

Inspiron 7590

Service Manual



Notes, cautions, and warnings

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

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

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

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Safety instructions

Prerequisites


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.


About this task


 **NOTE:** 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.

 **NOTE:** The color of your computer and certain components may appear differently than shown in this document.

Before working inside your computer

About this task


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

Steps

1. Ensure that you follow the [Safety Instruction](#).
2. Ensure that your work surface is flat and clean to prevent the computer cover from being scratched.
3. Turn off your computer.
4. Disconnect all network cables from the computer.


 **CAUTION:** To disconnect a network cable, first unplug the cable from your computer and then unplug the cable from the network device.

5. Disconnect your computer and all attached devices from their electrical outlets.
6. Press and hold the power button while the computer is unplugged to ground the system board.

 **NOTE:** 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.

Before you begin

Steps

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

Electrostatic discharge—ESD protection

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

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

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

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

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

Perform the following steps to prevent ESD damage:

- Use a wired ESD wrist strap that is properly grounded. The use of wireless anti-static straps is no longer allowed; they do not provide adequate protection. Touching the chassis before handling parts does not ensure adequate ESD protection on parts with increased sensitivity to ESD damage.
- Handle all static-sensitive components in a static-safe area. If possible, use anti-static floor pads and workbench pads.
- When unpacking a static-sensitive component from its shipping carton, do not remove the component from the anti-static packing material until you are ready to install the component. Before unwrapping the anti-static packaging, ensure that you discharge static electricity from your body.
- Before transporting a static-sensitive component, place it in an anti-static container or packaging.

ESD field service kit

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

Components of an ESD field service kit

The components of an ESD field service kit are:

- **Anti-Static Mat** – The anti-static mat is dissipative and parts can be placed on it during service procedures. When using an anti-static mat, your wrist strap should be snug and the bonding wire should be connected to the mat and to any bare metal on the system being worked on. Once deployed properly, service parts can be removed from the ESD bag and placed directly on the mat. ESD-sensitive items are safe in your hand, on the ESD mat, in the system, or inside a bag.
- **Wrist Strap and Bonding Wire** – The wrist strap and bonding wire can be either directly connected between your wrist and bare metal on the hardware if the ESD mat is not required, or connected to the anti-static mat to protect hardware that is temporarily placed on the mat. The physical connection of the wrist strap and bonding wire between your skin, the ESD mat, and the hardware is

known as bonding. Use only Field Service kits with a wrist strap, mat, and bonding wire. Never use wireless wrist straps. Always be aware that the internal wires of a wrist strap are prone to damage from normal wear and tear, and must be checked regularly with a wrist strap tester in order to avoid accidental ESD hardware damage. It is recommended to test the wrist strap and bonding wire at least once per week.

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

ESD protection summary


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

Transporting sensitive components

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

Lifting equipment

Adhere to the following guidelines when lifting heavy weight equipment:

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

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

After working inside your computer

About this task

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

Steps

1. 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.

2. Connect your computer and all attached devices to their electrical outlets.
3. Turn on your computer.
4. If required, verify that the computer works correctly by running **ePSA diagnostics**.

Removing and installing components

Recommended tools







The procedures in this document may require the following tools:







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

Screw list

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

Table 1. Screw list

| Component | Secured to | Screw type | Quantity | Screw image |
|--|---------------------------------|------------|----------|---|
| Base cover | Palm-rest and keyboard assembly | M2x5 | 5 |  |
| 6-Cell battery | Palm-rest and keyboard assembly | M2x4 | 7 |  |
| 3-Cell battery | Palm-rest and keyboard assembly | M2x4 | 4 |  |
| Display hinges | Palm-rest and keyboard assembly | M2.5x5 | 6 |  |
| Display assembly | Palm-rest and keyboard assembly | M2x4 | 6 |  |
| I/O board | Palm-rest and keyboard assembly | M2x3 | 3 |  |
| CPU fan | Palm-rest and keyboard assembly | M2x4 | 2 |  |
| Power-adaptor port | Palm-rest and keyboard assembly | M1.2x2 | 1 |  |
| Power button and optional fingerprint reader | Palm-rest and keyboard assembly | M1.6x2 | 2 |  |
| GPU fan | Palm-rest and keyboard assembly | M2x4 | 2 |  |
| M.2 2280 Solid-state drive | System board | M2x4 | 2 |  |
| M.2 2230 Solid-state drive | Palm-rest and keyboard assembly | M2x4 | 1 |  |

| Component | Secured to | Screw type | Quantity | Screw image |
|--------------------|---------------------------------|------------|----------|---|
| USB Type-C bracket | System board | M2x4 | 2 |  |
| Touchpad bracket | Palm-rest and keyboard assembly | M2x3 | 3 |  |
| Touchpad | Palm rest and keyboard assembly | M1.6x2 | 2 |  |
| WLAN card bracket | WLAN card | M2x4 | 1 |  |
| System board | Palm-rest and keyboard assembly | M2x4 | 6 |  |
| Keyboard bracket | Palm rest | M1.2x2 | 39 |  |

Base cover

Removing the base cover

Prerequisites

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

About this task

The figure indicates the location of the base cover and provides a visual representation of the removal procedure.



5x
M2x5





Steps

1. Remove the five screws (M2x5) that secure the base cover to the palm-rest and keyboard assembly.
2. Loosen the three captive screws that secure the base cover to the palm-rest and keyboard assembly.
3. Pry open the base cover starting from the top-center edge of the palm-rest and keyboard assembly and follow the "guidance line" indicated in the image to remove the base cover.
4. Lift the base cover off the palm-rest and keyboard assembly.

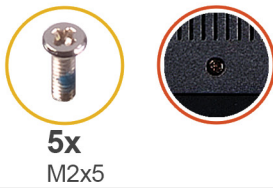
Installing the base cover

Prerequisites

If you are replacing a component, remove the existing component before performing the installation procedure.

About this task

The figure indicates the location of the base cover and provides a visual representation of the installation procedure.



Steps

1. Place the base cover on the palm-rest and keyboard assembly, and snap the base cover into place.
2. Tighten the three captive screws that secure the base cover to the palm-rest and keyboard assembly.
3. Replace the five screws (M2x5) that secure the base cover to the palm-rest and keyboard assembly.

Next steps

1. Follow the procedure in [After working inside your computer](#).

Battery

Lithium-ion battery precautions

⚠ CAUTION:

- Exercise caution when handling Lithium-ion batteries.
- Discharge the battery as much as possible before removing it from the system. This can be done by disconnecting the AC adapter from the system to allow the battery to drain.
- Do not crush, drop, mutilate, or penetrate the battery with foreign objects.
- Do not expose the battery to high temperatures, or disassemble battery packs and cells.
- Do not apply pressure to the surface of the battery.
- Do not bend the battery.
- Do not use tools of any kind to pry on or against the battery.

- Ensure any screws during the servicing of this product are not lost or misplaced, to prevent accidental puncture or damage to the battery and other system components.
- If the battery gets stuck inside your computer as a result of swelling, do not try to release it as puncturing, bending, or crushing a lithium-ion battery can be dangerous. In such an instance, contact Dell technical support for assistance. See www.dell.com/contactdell.
- Always purchase genuine batteries from www.dell.com or authorized Dell partners and resellers.

Removing the 3-cell battery

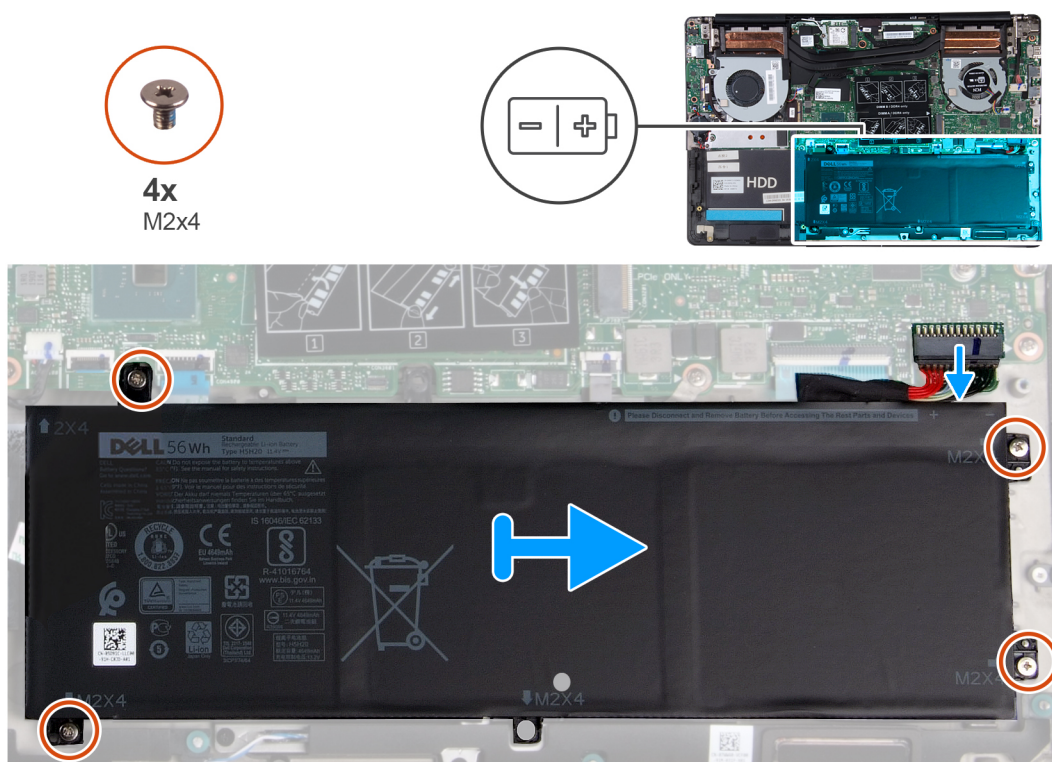
NOTE: The battery type in your computer varies depending on the configuration ordered.

Prerequisites

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

About this task

The figure indicates the location of the battery and provides a visual representation of the removal procedure.



Steps

1. Disconnect the battery cable from the system board.
2. Remove the four screws (M2x4) that secure the battery to the palm-rest and keyboard assembly.
3. Lift the battery off the palm-rest and keyboard assembly.

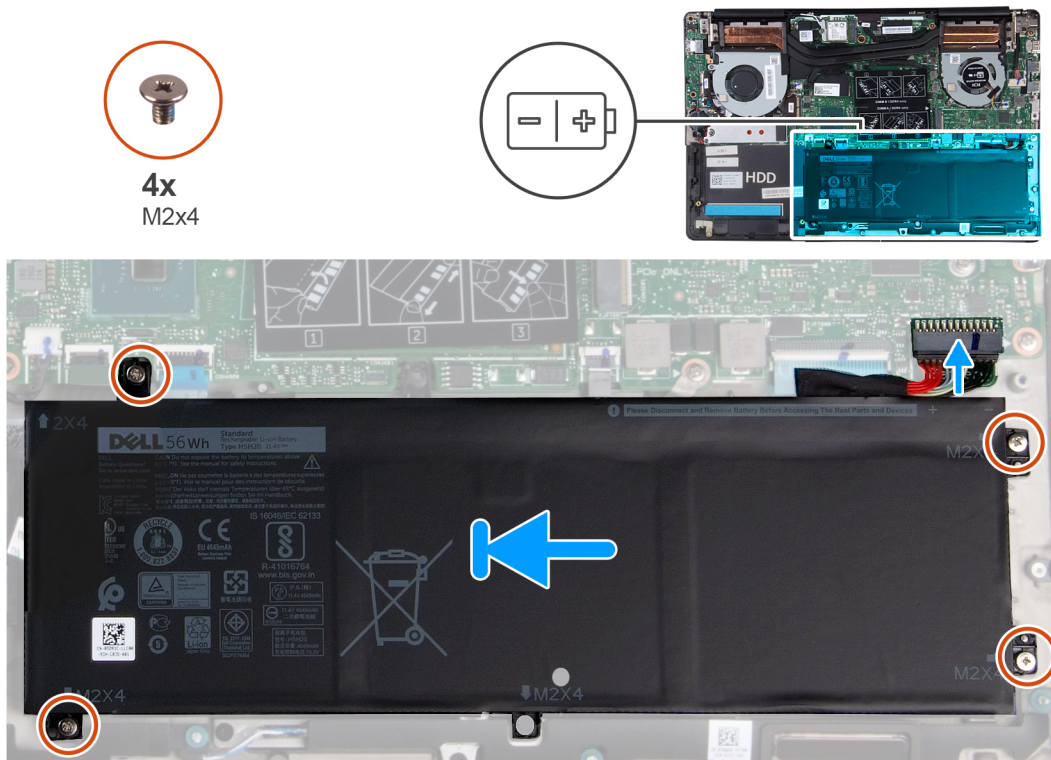
Installing the 3-cell battery

Prerequisites

If you are replacing a component, remove the existing component before performing the installation procedure.

About this task

The figure indicates the location of the battery and provides a visual representation of the installation procedure.



Steps

1. Place the battery on the palm-rest and keyboard assembly and align the screw holes on the battery with the screw holes on the palm-rest and keyboard assembly.
2. Install the four screws (M2x4) that secure the battery to the system board and palm-rest and keyboard assembly.
3. Connect the battery cable to the system board.

Next steps

1. Install the [base cover](#).
2. Follow the procedure in [After working inside your computer](#).

Removing the 6-cell battery

NOTE: The battery type in your computer varies depending on the configuration ordered.

Prerequisites

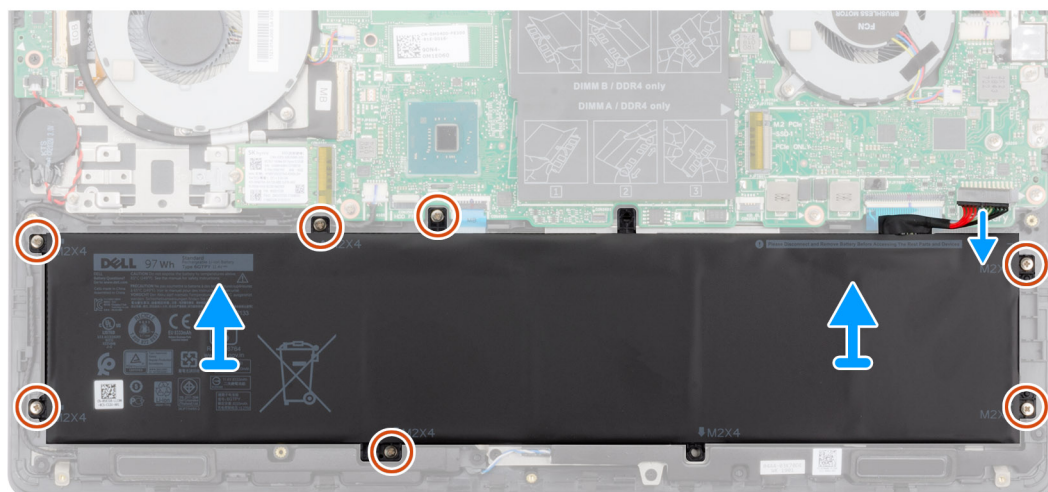
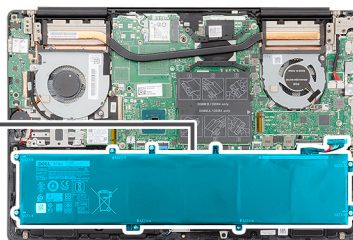
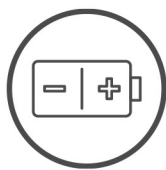
1. Follow the procedure in [Before working inside your computer](#).
2. Remove the [base cover](#).

About this task

The figure indicates the location of the battery and provides a visual representation of the removal procedure.



7x
M2x4



Steps

1. Disconnect the battery cable from the system board.
2. Remove the seven screws (M2x4) that secure the battery to the palm-rest and keyboard assembly.
3. Lift the battery off the palm-rest and keyboard assembly.

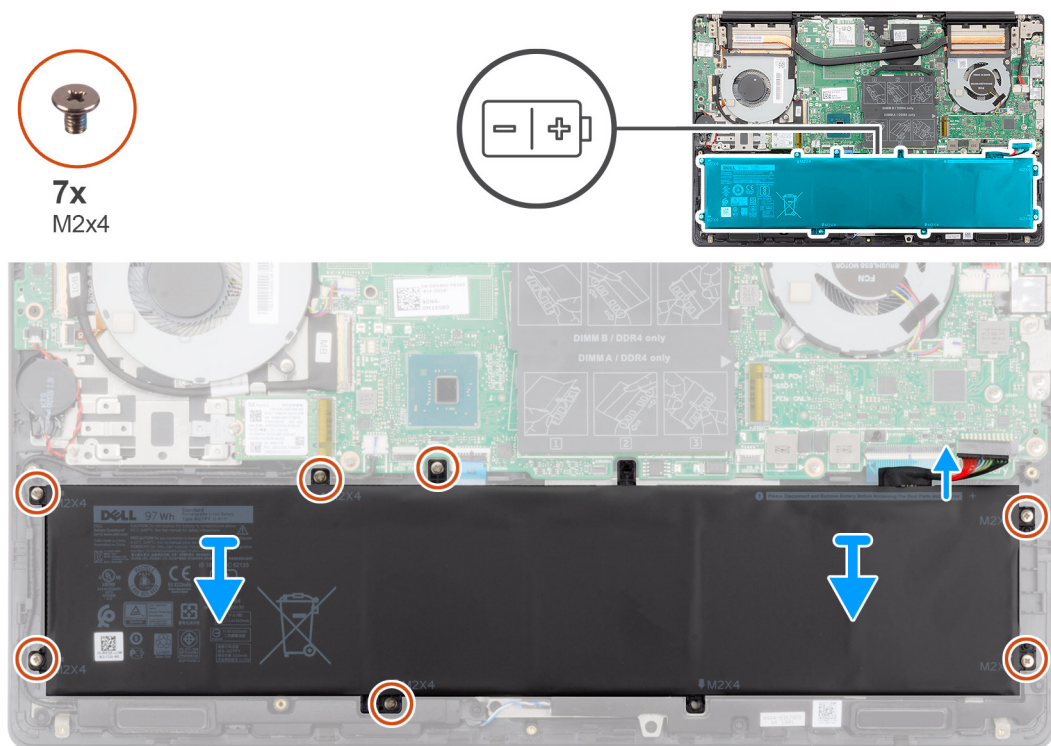
Installing the 6-cell battery

Prerequisites

If you are replacing a component, remove the existing component before performing the installation procedure.

About this task

The figure indicates the location of the battery and provides a visual representation of the installation procedure.



Steps

1. Place the battery on the palm-rest and keyboard assembly and align the screw holes on the battery with the screw holes on the palm-rest and keyboard assembly.
2. Replace the seven screws (M2x4) to secure the battery to the system board and palm-rest and keyboard assembly.
3. Connect the battery cable to the system board.

Next steps

1. Install the [base cover](#).
2. Follow the procedure in [After working inside your computer](#).

Memory modules

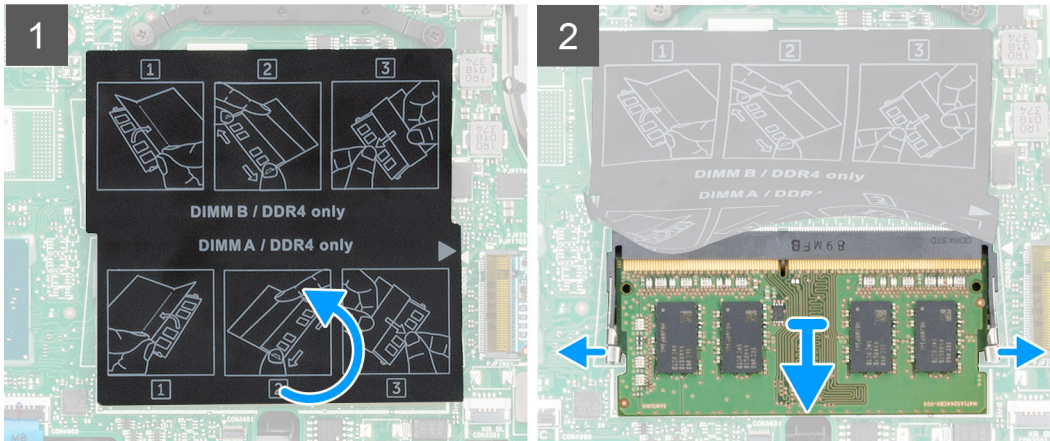
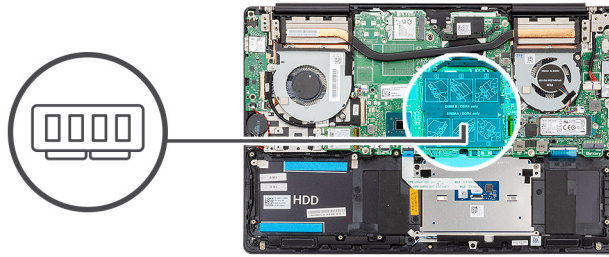
Removing the memory modules

Prerequisites

1. Follow the procedure in [Before working inside your computer](#).
2. Remove the [base cover](#).
3. Disconnect the [battery cable](#).

About this task

The figure indicates the location of the memory module and provides a visual representation of the removal procedure.



Steps

1. Lift the mylar and use your fingertips to carefully spread apart the securing-clips on each end of the memory-module slot until the memory module pops up.
2. Slide and remove the memory module off the memory module slot on the system board.

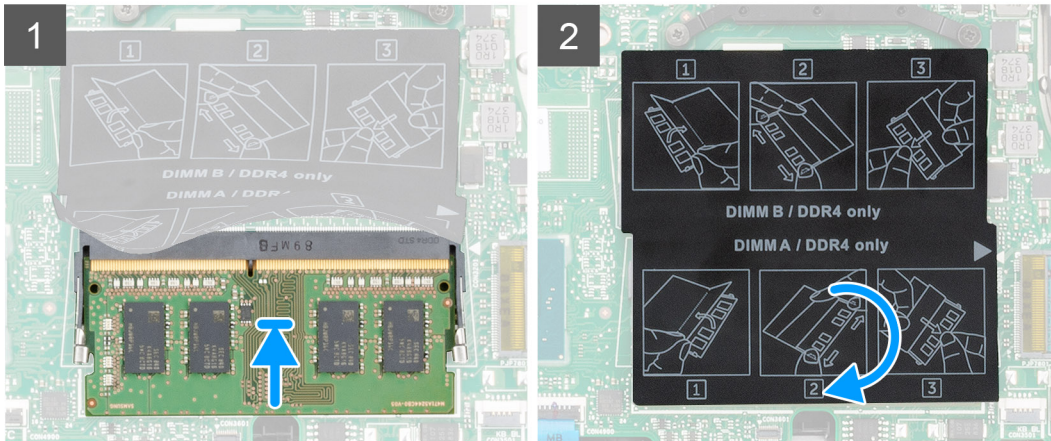
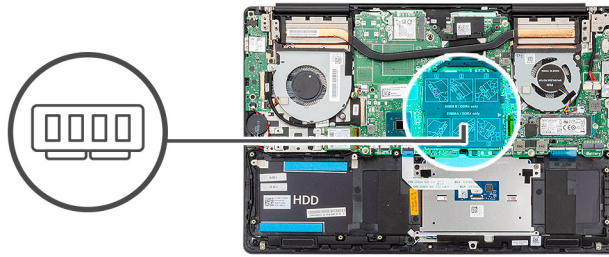
Installing the memory modules

Prerequisites

If you are replacing a component, remove the existing component before performing the installation procedure.

About this task

The figure indicates the location of the memory module and provides a visual representation of the installation procedure.



Steps

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

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

Next steps

1. Connect the [battery cable](#).
2. Install the [base cover](#).
3. Follow the procedure in [After working inside your computer](#).

WLAN card

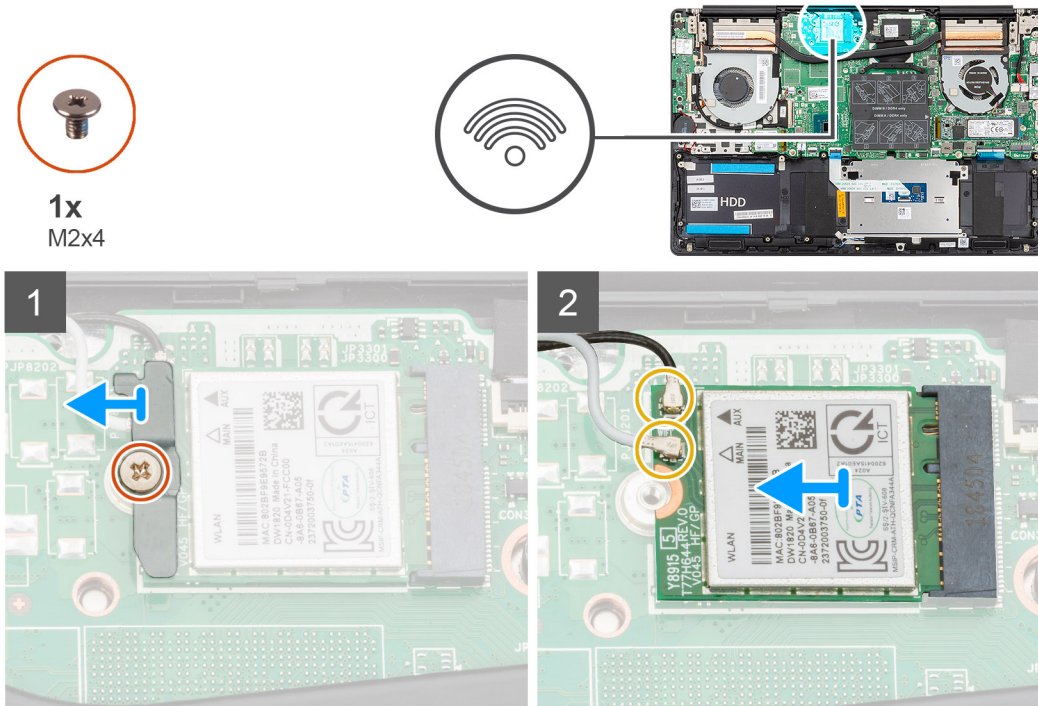
Removing the WLAN card

Prerequisites

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

About this task

The figure indicates the location of the WLAN card and provides a visual representation of the removal procedure.



Steps

1. Remove the screw (M2x4) that secures the WLAN card bracket to the WLAN card.
2. Remove the WLAN card bracket from the WLAN card.
3. Disconnect the antenna cables from the WLAN card.
4. Slide and remove the WLAN card from the WLAN card slot.

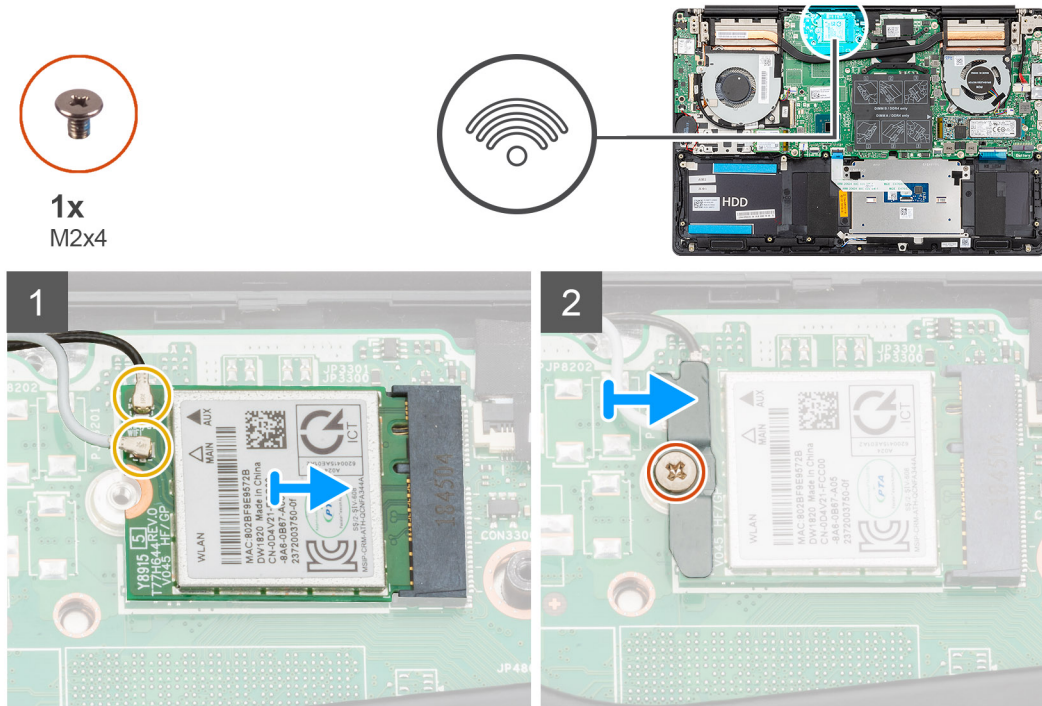
Installing the WLAN card

Prerequisites

If you are replacing a component, remove the existing component before performing the installation procedure.

About this task

The figure indicates the location of the WLAN card and provides a visual representation of the installation procedure.



Steps

1. Align the notch on the WLAN card with the tab on the WLAN card slot and insert the WLAN card at an angle into the WLAN card slot.
2. Connect the antenna cables to the WLAN card.
3. Align and place the WLAN card bracket on the WLAN card.
4. Replace the screw (M2x4) to secure the WLAN card bracket to the WLAN card.

Next steps

1. Install the [battery](#).
2. Install the [base cover](#).
3. Follow the procedure in [After working inside your computer](#).

Solid-state drive

Removing the M.2 2280 solid-state drive

Prerequisites

1. Follow the procedure in [Before working inside your computer](#).
2. Remove the [base cover](#).
3. Disconnect the [battery cable](#).

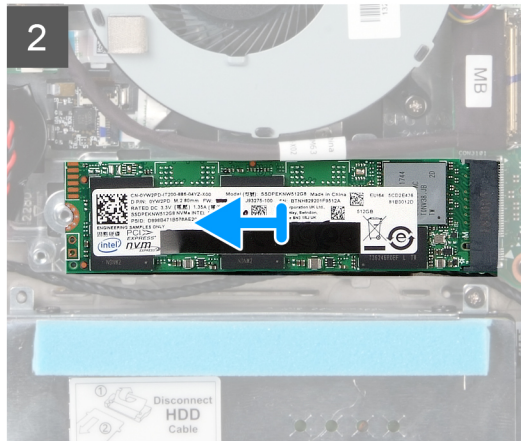
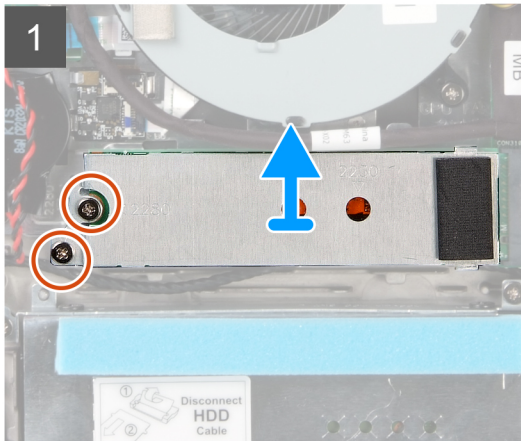
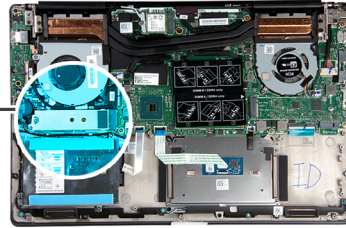
About this task

The figure indicates the location of the solid-state drive and provides a visual representation of the removal procedure.

NOTE: The computer is shipped with solid-state drive shield only if the solid-state drive capacity is more than 512 GB.



2x
M2x4



Steps

1. Remove the two screws (M2x4) that secure the solid-state drive module shield to the palm-rest and keyboard assembly.
2. Slide and remove the solid-state drive module shield from the solid-state drive slot.
3. Slide and remove the solid-state drive module from the solid-state drive slot.

Installing the M.2 2280 solid-state drive

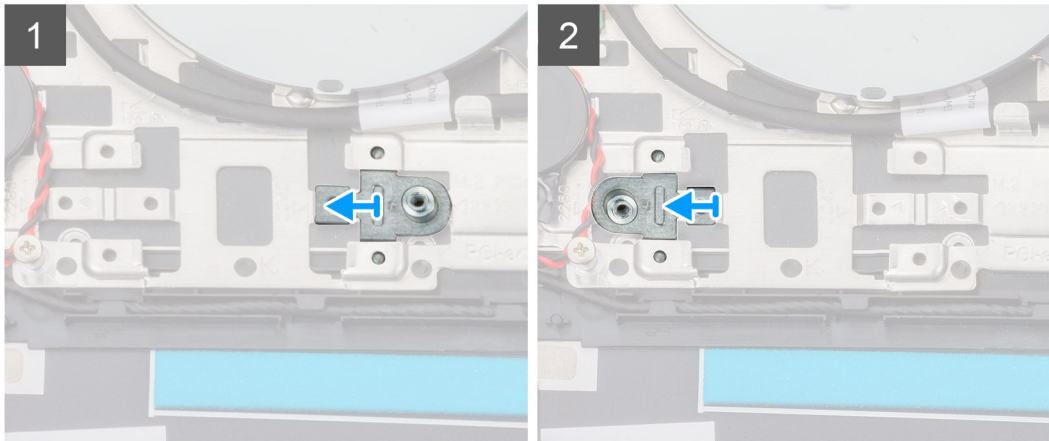
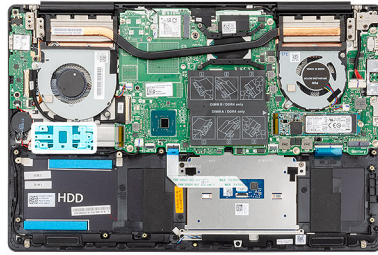
Prerequisites

If you are replacing a component, remove the existing component before performing the installation procedure.

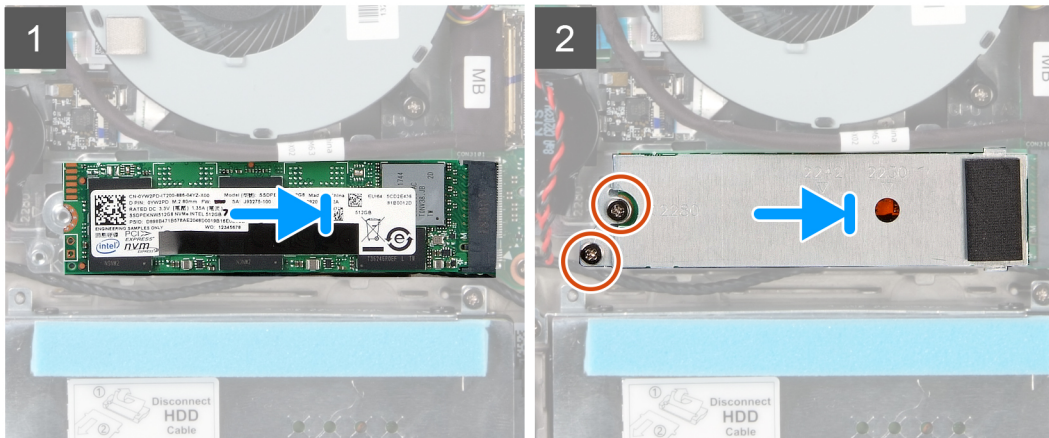
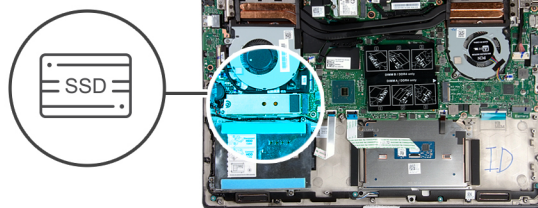
About this task

The figure indicates the location of the solid-state drive bracket and provides a visual representation of the bracket alignment procedure to accommodate the M.2 2280 solid-state drive.

NOTE: The computer is shipped with solid-state drive shield, only if the solid-state drive capacity is more than 512 GB.



The figure indicates the location of the solid-state drive and provides a visual representation of the installation procedure:



Steps

1. If required, align the solid-state drive bracket to accommodate the M.2 2280 solid-state drive.
2. Align the notch on the solid-state drive module with the tab on the solid-state drive slot.
3. Slide the solid-state drive module firmly into the solid-state drive slot at an angle.
4. Secure the tab on the solid-state drive slot with the slot on the solid-state drive bracket.
5. Replace the two screws (M2x4) that secure the solid-state drive module shield to the palm-rest and keyboard assembly.

Next steps

1. Connect the [battery cable](#).
2. Install the [base cover](#).
3. Follow the procedure in [After working inside your computer](#).

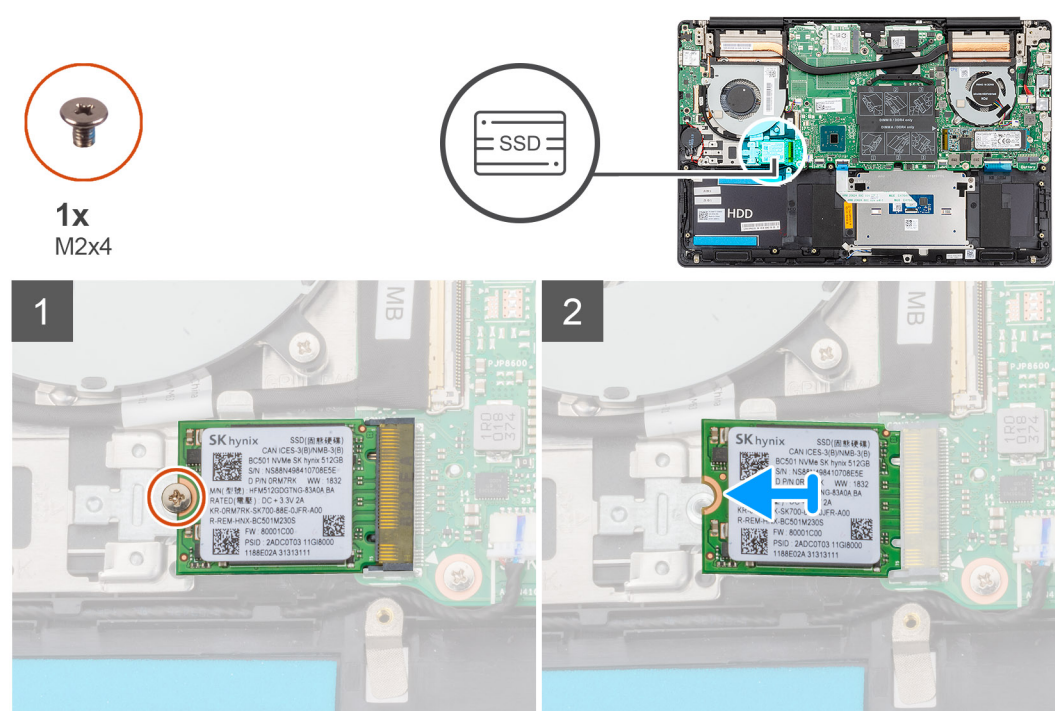
Removing the M.2 2230 solid-state drive

Prerequisites

1. Follow the procedure in [Before working inside your computer](#).
2. Remove the [base cover](#).
3. Disconnect the [battery cable](#).

About this task

The figure indicates the location of the M.2 2230 solid-state drive and provides a visual representation of the removal procedure.



Steps

1. Remove the screw (M2x4) that secures the solid-state drive to the palm-rest and keyboard assembly.
2. Slide and remove the solid-state drive module from the solid-state drive slot on the system board.

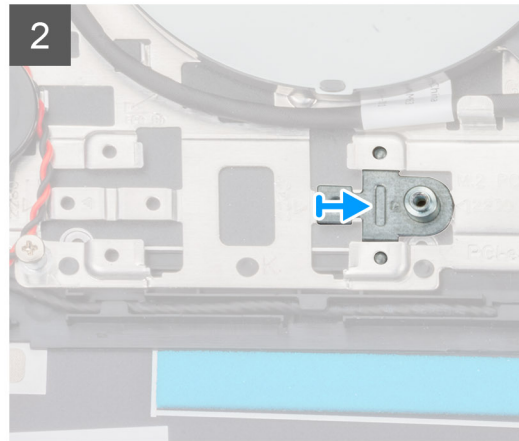
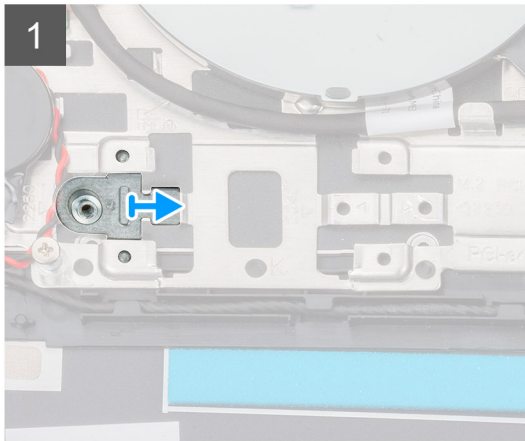
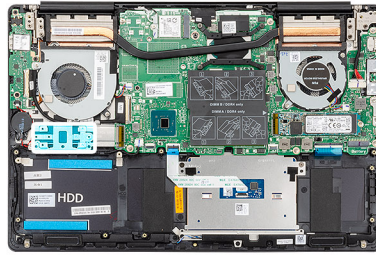
Installing the M.2 2230 solid-state drive

Prerequisites

If you are replacing a component, remove the existing component before performing the installation procedure.

About this task

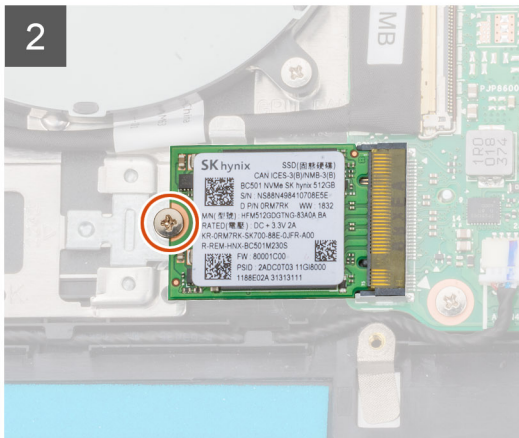
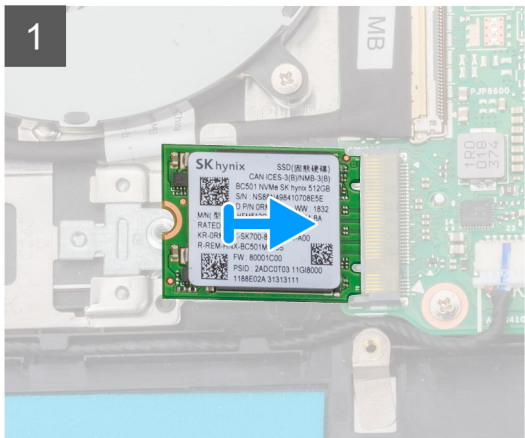
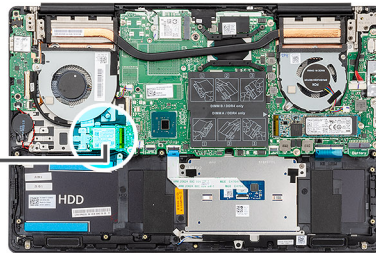
The figure indicates the location of the solid-state drive bracket and provides a visual representation of the bracket alignment procedure to accommodate the M.2 2230 solid-state drive.



The figure indicates the location of the M.2 2230 solid-state drive and provides a visual representation of the installation procedure:



1x
M2x4



Steps

1. If required, align the solid-state drive bracket to accommodate the M.2 2230 solid-state drive.
2. Align the notch on the solid-state drive module with the tab on the solid-state drive slot.
3. Slide the solid-state drive module firmly into the solid-state drive slot at an angle.
4. Replace the screw (M2x4) that secures the solid-state drive module to the palm-rest and keyboard assembly.

Next steps

1. Connect the [battery cable](#).
2. Install the [base cover](#).

3. Follow the procedure in [After working inside your computer](#).

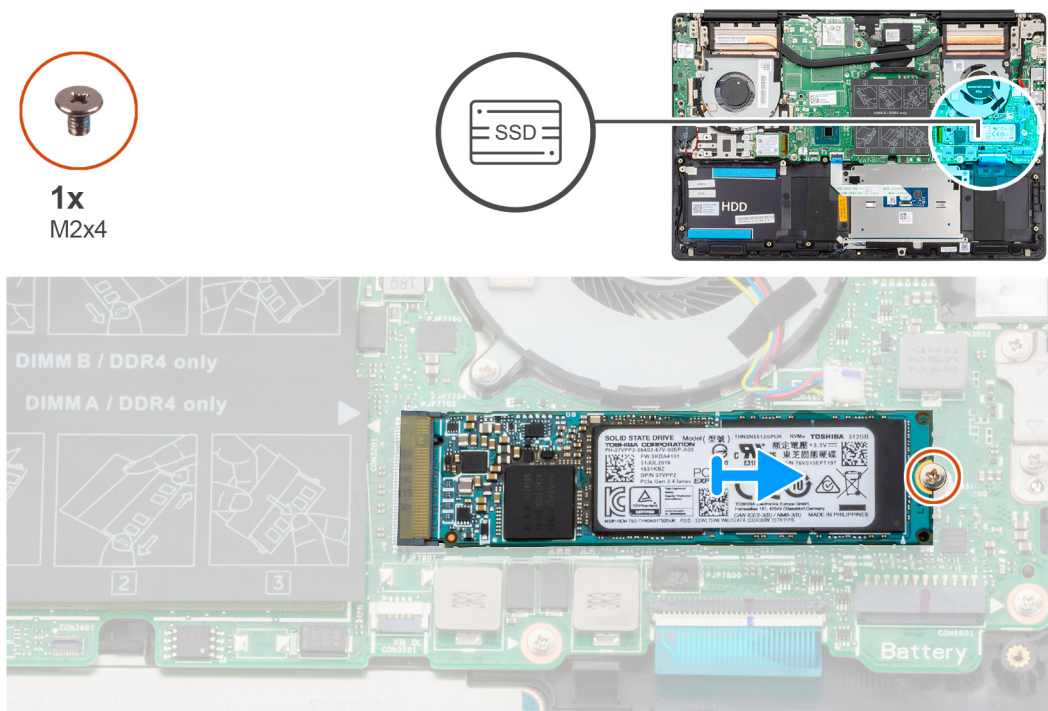
Removing the M.2 2280 PCIe solid-state drive

Prerequisites

1. Follow the procedure in [Before working inside your computer](#).
2. Remove the [base cover](#).
3. Disconnect the [battery cable](#).

About this task

The figure indicates the location of the M.2 2280 PCIe solid-state drive and provides a visual representation of the removal procedure.



Steps

1. Remove the screw (M2x4) that secures the solid-state drive to the system board.
2. Slide and remove the solid-state drive module from the solid-state drive slot on the system board.

Installing the M.2 2280 PCIe solid-state drive

Prerequisites

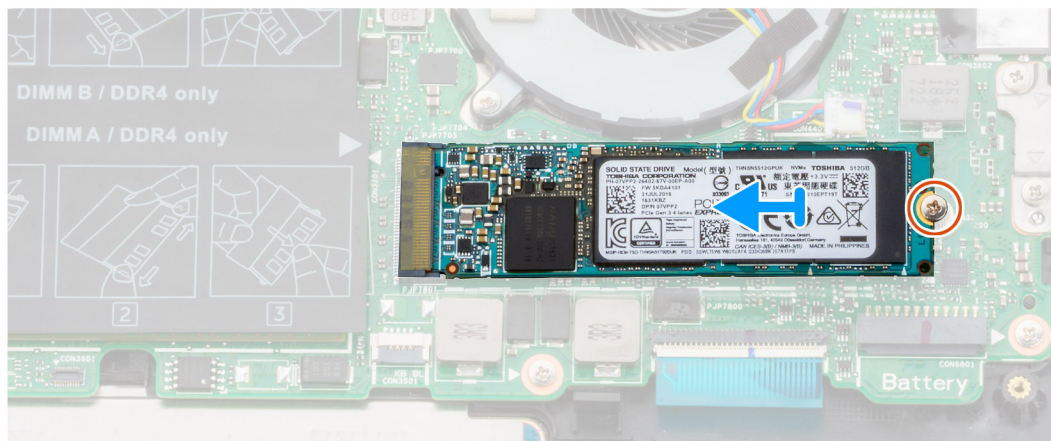
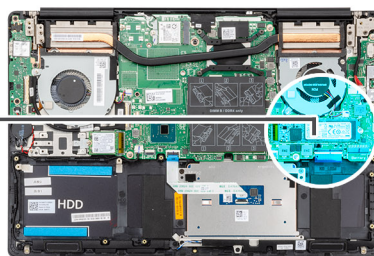
If you are replacing a component, remove the existing component before performing the installation procedure.

About this task

The figure indicates the location of the M.2 2280 PCIe solid-state drive and provides a visual representation of the installation procedure:



1x
M2x4



Steps

1. Align the notch on the solid-state drive module with the tab on the solid-state drive slot.
2. Slide the solid-state drive module firmly into the solid-state drive slot at an angle.
3. Replace the screw (M2x4) that secures the solid-state drive module to the system board.

Next steps

1. Connect the [battery cable](#).
2. Install the [base cover](#).
3. Follow the procedure in [After working inside your computer](#).

Speakers

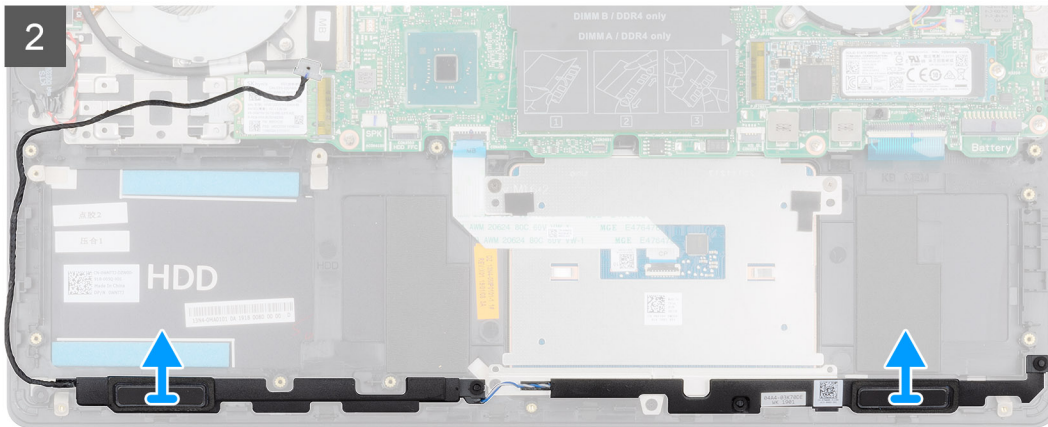
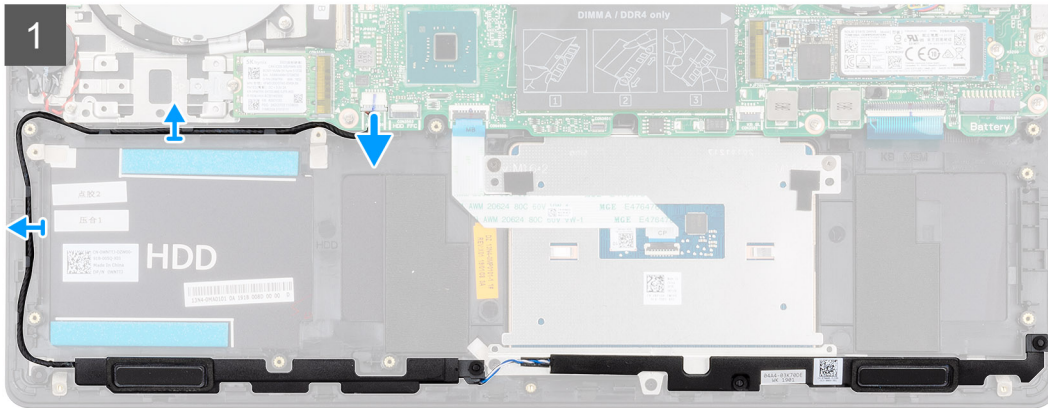
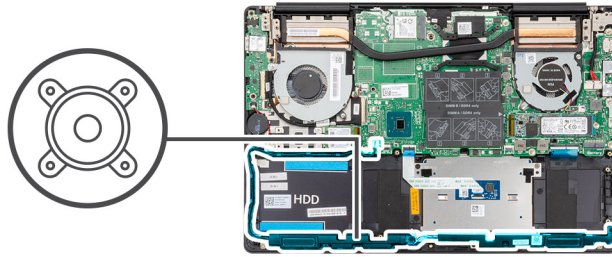
Removing the speakers

Prerequisites

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

About this task

The figure indicates the location of the speakers and provides a visual representation of the removal procedure.



Steps

1. Disconnect the speaker cable from the system board.
2. Note the routing of the speaker cable and remove the speaker cable from the routing guides on the palm-rest and keyboard assembly.
i **NOTE:** Note the position of the rubber grommets before lifting the speakers.
3. Lift the speakers, along with the cable, off the palm-rest and keyboard assembly.

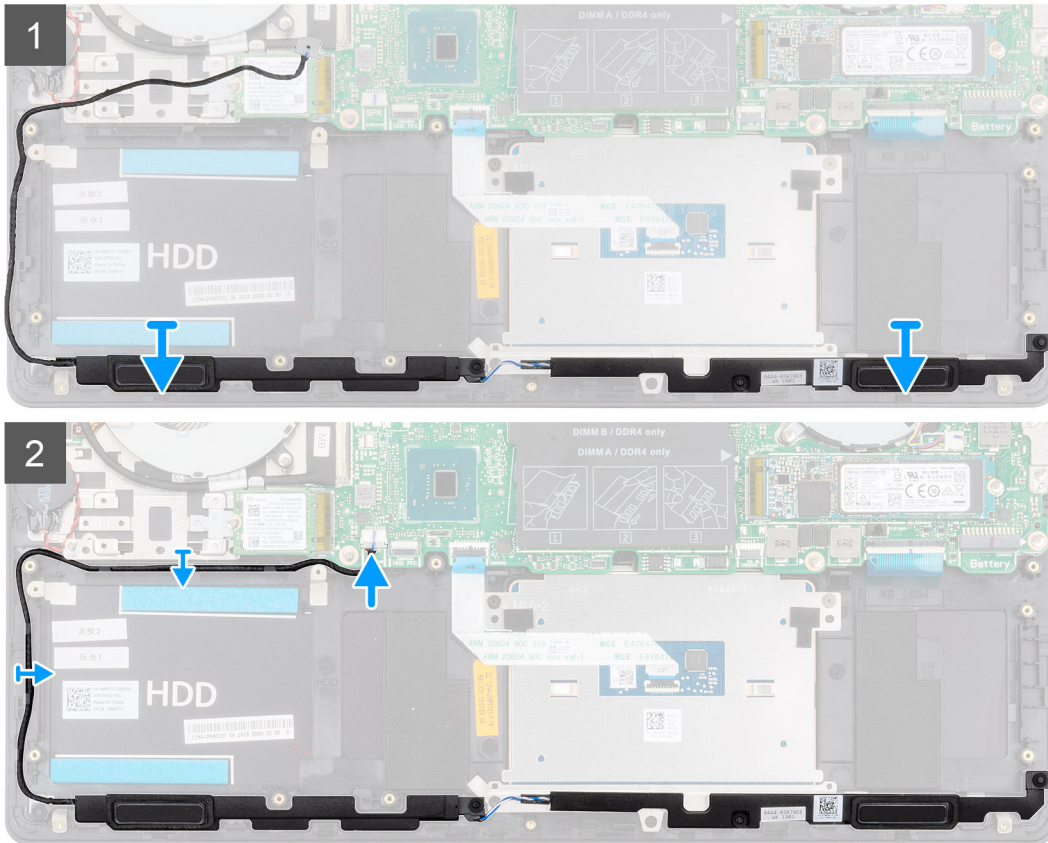
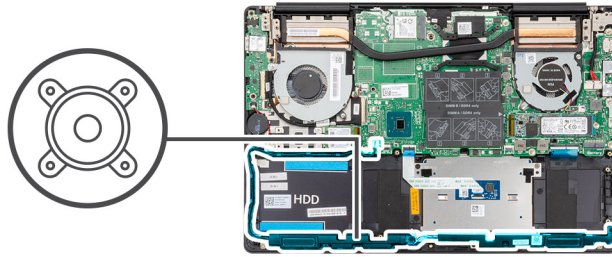
Installing the speakers

Prerequisites

If you are replacing a component, remove the existing component before performing the installation procedure.

About this task

The figure indicates the location of the speakers and provides a visual representation of the installation procedure.



Steps

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

Next steps

1. Install the [battery](#).
2. Install the [base cover](#).
3. Follow the procedure in [After working inside your computer](#).

Graphics Processing Unit (GPU) fan

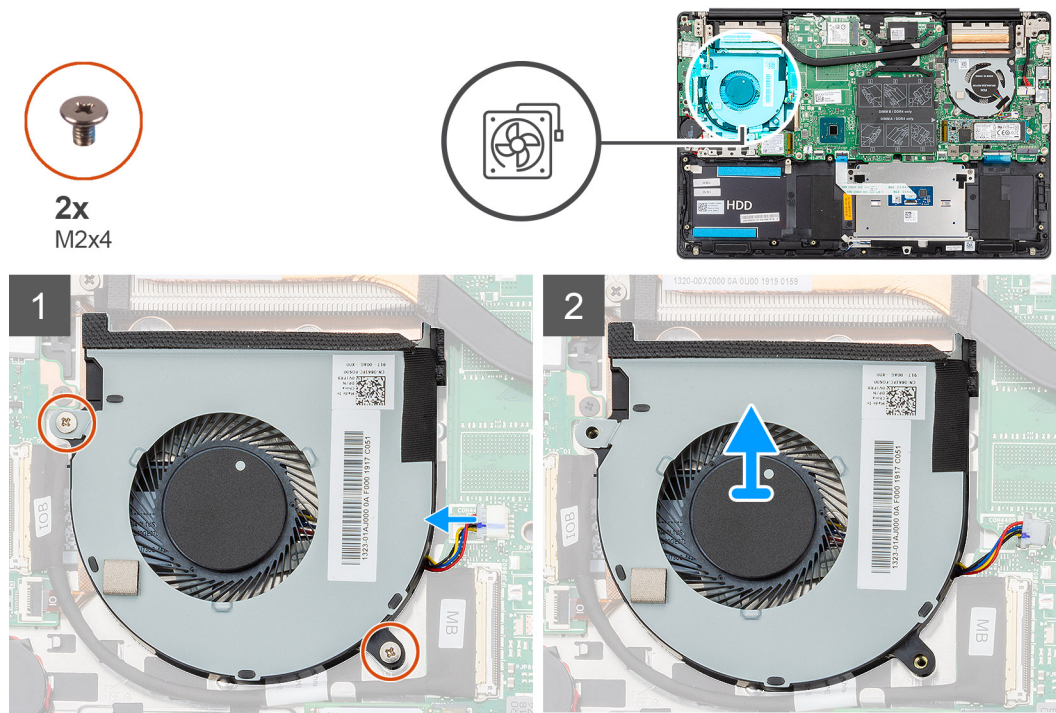
Removing the GPU fan

Prerequisites

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

About this task

The figure indicates the location of the GPU fan and provides a visual representation of the removal procedure.



Steps

1. Remove the two (M2x4) screws that secure the GPU fan to the palm-rest and keyboard assembly.
2. Disconnect the GPU fan cable from the system board.
3. Slide and lift the GPU fan off the palm-rest and keyboard assembly.

Installing the GPU fan

Prerequisites

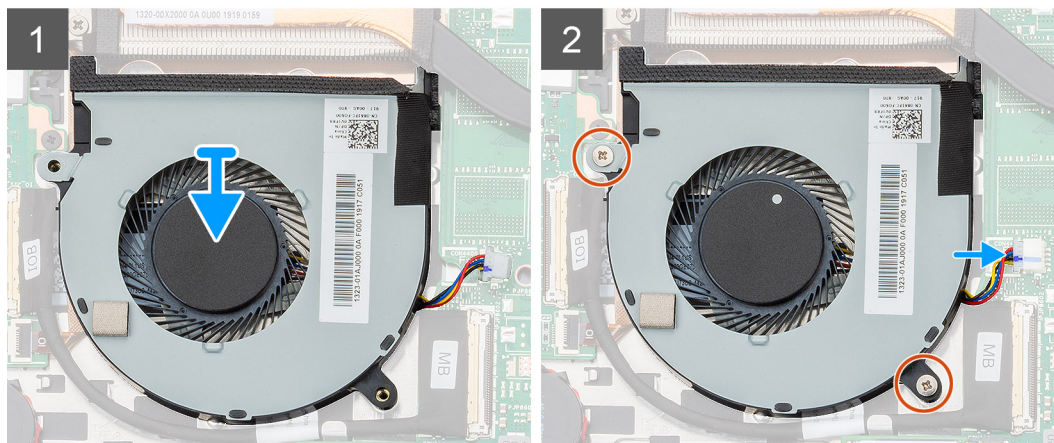
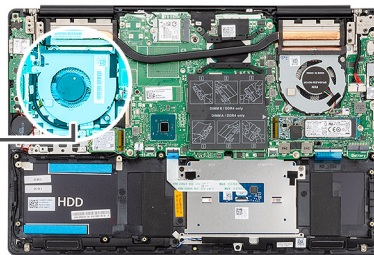
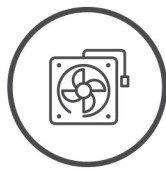
If you are replacing a component, remove the existing component before performing the installation procedure.

About this task

The figure indicates the location of the GPU fan and provides a visual representation of the installation procedure.



2x
M2x4



Steps

1. Slide and place the GPU fan on the palm-rest and keyboard assembly.
2. Align the screw holes on the GPU fan with the screw holes on the palm-rest and keyboard assembly.
3. Replace the two (M2x4) screws to secure the GPU fan to the palm-rest and keyboard assembly.
4. Connect the GPU fan cable to the system board.

Next steps

1. Install the [battery](#).
2. Install the [base cover](#).
3. Follow the procedure in [After working inside your computer](#).

CPU fan

Removing the CPU fan

Prerequisites

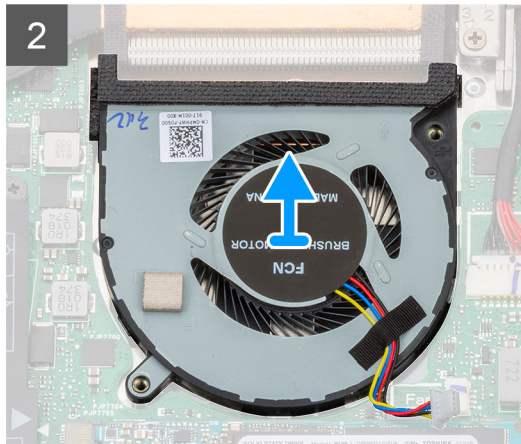
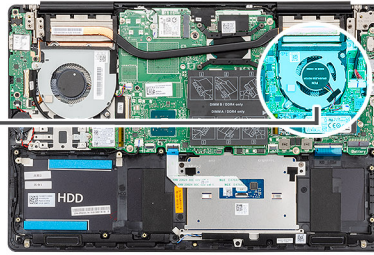
1. Follow the procedure in [Before working inside your computer](#).
2. Remove the [base cover](#).
3. Remove the [battery](#).

About this task

The figure indicates the location of the CPU fan and provides a visual representation of the removal procedure.



2x
M2x4



Steps

1. Remove the two (M2x4) screws that secure the CPU fan to the palm-rest and keyboard assembly.
2. Disconnect the CPU fan cable from the system board.
3. Slide and lift the CPU fan off the palm-rest and keyboard assembly.

Installing the CPU fan

Prerequisites

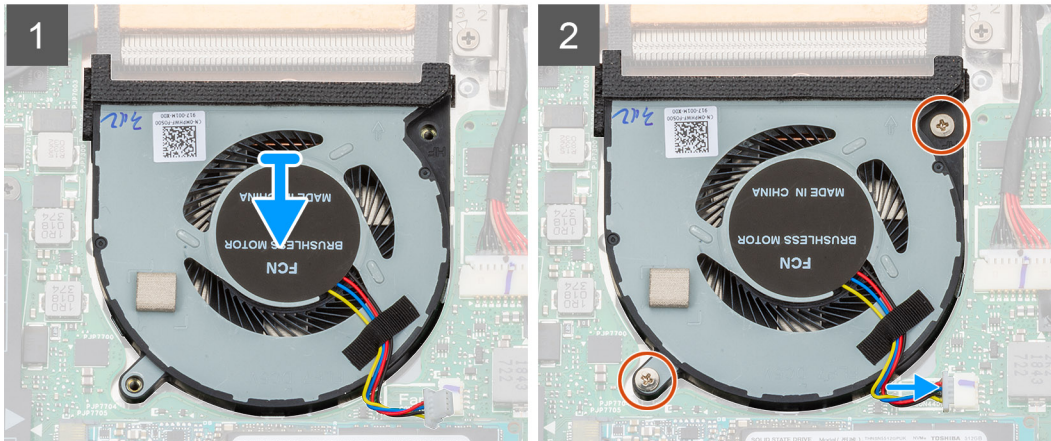
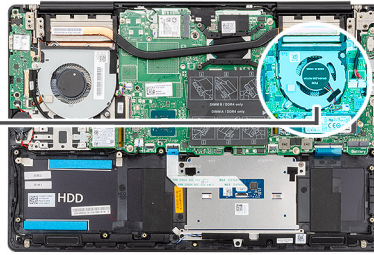
If you are replacing a component, remove the existing component before performing the installation procedure.

About this task

The figure indicates the location of the CPU fan and provides a visual representation of the installation procedure.



2x
M2x4



Steps

1. Slide and place the CPU fan on the palm-rest and keyboard assembly.
2. Align the screw holes on the CPU fan with the screw holes on the palm-rest and keyboard assembly.
3. Replace the two (M2x4) screws to secure the CPU fan to the palm-rest and keyboard assembly.
4. Connect the CPU fan cable to the system board.

Next steps

1. Install the [battery](#).
2. Install the [base cover](#).
3. Follow the procedure in [After working inside your computer](#).

Heat sink

Removing the heat sink—UMA

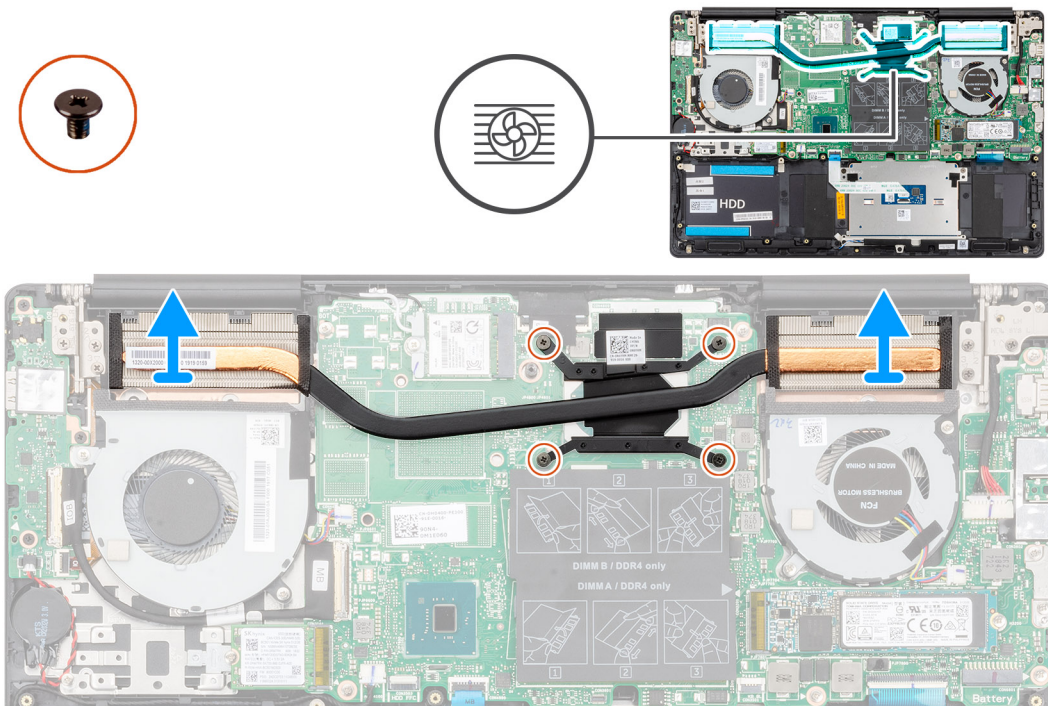
NOTE: The heat sink type in your computer varies depending on the configuration ordered.

Prerequisites

1. Follow the procedure in [Before working inside your computer](#).
2. Remove the [base cover](#).
3. Remove the [battery](#).
4. Remove the [GPU fan](#).
5. Remove the [CPU fan](#).

About this task

The figure indicates the location of the heat sink and provides a visual representation of the removal procedure.



Steps

1. In sequential order (as indicated on the heat sink), loosen the four captive screws that secure the heat sink to the system board.
2. Lift and remove the heat sink off the palm-rest and keyboard assembly.

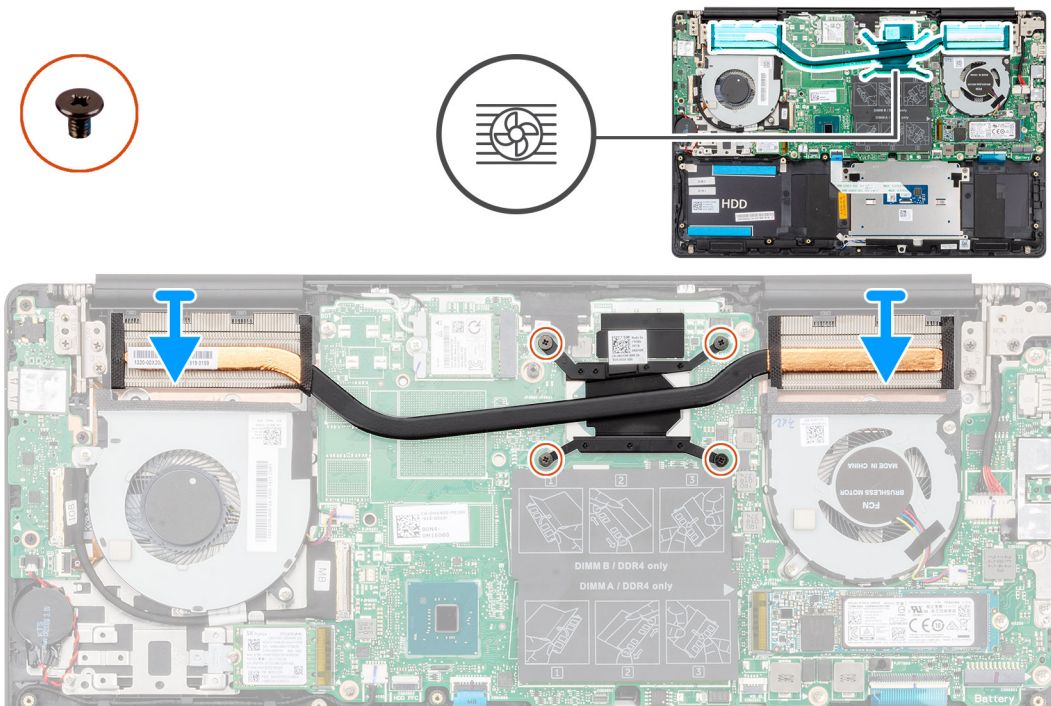
Installing the heat sink—UMA

Prerequisites

If you are replacing a component, remove the existing component before performing the installation procedure.

About this task

The figure indicates the location of the heat sink and provides a visual representation of the installation procedure.



Steps

1. Place the heat sink on the system board and align the screw holes on the heat sink with the screw holes on the system board.
2. In sequential order (as indicated on the heat sink), tighten the four captive screws that secure the heat sink to the system board.

Next steps

1. Install the [CPU fan](#).
2. Install the [GPU fan](#).
3. Install the [battery](#).
4. Install the [base cover](#).
5. Follow the procedure in [After working inside your computer](#).

Removing the heat sink—discrete

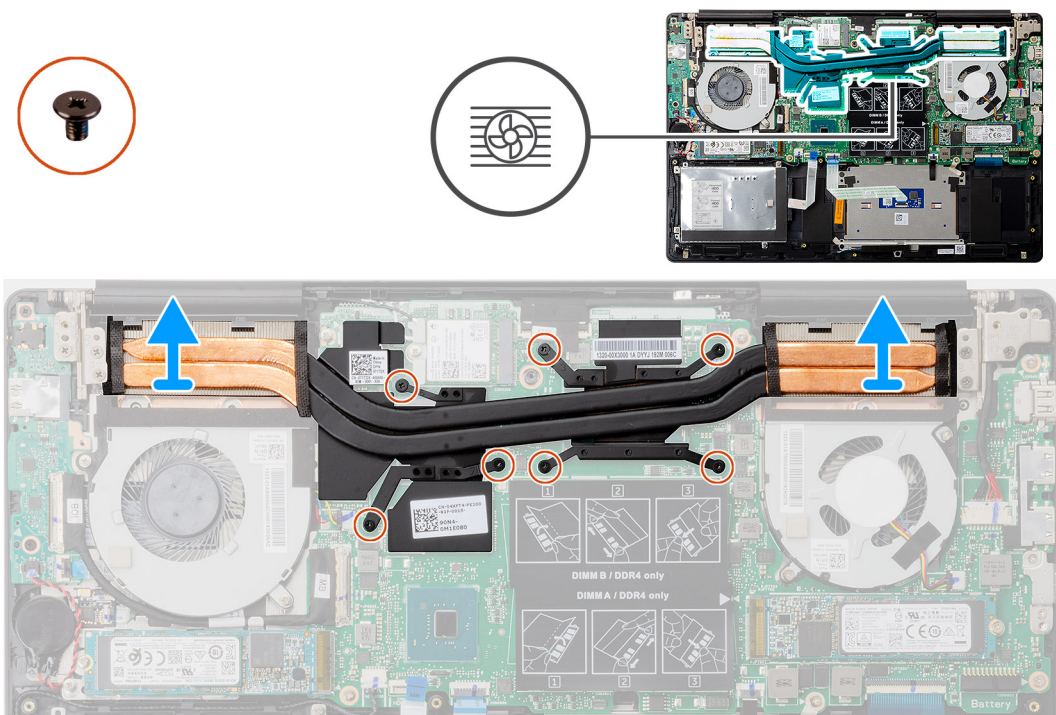
NOTE: The heat sink type in your computer varies depending on the configuration ordered.

Prerequisites

1. Follow the procedure in [Before working inside your computer](#).
2. Remove the [base cover](#).
3. Remove the [battery](#).
4. Remove the [GPU fan](#).
5. Remove the [CPU fan](#).

About this task

The figure indicates the location of the heat sink and provides a visual representation of the removal procedure.



Steps

1. In sequential order (as indicated on the heat sink), loosen the seven captive screws that secure the heat sink to the system board.
2. Lift and remove the heat sink off the system board.

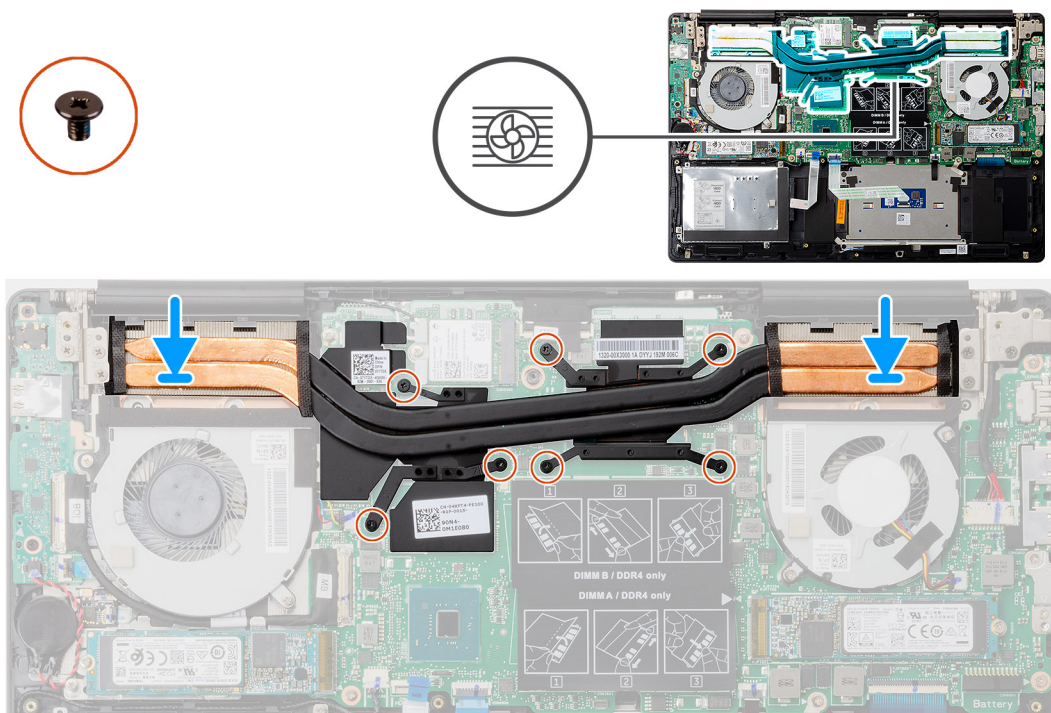
Installing the heat sink—discrete

Prerequisites

If you are replacing a component, remove the existing component before performing the installation procedure.

About this task

The figure indicates the location of the heat sink and provides a visual representation of the installation procedure.



Steps

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

Next steps

1. Install the [CPU fan](#).
2. Install the [GPU fan](#).
3. Install the [battery](#).
4. Install the [base cover](#).
5. Follow the procedure in [After working inside your computer](#).

Coin-cell battery

Removing the coin-cell battery

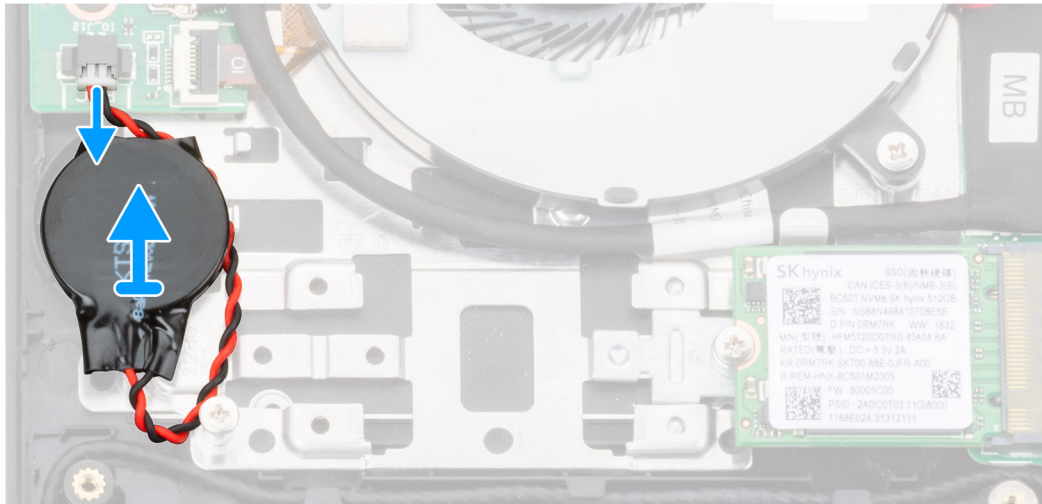
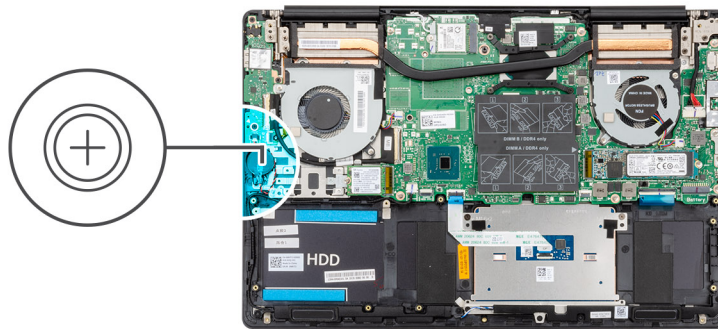
Prerequisites

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

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

About this task

The figure indicates the location of the coin-cell battery and provides a visual representation of the removal procedure.



Steps

1. Disconnect the coin-cell battery cable from the I/O board.
2. Peel the coin-cell battery off the palm-rest and keyboard assembly.

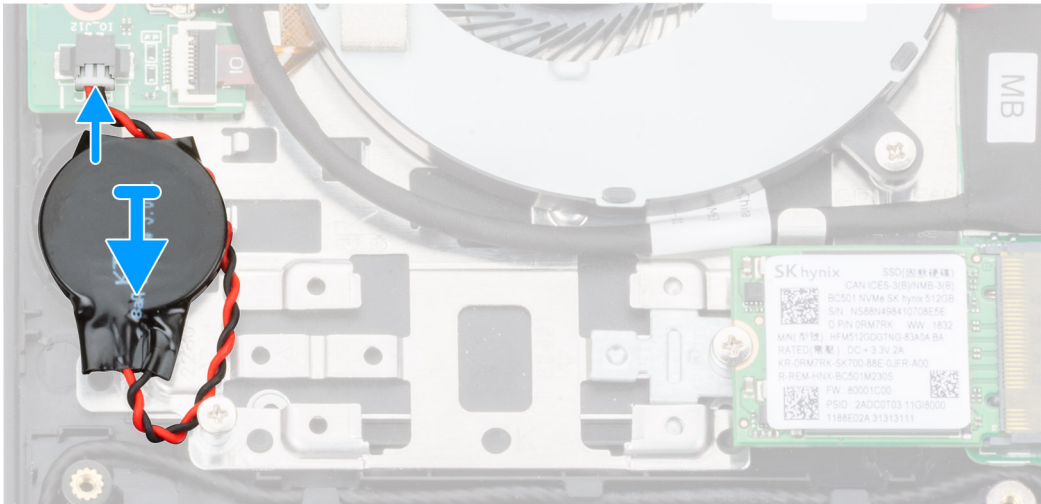
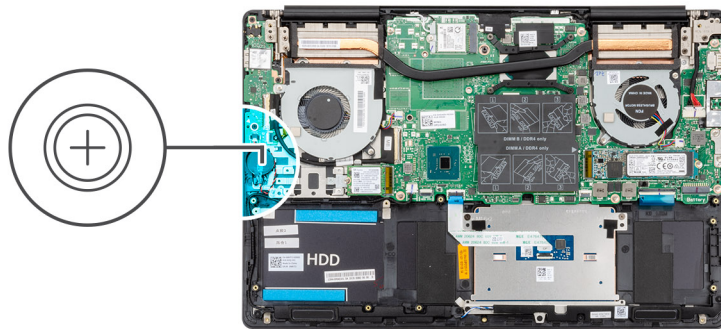
Installing the coin-cell battery

Prerequisites

If you are replacing a component, remove the existing component before performing the installation procedure.

About this task

The figure indicates the location of the coin-cell battery and provides a visual representation of the installation procedure.



Steps

1. Adhere the coin-cell battery to the slot on the palm-rest and keyboard assembly.
2. Route the coin-cell battery cable as illustrated and connect it to the I/O board.

Next steps

1. Install the [battery](#).
2. Install the [base cover](#).
3. Follow the procedure in [After working inside your computer](#).

I/O board

Removing the I/O board

Prerequisites

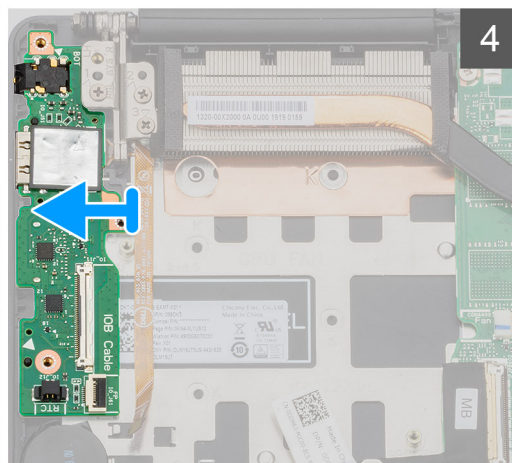
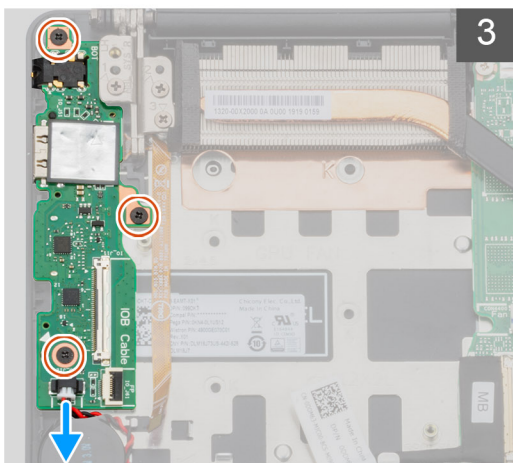
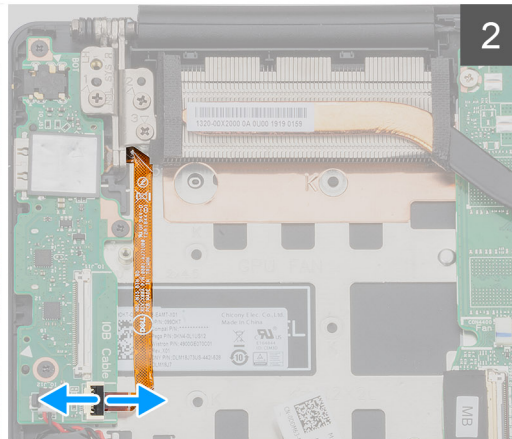
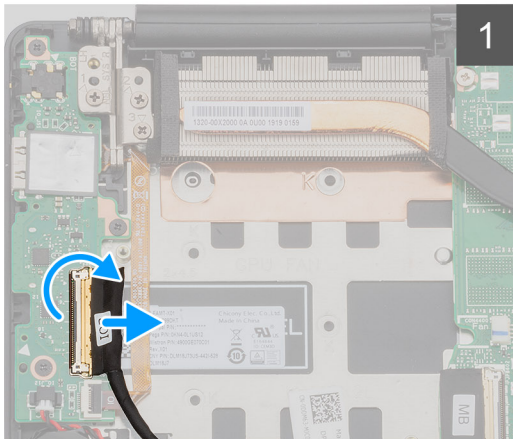
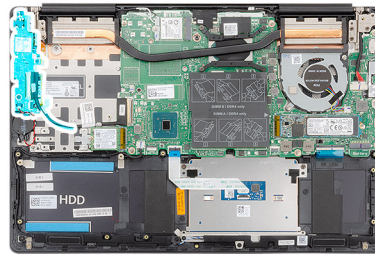
1. Follow the procedure in [Before working inside your computer](#).
2. Remove the [base cover](#).
3. Remove the [battery](#).
4. Remove the [GPU fan](#).

About this task

The figure indicates the location of the I/O board and provides a visual representation of the removal procedure.



3x
M2x3



Steps

1. Open the latch and disconnect the I/O-board cable from the I/O board.
2. Open the latch and disconnect the fingerprint reader cable from the I/O board.
3. Disconnect the coin-cell battery cable from the I/O board.
4. Remove the three screws (M2x3) that secure the I/O board to the palm-rest and keyboard assembly.
5. Lift the I/O board off the palm-rest and keyboard assembly.

Installing the I/O board

Prerequisites

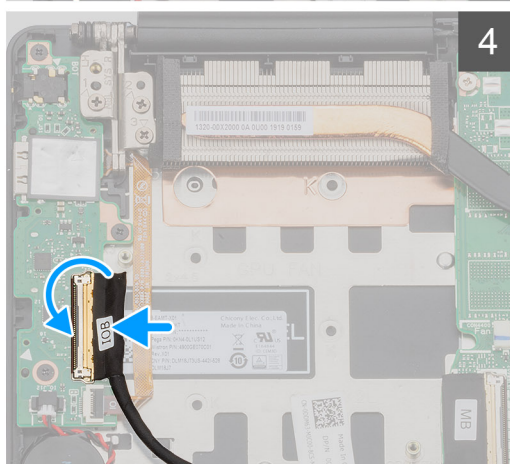
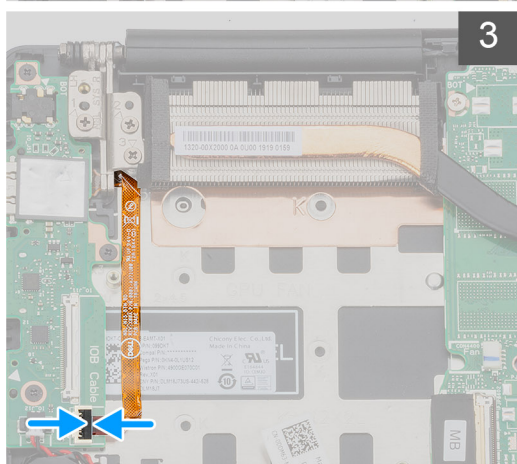
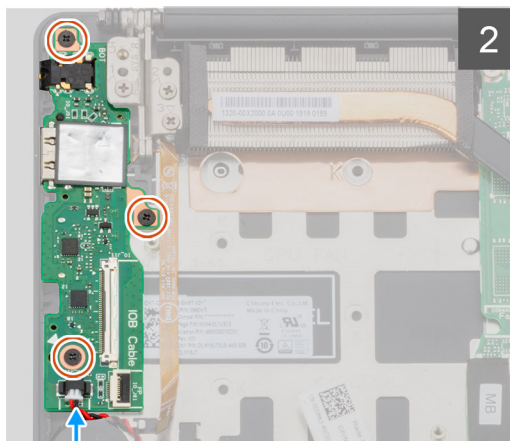
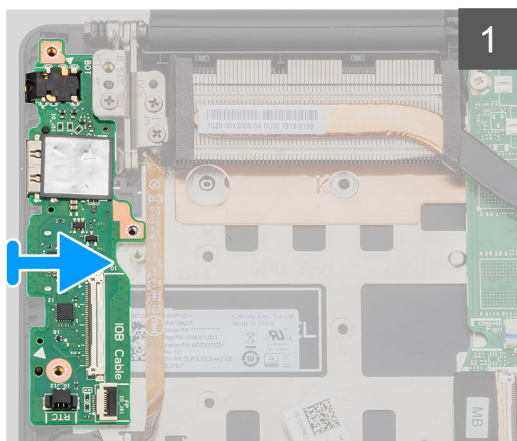
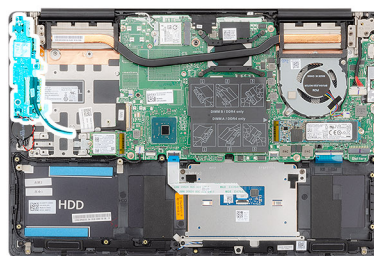
If you are replacing a component, remove the existing component before performing the installation procedure.

About this task

The figure indicates the location of the I/O board and provides a visual representation of the installation procedure.



3x
M2x3



Steps

1. Place the I/O board on the palm-rest and keyboard assembly.
2. Align the screw holes on the I/O board with the screw holes on the palm-rest and keyboard assembly.
3. Replace the three screws (M2x3) that secure the I/O board to the palm-rest and keyboard assembly.
4. Connect the coin-cell battery cable to the I/O board.
5. Connect the fingerprint reader cable to the I/O board and close the latch to secure the cable.
6. Connect the I/O-board cable to the I/O board and close the latch to secure the cable.

Next steps

1. Install the [GPU fan](#).
2. Install the [battery](#).
3. Install the [base cover](#).
4. Follow the procedure in [After working inside your computer](#).

Power button with optional fingerprint reader

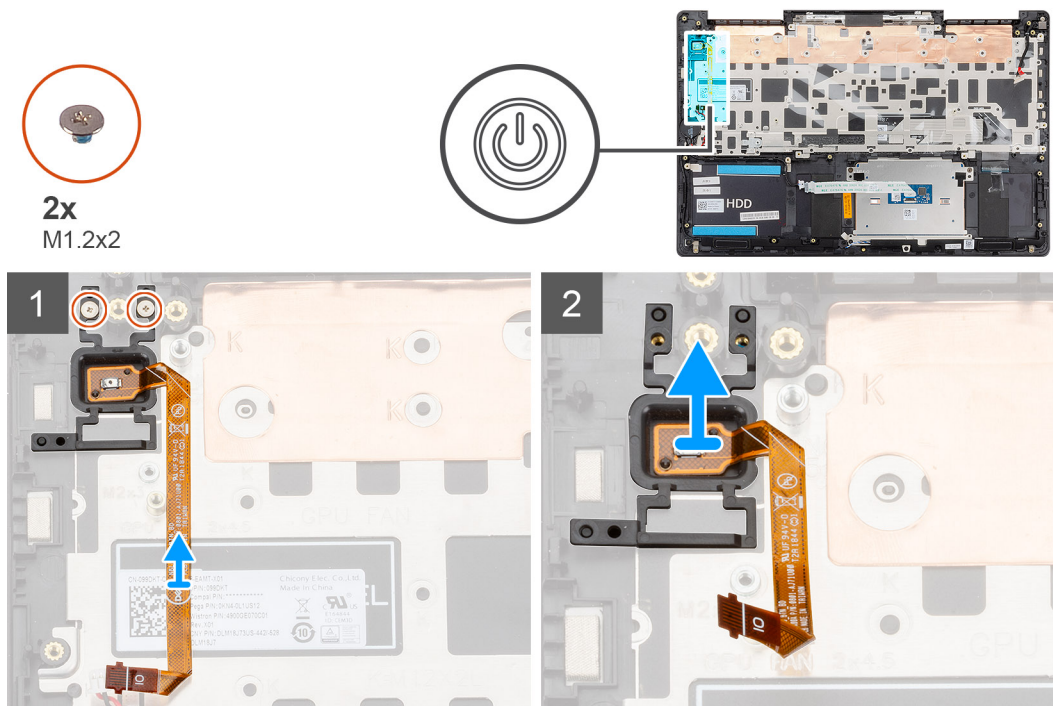
Removing the power button and optional fingerprint reader

Prerequisites

1. Follow the procedure in [Before working inside your computer](#).
2. Remove the [base cover](#).
3. Remove the [battery](#).
4. Remove the [WLAN card](#).
5. Remove the [GPU fan](#).
6. Remove the [I/O board](#).

About this task

The figure indicates the location of the power button with optional fingerprint reader and provides a visual representation of the removal procedure.



Steps

1. Remove the two screws (M1.2x2) that secure the power button with optional fingerprint reader to the palm-rest and keyboard assembly.
2. Lift the power button with optional fingerprint-reader, along with the fingerprint reader cable, off the palm-rest and keyboard assembly.

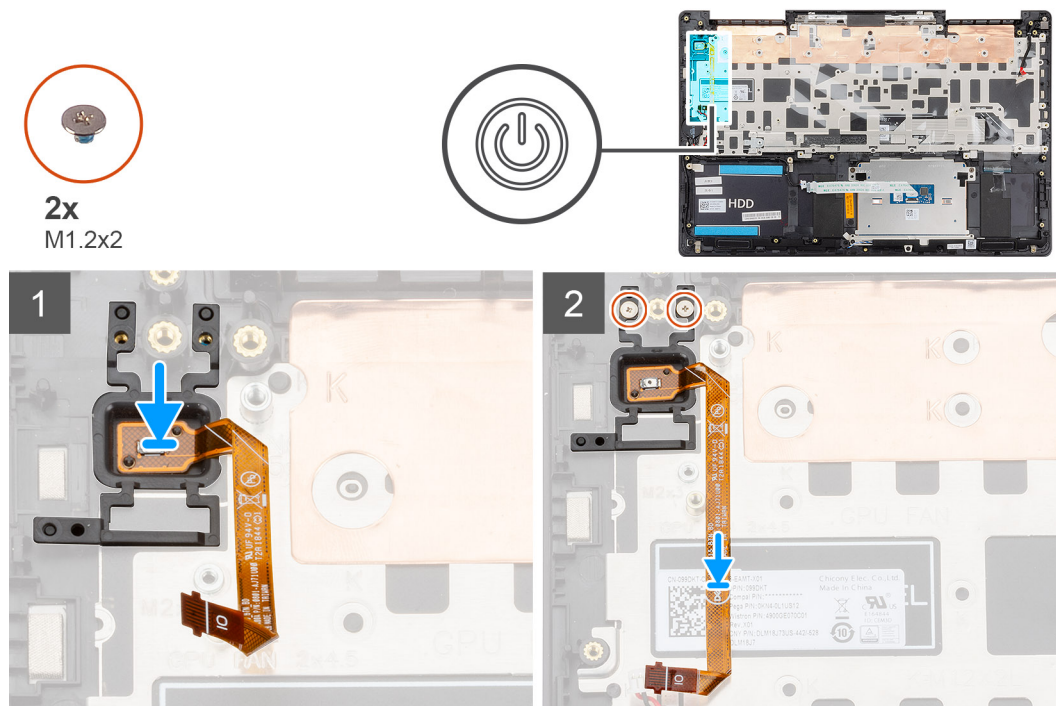
Installing the power button with optional fingerprint reader

Prerequisites

If you are replacing a component, remove the existing component before performing the installation procedure.

About this task

The figure indicates the location of the power button with fingerprint reader and provides a visual representation of the installation procedure.



Steps

1. Using the alignment post, place the power button with optional fingerprint reader on the palm-rest and keyboard assembly.
2. Replace the two screws (M1.2x2) to secure the power button with optional fingerprint reader to the palm-rest and keyboard assembly.

Next steps

1. Install the [I/O board](#).
2. Install the [GPU fan](#).
3. Install the [WLAN card](#).
4. Install the [battery](#).
5. Install the [base cover](#).
6. Follow the procedure in [After working inside your computer](#).

Power-adapter port

Removing the power-adapter port

Prerequisites

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

About this task

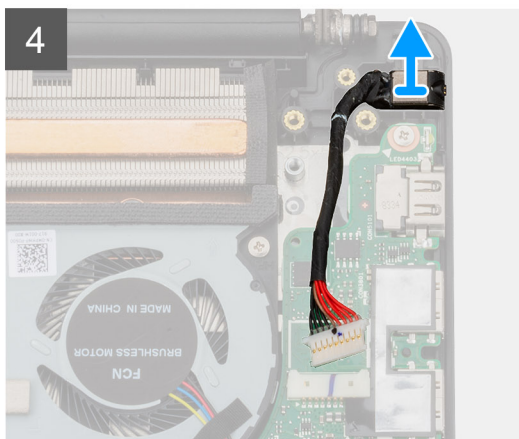
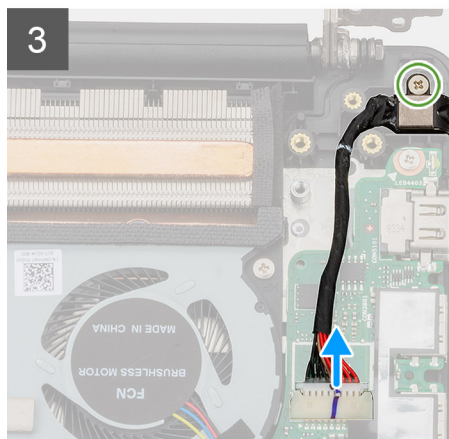
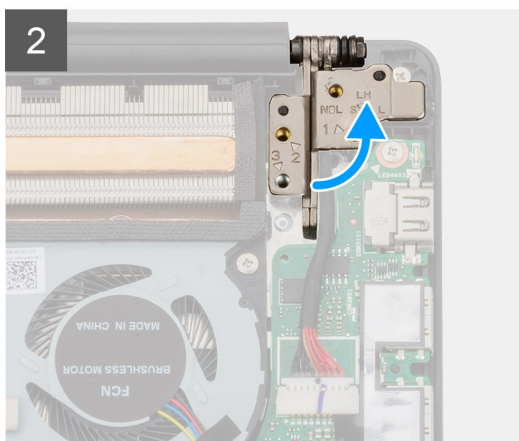
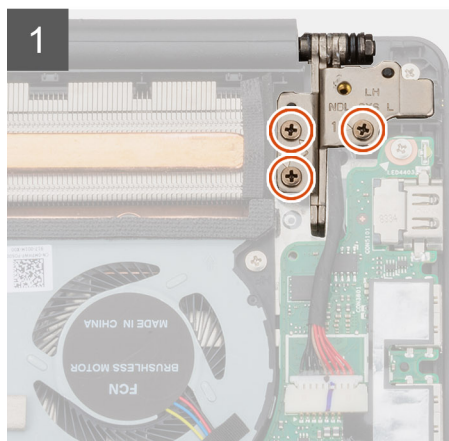
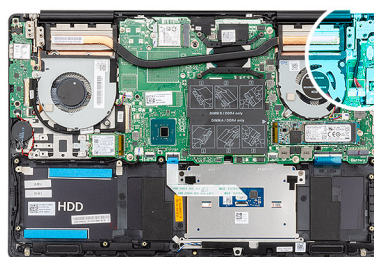
The figure indicates the location of the power-adapter port and provides a visual representation of the removal procedure.



3x
M2.5x5



1x
M2x4



Steps

1. Remove the three screws (M2.5x5) that secure the left display hinge to the palm-rest and keyboard assembly.
2. Open the display hinges at an angle of 90 degrees.
3. Remove the screw (M2x4) that secures the power-adapter port to the palm-rest and keyboard assembly.
4. Disconnect the power-adapter port cable from the system board.
5. Lift the power-adapter port, along with its cable, off the palm-rest and keyboard assembly.

Installing the power-adapter port

Prerequisites

If you are replacing a component, remove the existing component before performing the installation procedure.

About this task

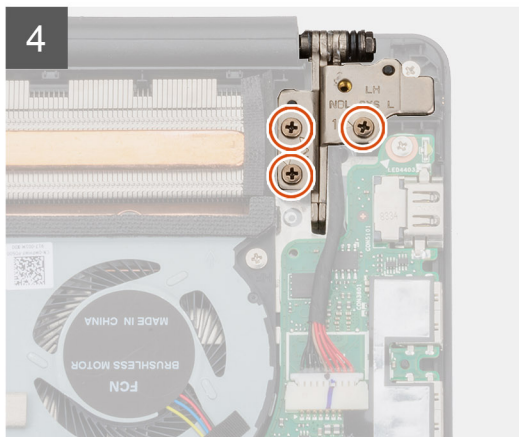
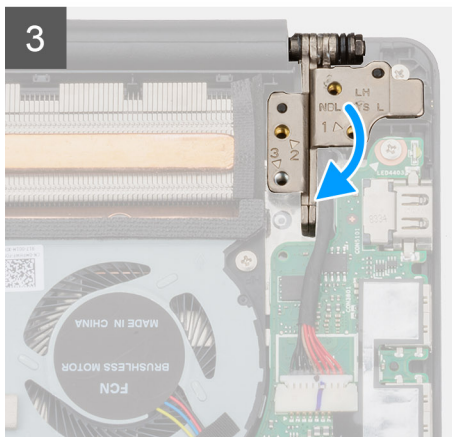
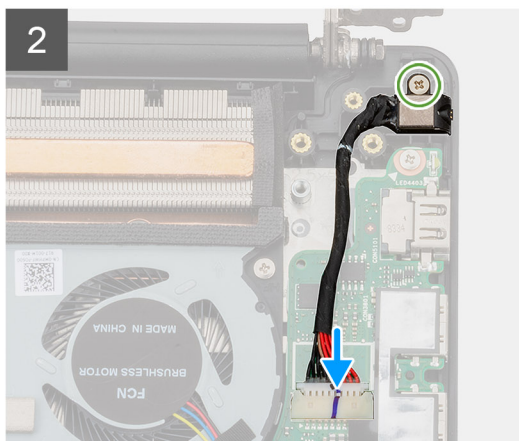
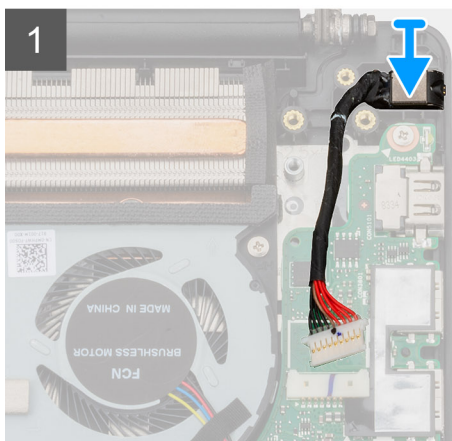
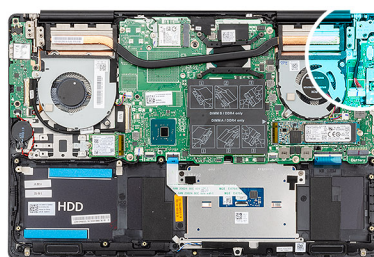
The figure indicates the location of the power-adapter port and provides a visual representation of the installation procedure.



3x
M2.5x5



1x
M2x4



Steps

1. Connect the power-adaptor port cable to the system board.
2. Replace the screw (M2x4) that secures the power-adaptor port to the palm-rest and keyboard assembly.
3. Using the alignment posts, close the display hinges.
4. Replace the three screws (M2.5x5) that secure the left display hinge to the system board.

Next steps

1. Install the [battery](#).
2. Install the [base cover](#).
3. Follow the procedure in [After working inside your computer](#).

Touchpad

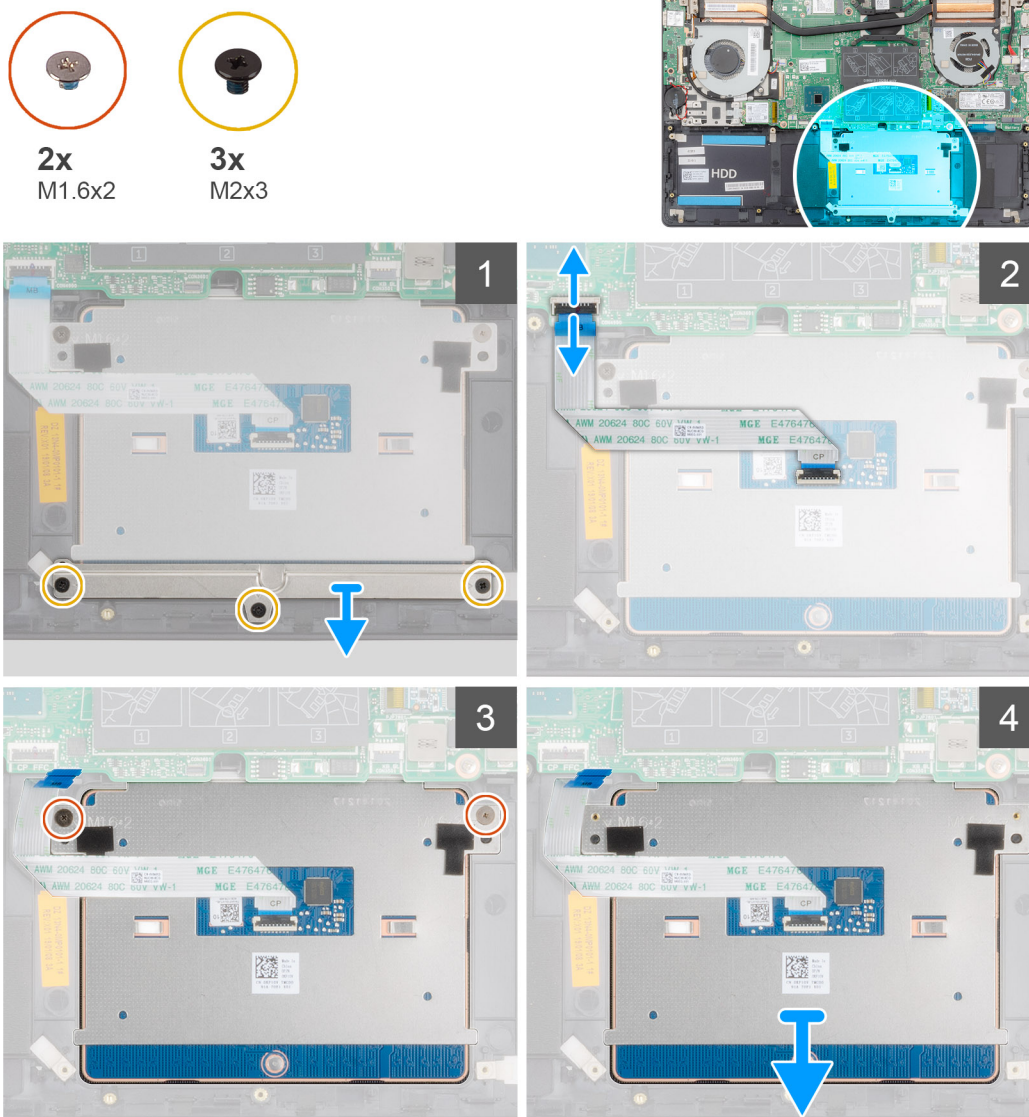
Removing the touchpad

Prerequisites

1. Follow the procedure in [Before working inside your computer](#).
2. Remove the [base cover](#).
3. Remove the [battery](#).
4. Remove the [speakers](#).

About this task

The figure indicates the location of the touchpad and provides a visual representation of the removal procedure.



Steps

1. Remove the three (M2x3) screws that secure the touchpad bracket to the palm-rest and keyboard assembly.
2. Lift the touchpad bracket off the palm-rest and keyboard assembly.
3. Open the latch and disconnect the touchpad cable from the system board.

4. Remove the two (M1.6x2) screws that secure the touchpad to the palm-rest and keyboard assembly.
5. Lift the touchpad, along with the cable, off the palm-rest and keyboard assembly.

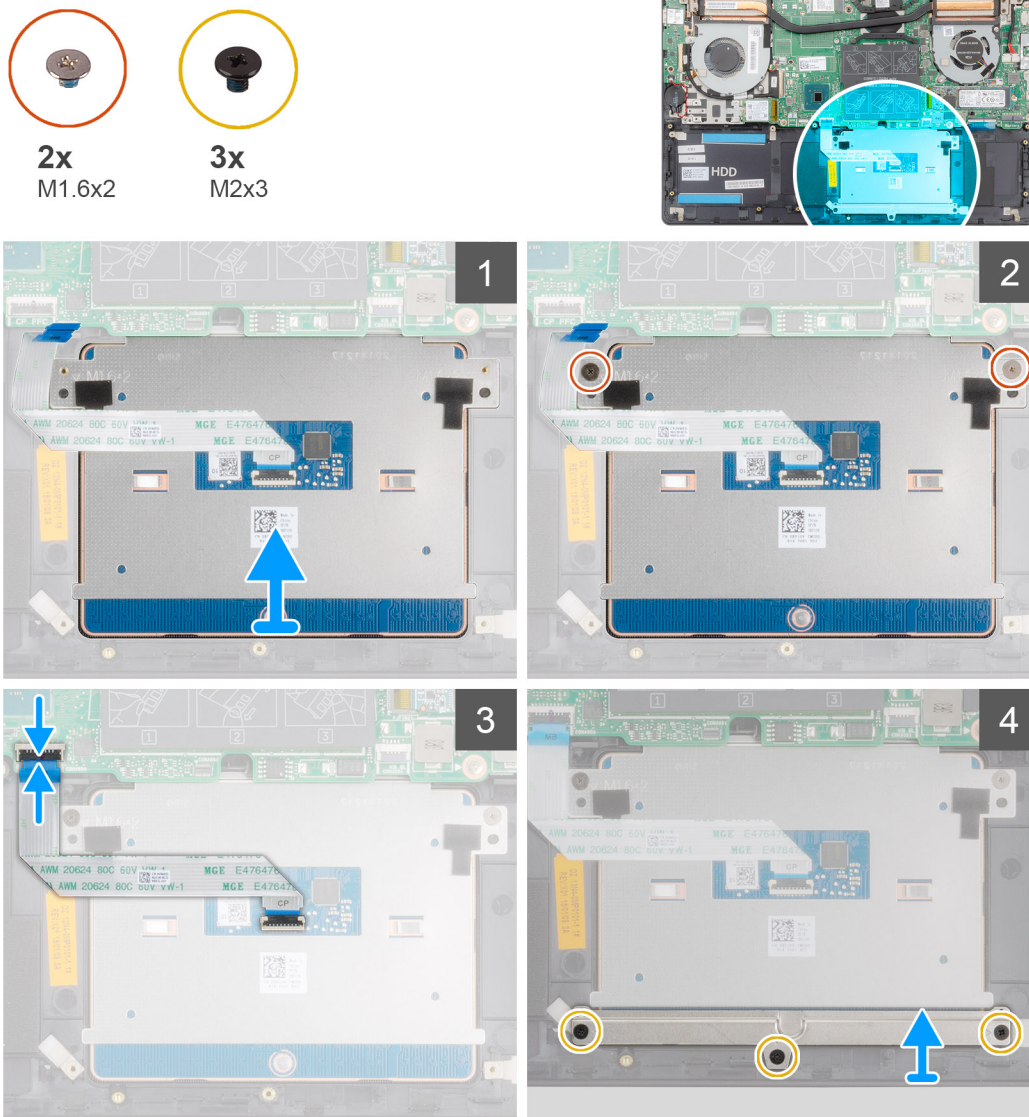
Installing the touchpad

Prerequisites

If you are replacing a component, remove the existing component before performing the installation procedure.

About this task

The figure indicates the location of the component and provides a visual representation of the installation procedure.



Steps

1. Align and place the touchpad into the slot on the palm-rest and keyboard assembly.
2. Replace the two (M1.6x2) screws that secure the touchpad to the palm-rest and keyboard assembly.
3. Slide the touchpad cable onto its connector on the system board and close the latch to secure the cable.
4. Align and place the touchpad bracket into the slot on the palm-rest and keyboard assembly.
5. Replace the three (M2x3) screws that secure the touchpad bracket to the palm-rest and keyboard assembly.

Next steps

1. Install the [speakers](#).
2. Install the [battery](#).
3. Install the [base cover](#).
4. Follow the procedure in [After working inside your computer](#).

Display assembly

Removing the display assembly

Prerequisites

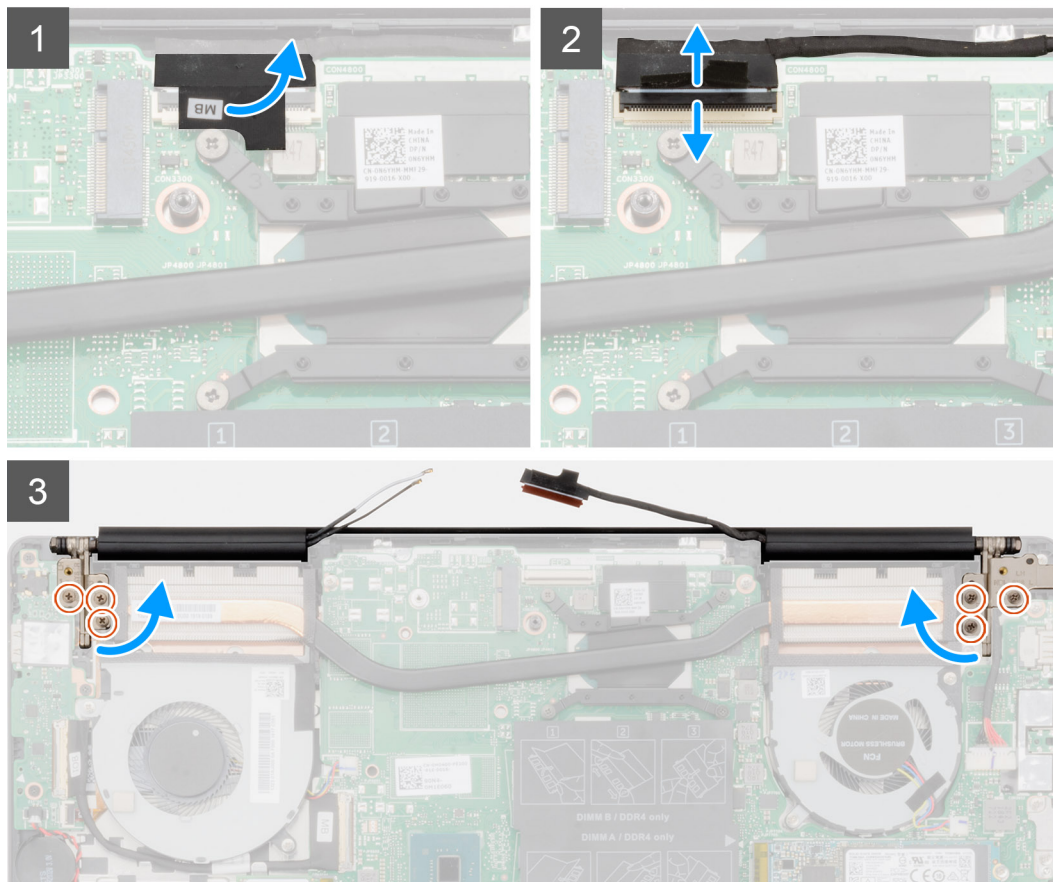
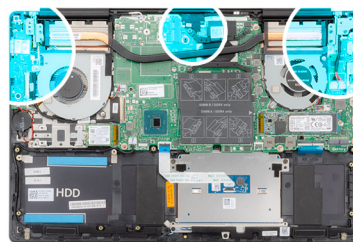
1. Follow the procedure in [Before working inside your computer](#).
2. Remove the [base cover](#).
3. Remove the [battery](#).
4. Remove the [WLAN card](#).

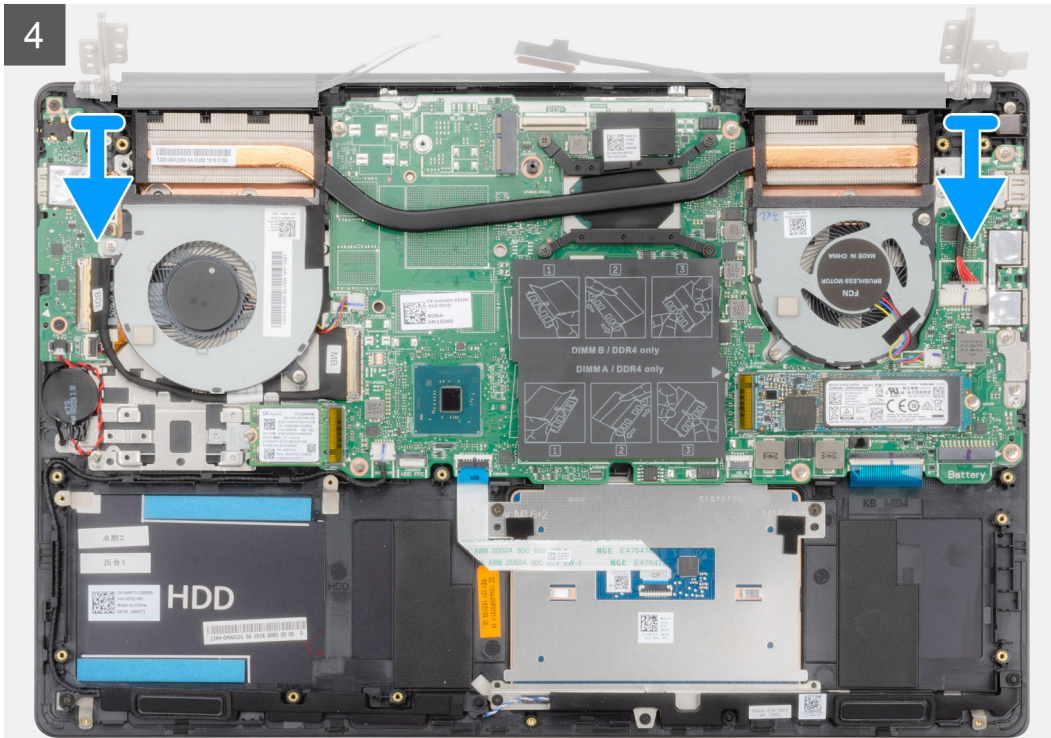
About this task

The figure indicates the location of the display assembly and provides a visual representation of the removal procedure.



6x
M2.5x5





Steps

1. Locate the display cable and display hinges on your computer.
2. Peel the tape that secures the display cable to the system board.
3. Open the latch and disconnect the display cable from the system board.
4. Remove the three screws (M2.5x5) that secure the left-display hinge to the system board.
5. Remove the three screws (M2.5x5) that secure the right-display hinge to the system board.
6. Open the display hinges at an angle of 90 degrees.
7. Remove the palm-rest and keyboard assembly off the display assembly.

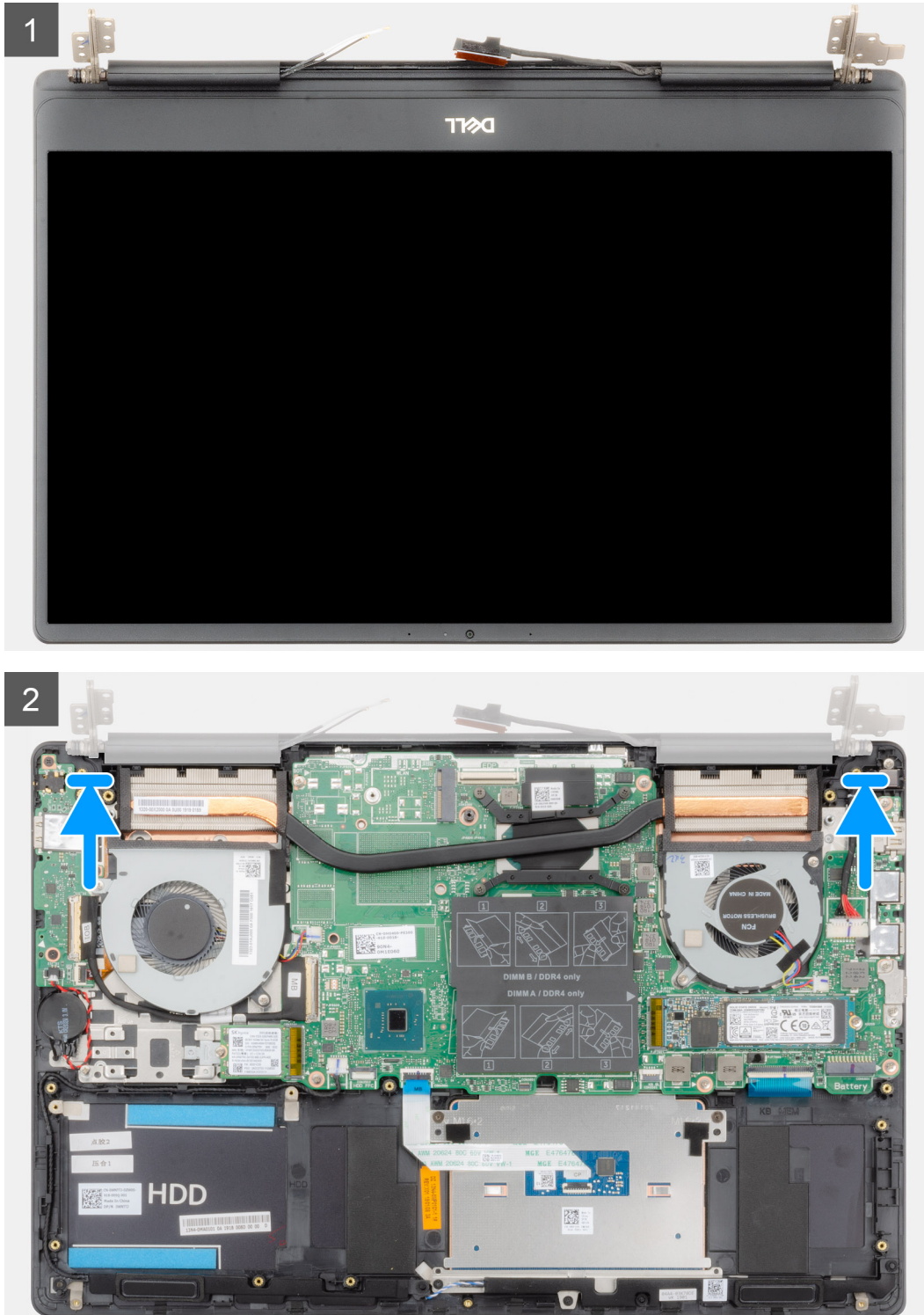
Installing the display assembly

Prerequisites

If you are replacing a component, remove the existing component before performing the installation procedure.

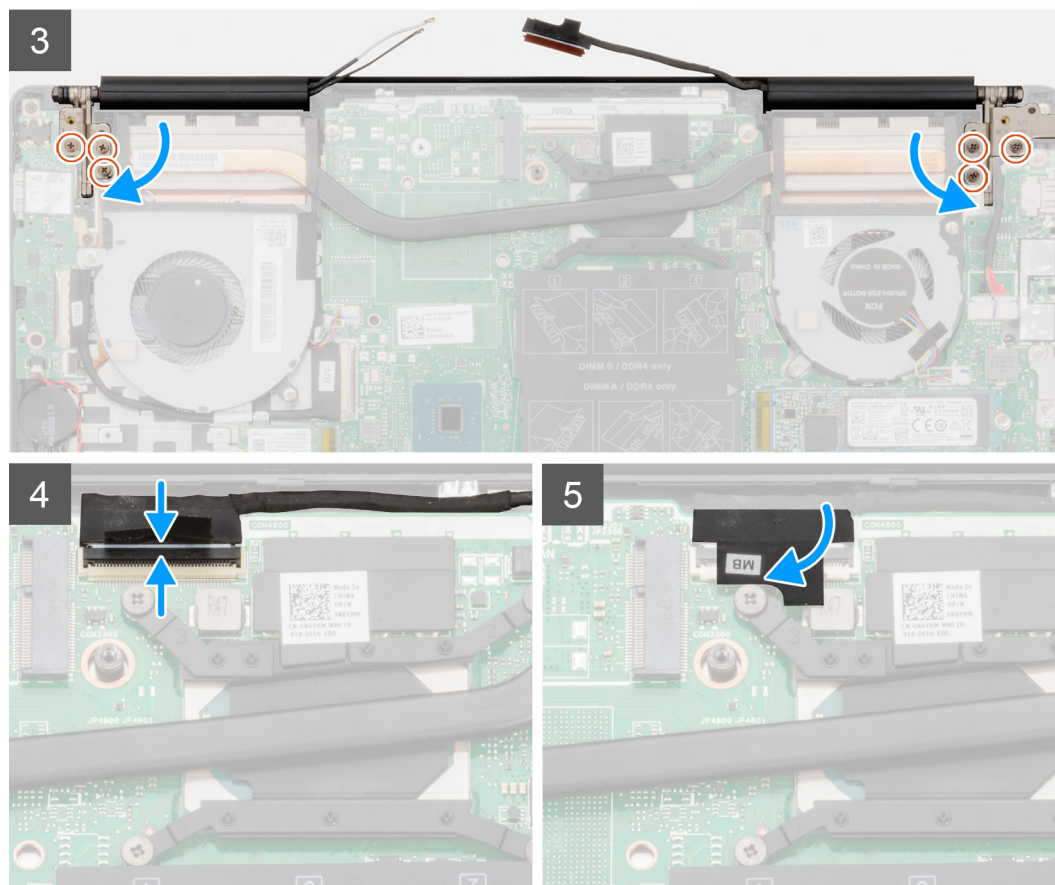
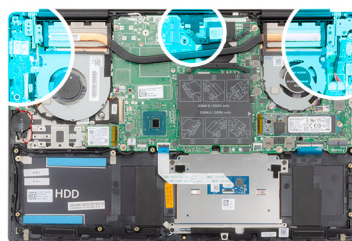
About this task

The figure indicates the location of the component and provides a visual representation of the installation procedure.





6x
M2.5x5



Steps

1. Place the display assembly on a clean and flat surface.
2. Align and place the palm-rest and keyboard assembly on the display assembly.
3. Using the alignment posts, close the display hinges.
4. Replace the three screws (M2.5x5) that secure the left-display hinge to the system board.
5. Replace the three screws (M2.5x5) that secure the right-display hinge to the system board.
6. Connect the display cable on to the connector on the system board and adhere the tape to the system board.

Next steps

1. Install the [WLAN card](#).
2. Install the [battery](#).
3. Install the [base cover](#).
4. Follow the procedure in [After working inside your computer](#).

System board

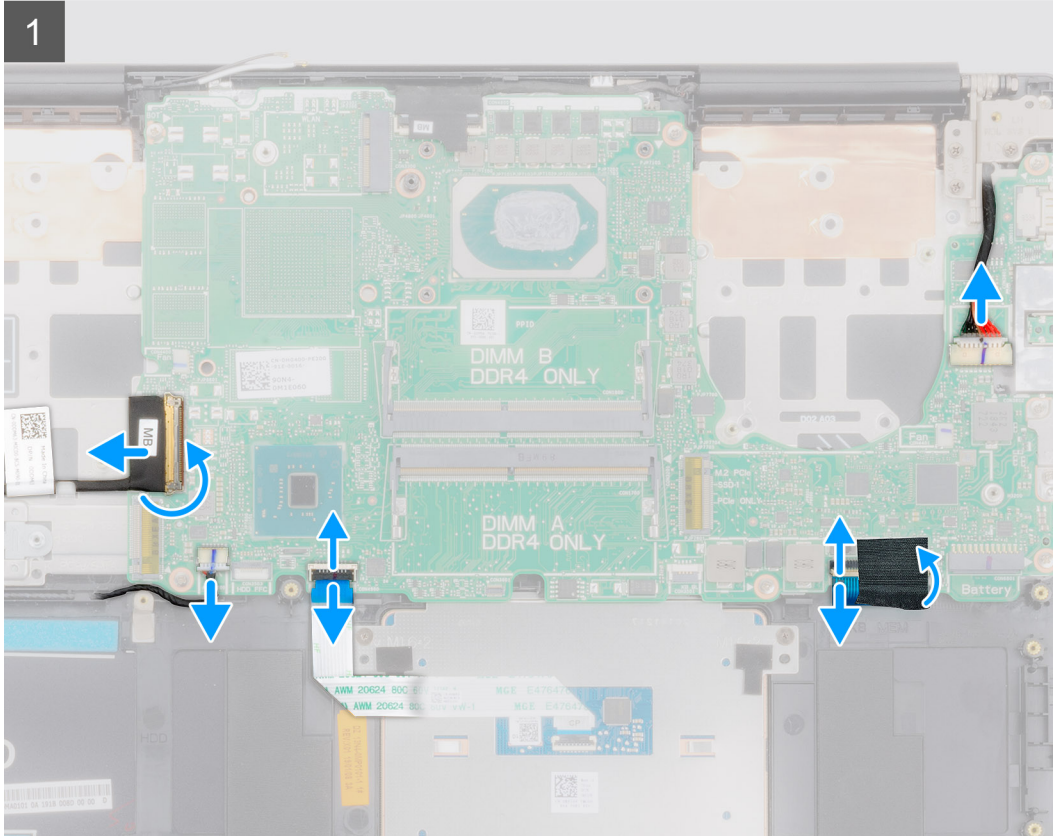
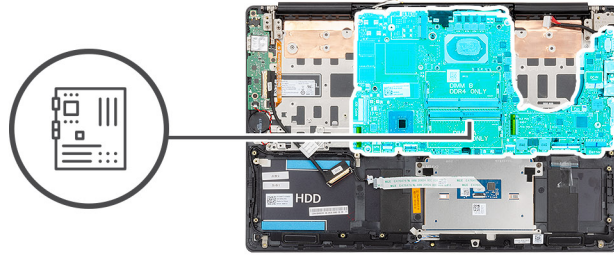
Removing the system board

Prerequisites

1. Follow the procedure in [Before working inside your computer](#).
2. Remove the [base cover](#).
3. Remove the [battery](#).
4. Remove the [M.2 2280 solid-state drive](#).
5. Remove the [M.2 2230 solid-state drive](#).
6. Remove the [WLAN card](#).
7. Remove the [GPU fan](#).
8. Remove the [CPU fan](#).
9. Remove the [heat sink](#).
10. Remove the [memory module](#).
11. Remove the [display assembly](#).

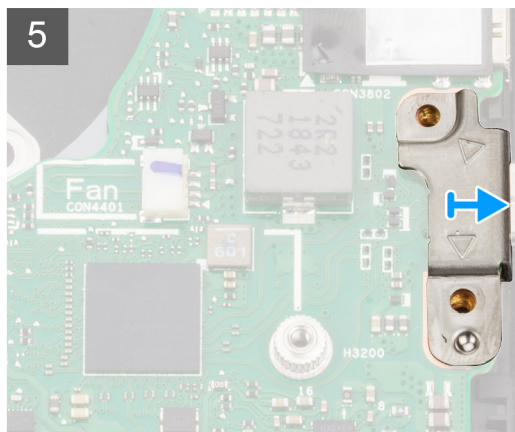
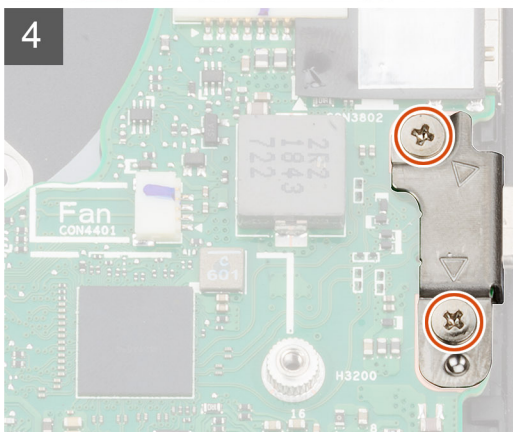
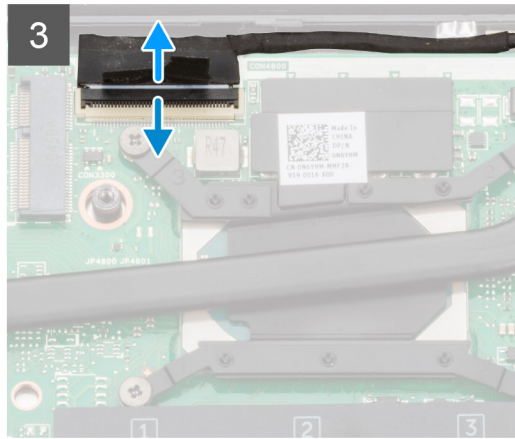
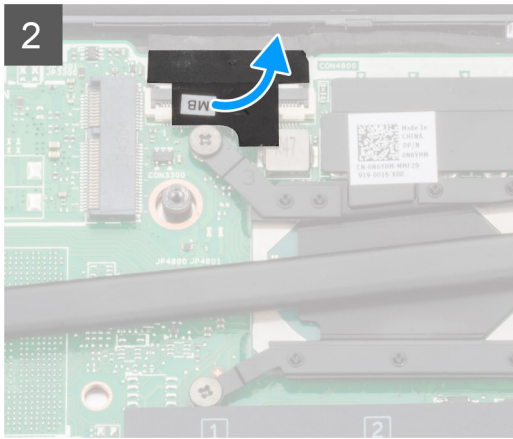
About this task

The figure indicates the location of the system board and provides a visual representation of the removal procedure.



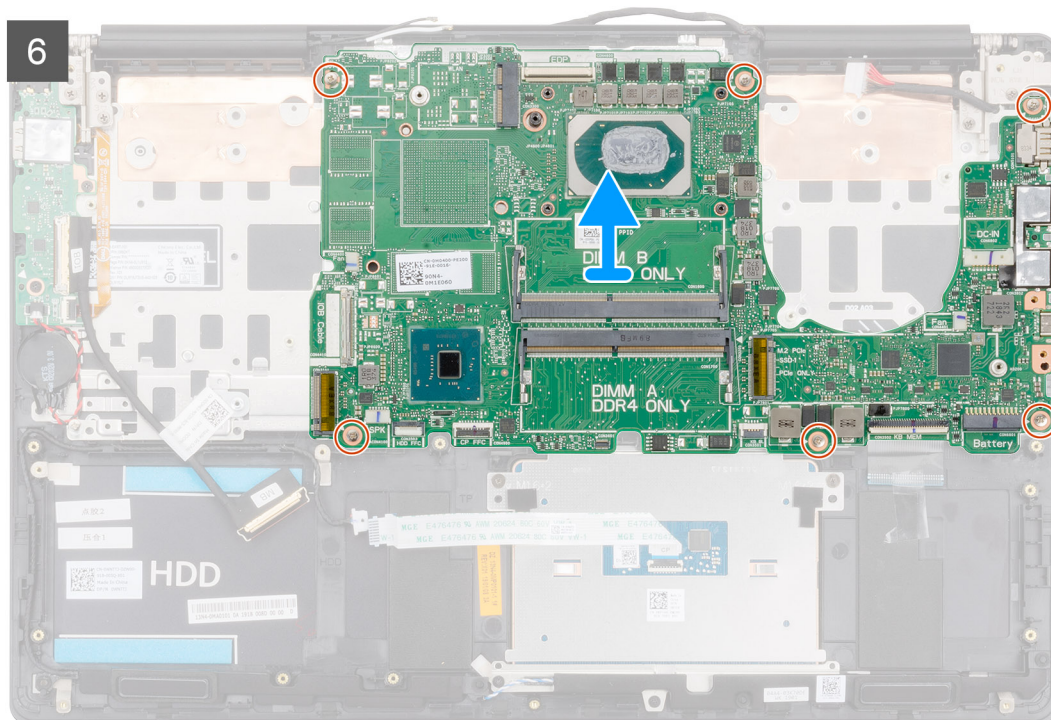


2x
M2x5





6x
M2x4



Steps

1. Open the latch and disconnect the I/O-board cable from the system board.
2. Disconnect the power-adaptor cable from the system board.
3. Disconnect the speaker cable from the system board.
4. Open the latch and disconnect the touchpad cable from the system board.
5. Open the latch and disconnect the keyboard-backlight cable from the system board.
6. Remove the Mylar on the keyboard connector.
7. Open the latch and disconnect the keyboard cable from the system board.
8. Peel the tape that secures the display cable to the system board.
9. Open the latch and disconnect the display cable from the system board.
10. Remove the two screws (M2x5) that secure the USB Type-C port bracket to the system board.
11. Remove the six screws (M2x4) that secure the system board to the palm-rest and keyboard assembly.
12. Gently release the ports on the system board from the slots on the palm-rest and keyboard assembly and lift the system board off the palm-rest and keyboard assembly.

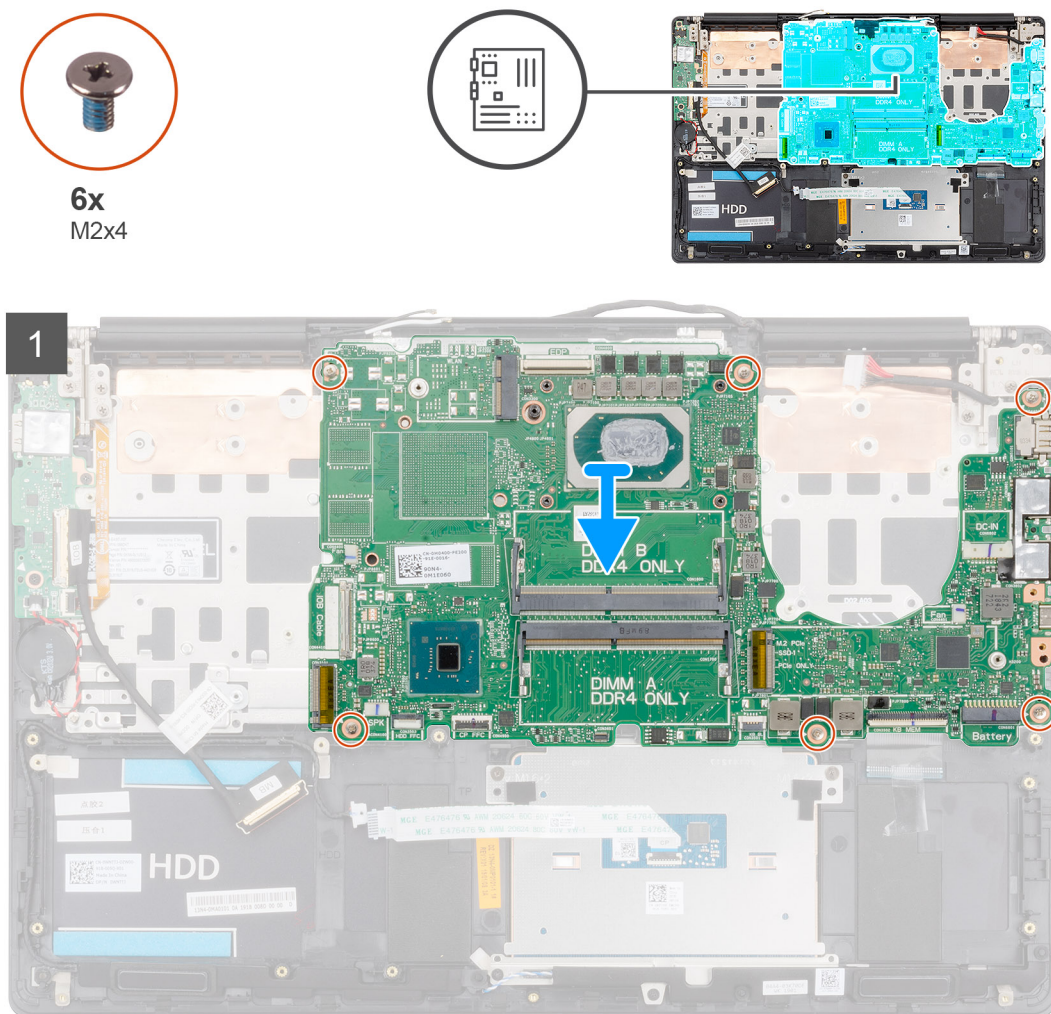
Installing the system board

Prerequisites

If you are replacing a component, remove the existing component before performing the installation procedure.

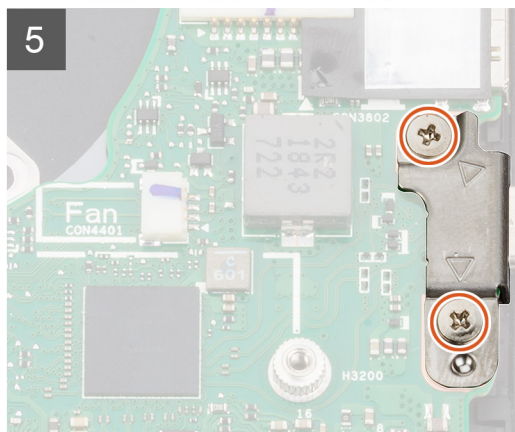
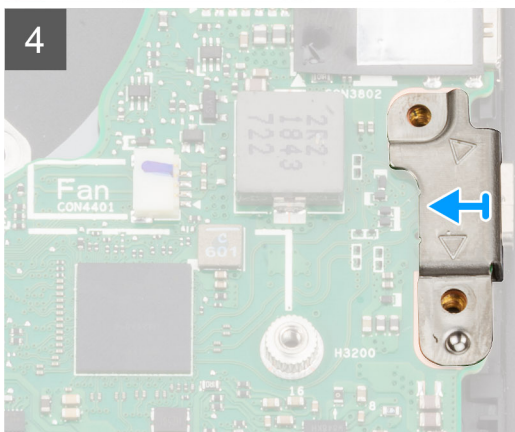
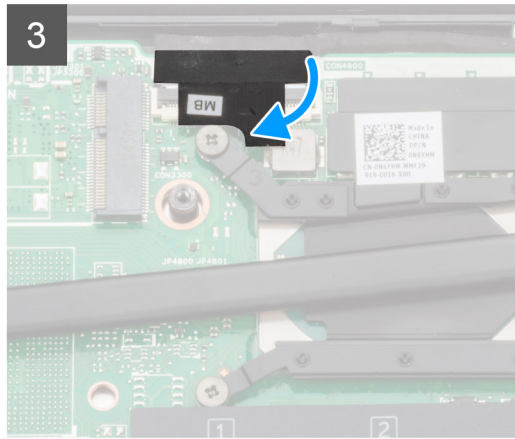
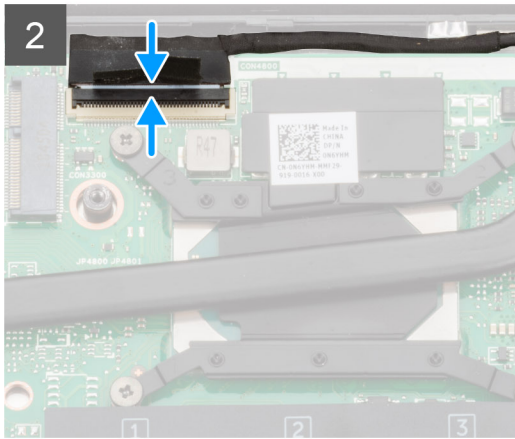
About this task

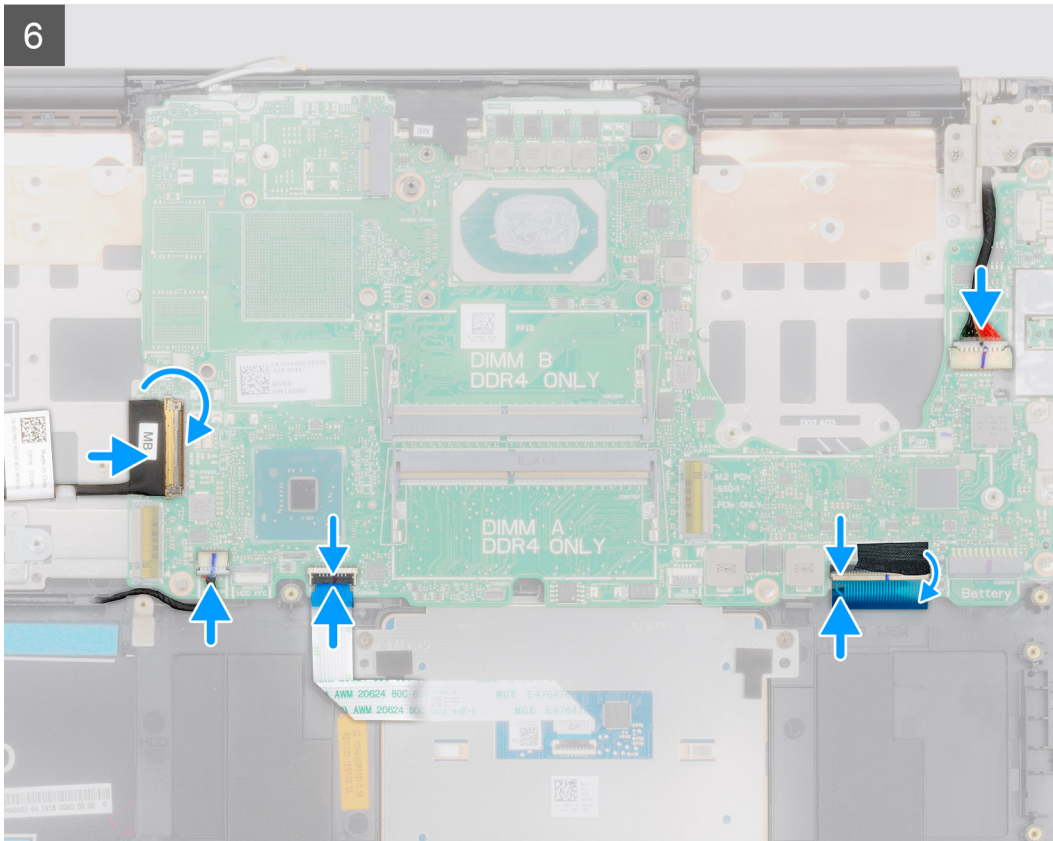
The figure indicates the location of the system board and provides a visual representation of the installation procedure.





2x
M2x5





Steps

1. Slide the ports on the system board into the slots on the palm-rest and keyboard assembly and align the screw holes on the system board with the screw holes on the palm-rest and keyboard assembly.
2. Replace the six screws (M2x4) that secure the system board to the palm-rest and keyboard assembly.
3. Connect the display cable on to the connector on the system board.
4. Adhere the tape that secures the display cable to the system board.
5. Replace the two screws (M2x5) that secure the USB Type-C port bracket to the system board.
6. Connect the keyboard cable to the system board and close the latch to secure the cable.
7. Replace the Mylar on the keyboard connector.
8. Connect the keyboard-backlight cable to the system board and close the latch to secure the cable.
9. Connect the touchpad cable to the system board and close the latch to secure the cable.
10. Connect the speaker cable to the system board.
11. Connect the power-adaptor cable to the system board.
12. Connect the I/O-board cable to the system board and close the latch to secure the cable.

Next steps

1. Install the [display assembly](#).
2. Install the [memory module](#).
3. Install the [heat sink](#).
4. Install the [left-side fan](#).
5. Install the [right-side fan](#).
6. Install the [WLAN card](#).
7. Install the [M.2 2230 solid-state drive](#).
8. Install the [M.2 2280 solid-state drive](#).
9. Install the [battery](#).
10. Install the [base cover](#).
11. Follow the procedure in [After working inside your computer](#).

Keyboard bracket

Removing the keyboard bracket

Prerequisites

1. Follow the procedure in [Before working inside your computer](#).
2. Remove the [base cover](#).
3. Remove the [battery](#).
4. Remove the [WLAN card](#).
5. Remove the [GPU fan](#).
6. Remove the [CPU fan](#).
7. Remove the [display assembly](#).
8. Remove the [I/O board](#).
9. Remove the [power button with fingerprint reader](#).
10. Remove the [power-adaptor port](#).
11. Remove the [system board](#).

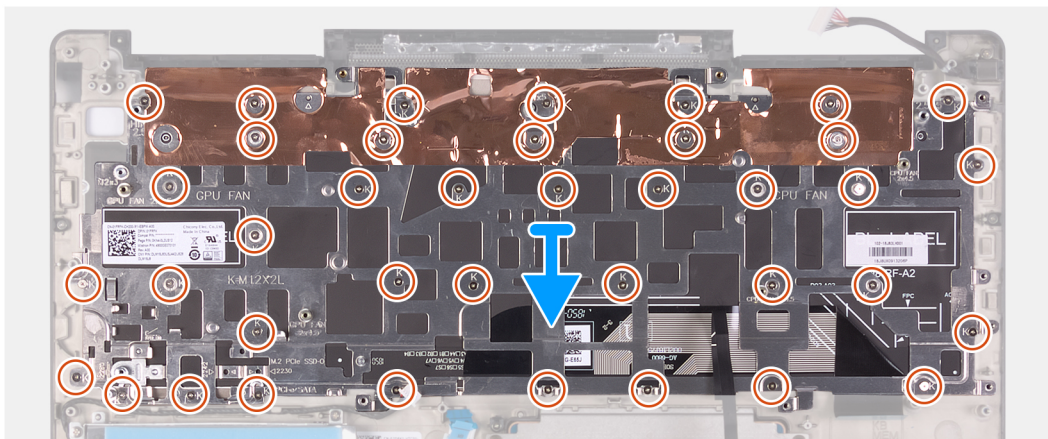
 **NOTE:** The system board can be removed along with the heat sink.

About this task

The figure indicates the location of the keyboard bracket and provides a visual representation of the removal procedure.



39x
M1.2x2



Steps

1. Remove the 39 screws (M1.2x2) that secure the keyboard bracket to the keyboard and palm-rest assembly.
2. Lift the keyboard bracket off the keyboard and palm-rest assembly.

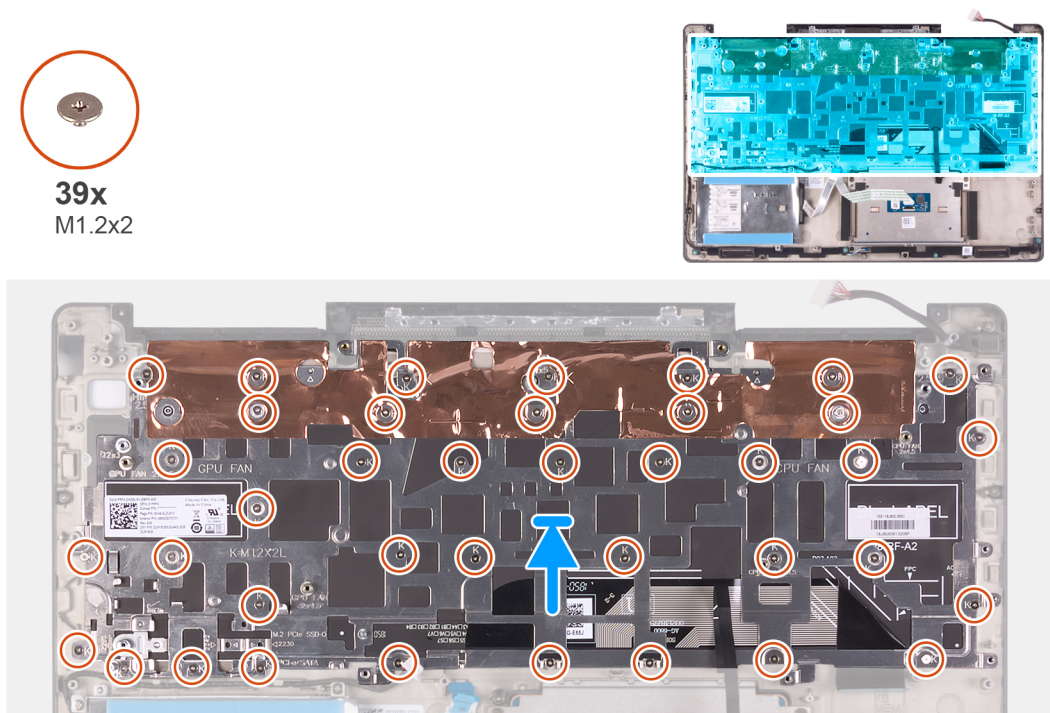
Installing the keyboard bracket

Prerequisites

If you are replacing a component, remove the existing component before performing the installation procedure.

About this task

The figure indicates the location of the keyboard bracket and provides a visual representation of the installation procedure.



Steps

1. Align the screw holes on the keyboard bracket with the screw holes on the keyboard and palm-rest assembly.
2. Replace the 39 screws (M1.2x2) that secure the keyboard bracket to the keyboard and palm-rest assembly.

Next steps

1. Install the [system board](#).
2. Install the [power-adapter port](#).
3. Install the [power button with fingerprint reader](#).
4. Install the [I/O board](#).
5. Install the [display assembly](#).
6. Install the [CPU fan](#).
7. Install the [GPU fan](#).
8. Install the [WLAN card](#).
9. Install the [battery](#).
10. Install the [base cover](#).
11. Follow the procedure in [After working inside your computer](#).

Keyboard

Removing the keyboard

Prerequisites

1. Follow the procedure in [Before working inside your computer](#).
2. Remove the [base cover](#).
3. Remove the [battery](#).
4. Remove the [WLAN card](#).
5. Remove the [GPU fan](#).

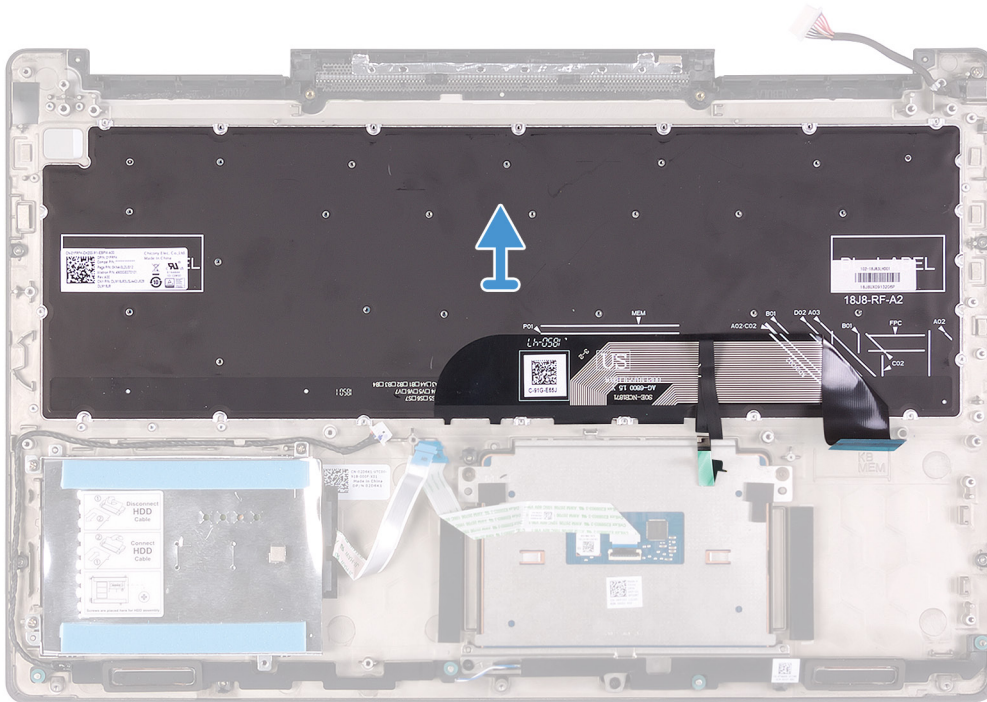
6. Remove the [CPU fan](#).
7. Remove the [display assembly](#).
8. Remove the [I/O board](#).
9. Remove the [power button with fingerprint reader](#).
10. Remove the [power-adaptor port](#).
11. Remove the [system board](#).

NOTE: The system board can be removed along with the heat sink.

12. Remove the [keyboard bracket](#).

About this task

The figure indicates the location of the keyboard and provides a visual representation of the removal procedure.



Steps

After performing the steps in the pre-requisites, lift the keyboard, along with the cables, off the palm-rest assembly.

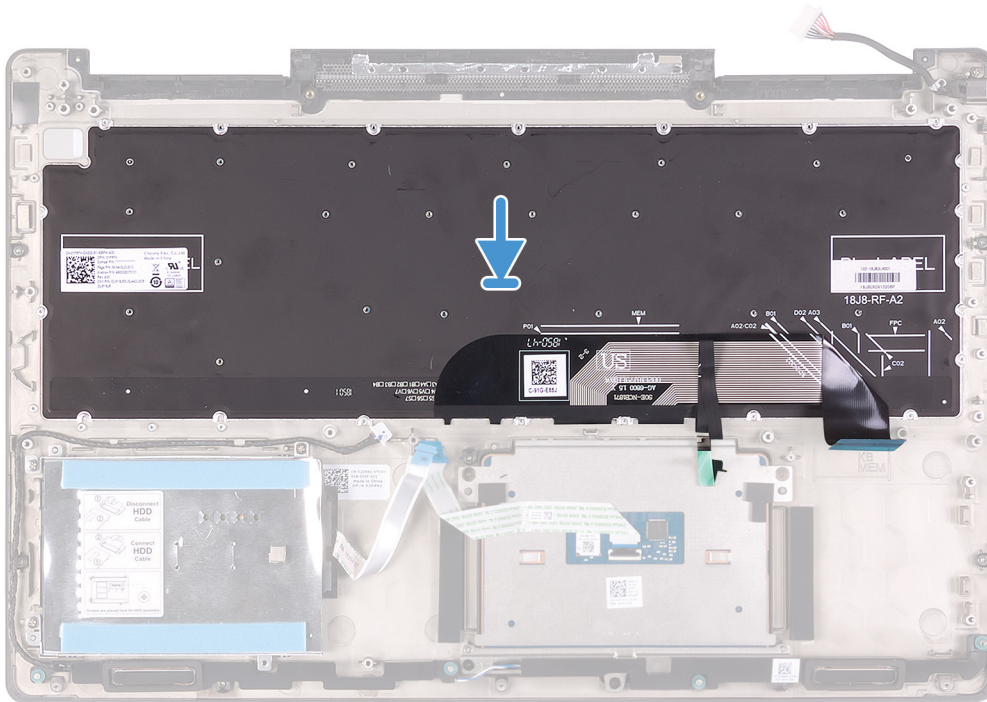
Installing the keyboard

Prerequisites

If you are replacing a component, remove the existing component before performing the installation procedure.

About this task

The figure indicates the location of the keyboard and provides a visual representation of the installation procedure.



Steps

Align the keyboard on the palm-rest assembly.

Next steps

1. Install the [keyboard bracket](#).
2. Install the [system board](#).
3. Install the [power-adaptor port](#).
4. Install the [power button with fingerprint reader](#).
5. Install the [I/O board](#).
6. Install the [display assembly](#).
7. Install the [CPU fan](#).
8. Install the [GPU fan](#).
9. Install the [WLAN card](#).
10. Install the [battery](#).
11. Install the [base cover](#).
12. Follow the procedure in [After working inside your computer](#).

Palm rest

Removing the palm rest

Prerequisites

1. Follow the procedure in [Before working inside your computer](#).
2. Remove the [base cover](#).
3. Remove the [battery](#).
4. Remove the [WLAN card](#).
5. Remove the [GPU fan](#).
6. Remove the [CPU fan](#).
7. Remove the [speakers](#).

8. Remove the [display assembly](#).
9. Remove the [I/O board](#).
10. Remove the [power button with fingerprint reader](#).
11. Remove the [power-adapter port](#).
12. Remove the [touchpad](#).
13. Remove the [system board](#).

NOTE: The system board can be removed along with the heat sink.

14. Remove the [keyboard bracket](#).
15. Remove the [keyboard](#).

About this task

The figure indicates the location of the palm rest and provides a visual representation of the removal procedure.



Steps

After performing the steps in the pre-requisites, we are left with the palm rest.

Installing the palm-rest and keyboard assembly

Prerequisites

If you are replacing a component, remove the existing component before performing the installation procedure.

About this task

The figure indicates the location of the palm rest and provides a visual representation of the installation procedure.



Steps

Place the palm rest on a flat surface.

Next steps

1. Install the [keyboard](#).
2. Install the [keyboard bracket](#).
3. Install the [system board](#).
4. Install the [touchpad](#).
5. Install the [power-adapter port](#).
6. Install the [power button with fingerprint reader](#).
7. Install the [I/O board](#).
8. Install the [display assembly](#).
9. Install the [speakers](#).
10. Install the [CPU fan](#).
11. Install the [GPU fan](#).
12. Install the [WLAN card](#).
13. Install the [battery](#).
14. Install the [base cover](#).
15. Follow the procedure in [After working inside your computer](#).

Device drivers

Intel Chipset Software Installation Utility

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

Install the Intel chipset updates from www.dell.com/support.

Video drivers

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

Install the video driver update from www.dell.com/support.

Intel Serial IO driver

In the Device Manager, check if the Intel Serial IO driver is installed.

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

Intel Trusted Execution Engine Interface

In the Device Manager, check if the Intel Trusted Execution Engine Interface driver is installed.

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

Intel Virtual Button driver

In the Device Manager, check if the Intel Virtual Button driver is installed.

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

Wireless and Bluetooth drivers

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

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

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

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

System setup

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

System setup

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

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

Use the BIOS Setup program for the following purposes:

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

Entering BIOS setup program

Steps

1. Turn on (or restart) your computer.
2. During POST, when the DELL logo is displayed, watch for the F2 prompt to appear, and then press F2 immediately.

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

Navigation keys

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

| Keys | Navigation |
|-------------------|---|
| Up arrow | Moves to the previous field. |
| Down arrow | Moves to the next field. |
| Enter | Selects a value in the selected field (if applicable) or follow the link in the field. |
| Spacebar | Expands or collapses a drop-down list, if applicable. |
| Tab | Moves to the next focus area. |
| 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. |

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

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

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

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

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

System setup options

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

Table 2. System setup options—System information menu

| General-System Information | |
|------------------------------|--|
| System Information | |
| BIOS Version | Displays the BIOS version number. |
| Service Tag | Displays the Service Tag of the computer. |
| Asset Tag | Displays the Asset Tag of the computer. |
| Ownership Tag | Displays the ownership tag of the computer. |
| Manufacture Date | Displays the manufacture date of the computer. |
| Ownership Date | Displays the ownership date of the computer. |
| Express Service Code | Displays the express service code of the computer. |
| Memory Information | |
| Memory Installed | Displays the total computer memory installed. |
| Memory Available | Displays the total computer memory available. |
| Memory Speed | Displays the memory speed. |
| Memory Channel Mode | Displays single or dual channel mode. |
| Memory Technology | Displays the technology used for the memory. |
| DIMM A Size | Displays the DIMM A memory size. |
| DIMM B Size | Displays the DIMM B memory size. |
| Processor Information | |
| Processor Type | Displays the processor type. |
| Core Count | Displays the number of cores on the processor. |
| Processor ID | Displays the processor identification code. |
| Current Clock Speed | Displays the current processor clock speed. |
| Minimum Clock Speed | Displays the minimum processor clock speed. |
| Maximum Clock Speed | Displays the maximum processor clock speed. |
| Processor L2 Cache | Displays the processor L2 Cache size. |
| Processor L3 Cache | Displays the processor L3 Cache size. |
| HT Capable | Displays whether the processor is HyperThreading (HT) capable. |

General-System Information

| | |
|--------------------------------|---|
| 64-Bit Technology | Displays whether 64-bit technology is used. |
| Device Information | |
| M.2 SATA | Displays the M.2 SATA SSD device information of the computer. |
| M.2 PCIe SSD-0 | Displays the M.2 PCIe SSD information of the computer. |
| Video Controller | Displays the video controller type of the computer. |
| dGPU Video Controller | Displays the discrete graphics information of the computer. |
| Video BIOS Version | Displays the video BIOS version of the computer. |
| Video Memory | Displays the video memory information of the computer. |
| Panel Type | Displays the Panel Type of the computer. |
| Native Resolution | Displays the native resolution of the computer. |
| Audio Controller | Displays the audio controller information of the computer. |
| Wi-Fi Device | Displays the wireless device information of the computer. |
| Bluetooth Device | Displays the bluetooth device information of the computer. |
| Battery Information | Displays the battery health information. |
| Boot Sequence | |
| Boot Sequence | Displays the boot sequence. |
| Boot List Option | Displays the available boot options. |
| Advanced Boot Options | |
| Enable Legacy Option ROMs | Enable or disable the Legacy Option ROMs. |
| Enable Attempt Legacy Boot | Enable or disable Legacy Boot. |
| UEFI Boot Path Security | Enable or disable the system to prompt the user to enter the Admin password when booting a UEFI boot path from the F12 boot menu. |
| Date/Time | Displays the current date in MM/DD/YY format and current time in HH:MM:SS AM/PM format. |

Table 3. System setup options—System Configuration menu

| | |
|---|---|
| System Configuration | |
| SATA Operation | Configure operating mode of the integrated SATA hard drive controller. |
| Drives | Enable or disable various drives on board. |
| SMART Reporting | Enable or disable SMART Reporting during system startup. |
| USB Configuration | |
| Enable USB Boot Support | Enable or disable booting from USB mass storage devices such as external hard drive, optical drive, and USB drive. |
| Enable External USB Port | Enable or disable booting from USB mass storage devices connected to external USB port. |
| Audio | Enable or disable the integrated audio controller. |
| Keyboard Illumination | Enables you to choose the operating mode of the keyboard illumination feature. |
| Keyboard Backlight with AC Power | When the backlight is enabled, if Fn+F10 keys are pressed to disable the backlight, the backlight stays off regardless of AC state. |
| Miscellaneous Devices | |
| Enable Camera | Enable or disable the camera. |

Table 4. System setup options—Video menu

Video

| | |
|-----------------------|--|
| LCD Brightness | Set the panel brightness independently for Battery and AC power. |
|-----------------------|--|

Table 5. System setup options—Security menu

Security

| | |
|--------------------------------------|---|
| Admin Password | Set, change, or delete the administrator password. |
| System Password | Set, change, or delete the system password. |
| Strong Password | Enable or disable strong passwords. |
| Password Configuration | Control the minimum and maximum number of characters allowed for Admin and System passwords. |
| Password Bypass | Bypass the System (Boot) Password and the internal HDD password prompts during a system restart. |
| Password Change | Enable or disable changes to the System and Hard Disk passwords when an administrator password is set. |
| Non-Admin Setup Changes | Determines whether changes to the setup option are permitted when an administrator password is set. |
| UEFI Capsule Firmware Updates | Enable or disable BIOS updates through UEFI capsule update packages. |
| PTT Security | Enable or disable Platform Trust Technology (PTT) visibility to the operating system. |
| Computrace(R) | Enable or disable the BIOS module interface of the optional Computrace(R) Service from Absolute Software. |
| CPU XD Support | Enable or disable the Execute Disable mode of the Processor. |
| Admin Setup Lockout | Enable to prevent users from entering Setup when an Admin Password is set. |
| Master Password Lockout | Disables the master password support. Hard Disk passwords need to be cleared before changing the setting. |

Table 6. System setup options—Secure Boot menu

Secure Boot

| | |
|------------------------------|---|
| Secure Boot Enable | Enable or disable the secure boot feature. |
| Expert Key Management | |
| Expert Key Management | Enable or disable Expert Key Management. |
| Custom Mode Key Management | Select the custom values for expert key management. |

Table 7. System setup options—Intel Software Guard Extensions menu

Intel Software Guard Extensions

| | |
|----------------------------|--|
| Intel SGX Enable | Enable or disable Intel Software Guard Extensions. |
| Enclave Memory Size | Set the Intel Software Guard Extensions Enclave Reserve Memory Size. |

Performance

| | |
|---------------------------|--|
| Multi Core Support | Enable multiple cores. Default: Enabled. |
| Intel SpeedStep | Enable or disable Intel Speedstep Technology. Default: Enabled. |

NOTE: If enabled, the processor clock speed and core voltage are adjusted dynamically based on the processor load.

| | |
|-------------------------|--|
| C-States Control | Enable or disable additional processor sleep states. |
|-------------------------|--|

Intel Software Guard Extensions

| | |
|---|--|
| | Default: Enabled. |
| Intel TurboBoost | Enable or disable Intel TurboBoost mode of the processor. Default: Enabled. |
| HyperThread control | Enable or disable HyperThreading in the processor. Default: Enabled. |
| Power Management | |
| AC Behavior | Enables the system to turn on automatically, when AC power is supplied. |
| Enable Intel Speed Shift Technology | Enable or disable Intel Speed Shift Technology. |
| Auto On Time | Enable to set the computer to turn on automatically every day or on a preselected date and time. This option can be configured only if the Auto On Time is set to Everyday, Weekdays or Selected Days. Default: Disabled. |
| USB Wake Support | Enable the USB devices to wake the computer from Standby. |
| Peak Shift | Enable or disable the minimal usage of AC power at times of peak demand. |
| Primary Battery Charge Configuration | Set the primary battery charge settings with a preselected custom charge start and stop. Default: Adaptive. |
| POST Behavior | |
| Adapter Warnings | Enable adapter warnings. Default: Enabled. |
| Fn Lock Options | Enable or disable the Fn lock mode. |
| Fastboot | Enable to set the speed of the boot process. Default: Thorough. |
| Extend BIOS POST Time | Configure additional pre-boot delay. |
| Full Screen Logo | Enable or disable to display full screen logo. |
| Warnings and Errors | Configure the Warnings and Errors options which causes the boot process to pause when warnings or errors are detected, rather than stop, prompt and wait for user input. |
| Prompt on Warnings and Errors | Enable or disable Prompt on Warnings and Errors |
| Continue on Warnings | Enable or disable Continue on Warnings |
| Continue on Warnings and Errors | Enable or disable Continue on Warnings and Errors |

Table 8. System setup options—Virtualization Support menu

| | |
|-------------------------------|--|
| Virtualization Support | |
| Virtualization | Specify whether a Virtual Machine Monitor (VMM) can utilize the additional hardware capabilities provided by Intel Virtualization Technology. |
| VT for Direct I/O | Specify whether a Virtual Machine Monitor (VMM) can utilize the additional hardware capabilities provided by Intel Virtualization Technology for Direct I/O. |

Table 9. System setup options—Wireless menu

| | |
|-------------------------------|--|
| Wireless | |
| Wireless Switch | Determine which wireless devices can be controlled by the Wireless Switch. |
| Wireless Device Enable | Enable or disable internal wireless devices. |

Table 10. System setup options—Maintenance menu

| Maintenance | |
|-----------------------|---|
| Service Tag | Display the system's Service Tag. |
| Asset Tag | Create a system Asset Tag. |
| BIOS Downgrade | Control flashing of the system firmware to previous revisions. |
| BIOS Recovery | Enable the user to recover from certain corrupted BIOS conditions from a recovery file on the user primary hard drive or an external USB key. |

Table 11. System setup options—System Logs menu

| System Logs | |
|-----------------------|-------------------------|
| BIOS Events | Display BIOS events. |
| Thermal Events | Display Thermal events. |
| Power Events | Display Power events. |

Table 12. System setup options—SupportAssist System Resolution menu

| SupportAssist System Resolution | |
|-----------------------------------|--|
| Auto OS Recovery Threshold | Control the automatic boot flow for SupportAssist System Resolution Console and for Dell OS Recovery tool. |
| SupportAssist OS Recovery | Enable or disable the boot flow for SupportAssist OS Recovery tool in the even of certain system errors. |

Clearing CMOS settings

About this task

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


Steps

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

Clearing BIOS (System Setup) and System passwords

About this task

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

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

Troubleshooting

Enhanced Pre-Boot System Assessment (ePSA) diagnostics

About this task

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

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

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

Running the ePSA diagnostics

Steps

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

System diagnostic lights

Battery-status light

Indicates the power and battery-charge status.

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

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

Off

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

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

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

The following table shows different power and battery-status light patterns and associated problems.

Table 13. LED codes

| Diagnostic light codes | Problem description |
|------------------------|--|
| 2,1 | Processor failure |
| 2,2 | System board: BIOS or ROM (Read-Only Memory) failure |
| 2,3 | No memory or RAM (Random-Access Memory) detected |
| 2,4 | Memory or RAM (Random-Access Memory) failure |
| 2,5 | Invalid memory installed |
| 2,6 | System-board or chipset error |
| 2,7 | Display failure |
| 3,1 | Coin-cell battery failure |
| 3,2 | PCI, video card/chip failure |
| 3,3 | Recovery image not found |
| 3,4 | Recovery image found but invalid |
| 3,5 | Power-rail failure |
| 3,6 | System BIOS Flash incomplete |
| 3,7 | Management Engine (ME) error |

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

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

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

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

Recovering the operating system

When your computer is unable to boot to the operating system even after repeated attempts, it automatically starts Dell SupportAssist OS Recovery.

Dell SupportAssist OS Recovery is a standalone tool that is preinstalled in all Dell computers installed with Windows 10 operating system. It consists of tools to diagnose and troubleshoot issues that may occur before your computer boots to the operating system. It enables you to diagnose hardware issues, repair your computer, back up your files, or restore your computer to its factory state.

You can also download it from the Dell Support site to troubleshoot and fix your computer when it fails to boot into their primary operating system due to software or hardware failures.

For more information about the Dell SupportAssist OS Recovery, see *Dell SupportAssist OS Recovery User's Guide* at www.dell.com/support.

Enabling Intel Optane memory

Steps

1. On the taskbar, click the search box, and then type `Intel Rapid Storage Technology`.
2. Click **Intel Rapid Storage Technology**.
The **Intel Rapid Storage Technology** window is displayed.
3. On the **Status** tab, click **Enable** to enable the Intel Optane memory.
4. On the warning screen, select a compatible fast drive, and then click **Yes** to continue enabling Intel Optane memory.

- Click **Intel Optane memory** > **Reboot** to complete enabling your Intel Optane memory.

 **NOTE:** Applications may take up to three subsequent launches after enablement to see the full performance benefits.


Disabling Intel Optane memory

About this task

 **CAUTION:** After disabling Intel Optane memory, do not uninstall the driver for Intel Rapid Storage Technology as it will result in a blue screen error. The Intel Rapid Storage Technology user interface can be removed without uninstalling the driver.

 **NOTE:** Disabling Intel Optane memory is required before removing the SATA storage device accelerated by the Intel Optane memory module from the computer.

Steps

- On the taskbar, click the search box, and then type `Intel Rapid Storage Technology`.
- Click **Intel Rapid Storage Technology**.
The **Intel Rapid Storage Technology** window is displayed.
- On the **Intel Optane memory** tab, click **Disable** to disable the Intel Optane memory.
 **NOTE:** For computers in which Intel Optane memory acts as a primary storage, do not disable the Intel Optane memory. The **Disable** option will be grayed out.
- Click **Yes** if you accept the warning.
The disabling progress is displayed.
- Click **Reboot** to complete disabling your Intel Optane memory and restart your computer.

Flashing BIOS (USB key)

Steps

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


Flashing the BIOS

About this task

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

Follow these steps to flash the BIOS:

Steps

- Turn on your computer.
- Go to www.dell.com/support.
- Click **Product support**, enter the Service Tag of your computer, and then click **Submit**.
 **NOTE:** If you do not have the Service Tag, use the auto-detect feature or manually browse for your computer model.

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

Flea power release

About this task

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


Steps

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

Wi-Fi power cycle

About this task

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

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

Steps



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

Getting help and contacting Dell

Self-help resources

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


Table 14. Self-help resources

| Self-help resources | Resource location |
|---|---|
| Information about Dell products and services | www.dell.com |
| My Dell |  |
| Tips |  |
| Contact Support | In Windows search, type Contact Support , and press Enter. |
| Online help for operating system | www.dell.com/support/windows www.dell.com/support/linux www.dell.com/support |
| Troubleshooting information, user manuals, set up instructions, product specifications, technical help blogs, drivers, software updates, and so on. | www.dell.com/support |
| Dell knowledge base articles for a variety of computer concerns | <ol style="list-style-type: none"> 1. Go to www.dell.com/support. 2. On the menu bar at the top of the Support page, select Support > Knowledge Base. 3. In the Search field on the Knowledge Base page, type the keyword, topic, or model number, and then click or tap the search icon to view the related articles. |
| Learn and know the following information about your product: | See <i>Me and My Dell</i> at www.dell.com/support/manuals . |
| <ul style="list-style-type: none"> • Product specifications • Operating system • Setting up and using your product • Data backup • Troubleshooting and diagnostics • Factory and system restore • BIOS information | <p>To locate the <i>Me and My Dell</i> relevant to your product, identify your product through one of the following:</p> <ul style="list-style-type: none"> • Select Detect Product. • Locate your product through the drop-down menu under View Products. • Enter the Service Tag number or Product ID in the search bar. |

Contacting Dell

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

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

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