

Latitude 9420

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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Working inside your computer

Topics:

- [Before working inside your computer](#)
- [Safety precautions](#)
- [Entering Service Mode](#)
- [Exiting Service Mode](#)
- [Electrostatic discharge—ESD protection](#)
- [ESD field service kit](#)
- [After working inside your computer](#)

Before working inside your computer

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.
6. After the computer is unplugged, press and hold the power button for 5 seconds to ground the system board.
 **CAUTION:** Place the computer on a flat, soft, and clean surface to avoid scratches on the display.
7. Place the computer face down.

Safety precautions

The safety precautions chapter details the primary steps to be taken before performing any disassembly instructions.

Observe the following safety precautions before you perform any installation or break/fix procedures involving disassembly or reassembly:

- Turn off the system and all attached peripherals.
- Disconnect the system and all attached peripherals from AC power.
- Disconnect all network cables, telephone, and telecommunications lines from the system.
- Use an ESD field service kit when working inside any notebook to avoid electrostatic discharge (ESD) damage.
- After removing any system component, carefully place the removed component on an anti-static mat.
- Wear shoes with non-conductive rubber soles to reduce the chance of getting electrocuted.

Standby power

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

Unplugging, pressing and holding the power button for 15 seconds should discharge residual power in the system board.

Bonding


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


Entering Service Mode

Service Mode allows users to immediately cut off electricity from the computer and conduct repairs without disconnecting the battery cable from the system board.

To enter **Service Mode**:

1. Shut down your computer and disconnect the AC adapter.
2. Hold **** key on the keyboard and press the power button for 3 seconds or until the Dell logo appears on the screen.
3. Press any key to continue.

 **NOTE:** If the power adapter has not been disconnected, a message prompting you to remove the AC adapter appears on the screen. Remove the AC adapter and then press any key to continue the **Service Mode** procedure.

 **NOTE:** The **Service Mode** procedure automatically skips the following step if the **Owner Tag** of the computer is not set up in advance by the manufacturer.

4. When the ready-to-proceed message appears on the screen, press any key to proceed. The computer emits three short beeps and shuts down immediately.

Once the computer shuts down, you may perform the replacement procedures without disconnecting the battery cable from the system board.

Exiting Service Mode

Service Mode allows users to immediately cut off electricity from the computer and conduct repairs without disconnecting the battery cable from the system board.

To exit **Service Mode**:

1. Connect the AC adapter to the power-adapter port on your computer.
2. Press the power button to turn on the computer. Your computer will automatically return to normal functioning mode.

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.

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.

After working inside your computer

About this task

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

Steps

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

Removing and installing components

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

Topics:

- [Recommended tools](#)
- [Screw list](#)
- [Major components of your computer](#)
- [Secure Digital \(SD\) Card](#)
- [SIM card tray](#)
- [Base cover](#)
- [Solid-state drive](#)
- [Wireless Wide Area Network \(WWAN\) Card](#)
- [System fan](#)
- [Heat sink](#)
- [Display assembly](#)
- [Battery](#)
- [Speakers](#)
- [Wireless Local Area Network \(WLAN\) Antenna module](#)
- [I/O daughter board](#)
- [Power button with fingerprint reader assembly](#)
- [System board](#)
- [USH daughter board](#)
- [Wireless Wide Area Network \(WWAN\) Antenna module](#)
- [Palm-rest assembly](#)

Recommended tools

The procedures in this document may require the following tools:

- Phillips #0 screwdriver
- Phillips #1 screwdriver
- Plastic scribe - Recommended for field technician





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 systems 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


















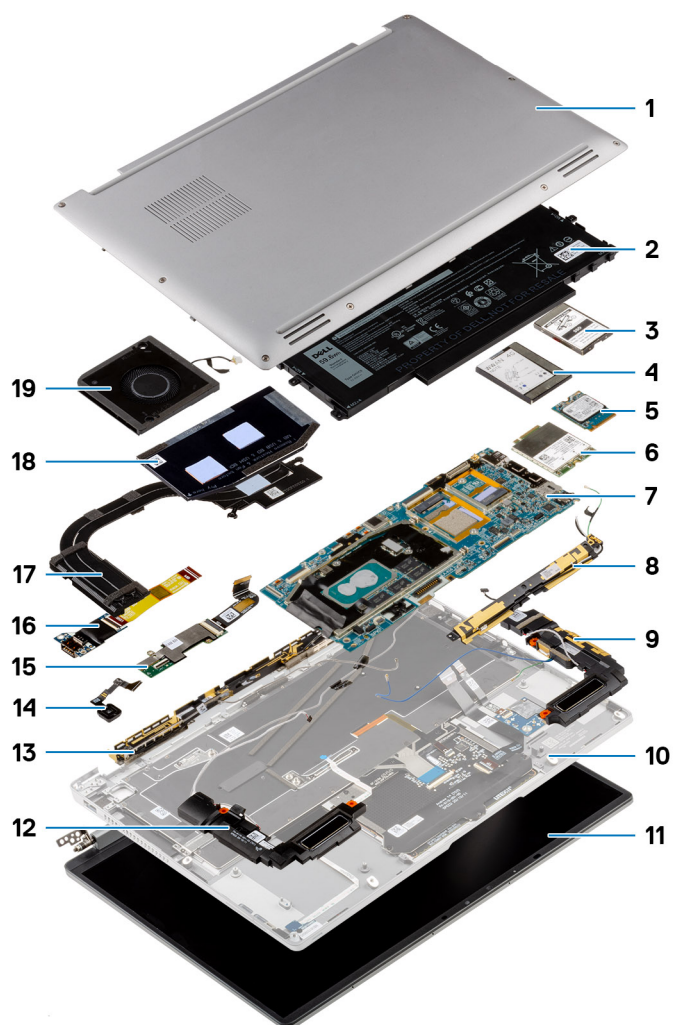
Component	Screw type	Quantity	Image
Base cover	Captive screws	8	
Solid-state drive	M1.6x2.5	1	
WWAN card	Captive screw	1	
System fan	M1.6x2.5	2	
Heat sink	Captive screws	3	N/A
Display assembly	M2.5x3	6	

Table 1. Screw list (continued)

Component	Screw type	Quantity	Image
Battery	M1.6x3	1	
	M2x4	4	
Left speaker	M1.6x1.8	1	
Right speaker	M1.6x1.8	1	
WLAN antenna module	M1.6x1.8	1	
	M1.6x3	2	
I/O daughter board	M2x4	1	
Power button with fingerprint reader assembly	M1.6x2.5	3	
System board	M1.6x2.5	4	
	M2x4	3	
	Captive screw	1	N/A
USH daughter board	M1.2x2.5	2	
WWAN main antenna module	M1.6x3	4	

Major components of your computer



1. Base cover
2. Battery
3. Solid-state drive shielding cover
4. Wireless Wide Area Network (WWAN) shielding cover
5. Solid-state drive
6. Wireless Wide Area Network (WWAN) card
7. System board
8. Wireless Local Area Network (WLAN) Antenna module
9. Left speaker
10. Palm-rest assembly
11. Display assembly
12. Right speaker
13. Wireless Wide Area Network (WWAN) Antenna module
14. Power button with fingerprint reader assembly/Power button assembly
15. UHS daughter board
16. I/O daughter board
17. Heat sink
18. Heat-sink shielding cover
19. System fan

Secure Digital (SD) Card

Removing the SD card

Prerequisites

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

About this task

The following image provides a visual representation of the SD card removal procedure.



Steps

1. Push the SD card to eject it from the slot.
2. Remove the SD card from the system.

Installing the SD card

Prerequisites

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

About this task

The following image provides a visual representation of the SD card installation procedure.



Steps

Insert the SD card into its slot until it click into place.

Next steps

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

SIM card tray

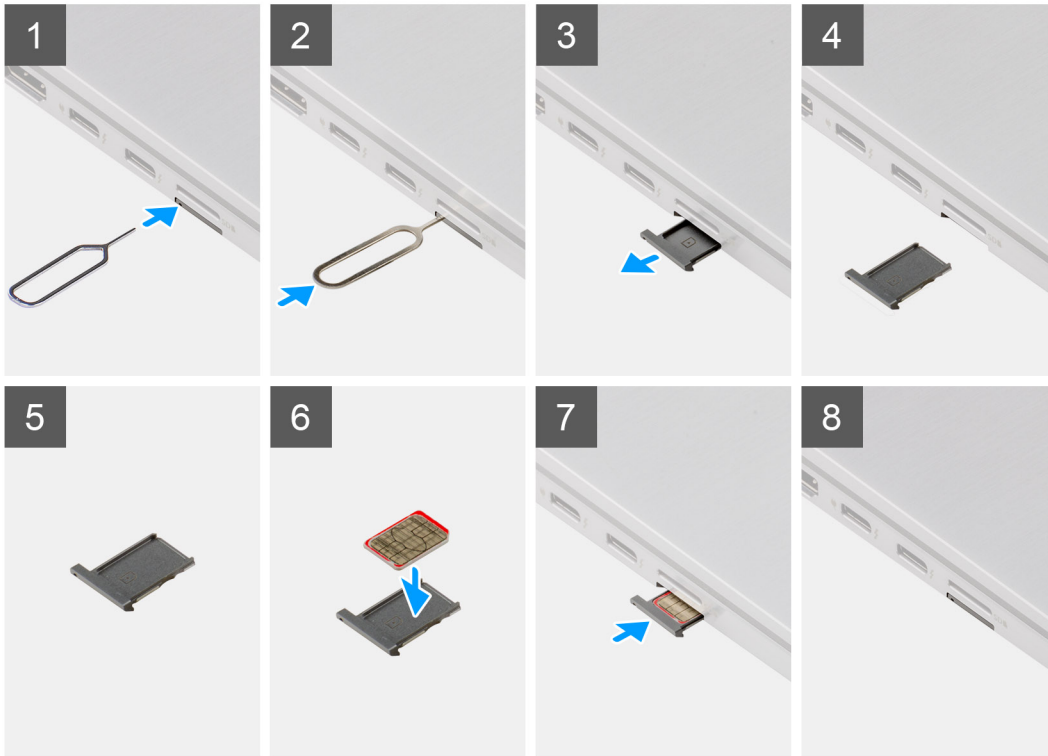
Removing the SIM card tray

Prerequisites

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

About this task

The following image provides a visual representation of the SIM card tray removal procedure.



Steps

1. Insert the SIM card removal pin into the release hole to release the SIM card tray.
2. Push the pin to disengage the lock, and eject the SIM card tray.
3. Slide the SIM card tray out of the slot on the system.
4. Remove the Micro-SIM from the SIM card tray.
5. Slide the SIM card tray back into the slot on the system.

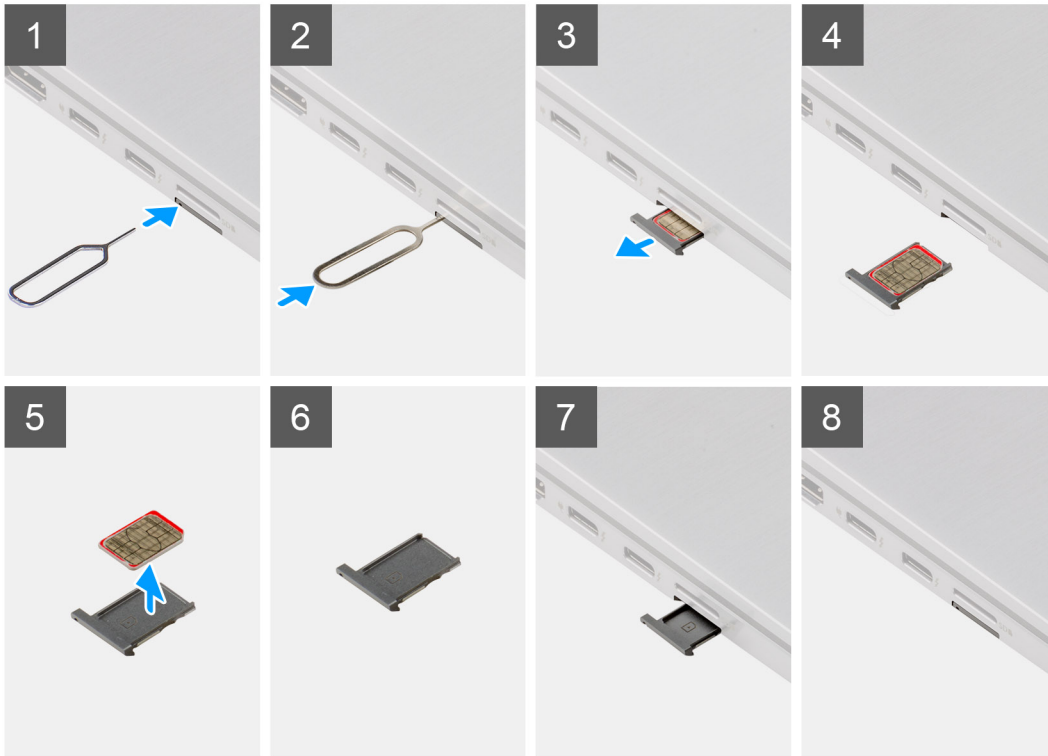
Installing the SIM card tray

Prerequisites

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

About this task

The following image provides a visual representation of the SIM card tray installation procedure.



Steps

1. Insert the SIM card removal pin into the release hole to remove the SIM card tray.
2. Push the pin to disengage the lock, and eject the SIM card tray.
3. Slide the SIM card tray out of the slot on the system.
4. Align and place the Micro-SIM card in the dedicated slot on the SIM card tray.
5. Slide the SIM card tray back into the slot on the system.

Next steps

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

Base cover

Removing the base cover

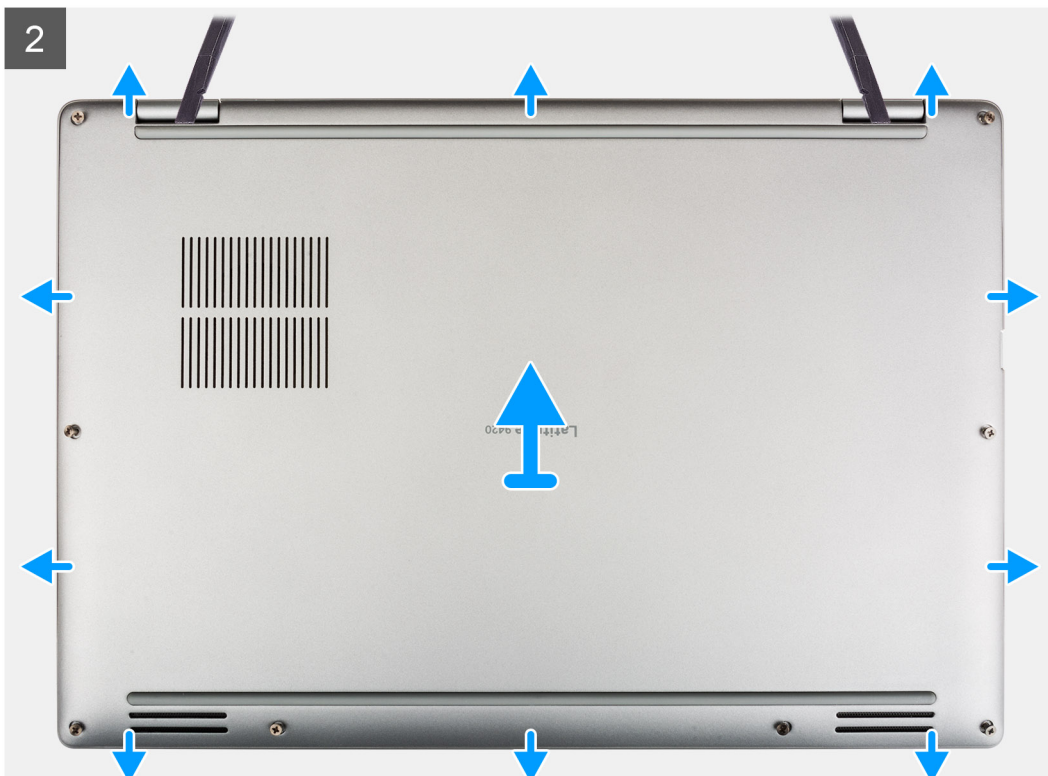
Prerequisites

1. Follow the procedure in [before working inside your computer](#).
2. Remove the [SD card](#).
3. Remove the [SIM card tray](#).
4. Enter [service mode](#).

About this task



8x



Steps

1. Loosen the eight captive screws that secure the base cover to the system.
2. Using a plastic scribe, pry open the base cover starting from the recesses that are located in the U-shaped indents near the hinges at the top edge of the base cover.

NOTE: Do not lift the base cover from the top side immediately after prying it from the recesses, as this will cause damage to the base cover.

3. Work your way around the sides of the base cover.
4. Hold the left and right sides of the base cover, and remove the base cover from the system.

NOTE: If the thermal pad on the back of the base cover gets detached, adhere it back onto the cover.

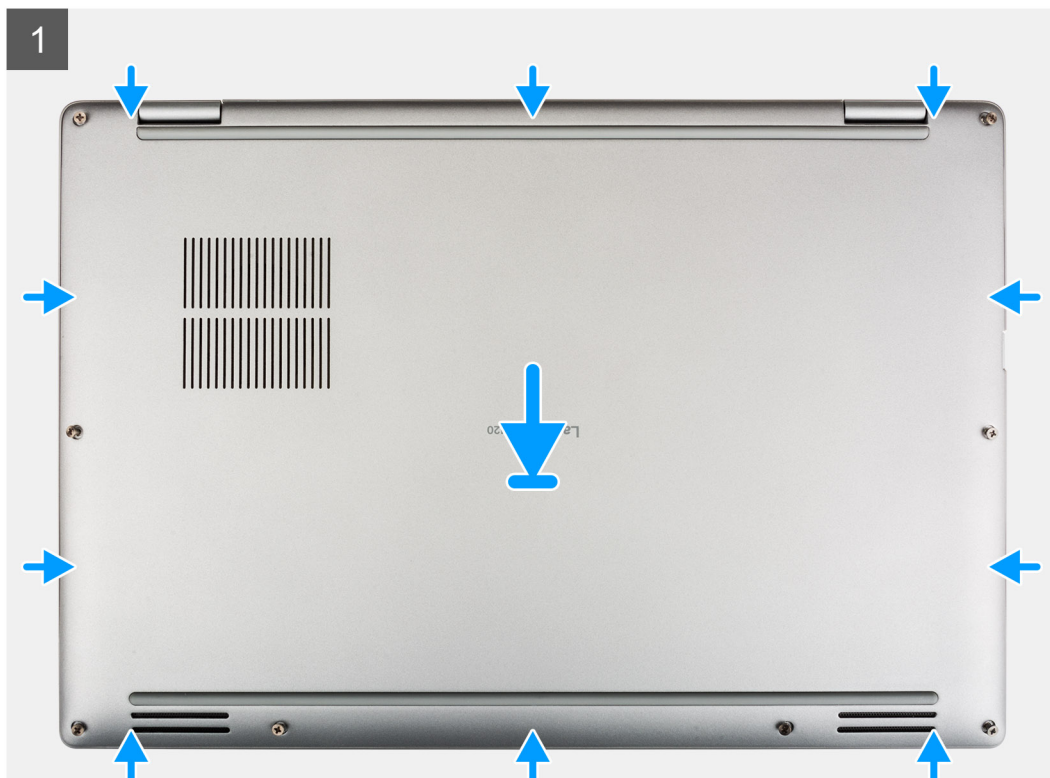
Installing the base cover

Prerequisites

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

About this task

The following image provides a visual representation of the base cover installation procedure.





8x



Steps

1. Align and place the base cover on the palm-rest assembly, and snap the base cover into place.
2. Tighten the eight captive screws to secure the base cover to the system.

Next steps

1. Install the [SIM card tray](#).
2. Install the [SD card](#).
3. Exit [service mode](#).
4. Follow the procedure in [After working on your computer](#).

Solid-state drive

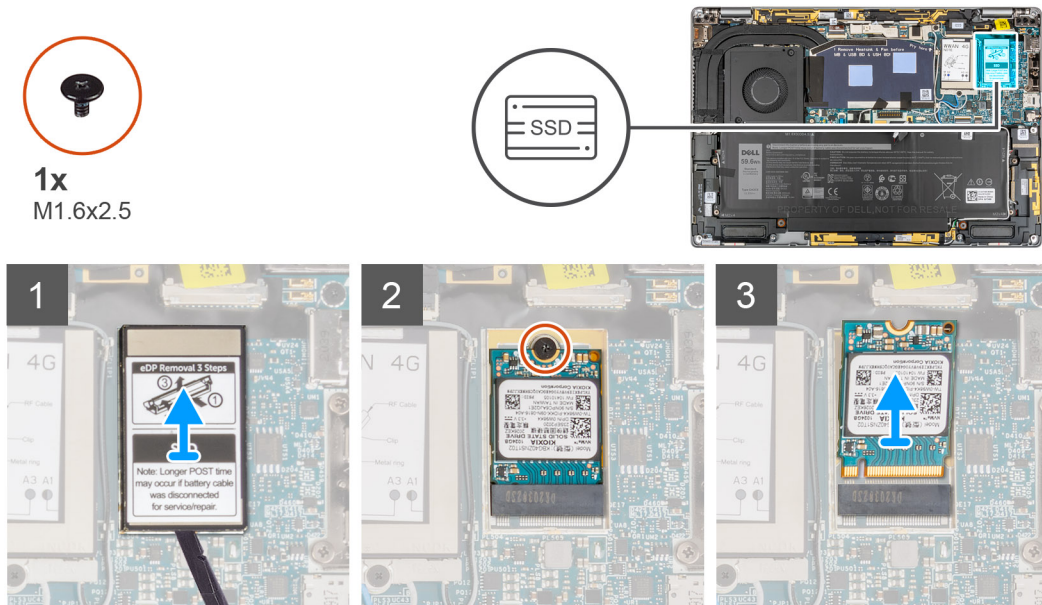
Removing the solid-state drive

Prerequisites

1. Follow the procedure in [before working inside your computer](#).
2. Remove the [SD card](#).
3. Remove the [SIM card tray](#).
4. Enter [service mode](#).
5. Remove the [base cover](#).

About this task

The following images indicate the location of the solid-state drive and provide a visual representation of the removal procedure.



Steps

1. Using a plastic scribe pry open the solid-state drive shielding cover from the recess at the bottom edge of the solid-state drive shielding cover.
2. Remove the solid-state drive shielding cover from the system.
3. Remove the single (M1.6x2.5) screw securing the solid-state drive to the system board.
4. Slide and remove the solid-state drive from the solid-state drive slot on the system board.

NOTE: If the thermal pad located underneath the M.2 2230 SSD gets detached, adhere it back to the system board.

Installing the solid-state drive

Prerequisites

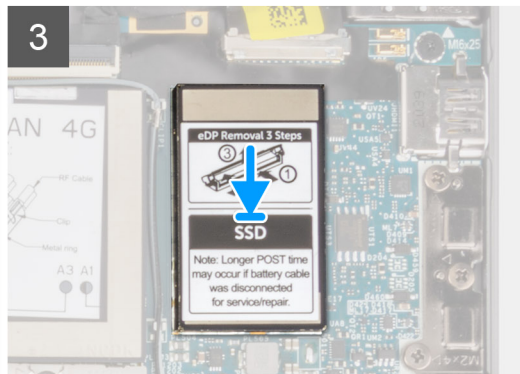
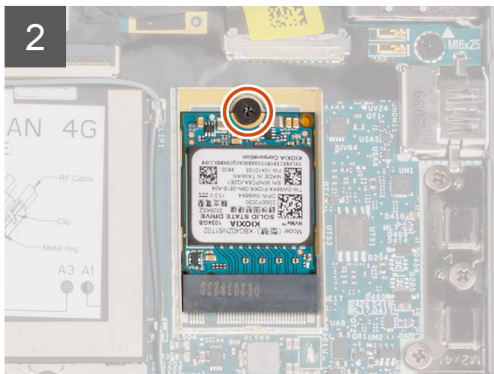
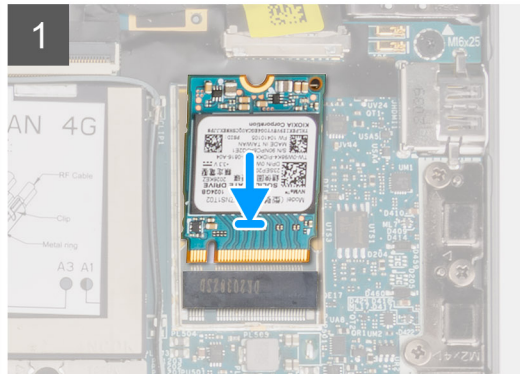
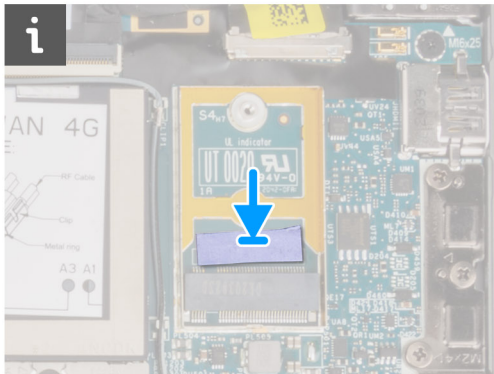
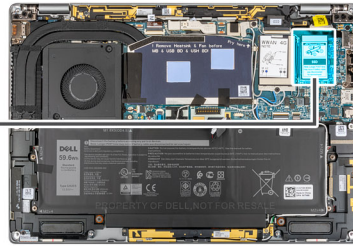
If you are replacing a component, remove the existing component before performing the installation procedure.

About this task

The following image indicates the location of the solid-state drive and provides a visual representation of the installation procedure.



1x
M1.6x2.5



Steps

1. Align the notch on the solid-state drive with the tab on the M.2 card connector.
2. Slide the solid-state drive into the M.2 card connector on the system board.
3. Replace the single (M1.6x2.5) screw that secures the solid-state drive to the system board.
4. Align and place the solid-state drive shielding cover, press to fit it firmly to cover the solid-state drive.

Next steps

1. Install the [base cover](#).
2. Install the [SIM card tray](#).
3. Install the [SD card](#).
4. Exit [service mode](#).
5. Follow the procedure in [After working on your computer](#).

Wireless Wide Area Network (WWAN) Card

Removing the WWAN card

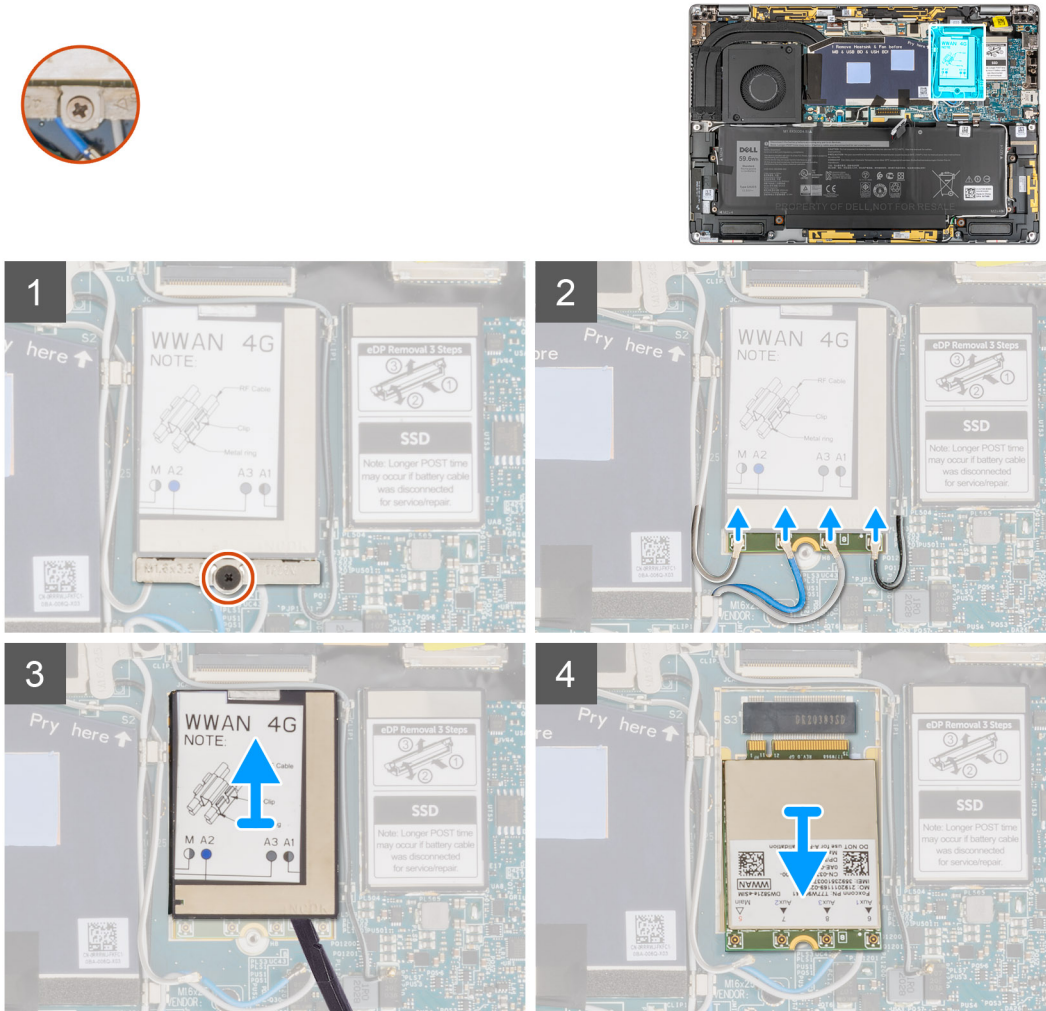
Prerequisites

1. Follow the procedure in [before working inside your computer](#).
2. Remove the [SD card](#).

3. Remove the [SIM card tray](#).
4. Enter [service mode](#).
5. Remove the [base cover](#).

About this task

The following images indicate the location of the WWAN card and provide a visual representation of the removal procedure.



Steps

1. Loosen the single captive screw securing the WWAN-card bracket to the system board.
2. Lift the WWAN-card bracket out of the system.
3. Disconnect the antenna cables from the connectors on the WWAN card.
4. Using a plastic scribe pry open the WWAN card shielding cover from the bottom edge of the WWAN card shielding cover.
5. Using a plastic scribe, pry open the WWAN card shield covering the WWAN card.
6. Lift the WWAN card shielding cover out of the system.
7. Slide and remove the WWAN card from the WWAN-card slot.

NOTE: If any of the two thermal pads located underneath the WWAN card gets detached, adhere it back to the system board.

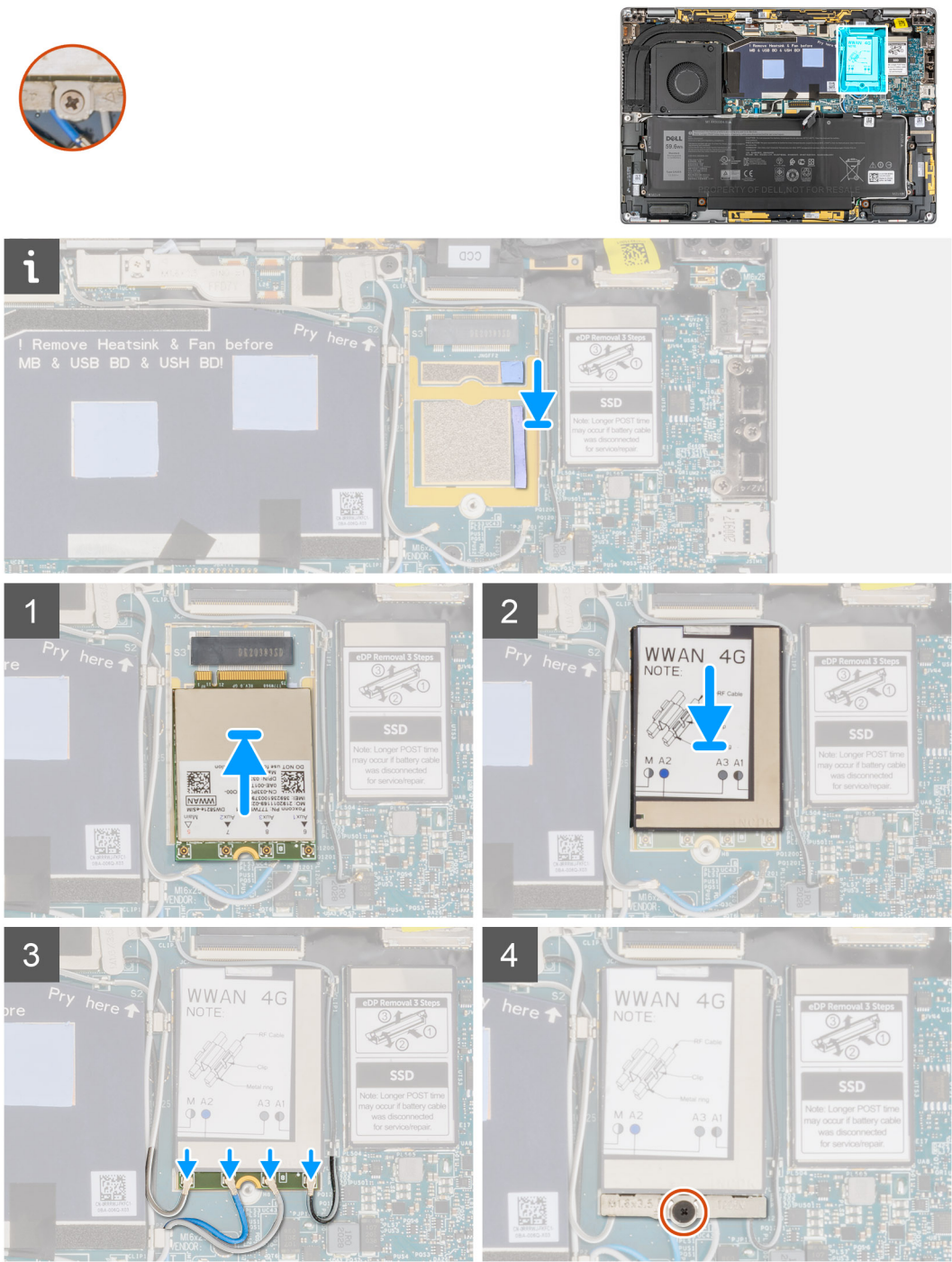
Installing the WWAN card

Prerequisites

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


About this task

The following image indicates the location of the WWAN card and provides a visual representation of the installation procedure.




Steps

1. Align the notch on the WWAN card with the tab on the WWAN-card slot.

 **NOTE:** If any of the thermal pads located underneath the WWAN card are detached from the system board when removing the WWAN card from the system, adhere them back on the system board.

2. Slide the WWAN card at an angle into the WWAN-card slot.
3. Align and place the WWAN-card shielding cover, press to fit it firmly to cover the WWAN card.
4. Connect the antenna cables to the connectors on the WWAN card.
5. Align and place the WWAN-card bracket on the system board and WWAN card, and tighten the single captive screw.

 **NOTE:** For instructions on how to find your computer's IMEI (International Mobile Station Equipment Identity) number, see the knowledge base article [000143678](#) at www.dell.com/support.

Next steps

1. Install the [base cover](#).
2. Install the [SIM card tray](#).
3. Install the [SD card](#).
4. Exit [service mode](#).
5. Follow the procedure in [After working on your computer](#).

System fan

Removing the system fan

Prerequisites

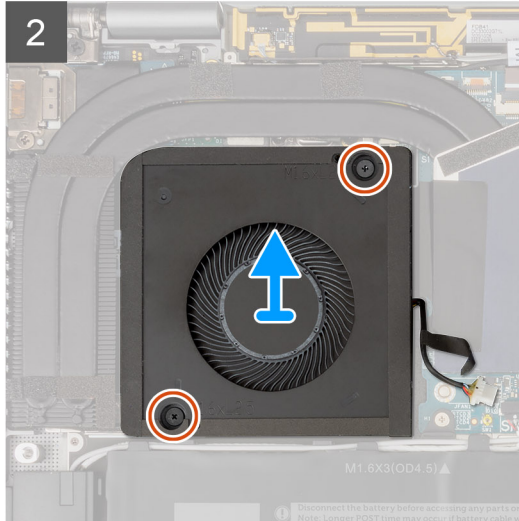
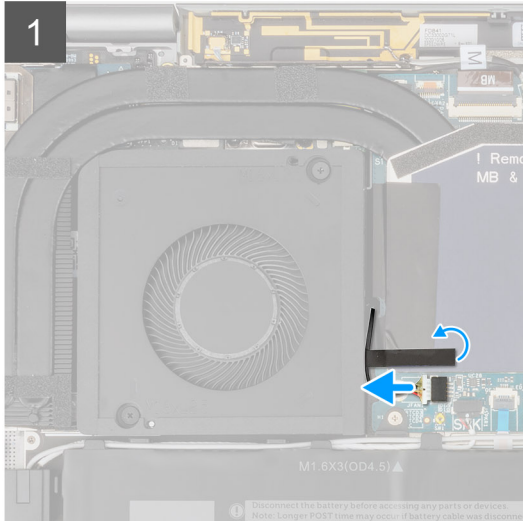
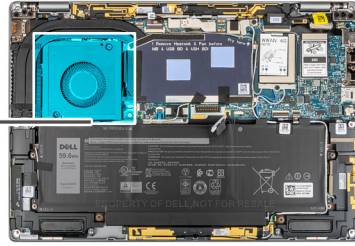
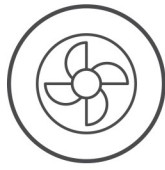
1. Follow the procedure in [before working inside your computer](#).
2. Remove the [SD card](#).
3. Remove the [SIM card tray](#).
4. Enter [service mode](#).
5. Remove the [base cover](#).

About this task

The following images indicate the location of the system fan and provide a visual representation of the removal procedure.



2x
M1.6x2.5



Steps

1. Peel the single piece of tape securing the system fan cable to the system board.
2. Disconnect the system fan cable from the connector on the system board.
3. Remove the two (M1.6x2.5) screws that secure the system fan to the palm-rest assembly.
4. Lift the system fan off the palm-rest assembly.

Installing the system fan

Prerequisites

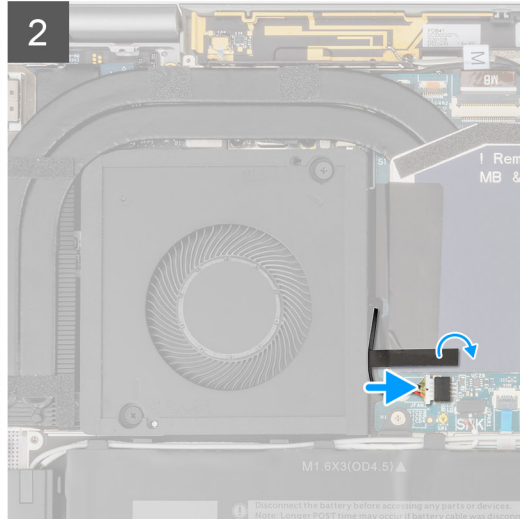
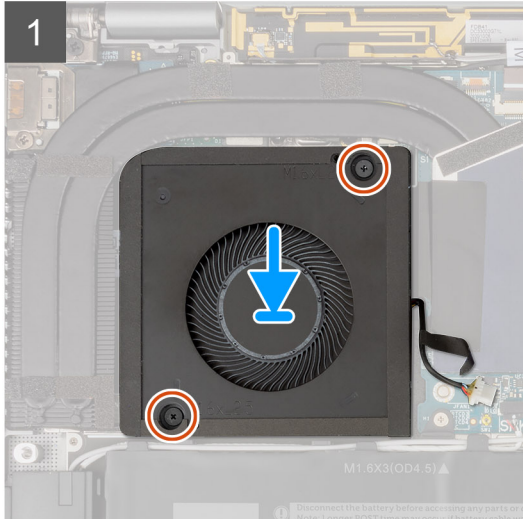
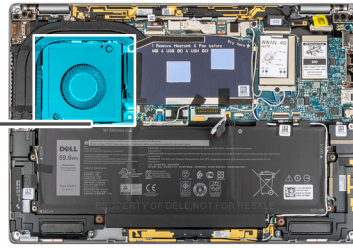
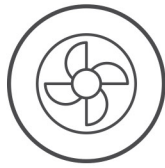
If you are replacing a component, remove the existing component before performing the installation procedure.

About this task

The following image indicates the location of the system fan and provides a visual representation of the installation procedure.



2x
M1.6x2.5



Steps

1. Align and place the system fan onto the palm-rest assembly.
2. Replace the two (M1.6x2.5) screws that secure the system fan to the palm-rest assembly.
3. Connect the system fan cable to the connector on the system board.
4. Adhere the single piece of tape securing the system fan cable to the system board.

Next steps

1. Install the [base cover](#).
2. Install the [SIM card tray](#).
3. Install the [SD card](#).
4. Exit [service mode](#).
5. Follow the procedure in [After working on your computer](#).

Heat sink

Removing the heat sink

Prerequisites

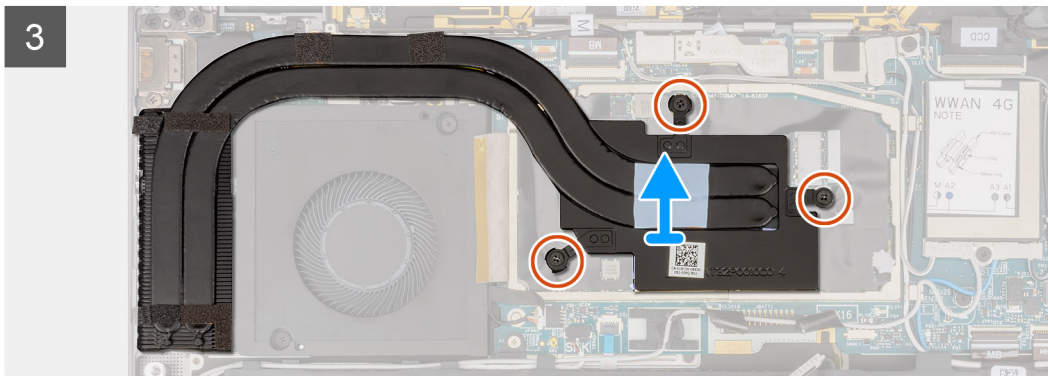
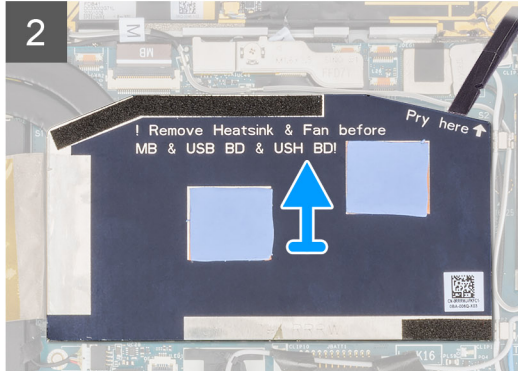
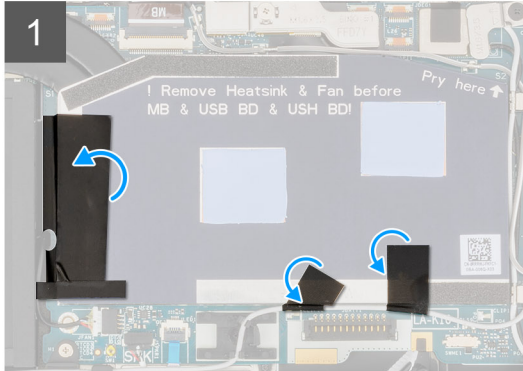
1. Follow the procedure in [before working inside your computer](#).
2. Remove the [SD card](#).
3. Remove the [SIM card tray](#).
4. Enter [service mode](#).
5. Remove the [base cover](#).

About this task

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



3x



Steps

1. Peel the two pieces of tape securing the gray WWAN antenna cable from the bottom side of the CPU shielding cover.
2. Peel the piece of conductive tape and the tape securing the system fan cable from the left side of the CPU shielding cover.
3. Pry the CPU shielding cover from the pry point indicated on the top-right corner of the CPU shielding cover.

CAUTION: Do not remove the shielding cover immediately after prying the cover, as this can damage the shielding cover.

4. Gently flip open the CPU shielding cover from the right side of the cover towards the left side.
5. Lift the CPU shielding cover off the system.
6. Loosen the three captive screws that secure the heat sink to the system board.
7. Lift the heat sink off the system board.

Installing the heat sink

Prerequisites

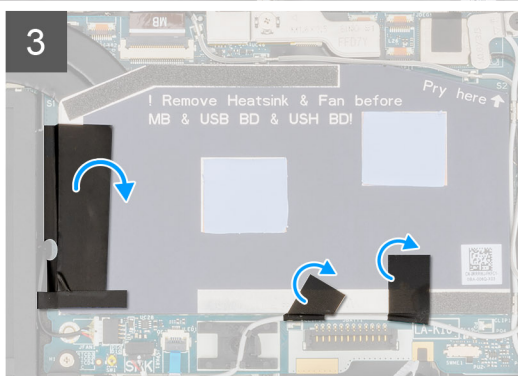
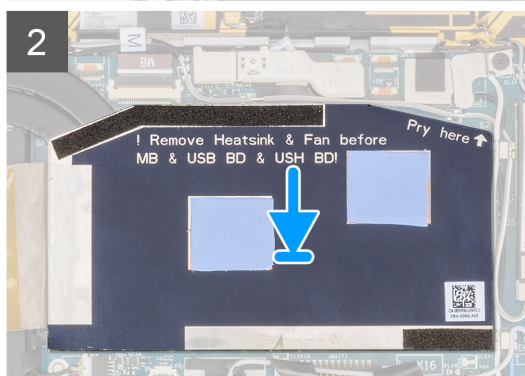
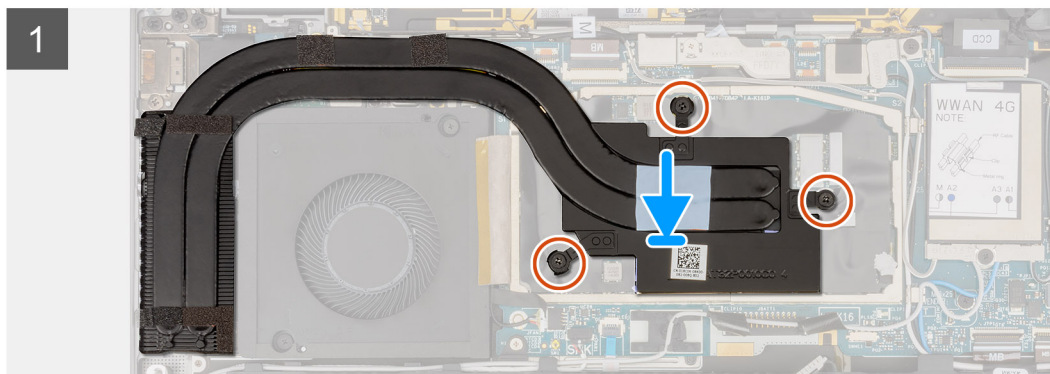
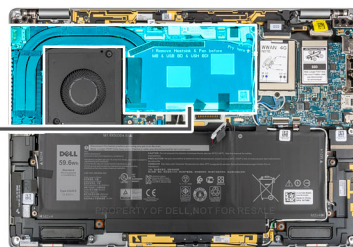
If you are replacing a component, remove the existing component before performing the installation procedure.

About this task

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



3x



Steps

1. Align the screw holes on the heat sink with the screw holes on the system board.
2. Tighten the three captive screws that secure the heat sink to the system board.
3. Align and place the CPU shielding cover, press to fit it firmly.
4. Adhere the two pieces of tape securing the gray WWAN antenna cable from the bottom side of the CPU shielding cover.
5. Adhere the piece of conductive tape and the piece of tape securing the system fan cable to the left side of the CPU shielding cover.

Next steps

1. Install the [base cover](#).
2. Install the [SIM card tray](#).
3. Install the [SD card](#).
4. Exit [service mode](#).
5. Follow the procedure in [After working on your computer](#).

Display assembly


Removing the display assembly

Prerequisites

1. Follow the procedure in [before working inside your computer](#).
2. Remove the [SD card](#).
3. Remove the [SIM card tray](#).
4. Enter [service mode](#).
5. Remove the [base cover](#).

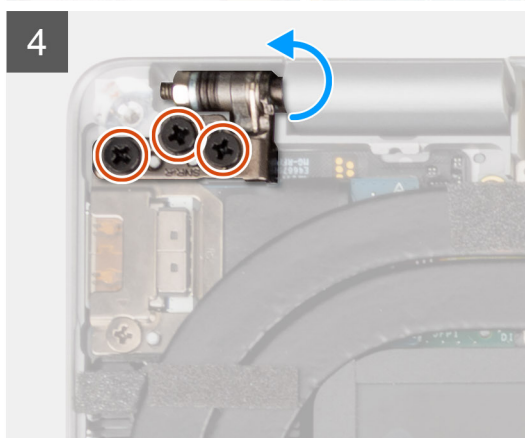
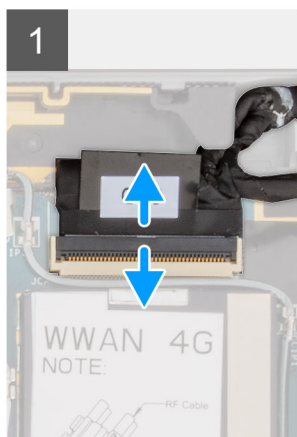
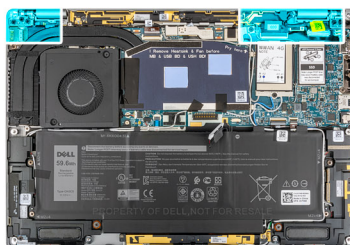
About this task

The following images indicate the location of the display assembly and provide a visual representation of the removal procedure.

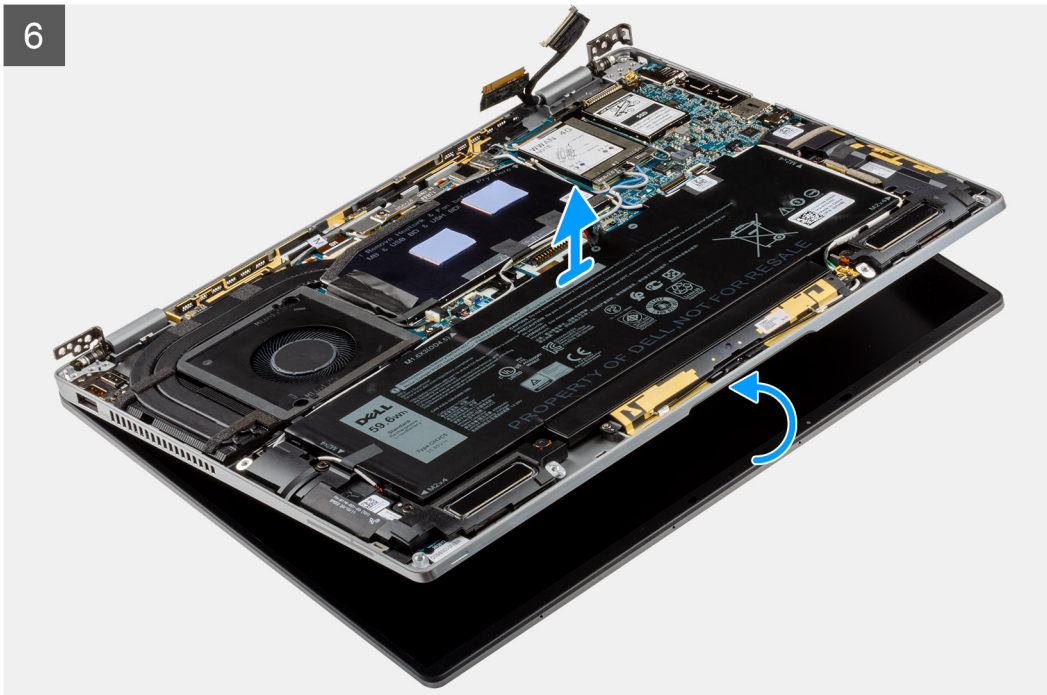
 **NOTE:** The display assembly removal procedure is the same for both laptop and 2-in-1 chassis.



6x
M2.5x3



6



7



Steps

1. Disconnect the display cable from the connector on the system board.



CAUTION: The connector for the display cable features a latch that locks it in place on the system board. Flip open the display cable latch from the two tabs on the top side of the latch. After flipping open the latch, hold the left and right sides of the cable's connector head and gently disconnect the display cable from the system board in a direct upward motion to prevent damage to the connector's pins.


2. Disconnect the camera cable from the connector on the system board and unroute the camera and display cables from the routing guides on the system board.
3. Open the display assembly to a 180-degree angle and lay the display screen flat, flip the entire computer over.
4. Remove the six (M2.5x3) screws that secure the display assembly to the system, press the edges of the system near the hinges, and lift the hinges in the upward direction away from the computer.

5. Lift the display assembly off the computer.

Installing the display assembly

Prerequisites

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

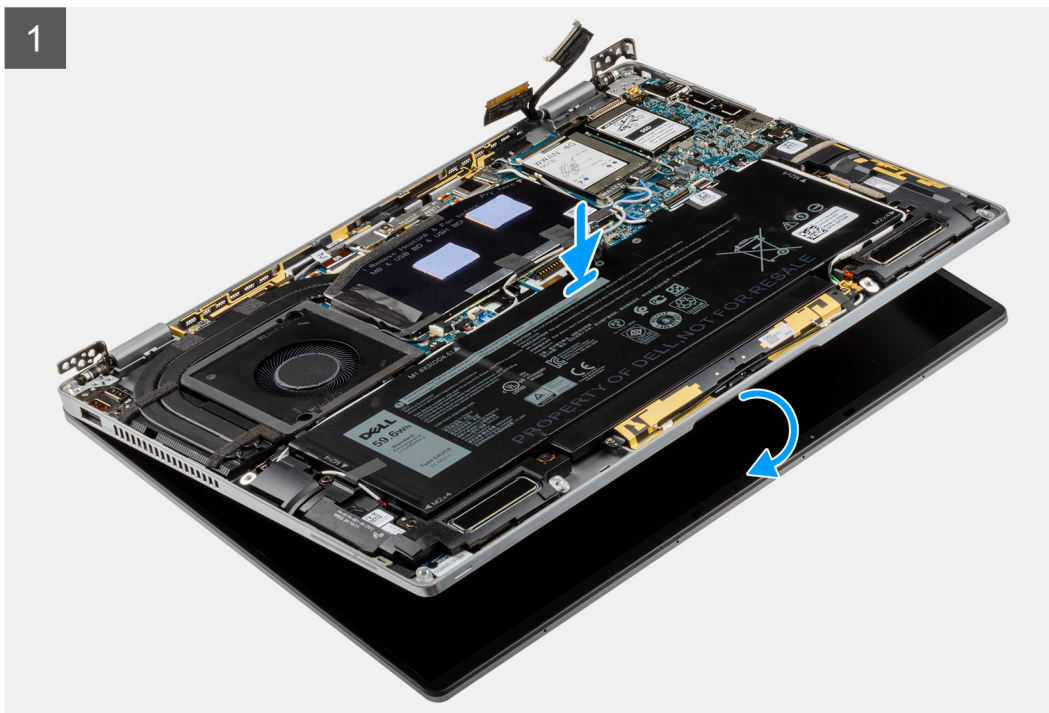
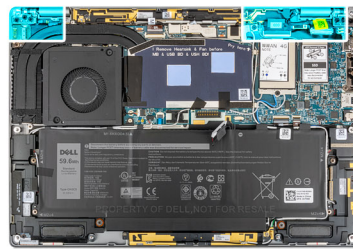
 **NOTE:** The display assembly installation procedure is the same for both laptop and 2-in-1 chassis.

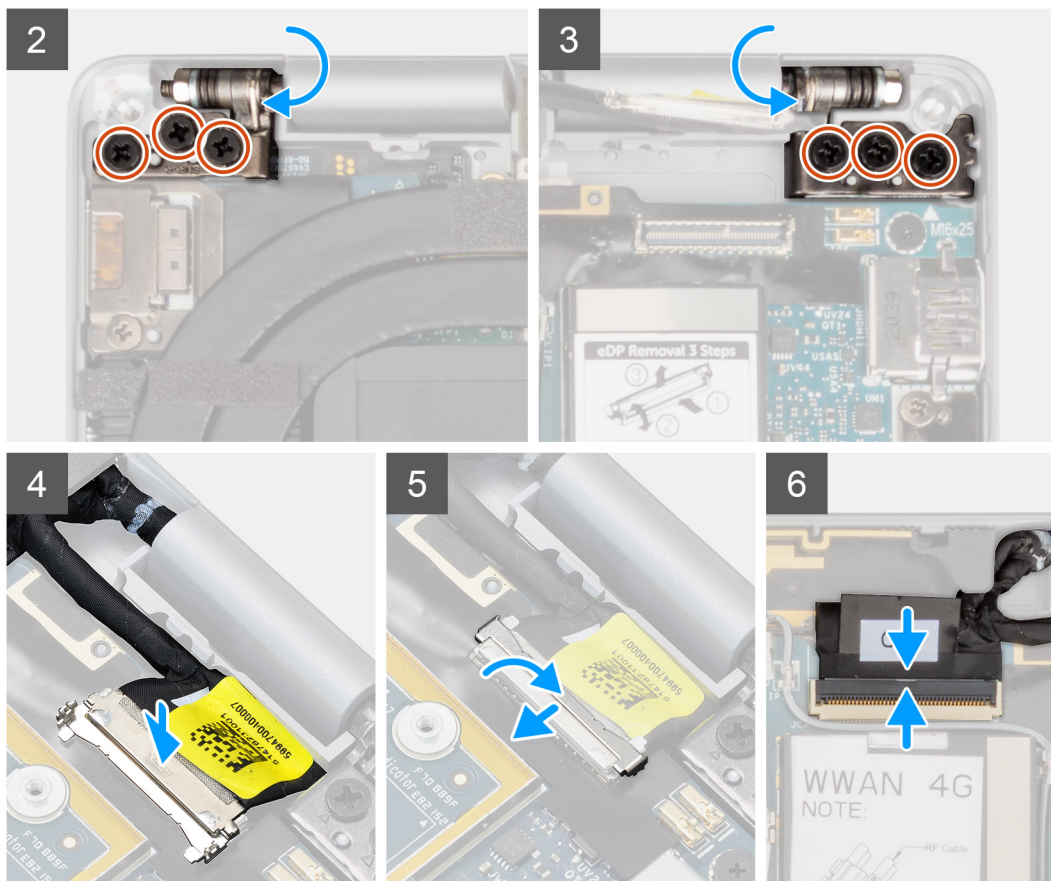
About this task

The following image indicates the location of the display assembly and provides a visual representation of the installation procedure.



6x
M2.5x3





Steps

1. Align and place the palm-rest assembly under the hinges of the display assembly.
2. Replace the six (M2.5x3) screws that secure the display assembly to the system.
3. Connect the display and camera cable to the connector on the system board.

Next steps

1. Install the [base cover](#).
2. Install the [SIM card tray](#).
3. Install the [SD card](#).
4. Exit [service mode](#).
5. Follow the procedure in [After working on your computer](#).

Battery

Lithium-ion battery precautions

⚠ CAUTION:

- Exercise caution when handling Lithium-ion batteries.
- Discharge the battery completely before removing it. Disconnect the AC power adapter from the system and operate the computer solely on battery power—the battery is fully discharged when the computer no longer turns on when the power button is pressed.
- 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.
- Swollen batteries should not be used and should be replaced and disposed properly. For guidelines on how to handle and replace swollen Lithium-ion batteries, see [Handling swollen Lithium-ion batteries](#).

Removing the battery

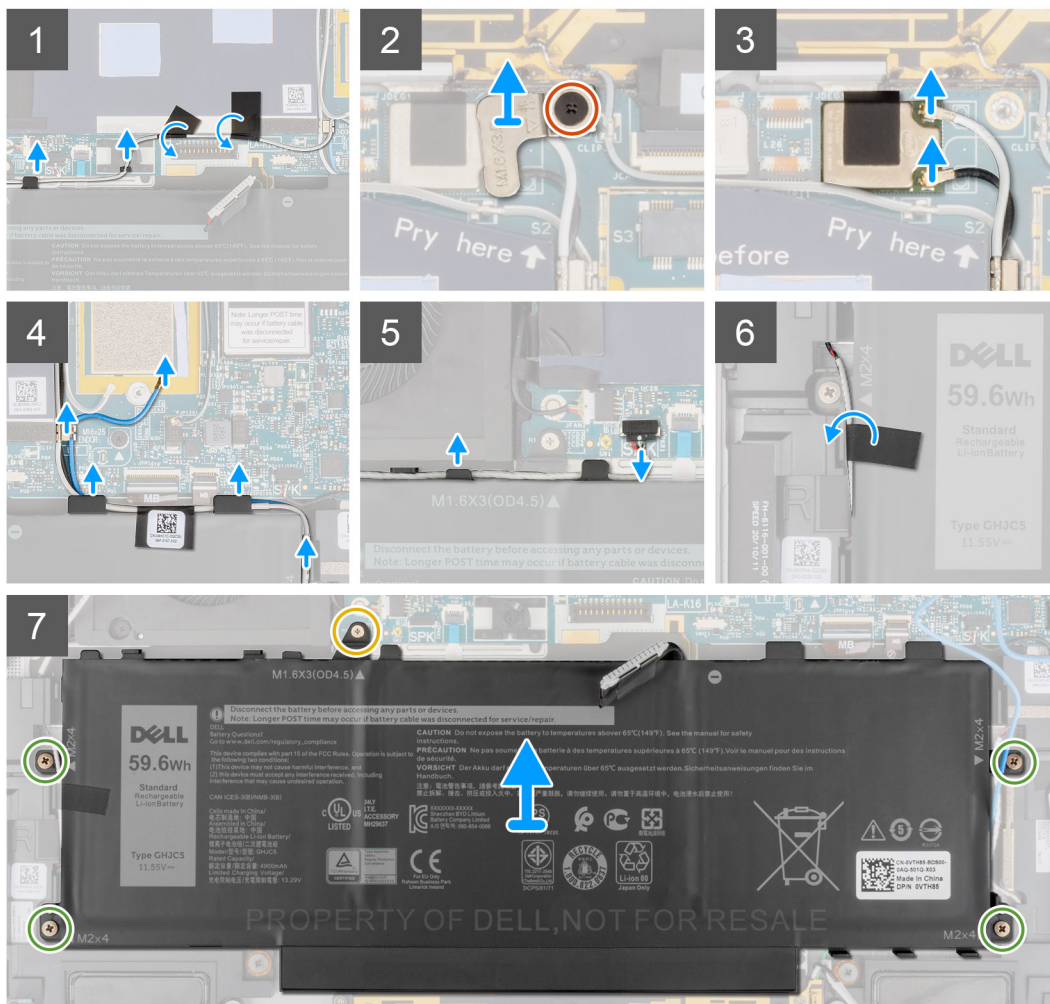
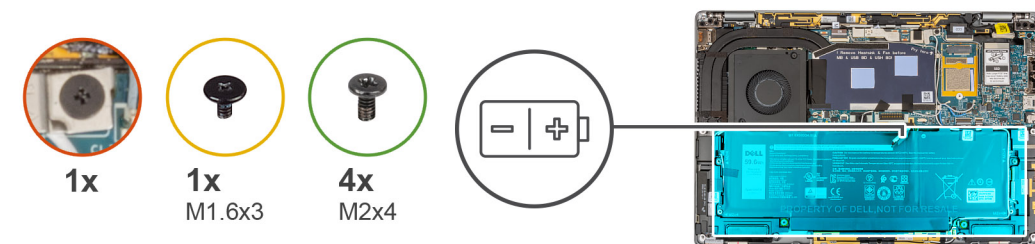
Prerequisites

1. Follow the procedure in [before working inside your computer](#).
2. Remove the [SD card](#).
3. Remove the [SIM card tray](#).
4. Remove the [base cover](#).
5. Remove the [WWAN card](#).

NOTE: If battery was disconnected from system board for service, there will be a delay during system boot-up as the system will undergo RTC battery reset.

About this task

The following images indicate the location of the battery and provide a visual representation of the removal procedure.



Steps

1. Peel off the two pieces of tape securing the gray WWAN antenna cable in place at the bottom side of CPU shielding cover and unroute the wireless antenna cables from the routing guides on the system board and the routing guides along the top side of the battery.
 2. Peel off the piece of tape securing the WLAN antenna cables in place at the top side of the battery.
 3. Loosen the single captive screw securing the WLAN bracket to the system board.
 4. Lift the WLAN bracket off the system board.
 5. Disconnect the antenna cables connected to the WLAN module.
 6. Unroute the WLAN antenna cables and blue WWAN antenna cable from the metal clips on the system board and the routing guides along the sides of the battery.
- i NOTE:** The cables for the WLAN antennas are routed over the plastic bracket at the upper right corner and within the routing guides along the bottom right side of the battery. You must be careful when unrouting the antenna cables from their routing guides while they are still attached to the wireless card.
7. Disconnect the speaker cable from the connector on the system board and unroute the speaker cable from the routing guides along the top side of the battery.

8. Peel off the piece of tape securing the speaker cable in place at the left side of the battery.
9. Unroute the speaker cables from the routing guides at the left and right side of the battery.
10. Remove the single (M1.6x3) screw and four (M2x4) screws that secures the battery to the palm-rest assembly.
11. Lift the battery away from the computer.

Installing the battery

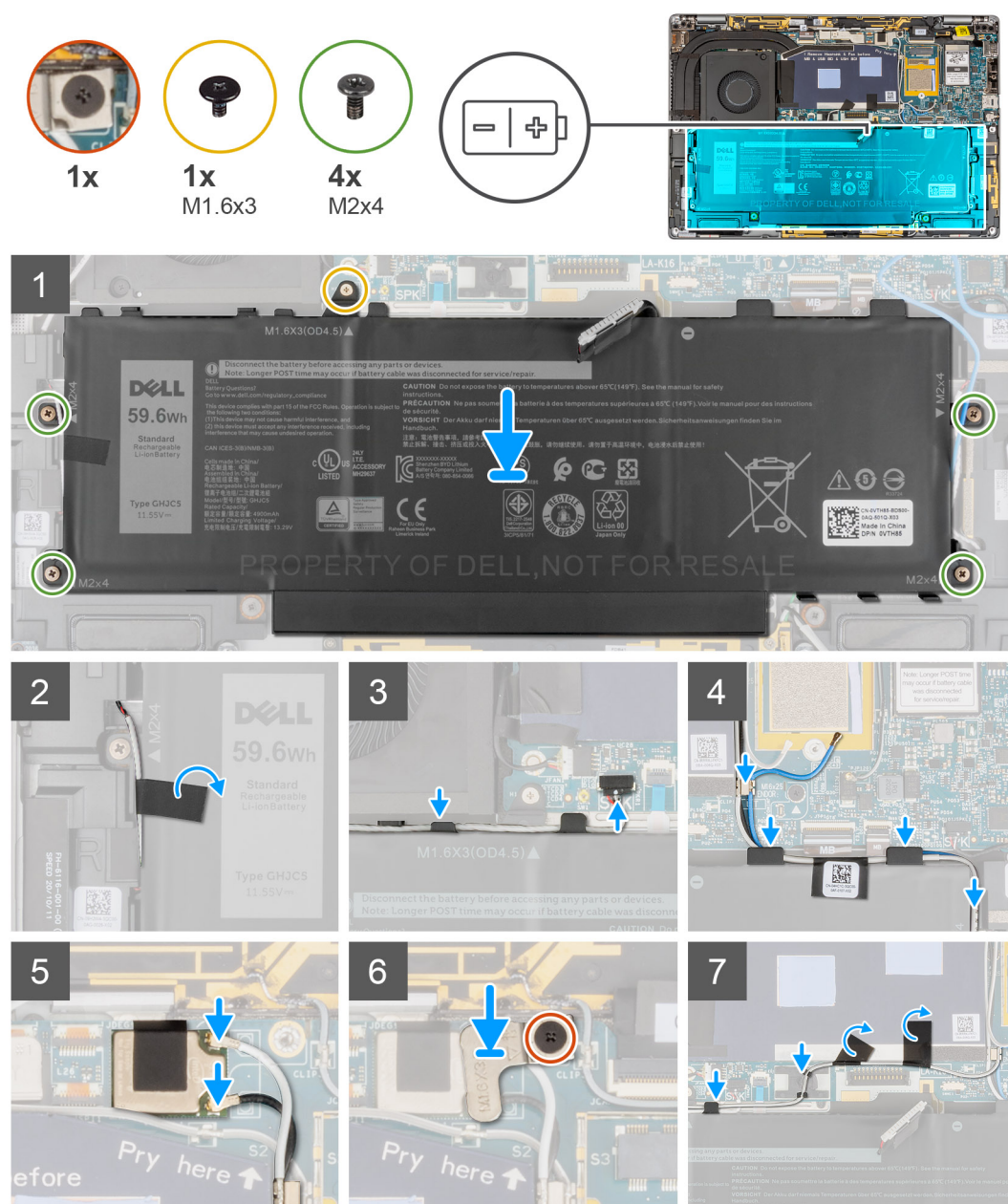
Prerequisites

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

About this task

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

NOTE: If battery was disconnected from system board for service, there will be a delay during system boot-up as the system will undergo RTC battery reset.



Steps

1. Align and place the battery on the palm-rest assembly.
2. Replace the single (M1.6x3) screw and four (M2x4) screws to secure the battery to the palm-rest assembly.
3. Reconnect the battery cable to the connector on the system board.
4. Route the speaker cables in the routing guides at the left and right side of the battery.
5. Adhere the piece of tape securing the speaker cable in place at the left side of the battery.
6. Route the speaker cable in the routing guides along the top side of the battery and connect the speaker cable to the connector on the system board.
7. Route the WLAN antenna cables and blue WWAN antenna cable in the metal clips on the system board and the routing guides along the sides of the battery.
8. Connect the antenna cables to the WLAN module.
9. Align and place the WLAN bracket on the system board.
10. Tighten the single captive screw securing the WLAN bracket to the system board.
11. Adhere the piece of tape securing the WLAN antenna cables in place at the top side of the battery.
12. Adhere the two pieces of tape securing the gray WWAN antenna cable in place at the bottom side of CPU shielding cover and route the wireless antenna cables in the routing guides on the system board and the routing guides along the top side of the battery.

Next steps

1. Install the [WWAN card](#).
2. Install the [base cover](#).
3. Install the [SIM card tray](#).
4. Install the [SD card](#).
5. Follow the procedure in [After working on your computer](#).

Speakers

Removing the left speaker

Prerequisites

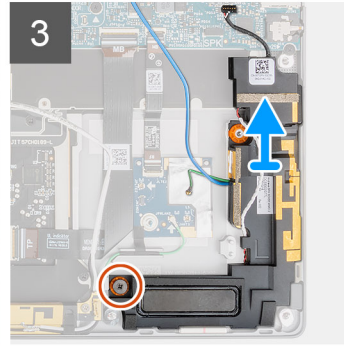
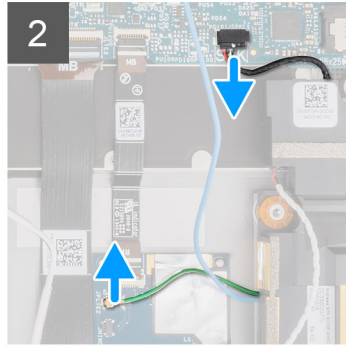
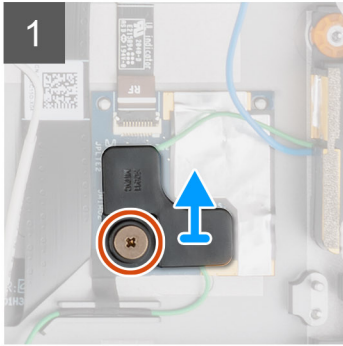
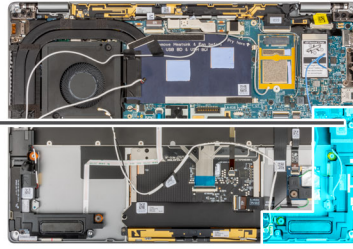
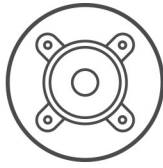
1. Follow the procedure in [before working inside your computer](#).
2. Remove the [SD card](#).
3. Remove the [SIM card tray](#).
4. Remove the [base cover](#).
5. Remove the [WWAN card](#).
6. Remove the [battery](#).

About this task

The following images indicate the location of the speaker and provide a visual representation of the removal procedure.



2x
M1.6x1.8



Steps

1. Remove the single (M1.6x1.8) screw securing the Proximity sensor bracket to the plam-rest assembly.
2. Disconnect the Proximity sensor cable for the left speaker's WWAN antenna module from the RF board.
3. Disconnect the left speaker cable from connector on the system board, and unroute the speaker cable from the routing guides.
4. Remove the single (M1.6x1.8) screw that secure the left speaker, and lift the left speaker off the system.

Installing the left speaker

Prerequisites

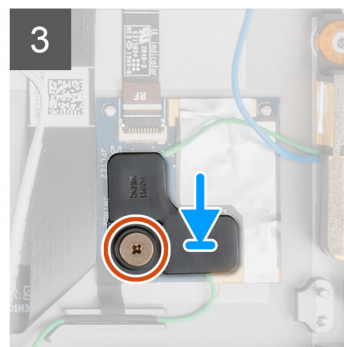
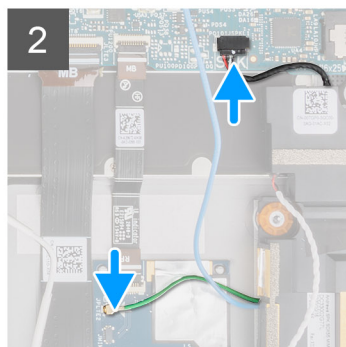
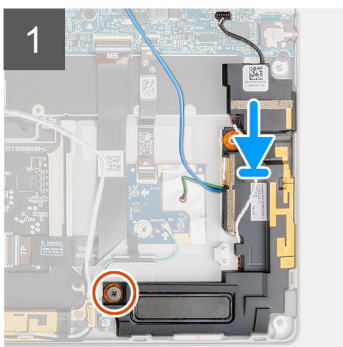
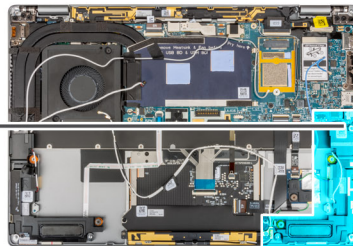
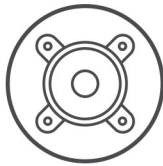
If you are replacing a component, remove the existing component before performing the installation procedure.

About this task

The following image indicates the location of the speaker and provides a visual representation of the installation procedure.



2x
M1.6x1.8



Steps

1. Align and place the left speaker in the slot on the system.
2. Replace the single (M1.6x1.8) screw that secure the left speaker to the system.
3. Route the speaker cables through the routing guide and connect the speaker cable to the connector on the system board.
4. Connect the Proximity sensor cable of the left speaker's WWAN antenna module to the RF board.
5. Replace the single (M1.6x1.8) screw securing the Proximity sensor bracket to the plam-rest assembly.

Next steps

1. Install the [battery](#).
2. Install the [WWAN card](#).
3. Install the [base cover](#).
4. Install the [SIM card tray](#).
5. Install the [SD card](#).
6. Follow the procedure in [After working on your computer](#).

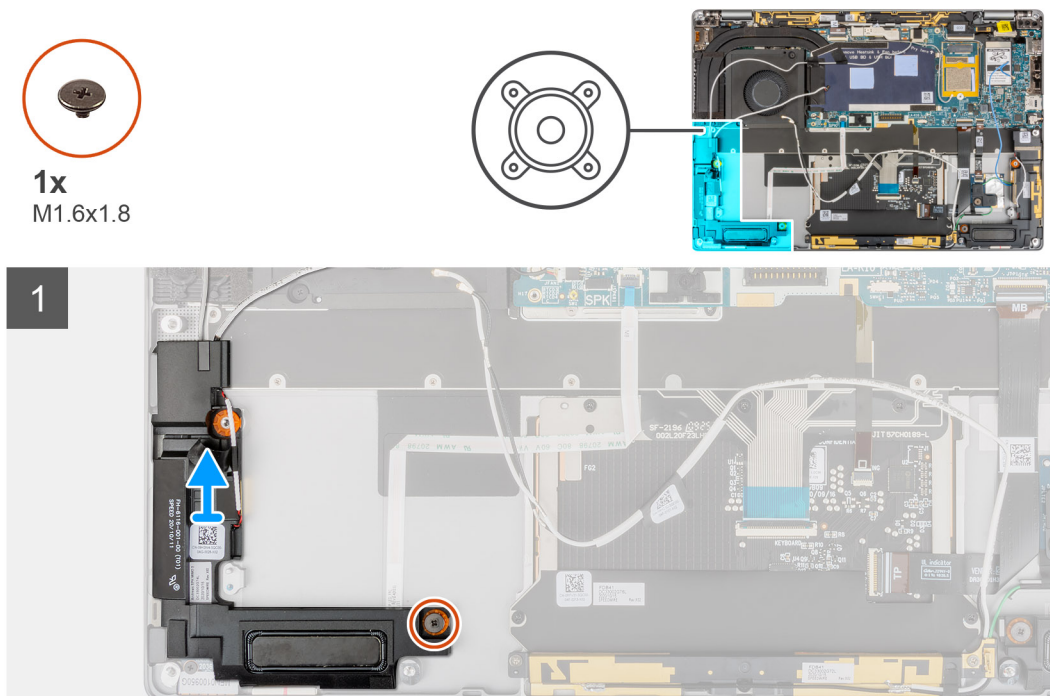
Removing the right speaker

Prerequisites

1. Follow the procedure in [before working inside your computer](#).
2. Remove the [SD card](#).
3. Remove the [SIM card tray](#).
4. Remove the [base cover](#).
5. Remove the [WWAN card](#).
6. Remove the [battery](#).

About this task

The following images indicate the location of the speaker and provide a visual representation of the removal procedure.



Steps

1. Remove the single (M1.6x1.8) screw that secure the right speaker.
2. Lift the right speaker off the system.

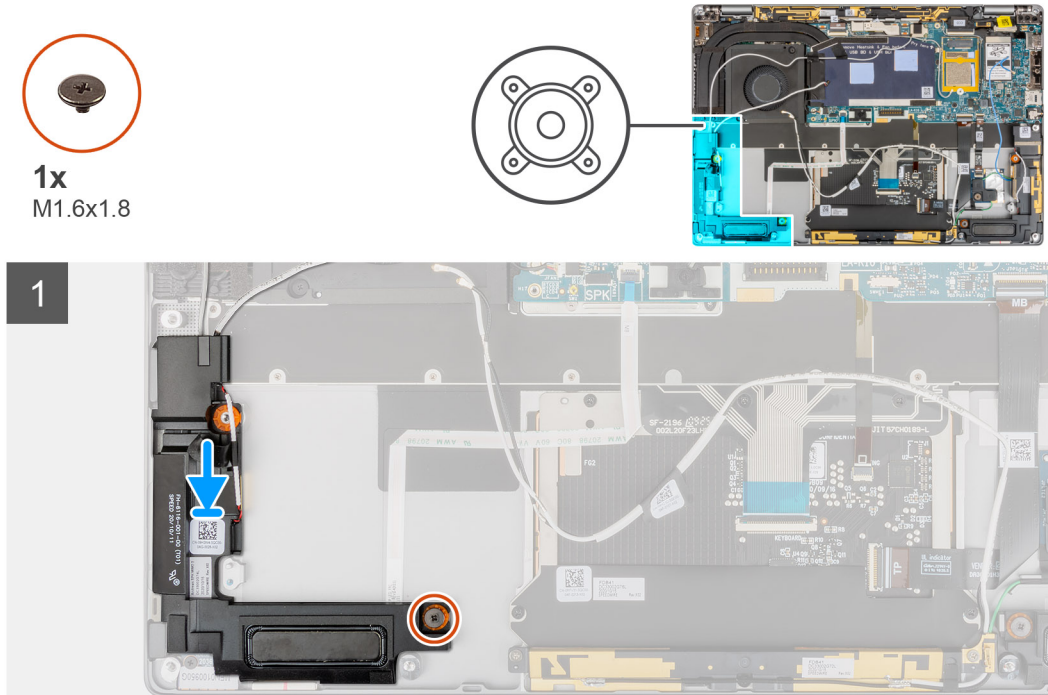
Installing the right speaker

Prerequisites

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

About this task

The following image indicates the location of the speaker and provides a visual representation of the installation procedure.



Steps

1. Align and place the right speaker in the slot on the system.
2. Replace the single (M1.6x1.8) screw that secure the right speaker to the system.

Next steps

1. Install the [battery](#).
2. Install the [WWAN card](#).
3. Install the [base cover](#).
4. Install the [SIM card tray](#).
5. Install the [SD card](#).
6. Follow the procedure in [After working on your computer](#).

Wireless Local Area Network (WLAN) Antenna module

Removing the WLAN antenna module

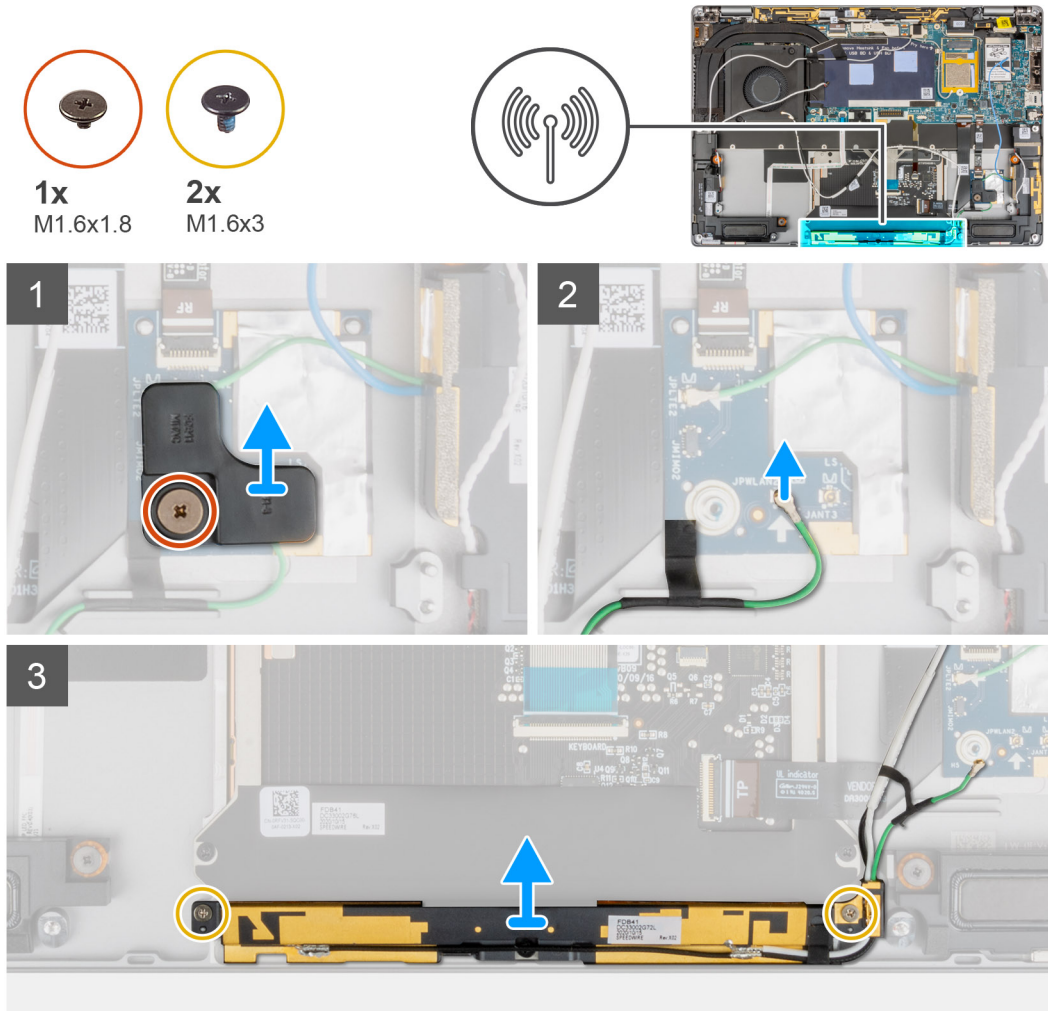
Prerequisites

1. Follow the procedure in [before working inside your computer](#).
2. Remove the [SD card](#).
3. Remove the [SIM card tray](#).
4. Remove the [base cover](#).

5. Remove the [WWAN card](#).
6. Remove the [battery](#).

About this task

The following images indicate the location of the WLAN antenna module and provide a visual representation of the removal procedure.



Steps

1. Remove the single (M1.6x1.8) screw securing the Proximity sensor bracket to the palm-rest assembly and lift the Proximity sensor bracket off the system.
2. Peel off the piece of tape securing the WLAN antenna module's proximity sensor cable in place.
3. Disconnect the WLAN antenna module's Proximity sensor cable from the RF board and unrout the Proximity sensor cable from the routing guides.
4. Remove the two (M1.6x3) screws that WLAN antenna module to the palm-rest assembly, and lift the WLAN antenna module off the system.

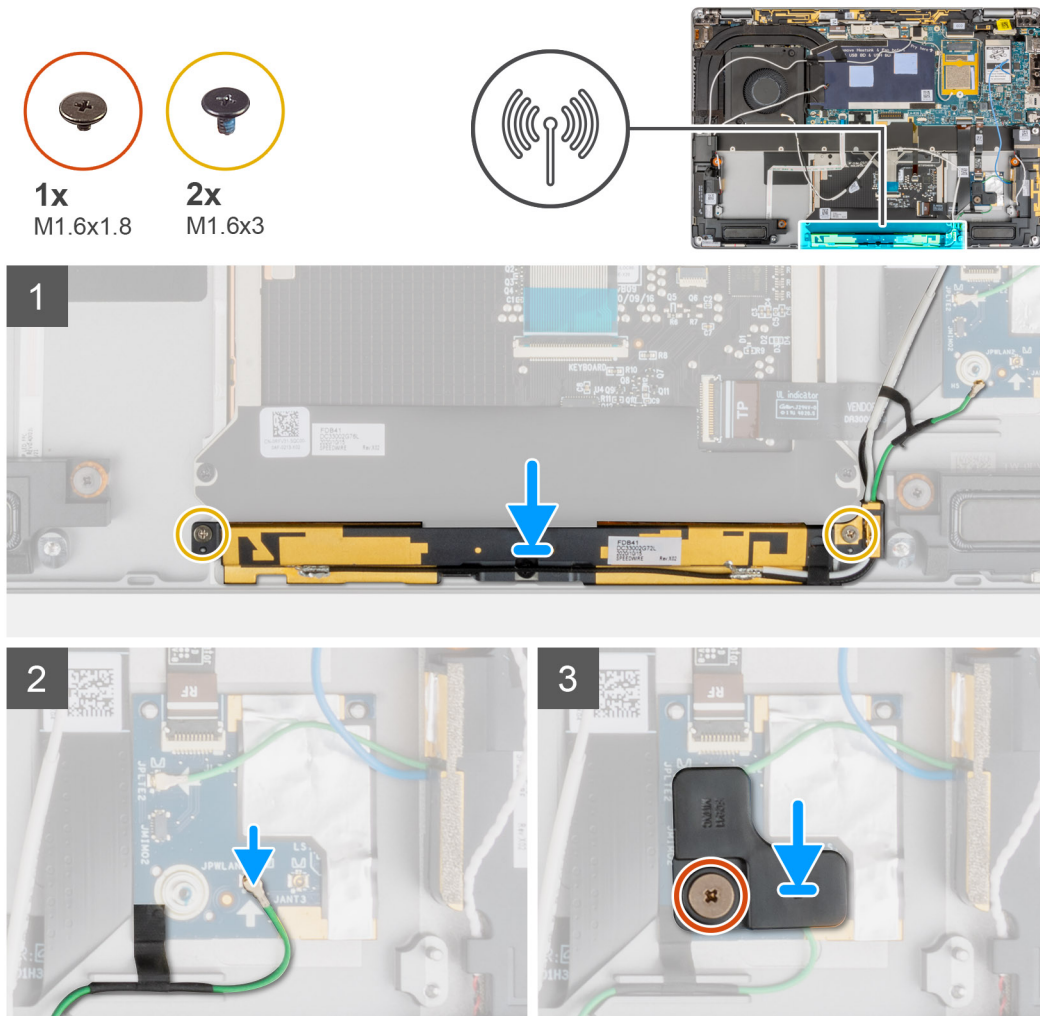
Installing the WLAN antenna module

Prerequisites

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

About this task

The following image indicates the location of the WLAN antenna module and provides a visual representation of the installation procedure.



Steps

1. Align and place the WLAN antenna module in the slot on the system.
2. Replace the two (M1.6x3) screws that secure the WLAN antenna module to the palm-rest assembly.
3. Connect the WLAN antenna module's Proximity sensor cable to the RF board and route the Proximity sensor cable in the routing guides.
4. Align and place the Proximity sensor bracket on the RF board.
5. Replace the single (M1.6x1.8) screw securing the Proximity sensor bracket to the palm-rest assembly.

Next steps

1. Install the [battery](#).
2. Install the [WWAN card](#).
3. Install the [base cover](#).
4. Install the [SIM card tray](#).
5. Install the [SD card](#).
6. Follow the procedure in [After working on your computer](#).

I/O daughter board

Removing the I/O daughter board

Prerequisites

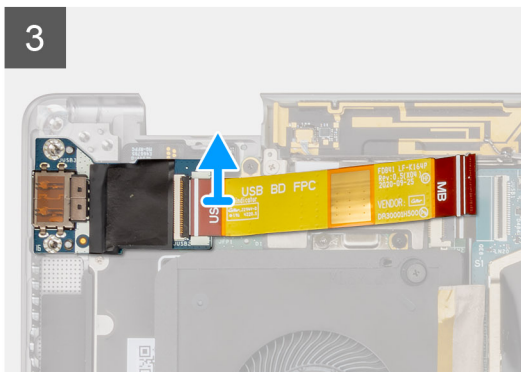
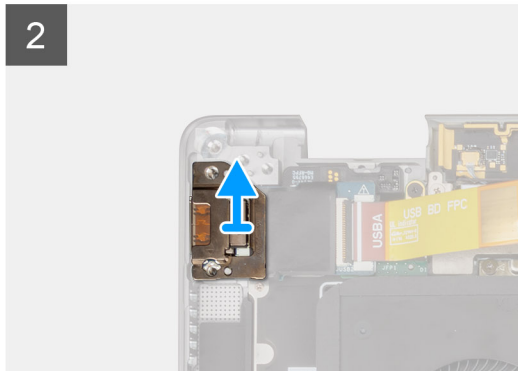
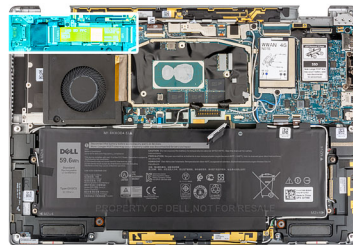
1. Follow the procedure in [before working inside your computer](#).
2. Enter [service mode](#).
3. Remove the [SD card](#).
4. Remove the [SIM card tray](#).
5. Remove the [base cover](#).
6. Remove the [heat sink](#).
7. Remove the [display assembly](#).

About this task

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



1x
M2x4



Steps

1. Disconnect the I/O daughter FPC cable from the connector on the system board.
2. Remove the single (M2x4) screw securing the I/O daughter board bracket to the palm-rest assembly.
3. Lift the I/O daughter board bracket off the system.
4. Lift the I/O daughter board with the FPC cable off the system.

5. Disconnect the I/O daughter board FPC cable from the I/O daughter board.

Installing the I/O daughter board

Prerequisites

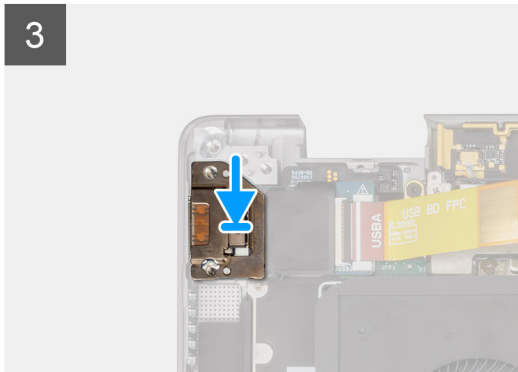
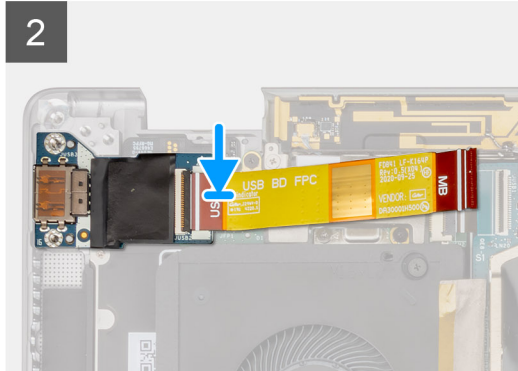
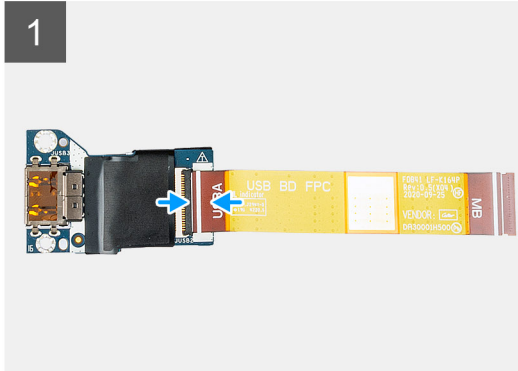
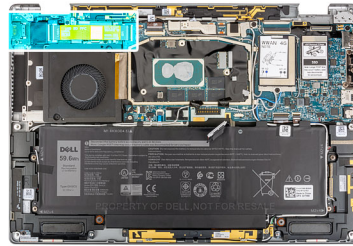
If you are replacing a component, remove the existing component before performing the installation procedure.

About this task

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



1x
M2x4



Steps

1. Connect the I/O daughter board FPC cable to the I/O daughter board.
2. Place the I/O daughter board with the FPC cable in the slot on the system.
3. Align and place the I/O board bracket on the I/O daughter board.
4. Replace the single (M2x4) screw securing the I/O daughter board bracket to the palm-rest assembly.
5. Connect the I/O daughter FPC cable to the connector on the system board.

Next steps

1. Install the [display assembly](#).
2. Install the [heat sink](#).
3. Install the [base cover](#).

4. Install the [SIM card tray](#).
5. Install the [SD card](#).
6. Exit [service mode](#).
7. Follow the procedure in [After working on your computer](#).

Power button with fingerprint reader assembly

Removing the power button with fingerprint reader assembly

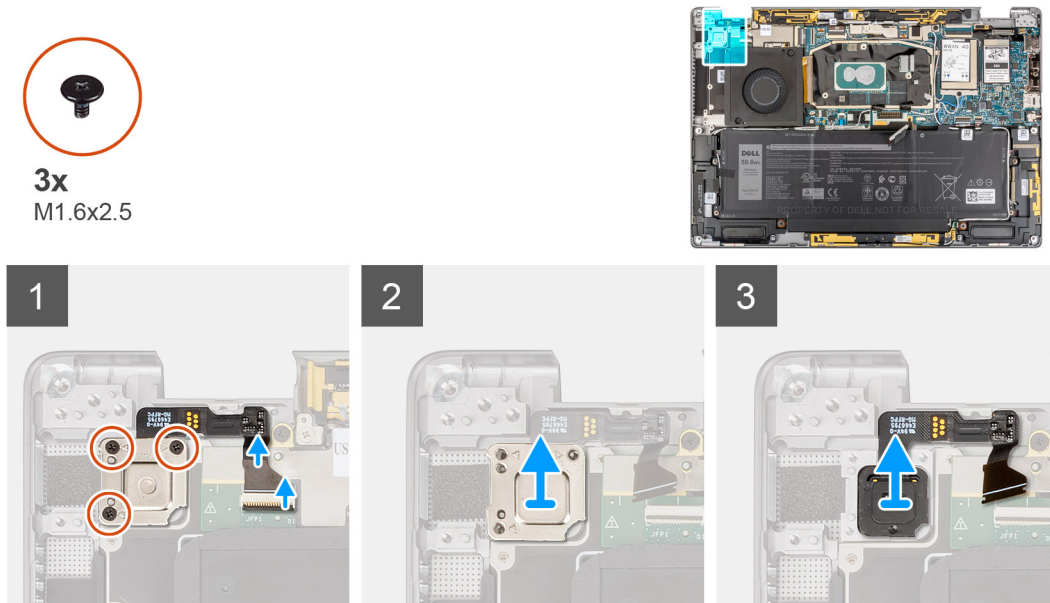
Prerequisites

NOTE: For system shipped with power button with fingerprint reader assembly only.

1. Follow the procedure in [before working inside your computer](#).
2. Enter [service mode](#).
3. Remove the [SD card](#).
4. Remove the [SIM card tray](#).
5. Remove the [base cover](#).
6. Remove the [heat sink](#).
7. Remove the [display assembly](#).
8. Remove the [I/O daughter board](#).

About this task

The following images indicate the location of the power-button and provide a visual representation of the removal procedure.



Steps

1. Gently disconnect the power button with fingerprint reader FPC cable from the connector on the USH daughter board.
2. Remove the three (M1.6x2.5) screws securing the power button with fingerprint reader bracket to the palm-rest assembly.
3. Lift the power button with fingerprint reader bracket off the system.
4. Peel off the power button with fingerprint reader assembly from the palm-rest assembly and lift the power button with fingerprint reader assembly off the system.

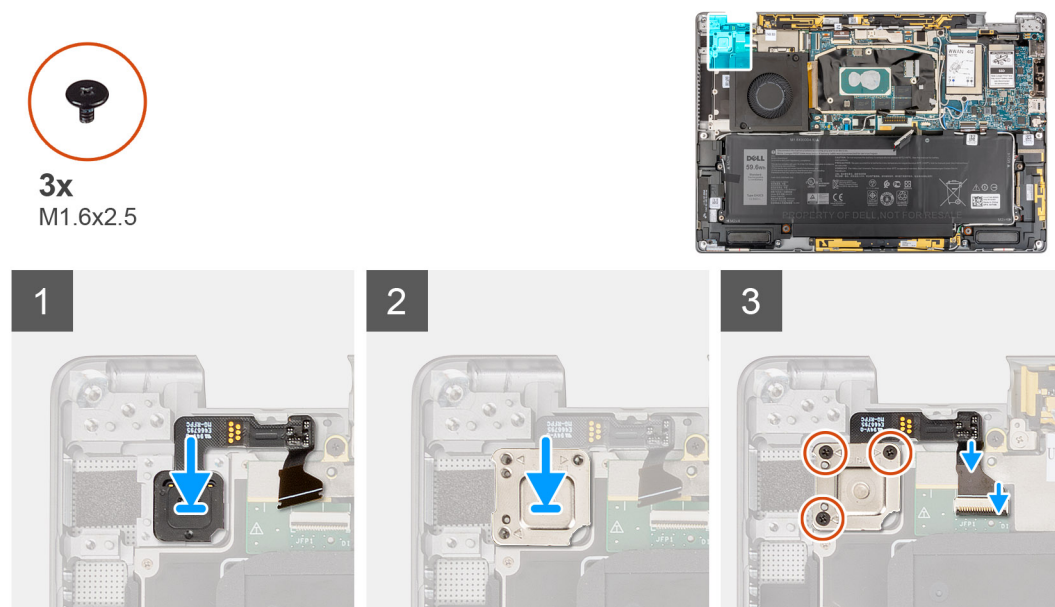
Installing the power button with fingerprint reader assembly

Prerequisites

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

About this task

The following image indicate the location of the power button and provide a visual representation of the installation procedure.



Steps

1. Align and place power button with fingerprint reader assembly on the system. Adhere the power button with fingerprint reader assembly on the palm-rest assembly.
2. Place the power button with fingerprint reader bracket on the power button with fingerprint reader assembly.
3. Replace the three (M1.6x2.5) screws that secures the power button with fingerprint reader bracket to the palm-rest assembly.
4. Gently connect the power button with fingerprint reader FPC cable to the connector on the USH daughter board.

Next steps

1. Install the [I/O daughter board](#).
2. Install the [display assembly](#).
3. Install the [heat sink](#).
4. Install the [base cover](#).
5. Install the [SIM card tray](#).
6. Install the [SD card](#).
7. Exit [service mode](#).
8. Follow the procedure in [After working on your computer](#).

System board

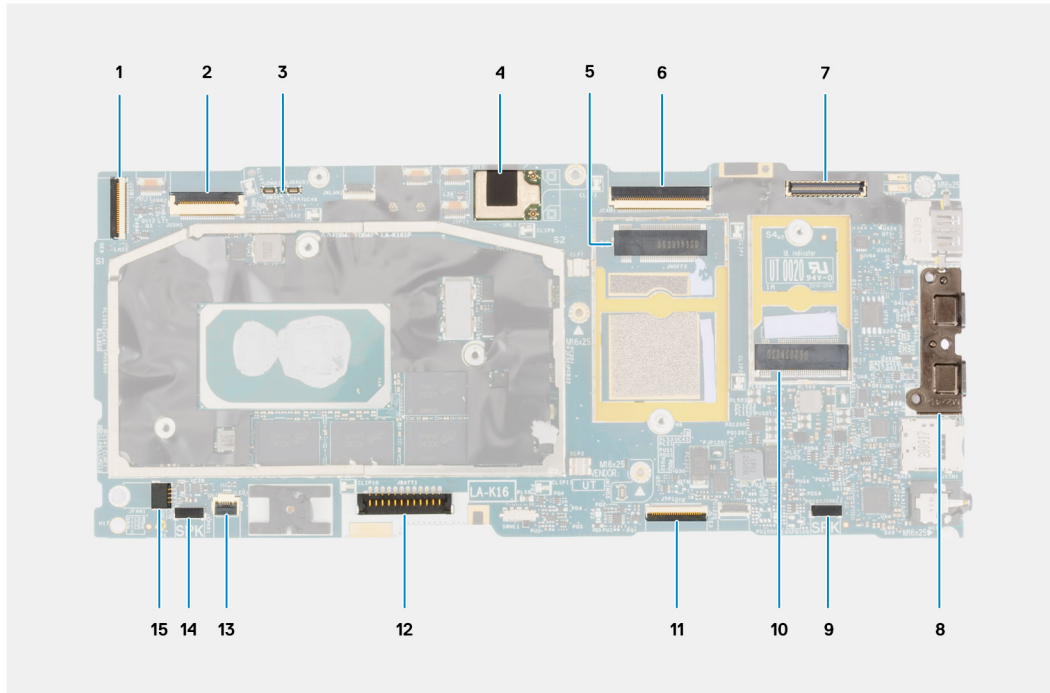
Removing the system board

Prerequisites

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

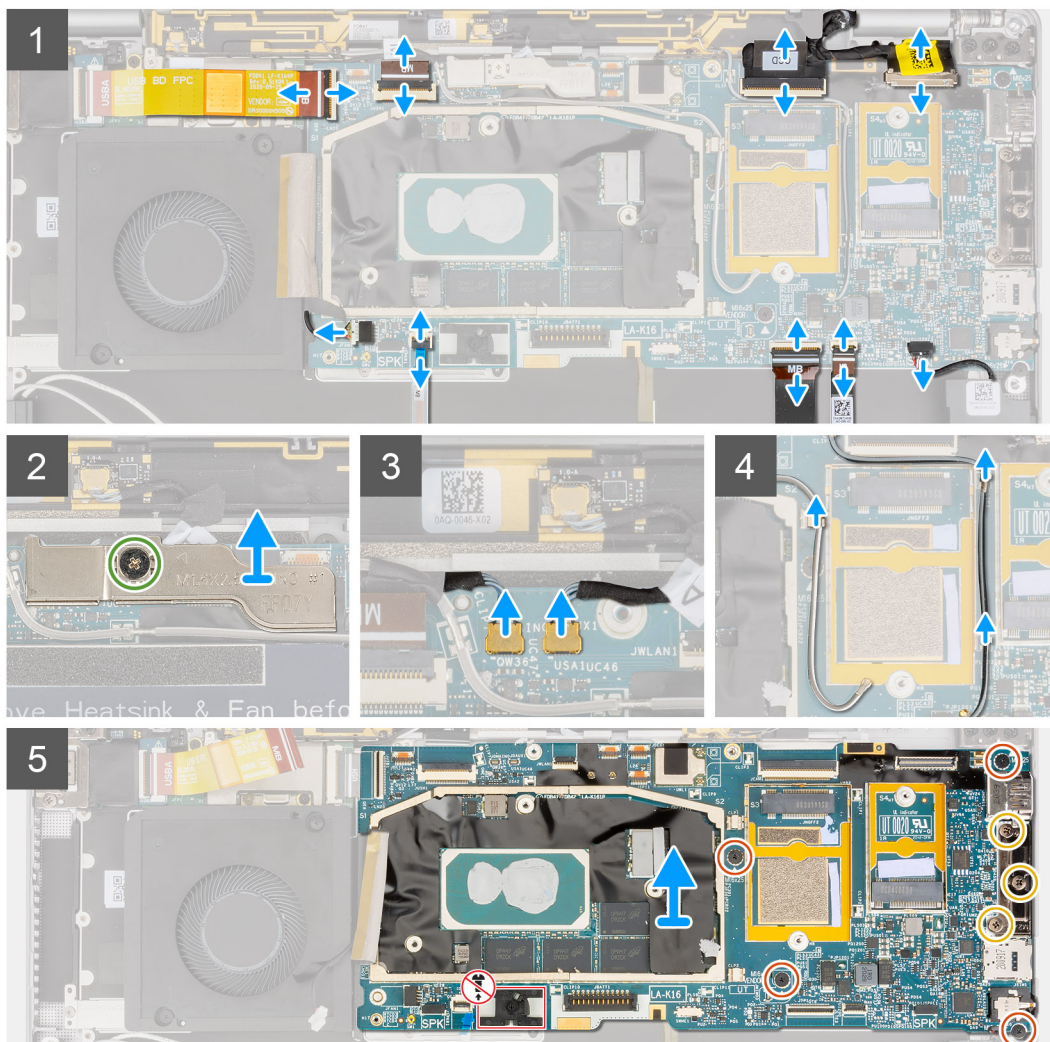
2. Remove the [SD card](#).
3. Remove the [SIM card tray](#).
4. Remove the [base cover](#).
5. Remove the [solid-state drive](#)
6. Remove the [WWAN card](#).
7. Remove the [heat sink](#).
8. Remove the [battery](#).

About this task



1. I/O daughter board cable connector
2. USH daughter board cable connector
3. WWAN Darwin cable connectors
4. WLAN antenna module connector
5. WWAN card connector
6. eDP/display cable connector
7. Camera/IR cable connector
8. USB type-C connectors
9. Left speaker cable connector
10. Solid-state drive slot
11. Clickpad cable connector
12. Battery cable connector
13. LED board connector
14. Right speaker cable connector
15. System fan cable connector

The following images indicate the location of the system board assembly and provide a visual representation of the removal procedure.

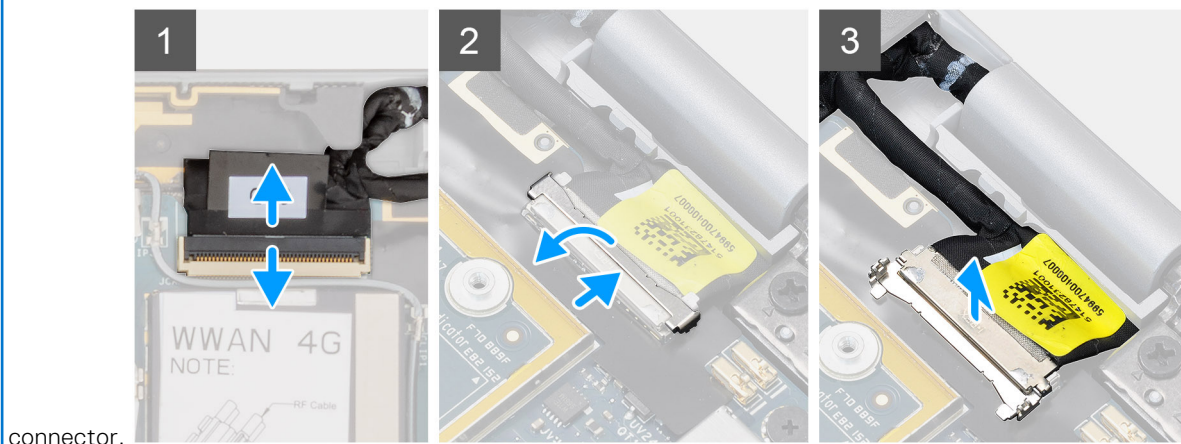


NOTE: Do not remove the system board together with the heat-sink, as this may damage the I/O daughter board, I/O daughter board FPC, and system board. The system features an I/O daughter board FPC which is connected to the system board underneath the heat-sink, as a result, the heat-sink must be removed first in order to disconnect the I/O daughter board FPC from the system board and then remove the system board.

Steps

1. Disconnect the I/O daughter board FPC cable from the connector on the system board.
2. Disconnect the USH daughter board FPC cable from the connector on the system board (For the systems shipped with USH daughter board).
3. Disconnect the power button with fingerprint reader FPC cable from the connector on the system board (For the systems shipped with power button with fingerprint reader assembly).
4. Disconnect the display cable and camera cable from the connector on the system board.

NOTE: Flip open the display cable latch from the two tabs on the top side of the latch. Hold the left and right sides of the cable's connector head and gently disconnect the display cable in a direct upward motion to prevent damage to the



connector.

5. Disconnect the left speaker cable from the connector on the system board.
6. Disconnect the Proximity sensor RF board FPC cable from the connector on the system board.
7. Disconnect the clickpad FPC cable from the connector on the system board.
8. Disconnect the LED board FPC cable from the connector on the system board.
9. Disconnect the system fan cable from the connector on the system board.
10. Loosen the single captive screw that secures the WWAN Darwin cable bracket to the system board.
11. Lift the WWAN Darwin cable bracket off the system board.
12. Use a plastic scribe and disconnect the two WWAN Darwin cables from the connectors on the system board.

CAUTION: Disconnect the Darwin cables from the system board in a direct upward motion to prevent damage to the connector's pins.

13. Unroute the white/gray WWAN main antenna cable and black/gray WWAN antenna cable from the metal clips on the system board.
14. Remove the three (M2x4) screws that secures the USB Type-C bracket to the system board.
15. Remove the four (M1.6x2.5) screws that secure the system board to the palm-rest assembly.

CAUTION: Do not remove the screw which is used to secure the base cover hook in place.

16. Hold the left side of the system board and partially lift the system board from the system.

CAUTION: To prevent obstructions while lifting the system board, you should clear the area around the system board of cables, FFCs, FPCs, and any adhesive items.

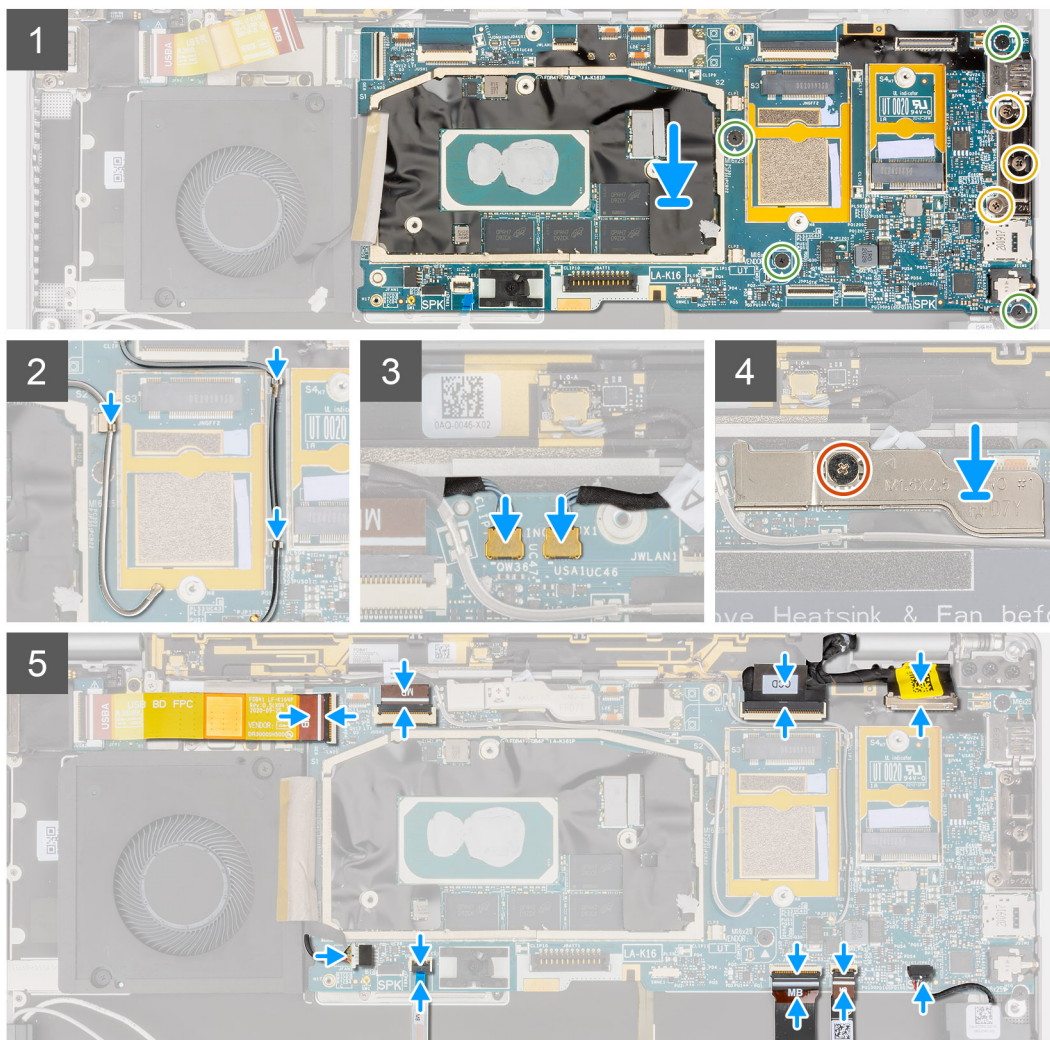
Installing the system board

Prerequisites

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

About this task

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



Steps

1. Align and place the system board on the palm-rest assembly.
2. Replace the four (M1.6x2.5) screws that secure the system board to the palm-rest assembly.
3. Replace the three (M2x4) screws that secures the USB Type-C bracket to the system board.
4. Connect the two WWAN Darwin cables to the connectors on the system board.
5. Route the white/gray WWAN main antenna cable and black/gray WWAN antenna cable in the metal clips on the system board.
6. Align and place the WWAN Darwin cable bracket on the system board.
7. Tighten the single captive screw that secures the WWAN Darwin cable bracket to the system board.
8. Connect the system fan cable to the connector on the system board.
9. Connect the LED board FPC cable to the connector on the system board.
10. Connect the clickpad FPC cable to the connector on the system board.
11. Connect the Proximity sensor RF board FPC cable to the connector on the system board.
12. Connect the left speaker cable to the connector on the system board.

13. Connect the display cable and camera cable to the connector on the system board.
14. Connect the display cable, and camera cable to the system board.
15. Connect the power button with fingerprint reader FPC cable to the connector on the system board (For the systems shipped with power button with fingerprint reader assembly).
16. Connect the USH daughter board FPC cable to the connector on the system board (For the systems shipped with USH daughter board).
17. Connect the I/O daughter board FPC cable to the connector on the system board.


Next steps

1. Install the [battery](#).
2. Install the [heat sink](#).
3. Install the [WWAN card](#).
4. Install the [solid-state drive](#).
5. Install the [base cover](#).
6. Install the [SIM card tray](#).
7. Install the [SD card](#).
8. Follow the procedure in [After working on your computer](#).

USH daughter board

Removing the USH daughter board

Prerequisites

 **NOTE:** For system shipped with USH daughter board only.

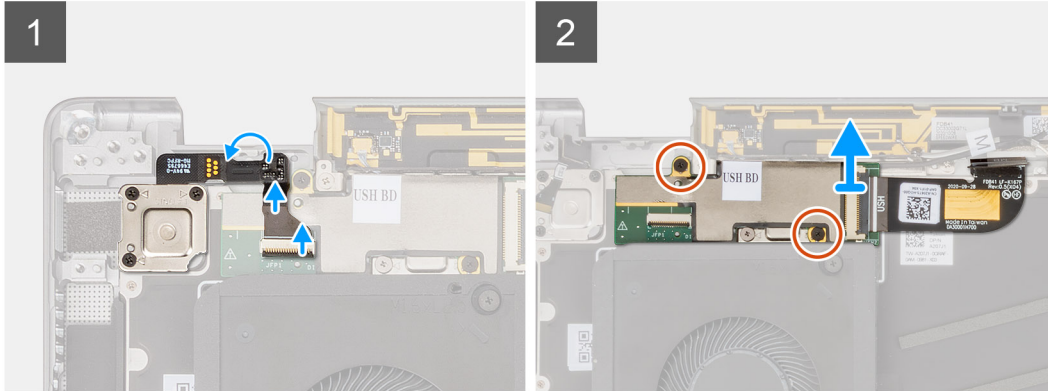
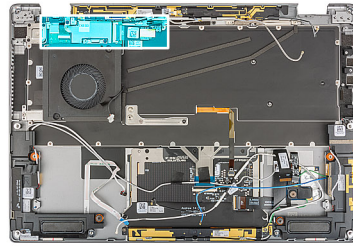
1. Follow the procedure in [before working inside your computer](#).
2. Remove the [SD card](#).
3. Remove the [SIM card tray](#).
4. Remove the [base cover](#).
5. Remove the [WWAN card](#).
6. Remove the [heat sink](#).
7. Remove the [display assembly](#).
8. Remove the [battery](#).
9. Remove the [I/O daughter board](#).
10. Remove the [system board](#).

About this task

The following image indicates the location of the USH daughter board and provides a visual representation of the removal procedure.



2x
M1.6x2.5



Steps

1. Gently disconnect the power button with fingerprint reader FPC cable from the connector on the USH daughter board.
2. Peel off the USH daughter board FPC cable from the keyboard.
3. Remove the two (M1.2x2.5) screws securing the USH daughter board to the palm-rest assembly.
4. Lift the USH daughter board with the FPC cable off the system.
5. Disconnect the USH daughter board FPC cable from USH daughter board.

Installing the USH daughter board

Prerequisites

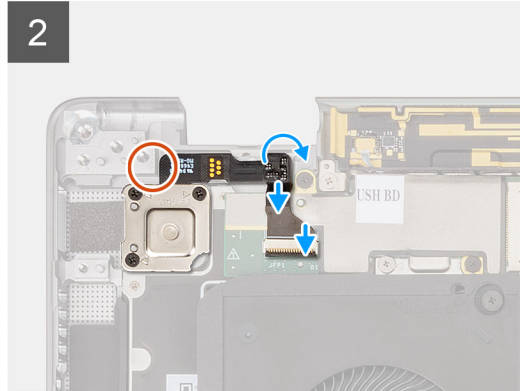
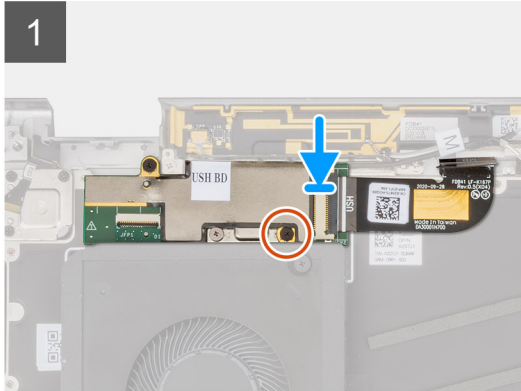
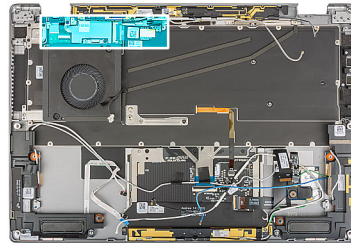
If you are replacing a component, remove the existing component before performing the installation procedure.

About this task

The following image indicates the location of the USH daughter board and provides a visual representation of the installation procedure.



2x
M1.6x2.5



Steps

1. Connect the USH daughter board FPC cable from USH daughter board.
2. Place the USH daughter board with the FPC cable in the slot on the system.
3. Replace the two (M1.2x2.5) screws securing the USH daughter board to the palm-rest assembly
4. Adhere the USH daughter board FPC cable to the keyboard.
5. Gently connect the power button with fingerprint reader FPC cable to the connector on the USH daughter board.

Next steps

1. Install the [system board](#).
2. Install the [I/O daughter board](#).
3. Install the [battery](#).
4. Install the [display assembly](#).
5. Install the [heat sink](#).
6. Install the [WWAN card](#).
7. Install the [base cover](#).
8. Install the [SIM card tray](#).
9. Install the [SD card](#).
10. Follow the procedure in [After working on your computer](#).

Wireless Wide Area Network (WWAN) Antenna module

Removing the WWAN main antenna module

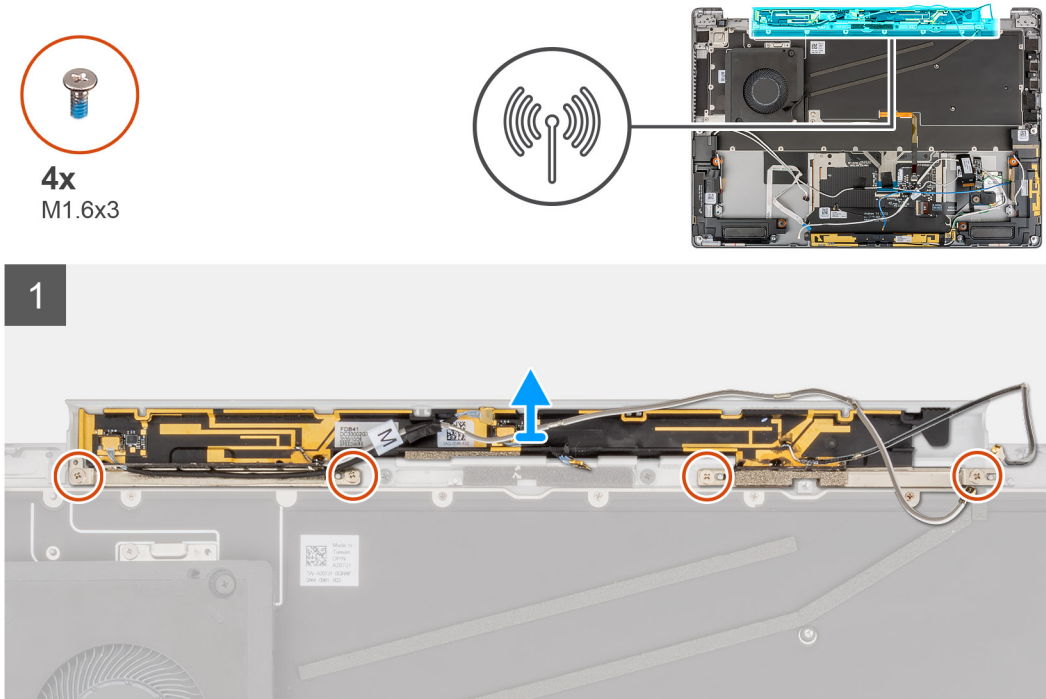
Prerequisites

1. Follow the procedure in [before working inside your computer](#).
2. Remove the [SD card](#).
3. Remove the [SIM card tray](#).
4. Remove the [base cover](#).
5. Remove the [WWAN card](#).

6. Remove the [heat sink](#).
7. Remove the [display assembly](#).
8. Remove the [battery](#).
9. Remove the [I/O daughter board](#).
10. Remove the [system board](#).
11. Remove the [USH daughter board](#).

About this task

The following images indicate the location of the WWAN main antenna module and provide a visual representation of the removal procedure.



Steps

1. Remove the four (M1.6x3) screws securing the WWAN main antenna module to the palm-rest assembly.
2. Lift the WWAN main antenna module off the system.

Installing the WWAN main antenna module

Prerequisites

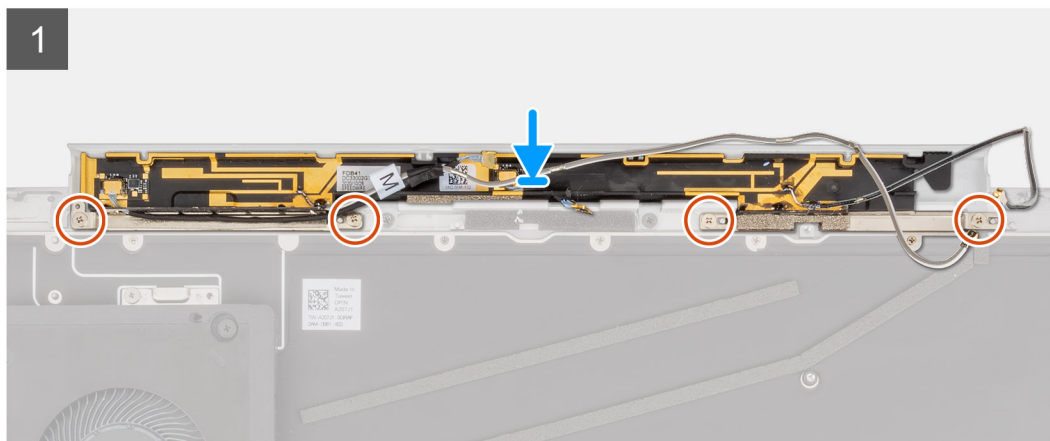
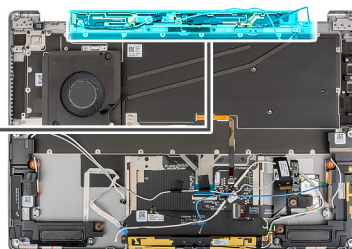
If you are replacing a component, remove the existing component before performing the installation procedure.

About this task

The following image indicates the location of the WWAN main antenna module and provides a visual representation of the installation procedure.



4x
M1.6x3



Steps

1. Align and place the WWAN main antenna module in the slot on the system.
2. Replace the four (M1.6x3) screws that secure the WWAN main antenna module to the palm-rest assembly.

Next steps

1. Install the [system board](#).
2. Install the [I/O daughter board](#).
3. Install the [battery](#).
4. Install the [display assembly](#).
5. Install the [heat sink](#).
6. Install the [WWAN card](#).
7. Install the [base cover](#).
8. Install the [SIM card tray](#).
9. Install the [SD card](#).
10. Follow the procedure in [After working on your computer](#).

Palm-rest assembly

Removing the palm-rest assembly

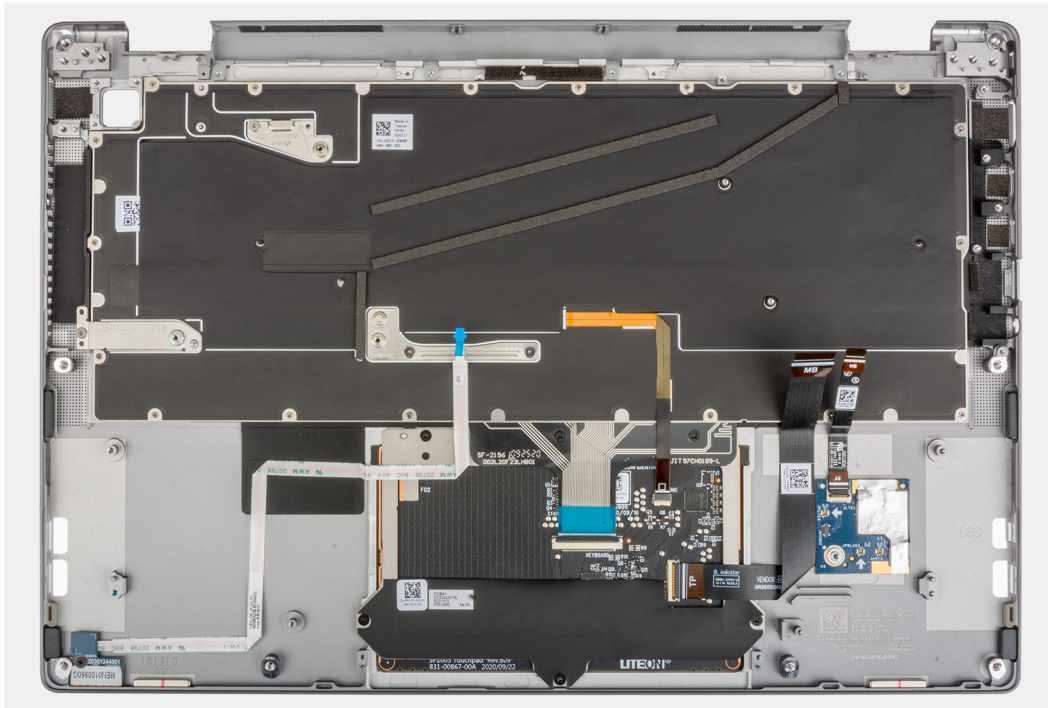
Prerequisites

1. Follow the procedure in [before working inside your computer](#).
2. Remove the [SD card](#).
3. Remove the [SIM card tray](#).
4. Remove the [base cover](#).
5. Remove the [solid-state drive](#).
6. Remove the [WWAN card](#).
7. Remove the [heat sink](#).
8. Remove the [display assembly](#).
9. Remove the [battery](#).

10. Remove the [left speaker](#).
11. Remove the [right speaker](#).
12. Remove the [WLAN antenna module](#).
13. Remove the [I/O daughter board](#).
14. Remove the [power button with fingerprint reader assembly](#) (for systems shipped with a fingerprint reader).
15. Remove the [system board](#).
16. Remove the [USH daughter board](#).
17. Remove the [WWAN main antenna module](#).

About this task

The following images indicate the location of the palm-rest assembly and provide a visual representation of the removal procedure.



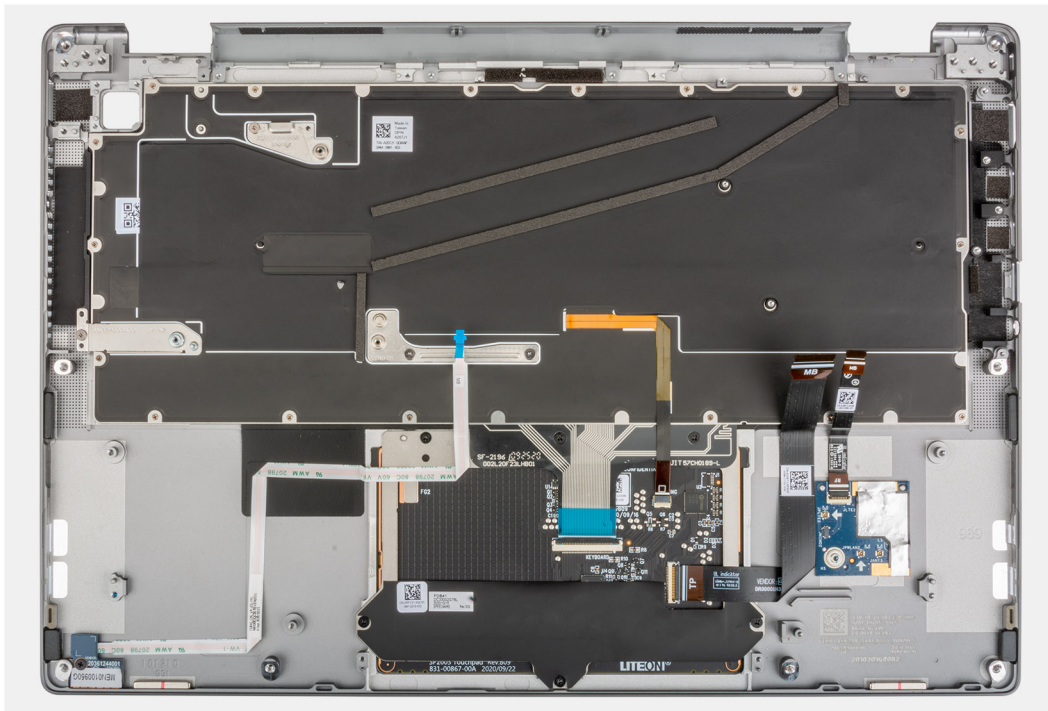
Installing the palm-rest assembly

Prerequisites

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

About this task

The following images indicate the location of the palm-rest assembly and provide a visual representation of the removal procedure.



Steps

Place the palm-rest assembly on a flat surface.

Next steps

1. Install the [WWAN main antenna module](#).
2. Install the [USH daughter board](#).
3. Install the [system board](#).
4. Install the [power button with fingerprint reader](#) (for systems shipped with a fingerprint reader).
5. Install the [I/O daughter board](#).
6. Install the [WLAN antenna module](#).
7. Install the [right speaker](#).
8. Install the [left speaker](#).
9. Install the [battery](#).
10. Install the [display assembly](#).
11. Install the [heat sink](#).
12. Install the [WWAN card](#).
13. Install the [solid-state drive](#).
14. Install the [base cover](#).
15. Install the [SIM card tray](#).
16. Install the [SD card](#).
17. Follow the procedure in [After working on your computer](#).

Software




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

Topics:


- [Downloading the drivers](#)


Downloading the drivers


Steps

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

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

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

Use the BIOS Setup program for the following purposes:

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

Topics:

- [BIOS overview](#)
- [Entering BIOS setup program](#)
- [Navigation keys](#)
- [One time boot menu](#)
- [System setup options](#)
- [Updating the BIOS](#)
- [System and setup password](#)
- [Clearing BIOS \(System Setup\) and System passwords](#)


BIOS overview

The BIOS manages data flow between the computer's operating system and attached devices such as hard disk, video adapter, keyboard, mouse, and printer.

Entering BIOS setup program

Steps

1. Turn on your computer.
2. Press F2 immediately to enter the BIOS setup program.

 **NOTE:** 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.

Table 2. Navigation keys


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

One time boot menu

To enter **one time boot menu**, turn on your computer, and then press F12 immediately.

 **NOTE:** It is recommended to shutdown the computer if it is on.

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

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

System setup options

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

Table 3. System setup options—System information menu

Overview		
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.
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.
Ownership Tag		Displays the Ownership Tag of the computer.
Signed Firmware Update		Displays whether the Signed Firmware Update is enabled on your computer.
Battery Information		
Primary		Displays that battery is primary.

Table 3. System setup options—System information menu (continued)

Overview	
Battery Level	Displays the battery level of the computer.
Battery State	Displays the battery state of the computer.
Health	Displays the battery health of the computer.
AC Adapter	Displays whether the AC adapter is connected or not.
Processor Information	
Processor Type	Displays the processor type.
Maximum Clock Speed	Displays the maximum processor clock speed.
Minimum Clock Speed	Displays the minimum processor clock speed.
Current Clock Speed	Displays the current processor clock speed.
Core Count	Displays the number of cores on the processor.
Processor ID	Displays the processor identification code.
Processor L2 Cache	Displays the processor L2 Cache size.
Processor L3 Cache	Displays the processor L3 Cache size.
Microcode Version	Displays the microcode version.
Intel Hyper-Threading Capable	Displays whether the processor is Hyper-Threading (HT) capable.
64-Bit Technology	Displays whether 64-bit technology is used.
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_SLOT B	Displays the DIMM B memory size.
DIMM_SLOT A	Displays the DIMM A memory size.
Devices Information	
Panel Type	Displays the Panel Type of the computer.
Video Controller	Displays the video controller type of the computer.
Video Memory	Displays the video memory information of the computer.
Wi-Fi Device	Displays the wireless device information of the computer.
Native Resolution	Displays the native resolution of the computer.
Video BIOS Version	Displays the video BIOS version of the computer.
Audio Controller	Displays the audio controller information of the computer.
Bluetooth Device	Displays the Bluetooth device information of the computer.
LOM MAC Address	Displays the LAN On Motherboard (LOM) MAC address of the computer.
Pass Through MAC Address	Displays the pass through MAC address of the computer.
Cellular Device	Displays the M.2 PCIe SSD information of the computer.

Table 4. System setup options—Boot Configuration menu

Boot Configuration
Boot Sequence

Table 4. System setup options—Boot Configuration menu (continued)

Boot Configuration	
Boot mode	Displays the boot mode.
Boot Sequence	Displays the boot sequence.
Secure Digital (SD) Card Boot	Enable or disable the SD card read-only boot. By default, the Secure Digital (SD) Card Boot option is not enabled.
Secure Boot	
Enable Secure Boot	Enable or disable the secure boot feature. By default, the option is not enabled.
Secure Boot Mode	Enable or disable to change the secure boot mode options. By default, the Deployed Mode is enabled.
Expert Key Management	
Enable Custom Mode	Enable or disable custom mode. By default, the custom mode option is not enabled.
Custom Mode Key Management	Select the custom values for expert key management.

Table 5. System setup options—Integrated Devices menu

Integrated Devices	
Date/Time	Displays the current date in MM/DD/YYYY format and current time in HH:MM:SS AM/PM format.
Camera	Enables or disable the camera. By default, the Enable Camera option is selected
Audio	
Enable Audio	Enable or disable the integrated audio controller. By default, all the options are enabled.
USB/Thunderbolt Configuration	<ul style="list-style-type: none"> Enable or disable booting from USB mass storage devices connected to external USB ports. By default, the Enable External USB Ports option is enabled. Enable or disable booting from USB mass storage devices such as external hard drive, optical drive, and USB drive. By default, the Enable USB Boot Support option is enabled.
Enable Thunderbolt Technology Support	Enable or disable the associated ports and adapters. By default, the Enable Thunderbolt Technology Support option is selected.
Enable Thunderbolt Boot Support	Enable or disable the Thunderbolt adapter peripheral device and USB devices connected to the Thunderbolt adapter to be used during BIOS Pre-boot. By default, the Enable Thunderbolt Boot Support option is disabled.
Enable Thunderbolt (and PCIe behind TBT) pre-boot modules	Enable or disable the PCIe devices that are connected through a Thunderbolt adapter to execute the PCIe devices UEFI Option ROM (if present) during pre-boot. By default, the Enable Thunderbolt (and PCIe behind TBT) pre-boot modules option is disabled.
Disable USB4 PCIe Tunneling	Disable the USB4 PCIe Tunneling option. By default, the option is disabled.

Table 5. System setup options—Integrated Devices menu (continued)

Integrated Devices	
Video/Power only on Type-C Ports	<p>Enable or disable the Type-C port functionality to video or only power.</p> <p>By default, the Video/Power only on Type-C Ports option is disabled.</p>
Type-C Dock Override	<p>Enables to use connected Type-C Dell Dock to provide data stream with external USB ports disabled. When Type-C Dock override is enabled, the Video/Audio/Lan submenu is activated.</p> <p>By default, the Type-C Dock Override option is enabled.</p>
Video	<p>Enable or disable the usage of video on Dell Dock external ports.</p> <p>By default, the Video option is disabled.</p>
Audio	<p>Enable or disable the usage of audio on Dell Dock external ports.</p> <p>By default, the Audio option is enabled.</p>
Lan	<p>Enable or disable the usage of LAN on Dell Dock external ports.</p> <p>By default, the Lan option is enabled.</p>
Miscellaneous Devices	<p>Enable or disable Fingerprint Reader device.</p> <p>By default, the Enable Fingerprint Reader Device option is enabled.</p>
Unobtrusive Mode	
Enable Unobtrusive Mode	<p>Enable or disable all the computer light and sound.</p> <p>By default, the Enable Unobtrusive Mode option is disabled.</p>

Table 6. System setup options—Storage menu

Storage	
SMART Reporting	
Enable SMART Reporting	<p>Enable or disable Self-Monitoring, Analysis, and Reporting Technology (SMART) during computer startup.</p> <p>By default, the Enable SMART Reporting option is not enabled.</p>
Drive Information	
SATA-1	
Type	Displays the SATA-1 type information of the computer.
Device	Displays the SATA-1 device information of the computer.
M.2 PCIe SSD-1	
Type	Displays the M.2 PCIe SSD-1 type information of the computer.
Device	Displays the M.2 PCIe SSD-1 device information of the computer.
M.2 PCIe SSD-2	
Type	Displays the M.2 PCIe SSD-2 type information of the computer.
Device	Displays the M.2 PCIe SSD-2 device information of the computer.
Enable MediaCard	
Secure Digital (SD) Card	<p>Enable or disable the SD card.</p> <p>By default, the Secure Digital (SD) Card option is enabled.</p>
Secure Digital (SD) Card Read-Only Mode	<p>Enable or disable the SD card read-only mode.</p> <p>By default, the Secure Digital (SD) Card Read-Only Mode option is not enabled.</p>

Table 7. System setup options—Display menu

Display	
Display Brightness	
Brightness on battery power	Enable to set screen brightness when the computer is running on battery power.
Brightness on AC power	Enable to set screen brightness when the computer is running on AC power.
Full Screen Logo	Enable or disable full screen logo. By default, the option is not enabled.

Table 8. System setup options—Connection menu

Connection	
Network Controller Configuration	
Integrated NIC	Controls the on-board LAN controller. By default, the Enabled with PXE option is enabled.
Enable UEFI Network Stack	Enable or disable UEFI Network Stack. By default, the Enable UEFI Network Stack and Enabled w/PXE option are enabled.
Wireless Device Enable	
WWAN/GPS	Enable or disable the internal WWAN/GPS device By default, the option enabled.
WWAN Bus Mode	Set the interface type of the Wireless Wan (WWAN) card. By default, the Bus Mode PCIe option is enabled.
WLAN	Enable or disable the internal WLAN device By default, the option enabled.
Bluetooth	Enable or disable the internal Bluetooth device By default, the option enabled.
Contactless smartcard/NFC	Enable or disable the internal Contactless smartcard/NFC device By default, the option enabled.
Enable UEFI Network Stack	Enable or disable UEFI Network Stack and controls the on-board LAN Controller. By default, the Enable UEFI Network Stack option are enabled.
Wireless Radio Control	
Control WLAN radio	Sense the connection of the computer to a wired network and subsequently disable the selected wireless radios (WLAN). By default, the option is disabled.
Control WWAN radio	Sense the connection of the computer to a wired network and subsequently disable the selected wireless radios (WWAN). By default, the option is disabled.
HTTPs Boot Feature	
HTTPs Boot	Enable or disable the HTTPs Boot feature. By default, the HTTPs Boot option is enabled.
HTTPs Boot Mode	With Auto Mode, the HTTPs Boot extracts Boot URL from the DHCP. With Manual Mode, the HTTPs Boot reads Boot URL from the user-provided data.

Table 8. System setup options—Connection menu (continued)

Connection	
By default, the Auto Mode option is enabled.	

Table 9. System setup options—Power menu

Power	
Battery configuration	Enables the computer to run on battery during peak power usage hours. Use the table Custom Charge Start and Custom Charge Stop , to prevent AC power usage between certain times of each day. By default, the Adaptive option is enabled.
Advanced Configuration	
Enable Advanced Battery Charge Configuration	Enable or disable the advanced battery charge configuration. By default, the Enable Advanced Battery Charge Configuration option is disabled.
Peak Shift	Enables the computer to run on battery during peak power usage hours. By default, the Enable Peak Shift option is enabled.
Enable Peak Shift	
USB PowerShare	
Enable USB PowerShare	Enable or disable the USB PowerShare. By default, the Enable USB PowerShare option is disabled
Thermal Management	Enables to cool the fan and processor heat management to adjust the computer performance, noise, and temperature. By default, the Optimized option is enabled.
USB Wake Support	
Wake on Dell USB-C Dock	When enabled, connecting a Dell USB-C Dock will wake the computer from standby. By default, the Wake on Dell USB-C Dock option is enabled.
Block Sleep	Enables to block entering sleep (S3) mode in the operating system. By default, the Block Sleep option is disabled.
Lid Switch	Enable or disable the lid switch. By default, the Lid Switch option is enabled.
Intel Speed Shift Technology	Enable or disable the Intel speed shift technology support. By default, the Intel Speed Shift Technology option is enabled.
Long Life Cycle Primary Battery	By default, the Normal Battery option is enabled.

Table 10. System setup options—Security menu

Security	
TPM 2.0 Security	
TPM 2.0 Security On	Enable or disable TPM 2.0 security options. By default, the TPM 2.0 Security On option is enabled.
Attestation Enable	Enables to control whether the Trusted Platform Module (TPM) Endorsement Hierarchy is available to the operating system. By default, the Attestation Enable option is enabled.

Table 10. System setup options—Security menu (continued)

Security	
Key Storage Enable	<p>Enables to control whether the Trusted Platform Module (TPM) Storage Hierarchy is available to the operating system.</p> <p>By default, the Key Storage Enable option is enabled.</p>
SHA-256	<p>BIOS and the TPM will use the SHA-256 hash algorithm to extend measurements into the TPM PCRs during BIOS boot.</p> <p>By default, the SHA-256 option is enabled.</p>
Clear	<p>Enables to clear the TPM owner information and returns the TPM to the default state.</p> <p>By default, the Clear option is disabled.</p>
PPI ByPass for Clear Commands	<p>Controls the TPM Physical Presence Interface (PPI).</p> <p>By default, the PPI ByPass for clear Commands option is disabled.</p>
Intel Total Memory Encryption	
Total Memory Encryption	<p>Enable or disable you to protect memory from physical attacks including freeze spray, probing DDR to read the cycles, and others.</p> <p>By default, the Total Memory Encryption option is disabled.</p>
Chassis intrusion	
	<p>Controls the chassis intrusion feature.</p> <p>By default, the On-Silent option is enabled.</p>
SMM Security Mitigation	
	<p>Enable or disable SMM Security Mitigation.</p> <p>By default, the option is enabled.</p>
Data Wipe on Next Boot	
Start Data Wipe	<p>Enable or disable the data wipe on next boot.</p> <p>By default, the option is enabled.</p>
Absolute	<p>Enable or disable or permanently disable the BIOS module interface of the optional Absolute Persistence Module service from Absolute software.</p> <p>By default, the option is enabled.</p>
UEFI Boot Path Security	<p>Controls whether or not the computer will prompt the user to enter the admin password (if set) when booting to a UEFI boot device from the F12 boot menu.</p> <p>By default, the Always Except Internal HDD option is enabled.</p>

Table 11. System setup options—Passwords menu

Passwords	
Admin Password	Set, change, or delete the administrator password.
System Password	Set, change, or delete the computer password.
NVMe SSD0	Set, change, or delete the NVMe SSD0 password.
Password Configuration	
Upper Case Letter	<p>Reinforces password must have at least one upper case letter.</p> <p>By default, the option is disabled.</p>
Lower Case Letter	<p>Reinforces password must have at least one lower case letter.</p> <p>By default, the option is disabled.</p>
Digit	<p>Reinforces password must have at least one digit.</p> <p>By default, the option is disabled.</p>

Table 11. System setup options—Passwords menu (continued)

Passwords	
Special Character	Reinforces password must have at least one special character. By default, the option is disabled.
Minimum Characters	Set the minimum characters allowed for password.
Password Bypass	When enabled, this always prompts for computer and internal hard drive passwords when powered on from the off state. By default, the Disabled option is enabled.
Password Changes	
Enable Non-Admin Password Changes	Enable or disable to change computer and hard drive password without the need for admin password. By default, the option is enabled.
Admin Setup Lockout	
Enable Admin Setup Lockout	Enables administrators control over how their users can or cannot access BIOS setup. By default, the option is disabled.
Master Password Lockout	
Enable Master Password Lockout	When enabled, this will disable the master password support. By default, the option is disabled.
Allow Non-Admin PSID Revert	
Enable Allow Non-Admin PSID Revert	Controls access to the Physical Security ID (PSID) revert of NVMe hard-drives from the Dell Security Manager prompt. By default, the option is disabled.

Table 12. System setup options—Update, Recovery menu

Update, Recovery	
UEFI Capsule Firmware Updates	Enable or disable BIOS updates through UEFI capsule update packages. By default, the option is enabled.
BIOS Recovery from Hard Drive	Enables the user to recover from certain corrupted BIOS conditions from a recovery file on the user primary hard drive or an external USB key. By default, the option is enabled.
BIOS Downgrade	
Allow BIOS Downgrade	Enable or disable the flashing of the computer firmware to previous revision is blocked. By default, the option is enabled.
SupportAssist OS Recovery	Enable or disable the boot flow for SupportAssist OS Recovery tool in the event of certain computer errors. By default, the option is enabled.
BISOConnect	Enable or disable cloud Service OS recovery if the main operating system fails to boot with the number of failures equal to or greater than the value specified by the Auto OS Recovery Threshold setup option and local Service OS does not boot or is not installed. By default, the option is enabled.

Table 12. System setup options—Update, Recovery menu (continued)

Update, Recovery	
Dell Auto OS Recovery Threshold	Controls the automatic boot flow for SupportAssist System Resolution Console and for Dell OS Recovery Tool. By default, the threshold value is set to 2.

Table 13. System setup options—System Management menu

System Management	
Service Tag	Display the Service Tag of the computer.
Asset Tag	Create a computer Asset Tag.
AC Behavior	
Wake on AC	Enable or disable the wake on AC option. By default, the option is disabled.
Wake on LAN	
Wake on LAN	Enable or disable the computer to power on by special LAN signals when it receives a wakeup signal from the WLAN. By default, the Disabled option is selected.
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. By default, the option is disabled.

Table 14. System setup options—Keyboard menu

Keyboard	
Numlock Enable	Enable or disable the Numlock function when the computer boots. By default, the option is enabled.
Fn Lock Options	By default, the Fn lock option is enabled.
Keyboard Illumination	Enables to change the keyboard illumination settings. By default, the Bright option is enabled.
Keyboard Backlight Timeout on AC	Set the timeout value for the keyboard backlight when an AC adapter is connected to the computer. By default, the 10 seconds option is enabled.
Keyboard Backlight Timeout on Battery	Set the timeout value for the keyboard backlight when the is running only on battery power. By default, the 10 seconds option is enabled.
Device Configuration Hotkey Access	Manages whether you can access device configuration screens through hotkeys during computer startup. By default, the option is enabled.

Table 15. System setup options—Pre-boot Behavior menu

Pre-boot Behavior	
Adapter Warnings	
Enable Adapter Warnings	Enable or disable the warning messages during boot when the adapters with less power capacity are detected. By default, the option is enabled.

Table 15. System setup options—Pre-boot Behavior menu (continued)

Pre-boot Behavior	
Warning and Errors	Enable or disable the action to be done when a warning or error is encountered. By default, the Prompt on Warnings and Errors option is enabled.
Fastboot	Enable to set the speed of the boot process. By default, the Minimal option is enabled.
Extend BIOS POST Time	Set the BIOS POST time. By default, the 0 seconds option is enabled.
MAC Address Pass-Through	Replaces the external NIC MAC address with the selected MAC address from the computer. By default, the System Unique MAC Address option is enabled.

Table 16. System setup options—Performance menu

Performance	
Multi Core Support	
Active Cores	Enables to change the number of CPU cores available to the operating system. By default, the All Cores options is enabled.
Intel SpeedStep	
Enable Intel SpeedStep Technology	Enables the computer to dynamically adjust processor voltage and core frequency, decreasing average power consumption and heat production. By default, the option is enabled.
C-States Control	
Enable C-State Control	Enable or disable additional processor sleep states. By default, the option is enabled.
Intel TurbocBoost Technology	
Enable Intel Turbo Boost Technology	Enable or disable Intel TurboBoost mode of the processor. By default, the option is enabled.
Intel Hyper-Threading Technology	
Enable Intel Hyper-Threading Technology	Enable or disable Hyper-Threading in the processor. By default, the option is enabled.
Dynamic Tuning:Machine Learning	
Enable Dynamic Tuning:Machine Learning	Enables the operating system capability to enhance dynamic power tuning capabilities based on detected workloads. By default, the option is disabled.

Table 17. System setup options—System Logs menu

System Logs	
BIOS Event Log	
Clear Bios Event Log	Display BIOS events. By default, the Keep option is enabled.
Thermal Event Log	
Clear Thermal Event Log	Display Thermal events.


Table 17. System setup options—System Logs menu (continued)

System Logs	
	By default, the Keep option is enabled.
Power Event Log	
Clear Power Event Log	Display power events.
	By default, the Keep option is enabled.
License Information	Displays the license information of the computer.


Updating the BIOS

Updating the BIOS in Windows

About this task

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

Steps


1. Go to www.dell.com/support.
2. Click **Product support**. In the **Search support** box, enter the Service Tag of your computer, and then click **Search**.
 **NOTE:** If you do not have the Service Tag, use the SupportAssist feature to automatically identify your computer. You can also use the product ID or manually browse for your computer model.
3. Click **Drivers & Downloads**. Expand **Find drivers**.
4. Select the operating system installed on your computer.
5. In the **Category** drop-down list, select **BIOS**.
6. Select the latest version of BIOS, and click **Download** to download the BIOS file for your computer.
7. After the download is complete, browse the folder where you saved the BIOS update file.
8. Double-click the BIOS update file icon and follow the on-screen instructions.
 For more information, see knowledge base article [000124211](https://www.dell.com/support/article/000124211) at www.dell.com/support.

Updating the BIOS in Linux and Ubuntu

To update the system BIOS on a computer that is installed with Linux or Ubuntu, see the knowledge base article [000131486](https://www.dell.com/support/article/000131486) at www.dell.com/support.

Updating the BIOS using the USB drive in Windows

About this task

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


Steps

1. Follow the procedure from step 1 to step 6 in [Updating the BIOS in Windows](#) to download the latest BIOS setup program file.
2. Create a bootable USB drive. For more information, see the knowledge base article [000145519](#) at www.dell.com/support.
3. Copy the BIOS setup program file to the bootable USB drive.
4. Connect the bootable USB drive to the computer that needs the BIOS update.
5. Restart the computer and press **F12**.
6. Select the USB drive from the **One Time Boot Menu**.
7. Type the BIOS setup program filename and press **Enter**.
The **BIOS Update Utility** appears.
8. Follow the on-screen instructions to complete the BIOS update.

Updating the BIOS from the F12 One-Time boot menu

Update your computer BIOS using the BIOS update.exe file that is copied to a FAT32 USB drive and booting from the F12 One-Time boot menu.


About this task

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

BIOS Update

You can run the BIOS update file from Windows using a bootable USB drive or you can also update the BIOS from the F12 One-Time boot menu on the computer.

Most of the Dell computers built after 2012 have this capability, and you can confirm by booting your computer to the F12 One-Time Boot Menu to see if BIOS FLASH UPDATE is listed as a boot option for your computer. If the option is listed, then the BIOS supports this BIOS update option.

 **NOTE:** Only computers with BIOS Flash Update option in the F12 One-Time boot menu can use this function.

Updating from the One-Time boot menu

To update your BIOS from the F12 One-Time boot menu, you need the following:

- USB drive formatted to the FAT32 file system (key does not have to be bootable)
- BIOS executable file that you downloaded from the Dell Support website and copied to the root of the USB drive
- AC power adapter that is connected to the computer
- Functional computer battery to flash the BIOS

Perform the following steps to perform the BIOS update flash process from the F12 menu:

 **CAUTION:** Do not turn off the computer during the BIOS update process. The computer may not boot if you turn off your computer.

Steps

1. From a turn off state, insert the USB drive where you copied the flash into a USB port of the computer.
2. Turn on the computer and press F12 to access the One-Time Boot Menu, select BIOS Update using the mouse or arrow keys then press Enter.
The flash BIOS menu is displayed.
3. Click **Flash from file**.
4. Select external USB device.
5. Select the file and double-click the flash target file, and then click **Submit**.
6. Click **Update BIOS**. The computer restarts to flash the BIOS.
7. The computer will restart after the BIOS update is completed.

System and setup password


Table 18. System and setup password

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

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

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

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

 **NOTE:** System and setup password feature is disabled.

Assigning a system setup password

Prerequisites

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

About this task

To enter the system setup, press F12 immediately after a power-on or reboot.

Steps

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

Deleting or changing an existing system setup password

Prerequisites


Ensure that the **Password Status** is Unlocked (in the System Setup) before attempting to delete or change the existing System and/or Setup password. You cannot delete or change an existing System or Setup password, if the **Password Status** is Locked.

About this task

To enter the System Setup, press F12 immediately after a power-on or reboot.

Steps


1. In the **System BIOS** or **System Setup** screen, select **System Security** and press Enter.
The **System Security** screen is displayed.

2. In the **System Security** screen, verify that **Password Status** is **Unlocked**.
3. Select **System Password**, update, or delete the existing system password, and press Enter or Tab.
4. Select **Setup Password**, update, or delete the existing setup password, and press Enter or Tab.
 -  **NOTE:** If you change the System and/or Setup password, reenter the new password when prompted. If you delete the System and/or Setup password, confirm the deletion when prompted.
5. Press Esc and a message prompts you to save the changes.
6. Press Y to save the changes and exit from System Setup.
The computer restarts.

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

Topics:

- [Handling swollen Lithium-ion batteries](#)
- [Dell SupportAssist Pre-boot System Performance Check diagnostics](#)
- [Built-in self-test \(BIST\)](#)
- [System diagnostic lights](#)
- [Recovering the operating system](#)
- [Backup media and recovery options](#)
- [WiFi power cycle](#)
- [Drain residual flea power \(perform hard reset\)](#)

Handling swollen Lithium-ion batteries

Like most laptops, Dell laptops use lithium-ion batteries. One type of lithium-ion battery is the lithium-ion polymer battery. Lithium-ion polymer batteries have increased in popularity in recent years and have become standard in the electronics industry due to customer preferences for a slim form factor (especially with newer ultra-thin laptops) and long battery life. Inherent to lithium-ion polymer battery technology is the potential for swelling of the battery cells.

Swollen battery may impact the performance of the laptop. To prevent possible further damage to the device enclosure or internal components leading to malfunction, discontinue the use of the laptop and discharge it by disconnecting the AC adapter and letting the battery drain.

Swollen batteries should not be used and should be replaced and disposed of properly. We recommend contacting Dell product support for options to replace a swollen battery under the terms of the applicable warranty or service contract, including options for replacement by a Dell authorized service technician.

The guidelines for handling and replacing Lithium-ion batteries are as follows:

- Exercise caution when handling Lithium-ion batteries.
- Discharge the battery before removing it from the system. To discharge the battery, unplug the AC adapter from the system and operate the system only on battery power. When the system will no longer power on when the power button is pressed, the battery is fully discharged.
- 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 type to pry on or against the battery.
- If a battery gets stuck in a device as a result of swelling, do not try to free it as puncturing, bending, or crushing a battery can be dangerous.
- Do not attempt to reassemble a damaged or swollen battery into a laptop.
- Swollen batteries that are covered under warranty should be returned to Dell in an approved shipping container (provided by Dell)—this is to comply with transportation regulations. Swollen batteries that are not covered under warranty should be disposed of at an approved recycling center. Contact Dell product support at <https://www.dell.com/support> for assistance and further instructions.
- Using a non-Dell or incompatible battery may increase the risk of fire or explosion. Replace the battery only with a compatible battery purchased from Dell that is designed to work with your Dell computer. Do not use a battery from other computers with your computer. Always purchase genuine batteries from <https://www.dell.com> or otherwise directly from Dell.


Lithium-ion batteries can swell for various reasons such as age, number of charge cycles, or exposure to high heat. For more information on how to improve the performance and lifespan of the laptop battery and to minimize the possibility of occurrence of the issue, see [Dell Laptop Battery - Frequently Asked Questions](#).

Dell SupportAssist Pre-boot System Performance Check diagnostics

About this task

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

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

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

For more information, see <https://www.dell.com/support/kbdoc/000180971>.

Running the SupportAssist Pre-Boot System Performance Check


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.

Built-in self-test (BIST)

M-BIST

M-BIST (Built In Self-Test) is the system board's built-in self-test diagnostics tool that improves the diagnostics accuracy of system board embedded controller (EC) failures.

 **NOTE:** M-BIST can be manually initiated before POST (Power On Self Test).

How to run M-BIST

 **NOTE:** M-BIST must be initiated on the system from a power-off state either connected to AC power or with battery only.

1. Press and hold both the **M** key on the keyboard and the **power button** to initiate M-BIST.
2. With both the **M** key and the **power button** held down, the battery indicator LED may exhibit two states:
 - a. OFF: No fault detected with the system board
 - b. AMBER: Indicates a problem with the system board
3. If there is a failure with the system board, the battery status LED will flash one of the following error codes for 30 seconds:

Table 19. LED error codes

Blinking Pattern		Possible Problem
Amber	White	
2	1	CPU Failure
2	8	LCD Power Rail Failure
1	1	TPM Detection Failure
2	4	Unrecoverable SPI Failure

- If there is no failure with the system board, the LCD will cycle through the solid color screens described in the LCD-BIST section for 30 seconds and then power off.

LCD Power rail test (L-BIST)

L-BIST is an enhancement to the single LED error code diagnostics and is automatically initiated during POST. L-BIST will check the LCD power rail. If there is no power being supplied to the LCD (i.e., the L-BIST circuit fails), the battery status LED will flash either an error code [2,8] or an error code [2,7].

 **NOTE:** If L-BIST fails, LCD-BIST cannot function as no power will be supplied to the LCD.

How to invoke L-BIST Test:

- Press the power button to start the system.
- If the system does not start up normally, look at the battery status LED:
 - If the battery status LED flashes an error code [2,7], the display cable may not be connected properly.
 - If the battery status LED flashes an error code [2,8], there is a failure on the LCD power rail of the system board, hence there is no power supplied to the LCD.
- For cases, when a [2,7] error code is shown, check to see if the display cable is properly connected.
- For cases when a [2,8] error code is shown, replace the system board.


LCD Built-in Self Test (BIST)

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

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

How to invoke LCD BIST Test

- Power off the Dell laptop.
- Disconnect any peripherals that are connected to the laptop. Connect only the AC adapter (charger) to the laptop.
- Ensure that the LCD (screen) is clean (no dust particles on the surface of the screen).
- Press and hold **D** key and **Power on** the laptop to enter LCD built-in self test (BIST) mode. Continue to hold the D key, until the system boots up.
- The screen will display solid colors and change colors on the entire screen to white, black, red, green, and blue twice.
- Then it will display the colors white, black and red.
- Carefully inspect the screen for abnormalities (any lines, fuzzy color or distortion on the screen).
- At the end of the last solid color (red), the system will shut down.

 **NOTE:** Dell SupportAssist Pre-boot diagnostics upon launch, initiates an LCD BIST first, expecting a user intervention confirm functionality of the LCD.

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.

Blinking Pattern		Problem description	Suggested resolution
1	1	TPM detection failure	Replace the system board.
1	2	Unrecoverable SPI flash failure	Replace the system board.
1	5	EC unable to program i-Fuse	Replace the system board.
1	6	Generic catch-all for ungraceful EC code flow errors	Disconnect all power source (AC, battery, coin cell) and drain flea power by pressing & holding down power button.
2	1	CPU failure	Run the Intel CPU diagnostics tools. If problem persists, replace the system board.
2	2	System Board failure (included BIOS corruption or ROM error)	Flash latest BIOS version. If problem persists, replace the system board.
2	3	No Memory / RAM detected	Memory is integrated, replace the system board
2	4	Memory / RAM failure	Memory is integrated, replace the system board
2	5	Invalid memory installed	Memory is integrated, replace the system board
2	6	System board / Chipset Error	Replace the system board.
2	7	LCD failure (SBIOS message)	Replace the LCD module.
2	8	LCD failure (EC detection of power rail failure)	Replace the system board.
3	1	CMOS battery failure	Reset the CMOS battery connection. If problem persists, replace the RTC battery.
3	2	PCI or Video card/chip failure	Replace the system board.
3	3	BIOS recovery image not found	Flash latest BIOS version. If problem persists, replace the system board.

Blinking Pattern		Problem description	Suggested resolution
3	4	BIOS recovery image found but invalid	Flash latest BIOS version. If problem persists, replace the system board.
3	5	Power rail failure	Replace the system board.
3	6	Flash corruption detected by SBIOS.	Replace the system board.
3	7	Timeout waiting on ME to reply to HECI message.	Replace the system board.

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 website 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.


Backup media and recovery options

It is recommended to create a recovery drive to troubleshoot and fix problems that may occur with Windows. Dell proposes multiple options for recovering Windows operating system on your Dell PC. For more information, see [Dell Windows Backup Media and Recovery Options](#).

WiFi power cycle

About this task

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

Drain residual flea power (perform hard reset)

About this task

Flea power is the residual static electricity that remains in the computer even after it has been powered off and the battery is removed.

For your safety, and to protect the sensitive electronic components in your computer, you are requested to drain residual flea power before removing or replacing any components in your computer.

Draining residual flea power, also known as a performing a "hard reset", is also a common troubleshooting step if your computer does not power on or boot into the operating system.

To drain residual flea power (perform a hard reset)

Steps

1. Turn off your computer.
2. Disconnect the power adapter from your computer.
3. Remove the base cover.
4. Remove the battery.
5. Press and hold the power button for 20 seconds to drain the flea power.
6. Install the battery.
7. Install the base cover.
8. Connect the power adapter to your computer.
9. Turn on your computer.




NOTE: For more information about performing a hard reset, see the knowledge base article [SLN85632](https://www.dell.com/support) at www.dell.com/support.

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 20. Self-help resources

Self-help resources	Resource location
Information about Dell products and services	www.dell.com
Tips	
Contact Support	In Windows search, type <code>Contact Support</code> , and press Enter.
Online help for operating system	www.dell.com/support/windows www.dell.com/support/linux
Troubleshooting information, user manuals, setup instructions, product specifications, technical help blogs, drivers, software updates, and so on.	www.dell.com/support
Dell knowledge base articles for a variety of computer concerns.	<ol style="list-style-type: none"> 1. Go to https://www.dell.com/support/home/?app=knowledgebase. 2. Type the subject or keyword in the Search box. 3. Click Search to retrieve the related articles.

Contacting Dell

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

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

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