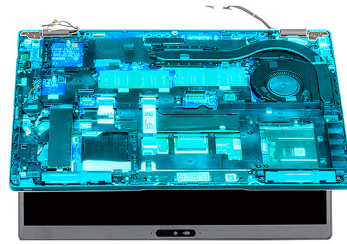
1. Follow the procedure in [Before working inside your computer](#).
2. Remove the [base cover](#).
3. Remove the [battery](#).
4. Remove the [WLAN card](#).

5. Remove the [WWAN card](#).

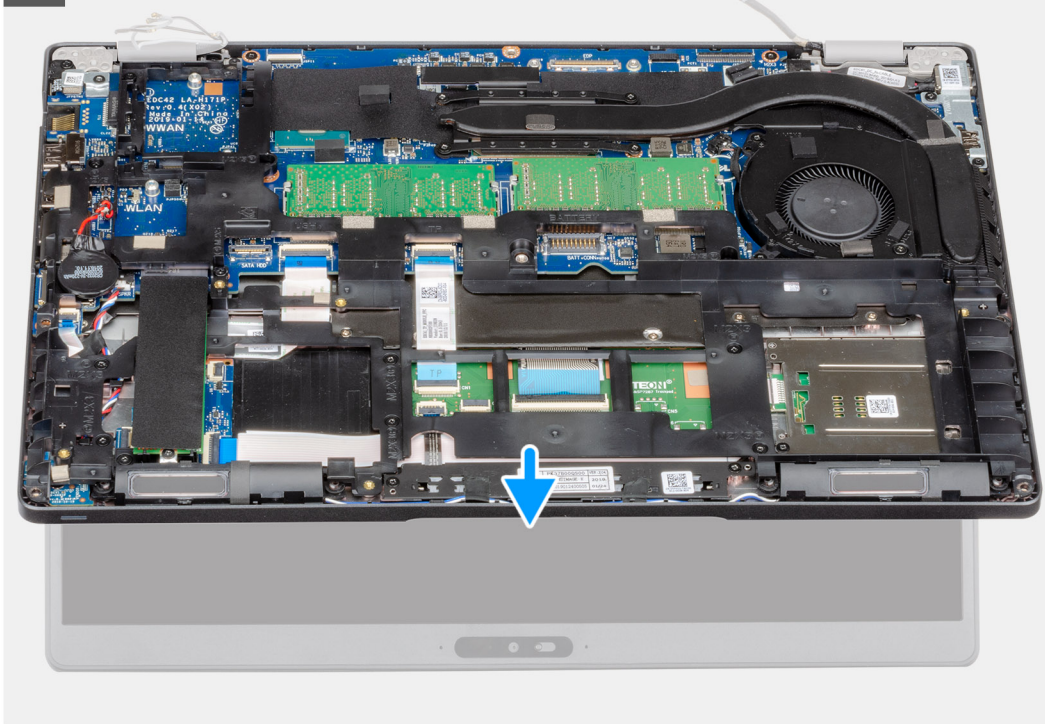
About this task

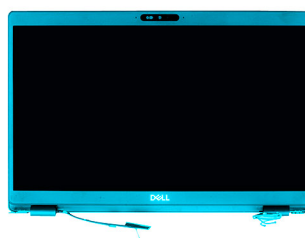
The figure indicates the location of the display assembly and provides a visual representation of the removal procedure.





7





8



Steps

1. Remove the two (M2x3) screws that secure the EDP metal bracket to the computer.
2. Peel the tape that secures the display cable to the system board.
3. Open the latch and disconnect the display cable from the system board.
4. Disconnect the touchscreen cable from the connector on the system board.
5. Unroute the WLAN and WWAN cables from the retention clips.
6. Remove the four (M2.5x5) screws that secure the display hinges to the chassis of your computer.
7. Open the display hinges at an angle of 90 degrees and slightly open the display.
8. Remove the palm-rest and keyboard assembly off the display assembly.

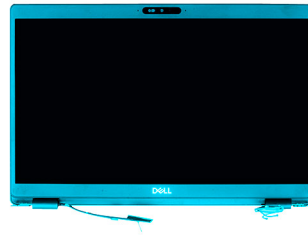
Installing the display assembly

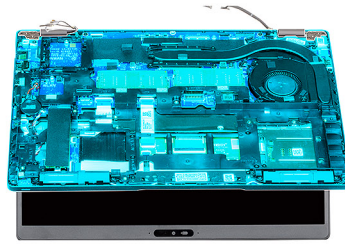
Prerequisites

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

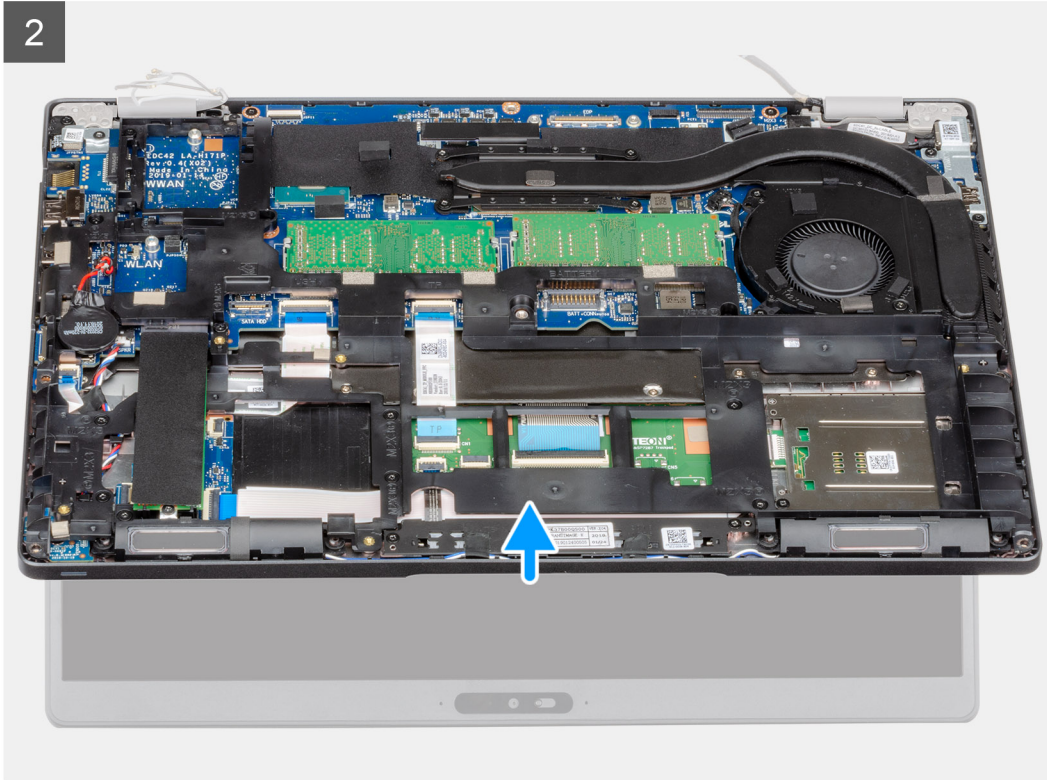
About this task

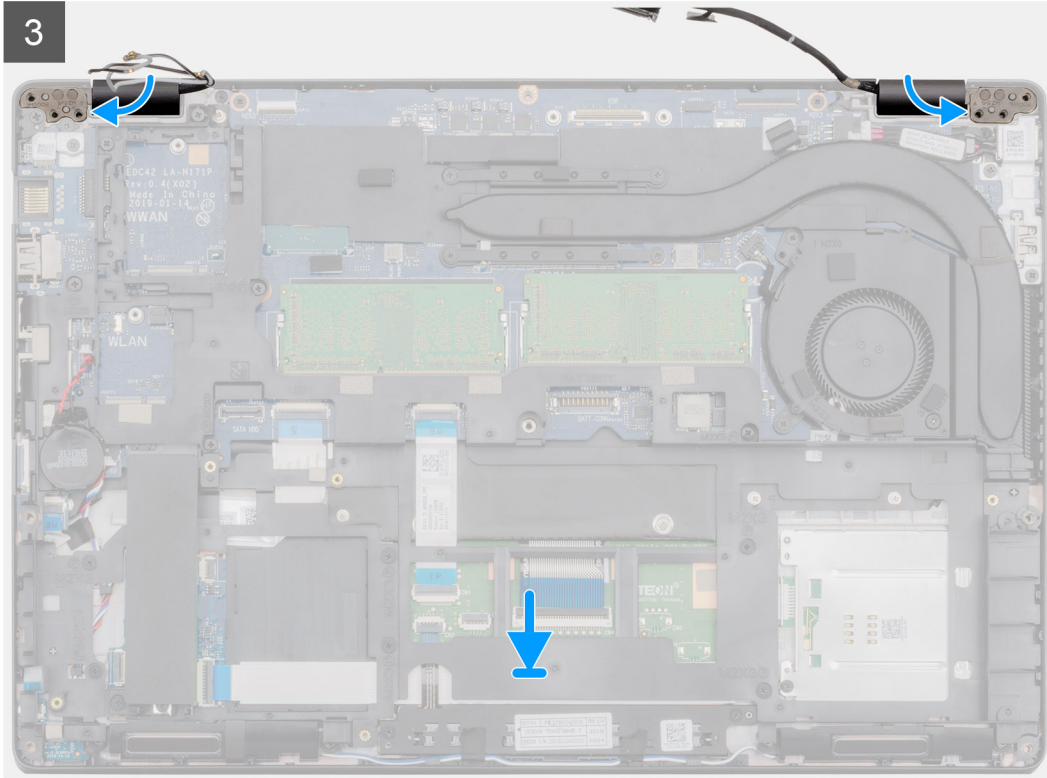
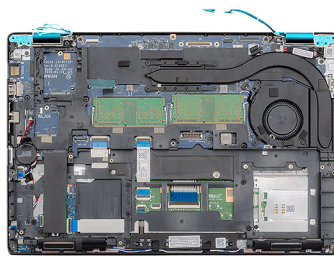
The figure indicates the location of the component and provides a visual representation of the installation procedure.





2



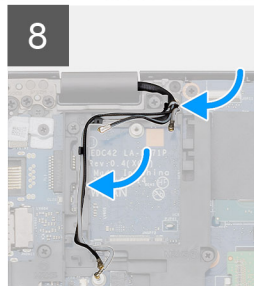
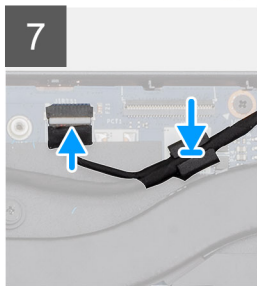
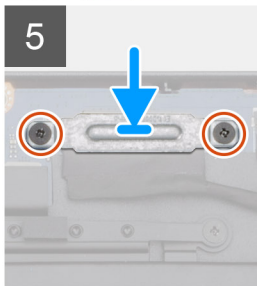
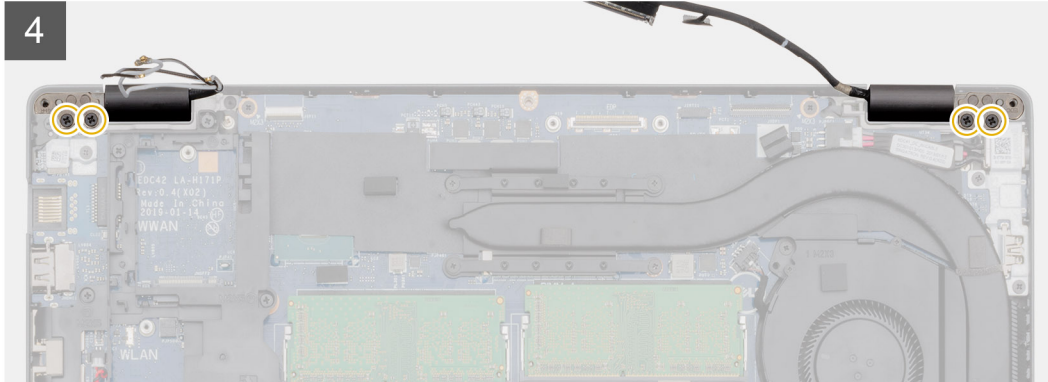
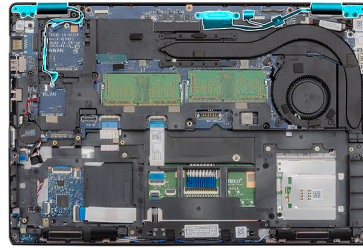




2x
M2x3



4x
M2.5x5



Steps

1. Place the display assembly on a clean and flat surface.
2. Align and place the palmrest on the display assembly.
3. Using the alignment posts, close the display hinges.
4. Connect the display cable to the system board and adhere the tape to secure the display cable.
5. Place the display cable metal bracket on the display cable connector.
6. Replace the two (M2x3) screw to secure the display cable metal bracket to the system board.
7. Connect the touchscreen cable to the connector on the system board.
8. Replace the four (M2.5x5) screws that secure the display hinge to the chassis of the computer.
9. Route the WWAN cable and the WLAN cable through the retention clips provided.

Next steps

1. Install the [WLAN card](#).
2. Install the [WWAN card](#).
3. Install the [battery](#).
4. Install the [base cover](#).
5. Follow the procedure in [After working inside your computer](#).

Display bezel

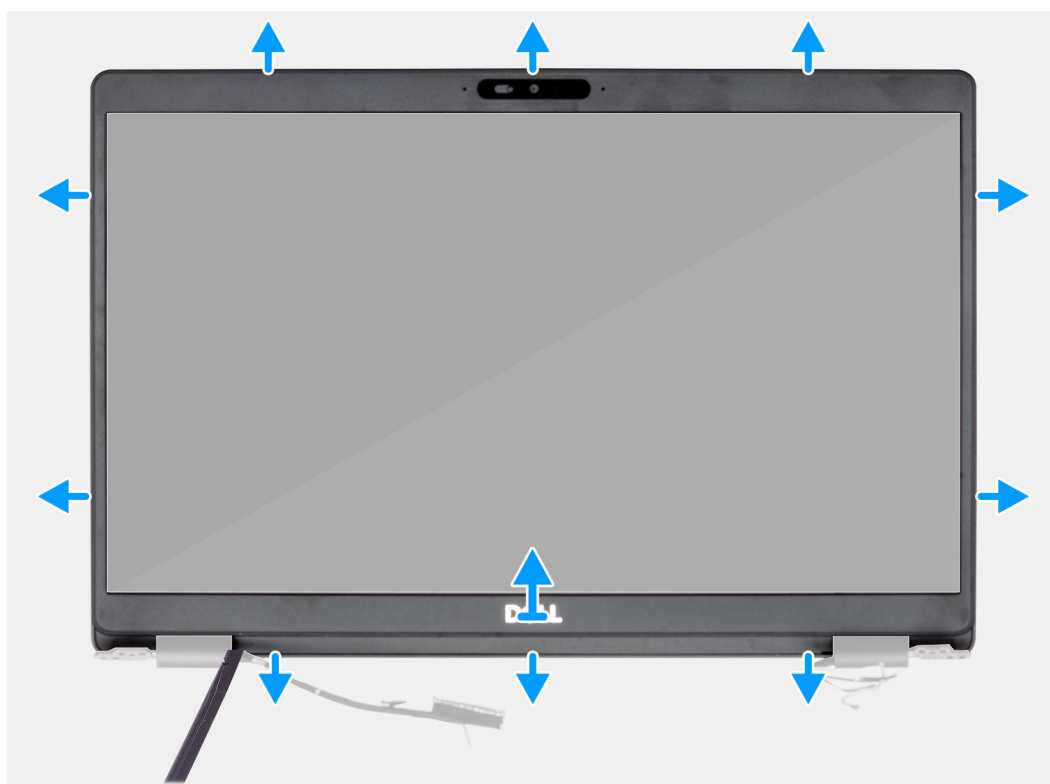
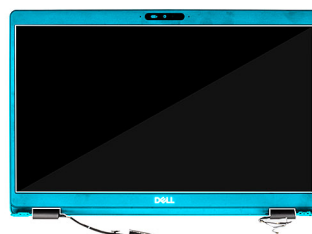
Removing the display bezel

Prerequisites

1. Follow the procedure in [Before working inside your computer](#).
2. Remove the [base cover](#).
3. Remove the [battery](#).
4. Remove the [WLAN card](#).
5. Remove the [WWAN card](#).
6. Remove the [display assembly](#).

About this task

The figure indicates the location of the display bezel and provides a visual representation of the removal procedure.



Steps

1. Use a plastic scribe to pry open the bottom edge of the display bezel beginning from the recesses near the hinges.
2. Work your way around the edges of the display bezel to release it from the display back cover.
3. Remove the display bezel off the display back cover.

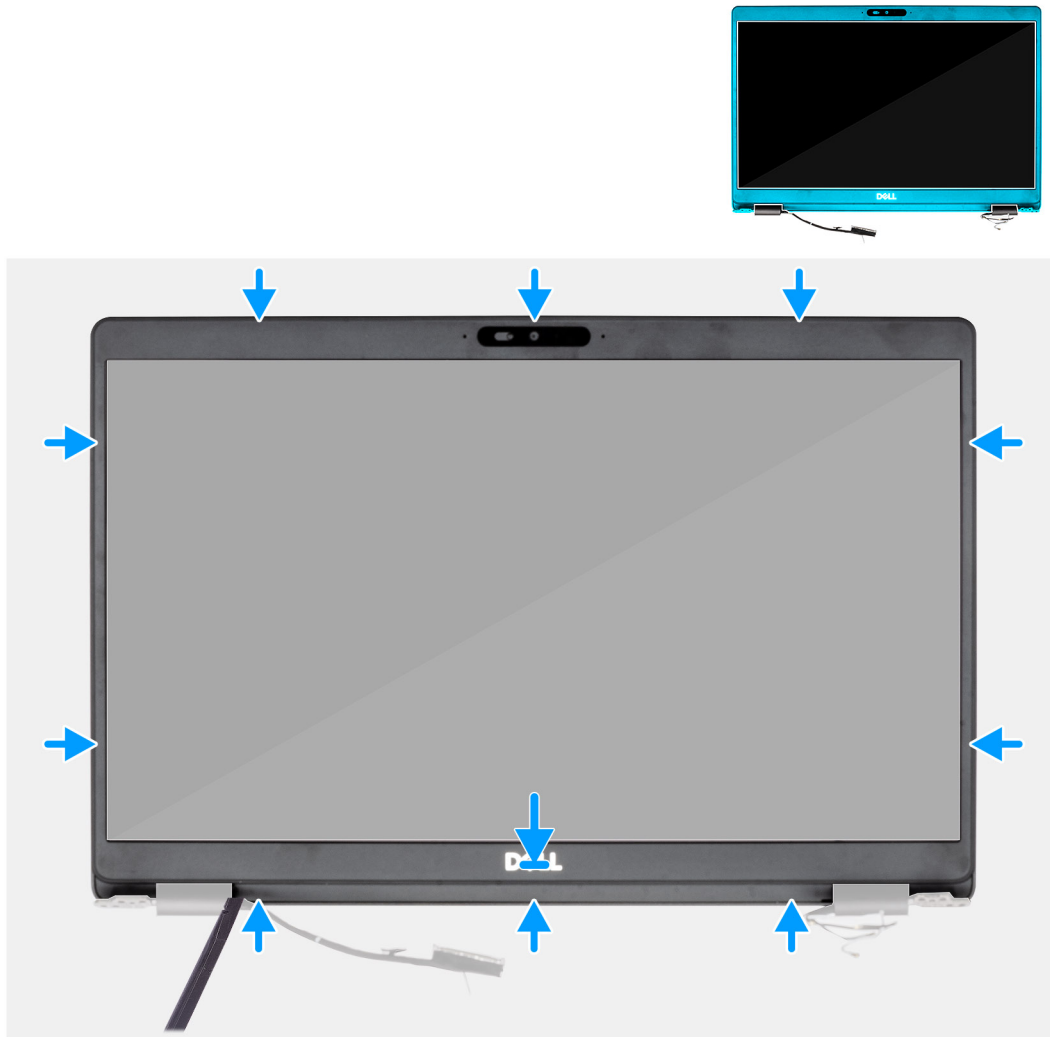
Installing the display bezel

Prerequisites

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

About this task

The figure indicates the location of the display bezel and provides a visual representation of the installation procedure.



Steps

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

Next steps

1. Install the [display assembly](#).
2. Install the [WLAN card](#).
3. Install the [WWAN card](#).
4. Install the [battery](#).
5. Install the [base cover](#).
6. Follow the procedure in [After working inside your computer](#).

Hinge caps

Removing the hinge caps

Prerequisites

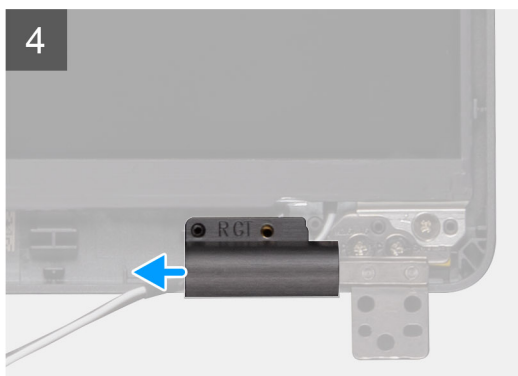
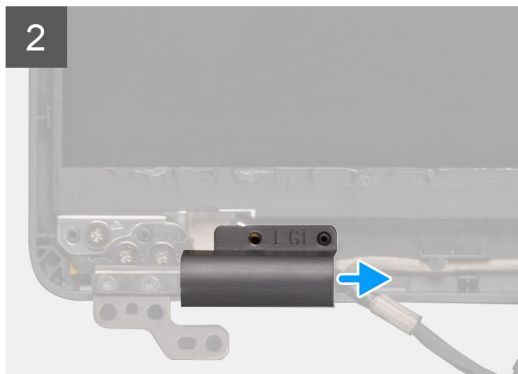
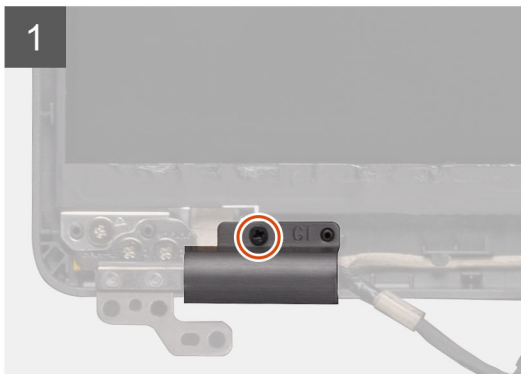
1. Follow the procedure in [Before working inside your computer](#).
2. Remove the [base cover](#).
3. Remove the [battery](#).
4. Remove the [display assembly](#).
5. Remove the [display bezel](#).

About this task

The figure indicates the location of the hinge caps and provides a visual representation of the removal procedure.



2x
M2x3



Steps

1. Locate the hinge cap on the display back cover.
2. Remove the two (M2x3) screws that secure the hinge caps to the chassis.
3. Pinch the hinge caps to release it from the ribs on the display back cover and then slide inwards to remove the hinge caps from the display hinge.

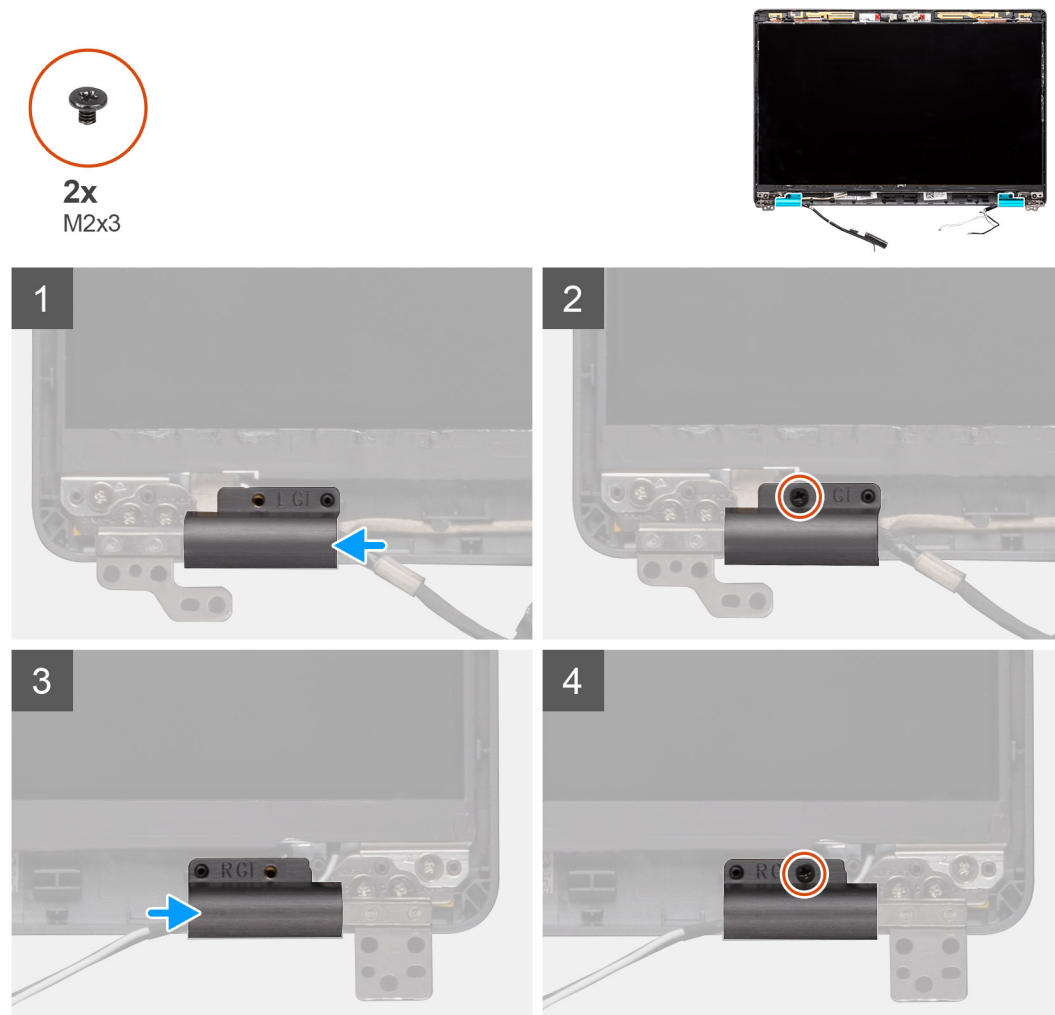
Installing the hinge caps

Prerequisites

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

About this task

The figure indicates the location of the hinge caps and provides a visual representation of the installation procedure.



Steps

1. Place the hinge caps and slide outward on the display hinges.
2. Replace the two (M2x3) screws to secure the hinge caps to the display hinge.

Next steps

1. Install the [display bezel](#).
2. Install the [display assembly](#).
3. Install the [battery](#).
4. Install the [base cover](#).
5. Follow the procedure in [After working inside your computer](#).

Display panel

Removing the display panel

Prerequisites

1. Follow the procedure in [Before working inside your computer](#).
2. Remove the [base cover](#).
3. Remove the [battery](#).
4. Remove the [display assembly](#).
5. Remove the [display bezel](#).
6. Remove the [display hinge caps](#).

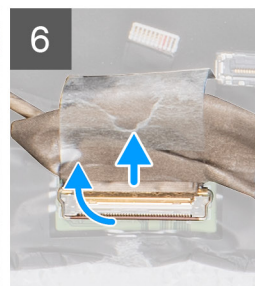
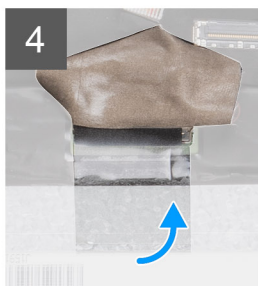
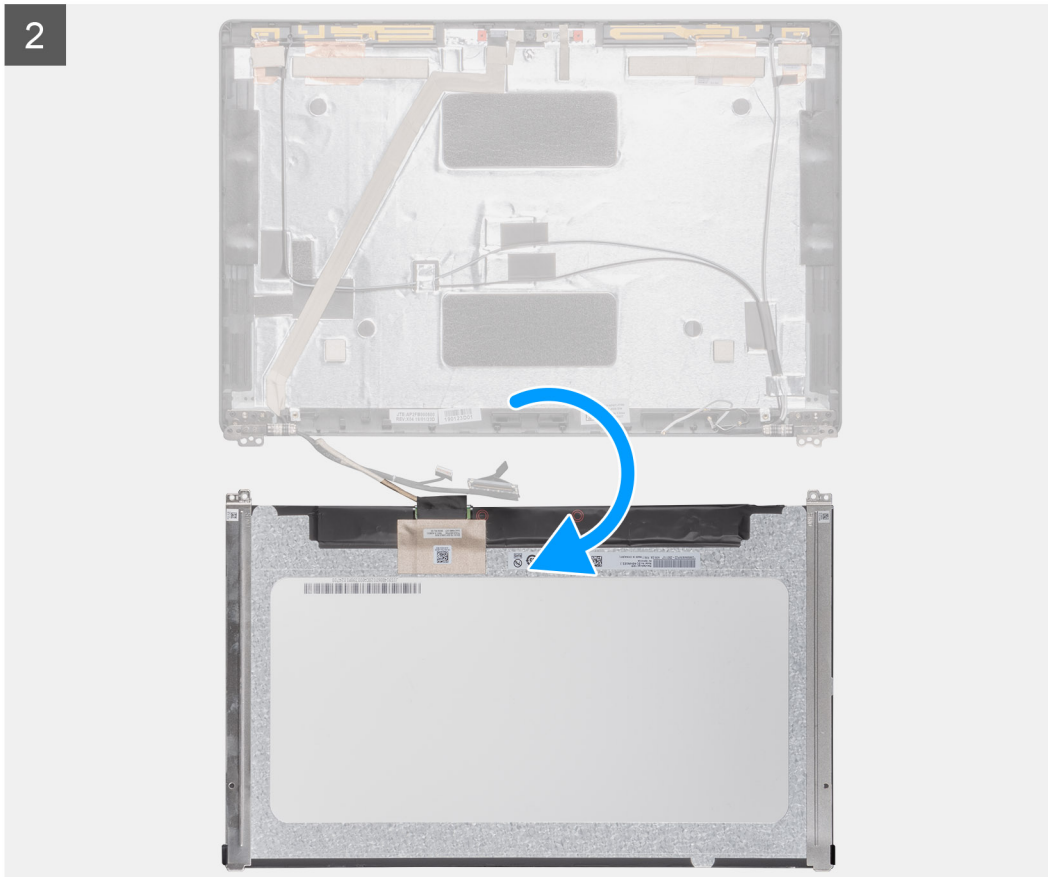
About this task

The figure indicates the location of the display panel and provides a visual representation of the removal procedure.



2x
M2.5x3





Steps

1. Locate the display panel on the display back cover assembly.

2. Remove the two (M2.5x3) screws that secure the display panel to the display assembly.
3. Lift to turn over the display panel to access the display cable.
4. Peel the conductive tape on the display cable connector.
 - NOTE:** Do not pull and release the Stretch (SR) tapes from the display panel. There is no need to separate the brackets from the display panel.
5. Lift the latch and disconnect the display cable from the connector on the display panel.

Installing the display panel

Prerequisites

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

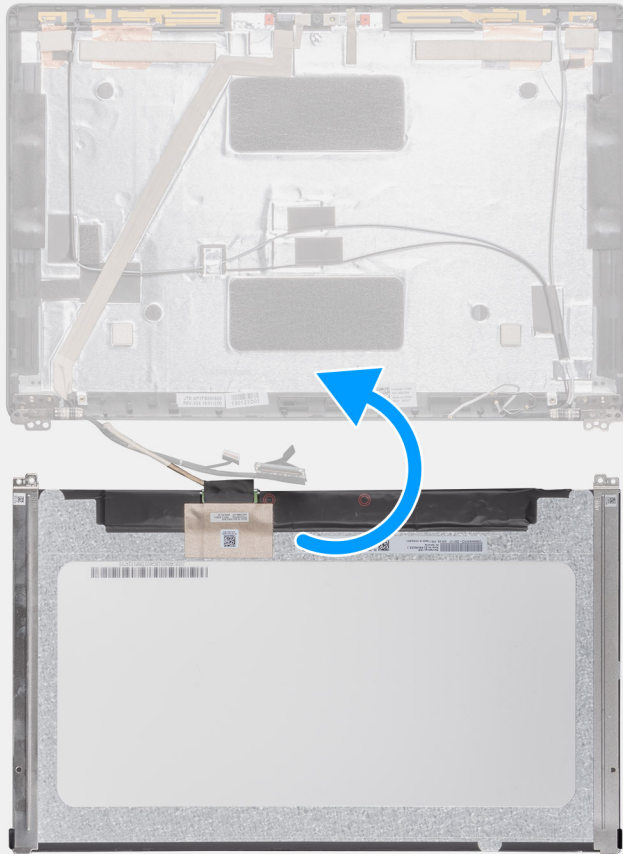
About this task

The figure indicates the location of the display panel and provides a visual representation of the installation procedure.





5





2x
M2.5x3



6



Steps

1. Connect the display cable to the connector and close the latch.
2. Adhere the adhesive strip to secure the display cable connector.
3. Turn back and place the display panel over the display back cover.
4. Replace the two (M2.5x3) screws that secure the display panel to the display assembly.

Next steps

1. Install the [display hinge caps](#).
2. Install the [display bezel](#).
3. Install the [display assembly](#).
4. Install the [battery](#).
5. Install the [base cover](#).
6. Follow the procedure in [After working inside your computer](#).

Camera

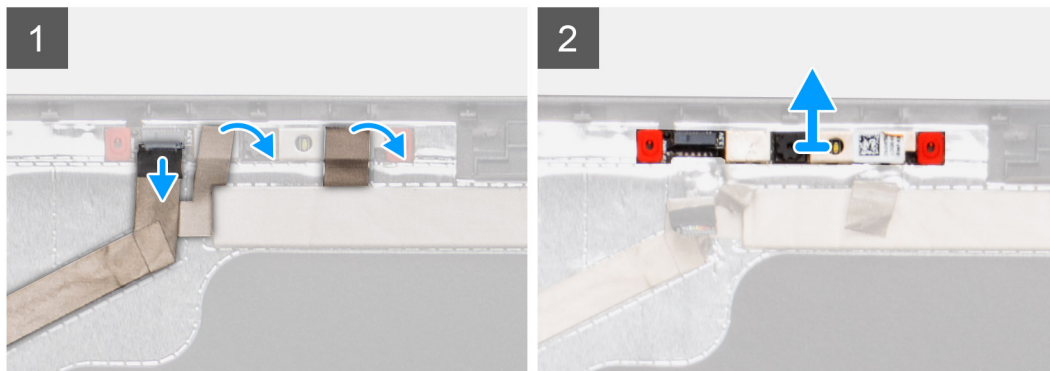
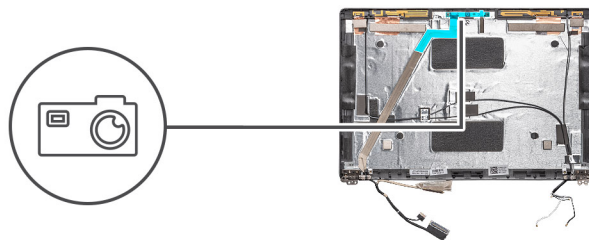
Removing camera

Prerequisites

1. Follow the procedure in [Before working inside your computer](#).
2. Remove the [base cover](#).
3. Remove the [battery](#).
4. Remove the [display assembly](#).
5. Remove the [display bezel](#).
6. Remove the [display hinge caps](#).
7. Remove the [display panel](#).

About this task

The figure indicates the location of the camera and provides a visual representation of the removal procedure.



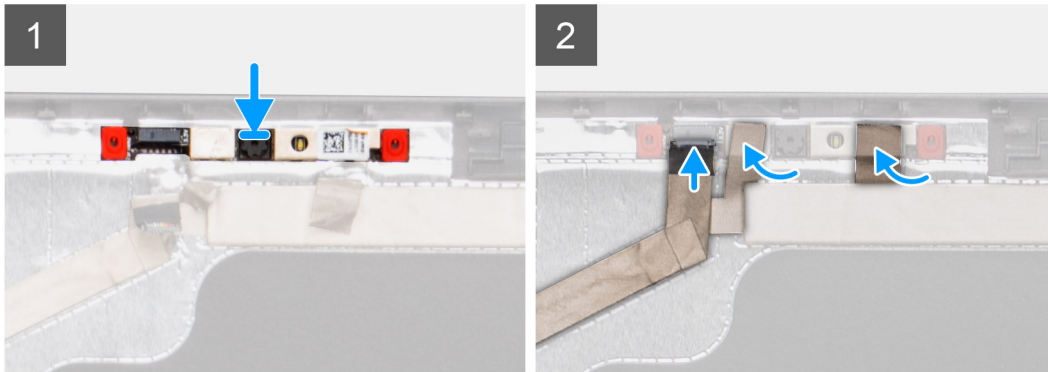
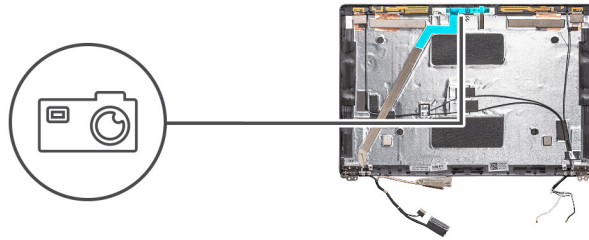
Steps

1. Peel the two conductive tape that secures the camera in place.
2. Disconnect the camera cable from the connector on the camera module .
3. Carefully pry and lift the camera module from the display back cover.

Installing camera

About this task

The figure indicates the location of the camera and provides a visual representation of the installation procedure.



Steps

1. Insert the camera into the slot on the display back cover .
2. Connect the camera cable to the connector and adhere the adhesive tape above the camera connector.
3. Affix the two conductive tape above the camera module.

Next steps

1. Install the [display panel](#).
2. Install the [display hinge caps](#).
3. Install the [display bezel](#).
4. Install the [display assembly](#).
5. Install the [battery](#).
6. Install the [base cover](#).
7. Follow the procedure in [After working inside your computer](#).

Display hinges

Removing display hinge

Prerequisites

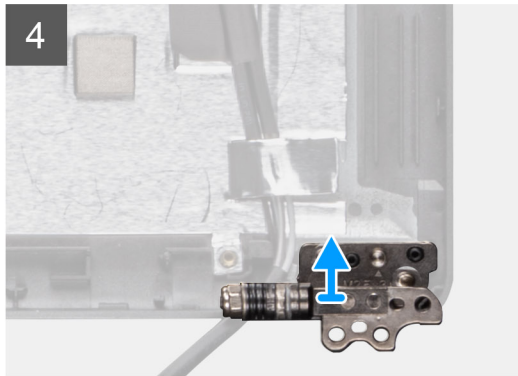
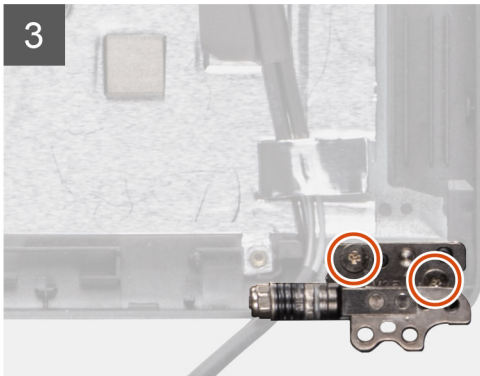
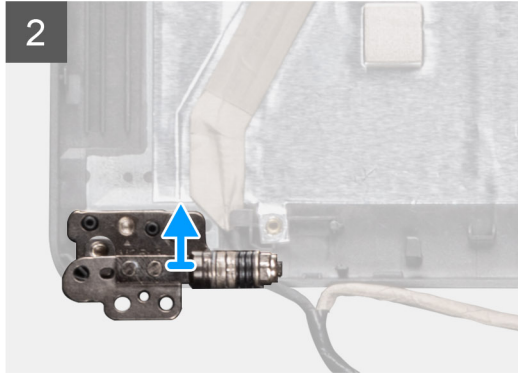
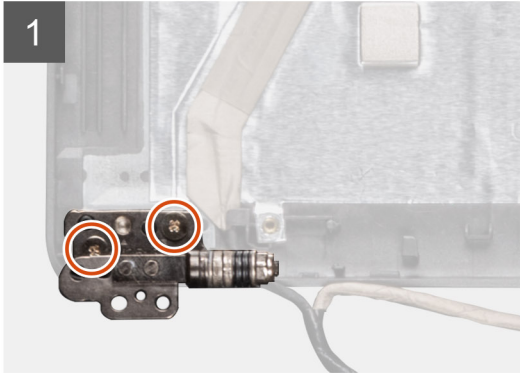
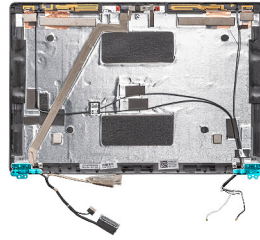
1. Follow the procedure in [Before working inside your computer](#).
2. Remove the [base cover](#).
3. Remove the [battery](#).
4. Remove the [display assembly](#).
5. Remove the [display bezel](#).
6. Remove the [display hinge caps](#).
7. Remove the [display panel](#).

About this task

The figure indicates the location of the camera and provides a visual representation of the removal procedure.



4x
M2.5x3



Steps

1. Remove the four (M2.5x3) screws that secure the display hinge to the display assembly.
2. Remove the display hinges from the display back cover.

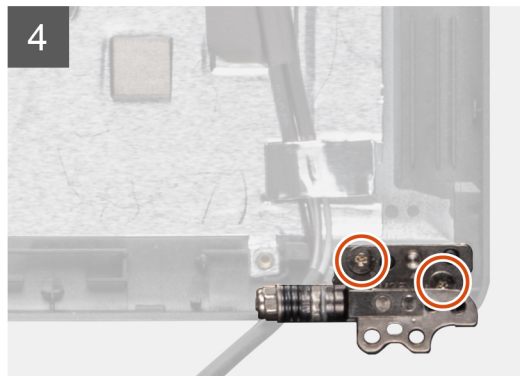
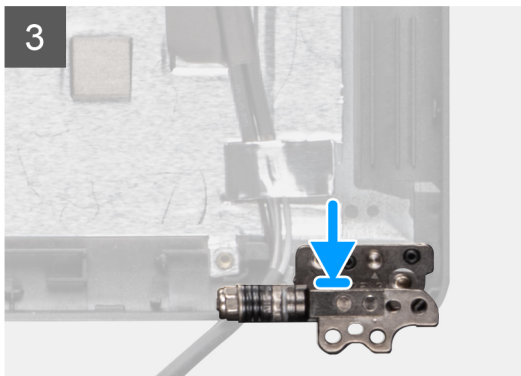
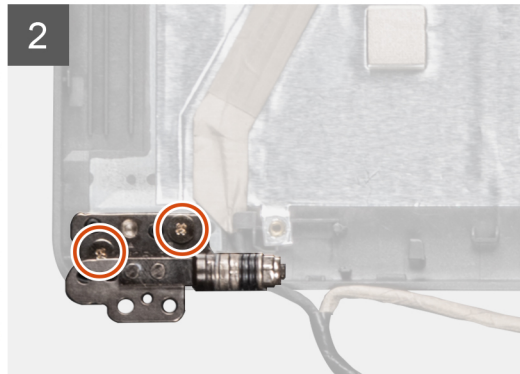
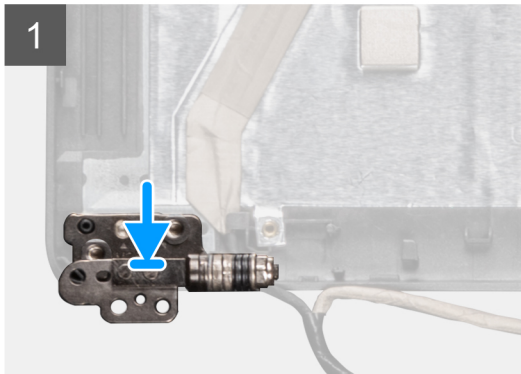
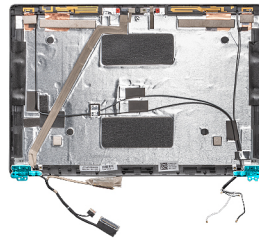
Installing display hinge

About this task

The figure indicates the location of the camera and provides a visual representation of the installation procedure.



4x
M2.5x3



Steps

1. Place the display hinge on the display assembly.
2. Replace the four (M2.5x3) screws to secure the display hinge to the display assembly.

Next steps

1. Install the [display panel](#).
2. Install the [display hinge caps](#).
3. Install the [display bezel](#).
4. Install the [display assembly](#).
5. Install the [battery](#).
6. Install the [base cover](#).
7. Follow the procedure in [After working inside your computer](#).

Display (eDP) cable

Removing display cable

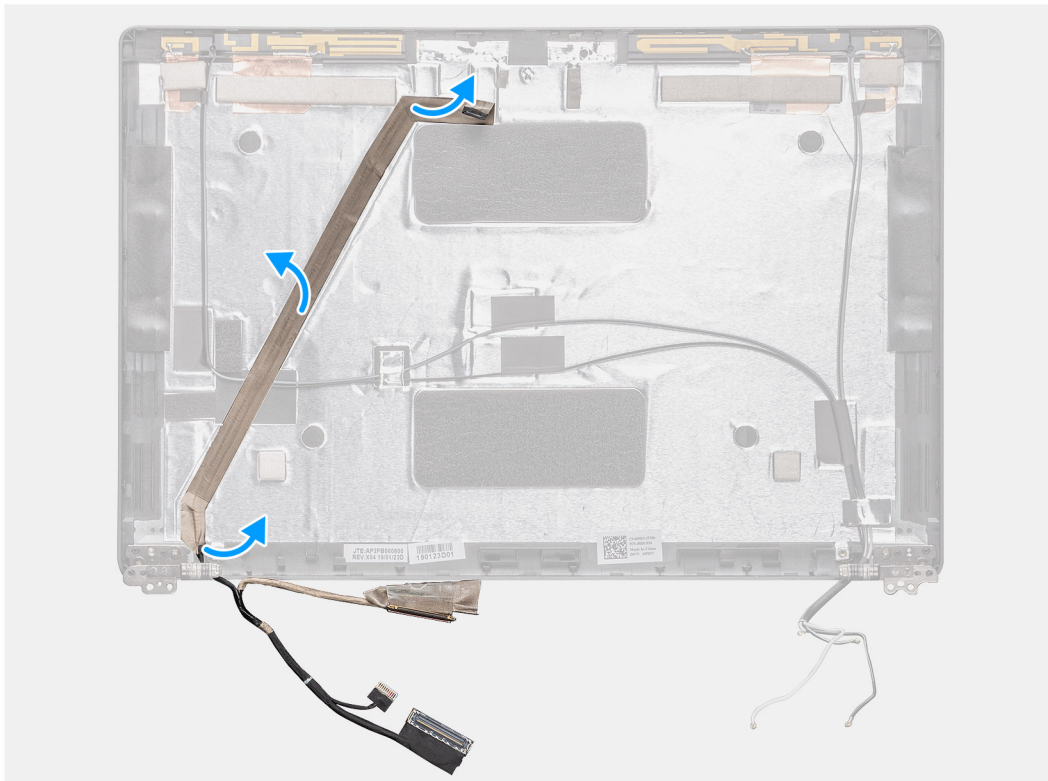
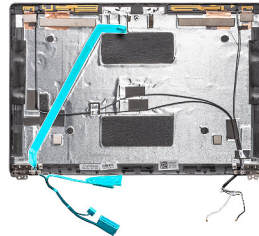
Prerequisites

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

3. Remove the [battery](#).
4. Remove the [display assembly](#).
5. Remove the [display bezel](#).
6. Remove the [display hinge caps](#).
7. Remove the [display panel](#).
8. Remove the [camera](#).

About this task

The figure indicates the location of the display cable and provides a visual representation of the removal procedure.



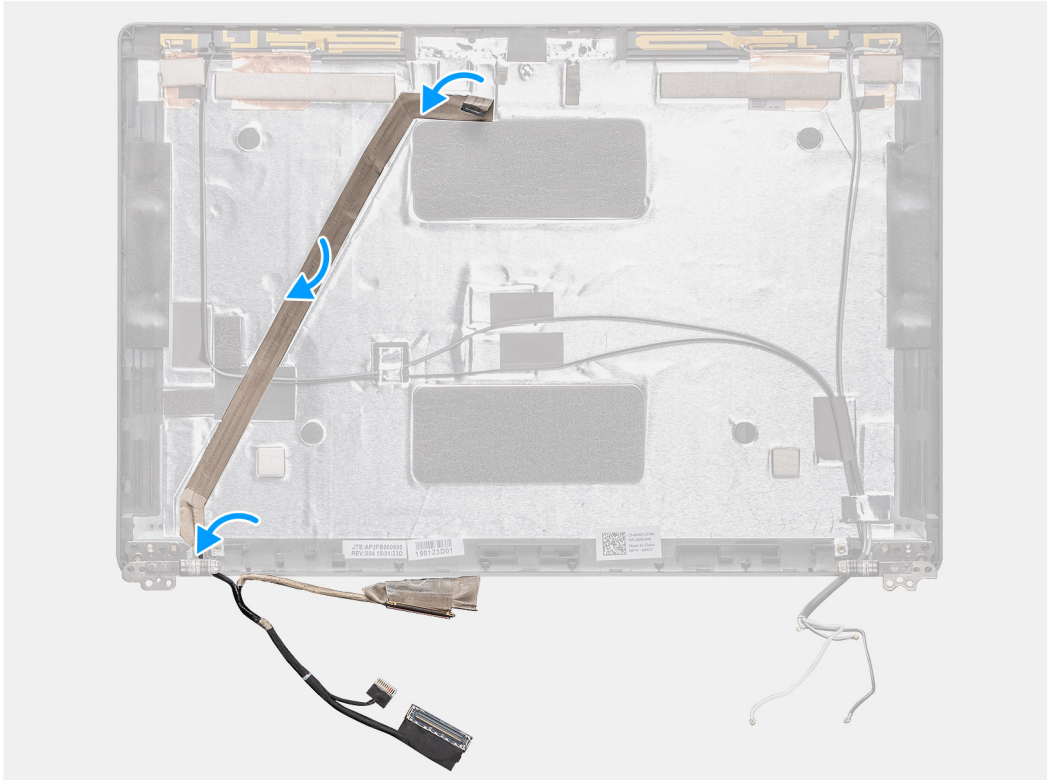
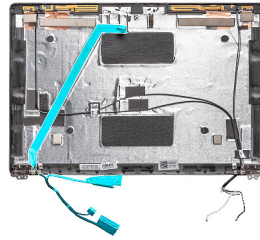
Steps

Peel the conductive tape and unroute the display cable to release it from adhesive and lift the display cable from the display back cover.

Installing display cable

About this task

The figure indicates the location of the camera and provides a visual representation of the installation procedure.



Steps

1. Adhere the display cable to the display back cover.
2. Adhere the conductive tape and route the display cable to the display back cover.

Next steps

1. Install the [camera](#).
2. Install the [display panel](#).
3. Install the [display hinge caps](#).
4. Install the [display bezel](#).
5. Install the [display assembly](#).
6. Install the [battery](#).
7. Install the [base cover](#).
8. Follow the procedure in [After working inside your computer](#).

Display back cover assembly

Replacing the display back cover

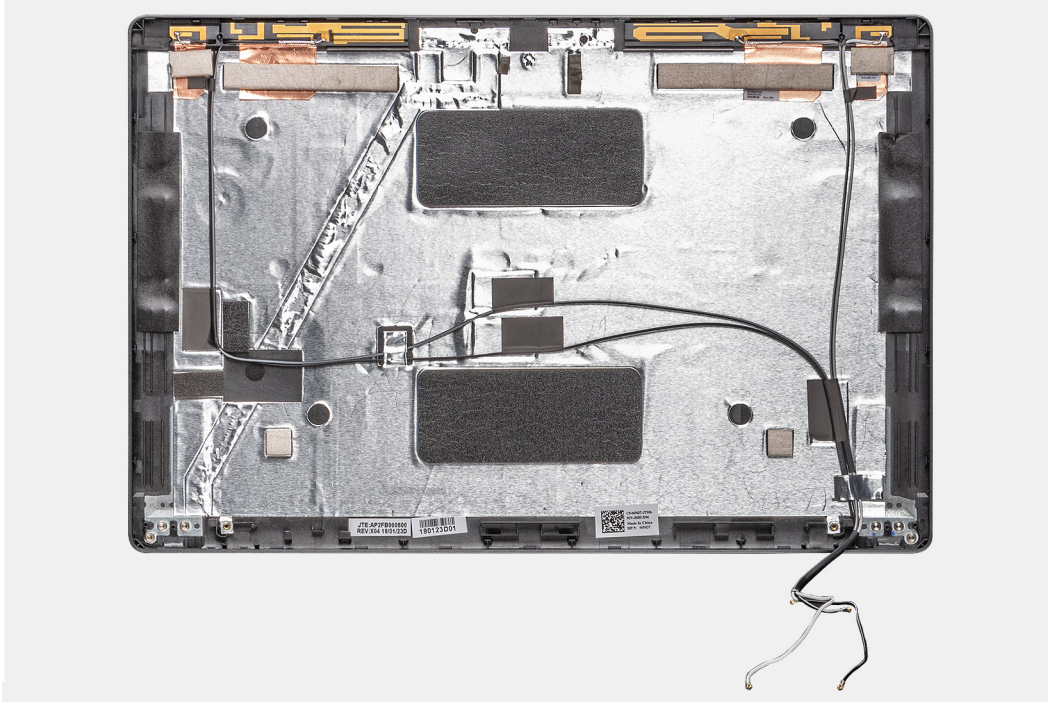
Prerequisites

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

2. Remove the [base cover](#).
3. Remove the [battery](#).
4. Remove the [display assembly](#).
5. Remove the [display bezel](#).
6. Remove the [display hinge caps](#).
7. Remove the [display hinges](#).
8. Remove the [display panel](#).
9. Remove the [camera](#).
10. Remove the [display cable](#).

About this task

After performing the preceding steps, you are left with the display back cover.



Next steps

1. Install the [display cable](#).
2. Install the [camera](#).
3. Install the [display panel](#).
4. Install the [display hinges](#).
5. Install the [display hinge caps](#).
6. Install the [display bezel](#).
7. Install the [display assembly](#).
8. Install the [battery](#).
9. Install the [base cover](#).
10. Follow the procedure in [After working inside your computer](#).

Palmrest assembly

Replacing the palmrest assembly

Prerequisites

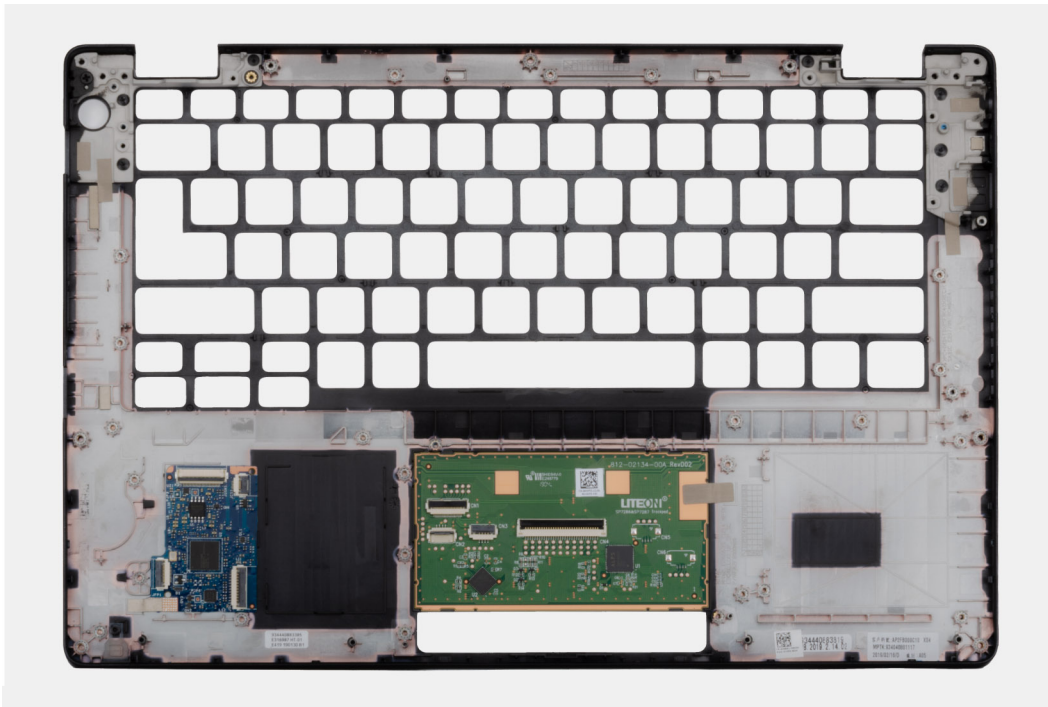
1. Follow the procedure in [Before working inside your computer](#).

2. Remove the [base cover](#).
 3. Remove the [battery](#).
 4. Remove the [2280 SATA SSD](#).
 5. Remove the [memory](#).
 6. Remove the [WLAN card](#).
 7. Remove the [WWAN card](#).
 8. Remove the [inner frame](#).
 9. Remove the [LED board](#).
 10. Remove the [DC-in](#).
 11. Remove the [system board](#).
- NOTE:** System board can be removed with heatsink attached.
12. Remove the [keyboard](#).
 13. Remove the [smart card reader](#).
 14. Remove the [display assembly](#).

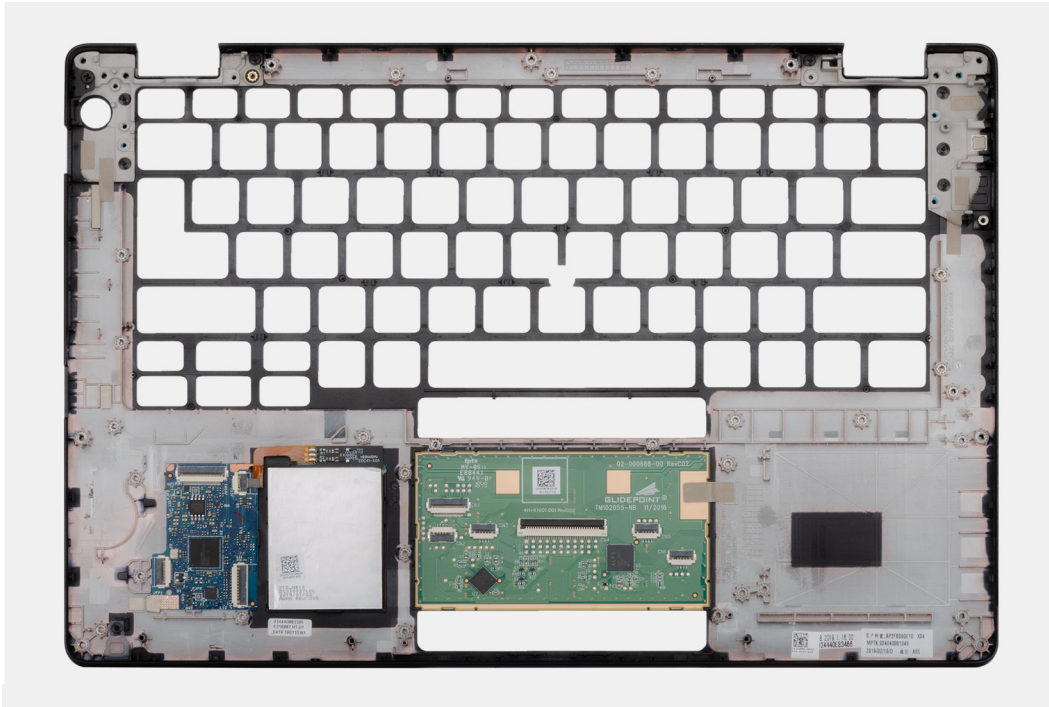
About this task

After performing the preceding steps, you are left with the palmrest.

Palmrest without contactless smart card reader:



Palmrest with contactless smart card reader:



Next steps

1. Install the [display assembly](#).
2. Install the [smart card reader](#).
3. Install the [keyboard](#).
4. Install the [system board](#).
i NOTE: System board can be installed with heatsink attached.
5. Install the [DC-in](#).
6. Install the [LED board](#).
7. Install the [inner frame](#).
8. Install the [memory](#).
9. Install the [WLAN card](#).
10. Install the [WWAN card](#).
11. Install the [2280 SATA SSD](#).
12. Install the [battery](#).
13. Install the [base cover](#).
14. Follow the procedure in [After working inside your computer](#).

Troubleshooting

Topics:

- Handling swollen Lithium-ion batteries
- Dell SupportAssist Pre-boot System Performance Check diagnostics
- Built-in self-test (BIST)
- System-diagnostic lights
- Recovering the operating system
- Backup media and recovery options
- WiFi power cycle
- Drain residual flea power (perform hard reset)

Handling swollen Lithium-ion batteries

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

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

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

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

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

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

Dell SupportAssist Pre-boot System Performance Check diagnostics

About this task

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

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

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

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

Running the SupportAssist Pre-Boot System Performance Check

Steps

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

Built-in self-test (BIST)

M-BIST

M-BIST (Built In Self-Test) is the system board's built-in self-test diagnostics tool that improves the diagnostics accuracy of system board embedded controller (EC) failures.

 **NOTE:** M-BIST can be manually initiated before POST (Power On Self Test).

How to run M-BIST

 **NOTE:** M-BIST must be initiated on the system from a power-off state either connected to AC power or with battery only.

1. Press and hold both the **M** key on the keyboard and the **power button** to initiate M-BIST.
2. With both the **M** key and the **power button** held down, the battery indicator LED may exhibit two states:
 - a. OFF: No fault detected with the system board
 - b. AMBER: Indicates a problem with the system board
3. If there is a failure with the system board, the battery status LED will flash one of the following error codes for 30 seconds:

Table 4. LED error codes

Blinking Pattern		Possible Problem
Amber	White	
2	1	CPU Failure
2	8	LCD Power Rail Failure
1	1	TPM Detection Failure
2	4	Unrecoverable SPI Failure

- If there is no failure with the system board, the LCD will cycle through the solid color screens described in the LCD-BIST section for 30 seconds and then power off.

LCD Power rail test (L-BIST)

L-BIST is an enhancement to the single LED error code diagnostics and is automatically initiated during POST. L-BIST will check the LCD power rail. If there is no power being supplied to the LCD (i.e., the L-BIST circuit fails), the battery status LED will flash either an error code [2,8] or an error code [2,7].

 **NOTE:** If L-BIST fails, LCD-BIST cannot function as no power will be supplied to the LCD.

How to invoke L-BIST Test:

- Press the power button to start the system.
- If the system does not start up normally, look at the battery status LED:
 - If the battery status LED flashes an error code [2,7], the display cable may not be connected properly.
 - If the battery status LED flashes an error code [2,8], there is a failure on the LCD power rail of the system board, hence there is no power supplied to the LCD.
- For cases, when a [2,7] error code is shown, check to see if the display cable is properly connected.
- For cases when a [2,8] error code is shown, replace the system board.

LCD Built-in Self Test (BIST)

Dell laptops have a built-in diagnostic tool that helps you determine if the screen abnormality you are experiencing is an inherent problem with the LCD (screen) of the Dell laptop or with the video card (GPU) and PC settings.

When you notice screen abnormalities like flickering, distortion, clarity issues, fuzzy or blurry image, horizontal or vertical lines, color fade etc., it is always a good practice to isolate the LCD (screen) by running the Built-In Self Test (BIST).

How to invoke LCD BIST Test

- Power off the Dell laptop.
- Disconnect any peripherals that are connected to the laptop. Connect only the AC adapter (charger) to the laptop.
- Ensure that the LCD (screen) is clean (no dust particles on the surface of the screen).
- Press and hold **D** key and **Power on** the laptop to enter LCD built-in self test (BIST) mode. Continue to hold the D key, until the system boots up.
- The screen will display solid colors and change colors on the entire screen to white, black, red, green, and blue twice.
- Then it will display the colors white, black and red.
- Carefully inspect the screen for abnormalities (any lines, fuzzy color or distortion on the screen).
- At the end of the last solid color (red), the system will shut down.

 **NOTE:** Dell SupportAssist Pre-boot diagnostics upon launch, initiates an LCD BIST first, expecting a user intervention confirm functionality of the LCD.

System-diagnostic lights

Power and battery-status light

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

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

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

Off:

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

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

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

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

NOTE: The following diagnostic light codes and recommended solutions are intended for Dell service technicians to troubleshoot problems. You should only perform troubleshooting and repairs as authorized or directed by the Dell technical assistance team. Damage due to servicing that is not authorized by Dell is not covered by your warranty.

Table 5. Diagnostic-light LED codes

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

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

About this task

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

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

Steps

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

Drain residual flea power (perform hard reset)

About this task

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

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

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

To drain residual flea power (perform a hard reset)

Steps

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

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

Getting help

Topics:

- [Contacting Dell](#)

Contacting Dell

Prerequisites

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

About this task

Dell provides several online and telephone-based support and service options. Availability varies by country and product, and some services may not be available in your area. To contact Dell for sales, technical support, or customer service issues:

Steps

1. Go to **Dell.com/support**.
2. Select your support category.
3. Verify your country or region in the **Choose a Country/Region** drop-down list at the bottom of the page.
4. Select the appropriate service or support link based on your need.