

OptiPlex 3090 Small Form Factor

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.

| | |
|--|-----------|
| Chapter 1: Working inside your computer | 6 |
| Safety instructions..... | 6 |
| Before working inside your computer..... | 6 |
| Safety precautions..... | 7 |
| Electrostatic discharge—ESD protection..... | 7 |
| ESD field service kit | 8 |
| Transporting sensitive components..... | 9 |
| After working inside your computer..... | 9 |
| | |
| Chapter 2: Removing and installing components | 10 |
| Recommended tools..... | 10 |
| Screw list..... | 10 |
| Major components of OptiPlex 3090 Small Form Factor | 11 |
| Side cover..... | 12 |
| Removing the side cover..... | 12 |
| Installing the side cover..... | 13 |
| Front bezel..... | 15 |
| Removing the front bezel..... | 15 |
| Installing the front bezel..... | 15 |
| 2.5-inch hard drive..... | 16 |
| Removing the 2.5-inch hard-drive assembly..... | 16 |
| Removing the hard-drive bracket..... | 17 |
| Installing the hard-drive bracket..... | 18 |
| Installing the 2.5-inch hard-drive assembly..... | 19 |
| 3.5-inch hard drive..... | 20 |
| Removing the 3.5-inch hard-drive assembly..... | 20 |
| Removing the 3.5-inch hard drive..... | 21 |
| Installing the 3.5-inch hard drive..... | 22 |
| Installing the 3.5-inch hard-drive assembly..... | 23 |
| M.2 solid-state drive..... | 24 |
| Removing the M.2 2230 PCIe solid-state drive..... | 24 |
| Installing the M.2 2230 PCIe solid-state drive..... | 25 |
| Removing the M.2 2280 PCIe solid-state drive..... | 26 |
| Installing the M.2 2280 PCIe solid-state drive..... | 27 |
| Optical drive..... | 29 |
| Removing the slim optical-drive..... | 29 |
| Installing the slim optical-drive..... | 30 |
| Hard-drive and optical-drive bracket..... | 31 |
| Removing the hard-drive and optical-drive bracket..... | 31 |
| Installing the hard-drive and optical-drive bracket..... | 32 |
| WLAN card..... | 34 |
| Removing the WLAN card..... | 34 |
| Installing the WLAN card..... | 35 |
| Fan assembly..... | 37 |

| | |
|---|----|
| Removing the heat-sink and fan assembly..... | 37 |
| Installing the heat-sink and fan assembly..... | 37 |
| Coin-cell battery..... | 38 |
| Removing the coin-cell battery..... | 38 |
| Installing the coin-cell battery..... | 39 |
| Expansion card..... | 40 |
| Removing the graphics card..... | 40 |
| Installing the graphics card..... | 41 |
| Memory modules..... | 43 |
| Removing the memory modules..... | 43 |
| Installing the memory modules..... | 43 |
| Processor..... | 44 |
| Removing the processor..... | 44 |
| Installing the processor..... | 45 |
| Power-supply unit..... | 47 |
| Removing the power-supply unit..... | 47 |
| Installing the power-supply unit..... | 49 |
| Intrusion switch..... | 52 |
| Removing the intrusion switch..... | 52 |
| Installing the intrusion switch..... | 53 |
| Power button..... | 54 |
| Removing the power button..... | 54 |
| Installing the power button..... | 55 |
| Optional I/O modules (HDMI/VGA/DP/Serial)..... | 56 |
| Removing optional I/O modules (HDMI/VGA/DP/Serial)..... | 56 |
| Installing optional I/O modules (HDMI/VGA/DP/Serial)..... | 57 |
| System board..... | 58 |
| Removing the system board..... | 58 |
| Installing the system board..... | 61 |

Chapter 3: Drivers and downloads..... 66

Chapter 4: BIOS setup..... 67

| | |
|--|----|
| BIOS overview..... | 67 |
| Entering BIOS setup program..... | 67 |
| Navigation keys..... | 67 |
| One time boot menu..... | 68 |
| System setup options..... | 68 |
| General options..... | 68 |
| System information..... | 69 |
| Video screen options..... | 70 |
| Security..... | 70 |
| Secure boot options..... | 71 |
| Intel Software Guard Extensions options..... | 72 |
| Performance..... | 72 |
| Power management..... | 73 |
| Post behavior..... | 74 |
| Manageability..... | 74 |
| Virtualization support..... | 74 |

| | |
|---|-----------|
| Wireless options..... | 75 |
| Maintenance..... | 75 |
| System logs..... | 76 |
| Advanced configuration..... | 76 |
| SupportAssist System Resolution..... | 76 |
| Updating the BIOS..... | 76 |
| Updating the BIOS in Windows..... | 76 |
| Updating the BIOS in Linux and Ubuntu..... | 77 |
| Updating the BIOS using the USB drive in Windows..... | 77 |
| Updating the BIOS from the F12 One-Time boot menu..... | 77 |
| System and setup password..... | 78 |
| Assigning a system setup password..... | 78 |
| Deleting or changing an existing system setup password..... | 79 |
| Clearing BIOS (System Setup) and System passwords..... | 79 |
| Chapter 5: Troubleshooting..... | 80 |
| Dell SupportAssist Pre-boot System Performance Check diagnostics..... | 80 |
| Running the SupportAssist Pre-Boot System Performance Check..... | 80 |
| Diagnostics..... | 80 |
| Recovering the operating system..... | 82 |
| WiFi power cycle..... | 83 |
| Flea power release..... | 83 |
| Real Time Clock—RTC reset..... | 83 |
| Chapter 6: Getting help and contacting Dell..... | 85 |

Working inside your computer

Safety instructions

Use the following safety guidelines to protect your computer from potential damage and to ensure your personal safety. Unless otherwise noted, each procedure included in this document assumes that you have read the safety information that shipped with your computer.

-  **WARNING:** Before working inside your computer, read the safety information that is shipped with your computer. For more safety best practices, see the Regulatory Compliance home page at www.dell.com/regulatory_compliance.
-  **WARNING:** Disconnect your computer from all power sources before opening the computer cover or panels. After you finish working inside the computer, replace all covers, panels, and screws before connecting your computer to an electrical outlet.
-  **CAUTION:** To avoid damaging the computer, ensure that the work surface is flat, dry, and clean.
-  **CAUTION:** To avoid damaging the components and cards, handle them by their edges, and avoid touching the pins and the contacts.
-  **CAUTION:** You should only perform troubleshooting and repairs as authorized or directed by the Dell technical assistance team. Damage due to servicing that is not authorized by Dell is not covered by your warranty. See the safety instructions that is shipped with the product or at www.dell.com/regulatory_compliance.
-  **CAUTION:** Before touching anything inside your computer, ground yourself by touching an unpainted metal surface, such as the metal at the back of the computer. While you work, periodically touch an unpainted metal surface to dissipate static electricity which could harm internal components.
-  **CAUTION:** When you disconnect a cable, pull it by its connector or its pull tab, not the cable itself. Some cables have connectors with locking tabs or thumbscrews that you must disengage before disconnecting the cable. When disconnecting cables, keep them evenly aligned to avoid bending the connector pins. When connecting cables, ensure that the ports and the connectors are correctly oriented and aligned.
-  **CAUTION:** Press and eject any installed card from the media-card reader.
-  **CAUTION:** Exercise caution when handling Lithium-ion batteries in laptops. Swollen batteries should not be used and should be replaced and disposed properly.
-  **NOTE:** The color of your computer and certain components may appear differently than shown in this document.

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 tablet/notebook/desktop 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.

Electrostatic discharge—ESD protection

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

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

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

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

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

Perform the following steps to prevent ESD damage:

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

ESD field service kit

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

Components of an ESD field service kit

The components of an ESD field service kit are:

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

ESD protection summary

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

Transporting sensitive components

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

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.

Recommended tools

The procedures in this document may require the following tools:

- Phillips screwdriver #0
- Phillips screwdriver #1
- Plastic scribe

Screw list

NOTE: When removing screws from a component, it is recommended to note the screw type, the quantity of screws, and then place them in a screw storage box. This is to ensure that the correct number of screws and correct screw type is restored when the component is replaced.

NOTE: Some computers have magnetic surfaces. Ensure that the screws are not left attached to such surfaces when replacing a component.

NOTE: Screw color may vary with the configuration ordered.

Table 1. Screw list

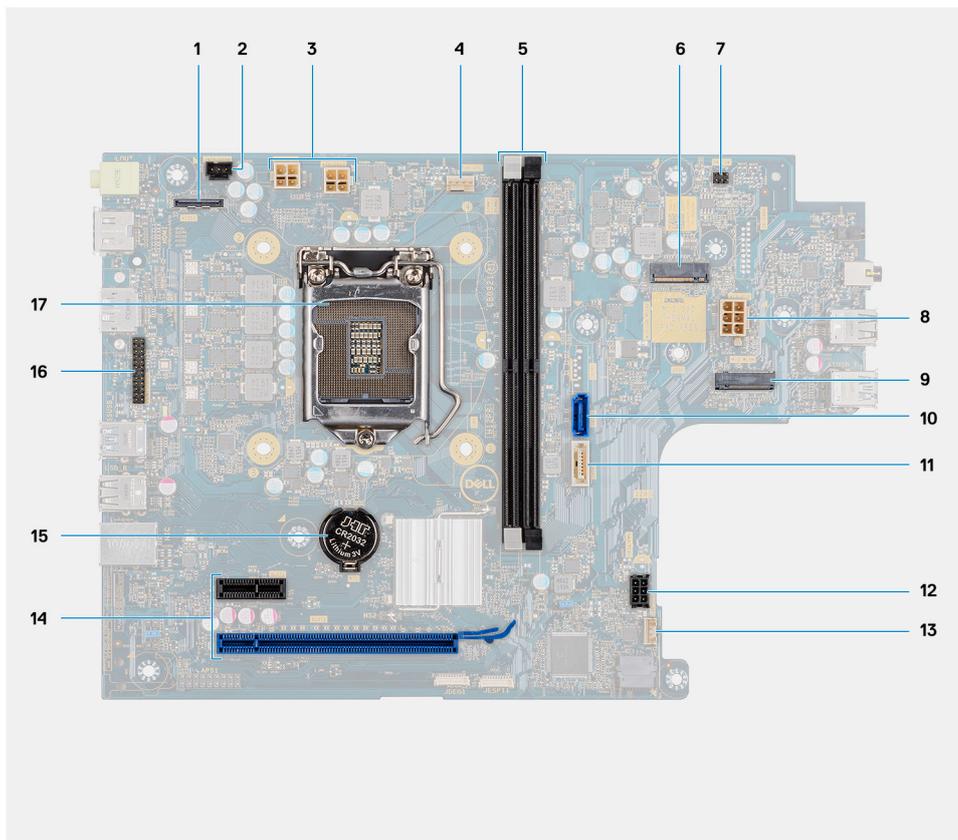
| Component | Screw type | Quantity | Screw image |
|----------------------------|--------------|----------|---|
| FIO bracket | 6-32 | 2 |  |
| M.2 2230 solid-state drive | M2x3 | 1 |  |
| M.2 2280 solid-state drive | M2x3 6-32 | 1 2 |  |
| WLAN card | M2x3 | 1 |  |
| Heatsink and fan assembly | Captive | 4 |  |
| Optional I/O Module | M3x3 | 2 |  |

Table 1. Screw list (continued)

| Component | Screw type | Quantity | Screw image |
|-------------------|--------------|----------|--|
| Power supply unit | 6-32 | 6 |  |
| System board | 6-32 M2x4 | 8 1 |   |

Major components of OptiPlex 3090 Small Form Factor

The following image shows the major components of OptiPlex 3090 Small Form Factor .



- | | |
|------------------------------------|------------------------------------|
| 1. Video connector | 2. Intrusion switch connector |
| 3. CPU power connector (ATX_CPU) | 4. CPU fan connector |
| 5. Memory slots (DIMM1, DIMM2) | 6. M.2 solid-state drive connector |
| 7. Power switch connector (PWR_SW) | 8. PSU connector |
| 9. M.2 WLAN connector | 10. SATA 0 connector |
| 11. SATA 2 connector | 12. Internal speaker connector |
| 13. PCIe connector | 14. Coin-cell battery |
| 15. KB/MS serial header | 16. Processor socket (CPU) |

NOTE: Dell provides a list of components and their part numbers for the original system configuration purchased. These parts are available according to warranty coverages purchased by the customer. Contact your Dell sales representative for purchase options.

Side cover

Removing the side cover

Prerequisites

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

NOTE: Ensure that you remove the security cable from the security-cable slot (if applicable).

About this task

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





Steps

1. Slide the release latch to the right until you hear a click.
2. Slide the cover towards the back of the system.
3. Lift and move the side cover away from the system.

Installing the side cover

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 side cover and provides a visual representation of the installation procedure.



Steps

1. Place the side cover onto the system aligning the tabs on the chassis.
2. Slide the side cover towards the front of the system until you hear the release latch click.

Next steps

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

Front bezel

Removing the front bezel

Prerequisites

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

About this task

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



Steps

1. Gently pry and release the front cover sequentially from the top.
2. Rotate the front cover outward from the chassis.
3. Remove the front bezel from the chassis.

Installing the front bezel

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 front bezel and provides a visual representation of the installation procedure.



Steps

1. Align and insert the front cover into the slots on the chassis.
2. Rotate the front cover towards the chassis and snap it into place.

Next steps

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

2.5-inch hard drive

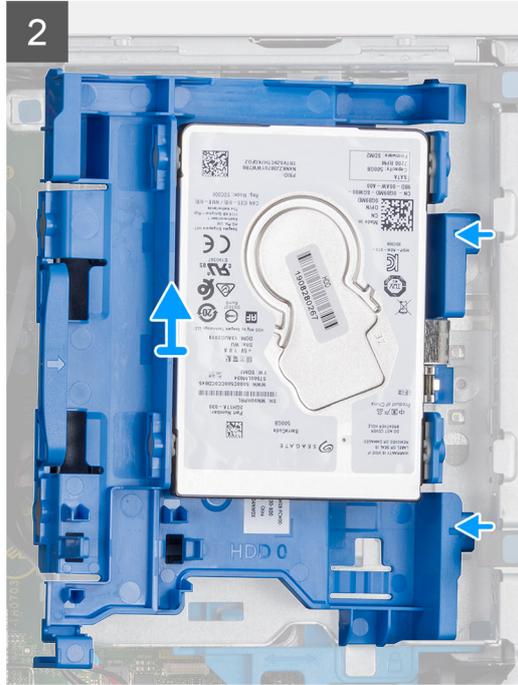
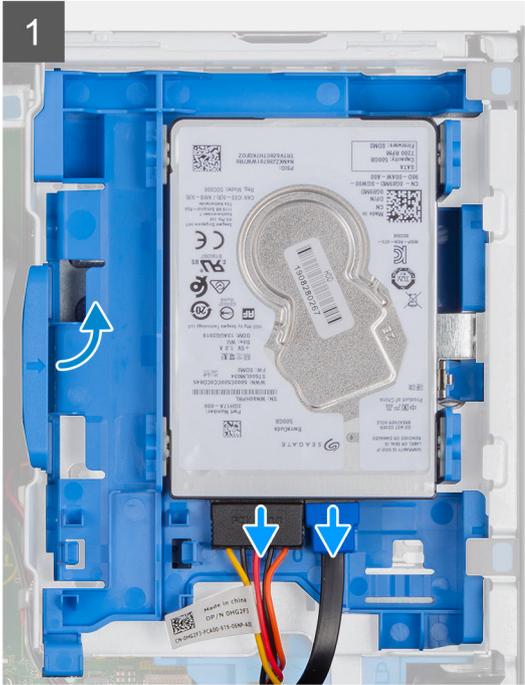
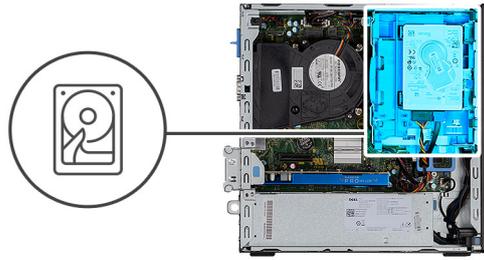
Removing the 2.5-inch hard-drive assembly

Prerequisites

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

About this task

The following images indicate the location of the 2.5-inch hard-drive assembly and provide a visual representation of the removal procedure.



Steps

1. Disconnect the hard-drive data cable and power cable from the connectors on the hard drive.
2. Push the left tab towards the hard drive to free the assembly from the chassis.
3. Release the hard-drive assembly from the tabs on the right side and slide the hard-drive assembly out.

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

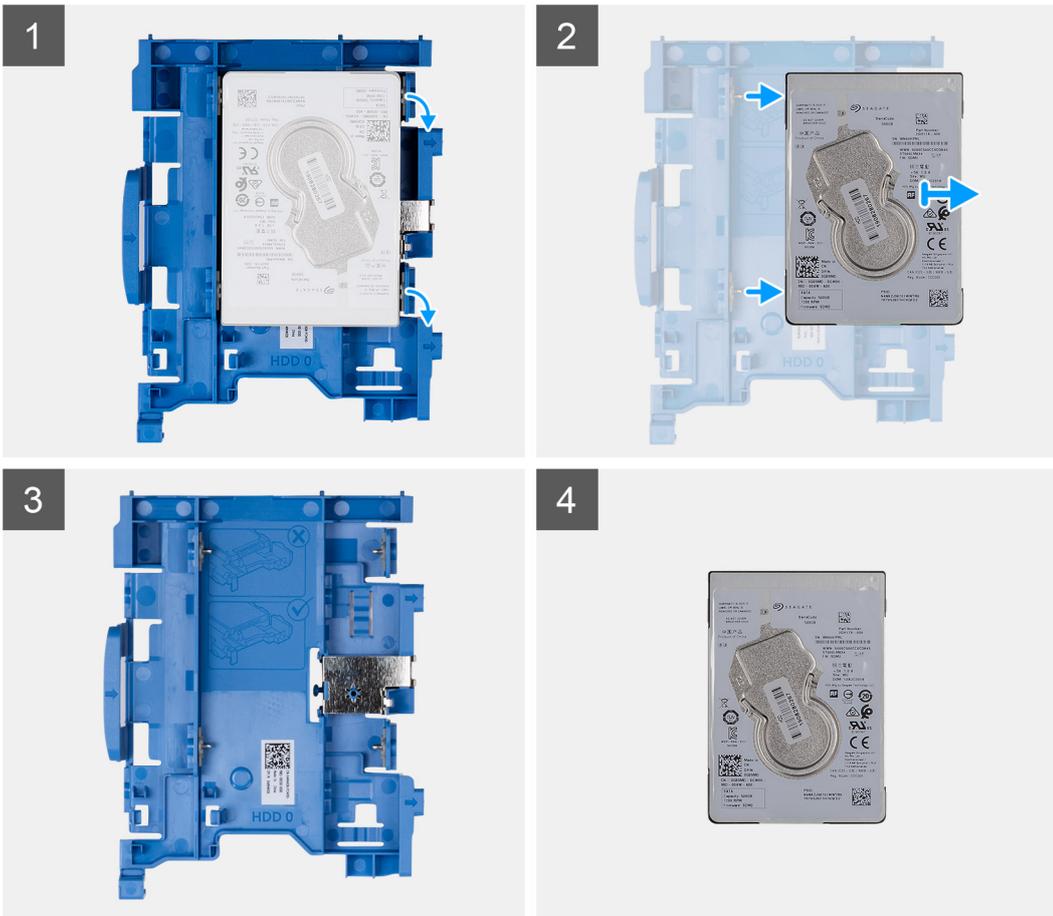
Removing the hard-drive bracket

Prerequisites

1. Follow the procedure in [Before working inside your computer](#).
2. Remove the [side cover](#).
3. Remove the [front bezel](#).
4. Remove the [2.5-inch hard-drive assembly](#).

About this task

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



Steps

1. Pull the two tabs from the hard-drive bracket away from the hard drive.
2. Slide the hard-drive towards the right to free it from the mounting points on the bracket and lift it away from the system.

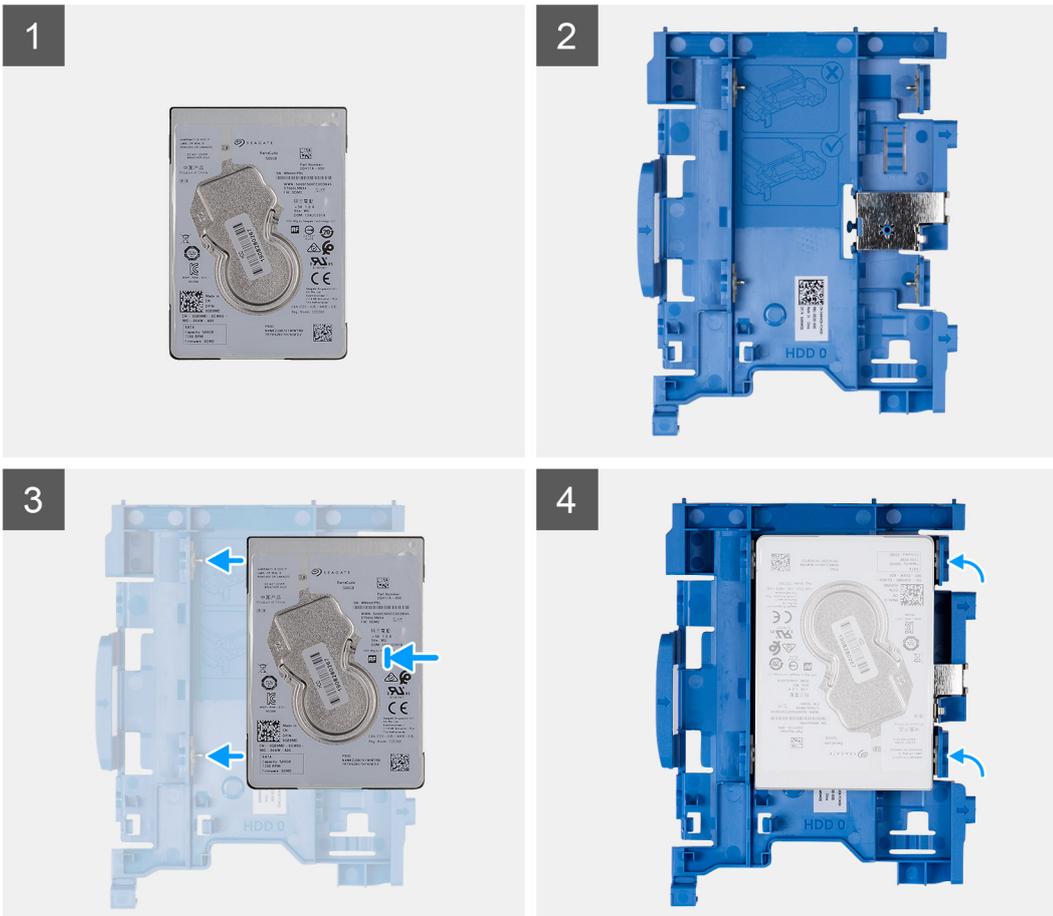
Installing the hard-drive bracket

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 hard-drive bracket and provides a visual representation of the installation procedure.



Steps

1. Align the hard drive with the mounting points on the bracket and place the hard drive onto it.
2. Pull the tabs on the right side of the bracket until the hard drive clicks into place.

Next steps

1. Install the [2.5-inch hard-drive assembly](#).
2. Install the [front bezel](#).
3. Install the [side cover](#).
4. Follow the procedure in [After working inside your computer](#).

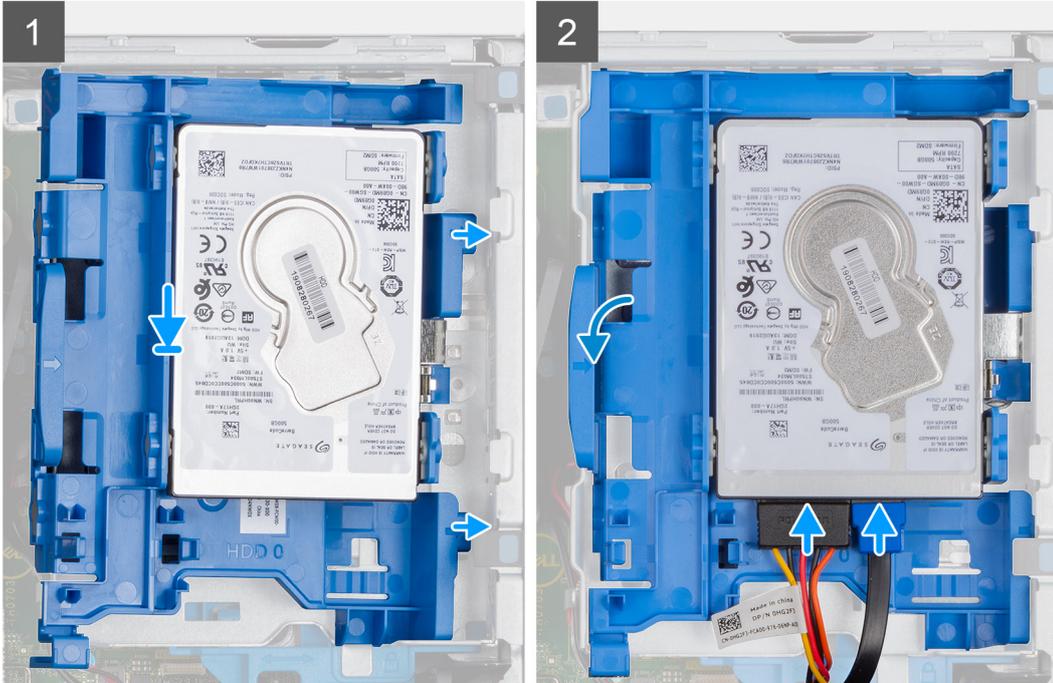
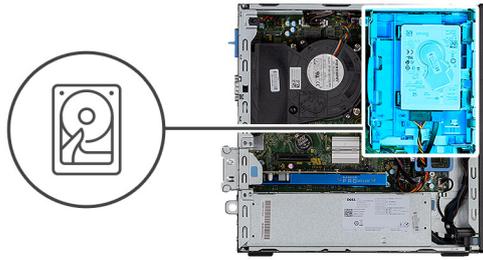
Installing the 2.5-inch hard-drive assembly

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 2.5-inch hard-drive assembly and provides a visual representation of the installation procedure.



Steps

1. Place the tabs on the right side of the hard-drive bracket onto the holders on the chassis and push the left side of the bracket down until it clicks into place.

NOTE: Use the arrows seen on the bracket as guides to identify the tabs on the tray.

2. Connect the hard-drive data and power cables to the connectors on the hard drive.

Next steps

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

3.5-inch hard drive

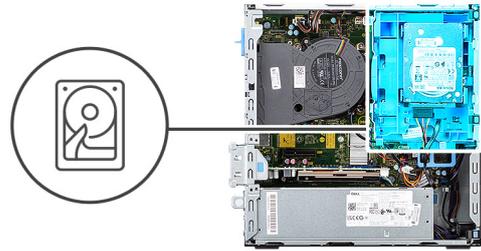
Removing the 3.5-inch hard-drive assembly

Prerequisites

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

About this task

The following images indicate the location of the 3.5-inch hard-drive assembly and provides a visual representation of the removal procedure.



Steps

1. Disconnect the hard-drive data cable and power cable from the connectors on the hard drive.
2. Push the left tab towards the hard drive to free the assembly from the chassis.
3. Release the hard-drive assembly from the tabs on the right side and slide the hard-drive assembly out.

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

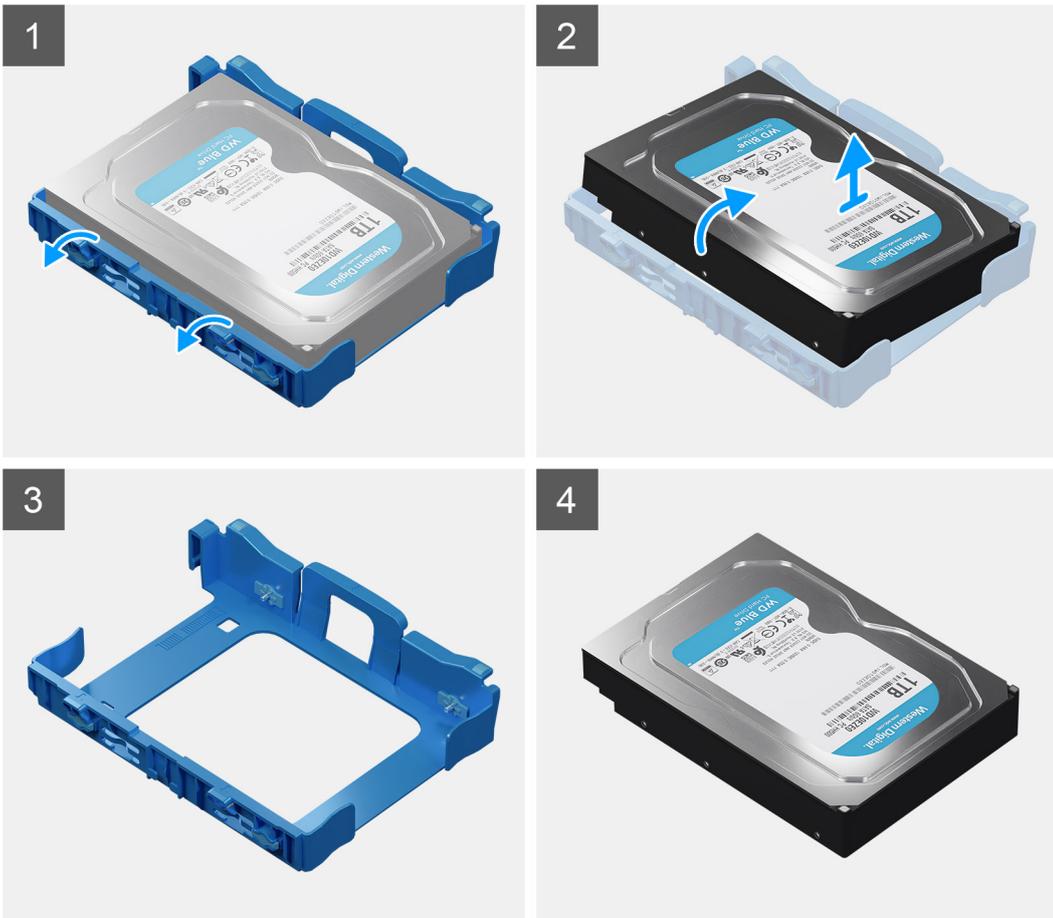
Removing the 3.5-inch hard drive

Prerequisites

1. Follow the procedure in [before working inside your computer](#).
2. Remove the [side cover](#).
3. Remove the [front bezel](#).
4. Remove the [3.5-inch hard-drive assembly](#).

About this task

The following images indicate the location of the 3.5-inch hard drive and provide a visual representation of the removal procedure.



Steps

1. Pull the two tabs from the hard-drive caddy away from the hard drive.
2. Slide the hard-drive towards the right to free it from the mounting points on the caddy and lift it away from the system.

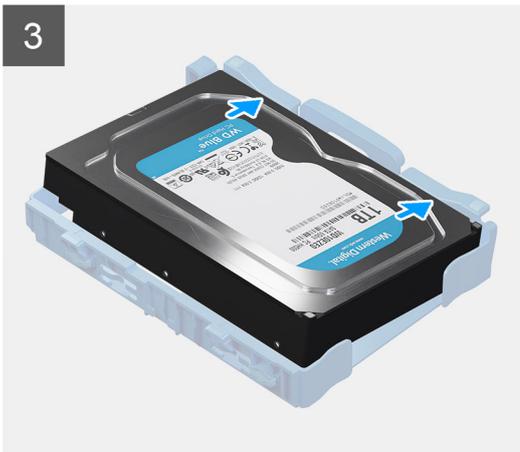
Installing the 3.5-inch hard drive

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 3.5-inch hard drive bracket and provides a visual representation of the installation procedure.



Steps

1. Align the hard drive with the mounting points on the caddy and place the hard drive onto it.
2. Pull the tabs on the right side of the bracket until the hard drive clicks into place.

Next steps

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

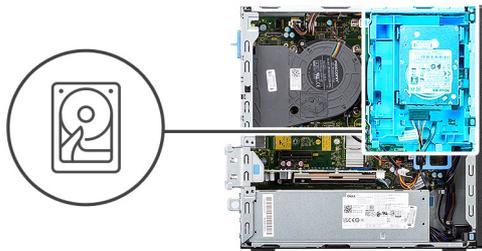
Installing the 3.5-inch hard-drive assembly

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 3.5-inch hard-drive assembly and provides a visual representation of the installation procedure.



Steps

1. Place the tabs on the right side of the hard-drive caddy onto the holders on the chassis and push the left side of the caddy down until it clicks into place.

NOTE: Use the arrows seen on the caddy as guides to identify the tabs on the tray.

2. Connect the hard-drive data and power cables to the connectors on the hard drive.

Next steps

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

M.2 solid-state drive

Removing the M.2 2230 PCIe solid-state drive

Prerequisites

1. Follow the procedure in [Before working inside your computer](#).
2. Remove the [side cover](#).
3. Remove the [front bezel](#).
4. Remove the [3.5/2.5-inch hard-drive assembly](#).
5. Remove the [hard-drive and optical-drive bracket](#).

About this task

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



1x
M2x3



Steps

1. Remove the screw (M2x3) that secures the solid-state drive to the system board.
2. Slide and lift the solid-state drive off the system board.

Installing the M.2 2230 PCIe solid-state drive

Prerequisites

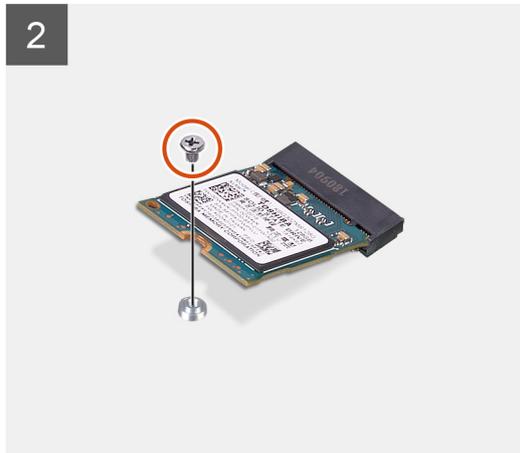
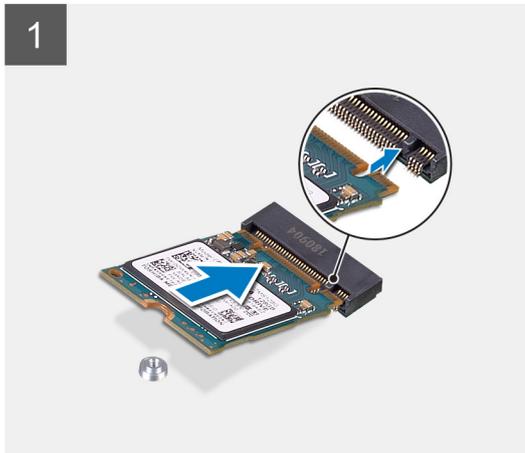
If you are replacing a component, remove the existing component before performing the installation procedure.

About this task

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



1x
M2x3



Steps

1. Align the solid-state drive with the socket on the system board and slide it in.
2. Replace the screw (M2X3) that secures the M.2 PCIe solid-state drive to the system board.

Next steps

1. Install the [hard-drive and optical-drive bracket](#).
2. Install the [3.5/2.5-inch hard-drive assembly](#).
3. Install the [front bezel](#).
4. Install the [side cover](#).
5. Follow the procedure in [After working inside your computer](#).

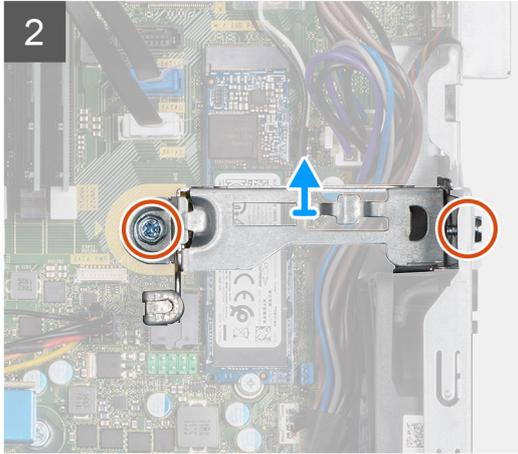
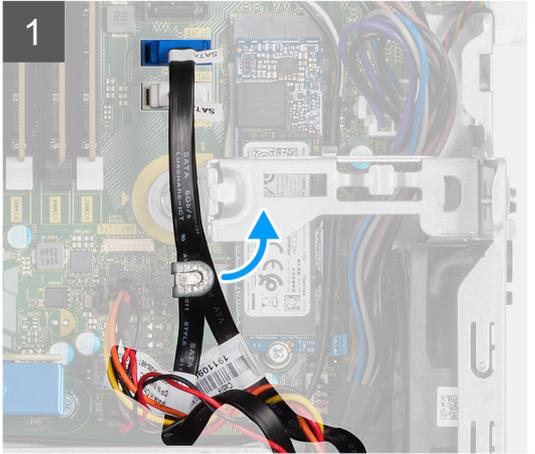
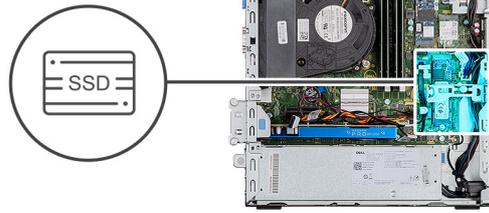
Removing the M.2 2280 PCIe solid-state drive

Prerequisites

1. Follow the procedure in [Before working inside your computer](#).
2. Remove the [side cover](#).
3. Remove the [front bezel](#).
4. Remove the [3.5/2.5-inch hard-drive assembly](#).
5. Remove the [hard-drive and optical-drive bracket](#).

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. Move the cables held by the cable management tab to access the metal bracket underneath.
2. Remove the two (6x32) screws securing the metal bracket and lift it away from the system.
3. Remove the screw (M2x3) that secures the solid-state drive to the system board.
4. Slide and lift the solid-state drive off the system board.

Installing the M.2 2280 PCIe solid-state drive

Prerequisites

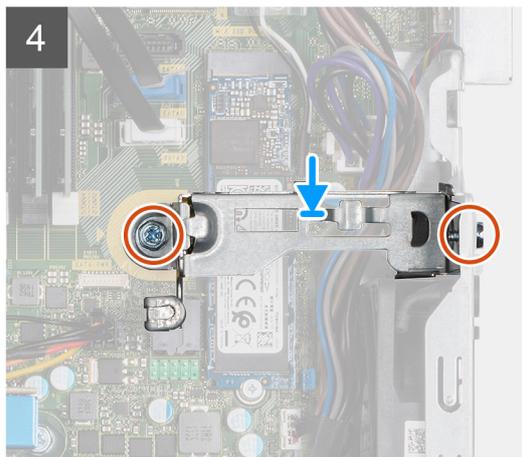
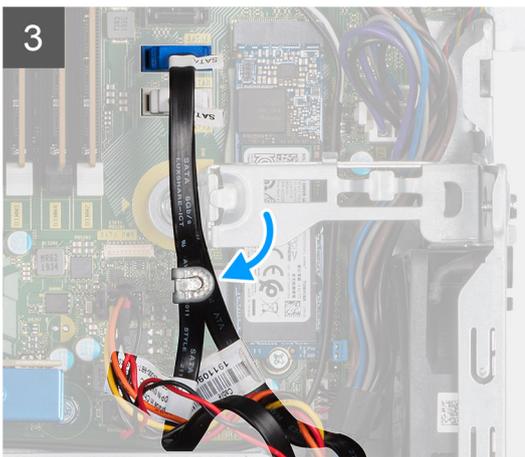
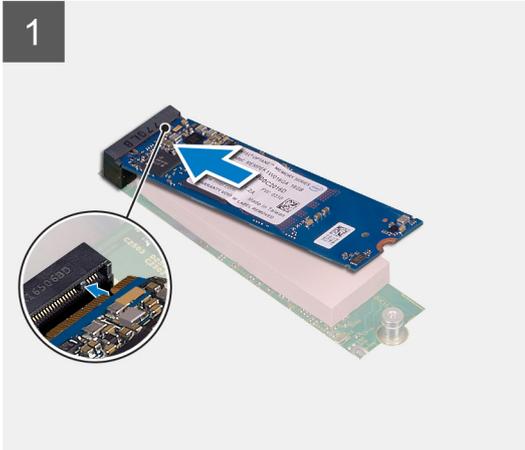
If you are replacing a component, remove the existing component before performing the installation procedure.

About this task

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



1x
M2x3



Steps

1. Align the solid-state drive with the socket on the system board and slide it in.
2. Replace the screw (M2x3) that secures the solid-state drive to the system board.
3. Route the SATA cables through the cable management tab.
4. Secure the metal bracket to the chassis by installing the two (6x32) screws.

Next steps

1. Install the [hard-drive and optical-drive bracket](#).
2. Install the [3.5/2.5-inch hard-drive assembly](#).
3. Install the [front bezel](#).
4. Install the [side cover](#).
5. Follow the procedure in [After working inside your computer](#).

Optical drive

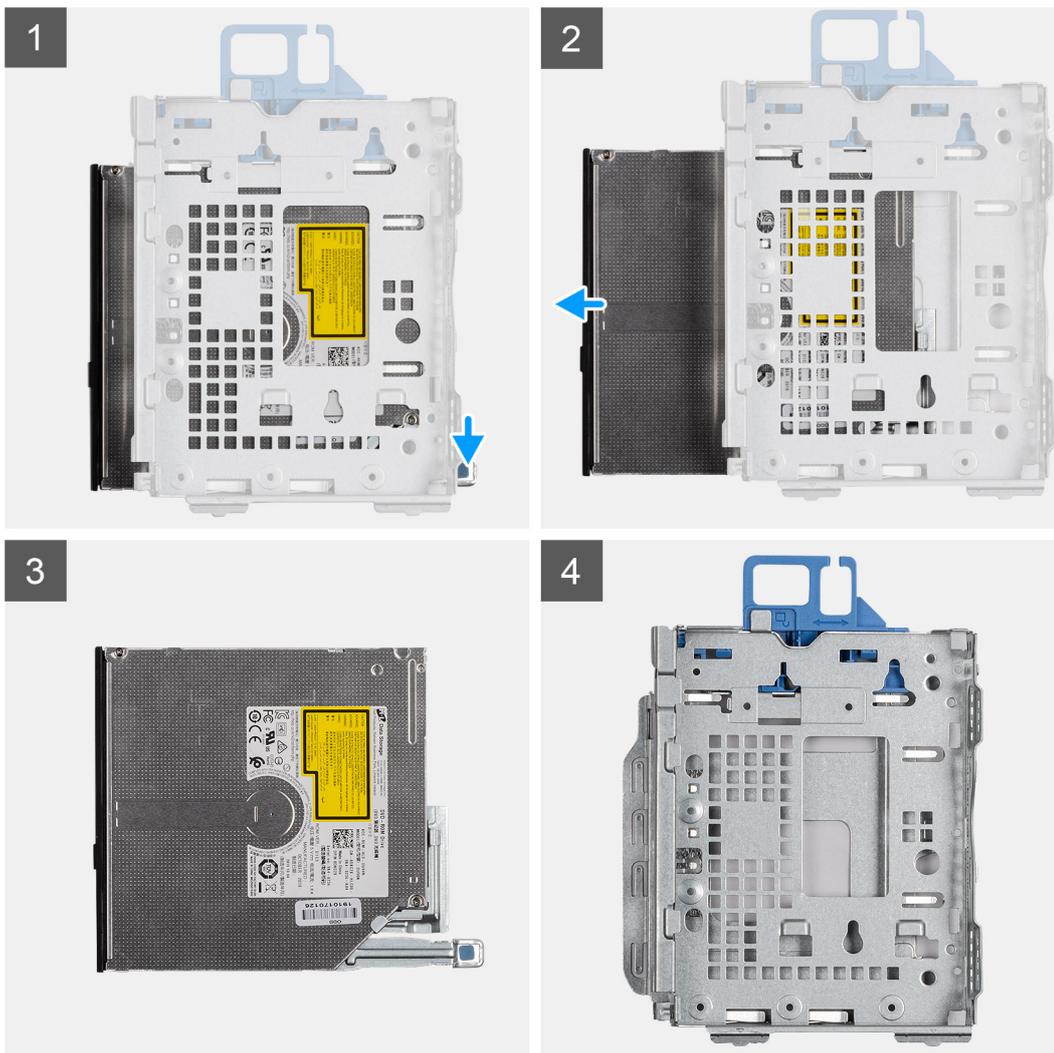
Removing the slim optical-drive

Prerequisites

1. Follow the procedure in [before working inside your computer](#).
2. Remove the [side cover](#).
3. Remove the [front bezel](#).
4. Remove the [hard-drive and optical-drive bracket](#).

About this task

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



Steps

1. Press the tab on the optical drive to release the optical drive from the hard-drive and optical drive bracket.
2. Slide the optical drive out of the hard-drive and optical drive bracket.

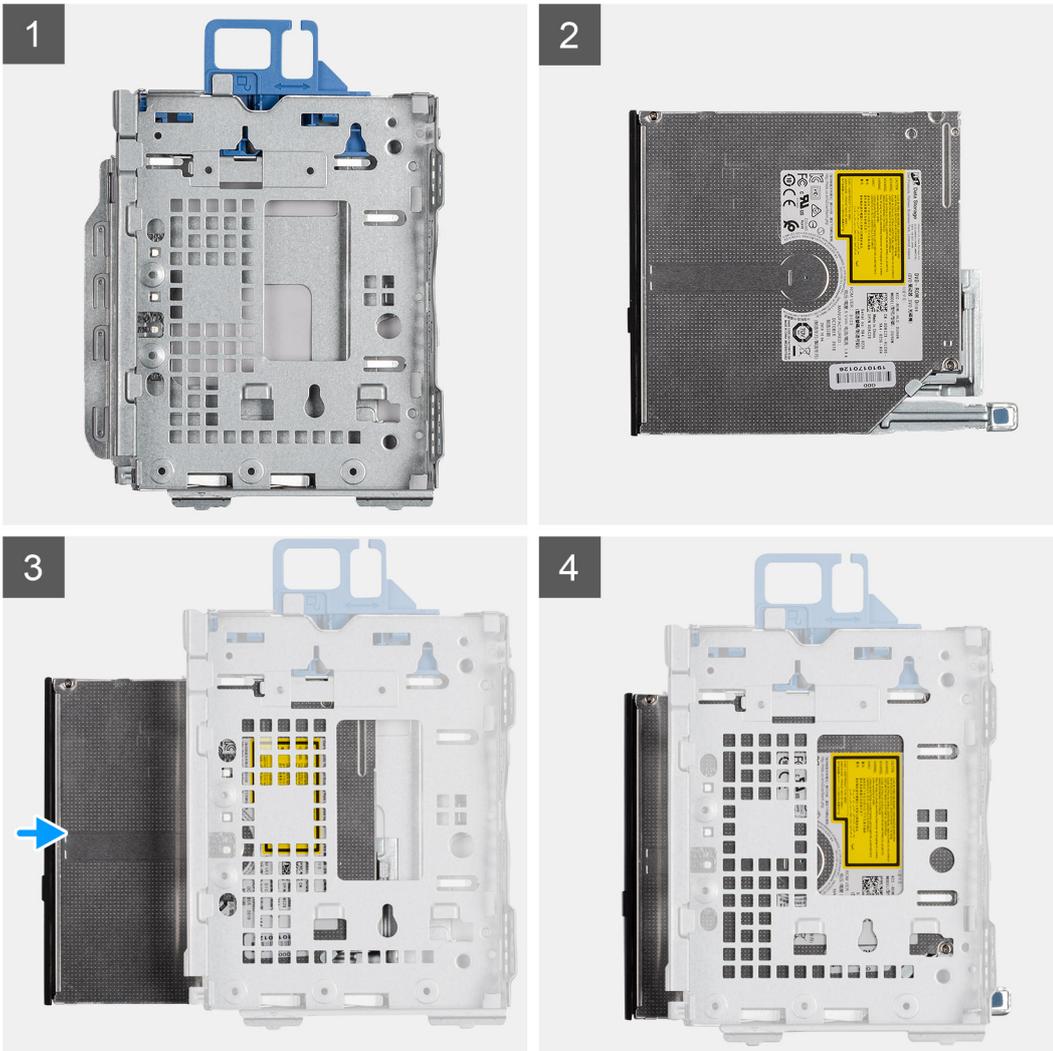
Installing the slim optical-drive

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 slim optical-drive and provides a visual representation of the installation procedure.



Steps

1. Insert and slide in the optical drive into the hard-drive and optical drive bracket.
2. Push the optical drive unit until it clicks in place.

Next steps

1. Install the [hard-drive and optical-drive bracket](#).
2. Install the [front bezel](#).
3. Install the [side cover](#).
4. Follow the procedure in [after working inside your computer](#).

Hard-drive and optical-drive bracket

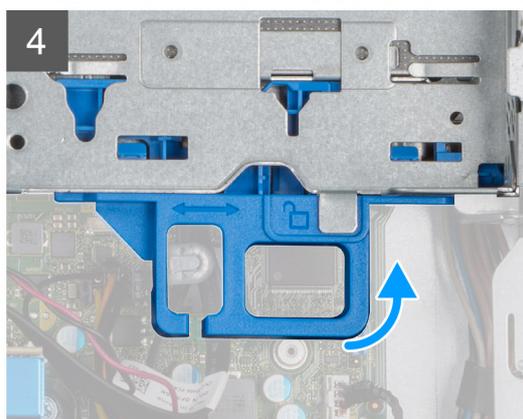
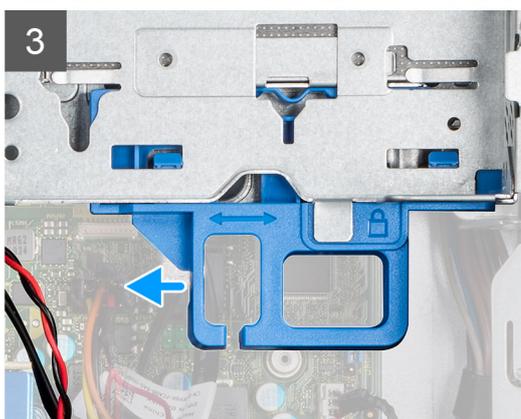
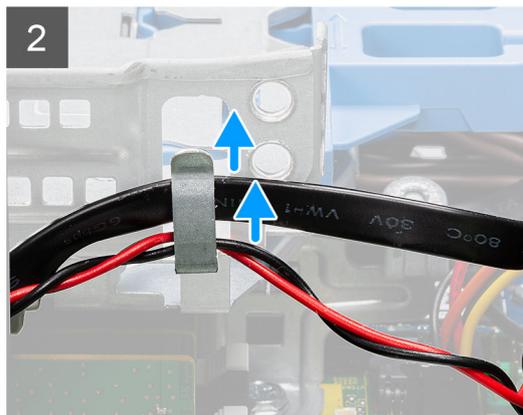
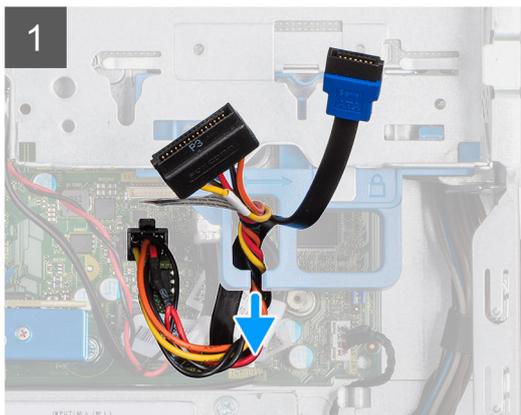
Removing the hard-drive and optical-drive bracket

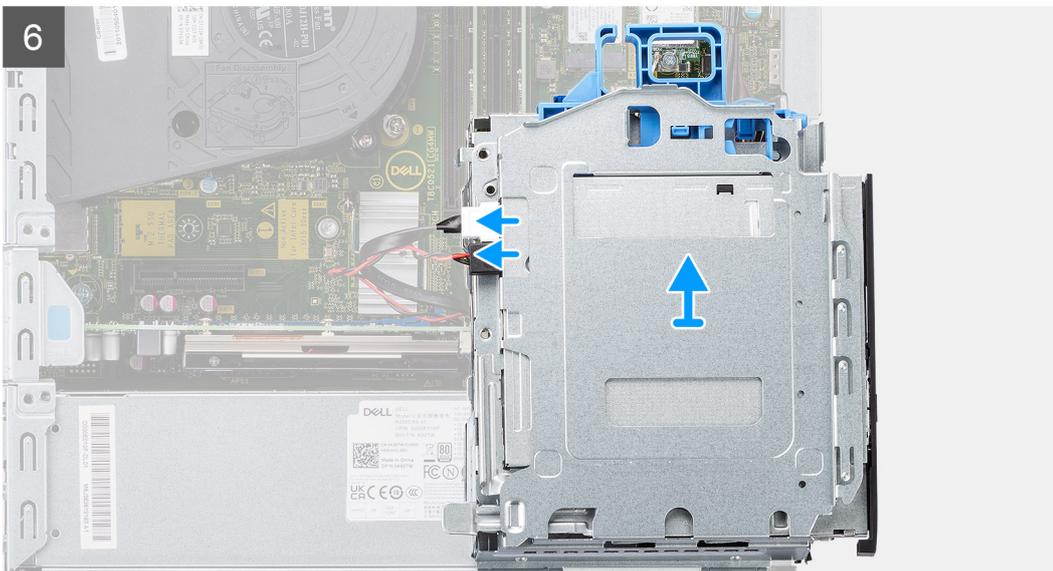
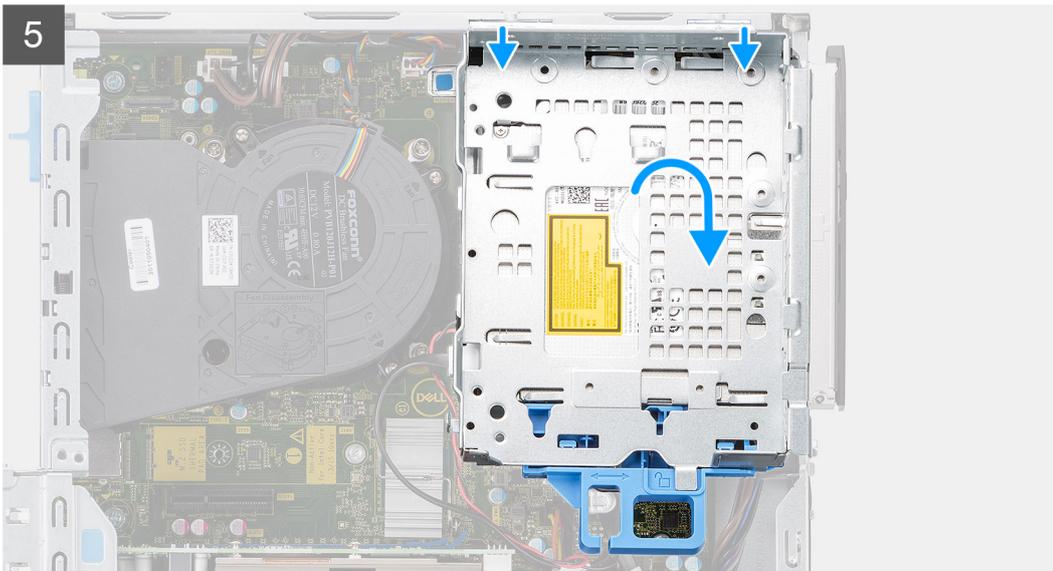
Prerequisites

1. Follow the procedure in [Before working inside your computer](#).
2. Remove the [side cover](#).
3. Remove the [front bezel](#).
4. Remove the [2.5/3.5-inch hard-drive](#).

About this task

The following images indicate the location of the hard-drive and optical-drive bracket and provide a visual representation of the removal procedure.





Steps

1. Remove the hard-drive power and data cables that are routed via the locking mechanism.
2. Remove the cables from the routing points on the bracket.
3. Move the lock handle from the locking mechanism towards the left to unlock the bracket and detach it from the chassis.
4. Hold the lock handle to lift the bracket.
5. Lift the bracket upwards and detach it from the mounting points on the top portion of the chassis.
6. Disconnect the power and SATA cables from the optical drive and lift the bracket away from the computer.

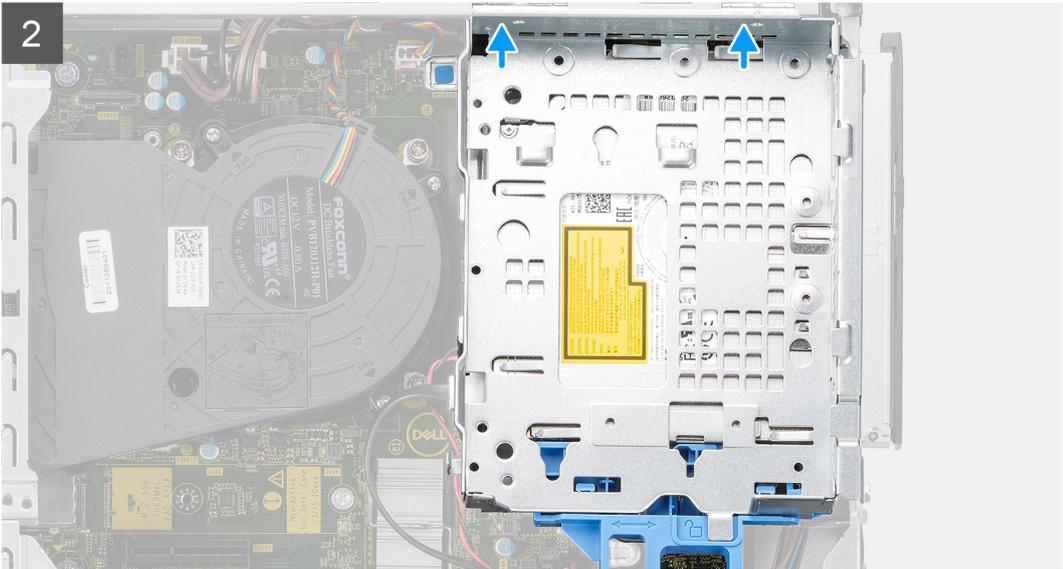
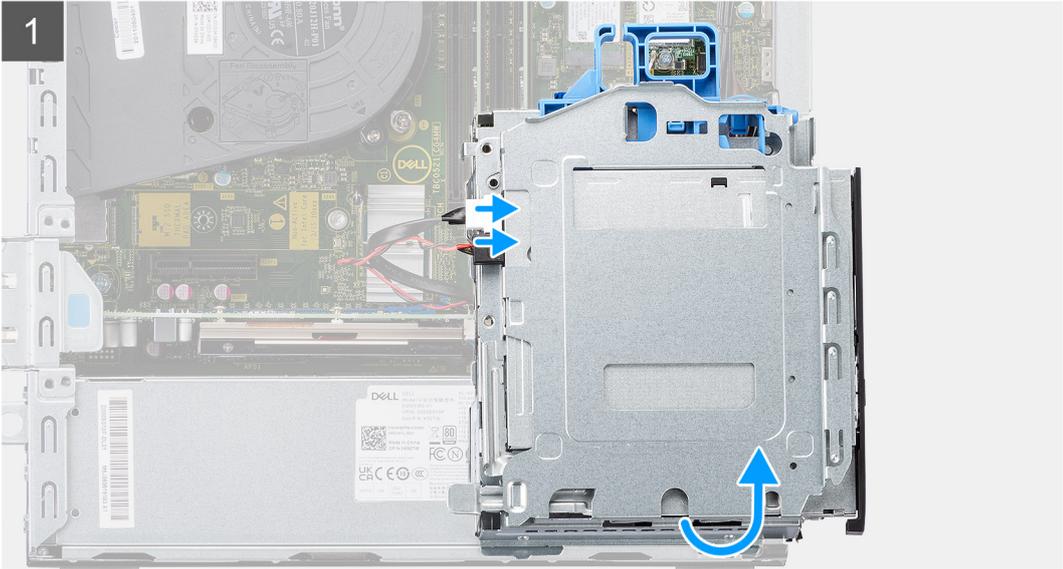
Installing the hard-drive and optical-drive bracket

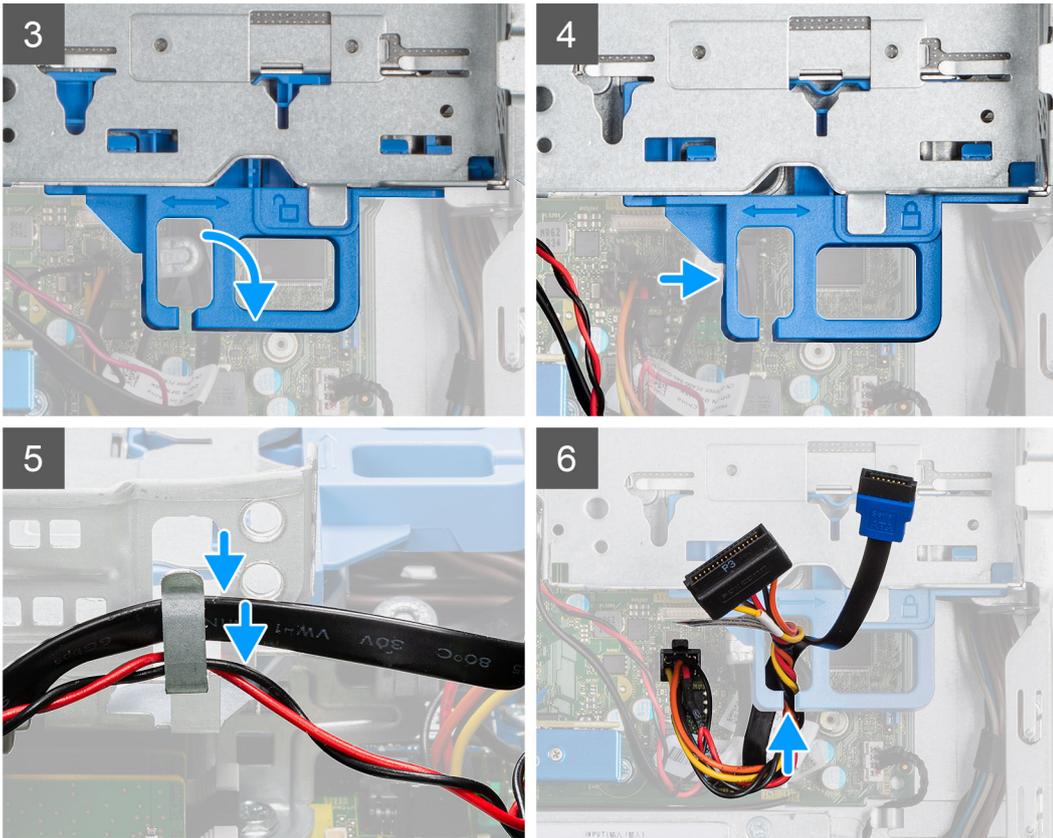
Prerequisites

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 hard-drive and optical-drive bracket and provides a visual representation of the installation procedure.





Steps

1. Connect the power and SATA cables to the optical drive while holding the bracket upside down.
2. Hold the bracket upright and align the mounting points with the ones on the chassis.
3. Push the bracket until the assembly is secured onto the chassis.
4. Move the lock handle from the locking mechanism towards the right to lock the bracket in place.
5. Route the optical drive's power and data cables through the routing guide on the bracket.
6. Route the hard-drive power and SATA cables through the routing guide on the lock.

Next steps

1. Install the [2.5/3.5-inch hard-drive caddy](#).
2. Install the [front bezel](#).
3. Install the [side cover](#).
4. Follow the procedure in [After working inside your computer](#).

WLAN card

Removing the WLAN card

Prerequisites

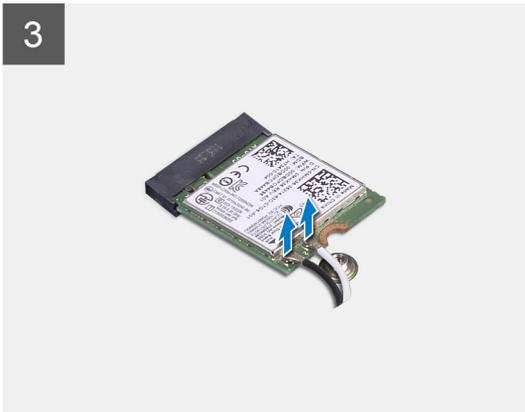
1. Follow the procedure in [Before working inside your computer](#).
2. Remove the [side cover](#).
3. Remove the [front bezel](#).
4. Remove the [3.5/2.5-inch hard-drive assembly](#).
5. Remove the [hard-drive and optical-drive bracket](#).

About this task

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



1x
M2x3



Steps

1. Remove the single (M2x3) screw that secures the metal bracket over the WLAN card to the system board.
2. Slide and lift the WLAN card bracket away from the WLAN card.
3. Disconnect the antenna cables from the WLAN card.
4. Slide and remove the WLAN card from the connector on the system board.

Installing the WLAN card

Prerequisites

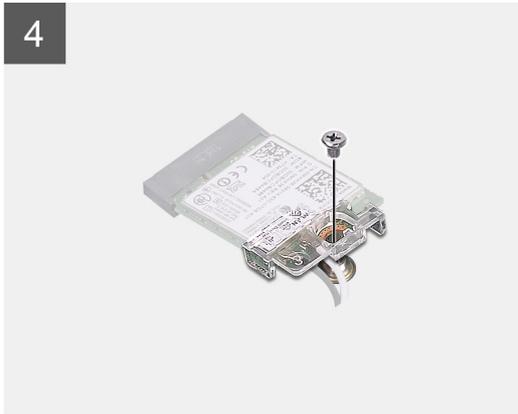
If you are replacing a component, remove the existing component before performing the installation procedure.

About this task

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



1x
M2x3



Steps

1. Connect the antenna cables to the WLAN card.
The following table provides the antenna-cable color scheme for the WLAN card of your computer.

Table 2. Antenna-cable color scheme

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

2. Place the WLAN card bracket to secure the antenna cables.
3. Insert the WLAN card into the connector on the system board.
4. Install the single (M2x3) screw to secure the WLAN card.

Next steps

1. Install the [hard-drive and optical-drive bracket](#).
2. Install the [3.5/2.5-inch hard-drive assembly](#).
3. Install the [front bezel](#).
4. Install the [side cover](#).
5. Follow the procedure in [After working inside your computer](#).

Fan assembly

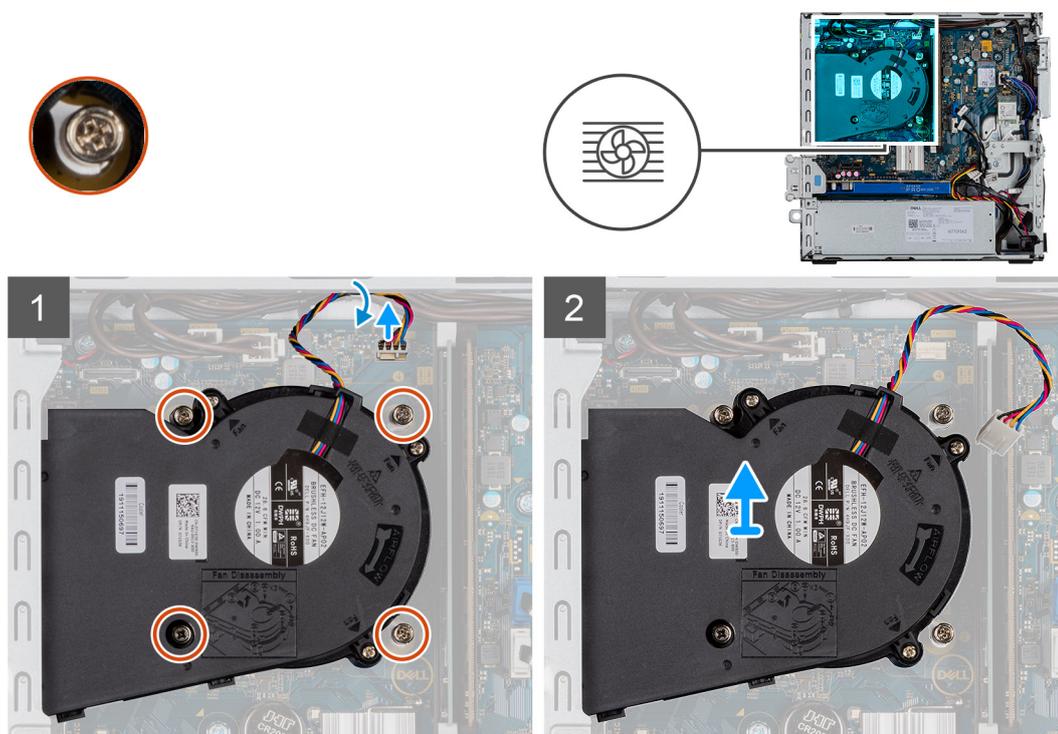
Removing the heat-sink and fan assembly

Prerequisites

1. Follow the procedure in [Before working inside your computer](#).
2. Remove the [side cover](#).
3. Remove the [front bezel](#).
4. Remove the [3.5/2.5-inch hard-drive assembly](#).
5. Remove the [hard-drive and optical-drive bracket](#).

About this task

The following images indicate the location of the heat-sink and fan assembly and provide a visual representation of the removal procedure.



Steps

1. Disconnect the fan cable.
2. Loosen the four captive screws that secure the heat-sink and fan assembly to the system.
3. Lift the heat-sink and fan assembly from the system.

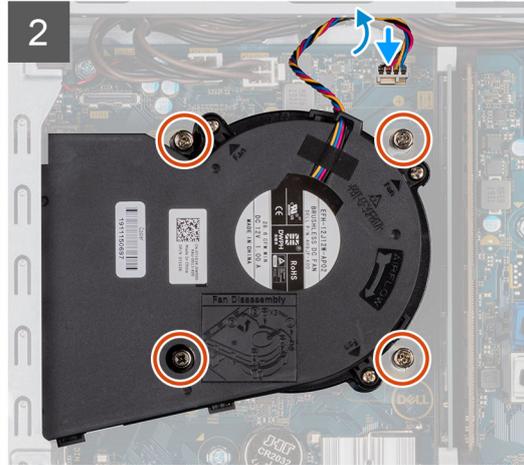
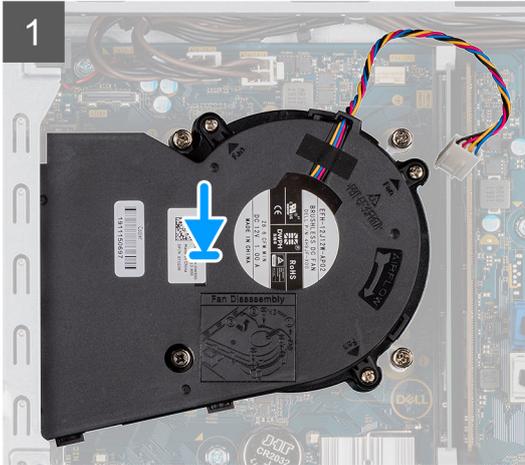
Installing the heat-sink and fan assembly

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 fan assembly and provides a visual representation of the installation procedure.



Steps

1. Place the heat-sink and fan assembly onto the system board.
2. Tighten the captive screws that secure the heat-sink and fan assembly to the system board.
3. Connect the fan cable to the connector on the system board.

Next steps

1. Install the [hard-drive and optical-drive bracket](#).
2. Install the [3.5/2.5-inch hard-drive assembly](#).
3. Install the [front bezel](#).
4. Install the [side cover](#).
5. Follow the procedure in [After working inside your computer](#).

Coin-cell battery

Removing the coin-cell battery

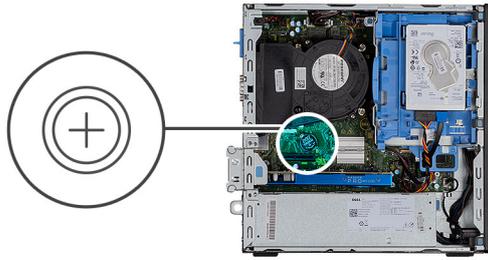
Prerequisites

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

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

About this task

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



Steps

1. Using a plastic scribe, gently pry the coin-cell battery out of the socket on the system board.
2. Remove the coin-cell battery from the system.

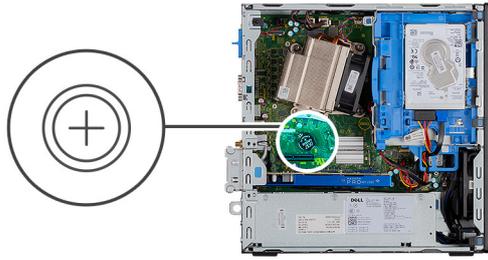
Installing the coin-cell battery

Prerequisites

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

About this task

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



Steps

1. Place the coin cell battery onto the socket on the system board. Ensure that the "+" sign is facing up and the tabs on the lower portion of the socket are holding the battery.
2. Gently push the battery into the socket until it locks in place.

Next steps

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

Expansion card

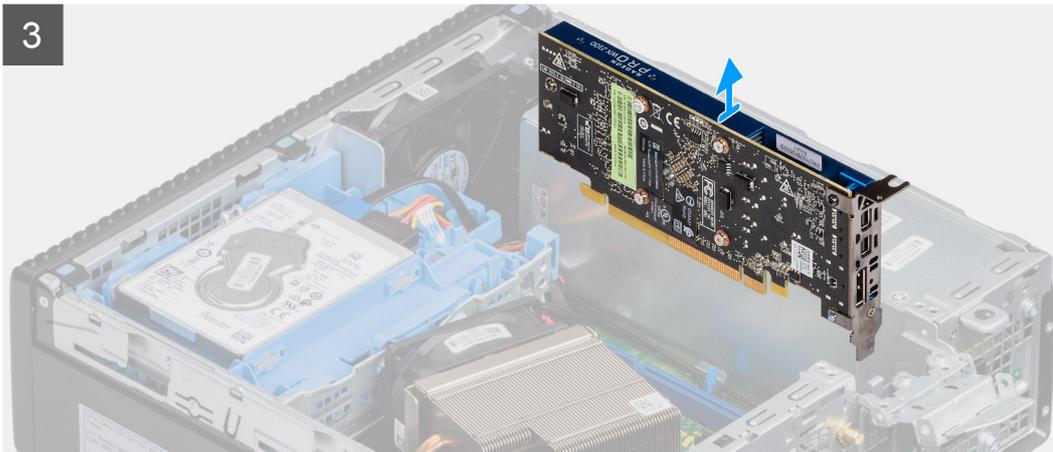
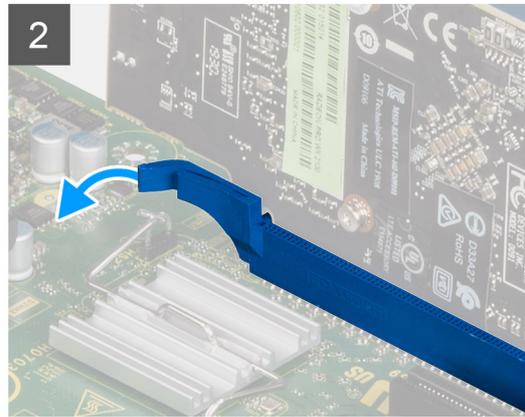
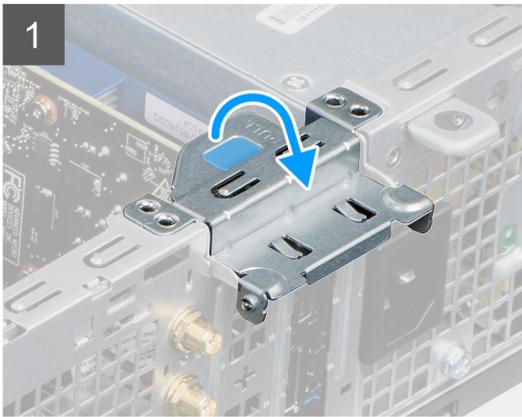
Removing the graphics card

Prerequisites

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

About this task

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



Steps

1. Pull the metal tab to open the expansion card latch.
2. Pull the release tab at the base of the expansion card.
3. Lift the graphics card away from the connector on the system board.

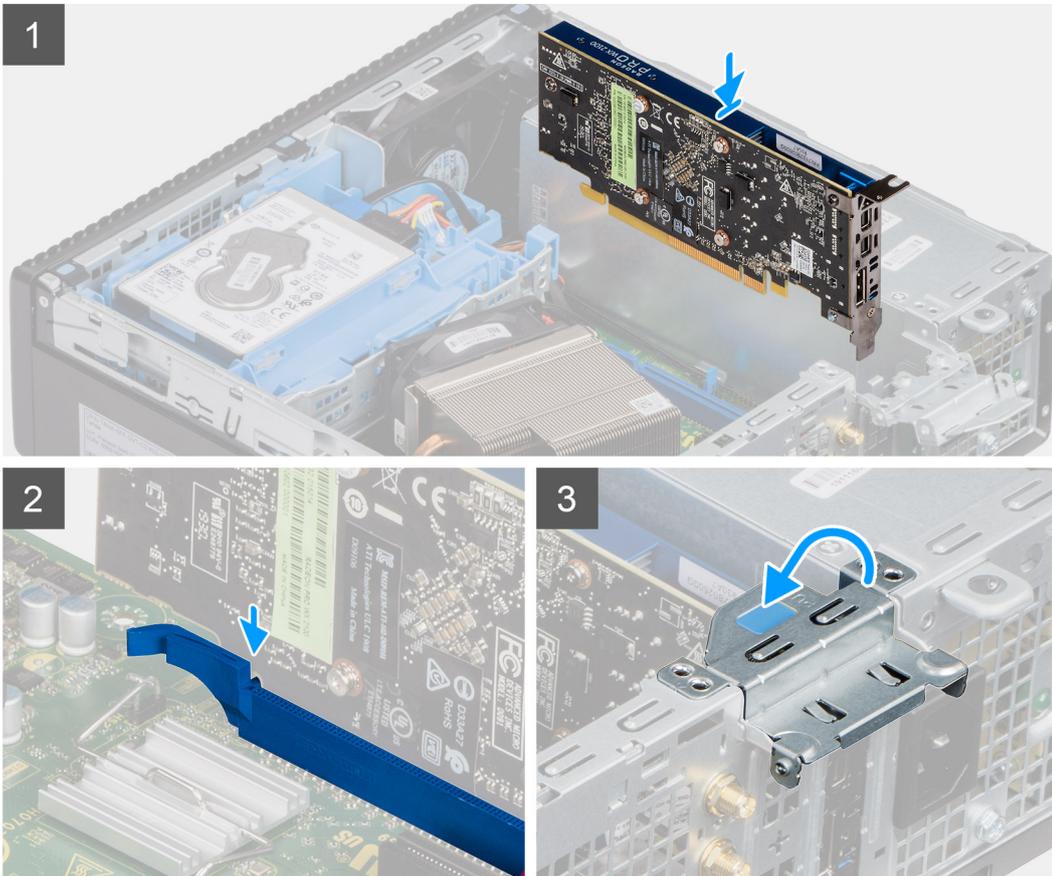
Installing the graphics card

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 graphics card and provides a visual representation of the installation procedure.



Steps

1. Align the graphics card with the connector on the system board.
2. Place the card in the connector and press down firmly.
i **NOTE:** Ensure that the card is firmly seated.
3. Close the expansion card latch and press it until it clicks into place.

Next steps

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

Memory modules

Removing the memory modules

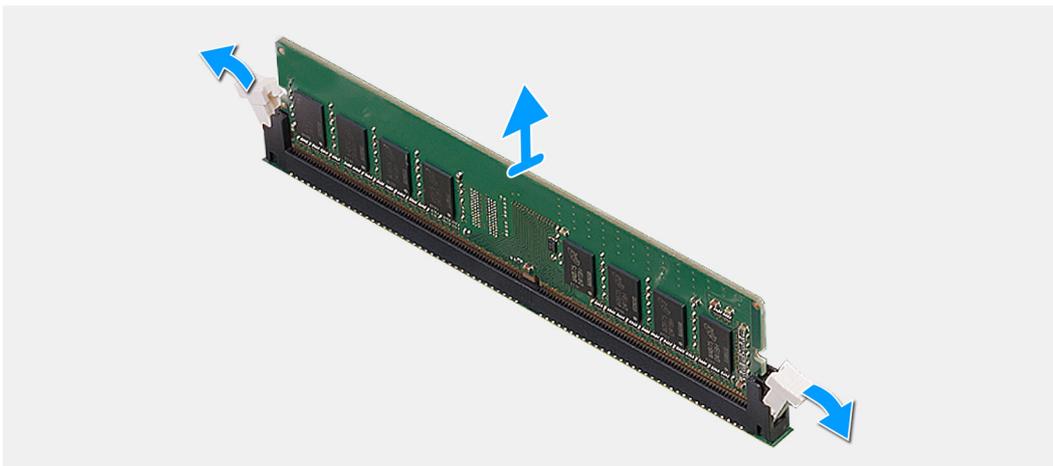
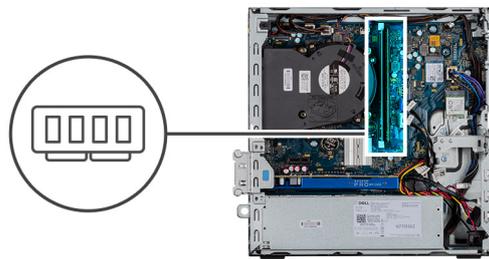
Prerequisites

1. Follow the procedure in [Before working inside your computer](#).
2. Remove the [side cover](#).
3. Remove the [3.5/2.5-inch hard-drive assembly](#).
4. Remove the [hard-drive and optical-drive bracket](#).

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

About this task

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



Steps

1. Pull the securing clips from both side of the memory module until the memory module pops up.
2. Remove the memory module from the memory-module slot.

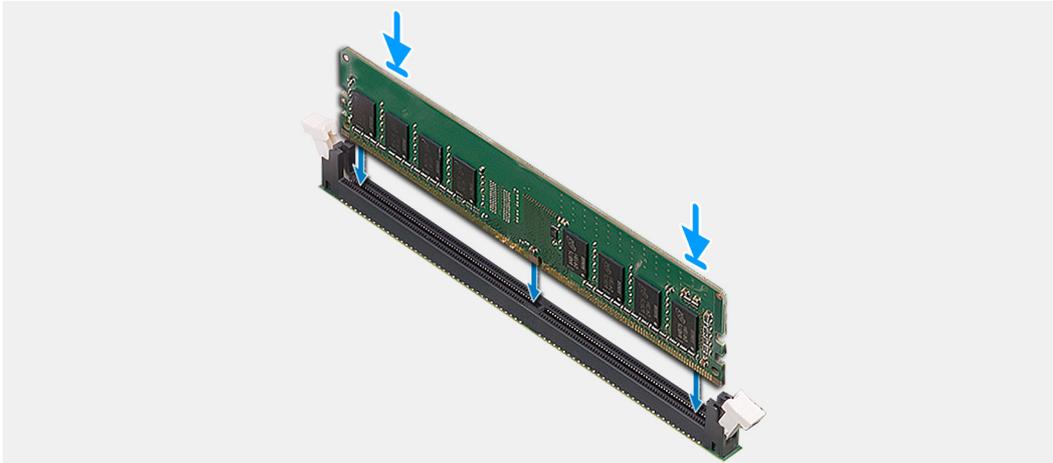
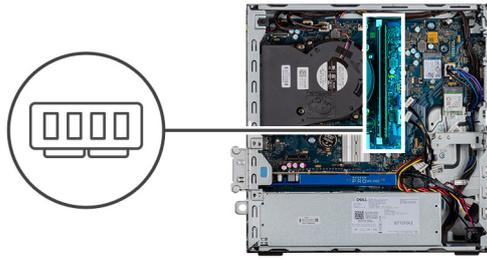
Installing the memory modules

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 memory modules and provides a visual representation of the installation procedure.



Steps

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

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

Next steps

1. Install the [hard-drive and optical-drive bracket](#).
2. Install the [3.5/2.5-inch hard-drive assembly](#).
3. Install the [side cover](#).
4. Follow the procedure in [after working inside your computer](#).

Processor

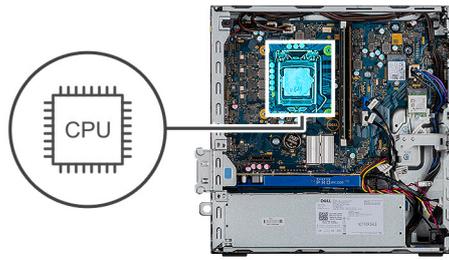
Removing the processor

Prerequisites

1. Follow the procedure in [Before working inside your computer](#).
2. Remove the [side cover](#).
3. Remove the [heat-sink and fan assembly](#).
4. Remove the [3.5/2.5-inch hard-drive assembly](#).
5. Remove the [hard-drive and optical-drive bracket](#).

About this task

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



Steps

1. Press down and push the release lever away from the processor to release it from the securing tab.
2. Lift the lever upward to lift the processor cover.

 **CAUTION: When removing the processor, do not touch any of the pins inside the socket or allow any objects to fall on the pins in the socket.**

3. Gently lift the processor from the processor socket.

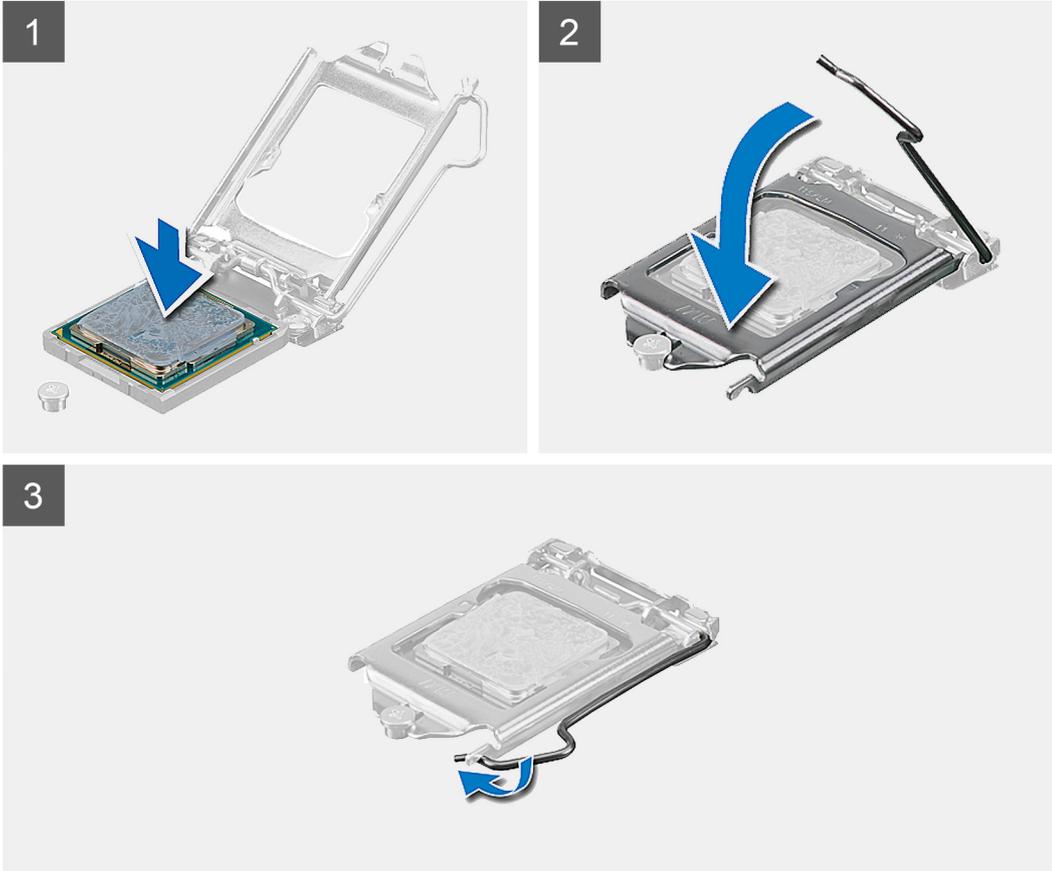
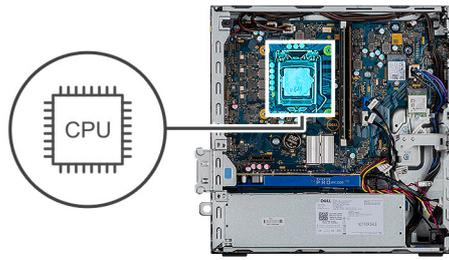
Installing the processor

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 processor and provides a visual representation of the installation procedure.



Steps

1. Align the pin-1 corner of the processor with the pin 1 corner of the processor socket, and then place the processor in the processor socket.
i **NOTE:** The pin-1 corner of the processor has a triangle that aligns with the triangle on the pin-1 corner on the processor socket. When the processor is properly seated, all four corners are aligned at the same height. If one or more corners of the processor are higher than the others, the processor is not seated properly.
2. When the processor is fully seated in the socket, close the processor cover.
3. Press down and push the release lever under the securing tab to lock it.

Next steps

1. Install the [hard-drive and optical-drive bracket](#).
2. Install the [3.5/2.5-inch hard-drive assembly](#).
3. Install the [fan assembly](#).
4. Install the [side cover](#).
5. Follow the procedure in [After working inside your computer](#).

Power-supply unit

Removing the power-supply unit

Prerequisites

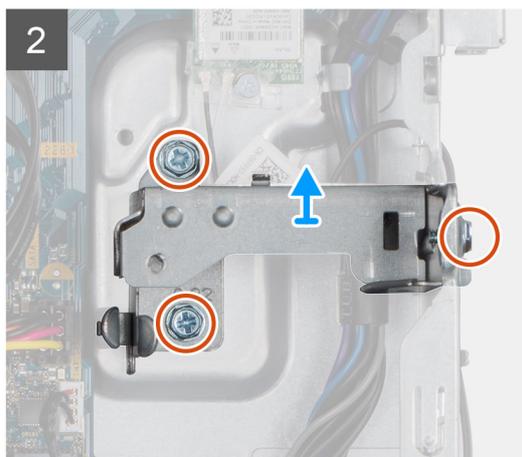
1. Follow the procedure in [Before working inside your computer](#).
2. Remove the [side cover](#).
3. Remove the [3.5/2.5-inch hard-drive assembly](#).
4. Remove the [hard-drive and optical-drive bracket](#).

About this task

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



6x
6x32



3





Steps

1. Remove the SATA cables from the retention clip on the support bracket.
2. Remove the three screws (M6X32) and slide the support bracket out from the slot.
3. Unroute the power-supply cable from the retention clip on the chassis.
4. Remove the three screws (M6X32) that secure the power-supply unit to the back of the chassis.
5. Press the power-supply unit release latch and slide the unit into the chassis.
6. Remove the power-supply unit out of the chassis.

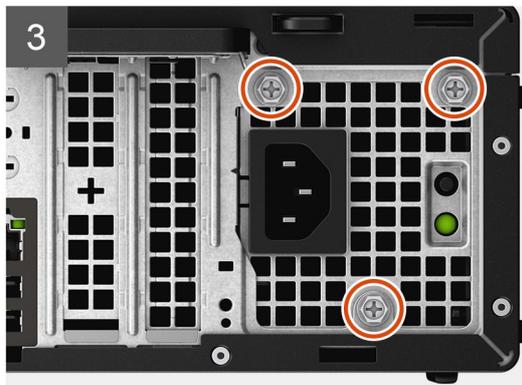
Installing the power-supply unit

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 power-supply unit and provides a visual representation of the installation procedure.



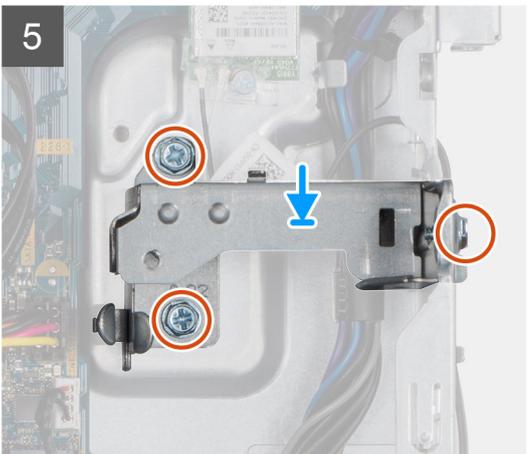
4



6x
6x32



5

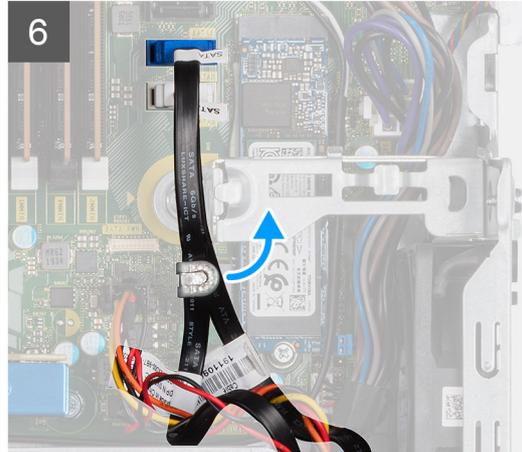
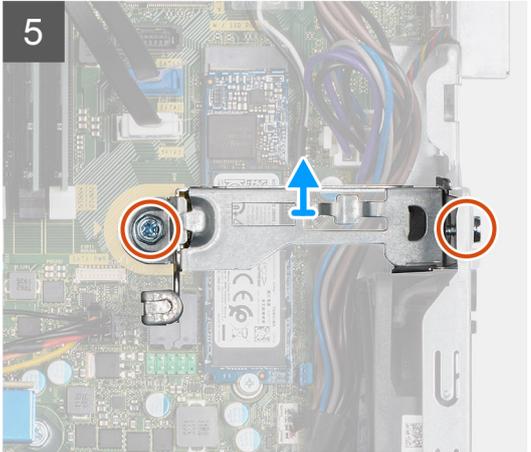


6





5x
6x32



Steps

1. Align and place the power-supply unit into the slot on the chassis.
2. Slide the power-supply unit into the slot until it clicks in place.
3. Replace the three screws (6X32) to secure the power-supply unit to the chassis.
4. Reroute the power-supply cables through retention clips and connect it to the connectors on the system board.
5. Place the support bracket into the slot and secure it with the three screws (6X32).
6. Insert the SATA cables through the retention clip on the support bracket.

Next steps

1. Install the [hard-drive and optical-drive bracket](#).
2. Install the [3.5/2.5-inch hard-drive assembly](#).
3. Install the [side cover](#).
4. Follow the procedure in [After working inside your computer](#).

Intrusion switch

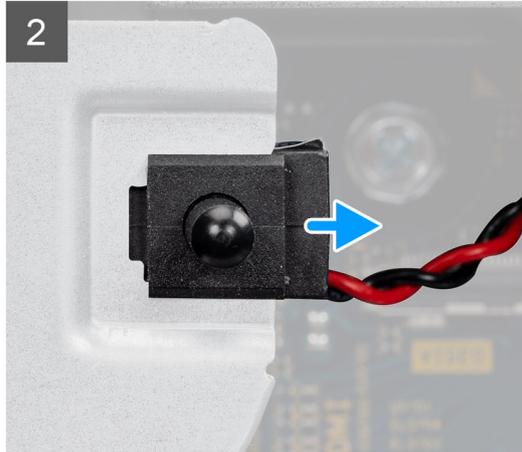
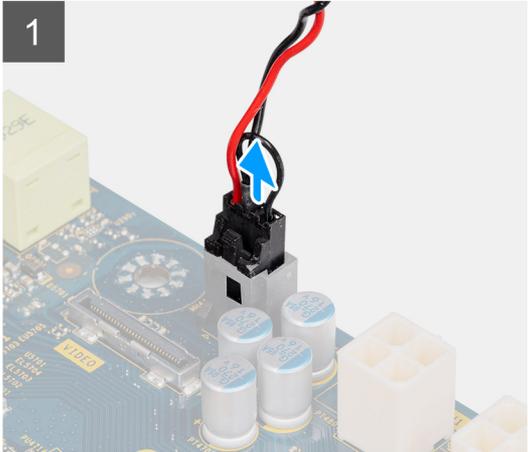
Removing the intrusion switch

Prerequisites

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

About this task

The following images indicate the location of the intrusion switch and provides a visual representation of the removal procedure.



Steps

1. Disconnect the intruder cable from the connector on the system board.
2. Slide and remove the intrusion switch from the chassis.

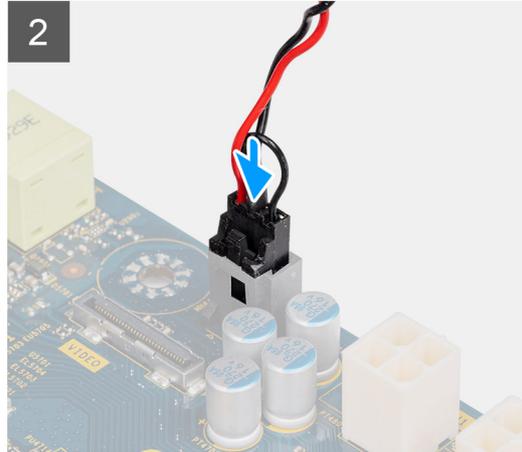
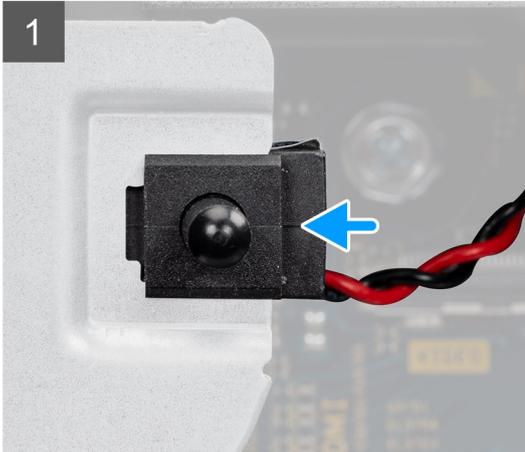
Installing the intrusion switch

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 intrusion switch and provides a visual representation of the installation procedure.



Steps

1. Insert the intrusion switch into its slot and slide the switch to secure it into the slot.
2. Connect the intruder cable to the connector on the system board.

Next steps

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

Power button

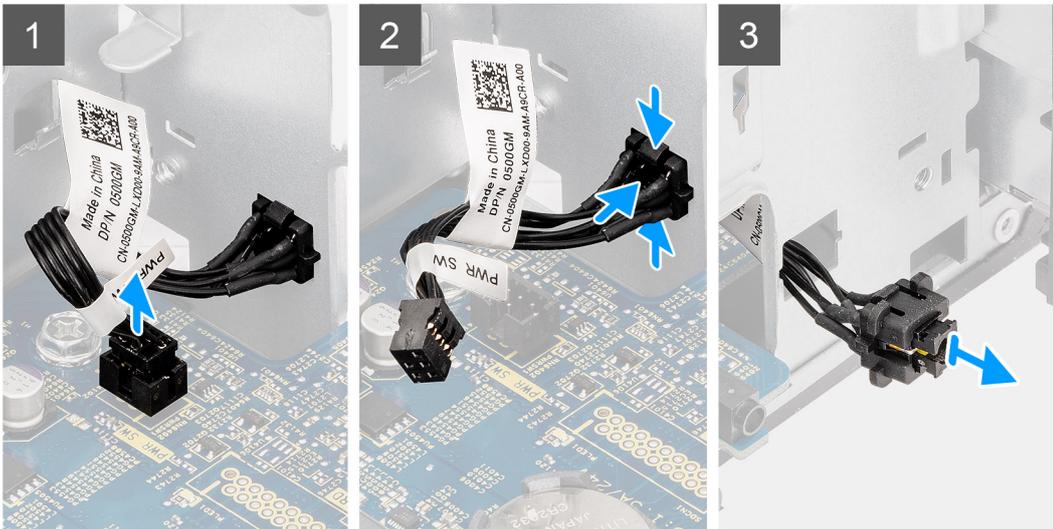
Removing the power button

Prerequisites

1. Follow the procedure in [Before working inside your computer](#).
2. Remove the [side cover](#).
3. Remove the [front bezel](#).
4. Remove the [3.5/2.5-inch hard-drive assembly](#).
5. Remove the [hard-drive and optical-drive bracket](#).

About this task

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



Steps

1. Disconnect the power-button cable from the connector on the system board.
2. Press the release tabs on the power-button head and slide the power-button cable out from the front-side chassis of the computer.
3. Pull the power-button cable out from the computer.

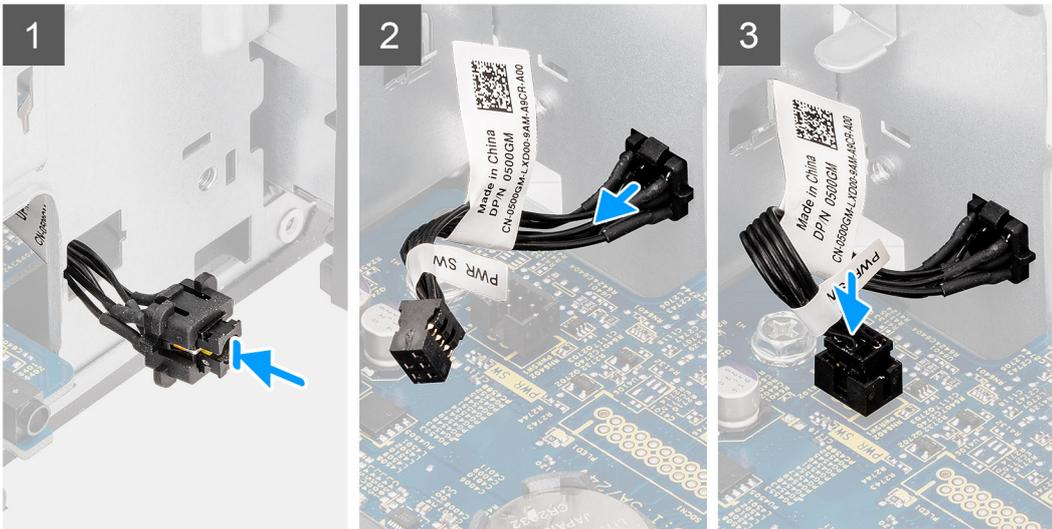
Installing the power button

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 power button switch and provides a visual representation of the installation procedure.



Steps

1. Insert the power-button cable into the slot from the front-side of the computer, and press the power-button head until it clicks into the place in the chassis.
2. Align and connect the power-button cable to the connector on the system board.

Next steps

1. Install the [hard-drive and optical-drive bracket](#).
2. Install the [3.5/2.5-inch hard-drive assembly](#).
3. Install the [side cover](#).
4. Follow the procedure in [After working inside your computer](#).

Optional I/O modules (HDMI/VGA/DP/Serial)

Removing optional I/O modules (HDMI/VGA/DP/Serial)

Prerequisites

1. Follow the procedure in [Before working inside your computer](#).
2. Remove the [side cover](#).
3. Remove the [front bezel](#).
4. Remove the [hard-drive and optical-drive bracket](#).
5. Remove the [heat-sink and fan assembly](#).

About this task

The following images indicate the location of the optional I/O Modules and provides a visual representation of the removal procedure.

Steps

1. Remove the two (M3X3) screws that secure the optional I/O module to the computer chassis.
2. Disconnect the I/O-module cable from the connector on the system board.
3. Remove the I/O module from the computer.

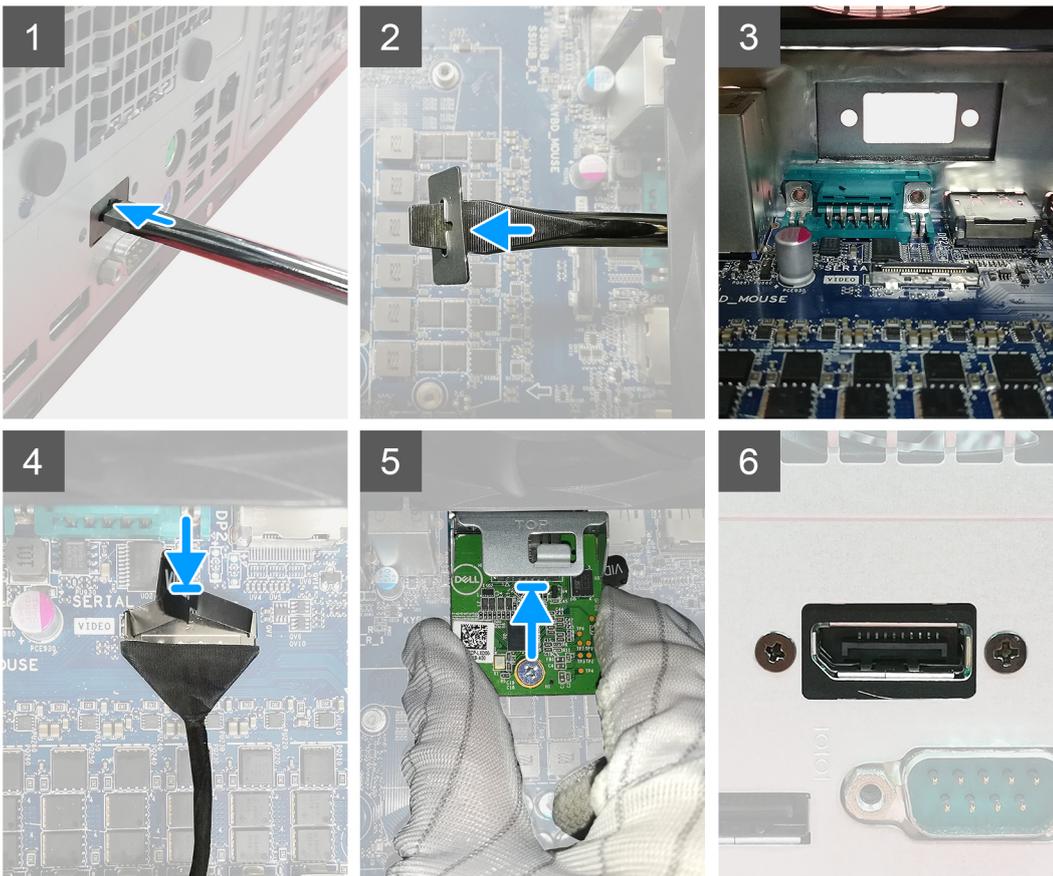
Installing optional I/O modules (HDMI/VGA/DP/Serial)

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 system board and provides a visual representation of the installation procedure.



Steps

1. To remove the dummy metal bracket, insert a flathead screwdriver in the hole of the bracket, push the bracket to release the bracket, and then lift the bracket out from the system.

NOTE: This step is only applicable if there is no existing I/O module installed on the system.

2. Insert the optional I/O module into its slot from the inside of your computer.
3. Connect the I/O cable to the connector on the system board .
4. Replace the two (M3X3) screws to secure the optional I/O module to the system.

Next steps

1. Install the [fan assembly](#).
2. Install the [front bezel](#).
3. Install the [side cover](#).
4. Follow the procedure in [After working inside your computer](#).

System board

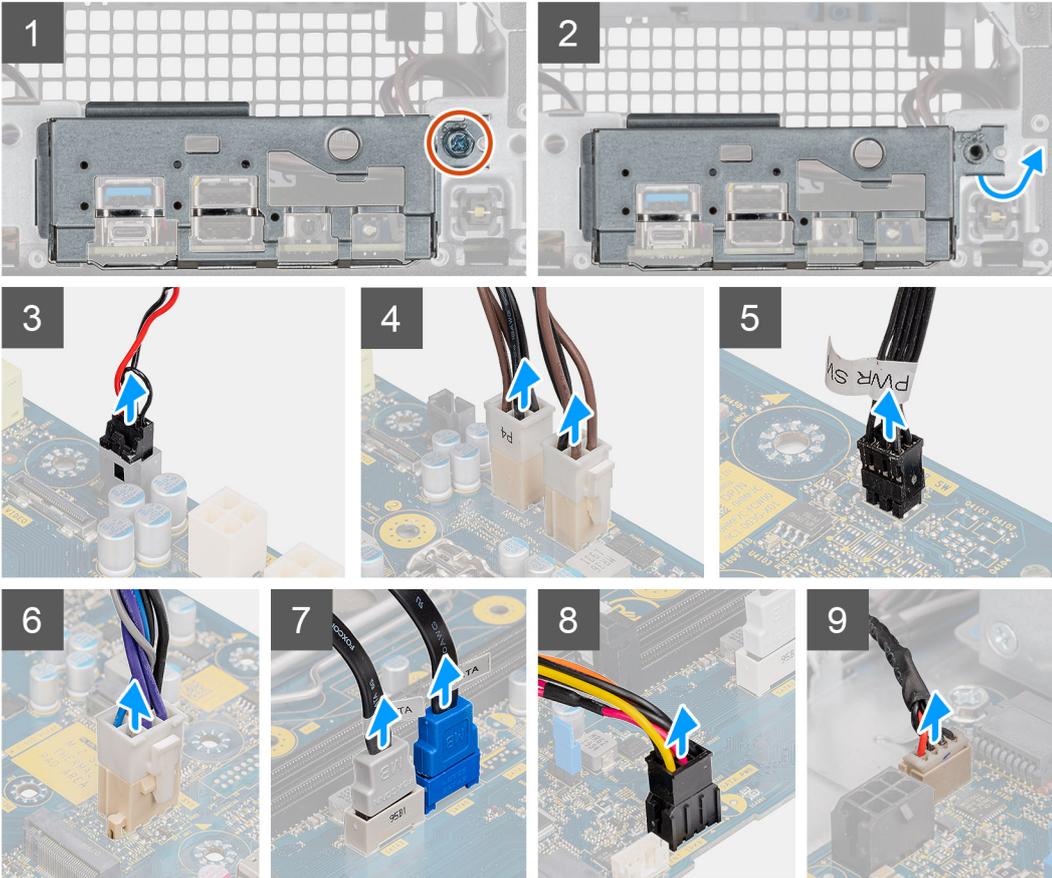
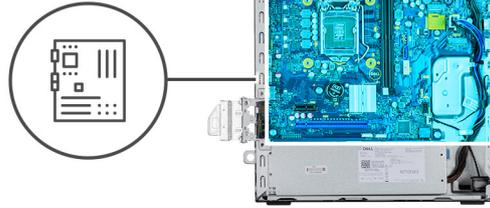
Removing the system board

Prerequisites

1. Follow the procedure in [Before working inside your computer](#).
2. Remove the [side cover](#).
3. Remove the [front bezel](#).
4. Remove the [3.5/2.5-inch hard-drive assembly](#).
5. Remove the [solid-state drive](#).
6. Remove the [WLAN card](#).
7. Remove the [heat-sink and fan assembly](#).
8. Remove the [memory modules](#).
9. Remove the [processor](#).

About this task

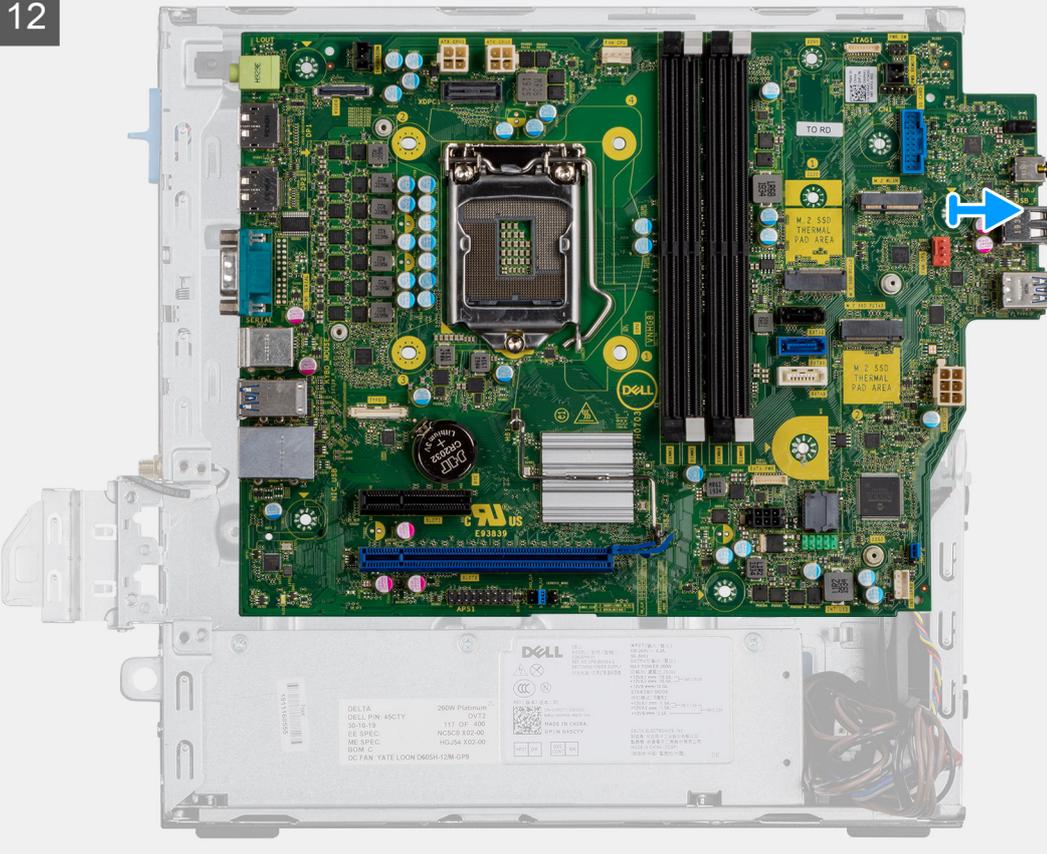
The following images indicate the location of the system board and provide a visual representation of the removal procedure.



10



12





Steps

1. Remove the single (6x32) screw that secures the I/O panel to the chassis.
2. Lift the I/O panel away from the chassis.
3. Disconnect the intrusion switch cable from the connector on the system board.
4. Disconnect the system board power supply cables from the connector on the system board.
5. Disconnect the power button switch cable from the connector on the system board..
6. Disconnect the system fan cable from the connector on the system board..
7. Disconnect the processor power supply cable from the connector on the system board.
8. Disconnect the SATA cables from the connector on the system board.
9. Disconnect the SATA power cable from the connector on the system board.
10. Disconnect the internal speaker cable from the connector on the system board.
11. Remove the seven (6x32) screws and the single standoff (M2x4) screw which secure the system board to the chassis.
12. Free the system board from the back I/O panel by sliding it towards the right and lift the system board out of the chassis.

Installing the system board

Prerequisites

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

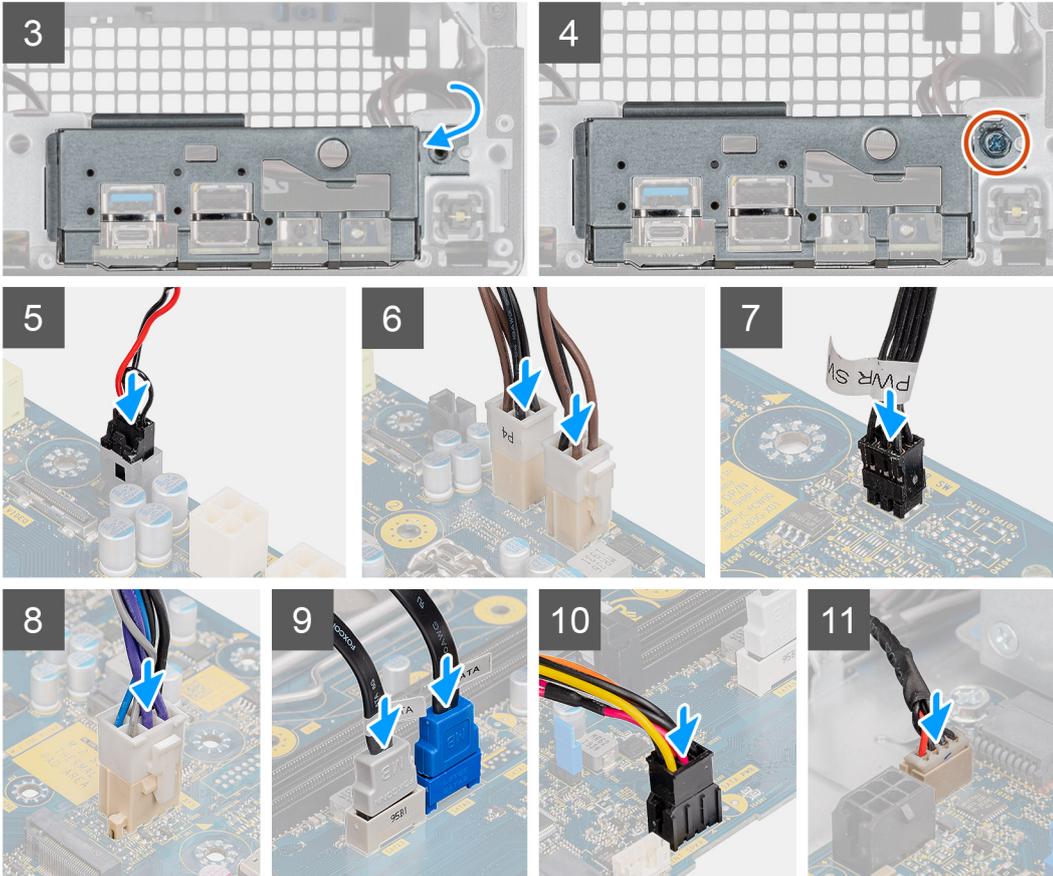
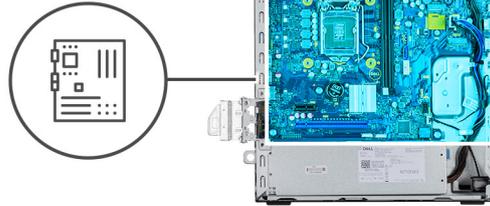
About this task

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

1







Steps

1. Align and lower the system board into the system until the connectors at the back of the system board align with the slots on the chassis, and the screw holes on the system board align with the standoffs on the system.
2. Replace the seven (6-32) screws and the single standoff (M2X4) screw to secure the system board to the chassis.
3. Align and lower the I/O panel into the slot on the chassis.
4. Replace the single (6-32) screws to secure the I/O panel to the chassis.
5. Reconnect the intrusion switch cable.
6. Reconnect the system board power supply cables.
7. Reconnect the power button switch cable.
8. Reconnect the system fan cable.
9. Reconnect the processor power supply cable.
10. Reconnect the SATA cables.
11. Reconnect the SATA power cable.
12. Reconnect the internal speaker cables.

Next steps

1. Install the [processor](#).
2. Install the [heats-sink and fan assembly](#).

3. Install the [WLAN card](#).
4. Install the [solid-state drive](#).
5. Install the [memory modules](#).
6. Install the [3.5/2.5-inch hard-drive assembly](#).
7. Install the [front bezel](#).
8. Install the [side cover](#).
9. Follow the procedure in [After working inside your computer](#).

Drivers and downloads

When troubleshooting, downloading or installing drivers it is recommended that you read the Dell Knowledge Based article, Drivers and Downloads FAQ [000123347](#).

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.

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 3. 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. |

Table 3. Navigation keys (continued)

| Keys | Navigation |
|------|---|
| 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 the tabletcomputerlaptop and its installed devices, the items listed in this section may or may not appear.

General options

Table 4. General

| Option | Description |
|-------------------------|---|
| System Information | Displays the following information: <ul style="list-style-type: none"> • System Information: Displays BIOS Version, Service Tag, Asset Tag, Ownership Tag, Manufacture Date, Ownership Date, and the Express Service Code. • Memory Information: Displays Memory Installed, Memory Available, Memory Speed, Memory Channel Mode, Memory Technology, DIMM 1 Size, and DIMM 2 Size. • PCI Information: Displays Slot1_M.2, Slot2_M.2, Slot3_M.2 • Processor Information: Displays Processor Type, Core Count, Processor ID, Current Clock Speed, Minimum Clock Speed, Maximum Clock Speed, Processor L2 Cache, Processor L3 Cache, HT Capable, and 64-Bit Technology. • Device Information: Displays SATA-0, M.2 PCIe SSD-2, LOM MAC Address, Video Controller, Audio Controller, Wi-Fi Device, and Bluetooth Device. |
| Boot Sequence | Allows you to specify the order in which the computer attempts to find an operating system from the devices specified in this list. |
| UEFI Boot Path Security | This option controls whether or not the system prompts the user to enter the Admin password when booting a UEFI boot path from the F12 Boot Menu. |
| Date/Time | Allows you to set the date and time settings. Changes to the system date and time take effect immediately. |

System information

Table 5. System Configuration

| Option | Description |
|-------------------------|---|
| Integrated NIC | <p>Allows you to control the onboard LAN controller. The option 'Enable UEFI Network Stack' is not selected by default. The options are:</p> <ul style="list-style-type: none"> ● Disabled ● Enabled ● Enabled w/PXE (default) <p> NOTE: Depending on the computer and its installed devices, the items that are listed in this section may or may not appear.</p> |
| SATA Operation | <p>Allows you to configure the operating mode of the integrated hard drive controller.</p> <ul style="list-style-type: none"> ● Disabled = The SATA controllers are hidden ● AHCI = SATA is configured for AHCI mode ● RAID ON = SATA is configured to support RAID mode (selected by default) |
| Drives | <p>Allows you to enable or disable the various drives onboard:</p> <ul style="list-style-type: none"> ● SATA-0 (enabled by default) ● M.2 PCIe SSD-0 (enabled by default) |
| Smart Reporting | <p>This field controls whether hard-drive errors for integrated drives are reported during system startup. The Enable Smart Reporting option is disabled by default.</p> |
| USB Configuration | <p>Allows you to enable or disable the integrated USB controller for:</p> <ul style="list-style-type: none"> ● Enable USB Boot Support ● Enable Front USB Ports ● Enable Rear USB Ports <p>All the options are enabled by default.</p> |
| Front USB Configuration | <p>Allows you to enable or disable the front USB ports. All the ports are enabled by default.</p> |
| Rear USB Configuration | <p>Allows you to enable or disable the back USB ports. All the ports are enabled by default.</p> |
| USB PowerShare | <p>This option allows you to charge the external devices, such as mobile phones, music player. This option is disabled by default.</p> |
| Audio | <p>Allows you to enable or disable the integrated audio controller. The option Enable Audio is selected by default.</p> <ul style="list-style-type: none"> ● Enable Microphone ● Enable Internal Speaker <p>Both the options are selected by default.</p> |
| Dust Filter Maintenance | <p>Allows you to enable or disable BIOS messages for maintaining the optional dust filter that is installed in your computer. BIOS will generate a pre-boot reminder to clean or replace the dust filter based on the interval set. The option Disabled is selected by default.</p> <ul style="list-style-type: none"> ● Disabled ● 15 days ● 30 days ● 60 days ● 90 days ● 120 days ● 150 days ● 180 days |

Video screen options

Table 6. Video

| Option | Description |
|-----------------|--|
| Primary Display | <p>Allows you to select the primary display when multiple controllers are available in the system.</p> <ul style="list-style-type: none"> • Auto (default) • Intel HD Graphics <p>i NOTE: If you do not select Auto, the on-board graphics device will be present and enabled.</p> |

Security

Table 7. Security

| Option | Description |
|-------------------------------|--|
| Admin Password | Allows you to set, change, and delete the admin password. |
| System Password | Allows you to set, change, and delete the system password. |
| Internal HDD-0 Password | Allows you to set, change, and delete the computer's internal hard drive password. |
| Password Configuration | Allows you to control the minimum and maximum number of characters that are allowed for an administrative password and the system password. The range of characters is between 4 and 32. |
| Password Bypass | <p>This option lets you bypass the System (Boot) Password and the internal hard drive password prompts during a system restart.</p> <ul style="list-style-type: none"> • Disabled — Always prompt for the system and internal HDD password when they are set. This option is disabled by default. • Reboot Bypass — Bypass the password prompts on Restarts (warm boots). <p>i NOTE: The system will always prompt for the system and internal HDD passwords when powered on from the off state (a cold boot). Also, the system will always prompt for passwords on any module bay HDDs that may be present.</p> |
| Password Change | <p>This option lets you determine whether changes to the System and Hard Disk passwords are permitted when an administrator password is set.</p> <p>Allow Non-Admin Password Changes - This option is enabled by default.</p> |
| UEFI Capsule Firmware Updates | This option controls whether this system allows BIOS updates via UEFI capsule update packages. This option is selected by default. Disabling this option will block BIOS updates from services such as Microsoft Windows Update and Linux Vendor Firmware Service (LVFS). |
| TPM 2.0 Security | <p>Allows you to control whether the Trusted Platform Module (TPM) is visible to the operating system.</p> <ul style="list-style-type: none"> • TPM On (default) • Clear • PPI Bypass for Enable Commands • PPI Bypass for Disable Commands • PPI Bypass for Clear Commands • Attestation Enable (default) • Key Storage Enable (default) • SHA-256 (default) <p>Choose any one option:</p> <ul style="list-style-type: none"> • Disabled • Enabled (default) |

Table 7. Security (continued)

| Option | Description |
|-------------------------|---|
| Absolute | This field lets you Enable, Disable or permanently Disable the BIOS module interface of the optional Absolute Persistence Module service from Absolute Software. <ul style="list-style-type: none"> • Enabled - This option is selected by default. • Disable • Permanently Disabled |
| Chassis Intrusion | This field controls the chassis intrusion feature. Choose any one of the options: <ul style="list-style-type: none"> • Disabled (default) • Enabled • On-Silent |
| OROM Keyboard Access | This option determines whether users can enter Option ROM Configuration screens using hotkeys during boot. <ul style="list-style-type: none"> • Enabled - This option is selected by default. • Disable • One Time Enable |
| Admin Setup Lockout | Allows you to prevent users from entering Setup when Admin password is set. This option is not set by default. |
| Master Password Lockout | Allows you to disable master password support. Hard Disk passwords need to be cleared before the settings can be changed. This option is not set by default. |
| HDD Protection Support | This field allows users to enable and disable the HDD Protection feature. This option is not set by default. |
| SMM Security Mitigation | Allows you to enable or disable additional UEFI SMM Security Mitigation protections. This option is not set by default. |

Secure boot options

Table 8. Secure Boot

| Option | Description |
|-----------------------|---|
| Secure Boot Enable | Allows you to enable or disable Secure Boot feature <ul style="list-style-type: none"> • Secure Boot Enable This option is not selected by default. |
| Secure Boot Mode | Allows you to modify the behavior of Secure Boot to allow evaluation or enforcement of UEFI driver signatures. <ul style="list-style-type: none"> • Deployed Mode (default) • Audit Mode |
| Expert key Management | Allows you to manipulate the security key databases only if the system is in Custom Mode. The Enable Custom Mode option is disabled by default. The options are: <ul style="list-style-type: none"> • PK (default) • KEK • db • dbx If you enable the Custom Mode , the relevant options for PK, KEK, db, and dbx appear. The options are: <ul style="list-style-type: none"> • Save to File- Saves the key to a user-selected file • Replace from File- Replaces the current key with a key from a user-selected file • Append from File- Adds a key to the current database from a user-selected file • Delete- Deletes the selected key • Reset All Keys- Resets to default setting |

Table 8. Secure Boot (continued)

| Option | Description |
|--------|---|
| | <ul style="list-style-type: none"> • Delete All Keys- Deletes all the keys <p>NOTE: If you disable the Custom Mode, all the changes made will be erased and the keys will restore to default settings.</p> |

Intel Software Guard Extensions options

Table 9. Intel Software Guard Extensions

| Option | Description |
|----------------------------|---|
| Intel SGX Enable | <p>This field specifies you to provide a secured environment for running code/storing sensitive information in the context of the main OS.</p> <p>Click one of the following options:</p> <ul style="list-style-type: none"> • Disabled • Enabled • Software controlled—Default |
| Enclave Memory Size | <p>This option sets SGX Enclave Reserve Memory Size</p> <p>Click one of the following options:</p> <ul style="list-style-type: none"> • 32 MB • 64 MB • 128 MB—Default |

Performance

Table 10. Performance

| Option | Description |
|---------------------------|---|
| Multi Core Support | <p>This field specifies whether the process has one or all cores enabled. The performance of some applications improves with the additional cores.</p> <ul style="list-style-type: none"> • All—Default • 1 • 2 • 3 |
| Intel SpeedStep | <p>Allows you to enable or disable the Intel SpeedStep mode of processor.</p> <ul style="list-style-type: none"> • Enable Intel SpeedStep <p>This option is set by default.</p> |
| C-States Control | <p>Allows you to enable or disable the additional processor sleep states.</p> <ul style="list-style-type: none"> • C states <p>This option is set by default.</p> |
| Intel TurboBoost | <p>Allows you to enable or disable the Intel TurboBoost mode of the processor.</p> <ul style="list-style-type: none"> • Enable Intel TurboBoost |

Table 10. Performance (continued)

| Option | Description |
|-----------------------------|---|
| | This option is set by default. |
| Hyper-Thread Control | <p>Allows you to enable or disable the HyperThreading in the processor.</p> <ul style="list-style-type: none"> ● Disabled ● Enabled—Default |

Power management

Table 11. Power Management

| Option | Description |
|-------------------------------------|--|
| AC Recovery | <p>Determines how the system responds when AC power is re-applied after a power loss. You can set the AC Recovery to:</p> <ul style="list-style-type: none"> ● Power Off ● Power On ● Last Power State <p>This option is Power Off by default.</p> |
| Enable Intel Speed Shift Technology | <p>Allows you to enable or disable Intel Speed Shift Technology support. The option Enable Intel Speed Shift Technology is set by default.</p> |
| Auto On Time | <p>Sets time to automatically turn on the computer. Time is kept in standard 12-hour format (hour:minutes:seconds). Change the startup time by typing the values in the time and AM/PM fields.</p> <p> NOTE: This feature does not work if you turn off your computer using the switch on a power strip or surge protector or if Auto Power is set to disabled.</p> |
| Deep Sleep Control | <p>Allows you to define the controls when Deep Sleep is enabled.</p> <ul style="list-style-type: none"> ● Disabled ● Enabled in S5 only ● Enabled in S4 and S5 <p>This option is Enabled in S4 and S5 by defaultDisabled (by default).</p> |
| Fan Control Override | <p>This field determines the speed of the fan. When enabled the system fan runs at full speed. This option is disabled by default.</p> |
| USB Wake Support | <p>Allows you to enable the USB devices to wake the computer from standby mode. The option "Enable USB Wake Support" is selected by default</p> |
| Wake on LAN/WWAN | <p>This option allows the computer to power up from the off state when triggered by a special LAN signal. This feature only works when the computer is connected to AC power supply.</p> <ul style="list-style-type: none"> ● Disabled - Does not allows the system to power on by special LAN signals when it receives a wake-up signal from the LAN or wireless LAN. ● LAN or WLAN - Allows the system to be powered on by special LAN or wireless LAN signals. ● LAN Only - Allows the system to be powered on by special LAN signals. ● LAN with PXE Boot - A wakeup packet sent to the system in either the S4 or S5 state, that will cause the system to wake-up and immediately boot to PXE. ● WLAN Only - Allows the system to be powered on by special WLAN signals. <p>This option is Disabled by default.</p> |
| Block Sleep | <p>Allows you to block entering to sleep (S3 state) in OS environment. This option is disabled by default.</p> |

Post behavior

Table 12. POST Behavior

| Option | Description |
|-----------------------|---|
| Adapter Warnings | This option lets you choose whether the system displays warning messages when you use certain power adapters. This option is enabled by default. |
| Numlock LED | Allows you to enable or disable the Numlock feature when your computer starts. This option is enabled by default. |
| Keyboard Errors | Allows you to enable or disable the keyboard error reporting when the computer starts. The option Enable Keyboard Error Detection is enabled by default. |
| Fast Boot | This option can speed up the boot process by bypassing some compatibility steps: <ul style="list-style-type: none"> Minimal — The system boots quickly, unless the BIOS has been updated, memory changed, or the previous POST did not complete. Thorough — The system does not skip any steps in the boot process. Auto — This allows the operating system to control this setting (this works only when the operating system supports Simple Boot Flag). This option is set to Thorough by default. |
| Extend BIOS POST Time | This option creates an additional pre-boot delay. <ul style="list-style-type: none"> 0 seconds (default) 5 seconds 10 seconds |
| Full Screen Logo | This option will display full screen logo if your image match screen resolution. The option Enable Full Screen Logo is not set by default. |
| Warnings and Errors | This option causes the boot process to only pause when warning or errors are detected. Choose any one of the option: <ul style="list-style-type: none"> Prompt on Warnings and Errors - default Continue on Warnings Continue on Warnings and Errors |

Manageability

| Option | Description |
|-----------------------------|--|
| Intel AMT Capability | Allows you to provision AMT and MEB Hotkey function is enabled, during the system boot. <ul style="list-style-type: none"> Disabled Enabled Restrict MEBx Access - by default |
| USB Provision | When enabled Intel AMT can be provisioned using the local provisioning file using a USB storage device. <ul style="list-style-type: none"> Enable USB Provision - disabled by default |
| MEBx Hotkey | Allows you to specify whether the MEBx Hotkey function should enable, during the system boot. <ul style="list-style-type: none"> Enable MEBx hotkey—disabled by default |

Virtualization support

Table 13. Virtualization Support

| Option | Description |
|----------------|---|
| Virtualization | This option specifies whether a Virtual Machine Monitor (VMM) can utilize the additional hardware capabilities provided by the Intel Virtualization technology. <ul style="list-style-type: none"> Enable Intel Virtualization Technology |

Table 13. Virtualization Support (continued)

| Option | Description |
|-------------------|--|
| | This option is set by default. |
| VT for Direct I/O | Enables or disables the Virtual Machine Monitor (VMM) from utilizing the additional hardware capabilities provided by the Intel Virtualization technology for direct I/O. <ul style="list-style-type: none"> • Enable VT for Direct I/O This option is set by default. |
| Trusted Execution | This option specifies whether a Measured Virtual Machine Monitor (MVMM) can utilize the additional hardware capabilities provided by Intel Trusted Execution Technology. <ul style="list-style-type: none"> • Trusted Execution This option is not set by default. |

Wireless options

Table 14. Wireless

| Option | Description |
|------------------------|--|
| Wireless Device Enable | Allows you to enable or disable the internal wireless devices. The options are: <ul style="list-style-type: none"> • WLAN/WiGig • Bluetooth All the options are enabled by default. |

Maintenance

Table 15. Maintenance

| Option | Description |
|----------------|--|
| Service Tag | Displays the service tag of your computer. |
| Asset Tag | Allows you to create a system asset tag if an asset tag is not already set. This option is not set by default. |
| SERR Messages | Controls the SERR message mechanism. This option is set by default. Some graphics cards require that the SERR message mechanism be disabled. |
| BIOS Downgrade | Allows you to flash previous revisions of the system firmware. <ul style="list-style-type: none"> • Allow BIOS Downgrade This option is set by default. |
| Data Wipe | Allows you to securely erase data from all internal storage devices. <ul style="list-style-type: none"> • Wipe on Next Boot This option is not set by default. |
| BIOS Recovery | <p>BIOS Recovery from Hard Drive—This option is set by default. Allows you to recover the corrupted BIOS from a recovery file on the HDD or an external USB key.</p> <p> NOTE: BIOS Recovery from Hard Drive field must be enabled.</p> <p>Always Perform Integrity Check—Performs integrity check on every boot.</p> |

Table 15. Maintenance (continued)

| Option | Description |
|---------------------|--|
| First Power On Date | Allows you the set Ownership date. The option Set Ownership Date is not set by default. |

System logs

Table 16. System Logs

| Option | Description |
|-------------|---|
| BIOS events | Allows you to view and clear the System Setup (BIOS) POST events. |

Advanced configuration

Table 17. Advanced configuration

| Option | Description |
|--------|--|
| ASPM | Allows you to set the ASPM level. <ul style="list-style-type: none">• Auto (default) - There is handshaking between the device and PCI Express hub to determine the best ASPM mode supported by the device• Disabled - ASPM power management is turned off at all time• L1 Only - ASPM power management is set to use L1 |

SupportAssist System Resolution

| Option | Description |
|-----------------------------------|---|
| Auto OS Recovery Threshold | Allows you to control the automatic boot flow for SupportAssist System. Options are: <ul style="list-style-type: none">• Off• 1• 2 (Enabled by default)• 3 |
| SupportAssist OS Recovery | Allows you to recover the SupportAssist OS Recovery (Enabled by default). |
| BIOSConnect | BIOSConnect enable or disable cloud Service OS upon absence of Local OS Recovery (Enabled by default). |

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](https://www.dell.com/support/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.
 - At least one special character: ! " # \$ % & ' () * + , - . / : ; < = > ? @ [\] ^ _ ` { | }
 - Numbers 0 through 9.
 - Upper case letters from A to Z.
 - Lower case letters from a to z.
3. Type the system password that you entered earlier in the **Confirm new password** field and click **OK**.
4. Press Esc and save the changes as prompted by the pop-up message.
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

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.

Diagnostics

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

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

Table 19. Power LED summary

| Amber LED state | White LED state | System state | Notes |
|-----------------|-----------------|---------------------------------|---|
| Off | Off | S4, S5 | <ul style="list-style-type: none"> • Hibernate or Suspend to Disk (S4) • Power is off (S5) |
| Off | Blinking | S1, S3 | System is in a low power state, either S1 or S3. This does not indicate a fault condition. |
| Previous State | Previous State | S3, no PWRGD_PS | This entry provides for the possibility of a delay from SLP_S3# active to PWRGD_PS inactive. |
| Blinking | Off | S0, no PWRGD_PS | Boot Failure - The computer is receiving electrical power, and power supplied by the power supply is normal. A device might be malfunctioning or incorrectly installed. Refer to the table below for Amber Blinking Pattern diagnostics suggestion and possible failures. |
| Steady | Off | S0, no PWRGD_PS, Code fetch = 0 | Boot Failure - This is a system fault error condition, including the power supply. Only the +5VSB rail on the power supply is working correctly. |
| Off | Steady | S0, no PWRGD_PS, Code fetch = 1 | This indicates that the host BIOS has started to execute and the LED register is now writable. |

Table 20. Amber LED blinking failures

| Amber LED state | White LED state | System state | Notes |
|-----------------|-----------------|------------------------|--|
| 2 | 1 | Bad MBD | Bad MBD - Rows A, G, H, and J from table 12.4 of SIO Spec - Pre-Post indicators [40] |
| 2 | 2 | Bad MB, PSU or cabling | Bad MBD, PSU or PSU cabling - Rows B, C and D of table 12.4 SIO spec [40] |
| 2 | 3 | Bad MBD, DIMMS, or CPU | Bad MBD, DIMMS or CPU - Rows F and K from table 12.4 of SIO spec [40] |
| 2 | 4 | Bad coin cell | Bad coin cell - Row M of table 12.4 in SIO spec [40] |

Table 21. States Under Host BIOS Control

| Amber LED state | White LED state | System state | Notes |
|-----------------|-----------------|--------------|---|
| 2 | 5 | BIOS state 1 | BIOS Post code (Old LED pattern 0001) Corrupt BIOS. |

Table 21. States Under Host BIOS Control (continued)

| Amber LED state | White LED state | System state | Notes |
|-----------------|-----------------|---------------|---|
| 2 | 6 | BIOS state 2 | BIOS Post code (Old LED pattern 0010) CPU config or CPU failure. |
| 2 | 7 | BIOS state 3 | BIOS Post code (Old LED pattern 0011) MEM config in process. Appropriate mem modules detected but failure has occurred. |
| 3 | 1 | BIOS state 4 | BIOS Post code (Old LED pattern 0100) Combine PCI device config or failure with video sub sytem config or failure. BIOS to eliminate 0101 video code. |
| 3 | 2 | BIOS state 5 | BIOS Post code (Old LED pattern 0110) Combine storage and USB config or failure. BIOS to eliminate 0111 USB code. |
| 3 | 3 | BIOS state 6 | BIOS Post code (Old LED pattern 1000) MEM config, no memory detected. |
| 3 | 4 | BIOS state 7 | BIOS Post code (Old LED pattern 1001) Fatal Motherboard error. |
| 3 | 5 | BIOS state 8 | BIOS Post code (Old LED pattern 1010) Mem config, modules incompatible or invalid config. |
| 3 | 6 | BIOS state 9 | BIOS Post code (Old LED pattern 1011) combine "Other pre-video activity and resource configuration codes. BIOS to eliminate 1100 code. |
| 3 | 7 | BIOS state 10 | BIOS Post code (Old LED pattern 1110) Other pre-post activity, routine subsequent to video init. |

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 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/serviceabilitytools. Click **SupportAssist** and then, click **SupportAssist OS Recovery**.

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.

Flea power release

About this task

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

Steps

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

Real Time Clock—RTC reset

The Real Time Clock (RTC) reset function allows you or the service technician to recover the recently launched model Dell Latitude and Precision systems from **No POST/No Boot/No Power** situations. You can initiate the RTC reset on the system from a power-off state only if it is connected to AC power. Press and hold the power button for 25 seconds. The system RTC reset occurs after you release the power button.

 **NOTE:** If AC power is disconnected from the system during the process or the power button is held longer than 40 seconds, the RTC reset process gets aborted.

The RTC reset will reset the BIOS to Defaults, un-provision Intel vPro and reset the system date and time. The following items are unaffected by the RTC reset:

- Service Tag
- Asset Tag
- Ownership Tag
- Admin Password
- System Password
- HDD Password
- Key Databases
- System Logs

 **NOTE:** The IT administrator's vPro account and password on the system will be un-provisioned. The system needs to go through the setup and configuration process again to reconnect it to the vPro server.

The below items may or may not reset based on your custom BIOS setting selections:

- Boot List
- Enable Legacy Option ROMs
- Secure Boot Enable
- Allow BIOS Downgrade

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 22. Self-help resources

| Self-help resources | Resource location |
|---|--|
| Information about Dell products and services | www.dell.com |
| My Dell app |  |
| Tips |  |
| Contact Support | In Windows search, type <code>Contact Support</code> , and press Enter. |
| Online help for operating system | www.dell.com/support/windows |
| Access top solutions, diagnostics, drivers and downloads, and learn more about your computer through videos, manuals and documents. | Your Dell computer is uniquely identified by a Service Tag or Express Service Code. To view relevant support resources for your Dell computer, enter the Service Tag or Express Service Code at www.dell.com/support . For more information on how to find the Service Tag for your computer, see Locate the Service Tag on your computer . |
| Dell knowledge base articles for a variety of computer concerns | <ol style="list-style-type: none"> 1. Go to www.dell.com/support. 2. On the menu bar at the top of the Support page, select Support > Knowledge Base. 3. In the Search field on the Knowledge Base page, type the keyword, topic, or model number, and then click or tap the search icon to view the related articles. |

Contacting Dell

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

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

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