




XPS 12

Service Manual

Computer Model: XPS 12 9250
Regulatory Model: T02H
Regulatory Type: T02H001



Megjegyzések, figyelmeztetések és Vigyázat jelzések

-  **MEGJEGYZÉS:** A MEGJEGYZÉSEK olyan fontos tudnivalókat tartalmaznak, amelyek a táblagép biztonságosabb és hatékonyabb használatát segítik.
 -  **FIGYELMEZTETÉS:** A FIGYELMEZTETÉS hardverhiba vagy adatvesztés lehetőségére hívja fel a figyelmet, egyben közli a probléma elkerülésének módját.
 -  **VIGYÁZAT:** A VIGYÁZAT jelzés az esetleges tárgyi vagy személyi sérülés, illetve életveszély lehetőségére hívja fel a figyelmet.
-

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2015–11

Mód. A00

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Before working inside your tablet

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

Before you begin


- 1 Save and close all open files and exit all open applications.
- 2 Shut down your tablet.
 - Windows 10: Click or tap **Start** →  **Power** → **Shut down**.
 - Windows 7: Click or tap **Start** → **Shut down**.








 **NOTE:** If you are using a different operating system, see the documentation of your operating system for shut-down instructions.

- 3 Disconnect your tablet and all attached devices from their electrical outlets.
- 4 Disconnect all cables such as telephone cables, network cables and so on, from your tablet.
- 5 Disconnect all attached devices and peripherals, such as keyboard, mouse, monitor, and so on, from your tablet.
- 6 Remove any media card and optical disc from your tablet, if applicable.

Safety instructions

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

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

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

Ajánlott szerszámok

A jelen dokumentumban szereplő eljárások a következő szerszámokat igényelhetik:

- Csillagcsavarhúzó
- Műanyag pálca

After working inside your tablet



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

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

Removing the battery



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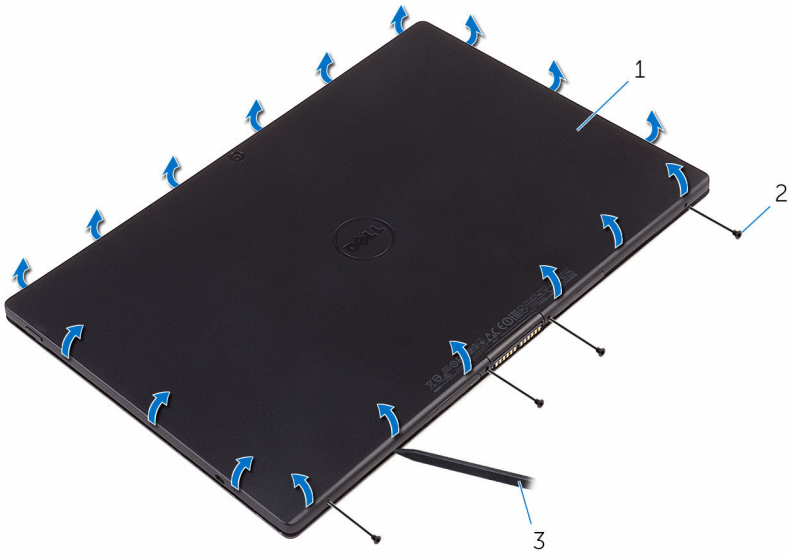
Procedure



CAUTION: Before opening your tablet, ensure that you place the tablet on a soft cloth or clean surface to avoid any scratches on the display.

- 1 Turn the tablet over.
- 2 Remove the screws that secure the back-cover assembly to the display assembly.

- 3 Using a plastic scribe, pry up along the edges of the back-cover assembly.



1 back-cover assembly

2 screws (4)

3 plastic scribe

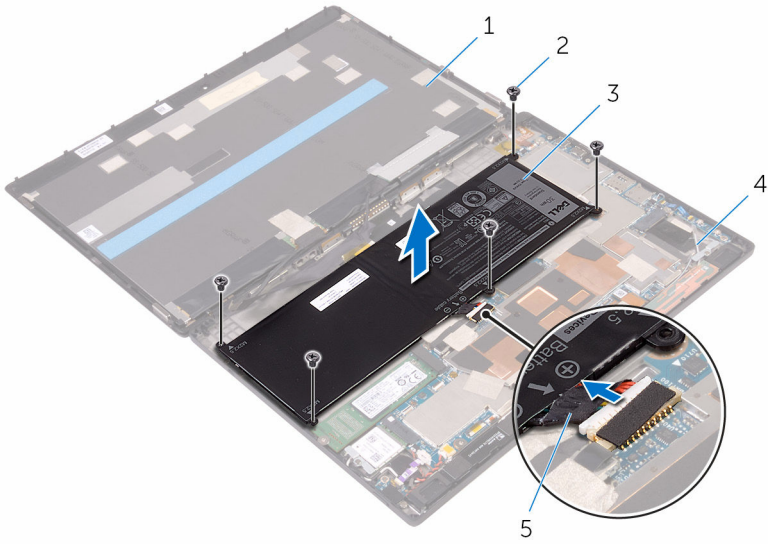
- 4 Carefully, lift the back-cover assembly and turn it over.



1 back-cover assembly

- 5 Remove the screws that secure the battery to the back-cover assembly.
- 6 Disconnect the battery cable from the system board.

7 Lift the battery, along with its cable, off the back-cover assembly.



- 1 display assembly
- 3 battery
- 5 battery cable

- 2 screws (5)
- 4 back-cover assembly

Replacing the battery






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Procedure

- 1 Align the screw holes on the battery with the screw holes on the back-cover assembly.
- 2 Replace the screws that secure the battery to the back-cover assembly.
- 3 Connect the battery cable to the system board.
- 4 Align the back-cover assembly with the display assembly and snap it into place.
- 5 Replace the screws that secure the back-cover assembly to the display assembly.
- 6 Turn the tablet over.

Removing the solid-state drive

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-  **CAUTION:** Solid-state drives are fragile. Exercise care when handling the hard drive.
-  **CAUTION:** To avoid data loss, do not remove the solid-state drive while the tablet is in sleep or on state.

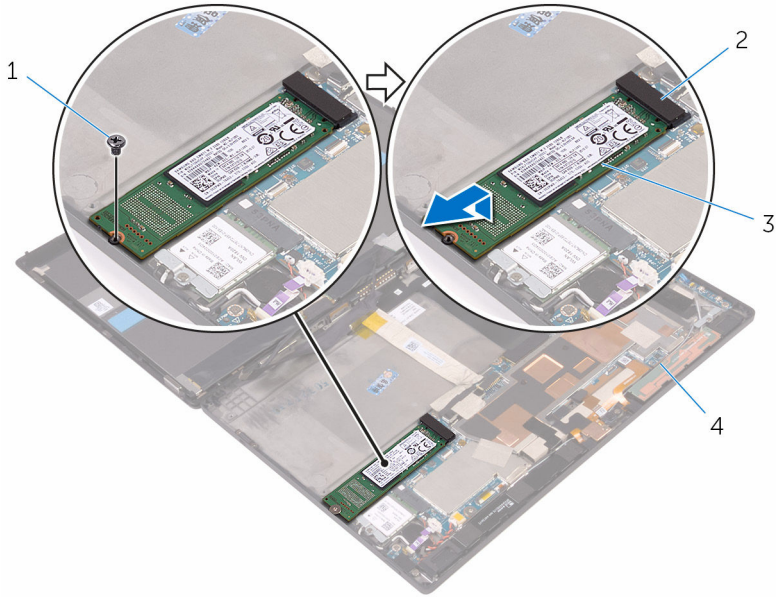
Prerequisites

Remove the [battery](#).

Procedure

- 1 Remove the screw that secures the solid-state drive to the back-cover assembly.

2 Lift and slide the solid-state drive off the back-cover assembly.




1 screw


3 solid-state drive

2 solid-state drive slot

4 back-cover assembly

Replacing the solid-state drive

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

Procedure

- 1 Slide the solid-state drive into the slot on the system board.
- 2 Align the screw hole on the solid-state drive with the screw hole on the back-cover assembly.
- 3 Replace the screw that secures the solid-state drive to the back-cover assembly.

Post-requisites

Replace the [battery](#).

Removing the wireless card



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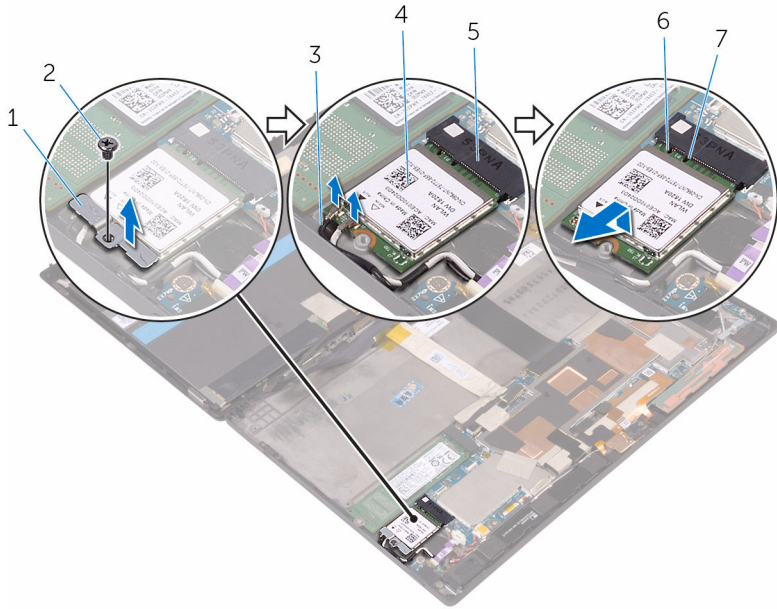
Prerequisites

Remove the [battery](#).

Procedure

- 1 Remove the screw that secures the wireless-card bracket and the wireless card to the system board.
- 2 Lift the wireless-card bracket off the wireless card.
- 3 Disconnect the antenna cables from the wireless card.

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



1 wireless-card bracket

3 antenna cables (2)

5 wireless-card slot

7 tab

2 screw

4 wireless card

6 notch

Replacing the wireless card



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Procedure



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

- 1 Align the notch on the wireless card with the tab on the wireless-card slot and slide the card into the wireless-card slot.
- 2 Align the screw hole on the wireless card with the screw hole on the system board.
- 3 Connect the antenna cables to the wireless card. The following table provides the antenna-cable color scheme for the wireless card supported by your tablet:

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

- 4 Align the screw hole on the wireless-card bracket with the screw hole on the system board.
- 5 Replace the screw that secures wireless-card bracket and the wireless card to the system board.

Post-requisites

Replace the [battery](#).

Removing the front camera



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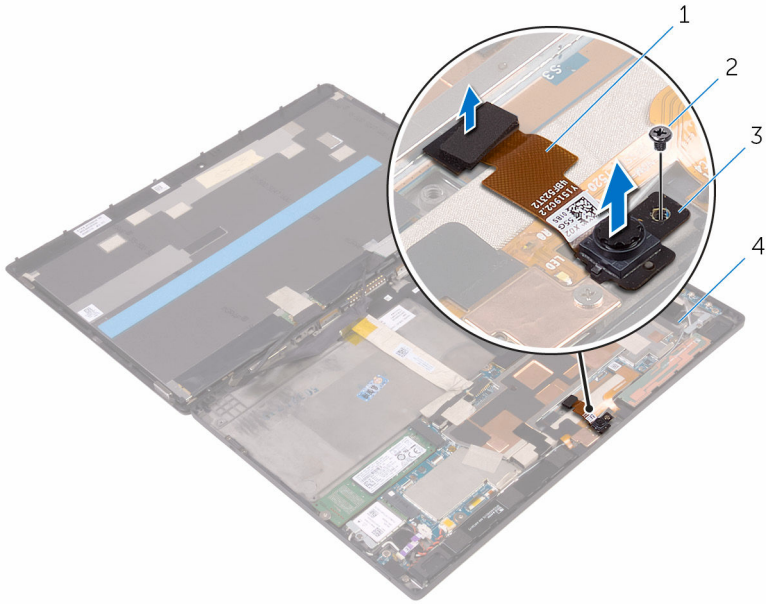
Prerequisites

Remove the [battery](#).

Procedure

- 1 Remove the screw that secures the front camera to the back-cover assembly.
- 2 Disconnect the camera cable from the system board.

3 Lift the front camera, along with its cable, off the back-cover assembly.



1 camera cable
3 front camera

2 screw
4 back-cover assembly

Replacing the front camera



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Procedure

- 1 Align the screw hole on the front camera with the screw hole on the back-cover assembly.
- 2 Replace the screw that secures the front camera to the back-cover assembly.
- 3 Connect the camera cable to the system board.

Post-requisites

Replace the [battery](#).

Removing the back camera



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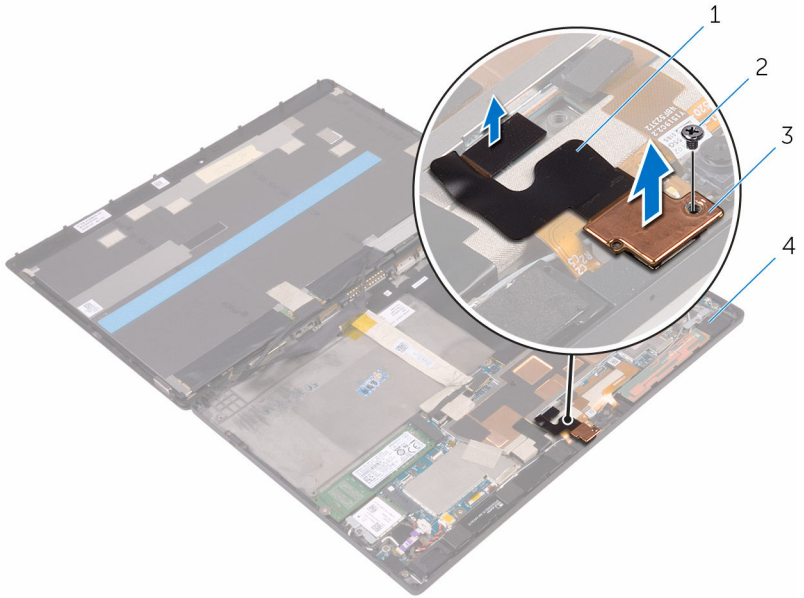
Prerequisites

Remove the [battery](#).

Procedure

- 1 Remove the screw that secures the back camera to the back-cover assembly.
- 2 Disconnect the camera cable from the system board.

3 Lift the back camera, along with its cable, off the back-cover assembly.



1 camera cable
3 back camera

2 screw
4 back-cover assembly

Replacing the back camera



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Procedure

- 1 Align the screw hole on the back camera with the screw hole on the back-cover assembly.
- 2 Replace the screw that secures the back camera to the back-cover assembly.
- 3 Connect the camera cable to the system board.

Post-requisites

Replace the [battery](#).

Removing the coin-cell battery

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

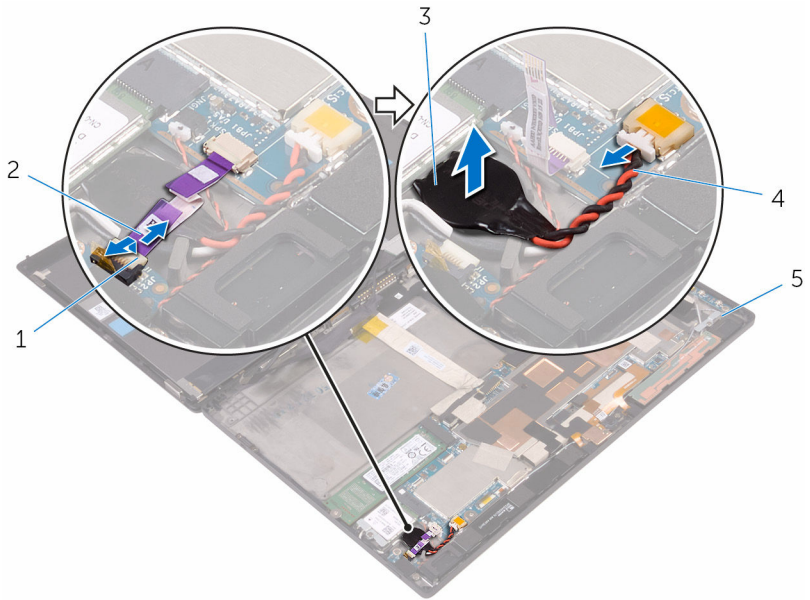
Prerequisites

Remove the [battery](#).

Procedure

- 1 Lift the latch and disconnect the power-button board cable from the power-button board.
- 2 Disconnect the coin-cell battery cable from the system board.

3 Peel the coin-cell battery off the back-cover assembly.



1 latch

3 coin-cell battery

5 back-cover assembly

2 power-button board cable

4 coin-cell battery cable

Replacing the coin-cell battery



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Procedure

- 1 Adhere the coin-cell battery to the back-cover assembly.
- 2 Connect the coin-cell battery cable to the system board.
- 3 Slide the power-button board cable into its connector on the power-button board and press down the latch to secure the cable.

Post-requisites

Replace the [battery](#).

Removing the headset port



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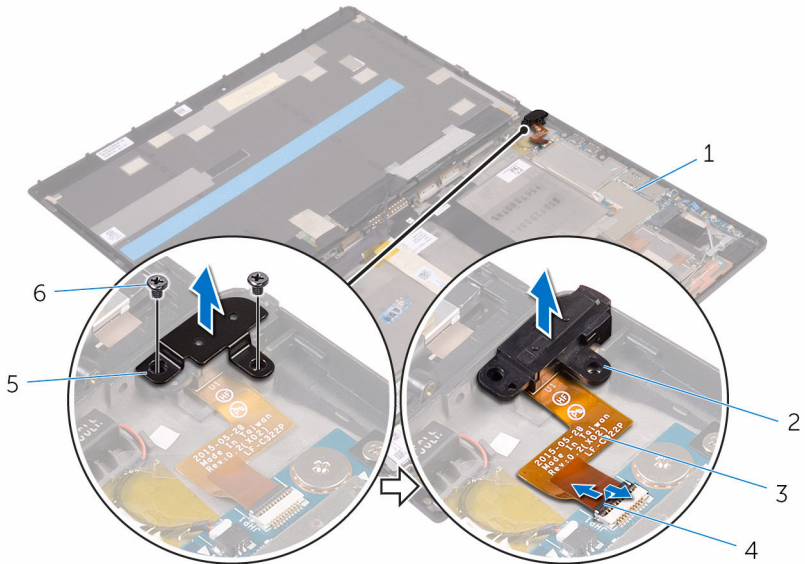
Prerequisites

Remove the [battery](#).

Procedure

- 1 Remove the screws that secure the headset-port bracket and the headset port to the back-cover assembly.
- 2 Lift the headset-port bracket off the headset port.
- 3 Lift the latch and disconnect the headset-port cable from the system board.

- 4 Lift the headset port, along with its cable, off the back-cover assembly.



- 1 back-cover assembly
3 headset-port cable
5 headset-port bracket

- 2 headset port
4 latch
6 screws (2)

Replacing the headset port



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Procedure

- 1 Slide the headset-port cable into its connector on the system board and press down the latch to secure the cable.
- 2 Align the screw holes on the headset-port bracket and the headset port with the screw holes on the back-cover assembly.
- 3 Replace the screws that secure the headset-port bracket and the headset port to the back-cover assembly.

Post-requisites

Replace the [battery](#).

Removing the microphone



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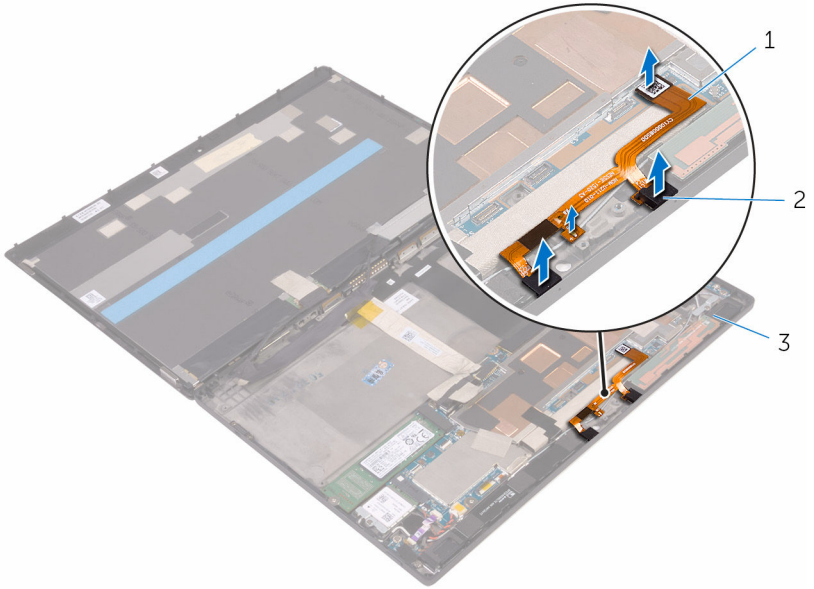
Prerequisites

- 1 Remove the [battery](#).
- 2 Remove the [front camera](#).
- 3 Remove the [back camera](#).

Procedure

- 1 Disconnect the microphone cable from the system board.

2 Lift the microphones, along with the cable, off the back-cover assembly.



1 microphone cable

2 microphones (2)

3 back-cover assembly

Replacing the microphone



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Procedure

- 1 Align the microphones on the back-cover assembly and snap them into place.
- 2 Connect the microphone cable to the system board.

Post-requisites

- 1 Replace the [back camera](#).
- 2 Replace the [front camera](#).
- 3 Replace the [battery](#).

Removing the power-button board



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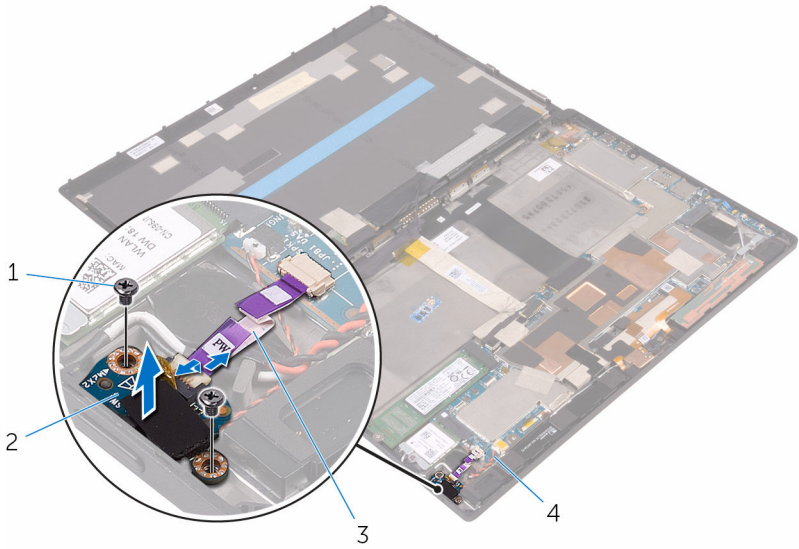
Prerequisites

Remove the [battery](#).

Procedure

- 1 Remove the screws that secure the power-button board to the back-cover assembly.
- 2 Lift the latch and disconnect the power-button board cable from the power-button board.

3 Lift the power-button board off the back-cover assembly.



1 screws (2)

2 power-button board

3 power-button board cable

4 back-cover assembly

Replacing the power-button board



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Procedure

- 1 Align the screw holes on the power-button board with the screw holes on the back-cover assembly.
- 2 Replace the screws that secure the power-button board to the back-cover assembly.
- 3 Slide the power-button board cable into the connector on the power-button board and press down the latch to secure the cable.

Post-requisites

Replace the [battery](#).

Removing the volume-buttons board



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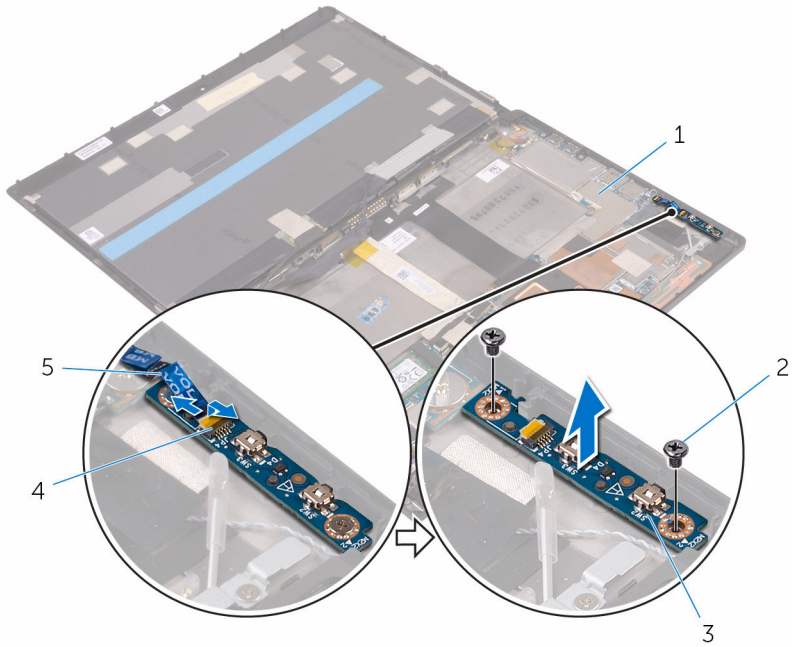
Prerequisites

Remove the [battery](#).

Procedure

- 1 Remove the screws that secure the volume-buttons board to the back-cover assembly.
- 2 Lift the latch and disconnect the volume-buttons board cable from the volume-buttons board.

3 Lift the volume-buttons board off the back-cover assembly.



- 1 back-cover assembly
- 3 volume-buttons board
- 5 volume-buttons board cable

- 2 screws (2)
- 4 latch

Replacing the volume-buttons board



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Procedure

- 1 Align the screw holes on the volume-buttons board with the screw holes on the back-cover assembly.
- 2 Replace the screws that secure the volume-buttons board to the back-cover assembly.
- 3 Slide the volume-buttons board cable into the connector on the volume-buttons board and press down the latch to secure the cable.

Post-requisites

Replace the [battery](#).

Removing the system board



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



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



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

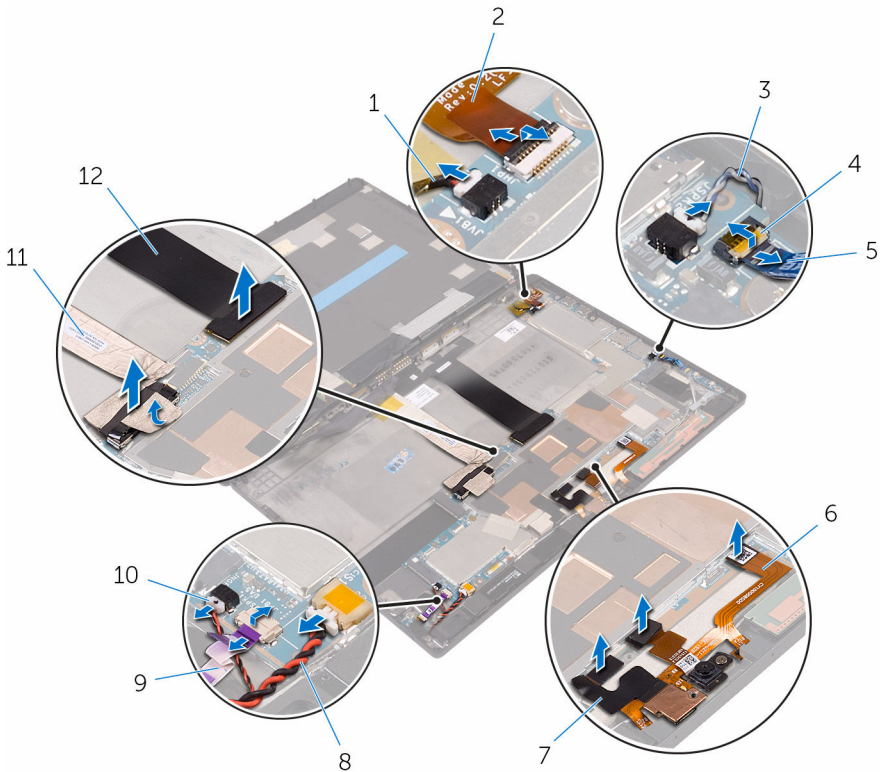
Prerequisites

- 1 Remove the [battery](#).
- 2 Remove the [solid-state drive](#).
- 3 Remove the [wireless card](#).

Procedure

- 1 Disconnect the speaker cables, camera cables, microphone cable, and coin-cell battery cable from the system board.

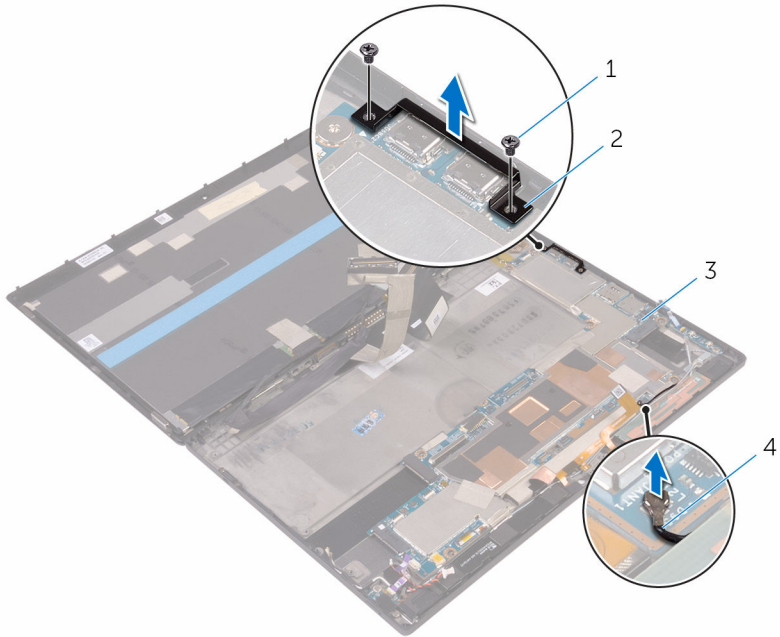
- 2** Lift the latches and disconnect the headset-port cable, power-button board cable and display cable from the system board.



- | | | | |
|----|----------------------------|----|-------------------------|
| 1 | vibration-motor cable | 2 | headset-port cable |
| 3 | speaker cable | 4 | latch |
| 5 | volume-buttons board cable | 6 | microphone cable |
| 7 | camera cables (2) | 8 | coin-cell battery cable |
| 9 | power-button board cable | 10 | speaker cable |
| 11 | display cable | 12 | dock-connector cable |

- 3** Lift the antenna cable off the system board.
- 4** Remove the screws that secure the I/O bracket to the system board.

5 Lift the I/O bracket off the system board.



1 screws (2)

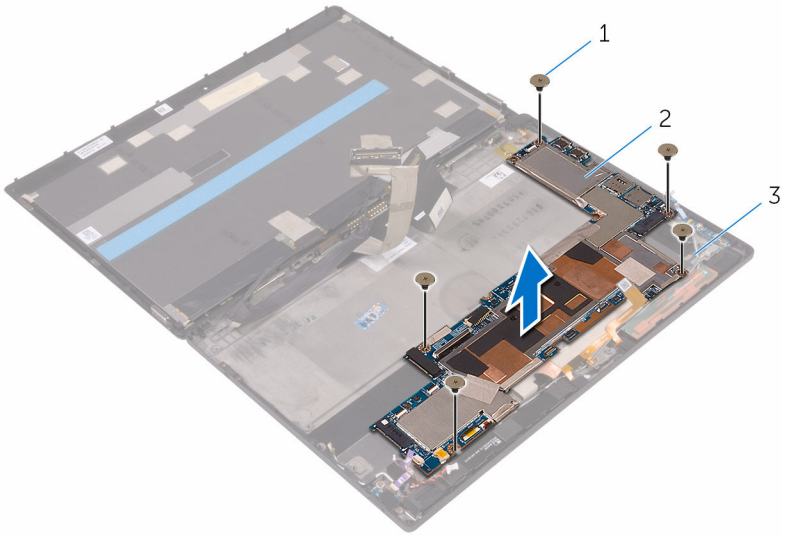
2 I/O bracket

3 back-cover assembly

4 antenna cable

6 Remove the screws that secure the system board to the back-cover assembly.

7 Lift the system board off the back-cover assembly.



1 screws (5)

2 system board

3 back-cover assembly

Replacing the system board



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Procedure

- 1 Align the screw holes on the system board with the screw holes on the back-cover assembly.
- 2 Replace the screws that secure the system board to the back-cover assembly.
- 3 Align the screw holes on the I/O bracket with the screw holes on the system board.
- 4 Replace the screws that secure the I/O bracket to the system board.
- 5 Slide in the headset-port cable, power-button board cable and display assembly cable into the respective connectors on the system board and press down the latches to secure the cables.
- 6 Connect the speaker cables, camera cables, microphone cable, and coin-cell battery cable to the respective connectors on the system board.

Post-requisites

- 1 Replace the [wireless card](#).
- 2 Replace the [solid-state drive](#).
- 3 Replace the [battery](#).

Removing the back cover



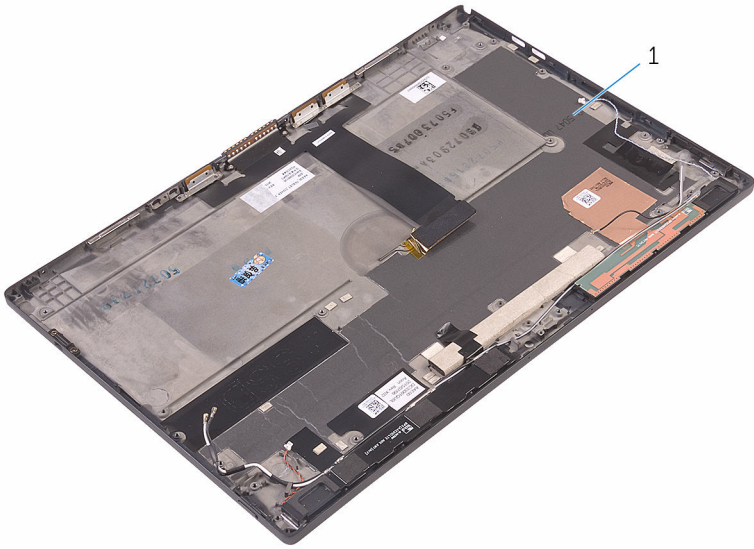
WARNING: Before working inside your tablet, read the safety information that shipped with your tablet and follow the steps in [Before working inside your tablet](#). After working inside your tablet, follow the instructions in [After working inside your tablet](#). For more safety best practices, see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

Prerequisites

- 1 Remove the [battery](#).
- 2 Remove the [solid-state drive](#).
- 3 Remove the [wireless card](#).
- 4 Remove the [front camera](#).
- 5 Remove the [back camera](#).
- 6 Remove the [coin-cell battery](#).
- 7 Remove the [headset port](#).
- 8 Remove the [microphones](#).
- 9 Remove the [power-button board](#).
- 10 Remove the [volume-buttons board](#).
- 11 Remove the [system board](#).
- 12 Remove the [display assembly](#).

Procedure

After performing the prerequisites, we are left with the back cover.



1 back cover

Replacing the back cover



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Procedure

Place the back cover on a flat surface.

Post-requisites

- 1 Replace the [display assembly](#).
- 2 Replace the [system board](#).
- 3 Replace the [volume-buttons board](#).
- 4 Replace the [power-button board](#).
- 5 Replace the [microphones](#).
- 6 Replace the [headset port](#).
- 7 Replace the [coin-cell battery](#).
- 8 Replace the [back camera](#).
- 9 Replace the [front camera](#).
- 10 Replace the [wireless card](#).
- 11 Replace the [solid-state drive](#).
- 12 Replace the [battery](#).

Removing the display assembly



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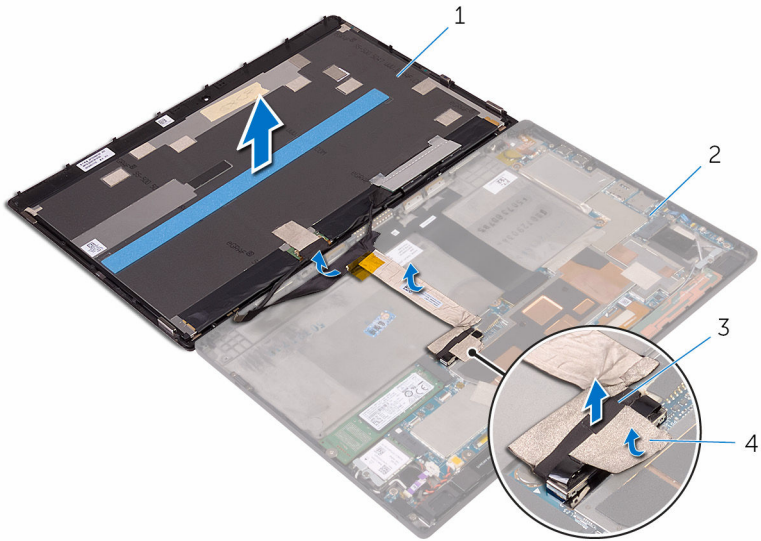
Prerequisites

Remove the [battery](#).

Procedure

- 1 Peel off the display cable from the system board.
- 2 Using the pull tab, disconnect the display cable from the system board.
- 3 Peel off the display cable from the back-cover assembly.

- 4 Lift the display assembly, along with its cable, off the back-cover assembly.



1 display assembly

2 back-cover assembly

3 pull tab

4 display cable

Replacing the display assembly



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Procedure


- 1 Adhere the display cable to the back-cover assembly.
- 2 Connect the display cable to the system board.
- 3 Adhere the display cable to the connector on the system board.

Post-requisites

Replace the [battery](#).

Flashing the BIOS

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

- 1 Turn on the tablet.
- 2 Go to **www.dell.com/support**.
- 3 Click **Product Support**, enter the Service Tag of your tablet and click **Submit**.
 **NOTE:** If you do not have the Service Tag, use the auto-detect feature or manually browse for your tablet model.
- 4 Click **Drivers & downloads**.
- 5 Select the operating system installed on your tablet.
- 6 Scroll down the page and expand **BIOS**.
- 7 Click **Download File** to download the latest version of the BIOS for your tablet.
- 8 Save the file and, once the download is complete, navigate to the folder where you saved the BIOS update file.
- 9 Double-click the BIOS update file icon and follow the instructions on the screen.

Getting help and contacting Dell

Self-help resources

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

Information about Dell products and services

www.dell.com

Windows 8.1 and Windows 10

Dell Help & Support app



Windows 10

Get started app



Windows 8.1

Help + Tips app



Accessing help in Windows 8, Windows 8.1, and Windows 10

In Windows search, type **Help and Support**, and press **Enter**.

Accessing help in Windows 7

Click **Start** → **Help and Support**.

Online help for operating system

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

Troubleshooting information, user manuals, setup instructions, product specifications, technical help blogs, drivers, software updates, and so on

www.dell.com/support

Learn about your operating system, setting up and using your tablet, data backup, diagnostics, and so on.

See *Me and My Dell* at www.dell.com/support/manuals.

Contacting Dell

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



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



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.