# Dell Latitude 5420 Rugged

Owner's Manual



Notes, cautions, and warnings
NOTE: A NOTE indicates important information that helps you make better use of your product.
CAUTION: A CAUTION indicates either potential damage to hardware or loss of data and tells you how to avoid the problem.
MARNING: A WARNING indicates a potential for property damage, personal injury, or death.
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# Contents

1 Welcome - Getting Started	9
Product overview	g
System information	g
Product Comparison	g
Technical specifications	
2 Chassis Overview	22
Front View	23
Left Side View	23
Right Side View	24
Bottom View	24
Top view	25
Back View	
3 Technology and components	27
Using your computer	27
Open the LCD Lid	27
Stealth mode	28
Using the backlit keyboard	28
Enabling and disabling the wireless (WiFi) feature	
Hot key definition	31
AC-DC Adapters	32
How to check the status of AC Adapter in BIOS?	
90W	33
130W	33
LED and Cable	
Battery	35
Battery Specifications	
Processors	35
Skylake processor	35
Kaby Lake — 7th and 8th Generation Intel Core processors	
Memory features	
DDR4	39
Graphics options	4C
Graphics Specifications	4C
AMD Radeon 540 Graphics	45
AMD Radeon RX 540 Graphics	46
Corning Gorilla Glass	46
Benefits	46
Pen Usage	49
Using the Pen as a 'Mouse'	49
Using the Pen as a Pen	49
Tablet PC Input Panel	49

Pen Flicks	50
Media Card Readers	5
UEFI BIOS	52
Important InformationPortables Technology Dell Command Configure toolkit	52
Systems management - From on-premises to the cloud	5
Out-of-Band Systems Management- Intel vPro and Intel Standard Manageab	ility5
Trusted Platform Module	54
Fingerprint Reader	5
Dell ControlVault Software	54
USB features	
USB 3.0/USB 3.1 Gen 1 (SuperSpeed USB)	55
Speed	5!
Applications	
Compatibility	50
USB Powershare	5
USB Type-C	
Alternate Mode	
USB Power Delivery	
USB Type-C and USB 3.1	
Ethernet	
Product Features	
General	
Security and Manageability	
Performance	
Power	
MAC/PHY Interconnect	
Package/Design	
HDMI 2.0	
HDMI 2.0 Features	
Advantages of HDMI	
Software and Troubleshooting	
Chipsets	
Processor	
Verifying system memory	
Display	
Troubleshooting Touchpad	
Troubleshooting Your Pen	
Realtek HD audio drivers	
Camera features	
Hard drive options	
Dell Command Configure	
Intel HD Graphics drivers	
Turning off your computer	
Turning off your — Windows	
Turning off your computer — Windows 7	8;

Safety instructions	84
Before working inside your computer	84
Safety Precautions	85
After working inside your computer	91
Recommended tools	
Screw List	91
Stylus	93
Removing the stylus	93
Installing the stylus	94
SIM card	
Removing the SIM card	95
Installing the SIM card	96
Memory card	96
Installing the memory card	96
Removing the memory card	97
Handle	
Removing the Handle	98
Installing the Handle	98
Latch Doors	99
Removing the latch doors	99
Installing the latch doors	100
Battery	101
Removing the Battery	101
Installing the Batteries	102
Bottom Chassis Cover	102
Removing the Bottom Chassis Cover	102
Installing the Bottom Chassis Cover	
Keyboard	105
Removing the Keyboard	105
Installing the Keyboard	106
Primary SSD carrier	108
Removing the Primary SSD carrier	108
Installing the Primary SSD carrier	110
SSD	111
Removing the SSD from carrier	111
Installing the SSD in carrier	111
Memory modules	112
Removing the Memory	112
Installing the Memory	113
WLAN card	114
Removing the WLAN card	114
Installing the WLAN card	115
WWAN card	116
Removing the WWAN card	116
Installing the WWAN card	116
Global Positioning System (GPS)	117
Removing the GPS module	117

Installing the GPS module	119
Coin-cell battery	120
Removing the Coin cell	120
Installing the Coin cell	121
PCIe Heatsink Fan Assembly	122
Removing the PCIe Heatsink fan assembly	122
Installing the PCIe heatsink fan assembly	
Primary SSD Rail	
Removing the Primary SSD rail	124
Installing the Primary SSD rail	124
Docking Port Assembly	125
Removing the Docking port assembly	125
Installing the Docking Port Assembly	127
Heatsink Assembly	129
Removing the Heatsink assembly	129
Installing the Heatsink assembly	130
Rear Input-Output Board	132
Removing the Rear I-O board	132
Installing the Rear I-O board	133
Hinge Covers	134
Removing the Hinge Covers	134
Installing the Hinge Covers	136
Display assembly	138
Removing the Display assembly	
Installing the Display Assembly	
LCD Bezel and Back Cover Assembly	142
Removing the LCD with bezel and the display back cover assembly	142
Installing the LCD with bezel and the display back cover assembly	
Microphone	
Removing the Microphone	
Installing the Microphone	
Camera	148
Removing the Camera	148
Installing the Camera	
Battery Bay	149
Removing the Battery bay	149
Installing the Battery bay	150
Left I/O board	
Removing the Left I/O daughterboard	
Installing the Left I/O Board	153
Smart Card	
Removing the Smart Card Reader	154
Installing the Smart Card Reader	
Speaker	
Removing the Speaker	
Installing the Speaker	159
System board	160

	Removing the System board	16C
	Installing the System board	164
	Bottom Base Assembly	168
5	5 System setup	170
	Boot menu	
	Navigation keys	
	System setup options	
	General options	171
	System configuration	172
	Video screen options	175
	Security	175
	Secure boot	
	Intel Software Guard Extensions options	177
	Performance	178
	Power management	179
	Post behavior	180
	Manageability	182
	Virtualization support	182
	Wireless options	182
	Maintenance	183
	System logs	184
	About	184
	Boot Sequence	185
	Updating the BIOS in Windows	185
	Updating BIOS on systems with BitLocker enabled	186
	Updating your system BIOS using a USB flash drive	186
	Updating the Dell BIOS in Linux and Ubuntu environments	186
	System and setup password	187
	Assigning a system setup password	187
	Deleting or changing an existing system setup password	187
6	S Diagnostics	
	ePSA Diagnostics	
	Running ePSA diagnostics	
	ePSA User Interface	189
	To run test on specific device or run a specific test	
	ePSA Error Messages	
	Validation Tools	192
	LCD Built-in Self Test	198
	Overview : LCD Built-in Self Test (BIST)	198
	How to invoke LCD BIST Test	198
	Battery Status Lights	199
	Diagnostic LED	199
	Wi-Fi power cycle	200
	BIOS recovery	200
	Rollback BIOS feature	200

BIOS recovery using hard drive	201
BIOS recovery using USB key	201
Self-Heal	202
Course Introduction	202
Self-Heal Instruction	202
Supported Latitude Models	202
7 Getting help	204
Contacting Dell	204

# Welcome - Getting Started

### **Product overview**

The new Dell Latitude 5420 Rugged is next in line to the generation of Rugged Latitude 5000 series. This series delivers the highest levels of performance, newest technologies, high levels of configurability, and premium industrial design to professionals that run industry-specific applications as part of their daily field activities.

The Dell Latitude 5420 Rugged is a versatile solution that packs the power and performance of a workstation into a class leading rugged form factor. It is a powerful laptop designed for highly mobile professionals, who needs to run mission critical applications in the office, at the job site, at home, or at the field. The Dell Latitude 5420 Rugged is the successor of Dell Latitude 5414.

The Dell Latitude 5420 Rugged is the most powerful and feature-rich rugged laptop, that gives users desktop replacement performance in a mobile form factor. It provides uncompromised performance for professionals that need to have fixed workstation performance in remote locations.

#### Features:

- · Configurability options including Intel 6th, 7th, and 8th generation core and i3, i5, i7 Processors
- · FHD panel with 1000 nit brightness
- · Dual Hot Swappable Batteries
- · Weight starting at 4.9 lb (Rugged 5420)
- · 2133 / 2400 MHz memory with Super Speed options
- · New AMD graphics option
- USB Type-C port for Power Docking
- · IR Camera option
- ISV Certifications

# System information

This chapter provides detailed product specifications and the comparison with its predecessors.

### **Product Comparison**

Table 1. Product comparison with predecessor model

	Latitude 5414	Latiude 5420 Rugged
Processor	• 6th Generation Intel Sky Lake (15 W) Dual Core i3/i5/i7	6th Generation Intel Sky Lake (15 W) Dual Core i5
		<ul> <li>7th Generation Intel Kaby Lake U (15 W)</li> <li>Quad Core i5/i7, Dual Core i3</li> </ul>
		<ul> <li>8th Generation Intel Kaby Lake U (15 W) Quad Core i5/i7</li> </ul>
Chipset	Intel Sky Lake chipset (integrated with the processor)	Intel Kaby Lake / Sky Lake (integrated with the processor)

	Latitude 5414	Latiude 5420 Rugged
Memory	DDR4 2133 MHz; 2 SoDIMM slots supporting up to 32 GB	<ul> <li>DDR4 2133 MHz; 2 SoDIMM slots supporting up to 32 GB (SkyLake U)</li> <li>DDR4 2400 MHz; 2 SoDIMM slots supporting up to 32 GB (KabyLake U)</li> </ul>
Storage	<ul> <li>None</li> <li>2.5" HDD: Up to 1 TB, hybrid, OPAL SED options</li> <li>SSD M.2 2280 SATA: Up to 512 GB, OPAL SED options</li> <li>5.25" ODD (Optional)</li> </ul>	<ul> <li>SSD M.2 2280 PCIe: Up to 1 TB, FIPS, OPAL, SED options</li> <li>SSD M.2 2280 SATA: Up to 1 TB, FIPS, OPAL, SED options</li> </ul>
Graphics	Integrated	Integrated
	Intel HD 520 Graphics (Integrated in Intel 6th generation processors OR Radeon R7 M360 (Discrete)	<ul> <li>Intel HD Graphics 620 (Integrated in Intel 7th generation processors)</li> <li>Intel UHD Graphics 620 (Integrated in Intel 8th generation processors)</li> <li>Intel HD 520 Graphics (Integrated in Intel 6th generation processors)</li> </ul> <b>Discrete</b> <ul> <li>AMD Radeon 540, 2 GB GDDR5</li> <li>AMD Radeon RX540, 4 GB GDDR5</li> </ul>
Audio	Realtek ALC3235 Controller	Waves MaxxAudio 7.5
Communication	<ul> <li>Integrated Intel i219 10/100/1000 Mb/s Ethernet</li> <li>Wi-Fi 802.11a/b/g/n/ac with Bluetooth 4.2</li> <li>WWAN 4G LTE Full Mini Card (optional)</li> <li>Optional dedicated u-blox NEO-M8 GPS card</li> </ul>	<ul> <li>Integrated Intel i219 10/100/1000 Mb/s Ethernet</li> <li>Wi-Fi 802.11a/b/g/n/ac with Bluetooth 4.2</li> <li>WWAN 4G LTE Full Mini Card (optional)</li> <li>Bluetooth 4.2</li> <li>Optional dedicated u-blox NEO-M8 GPS card</li> </ul>
I/O connectors	<ul> <li>Three USB 3.1 ports(One with PowerShare)</li> <li>One USB 2.0</li> <li>HDMI 1.4</li> <li>VGA Port</li> <li>Two RJ-45 NIC ports</li> <li>Two RS-232 Serial ports</li> <li>One microphone/stereo headphone/speakers connector</li> <li>one micro-SIM slot with security feature</li> </ul>	<ul> <li>Four USB 3.1 Gen 1 ports (One with PowerShare and Power on/Wake-up support)</li> <li>HDMI 2.0</li> <li>One USB 3.2 Gen 2 Type-C port(Supports charging)</li> <li>Universal audio jack (Global Headset Jack + mic phone in + line in support)</li> <li>RJ-45 connector</li> <li>Serial RS-232 port</li> <li>Rear I/O space can be configured with RJ-45 along with following options:</li> <li>Blank - no IO, blank bezel (FACTORY DEFAULT)</li> <li>Serial RS-232</li> <li>VGA or</li> <li>DisplayPort</li> </ul>
Operating system	· Windows 10 Pro 64 bit	· Windows 10 Pro 64 bit

	Latitude 5414	Latiude 5420 Rugged
	· Windows 10 Home 64 bit	<ul> <li>Windows 10 Enterprise (64 bit)</li> <li>Windows 7 via Dell CFI +</li> </ul>
BIOS	UEFI BIOS	UEFI BIOS
AC adapter	<ul> <li>65 W adapter, 7.4 mm barrel</li> <li>65 W BFR/PVC halogen free adapter, 7.4 mm barrel</li> <li>90 W adapter, 7.4 mm barrel</li> </ul>	<ul> <li>19.5 V @ 130 W &amp; 90 W adapters through 7.4 mm DC-IN jack</li> <li>USB Type-C with PD</li> </ul>
Battery	<ul><li>6 Cell 65 Whr</li><li>9 Cell 91 Whr</li></ul>	<ul> <li>Option to have two or one:</li> <li>3 Cell 51 Whr ExpressCharge capable battery</li> <li>3 Cell 51 Whr Battery (Long-Life Cycle)</li> </ul>
Weight	7.8 / 3.54	4.9 / 2.2 (without handle and bumpers)
(Pounds/Kilogram)		

# **Technical specifications**

(i) NOTE: Offerings may vary by region. The following specifications are only those required by law to ship with your computer. For more information about the configuration of your computer, go to Help and Support in your Windows operating system and select the option to view information about your computer.

### **System information**

#### Table 2. System Information

#### System chipset information

Cyclem compact and marining and	
Chipset	<ul> <li>Intel Kaby Lake U Dual Core (integrated with processor)</li> <li>Intel Kaby Lake U Quad Core(integrated with processor)</li> <li>Intel Sky Lake U Dual Core (integrated with processor)</li> </ul>
DRAM bus width	64-bit
Flash EEPROM	SP1 128 Mbits
PCle bus	100 Mhz
External bus frequency	DMI 3.0-8GT/s

### Base

#### Table 3. Base configurations

#### Base

· Intel Dual-Core i3-7130U Kaby Lake processor, Intel HD 620 UMA graphics, TPM

#### Base

- · Intel Quad-Core i5-8350U Kaby Lake processor, Intel UHD 620 UMA graphics, TPM, vPro
- · Intel Quad-Core i5-8350U Kaby Lake processor, AMD Radeon 540(2GB/64-Bit) discrete graphics, TPM, vPro
- Intel Quad-Core i5-8350U Kaby Lake processor, AMD Radeon RX540(4GB/128-Bit) discrete graphics, TPM, vPro
- · Intel Quad-Core i7-8650U Kaby Lake processor, AMD Radeon 540(2GB/64-Bit) discrete graphics, TPM, vPro
- · Intel Quad-Core i7-8650U Kaby Lake processor, AMD Radeon RX540(4GB/128-Bit) discrete graphics, TPM, vPro
- · Intel Dual-Core i5-6300U Sky Lake processor, Intel HD 520 UMA graphics, TPM

#### **Processor**

(i) NOTE: Processor numbers are not a measure of performance. Processor availability is subject to change and may vary by region/country.

#### Table 4. Processor specifications

Туре	UMA Graphics
Intel Dual-Core i3-7130U Kaby Lake processor, Cache: 3 MB / # of Thread (T): 4 / Base Frequency : 2.7 GHz / Thermal Design Power (TDP): 15 W)	Intel HD Graphics 620
Intel Quad-Core i5-8350U Kaby Lake processor (6 MB / 8T / 1.7 GHz / 15 W)	Intel UHD Graphics 620
Intel Quad-Core i7-8650U Kaby Lake processor (8 MB / 8T / 1.9 GHz / 15 W)	Intel UHD Graphics 620
Intel Dual-Core i5-6300U Sky Lake processor (3MB / 4T / 2.4 Ghz / 15 W)	Intel HD Graphics 520

### **Memory**

#### Table 5. Memory specifications

#### Memory configuration

Wiemory Comigaration	
Minimum memory configuration	8 GB
Maximum memory configuration	32 GB
Number of slots	Two DDR4 SODIMM slots
Maximum memory supported per slot	16 GB
Memory options	<ul> <li>8 GB - 2 x 4 GB</li> <li>16 GB - 2 x 8 GB</li> <li>32 GB - 2 x 16 GB</li> </ul>
Туре	DDR4 SDRAM (Non-ECC memory only)
Speed	<ul><li>2400 MHz (Kaby Lake processor)</li><li>2133 MHz (Sky Lake procesor)</li></ul>

# **System board connectors**

#### Table 6. Internal M.2 System board connectors

Sockets	Options
M.2 (Socket 1, Key A)	Wireless Local Area Network (WLAN) / Wireless Gigabit Alliance (WiGig)
M.2 (Socket 3, Key M)	SATA / PCle x 2 or x 4 SSD
M.2 (Socket 2, Key B)	SSD / Wireless Wide Area Network (WWAN)

### **Storage**

#### Table 7. Storage specifications

Туре	Form factor	Interface	Security option	Capacity
Primary Storage ( SSD, FIPS, SED, Opal)		M.2 2280 SSD PCIe x4	FIPS, SED, Opal	<ul> <li>128 GB</li> <li>256 GB</li> <li>512 GB</li> <li>1 TB</li> </ul>
				· 2 TB
				<ul> <li>256 GB / 512GB FIPS</li> <li>140-2 compliant SED</li> </ul>
				· 1TB OPAL SED

### Media card-reader

#### Table 8. Media-card reader specifications

#### SD card reader specifications

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Туре	One SD-card slot
Supported cards	- SD - SDHC - SDXC

### **External Ports and connectors**

#### Table 9. External Ports and connectors

Ports	Specifications
USB	One USB 3.1 Gen 1 Type-A port with Power on/Wake-up support
	· Two USB 3.1 Gen 1 Type-A port

Ports	Specifications	
	One USB 3.2 Gen 1 Type-C port with PowerShare	
Security	T-Bar Slot	
Docking port	<ul> <li>USB Type-C Monitor Stand/Dock</li> <li>Latitude USB Type-C Dock</li> <li>Dell Rugged Family Pogo Dock (backward compatible with Gen 2)</li> </ul>	
Audio	<ul> <li>Universal audio jack (Global Headset Jack + mic phone in + line in support)</li> <li>No / Noise reduction dual array microphones</li> </ul>	
Video	· HDMI 2.0	
Network adapter	One RJ-45 connector	
Serial port	One legacy Serial RS-232 port	
Rear Configurable I/O Space	<ul> <li>Blank - no IO, blank bezel (FACTORY DEFAULT)</li> <li>2nd Gigabit RJ-45 + 2nd RS-232</li> <li>2nd Gigabit RJ-45 + VGA OUT</li> <li>2nd Gigabit RJ-45 + DisplayPort Out (full-size)</li> </ul>	
SIM card reader	One micro SIM card reader	

### **Audio**

#### Table 10. Audio specifications

Controller	ALC3254
Туре	Mono-channel
Speakers	One
Interface	<ul><li>Universal Stereo headset/mic combo</li><li>Rugged quality speakers</li><li>Noise reducing array microphones</li></ul>
Internal speaker amplifier	2 W (RMS)

# **Display**

Table 11. Display specifications

Туре	Full HD Touch/Non-Touch
Screen size (Diagonal)	14 inch (16:9)
LCD Panel technology	FHD (1920x1080)
Display	Non Touch / Touch (10 finger PCAP Glove/Water/Stylus capable)
Native Resolution	1920x1080
High Definition	Yes
Luminance	Standard Brightness (SB):220 NIT / Outdoor Viewable(OV) :1000 NIT
Height	173.95 mm / 6.85 (display area)
Width	309.4 mm / 12.18 inch
Megapixels	2.07
Pixels Per Inch (PPI)	157
Pixel pitch	0.161 mm
Color depth	16.2M colors (OV) / 262K (SB)
Contrast ratio (typical)	1500 (OV) / 700 (SB)
Response time(max)	35 ms
Refresh rate	60 Hhz
Horizontal viewing angle	85/85°
Vertical viewing angle	85/85°
Stylus support	Yes, Passive

# **Graphics Specifications**

Table 12. Graphics specifications

Controller	Туре	CPU Dependency	Graphics memory type	Capacity	External display support	Maximum resolution
Intel HD 620 Graphics	UMA	Intel Core i3 - 7130U	Integrated	Shared system memory	HDMI 2.0	4096×2304 @60 Hz
Intel UHD 620 Graphics	UMA	Intel Core i5 - 8350U	Integrated	Shared system memory	HDMI 2.0	4096×2304 @60 Hz
Intel HD 520 Graphics	UMA	Intel Core i5-6300U	Integrated	Shared system memory	HDMI 2.0	4096×2304 @60 Hz
AMD Radeon 540	Discrete	Intel Core i5 - 8350U	Discrete	Dedicated, 2 GB DDR5	HDMI 2.0	4096×2304 @60 Hz

Controller	Туре	CPU Dependency	Graphics memory type	Capacity	External display support	Maximum resolution
		Intel Core i7 - 8650U			Additional video ports via Rear Configurable IO Space	
					· VGA	
					<ul> <li>DisplayPort</li> </ul>	
AMD Radeon RX540	Discrete	Intel Core i5 - 8350U	Discrete	Dedicated, 4 GB DDR5	HDMI 2.0	4096×2304 @60 Hz
		Intel Core i7 - 8650U			Additional video ports via Rear Configurable IO Space	
					<ul><li>VGA</li><li>DisplayPort</li></ul>	

1 NOTE: Additional video ports via Rear Configurable IO Space is available with discrete graphics solution only.

### Camera

Table 13. Camera specifications

Resolution	Camera:
	<ul><li>Still image: 0.92 megapixels</li><li>Video: 1280x720 at 30 fps</li></ul>
	Infrared camera (optional):
	<ul><li>Still image: 0.30 megapixels</li><li>Video: 340x340 at 60 fps</li></ul>
Diagonal viewing angle	<ul><li>Camera - 86.7 degrees</li><li>Infrared camera - 70 degrees</li></ul>

### Communication

**Table 14. Communication specifications** 

Network Adapter	Specifications
Ethernet	Integrated Intel i219LM 10/100/1000 Mb/s Ethernet (RJ-45) with Intel Remote Wake UP, PXE and Jumbo frames support. (2nd NIC in rear configurable IO space)
Wireless LAN(Optional)	<ul> <li>Intel Dual Band Wireless AC 8265 (802.11ac) 2x2 + Bluetooth 4.2</li> </ul>
	<ul> <li>Intel Dual Band Wireless AC 8265 (802.11ac) 2x2 (No BT)</li> </ul>
	<ul> <li>Dell Wireless 1820 - 802.11a/b/g/n/ac Dual Band (2x2) WiFi + Bluetooth 4.2</li> </ul>

Network Adapter	Specifications
Wireless WAN(Optional)	Qualcomm Snapdragon X20 Global Gigabit LTE
Global Positioning System(GPS) Module (Optional)	U-blox NEO-M8 dedicated GPS card

### Smart card reader

#### Table 15. Contactless smart card reader

Туре	FIPS 201 Contacted / Contactless Smart Card reader
ISO certification	ISO14443A

# Keyboard

#### Table 16. Keyboard specifications

Number of keys	<ul> <li>83 keys: US English, Thai, French-Canadian, Korean, Russian, Hebrew, English-International</li> </ul>
	<ul> <li>84 keys: UK English, French Canadian Quebec, German, French, Spanish (Latin America), Nordic, Arabic, Canada Bilingual</li> </ul>
	· 85 keys: Brazilian Portuguese
	• 87 keys: Japanese
Size	Six row keyboard
	<ul> <li>X= 19.05 mm key pitch</li> </ul>
	Y= 19.05 mm key pitch
Backlit keyboard	None / RGB Backlight / Rubberized Sealed
Layout	QWERTY / AZERTY / Kanji

# **Touchpad**

#### **Table 17. Touchpad Specifications**

Resolution	<ul><li>Horizontal: 305</li><li>Vertical: 305</li></ul>
Dimensions	<ul><li>Width: 4.13 inch (105 mm )</li><li>Height: 2.36 inch (60 mm)</li></ul>
Multi-touch	Supports four - fingers multi-touch

# **Battery**

#### **Table 18. Battery Specifications**

Туре	<ul> <li>3-cell 51 Whr (ExpressCharge)</li> <li>3-cell 51 Whr (Long-Life Cycle, includes 3 year limited warranty)</li> </ul>
Dimension	<ul><li>Length: 128.4 mm (5.05 inch)</li><li>Width: 86.3 mm (3.39 inch)</li><li>Height: 15.3 mm (0.60 inch)</li></ul>
Weight (maximum)	237.00 g (0.52 lb)
Voltage	51 WHr - 11.4 VDC
Life Span	300 discharge/recharge cycles
Charging time when the computer is off (approximate)	2 hours(with one battery) / 4 hours (with two batteries)
Operating time	Varies depending on operating conditions and can significantly reduce under certain power-intensive conditions.
Temperature range: Operating	0°C to 60°C (32°F to 140°F)
Temperature range: Non-Operating	-40°C to 70°C (104°F to 158°F)
Coin-Cell battery	3 V, CR2032, lithium ion

# Power adapter

#### Table 19. Power adapter specifications

Type	<ul> <li>19.5 V @ 130 W &amp; 90 W adapters through 7.4 mm Normal and Elbow Barrel</li> <li>USB Type-C with PD (Power Distribution)</li> <li>Via Dock supporting a NVDC charger architecture</li> </ul>
Input Voltage	100 VAC to 240 VAC
Input current (maximum)	<ul><li>90 W - 1.5 A</li><li>130 W - 2.5 A</li></ul>
Adapter size	7.4 mm
Input frequency	50 Hz to 60 Hz
Output current	<ul><li>90 W - 4.62 A (continuous)</li><li>130 W - 6.7 A (continuous)</li></ul>

Rated output voltage	19.5 VDC
Temperature range (Operating)	0°C to 40°C (32°F to 104°F)
Temperature range (Non-Operating)	- 40°C to 70°C (104°F to 158°F)

# Physical system dimensions

#### Table 20. Weight

Chassis weight (pounds / kilograms)	4.9 / 2.2 (without handle and bumpers)

#### Table 21. Chassis dimensions

Dimensions	Vectors
Height (inches / centimeters)	13.67 / 34.70
Width (inches / centimeters)	9.56 / 24.30
Depth (inches / centimeters)	1.29 / 3.28
Shipping weight (pounds / kilograms - includes packaging material)	7.5 / 3.40

#### Table 22. Packaging parameters

Dimensions	Vectors
Height (inches / centimeters)	44.5 / 17.52
Width (inches / centimeters)	8.2 / 3.2
Depth (inches / centimeters)	34.1 / 13.42

### Computer environment

Airborne contaminant level: G1 as defined by ISA-S71.04-1985

#### Table 23. Computer environment

	Operating	Storage
Temperature range	-29°C to 60°C (-20.2°F to 140°F)	-51°C to 71°C (-59.8°F to 159.8°F)
Relative humidity (maximum)	10% to 80% (non-condensing)	10% to 95% (non-condensing)
	i NOTE: Maximum dew point temperature = 26°C	NOTE: Maximum dew point temperature = 33°C
Vibration (maximum)	0.26 GRMS	1.37 GRMS

	Operating	Storage
Shock (maximum)	105 G <sup>†</sup>	40 G <sup>‡</sup>
Altitude (maximum)	-15.2 m to 3048 m (-50 ft to 10,000 ft)	-15.2 m to 10,668 m (-50 ft to 35,000 ft)

<sup>\*</sup> Measured using a random vibration spectrum that simulates user environment.

### Regulatory and Environmental Compliance

#### Table 24. Regulatory and Environmental Compliance specifications

- Energy Star Version 7<sup>¶</sup>
- EPEAT Silver Registered\*
- · TAA configurations available
- MIL 810G

### **Operating system**

#### Table 25. Operating system

#### **Operating System Supported**

- Windows 10 Professional (64 bit)
- · Windows Enterprise (64 bit)
- Windows 7 via Dell CFI +

(i) NOTE: + Supported on Intel Dual-Core i5-6300U SkyLake processor only.

### Hardware and Software Security

#### Table 26. Hardware Security

#### **Hardware Security**

TPM 2.0 FIPS 140-2 Certified, TCG Certified*  * TCG certification (February 2018)	Yes, Discrete TPM 2.0 IC ( Backward downgradable to 1.2)
BIOS disable TPM (China/Russia)	Yes
Optional Control Vault 2.0 Advanced Authentication with FIPS 140-2 level 3 certification (HW authentication configurations)	Yes, TCG Certified (February 2018)
Optional hardware authentication bundle 2:	Yes

<sup>†</sup> Measured using a 2 ms half-sine pulse when the hard drive is in use.

<sup>‡</sup> Measured using a 2 ms half-sine pulse when the hard-drive head is in parked position.

<sup>\*:</sup> For specific country participation and rating, please see https://ww2.epeat.net/

 $<sup>\</sup>P$ : Available on select configurations offered with single hard drive with both UMA and Discrete chipset.

#### **Hardware Security**

- · FIPS 201 contacted smart card
- · Control Vault 2.0

Optional hardware authentication bundle 4:

- · Touch finger print reader
- · FIPS 201 contacted smart card
- · Contactless smart card
- · NFC
- · Control Vault 2.0

Security lock slot (Kensington T-Bar Lock Slot)

SED (Opal 2.0 - SATA Interface)
Statement of Non-Volatility

Bundle 6 Control Vault 2 and touch fingerprint

POA: Power On Authentication Yes(Supported with Fingerprint reader only)

#### **Table 27. Software Security**

#### Software security

Latitude Security software per software functional plan/cycle list

Yes

Yes

Yes

Yes

Yes

Yes

Synaptics Fingerprint reader

Synaptics Smart Card Reader + Contactless Smart Card

D-Pedigree for BIOS (Secure Supply Chain Functionality) provides:

Yes

- · Secure Supply Chain for a Product covers BIOS Image Integrity
- · Chain of Custody
- · Part Traceability

# **Chassis Overview**

This chapter illustrates the multiple chassis views along with the ports and connectors called out.



#### Topics:

- · Front View
- · Left Side View
- · Right Side View
- Bottom View
- Top view
- Back View

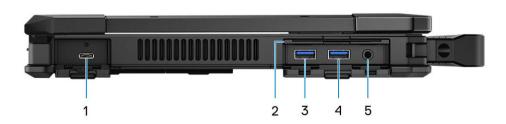
# **Front View**



- 1 Camera Shutter
- 3 RGB Camera status LED
- 5 IR Emitter
- 7 Handle
- 9 LCD Latch
- 11 Battery Status LED

- 2 RGB Camera
- 4 IR Camera
- 6 IR Camera status LED
- 8 Speakers
- 10 Microphone array

# **Left Side View**



- 1 USB 3.1 Gen 2 Type-C Port with Power Delivery(PD)
- 2 Smart Card Reader

# **Right Side View**



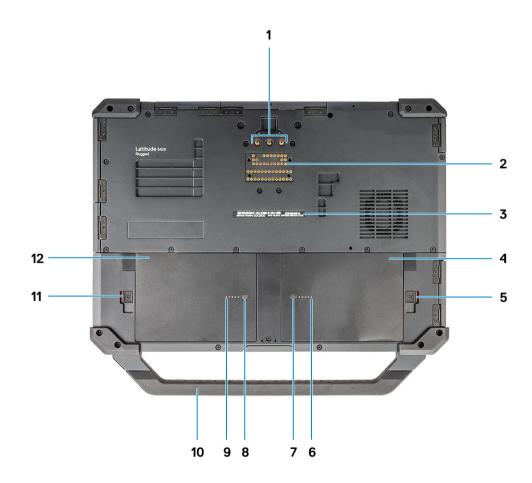
1 SSD

3

- 3 SIM Card Slot
- 5 Stylus slot

- 2 SD Card Reader
- 4 USB 3.1 Gen 1 Type-A Port (recessed USB, supports mini USB connection with doors shut)

# **Bottom View**



1 Radio frequency pass-through connectors

2 Docking port

- 3 Service tag sticker
- 5 Battery -1 Latch
- 7 Battery -1 charge indicator button
- 9 Battery -2 charge indicator LED
- 11 Battery -2 Latch

- 4 Battery -1
- 6 Battery -1 charge indicator LED
- 8 Battery -2 charge indicator button
- 10 Handle
- 12 Battery -2 (Optional)

# Top view



- 1 Power button
- 3 Touch pad

- 2 Keyboard
- 4 Fingerprint reader (optional)

### **Back View**



- 1 Ethernet Port (Optional Rear configurable I/O)
- 3 Serial Port
- 5 HDMI 2.0 Port
- 7 DC-In(Power) Port

- 2 VGA Port (Optional Rear configurable I/O)
- 4 Ethernet Port Port
- 6 T-Bar Lock Slot

CAUTION: EXPLOSION HAZARD—External connections (power adapter port, HDMI port, USB ports, RJ45 port, serial ports, audio port, Smart Card reader slot, SD card reader slot, Express Card reader slot, PC card reader slot, SIM card slot) should not to be used in a hazardous location.

WARNING: Do not block, push objects into, or allow dust to accumulate in the air vents. Do not store your Dell computer in a low-airflow environment, such as a closed briefcase, while it is running. Restricting the airflow can damage the computer. The computer turns on the fan when the computer gets hot. Fan noise is normal and does not indicate a problem with the fan or the computer.

# **Technology and components**

This chapter details the technology and components available in the system.

#### Topics:

- Using your computer
- AC-DC Adapters
- Battery
- Processors
- Memory features
- Graphics options
- Corning Gorilla Glass
- · Pen Usage
- Media Card Readers
- UEFI BIOS
- · Systems management From on-premises to the cloud
- Trusted Platform Module
- Fingerprint Reader
- USB features
- USB Powershare
- USB Type-C
- · Ethernet
- · HDMI 2.0
- · Software and Troubleshooting
- Turning off your computer

# Using your computer

# Open the LCD Lid



- 1 Press LCD latch located on the bottom chassis.
- 2 Lift the LCD lid at an convenient viewing angle.
- NOTE: Laptops are designed to allow LCD lid movement to a maximum of 180°, however lid should not be opened more than 140°, if the rear I/O ports are in use or when docked.

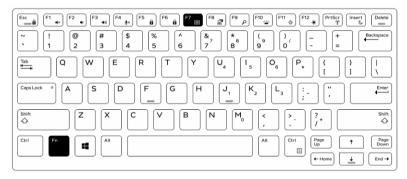
### Stealth mode

Latitude rugged products come equipped with a stealth mode feature. Stealth mode allows you to turn off the display, all the LED lights, internal speakers, the fan and all wireless radios with a single key combination.

(i) NOTE: This mode is aimed at using the computer in covert operations. When the stealth mode is enabled, the computer remains functional but does not emit any light or sound.

### Turning stealth mode on/off

- 1 Press the Fn+F7 key combination (Fn key not needed if Fn lock is enabled) to turn on stealth mode.
  - NOTE: Stealth mode is a secondary function of the F7 key. The key can be used to perform other functions on the computer when not used with the Fn key to enable stealth mode.
- 2 All the lights and sounds are turned off.
- 3 Press the Fn+F7 key combination again to turn off the stealth mode.



### Disabling stealth mode in the system setup (BIOS)

- 1 Power off the computer.
- 2 Power on the computer and at the Dell logo, tap the F2 key repeatedly to bring up the **System Setup** menu.
- 3 Expand and open the **System Configuration** menu.
- 4 Select Stealth Mode Control.
  - ONOTE: Stealth mode is enabled by default.
- 5 To disable stealth mode uncheck the **Enable Stealth Mode** option.
- 6 Click Apply changes and click Exit.

### Using the backlit keyboard

The Latitude rugged series comes equipped with a backlit keyboard that can be customized. The following colors are enabled:

- 1 White
- 2 Red

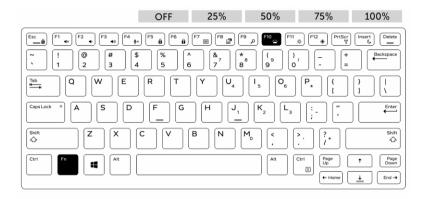
- 3 Green
- 4 Blue

Alternatively, the system can be configured with two additional custom colors in the System Setup (BIOS).

### Turning the keyboard backlight on/off or adjusting brightness

To turn the backlight on/off or adjust the backlight brightness settings:

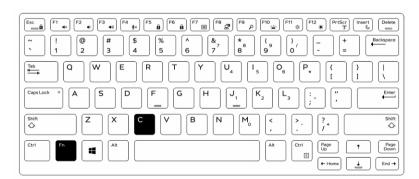
- 1 To initialize the keyboard backlight switch, press Fn+F10 (the Fn key is not needed if function key Fn lock is enabled).
- 2 The first use of the preceding key combination turns on the backlight to its lowest setting.
- Repeated pressing of the key combinations cycles the brightness settings through 25 percent, 50 percent, 75 percent and 100 percent.
- 4 Cycle through the key combination to either adjust the brightness or turn off the keyboard backlight.



### Changing the keyboard backlight color

To change the keyboard backlight color:

- 1 To cycle through the available backlight colors press Fn+C keys.
- White, Red, Green and Blue are active by default; up to two custom colors can be added to the cycle in the System Setup (BIOS).



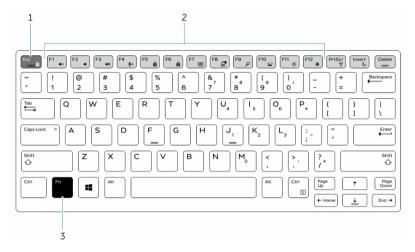
### Customizing the backlit keyboard in System Setup (BIOS)

- 1 Turn off the computer.
- 2 Turn on the computer and when the Dell logo appears, press the F2 key repeatedly to bring up the System Setup menu.
- 3 Under System Configuration menu, select RGB Keyboard Backlight.
  You can enable/disable the standard colors (White, Red, Green and Blue).

- 4 To set a custom RGB value, use the input boxes on the right side of the screen.
- 5 Click **Apply changes** and click **Exit** to close System Setup.

### Function Fn key lock features

NOTE: The keyboard has Function key Fn lock capability. When activated, the secondary functions on the top row of keys become default and will not require use of the Fn key.



#### Figure 1. Fn key callouts

- 1 Fn lock key
- 2 Affected Fn keys
- 3 Fn key
- (i) NOTE: Fn lock affects only the above keys (F1 to F12). Secondary functions will not require the Fn key to be pressed while enabled.

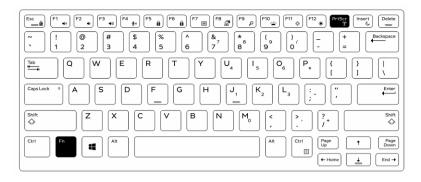
### **Enabling the Function (Fn) lock**

- 1 Press the Fn+Esc keys.
  - ONOTE: Other secondary function keys on the top row are not affected and requires the use of the Fn key.
- 2 Press the Fn+Esc keys again to deactivate the function lock feature.

The function keys return to the default actions.

# Enabling and disabling the wireless (WiFi) feature

- 1 To enable wireless Networking, press Fn + PrtScr.
- 2 Press Fn + PrtScr again to disable wireless Networking.



# Hot key definition

Fn behavior: Primary behavior is media key; Secondary behavior is F1-F12 key.

- Fn Lock only switches primary and secondary behavior on F1-F12.
- F7 is stealth –unique for rugged and semi rugged platforms. It turns off LCD, all wireless, all alerts, indicator lights, sound, fan, etc

#### Table 28. Keyboard shortcuts

Hot keys	Function	Description
Fn+ESC	Fn Lock	Allows the user to toggle between <b>locked</b> and <b>unlocked</b> Fn keys.
Fn+F1	Audio Volume Mute	Temporarily mutes/unmutes the audio. The audio level before muting is returned after unmuting.
Fn+F2	Audio Volume Down/Decrease	Decreases the audio volume until minimum/off is reached.
Fn+F3	Audio Volume Up/Increase	Increases the audio volume until maximum is reached.
Fn+F4	Microphone Mute	Silences the on-board microphone so it cannot record audio. There is an LED on the F4 function key that notifies the user of the state of this feature:
		<ul> <li>LED off = microphone capable of recording audio</li> </ul>
		<ul> <li>LED on = microphone muted and unable to record audio</li> </ul>
Fn+F5	Num lock	Allows the user to toggle between <b>locked</b> and <b>unlocked</b> NumLock
Fn+F6	Scroll lock	Used as Scroll Lock key.
Fn+F7	Stealth Mode	Allows the user to toggle to and from Stealth Mode
Fn+F8	LCD and Projector display	Determines video output to LCD and external Video devices when attached and displays present.

Hot keys	Function	Description
Fn+F9	Search	Mimics the Windows key + F keystroke to open Windows Search dialog box.
Fn+F10	KB Illumination/Backlight	Determines the Keyboard Illumination/Backlight brightness level. The hot key cycles through the following brightness states when pressed: Disabled, Dim, Bright. For more detail, see Keyboard Illumination/Backlight section.
Fn+F11	Brightness Decrease	Decreases the stepping of LCD brightness for each press until minimum is reached. For details, see the LCD Brightness section.
Fn+F12	Brightness Increase	Increases the stepping of LCD brightness for each press until maximum is reached. For details, see the LCD Brightness section.
Fn+PrintScreen	Radio On/Off	Toggles all the wireless radios on and off. For example, WLAN, WWAN, and Bluetooth.
Fn+Insert	Sleep	Puts the system into the ACPI S3 State and does not wake the system.

Traditional programming functions like Scroll Lock are assigned to alpha keys with un-printed legends.

- Fn+S = Scroll Lock
- Fn+B = Pause
- · Fn+Ctrl+B = Break
- Fn+R = Sys-Req

(i) NOTE: For non-backlit keyboards F10 has no function and icon on function key is purged.

# **AC-DC Adapters**



There are a two types of AC adapters offered for this platform:

- 90W 3-Pin
- · 130W 3-Pin
- · When you disconnect the AC adapter cable from the computer, grasp the connector, not the cable itself, and then pull firmly but gently to avoid damaging the cable.
- The AC adapter works with electrical outlets worldwide. However, power connectors and power strips vary among countries. Using an incompatible cable or improperly connecting the cable to the power strip or electrical outlet may cause fire or equipment damage.

# How to check the status of AC Adapter in BIOS?

1 Restart / Power on your computer.

- 2 At the first text on the screen or when the Dell logo appears, tap <F2> until the message **Entering Setup** appears.
- 3 Under **General** > **Battery Information**, you will see **AC Adapter** listed.
- 4 The **status** shows the **wattage** of the AC adapter connected. Any errors detected with the AC adapter or the DC-In connector will be displayed here.

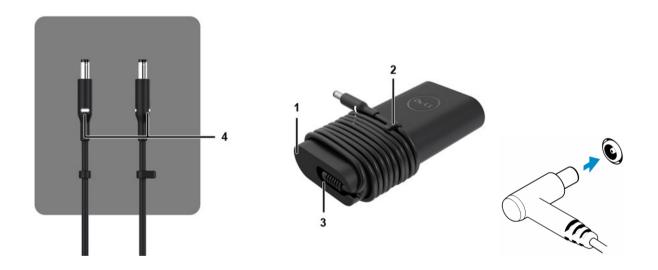
# 90W



# 130W



# **LED** and Cable



**Table 29. Adapter Features** 

_				
F	22	tu	re	2

- 1 Body shape creates a smooth base for cable wrapping.
- 2 Cable lock on cord for securing cable wrap.
- 3 90° strain relief directs the cable out the side of the adapter.
- Adapter LED is implemented in two spots on opposite sides of the plug head. The LED illumination will be white.

# **Battery**

Dell Latitude Rugged use the following 3-cell battery options:

- · 3-cell 51 Whr (ExpressCharge)
- · 3-cell 51 Whr (Long-Life Cycle, includes 3 year limited warranty)

The battery is located on the rear of the system and is hot swap capable. This design is unlike any other Dell predecessors laptops, where system needs to be powered off when the battery is removed, without the need to remove the bottom cover.

- (i) NOTE: Battery is categorized as a CRU (Customer Replaceable Unit) on this platform.
- (i) NOTE: Battery typically requires about 2 hours to fully charge.

### **Battery Specifications**

### What is ExpressCharge?

For a system advertised as having the ExpressCharge feature, the battery typically will have greater than 80% charge after about an hour of charging with the system off and fully charged in about 2 hours with the system off.

Enabling Expresscharge requires that both the system and the battery that is used on the system be ExpressCharge capable. If any of the above requirements is missing, ExpressCharge will not be enabled.

#### What is BATTMAN?

BATTMAN is a computer controlled battery manager intended for typical rechargeable batteries. It has the following capabilities:

- · Monitors self-discharge
- · Measures internal resistance
- · Automatically performs repeated discharge/charge cycles to break in new batteries
- · Keeps a log of all operations performed, which can be imported
- · Connects via parallel port to any PC running Microsoft Windows
- · Operating software, complete with source code, is available to download

### **Processors**

This laptop is shipped with the following Intel 6th generation i5 SkyLake or 7th and 8th Generation KabyLake processors:

- · Intel Core i3, 7130U KabyLake processor
- · Intel Core i5, 8350U KabyLake or 6300U SkyLake processors
- · Intel Core i7, 8650U KabyLake processor series

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

### Skylake processor

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

### Skylake vs Broadwell roadmap

The following illustration is a roadmap comparison between the Skylake processor vs the Broadwell processor:

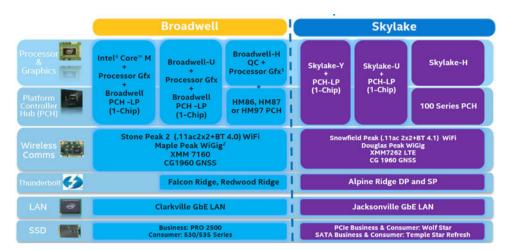


Figure 2. Skylake vs Broadwell roadmap

# Processor performance features

The following table illustrates the performance available on each Skylake suffix.

**Table 30. Performance features** 

Feature	Feature description	SKL-Y	SKL-U	SKL-H
General Features	Cores	Dual Core	Dual Core	Dual Core
	CPU/Memory/Graphic Overclocking	No	No	Yes
	Intel Extreme Tuning Utility	No	No	Yes
	Intel Hyper-Threading Technology	Yes	Yes	Yes
	Intel Smart Cache Technology with last level cache (LLC) sharing between Processor and GFx cores	Yes	Yes	Yes
	Intel Smart Sound Technology	Yes	Yes	Yes
	Intel Turbo Boost Technology 2.0	Yes	Yes	Yes
	Last Level Cache (LLC)	Up to 4M	Up to 4M	Up to 4M
	Voltage Optimizer	Yes	TBD	TBD

Feature	Feature description	SKL-Y	SKL-U	SKL-H
Display	3 Independent Display Support	Yes	Yes	Yes
	HDMI 2.0 Display @60Hz	3840x2160	3840x2160	3840x2160
	DP/eDP Display @60Hz	3840x2160	4096x2304	4096x2304
	eDP 1.3, support for MPO, NV12	Yes	Yes	Yes
Media	Intel Built-In Visuals	Yes	Yes	Yes
Compute	OpenCL 2.0	Yes	No	yes
Platform	14nm process	Yes	Yes	Yes
Hardware	16PCle Graphic lanes (configurable as 1x16 or 2x8 or 1x8+2x4)	No	No	Yes
	PCle Gen3.0 support	No	No	Yes
	Switchable graphics (muxless solution)	No	Yes	Yes
Memory	Memory Type	DDR4	DDR4	DDR4
	Connector / Memory Down	Memory down	SODIMM	SODIMM
	Speed	2133MT/s for DDR4	2133MT/s for DDR4	2133MT/s for DDR4
	Max Capacity	32 GB	32 GB	32 GB
OS Support	Windows 10 (64-bit)	Yes	Yes	Yes
	Windows 7 (64-bit / 32bit)	Yes	Yes	Yes
	Windows 8.1 (64-bit)	Yes	Yes	Yes
	Linux (kernel and associated modules)	Yes	Yes	Yes
	Chrome	Yes	Yes	No
	Android	No	No	No

## General comparison with Broadwell processor

	Broadwell Platform Features	Skylake Platform Features
Performance	Improved CPU & Graphics performance (upto 50%) with significant power reduction (upto 40% lower SOC power) and longer battery life <sup>1</sup>	Improved CPU & Graphics performance (upto 50%) with significant power reduction (upto 60% lower SOC power) and longer battery life <sup>1</sup>
Thermals	H: 47W <sup>2</sup> , U: 28W <sup>2</sup> , U: 15W <sup>2</sup> , Y: 4.5W <sup>2</sup> TDP Configurable TDP <sup>3</sup> , Low Power Mode <sup>3</sup>	H: 45W <sup>2</sup> and 35W, U: 28W <sup>2</sup> , U: 15W <sup>2</sup> , Y: 4.5W <sup>2</sup> TDP Configurable TDP <sup>8</sup> , Low Power Mode <sup>8</sup>
Graphics	Gen8, DX11.1, Open CL 1.2/2.0 <sup>3,4</sup> , Open GL 4.x, PCle3.0	Gen9 LP, DX11.3, DX12, Open CL 1.2/2.034, Open GL 4.3/4.4, PCIe3.0
Media	Faster AVC and MPEG-2 with full HW encode; VP8 Encode (GPU), VP8 Decode, VP9 Decode (GPU), HEVC Decode; Intel® Quick Sync Video; 3 simultaneous Displays,	VP8 Encode, VP8 Decode, VP9 Decode (GPU), VP9 Encode (GPU), HEVC 8b Decode; HEVC 8b Encode, VDENC, SFC Intel® Quick Sync Video; 3 simultaneous Displays
Audio	Intel® Smart Sound Technology®	Enhanced Intel® Smart Sound Technology: GMM HW accelerated Speech, Enhanced Audio Pre and Post Processing. Enhanced Intel® Wake on Voice
2D Camera Imaging	Discrete ISP in camera module	Integrated ISP (U.Y), supporting upto 16MP, 4K@30fps, 1080p@60fps
RealSense 3D Cameras	Intel® RealSense F200 (UF Camera)	Intel® RealSense R200 (WF camera)®, Intel® RealSense F200 (UF Camera)
I/O & Storage	USB 3.0 <sup>3</sup> , Thunderbolt <sup>m</sup> Technology <sup>8</sup>	PCIe Gen3.0 (U and Y), eMMC5.0 °, SDXC3.0, USB OTG <sup>10</sup> , CSI2 MIPI, USB 3.0 <sup>3</sup> , Thunderbolt <sup>10</sup> Technology <sup>6</sup>
Touch and Sensing	Discrete Touch, Discrete Sensor Hub controllers on platform	Integrated Touch® processing, Intel® Integrated Sensor Solution
Wireless	High Bandwidth 802.11 ac, WiGig <sup>e</sup> Cat4 LTE, Intel <sup>e</sup> Wireless Display 5.0³, GNSS, NFC	High Bandwidth 802.11 ac, WiGig <sup>6</sup> , Cat6 LTE, Intel <sup>8</sup> Wireless Display 6.0 <sup>3</sup> Wireless Charging, GNSS, NFC
Security	McAfee YAP, Boot Guard, Intel® PTT 2.03, Intel® IPT8, Intel® BIOS Guard v2.03, Anti-malware Boost (Beacon Pass 2.0)7	McAfee YAP w/ Intel® SGX, IPT with MFA Boot Guard, Intel® PTT 3.03, Intel® IPT3, Intel® BIOS Guard v2.03
Enterprise/SMB	Intel® vPro™ Technology w/ AMT 10.0, Intel® Small Business Advantage 3.0, Intel® vPro™ w/ Windows* 8.1 InstantGo*, Intel® Pro WiDi 5.1	Intel® vPro™ Technology w/ AMT 11.0, Small Business Advantage SBA Next Intel® Pro WIDI 6.0, Secure LBS

Figure 3. Comparison with Broadwell processor

# Kaby Lake — 7th and 8th Generation Intel Core processors

The 7th and 8th Gen Intel Core processor (Kaby Lake) family is the successor of Sky Lake R. It's main features include:

- Intel 14nm Manufacturing Process Technology
- · Intel Turbo Boost Technology
- · Intel Hyper Threading Technology
- · Intel Built-in Visuals
  - Intel HD graphics exceptional videos, editing smallest details in the videos
  - Intel Quick Sync Video excellent video conferencing capability, quick video editing and authoring
  - Intel Clear Video HD visual quality and color fidelity enhancements for HD playback and immersing web browsing
- · Integrated memory controller
- · Intel Smart Cache
- · Optional Intel vPro technology (on i5/i7) with Active Management Technology 11.6
- · Intel Rapid Storage Technology

Table 31. Kaby lake specifications

Processor number	Base Clock Speed	Cache	No. of cores/No. of threads	Power	Memory type	Graphics
Intel Dual Core i3-7130U	2.7 GHz	3 MB	2/4	15 W	DDR4-2400	Intel HD graphics 620
Intel Quad Core i5-8350U	1.7 GHz	6 MB	4/8	15 W	DDR4-2400	Intel UHD graphics 620
Intel Quad-Core i7-8650U	1.9 GHz	8 MB	4/8	15 W	DDR4-2400	Intel UHD graphics 620

# **Memory features**

This laptop supports 4-32 GB DDR4 SDRAM memory, up to 2400 MHz on KabyLake processors and 2133 MHz on SkyLake processors.

#### DDR4

DDR4 (double data rate fourth generation) memory is a higher-speed successor to the DDR2 and DDR3 technologies and allows up to 512 GB in capacity, compared to the DDR3's maximum of 128 GB per DIMM. DDR4 synchronous dynamic random-access memory is keyed differently from both SDRAM and DDR to prevent the user from installing the wrong type of memory into the system.

DDR4 needs 20 percent less or just 1.2 volts, compared to DDR3 which requires 1.5 volts of electrical power to operate. DDR4 also supports a new, deep power-down mode that allows the host device to go into standby without needing to refresh its memory. Deep power-down mode is expected to reduce standby power consumption by 40 to 50 percent.

#### **DDR4 Details**

There are subtle differences between DDR3 and DDR4 memory modules, as listed below.

Key notch difference

The key notch on a DDR4 module is in a different location from the key notch on a DDR3 module. Both notches are on the insertion edge but the notch location on the DDR4 is slightly different, to prevent the module from being installed into an incompatible board or platform.

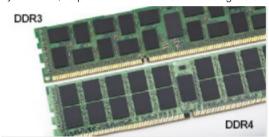


Figure 4. Notch difference

Increased thickness

DDR4 modules are slightly thicker than DDR3, to accommodate more signal layers.

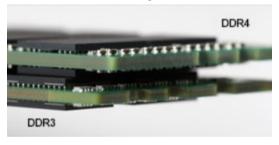


Figure 5. Thickness difference

Curved edge

DDR4 modules feature a curved edge to help with insertion and alleviate stress on the PCB during memory installation.

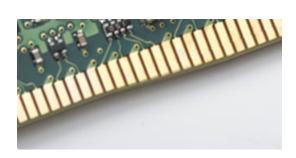


Figure 6. Curved edge

# **Memory Errors**

Memory errors on the system display the new 2 - Amber, 3 - White failure code. If all memory fails, the LCD does not turn on. Troubleshoot for possible memory failure by trying known good memory modules in the memory connectors on the bottom of the system or under the keyboard, as in some portable systems.

# **Graphics options**

# **Graphics Specifications**

Table 32. Graphics specifications

Controller	Туре	CPU Dependency	Graphics memory type	Capacity	External display support	Maximum resolution
Intel HD 620 Graphics	UMA	Intel Core i3 - 7130U	Integrated	Shared system memory	HDMI 2.0	4096×2304 @60 Hz
Intel UHD 620 Graphics	UMA	Intel Core i5 - 8350U	Integrated	Shared system memory	HDMI 2.0	4096×2304 @60 Hz
Intel HD 520 Graphics	UMA	Intel Core i5-6300U	Integrated	Shared system memory	HDMI 2.0	4096×2304 @60 Hz
AMD Radeon 540	Discrete	Intel Core i5 - 8350U Intel Core i7 - 8650U	Discrete	Dedicated, 2 GB DDR5	HDMI 2.0  Additional video ports via Rear Configurable IO Space  VGA DisplayPort	4096×2304 @60 Hz
AMD Radeon RX540	Discrete	Intel Core i5 - 8350U Intel Core i7 - 8650U	Discrete	Dedicated, 4 GB DDR5	HDMI 2.0  Additional video ports via Rear Configurable IO Space  VGA DisplayPort	4096×2304 @60 Hz

1 NOTE: Additional video ports via Rear Configurable IO Space is available with discrete graphics solution only.

# **Intel HD Graphics Integrated**

#### Intel HD graphics 620

This system can be configured with either of the following UMA graphic options or combined with any of the AMD discrete graphics options.

Table 33. Intel HD graphics 620 specification

Integrated Graphics Controller	Intel HD Graphics 620		
Bus Type	Internal PCIe		
Memory Interface	N/A (unified memory architecture)		
Graphics Level	GT2		
Estimated Maximum Power Consumption (TDP)	15 W (included in the CPU power)		
Display Support	On System: HDMI 2.0		
	USB Type-C		
Maximum Vertical Refresh Rate	Up to 85 Hz depending on resolution		
Operating Systems Graphics/ Video API Support	Support for DirectX 12, OpenCL 2.0, OpenGL 4.3/4.4, OpenGL ES		
Supported Resolutions and Max Refresh Rates (Hz) (Note: Analog and/or digital)	System ports: Max Digital: (HDMI) 2560x1600, 4096x2304@24 Hz Docked:		
	<ul> <li>Max Digital: (DisplayPort 1.2) 3840 x2160 @60 Hz</li> <li>Max Digital: (SL-DVI) 1920x1080 @60 Hz</li> <li>Analog: (VGA) system (14 inch/15 inch) 2048x1152 @60 Hz</li> </ul>		
	For 3 displays : up to max resolution each above		
Numbers of Displays Supported	<ul> <li>System Ports: 3 displays max with LCD plus 2 displays max on each output (HDMI, USB Type-C)</li> </ul>		
	· Docked: 3 displays max (combo of LCD, VGA, DP, HDMI)		

## Intel UHD Graphics 620

Table 34. Intel UHD Graphics 620 (8th Generation Intel Core) specification

Integrated Graphics Controller	Intel UHD Graphics 620 (8th Generation Intel Core)
Bus Type	Internal PCle
Memory Interface	N/A (unified memory architecture)
Graphics Level	GT2
Estimated Maximum Power Consumption (TDP)	15 W (included in the CPU power)
Display Support	On System: HDMI 2.0
	USB Type-C

Integrated Graphics Controller	Intel UHD Graphics 620 (8th Generation Intel Core)	
Maximum Vertical Refresh Rate	Up to 85 Hz depending on resolution	
Operating Systems Graphics/ Video API Support	DirectX 11 (Windows 7/8.1), DirectX 12 (Windows 10), OpenGL 4.3	
Supported Resolutions and Max Refresh Rates (Hz) (Note: Analog	System ports:	
and/or digital)	· Max Digital: (HDMI) 4096x2304@24 Hz	
	<ul> <li>Analog: (VGA) system (14 inches/15 inches) or docking 2048x1152 @60 Hz</li> </ul>	
	Docked:	
	<ul> <li>Max Digital: (DisplayPort 1.2) 3860 x2160 @60 Hz</li> <li>Max Digital: (SL-DVI) 1920x1080 @60 Hz</li> <li>Analog: (VGA) system (14 inches/15 inches) 2048x1152 @60 Hz</li> </ul>	
	For 3 displays:	
	· (native or docked) up to 1920x1200 max resolution each	
Numbers of Displays Supported	<ul> <li>System Ports - 3 displays max with LCD plus 1 display max on each output (HDMI, VGA (14 inches/15 inches)</li> <li>Docked - 3 displays max (combo of LCD, VGA, DP, HDMI)</li> </ul>	

# Intel HD Graphics 520

Table 35. Intel HD Graphics 520 Graphics specification

Integrated Graphics Controller	Intel UHD Graphics 620 (8th Generation Intel Core)
Bus Type	Internal PCIe
Memory Interface	N/A (unified memory architecture)
Graphics Level	GT2
Estimated Maximum Power Consumption (TDP)	15 W (included in the CPU power)
Display Support	On System: HDMI 2.0
	USB Type-C
Maximum Vertical Refresh Rate	Up to 85 Hz depending on resolution
Operating Systems Graphics/ Video API Support	DirectX 11 (Windows 7/8.1), DirectX 12 (Windows 10), OpenGL 4.3
Supported Resolutions and Max Refresh Rates (Hz) (Note: Analog	System ports:
and/or digital)	<ul> <li>Max Digital: (HDMI) 4096x2304@24 Hz</li> <li>Analog: (VGA) system (14 inches/15 inches) or docking 2048x1152 @60 Hz</li> </ul>
	Docked:
	<ul> <li>Max Digital: (DisplayPort 1.2) 3860 x2160 @60 Hz</li> <li>Max Digital: (SL-DVI) 1920x1080 @60 Hz</li> <li>Analog: (VGA) system (14 inches/15 inches) 2048x1152 @60 Hz</li> </ul>
	For 3 displays:
	· (native or docked) up to 1920x1200 max resolution each

Numbers of Displays Supported

- System Ports 3 displays max with LCD plus 1 display max on each output (HDMI, VGA (14 inches/15 inches)
- Docked 3 displays max (combo of LCD, VGA, DP, HDMI)

#### Intel HD Graphics 520



The Intel HD Graphics 520 (GT2) is an integrated graphics unit, which can be found in various ULV (Ultra Low Voltage) processors of the Skylake generation. This GT2 version of the Skylake GPU offers 24 Execution Units (EUs) clocked at up to 1050 MHz (depending on the CPU model). Due to its lack of dedicated graphics memory or eDRAM cache, the HD 520 has to access the main memory (2x 64-bit DDR3L-1600/DDR4-2133).

#### Performance

The exact performance of the HD Graphics 520 depends on various factors like L3 cache size, memory configuration (DDR3/DDR4) and maximum clock rate of the specific model. The fastest versions Core i7-6600U should perform similar to a dedicated GeForce 820M and handles modern games (as of 2015) in low settings.

#### **Features**

The revised video engine now decodes H.265/HEVC completely in hardware and more efficiently than before. Displays can be connected using a DP 1.2/eDP 1.3 (max. 3840 x 2160 @ 60 Hz), whereas HDMI is limited to the older version 1.4a (max. 3840 x 2160 @ 30 Hz). However, HDMI 2.0 can be added using a DisplayPort converter. Up to three displays can be controlled simultaneously.

#### **Power Consumption**

The HD Graphics 520 can be found in mobile processors specified at 15 W TDP and is therefore suited for compact laptops and Ultrabooks.

#### **Key Specifications**

The following table contains the key specifications of the Intel HD Graphics 520:

#### Table 36. Key specifications

Specification	Intel HD Graphics 520
Codename	Skylake GT2
Architecture	Intel Gen 6 (Skylake)
Pipelines	24 — unified

Specification Intel HD Graphics 520

Core Speed 300 — 1050 (Boost) MHz

Memory Type DDR3/DDR4

Memory Bus Width 64/128 bit

Normally Bus Wilder

Technology 14 nm

Features QuickSync

DirectX 12 (FL 12\_1)

Max. Displays Supported Up to 3

DP 1.2/eDP 1.3 max. resolution 3840 x 2160 @ 60 Hz

HDMI max. resolution 3840 x 2160 @ 30 Hz

#### Intel HD/UHD Graphics 620

Shared Memory



The Intel HD/UHD Graphics 620 (GT2) is an integrated graphics unit, which can be found in various ULV (Ultra Low Voltage) processors of the Skylake generation. This GT2 version of the Skylake GPU offers 24 Execution Units (EUs) clocked at up to 1050 MHz (depending on the CPU model). Due to its lack of dedicated graphics memory or eDRAM cache, the HD 520 has to access the main memory (2x 64-bit DDR3L-1600/DDR4-2133).

Yes

#### Performance

The exact performance of the HD/UHD Graphics 620 depends on various factors like L3 cache size, memory configuration (DDR3L/DDR4) and maximum clock rate of the specific model.

#### **Features**

The revised video engine now decodes H.265/HEVC completely in hardware and more efficiently than before. Displays can be connected using a DP 1.2/eDP 1.3 (max. 3840 x 2160 @ 60 Hz), whereas HDMI is limited to the older version 1.4a (max. 3840 x 2160 @ 30 Hz). However, HDMI 2.0 can be added using a DisplayPort converter. Up to three displays can be controlled simultaneously.

#### **Power Consumption**

The HD Graphics 620 can be found in mobile processors specified at 15 W TDP and is therefore suited for compact laptops and Ultrabooks.

## **Key Specifications**

The following table contains the key specifications of the Intel HD Graphics 620:

#### Table 37. Key specifications

Specification	Intel HD/UHD Graphics 620
Codename	Skylake GT2
Architecture	Intel Gen 6 (Skylake)
Pipelines	24 — unified
Core Speed	300 — 1050 (Boost) MHz
Memory Type	DDR3/DDR4
Memory Bus Width	64/128 bit
Shared Memory	Yes
Technology	14 nm
Features	QuickSync
DirectX	DirectX 12 (FL 12_1)
Max. Displays Supported	Up to 3
DP 1.2/eDP 1.3 max. resolution	3840 x 2160 @ 60 Hz
HDMI max. resolution	3840 x 2160 @ 30 Hz

# AMD Radeon 540 Graphics

#### Table 38. Radeon 540 Graphics specifications

Graphics Controller	AMD Radeon 540 Graphics		
Graphics memory	2 GB GDDR5		
Bus type	PCle x16 Gen3		
Memory Interface	64-bit		
Clock Speeds	Up to 1124 MHz		
Estimated Maximum Power Consumption (TDP)	50W TGP (GPU + frame buffer)		
Display Support	HDMI/mDP/eDP/USB-C		
Maximum Color Depth	Maximum 4:4:4 Color Depth:12 (bits per pixel)		
Maximum Vertical Refresh Rate	Up to 85 Hz depending on resolution		
Operating Systems Graphics/ Video API Support	DirectX 12, OpenGL 4.5		
Supported Resolutions and Max Refresh Rates (Hz) (Note: Analog and/or digital)	<ul> <li>Single DisplayPort 1.4 - 5120 x 2880 @ 60 Hz</li> <li>Dual DisplayPort 1.4 - 5120 x 2880 @ 60 Hz</li> </ul>		

Numbers of Display Support

Up to five displays operating at 4096 x 2160 @60 Hz

# AMD Radeon RX 540 Graphics

#### Table 39. Radeon RX 540 graphics specifications

Graphics Controller	AMD Radeon RX 540 Graphics		
Graphics memory	4 GB GDDR5		
Bus type	PCIe x16 Gen3		
Memory Interface	128 bit		
Clock Speeds	Up to 1219 MHz		
Estimated Maximum Power	50W TGP (GPU + frame buffer)		
Display Support	eDP/DVI/ DisplayPort/HDMI		
Maximum Color Depth	Maximum 4:4:4 Color Depth:12 (bits per pixel)		
Maximum Vertical Refresh Rate	Up to 395 Hz at 1920 x 1080		
	Up to 118 Hz at 3840 x 2160		
Operating Systems Graphics/ Video API Support	DirectX 12, OpenGL 4.5		
Supported Resolutions and Max Refresh Rates (Hz)	<ul> <li>Max Digital: Single DisplayPort 1.4 - 5120 x 2880 @ 60 Hz (mDP/USB Type-C to DP)</li> <li>Max Digital: Dual DisplayPort 1.4 - 5120 x 2880 @ 60 Hz (mDP/USB Type-C to DP)</li> </ul>		
Numbers of Display Support	Up to five displays operating at 4096 x 2160 @60 Hz		

# **Corning Gorilla Glass**

Corning Gorilla Glass 5: Corning's latest composition was formulated to address breakage the #1 consumer complaint, according to Corning's research. The new glass is just as thin and light as previous versions, but has been formulated to deliver dramatically improved native damage resistance allowing improved in-field performance. Corning Gorilla Glass 5 has been tested for performance when subjected to sharp contact damage, such as asphalt and other real-world surfaces.

## **Benefits**

- · Enhanced retained strength after use.
- · High resistance to scratch and sharp contact damage.
- · Improved drop performance.
- Superior surface quality.

# **Applications**

- · Ideal protective cover for electronic displays in:
  - Smartphones
  - Laptop and tablet computer screens
  - Wearable devices
- · Touchscreen devices
- · Optical components
- · High strength glass articles

## **Dimensions**

Thickness: 0.7 mm

# **Viscosity**

#### Table 40. Viscosity

Parameters	Vectors
Softening Point (10 <sup>7.6</sup> poises)	884°C
Annealing Point (10 <sup>13.2</sup> poises)	623°C
Strain Point (10 <sup>14.7</sup> poises)	571°C

## **Properties**

#### **Table 41. Properties**

Density	2.43 g/cm
Youngs Modulus	76.7 GPa
Poissons Ratio	0.21
Shear Modulus	31.7 GPa
Vickers Hardness (200 g load)	
<ul><li>Un-strengthened</li><li>Strengthened</li></ul>	489 kgf/mm <sup>2</sup> 596 kgf/mm <sup>2</sup>
	596 kgf/mm <sup>2</sup>
Fracture Toughness	0.69 MPa m <sup>0.5</sup>
Coefficient of Expansion (0 °C - 300 °C)	78.8 x 10 <sup>-7</sup> /°C

# **Chemical Strengthening**

Capability of >850MPa CS, at 50 µm Depth Of Layer(DOL)

# **Optical**

#### Table 42. Optical

#### Refractive Index (590 nm)

Core glass**	1.50
Compression layer	1.51
Photo-elastic constant	30.3 nm/cm/MPa

<sup>\*\*</sup> Core index is used for FSM-based measurements since it is unaffected by ion-exchange conditions.

# **Chemical Durability**

Durability is measured via weight loss per surface area after immersion in the solvents shown below. Values are highly dependent upon actual testing conditions. Data reported is for Corning Gorilla Glass 5.

**Table 43. Chemical Durability** 

Reagent	Time	Temperature (°C)	Weight Loss (mg/cm2)
HCI - 5%	24 hrs	95	5.9
NH4F:HF - 10%	20 min	20	1.0
HF - 10%	20 min	20	25.2
NaOH - 5%	6 hrs	95	2.7

## **Electrical**

**Table 44. Electrical** 

Frequency (MHz)	Dielectric Constant	Loss Tangent	
54	7.08	0.009	
163	7.01	0.010	
272	7.01	0.011	
272	7.00	0.010	
490	7.99	0.010	
599	7.97	0.011	
912	7.01	0.012	
1499	6.99	0.012	
1977	6.97	0.014	
2466	6.96	0.014	
2986	6.96	0.014	

Terminated coaxial line similar to that outlined in NIST Technical Notes 1520 and 1355-R

## Putting Corning Gorilla Glass 5 to the test.

- · Greater damage resistance (upto 1.8X) with deep abrasion.
- · Faster chemical strengthening with high Compressive Stress and deeper depth of compression
  - Shallower check depth with higher abrasions levels
- Enables thickness reduction

# Pen Usage

Your computer uses several input devices. The standard external USB keyboard and mouse are present, plus you can opt for the electrostatic pen/stylus or use your finger as an input device.

# Using the Pen as a 'Mouse'

You can use the pen the same way you use a mouse or touch pad with a laptop computer. Holding the pen near the display makes a small cursor appear. Moving the pen moves the cursor. The following table describes how to use the pen.

#### Table 45. Pen functions

Action	Function
Gently tap the pen tip on the screen	Same as a single-click on a mouse.
Gently tap the pen tip twice in quick succession on the screen.	Same as a double-click on a mouse.
Touch the pen on the screen and hold it in place momentarily until Windows draws a complete circle around the cursor.	Same as a right-click on a mouse.

# Using the Pen as a Pen

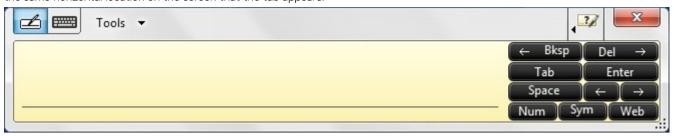
The handwriting recognition software makes it easy to enter text into your applications with the pen. Some applications, such as Windows Journal, allow you to write with the pen directly into the application window.

# **Tablet PC Input Panel**

When an application does not directly support pen input, you can use the **Tablet PC Input Panel** to enter text into your application. If you tap in an editable area, the Tablet PC Input Panel icon appears. Tapping the icon makes the Input Panel slide out from the edge of the display.

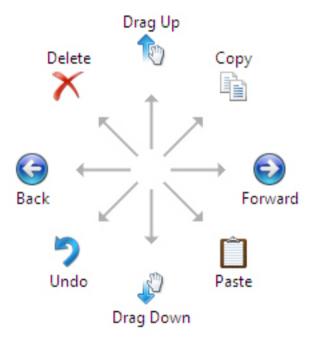


You can move the **Input Panel** tab by dragging it up or down along the edge of the screen. Then, when you tap it, the Input Panel opens at the same horizontal location on the screen that the tab appears.



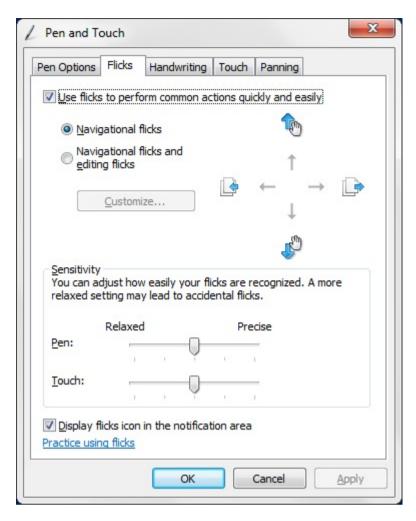
## Pen Flicks

Pen flicks enable you to use the pen to perform actions that normally require a keyboard, such as pressing <Page Up> or using the directional arrow keys. Pen flicks are quick, directional gestures. Draw a short line in one of eight directions. When a pen flick is recognized, the Tablet PC performs the action assigned.



You can modify the default pen flick settings:

- 1 Click Start > Control Panel > Pen and Touch and click the Flicks tab.
- 2 Modify the settings and click **OK.**



# **Media Card Readers**

(i) NOTE: The media card reader is integrated into the system board on portable systems. If there is a hardware failure or the reader malfunctions, replace the system board.

The media card reader expands the usefulness and functionality of portable systems, especially when used with other devices such as digital cameras, portable MP3 players, and handheld devices. All these devices use a form of media card to store information. Media card readers allows for easy transfer of data between these devices.



Several different types of media or memory cards are available today. Below is a list of the different types of cards that work in the media card reader.

#### SD Card Reader

- 1 Memory Stick
- 3 Secure Digital High Capacity (SDHC)

- 2 Secure Digital (SD)
- 4 Secure Digital eXtended Capacity(SDXC)

## **UEFI BIOS**

UEFI is an acronym for Unified Extensible Firmware Interface. The UEFI specification defines a new model for the interface between personal computer operating systems and platform firmware. The interface consists of data tables that contain platform related information, plus boot and runtime service calls that are available to the operating system and its loader. Together, these provide a standard environment for booting an operating system and running pre-boot applications. One of the main differences between BIOS and UEFI is the way applications are coded. Assembler was used if functions or applications had to be coded for the BIOS while a higher level language code will be used to program the UEFI.

Dell UEFI BIOS implementation will supersede the existing two different sets of BIOS in the portables and desktop products into one single UEFI BIOS moving forward.

# Important Information

There is no difference in between the conventional BIOS and the UEFI BIOS unless the UEFI option is checked in the 'Boot List Option' setting in the BIOS page. This will allow the user to create a UEFI boot option list manually without affecting the existing boot priority list. With the implementation of UEFI BIOS, the changes are more related to the manufacturing tools and functionalities with very minimal impact to the customer's usages.

Few things to remember are:

- If customers have a UEFI boot media and ONLY if they have UEFI boot media (either in the optical media or via USB storage), the one-time boot menu will show an additional section listing the UEFI boot options. If they don't have UEFI boot media attached, they will never see this option. Almost all will never get to see this option unless the UEFI boot option is specified manually through the 'Boot Sequence' settings.
- · How to change Service Tag/Owner Tag?
  - When the service technician replaces a system board, he's required to set the service tag upon the system starts up at one time off basis. Failure to set a service tag may result system battery not being able to charge. Therefore, it is very important that the service technician set the correct system service tag. If a wrong service tag is set, there's no way to reset it and the technician will have to place order for another system board replacement.
- How to change Asset tag information?
   To change the Asset tag information, we can use one of the following software utilities.

# Portables Technology Dell Command Configure toolkit

Customers may also report that after a motherboard replacement, the asset field is already populated in the system BIOS, and needs to be cleared or set. For older systems and all newer systems with the UEFI BIOS platform, customers can download the Dell Command Configure Toolkit (DCC) to customize the BIOS options or even change the ownership or asset tag from within Windows. This technology is described in Software and Troubleshooting section.

# Systems management - From on-premises to the cloud

Dell Client Command Suite - a free toolkit available for download, for all OptiPlex and Latitude PCs at https://dell.com/command, automates and streamlines systems management tasks, saving time, money, and resources. It consists of the following modules that can be used independently, or with a variety of systems management consoles such as SCCM.

**Dell Command | Deploy** enables easy operating system (OS) deployment across all major OS deployment methodologies and provides numerous system-specific drivers that have been extracted and reduced to an OS-consumable state.

**Dell Command I Configure** is a graphical user interface (GUI) admin tool for configuring and deploying hardware settings in a pre-OS or post-OS environment, and it operates seamlessly with SCCM and Airwatch and can be self-integrated into LANDesk and KACE. Simply, this is all about the BIOS. Command I Configure allows you to remotely automate and configure over 150+ BIOS settings for a personalized user experience.

**Dell Command I PowerShell Provider** can do the same things as Command I Configure, but with a different method. PowerShell is a scripting language that allows customers to create a customized and dynamic configuration process.

**Dell Command I Monitor** is a Windows Management Instrumentation (WMI) agent that provides IT admins with an extensive inventory of the hardware and health-state data. Admins can also configure hardware remotely by using command line and scripting.

**Dell Command | Update (end-user tool)** is factory-installed and allows admins to individually manage and automatically present and install Dell updates to the BIOS, drivers, and software. Command I Update eliminates the time-consuming hunting and pecking process of update installation.

**Dell Command I Update Catalog** provides searchable metadata that allows the management console to retrieve the latest system-specific updates (driver, firmware or BIOS). The updates are then delivered seamlessly to end-users using the customer's systems management infrastructure that is consuming the catalog (like SCCM).

**Dell Command | vPro Out of Band** console extends hardware management to systems that are offline or have an un-reachable OS (Dell exclusive features).

**Dell Command | Integration Suite for System Center** - This suite integrates all the key components of the Client Command Suite into Microsoft System Center Configuration Manager 2012 and Current Branch versions.

Dell Client Command Suite's integration with VMware Workspace ONE Powered by AirWatch, now allows customers to manage their Dell client hardware from the cloud, using a single Workspace ONE console.

# Out-of-Band Systems Management- Intel vPro and Intel Standard Manageability

Intel vPro and Intel Standard Manageability must be configured in the Dell factory at the time of purchase, as they are NOT field ungradable. They offer out-of-band management and DASH compliance.

#### Intel vPro

Available with Intel Core i5 and i7 processors and offers the most complete set of out-of-band management features including KVM, IPv6 support, graceful shutdown, and all the features from previous versions of vPro. It uses the latest version of Intel's Active Management Technology (AMT).

To learn more about vPro, visit Intel's website at https://www.intel.com/content/www/us/en/architecture-and-technology/vpro/vpro-platform-general.html.

A unique and new Dell Remote Provisioning feature for Intel vPro quickly activates vPro capabilities on a PC, reducing vPro set-up time from months to less than an hour. The Dell Remote Provisioning feature for Intel vPro is available as a part of the module: **Dell Command | Integration Suite for Systems Center** 

## Intel Standard Manageability (ISM)

ISM offers a limited set of out-of-band features like remote power on/off, Serial-over-LAN redirect, Wake-on-LAN, etc.

To learn more about Intel ISM, visit Intel's website at: https://software.intel.com/en-us/blogs/2009/03/27/what-is-standard-manageability.

## Trusted Platform Module

Trusted Platform Module (TPM) is a dedicated cryptoprocessor designed to secure hardware by integrating cryptographic keys into devices. A software can use a Trusted Platform Module to authenticate hardware devices. As each TPM chip has a unique and secret RSA key burned in as it is produced, it can perform the platform authentication.

NOTE: Trusted Platform Module (TPM) is part of the system board. In an event of system board replacement, the encryption needs to be suspended in the OS and re-enabled on new system board's BIOS prior to resuming the encryption.

CAUTION: Attempt to replace the system board without prior suspending the encryption, will cause operating system corruption and may eventually lead to No-Boot scenario.

# Fingerprint Reader

This topic explains the software used in fingerprint reader

The Portables Technology has an integrated fingerprint reader located on the palm rest to the right of the touch pad. The fingerprint reader is an option, so not all systems have it. Included with the driver for the fingerprint reader is a software package from Dell ControlVault, that provides functionality for the device. Dell provides all support for the software, same as on the Latitude systems.

#### **Dell ControlVault Software**

The software package for the fingerprint reader is ControlVault by Dell. It provides the following functionality to the fingerprint reader:

- · Uses the fingerprint reader for Windows® logon and system start-up password authentication
- · Registers websites and Windows applications for password replacement
- · Launches a favorite application with a finger swipe
- · Stores confidential information in an encrypted folder

To gain any of this functionality, a user must first enroll fingerprints. An easy-to-follow wizard guides the user through the enrollment process. The user can choose to save fingerprints to the hard drive or the fingerprint reader

(i) NOTE: A user should enroll more than one finger's print.

# **USB** features

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

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

#### Table 46. USB evolution

Туре	Data Transfer Rate	Category	Introduction Year
USB 2.0	480 Mbps	High Speed	2000
USB 3.0/USB 3.1 Gen 1	5 Gbps	Super Speed	2010
USB 3.1 Gen 2	10 Gbps	Super Speed	2013

# USB 3.0/USB 3.1 Gen 1 (SuperSpeed USB)

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

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

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

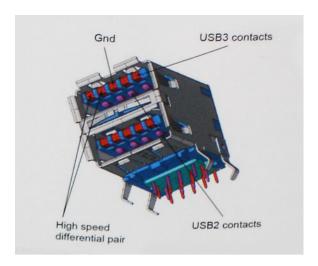


## **Speed**

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

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

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



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

# **Applications**

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

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

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

## Compatibility

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

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

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

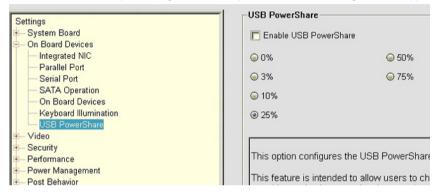
## **USB** Powershare

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



Only the USB connector with a **SS+USB+Battery**--> seed icon. can be used.

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



# **USB Type-C**

USB Type-C is a new, tiny physical connector. The connector itself can support various exciting new USB standards like USB 3.1 and USB power delivery (USB PD).

#### Alternate Mode

USB Type-C is a new connector standard that is very small. It is about a third the size of an old USB Type-A plug. This is a single connector standard that every device should be able to use. USB Type-C ports can support a variety of different protocols using "alternate modes," which allows you to have adapters that can output HDMI, VGA, DisplayPort, or other types of connections from that single USB port

## **USB Power Delivery**

The USB PD specification is also closely intertwined with USB Type-C. Currently, smartphones, tablets, and other mobile devices often use a USB connection to charge. A USB 2.0 connection provides up to 2.5 watts of power — that'll charge your phone, but that's about it. A laptop might require up to 60 watts, for example. The USB Power Delivery specification ups this power delivery to 100 watts. It's bidirectional, so a device can either send or receive power. And this power can be transferred at the same time the device is transmitting data across the connection.

This could spell the end of all those proprietary laptop charging cables, with everything charging via a standard USB connection. You could charge your laptop from one of those portable battery packs you charge your smartphones and other portable devices from today. You could plug your laptop into an external display connected to a power cable, and that external display would charge your laptop as you used

it as an external display — all via the one little USB Type-C connection. To use this, the device and the cable have to support USB Power Delivery. Just having a USB Type-C connection doesn't necessarily mean they do.

# **USB Type-C and USB 3.1**

USB 3.1 is a new USB standard. USB 3's theoretical bandwidth is 5 Gbps, while USB 3.1's is 10 Gbps. That's double the bandwidth, as fast as a first-generation Thunderbolt connector. USB Type-C isn't the same thing as USB 3.1. USB Type-C is just a connector shape, and the underlying technology could just be USB 2 or USB 3.0. In fact, Nokia's N1 Android tablet uses a USB Type-C connector, but underneath it's all USB 2.0 — not even USB 3.0. However, these technologies are closely related.

## **Ethernet**

The Intel I219LM Jacksonville WGI219LM family of Gigabit Ethernet controllers provides compact, single-port integrated physical layer devices that connect to the Intel Skylake chipsets.

The Intel WGI219LM supports the latest Ethernet security standard known as MACsec3 (IEEE standard 802.1ae). The Intel WGI219LM is the corporate LAN product with support for Intel vPro; technology, Intel AMT2, Energy Efficient Ethernet (802.3az), MACsec (802.1ae), Intel SIPP, iSCSI Boot, Server OS support.

#### **Product Features**

#### General

- · 10 BASE-T IEEE 802.3 specification conformance
- 100 BASE-TX IEEE 802.3 specification conformance
- · 1000 BASE-T IEEE 802.3 specification conformance
- Energy Efficient Ethernet (EEE)
- · IEEE 802.3az support [Low Power Idle (LPI) mode]
- · IEEE 802.3u autonegotiation conformance
- · Supports carrier extension (half duplex)
- Loopback modes for diagnostics
- · Advanced digital baseline wander correction
- · Automatic MDI/MDIX crossover at all speeds of operation
- · Automatic polarity correction
- · MDC/MDIO management interface
- · Flexible filters in PHY to reduce integrated LAN controller power
- · Smart speed operation for automatic speed reduction on faulty cable plants
- · PMA loopback capable (no echo cancel)
- · 802.1as/1588 conformance
- · Power Optimizer Support
- · Intel Stable Image Platform Program (SIPP)
- · iSCSI Boot
- Network proxy/ARP Offload support
- Up to 32 programmable filters
- · No support for Gb/s half-duplex operation

# Security and Manageability

Intel vPro support with appropriate Intel chipset components

#### **Performance**

- · Jumbo Frames (up to 9 Kb)
- · 802.1Q & 802.1p
- · Receive Side Scaling (RSS)
- Two Queues (Tx & Rx)

#### **Power**

- · Ultra Low Power at cable disconnect (<1 mW) enables platform support for connected standby
- · Reduced power consumption during normal operation and power down modes
- · Integrated Intel Auto Connect Battery Saver (ACBS)
- · Single-pin LAN disable for easier BIOS implementation
- · Fully integrated Switching Voltage Regulator (iSVR)
- Low Power LinkUp(LPLU)

## MAC/PHY Interconnect

- · PCle-based interface for active state operation (S0 state)
- · SMBus-based interface for host and management traffic (Sx low power state)

# Package/Design

- 48-pin package, 6x6mm with a 0.4 mm lead pitch and an Exposed Pad for ground
- · Three configurable LED outputs
- $\cdot$   $\;$  Integrated MDI interface termination resistors to reduce BOM costs
- · Reduced BOM cost by sharing SPI flash with PCH

# Intel® Ethernet Connection I219 (Jacksonville)

## Updated Design Microsoft enh

- · Microsoft enhancements
  - Full wake-up packet capture, up-to 32 programmable filters
- Footprint compatible with I217/I218 (Clarkville)
- Two SKUs:
  - Intel® Ethernet Connection I219LM (Corporate SKU)
  - Intel\* Ethernet Connection I219V (Consumer SKU)

#### **Leading Power Management**

- Connected Standby support
- ~500mW TDP with typical ~400mW @ Gigabit
- ~50mW Energy Efficient Ethernet (EEE)
- <1mW Cable Disconnect 1</li>

#### Advanced Manageability and Security

- Intel® vPro™ Processor Technology (LM SKU only)
- Intel® Smart Connect Technology



## **HDMI 2.0**

This topic explains the HDMI 2.0 and its features along with the advantages.

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

## **HDMI 2.0 Features**

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

# Advantages of HDMI

- · Quality HDMI transfers uncompressed digital audio and video for the highest, crispest image quality.
- Low -cost HDMI provides the quality and functionality of a digital interface while also supporting uncompressed video formats in a simple, cost-effective manner
- Audio HDMI supports multiple audio formats from standard stereo to multichannel surround sound

- HDMI combines video and multichannel audio into a single cable, eliminating the cost, complexity, and confusion of multiple cables currently used in A/V systems
- · HDMI supports communication between the video source (such as a DVD player) and the DTV, enabling new functionality

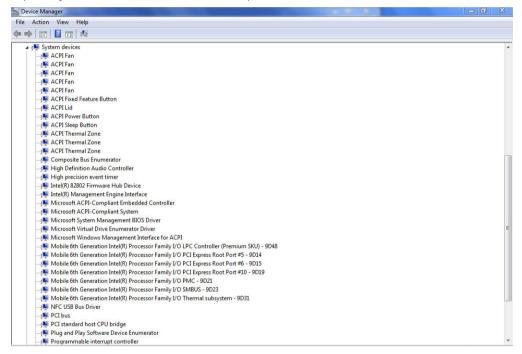
# Software and Troubleshooting

# **Chipsets**

All laptops or notebook communicate with the CPU through the chipset. This laptop is shipped with the Intel Sky Lake or Kaby Lake chipset.

## Identifying the chipset in Device Manager on Windows 10

- 1 Click **All Settings** on the Windows 10 Charms Bar.
- 2 From the Control Panel, select Device Manager.
- 3 Expand **System Devices** and search for the chipset.



## Identifying chipset in Device Manager on Windows 7

- 1 Click Start → Control Panel → Device Manager.
- 2 Expand **System Devices** and search for the chipset.

```
ACPI Fixed Feature Button
     ACPI Lid
     ACPI Sleep Button
ACPI Thermal Zone
     MD SMRus
     Composite Bus Enumerator
     Direct memory access controller
High Definition Audio Controller
     High precision event timer
Microsoft ACPI-Compliant Sys
     Microsoft System Management BIOS Driver
     Microsoft UEFI-Compliant System
     Microsoft Virtual Drive Enumerator
     Microsoft Windows Management Interface for ACPI
     NDIS Virtual Network Adapter Enumerator
     Numeric data processor
     PCI standard host CPU bridge
     PCI standard host CPU bridge
```

#### Intel chipset drivers

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

#### Table 47. Intel chipset drivers

#### Before installation

# Other devices p CP Data Acquisition and Signal Processing Controller p PC Data Acquisition and Signal Processing Controller p PC Memory Controller p PC Simple Communications Controller p MS Bus Controller the MS Bus Controller the Unknown device System devices ACPI Fan ACPI Fan ACPI Fan ACPI Fan ACPI Fan A CPI Fan A CPI Fand Feature Button A CPI Power Button A CPI Power Button A CPI Power Sorry Aggregator A CPI Thermal Zone A CPI Thermal Zone Composite Bus Enumentor High Definition Audio Controller High precision event timer Intelligi Power Engine Plug-in Legacy device Microsoft A CPI-Compliant System Microsoft A CPI-Compliant System Microsoft System Management BIOS Drive Microsoft System Management BIOS Drive Microsoft Wichoos Management Interface for ACPI Microsoft Windows Management Interface for ACPI NIDS Virtual Network Adapter Enumenator Numeric data processor ACPI Fixed Feature Button Numeric data processor PCI Express Root Complex PCI Express Root Port PCI Standard host CPU bridge PCI standard Root Root Port PCI standard Rob Hoge Plug and Play Software Device Enumerator Programmable interrupt controller Remote Desktop Device Redirector Bus System CMOS/real time clock System timer

#### After installation



#### Downloading the chipset driver

1 Turn on the computer.

System timer
UMBus Root Bus Enumerator

- 2 Go to **Dell.com/support**.
- 3 Click Product Support, enter the Service Tag of your computer, and then click Submit.
  - ONOTE: If you do not have the Service Tag, use the autodetect feature or manually browse for your computer model.
- 4 Click Drivers and Downloads
- Select the operating system installed in your computer. 5
- 6 Scroll down the page, expand Chipset, and select your chipset driver.

- 7 Click **Download File** to download the latest version of the chipset driver for your computer.
- 8 After the download is complete, navigate to the folder where you saved the driver file.
- 9 Double-click the chipset driver file icon and follow the instructions on the screen.

## **Processor**

## Identifying processors in Windows 10

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

The basic information of the processor is displayed.

## Identifying processors in Windows 7

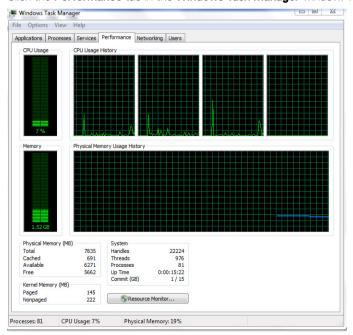
- 1 Click Start > Control Panel > Device Manager.
- 2 Select **Processor**.



The basic information of the processor is displayed.

## Verifying the processor usage in Task Manager

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



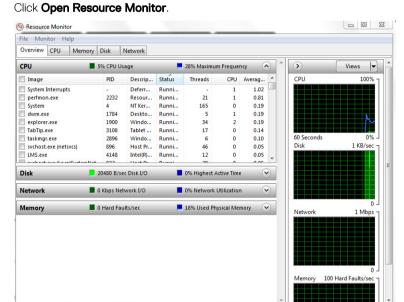
# Verifying the processor usage in Resource Monitor

- 1 Press and hold the taskbar.
- 2 Select Start Task Manager.

The Windows Task Manager window is displayed.

3 Click the **Performance** tab in the **Windows Task Manager** window. The processor performance details are displayed.

4 00 4



# Verifying system memory

## Windows 10

- 1 Tap the **Windows** button and select **All Settings** (S) > **System** .
- 2 Under **System**, tap **About**.

#### Windows 8

- 1 From your desktop, start the **Charms Bar**.
- 2 Select Control Panel and then select System.

## Windows 7

· Click Start → Control Panel → System.

#### Verifying system memory in system setup BIOS

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

The memory information is displayed on the right pane.

### Testing memory using ePSA

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

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

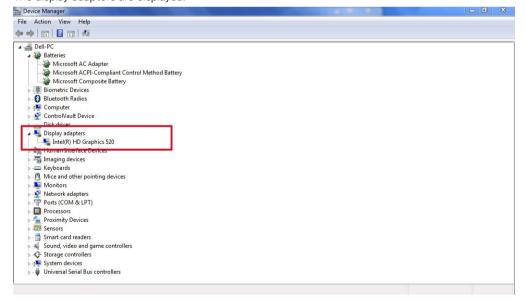
NOTE: If you wait too long and the operating system logo appears, continue to wait until you see the desktop. Turn off the laptop and try again.

# **Display**

## Identifying the display adapter

- 1 Start the **Search Charm** and select **Settings**.
- 2 Type Device Manager in the search box and tap **Device Manager** from the left pane.
- 3 Expand **Display adapters**.

The display adapters are displayed.



## Identifying the display adapter

- 1 On the taskbar, click or tap the search box, and then type Device Manger.
- 2 Click or tap **Device Manager**.
  - The **Device Manager** window is displayed.
- 3 Expand Display adapters.

Figure 7. Display adapters

## **Downloading drivers**

- 1 Turn on the laptop.
- 2 Go to **Dell.com/support**.
- 3 Click **Product Support**, enter the Service Tag of your laptop, and then click **Submit**.
  - ONOTE: If you do not have the Service Tag, use the auto detect feature or manually browse for your laptop model.
- 4 Click **Drivers and Downloads**.
- 5 Select the operating system installed on your laptop.
- 6 Scroll down the page and select the driver to install.
- 7 Click **Download File** to download the driver for your laptop.
- 8 After the download is complete, navigate to the folder where you saved the driver file.
- 9 Double-click the driver file icon and follow the instructions on the screen.

## Adjusting brightness in Windows 10

To enable or disable automatic screen brightness adjustment:

- 1 Swipe-in from the right edge of the display to access the Action Center.
- 2 Tap or click All Settings > System > Display.
- 3 Use the Adjust my screen brightness automatically slider to enable or disable automatic-brightness adjustment.
  - 1 NOTE: You can also use the Brightness level slider to adjust the brightness manually.

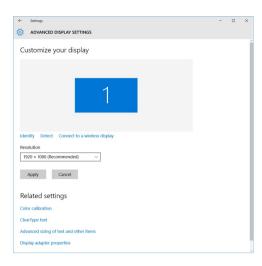
## Adjusting brightness in Windows 7

To enable or disable automatic screen brightness adjustment:

- 1 Click Start → Control Panel → Display.
- 2 Use the **Adjust brightness** slider to enable or disable automatic-brightness adjustment.
  - (i) NOTE: You can also use the Brightness level slider to adjust the brightness manually.

## Changing the screen resolution

- 1 Press and hold the desktop screen and select **Display Settings**.
- 2 Tap or click **Advanced display settings**.
- 3 Select the required resolution from the drop-down list and tap **Apply**.



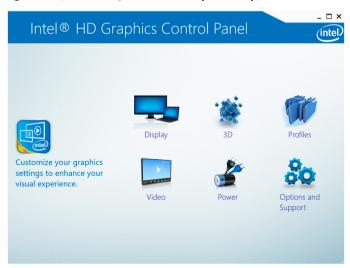
## Connecting to external display devices

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

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

## Changing the display settings in Intel HD Graphics Control Panel

1 Right-click your desktop and select Graphics Properties to launch the Intel HD Graphics Control Panel.



- 2 Click **Display**.
- 3 Change the display settings as required.

## Using touch screen in Windows 8/ Windows 10

Follow these steps to enable or disable the touch screen:

- 1 Go to the Charms Bar and tap **All Settings** .
- 2 Tap Control Panel.
- 3 Tap Pen and Input Devices in the Control Panel.
- 4 Tap the **Touch** tab.
- 5 Select **Use your finger as an input device** to enable the touch screen. Clear the box to disable the touch screen.

#### **Touchscreen Troubleshooting**

If the touchscreen is not able to access items along the edges of the LCD, it may need to be calibrated. To calibrate the touchscreen, complete the following steps:

#### **Touchscreen Calibration**

Start > Control Panel > Tablet PC Settings > choose Calibrate...You can choose to calibrate Pen input or Touch input.

Perform the point calibrations that appear on the screen to correct the linearity problems.

#### **Touchscreen Sensitivity**

The touch screen may start to lose its sensitivity due to foreign particles (such as sticky notes) that are blocking the touch sensors. To remove these particles:

- · Turn off the computer.
- · Disconnect the AC adapter cable from the wall outlet.

#### (i) NOTE: Do not use water or a cleaning liquid to wipe the touch screen.

Use a clean, lint-free cloth (you may spray mild, non-abrasive cleaner or water on the cloth if needed, but not on the screen) and wipe
the surface and sides of the touch screen to remove any dirt or fingerprints.

#### **Application Promise**

Consistent experience across form factors is what's necessary - a user can download any application from the Windows Store and it runs great on their machine. There is no application that runs great on one device but not on another. This means developers can target all Windows 8 and this version of Windows touch devices without worrying about the quality of touch devices depending on the type of form factor. For example, all Windows 8 touch devices require supporting a minimum of five simultaneous touches. All touch points require meeting requirements of 25 ms initial touch-down hardware latency and 15 ms subsequent contacts hardware latency. Game developers can design features based on fast and responsive five simultaneous touch points support across all Windows 8 touch devices.

## Cleaning the display

- 1 Check for any smudges or areas that must be cleaned.
- 2 Use a microfiber cloth to remove any obvious dust and gently brush off any dust particles.
- 3 Proper cleaning kits should be used to clean and keep your display in a crisp clear pristine condition.
  - ONOTE: Never spray any cleaning solutions directly on the screen; spray it to the cleaning cloth.
- 4 Gently wipe the screen in a circular motion. Do not press hard on the cloth.
  - NOTE: Do not press hard or touch the screen with your fingers or you may leave oily prints and smears.

#### i NOTE: Do not leave any liquid on the screen.

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

# **Troubleshooting Touchpad**

Most touch pad issues are erratic movement or no movement at all. Since erratic movement is the more common problem, it is covered first.

#### **Erratic Pointer Movement**

Here are some easy steps to take to determine the problem with a touch pad demonstrating erratic pointer movement:

- 1 Get the latest driver from Dell support site Most problems can be corrected with a simple driver download. This should always be one of the first steps when diagnosing any touch pad problem.
- 2 Check for hand and finger placement The most common cause of random pointer movement is that the touch pad senses a finger or part of the hand near the surface of the device.
  - Have the customer attempt to use the touch pad normally but to pay attention to the location of his or her hands and fingers. Are
    any straying too close to the touch pad?
  - · Adjust the Touch Sensitivity and Touch and check settings in the Touch Pad Settings section of the Dell Touchpad Properties.
- 3 Try an external mouse Does this problem happen with an external mouse attached?
  - The Device Select section of the Dell Touchpad Properties has options to enable or disable the touch pad or external mouse. Try
    several combinations of these settings.
  - · If the problems only occur when the touch pad is enabled and do not occur any time a mouse or other external device is used, then the issue is related to the touch pad.
- 4 Check for mechanical problems If the problem cannot be corrected by adjusting the settings mentioned above and only occurs with the touch pad enabled and then this could indicate a mechanical problem.
  - · Press down on the palm rest on first the left side of the touch pad and then the right. See if the cursor starts moving on its own.
  - · Run ePSA Diagnostics and try to recreate the problems there. If either of these situations occurs, replace the palm rest.

## No Pointer Movement

No pointer movement from the touch pad (or track stick, if available) usually is the result of one of two things: The touch pad has been disabled in the driver interface, or the touch pad cable is damaged or disconnected. Follow the steps below to determine the problem.

- 1 Connect an external mouse In either situation, an external mouse should still function. If it does not, try booting into Safe Mode and testing both devices again.
- 2 Enable the touch pad in the driver settings Using the external mouse (or key strokes if no mouse is available), go into the Dell Touchpad Properties. Go to the Device Select section and enable the touch pad. If already enabled, get the latest driver from Dell support site.
- 3 Test the device in Dell ePSA Diagnostics To eliminate a potential software problem, run the Dell ePSA Diagnostics and test the device here.
- 4 Check for mechanical problems As a last resort, press down on the palm rest where the touch pad connector is located on the system board. If the pointer reacts in some way, then the cable may just need to be reseated. Otherwise, replace the palm rest.

## **Troubleshooting Your Pen**

The stylus is the first component to be investigated in the event of a suspected problem with the digitizer.

Ensure that you perform the following steps:

- 1 Verify the pen tip is in good shape (free of chips, excessive wear, etc.).
- 2 Replace the pen tip with a new one or the one that is in good condition.
- 3 Verify that the touch capabilities are not affected.
- 4 Switch to touch mode and see if the problem still exists.
- 5 If no symptoms persist in touch mode, the pen tip is the most likely suspect.
- 6 If the problem does persist in touch mode, run diagnostics and take the necessary steps depending on the results.

#### Realtek HD audio drivers

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

#### Table 48. Realtek HD audio drivers

#### Before installation After installation





## Troubleshooting audio issues

This topics details the troubleshooting steps in resolving audio related issues specific to IDT92HD87 audio chip

#### No Audio

Determine if the problem is only on the internal or external speakers or both.

- 1 If the problem is external only, try reseating the speakers or headphones. Also try another set of speakers or headphones if available. Check the speaker connector for damage. If the problem does not happen with different speakers, then the problem is related to the external device. If it persists, then there is a problem with either the audio connector or the audio controller. Confirm this by running Dell Diagnostics.
- If the problem is internal only, try shaking the unit and see if the sound returns or plays intermittently. If it does, then a connection for the speakers is loose and the unit needs service. If there is still no sound at all, then try deleting the hardware profile (if possible) and recreating it. Test the speakers using Dell Diagnostics both internally and externally. If the problem only happens on the internal speakers, then the speakers and possibly the system board need to be replaced.

If there is no audio from either internal or external speakers, then check the following:

- 1 Adjust the volume controls. Some systems also have an external volume control in addition to the one in the Windows® operating system.
- 2 Check Device Manager and ensure the audio driver is installed correctly. Any problems indicated here can normally be resolved by reinstalling the audio driver from the ResourceDVD or from dell.com/support.
- If the audio is installed correctly in Windows but there still is no sound, run Dell Diagnostics on the audio controller. If these fail or no sound is heard, then replace the system board. If audio does play during this test, then the problem is most likely software related.

#### **Poor Sound Quality**

- 1 Determine if the problem is related to a specific application or program. If so, the software may not be fully compatible with the audio controller on the system. Check the software manufacturer's website for any updates.
- 2 Update to the latest BIOS and driver from dell.com/support
- 3 Some problems can be caused by issues with the DirectX® API. Try downloading the latest version from Microsoft.
- 4 See if the problem occurs on both internal and external speakers. If isolated to only one of the two, follow the troubleshooting mentioned above. Otherwise, run Dell Diagnostics to test the audio.
- 5 If the problem fails during the audio test, this is a hardware problem and the system needs service. If it does not, then a software problem exists.

#### Sound from Only One Channel

- 1 The majority of the time, this problem happens only on external speakers. Reseating the speaker connection usually corrects the problem.
- 2 Check the volume control in Windows and make sure the balance slider is not set all the way to one side.
- 3 If this problem is happening only on internal speakers, try shaking the unit to see if sound comes back or if it comes and goes intermittently. If either of these occurs, a loose speaker connection most likely is the problem and the system needs service.
- 4 If this issue is happening only on external speakers and the previous steps did not help, then examine the audio connector for damage. Test the system with Dell Diagnostics. If the problem persists there, then the audio connector needs to be replaced.

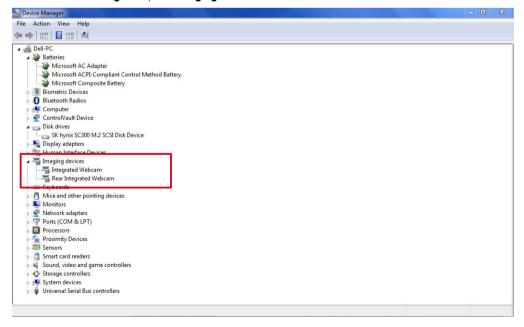
#### Camera features

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

i NOTE: The camera is at the top center of the LCD.

## Identifying the camera in Device Manager on Windows 10

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



## Identifying the camera in Device Manager on Windows 7

- 1 Click Start > Control Panel > Device Manager.
- 2 Expand Imaging devices.

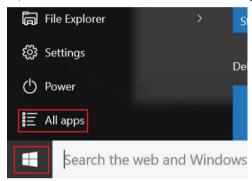


## Starting the camera

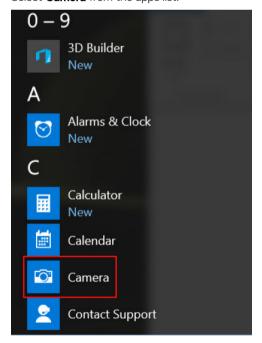
To start the camera, open an application that uses the camera. For instance, if you tap the Skype software that is shipped with the laptop, the camera turns on. Similarly, if you are chatting on the internet and the application requests to access the webcam, the webcam turns on.

## Starting the camera application

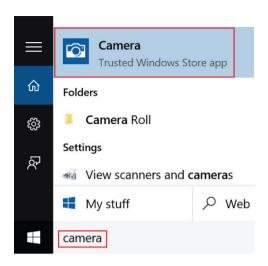
1 Tap or click the Windows button and select All apps.



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



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



## Hard drive options

This laptop supports M.2 SATA drives.

#### Identifying the hard drive in Windows 10

- 1 Tap or click **All Settings** on the Windows 10 Charms Bar.
- 2 Tap or click Control Panel, select Device Manager, and expand Disk drives.
  The hard drive is listed under Disk drives.

File Action View Help ▲ 🔏 Dell-PC Microsoft AC Adapter
 Microsoft ACPI-Compliant Control Method Battery
 Microsoft Composite Battery Biometric Devices Bluetooth Radios 🚇 Computer SK hynix SC300 M.2 SCSI Disk Device Display adapters

Human Interface Devices Imaging devices - Mice and other pointing devices Monitors

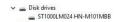
Network adapters

Ports (COM & LPT) Processors Proximity Devices
Sensors Smart card readers

Sound, video and g Sound, video and game controllers System devices
Universal Serial Bus controllers

## Identifying the hard drive in Windows 7

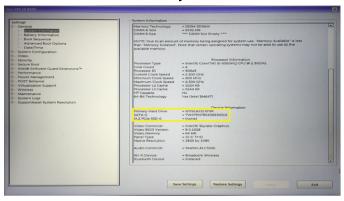
- 1 Click Start > Control Panel > Device Manager.
  - The hard drive is listed under Disk drives.
- 2 Expand Disk drives.



#### Identifying the hard drive in the BIOS

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

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



#### Intel Rapid Storage Technology

#### Overview

Intel® Rapid Storage Technology provides new levels of protection, performance, and expandability for desktop and mobile platforms. Whether using one or multiple hard drives, users can take advantage of enhanced performance and lower power consumption. When using more than one drive, the user can have additional protection against data loss in the event of a hard drive failure.

Intel Rapid Storage Technology was formerly known as Intel® Matrix Storage Manager. Starting with version 9.5, a brand new user interface makes creating and managing your storage simple and intuitive. Combined with Intel Rapid Recover Technology, setting up data protection can be accomplished easily with an external drive.

Valuable digital memories are protected against a hard drive failure when the system is configured for any one of three fault-tolerant RAID levels: RAID 1, RAID 5, and RAID 10. By seamlessly storing copies of data on one or more additional hard drives, any hard drive can fail without data loss or system downtime. When the failed drive is removed and a replacement hard drive is installed, data fault tolerance is easily restored.

Intel Rapid Storage Technology can also improve the performance of disk intensive retrieval applications such as editing home video. By combining from two to six drives in a RAID 0 configuration, data can be accessed on each drive simultaneously, speeding up response time on data-intensive applications. Also, due to drive load balancing, even systems with RAID 1 can take advantage of faster boot times and data reads.

Intel Rapid Storage Technology provides benefits to users of a single drive as well. Through AHCI, storage performance is improved through Native Command Queuing (NCQ). AHCI also delivers longer battery life with Link Power Management (LPM), which can reduce the power consumption of the chipset and Serial ATA (SATA) hard drive.

#### Installation Instructions

The Intel Rapid Storage Technology software can be install through the Resource DVD provided with the system. When you first launch the installation file, you'll get the first screen as below:

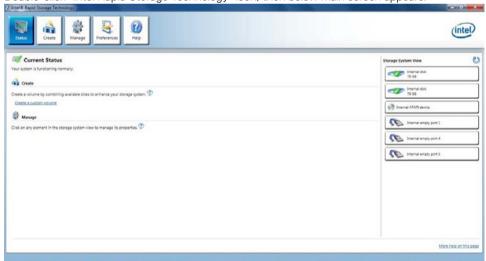


Please remember to check on the "Install Intel® Control Center" otherwise the user graphical interface RAID management software would not be install. Click 'Next' to continue the installation. Once the installation completes, user will get the "Intel Rapid Storage Technology" icon on the Windows task bar:



#### **Create a RAID Array**

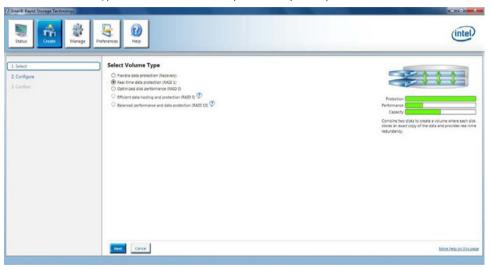
1 Double-click "Intel Rapid Storage Technology" icon, then below main screen appears.



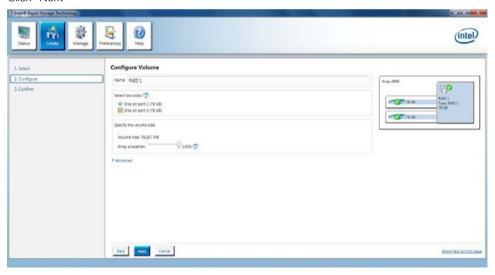
2 Click the "Create" icon to create a RAID array. Here we take RAID 1 for example.



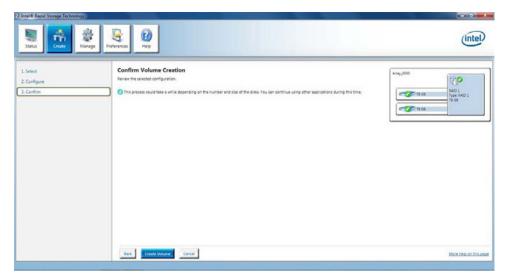
3 In "Select Volume Type", click "Real-time data protection (RAID 1)". Click "Next".



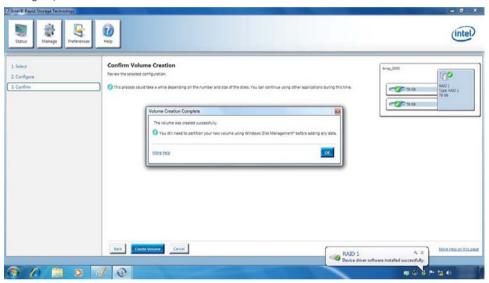
4 In "Configure Volume", you need to key-in the Volume Name with 1-16 letters, select the RAID disks, and then specify the volume size. Click "Next"



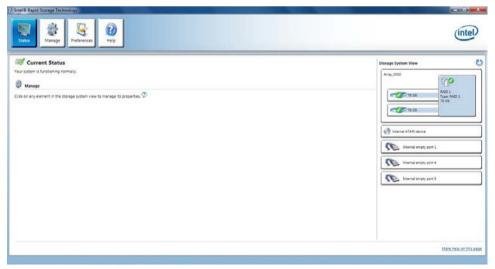
5 In "Confirm Volume Creation", you may review the selected configuration. Then click "Create Volume".



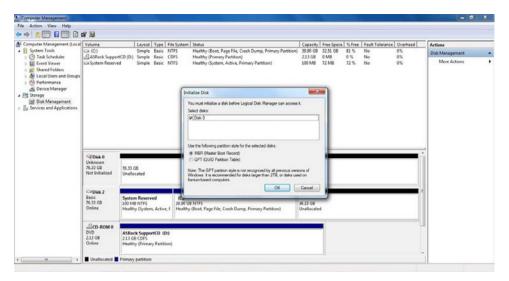
The volume is created successfully. But you still need to partition your new volume by using Windows Desk Management before adding any data. Click "OK".



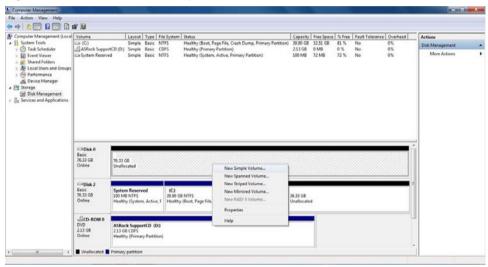
7 You will see the current status.



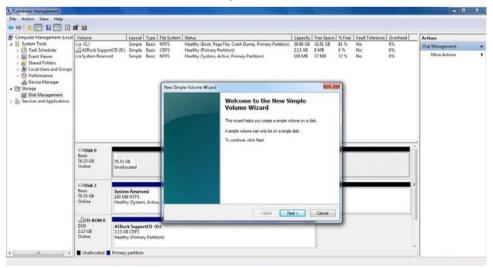
8 In Windows Desk Management, you need to initialize a disk before Logical Disk Management can access it. Click "OK".



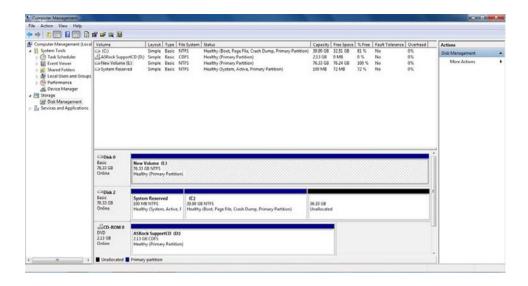
9 Right-click on Disk 0, click "New Simple Volume".



10 Then follow the instructions on the New Simple Volume Wizard.



11 Finally you can start to use RAID 1 function.



## **Dell Command Configure**

**Dell Command | Configure** (Command | Configure) is a packaged software offering that provides configuration capability to business client platforms. This product consists of a Command Line Interface (CLI) and Graphical User Interface (GUI) to configure various BIOS features. You can use Command | Configure on Microsoft Windows Pre-installation Environment (Windows PE), Windows 7, Windows 8, and Windows 81, Windows 10 operating systems, and Red Hat Enterprise Linux environments.

#### What's new with Dell Command | Configure

The new features for the Dell Command | Configure includes:

- Dell Client Configuration Toolkit (CCTK) is re-branded as Dell Command | Configure (DCC).
- · New User Interface.
- Support for Red Hat Enterprise Linux 7.0 Client version (64-bit) operating system.
- Support for x6 client platforms
- Support for Advanced System Management (ASM) 2.0 on Dell Precision<sup>™</sup> Workstations for setting the non-critical upper threshold values for cooling probes.
- Support for additional arguments: medium\_high and medium\_low for configuring the fan speed using --fanspeed option.
- · Support for the following BIOS options:
  - --backcamera.
  - --fnlock
  - --fnlockmode
  - --apsradio
  - --keyboardbacklightonacpower
  - --rearusb
  - --sideusb
  - --unmanagednic

#### **Platforms Supported**

These are the business clients platforms supported:

- Latitude<sup>™</sup>
- OptiPlex<sup>™</sup>
- · Dell Precision Workstation Mobile
- Dell Precision Workstation
- NOTE: Dell Command | Configure will not be pre-loaded for the customer upon purchase. Customers will be able to download the software from the Dell support website.

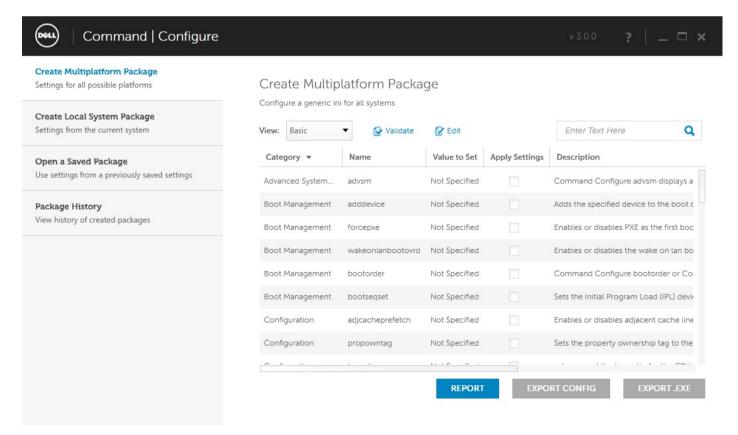
#### Command | Configure Graphical User Interface

The **Dell™ Command | Configure** Graphical User Interface (Command | Configure GUI) displays all Basic Input/Output System (BIOS) configurations supported by Command | Configure. Using the GUI, you can perform the following tasks:

- · Create BIOS configuration for client systems
- · Validate the BIOS configuration against the BIOS configuration of the host system
- Export the customized BIOS configurations as a configuration file (.ini/.cctk), Self-Contained Executable (SCE), shell script, or report
- 1 NOTE: To apply the configuration using Command Line Interface (CLI), run the required file (.ini, .cctk, or sce).

#### Accessing Command | Configure From a Windows System

Click Start > All Programs > Dell > Command | Configure > Command Configure Command Wizard.



#### Accessing Command | Configure From a Linux System

Navigate to the /opt/Dell/toolkit/bin directory.

#### Files And Folders of Command | Configure

The following table displays the files and folders of Command | Configure on a Windows system.

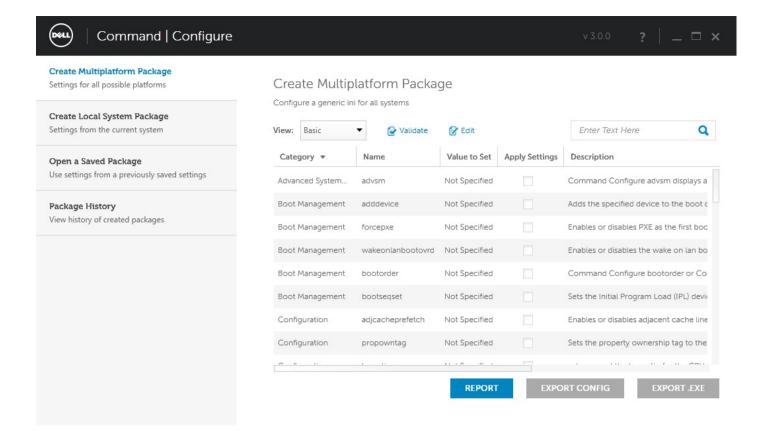
#### Table 49. Files And Folders configuration

Files/Folders	Description	
Command   Configure Command Prompt	Allows access to the Command   Configure command prompt.	
Configuration Wizard	Allows access to the Command   Configure GUI.	
Command   Configure WINPE	Allows access to the Windows PE scripts to create a bootable image. For more details, see the Dell Command   Configure Installation Guide.	
Uninstall	Uninstalls Command   Configure.	
User's Guide Online	Provides access to the Command   Configure online documentation.	

#### Launching The Command | Configure GUI

i NOTE: The Command | Configure GUI is supported only on systems running the Microsoft® Windows operating system.

To launch the GUI, click **Start > All Programs > Dell > Command Configure > Configuration Wizard** or double-click the **Dell Configuration Wizard** on the desktop. The screen below appears:



#### **Command Line Interface**

This chapter provides a general overview of the Command Line Interface (CLI) utility. It explains how to run the commands and the syntax details of the command line options used to configure BIOS settings for the client systems.

#### **Running Command | Configure Commands**

You can run the Command | Configure commands in two ways:

- · Using Command Prompt
- · Using Bootable Image

#### **Command Prompt**

To run Command | Configure commands:

- 1 Click Start → All Program → Dell → Command Configure → Command Configure Command Prompt.
  - NOTE: If you are using Microsoft Windows Vista operating system or later, right-click Command | Configure Command | Prompt and select Run as administrator.
- 2 Navigate to the x86 or x86\_64 directory depending on the architecture of the operating system.
- 3 Run the Command | Configure commands.

#### **Bootable Image**

To run Command | Configure commands:

- 1 Copy Dell Command | Configure with the International Organization for Standardization (ISO) image to a Compact disc (CD). For more information, see Dell Command | Configure Installation Guide available at <a href="https://Dell.com/Command">https://Dell.com/Command</a>.
- 2 Boot the system that you want to configure from the CD.

- 3 Navigate to the Command Configure\x86 or Command Configure\x86\_64 directory.
- 4 Run the Command | Configure commands.

## Intel HD Graphics drivers

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

#### Table 50. Intel HD Graphics drivers

# Before installation ✓ IDisplay adapters Wicrosoft Basic Display Adapter ✓ Intel(R) HD Graphics 520 ✓ Sound, video and game controllers High Definition Audio Device High Definition Audio Device

## Turning off your computer

## Turning off your — Windows

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

- 1 Click or tap
- 2 Click or tap  $\circlearrowleft$  and then click or tap **Shut down**.
  - NOTE: Ensure that the computer and all attached devices are turned off. If your computer and attached devices did not automatically turn off when you shut down your operating system, press and hold the power button for about 6 seconds to turn them off.

## Turning off your computer — Windows 7

- CAUTION: To avoid losing data, save and close all open files and exit all open programs before you turn off your computer.
- 1 Click Start.
- 2 Click Shut Down.
  - NOTE: Ensure that the computer and all attached devices are turned off. If your computer and attached devices did not automatically turn off when you shut down your operating system, press and hold the power button for about 6 seconds to turn them off.

# Removing and installing components

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

## Safety instructions

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

- · You have read the safety information that shipped with your computer.
- · A component can be replaced or, if purchased separately, installed by performing the removal procedure in reverse order.
- MARNING: Disconnect all power sources before opening the computer cover or panels. After you finish working inside the computer, replace all covers, panels, and screws before connecting to the power source.
- WARNING: Before working inside your computer, read the safety information that shipped with your computer. For additional safety best practices information, see the Regulatory Compliance Homepage
- CAUTION: Many repairs may only be done by a certified service technician. You should only perform troubleshooting and simple repairs as authorized in your product documentation, or as directed by the online or telephone service and support team.

  Damage due to servicing that is not authorized by Dell is not covered by your warranty. Read and follow the safety instructions that came with the product.
- CAUTION: To avoid electrostatic discharge, ground yourself by using a wrist grounding strap or by periodically touching an unpainted metal surface at the same time as touching a connector on the back of the computer.
- CAUTION: Handle components and cards with care. Do not touch the components or contacts on a card. Hold a card by its edges or by its metal mounting bracket. Hold a component such as a processor by its edges, not by its pins.
- CAUTION: When you disconnect a cable, pull on its connector or on its pull-tab, not on the cable itself. Some cables have connectors with locking tabs; if you are disconnecting this type of cable, press in on the locking tabs before you disconnect the cable. As you pull connectors apart, keep them evenly aligned to avoid bending any connector pins. Also, before you connect a cable, ensure that both connectors are correctly oriented and aligned.
- 1 NOTE: The color of your computer and certain components may appear differently than shown in this document.

## Before working inside your computer

- 1 Ensure that your work surface is flat and clean to prevent the computer cover from being scratched.
- 2 Turn off your computer.
- 3 If the computer is connected to a docking device (docked), undock it.
- 4 Disconnect all network cables from the computer (if available).
  - CAUTION: If your computer has an RJ45 port, disconnect the network cable by first unplugging the cable from your computer.
- 5 Disconnect your computer and all attached devices from their electrical outlets.
- 6 Open the display.
- 7 Press and hold the power button for few seconds, to ground the system board.
  - CAUTION: To guard against electrical shock unplug your computer from the electrical outlet before performing Step # 8.

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

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

### **Safety Precautions**

Follow the safety precautions described in the following sections when you perform an installation or a disassembly/reassembly procedure:

- · Turn off the system and all attached peripherals.
- · Disconnect the system and all attached peripherals from AC power, and then remove the battery.
- · Disconnect all network cables, telephone or telecommunications lines from the system.
- Use a wrist grounding strap and mat when working inside any computer system to avoid electrostatic discharge (ESD) damage.
- · After removing a system component, carefully place the removed component on an anti-static mat.
- · Wear shoes with non-conductive rubber soles to help reduce the risk of being shocked or seriously injured in an electrical accident.

#### **Standby Power**

Dell products with standby power must be completely unplugged before the case is opened. Systems that incorporate standby power are essentially powered while turned off. The internal power enables the system to be remotely turned on (wake on LAN), suspended into a sleep mode, and have other advanced power management features.

After you unplug a system and before you remove components, wait approximately 30 to 45 seconds to allow the charge to drain from the circuits.

#### **Bonding**

Bonding is a method for connecting two or more grounding conductors to the same electrical potential. This is done through the use of a Field Service ESD kit. When connecting a bonding wire, always ensure that it is connected to bare metal and never to a painted or non-metal surface. The wrist strap should be secure and in full contact with your skin, and be sure to always remove all jewelry such as watches, bracelets, or rings prior to bonding yourself and the equipment.

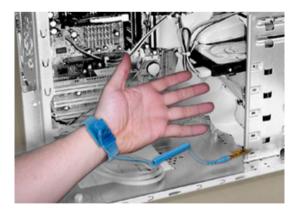


Figure 8. Bonding Properly

#### **Electrostatic Discharge Protection**

ESD is a major concern when you handle electronic components, especially sensitive components such as expansion cards, processors, memory DIMMs, and system boards. Very slight charges can damage circuits in ways that may not be obvious, such as intermittent

problems or a shortened product life span. As the industry pushes for lower power requirements and increased density, ESD protection is an increasing concern.

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

There are two recognized types of ESD damage: catastrophic and intermittent failures.

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

The more difficult type of damage to recognize and troubleshoot is the intermittent (also called latent or "walking wounded") failure. The following image shows an example of intermittent damage to a memory DIMM trace. Although the damage is done, the symptoms may not become an issue or cause permanent failure symptoms for some time after the damage occurs.

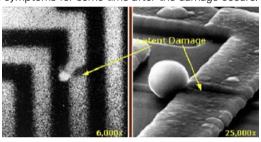
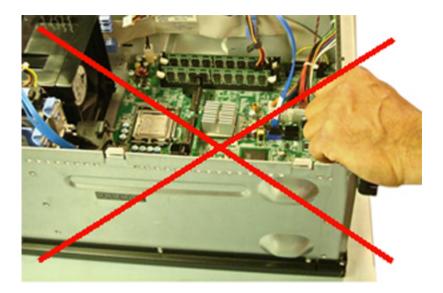


Figure 9. Intermittent (Latent) Damage to a Wiring Trace

Do the following to prevent ESD damage:

Use a wired ESD wrist strap that is properly grounded.
 The use of wireless anti-static straps is no longer allowed; they do not provide adequate protection.

Touching the chassis before handling parts does not ensure adequate ESD protection on parts with increased sensitivity to ESD damage.



#### Figure 10. Chassis "Bare Metal" Grounding (Unacceptable)

- · Handle all static-sensitive components in a static-safe area. If possible, use anti-static floor pads and workbench pads.
- · When handling static-sensitive components, grasp them by the sides, not the top. Avoid touching pins and circuit boards.
- When unpacking a static-sensitive component from its shipping carton, do not remove the component from the anti-static packing
  material until you are ready to install the component. Before unwrapping the anti-static packaging, be sure to discharge static electricity
  from your body.
- · Before transporting a static-sensitive component, place it in an anti-static container or packaging.

#### The ESD Field Service Kit

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



#### Figure 11. ESD Field Service Kit

The anti-static mat is dissipative and should be used to safely place parts on during service procedures. When using an anti-static mat, your wrist strap should be snug and the bonding wire should be connected to the mat and to bare-metal on the system being worked on. Once deployed properly, service parts can be removed from the ESD bag and placed directly on the mat. Remember, the only safe place for ESD-sensitive items are in your hand, on the ESD mat, in the system, or inside a bag.



Figure 12. Anti-Static Mat

The wrist strap and bonding wire can be either directly connected between your wrist and bare metal on the hardware if the ESD mat is not required, or connected to the anti-static mat to protect hardware that is temporarily placed on the mat. The physical connection of the wrist strap and bonding wire between your skin, the ESD mat, and the hardware is known as bonding. Use only Field Service kits with a wrist strap, mat, and bonding wire. Never use wireless wrist straps.

Always be aware that the internal wires of a wrist strap are prone to damage from normal wear and tear, and must be checked regularly with a wrist strap tester in order to avoid accidental ESD hardware damage. It is recommended to test the wrist strap and bonding wire a minimum of once per week.

**Table 51. Wrist Straps** 

#### Wrist Strap and Bonding Wire



#### Wireless ESD Strap (Unacceptable)



#### **ESD Wrist Strap Tester**

The wires inside of an ESD strap are prone to damage over time. When using an unmonitored kit, it is best practice to regularly test the strap prior to each service call, and at a minimum, test once per week. A wrist strap tester is the best method for doing this test. If you do not have your own wrist strap tester, check with your regional office to find out if they have one. To perform the test, plug the wrist-strap's bonding-wire into the tester while it is strapped to your wrist and push the button to test. A green LED is lit if the test is successful; a red LED is lit and an alarm sounds if the test fails.

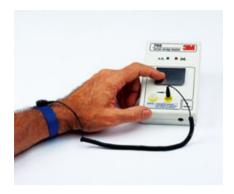


Figure 13. Wrist Strap Tester

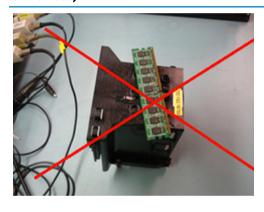
#### **Insulator Elements**

It is critical to keep ESD sensitive devices, such as plastic heat sink casings, away from internal parts that are insulators and often highly charged.

Table 52. Placement of Insulator Elements

Unacceptable — DIMM lying on an insulator part (plastic heat sink shroud)

Acceptable — DIMM separated from the insulator part





#### Consider the Working Environment

Before deploying the ESD Field Service kit, assess the situation at the customer location. For example, deploying the kit for a server environment is different than for a desktop or portable environment. Servers are typically installed in a rack within a data center; desktops or portables are typically placed on office desks or cubicles.

Always look for a large open flat work area that is free of clutter and large enough to deploy the ESD kit with additional space to accommodate the type of system that is being repaired. The workspace should also be free of insulators that can cause an ESD event. On the work area, insulators such as Styrofoam and other plastics should always be moved at least 12 inches or 30 centimeters away from sensitive parts before physically handling any hardware components.

#### **ESD Packaging**

All ESD-sensitive devices must be shipped and received in static-safe packaging. Metal, static-shielded bags are preferred. However, you should always return the damaged part using the same ESD bag and packaging that the new part arrived in. The ESD bag should be folded over and taped shut and all the same foam packing material should be used in the original box that the new part arrived in.

ESD-sensitive devices should be removed from packaging only at an ESD-protected work surface, and parts should never be placed on top of the ESD bag because only the inside of the bag is shielded. Always place parts in your hand, on the ESD mat, in the system, or inside an anti-static bag.



Figure 14. ESD Packaging

#### **Transporting Sensitive Components**

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

#### **ESD Protection Summary**

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

#### Lifting Equipment

WARNING: Do not lift greater than 50 pounds. Always obtain assistance from another person or persons, or use a mechanical lifting device.

Adhere to the following guidelines when lifting equipment:

1 Get a firm balanced footing. Keep your feet apart for a stable base, and point your toes out.

- 2 Bend your knees. Do not bend at the waist.
- 3 Tighten stomach muscles. Abdominal muscles support your spine when you lift, offsetting the force of the load.
- 4 Lift with your legs, not your back.
- 5 Keep the load close. The closer it is to your spine, the less force it exerts on your back.
- 6 Keep your back upright, whether lifting or setting down the load. Do not add the weight of your body to the load. Avoid twisting your body and back.
- 7 Follow the same techniques in reverse to set the load down.

## After working inside your computer

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

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

- 1 Connect any external devices, such as a port replicator or media base, and replace any cards, such as an ExpressCard.
- 2 Connect any telephone or network cables to your computer.
  - CAUTION: To connect a network cable, first plug the cable into the network device and then plug it into the computer.
- 3 Connect your computer and all attached devices to their electrical outlets.
- 4 Turn on your computer.

## Recommended tools

The procedures in this document require the following tools:

- · Phillips #0 screwdriver
- · Phillips #1 screwdriver
- · Plastic scribe
- 5.5 mm Socket wrench
- · A pair of tweezers



(i) NOTE: The #0 screw driver is for screws 0-1 and the #1 screw driver is for screws 2-4.

## **Screw List**

The following table shows the screw list and the images for Latitude 5420 Rugged, for different components and locations.

Table 53. Screw Size List

Component	Quantity	Screw type	Image
Bottom Chassis Cover	3	M1.4*2.2	<b>©</b>
<ul><li>USB Type-C Bracket</li><li>Thermal Pipe</li></ul>	6	M1.6*3.0	
<ul><li>Power FPC</li><li>Door Hinges</li><li>Stylus Holder</li><li>LED FPC</li><li>Smart Card</li></ul>	47	M2.0*2.5	NS.
<ul> <li>Camera bracket</li> <li>Left Daughterboard</li> <li>eDP bracket and M.2 cards</li> <li>Mic daughterboard</li> <li>Thermal Module (UMA)</li> <li>Palmrest</li> <li>DC-In Bracket</li> <li>Speakers</li> <li>Sim Card Cover</li> </ul>	76	M2.0*3.0	
SSD Carrier	3	M2.0*5.0	
Battery Bay	9	M2.5*3.0	
Keyboard	6	M2.5*4.0	
<ul> <li>Battery PCB Holder</li> <li>Corner Bumpers</li> <li>Docking port assembly</li> <li>Speaker</li> <li>LCD Latch</li> <li>Keyboard</li> <li>Fan</li> <li>HDD/ODD Support Brackets</li> <li>GPS Daughterboard/ Placeholder</li> <li>Hinge Covers(L/R)</li> <li>USB Type-C Bracket</li> <li>Rear I/O Daughterboard</li> <li>Smart Card Cover</li> <li>System board</li> </ul>	56	M2.5*5.0	

Component	Quantity	Screw type	Image
<ul><li>LCD Bezel</li><li>Hinge covers</li><li>Battery Bay</li><li>Bottom Chassis Cover</li><li>DP/Fischer Bracket</li></ul>	48	M2.5*6.0	
LCD Hinges	14	M3.0*7.0	
Handle	2	M3.5*7.0	
Cap Screws	4(2 for Serial Port on System board and 2 optioned with VGA or Serial Port on the Rear I/O Space)		

# **Stylus**

# Removing the stylus

1 Press the latch [1] and open the right I/O door [2].



2 Withdraw the stylus out of the slot.

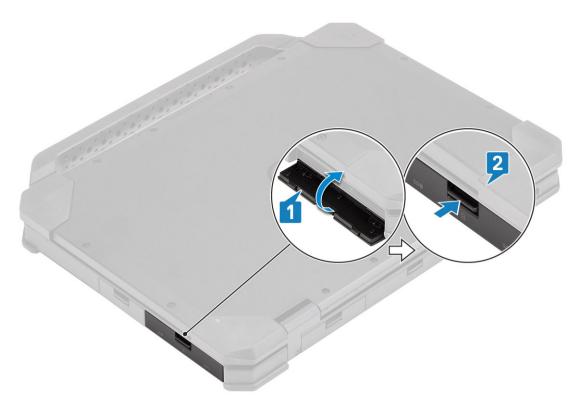


# Installing the stylus

1 Insert the stylus in the slot.



2 Close the I/O door [1] and press the door until it latches [2].



# SIM card

# Removing the SIM card

1 Remove the SIM card out of the slot on the system board.



2 Close the right I/O door.

Follow the procedure in After working inside your computer.

# Installing the SIM card

- 1 Follow the procedure in Before working inside your computer.
- 2 Open the right I/O door.
- 3 Insert the SIM card into the slot on the system board.



# Memory card

## Installing the memory card

- 1 Open the right I/O door.
- 2 Insert the memory card in the slot on the system board.



# Removing the memory card

1 Remove the memory card from the slot on the system board.



2 Close the right I/O door.

# Handle

# Removing the Handle

- 1 Follow the procedure in Before working inside your computer.
- 2 Remove the two M3.5\*7 screws [1] that secures the handle to the computer.
- 3 Separate the handle from the computer [2].



## Installing the Handle

- 1 Install the handle on the computer [1].
- 2 Tighten the two M3.5\*7 screws [2] securing the handle to the computer.

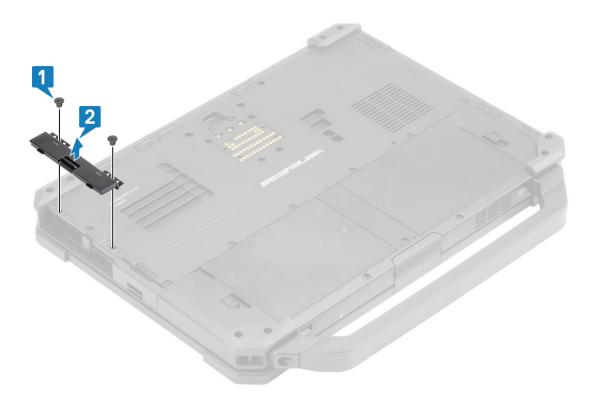


Follow the procedure in After working inside your computer.

# **Latch Doors**

# Removing the latch doors

- 1 Follow the procedure in Before working inside your computer.
- 2 Open the I/O door.
- 3 Remove the screws [1] securing door hinges to the computer and lift the I/O door [2] away from the computer.



# Installing the latch doors

- 1 Install the door on the computer [1].
- 2 Install the screws securing door hinges to the computer [2].



- 3 Lock the I/O door.
- 4 Follow the procedure in After working inside your computer.

Table 54. Screw description of latched doors.

Location	No. of Doors	Screws
Left	2	2x M3*3 Screws
		1x M3*3 Screw
Right	2	2x M3*3 Screws
		3x M3*3 Screws
Rear	3	2x M3*3 Screws
		2x M3*3 Screws
		1x M3*3 Screw

# **Battery**

## Removing the Battery

- 1 Follow the procedure in Before working inside your computer.
- 2 Unlock the battery [1] and slide the latch along the groove to disengage locking mechanism.
- 3 Pry on the recess point [2] and slide the battery forward [3] to remove it from the computer.



## **Installing the Batteries**

- 1 Slide in the battery in battery bay to align the battery contacts[1], with one on the computer.
- 2 Press the edge of the battery [2] to engage the latch mechanism and lock the battery [3].

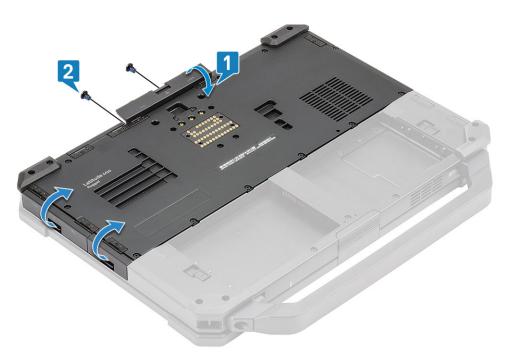


- 3 Follow the procedure in After working inside your computer.
  - NOTE: This laptop can accommodate two hot-swap capable batteries(primary and optional), both the batteries follows the same installation and removal procedure.

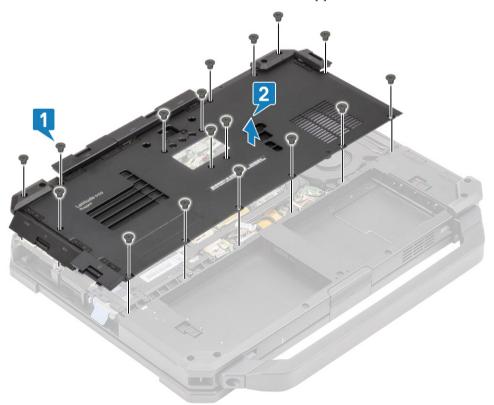
## **Bottom Chassis Cover**

## Removing the Bottom Chassis Cover

- 1 Follow the procedure in Before working inside your computer.
- 2 Open the left and rear I/O door[1] and loosen the two 'M2.5\*6' screws [2] in the rear I/O space.

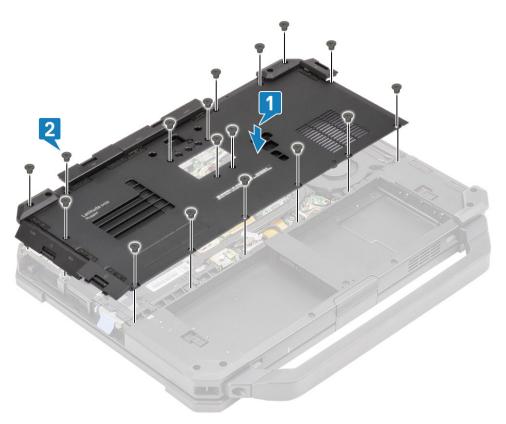


3 Remove the 17 'M2.5\*5' screws on the bottom chassis cover [1] and remove the bottom chassis cover [2] from the computer.



# **Installing the Bottom Chassis Cover**

- 1 Install the bottom chassis cover over the bottom base [1] of the computer.
- 2 Install the 17 'M2.5\*5' screws on the bottom chassis cover.



Tighten the two 'M2.5\*6' screws [1] in the rear I/O space and close the rear and left I/O doors [2].



4 Follow the procedure in After working inside your computer.

# Keyboard

# Removing the Keyboard

- 1 Follow the procedure in Before working inside your computer.
- 2 Remove the: Batteries.
- 3 Remove the six 'M2.5\*5' screws on the keyboard [1] and pry at the bottom edge of the keyboard [2].



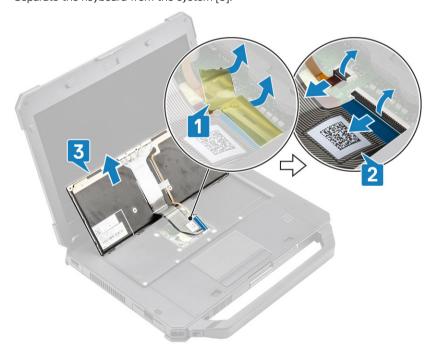
4 Slide the keyboard slightly [1] towards touch pad and flip it over inclined over the LCD panel [2].



5 Remove the four 'M2\*3' screws [1] on the keyboard cover and remove it from the computer [2].



- 6 Peel-off the tape on the keyboard and back-light FPC [1] and disconnect it from the system board [2].
  - ONOTE: Tweezers might be required to access the keyboard and back-light FPC connectors on the system board.
- 7 Separate the keyboard from the system [3].

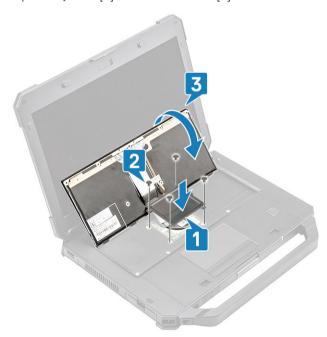


## Installing the Keyboard

- 1 Install the keyboard [1] and connect the keyboard and back-light FPC to the system board [2].
- 2 Secure keyboard and back-light FPC connections using an insulation tape [3].



- 3 Install the keyboard cover [1] and tighten the four 'M2\*3' screws [2] to secure it to the chassis.
- 4 Flip the keyboard [3] over on the chassis [3].



5 Slide the keyboard towards LCD [1] to align it to screw holes [2].



6 Install the six 'M2.5\*5' screws on the keyboard to secure it to the computer.



Follow the procedure in After working inside your computer.

# **Primary SSD carrier**

# Removing the Primary SSD carrier

1 Follow the procedure in Before working inside your computer.

## CAUTION: Attempt to retrieve the primary SSD carrier from an operational computer can cause operating system crash and potential data loss.

- 2 Remove the: Batteries.
- 3 Press the latch [1] and open the right I/O door [2].

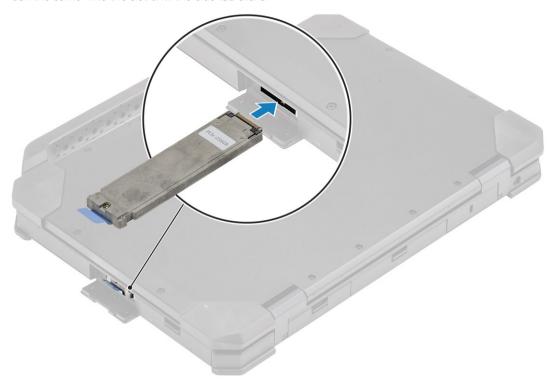


- 4 Release the SSD carrier by sliding the blue hard drive release latch [1] towards right.
- 5 Slide the SSD carrier out of the computer using the blue pull tab [2] out of the computer.



### Installing the Primary SSD carrier

- 1 Insert the primary SSD carrier in to the computer.
- 2 Push the carrier into the slot until the blue tab clicks.



3 Close the right I/O door [1] and press the door until the latch [2] clicks up in locking position.



4 Install the: Batteries

5 Follow the procedure in After working inside your computer.

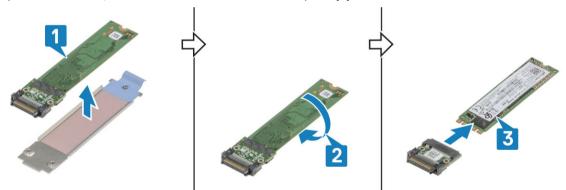
#### SSD

#### Removing the SSD from carrier

- 1 Follow the procedure in Before working inside your computer.
- 2 Remove the:
  - a Batteries.
  - b SSD(Primary).
- 3 Remove the two 'M2\*5' screws [1] and flip over the SSD carrier [2].
- 4 Remove the single 'M2\*5' screw [3] and separate the cover from the SSD carrier [4].

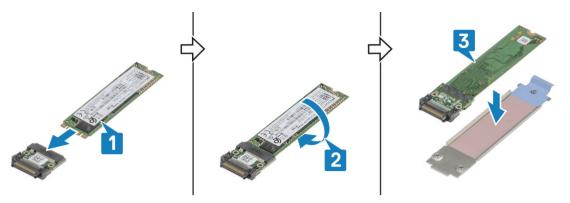


- 5 Separate the SSD and interposer [1] from the SSD carrier tray.
- 6 Flip over the assembly and disconnect the SSD from the interposer [3].

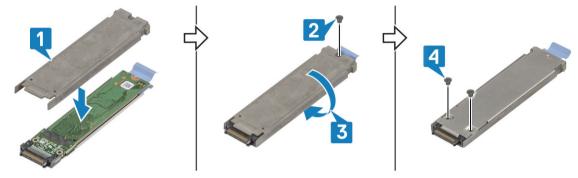


### Installing the SSD in carrier

- 1 Connect the SSD to the interposer [1], flip over [2].
- 2 Install the SSD with interposer on the SSD carrier tray preassembled with new thermal pad [3].



- Install the cover [1] on the SSD carrier and install the single 'M2\*5' screw [2].
- 4 Flip over the SSD carrier [3] and tighten the two 'M2\*5' screws [4] securing the cover to the SSD carrier.

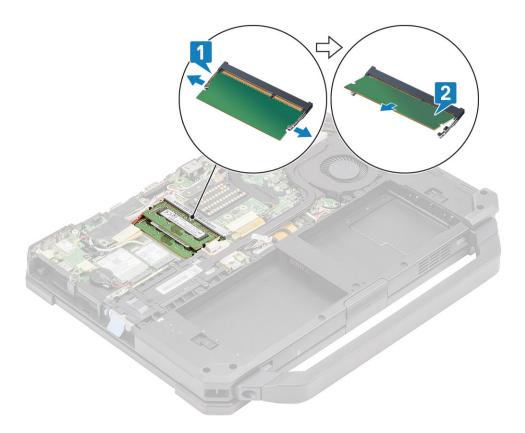


- 5 Install the:
  - a SSD(Primary).
  - b Batteries
- Follow the procedure in After working inside your computer.

## Memory modules

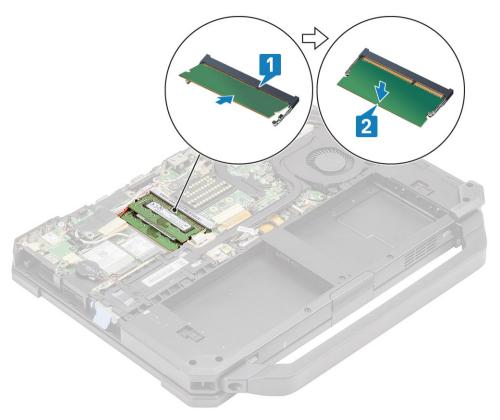
#### Removing the Memory

- 1 Follow the procedure in Before working inside your computer.
- 2 Remove the:
  - a Batteries
  - b Bottom chassis cover
- Pull the clips securing the memory module [1] until the socket disengages and remove the memory module from the memory socket [2] on the system board.



## **Installing the Memory**

Align and insert the memory module along the keyed notch [1] at an acute angle and press the memory module [2] until securing clips engages.

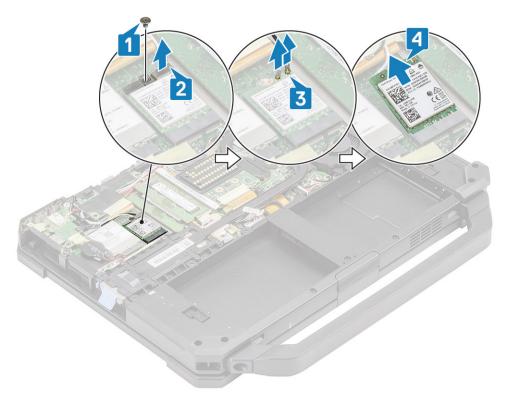


- 2 Install the:
  - a Batteries
  - b Bottom Chassis Cover
- 3 Follow the procedure in After working inside your computer.

#### **WLAN** card

## Removing the WLAN card

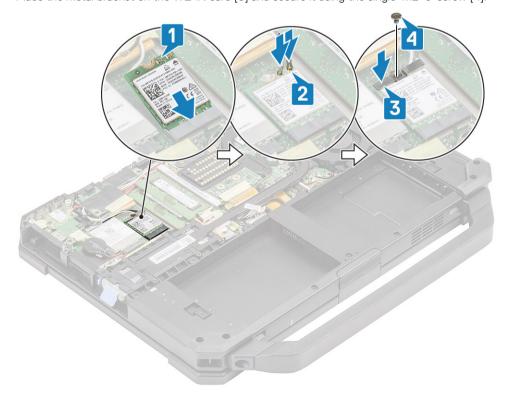
- 1 Remove the:
  - a Batteries
  - b Bottom chassis cover
- 2 Remove the single 'M2\*3' screw [1] and remove the metal bracket [2] on the WLAN card.
- 3 Disconnect the antennae cables [3] and remove the WLAN card out from the M.2 slot [4] on the system board.



4 Follow the procedure in After working inside your computer.

## Installing the WLAN card

- 1 Install the WLAN card into the M.2 slot [1] on the system board and connect the antennae cables [2].
- 2 Place the metal bracket on the WLAN card [3] and secure it using the single 'M2\*3' screw [4].

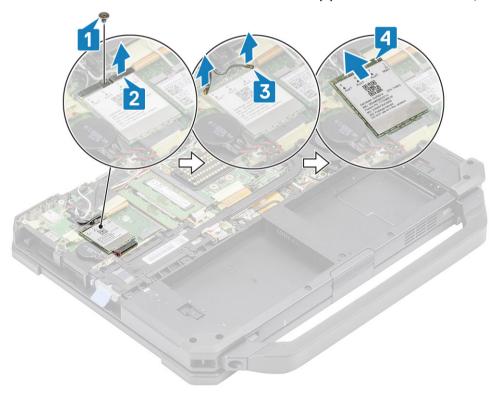


- 3 Install the:
  - a Batteries
  - b Bottom chassis cover
- 4 Follow the procedure in After working inside your computer.

#### **WWAN** card

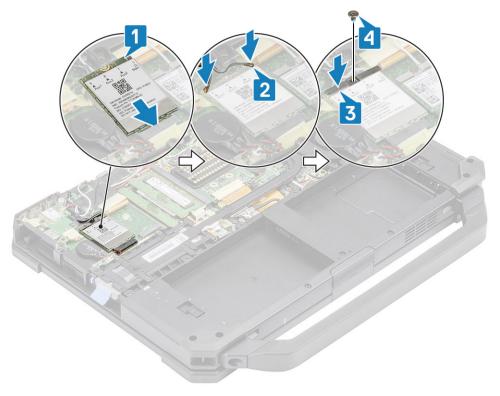
#### Removing the WWAN card

- 1 Follow the procedure in Before working inside your computer.
- 2 Remove the:
  - a Batteries
  - b Bottom chassis cover
- 3 Remove the single 'M2\*3' screw [1], remove the metal bracket [2] on the WWAN card.
- 4 Disconnect the antennae cables and remove the WWAN card [4] out of the M.2 slot on the system board.



#### Installing the WWAN card

- 1 Install the WWAN card in the M.2 slot [1] on the system board and connect the antennae cables [2].
- 2 Secure the WWAN card using the metal bracket [3] and tighten the single M2.3 screw [4] securing the WWAN card to the system board.

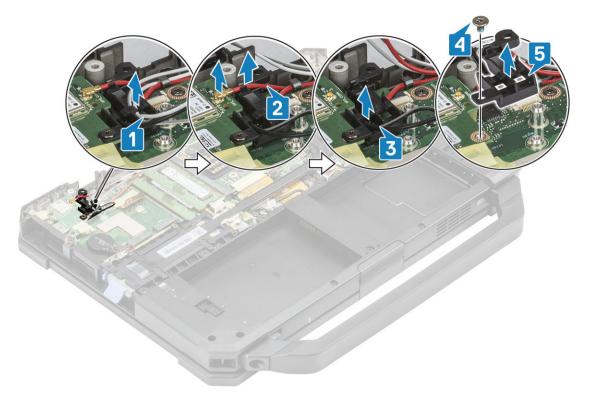


- 3 Install the:
  - a Bottom chassis cover
  - b Batteries
- 4 Follow the procedure in After working inside your computer.

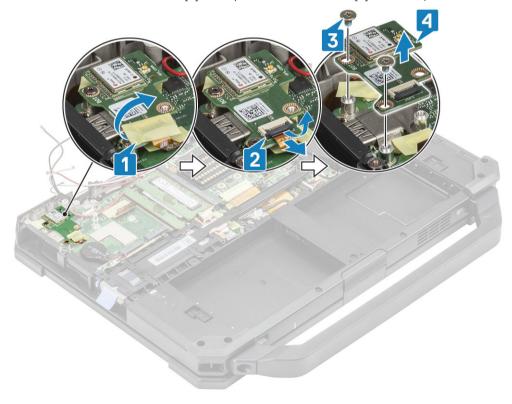
## Global Positioning System (GPS)

#### Removing the GPS module

- 1 Follow the procedure in Before working inside your computer.
- 2 Remove the:
  - a Batteries
  - b Bottom chassis cover
- 3 Unroute the aux cables [1] for WLAN and WWAN and disconnect the antennae cable [2] on GPS module.
- 4 Unroute the main antennae cables [3] and loosen the single 'M2.5\*5' screw [4] to separate the RF bracket [5] from the system board.

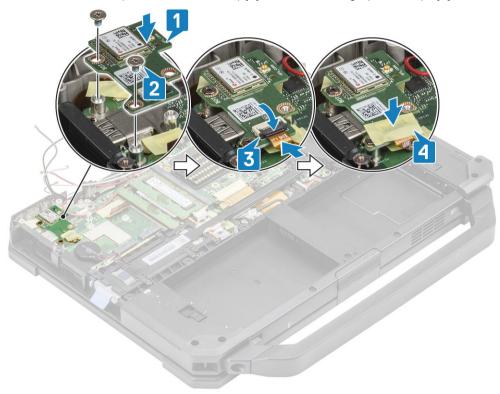


- 5 Peel off the inductive tape on the GPS FPC connector [1] and disconnect the GPS FPC connector [2] from GPS module.
- 6 Remove the two 'M2.5\*5' screws [3] and separate the GPS module [4] from the system board.

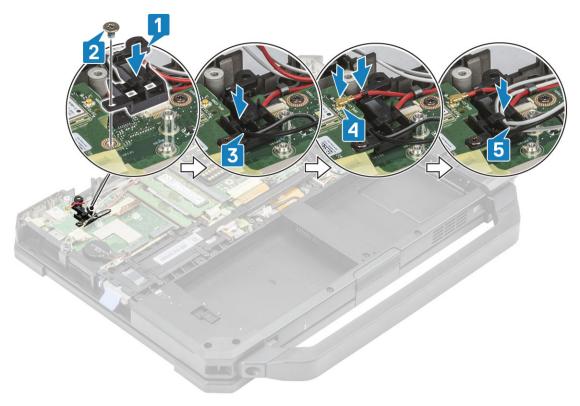


## Installing the GPS module

- 1 Align and place the GPS module on the system board and tighten the two 'M2.5\*5' screws on GPS module [2].
- Connect the GPS FPC(system board side first) [3] and secure it using a piece of tape [4].



- 3 Install the RF bracket [1] on the system board and secure it using the single 'M2.5\*5' screw [2].
- 4 Route the aux cables for WLAN and WWAN cards through the RF bracket [3].
- 5 Connect the antennae cable [4] on GPS module and route the main antennae cables [5] through the RF bracket.

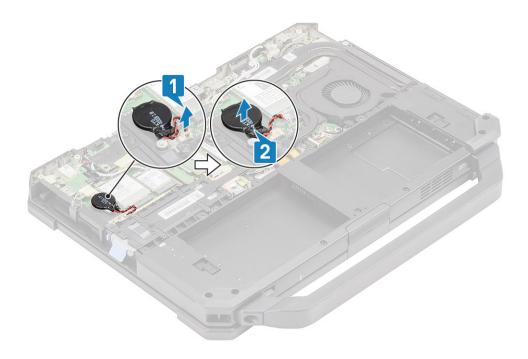


- 6 Install the:
  - a Bottom Chassis Cover
  - b Batteries
- 7 Follow the procedure in After working inside your computer.

## Coin-cell battery

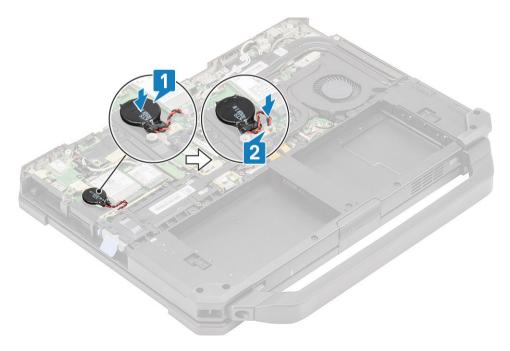
## Removing the Coin cell

- 1 Follow the procedure in Before working inside your computer.
- 2 Remove the:
  - a Bottom chassis cover
  - b Batteries
- 3 Disconnect the coin cell connector from the system board [1] and remove it from the system [2].



## Installing the Coin cell

1 Install the coin cell [1] and connect the coin cell connector to the system board [2].



- 2 Install the:
  - a Bottom chassis cover
  - b Batteries
- Follow the procedure in After working inside your computer.

## PCIe Heatsink Fan Assembly

## Removing the PCIe Heatsink fan assembly

- 1 Follow the procedure in Before working inside your computer.
- 2 Remove the:
  - a Batteries
  - b Bottom chassis cover
- 3 Disconnect the fan cable [1], loosen the four 'M2\*3' screws from fan case [2].

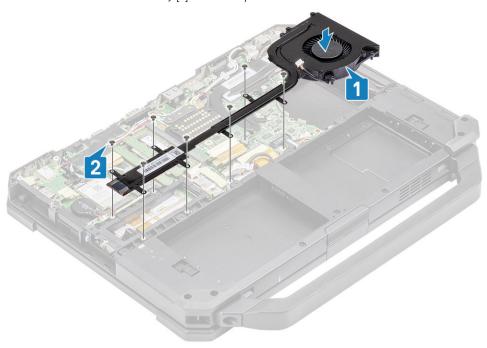


4 Loosen the seven 'M2.5\*5' screws [1] from heat sink pipe and remove the PCle heatsink assembly from the computer [2].



### Installing the PCle heatsink fan assembly

1 Install the PCIe heatsink assembly [1] in the computer and install the seven 'M2.5\*5' screws on heat sink pipe [2].



2 Tighten the three 'M2\*3' screws on the fan case [1] and connect the fan cable [2].

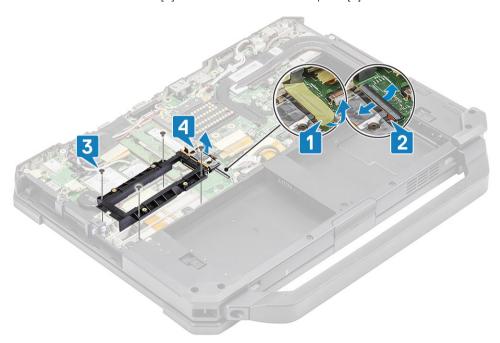


- 3 Install the:
  - a Bottom chassis cover
  - b Batteries
- 4 Follow the procedure in After working inside your computer.

## **Primary SSD Rail**

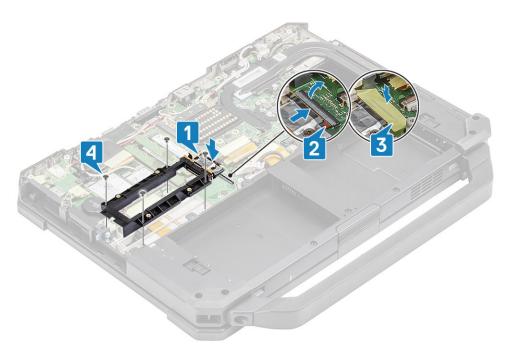
#### Removing the Primary SSD rail

- 1 Follow the procedure in Before working inside your computer.
- 2 Remove the:
  - a Batteries
  - b Bottom chassis cover
  - c PCle heatsink assembly
- 3 Peel off the inductive tape on the SSD FPC connector [1] on system board and disconnect it [2].
- 4 Remove the 4 'M2\*3' screws [3] and remove it from the computer [4].



#### Installing the Primary SSD rail

- 1 Install the primary SSD rail on the system board [1] and connect the SSD FPC connector to the system board [2].
- 2 Secure the FPC connection using a piece of tape [3] and install the four 'M2\*3' screws [4] securing it to the system board.

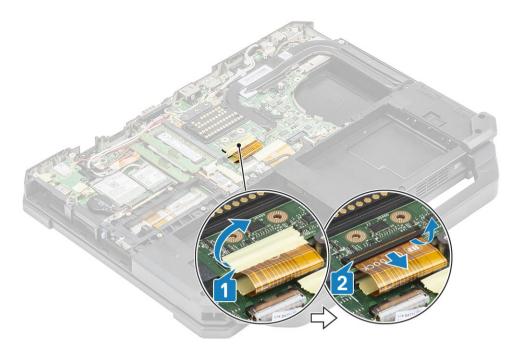


- 3 Install the:
  - a PCIe heatsink fan assembly
  - b Bottom chassis cover
  - c Batteries
- 4 Follow the procedure in After working inside your computer.

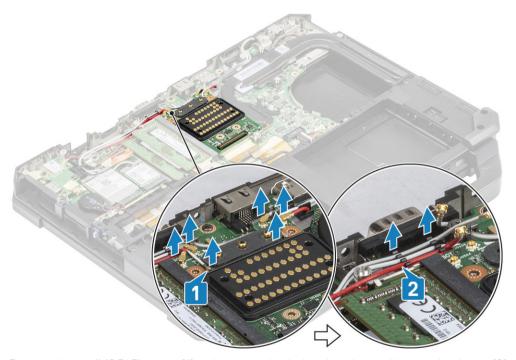
## **Docking Port Assembly**

#### Removing the Docking port assembly

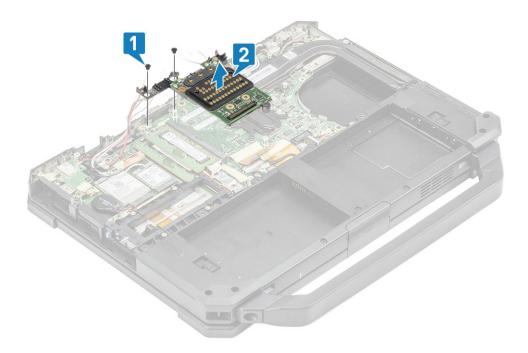
- 1 Follow the procedure in Before working inside your computer.
- 2 Remove the:
  - a Batteries
  - b Bottom chassis cover
  - c PCle Heatsink assembly
- 3 Peel off the tape securing the dock FPC [1] and disconnect the dock FPC [2].



4 Disconnect the antennae cables from RF passthrough connectors [1] and unroute the antennae cables [2] from the routing channels on the dock assembly.

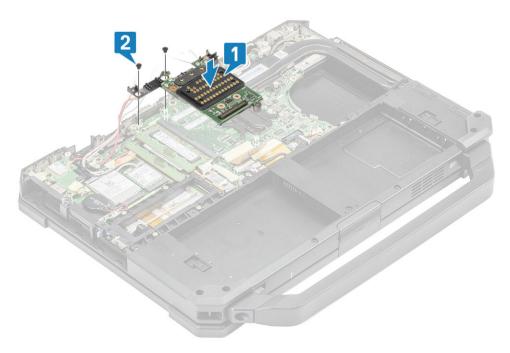


Remove the two 'M2.5\*5' screws [1] and separate the docking board assembly from the chassis [2].

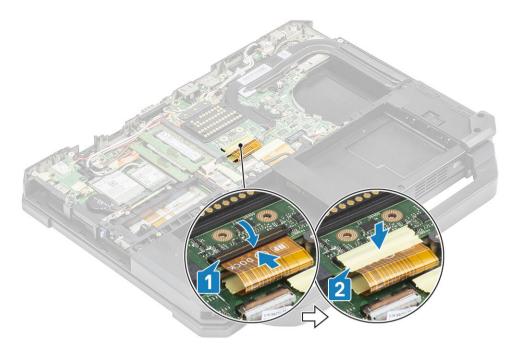


## **Installing the Docking Port Assembly**

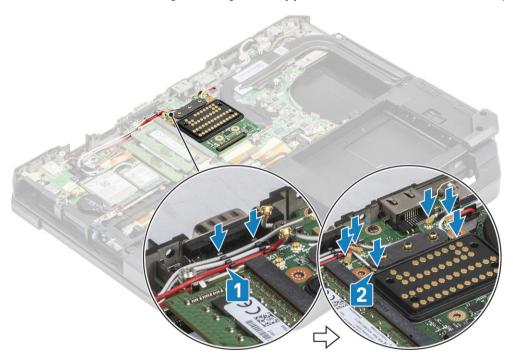
1 Install the docking port assembly [1] and install the two 'M2.5\*5' screws [2] securing it to the system board.



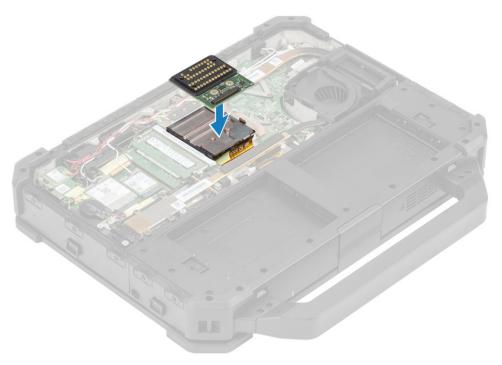
2 Connect the dock FPC [1] and secure it using a piece of tape [2].



3 Secure the antennae cables along the routing channels [1] and connect the antennae cables on RF passthrough connectors [2].



NOTE: Dock printed circuit board(PCB) can be separately installed after installing the docking assembly to avoid any damage to the board.



- 4 Install the:
  - a PCle Heatsink assembly
  - b Batteries
  - c Bottom chassis cover
- 5 Follow the procedure in After working inside your computer.

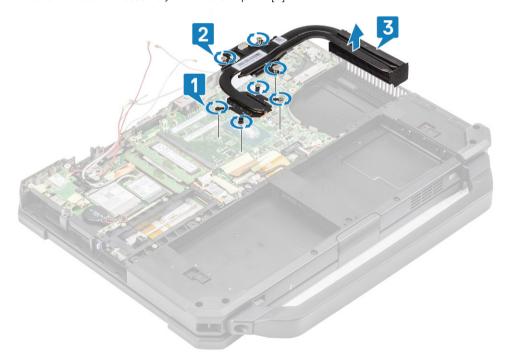
## **Heatsink Assembly**

#### Removing the Heatsink assembly

- 1 Follow the procedure in Before working inside your computer.
- 2 Remove the:
  - a Batteries
  - b Bottom chassis cover
  - c WLAN card
  - d WWAN card
  - e PCle Heatsink fan assembly
  - f Docking port assembly
- 3 Unroute the antennae cables from the tabs on the heatsink pipe.



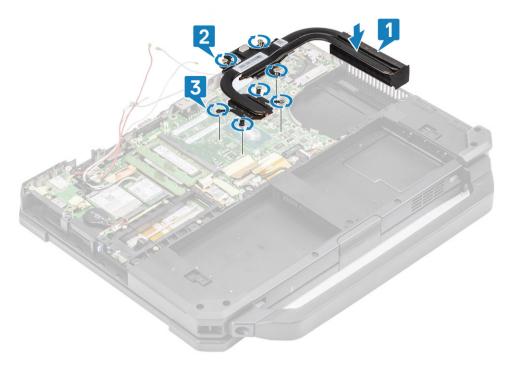
- 4 Remove the six 'M2.5\*5' screws [1] and single 'M1.6\*5' [2] screw from the thermal module.
- 5 Lift and the heat sink assembly from the computer [3].



(i) NOTE: Discreet and UMA bases have different types of heatsink assembly.

### Installing the Heatsink assembly

- 1 Install the heatsink assembly [1] in the computer and tighten the single 'M1.6\*5' [2] cap screw near the CPU.
- 2 Install the six 'M2.5\*5' cap screws [3] on the thermal module securing the thermal module to the system board.



3 Route the antennae cables along the routing channel on the heatsink pipe.



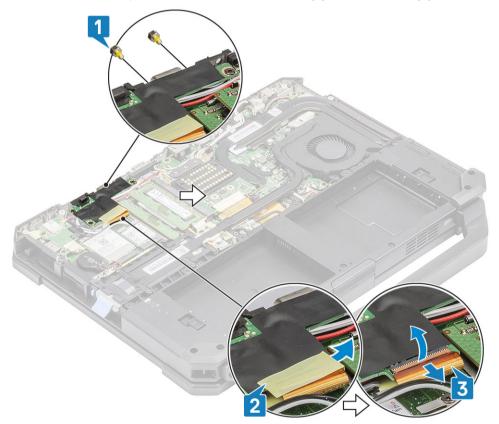
#### 4 Install the:

- a Docking port assembly
- b PCle Heatsink assembly
- c WWAN card
- d WLAN card
- e Bottom chassis cover
- f Batteries
- Follow the procedure in After working inside your computer.

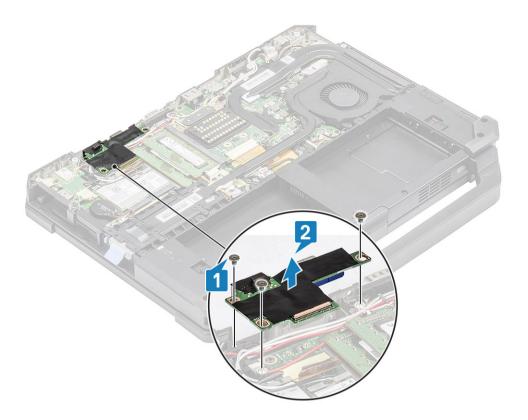
## Rear Input-Output Board

## Removing the Rear I-O board

- 1 Follow the procedure in Before working inside your computer.
  - NOTE: A 5 mm socket wrench should be used to remove/install the caps screws located in rear I/O space.
- 2 Remove the:
  - a Batteries
  - b Bottom chassis Cover
  - c WLAN card
  - d WWAN card
  - e PCle heatsink fan assembly
- 3 Loosen the two cap screws on the serial port in the rear I/O space [1].
- 4 Peel off the inductive tape on the I/O board FPC connector [2] and disconnect it [3] from the system board.

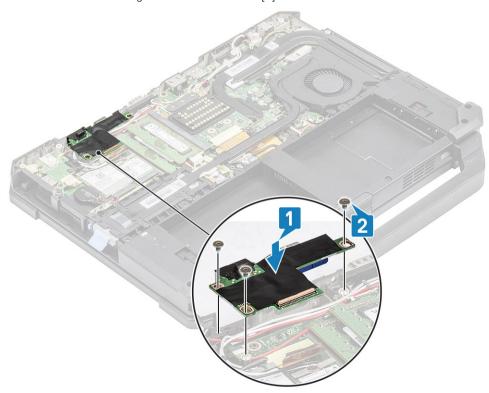


5 Loosen the three 'M2.5\*5' screws [1] and lift the I/O board away from the system [2].



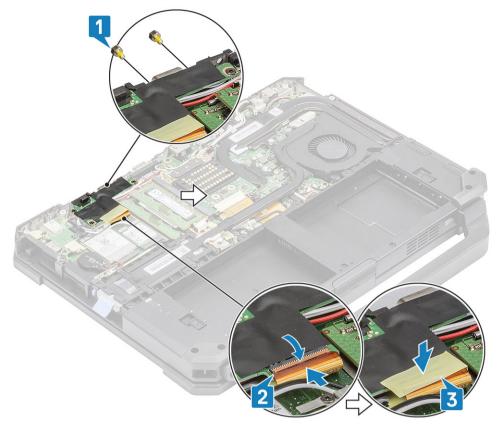
## Installing the Rear I-O board

- 1 Install the rear I/O board on the system board and slide the serial port through the face plate [1].
- 2 Secure the I/O board using three 'M2.5\*5' screws [2].



3 Tighten the two cap screws on the serial port [1] in the rear I/O space.

4 Connect the I/O board FPC [2] to the system board and then to I/O board itself [3] and secure it using a piece of tape [3].

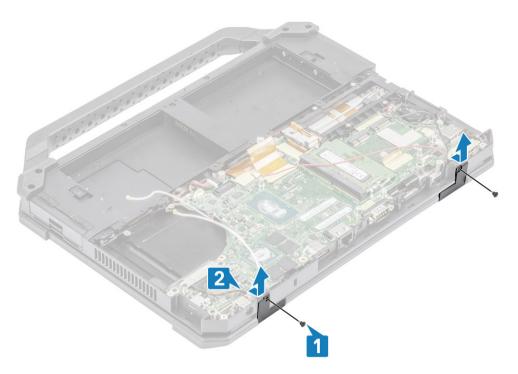


- 5 Install the:
  - a PCle heatsink fan assembly
  - b WWAN card
  - c WLAN card
  - d Bottom chassis cover
  - e Batteries
- 6 Follow the procedure in After working inside your computer.

## **Hinge Covers**

## Removing the Hinge Covers

- 1 Follow the procedure in Before working inside your computer.
- 2 Remove the:
  - a Batteries
  - b Bottom chassis cover
  - c WLAN card
  - d WWAN card
  - e PCle heatsink assembly
  - f Docking port assembly
  - g Heatsink
- 3 Remove the two 'M2.5\*5' on either sides [1] and lift to remove the brackets [2] from the computer.



Press the latch [1] and open the LCD lid [2].



5 Hold the LCD lid at an obtuse angle and push the hinge covers from the rear end to remove it from the computer.



## **Installing the Hinge Covers**

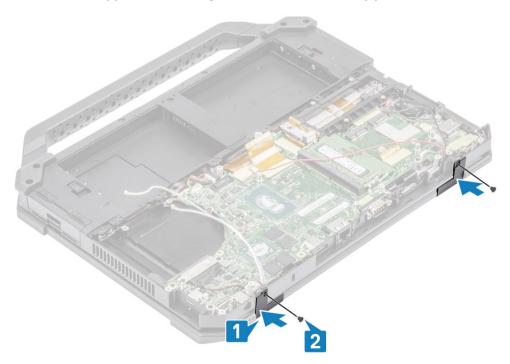
1 Press the latch [1] and open the LCD lid [2].



2 Keep LCD lid open at an obtuse angle and insert the hinge covers from front until it clicks in its place.



Place the brackets[1] and secure it using two 'M2.5\*5' on either sides [2].



#### 4 Install the:

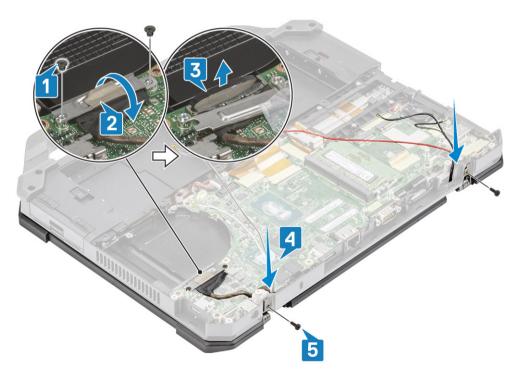
- a Heatsink
- b PCle Heatsink assembly
- c Docking port assembly

- d WWAN card
- e WLAN card
- f Bottom chassis cover
- g Batteries
- 5 Follow the procedure in After working inside your computer.

## Display assembly

#### Removing the Display assembly

- 1 Follow the procedure in Before working inside your computer.
- 2 Remove the:
  - a Batteries
  - b Bottom chassis cover
  - c PCle heatsink assembly
  - d Docking port assembly
  - e WLAN card
  - f WWAN card
  - g GPS module
  - h Heatsink assembly
  - i Hinge covers
- 3 Remove the two 'M2\*3' screws [1] on the EDP bracket, and turn it up side down [2].
- 4 Pull and disconnect the EDP cable from the system board [3] and remove the two 'M2\*3' screws [4] securing the hinges to base assembly [5].



5 Open the LCD lid.



6 Loosen the two screws on hinges [1] to separate the LCD assembly from the computer [2].

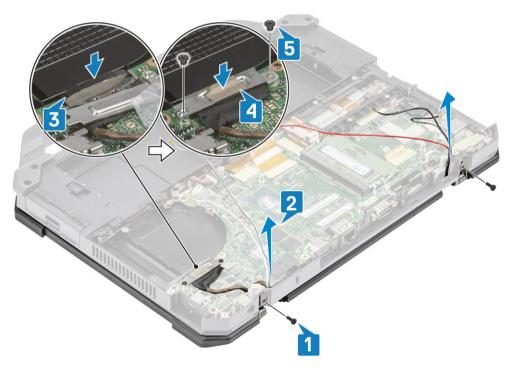


## **Installing the Display Assembly**

1 Install the display assembly along the hinges at an obtuse angle [1] and install the two screws on left [2] and the right side [3].



- 2 Install the two 'M2\*3' securing the hinges to base assembly [1] and rethread the antennae cables [2].
- 3 Connect the EDP cable [3] to the system board and place the EDP bracket over the cable [4].
- 4 Install the two 'M2\*3' screws [5] and secure the EDP bracket to the system board.



5 Install the:

- a Hinge covers
- b Heatsink
- c GPS card
- d WLAN card
- e WWAN cardf PCle heatsink assembly
- g Docking port assembly
- h Bottom chassis cover
- i Batteries
- 6 Follow the procedure in After working inside your computer.

### LCD Bezel and Back Cover Assembly

# Removing the LCD with bezel and the display back cover assembly

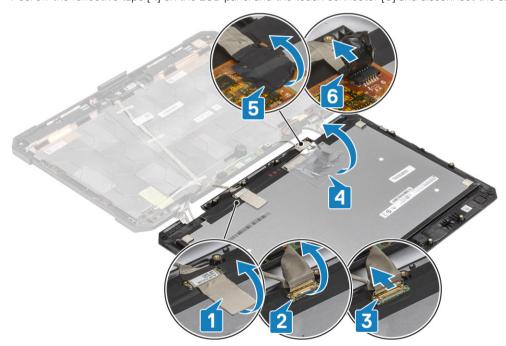
- 1 Follow the procedure in Before working inside your computer.
- 2 Remove the:
  - a Batteries
  - b Bottom chassis cover
  - c WLAN card
  - d WWAN card
  - e PCle heatsink assembly
  - f Docking port assembly
  - g Heatsink
  - h Hinge covers
  - i Display assembly
- 3 Loosen the 12 'M2.5' screws from the back cover.



4 Remove the four 'M2.5' epoxy screws securing the bezel to the back cover [1] and pry at bottom edge to separate the two subassemblies [2].

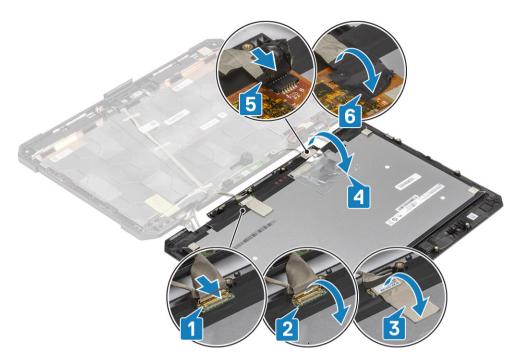


- Peel off the tape on the LCD connections [1] and open the connector [2] to disconnect the EDP cable [3] from the LCD.
- 6 Peel off the reflective tape [4] on the LCD panel and the touch connector [5] and disconnect the cable from the board [6].



# Installing the LCD with bezel and the display back cover assembly

- 1 Install the EDP connector [1] on the LCD connector, close the connector [2] and secure it using a piece of tape [3].
- 2 Connect the touch controller cable [5] and use insulation tape on the connector [6].



3 Align and place the bezel on the back cover [1] and secure it using the four M2.5 epoxy screws [2].



4 Install the 12 'M2.5' screws to secure the back cover to the LCD with bezel assembly.

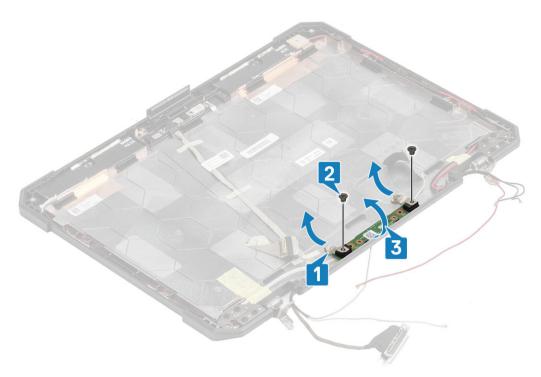


- 5 Install the:
  - a Display assembly.
  - b Hinge covers
  - c Heatsink
  - d PCle heatsink assembly
  - e Docking port assembly
  - f WWAN card
  - g WLAN card
  - h Bottom chassis cover
  - i Batteries
- 6 Follow the procedure in After working inside your computer.

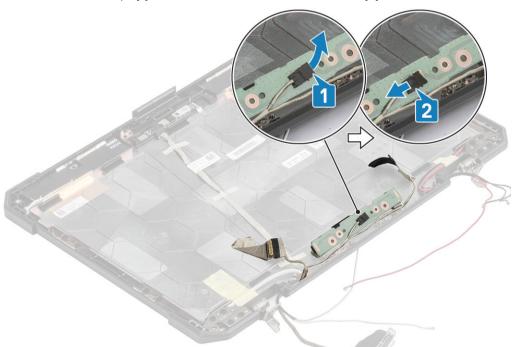
## Microphone

### Removing the Microphone

- 1 Follow the procedure in Before working inside your computer.
- 2 Remove the:
  - a Batteries
  - b Bottom chassis cover
  - c Memory
  - d WLAN card
  - e WWAN card
  - f PCle heatsink assembly
  - g Docking port assembly
  - h Heatsink
  - i Hinge covers
  - j Display assembly.
  - k LCD bezel and back cover assembly.
- 3 Peel off the tape securing the microphone daughterboard[1] and remove the two 'M2\*3' screws to turn the daughterboard [3] up side down.

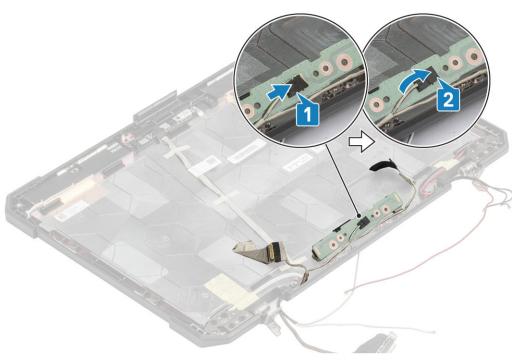


4 Peel off the insulation tape [1] and disconnect the EDP cable connectors [2].

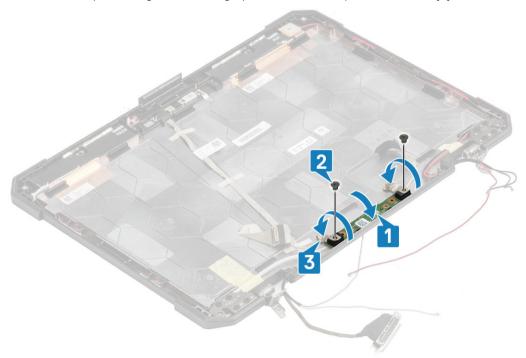


# **Installing the Microphone**

1 Connect the EDP cable to the microphone daughterboard [1] and secure it using a piece of tape [2].



- 2 Turn over the microphone daughterboard on the back cover [1] and tighten the two 'M2\*3' screws [2].
- 3 Secure the microphone daughterboard using a piece of reflective tape on either sides [3] to the LCD back cover.



#### 4 Install the:

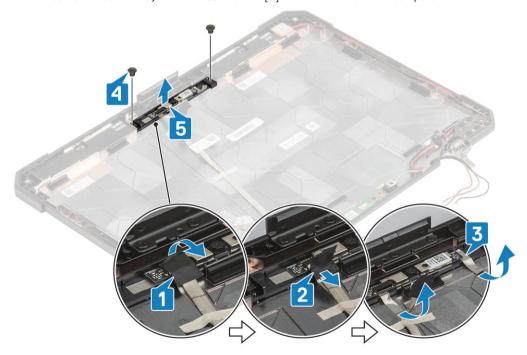
- a LCD with bezel assembly.
- b Display assembly.
- c Hinge covers
- d Heatsink
- e PCle heatsink assembly
- f Docking port assembly
- g WWAN card
- h WLAN card

- i Bottom chassis cover
- i Batteries
- 5 Follow the procedure in After working inside your computer.

#### Camera

### Removing the Camera

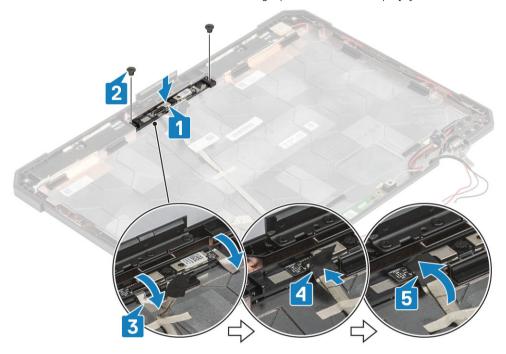
- 1 Follow the procedure in Before working inside your computer.
- 2 Remove the:
  - a Batteries
  - b Bottom chassis cover
  - c Memory
  - d WLAN card
  - e WWAN card
  - f PCle heatsink assembly
  - g Docking port assembly
  - h Heatsink
  - i Hinge covers
  - j Display assembly.
  - k LCD Bezel and back cover assembly.
- 3 Peel off the reflective tape[1] on camera module and the insulation tape securing the EDP cable[2] to camera module.
- 4 Disconnect the EDP cable from the camera module [3] and remove the two 'M2\*3' screws [4].
- 5 Lift the camera module away from the back cover [5] to remove it from the computer.



△ CAUTION: Do not touch the Camera Lens fused to the LCD with bezel assembly.

### **Installing the Camera**

- 1 Install the camera module [1] on the back cover and install the two 'M2\*3'. screws [2]
- 2 Connect the EDP cable to the camera module [3], stick a piece of insulation tape [4] on the EDP connectors.
- 3 Secure the camera module on the back cover using a piece of reflective tape [5].



- 4 Install the:
  - a LCD with bezel assembly
  - b Display assembly.
  - c Hinge covers
  - d Heatsink
  - e PCle heatsink assembly
  - f Docking port assembly
  - g WWAN card
  - h WLAN card
  - i Bottom chassis cover
  - j Batteries
- 5 Follow the procedure in After working inside your computer.

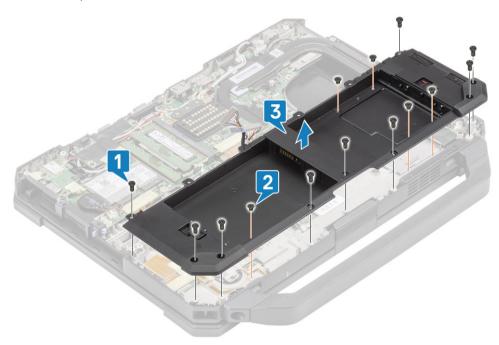
# **Battery Bay**

### Removing the Battery bay

- 1 Follow the procedure in Before working inside your computer.
- 2 Remove the:
  - a Batteries
  - b Bottom chassis cover
  - c PCle Heatsink assembly
- Disconnect both the battery connections from the system board.

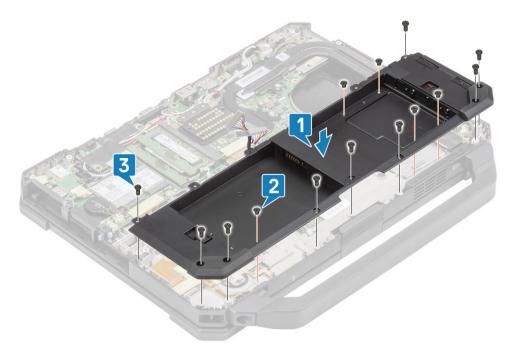


Remove the five 'M2.5\*3' [1] and nine 'M2.5\*5' [2] screws securing the battery bay to chassis and lift to separate the battery bay [3] from the computer.



## Installing the Battery bay

1 Install the battery bay [1] on the computer and tighten the five 'M2.5\*3' [2] and nine 'M2.5\*5' [3] securing it to the chassis.



2 Connect the battery cables to the system board.

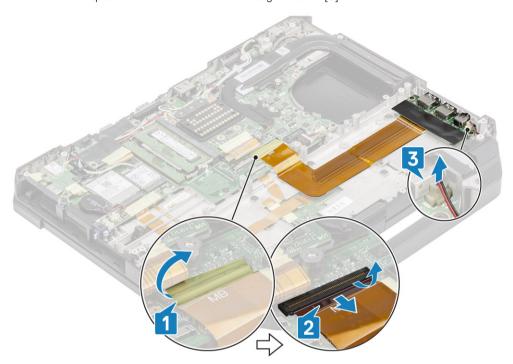


- 3 Install the:
  - a PCIe Heatsink assembly
  - b Batteries
  - c Bottom chassis cover
- 4 Follow the procedure in After working inside your computer.

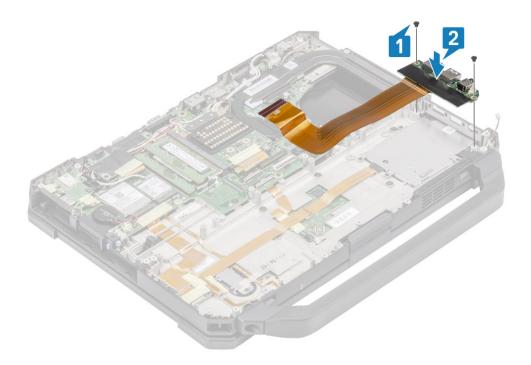
## Left I/O board

## Removing the Left I/O daughterboard

- 1 Follow the procedure in Before working inside your computer.
- 2 Remove the:
  - a Batteries
  - b Bottom chassis cover
  - c PCle Heatsink fan assembly
  - d Battery bay
- 3 Peel off the tape [1], disconnect the left I/O daughterboard FPC connector [2] from the system board.
- 4 Disconnect the speaker cable from the left I/O daughterboard [3].

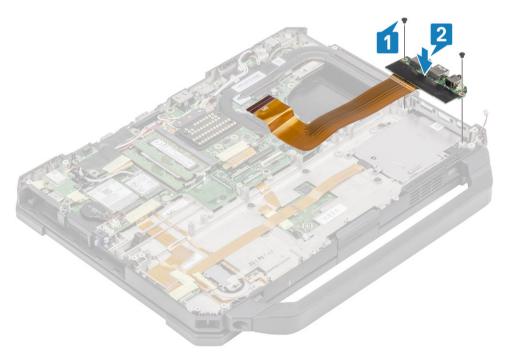


5 Loosen the two 'M2\*5' screws [1] and lift the Left I/O daughterboard from the computer [2].

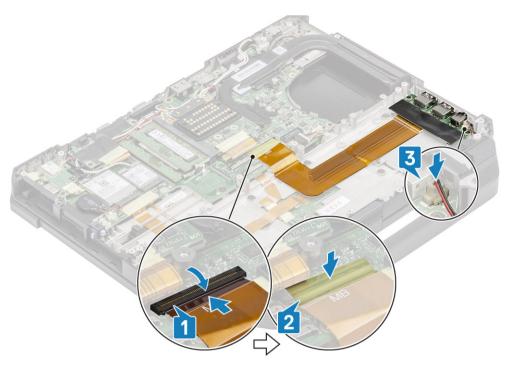


# Installing the Left I/O Board

1 Install the left I/O daughterboard [1] and secure it using the two 'M2\*3' screws [2] to the computer.



- 2 Connect the FPC to the system board [1] and secure it using a piece of insulation tape [2].
- 3 Connect the speaker cable to the left I/O daughterboard [3].

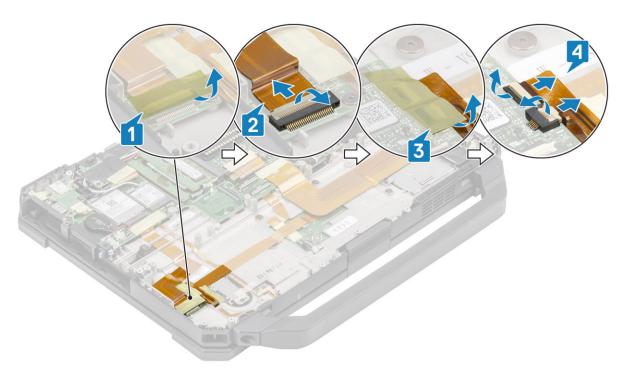


- 4 Install the:
  - a Battery bay
  - b PCle Heatsink fan assembly
  - c Bottom chassis cover
  - d Batteries
- 5 Follow the procedure in After working inside your computer.

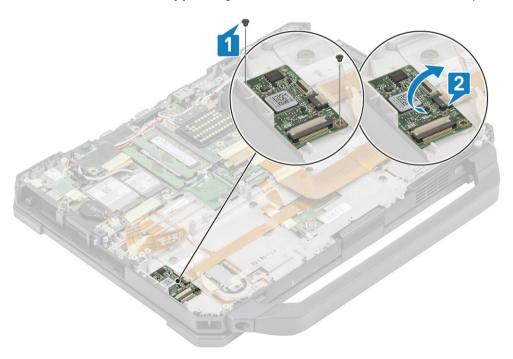
### **Smart Card**

### Removing the Smart Card Reader

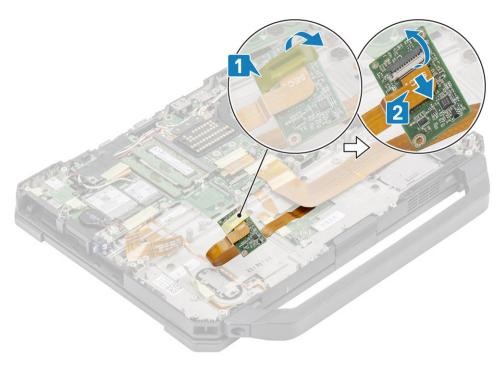
- 1 Follow the procedure in Before working inside your computer.
- 2 Remove the:
  - a Batteries
  - b Bottom chassis cover
  - c PCle heatsink assembly
  - d Battery bay
- 3 Remove the tape from the smart card reader connector[1] and disconnect it [2] from the USH board.
- 4 Remove the tape from the fingerprint reader connector [3] and disconnect it from the USH board [4].



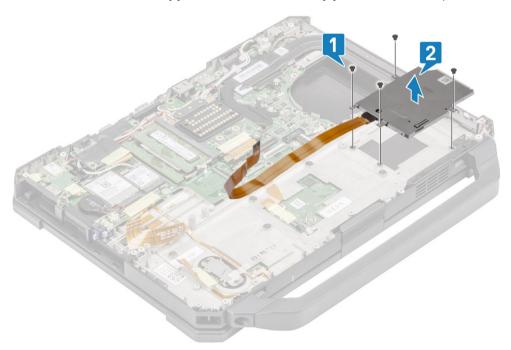
5 Remove the two 'M2\*3' screws [1] securing the USH board to the bottom base and turn it up side down [2].



6 Remove the tape [1] and disconnect the Smartcard Reader FPC connector [2] from the USH board.

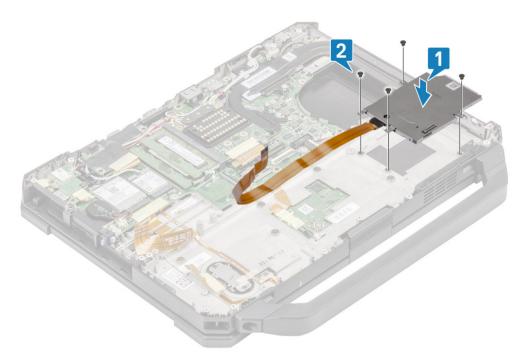


7 Loosen the four 'M2\*3' screws [1] and remove the smart card [2] reader from the computer.

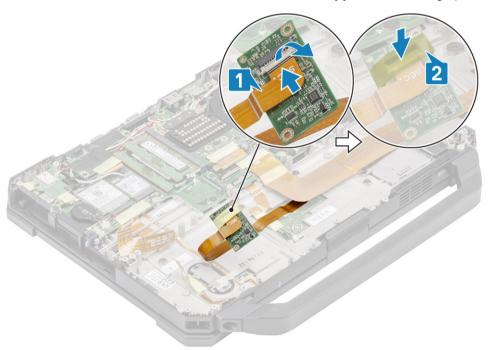


## Installing the Smart Card Reader

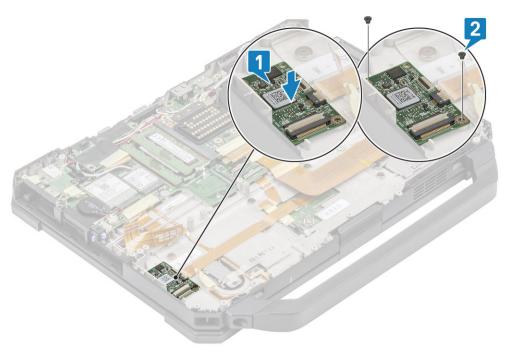
1 Insert the smart card reader through the I/O face plate [1] and install the four 'M2\*3' screws to secure it to the bottom chassis.



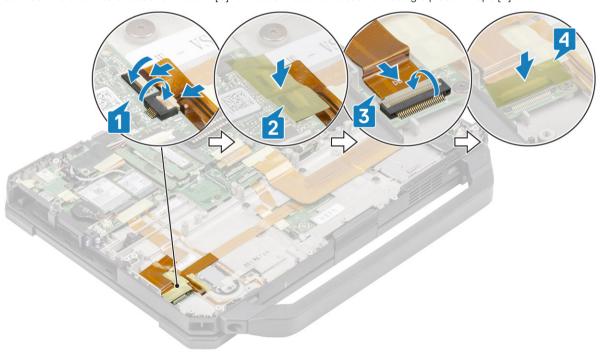
Connect the Smart Card FPC on the underside of the USH board [1] and secure it using a piece of tape [2].



Install the two 'M2\*3' screws [1] to secure the USH board to the chassis [2].



- 4 Connect the finger print reader connector [1] and secure it with a piece of tape [2].
- 5 Connect the smart card reader connector [3] to the USH board and secure it using a piece of tape [4].

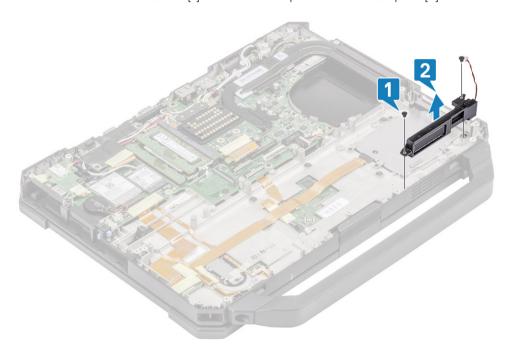


- 6 Install the:
  - a Battery bay
  - b PCle Heatsink assembly
  - c Bottom chassis cover
  - d Batteries
- Follow the procedure in After working inside your computer.

# **Speaker**

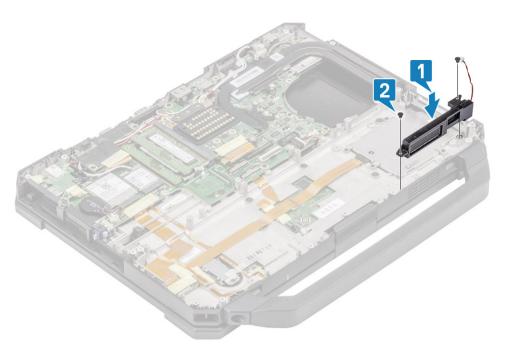
## Removing the Speaker

- 1 Follow the procedure in Before working inside your computer.
- 2 Remove the:
  - a Batteries
  - b Bottom chassis cover
  - c PCle heatsink assembly
  - d Handle
  - e Left I/O daughterboard
- 3 Remove the two 'M2.5\*7' screws [1] and remove the speaker from the computer [2].



## Installing the Speaker

Align and place the speakers [1] on the computer and install the two 'M2.5\*7' screws to secure the speaker to the base [2].



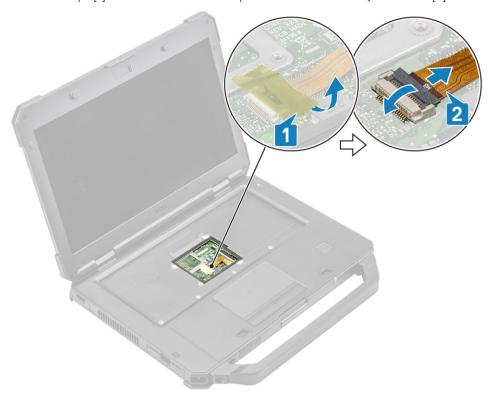
- 2 Install the:
  - a Handle
  - b Left I/O daughterboard
  - c PCle Heatsink assembly
  - d Docking port assembly
  - e Bottom Chassis Cover
  - f Batteries
- Follow the procedure in After working inside your computer.

# System board

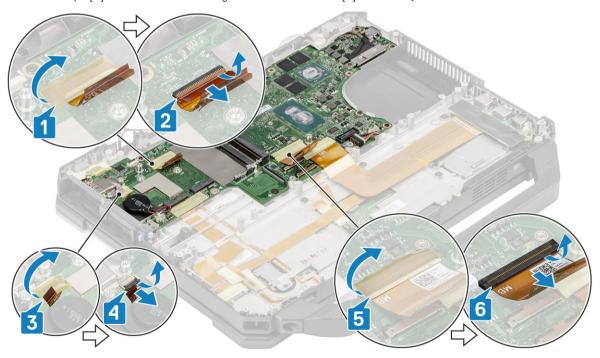
### Removing the System board

- (i) NOTE: This system cannot be disassembled further. To access underlying components, replace the base assembly as per order details.
- 1 Follow the procedure in Before working inside your computer.
- 2 Remove the:
  - a Batteries
  - b Bottom chassis cover
  - c Keyboard
  - d PCle heatsink assembly
  - e Docking port assembly
  - f Primary SSD
  - g Heat Sink
  - h Memory
  - i WLAN card
  - j WWAN card
  - k GPS module
  - I Primary SSD rail
  - m Battery bay
  - n Rear I/O board

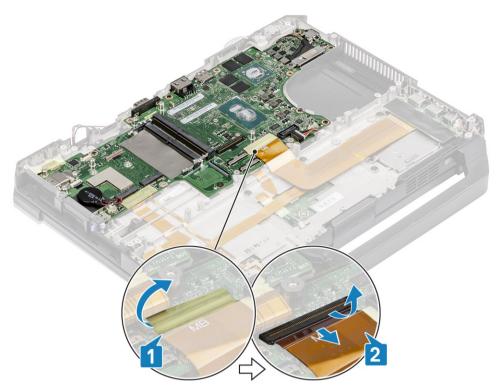
3 Peel off the tape [1] and disconnect the touch pad connector from the system board [2].



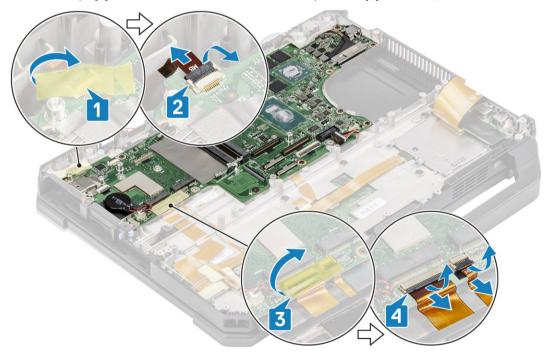
- 4 Peel off the tape [1] and remove the rear I/O board FPC cable [2] from the system board.
- 5 Peel off the tape [3] and remove the battery indicator LED cable [4] from the system board.
- 6 Peel off the tape [5] and remove the docking board FPC connector [6] from the system board.



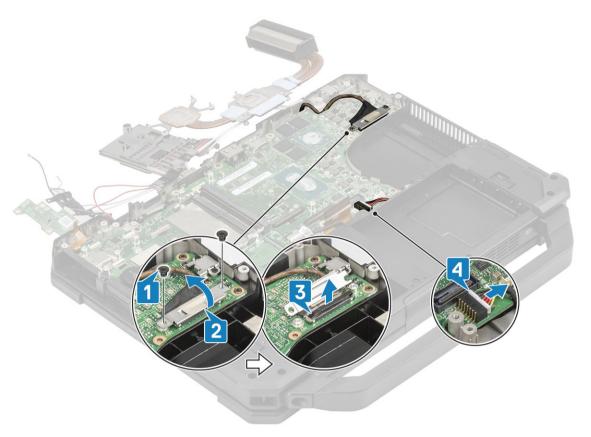
Peel off the tape [1] and disconnect the left I/O board FPC connector [2] from the system board.



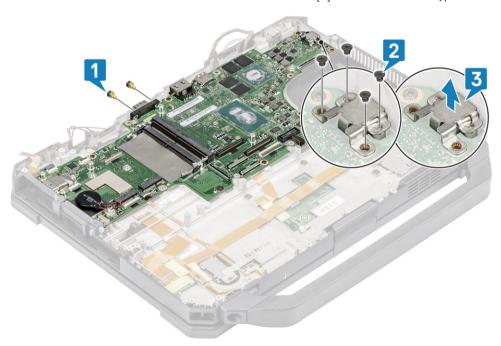
- 8 Peel off the tape [1] and disconnect the power button cable [2].
- 9 Peel off the tape [3] to disconnect the USH board and touch pad cable [4] from the system board.



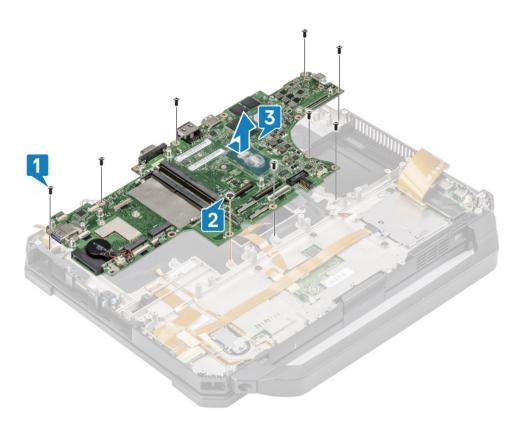
- 10 Remove the two 'M2\*3' screws [1] and remove the EDP bracket [2] from the system board.
- 11 Remove the EDP cable using the black pull tag [3] and disconnect the DC-in cable [4] from the system board.



- 12 Remove the two cap screws in the rear I/O space [1].
- Remove the two 'M2.5\*5' screws and two 'M1.6\*3.0' screws [2] to remove the USB Type-C bracket [3] from the system board.

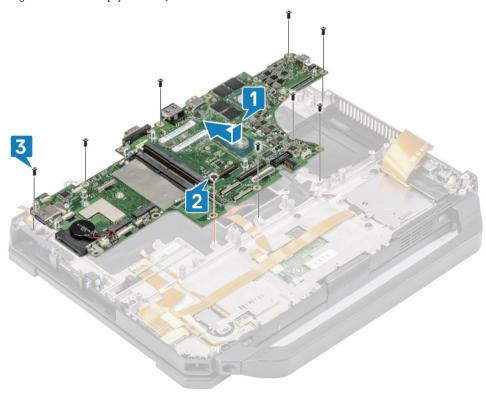


Remove the eight 'M2.5\*5' screws [1] and single 'M2\*3' screws [2] on the system board and remove the system board from the chassis [3].



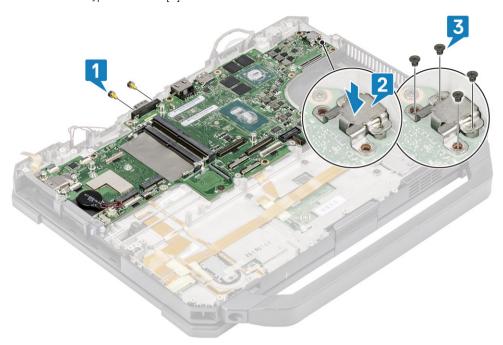
## Installing the System board

Install the system board inserting the serial port on the system board through chassis [1] and install the eight 'M2.5\*5' screws [2] and single 'M2\*3' screw [3] on the system board.

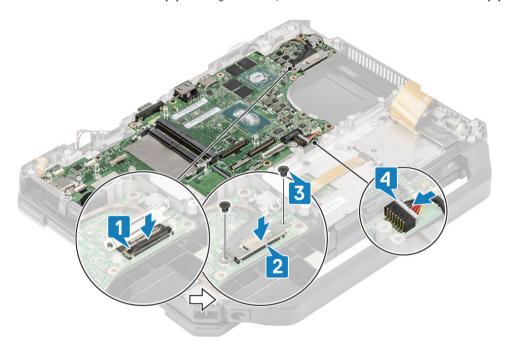


2 Install the two cap screws on the serial port of the system board [1].

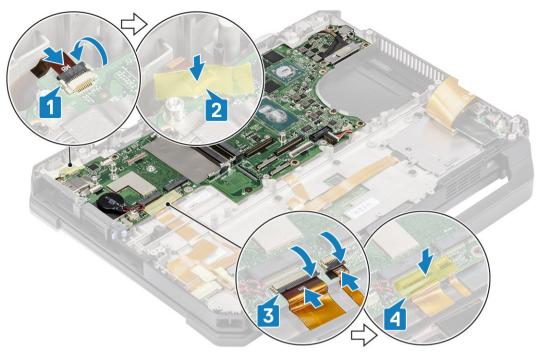
3 Install the USB Type-C bracket [2] and secure it with two 'M2.5\*5' screws and two 'M1.6\*3.0' screws on the system board [3].



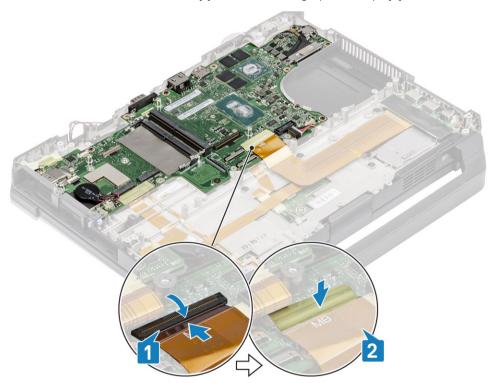
- 4 Install the EDP cable [1] and place the metal bracket [2] over the EDP connector on the system board.
- 5 Install the two 'M2\*3' screws [3] securing it to the system board and connect the DC-in cable [4] to the system board.



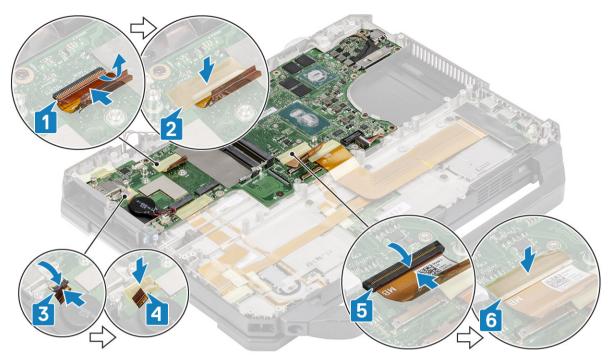
- 6 Connect the power button cable [1] and secure it using a piece of tape [2].
- 7 Connect the USH board and touch pad cable [3] to the system board and secure it using a piece of tape [4].



8 Connect the left I/O board FPC cable [1] and secure it using a piece of tape [2].



- 9 Connect the rear I/O board FPC cable [1] and secure it using a piece of tape [2].
- 10 Connect the battery indicator LED cable [3] and secure it using a piece of tape [4].
- 11 Connect the dock FPC connector [5] and secure it using a piece of tape [6].



Connect the touch pad connectors to the system board [1] and secure it using a piece of tape [2].



#### 13 Install the:

- a Rear I/O board
- b Battery bay
- c Primary SSD rail
- d GPS module
- e WWAN card
- f WLAN card
- g Memory

- h Heatsink
- i Primary SSD
- j Docking port assembly
- k PCle heatsink assembly
- I Keyboard
- m Bottom chassis cover
- n Batteries
- 14 Follow the procedure in After working inside your computer.

## **Bottom Base Assembly**

- 1 To replace the bottom base assembly, remove the following components from old base:
  - a Batteries
  - b Bottom chassis cover
  - c Keyboard
  - d PCle heatsink assembly
  - e Docking port assembly
  - f Primary SSD
  - g Heatsink assembly
  - h Memory
  - i WLAN card
  - j WWAN card
  - k GPS module
  - I Primary SSD rail
  - m Battery bay
  - n Rear I/O board
  - o System board
- 2 Reconnect the:
  - · Power Button
  - Speakers
  - DC-In cable
  - · USH Board
  - · Touchpad



NOTE: See the order details to determine the exact specifics of subcomponents defined in the Bottom Chassis Assembly.

- 3 Install the following components to the new base:
  - a System board
  - b Rear I/O board
  - c Battery Bay
  - d Primary SSD rail
  - e GPS module
  - f WWAN card
  - g WLAN card
  - h Memory
  - i Heatsink assembly
  - j Primary SSD
  - k Docking port assembly
  - I PCle heatsink assembly
  - m Keyboard
  - n Bottom chassis cover
  - o Batteries
- 4 Follow the procedure in After working inside your computer.

# System setup

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

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

Use the BIOS Setup program for the following purposes:

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

#### Topics:

- · Boot menu
- · Navigation keys
- System setup options
- · Boot Sequence
- · Updating the BIOS in Windows
- · System and setup password

#### **Boot menu**

Press <F12> when the Dell logo appears to initiate a one-time boot menu with a list of the valid boot devices for the system. Diagnostics and BIOS Setup options are also included in this menu. The devices listed on the boot menu depend on the bootable devices in the system. This menu is useful when you are attempting to boot to a particular device or to bring up the diagnostics for the system. Using the boot menu does not make any changes to the boot order stored in the BIOS.

The options are:

- · UEFI Boot:
  - Windows Boot Manager
- · Other Options:
  - BIOS Setup
  - BIOS Flash Update
  - Diagnostics
  - Change Boot Mode Settings

## **Navigation keys**

(i) 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.

Keys Navigation

**Down arrow** Moves to the next field.

Enter Selects a value in the selected field (if applicable) or follow the link in the field.

**Spacebar** Expands or collapses a drop-down list, if applicable.

**Tab** Moves to the next focus area.

i NOTE: For the standard graphics browser only.

Esc Moves to the previous page until you view the main screen. Pressing Esc in the main screen displays a message

that prompts you to save any unsaved changes and restarts the system.

## System setup options

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

### **General options**

#### Table 55. General

Option	Description
System Information	This section lists the primary hardware features of your computer.
	The options are:
	· System Information
	· Memory Configuration
	· Processor Information
	· Device Information
Battery Information	Displays the battery status and the type of AC adapter connected to the computer.
Boot Sequence	Allows you to change the order in which the computer attempts to find an operating system.
	The options are:
	· Windows Boot Manager
	Boot List Option:
	Allows you to change the boot list options.
	Click one of the following options:
	Legacy External Devices
	- <b>UEFI</b> —Default
Advanced Boot Options	Allows you to Enable Legacy Option ROMs.
	The options are:
	<ul> <li>Enable Legacy Option ROMs—Default</li> <li>Enable Attempt Legacy Boot</li> </ul>

Option	Description
UEFI Boot Path Security	Allows you to control whether the system prompts the user to enter the Admin password when booting to a UEFI boot path.
	Click one of the following options:
	· Always, Except Internal HDD—Default
	· Always
	· Never
Date/Time	Allows you to set the date and time. The change to the system date and time takes effect immediately.

# System configuration

Table 56. System Configuration

Option	Description
Integrated NIC	Allows you to configure the integrated network controller.
	Click one of the following options:
	· Disabled
	· Enabled
	· Enabled w/PXE—Default
Onboard Unmanaged NIC	Allows you to enable / disable onboard USB LAN controller.
Serial Port 1	Allows you to configure(disable and re-mapping) the serial port(s).
Serial Port 2	Click one of the following options:
	· Disabled
	· <b>Com1</b> —Default (Port is configured with 3F8h with IRQ 4
	<ul> <li>Com3 (Port is configured with 3E8h with IRQ 4</li> </ul>
	NOTE: Serial Port 2 is available when the system has Serial Port in the rear configurable I/O space.
SATA Operation	Allows you to configure the operating mode of the integrated SATA hard-drive controller.
	Click one of the following options:
	· Disabled
	· AHCI
	· RAID On—Default
	NOTE: SATA is configured to support RAID mode.
SMART Reporting	This field controls whether hard drive errors for integrated drives are reported during system startup. This technology is part of the S.M.A.R.T (Self Monitoring Analysis and Reporting Technology) specification. This option is disabled by default.
	· Enable SMART Reporting

Option Description **USB** Configuration Allows you to enable or disable the internal/integrated USB configuration. The options are: **Enable USB Boot Support Enable External USB Ports** Disable Docking Station Devices except video (Default: Unchecked) Rest all the options are set by default. NOTE: USB keyboard and mouse always work in the BIOS setup irrespective of these settings. **USB PowerShare** This field configures the USB PowerShare feature behavior. This option allows you to charge external devices using the stored system battery power through the USB PowerShare port (disabled by default). **Enable USB PowerShare Audio** Allows you to enable or disable the integrated audio controller. By default, the Enable Audio option is selected. The options are: **Enable Microphone Enable Internal Speaker** This option is set by default. **Keyboard Illumination** This option lets you choose the operating mode of the keyboard illumination feature The options are: Disabled 25% 50% 75% 100% **Keyboard Backlight Timeout on AC** Allows to define the timeout value for the keyboard backlight when an AC adapter is plugged in the system. The Keyboard Backlight tiemout value is only in effect when the backlight is enabled. 5 seconds 10 seconds—Default 15 seconds 30 seconds 1 minute 5 minutes 15 minutes Never Allows to define the timeout value for the keyboard backlight when **Keyboard Backlight Timeout on Battery** the system is running only on battery power. The Keyboard

Option Description

Backlight tiemout value is only in effect when the backlight is enabled.

- 5 seconds
- 10 seconds—Default
- 15 seconds
- · 30 seconds
- · 1 minute
- 5 minutes
- · 15 minutes
- · Never

This option allows to enable / select backlight color or configure RGB intensity values to activate two custom backlight colors.

The options are:

- · White
- Red
- · Green
- · Blue
- · Custom1
- · Custom2

This option controls whether the touchscreen is enabled or disabled

This option allows configuration of Dell Stealth mode feature.

#### Configurable control features:

- · Onboard LEDs
- · LCD screen
- · Speakers
- · Fans
- · Radio
- GPS receiver
- · WLAN radio
- · WWAN radio.

Allows you to enable or disable various on board devices.

- · Enable PC Card
- · Enable Camera—Default
- · Enable Hard Drive Free Fall Protection
- Enable Dedicated GPS Radio
- · Enable Secure Digital (SD) Card
- Secure Digital (SD) Card Boot Disabled
- Secure Digital Card (SD) Read-Only Mode Disabled
- Enable Rugged Dock NIC PXE Support Disabled

#### **RGB Keyboard Backlight**

#### Touchscreen

#### Stealth mode Control

#### Miscellaneous devices

# Video screen options

#### Table 57. Video

Option	Description
LCD Brightness	Allows you to set the display brightness depending upon the power source. On Battery (50% is default) and On AC (100 % default).

## **Security**

Table 58. Security	
Option	Description
Admin Password	Allows you to set, change, or delete the administrator(admin) password.
	The entries to set password are:
	· Enter the old password:
	· Enter the new password:
	· Confirm new password:
	Click <b>OK</b> once you set the password.
	NOTE: For the first time login, "Enter the old password:" field is marked to "Not set". Hence, password has to be set for the first time you login and then you can change or delete the password.
System Password	Allows you to set, change, or delete the System password.
	The entries to set password are:
	· Enter the old password:
	· Enter the new password:
	· Confirm new password:
	Click <b>OK</b> once you set the password.
	NOTE: For the first time login, "Enter the old password:" field is marked to "Not set". Hence, password has to be set for the first time you login and then you can change or delete the password.
Strong Password	Allows you to enforce the option to always set strong password.
	· Enable Strong Password
	This option is not set by default.
Password Configuration	You can define the length of your password. Min = $4$ , Max = $32$
Password Bypass	Allows you to bypass the System password and the Internal HDD password, when it is set, during a system restart.
	Click one of the options:
	· <b>Disabled</b> —Default

Option	Description
	· Reboot bypass
Password Change	Allows you to change the System password when the administrator password is set.
	· Allow Non-Admin Password Changes
	This option is set by default.
Non-Admin Setup Changes	Allows you to determine whether changes to the setup options are allowed when an Administrator Password is set. If disabled the setup options are locked by the admin password.
	· Allow Wireless Switch Changes
	This option is not set by default.
UEFI Capsule Firmware	Allows you to update the system BIOS via UEFI capsule update packages.
Updates	· Enable UEFI Capsule Firmware Updates
	This option is set by default.
TPM 2.0 Security	Allows you to enable or disable the Trusted Platform Module (TPM) during POST.
	The options are:
	· TPM On—Default
	Clear     PPI Bypass for Enable Command—Default
	PPI Bypass for Disbale Command
	PPI Bypass for Clear Command     Attestation Enable—Default
	Key Storage Enable—Default
	· SHA-256—Default
Computrace (R)	Allows you to activate or disable the optional Computrace software.
	The options are:
	Deactivate
	Disable     Activate—Default
OROM keyboard Access	Allows you to enable or disable Option ROM configuration screens via hotkeys during boot.
Ondivi keybodia Access	Allows you to enable or disable option in orningulation screens via notkeys during boot.

- **Enable**—Default
- Disable
- One Time Enable

#### Admin Setup Lockout

Allows you to prevent users from entering Setup when an administrator password is set.

#### · Enable Admin Setup Lockout

This option is not set by default.

#### Master Password Lockout

Allows you to disable master password support.

#### · Enable Master Password Lockout

This option is not set by default.

Option	Description
	NOTE: Hard Disk password should be cleared before the settings can be changed.
SMM Security Mitigation	Allows you to enable or disable additional UEFI SMM Security Mitigation protection.
	· SMM Security Mitigation
	This option is not set by default.

### Secure boot

#### Table 59. Secure Boot

Option	Description
Secure Boot Enable	Allows you to enable or disable the Secure Boot Feature.
	· Secure Boot Enable—Default
Secure Boot Mode	Changes to the Secure Boot operation mode modifies the behaviour of Secure Boot to allow evaluation of UEFI driver signatures.
	Choose one of the option:
	<ul><li>Deployed Mode—Default</li><li>Audit Mode</li></ul>
Expert Key Management	Allows you to enable or disable Expert Key Management.
	· Enable Custom Mode
	This option is not set by default.
	The Custom Mode Key Management options are:
	· <b>PK</b> —Default
	· KEK
	· db
	· dbx

# **Intel Software Guard Extensions options**

**Table 60. Intel Software Guard Extensions** 

Option	Description
Intel SGX Enable	This field specifies you to provide a secured environment for running code/storing sensitive information in the context of the main OS.
	Click one of the following options:
	<ul><li>Disabled</li><li>Enabled</li></ul>

Option	Description
	· Software controlled—Default
Enclave Memory Size	This option sets SGX Enclave Reserve Memory Size
	Click one of the following options:
	<ul><li>32 MB</li><li>64 MB</li><li>128 MB—Default</li></ul>

## **Performance**

Table 61. Performance

Option	Description
Multi Core Support	This field specifies whether the process has one or all cores enabled. The performance of some applications improves with the additional cores.
	<ul> <li>All—Default</li> <li>1</li> <li>2</li> <li>3</li> </ul>
Intel SpeedStep	Allows you to enable or disable the Intel SpeedStep mode of processor.
	Enable Intel SpeedStep
	This option is set by default.
C-States Control	Allows you to enable or disable the additional processor sleep states.
	· C states
	This option is set by default.
Intel TurboBoost	Allows you to enable or disable the Intel TurboBoost mode of the processor.
	· Enable Intel TurboBoost
	This option is set by default.
Hyper-Thread Control	Allows you to enable or disable the HyperThreading in the processor.
	<ul><li>Disabled</li><li>Enabled—Default</li></ul>

# Power management

#### Table 62. Power Management

Option	Description
Lid Switch	Allows you to enable or disable the lid switch from automatically turning on / off the screen when the lid is closed.
AC Behavior	Allows you to enable or disable the computer from turning on automatically when an AC adapter is connected.
	· Wake on AC
	This option is not set by default.
Auto On Time	Allows you to set the time at which the computer must turn on automatically.
	The options are:
	· <b>Disabled</b> —Default
	· Every Day
	· Weekdays
	· Select Days
	This option is not set by default.
USB Wake Support	Allows you to enable USB devices to wake the system from standby.
	· Enable USB Wake Support
	· Wake on Dell USB-C Dock
	This option is not set by default.
Wireless Radio Control	This option if enabled, will sense the connection of the system to a wired network and subsequently disable the selected wireless radios (WLAN and/or WWAN). Upon disconnection from the wired network the selected wireless radio will ne enabled.
	· Control WLAN radio
	· Control WWAN radio
	This option is not set by default.
Wake on LAN	This option allows the computer to power up from the off state when triggered by a special LAN signal. Wake-up from the Standby state is unaffected by this setting and must be enabled in the operating system. This feature only works when the computer is connected to AC power supply.
	• <b>Disabled</b> —Default - Does not allow the system to power on by special LAN signals when it receives a wake-up signal from the LAN or wireless LAN.
	• LAN Only - Allows the system to be powered on by special LAN signals.
	• WLAN Only - Allows the system to be powered on by special WLAN signals.
	LAN or WLAN - Allows the system to be powered on by special LAN or WLAN signals.
Peak Shift	Allows you enable of disable the Peak shift feature. This feature when enabled minimizes the AC power usage at times of peak demand. Battery doesnot charge between the Peak Shift start and end time
	Peak Shift Start and End Time can be configured for all weekdays
	This option set the battery threshold value (15 % to 100 %)

Option	Description
Advanced Battery Charge Configuration	This option enables you to maximize the battery health. By enabling this option, your system uses the standard charging algorithm and other techniques, during the non-work hours to improve the battery health.
	Advanced Battery Charge Mode can be configured for all weekdays
Battery #1 Charge Configuration	Allows you to select the charging mode for the battery.
•	The options are:
Battery #2 Charge Configuration	· Adaptive—Default
	• Standard - Fully charges your battery at a standard rate.
	<ul> <li>ExpressCharge- The battery charges over a shorter period of time using Dell's fast charging technology.</li> </ul>
	· Primarily AC use
	· Custom
	If Custom Charge is selected, you can also configure Custom Charge Start and Custom Charge Stop.
	NOTE: All charging mode may not be available for all the batteries.
Type-C connector Power	This option allows you to set maximum power that can be drawn from the Type-C connector.
	The options are:
	· 7.5 Watts—Default
	· 15 Watts
Power Usage Mode	This field lets you choose the system power usage mode.
	The options are:
	· Power Saver
	· Balanced — Default.
	· High Performance

### Post behavior

#### Table 63. POST Behavior

Option	Description
Adapter Warnings	Allows you to enable or disable the system setup (BIOS) warning messages when you use certain power adapters.
	· Enable Adapter Warnings—Default
Keypad (Embedded)	Allows you to one of the two methods to enable the keypad that is embedded in the internal keyboard.
	• Fn Key Only: The keypad is only enabled when you hold down the Fn key (Default)
	• <b>By Num Lock</b> : The keypad is enabled only when the NumLock LED is on.
Numlock Enable	Allows you to enable or disable the Numlock function when the system boots.
	· Enable Numlock—Default

#### Option

#### Description

#### **Fn Lock Options**

Allows you to let hot key combinations Fn + Esc toggle the primary behavior of F1–F12, between their standard and secondary functions. If you disable this option, you cannot toggle dynamically the primary behavior of these keys.

· Fn Lock—Default

Click one of the following options:

- · Lock Mode Disable/Standard
- · Lock Mode Enable/Secondary—Default

#### **Fastboot**

Allows you to speed up the boot process by bypassing some of the compatibility steps.

Click one of the following options:

- · Minimal—Default
- · Thorough
- · Auto

#### Extended BIOS POST Time

Allows you to create an additional preboot delay.

Click one of the following options:

- · 0 seconds—Default
- 5 seconds
- 10 seconds

#### **Full Screen Logo**

Allows you to display full screen logo, if your image matches screen resolution.

· Enable Full Screen Logo

This option is not set by default.

#### Warnings and Errors

Allows you to select different options to either stop, prompt and wait for user input, continue when warnings are detected but pause on errors, or continue when either warnings or errors are detected during the POST process.

Click one of the following options:

- · Prompt on Warnings and Errors—Default
- · Continue on Warnings
- · Continue on Warnings and Errors

#### MAC Address Pass-Through

This feature replaces the external NIC MAC address (in a supported dock or dongle) with selected MAC address from the system.

Click one of the following options:

- · Passthrough MAC Address—Default
- · Integrated NIC 1 MAC Address
- · Disabled

# Manageability

#### Table 64. Manageability

Option	Description	
USB Provision	This option lets you to provision Intel AMT using provisioning file stored on local USB storage	
MEBx Hotkey	This option allows you to enable or disable hotkey (Ctrl +P) functionality at Dell logo to enter Management Engine BIOS Extension (MEBx)	

# Virtualization support

#### **Table 65. Virtualization Support**

Option	Description
Virtualization	This option specifies whether a Virtual Machine Monitor (VMM) can utilize the additional hardware capabilities provided by the Intel Virtualization technology.
	· Enable Intel Virtualization Technology
	This option is set by default.
VT for Direct I/O	Enables or disables the Virtual Machine Monitor (VMM) from utilizing the additional hardware capabilities provided by the Intel Virtualization technology for direct I/O.
	· Enable VT for Direct I/O
	This option is set by default.
Trusted Execution	This option allows Measured Virtual Machine Monitor (MVMM) to use additional hardware capabilities provisioned by Intel Trusted Execution Technology
	· Enable Trusted Execution
	NOTE: The Intel Virtualization Technology, VT for direct I/O and TPM has to be enabled and activated for this feature to work.

# Wireless options

#### Table 66. Wireless

Option	Description
Wireless Switch	Allows to set the wireless devices that can be controlled by the wireless switch.
	The options are:
	<ul><li>WWAN</li><li>GPS (on WWAN Module)</li><li>WLAN</li></ul>

Option	Description	
	· Bluetooth	
	All the options are enabled by default.	
Wireless Device Enable	Allows you to enable or disable the internal wireless devices.	
	The options are:	
	<ul><li> WWAN/GPS</li><li> WLAN</li><li> Bluetooth</li></ul>	
	All the options are enabled by default.	

## Maintenance

#### Table 67. Maintenance

Option	Description	
Service Tag	Displays the service tag of your computer.	
Asset Tag	Allows you to create a system asset tag if an asset tag is not already set.	
	This option is not set by default.	
BIOS Downgrade	Allows you to flash previous revisions of the system firmware.	
	· Allow BIOS Downgrade	
	This option is set by default.	
Data Wipe	Allows you to securely erase data from all internal storage devices.	
	· Wipe on Next Boot	
	This option is not set by default.	
Bios Recovery	<b>BIOS Recovery from Hard Drive</b> —This option is set by default. Allows you to recover the corrupted BIOS from a recovery file on the HDD or an external USB key.	
	BIOS Auto-Recovery— Allows you to recover the BIOS automatically.	
	NOTE: BIOS Recovery from Hard Drive field should be enabled.	
	Always Perform Integrity Check—Performs integrity check on every boot.	

## System logs

#### Table 68. System Logs

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

### **About**

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# **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.

# **Updating the BIOS in Windows**

It is recommended to update your BIOS (System Setup), when you replace the system board or if an update is available. For laptops, ensure that your computer battery is fully charged and connected to a power outlet.

- NOTE: If BitLocker is enabled, it must be suspended prior to updating the system BIOS, and then re-enabled after the BIOS update is completed.
- 1 Restart the computer.
- 2 Go to Dell.com/support.
  - · Enter the Service Tag or Express Service Code and click Submit.
  - · Click **Detect Product** and follow the instructions on screen.
- 3 If you are unable to detect or find the Service Tag, click Choose from all products.
- 4 Choose the **Products** category from the list.
  - (i) NOTE: Choose the appropriate category to reach the product page
- 5 Select your computer model and the **Product Support** page of your computer appears.
- 6 Click Get drivers and click Drivers and Downloads.

The Drivers and Downloads section opens.

- 7 Click Find it myself.
- 8 Click **BIOS** to view the BIOS versions.
- 9 Identify the latest BIOS file and click **Download**.
- 10 Select your preferred download method in the Please select your download method below window, click Download File.

The File Download window appears.

- 11 Click **Save** to save the file on your computer.
- 12 Click **Run** to install the updated BIOS settings on your computer.

Follow the instructions on the screen.

## Updating BIOS on systems with BitLocker enabled

CAUTION: If BitLocker is not suspended before updating the BIOS, the next time you reboot the system it will not recognize the BitLocker key. You will then be prompted to enter the recovery key to progress and the system will ask for this on each reboot. If the recovery key is not known this can result in data loss or an unnecessary operating system re-install. For more information on this subject, see Knowledge Article: https://www.dell.com/support/article/sln153694

### Updating your system BIOS using a USB flash drive

If the system cannot load into Windows but there is still a need to update the BIOS, download the BIOS file using another system and save it to a bootable USB Flash Drive.

NOTE: You will need to use a bootable USB Flash drive. Please refer to the following article for further details: https://www.dell.com/support/article/us/en/19/sln143196/

- 1 Download the BIOS update .EXE file to another system.
- 2 Copy the file e.g. O9010A12.EXE onto the bootable USB Flash drive.
- 3 Insert the USB Flash drive into the system that requires the BIOS update.
- 4 Restart the system and press F12 when the Dell Splash logo appears to display the One Time Boot Menu.
- 5 Using arrow keys, select **USB Storage Device** and click Return.
- 6 The system will boot to a Diag C:\> prompt.
- 7 Run the file by typing the full filename e.g. O9010A12.exe and press Return.
- 8 The BIOS Update Utility will load, follow the instructions on screen.

```
This utility will update the system BIOS and firmware. During the update procedure, your system will restart. Do not interrupt this procedure once it begins. Do not disconnect the AC power source (if you are updating a mobile computer, connect the AC power adapter). Interruption of the BIOS/firmware update procedure will likely render your system unusable.

Do you wish to continue (y/n)? y

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```

Figure 15. DOS BIOS Update Screen

## Updating the Dell BIOS in Linux and Ubuntu environments

If you want to update the system BIOS in a Linux environment such as Ubuntu, see https://www.dell.com/support/article/us/en/19/sln171755/.

## System and setup password

#### Table 69. System and setup password

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.	

You can create a system password and a setup password to secure 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.
- (i) NOTE: System and setup password feature is disabled.

## Assigning a system setup password

You can assign a new System or Admin 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/Admin 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 setup password

Ensure that the **Password Status** is Unlocked (in the System Setup) before attempting to delete or change the existing System and/or Setup password. You cannot delete or change an existing System or Setup password, if the **Password Status** is Locked. To enter the System Setup, press F2 immediately after a power-on or reboot.

- 1 In the **System BIOS** or **System Setup** screen, select **System Security** and press Enter.
  - The **System Security** screen is displayed.
- 2 In the **System Security** screen, verify that **Password Status** is **Unlocked**.
- 3 Select **System Password**, alter or delete the existing system password and press Enter or Tab.
- 4 Select **Setup Password**, alter or delete the existing setup password and press Enter or Tab.
  - NOTE: If you change the System and/or Setup password, re-enter the new password when prompted. If you delete the System and/or Setup password, confirm the deletion when prompted.

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

# **Diagnostics**

This chapter details the built in troubleshooting features to diagnose the Dell systems. It also lists the invoking instructions along with related information for each diagnostics method.

#### Topics:

- · ePSA Diagnostics
- · LCD Built-in Self Test
- · Battery Status Lights
- Diagnostic LED
- · Wi-Fi power cycle
- · BIOS recovery
- · Self-Heal

## ePSA Diagnostics

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

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

NOTE: The Enhanced Pre-boot System Assessment window displays, listing all devices detected in the computer. The diagnostics starts running the tests on all the detected devices.

## Running ePSA diagnostics

Invoke diagnostics by either of the methods that are suggested below:

- Tap F12 key on keyboard, as the Dell splash screen appears, until you get message Diagnostic Boot Selected.
  - On the one time boot menu screen, use Up/Down arrow key to select the **Diagnostics** option and then press **<Return>**.
- · Press and Hold **Function(Fn)** key on the keyboard and Press the **Power button** to power on the system.

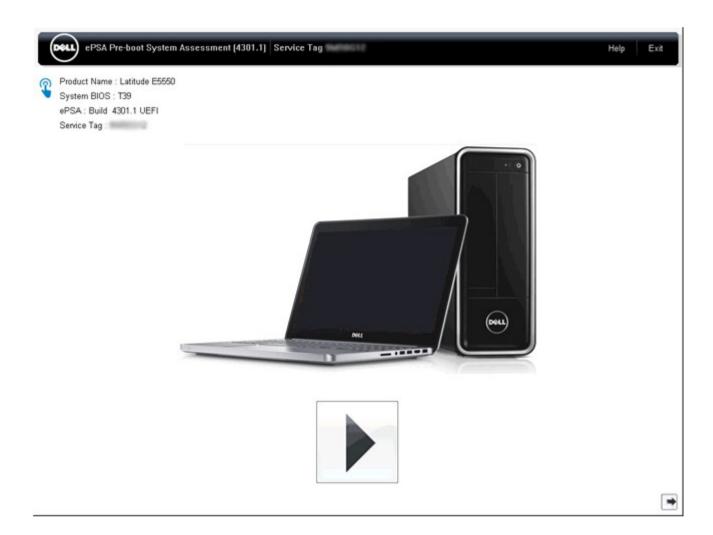
### ePSA User Interface

This section contains information on ePSA 3.0's Basic and Advanced Screen.

ePSA opens basic screen on start. You can switch to advanced screen using the arrow icon on the bottom. Advanced screen shows detected devices on the left column. Specific test can be included or excluded only in the interactive mode.

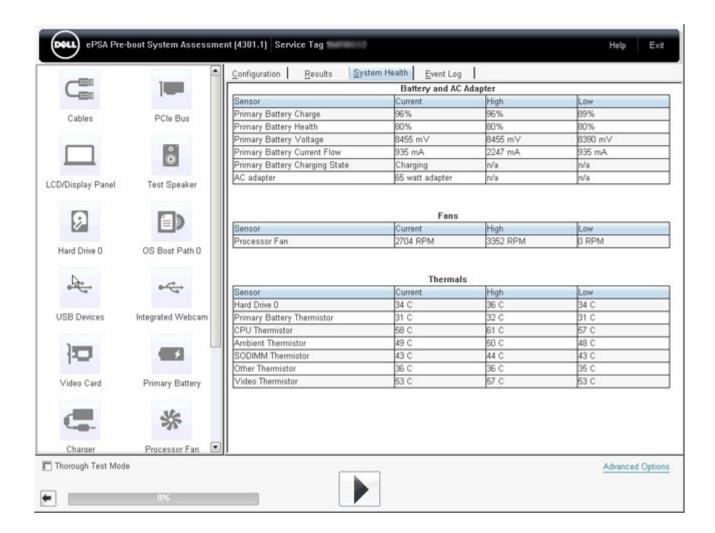
#### ePSA Basic Screen

The Basic Screen has minimal controls which allows easy navigation for user to start or stop the diagnostic.



#### ePSA Advanced Screen

The advanced screen allows more directed testing and contains more detail information about the overall health of the system. The user can get to this screen by simply swiping your finger to the left on touchscreen systems or clicking the next page button on the lower right hand side of the basic screen.

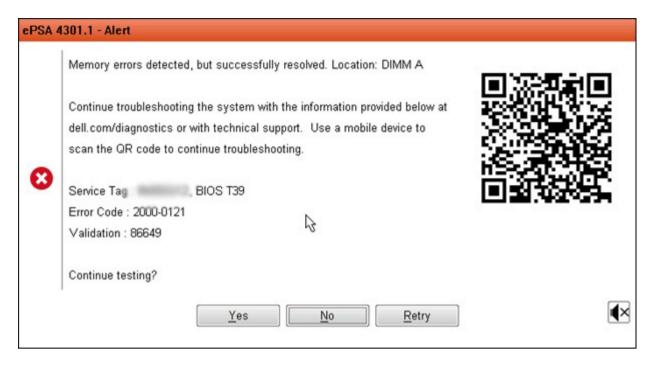


## To run test on specific device or run a specific test

- 1 To run a diagnostic test on a specific device, press Esc and click **Yes** to stop the diagnostic test.
- 2 Select the device from the left pane and click **Run Tests** or use **Advanced Option** to include or exclude any Test.

## ePSA Error Messages

When the Dell ePSA Diagnostic detects an error while running, it will pause the test and then popup a window as shown below:



- · By responding to Yes, the diagnostic will continue testing the next device and the error details will be available in the summary report.
- · By responding to **No**, the diagnostic will stop testing the remaining untested device.
- · By responding to **Retry**, the diagnostic will ignore the error and rerun the last test.

Capture the error code with Validation code or Scan QR code and Contact Dell

- NOTE: As part of the new feature, user can now mute the beeping sound code when there is an error, by pressing on at the bottom right side of the error window.
- (i) 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.

### **Validation Tools**

This section contains information on how to validate the ePSA error code.

Error code verification can be done using below two methods:

- · Online Enhanced Preboot System Assessment Validation Tool.
- QR scanning using QR APP on Smart Phone.

### Online ePSA Validation Tool

### **Usage Guide**

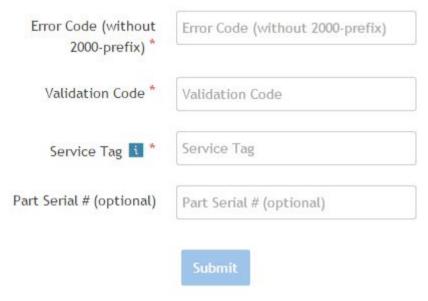
1 User to obtain information from ePSA error windows.



2 Navigate to Online ePSA Validation Tool.



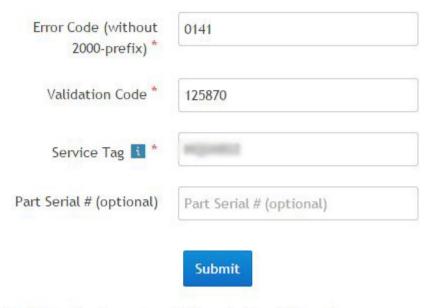
3 Enter error code, validation code, and service tag. Part serial number is optional.



View System Requirements and Privacy And Legal Information

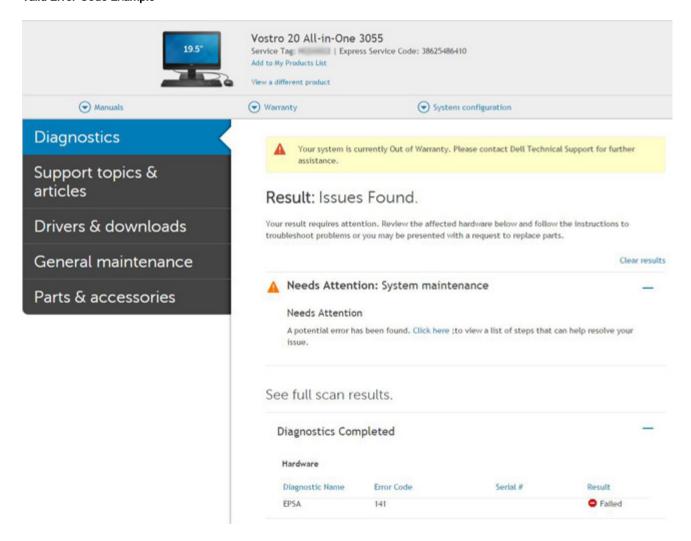
NOTE: For error code, use only the last 3 or 4 digits of the code. (user can enter 0142 or 142 instead of 2000–0142.)

4 Click on **Submit** once all the necessary information is entered.



View System Requirements and Privacy And Legal Information

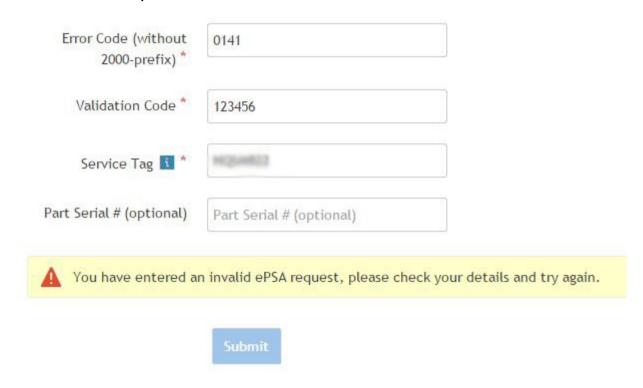
#### Valid Error Code Example



After entering the correct information, the online tools will direct user to above screen which contains information of:

- · Confirmation of the error code and result outcome.
- · Suggested Part Replacement.
- · If customer is still covered under Dell Warranty.
- · Case reference number if there is an open case under the service tag.

#### **Invalid Error Code Example**



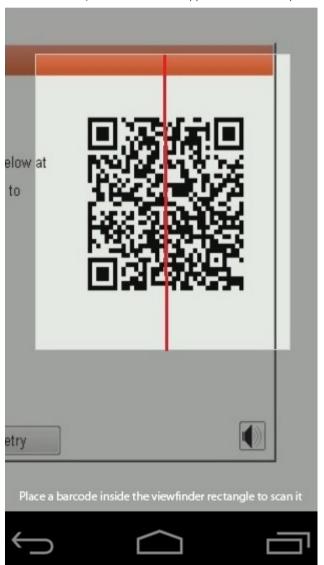
### **QR APP Validation Tool**

Besides using the online tool, customer can also validate the error code by scanning the QR code with a QR APP on smart phone.

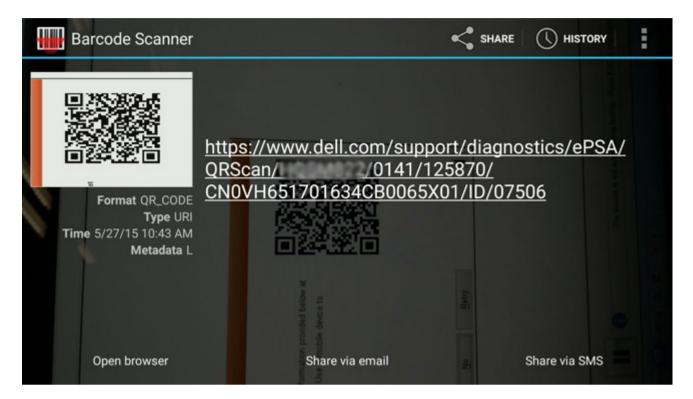
1 User to obtain the QR code from ePSA error Windows.



2 User can use any QR code scanner application via smart phone to scan the QR code.

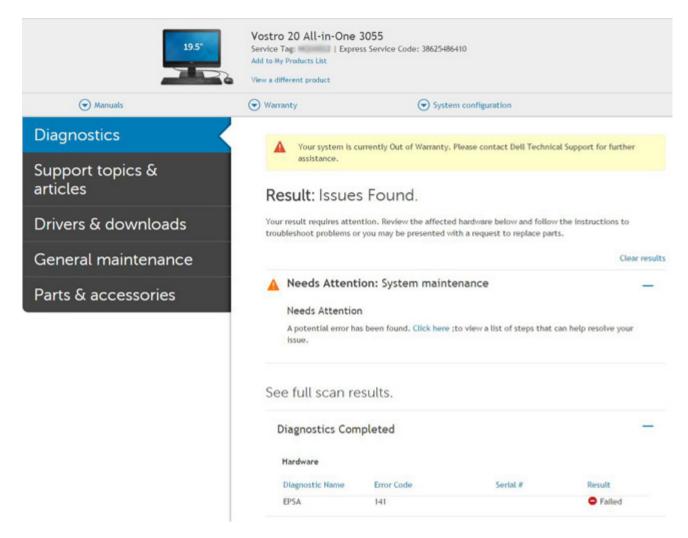


3 QR code scanner application will scan the code and automatically generate the link out. Click on the link to proceed.



The link generated will navigate customer to Dell Support website which contains information of :

- · Confirmation of the error code and result outcome.
- · Suggested Part Replacement.
- · If customer is still covered under Dell Warranty.
- · Case reference number if there is an open case under the service tag.



## LCD Built-in Self Test

## Overview: LCD Built-in Self Test (BIST)

Dell laptop PCs have a built-in diagnostic tool that helps you determine if the screen abnormality you are experiencing is an inherent problem with the LCD (screen) of the Dell laptop PC or with the video card (GPU) and PC settings.

When you notice screen abnormalities like flickering, distortion, clarity issues, fuzzy or blurry image, horizontal or vertical lines, color fade etc., it is always a good practice to isolate the LCD (screen) by running the built-in self test (BIST).

### How to invoke LCD BIST Test

- 1 Power off the Dell laptop PC.
- 2 Disconnect any peripherals connected to the PC. Connect only the AC adapter (charger) to the PC.
- 3 Make sure that the LCD (screen) is clean (no dust particles on the surface of the screen).
- Press and hold **D** key and **Power on** the PC to enter LCD built-in self test (BIST) mode. Continue to hold the D key, until you see color bars on the LCD (screen).
- 5 The screen will display multiple color bars and change colors on the entire screen to red, green and blue.
- 6 Carefully inspect the screen for abnormalities.
- 7 Press Esc key to exit.

i NOTE: Dell ePSA upon launch, initiates a LCD BIST first, expecting an user intervention confirm functionality of the LCD.

# **Battery Status Lights**

If the computer is connected to an electrical outlet, the battery light operates as follows:

Alternately blinking amber light and green light

Alternately blinking amber light with steady green light

Constantly blinking amber light

Light off

Battery in full charge mode with AC adapter present.

An unauthenticated or unsupported non-Dell AC adapter is attached to your laptop.

Temporary battery failure with AC adapter present.

Fatal battery failure with AC adapter present.

Battery in full charge mode with AC adapter present.

Battery in charge mode with AC adapter present.

# **Diagnostic LED**

This section details the diagnostic features of the battery LED in a laptop.

Instead of beep codes errors are indicated via the bicolor Battery Charge LED. A specific blink pattern is followed by flashing a pattern of flashes in green, followed by white. The pattern then repeats.

NOTE: The diagnostic pattern will consist of a two digit number being represented by a first group of LED blinks (1 through 9) in green, followed by a 1.5 second pause with the LED off, and then a second group of LED blinks (1 through 9) in white. This is then followed by a 3 second pause, with the LED off, before repeating over again. Each LED blink takes 0.5 seconds.

The system will not shutdown when displaying the Diagnostic Error Codes. Diagnostic Error Codes will always supersede any other use of the LED. For instance, on laptops, battery codes for Low Battery or Battery Failure situations will not be displayed when Diagnostic Error Codes are being displayed:

#### Table 70. LED pattern

Blinking pattern		Problem Description	Suggested Resolution
Green	White		
2	1	processor	Processor failure
2	2	system board, BIOS ROM	System board, covers BIOS corruption or ROM error
2	3	memory	No memory/no RAM detected
2	4	memory	Memory failure/RAM failure
2	5	memory	Invalid memory installed
2	6	system board; chipset	System board/ chipset error
2	7	display	Display failure
3	1	RTC power failure	Coin-cell battery failure
3	2	PCI/Video	PCI/Video card/chip failure
3	3	BIOS recovery 1	Recovery image not found

Blinking pattern		Problem Description	Suggested Resolution	
Green	White			
3	4	BIOS recovery 2	Recovery image found but invalid	
3	5	Power Rail Failure	EC ran into power sequencing failure	
3	6	SBIOS Flash Corruption	Flash corruption detected by SBIOS	
3	7	ME Error	Timeout waiting on ME to reply to HECI message	

# 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:

(i) 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.

## **BIOS recovery**

The BIOS recovery is designed to fix the main BIOS, and cannot work if the boot is damaged. The BIOS recovery will not work in the event of EC corruption, ME corruption, or a hardware related issue. The BIOS recovery image should be available on the unencrypted partition on the drive for BIOS recovery feature.

### Rollback BIOS feature

Two versions of the BIOS recovery image are saved on the hard drive:

- · Current running BIOS (old)
- To-be-updated BIOS (new)

The old version is already stored on the hard drive. The BIOS adds new version to the hard drive, maintains the old version, and deletes other existing versions. For example, A00 and A02 versions are already on the hard drive, A02 is the running BIOS. The BIOS adds A04, maintains A02, and deletes A00. Having two BIOS version enables the Rollback BIOS feature.

If the recovery file cannot be stored (hard drive is out of space), the BIOS sets a flag to indicate this condition. The flag is reset in the event it later becomes possible to store the recovery file. The BIOS notifies the user during POST and in BIOS Setup, the BIOS recovery is degraded. BIOS recovery through hard drive may not be possible, however BIOS recovery through USB flash drive is still possible.

For USB key: root directory or "\"

BIOS\_IMG.rcv: the recovery image stored on the USB key.

## BIOS recovery using hard drive

- (i) NOTE: Ensure that you have the previous version and the latest version of the BIOS from the Dell support site available to use.
- (OS).
- 1 Browse to the location of the BIOS update executable (.exe) files.
- 2 Rename the BIOS executable files to **BIOS\_PRE.rcv** for the earlier version of the BIOS and **BIOS\_CUR.rcv** for the latest version of the BIOS

For example, if the latest version's file name is **PowerEdge\_T30\_1.0.0.exe**, rename it to **BIOS\_CUR.rcv** and if the previous version's file name is **PowerEdge\_T30\_0.0.9.exe**, rename it to **BIOS\_PRE.rcv** 

### ① NOTE:

- a If the hard drive is new, there will be no OS installed.
- b If the hard drive has been partitioned at the Dell factory, there will be a **Recovery Partition** available.
- 3 Disconnect the hard drive and install the hard drive into another system that has a full operational OS.
- 4 Start up the system and in the Microsoft Windows OS environment follow these steps to copy the BIOS recovery file to the **Recovery Partition**.
  - a Open a Windows Command Prompt window.
  - b At the prompt, type diskpart to start the Microsoft DiskPart.
  - c At the prompt, type **list disk** to list out the available hard drives.
    - Select the hard drive that was installed in Step 3.
  - d At the prompt, type list partition to view the available partitions on this hard drive.
  - e Select **Partition 1** which is the **Recovery Partition**. The size of the partition will be 39 MB.
  - f At the prompt, type **set id=07** to set the partition ID.
    - i NOTE: The partition will be visible to the OS as Local Disk (E) to read and write data.
  - g Create the following folders in Local Disk (E), E:\EFI\Dell\BIOS\Recovery.
  - h Copy both the BIOS files **BIOS\_CUR.rcv** and **BIOS\_PRE.rcv** to the recovery folder on **Local Disk (E)**.
  - i In the **Command Prompt** window, at the **DISKPART** prompt, type **set id=DE**.

    After the executing this command, the partition **Local Disk (E)** will not be accessible by the OS.
- 5 Shut the system down and remove the hard drive and install the hard drive into the original system.
- Start the system up and boot to System Setup, in the **Maintenance** section ensure that **BIOS Recovery from Hard Drive** is enabled in the **BIOS Recovery** section of the setup.
- 7 Press the power button to shut the system down.
- 8 Holding the Ctrl and Esc keys, press the power button to start the system up. Keep holding the Ctrl and Esc keys until the BIOS Recovery Menu page is displayed.

Ensure that the Recover BIOS radio button is selected and click Continue to start the BIOS recovery.

## BIOS recovery using USB key

- (i) NOTE: Ensure that you have the file type extensions visible in the operating system.
- (i) NOTE: Ensure that you have downloaded the latest BIOS from the Dell support site and save it on your system.
- 1 Browse to the location of the downloaded BIOS update executable (.exe) file.
- 2 Rename the file to BIOS IMG.rcv.
  - For example, if the file name is PowerEdge\_T30\_0.0.5.exe, rename it to BIOS\_IMG.rcv
- 3 Copy the BIOS\_IMG.rcv file to the root directory of the USB key.
- 4 If not plugged in, plug in the USB key, restart the system, press F2 to enter the System Setup, and then press power button to shut down the system.

- 5 Start the system.
- While the system is starting up, press the Ctrl+Esc keys while holding the power button until the **BIOS Recovery Menu** dialog box is displayed.
- 7 Click **Continue** to start the BIOS recovery process.
  - NOTE: Ensure that the Recovery BIOS option is selected in the BIOS Recovery Menu dialog box.
- 8 Select the path on the USB drive where BIOS recovery file is stored (root directory or "\") and follow the on-screen instructions.

### Self-Heal

### **Course Introduction**

Self-Heal is an option that helps recover a Dell Latitude system from a No Post, No Power, No Video situation.

### **Self-Heal Instruction**

- 1 Remove the primary battery and the AC adapter.
- 2 Disconnect the CMOS battery.
- 3 Release the flea power. Press and hold the power button down for 10 seconds or leave the system idle for 45 seconds.
- 4 Make sure the CMOS and primary battery are not plugged into the system.
- 5 Plug in the AC adapter. The system will auto power-on when the AC adapter inserted.
- The system will start with a blank screen for a while and will shut down automatically. Watch for the LED lights (power, Wi-Fi, and HDD). It will turn on.
- 7 The system will try to restart twice and will boot on the third attempt.
- 8 Place the CMOS battery and the AC adapter back in the system.
- 9 If self-heal recovers the failure, update the system with the latest BIOS, and perform ePSA to ensure proper functionality of the system.

#### (i) NOTE:

- During installation or removal of any hardware, always ensure all data is backed up properly.
- · For instructions on how to remove or replace parts, visit the Assembly Disassembly.
- · Before beginning to work on the computer, follow the Safety Instructions.

## **Supported Latitude Models**

#### (i) NOTE:

- · Before replacing the system board, perform self-heal as a mandatory step.
- Latitude Self-Heal can be avoided when complete system tear-down is required to access the coin-cell battery.
- · For the Latitude E7 Series (XX70), BIOS Recovery 2.0 should be performed as the primary step.
- In order to reduce troubleshooting time associated with Self-Heal, there is no mandatory requirement to reassemble the system. Technicians can initiate Self-Heal even with the system board exposed.
- · Do not touch any of the exposed components or the system board to avoid shorting and static.
- · If Self-Heal is unable to recover the failure, proceed with replacing the system board.

### (i) NOTE:

**Front-line Agent Action:** Front-line agents must encourage the customer to perform this step before isolating the issue as a motherboard failure. If the customer is not comfortable performing the Self-Heal procedure, then please document the dispatch being created in 5GL. Advise the onsite engineers to perform the Self-Heal procedure as one of the mandatory initial steps. Advise them that if the Self-Heal procedure is unsuccessful, to continue with the regular troubleshooting before part replacement.

**Onsite Engineer Action:** The Latitude Self-Heal procedure has to be a mandatory initial step. If the Self-Heal procedure is unsuccessful, continue with the regular troubleshooting before part replacement. Document Self-Heal results in the call closure log (Self-Heal Pass or Fail).

# Getting help

# **Contacting Dell**

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

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

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