

Dell Latitude 3390 2-in-1

Owner's 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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Working on your computer

Safety instructions

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

⚠ 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 that is grounded to ground yourself before you touch the computer to perform any disassembly tasks.

⚠ 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.

Before working inside your computer

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

- 1 Ensure that you follow the [Safety instructions](#).
- 2 Ensure that your work surface is flat and clean to prevent the computer cover from being scratched.
- 3 Turn off your computer.

⚠ 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 the network cables from the computer.
- 5 Disconnect your computer and all attached devices from the electrical outlets.
- 6 Press and hold the power button while the computer is unplugged to ground the system board.
- 7 Remove the cover.

⚠ 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: Make sure that you place the cooler outlet side of your system at least 5 cm away from wall to prevent system overheat.

CAUTION: Your system cannot be placed crosswise and make sure that there is no equipment on the side cover.

Turning off your computer

After working inside your computer

After you complete any replacement procedure, ensure that 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 Replace the battery.
- 2 Replace the base cover.
- 3 Connect any external devices, such as a port replicator or media base, and replace any cards, such as an ExpressCard.
- 4 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.

- 5 Connect your computer and all attached devices to their electrical outlets.
- 6 Turn on your computer.

Removing and installing components

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

Screw size list

Table 1. Latitude 3390 2-in-1 screw size list

| Component | M2*3 | M2*2 (Big head) | M2*2 | M2.5*5 | M2.5*7 | M2.5*2.5 (Big head) | M2.5*L1.4 | M2*3.5 |
|--------------------------------|------|--------------------|------|--------|--------|------------------------|-----------|--------|
| Battery | 4 | | | | | | | |
| Power and volume buttons board | 1 | | | | | | | |
| WLAN card | 1 | | | | | | | |
| Power connector port | 1 | | | | | | | |
| SSD card | 1 | | | | | | | |
| System fan | 1 | | | | | | | |
| System board | | 3 | | | | | | |
| Keyboard shield | | 14 | | | | | | |
| Base cover | | | | | 9 | | | |
| Display hinges | | | | 4 | | 6 | | |
| I/O board | | | | | | | | 2 |
| Touchpad and Touchpad bracket | | | 8 | | | | | |
| Keyboard | | | | | | | 15 | |
| Sensor board | | | | | | 1 | | |

Removing and installing components

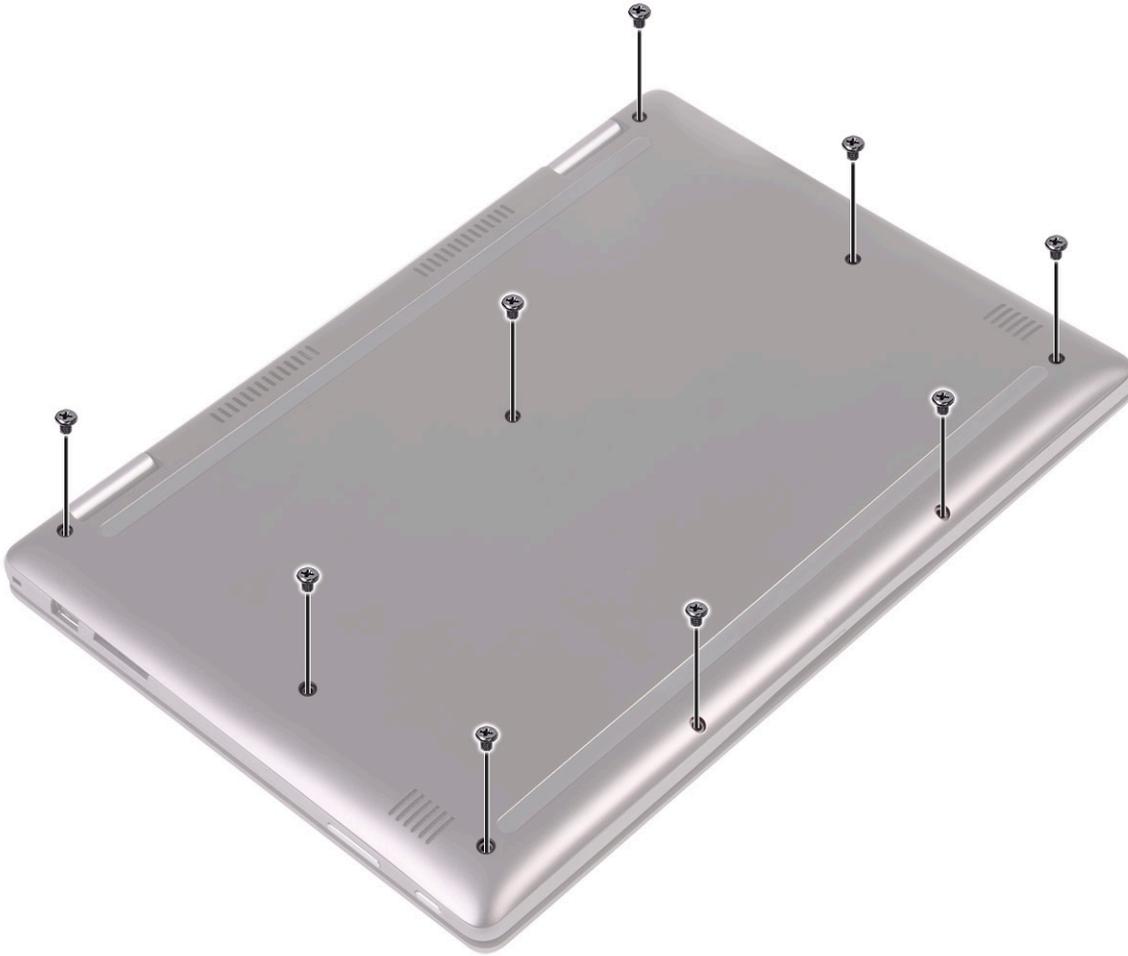
This section provides detailed information on how to remove and install the components in your laptop.

Base cover

Removing the base cover

- 1 Follow the procedure in [Before working inside your computer](#).
- 2 Close the display and turn the laptop over.
- 3 Remove the M2.5 x 6 screws (9) that secure the base cover to the laptop.





4 Using a plastic scribe, pry the base cover from the edges and remove it from the laptop.

NOTE: Pry the edges clockwise, starting from the lower left side of the air vent.



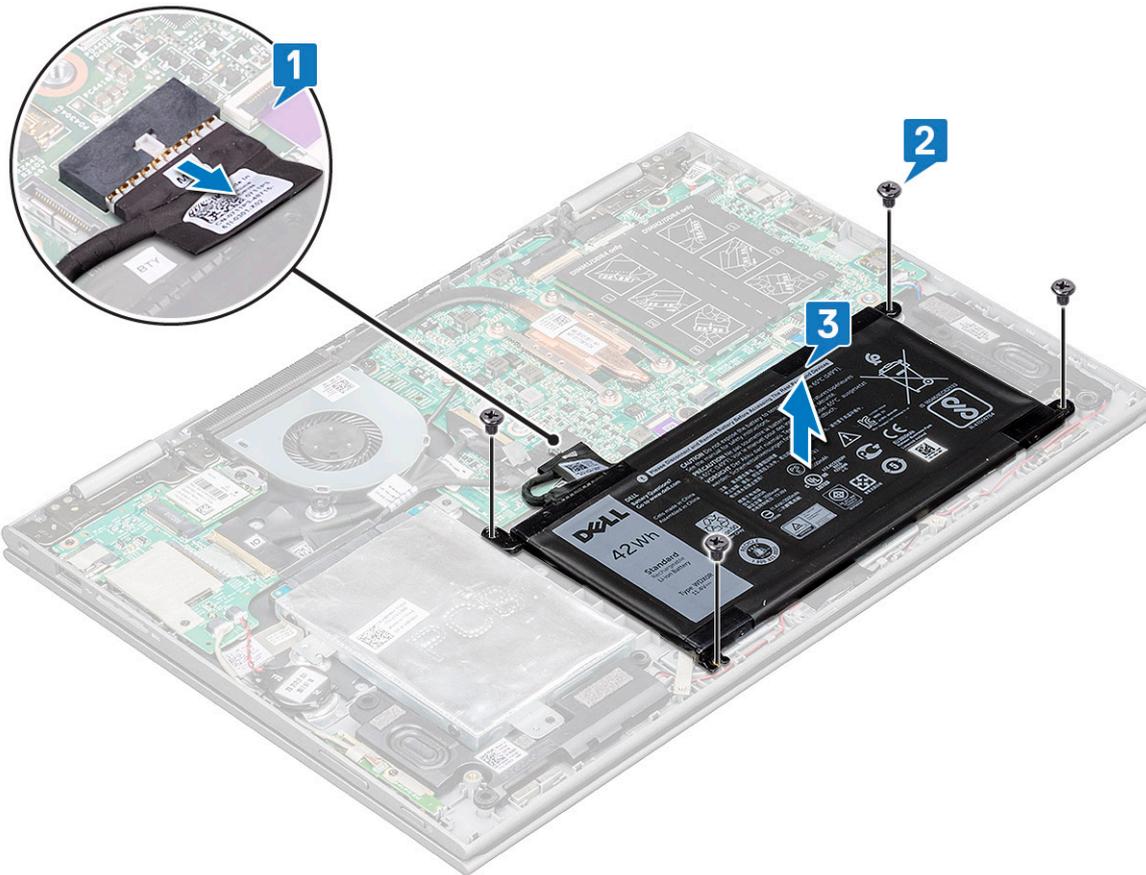
Installing the base cover

- 1 Align the edges of the base cover with the laptop and press until it clicks into place.
- 2 Tighten the screws to secure the base cover to the laptop.
- 3 Follow the procedure in [After working inside your computer](#).

Battery

Removing the battery

- 1 Follow the procedure in [Before working inside your computer](#).
- 2 Remove the [base cover](#).
- 3 To remove the battery:
 - a Disconnect the battery cable from the connector on the system board [1].
NOTE: Ensure to pull the battery connector from the connector by the head of the connector label, to avoid damage to the PIN.
 - b Remove the screws (4) that secure the battery to the laptop [2].
 - c Lift the battery away from the laptop [3].



Installing the battery

- 1 Insert the battery into the slot on the laptop.
- 2 Tighten the screws to secure the battery to the laptop.
- 3 Connect the battery cable to the connector on the system board
- 4 Install the [base cover](#).
- 5 Follow the procedure in [After working inside your computer](#).

Power and volume control board

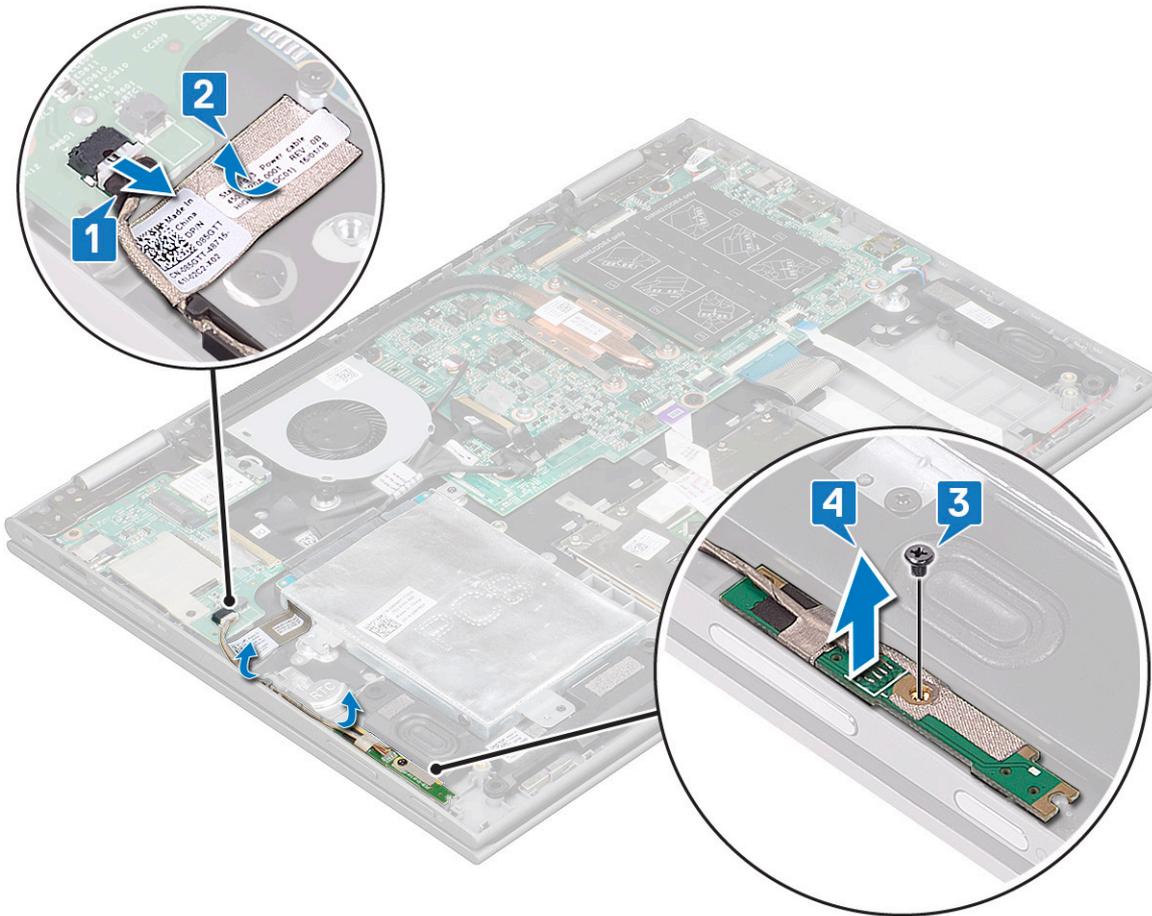
Removing the power and volume control board

- 1 Follow the procedure in [Before working inside your computer](#).
- 2 Remove the:
 - a [base cover](#)
 - b [battery](#)
 - c [coin cell battery](#)
- 3 To remove the power and volume control board:
 - a Disconnect the power cable from the connector on the system board [1].

CAUTION: Ensure that you remove the coin cell battery connector on the system board, to avoid damage to the battery cable.

- b Peel the adhesive tape [2].

- c Release the volume control board cable from the routing clips .
- d Remove the screw that secures the power and volume control board to the laptop [3].
- e Lift the power and volume control board away from the laptop [4].



Installing the power and volume control board

- 1 Place the power and volume control board on the laptop chassis.

NOTE: Place the power and volume control board into the two plastic placeholders which secures the board to the system chassis.

- 2 Tighten the screw to secure the power and volume control board to the laptop.
- 3 Route the cables through the cable routing clips.
- 4 Connect the power and volume control board to the connector on the system board.
- 5 Affix the adhesive tape to secure it.
- 6 Install the:
 - a coin cell battery
 - b battery
 - c base cover
- 7 Follow the procedure in [After working inside your computer](#).

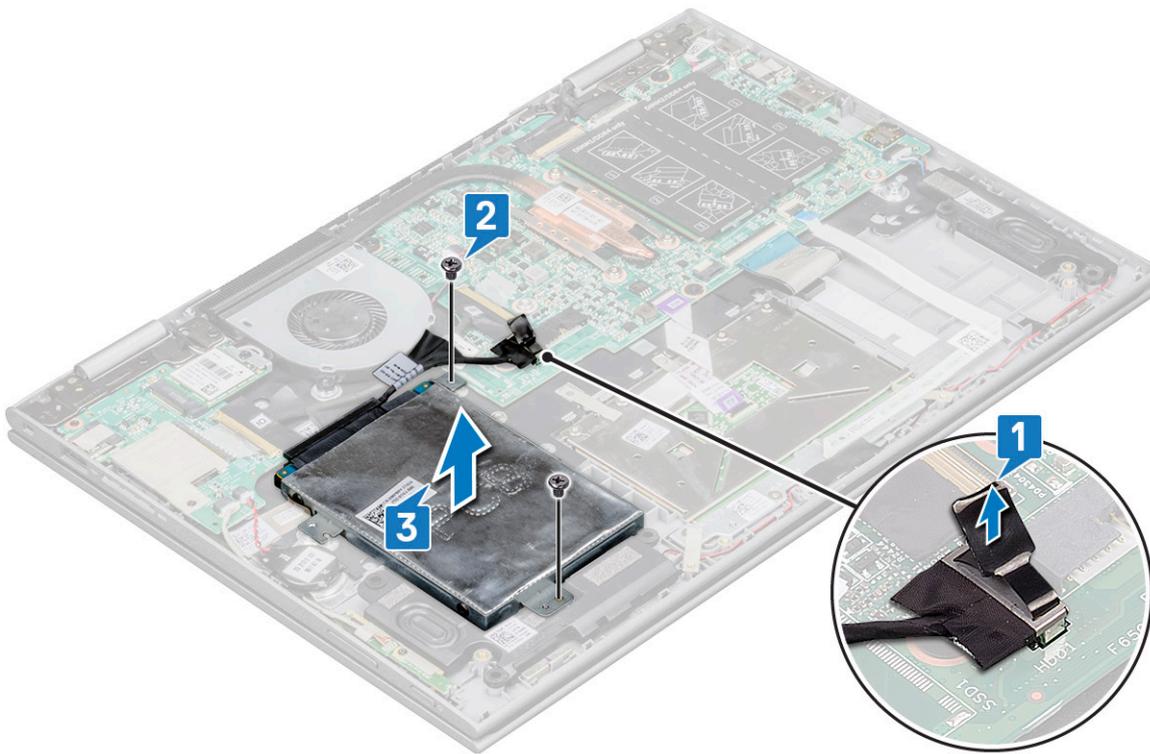
Hard disk drive (HDD)

Removing the HDD

- 1 Follow the procedure in [Before working inside your computer](#).
- 2 Remove the:
 - a [base cover](#)
 - b [battery](#)
- 3 To remove the HDD:
 - a Disconnect the HDD cable from the connector on the system board [1].

NOTE: Ensure to pull the HDD cable by the plastic handle to avoid damage to the connector and cable.

- b Release the cable adhesive tape that secures the cable to the system board.
- c Remove the screw (2) that secures the HDD on the laptop system board [2].
- d Lift the HDD from the system board [3].



Installing the Hard disk drive - HDD

- 1 Place the HDD on the placeholder and connect to the connector on the system board.

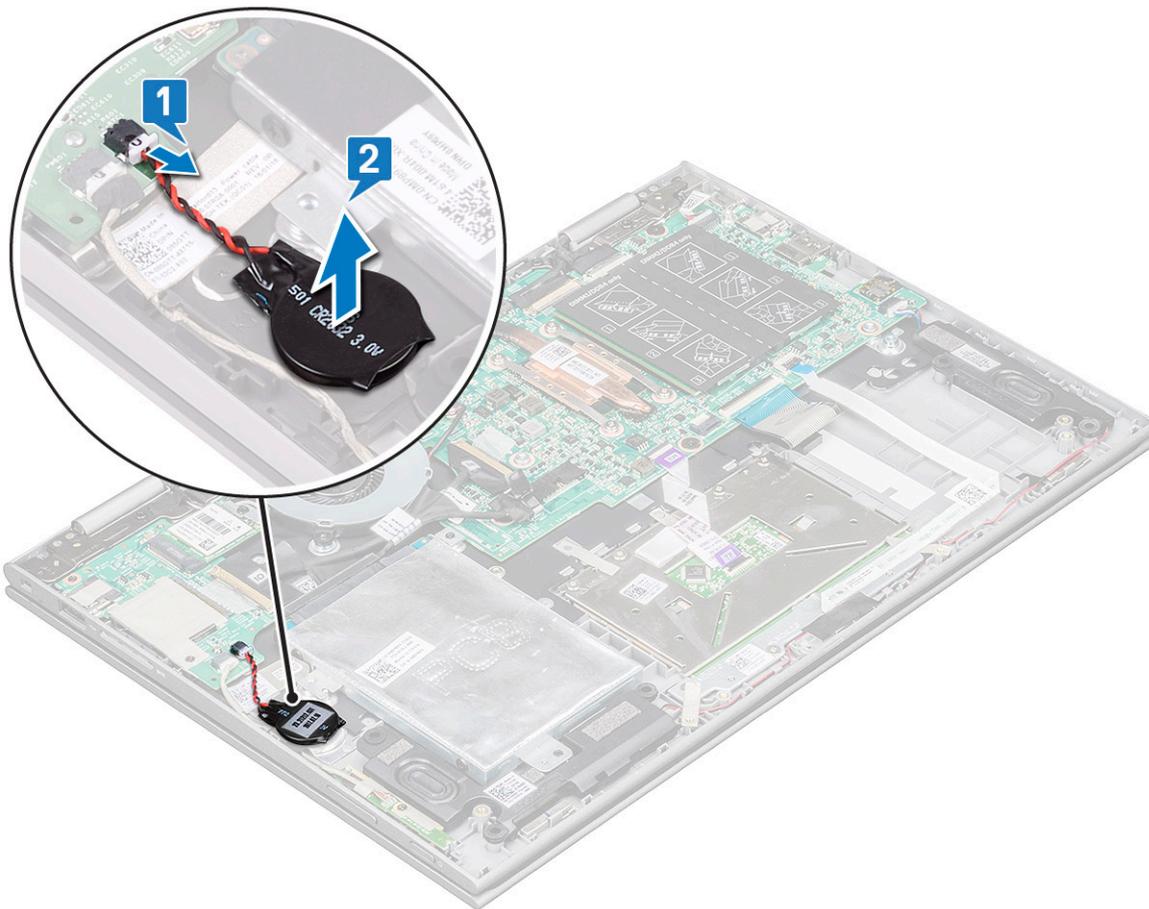
NOTE: Ensure to stick the adhesive tape to secure the HDD cable on the system chassis.

- 2 Tighten the screw (2) to secure the HDD to the laptop.
- 3 Install the:
 - a [battery](#)
 - b [base cover](#)
- 4 Follow the procedure in [After working inside your computer](#).

Coin cell battery

Removing the coin cell battery

- 1 Follow the procedure in [Before working inside your computer](#).
- 2 Remove the:
 - a [base cover](#)
 - b [battery](#)
- 3 To remove the coin cell battery:
 - a Disconnect the coin cell battery from the connector on the system board [1].
 - b Pry and lift the coin cell battery to release it from the adhesive on the laptop [2].



Installing the coin cell battery

- 1 Place the coin cell battery on the laptop.
- 2 Connect the coin cell battery cable to the connector on the system board.
- 3 Install the:
 - a [battery](#)
 - b [base cover](#)
- 4 Follow the procedure in [After working inside your computer](#).



WLAN card

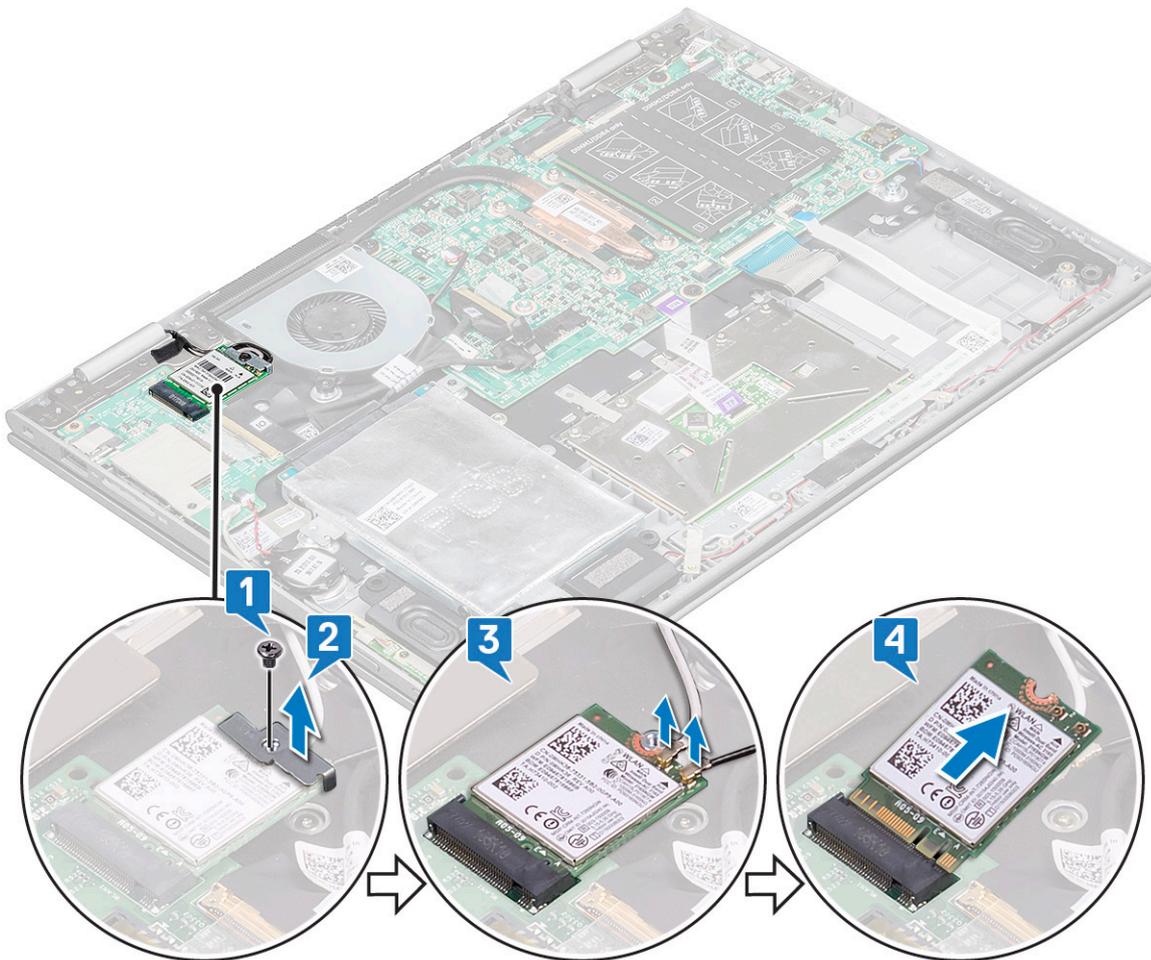
Removing the WLAN card

- 1 Follow the procedure in [Before working inside your computer](#).
- 2 Remove the:
 - a [base cover](#)
 - b [battery](#)
- 3 To remove WLAN card:
 - a Remove the screw (1) that secures the WLAN card to the laptop [1].
 - b Lift the metal bracket to access the WLAN cables [2].
 - c Disconnect the WLAN cables from the connectors on the WLAN card [3].

NOTE: Ensure to gently use plastic scribe to disconnect the WLAN cables from the connectors.

 - d Slide the WLAN card away from the connector on the system board [4].

NOTE: Ensure to lift the WWAN card by an angle NOT more than 35°



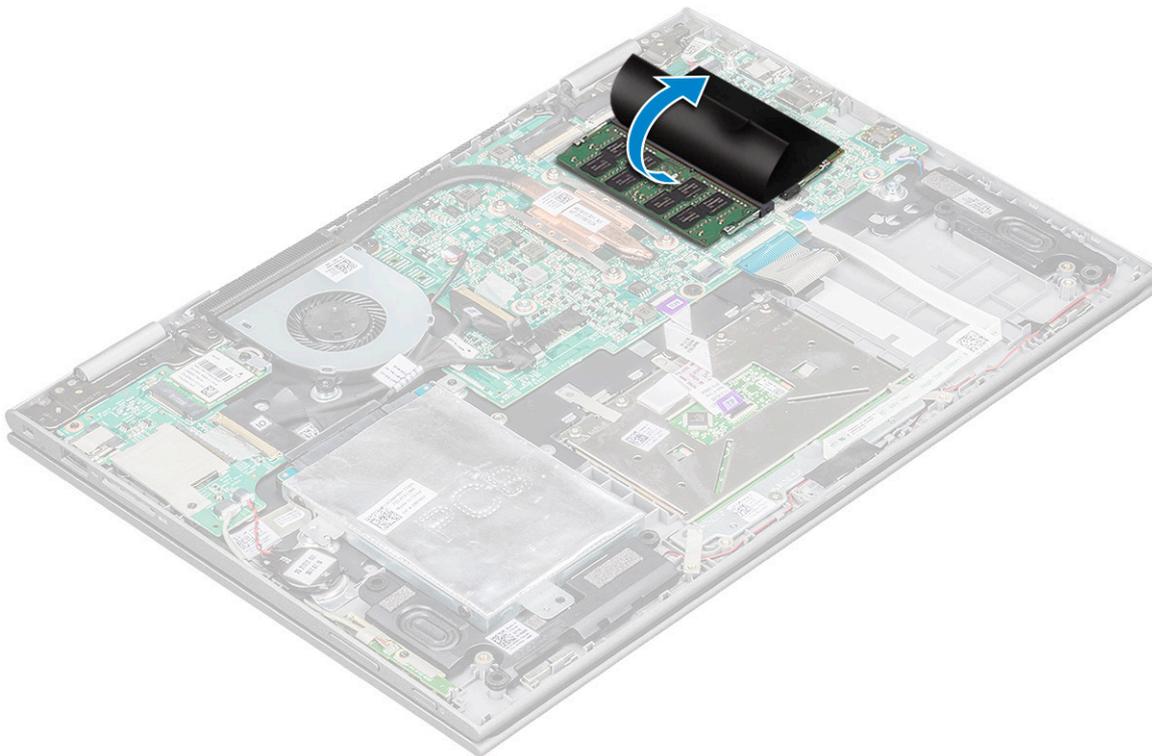
Installing the WLAN

- 1 Slide and connect the WLAN card to the connector on the system board.
- 2 Connect the WLAN cables to the connectors on the WLAN card.
- 3 Place the metal bracket to secure the WLAN cables.
- 4 Tighten the screw to secure the WLAN card to the laptop.
- 5 Install the:
 - a battery
 - b base cover
- 6 Follow the procedure in [After working inside your computer](#).

Memory modules

Removing the memory module

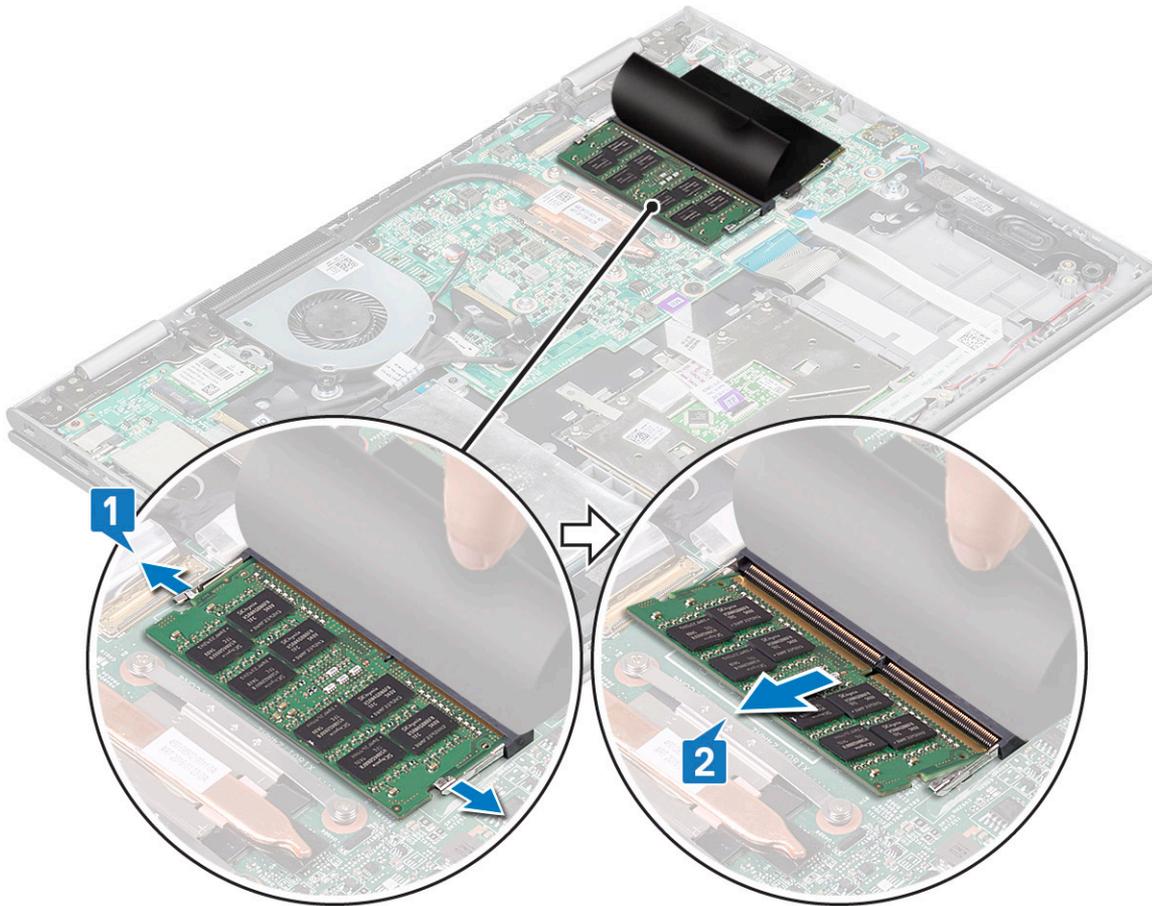
- 1 Follow the procedure in [Before working inside your computer](#).
- 2 Remove the:
 - a base cover
 - b battery
- 3 Peel and hold the label that protects the memory module to the laptop.



- 4 To remove memory module:
 - a Pull the retention clips away from the memory module until the memory module pops out [1].
 - b Pull the memory module from the memory module socket on the system board [2].

NOTE: Ensure to lift the memory module card by an angle NOT more than 35°.





- 5 Repeat steps 3 and 4 to remove the second memory module (if available or shipped with the system).

Installing the memory module

① **NOTE: Install the second memory module with DRAM chips facing downward.**

- 1 Insert the memory module into the memory module socket until the retention clips secure the memory module.

① **NOTE: Ensure to hear a click sound when the memory module is secured.**

- 2 Affix the adhesive tape to secure the memory module. Release the label that protects the memory module.
- 3 Install the:
 - a battery
 - b base cover
- 4 Follow the procedure in [After working inside your computer](#).

Speaker

Removing the speakers

- 1 Follow the procedure in [Before working inside your computer](#).
- 2 Remove the:
 - a base cover
 - b battery

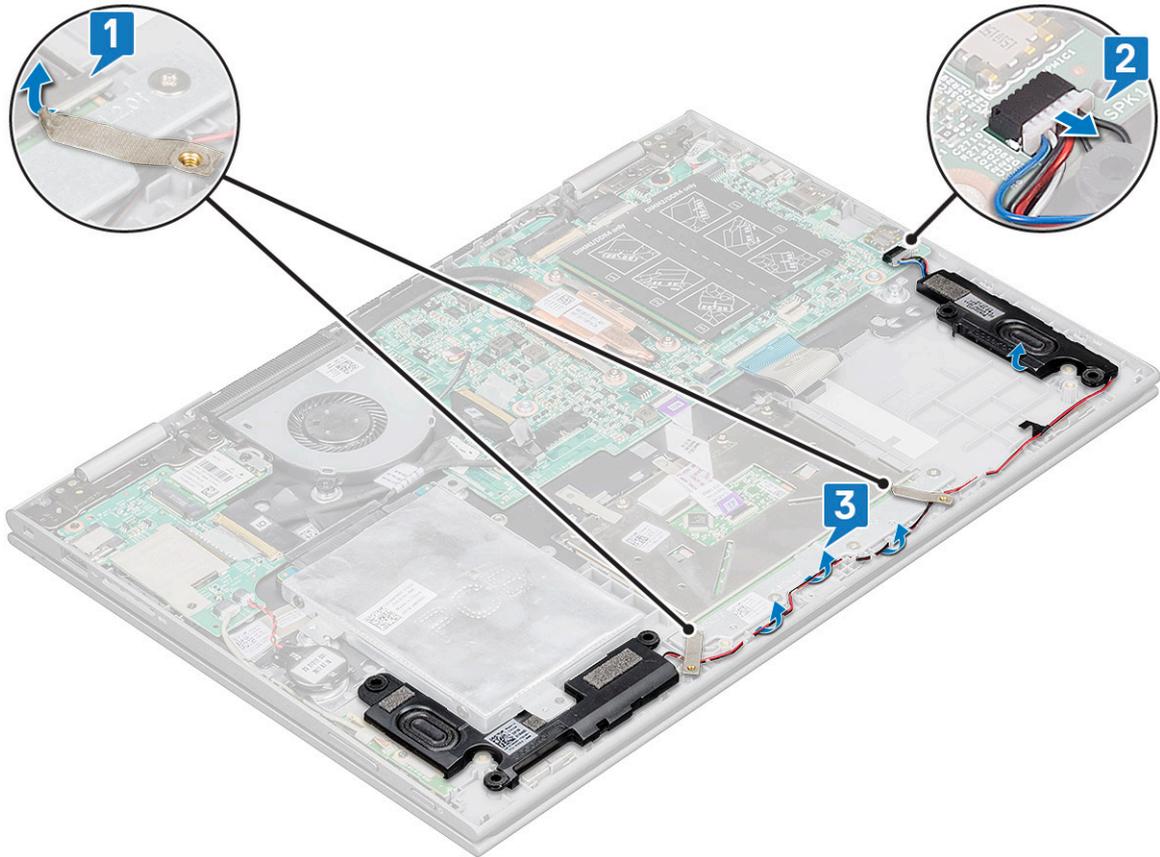
c LED board

3 To remove speakers:

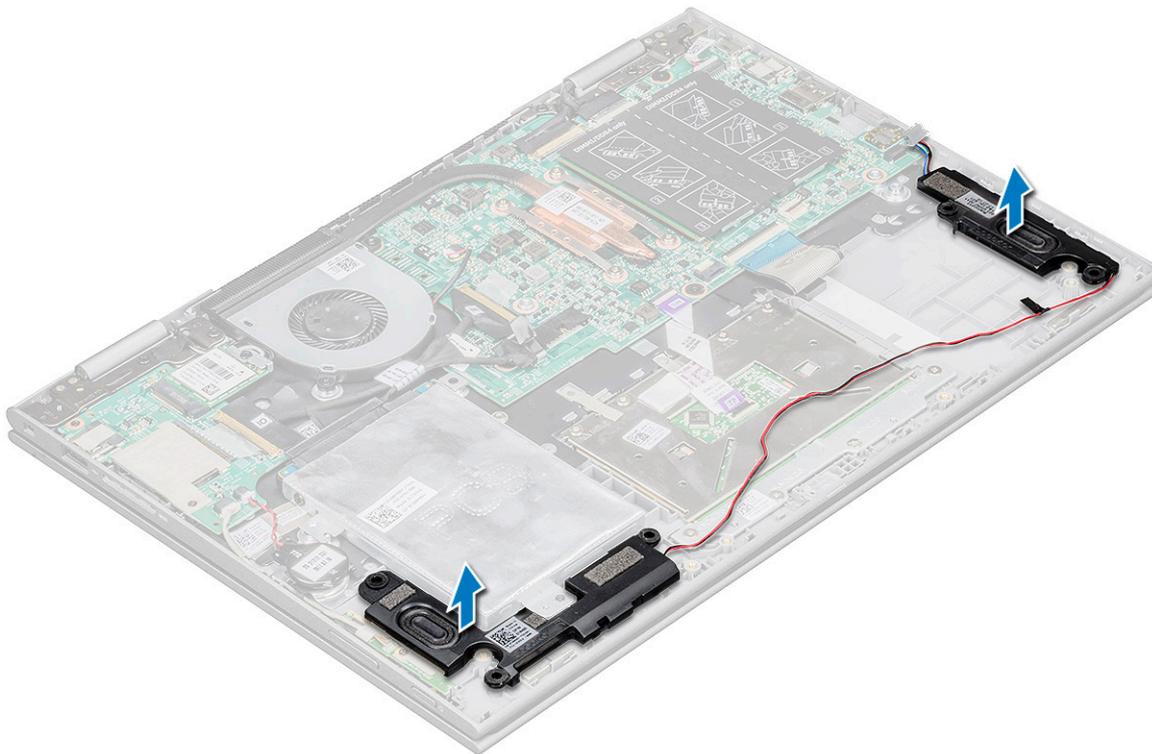
- a Remove the mylar tape that secures the speaker cable on the system board [1].

NOTE: Lift the latch and release the LED board cable from the laptop, before un-routing the speaker cable.

- b Disconnect the speaker cable from the connector on the system board [2].
- c Release the speaker cables from the routing clips on the system board [3].



- d Lift the speakers away from the laptop.



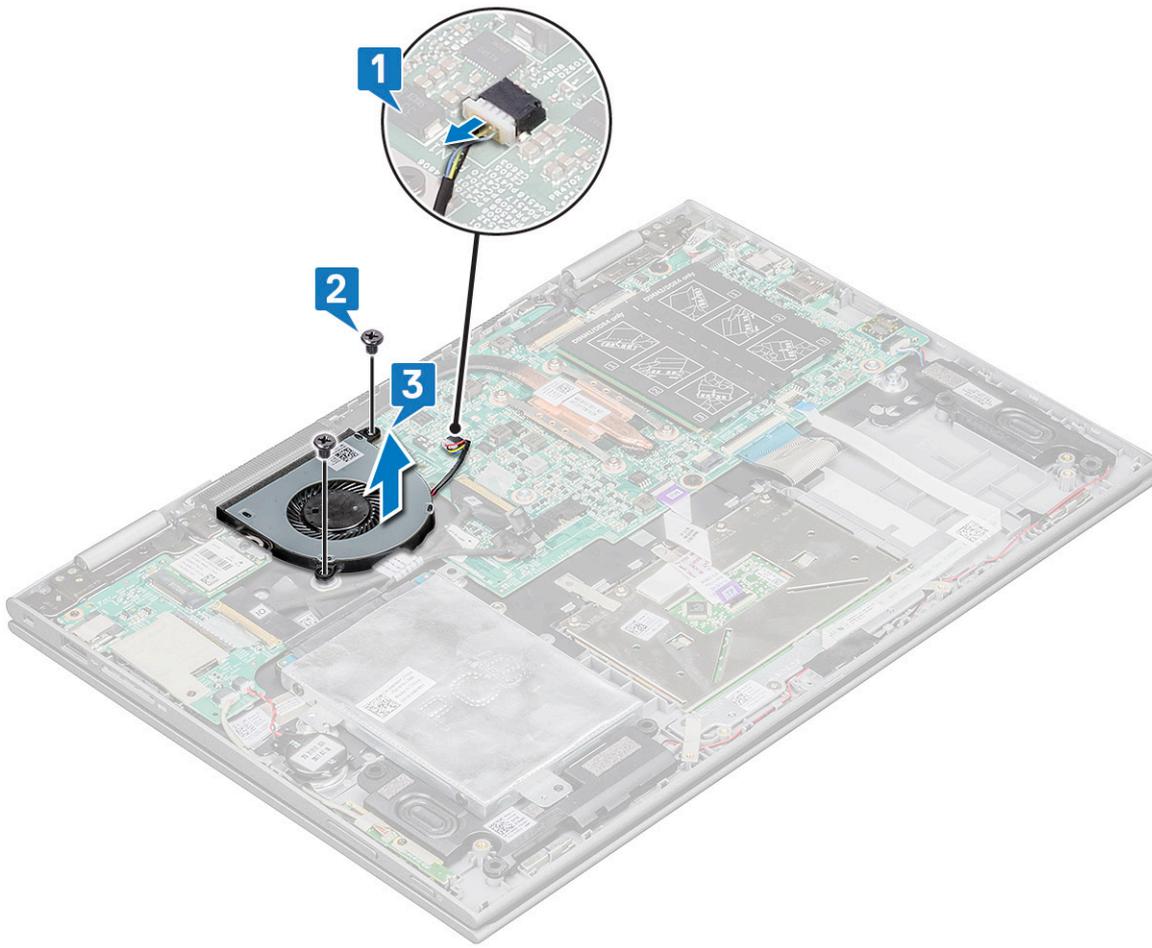
Installing the speakers

- 1 Insert the speakers into the slot on the laptop.
- 2 Route the speaker cable through the cable routing clips.
- 3 Paste the Mylar tape to secure the speaker cable on the system board.
- 4 Connect the speaker cable to the connector on the system board.
- 5 Install the:
 - a LED board
 - b battery
 - c base cover
- 6 Follow the procedure in [After working inside your computer](#).

System fan

Removing the system fan

- 1 Follow the procedure in [Before working inside your computer](#).
- 2 Remove the:
 - a base cover
 - b battery
- 3 To remove the system fan:
 - a Disconnect the system fan cable from the connector on the system board [1].
 - b Remove the screws (2) that secure the system fan to the laptop [2].
 - c Lift the system fan away from the laptop [3].



Installing the system fan

- 1 Place the system fan on the laptop.
- 2 Tighten the screws to secure the system fan to the laptop.
- 3 Connect the system fan cable to the connector on the system board.
- 4 Install the:
 - a [battery](#)
 - b [base cover](#)
- 5 Follow the procedure in [After working inside your computer](#).

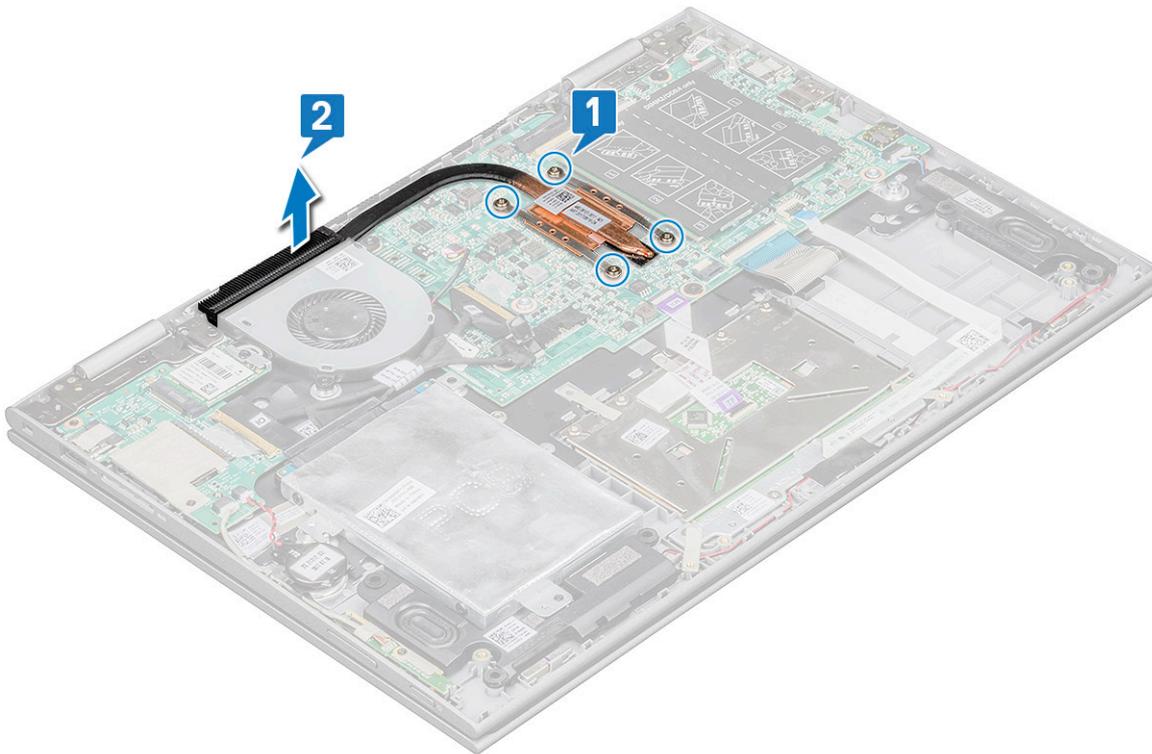
Heat sink

Removing the heat sink

- 1 Follow the procedure in [Before working inside your computer](#).
- 2 Remove the:
 - a [base cover](#)
 - b [battery](#)
- 3 To remove the heat sink:
 - a Loosen the captive screws that secure the heat sink to the laptop[1].



- b Lift the heat sink away from the laptop [2].



NOTE: Ensure to loosen the screws diagonally. The screws cannot be removed completely as being retention screws.

Installing the heat sink

- 1 Place the heat sink on the system board.
- 2 Tighten the captive screws to secure the heat sink to the laptop.

NOTE: Ensure to tighten the screws diagonally to evenly cover the processor. Start with a screw and proceed with diagonally opposite screw, irrespective of which screw one starts with.

- 3 Install the:
 - a battery
 - b base cover
- 4 Follow the procedure in [After working inside your computer](#).

LED board

Removing the LED board

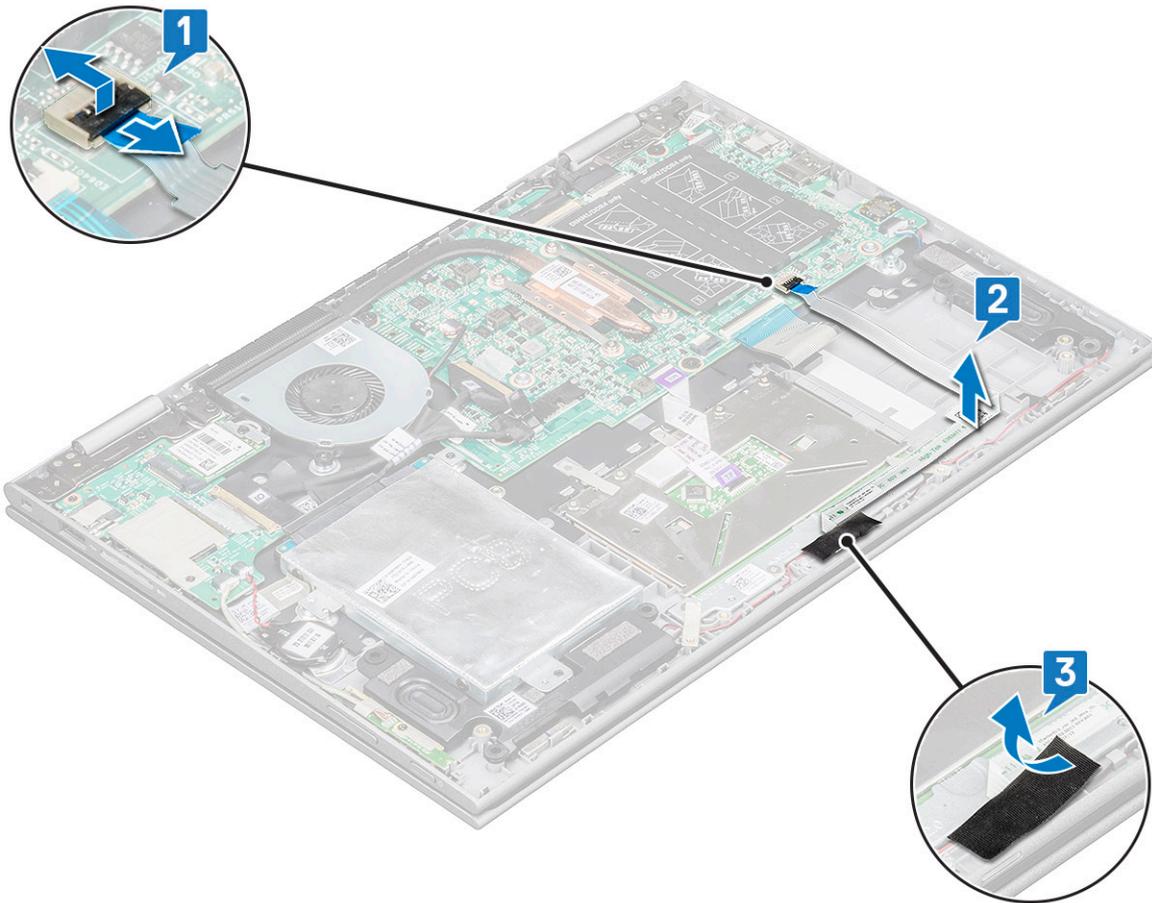
- 1 Follow the procedure in [Before working inside your computer](#).
- 2 Remove the:
 - a base cover
 - b battery
- 3 To remove the LED board:
 - a Lift the latch and disconnect the LED board cable [1].

NOTE: Use a sharp tool or a plastic scribe to gently lift the latch.

b Release the LED board cable from the laptop [2].

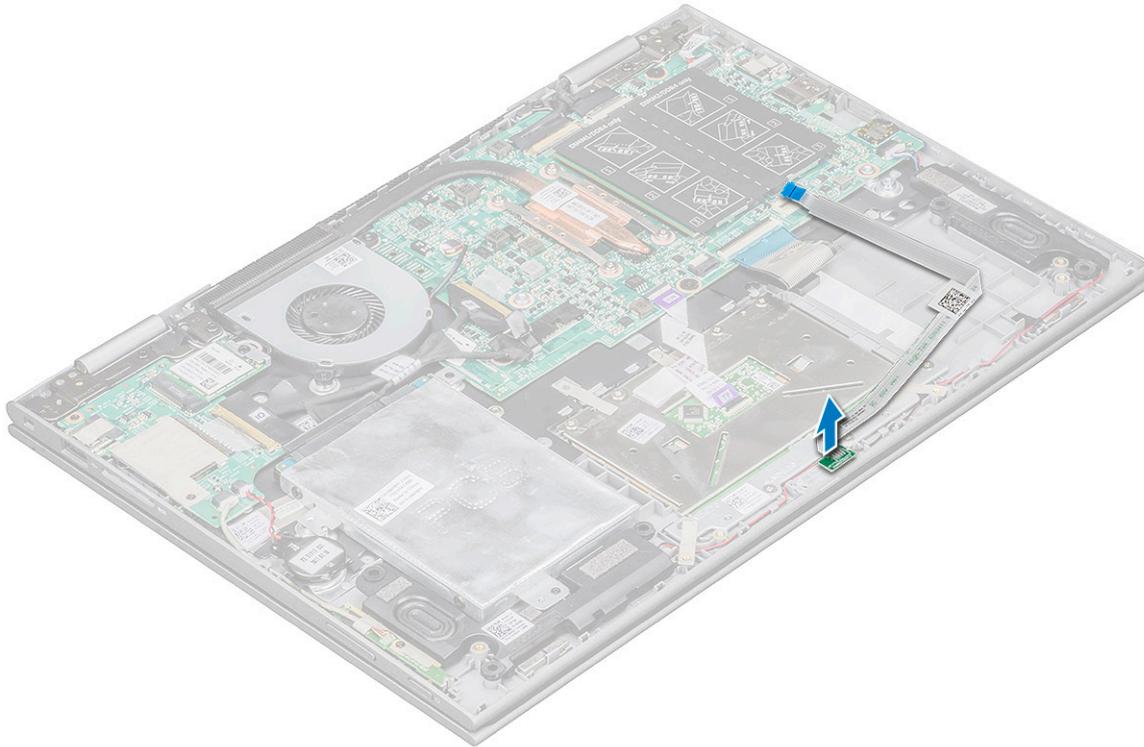
NOTE: LED board cable is glued with an adhesive, ensure to peel gently to avoid damage.

c Peel the adhesive tape to access the LED board [3].



d Lift the LED board away from the laptop .

NOTE: The LED board is secured on a cylindrical plastic hook. Ensure to lift the board without a damage to the LED board hole, that secures it on the system board.



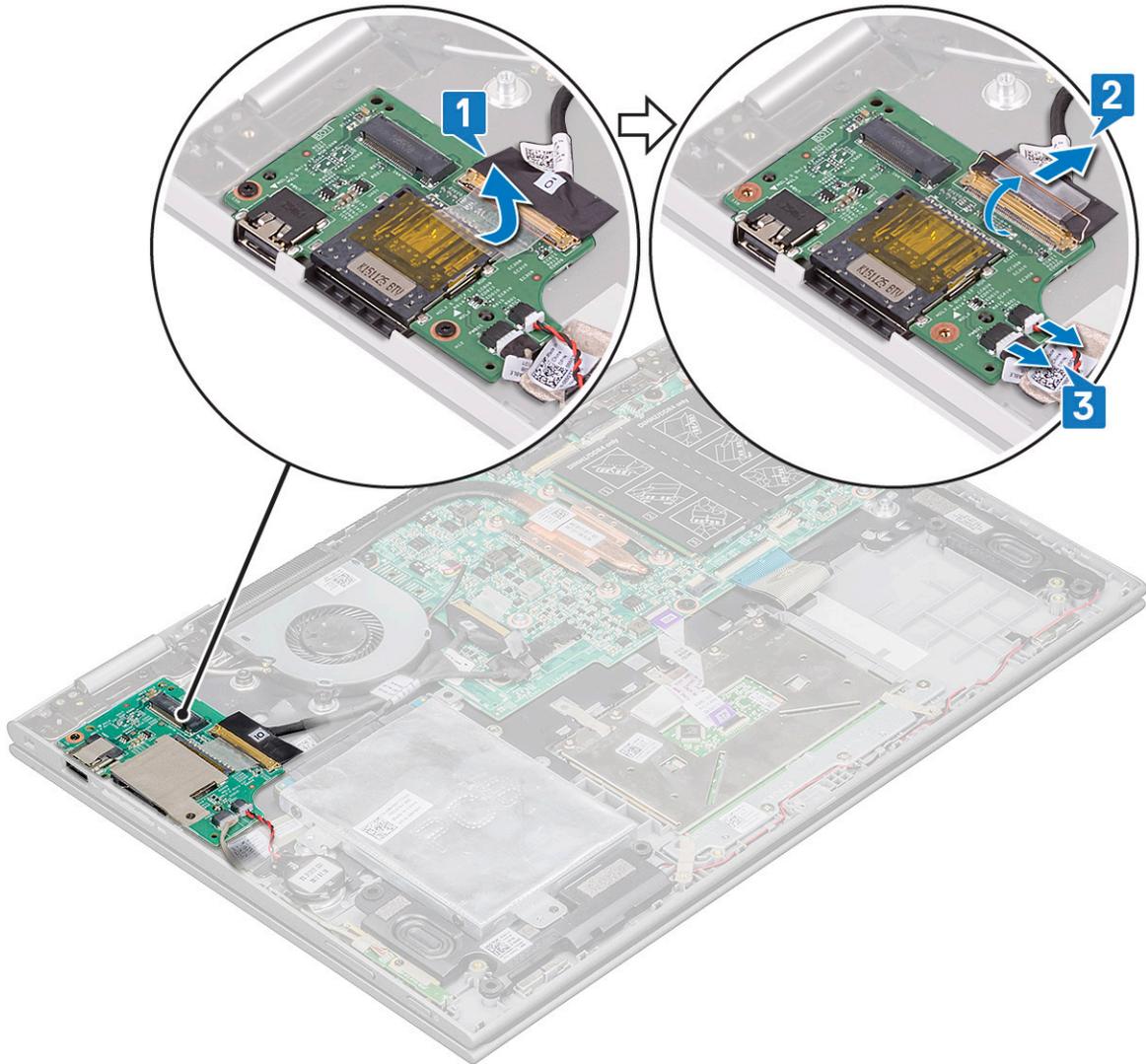
Installing the LED board

- 1 Insert the LED board into the slot on the laptop.
 - NOTE:** Ensure to align the LED board hole to the cylindrical hook to secure the board on the system board.
- 2 Affix the adhesive tape to secure the LED board to the laptop.
- 3 Affix the LED board cable to the adhesive tape on the system board and connect the LED board cable to the connector. Release the latch.
- 4 Install the:
 - a battery
 - b base cover
- 5 Follow the procedure in [After working inside your computer](#).

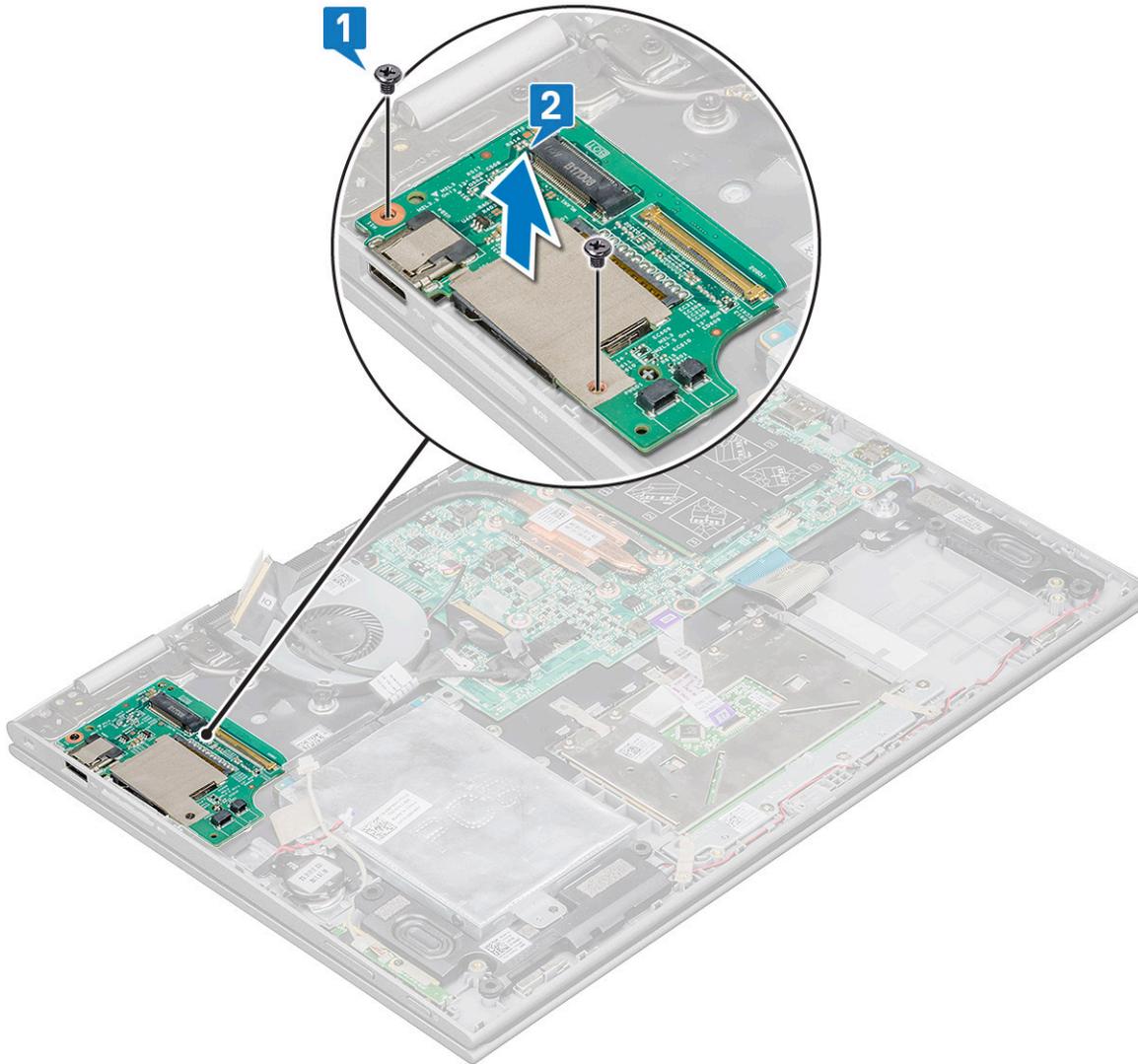
Input/Output(I/O) boards

Removing the Input-Output board

- 1 Follow the procedure in [Before working inside your computer](#).
- 2 Remove the:
 - a base cover
 - b battery
- 3 To remove the I/O board:
 - a Peel and lift the plastic label of the I/O board cable [1].
 - b Pull the copper lever to disconnect the I/O board cable on the system board [2].
 - NOTE:** Ensure to pull the copper lever by an angle 15° to 20°, to avoid damage to the connector copper pins.
 - c Disconnect the coin cell battery and power and volume button board cables from the I/O board [3].



- d Remove the screw (2) that secures the I/O board to the laptop chassis [1].
- e Lift the I/O board from the laptop chassis [2].



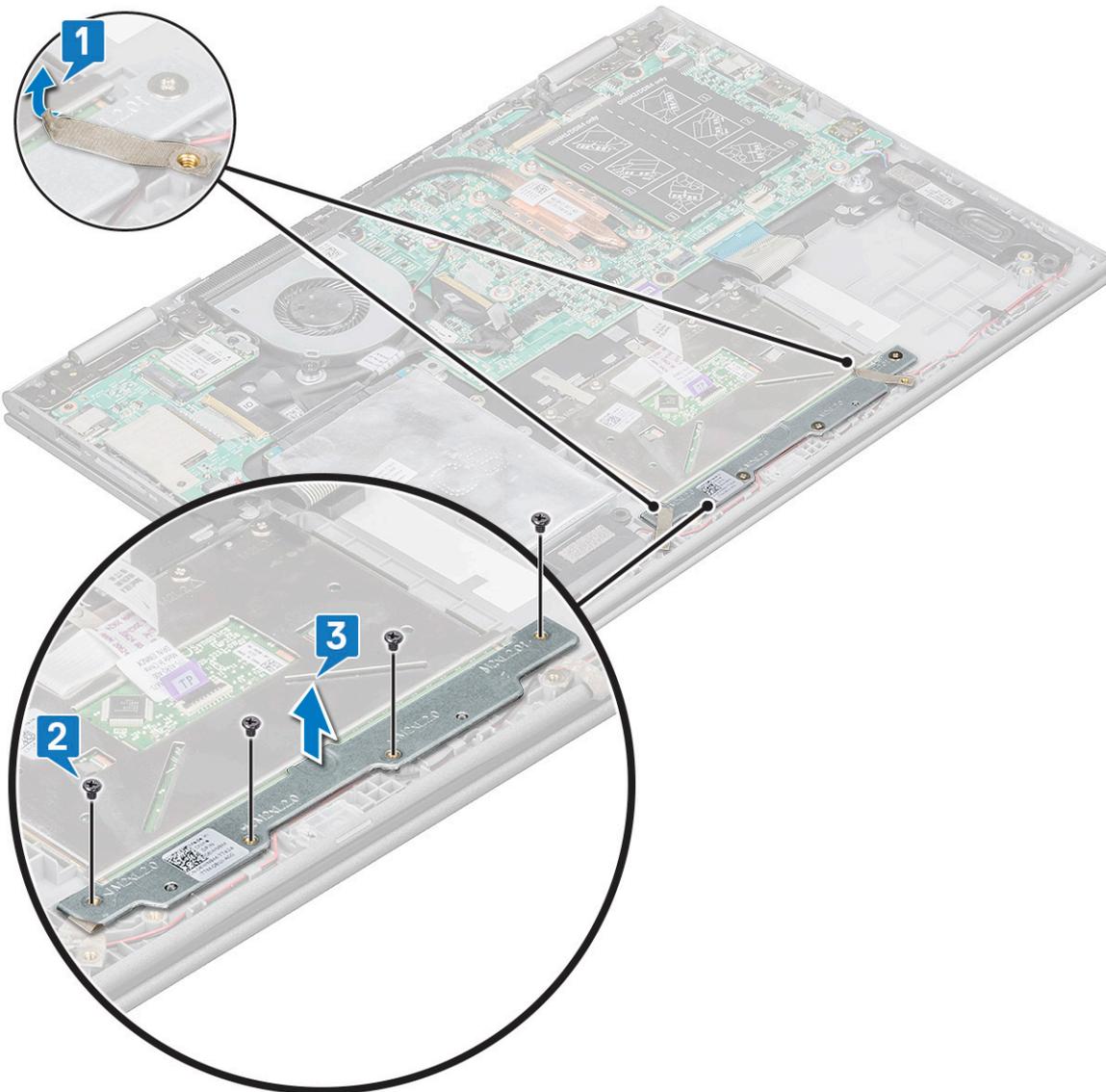
Installing the Input-Output board

- 1 Place the I/O board on the laptop.
- 2 Tighten the screws to secure the I/O board to the laptop.
- 3 Connect the coin cell battery and power and volume button board cables to the connector on the I/O board.
- 4 Connect the I/O board cable to the connector on the system board.
- 5 Affix the adhesive tape to secure the I/O board cable and release the copper latch.
- 6 Install the:
 - a [battery](#)
 - b [base cover](#)
- 7 Follow the procedure in [After working inside your computer](#).

Touchpad buttons board

Removing the touchpad

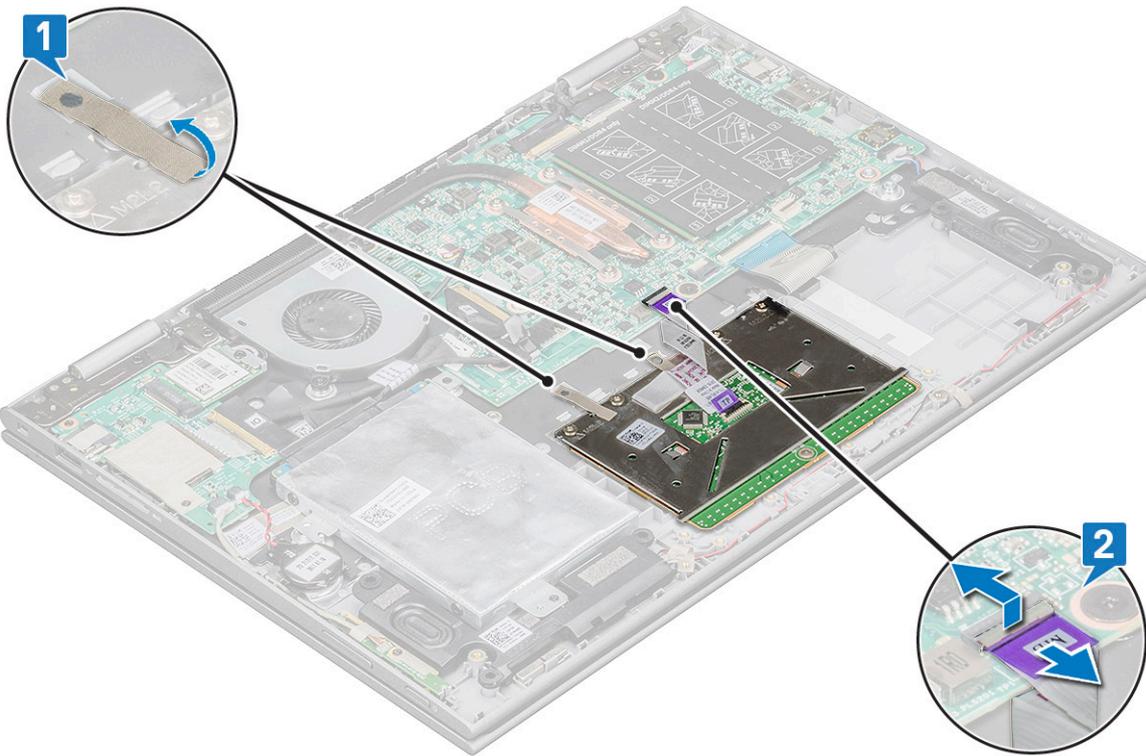
- 1 Follow the procedure in [Before working inside your computer](#).
- 2 Remove the:
 - a [base cover](#)
 - b [battery](#)
- 3 To remove the touchpad metal bracket:
 - a Remove the mylar tapes that secures the speaker cable to the laptop [1].
 - b Remove the screws (4) that secure the touchpad board to the laptop chassis [2].
 - c Lift the touchpad metal bracket from the laptop chassis [3].



- 4 To release the touchpad:
 - a Remove the mylar tapes that secure the touchpad bracket to the laptop [1]
 - b Lift the latch and release touchpad cable on the system board [2].

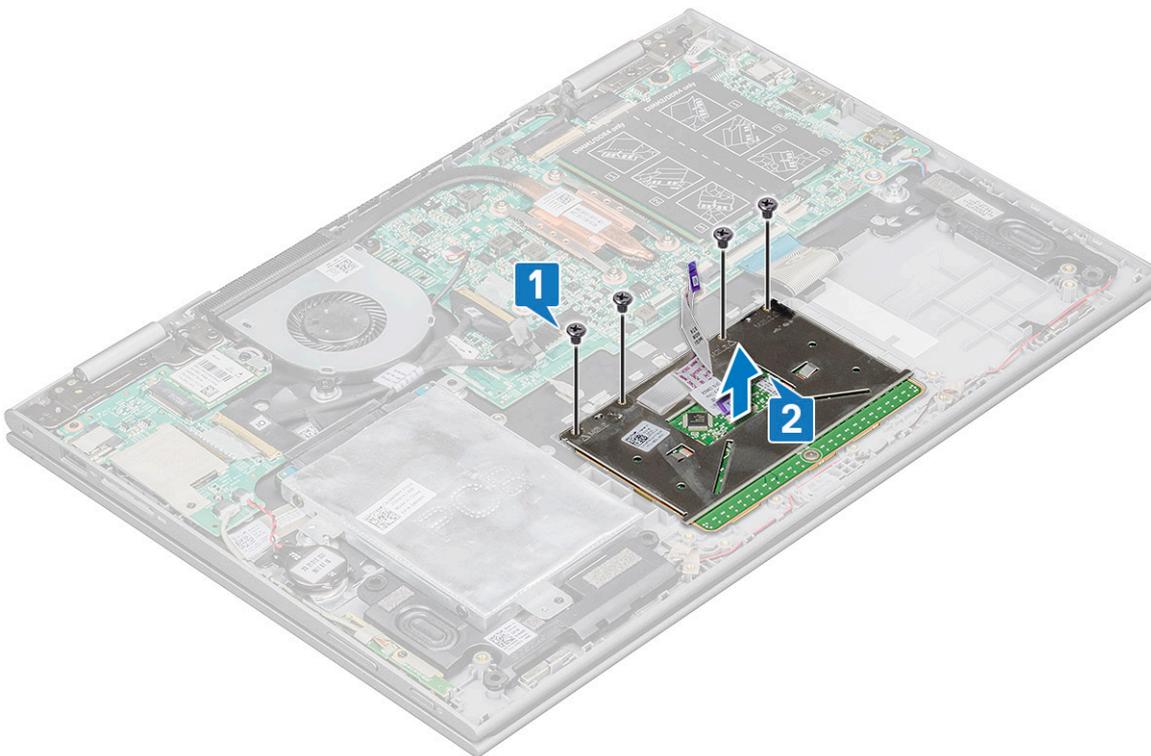


c Pull the touchpad cable to release it from adhesive that secure the cable to the laptop.



5 To remove touchpad board:

- a Remove the screws (4) that secure the touchpad to the laptop [1].
- b Lift the touchpad away from the laptop chassis [2].



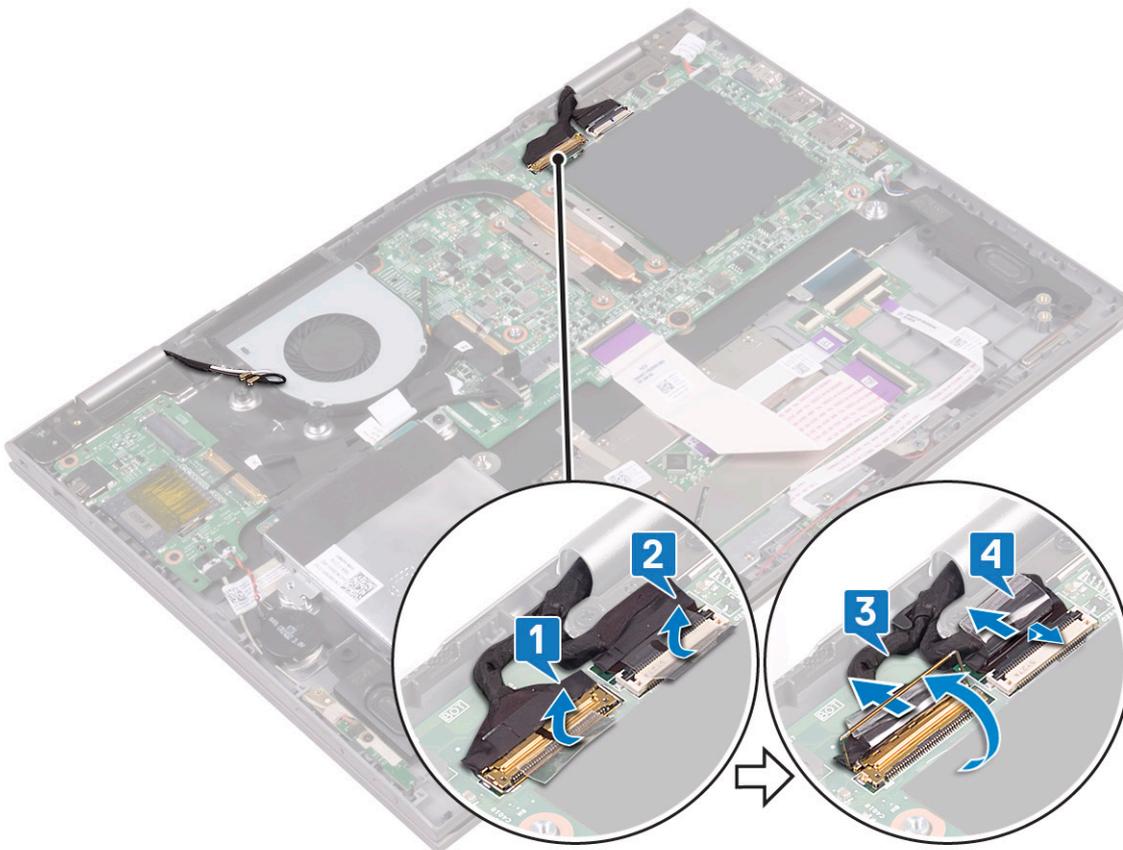
Installing the touchpad

- 1 Place the touchpad on the laptop.
- 2 Tighten the screws to secure the touchpad to the laptop.
- 3 Place the metal tab over the touchpad.
- 4 Tighten the screws to secure the metal tab.
- 5 Connect the touchpad cable and keyboard daughter board cable to the connectors on the system board.
- 6 Install the:
 - a [battery](#)
 - b [base cover](#)
- 7 Follow the procedure in [After working inside your computer](#).

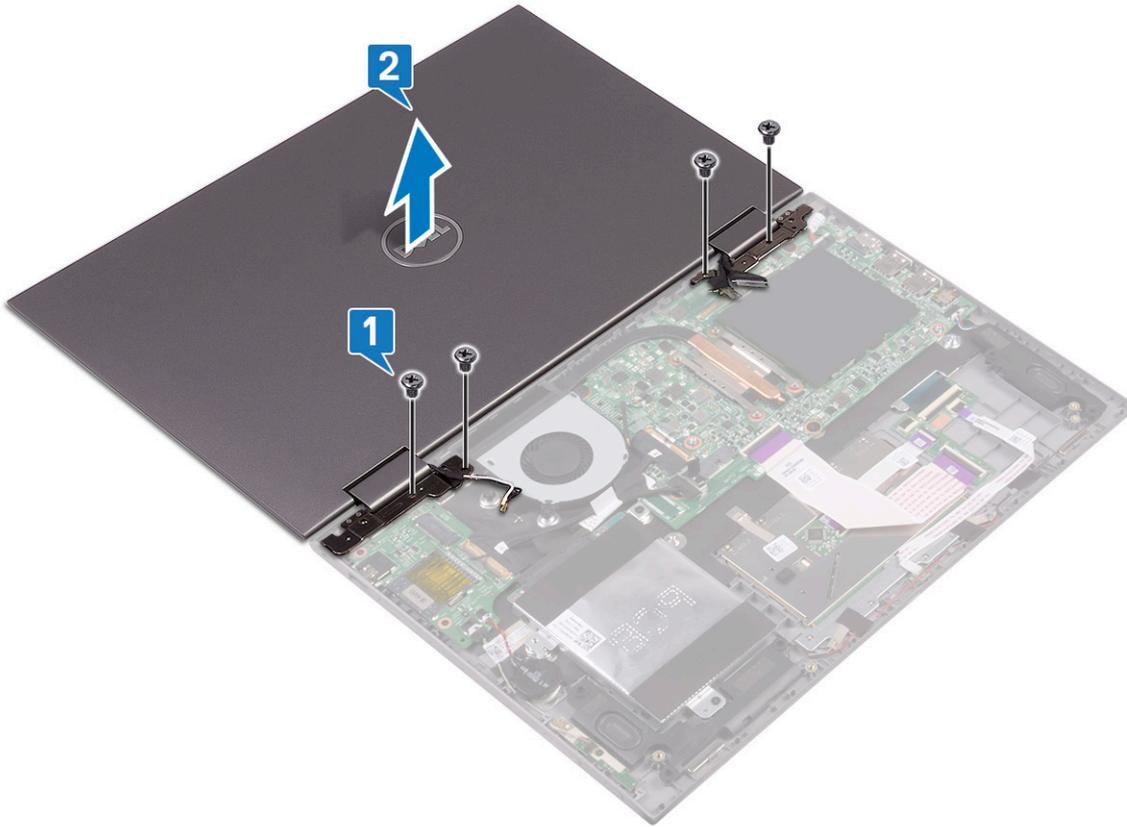
Display assembly

Removing the display assembly

- 1 Follow the procedure in [Before working inside your computer](#).
- 2 Remove the:
 - a [base cover](#)
 - b [battery](#)
 - c [WLAN card](#)
- 3 To release the display assembly:
 - a Peel the adhesive tapes that secure the display cable and touch screen board cables [1] [2].
 - b Open the latches and disconnect the display and touch screen board cables from the system board [3] [4].



- 4 Turn the computer over and open the display.
- 5 To remove display assembly:
 - a Remove the screws that secure the display assembly to the laptop chassis [1].
 - b Lift the display assembly away from the laptop chassis [2].



Installing the display assembly

- 1 Align the display assembly with the screw holders on the laptop chassis.
- 2 Tighten the screw to secure the display assembly to the laptop chassis.
- 3 Close the display and turn the laptop over.
- 4 Connect the display and touch screen board cables to the connectors on the system board.
- 5 Affix the adhesive tapes to secure the display and touch screen board cables.
- 6 Install the:
 - a [WLAN card](#)
 - b [battery](#)
 - c [base cover](#)
- 7 Follow the procedure in [After working inside your computer](#).

Display cover

Removing the display cover

- 1 Follow the procedure in [Before working inside your computer](#).
- 2 Remove the:

- a base cover
 - b battery
 - c display assembly
- 3 To remove the display cover:
- a Using a plastic scribe, pry the display cover from the edges to release it from the display assembly [1].
 - b Lift the display cover away from the display assembly [2].
 - c Release the display cable and touch screen board cable from under the display hinge [3].



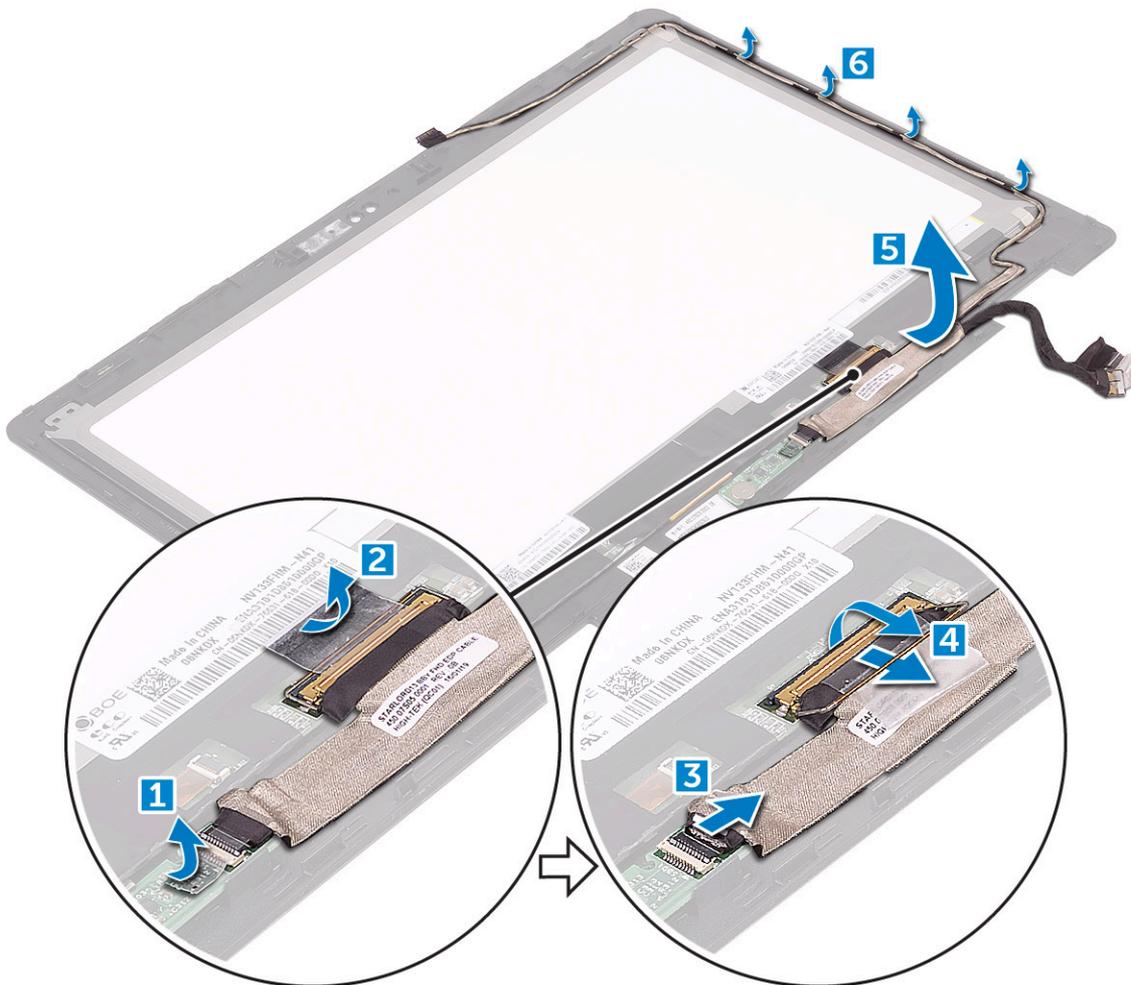
Installing the display cover

- 1 Route the display cable and touch screen board cable to the display hinge.
- 2 Place the display cover on the display assembly and press along the edges to secure it.
- 3 Install the:
 - a display assembly
 - b battery
 - c base cover
- 4 Follow the procedure in [After working inside your computer](#).

Display (eDP) cable

Removing the display cable

- 1 Follow the procedure in [Before working inside your computer](#).
- 2 Remove the:
 - a [base cover](#)
 - b [battery](#)
 - c [display assembly](#)
 - d [display cover](#)
- 3 To remove the display cable:
 - a Peel the adhesive tapes [1] [2].
 - b Disconnect the sensor board cable from the display panel [3].
 - c Open the latch and disconnect the display cable from the display panel [4].
 - d Lift the display cable away from the display panel [5].
 - e Release the display cable from the routing channels [6].



Installing the display cable

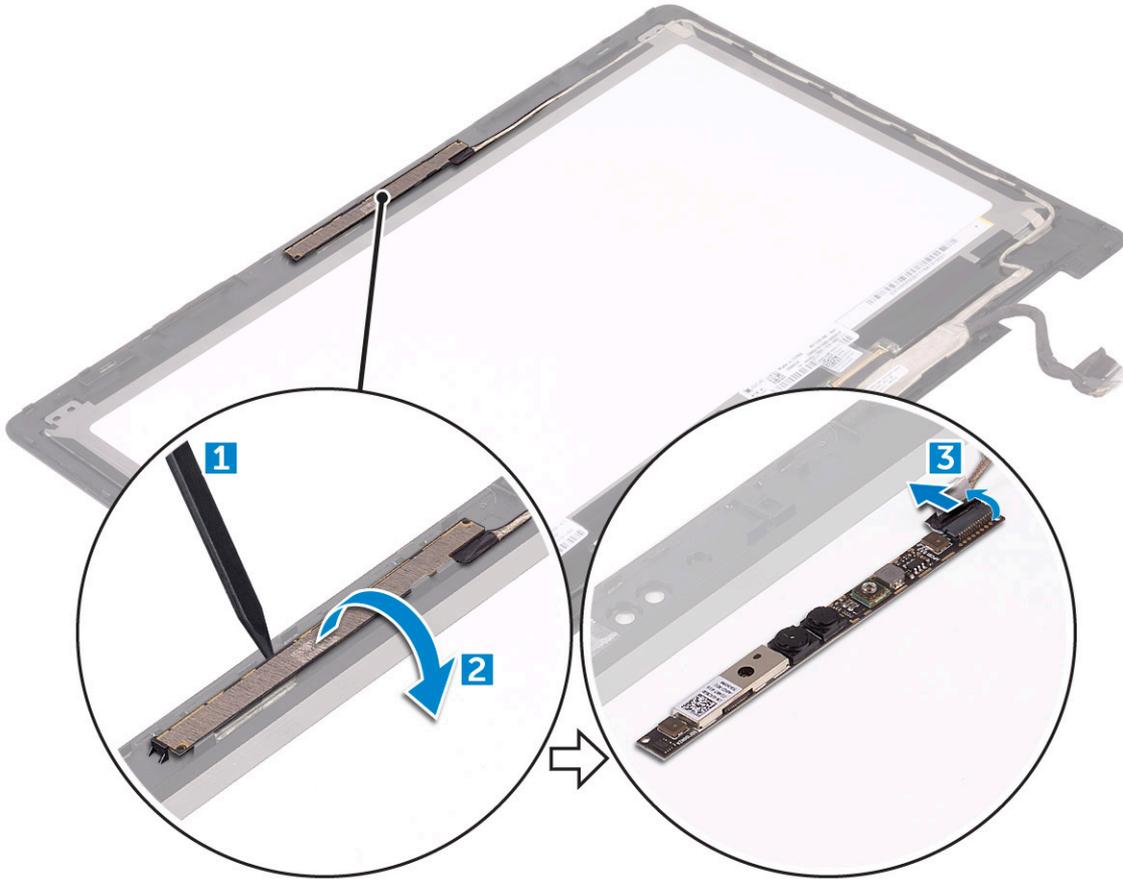
- 1 Route the display cable through the placeholders on the display panel.
- 2 Align the display cable along the routing channels on the display panel.
- 3 Connect the display cable and sensor board cable to the connectors on the display panel.
- 4 Affix the adhesive tapes to secure the display cable and sensor board cable.
- 5 Install the:
 - a [display cover](#)
 - b [display assembly](#)
 - c [battery](#)
 - d [base cover](#)
- 6 Follow the procedure in [After working inside your computer](#).

Camera

Removing the camera

- 1 Follow the procedure in [Before working inside your computer](#).
- 2 Remove the:
 - a [base cover](#)
 - b [battery](#)
 - c [display assembly](#)
 - d [display cover](#)
- 3 To remove the camera:
 - a Using a plastic scribe, release the camera module from the display panel [1] [2].
 - b Disconnect the camera cable from the camera module [3].





Installing the camera

- 1 Connect the camera cable to the connector on the camera module.
- 2 Insert the camera module into the slot on the display panel.
- 3 Install the:
 - a [display cover](#)
 - b [display assembly](#)
 - c [battery](#)
 - d [base cover](#)
- 4 Follow the procedure in [After working inside your computer](#).

System board

Removing the system board

- 1 Follow the procedure in [Before working inside your computer](#).
- 2 Remove the:
 - a [base cover](#)
 - b [battery](#)
 - c [hard disk](#)
 - d [memory module](#)

- e coin cell battery
- f WLAN card
- g system fan
- h heat sink

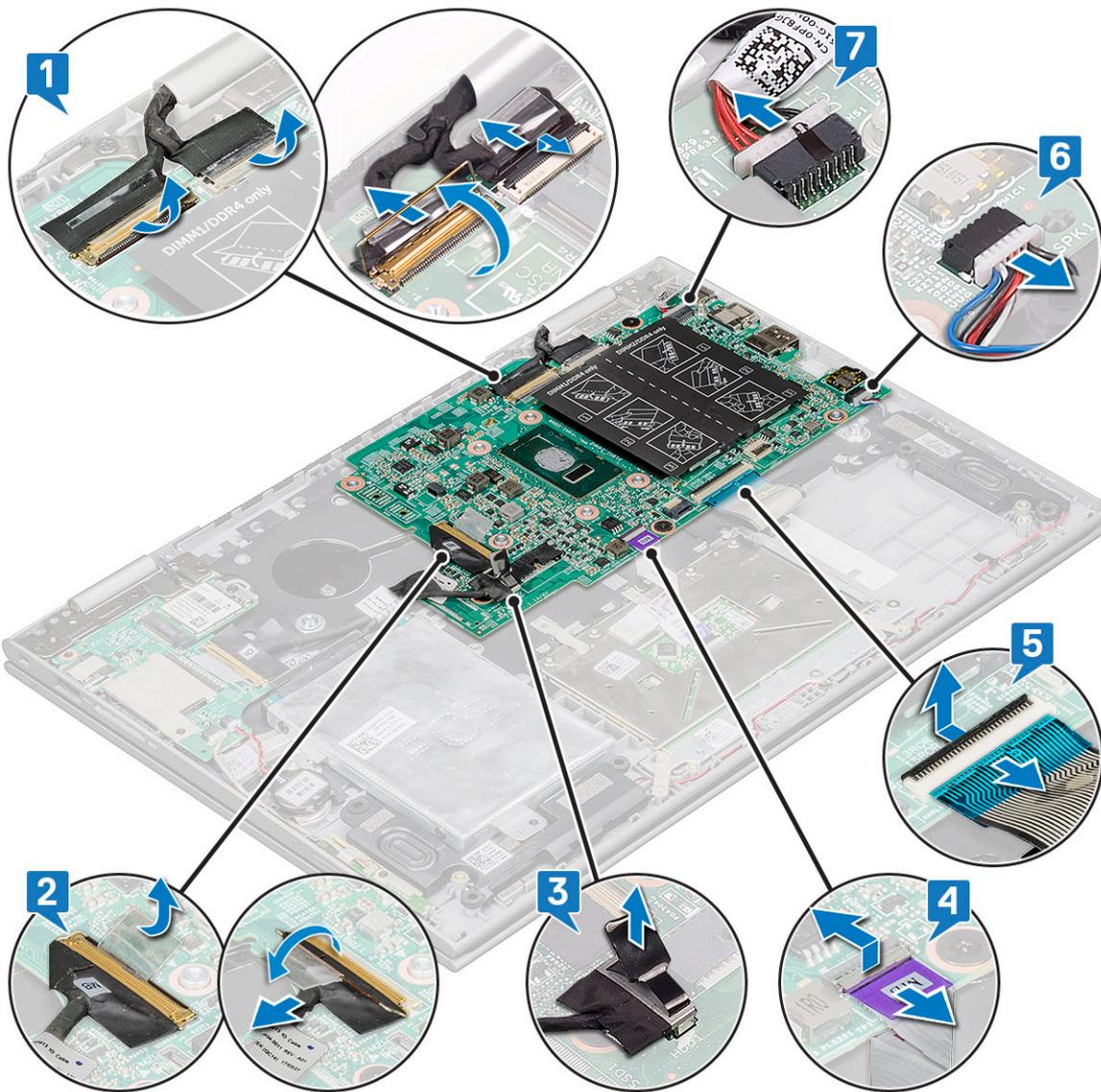
3 To disconnect the following cables from the system board:

- a Lift the latch and disconnect the touch screen cable and display cable [1].
- b Pull the plastic label and release the I/O board cable on the system board [2].
- c Pull the label to disconnect the HDD cable on the system board [3]
- d Lift the latch and release the touchpad cable [4].
- e Lift the latch and release the cable [5].
- f Disconnect the speaker cable on the system board [6].

NOTE: Ensure to use a plastic scribe and push the cable connector towards 6 o'clock to avoid damage to the connector and cable

- g Remove the screws (2) that secures USB Type-C bracket to the system board.
- h Disconnect the power connector port cable on the system board [7].

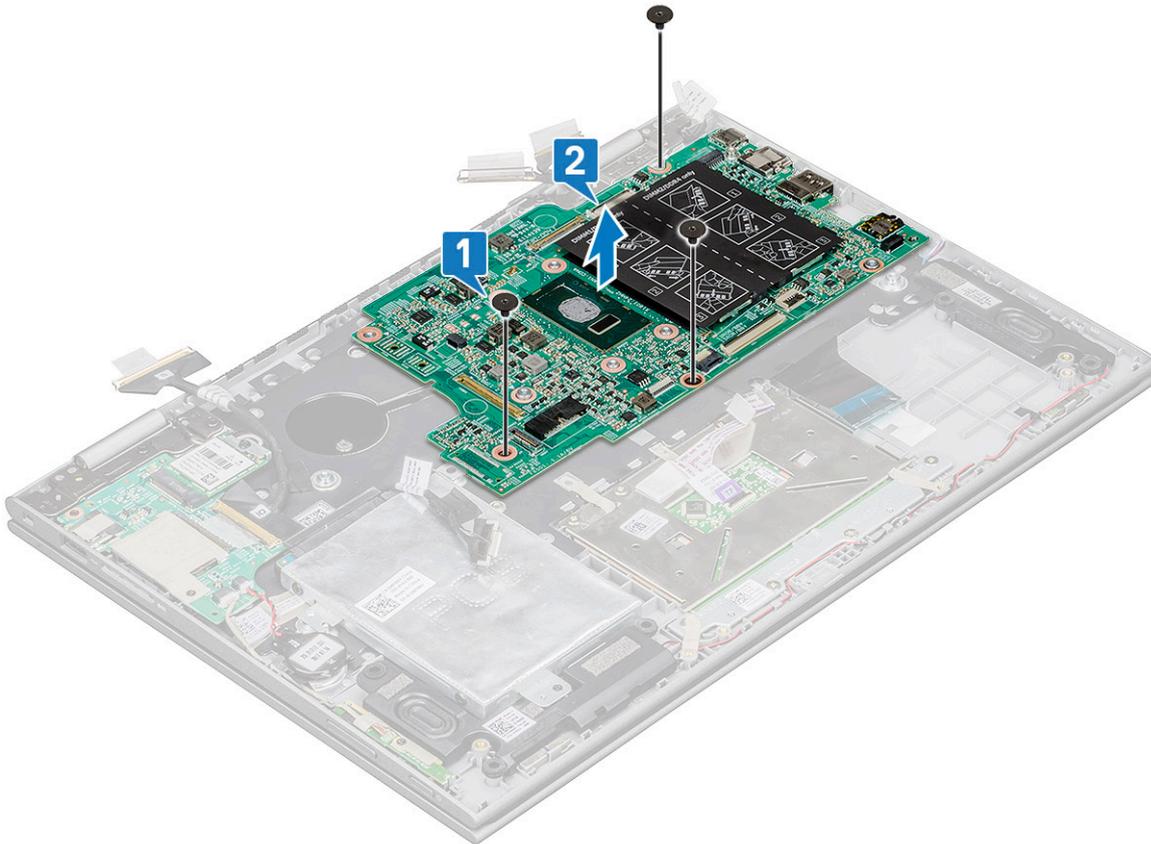
NOTE: Ensure to use a plastic scribe and push the cable connector towards 12 o'clock to avoid damage to the connector and cable



4 To remove the system board:



- a Remove the screws (3) that secure the system board to the laptop [1].
- b Lift the system board away from the laptop[2].



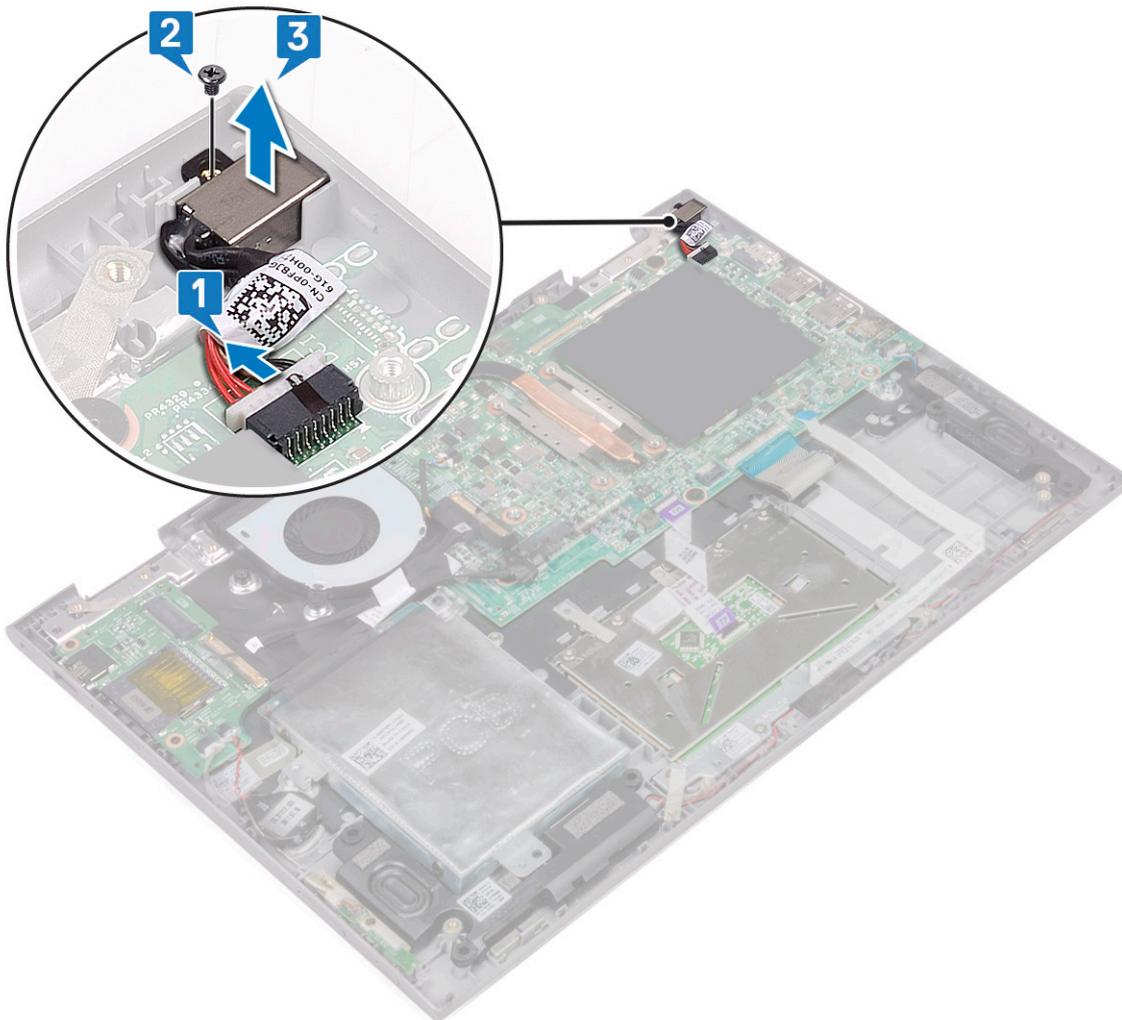
Installing the system board

- 1 Place the system board on the laptop.
- 2 Tighten the screws to secure the system board to the laptop.
- 3 Connect the following cables to the connectors on the system board:
 - a display
 - b touch screen
 - c power connector port
 - d speaker
 - e keyboard daughter board
 - f I/O board
- 4 Affix the adhesive tapes to secure the I/O board, display, and touch screen cables.
- 5 Install the:
 - a [heat sink](#)
 - b [system fan](#)
 - c [WLAN card](#)
 - d [coin cell battery](#)
 - e [memory module](#)
 - f [hard disk](#)
 - g [battery](#)
 - h [base cover](#)
- 6 Follow the procedure in [After working inside your computer](#).

Power connector port

Removing the power connector port

- 1 Follow the procedure in [Before working inside your computer](#).
- 2 Remove the:
 - a [base cover](#)
 - b [battery](#)
- 3 To remove the power connector port:
 - a Disconnect the power connector port cable from the connector on the system board [1].
 - b Remove the screw (1) that secures the power connector port to the laptop [2].
 - c Lift the power connector port away from the laptop [3].



Installing the power connector port

- 1 Insert the power connector port into the slot on the laptop.
- 2 Tighten the screw to secure the power connector port to the laptop.

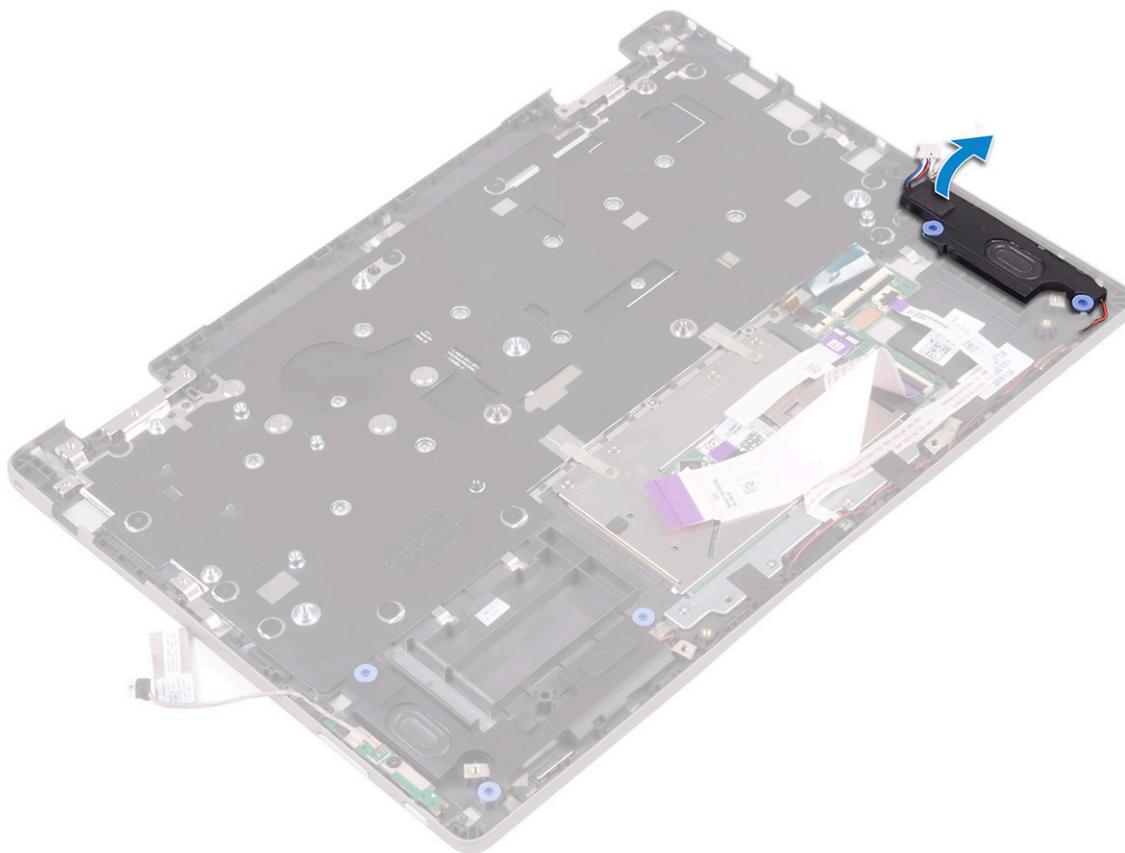


- 3 Connect the power connector port cable to the connector on the system board.
- 4 Install the:
 - a battery
 - b base cover
- 5 Follow the procedure in [After working inside your computer](#).

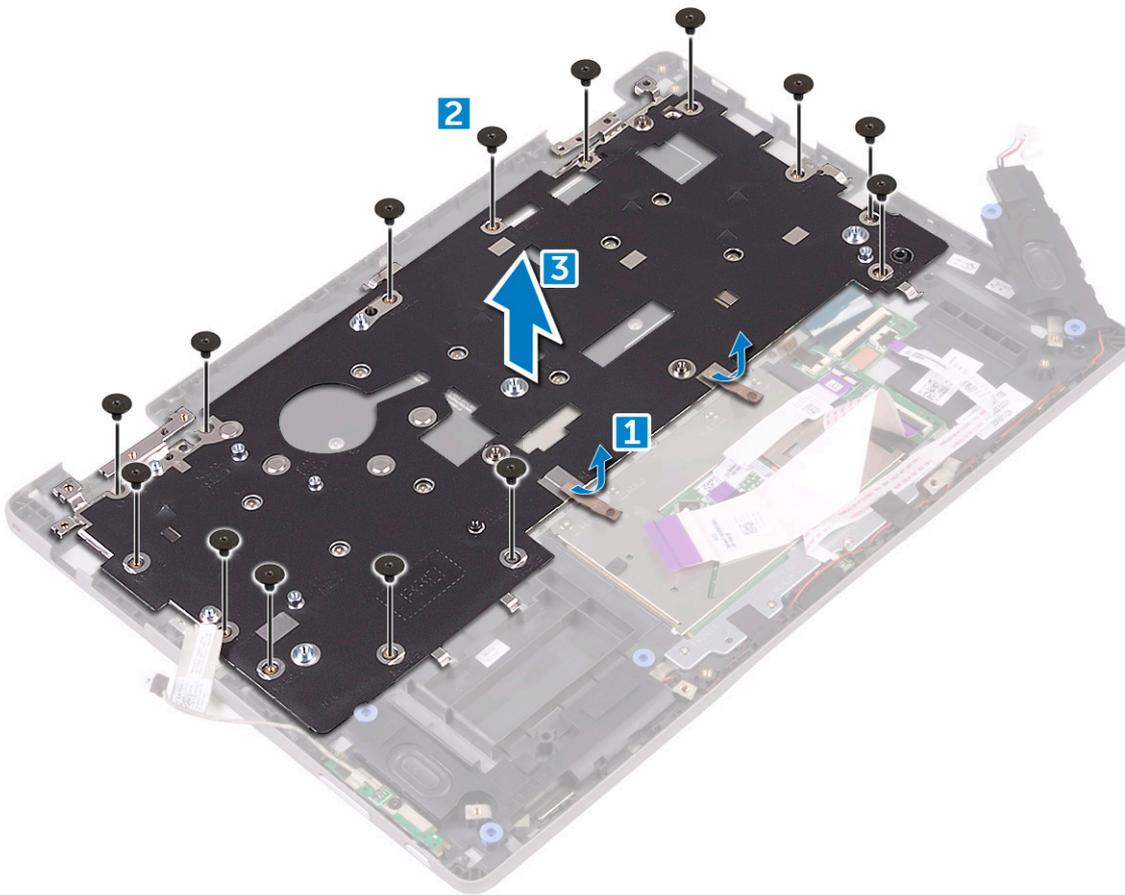
Keyboard

Removing the keyboard

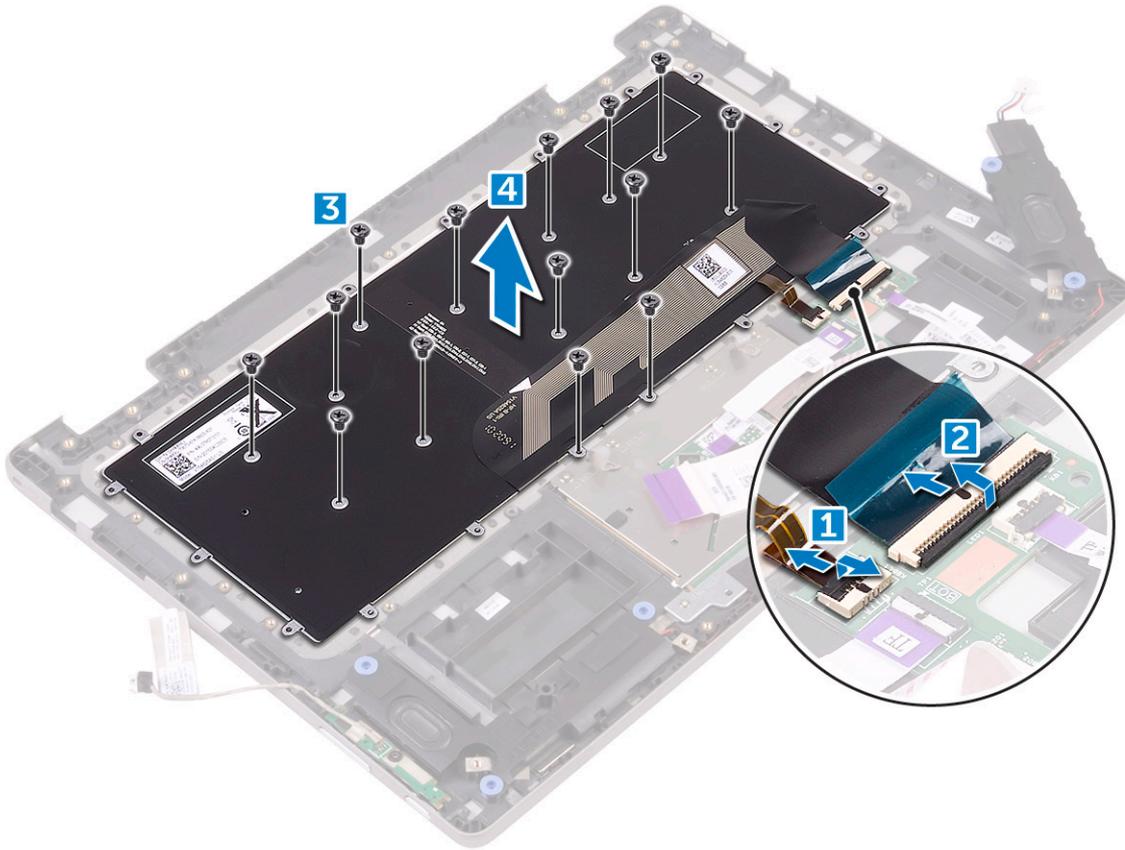
- 1 Follow the procedure in [Before working inside your computer](#).
- 2 Remove the:
 - a base cover
 - b battery
 - c hard disk
 - d memory module
 - e coin cell battery
 - f WLAN card
 - g system fan
 - h heat sink
 - i I/O board
 - j power connector port
 - k display assembly
 - l system board
- 3 Disconnect the speaker cable and lift the speaker away from the computer chassis.



- 4 To release the keyboard:
 - a Remove the screws that secure the keyboard shield to the keyboard.
 - b Lift the keyboard shield away from the keyboard.



- 5 To remove the keyboard:
 - a Open the latches and disconnect the keyboard backlight cable [1] and keyboard cable [2] from the system board.
 - b Remove the screws that secure the keyboard to the computer chassis [3].
 - c Lift the keyboard away from the computer chassis [4].



Installing the keyboard

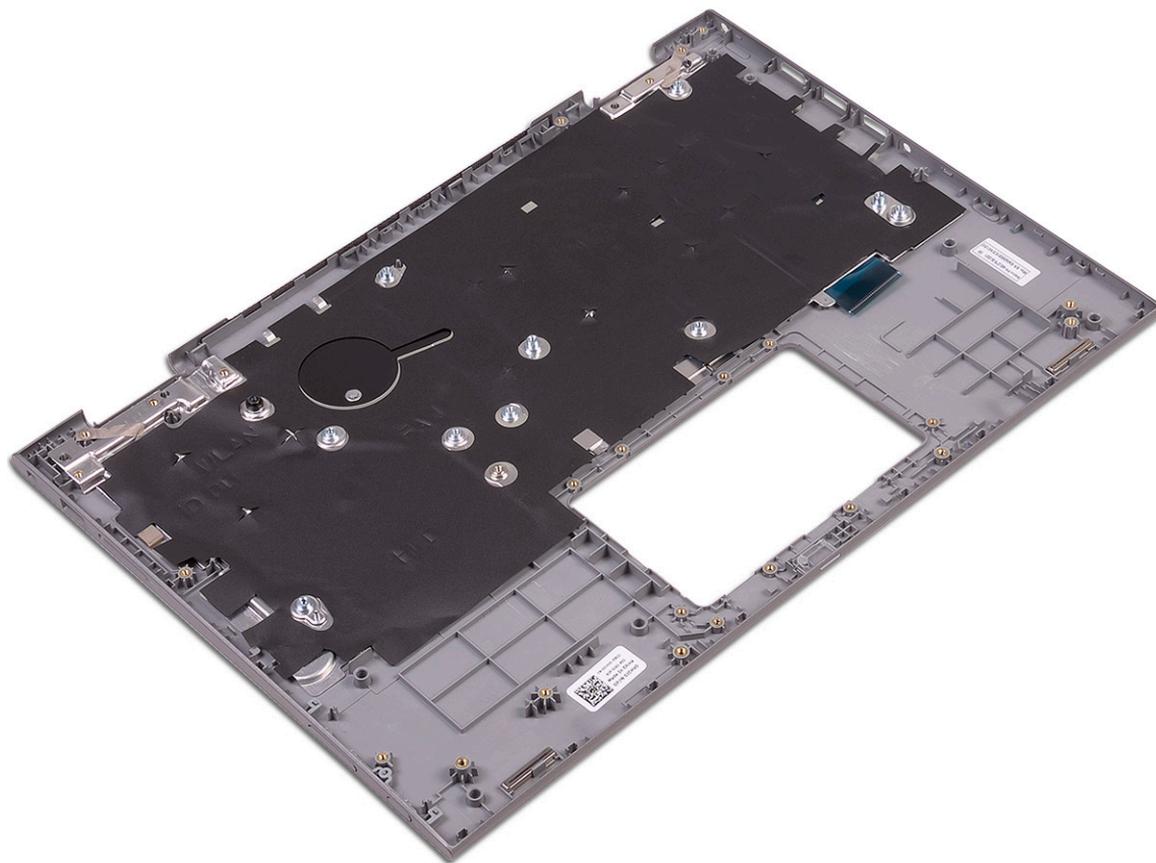
- 1 Place the keyboard on the laptop chassis.
- 2 Tighten the screws to secure the keyboard to the laptop chassis.
- 3 Connect the keyboard backlight cable and keyboard cable to the connectors on the system board.
- 4 Place the keyboard shield over to secure the keyboard.
- 5 Tighten the screws to secure the keyboard shield to the keyboard.
- 6 Connect the speaker cable and replace the speaker to the laptop chassis.
- 7 Install the:
 - a system board
 - b display assembly
 - c power connector port
 - d I/O board
 - e heat sink
 - f system fan
 - g WLAN card
 - h coin cell battery
 - i heat sink
 - j hard disk
 - k battery
 - l base cover
- 8 Follow the procedure in [After working inside your computer](#).

Palm rest

Removing the palmrest

- 1 Follow the procedure in [Before working inside your computer](#).
- 2 Remove the:
 - a [base cover](#)
 - b [battery](#)
 - c [WLAN card](#)
 - d [power and volume control board](#)
 - e [memory module](#)
 - f [hard disk](#)
 - g [coin cell battery](#)
 - h [system fan](#)
 - i [touchpad](#)
 - j [heat sink](#)
 - k [I/O board](#)
 - l [LED board](#)
 - m [power connector port](#)
 - n [display assembly](#)
 - o [speakers](#)
 - p [system board](#)
 - q [keyboard](#)

The palmrest is the last component, after removing all the components.



Installing the palmrest

- 1 Place the palmrest on a flat surface.
- 2 Install the:
 - a system board
 - b keyboard
 - c speakers
 - d display assembly
 - e power connector port
 - f I/O board
 - g LED board
 - h heat sink
 - i touchpad
 - j system fan
 - k coin cell battery
 - l hard disk
 - m WLAN card
 - n memory module
 - o power and volume control board
 - p battery
 - q base cover
- 3 Follow the procedure in [After working inside your computer](#).

Technology and components

Power adapter

This laptop is shipped with the 45 W power adapter. This adapter uses an E4 connector.

⚠ WARNING: When you disconnect the power adapter cable from the laptop, grasp the connector, not the cable itself, and then pull firmly but gently to avoid damaging the cable.

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

Processors

This laptop is shipped with the following processors:

- Intel Pentium-4405U
- Intel Core i3-6100U
- Intel Core i5-6200U
- Intel Core i5-6300U

ⓘ NOTE: The clock speed and performance varies depending on the workload and other variables.

Skylake processor

Intel Skylake is the successor to the Intel® Broadwell processor. It is a microarchitecture redesign using an already existing process technology and it will be branded as Intel 6th Gen Core. Like Broadwell, Skylake is available in four variants with suffixes SKL-Y, SKL-H, and SKL-U.

The Skylake also includes Core i7, i5, i3, Pentium and Celeron processors.

Processor performance features

The following table illustrates the performance available on each Skylake.

Table 2. Performance features

| Feature | Feature description | SKL-Y | SKL-U | SKL-H |
|-------------------------|----------------------------------|-----------|-----------|-----------|
| General Features | Cores | Dual Core | Dual Core | Dual Core |
| | CPU/Memory/Graphic Overclocking | No | No | Yes |
| | Intel Extreme Tuning Utility | No | No | Yes |
| | Intel Hyper-Threading Technology | Yes | Yes | Yes |



| Feature | Feature description | SKL-Y | SKL-U | SKL-H |
|--------------------------|--|---|--|--|
| | Intel Smart Cache Technology with last level cache (LLC) sharing between Processor and Gfx cores | Yes | Yes | Yes |
| | Intel Smart Sound Technology | Yes | Yes | Yes |
| | Intel Turbo Boost Technology 2.0 | Yes | Yes | Yes |
| | Last Level Cache (LLC) | Up to 4M | Up to 4M | Up to 4M |
| | Voltage Optimizer | Yes | TBD | TBD |
| Display | 3 Independent Display Support | Yes | Yes | Yes |
| | HDMI 2.0 Display @60Hz | 3840x2160 | 3840x2160 | 3840x2160 |
| | DP/eDP Display @60Hz | 3840x2160 | 4096x2304 | 4096x2304 |
| | eDP 1.3, support for MPO, NV12 | Yes | Yes | Yes |
| Media | Intel Built-In Visuals | Yes | Yes | Yes |
| Compute | OpenCL 2.0 | Yes | No | yes |
| Platform Hardware | 14nm process | Yes | Yes | Yes |
| | 16PCIe Graphic lanes (configurable as 1x16 or 2x8 or 1x8+2x4) | No | No | Yes |
| | PCIe Gen3.0 support | No | No | Yes |
| | Switchable graphics (muxless solution) | No | Yes | Yes |
| Memory | Memory Type | <ul style="list-style-type: none"> · LPDDR3 · DDR3L | <ul style="list-style-type: none"> · LPDDR3 · DDR3L · DDR4 | <ul style="list-style-type: none"> · LPDDR3 · DDR3L · DDR4 |
| | Connector / Memory Down | Memory down | SODIMM | SODIMM |
| | Speed | <ul style="list-style-type: none"> · 1866MT/s for LPDDR3 · 1600MT/s for DDR3L | <ul style="list-style-type: none"> · 1866MT/s for LPDDR3 · 1600MT/s for DDR3L · 2133MT/s for DDR4 | <ul style="list-style-type: none"> · 1866MT/s for LPDDR3 · 1600MT/s for DDR3L · 2133MT/s for DDR4 |
| | Max Capacity | <ul style="list-style-type: none"> · LPDDR3=16 GB · DDR3L=4 GB | <ul style="list-style-type: none"> · DDR3L=16 GB · LPDDR3=16 GB · DDR4=32 GB | <ul style="list-style-type: none"> · DDR3L=16 GB · LPDDR3=16 GB · DDR4=32 GB |
| OS Support | Windows 10 (64-bit) | Yes | Yes | Yes |
| | Windows 7 (64-bit / 32bit) | Yes | Yes | Yes |
| | Windows 8.1 (64-bit) | Yes | Yes | Yes |



| Feature | Feature description | SKL-Y | SKL-U | SKL-H |
|---------|---------------------------------------|-------|-------|-------|
| | Linux (kernel and associated modules) | Yes | Yes | Yes |
| | Chrome | Yes | Yes | No |
| | Android | No | No | No |

Identifying processors in Windows 10

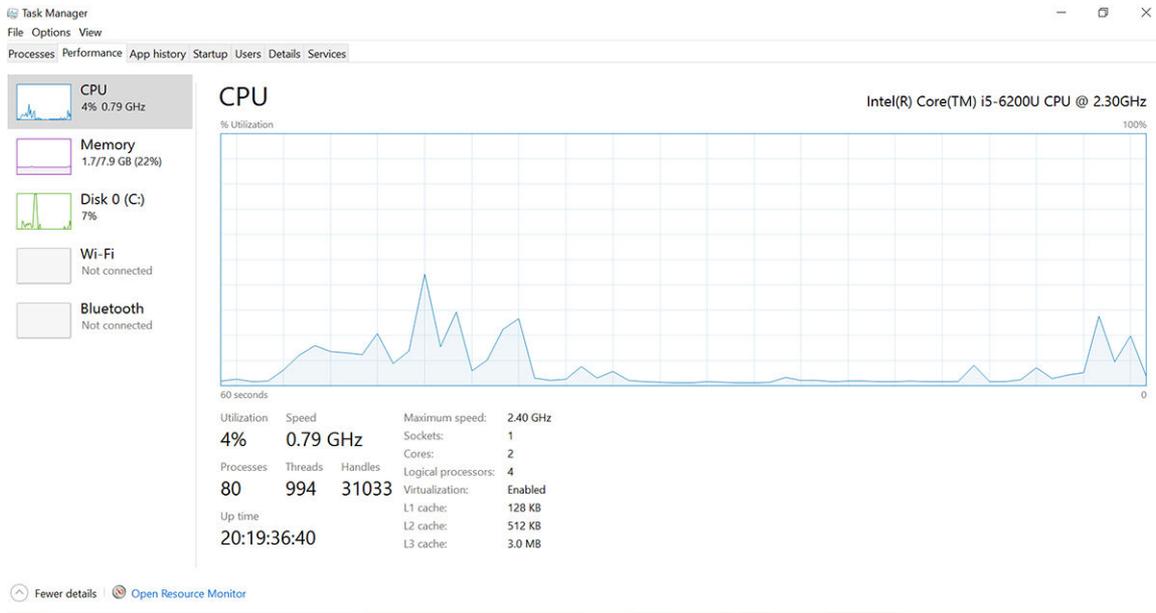
- 1 Tap **Search the Web and Windows**.
- 2 Type **Device Manager**.
- 3 Tap **Processor**.



The processor information is displayed.

Verifying the processor usage in Task Manager

- 1 Right Click on the taskbar.
- 2 Select **Start Task Manager**.
The **Windows Task Manager** window is displayed.
- 3 Click the **Performance** tab in the **Windows Task Manager** window.
The processor performance details are displayed.

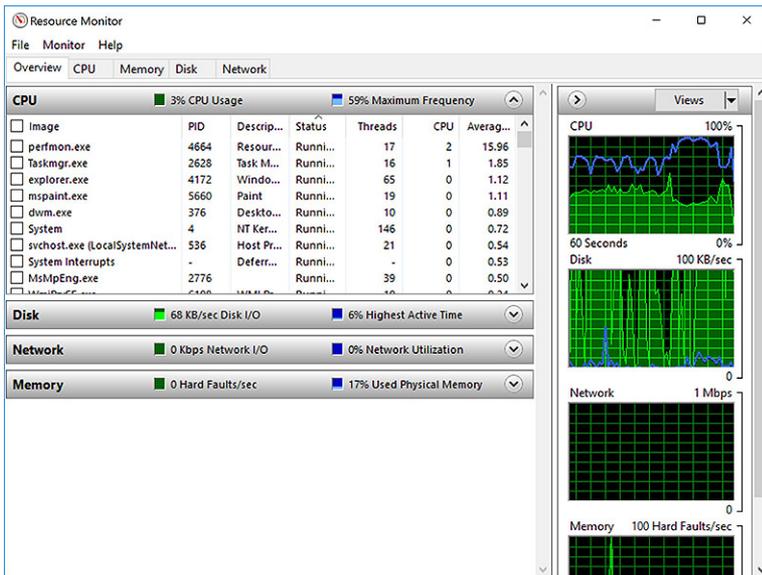


Verifying the processor usage in Resource Monitor

- 1 Right Click on the taskbar.
- 2 Select **Start Task Manager**.
The **Windows Task Manager** window is displayed.
- 3 Click the **Performance** tab in the **Windows Task Manager** window.
The processor performance details are displayed.



- 4 Click **Open Resource Monitor**.



Downloading the chipset driver

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

NOTE: If you do not have the Service Tag, use the autodetect feature or manually browse for your laptop model.

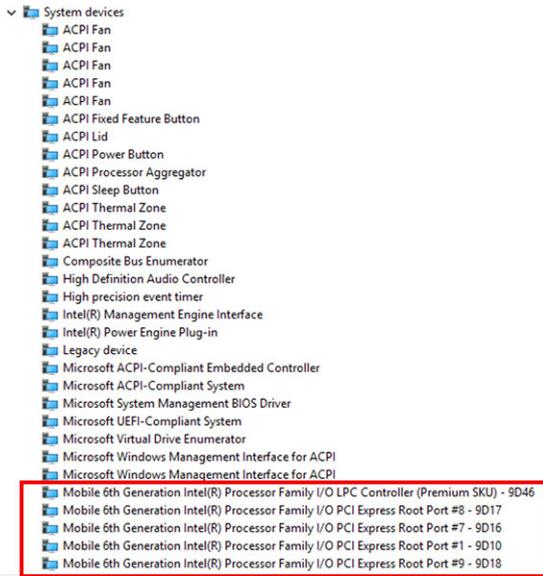
- 4 Click **Drivers and Downloads**.
- 5 Select the operating system installed on your laptop.
- 6 Scroll down the page, expand **Chipset**, and select your chipset driver.
- 7 Click **Download File** to download the latest version of the chipset driver for your laptop.
- 8 After the download is complete, navigate to the folder where you saved the driver file.
- 9 Double-click the chipset driver file icon and follow the instructions on the screen.

Chipsets

All laptops or notebook communicate with the CPU through the chipset. This laptop is shipped with the Intel Mobile CM238 .

Identifying the chipset in Device Manager on Windows 10

- 1 Right click the **Start Menu**.
- 2 Select **Device Manager**.
- 3 Expand **System Devices** and search for the chipset.



Graphic options

This laptop is shipped with the following graphics chipset options:

- Intel HD Graphics 510 – Intel Pentium
- Intel HD Graphics 520 – Intel Core i3/i5

Downloading drivers

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

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

- 4 Click **Drivers and Downloads**.
- 5 Select the operating system installed on your laptop.
- 6 Scroll down the page and select the graphic driver to install.
- 7 Click **Download File** to download the graphic driver for your laptop.
- 8 After the download is complete, navigate to the folder where you saved the graphic driver file.
- 9 Double-click the graphic driver file icon and follow the instructions on the screen.

Identifying the display adapter

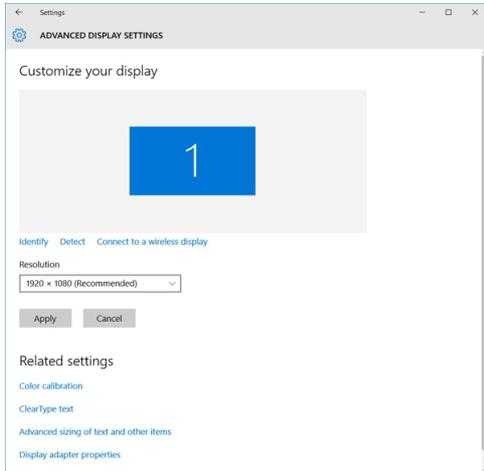
- 1 Right Click the Start menu.
- 2 Select Device Manager.
- 3 Expand **Display adapters**.
The display adapters are displayed.

Changing the screen resolution

- 1 Right click on the desktop and select **Display Settings**.
- 2 Tap or click **Display settings**.
The Setting window is displayed.



- 3 Scroll down and select **Advanced Display Settings**.
The Advanced Display Setting is displayed.
- 4 Select the required resolution from the drop-down list and tap **Apply**.



Rotating the display

- 1 Right click on the desktop.
A sub menu is displayed.
- 2 Select **Graphic Options > Rotation** and choose one of the following:
 - Rotate to Normal
 - Rotate to 90 Degrees
 - Rotate to 180 Degrees
 - Rotate to 270 Degrees

NOTE: The Display can also be rotated using the following key combinations:

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

Display options

This laptop has 13.30– inch FHD with 1920 x 1080 resolution (maximum).

Adjusting brightness in Windows 10

To enable or disable automatic screen brightness adjustment:

- 1 Swipe-in from the right edge of the display to access the Action Center.
- 2 Tap or click **All Settings**  **> System > Display**.
- 3 Use the **Adjust my screen brightness automatically** slider to enable or disable automatic-brightness adjustment.

NOTE: You can also use the Brightness level slider to adjust the brightness manually.

Cleaning the display

- 1 Check for any smudges or areas that must be cleaned.
- 2 Use a microfiber cloth to remove any obvious dust and gently brush off any dust particles.
- 3 Proper cleaning kits should be used to clean and keep your display in a crisp clear pristine condition.

 **NOTE: Never spray any cleaning solutions directly on the screen; spray it to the cleaning cloth.**

- 4 Gently wipe the screen in a circular motion. Do not press hard on the cloth.

 **NOTE: Do not press hard or touch the screen with your fingers or you may leave oily prints and smears.**

 **NOTE: Do not leave any liquid on the screen.**

- 5 Remove all excess moisture as it may damage your screen.
- 6 Let the display dry thoroughly before you turn it on.
- 7 For stains that are hard to remove, repeat this procedure till the display is clean.

Using touch screen in Windows 10

Follow these steps to enable or disable the touch screen:

- 1 Right click on the Start menu.
- 2 Select **Control Panel**.
- 3 Tap **Pen and Input Devices** in the **Control Panel**.
- 4 Tap the **Touch** tab.
- 5 Select **Use your finger as an input device** to enable the touch screen. Clear the box to disable the touch screen.

Connecting to external display devices

Follow these steps to connect your laptop to an external display device:

- 1 Ensure that the external display device is turned on and plug the external display device cable into a video port on your laptop.
- 2 Press the Windows logo+P key.
- 3 Select one of the following modes:
 - PC screen only
 - Duplicate
 - Extend
 - Second Screen only

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

Realtek ALC3253 Waves MaxxAudio Pro controller

This laptop is shipped with integrated Realtek ALC3253–CG Waves MaxxAudio Pro controller. It is a High Definition audio codec designed for Windows desktop and laptops.

Downloading the audio driver

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



NOTE: If you do not have the Service Tag, use the autodetect feature or manually browse for your laptop model.

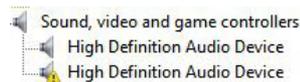
- 4 Click **Drivers and Downloads**.
- 5 Select the operating system installed on your laptop.
- 6 Scroll down the page and expand **Audio**.
- 7 Select the audio driver.
- 8 Click **Download File** to download the latest version of the audio driver for your laptop.
- 9 After the download is complete, navigate to the folder where you saved the audio driver file.
- 10 Double-click the audio driver file icon and follow the instructions on the screen.

Identifying the audio controller in Windows 10

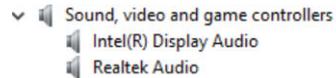
- 1 Swipe from the right edge to access the **Action center** and select **All Settings** .
- 2 Type **Device Manager** in the search box and select **Device Manager** from the left pane.
- 3 Expand **Sound, video and game controllers**.
The audio controller is displayed.

Table 3. Identifying the audio controller in Windows 10

Before installation



After installation



Changing the audio settings

- 1 Tap or touch the **Search the web and Windows** and type **Dell Audio**.
- 2 Start the Dell Audio utility from the left pane.

WLAN cards

This laptop supports the Intel Dual Band Wireless AC 7265 card

NOTE: Qualcomm xxxxxx (for example: QCA61x4A) is a product of Qualcomm Technologies, Inc

Secure Boot screen options

| Option | Description |
|------------------------------|--|
| Secure Boot Enable | This option enables or disables the Secure Boot feature. <ul style="list-style-type: none">• Disabled• Enabled Default setting: Enabled. |
| Expert Key Management | Allows you to manipulate the security key databases only if the system is in Custom Mode. The Enable Custom Mode option is disabled by default. The options are: <ul style="list-style-type: none">• PK |

Option Description

- KEK
- db
- dbx

If you enable the **Custom Mode**, the relevant options for **PK, KEK, db, and dbx** appear. The options are:

- **Save to File**—Saves the key to a user-selected file
- **Replace from File**—Replaces the current key with a key from a user-selected file
- **Append from File**—Adds a key to the current database from a user-selected file
- **Delete**—Deletes the selected key
- **Reset All Keys**—Resets to default setting
- **Delete All Keys**—Deletes all the keys

NOTE: If you disable the Custom Mode, all the changes made will be erased and the keys will restore to default settings.

Hard drive options

This laptop supports HDD, M.2 SATA SSD, and M.2 PCIe NVMe.

Identifying the hard drive in Windows 10

- 1 Right click on Start menu
- 2 Select **Device Manager** , and expand **Disk drives**.

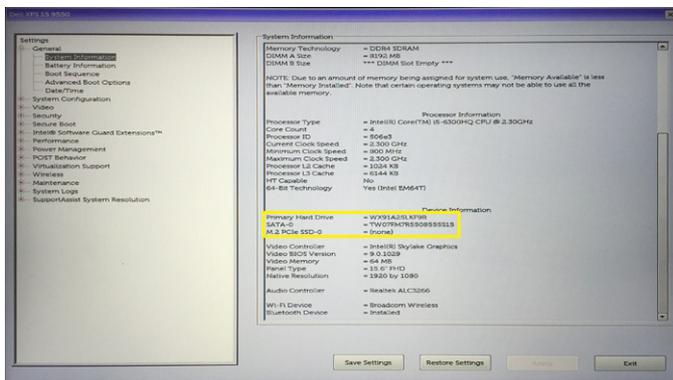


The hard drive is listed under **Disk drives**.

Identifying the hard drive in the BIOS

- 1 Turn on or restart your system.
- 2 When the Dell logo appears, perform the following action to enter the BIOS setup program:
 - With keyboard — Tap F2 until the Entering BIOS setup message appears. To enter the Boot selection menu, tap F12.

The hard drive is listed under the **System Information** under the **General** group.



USB features

Universal Serial Bus, or USB, was introduced in 1996. It dramatically simplified the connection between host computers and peripheral devices like mice, keyboards, external drives, and printers.

Let's take a quick look on the USB evolution referencing to the table below.

Table 4. USB evolution

| Type | Data Transfer Rate | Category | Introduction Year |
|-----------------------|--------------------|-------------|-------------------|
| USB 3.0/USB 3.1 Gen 1 | 5 Gbps | Super Speed | 2010 |
| USB 2.0 | 480 Mbps | High Speed | 2000 |

USB 3.0/USB 3.1 Gen 1 (SuperSpeed USB)

For years, the USB 2.0 has been firmly entrenched as the de facto interface standard in the PC world with about 6 billion devices sold, and yet the need for more speed grows by ever faster computing hardware and ever greater bandwidth demands. The USB 3.0/USB 3.1 Gen 1 finally has the answer to the consumers' demands with a theoretically 10 times faster than its predecessor. In a nutshell, USB 3.1 Gen 1 features are as follows:

- Higher transfer rates (up to 5 Gbps)
- Increased maximum bus power and increased device current draw to better accommodate power-hungry devices
- New power management features
- Full-duplex data transfers and support for new transfer types
- Backward USB 2.0 compatibility
- New connectors and cable

The topics below cover some of the most commonly asked questions regarding USB 3.0/USB 3.1 Gen 1.

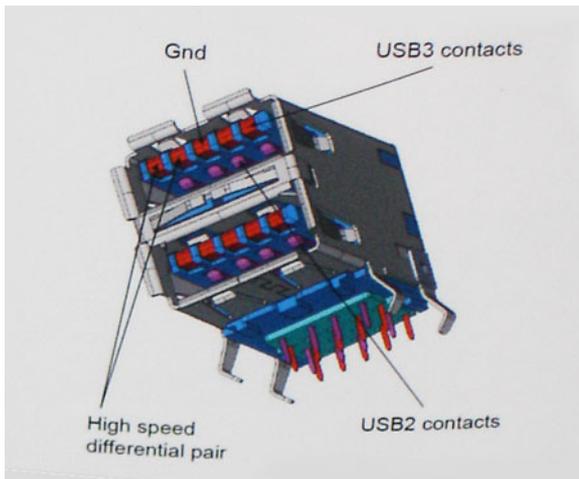


Speed

Currently, there are 3 speed modes defined by the latest USB 3.0/USB 3.1 Gen 1 specification. They are Super-Speed, Hi-Speed and Full-Speed. The new SuperSpeed mode has a transfer rate of 4.8Gbps. While the specification retains Hi-Speed, and Full-Speed USB mode, commonly known as USB 2.0 and 1.1 respectively, the slower modes still operate at 480Mbps and 12Mbps respectively and are kept to maintain backward compatibility.

USB 3.0/USB 3.1 Gen 1 achieves the much higher performance by the technical changes below:

- An additional physical bus that is added in parallel with the existing USB 2.0 bus (refer to the picture below).
- USB 2.0 previously had four wires (power, ground, and a pair for differential data); USB 3.0/USB 3.1 Gen 1 adds four more for two pairs of differential signals (receive and transmit) for a combined total of eight connections in the connectors and cabling.
- USB 3.0/USB 3.1 Gen 1 utilizes the bidirectional data interface, rather than USB 2.0's half-duplex arrangement. This gives a 10-fold increase in theoretical bandwidth.



With today's ever increasing demands placed on data transfers with high-definition video content, terabyte storage devices, high megapixel count digital cameras etc., USB 2.0 may not be fast enough. Furthermore, no USB 2.0 connection could ever come close to the 480Mbps theoretical maximum throughput, making data transfer at around 320Mbps (40MB/s) — the actual real-world maximum. Similarly, USB 3.0/USB 3.1 Gen 1 connections will never achieve 4.8Gbps. We will likely see a real-world maximum rate of 400MB/s with overheads. At this speed, USB 3.0/USB 3.1 Gen 1 is a 10x improvement over USB 2.0.

Applications

USB 3.0/USB 3.1 Gen 1 opens up the laneways and provides more headroom for devices to deliver a better overall experience. Where USB video was barely tolerable previously (both from a maximum resolution, latency, and video compression perspective), it's easy to imagine that with 5-10 times the bandwidth available, USB video solutions should work that much better. Single-link DVI requires almost 2Gbps throughput. Where 480Mbps was limiting, 5Gbps is more than promising. With its promised 4.8Gbps speed, the standard will find its way into some products that previously weren't USB territory, like external RAID storage systems.

Listed below are some of the available SuperSpeed USB 3.0/USB 3.1 Gen 1 products:

- External Desktop USB 3.0/USB 3.1 Gen 1 Hard Drives
- Portable USB 3.0/USB 3.1 Gen 1 Hard Drives
- USB 3.0/USB 3.1 Gen 1 Drive Docks & Adapters
- USB 3.0/USB 3.1 Gen 1 Flash Drives & Readers
- USB 3.0/USB 3.1 Gen 1 Solid-state Drives
- USB 3.0/USB 3.1 Gen 1 RAIDs
- Optical Media Drives
- Multimedia Devices
- Networking
- USB 3.0/USB 3.1 Gen 1 Adapter Cards & Hubs

Compatibility

The good news is that USB 3.0/USB 3.1 Gen 1 has been carefully planned from the start to peacefully co-exist with USB 2.0. First of all, while USB 3.0/USB 3.1 Gen 1 specifies new physical connections and thus new cables to take advantage of the higher speed capability of the new protocol, the connector itself remains the same rectangular shape with the four USB 2.0 contacts in the exact same location as before. Five new connections to carry receive and transmitted data independently are present on USB 3.0/USB 3.1 Gen 1 cables and only come into contact when connected to a proper SuperSpeed USB connection.

Windows 8/10 will be bringing native support for USB 3.1 Gen 1 controllers. This is in contrast to previous versions of Windows, which continue to require separate drivers for USB 3.0/USB 3.1 Gen 1 controllers.



Microsoft announced that Windows 7 would have USB 3.1 Gen 1 support, perhaps not on its immediate release, but in a subsequent Service Pack or update. It is not out of the question to think that following a successful release of USB 3.0/USB 3.1 Gen 1 support in Windows 7, SuperSpeed support would trickle down to Vista. Microsoft has confirmed this by stating that most of their partners share the opinion that Vista should also support USB 3.0/USB 3.1 Gen 1.

Super-Speed support for Windows XP is unknown at this point. Given that XP is a seven-year-old operating system, the likelihood of this happening is remote.

HDMI 1.4

This topic explains the HDMI 1.4 and its features along with the advantages.

HDMI (High-Definition Multimedia Interface) is an industry-supported, uncompressed, all-digital audio/video interface. HDMI provides an interface between any compatible digital audio/video source, such as a DVD player, or A/V receiver and a compatible digital audio and/or video monitor, such as a digital TV (DTV). The intended applications for HDMI TVs, and DVD players. The primary advantage is cable reduction and content protection provisions. HDMI supports standard, enhanced, or high-definition video, plus multichannel digital audio on a single cable.

 **NOTE: The HDMI 1.4 will provide 5.1 channel audio support.**

HDMI 1.4 Features

- **HDMI Ethernet Channel** - Adds high-speed networking to an HDMI link, allowing users to take full advantage of their IP-enabled devices without a separate Ethernet cable
- **Audio Return Channel** - Allows an HDMI-connected TV with a built-in tuner to send audio data "upstream" to a surround audio system, eliminating the need for a separate audio cable
- **3D** - Defines input/output protocols for major 3D video formats, paving the way for true 3D gaming and 3D home theater applications
- **Content Type** - Real-time signaling of content types between display and source devices, enabling a TV to optimize picture settings based on content type
- **Additional Color Spaces** - Adds support for additional color models used in digital photography and computer graphics
- **4K Support** - Enables video resolutions far beyond 1080p, supporting next-generation displays that will rival the Digital Cinema systems used in many commercial movie theaters
- **HDMI Micro Connector** - A new, smaller connector for phones and other portable devices, supporting video resolutions up to 1080p
- **Automotive Connection System** - New cables and connectors for automotive video systems, designed to meet the unique demands of the motoring environment while delivering true HD quality

Advantages of HDMI

- Quality HDMI transfers uncompressed digital audio and video for the highest, crispest image quality.
- Low -cost HDMI provides the quality and functionality of a digital interface while also supporting uncompressed video formats in a simple, cost-effective manner
- Audio HDMI supports multiple audio formats from standard stereo to multichannel surround sound
- HDMI combines video and multichannel audio into a single cable, eliminating the cost, complexity, and confusion of multiple cables currently used in A/V systems
- HDMI supports communication between the video source (such as a DVD player) and the DTV, enabling new functionality

USB Powershare

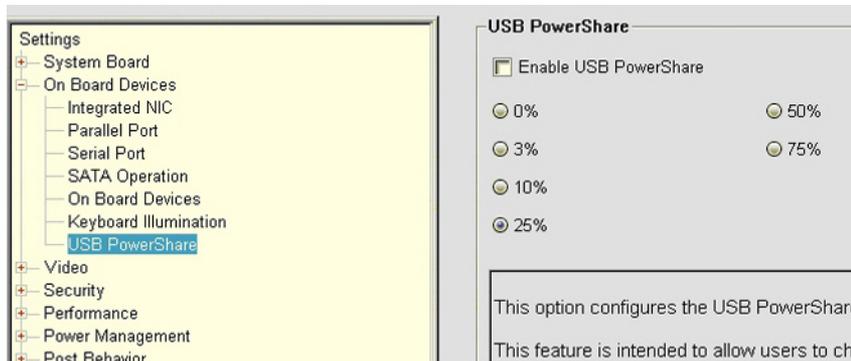
USB PowerShare is a feature which allows for external USB devices (i.e. cellular phones, portable music players, etc.) to charge using the



portable system's battery.

Only the USB connector with a **lightning bolt icon**, as seen in the image above, can be used.

This functionality is enabled in the system setup under the **On Board Devices** heading. You can select how much of the battery's charge can be used as well (pictured below). If you set the USB PowerShare to 25%, the external device is allowed to charge until the battery reaches 25% of full capacity (e.g. 75% of the portable's battery charge is used up).



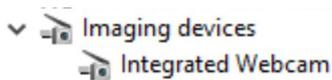
Camera features

This laptop is shipped with front-facing camera with the image resolution of 1280 x 720 (maximum).

NOTE: The camera is at the top center of the display.

Identifying the camera in Device Manager on Windows 10

- 1 In the **Search** box, type `device manager`, and tap to start it.
- 2 Under **Device Manager**, expand **Imaging devices**.

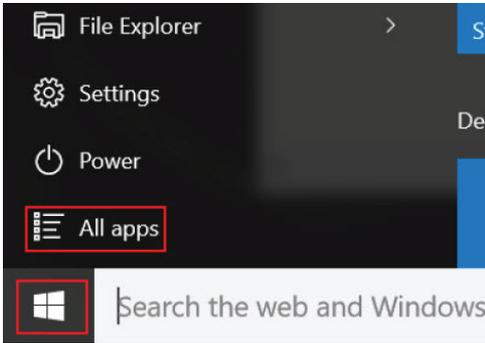


Starting the camera

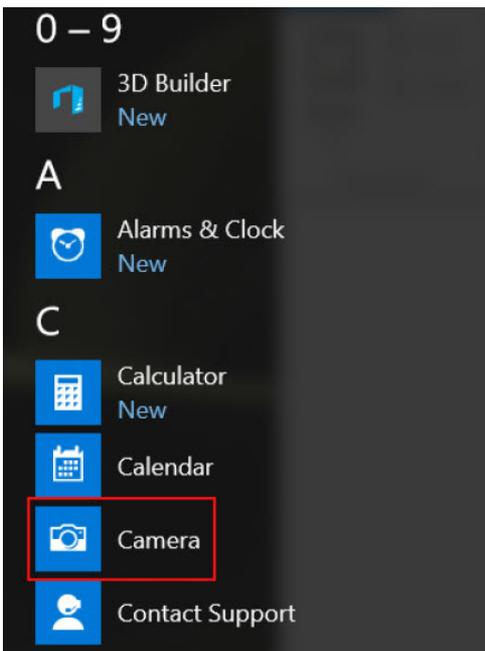
To start the camera, open an application that uses the camera. For instance, if you tap the Skype software that is shipped with the laptop, the camera turns on. Similarly, if you are chatting on the internet and the application requests to access the webcam, the webcam turns on.

Starting the camera application

- 1 Tap or click the **Windows** button and select **All apps**.

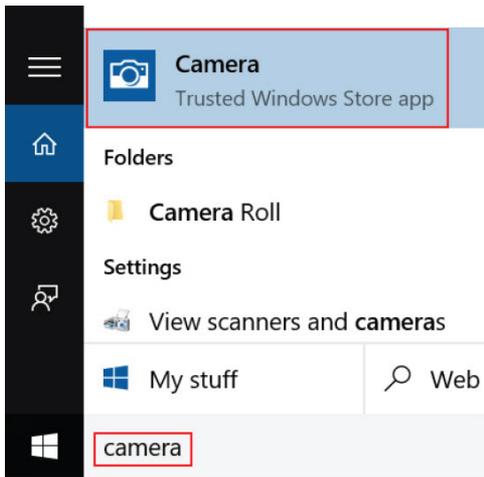


- 2 Select **Camera** from the apps list.



- 3 If the **Camera** App is not available in the apps list, search for it.





Memory features

This laptop supports 4–16 GB DDR4 SODIMM memory, up to 2133 MHz.

Verifying system memory in Windows 10

- 1 Click on the start menu and select **Settings**  > **System**.
- 2 Under **System**, tap **About**.

Verifying system memory in system setup BIOS

- 1 Turn on or restart your system.
- 2 Perform the following actions after the Dell logo is displayed
 - With keyboard — Tap F2 until the Entering BIOS setup message appears. To enter the Boot selection menu, tap F12.
- 3 On the left pane, select **Settings > General > System Information**.
The memory information is displayed on the right pane.

Testing memory using ePSA

- 1 Turn on or restart your system.
- 2 Perform one of the following actions after the Dell logo is displayed:
 - With keyboard — Press **F12**.

The PreBoot System Assessment (PSA) starts on your system.

 **NOTE:** If you wait too long and the operating system logo appears, continue to wait until you see the desktop. Turn off the laptop and try again.

System specifications

Keyboard specifications

| Feature | Specification |
|----------------|---|
| Number of keys | <ul style="list-style-type: none"> United States: 80 keys United Kingdom: 81 keys Japan: 84 keys |
| Size | <ul style="list-style-type: none"> X= 19.05 mm key pitch Y= 18.05 mm key pitch |

Display specifications

| Feature | Specification |
|-------------------------------------|--------------------------|
| Type | Touch FHD AG |
| Height | 165.38 mm (6.51 inches) |
| Width | 293.77 mm (11.56 inches) |
| Diagonal | 337.82 mm (13.30 inches) |
| Maximum resolution | 1920 X 1080 |
| Maximum brightness | 220 nits |
| Refresh rate | 60 Hz |
| Maximum viewing angles (horizontal) | 80/80 |
| Maximum viewing angles (vertical) | 80/80 |
| Pixel pitch | 0.153 mm (0.006 inches) |

Port and connector specifications

| Feature | Specification |
|---------|---|
| Audio | Stereo headset/mic combo |
| Video | <ul style="list-style-type: none"> One HDMI 1.4 DisplayPort over USB Type-C |
| USB | <ul style="list-style-type: none"> One USB Type C |

| Feature | Specification |
|----------|---|
| | <ul style="list-style-type: none"> One USB 3.1 Gen 1-Type A with PowerShare One USB 2.0 |
| M.2 card | 2230 x1 for the WLAN+ Bluetooth |

Communication specifications

| Features | Specification |
|----------|--|
| Wireless | <ul style="list-style-type: none"> Qualcomm QCA61x4A 802.11ac Dual Band (2x2) Wireless Adapter Bluetooth 4.1 |

Camera specifications

| Feature | Specification |
|--------------|--|
| Resolution | <ul style="list-style-type: none"> Image: Up to 1280 X 720 (0.92MP) Video: Up to 1280 X 720 (0.92MP) |
| Imaging rate | Up to 30 frames per second |

Video specifications

| Feature | Specification |
|--------------------------|---|
| Type | Integrated on system board, hardware accelerated |
| Controller | <ul style="list-style-type: none"> Intel HD Graphics 520 Intel HD Graphics 610 Intel HD Graphics 620 Intel UHD Graphics 620 |
| Data bus | Internal PCIe |
| External display support | <ul style="list-style-type: none"> One HDMI 1.4 On System: eDP (internal), HDMI, DP over USB TYPE-C |

Storage specifications

| Feature | Specification |
|--------------------------------|--|
| SSD M.2 2280 SATA/PCIe/NVMe | <ul style="list-style-type: none"> Up to 128 GB up to 256 GB up to 512 GB |
| HDD | <ul style="list-style-type: none"> Up to 500 GB 7200RPM |



| Feature | Specification |
|---------|---|
| | <ul style="list-style-type: none"> up to 1TB HDD 5400RPM (1TB SMR) |

Audio specifications

| Feature | Specification |
|----------------------------|---|
| Types | High-definition audio |
| Controller | Realtek ALC3253 with Waves MaxxAudio pro |
| Stereo conversion | 24-bit (analog-to-digital and digital-to-analog) |
| Internal interface | High-definition audio codec |
| External interface | microphone-in and stereo headphones/headsets/speakers universal connector |
| Speakers | Power / Peak Power : 2X2Wrms/2X2.5Wpeak |
| Internal speaker amplifier | 2 watt per channel |
| Volume controls | Media control shortcut keys and also hot-key keyboard button |

Memory specifications

| Feature | Specification |
|------------------|---|
| Memory connector | Two SODIMM slots |
| Memory capacity | 4 GB and 16 GB |
| Memory type | DDR4 |
| Speed | <ul style="list-style-type: none"> 2133 MHz (6th Gen and 7th Gen Intel core processors) 2400 MHz (8th Gen Intel core processors) |
| Minimum memory | 4 GB |
| Maximum memory | 16 GB (2 * 8 GB) |

Processor specifications

| Feature | Specification |
|---------|---|
| Types | <ul style="list-style-type: none"> 7th Generation Intel core i3 processor 8th Generation Intel core i5 processors Intel Pentium 4415U Intel Core i3-6006U |
| Chipset | Integrated on the system board |

System specifications

| Feature | Specification |
|---------|---|
| Chipset | Intel 7th and 8th Generation processors |

| Feature | Specification |
|------------------------|--------------------|
| DRAM bus width | 64-bit |
| Flash EPROM | SPI 128 Mbits |
| PCIe bus | 100 MHz |
| External Bus Frequency | PCIe Gen3 (8 GT/s) |

Touchpad specifications

| Feature | Specification |
|------------|---|
| Resolution | <ul style="list-style-type: none"> Horizontal – 1228 dpi Vertical – 748 dpi |
| Size | <ul style="list-style-type: none"> Width: 105mm Height: 65mm |

Battery specifications

| Feature | Specification |
|-------------------|------------------------------------|
| Type | 3-cell smart lithium-ion (42 WHr) |
| Depth | 181 mm (7.126 inches) |
| Height | 7.05 mm (0.28 inch) |
| Width | 95.9 mm (3.78 inches) |
| Weight | 210g (0.463 lb) |
| Voltage | 11.40 V DC |
| Life span | 300 discharge per charge cycles |
| Temperature range | |
| Operating | 0 °C to 50 °C (32 °F to 122 °F) |
| Non-operating | -20 °C to 65 °C (-4 °F to 149 °F) |
| Coin cell battery | CR-2032 |

Physical specifications

| Feature | Specification |
|---------|---|
| Height | <ul style="list-style-type: none"> Front – 19.5 mm (0.77 inch) Back – 20.4 mm (0.80 inch) |
| Width | 324 mm (12.76 inch) |
| Depth | 224.8 mm (8.85 inch) |
| Weight | 3.47 lb (1.57kg) |



AC Adapter specifications

| Feature | Specification |
|-----------------------------------|--------------------------------|
| Type | 45 W |
| Input voltage | 100 V AC to 240 V AC |
| Input current (maximum) | 1.3 A |
| Input frequency | 50 Hz to 60 Hz |
| Output current | 2.31 A (continuous) |
| Rated output voltage | 19.5 +/- 1.0 V DC |
| Temperature range (Operating) | 0°C to 40°C (32°F to 104°F) |
| Temperature range (Non-Operating) | -40°C to 70°C (-40°F to 158°F) |



System Setup

Topics:

- System setup options
- Boot Sequence
- Navigation keys
- System setup options
- General screen options
- System Configuration screen options
- Video screen options
- Security screen options
- Secure Boot screen options
- Intel Software Guard Extensions screen options
- Performance screen options
- Power Management screen options
- POST Behavior screen options
- Virtualization support screen options
- Wireless screen options
- Maintenance screen options
- System Log screen options
- Updating the BIOS in Windows
- System and setup password

System setup options

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

General screen options

This section lists the primary hardware features of your computer.

| Option | Description |
|---------------------------|---|
| System Information | <ul style="list-style-type: none"> • System Information: Displays BIOS Version, Service Tag, Asset Tag, Ownership Tag, Ownership Date, Manufacture Date, and the Express Service Code. • Memory Information: Displays Memory Installed, Memory Available, Memory Speed, Memory Channels Mode, Memory Technology, DIMM A Size, DIMM B Size. • Processor Information: Displays Processor Type, Core Count, Processor ID, Current Clock Speed, Minimum Clock Speed, Maximum Clock Speed, Processor L2 Cache, Processor L3 Cache, HT Capable, and 64-Bit technology. |



| Option | Description |
|--------|---|
| | <ul style="list-style-type: none"> Device Information: Displays Primary Hard Drive, MiniCard Device, ODD Device, Dock eSATA Device, LOM MAC Address, Video Controller, Video BIOS Version, Video Memory, Panel Type, Native Resolution, Audio Controller, Wi-Fi Device, WiGig Device, Cellular Device, Bluetooth Device. |

Battery Information Displays the battery status and the type of AC adapter connected to the computer.

| Option | Description |
|----------------------|--|
| Boot Sequence | <p>Boot Sequence Allows you to change the order in which the computer attempts to find an operating system. The options are:</p> <ul style="list-style-type: none"> Windows Boot Manager <p>By default, the options is checked.</p> <p>Boot List Options Allows you to change the boot list option:</p> <ul style="list-style-type: none"> Legacy UEFI (The option is enabled by default) |

Advanced Boot Options Allows you the legacy option ROMs to load. By default, all the option are disabled.

- Enable Legacy Option ROMs**
- Enable Attempt Legacy Boot**

UEFI Boot Path SecurityOptions Allows you to control whether or not the system will prompt to the user to enter the Admin password, when a user selects a UEFI boot path from the F12 boot Menu.

- Always, Except Internal HDD.** This option is enabled by default.
- Always**
- Never**

NOTE: These options have no relevance if the Admin password is not set BIOS settings.

Date/Time Allows you to change the date and time.

Video screen options

| Option | Description |
|-----------------------|---|
| LCD Brightness | Allows you to set the display brightness depending up on the power source (On Battery and On AC). |

NOTE: The video setting will be visible only when a video card is installed into the system.

Security screen options

| Option | Description |
|-----------------------|--|
| Admin Password | <p>Allows you to set, change, or delete the administrator (admin) password.</p> <p>NOTE: You must set the admin password before you set the system or hard drive password. Deleting the admin password automatically deletes the system password and the hard drive password.</p> <p>NOTE: Password changes take effect immediately.</p> |

| Option | Description |
|--------------------------------------|---|
| System Password | <p>By default, the drive will not have a password set.</p> <p>Allows you to set, change or delete the system password.</p> <p>i NOTE: Password changes take effect immediately.</p> <p>By default, the drive will not have a password set.</p> |
| Strong Password | <p>Allows you to enforce the option to always set strong passwords.</p> <p>Default Setting: Enable Strong Password is not selected.</p> <p>i NOTE: If user interface is enabled, Admin and System passwords must contain at least one uppercase character, one lowercase character and be at least 8 characters long.</p> |
| Password Configuration | <p>Allows you to determine the minimum and maximum length of Administrator and System passwords.</p> |
| Password Bypass | <p>Allows you to disable or enable the permission to bypass the System and the Internal hard drive password, when they are set. The options are:</p> <ul style="list-style-type: none"> • Disabled. This option is selected by default. • Reboot bypass |
| Password Change | <p>Allows you to enable or disable permission to the System and Hard Drive passwords when the admin password is set.</p> <p>Allow Non-Admin Password Changes This option is selected by default.</p> |
| Non-Admin Setup Changes | <p>Allows you to determine whether changes to the setup options are allowed when an administrator password is set. If disabled the setup options are locked by the admin password.</p> |
| UEFI Capsule Firmware Updates | <p>This option controls whether the system allows BIOS updates via UEFI capsule update packages.</p> <p>Enable UEFI Capsule Firmware Updates option is selected by default.</p> <p>i NOTE: Disabling this option will block BIOS updates from services such as Microsoft Windows Update and Linux Vendor Firmware Service (LVFS).</p> |
| TPM 2.0 Security | <p>Allows you to enable the Trusted Platform Module (TPM) during POST.</p> <p>You can control whether the trusted platform module is visible to the operating system. The option is:</p> <ul style="list-style-type: none"> • TPM on This option is selected by default. • Clear • PPI Bypass for Enable Commands This option is selected by default. • Attestation Enable. This option is selected by default. • PPI Bypass for Disable Commands • Key Storage Enable. This option is selected by default. • SHA-256. This option is selected by default. <p>⚠ CAUTION: For the TPM upgrade/downgrade process, it is recommended to complete the process in an AC power with AC adapter plugged into the computer. The upgrade/downgrade process without the AC adapter plugged in might damage the computer or hard disk.</p> <p>i NOTE: Disabling this option does not change any settings you have made to the TPM, nor does it delete or change any information or keys you may have stored in the TPM. Changes to this setting take effect immediately.</p> |



| Option | Description |
|--------------------------------|---|
| Computrace (R) | <p>Allows you to activate or disable the optional Computrace Service from Absolute software. The options are:</p> <ul style="list-style-type: none"> · Deactivate · Disable · Activate <p>NOTE: The Activate and Disable options will permanently activate or disable the feature and no further changes will be allowed</p> <p>Default setting: Activate</p> |
| OROM Keyboard Access | <p>Allows you to set an option to enter the Option ROM Configuration screens using hotkeys during boot. The options are:</p> <ul style="list-style-type: none"> · Enabled. This option is selected by default. · One Time Enable · Disabled <p>Default setting: Enable</p> |
| Admin Setup Lockout | <p>Allows you to prevent users from entering the setup when an Administrator password is set.</p> <p>Enable Admin Setup Lockout This option is not selected by default.</p> |
| Master Password Lockout | <p>Allows you to prevent users from entering the setup when a Master password is set. Hard disk passwords need to be cleared before the setting can be changed.</p> <p>Enable Master Password Lockout This option is not selected by default.</p> |
| SSM Security Mitigation | <p>Allows you to enable or disable additional UEFI SMM Security Mitigation protections. The OS can use the feature to help protect the secure environment created by virtualization based security.</p> <p>SSM Security Mitigation This option is disabled by default.</p> |

Secure Boot

| Option | Description |
|-----------------------------------|---|
| Secure Boot Enable | <p>This option enables or disables the Secure Boot feature.</p> <ul style="list-style-type: none"> · Disabled · Enabled <p>Default setting: Enabled.</p> |
| Expert Key Management | <p>Allows you to manipulate the security key databases only if the system is in Custom Mode. The Enable Custom Mode option is disabled by default.</p> |
| Custom Mode Key Management | <p>Allows you to manage the security key databases only if the system is in Custom Mode. The options are:</p> <ul style="list-style-type: none"> · PK. This option is selected by default. · KEK · db · dbx |

| Option | Description |
|--------|---|
| | <p>NOTE: If you disable the Enable Custom Mode, all the changes made will be erased and the keys will restore to default settings. Save to File will save the key to a user-selected file.</p> |

Intel software Guard Extensions

| Option | Description |
|----------------------------|--|
| Intel SGX Enable | <p>This option enables or disables to provide a secured environment for running code/storing sensitive information in the context of the main OS. The options are:</p> <ul style="list-style-type: none"> · Disabled · Enabled · Software Controlled.This option is selected by default. |
| Enclave Memory Size | <p>Allows you to reserve the memory size. The memory size can be set from 32 MB to 128 MB, these options are disabled by default. The options are:</p> <ul style="list-style-type: none"> · 32 MB · 64 MB · 128 MB |

Performance screen options

| Option | Description |
|---------------------------|--|
| Multi Core Support | <p>This field specifies whether the process has one or all cores enabled. The performance of some applications improves with the additional cores. This option is enabled by default. Allows you to enable or disable multi-core support for the processor.</p> <ul style="list-style-type: none"> · AllThis option is enabled by default. · 1 · 2 · 3 |
| Intel SpeedStep | <p>Allows you to enable or disable the Intel SpeedStep mode of the processor.</p> <ul style="list-style-type: none"> · Enable Intel SpeedStep <p>Default setting: The option is enabled.</p> |
| C-States Control | <p>Allows you to enable or disable the additional processor sleep states.</p> <ul style="list-style-type: none"> · C states <p>Default setting: The option is enabled.</p> |
| Intel TurboBoost | <p>Allows you to enable or disable the Intel TurboBoost mode of the processor.</p> <ul style="list-style-type: none"> · Enable Intel TurboBoost |



| Option | Description |
|----------------------------|---|
| | Default setting: The option is enabled. |
| HyperThread Control | Allows you to enable or disable the HyperThreading in the processor. <ul style="list-style-type: none"> • Disabled • Enabled This option is enabled by default. |

Power Management screen options

| Option | Description |
|--------------------|--|
| AC Behavior | Allows you to enable or disable the computer from turning on automatically when an AC adapter is connected. Wake on AC This option is disabled by default. |

| | |
|--|--|
| Enable Intel Speed Shift Technology | Allows you to enable or disable the Intel speed Shift Technology support. Setting to enable option, allows the operating system to automatically select the required processor performance. Enable Intel Speed Shift Technology This option is enabled by default. |
|--|--|

| | |
|---------------------|---|
| Auto On Time | Allows you to set the time at which the computer must turn on automatically. The options are: <ul style="list-style-type: none"> • Disabled This option is enabled by default. • Every Day • Weekdays • Select Days |
|---------------------|---|

| | |
|-------------------------|---|
| USB Wake Support | Allows you to enable USB devices to wake the system from Standby. <p>NOTE: This feature is only functional when the AC power adapter is connected. If the AC power adapter is removed during Standby, the system setup removes power from all the USB ports to conserve battery power.</p> <ul style="list-style-type: none"> • Enable USB Wake Support • Wake on Dell USB-C Dock The option is selected by default. |
|-------------------------|---|

| | |
|-------------------------------|--|
| Wireless Radio Control | Allows you to sense the connection of the system to a wired network and subsequently disable the selected wireless radios (WLAN and/or WWAN) <p>Upon disconnection from the wired network, the selected wireless radios is re-enabled. By default none of the option is enabled. The options are:</p> <ul style="list-style-type: none"> • Control WLAN radio • Control WWAN radio |
|-------------------------------|--|

| | |
|---------------------|---|
| Wake on WLAN | Allows you to enable or disable the feature that powers on the computer from the Off state when triggered by a LAN signal. <ul style="list-style-type: none"> • Disabled This option is selected by default. • LAN Only • WLAN Only • LAN or WLAN |
|---------------------|---|

| Option | Description |
|--|---|
| Block Sleep | Allows you to block entering to sleep (S3 state) in OS environment. When enabled system wont go to sleep. Intel Rapid Start will be disabled automatically and OS Power option will be blank if it was set to Sleep (S3 state) . Block Sleep (S3 State) option is disabled by default. |
| Peak Shift | Allows you to minimize the AC power consumption during the peak power times of day. After you enable this option, your system runs only in battery even if the AC is attached. <ul style="list-style-type: none"> • Enable Peak ShiftThis option is not selected by default. |
| Advanced Battery Charge Configuration | This option enables you to maximize the battery health. By enabling this option, your system uses the standard charging algorithm and other techniques, during the non-work hours to improve the battery health. <ul style="list-style-type: none"> • Enable Advanced Battery Charge ModeThis option is not selected by default. |
| Primary Battery Charge Configuration | Allows you to select the charging mode for the battery. The options are: <ul style="list-style-type: none"> • Adaptive This option is enabled by default. • Standard Fully charges your battery at a standard rate. • ExpressCharge The battery charges over a shorter period of time using Dell's fast charging technology. • Primarily AC use • Custom <p>If Custom Charge is selected, you can also configure Custom Charge Start and Custom Charge Stop.</p> <p>NOTE: All charging mode may not be available for all the batteries. To enable this option, disable the Advanced Battery Charge Configuration option.</p> |
| Type-C Connector Power | Allows you to set the maximum power the computer can drawn from the Type-C connectors. The options are: <p>7.5 Watts</p> <p>15 WattsThis option is enabled by default.</p> |

POST Behavior

| Option | Description |
|--------------------------|--|
| Adapter Warnings | Allows you to enable or disable the system setup (BIOS) warning messages when you use certain power adapters. <p>Enable Adapter Warnings This option is selected by default.</p> |
| Keypad (Embedded) | Allows you to choose one of two methods to enable the keypad that is embedded in the internal keyboard. <ul style="list-style-type: none"> • Fn Key Only This option is enabled by default. • By Numlock <p>NOTE: When setup is running, this option has no effect. Setup works in Fn Key Only mode.</p> |
| Fn Lock Options | Allows you to let hot key combinations Fn + Esc toggle the primary behavior of F1–F12, between their standard and secondary functions. If you disable this option, you cannot toggle dynamically the primary behavior of these keys. The available options are: <ul style="list-style-type: none"> • Fn Lock This option is enabled by default. • Lock Mode Disable/Standard This option is selected by default. |



| Option | Description |
|---------------------------------|---|
| | <ul style="list-style-type: none"> · Lock Mode Enable/Secondary |
| Fastboot | <p>Allows you to speed up the boot process by bypassing some of the compatibility steps. The options are:</p> <ul style="list-style-type: none"> · Minimal This option is selected by default. · Thorough · Auto |
| Extended BIOS POST Time | <p>Allows you to create an additional pre-boot delay. The options are:</p> <ul style="list-style-type: none"> · 0 seconds This option is enabled by default. · 5 seconds · 10 seconds |
| Full Screen Logo | <p>Allows you display full screen logo if your image match screen resolution. The options are:</p> <ul style="list-style-type: none"> · Enable Full Screen Logo This option is disabled by default. |
| Sign of Life Indication | <p>Allows you to illuminate the front panel tablet buttons (Rotation Lock, Volume Down, Volume Up, Windows, P1,P2, and P3) momentarily, when the power button is pressed to turn on the system. The options are:</p> <ul style="list-style-type: none"> · Enable Tablet Button LED Sign of Life This option is selected by default. |
| Warnings and Errors | <p>Allows you to select in the BIOS setup options that cause the boot process to pause only, when warnings or errors are detected rather than stop, prompt and wait for user input. The options are:</p> <p>Prompt on Warnings and Errors. This option is enabled by default.</p> <p>Continue on Warnings</p> <p>Continue on Warnings and Errors</p> |
| MAC Address Pass-Through | <p>Allows you to replace the external NIC MAC address in a supported dock or dongle with the selected MAC address from the system. The options are:</p> <p>System Unique MAC Address. This option is enabled by default.</p> <p>Integrated NIC1 MAC Address</p> <p>Disabled</p> |

Manageability

| Option | Description |
|----------------------|--|
| USB Provision | <p>Allows you to enable or disable provisioning the Intel AMT from a USB storage device.</p> <p>Enable USB Provision This option is not selected by default.</p> |
| MEBx Hotkey | <p>Allows you to specify whether the MEBx Hotkey function should be enabled, during the system boot.</p> <p>Enable MEBx Hotkey. This option is selected by default.</p> |

Virtualization Support options

| Option | Description |
|--------------------------|---|
| Virtualization | Allows you to enable or disable the Intel Virtualization Technology. Enable Intel Virtualization Technology This option is selected by default. |
| VT for Direct I/O | Enables or disables the Virtual Machine Monitor (VMM) from utilizing the additional hardware capabilities provided by Intel® Virtualization technology for direct I/O. Enable VT for Direct I/O This option is selected by default. |
| Trusted Execution | This option specifies whether a Measured Virtual Machine Monitor (MVMM) can utilize the additional hardware capabilities provided by Intel Trusted Execution Technology, the TPM Virtualization Technology, and Virtualization technology for direct I/O must be enabled to use this feature. Trusted Execution This option is disabled by default. |

Wireless screen options

| Option | Description |
|-------------------------------|---|
| Wireless Switch | Allows to set the wireless devices that can be controlled by the wireless switch. The options are: <ul style="list-style-type: none">· WWAN· GPS (on WWAN Module)· WLAN· Bluetooth All the options are enabled by default. NOTE: For WLAN and WiGig enable or disable controls are tied together and they cannot be enabled or disabled independently. |
| Wireless Device Enable | Allows you to enable or disable the internal wireless devices. <ul style="list-style-type: none">· WWAN/GPS· WLAN· Bluetooth All the options are enabled by default. |

Maintenance

| Option | Description |
|-----------------------|--|
| Service Tag | Displays the Service Tag of your computer. |
| Asset Tag | Allows you to create a system asset tag if an asset tag is not already set. This option is not set by default. |
| BIOS Downgrade | Allows you to control flashing of the system firmware to previous revisions. The option are: |



| Option | Description |
|----------------------|--|
| | Allows BIOS Downgrade This option is enabled by default. |
| Data Wipe | Allows you to securely erase data from all internal storage devices. The process adheres to Serial ATA Security Erase and eMMC JEDEC Sanitize specifications. The option are: Wipe on Next Boot This option is disabled by default. |
| BIOS Recovery | Allows you to recover from certain computed BIOS conditions from a recovery file on the user primary hard drive or an external USB key. When 'Enabled' is selected BIOS stores the recovery file on the user primary hard drive.The option are: BIOS Recovery from Hard Drive This option is enabled by default. BIOS Auto-Recovery Always Perform Integrity Check |

System Log

| Option | Description |
|-----------------------|---|
| BIOS Events | Allows you to view and clear the System Setup (BIOS) POST events. |
| Thermal Events | Allows you to view and clear the System Setup (Thermal) events. |
| Power Events | Allows you to view and clear the System Setup (Power) events. |

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
- ① | **NOTE: XXX denotes the SATA drive number.**
- Optical Drive (if available)
- SATA Hard Drive (if available)
- Diagnostics

① | **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

① | **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. |
| | i 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 options

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

General screen options

This section lists the primary hardware features of your computer.

| Option | Description |
|------------------------------|---|
| System Information | <ul style="list-style-type: none"> System Information: Displays BIOS Version, Service Tag, Asset Tag, Ownership Tag, Ownership Date, Manufacture Date, and the Express Service Code. <p>i NOTE: Signed Firmware update is enabled</p> <ul style="list-style-type: none"> Memory Information: Displays Memory Installed, Memory Available, Memory Speed, Memory Channels Mode, Memory Technology, DIMM A Size, DIMM B Size. By default DIMM B slot is empty. Processor Information: Displays Processor Type, Core Count, Processor ID, Current Clock Speed, Minimum Clock Speed, Maximum Clock Speed, Processor L2 Cache, Processor L3 Cache, HT Capable, and 64-Bit technology. Device Information: SATA-0, SATA-1, Video Controller, Video BIOS Version, Video Memory, Panel Type, Native Resolution, Audio Controller, WiFi Device, Bluetooth Device. |
| Battery Information | Displays the battery status and the type of AC adapter connected to the computer. |
| Boot Sequence | <p>Boot Sequence Allows you to change the order in which the computer attempts to find an operating system. The options are:</p> <ul style="list-style-type: none"> Windows Boot Manager <p>By default, the options is checked.</p> <p>Boot List Options Allows you to change the boot list option:</p> <ul style="list-style-type: none"> Legacy UEFI (The option is enabled by default) |
| Advanced Boot Options | <p>Allows you the legacy option ROMs to load. The options are:</p> <ul style="list-style-type: none"> Enable Legacy Option ROMs(The option is enabled by default) Enable UEFI Network Stack |



| Option | Description |
|---|--|
| | <ul style="list-style-type: none"> • Enable Attempt Legacy Boot |
| BootUEFI Boot Path SecurityOptions | <p>Allows you to control whether or not the system will prompt to the user to enter the Admin password, when a user selects a UEFI boot path from the F12 boot Menu.</p> <ul style="list-style-type: none"> • Always, Except Internal HDD(The option is enabled by default) • Always • Never <p> NOTE: These options have no relevance if the Admin password is not set BIOS settings.</p> |
| Date/Time | Allows you to change the date and time. |

System Configuration screen options

| Option | Description |
|--------------------------|--|
| SATA Operation | <p>Allows you to configure the internal SATA hard-drive controller. The options are:</p> <ul style="list-style-type: none"> • Disabled • AHCI: This option is enabled by default. |
| Drives | <p>Allows you to configure the SATA drives on board. All drives are enabled by default. The options are:</p> <ul style="list-style-type: none"> • SATA-0 • SATA-1 |
| SMART Reporting | <p>This field controls whether hard drive errors for integrated drives are reported during system startup. This technology is part of the SMART (Self Monitoring Analysis and Reporting Technology) specification. This option is disabled by default.</p> <ul style="list-style-type: none"> • Enable SMART Reporting |
| USB Configuration | <p>This field configures the integrated USB controller. If Boot Support is enabled, the system is allowed to boot any type of USB Mass Storage Devices (HDD, memory key, floppy).</p> <p>If USB port is enabled, device attached to this port is enabled and available for OS.</p> <p>If USB port is disabled, the OS cannot see any device attached to this port.</p> <p>The options are:</p> <ul style="list-style-type: none"> • Enable USB Boot Support (by default enable) • Enable External USB Port (by default enable) |
| USB PowerShare | <p>This field configures the USB PowerShare feature behavior. This option allows you to charge external devices using the stored system battery power through the USB PowerShare port.</p> |
| Audio | <p>This field enables or disables the integrated audio controller. By default, the Enable Audio option is selected. The options are:</p> <ul style="list-style-type: none"> • Enable Microphone (by default enable) • Enable Internal Speaker (by default enable) |

| Option | Description |
|------------------------------|--|
| Miscellaneous Devices | <p>Allows you to enable or disable the following devices:</p> <ul style="list-style-type: none"> · Enable Camera (enabled by default) · Enable Secure Digital (SD) card (enabled by default) <p>NOTE: All devices are enabled by default.</p> |

Video screen options

| Option | Description |
|-----------------------|---|
| LCD Brightness | Allows you to set the display brightness depending up on the power source (On Battery and On AC). |

NOTE: The video setting will be visible only when a video card is installed into the system.

Security screen options

| Option | Description |
|--------------------------------|---|
| Admin Password | <p>Allows you to set, change, or delete the administrator (admin) password.</p> <p>NOTE: You must set the admin password before you set the system or hard drive password. Deleting the admin password automatically deletes the system password and the hard drive password.</p> <p>NOTE: Successful password changes take effect immediately.</p> <p>Default setting: Not set</p> |
| System Password | <p>Allows you to set, change or delete the system password.</p> <p>NOTE: Successful password changes take effect immediately.</p> <p>Default setting: Not set</p> |
| Internal HDD-1 Password | <p>Allows you to set, change or delete the system's internal hard drive's password.</p> <p>Default setting: Not set</p> |
| Strong Password | <p>Allows you to enforce the option to always set strong passwords.</p> <p>Default Setting: Enable Strong Password is not selected.</p> <p>NOTE: If Strong Password is enabled, Admin and System passwords must contain at least one uppercase character, one lowercase character and be at least 8 characters long.</p> |
| Password Configuration | <p>Allows you to determine the minimum and maximum length of Administrator and System passwords.</p> |
| Password Bypass | <p>Allows you to enable or disable the permission to bypass the System and the Internal HDD password, when they are set. The options are:</p> <ul style="list-style-type: none"> · Disabled · Reboot bypass <p>Default setting: Disabled</p> |



| Option | Description |
|--------------------------------------|--|
| Password Change | Allows you to enable the disable permission to the System and Hard Drive passwords when the admin password is set. Default setting: Allow Non-Admin Password Changes is selected. |
| UEFI Capsule Firmware Updates | Allows you to control whether the system allows BIOS updates through UEFI capsule update packages. Default setting: Enable UEFI Capsule Firmware Updates is selected. |
| PTT Security | Allows you to control whether the Platform Trust Technology (PTT) feature is visible to the operating system. The options are: <ul style="list-style-type: none"> · PTT On · Clear Default setting: PTT On is selected. <i>NOTE: Disabling this option does not change any settings made to the PTT, delete, or change any information or keys stored in the PTT. Changes made to this setting take effect immediately.</i> |
| Computrace | Allows you to activate or disable the optional Computrace software. The options are: <ul style="list-style-type: none"> · Deactivate · Disable · Activate <i>NOTE: The Activate and Disable options will permanently activate or disable the feature and no further changes will be allowed</i> Default setting: Deactivate |
| CPU XD Support | Allows you to enable the Execute Disable mode of the processor. Enable CPU XD Support (default) |
| Admin Setup Lockout | Allows you to prevent users from entering the setup when an Administrator password is set. Default Setting: Enable Admin Setup Lockout is not selected. |

Secure Boot screen options

| Option | Description |
|------------------------------|---|
| Secure Boot Enable | This option enables or disables the Secure Boot feature. <ul style="list-style-type: none"> · Disabled · Enabled Default setting: Enabled. |
| Expert Key Management | Allows you to manipulate the security key databases only if the system is in Custom Mode. The Enable Custom Mode option is disabled by default. The options are: <ul style="list-style-type: none"> · PK · KEK · db |

| Option | Description |
|--------|---|
| | <ul style="list-style-type: none"> · dbx <p>If you enable the Custom Mode, the relevant options for PK, KEK, db, and dbx appear. The options are:</p> <ul style="list-style-type: none"> · Save to File—Saves the key to a user-selected file · Replace from File—Replaces the current key with a key from a user-selected file · Append from File—Adds a key to the current database from a user-selected file · Delete—Deletes the selected key · Reset All Keys—Resets to default setting · Delete All Keys—Deletes all the keys <p>NOTE: If you disable the Custom Mode, all the changes made will be erased and the keys will restore to default settings.</p> |

Intel Software Guard Extensions screen options

| Option | Description |
|----------------------------|--|
| Intel SGX Enable | <p>This field specifies you to provide a secured environment for running code/storing sensitive information in the context of the main OS. The options are:</p> <ul style="list-style-type: none"> · Disabled · Enabled <p>Default setting: Disabled</p> |
| Enclave Memory Size | <p>This option sets SGX Enclave Reserve Memory Size. The options are:</p> <ul style="list-style-type: none"> · 32 MB · 64 MB · 128 MB |

Performance screen options

| Option | Description |
|---------------------------|---|
| Multi Core Support | <p>This field specifies whether the process has one or all cores enabled. The performance of some applications improves with the additional cores. This option is enabled by default. Allows you to enable or disable multi-core support for the processor. The installed processor supports two cores. If you enable Multi Core Support, two cores are enabled. If you disable Multi Core Support, one core is enabled.</p> <ul style="list-style-type: none"> · Enable Multi Core Support <p>Default setting: The option is enabled.</p> |
| Intel SpeedStep | <p>Allows you to enable or disable the Intel SpeedStep feature.</p> <ul style="list-style-type: none"> · Enable Intel SpeedStep <p>Default setting: The option is enabled.</p> |
| C-States Control | <p>Allows you to enable or disable the additional processor sleep states.</p> <ul style="list-style-type: none"> · C states |



| Option | Description |
|-----------------------------|---|
| | Default setting: The option is enabled. |
| Hyper-Thread Control | Allows you to enable or disable the Hyper-Threading in the processor. <ul style="list-style-type: none"> · Disabled · Enabled Default setting: Enabled. |

Power Management screen options

| Option | Description |
|---------------------|--|
| Auto On Time | Allows you to set the time at which the computer must turn on automatically. The options are: <ul style="list-style-type: none"> · Disabled · Every Day · Weekdays · Select Days Default setting: Disabled |

| | |
|-------------------------|--|
| USB Wake Support | Allows you to enable USB devices to wake the system from Standby. <p>NOTE: This feature is only functional when the AC power adapter is connected. If the AC power adapter is removed during Standby, the system setup removes power from all the USB ports to conserve battery power.</p> <ul style="list-style-type: none"> · Enable USB Wake Support Default setting: The option is disabled. |
|-------------------------|--|

| | |
|---|--|
| Primary Battery Charge Configuration | Allows you to select the charging mode for the battery. The options are: <ul style="list-style-type: none"> · Adaptive · Standard — Fully charges your battery at a standard rate. · ExpressCharge — The battery charges over a shorter period of time using Dell's fast charging technology. This option is enabled by default. · Primarily AC use · Custom <p>If Custom Charge is selected, you can also configure Custom Charge Start and Custom Charge Stop.</p> <p>NOTE: All charging mode may not be available for all the batteries. To enable this option, disable the Advanced Battery Charge Configuration option.</p> |
|---|--|

POST Behavior screen options

| Option | Description |
|-------------------------|---|
| Adapter Warnings | Allows you to enable or disable the system setup (BIOS) warning messages when you use certain power adapters. <p>Default setting: Enable Adapter Warnings</p> |

| Option | Description |
|------------------------|---|
| Mouse/Touchpad | <p>Allows you to define how the system handles mouse and touch pad input. The options are:</p> <ul style="list-style-type: none"> Serial Mouse PS2 Mouse Touchpad/PS-2 Mouse: This option is enabled by default. |
| Fn Lock Options | <p>Allows you to let hot key combinations Fn + Esc toggle the primary behavior of F1–F12, between their standard and secondary functions. If you disable this option, you cannot toggle dynamically the primary behavior of these keys. The available options are:</p> <ul style="list-style-type: none"> Fn Lock. This option is selected by default. Lock Mode Disable/Standard Lock Mode Enable/Secondary |
| Fastboot | <p>Allows you to speed up the boot process by bypassing some of the compatibility steps. The options are:</p> <ul style="list-style-type: none"> Minimal Thorough (default) Auto |

Virtualization support screen options

| Option | Description |
|--------------------------|--|
| Virtualization | <p>Allows you to enable or disable the Intel Virtualization Technology.</p> <p>Enable Intel Virtualization Technology (default).</p> |
| VT for Direct I/O | <p>Enables or disables the Virtual Machine Monitor (VMM) from utilizing the additional hardware capabilities provided by Intel® Virtualization technology for direct I/O.</p> <p>Enable VT for Direct I/O - enabled by default.</p> |
| Trusted Execution | <p>This option specifies whether a Measured Virtual Machine Monitor (MVMM) can utilize the additional hardware capabilities provided by Intel Trusted Execution Technology. The TPM Virtualization Technology, and Virtualization technology for direct I/O must be enabled to use this feature.</p> <p>Trusted Execution - disabled by default.</p> |

Wireless screen options

| Option | Description |
|-------------------------------|--|
| Wireless Switch | <p>Allows to set the wireless devices that can be controlled by the wireless switch. The options are:</p> <ul style="list-style-type: none"> WLAN Bluetooth <p>All the options are enabled by default.</p> |
| Wireless Device Enable | <p>Allows you to enable or disable the internal wireless devices.</p> <ul style="list-style-type: none"> WLAN |



| Option | Description |
|--------|--|
| | <ul style="list-style-type: none"> Bluetooth <p>All the options are enabled by default.</p> |

Maintenance screen options

| Option | Description |
|-----------------------|---|
| Service Tag | Displays the Service Tag of your computer. |
| Asset Tag | Allows you to create a system asset tag if an asset tag is not already set. This option is not set by default. |
| BIOS Downgrade | This controls flashing of the system firmware to previous revisions. |
| Data Wipe | <p>This field allows users to erase the data securely from all internal storage devices. The following is list of devices affected:</p> <ul style="list-style-type: none"> Internal HDD Internal SDD Internal mSATA Internal eMMC <p>⚠ WARNING: Selecting this option results in permanent data loss and this action cannot be reversed.</p> |
| BIOS Recovery | <p>This field allows you to recover from certain corrupted BIOS conditions from a recover file on the user primary hard drive or an external USB key.</p> <ul style="list-style-type: none"> BIOS Recovery from Hard Drive (enabled by default) |

System Log screen options

| Option | Description |
|-----------------------|---|
| BIOS Events | Allows you to view and clear the System Setup (BIOS) POST events. |
| Thermal Events | Allows you to view and clear the System Setup (Thermal) events. |
| Power Events | Allows you to view and clear the System Setup (Power) events. |

Updating the BIOS in Windows

It is recommended to update your BIOS (System Setup), when you replace 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

ⓘ NOTE: If BitLocker is enabled, it must be suspended prior to updating the system BIOS, and then re-enabled after the BIOS update is completed.

- Restart the computer.
- Go to **Dell.com/support**.
 - Enter the **Service Tag** or **Express Service Code** and click **Submit**.
 - Click **Detect Product** and follow the instructions on screen.
- If you are unable to detect or find the Service Tag, click **Choose from all products**.
- Choose the **Products** category from the list.

- ⓘ NOTE: Choose the appropriate category to reach the product page**
- Select your computer model and the **Product Support** page of your computer appears.

- 6 Click **Get drivers** and click **Drivers and Downloads**.
The Drivers and Downloads section opens.
- 7 Click **Find it myself**.
- 8 Click **BIOS** to view the BIOS versions.
- 9 Identify the latest BIOS file and click **Download**.
- 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.

NOTE: It is recommended not to update the BIOS version for more than three revisions. For example: If you want to update the BIOS from 1.0 to 7.0, then install version 4.0 first and then install version 7.0.

System and setup password

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

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

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

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

NOTE: System and setup password feature is disabled.

Assigning a system password and setup password

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

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

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

Deleting or changing an existing system 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.

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

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

Software

This chapter details the supported operating systems along with instructions on how to install the drivers.

Topics:

- [Supported operating systems](#)
- [Downloading drivers](#)

Supported operating systems

Table 5. Operating systems

| | |
|------------------|---|
| Windows | <ul style="list-style-type: none"> • Microsoft Windows 10 Pro 64 bit • Microsoft Windows 10 Home 64 bit |
| Other | N/A |
| OS media support | <ul style="list-style-type: none"> • Dell.com/support to download eligible Windows OS • USB media available as upsell |

Downloading drivers

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

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

- 4 Click **Drivers and Downloads**.
- 5 Select the operating system installed on your notebook.
- 6 Scroll down the page and select the driver to install.
- 7 Click **Download File** to download the driver for your notebook.
- 8 After the download is complete, navigate to the folder where you saved the driver file.
- 9 Double-click the driver file icon and follow the instructions on the screen.

Intel chipset drivers

Verify if the Intel chipset drivers are already installed in the laptop.



Table 6. Intel chipset drivers

| Before installation | After installation |
|---|---|
| <ul style="list-style-type: none"> Other devices <ul style="list-style-type: none"> PCI Data Acquisition and Signal Processing Controller PCI Device PCI Memory Controller PCI Simple Communications Controller SM Bus Controller Unknown device System devices <ul style="list-style-type: none"> ACPI Fan ACPI Fan ACPI Fan ACPI Fan ACPI Fan ACPI Fixed Feature Button ACPI Power Button ACPI Processor Aggregator ACPI Thermal Zone ACPI Thermal Zone Composite Bus Enumerator High Definition Audio Controller High precision event timer Intel(R) Power Engine Plug-in Legacy device Microsoft ACPI-Compliant Embedded Controller Microsoft ACPI-Compliant System Microsoft System Management BIOS Driver Microsoft UEFI-Compliant System Microsoft Virtual Drive Enumerator Microsoft Windows Management Interface for ACPI Microsoft Windows Management Interface for ACPI NDIS Virtual Network Adapter Enumerator Numeric data processor PCI Express Root Complex PCI Express Root Port PCI Express Root Port PCI Express Root Port PCI Express Root Port PCI standard host CPU bridge PCI standard ISA bridge Plug and Play Software Device Enumerator Programmable interrupt controller Remote Desktop Device Redirector Bus System CMOS/real time clock System timer UMBus Root Bus Enumerator | <ul style="list-style-type: none"> System devices <ul style="list-style-type: none"> ACPI Fixed Feature Button ACPI Lid ACPI Power Button ACPI Processor Aggregator ACPI Sleep Button ACPI Thermal Zone Charge Arbitration Driver Composite Bus Enumerator High Definition Audio Controller High precision event timer Intel(R) Integrated Sensor Solution Intel(R) Management Engine Interface Intel(R) Power Engine Plug-in Intel(R) Serial IO GPIO Host Controller - INT344B Intel(R) Serial IO I2C Host Controller - 9D60 Intel(R) Virtual Buttons Intel(R) Xeon(R) E3 - 1200 v6/7th Gen Intel(R) Core(TM) Host Br ISS Dynamic Bus Enumerator Legacy device Microsoft ACPI-Compliant Embedded Controller Microsoft ACPI-Compliant System Microsoft System Management BIOS Driver Microsoft UEFI-Compliant System Microsoft Virtual Drive Enumerator Microsoft Windows Management Interface for ACPI Mobile 6th/7th Generation Intel(R) Processor Family I/O PCI Ex Mobile 6th/7th Generation Intel(R) Processor Family I/O PMC - Mobile 6th/7th Generation Intel(R) Processor Family I/O SMBU Mobile 6th/7th Generation Intel(R) Processor Family I/O Therm Mobile 7th Generation Intel(R) Processor Family I/O LPC Contr |

Intel HD Graphics drivers

Verify if the Intel HD Graphics drivers are already installed in the laptop.

Table 7. Intel HD Graphics drivers

| Before installation | After installation |
|--|--|
| <ul style="list-style-type: none"> Display adapters <ul style="list-style-type: none"> Microsoft Basic Display Adapter Sound, video and game controllers <ul style="list-style-type: none"> High Definition Audio Device High Definition Audio Device | <ul style="list-style-type: none"> Display adapters <ul style="list-style-type: none"> Intel(R) HD Graphics 620 |



Realtek HD audio drivers

Verify if the Realtek audio drivers are already installed in the laptop.

Table 8. Realtek HD audio drivers

| Before installation | After installation |
|--|---|
| <ul style="list-style-type: none">▼  Audio inputs and outputs<ul style="list-style-type: none"> Microphone (High Definition Audio Device) Speakers (High Definition Audio Device)▼  Sound, video and game controllers<ul style="list-style-type: none"> High Definition Audio Device Intel(R) Display Audio | <ul style="list-style-type: none">▼  Sound, video and game controllers<ul style="list-style-type: none"> Intel(R) Display Audio Realtek Audio |

Network drivers

Install the WLAN and Bluetooth drivers from the Dell support site.

Verify if the Network drivers are already installed in the laptop.

- ▼  Network adapters
 -  Bluetooth Device (Personal Area Network)
 -  Bluetooth Device (RFCOMM Protocol TDI)
 -  Qualcomm QCA61x4A 802.11ac Wireless Adapter

Troubleshooting

Table 9. Troubleshooting

| Issue | Suggested Troubleshooting Steps |
|-----------------------|---|
| Battery Charging | <p>The battery should be charged while the system is off for faster charge time. Users may notice longer charge times when the system is turned on and running graphics-intensive applications.</p> <p>⚠ CAUTION: There is a danger of a new battery exploding if it is incorrectly installed. Replace the battery only with the same or equivalent type recommended by the manufacturer. Discard used batteries according to the manufacturer's instructions.</p> |
| No POST | <p>When a user starts the notebook, the first thing that the BIOS does is to perform the Power-On Self-Test (POST). The POST is a built-in diagnostic program that checks the hardware to make sure that everything is present and functioning properly, before the BIOS begins the actual boot.</p> <p>If the system does not perform a Power-On Self-Test, there are various things that you can look for:</p> <ol style="list-style-type: none"> 1 Check that the system has a power light. 2 If the system has no power light, make sure that it is plugged into AC power. 3 Remove the battery. Make sure that the power is turned off and the system is unplugged. 4 Remove all CRUs from the system and reconnect the AC adapter to the system and try again. 5 Run the ePSA diagnostics. |
| Video | <p>If the LCD on the system does not show any display or has other problems, here are some basic steps that you can perform:</p> <ol style="list-style-type: none"> 1 If the LCD is not displaying video or the video is garbled, run the ePSA diagnostics. 2 If the LCD is not displaying any video, connect an external monitor to eliminate a no-POST problem. A good image on the external monitor eliminates a video card problem or a POST problem. 3 Connect an external monitor, when possible, for all LCD-related problems to help eliminate a possible software or video card problem. 4 If the LCD has dim video, adjust the brightness or connect an AC adapter to eliminate a power management conservation setting in the BIOS. 5 If the LCD has lines on the screen, check the system during POST and system setup, to determine if the lines are present in all modes of operation. Run the ePSA diagnostics. 6 If the LCD has color problems, run the ePSA diagnostics. 7 If the LCD has burned-out pixels, verify that the LCD is still within LCD standard guidelines. For Dell internal users only, click here. |
| BIOS | <p>If users have problems while using the notebook, the problems may be related to BIOS settings configured incorrectly in BIOS/System Setup. Check the System Setup pages to verify the settings on each page. Try resetting BIOS to default settings by pressing Alt+F.</p> |
| Touchpad and Keyboard | <p>To troubleshoot touchpad and keyboard-related problems, you can perform the following steps:</p> <ol style="list-style-type: none"> 1 Attach an external mouse or keyboard to check for peripheral functionality. 2 Run the ePSA diagnostics. |

| Issue | Suggested Troubleshooting Steps |
|----------------|---|
| Integrated NIC | <p>If the system is not able to identify any network after connecting the network cable to the network port, try the following troubleshooting steps:</p> <ol style="list-style-type: none"> 1 Make sure that the network driver has been installed and is working properly. 2 Check that the network LEDs are responding. 3 Check System Setup to make sure that the NIC is enabled. 4 Try reseating the cable. 5 Try a known good cable, if one is available. 6 If a known good system is available, check if that system is connecting to the network. 7 Run the ePSA diagnostics on the network port. <p>NOTE: If the integrated network hardware solution is defective or nonfunctional, replace the system board.</p> |
| VGA | <p>No additional drivers or updates are needed for VGA functionality. When troubleshooting an external monitor, keep these tips in mind:</p> <ul style="list-style-type: none"> • Check both ends of the cable for a snug connection into the laptop and into the external monitor. • Adjust the contrast and brightness controls on the external monitor. • Make sure that the notebook is not set to internal display only. • Swap with a known good cable. • Try with a known good external monitor. Check the external device's documentation for any additional steps required for functionality. <p>NOTE: If the VGA hardware port is defective or nonfunctional, replace the system board.</p> |

Topics:

- [Enhanced Pre-Boot System Assessment — ePSA diagnostics](#)
- [System diagnostic lights](#)

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.

System diagnostic lights

Power and battery-status light/ hard-drive activity light: Indicates the battery-charge status or the hard-drive activity.



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

Hard-drive activity light

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

Power and battery-status light

Indicates the power and battery-charge status.

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

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

Off

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

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

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

The following table shows different light patterns, what they indicate, and the suggested solutions.

Table 10. System light problems and possible solutions

| Light Pattern | Problem description | Suggested solution |
|---------------|------------------------------------|---|
| 2,1 | CPU failure | Replace the system board. |
| 2,2 | System board: BIOS and ROM failure | Flash latest BIOS version. If problem persists, replace the system board. |
| 2,3 | No memory module or RAM detected | Confirm that the memory module is installed properly. If problem persists, replace the memory module. |
| 2,4 | Memory module or RAM failure | Replace the memory module. |
| 2,5 | Invalid memory module installed | Replace the memory module. |
| 2,6 | System board or chipset error | Replace the system board. |
| 2,7 | LCD failure | Replace the LCD. |
| 3,1 | CMOS battery failure | Replace the CMOS battery. |
| 3,2 | PCI or video card or chip failure | Replace the CMOS battery. |
| 3,3 | Recovery image not found | Reimage the system. |
| 3,4 | Recovery image found but invalid | Reimage the system. |

The computer may emit a series of beeps during start-up if the errors or problems cannot be displayed. The repetitive beep codes help the user troubleshoot problems with the computer.

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.



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 Go to **Dell.com/support**.
- 2 Select your support category.
- 3 Verify your country or region in the **Choose a Country/Region** drop-down list at the bottom of the page.
- 4 Select the appropriate service or support link based on your need.