

Inspiron 15 5000 Service Manual

Computer Model: Inspiron 5575
Regulatory Model: P75F
Regulatory Type: P75F002



Notes, cautions, and warnings



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



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



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

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Before working inside your computer



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

Before you begin

- 1 Save and close all open files and exit all open applications.
- 2 Shut down your computer. Click **Start** →  **Power** → **Shut down**.
 **NOTE:** If you are using a different operating system, see the documentation of your operating system for shut-down instructions.
- 3 Disconnect your computer and all attached devices from their electrical outlets.
- 4 Disconnect all attached network devices and peripherals, such as keyboard, mouse, and monitor from your computer.
- 5 Remove any media card and optical disc from your computer, if applicable.

Safety instructions

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



WARNING: Before working inside your computer, read the safety information that shipped with your computer. For more safety best practices, see the Regulatory Compliance home page at www.dell.com/regulatory_compliance.



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



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

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


Recommended tools

The procedures in this document may require the following tools:









- Phillips screwdriver #1
- Plastic scribe



Screw list

Table 1. Screw list







Component	Secured to	Screw type	Quantity	Screw image
Base cover	Palm rest and keyboard assembly	M2x2	2	











Component	Secured to	Screw type	Quantity	Screw image
 NOTE: Applicable only for computers shipped with optical drive				
Base cover	Palm rest and keyboard assembly	M2x4	1	
Base cover	Palm rest and keyboard assembly	M2.5x7	6	
				 NOTE: Screw color may vary depending on the configuration ordered.
Battery	Palm rest and keyboard assembly	M2x3	4	
Display panel	Display back-cover and antenna assembly	M2x2	4	
Fan	Palm rest and keyboard assembly	M2.5x5	3	
Hard-drive assembly	Palm rest and keyboard assembly	M2x3	4	

Component	Secured to	Screw type	Quantity	Screw image
Hard-drive bracket	Hard drive	M3x3	4	
Heat sink	System board	M2x3	3	

 **NOTE: Applicable only for computers shipped with discrete configuration.**

Hinges	Palm rest and keyboard assembly	M2.5x5	<ul style="list-style-type: none"> • 5 (For computers shipped with optical drive) • 6 (For computers shipped without optical drive) 	
Hinge brackets	Display back-cover and antenna assembly	(M2.5x2.5)	8	
Hinge brackets	Display back-cover and antenna assembly	M2x2	2	
I/O board	Palm rest and keyboard assembly	M2x4	1	
Optical-drive bracket (optional)	Optical drive	M2x3	2	
Optical-drive connector board (optional)	Palm rest and keyboard assembly	M2x2 Big Head	1	



Component	Secured to	Screw type	Quantity	Screw image
Power-adaptor port	Palm rest and keyboard assembly	M2x2	1	
Power-button board	Palm rest and keyboard assembly	M2x3	1	
Power button with fingerprint reader (optional)	Palm rest and keyboard assembly	M2x2	1	
Solid-state drive	Palm rest and keyboard assembly	M2x2.2	1	
 NOTE: Applicable for computers shipped with M.2 SATA solid-state drive.				
System board	Palm rest and keyboard assembly	M2x4	1	
Touchpad	Palm rest and keyboard assembly	M2x2	4	
Wireless-card bracket	System board	M2x3	1	

After working inside your computer




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

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



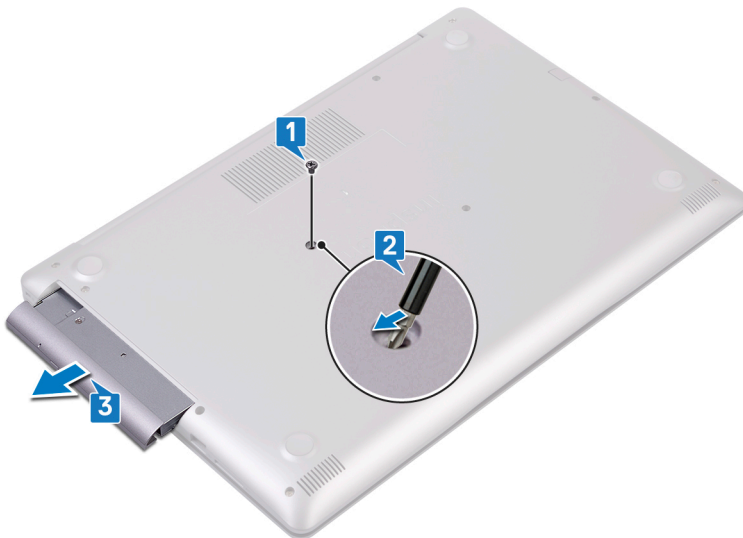
Removing the optical drive

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

Procedure

 **NOTE:** Applicable only for computers that are shipped with optical drive.

- 1 Remove the screw (M2x2) that secures the optical-drive assembly to the base cover.
- 2 Using a screwdriver, push the optical drive through the slot to release the optical-drive assembly out of the optical-drive bay.
- 3 Slide the optical-drive assembly out of the optical-drive bay.



- 4 Remove the two screws (M2x3) that secure the optical-drive bracket to the optical drive.
- 5 Remove the optical-drive bracket from optical drive.



- 6 Pull the optical-drive bezel carefully to remove it from the optical drive.



Replacing the optical drive



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Procedure



NOTE: Applicable only for computers that are shipped with optical drive.

- 1 Align the tabs on the optical-drive bezel with the slots on the optical drive and snap the optical-drive bezel into place.
- 2 Align the screw holes on the optical-drive bracket with the screw holes on the optical drive.
- 3 Replace the two screws (M2x3) that secure the optical-drive bracket to the optical drive.
- 4 Slide the optical-drive assembly into the optical-drive bay.
- 5 Align the screw hole on the optical-drive bracket with the screw hole on the base cover.
- 6 Replace the screw (M2x2) that secures the optical-drive assembly to the base cover.

Removing the base cover



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Prerequisites

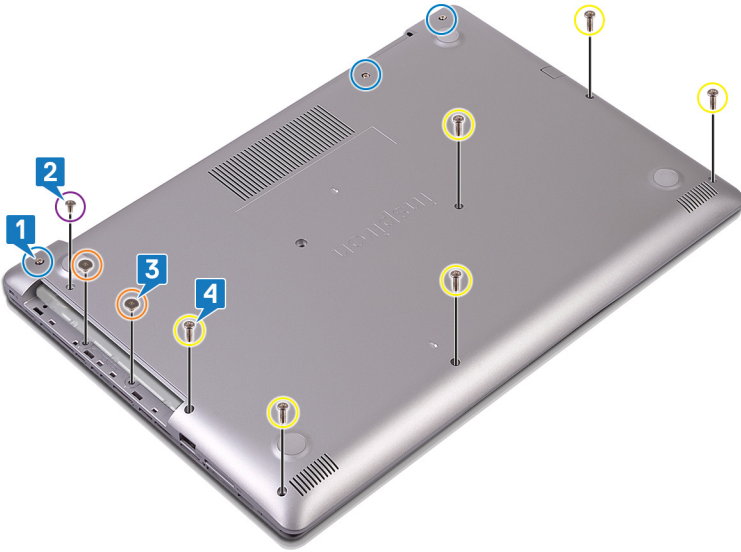
Remove the [optical drive](#) (optional).

Procedure

- 1 Loosen the three captive screws on the base cover.
- 2 Remove the screw (M2x4) that secures the base cover to the palm rest and keyboard assembly.
- 3 Remove the two screws (M2x2) that secure the base cover to the palm rest and keyboard assembly.

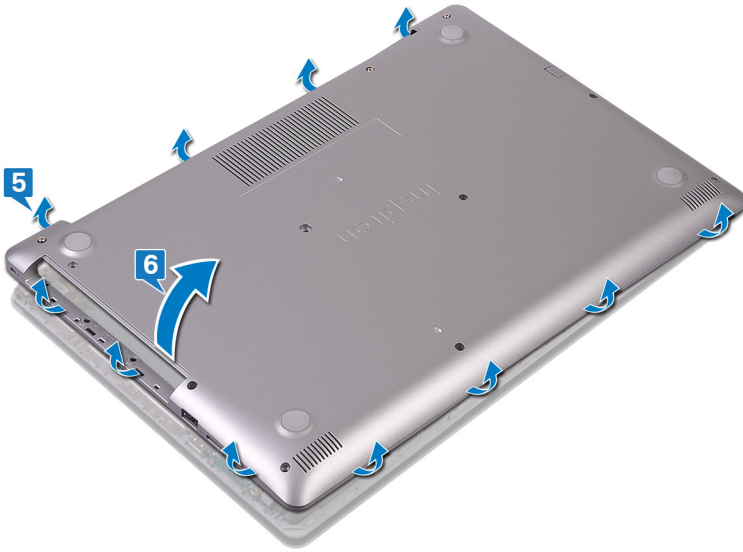


- 4 Remove the six screws (M2.5x7) that secure the base cover to the palm rest and keyboard assembly.



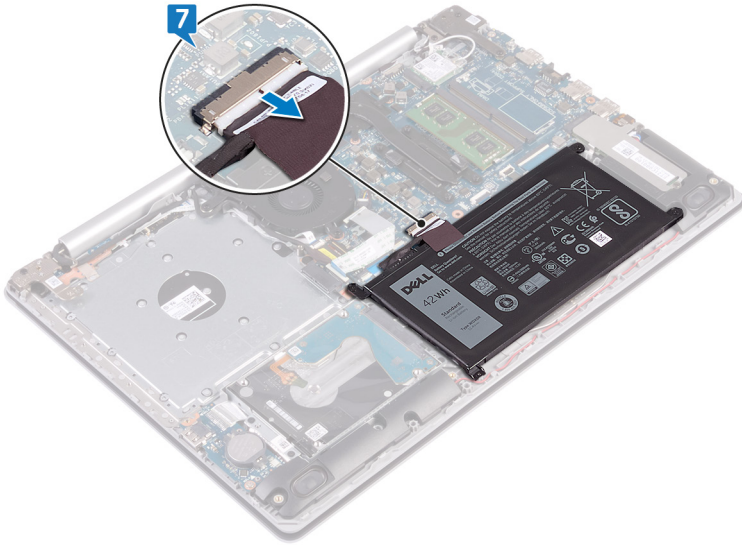
- 5 Pry the base cover starting from the top-left corner of the computer base.

- Lift the base cover off the palm rest and keyboard assembly.



 **NOTE:** The following steps are applicable only if you want to further remove any other component from your computer.

- 7 Disconnect the battery cable from the system board.

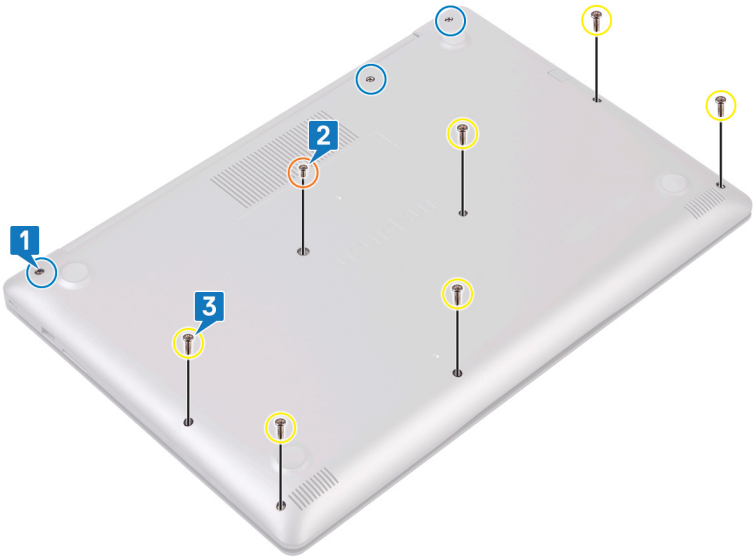


- 8 Press and hold the power button for 5 seconds to ground the computer and drain the flea power.

For computers shipped without optical drive

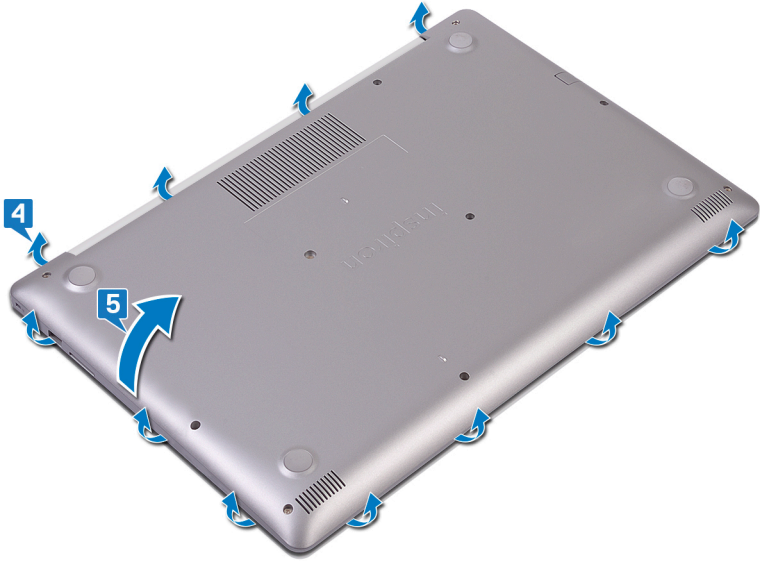
- 1 Loosen the three captive screws on the base cover.
- 2 Remove the screw (M2x4) that secures the base cover to the palm rest and keyboard assembly.

- 3 Remove the six screws (M2.5x7) that secure the base cover to the palm rest and keyboard assembly.



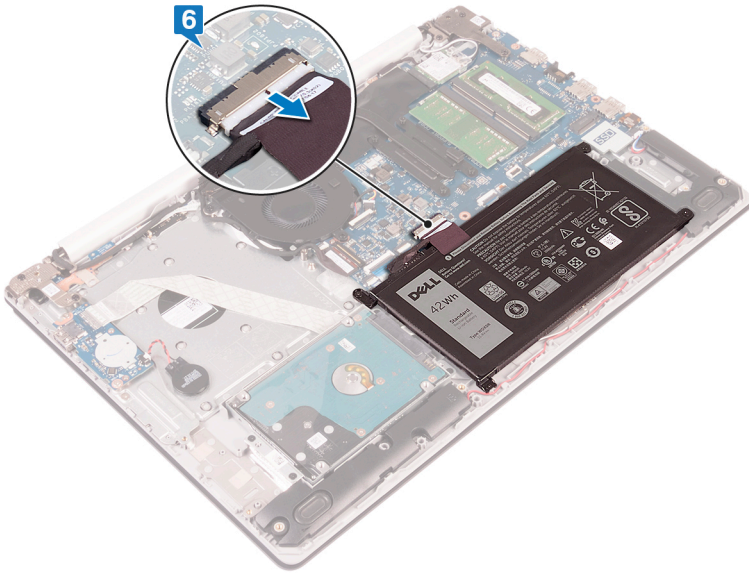
- 4 Pry the base cover starting from the top-left corner of the computer base.

- 5 Lift the base cover off the palm rest and keyboard assembly.



 **NOTE:** The following steps are applicable only if you want to further remove any other component from your computer.


- 6 Disconnect the battery cable from the system board.



- 7 Press and hold the power button for 5 seconds to ground the computer and drain the flea power.




Replacing the base cover

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

Procedure


- 1 Connect the battery cable to the system board, if applicable.

 **CAUTION:** To avoid accidental damage to the power-adapter port, do not press the base cover against the power-adapter port when you snap the base cover to the computer base.

- 2 Place the base cover on the palm rest and keyboard assembly, and snap the base cover into place starting from the power-adapter port.
- 3 Replace the six screws (M2.5x7) that secure the base cover to the palm rest and keyboard assembly.
- 4 Replace the two screws (M2x2) that secure the base cover to the palm rest and keyboard assembly. (Only for computers shipped with optical drive)
- 5 Replace the screw (M2x4) that secures the base cover to the palm rest and keyboard assembly.
- 6 Tighten the three captive screws that secure the base cover to the palm rest and keyboard assembly.

For computers shipped without optical drive

- 1 Connect the battery cable to the system board, if applicable.

 **CAUTION:** To avoid accidental damage to the power-adapter port, do not press the base cover against the power-adapter port when you snap the base cover to the computer base.

- 2 Place the base cover on the palm rest and keyboard assembly, and snap the base cover into place starting from the power-adapter port.
- 3 Replace the six screws (M2.5x7) that secure the base cover to the palm rest and keyboard assembly.
- 4 Replace the screw (M2x4) that secures the base cover to the palm rest and keyboard assembly.
- 5 Tighten the three captive screws that secure the base cover to the palm rest and keyboard assembly.

Post-requisites

Replace the [optical drive](#) (optional).



Removing the battery



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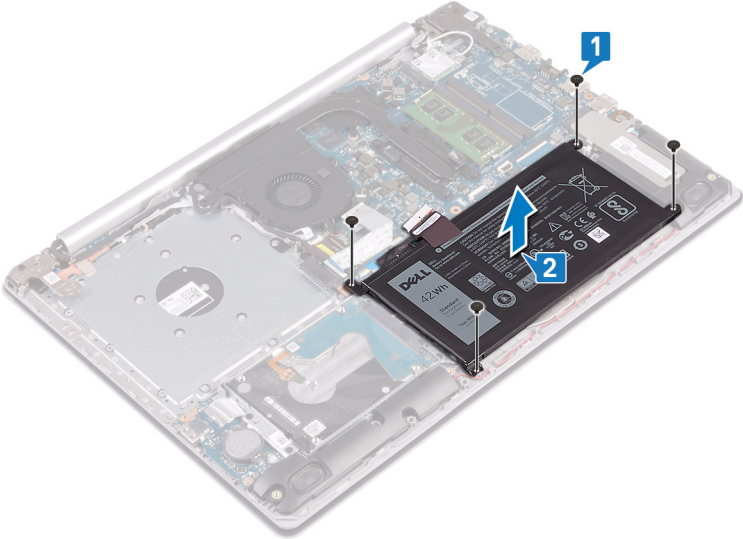
Prerequisites

- 1 Remove the [optical drive](#) (optional).
- 2 Remove the [base cover](#).

Procedure

- 1 Remove the four screws (M2x3) that secure the battery to the palm rest and keyboard assembly.

2 Lift the battery off the palm rest and keyboard assembly.



Replacing the battery



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Procedure

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

Post-requisites

- 1 Replace the [base cover](#).
- 2 Replace the [optical drive](#) (optional).

Removing the memory modules



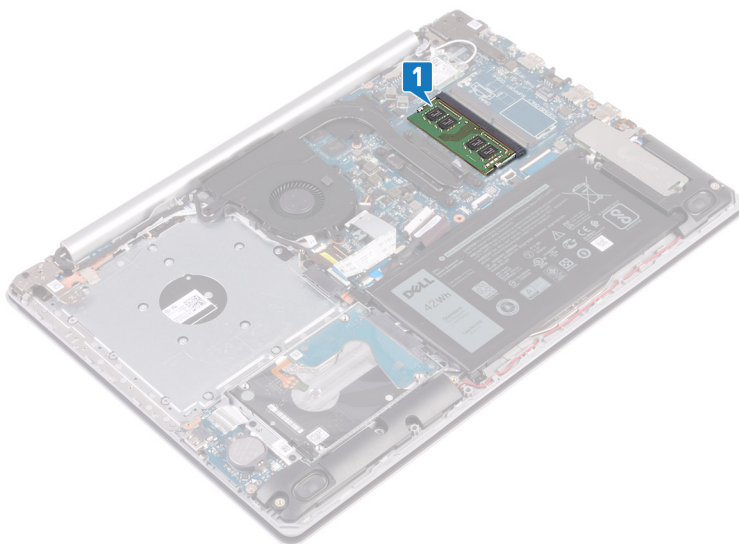
WARNING: Before working inside your computer, read the safety information that shipped with your computer and follow the steps in [Before working inside your computer](#). After working inside your computer, follow the instructions in [After working inside your computer](#). For more safety best practices,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

Prerequisites

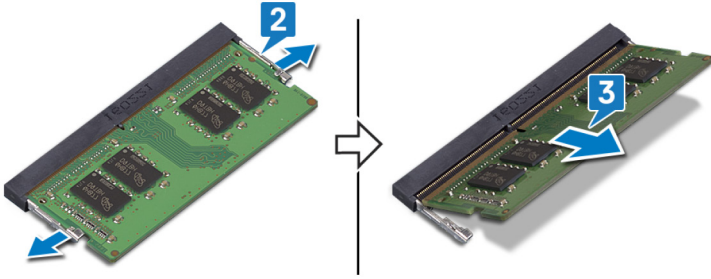
- 1 Remove the [optical drive](#) (optional).
- 2 Remove the [base cover](#).

Procedure


- 1 Locate the memory modules on your computer.



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



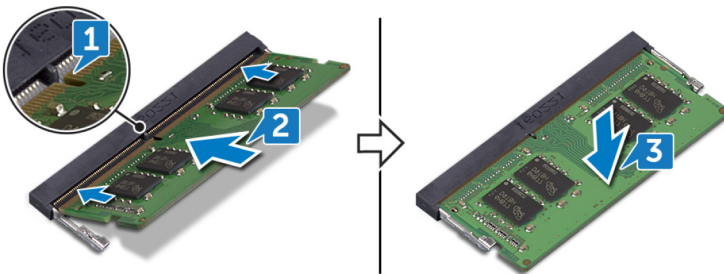
Replacing the memory modules

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Procedure

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

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




Post-requisites

- 1 Replace the [base cover](#).
- 2 Replace the [optical drive](#) (optional).



Removing the wireless card

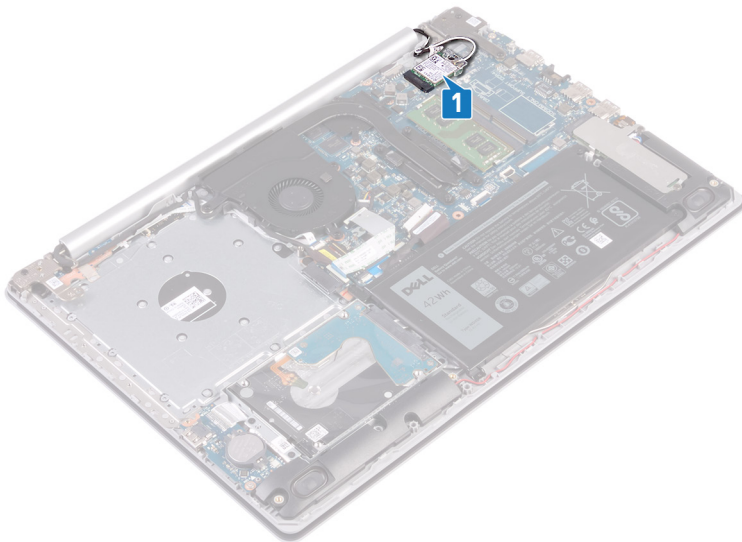
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Prerequisites

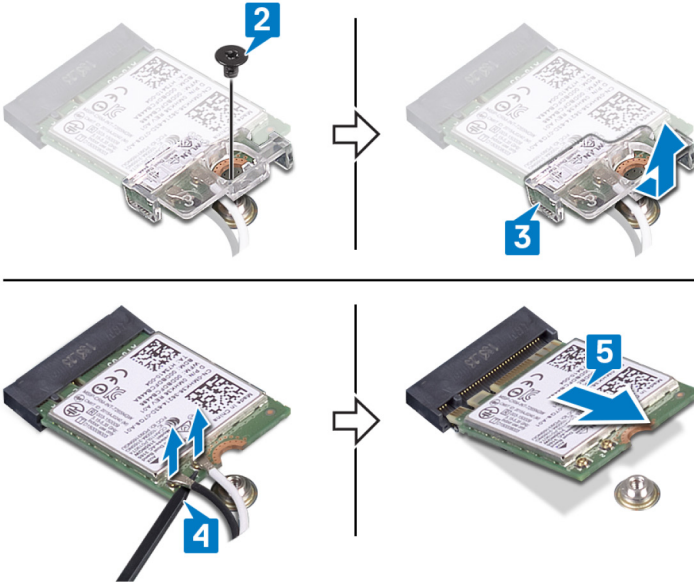
- 1 Remove the [optical drive](#) (optional).
- 2 Remove the [base cover](#).

Procedure


- 1 Locate the wireless card on your computer.



- 2 Remove the screw (M2x3) that secures the wireless-card bracket to the system board.
- 3 Slide and remove the wireless-card bracket from the wireless card.
- 4 Using a plastic scribe, disconnect the antenna cables from the wireless card.
- 5 Slide and remove the wireless card from the wireless-card slot.



Replacing the wireless card

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Procedure

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

- 1 Connect the antenna cables to the wireless card.

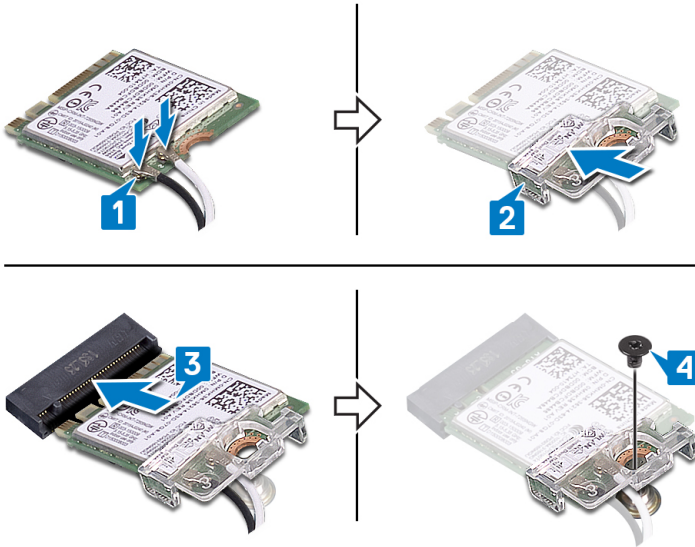
The following table provides the antenna-cable color scheme for the wireless card supported by your computer.

Table 2. Antenna-cable color scheme

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

- 2 Slide and replace the wireless-card bracket on the wireless-card.
- 3 Align the notch on the wireless card with the tab on the wireless-card slot and insert the wireless card at an angle into the wireless-card slot.

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



Post-requisites

- 1 Replace the [base cover](#).
- 2 Replace the [optical drive](#) (optional).

Removing the optical-drive connector board



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Prerequisites

- 1 Remove the [optical drive](#) (optional).
- 2 Remove the [base cover](#).

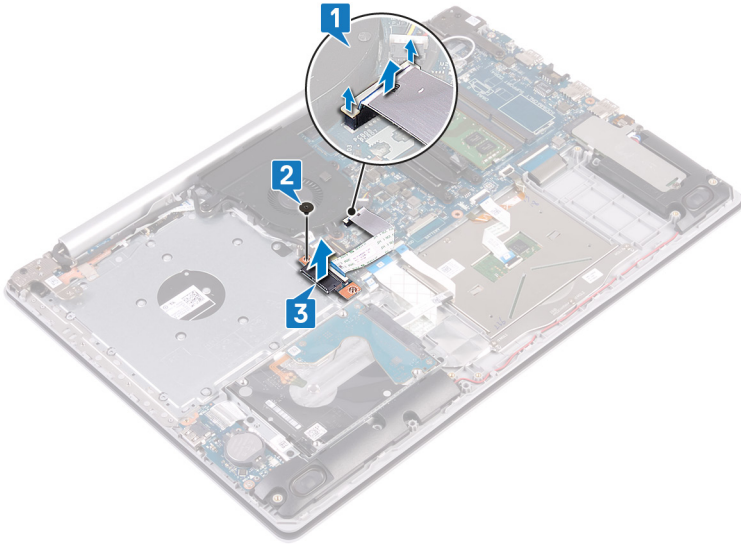
Procedure



NOTE: Applicable only for computers that are shipped with optical drive.

- 1 Lift the latch and disconnect the optical-drive connector-board cable from the system board.
- 2 Remove the screw (M2x2) that secures the optical-drive connector board to the palm rest and keyboard assembly.

- 3 Lift the optical-drive connector board along with the cable off the palm rest and keyboard assembly.



Replacing the optical-drive connector board



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Procedure


- 1 Align the screw hole on the optical-drive connector board with the screw hole on the palm rest and keyboard assembly.
- 2 Replace the screw (M2x2) that secures the optical-drive connector board to the palm rest and keyboard assembly.
- 3 Connect the optical-drive connector-board cable to the system board.
- 4 Close the latch that secures the optical-drive connector-board cable to the system board.

Post-requisites

- 1 Replace the [base cover](#).
- 2 Replace the [optical drive](#) (optional).

Removing the coin-cell battery


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

Prerequisites

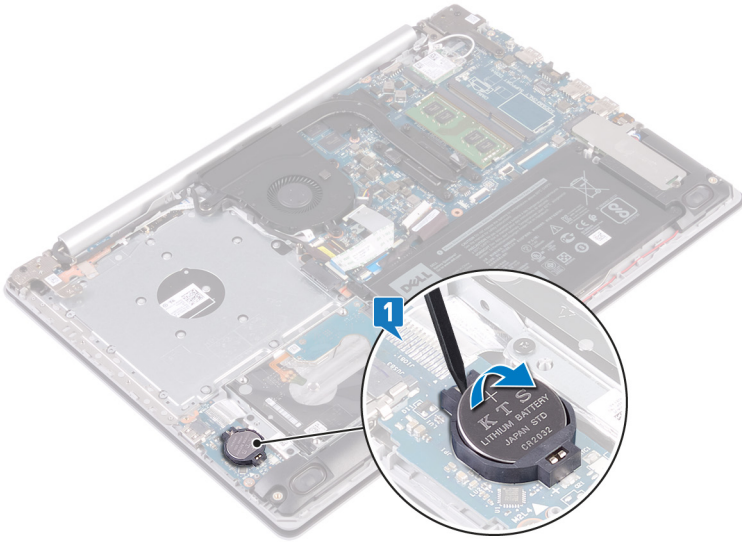
- 1 Remove the [optical drive](#) (optional).
- 2 Remove the [base cover](#).

Procedure

 **CAUTION:** Removing the coin-cell battery resets the BIOS setup program's settings to default. Before removing the coin-cell battery, it is recommended to note the BIOS setup program's settings.



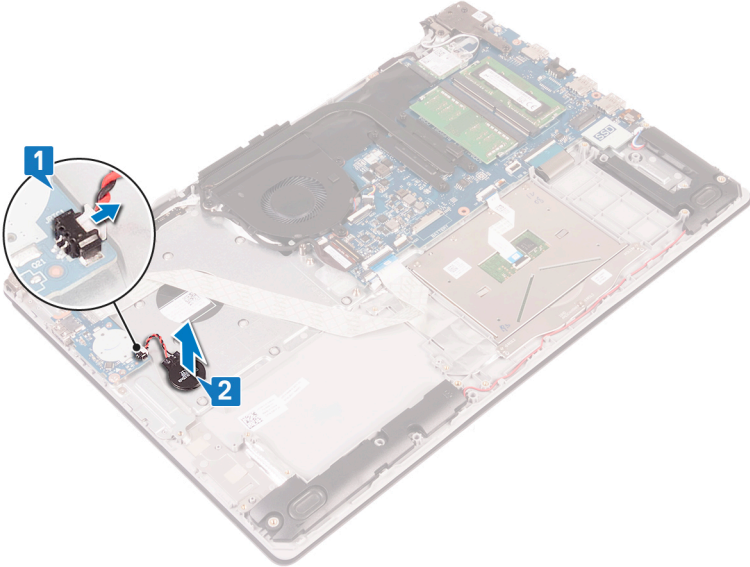
Using a plastic scribe, gently pry the coin-cell battery out of the battery socket on the I/O board.



For computers shipped without optical drive

- 1 Disconnect the coin-cell battery cable from the I/O board.

2 Peel the coin-cell battery cable from the palm rest and keyboard assembly.



Replacing the coin-cell battery



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

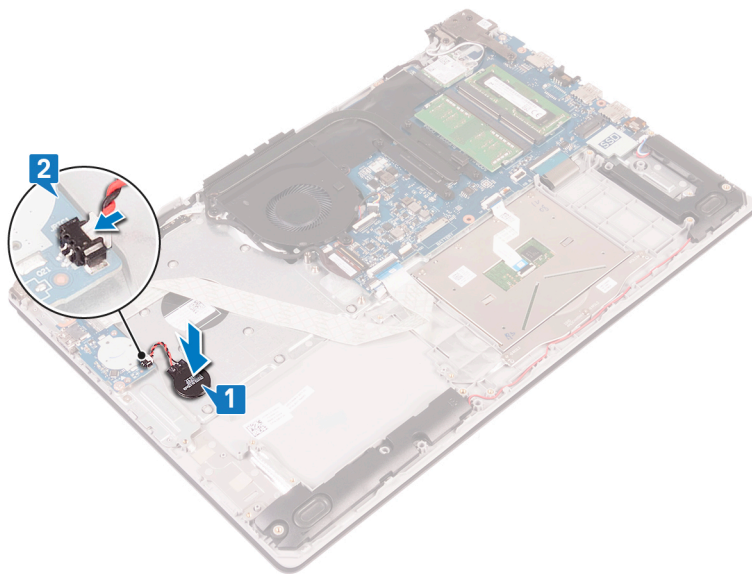
Procedure

With the positive-side facing up, snap the coin-cell battery into the battery socket on the I/O board.

For computers shipped without optical drive

- 1 Adhere the coin-cell battery on the palm rest and keyboard assembly.

- 2 Connect the coin-cell battery cable to the I/O board.



Post-requisites

- 1 Replace the [base cover](#).
- 2 Replace the [optical drive](#) (optional).



Removing the fan



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Prerequisites

- 1 Remove the [optical drive](#) (optional).
- 2 Remove the [base cover](#).

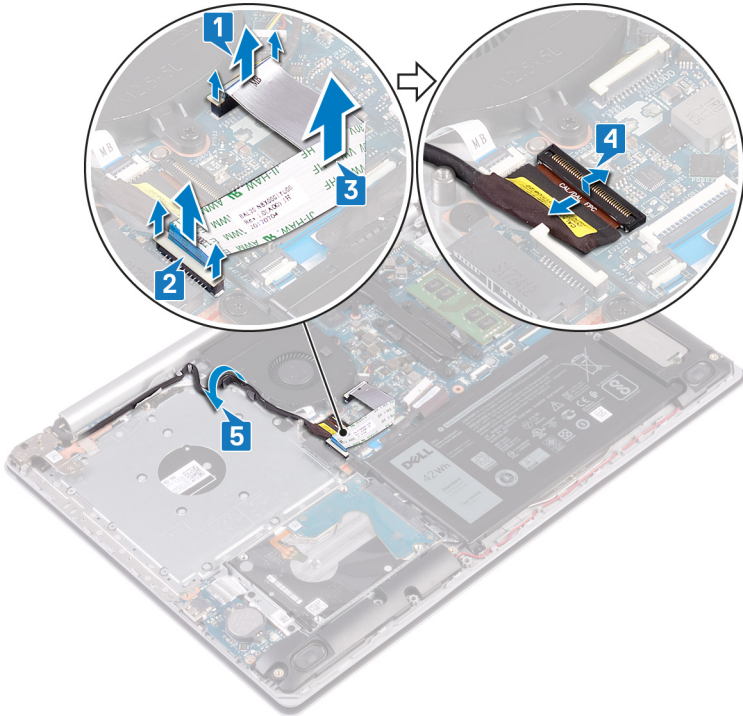
Procedure



NOTE: Steps 1 to 3 are applicable only for the computers that are shipped with optical drive.

- 1 Lift the latch and disconnect the optical-drive connector-board cable from the system board.
- 2 Lift the latch and disconnect the optical-drive connector-board cable from the optical-drive board connector.
- 3 Lift the optical-drive connector-board cable off the system board.
- 4 Open the latch and disconnect the display cable from the system board.

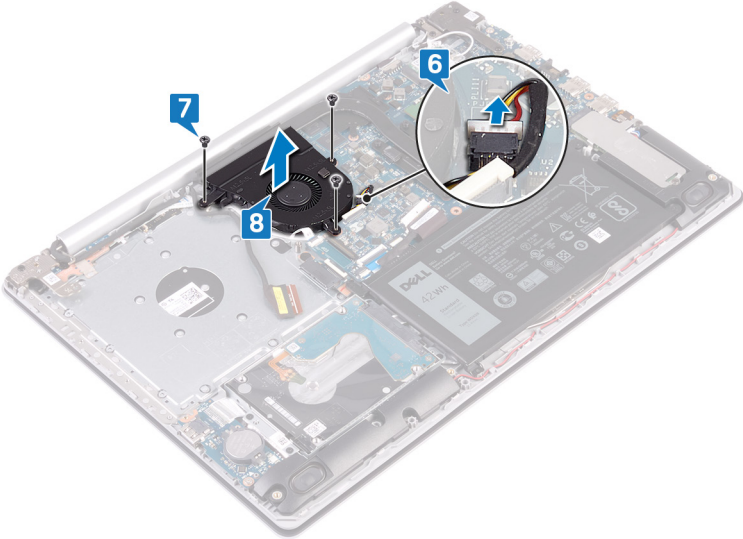
- 5 Remove the display cable from the routing guides on the fan.



- 6 Disconnect the fan cable from the system board.
- 7 Remove the three screws (M2.5x5) that secure the fan to the palm rest and keyboard board assembly.



8 Lift the fan off the palm rest and keyboard board assembly.



Replacing the fan



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

Procedure

- 1 Align the screw holes on the fan with the screw holes on to the palm rest and keyboard board assembly.
- 2 Replace the three screws (M2.5x5) that secure the fan to the palm rest and keyboard board assembly.
- 3 Connect the fan cable to the system board.
- 4 Route the display cable through the routing guides on the fan.
- 5 Connect the display cable to its connector on system board and close the latch to secure the cable.



NOTE: The following steps are applicable only for the computers that are shipped with optical drive.


- 6 Press down on the latch to connect the optical-drive connector-board cable to the optical-drive connector board.
- 7 Press down on the latch to connect the optical-drive connector-board cable to the system board.

Post-requisites


- 1 Replace the [base cover](#).
- 2 Replace the [optical drive](#) (optional).



Removing the solid-state drive

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

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


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

Prerequisites

- 1 Remove the [optical drive](#) (optional).
- 2 Remove the [base cover](#).

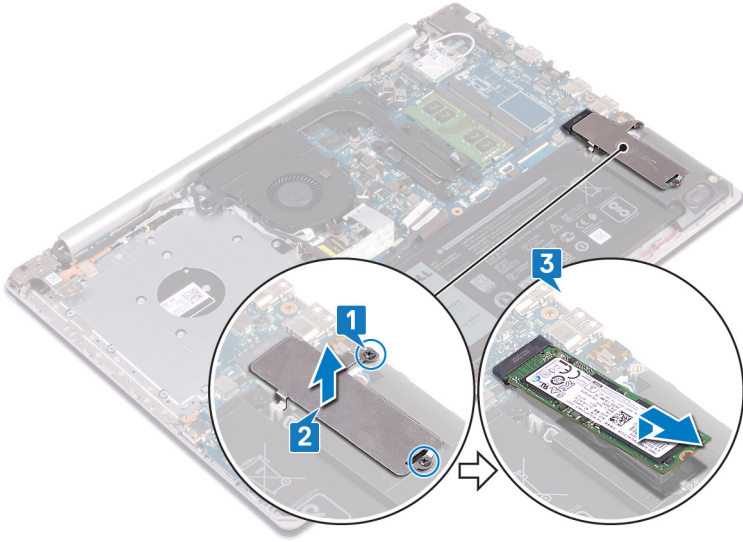
Procedure

- 1 Loosen the two captive screws that secure the solid-state drive shield and solid-state drive to the palm rest and keyboard assembly.

 **NOTE:** Solid-state drive shield is available only on computers shipped with NVMe solid-state drive. In computers shipped with mSATA solid-state drive, remove the screw (M2x2.2) that secures the solid-state drive to the palm rest and keyboard assembly.

- 2 Lift the solid-state drive shield off the palm rest and keyboard assembly.

- 3 Slide and remove the solid-state drive from the solid-state drive slot.



Replacing the solid-state drive



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

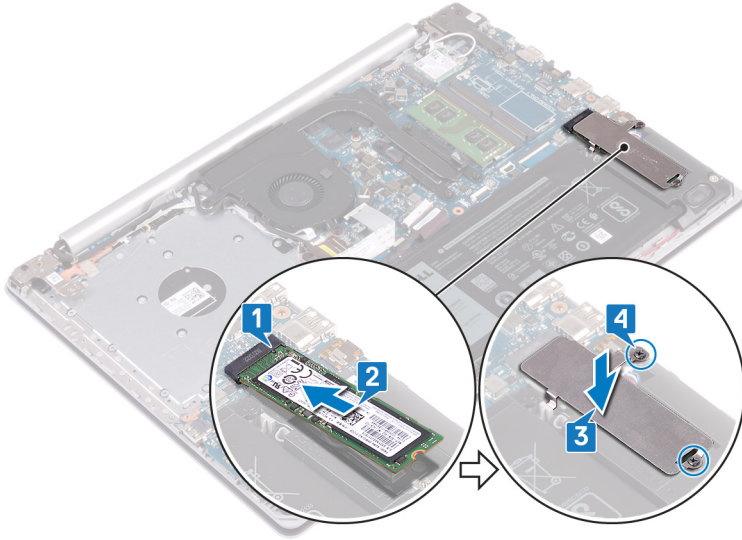


CAUTION: Solid-state drives are fragile. Exercise care when handling the solid-state drive.

Procedure

- 1 Align the notch on the solid-state drive with the tab on the solid-state drive slot.
- 2 Slide the solid-state drive into the solid-state drive slot.
- 3 Align the screw holes on the solid-state drive shield with the screw holes on the palm rest and keyboard assembly.


- 4 Tighten the two captive screws that secure the solid-state drive shield and solid-state drive to the palm rest and keyboard assembly.




Post-requisites

- 1 Replace the [base cover](#).
- 2 Replace the [optical drive](#) (optional).

Removing the hard drive

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

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

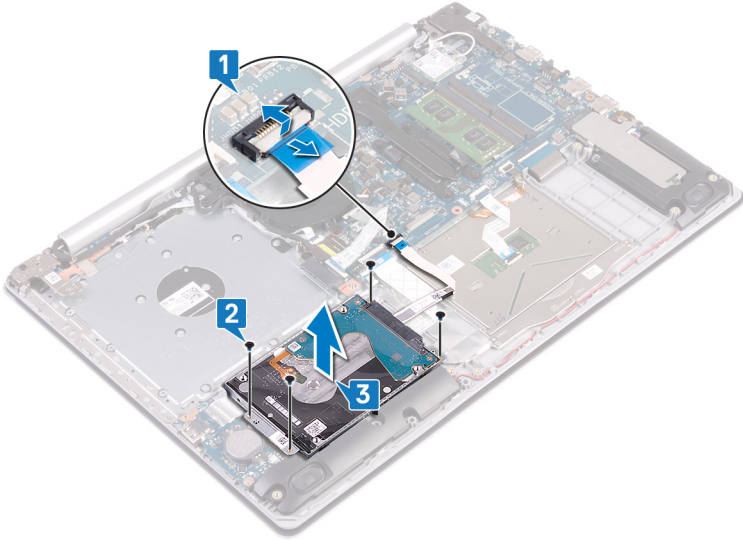
Prerequisites

- 1 Remove the [optical drive](#) (optional).
- 2 Remove the [base cover](#).
- 3 Remove the [battery](#).

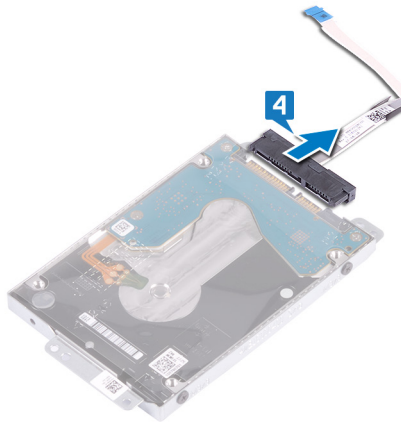
Procedure

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

- 3 Lift the hard-drive assembly along with its cable off the palm rest and keyboard assembly.



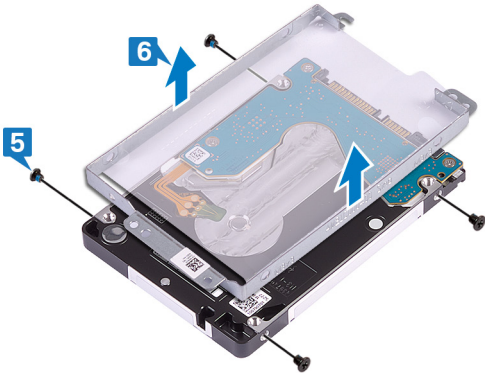
- 4 Disconnect the interposer from the hard-drive assembly.



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



6 Lift the hard-drive bracket off the hard drive.



Replacing the hard drive



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

Procedure

- 1 Align the screw holes on the hard-drive bracket with the screw holes on the hard drive.
- 2 Replace the four screws (M3x3) that secure the hard-drive bracket to the hard drive.
- 3 Connect the interposer to the hard-drive assembly.
- 4 Align the screw holes on the hard-drive assembly with the screw holes on the palm rest and keyboard assembly.
- 5 Replace the four screws (M2x3) that secure the hard-drive assembly to the palm rest and keyboard assembly.
- 6 Connect the hard-drive cable to the system board and close the latch to secure the cable.

Post-requisites

- 1 Replace the [battery](#).
- 2 Replace the [base cover](#).
- 3 Replace the [optical drive](#) (optional).



Removing the touchpad



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

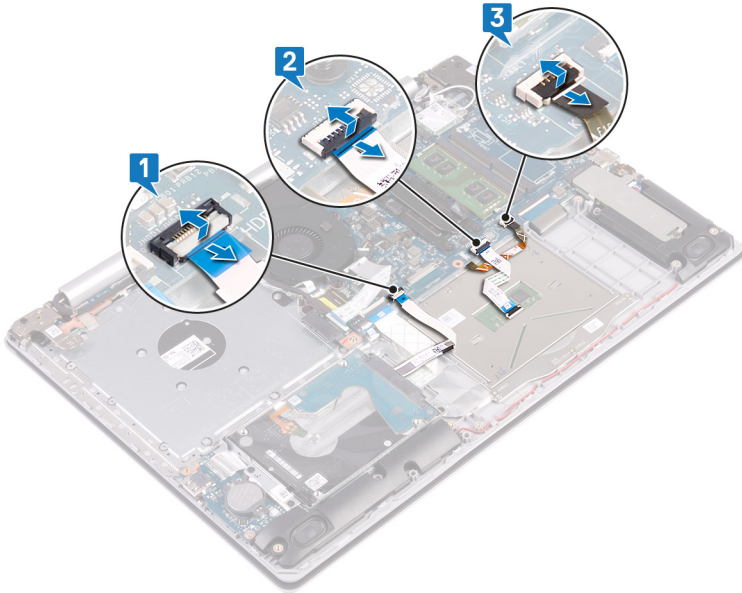
Prerequisites

- 1 Remove the [optical drive](#) (optional).
- 2 Remove the [base cover](#).
- 3 Remove the [battery](#).

Procedure

- 1 Open the latch and disconnect the hard-drive cable from the system board.
- 2 Open the latch and disconnect the touchpad cable from the system board.

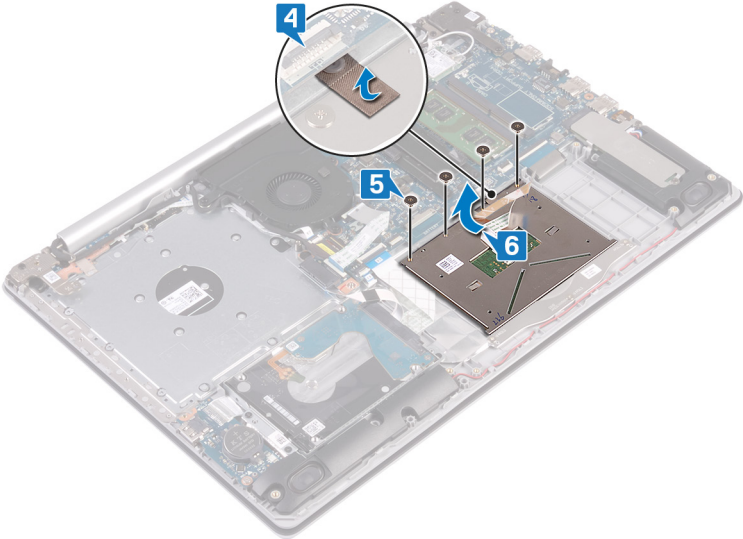
- 3 Open the latch and disconnect the keyboard back-light cable from the system board.



- 4 Gently peel the tape that secures the touchpad to the palm rest and keyboard assembly.
- 5 Remove the four screws (M2x2) that secure the touchpad to the palm rest and keyboard assembly.



6 Slide and lift the touchpad off the palm rest and keyboard assembly.



Replacing the touchpad



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Procedure



NOTE: Ensure that the touchpad is aligned with the guides available on the palm-rest and keyboard assembly, and the gap on either sides of the touchpad is equal.

- 1 Slide and place the touchpad into the slot on the palm rest and keyboard assembly.
- 2 Replace the four screws (M2x2) that secure the touchpad to the palm rest and keyboard assembly.
- 3 Adhere the tape that secures the touchpad to the palm rest and keyboard assembly.
- 4 Slide the touchpad cable, keyboard back-light cable and hard-drive cable into their respective connectors on the system board and close the latch to secure the cables.

Post-requisites

- 1 Replace the [battery](#).
- 2 Replace the [base cover](#).
- 3 Replace the [optical drive](#) (optional).



Removing the speakers



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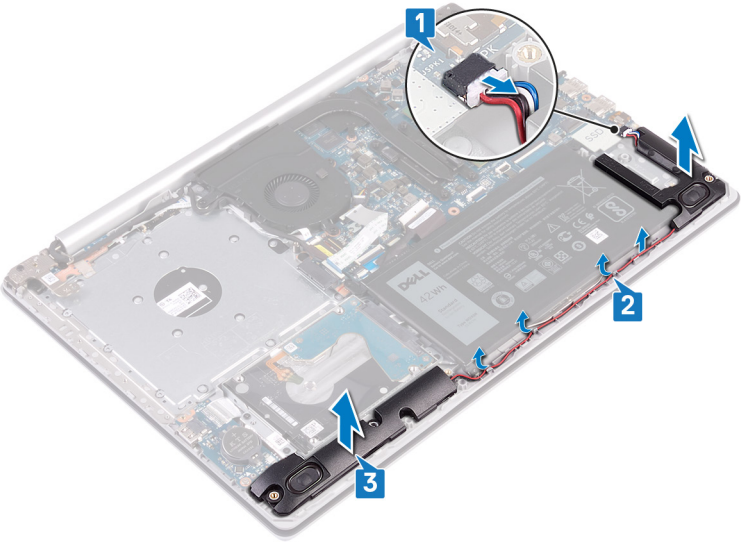
Prerequisites

- 1 Remove the [optical drive](#) (optional).
- 2 Remove the [base cover](#).
- 3 Remove the [solid-state drive](#).

Procedure

- 1 Disconnect the speaker cable from the system board and lift the right speaker off the palm rest and keyboard assembly.
- 2 Note the speaker cable routing and remove it from the routing guides on palm rest and key board assembly.

- 3** Lift the left speaker, along with the cable, off the palm rest and keyboard assembly.



Replacing the speakers



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Procedure




NOTE: If the rubber grommets are pushed out when removing the speakers, push them back in before replacing the speakers.

- 1 Using the alignment posts and rubber grommets, place the left speakers in the slots on the palm rest and keyboard assembly.
- 2 Route the speaker cable through the routing guides on the palm rest and keyboard assembly.
- 3 Replace the right speaker.
- 4 Connect the speaker cable to the system board.


Post-requisites

- 1 Replace the [solid-state drive](#).
- 2 Replace the [base cover](#).
- 3 Replace the [optical drive](#) (optional).

Removing the heat sink

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

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

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

Prerequisites

- 1 Remove the [optical drive](#) (optional).
- 2 Remove the [base cover](#).

Procedure

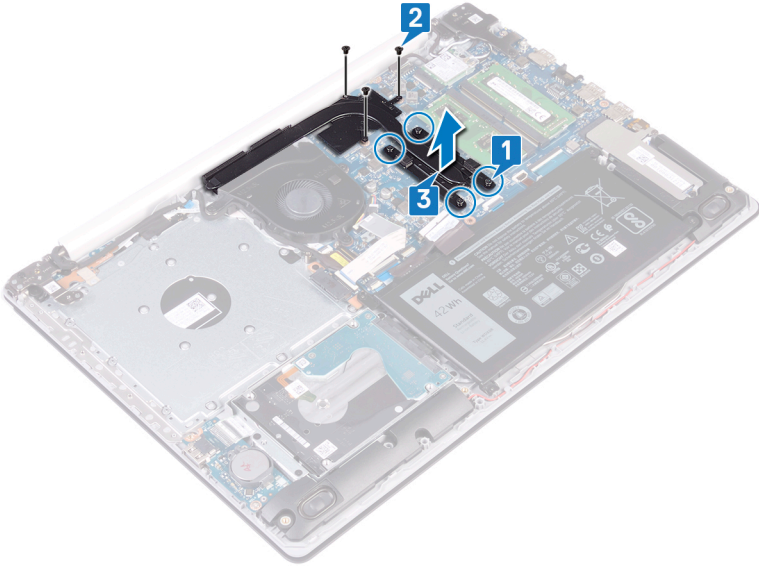
- 1 In sequential order (as indicated on the heat sink), loosen the four captive screws that secure the heat sink to the system board.



- 2 In computers that are shipped with integrated graphics card, lift the heat sink off the system board.



- 3 In computers that are shipped with discrete graphics card, remove the three (M2x3) screws that secure the heat sink to the system board, and then lift the heat sink off the system board.



Replacing the heat sink



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



NOTE: The original thermal grease can be reused if the original system board and heat sink are reinstalled together. If either the system board or the heat sink is replaced, use the thermal pad provided in the kit to ensure that thermal conductivity is achieved.

Procedure

- 1 Place the heat sink on the system board and align the screw holes on the heat sink with the screw holes on the system board.
- 2 Tighten the captive screws in the reverse order (4->3->2->1) to secure the heat sink to the system board.
- 3 In computers that are shipped with discrete graphics card, replace the three (M2x3) screws that secure the heat sink to the system board.

Post-requisites

- 1 Replace the [base cover](#).
- 2 Replace the [optical drive](#) (optional).

Removing the power-adapter port



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

Prerequisites

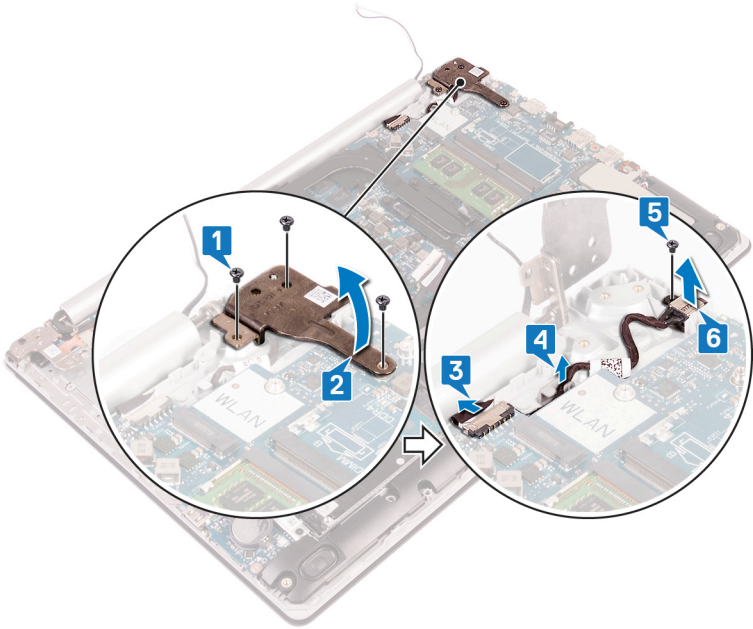
- 1 Remove the [optical drive](#) (optional).
- 2 Remove the [base cover](#).
- 3 Remove the [wireless card](#).

Procedure

- 1 Remove the three screws (M2.5x5) that secure the right hinge to the system board and palm rest assembly.
- 2 Lift the right hinge.
- 3 Disconnect the power-adapter port cable from the system board.
- 4 Note the power-adapter port cable routing and remove it from the routing guides on the palm rest and keyboard assembly.
- 5 Remove the screw (M2x2) that secures the power-adapter port to the palm rest and keyboard assembly.



- 6 Lift the power-adaptor port, along with its cable, off the palm rest and keyboard assembly.



Replacing the power-adapter port



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Procedure

- 1 Align the screw hole on the power-adapter port with the screw hole on the palm rest and keyboard assembly.
- 2 Replace the screw (M2x2) that secures the power-adapter port to the palm rest and keyboard assembly.
- 3 Route the power-adapter port cable through the routing guides on the palm rest and keyboard assembly.
- 4 Connect the power-adapter port cable to the system board.
- 5 Close the right hinge and replace the three screws (M2.5x5) that secure the right hinge to the system board and palm rest assembly.

Post-requisites

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



Removing the display assembly



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Prerequisites

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

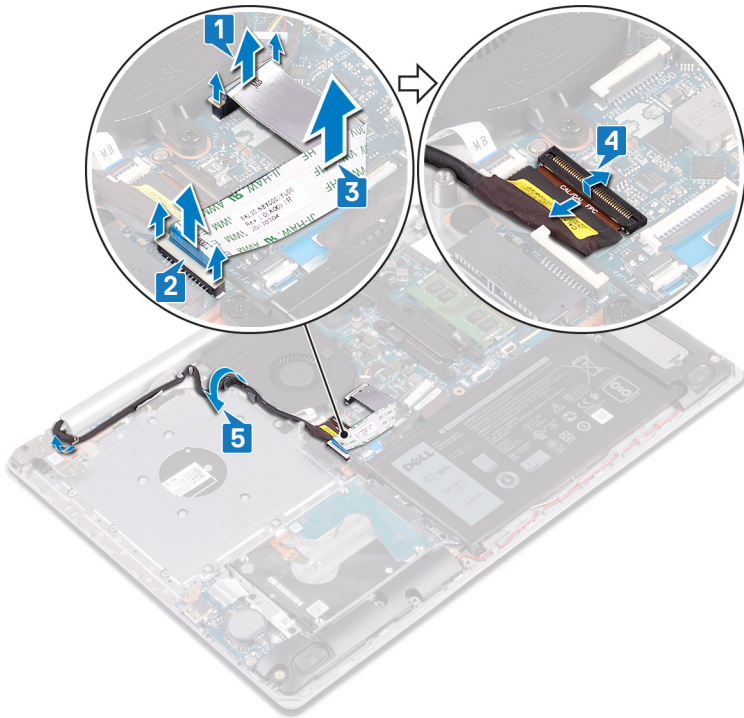
Procedure



NOTE: Steps 1 to 3 are applicable only for the computers that are shipped with optical drive.

- 1 Lift the latch and disconnect the optical-drive connector-board cable from the system board.
- 2 Lift the latch and disconnect the optical-drive connector-board cable from the optical-drive board connector.
- 3 Lift the optical-drive connector-board cable off the system board.
- 4 Open the latch and disconnect the display cable from the system board.

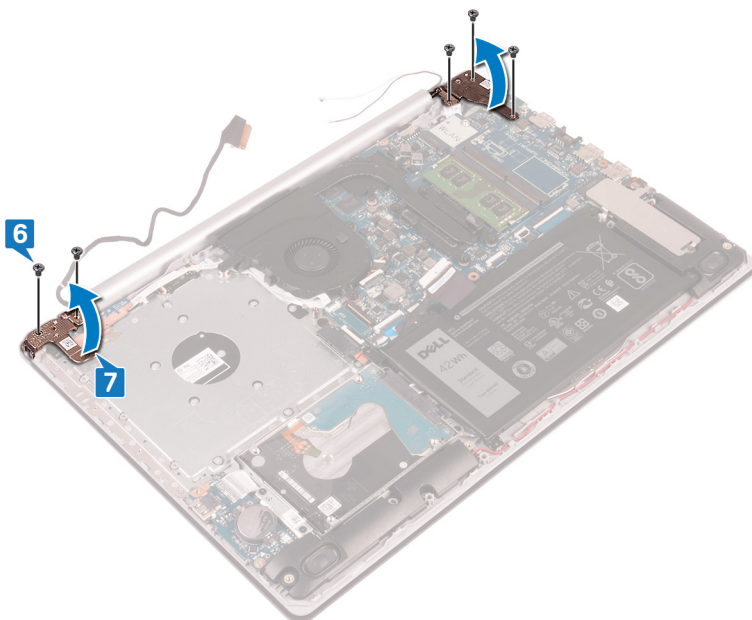
- 5 Note the routing of the display cable and remove the cable from its routing guides on the fan and palm rest and keyboard assembly.



- 6 Remove the five screws (M2.5x5) that secure the left and right hinges to the system board and palm rest and keyboard assembly.

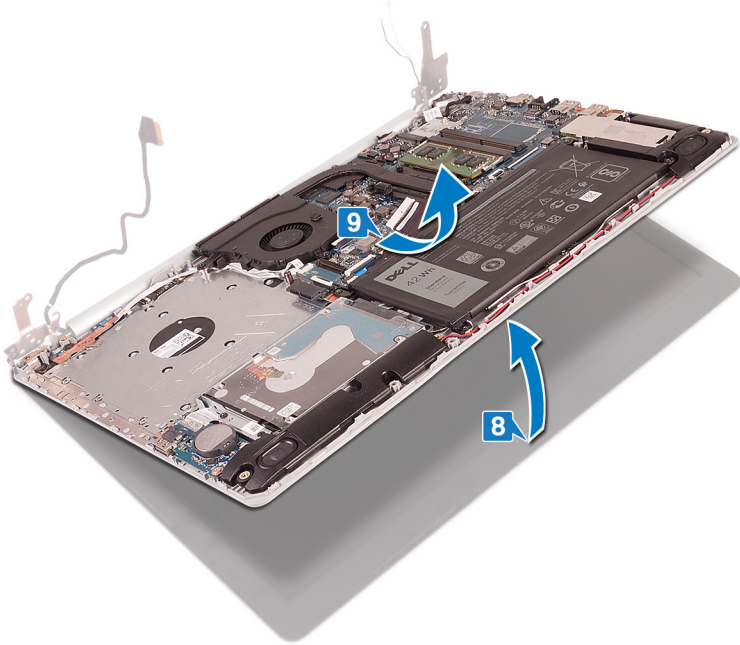
 **NOTE: For computers shipped without optical drive, there is an additional screw on the left hinge.**

- 7 Open the hinges.



- 8 Lift the palm rest and keyboard assembly at an angle.

- 9 Slide and remove the palm rest and keyboard assembly off the display assembly.



10 After performing all the above steps, you are left with display assembly.



Replacing the display assembly



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Procedure



NOTE: Ensure that the hinges are opened to the maximum before replacing the display assembly on palm rest and keyboard assembly.

- 1 Slide the palm rest and keyboard assembly under the hinges on the display assembly and close it.
- 2 Using the alignment posts, press the hinges down on the system board and the palm rest and keyboard assembly.
- 3 Replace the five screws (M2.5x5) that secure the left and right hinges to the system board and palm rest and keyboard assembly.



NOTE: For computers shipped without optical drive, there is an additional screw on the left hinge.

- 4 Route the display cable through the routing guides on the fan and the palm rest and keyboard assembly.
- 5 Slide the display cable to the connector on the system board and close the latch to secure the cable.



NOTE: The following steps are applicable only for the computers that are shipped with optical drive.

- 6 Press down on the latch to connect the optical-drive connector board cable to the optical-drive connector board.
- 7 Press down on the latch to connect the optical-drive connector board cable to the system board.




Post-requisites


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



Removing the I/O board

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Prerequisites

 **CAUTION:** Removing the coin-cell battery resets the BIOS setup program's settings to default. Before removing the I/O board along with the coin-cell battery, it is recommended to note the BIOS setup program's settings.

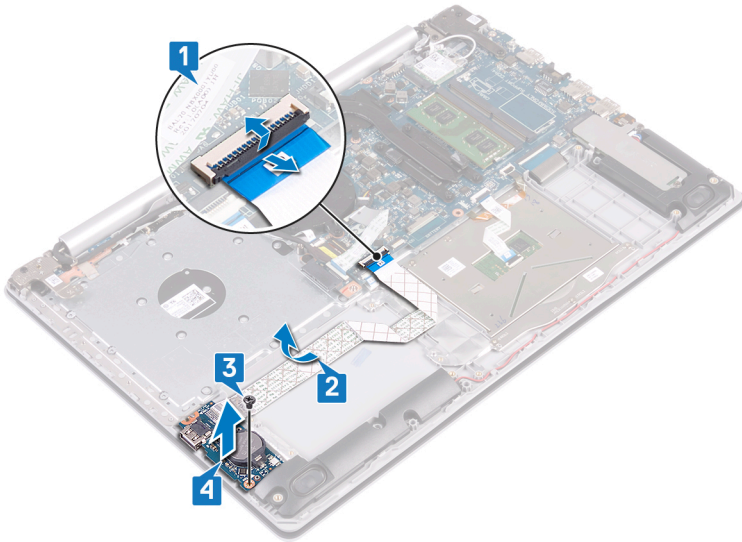
- 1 Remove the [optical drive](#) (optional).
- 2 Remove the [base cover](#).
- 3 Remove the [battery](#).
- 4 Remove the [hard drive](#).

Procedure

- 1 Open the latch and disconnect the I/O-board cable from the system board.
- 2 Peel the I/O-board cable from the palm rest and keyboard assembly.
- 3 Remove the screw (M2x4) that secures the I/O board to the palm rest and keyboard assembly.



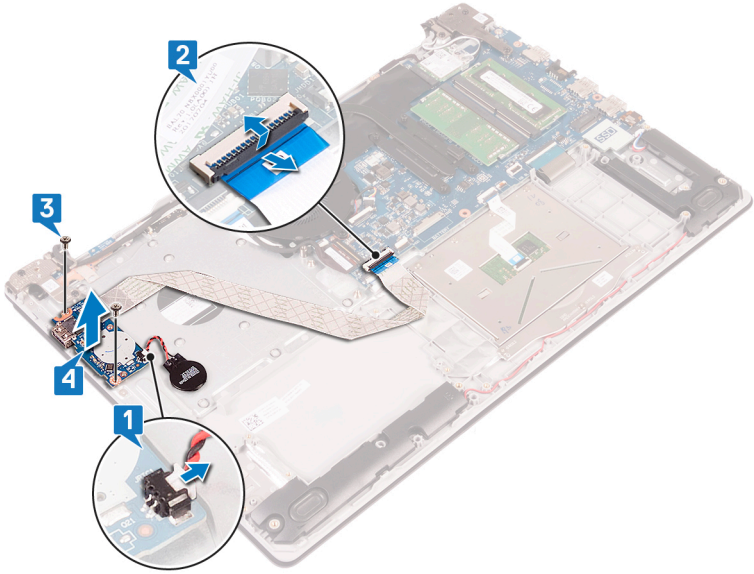
- 4 Lift the I/O board, along with the cable, off the palm rest and keyboard assembly.



Procedure for computers shipped without optical drive

- 1 Disconnect the coin-cell battery cable from the I/O board.
- 2 Open the latch and disconnect the I/O-board cable from the system board.
- 3 Remove the two screws (M2x4) that secure the I/O board to the palm rest and keyboard assembly.

- 4 Lift the I/O board off the palm rest and keyboard assembly.



Replacing the I/O board



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Procedure

- 1 Using the alignment posts, place the I/O board on the palm rest and keyboard assembly.
- 2 Replace the screw(s) (M2x4) that secure the I/O board to the palm rest and keyboard assembly.
- 3 Adhere the I/O-board cable to the palm rest and keyboard assembly.
- 4 Connect the I/O-board cable to the system board and close the latch to secure the cable.
- 5 Connect the coin-cell battery cable to the I/O board (Applicable only for computers shipped without optical drive).

Post-requisites

- 1 Replace the [hard drive](#).
- 2 Replace the [battery](#).
- 3 Replace the [base cover](#).
- 4 Replace the [optical drive](#) (optional).

Removing the power-button board



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

Prerequisites

- 1 Remove the [optical drive](#) (optional).
- 2 Remove the [base cover](#).
- 3 Remove the [fan](#).

Procedure

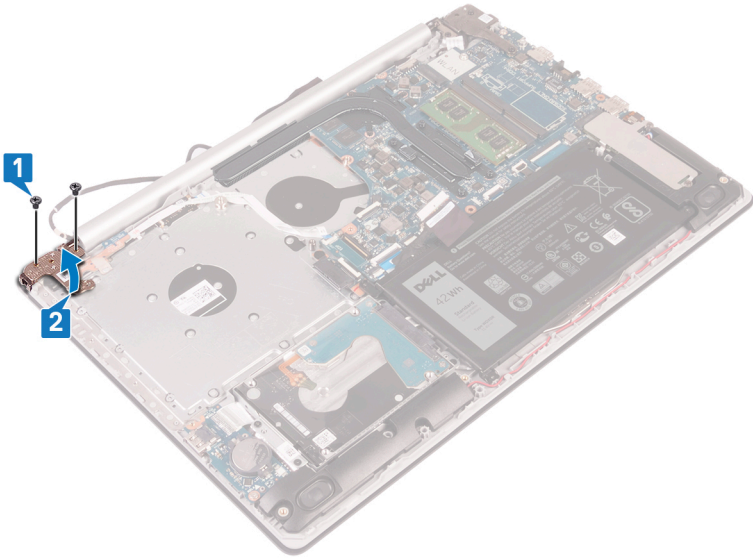
- 1 Remove the two screws (M2.5x5) that secure the left hinge to palm rest and keyboard assembly.



NOTE: For computers shipped without optical drive, there is an additional screw on the left hinge that secures the left hinge to palm rest and keyboard assembly.

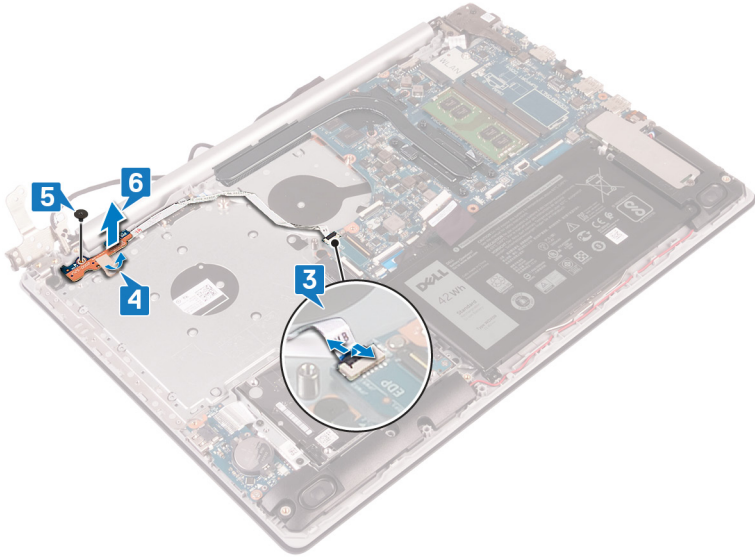


- 2 Open the left hinge.



- 3 Open the latch and disconnect the power-button board cable from the system board.
- 4 Peel off the tape that secures the power-button board to the palm rest and keyboard assembly.
- 5 Remove the screw (M2x3) that secures the power-button board to the palm rest and keyboard assembly.

- Lift the power-button board, along with the cable, off the palm rest and keyboard assembly.



Replacing the power-button board



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Procedure

- 1 Place the power-button board on the palm rest and keyboard assembly and align the screw hole on the power-button board with the screw hole on the palm rest and keyboard assembly.
- 2 Replace the screw (M2x3) that secures the power-button board to the palm rest and keyboard assembly.
- 3 Adhere the tape that secures the power-button board to the palm rest and keyboard assembly.
- 4 Slide the power-button cable to the system board and close the latch to secure the cable.
- 5 Close the left hinge.
- 6 Replace the two screws (M2.5x5) that secure the left hinge to palm rest and keyboard assembly.



NOTE: For computers shipped without optical drive, there is an additional screw on the left hinge that secures the left hinge to palm rest and keyboard assembly.

Post-requisites

- 1 Replace the [fan](#).
- 2 Replace the [base cover](#).
- 3 Replace the [optical drive](#) (optional).

Removing the system board



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



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



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

Prerequisites

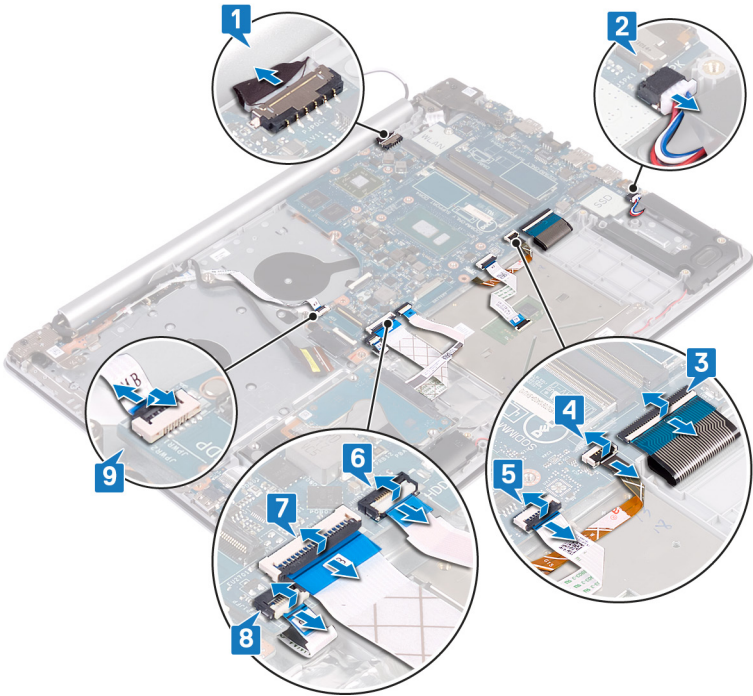
- 1 Remove the [optical drive](#) (optional).
- 2 Remove the [base cover](#).
- 3 Remove the [battery](#).
- 4 Remove the [memory modules](#).
- 5 Remove the [wireless card](#).
- 6 Remove the [solid-state drive](#).
- 7 Remove the [fan](#).
- 8 Remove the [heat sink](#).

Procedure

- 1 Disconnect the power-adaptor port cable from the system board.
- 2 Disconnect the speaker cable from the system board.
- 3 Open the latch and disconnect the keyboard from the system board.

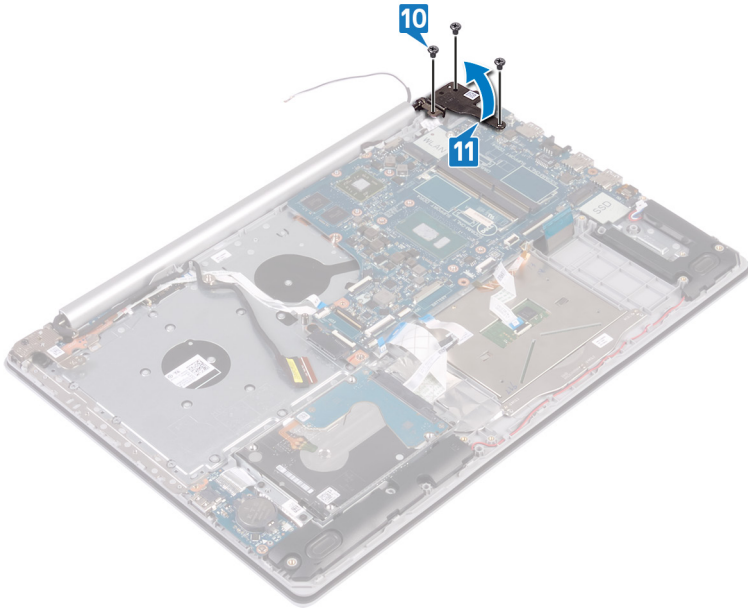


- 4 Open the latch and disconnect the keyboard back-light cable from the system board.
- 5 Open the latch and disconnect the touchpad cable from the system board.
- 6 Open the latch and disconnect the hard-drive cable from the system board.
- 7 Open the latch and disconnect the I/O board cable from the system board.
- 8 Open the latch and disconnect the finger-print reader cable from the system board.
- 9 Open the latch and disconnect the power-button board cable from the system board.



- 10 Remove the three screws (M2.5x5) that secure the right hinge to the system board.

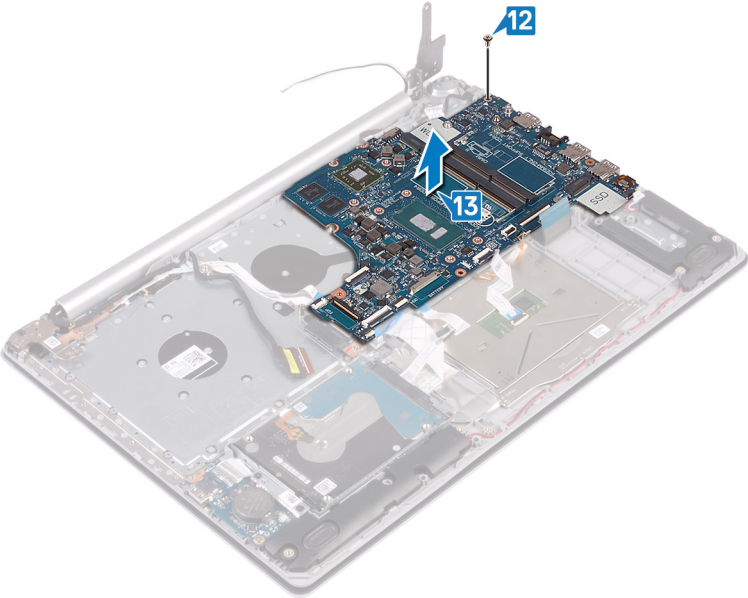
11 Open the right hinge.



12 Remove the screw (M2x4) that secures the system board to palm rest and keyboard assembly.



13 Lift the system board off the palm rest and keyboard assembly.



Replacing the system board



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



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



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

Procedure

- 1 Align the screw hole on the system board with the screw hole on the palm rest and keyboard assembly.
- 2 Replace the screw (M2x4) that secures the system board to the palm rest and keyboard assembly.
- 3 Close the right display hinge.
- 4 Replace the three screws (M2.5x5) that secure the right hinge to the system board.
- 5 Connect the power-adaptor port cable and speaker cable to the system board.
- 6 Slide the keyboard back-light cable and keyboard cable into their respective connectors on the system board and close the latches.
- 7 Slide the touchpad cable and hard-drive cable into their respective connectors on the system board and close the latches.
- 8 Slide the I/O-board cable and finger-print reader cable into their respective connectors on the system board and close the latch.
- 9 Slide the power-button board cable into the connector on the system board and close the latch.



Post-requisites

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

Entering the Service Tag in the BIOS setup program

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



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

Removing the power button with fingerprint reader



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

Prerequisites

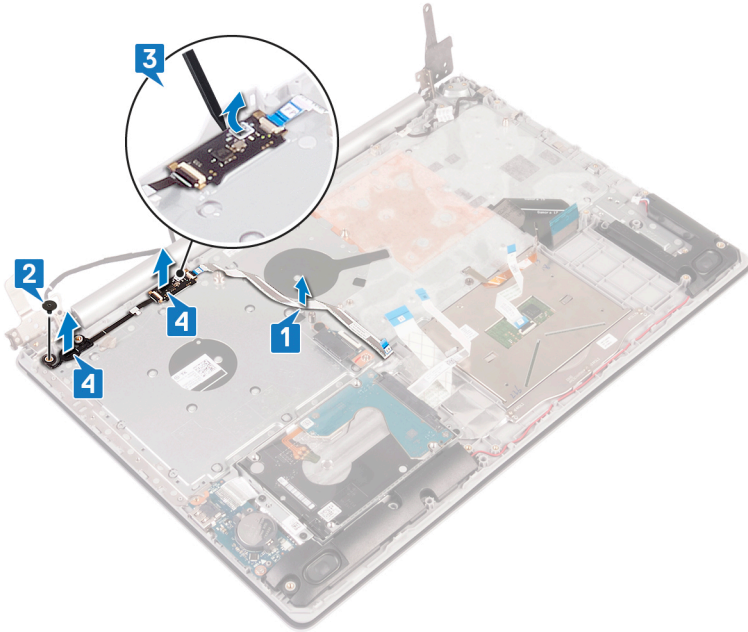
- 1 Remove the [optical drive](#) (optional).
- 2 Remove the [base cover](#).
- 3 Remove the [battery](#).
- 4 Remove the [solid-state drive](#).
- 5 Remove the [fan](#).
- 6 Remove the [heat sink](#).
- 7 Remove the [wireless card](#).
- 8 Remove the [power-button board](#).
- 9 Remove the [system board](#).

Procedure

- 1 Peel the fingerprint reader cable off the palm rest and keyboard assembly.
- 2 Remove the screw (M2x2) that secures the power button with fingerprint reader to the palm rest and keyboard assembly.
- 3 Using a plastic scribe, release the fingerprint-reader board from the palm rest and keyboard assembly.



- 4 Lift the power button with fingerprint reader, along with its cable, off the palm rest and keyboard assembly.



Replacing the power button with fingerprint reader



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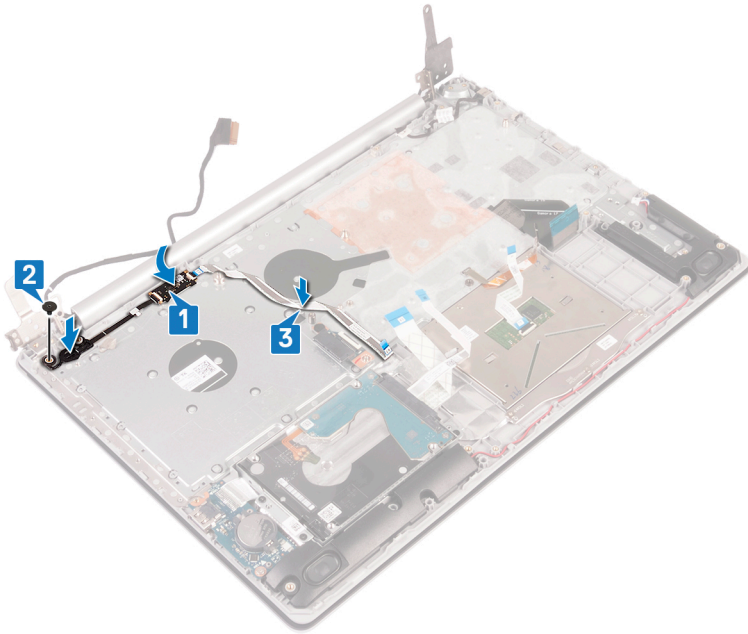
NOTE: Applicable only for computers that are shipped with fingerprint reader.

Procedure

- 1 Using the alignment posts, align and place the power button with fingerprint reader on the palm rest and keyboard assembly.
- 2 Replace the screw (M2x2) that secures the power button with fingerprint reader to the palm rest and keyboard assembly.



- 3 Adhere the fingerprint reader cable on the palm rest and keyboard assembly.



Post-requisites

- 1 Replace the [system board](#).
- 2 Replace the [power-button board](#).
- 3 Replace the [wireless card](#).
- 4 Replace the [heat sink](#).
- 5 Replace the [fan](#).
- 6 Replace the [solid-state drive](#).
- 7 Replace the [battery](#).
- 8 Replace the [base cover](#).
- 9 Replace the [optical drive](#) (optional).

Removing the palm-rest and keyboard assembly



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

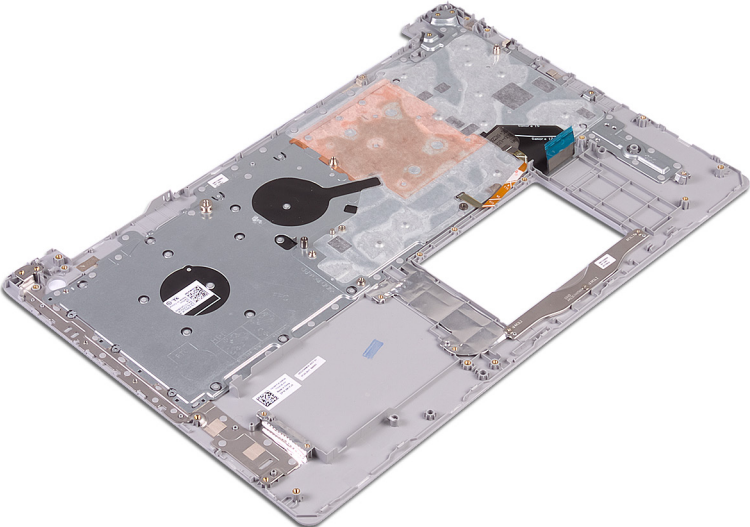
Prerequisites

- 1 Remove the [optical drive](#) (optional).
- 2 Remove the [base cover](#).
- 3 Remove the [battery](#).
- 4 Remove the [optical-drive connector board](#).
- 5 Remove the [fan](#).
- 6 Remove the [solid-state drive](#).
- 7 Remove the [wireless card](#).
- 8 Remove the [speakers](#).
- 9 Remove the [hard drive](#).
- 10 Remove the [touchpad](#).
- 11 Remove the [power-adapter port](#).
- 12 Remove the [display assembly](#).
- 13 Remove the [I/O board](#).
- 14 Remove the [power-button board](#).
- 15 Remove the [system board](#).
- 16 Remove the [power button with fingerprint reader](#) (optional).



Procedure

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



Replacing the palm-rest and keyboard assembly



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

Procedure

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

Post-requisites

- 1 Replace the [power button with fingerprint reader](#) (optional).
- 2 Replace the [system board](#).
- 3 Replace the [power-button board](#).
- 4 Replace the [I/O board](#).
- 5 Replace the [display assembly](#).
- 6 Replace the [power-adapter port](#).
- 7 Replace the [touchpad](#).
- 8 Replace the [hard drive](#).
- 9 Replace the [speakers](#).
- 10 Replace the [wireless card](#).
- 11 Replace the [solid-state drive](#).
- 12 Replace the [fan](#).
- 13 Replace the [optical-drive connector board](#).
- 14 Replace the [battery](#).
- 15 Replace the [base cover](#).
- 16 Replace the [optical drive](#) (optional).



Removing the display bezel



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

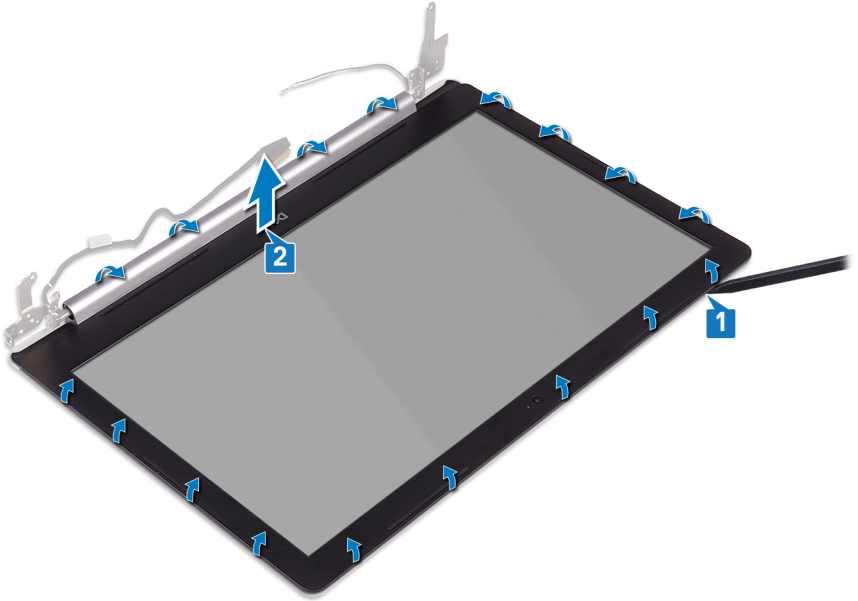
Prerequisites

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

Procedure

- 1 Using a plastic scribe, carefully pry up the display bezel from the top-left outer edge of the display back-cover and antenna assembly.

- 2 Remove the display bezel off the display back-cover and antenna assembly.



Replacing the display bezel



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Procedure

Align the display bezel with the display back-cover and antenna assembly, and then gently snap the display bezel into place.

Post-requisites

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

Removing the camera



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Prerequisites

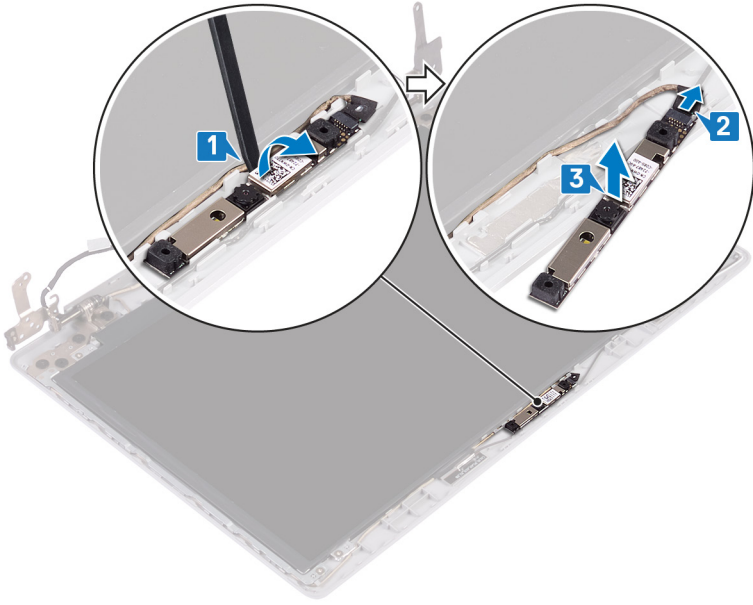
- 1 Remove the [optical drive](#) (optional).
- 2 Remove the [base cover](#).
- 3 Remove the [wireless card](#).
- 4 Remove the [display assembly](#).
- 5 Remove the [display bezel](#).

Procedure

- 1 Using a plastic scribe, gently pry the camera off the display back-cover and antenna assembly.
- 2 Disconnect the camera cable from the camera module.



- 3** Lift the camera module from the display back-cover and antenna assembly.



Replacing the camera



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Procedure

- 1 Connect the camera cable to the camera module.
- 2 Using the alignment post adhere the camera module on the display back-cover and antenna assembly.

Post-requisites

- 1 Replace the [display bezel](#).
- 2 Replace the [display assembly](#).
- 3 Replace the [wireless card](#).
- 4 Replace the [base cover](#).
- 5 Replace the [optical drive](#) (optional).



Removing the display panel



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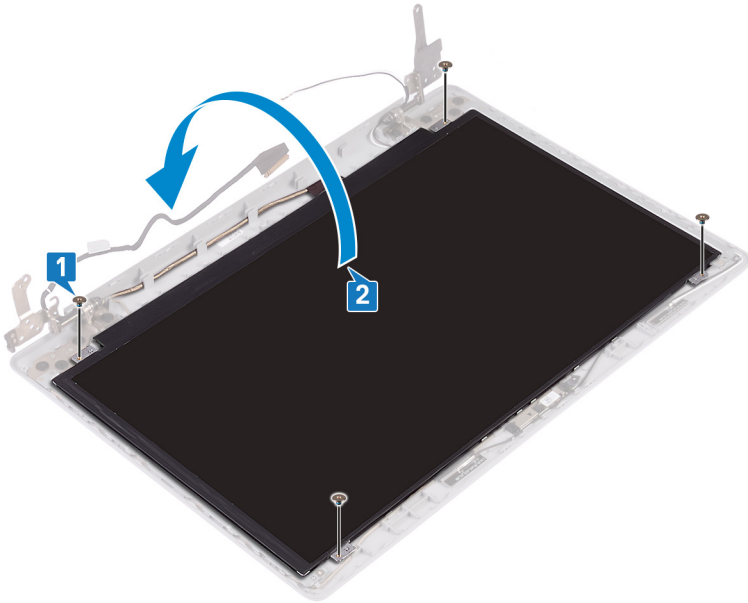
Prerequisites

- 1 Remove the [optical drive](#) (optional).
- 2 Remove the [base cover](#).
- 3 Remove the [wireless card](#).
- 4 Remove the [display assembly](#).
- 5 Remove the [display bezel](#).

Procedure

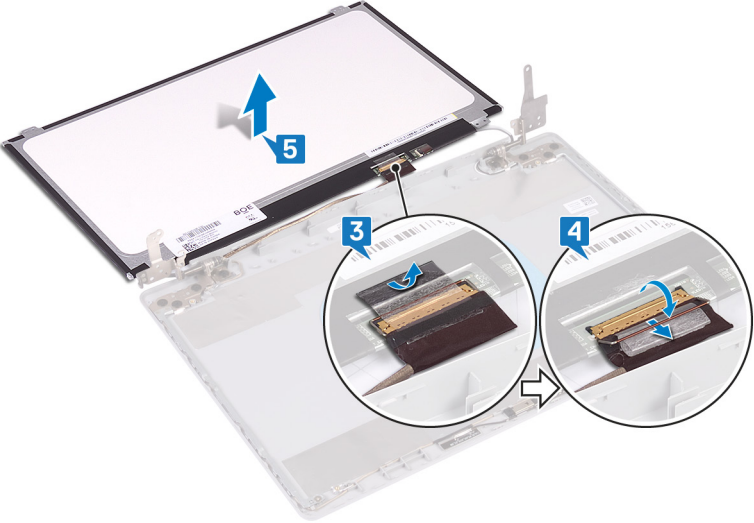
- 1 Remove the four screws (M2x2) that secure the display panel to the display back-cover and antenna assembly.

- 2 Lift the display panel and turn it over.



- 3 Peel the tape adhering the display cable to the back of the display panel.
- 4 Lift the latch and disconnect the display cable from the display-panel cable connector.

5 Lift the display panel away from the display back-cover and antenna assembly.

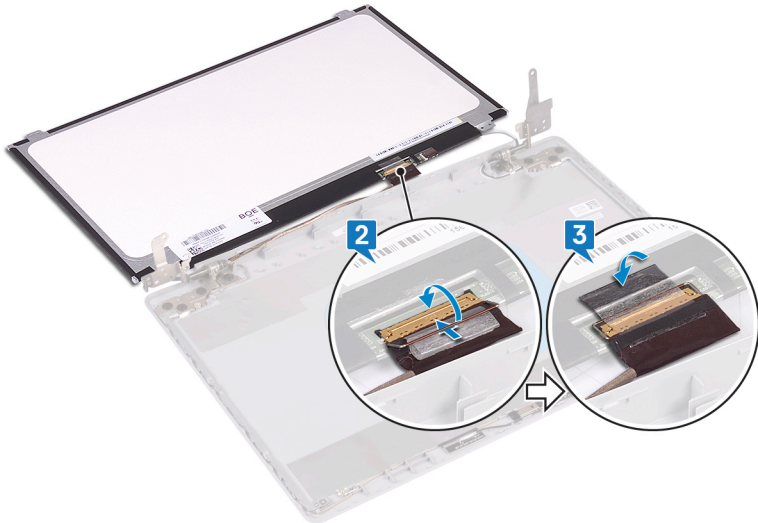


Replacing the display panel

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

Procedure

- 1 Place the display panel on a flat and clean surface.
- 2 Connect the display cable to the connector at the back of the display panel and close the latch to secure the cable.
- 3 Adhere the tape that secures the display cable to the back of the display panel.



- 4 Place the display panel on the display back-cover and antenna assembly.
- 5 Align the screw holes on the display panel with the screw holes on the display back-cover and antenna assembly.



- 6 Replace the screws that secure the display panel to the display back-cover and antenna assembly.

Post-requisites

- 1 Replace the [display bezel](#).
- 2 Replace the [display assembly](#).
- 3 Replace the [wireless card](#).
- 4 Replace the [base cover](#).
- 5 Replace the [optical drive](#) (optional).



Removing the display hinges



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Prerequisites

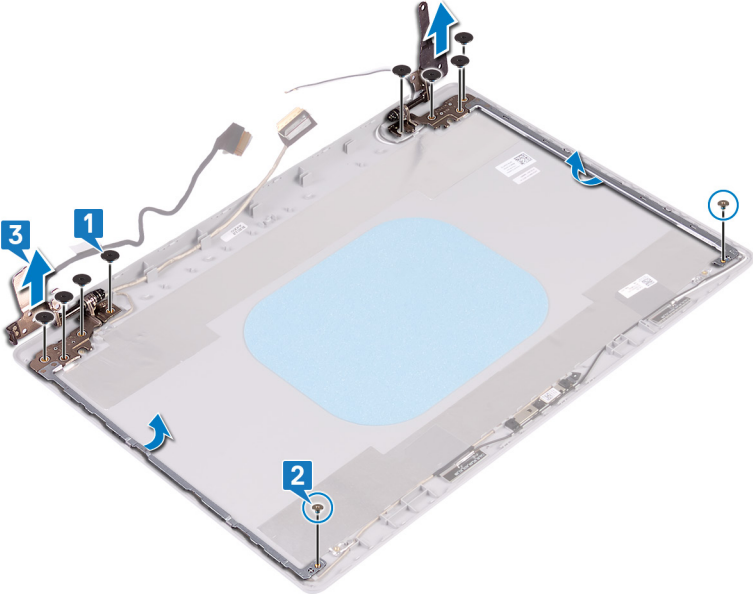
- 1 Remove the [optical drive](#) (optional).
- 2 Remove the [base cover](#).
- 3 Remove the [wireless card](#).
- 4 Remove the [display assembly](#).
- 5 Remove the [display bezel](#).
- 6 Remove the [display panel](#).

Procedure

- 1 Remove the eight screws (M2.5x2.5) that secure the hinges to the display back-cover and antenna assembly.
- 2 Remove the two screws (M2x2) that secure the hinge brackets to the display back-cover and antenna assembly.



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



Replacing the display hinges



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Procedure

- 1 Align the screw holes on the hinges and brackets with the screw holes on the display back-cover and antenna assembly.
- 2 Replace the two screws (M2x2) that secure the hinges to the display back-cover and antenna assembly.
- 3 Replace the eight screws (M2.5x2.5) that secure the hinges to the display back-cover and antenna assembly .

Post-requisites

- 1 Replace the [display panel](#).
- 2 Replace the [display bezel](#).
- 3 Replace the [display assembly](#).
- 4 Replace the [wireless card](#).
- 5 Replace the [base cover](#).
- 6 Replace the [optical drive](#) (optional).



Removing the display cable



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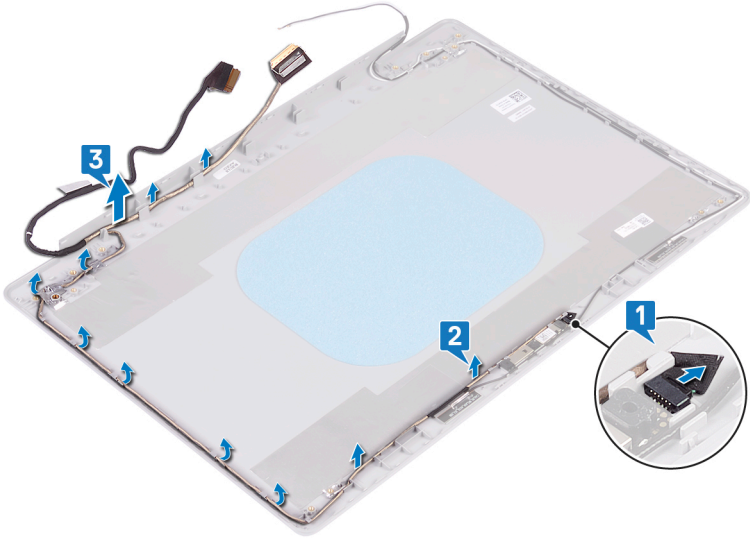
Prerequisites

- 1 Remove the [optical drive](#) (optional).
- 2 Remove the [base cover](#).
- 3 Remove the [wireless card](#).
- 4 Remove the [display assembly](#).
- 5 Remove the [display bezel](#).
- 6 Remove the [display panel](#).
- 7 Remove the [display hinges](#).

Procedure

- 1 Disconnect the camera cable from the camera module.
- 2 Note the display cable routing and remove the cable from the routing guides on the display back-cover and antenna assembly.

3 Remove the display cable from the display back-cover and antenna assembly.



Replacing the display cable



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Procedure

- 1 Route the display cable through the routing guides on the display back-cover and antenna assembly.
- 2 Slide the camera cable into the connector on the camera module to secure the cable.

Post-requisites

- 1 Replace the [display hinges](#).
- 2 Replace the [display panel](#).
- 3 Replace the [display bezel](#).
- 4 Replace the [display assembly](#).
- 5 Replace the [wireless card](#).
- 6 Replace the [base cover](#).
- 7 Replace the [optical drive](#) (optional).

Removing the display back-cover and antenna assembly



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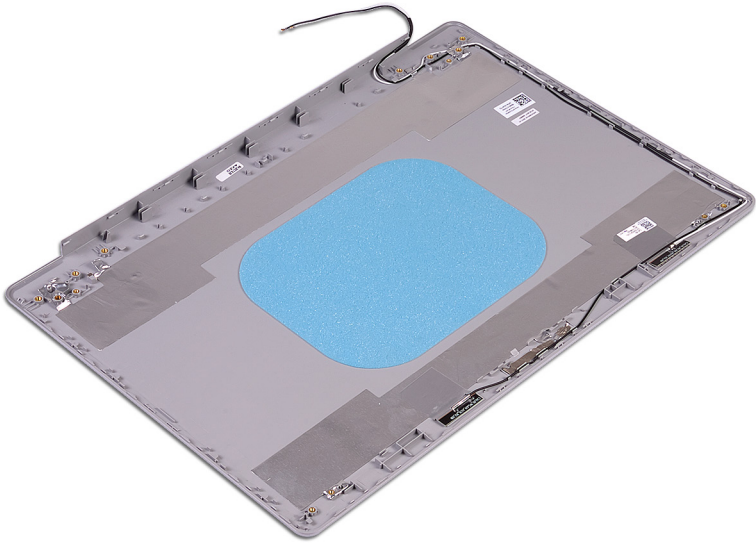
Prerequisites

- 1 Remove the [optical drive](#).
- 2 Remove the [base cover](#).
- 3 Remove the [wireless card](#).
- 4 Remove the [display assembly](#).
- 5 Remove the [display bezel](#).
- 6 Remove the [camera](#).
- 7 Remove the [display panel](#).
- 8 Remove the [display hinges](#).
- 9 Remove the [display cable](#).

Procedure

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





Replacing the display back-cover and antenna assembly



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

Procedure

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

Post-requisites

- 1 Replace the [display cable](#).
- 2 Replace the [display hinges](#).
- 3 Replace the [display panel](#).
- 4 Replace the [camera](#).
- 5 Replace the [display bezel](#).
- 6 Replace the [display assembly](#).
- 7 Replace the [wireless card](#).
- 8 Replace the [base cover](#).
- 9 Replace the [optical drive](#).



Downloading drivers






Downloading the audio driver

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

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

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

Table 3. Audio controller in device manager

Before driver installation	After driver installation
 Audio inputs and outputs  Speakers / Headphones (Realtek Audio)	 Audio inputs and outputs  Microphone (Realtek Audio)  Speakers / Headphones (Realtek Audio)

Downloading the graphics driver

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

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

- 4 Click **Drivers & downloads** → **Find it myself**.

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

Table 4. Display adapter in device manager

Before driver installation	After driver installation

Downloading the USB 3.0 driver

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

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

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

Table 5. Identifying USB 3.0 driver in device manager

Before driver installation	After driver installation



Downloading the Wi-Fi driver

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



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

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

Table 6. Identifying Wi-Fi driver in device manager

Before driver installation	After driver installation
<ul style="list-style-type: none">Network adapters<ul style="list-style-type: none">Bluetooth Device (RFCOMM Protocol TDI)Intel(R) Dual Band Wireless-AC 3165Realtek PCIe FE Family ControllerWAN Miniport (IKEv2)WAN Miniport (IP)WAN Miniport (IPv6)WAN Miniport (L2TP)WAN Miniport (Network Monitor)WAN Miniport (PPPOE)WAN Miniport (PPTP)WAN Miniport (SSTP)	<ul style="list-style-type: none">Network adapters<ul style="list-style-type: none">Bluetooth Device (Personal Area Network)Bluetooth Device (RFCOMM Protocol TDI)Intel(R) Dual Band Wireless-AC 3165Realtek PCIe FE Family ControllerWAN Miniport (IKEv2)WAN Miniport (IP)WAN Miniport (IPv6)WAN Miniport (L2TP)WAN Miniport (Network Monitor)WAN Miniport (PPPOE)WAN Miniport (PPTP)WAN Miniport (SSTP)

Downloading the media-card reader driver

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



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



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

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

Table 7. Identifying media-card reader driver in device manager

Before driver installation	After driver installation
<ul style="list-style-type: none"> ✓ Universal Serial Bus controllers <ul style="list-style-type: none"> AMD USB 3.10 eXtensible Host Controller - 1.10 (Microsoft) Generic USB Hub Realtek USB 2.0 Card Reader USB Mass Storage Device USB Root Hub (USB 3.0) 	<ul style="list-style-type: none"> ✓ Universal Serial Bus controllers <ul style="list-style-type: none"> AMD USB 3.10 eXtensible Host Controller - 1.10 (Microsoft) AMD USB 3.10 eXtensible Host Controller - 1.10 (Microsoft) Generic USB Hub Realtek USB 2.0 Card Reader USB Composite Device USB Mass Storage Device USB Root Hub (USB 3.0) USB Root Hub (USB 3.0)

Downloading the chipset driver

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



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

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



Downloading the network driver

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



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

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

Table 8. Identifying network driver in device manager

Before driver installation	After driver installation
<ul style="list-style-type: none">Network adapters<ul style="list-style-type: none">Bluetooth Device (Personal Area Network)Bluetooth Device (RFCOMM Protocol TDI)Intel(R) Dual Band Wireless-AC 7265Realtek PCIe FE Family Controller #2WAN Miniport (IKEv2)WAN Miniport (IP)WAN Miniport (IPv6)WAN Miniport (L2TP)WAN Miniport (Network Monitor)WAN Miniport (PPPOE)WAN Miniport (PPTP)WAN Miniport (SSTP)	<ul style="list-style-type: none">Network adapters<ul style="list-style-type: none">Bluetooth Device (Personal Area Network)Bluetooth Device (RFCOMM Protocol TDI)Qualcomm QCA9377 802.11ac Wireless AdapterRealtek PCIe FE Family Controller #2WAN Miniport (IKEv2)WAN Miniport (IP)WAN Miniport (IPv6)WAN Miniport (L2TP)WAN Miniport (Network Monitor)WAN Miniport (PPPOE)WAN Miniport (PPTP)WAN Miniport (SSTP)



System setup

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

Boot Sequence

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

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

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

- Removable Drive (if available)
- STXXXX Drive

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

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


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

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

Navigation keys

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



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

BIOS overview



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



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

Use the BIOS Setup program for the following purposes:

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

Entering BIOS setup program

- 1 Turn on (or restart) your computer.

- 2 During POST, when the DELL logo is displayed, watch for the F2 prompt to appear, and then press F2 immediately.



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

Enabling or disabling the USB in BIOS setup program

- 1 Turn on or restart your computer.
- 2 Press F2 when the Dell logo is displayed on the screen to enter the BIOS setup program.
The BIOS setup program is displayed.
- 3 On the left pane, select **Settings** → **System Configuration** → **USB Configuration**.
The USB configuration is displayed on the right pane.
- 4 Select or clear the **Enable External USB Port** check box to enable or disable it respectively.
- 5 Save the BIOS setup program settings and exit.

Identifying the hard drive in BIOS setup program

- 1 Turn on or restart your computer.
- 2 Press F2 when the Dell logo is displayed on the screen to enter the BIOS setup program.
A list of hard drives is displayed under the **System Information** in the **General** group.

Checking the system memory in BIOS setup program

- 1 Turn on or restart your computer.
- 2 Press F2 when the Dell logo is displayed on the screen to enter the BIOS setup program.
- 3 On the left pane, select **Settings** → **General** → **System Information**.
The memory information is displayed on the right pane.




System setup options



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

Table 9. System setup options—Main menu

Main	
System Time	Displays the current time in hh:mm:ss format.
System Date	Displays the current date in mm/dd/yyyy format.
BIOS Version	Displays the BIOS version.
Product Name	Displays the model number of your computer.
Service Tag	Displays the service tag of your computer.
Asset Tag	Displays the asset tag of your computer.
CPU Type	Displays the processor type.
CPU Speed	Displays the processor speed.
CPU ID	Displays the processor identification code.
CPU Cache	
L1 Cache	Displays the processor L1 cache size.
L2 Cache	Displays the processor L2 cache size.
L3 Cache	Displays the processor L3 cache size.
 NOTE: This option is displayed only when the processor supports L3 Cache.	
First HDD	Displays the type of hard drive installed.
SATA ODD	Displays the type of optical drive installed.

Main

M.2 PCIe SSD	Displays the type of solid-state drive installed.
AC Adapter Type	Displays the type of AC adapter.
System Memory	Displays the size of memory installed.
Memory Speed	Displays the speed of memory.
Keyboard Type	Displays the type of keyboard installed.

Table 10. System setup options—Advanced menu

Advanced

PowerNow! Enable	Enables or disables the Intel(R) SpeedStep(tm) mode of the processor. Default: Enabled
Virtualization	Allows you to enable or disable the Virtualization technology. Default: Enabled
VT for Direct I/O	Allows you to enable or disable the Virtualization technology for improving the performance of I/O devices. Default: Enabled
Integrated NIC	Allows you to enable or disable the on-board LAN controller. Default: Enabled
USB Emulation	Allows you to enable or disable the USB emulation feature. This feature defines how the BIOS, in the absence of a USB-aware operating system, handles USB devices. USB emulation is always enabled during POST.




NOTE: You cannot boot any type of USB device (floppy, hard drive, or memory key) when this option is off.

Default: Enabled



Advanced

USB Wake Support	Allows you to enable USB devices to wake the computer from standby or to disable the USB wake support feature.  NOTE: If USB PowerShare is enabled, a device connected to the USB PowerShare connector may not wake the computer. Default: Disabled
SATA Operation	Allows you to configure the operating mode of the integrated SATA hard drive controller. Default: AHCI
Adapter Warnings	Allows you to choose if the computer should display warning messages when you use AC adapters that are not supported by your computer. Default: Enabled
Function Key Behavior	Allows you to set function key or multimedia key as the default function key behavior. Default: Multimedia key
Battery Health	Displays the battery health.
Miscellaneous Devices	
USB Debug	Enable or disable USB debug. Default: Disabled
BIOS Recovery from Hard Drive	Enable or disable BIOS recovery from hard drive. Default: Enabled
Battery Charge Configuration	Set the battery charge settings with a preselected custom charge start and stop. Default: Adaptive

Advanced

Advanced Battery Charge Configuration	Enable Advance Battery Charge Configuration from the beginning of the day to a specified work period. Default: Disabled
---------------------------------------	--

SupportAssist System Resolution

Auto OS Recovery Threshold	Controls the automatic boot flow for SupportAssist System Resolution Console and for the Dell OS Recovery tool. Default: 2
SupportAssist OS Recovery	Enable or disable the boot flow for the SupportAssist OS Recovery tool in the even of certain system errors. Default: Disabled

Table 11. System setup options—Security menu

Security

Admin Password	Allows you to set the administrator password. The administrator password controls access to the system setup utility.
System Password	Allows you to set the system password. The system password controls access to the computer at boot.
HDD1 password	Allows you to set, change, or delete the hard drive password.
Password Change	Allows you to permit or deny system password or HDD password changes. Default: Permitted
Computrace	Enable or disable the BIOS module interface of the optional Computrace Service from Absolute Software. Default: Deactivate
Firmware TPM	Enable or disable the firmware TPM.



Security

	Default: Disabled.
PPI Bypass for Clear Command	Enable or disable the PPI Bypass for Clear Command. Default: Disabled.
UEFI Firmware Capsule Updates	Enable or disable BIOS updates through UEFI capsule update packages. Default: Enabled.

Table 12. System setup options—Boot menu

Boot

Secure Boot	Enable or disable the secure boot feature. Default: Disabled.
Load Legacy Option ROMs	Enable or disable the Load Legacy Option ROMs. Default: Disabled.
Boot List Option	Displays the boot list options.
File Browser Add Boot Option	Add the file system for boot option.
File Browser Add Boot Option	Delete the file system for boot option.

Table 13. System setup options—Exit menu

Exit

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



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.



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.

Clearing CMOS settings



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

- 1 Remove the [base cover](#).
- 2 Remove the [battery](#).
- 3 Remove the [coin-cell battery](#).
- 4 Wait for one minute.

- 5 Replace the [coin-cell battery](#).
- 6 Replace the [battery](#).
- 7 Replace the [base cover](#).

Clearing forgotten passwords

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



Troubleshooting

Flashing the BIOS

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

Follow these steps to flash the BIOS:

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



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

- 4 Click **Drivers & downloads** → **Find it myself**.
- 5 Select the operating system installed on your computer.
- 6 Scroll down the page and expand **BIOS**.
- 7 Click **Download** to download the latest version of the BIOS for your computer.
- 8 After the download is complete, navigate to the folder where you saved the BIOS update file.
- 9 Double-click the BIOS update file icon and follow the instructions on the screen.

Flashing BIOS (USB key)

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


- 8 The **BIOS Update Utility** appears. Follow the instructions on the screen to complete the BIOS update.

Enhanced Pre-Boot System Assessment (ePSA) diagnostics

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

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

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

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

For more information, see [Dell EPSA Diagnostic 3.0](#).

Running the ePSA diagnostics

- 1 Turn on your computer.
- 2 As the computer boots, press the F12 key as the Dell logo appears.
- 3 On the boot menu screen, select the **Diagnostics** option.
- 4 Click the arrow at the bottom left corner.
Diagnostics front page is displayed.
- 5 Click the arrow in the lower-right corner to go to the page listing.
The items detected are listed.
- 6 To run a diagnostic test on a specific device, press Esc and click **Yes** to stop the diagnostic test.



- 7 Select the device from the left pane and click **Run Tests**.
- 8 If there are any issues, error codes are displayed.
Note the error code and validation number and contact Dell.

System diagnostic lights

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

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



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

Hard-drive activity light

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



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

Power and battery-status light

Indicates the power and battery-charge status

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

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

Off

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



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

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

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

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

Table 14. Diagnostics

Light pattern	Problem description
2,1	CPU failure
2,2	System board: BIOS and ROM failure
2,3	No memory or RAM detected
2,4	Memory or RAM failure
2,5	Invalid memory installed
2,6	System board or chipset error
2,7	LCD failure
3,1	CMOS battery failure
3,2	PCI or video card or chip failure
3,3	Recovery image not found
3,4	Recovery image found but invalid

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

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

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

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

Flea power release

Flea power is the residual static electricity that remains on the computer even after it has been powered off and the battery has been removed. The following procedure provides the instructions on how to conduct flea power release:

- 1 Turn off your computer.
- 2 Remove the [base cover](#).
- 3 Press and hold the power button for 15 seconds to drain the flea power.
- 4 Replace the [base cover](#).



- 5 Turn on your computer.

Wi-Fi power cycle

If your computer is unable to access the internet due to Wi-Fi connectivity issues a Wi-Fi power cycle procedure may be performed. The following procedure provides the instructions on how to conduct a Wi-Fi power cycle:



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

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

Getting help and contacting Dell

Self-help resources

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

Table 15. Self-help resources

Information about Dell products and services

www.dell.com

Dell Help & Support app



Tips



Contact Support

In Windows search, type Contact Support, and press Enter.

Online help for operating system

www.dell.com/support/windows

www.dell.com/support/linux

Troubleshooting information, user manuals, setup instructions, product specifications, technical help blogs, drivers, software updates, and so on.

www.dell.com/support

Dell knowledge base articles for a variety of computer concerns.

- 1 Go to www.dell.com/support.
- 2 Type the subject or keyword in the **Search** box.
- 3 Click **Search** to retrieve the related articles.

Learn and know the following information about your product:

See *Me and My Dell* at www.dell.com/support/manuals.

- Product specifications
- Operating system



- Setting up and using your product
- Data backup
- Troubleshooting and diagnostics
- Factory and system restore
- BIOS information

To locate the *Me and My Dell* relevant to your product, identify your product through one of the following:

- Select **Detect Product**.
- Locate your product through the drop-down menu under **View Products**.
- Enter the **Service Tag number** or **Product ID** in the search bar.

Contacting Dell

To contact Dell for sales, technical support, or customer service issues, see www.dell.com/contactdell.



NOTE: Availability varies by country and product, and some services may not be available in your country.



NOTE: If you do not have an active internet connection, you can find contact information on your purchase invoice, packing slip, bill, or Dell product catalog.