

# Inspiron 3472

## Service Manual

**Computer Model:** Inspiron 3472  
**Regulatory Model:** D14S  
**Regulatory Type:** D14S003



# Notes, cautions, and warnings

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**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

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**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.
- 6 After the computer is unplugged, press and hold the power button for 5 seconds to ground the system board.

## 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](http://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](http://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

The following table provides the list of screws that are used for securing different components to the computer.

**Table 1. Screw list**

Component	Secured to	Screw type	Quantity	Screw image
Computer cover	Chassis	#6-32xL6.35	2	
2.5-inch hard drive	Drive cage	#6-32xL3.6	1	
2.5-inch hard drive	Hard-drive bracket	M3xL3.5	4	
3.5-inch hard drive	Drive cage	#6-32xL6.35	1	
3.5-inch hard drive	Hard-drive bracket	#6-32xL3.6	2	
Optical drive	Chassis	#6-32xL6.35	1	
Optical drive	Drive cage	M2xL2	3	
Wireless card	System board	M2xL3.5	1	
Thermal-cooling assembly	System board	M6xL10	4	

<b>Component</b>	<b>Secured to</b>	<b>Screw type</b>	<b>Quantity</b>	<b>Screw image</b>
Front I/O bracket	Chassis	#6-32xL6.35	1	
System board	Chassis	#6-32xL6.35	6	



# After working inside your computer

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**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.

# Technical overview

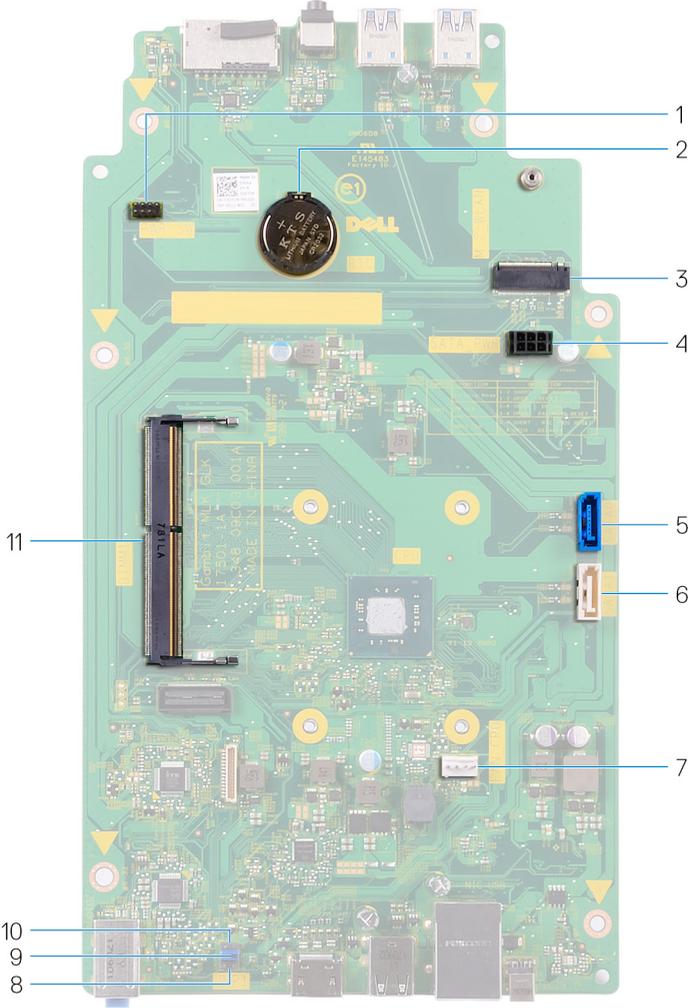
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# System board components



- 1 power-button cable connector
- 2 coin-cell battery



- |    |  |    |  |
|----|--|----|--|
| 3  | wireless-card slot                       | 4  | hard-drive and optical drive power-cable connector |
| 5  | hard-drive data cable connector (SATA 1) | 6  | optical-drive data cable connector (SATA 2)        |
| 7  | processor-fan cable connector            | 8  | CMOS clear jumper                                  |
| 9  | password clear jumper                    | 10 | service mode jumper                                |
| 11 | memory-module slot                       |    |  |



# Removing the computer cover

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## Procedure

- 1 Place the computer on its side.
- 2 Remove the two screws (#6-32xL6.35) that secure the cover to the chassis.
- 3 Slide the computer cover, and lift it off the chassis.



# Replacing the computer cover

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## Procedure

- 1 Align the tabs on the computer cover with the slots on the chassis and slide it towards the front of the computer until it snaps into place.
- 2 Replace the two screws (#6-32xL6.35) that secure the computer cover to the chassis.
- 3 Place the computer in an upright position.



# Removing the front bezel

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## Prerequisites

Remove the [computer cover](#).

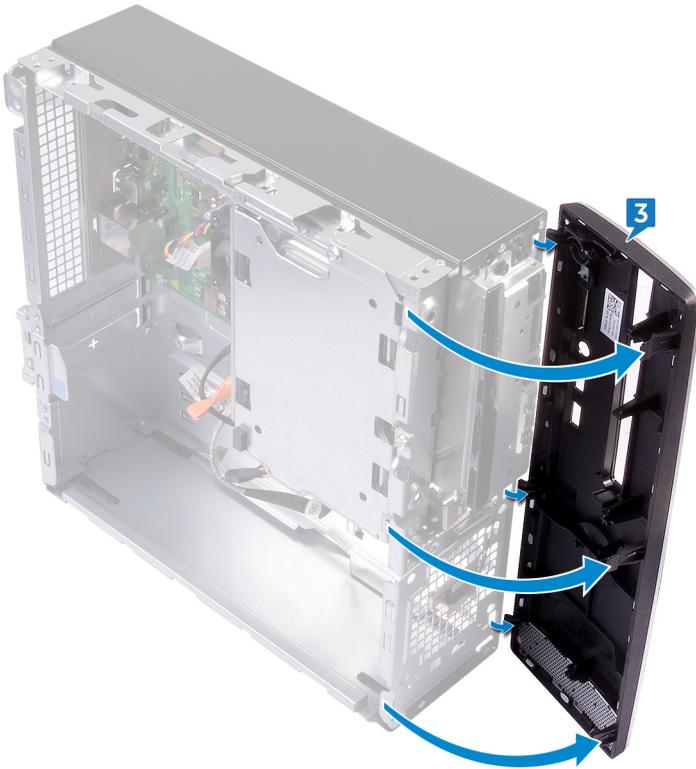
## Procedure

- 1 Place the computer in an upright position.

- 2 Release the tabs on the front bezel sequentially from the top, by pushing them outwards from the chassis.



- 3 Rotate and pull the front bezel away from the front of the computer to release the tabs on the front bezel from the chassis.



# Replacing the front bezel

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## Procedure

- 1 Align and insert the tabs on the front bezel into the slots on the chassis.
- 2 Rotate the front bezel towards the chassis until the tabs on the front bezel snap into place.

## Post-requisites

Replace the [computer cover](#).



# Removing the 2.5-inch hard drive

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## Prerequisites

Remove the [computer cover](#).

# Procedure

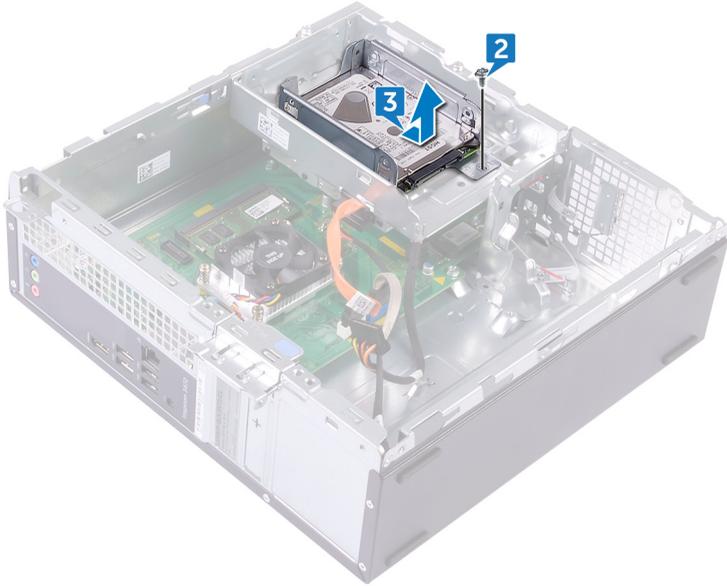
- 1 Place the computer with the side-chassis facing up. Disconnect the power cables and the data cables from the hard-drive assembly.



- 2 Remove the screw (#6-32xL3.6) that secures the hard-drive assembly to the drive cage.



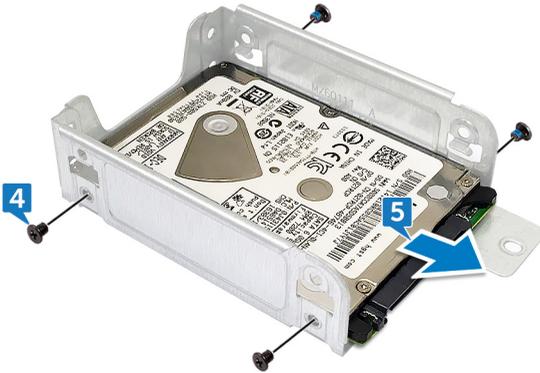
- 3 Slide the hard-drive assembly, and lift it off the drive cage.



- 4 Remove the four screws (M3xL3.5) that secure the hard drive to the hard-drive bracket.

- 5 Slide the hard drive out of the hard-drive bracket.

 **NOTE:** Note the orientation of the hard drive so that you can replace it correctly.



# Replacing the 2.5-inch hard drive

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## Procedure

- 1 Slide the hard drive into the hard-drive bracket.
- 2 Align the screw holes on the hard drive with the screw holes on the hard-drive bracket.
- 3 Replace the four screws (M3xL3.5) that secure the hard drive to the hard-drive bracket.
- 4 Slide the hard-drive assembly towards the back of the slot on the drive cage until it snaps into place.
- 5 Align the screw holes on the top hard drive with the screw holes on the hard-drive bracket.
- 6 Replace the screw (#6-32xL3.6) that secures the hard-drive assembly to the drive cage.
- 7 Connect the data cables and power cables to the hard-drive assembly.

## Post-requisites

Replace the [computer cover](#).

# Removing the 3.5-inch hard drive

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## Prerequisites

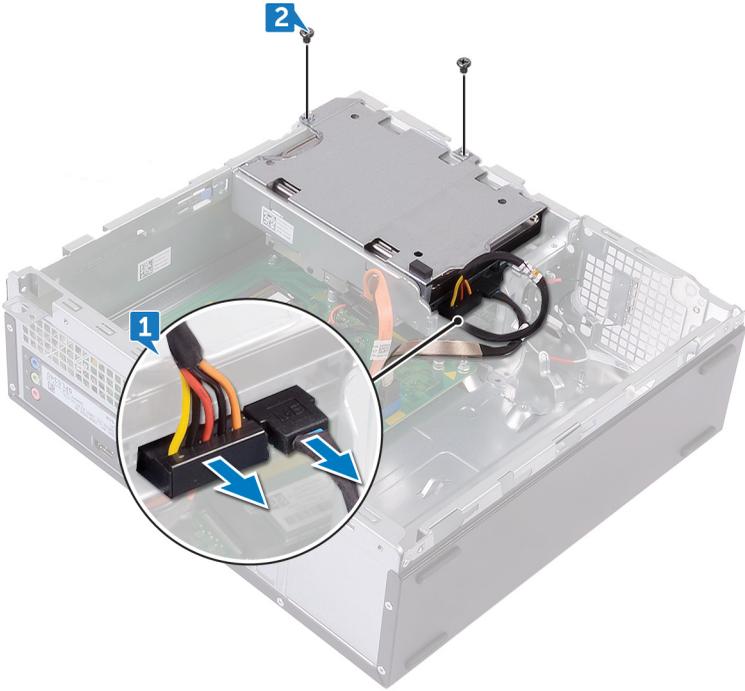
Remove the [computer cover](#).

## Procedure

- 1 Disconnect the power cable and the data cable from the hard-drive assembly.



- 2 Remove the two screws (#6-32xL6.35) that secure the hard-drive assembly to the drive cage.



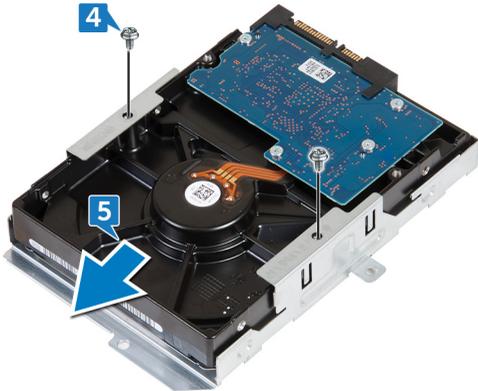
- 3 Slide the hard-drive assembly and lift it off the drive cage.



- 4 Turn the hard-drive assembly over and remove the two screws (#6-32xL3.6) that secure the hard-drive bracket to the hard-drive assembly.



5 Slide the hard drive out of the hard-drive bracket.



# Replacing the 3.5-inch hard drive

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## Procedure

- 1 Slide the hard drive into the hard-drive bracket.
- 2 Align the screw holes on the hard drive with the screw holes on the hard-drive bracket.
- 3 Replace the two screws (#6-32xL3.6) that secure the hard-drive bracket to the hard drive.
- 4 Turn the hard-drive assembly over.
- 5 Slide the hard-drive assembly into the drive cage.
- 6 Replace the two screws (#6-32xL6.35) that secure the hard-drive assembly to the drive cage.
- 7 Connect the power cable and data cable to the hard-drive assembly.

## Post-requisites

Replace the [computer cover](#).



# Removing the optical drive

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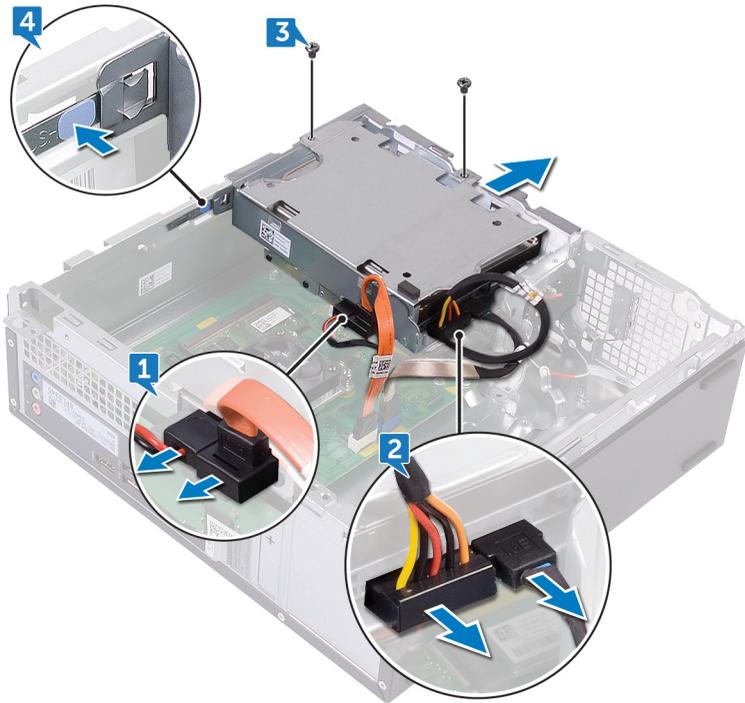
## Prerequisites

Remove the [computer cover](#).

## Procedure

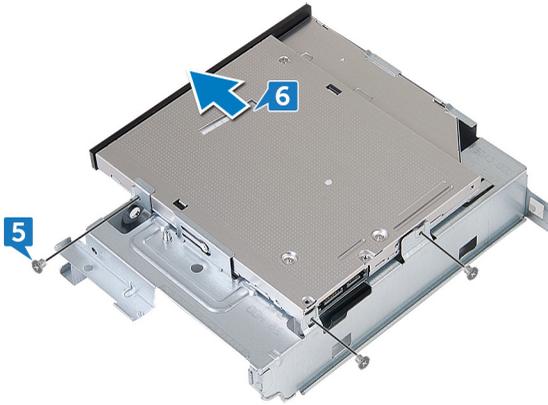
- 1 Disconnect the data cable and power cable from the optical-drive assembly.
- 2 Disconnect the data cables and power cables from the hard-drive assembly.
- 3 Remove the two screws (#6-32xL6.35) that secure the drive cage to the chassis.

- 4 Push the release tab on the chassis and slide the drive cage off the chassis.



- 5 Turn the drive cage over and remove the three screws (M2xL2) that secure the optical-drive assembly to the drive cage.

- Slide the optical-drive assembly out of the optical-drive bracket.



- Gently pull and remove the optical-drive bezel from the optical drive.



# Replacing the optical drive

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## Procedure

- 1 Align and snap the optical-drive bezel to the optical drive.
- 2 Align the screw holes on the optical-drive assembly with the screw holes on the drive cage.
- 3 Replace the three screws (M2xL2) that secure the optical-drive assembly to the drive cage.
- 4 Slide the drive cage into the slot on the chassis and snap it into place.
- 5 Align the screw hole on the drive cage with the screw hole on the chassis.
- 6 Replace the two screws (#6-32xL3.6) that secure the drive cage to the chassis.
- 7 Connect the data cables and power cables to the hard-drive assembly.
- 8 Connect the data cable and power cable to the optical-drive assembly.

## Post-requisites

Replace the [computer cover](#).



# Removing the memory module

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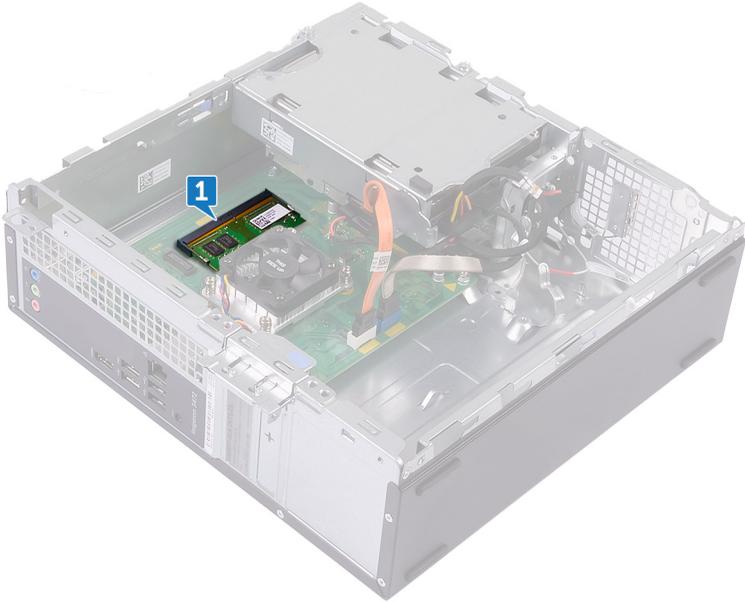
**WARNING:** Before working inside your computer, read the safety information that shipped with your computer and follow the steps in [Before working inside your computer](#). After working inside your computer, follow the instructions in [After working inside your computer](#). For more safety best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

## Prerequisites

- 1 Remove the [computer cover](#).
- 2 Remove the [front bezel](#).
- 3 Follow the procedure from step 1 to step 4 in "[Removing the optical drive](#)".

# Procedure

- 1 Locate the memory module on the system board.



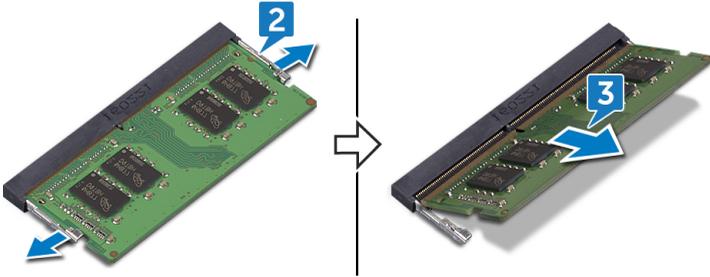
- 2 Using your fingertips, carefully spread apart the securing clip at each end of the memory-module slot until the memory module pops up.



- 3 Slide and remove the memory module from the memory-module slot.

 **CAUTION:** To prevent damage to the memory module, hold the memory module by the edges. Do not touch the components on the memory module.

 **NOTE:** If the memory module is difficult to remove, gently ease the memory module back and forth to remove it from the slot.

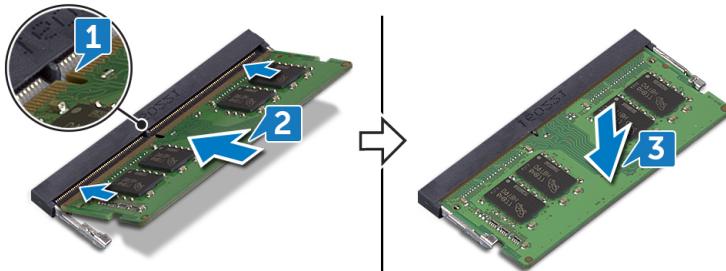


# Replacing the memory module

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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 into the memory-module slot.
- 3 Press the memory module down until it clicks into place and the securing clips are in locked position.



## Post-requisites

- 1 Follow the procedure from step 4 to step 8 in "[Replacing the optical drive](#)".
- 2 Replace the [front bezel](#).
- 3 Replace the [computer cover](#).



# Removing the coin-cell battery

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

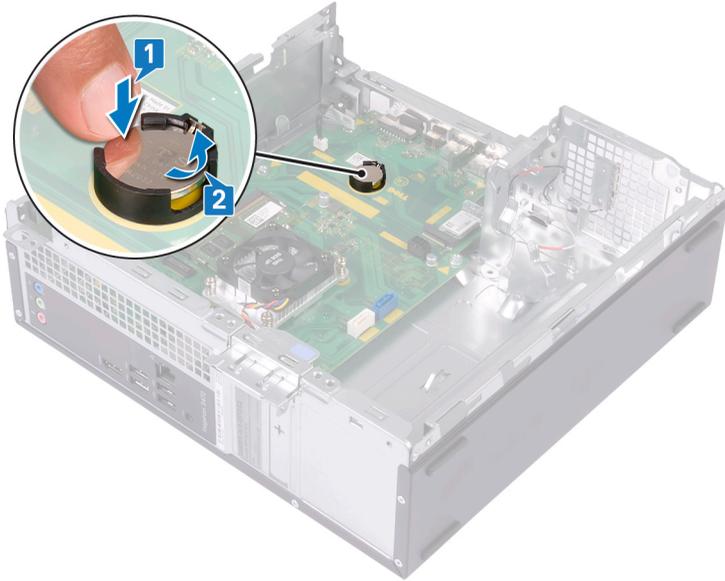
## Prerequisites

- 1 Remove the [computer cover](#).
- 2 Remove the [front bezel](#).
- 3 Follow the procedure from step 1 to step 4 in "[Removing the optical drive](#)".

## Procedure

- 1 Press the coin-cell battery until the coin-cell battery pops up.

- 2 Remove the coin-cell battery from the socket.



# Replacing the coin-cell battery

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## Procedure

Insert a new coin-cell battery (CR2032) into the battery socket with the positive side facing up, and snap it into place.

## Post-requisites

- 1 Follow the procedure from step 4 to step 8 in "[Replacing the optical drive](#)".
- 2 Replace the [front bezel](#).
- 3 Replace the [computer cover](#).

# Removing the wireless card

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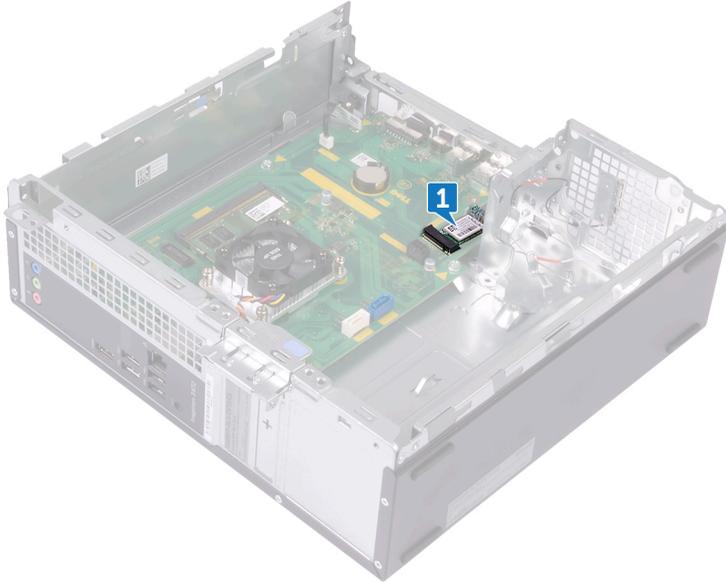
## Prerequisites

- 1 Remove the [computer cover](#).
- 2 Remove the [front bezel](#).
- 3 Follow the procedure from step 1 to step 4 in "[Removing the optical drive](#)".



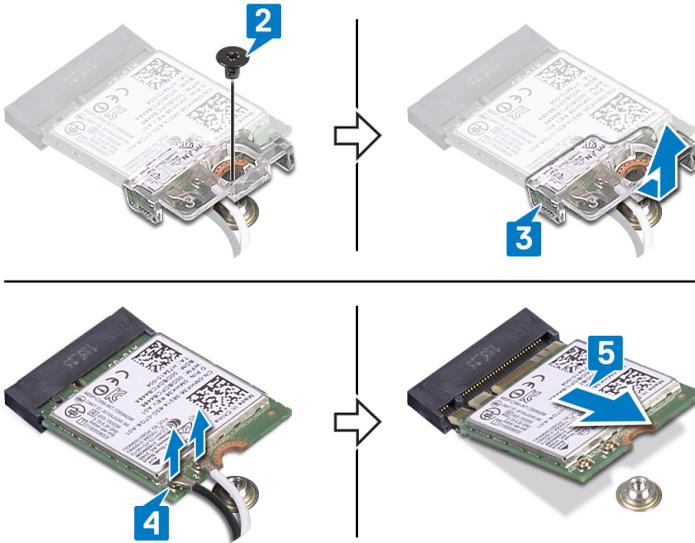
# Procedure

- 1 Locate the wireless card on the system board.



- 2 Remove the screw (M2xL3.5) that secures the wireless card to the system board.
- 3 Slide and remove the wireless-card bracket from the wireless card.
- 4 Disconnect the antenna cables from the wireless card.

- 5 Slide and remove the wireless card from the wireless-card slot.

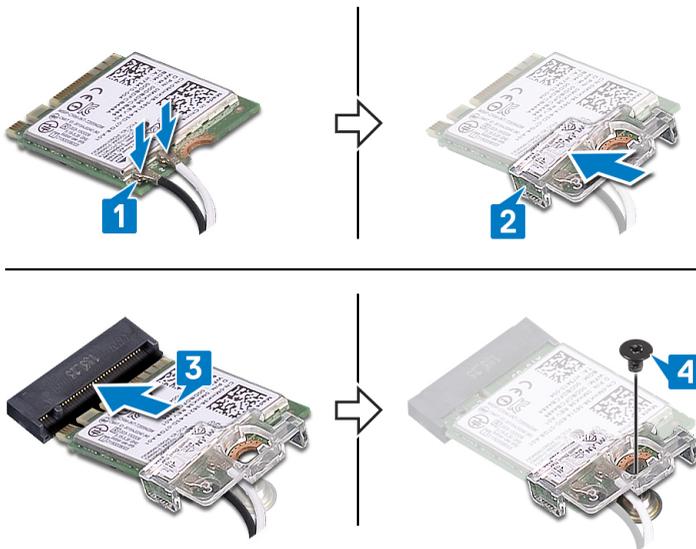


# Replacing the wireless card

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## Procedure

- 1 Connect the antenna cables to the wireless card.
- 2 Align the screw hole on the wireless-card bracket with the screw hole on the wireless card.
- 3 Slide the wireless card at an angle into the wireless-card slot.
- 4 Replace the screw (M2xL3.5) that secures the wireless card to the system board.



# Post-requisites

- 1 Follow the procedure from step 4 to step 8 in "[Replacing the optical drive](#)".
- 2 Replace the [front bezel](#).
- 3 Replace the [computer cover](#).



# Removing the antenna modules

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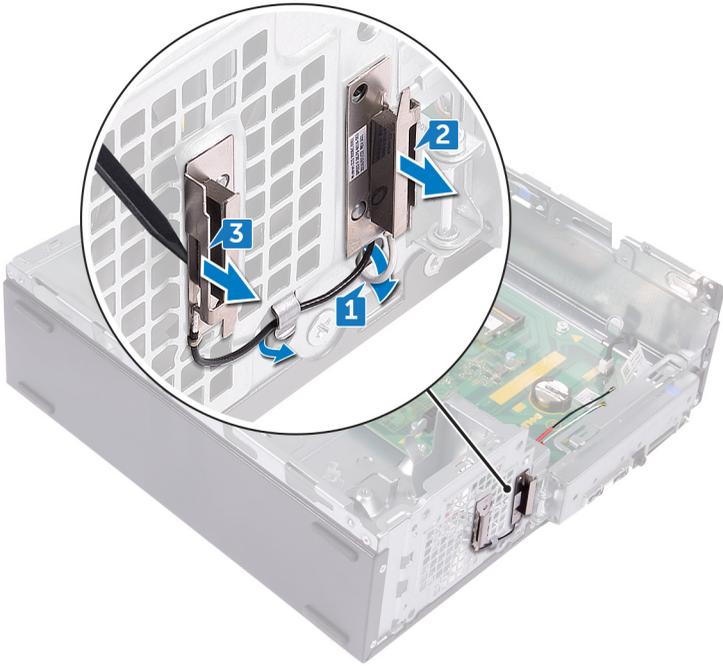
## Prerequisites

- 1 Remove the [computer cover](#).
- 2 Remove the [front bezel](#).
- 3 Follow the procedure from step 1 to step 4 in "[Removing the optical drive](#)".
- 4 Remove the [wireless card](#).

## Procedure

- 1 Note the antenna-cable routing, and remove the antenna cables from the routing guide on the chassis.
- 2 Using a plastic scribe, gently pry the antenna modules off the chassis.

- 3 Remove the antenna modules, along with the cables, off the chassis.



# Replacing the antenna modules

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**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](http://www.dell.com/regulatory_compliance).

## Procedure

- 1 Align and adhere the antenna modules to the chassis.
- 2 Route the antenna cables through the routing guides on the chassis.

## Post-requisites

- 1 Replace the [wireless card](#).
- 2 Follow the procedure from step 4 to step 8 in "[Replacing the optical drive](#)".
- 3 Replace the [front bezel](#).
- 4 Replace the [computer cover](#).

# Removing the power-button module

---



**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](http://www.dell.com/regulatory_compliance).

## Prerequisites

- 1 Remove the [computer cover](#).
- 2 Remove the [front bezel](#).
- 3 Follow the procedure from step 1 to step 4 in “[Removing the optical drive](#)”.

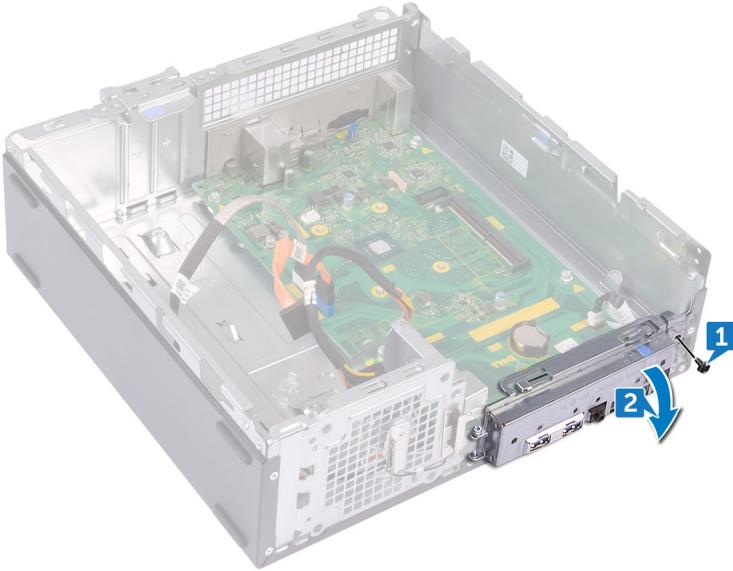
## Procedure

- 1 Remove the screw (#6-32xL6.35) that secures the front I/O bracket to the chassis.



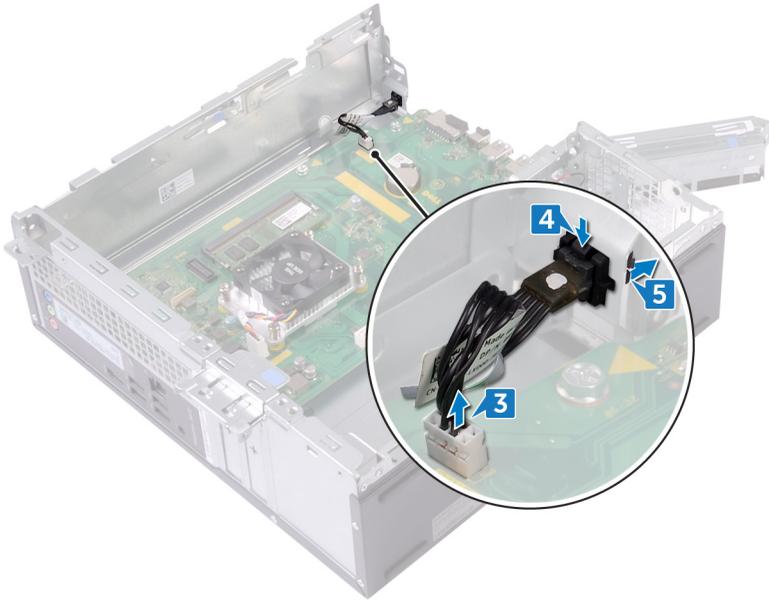
- Swivel open the front I/O bracket from the chassis.

 **NOTE: Do not extend the front I/O bracket too far to prevent damage to the antennas.**



- Disconnect the power-button cable from the system board.
- Press the tab on the top of the power-button module and push the power-button module to release it from the front panel.

- 5 Remove the power-button module along with its cable through the slot on the front panel.



# Replacing the power-button module

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**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](http://www.dell.com/regulatory_compliance).

## Procedure

- 1 Route the power-button board cable through the slot on the front panel.
- 2 Align and snap the power-button module into the slot on the front panel.
- 3 Connect the power-button board cable to the system board.
- 4 Rotate the front I/O-bracket towards the chassis.
- 5 Align the screw hole on the front I/O-bracket with the screw hole on the chassis.
- 6 Replace the screw (#6-32xL6.35) that secures the front I/O bracket to the chassis.



**NOTE:** Black screw is used to prevent light leakage.

## Post-requisites

- 1 Follow the procedure from step 4 to step 8 in "[Replacing the optical drive](#)".
- 2 Replace the [front bezel](#).
- 3 Replace the [computer cover](#).

# Removing the thermal-cooling assembly

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**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](http://www.dell.com/regulatory_compliance).

## Prerequisites

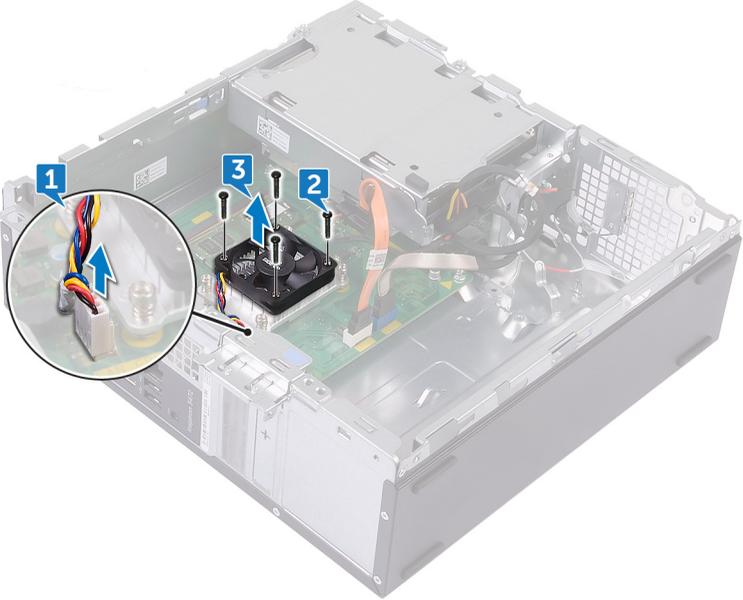
Remove the [computer cover](#).

## Procedure

- 1 Disconnect the processor-fan cable from the system board.
- 2 Remove the four screws (M6xL10) that secure the thermal cooling assembly to the system board.



3 Lift the thermal cooling assembly off the system board.



# Replacing the thermal-cooling assembly

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**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](http://www.dell.com/regulatory_compliance).

## Procedure

- 1 Align the screw holes on the thermal cooling assembly with the screw holes on the system board.
- 2 Replace the four screws (M6xL10) that secure the thermal cooling assembly to the system board.
- 3 Connect the processor-fan cable to the system board.

## Post-requisites

Replace the [computer cover](#).



# Removing 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](http://www.dell.com/regulatory_compliance).

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

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

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

## Prerequisites

- 1 Remove the [computer cover](#).
- 2 Remove the [front bezel](#).
- 3 Follow the procedure from step 1 to step 5 in "[Removing the optical drive](#)".
- 4 Remove the [memory module](#).
- 5 Remove the [wireless card](#).
- 6 Remove the [thermal cooling assembly](#).

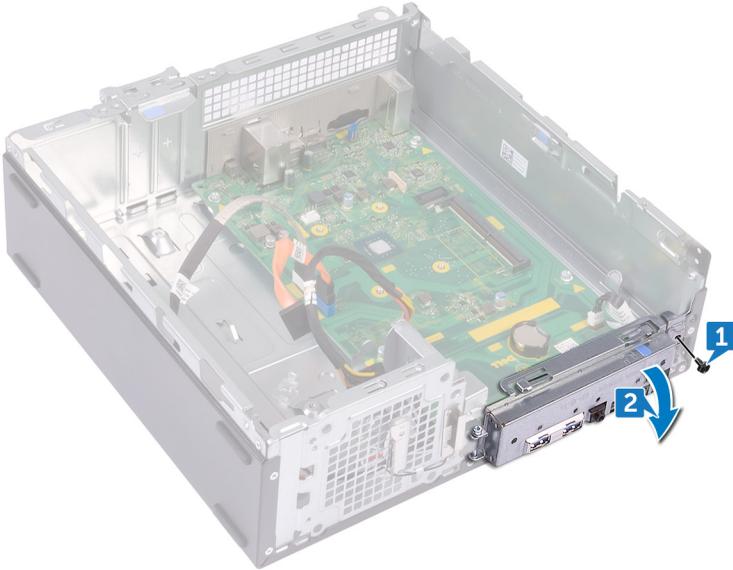
## Procedure

 **NOTE:** Note the routing of all cables as you remove them so that you can reroute them correctly after you replace the system board. For information on system board connectors, see "[System board components](#)".

- 1 Remove the screw (#6-32xL6.35) that secures the front I/O bracket to the chassis.

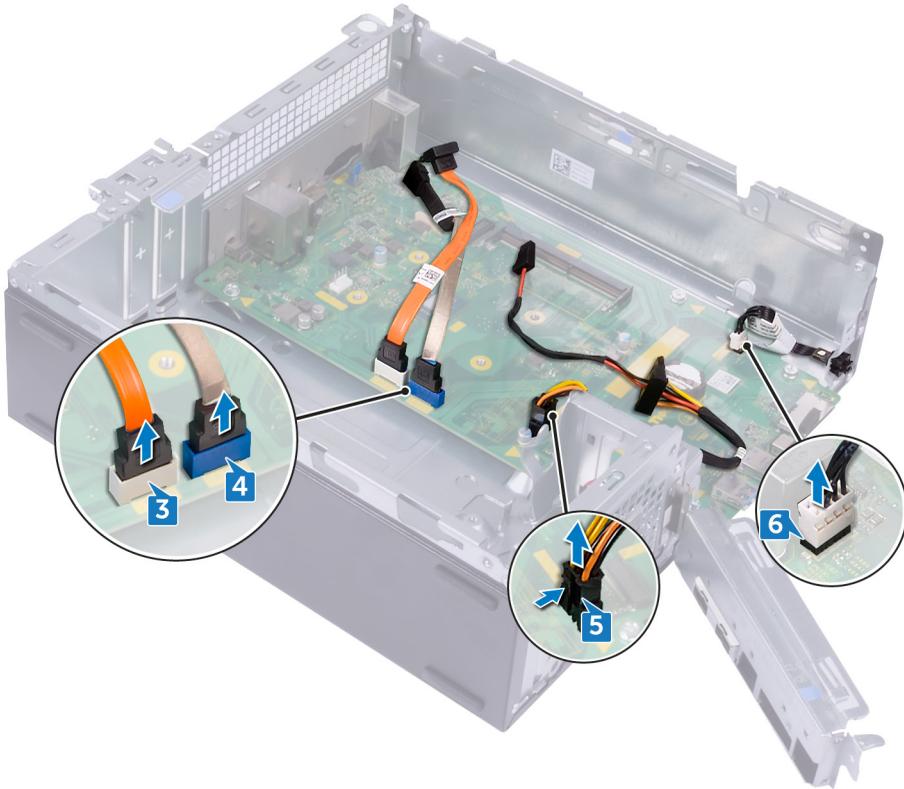
- 2 Swivel open the front I/O bracket from the Chassis.

 **NOTE: Do not extend the front I/O bracket too far to prevent damage to the antennas.**



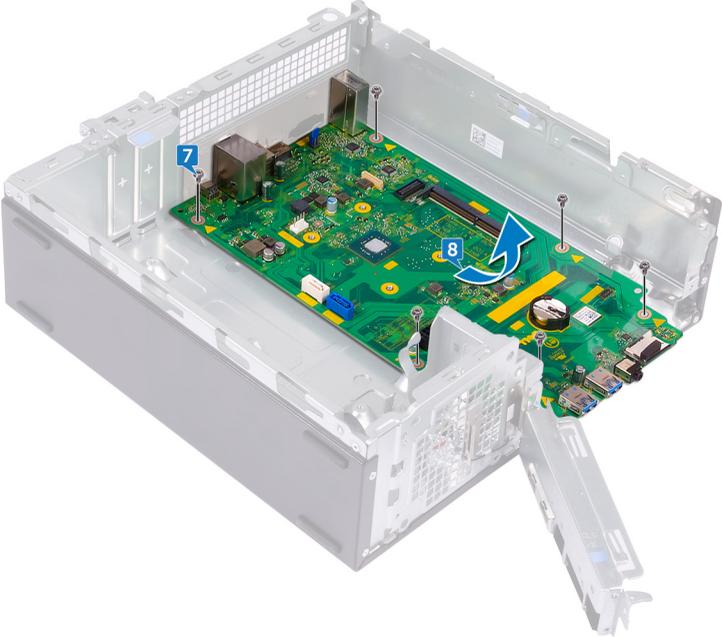
- 3 Disconnect the optical-drive data cable (SATA 2) from the system board.
- 4 Disconnect the hard-drive data cable (SATA 1) from the system board.
- 5 Disconnect the hard-drive and optical drive power cable from the system board.

- 6 Disconnect the power-button cable from the system board.



- 7 Remove the six screws (#6-32xL6.35) that secure the system board to the chassis.

8 Slide and lift the system board off the chassis.



# Replacing the system board

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 **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](http://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 system board with the slots on the chassis and place the system board in position.
- 2 Replace the six screws (#6-32xL6.35) that secure the system board to the chassis.
- 3 Connect the optical-drive data cable, hard-drive data cable, hard-drive and optical-drive power cable, and power-button cable to their respective connectors on the system board.
- 4 Rotate the front I/O-bracket towards the chassis.
- 5 Align the screw hole on the front I/O-bracket with the screw hole on the chassis.
- 6 Replace the screw (#6-32xL6.35) that secures the front I/O bracket to the chassis.

 **NOTE:** Black screw is used to prevent light leakage.

## Post-requisites

- 1 Replace the [thermal cooling assembly](#).
- 2 Replace the [wireless card](#).

- 3** Replace the [memory module](#).
- 4** Follow the procedure from step 5 to step 8 in "[Replacing the optical drive](#)".
- 5** Replace the [front bezel](#).
- 6** Replace the [computer cover](#).



# Downloading drivers

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## Downloading the audio driver

- 1 Turn on your computer.
- 2 Go to [www.dell.com/support](http://www.dell.com/support).
- 3 Enter the Service Tag of your computer, and then click **Submit**.  
 **NOTE: If you do not have the Service Tag, use the autodetect feature or manually browse for your computer model.**
- 4 Click **Drivers & downloads**.
- 5 Click the **Detect Drivers** button.
- 6 Review and agree to the Terms and Conditions to use **SupportAssist**, then click **Continue**.
- 7 If necessary, your computer starts to download and install **SupportAssist**.  
 **NOTE: Review on-screen instructions for browser-specific instructions.**
- 8 Click **View Drivers for My System**.
- 9 Click **Download and Install** to download and install all driver updates detected for your computer.
- 10 Select a location to save the files.
- 11 If prompted, approve requests from **User Account Control** to make changes on the system.
- 12 The application installs all drivers and updates identified.  
 **NOTE: Not all files can be installed automatically. Review the installation summary to identify if manual installation is necessary.**
- 13 For manual download and installation, click **Category**.
- 14 Click **Audio** in the drop-down list.
- 15 Click **Download** to download the audio driver for your computer.
- 16 After the download is complete, navigate to the folder where you saved the audio driver file.
- 17 Double-click the audio driver file icon and follow the instructions on the screen to install the driver.

## Downloading the graphics driver

- 1 Turn on your computer.
- 2 Go to [www.dell.com/support](http://www.dell.com/support).
- 3 Enter the Service Tag of your computer, and then click **Submit**.  
 **NOTE: If you do not have the Service Tag, use the autodetect feature or manually browse for your computer model.**
- 4 Click **Drivers & downloads**.
- 5 Click the **Detect Drivers** button.
- 6 Review and agree to the Terms and Conditions to use **SupportAssist**, then click **Continue**.
- 7 If necessary, your computer starts to download and install **SupportAssist**.  
 **NOTE: Review on-screen instructions for browser-specific instructions.**
- 8 Click **View Drivers for My System**.
- 9 Click **Download and Install** to download and install all driver updates detected for your computer.
- 10 Select a location to save the files.
- 11 If prompted, approve requests from **User Account Control** to make changes on the system.
- 12 The application installs all drivers and updates identified.  
 **NOTE: Not all files can be installed automatically. Review the installation summary to identify if manual installation is necessary.**
- 13 For manual download and installation, click **Category**.
- 14 Click **Video** in the drop-down list.
- 15 Click **Download** to download the graphics driver for your computer.
- 16 After the download is complete, navigate to the folder where you saved the graphics driver file.
- 17 Double-click the graphics driver file icon and follow the instructions on the screen to install the driver.

## Downloading the USB driver

- 1 Turn on your computer.
- 2 Go to [www.dell.com/support](http://www.dell.com/support).



- 3 Enter the Service Tag of your computer, and then click **Submit**.
  -  **NOTE: If you do not have the Service Tag, use the autodetect feature or manually browse for your computer model.**
- 4 Click **Drivers & downloads**.
- 5 Click the **Detect Drivers** button.
- 6 Review and agree to the Terms and Conditions to use **SupportAssist**, then click **Continue**.
- 7 If necessary, your computer starts to download and install **SupportAssist**.
  -  **NOTE: Review on-screen instructions for browser-specific instructions.**
- 8 Click **View Drivers for My System**.
- 9 Click **Download and Install** to download and install all driver updates detected for your computer.
- 10 Select a location to save the files.
- 11 If prompted, approve requests from **User Account Control** to make changes on the system.
- 12 The application installs all drivers and updates identified.
  -  **NOTE: Not all files can be installed automatically. Review the installation summary to identify if manual installation is necessary.**
- 13 For manual download and installation, click **Category**.
- 14 Click **Chipset** in the drop-down list.
- 15 Click **Download** to download the USB driver for your computer.
- 16 After the download is complete, navigate to the folder where you saved USB driver file.
- 17 Double-click the USB driver file icon and follow the instructions on screen to install the driver.

## Downloading the chipset driver

- 1 Turn on your computer.
- 2 Go to [www.dell.com/support](http://www.dell.com/support).
- 3 Enter the Service Tag of your computer, and then click **Submit**.
  -  **NOTE: If you do not have the Service Tag, use the autodetect feature or manually browse for your computer model.**
- 4 Click **Drivers & downloads**.

- 5 Click the **Detect Drivers** button.
- 6 Review and agree to the Terms and Conditions to use **SupportAssist**, then click **Continue**.
- 7 If necessary, your computer starts to download and install **SupportAssist**.  
 **NOTE: Review on-screen instructions for browser-specific instructions.**
- 8 Click **View Drivers for My System**.
- 9 Click **Download and Install** to download and install all driver updates detected for your computer.
- 10 Select a location to save the files.
- 11 If prompted, approve requests from **User Account Control** to make changes on the system.
- 12 The application installs all drivers and updates identified.  
 **NOTE: Not all files can be installed automatically. Review the installation summary to identify if manual installation is necessary.**
- 13 For manual download and installation, click **Category**.
- 14 Click **Chipset** in the drop-down list.
- 15 Click **Download** to download the appropriate chipset driver for your computer.
- 16 After the download is complete, navigate to the folder where you saved the chipset driver file.
- 17 Double-click the chipset driver file icon and follow the instructions on the screen to install the driver.

## Downloading the network driver

- 1 Turn on your computer.
- 2 Go to [www.dell.com/support](http://www.dell.com/support).
- 3 Enter the Service Tag of your computer, and then click **Submit**.  
 **NOTE: If you do not have the Service Tag, use the autodetect feature or manually browse for your computer model.**
- 4 Click **Drivers & downloads**.
- 5 Click the **Detect Drivers** button.
- 6 Review and agree to the Terms and Conditions to use **SupportAssist**, then click **Continue**.



7 If necessary, your computer starts to download and install **SupportAssist**.



**NOTE: Review on-screen instructions for browser-specific instructions.**

8 Click **View Drivers for My System**.

9 Click **Download and Install** to download and install all driver updates detected for your computer.

10 Select a location to save the files.

11 If prompted, approve requests from **User Account Control** to make changes on the system.

12 The application installs all drivers and updates identified.



**NOTE: Not all files can be installed automatically. Review the installation summary to identify if manual installation is necessary.**

13 For manual download and installation, click **Category**.

14 Click **Network** in the drop-down list.

15 Click **Download** to download the network driver for your computer.

16 Save the file, and after the download is complete, navigate to the folder where you saved the network driver file.

17 Double-click the network driver file icon and follow the instructions on screen.

# System setup

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 **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.
	 <b>NOTE: For the standard graphics browser only.</b>
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.**

## System Setup Options

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

**Table 2. 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 number.
Product Name	Displays the product name.
Service Tag	Enables you to enter the service tag of your computer.
Asset Tag	Displays the asset tag of your computer.
CPU Type	Displays the CPU type.
CPU Speed	Displays the speed of the CPU.
CPU ID	Displays the CPU identification code.
Cache L1	Displays the processor L1 cache size.
Cache L2	Displays the processor L2 cache size.
First HDD	Displays the primary hard disk.
AC Adapter Type	Displays the AC adapter type.



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**Main**

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System Memory	Displays the total computer memory installed.
Memory Speed	Displays the memory speed.

**Table 3. System setup options—Advanced menu**

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**Advanced**

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**Advanced BIOS Features**

Intel SpeedStep Technology	Enables you to enable or disable Intel Speedstep Technology. Default: Enabled
	 <b>NOTE: If enabled, the processor clock speed and core voltage are adjusted dynamically based on the processor load.</b>
Virtualization	Enables you to enable or disable Intel Virtualization Technology feature for the processor.
VT for Direct I/O	Enables you to enable or disable Intel Virtualization Technology feature for the Direct I/O.
Integrated NIC	Enables you to enable or disable the on-board LAN controller. Default: Enabled
SATA Operation	Enables you to configure the operating mode of the integrated SATA hard drive controller. Default: AHCI
Adapter Warnings	Enables you to choose if the computer should display warning messages when you use AC adapters that are not supported by your computer. Default: Enabled
Intel Software Guard Extensions	Enable or disable Intel Software Guard Extensions.

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## Advanced

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	Default: Software Controlled
Intel Software Guard Extensions allocated memory size	Displays the allocated memory size for Intel Software Guard Extensions.
BIOS Recovery from Hard Drive	Enables you to enable or disable BIOS Recovery from hard drive. Default: Enabled
BIOS Auto-Recovery	Enable or disable BIOS Auto-Recovery. Default: Disabled
Always Perform Integrity Check	Enable or disable Always Perform Integrity Check. Default: Disabled

### USB Configuration

Front USB Ports	Enables you to enable or disable the front USB ports.
Rear USB Ports	Enables you to enable or disable the rear USB ports.

### Power Options

Wake Up by Integrated LAN	Enables the computer to be powered on by special LAN signals.
AC Recovery	Sets what action the computer takes when power is restored.
Deep Sleep Control	Enables you to define the controls when Deep Sleep is enabled.
USB Wake Support	Enables you to enable the USB devices to wake the computer from Standby.
Numlock Key	Enables you to set the status of the Numlock key during boot to On or Off. Default: Disabled

### SupportAssist System Resolution

Auto OS Recovery Threshold	Control the automatic boot flow for SupportAssist System Resolution Console and for Dell OS Recovery tool.
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**Advanced**

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SupportAssist OS Recovery	The SupportAssist OS Recovery option will enable or disable the boot flow for SupportAssist OS Recovery tool in the event of certain system errors. If the SupportAssist OS Recovery setup option is set to disabled then all automatic boot flow for SupportAssist OS Recovery tool will be disabled. Default: Disabled
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**Table 4. System setup options—Security menu**

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**Security**

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Unlock Setup Status	Displays if the setup status is unlocked.
Admin Password Status	Displays whether the admin password is set.
System Password Status	Displays whether the system password is set.
HDD Password Status	Displays if the hard drive password is set.
Admin Password	Enables you to set the admin password.
System Password	Enables you to set the system password.
HDD Password	Enables you to set the hard drive password.
Password Change	Enable or disable changes to the System and Hard Disk passwords when an administrator password is set.
Computrace	Enable or disable tracking assets and providing recovery services in the event the computer is lost or stolen. Default: Deactivate
Firmware TPM	Enables you to enable or disable the firmware TPM function.

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**Security**

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PPI Bypass for Clear Command	Default: Enabled Allows you to control the TPM Physical Presence Interface (PPI). When enabled, this setting will allow the OS to skip BIOS PPI user prompts when issuing the Clear command. Changes to this setting take effect immediately.
UEFI Firmware Capsule Updates	Default: Disabled Enables you to enable or disable the UEFI Firmware Capsule Updates function. Default: Enabled

**Table 5. System setup options—Boot menu**

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**Boot**

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Boot List Option	Displays the available boot devices.
File Browser Add Boot Option	Enables you to set the boot path in the boot option list.
File Browser Del Boot Option	Enables you to delete the boot path in the boot option list.
Secure Boot	Enables you to enable or disable the secure boot control. Default: Disabled
Boot Option Priorities	Displays the available boot devices.
Boot Option #1	Displays the first boot device.
Boot Option #2	Displays the second boot device.



**Table 6. System setup options—Exit menu**

Exit	
Save Changes and Reset	Enables you to exit system setup and save your changes.
Discard Changes and Reset	Enables you to exit system setup and load previous values for all system setup options.
Restore Defaults	Enables you to load default values for all system setup options.
Discard Changes	Enables you to exit your changes.
Save Changes	Enables you to save your changes.

## 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](http://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.

# Troubleshooting

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## 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](http://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.

## Reinstall Windows using a USB recovery drive



**CAUTION: This process formats the hard drive and removes all data on your computer. Ensure that you back up data on your computer before beginning this task.**



**NOTE: Before reinstalling Windows, ensure your computer has more than 2 GB of memory and more than 32 GB of storage space.**



**NOTE: This process may take up to an hour to complete and your computer will restart during the recovery process.**

- 1 Connect the USB recovery drive to your computer.
- 2 Restart your computer.



- 3 Press F12 after the Dell logo is displayed on the screen to access the boot menu. A **Preparing one-time boot menu** message appears.
- 4 After the boot menu loads, select the USB recovery device under **UEFI BOOT**. The system reboots and a screen to **Choose the keyboard layout** is displayed.
- 5 Choose your keyboard layout.
- 6 In the **Choose an option** screen, click **Troubleshoot**.
- 7 Click **Recover from a drive**.
- 8 Choose one of the following options:
  - **Just remove my files** to do a quick format.
  - **Fully clean the drive** to do a complete format.
- 9 Click **Recover** to start the recovery process.

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

## Diagnostics

The computer POST (Power On Self Test) ensures that it meets the basic computer requirements and the hardware is working appropriately before the boot process begins. If the computer passes the POST, the computer continues to start in a normal mode. However, if the computer fails the POST, the computer emits a series of LED codes during the start-up. The system LED is integrated on the Power button.

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

**Table 7. Diagnostics**

<b>Number of LED flashes</b>	<b>Beep code</b>	<b>Problem description</b>
<b>1 amber</b>	1	BIOS ROM failure
<b>2 amber</b>	2	No memory or RAM detected
<b>3 amber</b>	3	System board: Chipset failure
<b>4 amber</b>	4	Memory or RAM failure
<b>5 amber</b>	5	CMOS battery failure
<b>6 amber</b>	6	Video card/chipset failure
<b>7 amber</b>	7	CPU failure



Number of LED flashes	Beep code	Problem description
<b>3 amber, 7 white</b>	3,7	Recovery image invalid
<b>3 amber, 6 white</b>	3,6	Recovery image not found

## Flea power release

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

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

## 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 8. Self-help resources

Information about Dell products and services

[www.dell.com](http://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](http://www.dell.com/support/windows)

[www.dell.com/support/linux](http://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](http://www.dell.com/support)

Dell knowledge base articles for a variety of computer concerns.

- 1 Go to [www.dell.com/support](http://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](http://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](http://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.**