

Inspiron 11 3000 Service Manual

Computer Model: Inspiron 11-3168
Regulatory Model: P25T
Regulatory Type: P25T001



Notes, cautions, and warnings



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



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



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

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Identifier	GUID-5D3B1051-9384-409A-8D5B-9B53BD496DE8
Status	Released

Before working inside your computer

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

Identifier	GUID-F23987E4-5E0B-4DFD-9FC4-6B0036E6352B
Status	Released

Before you begin

- 1 Save and close all open files and exit all open applications.
- 2 Shut down your computer.

The shut-down instruction varies depending on the operating system installed on your computer.

- Windows 10: Click **Start** →  **Power** → **Shut down**.
- Windows 8.1: On the **Start** screen, Click the power icon  → **Shut down**.
- Windows 7: Click **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 computer and all attached devices from their electrical outlets.
- 4 Disconnect all attached network devices and peripherals, such as keyboard, mouse, and monitor, from your computer.
- 5 Remove any media card and optical disc from your computer, if applicable.

Identifier	GUID-71128823-CE64-4E17-9439-DEE95AF668C4
Status	Released

Safety instructions

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

-  **WARNING:** Before working inside your computer, read the safety information that shipped with your computer. 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 computer cover or panels. After you finish working inside the computer, replace all covers, panels, and screws before connecting to the electrical outlet.
-  **CAUTION:** To avoid damaging the computer, 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 computer, ground yourself by touching an unpainted metal surface, such as the metal at the back of the computer. While you work, periodically touch an unpainted metal surface to dissipate static electricity, which could harm internal components.
-  **CAUTION:** When you disconnect a cable, pull 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.

Identifier	GUID-6F9394C5-085D-4E07-924F-D3EA18F0757A
Status	Released

Recommended tools

The procedures in this document may require the following tools:

- Philips screwdriver
- Flat-head screwdriver
- Plastic scribe

Identifier	GUID-FB8DACFB-D322-43C8-91C2-98510B5C0BE2
Status	Released

Screw list

Component	Secured to	Screw type	Quantity
LCD module	LCD cover	M2L2.5	2
Hinge plate	Cover	M2.5L2.5 (Big Head)	4
Touch pad	Palm-rest and keyboard assembly	M2L2	4
Display cable bracket	Palm-rest and keyboard assembly	M2L2 (Big Head)	1
Power adapter	Palm-rest and keyboard assembly	M2L3	1
Wireless card	Palm-rest and keyboard assembly	M2L3	1
Battery	Palm-rest and keyboard assembly	M2L3	1
System board	Palm-rest and keyboard assembly	M2L2 (Big Head)	1

Component	Secured to	Screw type	Quantity
I/O board	Palm-rest and keyboard assembly	M2L3	2
System board	Palm-rest and keyboard assembly	M2L3	1
Hard-drive	Palm-rest and keyboard assembly	M2L3	1
Hinges	Palm-rest and keyboard assembly	M2.5L5	4
Back cover		M2.5L7	9
Hard-drive bracket	Hard drive	M3L3	4

Identifier	GUID-06588814-2678-4667-9FF9-C009F4BCE185
Status	Released

After working inside your computer



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

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

Identifier	GUID-98068FC2-1C1C-46DE-B3FA-DF9D488E9BA1
Status	Released

Removing the base cover



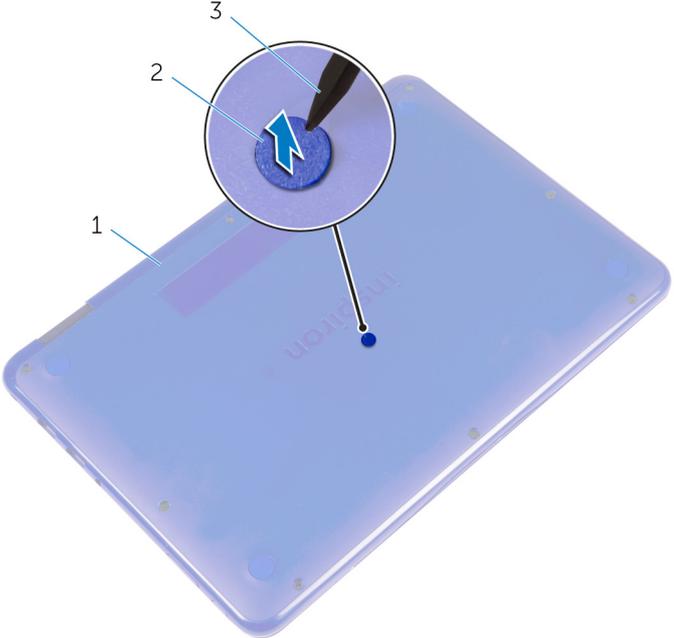
WARNING: Before working inside your computer, read the safety information that shipped with your computer and follow the steps in [Before working inside your computer](#). After working inside your computer, follow the instructions in [After working inside your computer](#). For more safety best practices,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

Identifier	GUID-6280F903-21AC-4B33-9E78-DE0577054FFF
Status	Released

Procedure

- 1 Close the display and turn the computer over.

2 Using a plastic scribe, remove the screw cover located at the center of the base cover.



1 base cover

2 screw cover

3 plastic scribe

3 Remove the screws that secure the base cover to the palmrest and keyboard assembly.



1 screws (9)

2 base cover

- 4 Using a plastic scribe, pry the base cover from the palmrest and keyboard assembly.



1 plastic scribe

2 base cover

Identifier	GUID-27446428-82D7-4881-9220-9EB090B046EA
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Status	Released
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Replacing the base cover



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Identifier	GUID-4D946A21-3155-40D5-ABF4-BBB6C62D9D65
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Status	Released
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Procedure

- 1 Slide the tabs on the base cover into the slots on the palmrest and keyboard assembly and snap the base cover into place.
- 2 Replace the screws that secure the base cover to the palmrest and keyboard assembly.
- 3 Replace the screw cover into its slot on the base cover.

Identifier	GUID-D9015C06-6CEE-42EA-9215-9D0FD7B827D5
Status	Released

Removing the battery



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Identifier	GUID-89E6AEA8-3932-4B95-B345-812E4953C9C9
Status	Released

Prerequisites

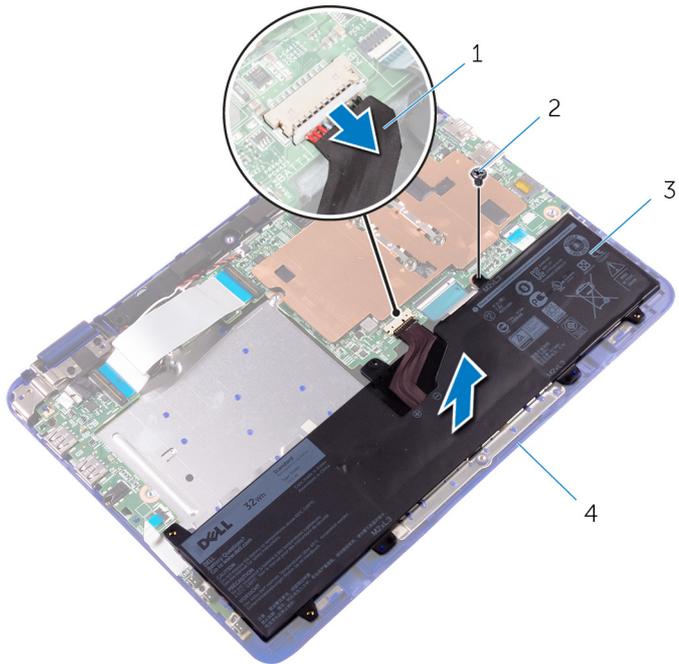
Remove the [base cover](#).

Identifier	GUID-05E6E14B-D711-4134-A373-4982D995A138
Status	Released

Procedure

- 1 Remove the screw that secures the battery to the palmrest and keyboard assembly.
- 2 Disconnect the battery cable from the system board.

- 3** Lift the battery off the palmrest and keyboard assembly.



1 battery cable

2 screw

3 battery

4 palmrest and keyboard
assembly

- 4** Turn the computer over.

- 5** Press and hold the power button for 5 seconds, to ground the system board.

Identifier	GUID-E15EE482-44FD-4E71-91FC-899D4B61532E
Status	Released

Replacing the battery



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

Identifier	GUID-F1D9829F-29E4-41EF-9109-84AC3DB0061C
Status	Released

Procedure

- 1 Align the screw hole on the battery with the screw hole on the palmrest and keyboard assembly.
- 2 Replace the screw that secures the battery to the palmrest and keyboard assembly.
- 3 Connect the battery cable to the system board.

Identifier	GUID-59DCA146-00BB-4363-BB90-AAFAFD074284
Status	Released

Post-requisites

Replace the [base cover](#).

Identifier	GUID-9B8E2951-98EE-4C54-BD34-7E8074E3667C
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Status	Released
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Removing the power and volume-buttons board



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

Identifier	GUID-038C419A-062E-4E2B-A87D-A9B89E3EFB7A
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Status	Released
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Prerequisites

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

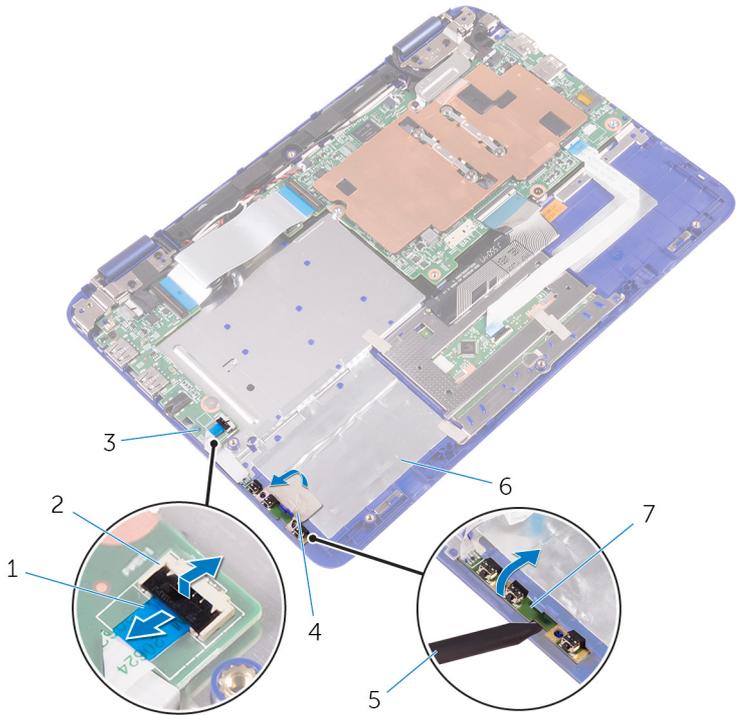
Identifier	GUID-AB618CCC-4BA5-4520-AB45-27CD9244849F
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Status	Released
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Procedure

- 1 Open the latch and disconnect the power and volume-buttons board cable from the I/O board.
- 2 Peel the tape that secures the power and volume-buttons board to the palmrest and keyboard assembly.

- 3** Using a plastic scribe, pry the power and volume-buttons board, along with its cable, off the palmrest and keyboard assembly.



1 power and volume-buttons board cable

2 latch

3 I/O board

4 tape

5 plastic scribe

6 palmrest and keyboard assembly

7 power and volume-buttons board

Identifier	GUID-3FC6C23E-FB0C-48D2-8115-F92925FAD768
Status	Released

Replacing the power and volume-buttons board



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

Identifier	GUID-01FADD4E-66C3-479E-B07A-F86EE1C61B66
Status	Released

Procedure

- 1 Place the power and volume-buttons board into the slot on the palmrest and keyboard assembly.
- 2 Adhere the tape that secures the power and volume-buttons board to the palmrest and keyboard assembly.
- 3 Connect the power and volume-buttons board cable to the I/O board.

Identifier	GUID-5D11F191-379D-45B3-B13C-490E72CE2C05
Status	Released

Post-requisites

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

Identifier	GUID-35D5032D-9652-403C-9A8A-F98FFABA8776
Status	Released

Removing the power-adapter port



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

Identifier	GUID-AA963A4B-0B07-44A0-B6B8-6ED13C122D27
Status	Released

Prerequisites

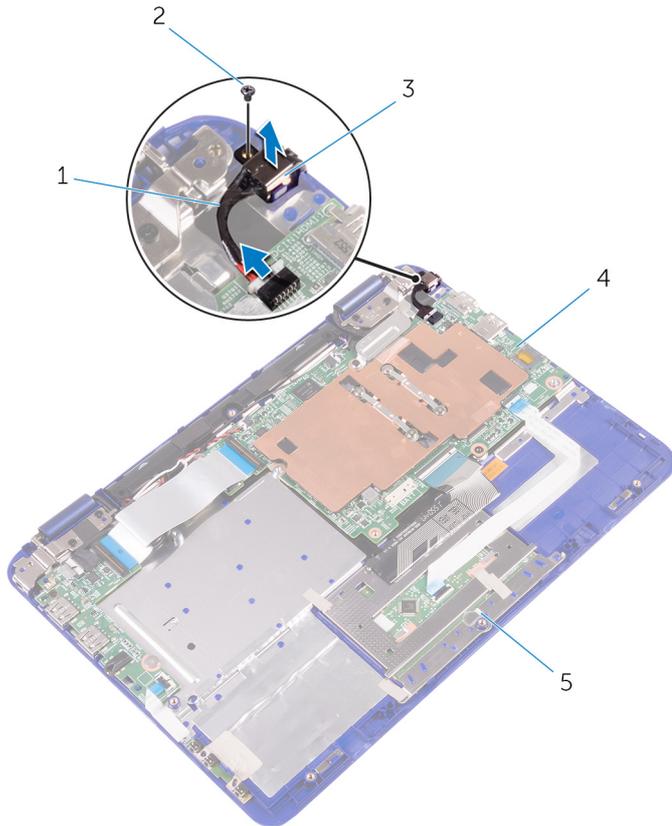
- 1 Remove the [base cover](#).
- 2 Remove the [battery](#).

Identifier	GUID-31CAA54F-FEBB-4D7F-A985-A3BA4067341C
Status	Released

Procedure

- 1 Disconnect the power-adapter port cable from the system board.
- 2 Remove the screw that secures the power-adapter port to the palmrest and keyboard assembly.

- 3** Lift the power-adapter port with its cable, off the palmrest and keyboard assembly.



- | | | | |
|---|--------------------------------|---|--------------|
| 1 | power-adapter port cable | 2 | screw |
| 3 | power-adapter port | 4 | system board |
| 5 | palmrest and keyboard assembly | | |

Identifier	GUID-A99140DB-7AF3-4218-B305-532FF94DF51D
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Status	Released
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Replacing the power-adapter port



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

Identifier	GUID-4A487AAB-CB71-49FD-BA58-02C2611A44BD
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Status	Released
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Post-requisites

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

Identifier	GUID-D08F909E-7C99-434A-AF4E-F65606D1C38F
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Status	Released
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Procedure

- 1 Place the power-adapter port into the slot on the palmrest and keyboard assembly.
- 2 Align the screw hole on the power-adapter port with the screw hole on the palmrest and keyboard assembly.
- 3 Replace the screw that secures the power-adapter port to the palm rest and keyboard assembly.
- 4 Connect the power-adapter port cable to the system board.

Identifier	GUID-5DE1E07B-4633-4536-ACBF-4A3067007FE0
Status	Released

Removing the hard drive

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

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

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

Identifier	GUID-6E109639-1D34-4774-8E8A-B8B64F16AB47
Status	Released

Prerequisites

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

Identifier	GUID-A2036002-6EFD-458E-8353-A03AF4A6E193
Status	Released

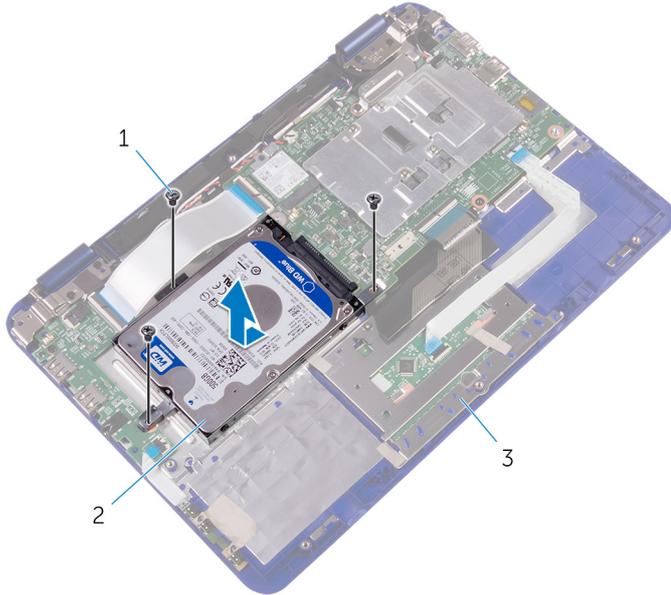
Procedure

 **NOTE:** The following procedure is applicable only if your computer is shipped with a hard drive.

- 1 Remove the screw that secures the hard-drive assembly to the palmrest and keyboard assembly.
- 2 Remove the screw that secures the hard-drive assembly to the system board.
- 3 Remove the screw that secures the hard-drive assembly to the I/O board.

- 4 Lift the hard-drive assembly off the palmrest and keyboard assembly.

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



- | | | | |
|---|--------------------------------|---|---------------------|
| 1 | screws (3) | 2 | hard-drive assembly |
| 3 | palmrest and keyboard assembly | | |

- 5 Remove the screws that secure the hard-drive bracket to the hard drive.

Identifier	GUID-8D72BB77-0F8B-428E-A98E-FF7DA2CDA899
Status	Released

Replacing the hard drive

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

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

Identifier	GUID-E585FFAD-1DB8-423C-A278-0BB3DD5364C4
Status	Released

Procedure

- 1 Align the screw holes on the hard drive with the screw holes on the hard-drive bracket.
- 2 Replace the screws that secure the hard-drive bracket to the hard drive.
- 3 Align the screw holes on the hard-drive assembly with the screw holes on the palmrest and keyboard assembly, system board and I/O board.
- 4 Replace the screws that secure the hard-drive assembly to the palmrest and keyboard assembly, system board and I/O board.

Identifier	GUID-74251C00-0F11-463D-A82B-DF3395B59951
Status	Released

Post-requisites

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

Identifier	GUID-DC61C8F1-86D0-49DE-B8D8-229750E714D6
Status	Released

Removing the I/O board



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

Identifier	GUID-A37DA783-8459-4BE5-A9AA-283D71CA3741
Status	Released

Prerequisites

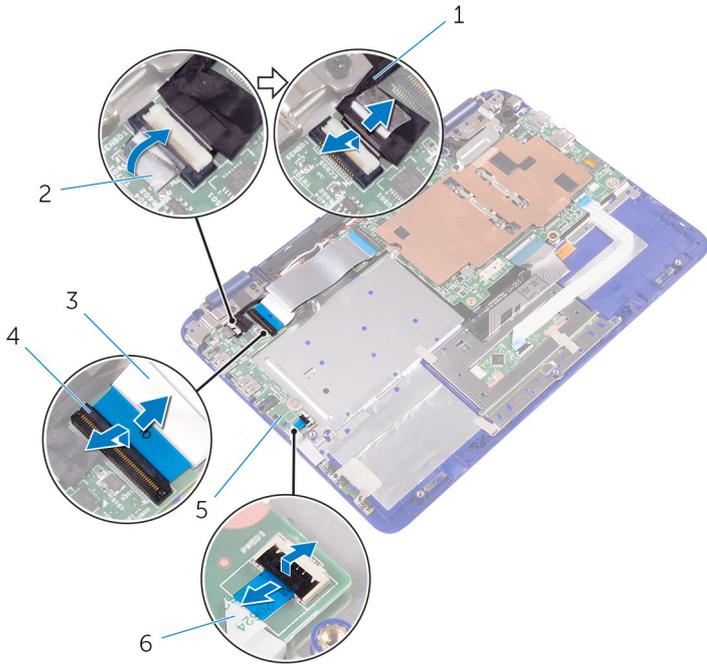
- 1 Remove the [base cover](#).
- 2 Remove the [battery](#).
- 3 Follow the procedure from step 1 to step 4 in "[Removing the hard drive](#)" (Only for computers shipped with a hard drive).

Identifier	GUID-AD483237-8033-4CDC-AB35-9DB2283BF53A
Status	Released

Procedure

- 1 Peel off the tape that secures the sensor-board cable to the I/O board.
- 2 Open the latch and disconnect the sensor-board cable from the I/O board.

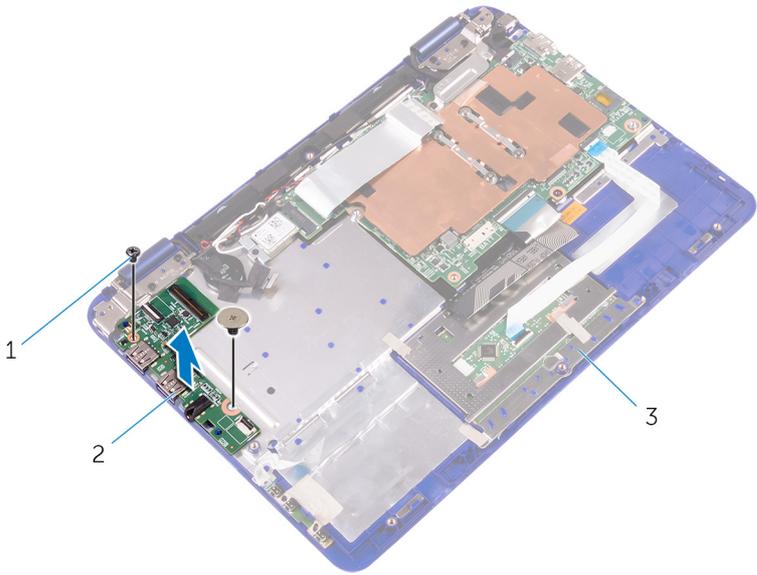
- 3** Open the latches and disconnect the I/O-board cable, and power and volume-buttons board cable from the I/O board.



- | | | | |
|---|--------------------|---|--------------------------------------|
| 1 | sensor-board cable | 2 | tape |
| 3 | I/O-board cable | 4 | latch |
| 5 | I/O board | 6 | power and volume-buttons board cable |

- 4** Remove the screws that secure the I/O board to the palmrest and keyboard assembly.

- 5 Lift the I/O board off the palmrest and keyboard assembly.



1 screws (2)

2 I/O board

3 palmrest and keyboard
assembly

Identifier	GUID-98F27B1C-9F09-48EC-83D7-FC85C825E6A4
Status	Released

Replacing the I/O board



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

Identifier	GUID-D5601B08-D7CC-42EF-9F00-4702A8DFA5E7
Status	Released

Procedure

- 1 Place the I/O board on the palmrest and keyboard assembly.
- 2 Align the screw holes on the I/O board with the screw holes on the palmrest and keyboard assembly.
- 3 Replace the screws that secure the I/O board to the palmrest and keyboard assembly.
- 4 Connect the I/O-board cable and power and volume-buttons board cable to the I/O board.
- 5 Connect the sensor-board cable to the I/O board.
- 6 Adhere the tape that secures the sensor-board cable to the I/O board.

Identifier	GUID-63DE5740-46B3-4E5F-B5D0-8C8036ED5E7E
Status	Released

Post-requisites

- 1 Follow the procedure from step 3 to step 4 in "[Replacing the hard drive](#)".
- 2 Replace the [battery](#).
- 3 Replace the [base cover](#).

Identifier	GUID-4AF7A7F4-79DC-43F4-A4DF-63362F890FB6
Status	Released

Removing the wireless card



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

Identifier	GUID-C539BB56-D5C9-4BB5-AFA5-5AF52068469C
Status	Released

Prerequisites

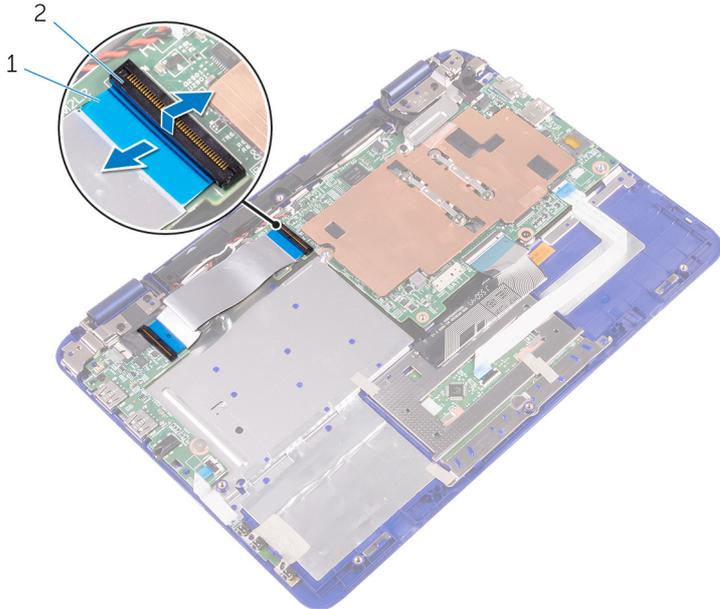
- 1 Remove the [base cover](#).
- 2 Remove the [battery](#).

Identifier GUID-4B85F61E-CEE1-4B9A-BCF9-F28B47FD9992

Status Released

Procedure

- 1 Open the latch and disconnect the I/O-board cable from the system board to access the wireless card.

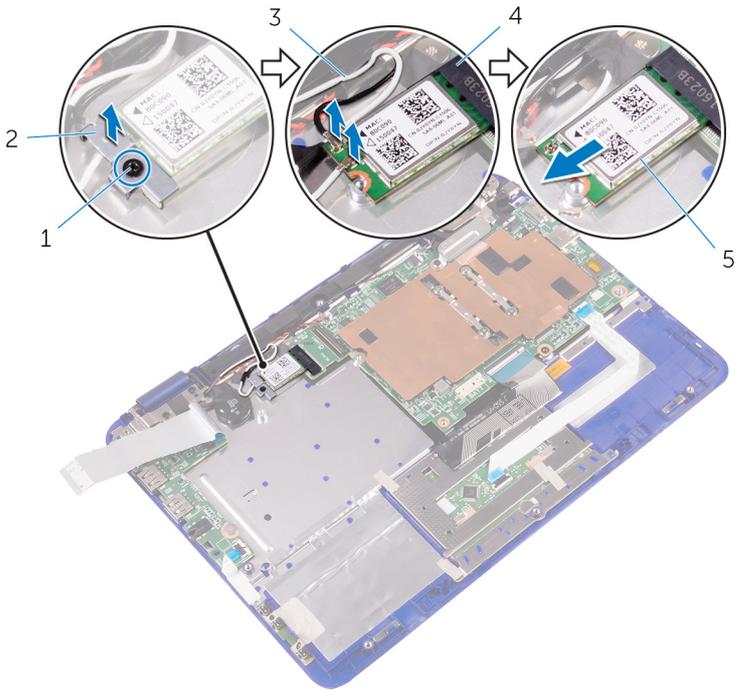


1 I/O-board cable

2 latch

- 2 Loosen the captive screw from the wireless-card bracket.
- 3 Disconnect the antenna cables from the wireless card.
- 4 Remove the screw that secures the wireless card to the system board.

- 5 Slide the wireless card from the wireless-card slot on the system board.



- | | | | |
|---|--------------------|---|-----------------------|
| 1 | screw | 2 | wireless-card bracket |
| 3 | antenna cables (2) | 4 | wireless-card slot |
| 5 | wireless card | | |

Identifier	GUID-94E88AEC-6F12-4B0E-AA6A-B28D8E200225
Status	Released

Replacing the wireless card



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

Identifier	GUID-1055C01E-E722-47F7-988C-908805AA070F
Status	Released

Post-requisites

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

Identifier	GUID-4E6E9D8B-34B9-499F-9636-4848570A5A03
Status	Released

Procedure



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

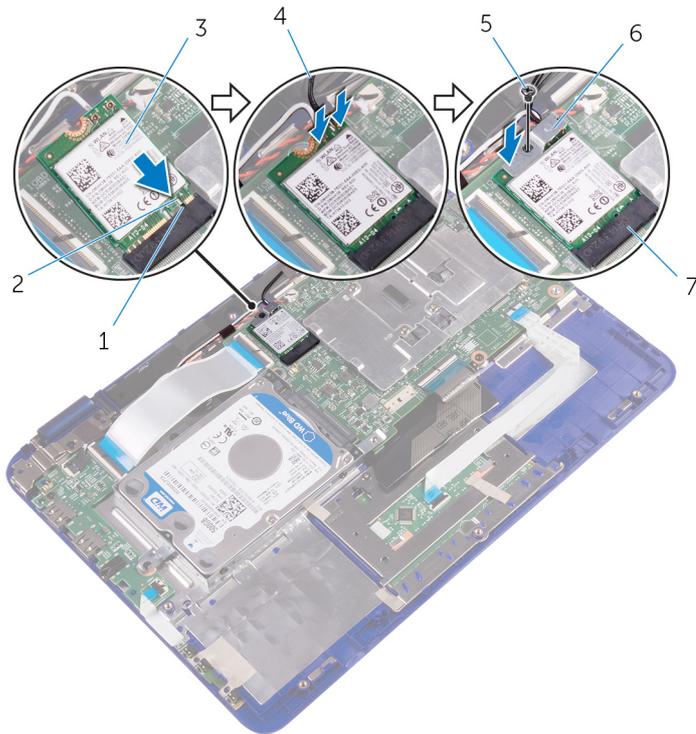
- 1 Align the notch on the wireless card with the tab on the wireless-card slot on the system board.
- 2 Insert the wireless card at an angle into the wireless-card slot.
- 3 Align the screw hole on the wireless card with the screw hole on the system board.
- 4 Replace the screw that secures the wireless card to the system board.
- 5 Connect the antenna cables to the wireless card.

- 6 Align the screw hole on the wireless-card bracket with the screw hole on the wireless card and tighten the captive screw that secures the wireless-card bracket to the wireless card.

- 7 Slide the I/O-board cable into its slot on the system board and press down the latch to secure the cable.

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

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



- | | | | |
|---|--------------------|---|-----------------------|
| 1 | tab | 2 | notch |
| 3 | wireless card | 4 | antenna cables (2) |
| 5 | screw | 6 | wireless-card bracket |
| 7 | wireless-card slot | | |

Identifier	GUID-30EEBC49-DE3E-4C3F-8226-86CE5F32F388
Status	Released

Removing the coin-cell battery

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

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

Identifier	GUID-0363CC1F-DCE2-4E00-915E-6EE1627F6397
Status	Released

Prerequisites

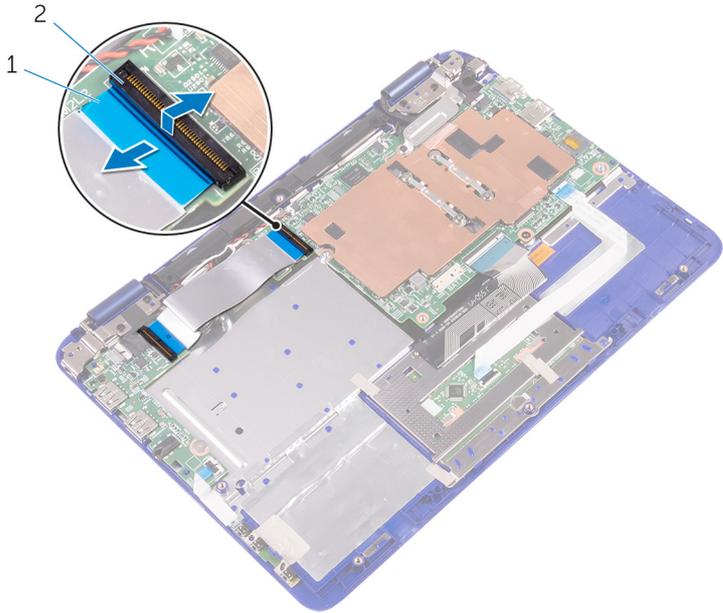
- 1 Remove the [base cover](#).
- 2 Remove the [battery](#).

Identifier	GUID-D7CE4C8F-BB9B-4960-9CD9-BE8C898C7ACE
Status	Released

Procedure

- 1 Open the latch and disconnect the I/O-board cable from the system board.

- 2 Turn the I/O-board cable over to expose the coin-cell battery.

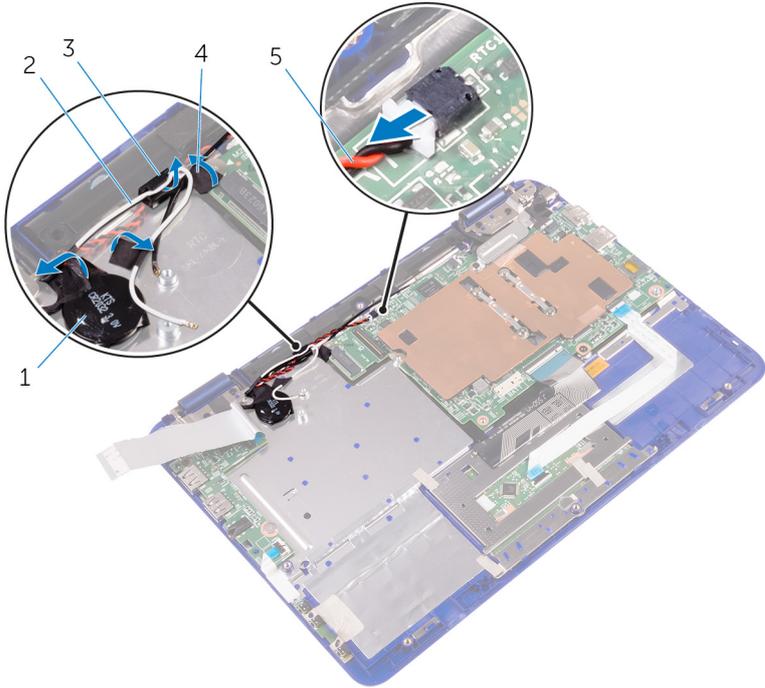


1 I/O-board cable

2 latch

- 3 Disconnect the coin-cell battery cable from the system board.
- 4 Take out the antenna and coin-cell battery cables from its routing guide on the right speaker.

5 Peel the tape from the antenna cables and coin-cell battery.



1 coin-cell battery

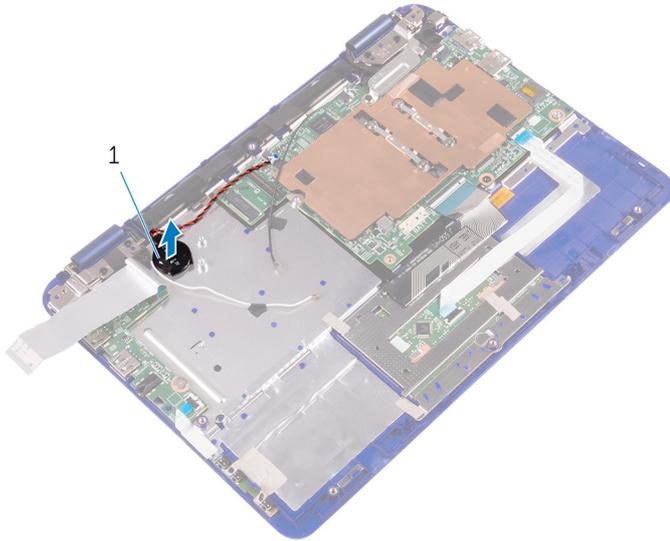
2 antenna cable

3 routing guide

4 tape

5 coin-cell battery cable

- 6 Pry the coin-cell battery from the palm-rest assembly.



- 1 coin-cell battery

Identifier	GUID-5E22F4A0-F01F-4522-8155-BE22A8CA6E5F
Status	Released

Replacing the coin-cell battery



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

Identifier	GUID-24B82B1F-054C-4A15-83E9-A8784CD6AC51
Status	Released

Procedure

- 1 With the positive-side facing up, place the coin-cell battery into the battery socket on the system board.
- 2 Route the coin-cell battery cable through its routing guides on the right speaker.
- 3 Connect the coin-cell battery cable to the system board.
- 4 Turn the I/O-board cable over to cover the coin-cell battery.
- 5 Slide the I/O-board cable into its slot on the system board and press down the latch to secure the cable.

Identifier	GUID-643EFFA1-35F6-474D-AF71-88CD3C8D9FCB
Status	Released

Post-requisites

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

Identifier	GUID-BF7F1ECA-BC62-4949-B1BE-EC64E351719E
Status	Released

Removing the speakers



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

Identifier	GUID-F7376659-EF27-4AB8-9C86-98EEC5273E19
Status	Released

Prerequisites

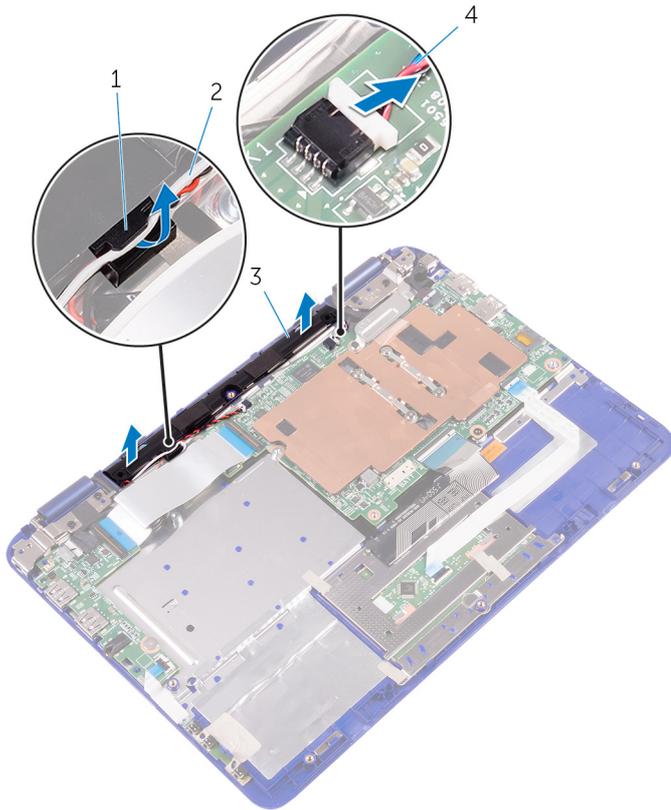
- 1 Remove the [base cover](#).
- 2 Remove the [battery](#).

Identifier	GUID-7F33F873-E193-4AD8-BC55-E197721E1BD1
Status	Released

Procedure

- 1 Disconnect the speaker cable from the system board.
- 2 Remove the coin-cell battery and antenna cables from the routing guides on the right speaker.

- 3** Release the speakers from the alignment posts and lift the speakers off the palmrest and keyboard assembly.



1 routing guide

2 coin-cell battery and antenna cables

3 speakers (2)

4 speaker cable

Identifier	GUID-40DC76F7-B3EC-450A-848E-632D68C352E2
Status	Released

Replacing the speakers



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

Identifier	GUID-55094D70-18C4-4496-B4EB-9451A96946AA
Status	Released

Procedure

- 1 Using the alignment posts on the palm-rest and keyboard assembly, place the speakers on the palm-rest and keyboard assembly.
- 2 Route the coin-cell battery and antenna cables through the routing guides on the palm-rest and keyboard assembly.
- 3 Connect the speaker cable to the system board.

Identifier	GUID-E294DE2B-197B-4804-A7DF-51C141DF53E4
Status	Released

Post-requisites

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

Identifier	GUID-8D2AE471-594B-46FC-808B-9037BC410EC5
Status	Released

Removing the touchpad



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

Identifier	GUID-45BF1BC0-2583-4980-BDA4-F9769F0AAFE6
Status	Released

Prerequisites

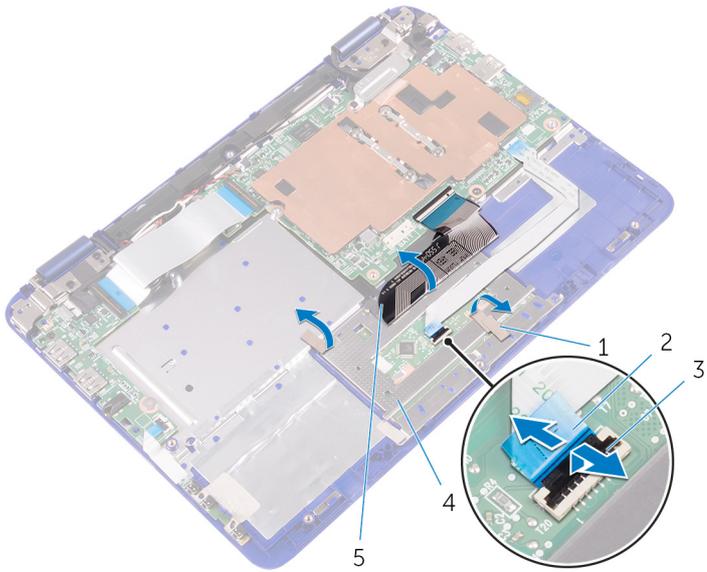
- 1 Remove the [base cover](#).
- 2 Remove the [battery](#).

Identifier	GUID-8A4519D2-B82C-4CB3-8216-871BD890E518
Status	Released

Procedure

- 1 Open the latch and disconnect the touch-pad cable from the touch pad.
- 2 Peel the pieces of tapes from the touch pad.

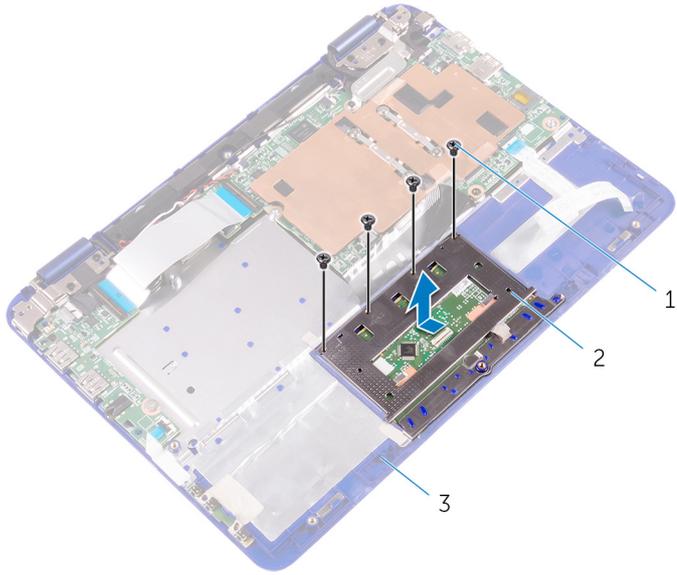
- 3** Turn the keyboard cable over and place it on the system board.



- | | | | |
|---|-----------------|---|-----------------|
| 1 | pieces of tapes | 2 | touch-pad cable |
| 3 | latch | 4 | touch pad |
| 5 | keyboard cable | | |

- 4** Remove the screws that secure the touch pad to the palmrest and keyboard assembly.

- 5 Slide and remove the touch pad away from the palmrest and keyboard assembly.



1 screws (4)

2 touch pad

3 palmrest and keyboard
assembly

Identifier	GUID-B55423C5-03BB-46A2-9B5F-B8F3B4C854AB
Status	Released

Replacing the touchpad



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

Identifier	GUID-E4A28CC0-433B-4923-B45E-1A913A49A7D9
Status	Released

Procedure

- 1 Slide the tabs on the touch pad into the slots on the palmrest and keyboard assembly.
- 2 Align the screw holes on the touch pad with the screw holes on the palmrest and keyboard assembly.
- 3 Replace the screws that secure the touch pad to the palmrest and keyboard assembly.
- 4 Place the keyboard cable over the touch pad.
- 5 Adhere the tapes over the touch pad.
- 6 Slide the touch-pad cable into its slot on the touch pad and press down the latch to secure the cable.

Identifier	GUID-FDEF6E44-83AD-41FD-9D1F-A77AC55AE182
Status	Released

Post-requisites

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

Identifier	GUID-AB1F153B-621B-42FC-89BE-0E1105FF1786
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Status	Released
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Removing the display assembly



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

Identifier	GUID-0479C746-3F06-40E0-B04B-CE1F253F7500
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Status	Released
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Prerequisites

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

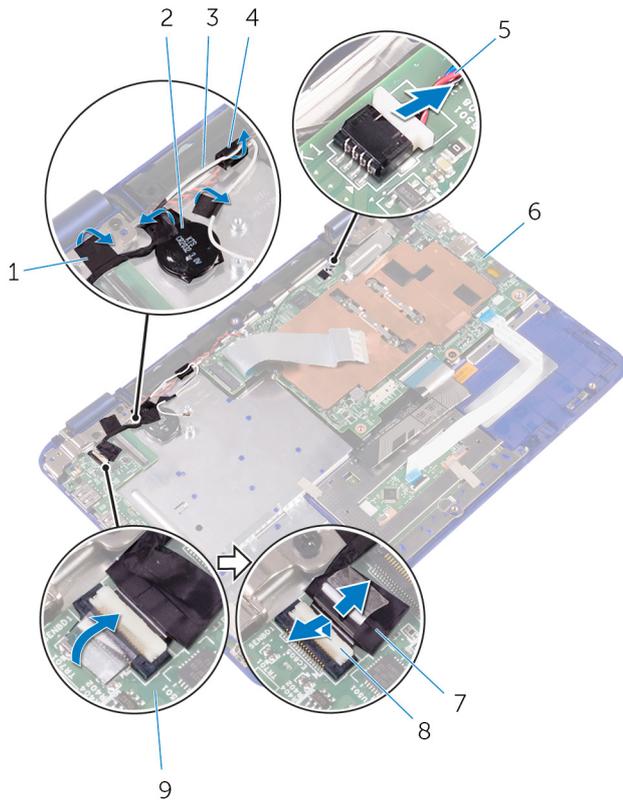
Identifier	GUID-6D70A1DB-A22B-4AC9-A0DF-DF08B0C00455
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Status	Released
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Procedure

- 1 Disconnect the speaker cable from the system board.
- 2 Remove the antenna cable from the routing guide on the right speaker.
- 3 Peel off the tapes from the antenna cables and coin-cell battery.
- 4 Peel off the tape from the sensor-board cable.

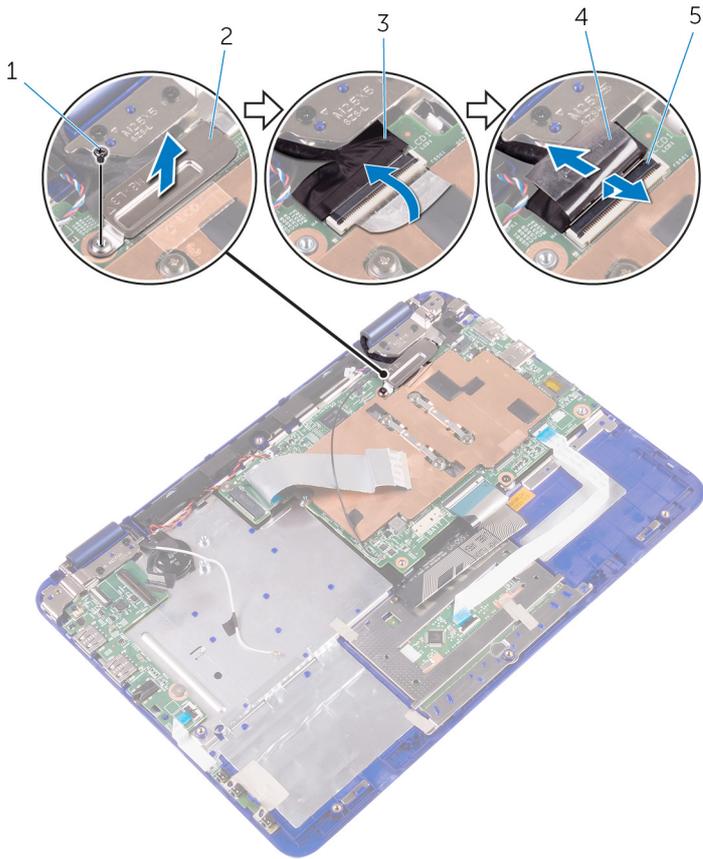
- 5** Open the latch and disconnect the sensor-board cable from the I/O board.



- | | | | |
|---|--------------------|---|-------------------|
| 1 | tape | 2 | coin-cell battery |
| 3 | antenna cable | 4 | routing guide |
| 5 | speaker cable | 6 | system board |
| 7 | sensor-board cable | 8 | latch |
| 9 | I/O board | | |

- 6** Remove the screw that secures the display-cable bracket to the system board.
7 Open the display-cable bracket off the system board.
8 Peel off the tape to access the display cable.

9 Open the latch and disconnect the display cable from the system board.



1 screw

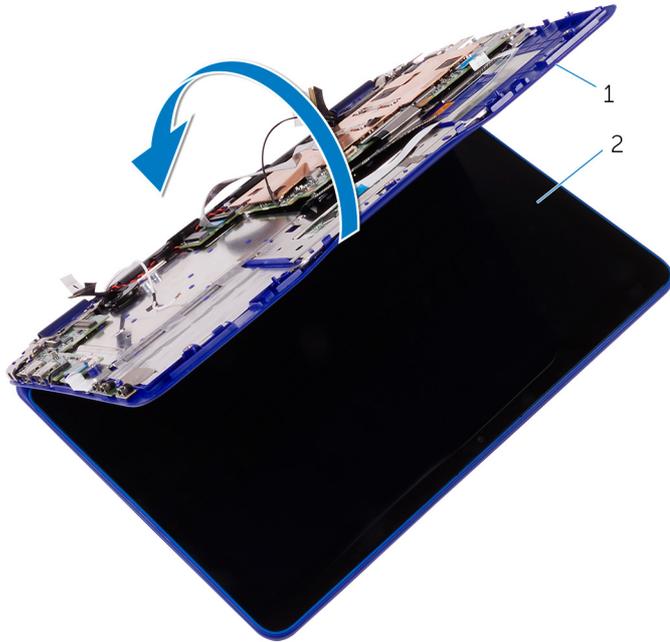
2 display-cable bracket

3 display cable

4 tape

5 latch

- 10 Turn the computer over and open the display as far as possible.



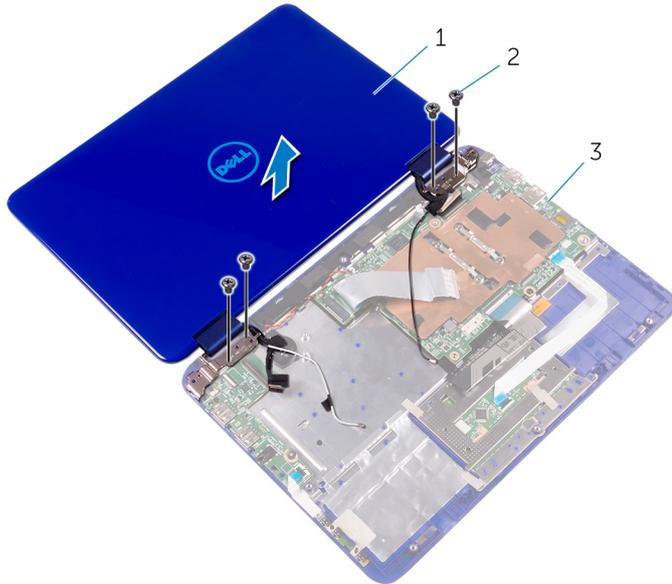
1 palmrest and keyboard assembly

2 display assembly

⚠ CAUTION: Place the computer on a soft and clean surface to avoid scratching the display.

- 11 Place the computer face down on a flat surface.
- 12 Remove the screws that secure the display assembly to the palmrest and keyboard assembly.

13 Lift the display assembly off the palmrest and keyboard assembly.



1 display assembly

2 screws (4)

3 palmrest and keyboard
assembly

Identifier	GUID-2DF70EB1-9D26-4051-8B7C-FB14A89925D8
Status	Released

Replacing the display assembly



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

Identifier	GUID-BBAF1585-0F03-418B-8B67-DAB0727EA452
Status	Released

Post-requisites

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

Identifier	GUID-542DE087-777A-4EC7-A340-50966CEA896E
Status	Released

Procedure



CAUTION: Place the computer on a soft and clean surface to avoid scratching the display.

- 1 Place the display assembly on the palmrest and keyboard assembly.
- 2 Align the screw holes on the display hinges with the screw holes on the palmrest and keyboard assembly.
- 3 Replace the screws that secure the display assembly to the palmrest and keyboard assembly.
- 4 Turn the computer over and close the display.
- 5 Slide the display cable into its slot on the system board and press down the latch to secure the cable.

- 6** Adhere the tape on the display cable.
- 7** Align the screw hole on the display-cable bracket with the screw hole on the system board.
- 8** Replace the screw that secures the display-cable bracket to the system board.
- 9** Slide the I/O-board cable into its slot on the system board and press down the latch to secure the cable.
- 10** Route the antenna cable through its routing on the right speaker.
- 11** Slide the sensor-board cable into its slot on the I/O board and press down the latch to secure the cable.

Identifier	GUID-4290FDC0-A098-4D76-91B1-4DB14D54CD01
Status	Released

Removing the memory module



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

Identifier	GUID-BBC36769-BD77-4ED2-9D71-4D44A74D8BEF
Status	Released

Prerequisites



NOTE: The memory module slot is available only on Inspiron 11–3168 shipped with a 2.5-inch hard drive or a solid state drive.

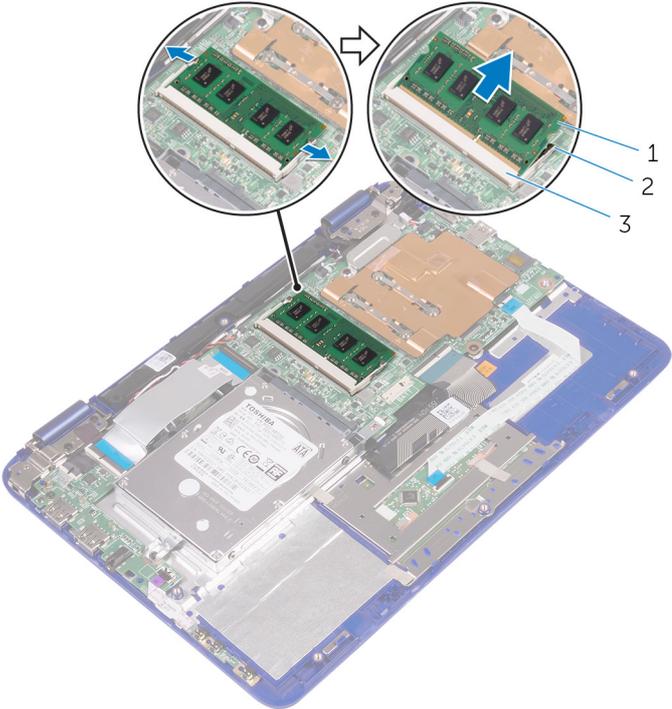
- 1 Remove the [base cover](#).
- 2 Remove the [battery](#).

Identifier	GUID-5FF2452D-536E-4AA1-971B-3CC72FAB6DF9
Status	Released

Procedure

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

2 Remove the memory module from the memory-module slot.



- 1 memory module
- 3 memory-module slot

- 2 securing clips (2)

Identifier	GUID-74047A37-7618-4FC3-8768-7B6A31495EB9
Status	Released

Replacing the memory module



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

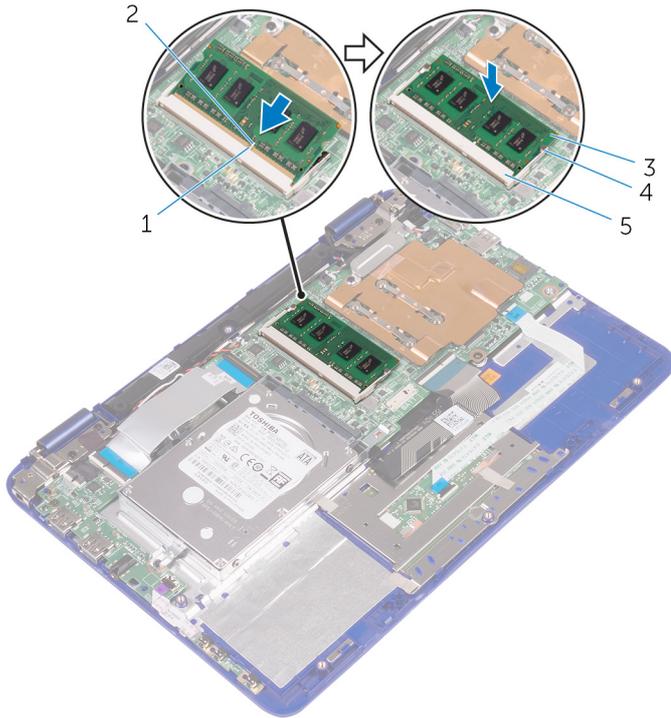
Identifier	GUID-ED8BC8EA-2A8D-4F2F-8AC0-70C582BE0AEC
Status	Released

Procedure

- 1 Align the notch on the memory module with the tab on the memory-module slot.

- 2 Slide the memory module firmly into the slot at an angle and press the memory module down until it clicks into place.

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



- | | | | |
|---|--------------------|---|--------------------|
| 1 | tab | 2 | notch |
| 3 | memory module | 4 | securing clips (2) |
| 5 | memory-module slot | | |

Identifier	GUID-0373E455-4177-4323-A8DC-A65D064A04D5
Status	Released

Post-requisites

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

Identifier	GUID-B54497E8-5AD5-4FF9-AD4A-F32FDBEDE1E8
Status	Released

Removing the system board



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



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



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



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

Identifier	GUID-B6686180-7B42-4417-85E2-87A709843029
Status	Released

Prerequisites

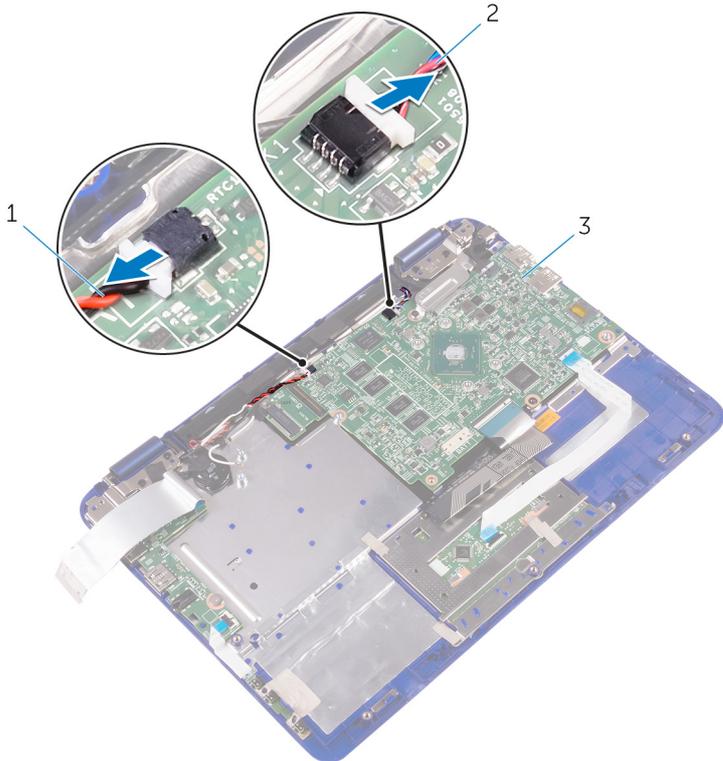
- 1 Remove the [base cover](#).
- 2 Remove the [battery](#).
- 3 Remove the [wireless card](#).
- 4 Follow the procedure from "[Removing the hard drive](#)" (Only for computers shipped with a hard drive).
- 5 Remove the [memory module](#).

Identifier GUID-DA29E185-7F32-487B-84BE-13EA87BF6468

Status Released

Procedure

- 1 Open the latch and disconnect the I/O-board cable from the system board.
- 2 Disconnect the coin-cell battery and speaker cables from the system board.



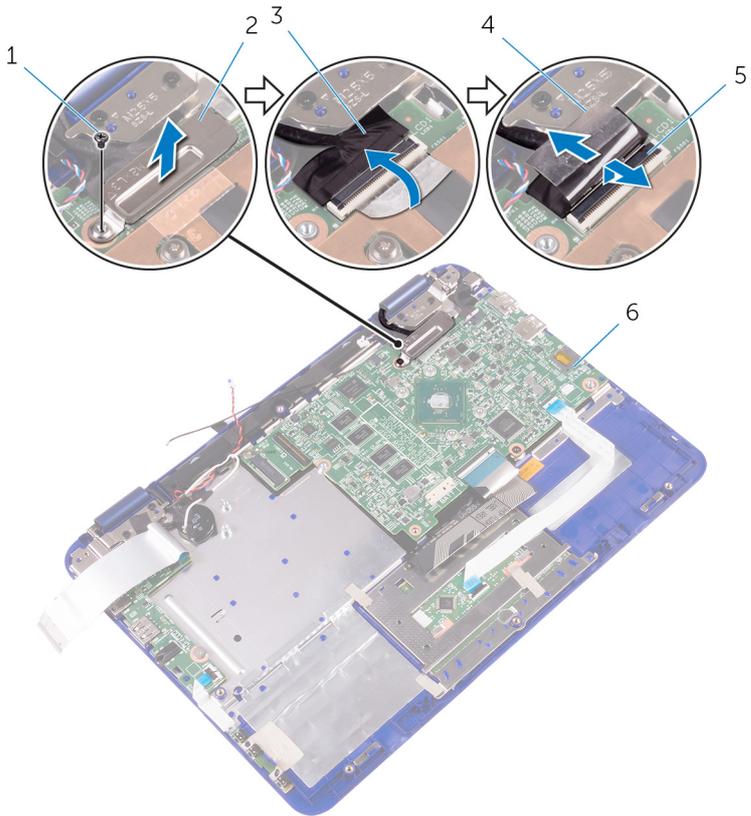
1 coin-cell battery cable

2 speaker cable

3 system board

- 3 Remove the screws that secure the display-cable bracket to the system board and lift the display-cable bracket off the system board.

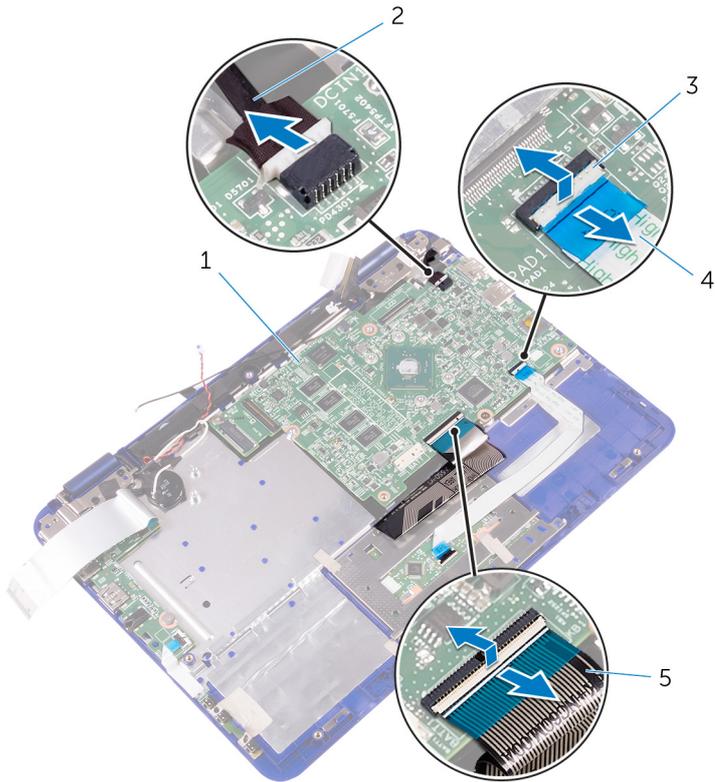
- 4** Disconnect the display cable from the system board.



- | | | | |
|---|---------------|---|-----------------------|
| 1 | screw | 2 | display-cable bracket |
| 3 | display cable | 4 | tape |
| 5 | latch | 6 | system board |

- 5** Open the connector latch and disconnect the touch-pad cable from the system board.
- 6** Open the connector latch and disconnect the keyboard cable from the system board.

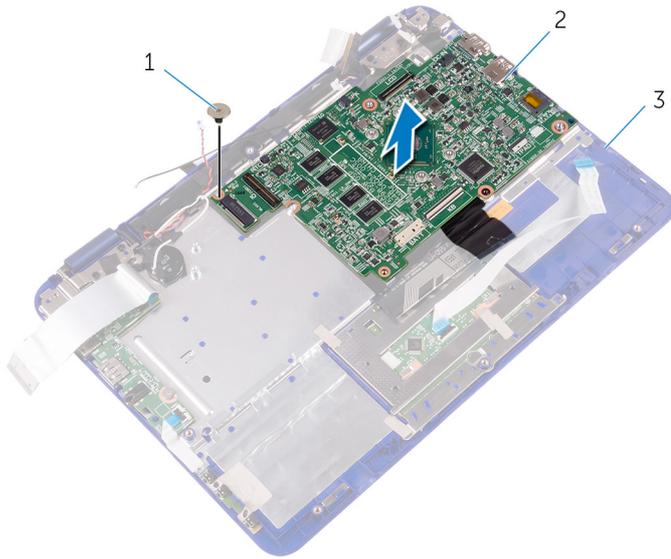
- 7** Disconnect the power-adaptor port cable from the system board.



- | | | | |
|---|----------------|---|--------------------------|
| 1 | system board | 2 | power-adaptor port cable |
| 3 | latch | 4 | touch-pad cable |
| 5 | keyboard cable | | |

- 8** Remove the screw that secures the system board to the palmrest and keyboard assembly.

- 9 Lift the system board off the palmrest and keyboard assembly.



1 screw

2 system board

3 palmrest and keyboard
assembly

Identifier	GUID-67274E98-E2F1-4B7B-A903-F38BA6B62028
Status	Released

Replacing the system board



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



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



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

Identifier	GUID-AA65AFAE-A358-4FCE-8A7B-3F0254AC513E
Status	Released

Procedure

- 1 Align the screw holes on the system board with the screw holes on the palmrest and keyboard assembly.
- 2 Replace the screw that secures the system board to the palmrest and keyboard assembly.
- 3 Connect the power-adaptor port cable and the speaker cable to the system board.
- 4 Slide the touch-pad cable into the slot on the system board and press down the latch to secure the cable.
- 5 Slide the keyboard cable into its slot on the system board and press down the latch to secure the cable.
- 6 Slide the I/O-board cable into the slot on the system board and press down the latch to secure the cable.

- 7 Align the screw hole on the display-cable bracket to the screw holes on the system board.
- 8 Replace the screw that secures the display-cable bracket to the screw holes on the system board.
- 9 Connect the display cable to the system board.
- 10 Connect the coin-cell battery and speaker cables from the system board.

Identifier	GUID-E0465134-782E-477F-AED3-624DF28175F4
Status	Released

Post-requisites

- 1 Replace the [memory module](#).
- 2 Follow the procedure from step 3 to step 4 in "[Replacing the hard drive](#)".
- 3 Replace the [wireless card](#).
- 4 Replace the [battery](#).
- 5 Replace the [base cover](#).

Identifier	GUID-C264FC4F-B5CD-4F08-9183-CB9FC26A5E6A
Status	Released

Entering the Service Tag in the BIOS setup program

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



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

Identifier	GUID-631184FE-18D9-4002-8F9F-DDB8690B3A74
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Status	Released
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Removing the palm-rest and keyboard assembly



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

Identifier	GUID-F7FE9CC3-307F-4F14-ADE1-01BABE78F1F5
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Status	Released
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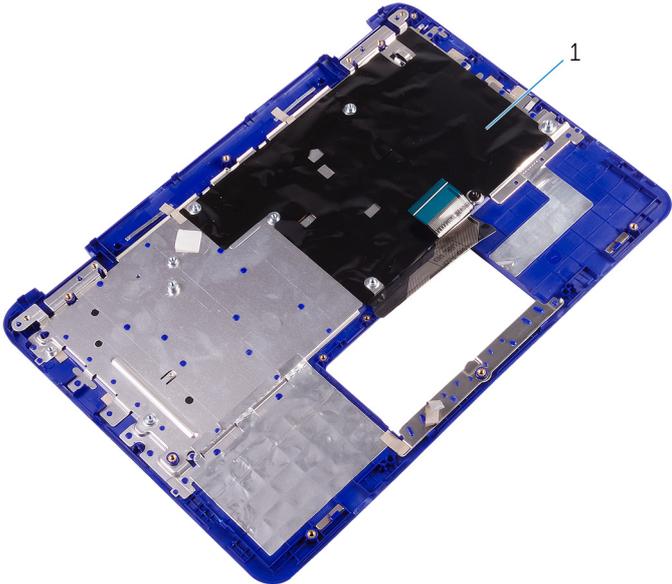
Prerequisites

- 1 Remove the [base cover](#).
- 2 Remove the [battery](#).
- 3 Remove the [power and volume-buttons board](#).
- 4 Remove the [wireless card](#).
- 5 Follow the procedure from "[Removing the hard drive](#)" (Only for computers shipped with a hard drive).
- 6 Remove the [I/O board](#).
- 7 Remove the [power-adapter port](#).
- 8 Remove the [touch pad](#).
- 9 Remove the [speakers](#).
- 10 Remove the [system board](#).
- 11 Remove the [display assembly](#).

Identifier	GUID-05D55D98-DDEF-4D02-8340-8862050C8AC9
Status	Released

Procedure

After performing the steps in prerequisites we are left with the palmrest and keyboard assembly.



1 palmrest and keyboard assembly

Identifier	GUID-A7F798E1-C24C-44A0-9D6E-60A24BC170F6
Status	Released

Replacing the palm-rest and keyboard assembly



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

Identifier	GUID-30BA435C-A70C-46E1-AC03-0022AE7C7B20
Status	Released

Procedure

Place the palm-rest and keyboard assembly on a flat surface with the keyboard facing down.

Identifier	GUID-FCC99CD0-7935-42C6-943A-BA341ECDE66C
Status	Released

Post-requisites

- 1 Replace the [display assembly](#).
- 2 Replace the [system board](#).
- 3 Replace the [speakers](#).
- 4 Replace the [touch pad](#).
- 5 Replace the [power-adaptor port](#).
- 6 Replace the [I/O board](#).
- 7 Follow the procedure from step 3 to step 4 in "[Replacing the hard drive](#)".
- 8 Replace the [wireless card](#).
- 9 Replace the [power and volume-buttons board](#).

- 10 Replace the [battery](#).
- 11 Replace the [base cover](#).

Identifier	GUID-7D2CEA1B-1FC0-4606-86EB-F51C5DFB6E52
Status	Released

Removing the display panel



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

Identifier	GUID-42A2CF61-10F1-44CE-B449-6A0C21B8BB88
Status	Released

Prerequisites

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

Identifier	GUID-278DE500-CEE9-4995-8AB8-D4042EEEEB65
Status	Released

Procedure

- 1 Release the sensor-board cable from the routing guide on the right hinge.
- 2 Release the display cable from the routing guides on the left hinge.

3 Using a plastic scribe, pry the display panel off the display-back cover.



1 display panel

3 routing guide

5 plastic scribe

7 display-back cover

2 display hinges (2)

4 sensor-board cable

6 display cable

Identifier	GUID-6FD32244-34F4-4843-983D-B6C14903EFC9
Status	Released

Replacing the display panel



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

Identifier	GUID-97E7DB96-B844-44A0-B95E-9DA842737DFC
Status	Released

Procedure



CAUTION: Place the computer on a soft and clean surface to avoid scratching the display.

- 1 Align the display panel on the display-back cover and snap the display panel into place.
- 2 Route the display cable through the routing guide on the left hinge.
- 3 Route the sensor-board cable through the routing guide on the right hinge.

Identifier	GUID-C57D6C30-96D6-4851-BA14-4C2055142A75
Status	Released

Post-requisites

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

Identifier	GUID-6C4E9746-B780-409D-B703-9A43273C227D
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Status	Released
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Removing the display hinges



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

Identifier	GUID-C4318A38-55DB-4DDF-9A07-1C42CE153AA1
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Status	Released
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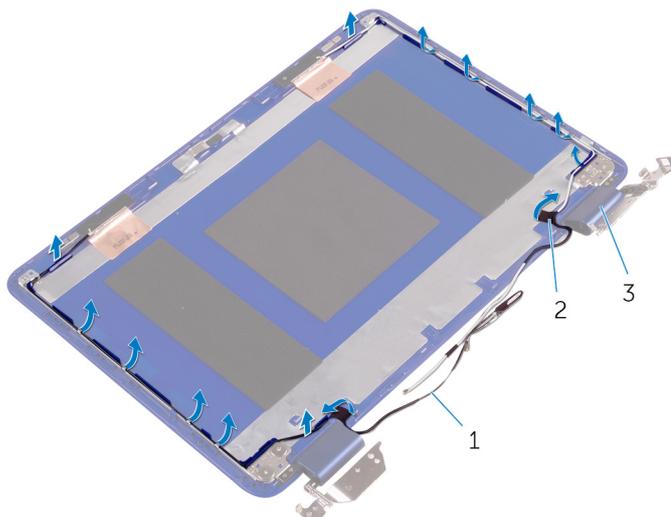
Prerequisites

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

Identifier	GUID-E69ADA45-10B4-4187-8097-6B1CC84D9047
Status	Released

Procedure

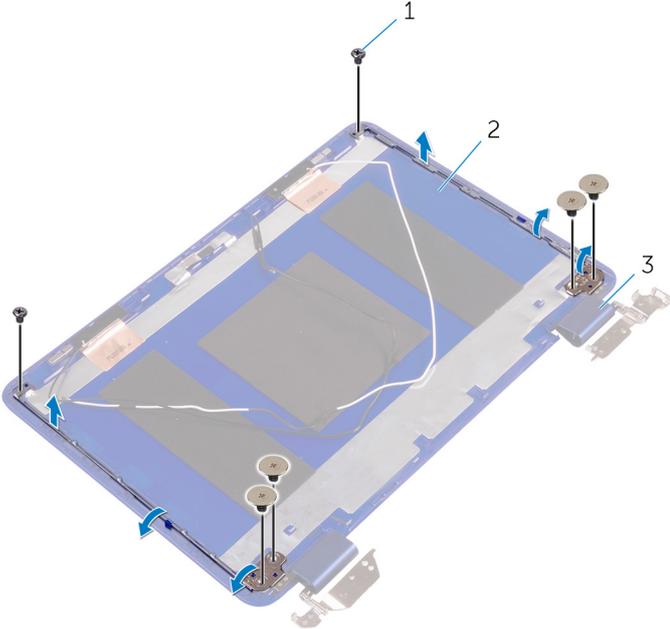
- 1 Peel the tapes and remove the antenna cables from the routing guide on the hinge cover.



- 1 antenna cables (2)
- 2 tape
- 3 hinge cover (2)

- 2 Remove the screws that secure the display hinges to the display back-cover and antenna assembly.

3 Lift the display hinges off the display back-cover and antenna assembly.



1 screws (6)

2 display back-cover and antenna assembly

3 hinges (2)

Identifier	GUID-E3D5A4DB-BAB5-4F6F-B7B6-8BC4EF0CC57D
Status	Released

Replacing the display hinges



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

Identifier	GUID-C30D2086-6E7D-49AE-AD6B-56A038CA0FB9
Status	Released

Procedure

- 1 Align the screw holes on the display hinges with the screw holes on the display back-cover and antenna assembly.
- 2 Replace the screws that secure the display hinges to the display back-cover and antenna assembly.
- 3 Route the antenna cables through the routing guide on the hinge cover and secure it in place.

Identifier	GUID-242040BD-104B-4DAB-86EA-6E2D378B6296
Status	Released

Post-requisites

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

Identifier	GUID-1FB16E7C-AF0C-4FA0-8736-EAD91D8969A8
Status	Released

Removing the camera



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

Identifier	GUID-C011AF61-CDEA-42AF-8288-AEF64991A145
Status	Released

Prerequisites

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

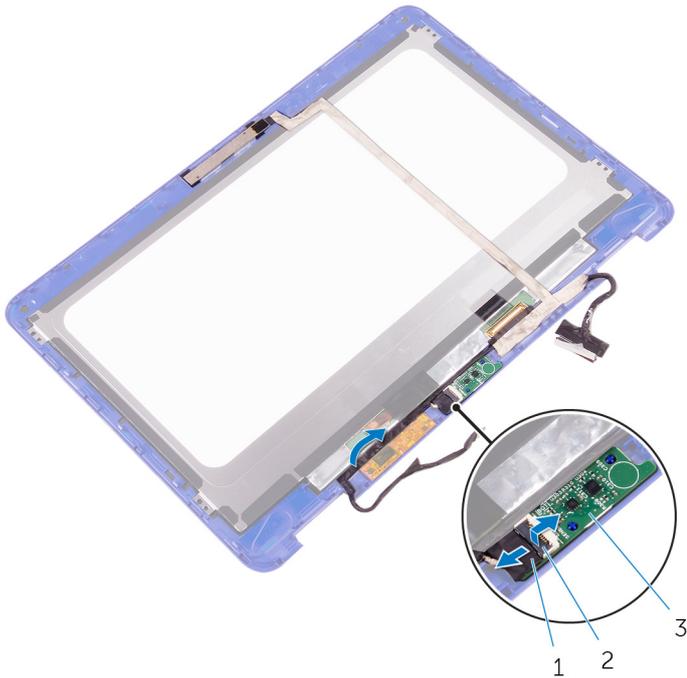
Identifier GUID-C4CBC27D-8C07-4329-BD70-6F9C3247FD98

Status Released

Procedure

 **CAUTION: Place the display-panel assembly on a soft and clean surface to avoid scratching the display.**

- 1 Open the latch and disconnect the sensor-board cable from the sensor board.



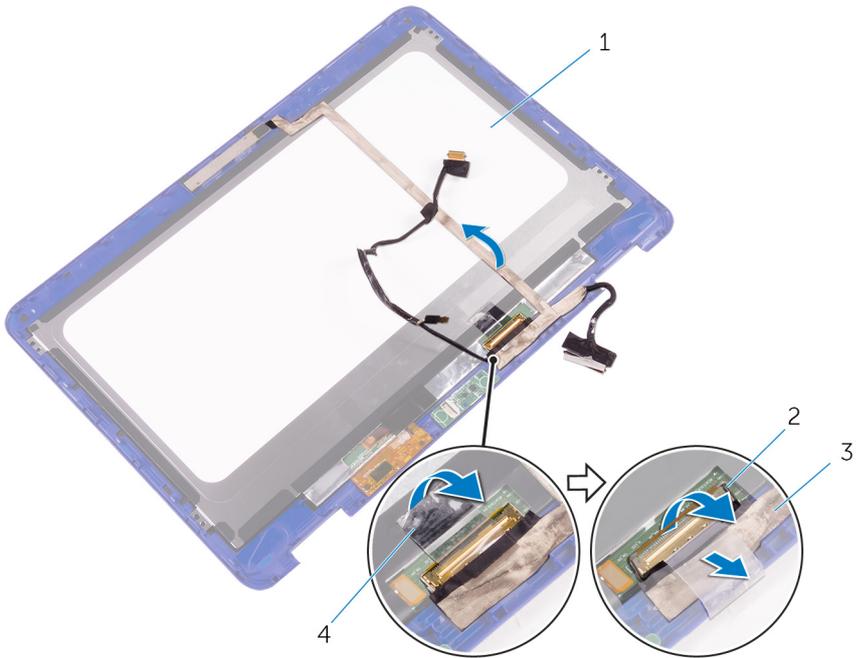
1 sensor-board cable

2 latch

3 sensor board

- 2 Peel the tape to access the latch for the display cable.
- 3 Open the latch and disconnect the display cable.

- 4** Peel the tape that secures the display cable to the display panel.



1 display panel

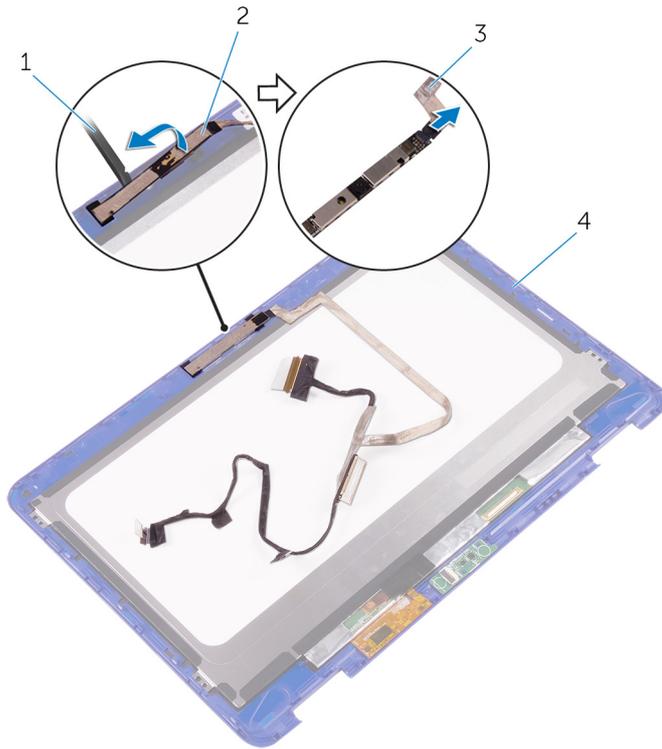
2 latch

3 display cable

4 tape

- 5** Using a plastic scribe, pry the camera off the display-back cover.

- 6** Turn over the camera and disconnect the camera cable from the camera.



1 plastic scribe

2 camera

3 camera cable

4 display-back cover

Identifier	GUID-690FF12D-2581-4326-8270-C4B813388FD3
Status	Released

Replacing the camera



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

Identifier	GUID-389229C2-0C28-4F31-AA49-3711F183FBAC
Status	Released

Procedure

- 1 Connect the camera cable to the camera.
- 2 Using the alignment post, place the camera on the display-back cover and snap it into place.
- 3 Slide the display cable into its slot on the display-back cover and close the latch to secure the cable.
- 4 Adhere the tape on the display-cable connector.
- 5 Adhere the tape to secure the display cable to the display panel.
- 6 Slide the sensor-board cable into its slot on the sensor board and close the latch to secure the cable.

Identifier	GUID-3094F0BD-997B-4879-B9C4-369D4F025153
Status	Released

Post-requisites

- 1 Replace the [display panel](#).
- 2 Replace the [display assembly](#).
- 3 Replace the [wireless card](#).
- 4 Replace the [battery](#).

5 Replace the [base cover](#).

Identifier	GUID-91670C9C-E904-4DF2-9CB2-851F6A12C416
Status	Released

Removing the sensor board



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

Identifier	GUID-4E46E3EA-554A-40F3-9C8D-27FE14B3776C
Status	Released

Prerequisites

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

Identifier	GUID-CFFF95DD-57C1-4D7A-BB5F-AF40BD079E57
Status	Released

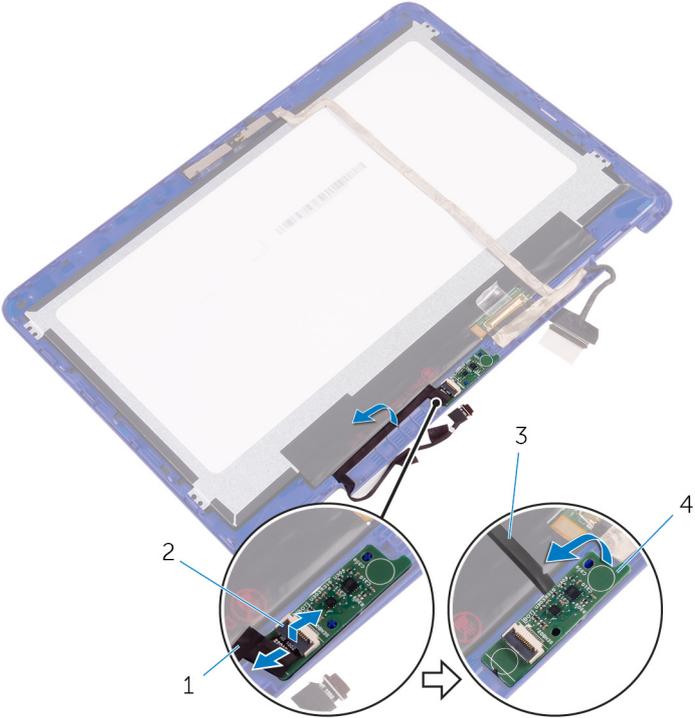
Procedure



CAUTION: Place the display-panel assembly on a soft and clean surface to avoid scratching the display.

- 1 Open the latch and disconnect the sensor-board cable from the sensor board.

2 Using a plastic scribe, pry the sensor board off the display-back cover.



1 sensor-board cable

2 latch

3 plastic scribe

4 sensor board

Identifier	GUID-6B9BB91B-C4AE-4D7C-A9EA-04C924038282
Status	Released

Replacing the sensor board



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

Identifier	GUID-58654872-E416-4EBA-93EB-BFA24F80F6AC
Status	Released

Procedure

- 1 Align the sensor board on the display-back cover and snap the sensor board into place.
- 2 Slide the sensor-board cable into the slot on the sensor board and press down the latch to secure the cable.

Identifier	GUID-6533870E-4E18-4754-B4A0-0A87ECBF3717
Status	Released

Post-requisites

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

Identifier	GUID-F5899359-C2E1-41C0-9663-4C79969506EB
Status	Released

Flashing the BIOS

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

Follow these steps to flash the BIOS:

- 1 Turn on your computer.
- 2 Go to www.dell.com/support.
- 3 Click **Product support**, enter the Service Tag of your computer, and then click **Submit**.



NOTE: If you do not have the Service Tag, use the auto-detect feature or manually browse for your computer model.

- 4 Click **Drivers & downloads** → **Find it myself**.
- 5 Select the operating system installed on your computer.
- 6 Scroll down the page and expand **BIOS**.
- 7 Click **Download** to download the latest version of the BIOS for your computer.
- 8 After 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.

Identifier	GUID-A1115253-A23B-49A2-9BFF-814FF566F8A9
Status	Released

Technology and components

Identifier	GUID-401E5622-3A2A-4FFF-A3AC-DDD4B813600D
Status	Released

Audio

The Inspiron 11-3168 is shipped with Realtek ALC3246 with Waves MaxxAudio, which is the utility to adjust various audio settings.



NOTE: The audio drivers are already installed when you receive your computer.

Identifier	GUID-72381D01-4E38-459A-A599-5EAAFD078591
Status	Released

Downloading the audio driver

- 1 Turn on your computer.
- 2 Go to www.dell.com/support.
- 3 Click **Product support**, enter the Service Tag of your computer, and then click **Submit**.



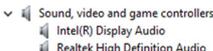
NOTE: If you do not have the Service Tag, use the auto-detect feature or manually browse for your computer model.

- 4 Click **Drivers & downloads** → **Find it myself**.
- 5 Scroll down the page and expand **Audio**.
- 6 Click **Download** to download the audio driver for your computer.
- 7 After the download is complete, navigate to the folder where you saved the audio driver file.
- 8 Double-click the audio driver file icon and follow the instructions on the screen to install the driver.

Identifier	GUID-5A5A179C-9C28-49E3-B570-4CB0B593353B
Status	Released

Identifying the audio controller

- 1 On the taskbar, click or tap the search box, and then type `Device Manager`.
- 2 Click or tap **Device Manager**.
The **Device Manager** window is displayed.
- 3 Expand **Sound, video and game controllers** to view the audio controller.

Before installation	After installation
	

Identifier	GUID-08DDE330-38EE-4BDF-9D33-5136F4021F3A
Status	Released

Changing the audio settings

- 1 On the taskbar, click the search box, and then type `Dell Audio`.
- 2 Click **Dell Audio** and change the audio settings as required.

Identifier	GUID-49D38D9D-801F-45EB-8B70-1D6FB63E4FA4
Status	Released

Camera

The Inspiron 11-3168 is shipped with an integrated 0.92 megapixel high-speed camera with a maximum of 1280 x 720 HD resolution at 30 FPS. The camera has built-in digital-array microphones.

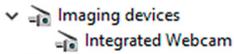
The depth-sensing feature of the camera enhances security when paired with Windows Hello.

 **NOTE: You must replace the camera module if you encounter any issues with the built-in microphones.**

Identifier	GUID-770C40D8-91BA-4D52-ADA0-A9E3568F5E28
Status	Released

Identifying the webcam in device manager

- 1 On the taskbar, click the search box, and then type `Device Manager`.
- 2 Click **Device Manager**.
The **Device Manager** window is displayed.
- 3 Expand **Imaging devices**.

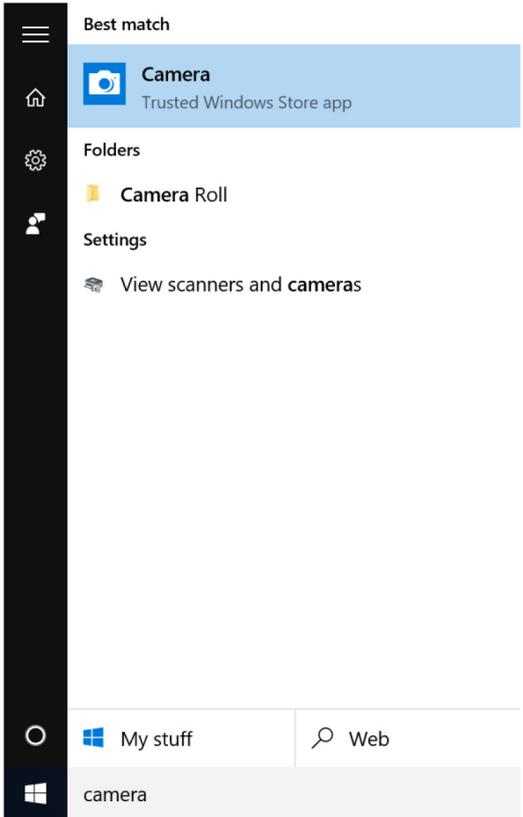


Identifier	GUID-5EDD0A2E-2B8B-4E33-B087-A2A41927483B
Status	Released

Starting the camera application

- 1 On the taskbar, click the search box, and then type `Camera`.

2 Click **Camera**.



Identifier	GUID-4F4426CB-A565-434C-9D7A-71BEACF30A93
Status	Released

Getting the Dell Webcam Central

A CD is shipped along with your computer, which contains the Dell Webcam Central software. If you do not have the software, you can download it by registering through My Account on the Dell website.



NOTE: The Dell Webcam Central is not available for download from the support site or the resource CD.

Identifier	GUID-497B683B-7174-4923-9AA3-CFDE2ED8414B
Status	Released

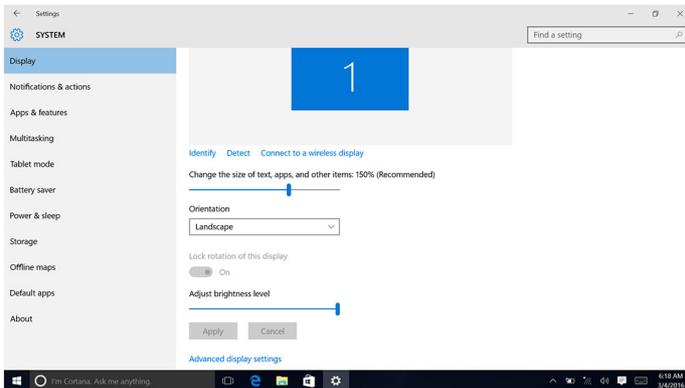
Display

The Inspiron 11-3168 is shipped with 11.6-inch full HD touch screen with 1366 x 768 resolution.

Identifier	GUID-86710544-71AF-44DA-A148-3DF03267BCEA
Status	Released

Adjusting the brightness

- 1 Right-click on the desktop and select **Display settings**.
- 2 Drag or swipe the **Adjust brightness level** slider to adjust the brightness.



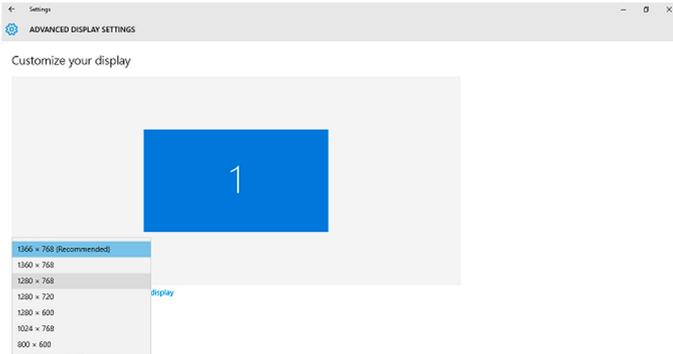
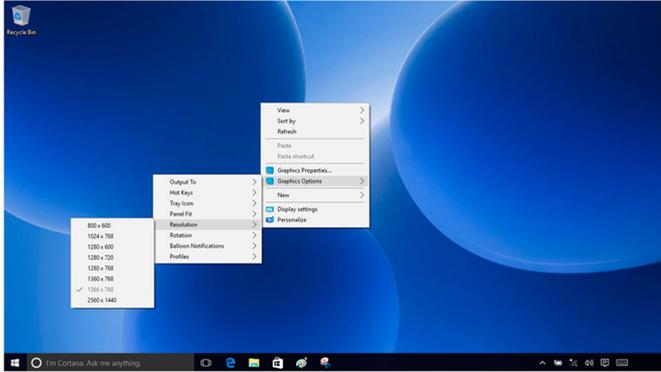
You can press F11 to decrease brightness and F12 to increase brightness.

Identifier	GUID-5B9B5519-72A0-4AA3-90C6-0E1433D01BAA
Status	Released

Changing the screen resolution

- 1 Right-click on the desktop and select **Display settings**.

- 2 Click **Advanced display settings**.
- 3 Select the desired resolution from the drop-down list.



Identifier	GUID-F8462570-AD56-4F43-A7B4-23855FD99310
Status	Released

Rotating the display

- 1 Right-click on the desktop.

2 Select **Graphics Options** → **Rotation** and select from the following options.

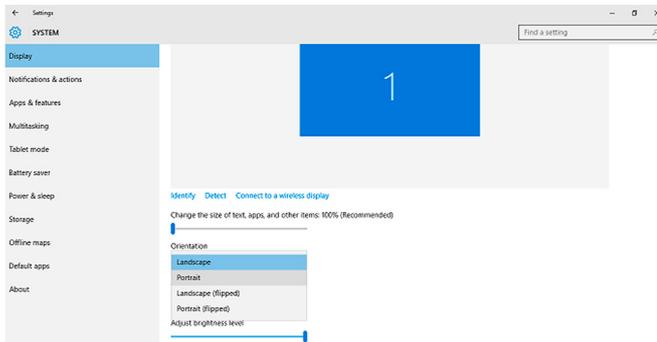
- ✓ Rotate to 0 Degrees
- Rotate to 90 Degrees
- Rotate to 180 Degrees
- Rotate to 270 Degrees

The display can also be rotated using the following key combinations:

- Ctrl+Alt+Up arrow key (Rotate to 0 Degrees)
- Ctrl+Alt+Right arrow key (Rotate to 90 Degrees)
- Ctrl+Alt+Down arrow key (Rotate to 180 Degrees)
- Ctrl+Alt+Left arrow key (Rotate to 270 Degrees)

3 Right-click on the desktop.

4 Select **Display** → **Orientation** and select from the following options.



Identifier	GUID-967C37AA-74FC-4BFF-AEF7-C9AC577F93BE
Status	Released

Cleaning the display

⚠ **CAUTION: To avoid damaging the display, do not apply force when cleaning.**

⚠ **CAUTION: To avoid damaging the display, do not leave any liquid or excess moisture on the screen after cleaning.**

- 1 Turn off your computer.
- 2 Identify any smudges or areas that have to be cleaned.
- 3 Use a microfiber cloth to remove any obvious dust and gently brush off any dirt particles.

- 4 Spray distilled water or cleaning solution to the cloth .



NOTE: Proper cleaning kits should be used to clean and keep your display in an optimal condition.

- 5 Gently wipe the screen in a circular motion.
- 6 For tough spots, repeat this procedure several times till the display is clean.
- 7 Let the display dry thoroughly before you turn it on.

Identifier	GUID-92C8E65C-67F3-4D0E-8E01-3DA4F8E75AC8
Status	Released

HDMI

The Inspiron 11-3168 supports HDMI to connect a TV or another HDMI-in enabled device. It provides video and audio output. The HDMI port is located on the left side of your computer.



NOTE: Appropriate converters (sold separately) are required to connect standard DVI and DisplayPort devices.

Identifier	GUID-96C063F5-0AEB-443C-8AF7-7A934797E298
Status	Released

Connecting to external display devices

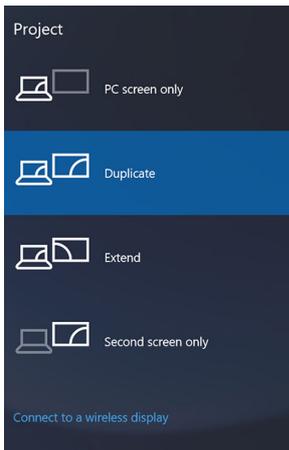
- 1 Connect the HDMI cable to your computer and the external display device.
- 2 Press F8 to display different display modes.

3 Select one of the following display modes:

- PC screen only
- Duplicate
- Extend
- Second screen only



NOTE: For more information, see the document that shipped with your display device.



Identifier	GUID-1E58B158-5226-48C3-8520-2FB318E75E9D
Status	Released

Graphics

The Inspiron 11-3168 is shipped with Intel HD Graphics - Intel Celeron Dual Core and Intel Pentium Quad Core.

Identifier	GUID-CCACCC24-C74D-4638-8B52-5E793B3F0387
Status	Released

Downloading the graphics driver

- 1 Turn on your computer.
- 2 Go to www.dell.com/support.

- 3 Click **Product support**, enter the Service Tag of your computer, and then click **Submit**.



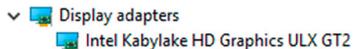
NOTE: If you do not have the Service Tag, use the auto-detect feature or manually browse for your computer model.

- 4 Click **Drivers & downloads** → **Find it myself**.
- 5 Scroll down the page and expand **Video**.
- 6 Click **Download** to download the graphics driver for your computer.
- 7 After the download is complete, navigate to the folder where you saved the graphics driver file.
- 8 Double-click the graphics driver file icon and follow the instructions on the screen.

Identifier	GUID-25EB8D8C-D852-4BE6-93F7-0171FCDCCFBF
Status	Released

Identifying the display adapter

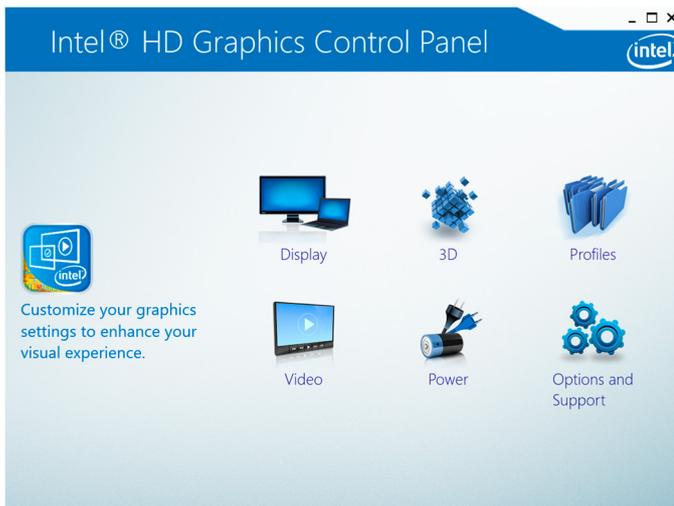
- 1 On the taskbar, click the search box, and then type `Device Manager`.
- 2 Click **Device Manager**.
The **Device Manager** window is displayed.
- 3 Expand **Display adapters**.



Identifier	GUID-802A863A-0680-446B-B1E0-0B0BA63621B9
Status	Released

Changing the display settings in Intel HD Graphics Control Panel

- 1 Right-click on the desktop and select **Graphics Properties** to launch the **Intel HD Graphics Control Panel**.



- 2 Click **Display**.
- 3 Change the display settings as required.

Identifier	GUID-967AE33D-5728-43C1-B95B-AA028BB0768D
Status	Released

Intel WiDi

The wireless display feature allows you to share your computer display with a compatible TV without using cables. You must connect a wireless display adapter to your TV before setting up the wireless display. To check if your TV supports this feature, see the documentation that is shipped with the TV.

The following table provides the basic system requirements for a wireless display.

Processor	<ul style="list-style-type: none"> • Intel Celeron Dual Core • Intel Pentium Quad Core
Video controller	Intel HD Graphics
WLAN card	Intel 2230 or Intel 6150
Operating system	Windows 7 or later
Driver	Download and install the latest driver for “Intel Wireless Display Connection Manager” available at www.dell.com/support

Identifier	GUID-B3D832B5-1569-4CED-92C1-B3456C40334C
Status	Released

Downloading the WiDi application

- 1 Turn on your computer.
- 2 Go to www.dell.com/support.
- 3 Click **Product support**, enter the Service Tag of your computer, and then click **Submit**.
 -  **NOTE: If you do not have the Service Tag, use the auto-detect feature or manually browse for your computer model.**
- 4 Click **Drivers & downloads → Find it myself**.
- 5 Scroll down the page and expand **Video**.
- 6 Click **Download** to download the Intel WiDi application for your computer.
- 7 After the download is complete, navigate to the folder where you saved the WiDi application file.
- 8 Double-click the application file icon and follow the instructions on the screen.

Identifier	GUID-63EABEAA-BF4E-4053-8655-BD5DBC309500
Status	Released

Setting up the wireless display

- 1 Turn on your computer.
 -  **NOTE: Ensure that Wi-Fi is enabled.**
- 2 Connect the wireless display adapter to the TV.
- 3 Turn on the TV and the wireless display adapter.

- 4 Select the appropriate video source for your TV, such as HDMI1, HDMI2, or S-Video.
- 5 Double-click the Intel Wireless Display icon on the desktop.
The **Intel Wireless Display** window is displayed.
- 6 Click **Scan for available displays**.
- 7 Select your wireless display adapter from the **Detected Wireless Displays** list.
- 8 Enter the security code that is displayed on your TV.

Identifier	GUID-50F7520B-2F5F-45C7-BE83-2963FC95B79B
Status	Released

USB

The following table shows the USB ports available in Inspiron 11-3168.

Ports	Location
USB 3.0 port	Left side
USB 2.0 ports (2)	Right side

 **NOTE: USB 3.0 needs the driver to be installed before it can detect any USB devices.**

Identifier	GUID-51B107BC-771B-4EC7-BDB0-125B59E62162
Status	Released

Downloading the USB 3.0 driver

- 1 Turn on your computer.
- 2 Go to www.dell.com/support.
- 3 Click **Product support** enter the Service Tag of your computer, and then click **Submit**.

 **NOTE: If you do not have the Service Tag, use the auto-detect feature or manually browse for your computer model.**

- 4 Click **Drivers & downloads** → **Find it myself**.
- 5 Scroll down the page and expand **Chipset**.
- 6 Click **Download** to download the USB 3.0 driver for your computer.
- 7 After the download is complete, navigate to the folder where you saved the USB 3.0 driver file.

- 8 Double-click double-tap the driver file icon and follow the instructions on screen.

Identifier	GUID-864917B4-7356-4F83-BF89-9A351E3CEBBC
Status	Released

Enabling or disabling the USB in system setup

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



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

- 3 In the left pane of System Setup, select **Settings** → **System Configuration** → **USB Configuration**.
The USB configuration appears in the right pane.
- 4 Select the **Enable External USB Port** check box to enable USB; to disable it, clear the check box.
- 5 Save the system setup settings and exit.

Identifier	GUID-57232AB8-8104-48D1-B07B-6754DADE8497
Status	Released

Fixing a no-boot issue caused by USB emulation

Sometimes the computer does not boot to the operating system when USB devices are connected to the computer during startup. This behavior occurs because the computer is looking for bootable files in the USB devices. Follow these steps to fix the no-boot issue:

- 1 Turn on or restart your computer.

- 2 During power-on self-test (POST) when the DELL logo appears, watch for the F2 prompt to appear, and then press F2 immediately.



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

- 3 In the left pane of System Setup, select **Settings** → **System Configuration** → **USB Configuration**.

USB configuration appears in the right pane.

- 4 Clear the **Enable Boot Support** check box.
- 5 Save the settings and exit.

Identifier	GUID-1DCA4588-B931-4ECE-A977-849DE30089C8
Status	Released

WiFi

The Inspiron 11-3168 is shipped with Wi-Fi 802.11 ac.

Identifier	GUID-65F4A03F-13E2-4D8A-AFC7-E839CEC09551
Status	Released

Turning WiFi on or off



NOTE: There is no physical switch to enable or disable WiFi. It has to be done through computer settings.

- 1 Swipe-in from the right edge of the display, or click the **Action Center** icon on the taskbar to access the Action Center.
- 2 Click **Wi-Fi** to turn Wi-Fi on or off.

Identifier	GUID-42F29820-CC7F-43CF-B19C-1EF2E3A388E2
Status	Released

Downloading the WiFi driver

- 1 Turn on your computer.
- 2 Go to www.dell.com/support.

- 3 Click **Product support** enter the Service Tag of your computer, and then click **Submit**.



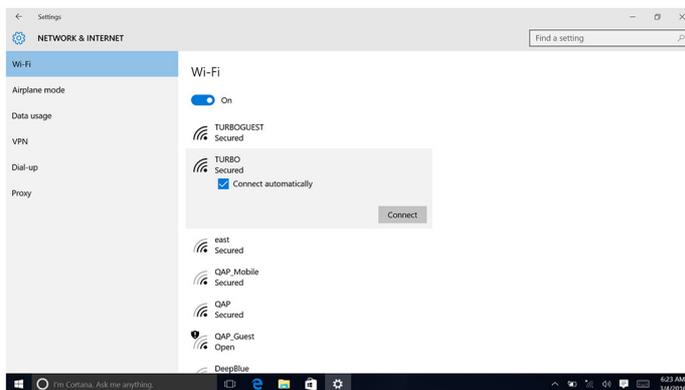
NOTE: If you do not have the Service Tag, use the auto-detect feature or manually browse for your computer model.

- 4 Click **Drivers & downloads** → **Find it myself**.
- 5 Scroll down the page and expand **Network**.
- 6 Click **Download** to download the WiFi driver for your computer.
- 7 After the download is complete, navigate to the folder where you saved the WiFi driver file.
- 8 Double-click the driver file icon and follow the on-screen instructions to install the driver.

Identifier	GUID-951D5FE6-0BA6-48AC-B44E-31F37C0C215B
Status	Released

Configuring the Wi-Fi

- 1 Turn on Wi-Fi. For more information, see [Turning Wi-Fi on or off](#).
- 2 Swipe-in from the right edge of the display, or click the **Action Center** icon on the taskbar to access the Action Center.
- 3 Press and hold **Wi-Fi**, and then click **Go to settings**.
A list of available networks is displayed.
- 4 Select your network and click **Connect**.



NOTE: Type the network security key, if prompted.

Identifier	GUID-C0801372-CAB9-4749-90E9-3E1C9312AB1B
Status	Released

Bluetooth

This computer is shipped with Bluetooth 4.0.

Identifier	GUID-556067EE-EE27-4AB2-9A24-D86168F4428B
Status	Released

Turning Bluetooth on or off

 **NOTE: There is no physical switch to enable or disable Bluetooth. It has to be done through the computer settings.**

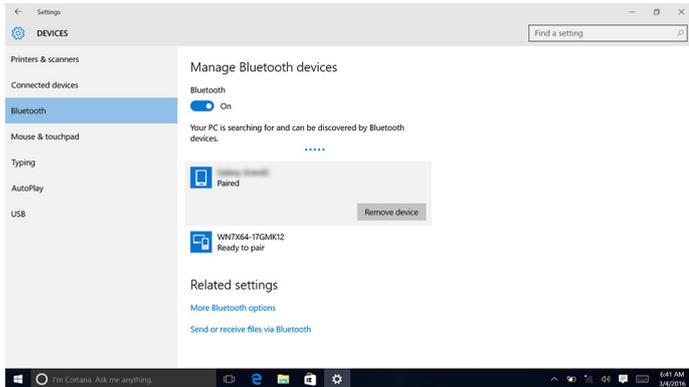
- 1 Swipe-in from the right edge of the display, or click the **Action Center** icon on the taskbar and click **Expand** to access the Action Center.
- 2 Click **Bluetooth** to turn Bluetooth on or off.

Identifier	GUID-07AC5E91-3870-4F36-BFAB-6477A2F7EBBD
Status	Released

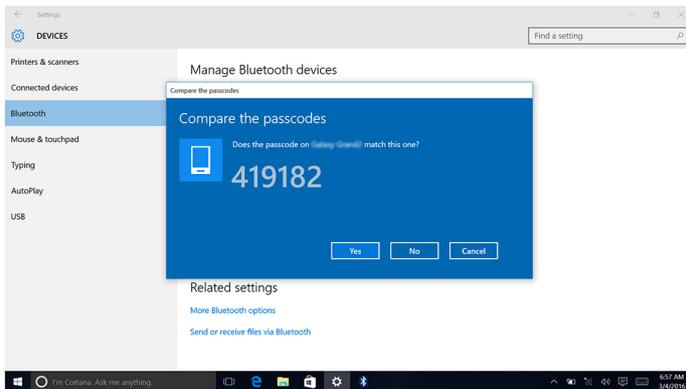
Pairing the Bluetooth-enabled devices

- 1 Turn on Bluetooth. For more information, see [Turning Bluetooth on or off](#).
- 2 Swipe-in from the right edge of the display, or click the **Action Center** icon on the taskbar to access the Action Center.
- 3 Touch and hold **Bluetooth**, and then click **Go to settings**.
- 4 Select the desired Bluetooth device.

- 5 Click **Pair** to pair the bluetooth devices.



- 6 Click **Yes** to confirm the passcodes on both the devices.

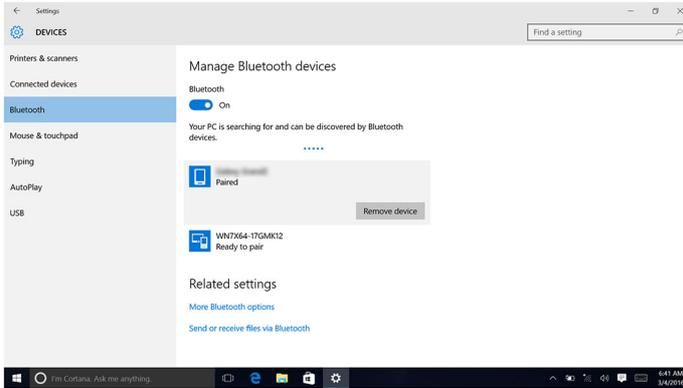


Identifier	GUID-FE40950E-6898-4174-BD50-BD5B76CCFBC7
Status	Released

Removing the Bluetooth device

- 1 Swipe-in from the right edge of the display, or click the **Action Center** icon on the taskbar to access the Action Center.
- 2 Touch and hold **Bluetooth**, and then click **Go to settings**.

- 3 Click the device you want to remove, and then click **Remove device**.

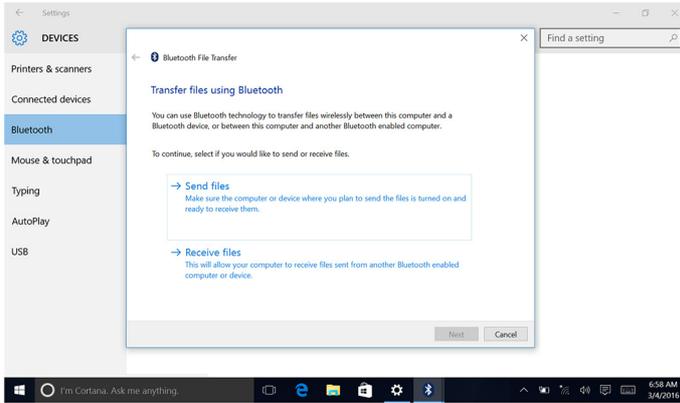


Identifier	GUID-8EE07229-2749-4878-BBAC-005DC58557C1
Status	Released

Transferring files between devices using Bluetooth

- 1 Swipe-in from the right edge of the display, or click the **Action Center** icon on the taskbar to access the Action Center.
- 2 Touch and hold **Bluetooth**, and then click **Go to settings**.
- 3 Select your Bluetooth device.
- 4 Click **Send or receive files via Bluetooth**.

- 5 In the **Bluetooth File Transfer** window, click **Send files**, and then select the desired file.



Identifier	GUID-0C3057A0-3707-4764-82E4-626C3E98889C
Status	Released

Hard drive

The following table shows the hard-drive options available in Inspiron 11-3168

Options	Dimensions
SSD	2.5-inch Solid State Drive
HDD	2.5-inch drive

Identifier	GUID-6D716B49-085D-44EA-B52C-6EABA09FBFC1
Status	Released

Identifying the hard drive in BIOS setup program

- 1 Turn on or restart your computer.

- 2 During power-on self-test (POST) when the DELL logo appears, watch for the F2 prompt to appear, and then press F2 immediately.



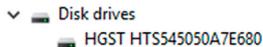
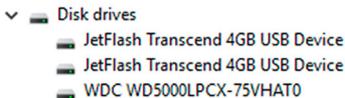
NOTE: The F2 prompt indicates that the keyboard is initialized. This prompt can appear very quickly, so you must watch for it, and then press F2. If you press F2 before the F2 prompt appears, this keystroke is lost. If you wait too long and the operating system logo appears, continue to wait until you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

A list of hard drives appears under **System Information** in the **General** group.

Identifier	GUID-36A9A6FF-E839-4AD8-9D86-6AB0DC38D3E2
Status	Released

Identifying the hard drive

- 1 On the taskbar, click the search box, and then type `Device Manager`.
- 2 Click **Device Manager**.
The **Device Manager** window is displayed.
- 3 Expand **Disk drives**.



Identifier	GUID-ABD9A167-B2DA-4E4F-BC37-E0AEFA4316FD
Status	Released

Media-card reader

The Inspiron 11-3168 has one microSD-card slot located on the right side of your computer.

Identifier	GUID-E0EAAA79-C273-42E8-8559-F9254D497A79
Status	Released

Downloading the media-card reader driver

- 1 Turn on your computer.
- 2 Go to www.dell.com/support.
- 3 Click **Product support** enter the Service Tag of your computer, and then click **Submit**.



NOTE: If you do not have the Service Tag, use the auto-detect feature or manually browse for your computer model.

- 4 Click **Drivers & downloads** → **Find it myself**.
- 5 Scroll down the page and expand **Chipset**.
- 6 Click **Download** to download the media-card reader driver for your computer.
- 7 After the download is complete, navigate to the folder where you saved the media-card reader driver file.
- 8 Double-click the card reader driver file icon and follow the instructions on the screen.

Identifier	GUID-C11AF3A7-E01A-4622-921C-83E86C7775D0
Status	Released

Browsing a media card

- 1 Insert the media card with the metal contacts facing down.
The card will auto-play and a notification appears on the screen.
- 2 Follow the instructions on the screen.

Identifier	GUID-9C3103F9-C4C4-471F-B973-EF3EA49F7C80
Status	Released

Keyboard

The Inspiron 11-3168 is shipped with a backlit keyboard.

Identifier	GUID-E86627DD-1B5C-4793-922E-429744457B0A
Status	Released

Changing the keyboard language

- 1 Click **Start** .
- 2 Click **Settings** .
- 3 Click **Time & language** → **Region & language**.
- 4 Click **Add a language**.
- 5 Choose the language you want to add and select a country for the language.
- 6 Under **Languages**, click the language that you want to set as the default language.
- 7 Click **Set as default**.

Identifier	GUID-CCEAE018-EAC4-415F-A0DD-46401386C034
Status	Released

Keyboard shortcuts

 **NOTE:** Keyboard characters may differ depending on the keyboard language configuration. Keys used for shortcuts remain the same across all language configurations.

Table 1. List of keyboard shortcuts

Icons	Description
	Mute audio
	Decrease volume
	Increase volume
	Play previous track/chapter
	Play/Pause
	Play next track/chapter

Icons	Description
	Switch to external display
	Search
	Decrease brightness
	Increase brightness
	Pause/Break
	Toggle Fn-key lock
	Sleep
	Turn off/on wireless
	Toggle scroll lock
	System request
	Open application menu
	End
	Home
	Page Up
	Page Down

Identifier	GUID-4C3D28FD-915C-46D4-B5A0-F4C2AD92B27E
Status	Released

Touch pad

The Inspiron 11–3168 is shipped with a Precision touch pad.

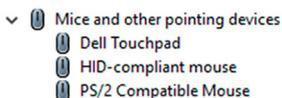
A precision touch pad is a new class of input device that provides high precision pointer input and gesture functionality. Precision touch pads interact with the operating system directly without a driver.

The operating system handles the overall functionality of the touch pad and there are no separate drivers available for download.

Identifier	GUID-44CED403-E3DC-4E41-A083-AB1DB0837D42
Status	Released

Identifying the touch pad

- 1 On the taskbar, click the search box, and then type `Device Manager`.
- 2 Click **Device Manager**.
The **Device Manager** window is displayed.
- 3 Expand **Mice and other pointing devices**.



Identifier	GUID-866AF92D-65DD-4FEA-9CF4-AA53FED4688E
Status	Released

Touch pad gestures

Gesture	Procedure	Result
Tap to click	Tap on the touch pad.	Selects an item.
Tap, tap-slide to highlight or drag	Tap, tap-slide on the touch pad.	Highlights text, and drags and drops an item.

Gesture	Procedure	Result
Slide to scroll	Place two fingers on the touch pad, and then slide.	Scrolls the page. Pages can scroll left and right, up and down, or both.
Pinch or stretch to zoom	Place two fingers on the touch pad and move them toward each other or away from each other.	Zooms out or zooms in on the touch pad.
Swipe for Action Center	Swipe in from the right edge.	Opens the Action Center. Swipe again to hide the Action Center.
Swipe for adding new desktop	Swipe in from the left edge.	Click New desktop to add a new desktop.

Identifier	GUID-14083F73-FE6A-4EFF-91D6-A512B8271038
Status	Released

Power adapter

The Inspiron 11–3168 is shipped with a 45 W or a 65 W power adapter.

 **WARNING: When you disconnect the power adapter cable from the computer, pull on its connector, not the cable itself. When disconnecting cable, keep it evenly aligned to avoid bending any connector pins. When connecting the cable, ensure that the port and the connector are correctly oriented and aligned.**

 **WARNING: The power adapter works with electrical outlets worldwide. However, power connectors and power strips vary among countries. Using an incompatible cable or improperly connecting the cable to the power strip or electrical outlet may cause fire or equipment damage.**

Identifier	GUID-ED07E753-89E5-4487-9B72-31084EA25BED
Status	Released

Battery

The Inspiron 11-3168 is shipped with a 2-cell 32 WHr smart lithium ion battery.



NOTE: Batteries are covered for a period of one year from the invoice date unless stated otherwise in the invoice.

Identifier	GUID-B942B445-FF19-4CD3-BCA7-70A39F06CC4F
Status	Released

Chipsets

The chipset is virtually divided into two sections — Northbridge and Southbridge. All computer components communicate with the CPU through the chipset.

The Inspiron 11-3168 is shipped with the chipset that is integrated in the processor.

Identifier	GUID-8DB2E8BE-513D-41BC-BD5C-4E78A5FDD27C
Status	Released

Downloading the chipset driver

- 1 Turn on your computer.
- 2 Go to www.dell.com/support.
- 3 Click **Product support**, enter the Service Tag of your computer, and then click **Submit**.



NOTE: If you do not have the Service Tag, use the auto-detect feature or manually browse for your computer model.

- 4 Click **Drivers & downloads → Find it myself**.
- 5 Scroll down the page and expand **Chipset**.
- 6 Click **Download** to download the chipset driver for your computer.
- 7 After the download is complete, navigate to the folder where you saved the chipset driver file.
- 8 Double-click the chipset driver file icon and follow the instructions on the screen.

Identifier	GUID-95AFFEAC-B2A7-4C4A-A24E-F16C8509B9B0
Status	Released

Identifying the chipset

- 1 On the taskbar, click the search box, and then type `Device Manager`.
- 2 Click **Device Manager**.
The **Device Manager** window is displayed.

3 Expand System devices.

- System devices
 - ACPI Fixed Feature Button
 - ACPI Lid
 - ACPI Processor Aggregator
 - ACPI Thermal Zone
 - Composite Bus Enumerator
 - High Definition Audio Controller
 - High precision event timer
 - Intel(R) Integrated Sensor Solution
 - Intel(R) Management Engine Interface
 - Intel(R) Power Engine Plug-in
 - Intel(R) Serial IO GPIO Host Controller - INT344B
 - Intel(R) Serial IO I2C Host Controller - 9D60
 - Intel(R) Virtual Buttons
 - ISS Dynamic Bus Enumerator
 - KBL Host Bridge/DRAM Registers - 590C
 - Legacy device
 - Microsoft ACPI-Compliant System
 - Microsoft System Management BIOS Driver
 - Microsoft UEFI-Compliant System
 - Microsoft Virtual Drive Enumerator
 - Microsoft Windows Management Interface for ACPI
 - Mobile 6th Generation Intel(R) Processor Family I/O PCI Express Root Port #6 - 9D15
 - Mobile 6th Generation Intel(R) Processor Family I/O PCI Express Root Port #5 - 9D14
 - Mobile 6th Generation Intel(R) Processor Family I/O PMC - 9D21
 - Mobile 6th Generation Intel(R) Processor Family I/O SMBUS - 9D23
 - Mobile 6th Generation Intel(R) Processor Family I/O Thermal subsystem - 9D31
 - NDIS Virtual Network Adapter Enumerator
 - PCI Express Root Complex
 - PCI standard ISA bridge
 - Plug and Play Software Device Enumerator
 - Programmable interrupt controller
 - Remote Desktop Device Redirector Bus
 - System CMOS/real time clock
 - System timer
 - UMBus Root Bus Enumerator

Identifier	GUID-B9E7C9BD-82BB-472E-BF8F-F18A6F1F2022
Status	Released

Memory

The Inspiron 11-3168 has one SODIMM (RAM) slot, which is accessible by removing the base cover. Your computer supports 2 GB, and 4 GB, DDR3L memory of up to 1600 MHz.

Identifier	GUID-7D907F57-A240-43B3-AFE6-01E61855ECAD
Status	Released

Checking the system memory in Windows

- 1 Click **Start** .
- 2 Select **Settings** .
- 3 Click **System** → **About**.

Identifier	GUID-8FF96184-F8C1-454B-AFC5-F13FF68A661C
Status	Released

Checking the system memory in system setup

- 1 Turn on or restart your computer.
- 2 During power-on self-test (POST) when the DELL logo appears, watch for the F2 prompt to appear, and then press F2 immediately.
 **NOTE: The F2 prompt indicates that the keyboard is initialized. This prompt can appear very quickly, so you must watch for it, and then press F2. If you press F2 before the F2 prompt appears, this keystroke is lost. If you wait too long and the operating system logo appears, continue to wait until you see the desktop. Then, turn off your computer, and try again.**
- 3 In the left pane of System Setup, select **Settings** → **General** → **System Information**.
The memory information appears in the right pane.

Identifier	GUID-E1E5195C-30F6-4B2F-9A3A-9355FB56C963
Status	Released

Testing memory using ePSA

- 1 Turn on or restart your computer.
- 2 Press F12 after the Dell logo is displayed on the screen to access the boot menu.
- 3 Use the arrow keys to highlight the **Diagnostics** menu option and press **Enter**.

- Follow the instructions on the screen to complete the ePSA Pre-boot System Assessment (PSA).



NOTE: If the operating system logo appears, wait until you see the desktop. Turn off your computer and try again.

Identifier	GUID-ACD56579-39E2-4893-9DFC-1B5866D10633
Status	Released

Processors

The Inspiron 11-3168 is shipped with the following processor options.

- Intel Celeron Dual Core
- Intel Pentium Quad Core

Identifier	GUID-082679E9-93BD-4651-A853-ADCE37B7E21A
Status	Released

Identifying the processors in Windows

- On the taskbar, click or tap the search box, and then type `Device Manager`.
- Click or tap **Device Manager**.
The **Device Manager** window is displayed.
- Expand **Processors**.



Identifier	GUID-5A64C9AA-C450-4AA3-BA3E-FA4FD6DC31BA
Status	Released

Checking the processor usage in the task manager

- Right-click or double-tap on the taskbar.
- Click or tap **Task Manager**.
The **Task Manager** window is displayed.

3 Click or tap the **Performance** tab to display the processor performance details.

The screenshot shows the Windows Task Manager Performance tab. At the top, there are tabs for Processes, Performance, App history, Startup, Users, Details, and Services. The Performance tab is active, displaying a summary of system resource usage: 2% CPU, 48% Memory, 0% Disk, and 0% Network. Below this, there are three expandable sections: 'Apps (2)', 'Background processes (63)', and 'Fewer details'. The 'Apps (2)' section is expanded, showing Task Manager (0.5% CPU, 10.4 MB Memory) and Windows Explorer (2) (0.1% CPU, 38.4 MB Memory). The 'Background processes (63)' section is also expanded, listing various system services and updates with their respective CPU, Memory, Disk, and Network usage.

Name	2% CPU	48% Memory	0% Disk	0% Network
Apps (2)				
Task Manager	0.5%	10.4 MB	0 MB/s	0 Mbps
Windows Explorer (2)	0.1%	38.4 MB	0 MB/s	0 Mbps
Background processes (63)				
64-bit Synaptics Pointing Enhanc...	0%	0.2 MB	0 MB/s	0 Mbps
Application Frame Host	0%	2.9 MB	0 MB/s	0 Mbps
Cortana	0%	73.8 MB	0 MB/s	0 Mbps
DCCService (32 bit)	0%	0.9 MB	0 MB/s	0 Mbps
Dell Digital Delivery Windows S...	0%	14.1 MB	0 MB/s	0 Mbps
Dell Update (32 bit)	0%	16.2 MB	0 MB/s	0 Mbps
Dell Update Windows Service (3...	0%	8.6 MB	0 MB/s	0 Mbps
Dell.DFS.Agent.WinService	0%	11.4 MB	0 MB/s	0 Mbps
DFS.Common.Agent (32 bit)	0%	4.9 MB	0 MB/s	0 Mbps
Dropbox Update (32 bit)	0%	0.3 MB	0 MB/s	0 Mbps
DropboxOEM (32 bit)	0%	3.9 MB	0 MB/s	0 Mbps
HD Audio Background Process	0%	1.8 MB	0 MB/s	0 Mbps
HD Audio Background Process	0%	0.2 MB	0 MB/s	0 Mbps
HD Audio Background Process	0%	1.0 MB	0 MB/s	0 Mbps
Host Process for Windows Tasks	0%	39.5 MB	0 MB/s	0 Mbps

^ Fewer details

Identifier GUID-FAD3C0CC-13B9-444D-BE54-9D917DAD6798

Status Released

Operating System

The Inspiron 11-3168 is shipped with the Windows 10 factory installation.

Identifier	GUID-529F1111-BEF1-422F-98B8-A0383CD50984
Status	Released

Service Tag location

The service tag is a unique alphanumeric identifier that allows Dell service technicians to identify the hardware components in your computer and access warranty information.



Identifier	GUID-8AFC0986-DCA7-41B8-8EAB-0BAFFCA3CFD
Status	Released

Device driver

Identifier	GUID-95C348D7-48C7-4ABE-9F3A-485D82A86FEA
Status	Released

Intel Dynamic Platform and Thermal Framework

In the Device Manager, check if the Intel Dynamic Platform and Thermal Framework is installed. Install the driver updates from www.dell.com/support.

- Intel(R) Dynamic Platform and Thermal Framework
 - Intel(R) Dynamic Platform and Thermal Framework Generic Participant
 - Intel(R) Dynamic Platform and Thermal Framework Generic Participant
 - Intel(R) Dynamic Platform and Thermal Framework Manager
 - Intel(R) Dynamic Platform and Thermal Framework Memory Participant
 - Intel(R) Dynamic Platform and Thermal Framework Processor Participant

Identifier	GUID-6FEA18BD-88A3-49BC-AFB0-8587E364A543
Status	Released

Intel HD Graphics 515 driver

In the Device Manager, check if the video driver is installed. Install the video driver update from www.dell.com/support.

- Display adapters
 - Intel(R) HD Graphics

Identifier	GUID-9F870E9E-B67D-4D2E-A790-5467D36AE871
Status	Released

Intel Chipset Software Installation Utility

In the Device Manager, check if the chipset driver is installed. Install the Intel chipset updates from www.dell.com/support.

- System devices
 - ACPI Fixed Feature Button
 - ACPI Lid
 - ACPI Processor Aggregator
 - ACPI Thermal Zone
 - Composite Bus Enumerator
 - High Definition Audio Controller
 - High precision event timer
 - Intel(R) Integrated Sensor Solution
 - Intel(R) Management Engine Interface
 - Intel(R) Power Engine Plug-in
 - Intel(R) Serial IO GPIO Host Controller - INT344B
 - Intel(R) Serial IO I2C Host Controller - 9D60
 - Intel(R) Virtual Buttons
 - ISS Dynamic Bus Enumerator
 - KBL Host Bridge/DRAM Registers - 590C
 - Legacy device
 - Microsoft ACPI-Compliant System
 - Microsoft System Management BIOS Driver
 - Microsoft UEFI-Compliant System
 - Microsoft Virtual Drive Enumerator
 - Microsoft Windows Management Interface for ACPI
 - Mobile 6th Generation Intel(R) Processor Family I/O PCI Express Root Port #6 - 9D15
 - Mobile 6th Generation Intel(R) Processor Family I/O PCI Express Root Port #5 - 9D14
 - Mobile 6th Generation Intel(R) Processor Family I/O PMC - 9D21
 - Mobile 6th Generation Intel(R) Processor Family I/O SMBUS - 9D23
 - Mobile 6th Generation Intel(R) Processor Family I/O Thermal subsystem - 9D31
 - NDIS Virtual Network Adapter Enumerator
 - PCI Express Root Complex
 - PCI standard ISA bridge
 - Plug and Play Software Device Enumerator
 - Programmable interrupt controller
 - Remote Desktop Device Redirector Bus
 - System CMOS/real time clock
 - System timer
 - UMBus Root Bus Enumerator

Identifier	GUID-2F505F8E-5EB5-40BD-A11E-36B276E8866B
Status	Released

Intel Serial IO driver

In the Device Manager, check if the Intel Serial IO driver is installed. Install the driver updates from www.dell.com/support.

- ▼  Human Interface Devices
 -  Converted Portable Device Control device
 -  GPIO Dock Mode Indicator Driver
 -  GPIO Laptop or Slate Indicator Driver
 -  HID PCI Minidriver for ISS
 -  HID PCI Minidriver for ISS
 -  HID PCI Minidriver for ISS
 -  HID PCI Minidriver for ISS
 -  HID PCI Minidriver for ISS
 -  HID-compliant consumer control device
 -  HID-compliant consumer control device
 -  HID-compliant consumer control device
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 -  HID-compliant consumer control device
 -  HID-compliant consumer control device
 -  HID-compliant system controller
 -  HID-compliant system controller
 -  HID-compliant system controller
 -  HID-compliant system controller
 -  HID-compliant touch screen
 -  HID-compliant vendor-defined device
 -  HID-compliant vendor-defined device
 -  HID-compliant vendor-defined device
 -  HID-compliant vendor-defined device
 -  HID-compliant vendor-defined device
 -  HID-compliant vendor-defined device
 -  HID-compliant wireless radio controls
 -  I2C HID Device
 -  Portable Device Control device
 -  Synaptics HID Device
 -  USB Input Device
 -  USB Input Device
 -  USB Input Device

- System devices
 - ACPI Fixed Feature Button
 - ACPI Lid
 - ACPI Processor Aggregator
 - ACPI Thermal Zone
 - Composite Bus Enumerator
 - High Definition Audio Controller
 - High precision event timer
 - Intel(R) Integrated Sensor Solution
 - Intel(R) Management Engine Interface
 - Intel(R) Power Engine Plug-in
 - Intel(R) Serial IO GPIO Host Controller - INT344B
 - Intel(R) Serial IO I2C Host Controller - 9D60
 - Intel(R) Virtual Buttons
 - ISS Dynamic Bus Enumerator
 - KBL Host Bridge/DRAM Registers - 590C
 - Legacy device
 - Microsoft ACPI-Compliant System
 - Microsoft System Management BIOS Driver
 - Microsoft UEFI-Compliant System
 - Microsoft Virtual Drive Enumerator
 - Microsoft Windows Management Interface for ACPI
 - Mobile 6th Generation Intel(R) Processor Family I/O PCI Express Root Port #6 - 9D15
 - Mobile 6th Generation Intel(R) Processor Family I/O PCI Express Root Port #5 - 9D14
 - Mobile 6th Generation Intel(R) Processor Family I/O PMC - 9D21
 - Mobile 6th Generation Intel(R) Processor Family I/O SMBUS - 9D23
 - Mobile 6th Generation Intel(R) Processor Family I/O Thermal subsystem - 9D31
 - NDIS Virtual Network Adapter Enumerator
 - PCI Express Root Complex
 - PCI standard ISA bridge
 - Plug and Play Software Device Enumerator
 - Programmable interrupt controller
 - Remote Desktop Device Redirector Bus
 - System CMOS/real time clock
 - System timer
 - UMBus Root Bus Enumerator

Identifier	GUID-032BF4B0-D80B-4198-999D-FD28C3DAECBE
Status	Released

Intel Virtual Button driver

In the Device Manager, check if the Intel Virtual Button driver is installed. Install the driver updates from www.dell.com/support.

- System devices
 - ACPI Fixed Feature Button
 - ACPI Lid
 - ACPI Processor Aggregator
 - ACPI Thermal Zone
 - Composite Bus Enumerator
 - High Definition Audio Controller
 - High precision event timer
 - Intel(R) Integrated Sensor Solution
 - Intel(R) Management Engine Interface
 - Intel(R) Power Engine Plug-in
 - Intel(R) Serial IO GPIO Host Controller - INT344B
 - Intel(R) Serial IO I2C Host Controller - 9D60
 - Intel(R) Virtual Buttons
 - ISS Dynamic Bus Enumerator
 - KBL Host Bridge/DRAM Registers - 590C
 - Legacy device
 - Microsoft ACPI-Compliant System
 - Microsoft System Management BIOS Driver
 - Microsoft UEFI-Compliant System
 - Microsoft Virtual Drive Enumerator
 - Microsoft Windows Management Interface for ACPI
 - Mobile 6th Generation Intel(R) Processor Family I/O PCI Express Root Port #6 - 9D15
 - Mobile 6th Generation Intel(R) Processor Family I/O PCI Express Root Port #5 - 9D14
 - Mobile 6th Generation Intel(R) Processor Family I/O PMC - 9D21
 - Mobile 6th Generation Intel(R) Processor Family I/O SMBUS - 9D23
 - Mobile 6th Generation Intel(R) Processor Family I/O Thermal subsystem - 9D31
 - NDIS Virtual Network Adapter Enumerator
 - PCI Express Root Complex
 - PCI standard ISA bridge
 - Plug and Play Software Device Enumerator
 - Programmable interrupt controller
 - Remote Desktop Device Redirector Bus
 - System CMOS/real time clock
 - System timer
 - UMBus Root Bus Enumerator

Identifier	GUID-746A473C-5C60-40AE-B08B-9FEE5BFFA1A4
Status	Released

Intel Wireless 3165 WiFi and Bluetooth drivers

In the Device Manager, check if the network card driver is installed. Install the driver updates from www.dell.com/support.

- Network adapters
 - Bluetooth Device (Personal Area Network)
 - Bluetooth Device (RFCOMM Protocol TDI)
 - Intel(R) Dual Band Wireless-AC 3165

In the Device Manager, check if the Bluetooth driver is installed. Install the driver updates from www.dell.com/support.

- ▼ Bluetooth
 - Intel(R) Wireless Bluetooth(R)
 - Microsoft Bluetooth Enumerator
 - Microsoft Bluetooth LE Enumerator

Identifier	GUID-1AD785FB-5E05-439C-B13A-57A72FB71A41
Status	Released

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.

Identifier	GUID-4F2ADE64-A124-4BF5-9247-7962D9B3710D
Status	Released

Entering the BIOS setup program

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



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

You can change user-defined settings in the BIOS setup program.

Identifier	GUID-AB88E398-32AA-418E-8E14-6574E1E26206
Status	Released

Boot menu

The Inspiron 11-3168 includes a one-time boot menu. By using this feature, you can change the sequence of devices from which your computer attempts to boot; for example, USB flash drive, CD-ROM, or hard drive.

To access the one-time boot menu, after you turn on or restart your computer, press F12 when the Dell logo appears on the screen.

Identifier	GUID-6C1E9A56-5E1A-4DAE-882C-86265B4FA0C6
Status	Released

Boot menu enhancements

The boot menu enhancements are as follows:

- **Easier Access** — Press F12 to access the boot selection menu.
- **User Prompting** — The user is prompted to use the keystroke on the BIOS screen.
- **Diagnostics Options** — The boot menu includes the ePSA diagnostic options.

Identifier	GUID-AA89FFBE-8F29-4EF1-953B-505B34F284FB
Status	Released

Timing key sequences

The keyboard is not the first device initialized by Setup. As a result, if you press a keystroke too early, the keyboard is locked out. In such case, a keyboard error message is displayed on the screen, and you cannot restart your computer with the Ctrl+Alt+Del key combination.

To prevent the keyboard from locking, wait until the keyboard is initialized completely. The keyboard is initialized if one of the following occurs:

- The keyboard lights flash.
- The F2=Setup prompt appears in the top-right corner of the screen during boot.

Identifier	GUID-574EA373-F57D-4473-ACDF-4F82C184FE30
Status	Released

Getting help and contacting Dell

Self-help resources

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

Table 2. 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 computer, 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.