

# Dell Vostro 14 – 3445

## Owner's Manual

Regulatory Model: P52G  
Regulatory Type: P52G002



# Notes, Cautions, and Warnings



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



**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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2014 - 05

Rev. A00

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# Working on Your Computer


## Before Working Inside Your Computer


Use the following safety guidelines to help protect your computer from potential damage and to help to ensure your personal safety. Unless otherwise noted, each procedure included in this document assumes that the following conditions exist:


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


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


 **WARNING:** Before working inside your computer, read the safety information that shipped with your computer. For additional safety best practices information, see the Regulatory Compliance Homepage at [www.dell.com/regulatory\\_compliance](http://www.dell.com/regulatory_compliance)

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

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

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

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

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

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

1. Ensure that your work surface is flat and clean to prevent the computer cover from being scratched.
2. Turn off your computer (see Turning off Your Computer).

3. If the computer is connected to a docking device (docked), undock it.



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

4. Disconnect all network cables from the computer.
5. Disconnect your computer and all attached devices from their electrical outlets.
6. Close the display and turn the computer upside-down on a flat work surface.



**NOTE:** To avoid damaging the system board, you must remove the main battery before you service the computer.

7. Remove the main battery.
8. Turn the computer top-side up.
9. Open the display.
10. Press the power button to ground the system board.



**CAUTION:** To guard against electrical shock, always unplug your computer from the electrical outlet before opening the display.



**CAUTION:** Before touching anything inside your computer, ground yourself by touching an unpainted metal surface, such as the metal at the back of the computer. While you work, periodically touch an unpainted metal surface to dissipate static electricity, which could harm internal components.

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

## Recommended Tools



The procedures in this document may require the following tools:

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


# Turning Off Your Computer

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


1. Shut down the operating system:

- In Windows 8:
  - Using a touch-enabled device:
    - a. Swipe in from the right edge of the screen, opening the Charms menu and select **Settings**.
    - b. Select the  and then select **Shut down**
  - Using a mouse:
    - a. Point to upper-right corner of the screen and click **Settings**.
    - b. Click the  and select **Shut down**.

- In Windows 7:

1. Click **Start** .
2. Click **Shut Down**.

or

1. Click **Start** .
2. Click the arrow in the lower-right corner of the **Start** menu as shown below, and then click




**Shut Down..**

2. Ensure that the computer and all attached devices are turned off. If your computer and attached devices did not automatically turn off when you shut down your operating system, press and hold the power button for about 4 seconds to turn them off.

## After Working Inside Your Computer

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

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

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

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

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

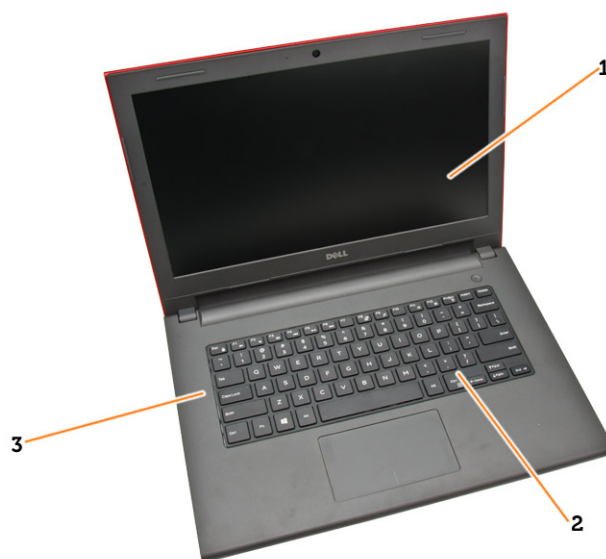
5. Turn on your computer.



# Removing and Installing Components

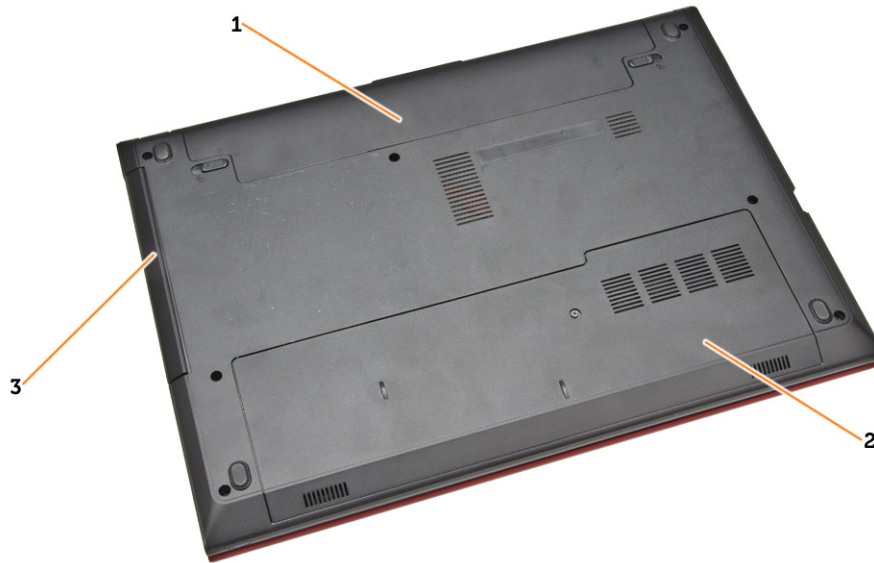
This section provides detailed information on how to remove or install the components from your computer.

## System Overview



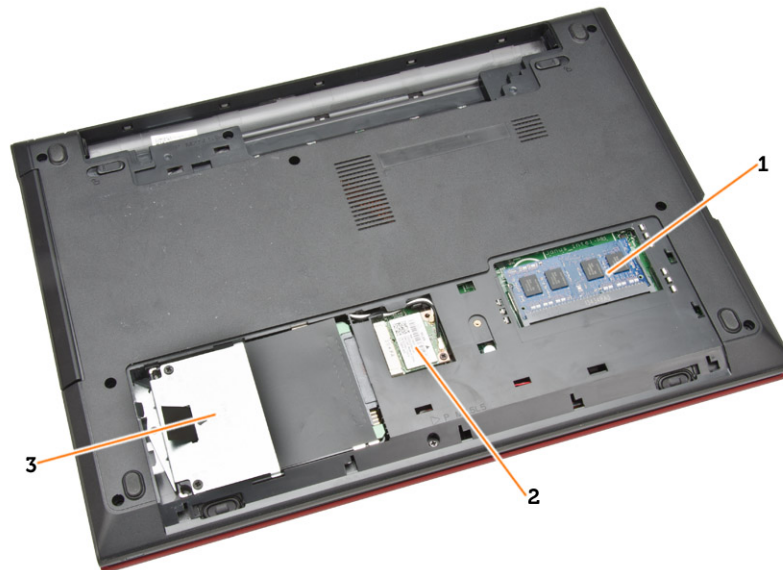
**Figure 1. Front View**

- |                      |             |
|----------------------|-------------|
| 1. display           | 2. keyboard |
| 3. palmrest assembly |             |



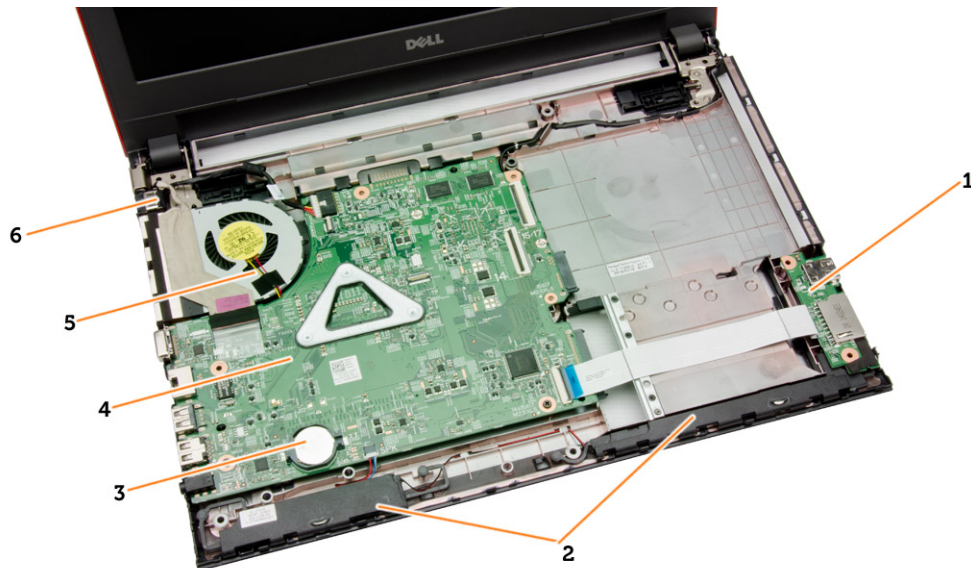
**Figure 2. Back View**

- 1. battery
- 2. access panel
- 3. optical-disk drive



**Figure 3. Inside View – Back**

- 1. memory module
- 2. WLAN card
- 3. hard drive

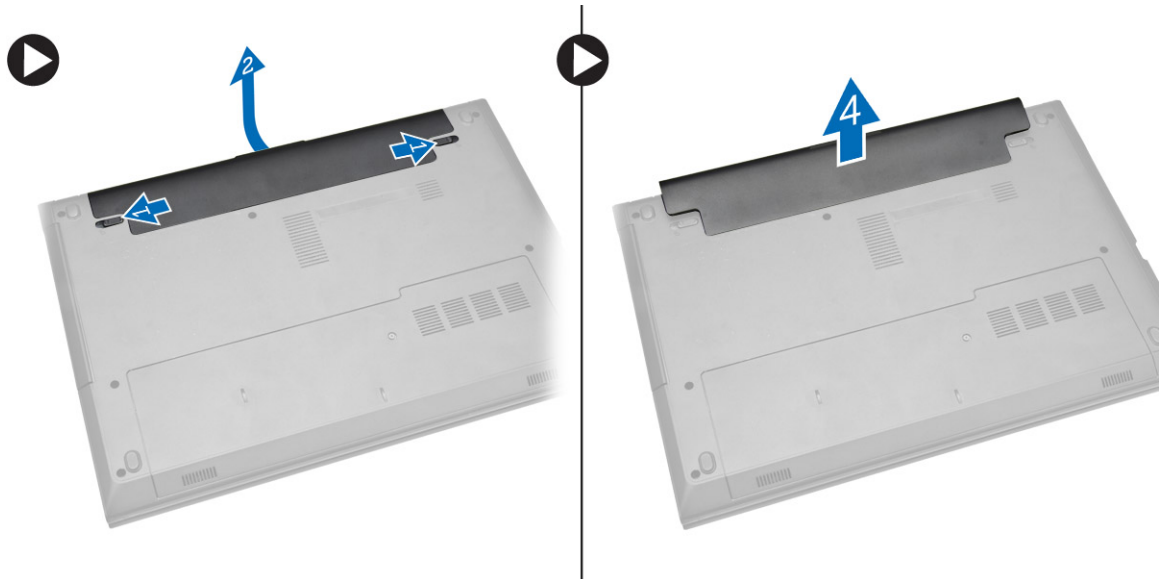


**Figure 4. System Board View**

- |                      |                    |
|----------------------|--------------------|
| 1. I/O board         | 2. speakers        |
| 3. coin-cell battery | 4. system board    |
| 5. system fan        | 6. power connector |

## Removing the Battery

1. Follow the procedures in *Before Working Inside Your Computer*.
2. Slide the release latches outwards to unlock the battery and lift the battery to remove it from the computer.

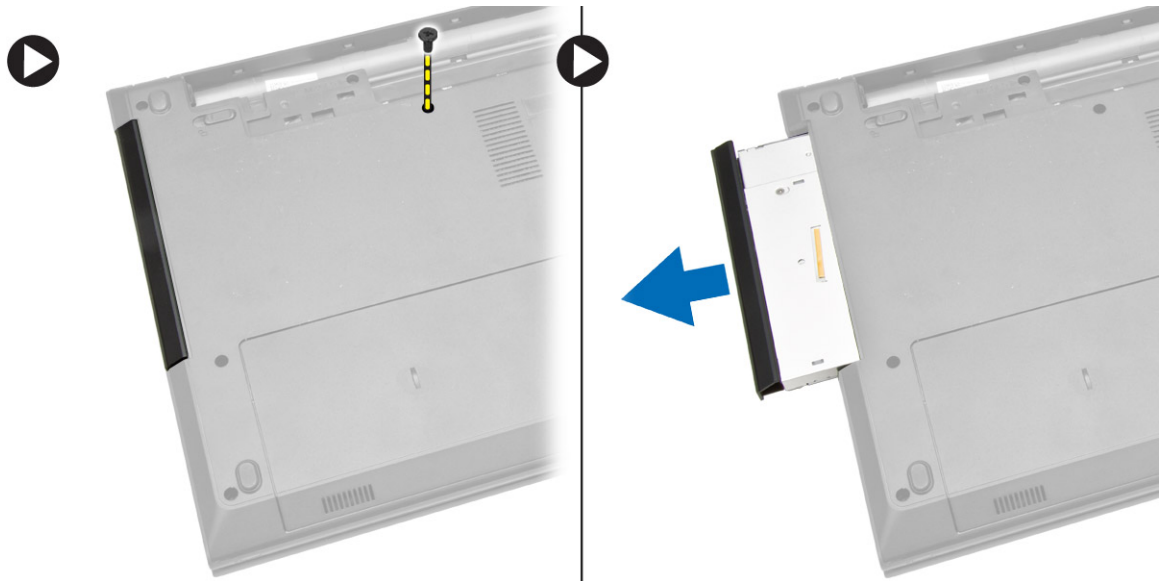


## Installing the Battery

1. Insert the battery into the battery slot and press to lock in place.
2. Follow the procedures in *After Working Inside Your Computer*.

## Removing the Optical-Disk Drive

1. Follow the procedures in *Before Working Inside Your Computer*.
2. Remove the battery.
3. Remove the screw that secures the optical-disk drive (ODD) to the computer and slide the ODD out of the computer.



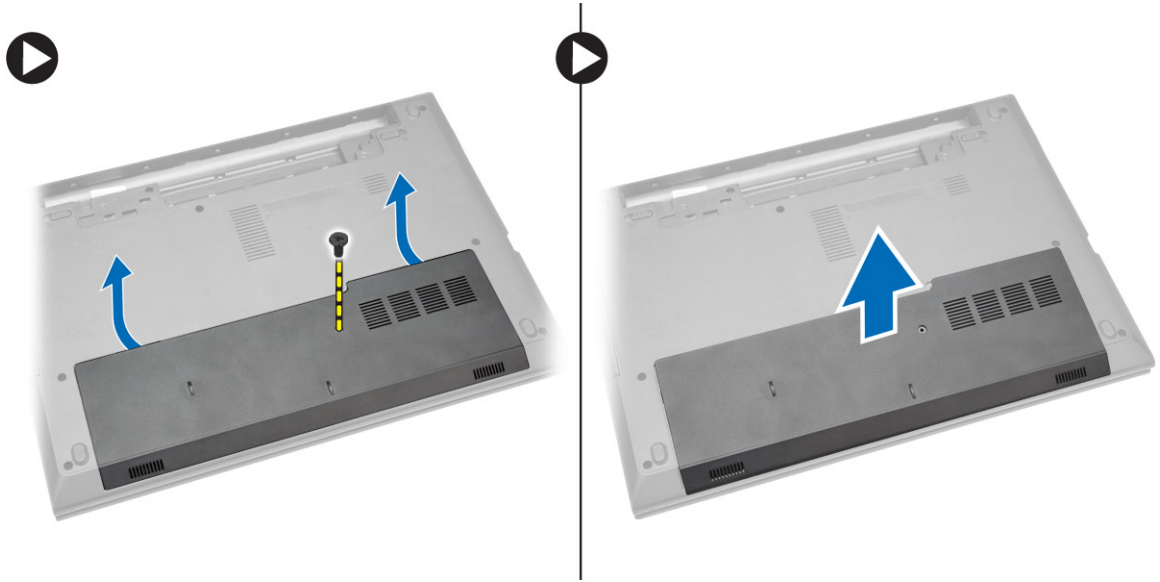
## Installing the Optical-Disk Drive

1. Slide the optical-disk drive into the chassis and tighten the screw to secure it.
2. Install the battery.
3. Follow the procedures in *After Working Inside Your Computer*.

## Removing the Access Panel

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

3. Loosen the screw and lift the access panel off the computer.



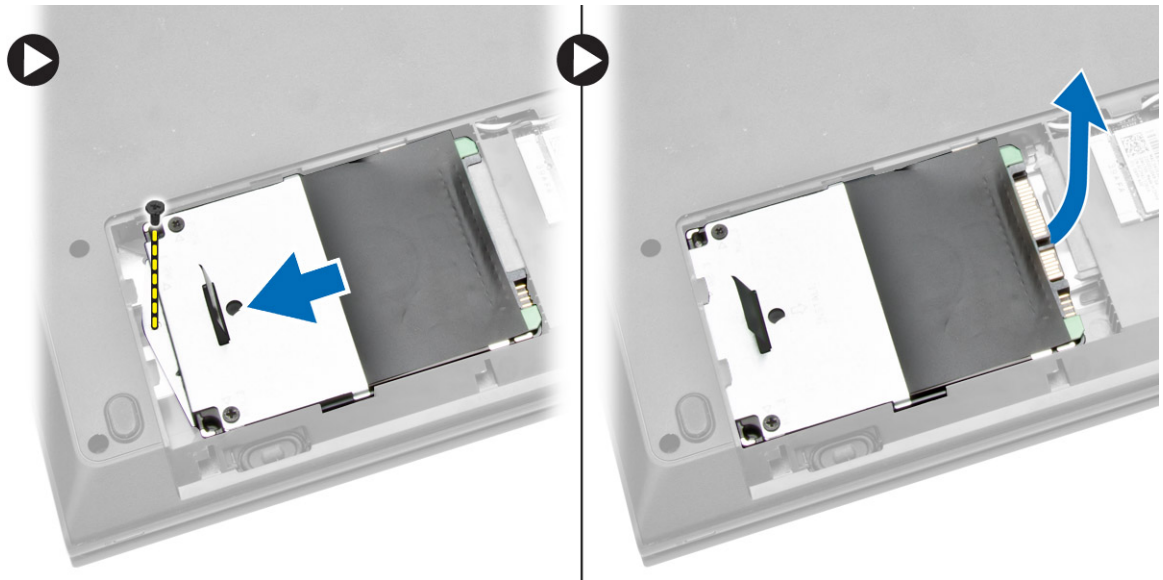
## Installing the Access Panel

1. Insert the access panel into the chassis.
2. Tighten the screw to secure the access panel to the chassis.
3. Install battery.
4. Follow the procedures in *After Working Inside Your Computer*.

## Removing the Hard Drive

1. Follow the procedures in *Before Working Inside Your Computer*.
2. Remove the battery.
3. Remove the access panel.

4. Remove the screw that secures the hard drive to the computer and slide the hard drive from the computer.



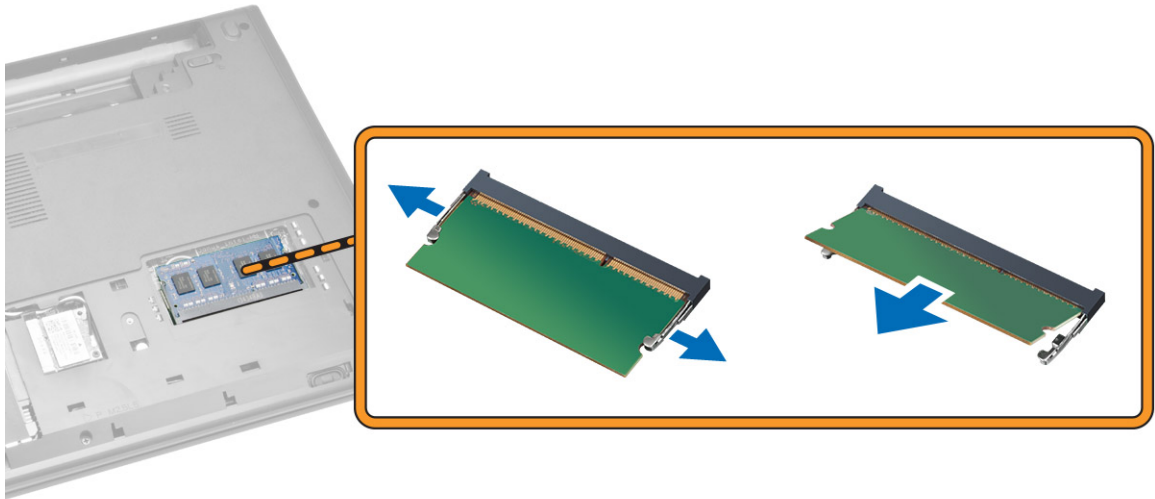
## Installing the Hard Drive

1. Slide the hard drive into the connector and then tighten the screw to secure it to the chassis.
2. Install:
  - a. access panel
  - b. battery
3. Follow the procedures in *After Working Inside Your Computer*.

## Removing the Memory Module

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

3. Pry the securing clips away from the memory module until it pops up. Remove the memory module from its socket on the system board.

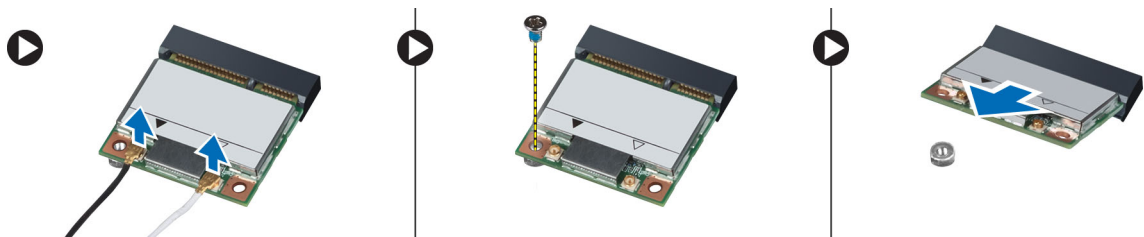


## Installing the Memory Module

1. Insert the memory module into the socket and press to lock the securing clips.
2. Install the access panel.
3. Install the battery.
4. Follow the procedures in *After Working Inside Your Computer*.

## Removing the WLAN Card

1. Follow the procedures in *Before Working Inside Your Computer*.
2. Remove:
  - a. battery
  - b. access panel
3. Remove the two connectors and the screw securing the WLAN card to the system board. Then, gently pull out the WLAN card out of its socket.





## Installing the WLAN Card

1. Insert the WLAN card into its slot and tighten the screw to secure it to the system board.
2. Connect the two connectors (black cable to the black triangle and white cable to the white triangle).
3. Install:
  - a. access panel
  - b. battery
4. Follow the procedures in *After Working Inside Your Computer*.

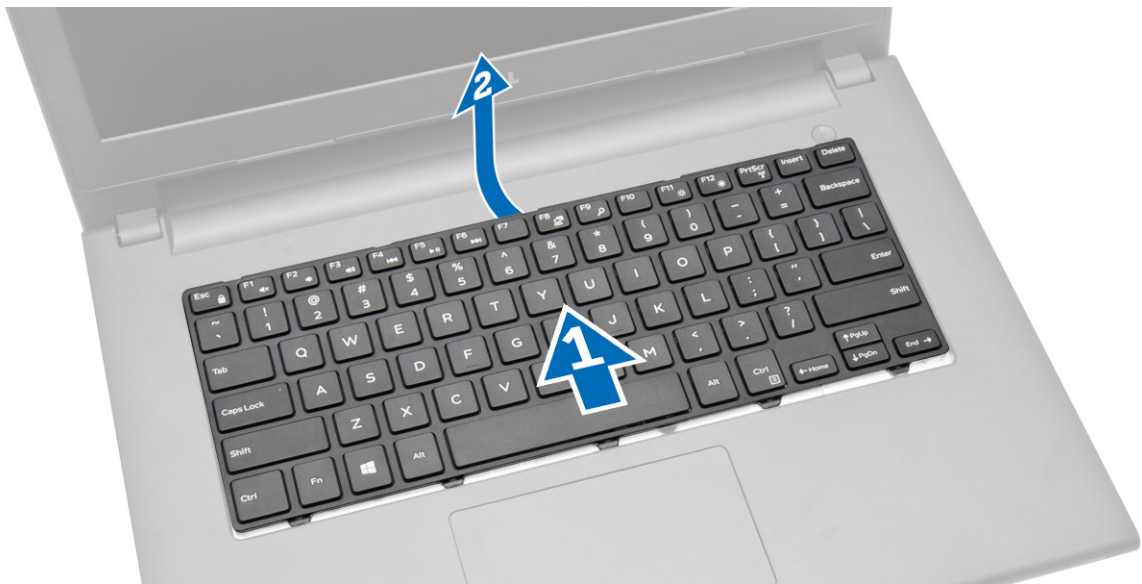
## Removing the Keyboard

1. Follow the procedures in *Before Working Inside Your Computer*.
2. Release the keyboard by pressing the tabs using a scribe.

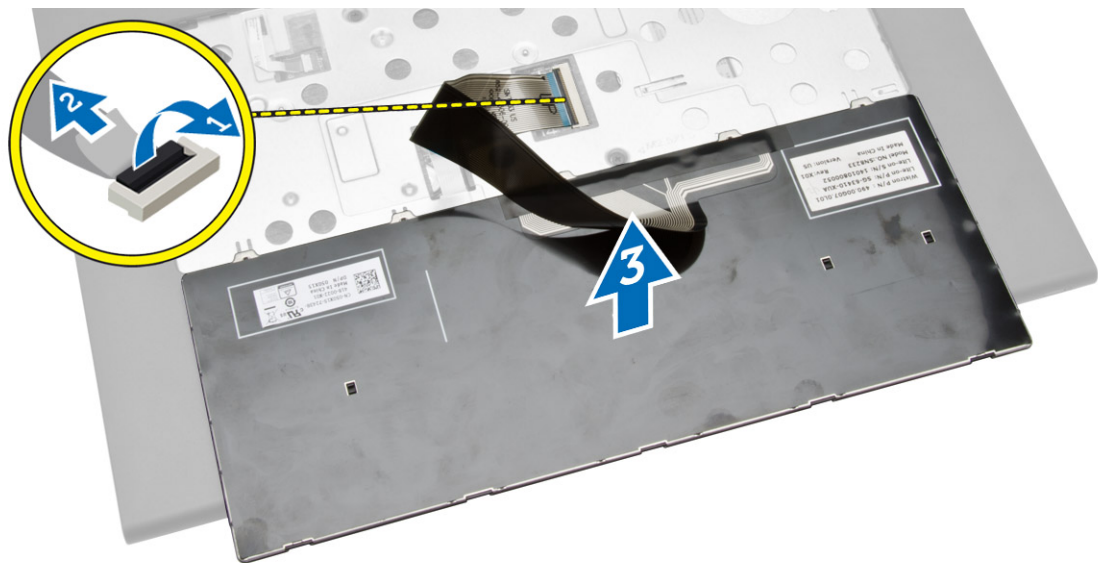




3. Slide and lift the keyboard to access the cable below.



4. Disconnect the keyboard cable from the system board and lift it up to remove it from the computer.

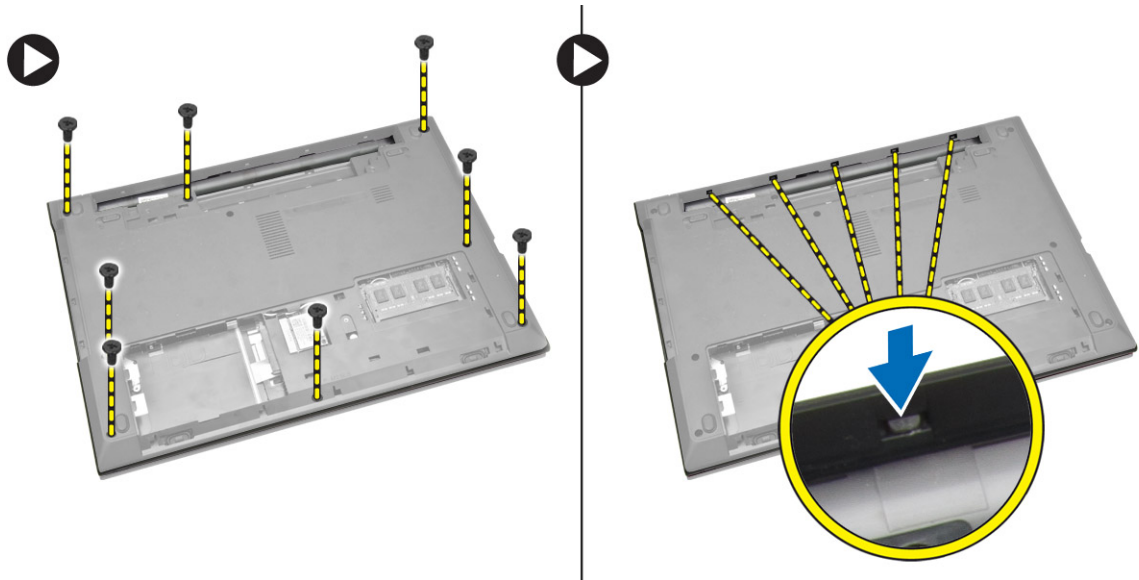


## Installing the Keyboard

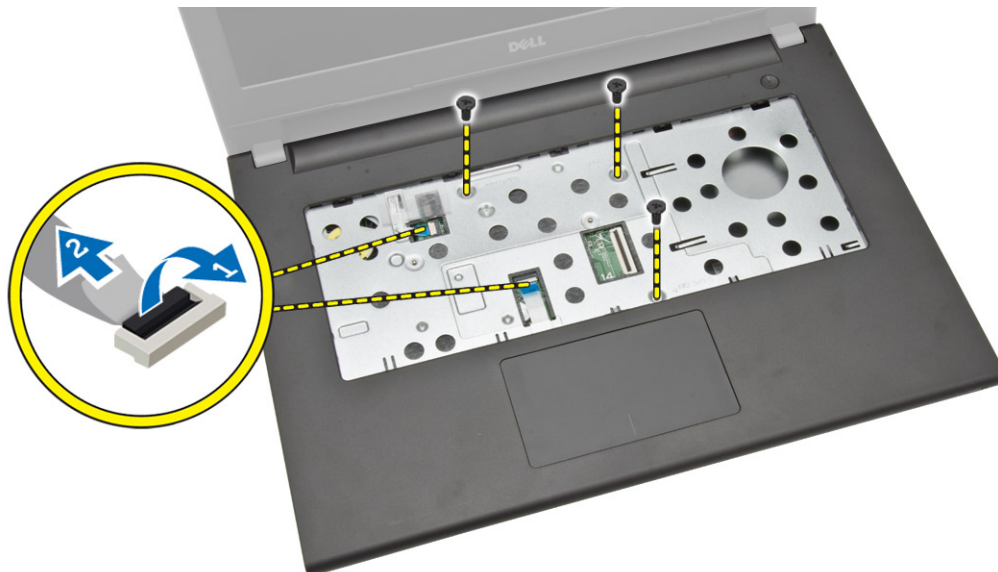
1. Connect the keyboard cable to the connector on the system board.
2. Slide the keyboard into the retaining slots.
3. Press the top edge to lock the keyboard in place.
4. Install the battery.
5. Follow the procedures in *After Working Inside Your Computer*.

## Removing the Palmrest Assembly

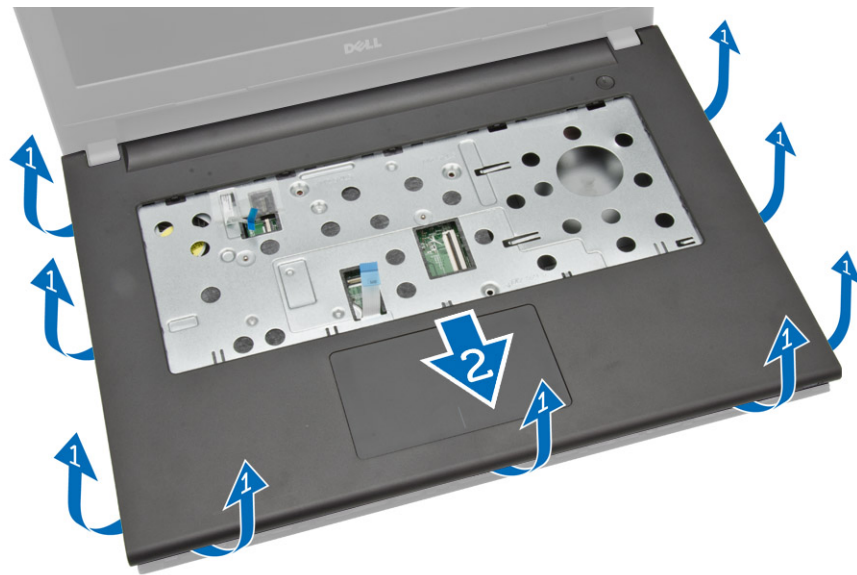
1. Follow the procedures in *Before Working Inside Your Computer*.
2. Remove the battery.
3. Remove the access panel.
4. Remove the keyboard.
5. Turn the computer over and remove the screws at the base of the computer. Then, release the tabs securing the base cover.



6. Turn the computer over and remove the screws from inside the keyboard cavity. Then, disconnect the touchpad and power cables from the system board.



7. Gently pry up the palmrest and slide it from the computer.

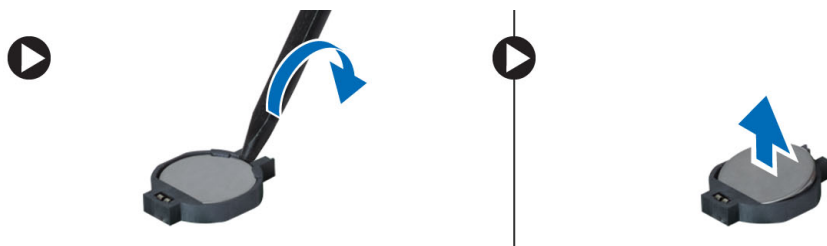


## Installing the Palmrest Assembly

1. Place the palmrest on the chassis and press the notches until it clicks in place.
2. Connect the touchpad and power cables to the system board.
3. Tighten the screws to secure it to the system board.
4. Turn the computer over and press at the edges to lock into the retaining tabs.
5. Tighten the screws at the base of the computer.
6. Install:
  - a. keyboard
  - b. memory module
  - c. hard drive
  - d. WLAN card
  - e. access panel
  - f. optical-disk drive
  - g. battery
7. Follow the procedures in *After Working Inside Your Computer*.

## Removing the Coin-Cell Battery

1. Follow the procedures in *Before Working Inside Your Computer*.
2. Remove:
  - a. battery
  - b. optical– disk drive
  - c. access panel
  - d. hard drive
  - e. memory module
  - f. keyboard
  - g. palmrest assembly
3. Push the coin-cell release latch using a scribe and then pull the coin-cell battery to remove it from the computer.



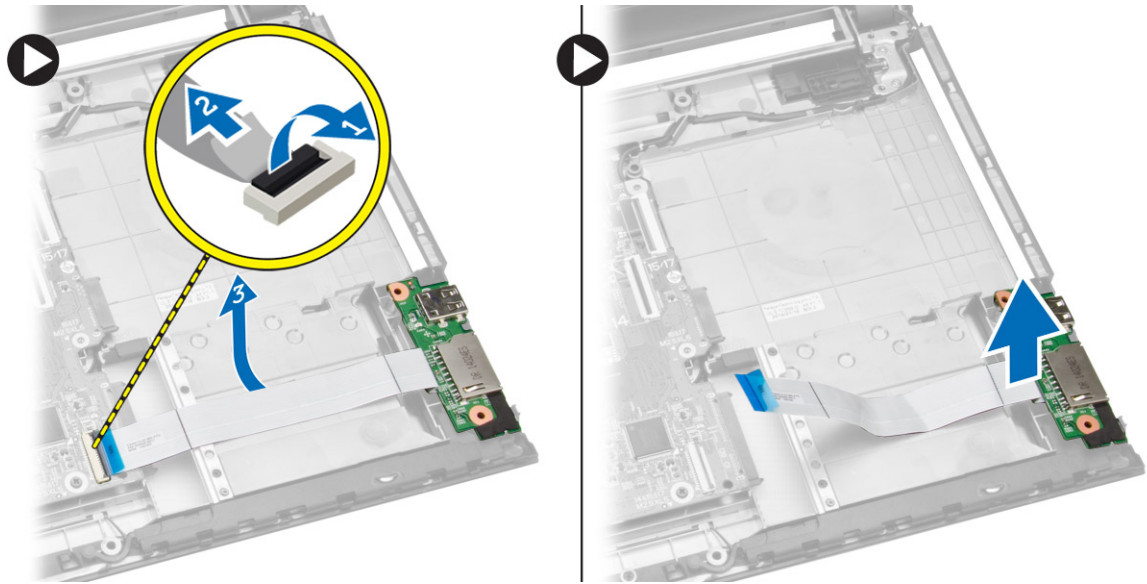
## Installing the Coin-cell battery

1. Insert the coin-cell battery and press to lock.
2. Install:
  - a. palmrest assembly
  - b. keyboard
  - c. memory module
  - d. hard drive
  - e. WLAN card
  - f. access panel
  - g. optical-disk drive
  - h. battery
3. Follow the procedures in *After Working Inside Your Computer*.

## Removing the Input/Output (I/O) Board

1. Follow the procedures in *Before Working Inside Your Computer*.
2. Remove:
  - a. battery
  - b. optical– disk drive
  - c. access panel
  - d. hard drive
  - e. memory module
  - f. keyboard
  - g. palmrest assembly

3. Disconnect the I/O board cable and lift the I/O board from the computer.



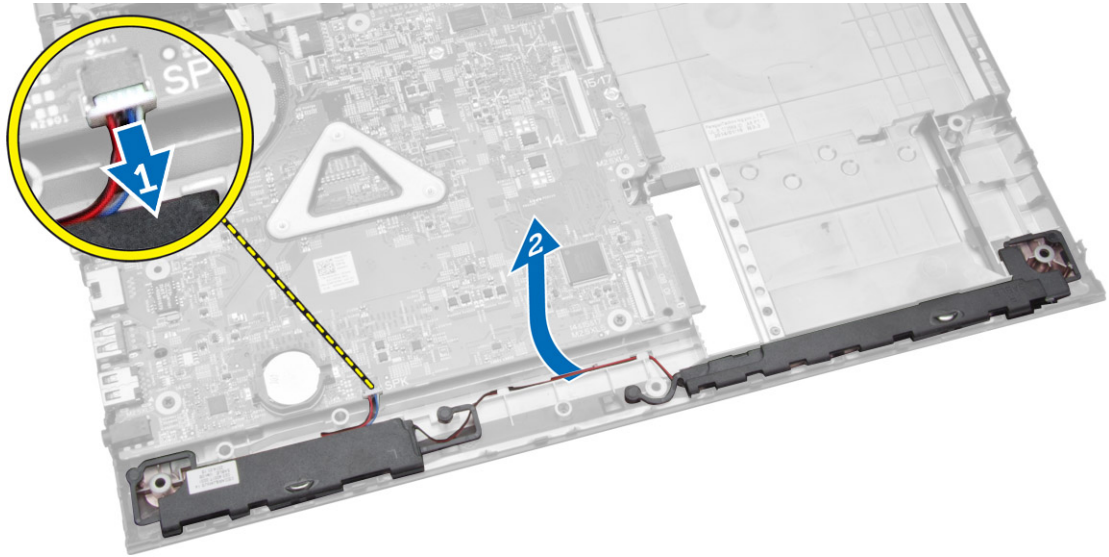
## Installing the Input/Output (I/O) Board

1. Insert the I/O board into the chassis.
2. Connect the I/O board cable to the system board.
3. Install:
  - a. palmrest assembly
  - b. keyboard
  - c. memory module
  - d. hard drive
  - e. WLAN card
  - f. access panel
  - g. optical-disk drive
  - h. battery
4. Follow the procedures in *After Working Inside Your Computer*.

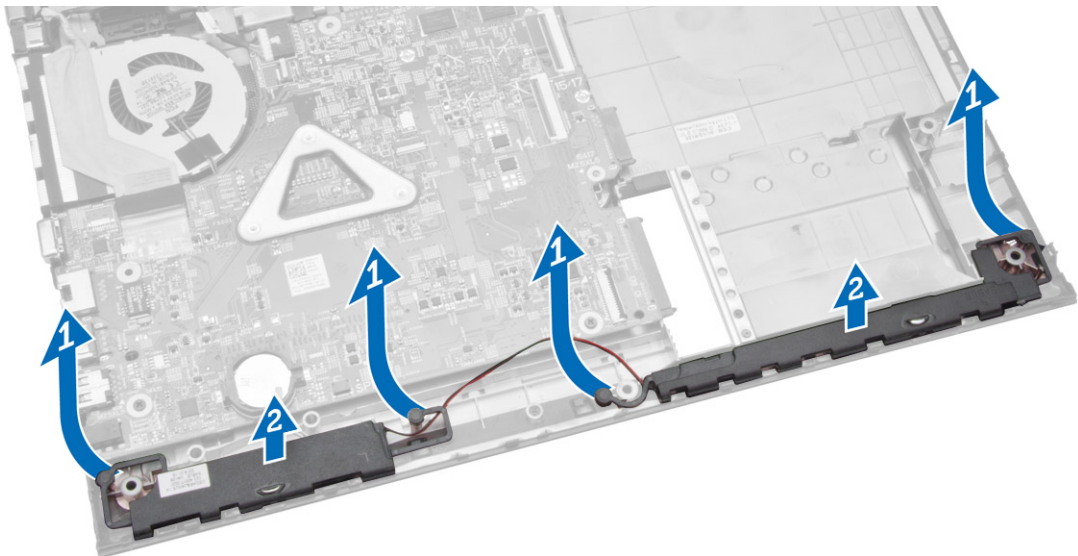
## Removing the Speakers

1. Follow the procedures in *Before Working Inside Your Computer*.
2. Remove:
  - a. battery
  - b. optical– disk drive
  - c. access panel
  - d. hard drive
  - e. memory module
  - f. keyboard
  - g. palmrest assembly

3. Disconnect the speaker cables from the system board (1) and release the speaker cables from the retaining tabs (2).



4. Release the speaker assembly from the retaining clips (1) and remove the speakers from the chassis (2).



## Installing the Speakers

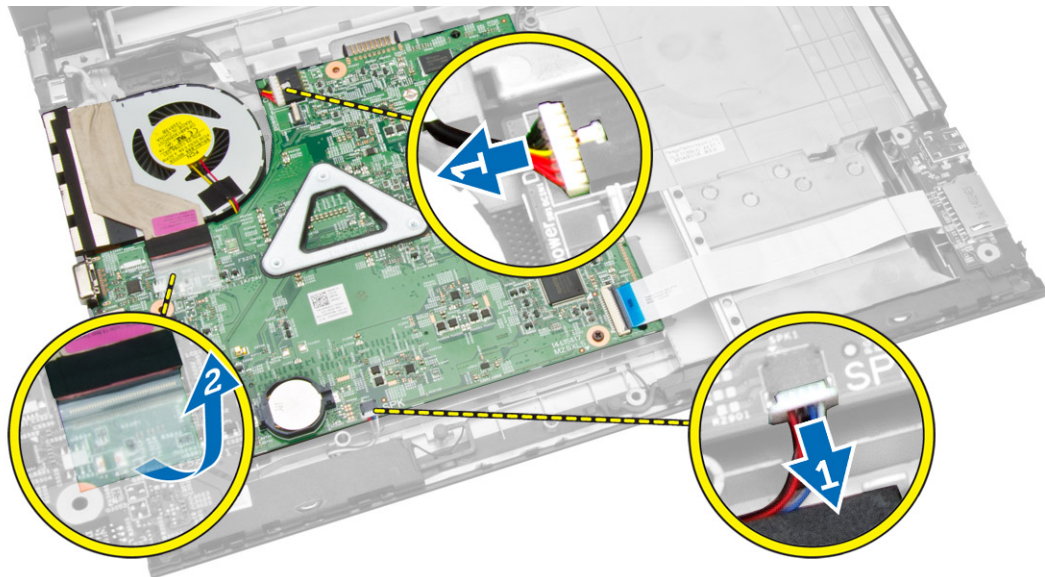
1. Insert the speakers into the chassis and press the retaining clips to lock in place.
2. Connect the speakers to the system board.



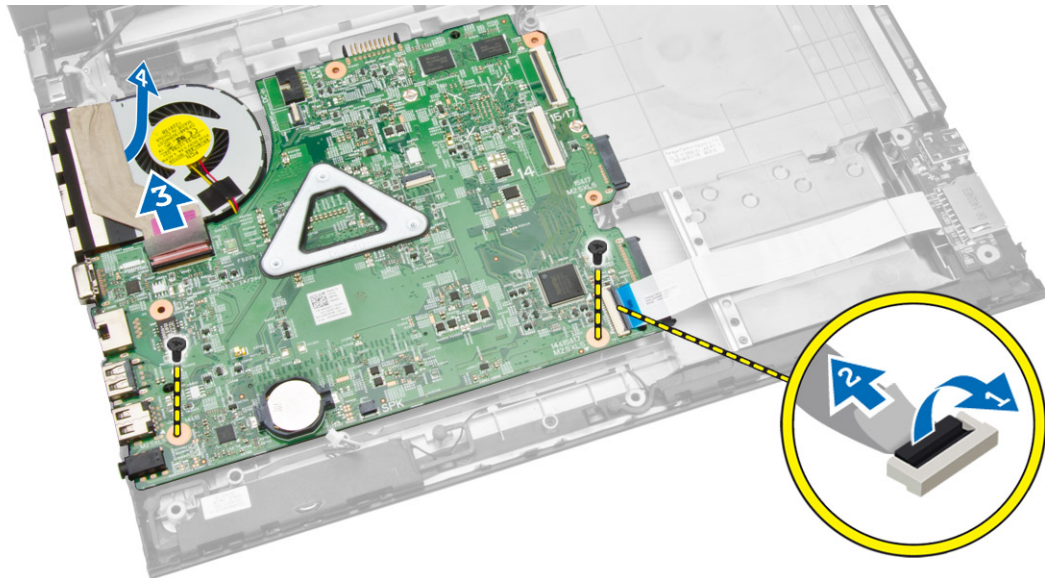
3. Install:
  - a. palmrest assembly
  - b. keyboard
  - c. memory module
  - d. hard drive
  - e. WLAN card
  - f. access panel
  - g. optical-disk drive
  - h. battery
4. Follow the procedures in *After Working Inside Your Computer*.

## Removing the System Board

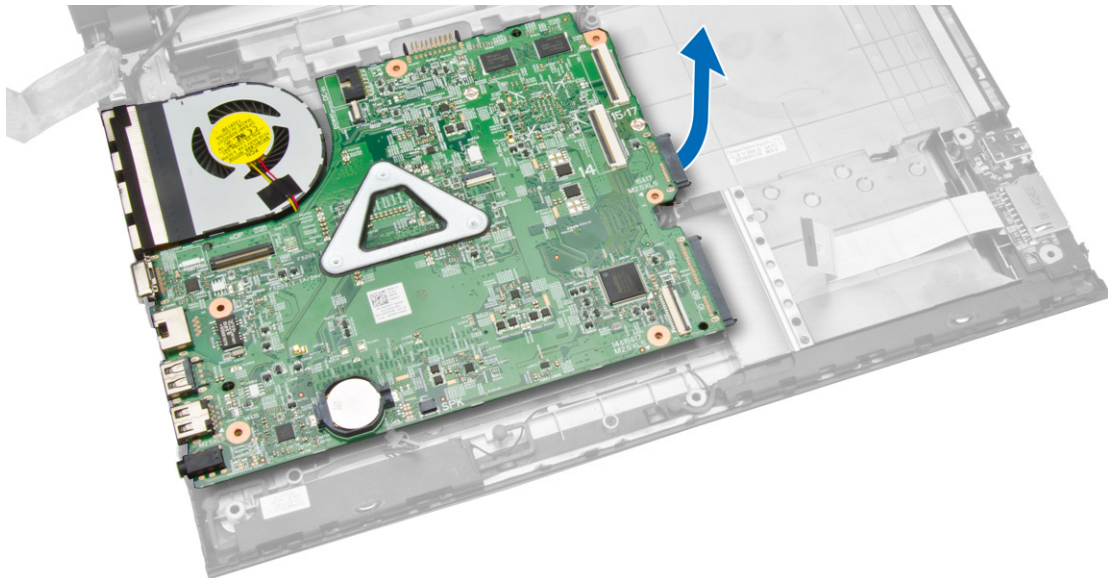
1. Follow the procedures in *Before Working Inside Your Computer*.
2. Remove:
  - a. battery
  - b. optical-disk drive
  - c. access panel
  - d. hard-disk drive
  - e. memory module
  - f. keyboard
  - g. palmrest assembly
3. Disconnect the following cables from the system board:
  - a. speaker and power cable (1)
  - b. display (LVDS) cables (2)



4. Remove the screws that secure the system board to the chassis. Then, disconnect and remove the following:
  - a. I/O board cable (1) and (2)
  - b. LVDS cable (4)



5. Lift and remove the system board from the chassis.



## Installing the System Board

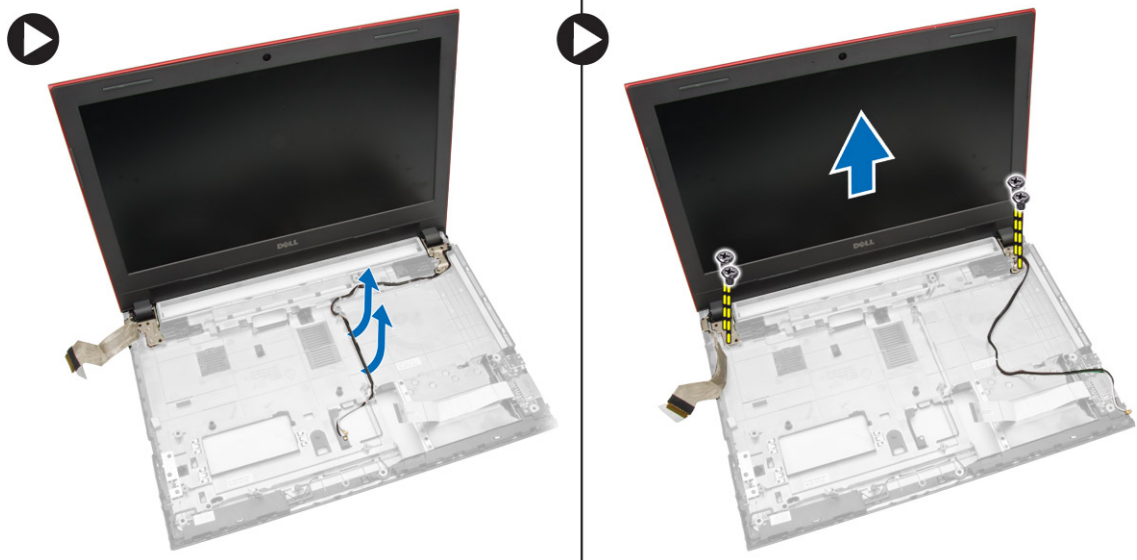
1. Insert the system board into the chassis.
2. Connect the I/O board connector to the system board.
3. Connect the LVDS cable to the system board.
4. Connect the speakers to the system board.



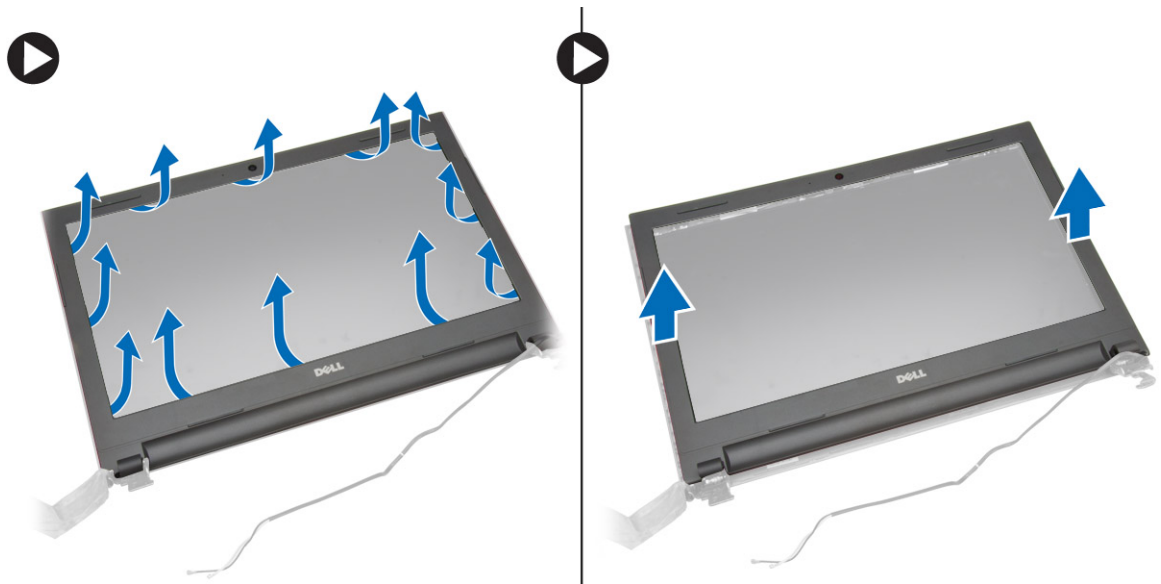
5. Connect the power connector to the system board.
6. Tighten the screws to secure the system board to the computer.
7. Install:
  - a. palmrest assembly
  - b. keyboard
  - c. memory module
  - d. hard drive
  - e. access panel
  - f. optical-disk drive
  - g. battery
8. Follow the procedures in *After Working Inside Your Computer*.

## Removing the Display Assembly

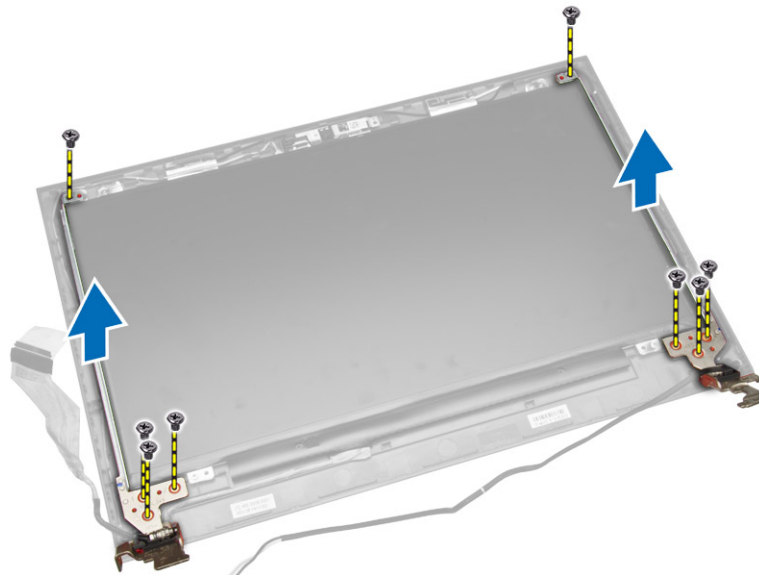
1. Follow the procedures in *Before Working Inside Your Computer*.
2. Remove:
  - a. battery
  - b. optical– disk drive
  - c. access panel
  - d. hard drive
  - e. memory module
  - f. keyboard
  - g. palmrest assembly
  - h. system board
3. Un-thread the WLAN cable and remove the screws that secure the display panel to the chassis.



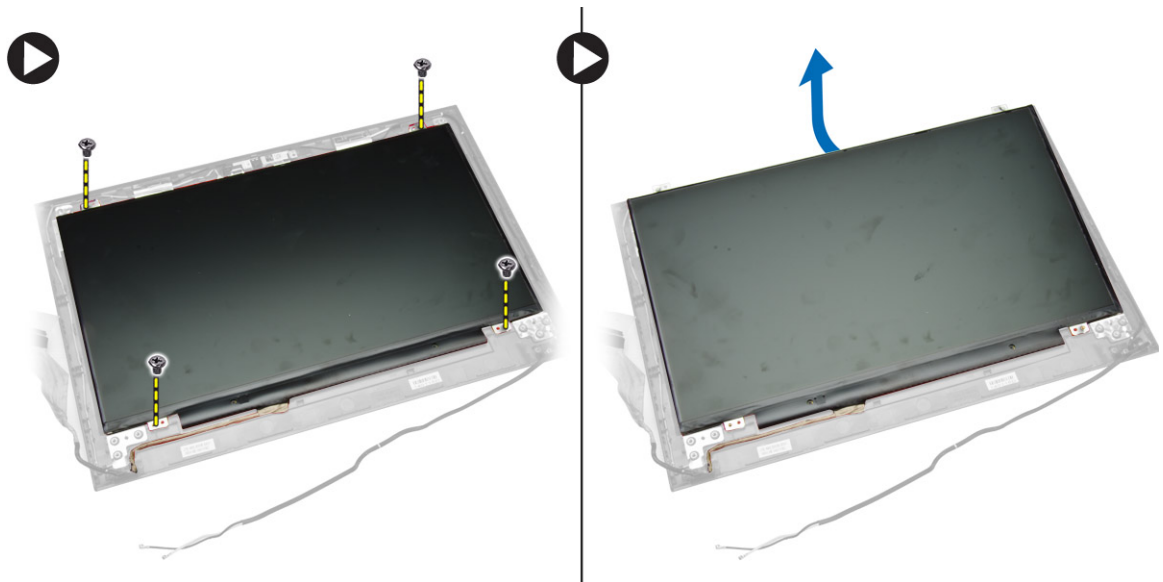
4. Place the display panel on a stable surface and gently pry the display bezel away from the panel.



5. Remove the screws that secure the display hinges to the display assembly. Then, lift and remove the display hinges away from the display assembly.



6. Remove the screws securing the display panel to the display assembly. Then, flip the display panel to access the cables underneath.



7. Disconnect the LVDS cable from the display panel and remove the display panel.



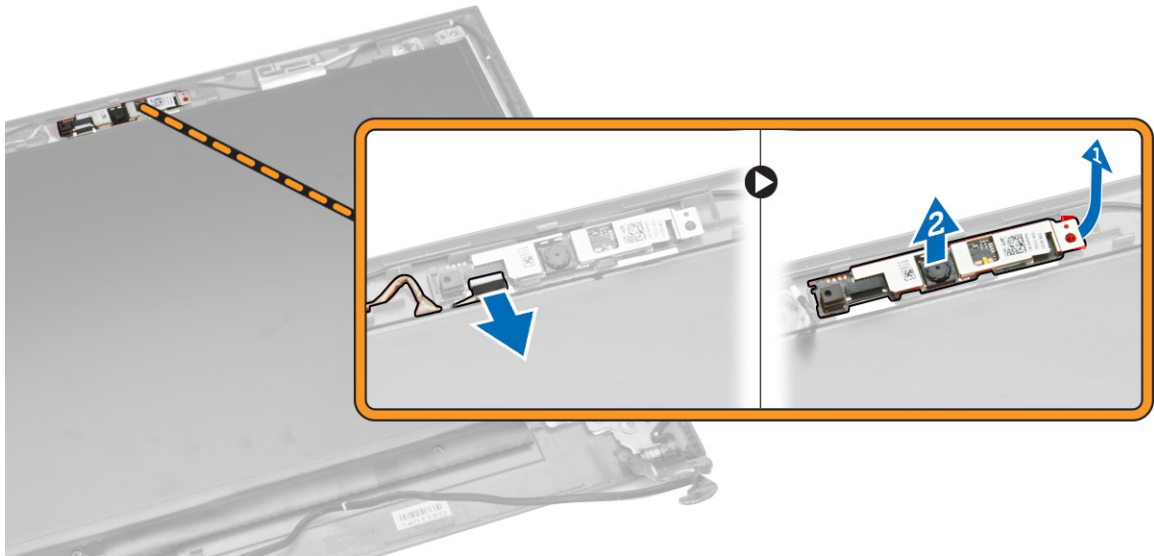
## Installing the Display Assembly

1. Connect the LVDS cable to the display panel.
2. Tighten the screws to secure the display panel to the display assembly.
3. Tighten the screws to secure the display hinges to the display assembly.
4. Align and press in the display bezel to the display assembly.
5. Guide the WLAN cables through their tabs and then tighten the display hinge screws to secure the display assembly.

6. Install:
  - a. system board
  - b. palmrest assembly
  - c. keyboard
  - d. memory module
  - e. hard drive
  - f. access panel
  - g. optical-disk drive
  - h. battery
7. Follow the procedures in *After Working Inside Your Computer*.

## Removing the Camera

1. Follow the procedures in *Before Working Inside Your Computer*.
2. Remove:
  - a. battery
  - b. optical– disk drive
  - c. access panel
  - d. hard drive
  - e. memory module
  - f. keyboard
  - g. palmrest assembly
  - h. system board
  - i. display assembly
3. Disconnect the camera cable from the camera. Then, release the retaining tab (1) and remove the camera from the display assembly (2).



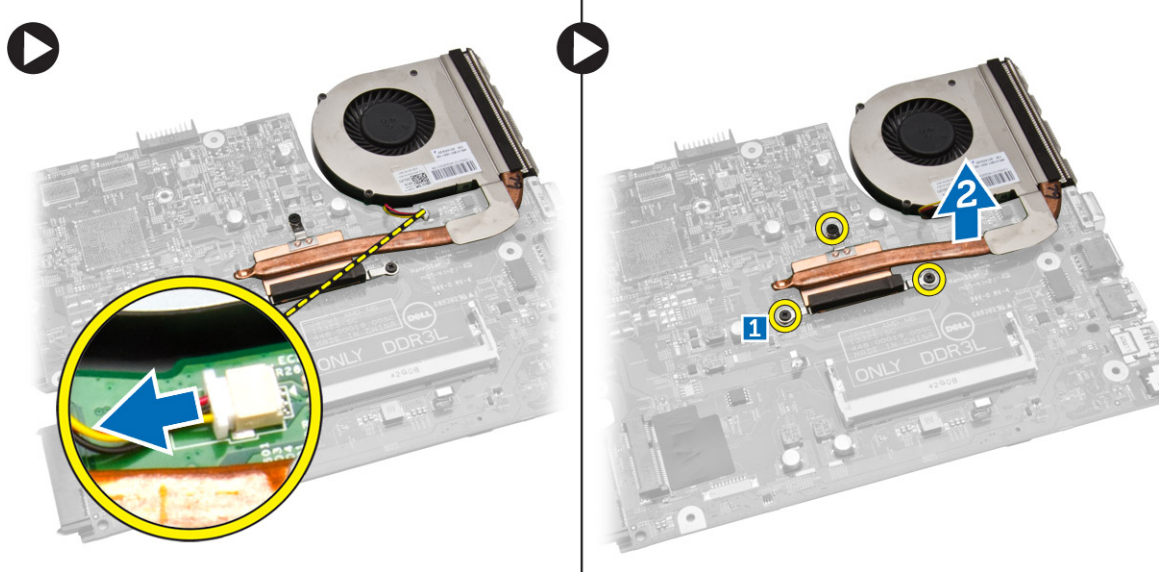
## Installing the Camera

1. Insert the camera into the display assembly.
2. Connect the camera cable.
3. Install:
  - a. display assembly
  - b. palmrest assembly
  - c. keyboard
  - d. memory module
  - e. hard drive
  - f. WLAN card
  - g. access panel
  - h. optical-disk drive
  - i. battery
4. Follow the procedures in *After Working Inside Your Computer*.

## Removing the Heatsink Assembly

1. Follow the procedures in *Before Working Inside Your Computer*.
2. Remove:
  - a. battery
  - b. optical-disk drive
  - c. access panel
  - d. hard drive
  - e. memory module
  - f. keyboard
  - g. palmrest assembly
  - h. system board

3. Disconnect the system fan's cable from the system board. Then, remove the screws that secure the heatsink assembly to the system board and lift it off the board.



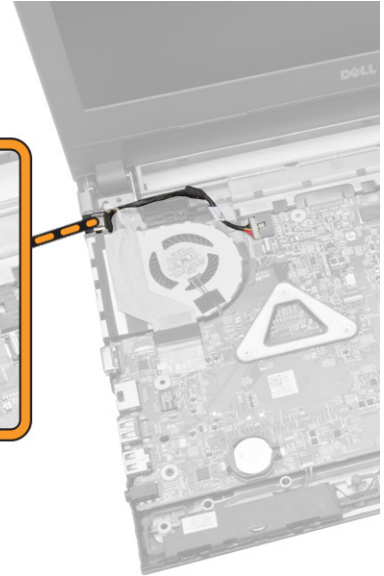
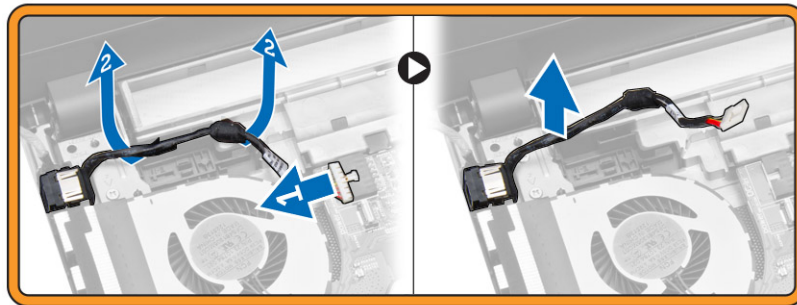
## Installing the Heatsink

1. Insert the heatsink and tighten the screws to secure it to the system board.
2. Connect the system fan's cable to the system board.
3. Install:
  - a. system board
  - b. palmrest assembly
  - c. keyboard
  - d. memory module
  - e. hard drive
  - f. WLAN card
  - g. access panel
  - h. optical-disk drive
  - i. battery
4. Follow the procedures in *After Working Inside Your Computer*.

## Removing the Power Connector

1. Follow the procedures in *Before Working Inside Your Computer*.
2. Remove:
  - a. battery
  - b. optical– disk drive
  - c. access panel
  - d. hard drive
  - e. memory module
  - f. keyboard
  - g. palmrest assembly

3. Disconnect the power connector from the system board (1) and un-thread the cable from the retaining clips (2). Then, lift the power connector and cable off the computer.



## Installing the Power Connector

1. Insert the power connector into its slot on the chassis and guide the cable into the retaining tabs.
2. Connect the power connector cable to the system board.
3. Install:
  - a. palmrest assembly
  - b. keyboard
  - c. memory module
  - d. hard drive
  - e. WLAN card
  - f. access panel
  - g. optical-disk drive
  - h. battery
4. Follow the procedures in *After Working Inside Your Computer*.





## System Setup

System Setup enables you to manage your computer hardware and specify BIOS-level options. From the System Setup, you can:

- Change the NVRAM settings after you add or remove hardware
- View the system hardware configuration
- Enable or disable integrated devices
- Set performance and power management thresholds
- Manage your computer security

## Boot Sequence

Boot Sequence allows 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:** XXX denotes the SATA drive number.

- Optical Drive
- Diagnostics



**NOTE:** Choosing Diagnostics, will display the **ePSA diagnostics** screen.

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


## Navigation Keys

The following table displays the system setup navigation keys.



**NOTE:** For most of the system setup options, changes that you make are recorded but do not take effect until you re-start the system.

**Table 1. Navigation Keys**

Keys	Navigation
Up arrow	Moves to the previous field.
Down arrow	Moves to the next field.
<Enter>	Allows you to select 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.
	 <b>NOTE:</b> For the standard graphics browser only.
<Esc>	Moves to the previous page till 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.
<F1>	Displays the System Setup help file.

## Setup Utility Options

### Main

The Main tab lists out the primary hardware features of the computer. The table below defines the function of each option.

#### System Information

<b>System Time</b>	Resets the time on the computer's internal clock.
<b>System Date</b>	Resets the date on the computer's internal calendar.
<b>BIOS Version</b>	Displays the BIOS version.
<b>Product Name</b>	Displays the computer model number.
<b>Service Tag</b>	Displays the Service Tag of your computer.
<b>Asset Tag</b>	Displays the asset tag of your computer.
<b>CPU Type</b>	Displays the CPU type.
<b>CPU Speed</b>	Displays the speed of the CPU.
<b>CPU ID</b>	Displays the identification number of the CPU.
<b>CPU Cache</b>	
<b>L1 Cache</b>	Displays the L1 cache.

<b>L2 Cache</b>	Displays the L2 cache.
<b>Fixed HDD</b>	Displays the fixed HDD information.
<b>SATA ODD</b>	Displays the type, model number and capacity of the hard drive.
<b>AC Adapter Type</b>	Displays the AC adapter type.
<b>System Memory</b>	Displays the system memory.
<b>Extended Memory</b>	Displays the extended memory.
<b>Memory Speed</b>	Displays the memory speed.

## Advanced

The Advanced tab allows you to set various functions that affect the performance of the computer. The table below defines the function of each option and its default value.

<b>Processor Configuration</b>		
<b>PowerNow!</b>	Enable or disable PowerNow! mode.	Default: Enabled
<b>Virtualization</b>	Enable or disable AMD Virtualization.	Default: Enabled
<b>Integrated NIC</b>	Enable or disable the integrated NIC.	Default: Enabled
<b>USB Emulation</b>	Enable or disable USB Emulation.	Default: Enabled
<b>USB Wake Support</b>	Enable or disable USB Wake Support.	Default: Disabled
<b>SATA Operation</b>	Allows you to choose the SATA operation mode.	Default: AHCI
<b>Adapter Warnings</b>	Enable or disable adapter warnings.	Default: Enabled
<b>Function Key Behavior</b>	Choose between Function Key and Multimedia Key	Default: Multimedia Key
<b>Battery Health</b>	Displays health of the battery.	
<b>Miscellaneous Devices</b>		
<b>External USB Ports</b>	Enable or disable the external USB ports.	Default: Enabled
<b>Microphone</b>	Enable or disable the microphone.	Default: Enabled
<b>Camera</b>	Enable or disable the camera.	Default: Enabled

<b>Internal Bluetooth</b>	Enable or disable the internal Bluetooth.	Default: Enabled
<b>Internal WLAN</b>	Enable or disable the internal WLAN.	Default: Enabled
<b>Media Card Reader</b>	Enable or disable the medial card reader.	Default: Enabled
<b>Optical Device</b>	Enable or disable the optical device.	Default: Enabled
<b>Boot Disable</b>	Enable or disable the boot options.	Default: Disabled
<b>USB debug</b>	Enable or disable the USB debug option.	Default: Disabled

## Security

The Security tab displays the security status and allows you to manage the security features of the computer.

<b>Unlock Setup Status</b>	Allows you to unlock Setup option. (Default: Unlocked)
<b>Admin Password Status</b>	Specifies whether an Admin password has been assigned. (Default: Not set)
<b>System Password Status</b>	Allows you to set a System password. (Default: Not set)
<b>HDD Password Status</b>	Allows you to set an HDD password. (Default: Not set)
<b>Set Admin Password</b>	
<b>Set System Password</b>	Press <Enter> to create a new password.
<b>Set HDD Password</b>	Press <Enter> to create a new password.
<b>Password Change</b>	Allows you to permit or deny password changes. Default: Permitted
<b>Password Bypass</b>	Allows you to select password bypass options. Default: Disabled
<b>Computrace</b>	Allows you to activate or deactivate Computrace. Default: Deactivate

## Boot

The Boot tab allows you to change the boot sequence.

<b>Fast Boot</b>	Allows you to enable or disable Fast boot.	Default: Enabled
<b>Boot List Option</b>	Allows you to choose between Legacy and UEFI Boot options.	Default: UEFI
<b>File Browser Add Boot Option</b>	Allows you to select the Media Driver.	
<b>File Browser Del Boot Option</b>	Allows you to select the File Browser Del Boot Option	
<b>Secure Boot</b>	Allows you to enable or disable Secure Boot.	Default: Disabled
<b>Load Legacy Option Rom</b>	Allows you to enable or disable Legacy Options ROM.	Default: Enabled
<b>Boot Option Priorities</b>		
<b>Boot Option #1</b>	Allows you to select the 1st boot device preference	
<b>Boot Option #2</b>	Allows you to select the 2nd boot device preference	
<b>Boot Option #3</b>	Allows you to select the 3rd boot device preference	

## Exit

This section allows you to Save Changes and Reset, Discard Changes and Reset, Restore Defaults, Discard Changes, or Save Changes before exiting from Setup Utility.

## Updating the BIOS

It is recommended to update your BIOS (system setup), on replacing the system board or if an update is available. For laptops, ensure that your computer battery is fully charged and connected to a power outlet

1. Re-start the computer.
2. Go to **dell.com/support**.
3. Enter the **Service Tag** or **Express Service Code** and click **Submit**.



**NOTE:** To locate the Service Tag, click **Where is my Service Tag?**



**NOTE:** If you cannot find your Service Tag, click **Detect My Product**. Proceed with the instructions on screen.

4. If you are unable to locate or find the Service Tag, click the Product Category of your computer.

5. Choose the **Product Type** from the list.
6. Select your computer model and the **Product Support** page of your computer appears.
7. Click **Get drivers** and click **View All Drivers**.  
The Drivers and Downloads page opens.
8. On the Drivers and Downloads screen, under the **Operating System** drop-down list, select **BIOS**.
9. Identify the latest BIOS file and click **Download File**.  
You can also analyze which drivers need an update. To do this for your product, click **Analyze System for Updates** and follow the instructions on the screen.
10. Select your preferred download method in the **Please select your download method below window**; click **Download File**.  
The **File Download** window appears.
11. Click **Save** to save the file on your computer.
12. Click **Run** to install the updated BIOS settings on your computer.  
Follow the instructions on the screen.


## System and Setup Password

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

Password Type	Description
<b>System password</b>	Password that you must enter to log on to your system.
<b>Setup password</b>	Password that you must enter to access and make changes to the BIOS settings of 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:** Your computer is shipped with the system and setup password feature disabled.

## Assigning a System Password and Setup Password

You can assign a new **System Password** and/or **Setup Password** or change an existing **System Password** and/or **Setup Password** only when **Password Status** is **Unlocked**. If the Password Status is **Locked**, you cannot change the System Password.

 **NOTE:** If the password jumper is disabled, the existing System Password and Setup Password is deleted and you need not provide the system password to log on to the computer.

To enter a system setup, press <F2> immediately after a power-on or re-boot.

1. In the **System BIOS** or **System Setup** screen, select **System Security** and press <Enter>. The **System Security** screen appears.
2. In the **System Security** screen, verify that **Password Status** is **Unlocked**.

3. Select **System Password**, enter your system password, and press <Enter> or <Tab>.

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, ("), (+), (.), (-), (.), (/), (:), (|), (\), (|), (').

Re-enter the system password when prompted.

4. Type the system password that you entered earlier and click **OK**.
5. Select **Setup Password**, type your system password and press <Enter> or <Tab>.  
A message prompts you to re-type the setup password.
6. Type the setup password that you entered earlier and click **OK**.
7. Press <Esc> and a message prompts you to save the changes.
8. Press <Y> to save the changes.

The computer reboots.

## Deleting or Changing an Existing System and/or Setup Password

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

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/or Setup password, confirm the deletion when prompted.

5. Press <Esc> and a message prompts you to save the changes.
6. Press <Y> to save the changes and exit from the System Setup.

The computer reboots.





# Diagnostics

## Enhanced Pre-Boot System Assessment (ePSA) Diagnostics

The ePSA diagnostics (also known as system diagnostics) performs a complete check of your hardware. The ePSA 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



**CAUTION:** Use the system diagnostics to test only your computer. Using this program with other computers may cause invalid results or error messages.



**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.

1. Power-on the computer.
2. As the computer boots, press the <F12> key as the Dell logo appears.
3. On the boot menu screen, select the **Diagnostics** option.

The **Enhanced Pre-boot System Assessment** window is displayed, listing all devices detected in the computer. The diagnostics starts running the tests on all the detected devices.


4. If you wish to run a diagnostic test on a specific device, press <Esc> and click **Yes** to stop the diagnostic test.
5. Select the device from the left pane and click **Run Tests**.
6. If there are any issues, error codes are displayed.  
Note the error code and contact Dell.



# Specifications

## Specifications



**NOTE:** Offerings may vary by region. For more information regarding the configuration of your computer, click Start  (**Start icon**) → **Help and Support**, and then select the option to view information about your computer.

**Table 2. System Information**

Feature	Description
Chipset	integrated in processor
DRAM bus width	64 bits
Flash EPROM	8 MB

**Table 3. Processor**

Feature	Description
Types	AMD A8/A6/A4/E1 APU
L1 cache	128 KB
L2 cache	512 KB
L3 cache	Up to 4 MB

**Table 4. Memory**

Feature	Description
Memory connector	one internally accessible DDR3L connector
Memory capacity	2 GB, 4 GB
Memory speed	1600 MHz
Minimum memory	2 GB
Maximum memory	4 GB

**Table 5. Audio**

Feature	Description
Type	2 channel high-definition audio
Controller	Realtek ALC3234

Feature	Description
Stereo conversion	24-bit (analog-to-digital and digital-to-analog)
Interface	Intel HDA bus
Speakers	2 x 2 W
Volume controls	program menu and keyboard media-control keys

**Table 6. Video**

Feature	Description
Video type	eDP
Video Controller:	
UMA	AMD A8/A6/A4/E1 APU with Radeon Graphics
Discrete	n/a
Data bus	64 bits
External display support	VGA

**Table 7. Camera**

Feature	Description
Camera Resolution	HD resolution
Video Resolution (maximum)	1280 x 720 (HD) at 30 fps (maximum)
Diagonal viewing angle	74°

**Table 8. Communication**

Feature	Description
Network adapter	10/100/1000 Mbps Ethernet LAN on Motherboard (LOM)
Wireless	<ul style="list-style-type: none"> <li>• Wi-Fi 802.11 b/g/n</li> <li>• Bluetooth 4.0</li> </ul>

**Table 9. Ports and Connectors**

Feature	Description
Audio	one headphone/microphone combo port (headset)
Video	VGA
Network adapter	one RJ-45 port
USB:	<ul style="list-style-type: none"> <li>• one USB 3.0 port</li> <li>• two USB 2.0 ports</li> </ul>



**NOTE:** The powered USB 3.0 connector also supports Microsoft Kernel Debugging. The ports are identified in the documentation shipped with your computer.

Feature	Description
Media card reader	one 3-in-1 slot

**Table 10. Display**

Feature	
Type	14.0 inches HD WLED
Dimensions:	
Height	205.60 mm (8.09 inches)
Width	320.90 mm (12.63 inches)
Diagonal	355.60 mm (14.00 inches)
Active area (X/Y)	320.90 mm x 205.60 mm (12.63 inches x 8.09 inches)
Maximum resolution	1366 x 768 pixels
Maximum Brightness	200 nits
Operating angle	0° (closed) to 135°
Refresh rate	60 Hz
Minimum Viewing angles:	
Horizontal	40° / 40°
Vertical	10° / 30°
Pixel pitch	0.2265 mm x 0.2265 mm

**Table 11. Keyboard**

Feature	Description
Number of keys:	US 102, Brazil 105, UK 103 and Japan 106

**Table 12. Touchpad**

Feature	Description
Active Area:	240 dpi
X-axis	57.40 mm (2.25 inches)
Y-axis	102.40 mm (4.03 inches)

**Table 13. Battery**

Feature	Description
Type	<ul style="list-style-type: none"> <li>4-cell “smart” Lithium–ion (40 WHr)</li> </ul>
Dimensions:	
Height	20.00 mm (0.79 inch)
Width	272.40 mm (10.72 inches)

Feature	Description
Depth	46.30 mm (1.82 inches)
Weight	0.26 kg (0.57 lb)
Life span	300 discharge/charge cycle
Voltage	<ul style="list-style-type: none"> <li>14.80 VDC (4 cells)</li> </ul>
Temperature range:	
Operating	0 °C to 35 °C (32 °F to 95 °F)
Non-Operating	–40 °C to 65 °C (–40 °F to 149 °F)
Coin-cell battery	3 V CR2032 lithium ion

**Table 14. AC Adapter**

Feature	Description
Type	65 W
Input voltage	100 VAC to 240 VAC
Input current (maximum)	1.50 A/1.60 A/1.70 A/2.50 A
Input frequency	50 Hz-60 Hz
Output power	65 W
Output current	3.34 A/4.62 A
Rated output voltage	19.50 VDC
Temperature range:	
Operating	0 °C to 40 °C (32 °F to 104 °F)
Non-Operating	–40 °C to 70 °C (–40 °F to 158 °F)

**Table 15. Physical**

Feature	Description
Height	25.40 mm (1.00 inch)
Width	346.00 mm (13.62 inches)
Depth	246.00 mm (9.68 inches)
Weight (minimum)	2.01 kg (4.43 lb)

**Table 16. Environmental**

Feature	Description
Temperature:	
Operating	0 °C to 40 °C (32 °F to 104 °F)
Storage	–40 °C to 65 °C (–40 °F to 149 °F)

Feature	Description
Relative humidity (maximum):	
Operating	10 % to 90 % (non-condensing)
Storage	0 % to 95 % (non-condensing)
Altitude (maximum):	
Operating	–15.2 m to 3048 m (–50 to 10,000 ft) 0° to 35°C
Non-Operating	–15.2 m to 10,668 m (–50 ft to 35,000 ft)
Airborne contaminant level	G1 as defined by ISA-S71.04-1985





# Contacting Dell

## Contacting Dell



**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.

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

1. Visit **dell.com/support**
2. Select your support category.
3. Verify your country or region in the Choose a Country/Region drop-down menu at the top of page.
4. Select the appropriate service or support link based on your need.