# **Dell Precision 5520**

**Owner's Manual** 



Regulatory Model: P56F Regulatory Type: P56F001 September 2021 Rev. A03

#### Notes, cautions, and warnings

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

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

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

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# Working on your computer

## **Turning off Your Computer**

CAUTION: To avoid losing data, save and close all open files and exit all open programs before you turn off your computer.

You can turn off your computer in two ways :

- 1. Using the power button
- 2. Using the charms menu

### Using power button

1. Press and hold the **Power** button U to turn off the screen.

### Using charms

- 1. Swipe from the right edge of the display to access the Charms menu.
- 2. Touch Settings  $\clubsuit$  -> Power  $\circlearrowright$  -> Shut down to turn off the computer.

## Before working inside your computer

#### Steps

- 1. Ensure that your work surface is flat and clean to prevent the computer cover from being scratched.
- 2. Turn off your computer.
- 3. Disconnect all network cables from the computer (if available).

## CAUTION: If your computer has an RJ45 port, disconnect the network cable by first unplugging the cable from your computer.

- 4. Disconnect your computer and all attached devices from their electrical outlets.
- 5. Open the display.
- 6. Press and hold the power button for few seconds, to ground the system board.

CAUTION: To guard against electrical shock unplug your computer from the electrical outlet before performing Step # 8.

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.

7. Remove any installed ExpressCards or Smart Cards from the appropriate slots.

## After working inside your computer

#### About this task

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

CAUTION: To avoid damage to the computer, use only the battery designed for this particular Dell computer. Do not use batteries designed for other Dell computers.

#### Steps

- 1. Connect any external devices, such as a port replicator, battery slice, or media base, and replace any cards, such as an ExpressCard.
- 2. Connect any telephone or network cables to your computer.

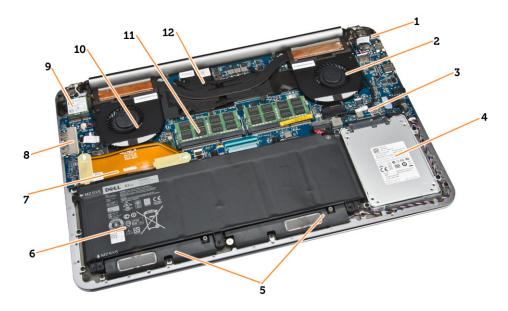
CAUTION: To connect a network cable, first plug the cable into the network device and then plug it into the computer.

- 3. Replace the battery.
- 4. Connect your computer and all attached devices to their electrical outlets.
- 5. Turn on your computer.



This chapter illustrates the multiple chassis views along with the ports and connectors and also explains the FN hot key combinations.

## System Overview



#### Figure 1. Inside View — Back

- 1. power connector
- 3. system board
- 5. speakers
- 7. I/O board cable
- 9. WLAN card
- 11. memory modules

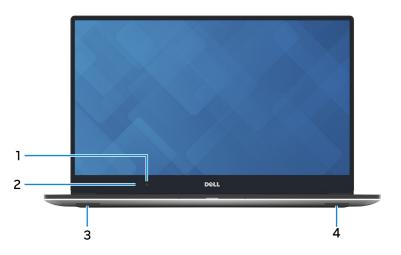
- 2. system fan
- 4. hard drive
- 6. battery
- 8. I/O board
- 10. video-card fan
- 12. heatsink



#### Figure 2. Front View

- 1. Power button
- 3. Palmrest

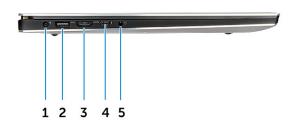
- 2. Keyboard
- 4. Touchpad



#### Figure 3. Front Open View

- 1. Camera
- 3. Left speaker

- 2. Camera-status light
- 4. Right speaker



#### Figure 4. Left View

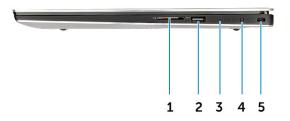
- 1. Power port
- 3. HDMI port
- 5. Headset port

2. USB 3.0 port with PowerShare

2. USB 3.0 port with PowerShare

4. Battery status button

4. Thunderbolt 3 port



#### Figure 5. Right View

- 1. Memory card reader
- 3. Battery status lights
- 5. Kensington security slot

## Hot key combinations

The table below details the hot key combinations.

#### Table 1. Hot key combination

Fn key combination	Precision 5520
Fn+ESC	Fn Toggle
Fn+ F1	Speaker Mute
Fn+ F2	Volume Down

#### Table 1. Hot key combination (continued)

Fn key combination	Precision 5520
Fn+ F3	Volume Up
Fn+ F4	Rewind
Fn+ F5	Play/Pause
Fn+ F6	Forward
Fn+ F8	Display Toggle (Win + P)
Fn+ F9	Search
Fn+ F10	Increase Keyboard Back light Brightness
Fn+ F11	Panel Brightness Down
Fn+ F12	Panel Brightness Up
Fn+ PrtScr	Wireless

# **Disassembly and reassembly**

## **Recommended Tools**

The procedures in this document may require the following tools:

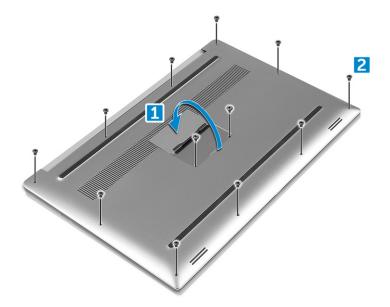
- Small flat-blade screwdriver
- #0 Phillips screwdriver
- #1 Phillips screwdriver
- T5 Torx screwdriver
- Small plastic scribe

### **Base cover**

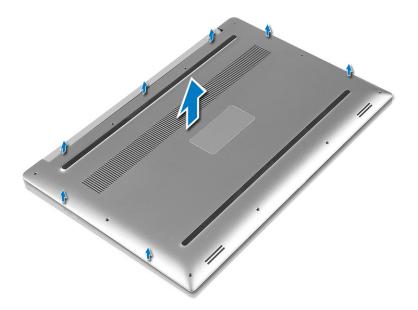
### **Removing the Base Cover**

#### Steps

- 1. Follow the procedures in Before Working Inside Your Computer.
- 2. Close the display and turn the computer over.
- 3. Turn the system badge flap over (1) and then remove the ten M2x3 screws that secure the base cover to the computer (2).
  - i NOTE: Use a Torx #5 screwdriver for the base screws and a Philips screwdriver for the two M2x8 screws inside the badge flap.



4. Pry the edges of the base cover and lift it to remove it from the computer.



## Installing the Base Cover

#### Steps

- 1. Place the base cover on the computer and snap it in place.
- 2. Tighten the ten M2x3 screws to secure the base cover to the computer.
  - () NOTE: Ensure you use a Torx #5 screwdriver for the base screws and a Philips screwdriver for the two M2x8 system badge screws.
- 3. Turn the system badge flap over and snap it in place.
- 4. Follow the procedures in After Working Inside Your Computer.

## Battery

### Lithium-ion battery precautions

#### 

- Exercise caution when handling Lithium-ion batteries.
- Discharge the battery as much as possible before removing it from the system. This can be done by disconnecting the AC adapter from the system to allow the battery to drain.
- Do not crush, drop, mutilate, or penetrate the battery with foreign objects.
- Do not expose the battery to high temperatures, or disassemble battery packs and cells.
- Do not apply pressure to the surface of the battery.
- Do not bend the battery.
- Do not use tools of any kind to pry on or against the battery.
- Ensure any screws during the servicing of this product are not lost or misplaced, to prevent accidental puncture or damage to the battery and other system components.
- If the battery gets stuck inside your computer as a result of swelling, do not try to release it as puncturing, bending, or crushing a lithium-ion battery can be dangerous. In such an instance, contact Dell technical support for assistance. See www.dell.com/contactdell.
- Always purchase genuine batteries from www.dell.com or authorized Dell partners and resellers.

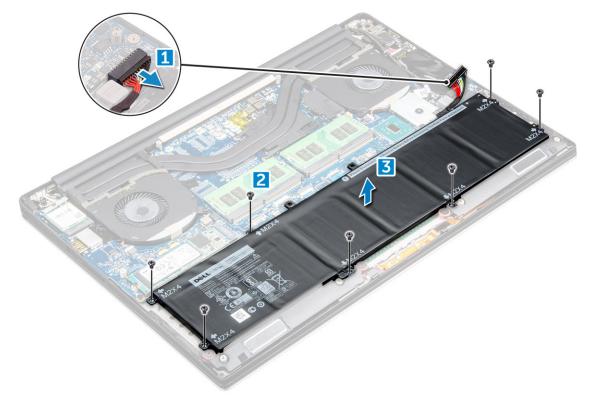
## **Removing the Battery**

#### About this task

**NOTE:** Discharge the battery as much as possible before removing from the system. This can be done by disconnecting the A/C adapter from the system (while the system is turned on) to allow the system to drain the battery.

#### Steps

- 1. Follow the procedures in Before Working Inside Your Computer.
- 2. Remove the Base cover
- **3.** Perform the following steps to remove the battery:
  - **a.** Disconnect the battery cable from the system board [1].
  - **b.** Remove the seven M2x4 screws that secure the battery to the computer [2].
  - c. Lift the battery off the computer [3].
  - Do not apply pressure to the surface of the battery
  - Do not bend
  - **Do not** use tools of any kind to pry on or against the battery
  - If a battery cannot be removed within the constraints above, please contact Dell technical support



## **Installing the Battery**

- 1. Place and align the battery in the battery bay.
- 2. Tighten the seven M2x4 screws that secure the battery to the computer.
- **3.** Connect the battery cable to the system board.
- **4.** Install the base cover.
- 5. Follow the procedures in After Working Inside Your Computer.

## PCIe Solid State Drive (SSD)

## Removing the Solid State Drive (SSD)

#### Steps

- 1. Follow the procedures in Before Working Inside Your Computer
- 2. Remove the:
  - a. Base cover
  - **b.** battery
- **3.** Remove the screw that secures the solid-state drive (SSD) to the system board [1]. Then, slide the SSD out from its connector on the system board [2].



### Installing the solid-state drive

#### Steps

1. Adhere the thermal pad to the solid-state drive.

(i) NOTE: The thermal pad is applicable only for a PCIe SSD card.

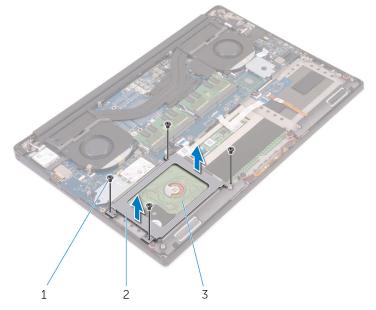
- 2. Slide the solid-state drive at an angle into the solid-state drive slot.
- **3.** Press the other end of the solid-state drive down and replace the M2 x 3 screw that secures the solid-state drive to the system board.
- 4. Install the:
  - a. battery
  - b. base cover
- 5. Follow the procedures in After Working Inside Your Computer.

## Hard drive

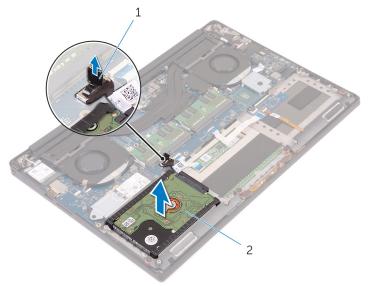
## **Removing the Hard Drive**

#### Steps

- 1. Follow the procedures in *Before Working Inside Your Computer*.
- 2. Remove the:
  - a. Base cover
  - **b.** battery
- **3.** Perform the following steps to remove the hard-drive bracket from the computer:
  - a. Remove the four M2x4 screws securing the hard-drive bracket to the computer [1].
  - **b.** Lift the hard-drive cage [2] off the hard drive assembly [3].



- **4.** Perform the following steps to remove the hard-drive:
  - **a.** Disconnect the hard-drive cable from the system board [1].
  - **b.** Lift the hard drive off the palm rest assembly [2].



5. Disconnect the hard drive interposer from the hard drive assembly and then remove the hard drive covers away from the hard drive.



## **Installing the Hard Drive**

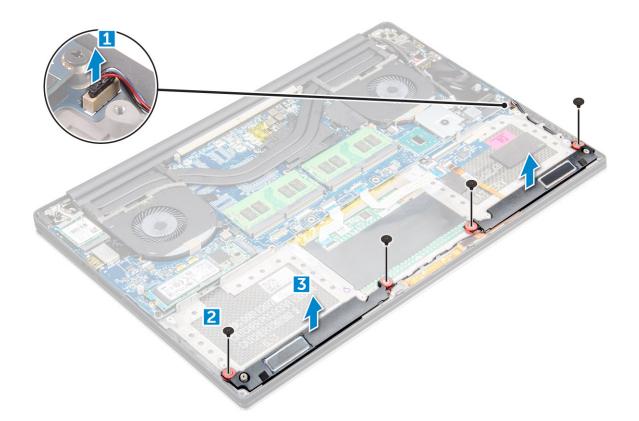
#### Steps

- 1. Replace the hard-drive covers on the hard drive.
- 2. Connect the hard-drive interposer to the hard-drive assembly.
- 3. Place the hard-drive assembly on the palm-rest assembly.
- 4. Connect the hard-drive cable to the system board.
- 5. Align the screw holes on the hard-drive cage with the screw holes on the hard-drive assembly.
- 6. Replace the four M2x4 screws that secure the hard-drive cage to the palm-rest assembly.
- 7. Install the:
  - a. battery
  - b. base cover
- 8. Follow the procedures in After Working Inside Your Computer.

## Speaker

### **Removing the Speakers**

- 1. Follow the procedures in Before Working Inside Your Computer.
- 2. Remove the:
  - a. Base cover
  - b. battery
- **3.** Perform the following steps to remove the speaker:
  - a. Disconnect the speaker cable from the audio board [1].
  - b. Remove the 4 M2x2 screws that secure the speakers to the computer [2].
  - c. Lift the speakers, along with the speaker cable, off the computer [3].



### **Installing the Speakers**

#### Steps

- 1. Using the alignment posts, place the speakers on the palm-rest assembly.
- 2. Replace the four M2x2 screws that secure the speakers to the palm-rest assembly.
- **3.** Route the speaker cables through the routing guides on the palm-rest assembly.
- 4. Connect the speaker cable to the system board.
- 5. Install the:
  - **a.** battery
    - b. base cover
- 6. Follow the procedures in After Working Inside Your Computer.

## **Coin-cell battery**

### **Removing the Coin-Cell Battery**

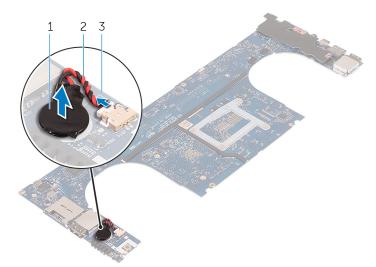
#### Steps

1. Follow the procedures in *Before Working Inside Your Computer*.

CAUTION: Removing the coin-cell battery re-sets the BIOS settings to default. It is recommended that you note the BIOS settings before removing the coin-cell battery.

- 2. Remove the:
  - a. base cover
  - **b.** battery
  - c. WLAN card
  - d. hard drive

- e. fans
- f. heatsink assembly
- g. memory modules
- h. system board
- **3.** Perform the following steps to remove the coin-cell battery:
  - **a.** Turn the system board over.
  - **b.** Lift up the coin cell battery [1]
  - c. Disconnect the coin cell battery cable [2] from the system board [3].



### Installing the Coin-Cell Battery

#### Steps

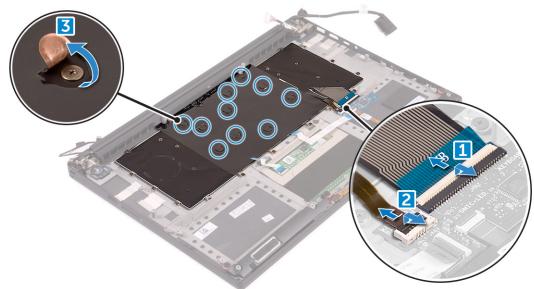
- 1. Replace the coin-cell battery in its slot in the computer.
- 2. Connect the coin-cell battery cable to the system board.
- **3.** Turn the system board over.
- 4. Install the:
  - a. Memory
  - **b.** Heatsink assembly
  - c. Fans
  - d. Hard drive
  - e. WLAN card
  - f. Battery
  - g. Base cover
- 5. Follow the procedures in After Working Inside Your Computer.

## **Keyboard lattice and Keyboard**

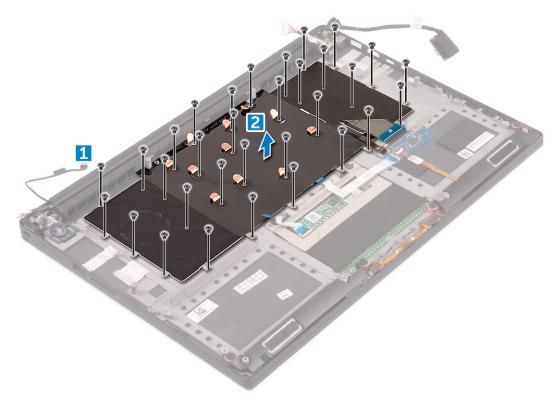
### **Removing the Keyboard**

- 1. Follow the procedures in Before Working Inside Your Computer.
- 2. Remove the:
  - a. base cover
  - **b.** battery
  - c. fans

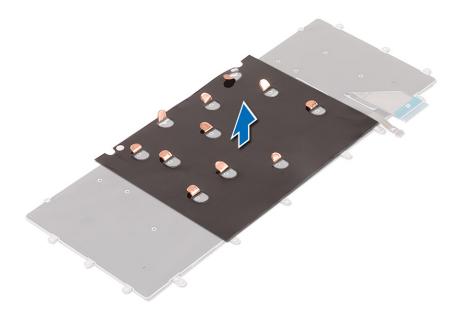
- d. heatsink
- e. SSD
- f. memory module
- g. system board
- 3. Perform the following steps to disconnect the keyboard and backlight connectors from the computer.
  - **a.** Lift up the connector lock [1] and the disconnect the cables from the connectors [2].
  - **b.** Peel back the screw shields [3].



4. Un-route the LVDS cable [1] and then remove the 31 M1.6 x 1.5 screws that secure the keyboard to the computer [2].



5. Lift and remove the keyboard from the computer.



## Installing the Keyboard

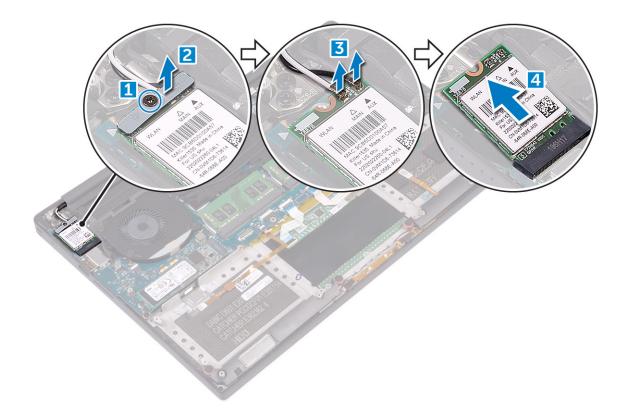
#### Steps

- 1. Adhere the Mylar to the keyboard.
- 2. Align the screw holes on the keyboard with the screw holes on the palm-rest assembly.
- **3.** Replace the 31 M1.6 x 1.5 screws that secure the keyboard to the palm-rest assembly.
- 4. Adhere the Mylar to the screws that secure the keyboard to the palm-rest assembly.
- 5. Connect the keyboard cable and keyboard-backlight cable to the keyboard-controls board.
- 6. Install the:
  - a. system board
  - **b.** hard drive
  - c. base cover
- 7. Follow the procedures in After Working Inside Your Computer.

## WLAN card

### **Removing the WLAN Card**

- 1. Follow the procedures in Before Working Inside Your Computer.
- 2. Remove the:
- a. Base cover
  - b. battery
- **3.** Perform the following steps to remove the WLAN card:
  - **a.** Remove the screw to release the bracket that secures the WLAN card to the computer [1] and lift the bracket away from the computer [2].
  - **b.** Disconnect the antenna cables from the WLAN card [3].
  - c. Slide and remove the WLAN card from its connector on the board [4].



### Installing the WLAN Card

#### Steps

- 1. Align the notch on the WLAN card with the tab on the WLAN-card connector on the system board.
- 2. Align the bracket which secures the WLAN card to the palmrest assembly.
- 3. Connect the antenna cables to the WLAN card.

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

() NOTE: The color of the antenna cables is visible near the tip of the cables. The antenna-cable color scheme for the WLAN card supported by your computer is as follows:

#### Table 2. Antenna-Cable Color Scheme for the WLAN Card

Connectors on the WLAN card	Antenna-cable color	
Main (white triangle)	white	
Auxiliary (black triangle)	black	
Multiple input, multiple output (grey triangle)	Grey (optional)	

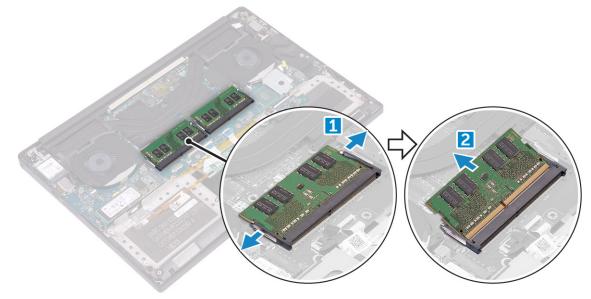
- 4. Tighten the screw to secure the bracket and the WLAN card to the palmrest assembly.
- 5. Install the:
  - a. battery
  - b. base cover
- 6. Follow the procedures in After Working Inside Your Computer.

## **Memory modules**

### Removing the Memory Module(s)

#### Steps

- 1. Follow the procedures in Before Working Inside Your Computer.
- 2. Remove the:
  - a. Base cover
  - **b.** battery
- **3.** Pry the securing clips away from the memory module until it pops-up [1]. Then, remove the memory module from its connector on the system board [2].



### Installing the Memory Module(s)

#### Steps

- 1. Insert the memory module into the memory socket.
- 2. Press the memory module down until it clicks into place.

(i) NOTE: If you do not hear the click, remove the memory module and re-install it.

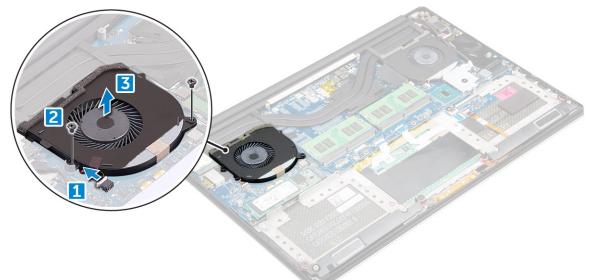
- 3. Install the:
  - a. battery
  - b. base cover
- 4. Follow the procedures in After Working Inside Your Computer.

## System fan

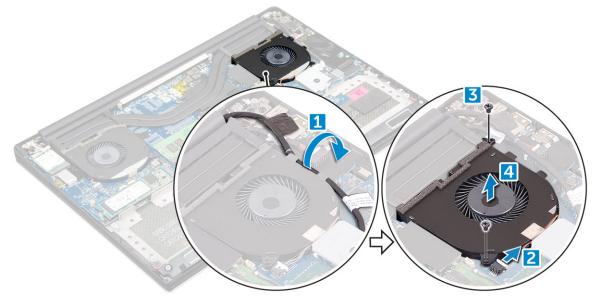
## **Removing the Fans**

- 1. Follow the procedures in Before Working Inside Your Computer.
- 2. Remove the:

- a. Base cover
- **b.** battery
- **3.** Perform the following steps to remove the left video-card fan:
  - **a.** Disconnect the fan cable from the system board [1].
  - **b.** Remove the two M2x4 screws that secure the fan to the system board[2].
  - c. Lift the fan away from the computer [3]



- 4. Perform the following steps to remove the right system fan:
  - a. Un-thread the LVDS cable from its restraints [1].
  - **b.** Disconnect the fan cable from the system board [2]
  - c. Remove the two M2x4 screws that secure the fan to the computer [3].
  - d. Lift the fan away from the computer [4].



### **Installing the Fans**

- 1. Perform the following steps to install the system fan:
  - a. Align the screw holes on the left fan with the screw holes on the palm-rest assembly.
  - **b.** Connect the left fan cable to the system board.

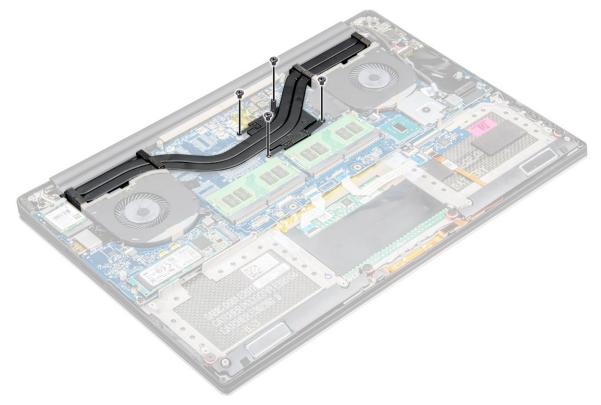
- c. Route the display cable through the routing guides on the left fan.
- **d.** Replace the four M2x4 screws that secure the left fan to the system board.
- e. Connect the right fan cable to the system board.
- f. Route the touch-screen cable through the routing guides on the right fan.
- g. Adhere the tape that secures the touch-screen cable to the right fan.
- h. Connect the display cable to the system board.
- i. Replace the four M2x4 screws that secure the right fan to the system board.
- 2. Follow the procedures in After Working Inside Your Computer.

## Heat sink

### **Removing the Heatsink**

#### Steps

- 1. Follow the procedures in *Before Working Inside Your Computer*.
- 2. Remove the:
  - a. Base cover
  - **b.** battery
- **3.** Remove the four M2x3 screws that secure the heatsink to the system board.



**4.** Lift the heatsink off the computer.



### Installing the Heatsink

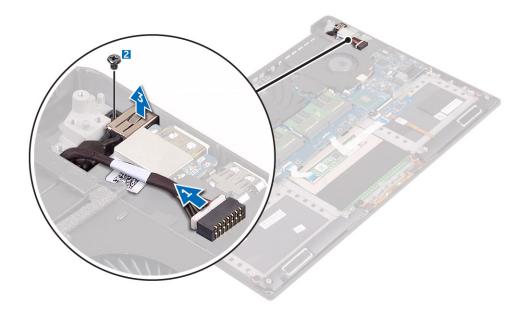
#### Steps

- 1. Align the screw holes on the heatsink with the screw holes on the system board.
- 2. Replace the screws to secure the heatsink to the system board.
- 3. Install the:
  - a. battery
  - b. base cover
- 4. Follow the procedures in After Working Inside Your Computer.

## **Power connector port**

### **Removing the DC-in Connector**

- 1. Follow the procedures in *Before Working Inside Your Computer*.
- 2. Remove the:
  - a. Base cover
  - **b.** battery
- 3. Perform the following steps to remove the I/O board:
  - **a.** Disconnect the DC-in cable from the system board [1].
  - **b.** Remove the M2x3 screw that secures the DC-in cable to the computer.
  - c. Remove the DC-in connector from the computer.



## Installing the DC-in Adapter Port

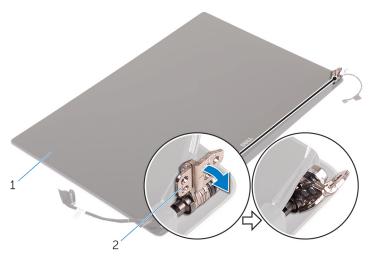
#### Steps

- 1. Place the DC-in adapter port into the slot on the palm-rest assembly.
- 2. Route the power-adapter port cable through its routing guides on the palm-rest assembly.
- 3. Replace the M2x3 screw that secures the power-adapter port to the palm-rest assembly.
- 4. Connect the power-adapter port cable to the system board.
- 5. Install the:
  - a. battery
  - b. base cover
- 6. Follow the procedures in After Working Inside Your Computer.

## Antenna cover

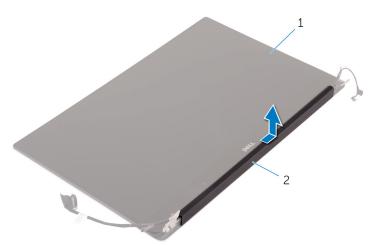
### Removing the antenna cover

- 1. Follow the procedures in Before Working Inside Your Computer.
- 2. Remove the:
  - a. base cover
  - **b.** battery
  - c. WLAN Card
  - d. display assembly
- **3.** Carefully turn the display hinges at an angle.



#### Figure 6. Turning the display hinge

- a. display assembly
- b. display hinges (2)
- 4. Slide and lift the antenna cover away from the display assembly.



#### Figure 7. Removing the antenna cover

- a. display assembly
- **b.** antenna cover

### Installing the antenna cover

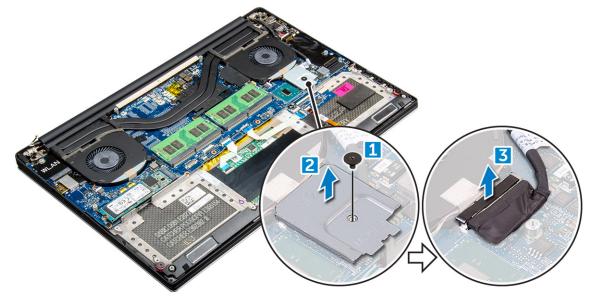
- 1. Replace the antenna cover on the display assembly.
- 2. Turn the display hinges to the normal position.
- 3. Install the:
  - a. display assembly
  - b. wireless card
  - c. battery
  - d. base cover
- 4. Follow the procedures in After Working Inside Your Computer.

## **Display Assembly**

## **Removing the Display Assembly**

#### Steps

- 1. Follow the procedures in *Before Working Inside Your Computer*.
- 2. Remove the:
  - a. Base cover
  - **b.** battery
- **3.** Perform the following steps:
  - **a.** Remove the screw securing the metal bracket [1].
  - **b.** Lift the metal bracket off the computer [2].
  - c. Disconnect the LVDS cable from the system board [3].



**4.** Place the computer at the edge of a table as shown and remove the six M2.5x5 screws [1] securing the display assembly to the computer. Then, lift the display assembly off the computer [2].



### Installing the Display Assembly

#### Steps

- 1. Place the palm-rest assembly at the edge of the table with the speakers facing away from the edge.
- 2. Align the screw holes on the palm-rest assembly with the screw holes on the display hinges.
- **3.** Replace the six M2.5 x 5 screws that secure the display hinges to the palm-rest assembly.
- 4. Adhere the tape and route the touch-screen cable through the routing guides on the fan.
- 5. Connect the touch-screen cable and display cable to the system board.
- 6. Replace the screw that secures the display-cable bracket to the system board.
- 7. Follow the procedures in After Working Inside Your Computer.

## System board

### **Removing the System Board**

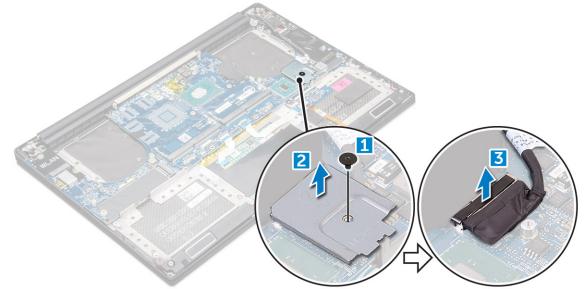
- 1. Follow the procedures in Before Working Inside Your Computer.
- 2. Remove the:
  - a. base cover
  - **b.** battery

- c. fans
- d. heatsink
- e. SSD
- f. memory module

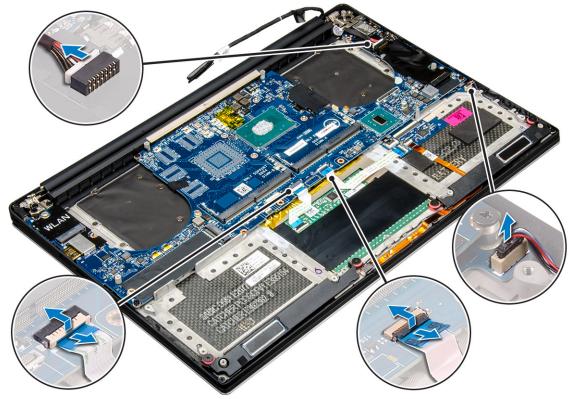
**NOTE:** Your computer's Service Tag is located under the system badge flap. You must enter the Service Tag in the BIOS after you replace the system board.

**NOTE:** Before disconnecting the cables from the system board, note the location of the connectors so that you can re-connect them correctly after you replace the system board.

**3.** Remove the M2x2 screw securing the metal bracket for the LVDS to the system board [1] and remove the bracket off the computer [2]. Then, disconnect the LVDS cable from the system board [3].



4. Slide out the connector latches to disconnect all the cables from the system board.



5. Perform the following steps to remove the system board from the computer:a. Remove the five M2x4 screws that secure the system board to the computer [1].

**b.** Lift the system board off the computer [2].



## Installing the System Board

- 1. Hold the system board at the center. Avoid holding the system board by the "neck" area to avoid damaging it.
- 2. Replace the M2x4 (4) screws that secure the system board to the palm-rest assembly.
- **3.** Angle the system board onto the palm-rest assembly with the SD-card slot side. Angling it this way while mounting the system board gives sufficient clearance as the audio daughter-board is beneath the other side of the system board.



- 4. Connect the power-adapter port cable, speaker cable, keyboard-control board cable, touchpad cable, and touch-screen cable to the system board.
- 5. Connect the display cable to the system board.
- 6. Align the display-cable bracket with the screw hole on the system board and replace the screw (2).
- 7. Install the components as per the process.
- 8. Follow the procedures in After working inside your computer..

## Palm rest

### **Removing the Palmrest Assembly**

#### Steps

- 1. Follow the procedures in Before Working Inside Your Computer.
- 2. Remove the:
  - a. base cover
  - **b.** battery
  - c. memory modules
  - d. hard drive
  - e. WLAN card
  - f. speakers
  - g. heatsink assembly
  - h. fans
  - i. display assembly
  - j. power adapter port
  - k. system board
  - I. keyboard
- 3. After performing the above steps, we are left with the palmrest assembly [1].



### Installing the Palm rest Assembly

- 1. Align the palm rest assembly on the display assembly.
- 2. Tighten the screws to secure the display hinges to the palm rest assembly.
- 3. Press down on the palm rest assembly to close the display.
- 4. Install the:

- a. keyboard
- **b.** system board
- $\boldsymbol{c}.$  power connector port
- $\textbf{d.} \hspace{0.1 cm} \text{display assembly} \\$
- e. fans
- f. heatsink assembly
- g. speakers
- h. WLAN card
- i. hard drive(optional)
- j. memory modules
- k. battery
- I. base cover
- 5. Follow the procedures in After Working Inside Your Computer

# System Setup

4

## **BIOS overview**

The BIOS manages data flow between the computer's operating system and attached devices such as hard disk, video adapter, keyboard, mouse, and printer.

## **Entering BIOS setup program**

#### Steps

- 1. Turn on your computer.
- 2. Press F2 immediately to enter the BIOS setup program.

**NOTE:** If you wait too long and the operating system logo appears, continue to wait until you see the desktop. Then, turn off your computer and try again.

## **Navigation keys**

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

#### Table 3. Navigation keys

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

## One time boot menu

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

(i) NOTE: It is recommended to shutdown the computer if it is on.

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

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

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

## **System Setup Options**

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

#### Table 4. Main

Option	Description
System Time/Date	Allows you to set the date and time.
BIOS Version	Displays the BIOS version.
Product Name	Displays the product name.
	Dell Precision 5520 (Default Setting)
Service Tag	Displays the service tag.
Asset Tag	Displays the asset tag.
	None (Default Setting)
СРИ Туре	Displays the CPU type.
CPU Speed	Displays the CPU speed.
CPU ID	Displays the CPU ID.
CPU Cache	Displays the sizes of the CPU caches.
Fixed HDD	Displays the type and size of the HDD.
mSATA Device	Displays the type and size of the mSATA device.
AC Adapter Type	Displays the type of the AC adapter.
	None (Default Setting)
System Memory	Displays the size of the system memory.
Extended Memory	Displays the size of the extended memory.
Memory Speed	Displays the speed of the memory.
Keyboard Type	Displays the type of keyboard.
	Backlite (Default Setting)

#### Table 5. Advanced

Option	Description
Intel (R) SpeedStep (TM)	Allows you to enable or disable the Intel (R) SpeedStep (TM) feature.
	Enabled (Default Setting)
Virtualization	This option specifies whether a Virtual Machine Monitor (VMM) can utilize the additional hardware capabilities provided by Intel Virtualization technology. Allows you to enable or disable the Virtualization feature.
	Enabled (Default Setting)

## Table 5. Advanced (continued)

Option	Description	
Multi Core Support	Specifies whether the processor will have one or more cores enabled. All (Default Setting)	
Intel TurboBoost	Enables or disables the Intel TurboBoost mode of the processor. <b>Enabled</b> (Default Setting)	
C-States Control	This option enables or disables additional processor sleep states. <b>Enabled</b> (Default Setting)	
Audio	Enables or disables the integrated audio controller. <b>Enabled</b> (Default Setting)	
Keyboard Illumination	This field lets you choose the operating mode of the keyboard illumination feature. <b>Disabled</b> (Default Setting)	
USB Configuration	Allows you to configure the integrated USB controller.	
	<b>Default Enabled</b> : Enable Boot Support, Enable Thunderbolt Ports; Always Allow Dell Docks; Enable External USB Port	
Touchscreen	This field controls whether the touchscreen is enabled or disabled. <b>Enabled</b> (Default Setting)	
AC Behavior	Allows the system (if OFF or in Hibernate) to power-on automatically when AC is inserted.	
Wake On LAN	Allows the computer to power up from the off state when triggered by special LAN. <b>Disabled</b> (Default Setting)	
Advanced Battery Charge Configuration	Maximizes battery health while still supporting heavy use during the work day. <b>Disabled</b> (Default Setting)	
Block Sleep	Lets you to block entering to sleep (S3 state) in OS environment. <b>Disabled</b> (Default Setting)	
Auto On Time Sets the time of day when you would like the system to turn on automatically. Disa (Default Setting)		
Peak Shift	Minimizes AC power usage at times of peak demand. <b>Disabled</b> (Default Setting)	
USB Wake Support	Allows you to enable USB devices to wake the system from Standby. <b>Enabled</b> (Default Setting)	
LCD Brightness	This options sets the panel brightness independently for Battery and AC power.	
USB Emulation	Allows you to enable or disable the USB Emulation feature.	
	Enabled (Default Setting)	
USB PowerShare	Allows you to enable or disable the USB PowerShare feature.	
	Enabled (Default Setting)	
USB Wake Support	This option allows you to enable USB devices to wake the system from Standby.	
	Disable(Default Setting)	
SATA Operation	Displays the SATA Operation information.	
Adapter Warnings     Allows you to enable or disable the adapter warnings feature.		
Multimedia Key Behaviour	Function Key (Default Setting)	
Battery Health	Displays the battery health information.	
Battery Charge Configuration	Adaptive (Default Setting)	
Miscellaneous Devices	<ul> <li>Allows you enable or disable the various on board devices. The options are:</li> <li>External USB Ports - Enabled (Default Setting)</li> <li>USB Debug - Disabled (Default Setting)</li> </ul>	

## Table 6. Security

Option	Description	
Unlock Setup Status	Unlocked (Default Setting)	
Admin Password Status	Displays the status of the admin password.	
	Default Setting: Not set	
System Password Status	Displays the status of the system password.	
	Default Setting: Not set	
HDD Password Status	Displays the status of the system password.	
	Default Setting: Not set	
Asset Tag	Allows you to set the asset tag.	
Admin Password	Allows you to set, change, or delete the administrator (admin) password.	
	<ul> <li>NOTE: Successful password changes take effect immediately.</li> <li>NOTE: Deleting the admin password automatically deletes the system password and the hard drive password.</li> <li>NOTE: Successful password changes take effect immediately.</li> </ul>	
System Password	Allows you to set, change or delete the system password.   I NOTE: Successful password changes take effect immediately.	
HDD Password	Allows you to set, change or delete the administrator password.	
Strong Password	This field enforces strong passwords that contain at least one uppercase character, one lowercase character, and be at least 8 characters long.	
Password Change	Allows you to enable or disable permissions to set a System password and a Hard Drive password when the admin password is set. Default Setting: <b>Permitted</b>	
Password Bypass	This option lets you bypass the System (Boot) password and the internal HDD password prompts during system re-start. <b>Disabled</b> (Default Setting)	
Password configuration	These fields control the minimum and maximum number of characters allowed for Admin and System passwords.	
Computrace	<ul> <li>Allows you to activate or disable the optional Computrace software The options are:</li> <li>Deactivate (Default Setting)</li> <li>Activate</li> <li>NOTE: The Activate and Disable options will permanently activate or disable the feature and no further changes will be allowed.</li> </ul>	
TPM Security	<ul> <li>This option lets you control whether the Trusted Platform Module (TPM) in the system is enabled and visible to the operating system. When disabled the BIOS will not turn On the TPM During POST. The TPM will be non-functional and invisible to the operating system. When enabled, the BIOS will turn On the TPM during POST so that it can be used by the operating system. This option is <b>Enable</b> by default.</li> <li>(i) NOTE: Disabling this option does not change any settings you may have made to the TPM, nor does it delete or change any information or keys you may have stored there. It simply turns Off the TPM so that it cannot be used. When you re-enable this option, the TPM will function exactly as it did before it was disabled.</li> <li>(i) NOTE: Changes to this option take effect immediately.</li> </ul>	

## Table 6. Security (continued)

Option	Description	
UEFI Capsule Firmware Updates	This option controls whether this system allows BIOS updates via UEFI capsule update packages. <b>Enabled</b> (Default Setting)	
CPU XD Support	This option enables or disables the Execute Disable mode for the processor. <b>Enabled</b> (Default Setting)	
OROM Keyboard Access	This option determines whether users are able to enter Option ROM configuration screens via hotkeys during boot.	

## Table 7. Boot

Option	Description	
Boot List Option	Default Setting: Legacy	
Secure Boot	<ul> <li>This option enables or disables the Secure Boot feature.</li> <li>Disabled (Default Setting) - Windows 7 (Intel Core Xeon E3–1505M v5 and Intel Core i7–6820HQ processors)</li> <li>Enabled - Windows 8.1 and Windows 10 (Intel Core Xeon E3–1505M; Intel Core i7–7820HQ; Intel Core i7–7700HQ; Intel Core i5–7440HQ; and Intel Core i5–7300HQ processors)</li> </ul>	
Load Legacy Option ROM	<ul> <li>This option enables or disables the Load Legacy Option ROM feature.</li> <li>Enabled (Default Setting) - Windows 7</li> <li>Disabled - Windows 8.1 and Windows 10</li> </ul>	
Expert Key Management	Expert Key Management allows the PK, KEK, db, and dbx security key databases to be manipulated. <b>Disabled</b> (Default Setting)	
Intel Software Guard Extensions		
Set Boot Priority	<ul> <li>Allows you to change the order in which the computer attempts to find an operating system:</li> <li>1 st Boot Priority [ CD/DVD/CD-RW Drive]</li> <li>2nd Boot Priority [Network]</li> <li>3rd Boot Priority [mini SSD]</li> <li>4th Boot Priority [USB Storage Device</li> <li>5th Boot Priority [Hard Drive]</li> <li>6th Boot Priority [Diskette Drive]</li> </ul>	
Adapter Warnings	Lets you choose whether the system displays warning messages when you use certain power adapters. <b>Enabled</b> (Default Setting)	
SupportAssist OS Recovery	Enables for disables the boot flow for SupportAssist OS Recovery tool in the event of certain errors. <b>Enabled</b> (Default Setting)	
Keypad (embedded)	Lets you choose one of two methods to enable the keypad that is embedded in the internal keyboard. Fn Key Only <b>Enabled</b> by default.	
Fastboot         This option can speed up the boot process by bypassing some compatibility step           Minimal (Default Setting)		
Extend BIOS POST Time         Creates an additional pre-boot delay to see POST messages.		
Warnings and Errors	This option cause the boot process to only pause when warnings or errors are detected. <b>Enabled</b> (Default Setting)	
Wireless Switch	Determines which wireless devices can be controlled by the Wireless Switch. WLAN and Bluetooth Enabled (Default Setting)	
SupportAssist System Resolution	Auto OS Recovery Threshold: Controls the automatic boot flow for SupportAssist System Resolution Console and for Dell OS Recovery Tool. Setting 2 default	

### Table 8. Exit

Option Description		
Save Changes and Reset	Allows you to save the changes you made.	
Discard Changes and Reset	Allows you to discard the changes you made.	
Restore Defaults         Allows you to restore the default options.		
Discard Changes         Allows you to discard the changes you made.		
Save Changes	Allows you to save the changes you made.	

## Updating the BIOS

## Updating the BIOS in Windows

#### About this task

CAUTION: If BitLocker is not suspended before updating the BIOS, the next time you reboot the system it will not recognize the BitLocker key. You will then be prompted to enter the recovery key to progress and the system will ask for this on each reboot. If the recovery key is not known this can result in data loss or an unnecessary operating system re-install. For more information on this subject, see Knowledge Article: https:// www.dell.com/support/article/sln153694

#### Steps

- 1. Go to www.dell.com/support.
- 2. Click **Product support**. In the **Search support** box, enter the Service Tag of your computer, and then click **Search**.

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

- 3. Click Drivers & Downloads. Expand Find drivers.
- 4. Select the operating system installed on your computer.
- 5. In the Category drop-down list, select BIOS.
- 6. Select the latest version of BIOS, and click Download to download the BIOS file for your computer.
- 7. After the download is complete, browse the folder where you saved the BIOS update file.
- B. Double-click the BIOS update file icon and follow the on-screen instructions.
   For more information, see knowledge base article 000124211 at www.dell.com/support.

## Updating the BIOS in Linux and Ubuntu

To update the system BIOS on a computer that is installed with Linux or Ubuntu, see the knowledge base article 000131486 at www.dell.com/support.

## Updating the BIOS using the USB drive in Windows

#### About this task

CAUTION: If BitLocker is not suspended before updating the BIOS, the next time you reboot the system it will not recognize the BitLocker key. You will then be prompted to enter the recovery key to progress and the system will ask for this on each reboot. If the recovery key is not known this can result in data loss or an unnecessary operating system re-install. For more information on this subject, see Knowledge Article: https://www.dell.com/support/article/sln153694

### Steps

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

## Updating the BIOS from the F12 One-Time boot menu

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

## About this task

CAUTION: If BitLocker is not suspended before updating the BIOS, the next time you reboot the system it will not recognize the BitLocker key. You will then be prompted to enter the recovery key to progress and the system will ask for this on each reboot. If the recovery key is not known this can result in data loss or an unnecessary operating system re-install. For more information on this subject, see Knowledge Article: https://www.dell.com/support/article/sln153694

### **BIOS Update**

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

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

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

### Updating from the One-Time boot menu

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

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

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

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

### Steps

- 1. From a turn off state, insert the USB drive where you copied the flash into a USB port of the computer.
- 2. Turn on the computer and press F12 to access the One-Time Boot Menu, select BIOS Update using the mouse or arrow keys then press Enter.

The flash BIOS menu is displayed.

- 3. Click Flash from file.
- 4. Select external USB device.
- 5. Select the file and double-click the flash target file, and then click Submit.
- 6. Click Update BIOS. The computer restarts to flash the BIOS.
- 7. The computer will restart after the BIOS update is completed.

## System and setup password

## Table 9. System and setup password

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

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

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

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

(i) NOTE: System and setup password feature is disabled.

## Assigning a system setup password

#### Prerequisites

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

### About this task

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

### Steps

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

## Deleting or changing an existing system setup password

### Prerequisites

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

### About this task

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

### Steps

- 1. In the System BIOS or System Setup screen, select System Security and press Enter. The System Security screen is displayed.
- 2. In the System Security screen, verify that Password Status is Unlocked.
- 3. Select System Password, update, or delete the existing system password, and press Enter or Tab.
- 4. Select Setup Password, update, or delete the existing setup password, and press Enter or Tab.
  - i NOTE: If you change the System and/or Setup password, reenter the new password when prompted. If you delete the System and/or Setup password, confirm the deletion when prompted.
- 5. Press Esc and a message prompts you to save the changes.
- 6. Press Y to save the changes and exit from System Setup. The computer restarts.

## **Clearing CMOS settings**

## About this task

CAUTION: Clearing CMOS settings resets the BIOS settings on your computer.

#### Steps

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

## **Clearing BIOS (System Setup) and System passwords**

### About this task

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

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

## 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 <a href="https://www.dell.com/support">https://www.dell.com/support</a> 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.
- 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.

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

## How to run M-BIST

(i) 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 10. 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

**4.** 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].

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

## How to invoke L-BIST Test:

- 1. Press the power button to start the system.
- 2. 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.
- 3. For cases, when a [2,7] error code is shown, check to see if the display cable is properly connected.
- 4. 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

- 1. Power off the Dell laptop.
- 2. Disconnect any peripherals that are connected to the laptop. Connect only the AC adapter (charger) to the laptop.
- **3.** Ensure that the LCD (screen) is clean (no dust particles on the surface of the screen).
- 4. 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.
- 5. The screen will display solid colors and change colors on the entire screen to white, black, red, green, and blue twice.
- 6. Then it will display the colors white, black and red.
- 7. Carefully inspect the screen for abnormalities (any lines, fuzzy color or distortion on the screen).
- 8. At the end of the last solid color (red), the system will shut down.
- i NOTE: Dell SupportAssist Pre-boot diagnostics upon launch, initiates an LCD BIST first, expecting a user intervention confirm functionality of the LCD.

## **Beep codes**

() NOTE: Some notebook systems use a sequence of audible beeps to give an indication as to possible failed hardware components. Please see 000132041 table to help troubleshoot your computer for more information on how to diagnose and troubleshoot these codes.

## **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**.

## **Real-Time Clock (RTC Reset)**

The Real Time Clock (RTC) reset function allows you or the service technician to recover Dell systems from No POST/No Power/No Boot situations. The legacy jumper enabled RTC reset has been retired on these models.

Start the RTC reset with the system powered off and connected to AC power. Press and hold the power button for 20 seconds. The system RTC Reset occurs after you release the power button.

## **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:

(i) 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.

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

# **Technical Specifications**

(i) NOTE: Offerings may vary by region. For more information regarding the configuration of your computer, click Start

(Start icon) > Help and Support, and then select the option to view information about your computer.

## Table 11. System Information

Feature	Specification
System Chipset	Mobile Intel HM175 Express Chipset / Intel CM238
DMA Channels	two VT-d DMA remap engines
Interrupt Levels	Intel 64 and IA-32 Architecture
BIOS Chip (NVRAM)	32 MB SPI ROM

## Table 12. Processor

Feature	Specification
Processor type	6th Generation: Intel Core Xeon E3–1505M v5 Intel Core i7–6820HQ 7th Generation Intel Core Xeon E3–1505M v6 Intel Core i7–7820HQ Intel Core i7–7700HQ Intel Core i5–7440HQ Intel Core i5–7300HQ
L1 cache	up to 256 KB cache depending on processor type
L2 cache	up to 1024 KB cache depending on processor type
L3 cache	up to 6144 KB cache depending on processor type

### Table 13. Memory

Feature	Specification
Туре	DDR4
Speed	2400 MHz (i) NOTE: 2133 MHz with 6th Generation processors
Connectors	2 SoDIMM Sockets
Capacity	8 GB, 16 GB, and 32 GB
Minimum Memory	8 GB (2 x 4 GB)
Maximum memory	32 GB

## Table 14. Video

Fe	ature	Specification
Ту	ре	
	Discrete	NVIDIA Quadro M1200 / 4 GB GDDR5

## Table 14. Video (continued)

Feature		Specification
	Integrated	<ul> <li>Intel HD Graphics 630/P630 with 7th Generation processors</li> <li>Intel HD Graphics 530 with 6th Generation processors</li> </ul>
Da	ita bus	PCIE x16, Gen3
M	emory	
	Discrete	Up to 4 GB GDDR5
	Integrated	Shared system memory

## Table 15. Audio

Feature	Specification
Integrated	dual-channel High-Definition audio

## Table 16. Communication

Feature	Specification
Network adapter	Ethernet via USB-to-Ethernet Dongle (Optional). i NOTE: No RJ45 (10/100/1000Base-T, IPv6) provided.
Wireless	<ul><li>Wi-Fi 802.11ac</li><li>Wi-Fi 802.11a/g/n</li></ul>
	• Bluetooth 4.2
	• Miracast

## Table 17. Ports and Connectors

Feature	Specification
Audio	One headset port (headphone and microphone combo)
USB 3.0	<ul><li>two USB 3.0 ports with PowerShare</li><li>One Thunderbolt 3 port (USB-C)</li></ul>
Video	• one HDMI 1.4
Memory card reader	SD 4.0
Table 18. Display	
Feature	Specification
Туре	1920 x 1080 FHD
	3840 x 2160 UltraHD Touch
	100% Adobe Color gamut minimum
Size	15.6 inches FHD
	15.6 inches UltraHD
Dimensions:	
Height	194.50 mm (7.66 in)
Width	345.60 mm (13.61 in)
Diagonal	396.52 mm (15.61 in)
Active area (X/Y)	194.50 mm (7.66 in) x 345.60 mm (13.61 in) x 396.52 mm (15.61 in)

## Table 18. Display (continued)

Feature	Specification
Maximum resolution	1920 X 1080 pixels / 3840 X 2160 pixels
Maximum Brightness	400 nits
Operating angle	0° (closed) to 135°
Refresh rate	60 Hz
Minimum viewing angles:	
Horizontal	80/80
Vertical	80/80
Table 19. Keyboard	
Feature	Specification
Number of keys	<ul> <li>United States: 80 keys</li> <li>United Kingdom: 81 keys</li> <li>Brazil: 80 keys</li> <li>Japan: 84 keys</li> </ul>
Layout	QWERTY/AZERTY/Kanji
Table 20. Touchpad	
Feature	Specification
Active Area:	
X-axis	105 mm
Y-axis	80 mm
Table 21. Camera	
Feature	Specification
Туре	HD Camera / Digital Array Microphone
Still Resolution	0.92 megapixels (Maximum)
Video Resolution	1280 x 720 pixels (HD) at 30 frames per second (Maximum)
Diagonal	74 degrees
Table 22. Storage	
Feature	Specification
Storage:	
Storage Interface	SATA 3 Gbps
	SATA 6 Gbps
	PCIe 8 Gbps
Drives configurations:	
Hard Drives (optional)	one internal 2.5 inch SATA HDD (supports Intel Smart Response Technology)
Solid State Drives (optional)	one Solid State Drive (SSD), with Intel Cache support
Size:	512 GB / 1 TB/ 2 TB HDD
	256 GB / 360 GB / 512 GB / 1 TB SSD

## Table 23. Battery

Feature		Specification	
Туре		Li-polymer 3-cell (56 Whr) / 6-cell (97 Whr)	
Dimensions :			
56 Whr :			
	Depth	223.20 mm (8.79 in)	•
	Height	7.20 mm (0.28 in)	
	Width	71.80 mm (2.83 in)	
	Weight	0.54 lb (0.24 kg)	
84 Whr :			
	Depth	330.50 mm (13.01 in)	
	Height	7.20 mm (0.28 in)	
	Width	71.80 mm (2.83 in)	
	Weight	0.76 lb (0.34 kg)	•
Voltage		11.4 V	
Life span		300 discharge/charge cycles	
Temperature	range:		
	Operating (approximate)	<ul> <li>Operating: 0 °C to 35 °C (32 °F to 95 °F)</li> <li>Charge : 0 °C to 50 °C (32 °F to 122 °F)</li> <li>Discharge: 0 °C to 70 °C (32 °F to 158 °F)</li> </ul>	
	Non-operating	-40 °C to 65 °C (-40 °F to 149 °F)	
Coin-cell batt	ery	ML1220	
Table 24. A	C Adapter		

Feature	Specification
Input voltage	100 VAC to 240 VAC
Input current (maximum)	1.80 A
Input frequency	50 Hz to 60 Hz
Output power	130 W
Output current	6.67 A
Rated output voltage	19.50 VDC
Dimensions:	
Height	22 mm (0.86 inches)
Width	66 mm (2.59 inches)
Depth	143 mm (5.62 inches)
Temperature range:	
Operating	0 °C to 40 °C (32 °F to 104 °F)
Non Operating	-40 °C to 70 °C (-40 °F to 158 °F)

## Table 25. Physical Dimensions

Physical	Specification
Height:	17 mm (0.66 in)
Width	357 mm (14.06 in)

## Table 25. Physical Dimensions (continued)

Physical	Specification
Depth	235 mm (9.27 in)
Weight (Minimum)	2 kg (4.41 lb)

## Table 26. Environmental

Feature	Specification
Temperature range:	
Operating	0 °C to 40 °C (32 °F to 104°F)
Storage	-40 °C to 70 °C (-40 °F to 158 °F)
Relative humidity (maximum):	
Operating	10 % to 90 % (non-condensing)
Storage	10 % to 95 % (non-condensing)
Maximum vibration:	
Operating	0.66 GRMS, 2 Hz - 600 Hz
Storage	1.3 GRMS, 2 Hz - 600 Hz
Maximum shock:	
Operating	110 G, 2 ms
Non-operating	160 G, 2 ms
Altitude:	
Operating	-15.2 m to 30482000 m (-50 to 10,0006560 ft)
Storage	15.2 m to 10,668 m (-50 ft to 35,000 ft)
Airborne contaminant level	G1 as defined by ISA-S71.04-1985



# **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.