

Inspiron 5485 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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1 Before working inside your computer.....	7
Before you begin	7
2 After working inside your computer.....	8
3 Safety instructions.....	9
Electrostatic discharge—ESD protection.....	9
ESD field service kit	10
Components of an ESD field service kit.....	10
ESD protection summary	10
Transporting sensitive components.....	11
Lifting equipment	11
4 Recommended tools.....	12
5 Screw list.....	13
6 Removing the base cover.....	15
Procedure.....	15
7 Replacing the base cover.....	17
Procedure.....	17
8 Removing the battery.....	19
Prerequisites.....	19
Procedure.....	19
9 Replacing the battery.....	21
Procedure.....	21
Post-requisites.....	22
10 Removing the coin-cell battery.....	23
Procedure.....	23
11 Replacing the coin-cell battery.....	24
Procedure.....	24
12 Removing the memory modules.....	25
Prerequisites.....	25
Procedure.....	25
13 Replacing the memory modules.....	26
Procedure.....	26
Post-requisites.....	27

14 Removing the solid-state drive.....	28
Prerequisites.....	28
Procedure.....	28
15 Replacing the solid-state drive.....	30
Procedure.....	30
Post-requisites.....	30
16 Removing the hard drive.....	31
Prerequisites.....	31
Procedure.....	31
17 Replacing the hard drive.....	33
Procedure.....	33
Post-requisites.....	34
18 Removing the heat sink.....	35
Prerequisites.....	35
Procedure.....	35
19 Replacing the heat sink.....	36
Procedure.....	36
Post-requisites.....	36
20 Removing the fan.....	37
Prerequisites.....	37
Procedure.....	37
21 Replacing the fan.....	38
Procedure.....	38
Post-requisites.....	38
22 Removing the speakers.....	39
Prerequisites.....	39
Procedure.....	39
23 Replacing the speakers.....	40
Procedure.....	40
Post-requisites.....	40
24 Removing the I/O board.....	41
Prerequisites.....	41
Procedure.....	41
25 Replacing the I/O board.....	42
Procedure.....	42
Post-requisites.....	42


26 Removing the power-adaptor port.....	43
Prerequisites.....	43
Procedure.....	43
27 Replacing the power-adaptor port.....	44
Procedure.....	44
Post-requisites.....	44
28 Removing the wireless card.....	45
Prerequisites.....	45
Procedure.....	45
29 Replacing the wireless card.....	47
Procedure.....	47
Post-requisites.....	47
30 Removing the display assembly.....	48
Prerequisites.....	48
Procedure.....	48
31 Replacing the display assembly.....	50
Procedure.....	50
Post-requisites.....	51
32 Removing the power button with fingerprint reader.....	52
Prerequisites.....	52
Procedure.....	52
33 Replacing the power button with fingerprint reader.....	53
Procedure.....	53
Post-requisites.....	53
34 Removing the system board.....	54
Prerequisites.....	54
Procedure.....	54
35 Replacing the system board.....	57
Procedure.....	57
Post-requisites.....	59
36 Removing the touchpad.....	60
Prerequisites.....	60
Procedure.....	60
37 Replacing the touchpad.....	62
Procedure.....	62
Post-requisites.....	63

38 Removing the palm-rest and keyboard assembly.....	64
Prerequisites.....	64
Procedure.....	64
39 Replacing the palm-rest and keyboard assembly.....	65
Procedure.....	65
Post-requisites.....	65
40 Device drivers.....	66
Wireless and Bluetooth drivers.....	66
41 System setup.....	67
Boot Sequence.....	67
Navigation keys.....	67
System setup.....	68
Entering BIOS setup program.....	68
System setup options.....	68
Clearing CMOS settings.....	72
Clearing BIOS (System Setup) and System passwords.....	72
42 Troubleshooting.....	73
Flashing the BIOS.....	73
Flashing BIOS (USB key).....	73
Enhanced Pre-Boot System Assessment (ePSA) diagnostics.....	73
Running the ePSA diagnostics.....	74
Diagnostics.....	74
WiFi power cycle.....	75
Flea power release.....	75
43 Getting help and contacting Dell.....	76
Self-help resources.....	76
Contacting Dell.....	76

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. Click **Start** >  **Power** > **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.

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.

Safety instructions

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

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

Electrostatic discharge—ESD protection

ESD is a major concern when you handle electronic components, especially sensitive components such as expansion cards, processors, memory DIMMs, and system boards. Very slight charges can damage circuits in ways that may not be obvious, such as intermittent problems or a shortened product life span. As the industry pushes for lower power requirements and increased density, ESD protection is an increasing concern.

Due to the increased density of semiconductors used in recent Dell products, the sensitivity to static damage is now higher than in previous Dell products. For this reason, some previously approved methods of handling parts are no longer applicable.

Two recognized types of ESD damage are catastrophic and intermittent failures.

- **Catastrophic** – Catastrophic failures represent approximately 20 percent of ESD-related failures. The damage causes an immediate and complete loss of device functionality. An example of catastrophic failure is a memory DIMM that has received a static shock and immediately generates a "No POST/No Video" symptom with a beep code emitted for missing or nonfunctional memory.
- **Intermittent** – Intermittent failures represent approximately 80 percent of ESD-related failures. The high rate of intermittent failures means that most of the time when damage occurs, it is not immediately recognizable. The DIMM receives a static shock, but the tracing is merely weakened and does not immediately produce outward symptoms related to the damage. The weakened trace may take weeks or months to melt, and in the meantime may cause degradation of memory integrity, intermittent memory errors, etc.

The more difficult type of damage to recognize and troubleshoot is the intermittent (also called latent or "walking wounded") failure.

Perform the following steps to prevent ESD damage:

- Use a wired ESD wrist strap that is properly grounded. The use of wireless anti-static straps is no longer allowed; they do not provide adequate protection. Touching the chassis before handling parts does not ensure adequate ESD protection on parts with increased sensitivity to ESD damage.

- Handle all static-sensitive components in a static-safe area. If possible, use anti-static floor pads and workbench pads.
- When unpacking a static-sensitive component from its shipping carton, do not remove the component from the anti-static packing material until you are ready to install the component. Before unwrapping the anti-static packaging, ensure that you discharge static electricity from your body.
- Before transporting a static-sensitive component, place it in an anti-static container or packaging.

ESD field service kit

The unmonitored Field Service kit is the most commonly used service kit. Each Field Service kit includes three main components: anti-static mat, wrist strap, and bonding wire.

Components of an ESD field service kit

The components of an ESD field service kit are:

- **Anti-Static Mat** – The anti-static mat is dissipative and parts can be placed on it during service procedures. When using an anti-static mat, your wrist strap should be snug and the bonding wire should be connected to the mat and to any bare metal on the system being worked on. Once deployed properly, service parts can be removed from the ESD bag and placed directly on the mat. ESD-sensitive items are safe in your hand, on the ESD mat, in the system, or inside a bag.
- **Wrist Strap and Bonding Wire** – The wrist strap and bonding wire can be either directly connected between your wrist and bare metal on the hardware if the ESD mat is not required, or connected to the anti-static mat to protect hardware that is temporarily placed on the mat. The physical connection of the wrist strap and bonding wire between your skin, the ESD mat, and the hardware is known as bonding. Use only Field Service kits with a wrist strap, mat, and bonding wire. Never use wireless wrist straps. Always be aware that the internal wires of a wrist strap are prone to damage from normal wear and tear, and must be checked regularly with a wrist strap tester in order to avoid accidental ESD hardware damage. It is recommended to test the wrist strap and bonding wire at least once per week.
- **ESD Wrist Strap Tester** – The wires inside of an ESD strap are prone to damage over time. When using an unmonitored kit, it is a best practice to regularly test the strap prior to each service call, and at a minimum, test once per week. A wrist strap tester is the best method for doing this test. If you do not have your own wrist strap tester, check with your regional office to find out if they have one. To perform the test, plug the wrist-strap's bonding-wire into the tester while it is strapped to your wrist and push the button to test. A green LED is lit if the test is successful; a red LED is lit and an alarm sounds if the test fails.
- **Insulator Elements** – It is critical to keep ESD sensitive devices, such as plastic heat sink casings, away from internal parts that are insulators and often highly charged.
- **Working Environment** – Before deploying the ESD Field Service kit, assess the situation at the customer location. For example, deploying the kit for a server environment is different than for a desktop or portable environment. Servers are typically installed in a rack within a data center; desktops or portables are typically placed on office desks or cubicles. Always look for a large open flat work area that is free of clutter and large enough to deploy the ESD kit with additional space to accommodate the type of system that is being repaired. The workspace should also be free of insulators that can cause an ESD event. On the work area, insulators such as Styrofoam and other plastics should always be moved at least 12 inches or 30 centimeters away from sensitive parts before physically handling any hardware components.
- **ESD Packaging** – All ESD-sensitive devices must be shipped and received in static-safe packaging. Metal, static-shielded bags are preferred. However, you should always return the damaged part using the same ESD bag and packaging that the new part arrived in. The ESD bag should be folded over and taped shut and all the same foam packing material should be used in the original box that the new part arrived in. ESD-sensitive devices should be removed from packaging only at an ESD-protected work surface, and parts should never be placed on top of the ESD bag because only the inside of the bag is shielded. Always place parts in your hand, on the ESD mat, in the system, or inside an anti-static bag.
- **Transporting Sensitive Components** – When transporting ESD sensitive components such as replacement parts or parts to be returned to Dell, it is critical to place these parts in anti-static bags for safe transport.

ESD protection summary

It is recommended that all field service technicians use the traditional wired ESD grounding wrist strap and protective anti-static mat at all times when servicing Dell products. In addition, it is critical that technicians keep sensitive parts separate from all insulator parts while performing service and that they use anti-static bags for transporting sensitive components.

Transporting sensitive components

When transporting ESD sensitive components such as replacement parts or parts to be returned to Dell, it is critical to place these parts in anti-static bags for safe transport.

Lifting equipment

Adhere to the following guidelines when lifting heavy weight equipment:

 **CAUTION: Do not lift greater than 50 pounds. Always obtain additional resources or use a mechanical lifting device.**

- 1 Get a firm balanced footing. Keep your feet apart for a stable base, and point your toes out.
- 2 Tighten stomach muscles. Abdominal muscles support your spine when you lift, offsetting the force of the load.
- 3 Lift with your legs, not your back.
- 4 Keep the load close. The closer it is to your spine, the less force it exerts on your back.
- 5 Keep your back upright, whether lifting or setting down the load. Do not add the weight of your body to the load. Avoid twisting your body and back.
- 6 Follow the same techniques in reverse to set the load down.

Recommended tools















The procedures in this document may require the following tools:


- Phillips screwdriver #1
- Flat-head screwdriver
- Plastic scribe

Screw list

- NOTE:** When removing screws from a component, it is recommended to note the screw type, the quantity of screws, and then place them in a screw storage box. This is to ensure that the correct number of screws and correct screw type is restored when the component is replaced.
- NOTE:** Some computers have magnetic surfaces. Ensure that the screws are not left attached to such surface when replacing a component.
- NOTE:** Screw color may vary with the configuration ordered.

Table 1. Screw list

Component	Secured to	Screw type	Quantity	Screw image
Base cover	Palm-rest and keyboard assembly	M2x6	6	
Battery	Palm-rest and keyboard assembly	M2x3	4	
Hard-drive assembly	Palm-rest and keyboard assembly	M2x3	4	
Hard-drive bracket	Hard drive	M3x3	4	
Solid-state drive	Palm-rest and keyboard assembly	M2x3	1	
I/O board	Palm-rest and keyboard assembly	M2x3	2	
Fan	Palm-rest and keyboard assembly	M2x3	2	
Wireless card	System board	M2x3	1	
Power-adaptor port	Palm-rest and keyboard assembly	M2x3	1	
Power button	Palm-rest and keyboard assembly	M2x3	2	
USB Type-C bracket	System board	M2x3	2	
System board	Palm-rest and keyboard assembly	M2x2 Big Head	6	
Touchpad bracket	Palm-rest and keyboard assembly	M2x2 Big Head	3	
Touchpad	Palm-rest and keyboard assembly	M2x2 Big Head	4	

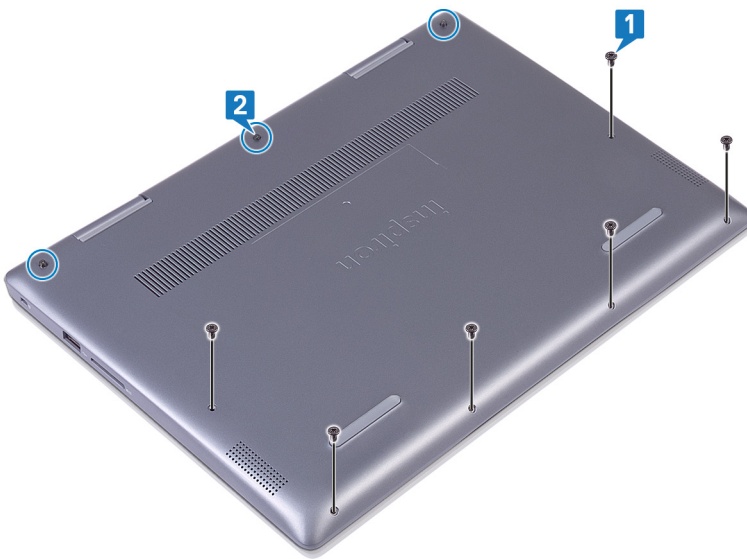
Component	Secured to	Screw type	Quantity	Screw image
Display assembly	Palm-rest and keyboard assembly	M2.5x5	6	

Removing the base cover

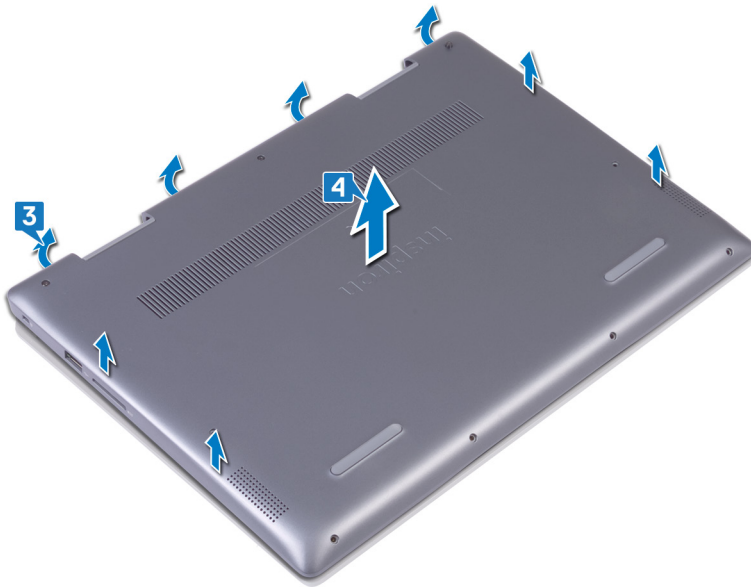
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Procedure

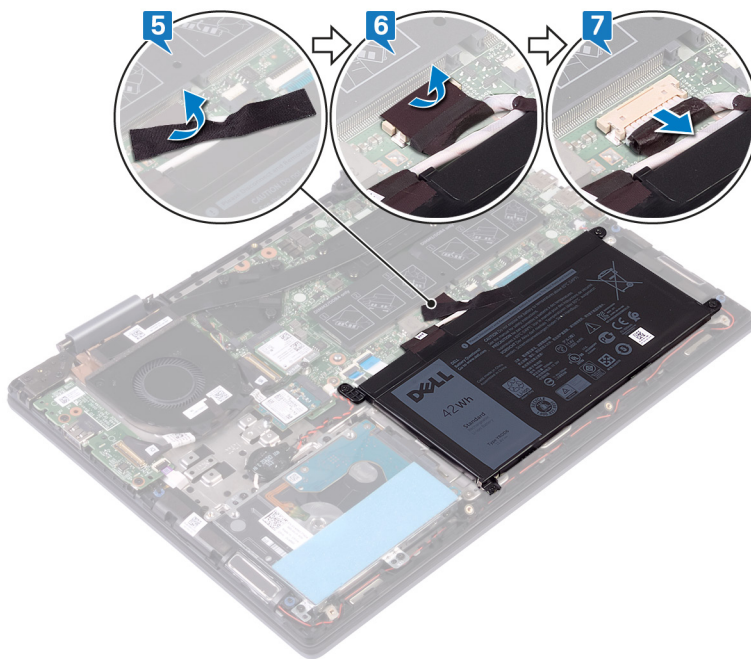
- 1 Remove the six screws (M2x6) that secure the base cover to the palm-rest and keyboard assembly.
- 2 Loosen the three captive screws that secure the base cover to the palm-rest and keyboard assembly.



- 3 Using your fingertips, pry the base cover off the palm-rest and keyboard assembly from the top left corner.
- 4 Lift the base cover off the palm-rest and keyboard assembly.



- 5 Peel off the tape that secures the battery cable to the battery.
- 6 Peel the tape that secures the battery cable to the battery-cable connector.
- 7 Disconnect the battery cable from the system board.



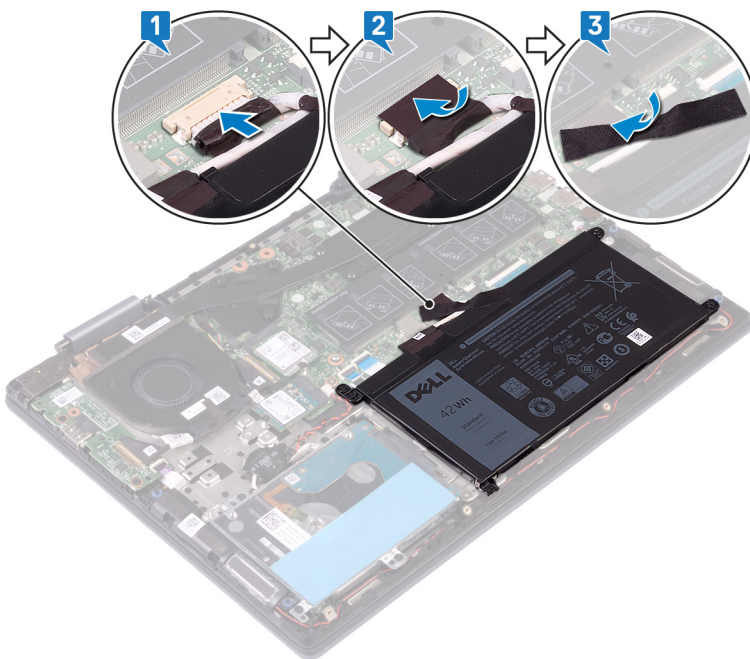
- 8 Turn the computer over, open the display, then press and hold the power button for 15 seconds to ground the system board.

Replacing the base cover

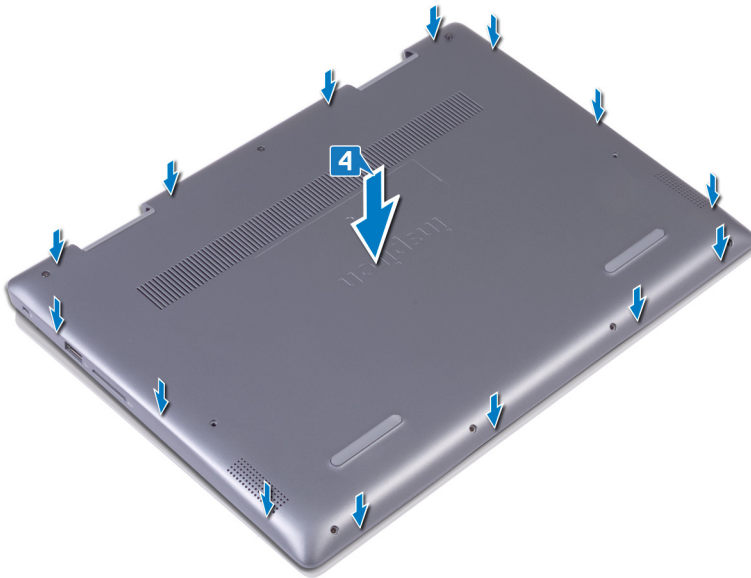
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Procedure

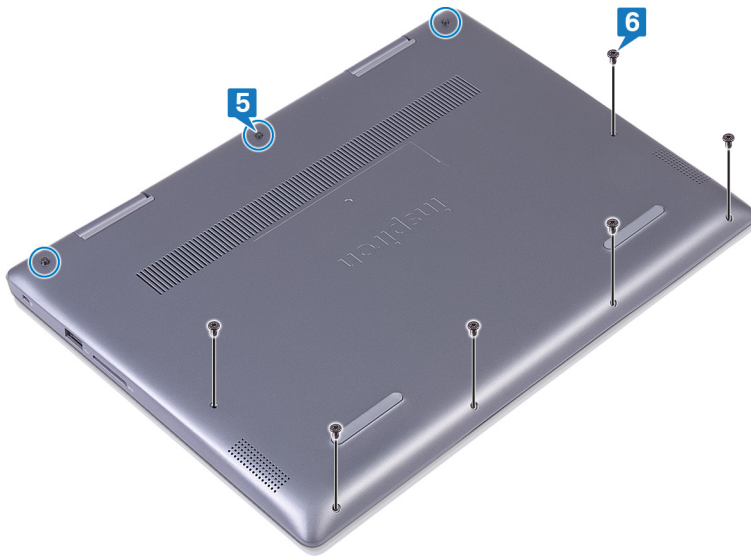
- 1 Close the display and turn the computer over. Connect the battery cable to the system board.
- 2 Adhere the tape that secures the battery cable to the battery-cable connector.
- 3 Adhere the tape that secures the battery cable to the battery.



- 4 Align the tabs on the base cover with the slots on the palm-rest and keyboard assembly and snap the base cover into place.



- 5 Tighten the three captive screws that secure the base cover to the palm-rest and keyboard assembly.
- 6 Replace the six screws (M2x6) that secure the base cover to the palm-rest and keyboard assembly.



Removing the battery

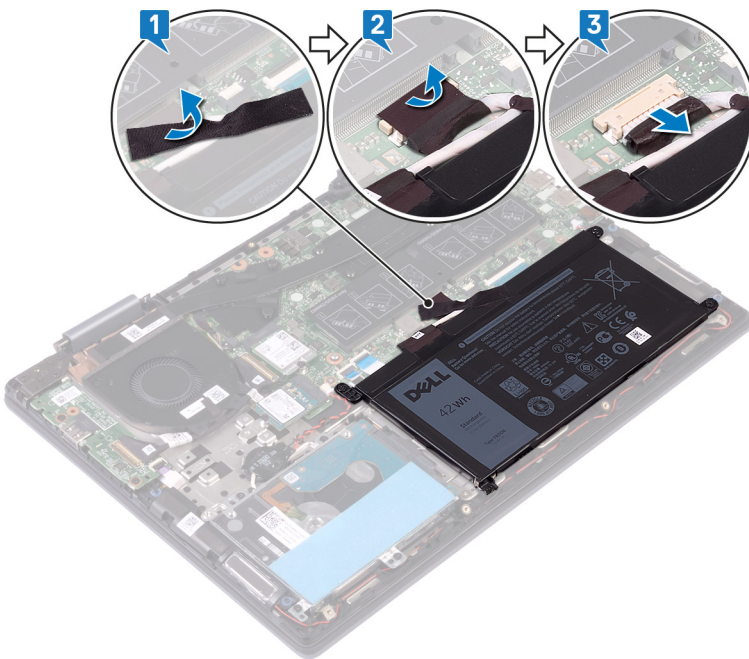
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Prerequisites

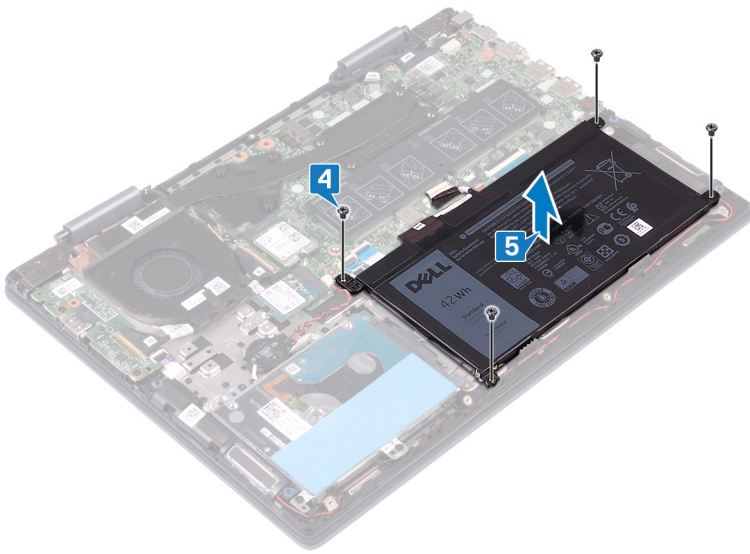
Remove the [base cover](#).

Procedure

- 1 Peel off the tape that secures the battery cable to the battery.
- 2 Peel the tape that secures the battery cable to the battery-cable connector.
- 3 Disconnect the battery cable from the system board.



- 4 Remove the four screws (M2x3) that secure the battery to the palm-rest and keyboard assembly.
- 5 Lift the battery off the palm-rest and keyboard assembly.

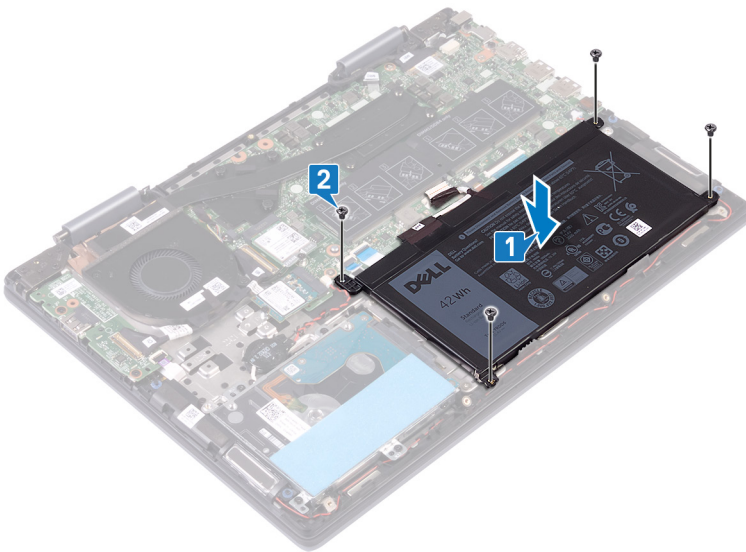


Replacing the battery

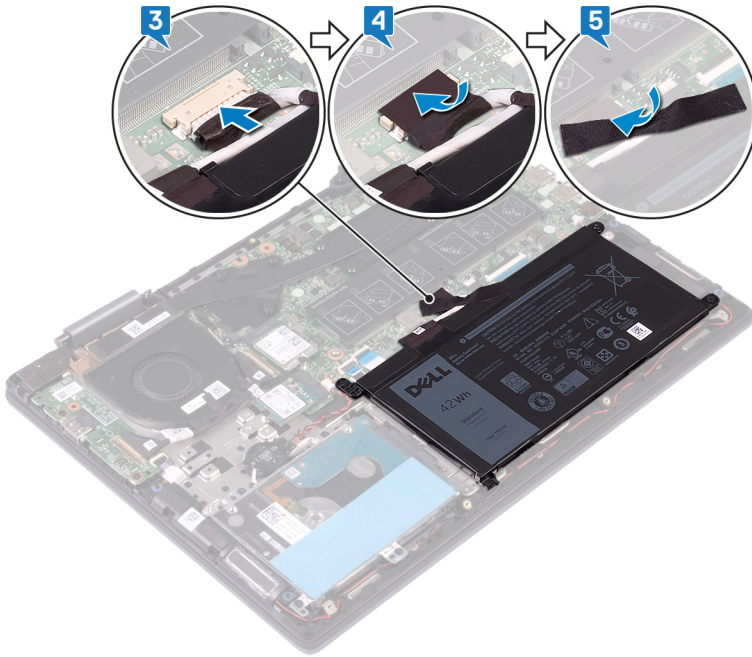
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Procedure

- 1 Align the screw holes on the battery with the screw holes on the palm-rest and keyboard assembly.
- 2 Replace the four screws (M2x3) that secure the battery to the palm-rest and keyboard assembly.



- 3 Connect the battery cable to the system board.
- 4 Adhere the tape that secures the battery cable to the battery-cable connector.
- 5 Adhere the tape that secures the battery cable to the battery.



Post-requisites

Replace the [base cover](#).

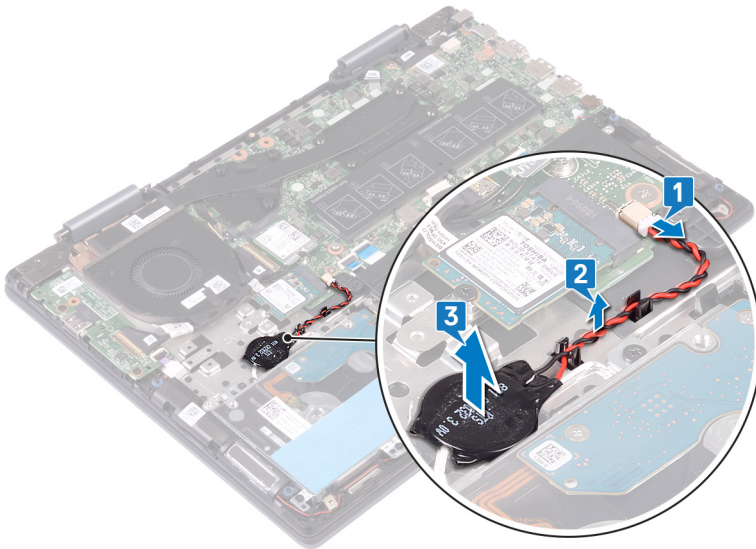
Removing the coin-cell battery

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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.

Procedure

- 1 Disconnect the coin-cell battery cable from the system board.
- 2 Remove the coin-cell battery cable from the routing guides on the palm-rest and keyboard assembly.
- 3 Peel the coin-cell battery off the palm-rest and keyboard assembly.

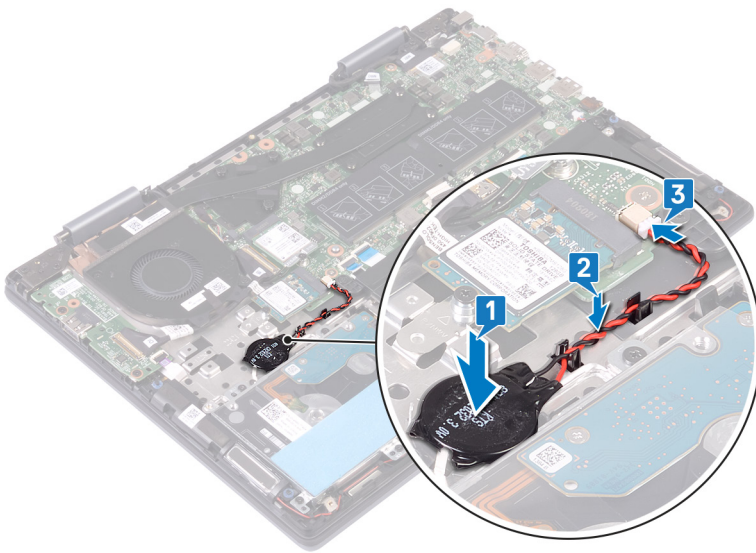


Replacing the coin-cell battery

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Procedure

- 1 Adhere the coin-cell battery to the palm-rest and keyboard assembly.
- 2 Route the coin-cell battery cable through the routing guides on the palm-rest and keyboard assembly.
- 3 Connect the coin-cell battery cable to the system board.



Removing the memory modules

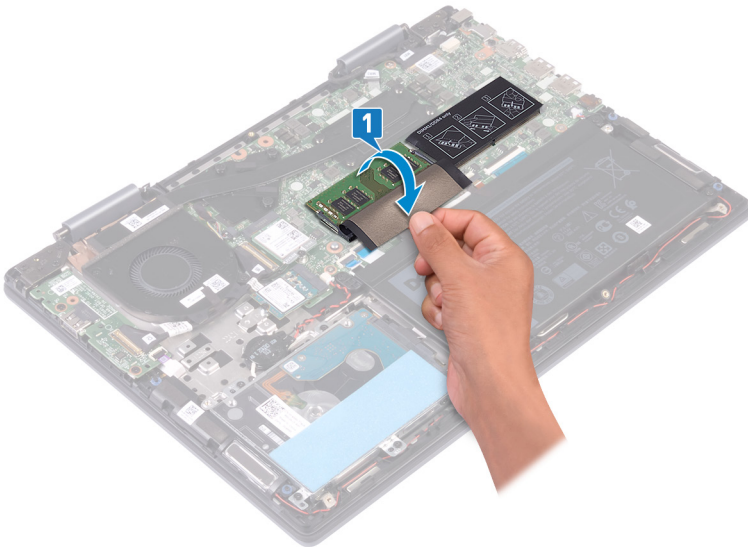
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Prerequisites

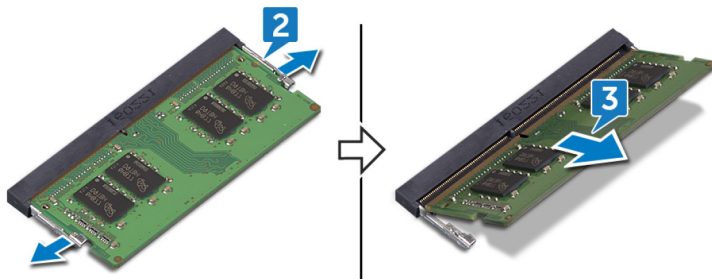
Remove the [base cover](#).

Procedure

- 1 Locate the memory module on the system board and lift the mylar that covers the memory modules.



- 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.

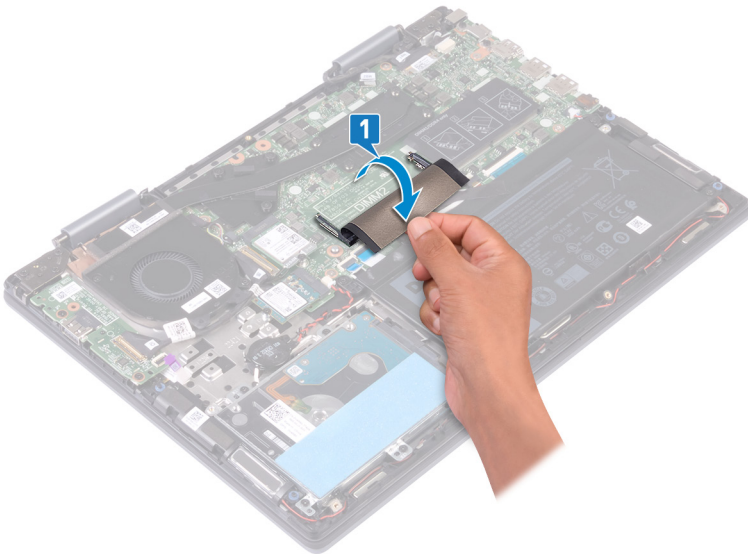


Replacing the memory modules

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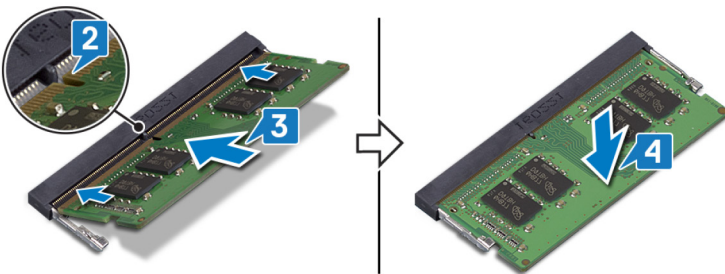
Procedure

- 1 Locate the memory modules on the system board and lift the mylar that covers the memory modules.

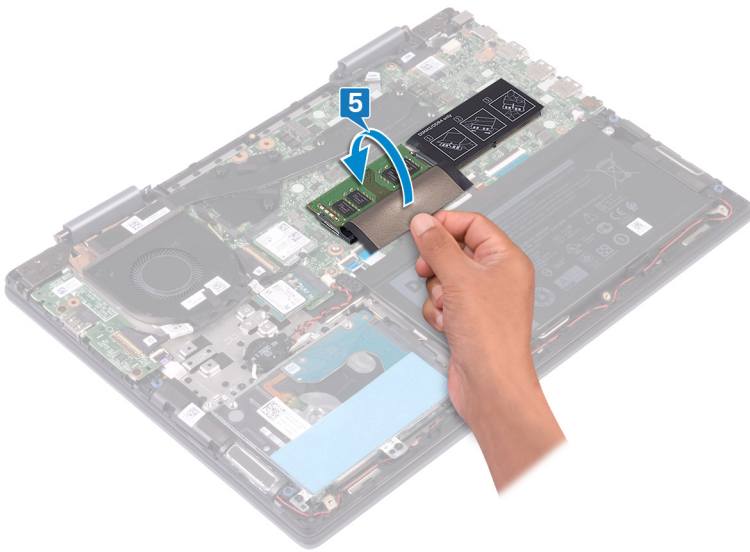


- 2 Align the notch on the memory module with the tab on the memory-module slot.
- 3 Slide the memory module firmly into the slot at an angle.
- 4 Press the memory module down until it clicks into place.

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



- 5 Release the mylar that covers the memory modules on the system board.



Post-requisites

Replace the [base cover](#).

Removing the solid-state drive

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⚠ CAUTION: Solid-state drives are fragile. Exercise care when handling the solid-state drive.

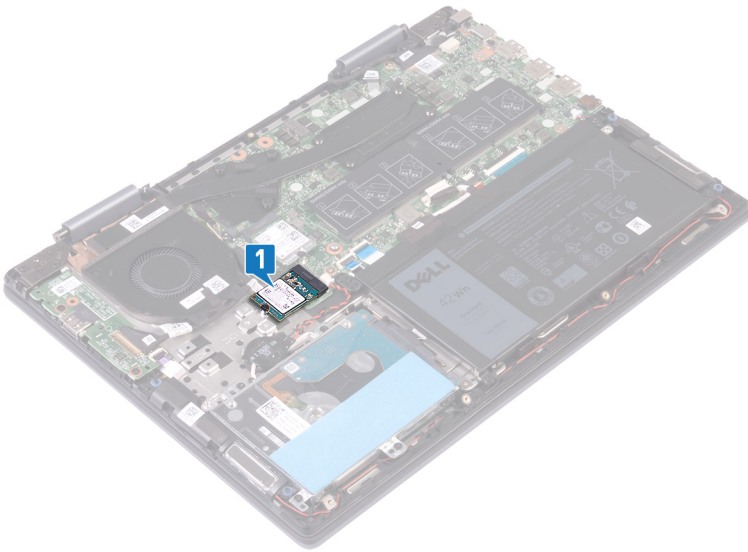
⚠ CAUTION: To avoid data loss, do not remove the solid-state drive while the computer is in sleep or on state.

Prerequisites

Remove the [base cover](#).

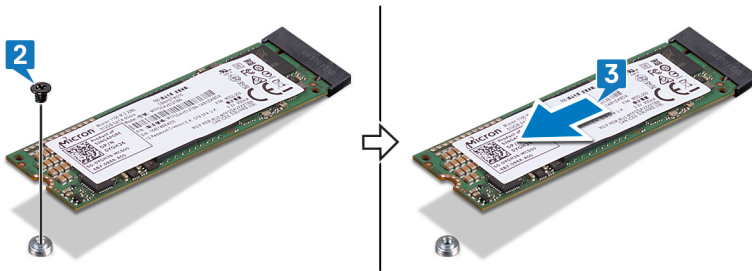
Procedure

- 1 Locate the solid-state drive on the system board.

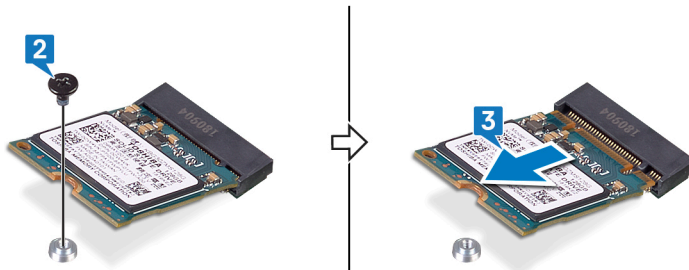


- 2 Remove the screw (M2x3) that secures the solid-state drive to the palm-rest and keyboard assembly.
- 3 Slide and remove the solid-state drive from the solid-state drive slot.

M.2 2280



M.2 2230



Replacing the solid-state drive

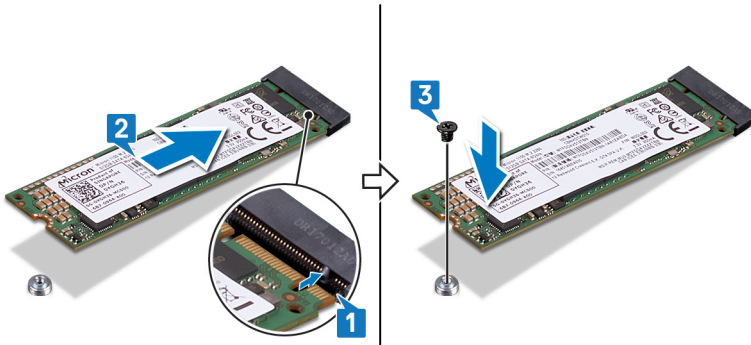
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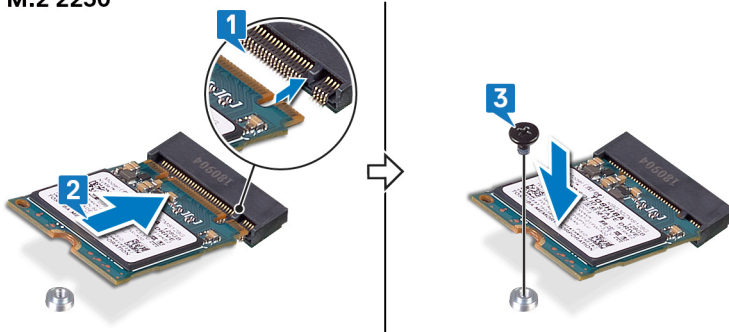
Procedure

- 1 Align the notch on the solid-state drive with the tab on the solid-state drive slot.
- 2 Slide the solid-state drive firmly into the solid-state drive slot at an angle.
- 3 Gently press the other end of the solid-state drive and replace the screw (M2x3) that secures the solid-state drive to the palm-rest and keyboard assembly.

M.2 2280



M.2 2230



Post-requisites

Replace the [base cover](#).

Removing the hard drive

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

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

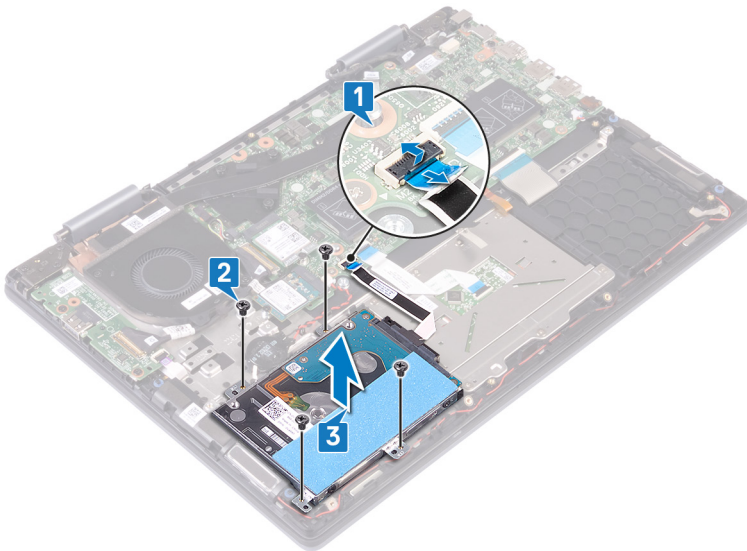
⚠ **CAUTION:** To avoid data loss, do not remove the hard drive while the computer is in sleep or on state.

Prerequisites

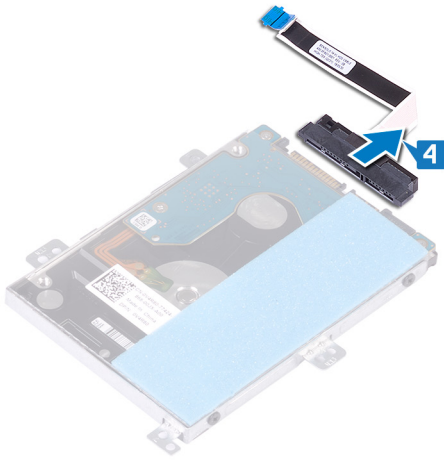
- 1 Remove the [base cover](#).
- 2 Remove the [battery](#).

Procedure

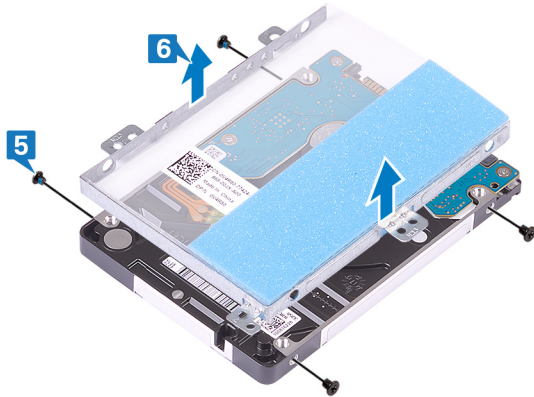
- 1 Open the latch, and disconnect the hard-drive cable from the system board.
- 2 Remove the four screws (M2x3) that secure the hard-drive assembly to the palm-rest and keyboard assembly.
- 3 Lift the hard-drive assembly along with its cable off the palm-rest and keyboard assembly.



- 4 Disconnect the interposer from the hard-drive assembly.



- 5 Remove the four screws (M3x3) that secure the hard-drive bracket to the hard drive.
- 6 Remove the hard-drive bracket off the hard drive.



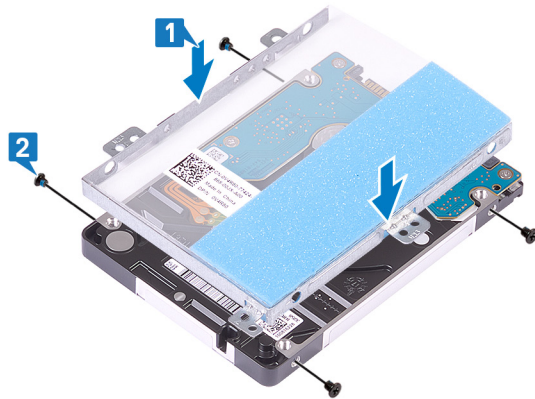
Replacing the hard drive

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

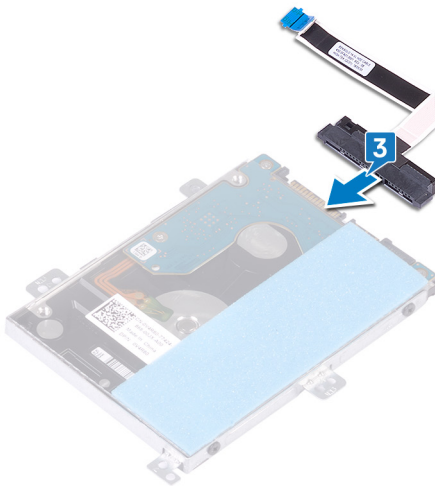
⚠ CAUTION: Hard drives are fragile. Exercise care when handling the hard drive.

Procedure

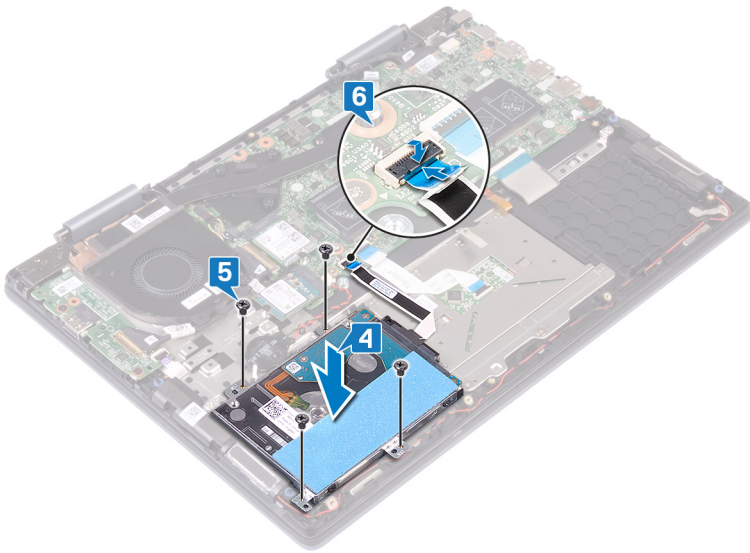
- 1 Align the screw holes on the hard-drive bracket with the screw holes on the hard drive.
- 2 Replace the four screws (M3x3) that secure the hard-drive bracket to the hard drive.



- 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 four screws (M2x3) that secure the hard-drive assembly to the palm-rest and keyboard assembly.
- 6 Connect the hard-drive cable to the connector on the system board.



Post-requisites

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

Removing the heat sink

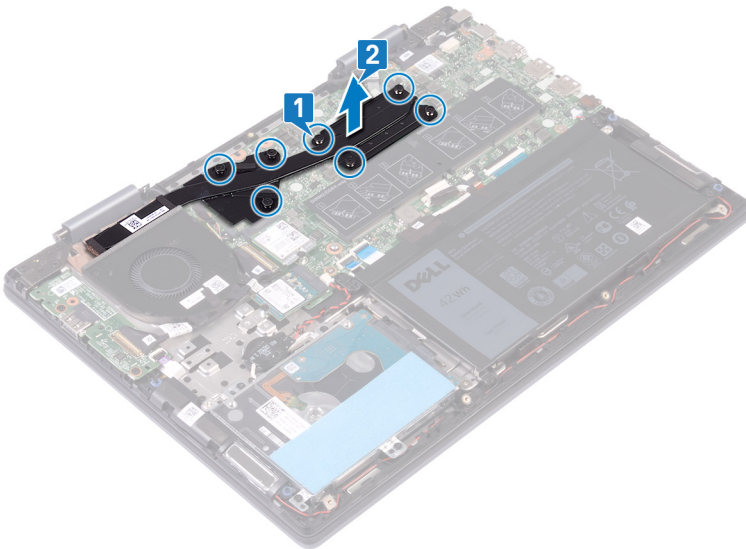
- ⚠ **WARNING:** Before working inside your computer, read the safety information that shipped with your computer and follow the steps in [Before working inside your computer](#). After working inside your computer, follow the instructions in [After working inside your computer](#). For more safety best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

Remove the [base cover](#).

Procedure

- 1 In reverse order (as indicated on the heat-sink), loosen the seven captive screws that secure the heat sink to the system board.
NOTE: The number of screws may vary depending on the configuration ordered.
- 2 Lift the heat sink off the system board.



Replacing the heat sink

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

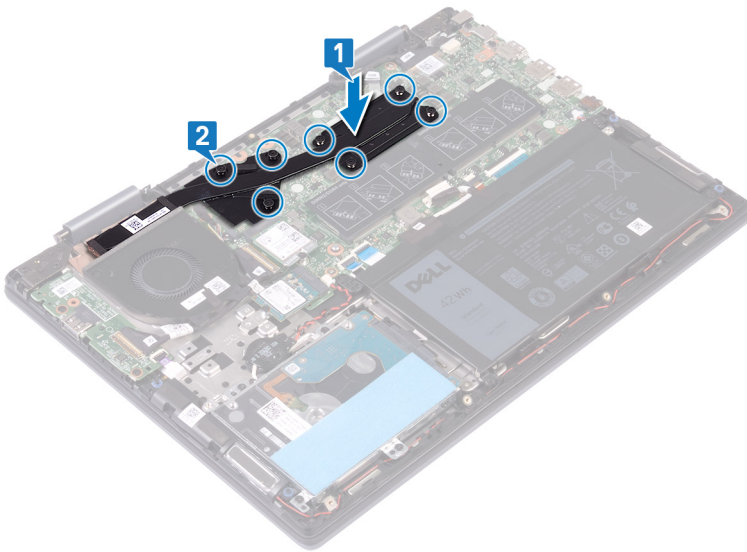
⚠ CAUTION: Incorrect alignment of the heat sink can damage the system board and processor.

① 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 Place the heat sink on the system board as illustrated, aligning the screw holes on the heat sink with the screw holes on the system board.
- 2 In sequential order (as indicated on the heat-sink), tighten the seven captive screws that secure the heat sink to the system board.

① NOTE: The number of screws may vary depending on the configuration ordered.



Post-requisites

Replace the [base cover](#).

Removing the fan

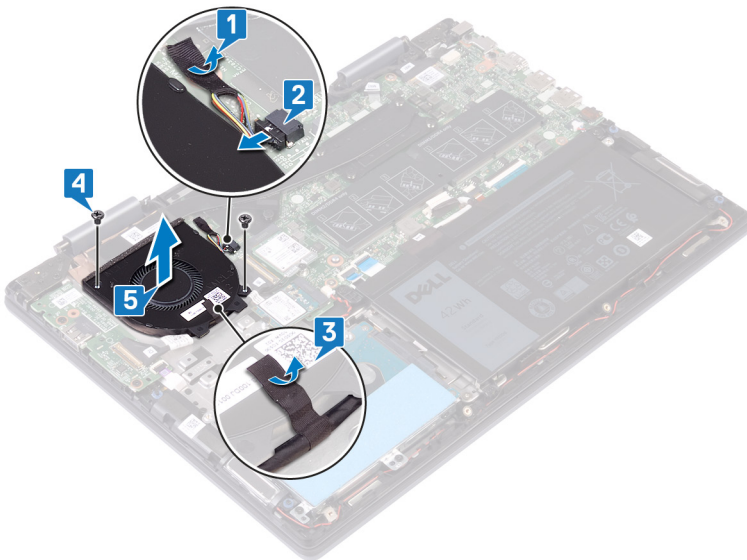
⚠ WARNING: Before working inside your computer, read the safety information that shipped with your computer and follow the steps in [Before working inside your computer](#). After working inside your computer, follow the instructions in [After working inside your computer](#). For more safety best practices,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

Prerequisites

Remove the [base cover](#).

Procedure

- 1 Peel off the tape that secures the fan cable to the palm-rest and keyboard assembly.
- 2 Disconnect the fan cable from the system board.
- 3 Peel off the tape that secures the I/O-board cable to the fan.
- 4 Remove the two screws (M2x3) that secure the fan to the palm-rest and keyboard assembly.
- 5 Lift the fan off the palm-rest and keyboard assembly.

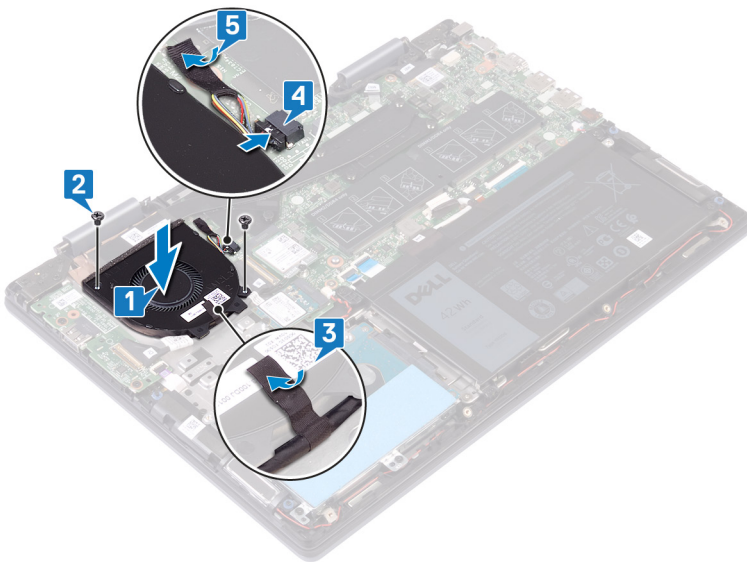


Replacing the fan

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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) securing the fan to the palm-rest and keyboard assembly.
- 3 Adhere the tape that secures the I/O-board cable to the fan.
- 4 Connect the fan cable to the system board.
- 5 Adhere the tape that secures the fan cable to the palm-rest and keyboard assembly.



Post-requisites

Replace the [base cover](#).

Removing the speakers

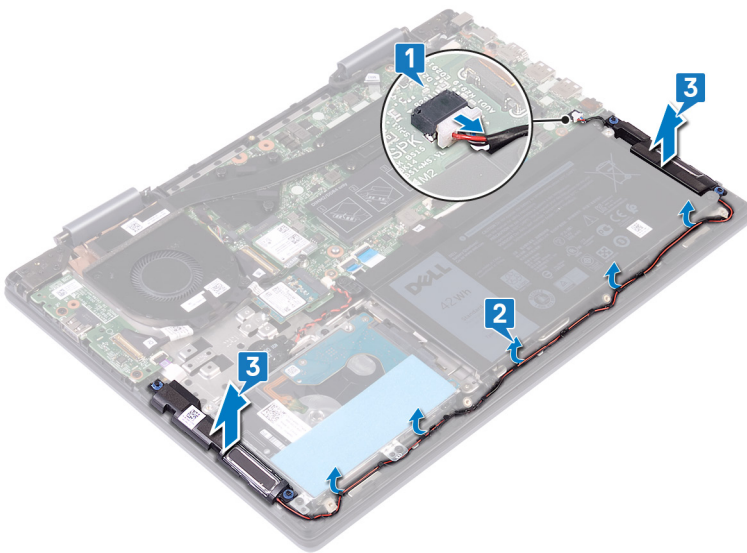
⚠ WARNING: Before working inside your computer, read the safety information that shipped with your computer and follow the steps in [Before working inside your computer](#). After working inside your computer, follow the instructions in [After working inside your computer](#). For more safety best practices,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

Prerequisites

Remove the [base cover](#).

Procedure

- 1 Disconnect the speaker cable from the system board.
- 2 Note the cable routing, and remove the speaker cable from the routing guides on the palm-rest and keyboard assembly.
- 3 Remove the speakers, along with the cable from the palm-rest and keyboard assembly.

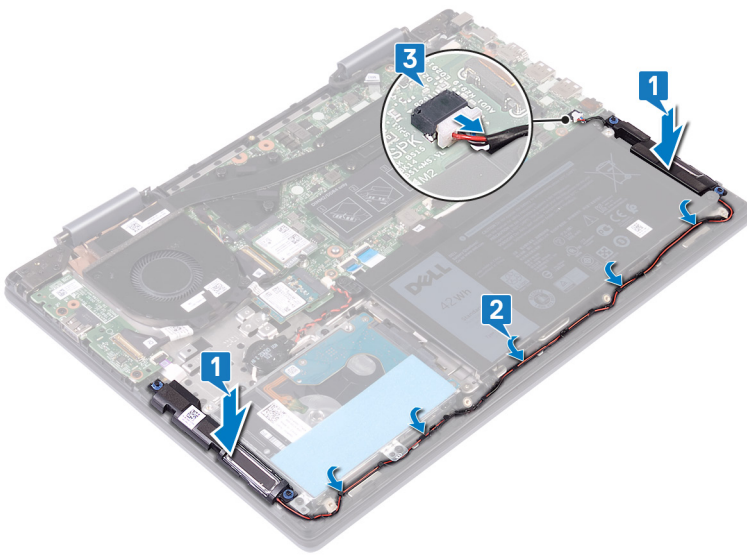


Replacing the speakers

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Procedure

- 1 Using the alignment posts, align and place the speakers on the palm-rest and keyboard assembly.
- 1 **NOTE:** Replace the rubber grommets if they are pushed up while replacing the speakers.
- 2 Route the speaker cable through the routing guides on the palm-rest and keyboard assembly.
- 3 Connect the speaker cable to the system board.



Post-requisites

Replace the [base cover](#).

Removing the I/O board

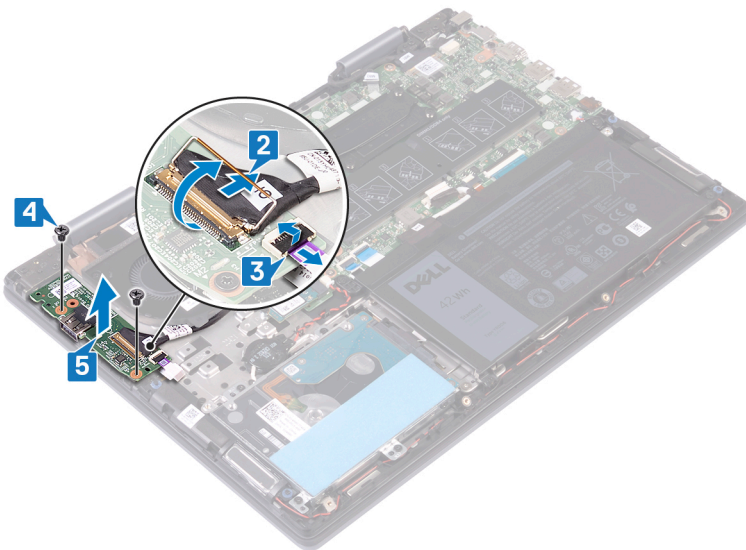
⚠ WARNING: Before working inside your computer, read the safety information that shipped with your computer and follow the steps in [Before working inside your computer](#). After working inside your computer, follow the instructions in [After working inside your computer](#). For more safety best practices,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

Prerequisites

Remove the [base cover](#).

Procedure

- 1 Peel off the tape that secures the I/O-board cable to the palm-rest and keyboard assembly.
- 2 Open the latch, and disconnect the I/O-board cable from the I/O board.
- 3 Disconnect the fingerprint-reader board cable from the I/O board.
- 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.

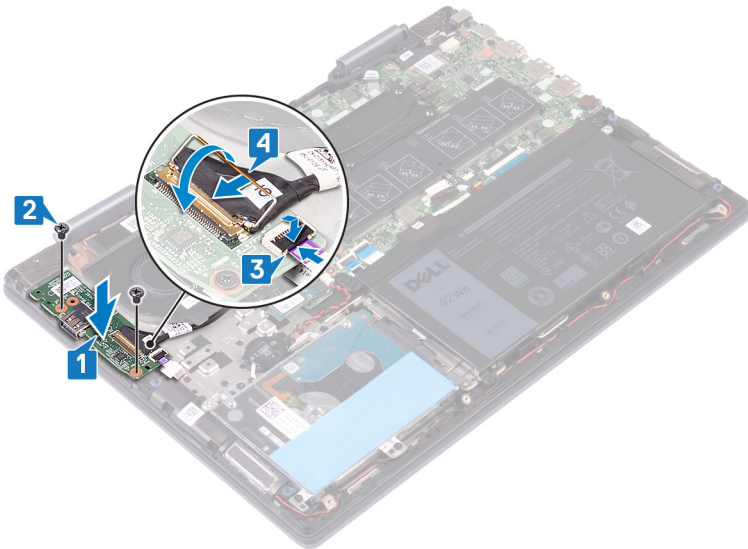


Replacing the I/O board

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Procedure

- 1 Place the I/O board on the palm-rest and keyboard assembly, and then align the screw holes on the I/O board with the screw holes on the palm-rest and keyboard assembly.
- 2 Replace the two screws (M2x3) that secure the I/O board to the palm-rest and keyboard assembly.
- 3 Slide the fingerprint-reader cable into the connector on the I/O board and close the latch to secure the cable.
- 4 Slide the I/O-board cable into the connector on the I/O board and close the latch to secure the cable.
- 5 Adhere the tape that secures the I/O-board cable to the palm-rest and keyboard assembly.



Post-requisites

Replace the [base cover](#).

Removing the power-adapter port

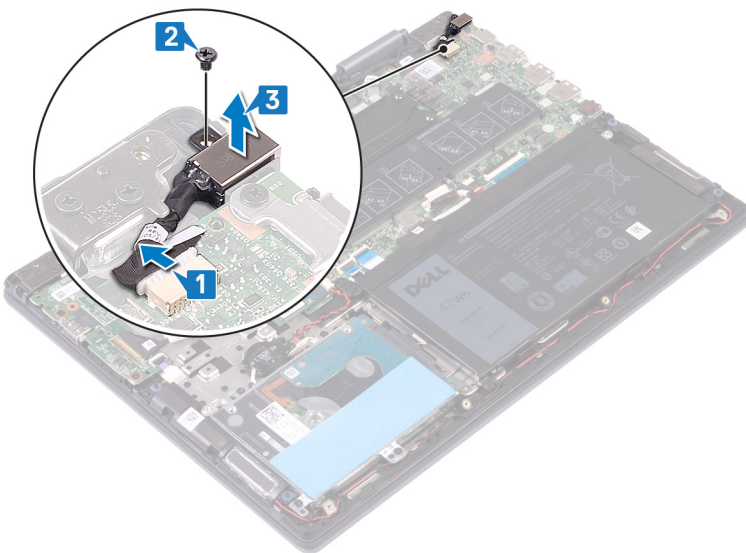
⚠ WARNING: Before working inside your computer, read the safety information that shipped with your computer and follow the steps in [Before working inside your computer](#). After working inside your computer, follow the instructions in [After working inside your computer](#). For more safety best practices,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

Prerequisites

Remove the [base cover](#).

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.

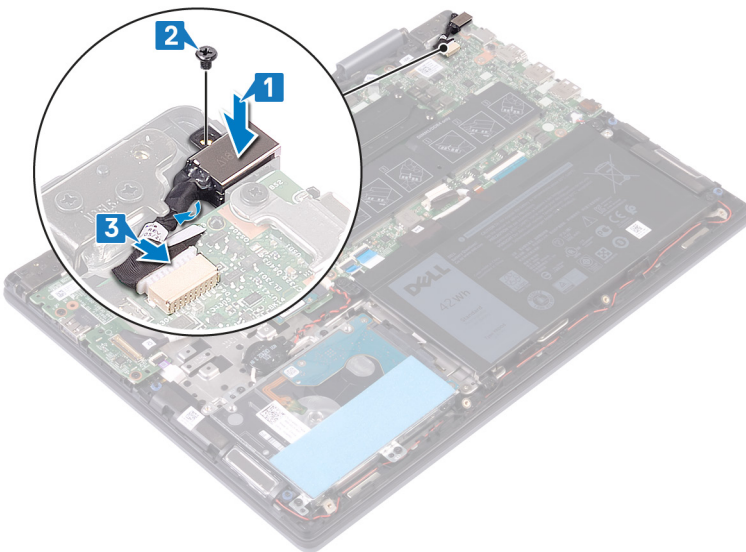


Replacing the power-adapter port

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Procedure

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



Post-requisites

Replace the [base cover](#).

Removing the wireless card

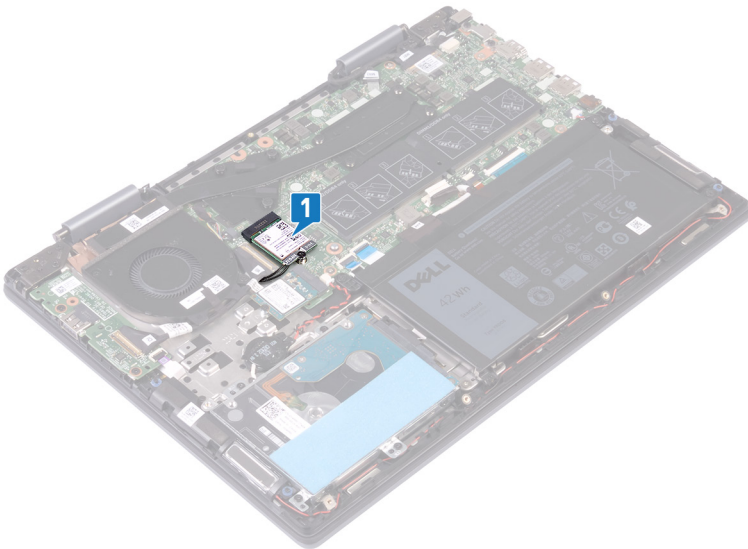
⚠ WARNING: Before working inside your computer, read the safety information that shipped with your computer and follow the steps in [Before working inside your computer](#). After working inside your computer, follow the instructions in [After working inside your computer](#). For more safety best practices,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

Prerequisites

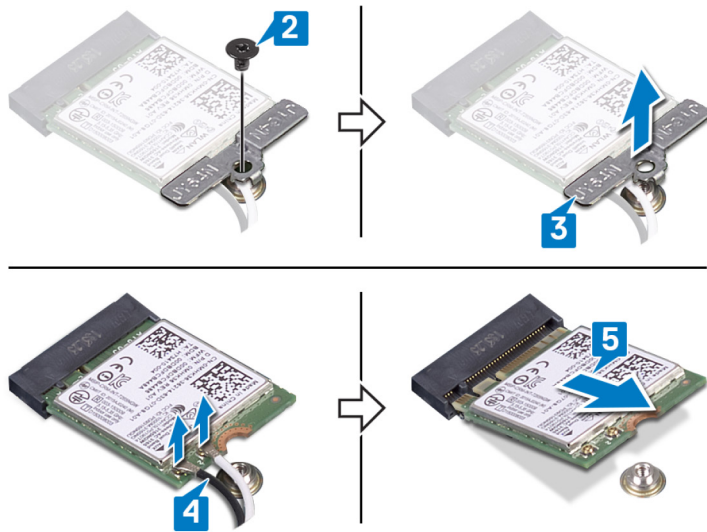
Remove the [base cover](#).

Procedure

- 1 Locate the wireless card on the system board.



- 2 Remove the screw (M2x3) that secures the wireless-card bracket and wireless card to the system board.
- 3 Lift the wireless-card bracket off the wireless card.
- 4 Disconnect the antenna cables from the wireless card.
- 5 Slide and remove the wireless card from the wireless-card slot.



Replacing the wireless card

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Procedure

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

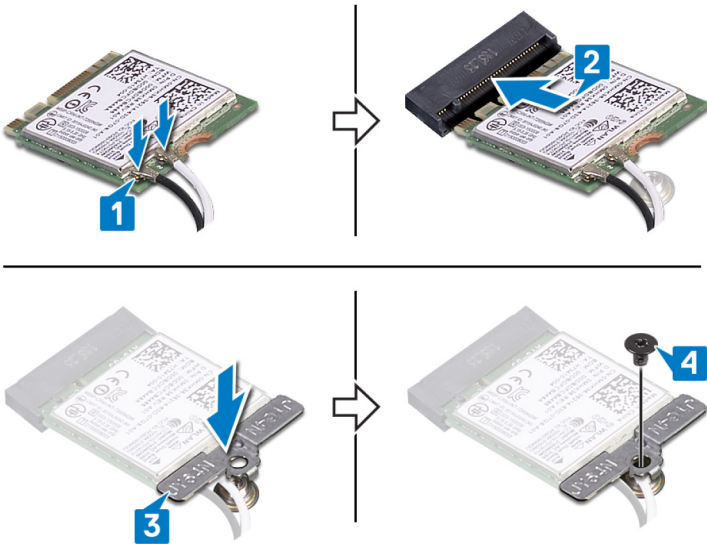
- 1 Connect the antenna cables to the wireless card.
- 2 Align the notch on the wireless card with the tab on the wireless-card slot and slide the wireless card at an angle into the wireless-card slot.

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

- 3 Align the screw hole on the wireless-card bracket with the screw hole on the wireless card and the system board.
- 4 Replace the screw (M2x3) that secures the wireless-card bracket and wireless card to the system board.



Post-requisites

Replace the [base cover](#).

Removing the display assembly

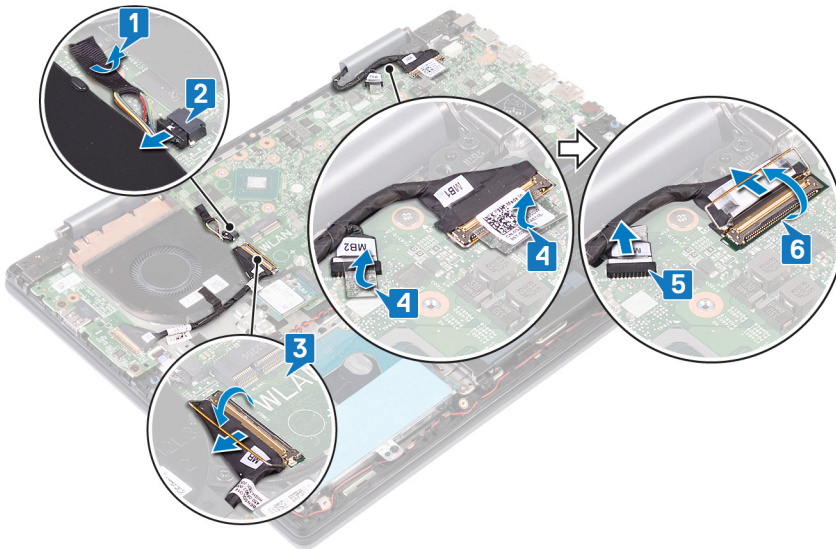
⚠ WARNING: Before working inside your computer, read the safety information that shipped with your computer and follow the steps in [Before working inside your computer](#). After working inside your computer, follow the instructions in [After working inside your computer](#). For more safety best practices,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

Prerequisites

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

Procedure

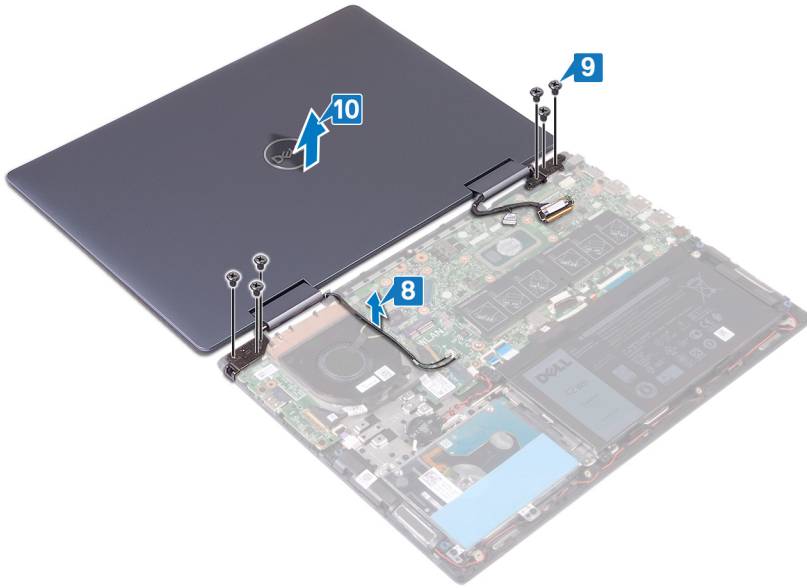
- 1 Peel off the tape that secures the fan cable to the palm-rest and keyboard assembly.
- 2 Disconnect the fan cable from the system board.
- 3 Open the latch, and disconnect the I/O cable from the system board.
- 4 Peel off the tape that secures the touchscreen cable and the display cable to their respective connectors on the system board.
- 5 Open the latch, and disconnect the touchscreen cable from the system board.
- 6 Open the latch, and disconnect the display cable from the system board.



- 7 Turn the computer over, and open the display as far as possible. Then place the computer face down on a flat surface.

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

- 8 Remove the antenna cables from the routing guides on the palm-rest and keyboard assembly.
- 9 Remove the six screws (M2.5x5) that secure the display assembly to the palm-rest and keyboard assembly.
- 10 Gently lift the display assembly off the palm-rest and keyboard assembly.

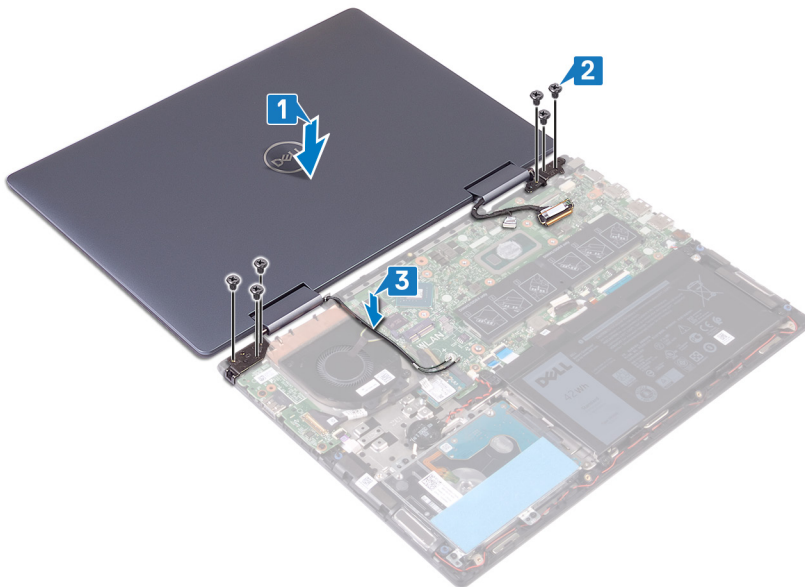


Replacing the display assembly

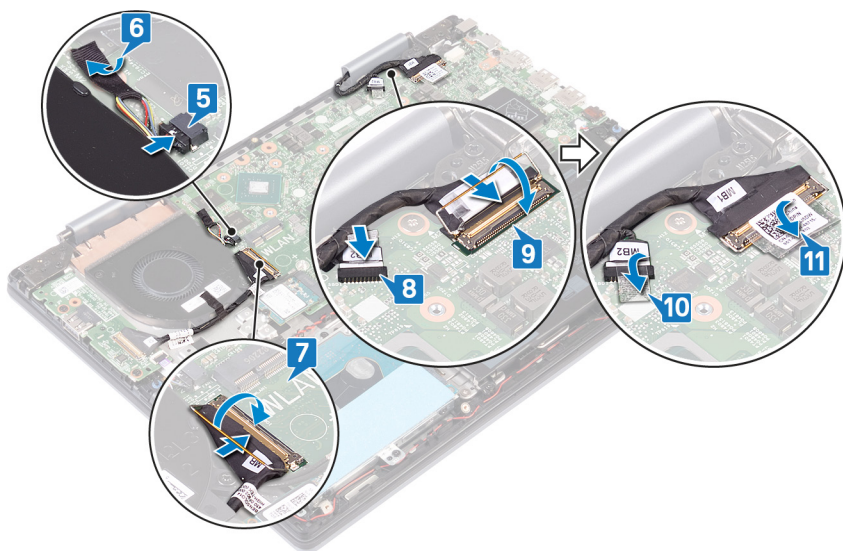
⚠ WARNING: Before working inside your computer, read the safety information that shipped with your computer and follow the steps in [Before working inside your computer](#). After working inside your computer, follow the instructions in [After working inside your computer](#). For more safety best practices,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

Procedure

- 1 **⚠ CAUTION:** Place the computer on a soft and clean surface to avoid scratching the display.
Align the screw holes on the display assembly with the screw holes on the palm-rest and keyboard assembly.
- 2 Replace the six screws (M2.5x5) that secure the display assembly to the palm-rest and keyboard assembly.
- 3 Route the antenna cables through the routing guides on the palm-rest and keyboard assembly.



- 4 Close the display, and turn the computer over.
- 5 Connect the fan cable to the system board.
- 6 Adhere the tape that secures the fan cable to the palm-rest and keyboard assembly.
- 7 Slide the I/O cable into the slot on the system board and close the latches to secure the cable.
- 8 Slide the touchscreen cable into the slot on the system board and close the latch to secure the cable.
- 9 Slide the display cable into the slot on the system board and close the latch to secure the cable.
- 10 Adhere the tape that secures the touchscreen cable to the system board.
- 11 Adhere the tape that secures the display cable to the system board.



Post-requisites

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

Removing the power button with fingerprint reader

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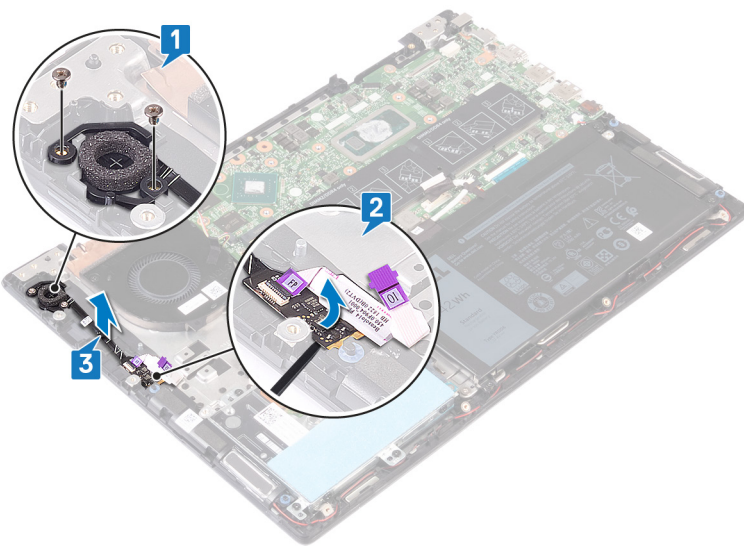
ℹ NOTE: Applicable only for computers that are shipped with fingerprint reader.

Prerequisites

- 1 Remove the [base cover](#).
- 2 Remove the [I/O board](#).
- 3 Remove the [wireless card](#).
- 4 Remove the [display assembly](#).

Procedure

- 1 Remove the two screws (M2x3) that secure the power button with fingerprint reader from the palm-rest and keyboard assembly.
- 2 **ℹ NOTE:** This step is applicable only on the computers that are shipped with fingerprint reader.
Open the latch, and disconnect the fingerprint-reader cable from the power button cable connector.
- 3 Peel off the power button or power button with fingerprint reader from the palm-rest and keyboard assembly.



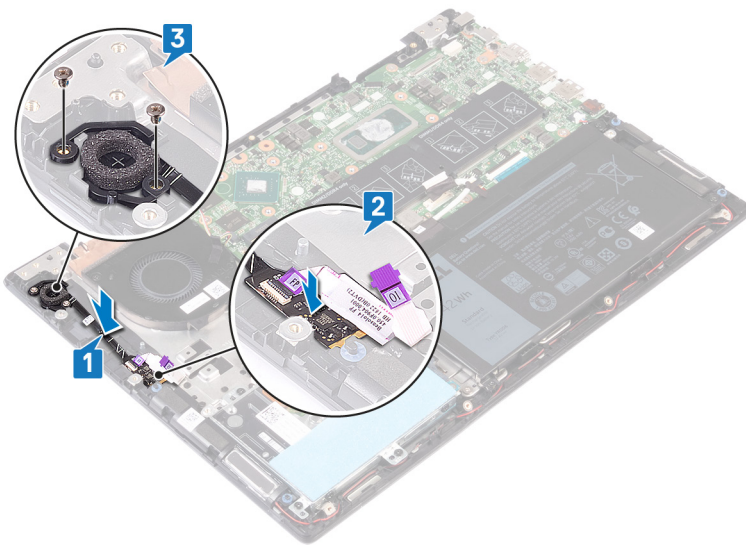
Replacing the power button with fingerprint reader

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ℹ NOTE: Applicable only for computers that are shipped with fingerprint reader.

Procedure

- 1 Place the power button or power button with fingerprint reader into the slot on the palm-rest and keyboard assembly.
- 2 **ℹ NOTE:** This step is applicable only on the computers that are shipped with fingerprint reader.
Open the power button cable connector latch, reconnect the fingerprint-reader cable and close the latch.
- 3 Replace the two screws (M2x3) that secure the power button with fingerprint reader to the palm-rest and keyboard assembly.



Post-requisites

- 1 Replace the [display assembly](#).
- 2 Replace the [wireless card](#).
- 3 Replace the [I/O board](#).
- 4 Replace the [base cover](#).

Removing the system board

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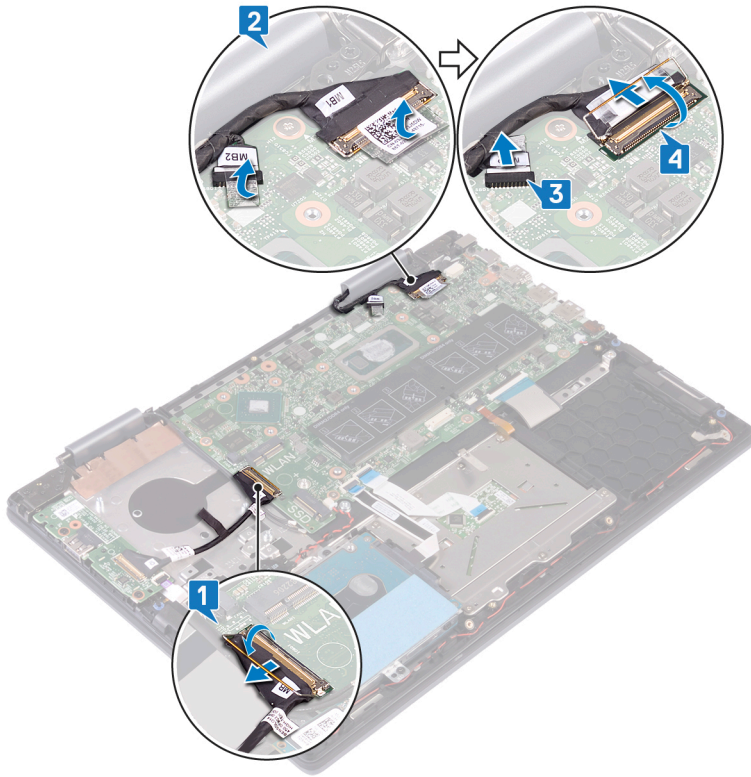
- ⓘ NOTE:** Your computer's Service Tag is stored in the system board. You must enter the Service Tag in the BIOS setup program after you replace the system board.
- ⓘ NOTE:** Replacing the system board removes any changes you have made to the BIOS using the BIOS setup program. You must make the appropriate 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

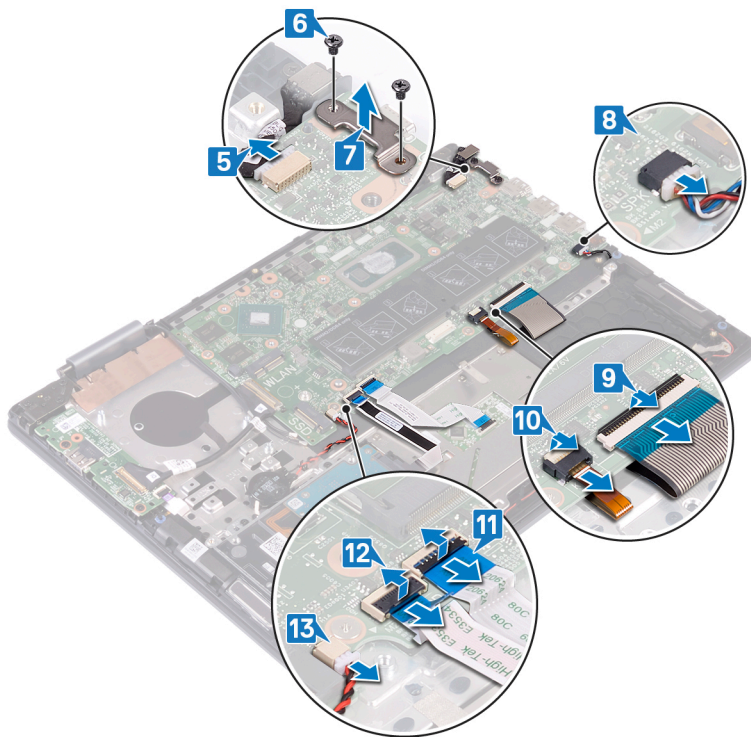
- 1 Remove the [base cover](#).
- 2 Remove the [battery](#).
- 3 Remove the [memory modules](#).
- 4 Remove the [coin-cell battery](#).
- 5 Remove the [solid-state drive](#).
- 6 Remove the [fan](#).
- 7 Remove the [heat sink](#).
- 8 Remove the [wireless card](#).

Procedure

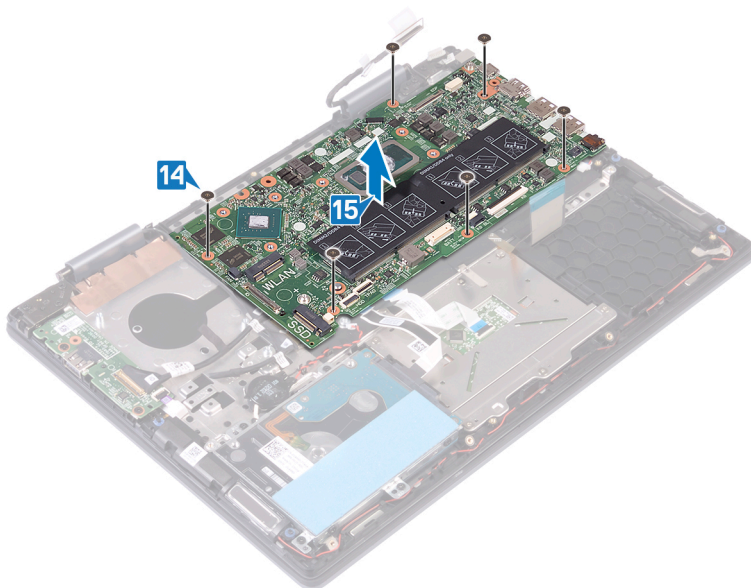
- 1 Open the latch, and disconnect the I/O-board cable from the system board.
- 2 Peel off the tapes that secure the display cable and touch-screen board cable to the system board.
- 3 Disconnect the touch-screen board cable from the system board.
- 4 Open the latches, and disconnect the display cable from the system board.



- 5 Disconnect the power-adapter port cable from the system board.
- 6 Remove the two screws (M2x3) that secure the USB Type-C port bracket to the system board and palm-rest assembly.
- 7 Lift the USB Type-C port bracket off the system board.
- 8 Disconnect the speaker cable from the system board.
- 9 Open the latch, and disconnect the keyboard cable from the system board.
- 10 Open the latch, and disconnect the keyboard-backlight cable from the system board.
- 11 Open the latch, and disconnect the touchpad cable from the system board.
- 12 Open the latch, and disconnect the hard-drive cable from the system board.
- 13 Disconnect the coin-cell battery cable from the system board.



- 14 Remove the six screws (M2x2) that secure the system board to the palm-rest and keyboard assembly.
- 15 Lift the system board off the palm-rest and keyboard assembly.



Replacing the system board

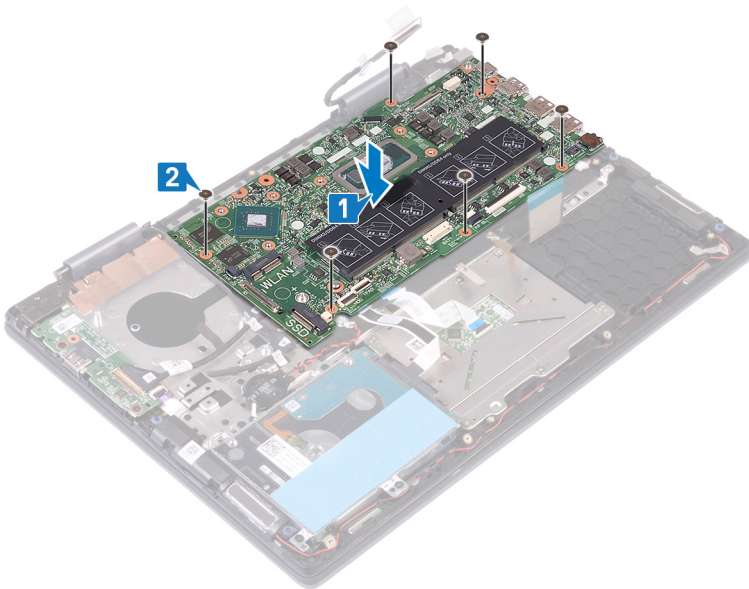
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ⓘ NOTE: Your computer's Service Tag is stored in the system board. You must enter the Service Tag in the BIOS setup program after you replace the system board.

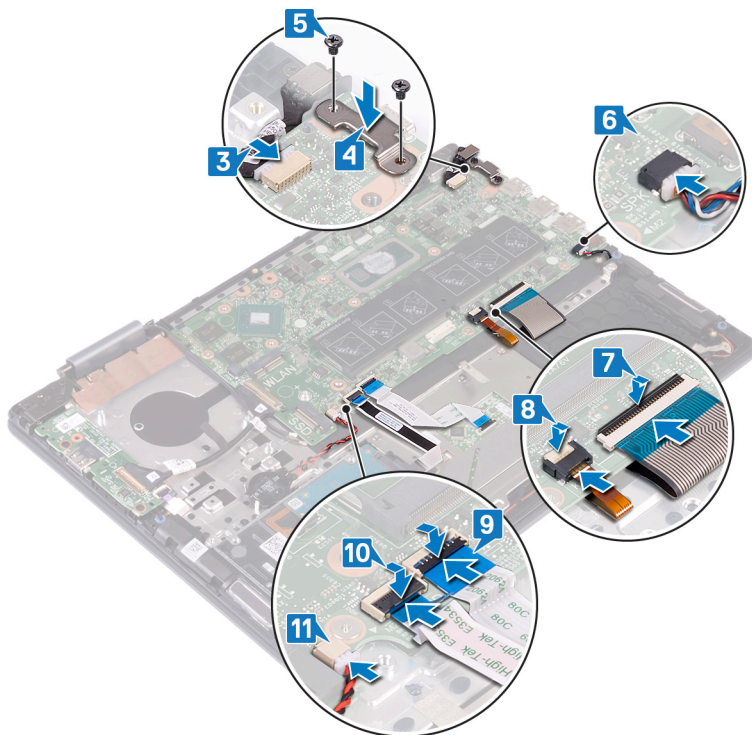
ⓘ NOTE: Replacing the system board removes any changes you have made to the BIOS using the BIOS setup program. You must make the appropriate changes again after you replace the system board.

Procedure

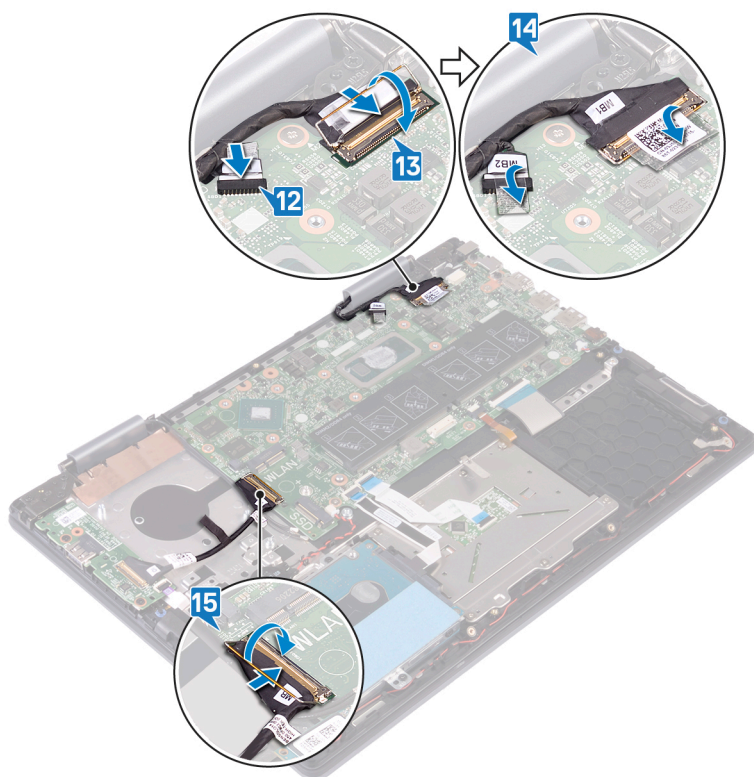
- 1 Align the screw holes on the system board with the screw holes on the palm-rest and keyboard assembly.
- 2 Replace the six screws (M2x2) that secure the system board to the palm-rest and keyboard assembly.



- 3 Connect the power-adapter port cable to the system board.
- 4 Align the screw holes on the USB Type-C port bracket with the screw holes on the system board.
- 5 Replace the two screws (M2x3) that secure the USB Type-C port bracket to the system board.
- 6 Connect the speaker cable to the system board.
- 7 Slide the keyboard cable into the connector on the system board and close the latch to secure the cable.
- 8 Slide the keyboard-backlight cable into the connector on the system board and close the latch to secure the cable.
- 9 Slide the touchpad cable into the connector on the system board and close the latch to secure the cable.
- 10 Slide the hard-drive cable into the connector on the system board and close the latch to secure the cable.
- 11 Connect the coin-cell battery to the system board.



- 12 Connect the touch-screen board cable to the system board.
- 13 Slide the display cable into the connector on the system board and close the latch to secure the cable.
- 14 Adhere the tapes that secure the display cable and touch-screen board cable to their respective connectors on the system board.
- 15 Slide the I/O-board cable into the connector on the system board and close the latch to secure the cable.



Post-requisites

- 1 Replace the [wireless card](#).
- 2 Replace the [heat sink](#).
- 3 Replace the [fan](#).
- 4 Replace the [solid-state drive](#).
- 5 Replace the [coin-cell battery](#).
- 6 Replace the [memory modules](#).
- 7 Replace the [battery](#).
- 8 Replace the [base cover](#).

Removing the touchpad

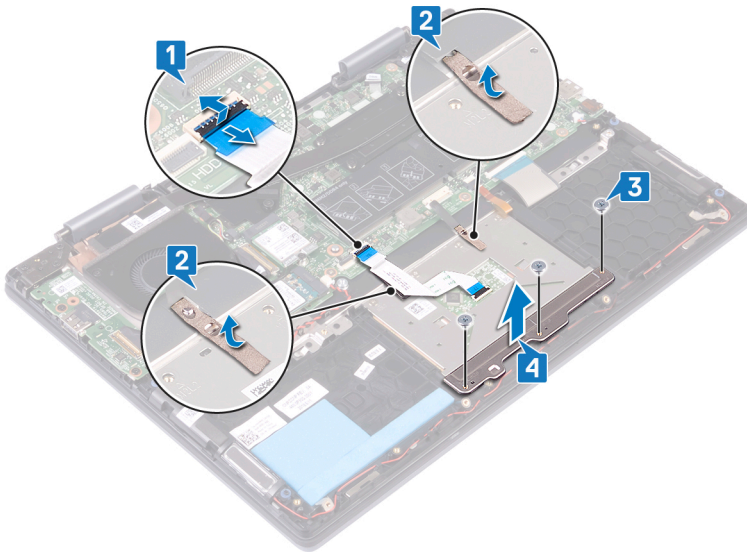
⚠ WARNING: Before working inside your computer, read the safety information that shipped with your computer and follow the steps in [Before working inside your computer](#). After working inside your computer, follow the instructions in [After working inside your computer](#). For more safety best practices,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

Prerequisites

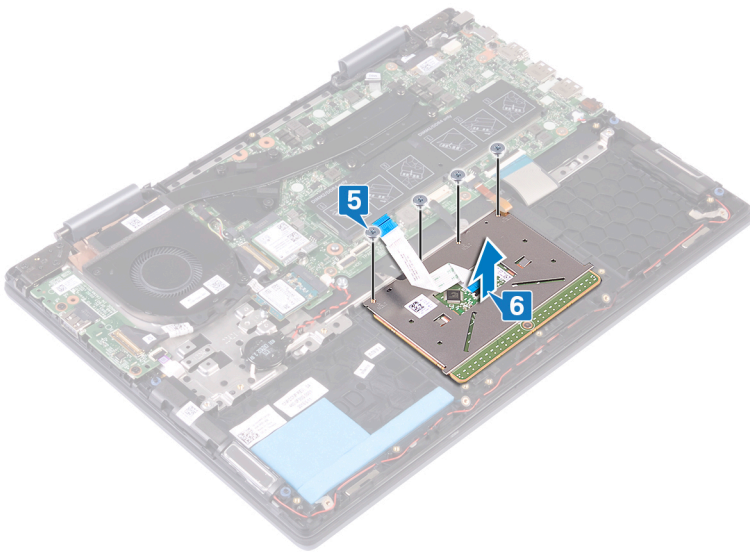
- 1 Remove the [base cover](#).
- 2 Remove the [battery](#).

Procedure

- 1 Open the latch, and disconnect the touchpad cable from the system board.
- 2 Peel the tapes that secure the touchpad to the palm-rest and keyboard assembly.
- 3 Remove the three screws (M2x2) that secure the touchpad bracket to the palm-rest and keyboard assembly.
- 4 Lift the touchpad bracket off the palm-rest and keyboard assembly.



- 5 Remove the four screws (M2x2) that secure the touchpad to the palm-rest and keyboard assembly.
- 6 Lift the touchpad, along with the cable, at an angle from under the touch-pad bracket off the palm-rest and keyboard assembly.

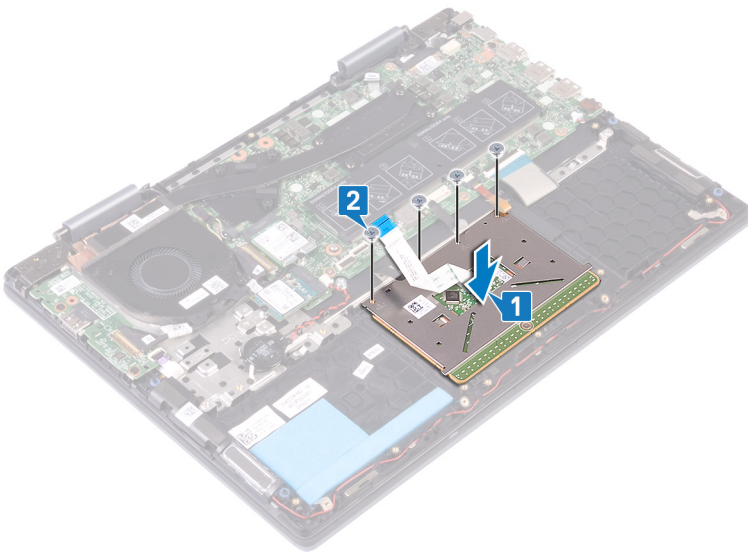


Replacing the touchpad

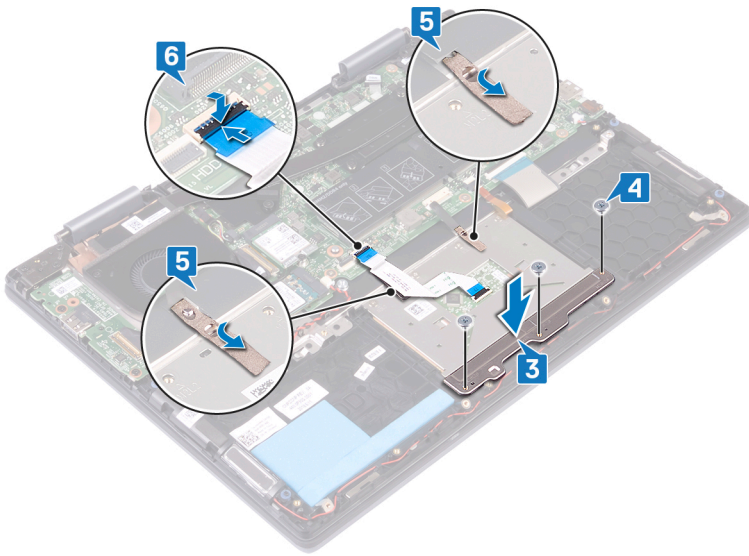
⚠ WARNING: Before working inside your computer, read the safety information that shipped with your computer and follow the steps in [Before working inside your computer](#). After working inside your computer, follow the instructions in [After working inside your computer](#). For more safety best practices,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

Procedure

- 1 Align the screw holes on the touchpad with the screw holes on the palm-rest and keyboard assembly.
- 2 Replace the four screws (M2x2) that secure the touchpad to the palm-rest and keyboard assembly.



- 3 Align the screw holes on the touchpad bracket with the screw holes on the touchpad.
- 4 Replace the three screws (M2x2) that secure the touchpad bracket to the touchpad.
- 5 Adhere the tapes that secure the touchpad to the keyboard shield.
- 6 Slide the touchpad cable into the connector on the system board and close the latch to secure the cable.



Post-requisites

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

Removing the palm-rest and keyboard assembly

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

Prerequisites

- 1 Remove the [base cover](#).
- 2 Remove the [battery](#).
- 3 Remove the [memory modules](#).
- 4 Remove the [coin-cell battery](#).
- 5 Remove the [solid-state drive](#).
- 6 Remove the [hard drive](#).
- 7 Remove the [heat sink](#).
- 8 Remove the [fan](#).
- 9 Remove the [I/O board](#).
- 10 Remove the [speakers](#).
- 11 Remove the [power-adaptor port](#).
- 12 Remove the [wireless card](#).
- 13 Remove the [display assembly](#).
- 14 Remove the [power button with fingerprint reader](#). (if installed)
- 15 Remove the [system board](#).
- 16 Remove the [touchpad](#).

Procedure

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



Replacing the palm-rest and keyboard assembly

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

Procedure

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



Post-requisites

- 1 Replace the [touchpad](#).
- 2 Replace the [system board](#).
- 3 Replace the [power button with fingerprint reader](#). (if installed)
- 4 Replace the [display assembly](#).
- 5 Replace the [wireless card](#).
- 6 Replace the [power-adaptor port](#).
- 7 Replace the [speakers](#).
- 8 Replace the [I/O board](#).
- 9 Replace the [fan](#).
- 10 Replace the [heat sink](#).
- 11 Replace the [hard drive](#).
- 12 Replace the [solid-state drive](#).
- 13 Replace the [coin-cell battery](#).
- 14 Replace the [memory modules](#).
- 15 Replace the [battery](#).
- 16 Replace the [base cover](#).

Device drivers

Wireless and Bluetooth drivers

In the Device Manager, check if the network card driver is installed.

Install the driver updates from www.dell.com/support.

In the Device Manager, check if the Bluetooth driver is installed.

Install the driver updates from www.dell.com/support.

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 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), before 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 (if available)
- SATA Hard Drive (if available)
- Diagnostics

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

- BIOS Flash Update
- Change boot mode setting

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.
	NOTE: For the standard graphics browser only.
Esc	Moves to the previous page until you view the main screen. Pressing Esc in the main screen displays a message that prompts you to save any unsaved changes and restarts the system.

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

Turn on (or restart) your computer, and then press F2 immediately.

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

System setup options

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

Table 3. System setup options—Main menu

Main	
System Time	Displays the current time in hh:mm:ss format.
System Date	Displays the current date in mm/dd/yyyy format.
BIOS Version	Displays the BIOS version.
Product Name	Displays the model number of your computer.
Service Tag	Displays the service tag of your computer.
Asset Tag	Displays the asset tag of your computer.
CPU Type	Displays the processor type.
CPU Speed	Displays the processor speed.
CPU ID	Displays the processor identification code.
CPU Cache	
L1 Cache	Displays the processor L1 cache size.
L2 Cache	Displays the processor L2 cache size.
L3 Cache	Displays the processor L3 cache size.
First HDD	Displays the type of hard drive installed.
M.2 PCIe SSD	Display the M.2 PCIe SSD device information of the computer.
AC Adapter Type	Displays the type of AC adapter.
System Memory	Displays the size of memory installed.
Memory Speed	Displays the speed of memory.
Keyboard Type	Displays the type of keyboard installed on the computer.

Table 4. System setup options—Advanced menu

Advanced	
PowerNow! Enable	<p>Enables or disables the Intel(R) SpeedStep(tm) mode of the processor.</p> <p>Default: Enabled</p>
Virtualization	<p>Enables or disables the Intel Virtualization technology.</p> <p>Default: Enabled</p>
USB Emulation	<p>Enables or disables the USB emulation feature. This feature defines how the BIOS, in the absence of a USB-aware operating system, handles USB devices. USB emulation is always enabled during POST.</p> <p>NOTE: You cannot boot any type of USB device (floppy, hard drive, or memory key) when this option is off.</p> <p>Default: Enabled</p>
USB Powershare	<p>Allows you to charge an external USB device using power from the battery.</p> <p>Default: Enabled</p>
USB Wake Support	<p>Allows you to enable USB devices to wake the computer from standby or to disable the USB wake support feature.</p> <p>NOTE: If USB PowerShare is enabled, a device connected to the USB PowerShare connector may not wake the computer.</p> <p>Default: Disabled</p>
SATA Operation	<p>Allows you to configure the operating mode of the integrated SATA hard drive controller.</p> <p>Default: AHCI</p>
Adapter Warnings	<p>Allows you to choose if the computer should display warning messages when you use AC adapters that are not supported by your computer.</p> <p>Default: Enabled</p>
Function Key Behavior	<p>Allows you to set function key or multimedia key as the default function key behavior.</p> <p>Default: Multimedia key</p>
Keyboard Illumination	<p>Selects the operating mode of the keyboard illumination feature.</p> <p>Default: Bright</p>
Keyboard Backlight with AC	<p>Selects the timeout value for the keyboard backlight when an AC adapter is plugged into the computer.</p> <p>Default: 1 minute</p>
Keyboard Backlight with Battery	<p>Selects the timeout value for the keyboard backlight when the computer is running on battery power.</p> <p>Default: 1 minute</p>
Express Charge	<p>Selects the battery charge mode.</p>

Advanced

	Default: Express Charge
Battery Health	Displays the battery health.
Camera	Enables or disables the camera. Default: Disabled
Battery Charge Configuration	Set the battery charge settings with a preselected custom charge start and stop. Default: Adaptive
Advanced Battery Charge Configuration	Enable Advanced Battery Charge Configuration from the beginning of the day to a specified work period. Default: Disabled
Sleep Mode	Selects the power-saving state when your computer is idle. Default: OS Automatic Selection
Maintenance	
Data Wipe on next boot	Enables or disables data wipe on the next boot. Default: Disabled
BIOS Recovery from Hard Drive	Enables the user to recover from certain corrupted BIOS conditions from a recovery file on the user primary hard drive or an external USB key.
BIOS Auto-Recovery	Enables BIOS to automatically recover BIOS without user actions. Default: Disabled
SupportAssist System Resolution	
Auto OS Recovery Threshold	Controls the automatic boot flow for SupportAssist System Resolution Console and for the Dell OS Recovery tool. Default: 2
SupportAssist OS Recovery	Enables or disables the boot flow for the SupportAssist OS Recovery tool in the even of certain system errors. Default: Disabled

Table 5. System setup options—Security menu

Security

Admin Password Status	Displays if the administrator password is clear or set.
System Password Status	Displays if the system password is clear or set. Default: Not Set
HDD2 Password Status	Displays if the HDD password is clear or set. Default: Not Set
Asset Tag	Set your system's Asset Tag.
Admin Password	Allows you to set the administrator password. The administrator password controls access to the system setup utility.
System Password	Allows you to set the system password. The system password controls access to the computer at boot.

Security

HDD2 password	Allows you to set, change, or delete the hard-disk drive password.
Password Change	Allows you to permit or deny system password or HDD password changes. Default: Permitted
Computrace	Enables or disables the BIOS module interface of the optional Computrace Service from Absolute Software. Default: Deactivate
SED Block SID Authentication	Enables or disables SED Block SID Authentication. Default: Disabled
PPI Bypass for SED Block SID Command	When there is no drive ownership and the ppibypassforblocksid is enabled, BIOS requires user input while sending the Block SID authentication command to SED drives. When ppibypassforblocksid is disabled, BIOS does not require user input while sending the Block SID command. Default: Disabled
Firmware TPM	Enable or disable the firmware TPM. Default: Enabled
PPI Bypass for Clear Command	Allows you to control the TPM Physical Presence Interface (PPI). When enabled, this setting will allow the OS to skip BIOS PPI user prompts when issuing the Clear command. Changes to this setting take effect immediately. Default: Disabled
UEFI Firmware Capsule Updates	Enables or disables BIOS updates through UEFI capsule update packages. Default: Enabled
WINDOWS SMM SECURITY MITIGATIONS TABLE (WSMT)	Enables or disables configuration of platform features on Dell Client Systems with WSMT-enabled BIOS. Default: Enabled

Table 6. System setup options—Boot menu

Boot

Fast Boot	Enables or disables the fast boot option. Default: Minimal
Secure Boot	Enables or disables the secure boot feature. Default: Disabled
Load Legacy Option ROMs	Enables or disables the Load Legacy Option ROMs. Default: Disabled
Boot List Option	Displays the available boot options. Default: UEFI
Attempt Legacy Boot	Enables or disables legacy boot.

	Default: Disabled
File Browser Add Boot Option	Allows you to add the boot options.

Table 7. System setup options—Exit menu

Exit	
Exit Saving Changes	Allows you to exit system setup and save your changes.
Save Change Without Exit	Allows you to save your changes without exiting the BIOS setup.
Exit Discarding Changes	Allows you to exit the BIOS setup without saving the changes.
Load Optimal Defaults	Allows you to restore default values for all system setup options.
Discard Changes	Allows you to load previous values for all system setup options.

Clearing CMOS settings

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

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

Clearing BIOS (System Setup) and System passwords

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

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

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.

Enhanced Pre-Boot System Assessment (ePSA) diagnostics

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

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

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.

Running the ePSA diagnostics

- 1 Turn on your computer.
- 2 As the computer boots, press the F12 key before the Dell logo appears.
- 3 On the boot menu screen, select the **Diagnostics** option.
- 4 Click the arrow at the bottom left corner.
Diagnostics front page is displayed.
- 5 Click the arrow in the lower-right corner to go to the page listing.
The items detected are listed.
- 6 To run a diagnostic test on a specific device, press Esc and click **Yes** to stop the diagnostic test.
- 7 Select the device from the left pane and click **Run Tests**.
- 8 If there are any issues, error codes are displayed.
Note the error code and validation number and contact Dell.

Diagnostics

Power and battery-status light:

Indicates the power state and battery state of the computer.

Solid white – Power adapter is connected and the battery is charging.

Solid amber – Battery charge is low or critical.

Off – Battery is fully charged.

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 what they indicate.

Table 8. Diagnostics

Light pattern	Problem description
2,1	CPU failure
2,2	System board: BIOS and ROM failure
2,3	No memory or RAM detected
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/video card 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.

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.

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 provides the instructions on how to conduct flea power release:


- 1 Turn off your computer.
- 2 Disconnect the power adapter from your computer.
- 3 Press and hold the power button for 15 seconds to drain the flea power.
- 4 Connect the power adapter to your computer.
- 5 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 9. Self-help resources

Self-help resources	Resource location
Information about Dell products and services	www.dell.com
Dell Help & Support app	
Accessing help	In Windows search, type Help and Support , and press Enter .
Online help for operating system	www.dell.com/support/windows
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 www.dell.com/support. 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:	<p>See <i>Me and My Dell</i> at www.dell.com/support/manuals.</p> <p>To locate the <i>Me and My Dell</i> relevant to your product, identify your product through one of the following:</p> <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.