

Inspiron 15-5578

2-in-1

Service Manual



Notes, cautions, and warnings

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

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

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

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Before working inside your computer


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

Before you begin

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


Safety instructions

Use the following safety guidelines to protect your computer from potential damage and to ensure your personal safety. Unless otherwise noted, each procedure included in this document assumes that you have read the safety information that shipped with your computer.


 **NOTE:** 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.


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

 **CAUTION:** To avoid damaging the computer, ensure that the work surface is flat and clean.

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

 **CAUTION:** 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 using a wrist grounding strap or by periodically 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.

NOTE: The color of your computer and certain components may appear differently than shown in this document.

Recommended tools

The procedures in this document may require the following tools:

- Philips screwdriver #1
- Plastic scribe

Screw list

Table 1. Screw list

















| Component | Secured to | Screw type | Quantity | Screw image |
|--------------------------------|---|-------------------|----------|---|
| Base cover | Palm rest and keyboard assembly | M2.5x7 | 10 |  |
| Battery | Palm rest and keyboard assembly | M2x3 | 2 |  |
| Display hinge | Palm rest and keyboard assembly | M2.5x7 | 2 |  |
| Display hinge | Display back-cover and antenna assembly | M2.5x2.5 Big Head | 6 |  |
| Display hinge | Display back-cover and antenna assembly | M2x3 | 2 |  |
| Fan | Palm rest and keyboard assembly | M2x3 | 2 |  |
| Hard-drive bracket | Palm rest and keyboard assembly | M2x3 | 3 |  |
| Hard drive | Hard-drive bracket | M3x3 | 4 |  |
| I/O board | Palm rest and keyboard assembly | M2x3 | 2 |  |
| Power-adaptor port | Palm rest and keyboard assembly | M2x3 | 1 |  |
| Power and volume-buttons board | Palm rest and keyboard assembly | M2x3 | 1 |  |
| System board | Palm rest and keyboard assembly | M2x2 Big Head | 5 |  |
| Sensor board | Display panel | M2.5x2.5 Big Head | 1 |  |
| Touchpad | Palm rest and keyboard assembly | M2x2 | 4 |  |

Table 1. Screw list (continued)

| Component | Secured to | Screw type | Quantity | Screw image |
|------------------|---------------------------------|------------|----------|---|
| Touchpad bracket | Palm rest and keyboard assembly | M2x2.5 | 3 |  |
| Wireless card | Palm rest and keyboard assembly | M2x3 | 1 |  |

After working inside your computer

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

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

Removing the base cover

NOTE: 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.

Procedure

1. Close the display and turn the computer over.
2. Remove the ten screws (M2.5x7) that secure the base cover to the palm rest and keyboard assembly.

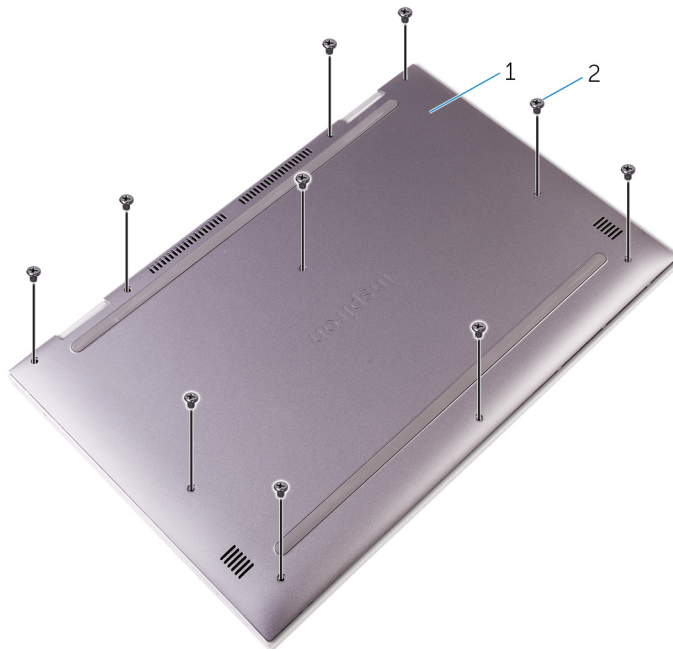


Figure 1. Removing screws from the base cover

- a. base cover
 - b. screws (10)
3. Using a plastic scribe, pry the base cover off the palm rest and keyboard assembly.

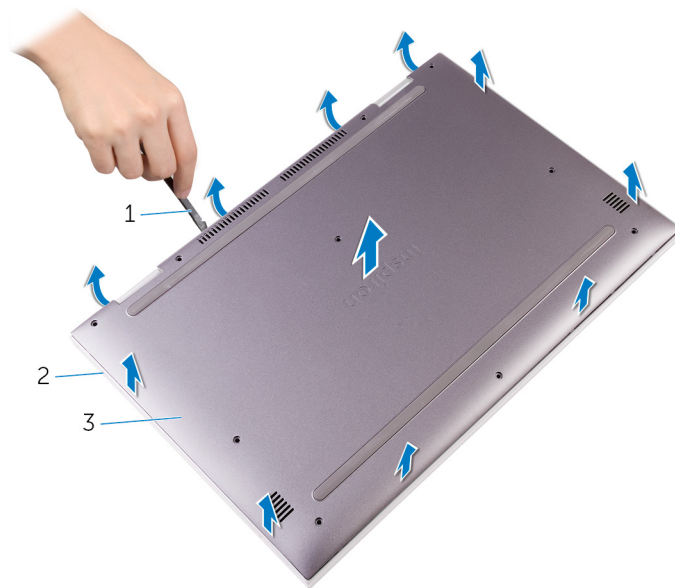


Figure 2. Removing the base cover

- a. plastic scribe
 - b. palm rest and keyboard assembly
 - c. base cover
4. Disconnect the battery cable from the system board.
- NOTE:** Disconnect the battery cable only when you continue to remove other components from your computer.

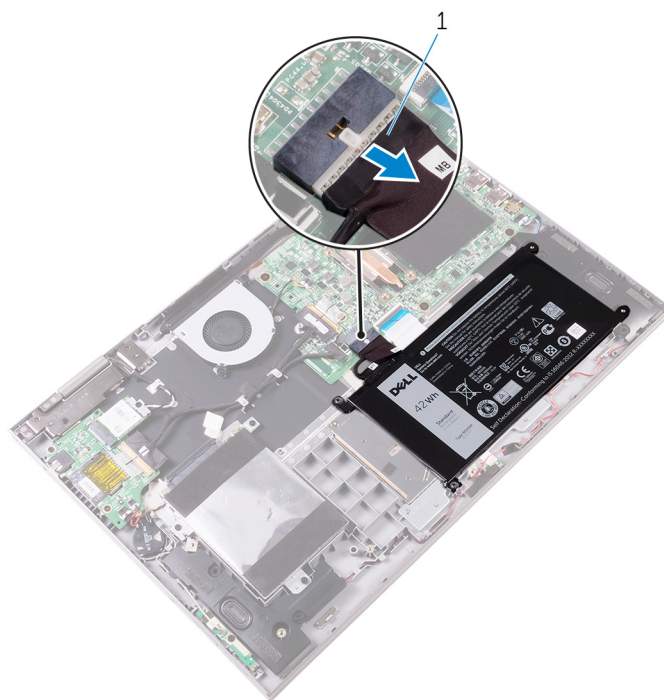


Figure 3. Disconnecting the battery cable

- a. battery cable

Replacing the base cover

NOTE: 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.

Procedure

1. Connect the battery to the system board, if applicable.
2. Slide the tabs on the base cover into the slots on the palm rest and keyboard assembly and snap the base cover into place.
3. Replace the ten screws (M2.5x7) that secure the base cover to the palm rest and keyboard assembly.

Removing the battery

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Prerequisites

Remove the [base cover](#).

Procedure

1. Disconnect the battery cable from the system board, if applicable.
2. Press and hold the power button for 5 seconds to ground the system board.
3. Remove the two screws (M2x3) that secure the battery to the palm rest and keyboard assembly.
4. Lift the battery along with its cable off the palm rest and keyboard assembly.

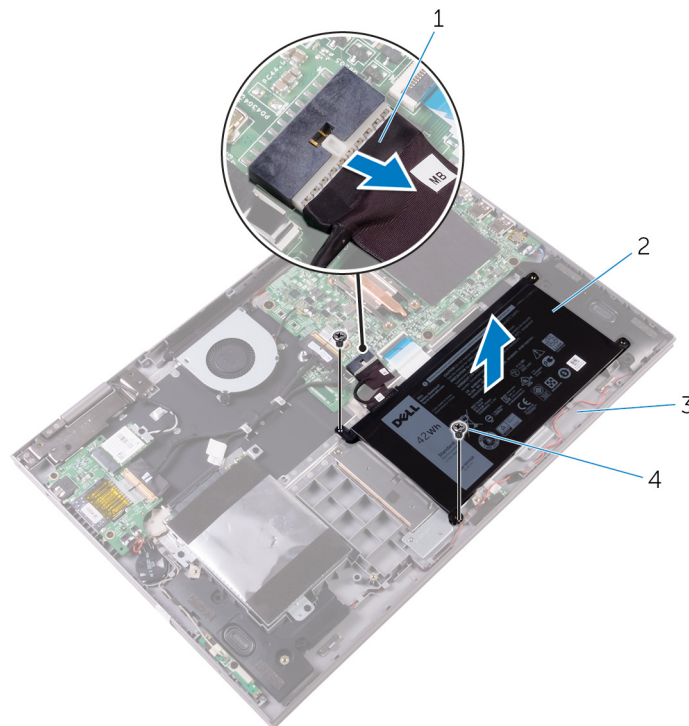


Figure 4. Removing the battery

- | | |
|------------------------------------|---------------|
| 1. battery cable | 2. battery |
| 3. palm rest and keyboard assembly | 4. screws (2) |

Replacing the battery

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Procedure

1. Align the screw holes on the battery with the screw holes on the palm rest and keyboard assembly.
2. Replace the two screws (M2x3) that secure the battery to the palm rest and keyboard assembly.
3. Connect the battery cable to the system board.

Post-requisites

Replace the [base cover](#).

Removing the memory modules

NOTE: 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.

Prerequisites

Remove the [base cover](#).

Procedure

1. Lift the Mylar from to access the memory module.

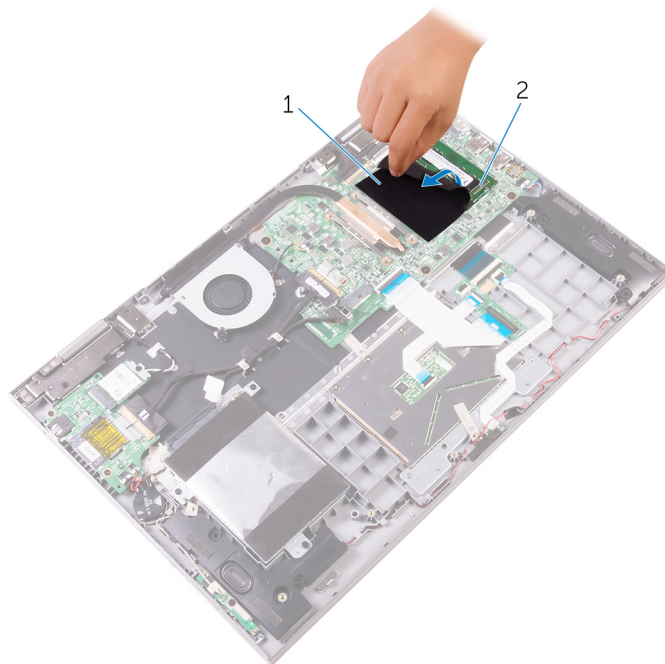


Figure 5. Removing the memory modules

- a. Mylar
 - b. memory module
2. Use your fingertips to carefully spread apart the securing-clips on each end of the memory-module slot until the memory module pops up.
 3. Remove the memory module from the memory-module slot.

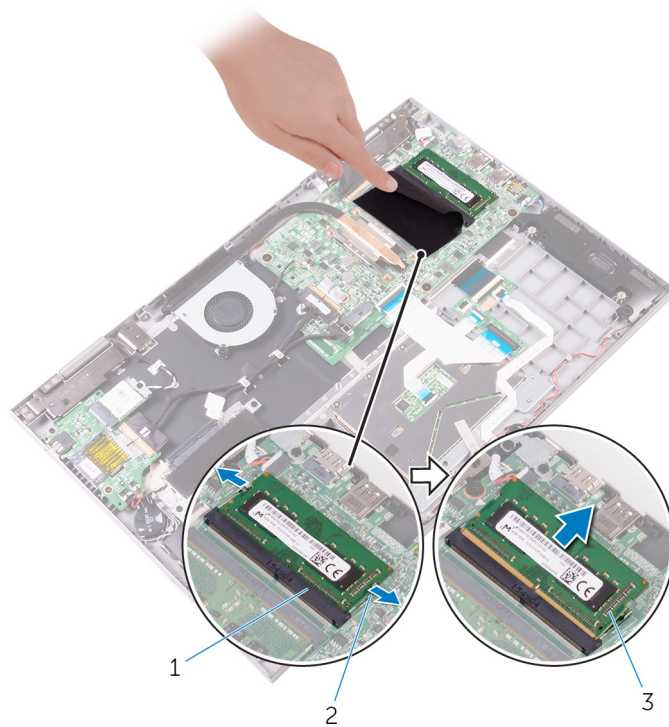


Figure 6. Removing the memory modules

- a. memory-module slot
- b. securing clips (2)
- c. memory module

Replacing the memory modules

NOTE: 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.

Procedure

1. Lift the Mylar to access the memory-module slot.
2. Align the notch on the memory module with the tab on the memory-module slot.
3. Slide the memory module firmly 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.

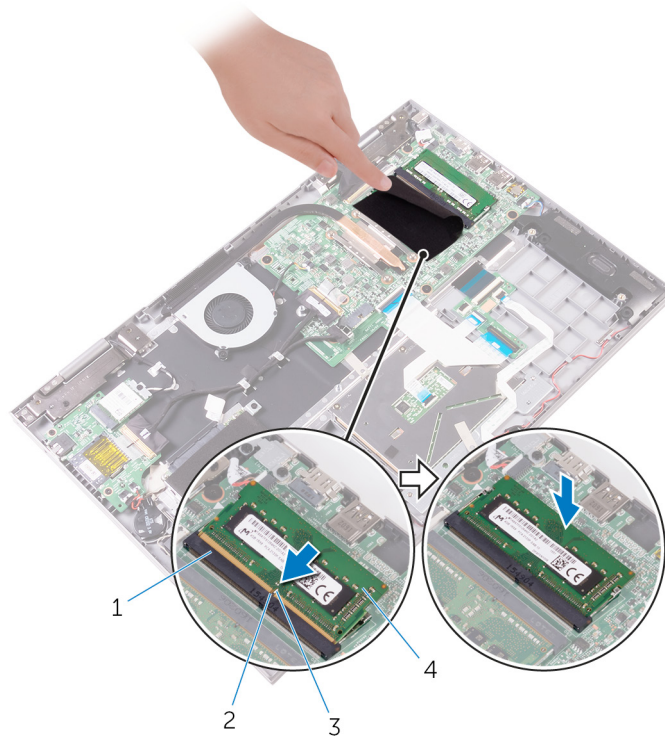


Figure 7. Replacing the memory modules

- | | |
|-----------------------|------------------|
| 1. memory-module slot | 2. tab |
| 3. notch | 4. memory module |

Post-requisites

Replace the [base cover](#).

Removing the hard drive

NOTE: 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.

Prerequisites

Remove the [base cover](#).

Procedure

1. Using the pull tab, disconnect the hard-drive cable from the system board.
2. Peel off the tape that secures the hard-drive cable to the palm rest and keyboard assembly.
3. Note the hard-drive cable routing and remove the cable from the routing guides.

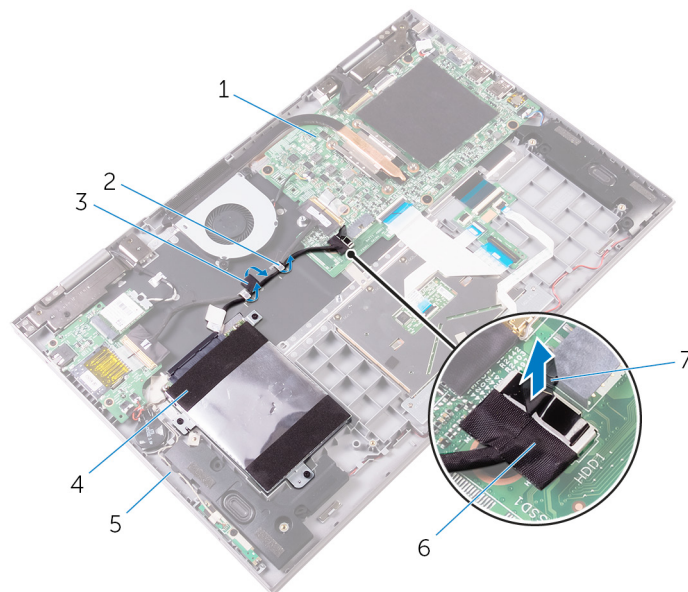


Figure 8. Removing the hard-drive assembly

- | | |
|------------------------------------|------------------------|
| 1. system board | 2. routing guides |
| 3. tape | 4. hard-drive assembly |
| 5. palm rest and keyboard assembly | 6. hard-drive cable |
| 7. pull tab | |

4. Remove the three screws (M2x3) that secure the hard-drive assembly to the palm rest and keyboard assembly.
5. Lift the hard-drive assembly along with its cable off the palm rest and keyboard assembly.

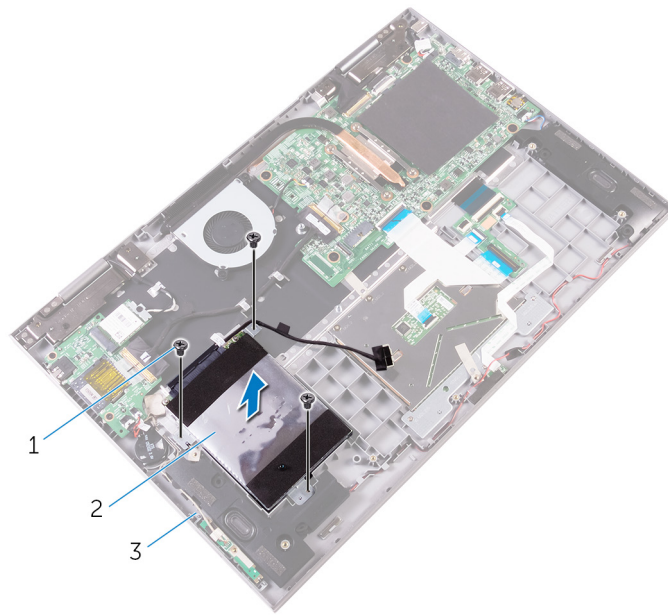


Figure 9. Removing the hard-drive assembly

- a. screws (3)
 - b. hard-drive assembly
 - c. palm rest and keyboard assembly
6. Disconnect the interposer from the hard-drive assembly.

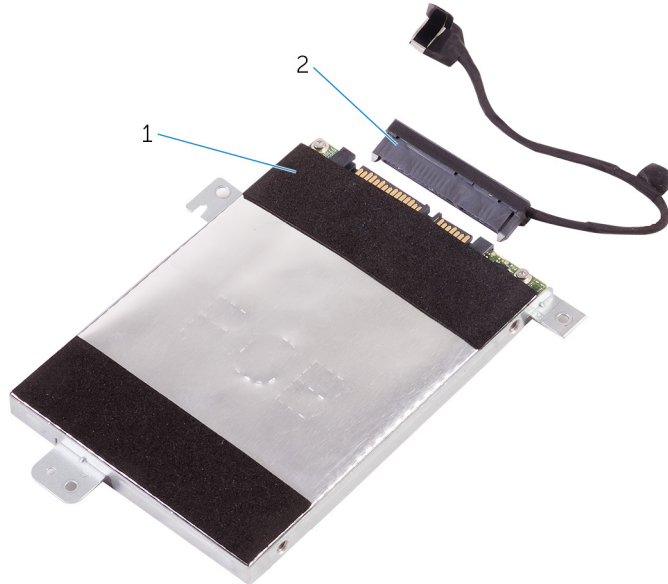


Figure 10. Disconnecting the interposer

- a. hard-drive assembly
 - b. interposer
7. Remove the four screws (M3x3) that secure the hard-drive bracket to the hard drive.
 8. Lift the hard drive off the hard-drive bracket.

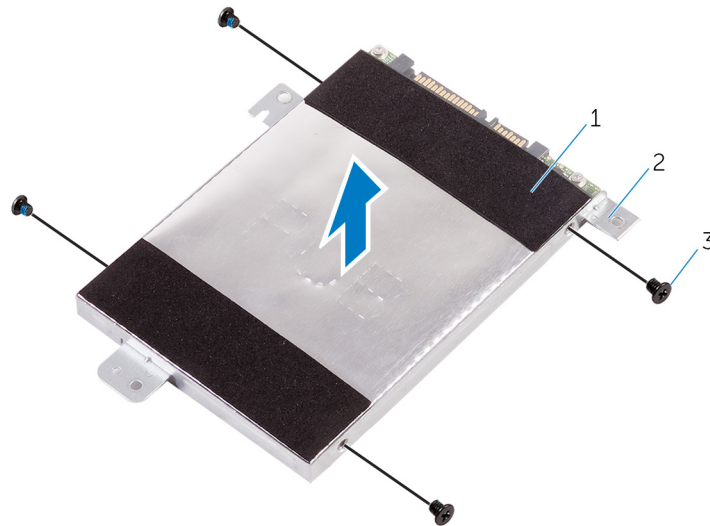



Figure 11. Removing the hard-drive bracket

- a. hard drive
- b. hard-drive bracket
- c. screws (4)

Replacing the hard drive

 **NOTE:** 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.

Procedure

1. Align the screw holes on the hard-drive bracket with the screw holes on the hard drive.
2. Replace the four screws (M3x3) that secure the hard-drive bracket to the hard drive.
3. Connect the interposer to the hard-drive assembly.
4. Align the screw holes on the hard-drive assembly with the screw holes on the palm rest and keyboard assembly.
5. Replace the screws three (M2x3) that secure the hard-drive assembly to the palm rest and keyboard assembly.
6. Route the hard-drive cable through the routing guides on the palm rest and keyboard assembly.
7. Connect the hard-drive cable to the system board.
8. Adhere the tape that secures the hard-drive cable to the palm rest and keyboard assembly.

Post-requisites

Replace the [base cover](#).

Removing the coin-cell battery

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

Prerequisites

Remove the [base cover](#).

Procedure

1. Disconnect the coin-cell battery cable from the I/O board.
2. Peel the coin-cell battery off the palm rest and keyboard assembly.

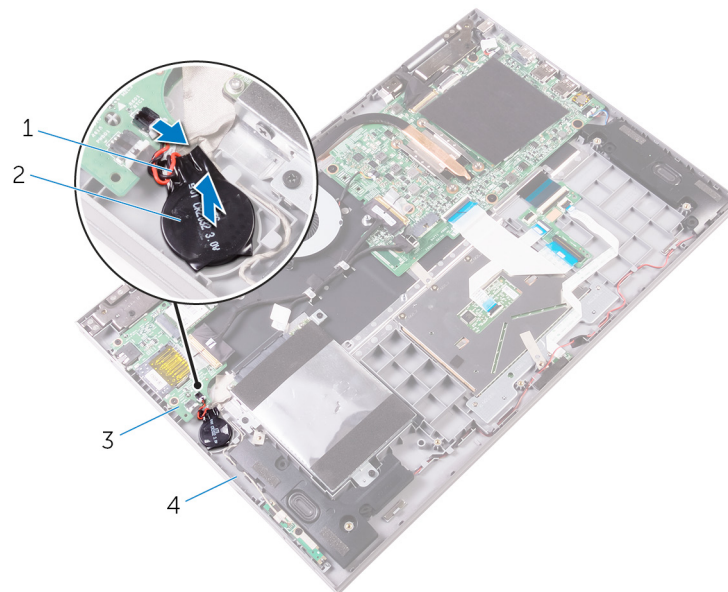


Figure 12. Removing the coin-cell battery

- | | |
|----------------------------|------------------------------------|
| 1. coin-cell battery cable | 2. coin-cell battery |
| 3. I/O board | 4. palm rest and keyboard assembly |

Replacing the coin-cell battery

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Procedure

1. Adhere the coin-cell battery to the palm rest and keyboard assembly.
2. Connect the coin-cell battery cable to the I/O board.

Post-requisites

Replace the [base cover](#).

Removing the wireless card

NOTE: 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.

Prerequisites

Remove the [base cover](#).

Procedure

1. Remove the screw (M2x3) that secures the wireless-card bracket to the wireless card and the palm rest and keyboard assembly.
2. Remove the wireless-card bracket and disconnect the antenna cables from the wireless card.
3. Slide and remove the wireless card from the wireless-card slot.

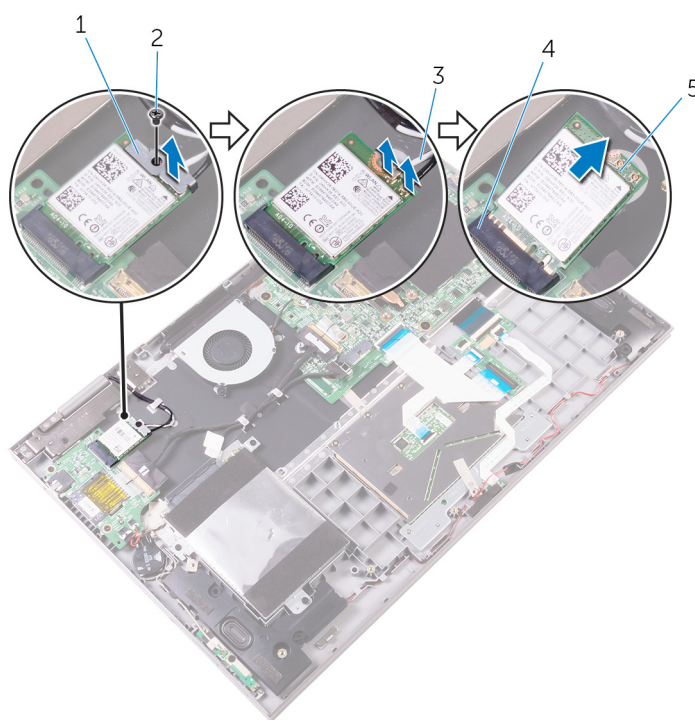


Figure 13. Removing the wireless card

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

Replacing the wireless card

NOTE: 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.

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.
2. Insert the wireless card at an angle into the wireless-card slot.
3. Connect the antenna cables to the wireless card.

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

Table 2. Antenna-cable color scheme

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

4. Align the screw hole on the wireless-card bracket with the screw hole on the wireless card and the palm rest and keyboard assembly.
5. Replace the screw (M2x3) that secures the wireless-card bracket to the wireless card and the palm rest and keyboard assembly.

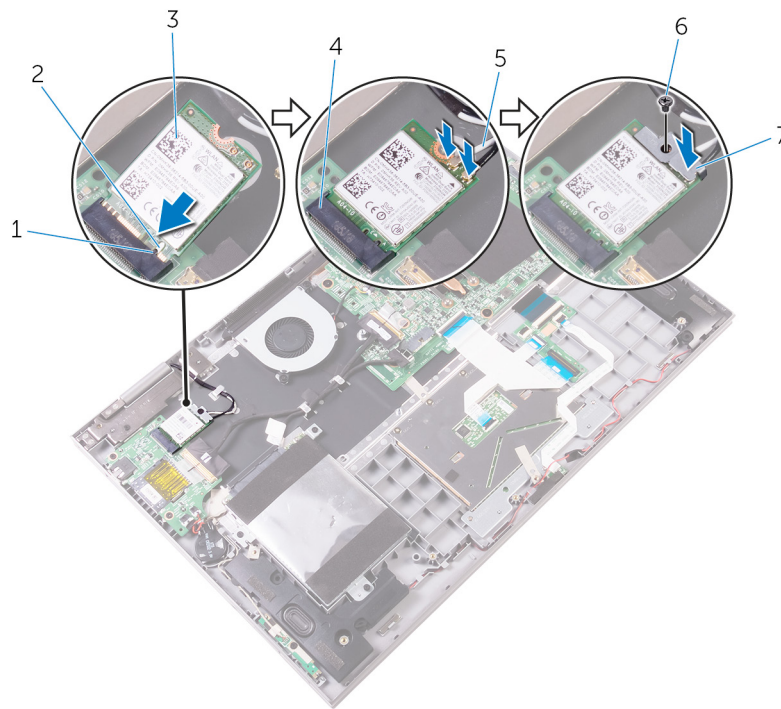


Figure 14. Replacing the wireless card

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

Post-requisites

Replace the [base cover](#).

Removing the keyboard daughter-board

NOTE: 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.

Prerequisites

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

Procedure

1. Open the latches and disconnect the keyboard cables, keyboard-backlight cable (optional), status-light board cable, and the touch-pad cable from the keyboard daughter-board.
2. Using a plastic scribe, gently pry out the keyboard daughter-board from the palm rest and keyboard assembly.

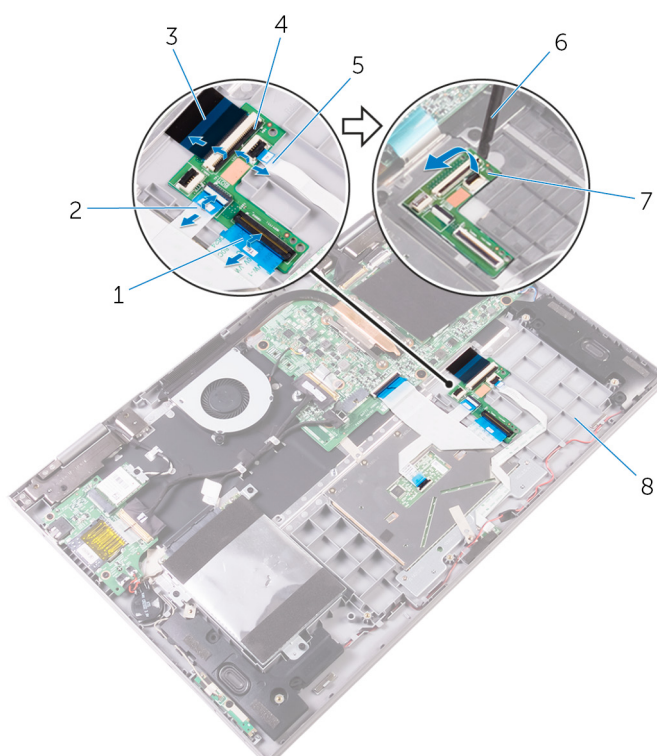


Figure 15. Removing the keyboard daughter board

- | | |
|-----------------------------|--------------------|
| 1. keyboard cable | 2. touch-pad cable |
| 3. keyboard cable | 4. latches (4) |
| 5. status-light board cable | 6. plastic scribe |

7. keyboard daughter-board

8. palm rest and keyboard assembly

Replacing the keyboard daughter-board

NOTE: 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.

Procedure

1. Adhere the keyboard daughter-board to the palm rest and keyboard assembly.
2. Slide the keyboard cables, keyboard-backlight cable (optional), status-light board cable, and the touch-pad cable into their respective connectors on the keyboard daughter-board, and then close the latches to secure the cables.

Post-requisites

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

Removing the status-light board

NOTE: 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.

Prerequisites

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

Procedure

1. Open the latch and disconnect the status-light board cable from the keyboard daughter-board.
2. Peel off the tape that secures the speaker cable to the palm rest and keyboard assembly.
3. Note the speaker-cable routing and remove the speaker cable from the routing guides on the palm rest and keyboard assembly.

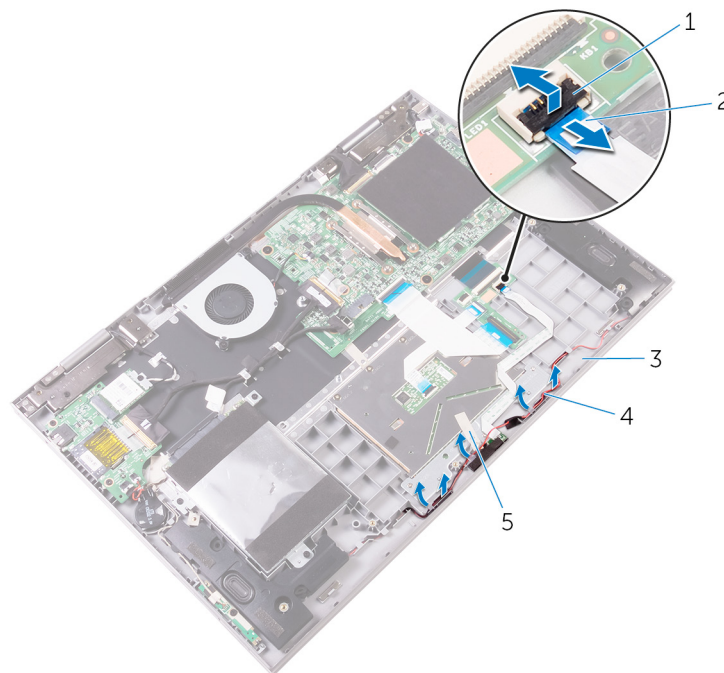


Figure 16. Removing the status-light board

- | | |
|------------------------------------|-----------------------------|
| 1. latch | 2. status-light board cable |
| 3. palm rest and keyboard assembly | 4. speaker cable |
| 5. tape | |
4. Peel off the foam that secures the status-light board to the palm rest and keyboard assembly.
 5. Peel off the status-light board cable from the palm rest and keyboard assembly.
 6. Lift the status-light board along with its cable off the palm rest and keyboard assembly.

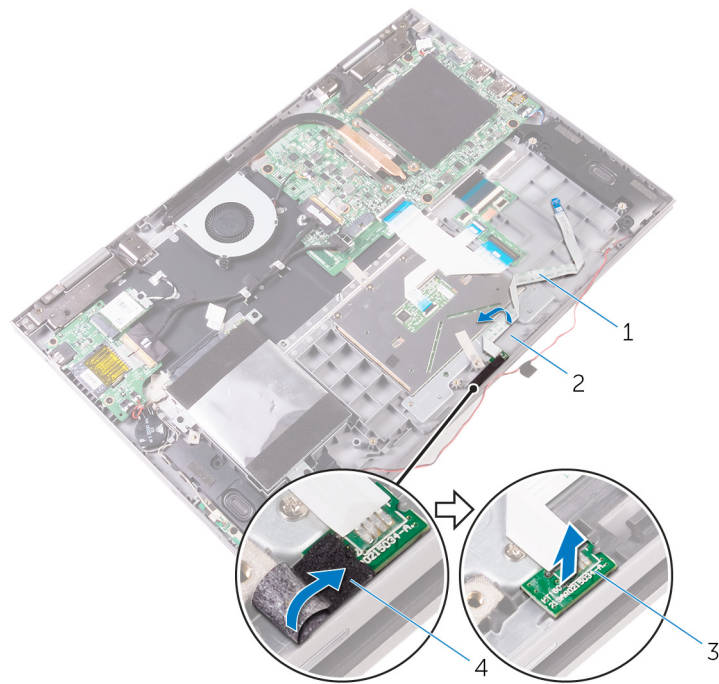


Figure 17. Removing the status-light board

- 1. status-light board cable
- 2. palm rest and keyboard assembly
- 3. status-light board
- 4. foam

Replacing the status-light board

NOTE: 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.

Procedure

1. Place the status-light board into the slot on the palm rest and keyboard assembly.
2. Slide the status-light board cable into the connector on the keyboard daughter-board and close the latch to secure the cable.
3. Adhere the foam that secures the status-light board to the palm rest and keyboard assembly.
4. Adhere the status-light board cable to the palm rest and keyboard assembly.
5. Route the speaker cable through the routing guides on the palm rest and keyboard assembly and adhere the tape that secures the speaker cable to the palm rest and keyboard assembly.

Post-requisites

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

Removing the touchpad

NOTE: 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.

Prerequisites

1. Remove the [base cover](#).
2. Remove the [battery](#).
3. Remove the [status-light board](#).

Procedure

1. Open the latches, and then disconnect the keyboard cable from the system board and the keyboard daughter-board.

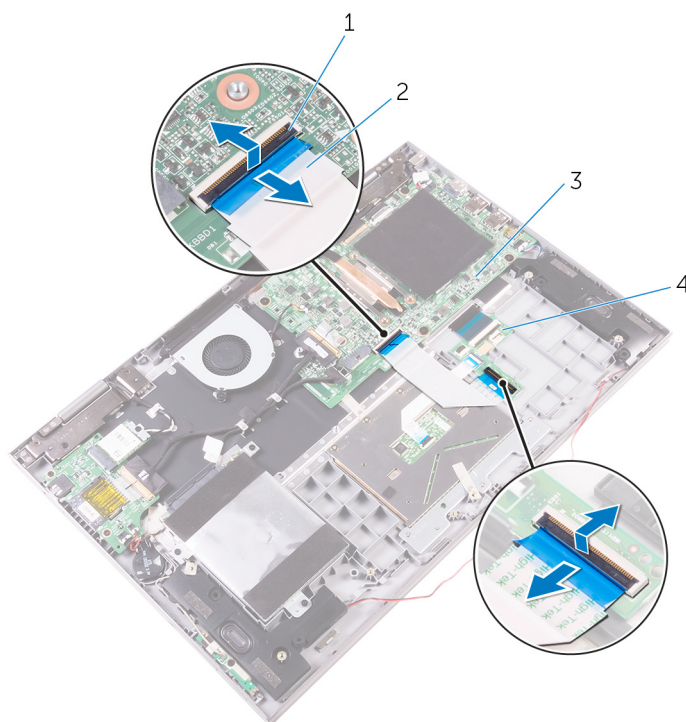


Figure 18. Removing the keyboard cable

- | | |
|-----------------|----------------------------|
| 1. latches (2) | 2. keyboard cable |
| 3. system board | 4. keyboard daughter-board |
2. Open the latches, and then disconnect the touch-pad cable from the touch pad and the keyboard daughter-board.
 3. Peel off the touch-pad cable from the touch pad.
 4. Peel off the tape that secures the touch-pad assembly to the palm rest and keyboard assembly.

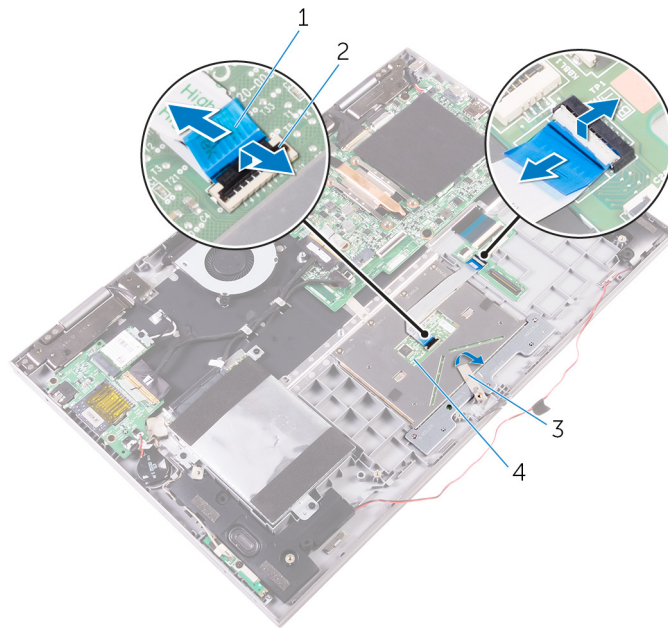


Figure 19. Removing the touch-pad cable from the touch pad

- 1. touch-pad cable
- 2. latches (2)
- 3. tape
- 4. touch pad

5. Remove the screws that secure the touch-pad bracket to the palm rest and keyboard assembly.

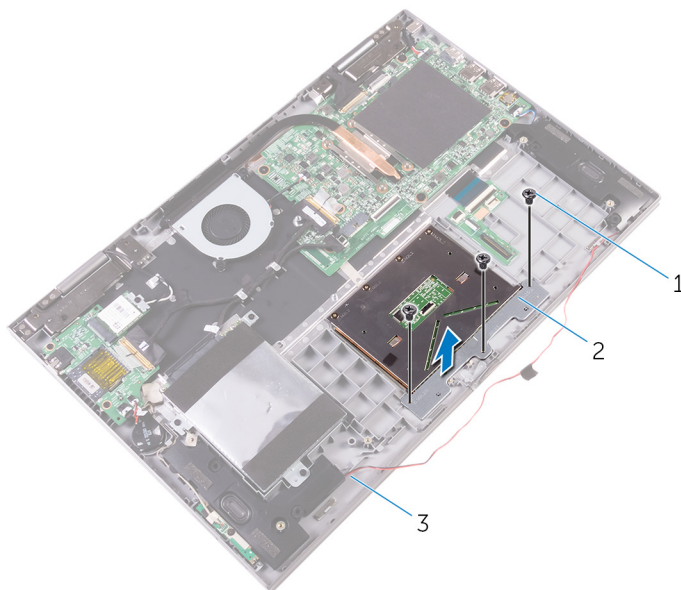


Figure 20. Removing the touchpad bracket

- a. screws (3)
- b. touch-pad bracket
- c. palm rest and keyboard assembly

6. Remove the screws that secure the touch pad to the palm rest and keyboard assembly.
7. Lift the touch pad off the palm rest and keyboard assembly.

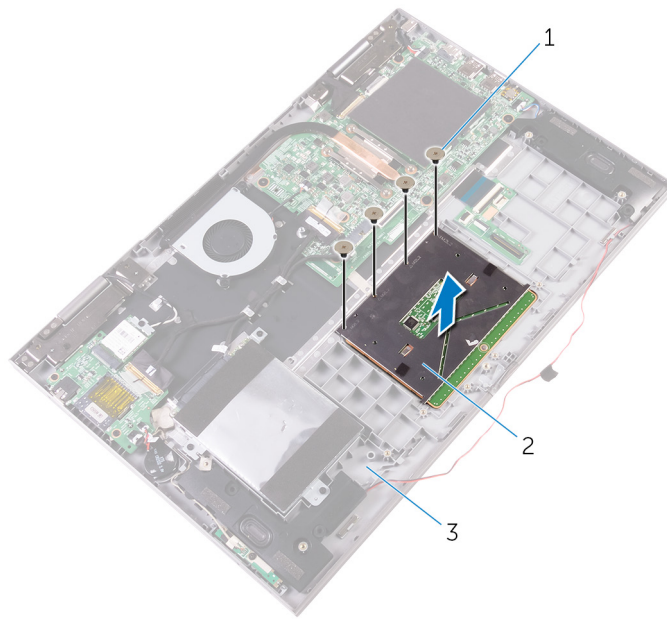


Figure 21. Removing the touch pad

- a. screws (4)
- b. touch pad
- c. palm rest and keyboard assembly

Replacing the touchpad

NOTE: 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.

Procedure

1. Align the screw holes on the touch pad with the screw holes on the palm rest and keyboard assembly.
2. Replace the screws that secure the touch pad to the palm rest and keyboard assembly.
3. Align the screw holes on the touch-pad bracket with the screw holes on the palm rest and keyboard assembly.
4. Replace the screws that secure the touch-pad bracket to the palm rest and keyboard assembly.
5. Adhere the tape that secures the touch-pad bracket to the palm rest and keyboard assembly.
6. Adhere the touch-pad cable to the touch pad.
7. Slide both ends of the touch-pad cable into their respective connectors and close the latches to secure the cable.
8. Slide both ends of the keyboard cable into their respective connectors and close the latches to secure the cable.

Post-requisites

1. Replace the [status-light board](#).
2. Replace the [battery](#).
3. Replace the [base cover](#).

Removing the speakers

NOTE: 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.

Prerequisites

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

Procedure

1. Disconnect the speaker cable from the system board.
2. Disconnect the power and volume-buttons board cable and the coin-cell battery cable from the I/O board.
3. Note the cable routing and remove the power and volume-buttons board cable from the routing guides on the palm rest and keyboard assembly and the speaker.
4. Note the cable routing and remove the speaker cable from the routing guides on the palm rest and keyboard assembly.
5. Peel off the tape that secures the speaker cable to the palm rest and keyboard assembly.

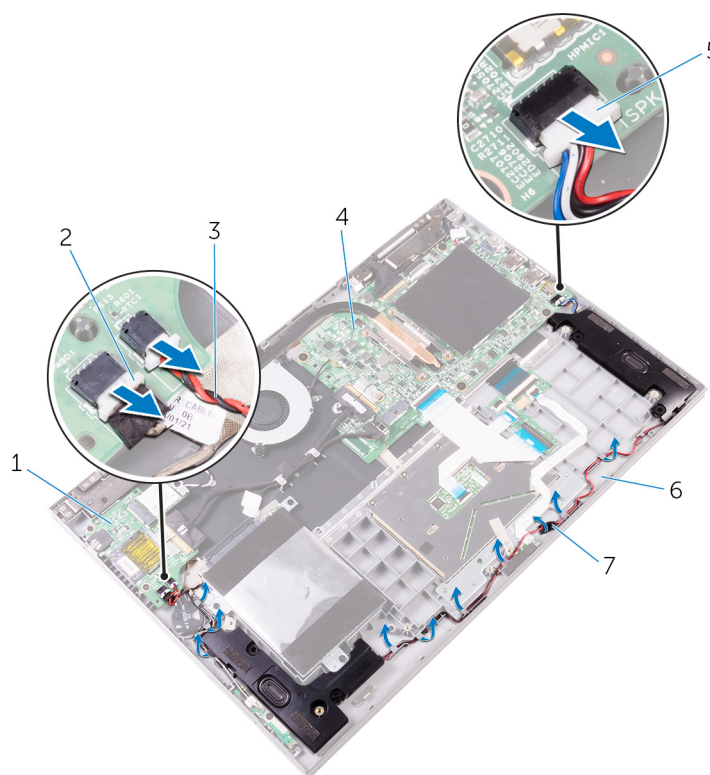


Figure 22. Removing the speakers

- | | |
|----------------------------|---|
| 1. I/O board | 2. power and volume-buttons board cable |
| 3. coin-cell battery cable | 4. system board |

- 5. speaker cable
- 7. tape

- 6. palm rest and keyboard assembly

- 6. Release the tabs on the speakers from the slots on the palm rest and keyboard assembly and lift the speakers along with the cable off the palm rest and keyboard assembly.

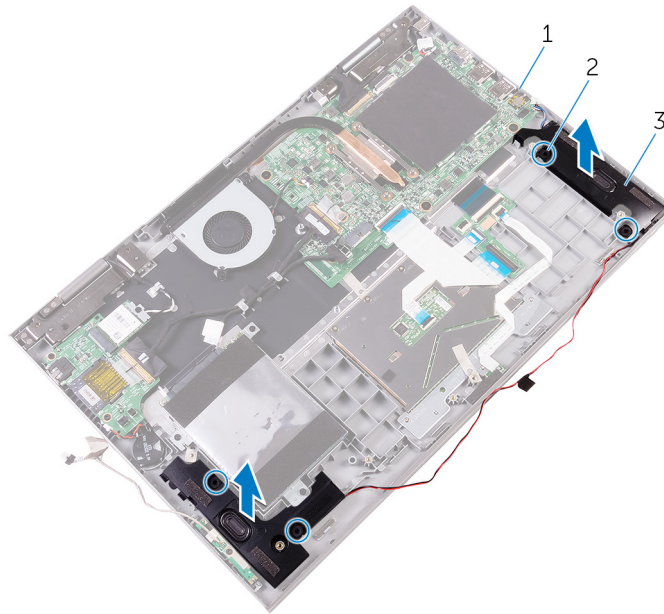


Figure 23. Removing the speakers

- a. system board
- b. tabs (4)
- c. speakers (2)

Replacing the speakers

NOTE: 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.

Procedure

1. Using the tabs on the speakers, place the speakers in the slots on the palm rest and keyboard assembly and snap the speakers into place.
2. Route the speaker cable through the routing guides on the palm rest and keyboard assembly.
3. Adhere the tape that secures the speaker cable to the palm rest and keyboard assembly.
4. Connect the speaker cable to the system board.
5. Route the power and volume-buttons board cable through the routing guides on the speaker and the palm rest and keyboard assembly.
6. Connect the power and volume-buttons board cable and the coin-cell battery cable to the I/O board.

Post-requisites

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

Removing the fan

NOTE: 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.

Prerequisites

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

Procedure

1. Disconnect the fan cable from the system board.
2. Remove the two screws (M2x3) that secure the fan to the palm rest and keyboard assembly.
3. Lift the fan along with its cable off the palm rest and keyboard assembly.

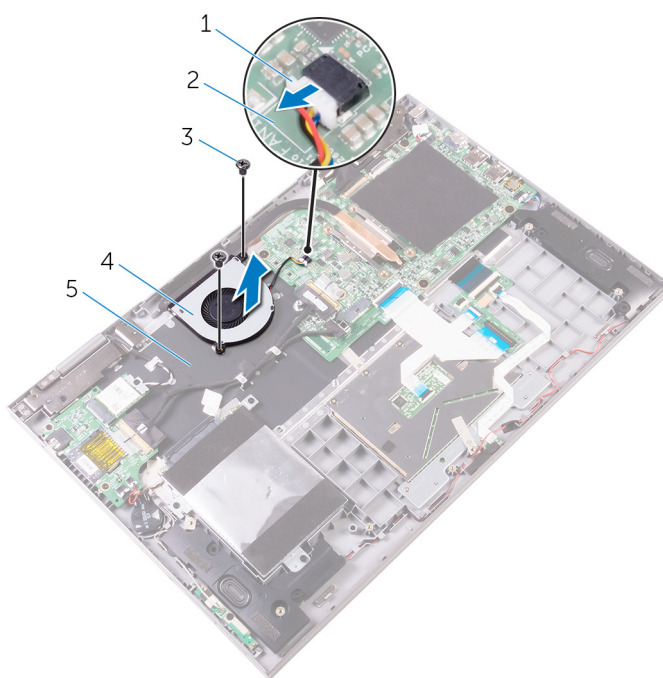


Figure 24. Removing the fan

- | | |
|------------------------------------|-----------------|
| 1. fan cable | 2. system board |
| 3. screws (2) | 4. fan |
| 5. palm rest and keyboard assembly | |

Replacing the fan

NOTE: 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.

Procedure

1. Align the screw holes on the fan with the screw holes on the palm rest and keyboard assembly.
2. Replace the two screws (M2x3) that secure the fan to the palm rest and keyboard assembly.
3. Connect the fan cable to the system board.

Post-requisites

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

Removing the heat sink

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

CAUTION: For maximum cooling of the processor, do not touch the heat transfer areas on the heat sink. The oils in your skin can reduce the heat transfer capability of the thermal grease.

Prerequisites

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

Procedure

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

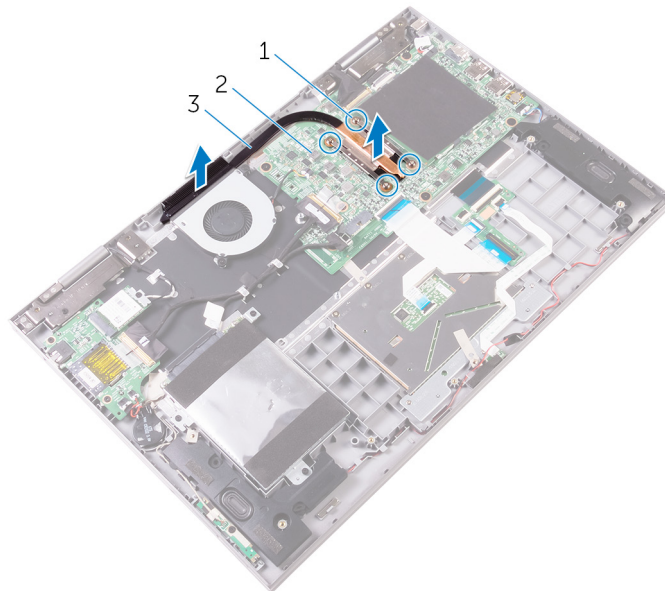




Figure 25. Removing the heat sink

- a. captive screws (4)
- b. system board
- c. heat sink

Replacing the heat sink

 **NOTE:** 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:** Incorrect alignment of the heat sink can damage the system board and processor.

 **NOTE:** If either the system board or the heat sink is replaced, use the thermal pad/paste provided in the kit to ensure that thermal conductivity is achieved.

Procedure

1. Align the screw holes on the heat sink with the screw holes on the system board.
2. In sequential order (indicated on the heat sink), tighten the captive screws that secure the heat sink to the system board.

Post-requisites

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

Removing the power-adapter port

NOTE: 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.

Prerequisites

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

Procedure

1. Disconnect the power-adapter port cable from the system board.
2. Remove the screw (M2x3) that secures the power-adapter port to the palm rest and keyboard assembly.
3. Lift the power-adapter port along with its cable off the palm rest and keyboard assembly.

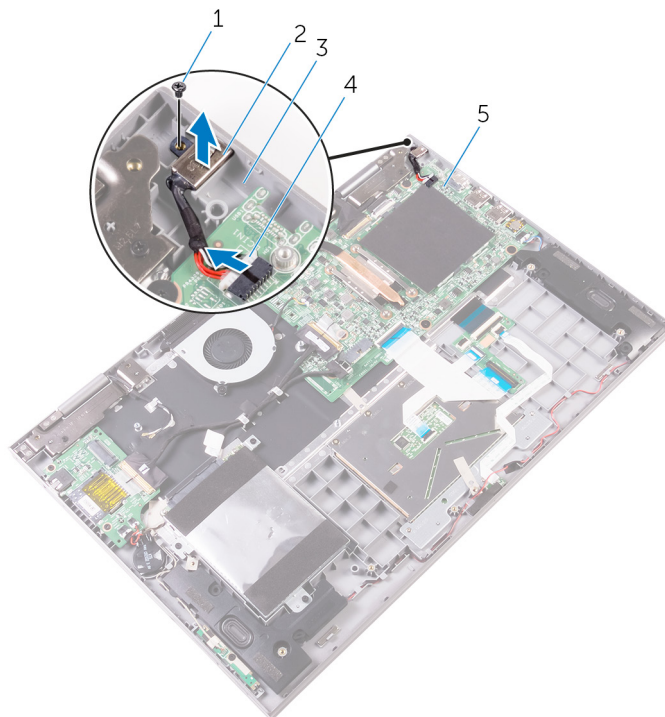


Figure 26. Removing the power-adapter port

- | | |
|----------|-----------------------|
| 1. screw | 2. power-adapter port |
|----------|-----------------------|

3. palm rest and keyboard assembly

4. power-adapter port cable

5. system board

Replacing the power-adapter port

NOTE: 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.

Procedure

1. Place the power-adapter port into the slot on the palm rest and keyboard assembly.
2. Align the screw hole on the power-adapter port with the screw hole on the palm rest and keyboard assembly.
3. Replace the screw (M2x3) that secures the power-adapter port to the palm rest and keyboard assembly.
4. Connect the power-adapter port cable to the system board.

Post-requisites

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

Removing the power and volume-buttons board

NOTE: 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.

Prerequisites

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

Procedure

1. Disconnect the coin-cell battery cable from the I/O board.
2. Disconnect the power and volume-buttons board cable from the I/O board.
3. Remove the power and volume-buttons board cable from the routing guides on the palm rest and keyboard assembly and the speaker.
4. Remove the screw (M2x3) that secures the power and volume-buttons board to the palm rest and keyboard assembly.
5. Lift the power and volume-buttons board along with its cable off the palm rest and keyboard assembly.

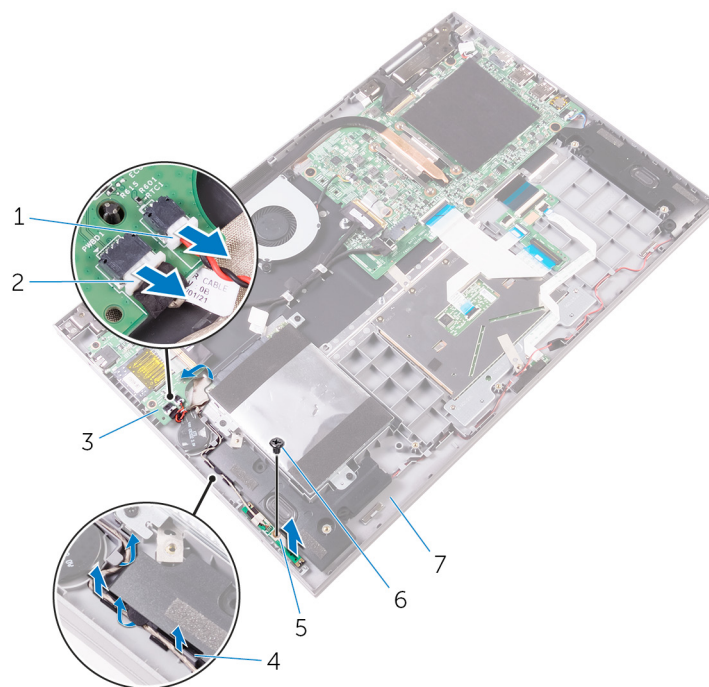


Figure 27. Removing the power and volume-buttons board

1. coin-cell battery cable
2. power and volume-buttons board cable

- 3. I/O board
- 5. power and volume-buttons board
- 7. palm rest and keyboard assembly
- 4. routing guides
- 6. screw

Replacing the power and volume-buttons board

NOTE: 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.

Procedure

1. Using the alignment posts, place the power and volume-buttons board on the palm rest and keyboard assembly.
2. Replace the screw (M2x3) that secures the power and volume-buttons board to the palm rest and keyboard assembly.
3. Route the power and volume-buttons board cable through the routing guides on the palm rest and keyboard assembly and the speaker.
4. Connect the power and volume-buttons board cable to the I/O board.
5. Adhere the tape that secures the power and volume-buttons board to the palm rest and keyboard assembly.
6. Connect the coin-cell battery cable to the I/O board.

Post-requisites

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

Removing the I/O board

NOTE: 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.

Prerequisites

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

Procedure

1. Peel off the tape that secures the I/O-board cable to the I/O board.
2. Open the latch and disconnect the I/O-board cable from the I/O board.
3. Disconnect the coin-cell battery cable and the power and volume-buttons board cable from the I/O board.

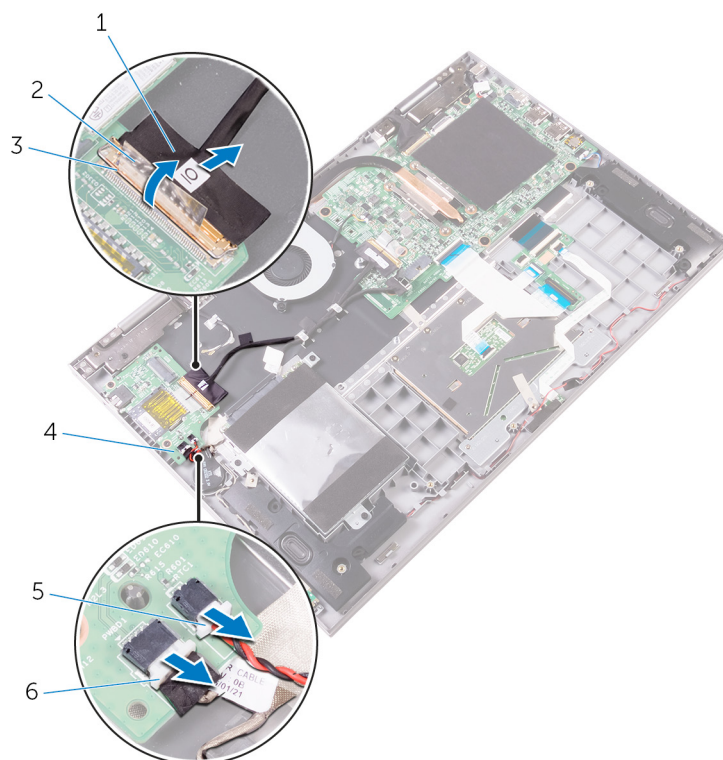


Figure 28. Removing the I/O board

- | | |
|--------------------|--------------|
| 1. I/O-board cable | 2. tape |
| 3. latch | 4. I/O board |

5. coin-cell battery cable

6. power and volume-buttons board cable

4. Remove the two screws (M2x3) that secure the I/O board to the palm rest and keyboard assembly.
5. Lift the I/O board off the palm rest and keyboard assembly.

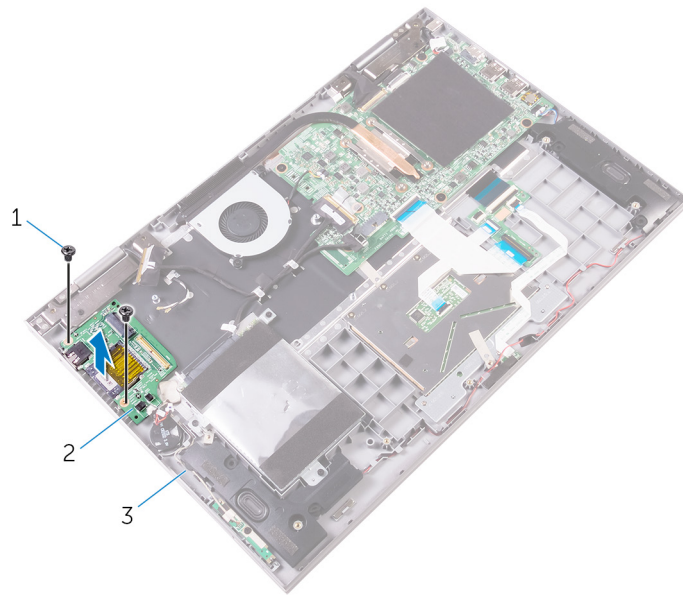


Figure 29. Removing the I/O board

- a. screws (2)
- b. I/O board
- c. palm rest and keyboard assembly

Replacing the I/O board

NOTE: 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.

Procedure

1. Using the alignment posts, place the I/O board on the palm rest and keyboard assembly.
2. Align the screw holes on the I/O board with the screw holes on the palm rest and keyboard assembly.
3. Replace the two screws (M2x3) that secure the I/O board to the palm rest and keyboard assembly.
4. Connect the power and volume-buttons board cable and the coin-cell battery cable to the I/O board.
5. Slide the I/O-board cable into the connector on the I/O board and close the latch to secure the cable.
6. Adhere the tape that secures the I/O-board cable to the I/O board.

Post-requisites

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

Removing the system board

- NOTE:** 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.

Prerequisites

1. Remove the [base cover](#).
2. Remove the [battery](#).
3. Remove the [memory modules](#).
4. Remove the [heat sink](#).

Procedure

1. Disconnect the fan cable and the power-adaptor port cable from the system board.
2. Peel off the pieces of tape that secure the display cable and touch-screen board cable from their respective connectors.
3. Open the latches and disconnect the display cable and the touch-screen board cable from the system board.

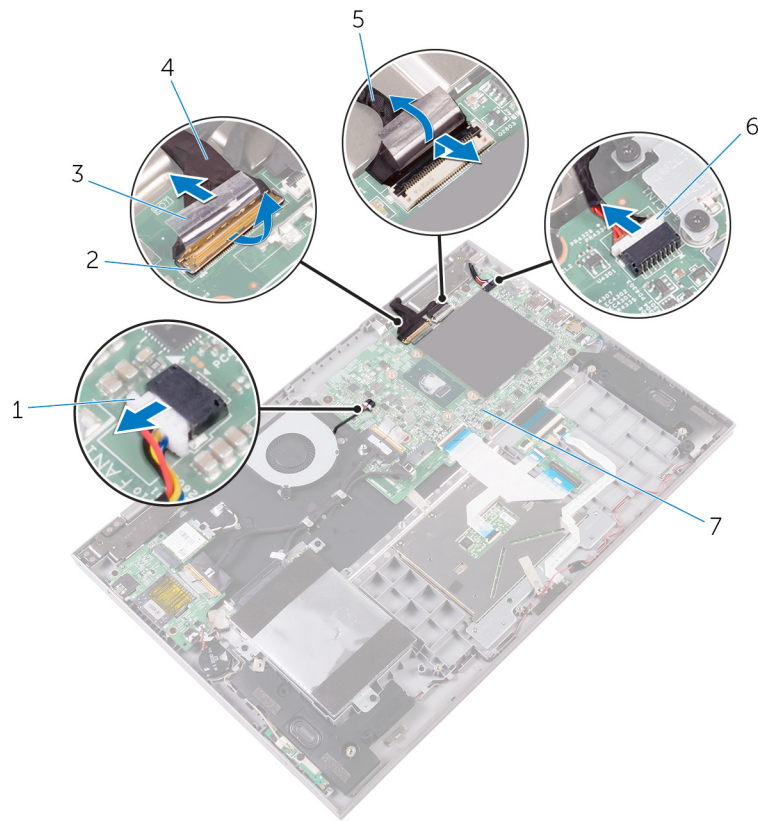


Figure 30. Removing the system board cables

- | | |
|-----------------------------|-----------------------------|
| 1. fan cable | 2. latches (2) |
| 3. tape (2) | 4. display cable |
| 5. touch-screen board cable | 6. power-adaptor port cable |
| 7. system board | |

4. Disconnect the speaker cable from the system board.
5. Using the pull tab, disconnect the hard-drive cable from the system board.
6. Open the latches and disconnect the keyboard cable and the I/O-board cable from the system board.

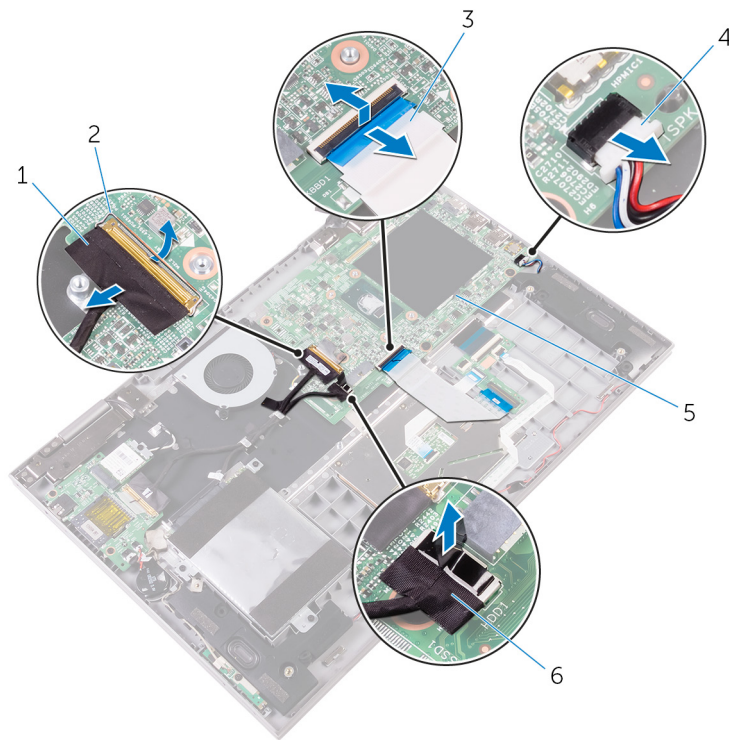
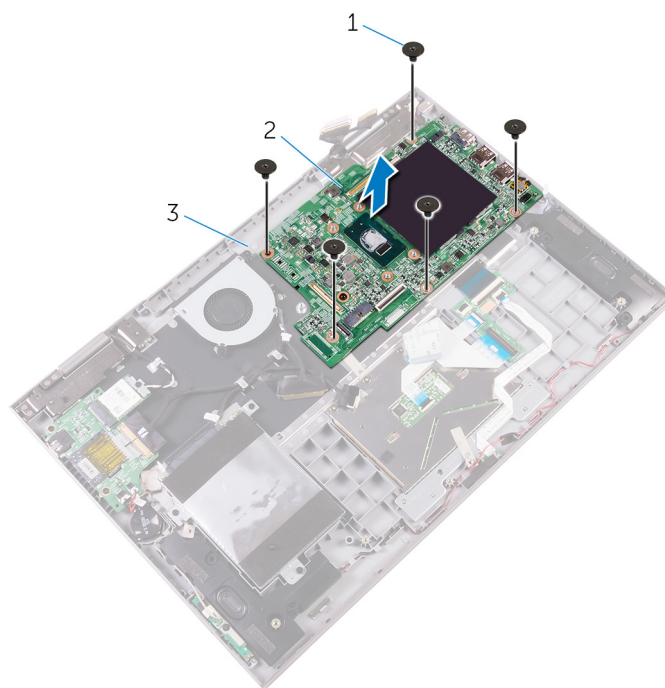


Figure 31. Removing the system board cables

- | | |
|--------------------|---------------------|
| 1. I/O-board cable | 2. latches (2) |
| 3. keyboard cable | 4. speaker cable |
| 5. system board | 6. hard-drive cable |




7. Remove the screws that secure the system board to the palm rest and keyboard assembly.
8. Lift the system board off the palm rest and keyboard assembly.



- a. screws (5)

- b.** system board
- c.** palm rest and keyboard assembly

Replacing the system board

-  **NOTE:** 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.

Procedure


1. Align the screw holes on the system board with the screw holes on the palm rest and keyboard assembly.
2. Replace the screws that secure the system board to the palm rest and keyboard assembly.
3. Connect the fan cable, hard-drive cable, power-adaptor port cable, and the speaker cable to the system board.
4. Slide the keyboard cable and the I/O-board cable into their respective connectors on the system board and close the latches to secure the cables.
5. Slide the display cable and the touch-screen board cable into their respective connectors on the system board and close the latches to secure the cables.
6. Adhere the pieces of tape that secure the display cable and the touch-screen board cable to their respective connectors on the system board.

Post-requisites

1. Replace the [heat sink](#).
2. Replace the [memory modules](#).
3. Replace the [battery](#).
4. Replace the [base cover](#).

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.

Removing the display assembly

NOTE: 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.

Prerequisites

1. Remove the [base cover](#).
2. Remove the [battery](#).
3. Remove the [wireless card](#).
4. Remove the [memory modules](#).
5. Remove the [heat sink](#).
6. Remove the [system board](#).

Procedure

1. Turn the computer over and open the display to 180-degree angle.

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

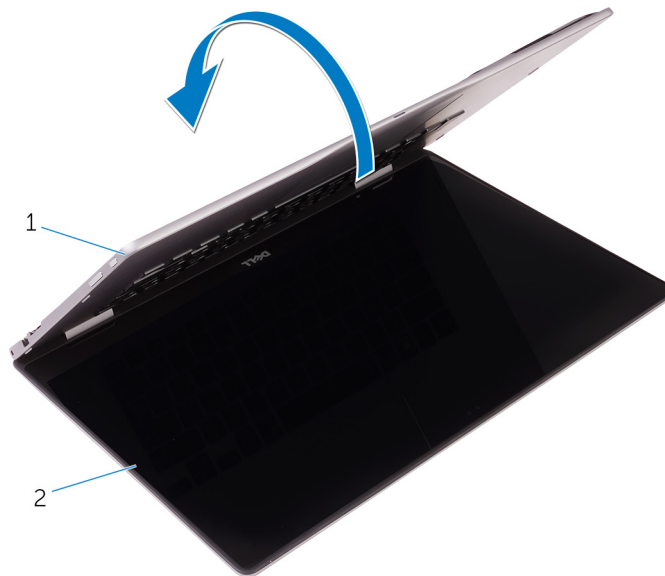


Figure 32. Removing the display assembly

- a. palm rest and keyboard assembly
 - b. display assembly
2. Place the computer on a flat surface with the display facing down.
 3. Remove the two screws (M2.5x7) that secure the display assembly to the palm rest and keyboard assembly.
 4. Remove the antenna cables from the routing guide on the palm rest and keyboard assembly.
 5. Lift the display assembly off the palm rest and keyboard assembly.

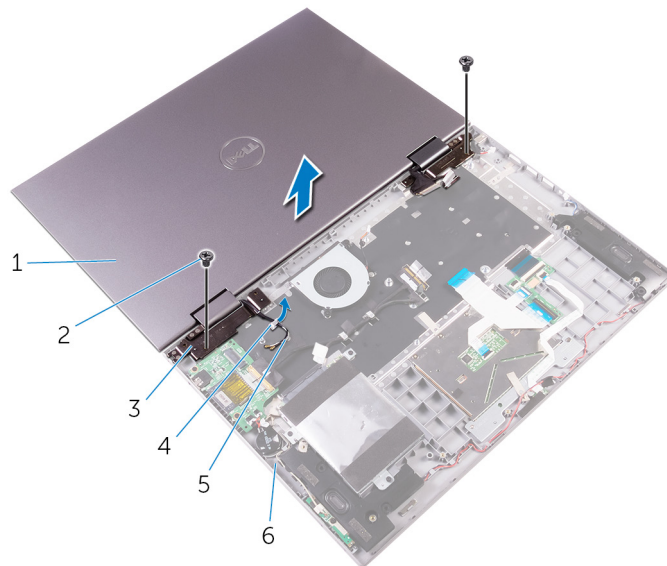



Figure 33. Removing the display assembly

- | | |
|-----------------------|------------------------------------|
| 1. display assembly | 2. screws (2) |
| 3. display hinges (2) | 4. routing guide |
| 5. antenna cables (2) | 6. palm rest and keyboard assembly |

Replacing the display assembly

 **NOTE:** 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.

Procedure

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

1. With the display facing down, align the screw holes on the display hinges with the screw holes on the palm rest and keyboard assembly.
2. Replace the two screws (M2.5x7) that secure the display assembly to the palm rest and keyboard assembly.
3. Turn the computer over and close the display.

Post-requisites

1. Replace the [system board](#).
2. Replace the [heat sink](#).
3. Replace the [memory modules](#).
4. Replace the [wireless card](#).
5. Replace the [battery](#).
6. Replace the [base cover](#).

Removing the palm-rest and keyboard assembly

NOTE: 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.

Prerequisites

1. Remove the [base cover](#).
2. Remove the [battery](#).
3. Remove the [memory modules](#).
4. Remove the [wireless card](#).
5. Remove the [coin-cell battery](#).
6. Follow the procedure from step 1 to step 5 in “[Removing the hard drive](#)”.
7. Remove the [keyboard daughter-board](#).
8. Remove the [fan](#).
9. Remove the [heat sink](#).
10. Remove the [I/O board](#).
11. Remove the [power and volume-buttons board](#).
12. Remove the [power-adaptor port](#).
13. Remove the [status-light board](#).
14. Remove the [speakers](#).
15. Remove the [touchpad](#).
16. Remove the [system board](#).
17. Remove the [display assembly](#).

Procedure

After performing the steps in prerequisites, we are left with the palm rest and keyboard assembly.

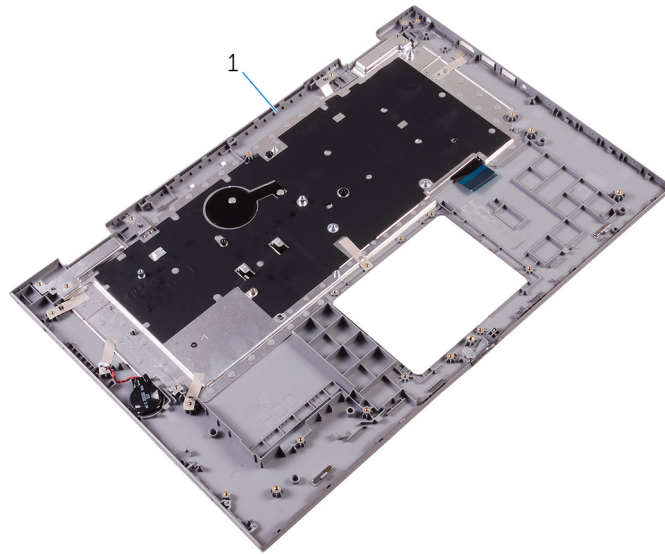


Figure 34. Removing the palm rest and keyboard assembly

1. palm rest and keyboard assembly

Replacing the palm-rest and keyboard assembly

NOTE: 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.

Procedure

Place the palm rest and keyboard assembly on a clean and flat surface.

Post-requisites

1. Replace the [display assembly](#).
2. Replace the [system board](#).
3. Replace the [touchpad](#).
4. Replace the [status-light board](#).
5. Replace the [speakers](#).
6. Replace the [power-adaptor port](#).
7. Replace the [power and volume-buttons board](#).
8. Replace the [I/O board](#).
9. Replace the [heat sink](#).
10. Replace the [fan](#).
11. Replace the [keyboard daughter-board](#).
12. Follow the procedure from step 4 to step 8 in “[Replacing the hard drive](#)”.
13. Replace the [coin-cell battery](#).
14. Replace the [wireless card](#).
15. Replace the [memory modules](#).
16. Replace the [battery](#).
17. Replace the [base cover](#).

Removing the display panel

NOTE: 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.

Prerequisites

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

Procedure

1. Remove the display cable from inside the hinge covers.
2. Using a plastic scribe, pry up the display-panel assembly to release the tabs that secure display-panel assembly to the display back-cover and antenna assembly.

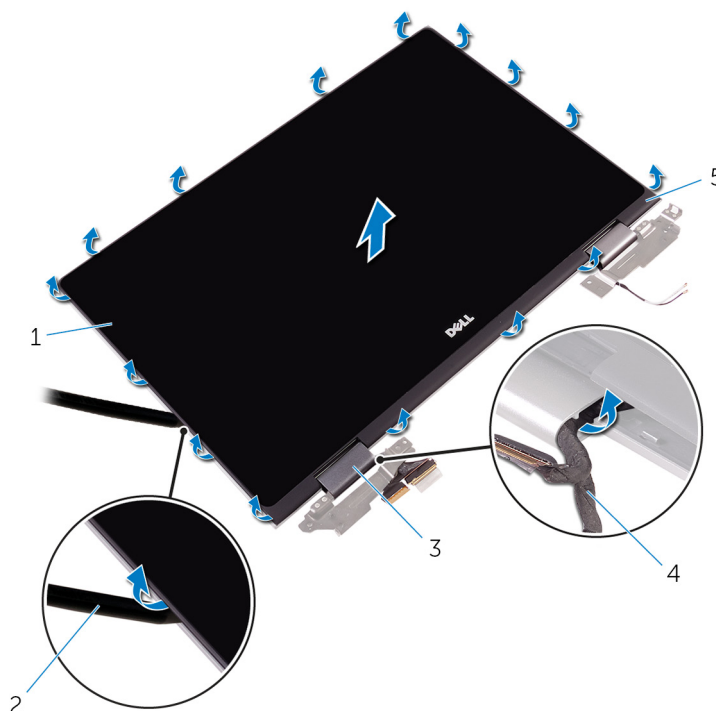


Figure 35. Removing the display back cover and antenna assembly

- | | |
|--|-------------------|
| 1. display-panel assembly | 2. plastic scribe |
| 3. hinge covers (2) | 4. display cable |
| 5. display back-cover and antenna assembly | |


3. Remove the [camera](#).
 4. Remove the [sensor board](#).
 5. Remove the [display cable](#).
- After performing the preceding steps, we are left with the display panel.



Figure 36. Display panel

a. display panel

Replacing the display panel

 **NOTE:** 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.

Procedure

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

1. Place the display panel on a flat surface with the display facing down.
2. Replace the [display cable](#).
3. Replace the [sensor board](#).
4. Replace the [camera](#).
5. Turn over the display-panel assembly.
6. Align the display-panel assembly with the display back-cover and antenna assembly and gently snap the display-panel assembly into place.

Post-requisites

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

Removing the display cable

NOTE: 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.

Prerequisites

1. Remove the [base cover](#).
2. Remove the [battery](#).
3. Remove the [display assembly](#).
4. Follow the procedure from step 1 to step 2 in “[Removing the display panel](#)”.
5. Remove the [camera](#).

Procedure

1. Peel off the tape on the sensor-board connector.
2. Open the latch and disconnect the sensor-board cable from the sensor board.

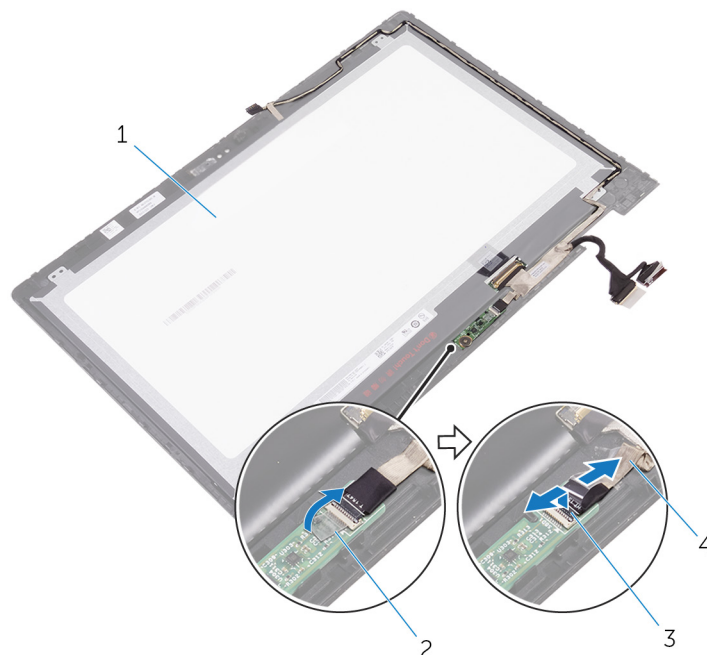


Figure 37. Removing the sensor-board cable

- | | |
|------------------|-----------------------|
| 1. display panel | 2. tape |
| 3. latch | 4. sensor-board cable |

3. Peel off the tape on the display-cable connector.
4. Open the latch and disconnect the display cable from the display panel.

5. Note the display cable routing and remove the display cable from the routing guides on the display-panel assembly.
6. Peel off the tape that secures the display cable from the display-panel assembly.
7. Lift the display cable off the display-panel assembly.

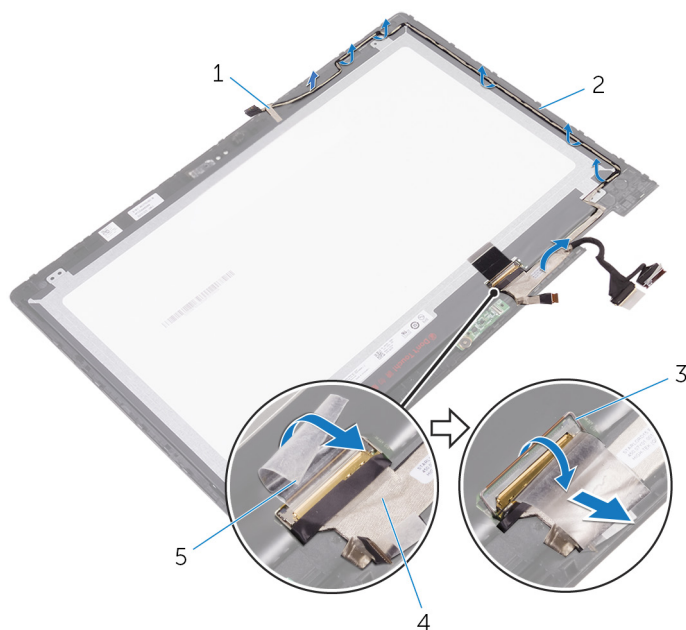


Figure 38. Removing the display cable

- | | |
|----------|---------------------------|
| 1. tape | 2. display-panel assembly |
| 3. latch | 4. display cable |
| 5. tape | |

Replacing the display cable

NOTE: 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.

Procedure

1. Adhere the tape that secures the display cable to the display-panel assembly.
2. Route the display cable through the routing guides on the display-panel assembly.
3. Slide the display cable into the connector on the display panel and close the latch to secure the cable.
4. Adhere the tape on the display-cable connector.
5. Slide the sensor-board cable into the connector on the sensor board and close the latch to secure the cable.
6. Adhere the tape on the sensor-board connector.

Post-requisites

1. Replace the [camera](#).
2. Follow the procedure from step 5 to step 6 in “[Replacing the display panel](#)”.
3. Replace the [display assembly](#).
4. Replace the [battery](#).
5. Replace the [base cover](#).

Removing the display back-cover and antenna assembly

NOTE: 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.

Prerequisites

1. Remove the [base cover](#).
2. Remove the [battery](#).
3. Remove the [display assembly](#).
4. Follow the procedure from step 1 to step 2 in “[Removing the display panel](#)”.

Procedure

After performing the steps in prerequisites, we are left with the display back-cover and antenna assembly.

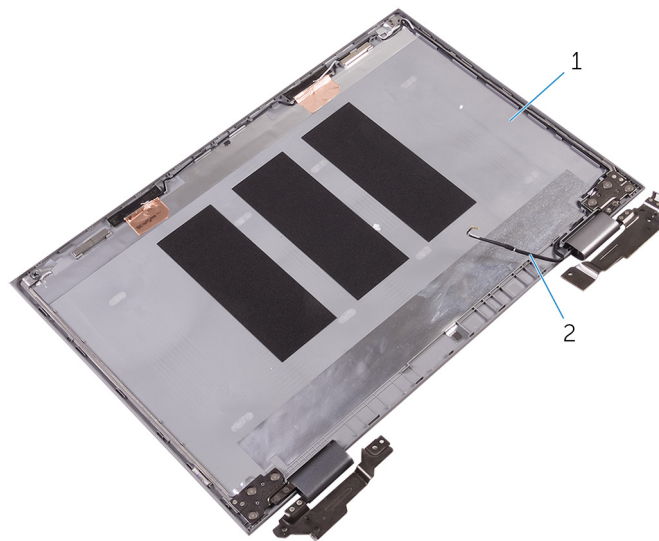


Figure 39. Display back-cover and antenna assembly

1. display back-cover and antenna assembly
2. antenna cables

Replacing the display back-cover and antenna assembly

NOTE: 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.


Procedure

Place the display back-cover and antenna assembly on a flat surface.

Post-requisites

1. Follow the procedure from step 5 to step 6 in “[Replacing the display panel](#)”.
2. Replace the [display assembly](#).
3. Replace the [battery](#).
4. Replace the [base cover](#).

Removing the camera

 **NOTE:** 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.

Prerequisites

1. Remove the [base cover](#).
2. Remove the [battery](#).
3. Remove the [display assembly](#).
4. Follow the procedure from step 1 to step 2 in “[Removing the display panel](#)”.

Procedure

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

1. Place the display-panel assembly face down on a flat surface.
2. Using a plastic scribe, pry the camera module off the display-panel assembly.
3. Turn the camera over and disconnect the display cable from the camera module.

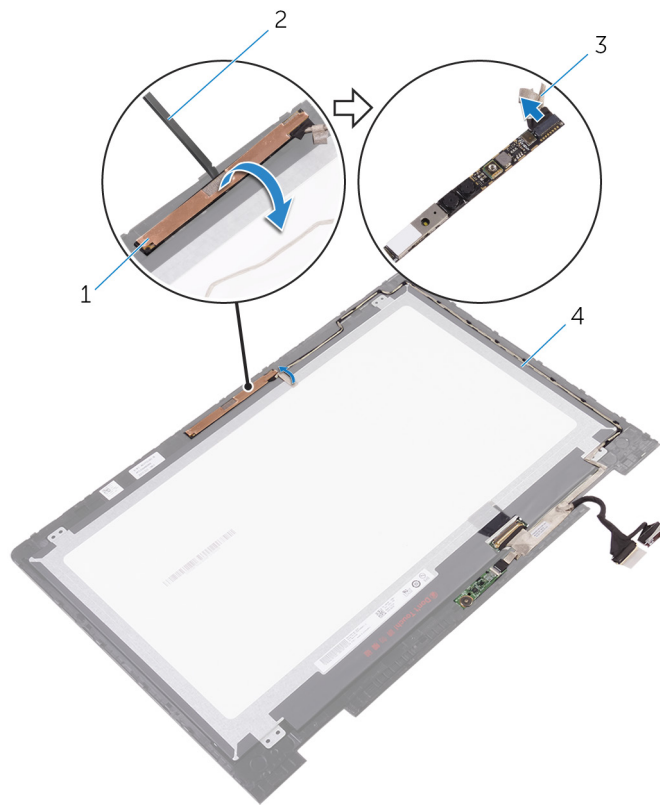


Figure 40. Removing the camera

- | | |
|------------------|---------------------------|
| 1. camera module | 2. plastic scribe |
| 3. display cable | 4. display-panel assembly |

Replacing the camera

NOTE: 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.

Procedure

1. Connect the display cable to the camera module.
2. Using the alignment posts, place the camera module on the display panel and snap it into place.

Post-requisites

1. Follow the procedure from step 5 to step 6 in “[Replacing the display panel](#)”.
2. Replace the [display assembly](#).
3. Replace the [battery](#).
4. Replace the [base cover](#).

Removing the sensor board

NOTE: 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.

Prerequisites

1. Remove the [base cover](#).
2. Remove the [battery](#).
3. Remove the [display assembly](#).
4. Follow the procedure from step 1 to step 2 in “[Removing the display panel](#)”.

Procedure

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

1. Place the display-panel assembly face down on a flat surface.
2. Remove the screw that secures the sensor board to the display panel.
3. Peel off the tape that secures the sensor-board cable to the sensor board.
4. Open the latch to disconnect the sensor-board cable from the sensor board.
5. Lift the sensor board off the display-panel assembly.

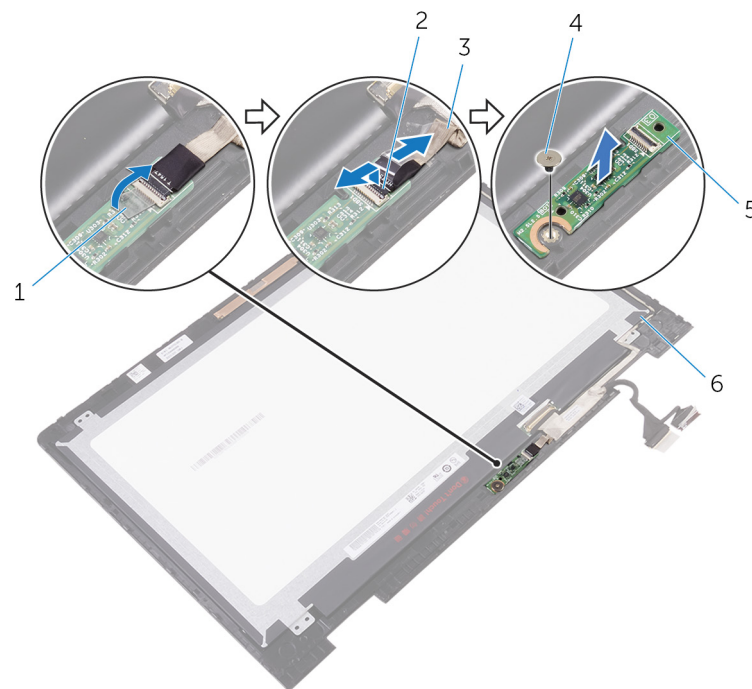


Figure 41. Removing the sensor board

1. tape

2. latch

3. sensor-board cable

5. sensor board

4. screw

6. display-panel assembly

Replacing the sensor board

NOTE: 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.

Procedure

1. Align the screw hole on the sensor board with the screw hole on the display-panel assembly and snap the sensor board in place.
2. Slide the sensor-board cable into the connector on the sensor board and close the latch to secure the cable.
3. Adhere the tape on the sensor-board connector to secure the cable.
4. Replace the screw that secures the sensor board to the display-panel assembly.

Post-requisites

1. Follow the procedure from step 5 to step 6 in “[Replacing the display panel](#)”.
2. Replace the [display assembly](#).
3. Replace the [battery](#).
4. Replace the [base cover](#).

Downloading drivers

Downloading the audio driver

1. Turn on your computer.
2. Go to www.dell.com/support.
3. Click or tap **Product support**, enter the Service Tag of your computer, and then click or tap **Submit**.
NOTE: If you do not have the Service Tag, use the auto-detect feature or manually browse for your computer model.
4. Click or tap **Drivers & downloads > Find it myself**.
5. Scroll down the page and expand **Audio**.
6. Click or tap **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 or double-tap the audio driver file icon and follow the instructions on the screen.

Downloading the graphics driver

1. Turn on your computer.
2. Go to www.dell.com/support.
3. Click or tap **Product support**, enter the Service Tag of your computer, and then click or tap **Submit**.
NOTE: If you do not have the Service Tag, use the auto-detect feature or manually browse for your computer model.
4. Click or tap **Drivers & downloads > Find it myself**.
5. Scroll down the page and expand **Video**.
6. Click or tap **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 or double-tap the graphics driver file icon and follow the instructions on the screen.

Intel USB 3.0 xHCI

Install the Intel USB 3.0 xHCI driver update from www.dell.com/support.

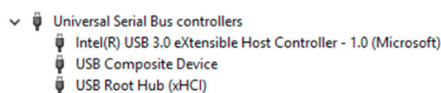



Figure 42. USB controllers


NOTE: USB 3.0 driver supports USB 3.1 Gen 1 features.

Downloading the Wi-Fi driver


1. Turn on the computer.

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


Downloading the media-card reader driver

1. Turn on your computer.
2. Go to www.dell.com/support.
3. Click or tap **Product support**, enter the Service Tag of your computer, and then click or tap **Submit**.
 **NOTE:** If you do not have the Service Tag, use the auto-detect feature or manually browse for your computer model.
4. Click or tap **Drivers & downloads > Find it myself**.
5. Scroll down the page and expand **Chipset**.
6. Click or tap **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 card reader driver file.
8. Double-click or double-tap the card reader driver file icon and follow the instructions on the screen.


Downloading the chipset driver

1. Turn on your computer.
2. Go to www.dell.com/support.
3. Click or tap **Product support**, enter the Service Tag of your computer, and then click or tap **Submit**.
 **NOTE:** If you do not have the Service Tag, use the auto-detect feature or manually browse for your computer model.
4. Click or tap **Drivers & downloads > Find it myself**.
5. Scroll down the page and expand **Chipset**.
6. Click or tap **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 or double-tap the chipset driver file icon and follow the instructions on the screen.

Downloading the network 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 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 network driver for your computer.
7. Save the file, and after the download is complete, navigate to the folder where you saved the network driver file.
8. Double-click the network driver file icon and follow the instructions on screen.

System setup

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


Boot Sequence

Boot sequence enables you to bypass the System Setup–defined boot device order and boot directly to a specific device (for example: optical drive or hard drive). During the Power-on Self-Test (POST), when the Dell logo appears, you can:

- Access System Setup by pressing F2 key
- Bring up the one-time boot menu by pressing F12 key.

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

- Removable Drive (if available)
- STXXXX Drive


 **NOTE:** XXXX denotes the SATA drive number.

- Optical Drive (if available)
- SATA Hard Drive (if available)
- Diagnostics

 **NOTE:** Choosing **Diagnostics**, displays the **SupportAssist** screen.


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


Navigation keys

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

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

System setup

 **CAUTION:** Unless you are an expert computer user, do not change the settings in the BIOS Setup program. Certain changes can make your computer work incorrectly.

 **NOTE:** Before you change BIOS Setup program, it is recommended that you write down the BIOS Setup program screen information for future reference.

Use the BIOS Setup program for the following purposes:

- Get information about the hardware installed in your computer, such as the amount of RAM and the size of the hard drive.
- Change the system configuration information.
- Set or change a user-selectable option, such as the user password, type of hard drive installed, and enabling or disabling base devices.

Entering BIOS setup program

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

i

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, 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.

System setup options

i

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

Table 3. System setup options—System information menu

| General-System Information | | |
|------------------------------|--|--|
| System Information | | |
| BIOS Version | | Displays the BIOS version number. |
| Service Tag | | Displays the Service Tag of the computer. |
| Asset Tag | | Displays the Asset Tag of the computer. |
| Ownership Tag | | Displays the ownership tag of the computer. |
| Manufacture Date | | Displays the manufacture date of the computer. |
| Ownership Date | | Displays the ownership date of the computer. |
| Express Service Code | | Displays the express service code of the computer. |
| Memory Information | | |
| Memory Installed | | Displays the total computer memory installed. |
| Memory Available | | Displays the total computer memory available. |
| Memory Speed | | Displays the memory speed. |
| Memory Channel Mode | | Displays single or dual channel mode. |
| Memory Technology | | Displays the technology used for the memory. |
| DIMM A Size | | Displays the DIMM A memory size. |
| DIMM B Size | | Displays the DIMM B memory size. |
| Processor Information | | |
| Processor Type | | Displays the processor type. |
| Core Count | | Displays the number of cores on the processor. |
| Processor ID | | Displays the processor identification code. |
| Current Clock Speed | | Displays the current processor clock speed. |
| Minimum Clock Speed | | Displays the minimum processor clock speed. |
| Maximum Clock Speed | | Displays the maximum processor clock speed. |
| Processor L2 Cache | | Displays the processor L2 Cache size. |

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

| General-System Information | |
|--------------------------------|---|
| Processor L3 Cache | Displays the processor L3 Cache size. |
| HT Capable | Displays whether the processor is HyperThreading (HT) capable. |
| 64-Bit Technology | Displays whether 64-bit technology is used. |
| Device Information | |
| SATA-0 | Displays the SATA-0 device information of the computer. |
| SATA-2 | Displays the SATA-2 device information of the computer. |
| M.2 PCIe SSD-0 | Displays the M.2 PCIe SSD information of the computer. |
| Video Controller | Displays the video controller type of the computer. |
| dGPU Video Controller | Displays the discrete graphics information of the computer. |
| Video BIOS Version | Displays the video BIOS version of the computer. |
| Video Memory | Displays the video memory information of the computer. |
| Panel Type | Displays the Panel Type of the computer. |
| Native Resolution | Displays the native resolution of the computer. |
| Audio Controller | Displays the audio controller information of the computer. |
| Wi-Fi Device | Displays the wireless device information of the computer. |
| Bluetooth Device | Displays the bluetooth device information of the computer. |
| Battery Information | Displays the battery health information. |
| Boot Sequence | |
| Boot Sequence | Displays the boot sequence. |
| Boot List Option | Displays the available boot options. |
| Advanced Boot Options | |
| Enable Legacy Option ROMs | Enable or disable the Legacy Option ROMs. |
| Enable UEFI Network Stack | Enable or disable UEFI Network Stack. |
| UEFI Boot Path Security | Enable or disable the system to prompt the user to enter the Admin password when booting a UEFI boot path from the F12 boot menu. |
| Date/Time | Displays the current date in MM/DD/YY format and current time in HH:MM:SS AM/PM format. |

Table 4. System setup options—System Configuration menu

| System Configuration | |
|------------------------------|--|
| SATA Operation | Configure operating mode of the integrated SATA hard drive controller. |
| Drives | Enable or disable various drives on board. |
| SMART Reporting | Enable or disable SMART Reporting during system startup. |
| USB Configuration | |
| Enable Boot Support | Enable or disable booting from USB mass storage devices such as external hard drive, optical drive, and USB drive. |
| Enable External USB Port | Enable or disable booting from USB mass storage devices connected to external USB port. |
| USB PowerShare | Enable or disable charging external devices through the USB PowerShare port. |
| Audio | Enable or disable the integrated audio controller. |
| Keyboard Illumination | Configure the operating mode of the keyboard illumination feature. |

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

| System Configuration | |
|-----------------------------------|--|
| Keyboard Backlight with AC | Enable or disable the keyboard backlight. |
| Miscellaneous Devices | Enable or disable various onboard devices. |
| Enable Camera | Enable or disable the camera. |
| Enable Secure Digital (SD) Card | Enable or disable the SD card. |

Table 5. System setup options—Video menu

| Video | |
|----------------|--|
| LCD Brightness | Set the panel brightness independently for Battery and AC power. |

Table 6. System setup options—Security menu

| Security | |
|-------------------------------|---|
| Strong Password | Enable or disable strong passwords. |
| Password Configuration | Control the minimum and maximum number of characters allowed for Admin and System passwords. |
| Password Bypass | Bypass the System (Boot) Password and the internal HDD password prompts during a system restart. |
| Password Change | Enable or disable changes to the System and Hard Disk passwords when an administrator password is set. |
| Non-Admin Setup Changes | Determines whether changes to the setup option are permitted when an administrator password is set. |
| UEFI Capsule Firmware Updates | Enable or disable BIOS updates through UEFI capsule update packages. |
| PTT Security | Enable or disable Platform Trust Technology (PTT) visibility to the operating system. |
| Computrace(R) | Enable or disable the BIOS module interface of the optional Computrace(R) Service from Absolute Software. |
| CPU XD Support | Enable or disable the Execute Disable mode of the Processor. |
| Admin Setup Lockout | Enable to prevent users from entering Setup when an Admin Password is set. |

Table 7. System setup options—Secure Boot menu

| Secure Boot | |
|------------------------------|---|
| Secure Boot Enable | Enable or disable the secure boot feature. |
| Expert Key Management | |
| Expert Key Management | Enable or disable Expert Key Management. |
| Custom Mode Key Management | Select the custom values for expert key management. |

Table 8. System setup options—Intel Software Guard Extensions menu

| Intel Software Guard Extensions | |
|--|--|
| Intel SGX Enable | Enable or disable Intel Software Guard Extensions. |
| Enclave Memory Size | Set the Intel Software Guard Extensions Enclave Reserve Memory Size. |
| Performance | |
| Multi Core Support | Enable multiple cores. Default: Enabled. |
| Intel SpeedStep | Enable or disable Intel Speedstep Technology. |

Table 8. System setup options—Intel Software Guard Extensions menu (continued)

Intel Software Guard Extensions

| | |
|---------------------------------------|--|
| | Default: Enabled. |
| | NOTE: If enabled, the processor clock speed and core voltage are adjusted dynamically based on the processor load. |
| C-States Control | Enable or disable additional processor sleep states. Default: Enabled. |
| Intel TurboBoost | Enable or disable Intel TurboBoost mode of the processor. Default: Enabled. |
| HyperThread control | Enable or disable HyperThreading in the processor. Default: Enabled. |
| Power Management | |
| AC Behavior | Enables the system to turn on automatically, when AC is inserted. |
| Enable Intel Speed Shift Technology | Enable or disable Intel Speed Shift Technology. |
| Auto on Time | Enable to set the computer to turn on automatically every day or on a preselected date and time. This option can be configured only if the Auto On Time is set to Everyday, Weekdays or Selected Days. Default: Disabled. |
| USB Wake Support | Enable the USB devices to wake the computer from Standby. |
| Advanced Battery Charge Configuration | Enable Advanced Battery Charge Configuration from the beginning of the day to a specified work period. |
| Primary Battery Charge Configuration | Set the primary battery charge settings with a preselected custom charge start and stop. Default: Adaptive. |
| POST Behavior | |
| Adapter Warnings | Enable adapter warnings. Default: Enabled. |
| Numlock Enable | Enable or disable Numlock. Default: Enable Numlock. |
| Fn Lock Options | Enable or disable the Fn lock mode. |
| Fastboot | Enable to set the speed of the boot process. Default: Thorough. |
| Extend BIOS POST Time | Configure additional pre-boot delay. |
| Pull Screen Logo | Enable or disable to display full screen logo. |
| Warnings and Errors | Select an action on encountering a warning or error. |

Table 9. System setup options—Virtualization Support menu

| Virtualization Support | |
|------------------------|--|
| Virtualization | Specify whether a Virtual Machine Monitor (VMM) can utilize the additional hardware capabilities provided by Intel Virtualization Technology. |
| VT for Direct I/O | Specify whether a Virtual Machine Monitor (VMM) can utilize the additional hardware capabilities provided by Intel Virtualization Technology for Direct I/O. |

Table 10. System setup options—Wireless menu

| Wireless | |
|------------------------|--|
| Wireless Switch | Determine which wireless devices can be controlled by the Wireless Switch. |
| Wireless Device Enable | Enable or disable internal wireless devices. |

Table 11. System setup options—Maintenance menu

| Maintenance | |
|----------------|---|
| Service Tag | Display the system's Service Tag. |
| Asset Tag | Create a system Asset Tag. |
| BIOS Downgrade | Control flashing of the system firmware to previous revisions. |
| Data Wipe | Enable to securely erase data from all internal storage devices. |
| BIOS Recovery | Enable the user to recover from certain corrupted BIOS conditions from a recovery file on the user primary hard drive or an external USB key. |

Table 12. System setup options—System Logs menu

| System Logs | |
|----------------|-------------------------|
| BIOS Events | Display BIOS events. |
| Thermal Events | Display Thermal events. |
| Power Events | Display Power events. |

Table 13. System setup options—SupportAssist System Resolution menu

| SupportAssist System Resolution | |
|---------------------------------|--|
| Auto OS Recovery Threshold | Control the automatic boot flow for SupportAssist System Resolution Console and for Dell OS Recovery tool. |
| SupportAssist OS Recovery | Enable or disable the boot flow for SupportAssist OS Recovery tool in the even of certain system errors. |


System and setup password

Table 14. System and setup password

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

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

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

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

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

Assigning a system setup password

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

To enter the system setup, press F2 immediately after a power-on or reboot.


1. In the **System BIOS** or **System Setup** screen, select **Security** and press **Enter**.
The **Security** screen is displayed.
2. Select **System/Admin Password** and create a password in the **Enter the new password** field.
Use the following guidelines to assign the system password:
 - A password can have up to 32 characters.
 - The password can contain the numbers 0 through 9.
 - Only lower case letters are valid, upper case letters are not allowed.
 - Only the following special characters are allowed: space, ("), (+), (.), (-), (.), (/), (:), ([), (\), (]), (`).
3. Type the system password that you entered earlier in the **Confirm new password** field and click **OK**.
4. Press **Esc** and a message prompts you to save the changes.
5. Press **Y** to save the changes.
The computer reboots.

Deleting or changing an existing system setup password

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

To enter the System Setup, press **F2** immediately after a power-on or reboot.

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

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

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

Clearing CMOS settings

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

1. Remove the [base cover](#).
2. Remove the [battery](#).
3. Disconnect the [coin-cell battery](#).
4. Wait for one minute.
5. Connect the [coin-cell battery](#).
6. Replace the [battery](#).
7. Replace the [base cover](#).

Clearing BIOS (System Setup) and System passwords

Contact Dell technical support to clear the forgotten passwords. For more information, see www.dell.com/contactdell.


Troubleshooting

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.


Flashing BIOS (USB key)

1. Follow the procedure from step 1 to step 7 in "Flashing the BIOS" to download the latest BIOS setup program file.
2. Create a bootable USB drive. For more information see the knowledge base article [SLN143196](#) at www.dell.com/support.
3. Copy the BIOS setup program file to the bootable USB drive.
4. Connect the bootable USB drive to the computer that needs the BIOS update.
5. Restart the computer and press **F12** when the Dell logo is displayed on the screen.
6. Boot to the USB drive from the **One Time Boot Menu**.
7. Type the BIOS setup program filename and press **Enter**.
8. The **BIOS Update Utility** appears. Follow the instructions on the screen to complete the BIOS update.

Dell SupportAssist Pre-boot System Performance Check diagnostics

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


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

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

For more information, see [Resolve Hardware Issues With Built-in and Online Diagnostics \(SupportAssist ePSA, ePSA or PSA Error Codes\)](#).

Running the ePSA Diagnostics


Invoke diagnostics boot by either of the methods that are suggested below:

1. Power on the computer.
2. As the computer boots, press the F12 key when the Dell logo is displayed.
3. In the boot menu screen, use Up/Down arrow key to select the **Diagnostics** option and then press **Enter**.
 **NOTE:** The **Enhanced Pre-boot System Assessment** window displays, listing all devices detected in the computer. The diagnostics starts running the tests on all the detected devices.
4. Press the arrow in the lower-right corner to go to the page listing. The detected items are listed and tested.
5. To run a diagnostic test on a specific device, press Esc and click **Yes** to stop the diagnostic test.
6. Select the device from the left pane and click **Run Tests**.
7. If there are any issues, error codes are displayed. Note the error code and contact Dell.

System diagnostic lights

Power and battery-status light/hard-drive activity light

Indicates the battery-charge status or the hard-drive activity.

 **NOTE:** Press Fn+H to toggle this light between power and battery-status light and hard-drive activity light.

Hard-drive activity light

Turns on when the computer reads from or writes to the hard drive.

 **NOTE:** Hard-drive activity light is supported only on computers shipped with hard drive.

Power and battery-status light


Indicates the power and battery-charge status

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

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

Off

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

 **NOTE:** Hard-drive activity light is supported only on computers shipped with hard drive.

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

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

The following table shows different light patterns and describes what they indicate.

Table 15. Diagnostics

| Light pattern | Problem description |
|---------------|------------------------------------|
| 2,1 | CPU failure |
| 2,2 | System board: BIOS and ROM failure |
| 2,3 | No memory or RAM detected |

Table 15. Diagnostics (continued)

| Light pattern | Problem description |
|---------------|-----------------------------------|
| 2,4 | Memory or RAM failure |
| 2,5 | Invalid memory installed |
| 2,6 | System board or chipset error |
| 2,7 | LCD failure |
| 3,1 | CMOS battery failure |
| 3,2 | PCI or video card or chip failure |
| 3,3 | Recovery image not found |
| 3,4 | Recovery image found but invalid |

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

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

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

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


Flea power release

Flea power is the residual static electricity that remains on the computer even after it has been powered off and the battery has been removed. The following procedure list the steps to conduct a flea power release for the computer.

1. Turn off your computer.
2. Remove the [base cover](#).
3. Disconnect the battery cable from the system board.
4. Press and hold down the power button for 15 seconds to drain the flea power.
5. Connect the battery cable to the system board.
6. Replace the [base cover](#).
7. Turn on your computer.

WiFi power cycle

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

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



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

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 16. Self-help resources

| Self-help resources | Resource location |
|--|---|
| Information about Dell products and services | www.dell.com |
| My Dell |  |
| Tips |  |
| Contact Support | In Windows search, type Contact Support , and press Enter. |
| 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 |
| Dell knowledge base articles for a variety of computer concerns. | <ol style="list-style-type: none"> 1. Go to https://www.dell.com/support/home/?app=knowledgebase. 2. Type the subject or keyword in the Search box. 3. Click Search to retrieve the related articles. |
| Learn and know the following information about your product: <ul style="list-style-type: none"> • Product specifications • Operating system • Setting up and using your product • Data backup • Troubleshooting and diagnostics • Factory and system restore • BIOS information | See <i>Me and My Dell</i> at www.dell.com/support/manuals . To locate the <i>Me and My Dell</i> relevant to your product, identify your product through one of the following: <ul style="list-style-type: none"> • Select Detect Product. • Locate your product through the drop-down menu under View Products. • Enter the Service Tag number or Product ID in the search bar. |

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.